



**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**

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

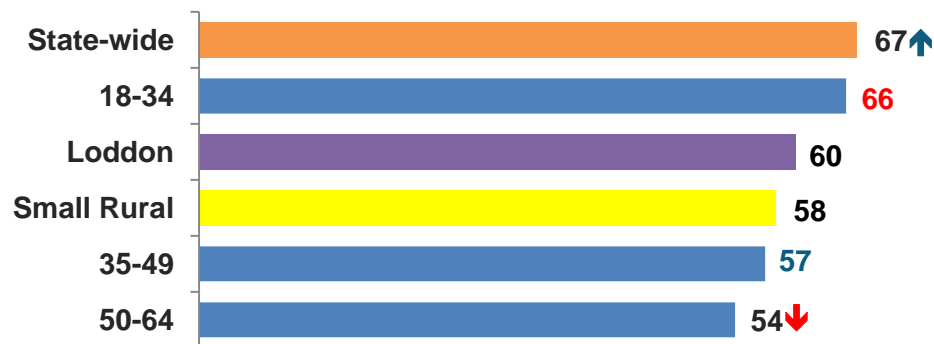
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 higher 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)



FURTHER INFORMATION

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

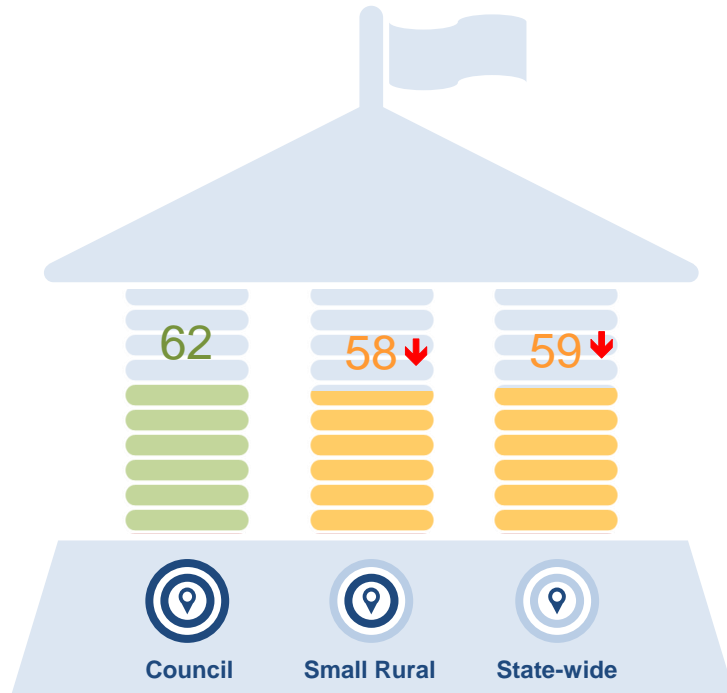
Contacts

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.

A satellite-style map of the United States is shown, with a dark, semi-transparent overlay across the center. The text "KEY FINDINGS & RECOMMENDATIONS" is written in large, white, bold, sans-serif capital letters across the middle of the map.

KEY FINDINGS & RECOMMENDATIONS

LODDON SHIRE COUNCIL



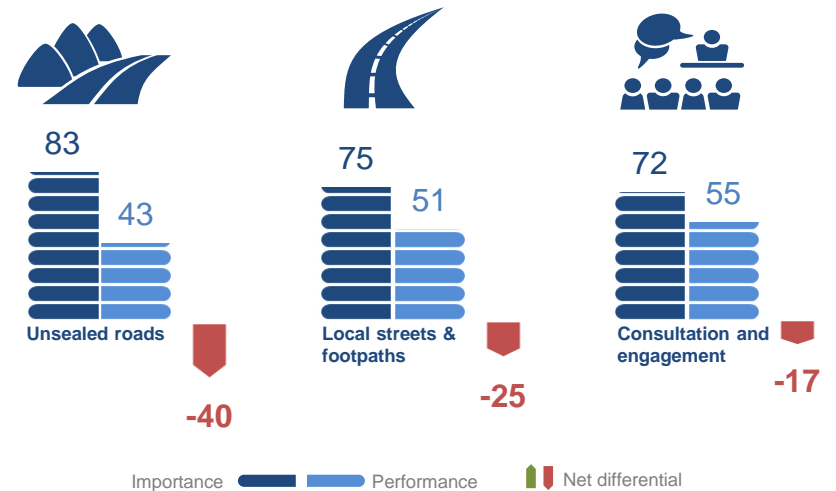
OVERALL COUNCIL PERFORMANCE

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 sub-groups**, 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.

AREAS IN NEED OF ATTENTION

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-).

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.

SNAPSHOT OF KEY FINDINGS

Higher results in 2017

(Significantly higher result than 2016)

- None applicable

Lower results in 2017

(Significantly lower result than 2016)

- Local streets and footpaths
- Sealed local roads
- Unsealed roads

Most favourably disposed towards Council

- Aged 65+ years

Least favourably disposed towards Council

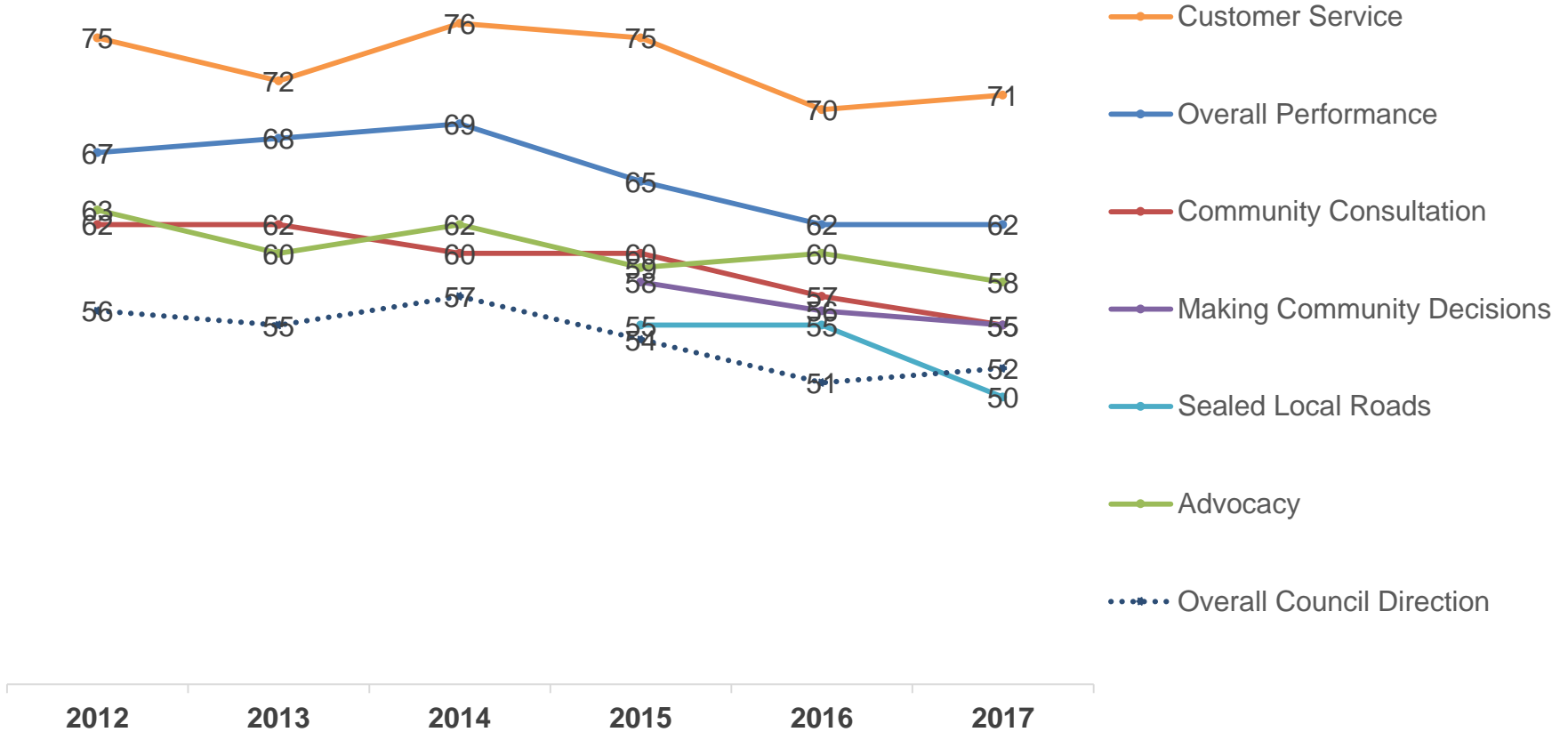
- Aged 50-64 years



SUMMARY OF FINDINGS

2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

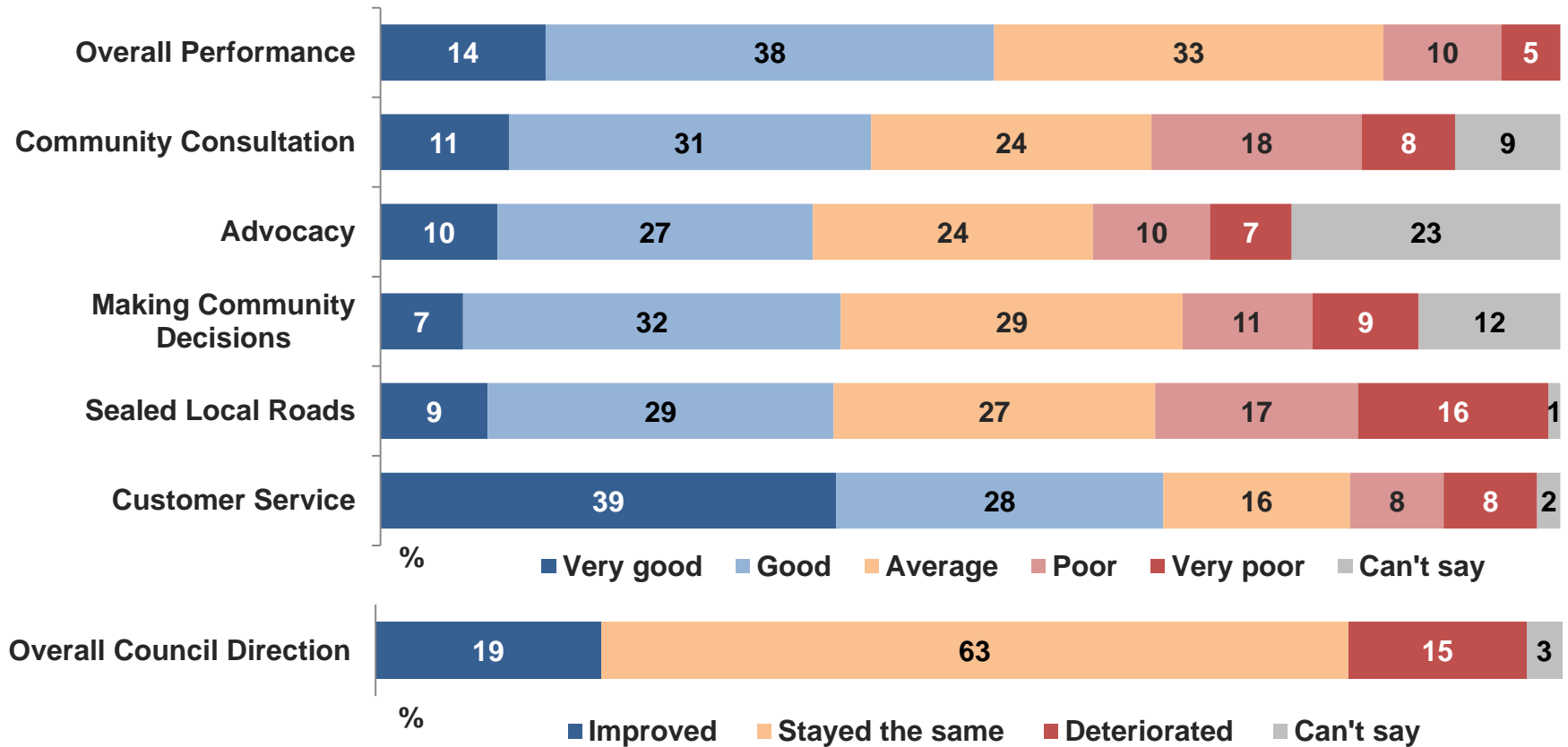
DETAILED ANALYSIS

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
COMMUNITY CONSULTATION (Community consultation and engagement)	55	57	55	55	Boort / Terricks	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	58	60	55	54	Boort / Terricks	Inglewood / Tarnagulla
MAKING COMMUNITY DECISIONS (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

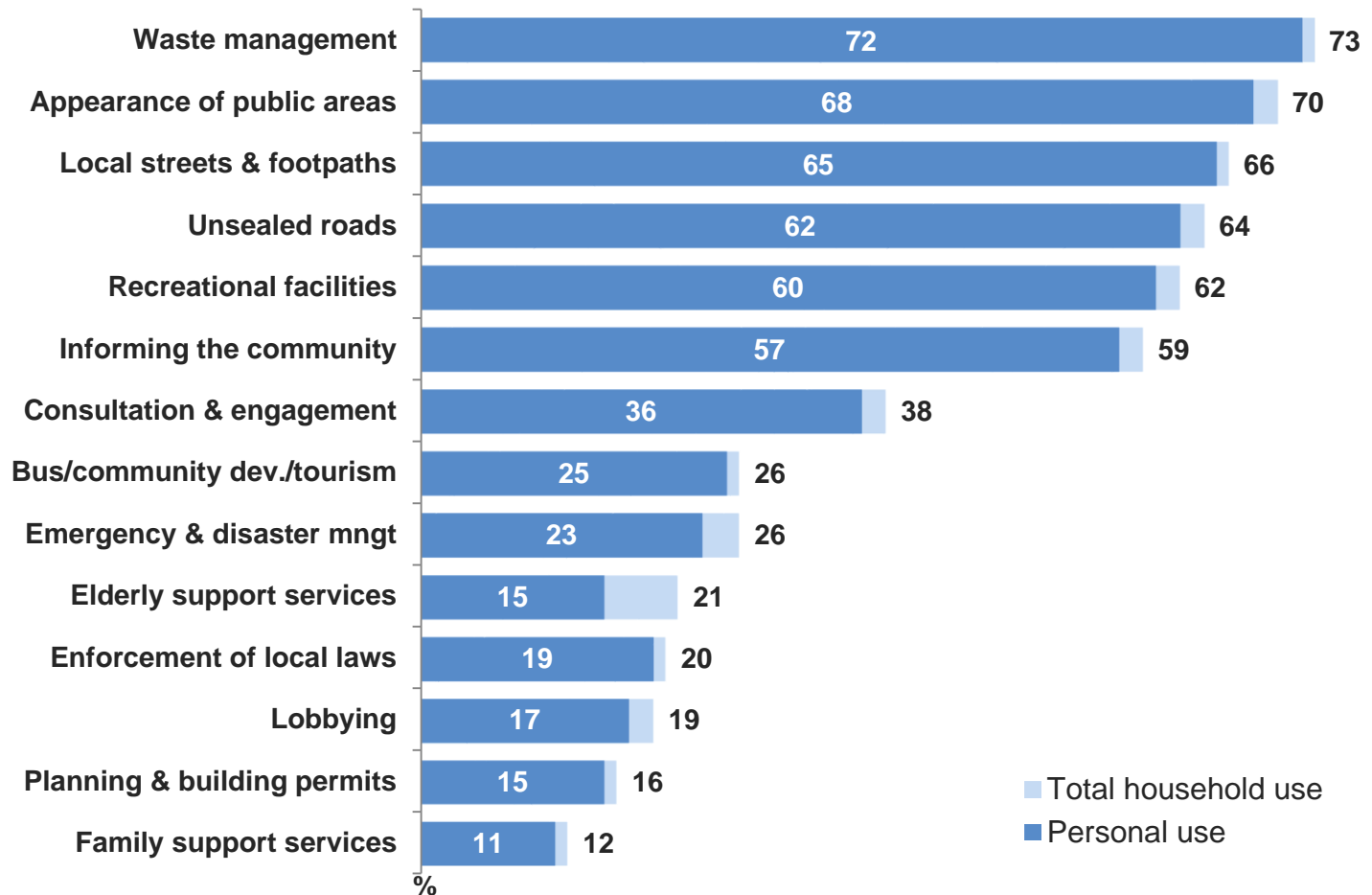
PERCENTAGE RESULTS

Key Measures Summary Results



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

Experience of Services



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?

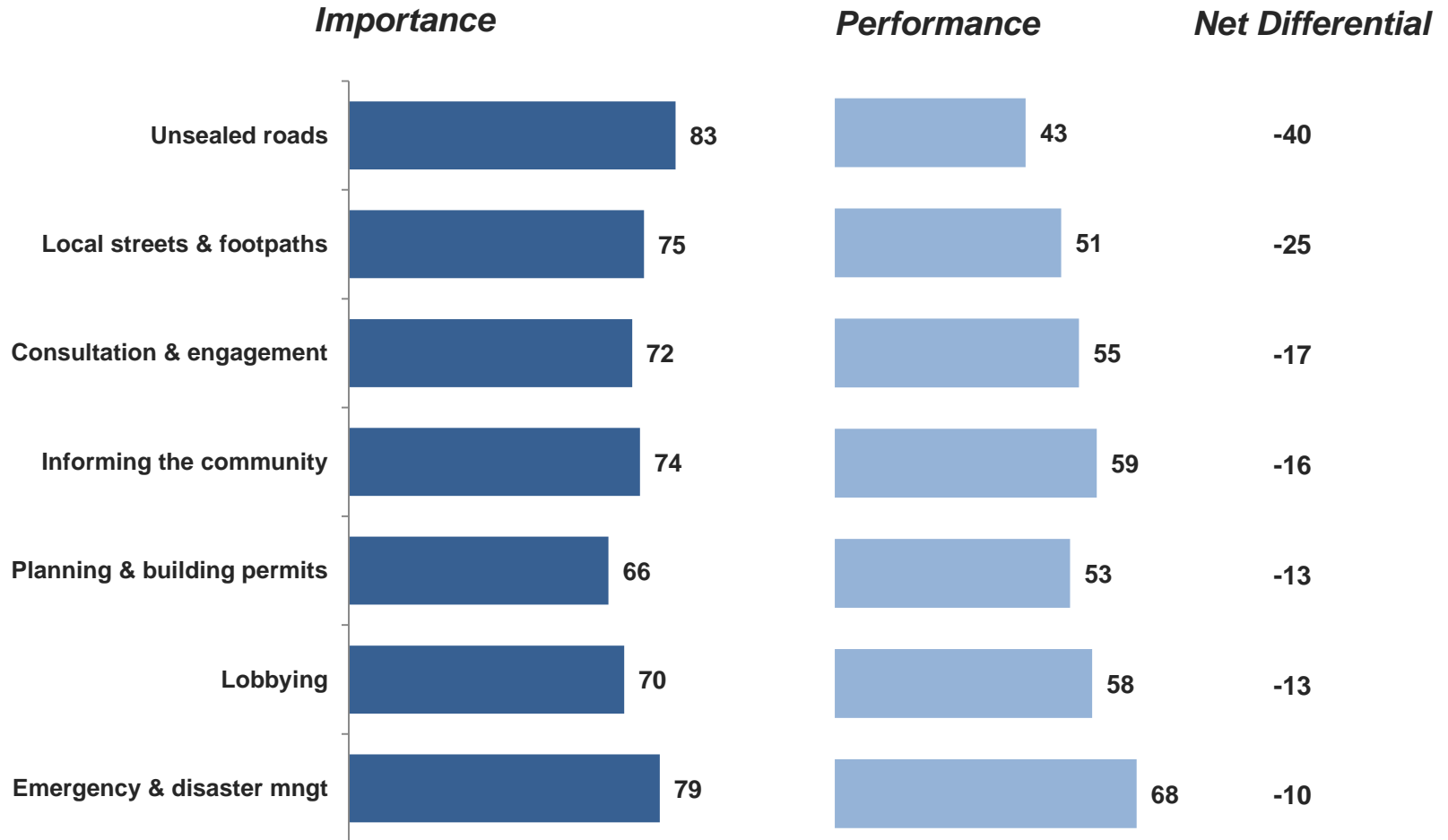
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



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



2017 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME

	<i>2017 Priority Area Importance</i>	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?

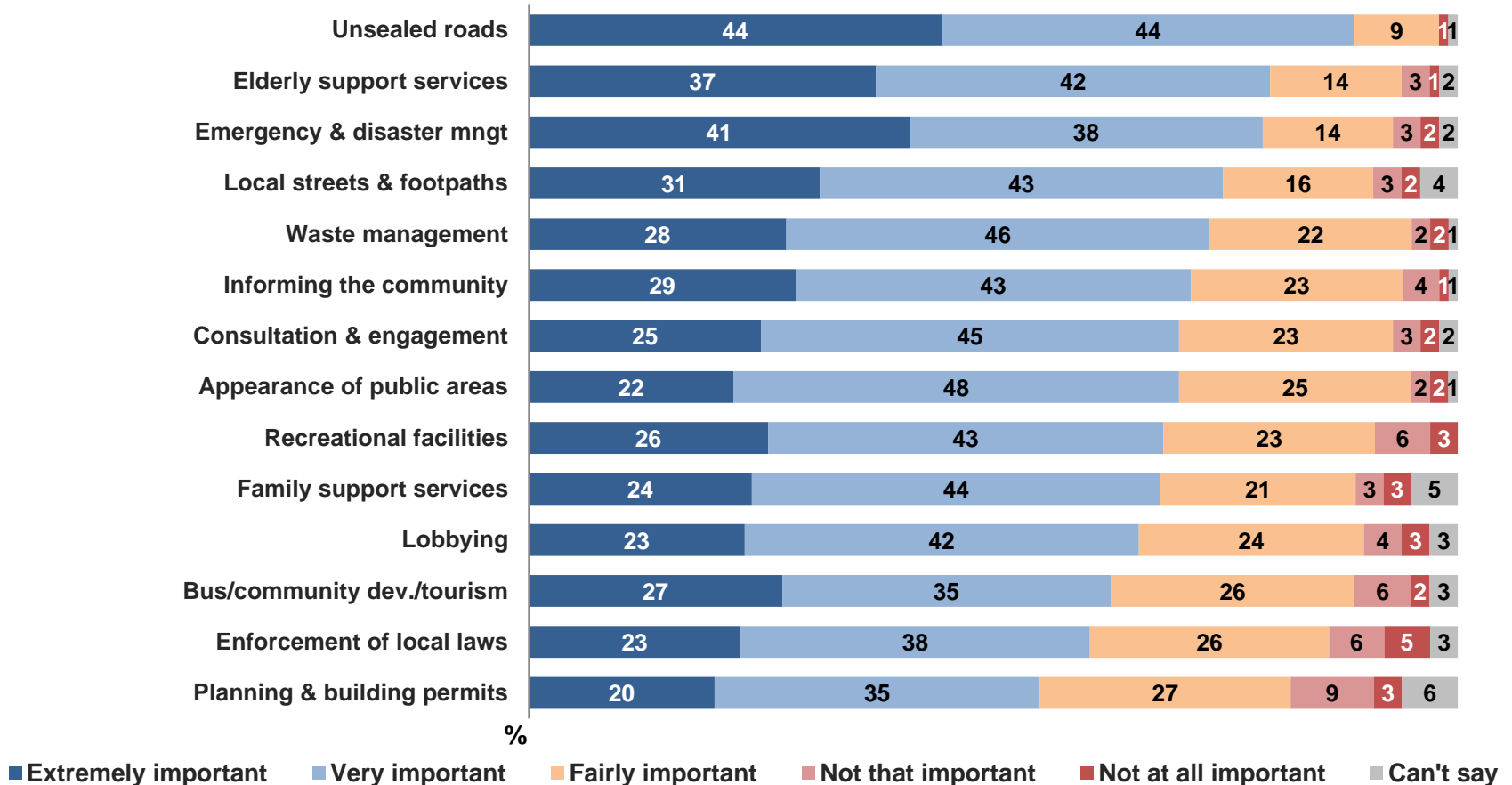
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES

Individual Service Areas Importance



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



<i>2017 Priority Area Performance</i>		2016	2015	2014	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?

