LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY LODDON SHIRE COUNCIL 2014

RESEARCH REPORT

COORDINATED BY DEPARTMENT OF TRANSPORT, PLANNING AND LOCAL INFRASTRUCTURE ON BEHALF OF VICTORIAN COUNCILS

J W S R E S E A R C H

CONTENTS

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



BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2014 State-wide Local Government Community Satisfaction Survey for Loddon Shire Council.

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

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

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



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 Loddon Shire Council 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 in the 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 31 January – 11 March 2014.

The 2013 results against which 2014 results are compared involved a total of n=401 completed interviews in Loddon Shire Council conducted in the period of 1 February – 24 March, 2013.

The 2012 results against which results are compared involved a total of n=400 completed interviews in Loddon Shire Council conducted in the period of 4 May – 30 June 2012.



SURVEY METHODOLOGY AND SAMPLING

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

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

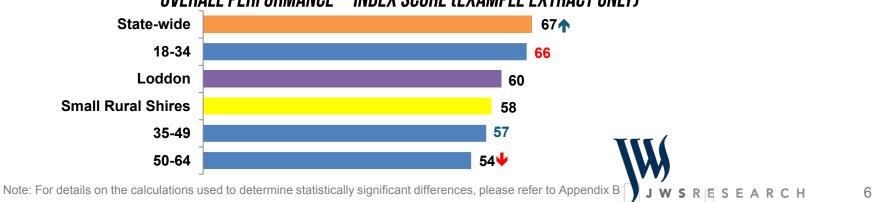


SURVEY METHODOLOGY AND SAMPLING

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

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

Further, results shown in red indicate a significantly lower result than in 2013, for example, below the result among 18-34 year olds in the council is significantly <u>lower</u> than the result achieved among this group in 2013. Results shown in blue indicate a significantly higher result than in 2013, for example, below the result among 35-49 year olds is significantly <u>higher</u> than the result achieved among this group in 2013.



OVERALL PERFORMANCE - INDEX SCORE (EXAMPLE EXTRACT ONLY)

FURTHER INFORMATION

Further Information

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

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

Contacts

For further queries about the conduct and reporting of the 2014 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



- Loddon Shire Council's performance on four of five core measures overall job performance, customer service, advocacy and overall council direction – has improved relative to 2013. Only on the core measure of community consultation, did Council's performance rating drop relative to 2013.
- On all core measures, Loddon Shire Council's performance ratings are above both the Small Rural Shires and State-wide averages, and in most cases, significantly so.
- Loddon Shire Council's overall performance rating is highly positive, increasing to 69 in 2014 from an index score of 68 in 2013 and 67 in 2012. This is a significant 9 points higher than the Small Rural Shires average and 8 points higher than the Statewide average. In fact, only 7% of residents rated Council's performance poorly (4% poor, 3% very poor), 31% as average and 61% good (23% very good, 39% good).
 - Residents aged 65 years and over rate Council's performance significantly higher than the average (index score of 75), while residents aged 18 to 34 and 35 to 49 rate Council lowest (both an index score of 65).



- Loddon Shire Council's rating on overall council direction, which asks 'over the last 12 months, what is your view of the direction of Loddon Shire Council's overall performance', improved 2 points relative to 2013 (from an index score of 55 in 2013 to 57 in 2014) and 1 point relative to 2012 (index score of 56). This year's index score of 57 is a significant 3 points higher than the Small Rural Shires average for 2014 and a significant 4 points higher than the State-wide average.
 - Residents aged 65 years and above rate Council significantly higher than the average on this measure (index score of 65).
 - Relative to 2013, a decreased proportion of residents believe the direction of Council's performance deteriorated. Whereby, 22% of residents believe council direction improved, 64% of residents rated council direction as having 'stayed the same' and only 9% believe it has deteriorated over the last 12 months. In 2013, 23% of residents believed council direction had improved, 60% of residents rated council direction as having 'stayed the same' and 13% believed it had deteriorated.



- Community consultation was the one core measure in which Council's performance dropped relative to both 2013 and 2012 though ratings for this measure remain solidly positive. Loddon Shire Council achieved an index score of 60, down from 62 in both 2013 and 2012. Ratings remain 2 points higher than the Small Rural Shires average and a significant 3 points higher than the State-wide average.
 - Also, consultation ratings remain significantly more positive (43% net good) than negative (13% net poor), with 32% awarding council average marks on this measure.
 - Relative to 2013, performance ratings dropped significantly among residents aged 35 to 49 (index score of 57) and increased significantly among residents aged 65 years and over (index score of 65).



- On the measure of **lobbying on behalf of the community**, Loddon Shire Council's performance rating increased 2 points relative to 2013, to an index score of 60. This is a significant 5 points higher than the Small Rural Shires group average and a significant 6 points higher than the State-wide average on this measure.
 - Again, a significantly higher proportion of residents rate Council's performance as good net 41% good, 26% average and 11% poor. A further 22% of residents are unsure, suggesting they are not aware of Council's efforts in this area. This is reinforced by the low usage recorded by residents (13% personal, 15% household)
 - Similarly to community consultation ratings, relative to 2013, performance ratings dropped significantly among residents aged 35 to 49 (index score of 55), who rated Council significantly lower than the average, and increased significantly among residents aged 65 years and over (index score of 68), who rated Council significantly higher than the average.
- The proportion of residents who have had any contact with Loddon Shire Council over the last 12 months remains at 71% in 2014, on par with 2013 and up from 68% in 2012.



- Of all the core measures, Loddon Shire Council (as does the Small Rural Shires group and State as a whole) performs best on overall customer service. Returning to 2012 levels (75) with an index score of 76 in 2014, customer service ratings grew four points in the last year. This is a significant 5 points higher than the Small Rural Shires group average and a significant 4 points higher than the State-wide average.
 - The majority of residents rate their experience positively 75% of residents rate their most recent contact as very good or good, while only 9% rate their experience as poor or very poor and 13% as average.
 - Council scores higher among women, residents aged 35 to 49 years and residents aged 65 years and above (index scores of 78). In contrast, residents aged 18 to 34 years rated Council lowest on this measure.
- Residents consider all services areas explored to be important with emergency and disaster management, elderly support services, unsealed roads, informing the community and waste management comprising their top five.



- Three service areas rated as the top five most important, are also among the top five areas Council's performance is rated most highly – waste management, elderly support services and emergency and disaster management. Also among Council's top five performing areas were recreational facilities and the appearance of public areas.
- It is important to keep in mind that residents often rate the importance of priority services higher than actual council performance in these areas, and there is typically a gap between results for the two measures. In some cases, however, large differences between the two indicate areas in need of improvement. This is particularly the case for the maintenance of unsealed roads (equal 2nd most important service). With Council's performance rating on this measure at an index score of 51, there is almost a 30 point gap between perceived importance and performance in these areas.
- Other services areas with over a 10 point gap between their perceived importance and Council's performance are consultation and engagement and the condition of local streets and footpaths.

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14

- Further, when asked what the Council most needs to do to improve its performance, 15% of residents identified sealed road maintenance and a further 13% identified unsealed road maintenance. This was followed by communication (10%). Positively, 18% of residents identified no room for improvement.
- When asked to describe the **best thing about the Council**, residents identified customer service (14%), Councilors (13%) and community support services (8%) as the top positives.
- A council newsletter sent via mail remains, by far, the overall preferred form of communication for residents young and old.



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



Highest results in 2014	 Recreational facilities Customer service Overall performance
Lowest results in 2014	 Unsealed roads Overall council direction Planning permits
Most favourably disposed towards Council	 65+ year old residents Personal and household users of services Women
Least favourably disposed towards Council	 18 to 34 year old residents 35-49 year old residents Wedderburn residents
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17

SUMMARY OF FINDINGS

2014 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

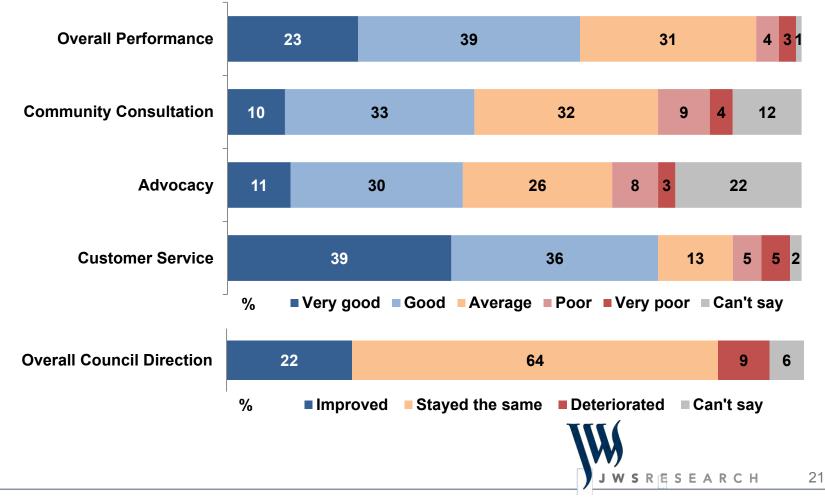
Performance Measures	Loddon 2012	Loddon 2013	Loddon 2014	Small Rural Shires 2014	State-wide 2014
OVERALL PERFORMANCE	67	68	69	60	61
COMMUNITY CONSULTATION (Community consultation and engagement)	62	62	60	58	57
ADVOCACY (Lobbying on behalf of the community)	63	60	62	57	56
CUSTOMER SERVICE	75	72	76	71	72
OVERALL COUNCIL DIRECTION	56	55	57	54	53



2014 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

Performance Measures	Loddon 2014	vs. Loddon 2013	vs. Small Rural Shires 2014	vs. State- wide 2014	Highest score amongst	Lowest score amongst
OVERALL PERFORMANCE	69	1 points higher	9 points higher	8 points higher	65+ year olds	18-34 year olds
COMMUNITY CONSULTATION (Community consultation and engagement)	60	2 points lower	2 points higher	3 points higher	65+ year olds	Wedderb urn
ADVOCACY (Lobbying on behalf of the community)	62	2 points higher	5 points higher	6 points higher	65+ year olds	35-49 year olds
CUSTOMER SERVICE	76	4 points higher	5 points higher	4 points higher	Women	18-34 year olds
OVERALL COUNCIL DIRECTION	57	2 points higher	3 points higher	4 points higher	65+ year olds	18-34 year olds
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2014 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



