## LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY LODDON SHIRE COUNCIL

# **2017 RESEARCH REPORT**

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

JWSRESEARCH

### **CONTENTS**



- Background and objectives
- Survey methodology and sampling
- Further information
- Key findings & recommendations
- Summary of findings
- Detailed findings
  - <u>Key core measure: Overall performance</u>
  - Key core measure: Customer service
  - Key core measure: Council direction indicators
  - <u>Communications</u>
  - Individual service areas
  - Detailed demographics
- Appendix A: Detailed survey tabulations
- Appendix B: Further project information

### **BACKGROUND AND OBJECTIVES**



Welcome to the report of results and recommendations for the 2017 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. 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.

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.

### SURVEY METHODOLOGY AND SAMPLING



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 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February 30<sup>th</sup> March.
- 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.

### SURVEY METHODOLOGY AND SAMPLING



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 <u>higher</u> than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2016. 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 in 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.



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

Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.

5

### **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 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

# **KEY FINDINGS & RECOMMENDATIONS**



### **LODDON SHIRE COUNCIL** 62 **59** 0 9 Council **Small Rural** State-wide

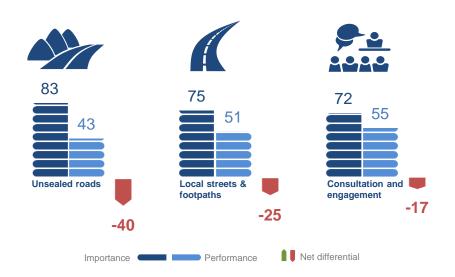
### **OVERALL COUNCIL PERFORMANCE**

Results shown are index scores out of 100.

### **TOP 3 PERFORMING AREAS**



### **TOP 3 AREAS FOR IMPROVEMENT**





### **OVERALL PERFORMANCE**



The **overall performance index score of 62** for Loddon Shire Council is unchanged from 2016. The current result represents the lowest rating seen on overall performance to date, following a decline over two years from the peak score of 69 in 2014.

- Loddon Shire Council's overall performance is statistically *significantly higher* (at the 95% confidence interval) than the average rating for councils State-wide and the average rating for councils in the Small Rural group (index scores of 59 and 58 respectively).
- No demographic or geographic sub-group experienced significant changes increases in overall performance ratings in the past year.
- A potential group to watch, however, are residents aged 65+ years. Although they do not rate customer service significantly different to the Council average, perceptions among this group have declined significantly over time, from a high of 75 in 2014 to an index score of 63 currently (down 12 points).

Residents are more likely to rate Loddon Shire Council's overall performance as 'very good' (14%) than 'very poor' (5%). More than one-third of residents (38%) rate Council's overall performance as 'good', while a further 33% sit mid-scale providing an 'average' rating. One in ten (10%) rate Council's overall performance as 'poor'.

### **OVERVIEW OF CORE PERFORMANCE MEASURES**



Review of the core performance measures (as shown on page 19) shows that Loddon Shire Council's **performance has not changed significantly** compared to Council's own results in 2016 on all but one measure.

Sealed local roads (index score of 50) is the exception, declining a significant five index points from the 2016 result.

### Similarly, almost all of Council's core performance measures are on par with the Small Rural councils group average and State-wide averages.

The one exception (alongside overall performance) is Council's performance on **lobbying** (index score of 58), which is rated *significantly higher* than Small Rural council group and State-wide averages (index scores of 55 and 54 respectively).

With a performance index score of 71, customer service is Loddon Shire Council's highest rated core performance measure. Again, Loddon Shire Council's performance in line with averages for both the Small Rural council group and State-wide averages (index scores of 69 for both).

Although most changes that have occurred in the past year are not significant, when viewed in the context of previous years results, a trend becomes evident. As with overall performance, all core performance measures have followed a gradual decline from peak results occurring across 2012 to 2014. For some measures, namely overall council direction and customer service, there have been slight increases in performance this year, however current results remain lower than that seen previously.



#### Seven in ten (70%) Loddon Shire Council residents have had recent contact with Council.

> The proportion of residents contacting Council has been relatively consistent of time.

**Loddon Shire Council's customer service index of 71 is a positive result for Council**. This is a similar result last year (index score of 70), although, it should be noted that the current result remains lower than the peak result achieved (index score of 76 in 2014).

- Almost two in five residents (39%) rate Council's customer service as 'very good', with a further 28% rating customer service as 'good'.
- Customer service ratings are largely consistent across geographic and demographic subgroups, with no significant differences evident compared to Council's average rating.
- Performance among one demographic sub-group changed significantly in the last year. Residents aged 18-34 years experienced a significant decline in their customer service rating (index score of 62, down 15 points from 2016). Council should focus on improving relations with this group moving forward.

Newsletters, sent via mail (50%), are the preferred way for Council to inform residents about news, information and upcoming events. A secondary preference is to send newsletters via email (17%), although this is preferred by far fewer residents.

Residents aged over 50 years have a different secondary preference to those aged under 50 years. Both age groups have a clear preference for newsletters sent via mail (54% and 41% respectively). Those aged over 50 years prefer advertising in a local newsletter as their second preference (14%), where those aged under 50 years prefer a newsletter sent via email (28%).

### **AREAS WHERE COUNCIL IS PERFORMING WELL**



With a performance index score of 74, **waste management is the highest rated individual service area** for Loddon Shire Council. This measure is *significantly higher* than the average for the Small Rural group and for councils State-wide (index scores of 70 and 71 respectively).

- Waste management has consistently been one of the highest rated individual service areas. However, the current rating is lower than the peak ratings of 76 in 2014 and 2015.
- A quarter (27%) of Loddon Shire Council residents rate Council's performance in waste management as 'very good', a further one in two (47%) rate performance as 'good'.
- With an importance index score of 74, waste management sits mid-range in terms of importance of the service areas evaluated.

**Recreational facilities** (performance index score of 73) is another area where Council is rated higher than other areas. It is the second highest performing individual service area evaluated and is rated *significantly higher* than the Small Rural councils and State-wide averages (index scores of 69 and 70 respectively). Recreational facilities sits towards the lower end of the scale in terms of importance (index score of 71). Notwithstanding this relatively lower level of importance, 60% of residents have personally used Council's recreational facilities.

**Appearance of public areas** performs third among individual service areas (performance index of 71), just behind recreational facilities. This is the lowest rating Council has received in this service area to date. Council is also rated *significantly lower* than the average for Small Rural councils (index score of 74). Appearance of public areas sits towards the lower end of the scale in terms of importance (index score of 72), ranking slightly ahead of recreational facilities. Many residents (68%) have experienced public areas, meaning it is a highly used service area.



*Significant declines in performance ratings* in 2017 are evident on the service areas of **unsealed roads** (index score of 43, down six points from 2016), **sealed local roads** (index score of 50, down five points) and **local street and footpaths** (index score 51, down five points).

- Performance index scores on these three measures are at their the lowest points to date, and represent the lowest ratings for Council this year.
- In the area of local streets and footpaths, Council is rated significantly lower than both the Small Rural group and State-wide average (index scores of 57 for both). In the areas of unsealed roads and sealed local roads, Council is rated similar to the Small Rural group and State-wide averages.

### Much of the decline in ratings of local streets and footpaths and sealed local roads in the last year can be attributed to *significantly lower* ratings on these areas among 18 to 34 year olds.

- In the area of local streets and footpaths, the-index score of 41 among 18 to 34 year olds is down 13 points from last year; for sealed local roads, the index score of 38 is down 16 points. Ratings among 18 to 34 year olds are *significantly lower* than Council's average on these two service areas.
- By contrast, residents of Wedderburn rate Council significantly higher than average on these two service areas (index scores of 59 for each).

**Unsealed local roads** is considered Council's most important service area (importance index score of 83); **local streets and footpaths** are also considered important (importance index score of 75, ranked fourth). (Importance of sealed local roads was not asked<del>.</del>).

**Feedback from residents** on what they consider Council most needs to do to improve its performance in the next 12 months supports this finding, with **sealed road maintenance** volunteered by 23% of residents and unsealed road maintenance volunteered by 12%.

### FOCUS AREAS FOR COMING 12 MONTHS



For the coming 12 months, Loddon Shire Council should pay particular attention to the service areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

- Unsealed local roads (margin of 40 points)
- Local streets & footpaths (margin of 25 points)
- Consultation & engagement (margin of 17 points)
- Informing the community (margin of 16 points)
- > Planning and building permits (margin of 13 points)
- **Lobbying** (margin of 13 points).

Consideration should also be given to residents aged 50 to 64 years who appear to be most driving negative opinion in 2017.

On the positive side, Council should **maintain its relatively strong performance in the area of customer service**, and aim to shore up service areas that are currently rated higher than others, such as **waste management, recreational facilities** and **the appearance of public areas**.

It is also important to learn from what is working amongst other groups, especially residents aged 65+ years, and use these lessons to build performance experience and perceptions in other areas.

### **FURTHER AREAS OF EXPLORATION**



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, 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 understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A 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.



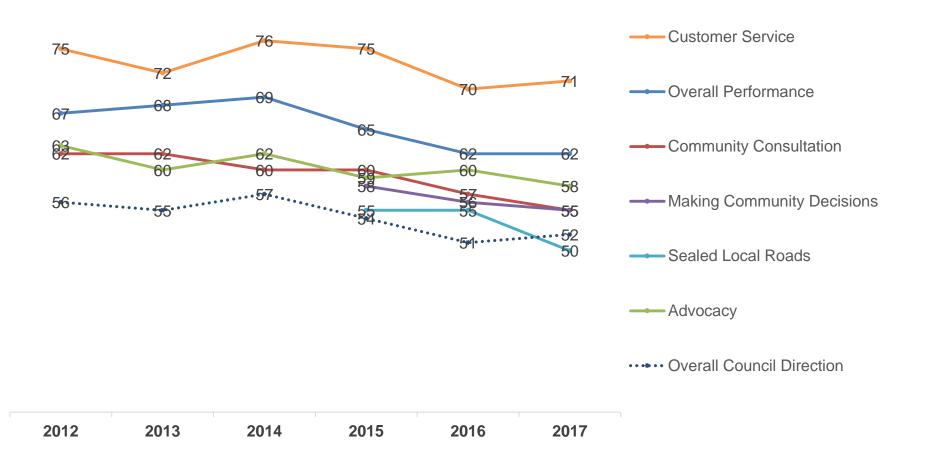
<b>Higher results in 2017</b> (Significantly <u>higher</u> result than 2016)	None applicable
<b>Lower results in 2017</b> (Significantly <u>lower</u> result than 2016)	<ul> <li>Local streets and footpaths</li> <li>Sealed local roads</li> <li>Unsealed roads</li> </ul>
Most favourably disposed towards Council	<ul> <li>Aged 65+ years</li> </ul>
Least favourably disposed towards Council	Aged 50-64 years

# SUMMARY OF FINDINGS



### **2017 SUMMARY OF CORE MEASURES** INDEX SCORE RESULTS





### **2017 SUMMARY OF CORE MEASURES** Detailed analysis

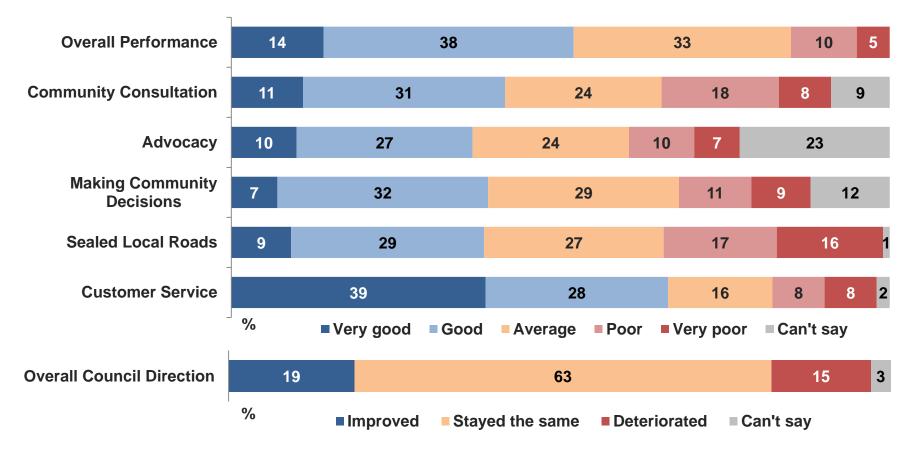


Performance Measures	Loddon 2017	Loddon 2016	Small Rural 2017	State- wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	62	62	58	59	Wedderburn	Aged 50- 64 years
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	55	57	55	55	Boort / Terricks	Aged 50- 64 years
<b>ADVOCACY</b> (Lobbying on behalf of the community)	58	60	55	54	Boort / Terricks	Inglewood / Tarnagulla
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	55	56	55	54	Boort / Terricks	Aged 50- 64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	50	55	50	53	Wedderburn	Aged 18- 34 years
CUSTOMER SERVICE	71	70	69	69	Wedderburn	Aged 18- 34 years
OVERALL COUNCIL DIRECTION	52	51	52	53	Aged 35-49 years	Aged 50- 64 years

