



2024 Local Government Community Satisfaction Survey

Loddon Shire Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Waste management</u>	<u>71</u>
<u>Key findings and recommendations</u>	<u>6</u>	<u>General town planning policy</u>	<u>73</u>
<u>Detailed findings</u>	<u>14</u>	<u>Planning and building permits</u>	<u>75</u>
<u>Overall performance</u>	<u>15</u>	<u>Emergency and disaster management</u>	<u>77</u>
<u>Customer service</u>	<u>30</u>	<u>Maintenance of unsealed roads</u>	<u>79</u>
<u>Communication</u>	<u>39</u>	<u>Detailed demographics</u>	<u>81</u>
<u>Council direction</u>	<u>44</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>83</u>
<u>Individual service areas</u>	<u>48</u>	<u>Appendix B: Further project information</u>	<u>87</u>
<u>Community consultation and engagement</u>	<u>49</u>		
<u>Lobbying on behalf of the community</u>	<u>51</u>		
<u>Decisions made in the interest of the community</u>	<u>53</u>		
<u>Condition of sealed local roads</u>	<u>55</u>		
<u>Informing the community</u>	<u>57</u>		
<u>Condition of local streets and footpaths</u>	<u>59</u>		
<u>Enforcement of local laws</u>	<u>61</u>		
<u>Family support services</u>	<u>63</u>		
<u>Elderly support services</u>	<u>65</u>		
<u>Recreational facilities</u>	<u>67</u>		
<u>Appearance of public areas</u>	<u>69</u>		



Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-fifth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 25 years

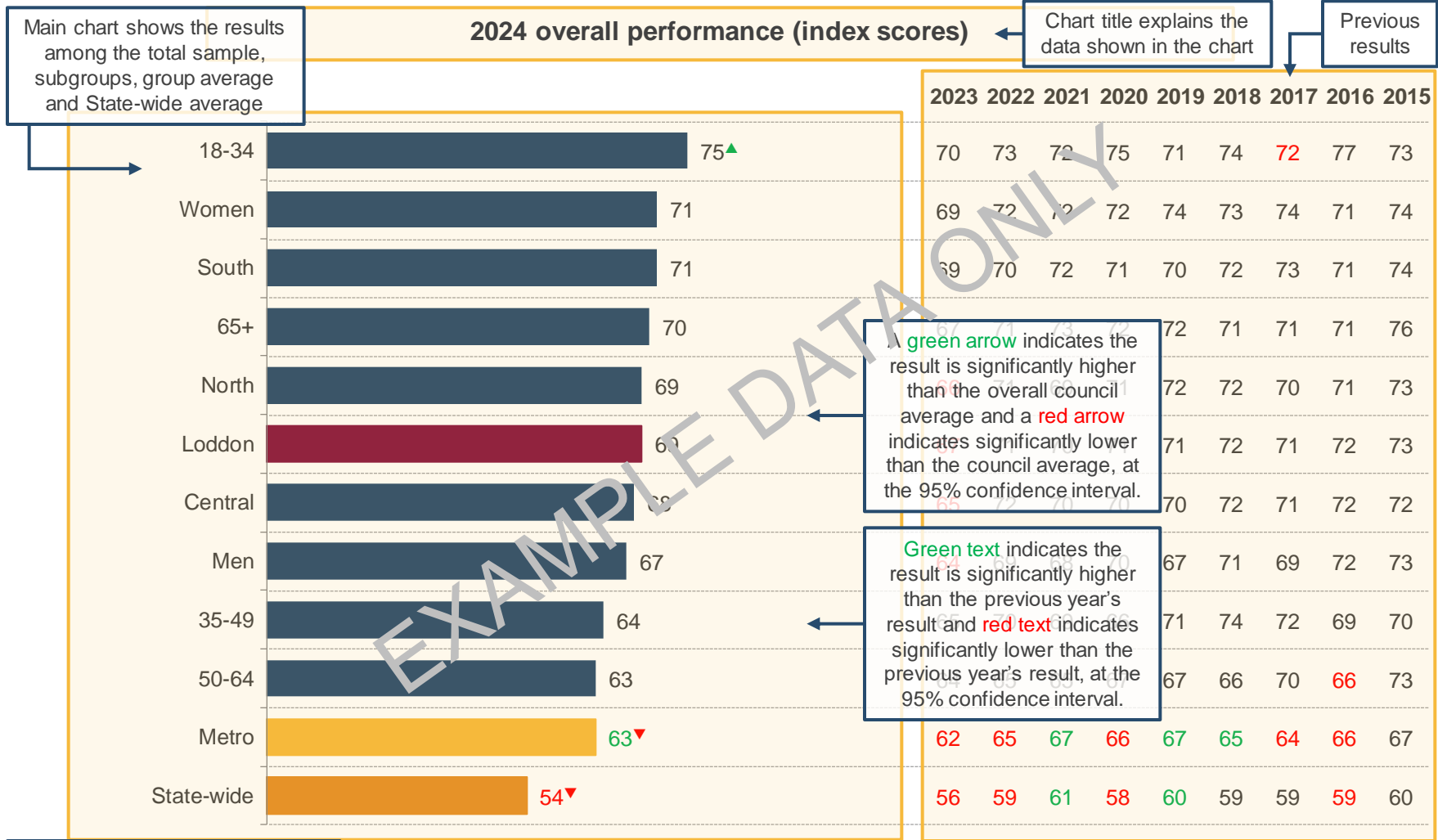
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



How to read index score charts in this report

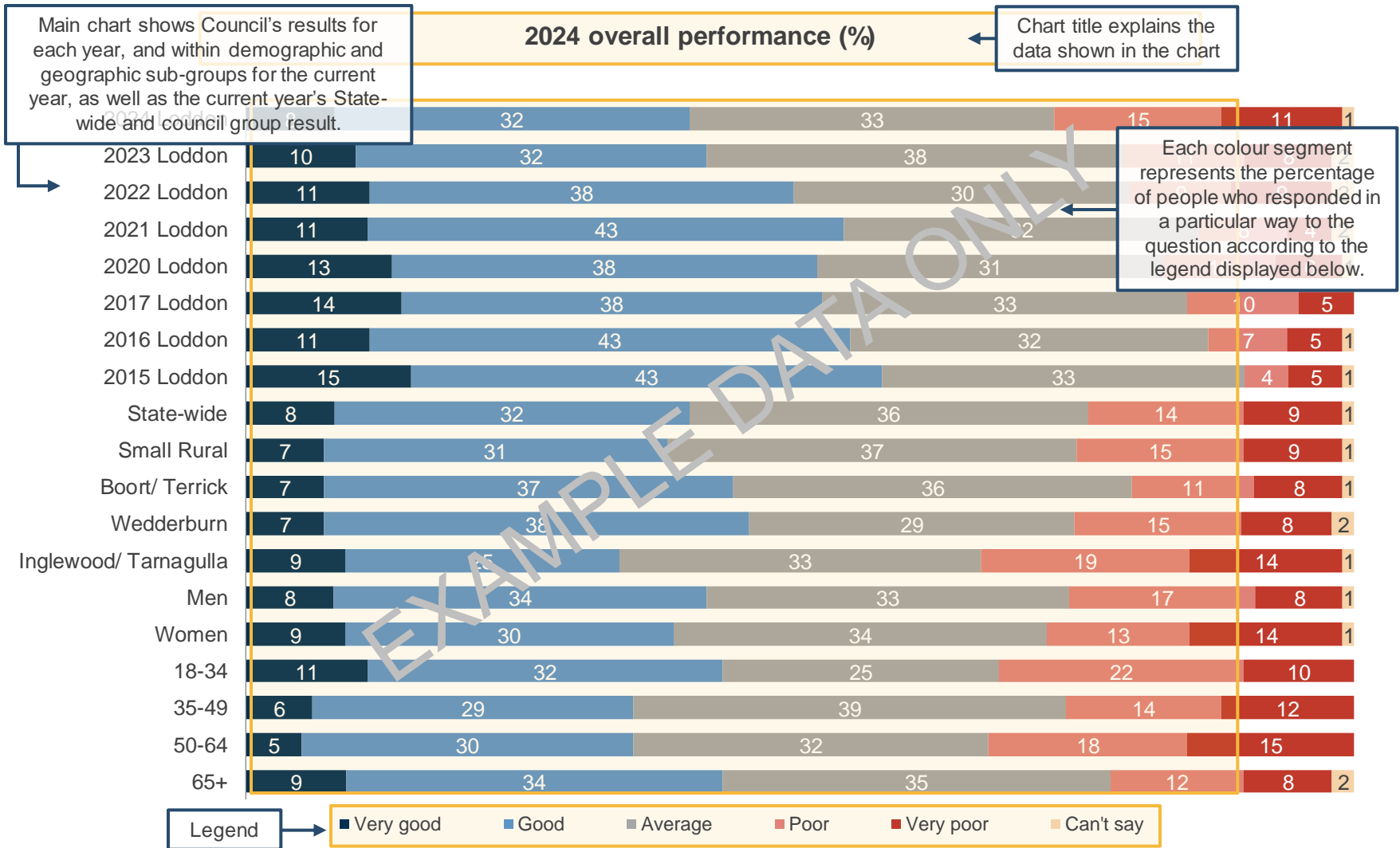


Question asked and base size(s)

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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



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: 62 Councils asked group: 19

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a lighter blue gradient.

Key findings and recommendations



Loddon Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Loddon 53



Small Rural 53



State-wide 54

Council performance compared to group average

Top 3 performing areas		
	Appearance of public areas	= on par
	Waste management	▲ higher
	Recreational facilities	= on par
Bottom 3 performing areas		
	Unsealed roads	▼ lower
	Planning & building permits	▼ lower
	Sealed local roads	▼ lower
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

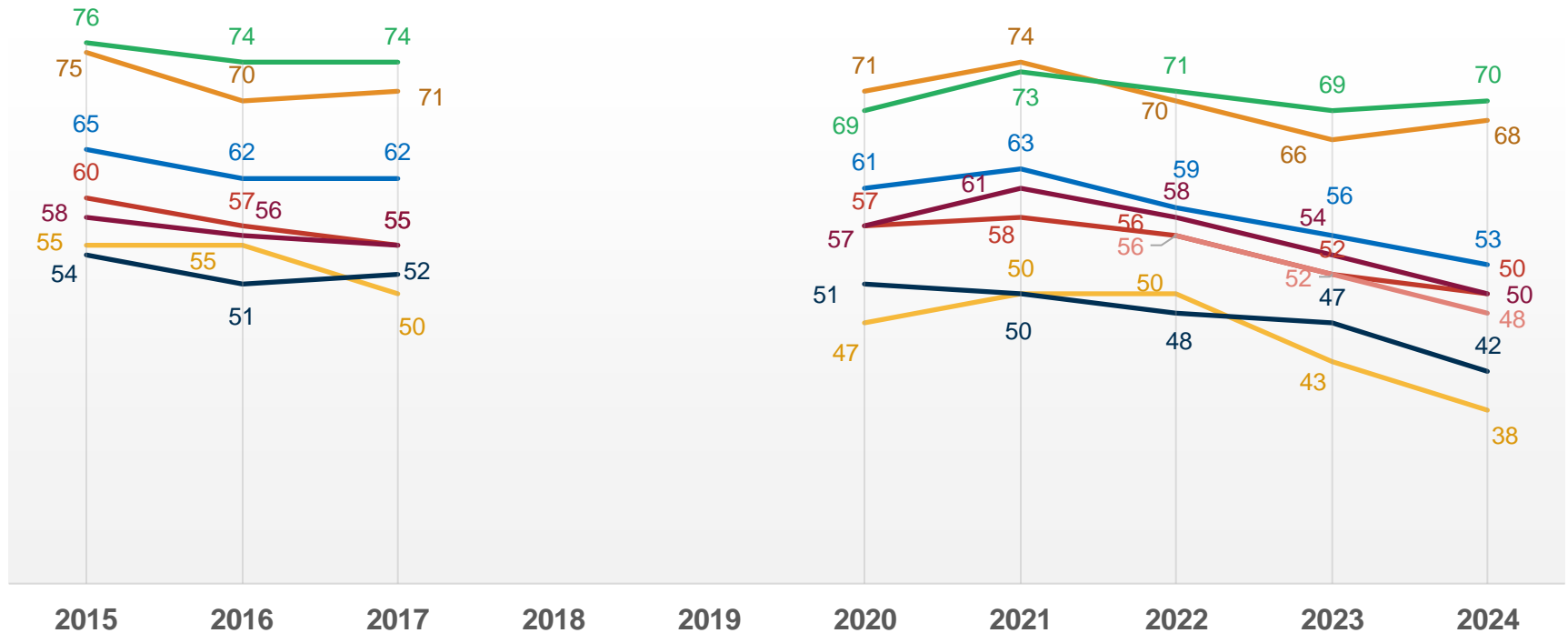
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

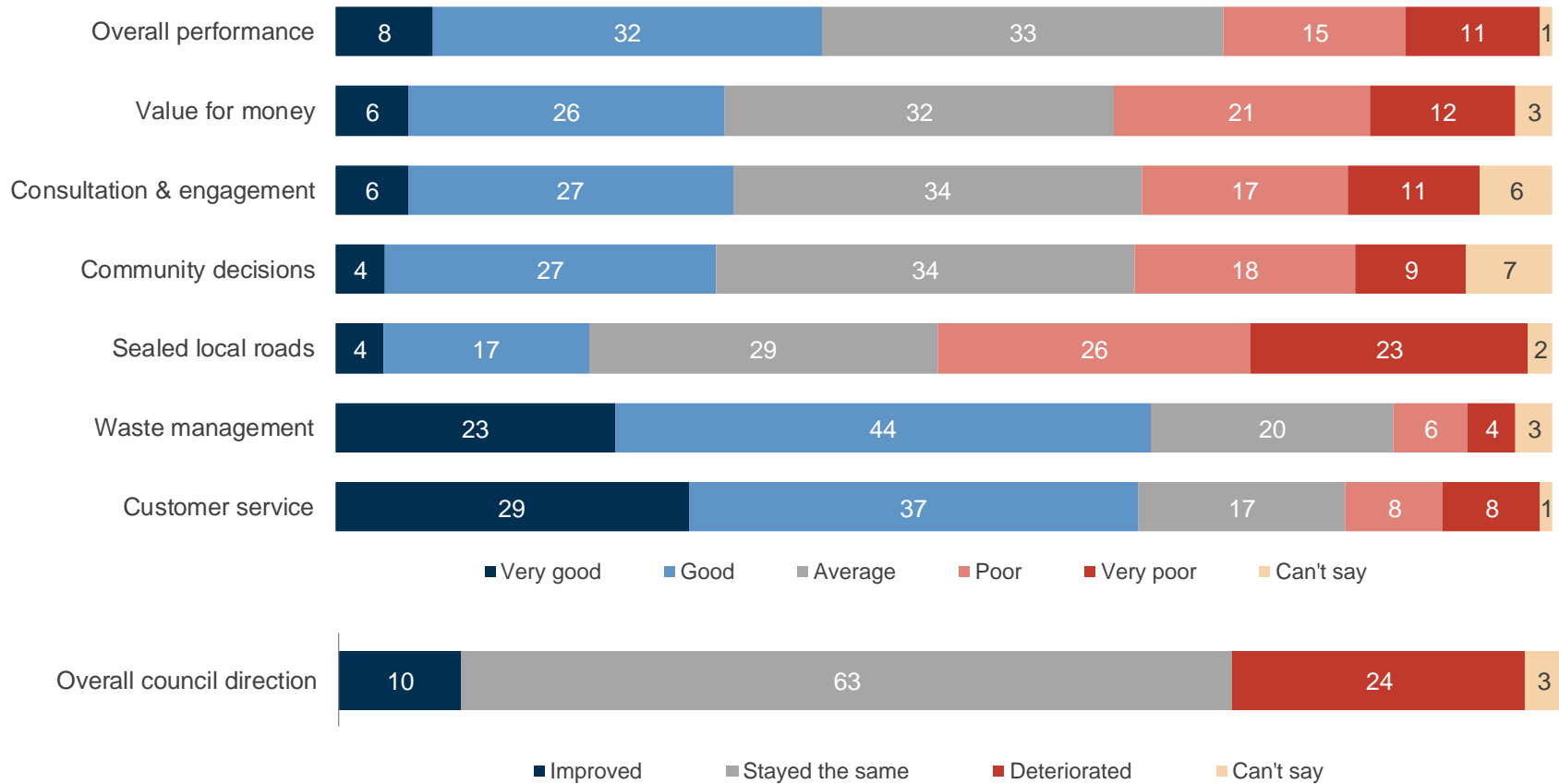
Overall Council Direction















Summary of core measures

Core measures summary results (%)












Summary of Loddon Shire Council performance

Services		Loddon 2024	Loddon 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	53	56	53	54	65+ years, Boort/ Terrick residents, Wedderburn residents	50-64 years
	Value for money	48	52	47	48	65+ years	35-49 years
	Overall council direction	42	47	44	45	18-34 years	50-64 years
	Customer service	68	66	66	67	18-34 years	35-49 years
	Appearance of public areas	71	70	71	68	Wedderburn residents	35-49 years
	Waste management	70	69	67	67	65+ years	35-49 years
	Recreational facilities	67	69	67	68	Wedderburn residents	35-49 years
	Emergency & disaster mngt	59	61	66	65	18-34 years	35-64 years
	Enforcement of local laws	59	59	60	61	18-34 years	50-64 years
	Elderly support services	58	60	65	63	65+ years	35-49 years






Summary of Loddon Shire Council performance

Services		Loddon 2024	Loddon 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Family support services	56	59	61	63	65+ years	50-64 years
	Informing the community	55	58	56	56	18-34 years	Inglewood/ Tarnagulla residents
	Lobbying	51	52	50	50	Boort/ Terrick residents	Inglewood/ Tarnagulla residents
	Town planning policy	50	51	49	50	18-34 years	50-64 years
	Consultation & engagement	50	52	51	51	Wedderburn residents	Inglewood/ Tarnagulla residents
	Community decisions	50	54	50	50	Boort/ Terrick residents, 18-34 years	35-49 years, Inglewood/ Tarnagulla residents
	Local streets & footpaths	46	49	51	52	Wedderburn residents	35-49 years, Inglewood/ Tarnagulla residents



Summary of Loddon Shire Council performance

Services		Loddon 2024	Loddon 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Sealed local roads	38	43	41	45	18-34 years, Wedderburn residents	35-49 years
	Planning & building permits	38	42	43	45	18-34 years	50-64 years
	Unsealed roads	32	37	35	36	65+ years	18-34 years



Focus areas for the next 12 months

Overview

Loddon Shire Council's overall performance has declined year on year since 2021. This follows the pattern State-wide. Council's overall performance is at its lowest level since 2015. Ratings in the majority of individual service areas are in line with the previous year's results, with significant declines in perceptions evident in four areas, including some of Council's lowest rated service areas. Ratings for Council's top performing service areas (the appearance of public areas and waste management) remain consistently high over time.

Key influences on perceptions of overall performance

Improved communication with residents about decisions made in the community's interest, particularly on its approach to planning and building permits and rectifying the condition of local streets and pathways, is warranted. Keeping residents well-informed on key local issues in conjunction with regular community consultation and engagement, will help shore up perceptions of Council's overall performance. These efforts are particularly needed in Inglewood/Tarnagulla, where perceptions of the aforementioned areas are lowest.

Comparison to state and area grouping

Loddon Shire Council's overall performance is rated in line with both the Small Rural group and State-wide averages. When it comes to the individual services areas, Council's performance is mixed. Council performs in line with group averages on eight of the 16 service areas, significantly lower on seven measures, and significantly higher on one measure. The pattern is similar in comparison to the State-wide averages. Council performs significantly higher than both group averages for waste management.

Some attention to roads required to abate further declines

Efforts are specifically needed in the area of sealed local roads and unsealed road maintenance. These are among Council's lowest rated service areas and performance ratings have declined significantly over multiple consecutive years. Ratings are now at the lowest levels since the peak ratings achieved in 2016. Furthermore, 29% of residents volunteer sealed road maintenance as the Council area most in need of improvement. Geographically, ratings are lowest in the Inglewood/Tarnagulla area.