Community Satisfaction Survey 2014 - Loddon Shire Council

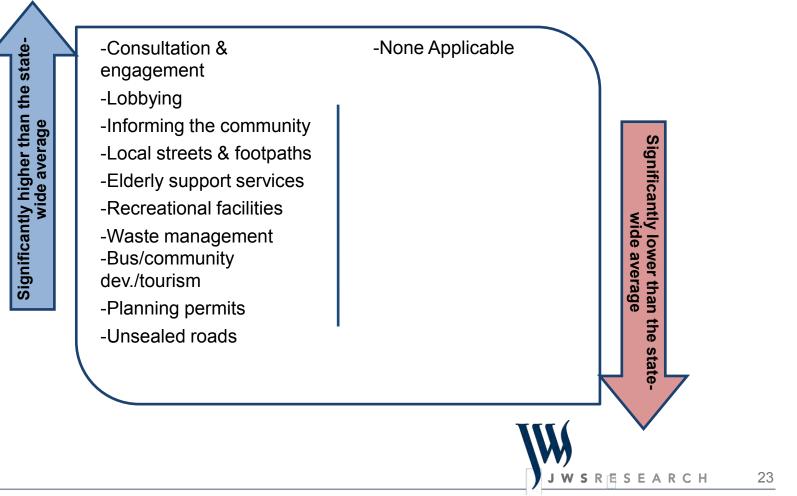
INDIVIDUAL SERVICE AREAS SUMMARY KEY RESULTS

Highest results in 2014	Recreational facilitiesWaste management			
Lowest results in 2014	Unsealed roadsPlanning permits			
Most favourably disposed towards Council	 65+ year old residents Personal and household users of services Women 			
Least favourably disposed towards Council	 18 to 34 year old residents 35-49 year old residents			
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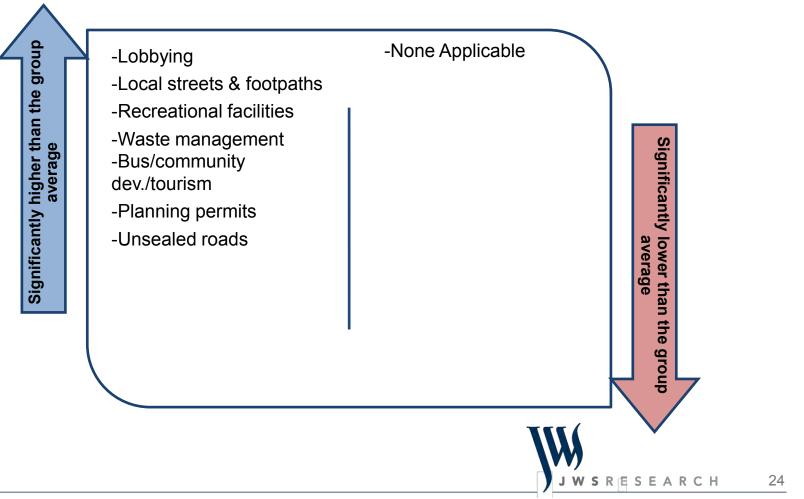
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22

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



INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2014 PERCENTAGE PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES

	7		
Waste management		77	78
Condition of local streets & footpaths		65	66
Appearance of public areas		64	65
Maintenance of unsealed roads		64	65
Recreational facilities]	62	64
Informing the community]	62	62
Consultation & engagement	3	30 32	
Business & community development & tourism	23	24	
Emergency & disaster management	21	22	
Elderly support services	15	20	
Enforcement of local laws	17	19	Total household use
Planning permits	15	17	Personal use
Family support services	14	16	
Lobbying on behalf of the community	13	15	
	₩		
Q4. In the last 12 months, have you or has any member of your in following services provided by Council?	household used	d or experienced any of the	

following services provided by Council?

Base: All respondents.

Community Satisfaction Survey 2014 - Loddon Shire Council

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25

INDIVIDUAL SERVICE AREA SUMMARY IMPORTANCE VS PERFORMANCE

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

Service	Importance	Performance	Net differential
Maintenance of unsealed roads	80	51	-29
Consultation & engagement	71	60	-11
Condition of local streets & footpaths	73	62	-11



2014 IMPORTANCE SUMMARY

	2014	2013	2012
Emergency & disaster mngt	81	80	81
Elderly support services	80	80	81
Unsealed roads	80	82	83
Informing the community	74	77	75
Waste management	74	77	76
Local streets & footpaths	73	76	75
Family support services	72	73	75
Appearance of public areas	72	73	73
Consultation & engagement	71	74	73
Lobbying	71	71	75
Recreational facilities	71	72	72
Bus/community dev./tourism	68	71	69
Enforcement of local laws	67	70	70
Planning permits	64	66	64
Base: All respondents.		W	SEARCH

Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 - Loddon Shire Council

27

2014 PERFORMANCE SUMMARY

	2014	2013	2012
Recreational facilities	77	74	74
Waste management	76	75	72
Elderly support services	75	75	72
Appearance of public areas	74	73	73
Emergency & disaster mngt	72	71	70
Family support services	67	69	66
Bus/community dev./tourism	67	65	65
Informing the community	65	64	64
Enforcement of local laws	65	68	67
Lobbying	62	60	63
Local streets & footpaths	62	60	58
Consultation & engagement	60	62	62
Planning permits	58	57	58
Unsealed roads	51	54	52
Base: All respondents.		J W S R (E S	EARCH

28

2014 IMPORTANCE SUMMARY BY COUNCIL GROUP

Top Five Most Important Service Areas (Highest to Lowest, i.e. #1 – Most Important)

Loddon Shire Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
 Emergency & disaster mngt Elderly support services Unsealed roads Waste management Informing the community 	 Waste management Community decisions Elderly support services Local streets & footpaths Emergency & disaster mngt 	 Elderly support services Emergency & disaster mngt Local streets & footpaths Waste management Unsealed roads 	 Emergency & disaster mngt Community decisions Waste management Elderly support services Sealed roads 	 Emergency & disaster mngt Community decisions Sealed roads Unsealed roads Elderly support services 	 Emergency & disaster mngt Community decisions Sealed roads Elderly support services Unsealed roads



2014 IMPORTANCE SUMMARY BY COUNCIL GROUP

Bottom Five Most Important Service Areas (Lowest to Highest, i.e. #1 – Least Important)

Loddon Shire Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
 Planning permits Enforcement of local laws Bus/communit y dev./tourism Recreational facilities Lobbying 	 Bus/communit y dev./tourism Community & cultural Slashing & weed control Business & community dev. Lobbying 	 Tourism development Community & cultural Bus/communit y dev./tourism Art centres & libraries Lobbying 	 Community & cultural Art centres & libraries Tourism development Lobbying Planning permits 	 Community & cultural Art centres & libraries Traffic management Parking facilities Tourism development 	 Community & cultural Art centres & libraries Parking facilities Traffic management Tourism development



2014 PERFORMANCE SUMMARY By Council Group

Top Five Highest Performing Service Areas (Highest to Lowest, i.e. #1 – Highest Performing)

Loddon Shire Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
 Recreational facilities Waste management Elderly support services Appearance of public areas Emergency & disaster mngt 	 Art centres & libraries Waste management Recreational facilities Appearance of public areas Community & cultural 	 Art centres & libraries Waste management Emergency & disaster mngt Recreational facilities Family support services 	 Art centres & libraries Emergency & disaster mngt Appearance of public areas Waste management Recreational facilities 	 Appearance of public areas Art centres & libraries Elderly support services Waste management Community & cultural 	 Art centres & libraries Emergency & disaster mngt Appearance of public areas Waste management Elderly support services



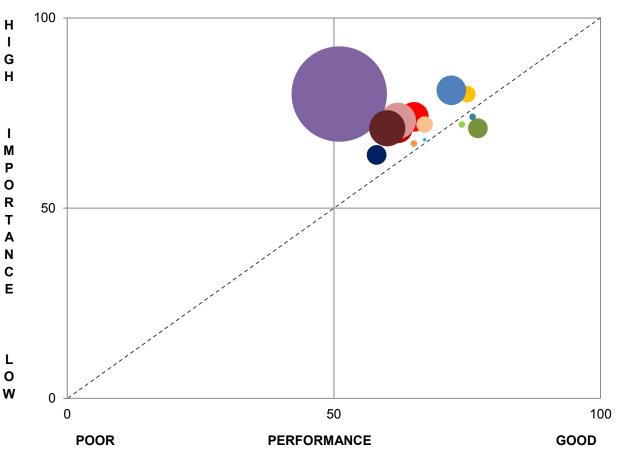
2014 PERFORMANCE SUMMARY By Council Group

Bottom Five Lowest Performing Service Areas (Lowest to Highest, i.e. #1 – Lowest Performing)

Loddon Shire Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
 Unsealed roads Planning permits Consultation & engagement Local streets & footpaths Lobbying 	 Planning permits Population growth Tourism development Town planning policy Parking facilities 	 Unsealed roads Planning permits Town planning policy Lobbying Traffic management 	 Unsealed roads Parking facilities Sealed roads Planning permits Town planning policy 	 Unsealed roads Sealed roads Slashing & weed control Planning permits Town planning policy 	 Sealed roads Unsealed roads Slashing & weed control Population growth Local streets & footpaths