### **2017 SUMMARY OF KEY COMMUNITY SATISFACTION** Percentage results

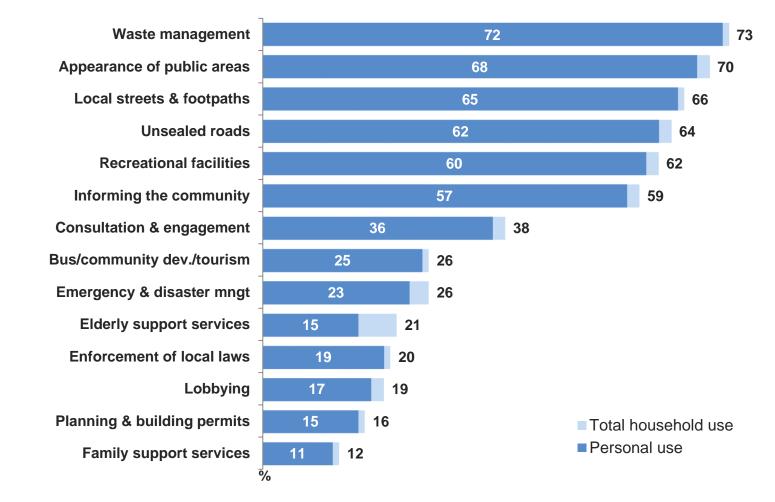


#### Key Measures Summary Results



### 2017 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS





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: 15 Councils asked group: 4

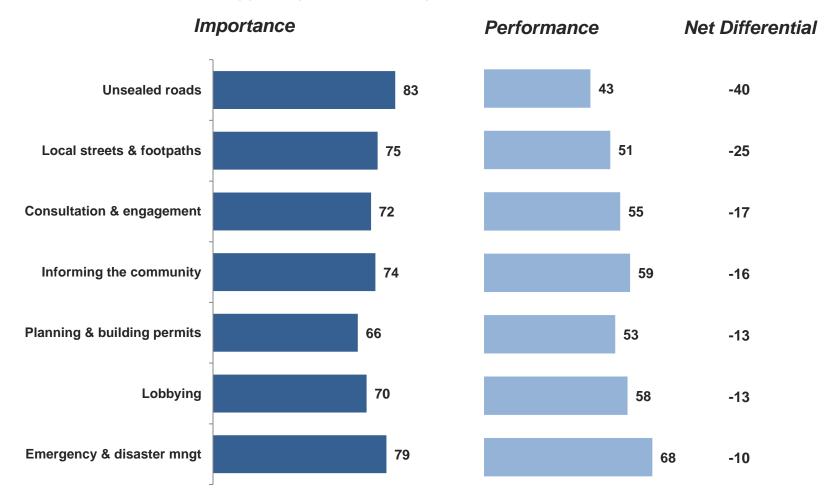
21 J00533 Community Satisfaction Survey 2017 - Loddon Shire Council

SRESEARCH

### **INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY** IMPORTANCE VS PERFORMANCE

J W S R E S E A R C H

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



### **2017 IMPORTANCE SUMMARY** INDEX SCORES OVER TIME



	2017 Priority Area Importance		2016	2015	2014	2013	2012
Unsealed roads		83	84	83	80	82	83
Emergency & disaster mngt		79	81	80	81	80	81
Elderly support services		78	82	81	80	80	81
Local streets & footpaths		75	76	76	73	76	75
Informing the community		74	79	74	74	77	75
Waste management		74	80	76	74	77	76
Consultation & engagement		72	78	74	71	74	73
Family support services		72	74	74	72	73	75
Appearance of public areas		72	75	72	72	73	73
Recreational facilities		71	75	73	71	72	72
Bus/community dev./tourism		71	74	69	68	71	69
Lobbying		70	75	71	71	71	75
Enforcement of local laws		67	72	69	67	70	70
Planning & building permits		66	69	65	64	66	64

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6 Note: Please see page 5 for explanation of significant differences



#### Individual Service Areas Importance

Unsealed roads	44		44		9 <mark>1</mark> 1
Elderly support services	37		42		3 1 2
Emergency & disaster mngt	41		38	14	322
Local streets & footpaths	31	43		16	324
Waste management	28	46		22	2 21
Informing the community	29	43		23	4 <mark>1</mark> 1
Consultation & engagement	25	45		23	322
Appearance of public areas	22	48		25	2 21
Recreational facilities	26	43		23	6 3
Family support services	24	44		21	3 3 5
Lobbying	23	42		24	4 3 3
Bus/community dev./tourism	27	35		26	6 2 3
Enforcement of local laws	23	38		26	6 5 3
Planning & building permits	20	35	27	9	3 6
%					
Extremely important	Fairly important	Not that important	Not at all	l important	■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

### **2017 PERFORMANCE SUMMARY** INDEX SCORES OVER TIME



	2017 Priority Area Performa	2017 Priority Area Performance				2013	2012
Waste management		74	74	76	76	75	72
Recreational facilities		73	72	73	77	74	74
Appearance of public areas		71	74	73	74	73	73
Elderly support services		69	71	70	75	75	72
Emergency & disaster mngt		68	67	71	72	71	70
Family support services		67	65	65	67	69	66
Enforcement of local laws		63	63	65	65	68	67
Bus/community dev./tourism		63	63	66	67	65	65
Informing the community	59		60	62	65	64	64
Lobbying	58		60	59	62	60	63
Consultation & engagement	55		57	60	60	62	62
Community decisions	55		56	58	n/a	n/a	n/a
Planning & building permits	53		51	55	58	57	58
Local streets & footpaths	51		56	61	62	60	58
Sealed local roads	50		55	55	n/a	n/a	n/a
Unsealed roads	43		49	49	51	54	52

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16 Note: Please see page 5 for explanation of significant differences

### **INDIVIDUAL SERVICE AREAS PERFORMANCE** Detailed percentages



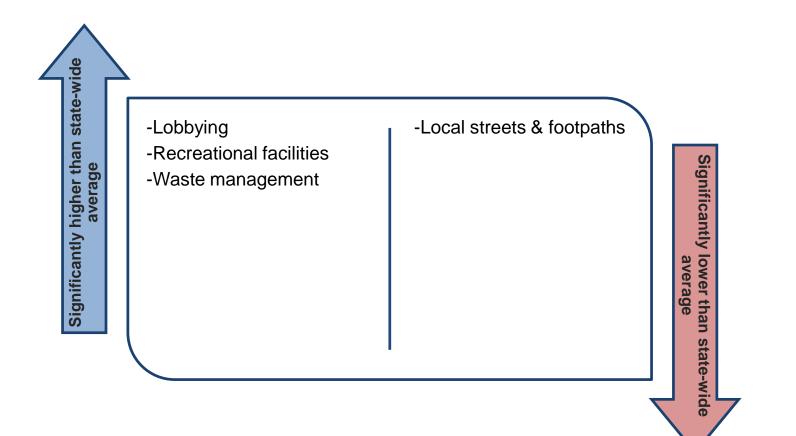
#### Individual Service Areas Performance

<b>Recreational facilities</b>	27	,		47			13	4 4 4
Waste management	27			47			16	326
Appearance of public areas	24			48			18	5 4 1
Emergency & disaster mngt	22		34		2 <sup>.</sup>	1	64	13
Elderly support services	22		31		18	6	4	19
Informing the community	15		36		25		12	10 2
Bus/community dev./tourism	16		35		24		7 7	12
Enforcement of local laws	15		33		28		7 5	12
Family support services	13		34		20	5 3	26	;
Consultation & engagement	11	31		24		18	8	9
Community decisions	7	32		29		11	9	12
Sealed local roads	9	29		27		17		16 1
Local streets & footpaths	8	31		24		19	12	7
Lobbying	10	27		24	10	7	2	.3
Planning & building permits	7	21	26		11	8	26	
Unsealed roads	8	20	27		23	3	2	0 2
%	very good	d ∎Go	od Ave	erage	Poor	Very	poor	Can't sa

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

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





### **INDIVIDUAL SERVICE AREAS SUMMARY**

#### **COUNCIL'S PERFORMANCE VS GROUP AVERAGE**





### **2017 IMPORTANCE SUMMARY** By Council Group



#### **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>Emergency &amp; disaster mngt</li> <li>Elderly support services</li> </ol>	<ol> <li>Waste management</li> <li>Community decisions</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Population growth</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Community decisions</li> <li>Sealed roads</li> <li>Emergency &amp; disaster mngt</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Emergency &amp; disaster mngt</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Community decisions</li> <li>Waste management</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>Lobbying</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>Art centres &amp; libraries</li> </ol>	<ol> <li>Art centres &amp; libraries</li> <li>Community &amp; cultural</li> <li>Planning permits</li> </ol>	<ol> <li>Art centres &amp; libraries</li> <li>Community &amp; cultural</li> <li>Traffic management</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Tourism development</li> </ol>

### **2017 PERFORMANCE SUMMARY** By Council Group



#### **Top Three Performing 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>Art centres &amp;</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Appearance of</li></ol>	<ol> <li>Emergency &amp;</li></ol>
management <li>Recreational</li>	management <li>Art centres &amp;</li>	libraries <li>Waste</li>	libraries <li>Appearance of</li>	public areas <li>Emergency &amp;</li>	disaster mngt <li>Art centres &amp;</li>
facilities <li>Appearance of</li>	libraries <li>Recreational</li>	management <li>Emergency &amp;</li>	public areas <li>Emergency &amp;</li>	disaster mngt <li>Art centres &amp;</li>	libraries <li>Community &amp;</li>
public areas	facilities	disaster mngt	disaster mngt	libraries	cultural

#### **Bottom Three Performing Service Areas**

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

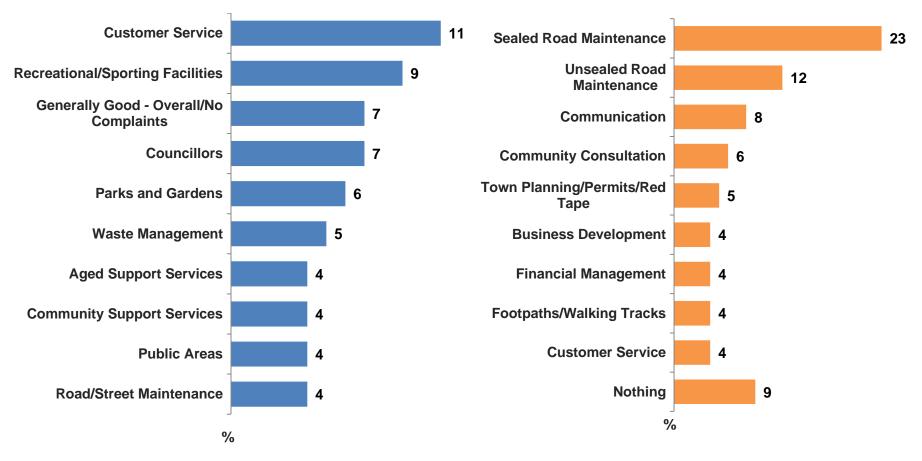
Loddon Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Planning permits</li> <li>Population growth</li> <li>Parking facilities</li> </ol>	<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Population growth</li> </ol>	<ol> <li>Parking facilities</li> <li>Community decisions</li> <li>Unsealed roads</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Slashing &amp; weed control</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Planning permits</li> </ol>

### 2017 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES 2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

JWSRESEARCH



2017 Areas for Improvement



Q16. Please tell me what is the ONE BEST thing about Loddon Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6
Q17. What does Loddon Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

**THINGS** 

BEST



- Customer Service: 11% (equal points from 2016)

- Recreational/Sporting Facilities: 9% (down 1 point from 2016)

- Generally Good -Overall/No Complaints: 7%

(up 3 points from 2016)

- Councillors: 7% (down 1 point from 2016) - Sealed Road Maintenance: 23% (up 7 points from 2016)

