



# **2023 Local Government Community Satisfaction Survey**

## **Loddon Shire Council**

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



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<u>Recreational facilities</u>	<u>65</u>		
<u>Appearance of public areas</u>	<u>67</u>		



## Background and objectives

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

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

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

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

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

### Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

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

# **Key findings and recommendations**



# Loddon Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Loddon 56



Small Rural 55



State-wide 56

## Council performance compared to group average

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



# Summary of core measures

## Index scores

**Overall Performance**

**Value for money**

**Community Consultation**

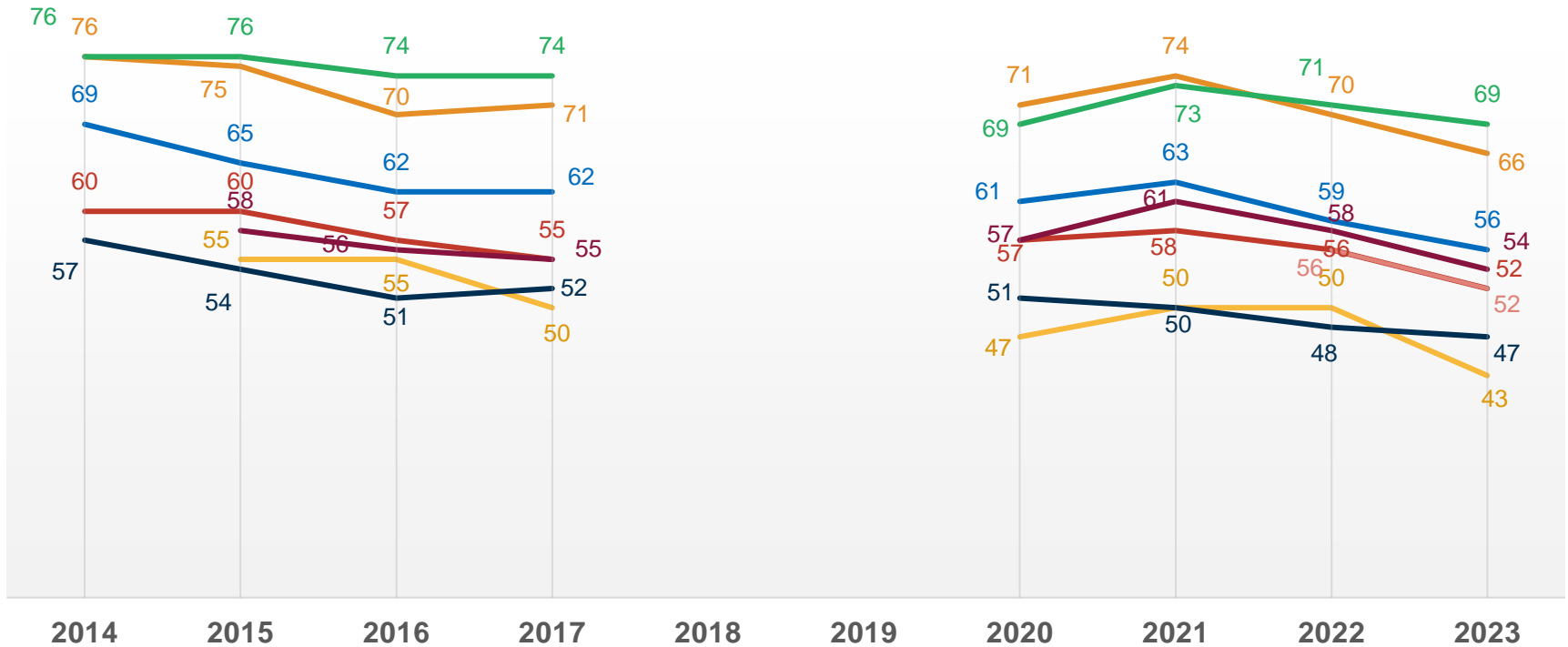
**Making Community Decisions**

**Sealed Local Roads**

**Waste management**

**Customer Service**

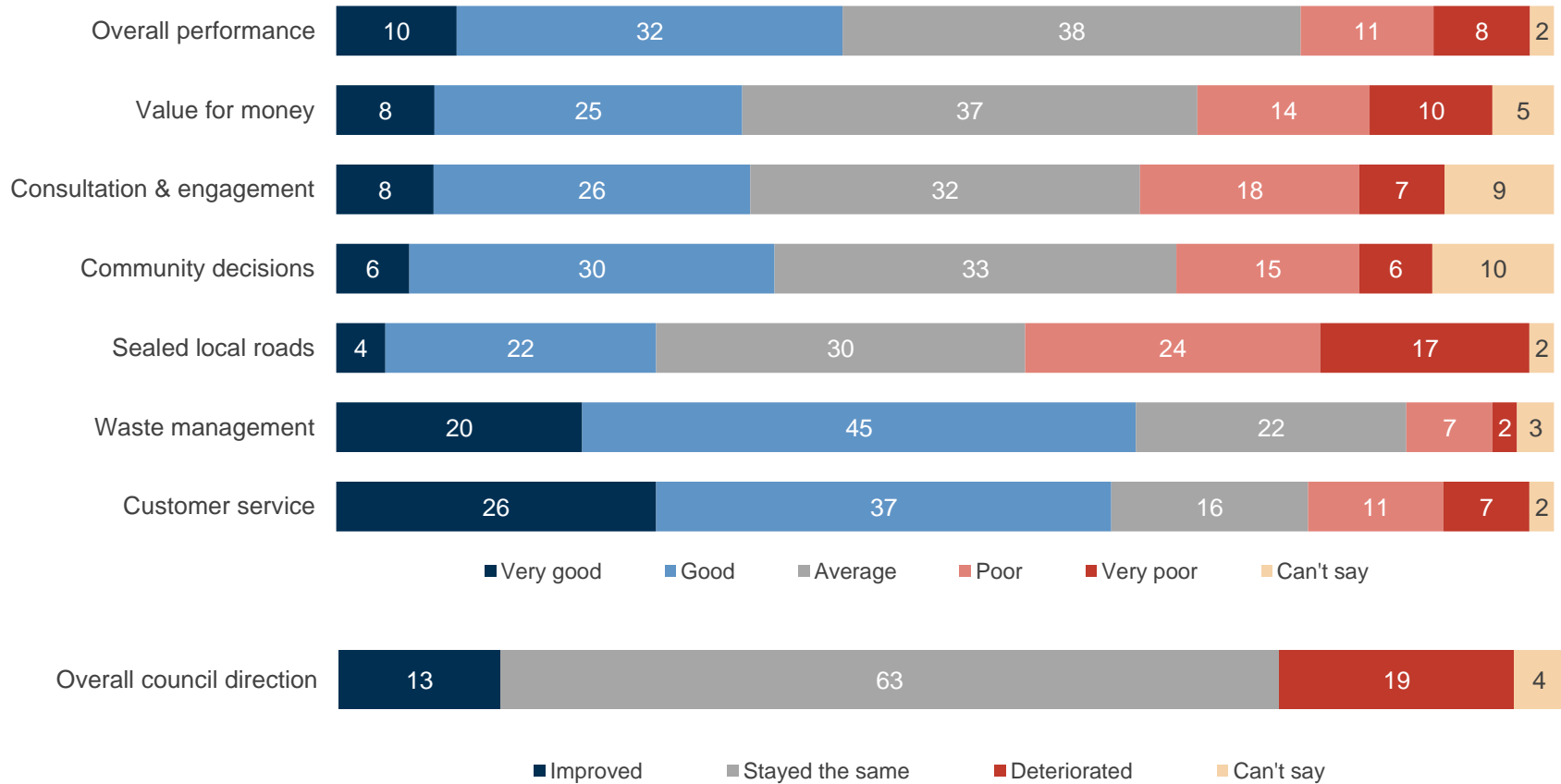
**Overall Council Direction**













# Summary of core measures

Core measures summary results (%)













## Summary of Loddon Shire Council performance

Services	Loddon 2023	Loddon 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	56	59	55	56	Boort/ Terrick residents	Inglewood/ Tarnagulla residents
 Value for money	52	56	49	49	Boort/ Terrick residents, Aged 65+ years	Inglewood/ Tarnagulla residents
 Overall council direction	47	48	47	46	Wedderburn residents	Aged 18-34 years
 Customer service	66	70	65	67	Wedderburn residents	Inglewood/ Tarnagulla residents, Aged 65+ years
 Appearance of public areas	70	71	71	67	Wedderburn residents	Inglewood/ Tarnagulla residents
 Recreational facilities	69	69	67	68	Aged 65+ years, Boort/ Terrick residents	Aged 35-49 years
 Waste management	69	71	66	66	Aged 65+ years	Aged 35-49 years, Aged 18-34 years
 Emergency & disaster mngt	61	66	66	65	Aged 65+ years, Aged 35-49 years	Aged 18-34 years









## Summary of Loddon Shire Council performance

Services		Loddon 2023	Loddon 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Elderly support services	60	64	66	63	Aged 65+ years	Aged 35-49 years
	Family support services	59	61	62	63	Aged 65+ years	Aged 18-34 years
	Enforcement of local laws	59	61	61	61	Boort/ Terrick residents, Women	Inglewood/ Tarnagulla residents
	Informing the community	58	60	58	57	Boort/ Terrick residents	Inglewood/ Tarnagulla residents
	Community decisions	54	58	52	51	Boort/ Terrick residents, Aged 65+ years	Inglewood/ Tarnagulla residents
	Consultation & engagement	52	56	53	52	Boort/ Terrick residents	Inglewood/ Tarnagulla residents
	Lobbying	52	54	52	51	Aged 65+ years, Boort/ Terrick residents	Inglewood/ Tarnagulla residents
	Town planning policy	51	54	52	50	Boort/ Terrick residents	Aged 35-49 years



## Summary of Loddon Shire Council performance

Services		Loddon 2023	Loddon 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Local streets & footpaths	49	53	52	52	Boort/ Terrick residents	Inglewood/ Tarnagulla residents
	Sealed local roads	43	50	44	48	Aged 65+ years, Wedderburn residents	Aged 35-49 years
	Planning & building permits	42	44	45	47	Boort/ Terrick residents	Inglewood/ Tarnagulla residents
	Unsealed roads	37	42	38	37	Aged 65+ years	Aged 18-34 years



## Focus areas for the next 12 months

### Overview

Loddon Shire Council's overall performance experienced a (not significant) three-point decline in 2023 and is now the lowest score seen to date. This decline is reflected in significant declines on seven of the 16 individual service areas evaluated. Encouragingly, Council's top three performing service areas (appearance of public areas, recreational facilities, and waste management) remain as positive as they were in 2022.

### Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. Improved communication and transparency with residents about decisions made in the community's interest, particularly on its approach to planning and building permits, is warranted. This, in conjunction with regular community consultation and engagement and keeping residents well-informed on key local issues, will help shore up perceptions of Council's overall performance.

### Comparison to state and area grouping

Council performs as well or significantly higher than the Small Rural group and State-wide averages on most service areas evaluated. This is a positive result, although Council's performance does lag both the Small Rural group and State-wide averages significantly on emergency and disaster management and both elderly and family support services.

### A need to abate declines and rebuild

Over the past 12 months, perceptions of Council performance have largely deteriorated. This is primarily driven by significant declines among residents living in Inglewood/Tarnagulla. Performance ratings among these residents are the lowest to date across all service areas evaluated. Restoring positive perceptions in this geographic region will be key. Council should also aim to abate the emerging downward trend in perceptions of customer service – early attention here is warranted.

# DETAILED FINDINGS



# Overall performance



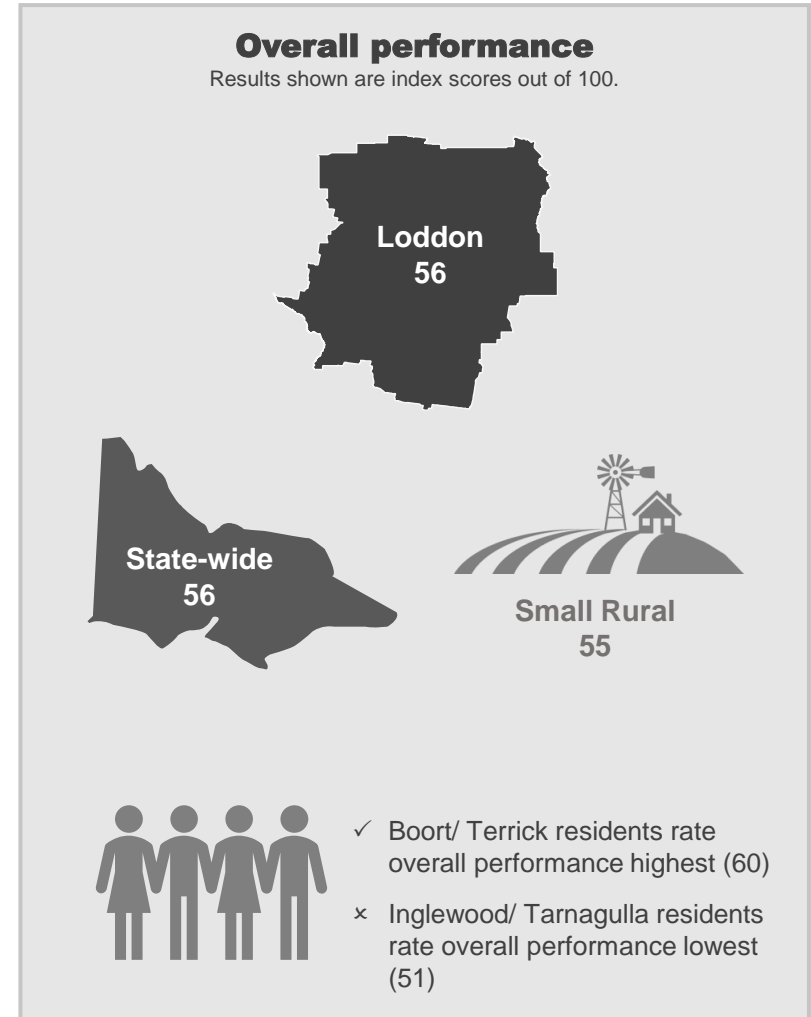
## Overall performance

The overall performance index score of 56 for Loddon Shire Council represents a three-point decrease on the 2022 result. While this is not a significant change, it marks two consecutive years of decline and Council's lowest rating to date. Council's overall performance is rated in-line (at the 95% confidence interval) with both the State-wide and Small Rural group averages (index scores of 56 and 55 respectively).

- The slight decline in overall performance has been underpinned by a significant decrease in performance ratings in the past 12 months among residents aged 65 years and over and those living in Inglewood/ Tarnagulla.
- Geographically, overall performance is rated highest among residents of Boort/ Terrick (index score of 60) and lowest among residents in Inglewood/ Tarnagulla (51), although these results do not differ significantly from the Council average.

Despite a significant fall in Council's index score for value for money in services and infrastructure (52, down four points), it is significantly higher than the Small Rural group and State-wide averages (both 49).

A third of residents (33%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. In comparison, 24% rate Council as 'very poor' or 'poor'.





# Overall performance

## 2023 overall performance (index scores)

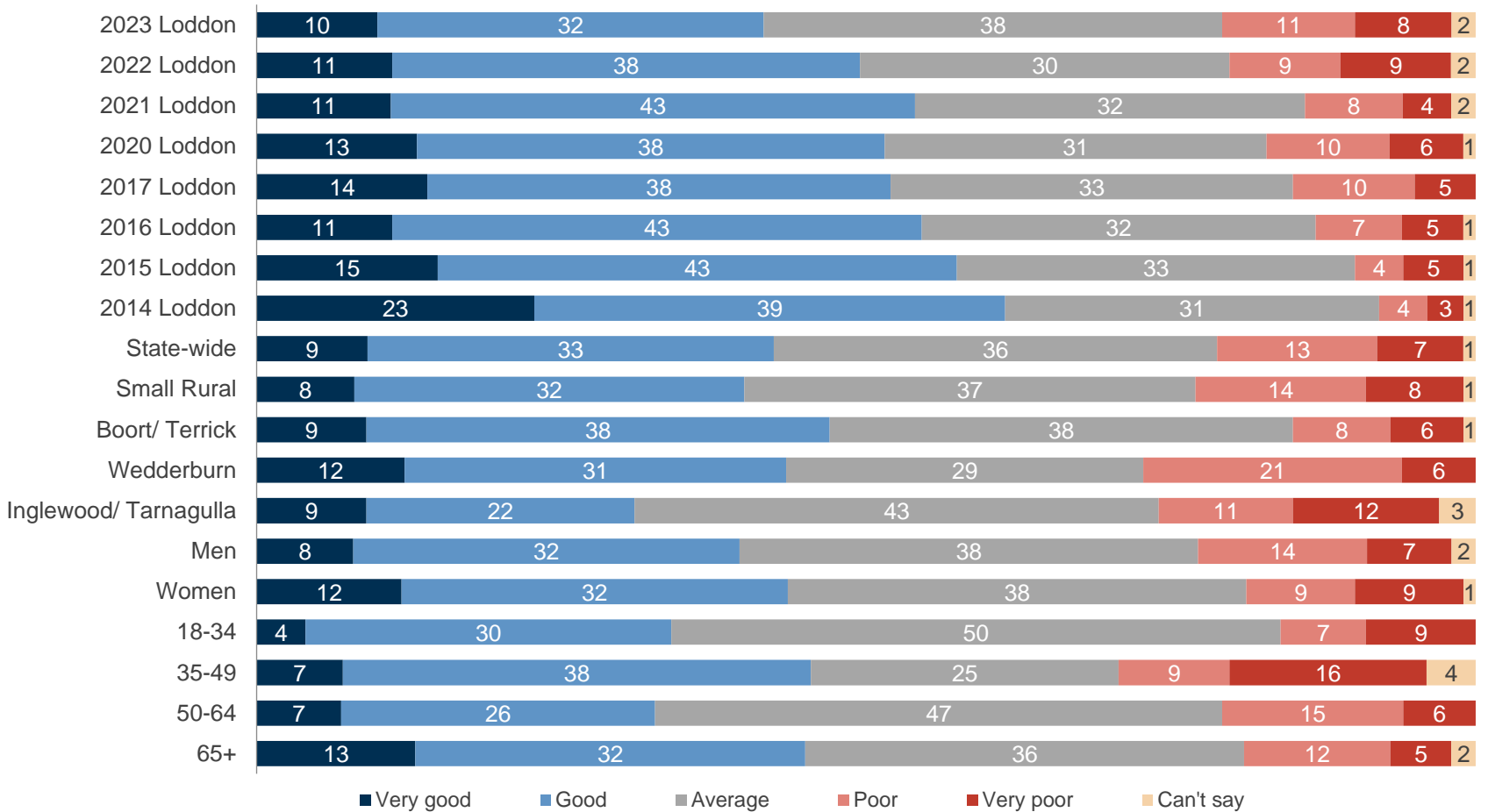
	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	60	57	64	62	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	65	68	64	n/a	n/a	63	67	69	75
Women	57	60	62	62	n/a	n/a	63	66	66	71
Loddon	56	59	63	61	n/a	n/a	62	62	65	69
Wedderburn	56	62	63	65	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	56	59	61	58	60	59	59	59	60	61
Men	55	58	64	60	n/a	n/a	61	58	64	67
Small Rural	55	58	60	56	58	56	58	57	59	n/a
18-34	53	57	59	57	n/a	n/a	64	66	60	65
50-64	53	55	62	61	n/a	n/a	58	55	64	67
35-49	53	50	56	55	n/a	n/a	63	59	64	65
Inglewood/ Tarnagulla	51	60	61	58	n/a	n/a	n/a	n/a	n/a	n/a