DETAILED FINDINGS



Overall performance



Overall performance

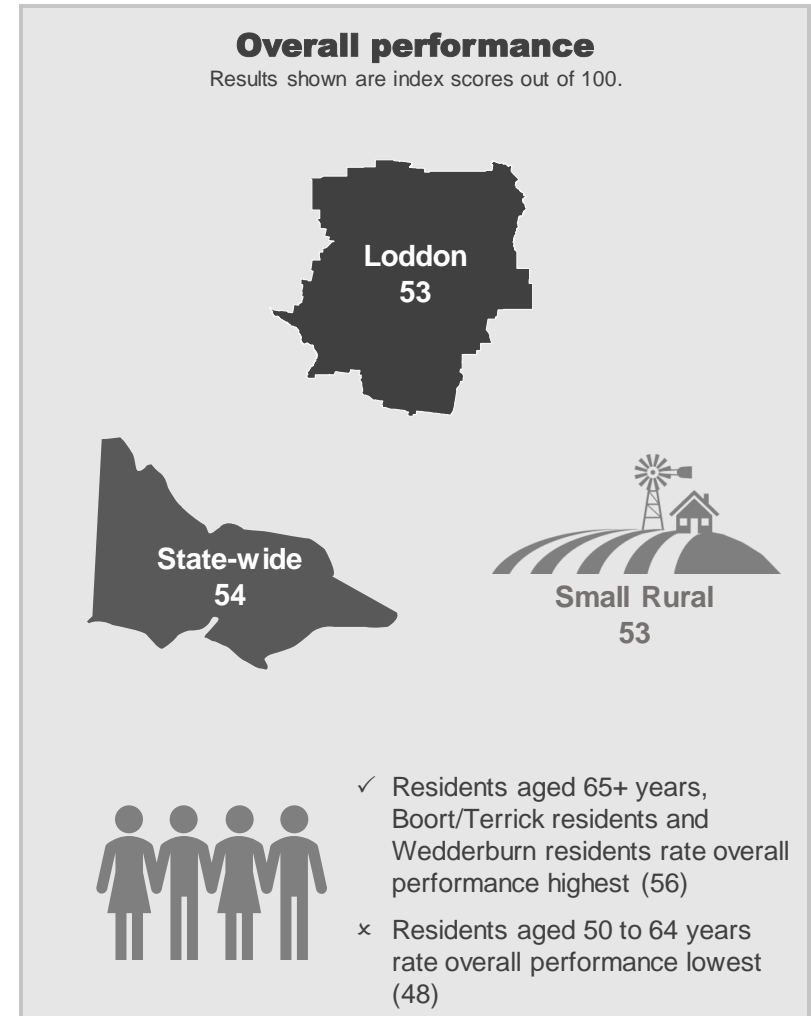
Loddon Shire Council's overall performance score of 53 is down three index points from 2023. Though this is not considered a statistically significant decline, Council has experienced three consecutive years of decline in its overall performance rating. Overall performance is now at its lowest level in a decade, declining from a peak of 65 index points in 2015.

That said, Loddon Shire Council's overall performance is rated in line with the average ratings for councils in the Small Rural group and State-wide (index scores of 53 and 54 respectively). Overall performance ratings have declined significantly at both the group and State-wide levels in each of the past three years.

- Residents of Inglewood/Tarnagulla (index score of 49) rate overall performance lower than residents of Boort/Terrick and Wedderburn (56 for each).

Residents are divided in their perceptions of the value for money they receive from Council in infrastructure and services provided to their community with a third each rating Council as 'very good' or 'good' (32%), 'very poor' or 'poor' (33%) and 'average' (32%).

- Residents aged 65 years and over rate value for money significantly higher than the Council average (index scores of 53 and 48 respectively). Residents aged 35 to 49 years (index score of 41) rate value for money significantly lower than average.





Overall performance

2024 overall performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	56	59	65	68	64	n/a	n/a	63	67	69
Boort/ Terrick	56	60	57	64	62	n/a	n/a	n/a	n/a	n/a
Wedderburn	56	56	62	63	65	n/a	n/a	n/a	n/a	n/a
Men	54	55	58	64	60	n/a	n/a	61	58	64
State-wide	54	56	59	61	58	60	59	59	59	60
Loddon	53	56	59	63	61	n/a	n/a	62	62	65
Small Rural	53	55	58	60	56	58	56	58	57	59
18-34	53	53	57	59	57	n/a	n/a	64	66	60
Women	52	57	60	62	62	n/a	n/a	63	66	66
35-49	51	53	50	56	55	n/a	n/a	63	59	64
Inglewood/ Tarnagulla	49	51	60	61	58	n/a	n/a	n/a	n/a	n/a
50-64	48	53	55	62	61	n/a	n/a	58	55	64

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?

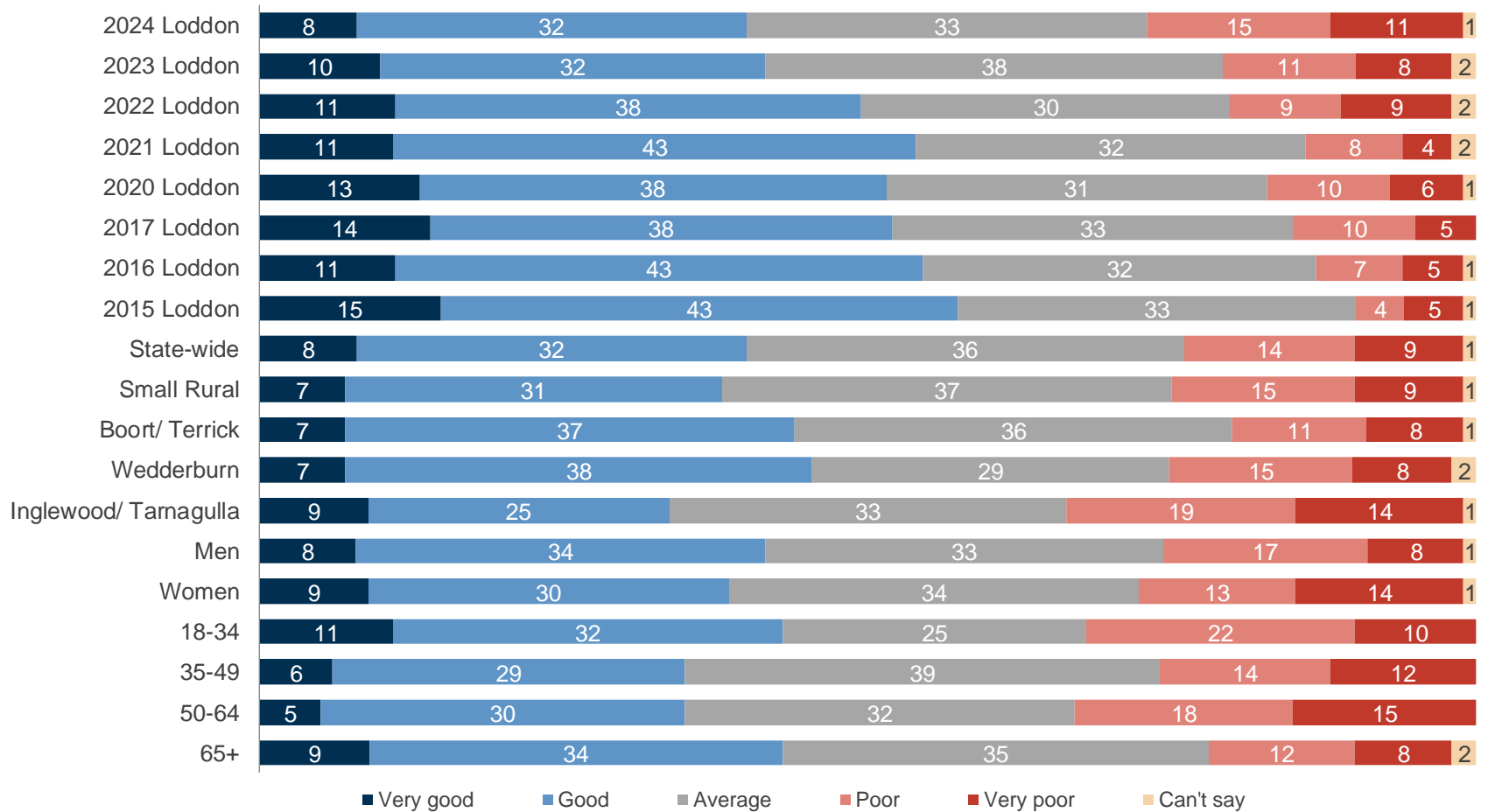
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Overall performance

2024 overall performance (%)

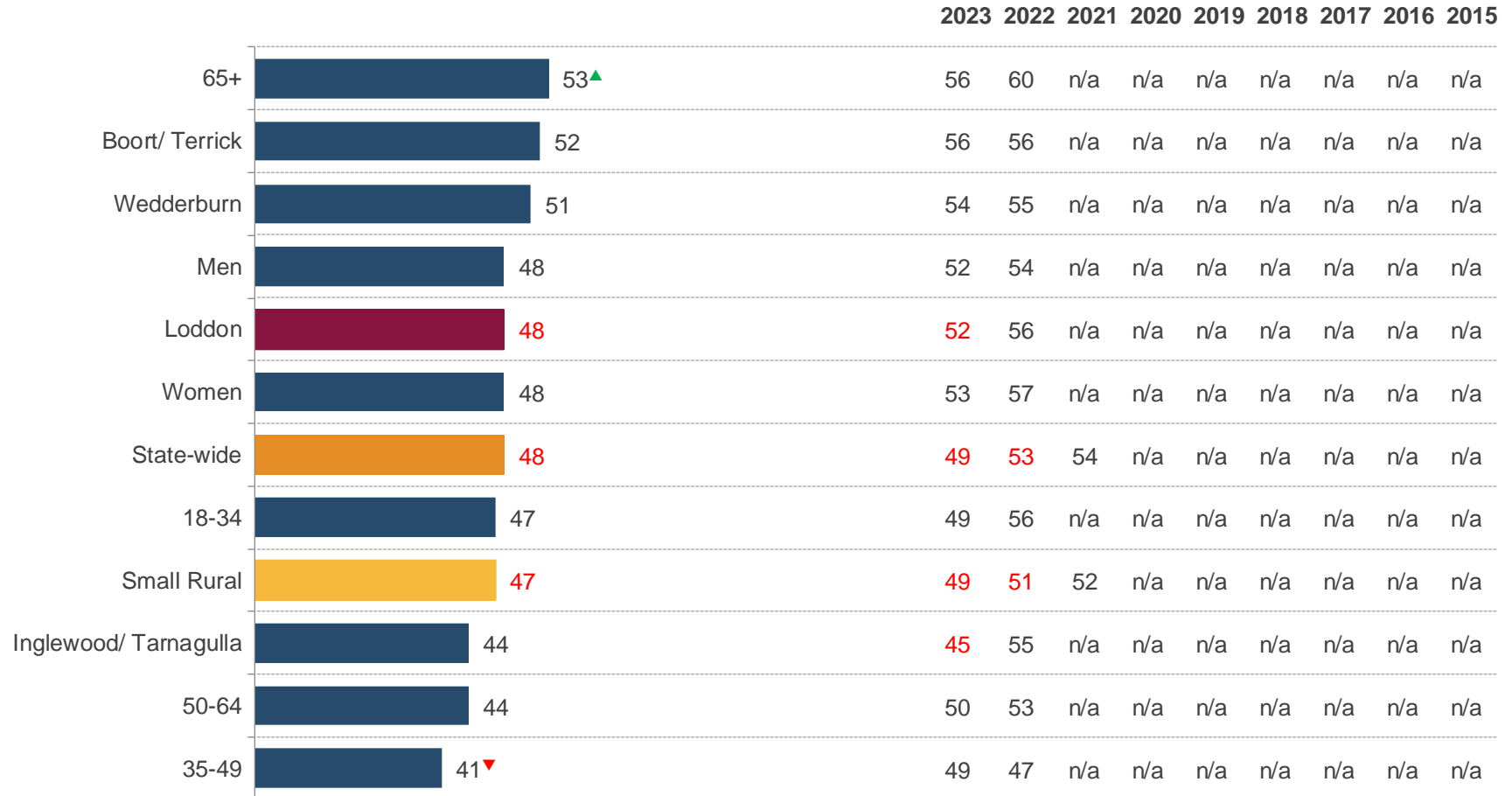


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Value for money in services and infrastructure

2024 value for money (index scores)



Q3b. How would you rate Loddon Shire Council at providing good value for money in infrastructure and services provided to your community?

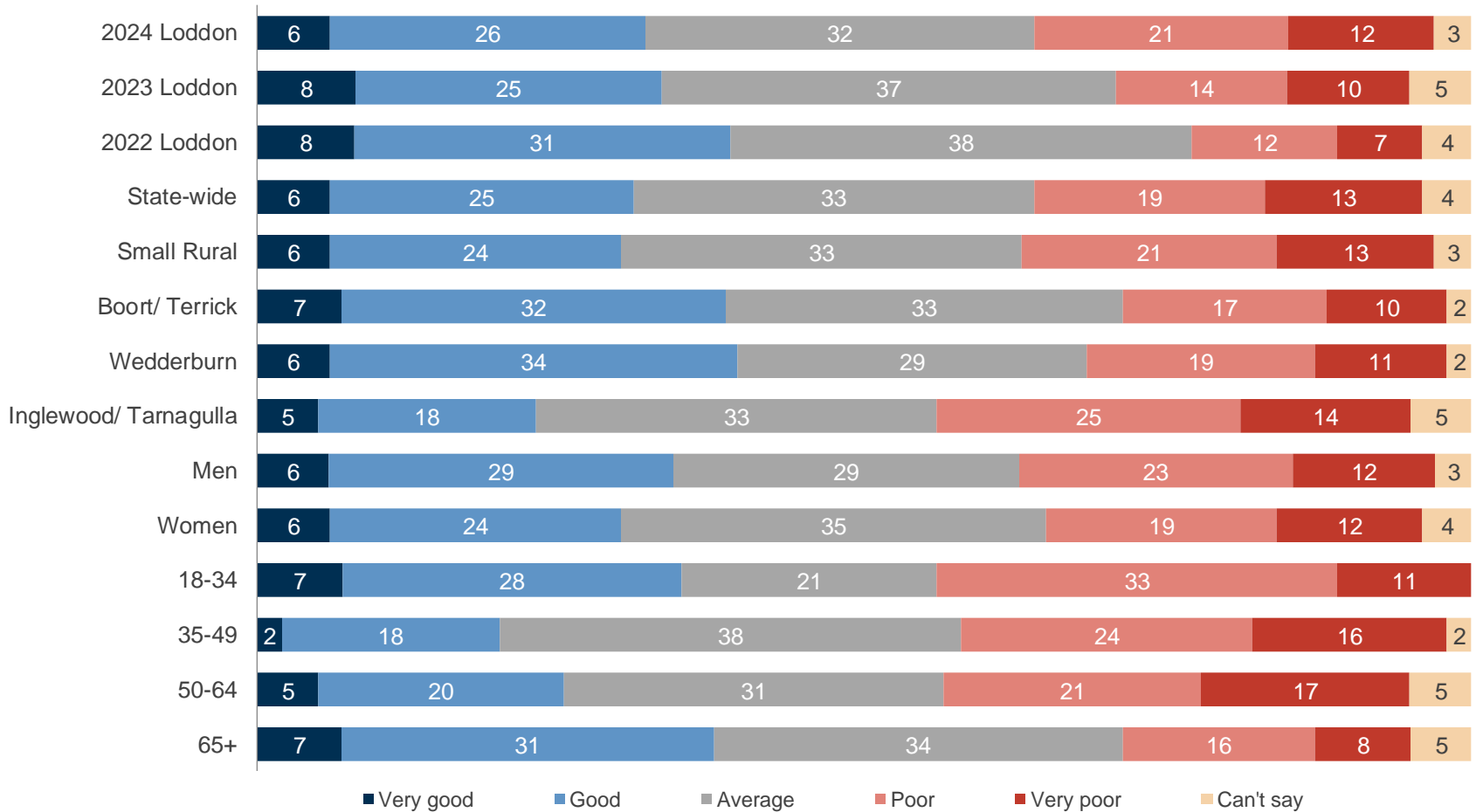
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Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Loddon Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19



Top performing service areas

The appearance of public areas is the service area where Loddon Shire Council continues to perform best (index score of 71). This service area has consistently been one of Council's most well regarded service areas, although ratings in this area have not yet recovered from the significant decline incurred in the 2022 evaluations. Council performs in line with the Small Rural group average and significantly higher than the State-wide average in this service area (71 and 68 respectively).

Waste management and recreational facilities are Council's next highest rated service areas (index scores of 70 and 67 respectively). Council performs significantly higher than the Small Rural group and State-wide averages for waste management and is rated in line with both group averages for recreational facilities.

- Waste management has a moderate positive influence on the overall performance rating; Council should look to uphold and build upon this historically positive result.
- In the area of recreational facilities, residents of Inglewood/ Tarnagulla rate Council significantly lower than average (62 compared to an average of 67).

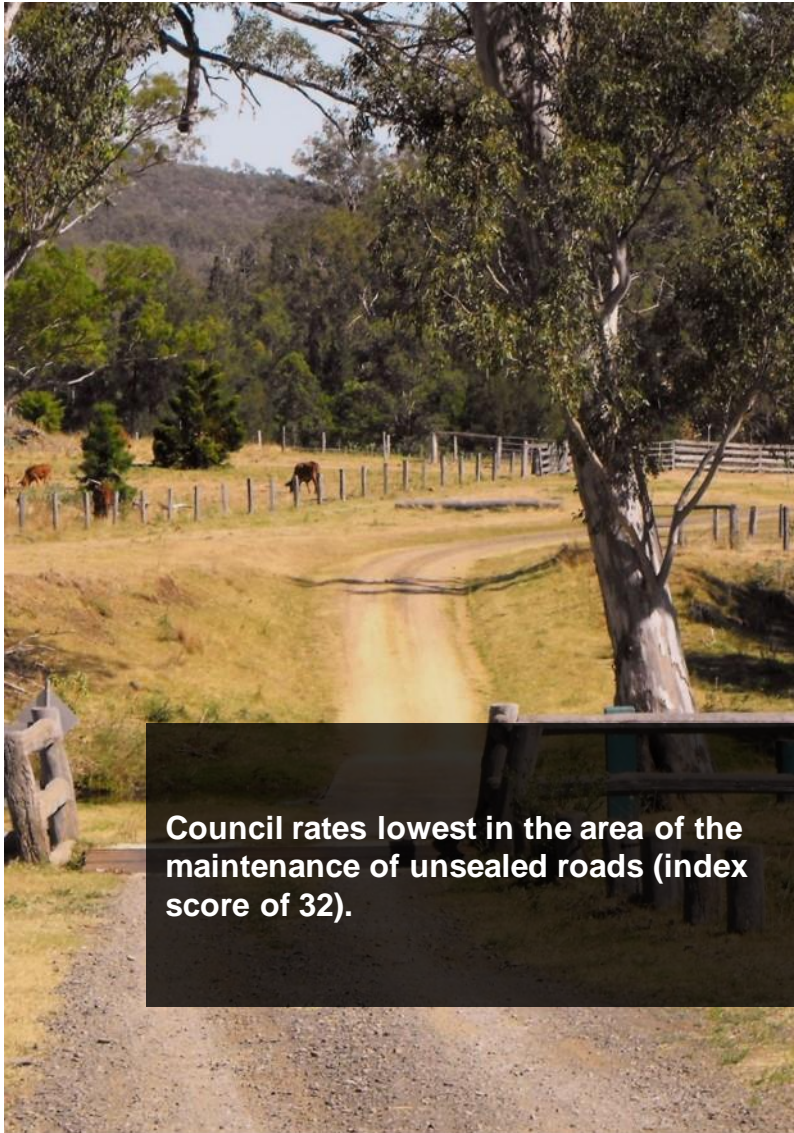
In each of the three top rated service areas, performance ratings are lowest among residents aged 35 to 49 years (and significantly lower than average for waste management).



Appearance of public areas (index score of 71) is the area where Council performed best in 2024, maintaining consistently high results over time.



Low performing service areas



Council rates lowest in the area of the maintenance of unsealed roads (index score of 32).

Council continues to rate lowest for the maintenance of its unsealed roads (index score of 32, down five points), planning and building permits (38, down four points) and sealed local roads (38, down five points) – all of which experienced significant declines in ratings this year. Ratings of Council's performance in each of the aforementioned service areas have decreased to their lowest levels since 2015.

- In each of these three service areas, Council performs significantly below the Small Rural group and State-wide averages.
- Perceptions of planning and building permits declined most significantly in the Boort/Terrick area (index score of 36, down nine points) and among residents aged 50 to 64 years (31, down 12 index points) in the past year. The latter also rate Council significantly lower than average for its performance in this service area.
- Performance ratings across geographic regions are not significantly different from the Council average in the areas of the maintenance of unsealed roads and sealed local roads (although they are lowest in Inglewood/ Taragulla for both measures).

Moreover, 29% of residents nominate sealed road maintenance as the Council area most in need of improvement.