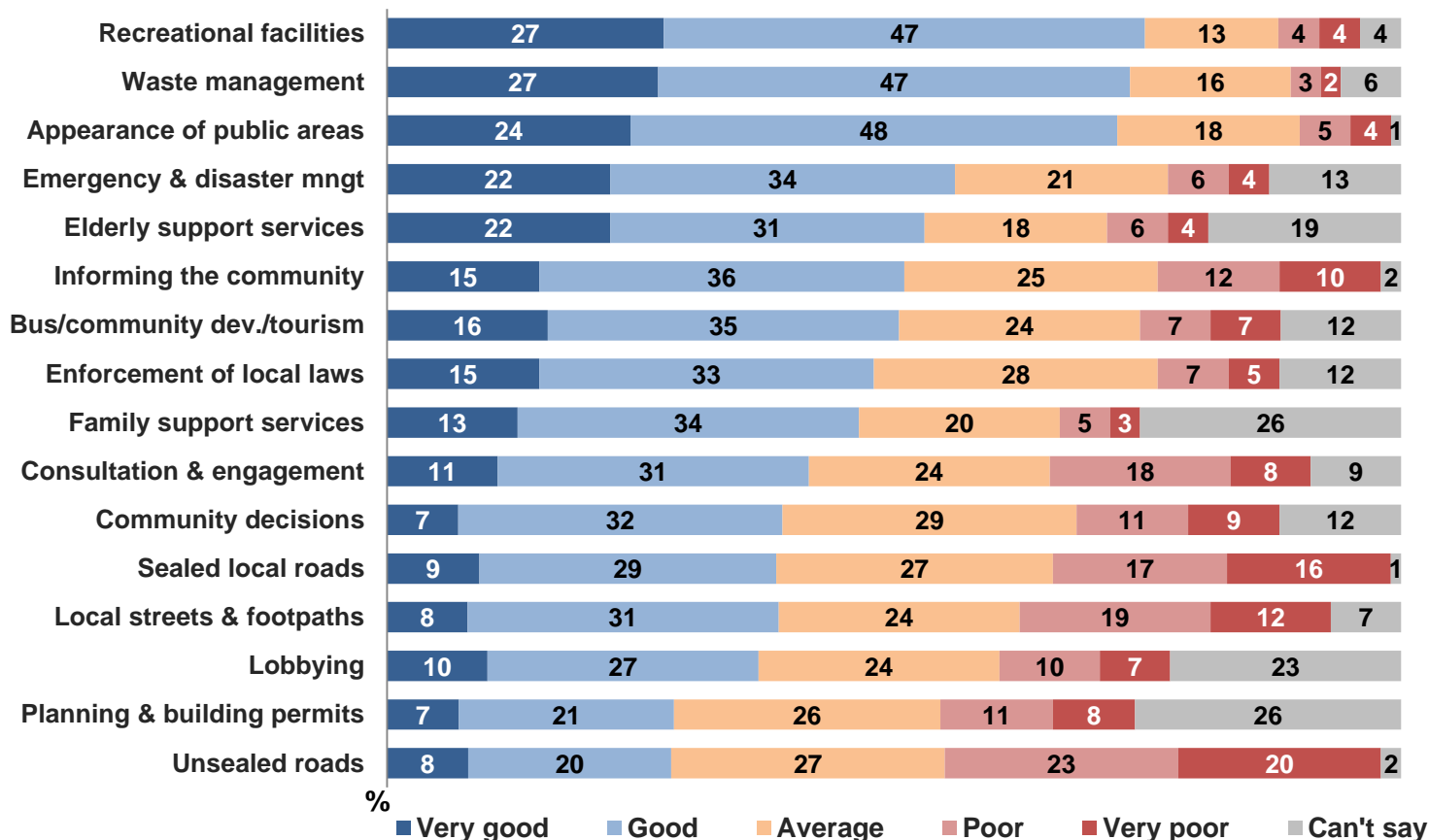
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES

Individual Service Areas Performance



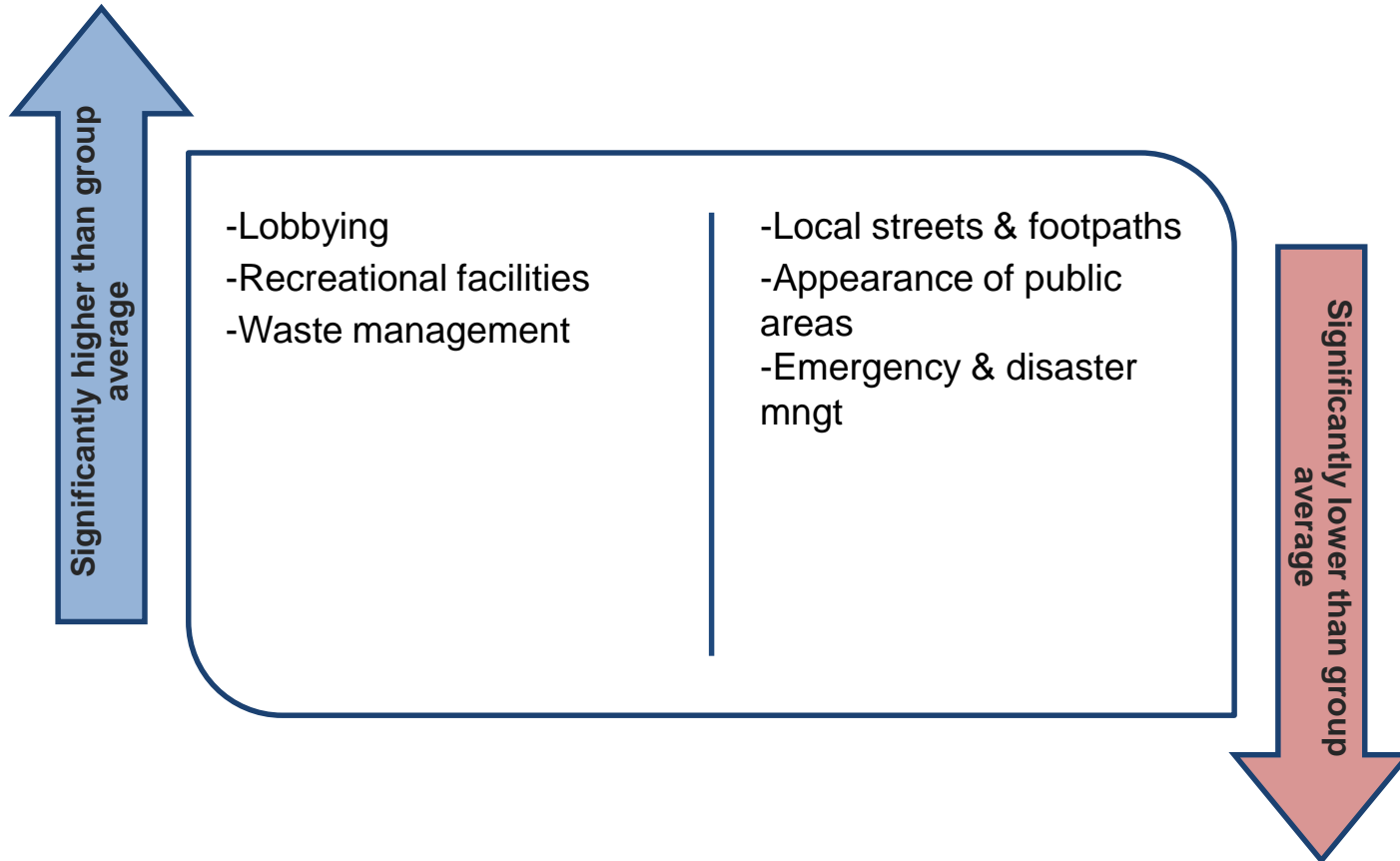
INDIVIDUAL SERVICE AREAS SUMMARY

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 style="list-style-type: none"> 1. Unsealed roads 2. Emergency & disaster mngt 3. Elderly support services 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Population growth 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Waste management

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 style="list-style-type: none"> 1. Planning permits 2. Enforcement of local laws 3. Lobbying 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

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 style="list-style-type: none"> 1. Waste management 2. Recreational facilities 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & 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 style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits

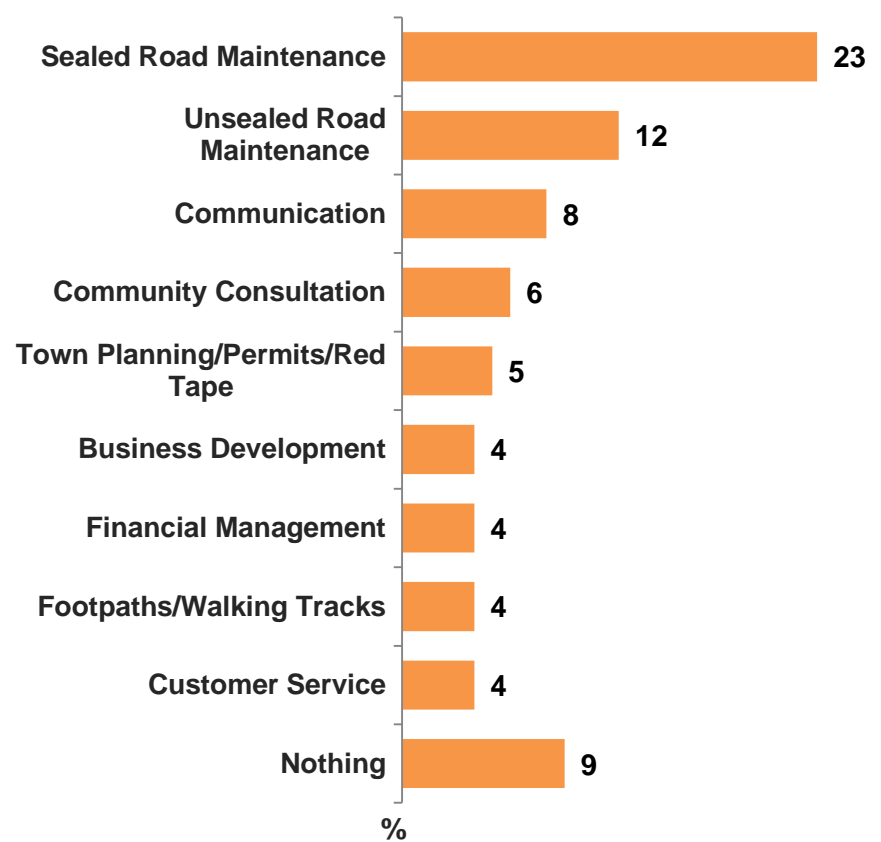
2017 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

2017 Best Aspects



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?

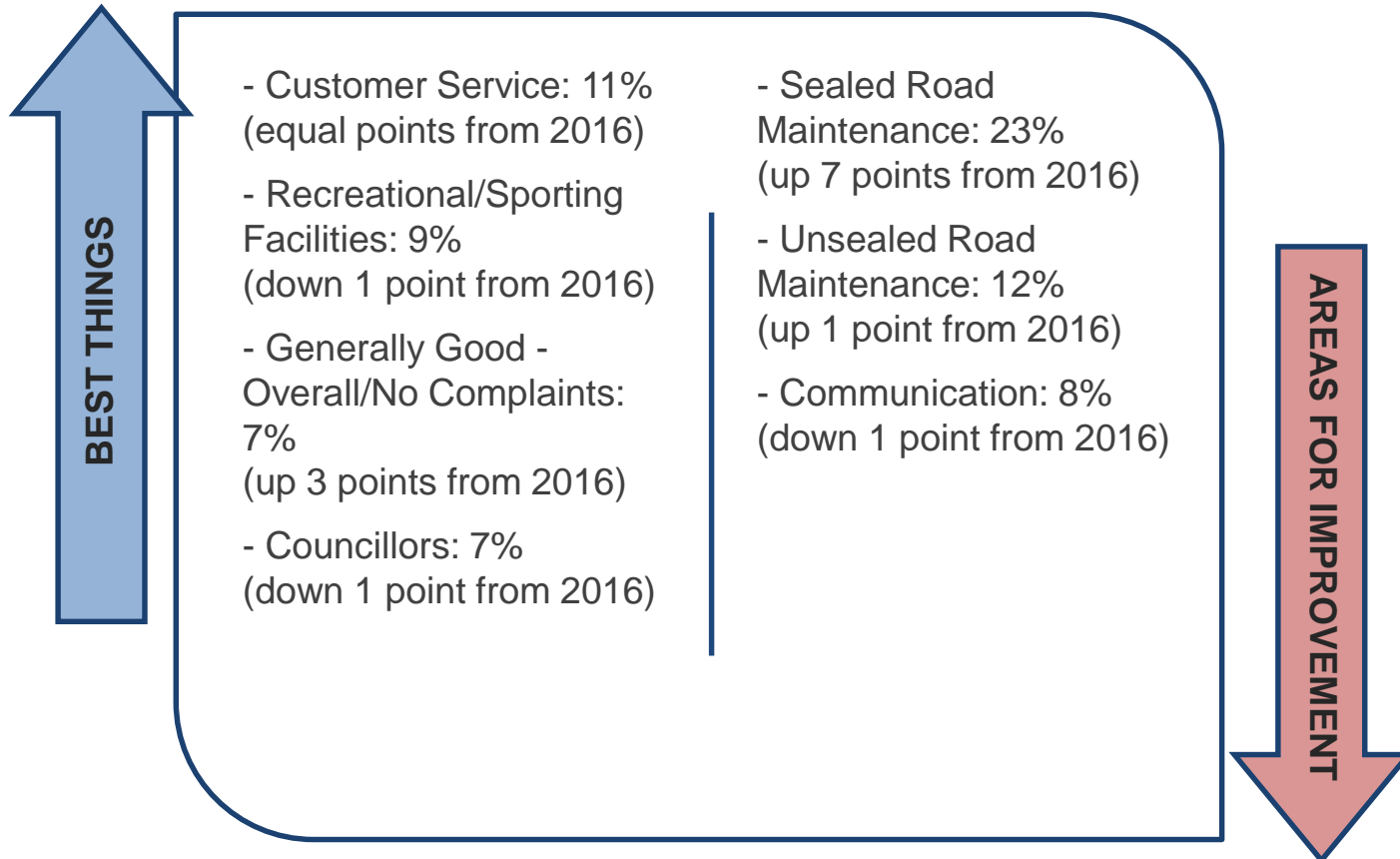
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY





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	59↓	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?

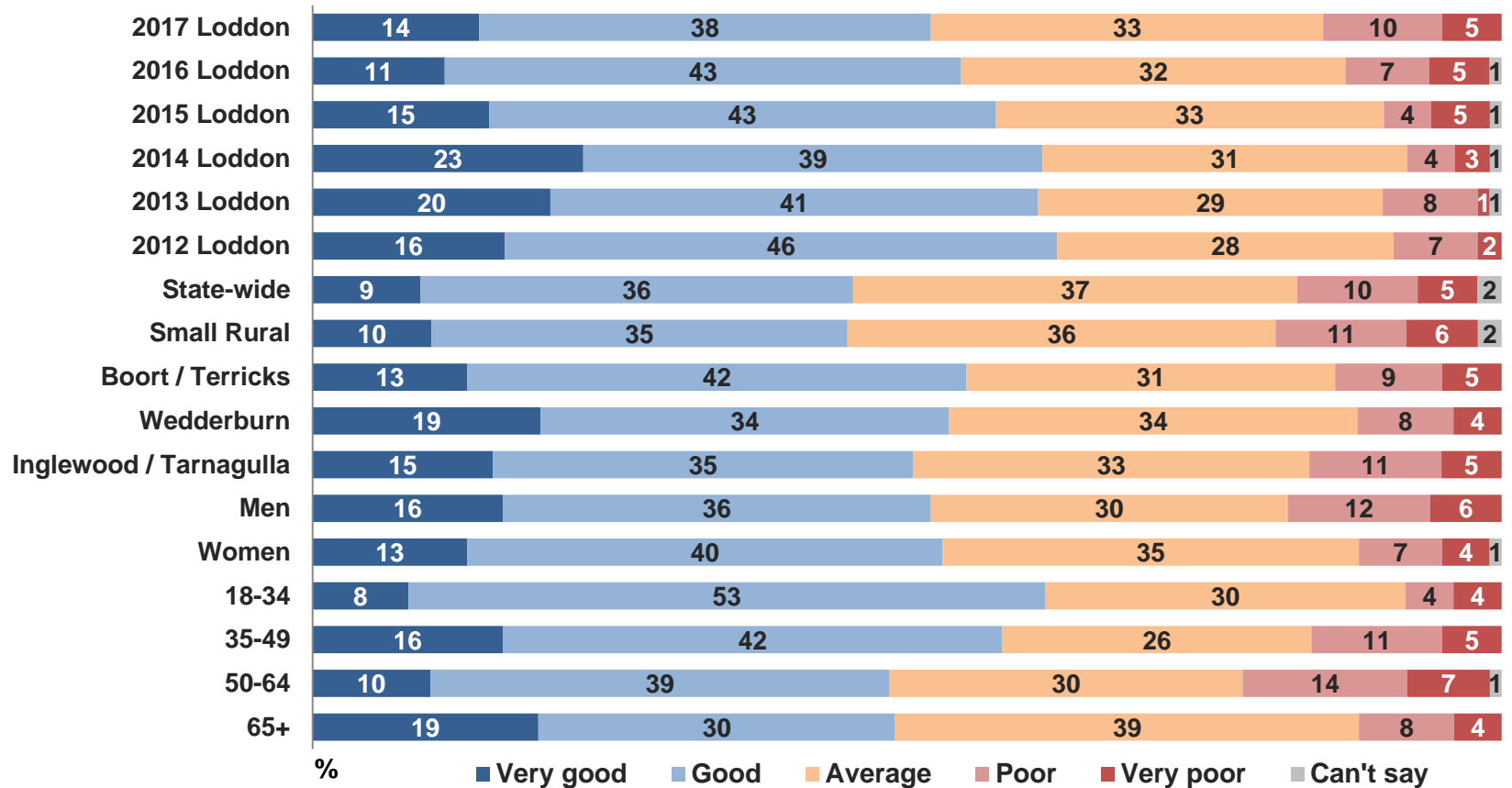
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2017 Overall Performance



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



**KEY CORE MEASURE
CUSTOMER SERVICE**

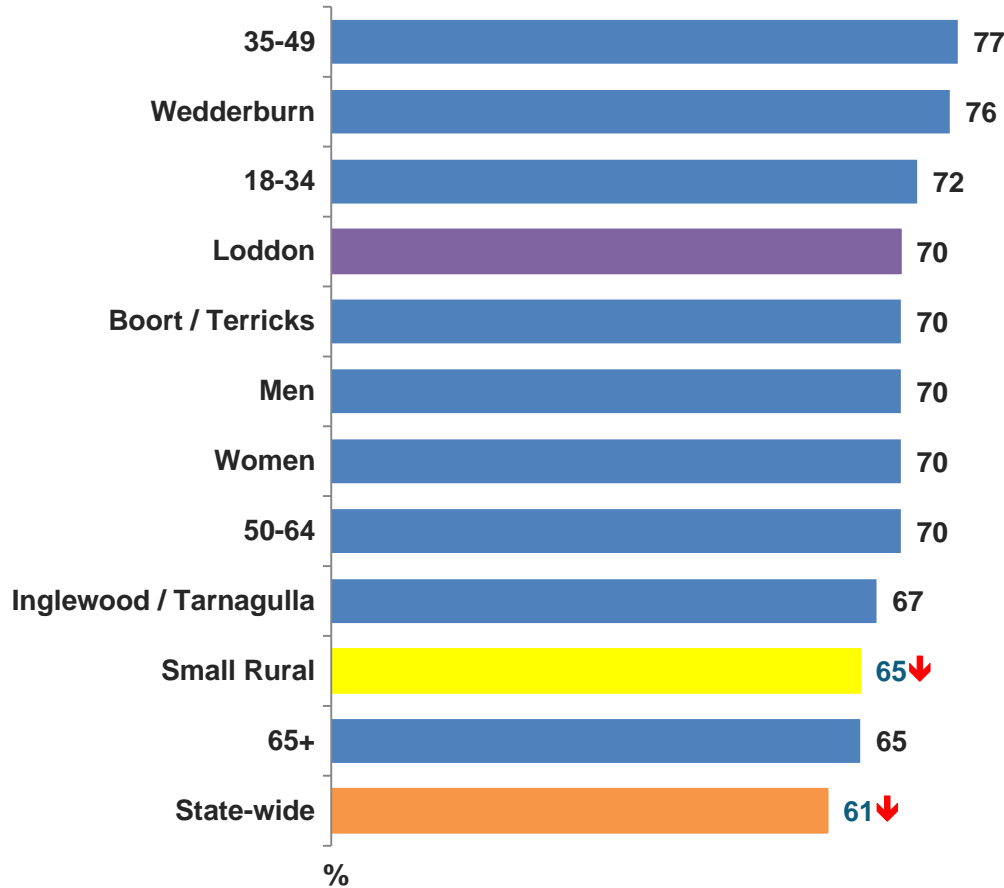
CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Loddon Shire Council	<ul style="list-style-type: none">• 70%, up 3 points on 2016
Most contact with Loddon Shire Council	<ul style="list-style-type: none">• Aged 35-49 years
Least contact with Loddon Shire Council	<ul style="list-style-type: none">• Aged 65+ years
Customer service rating	<ul style="list-style-type: none">• Index score of 71, up 1 point on 2016
Most satisfied with customer service	<ul style="list-style-type: none">• Wedderburn
Least satisfied with customer service	<ul style="list-style-type: none">• Aged 18-34 years

2017 CONTACT WITH COUNCIL

2017 Contact with Council



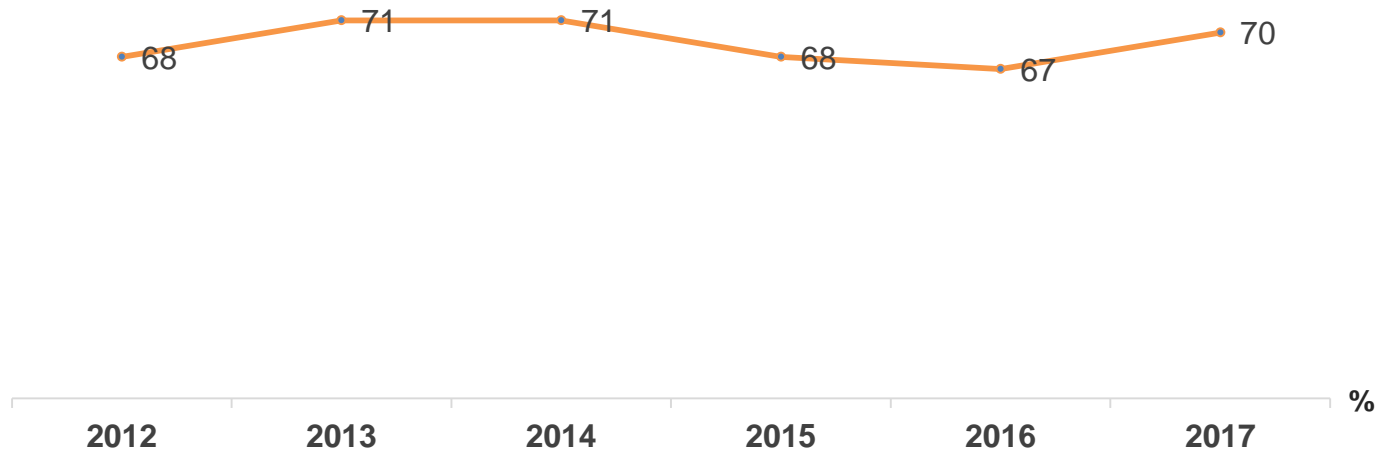
Q5. Over the last 12 months, have you or any member of your household had any contact with Loddon Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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 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.

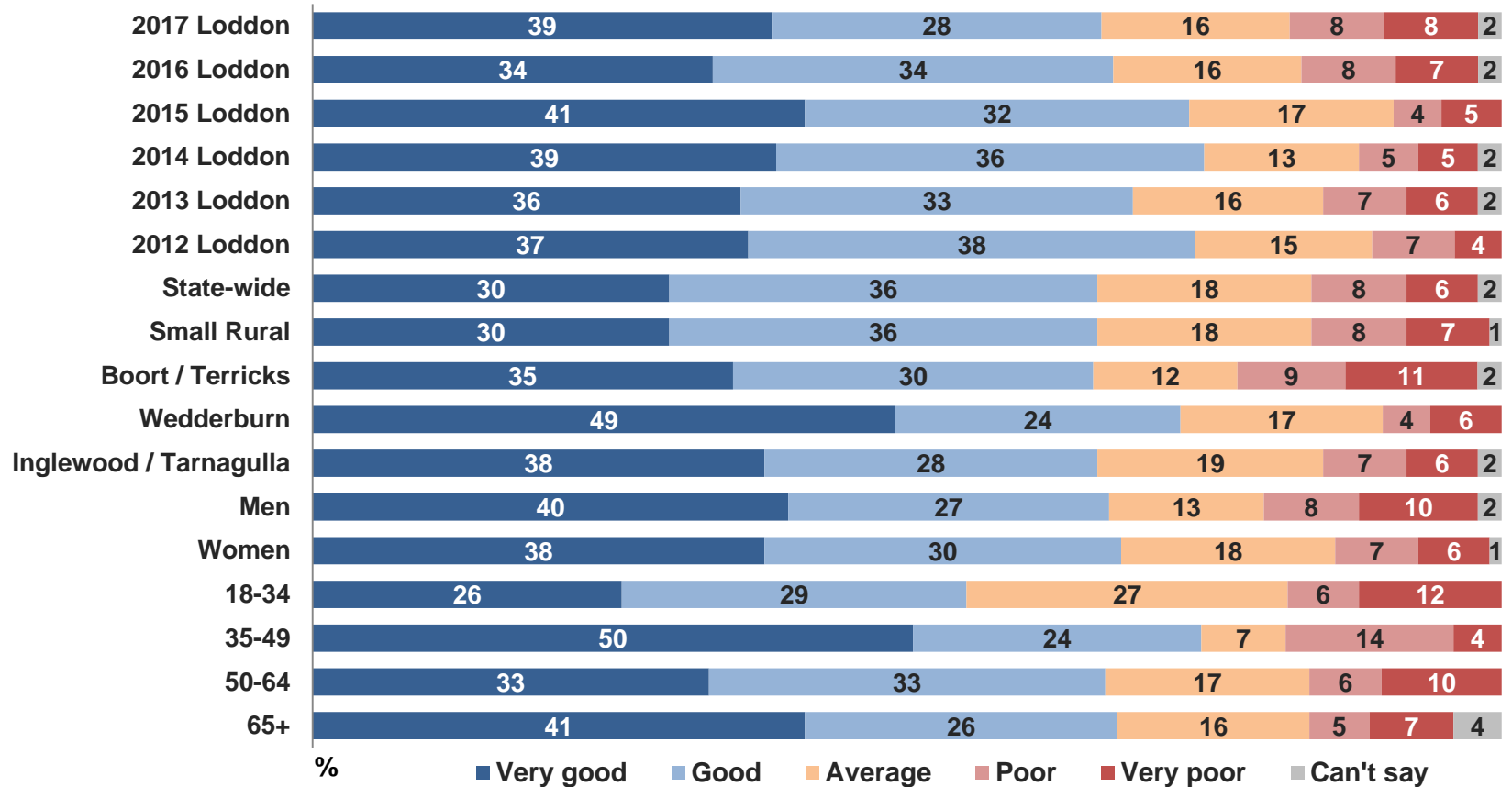
Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2017 Customer Service Rating



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

- 63% stayed about the same, equal points on 2016
- 19% improved, up 2 points on 2016
- 15% deteriorated, up 1 point on 2016