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



# Overall performance

## 2023 overall performance (%)



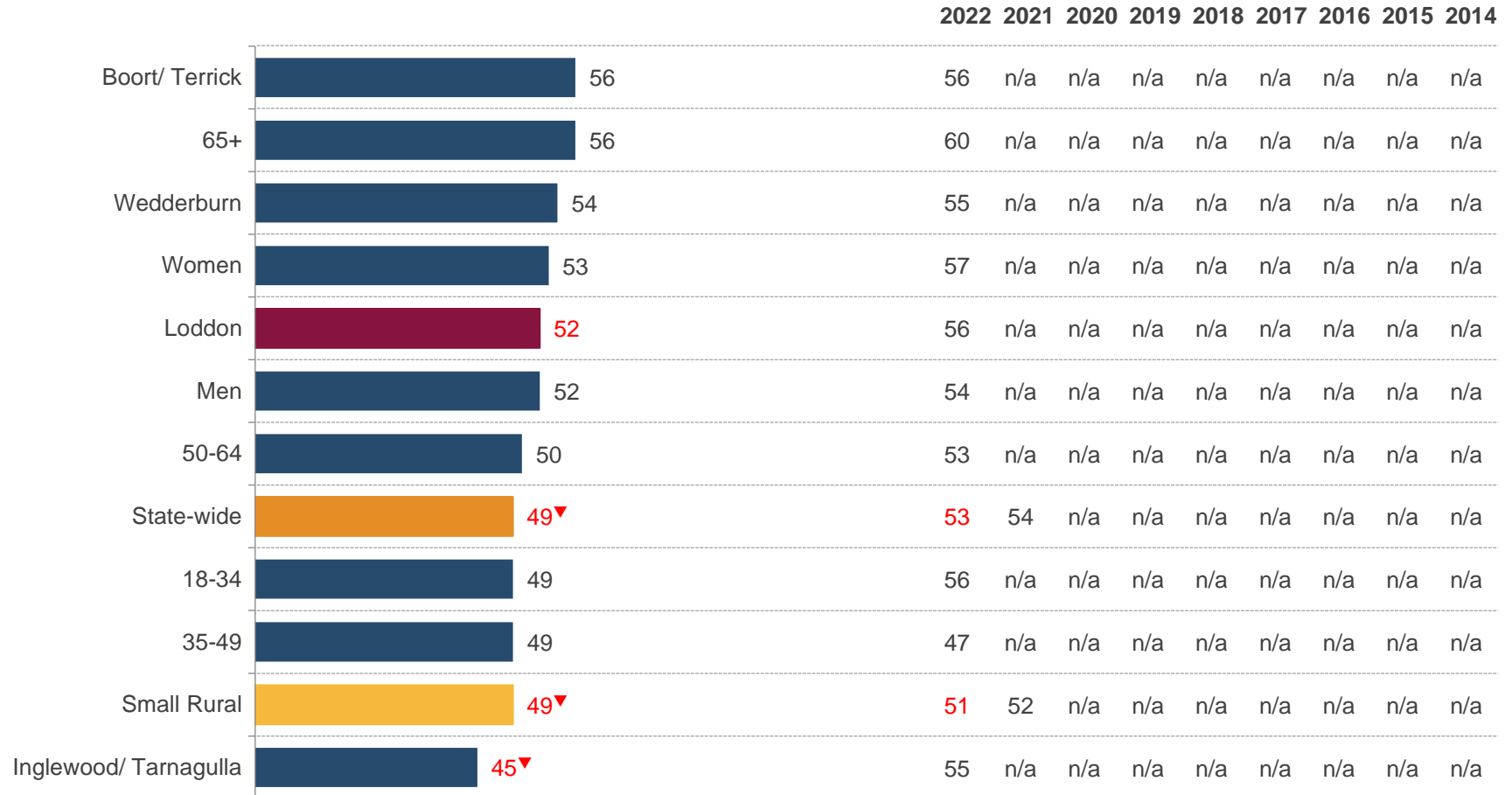
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19





# Value for money in services and infrastructure

## 2023 value for money (index scores)



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

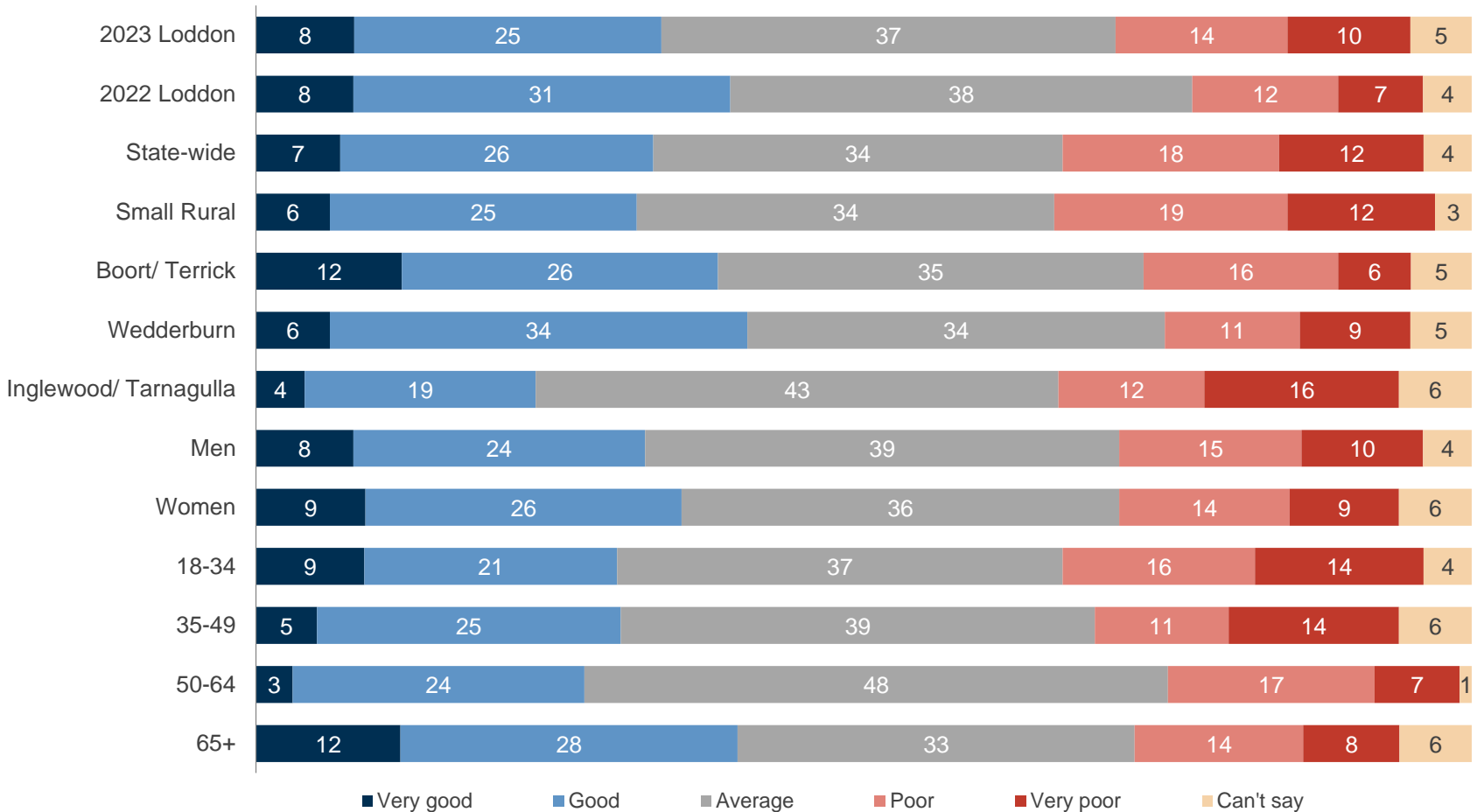
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



# Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19



## Top performing service areas

Loddon Shire Council performs best in the service area of appearance of public areas (index score of 70). Council performs in line with the Small Rural group average and significantly higher than the State-wide average on this service area (index scores of 71 and 67 respectively).

Recreational facilities and waste management are Council's next highest rated service areas (both with an index score of 69). Council performs as well as the Small Rural group and State-wide averages on recreational facilities and significantly higher than both on waste management.

Recreational facilities and waste management both have a moderate influence on the overall performance rating, so Council should look to uphold and build upon these historically positive results.

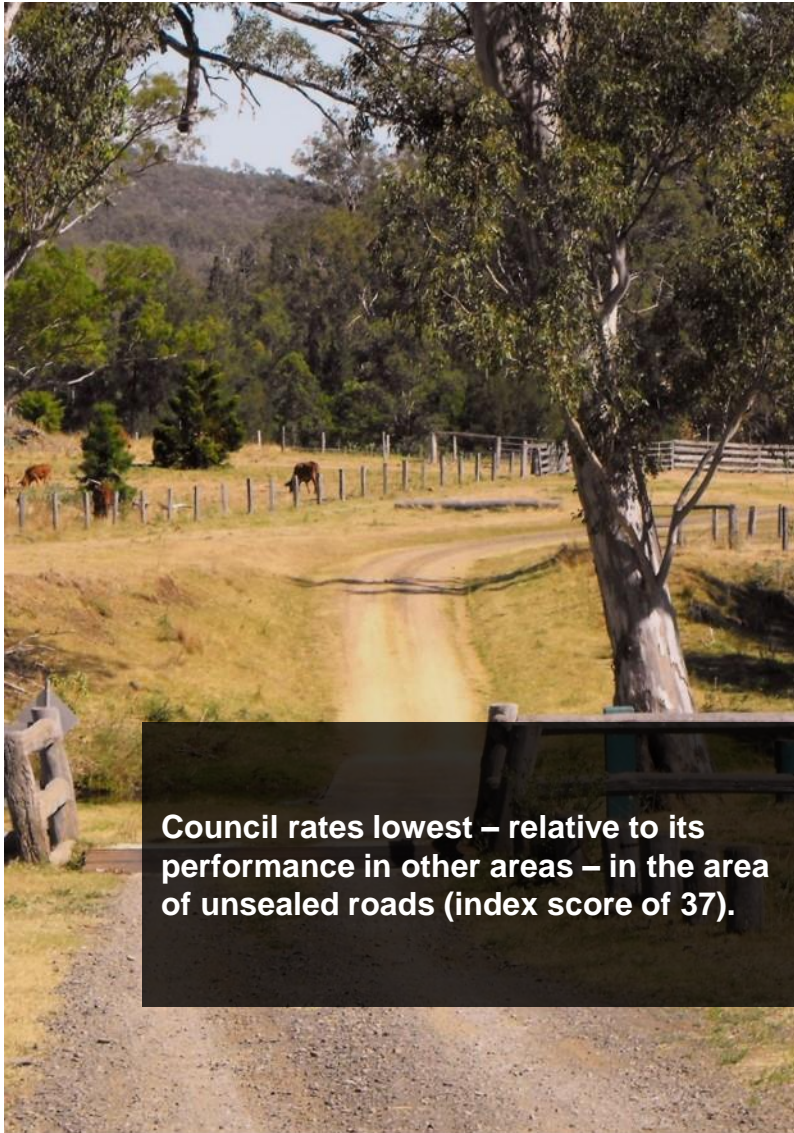
- In each of the aforementioned service areas, performance ratings are higher among residents aged 65 years and over (significantly above average on waste management), and lower among residents aged 35 to 49 years (significantly below average on recreational facilities).
- Notably, ratings of Council's performance on recreational facilities increased significantly among residents aged 18 to 34 years, regaining the significant loss in the previous evaluation.



**Appearance of public areas (index score of 70) is where Council performed best in 2023.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 37).**

Council continues to rate lowest for maintenance of unsealed roads (index score of 37). Council performs in-line with the Small Rural group and State-wide averages on this service area (index scores of 38 and 37 respectively).

Planning and building permits is Council's next lowest-rated service area, followed by the condition of sealed local roads (index scores of 42 and 43 respectively).

Ratings of Council's performance in the aforementioned service areas have decreased to the lowest ratings to date. Ratings of Council's performance on the condition of sealed roads and maintenance of unsealed roads have significantly declined on the 2022 results.

- In each of these three low performing service areas, ratings have significantly declined in the past 12 months among residents of Inglewood/ Tarnagulla, indicating this is the geographic region that warrants extra attention in the year ahead.
- Indeed, 21% of residents nominate sealed road maintenance and 10% raise unsealed road maintenance as Council service areas most in need of improvement.



# Individual service area performance

## 2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Appearance of public areas	70	71	75	72	n/a	n/a	71	74	73	74
Recreational facilities	69	69	71	70	n/a	n/a	73	72	73	77
Waste management	69	71	73	69	n/a	n/a	74	74	76	76
Emergency & disaster mngt	61	66	70	65	n/a	n/a	68	67	71	72
Elderly support services	60	64	70	66	n/a	n/a	69	71	70	75
Family support services	59	61	65	65	n/a	n/a	67	65	65	67
Enforcement of local laws	59	61	64	65	n/a	n/a	63	63	65	65
Informing the community	58	60	61	62	n/a	n/a	59	60	62	65
Community decisions	54	58	61	57	n/a	n/a	55	56	58	n/a
Consultation & engagement	52	56	58	57	n/a	n/a	55	57	60	60
Lobbying	52	54	58	57	n/a	n/a	58	60	59	62
Town planning policy	51	54	56	55	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	49	53	55	52	n/a	n/a	51	56	61	62
Sealed local roads	43	50	50	47	n/a	n/a	50	55	55	n/a
Planning & building permits	42	44	49	49	n/a	n/a	53	51	55	58
Unsealed roads	37	42	48	44	n/a	n/a	43	49	49	51

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

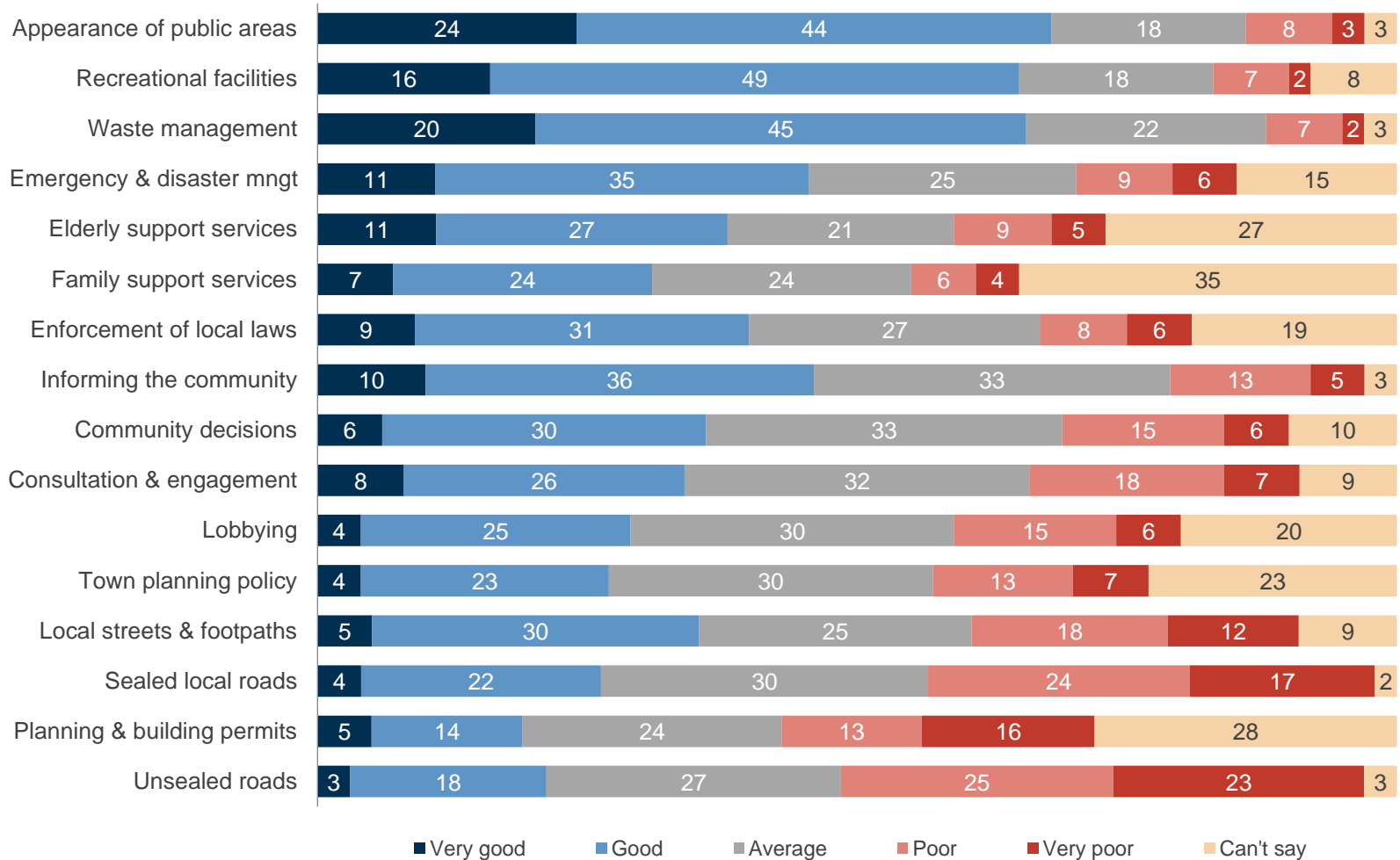
Note: Please see Appendix A for explanation of significant differences.





# Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Community consultation and engagement
- Emergency management
- Planning and building permits
- Recreational facilities
- Elderly support services
- The enforcement of local laws
- Waste management.

Looking at these key service areas only, recreational facilities and waste management have a high performance index (69 for each) and a moderate influence on the overall performance rating.

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

Council's community consultation and engagement is a reasonably strong influence on overall perceptions but rated just above average by residents (performance index of 52).

**A focus on consulting with residents on key local issues and Council activities can also help to shore up positive overall opinion of Council.**

However, most in need of attention are Council's planning and building permits, which are poorly rated (performance index of 42) and a more moderate influence on overall community opinion.

**It will be important to address resident concerns about Council's approach to planning and building permits to help improve overall ratings of Council performance.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

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

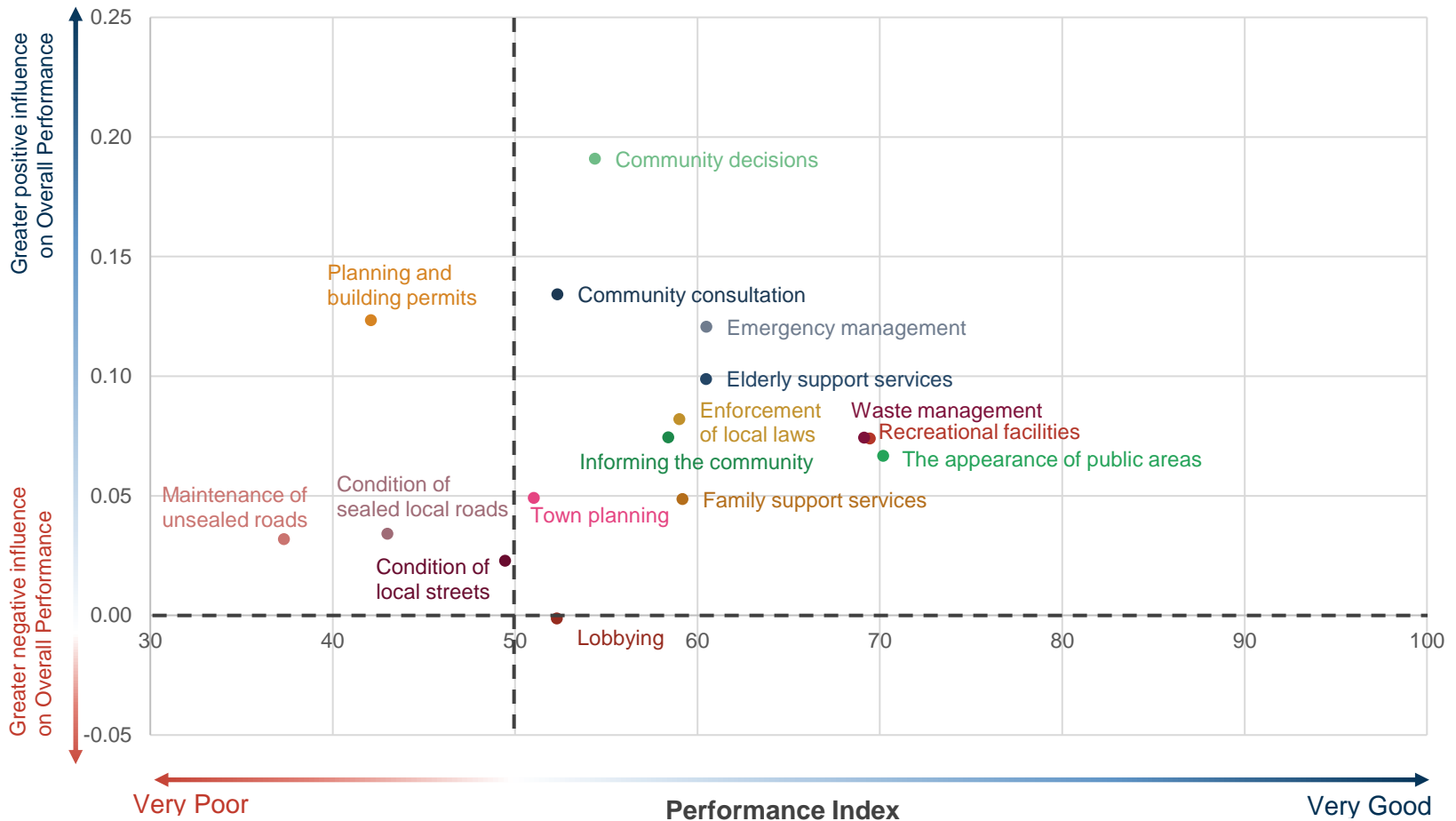
**Key insights from this analysis are derived from the second chart.**





# Influence on overall performance: all service areas

2023 regression analysis (all service areas)