Individual service area performance

2024 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Appearance of public areas	71	70	71	75	72	n/a	n/a	71	74	73
Waste management	70	69	71	73	69	n/a	n/a	74	74	76
Recreational facilities	67	69	69	71	70	n/a	n/a	73	72	73
Emergency & disaster mngt	59	61	66	70	65	n/a	n/a	68	67	71
Enforcement of local laws	59	59	61	64	65	n/a	n/a	63	63	65
Elderly support services	58	60	64	70	66	n/a	n/a	69	71	70
Family support services	56	59	61	65	65	n/a	n/a	67	65	65
Informing the community	55	58	60	61	62	n/a	n/a	59	60	62
Lobbying	51	52	54	58	57	n/a	n/a	58	60	59
Town planning policy	50	51	54	56	55	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	50	52	56	58	57	n/a	n/a	55	57	60
Community decisions	50	54	58	61	57	n/a	n/a	55	56	58
Local streets & footpaths	46	49	53	55	52	n/a	n/a	51	56	61
Sealed local roads	38	43	50	50	47	n/a	n/a	50	55	55
Planning & building permits	38	42	44	49	49	n/a	n/a	53	51	55
Unsealed roads	32	37	42	48	44	n/a	n/a	43	49	49

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

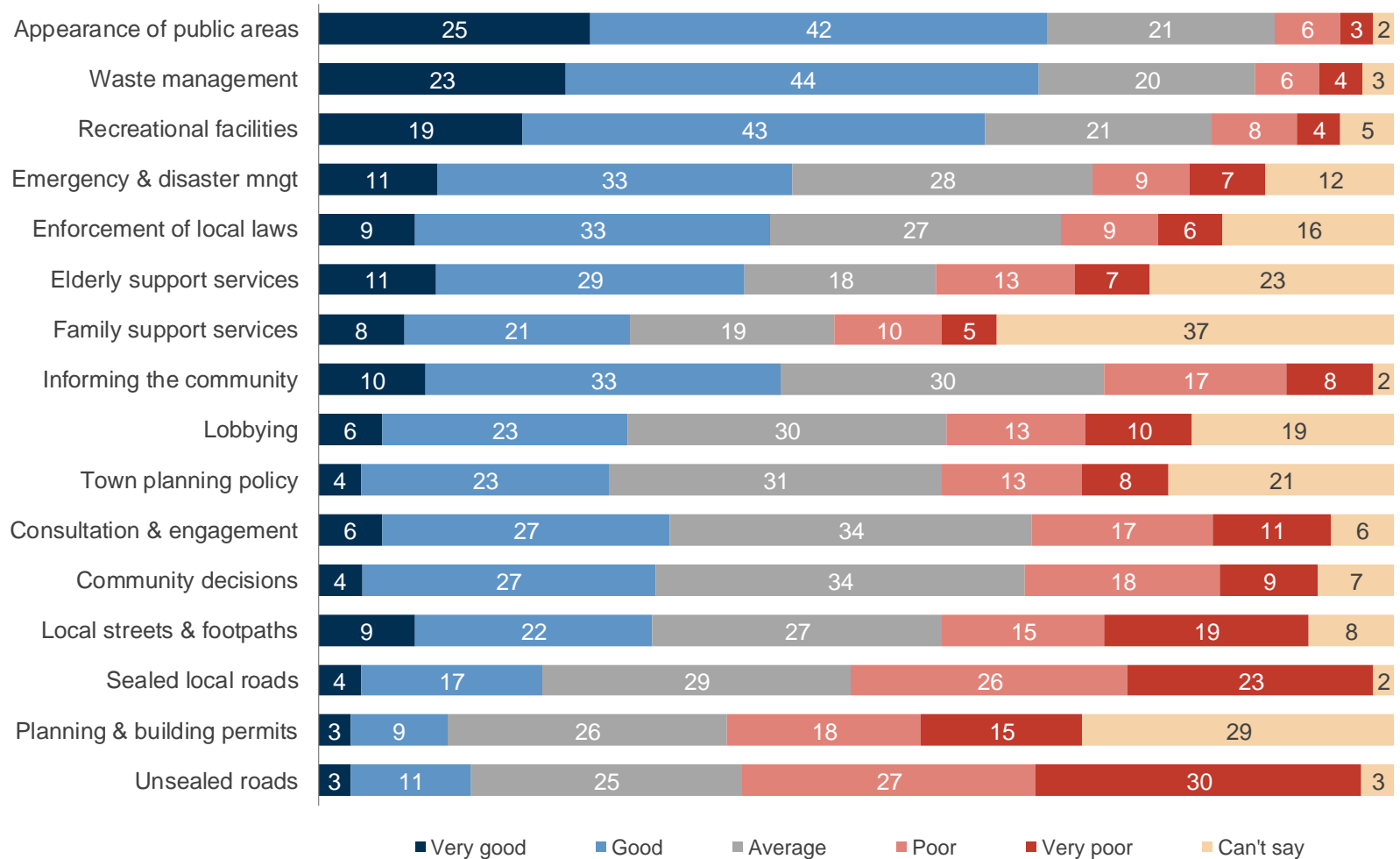
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Emergency management
- Community consultation and engagement
- The condition of local streets and paths
- Informing the community
- Planning and building permits
- Waste management.

Looking at these key service areas only, waste management has a high performance index score (70) and a moderate influence on the overall performance rating.

Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Service areas where Council performs relatively less well include the strong influence of community consultation and the related but more moderate influence of informing the community (index scores of 50 and 55 respectively).

Ensuring residents feel well informed and that their views are heard on key local issues can also help to shore up positive overall opinion of Council.

However, most in need of Council attention are planning and building permits, and the stronger influence of maintaining local streets and pathways, which are rated as 'poor' (performance index scores of 38 and 46 respectively).

It will be important to address resident concerns about Council's permit systems and improve the condition of its local streets and footpaths to help improve overall ratings of performance.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2024 regression analysis (all service areas)

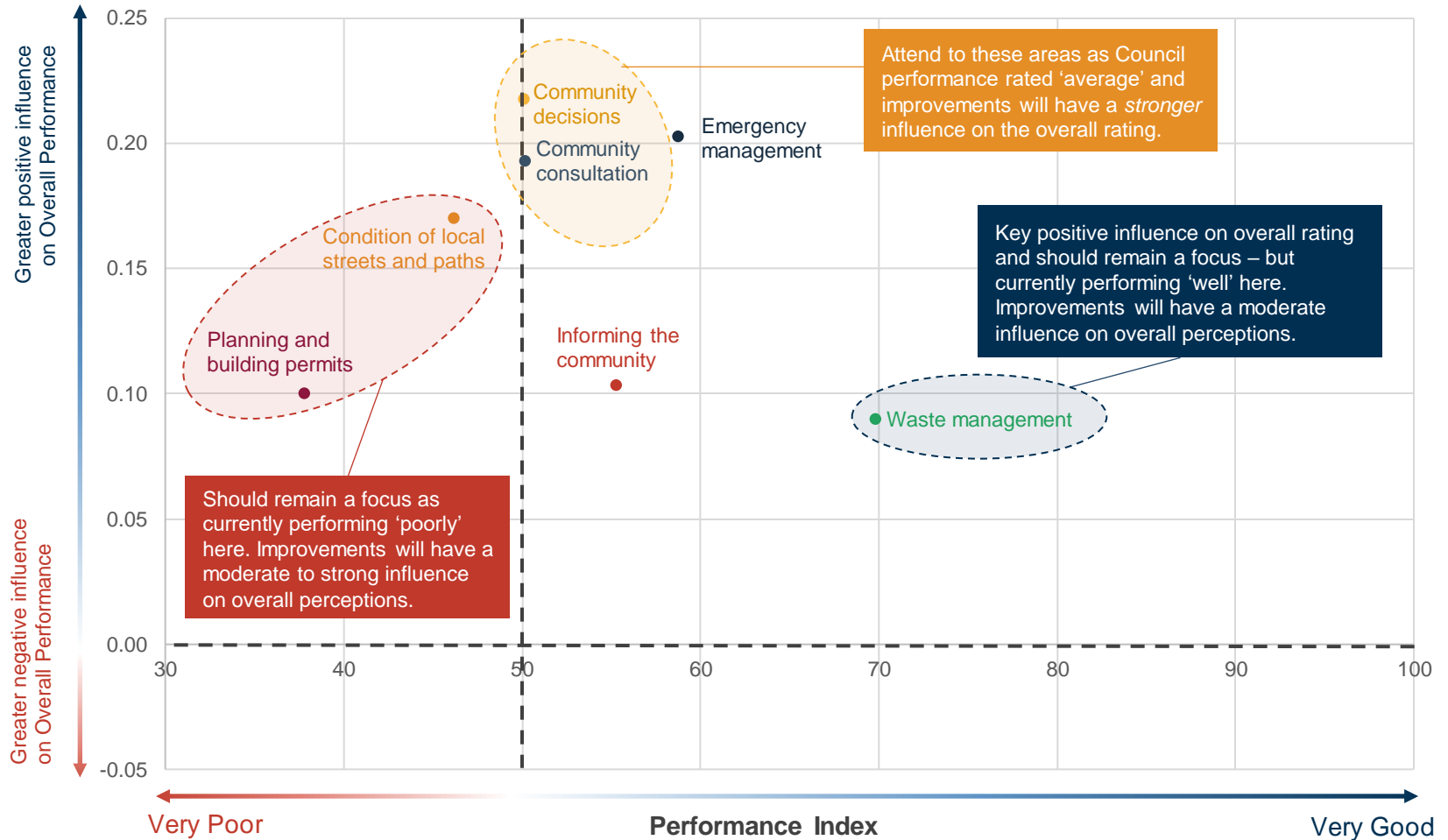


The multiple regression analysis model above (all service areas) has an R^2 value of 0.605 and adjusted R^2 value of 0.588, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 36.59$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2024 regression analysis (key service areas)

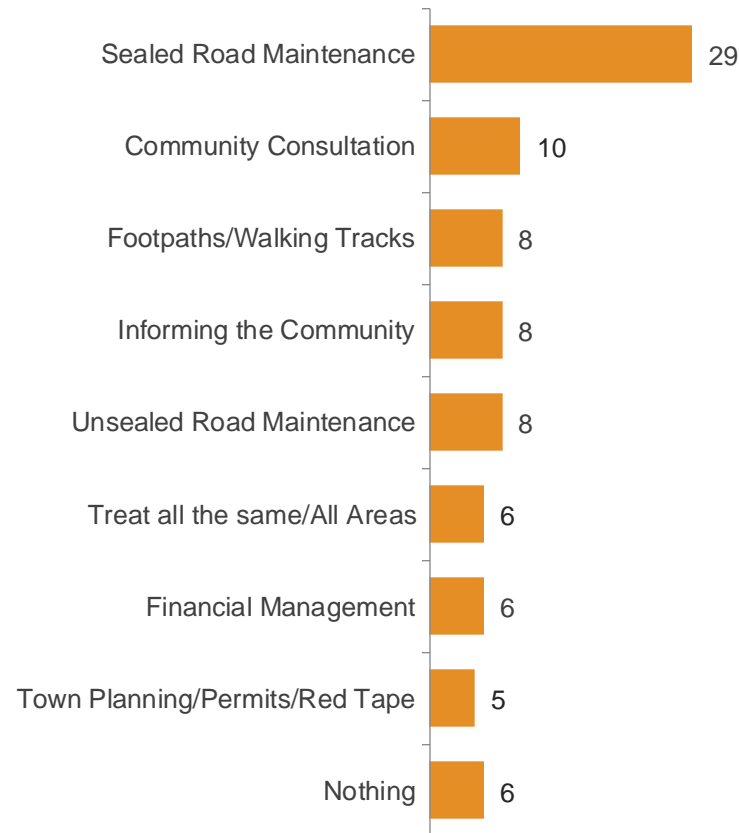


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.591 and adjusted R^2 value of 0.583, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 80.77$.



Areas for improvement

2024 areas for improvement (%)
- Top mentions only -



Q17. What does Loddon Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14
A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Two thirds of households (66%) have had contact with Council in the last 12 months. Rate of contact mirrors the 2023 result. Wedderburn residents and those aged 50 to 64 years are most likely to have contacted Council. By contrast, rate of contact is lowest among residents aged 18 to 34 years.

Telephone (47%) remains the main method of contacting Council, followed by in-person transactions (29%).



Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 29% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 68 is slightly improved (by two index points) from 2023, reversing two years of declining scores. Customer service is rated in line with the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

- Customer service ratings are highest among residents aged 18 to 34 years (index score of 75) and significantly higher than the average.
- Residents aged 35 to 49 years (index score of 61) provide the lowest customer service rating, although this does not differ significantly from the Council average.

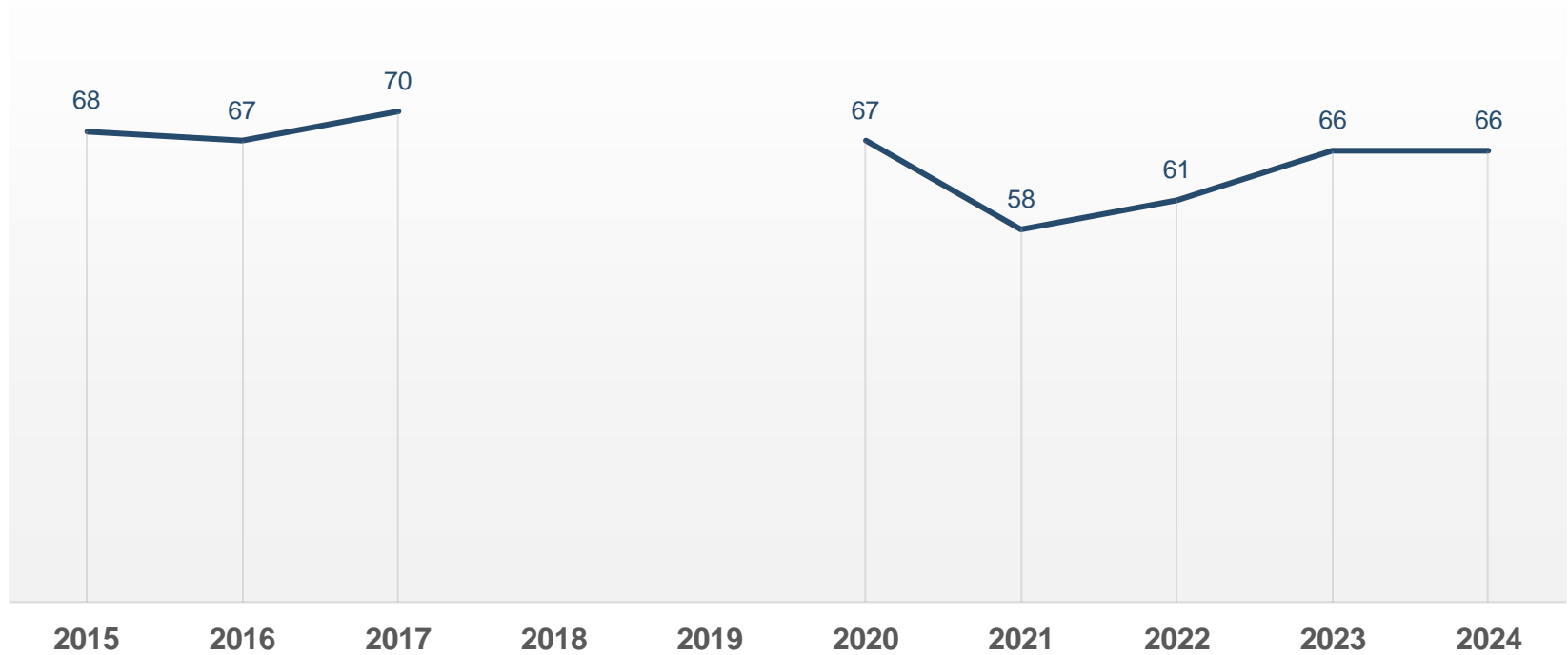
Perceptions of customer service are slightly higher among individuals who had face-to-face contact with Council (index score of 72) than those who reached Council by telephone (67).

- Given telephone is the channel used most frequently by residents, Council may look to service improvements in this area first to shore up overall customer service ratings.
- Ratings have been consistently high in response to face-to-face contacts for the past several years.



Contact with council

2024 contact with council (%)
Have had contact



Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4



Contact with council

2024 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wedderburn	77	71	63	55	69	n/a	n/a	n/a	n/a
50-64	75	78	67	70	71	n/a	n/a	70	68
Women	70	64	61	56	73	n/a	n/a	70	65
35-49	68	78	73	69	80	n/a	n/a	77	68
Small Rural	67	68	68	64	67	63	64	62	61
Loddon	66	66	61	58	67	n/a	n/a	70	67
Inglewood/ Tarnagulla	66	68	60	60	69	n/a	n/a	n/a	n/a
State-wide	65	64	63	62	64	61	61	58	58
Boort/ Terrick	63	63	61	57	63	n/a	n/a	n/a	n/a
65+	63	56	58	48	59	n/a	n/a	65	63
Men	62	68	61	60	60	n/a	n/a	70	69
18-34	60	70	48	49	60	n/a	n/a	72	73

Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	75 [▲]	72	52	64	71	n/a	n/a	62	77	66
Wedderburn	72	74	75	71	76	n/a	n/a	n/a	n/a	n/a
Women	70	66	74	71	73	n/a	n/a	72	77	78
65+	69	63	71	78	72	n/a	n/a	74	73	75
Loddon	68	66	70	74	71	n/a	n/a	71	70	75
Inglewood/ Tamagulla	67	63	70	74	70	n/a	n/a	n/a	n/a	n/a
State-wide	67	67	68	70	70	71	70	69	69	70
Boort/ Terrick	66	66	69	75	69	n/a	n/a	n/a	n/a	n/a
Small Rural	66	65	67	69	70	70	69	69	69	70
50-64	66	65	74	72	73	n/a	n/a	68	68	77
Men	66	67	67	76	67	n/a	n/a	70	64	73
35-49	61	70	73	75	65	n/a	n/a	76	65	77

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.

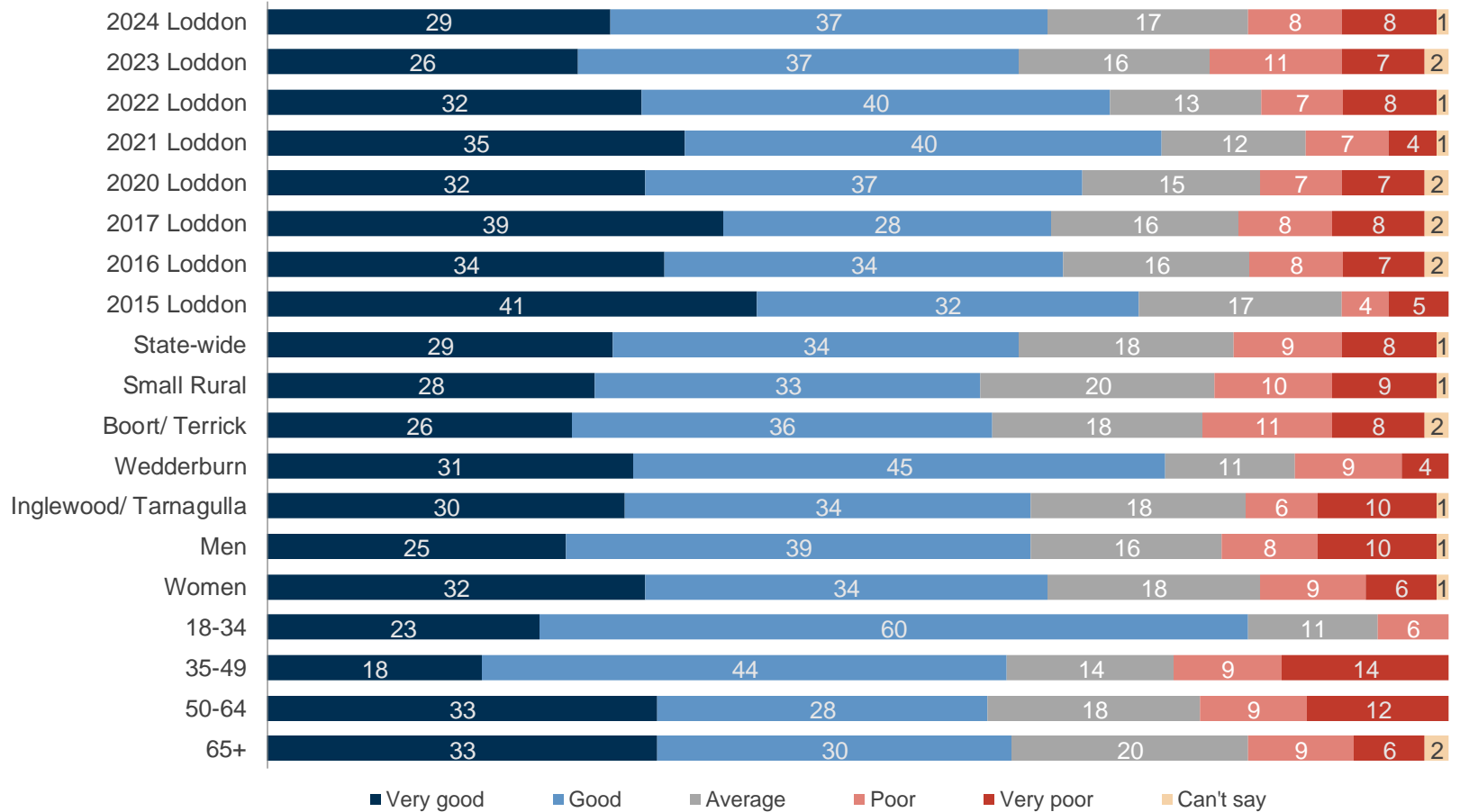
Councils asked State-wide: 62 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (%)



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: 62 Councils asked group: 19



Method of contact with council

2024 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



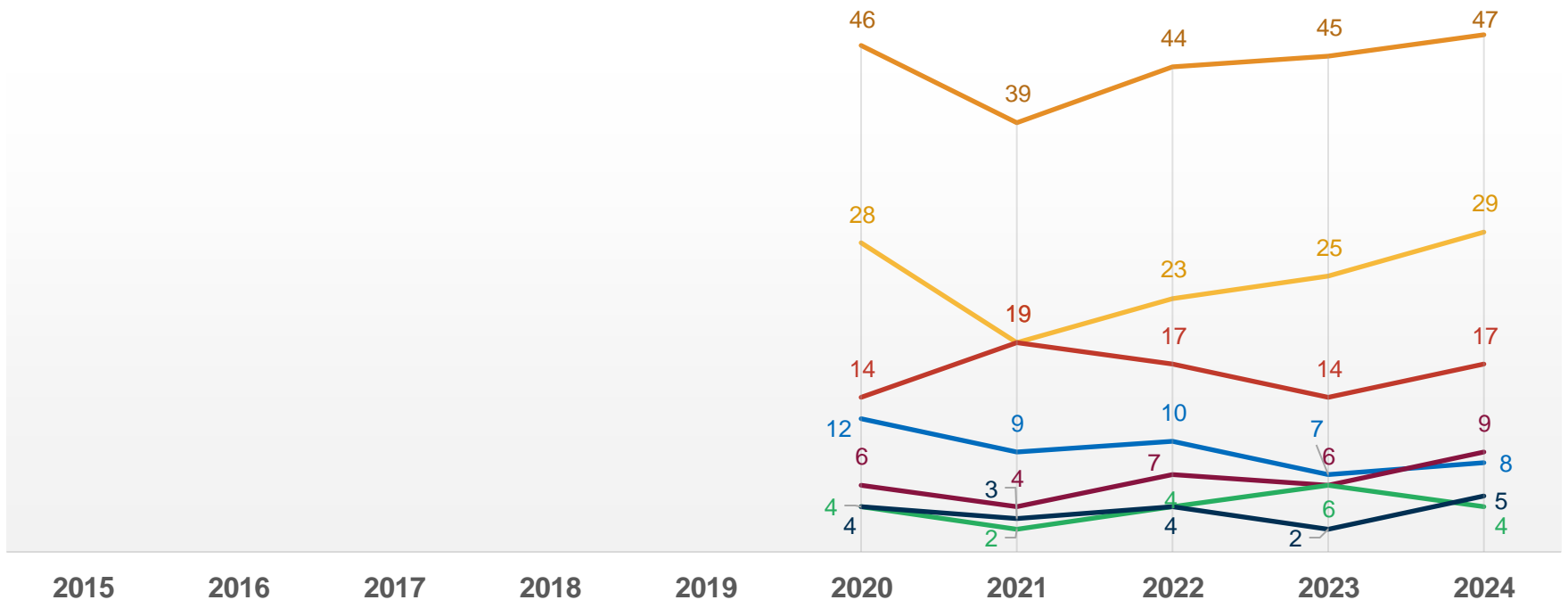
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?