Most satisfied with Council Direction from Q6

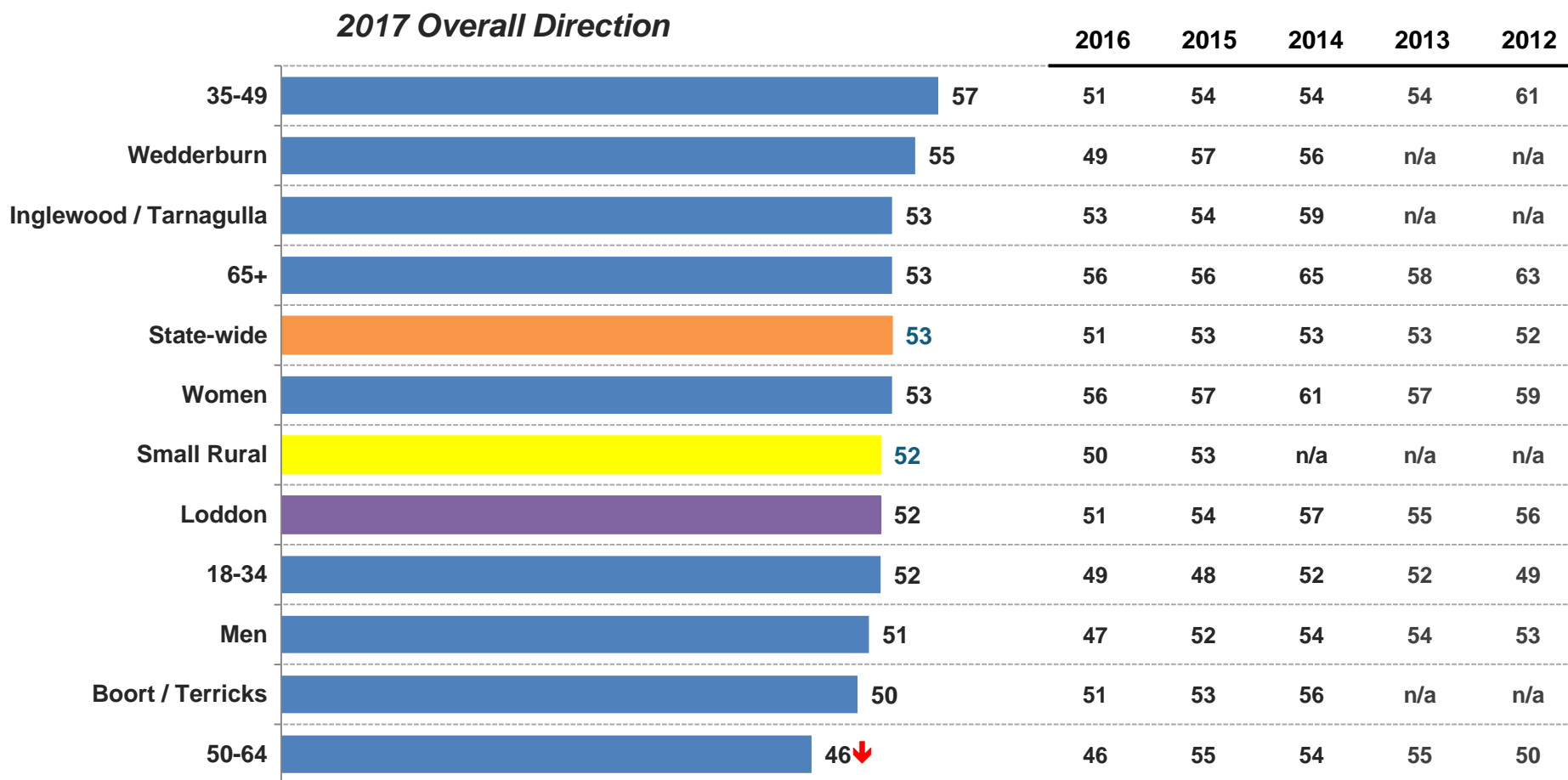
- Aged 35-49 years

Least satisfied with Council Direction from Q6

- Aged 50-64 years

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



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

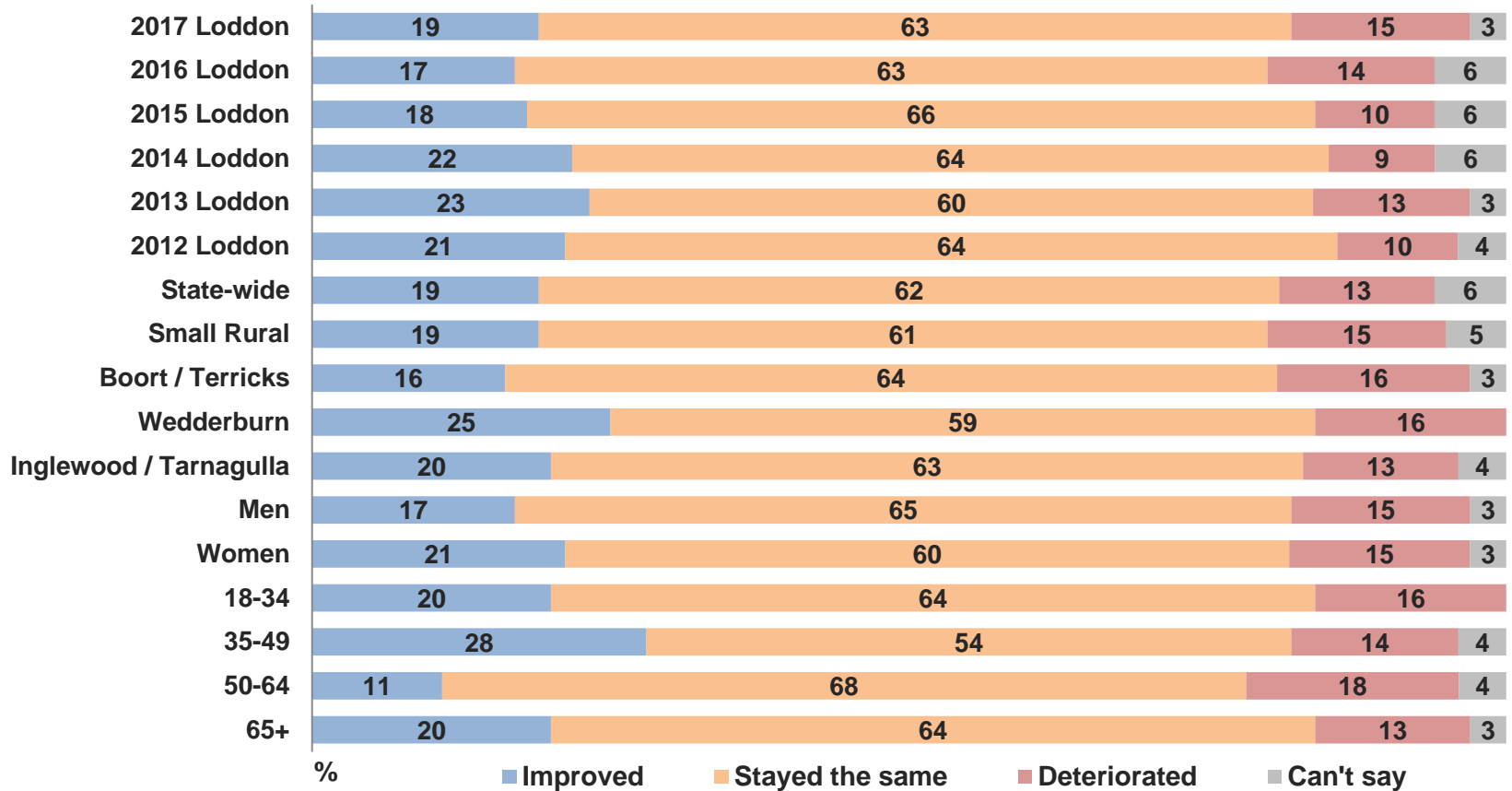
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

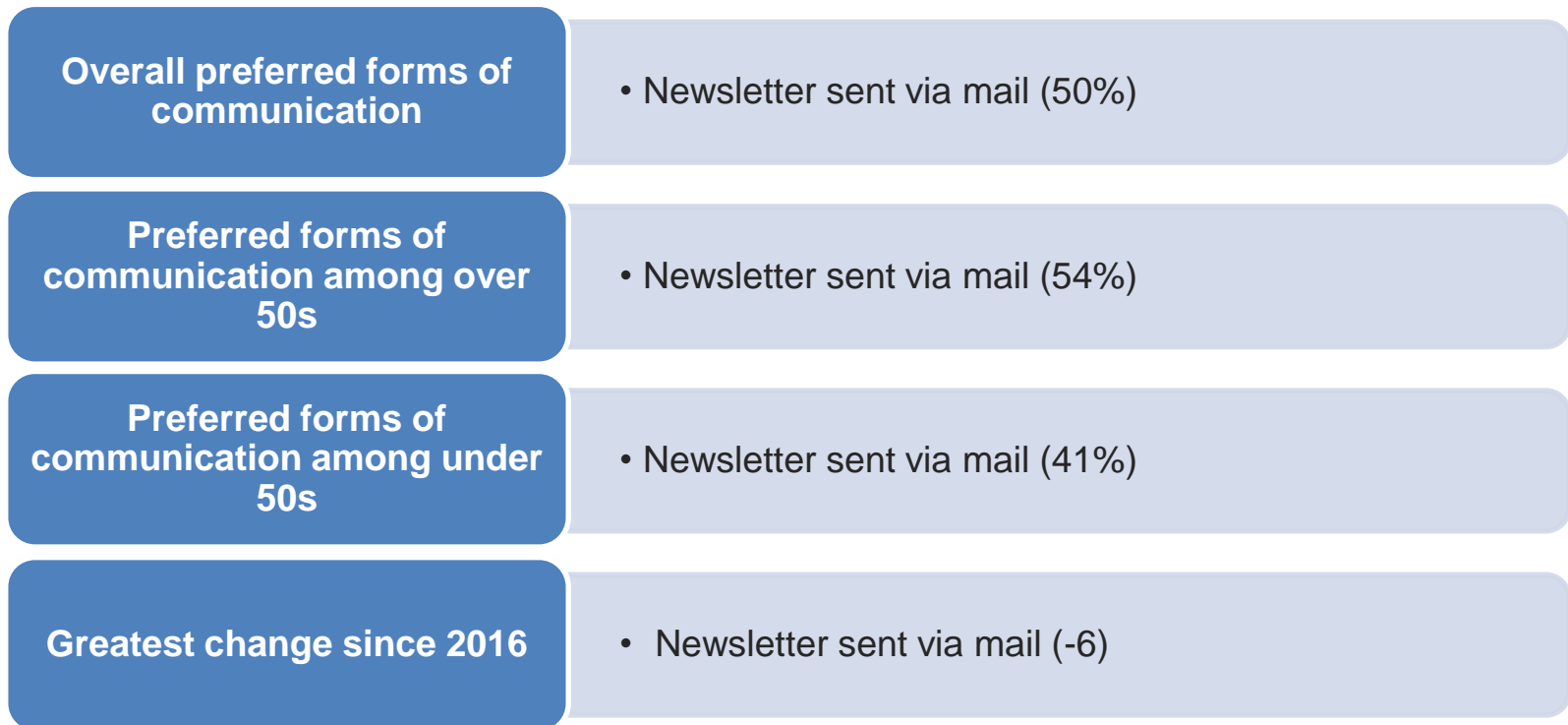
DETAILED PERCENTAGES

2017 Overall Direction



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

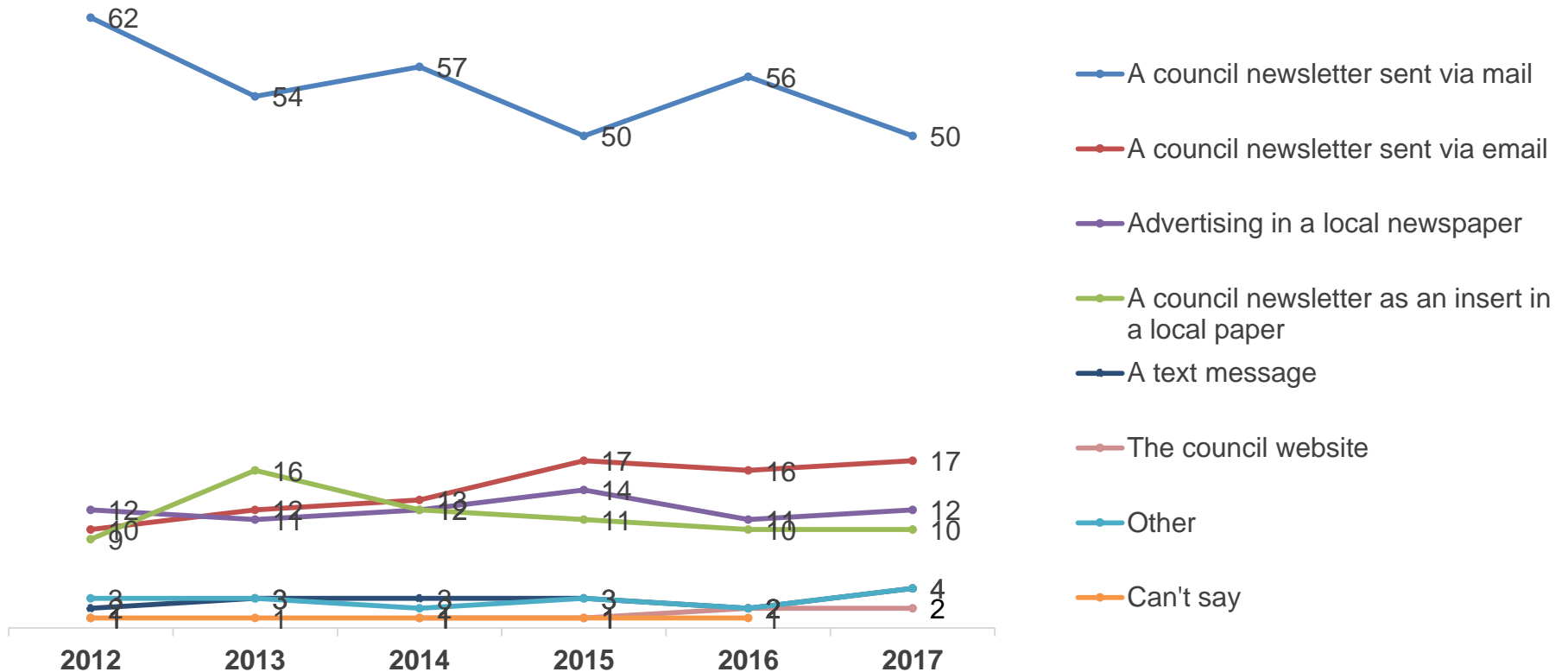
COMMUNICATIONS



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

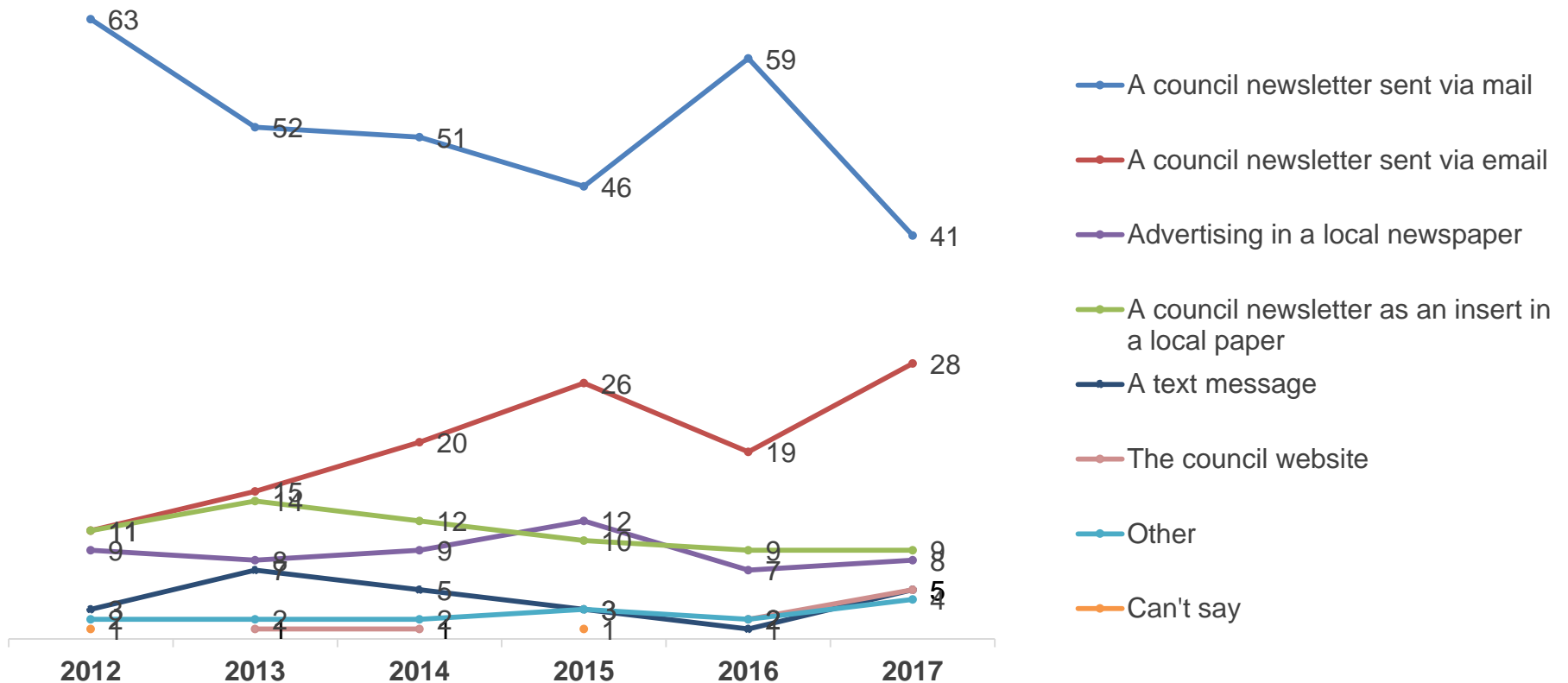
2017 Best Form



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

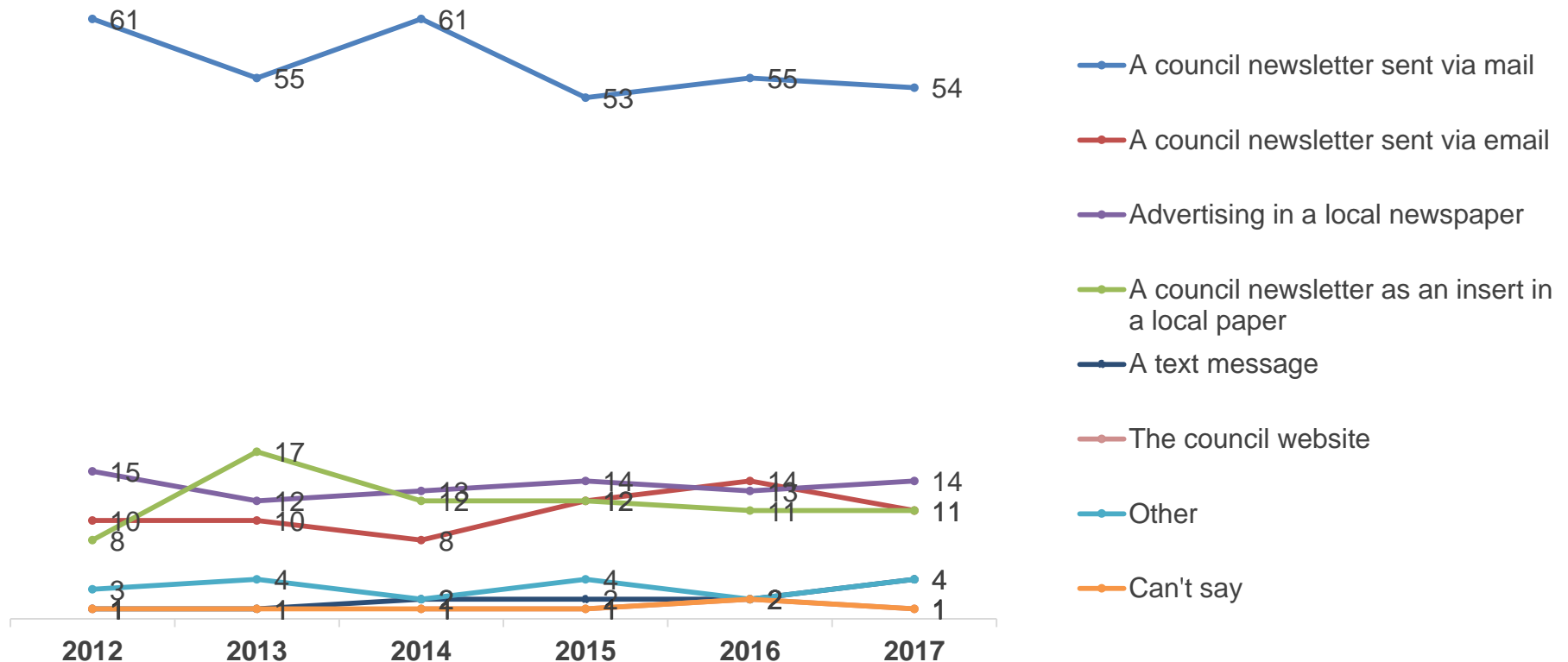
2017 Under 50s Best Form



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

2017 Over 50s Best Form



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



INDIVIDUAL SERVICE AREAS

2017 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2017 Consultation and Engagement Importance

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

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

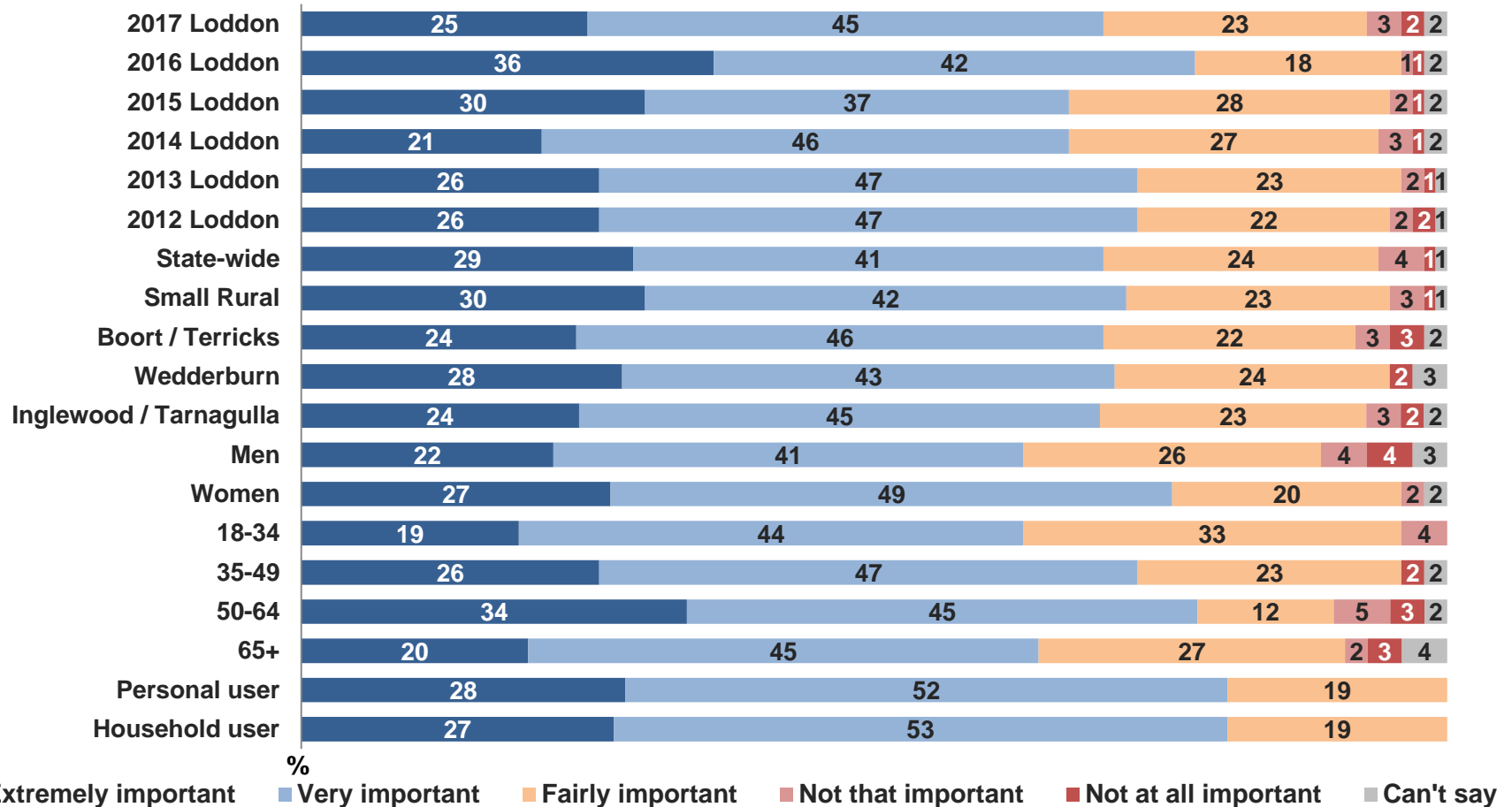
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Consultation and Engagement Importance



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



2017 Consultation and Engagement Performance

		2016	2015	2014	2013	2012
Personal user	63↑	60	64	64	65	63
Household user	62↑	60	64	64	66	62
Boort / Terricks	58	61	61	60	n/a	n/a
65+	57	58	63	65	59	65
Women	56	62	62	62	65	63
18-34	56	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

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

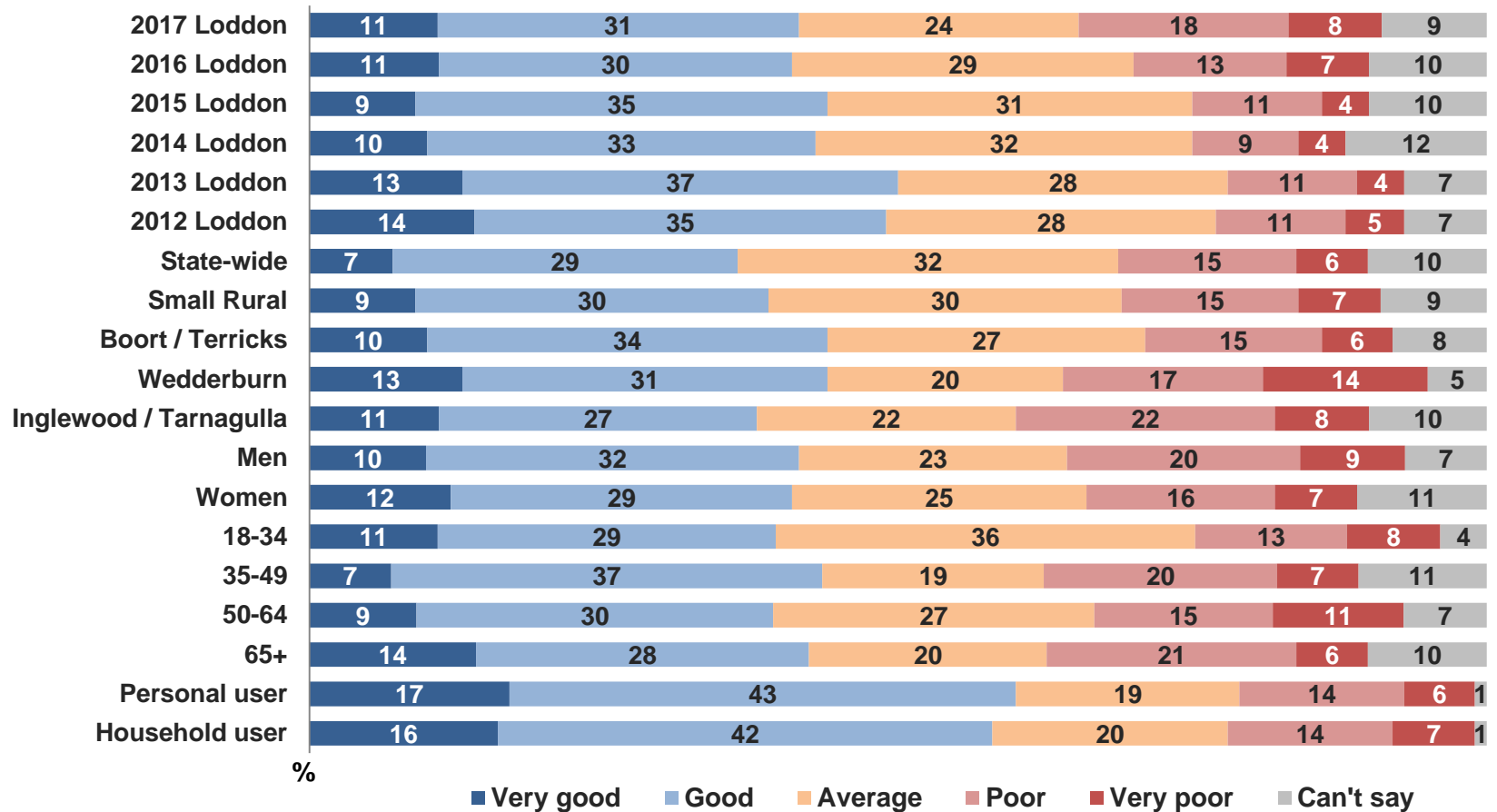
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Consultation and Engagement Performance



2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Lobbying Importance

	2016	2015	2014	2013	2012
Personal user	78↑	76	75	73	80
Household user	77↑	77	76	74	79
Women	73	74	74	74	77
Wedderburn	73	74	76	n/a	n/a
18-34	72	75	71	63	78
35-49	71	72	70	78	73
50-64	71	70	72	72	75
Boort / Terricks	70	71	71	n/a	n/a
Small Rural	70	72	n/a	n/a	n/a
Loddon	70	71	71	71	75
Inglewood / Tarnagulla	69	70	69	n/a	n/a
State-wide	69	69	70	70	70
65+	68	70	72	70	74
Men	67	69	69	69	73

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?