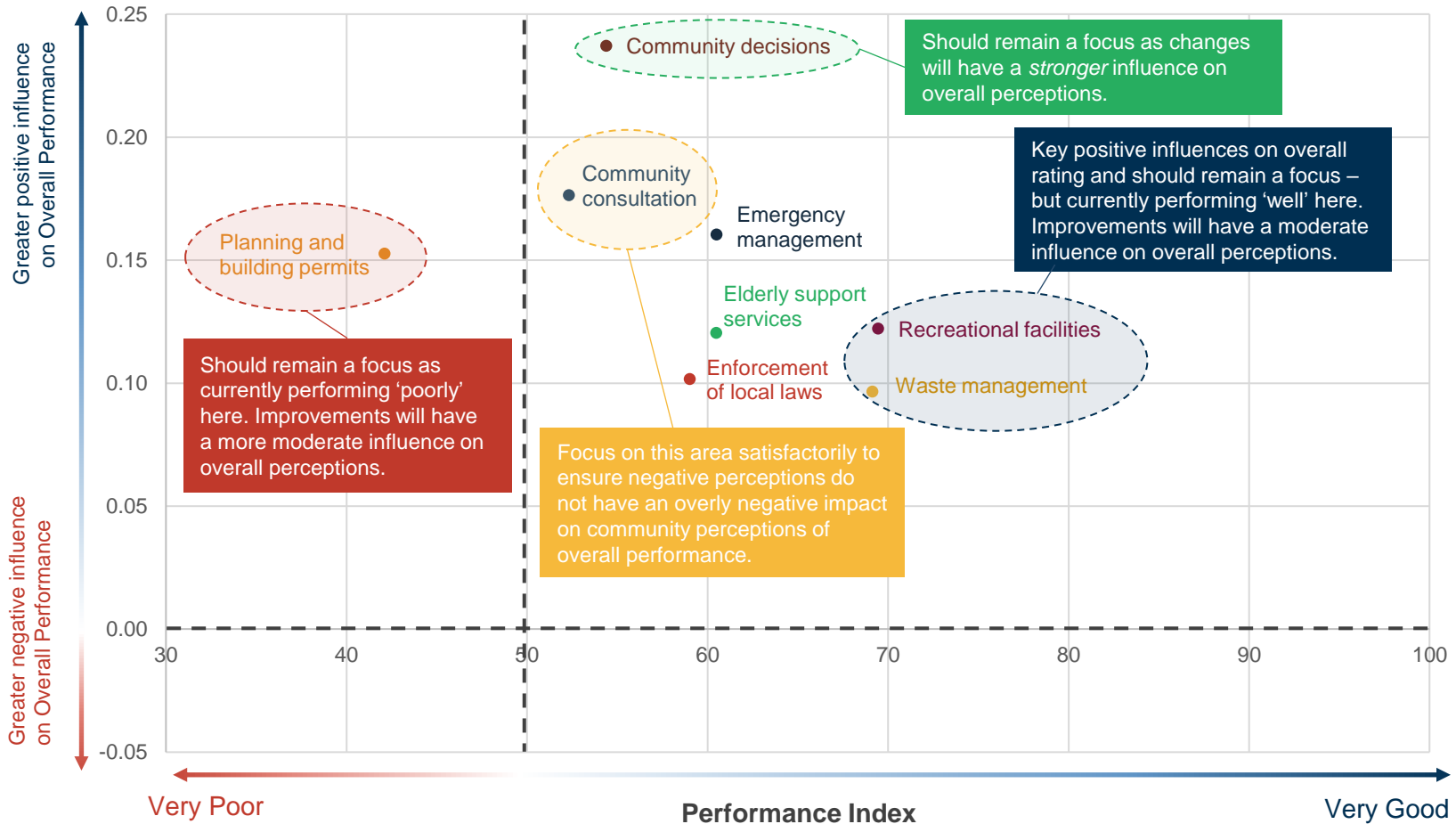


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.630 and adjusted  $R^2$  value of 0.615, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 40.77$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

2023 regression analysis (key service areas)

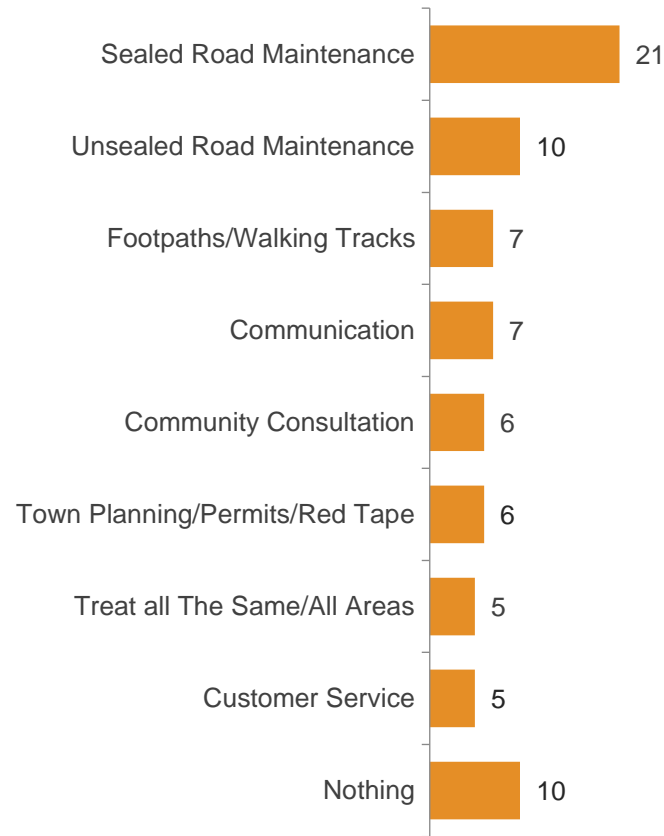


The multiple regression analysis model above (reduced set of service areas) has an R<sup>2</sup> value of 0.614 and adjusted R<sup>2</sup> value of 0.606, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 77.59.



# Areas for improvement

**2023 areas for improvement (%)**  
*- Top mentions only -*



Q17. What does Loddon Shire Council MOST need to do to improve its performance?  
 Base: All respondents. Councils asked State-wide: 53 Councils asked group: 12  
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



# Customer service



## Contact with council and customer service

### Contact with council

Two thirds of households (66%) have had contact with Council in the last 12 months. Rate of contact has steadily increased over the past two years. Residents aged 35 to 64 years are most likely to have recently contacted Council (this cohort has significantly higher than average contact with Council). By contrast, rate of contact is significantly lower than average among residents aged 65 years and older. Telephone (45%) remains the main method of contacting Council.



**Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 26% who rate Council's customer service as 'very good'.**

### Customer service

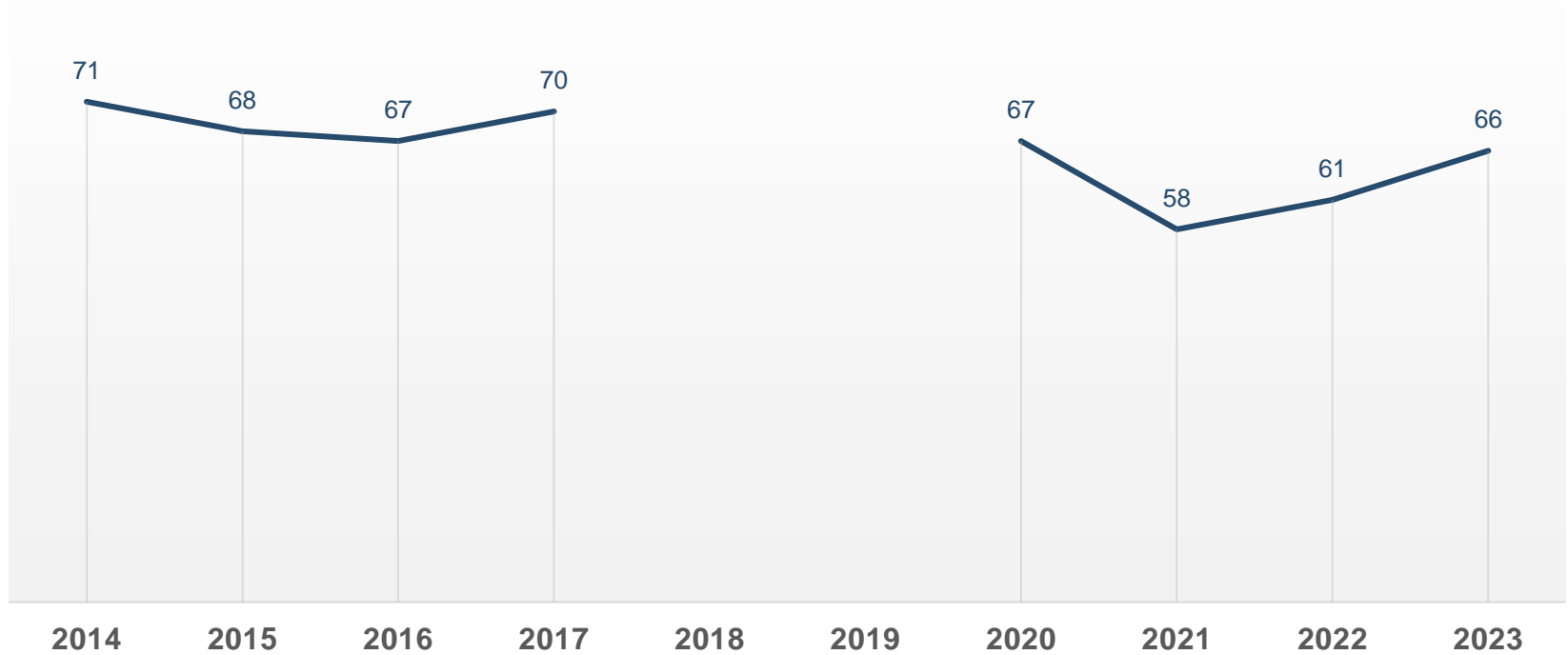
Council's customer service index of 66 represents a four-point (not significant) decrease from 2022, and the lowest to date. Customer service is rated in line with the State-wide and Small Rural group averages.

- Geographically, customer service ratings are highest among residents of Wedderburn (index score of 74) and lowest among residents of Inglewood/ Tarnagulla (63), although neither differs significantly from the Council average.
- By age group, customer service ratings are highest among residents aged 18 to 34 years (index score of 72, significantly up 20 points from a series-low seen in the last evaluation) and lowest among older residents aged 65 years and over (63). Once again, neither differs significantly from the Council average.
- Since the previous evaluation, perceptions of customer service significantly declined among women (index score of 66, down eight points).
- Perceptions of customer service among residents who recently had telephone contact with Council declined in the last 12 months (index score of 65, down six points from 2022).



# Contact with council

**2023 contact with council (%)**  
Have had contact



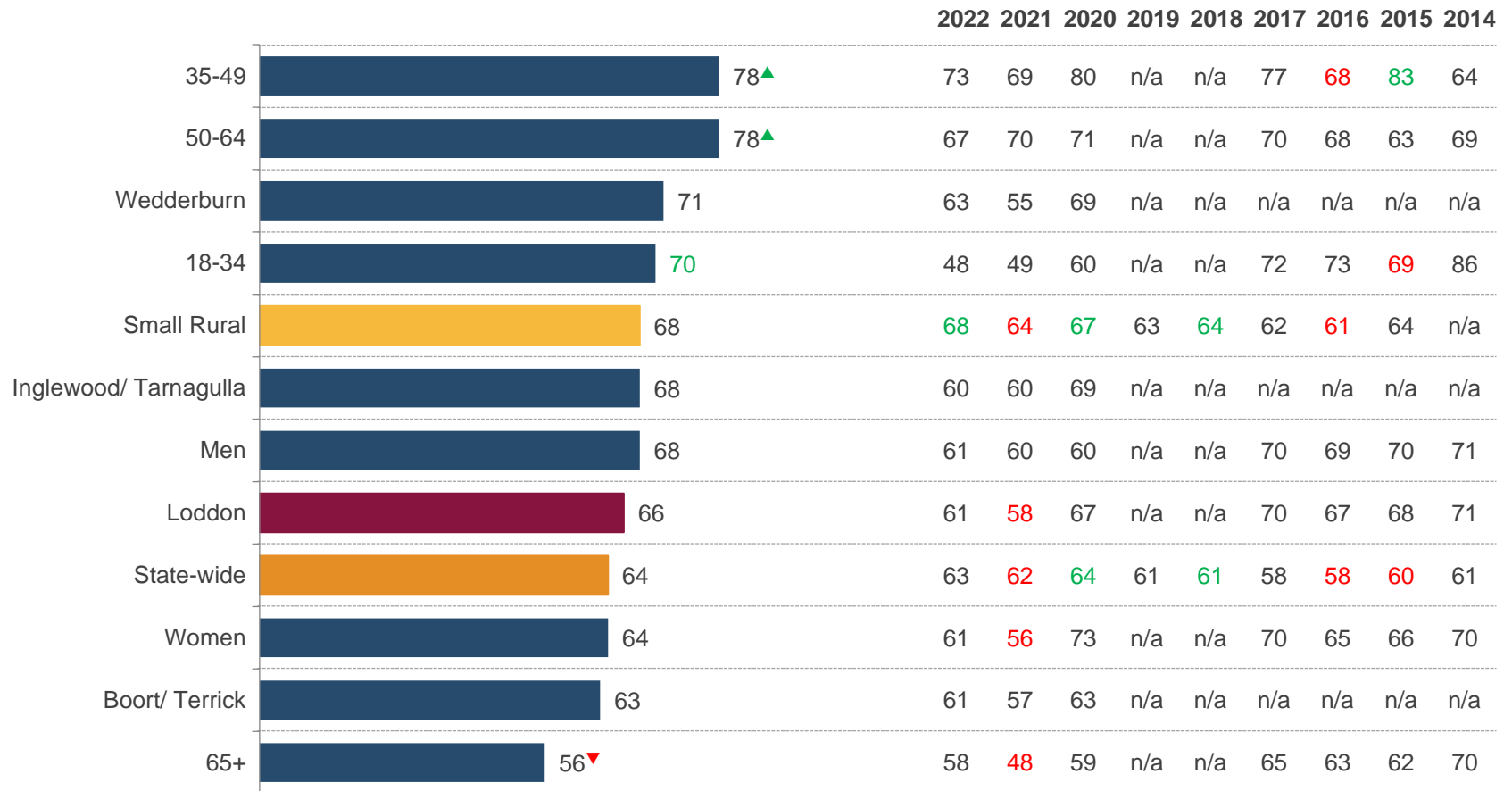
Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3



# Contact with council

2023 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3

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



# Customer service rating

## 2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Wedderburn	74	75	71	76	n/a	n/a	n/a	n/a	n/a
18-34	72	52	64	71	n/a	n/a	62	77	66
35-49	70	73	75	65	n/a	n/a	76	65	77
State-wide	67	68	70	70	71	70	69	69	70
Men	67	67	76	67	n/a	n/a	70	64	73
Loddon	66	70	74	71	n/a	n/a	71	70	75
Women	66	74	71	73	n/a	n/a	72	77	78
Boort/ Terrick	66	69	75	69	n/a	n/a	n/a	n/a	n/a
50-64	65	74	72	73	n/a	n/a	68	68	77
Small Rural	65	67	69	70	70	69	69	69	70
65+	63	71	78	72	n/a	n/a	74	73	75
Inglewood/ Tarnagulla	63	70	74	70	n/a	n/a	n/a	n/a	n/a

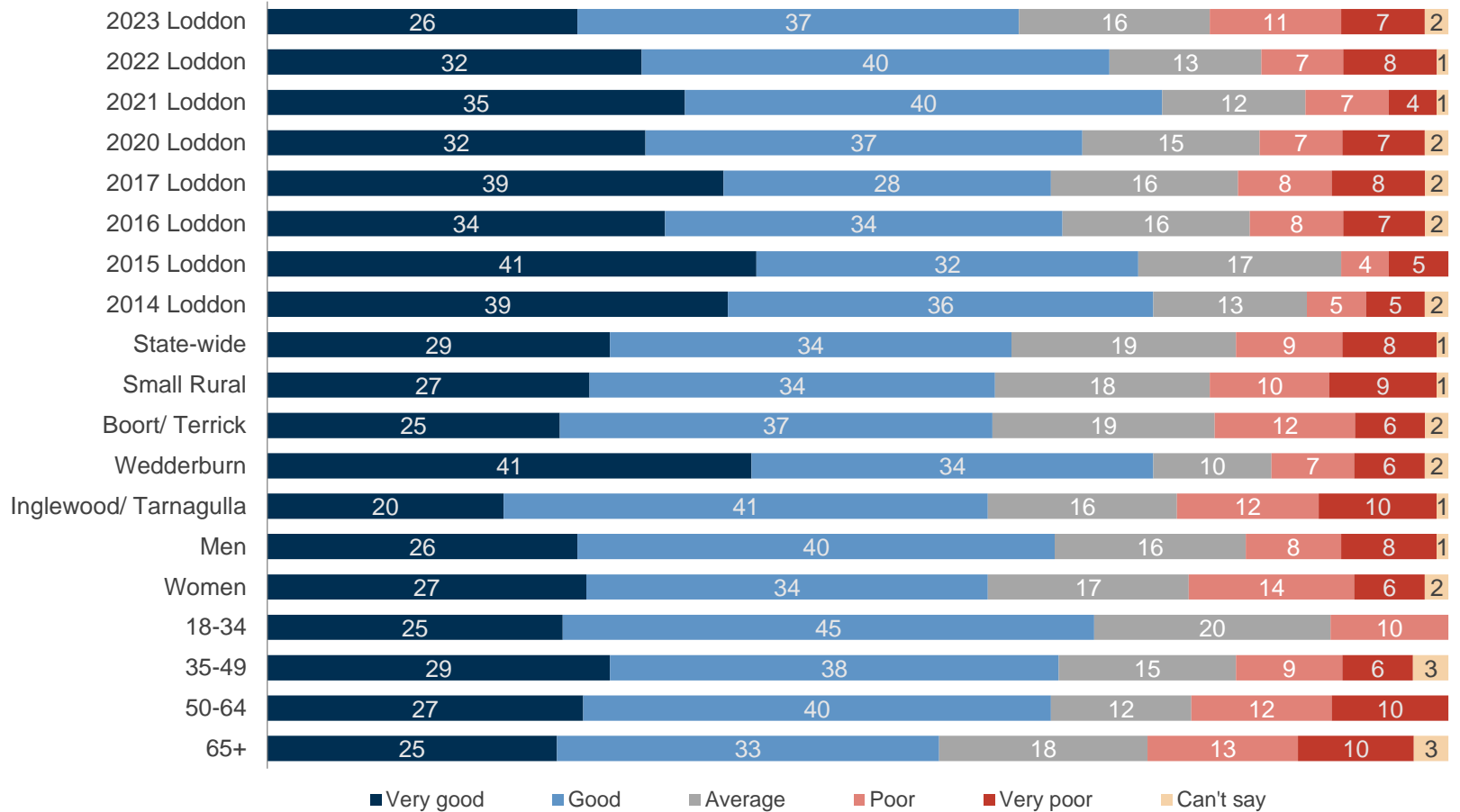
Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.