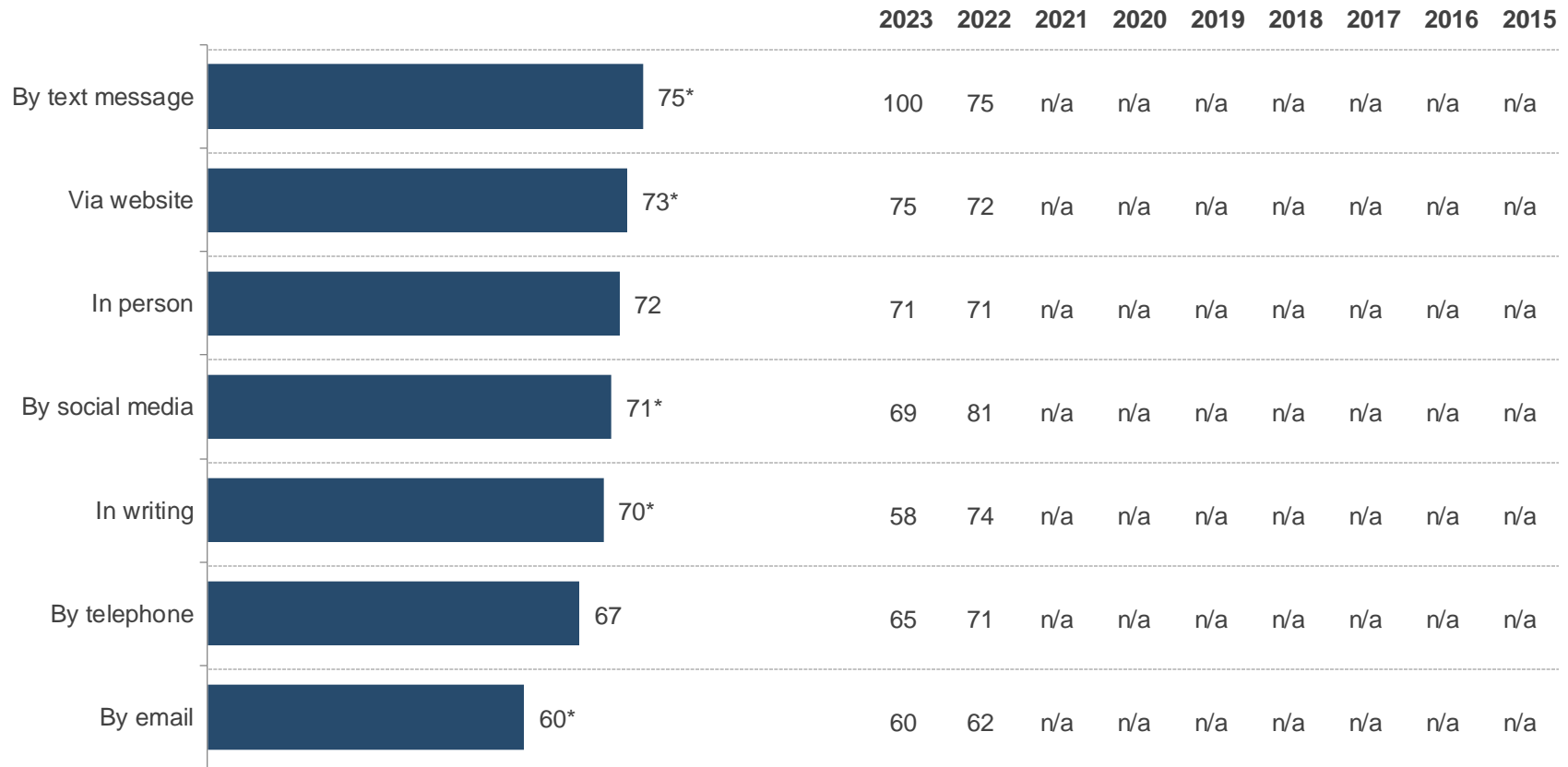
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



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: 26 Councils asked group: 4

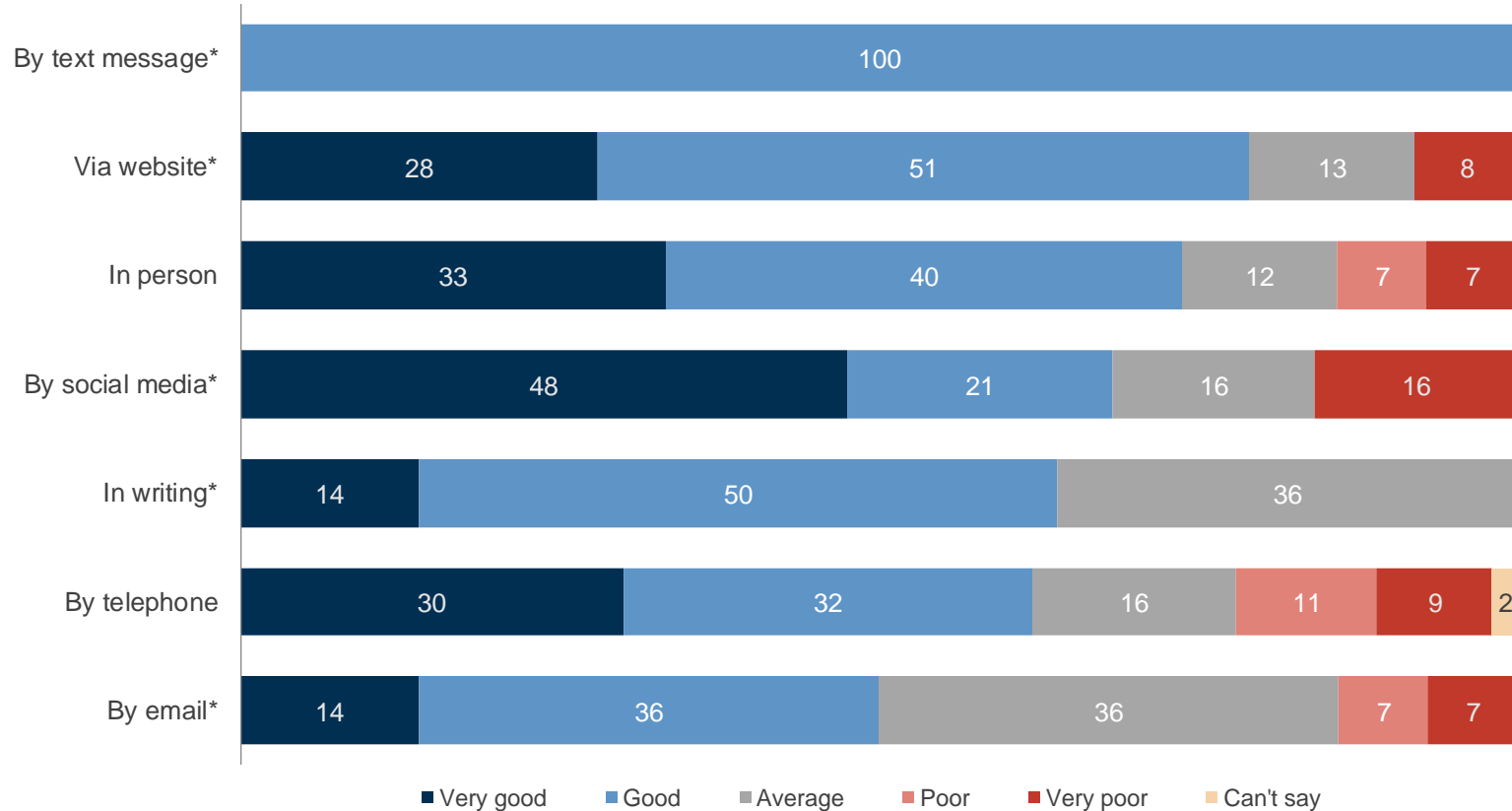
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



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: 26 Councils asked group: 4
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Loddon Shire Council about Council news and information and upcoming events remains a newsletter sent via mail (35%), though preference for a mailed newsletter is far from its peak of 56% in 2016. Preference for electronically distributed newsletters (17%) has moved back in line with advertising in a local newspaper (15%) and social media (12%).

- Among residents aged under 50 years, mailed newsletters (23%) have declined in popularity, now equally preferred alongside social media updates (23%) and newsletters sent via email (22%). Notably, preference for email newsletters rebounded from a series low of 8% in 2023.
- Among residents aged 50 years and over, a Council newsletter sent via mail (41%) is by far the preferred form of communication despite a decrease in popularity since 2021. Additional preferences are diffuse with relatively equal numbers preferring emailed newsletters (15%), advertising in a local newspaper (15%) or a newsletter as a local paper insert (12%).





Best form of communication

2024 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



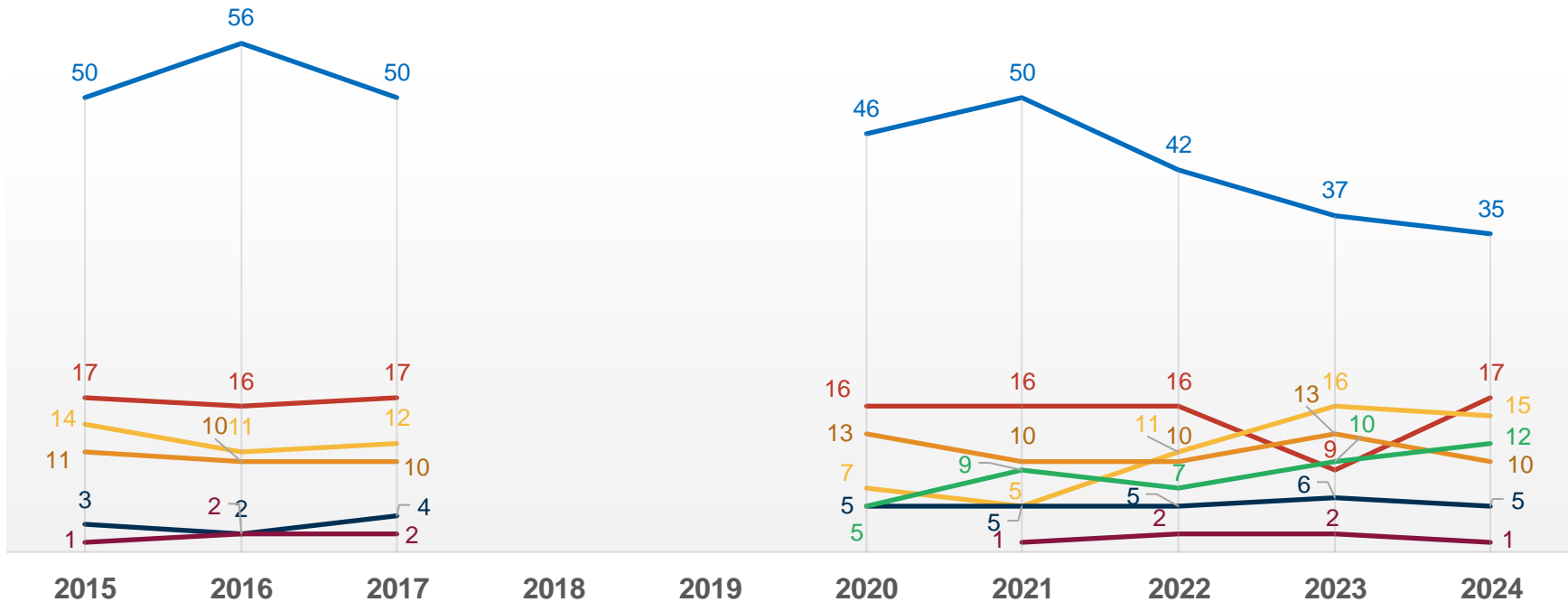
Council Website



Text Message



Social Media



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: 38 Councils asked group: 11

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



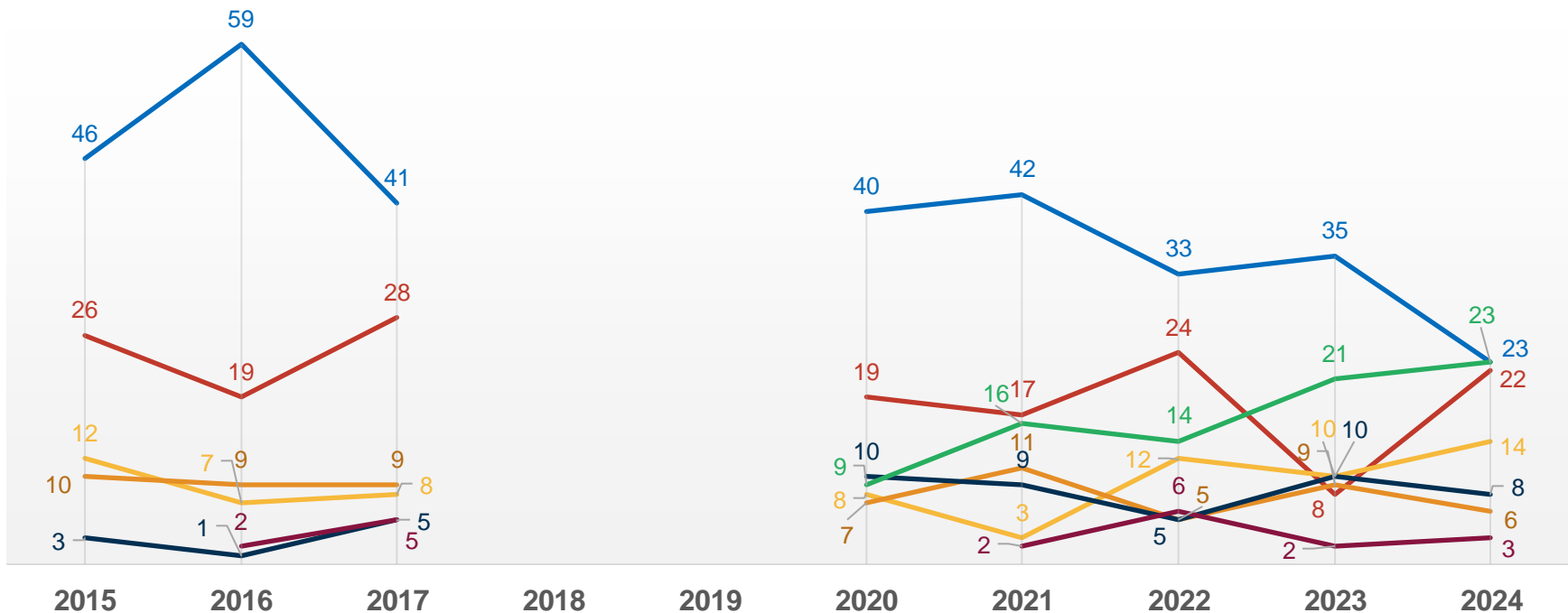
Council Website



Text Message



Social Media



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: 38 Councils asked group: 11

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



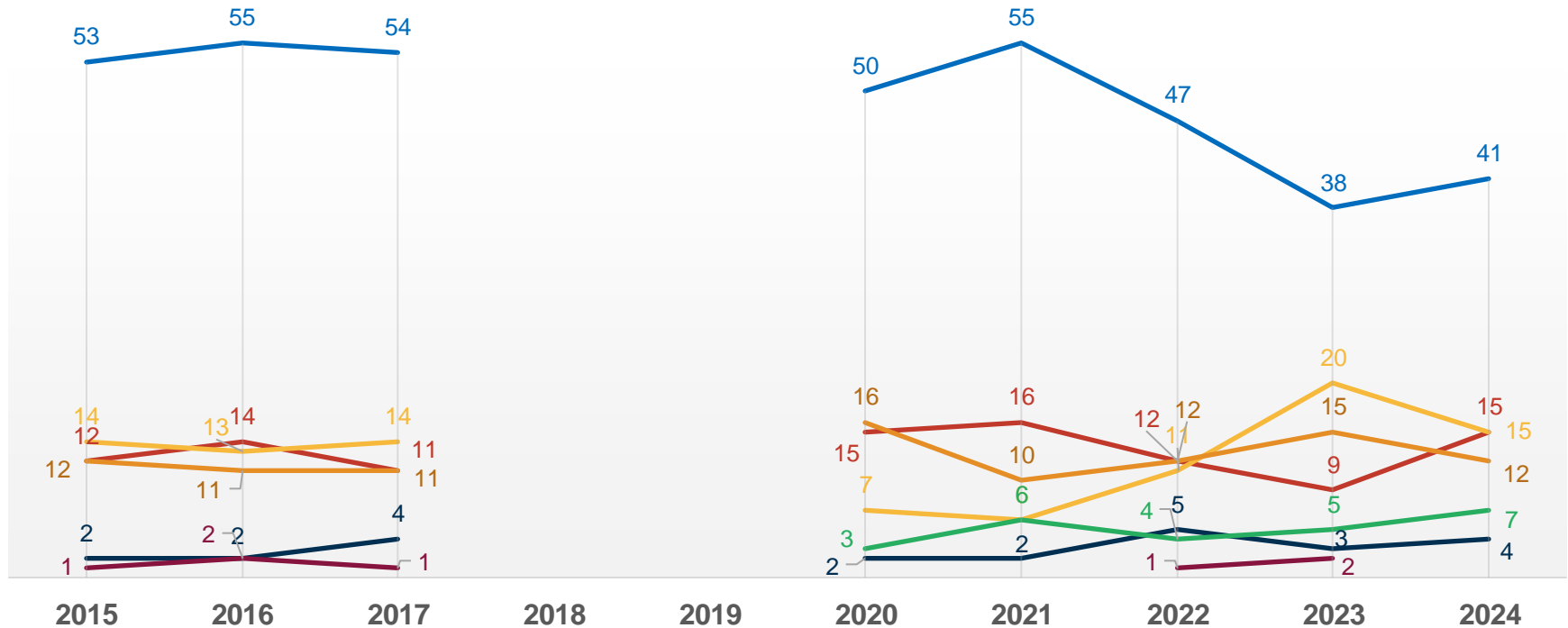
Council Website



Text Message



Social Media



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 50+ years. Councils asked State-wide: 38 Councils asked group: 11
 Note: 'Social Media' was included in 2019.



