### LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY LODDON SHIRE COUNCIL

# **2016 RESEARCH REPORT**

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

JWSRESEARCH



- Background and objectives
- Survey methodology and sampling
- Further information
- Key findings & recommendations
- Summary of findings
- Detailed findings
  - <u>Key core measure: Overall performance</u>
  - <u>Key core measure: Customer service</u>
  - Key core measure: Council direction indicators
  - Positives and areas for improvement
  - <u>Communications</u>
  - Individual service areas
  - Detailed demographics
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Welcome to the report of results and recommendations for the 2016 State-wide Local Government Community Satisfaction Survey for Loddon Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional and participating councils have a range of choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Loddon Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.





This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Loddon Shire Council.

Survey sample matched to the demographic profile of Loddon Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Loddon Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Loddon Shire Council. Survey fieldwork was conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March, 2016.

The 2016 results are compared with previous years, as detailed below:

- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January 11<sup>th</sup> March.
- 2013, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May 30<sup>th</sup> June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Loddon Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.



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Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

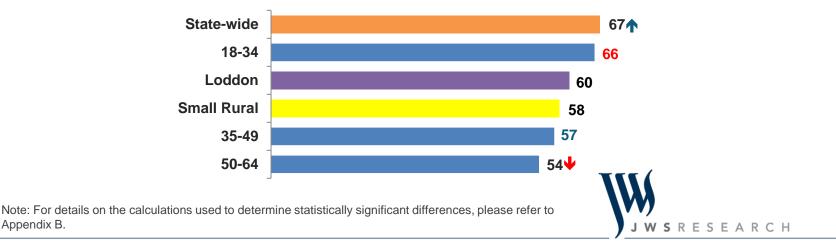
The state-wide result is significantly higher than the overall result for the council.  $\geq$ 

Appendix B.

The result among 50-64 year olds is significantly lower than for the overall result for the council.  $\geq$ 

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group  $\geq$ in 2015.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in  $\geq$ 2015.



#### Overall Performance – Index Scores (example extract only)



#### **Further Information**

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in <u>Appendix B</u>, including:

- Background and objectives
- Margins of error
- Analysis and reporting
- Glossary of terms

#### Contacts

For further queries about the conduct and reporting of the 2016 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.





- Across most core and individual service measures, performance was stable compared to 2015 results, with a few areas experiencing a significant decline. Although there were no significant improvements in 2016, the results are generally higher or equal to the Small Rural and State-wide council averages.
- The Overall Performance index score of 62 represents a three point decrease on the 2015 result, continuing a decreasing trend for this core measure. Despite this slight decline in 2016, Loddon outperforms both the Small Rural and State-wide council averages on Overall Performance (index scores of 57 and 59 in 2016 respectively).
- Loddon Shire Council will be pleased to note that:
  - Performance on the core measures of Advocacy/Lobbying and Consultation and Engagement were significantly higher than the State-wide averages.
  - Performance on the core measures of Advocacy/Lobbying, Community Decisions and Sealed Roads were significantly higher than the Small Rural averages.



- The most significant decline in core measures in 2016 was a five point drop on the measure of Customer Service (index score of 70, down from 75 in 2015).
  - Performance on this measure had been fairly stable from 2012-2015, but an index scores in the mid-70s as observed over these years has not been maintained in 2016.
  - Much of the decline in Customer Service can be attributed to more critical ratings on this issue from male residents,18-34 year olds and Inglewood/Tarnagulla residents.
- Despite the decline described above, Customer Service is the core performance area where Loddon Shire Council performed most strongly in 2016. A third (34%) rated Council's Customer Service as 'very good', with a further 34% rating Customer Service as 'good'. Women scored more favourably on this issue.
- Performance ratings on Lobbying and Community Consultation both had high levels of 'don't know' responses (21% and 10% respectively). This suggests that many in the community are not hearing what Council is doing in these areas.



- Council is performing well on most individual service areas. Of the 16 services where performance was evaluated in 2016, Council received positive ratings (an index score of 60 or higher) on 10 of them.
  - Council performs best on waste management (index score of 74 and fairly consistent with the 2015 result), appearance of public areas (74), recreational facilities (72) and elderly support services (71). Of note, performance scores on each of these measures were fairly consistent with 2015 results.
  - Performance is weakest on unsealed roads (49 and the same score as 2015), planning and building permits (51, four points lower than 2015) and the core measure of Sealed Roads (55, the same score as 2015).
- The individual service areas where performance declined significantly over the last 12 months were local streets and footpaths (index score of 56 and five points lower than 2015), planning and building permits (51, down from 55) and emergency and disaster management (67, down from 71).
  - Of note, 35-49 year olds gave significantly lower ratings on each of these measures in 2016.



- Council should pay attention to service areas where residents stated importance exceeds rated performance by 10 or more points:
  - Maintenance of unsealed roads (margin of 35 points). This area continues to be Council's lowest area of performance, but the area of most importance to residents.
  - Consultation and engagement (margin of 21 points)
  - > Condition of local streets and footpaths (margin of 20 points)
  - Informing the community (margin of 19 points)
  - > Planning and building permits (margin of 18 points)
  - Lobbying on behalf of the community (margin of 15 points)
  - Emergency and disaster management (margin of 14 points)
  - > Elderly support services (margin of 11 points)
  - **Business and community development and tourism** (margin of 11 points).
- Residents are most likely to cite sealed road maintenance (16%) as the key area for improvement for Council, followed by unsealed road maintenance (11%). Conversely, residents are most likely to believe customer service (11%) and recreational/sporting facilities (10%) are the best aspects.





- A council newsletter sent by mail (56%) remains the preferred form of communication for the majority of residents in both younger and older age groups. Notably, preference for this form of communication by the under 50s is significantly higher in 2016, moving away from electronic forms of communication.
- Residents aged 18-34, those aged 65 and over and women generally are the most satisfied resident groups. These are the groups Council can leverage to understand what is working, in order to further consolidate their positive views of Council.
- Loddon Shire Council should pay extra attention to areas and cohorts where it is underperforming in comparison with other areas and cohorts. Male residents and those aged 35-49 and 50-64 years were generally more critical of Council in 2016.





- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.



Higher results in 2016	None significant
Lower results in 2016	<ul> <li>Customer service</li> <li>Local streets and footpaths</li> <li>Planning and building permits</li> <li>Emergency and disaster management</li> </ul>
Most favourably disposed towards Council	<ul> <li>18-34 year olds</li> <li>Women</li> <li>65+ year olds</li> </ul>
Least favourably disposed towards Council	<ul><li>35-49 year olds</li><li>50-64 year olds</li><li>Men</li></ul>



# **SUMMARY OF FINDINGS**

### 2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Loddon 2012	Loddon 2013	Loddon 2014	Loddon 2015	Loddon 2016	Small Rural 2016	State- wide 2016
OVERALL PERFORMANCE	67	68	69	65	62	57	59
COMMUNITY CONSULTATION (Community consultation and engagement)	62	62	60	60	57	55	54
<b>ADVOCACY</b> (Lobbying on behalf of the community)	63	60	62	59	60	54	53
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	n/a	n/a	n/a	58	56	53	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	n/a	55	55	52	54
CUSTOMER SERVICE	75	72	76	75	70	69	69
OVERALL COUNCIL DIRECTION	56	55	57	54	51	50	51

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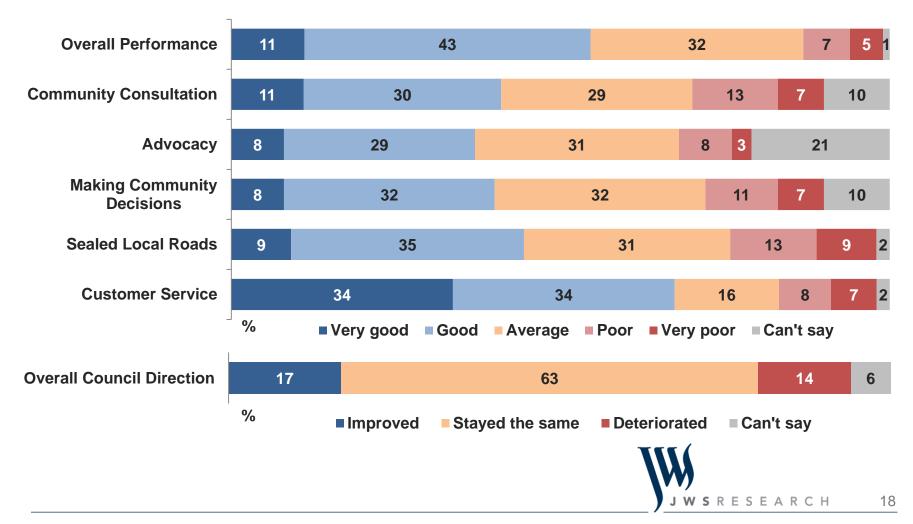
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### 2016 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

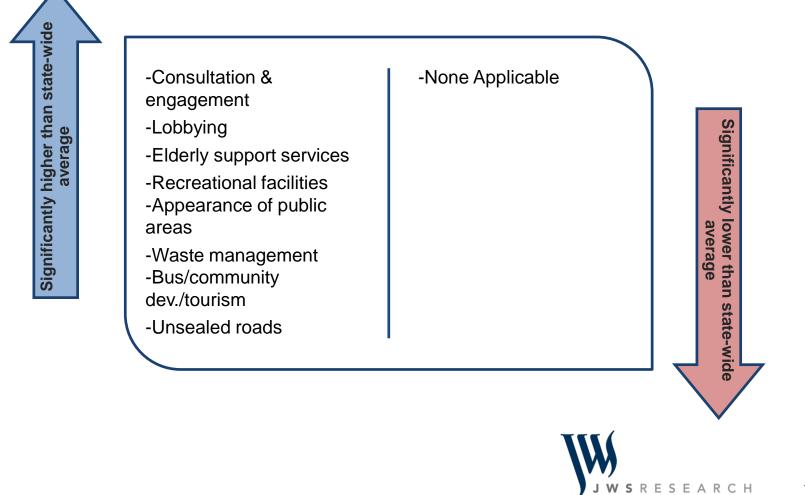
Performance Measures	Loddon 2016	vs Loddon 2015	vs Small Rural 2016	vs State- wide 2016	Highest score	Lowest score
OVERALL PERFORMANCE	62	3 points lower	5 points higher	3 points higher	65+ year olds	50-64 year olds
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	57	3 points lower	2 points higher	3 points higher	18-34 year olds	50-64 year olds
<b>ADVOCACY</b> (Lobbying on behalf of the community)	60	1 point higher	6 points higher	7 points higher	18-34 year olds, Personal / Household user	35-49 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	56	2 points lower	3 points higher	2 points higher	18-34 year olds	Wedderburn, 50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	55	Equal	3 points higher	1 point higher	Wedderburn	35-49 year olds
CUSTOMER SERVICE	70	5 points lower	1 point higher	1 point higher	Women, 18-34 year olds	Men
OVERALL COUNCIL DIRECTION	51	3 points lower	1 point higher	Equal	Women, 65+ year olds	50-64 year olds
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### 2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

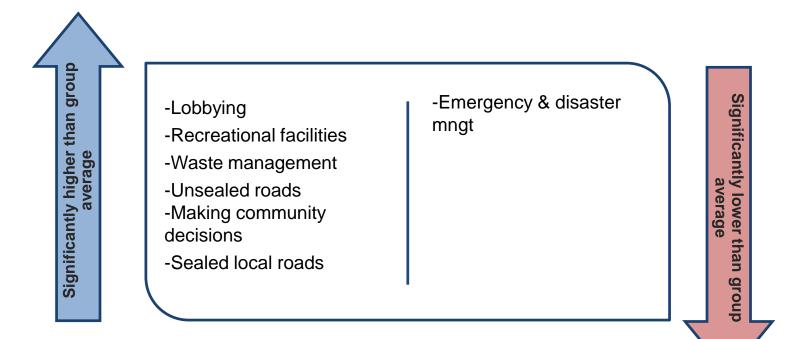
#### Key Measures Summary Results



### INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



### INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS GROUP AVERAGE



### 2016 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

#### Waste management 76 77 The appearance of public areas 66 67 Maintenance of unsealed roads in your area 59 60 The condition of local streets and footpaths 59 59 **Recreational facilities** 56 58 Informing the community 56 57 **Community consultation and engagement** 29 31 Business & community development & tourism 25 26 **Elderly support services** 16 19 Enforcement of local laws 18 18 Planning and building permits 15 18 Total household use Personal use Family support services 16 14 **Emergency & disaster management** 15 14 Lobbying on behalf of the community 12 13

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Base: All respondents. Councils asked state-wide: 14