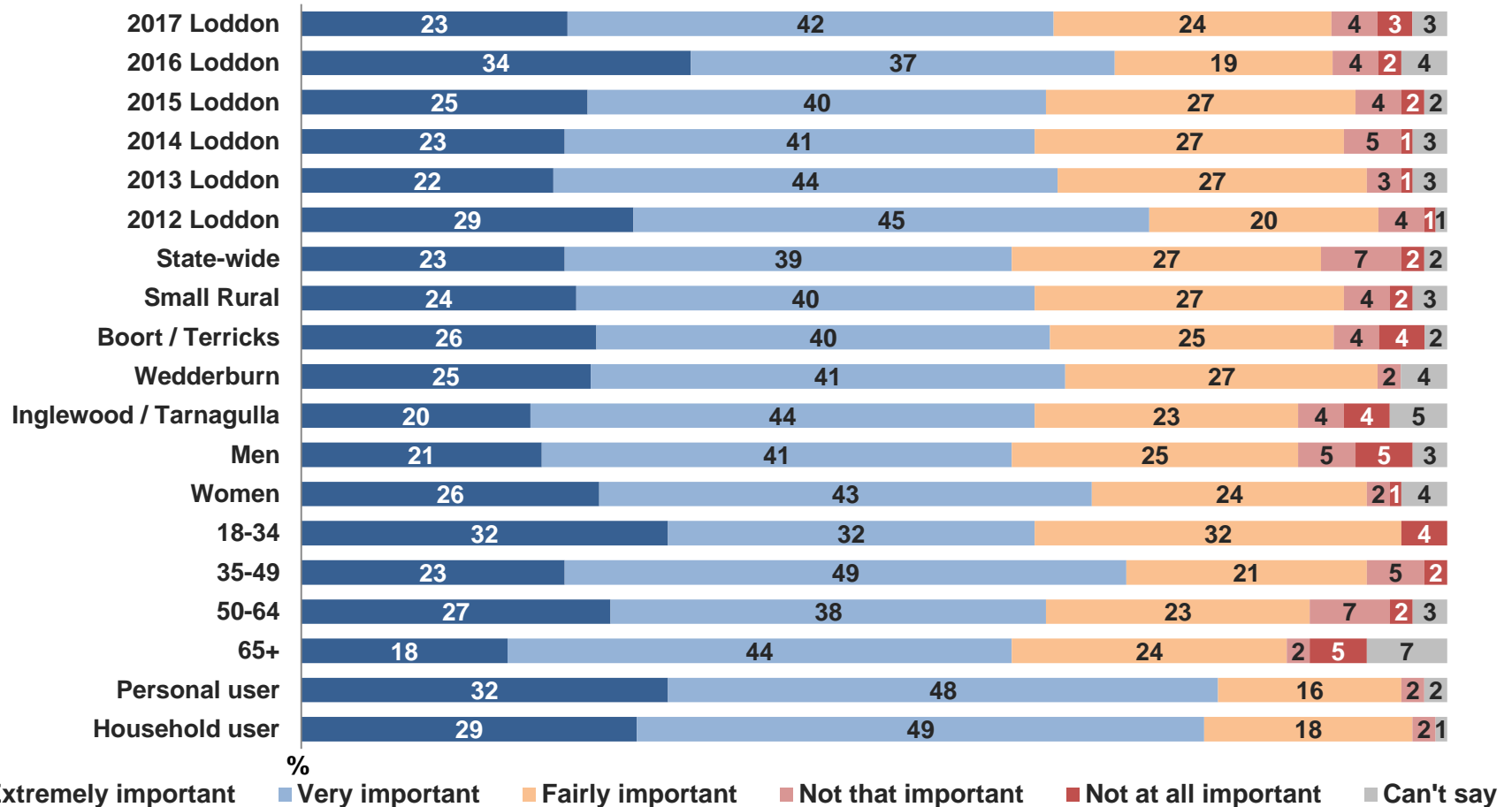
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Lobbying Importance



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

2017 Lobbying Performance

		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

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

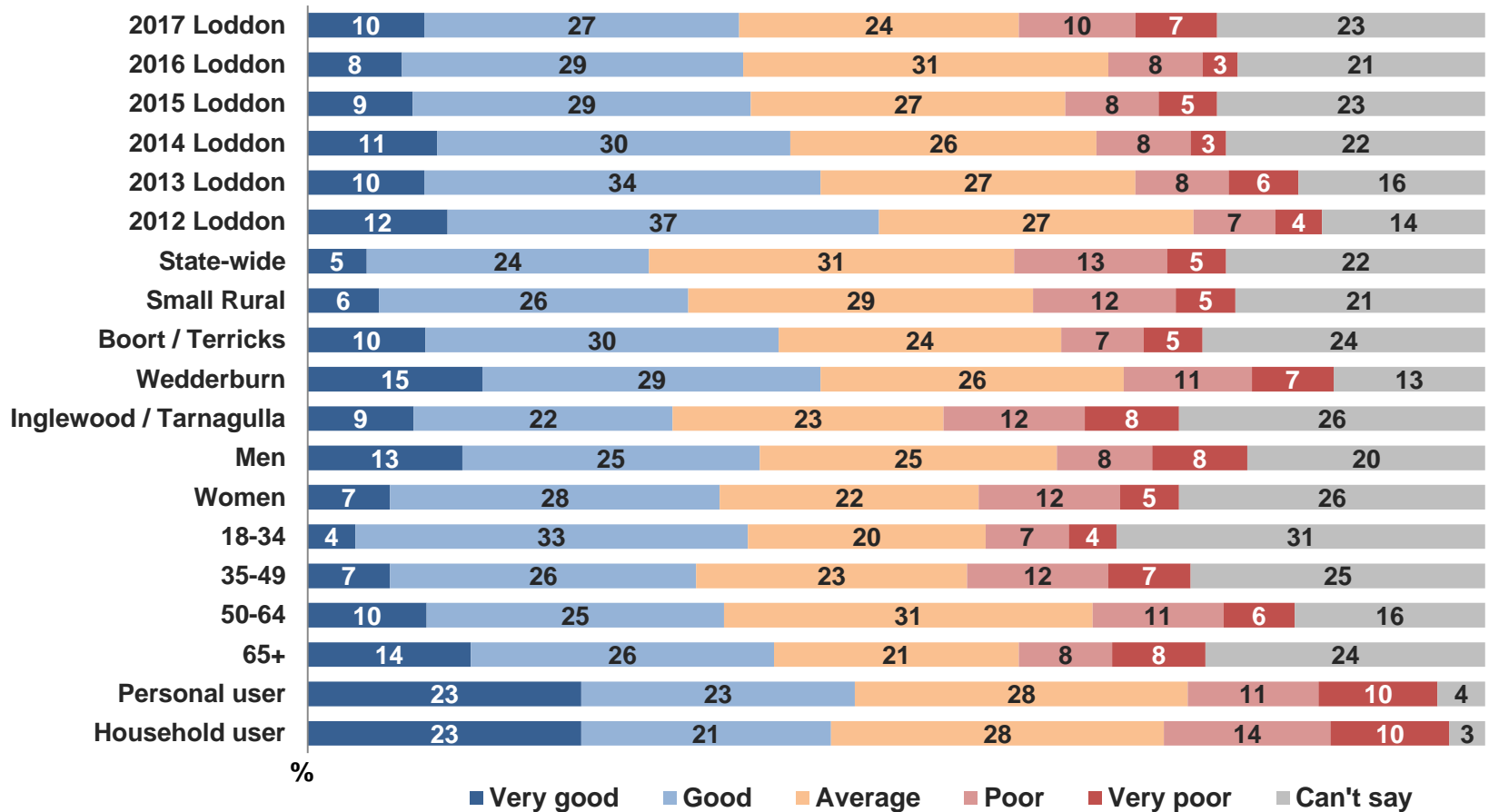
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Lobbying Performance



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



2017 Community Decisions Made Performance

		2016	2015	2014	2013	2012
Boort / Terricks	58	59	58	n/a	n/a	n/a
Women	58	59	60	n/a	n/a	n/a
35-49	57	53	58	n/a	n/a	n/a
65+	57	60	62	n/a	n/a	n/a
18-34	56	62	50	n/a	n/a	n/a
Loddon	55	56	58	n/a	n/a	n/a
Small Rural	55	53	56	n/a	n/a	n/a
State-wide	54	54	55	57	n/a	n/a
Wedderburn	54	52	57	n/a	n/a	n/a
Men	52	54	57	n/a	n/a	n/a
Inglewood / Tarnagulla	52	55	60	n/a	n/a	n/a
50-64	49↓	52	59	n/a	n/a	n/a

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

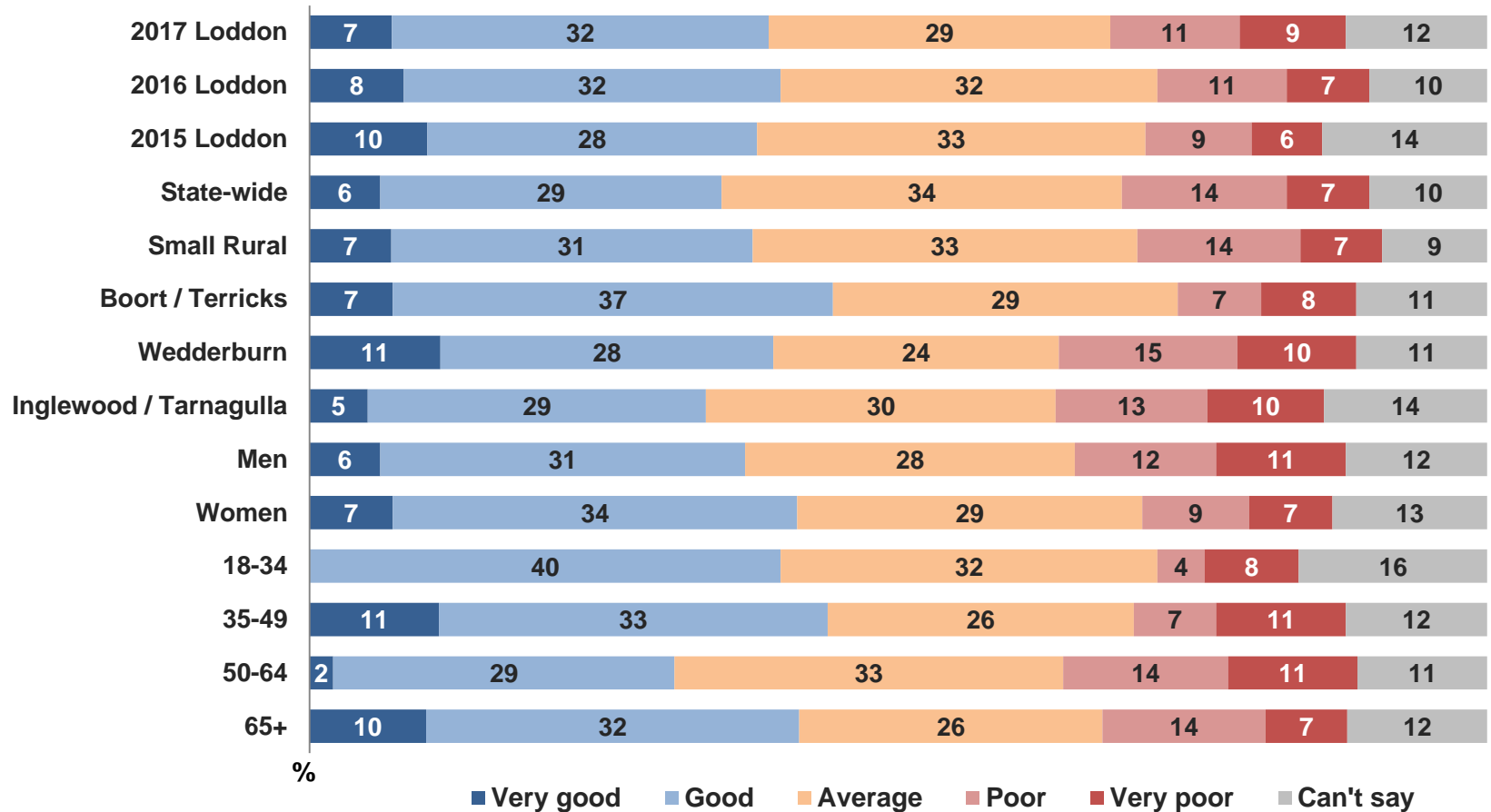
Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2017 Community Decisions Made Performance



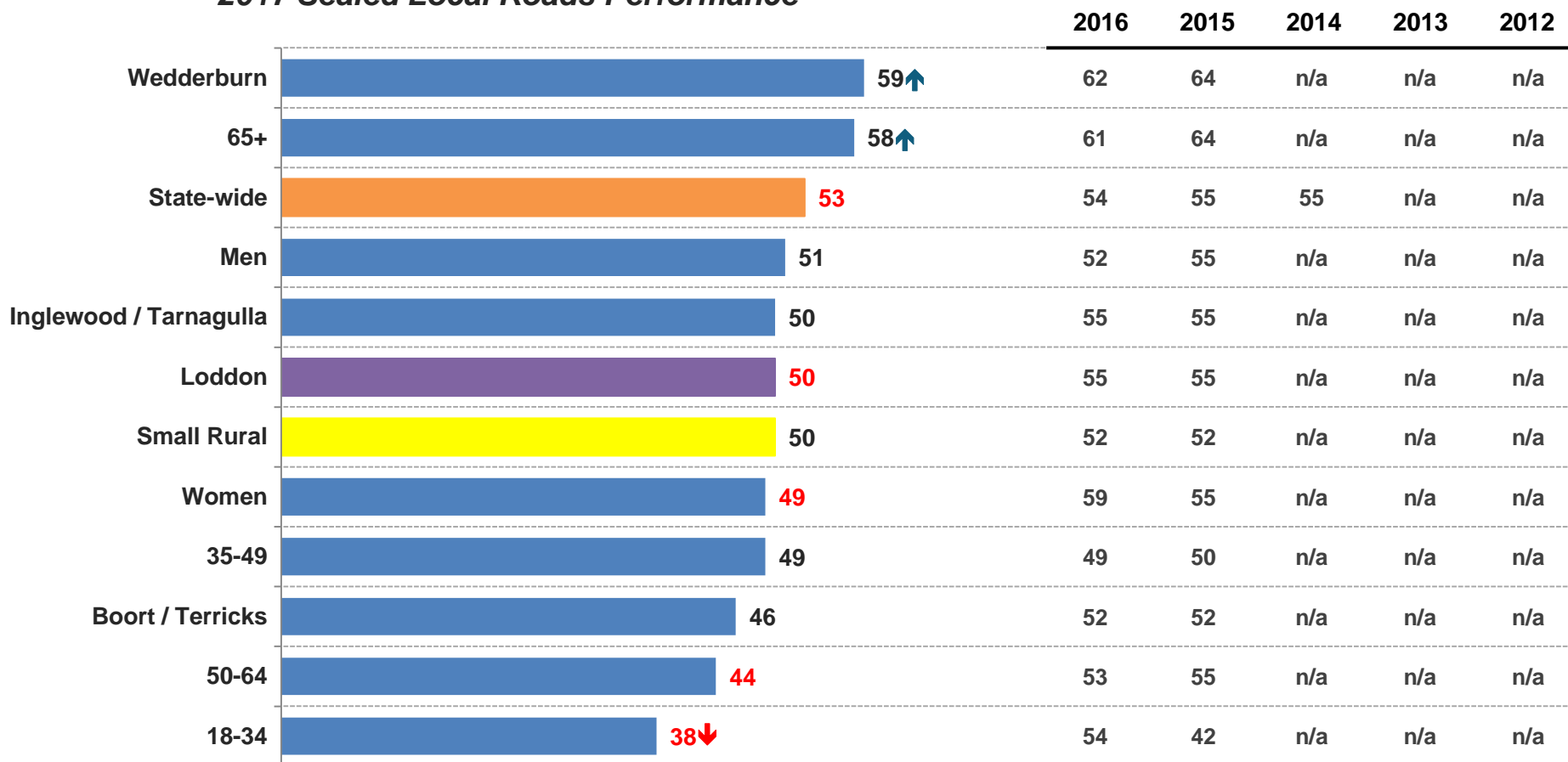
Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



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

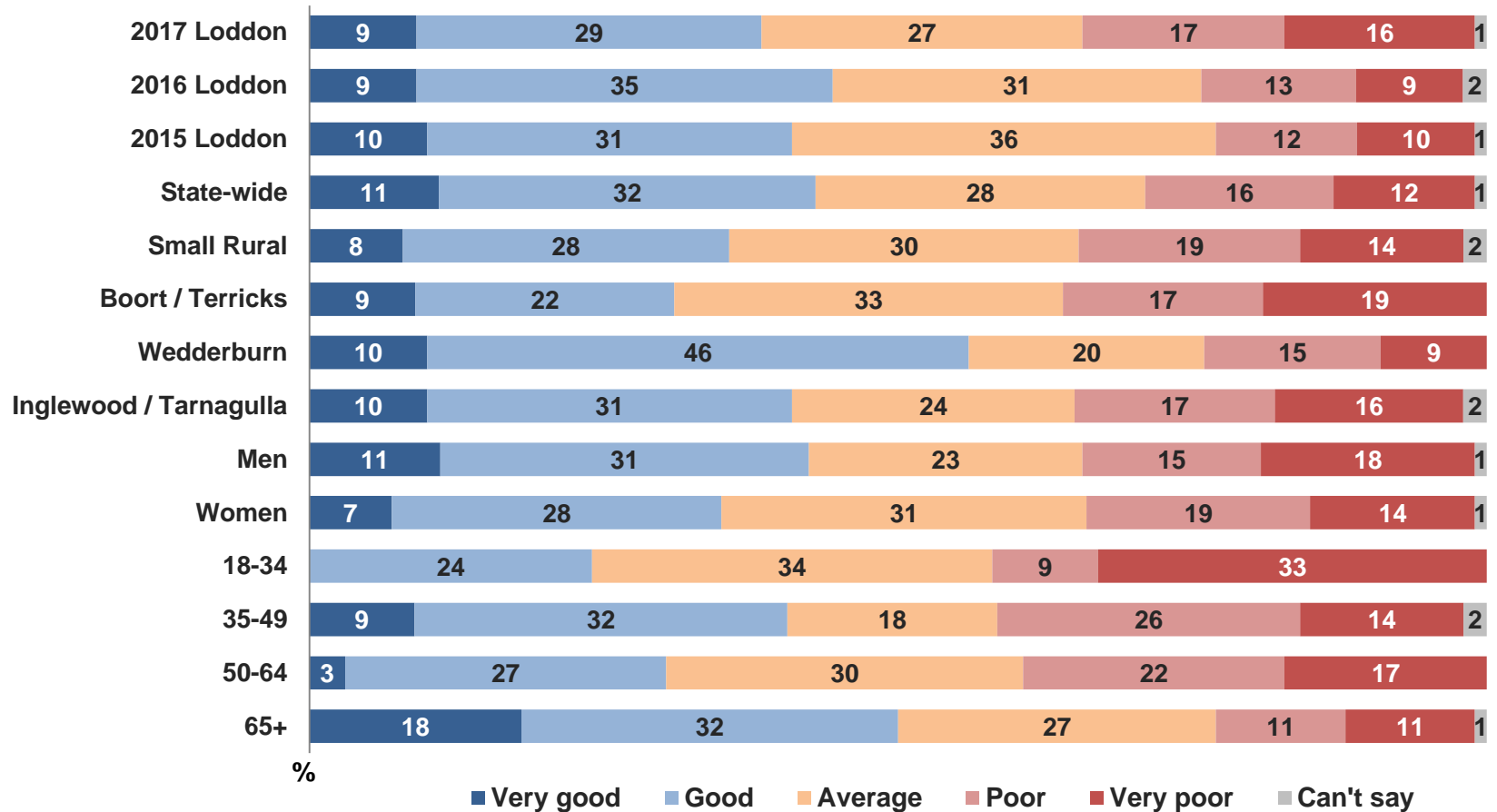
Note: Please see page 5 for explanation about significant differences

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

2017 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Informing Community Importance

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

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

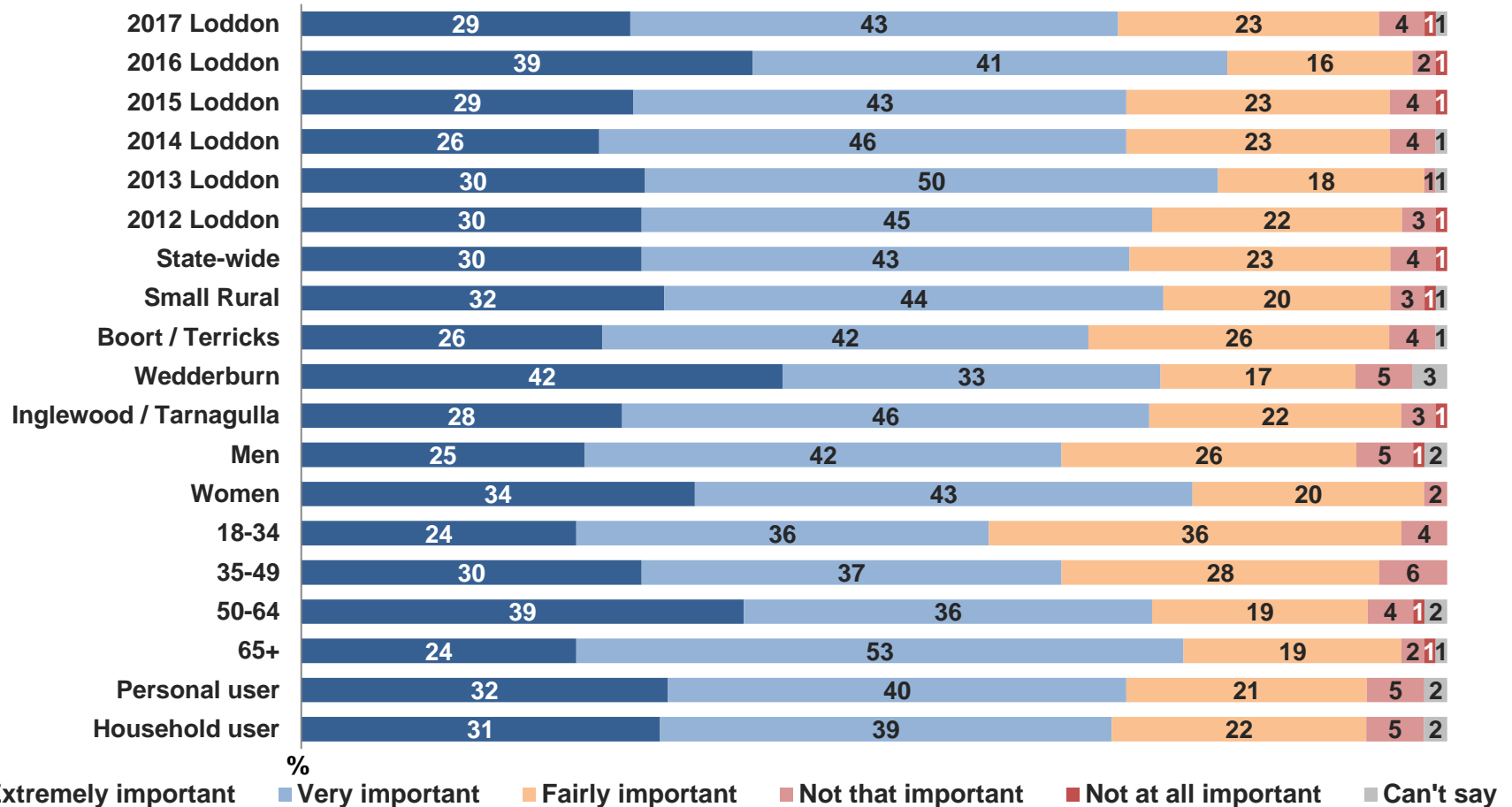
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Informing Community Importance



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

2017 Informing Community Performance

		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	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

Q2. How has Council performed on 'informing the community' over the last 12 months?