Importance and Performance 2014 Index Scores Grid

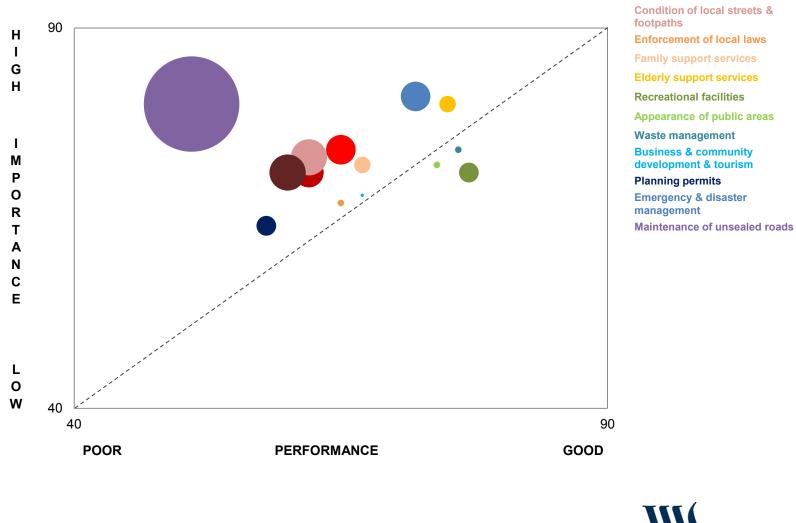


Note: The larger the circle, the larger the gap between Importance and Performance Base: All respondents

Service	Importance	Performance
Consultation & engagement	71	60
Lobbying on behalf of the community	71	62
Informing the community	74	65
Condition of local streets & footpaths	73	62
Enforcement of local laws	67	65
Family support services	72	67
Elderly support services	80	75
Recreational facilities	71	77
Appearance of public areas	72	74
Waste management	74	76
Business & community development & tourism	68	67
Planning permits	64	58
Emergency & disaster management	81	72
Maintenance of unsealed roads	80	51



Importance and Performance 2014 Index Scores Grid (Magnified view of top right quadrant)



Service	Importance	Performance
Consultation & engagement	71	60
Lobbying on behalf of the community	71	62
Informing the community	74	65
Condition of local streets & footpaths	73	62
Enforcement of local laws	67	65
Family support services	72	67
Elderly support services	80	75
Recreational facilities	71	77
Appearance of public areas	72	74
Waste management	74	76
Business & community development & tourism	68	67
Planning permits	64	58
Emergency & disaster management	81	72

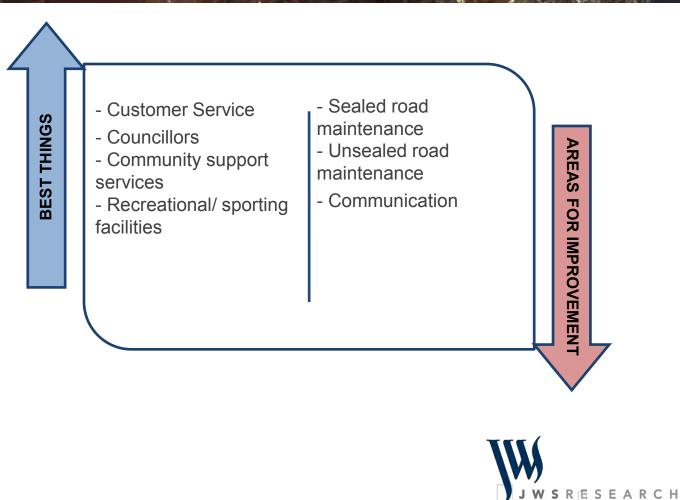
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51

Note: The larger the circle, the larger the gap between Importance and Performance Base: All respondents



POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



35

COMMUNICATIONS SUMMARY

Overall preferred forms of communication

Preferred forms of communication among over 50s

Preferred forms of communication among under 50s

- Newsletter sent via mail (57)
- Newsletter sent via mail (61)
- Newsletter sent via mail (51)



DETAILED FINDINGS

KEY CORE MEASURE OVERALL PERFORMANCE

OVERALL PERFORMANCE INDEX SCORES

		2014	2013	2012
65+		75♠	66	72
Women		71	70	68
Boort / Terricks		70	n/a	n/a
Loddon		69	68	67
Inglewood / Tarnagulla		68	n/a	n/a
Wedderburn		67	n/a	n/a
Men		67	66	65
50-64		67	68	61
18-34		65	68	64
35-49		65	69	68
State-wide	6′	1₩	60	60
Small Rural Shires	60	V	59	59

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 statewide: 67 Councils asked group: 17

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Note: please see page 6 for explanation about significant differences

OVERALL PERFORMANCE DETAILED PERCENTAGES

2014 Lod	don 2	3	39		31		4 <mark>3</mark> 1
2013 Lod	don 20		41		29		8 <mark>1</mark> 1
2012 Lod	don 16		46		28		7 2
State-w	vide 11		40		35	9	4 1
Small Rural Sh	ires 12		38		34	10	5 1
Boort / Terri	cks 2	4	38		31		4 <mark>1</mark> 1
Wedderb	ourn 📃 🗧	25	32		30	8	4 1
Inglewood / Tarnag	ulla 19		42		30		3 3 1
r	Men 20		38		34		4 3 1
Wor	nen	25	39		27		4 2 2
18	3-34 22		32		35	7	7 4
35	5-49 12		44		37		3 3 2
50)-64 19		42		29		6 <mark>3</mark> 1
	65+	33		35	26		2 <mark>1</mark> 2
	%						
Very Good	Good	Average	Poor	Very F	oor	Can't say	/
Q3. ON BALANCE, for the last two Council, not just on one or two iss good, average, poor or very poor? Base: All respondents Councils a	ues, BUT OVERALL	across all responsibi	lity areas? Has it been		JWSRESE/	ARCH	Z

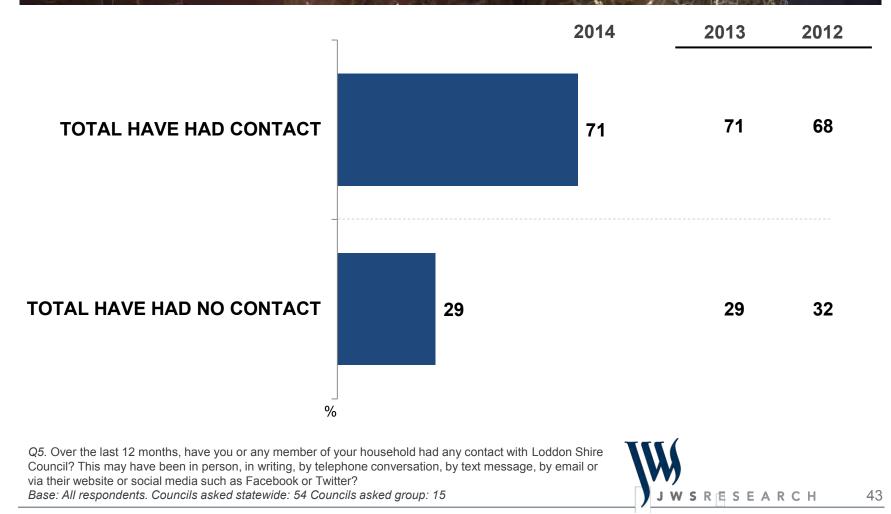
KEY CORE MEASURE CUSTOMER SERVICE

CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Loddon Shire Council	 71%, equal points on 2013
Most contact with Loddon Shire Council	Aged 18-34 years
Least contact with Loddon Shire Council	Aged 35-49 years
Customer Service rating	 Index score of 76, up 4 points on 2013
Most satisfied with Customer Service	• Women
Least satisfied with Customer Service	Aged 18-34 years



2014 CONTACT WITH COUNCIL LAST 12 MONTHS



Note: please see page 6 for explanation about significant differences

2014 CONTACT CUSTOMER SERVICE INDEX SCORES

			2014	2013	2012
Women			78	75	76
35-49			78	70	75
65+			78	74	78
Boort / Terricks			77	n/a	n/a
50-64			77	73	74
Loddon		7	6	72	75
Inglewood / Tarnagulla		75		n/a	n/a
Wedderburn		74		n/a	n/a
Men		73		69	73
State-wide	72	ļ		71	71
Small Rural Shires	71			70	70
18-34	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 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 statewide: 67 Councils asked group: 17

JWSRESEARCH 44

Note: please see page 6 for explanation about significant differences

2014 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2014 Loddon	39		36	13	5 5 2
2013 Loddon	36		33	16	7 6 2
2012 Loddon	37		38	15	7 4
State-wide	32		38	16	7 5 1
Small Rural Shires	33		36	17	8 <mark>5</mark> 1
Boort / Terricks	39		35	14	6 <mark>2</mark> 5
Wedderburn	48		31	6 2	2 14
Inglewood / Tarnagulla	37		40	14	4 <mark>5</mark> 1
Men	33		39	12	5 6 4
Women	46		32	1:	3 4 <mark>4</mark> 1
18-34	34	17	21	8 8	12
35-49	40		46		5 5 5
50-64	39		42		11 1 6 1
65+	43		35	1	<mark>4 6 2</mark>
%	■ Very good ■ Good	Average	■Poor ■Very poor	■ Can't say	1

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 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 statewide: 67 Councils asked group: 17



KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months	 64% stayed about the same, up 4 points on 2013 22% improved, down 1 point on 2013 9% deteriorated, down 4 points on 2013
Most satisfied with Council Direction	• Aged 65+ years
Least satisfied with Council Direction	• Aged 18-34 years



2014 OVERALL LODDON SHIRE COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES

	2014	2013	2012
65+	65↑	58	63
Women	61	57	59
nglewood / Tarnagulla	59	n/a	n/a
Loddon	57	55	56
Boort / Terricks	56	n/a	n/a
Wedderburn	56	n/a	n/a
Small Rural Shires	54♥	52	50
Men	54	54	53
35-49	54	54	61
50-64	54	55	50
State-wide	534	53	52
18-34	52	52	49
Q6. Over the last 12 months, what is your view of the performance?	direction of Loddon Shire Council's overall	W	