#### **Experience of Services**

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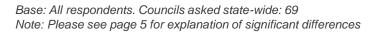
Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:

Service	Importance	Performance	Net differential
Maintenance of unsealed roads	84	49	-35
Consultation & engagement	78	57	-21
Condition of local streets & footpaths	76	56	-20
Informing the community	79	60	-19
Planning permits	69	51	-18
Lobbying on behalf of the community	75	60	-15
Emergency & disaster management	81	67	-14
Elderly support services	82	71	-11
Business & community development & tourism	74	63	-11





	2016 Priority Area Importance	е	2015	2014	2013	2012
Unsealed roads		84	83	80	82	83
Elderly support services		82	81	80	80	81
Emergency & disaster mngt		81	80	81	80	81
Waste management		80	76	74	77	76
Informing the community		79	74	74	77	75
Consultation & engagement		78	74	71	74	73
Local streets & footpaths		76	76	73	76	75
Lobbying		75	71	71	71	75
Recreational facilities		75	73	71	72	72
Appearance of public areas		75	72	72	73	73
Family support services		74	74	72	73	75
Bus/community dev./tourism		74	69	68	71	69
Enforcement of local laws		72	69	67	70	70
Planning & building permits	69		65	64	66	64







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2016 Priority Area Performance	2015	2014	2013	2012	

	2010 Priority Area Periori	mance		2015	2014	2013	2012
Waste management			74	76	76	75	72
Appearance of public areas			74	73	74	73	73
Recreational facilities			72	73	77	74	74
Elderly support services			71	70	75	75	72
Emergency & disaster mngt			67	71	72	71	70
Family support services			65	65	67	69	66
Bus/community dev./tourism			63	66	67	65	65
Enforcement of local laws			63	65	65	68	67
Informing the community		60		62	65	64	64
Lobbying		60		59	62	60	63
Consultation & engagement		57		60	60	62	62
Local streets & footpaths		56		61	62	60	58
Community decisions		56		58	n/a	n/a	n/a
Sealed roads		55		55	n/a	n/a	n/a
Planning & building permits		51		55	58	57	58
Unsealed roads	49	9		49	51	54	52
-							



Base: All respondents. Councils asked state-wide: 69 Note: Please see page 5 for explanation of significant differences



#### **Top Three Most Important Service Areas**

(Highest to lowest, i.e. 1. = most important)

Loddon Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Unsealed roads</li> <li>Elderly support services</li> <li>Emergency &amp; disaster mngt</li> </ol>	<ol> <li>Waste management</li> <li>Community decisions</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Community decisions</li> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Unsealed roads</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Community decisions</li> <li>Sealed roads</li> </ol>

#### **Bottom Three Most Important Service Areas**

(Lowest to highest, i.e. 1. = least important)

Loddon Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Planning permits</li> <li>Enforcement of local laws</li> <li>Bus/community dev./tourism</li> </ol>	<ol> <li>Bus/community dev./tourism</li> <li>Community &amp; cultural</li> <li>Slashing &amp; weed control</li> </ol>	<ol> <li>Tourism development</li> <li>Community &amp; cultural</li> <li>Bus/community dev./tourism</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Lobbying</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Tourism development</li> </ol>	<ol> <li>Traffic management</li> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> </ol>
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### Top Three Most Performance Service Areas

(Highest to lowest, i.e. 1. = highest performance)

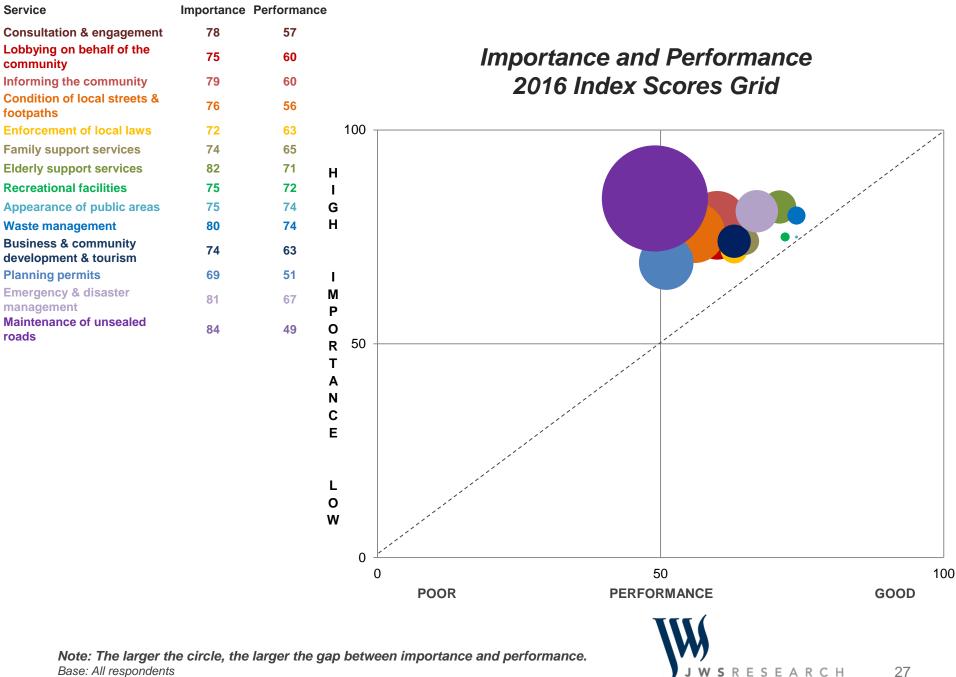
Loddon Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Appearance of</li></ol>
management <li>Appearance of</li>	management <li>Art centres &amp;</li>	management <li>Emergency &amp;</li>	libraries <li>Appearance of</li>	libraries <li>Emergency &amp;</li>	public areas <li>Art centres &amp;</li>
public areas <li>Recreational</li>	libraries <li>Recreational</li>	disaster mngt <li>Art centres &amp;</li>	public areas <li>Tourism</li>	disaster mngt <li>Appearance of</li>	libraries <li>Emergency &amp;</li>
facilities	facilities	libraries	development	public areas	disaster mngt

#### **Bottom Three Most Performance Service Areas**

(Lowest to highest, i.e. 1. = lowest performance)

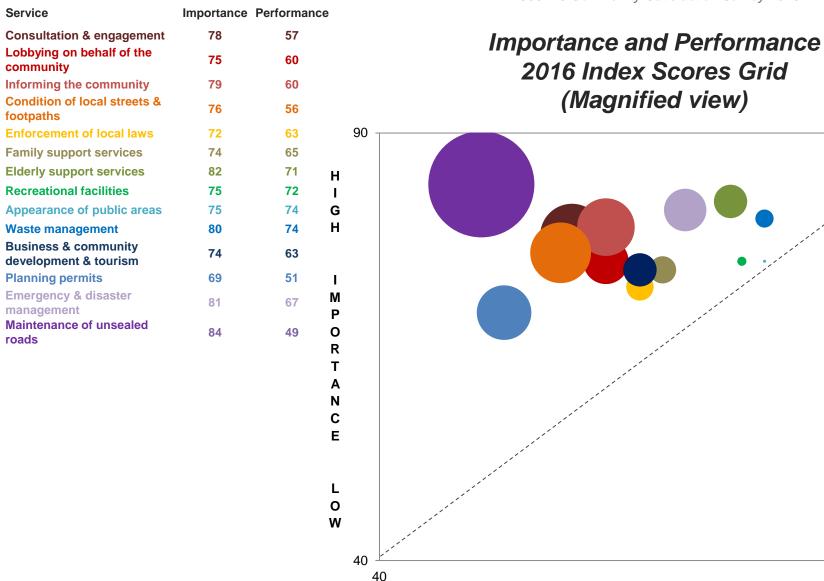
Loddon Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Sealed roads</li> </ol>	<ol> <li>Planning permits</li> <li>Population growth</li> <li>Town planning policy</li> </ol>	<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Town planning policy</li> </ol>	<ol> <li>Community decisions</li> <li>Lobbying</li> <li>Consultation &amp; engagement</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Population growth</li> </ol>	<ol> <li>Unsealed roads</li> <li>Town planning policy</li> <li>Planning permits</li> </ol>
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PERFORMANCE

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*Note: The larger the circle, the larger the gap between importance and performance. Base: All respondents* 

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**BEST THINGS** 

-Customer service – positive -Recreational/sporting facilities -Councillors – positive -Parks and gardens -Road and street maintenance -Waste management

- -Sealed road maintenance -Unsealed road maintenance -communications -Financial management -Community consultation -Rates – too expensive -Waste management -Footpaths and walking tracks -Treat all the same
- -Address issues and keep promises

AREAS FOR IMPROVEMENT



**COMMUNICATIONS SUMMARY** 



# **DETAILED FINDINGS**

# KEY CORE MEASURE OVERALL PERFORMANCE



	2016 Overall Performance		2015	2014	2013	2012
65+		67	69	75	66	72
Women		66个	66	71	70	68
18-34		66	60	65	68	64
Boort / Terricks		65	66	70	n/a	n/a
Loddon		62	65	69	68	67
Wedderburn		61	65	67	n/a	n/a
State-wide		59♥	60	61	60	60
Inglewood / Tarnagulla		59	64	68	n/a	n/a
35-49		59	64	65	69	68
Men		58	64	67	66	65
Small Rural		57♥	59	n/a	n/a	n/a
50-64		55♥	64	67	68	61

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

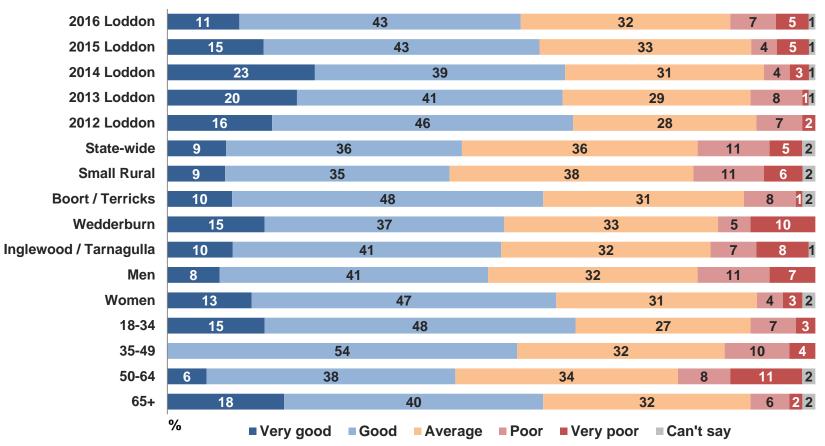


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Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17 Note: Please see page 5 for explanation about significant differences

### OVERALL PERFORMANCE DETAILED PERCENTAGES

#### 2016 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17



# **KEY CORE MEASURE CUSTOMER SERVICE**

### CONTACT LAST 12 MONTHS SUMMARY

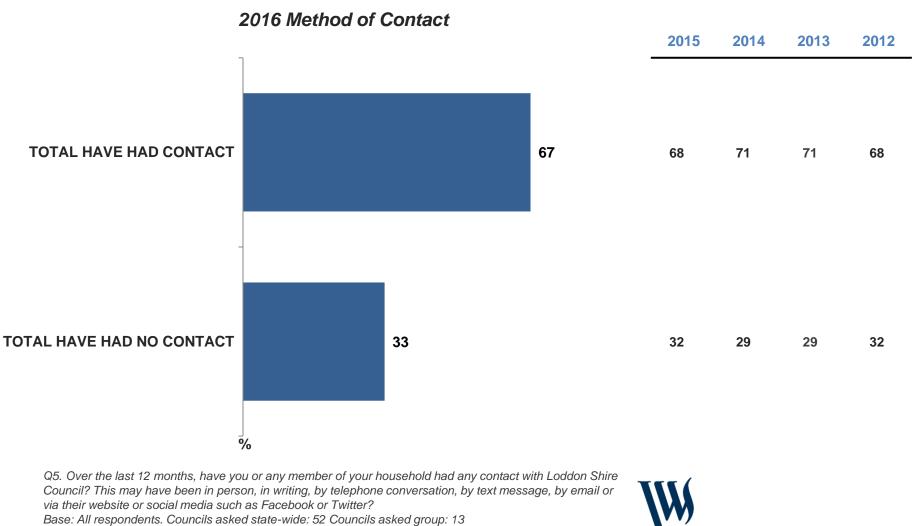
Overall contact with Loddon Shire Council	• 67%, down 1 point on 2015
Most contact with Loddon Shire Council	<ul><li>Wedderburn</li><li>Aged 18-34 years</li></ul>
Least contact with Loddon Shire Council	<ul><li>Boort / Terricks</li><li>Aged 65+ years</li></ul>
Customer Service rating	<ul> <li>Index score of 70, down 5 points on 2015</li> </ul>
Most satisfied with Customer Service	<ul><li>Women</li><li>Aged 18-34 years</li></ul>
Least satisfied with Customer Service	<ul> <li>Men</li> <li>Inglewood / Tarnagulla</li> <li>Aged 35-49 years</li> </ul>
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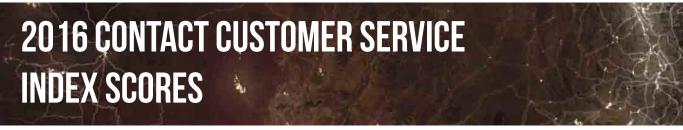
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Note: Please see page 5 for explanation about significant differences