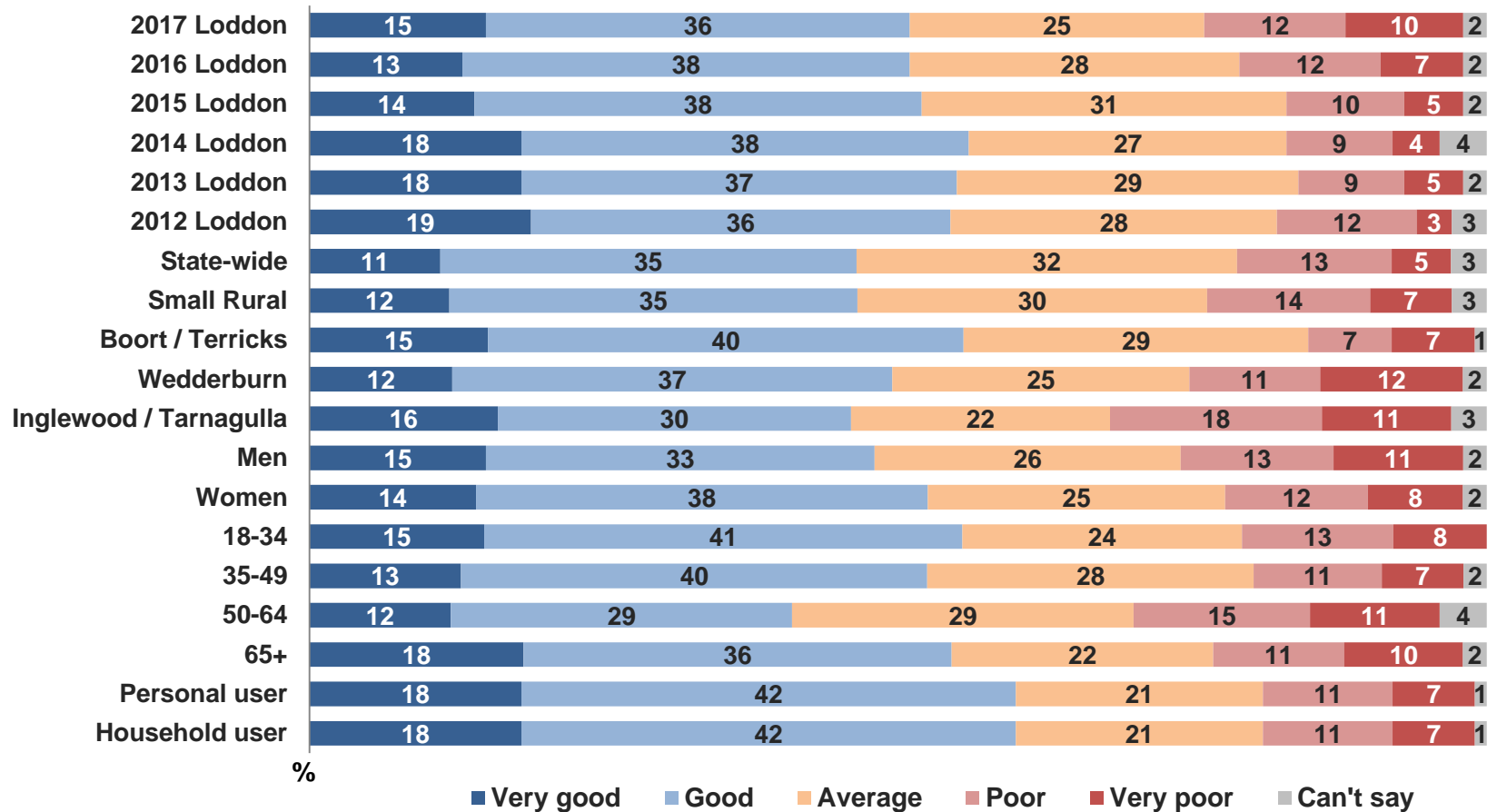
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Informing Community Performance



2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Streets and Footpaths Importance

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

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

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

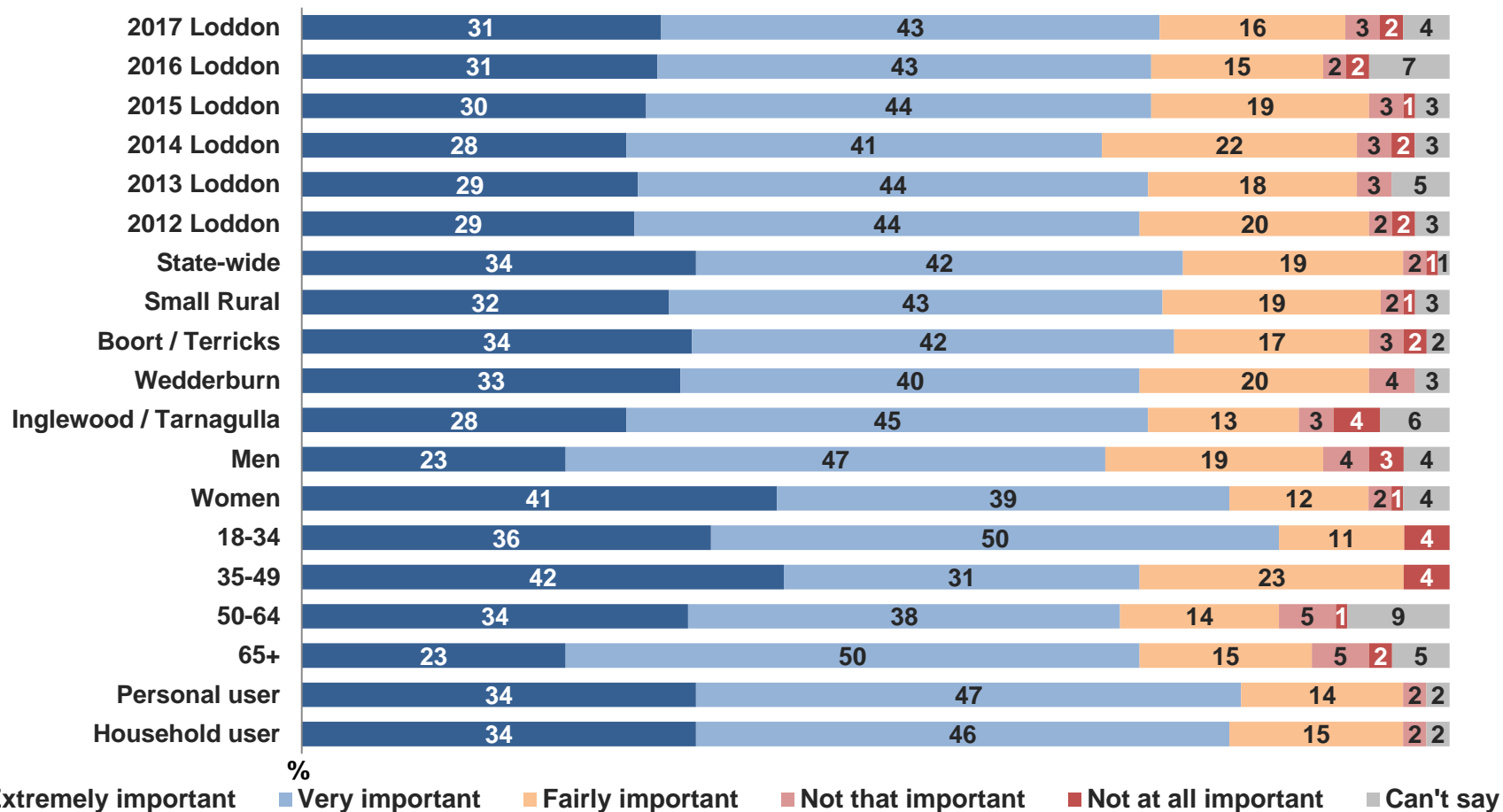
Note: Please see page 5 for explanation about significant differences

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

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Streets and Footpaths Performance

		2016	2015	2014	2013	2012
Wedderburn	59↑	58	64	69	n/a	n/a
State-wide	57↑	57	58	58	58	57
Small Rural	57↑	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

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

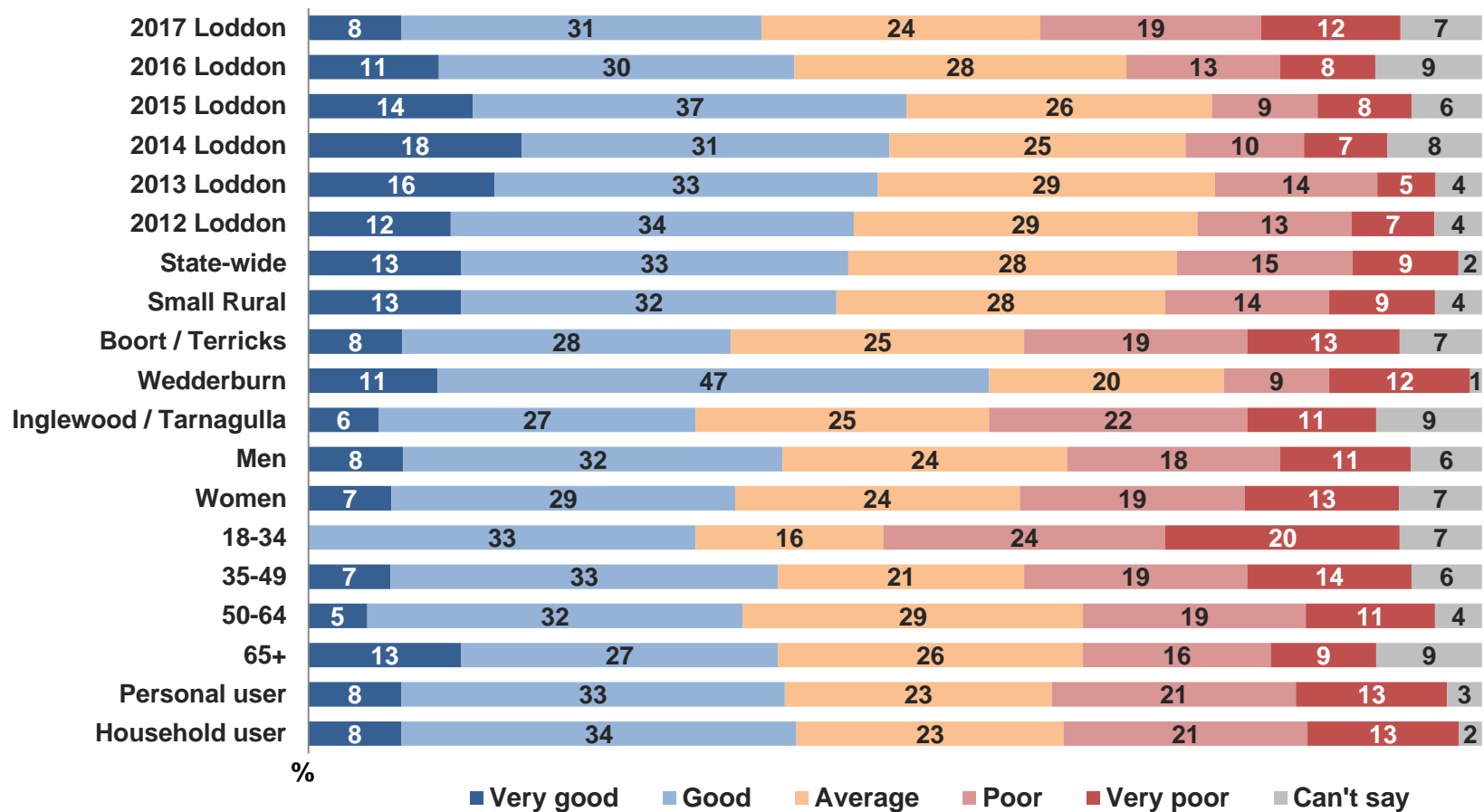
Note: Please see page 5 for explanation about significant differences

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

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2017 Law Enforcement Importance

		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

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

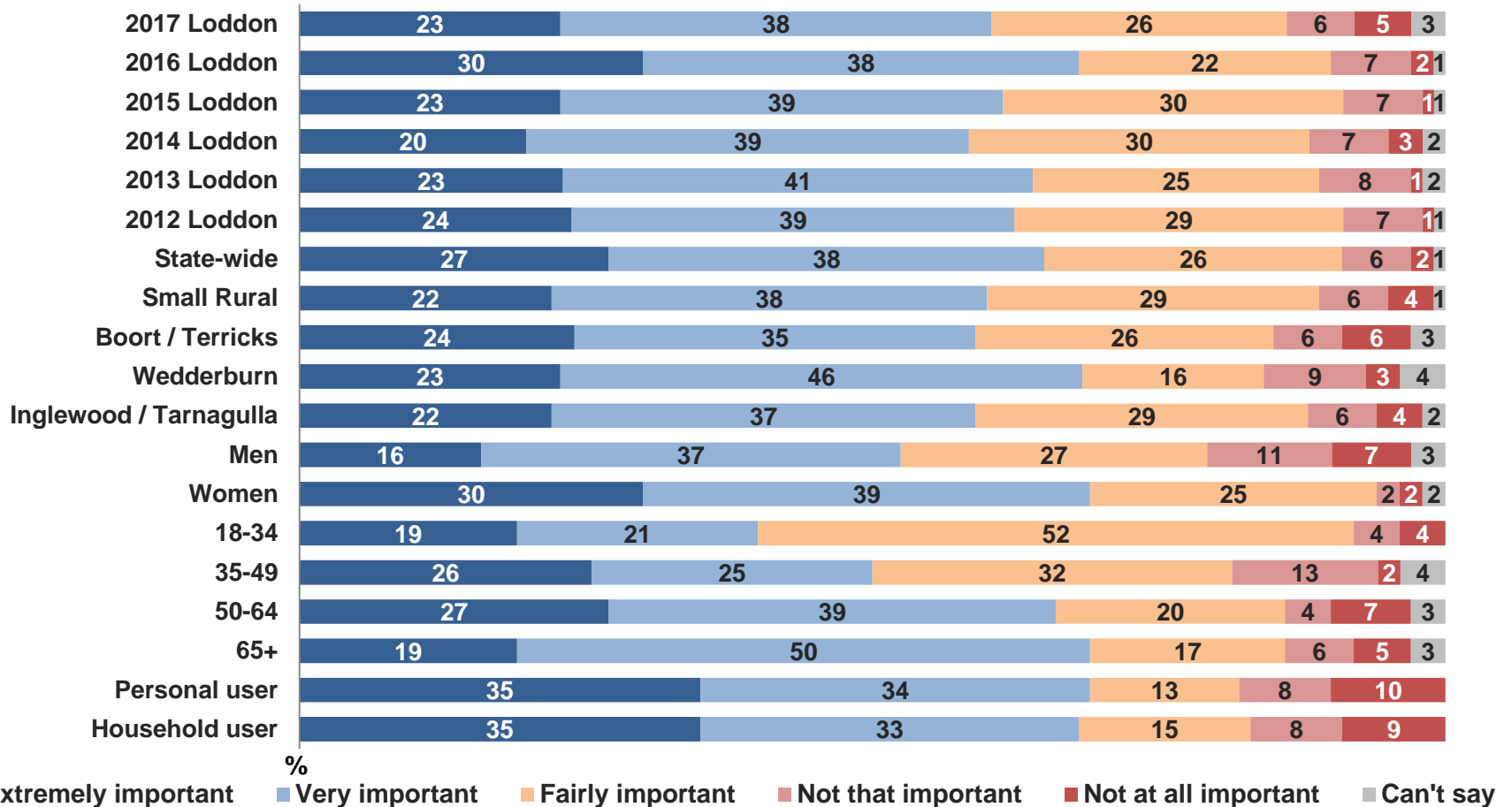
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

2017 Law Enforcement Importance



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

2017 Law Enforcement Performance

		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	58	63	64	67	64
Household user	58	56	64	61	67	64
Personal user	57	56	63	61	67	64

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

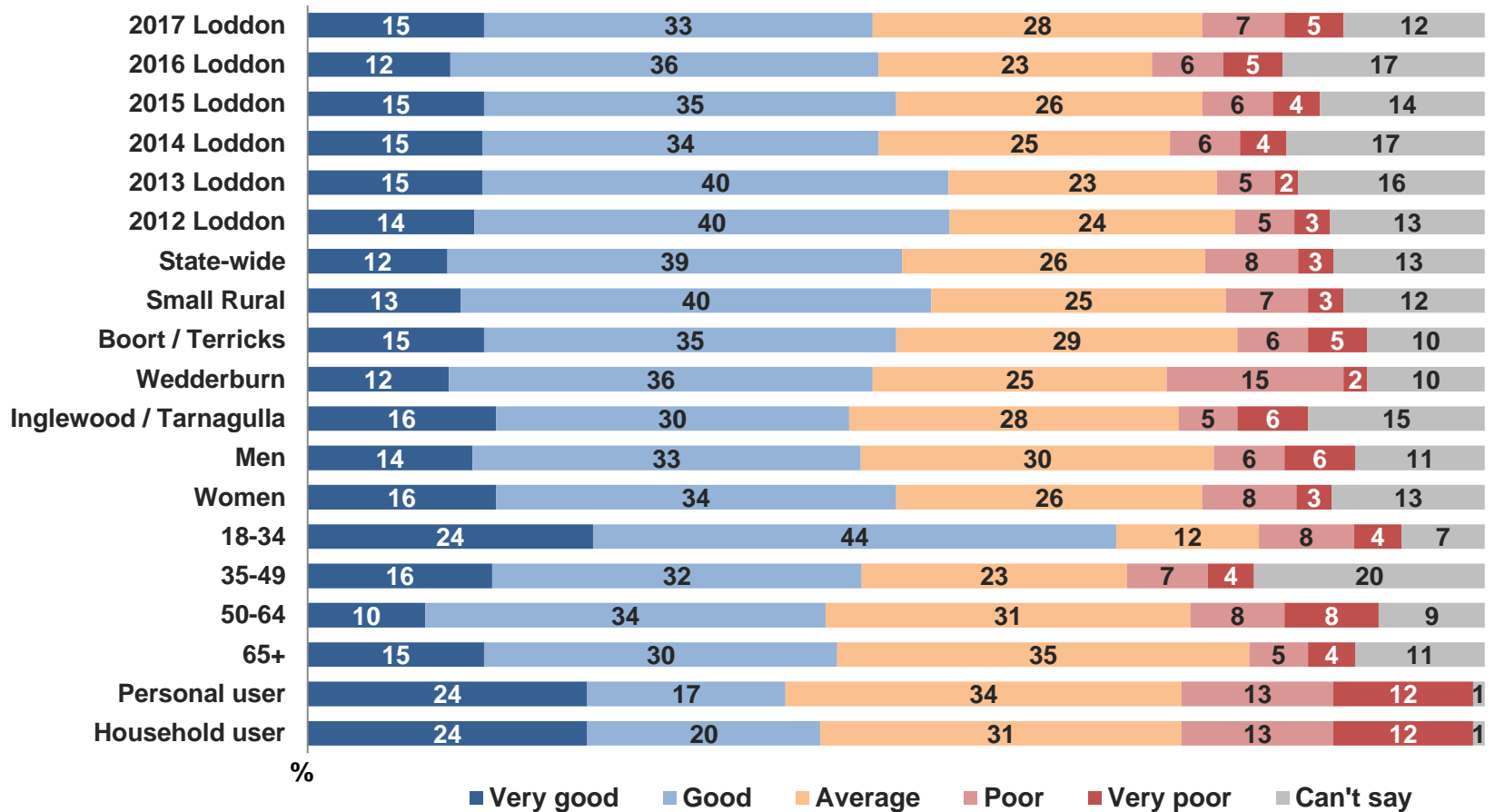
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

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

2017 Family Support Importance

		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

Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

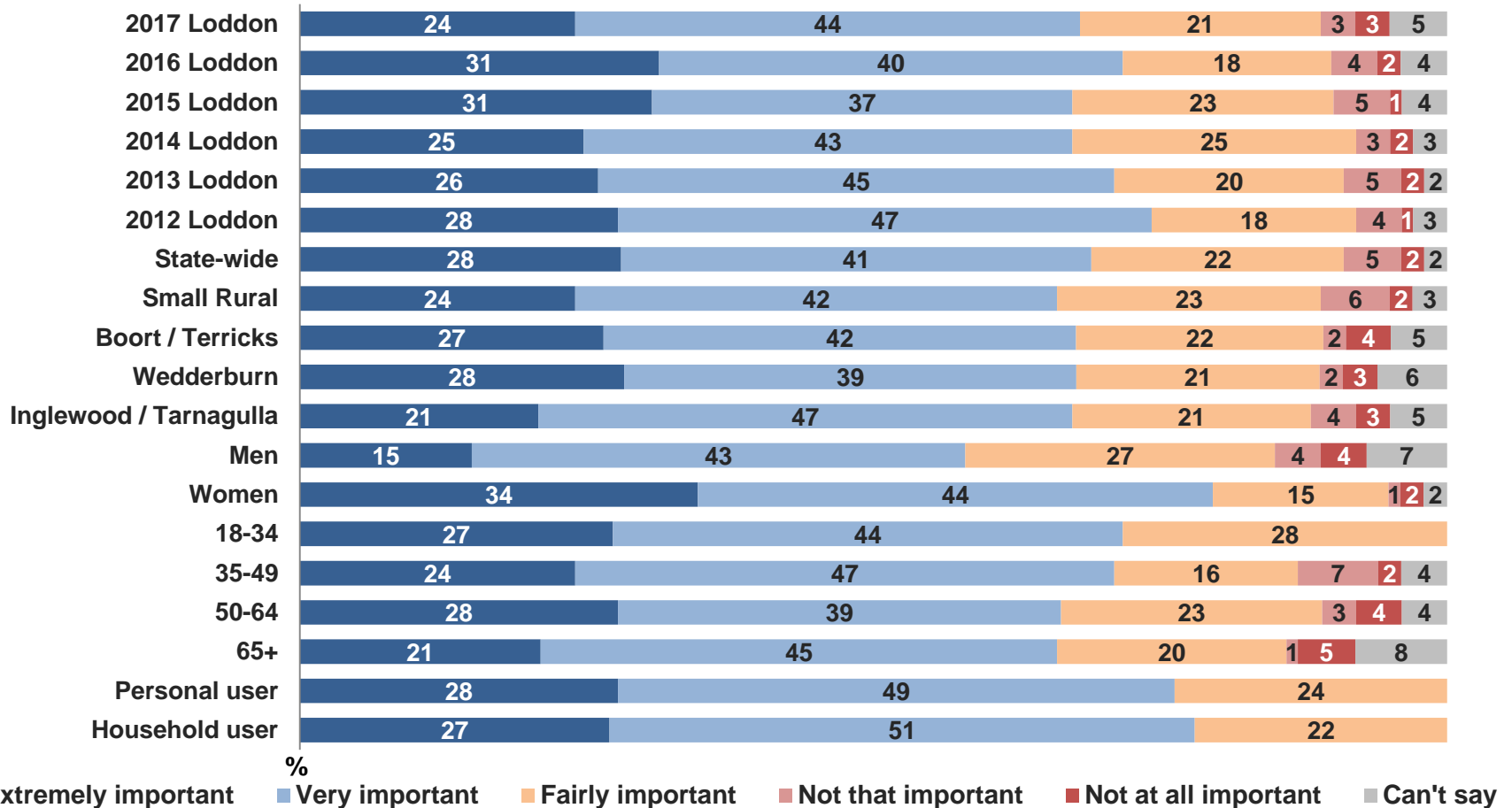
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Family Support Importance

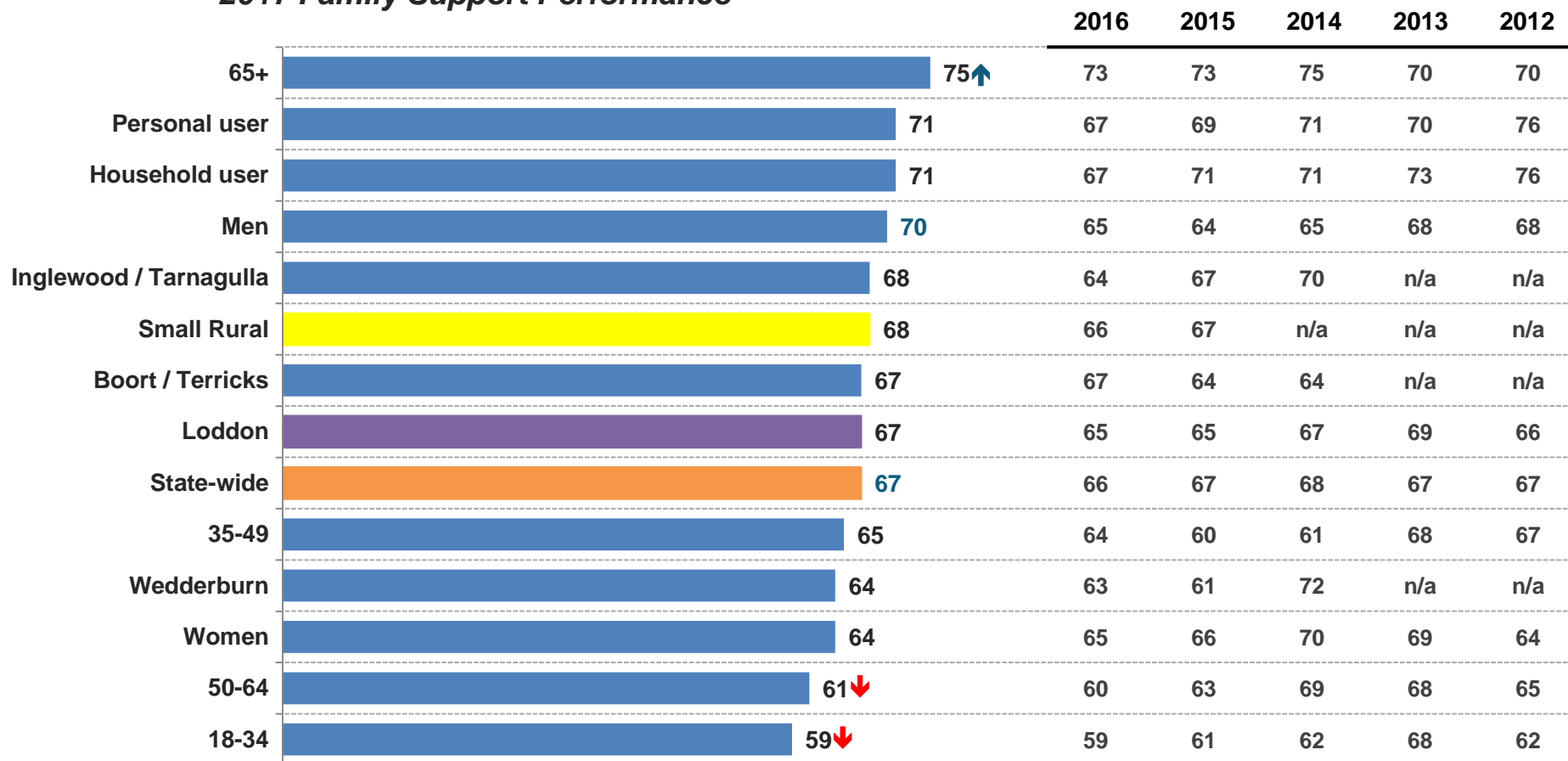


Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

2017 FAMILY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months?

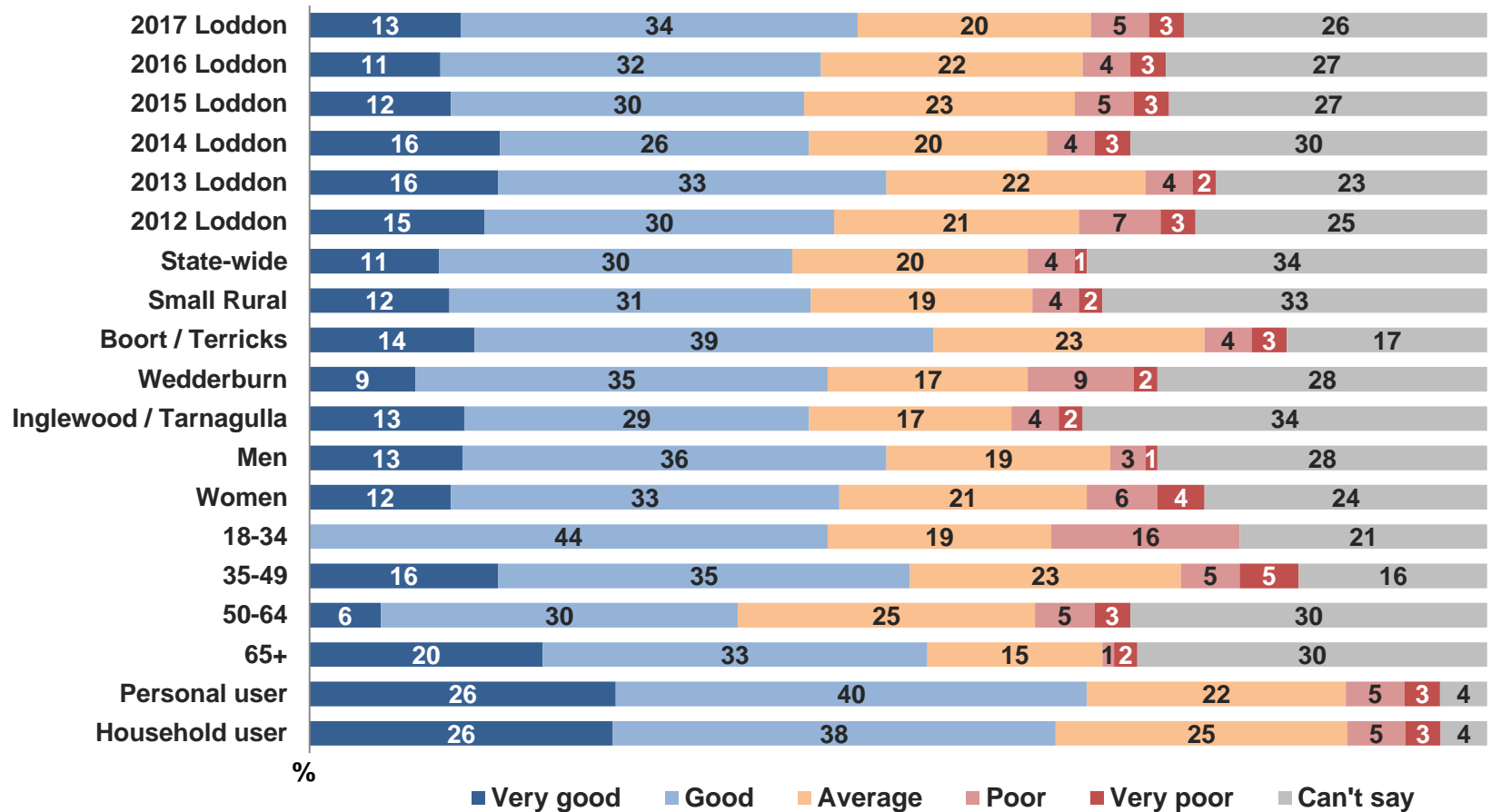
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Family Support Performance



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

2017 Elderly Support Importance

		2016	2015	2014	2013	2012
Personal user	87↑	87	85	83	83	83
Household user	86↑	85	84	83	83	84
Women	84↑	86	85	85	83	85
50-64	81	82	81	82	81	80
Wedderburn	80	82	84	83	n/a	n/a
Small Rural	79	79	80	n/a	n/a	n/a
Boort / Terricks	78	83	81	79	n/a	n/a
Loddon	78	82	81	80	80	81
65+	78	81	80	80	77	81
State-wide	78	78	79	79	79	80
Inglewood / Tarnagulla	77	82	81	81	n/a	n/a
35-49	77	86	83	80	80	82
18-34	76	82	83	79	81	81
Men	72↓	79	78	76	76	77

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?