- Unsealed Road Maintenance: 12% (up 1 point from 2016)

- Communication: 8% (down 1 point from 2016) AREAS FOR IMPROVEMENT

# DETAILED FINDINGS



# **KEY CORE MEASURE OVERALL PERFORMANCE**



### **OVERALL PERFORMANCE** INDEX SCORES



	2017 Overall Performance			2016	2015	2014	2013	2012
Wedderburn			64	61	65	67	n/a	n/a
18-34			64	66	60	65	68	64
Women			63	66	66	71	70	68
35-49			63	59	64	65	69	68
65+			63	67	69	75	66	72
Boort / Terricks		62		65	66	70	n/a	n/a
Loddon		62		62	65	69	68	67
Inglewood / Tarnagulla		61		59	64	68	n/a	n/a
Men		61		58	64	67	66	65
State-wide	594			59	60	61	60	60
Small Rural	58♥			57	59	n/a	n/a	n/a
50-64	58			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? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16 Note: Please see page 5 for explanation about significant differences

### **OVERALL PERFORMANCE** Detailed percentages



#### 2017 Overall Performance

2017 Loddon	14		38			33	10	5
2016 Loddon	11		43			32	7	5 1
2015 Loddon	15		43			33		4 5 1
2014 Loddon	23			39		31		4 3 1
2013 Loddon	20		4	<b>1</b> 1		29		8 <mark>1</mark> 1
2012 Loddon	16		40	ô		28		7 2
State-wide	9	30	ô		3	37	10	52
Small Rural	10	3	5		36	5	11	6 2
Boort / Terricks	13		42			31	9	5
Wedderburn	19		34			34		8 4
Inglewood / Tarnagulla	15		35			33	11	5
Men	16		36			30	12	6
Women	13		40			35	7	7 4 1
18-34	8		53			30		4 4
35-49	16		42			26	11	5
50-64	10	39		3	D	14	7 1	
65+	19		30			39		8 4
	%	Very good	Good	Average	Poor	Very poor	Can't s	ау

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: 68 Councils asked group: 16

36

## **KEY CORE MEASURE CUSTOMER SERVICE**



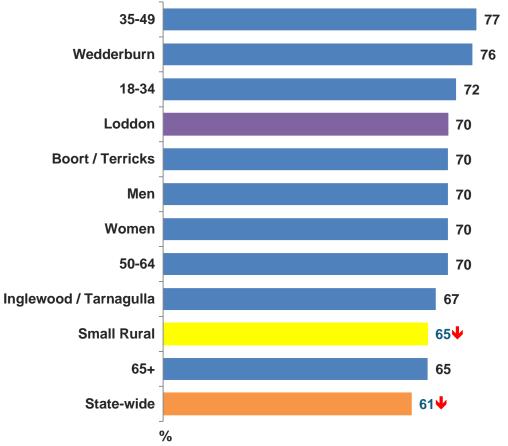


Overall contact with Loddon Shire Council	<ul> <li>70%, up 3 points on 2016</li> </ul>
Most contact with Loddon Shire Council	Aged 35-49 years
Least contact with Loddon Shire Council	Aged 65+ years
Customer service rating	<ul> <li>Index score of 71, up 1 point on 2016</li> </ul>
Most satisfied with customer service	• Wedderburn
Least satisfied with customer service	Aged 18-34 years

## **2017 CONTACT WITH COUNCIL**



#### 2017 Contact with Council



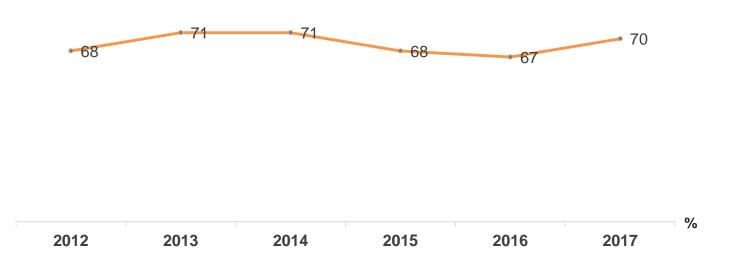
Q5. Over the last 12 months, have you or any member of your household had any contact with Loddon Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 49 Councils asked group: 13 Note: Please see page 5 for explanation about significant differences

## **2017 CONTACT WITH COUNCIL**



2017 Contact with Council Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Loddon Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter? Base: All respondents. Councils asked state-wide: 49 Councils asked group: 13

#### **2017 CONTACT CUSTOMER SERVICE** INDEX SCORES



	2017 Customer Service Rating		2016	2015	2014	2013	2012
Wedderburn		77	73	74	74	n/a	n/a
35-49		76	65	77	78	70	75
65+		74	73	75	78	74	78
Inglewood / Tarnagulla		72	65	76	75	n/a	n/a
Women		72	77	78	78	75	76
Loddon		71	70	75	76	72	75
Men		70	64	73	73	69	73
State-wide		69	69	70	72	71	71
Small Rural		69	69	70	n/a	n/a	n/a
50-64		68	68	77	77	73	74
Boort / Terricks		68	75	74	77	n/a	n/a
18-34	62		77	66	67	69	67

Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service? Please keep in

2017 Customer Comise Detine

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: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

#### **2017 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES**



#### 2017 Customer Service Rating

2017 Loddon	39		28		16	8	8 2
2016 Loddon	34		34		16	8	7 2
2015 Loddon	41		32			17	4 5
2014 Loddon	39			36		13	5 5 2
2013 Loddon	36		33		16	1	7 6 2
2012 Loddon	37		:	38		15	7 4
State-wide	30		36		18	8	6 2
Small Rural	30		36		18	8	<b>7</b> 1
<b>Boort / Terricks</b>	35		30		12	9	11 2
Wedderburn	49		24			17	4 6
Inglewood / Tarnagulla	38		28		19		7 6 2
Men	40		27	,	13	8	10 2
Women	38		30		18		7 6 1
18-34	26	2	.9		27	6	12
35-49	50			24	7	1	4 4
50-64	33		33		17	6	10
65+	41		2	6	16	5	7 4
	% Very good	Good	Average	Poor	Very poor	Can	't say

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: 68 Councils asked group: 16

# KEY CORE MEASURE COUNCIL DIRECTION INDICATORS



#### **COUNCIL DIRECTION** SUMMARY



Council Direction from Q6	<ul> <li>63% stayed about the same, equal points on 2016</li> <li>19% improved, up 2 points on 2016</li> <li>15% deteriorated, up 1 point on 2016</li> </ul>
Most satisfied with Council Direction from Q6	Aged 35-49 years
Least satisfied with Council Direction from Q6	Aged 50-64 years

# **2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS** INDEX SCORES



	2017 Overall Direction		2016	2015	2014	2013	2012
35-49		57	51	54	54	54	61
Wedderburn		55	49	57	56	n/a	n/a
Inglewood / Tarnagulla		53	53	54	59	n/a	n/a
65+		53	56	56	65	58	63
State-wide		53	51	53	53	53	52
Women		53	56	57	61	57	59
Small Rural		52	50	53	n/a	n/a	n/a
Loddon		52	51	54	57	55	56
18-34		52	49	48	52	52	49
Men		51	47	52	54	54	53
Boort / Terricks		50	51	53	56	n/a	n/a
50-64		46♥	46	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: 68 Councils asked group: 16 Note: Please see page 5 for explanation about significant differences

## **2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS** Detailed percentages



#### 2017 Overall Direction

2017 Loddon	19	63				15	3
2016 Loddon	17		63			14	6
2015 Loddon	18		66				6
2014 Loddon	22		64			9	6
2013 Loddon	23		60			13	3
2012 Loddon	21		64			10	4
State-wide	19		62			13	6
Small Rural	19		61				
<b>Boort / Terricks</b>	16		64				
Wedderburn	25		59			16	
Inglewood / Tarnagulla	20		63			13	4
Men	17		65			15	3
Women	21		60			15	3
18-34	20		64			16	
35-49	28	;	54			14	4
50-64	11		68			18	4
							•
65+	20		64			13	3

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: 68 Councils asked group: 16

46

## COMMUNICATIONS



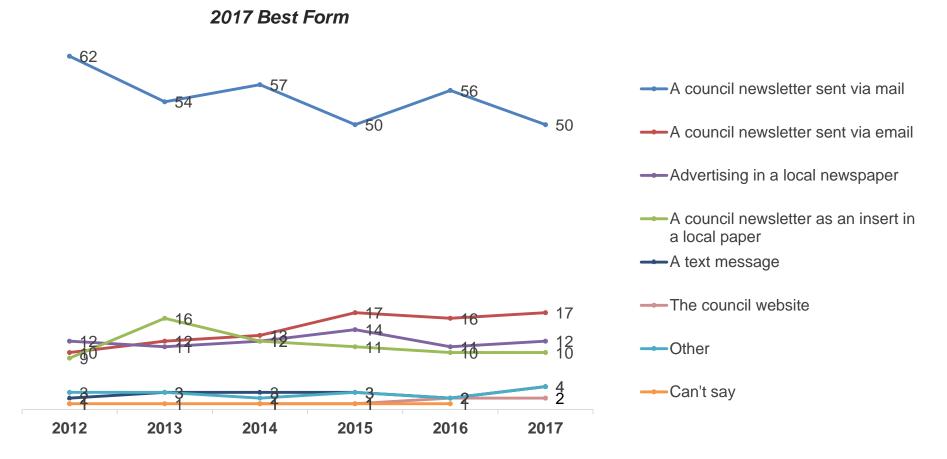


Overall preferred forms of communication	<ul> <li>Newsletter sent via mail (50%)</li> </ul>
Preferred forms of communication among over 50s	• Newsletter sent via mail (54%)
Preferred forms of communication among under 50s	<ul> <li>Newsletter sent via mail (41%)</li> </ul>
Greatest change since 2016	Newsletter sent via mail (-6)

Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

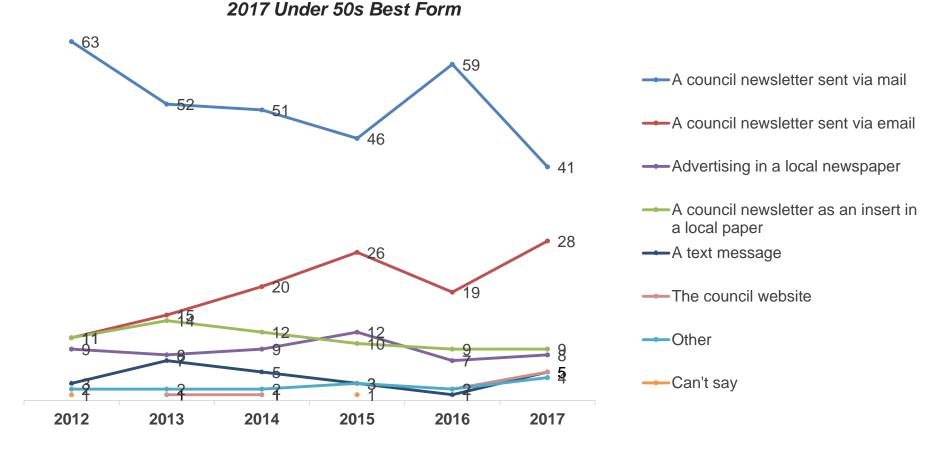
## **2017 BEST FORMS OF COMMUNICATION**





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: 30 Councils asked group: 7