	2016 Customer Service Ratin	g	2015	2014	2013	2012
Women		77	78	78	75	76
18-34		77	66	67	69	67
Boort / Terricks		75	74	77	n/a	n/a
Wedderburn		73	74	74	n/a	n/a
65+		73	75	78	74	78
Loddon		70	75	76	72	75
State-wide		69	70	72	71	71
Small Rural		69	70	n/a	n/a	n/a
50-64		68	77	77	73	74
Inglewood / Tarnagulla		65	76	75	n/a	n/a
35-49		65	77	78	70	75
Men		64	73	73	69	73

Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked state-wide: 69 Councils asked group: 17

Councils asked state-wide. 69 Councils asked group. 17

Note: Please see page 5 for explanation about significant differences



### **2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES**

#### 2016 Customer Service Rating

2016 Loddon	34		3	34		16		8	7 2
2015 Loddon	41			32			17		4 5
2014 Loddon	39			36			13	5	52
2013 Loddon	36			33		16	6	7	6 2
2012 Loddon	37			38			15		7 4
State-wide	30		36			17		8	6 2
Small Rural	30		35			18		9	6 2
Boort / Terricks	36			38			14	(	6 <mark>4</mark> 2
Wedderburn	41			32			13	5	9
Inglewood / Tarnagulla	27		32		19	)	10		9 2
Men	23		37		19		10		93
Women	46				31		13		5 4 1
18-34	45			:	29		15		10
35-49	27		37		1	) 5		15	5
50-64	25		44			1	7	6	8
65+	40			27		18		9	4 2
	% ■ Very good	Good	Average	Poor	■ Very po	or (	Can't sa	ay	

Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked state-wide: 69 Councils asked group: 17





## KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

#### **COUNCIL DIRECTION SUMMARY**

Council Direction over last 12 months	<ul> <li>63% stayed about the same, down 3 points on 2015</li> <li>17% improved, down 1 point on 2015</li> <li>14% deteriorated, up 4 points on 2015</li> </ul>
Most satisfied with Council	• Women
Direction	• Aged 65+ years
Least satisfied with Council	• Aged 50-64 years
Direction	• Men



J00415 Community Satisfaction Survey 2016 – Loddon Shire Council



	2016 Overall Direction			2015	2014	2013	2012
Women			56个	57	61	57	59
65+			56	56	65	58	63
Inglewood / Tarnagulla		53	}	54	59	n/a	n/a
Loddon		51		54	57	55	56
State-wide		51		53	53	53	52
Boort / Terricks		51		53	56	n/a	n/a
35-49		51		54	54	54	61
Small Rural		50		53	n/a	n/a	n/a
Wedderburn		49		57	56	n/a	n/a
18-34		49		48	52	52	49
Men	4	47		52	54	54	53
50-64	4(	6		55	54	55	50

Q6. Over the last 12 months, what is your view of the direction of Loddon Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17 Note: Please see page 5 for explanation about significant differences



### 2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS DETAILED PERCENTAGES

#### 2016 Overall Direction

2016 Loddon	17		63			14	6
2015 Loddon	18		66			10	6
2014 Loddon	22		64			9	6
2013 Loddon	23		60			13	3
2012 Loddon	21		64			10	) 4
State-wide	18		62			15	5
Small Rural	17		62			16	6
<b>Boort / Terricks</b>	15		64			14	7
Wedderburn	20		56			23	1
Inglewood / Tarnagulla	16		66			11	7
Men	13		66			19	3
Women	21		61			9	10
18-34	20		49		22		8
35-49	11		68			10	10
50-64	13		65			20	3
65+	21		65			9	5
	%	Improved	Stayed the same	Deteriorated	Ca	an't say	

Q6. Over the last 12 months, what is your view of the direction of Loddon Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17

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## **POSITIVES AND AREAS FOR IMPROVEMENT**

#### **2016 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES 2016 SERVICES TO IMPROVE DETAILED PERCENTAGES**

#### **Customer Service - Positive** 11 **Recreational/Sporting Facilities** 10 **Councillors - Positive** 8 Parks and Gardens 6 **Road/Street Maintenance** 6 Waste Management 6 Public Areas 4 Generally Good - Overall/No 4 Complaints Average/The Same/Typical 3 Council **Tourism** 3 The Community/Community 3 Feeling/Neighbourhood % Q16. Please tell me what is the ONE BEST thing about Loddon Shire Council? It could be about any of the

2016 Best Aspects

#### 2016 Areas for Improvement



SRESEARCH

# COMMUNICATIONS



	2016 Best Form		2015	2014	2013	2012
A council newsletter sent via mail		56	50	57	54	62
A council newsletter sent via email	16		17	13	12	10
Advertising in a local newspaper	11		14	12	11	12
A council newsletter as an insert in a local newspaper	10		11	12	16	9
A text message	2		3	3	3	2
The council website	2		1	1	*	1
Other	2		3	2	3	3
Can't say	1		1	1	1	1
-	%					

Q13. If Loddon Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences



J00415 Community Satisfaction Survey 2016 – Loddon Shire Council



	2016 Under 50s Best Form	2015	2014	2013	2012
A council newsletter sent via mail	59	46	51	52	63
A council newsletter sent via email	19	26	20	15	11
A council newsletter as an insert in a local newspaper	9	10	12	14	11
Advertising in a local newspaper	7	12	9	8	9
The council website	2	n/a	1	1	n/a
A text message	1	3	5	7	3
Other	2	3	2	2	2
Can't say	0	1	n/a	n/a	1
-	%				

Q13. If Loddon Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged under 50. Councils asked state-wide: 23 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences



J00415 Community Satisfaction Survey 2016 – Loddon Shire Council



	2016 Over 50s Best Form		2015	2014	2013	2012
A council newsletter sent via mail		55	53	61	55	61
A council newsletter sent via email	14		12	8	10	10
Advertising in a local newspaper	13		14	13	12	15
A council newsletter as an insert in a local newspaper	11		12	12	17	8
A text message	2		2	2	1	1
The council website	2		1	1	n/a	1
Other	2		4	2	4	3
Can't say	2		1	1	1	1
	%					
and upcoming events, which ONE of the	to get in touch with you to inform you about Council news an following is the BEST way to communicate with you? Incils asked state-wide: 23 Councils asked group: 5 about significant differences	d informatio	<b>VV</b>	<b>s</b> r e s e	EARCH	4

# **INDIVIDUAL SERVICE AREAS**

### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2016 Consultatio	on and Engageme	ent Imp	oortan	ce		2015	2014	2013	2012
Wedderburn					82	78	78	n/a	n/a
35-49					82	78	70	76	73
Personal user					82	77	74	77	77
Household user					82♠	77	74	78	77
50-64				80		73	73	76	73
Boort / Terricks				79		73	69	n/a	n/a
Women				79		75	74	76	76
Loddon			78			74	71	74	73
Small Rural			77			76	n/a	n/a	n/a
Men			77			73	69	72	71
18-34		76				71	65	67	74
State-wide		754				74	74	73	73
Inglewood / Tarnagulla		75				73	71	n/a	n/a
65+		75				73	73	75	74

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



## 2016 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES

#### 2016 Consultation and Engagement Importance

2016 Loddon       36       42       18       12         2015 Loddon       30       37       28       212         2014 Loddon       21       46       27       3       12         2013 Loddon       26       47       23       211         2012 Loddon       26       47       22       2       2         State-wide       32       41       22       3       12         State-wide       34       42       18       2       12         Small Rural       34       42       18       2       2       2         Boort / Terricks       34       47       15       2       2         Wedderburn       41       43       12       13       1         Inglewood / Tarnagulla       35       36       24       13       2         Women       36       44       16       13       3         18-34       27       50       23       23       3       17         50-64       48       29       17       22       13       11         Household user       43       42       13       11       14       14				
2014 Loddon       21       46       27       3 12         2013 Loddon       26       47       23       211         2012 Loddon       26       47       22       221         State-wide       32       41       22       3 12         State-wide       34       42       18       212         Small Rural       34       47       15       22         Boort / Terricks       34       47       15       22         Wedderburn       41       43       12       13         Inglewood / Tarnagulla       35       36       24       13       2         Men       35       40       20       212       2       3	2016 Loddon	36	42	18 11 2
2013 Loddon       26       47       23       211         2012 Loddon       26       47       22       2	2015 Loddon	30	37	28 212
2012 Loddon       26       47       22       2 2 1         State-wide       32       41       22       3 12         Small Rural       34       42       18       212         Boort / Terricks       34       47       15       2 2         Wedderburn       41       43       12       1 3         Inglewood / Tarnagulla       35       36       24       1 3 2         Men       35       40       20       212         Women       36       44       16       1 3         18-34       27       50       23       35         35-49       44       39       17       21         50-64       48       29       17       21         65+       25       50       17       21         Fersonal user       41       44       14       11         Household user       43       42       13       11         %       43       42       13       11	2014 Loddon	21	46	27 3 1 2
State-wide         32         41         22         3 12           Small Rural         34         42         18         212           Boort / Terricks         34         47         15         22           Wedderburn         41         43         12         13           Inglewood / Tarnagulla         35         36         24         13         2           Men         35         40         20         212         2           Women         36         44         16         13         2           35-49         44         39         17         22         1           65+         25         50         17         22         1           Household user         43         42         13         1           %         43         42         13         1	2013 Loddon	26	47	23 211
Small Rural       34       42       18       212         Boort / Terricks       34       47       15       22         Wedderburn       41       43       12       13         Inglewood / Tarnagulla       35       36       24       13       2         Men       35       40       20       212         Men       35       40       20       212         Women       36       44       16       13         18-34       27       50       23       3         35-49       44       39       17       21         50-64       48       29       17       21       5         Personal user       41       44       14       11         Household user       43       42       13       11	2012 Loddon	26	47	22 2 2 1
Boort / Terricks       34       47       15       2         Wedderburn       41       43       12       13         Inglewood / Tarnagulla       35       36       24       13       2         Men       35       40       20       212         Women       36       44       16       13         18-34       27       50       23         35-49       44       39       17         50-64       48       29       17       21         65+       25       50       17       21         Personal user       41       44       14       11         Household user       43       42       13       11         %       43       42       13       11	State-wide	32	41	22 3 1 2
Wedderburn       41       43       12       13         Inglewood / Tarnagulla       35       36       24       13       2         Men       35       40       20       212         Women       36       44       16       13         18-34       27       50       23         35-49       44       39       17         50-64       48       29       17       21         65+       25       50       17       21       5         Personal user       41       43       42       13       11         Household user       43       42       13       11         %       7       50       13       11	Small Rural	34	42	18 212
Inglewood / Tarnagulla       35       36       24       13       2         Men       35       40       20       21       2         Women       36       44       16       13       3         18-34       27       50       23       3         35-49       44       39       17       21         50-64       48       29       17       221         65+       25       50       17       21         Personal user       41       44       14       11         Household user       43       42       13       11         %       7       13       11       11       11       11       11	<b>Boort / Terricks</b>	34	47	15 2 2
Men         35         40         20         212           Women         36         44         16         3           18-34         27         50         23           35-49         44         39         17           50-64         48         29         17         21           65+         25         50         17         21         5           Personal user         41         44         14         11           Household user         43         42         13         11	Wedderburn	41	43	12 1 3
Women       36       44       16       13         18-34       27       50       23         35-49       44       39       17         50-64       48       29       17       21         65+       25       50       17       21       5         Personal user       41       44       14       11         Household user       43       42       13       11	Inglewood / Tarnagulla	35	36	24 1 3 2
18-34       27       50       23         35-49       44       39       17         50-64       48       29       17       21         65+       25       50       17       21       5         Personal user       41       44       14       11         Household user       43       42       13       11	Men	35	40	20 212
35-49       44       39       17         50-64       48       29       17       21         65+       25       50       17       21       5         Personal user       41       44       14       11         Household user       43       42       13       11	Women	36	44	16 1 3
50-64       48       29       17       2 21         65+       25       50       17       21       5         Personal user       41       44       14       11         Household user       43       42       13       11         %       %       %       %       10       10       10	18-34	27	50	23
65+       25       50       17       21       5         Personal user       41       44       14       11         Household user       43       42       13       11         %       %       14       11       11	35-49	44	39	17
Personal user Household user %	50-64	48	29	17 2 2 1
Household user 43 42 13 11 %	65+	25	50	17 21 5
%	Personal user	41	44	14 11
	Household user	43	42	13 11
	Extremely important		important Not that important	lot at all important Can't

### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2016 Consultatio	on and Engagement Performance			2015	2014	2013	2012
18-34			66个	53	59	65	61
Women			62	62	62	65	63
Boort / Terricks			61	61	60	n/a	n/a
Personal user			60	64	64	65	63
Household user			60	64	64	66	62
65+		58	}	63	65	59	65
Loddon		57		60	60	62	62
35-49		56		60	57	66	62
Small Rural		55		56	n/a	n/a	n/a
Wedderburn		55		61	56	n/a	n/a
State-wide		54♥		56	57	57	57
Inglewood / Tarnagulla		54		57	62	n/a	n/a
Men		53		58	59	60	60
50-64	5	52		58	58	62	58

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Consultation and Engagement Performance

004010-1-1-1-1-1		00	00	4.0	_	4.0
2016 Loddon	11	30	29	13	7	10
2015 Loddon	9	35	31	1	1 4	10
2014 Loddon	10	33	32	9	4	12
2013 Loddon	13	37	28		11	4 7
2012 Loddon	14	35	28		11	5 7
State-wide	8	29	32	15	7	10
Small Rural	8	30	30	15	7	9
Boort / Terricks	13	32	29	12	3	11
Wedderburn	8	35	29	13	9	7
Inglewood / Tarnagulla	10	27	29	13	10	11
Men	6	34	25	18	9	8
Women	17	26	34	7	5	12
18-34	20	29	31		11	8
35-49	8	29	34	14	5	10
50-64	8	29	32	8	15	9
65+	11	32	25	16	4	12
Personal user	13	35	33		13	5
Household user	13	34	35		12	4
	%	■ Very good ■ Good	Average Poor	Very poor	Can't	sav
Q2. How has Council performed on Base: All respondents. Councils as		sultation and engagement' over	Ī	J W S R E S		

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### 2016 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Lobbying I	mportance		2015	2014	2013	2012
Wedderburn		80	74	76	n/a	n/a
35-49		79	72	70	78	73
18-34		78	75	71	63	78
Personal user		78	76	75	73	80
Household user		78	77	76	74	79
Women		76	74	74	74	77
Loddon		75	71	71	71	75
Boort / Terricks		75	71	71	n/a	n/a
Inglewood / Tarnagulla	74		70	69	n/a	n/a
Men	74		69	69	69	73
50-64	74		70	72	72	75
65+	73		70	72	70	74
Small Rural	71₩		72	n/a	n/a	n/a
State-wide	<b>69</b> ↓		69	70	70	70

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



### 2016 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

#### 2016 Lobbying Importance

2016 Loddon	34	37	19	4 2 4
2015 Loddon	25	40	27	4 2 2
2014 Loddon	23	41	27	5 1 3
2013 Loddon	22	44	27	3 1 3
2012 Loddon	29	45	20	4 1
State-wide	24	38	27	6 2 3
Small Rural	27	38	24	4 3 4
Boort / Terricks	29	41	22	21 4
Wedderburn	45	33	16	4 11
Inglewood / Tarnagulla	35	35	16	6 3 4
Men	35	34	20	5 3 2
Women	33	40	17	3 1 5
18-34	41	35	20	4
35-49	42	34	22	2
50-64	38	34	16	7 4 2
65+	23	43	19 4	29
Personal user	33	50	1	2 4 1
Household user	33	47	15	4 1
	%			
Extremely important	Very important Fairl	ly important Not that important	Not at all importan	t ■Can't



Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

### 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Lobbying F	Performance			2015	2014	2013	2012
18-34			64	45	65	59	62
Personal user			64	65	61	60	65
Household user			64	64	60	61	64
Women		6	63	60	64	63	64
Boort / Terricks		62	2	59	64	n/a	n/a
65+		61		66	68	60	68
Loddon		60		59	62	60	63
Wedderburn		59		62	59	n/a	n/a
Inglewood / Tarnagulla		58		59	61	n/a	n/a
50-64		58		61	61	57	59
Men		57		58	60	57	63
35-49		554		57	55	63	62
Small Rural		54		56	n/a	n/a	n/a
State-wide		53♥		55	56	55	55

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



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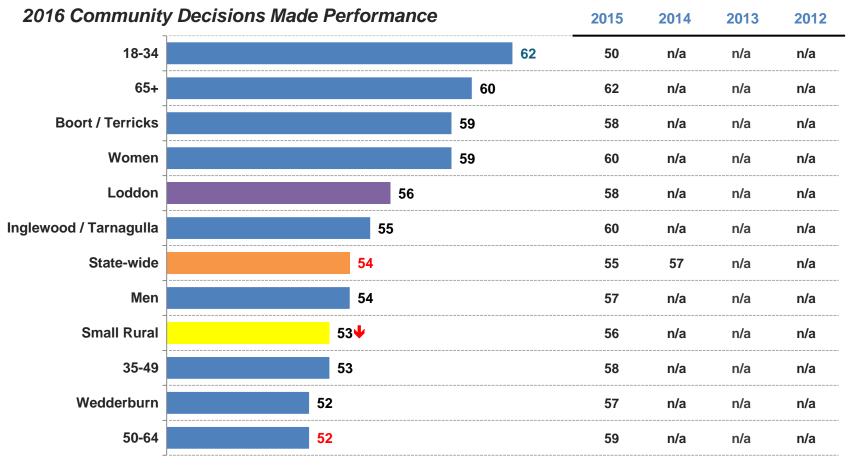
### 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Lobbying Performance

2016 Loddon	8	29		31		8	3	21		
							2			
2015 Loddon	9	29		27		8 5		23		
2014 Loddon	11	30		20	6	8 3		22		
2013 Loddon	10	34			27	8	6	16		
2012 Loddon	12		37		27		7	4 14		
State-wide	5	23		31	13	5		22		
Small Rural	6	26		29	1	26		20		
Boort / Terricks	9	32		2	7	7 3		22		
Wedderburn	8	28		32		14	1	17		
Inglewood / Tarnagulla	7	27		34		6 5		21		
Men	6	30		30		12	4	19		
Women	10	29		:	31	4 3		22		
18-34	16	23	•		38		7	15		
35-49		31		40		7	3	19		
50-64	8	28		24	11	4		24		
65+	9	31		2	7	6 4		22		
Personal user	11		42		25		6	5 11		
Household user	11		41		26		6	5 12		
% ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say										
Q2. How has Council performed on	2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?									

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17

#### 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



### 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Loddon 2015 Loddon State-wide **Small Rural Boort / Terricks** Wedderburn Inglewood / Tarnagulla Men Women 18-34 35-49 50-64 65+ % Very good Poor Can't say Good Average Very poor Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?

#### 2016 Community Decisions Made Performance

Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17

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### 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

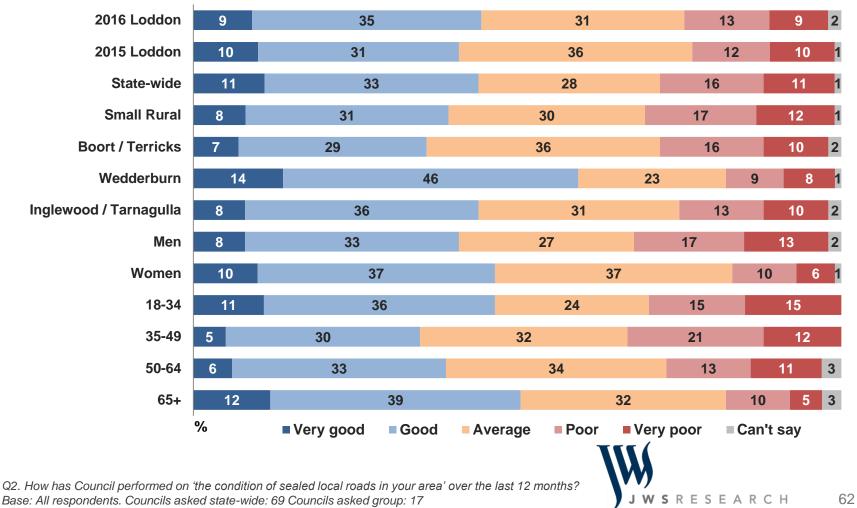
2016 Sealed Loc	al Roads Performance			2015	2014	2013	2012
Wedderburn			62个	64	n/a	n/a	n/a
65+			61	64	n/a	n/a	n/a
Women			59	55	n/a	n/a	n/a
Loddon		55		55	n/a	n/a	n/a
Inglewood / Tarnagulla		55		55	n/a	n/a	n/a
State-wide		54		55	55	n/a	n/a
18-34		54		42	n/a	n/a	n/a
50-64		53		55	n/a	n/a	n/a
Small Rural		52♥		52	n/a	n/a	n/a
Boort / Terricks		52		52	n/a	n/a	n/a
Men		52		55	n/a	n/a	n/a
35-49	4	9		50	n/a	n/a	n/a

Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



### 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

#### 2016 Sealed Local Roads Performance



### 2016 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Informing (	Community Importance	1				2015	2014	2013	2012
35-49					83	74	72	78	75
Women				82		79	79	81	79
Household user				81		75	75	77	76
Boort / Terricks			80			73	72	n/a	n/a
Inglewood / Tarnagulla			80			73	74	n/a	n/a
Personal user			80			75	75	77	77
Loddon			79			74	74	77	75
50-64			79			74	75	77	76
65+			79			72	73	77	75
Small Rural		78				76	n/a	n/a	n/a
Wedderburn		77				79	78	n/a	n/a
Men		77				69	69	73	71
State-wide	76	ŀ				75	75	75	75
18-34	75					76	74	77	74