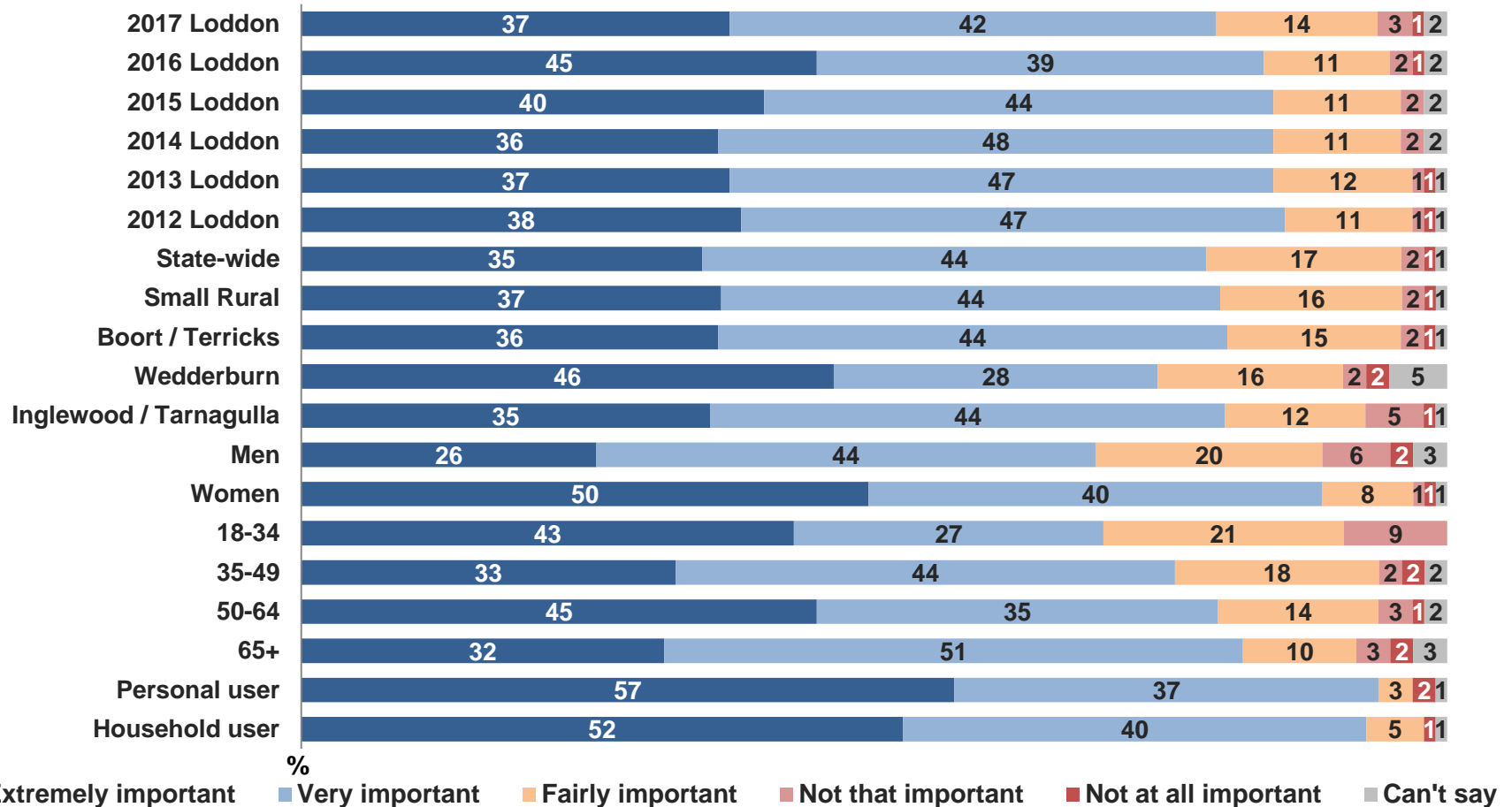
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Elderly Support Importance



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

2017 Elderly Support Performance

		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

Q2. How has Council performed on 'elderly support services' over the last 12 months?

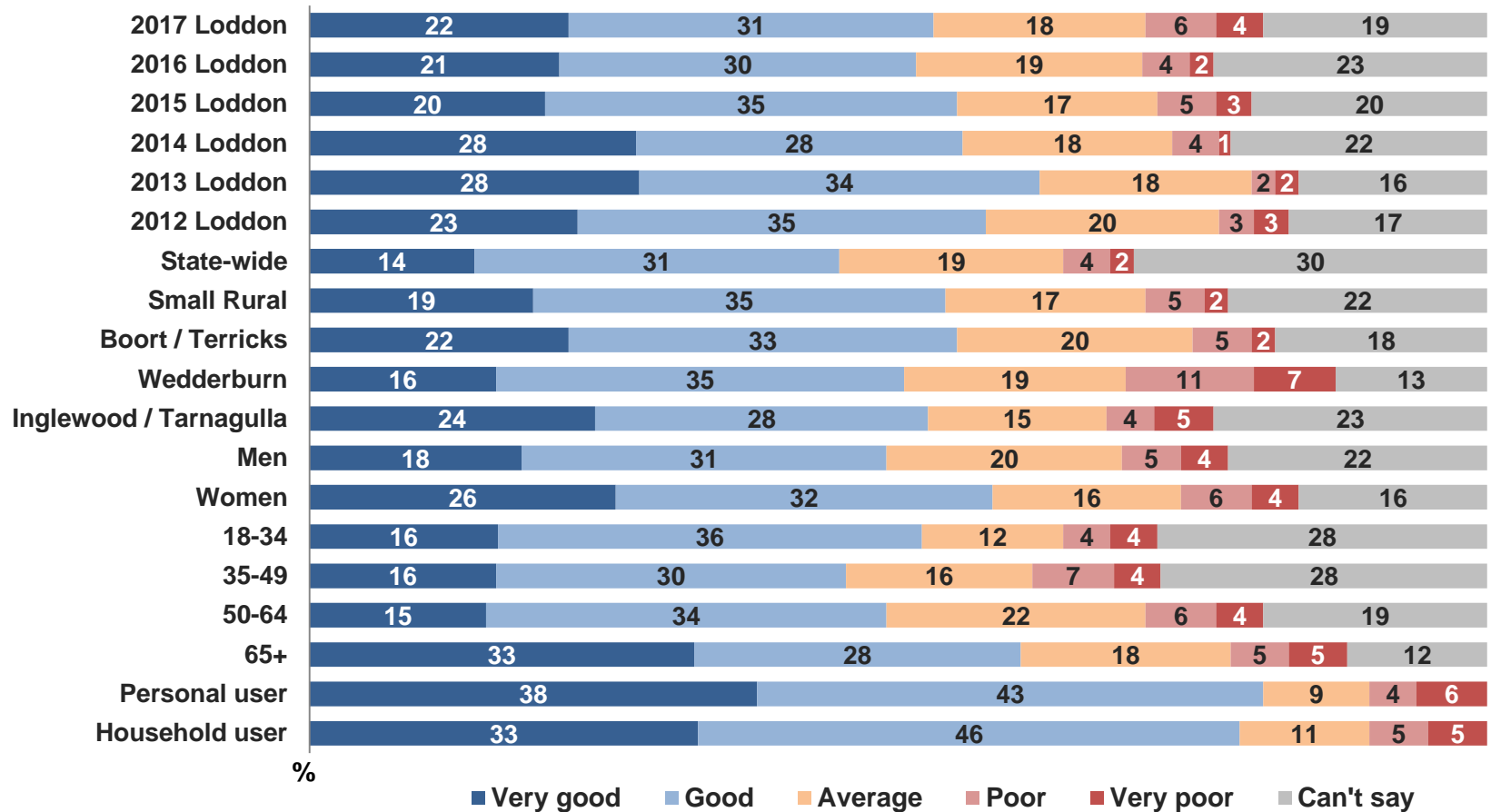
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Elderly Support Performance



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

2017 Recreational Facilities Importance

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

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

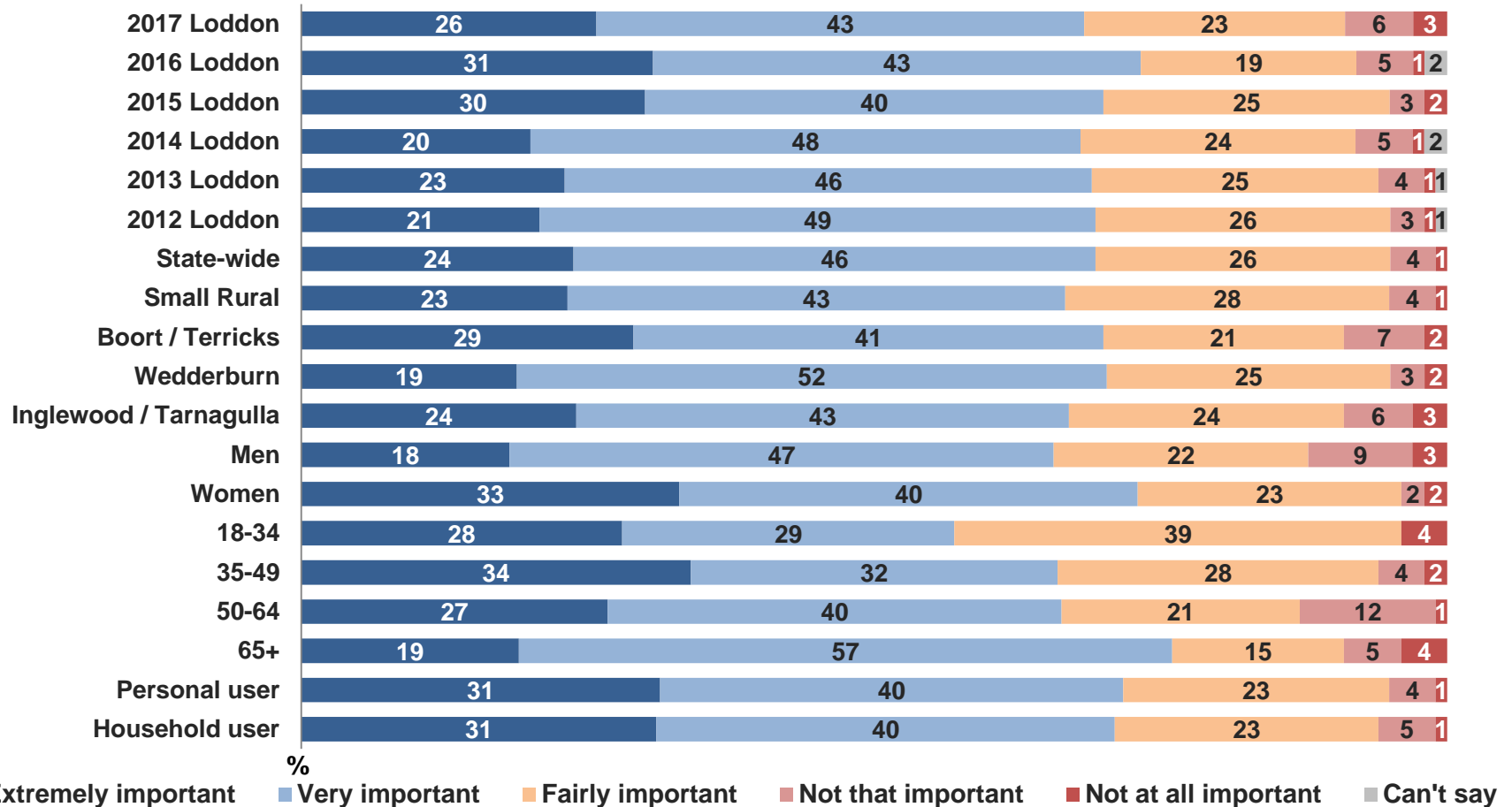
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Recreational Facilities Importance



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

2017 Recreational Facilities Performance

		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	69↓	68	70	n/a	n/a	n/a
18-34	69	75	65	73	74	66

Q2. How has Council performed on 'recreational facilities' over the last 12 months?

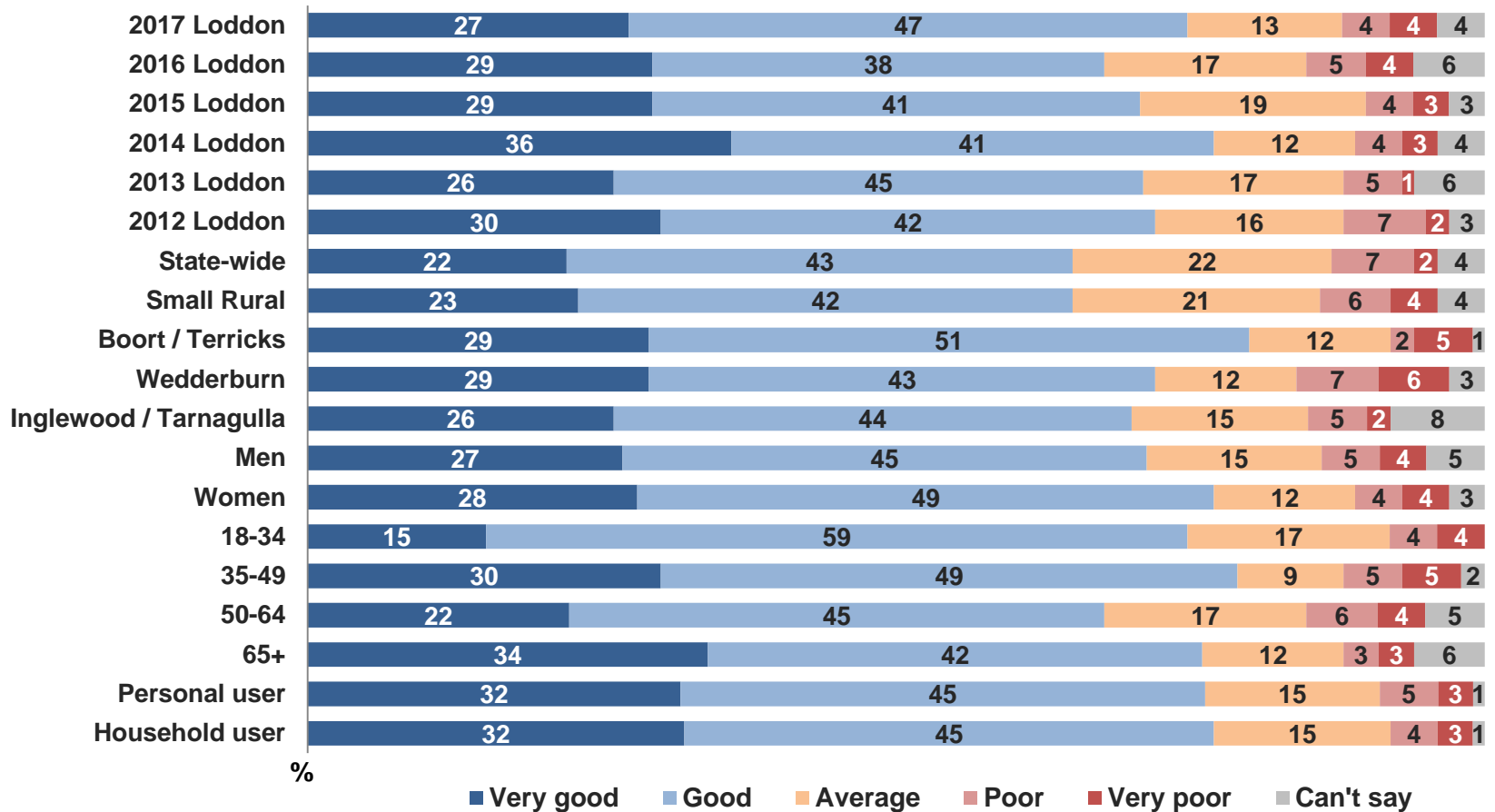
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Recreational Facilities Performance



2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2017 Public Areas Importance

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

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?

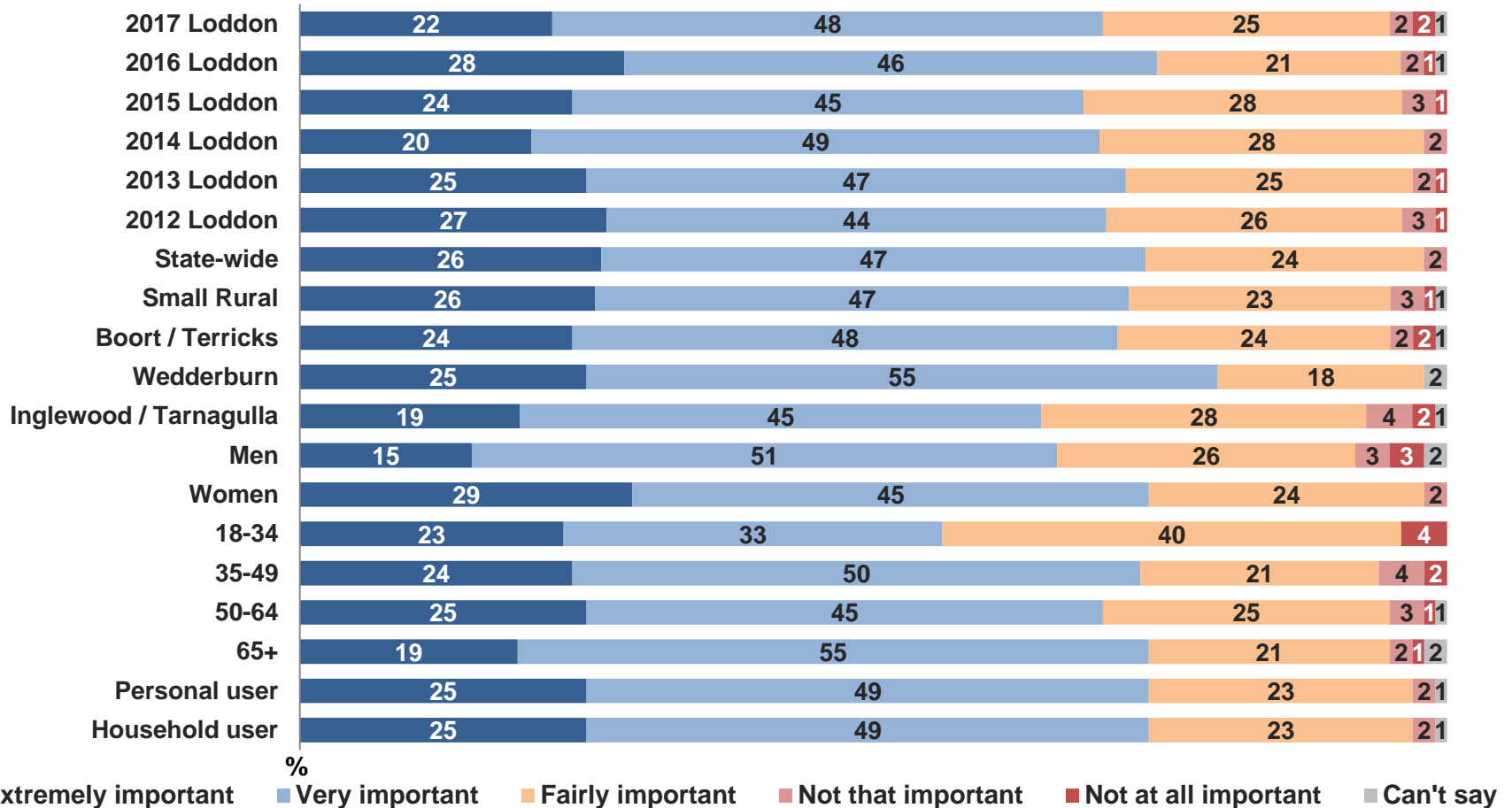
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2017 Public Areas Importance



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

2017 Public Areas Performance

		2016	2015	2014	2013	2012
35-49	76	71	74	71	74	75
Small Rural	74↑	73	74	n/a	n/a	n/a
Wedderburn	74	78	76	78	n/a	n/a
Household user	73	75	73	76	75	74
Personal user	73	75	73	76	74	74
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	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
50-64	67	70	75	74	73	71

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?

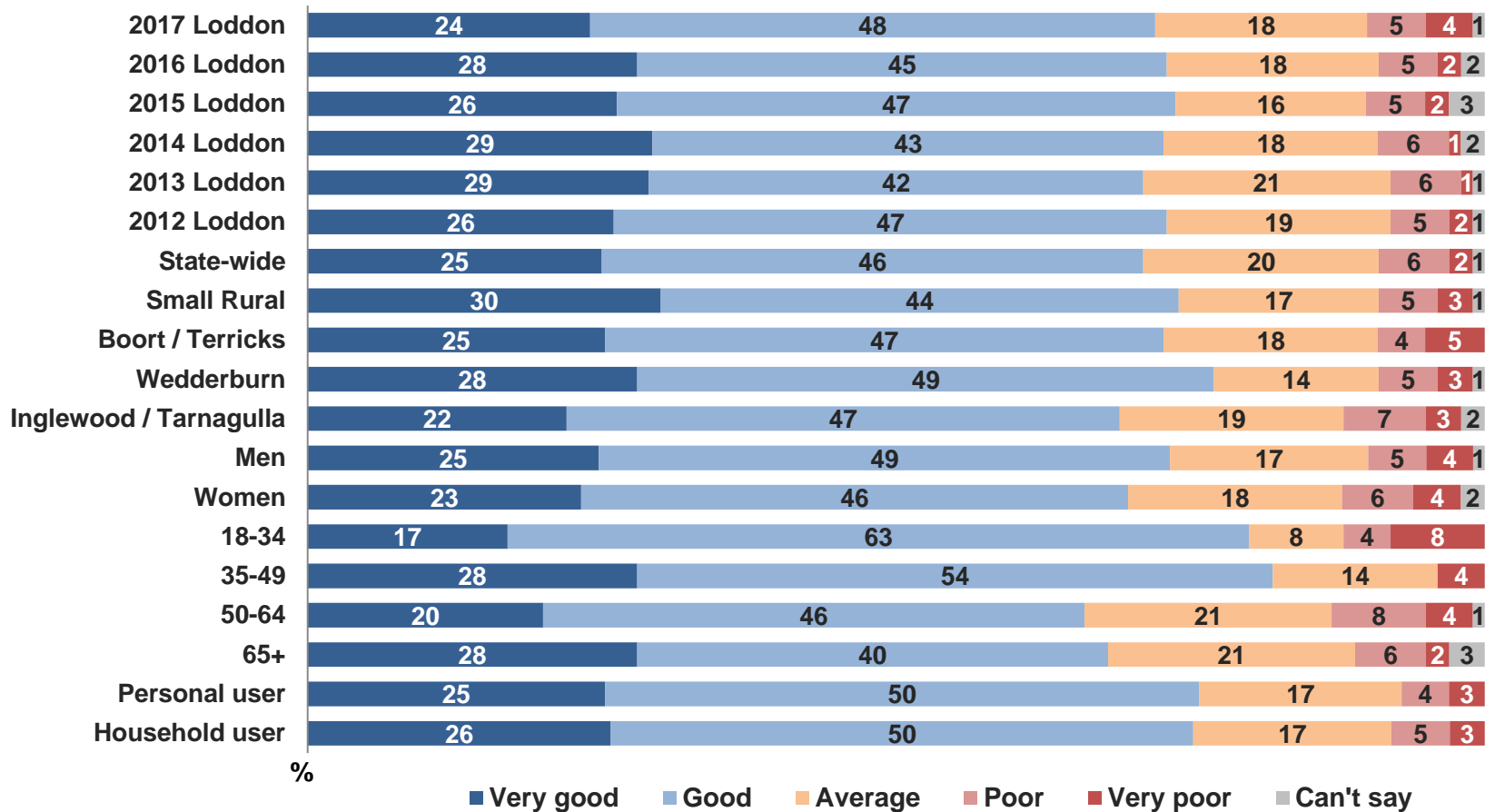
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