Council direction

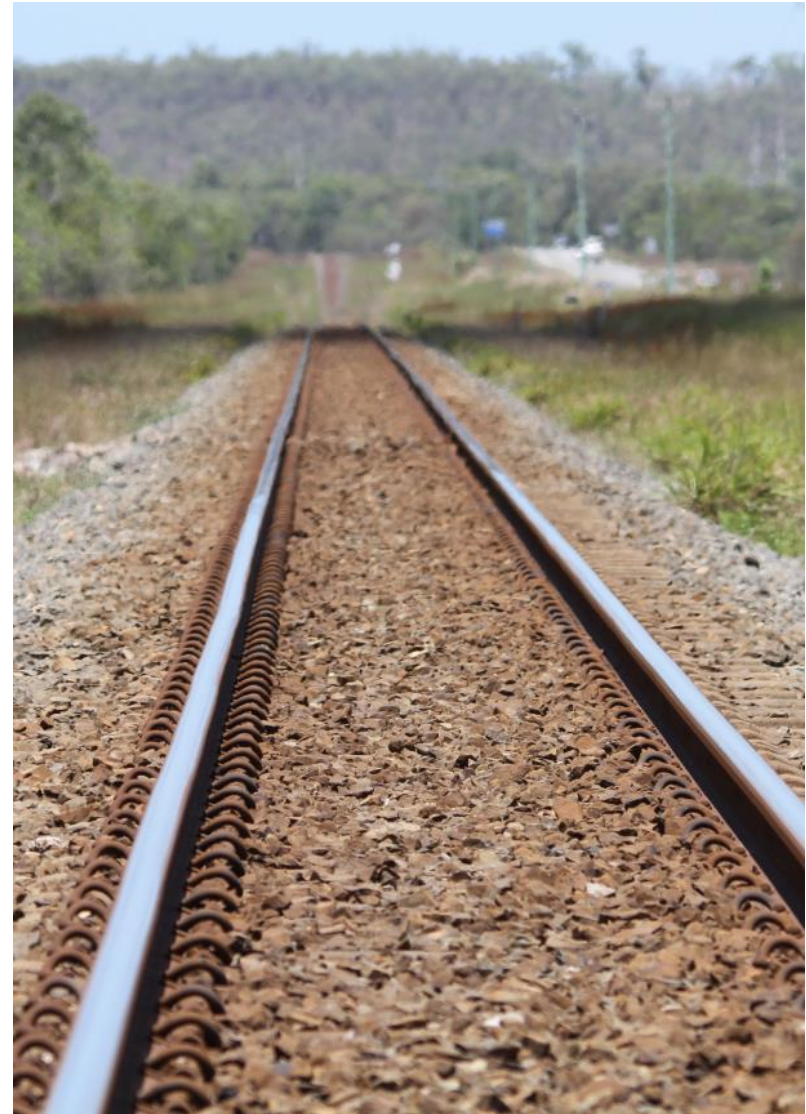


Council direction

Perceptions of the direction of Council's overall performance have trended downwards for the past four years, declining significantly this year to an index score of 42. Council direction is at a 10 year low, well below the peak result of 54 in 2015. It is important to note that this follows the pattern across the State, with the State-wide and Small Rural group averages for perceptions of the direction of council's overall performance also at an all-time low.

Over the last 12 months, 10% of residents believe the direction of Council's overall performance has improved. Almost two thirds of residents (63%) believe it has stayed the same, and 24% think it has deteriorated (compared to 19% in 2023).

- The most satisfied with council direction are residents aged 18 to 34 years. Perceptions among this cohort recovered, increasing slightly (by seven index points) after a significant decline in the 2023 evaluation. Residents aged 18 to 34 years rate overall council direction significantly higher than the average.
- Residents aged 50 to 64 years rate Council's overall direction lowest (index score of 36), although not significantly lower than average.





Overall council direction last 12 months

2024 overall council direction (index scores)

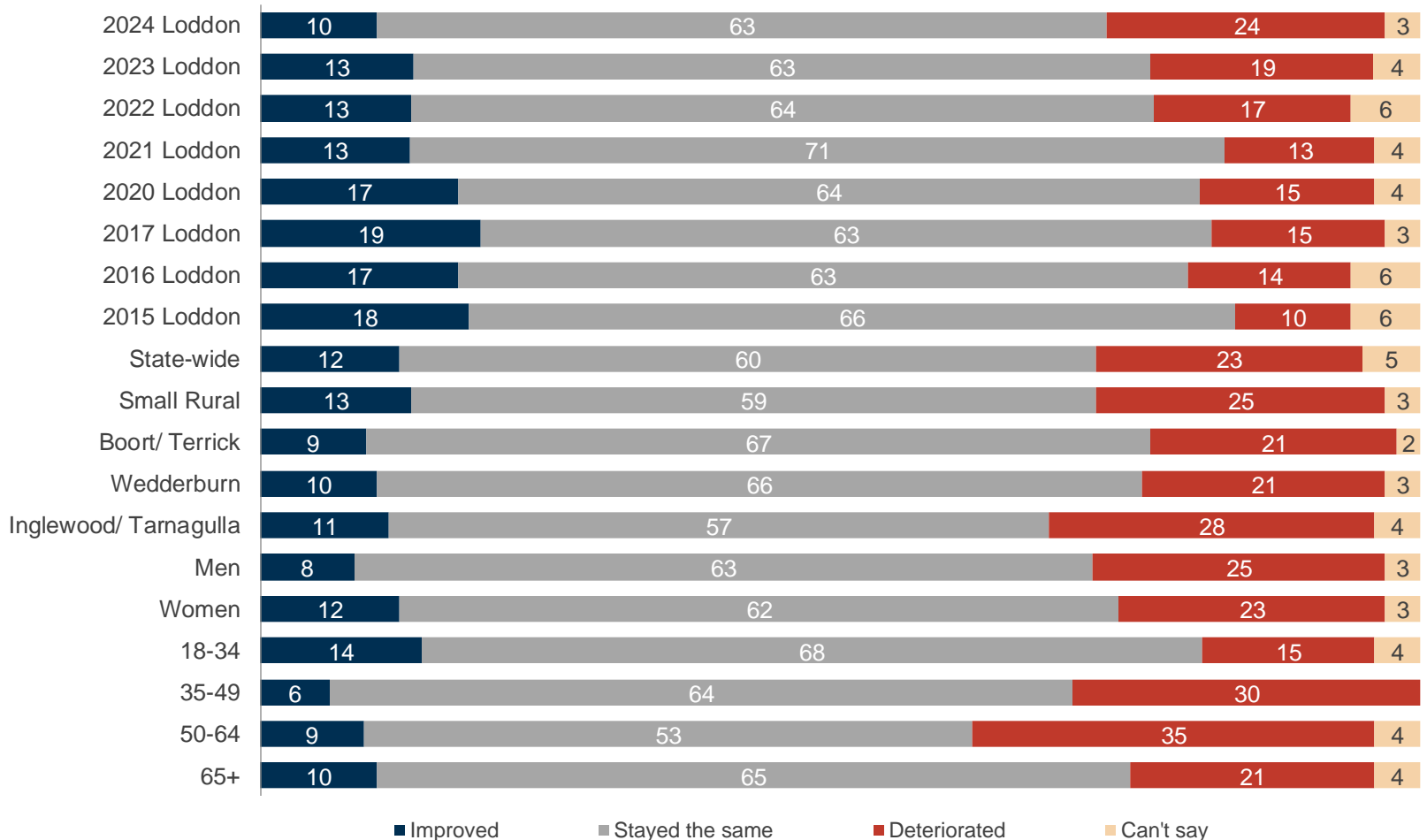
	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	43	53	50	56	n/a	n/a	52	49	48
State-wide	46	50	53	51	53	52	53	51	53
Wedderburn	51	50	46	51	n/a	n/a	n/a	n/a	n/a
65+	50	50	52	53	n/a	n/a	53	56	56
Women	46	48	52	53	n/a	n/a	53	56	57
Boort/ Terrick	46	47	53	51	n/a	n/a	n/a	n/a	n/a
Small Rural	47	51	53	50	53	50	52	50	53
Loddon	47	48	50	51	n/a	n/a	52	51	54
Men	48	48	49	50	n/a	n/a	51	47	52
Inglewood/ Tarnagulla	45	48	49	52	n/a	n/a	n/a	n/a	n/a
35-49	45	40	47	47	n/a	n/a	57	51	54
50-64	45	46	49	50	n/a	n/a	46	46	55

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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2024 overall council direction (%)



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: 62 Councils asked group: 19



Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wedderburn	56	53	59	58	62	n/a	n/a	n/a	n/a
Boort/ Terrick	53	55	56	60	59	n/a	n/a	n/a	n/a
65+	52	54	59	60	58	n/a	n/a	57	58
18-34	52	53	54	61	55	n/a	n/a	56	66
Men	52	53	54	58	55	n/a	n/a	54	53
Small Rural	51	53	54	56	54	56	54	55	55
State-wide	51	52	54	56	55	56	55	55	54
Loddon	50	52	56	58	57	n/a	n/a	55	57
Women	49	52	58	59	59	n/a	n/a	56	62
50-64	47	51	56	56	58	n/a	n/a	53	52
35-49	47	50	50	55	56	n/a	n/a	55	56
Inglewood/ Tarnagulla	44	48	54	56	53	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

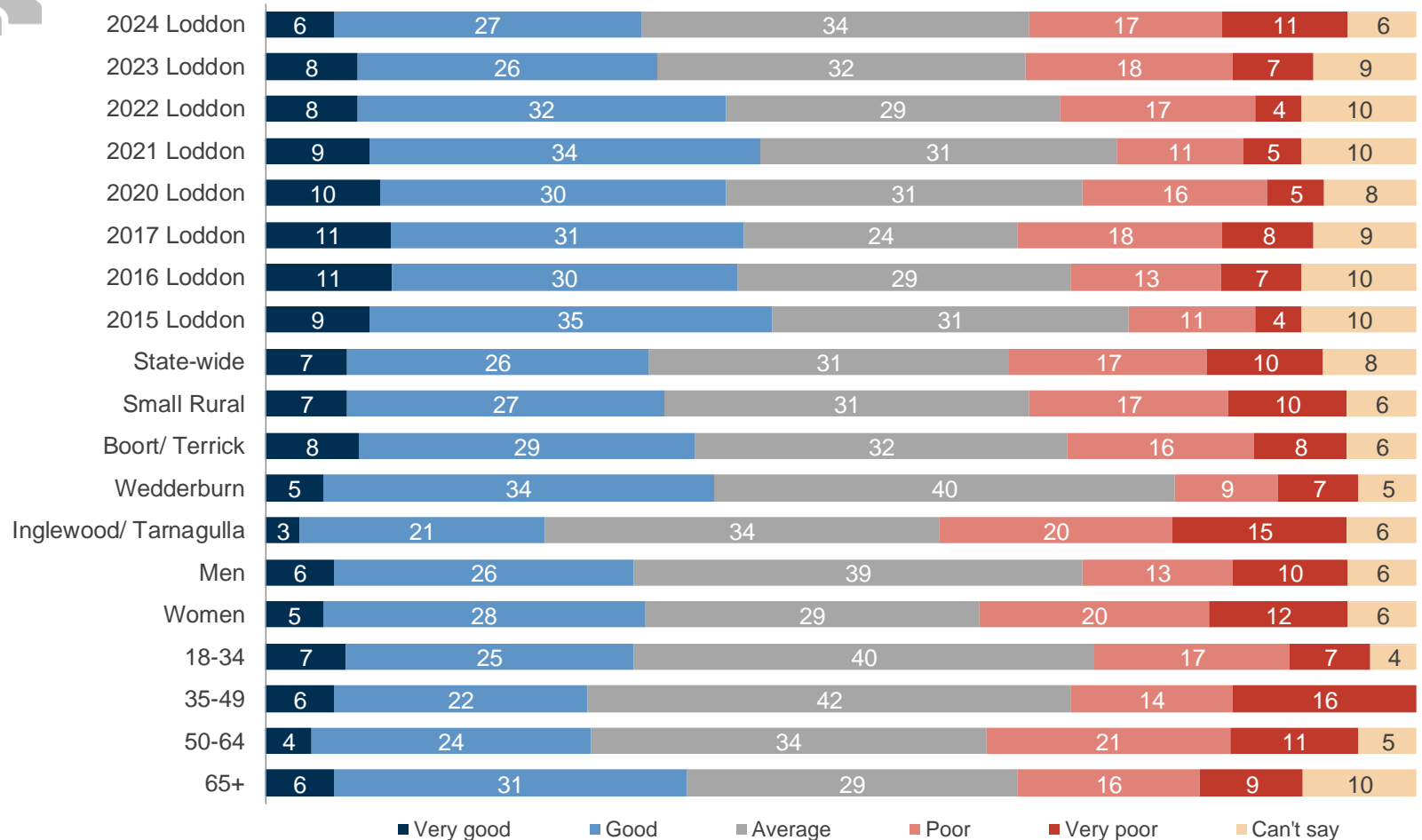
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Boort/ Terrick	55	54	59	59	n/a	n/a	n/a	n/a	n/a
Wedderburn	54	54	61	61	n/a	n/a	n/a	n/a	n/a
65+	53	60	62	60	n/a	n/a	59	61	66
18-34	52	46	62	59	n/a	n/a	59	64	45
Men	52	55	58	59	n/a	n/a	59	57	58
Loddon	51	54	58	57	n/a	n/a	58	60	59
Small Rural	50	54	55	52	55	53	55	54	56
State-wide	50	53	55	53	54	54	54	53	55
Women	50	53	59	55	n/a	n/a	57	63	60
35-49	48	46	56	51	n/a	n/a	55	55	57
50-64	48	56	53	56	n/a	n/a	57	58	61
Inglewood/ Tarnagulla	44	47	56	53	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

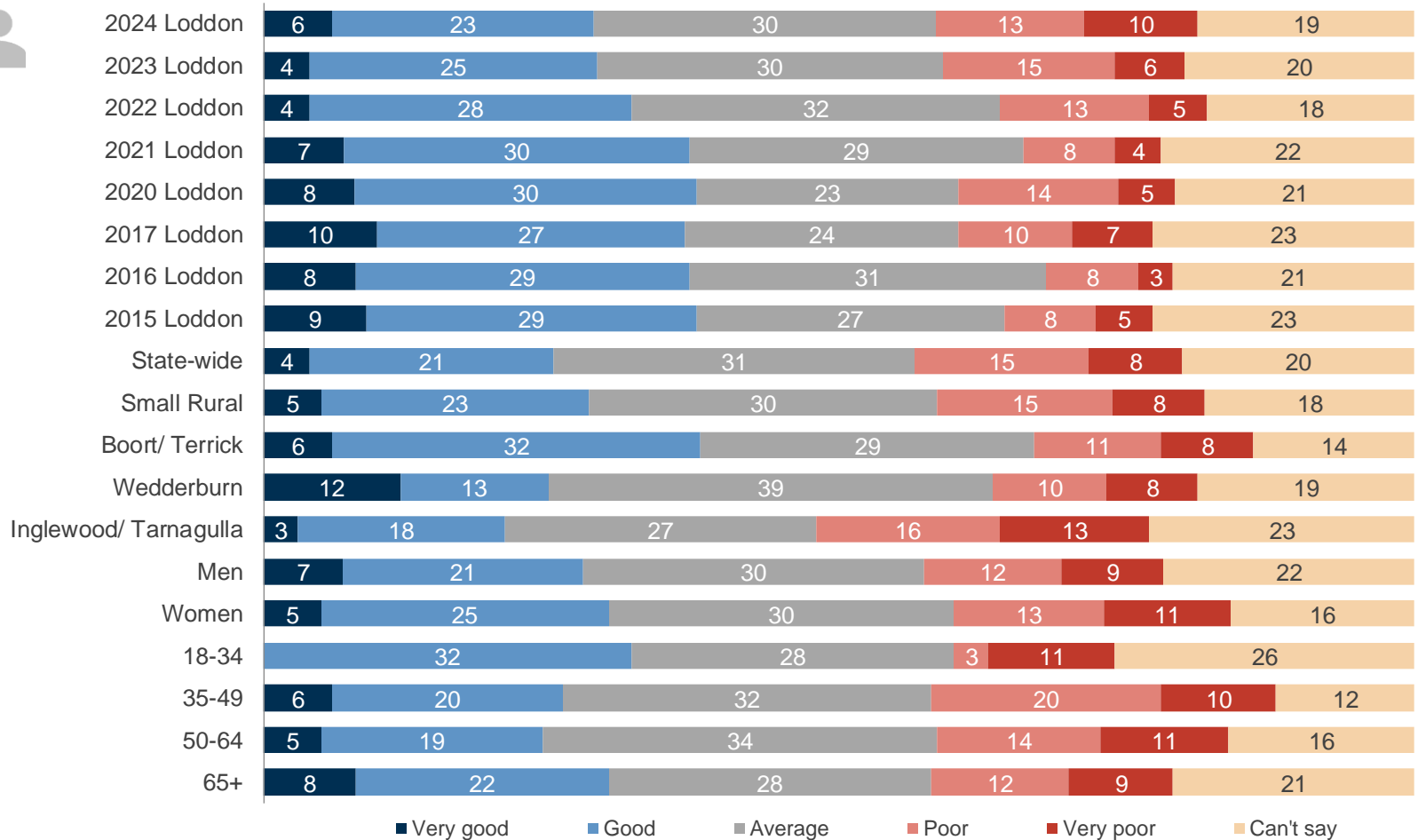
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Boort/ Terrick	57	57	61	60	n/a	n/a	n/a	n/a	n/a
18-34	51	57	66	57	n/a	n/a	56	62	50
Wedderburn	54	62	58	58	n/a	n/a	n/a	n/a	n/a
65+	57	62	64	60	n/a	n/a	57	60	62
Men	53	59	62	58	n/a	n/a	52	54	57
Loddon	54	58	61	57	n/a	n/a	55	56	58
Women	56	57	60	57	n/a	n/a	58	59	60
State-wide	51	54	56	53	55	54	54	54	55
Small Rural	52	54	56	53	55	52	55	53	56
50-64	54	55	56	57	n/a	n/a	49	52	59
Inglewood/ Tamagulla	50	59	63	53	n/a	n/a	n/a	n/a	n/a
35-49	52	55	58	54	n/a	n/a	57	53	58

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

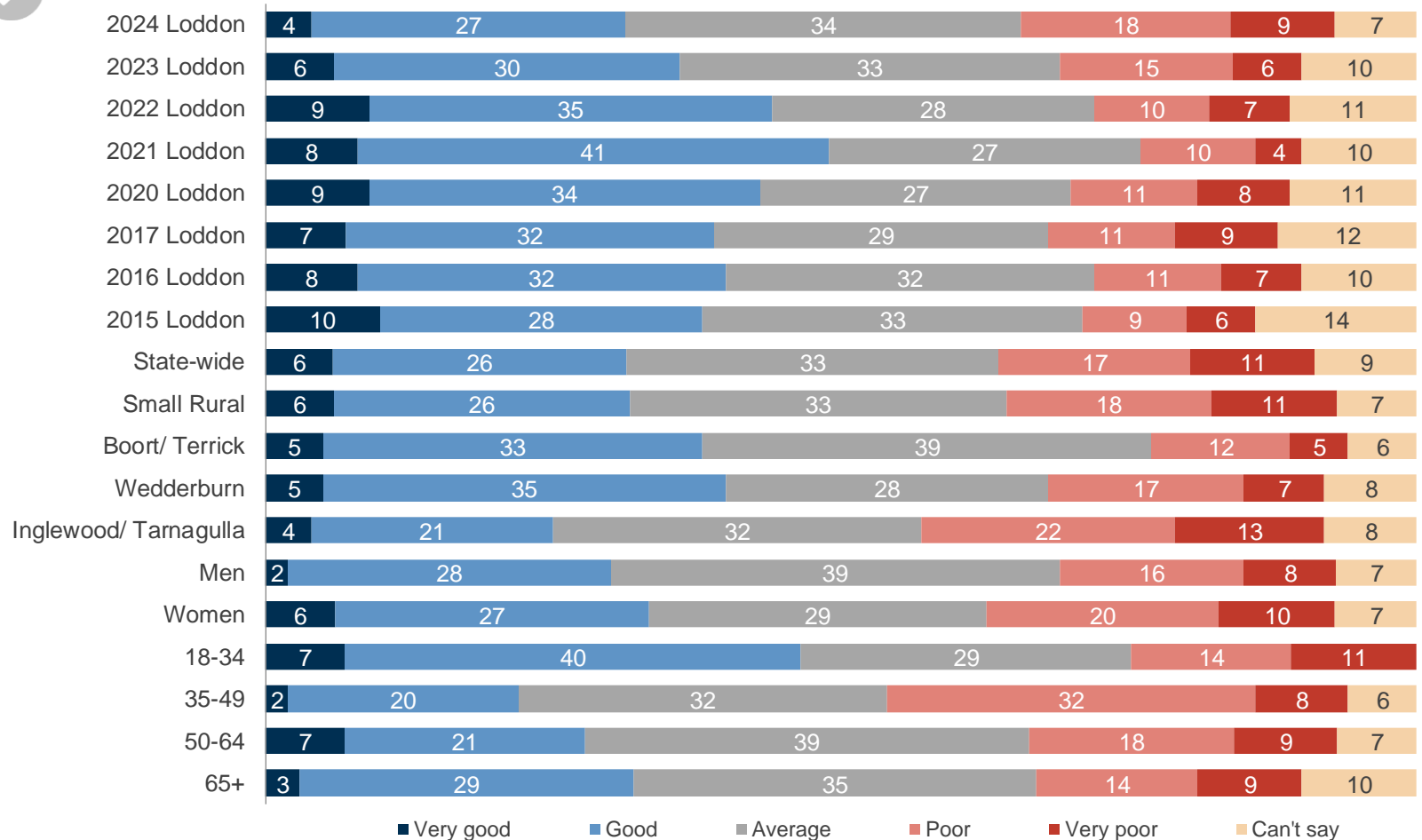
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2024 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: 62 Councils asked group: 19