Base: All respondents. Councils asked statewide: 67 Councils asked group: 17

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48

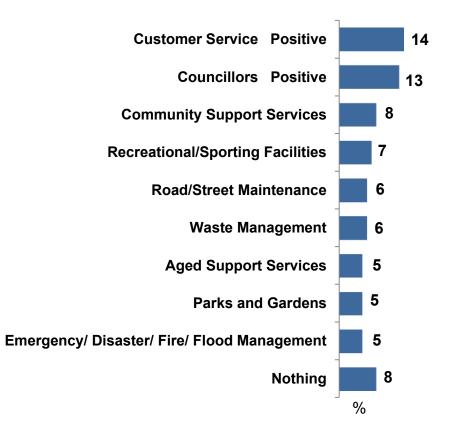
Note: please see page 6 for explanation about significant differences

2014 OVERALL COUNCIL DIRECTION LAST 12 MONTHS DETAILED PERCENTAGES

2014 Loddon	22		64		9	6
2013 Loddon	23		60		13	3
2012 Loddon	21		64		10	4
State-wide	20		63		13	5
Small Rural Shires	21		61		14	4
Boort / Terricks	20		67		8	5
Wedderburn	20		64		9	7
Inglewood / Tarnagulla	25		59		9	6
Men	19		64		12	5
Women	25		63		5	6
18-34	15		75		1	0
35-49	16		68	1	8	9
50-64	19		66		11	4
65+	32		53		6	9
	% Imp	roved Stayed the sa	me Deteriorated	■ Can't say		
Q6. Over the last 12 months, what is your performance? Base: All respondents. Councils asked sta				SRESEAR	СН	49

POSITIVES AND AREAS FOR IMPROVEMENT

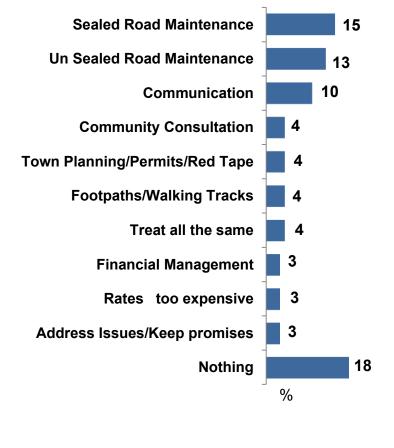
2014 BEST THINGS ABOUT COUNCIL Detailed Percentages (top issues or services)



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 statewide: 28 Councils asked group: 5



2014 COUNCIL NEEDS TO IMPROVE Detailed Percentages (top issues or services)



JWSRESEARCH 52

Q17. What does Loddon Shire Council MOST need to do to improve its performance? Base: All respondents. Councils asked statewide: 35 Councils asked group: 6

COMMUNICATIONS

2014 BEST FORMS OF COMMUNICATION

_		2014	2013	2012
A council newsletter sent via mail		57	54	62
A council newsletter sent via email	13		12	10
Advertising in a local newspaper	12		11	12
A council newsletter as an insert in a local newspaper	12		16	9
A text message	3		3	2
The council website	1		*	n/a
Other	2		3	3
Can't say	1		1	1
-	%			
Q13. If Loddon Shire Council was going to get in touch with information and upcoming events, which ONE of the followin Base: All respondents. Councils asked statewide: 28 Counc	ng is the BEST way to communi	cate with you?	WSRESEA	RCH 54

Note: please see page 6 for explanation about significant differences

2014 BEST FORMS OF COMMUNICATION – UNDER 50s

	-	2014	2013	2012
A council newsletter sent via mail		51	52	63
A council newsletter sent via email	20		15	11
Advertising in a local newspaper	9		8	9
A council newsletter as an insert in a local newspaper	12		14	11
A text message	5		7	3
The council website	1		1	n/a
Other	2		2	2
Can't say	0		n/a	n/a
	%			
Q13. If Loddon Shire Council was going to get in touch with information and upcoming events, which ONE of the follow. Base: All respondents aged under 50. Councils asked state	ving is the BEST way to communicate	with you?	SRESEA	R C H 55

Note: please see page 6 for explanation about significant differences

2014 BEST FORMS OF COMMUNICATION - OVER 50s

	.	2014	2013	2012
A council newsletter sent via mail		61	55	61
A council newsletter sent via email	8		10	10
Advertising in a local newspaper	13		12	15
A council newsletter as an insert in a local newspaper	12		17	8
A text message	2		1	1
The council website	1		n/a	n/a
Other	2		4	3
Can't say	1		1	1
-	%		.	
3. If Loddon Shire Council was going to get in touch with	you to inform you abou	ut Council news and		

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 statewide: 28 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

INDIVIDUAL SERVICE AREAS

2014 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

			2014	1	2013	2012
Wedderburn				- 78	n/a	n/a
Small Rural Shires			75		74	75
State-wide			74		73	73
Women			74		76	76
Personal user			74		77	77
Household user			74		78	77
50-64			73		76	73
65+			73		75	74
Loddon		71			74	73
Inglewood / Tarnagulla		71			n/a	n/a
35-49	7	0			76	73
Boort / Terricks	69				n/a	n/a
Men	69				72	71
18-34	654				67	74
					/	

Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 26 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

2014 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	21	46	27	312
2013 Loddon	26	47	23	2 <mark>1</mark> 1
2012 Loddon	26	47	22	2 21
State-wide	28	41	25	4 <mark>1</mark> 1
Small Rural Shires	31	42	23	3 <mark>1</mark> 1
Boort / Terricks	17	48	30	3 <mark>1</mark> 1
Wedderburn	34	46	17	22
Inglewood / Tarnagulla	21	44	29	32
Men	15	51	29	4 1
Women	28	41	26	23
18-34	18	32	43	7
35-49	15	52	28	3 1
50-64	27	41	25	3 12
65+	20	53	22	1 <mark>1</mark> 3
Personal user	25	49	22	4
Household user	25	48	23	3
%	•			
Extremely important	y important	important ■Not that important ■	Not at all important	Can't say
	-	T		-

Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 26 Councils asked group: 6

JWSRESEARCH 59

2014 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

		2014	2013	2012
65+		65↑	59	65
Personal user	64	4	65	63
Household user	64	4	66	62
Inglewood / Tarnagulla	62		n/a	n/a
Women	62		65	63
Loddon	60		62	62
Boort / Terricks	60		n/a	n/a
Men	59		60	60
18-34	59		65	61
Small Rural Shires	58		58	57
50-64	58		62	58
State-wide	574		57	57
35-49	57		66	62
Wedderburn	56		n/a	n/a

Q2. How has Loddon Shire Council performed on 'Community Consultation and Engagement' over the last 12 months?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 17



60

Note: please see page 6 for explanation about significant differences

2014 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	10	33	32		9	4	12
2013 Loddon	13	37	28		11	1	4 7
2012 Loddon	14	35	28		11		5 7
State-wide	8	32	32		13	5	9
Small Rural Shires	10	33	30		12	6	9
Boort / Terricks	9	33	36		7	3	10
Wedderburn	14	26	24	13	9		14
Inglewood / Tarnagulla	9	36	30		9	2	13
Men	9	30	37		9	4	11
Women	11	37	27		8	4	13
18-34	11	36	35			7	7 3
35-49	4	31	40		9	3	13
50-64	7	35	28	11	1 4		15
65+	17	31	29		7	2	13
Personal user	19	35		35			5 5 1
Household user	18	33		37			4 5 2
%	■ Very	good Good Ave	rage Poor Very p	oor C	Can't sa	y	

Q2. How has Loddon Shire Council performed on 'Community Consultation and Engagement' over the last 12 months?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 17



61

2014 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES

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

Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Loddon Shire Council?

Base: All respondents. Councils asked statewide: 25 Councils asked group: 5



62

Note: please see page 6 for explanation about significant differences

2014 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	23	41	27	5 1 3
2013 Loddon	22	44	27	313
2012 Loddon	29	45	20	4 <mark>1</mark> 1
State-wide	23	40	27	6 12
Small Rural Shires	24	44	24	5 12
Boort / Terricks	23	44	25	4 1 3
Wedderburn	32	42	21	32
Inglewood / Tarnagulla	21	38	31	5 5
Men	19	43	27	6 1 4
Women	28	40	26	33
18-34	32	25	32	7 3
35-49	18	43	30	4 5
50-64	24	45	24	4 <mark>1</mark> 1
65+	22	44	25	4 1 5
Personal user	28	47	24	1
Household user	29	48	22	1
%				
Extremely important Very	v important	portant Not that important	Not at all important	Can't say
01 Firstly, how important should 'l show	na an Babalf of the Community'	he ee e veeneneibilitu fev Ledden		

Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 25 Councils asked group: 5

Community Satisfaction Survey 2014 - Loddon Shire Council

WSRESEARCH

63

2014 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

	2014	2013	2012
65+	68↑	60	68
18-34	65	59	62
Boort / Terricks	64	n/a	n/a
Women	64	63	64
Loddon	62	60	63
Inglewood / Tarnagulla	61	n/a	n/a
50-64	61	57	59
Personal user	61	60	65
Men	60	57	63
Household user	60	61	64
Wedderburn	59	n/a	n/a
Small Rural Shires	57↓	56	56
State-wide	56♥	55	55
35-49	55♥	63	62

Q2. How has Loddon Shire Council performed on 'Lobbying on Behalf of the Community' over the last 12 months? Base: All respondents. Councils asked statewide: 67 Councils asked group: 17



64

Note: please see page 6 for explanation about significant differences

2014 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	11	30		26	8 3	22
2013 Loddon	10	34		27	8	6 16
2012 Loddon	12	37		27	7	4 14
State-wide	6	27	3	32	11 4	19
Small Rural Shires	8	28		31	11 4	18
Boort / Terricks	14	29		28	7 2	21
Wedderburn	12	34		19	7 11	18
Inglewood / Tarnagulla	8	30		27	9 1	25
Men	9	30		29	9 3	21
Women	14	30		23	6 4	23
18-34	15		43		18 1	1 4 10
35-49	4	24	33		6 6	26
50-64	9	26		31	10 1	23
65+	16	32		21	5 3	24
Personal user	11	46	6		25	8 8 2
Household user	10	44			27	11 7 2
%	■ Vei	ry good ■Good ■	Average	Poor Very	v poor ■ Can't	say