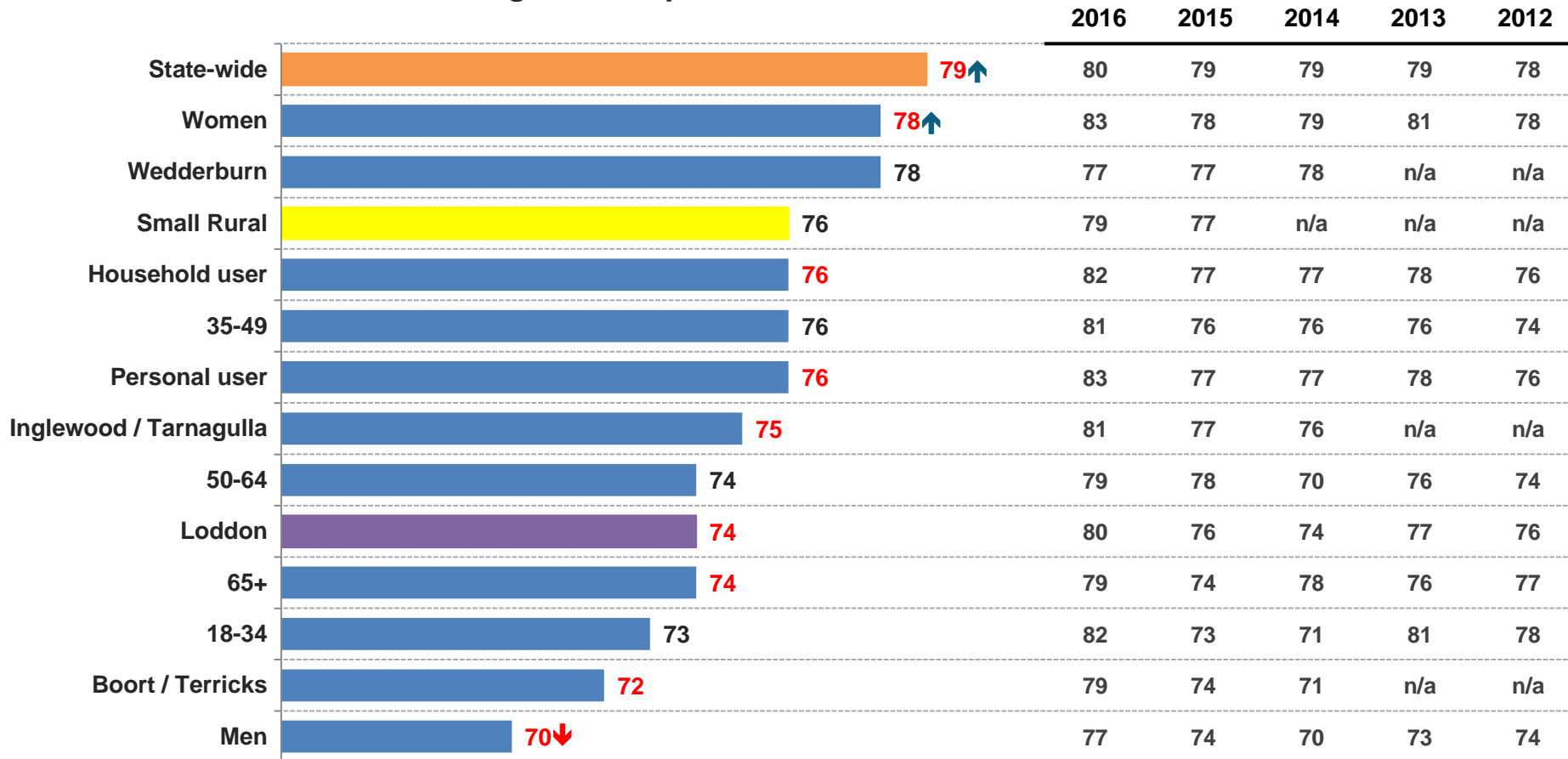
PERFORMANCE DETAILED PERCENTAGES

2017 Public Areas Performance



2017 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

2017 Waste Management Importance



Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

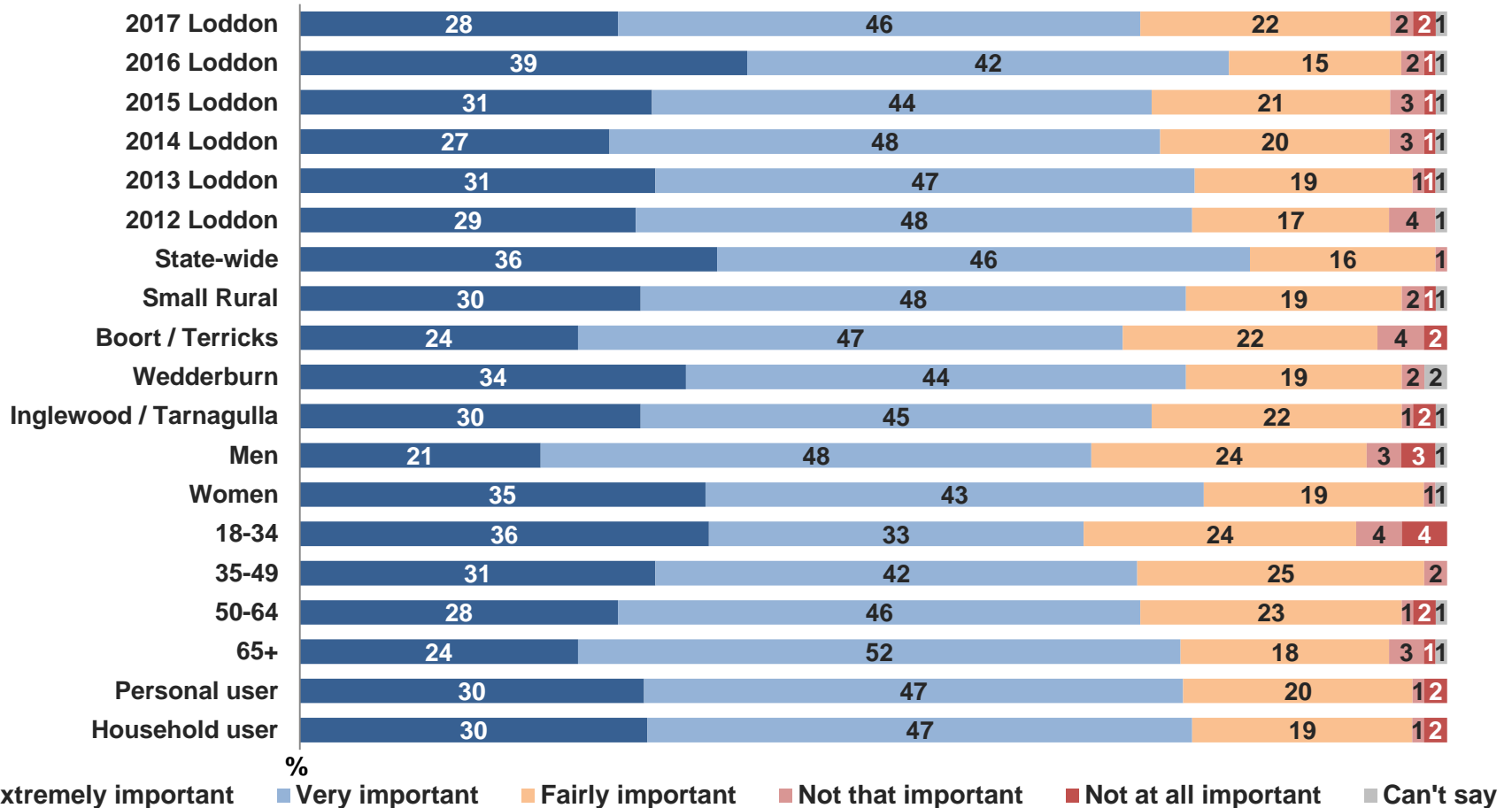
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

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

2017 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

2017 Waste Management Performance

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

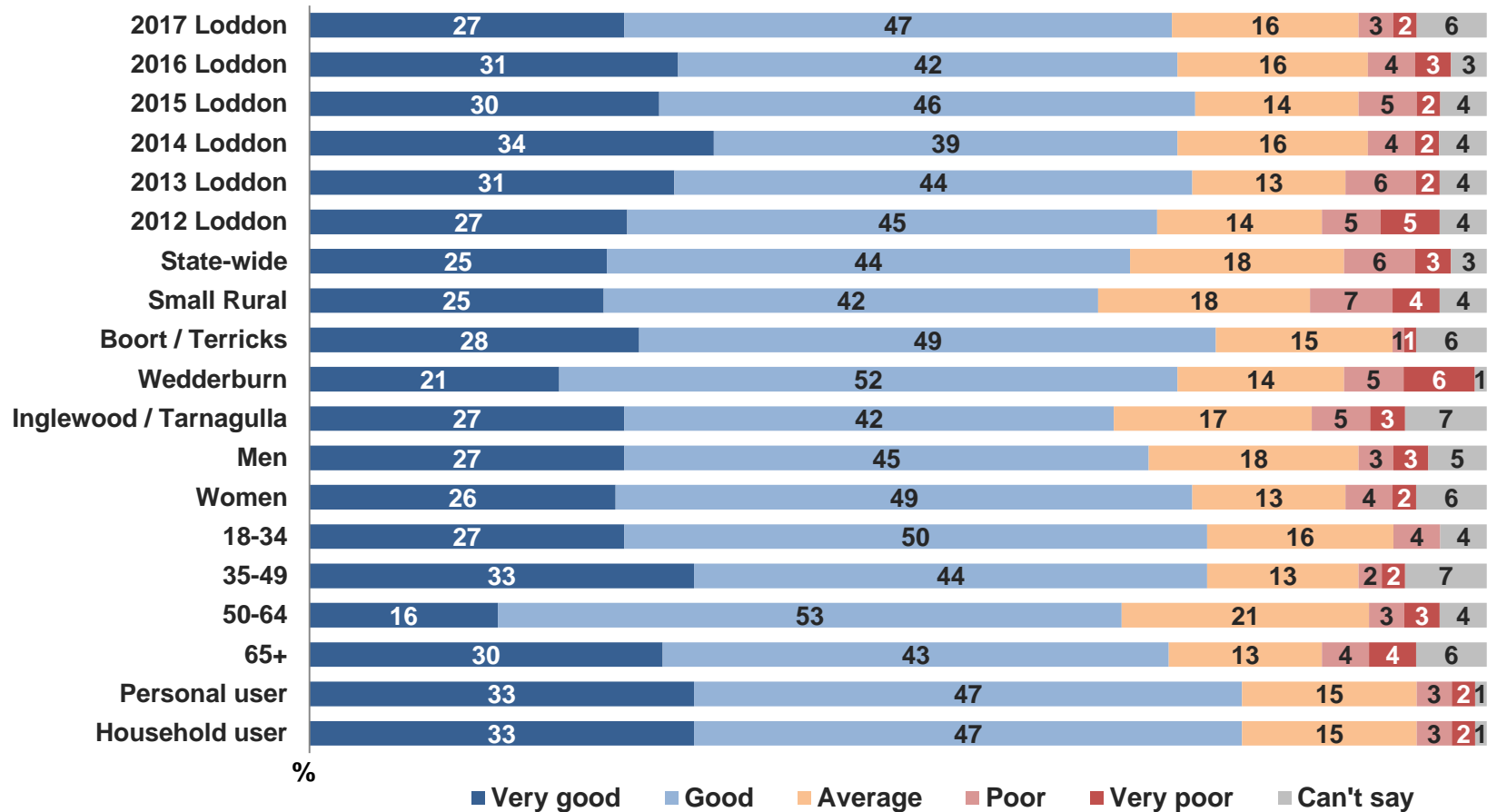
Q2. How has Council performed on 'waste management' over the last 12 months?

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 DETAILED PERCENTAGES

2017 Waste Management Performance



2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2017 Business/Development/Tourism Importance

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

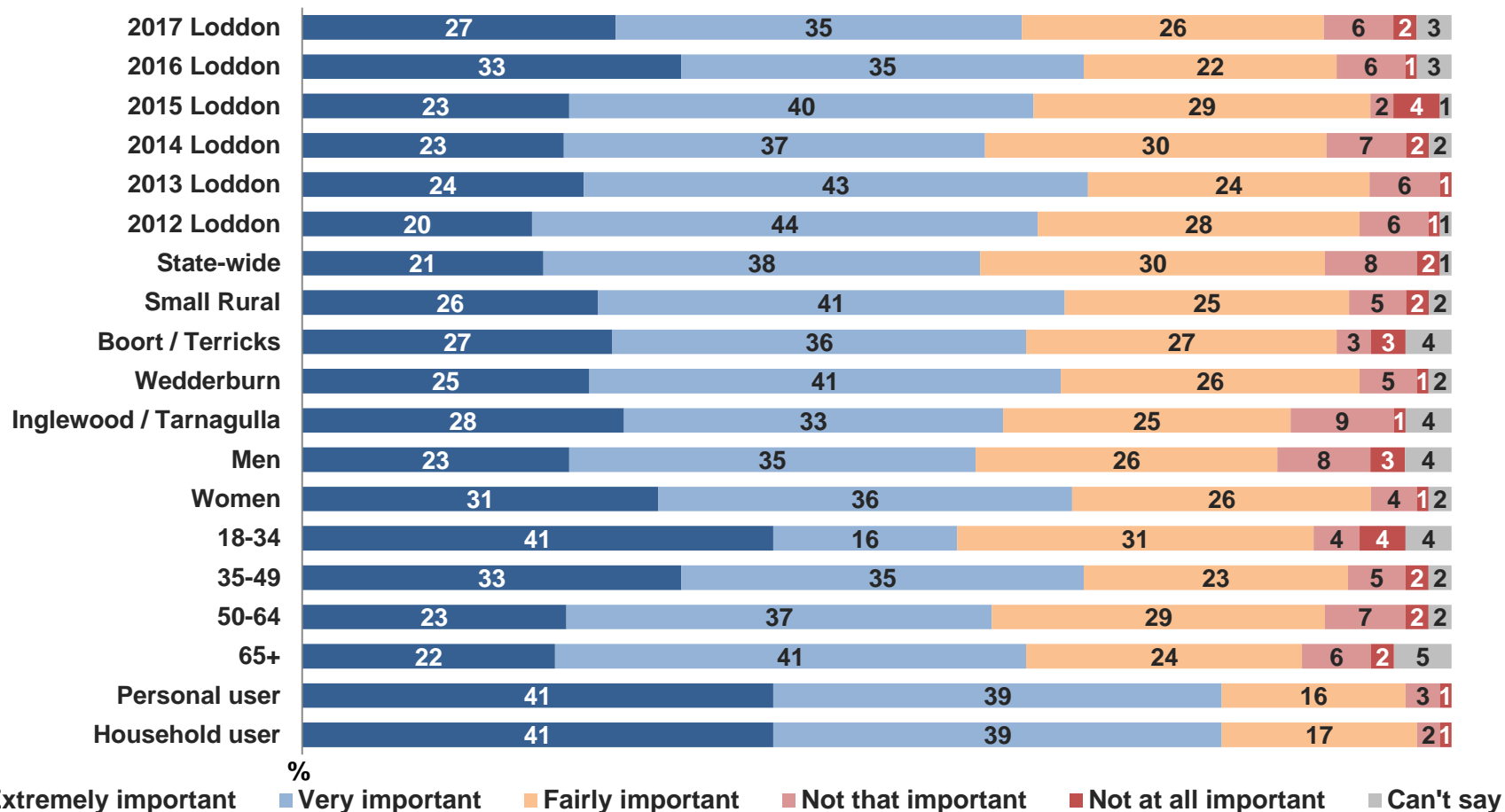
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

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

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



2017 Business/Development/Tourism Performance

		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

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

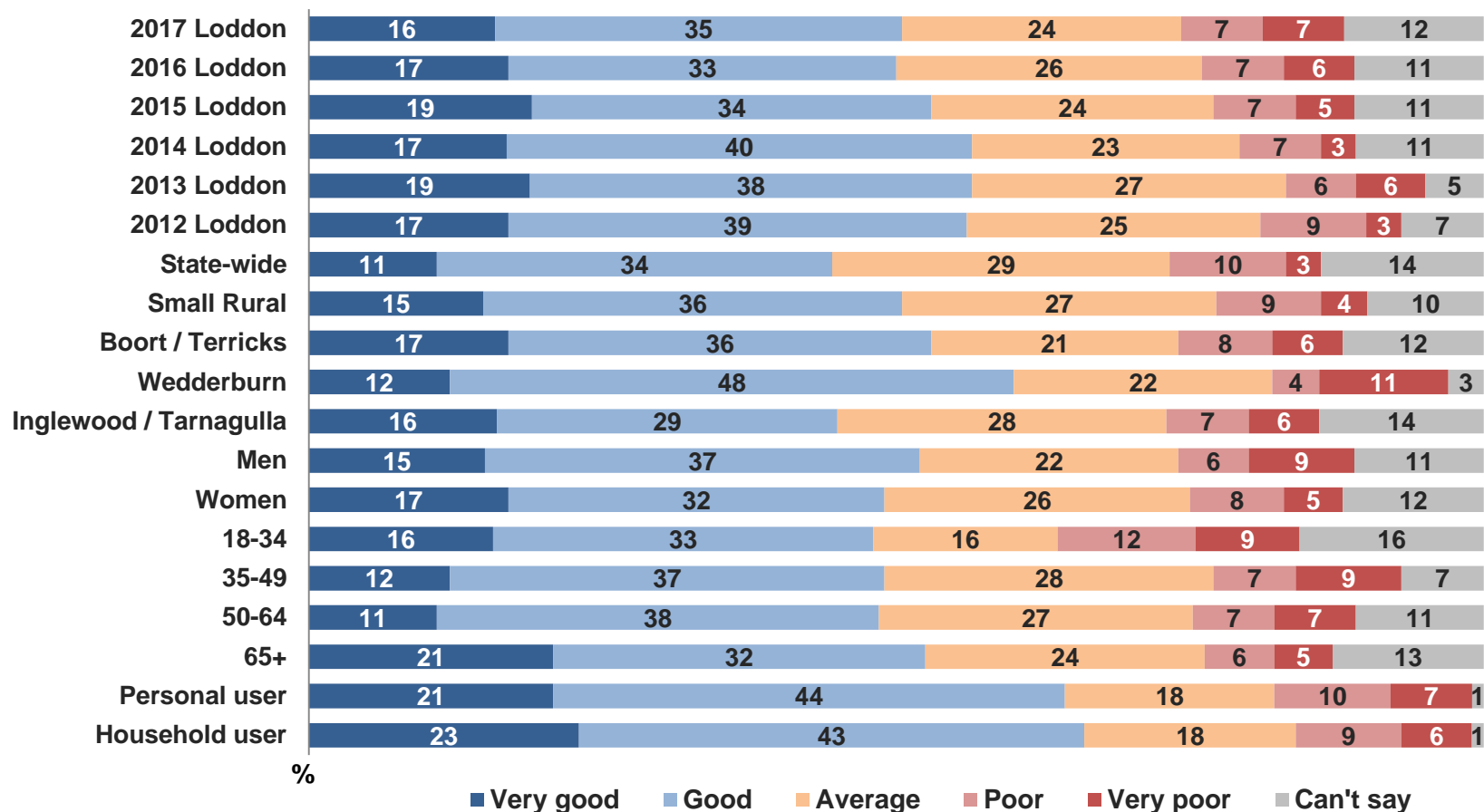
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



2017 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

2017 Planning & Building Permits Importance

		2016	2015	2014	2013	2012
Personal user	74↑	75	69	66	67	71
Household user	74↑	73	69	65	63	73
State-wide	72↑	71	71	71	71	71
Inglewood / Tarnagulla	70	70	68	65	n/a	n/a
Women	69	74	69	69	72	67
Small Rural	68	71	70	n/a	n/a	n/a
65+	67	69	65	68	70	68
35-49	67	72	67	62	62	63
Loddon	66	69	65	64	66	64
50-64	65	68	66	63	68	63
Boort / Terricks	63	68	62	64	n/a	n/a
18-34	62	64	60	63	62	62
Men	62	64	61	60	61	61
Wedderburn	61	68	69	65	n/a	n/a

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?

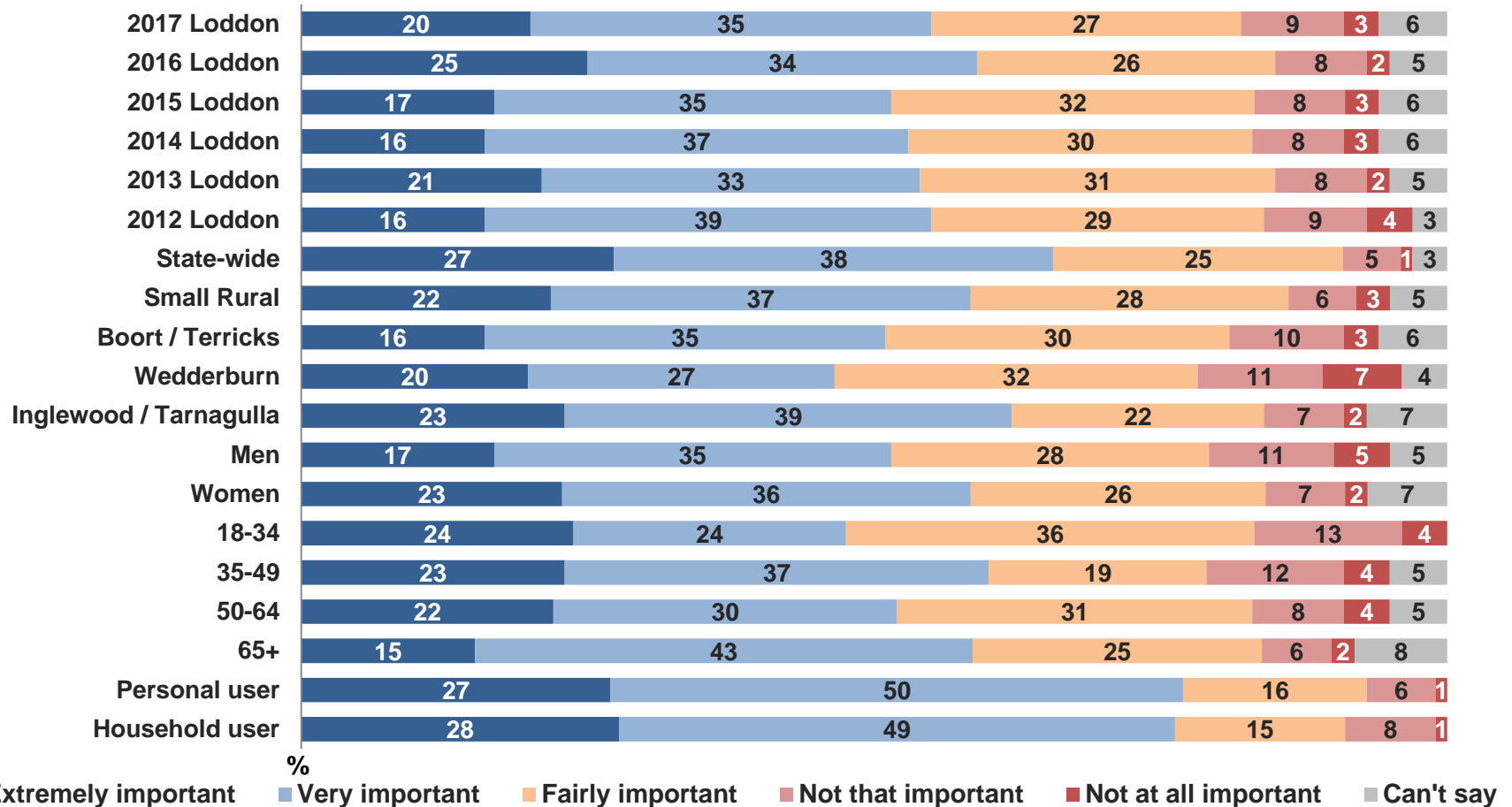
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

IMPORTANCE DETAILED PERCENTAGES

2017 Planning & Building Permits Importance



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



2017 Planning & Building Permits Performance

		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

Q2. How has Council performed on 'planning and building permits' over the last 12 months?

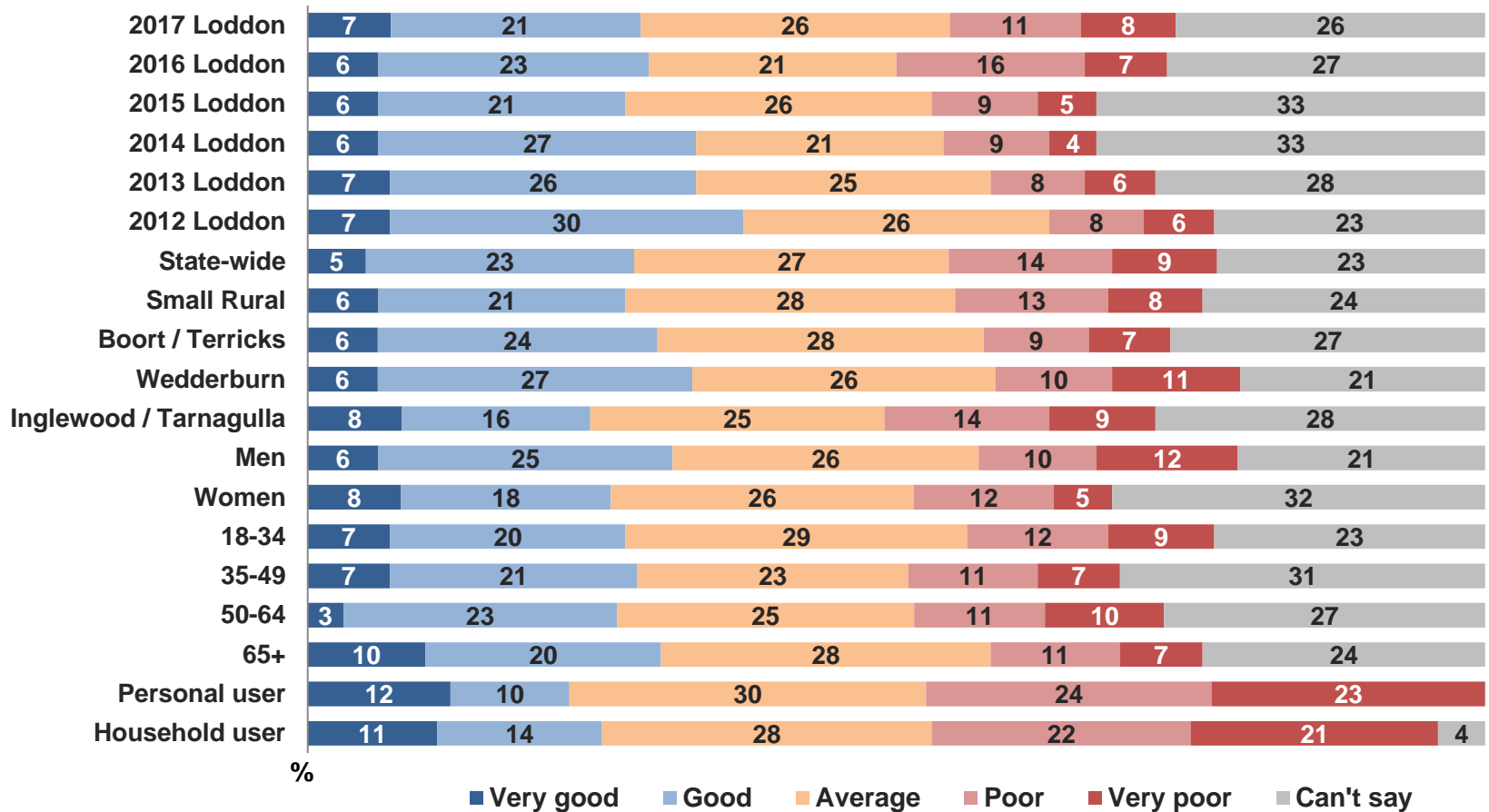
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

PERFORMANCE DETAILED PERCENTAGES

2017 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

2017 Disaster Management Importance

		2016	2015	2014	2013	2012
Women	85↑	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

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

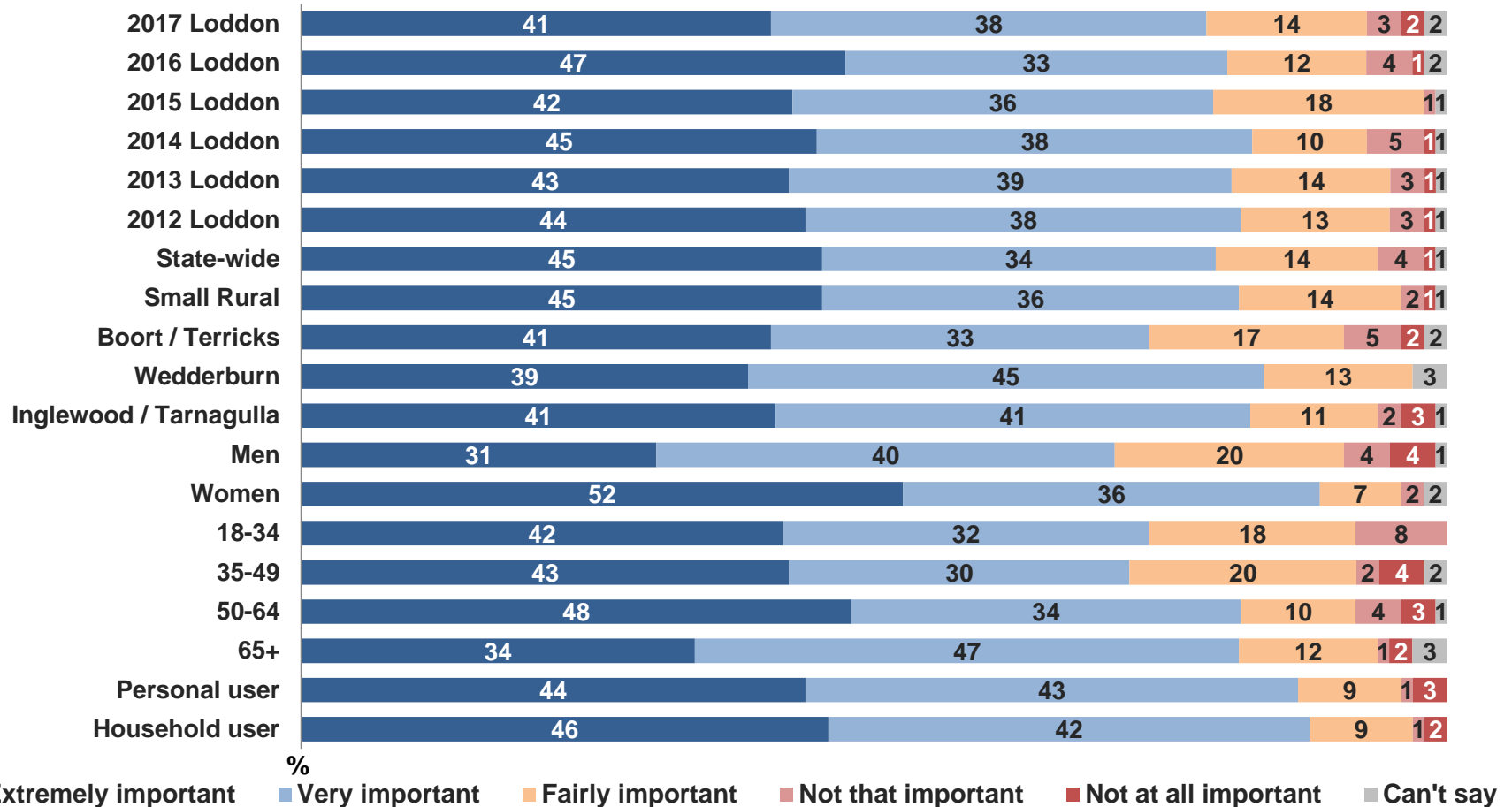
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Disaster Management Importance