## **2017 BEST FORMS OF COMMUNICATION: UNDER 50S**

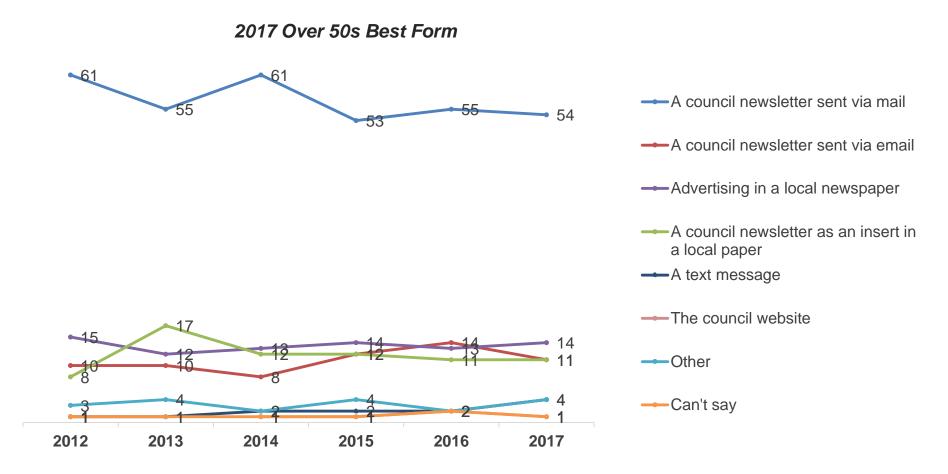


Q13. If Loddon Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

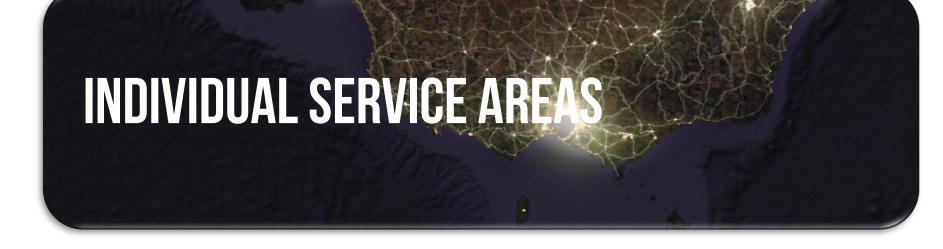


## **2017 BEST FORMS OF COMMUNICATION: OVER 50S**





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: 30 Councils asked group: 7





## **2017 COMMUNITY CONSULTATION AND ENGAGEMENT** Importance index scores



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

2017 Consultation and Engagement Importance

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences

## **2017 COMMUNITY CONSULTATION AND ENGAGEMENT** IMPORTANCE DETAILED PERCENTAGES



#### 2017 Consultation and Engagement Importance

2017 Loddon	25	45		23	3 2 2
2016 Loddon	36	42		18	112
2015 Loddon	30	37		28	212
2014 Loddon	21	46		27	3 1 2
2013 Loddon	26	47		23	211
2012 Loddon	26	47		22	2 21
State-wide	29	41		24	4 11
Small Rural	30	42		23	3 11
Boort / Terricks	24	46		22	3 3 2
Wedderburn	28	43		24	23
Inglewood / Tarnagulla	24	45		23	3 2 2
Men	22	41	26		4 4 3
Women	27	49		20	22
18-34	19	44		33	4
35-49	26	47		23	22
50-64	34	45		12	5 3 2
65+	20	45	2	7	234
Personal user	28	52			19
Household user	27	53			19
	% Very important	mportant Not that important	■ Not at all	important	■ Can't

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

## **2017 COMMUNITY CONSULTATION AND ENGAGEMENT** Performance index scores



2011	Consultation and Engager	nem Performa	nce	2016	2015	2014	2013	2012
Personal user			63 <b>个</b>	60	64	64	65	63
Household user		62	۲ <b>۰</b>	60	64	64	66	62
Boort / Terricks		58		61	61	60	n/a	n/a
65+		57		58	63	65	59	65
Women	5	6		62	62	62	65	63
18-34	5	6		66	53	59	65	61
Small Rural	55			55	56	n/a	n/a	n/a
Loddon	55			57	60	60	62	62
35-49	55			56	60	57	66	62
State-wide	55			54	56	57	57	57
Men	54			53	58	59	60	60
Wedderburn	54			55	61	56	n/a	n/a
Inglewood / Tarnagulla	53			54	57	62	n/a	n/a
50-64	53			52	58	58	62	58

2017 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: 68 Councils asked group: 16 Note: Please see page 5 for explanation about significant differences

## **2017 COMMUNITY CONSULTATION AND ENGAGEMENT** PERFORMANCE DETAILED PERCENTAGES



#### 2017 Loddon 2016 Loddon 2015 Loddon Q 2014 Loddon 2013 Loddon 2012 Loddon State-wide Small Rural **Boort / Terricks** Wedderburn Inglewood / Tarnagulla Men Women 18-34 35-49 50-64 Q 65+ Personal user Household user % Very good Poor Very poor Can't say Good Average

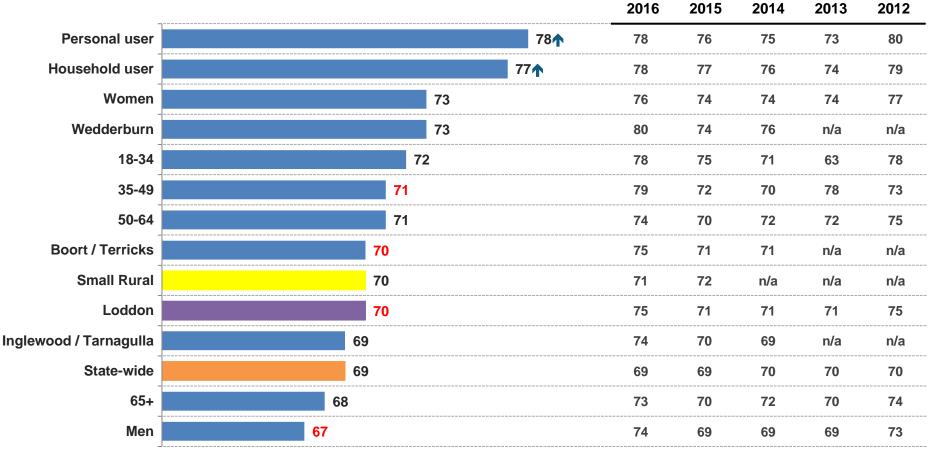
#### 2017 Consultation and Engagement Performance

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

## **2017 LOBBYING ON BEHALF OF THE COMMUNITY** Importance index scores



#### 2017 Lobbying Importance



Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences

## **2017 LOBBYING ON BEHALF OF THE COMMUNITY** Importance detailed percentages



#### 2017 Lobbying Importance

2017 Loddon	23	42	24	4 3 3
2016 Loddon	34	34 37		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	23	39	27	7 22
Small Rural	24	40	27	4 2 3
Boort / Terricks	26	40	25	4 4 2
Wedderburn	25	41	27	2 4
Inglewood / Tarnagulla	20	44	23 4	4 5
Men	21	41	25 5	5 5 3
Women	26	43	24	214
18-34	32	32	32	4
35-49	23	49	21	52
50-64	27	38	23	7 2 3
65+	18	44	24 2	5 7
Personal user	32	48	16	22
Household user	29	49	18	21
	%			
Extremely important	Very important Fa	airly important Not that important	Not at all important	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: 22 Councils asked group: 5

## **2017 LOBBYING ON BEHALF OF THE COMMUNITY** Performance index scores



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

#### 2017 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: 68 Councils asked group: 16 Note: Please see page 5 for explanation about significant differences

#### **2017 LOBBYING ON BEHALF OF THE COMMUNITY** Performance detailed percentages

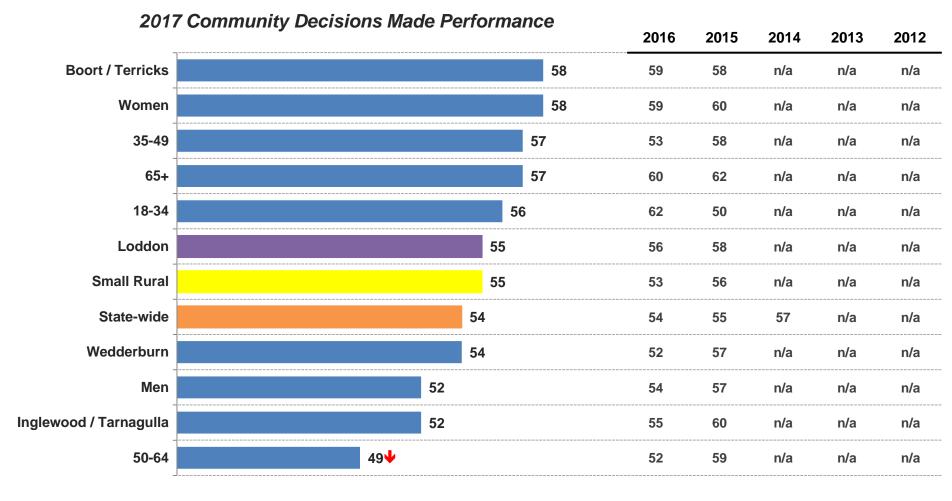


#### 2017 Lobbying Performance

2017 Loddon	10	27		24		10	7	23
2016 Loddon	8	29		31		8	3	21
2015 Loddon	9	29		27		8	5	23
2014 Loddon	11	30			26	8	3	22
2013 Loddon	10	34			27		8 6	16
2012 Loddon	12		37		27		7	4 14
State-wide	5	24		31		13	5	22
Small Rural	6	26		29		12	5	21
<b>Boort / Terricks</b>	10	30		24		7	5	24
Wedderburn	15		29		26		11	7 13
Inglewood / Tarnagulla	9	22		23	12	8		26
Men	13	25		25		8	8	20
Women	7	28		22	12	5		26
18-34	4	33		20	7	4		31
35-49	7	26		23	12	7		25
50-64	10	25		31		11	6	16
65+	14	26	6	21	3	8 8		24
Personal user	23	3	23		28		11	10 4
Household user	23	3	21		28		14	10 3
%	D	■ Very good	Good	Average	Poor	Very	poor	■ Can't say

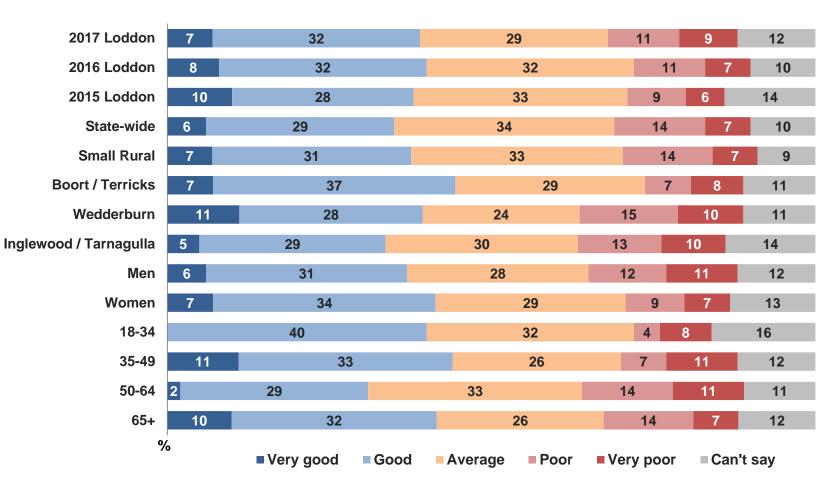
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

## **2017 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: 68 Councils asked group: 16 Note: Please see page 5 for explanation about significant differences JWSRESEARCH

## **2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY** Performance detailed percentages



#### 2017 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: 68 Councils asked group: 16

WSRESEARCH

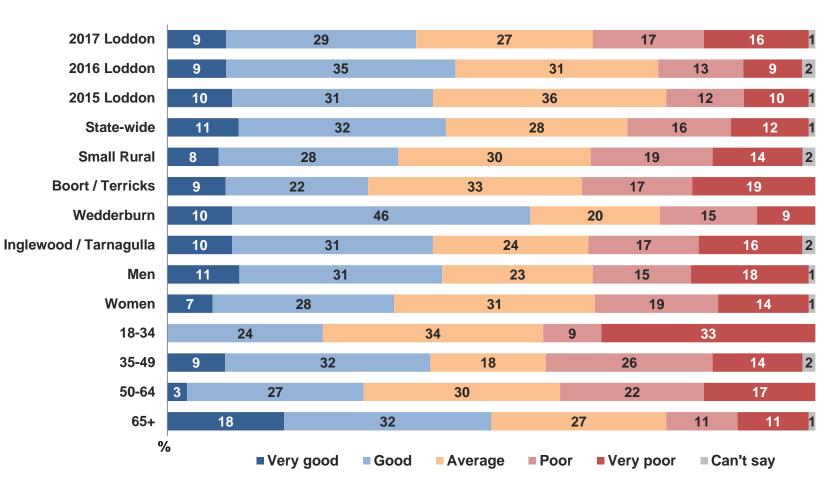
## **2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA** PERFORMANCE INDEX SCORES

2016 2014 2013 2012 2015 Wedderburn 59 62 64 n/a n/a n/a 65+ 58 61 64 n/a n/a n/a 53 State-wide 54 55 55 n/a n/a 51 Men 52 55 n/a n/a n/a Inglewood / Tarnagulla 50 55 55 n/a n/a n/a Loddon 50 55 55 n/a n/a n/a Small Rural 50 52 52 n/a n/a n/a Women 49 59 55 n/a n/a n/a 35-49 49 49 50 n/a n/a n/a **Boort / Terricks** 46 52 52 n/a n/a n/a 50-64 44 53 55 n/a n/a n/a 18-34 38 54 42 n/a n/a n/a