# Customer service rating

2023 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: 66 Councils asked group: 19



# Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



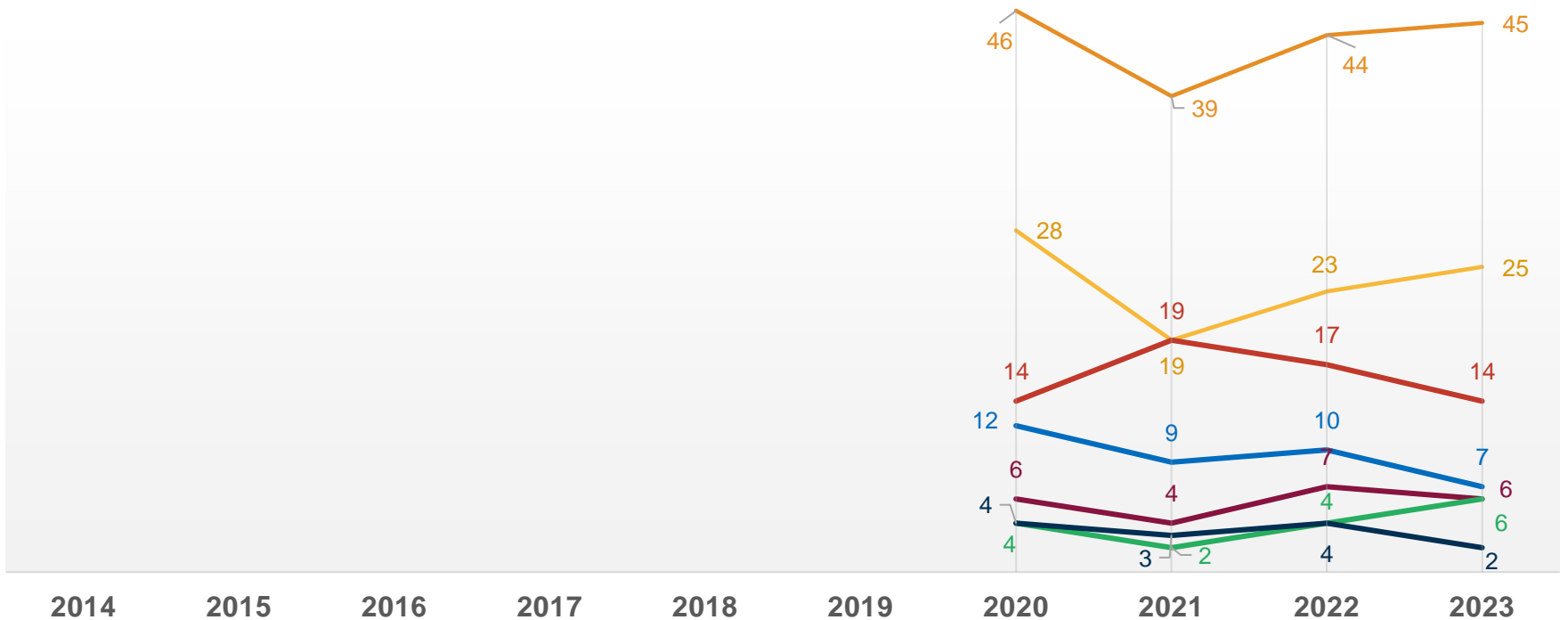
By Email



Via Website



By Social Media



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

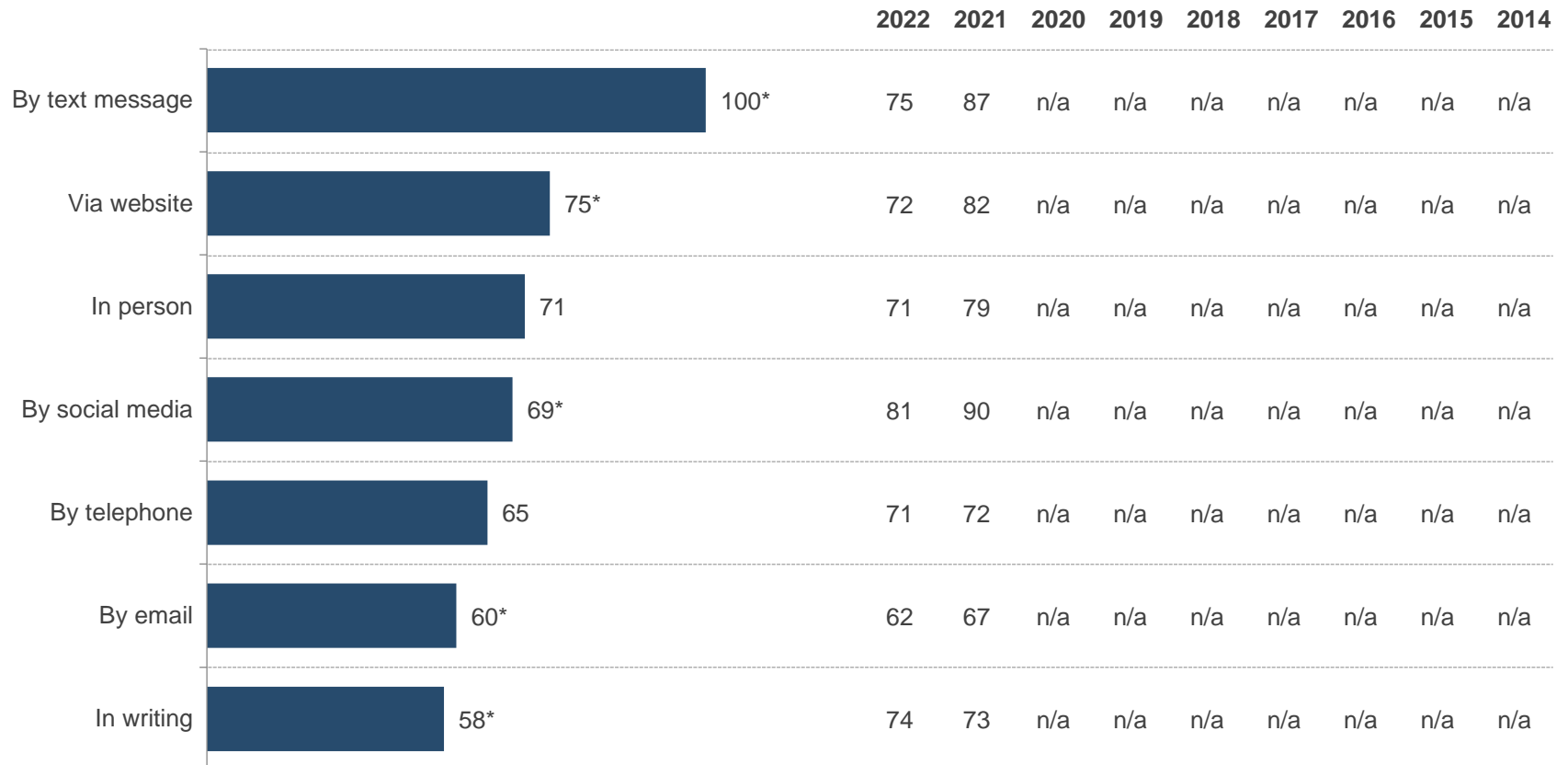
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3

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



# Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)



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

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 3

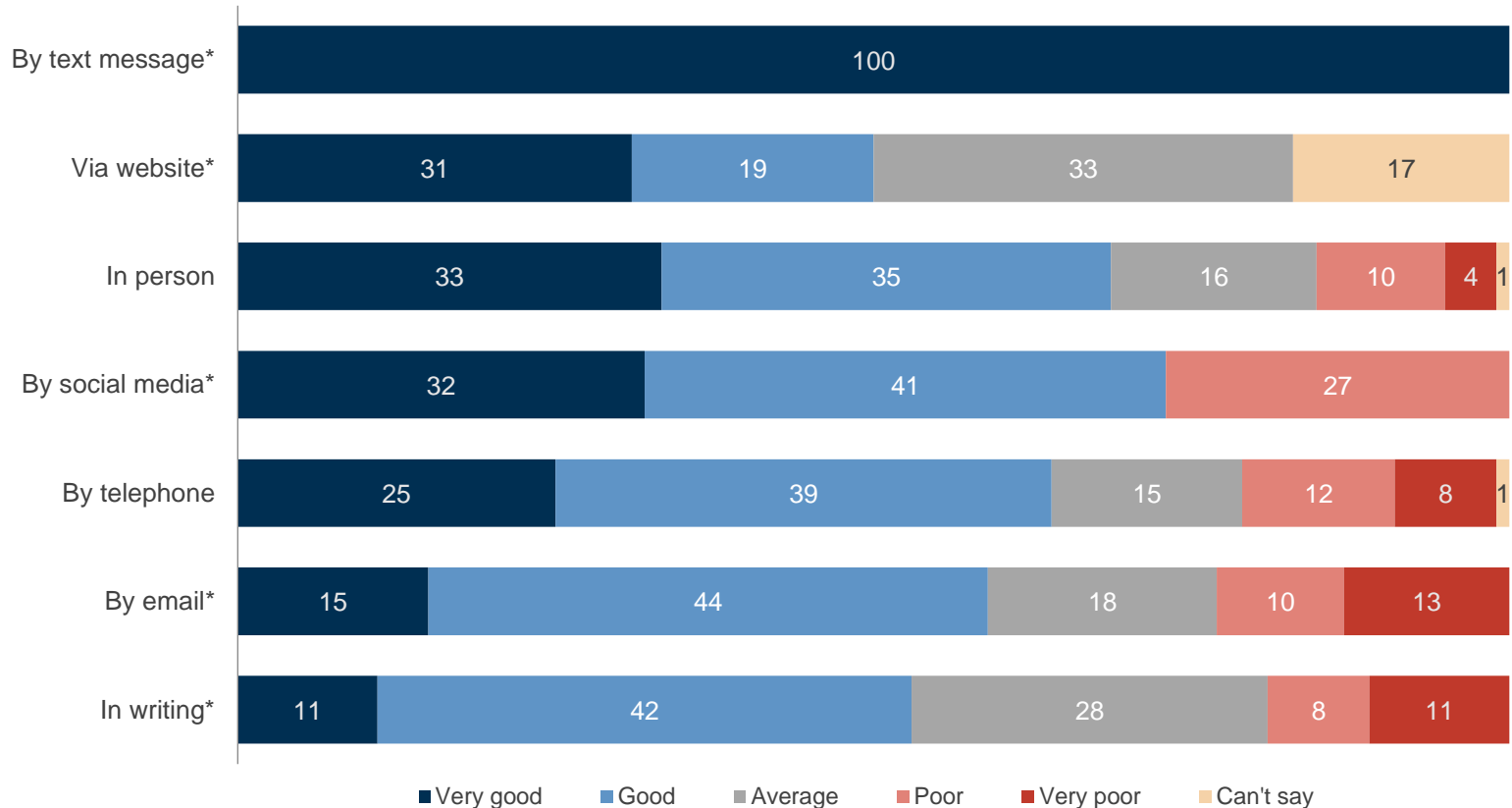
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked State-wide: 25 Councils asked group: 3  
 \*Caution: small sample size < n=30



# Communication

## Communication

The preferred form of communication from Loddon Shire Council about news and information remains newsletters sent via mail (37%). For a second consecutive year, preference for mailed newsletters has declined, however it continues to be at least twice as popular as other forms of communication. Preference for electronically distributed newsletters (9%) has declined to a series-low and now sits below advertising in a local newspaper (16%), a council newsletter as a local paper insert (13%), and social media (10%).

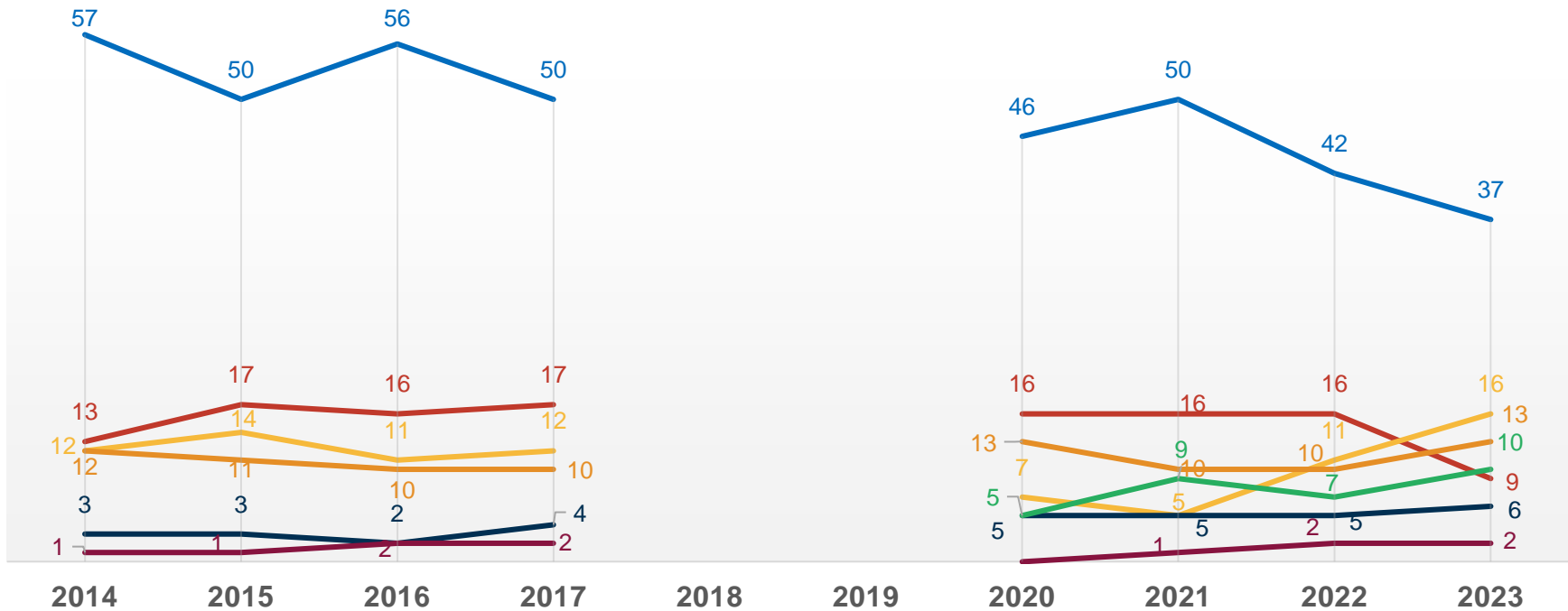
- Among residents aged under 50 years, mailed newsletters (35%) continue to be preferred over emailed newsletters. Notably, preference for email newsletters has plummeted to a series-low, dropping from 24% in 2022 to 8% in 2023. In contrast, preferences for communication via social media, text messages, and council newsletters as a local paper insert have increased in the last 12 months.
- Among residents aged over 50 years, preferred forms of communication reflect preferences of the broader community. Newsletters sent via mail (38%) is the preferred form of communication despite a decrease in preference over the past two years. Preference for advertising in local newspapers has nearly doubled this year, increasing from 11% in 2022 to 20% in 2023.





# Best form of communication

2023 best form 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: 40 Councils asked group: 11

Note: 'Social Media' was included in 2019.



# Best form of communication: under 50s

2023 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



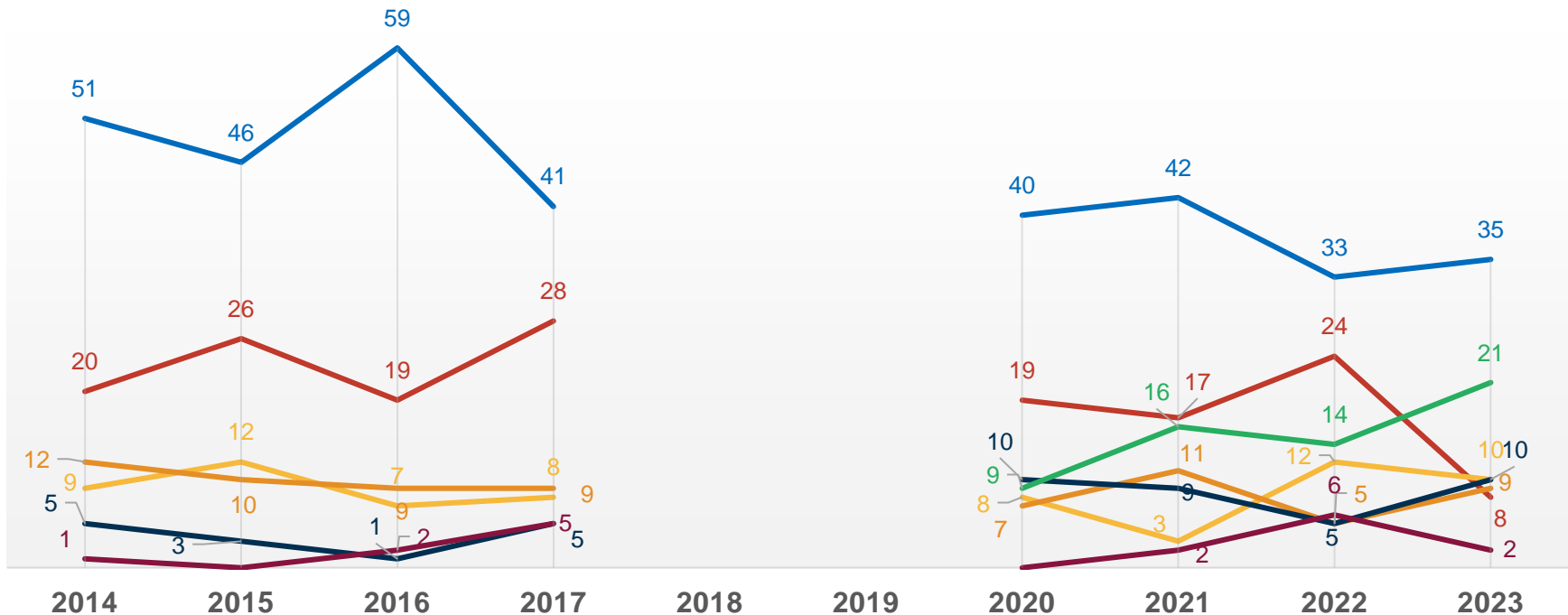
Council Website



Text Message



Social Media



Q13. If Loddon Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 11

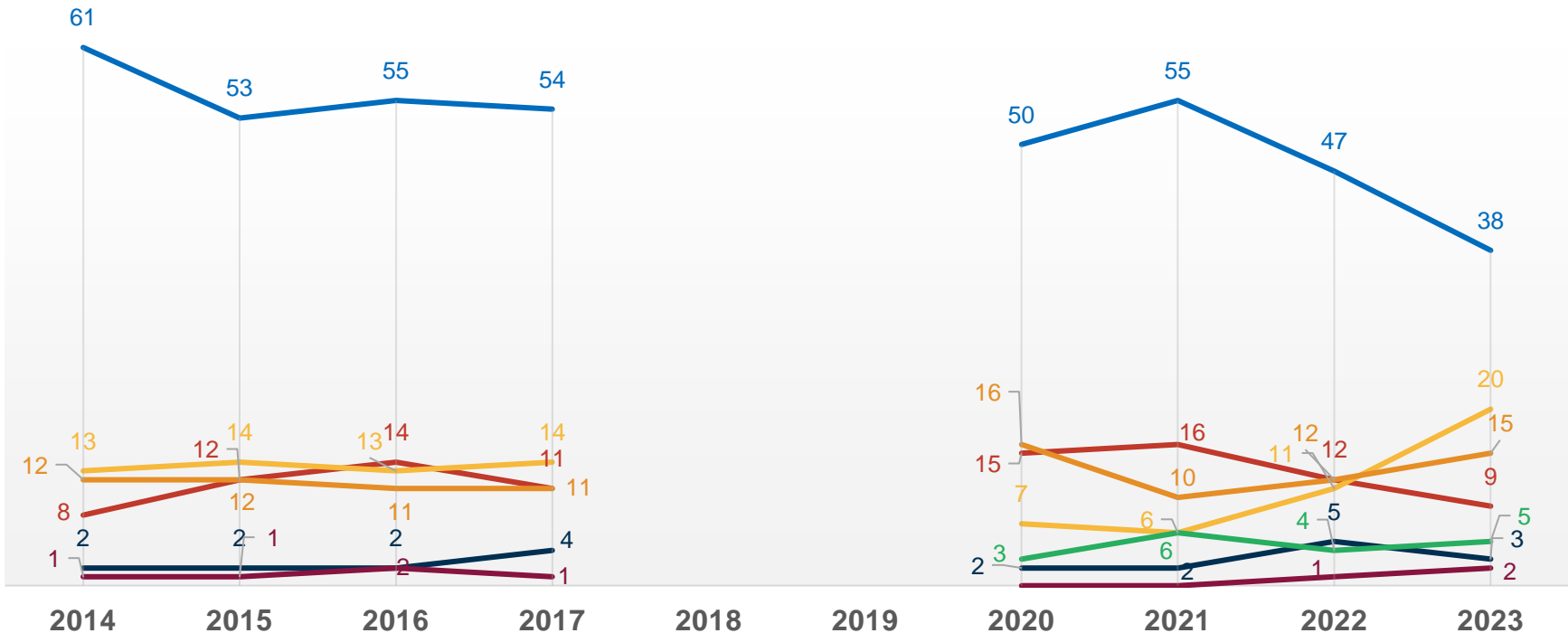
Note: 'Social Media' was included in 2019.





# Best form of communication: over 50s

2023 over 50s best form 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 aged over 50. Councils asked State-wide: 40 Councils asked group: 11  
 Note: 'Social Media' was included in 2019.



# Council direction

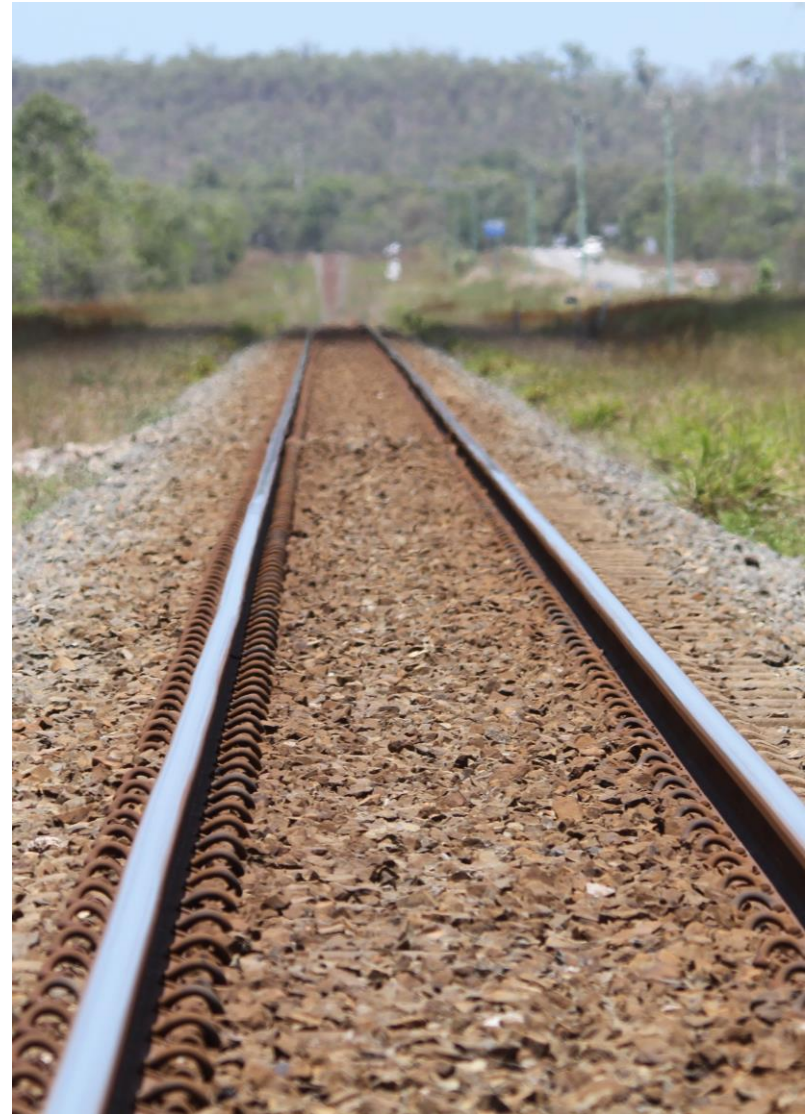


## Council direction

Perceptions of the direction of Council's overall performance have declined incrementally (but not significantly) for a third consecutive year. The index score of 47 in 2023 has trended downwards and is at a series-low, well below the peak result of 57 in 2014. It is important to note that the State-wide and Small Rural group averages for perceptions of Council's overall performance are also at an all-time low.