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

2017 Disaster Management Performance

		2016	2015	2014	2013	2012
65+	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	69	73	70	79	74	75
Personal user	69	73	70	79	73	75
Loddon	68	67	71	72	71	70
Inglewood / Tarnagulla	68	67	72	75	n/a	n/a
Boort / Terricks	67	70	70	71	n/a	n/a
35-49	67	63	71	68	70	71
Men	67	65	69	70	69	69
18-34	66	68	69	72	70	67
50-64	62↓	63	67	71	69	64

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

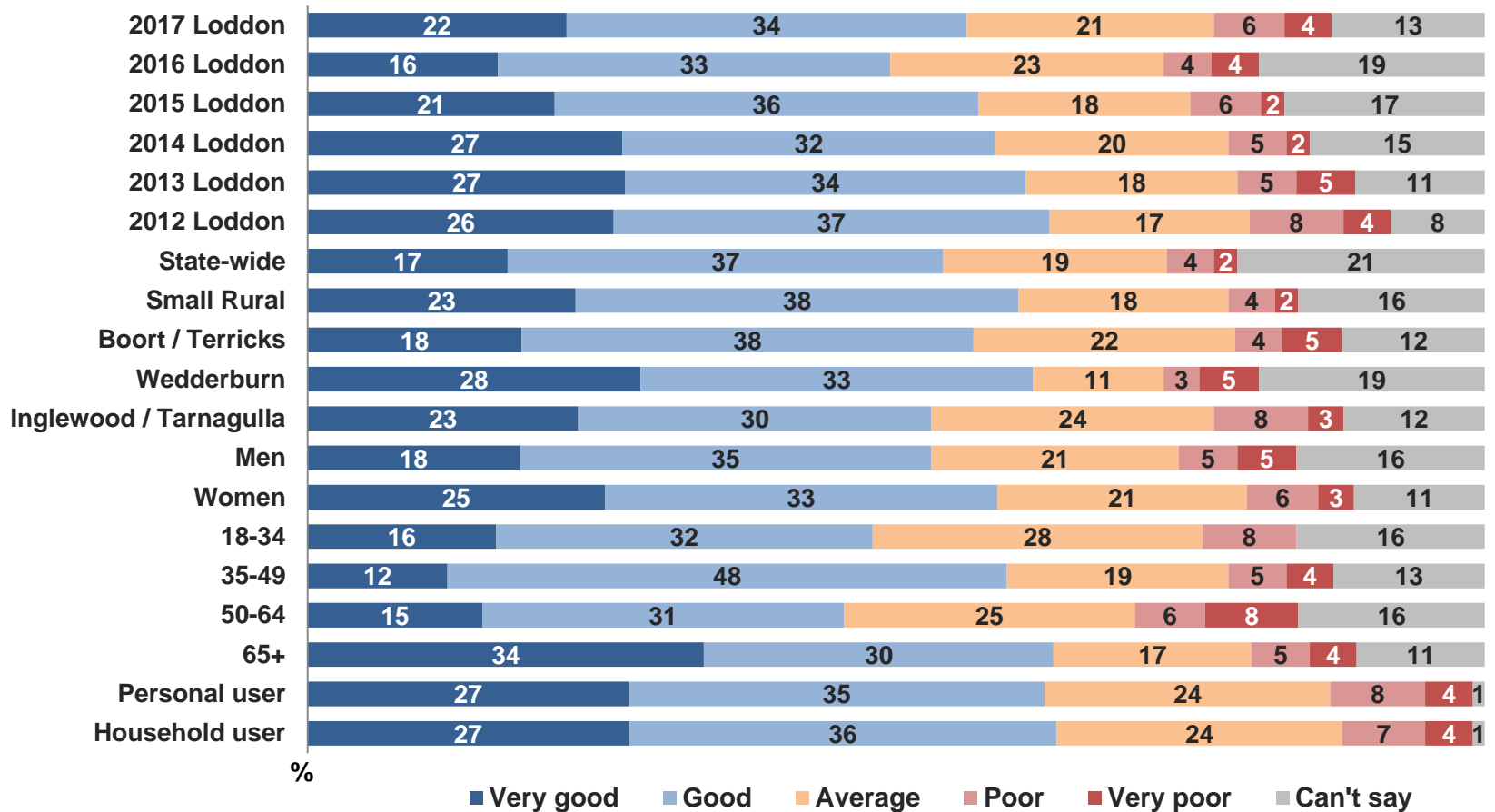
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Disaster Management Performance



2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2017 Unsealed Roads Importance

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

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

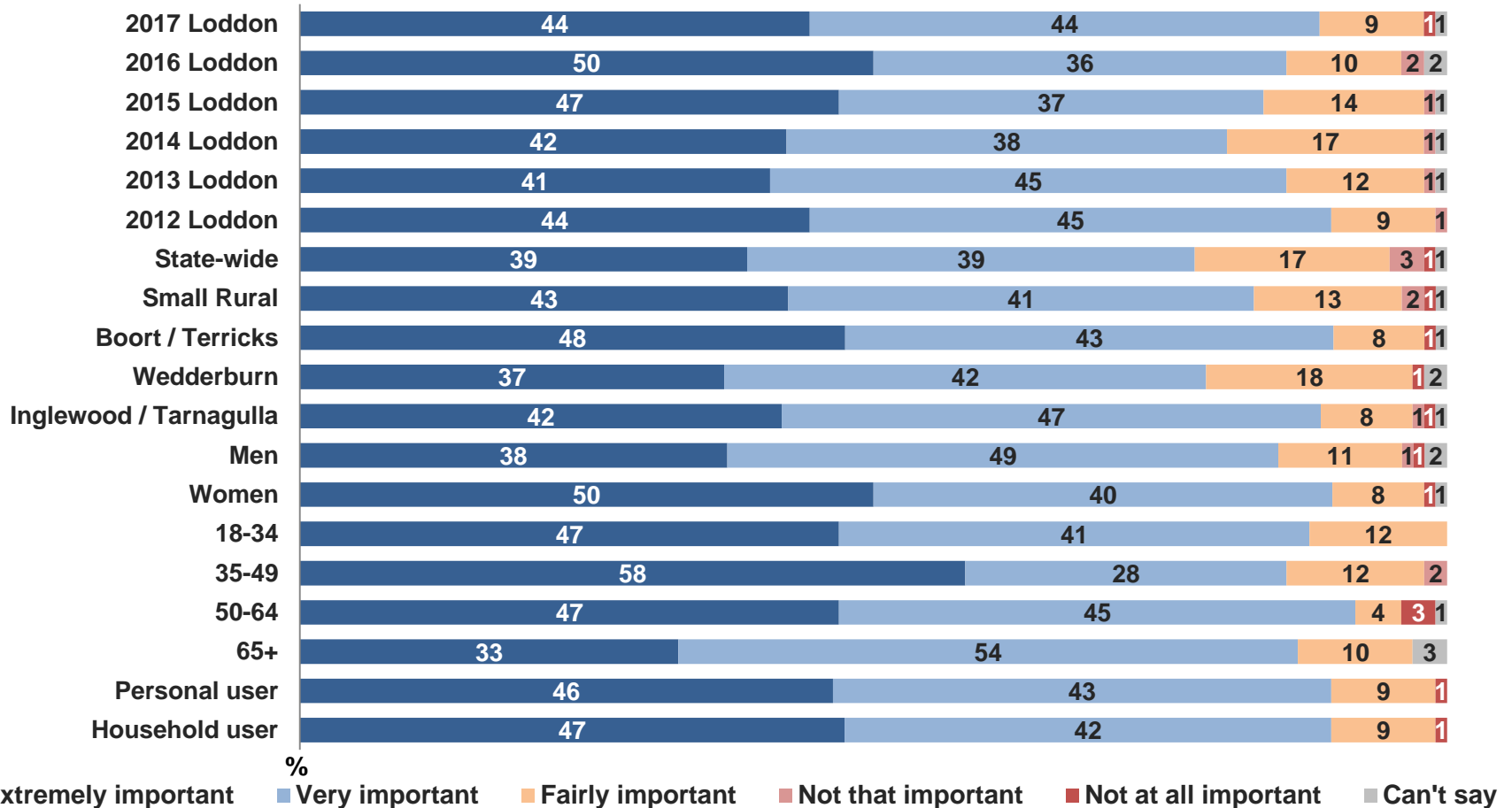
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

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



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

2017 Unsealed Roads Performance

		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	39	44	36	47	51	50
50-64	39	48	47	49	51	47

Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?

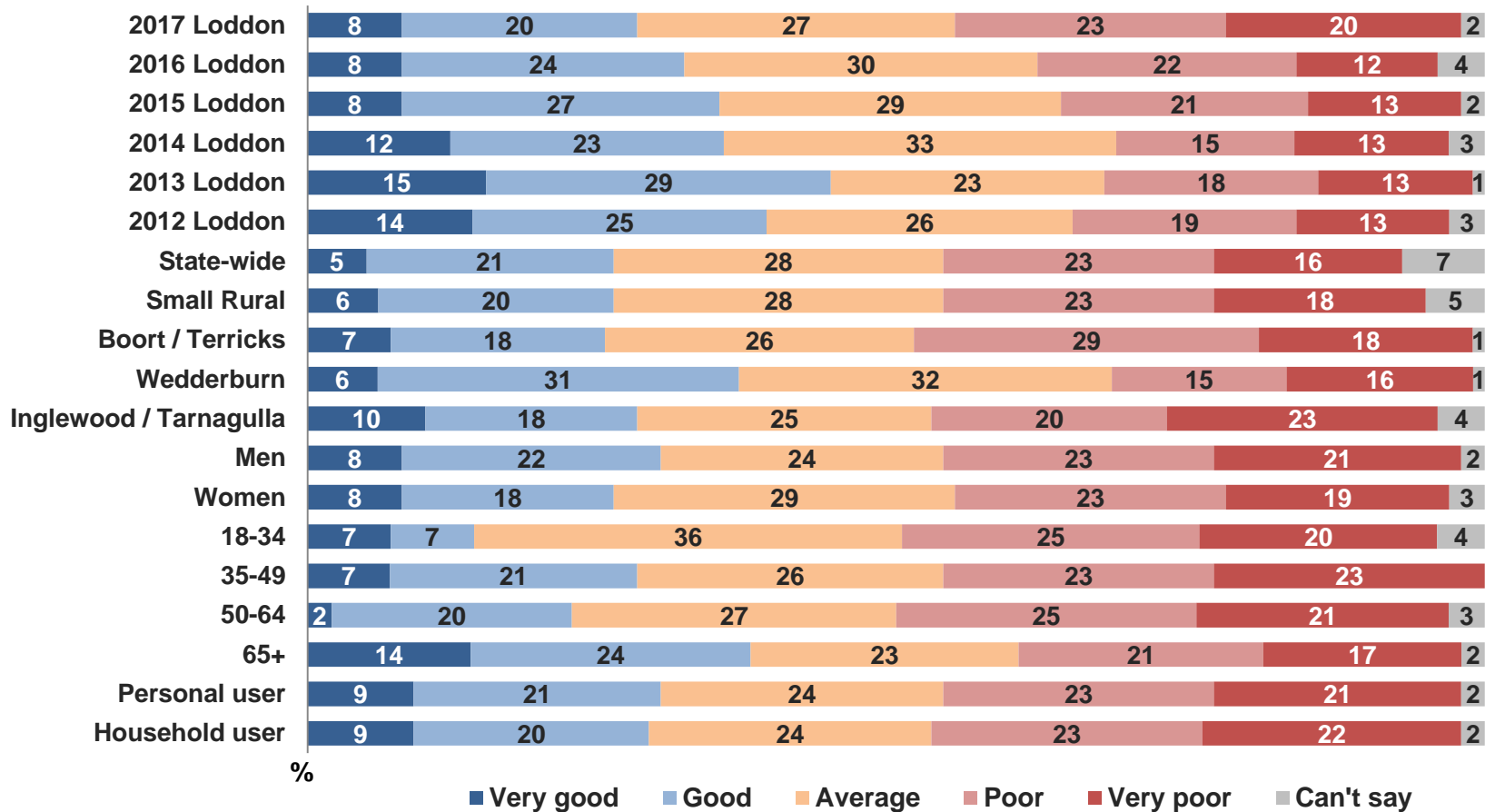
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

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



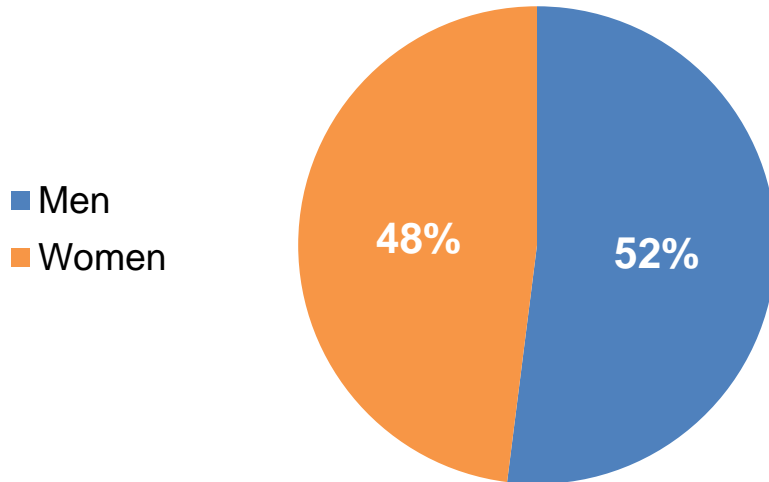
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7



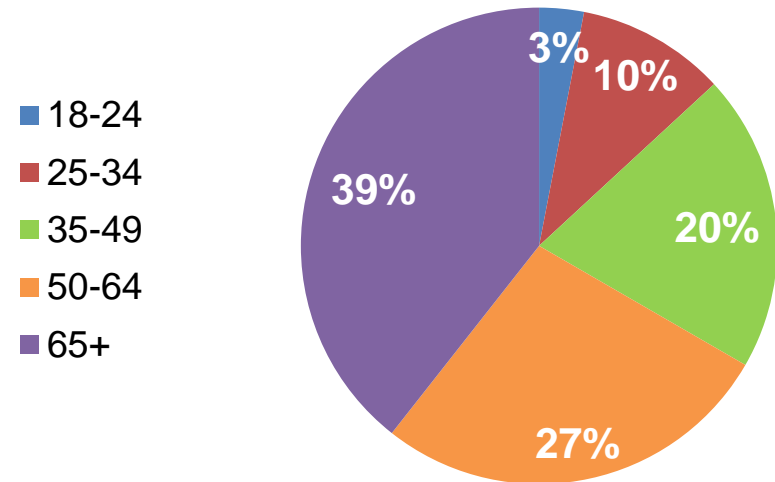
DETAILED DEMOGRAPHICS

2017 GENDER AND AGE PROFILE

Gender



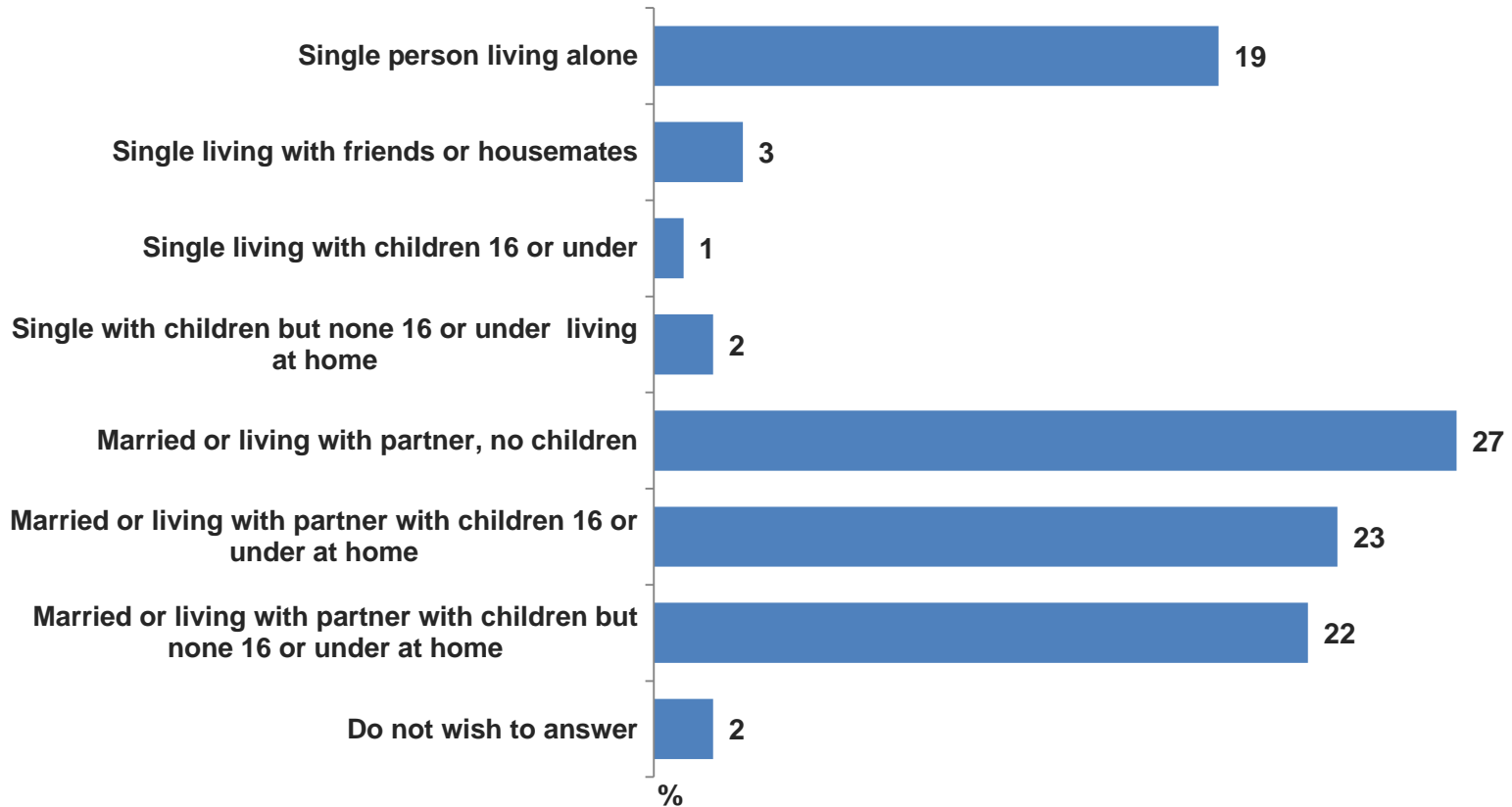
Age



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

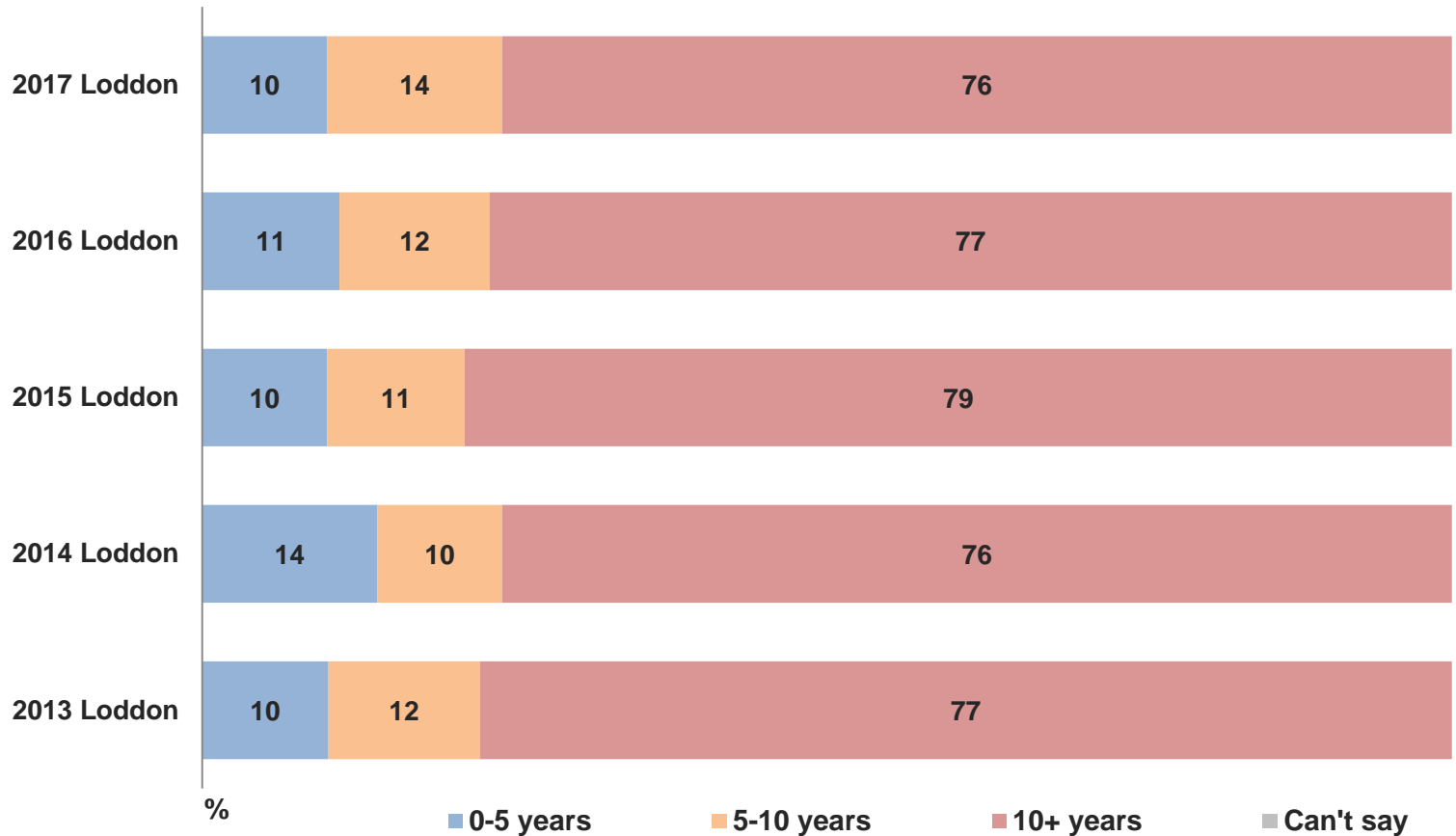
2017 Household Structure



S6. Which of the following BEST describes your household?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2

2017 YEARS LIVED IN AREA

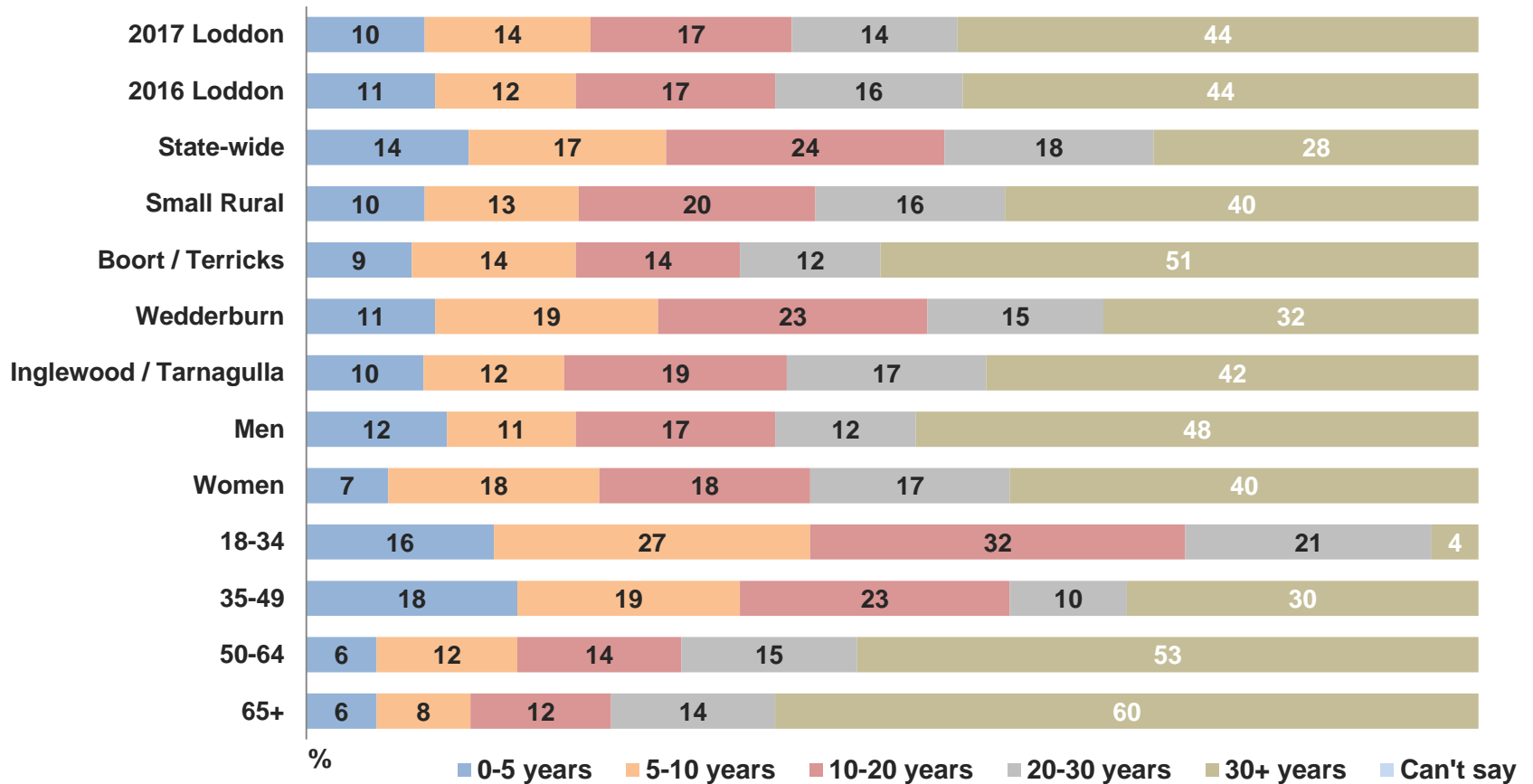
2017 Years Lived in Area



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

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

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines overlaid on the landmass, suggesting a data network or survey routes. The map is dark, with the network lines in shades of green and yellow, and some bright spots representing cities or data points.

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

APPENDIX B:

ANALYSIS AND REPORTING

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.

APPENDIX B: ANALYSIS AND REPORTING

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

APPENDIX B: ANALYSIS AND REPORTING

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

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

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 very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX B:

ANALYSIS AND REPORTING

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.

APPENDIX B: ANALYSIS AND REPORTING

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

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.



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