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

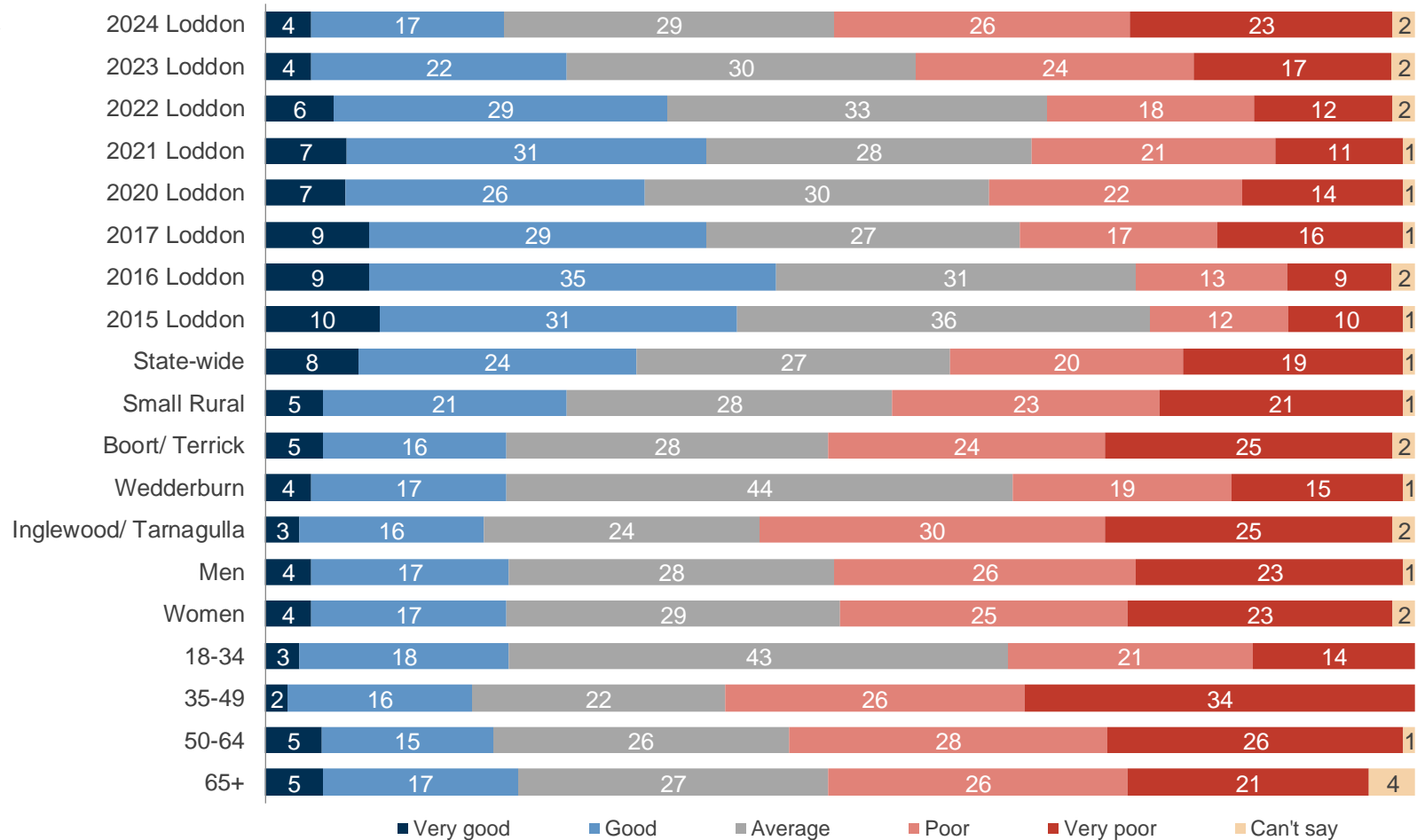
	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	48	53	57	54	56	53	53	54	55
18-34	39	43	44	36	n/a	n/a	38	54	42
Wedderburn	48	55	57	49	n/a	n/a	n/a	n/a	n/a
Small Rural	44	50	53	51	53	49	50	52	52
65+	48	55	59	53	n/a	n/a	58	61	64
Boort/ Terrick	43	49	49	46	n/a	n/a	n/a	n/a	n/a
Women	42	50	51	46	n/a	n/a	49	59	55
Loddon	43	50	50	47	n/a	n/a	50	55	55
Men	44	51	50	48	n/a	n/a	51	52	55
50-64	43	50	48	47	n/a	n/a	44	53	55
Inglewood/ Tamagulla	40	50	49	47	n/a	n/a	n/a	n/a	n/a
35-49	35	45	41	42	n/a	n/a	49	49	50

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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



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: 62 Councils asked group: 19



Informing the community performance



2024 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	58	55	62	62	n/a	n/a	60	62	54
Boort/ Terrick	62	60	62	63	n/a	n/a	n/a	n/a	n/a
Wedderburn	60	57	60	62	n/a	n/a	n/a	n/a	n/a
State-wide	57	59	60	59	60	59	59	59	61
Women	58	61	62	65	n/a	n/a	60	64	64
Small Rural	58	59	61	58	58	56	58	58	60
35-49	58	59	57	59	n/a	n/a	60	58	61
Loddon	58	60	61	62	n/a	n/a	59	60	62
65+	59	62	63	62	n/a	n/a	60	63	68
Men	59	60	60	60	n/a	n/a	58	57	61
50-64	57	62	61	64	n/a	n/a	54	57	60
Inglewood/ Tarnagulla	52	63	60	60	n/a	n/a	n/a	n/a	n/a

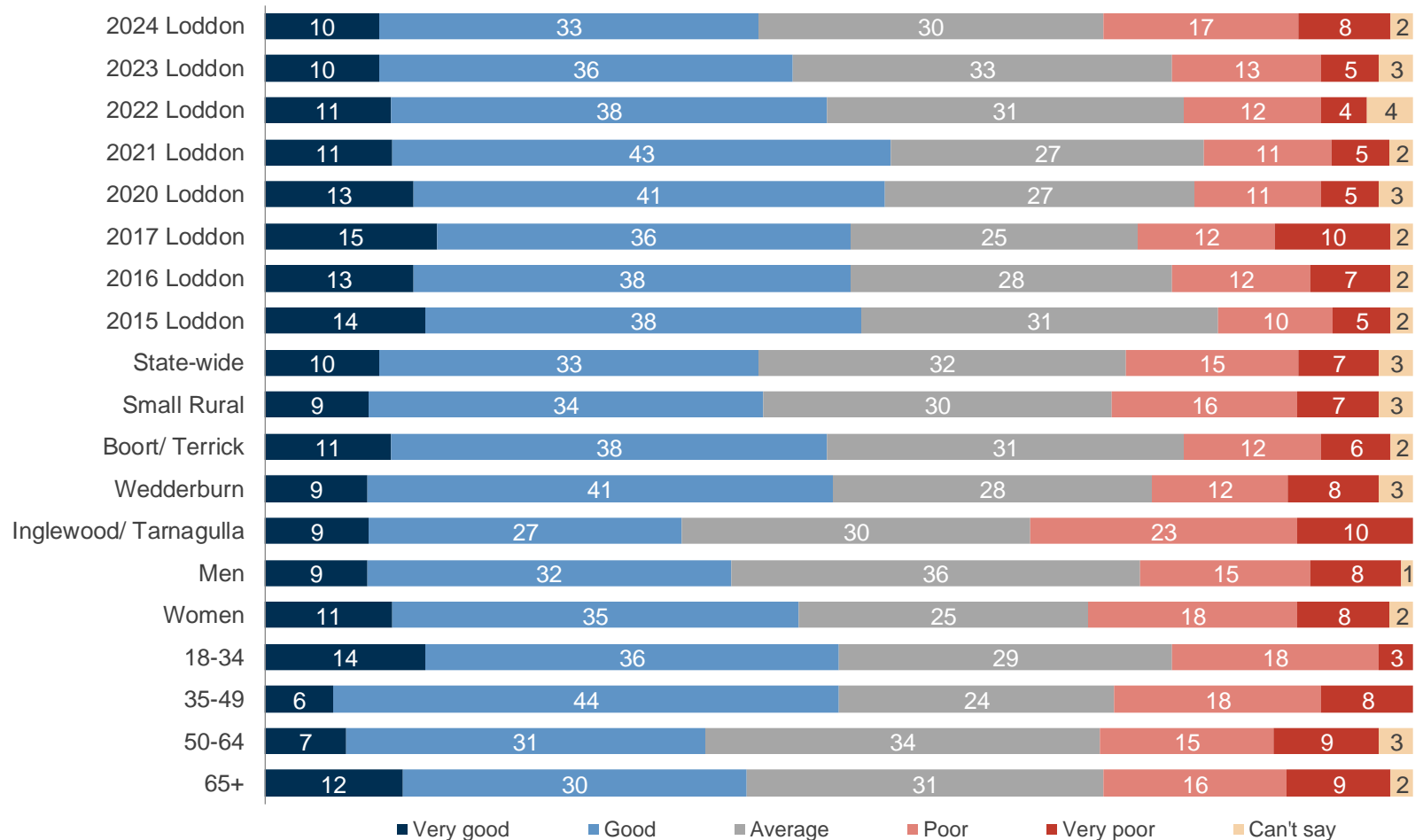
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wedderburn	52	50	52	58	62	n/a	n/a	n/a	n/a
State-wide	52▲	52	57	59	58	59	58	57	57
Small Rural	51▲	52	55	58	57	57	57	57	58
Men	50	52	55	57	54	n/a	n/a	52	56
Boort/ Terrick	49	53	52	57	49	n/a	n/a	n/a	n/a
18-34	48	47	48	57	48	n/a	n/a	41	54
65+	48	51	54	58	53	n/a	n/a	55	63
Loddon	46	49	53	55	52	n/a	n/a	51	56
50-64	46	48	56	52	51	n/a	n/a	50	53
Women	42	47	50	53	49	n/a	n/a	49	57
Inglewood/ Tamagulla	41	43	54	51	49	n/a	n/a	n/a	n/a
35-49	41	51	48	53	52	n/a	n/a	50	53

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

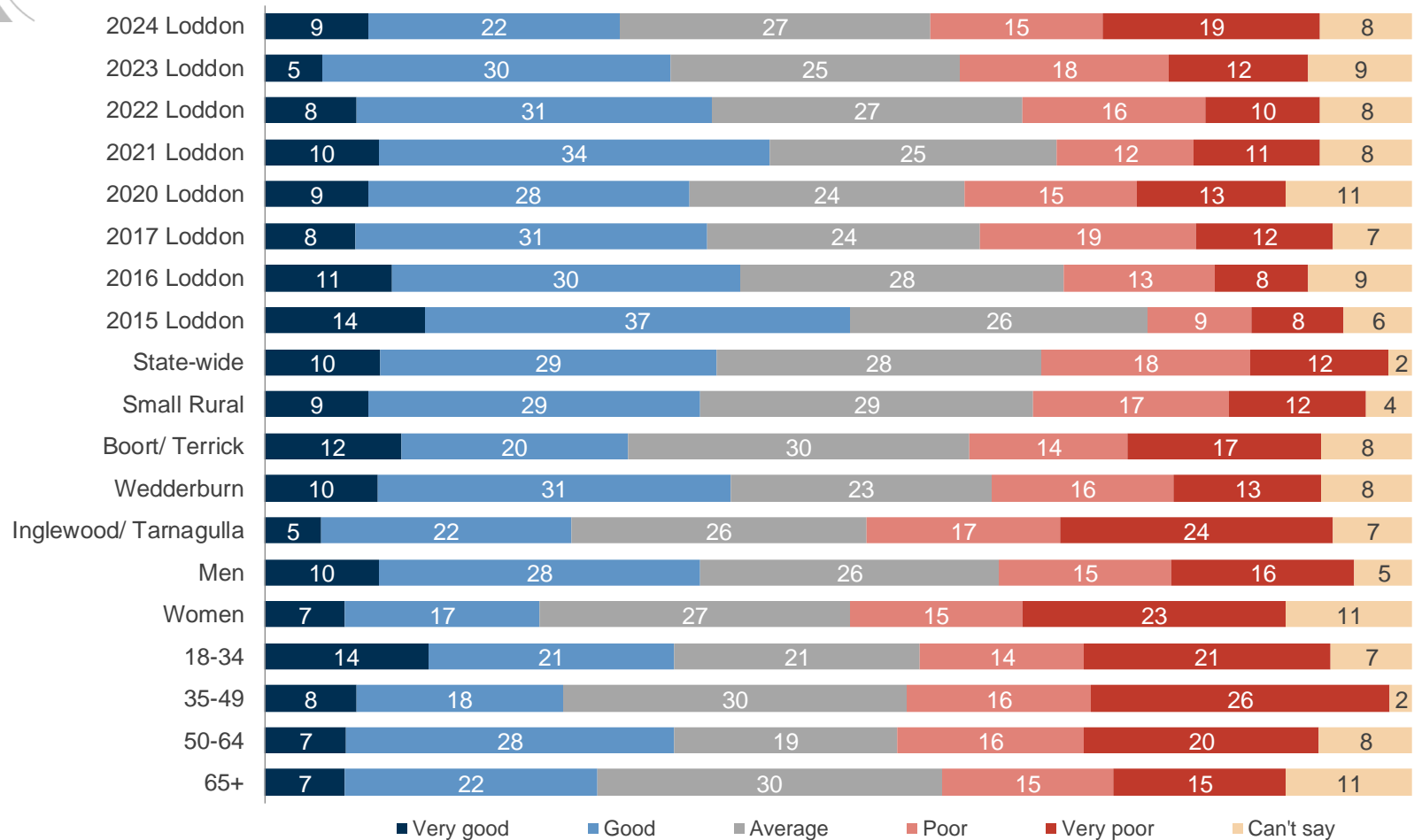
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)



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: 31 Councils asked group: 8



Enforcement of local laws performance



2024 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	60	58	71	61	n/a	n/a	70	64	57
State-wide	61	63	64	63	64	64	64	63	66
Small Rural	61	62	63	62	63	63	65	64	66
Women	61	64	66	66	n/a	n/a	64	66	66
Wedderburn	59	58	64	63	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	55	62	63	65	n/a	n/a	n/a	n/a	n/a
Loddon	59	61	64	65	n/a	n/a	63	63	65
65+	59	62	65	68	n/a	n/a	63	67	67
35-49	56	65	60	64	n/a	n/a	65	62	71
Boort/ Terrick	61	62	65	64	n/a	n/a	n/a	n/a	n/a
Men	57	59	63	63	n/a	n/a	62	60	64
50-64	59	59	61	63	n/a	n/a	58	58	63

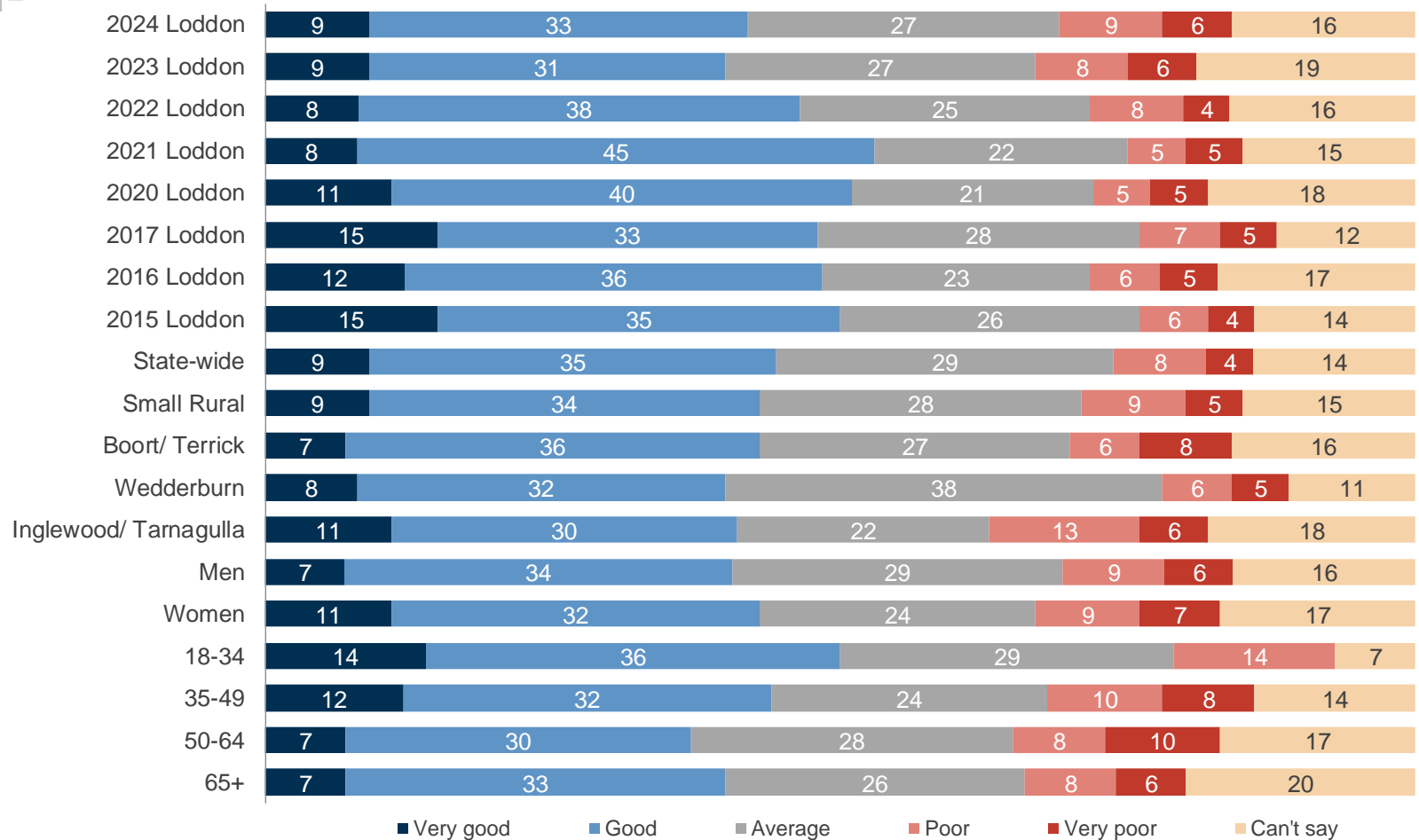
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10



Family support services performance



2024 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
65+	63▲	65	70	68	72	n/a	n/a	75	73	73
State-wide	63▲	63	65	66	66	67	66	67	66	67
Small Rural	61▲	62	64	66	66	68	67	68	66	67
Men	60	60	64	67	63	n/a	n/a	70	65	64
Inglewood/ Tamagulla	58	60	67	65	67	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	57	60	57	65	63	n/a	n/a	n/a	n/a	n/a
Loddon	56	59	61	65	65	n/a	n/a	67	65	65
18-34	53	49	52	64	59	n/a	n/a	59	59	61
Women	53	59	59	63	67	n/a	n/a	64	65	66
Wedderburn	51	55	65	65	65	n/a	n/a	n/a	n/a	n/a
35-49	51	57	56	61	61	n/a	n/a	65	64	60
50-64	49▼	59	55	65	64	n/a	n/a	61	60	63