2017 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: 68 Councils asked group: 16 Note: Please see page 5 for explanation about significant differences JWSRESEARCH

# **2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA** PERFORMANCE DETAILED PERCENTAGES



#### 2017 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: 68 Councils asked group: 16

J00533 Community Satisfaction Survey 2017 - Loddon Shire Council

JWSRESEARCH

## **2017 INFORMING THE COMMUNITY** IMPORTANCE INDEX SCORES



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

#### 2017 Informing Community Importance

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

#### **2017 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES**



#### 2017 Informing Community Importance

2017 Loddon	29	43	23 4 11
2016 Loddon	39	41	16 21
2015 Loddon	29	43	23 4 1
2014 Loddon	26	46	23 4 1
2013 Loddon	30	50	18 11
2012 Loddon	30	45	22 3 1
State-wide	30	43	23 4 1
Small Rural	32	44	20 3 1
Boort / Terricks	26	42	26 4 1
Wedderburn	42	33	17 5 3
Inglewood / Tarnagulla	28	46	22 3 1
Men	25	42	26 5 1 2
Women	34	43	20 2
18-34	24	36	36 4
35-49	30	37	28 6
50-64	39	36	19 4 1 2
65+	24	53	19 21
Personal user	32	40	21 5 2
Household user	31	39	22 5 2
	%		
Extremely important	Very important Fairly im	portant Not that important	Not at all important Can't s

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

## **2017 INFORMING THE COMMUNITY** Performance index scores



-				2016	2015	2014	2013	2012
Household user			63	62	67	70	69	67
Personal user			63	62	67	70	68	67
Boort / Terricks			62	66	63	66	n/a	n/a
18-34			60	62	54	65	65	68
35-49			60	58	61	62	65	66
65+			60	63	68	69	63	65
Women			60	64	64	67	66	66
State-wide			59	59	61	62	61	60
Loddon		ļ	59	60	62	65	64	64
Small Rural		58		58	60	n/a	n/a	n/a
Men		58		57	61	64	62	63
Wedderburn	56			53	62	61	n/a	n/a
Inglewood / Tarnagulla	56			57	61	66	n/a	n/a
50-64	54			57	60	64	63	59

#### 2017 Informing Community Performance

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9 Note: Please see page 5 for explanation about significant differences

#### **2017 INFORMING THE COMMUNITY** PERFORMANCE DETAILED PERCENTAGES

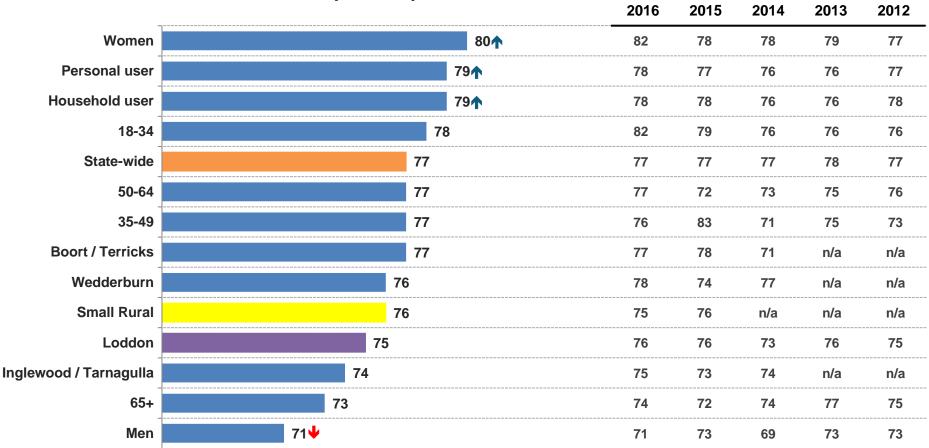


2017 Loddon	15	36		25		12	10 2
2016 Loddon	13	38		28		12	7 2
2015 Loddon	14	38		31		10	52
2014 Loddon	18	38	}	2	7	9	4 4
2013 Loddon	18	37		29		9	52
2012 Loddon	19	36		28		12	3 3
State-wide	11	35		32		13	5 3
Small Rural	12	35		30		14	7 3
<b>Boort / Terricks</b>	15	40			29	7	7 1
Wedderburn	12	37		25		1	12 2
Inglewood / Tarnagulla	16	30		22	18		11 3
Men	15	33		26		3	11 2
Women	14	38	38			12	8 2
18-34	15	41		24		13	8
35-49	13	40	40			11 7	
50-64	12	29		29	15		11 4
65+	18	36		22		11	10 2
Personal user	18		42		21	11	7 1
Household user	18	42		21		11	7 1
%	D	■ Very good ■ Good	Average	■ Poor ■ V	ery poor	Can't	say

#### 2017 Informing Community Performance

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

## 2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

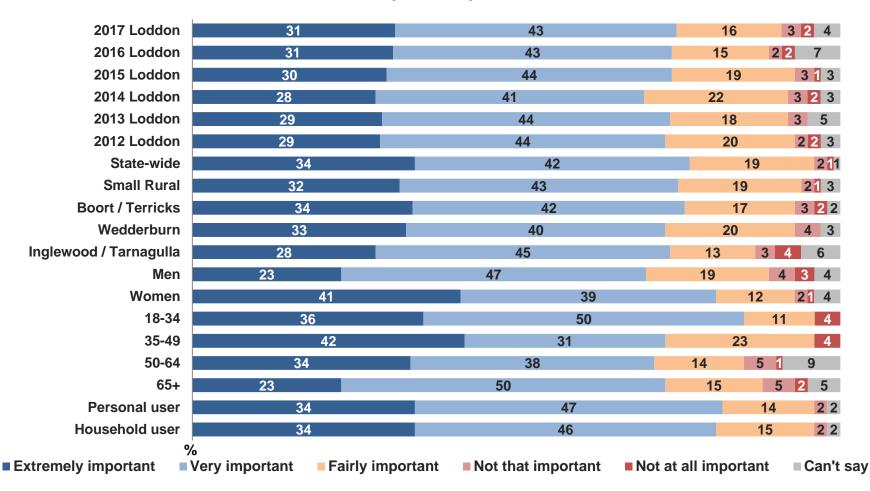


#### 2017 Streets and Footpaths Importance

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: 25 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences JWSRESEARCH

J00533 Community Satisfaction Survey 2017 - Loddon Shire Council

## **2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA** IMPORTANCE DETAILED PERCENTAGES



#### 2017 Streets and Footpaths Importance

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: 25 Councils asked group: 6

J00533 Community Satisfaction Survey 2017 - Loddon Shire Council

W S R E S E A R C H

## **2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA** PERFORMANCE INDEX SCORES

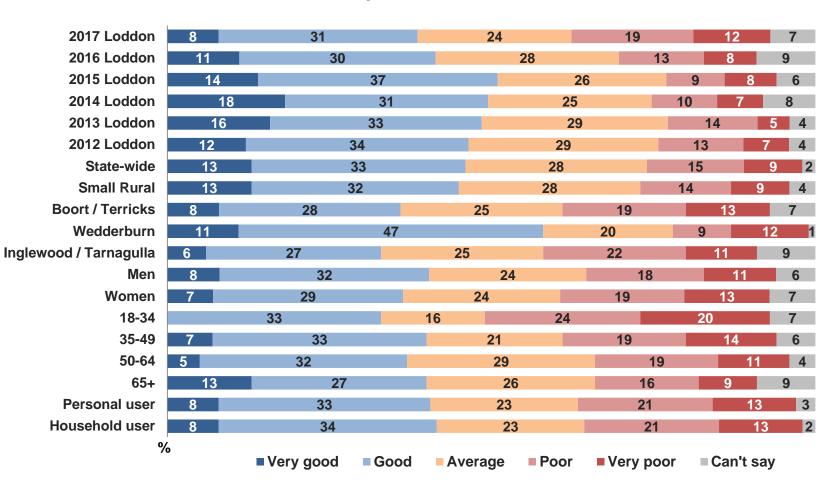


_	<b>*</b>		2016	2015	2014	2013	2012
Wedderburn		59∱	58	64	69	n/a	n/a
State-wide		57个	57	58	58	58	57
Small Rural		57个	58	59	n/a	n/a	n/a
65+		55	63	62	64	59	61
Men		52	56	62	62	62	58
Loddon		51	56	61	62	60	58
Personal user		51	59	62	62	61	59
Household user		51	59	61	62	61	59
50-64		50	53	62	61	61	55
35-49		50	53	62	64	64	61
Boort / Terricks		50	57	61	65	n/a	n/a
Women		49	57	60	61	59	57
Inglewood / Tarnagulla		49	55	59	54	n/a	n/a
18-34	41♥		54	55	54	57	52

#### 2017 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: 32 Councils asked group: 7 Note: Please see page 5 for explanation about significant differences

## **2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA** PERFORMANCE DETAILED PERCENTAGES



#### 2017 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: 32 Councils asked group: 7

WSRESEARCH

### **2017 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES**



			2016	2015	2014	2013	2012
Women		74∱	79	73	74	75	75
State-wide		71♠	70	71	70	71	70
Wedderburn		70	73	76	71	n/a	n/a
50-64		69	74	72	66	70	69
Household user		69	77	71	72	81	72
Personal user		69	77	72	72	81	71
65+		69	71	69	70	71	71
Loddon		67	72	69	67	70	70
Small Rural		67	69	68	n/a	n/a	n/a
Inglewood / Tarnagulla		67	72	71	70	n/a	n/a
Boort / Terricks		66	72	66	63	n/a	n/a
35-49		66	72	69	63	67	65
Men	61	¥	66	66	61	65	65
18-34	61		71	64	66	72	73

### 2017 Law Enforcement Importance

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

## **2017 ENFORCEMENT OF LOCAL LAWS** Importance detailed percentages



#### 2017 Law Enforcement Importance

2017 Loddon	23		38			26	6	5	3
2016 Loddon	30		38	3	22			7	21
2015 Loddon	23		39		30			7	11
2014 Loddon	20		39		30			7 3	2
2013 Loddon	23		41			25		8	12
2012 Loddon	24		39		29			7	11
State-wide	27		38			26		6	21
Small Rural	22		38			29		6 4	4 1
Boort / Terricks	24		35		2	26	6	6	3
Wedderburn	23		46			16	9	3	4
Inglewood / Tarnagulla	22		37			29		6 4	2
Men	16	37			27		11	7	3
Women	30		3	9		2	5	2	22
18-34	19	21			52			4	4
35-49	26		25		32		13	2	4
50-64	27		39			20	4	7	3
65+	19		50			17	6	5	3
Personal user	35			34		13	8	10	
Household user	35			33		15	8	9	
	%	<b>Fairly incoments</b>	nt Notth		<b>— N</b> I -	4 a4 all !		- 0-	
Extremely important	Very important	Fairly importa	Int Not th	at important		t at all imp	oortant	Ca	n't s

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

### **2017 ENFORCEMENT OF LOCAL LAWS** Performance index scores



			2016	2015	2014	2013	2012
18-34		70	64	57	60	71	64
Small Rural		65	64	66	n/a	n/a	n/a
35-49		65	62	71	68	68	70
Women		64	66	66	68	70	68
State-wide		64	63	66	66	65	65
Inglewood / Tarnagulla		64	63	69	66	n/a	n/a
Boort / Terricks		63	65	63	64	n/a	n/a
Loddon		63	63	65	65	68	67
65+		63	67	67	67	66	68
Men		62	60	64	62	66	66
Wedderburn		62	59	59	65	n/a	n/a
50-64	58	8	58	63	64	67	64
Household user	58	8	56	64	61	67	64
Personal user	57		56	63	61	67	64

### 2017 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: 32 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

## **2017 ENFORCEMENT OF LOCAL LAWS** Performance detailed percentages



2017 Loddon	15		33		28		7	5	12
2016 Loddon	12		36		23	6	5	1	17
2015 Loddon	15		35		26		6	4	14
2014 Loddon	15		34		25		6 4		17
2013 Loddon	15		40			23	5	2	16
2012 Loddon	14		40			24	5	3	13
State-wide	12		39		26		8	3	13
Small Rural	13		40			25	7	3	12
<b>Boort / Terricks</b>	15		35		2	9	6	5	10
Wedderburn	12		36		25		15	2	10
Inglewood / Tarnagulla	16		30		28		5 6		15
Men	14		33		30		6	6	11
Women	16		34		26		8	3	13
18-34	24			44		12		8	4 7
35-49	16		32		23	7	4	20	)
50-64	10	34			31		8	8	9
65+	15		30		35		5	4	11
Personal user	24		17		34		13		12
Household user	24		20		31		13		12
%		Very good	■ Good	Avera	ge Poor	Very po	or	Can't s	say