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



### 2016 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

#### 2016 Informing Community Importance

2016 Loddon       39       41       16       21         2015 Loddon       29       43       23       41         2014 Loddon       26       46       23       41         2013 Loddon       30       50       18       11         2012 Loddon       30       45       22       31         State-wide       33       42       20       41         Small Rural       35       43       17       31         Boort / Terricks       39       43       15       31         Wedderburn       36       44       15       2       3         Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       31         Women       46       36       16       1         18-34       27       46       27       35         35-49       44       44       10       2         50-64       47       31       16       32         65+       35       45       16       21         Personal user       37       47       14       11         %       38		0			
2014 Loddon       26       46       23       4         2013 Loddon       30       50       18       11         2012 Loddon       30       45       22       31         State-wide       33       42       20       4       11         Small Rural       35       43       17       3       14         Boort / Terricks       39       43       15       31         Wedderburn       36       44       15       23         Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       3       11         Men       33       46       27       3       14       10       2         50-64       47       31       16       3       2       16       2       11         Personal user       37       47       14       11       14       11       14       11	2016 Loddon	39	41	16	21
2013 Loddon       30       50       18       11         2012 Loddon       30       45       22       31         State-wide       33       42       20       41         Small Rural       35       43       17       31         Boort / Terricks       39       43       15       31         Wedderburn       36       44       15       23         Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       31         Women       46       36       16       1         18-34       27       46       27       35-49         44       44       10       2       50-64       47       31       16       312         65+       35       45       16       211       16       312       16       31       16       312         65+       35       45       16       211       14       11       16       32       14       11       16       32       14       11       16       32       14       11       16       32       14       11       16	2015 Loddon	29	43	23	4 1
2012 Loddon       30       45       22       31         State-wide       33       42       20       41         Small Rural       35       43       17       31         Boort / Terricks       39       43       15       31         Wedderburn       36       44       15       23         Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       31         Women       46       36       16       1         18-34       27       46       27       35-49         50-64       47       31       16       3       2         65+       35       45       16       2       1         Personal user       37       47       14       11         %       38       47       14       11         %       * <td< td=""><td>2014 Loddon</td><td>26</td><td>46</td><td>23</td><td>4 1</td></td<>	2014 Loddon	26	46	23	4 1
State-wide         33         42         20         41           Small Rural         35         43         17         31           Boort / Terricks         39         43         15         31           Wedderburn         36         44         15         2         3           Inglewood / Tarnagulla         41         39         18         11           Men         33         46         16         31           Women         46         36         16         1           18-34         27         46         27         35-49           50-64         47         31         16         3         2           65+         35         45         16         2         1           Personal user         37         47         14         1           Household user         38         47         14         1           %         Very important         Fairly important         Not that important         Not at all important         Can't	2013 Loddon	30	50	18	11
Small Rural       35       43       17       3 11         Boort / Terricks       39       43       15       3 1         Wedderburn       36       44       15       2 3         Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       3 11         Women       46       36       16       1         18-34       27       46       27       3         35-49       44       44       10       2         50-64       47       31       16       3 2         65+       35       45       16       211         Personal user       37       47       14       11         %       38       47       14       11         %       38       47       14       11         %       88       47       14       11         %       88       47       14       11         %       9       41       9       14       11	2012 Loddon	30	45	22	3 1
Boort / Terricks         39         43         15         31           Wedderburn         36         44         15         2         3           Inglewood / Tarnagulla         41         39         18         11           Men         33         46         16         3         11           Men         33         46         16         3         11           Nomen         46         36         16         1           18-34         27         46         27         2           35-49         44         44         10         2           50-64         47         31         16         3         2           65+         35         45         16         2         1           Household user         37         47         14         11           %         38         47         14         11           %         Yery important         Fairly important         Not that important         Not at all important         Can't	State-wide	33	42	20	4 11
Wedderburn       36       44       15       2       3         Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       3       11         Men       33       46       16       3       11         Women       46       36       16       1         18-34       27       46       27       27         35-49       44       44       10       2         50-64       47       31       16       3       2         65+       35       45       16       2       1         Personal user       37       47       14       11         %       X       X       X       X       X       X         Extremely important       Fairly important       Not that important       Not at all important       Can't	Small Rural	35	43	17	3 11
Inglewood / Tarnagulla       41       39       18       11         Men       33       46       16       31         Women       46       36       16       1         18-34       27       46       27       16       10       2         35-49       44       44       10       2       16       31       16       3       21         50-64       47       31       16       3       21       16       21       21         65+       35       45       16       21       16       21       11	<b>Boort / Terricks</b>	39	43	15	3 1
Men         33         46         16         3 11           Women         46         36         16         1           18-34         27         46         27           35-49         44         44         10         2           50-64         47         31         16         3         2           65+         35         45         16         21           Personal user         37         47         14         11           Household user         38         47         14         11           %         Very important         Fairly important         Not that important         Not at all important         Can't	Wedderburn	36	44	15	23
Women         46         36         16         1           18-34         27         46         27           35-49         44         44         10         2           50-64         47         31         16         3         2           65+         35         45         16         211           Personal user         37         47         14         11           Household user         38         47         14         11           %         Very important         Fairly important         Not that important         Not at all important         Can't	Inglewood / Tarnagulla	41	39	18	111
18-34       27       46       27         35-49       44       44       10       2         50-64       47       31       16       3       2         65+       35       45       16       21         Personal user       37       47       14       11         Household user       38       47       14       11         %       Very important       Fairly important       Not that important       Not at all important       Can't	Men	33	46	16	3 11
35-49444410250-644731163265+35451621Personal user37471411Household user38471411%Extremely importantVery importantFairly importantNot that importantNot at all importantCan't	Women	46	36	16	1
50-644731163265+35451621Personal user37471411Household user38471411%Extremely importantVery importantFairly importantNot that importantNot at all importantCan't	18-34	27	46	27	
65+354516211Personal user37471411Household user38471411%Extremely importantVery importantFairly importantNot that importantNot at all importantCan't	35-49	44	44	1	0 2
Personal user       37       47       14       11         Household user       38       47       14       11         %       *       *       *       *       *       *         Extremely important       Very important       Fairly important       Not that important       *       Can't	50-64	47	31	16	32
Household user       38       47       14       11         %       %       Sector Secto	65+	35	45	16	211
%         Extremely important       ■ Not that important       ■ Not at all important       ■ Can't	Personal user	37	47	14	11
Extremely important Very important Fairly important Not that important Not at all important Can't	Household user	38	47	14	11
	Extremely important			Ill important	∎Can't



### 2016 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Informing (	Community Performance		:	2015	2014	2013	2012
Boort / Terricks			66↑	63	66	n/a	n/a
Women			64	64	67	66	66
65+			63	68	69	63	65
18-34			62	54	65	65	68
Personal user			62	67	70	68	67
Household user			62	67	70	69	67
Loddon			60	62	65	64	64
State-wide		5	9	61	62	61	60
Small Rural		58	;	60	n/a	n/a	n/a
35-49		58	}	61	62	65	66
Inglewood / Tarnagulla		57		61	66	n/a	n/a
Men		57		61	64	62	63
50-64		57		60	64	63	59
Wedderburn	5	3		62	61	n/a	n/a

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



#### 2016 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Informing Community Performance

2016 Loddon	13	38	-	28		12	7 2				
2015 Loddon	14	38		31		10	5 2				
2014 Loddon	18	3	8		27	9	4 4				
2013 Loddon	18	3	7		29	9	5 2				
2012 Loddon	19	3	36		3	12	2 3 3				
State-wide	12	35	35			13	5 4				
Small Rural	11	35	35			13	7 4				
Boort / Terricks	15		45		28		7 31				
Wedderburn	12	31		28		16	13				
Inglewood / Tarnagulla	12	34		27		16	8 3				
Men	11	35	35			14	9 2				
Women	15	41	[		27	1	0 4 2				
18-34	15	36		30			19				
35-49	7	40		31		15	33				
50-64	10	39		30		8	12 1				
65+	19		38	2	3	11	7 2				
Personal user	13	43			27	10	6 1				
Household user	12	43		2	8	10	6 1				
	%	■ Very good ■ Goo	d Average	Poor	/ery poo	r ∎Can'	t say				
	Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 8 JWSRESEARCH 66										

#### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

2016 Streets and	2016 Streets and Footpaths Importance					2015	2014	2013	2012
Women					82	78	78	79	77
18-34					82	79	76	76	76
Wedderburn				78		74	77	n/a	n/a
Personal user				78		77	76	76	77
Household user				78		78	76	76	78
State-wide				77		77	77	78	77
Boort / Terricks				77		78	71	n/a	n/a
50-64				77		72	73	75	76
Loddon			76			76	73	76	75
35-49			76			83	71	75	73
Small Rural		7	5			76	n/a	n/a	n/a
Inglewood / Tarnagulla		75				73	74	n/a	n/a
65+		74				72	74	77	75
Men		71↓				73	69	73	73

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



#### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

#### 2016 Streets and Footpaths Importance

		• •	
2016 Loddon	31	43	15 22 7
2015 Loddon	30	44	<b>19 3 1</b> 3
2014 Loddon	28	41	22 3 2 3
2013 Loddon	29	44	18 3 5
2012 Loddon	29	44	20 2 2 3
State-wide	34	43	18 212
Small Rural	32	41	19 4 1 4
Boort / Terricks	31	43	15 21 7
Wedderburn	31	48	19 2
Inglewood / Tarnagulla	30	41	<b>12 3 4 10</b>
Men	23	42	18 4 4 10
Women	39	45	11 1 4
18-34	39	35	15 10
35-49	27	49	10 2 4 9
50-64	36	40	15 3 2 3
65+	25	45	17 2 2 8
Personal user	31	48	14 21 4
Household user	31	48	14 21 4
	%		
Extremely important	Very important Fairly i	mportant <b>Not</b> that important	Not at all important Can't

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

W S R E S E A R C H

#### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

2016 Streets and Footpaths Performance				2015	2014	2013	2012
65+			63↑	62	64	59	61
Personal user		59		62	62	61	59
Household user		59		61	62	61	59
Small Rural		58		59	n/a	n/a	n/a
Wedderburn		58		64	69	n/a	n/a
State-wide		57		58	58	58	57
Boort / Terricks		57		61	65	n/a	n/a
Women		57		60	61	59	57
Loddon		56		61	62	60	58
Men		56		62	62	62	58
Inglewood / Tarnagulla		55		59	54	n/a	n/a
18-34	54			55	54	57	52
35-49	53			62	64	64	61
50-64	53			62	61	61	55

Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences



J W S R E S E A R C H

#### **2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Streets and Footpaths Performance

2016 Loddon	11	30			28		13	8	9
2015 Loddon	14		37		2	6	9	8	6
2014 Loddon	18		31		25		10	7	8
2013 Loddon	16		33		29			14	5 4
2012 Loddon	12	3	34		29		13		7 4
State-wide	12	3	34		28		14		8 3
Small Rural	12	34			28		14		7 5
Boort / Terricks	9	34			28		12	8	8
Wedderburn	15	2	29		34		8	10	5
Inglewood / Tarnagulla	12	27			25			8	11
Men	11	31			25			7	11
Women	12	30			32		9	10	7
18-34	11	32			20		26		8 3
35-49	8	27		3	30		18		9
50-64	6	37			25	9		15	7
65+	17	26			33		8	4	12
Personal user	14		36		25		12		9 4
Household user	14		36		25		12		9 4
	%	Very good	Good	Avera	ge Poor	Very p	oor	Can't s	ay
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8									

### 2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

2016 Law Enford	ement Importance			2015	2014	2013	2012
Women			<b>79↑</b>	73	74	75	75
Personal user			77	72	72	81	71
Household user			77	71	72	81	72
50-64		74		72	66	70	69
Wedderburn		73		76	71	n/a	n/a
Loddon		72		69	67	70	70
Boort / Terricks		72		66	63	n/a	n/a
Inglewood / Tarnagulla		72		71	70	n/a	n/a
35-49		72		69	63	67	65
18-34		71		64	66	72	73
65+		71		69	70	71	71
State-wide		70		71	70	71	70
Small Rural	6	9↓		68	n/a	n/a	n/a
Men	664			66	61	65	65

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



### 2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES

2016 Law Enforcement Importance

		•		
2016 Loddon	30	38	22	7 21
2015 Loddon	23	39	30	7 1
2014 Loddon	20	39	30	7 3 2
2013 Loddon	23	41	25	8 12
2012 Loddon	24	39	29	7 1
State-wide	26	38	27	6 <mark>2</mark> 1
Small Rural	25	37	26	9 2
<b>Boort / Terricks</b>	30	36	27	6 1
Wedderburn	25	51	15	6 3
Inglewood / Tarnagulla	32	35	20	8 3 2
Men	20	39	27	10 4
Women	40	38	17	3 2
18-34	25	42	26	8
35-49	29	44	19	5 4
50-64	34	35	23	7 1
65+	29	37	22	7 3 3
Personal user	37	38	19	5 2
Household user	37	38	18	5 2
Extremely important	່% ■Very important  ■ Fairly in	mportant Not that important	Not at all importan	

WSRESEARCH

# 2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

2016 Law Enford	ement Performance		2015	2014	2013	2012
65+		67	67	67	66	68
Women		66	66	68	70	68
Boort / Terricks		65	63	64	n/a	n/a
Small Rural		64	66	n/a	n/a	n/a
18-34		64	57	60	71	64
Loddon		63	65	65	68	67
State-wide		63	66	66	65	65
Inglewood / Tarnagulla		63	69	66	n/a	n/a
35-49	62	2	71	68	68	70
Men	60		64	62	66	66
Wedderburn	59		59	65	n/a	n/a
50-64	58		63	64	67	64
Personal user	56		63	61	67	64
Household user	56		64	61	67	64

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



# **2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Law Enforcement Performance

2016 Loddon	12		36			23		6	5	17	
2015 Loddon	15	35				26		6	4	14	
2014 Loddon	15	34				25		6	4	17	
2013 Loddon	15		40			2	3	Ę	5 2	16	
2012 Loddon	14		40				24		5 3	13	
State-wide	12	_	37			26		8	4	14	
Small Rural	12		39			25		7	4	13	
Boort / Terricks	12		39			22		6	4	18	
Wedderburn	11	34			2	6		12	5	12	
Inglewood / Tarnagulla	13		35			23 5			7		
Men	8	39			25		6	7	19 14		
Women	16	34			21		73		20		
18-34	20		26		19	19 8		8		20	
35-49	8		44		20			9		13	
50-64	6	32			29		6	6		21	
65+	15		39			22	2	5	4	15	
Personal user	12		38			17		3	14		6
Household user	13		38			17		13	1	4	6
	%	■ Very good	Good	Averag		Poor	Very		Car	n't say	-
		, 3004		-7110101				<b>F</b> • • •	- eu		
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5 JWSRESEARCH 74											

# 2016 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Family Sup	oport Importance			2015	2014	2013	2012
Women			80♠	76	78	77	79
Personal user			80♠	82	79	81	82
18-34			79	76	74	77	79
35-49			78	78	73	71	75
Household user			78	81	79	80	83
Inglewood / Tarnagulla			76	74	70	n/a	n/a
Loddon		74		74	72	73	75
Boort / Terricks		74		74	73	n/a	n/a
State-wide		73		73	72	73	73
65+		73		75	73	74	74
Small Rural	7	2		72	n/a	n/a	n/a
Wedderburn	7	72			73	n/a	n/a
50-64	71	71		70	69	69	73
Men	69♥	694			67	68	71