Q2. How has Loddon Shire Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 17



2014 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

79∱	81	79
78	n/a	n/a
76	77	76
75	75	75
75	77	76
75	77	77
75	77	76
74	77	75
74	n/a	n/a
74	77	74
73	77	75
72	n/a	n/a
72	78	75
69 ♥	73	71
	78 76 75 75 75 75 75 75 74 74 74 74 73 72	$\begin{array}{c c c c c c c c c c c c c c c c c c c $

Q1. Firstly, how important should 'Informing the Community' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 23 Councils asked group: 4

WSRESEARCH 66

Note: please see page 6 for explanation about significant differences

2014 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	26	46	23	4 1
2013 Loddon	30	50	18	11
2012 Loddon	30	45	22	3 1
State-wide	30	43	22	3 1
Small Rural Shires	32	43	21	3 1
Boort / Terricks	22	46	26	3 1 2
Wedderburn	32	49	16	2
Inglewood / Tarnagulla	28	46	21	5
Men	18	46	28	5 1 2
Women	35	46	17	2
18-34	25	50	21	3
35-49	28	36	30	52
50-64	28	47	20	3 <mark>1</mark> 1
65+	23	51	21	3 <mark>1</mark> 1
Personal user	26	50	21	21
Household user	25	50	22	21
%				
Extremely important Very	/ important 🛛 = Fairly im	nportant Not that important Not	ot at all important 🛛 🖛 C	an't say
Q1. Firstly, how important should 'Informi	ng the Community' he as a res	nonsihility for Loddon Shire Council?	Ś	
Base: All respondents. Councils asked sta			WSRESEARCH	67

2014 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

		2014	2013	2012
Personal user		701	68	67
Household user		701	69	67
65+		69	63	65
Women	67		66	66
Boort / Terricks	66		n/a	n/a
Inglewood / Tarnagulla	66		n/a	n/a
Loddon	65		64	64
Small Rural Shires	65		61	61
18-34	65		65	68
Men	64		62	63
50-64	64		63	59
State-wide	624		61	60
35-49	62		65	66
Wedderburn	61		n/a	n/a

Q2. How has Loddon Shire Council performed on 'Informing the Community' over the last 12 months? Base: All respondents. Councils asked statewide: 39 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

2014 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	18	38	27	9	4 4
2013 Loddon	18	37	29	9	52
2012 Loddon	19	36	28	12	3 3
State-wide	13	40	30	11	4 3
Small Rural Shires	15	42	28	9	32
Boort / Terricks	18	39	26	7	4 5
Wedderburn	15	37	30	10	7 1
Inglewood / Tarnagulla	20	38	26	10	23
Men	13	42	30	10	23
Women	24	35	23	8	5 4
18-34	26	35	25	3	11
35-49	8	42	34	12	4
50-64	13	42	27	10	3 4
65+	27	34	22	9	3 4
Personal user	22	42	28		4 2 2
Household user	22	42	28		4 2 2
%	■ Very good	Good Average Poor	■ Very poor ■ Can't sa	ıy	

Q2. How has Loddon Shire Council performed on 'Informing the Community' over the last 12 months? Base: All respondents. Councils asked statewide: 39 Councils asked group: 7



2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

		2014	2013	2012
Women		78♠	79	77
State-wide		77	78	77
Wedderburn		77	n/a	n/a
18-34		76	76	76
Personal user		76	76	77
Household user		76	76	78
Small Rural Shires	7	75	76	76
Inglewood / Tarnagulla	74		n/a	n/a
65+	74		77	75
Loddon	73		76	75
50-64	73		75	76
Boort / Terricks	71		n/a	n/a
35-49	71		75	73
Men	69♥		73	73

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 27 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	28	41	22	323	
2013 Loddon	29	44	18	3 5	
2012 Loddon	29	44	20	223	
State-wide	33	44	18	3 <mark>1</mark> 1	
Small Rural Shires	31	41	21	313	
Boort / Terricks	26	40	24	3 3 3	
Wedderburn	34	37	23	2 5	
Inglewood / Tarnagulla	29	44	20	4 2 2	
Men	21	45	24	5 4 1	
Women	36	37	20	15	
18-34	39	25	29	3 3	
35-49	25	44	22	5 3 1	
50-64	28	41	23	3 2 2	
65+	25	48	19	225	
Personal user	31	46	18	4 <mark>1</mark> 1	
Household user	31	45	17	4 <mark>1</mark> 1	
%					
Extremely important Very i	mportant Fairly impo	ortant INot that important INot a	t all important	■ Can't say	
	. , , ,				

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 27 Councils asked group: 7



2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

		2014	2013	2012
Wedderburn		69	n/a	n/a
Boort / Terricks		65	n/a	n/a
35-49		64	64	61
65+		64	59	61
Loddon		62	60	58
Men		62	62	58
Personal user		62	61	59
Household user		62	61	59
Women		61	59	57
50-64		61	61	55
State-wide	5	8♥	58	57
Small Rural Shires	5	8♥	56	56
Inglewood / Tarnagulla	54♥		n/a	n/a
18-34	54		57	52

Q2. How has Loddon Shire Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked statewide: 46 Councils asked group: 10 JWSRESEARCH 72

Note: please see page 6 for explanation about significant differences

2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	18	31	25	10	7 8
2013 Loddon	16	33	29	14	5 4
2012 Loddon	12	34	29	13	7 4
State-wide	13	34	28	15	7 2
Small Rural Shires	12	35	27	14	7 5
Boort / Terricks	20	33	24	9	4 9
Wedderburn	30	30	2	22 5	7 6
Inglewood / Tarnagulla	10	30	26	13 12	9
Men	19	33	24	10	7 8
Women	17	30	26	10	8 9
18-34	15	25	29	18	11 4
35-49	12	43	25	4	6 10
50-64	16	34	25	10	7 8
65+	26	24	23	11	10
Personal user	20	32	25	9	94
Household user	20	32	24	10	94
%	■Very good	Good Average	■Poor ■Very poor	⊂ ■ Can't say	

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

Base: All respondents. Councils asked statewide: 46 Councils asked group: 10



2014 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

	2014	2013	2012
Women	74↑	75	75
Personal user	72	81	71
Household user	72	81	72
Wedderburn	71	n/a	n/a
State-wide	70∱	71	70
Inglewood / Tarnagulla	70	n/a	n/a
65+	70	71	71
Small Rural Shires	68	68	68
Loddon	67	70	70
18-34	66	72	73
50-64	66	70	69
Boort / Terricks	63	n/a	n/a
35-49	63	67	65
Men	614	65	65

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 22 Councils asked group: 4



74

Note: please see page 6 for explanation about significant differences

2014 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	20	39	30	7 3 2
2013 Loddon	23	41	25	8 12
2012 Loddon	24	39	29	7 11
State-wide	24	40	28	6 <mark>1</mark> 1
Small Rural Shires	22	36	31	7 21
Boort / Terricks	12	42	32	10 3 2
Wedderburn	25	41	27	7
Inglewood / Tarnagulla	28	34	28	4 4 2
Men	12	36	35	11 4 3
Women	29	42	23	3 21
18-34	18	43	28	7 3
35-49	20	31	34	8 6 2
50-64	21	37	32	7 31
65+	21	44	25	7 3
Personal user	33	37	20	5 5 1
Household user	31	37	21	5 4 1
%				
Extremely important Very	/ important	ly important Iv important	rtant Not at all importa	nt ■ Can't say
Q1. Firstly, how important should 'Enforce Base: All respondents. Councils asked sta			ncil?	ксн 75

2014 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

		2014	2013	2012
Women		68	70	68
35-49		68	68	70
Small Rural Shires		67	65	65
65+		67	66	68
State-wide		6	65	65
nglewood / Tarnagulla		6	n/a	n/a
Loddon	65		68	67
Wedderburn	65		n/a	n/a
Boort / Terricks	64		n/a	n/a
50-64	64		67	64
Men	62		66	66
Personal user	61		67	64
Household user	61		67	64
18-34	60		71	64
ـــــــــــــــــــــــــــــــــــــ				

Q2. How has Loddon Shire Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked statewide: 40 Councils asked group: 6

JWSRESEARCH 76

Note: please see page 6 for explanation about significant differences

2014 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	15	34	25	6 4	17
2013 Loddon	15	40	23	5 2	16
2012 Loddon	14	40	24	5 3	3 13
State-wide	14	41	25	7	3 11
Small Rural Shires	15	43	22	6	3 11
Boort / Terricks	14	36	26	4 5	15
Wedderburn	14	39	24	7 3	14
Inglewood / Tarnagulla	16	30	25	8 1	20
Men	11	34	28	6 5	16
Women	18	35	23	5 3	17
18-34	15	35	29	11	7 4
35-49	9	46	20	3 2	21
50-64	16	31	29	5 4	15
65+	18	29	24	5 3	21
Personal user	18	29	33	10	7 4
Household user	19	28	34	9	7 4
%	■Very go	ood Good Average	■Poor ■Very poor	■ Can't say	

Q2. How has Loddon Shire Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked statewide: 40 Councils asked group: 6



2014 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

	201	14	2013	2012
Personal user			81	82
Household user		79♠	80	83
Women		78	77	79
18-34	74		77	79
Boort / Terricks	73		n/a	n/a
Wedderburn	73		n/a	n/a
35-49	73		71	75
65+	73		74	74
Loddon	72		73	75
State-wide	72		73	73
Small Rural Shires	72		72	74
Inglewood / Tarnagulla	70		n/a	n/a
50-64	69		69	73
Men	67♥		68	71

Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 27 Councils asked group: 6

JWSRESEARCH 78

Note: please see page 6 for explanation about significant differences

2014 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	25	43	25	3 2 3
2013 Loddon	26	45	20	5 2 2
2012 Loddon	28	47	18	4 1 3
State-wide	26	42	24	4 12
Small Rural Shires	24	44	23	5 1 3
Boort / Terricks	26	42	25	314
Wedderburn	20	54	23	12
Inglewood / Tarnagulla	25	40	25	5 3 1
Men	17	40	33	5 2 3
Women	33	47		<mark>16 11</mark> 2
18-34	33	39	25	3
35-49	26	41	27	3 3
50-64	23	39	27	5 3 3
65+	21	51	21	3 1 3
Personal user	36	45		19
Household user	34	48		18
%				
Extremely important Very	/ important Fairly in	mportant Not that important	Not at all important	■ Can't say
Q1. Firstly, how important should 'Family Base: All respondents. Councils asked sta				сн 79

2014 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

	2014	2013	2012
65+	- 75∱	70	70
Wedderburn	72	n/a	n/a
Personal user	71	70	76
Household user	71	73	76
nglewood / Tarnagulla	70	n/a	n/a
Women	70	69	64
Small Rural Shires	69	67	67
50-64	69	68	65
State-wide	68	67	67
Loddon	67	69	66
Men	65	68	68
Boort / Terricks	64	n/a	n/a
18-34	62	68	62
35-49	61	68	67

Q2. How has Loddon Shire Council performed on 'Family Support Services' over the last 12 months? Base: All respondents. Councils asked statewide: 44 Councils asked group: 9

JWSRESEARCH 80

Note: please see page 6 for explanation about significant differences

2014 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	16	26	20	4 3	30
2013 Loddon	16	33	2	2 4 2	23
2012 Loddon	15	30	21	7 3	25
State-wide	12	33	20	4 1	29
Small Rural Shires	14	33	19	5 1	29
Boort / Terricks	14	28	22	5 4	26
Wedderburn	28	22	14	4 5	27
Inglewood / Tarnagulla	15	24	20	3	37
Men	10	30	22	6 2	30
Women	23	21	18	2 4	31
18-34	15	31		32	3 7 11
35-49	14	23	25	6 6	27
50-64	14	28	19	<mark>5 1</mark>	34
65+	22	24	12 2	1	39
Personal user	29		35	20	5 4 7
Household user	28		34	22	7 3 6
%	■ Very good	Good Avera	ge ■Poor ■\	/ery poor ■ Ca	an't say

Q2. How has Loddon Shire Council performed on 'Family Support Services' over the last 12 months? Base: All respondents. Councils asked statewide: 44 Councils asked group: 9



2014 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

		2014	2013	2012
Women		85↑	83	85
Wedderburn	83		n/a	n/a
Personal user	83		83	83
Household user	83		83	84
50-64	82		81	80
nglewood / Tarnagulla	81		n/a	n/a
Loddon	80		80	81
Small Rural Shires	80		79	80
35-49	80		80	82
65+	80		77	81
State-wide	79		79	80
Boort / Terricks	79		n/a	n/a
18-34	79		81	81
Men	764		76	77

Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 25 Councils asked group: 6

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Community Satisfaction Survey 2014 - Loddon Shire Council

WSRESEARCH

82

Note: please see page 6 for explanation about significant differences

2014 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	36	48	11	22
2013 Loddon	37	47	12	1 <mark>1</mark> 1
2012 Loddon	38	47	11	1 <mark>1</mark> 1
State-wide	35	46	16	21
Small Rural Shires	38	44	14	22
Boort / Terricks	30	57	11	11
Wedderburn	43	43	11	2
Inglewood / Tarnagulla	41	40	11 4	4 4
Men	26	53	16	2 4
Women	47	44		7 11
18-34	30	53	14	3
35-49	39	45	12	32
50-64	42	43	11	22
65+	31	54	11	13
Personal user	35	59		4 2
Household user	39	54		5 1
%				
Extremely important Very	/ important	Not that important Not at all import	ant Ca	n't say
Q1. Firstly, how important should 'Elderly Base: All respondents. Councils asked sta	Support Services' be as a responsibility fo atewide: 25 Councils asked group: 6	or Loddon Shire Council?	ARCH	83

2014 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

	2014	2013	2012
Personal user	84♠	80	70
Household user	82↑	83	72
65+	80↑	75	74
Inglewood / Tarnagulla	78	n/a	n/a
Men	76	73	71
Loddon	75	75	72
50-64	75	74	70
Small Rural Shires	73	72	71
Boort / Terricks	73	n/a	n/a
Women	73	77	72
Wedderburn	72	n/a	n/a
State-wide	70↓	69	69
35-49	70↓	74	71
18-34	68	79	70
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Q2. How has Loddon Shire Council performed on 'Elderly Support Services' over the last 12 months? Base: All respondents. Councils asked statewide: 44 Councils asked group: 9

JWSRESEARCH 84

Note: please see page 6 for explanation about significant differences

2014 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	28	28		18 4	4 1 22
2013 Loddon	28	34		18	2 2 16
2012 Loddon	23	35		20	3 3 17
State-wide	16	34	17	4 2	27
Small Rural Shires	23	36		14 4	2 21
Boort / Terricks	25	32		17	5 1 20
Wedderburn	34	13	2	9	2 4 18
Inglewood / Tarnagulla	28	30		14 3	25
Men	26	31		16 3	1 24
Women	29	25		20	<mark>5 2</mark> 20
18-34	29	17	18	11	4 21
35-49	13	35	21	3	28
50-64	28	28		18 3	1 23
65+	37		29	14	21 17
Personal user		55		23	13 3 5
Household user		51		25	15 5 4
%	■ Very good	Good Average	■Poor ■V		Can't say

Q2. How has Loddon Shire Council performed on 'Elderly Support Services' over the last 12 months? Base: All respondents. Councils asked statewide: 44 Councils asked group: 9



2014 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

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

Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 30 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

2014 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	20	48	24	5 12
2013 Loddon	23	46	25	4 11
2012 Loddon	21	49	26	3 11
State-wide	23	47	26	4 11
Small Rural Shires	22	46	25	5 <mark>1</mark> 1
Boort / Terricks	18	50	25	6 11
Wedderburn	12	64	19	3 2
Inglewood / Tarnagulla	27	39	25	6 12
Men	16	46	28	7 2
Women	25	50	19	4 2
18-34	29	36	25	11
35-49	23	40	29	4 2
50-64	17	51	22	7 2 2
65+	18	56	22	2 2
Personal user	24	49	21	4
Household user	24	50	21	4
%				
Extremely important Very	important Fairly	important Not that important	ot at all important	Can't sa
Q1. Firstly, how important should 'Recreat Base: All respondents. Councils asked sta			W S R E S E A R C	н

Community Satisfaction Survey 2014 - Loddon Shire Council

2014 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

		2014	2013	2012
65+		81	75	78
Boort / Terricks	79		n/a	n/a
Personal user	79)	76	77
Household user	79)	76	76
Men	78		70	72
Loddon	77		74	74
Wedderburn	76		n/a	n/a
Women	76		77	75
35-49	76		72	75
50-64	76		73	73
Inglewood / Tarnagulla	75		n/a	n/a
18-34	73		74	66
State-wide	71↓		70	70
Small Rural Shires	70↓		70	70
_			/	

Q2. How has Loddon Shire Council performed on 'Recreational Facilities' over the last 12 months? Base: All respondents. Councils asked statewide: 50 Councils asked group: 10

Community Satisfaction Survey 2014 – Loddon Shire Council

WSRESEARCH

88

Note: please see page 6 for explanation about significant differences

2014 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	36	41	12 4 <mark>3</mark> 4
2013 Loddon	26	45	17 5 <mark>1</mark> 6
2012 Loddon	30	42	16 7 <mark>2</mark> 3
State-wide	23	44	21 6 2 3
Small Rural Shires	24	42	21 6 3 4
Boort / Terricks	42	39	9 2 4 4
Wedderburn	37	35	19 7 2
Inglewood / Tarnagulla	29	45	12 5 <mark>2</mark> 6
Men	36	44	11 2 3 3
Women	37	37	13 6 3 5
18-34	39	35	11 7 7
35-49	29	53	9 4 3 3
50-64	29	47	15 3 1 4
65+	47	29	<u>11 4 2</u> 7
Personal user	40	42	11 4 <mark>2</mark> 2
Household user	40	42	11 3 <mark>2</mark> 2
%	■ Very good ■ Good	■Average ■Poor ■Very poor	■ Can't say

Q2. How has Loddon Shire Council performed on 'Recreational Facilities' over the last 12 months? Base: All respondents. Councils asked statewide: 50 Councils asked group: 10



2014 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

	2014	2013	2012
Wedderburn	76	n/a	n/a
Women	76↑	76	75
Small Rural Shires	74	74	74
35-49	74	75	71
State-wide	73	74	73
65+	73	73	74
Personal user	73	75	76
Household user	73	75	76
Loddon	72	73	73
Inglewood / Tarnagulla	72	n/a	n/a
18-34	71	72	73
Boort / Terricks	70	n/a	n/a
50-64	69	72	75
Men	684	70	72

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

Base: All respondents. Councils asked statewide: 28 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

2014 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	20	49	28	2
2013 Loddon	25	47	25	21
2012 Loddon	27	44	26	3 1
State-wide	25	48	25	2
Small Rural Shires	25	48	25	2
Boort / Terricks	17	49	32	21
Wedderburn	28	47	24	1
Inglewood / Tarnagulla	20	50	26	3
Men	13	49	35	2
Women	27	50	21	11
18-34	21	43	32	3
35-49	25	47	28	
50-64	21	42	33	3 1
65+	15	61	22	11
Personal user	23	49	25	2
Household user	23	49	25	2
%		_		
Extremely important	v important Fairl	y important	Not at all important	in't sav
				in touy
Q1. Firstly, how important should 'The ar	pearance of public areas'	be as a responsibility for Loddon Shire	W	

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

Base: All respondents. Councils asked statewide: 28 Councils asked group: 6

Community Satisfaction Survey 2014 - Loddon Shire Council

JWSRESEARCH

91

2014 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

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

Q2. How has Loddon Shire Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked statewide: 43 Councils asked group: 8