#### 2017 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: 32 Councils asked group: 6

### **2017 FAMILY SUPPORT SERVICES** IMPORTANCE INDEX SCORES



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

#### 2017 Family Support Importance

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4 Note: Please see page 5 for explanation about significant differences

### **2017 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES**



### 2017 Family Support Importance

2017 Loddon	24	44	21	3 3 5
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 2
Small Rural	24	42	23	6 2 3
Boort / Terricks	27	42	22	2 4 5
Wedderburn	28	39	21	236
Inglewood / Tarnagulla	21	47	21	4 3 5
Men	15	43	27	4 4 7
Women	34	44		15 122
18-34	27	44	2	8
35-49	24	47	16	7 2 4
50-64	28	39	23	3 4 4
65+	21	45	20	158
Personal user	28	49		24
Household user	27	51		22
Extremely important	Very important Fairl	ly important Not that important	Not at all import	ant Can't s

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

### **2017 FAMILY SUPPORT SERVICES** Performance index scores



		2016	2015	2014	2013	2012
	75♠	73	73	75	70	70
	71	67	69	71	70	76
	71	67	71	71	73	76
	70	65	64	65	68	68
	68	64	67	70	n/a	n/a
	68	66	67	n/a	n/a	n/a
	67	67	64	64	n/a	n/a
	67	65	65	67	69	66
	67	66	67	68	67	67
6	5	64	60	61	68	67
64		63	61	72	n/a	n/a
64		65	66	70	69	64
61♥		60	63	69	68	65
59♥		59	61	62	68	62
	64 64 64	75↑ 71 71 70 68 68 68 67 67 67 67 67 67 67 67 67 67	$ \begin{array}{c c c c c c c c } \hline                                    $	$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	2016201520147573737571676971716771717065646568646770686667n/a676764646765656767646061646361726465667061606369	$\begin{array}{ c c c c c c c c c c c c c c c c c c c$

### 2017 Family Support Performance

Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7 Note: Please see page 5 for explanation about significant differences

### **2017 FAMILY SUPPORT SERVICES** Performance detailed percentages



### 2017 Family Support Performance

2017 Loddon	13		34		20	5	3	26	•	
2016 Loddon	11	32	2		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	2	4 2	2	23	
2012 Loddon	15		30		21	7	3	2	5	
State-wide	11	30		2	0	4 1		34		
Small Rural	12	31	1	1	9	4 2		33		
<b>Boort / Terricks</b>	14		39			23	4	3	17	
Wedderburn	9	35			17	9 2		28		
Inglewood / Tarnagulla	13	2	9	1	7	4 2		34		
Men	13		36		19	3	1	28		
Women	12		33		21	6	4	2	4	
18-34		44			19	1	6		21	
35-49	16		35			23	5	5	16	
50-64	6	30		25		5 3		30		
65+	20		33		1	5 12		30		
Personal user	2	6		40			22		5 3	4
Household user	2(	6		38			25		5 3	4
%	, D	■ Very good	Good	Average	e Po	or Ve	y 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: 32 Councils asked group: 7

### **2017 ELDERLY SUPPORT SERVICES** IMPORTANCE INDEX SCORES



#### Personal user Household user Women 50-64 Wedderburn n/a n/a **Small Rural** n/a n/a n/a **Boort / Terricks** n/a n/a Loddon 65+ State-wide Inglewood / Tarnagulla n/a n/a 35-49 18-34 72↓ Men

2017 Elderly Support Importance

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

### **2017 ELDERLY SUPPORT SERVICES** IMPORTANCE DETAILED PERCENTAGES



### 2017 Elderly Support Importance

2017 Loddon	37	42	14	3 1 2
2016 Loddon	45	39	11	212
2015 Loddon	40	44	11	22
2014 Loddon	36	48	11	22
2013 Loddon	37	47	12	111
2012 Loddon	38	47	11	1 <mark>1</mark> 1
State-wide	35	44	17	211
Small Rural	37	44	16	211
Boort / Terricks	36	44	15	211
Wedderburn	46	28	16 2	2 5
Inglewood / Tarnagulla	35	44	12	5 11
Men	26	44	20 6	<b>2</b> 3
Women	50	40		8 1 <mark>1</mark> 1
18-34	43	27	21	9
35-49	33	44	18	222
50-64	45	35	14	3 1 2
65+	32	51	10	3 2 3
Personal user	57	37		3 21
Household user	52	40		5 11
		nt Not that important Not at a	Il importont	
Extremely important	Very important Fairly important	ant Not that important Not at a	II important	■ Can't s

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

### **2017 ELDERLY SUPPORT SERVICES** Performance index scores



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

### 2017 Elderly Support Performance

Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9 Note: Please see page 5 for explanation about significant differences

### **2017 ELDERLY SUPPORT SERVICES** PERFORMANCE DETAILED PERCENTAGES



### 2017 Elderly Support Performance

2017 Loddon	22	31			8	6	4	19
2016 Loddon	21	30		1	9	4 2	2	3
2015 Loddon	20	35			17	5 3		20
2014 Loddon	28		28		18	4 1	2	22
2013 Loddon	28		34		· · · · ·	18	22	16
2012 Loddon	23		35		20	3	3 3	17
State-wide	14	31		19	4 2		30	
Small Rural	19	35			17	5 2	2	2
<b>Boort / Terricks</b>	22	33	8		20	5	2	18
Wedderburn	16	35		19		11	7	13
Inglewood / Tarnagulla	24	28	}	15	4	5	2	3
Men	18	31		20		5 4	2	2
Women	26		32		16	6	4	16
18-34	16	36		12	4 4		28	
35-49	16	30		16	7 4	4	28	
50-64	15	34		22		6 4	4	19
65+	33		28		18		5 5	12
Personal user	38			43			9	4 6
Household user	33			46			11	5 5
%	■ Very g	good Good	Averag	e Poc	or ∎Ve	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: 35 Councils asked group: 9

### **2017 RECREATIONAL FACILITIES** IMPORTANCE INDEX SCORES



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

#### 2017 Recreational Facilities Importance

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences

### **2017 RECREATIONAL FACILITIES** IMPORTANCE DETAILED PERCENTAGES



### 2017 Recreational Facilities Importance

2017 Loddoi	n 26	43	23	6 3
2016 Loddor	n 31	43	19	5 12
2015 Loddoi	n <u>30</u>	40	25	32
2014 Loddor	n <u>20</u>	48	24	5 12
2013 Loddor	n <u>23</u>	46	25	4 <mark>1</mark> 1
2012 Loddor	n <u>21</u>	49	26	3 <mark>1</mark> 1
State-wide	24	46	26	4 1
Small Rura	l 23	43	28	4 1
Boort / Terricks	29	41	21	7 2
Wedderbur	n 19	52	25	3 2
Inglewood / Tarnagulla	a <u>24</u>	43	24	6 3
Mei	n <u>18</u>	47	22	9 3
Wome	n <u>33</u>	40	23	22
18-34	4 28	29	39	4
35-4	34	32	28	4 2
50-64	4 27	40	21	12 1
65-	- 19	57	15	5 4
Personal use	r <u>31</u>	40	23	4 1
Household use	r <u>31</u>	40	23	5 1
	%			
Extremely important	Very important Fa	airly important Not that important	Not at all important	■Can't s

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

### **2017 RECREATIONAL FACILITIES** Performance index scores



2011			2016	2015	2014	2013	2012
65+		77	75	78	81	75	78
Personal user		75	76	74	79	76	77
Household user		75	76	75	79	76	76
Boort / Terricks		74	72	74	79	n/a	n/a
Women		74	75	75	76	77	75
35-49		74	72	72	76	72	75
Loddon	73		72	73	77	74	74
Inglewood / Tarnagulla	73		73	74	75	n/a	n/a
Men	72		70	72	78	70	72
Wedderburn	71		72	69	76	n/a	n/a
50-64	70		68	73	76	73	73
State-wide	70↓		69	70	71	70	70
Small Rural	<b>69</b> ₩		68	70	n/a	n/a	n/a
18-34	69		75	65	73	74	66

#### 2017 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: 10 Note: Please see page 5 for explanation about significant differences

### **2017 RECREATIONAL FACILITIES** PERFORMANCE DETAILED PERCENTAGES



#### 2017 Recreational Facilities Performance

2017 Loddon	27	47	13 4 4 4
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	22	43	22 7 2 4
Small Rural	23	42	21 6 4 4
<b>Boort / Terricks</b>	29	51	12 2 5 1
Wedderburn	29	43	12 7 6 3
Inglewood / Tarnagulla	26	44	15 5 2 8
Men	27	45	15 5 4 5
Women	28	49	12 4 4 3
18-34	15	59	17 4 4
35-49	30	49	9 5 5 2
50-64	22	45	17 6 4 5
65+	34	42	12 3 3 6
Personal user	32	45	15 5 3 1
Household user	32	45	15 4 3 1
%	■ 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: 40 Councils asked group: 10

## **2017 THE APPEARANCE OF PUBLIC AREAS** IMPORTANCE INDEX SCORES



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

2017 Public Areas Importance

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences

## **2017 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES**



### 2017 Public Areas Importance

2017 Loddon	22	48		25	2 21	
2016 Loddon	28	46		21	2 <mark>1</mark> 1	
2015 Loddon	24	45	45			
2014 Loddon	20	49		28	2	
2013 Loddon	25	47	47			
2012 Loddon	27	44	26	3 1		
State-wide	26	47		24	2	
Small Rural	26	47		23	3 11	
Boort / Terricks	24	48		24	2 21	
Wedderburn	25	55		18	3 2	
Inglewood / Tarnagulla	19	45		28	4 21	
Men	15	51		26	3 3 2	
Women	29	45		24	2	
18-34	23	33		40	4	
35-49	24	50		21	4 2	
50-64	25	45		25	3 11	
65+	19	55		21	212	
Personal user	25	49		23	21	
Household user	25	49		23	21	
	%				•	
Extremely important	Very important	Fairly important Not that important	Not a	at all important	Can't	

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

## **2017 THE APPEARANCE OF PUBLIC AREAS** Performance index scores



35-49       76       71       74       71       74       75         Small Rural       74       74       73       74       n/a       n/a       n/a         Wedderburn       74       78       76       78       76       78       n/a       n/a         Household user       73       75       73       76       75       74       74       74         Personal user       73       75       73       76       74       74       74         Men       72       72       72       72       73       76       74       74         State-wide       71       71       74       73       75       174       71       71       72       72       74       75       74       74       75       74       74       75       74				2016	2015	2014	2013	2012
Wedderburn       74       78       76       78       n/a         Household user       73       75       73       76       75       74         Personal user       73       75       73       76       74       74         Men       72       72       72       72       73       76       74         65+       72       72       72       72       73       76       74         State-wide       71       71       72       72       71       71       72       74         Boort / Terricks       71       71       74       73       75       73       73       73       73         Inglewood / Tarnagulla       70       71       72       71       73       73       73       73         18-34       69       75       65       71       73       72       71       72	35-49		76	71	74	71	74	75
Household user       73       75       73       76       75       74         Personal user       73       75       73       76       74       74         Men       72       72       72       72       73       73         65+       71       72       72       72       72       74         State-wide       71       71       72       72       71       71         Boort / Terricks       71       71       74       73       74       73       73         Mome       70       74       73       74       73       73       74         Inglewood / Tarnagulla       69       75       65       71       73       72       72	Small Rural		74♠	73	74	n/a	n/a	n/a
Personal user       73       75       73       76       74       74         Men       72       72       72       72       73       73         65+       72       72       72       73       74       74         State-wide       71       71       72       72       71       71         Boort / Terricks       71       71       74       73       75       n/a       n/a         Loddon       71       74       73       74       73       73       73         Nomen       70       76       74       75       73       73       73         Inglewood / Tarnagulla       69       75       65       71       73       72       72	Wedderburn		74	78	76	78	n/a	n/a
Men       72       72       72       72       73       73         65+       72       77       75       77       72       74         State-wide       71       71       72       72       71       71         Boort / Terricks       71       71       73       75       n/a       n/a         Loddon       71       74       73       74       73       73       73         Momen       70       71       74       73       74       73       73         Inglewood / Tarnagulla       69       75       65       71       73       72	Household user		73	75	73	76	75	74
65+727775777274State-wide717172727171Boort / Terricks7171747375n/an/aLoddon71747374737373Women707674757373Inglewood / Tarnagulla697565717372	Personal user		73	75	73	76	74	74
State-wide       71       71       72       72       71       71         Boort / Terricks       71       71       73       75       n/a       n/a         Loddon       71       71       73       74       73       73       73         Women       70       76       74       75       73       73         Inglewood / Tarnagulla       70       71       72       71       n/a       n/a         18-34       69       75       65       71       73       72	Men		72	72	72	72	73	73
Boort / Terricks       71       74       73       75       n/a       n/a         Loddon       71       74       73       74       73       73         Women       70       76       74       75       73       73         Inglewood / Tarnagulla       70       71       72       71       n/a       n/a         18-34       69       75       65       71       73       72	65+		72	77	75	77	72	74
Loddon717473747373Women707674757373Inglewood / Tarnagulla70717271n/an/a18-34697565717372	State-wide	71		71	72	72	71	71
Women         70         76         74         75         73         73           Inglewood / Tarnagulla         70         71         72         71         n/a         n/a           18-34         69         75         65         71         73         72	Boort / Terricks	71		74	73	75	n/a	n/a
Inglewood / Tarnagulla       70       71       72       71       n/a       n/a         18-34       69       75       65       71       73       72	Loddon	71		74	73	74	73	73
18-34     69     75     65     71     73     72	Women	70		76	74	75	73	73
	Inglewood / Tarnagulla	70		71	72	71	n/a	n/a
50-64         67         70         75         74         73         71	18-34	69		75	65	71	73	72
	50-64	67		70	75	74	73	71