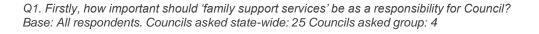
Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



# 2016 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Family Support Importance

	, , , ,	•			
2016 Loddon	31	40	18	4 2 4	
2015 Loddon	31	37	23	5 1 4	
2014 Loddon	25	43	25	3 2 3	
2013 Loddon	26	45	20	5 2 2	
2012 Loddon	28	47	18	4 1 3	
State-wide	28	41	22	5 2 3	
Small Rural	27	40	22	5 2 4	
<b>Boort / Terricks</b>	29	42	19	5 2 3	
Wedderburn	25	40	21 4	3 6	
Inglewood / Tarnagulla	35	38	16	4 3 4	
Men	22	41	22 5	4 5	
Women	40	40	13	3 3	
18-34	36	45	1	19	
35-49	40	37	17	32	
50-64	36	28	19 10	4 3	
65+	20	49	17 2 3	10	
Personal user	37	44	10	4 5	
Household user	34	43	15	4 4	
	%				
Extremely important	Very important Fairly ir	mportant  Not that important	Not at all important	Can't	
			_		



# 2016 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

#### 2016 Family Support Performance 65+ **Boort / Terricks** n/a n/a Personal user Household user State-wide Small Rural n/a n/a n/a Loddon Men Women Inglewood / Tarnagulla n/a n/a 35-49 Wedderburn n/a n/a 50-64 18-34

Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 35 Councils asked group: 7 Note: Please see slide 5 for explanation about significant differences



# **2016 FAMILY SUPPORT SERVICES** PERFORMANCE DETAILED PERCENTAGES

#### 2016 Family Support Performance

2016 Loddon       11       32       22       4       3       27         2015 Loddon       12       30       23       5       3       27         2014 Loddon       16       26       20       4       3       30         2013 Loddon       16       33       22       4       2       23         2013 Loddon       16       33       22       4       2       23         2012 Loddon       15       30       21       7       3       25         State-wide       10       31       21       4       2       32         Small Rural       10       30       21       4       2       33         Boort / Terricks       13       33       27       3       2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46								
2014 Loddon       16       26       20       4       3       30         2013 Loddon       16       33       22       4       2       23         2012 Loddon       15       30       21       7       3       25         State-wide       10       31       21       4       2       32         Small Rural       10       30       21       4       2       33         Boort / Terricks       13       33       27       3       2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       2       17         50-64       8       25       27       3       5       32								
2013 Loddon       16       33       22       4       2       23         2012 Loddon       15       30       21       7       3       25         State-wide       10       31       21       4       2       32         Small Rural       10       30       21       4       2       33         Boort / Terricks       13       33       27       3       2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       3       3       3       17         50-64       8       25       27       3       5       32       17								
2012 Loddon       15       30       21       7       3       25         State-wide       10       31       21       4       2       32         Small Rural       10       30       21       4       2       33         Boort / Terricks       13       33       27       3       2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       2       17         50-64       8       25       27       3       5       32								
State-wide       10       31       21       4       2       32         Small Rural       10       30       21       4       2       33         Boort / Terricks       13       33       27       3       2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       2       17         50-64       8       25       27       3       5       32								
Small Rural       10       30       21       4       2       33         Boort / Terricks       13       33       27       3       2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       2       17         50-64       8       25       27       3       5       32								
Boort / Terricks       13       33       27       3 2       22         Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       17       3       2       17         50-64       8       25       27       3       5       32       32       32								
Wedderburn       8       31       20       4       4       32         Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       17         50-64       8       25       27       3       5       32								
Inglewood / Tarnagulla       10       31       19       5       4       31         Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       2       17         50-64       8       25       27       3       5       32								
Men       10       33       23       4       2       28         Women       12       32       22       3       4       27         18-34       8       46       20       11       8       7         35-49       7       40       31       3       2       17         50-64       8       25       27       3       5       32								
Women       12       32       22       34       27         18-34       8       46       20       11       8       7         35-49       7       40       31       32       17         50-64       8       25       27       35       32								
18-34     8     46     20     11     8     7       35-49     7     40     31     3     2     17       50-64     8     25     27     3     5     32								
35-49     7     40     31     3 2     17       50-64     8     25     27     3 5     32								
50-64 8 25 27 3 5 32								
65+ 17 27 15 2 38								
Personal user 16 43 27 6 8								
Household user 15 42 29 5 9								
🥍 ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say								
Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 35 Councils asked group: 7								

# 2016 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Elderly Sup	oport Importance		2015	2014	2013	2012
Personal user		87个	85	83	83	83
Women		86个	85	85	83	85
35-49		86个	83	80	80	82
Household user		85	84	83	83	84
Boort / Terricks		83	81	79	n/a	n/a
Loddon		82	81	80	80	81
Wedderburn		82	84	83	n/a	n/a
Inglewood / Tarnagulla		82	81	81	n/a	n/a
18-34		82	83	79	81	81
50-64		82	81	82	81	80
65+	81	I	80	80	77	81
Small Rural	79₩		80	n/a	n/a	n/a
Men	79		78	76	76	77
State-wide	78↓		79	79	79	80

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



# 2016 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Elderly Support Importance

2016 Loddon	45	39	11	212
2015 Loddon	40	44		22
2014 Loddon	36	48	11	22
2013 Loddon	37	47	12	111
2012 Loddon	38	47	11	1 1 <mark>1</mark> 1
State-wide	36	44	16	212
Small Rural	38	42	15	212
<b>Boort / Terricks</b>	46	45		5 3 11
Wedderburn	42	38	16	4
Inglewood / Tarnagulla	47	34	15	11 3
Men	37	43	14	213
Women	54	36		8 111
18-34	44	40	1	5
35-49	51	42		7
50-64	50	30	14	3 1 2
65+	39	44	9	224
Personal user	53	40		6 1
Household user	50	40		8 11
Extremely important	<sup>'</sup> % ■ Very important  ■ Fairly important	Not that important Not at all im	portant	Can't

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

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# 2016 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Elderly Sup	oport Performance			2015	2014	2013	2012
Inglewood / Tarnagulla			75	69	78	n/a	n/a
65+			75	79	80	75	74
Household user			74	77	82	83	72
Personal user			73	77	84	80	70
Loddon		7	′1	70	75	75	72
Boort / Terricks		7	'1	72	73	n/a	n/a
Women		7	'1	71	73	77	72
Small Rural		7	0	72	n/a	n/a	n/a
Men		7	0	69	76	73	71
18-34		7	0	62	68	79	70
State-wide		68	ŀ	69	70	69	69
35-49		67		66	70	74	71
50-64		67		67	75	74	70
Wedderburn		61♥		65	72	n/a	n/a

Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



# **2016 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Elderly Support Performance

2016 Loddon	21	30		19	4 2	23
2015 Loddon	20	35		17	5 3	20
2014 Loddon	28		28	18	4 1	22
2013 Loddon	28		34		18	2 2 16
2012 Loddon	23	3	5	20	3	3 17
State-wide	14	30	20	5 2	2	30
Small Rural	18	33		19	4 2	25
Boort / Terricks	22	30		20	4 2	21
Wedderburn	12	29	25	6	7	21
Inglewood / Tarnagulla	23	31		16	3 1	27
Men	17	36		18	4 2	23
Women	25	24		21	3 3	24
18-34	25	15	26	4		31
35-49	14	31		23	7	25
50-64	15	31	· · · · · · · · · · · · · · · · · · ·	<b>18 2 5</b>		28
65+	27		35	· · · · · · · · · · · · · · · · · · ·	15 5	5 <u>1</u> 16
Personal user	32		33		24	6 1 5
Household user	31		36		23	5 1 4
	% ■Very	good Good	Average	Poor V	ery poor	Can't say
Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 9						

# 2016 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

2016 Recreation	al Facilities Importan	ice				2015	2014	2013	2012
Personal user					80个	77	73	76	75
Household user					80个	77	73	76	75
Women				78		75	75	74	74
50-64				78		68	69	71	72
Boort / Terricks			76			75	70	n/a	n/a
18-34			76			80	71	73	72
Loddon		75				73	71	72	72
Wedderburn		75				75	71	n/a	n/a
Inglewood / Tarnagulla		74				69	72	n/a	n/a
35-49		74				77	70	72	71
State-wide	73					72	72	72	72
65+	73					72	73	71	73
Small Rural	72₩					73	n/a	n/a	n/a
Men	72					72	67	69	71

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



# 2016 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

#### 2016 Recreational Facilities Importance

		•		
2016 Loddon	31	43	19	5 12
2015 Loddon	30	40	25	3 2
2014 Loddon	20	48	24	5 12
2013 Loddon	23	46	25	4 11
2012 Loddon	21	49	26	3 11
State-wide	25	45	24	4 11
Small Rural	25	44	24	4 11
<b>Boort / Terricks</b>	34	41	16	5 12
Wedderburn	30	40	23	4 2
Inglewood / Tarnagulla	28	45	19	5 11
Men	25	45	21	8 2
Women	38	41	16	2 2 1
18-34	45	27	19	4 4
35-49	27	49	17	7
50-64	39	37	19	3 11
65+	22	50	19	5 4
Personal user	38	44	15	111
Household user	38	44	14	111
	%			
Extremely important	Very important Fairly in	nportant Not that important	Not at all important	Can't s
			- 1	

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29 Councils asked group: 4



# 2016 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

2016 Recreation	nal Facilities Performance			2015	2014	2013	2012
Personal user			76	74	79	76	77
Household user			76	75	79	76	76
Women		75		75	76	77	75
18-34		75		65	73	74	66
65+		75		78	81	75	78
Inglewood / Tarnagulla		73		74	75	n/a	n/a
Loddon	72			73	77	74	74
Boort / Terricks	72			74	79	n/a	n/a
Wedderburn	72			69	76	n/a	n/a
35-49	72			72	76	72	75
Men	70			72	78	70	72
State-wide	69♥			70	71	70	70
Small Rural	<b>68</b> ₩			70	n/a	n/a	n/a
50-64	68			73	76	73	73

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 43 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



# 2016 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

#### 2016 Recreational Facilities Performance

2016 Loddon	29	38	17 5 4 6						
2015 Loddon	29	41	19 4 3 3						
2014 Loddon	36	41	12 4 3 4						
2013 Loddon	26	45	17 5 1 6						
2012 Loddon	30	42	16 7 2 3						
State-wide	21	43	23 7 3 4						
Small Rural	21	41	23 8 3 5						
Boort / Terricks	23	45	21 3 3 6						
Wedderburn	37	32	12 9 6 5						
Inglewood / Tarnagulla	33	35	15 5 7						
Men	26	36	<b>19 6 5</b> 8						
Women	33	41	14 4 3 5						
18-34	35	47	8 3 7						
35-49	18	47	26 2 7						
50-64	21	40	23 6 3 7						
65+	40	29	10 8 5 8						
Personal user	37	39	17 4 3						
Household user	37	40	16 4 3						
	% ■Very good	Good Average Poor	■ Very poor ■ Can't say						
Q2. How has Council performed on 'recreational facilities' over the last 12 months?									