JWSRESEARCH 92

Note: please see page 6 for explanation about significant differences

2014 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	29	43	18	6 12
2013 Loddon	29	42	21	6 <mark>1</mark> 1
2012 Loddon	26	47	19	5 <mark>2</mark> 1
State-wide	25	46	20	5 <mark>2</mark> 1
Small Rural Shires	32	47	15	4 <mark>1</mark> 1
Boort / Terricks	30	44	17	3 3 2
Wedderburn	38	37	15	6 4
Inglewood / Tarnagulla	23	44	20	9 3
Men	23	49	19	4 2 2
Women	35	37	17	8 1 3
18-34	29	39	21	7 3
35-49	18	54	18	6 2 3
50-64	23	52	17	5 12
65+	42	29	18	6 1 4
Personal user	35	42	15	6 <mark>1</mark> 1
Household user	34	43	15	6 <mark>1</mark> 1
%	■ Very good ■ Good	■Average ■Poor ■Very poor	■ Can't say	

Q2. How has Loddon Shire Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked statewide: 43 Councils asked group: 8

JWSRESEARCH 93

2014 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

			201	4	2013	2012
State-wide					79	78
Women				79	81	78
Wedderburn			7	8	n/a	n/a
65+			7	81	76	77
Small Rural Shires			77		77	77
Personal user			77		78	76
Household user			77		78	76
Inglewood / Tarnagulla		76			n/a	n/a
35-49		76			76	74
Loddon	74				77	76
Boort / Terricks	71				n/a	n/a
18-34	71				81	78
Men	70↓				73	74
50-64	70				76	74
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Q1. Firstly, how important should 'Waste Management' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 28 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

2014 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	27	48		20	3 <mark>1</mark> 1
2013 Loddon	31	47		19	1 <mark>1</mark> 1
2012 Loddon	29	48		17	4 1
State-wide	35	47		16	11
Small Rural Shires	32	47		18	2 <mark>1</mark> 1
Boort / Terricks	26	41	25	4	4 3 1
Wedderburn	29	52		17	2
Inglewood / Tarnagulla	26	55		15	3 1
Men	20	47	25	4	4 3 1
Women	34	49		15	21
18-34	39	22	25	11	3
35-49	30	48		19	3
50-64	22	44	28		132
65+	23	64		1'	1 1
Personal user	30	51		18	1
Household user	30	50		19	1
%					
Extremely important Very	/ important	ortant INot that important IN	ot at all importa	nt ∎Ca	n't say
					-
		N	N		
Q1. Firstly, how important should 'Waste Base: All respondents. Councils asked st			JWSRESEA	RCH	95

2014 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

		2014	2013	2012
65+		81♠	76	75
nglewood / Tarnagulla	79)	n/a	n/a
Personal user	79)	78	75
Household user	79)	77	75
Women	78		78	74
Loddon	76		75	72
Wedderburn	75		n/a	n/a
35-49	75		73	75
Boort / Terricks	74		n/a	n/a
Men	74		73	70
State-wide	73₩		71	72
Small Rural Shires	73₩		71	72
50-64	73		74	72
18-34	72		77	62

Q2. How has Loddon Shire Council performed on 'Waste Management' over the last 12 months? Base: All respondents. Councils asked statewide: 48 Councils asked group: 10



Note: please see page 6 for explanation about significant differences

2014 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	34	39	16	4 2 4
2013 Loddon	31	44	13	6 2 4
2012 Loddon	27	45	14	5 5 4
State-wide	26	47	16	5 3 2
Small Rural Shires	27	47	16	5 3 3
Boort / Terricks	28	43	17	5 2 5
Wedderburn	43	24	24	3 5 1
Inglewood / Tarnagulla	38	41	11	4 2 4
Men	28	44	17	4 3 4
Women	41	34	14	4 2 4
18-34	33	35	18	7 4 3
35-49	27	48	16	324
50-64	29	39	17	4 3 7
65+	46	35		13 3 1 2
Personal user	40	41		15 2 2
Household user	40	42		14 2 2
%	■ Very good ■ Good	■Average ■Poor ■Very poor	■ Can't say	

Q2. How has Loddon Shire Council performed on 'Waste Management' over the last 12 months? Base: All respondents. Councils asked statewide: 48 Councils asked group: 10



2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

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

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

Base: All respondents. Councils asked statewide: 21 Councils asked group: 4



Note: please see page 6 for explanation about significant differences

2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	23	37	30	7 22
2013 Loddon	24	43	24	6 1
2012 Loddon	20	44	28	6 <mark>1</mark> 1
State-wide	20	38	31	8 <mark>1</mark> 1
Small Rural Shires	22	39	29	7 21
Boort / Terricks	20	38	32	7 21
Wedderburn	37	3	3 22	4 21
Inglewood / Tarnagulla	19	38	31	8 <mark>1</mark> 3
Men	16	38	33	9 2 2
Women	30	37	27	5 <mark>1</mark> 1
18-34	18	25	4 6	7 3
35-49	29	28	35	8 1
50-64	20	47	23	8 2
65+	23	40	25	5 1 5
Personal user	34	4	1	24 2
Household user	33	4	1	23 2
%				
Extremely important Very i	mportant Fairly	important Not that impo	ortant Not at all importan	t ■ Can't say
Q1. Firstly, how important should 'Business	and community developr	nent and tourism' be as a responsib	ility	
for Loddon Shire Council?				

Base: All respondents. Councils asked statewide: 21 Councils asked group: 4

Community Satisfaction Survey 2014 - Loddon Shire Council

JWSRESEARCH

99

2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

	2014	2013	2012
65+	73∱	65	70
Personal user	71	69	67
Household user	71	70	67
Loddon	67	65	65
Boort / Terricks	67	n/a	n/a
Women	67	68	66
Inglewood / Tarnagulla	66	n/a	n/a
Men	66	62	65
18-34	66	66	62
50-64	66	68	62
Wedderburn	65	n/a	n/a
Small Rural Shires	63↓	62	63
State-wide	624	62	62
35-49	604	62	65

Q2. How has Loddon Shire Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked statewide: 36 Councils asked group: 7



100

Note: please see page 6 for explanation about significant differences

2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	17	40		23	7	3	11
2013 Loddon	19	38		27		6	6 5
2012 Loddon	17	39		25		9	3 7
State-wide	11	35		30	9	3	12
Small Rural Shires	13	35		29	,	3	9
Boort / Terricks	17	40		21	8	2	11
Wedderburn	19	38		20	6	7	9
Inglewood / Tarnagulla	15	39		26		5 3	11
Men	17	38		25	7	4	10
Women	16	41		21	7	3	12
18-34	7	57			25		4 4 3
35-49	10	37		27	13	4	9
50-64	16	40		24	7	3	11
65+	27	33		18	3	3	15
Personal user	24	4	5		24		5 2
Household user	25		45		24		4 2
%	Very good	Good Average	Poor	■ Very poor	■ Can't s	ay	

Q2. How has Loddon Shire Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked statewide: 36 Councils asked group: 7



2014 PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES

	201	14 2013	2012
State-wide	71	↑ 71	71
Small Rural Shires	69∱	69	68
Women	69↑	72	67
65+	68	70	68
Personal user	66	67	71
Wedderburn	65	n/a	n/a
nglewood / Tarnagulla	65	n/a	n/a
Household user	65	63	73
Loddon	64	66	64
Boort / Terricks	64	n/a	n/a
18-34	63	62	62
50-64	63	68	63
35-49	62	62	63
Men	60	61	61

Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Loddon Shire Council?

Base: All respondents. Councils asked statewide: 21 Councils asked group: 4



Note: please see page 6 for explanation about significant differences

2014 PLANNING AND BUILDING PERMITS IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	16	37	30	8 3 6
2013 Loddon	21	33	31	8 2 5
2012 Loddon	16	39	29	9 4 3
State-wide	25	41	25	5 1 3
Small Rural Shires	22	38	28	7 2 4
Boort / Terricks	15	38	29	9 4 6
Wedderburn	12	44	34	6 <mark>2</mark> 3
Inglewood / Tarnagulla	18	33	29	8 3 8
Men	13	34	32	10 5 6
Women	19	40	27	6 1 6
18-34	18	29	32	11 3 7
35-49	12	39	38	8 3 2
50-64	17	36	28	11 5 4
65+	16	41	25	5 1 10
Personal user	22	32	36	8 2
Household user	21	31	35	11 2
%	I			
Extremely important Ver	y important 🛛 🗖 Fa	airly important Not that important	ortant Not at all impo	ortant ■ Can't sa
Q1. Firstly, how important should 'Plannii Council?	-			

Base: All respondents. Councils asked statewide: 21 Councils asked group: 4

Community Satisfaction Survey 2014 - Loddon Shire Council

JWSRESEARCH

103

2014 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

		2014	2013	2012
Women		61	62	60
Inglewood / Tarnagulla		60	n/a	n/a
65+		60	54	60
Loddon	58		57	58
18-34	58		61	57
50-64	58		56	56
Boort / Terricks	57		n/a	n/a
Wedderburn	55		n/a	n/a
Men	55		53	56
35-49	55		57	56
Small Rural Shires	54♥		55	57
State-wide	53♥		55	54
Household user	52		49	55
Personal user	51		49	52

Q2. How has Loddon Shire Council performed on 'Planning and Building Permits' over the last 12 months? Base: All respondents. Councils asked statewide: 33 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

2014 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	6	27	21	9	4	33	
2013 Loddon	7	26	25		8 6	28	
2012 Loddon	7	30	26		8	6 23	
State-wide	5	25	26		12	25	
Small Rural Shires	6	25	26		11	25	
Boort / Terricks	5	27	22	11	3	33	
Wedderburn	7	21	26	6	8	32	
Inglewood / Tarnagulla	6	29	19	9	3	34	
Men	4	27	22	10	6	30	
Women	7	26	20	9	2	36	
18-34	7	32	18		21	21	
35-49	1	30	23	8	6	32	
50-64	6	26	24	ç	9 4	31	
65+	8	22	19 6	4		42	
Personal user	9	27	30			23 9	3
Household user	8	29	2	9		22 8	3 2
%		Very good Good	■Average ■Po		/ery poor	■ Can't say	

Q2. How has Loddon Shire Council performed on 'Planning and Building Permits' over the last 12 months? Base: All respondents. Councils asked statewide: 33 Councils asked group: 6



2014 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

		2014	2013	2012
Women		86♠	84	86
Personal user		86个	86	84
Household user		85	85	84
Wedderburn	84	1	n/a	n/a
Inglewood / Tarnagulla	83		n/a	n/a
18-34	82		81	87
50-64	82		81	81
65+	82		79	81
Loddon	81		80	81
Small Rural Shires	81		81	81
State-wide	80		80	80
Boort / Terricks	78		n/a	n/a
35-49	78		80	77
Men	76↓		77	76

Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Loddon Shire Council?