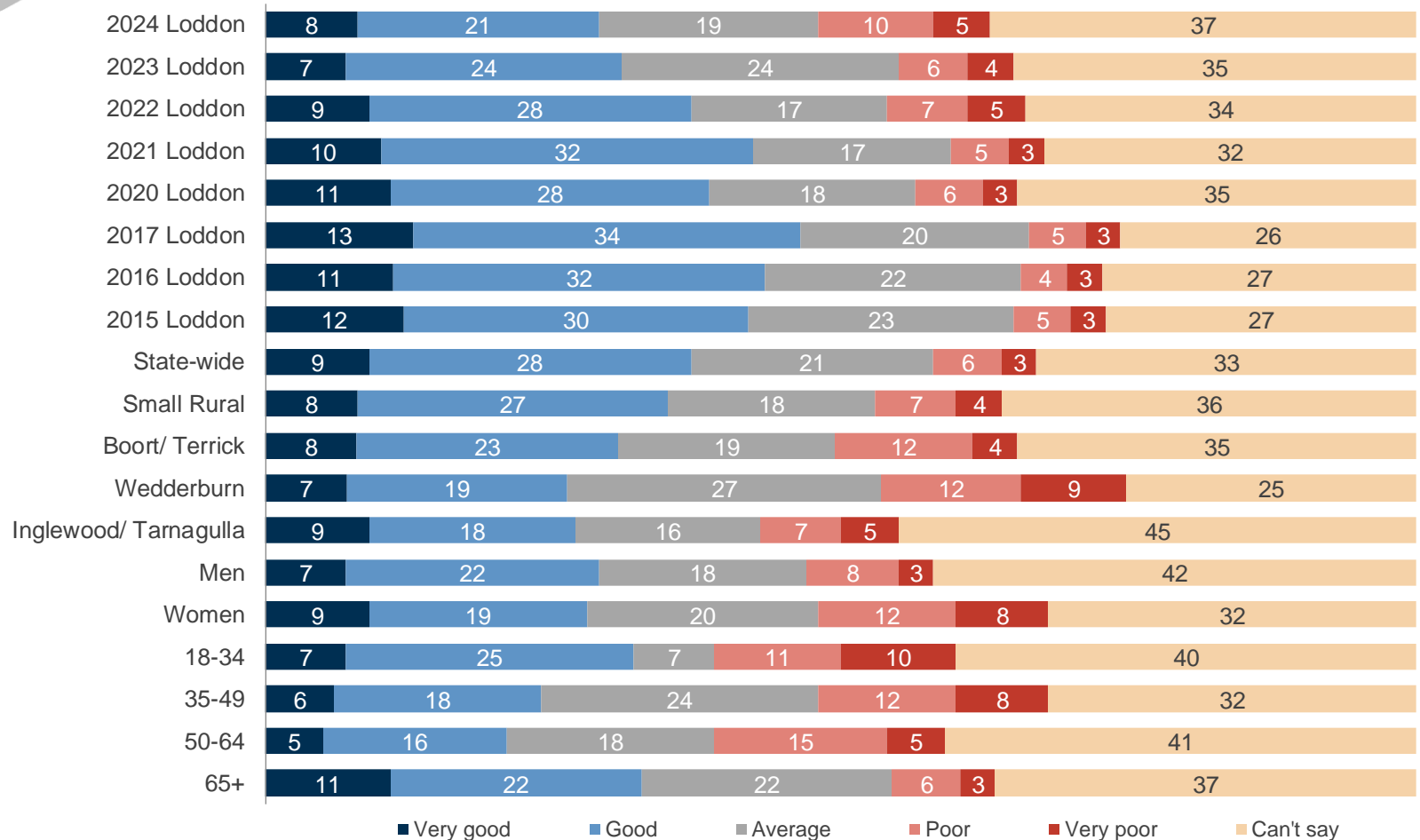
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Small Rural	65▲	66	70	72	71	71	69	71	70	72
State-wide	63▲	63	67	69	68	68	68	68	68	69
65+	63▲	65	71	72	73	n/a	n/a	72	75	79
Men	60	61	61	68	65	n/a	n/a	67	70	69
Inglewood/ Tarnagulla	58	59	71	72	72	n/a	n/a	n/a	n/a	n/a
Loddon	58	60	64	70	66	n/a	n/a	69	71	70
Boort/ Terrick	57	64	63	70	65	n/a	n/a	n/a	n/a	n/a
Women	55	60	67	71	68	n/a	n/a	71	71	71
Wedderburn	53	55	55	66	61	n/a	n/a	n/a	n/a	n/a
50-64	53	61	62	66	63	n/a	n/a	65	67	67
18-34	53	53	45	70	55	n/a	n/a	69	70	62
35-49	50▼	52	59	69	66	n/a	n/a	66	67	66

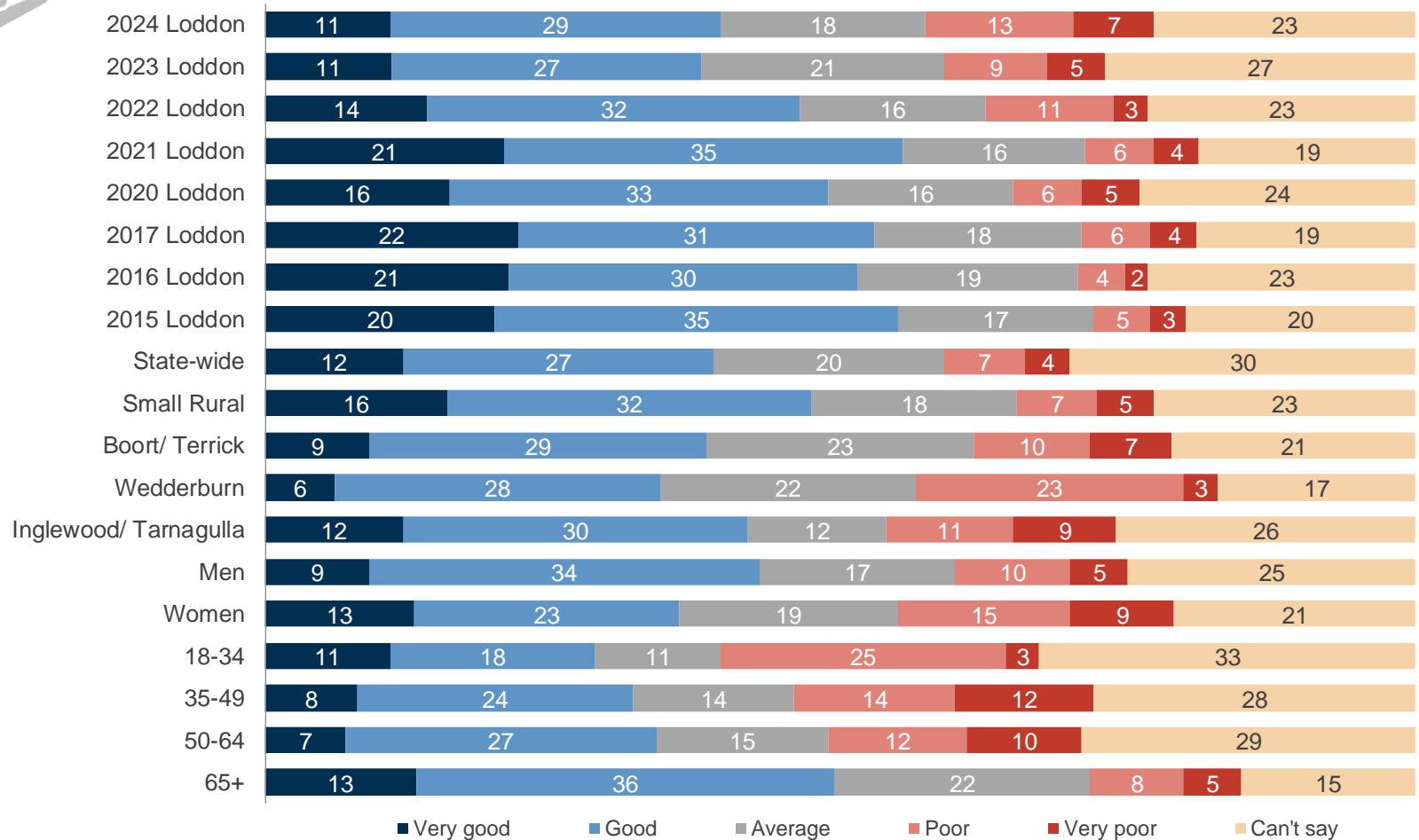
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wedderburn	69	68	72	66	n/a	n/a	n/a	n/a	n/a
65+	72	76	72	73	n/a	n/a	77	75	78
Boort/ Terrick	72	68	71	71	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70
Men	70	71	70	68	n/a	n/a	72	70	72
Small Rural	67	69	69	68	68	69	69	68	70
Loddon	69	69	71	70	n/a	n/a	73	72	73
Women	69	67	71	71	n/a	n/a	74	75	75
18-34	69	55	68	59	n/a	n/a	69	75	65
50-64	69	69	70	72	n/a	n/a	70	68	73
Inglewood/ Tamagulla	66	72	69	69	n/a	n/a	n/a	n/a	n/a
35-49	63	65	72	68	n/a	n/a	74	72	72

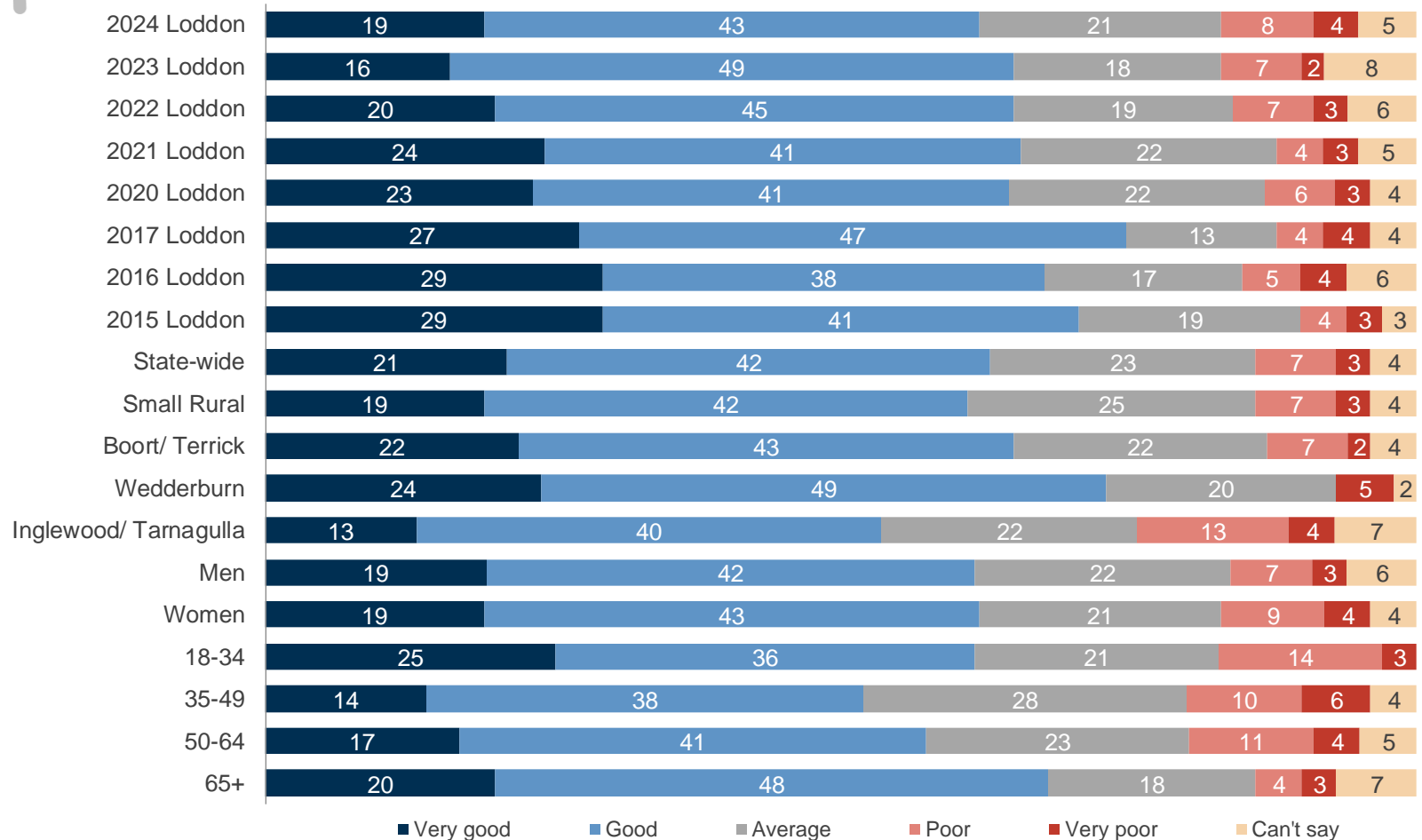
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Wedderburn	76	74	72	80	74	n/a	n/a	n/a	n/a	
50-64	74	70	74	73	72	n/a	n/a	67	70	75
18-34	73	69	62	81	68	n/a	n/a	69	75	65
Small Rural	71	71	73	75	72	73	72	74	73	74
Women	71	71	70	76	73	n/a	n/a	70	76	74
Loddon	71	70	71	75	72	n/a	n/a	71	74	73
Men	70	70	72	74	71	n/a	n/a	72	72	72
Boort/ Terrick	70	72	72	75	73	n/a	n/a	n/a	n/a	n/a
65+	70	72	75	75	72	n/a	n/a	72	77	75
State-wide	68	67	71	73	72	72	71	71	71	72
Inglewood/ Tamagulla	68	65	71	72	68	n/a	n/a	n/a	n/a	n/a
35-49	67	67	66	73	72	n/a	n/a	76	71	74

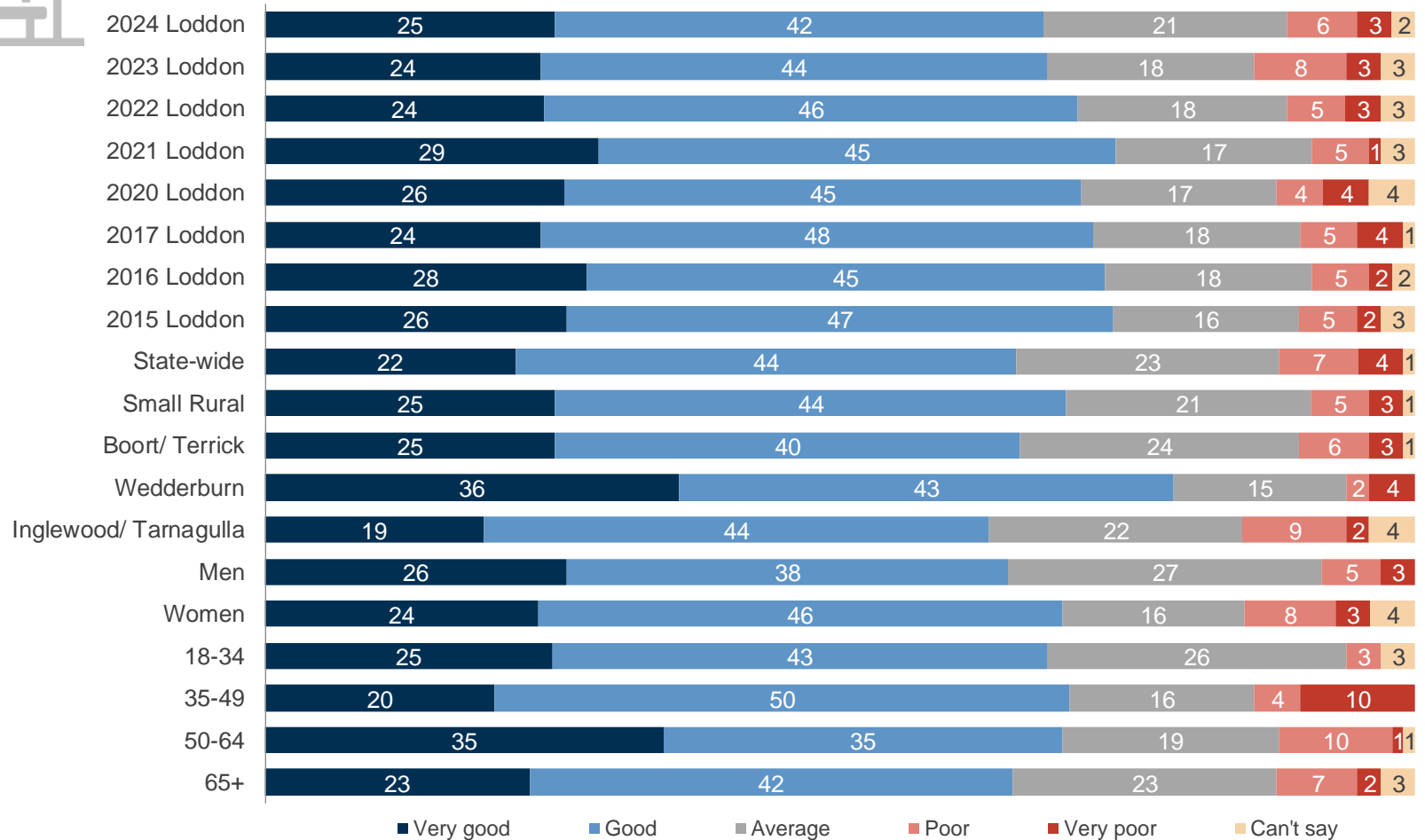
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	74	75	78	74	n/a	n/a	75	76	80
Boort/ Terrick	73	71	74	68	n/a	n/a	n/a	n/a	n/a
Women	71	72	74	69	n/a	n/a	75	77	76
Loddon	70	71	73	69	n/a	n/a	74	74	76
18-34	70	67	72	66	n/a	n/a	76	73	73
Men	69	70	73	70	n/a	n/a	74	71	75
Inglewood/ Tamagulla	69	72	73	70	n/a	n/a	n/a	n/a	n/a
50-64	68	66	72	69	n/a	n/a	70	72	73
Wedderburn	68	69	72	72	n/a	n/a	n/a	n/a	n/a
Small Rural	67▼	68	68	64	66	69	70	69	71
State-wide	67▼	68	69	65	68	70	71	70	72
35-49	61▼	68	67	63	n/a	n/a	78	74	75

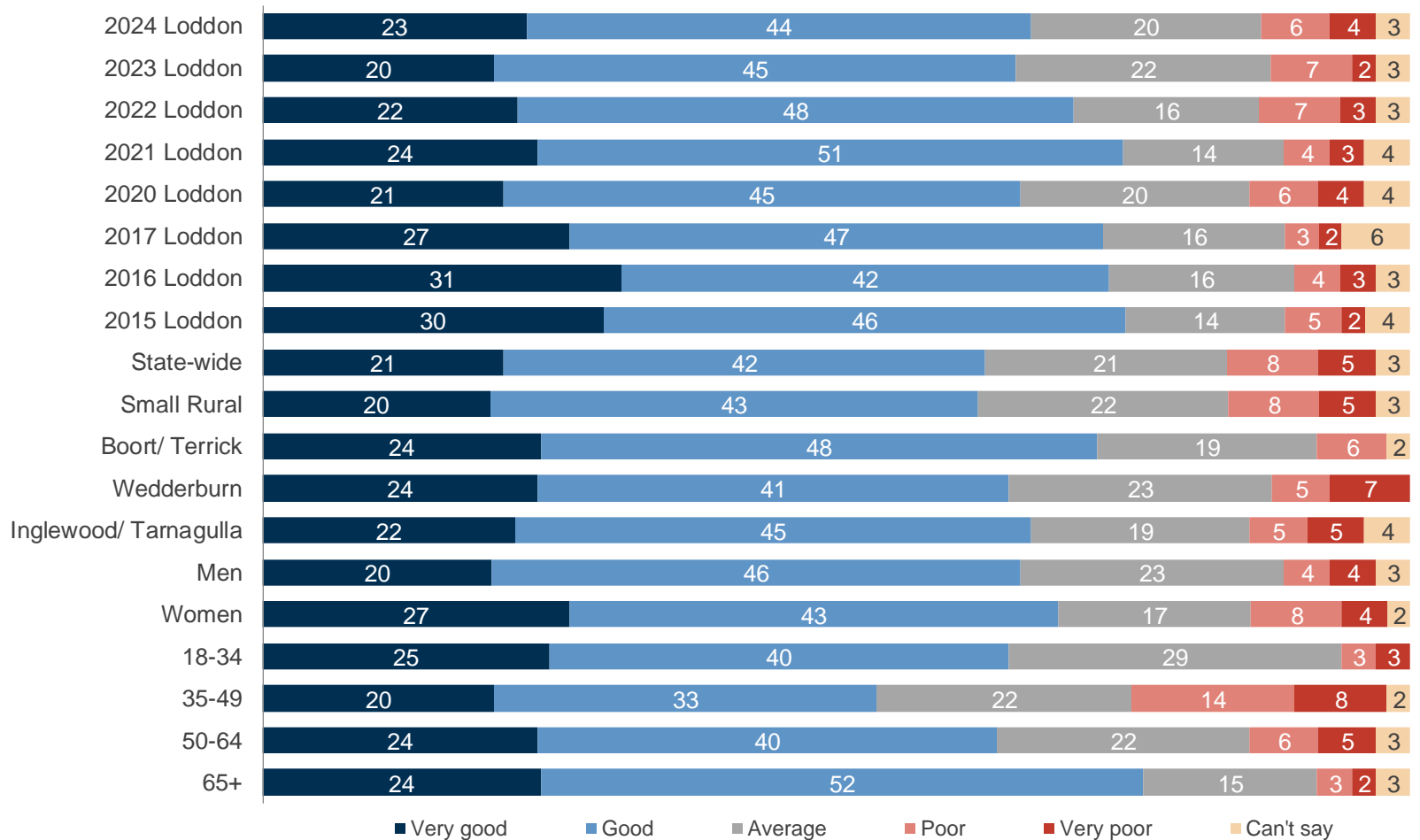
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Council's general town planning policy performance



2024 town planning performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	59▲	53	52	63	59	n/a	n/a	n/a	n/a
Wedderburn	57▲	51	56	56	57	n/a	n/a	n/a	n/a
Women	52	52	55	59	56	n/a	n/a	n/a	n/a
65+	51	53	56	59	57	n/a	n/a	n/a	n/a
35-49	51	44	50	49	49	n/a	n/a	n/a	n/a
Loddon	50	51	54	56	55	n/a	n/a	n/a	n/a
Boort/ Terrick	50	55	54	57	55	n/a	n/a	n/a	n/a
State-wide	50	50	54	55	54	55	54	53	52
Small Rural	49	52	56	55	50	48	53	51	49
Men	49	50	53	54	54	n/a	n/a	n/a	n/a
Inglewood/ Tamagulla	48	45	53	55	54	n/a	n/a	n/a	n/a
50-64	42▼	51	54	54	54	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