#### 2017 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: 39 Councils asked group: 10 Note: Please see page 5 for explanation about significant differences

## **2017 THE APPEARANCE OF PUBLIC AREAS** Performance detailed percentages



### 2017 Public Areas Performance

2017 Loddon	24	48	18	5 4 1
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	25	46	20	6 21
Small Rural	30	44	17	5 3 1
<b>Boort / Terricks</b>	25	47	18	4 5
Wedderburn	28	49	1	4 5 3 1
Inglewood / Tarnagulla	22	47	19	7 3 2
Men	25	49	17	5 4 1
Women	23	46	18	6 4 2
18-34	17	63		8 4 8
35-49	28	54		14 4
50-64	20	46	21	8 4 1
65+	28	40	21	6 2 3
Personal user	25	50		17 4 3
Household user	26	50	1	7 5 3
%	o ■ Very good	d Good Average Poor	Very poor	Can't say

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 39 Councils asked group: 10

### **2017 WASTE MANAGEMENT** IMPORTANCE INDEX SCORES



_					2016	2015	2014	2013	2012
State-wide				79∱	80	79	79	79	78
Women				<b>78↑</b>	83	78	79	81	78
Wedderburn				78	77	77	78	n/a	n/a
Small Rural			76		79	77	n/a	n/a	n/a
Household user			<b>76</b>		82	77	77	78	76
35-49			76		81	76	76	76	74
Personal user			<b>76</b>		83	77	77	78	76
Inglewood / Tarnagulla		75			81	77	76	n/a	n/a
50-64		74			79	78	70	76	74
Loddon		74			80	76	74	77	76
65+		74			79	74	78	76	77
18-34	73				82	73	71	81	78
Boort / Terricks	72				79	74	71	n/a	n/a
Men	70↓				77	74	70	73	74

#### 2017 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences



#### 2017 Waste Management Importance

2017 Loddor	28	46	22	2 2 1
2016 Loddor	39	42	15	2 1
2015 Loddor	31	44	21	3 11
2014 Loddor	27	48	20	3 11
2013 Loddor	31	47	19	1 <mark>1</mark> 1
2012 Loddor	29	48	17	4 1
State-wide	36	46	16	6 1
Small Rura	30	48	19	2 <mark>1</mark> 1
Boort / Terricks	<b>2</b> 4	47	22	4 2
Wedderbur	34	44	19	22
Inglewood / Tarnagulla	30	45	22	121
Mer	21	48	24	3 3 1
Womer	35	43	19	11
18-34	36	33	24	4 4
35-49	31	42	25	2
50-64	28	46	23	121
65-	- 24	52	18	3 11
Personal use	30	47	20	12
Household use	r <u>30</u>	47	19	12
Extremely important	% ■ Very important ■ Fairly in	nportant Not that important No	ot at all important	■ Can't s

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

### **2017 WASTE MANAGEMENT** Performance index scores



		2016	2015	2014	2013	2012
	78	74	75	75	73	75
	77	77	75	74	n/a	n/a
	77	76	78	79	77	75
	77	76	78	79	78	75
76		73	73	72	77	62
75		77	76	78	78	74
75		76	80	81	76	75
74		74	76	76	75	72
74		71	75	74	73	70
73		71	75	79	n/a	n/a
71↓		70	72	73	71	72
70		72	73	73	74	72
70₩		69	71	n/a	n/a	n/a
70		73	80	75	n/a	n/a
	76 75 75 75 74 74 74 74 73 71 ↓ 70 70 70 4	78 77 77 77 76 76 75 75 75 74 74 74 74 74 74 73 70 70	$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $

#### 2017 Waste Management Performance

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 38 Councils asked group: 9 Note: Please see page 5 for explanation about significant differences



#### 2017 Waste Management Performance

2017 Loddon	27	47	16 3 2 6
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	25	44	18 6 3 3
Small Rural	25	42	18 7 4 4
<b>Boort / Terricks</b>	28	49	15 <mark>1</mark> 1 6
Wedderburn	21	52	14 5 6 1
Inglewood / Tarnagulla	27	42	17 5 3 7
Men	27	45	18 3 3 5
Women	26	49	13 4 2 6
18-34	27	50	16 4 4
35-49	33	44	13 2 2 7
50-64	16	53	21 3 3 4
65+	30	43	13 4 4 6
Personal user	33	47	15 3 21
Household user	33	47	15 3 21
%	■ Very good	Good Average Poor	Very poor

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 38 Councils asked group: 9

# 2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES



				2016	2015	2014	2013	2012
Personal user			80	81	76	77	80	78
Household user			79∱	81	76	76	78	78
Women		74		77	72	72	75	69
35-49		73		75	70	69	77	72
18-34		73		74	70	62	70	64
Small Rural		72		71	70	n/a	n/a	n/a
Wedderburn		72		75	75	76	n/a	n/a
Boort / Terricks		71		75	68	67	n/a	n/a
Loddon		71		74	69	68	71	69
glewood / Tarnagulla		70		73	68	67	n/a	n/a
65+		70		74	69	71	70	70
50-64	68			74	68	69	68	69
Men	68			71	66	64	67	69
State-wide	67♥			67	67	67	67	66

#### 2017 Business/Development/Tourism Importance

Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences

Ing

# 2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES



#### 2017 Loddon 2016 Loddon 6 1 3 2015 Loddon 2 4 1 2014 Loddon 2013 Loddon 6 1 2012 Loddon 6 11 State-wide Small Rural 5 2 2 **Boort / Terricks** 3 3 4 Wedderburn 5 12 Inglewood / Tarnagulla 1 4 Men 3 4 4 12 Women 18-34 4 4 4 35-49 5 2 2 50-64 65 +Personal user 3 1 Household user %

Not that important

#### 2017 Business/Development/Tourism Importance

Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

Fairly important

Very important

Extremely important

Not at all important

Can't say

# 2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



	•		_		2016	2015	2014	2013	2012
Household user				67	64	69	71	70	67
65+				66	67	72	73	65	70
Personal user				66	63	68	71	69	67
Boort / Terricks			64		66	63	67	n/a	n/a
Women			64		65	69	67	68	66
Small Rural			64		61	63	n/a	n/a	n/a
Loddon		63			63	66	67	65	65
Wedderburn	62				64	66	65	n/a	n/a
Men	62				62	63	66	62	65
Inglewood / Tarnagulla	62				60	70	66	n/a	n/a
State-wide	61				60	61	62	62	62
50-64	61				59	66	66	68	62
18-34	60				67	53	66	66	62
35-49	60				61	66	60	62	65

#### 2017 Business/Development/Tourism Performance

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

# 2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



#### 2017 Loddon 2016 Loddon 2015 Loddon 2014 Loddon 2013 Loddon 2012 Loddon State-wide Small Rural Q Δ **Boort / Terricks** Wedderburn Inglewood / Tarnagulla Men Women 18-34 35-49 50-64 65+ Personal user Household user % Very poor Can't say Very good Good Average Poor

#### 2017 Business/Development/Tourism Performance

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

## **2017 PLANNING AND BUILDING PERMITS** Importance index scores



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

2017 Planning & Building Permits Importance

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: 5 Note: Please see page 5 for explanation about significant differences

## **2017 PLANNING AND BUILDING PERMITS** Importance detailed percentages



## 2017 Planning & Building Permits Importance

2017 Loddon	20	35	27	9 3 6
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	27	38	2	5 5 1 3
Small Rural	22	37	28	6 3 5
<b>Boort / Terricks</b>	16	35	30	10 3 6
Wedderburn	20	27	32	11 7 4
Inglewood / Tarnagulla	23	39	22	7 2 7
Men	17	35	28	11 5 5
Women	23	36	26	7 2 7
18-34	24	24	36	13 4
35-49	23	37	19	12 4 5
50-64	22	30	31	8 4 5
65+	15	43	25	6 2 8
Personal user	27	50		16 6
Household user	28	49		15 8
♥ Extremely important		Fairly important Not that ir	nportant Not at all	important ■Can'

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: 5

## **2017 PLANNING AND BUILDING PERMITS** Performance index scores

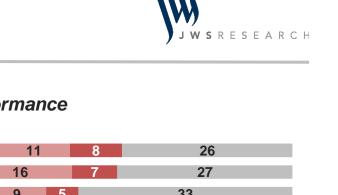


2011	2017 Flamming & Bunding Fermits Ferformance		2016	2015	2014	2013	2012
Boort / Terricks		55	52	55	57	n/a	n/a
65+		55	56	59	60	54	60
Women		55	55	59	61	62	60
35-49		54	47	57	55	57	56
Loddon		53	51	55	58	57	58
Wedderburn		52	54	50	55	n/a	n/a
18-34		52	56	52	58	61	57
Small Rural		51	50	53	n/a	n/a	n/a
Men		51	48	52	55	53	56
Inglewood / Tarnagulla		51	50	58	60	n/a	n/a
State-wide		51	50	54	53	55	54
50-64		50	48	51	58	56	56
Household user	43♥		42	48	52	49	55
Personal user	41♥		39	48	51	49	52

2017 Planning & 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: 25 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

## **2017 PLANNING AND BUILDING PERMITS** Performance detailed percentages



#### 2017 Loddon 2016 Loddon 2015 Loddon 2014 Loddon 2013 Loddon 2012 Loddon State-wide Small Rural **Boort / Terricks** Wedderburn Inglewood / Tarnagulla Men Women 18-34 35-49 50-64 65+ Personal user Household user % Very good Average Poor Can't say Good Very poor

### 2017 Planning & 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: 25 Councils asked group: 6

### **2017 EMERGENCY AND DISASTER MANAGEMENT** IMPORTANCE INDEX SCORES



				2016	2015	2014	2013	2012
Women			85个	86	85	86	84	86
Household user		82		85	84	85	85	84
Wedderburn		82		80	86	84	n/a	n/a
Personal user		81		85	86	86	86	84
Small Rural		81		82	80	n/a	n/a	n/a
50-64		80		82	81	82	81	81
State-wide		80		80	80	80	80	80
Inglewood / Tarnagulla		79		81	80	83	n/a	n/a
65+		79		80	79	82	79	81
Loddon		79		81	80	81	80	81
35-49	77			83	84	78	80	77
Boort / Terricks	77			81	78	78	n/a	n/a
18-34	77			78	75	82	81	87
Men	73♥			76	76	76	77	76