Over the last 12 months, 13% of residents believe the direction of Council's overall performance has improved (unchanged from 2022). Almost two thirds of residents (63%, down one percentage point) believe it has stayed the same and 19% think it has deteriorated (compared to 17% in 2022).

- Residents in Wedderburn are more satisfied with the direction of Council's overall performance in the past 12 months.
- The least satisfied with council direction are residents aged 18 to 34 years. Perceptions among this cohort declined significantly in the last 12 months (down 20 index points). Residents in this cohort are eight times more likely to believe the direction of Council's overall performance over the last 12 months has deteriorated rather than improved.





# Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Wedderburn	51	50	46	51	n/a	n/a	n/a	n/a	n/a
65+	50	50	52	53	n/a	n/a	53	56	56
Men	48	48	49	50	n/a	n/a	51	47	52
Loddon	47	48	50	51	n/a	n/a	52	51	54
Small Rural	47	51	53	50	53	50	52	50	53
Boort/ Terrick	46	47	53	51	n/a	n/a	n/a	n/a	n/a
Women	46	48	52	53	n/a	n/a	53	56	57
State-wide	46	50	53	51	53	52	53	51	53
Inglewood/ Tarnagulla	45	48	49	52	n/a	n/a	n/a	n/a	n/a
35-49	45	40	47	47	n/a	n/a	57	51	54
50-64	45	46	49	50	n/a	n/a	46	46	55
18-34	43	53	50	56	n/a	n/a	52	49	48

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

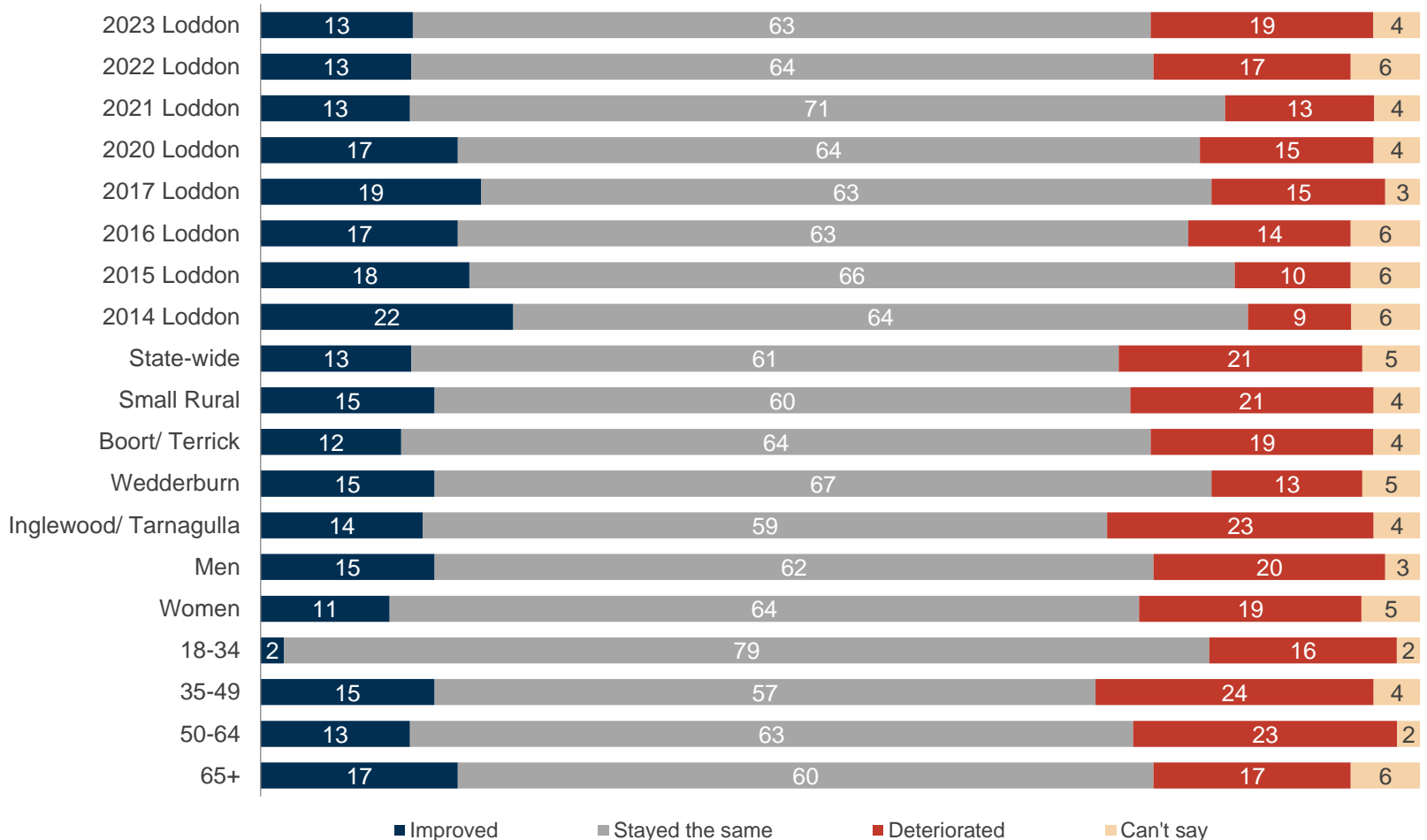
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Loddon Shire Council's overall performance?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or data network. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

# Individual service areas





# Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	55	56	60	59	n/a	n/a	n/a	n/a	n/a
65+	54	59	60	58	n/a	n/a	57	58	63
Wedderburn	53	59	58	62	n/a	n/a	n/a	n/a	n/a
Small Rural	53	54	56	54	56	54	55	55	56
18-34	53	54	61	55	n/a	n/a	56	66	53
Men	53	54	58	55	n/a	n/a	54	53	58
Loddon	52	56	58	57	n/a	n/a	55	57	60
Women	52	58	59	59	n/a	n/a	56	62	62
State-wide	52	54	56	55	56	55	55	54	56
50-64	51	56	56	58	n/a	n/a	53	52	58
35-49	50	50	55	56	n/a	n/a	55	56	60
Inglewood/ Tarnagulla	48	54	56	53	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

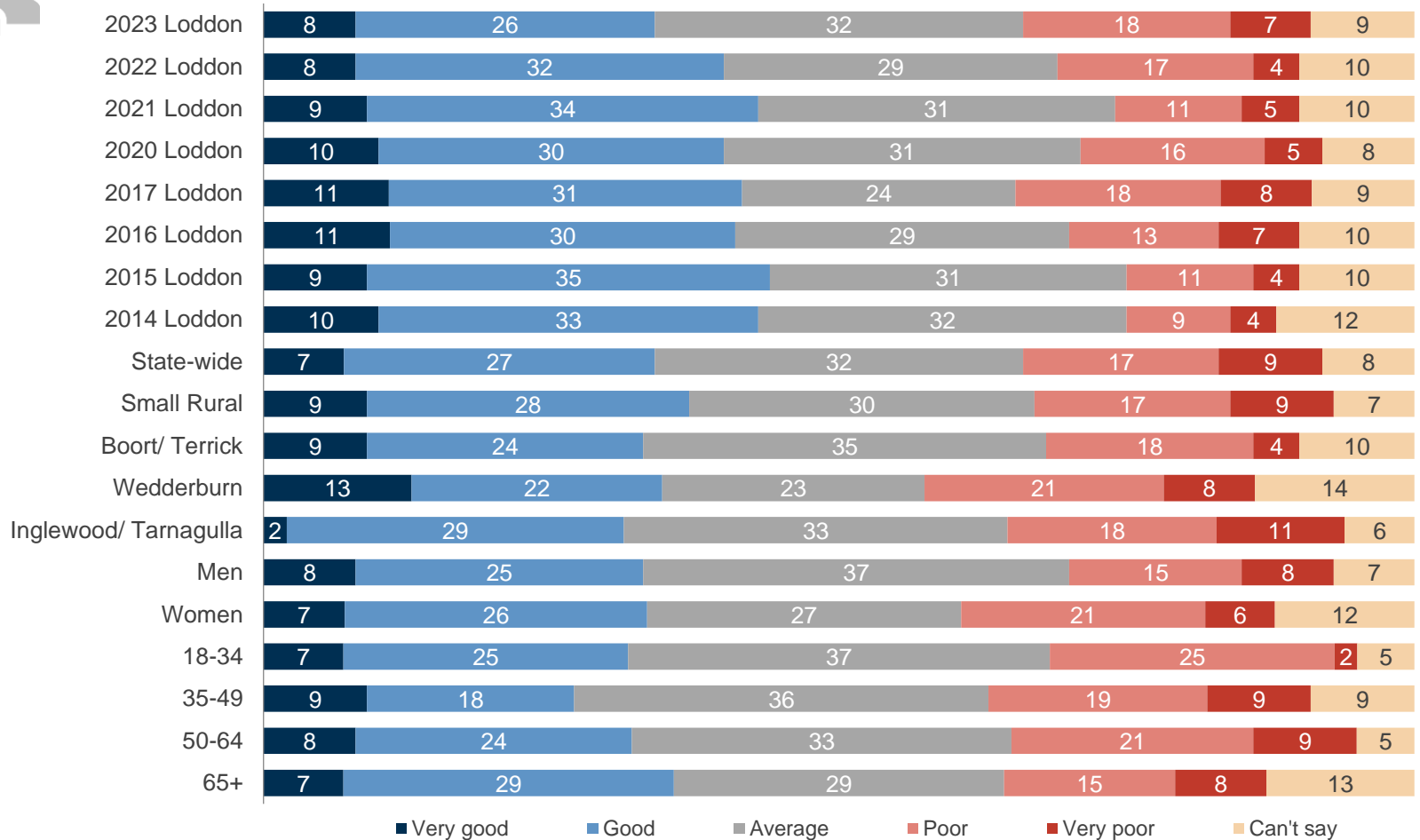
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2023 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: 66 Councils asked group: 19





# Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	55	60	62	60	n/a	n/a	59	61	66	68
Boort/ Terrick	55	54	59	59	n/a	n/a	n/a	n/a	n/a	n/a
Wedderburn	54	54	61	61	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	53	59	55	n/a	n/a	57	63	60	64
Loddon	52	54	58	57	n/a	n/a	58	60	59	62
Men	52	55	58	59	n/a	n/a	59	57	58	60
Small Rural	52	54	55	52	55	53	55	54	56	n/a
State-wide	51	53	55	53	54	54	54	53	55	56
50-64	51	56	53	56	n/a	n/a	57	58	61	61
18-34	49	46	62	59	n/a	n/a	59	64	45	65
35-49	49	46	56	51	n/a	n/a	55	55	57	55
Inglewood/ Tarnagulla	47	55	56	53	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

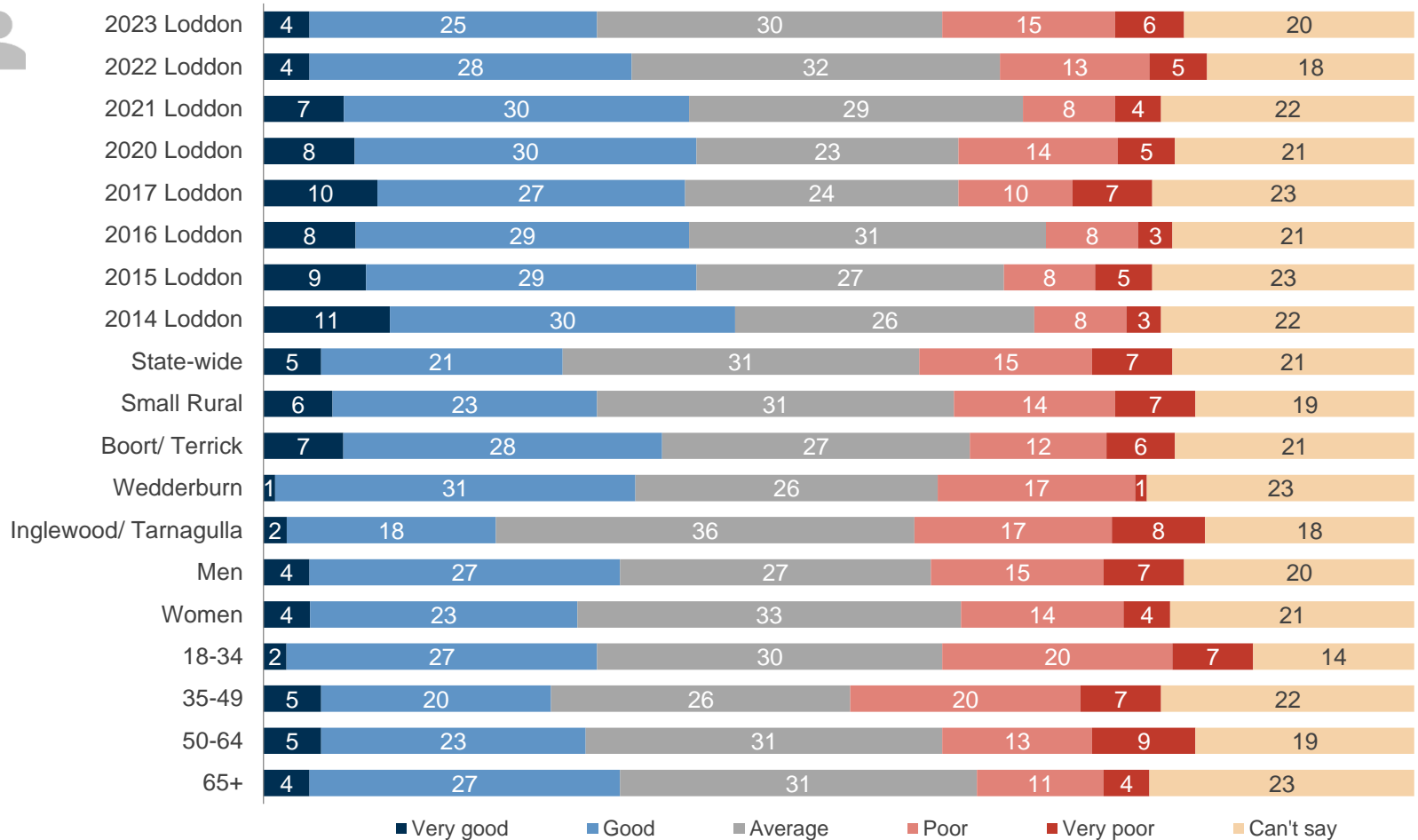
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2023 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: 51 Councils asked group: 14

# Decisions made in the interest of the community performance



## 2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	57	61	60	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	64	60	n/a	n/a	57	60	62	n/a
Women	56	60	57	n/a	n/a	58	59	60	n/a
Loddon	54	61	57	n/a	n/a	55	56	58	n/a
50-64	54	56	57	n/a	n/a	49	52	59	n/a
Wedderburn	54	58	58	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	62	58	n/a	n/a	52	54	57	n/a
Small Rural	52	56	53	55	52	55	53	56	n/a
35-49	52	58	54	n/a	n/a	57	53	58	n/a
18-34	51	66	57	n/a	n/a	56	62	50	n/a
State-wide	51	56	53	55	54	54	54	55	57
Inglewood/ Tarnagulla	50	63	53	n/a	n/a	n/a	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?

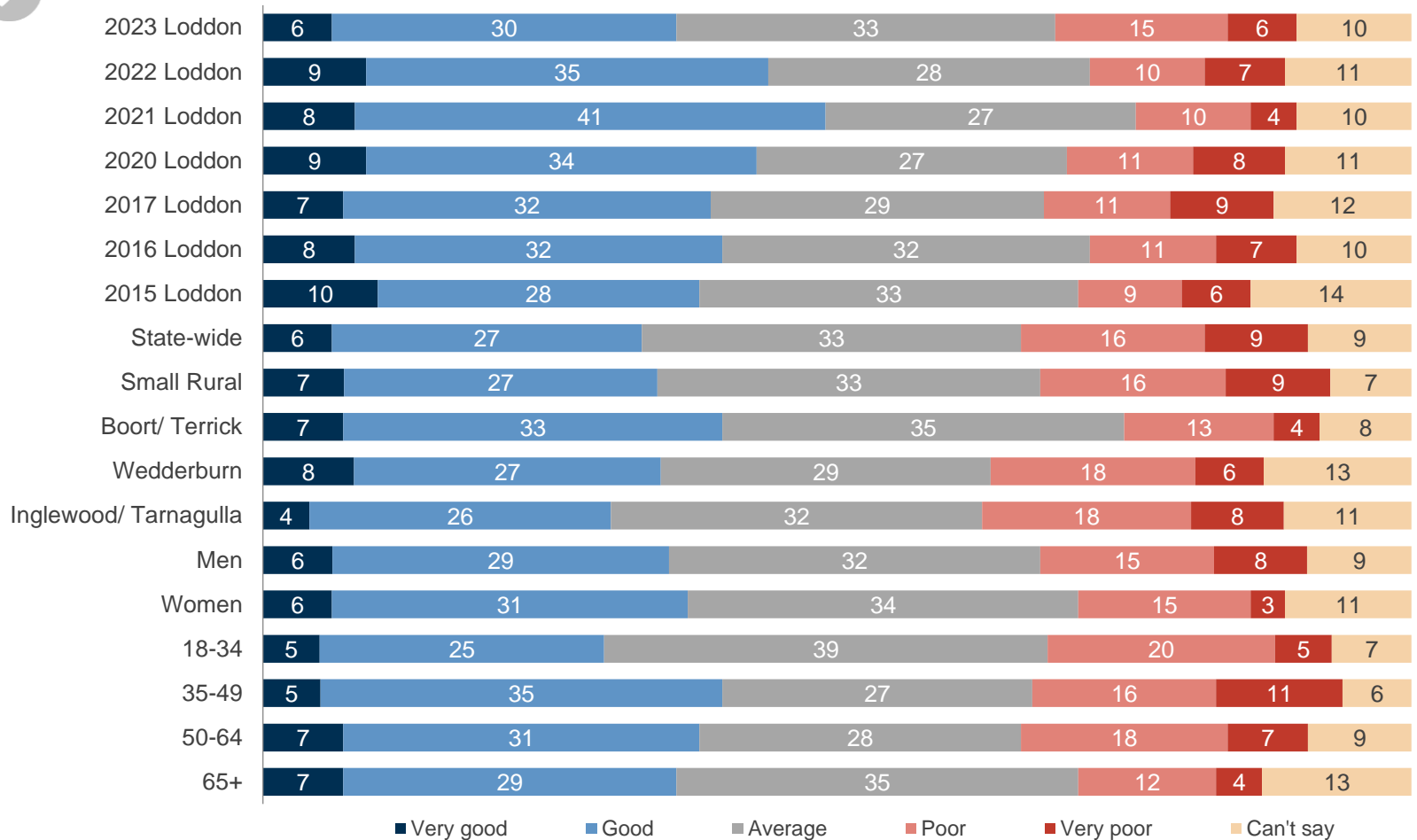
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2023 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: 66 Councils asked group: 19

# The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	55	59▲	53	n/a	n/a	58	61	64	n/a
State-wide	53	57	54	56	53	53	54	55	55
Wedderburn	55	57	49	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	50	48	n/a	n/a	51	52	55	n/a
Small Rural	50	53	51	53	49	50	52	52	n/a
Boort/ Terrick	49	49	46	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	50	50	47	n/a	n/a	50	55	55	n/a
50-64	50	48	47	n/a	n/a	44	53	55	n/a
Women	50	51	46	n/a	n/a	49	59	55	n/a
Inglewood/ Tarnagulla	50	49	47	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43	44	36	n/a	n/a	38	54	42	n/a
35-49	45	41	42	n/a	n/a	49	49	50	n/a