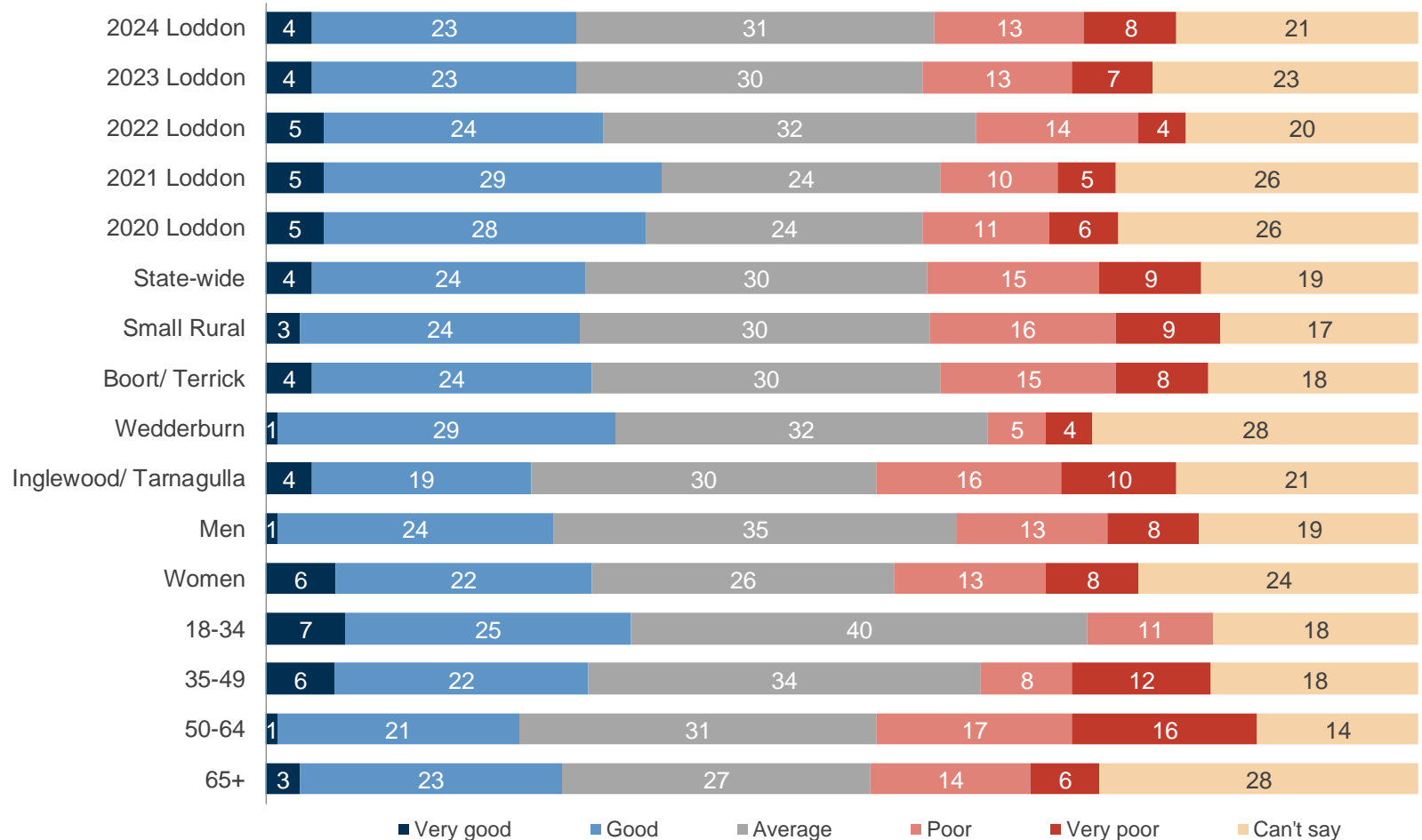
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3



Planning and building permits performance



2024 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	47	50	51	51	52	52	51	50	54
18-34	42	41	54	51	n/a	n/a	52	56	52
Small Rural	45	48	49	46	48	51	51	50	53
65+	42	44	51	50	n/a	n/a	55	56	59
Inglewood/ Tamagulla	38	46	47	48	n/a	n/a	n/a	n/a	n/a
Wedderburn	43	40	49	50	n/a	n/a	n/a	n/a	n/a
Women	43	48	49	50	n/a	n/a	55	55	59
Loddon	42	44	49	49	n/a	n/a	53	51	55
Men	42	40	50	48	n/a	n/a	51	48	52
35-49	41	45	47	49	n/a	n/a	54	47	57
Boort/ Terrick	45	44	52	49	n/a	n/a	n/a	n/a	n/a
50-64	43	44	46	46	n/a	n/a	50	48	51

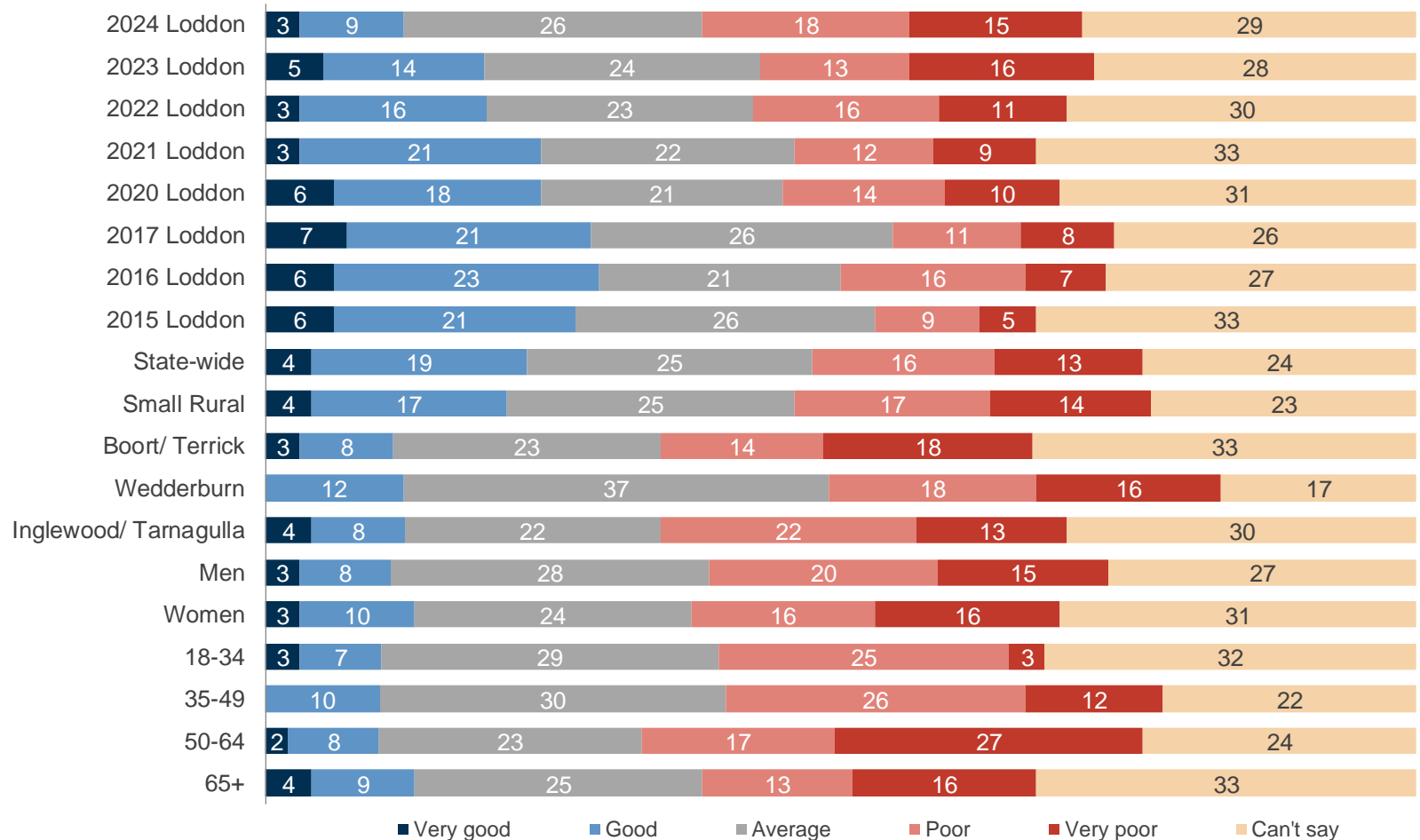
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8



Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	66▲	68	72	70	72	72	72	71	70
State-wide	65▲	66	71	68	72	71	70	69	70
18-34	64	62	74	67	n/a	n/a	66	68	69
65+	61	70	72	67	n/a	n/a	74	72	74
Inglewood/ Tarnagulla	60	67	68	65	n/a	n/a	n/a	n/a	n/a
Women	59	66	71	67	n/a	n/a	70	70	72
Loddon	59	66	70	65	n/a	n/a	68	67	71
Men	58	65	69	62	n/a	n/a	67	65	69
Boort/ Terrick	58	63	71	63	n/a	n/a	n/a	n/a	n/a
Wedderburn	57	71	72	69	n/a	n/a	n/a	n/a	n/a
50-64	54	62	65	62	n/a	n/a	62	63	67
35-49	54	62	69	63	n/a	n/a	67	63	71

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

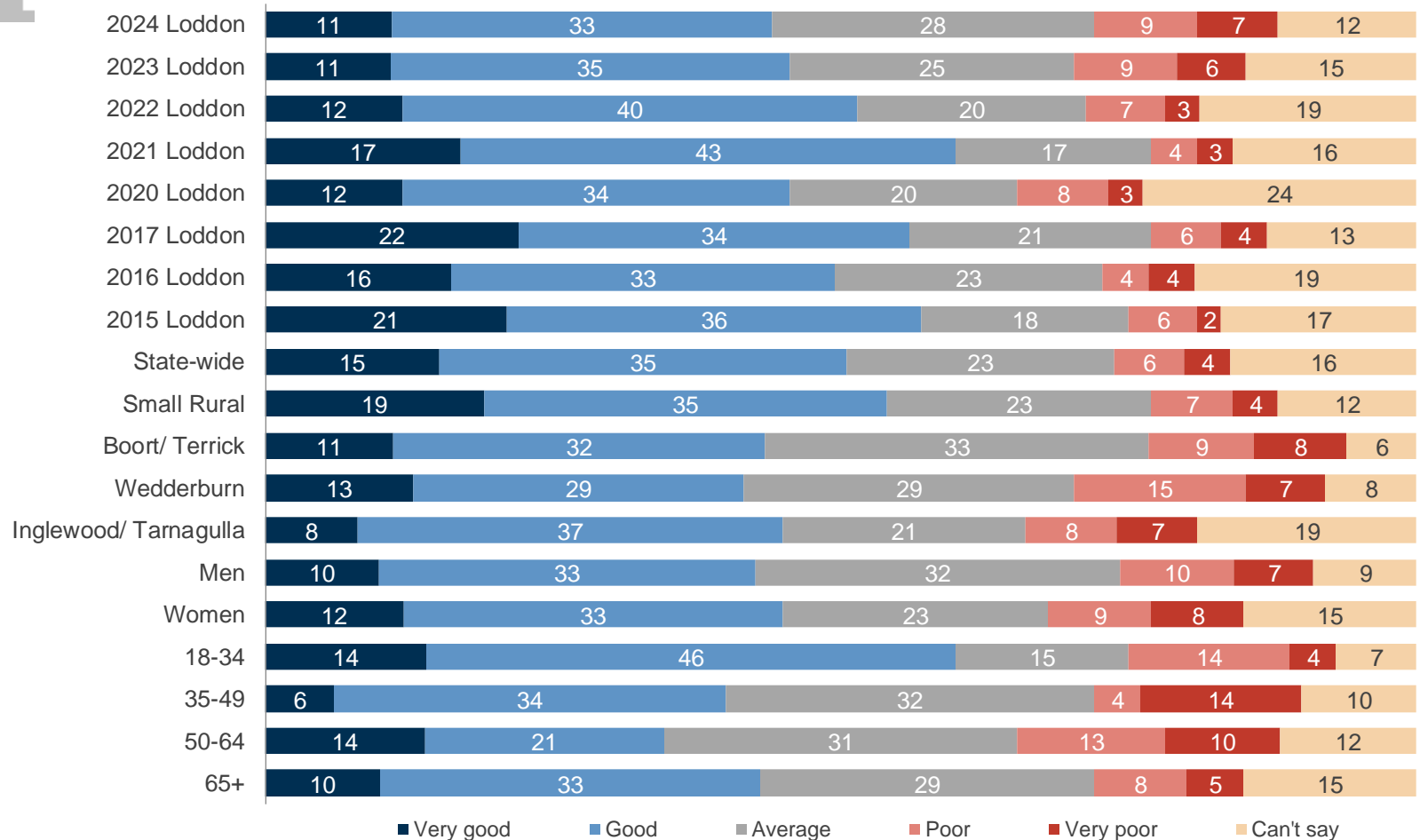
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
State-wide	36▲	37	41	45	44	44	43	44	43	45
Small Rural	35▲	38	42	44	43	43	40	43	44	45
65+	35	41	48	52	50	n/a	n/a	49	53	58
Men	33	40	44	51	46	n/a	n/a	44	49	49
Boort/ Terrick	33	38	38	47	46	n/a	n/a	n/a	n/a	n/a
Wedderburn	33	39	46	55	45	n/a	n/a	n/a	n/a	n/a
Loddon	32	37	42	48	44	n/a	n/a	43	49	49
Women	31	35	40	46	43	n/a	n/a	43	49	49
Inglewood/ Tamagulla	30	36	45	47	42	n/a	n/a	n/a	n/a	n/a
35-49	30	34	33	41	39	n/a	n/a	42	45	47
50-64	30	39	42	49	45	n/a	n/a	39	48	47
18-34	29	31	35	46	38	n/a	n/a	39	44	36

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: 27 Councils asked group: 10

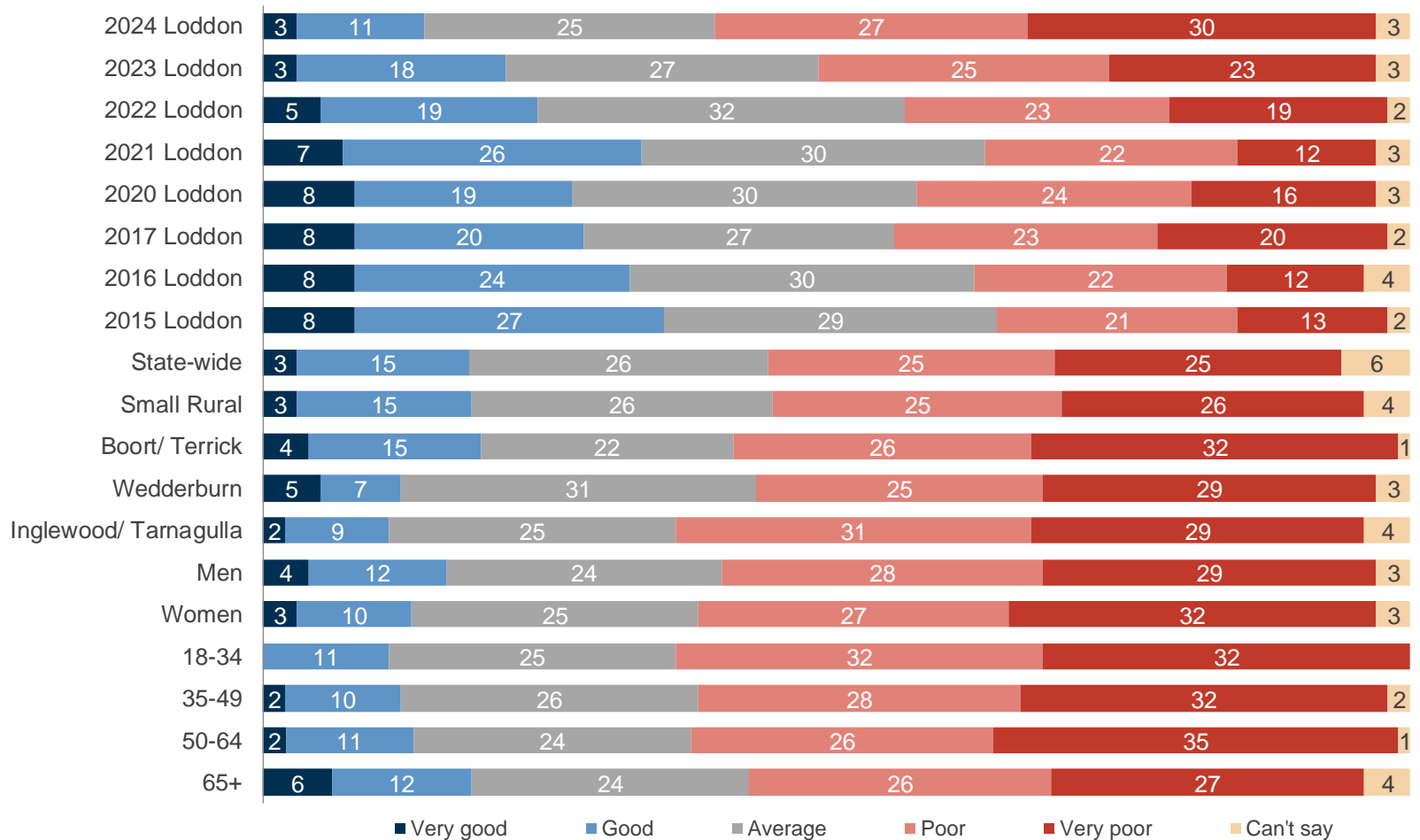
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)



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: 27 Councils asked group: 10



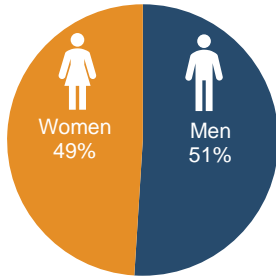
Detailed demographics



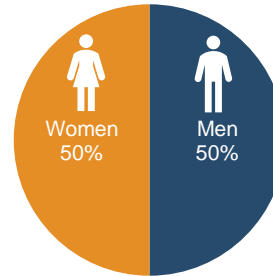
Gender and age profile

2024 gender

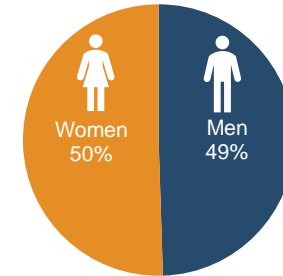
Loddon



Small Rural

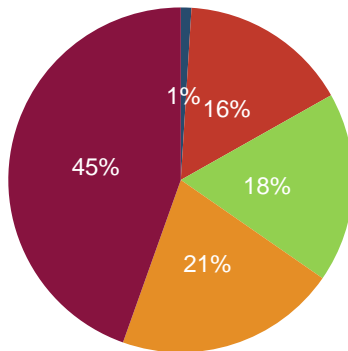


State-wide

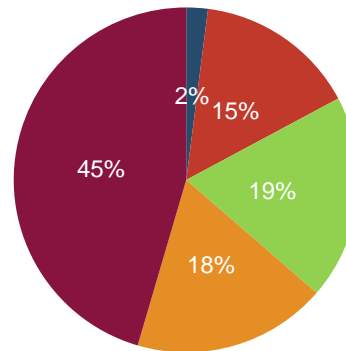


2024 age

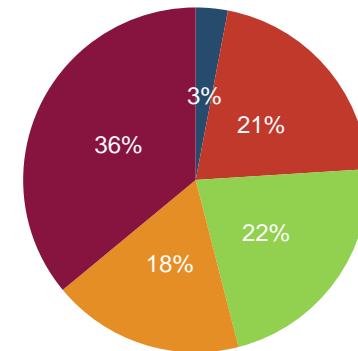
Loddon



Small Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Small Rural gender results may not add to 100%.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, semi-transparent images of various data visualizations, including bar charts, line graphs, and grid patterns, suggesting a focus on research and data analysis.

Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

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 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.

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
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

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 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 6,300 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	205	+/-7.1
Women	215	195	+/-6.6
Boort/Terrick	152	149	+/-7.9
Wedderburn	73	70	+/-11.5
Inglewood/Tarnagulla	168	172	+/-7.5
18-34 years	28	64	+/-18.8
35-49 years	50	71	+/-13.9
50-64 years	102	83	+/-9.7
65+ years	220	181	+/-6.5



Appendix A: Index score significant difference calculation

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background elements including a line graph with an upward trend, a bar chart with three bars of increasing height, and a grid pattern.

Appendix B: Further project information



Appendix B: Further information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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.

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 60% 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 across four quarters from 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 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, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Loddon Shire Council for this 2024 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 cannot be made within the reported charts.



Appendix B: Core, optional and tailored questions

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 2024 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)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

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 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

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.



Appendix B: Glossary of terms

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

CSS: 2024 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.

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