#### 2017 Disaster Management Importance

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

### **2017 EMERGENCY AND DISASTER MANAGEMENT** IMPORTANCE DETAILED PERCENTAGES



### 2017 Disaster Management Importance

2017 Loddon	41	38	14 3 2 2
2016 Loddon	47	33	12 4 1 2
2015 Loddon	42	36	18 11
2014 Loddon	45	38	10 5 11
2013 Loddon	43	39	14 3 <mark>1</mark> 1
2012 Loddon	44	38	13 3 <mark>1</mark> 1
State-wide	45	45 34	
Small Rural	45	36	14 2 <mark>1</mark> 1
Boort / Terricks	41	33	17 5 2 2
Wedderburn	39	45	13 3
Inglewood / Tarnagulla	41	41	11 2 3 1
Men	31	40	20 4 4 1
Women	52	36	7 2 2
18-34	42	32	18 8
35-49	43	30	20 2 4 2
50-64	48	34	10 4 3 1
65+	65+ 34		12 12 3
Personal user	44	43	9 1 3
Household user	46	42	9 12
	% Very important	Not that important Not at 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: 19 Councils asked group: 4

### **2017 EMERGENCY AND DISASTER MANAGEMENT** Performance index scores



					2016	2015	2014	2013	2012
65+			7	74♠	72	74	77	72	76
Wedderburn				74	61	68	71	n/a	n/a
Small Rural			72		71	70	n/a	n/a	n/a
State-wide			70		69	70	71	70	70
Women			70		70	72	75	73	71
Household user		6	9		73	70	79	74	75
Personal user		6	9		73	70	79	73	75
Loddon		68			67	71	72	71	70
Inglewood / Tarnagulla		68			67	72	75	n/a	n/a
Boort / Terricks	6	57			70	70	71	n/a	n/a
35-49	6	57			63	71	68	70	71
Men	6	67			65	69	70	69	69
18-34	66				68	69	72	70	67
50-64	62↓				63	67	71	69	64

#### 2017 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: 24 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

### **2017 EMERGENCY AND DISASTER MANAGEMENT** Performance detailed percentages



#### 2017 Disaster Management Performance

2017 Loddon	22	34		21 6	4 13
2016 Loddon	16	33	23	4 4	19
2015 Loddon	21	36		18 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	37	19	4 2	21
Small Rural	23	38		18 4	2 16
Boort / Terricks	18	38		22 4	5 12
Wedderburn	28	33		11 3 5	19
Inglewood / Tarnagulla	23	30	2	24 8	<b>3</b> 12
Men	18	35	21	5	5 16
Women	25	33		21	6 3 11
18-34	16	32	28	8	16
35-49	12	48		19 5	<b>4</b> 13
50-64	15	31	25	6 8	16
65+	34		30	17	5 4 11
Personal user	27	35		24	8 4 1
Household user	27	36		24	7 4 1
%	■ Very go	ood Good Aver	age Poor	Very poor	Can't say

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

#### **2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA** Importance index scores



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

2017 Unsealed Roads Importance

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: 13 Councils asked group: 5 Note: Please see page 5 for explanation about significant differences

#### **2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA** Importance detailed percentages



#### 2017 Unsealed Roads Importance

2017 Loddor	1 44	44	9 11
2016 Loddor	n <u>50</u>	36	10 2 2
2015 Loddor	۲ 47	37	14 11
2014 Loddor	1 <u>42</u>	38	17 11
2013 Loddor	n <u>41</u>	45	12 11
2012 Loddor	1 <u>44</u>	45	9 1
State-wide	39	39	17 3 <mark>1</mark> 1
Small Rura	l 43	41	13 211
Boort / Terricks	48	43	8 <mark>1</mark> 1
Wedderbur	n <u>37</u>	42	18 12
Inglewood / Tarnagull	42	47	8 1 <mark>1</mark> 1
Me	n <u>38</u>	49	11 12
Wome	n <u>50</u>	40	8 11
18-3	4 47	41	12
35-4	58	28	12 2
50-64	4 47	45	4 3 1
65-	33	54	10 3
Personal use	r 46	43	9 1
Household use	r 47	42	9 1
Extremely important	% Very important Fairly important	Not that important Not at all import	ant ∎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: 13 Councils asked group: 5

#### **2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA** Performance index scores



			2016	2015	2014	2013	2012
65+		49	53	58	59	59	59
Wedderburn		49	51	55	57	n/a	n/a
State-wide		44	43	45	45	44	46
Men		44	49	49	50	55	50
Loddon		43	49	49	51	54	52
Women		43	49	49	53	53	53
Personal user		43	50	50	52	54	53
Inglewood / Tarnagulla		43	48	49	45	n/a	n/a
Small Rural		43	44	45	n/a	n/a	n/a
Household user		43	50	50	52	54	53
Boort / Terricks		42	49	47	54	n/a	n/a
35-49		42	45	47	48	52	50
18-34	35	9	44	36	47	51	50
50-64	3(	9	48	47	49	51	47

#### 2017 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: 18 Councils asked group: 7 Note: Please see page 5 for explanation about significant differences

#### **2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA** Performance detailed percentages



#### 2017 Unsealed Roads Performance

2017 Loddon	8	20		27		23	3	20	2
2016 Loddon	8	24			30		22	12	4
2015 Loddon	8	27			29		21	13	2
2014 Loddon	12	23	8		33		15	13	3
2013 Loddon	15		29			23	18	13	1
2012 Loddon	14		25		26		19	13	3
State-wide	5	21		28		23		16	7
Small Rural	6	20		28		23		18	5
<b>Boort / Terricks</b>	7	18		26		29		18	1
Wedderburn	6	31			32		15	16	1
Inglewood / Tarnagulla	10	18		25		20		23	4
Men	8	22		24		23		21	2
Women	8	18		29		23	3	19	3
18-34	7	7	36			25		20	4
35-49	7	21		26		23		23	
50-64	2	20		27		25		21	3
65+	14		24		23		21	17	2
Personal user	9	21		24		23		21	2
Household user	9	20		24		23		22	2
%	6	■ Very goo	od ∎Go	od A	verage	Poor	Very poor	■ Can't say	

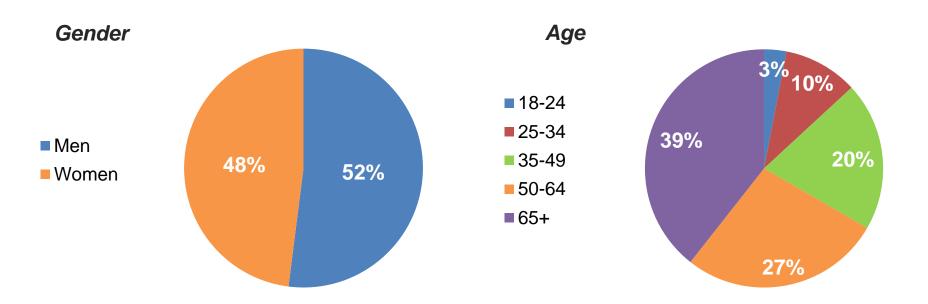
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7





### **2017 GENDER AND AGE PROFILE**



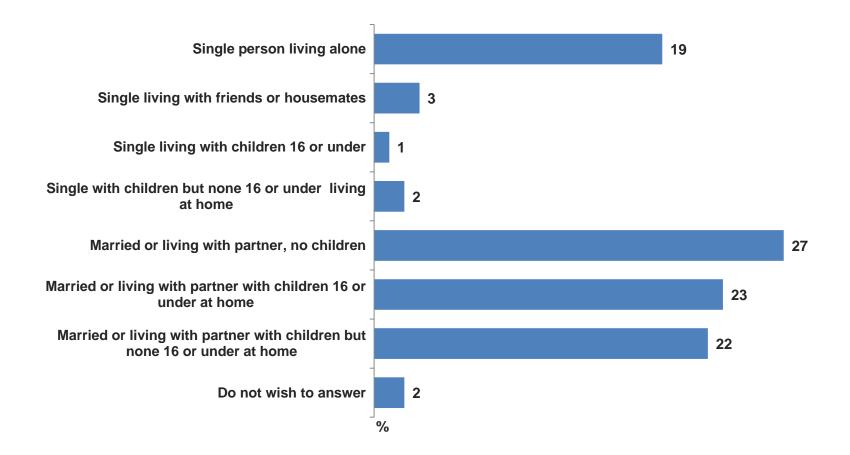


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

#### **2017 HOUSEHOLD STRUCTURE**

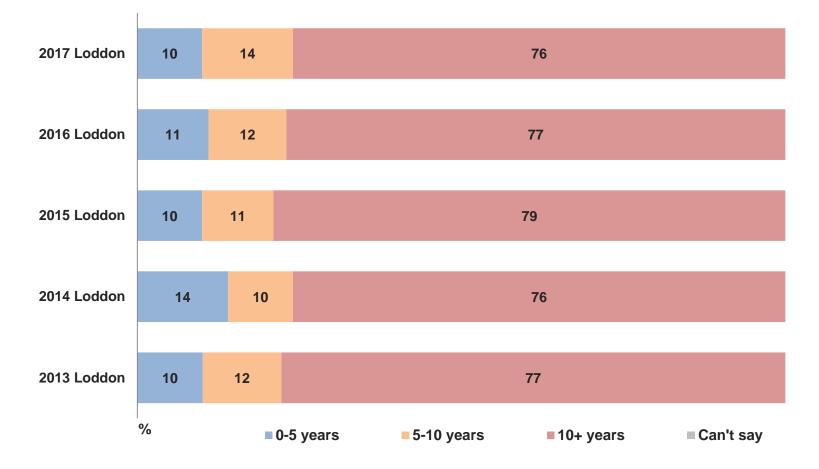


#### 2017 Household Structure







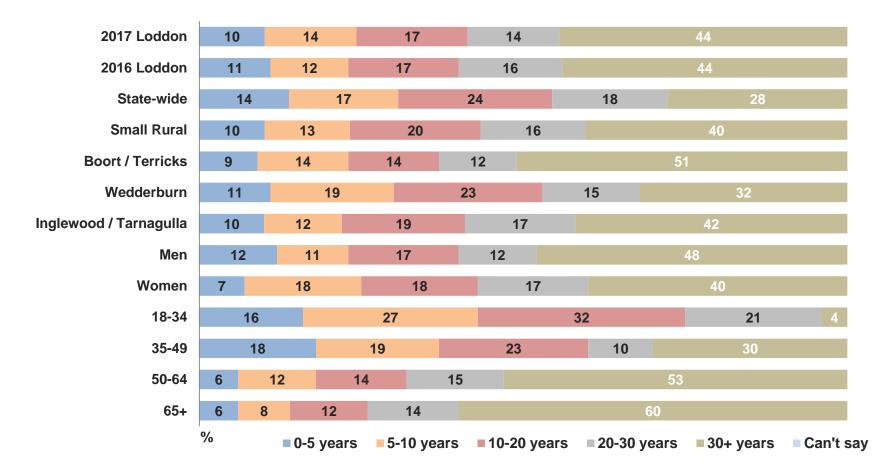


S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3

### **2017 YEARS LIVED IN AREA**



#### 2017 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3

## 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 2012-2017 have been made throughout this report as appropriate.** 

## APPENDIX B: Margins of Error



The sample size for the 2017 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	173	208	+/-7.4
Women	227	192	+/-6.4
Boort / Terricks	168	172	+/-7.5
Wedderburn	67	63	+/-12.0
Inglewood / Tarnagulla	165	165	+/-7.5
18-34 years	25	55	+/-20.0
35-49 years	57	82	+/-13.0
50-64 years	133	108	+/-8.4
65+ years	185	155	+/-7.1



All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 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 2012-2017 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, West Wimmera and Yarriambiack.

Wherever appropriate, results for Loddon Shire Council for this 2017 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 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%	-	<b>INDEX SCORE 56</b>

## APPENDIX B: INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing <b>very well</b> in this service area	This service area is seen to be extremely important
60 – 75	Council is performing <b>well</b> in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing <b>satisfactorily</b> in this service area but needs to improve	This service area is seen to be <b>fairly important</b>
40 – 50	Council is performing <b>poorly</b> in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing <b>very poorly</b> in this service area	This service area is seen to be <b>not that important</b>

### APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



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

Z Score = (\$1 - \$2) / Sqrt ((\$3\*2 / \$5) + (\$4\*2 / \$6))

Where:

>\$1 = Index Score 1

 $\geq$  \$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 2017 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 2017 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 2017 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="https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey">https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey</a>.

### APPENDIX B: Glossary of terms



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

**CSS**: 2017 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.

Statewide 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.

# THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT What they're Thinking. Contact Us: 03 8685 8555

John Scales Managing Director

Mark Zuker Managing Director