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 9

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# 2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

2016 Public Area	as Importance					2015	2014	2013	2012
Women					78	75	76	76	75
Boort / Terricks				77		72	70	n/a	n/a
50-64				77		70	69	72	75
Wedderburn				76		72	76	n/a	n/a
35-49				76		76	74	75	71
Personal user				76		74	73	75	76
Household user				76		73	73	75	76
Loddon			75			72	72	73	73
State-wide		74				73	73	74	73
Small Rural		74				73	n/a	n/a	n/a
18-34	73	3				70	71	72	73
65+	73	3				71	73	73	74
Inglewood / Tarnagulla	72					71	72	n/a	n/a
Men	71↓					69	68	70	72

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



# 2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES

#### 2016 Public Areas Importance

2016 Loddon	28		46		21	211	
		_					
2015 Loddon			45		28 28	3 1	
2014 Loddon	20		49				
2013 Loddon	25		47				
2012 Loddon	27		44				
State-wide	26		48				
Small Rural	27		45		23	3 1	
<b>Boort / Terricks</b>	30		49		18	21	
Wedderburn	35		38		22	3 1	
Inglewood / Tarnagulla	23		47		25	2 21	
Men	23		46		26	3 2	
Women	34		47		17	21	
18-34	23		46		31		
35-49	29		50		17	22	
50-64	32		46		19	3 1	
65+	26		45		22	322	
Personal user	28		51		19	11	
Household user	28		51		19	11	
	%						
Extremely important	Very important	Fairly important	Not that important	Not at all	important	Can't s	

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

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# 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

2016 Public Area	as Performance				2015	2014	2013	2012
Wedderburn				78	76	78	n/a	n/a
65+			77	7	75	77	72	74
Women			76		74	75	73	73
18-34			75		65	71	73	72
Personal user			75		73	76	74	74
Household user			75		73	76	75	74
Loddon		77 76 75 75			73	74	73	73
Boort / Terricks			74		73	75	n/a	n/a
Small Rural		73			74	n/a	n/a	n/a
Men		72			72	72	73	73
State-wide		71♥			72	72	71	71
Inglewood / Tarnagulla		71			72	71	n/a	n/a
35-49		71			74	71	74	75
50-64	70				75	74	73	71

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



# 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

#### 2016 Public Areas Performance

2016 Loddon	28	45	18 5 2 2						
2015 Loddon	26	47	16 5 2 3						
2014 Loddon	29	43	18 6 12						
2013 Loddon	29	42	21 6 11						
2012 Loddon	26	47	19 5 21						
State-wide	24	46	21 6 21						
Small Rural	27	45	18 5 21						
Boort / Terricks	27	46	19 6 12						
Wedderburn	33	48	12 3 11						
Inglewood / Tarnagulla	26	44	20 6 3 2						
Men	23	50	16 6 2 2						
Women	32	41	20 4 12						
18-34	25	56	15 3						
35-49	18	54	21 7						
50-64	23	45	21 6 3 2						
65+	38	36	16 6 4						
Personal user	29	49							
Household user	30	48	16 4 11						
%       Very good       Good       Average       Poor       Very poor       Can't say         Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?       Very poor       Can't say									

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 9

WSRESEARCH

# 2016 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

2016 Waste Man	agement Impo	ortance						2015	2014	2013	2012
Women							83	78	79	81	78
Personal user							83♠	77	77	78	76
18-34						82		73	71	81	78
Household user						82		77	77	78	76
Inglewood / Tarnagulla					81			77	76	n/a	n/a
35-49					81			76	76	76	74
Loddon				80				76	74	77	76
State-wide				80				79	79	79	78
Small Rural			79					77	n/a	n/a	n/a
Boort / Terricks			79					74	71	n/a	n/a
50-64			79					78	70	76	74
65+			79					74	78	76	77
Wedderburn		77						77	78	n/a	n/a
Men		77						74	70	73	74

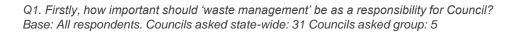
Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



# 2016 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Waste Management Importance

	•	•		
2016 Loddon	39	42	15	211
2015 Loddon	31	44	21	3 11
2014 Loddon	27	48	20	3 11
2013 Loddon	31	47	19	111
2012 Loddon	29	48	17	4 1
State-wide	38	45	14	211
Small Rural	36	45	16	211
<b>Boort / Terricks</b>	37	45	15	3
Wedderburn	31	52	12	3 11
Inglewood / Tarnagulla	45	35	17	12
Men	34	42	19	211
Women	45	42	11	11
18-34	53	25	19	3
35-49	39	46	15	
50-64	42	37	17	22
65+	32	51	12	112
Personal user	44	44	11	1
Household user	43	45	1	0 1
■ Extremely important	<sup>°</sup> % ■ Very important  ■ Fairly impor	tant Not that important Not at all i	mportant	Can't



# 2016 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

2016 Waste Man	agement Performance	e				2015	2014	2013	2012
Boort / Terricks					77	75	74	n/a	n/a
Women					77	76	78	78	74
65+				76		80	81	76	75
Personal user				76		78	79	78	75
Household user				76		78	79	77	75
Loddon			74	4		76	76	75	72
35-49			74	4		75	75	73	75
Wedderburn			73			80	75	n/a	n/a
18-34			73			73	72	77	62
50-64		72				73	73	74	72
Inglewood / Tarnagulla		71				75	79	n/a	n/a
Men		71				75	74	73	70
State-wide	7	′o <b>↓</b>				72	73	71	72
Small Rural	69♥					71	n/a	n/a	n/a

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



# **2016 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Waste Management Performance

2016 Loddon	31	42	16 4 3 3
2015 Loddon	30	46	14 5 2 4
2014 Loddon	34	39	16 4 2 4
2013 Loddon	31	44	13 6 2 4
2012 Loddon	27	45	14 5 5 4
State-wide	24	45	18 7 4 2
Small Rural	22	43	20 7 4 3
Boort / Terricks	34	46	
Wedderburn			
	31	37	22 2 4 4
Inglewood / Tarnagulla	27	40	18 5 5 4
Men	28	44	15 5 6 3
Women	34	41	18 3 <mark>1</mark> 3
18-34	35	35	20 7 3
35-49	25	58	8 5 4
50-64	25	40	24 2 3 6
65+	37	38	13 4 4 5
Personal user	34	45	16 4 2
Household user	33	45	15 4 2
	%∎Very good	Good Average Poor	■ Very poor ■ Can't say
	'waste management' over the last 1 ked state-wide: 41 Councils asked g	12 months?	JWSRESEARCH 94

# 2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2016 Business/L	Development/Tourism Importanc	e	2015	2014	2013	2012
Personal user		81个	76	77	80	78
Household user		81↑	76	76	78	78
Women		77	72	72	75	69
Boort / Terricks		75	68	67	n/a	n/a
Wedderburn		75	75	76	n/a	n/a
35-49		75	70	69	77	72
Loddon		74	69	68	71	69
18-34		74	70	62	70	64
50-64		74	68	69	68	69
65+		74	69	71	70	70
Inglewood / Tarnagulla		73	68	67	n/a	n/a
Small Rural		71↓	70	n/a	n/a	n/a
Men		71	66	64	67	69
State-wide		674	67	67	67	66

Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

Note: Please see slide 5 for explanation about significant differences

J W S R E S E A R C H

# 2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

#### 2016 Business/Development/Tourism Importance

2016 Loddon	33	35	22	6 1 3			
2015 Loddon	23	40	29	2 4 1			
2014 Loddon	23	37	30	7 22			
2013 Loddon	24	43	24	6 1			
2012 Loddon	20	44	28	6 11			
State-wide	21	38	30	8 2 2			
Small Rural	27	37	27	5 2 2			
Boort / Terricks	30	41	21	3 4			
Wedderburn	37	33	21	8 1			
Inglewood / Tarnagulla	34	30	24	7 1 4			
Men	31	31	24	10 1 3			
Women	34	40	20	11 3			
18-34	38	20	42	42			
35-49	36	38	19	52			
50-64	37	28	24	8 12			
65+	26	45	15	6 7			
Personal user	42	43		12 3			
Household user	43	43		12 3			
	% Very important Fairly	y important Not that important	Not at all important	■ Can't			



Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

# 2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2016 Business/L	Development/Tourism Perfo	orman	се			2015	2014	2013	2012
18-34		$\begin{array}{c ccccccccccccccccccccccccccccccccccc$		66	62				
65+					67	72	73	65	70
Boort / Terricks				66		63	67	n/a	n/a
Women			65			69	67	68	66
Wedderburn			64			66	65	n/a	n/a
Household user			64			69	71	70	67
Loddon		63				66	67	65	65
Personal user		63				68	71	69	67
Men		62				63	66	62	65
Small Rural	61					63	n/a	n/a	n/a
35-49	61					66	60	62	65
State-wide	60♥					61	62	62	62
Inglewood / Tarnagulla	60					70	66	n/a	n/a
50-64	59					66	66	68	62

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



# **2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Business/Development/Tourism Performance

2016 Loddon	17		33		26		7	,	6	11	
2015 Loddon	19		34			4		7	5	11	
		_			2			· _	5		21
2014 Loddon	17	40			23		7	3	11		
2013 Loddon	19	38		27				6 6	5 5		
2012 Loddon	17		39			25			93	7	
State-wide	10	32			31		10	3	1	14	
Small Rural	12		34		31			10	4	9	
Boort / Terricks	17		36			28		5	5	10	
Wedderburn	19		35			32			1 8		1
Inglewood / Tarnagulla	15		30		22	12	2	6	1	6	
Men	16		32		25		7	7		13	
Women	17		35		2	28		7	5	9	
18-34	23		31			31			4 4	7	
35-49	10		41			30			10	4 5	
50-64	11	32			30		8	8		12	
65+	22		31		19		6	6	1		
Personal user	18		35			27		4	9	7	
Household user	19		36			26			8	7	
	<b>•</b> (			- •	- D			-			
	/0	Very good	Good	Average	Poor	Very	poor		an't sa	i <b>y</b>	
Q2. How has Council performed on months?				sm' over the last	12		DEG		RCH		98
Base: All respondents. Councils asl	(ed state-wide: 26 C	jouncils asked g	group: 6			<b>,</b> , , , , , , , , , , , , , , , , , ,	R E S	EA	ксн		30

### 2016 PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES

2016 Planning &	Building Permits I	mportance	)	2015	2014	2013	2012
Personal user			75	69	66	67	71
Women			74	69	69	72	67
Household user			73	69	65	63	73
35-49			72	67	62	62	63
State-wide			71	71	71	71	71
Small Rural			71	70	n/a	n/a	n/a
Inglewood / Tarnagulla		7	0	68	65	n/a	n/a
Loddon		69		65	64	66	64
65+		69		65	68	70	68
Boort / Terricks		68		62	64	n/a	n/a
Wedderburn		68		69	65	n/a	n/a
50-64		68		66	63	68	63
Men	64	ŀ₩		61	60	61	61
18-34	64			60	63	62	62

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



# 2016 PLANNING AND BUILDING PERMITS IMPORTANCE DETAILED PERCENTAGES

### 2016 Planning & Building Permits Importance

	•	0 1		
2016 Loddon	25	34	26	8 2 5
2015 Loddon	17	35	32	8 3 6
2014 Loddon	16	37	30	8 3 6
2013 Loddon	21	33	31	8 2 5
2012 Loddon	16	39	29	9 4 3
State-wide	26	39	25	6 2 3
Small Rural	25	38	23	7 2 5
<b>Boort / Terricks</b>	20	40	24	7 3 6
Wedderburn	27	25	34	10 3
Inglewood / Tarnagulla	29	30	25	9 2 5
Men	19	31	32	11 3 4
Women	31	36	20	6 1 5
18-34	20	35	30	12 3
35-49	29	35	29	5 2
50-64	29	29	23	12 2 4
65+	21	35	25	6 2 9
Personal user	38	31	2	29 21
Household user	34	31	29	5 1
	%			
Extremely important	Very important	Fairly important • Not that imp	oortant Not at all imp	oortant Can't s

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

# **2016 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES**

2016 Planning &	<b>Building Permits Performance</b>	9		_	2015	2014	2013	2012
18-34				56	52	58	61	57
65+				56	59	60	54	60
Women				55	59	61	62	60
Wedderburn			:	54	50	55	n/a	n/a
Boort / Terricks			52		55	57	n/a	n/a
Loddon			51		55	58	57	58
State-wide			50		54	53	55	54
Small Rural			50		53	n/a	n/a	n/a
Inglewood / Tarnagulla			50		58	60	n/a	n/a
Men			48		52	55	53	56
50-64			48		51	58	56	56
35-49			47		57	55	57	56
Household user		42♥			48	52	49	55
Personal user		39♥			48	51	49	52

Q2. How has Council performed on 'planning and building permits' over the last 12 months? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



# **2016 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Planning & Building Permits Performance

		•	•				
2016 Loddon	6	23	21	16	7	27	
2015 Loddon	6	21	26	9	5	33	
2014 Loddon	6	27	21	9	4	33	
2013 Loddon	7	26	25	8	6	28	
2012 Loddon	7	30		26	8 6	23	
State-wide	5	22	25	13	8	27	
Small Rural	5	20	25	13	8	29	
Boort / Terricks	4	24	23	14	6	29	
Wedderburn	8	26	23	12	9	23	
Inglewood / Tarnagulla	6	21	17	18	9	28	
Men	5	21	22	20	8	23	
Women	6	25	19	11		32	
18-34	4	23	31		15	27	
35-49	2	25	22	26	7	18	
50-64	5	21	18		3	28	
65+	9	24	18	11	7	32	
Personal user	6	23	15	29		25	2
Household user	5	28	17	24		23	2
	%	■ Very good		erage Poor	■ Very poor		
Q2. How has Council performed or							
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6 JWSRESEARCH 102							