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

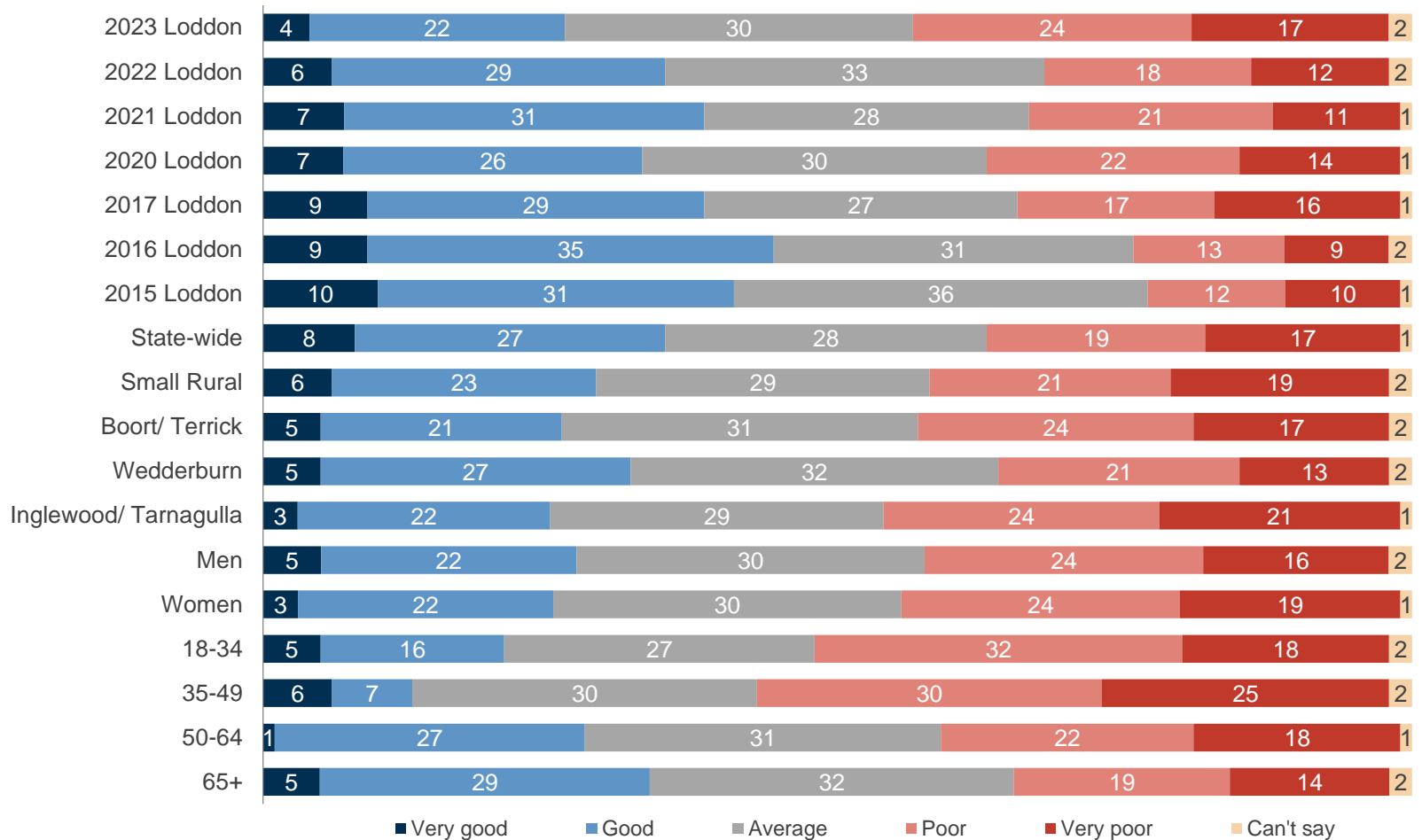
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



2023 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: 66 Councils asked group: 19



# Informing the community performance



2023 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	62	60	62	63	n/a	n/a	n/a	n/a	n/a
Wedderburn	60	57	60	62	n/a	n/a	n/a	n/a	n/a
65+	59	62	63	62	n/a	n/a	60	63	68
Men	59	60	60	60	n/a	n/a	58	57	61
Loddon	58	60	61	62	n/a	n/a	59	60	62
Small Rural	58	59	61	58	58	56	58	58	60
18-34	58	55	62	62	n/a	n/a	60	62	54
Women	58	61	62	65	n/a	n/a	60	64	64
35-49	58	59	57	59	n/a	n/a	60	58	61
State-wide	57	59	60	59	60	59	59	59	61
50-64	57	62	61	64	n/a	n/a	54	57	60
Inglewood/ Tarnagulla	52	63	60	60	n/a	n/a	n/a	n/a	n/a

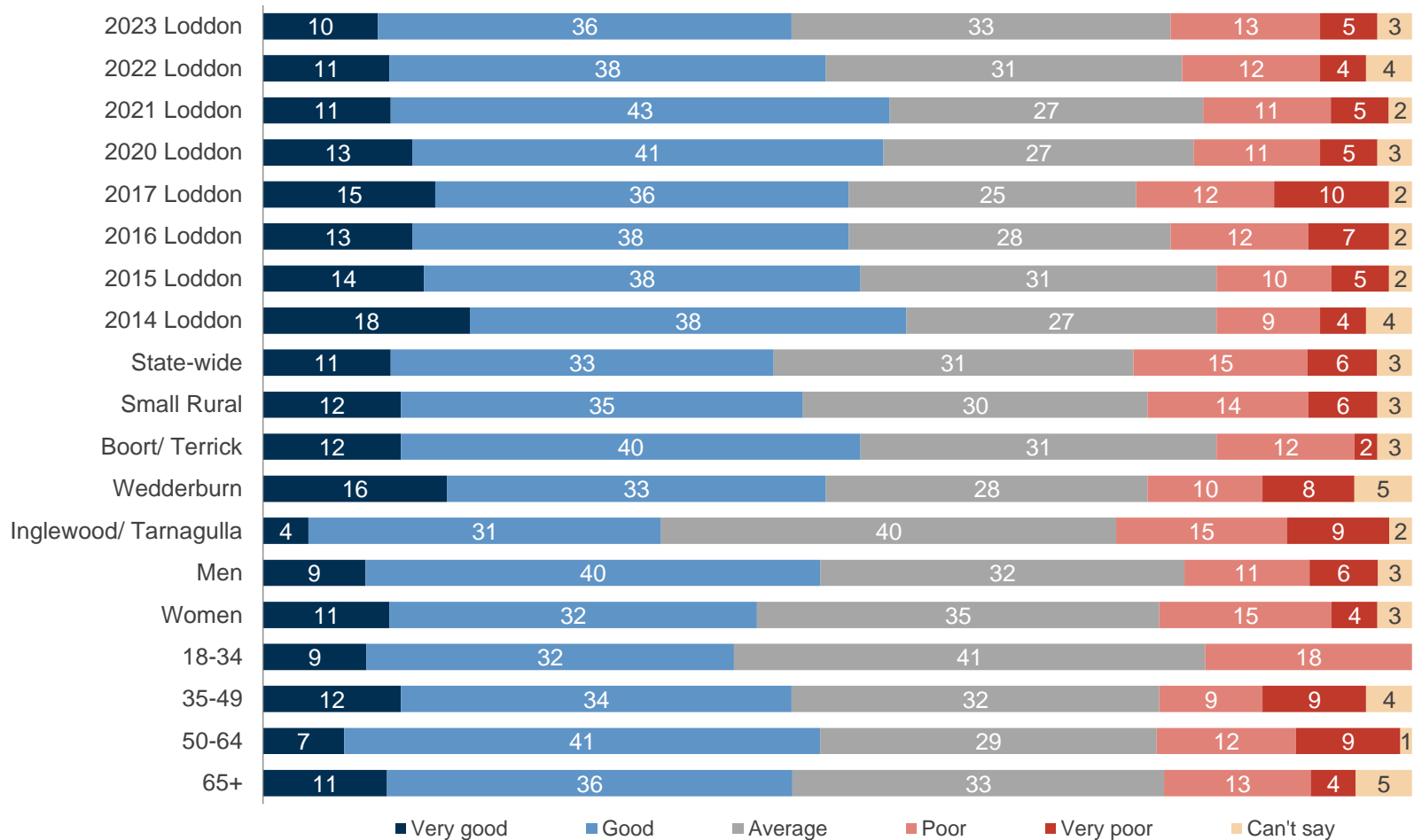
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10



# The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	53	52	57	49	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52▲	57	59	58	59	58	57	57	58	58
Small Rural	52	55	58	57	57	57	57	58	59	n/a
Men	52	55	57	54	n/a	n/a	52	56	62	62
35-49	51	48	53	52	n/a	n/a	50	53	62	64
65+	51	54	58	53	n/a	n/a	55	63	62	64
Wedderburn	50	52	58	62	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	49	53	55	52	n/a	n/a	51	56	61	62
50-64	48	56	52	51	n/a	n/a	50	53	62	61
Women	47	50	53	49	n/a	n/a	49	57	60	61
18-34	47	48	57	48	n/a	n/a	41	54	55	54
Inglewood/ Tarnagulla	43▼	54	51	49	n/a	n/a	n/a	n/a	n/a	n/a

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

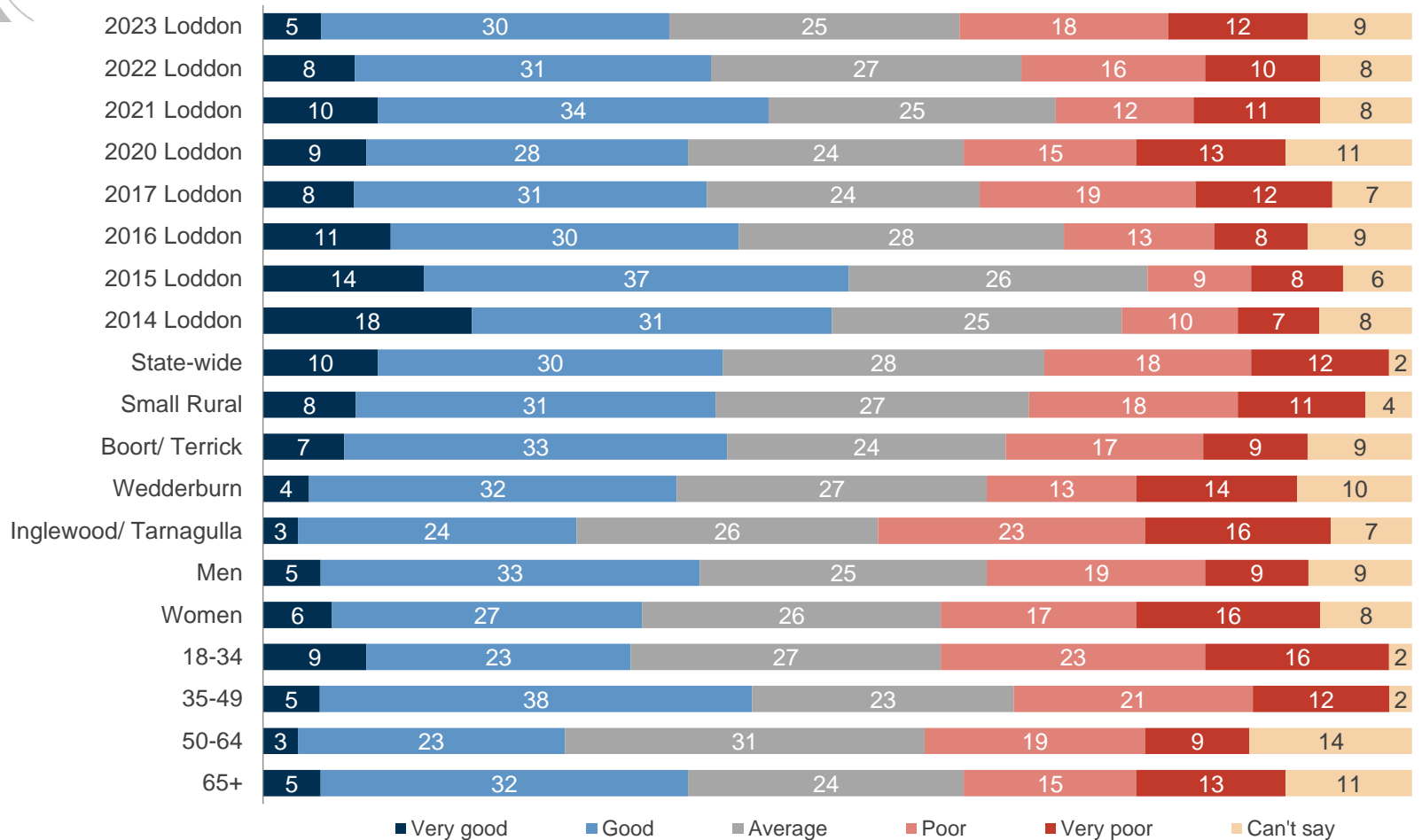
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

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

# The condition of local streets and footpaths in your area performance



2023 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: 33 Councils asked group: 8



# Enforcement of local laws performance



2023 law enforcement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	61	62	65	64	n/a	n/a	n/a	n/a	n/a
State-wide	61	63	64	63	64	64	63	66	66
Women	61	64	66	66	n/a	n/a	64	66	68
Small Rural	61	62	63	62	63	63	65	64	66
18-34	60	58	71	61	n/a	n/a	70	64	57
65+	59	62	65	68	n/a	n/a	63	67	67
50-64	59	59	61	63	n/a	n/a	58	58	63
Wedderburn	59	58	64	63	n/a	n/a	n/a	n/a	n/a
Loddon	59	61	64	65	n/a	n/a	63	63	65
Men	57	59	63	63	n/a	n/a	62	60	64
35-49	56	65	60	64	n/a	n/a	65	62	71
Inglewood/ Tarnagulla	55	62	63	65	n/a	n/a	n/a	n/a	n/a

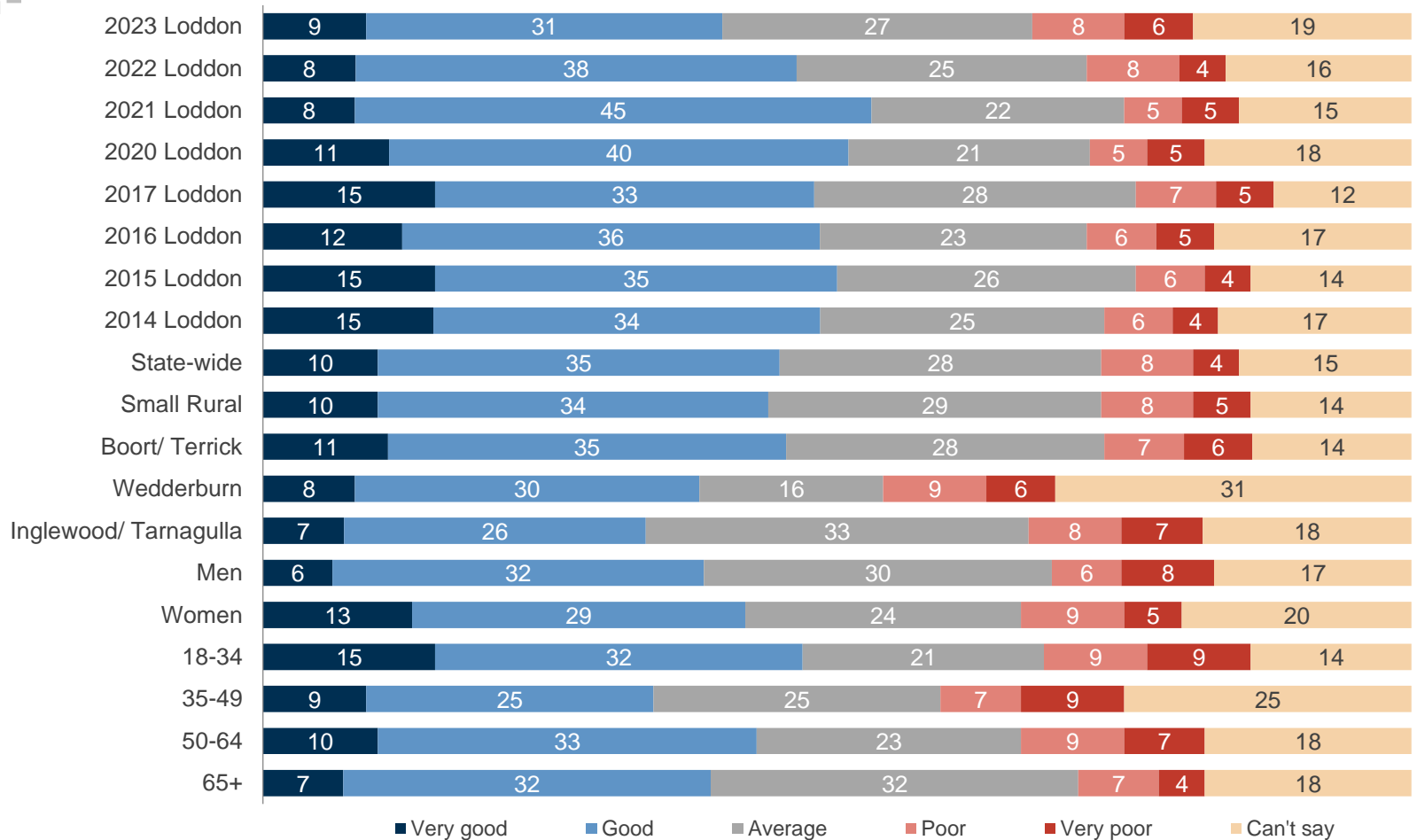
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2023 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: 34 Councils asked group: 10



# Family support services performance



2023 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	65▲	70	68	72	n/a	n/a	75	73	73	75
State-wide	63▲	65	66	66	67	66	67	66	67	68
Small Rural	62▲	64	66	66	68	67	68	66	67	n/a
Boort/ Terrick	60	57	65	63	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	64	67	63	n/a	n/a	70	65	64	65
Inglewood/ Tarnagulla	60	67	65	67	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	55	65	64	n/a	n/a	61	60	63	69
Loddon	59	61	65	65	n/a	n/a	67	65	65	67
Women	59	59	63	67	n/a	n/a	64	65	66	70
35-49	57	56	61	61	n/a	n/a	65	64	60	61
Wedderburn	55	65	65	65	n/a	n/a	n/a	n/a	n/a	n/a
18-34	49▼	52	64	59	n/a	n/a	59	59	61	62

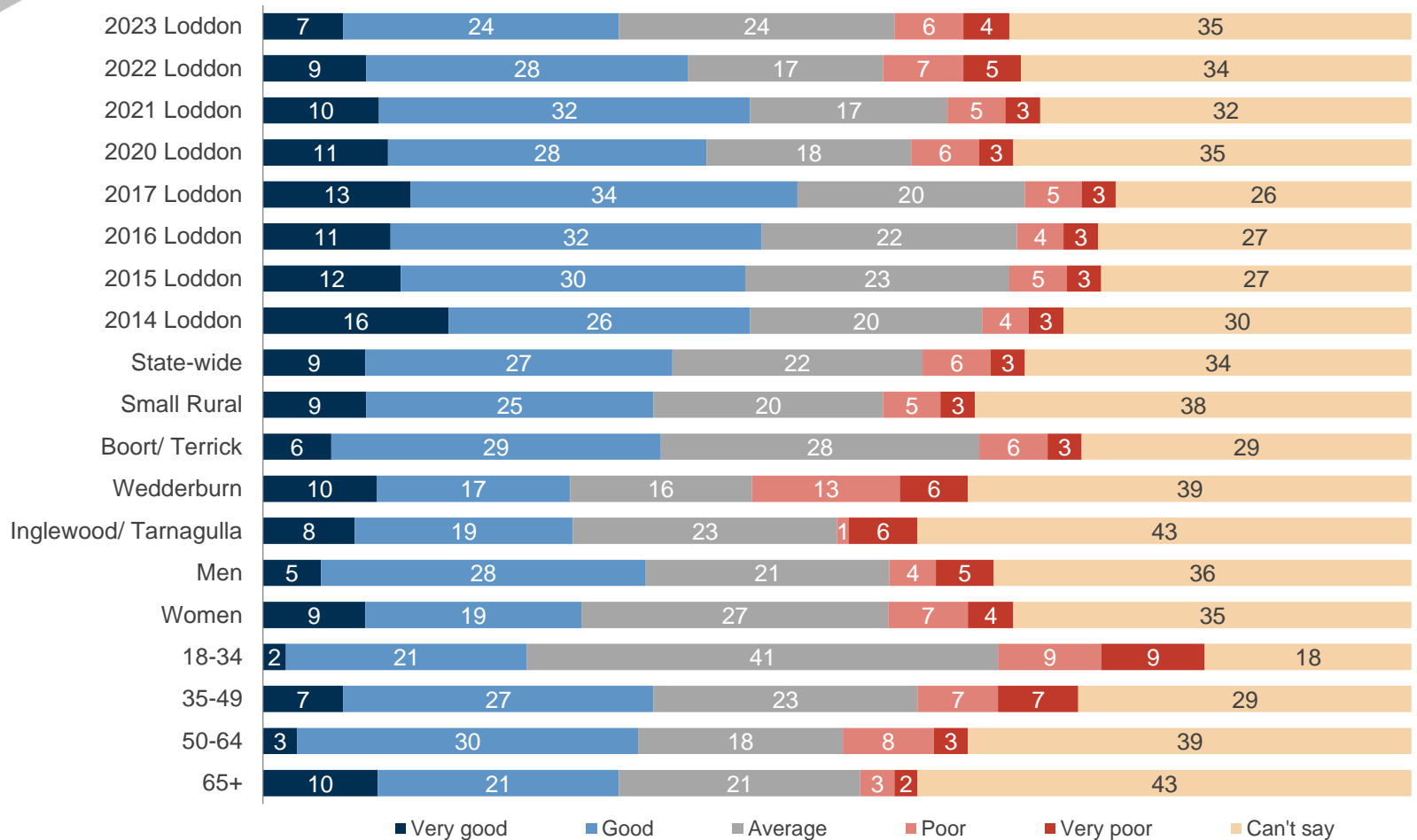
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



# Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Small Rural	66▲	70	72	71	71	69	71	70	72	n/a
65+	65▲	71	72	73	n/a	n/a	72	75	79	80
Boort/ Terrick	64	63	70	65	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63▲	67	69	68	68	68	68	68	69	70
Men	61	61	68	65	n/a	n/a	67	70	69	76
50-64	61	62	66	63	n/a	n/a	65	67	67	75
Loddon	60	64	70	66	n/a	n/a	69	71	70	75
Women	60	67	71	68	n/a	n/a	71	71	71	73
Inglewood/ Tarnagulla	59	71	72	72	n/a	n/a	n/a	n/a	n/a	n/a
Wedderburn	55	55	66	61	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	45	70	55	n/a	n/a	69	70	62	68
35-49	52▼	59	69	66	n/a	n/a	66	67	66	70

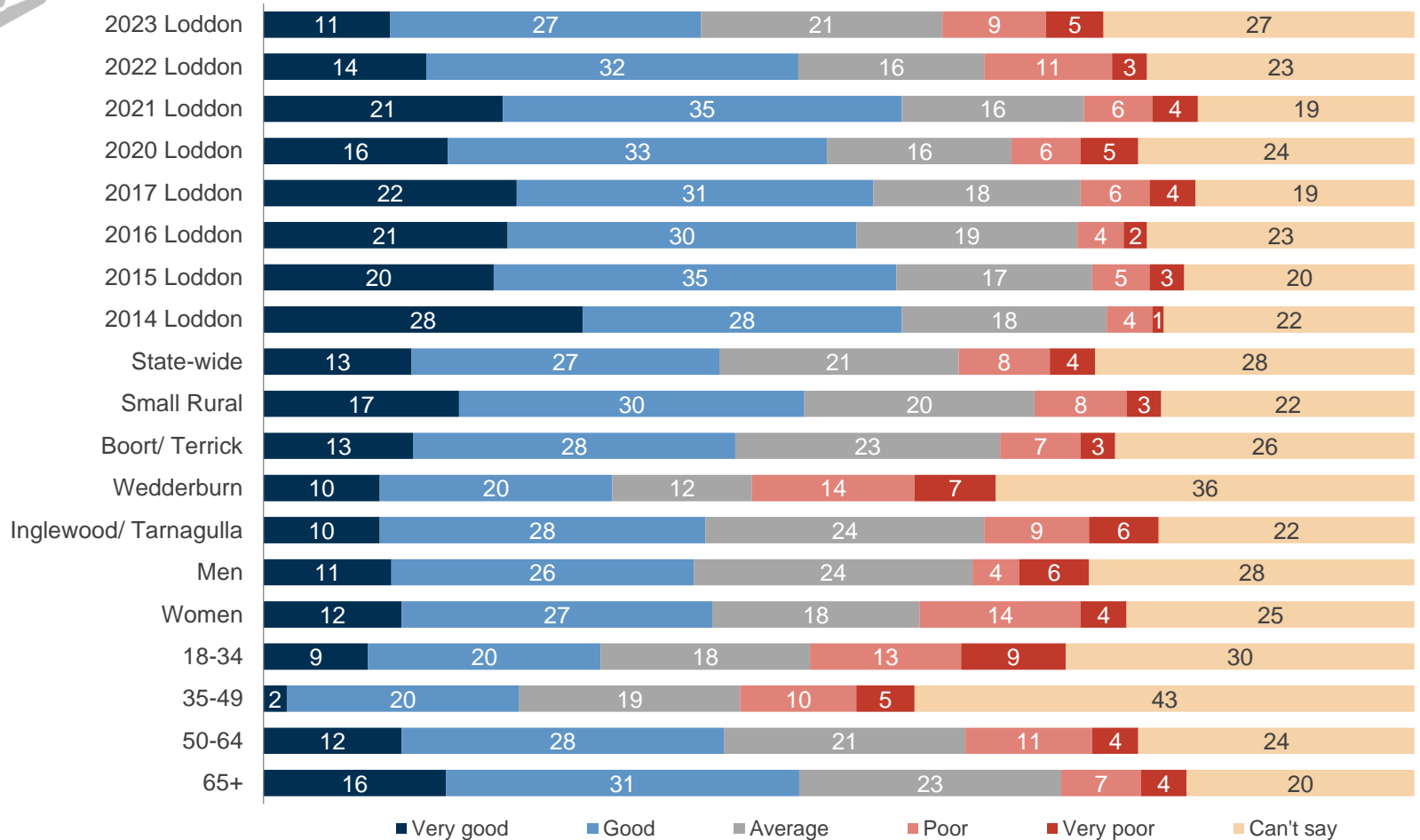
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9





# Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	72	76	72	73	n/a	n/a	77	75	78	81
Boort/ Terrick	72	68	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	71	70	68	n/a	n/a	72	70	72	78
Loddon	69	69	71	70	n/a	n/a	73	72	73	77
Wedderburn	69	68	72	66	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	55	68	59	n/a	n/a	69	75	65	73
50-64	69	69	70	72	n/a	n/a	70	68	73	76
Women	69	67	71	71	n/a	n/a	74	75	75	76
State-wide	68	69	71	70	70	69	70	69	70	71
Small Rural	67	69	69	68	68	69	69	68	70	n/a
Inglewood/ Tarnagulla	66	72	69	69	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	65	72	68	n/a	n/a	74	72	72	76

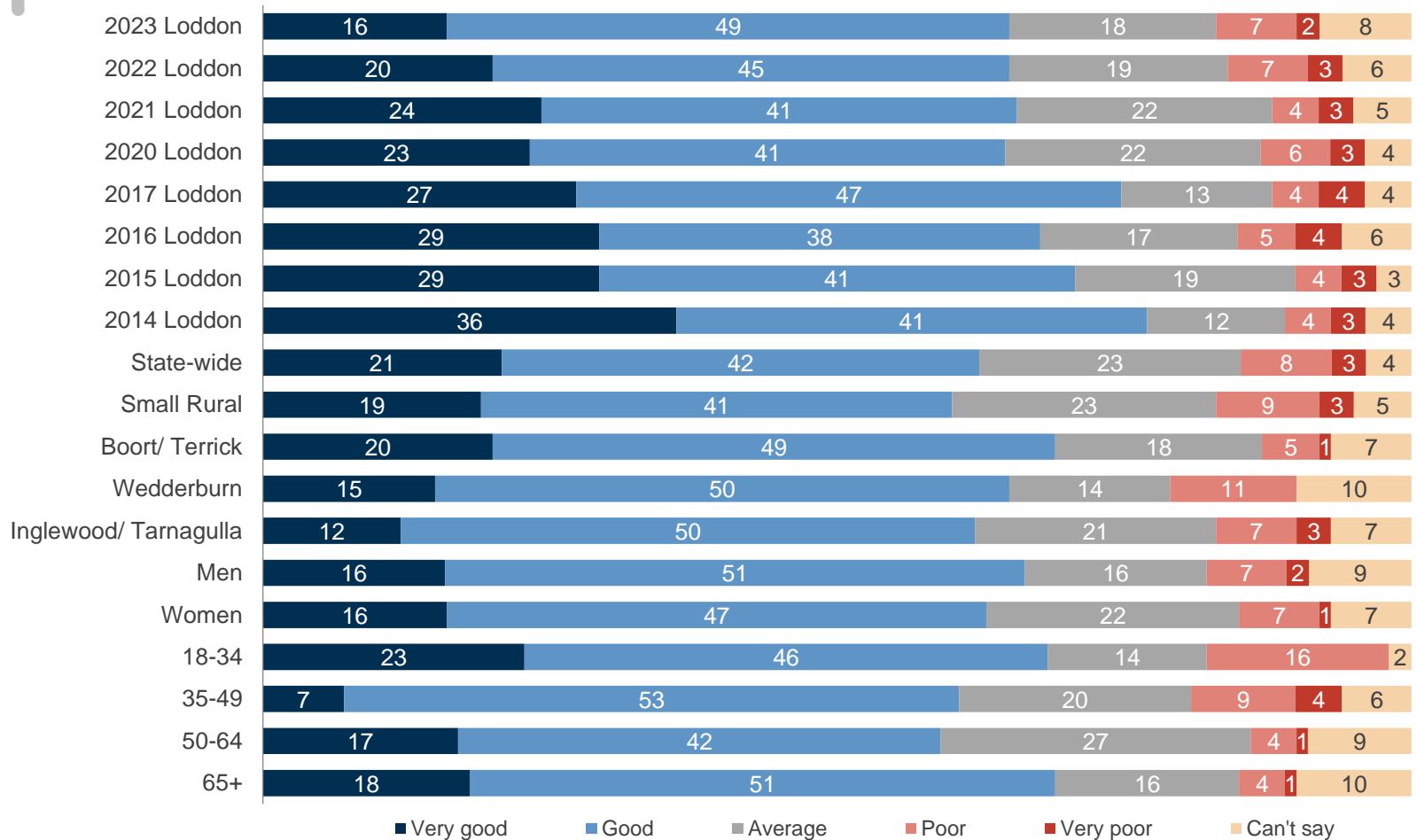
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2023 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13



# The appearance of public areas performance



2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Wedderburn	74	72	80	74	n/a	n/a	n/a	n/a	n/a
65+	72	75	75	72	n/a	n/a	72	77	75
Boort/ Terrick	72	72	75	73	n/a	n/a	n/a	n/a	n/a
Women	71	70	76	73	n/a	n/a	70	76	74
Small Rural	71	73	75	72	73	72	74	73	74
Loddon	70	71	75	72	n/a	n/a	71	74	73
50-64	70	74	73	72	n/a	n/a	67	70	75
Men	70	72	74	71	n/a	n/a	72	72	72
18-34	69	62	81	68	n/a	n/a	69	75	65
35-49	67	66	73	72	n/a	n/a	76	71	74
State-wide	67	71	73	72	72	71	71	71	72
Inglewood/ Tarnagulla	65	71	72	68	n/a	n/a	n/a	n/a	n/a

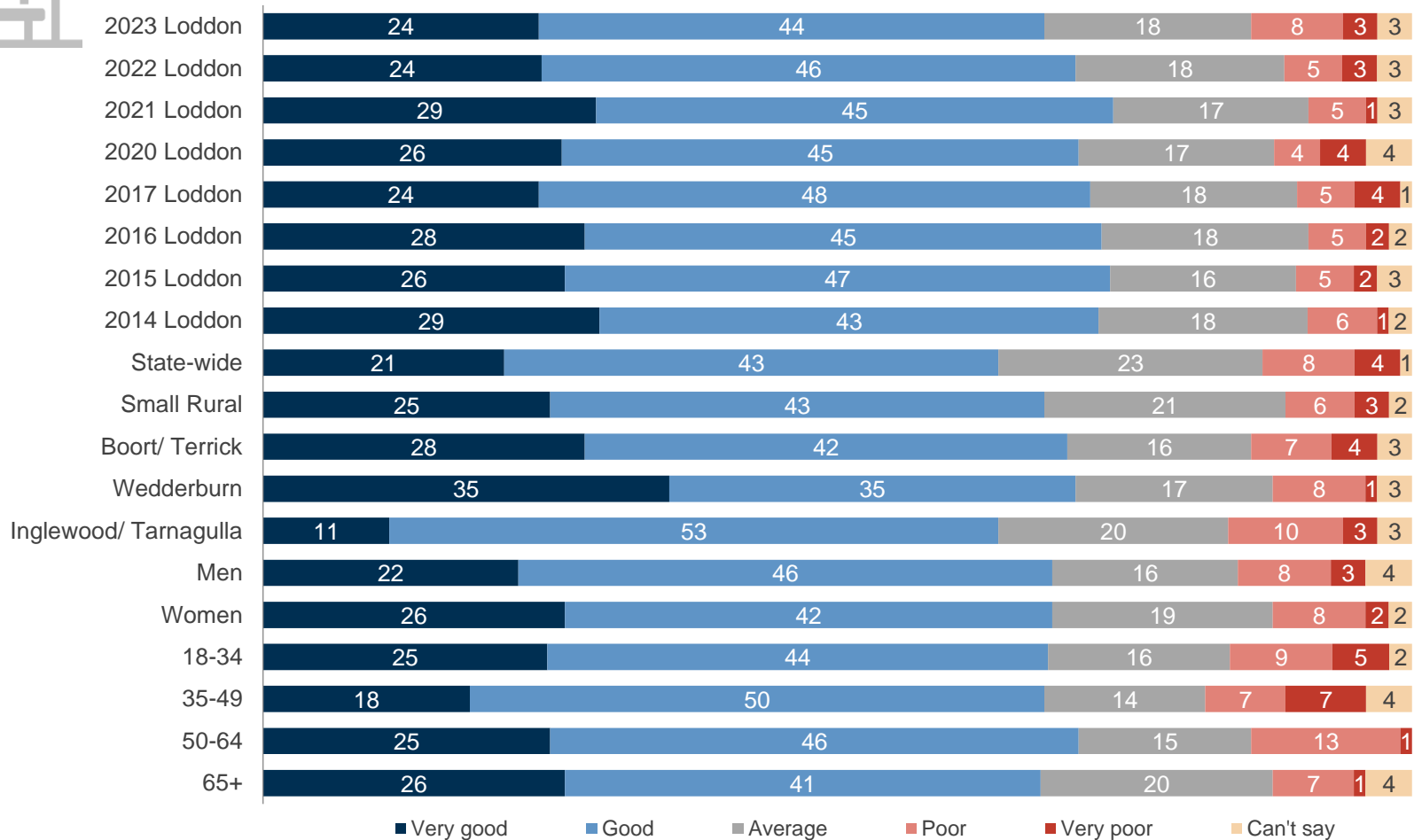
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2023 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: 45 Councils asked group: 14



# Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	74▲	75	78	74	n/a	n/a	75	76	80	81
Boort/ Terrick	71	71	74	68	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	70	73	70	n/a	n/a	74	71	75	74
Loddon	69	71	73	69	n/a	n/a	74	74	76	76
Inglewood/ Tarnagulla	69	72	73	70	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	72	74	69	n/a	n/a	75	77	76	78
50-64	67	66	72	69	n/a	n/a	70	72	73	73
State-wide	66▼	68	69	65	68	70	71	70	72	73
Small Rural	66▼	68	68	64	66	69	70	69	71	n/a
Wedderburn	65	69	72	72	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	67	72	66	n/a	n/a	76	73	73	72
35-49	64	68	67	63	n/a	n/a	78	74	75	75

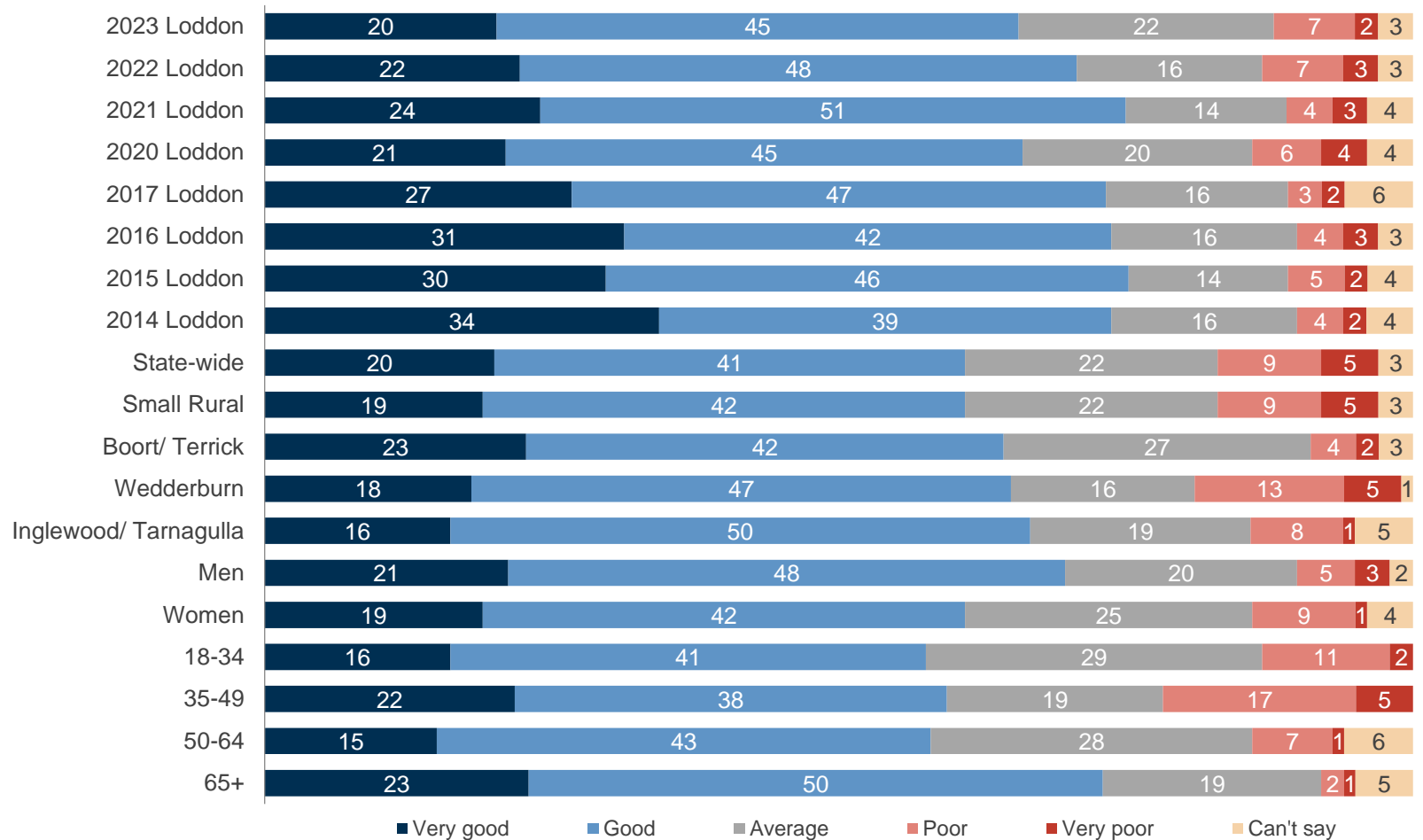
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



# Council's general town planning policy performance



2023 town planning performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Boort/ Terrick	55	54	57	55	n/a	n/a	n/a	n/a	n/a
65+	53	56	59	57	n/a	n/a	n/a	n/a	n/a
18-34	53	52	63	59	n/a	n/a	n/a	n/a	n/a
Women	52	55	59	56	n/a	n/a	n/a	n/a	n/a
Small Rural	52	56	55	50	48	53	51	49	53
Wedderburn	51	56	56	57	n/a	n/a	n/a	n/a	n/a
Loddon	51	54	56	55	n/a	n/a	n/a	n/a	n/a
50-64	51	54	54	54	n/a	n/a	n/a	n/a	n/a
State-wide	50	54	55	54	55	54	53	52	54
Men	50	53	54	54	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	45	53	55	54	n/a	n/a	n/a	n/a	n/a
35-49	44	50	49	49	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

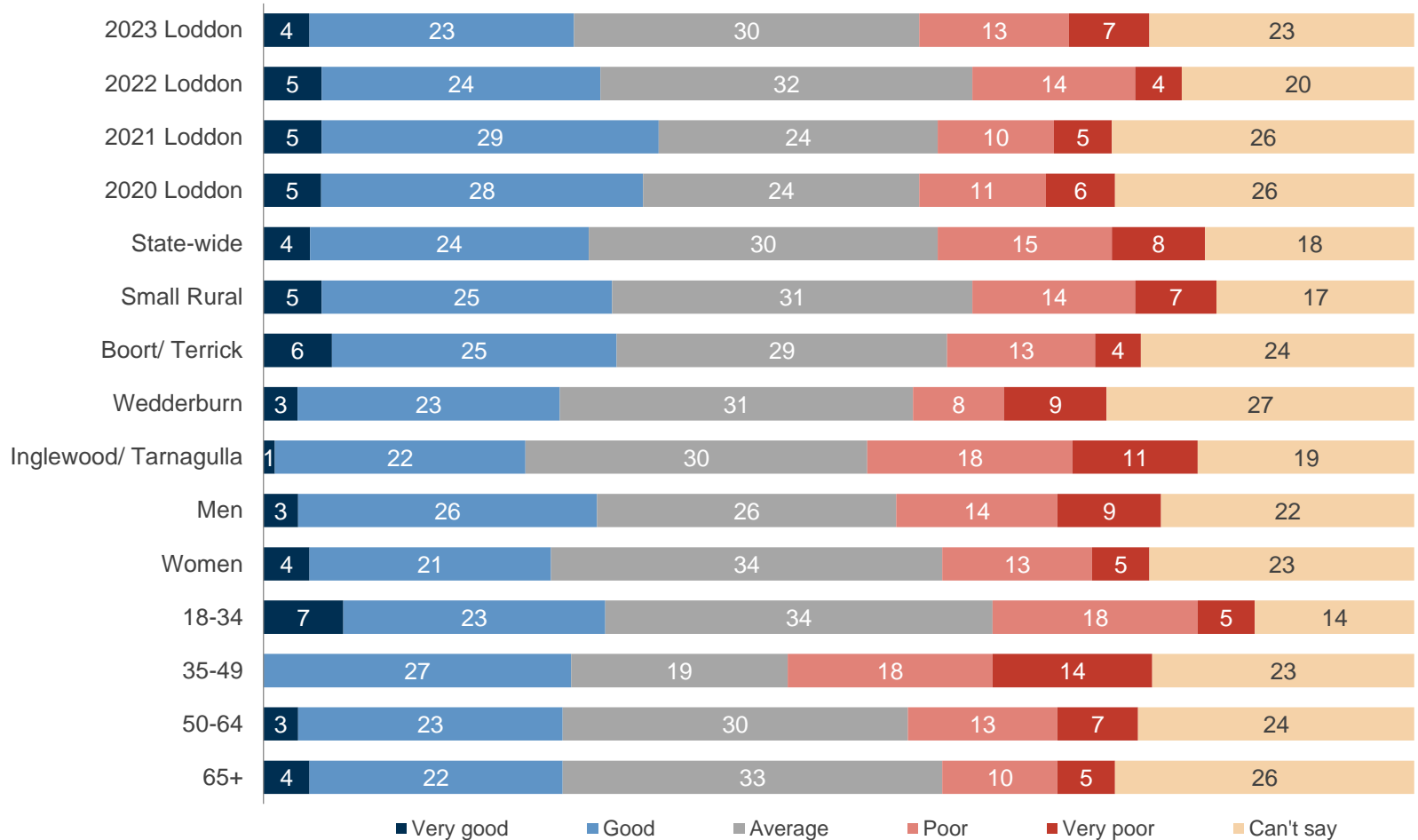
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2023 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3





# Planning and building permits performance



## 2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	50	51	51	52	52	51	50	54	53
Small Rural	48	49	46	48	51	51	50	53	n/a
Boort/ Terrick	44	52	49	n/a	n/a	n/a	n/a	n/a	n/a
Wedderburn	40	49	50	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	46	46	n/a	n/a	50	48	51	58
Women	48	49	50	n/a	n/a	55	55	59	61
65+	44	51	50	n/a	n/a	55	56	59	60
Loddon	44	49	49	n/a	n/a	53	51	55	58
18-34	41	54	51	n/a	n/a	52	56	52	58
Men	40	50	48	n/a	n/a	51	48	52	55
35-49	45	47	49	n/a	n/a	54	47	57	55
Inglewood/ Tarnagulla	46	47	48	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

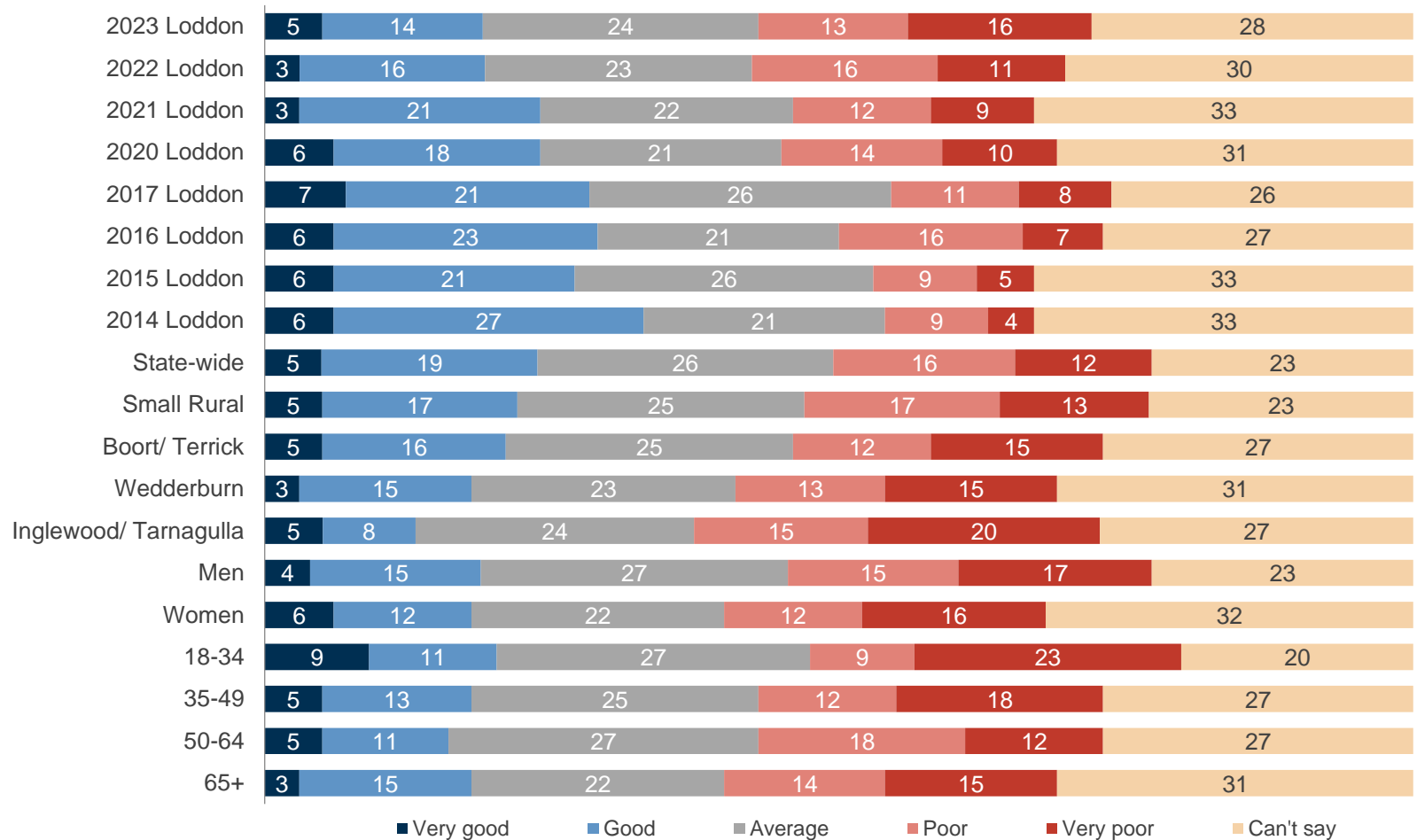
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2023 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8



# Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	66▲	68	72	70	72	72	71	70	n/a
State-wide	65▲	66	71	68	72	71	70	69	70
65+	63	70	72	67	n/a	n/a	74	72	74
35-49	63	62	69	63	n/a	n/a	67	63	71
Women	62	66	71	67	n/a	n/a	70	70	72
Boort/ Terrick	61	63	71	63	n/a	n/a	n/a	n/a	n/a
Wedderburn	61	71	72	69	n/a	n/a	n/a	n/a	n/a
Loddon	61	66	70	65	n/a	n/a	68	67	71
50-64	60	62	65	62	n/a	n/a	62	63	67
Inglewood/ Tarnagulla	59	67	68	65	n/a	n/a	n/a	n/a	n/a
Men	59	65	69	62	n/a	n/a	67	65	69
18-34	52▼	62	74	67	n/a	n/a	66	68	69

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

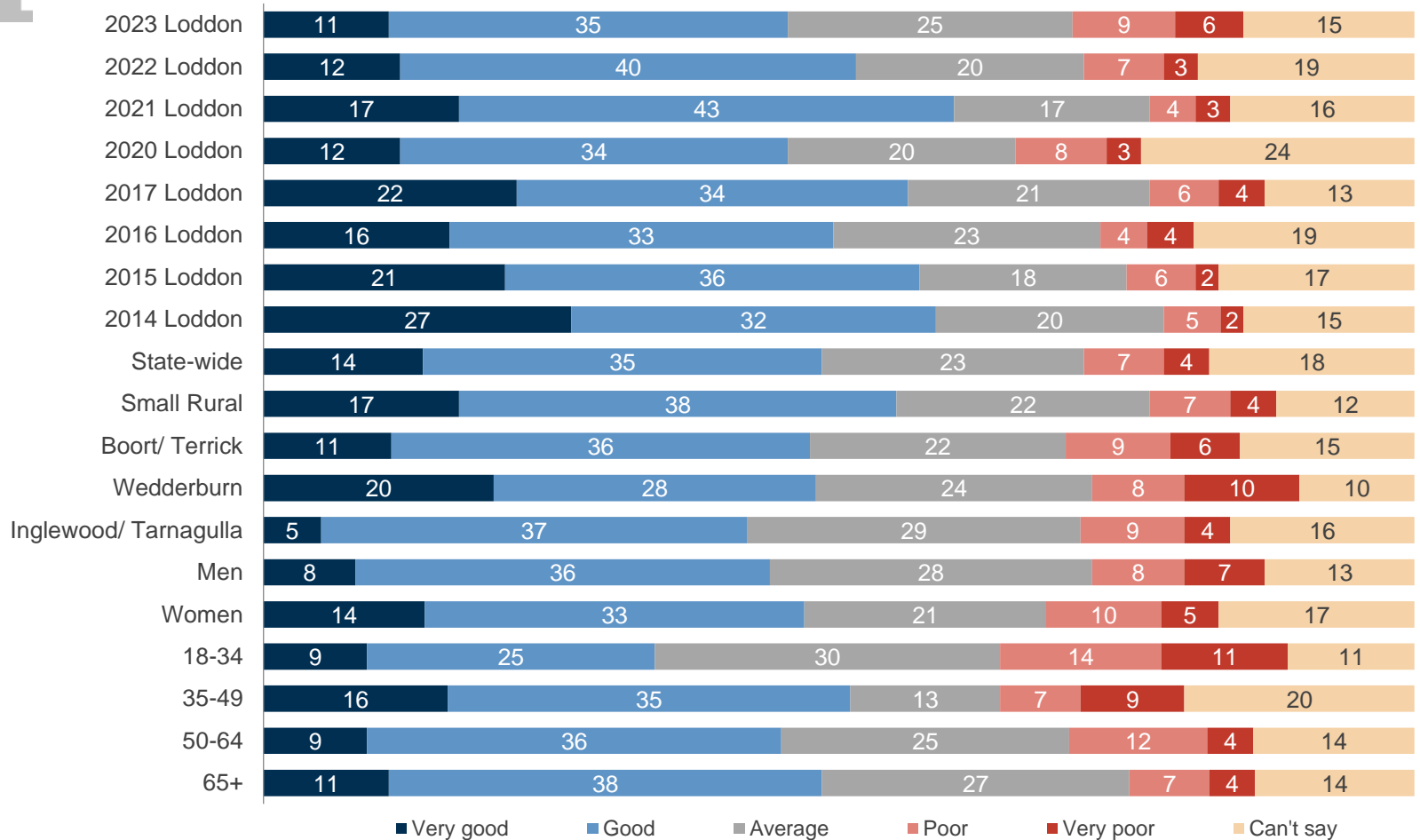
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



2023 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6



# Maintenance of unsealed roads in your area performance



## 2023 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	41	48	52	50	n/a	n/a	49	53	58	59
Men	40	44	51	46	n/a	n/a	44	49	49	50
50-64	39	42	49	45	n/a	n/a	39	48	47	49
Wedderburn	39	46	55	45	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	38	42	44	43	43	40	43	44	45	n/a
Boort/ Terrick	38	38	47	46	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	37	41	45	44	44	43	44	43	45	45
Loddon	37	42	48	44	n/a	n/a	43	49	49	51
Inglewood/ Tarnagulla	36	45	47	42	n/a	n/a	n/a	n/a	n/a	n/a
Women	35	40	46	43	n/a	n/a	43	49	49	53
35-49	34	33	41	39	n/a	n/a	42	45	47	48
18-34	31	35	46	38	n/a	n/a	39	44	36	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: 25 Councils asked group: 10

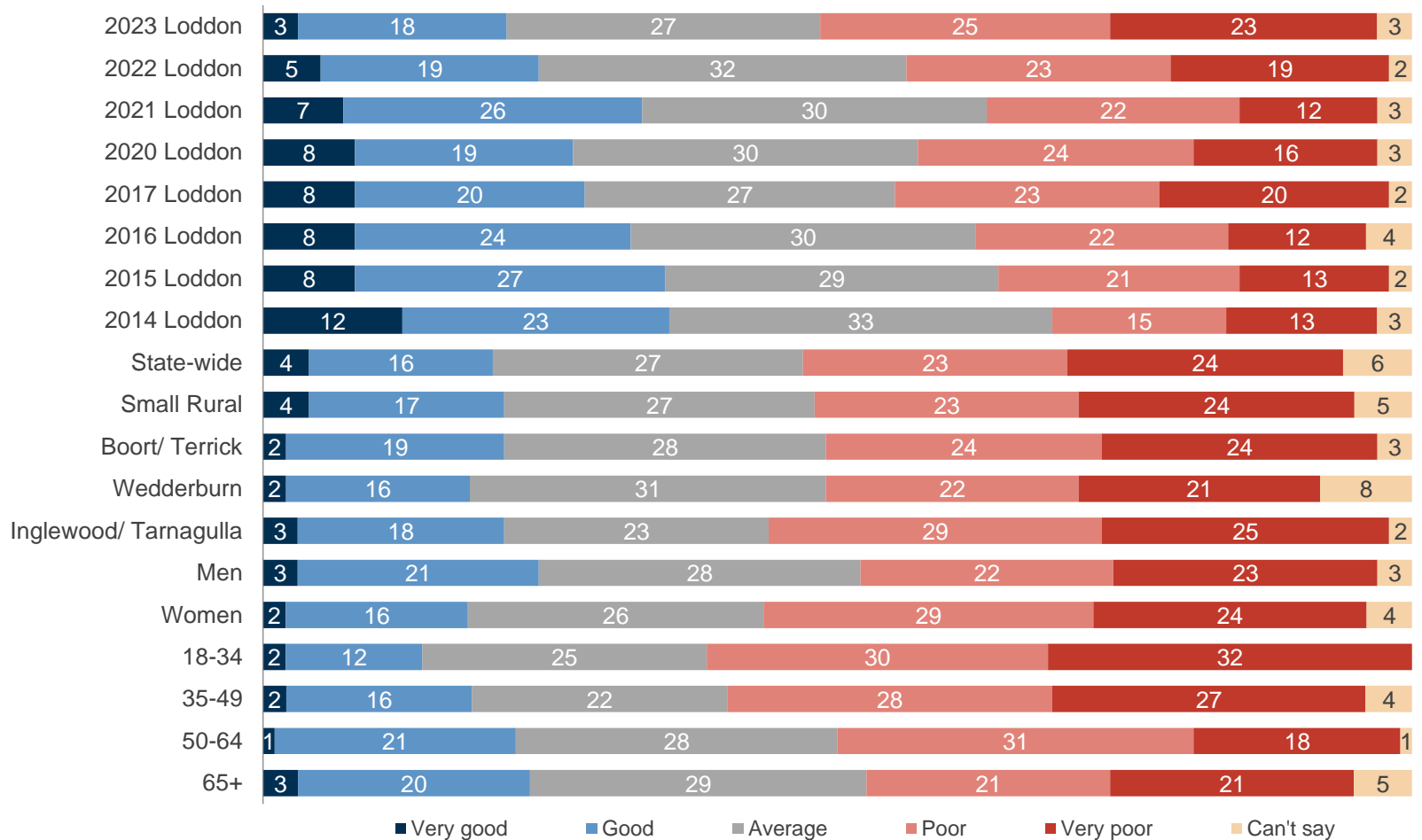
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2023 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: 25 Councils asked group: 10



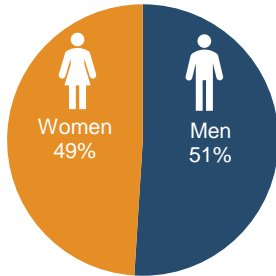
# **Detailed demographics**



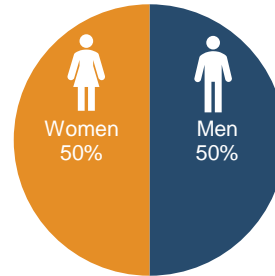
# Gender and age profile

## 2023 gender

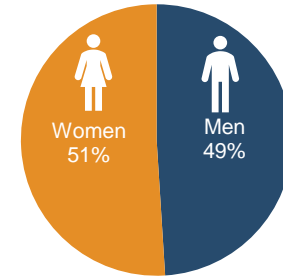
Loddon



Small Rural

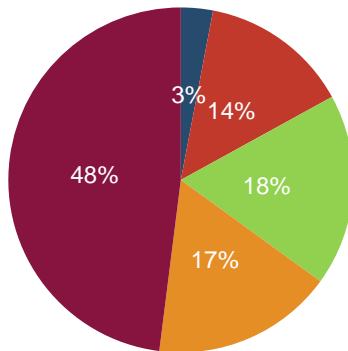


State-wide

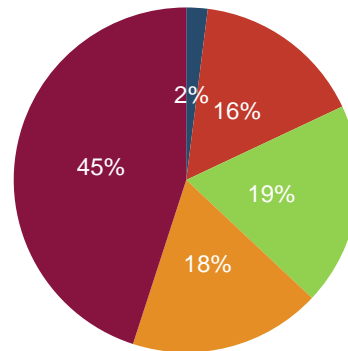


## 2023 age

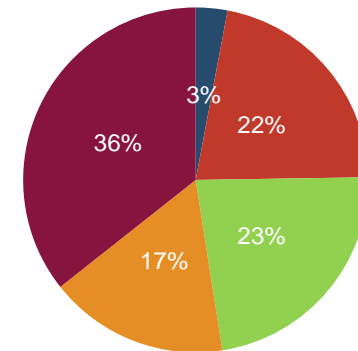
Loddon



Small Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualization elements: a bar chart, a line graph with a downward trend, and a grid pattern.

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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Loddon Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 6,300 people aged 18 years or over for Loddon Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Loddon Shire Council	400	400	+/-4.7
Men	180	205	+/-7.2
Women	220	195	+/-6.5
Boort/Terrick	193	199	+/-7.0
Wedderburn	75	74	+/-11.3
Inglewood/Tarnagulla	132	127	+/-8.5
18-34 years	44	67	+/-14.9
35-49 years	44	72	+/-14.9
50-64 years	81	69	+/-10.9
65+ years	231	192	+/-6.3



## Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) 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:

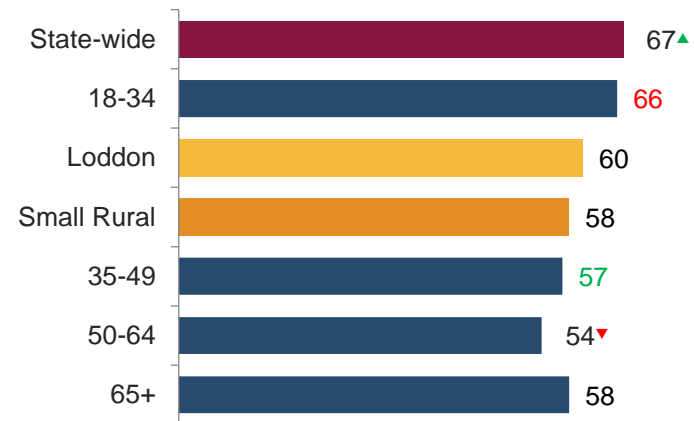
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)  
(example extract only)**





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

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The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 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.

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

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

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

Survey sample matched to the demographic profile of Loddon Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Loddon Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Loddon Shire Council. Survey fieldwork was conducted across four quarters from 16<sup>th</sup> June 2022 – 19<sup>th</sup> March 2023.





## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 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 2012-2023 vary slightly.

### Council Groups

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

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Loddon Shire Council for this 2023 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: 2012 survey revision

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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 2012-2023 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### 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 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 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

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### Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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**John Scales**  
Founder  
[jcales@jwsresearch.com](mailto:jcales@jwsresearch.com)

**Mark Zuker**  
Managing Director  
[mzucker@jwsresearch.com](mailto:mzucker@jwsresearch.com)

**Katrina Cox**  
Director of Client Services  
[kcox@jwsresearch.com](mailto:kcox@jwsresearch.com)