# 2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2016 Disaster Ma	anagement Im	portance				2015	2014	2013	2012
Women					86个	85	86	84	86
Personal user				85		86	86	86	84
Household user				85		84	85	85	84
35-49				83		84	78	80	77
Small Rural				82		80	n/a	n/a	n/a
50-64				82		81	82	81	81
Loddon			81			80	81	80	81
Boort / Terricks			81			78	78	n/a	n/a
Inglewood / Tarnagulla			81			80	83	n/a	n/a
State-wide			80			80	80	80	80
Wedderburn			80			86	84	n/a	n/a
65+			80			79	82	79	81
18-34		78				75	82	81	87
Men		764				76	76	77	76

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



# 2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

#### 2016 Disaster Management Importance

		-	
2016 Loddon	47	33	12 4 1 2
2015 Loddon	42	36	18 11
2014 Loddon	45	38	10 5 <mark>1</mark> 1
2013 Loddon	43	39	14 3 <mark>1</mark> 1
2012 Loddon	44	38	13 3 <mark>1</mark> 1
State-wide	45	36	14 3 <mark>1</mark> 1
Small Rural	48	35	12 3 1 2
<b>Boort / Terricks</b>	45	38	10 4 <mark>1</mark> 1
Wedderburn	45	32	15 6 2
Inglewood / Tarnagulla	50	29	13 3 2 2
Men	39	36	<b>15 7 21</b>
Women	56	30	10 1 3
18-34	43	31	23 3
35-49	54	30	10 2 4
50-64	51	30	11 7 2
65+	42	39	11 4 1 3
Personal user	51	37	9 21
Household user	50	39	9 21
	%		
Extremely important	Very important Fairly important	Not that important Not at a	all important Can't
		,	



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

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### 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2016 Disaster M	anagement Performanc	ce			2015	2014	2013	2012
Personal user				73	70	79	73	75
Household user				73	70	79	74	75
65+				72↑	74	77	72	76
Small Rural			71	N	70	n/a	n/a	n/a
Boort / Terricks			70		70	71	n/a	n/a
Women			70		72	75	73	71
State-wide			69		70	71	70	70
18-34		6	8		69	72	70	67
Loddon		67			71	72	71	70
Inglewood / Tarnagulla		67			72	75	n/a	n/a
Men		65			69	70	69	69
35-49	63				71	68	70	71
50-64	63				67	71	69	64
Wedderburn	61				68	71	n/a	n/a

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



### 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Disaster Management Performance

2016 Loddon	16	33		23	4	4	19
2015 Loddon	21	36		1	8	6 2	17
2014 Loddon	27		32		20	5 2	15
2013 Loddon	27		34		18	5	5 11
2012 Loddon	26		37		17	8	4 8
State-wide	17	36		19	4	2	21
Small Rural	20	37			19	4 2	17
<b>Boort / Terricks</b>	15	38		2	26	11	19
Wedderburn	15	28		22	9	6	19
Inglewood / Tarnagulla	19	31		21	5	5	19
Men	15	33		23	5	5	19
Women	19	34		24		3 2	19
18-34	19	20		35	3		23
35-49	7	42		31		4 4	14
50-64	11	37		18	4 7		23
65+	25	3	2	1	8	5 2	19
Personal user	31		38			21	1 5 3
Household user	30		39			22	1 5 3
	% ■Ve	ry good  ■Good	Average	Poor	Very po	or Ca	an't say
				V	W		

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

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# 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance index scores

2016 Unsealed H	Roads Importance					2015	2014	2013	2012
Women					87	85	82	84	83
35-49					87	86	85	85	87
Inglewood / Tarnagulla				86		81	81	n/a	n/a
18-34				86		87	83	84	84
50-64				86		82	79	81	82
Personal user			85			84	82	82	84
Household user			85			84	82	82	84
Loddon			84			83	80	82	83
Boort / Terricks		83				84	80	n/a	n/a
Wedderburn		82				82	79	n/a	n/a
Small Rural		81♥				82	n/a	n/a	n/a
Men		81				81	79	79	83
State-wide	79↓					78	78	81	80
65+	79♥					79	77	79	80

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



J00415 Community Satisfaction Survey 2016 – Loddon Shire Council

# 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance detailed percentages

#### 2016 Unsealed Roads Importance

	-		
2016 Loddon	50	36	10 2 2
2015 Loddon	47	37	14 11
2014 Loddon	42	38	17 11
2013 Loddon	41	45	12 11
2012 Loddon	44	45	9 1
State-wide	40	37	17 3 12
Small Rural	46	36	14 212
Boort / Terricks	49	35	11 4 2
Wedderburn	43	40	14 12
Inglewood / Tarnagulla	54	34	9 12
Men	44	36	14 3 2
Women	55	35	7 12
18-34	58	27	15
35-49	63	25	10 2
50-64	52	38	7 2 2
65+	37	44	11 3 1 4
Personal user	53	34	9 3 1
Household user	53	34	9 3
	%		
Extremely important	Very important Fairly important	Not that important Not at all imp	oortant ■Can't
		(	



Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 4

### 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

2016 Unsealed F	Roads Performance		2015	2014	2013	2012
65+		53	58	59	59	59
Wedderburn		51	55	57	n/a	n/a
Personal user		50	50	52	54	53
Household user		50	50	52	54	53
Loddon		49	49	51	54	52
Boort / Terricks		49	47	54	n/a	n/a
Men		49	49	50	55	50
Women		49	49	53	53	53
Inglewood / Tarnagulla		48	49	45	n/a	n/a
50-64		48	47	49	51	47
35-49		45	47	48	52	50
Small Rural		44↓	45	n/a	n/a	n/a
18-34		44	36	47	51	50
State-wide	4	43♥	45	45	44	46

Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



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J00415 Community Satisfaction Survey 2016 – Loddon Shire Council

### 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

#### 2016 Unsealed Roads Performance

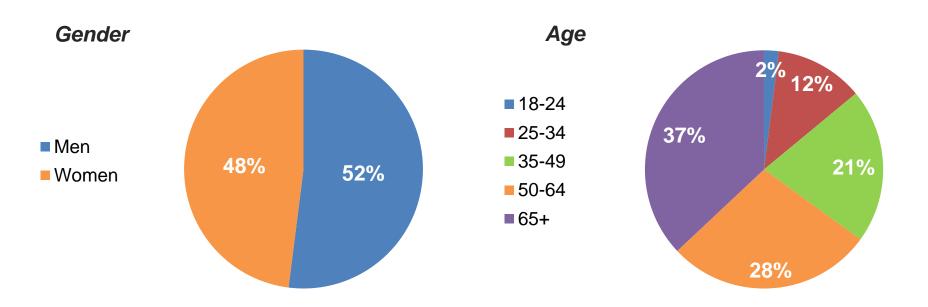
2016 Loddon	8	24		30		22	12	4
2015 Loddon	8	27 29			21	13	2	
2014 Loddon	12	23	23 33			15	13	3
2013 Loddon	15		29 23		23	18	13	1
2012 Loddon	14	25	25 26			19	13	3
State-wide	5	20		29		22	16	7
Small Rural	5	20		30		22	16	6
<b>Boort / Terricks</b>	9	22		30		23	11	4
Wedderburn	5	35		26	5	19	12	3
Inglewood / Tarnagulla	9	20		33		22	12	4
Men	8	28		25		23	13	3
Women	9	20		36		22	10	4
18-34	8	19		36		19	19	
35-49	5	19		35		29	10	2
50-64	6	29		29		18	16	2
65+	12	25		27		23	7	7
Personal user	10	25		30		23	11	1
Household user	10	25		31		22	11	1
	%	Very good	Good	Average	Poor	Very poor	■ Can't say	

Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 6

## **DETAILED DEMOGRAPHICS**

J00415 Community Satisfaction Survey 2016 – Loddon Shire Council





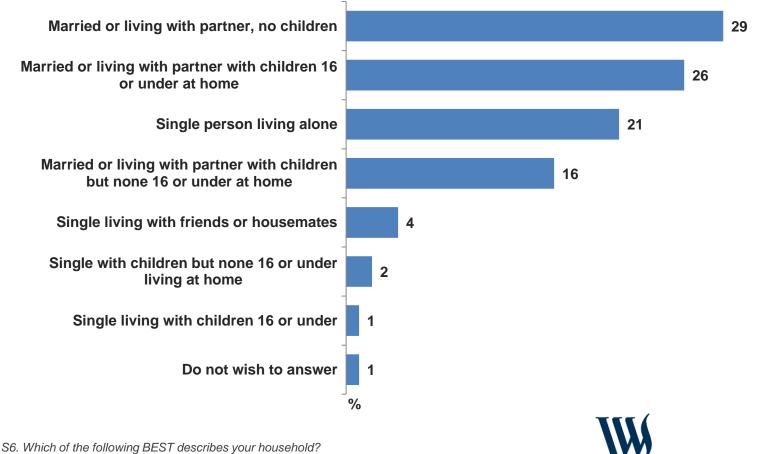
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 17



### 2016 HOUSEHOLD STRUCTURE

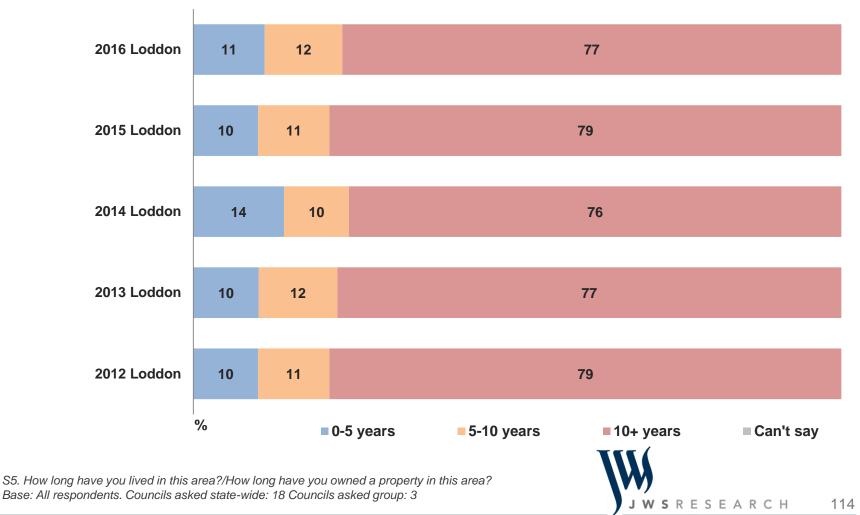
#### 2016 Household Structure



Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2



#### 2016 Years Lived in Area





#### 2016 Years Lived in Area



As such, this chart presents this year's data only.

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## APPENDIX A: DETAILED SURVEY TABULATIONS

## **AVAILABLE IN SUPPLIED EXCEL FILE**

# APPENDIX B: FURTHER PROJECT INFORMATION

### APPENDIX B: BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Loddon Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2016 have been made throughout this report as appropriate.** 





The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Loddon Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 6,000 people aged 18 years or over for Loddon Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Loddon Shire Council	400	400	+/-4.7
Men	185	208	+/-7.1
Women	215	192	+/-6.6
Boort / Terricks	163	169	+/-7.6
Wedderburn	76	71	+/-11.2
Inglewood / Tarnagulla	161	160	+/-7.6
18-34 years	26	58	+/-19.6
35-49 years	59	83	+/-12.8
50-64 years	136	111	+/-8.3
65+ years	179	148	+/-7.2

All participating councils are listed in the state-wide report published on the DELWP website. In 2016, 69 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2016 vary slightly.

#### **Council Groups**

Loddon Shire Council is classified as a Small Rural council according to the following classification list:

Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Small Rural group are: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Pyrenees, Queenscliffe, Towong, West Wimmera and Yarriambiack.

Wherever appropriate, results for Loddon Shire Council for this 2016 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



#### **Index Scores**

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 benchmark survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%		INDEX SCORE 60

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%		INDEX SCORE 56





The test applied to the Indexes was an Independent Mean Test, as follows:

 $Z \text{ Score} = (\$1 - \$2) / \text{ Sqrt} ((\$3^{2} / \$5) + (\$4^{2} / \$6))$ 

Where:

- \$1 = Index Score 1
  \$2 = Index Score 2
  \$3 = unweighted sample count 1
  \$4 = unweighted sample count 1
  \$5 = standard deviation 1
- >\$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



#### **Core, Optional and Tailored Questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2016 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2016 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



#### Reporting

Every council that participated in the 2016 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at <a href="http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey">http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey</a>.



### APPENDIX B: GLOSSARY OF TERMS

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

**CSS**: 2016 Victorian Local Government Community Satisfaction Survey.

**Council group**: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

**Council group average**: The average result for all participating councils in the council group.

**Highest / lowest**: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

**Index score**: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

**Percentages**: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

**Significantly higher / lower**: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

**Tailored questions**: Individual questions tailored by and only reported to the commissioning council.

**Weighting**: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