Base: All respondents. Councils asked statewide: 14 Councils asked group: 2



Note: please see page 6 for explanation about significant differences

2014 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2014 Loddon	45	38	10 5 <mark>1</mark> 1
2013 Loddon	43	39	14 3 <mark>1</mark> 1
2012 Loddon	44	38	13 3 <mark>1</mark> 1
State-wide	45	34	14 4 <mark>1</mark> 1
Small Rural Shires	45	37	13 3 <mark>1</mark> 1
Boort / Terricks	41	38	12 7 1 2
Wedderburn	51	36	10 21
Inglewood / Tarnagulla	48	38	9 3 <mark>1</mark> 1
Men	35	41	14 7 2
Women	56	34	6 3 <mark>1</mark> 1
18-34	51	28	11 7 3
35-49	43	38	7 11 1
50-64	47	35	14 2 <mark>1</mark> 1
65+	42	45	9 2 2
Personal user	53	38	6 3
Household user	52	40	6 2
%			
Extremely important Very	y important Fairly important Not	that important ■Not at all impo	rtant ■ Can't say
		XXX (
Shire Council?	ency and Disaster Management' be as a responsib		earch 107
Base: All respondents. Councils asked sta	atewide: 14 Councils asked group: 2	JWSRESI	:AKCH 107

2014 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

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

Q2. How has Loddon Shire Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked statewide: 23 Councils asked group: 4

Community Satisfaction Survey 2014 – Loddon Shire Council

WSRESEARCH

108

Note: please see page 6 for explanation about significant differences

2014 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	27	32	20	5 2 15
2013 Loddon	27	34	18	5 5 11
2012 Loddon	26	37	17	8 4 8
State-wide	20	38	18	4 2 18
Small Rural Shires	22	36	19	6 <mark>2</mark> 14
Boort / Terricks	27	28	24	7 <mark>1</mark> 13
Wedderburn	22	33	21	6 2 17
Inglewood / Tarnagulla	28	36	13	3 3 16
Men	22	35	20	6 <mark>2</mark> 15
Women	32	28	20	4 2 14
18-34	29	25	32	3 10
35-49	18	37	24	4 3 13
50-64	24	36	17	6 3 14
65+	34	27	13	7 1 19
Personal user	41		35	6 8 2 8
Household user	43		33	7 7 2 8
%	■Very good ■G	Good Average Poor	■ Very poor	Can't say

Q2. How has Loddon Shire Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked statewide: 23 Councils asked group: 4



2014 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

		2014	2013	2012
35-49	8	5∱	85	87
18-34	83		84	84
Women	82		84	83
Personal user	82		82	84
Household user	82		82	84
Inglewood / Tarnagulla	81		n/a	n/a
Loddon	80		82	83
Small Rural Shires	80		81	81
Boort / Terricks	80		n/a	n/a
Wedderburn	79		n/a	n/a
Men	79		79	83
50-64	79		81	82
State-wide	78		81	80
65+	77		79	80

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Loddon Shire Council? Base: All respondents. Councils asked statewide: 13 Councils asked group: 5



Note: please see page 6 for explanation about significant differences

2014 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance detailed percentages

2014 Loddon	42	42 38		11
2013 Loddon	41	45	12	11
2012 Loddon	44	45		91
State-wide	39	38	17	3 <mark>1</mark> 1
Small Rural Shires	42	39	16	21
Boort / Terricks	41	41	17	1 <mark>1</mark> 1
Wedderburn	44	26	27	11
Inglewood / Tarnagulla	43	40	14	3
Men	38	38 41		11
Women	48	48 35		1
18-34	53	25	21	
35-49	55	31	11	12
50-64	39	40	17	2 <mark>1</mark> 1
65+	32	47	19	21
Personal user	46	37	15	2
Household user	46	46 37		2
%				
Extremely important Very in	nportant	Not that important Not at all im	portant Ca	n't sa
. Firstly, how important should 'Maintenan		W		

Loddon Shire Council?

Q1.

Base: All respondents. Councils asked statewide: 13 Councils asked group: 5

Community Satisfaction Survey 2014 - Loddon Shire Council

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111

2014 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

	2014	2013	2012
65+	59∱	59	59
Wedderburn	57	n/a	n/a
Boort / Terricks	54	n/a	n/a
Women	53	53	53
Personal user	52	54	53
Household user	52	54	53
Loddon	51	54	52
Men	50	55	50
50-64	49	51	47
35-49	48	52	50
18-34	47	51	50
Small Rural Shires	46↓	46	48
State-wide	45₩	44	46
nglewood / Tarnagulla	45♥	n/a	n/a

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

Base: All respondents. Councils asked statewide: 19 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

2014 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

2014 Loddon	12	23			33			15		13	3
2013 Loddon	15		29		23	8		18		13	1
2012 Loddon	14	25	5		26			19		13	3
State-wide	5	22		30			22		1	4	7
Small Rural Shires	6	23		31			22			14	5
Boort / Terricks	12	25			34				9	7	3
Wedderburn	21		23			30		6		16	4
Inglewood / Tarnagulla	8	21		33			15			20	2
Men	13	23			29			18		16	1
Women	11	23			37			13		11	5
18-34	14	18		25			25			18	
35-49	9	18		38				21		12	3
50-64	8	23			38			15		13	2
65+	17		30			28		7		12	5
Personal user	12	26			31			16		14	
Household user	12	27			31			16		14	
%	■ Vei	ry good ∎G	ood A	verage	Poor	Very	poor	Can	't say		

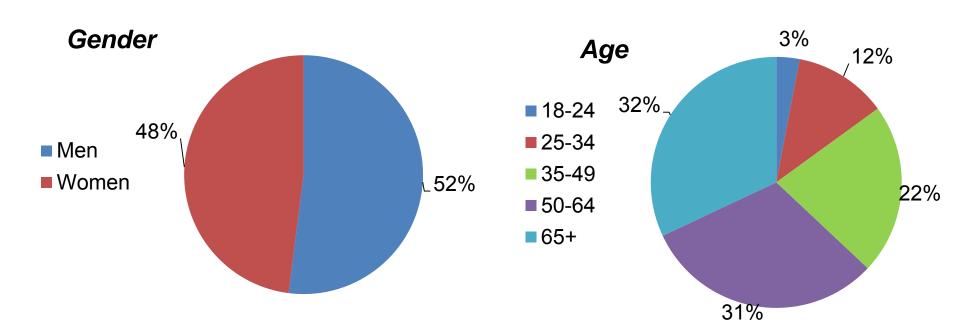
Q2. How has Loddon Shire Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 19 Councils asked group: 6



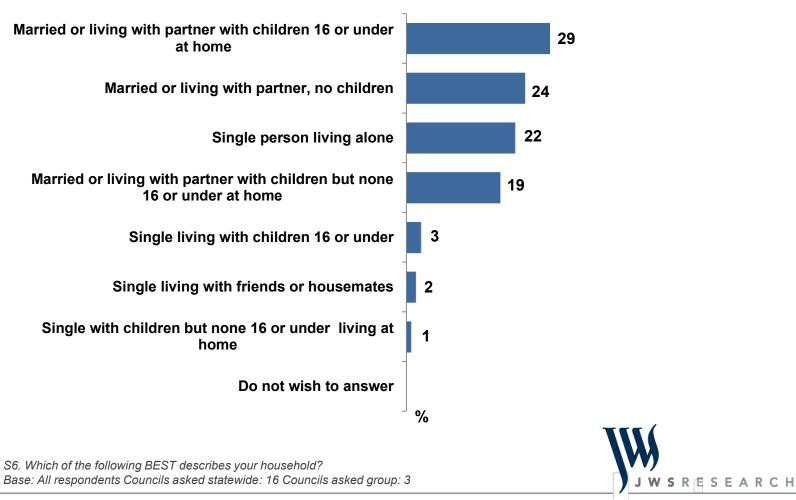
DETAILED DEMOGRAPHICS

2014 GENDER AND 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.

HOUSEHOLD STRUCTURE



116

2014 YEARS LIVED IN AREA

2014 Loddon	14 1	0		76			
2013 Loddon	10 12		77				
2012 Loddon	10 11			79			
State-wide	14	14		71			
Small Rural Shires	13 1	1		75			
Boort / Terricks	9 15			76			
Wedderburn	19	2		79			
Inglewood / Tarnagulla	19	7		74			
Men	11 7			82			
Women	18	13		69			
18-34	25		25		50		
35-49	20	14		66			
50-64	13 6			81			
65+	7 4			89			
	%	0-5 years	■ 5-10 years	10+ years	■ Can't say		
	S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents Councils asked statewide: 23 Councils asked group: 6						

APPENDIX A: DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

APPENDIX B: FURTHER PROJECT INFORMATION

APPENDIX B: BACKGROUND AND OBJECTIVES

Please note that as a result of feedback from extensive consultations with councils, in 2012 there were necessary and significant changes to the methodology and content of the survey, including:

- 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 2012-2014 have been made throughout this report as appropriate.**

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120

APPENDIX B: Margins of Error

The sample size for the 2014 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 400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples.

As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Loddon Shire Council	400	400	+/-4.7
Men	185	209	+/-7.1
Women	215	191	+/-6.6
18-34 years	28	61	+/-18.8
35-49 years	69	87	+/-11.8
50-64 years	152	125	+/-7.9
65+ years	151	126	+/-7.9



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121

The Councils in the Small Rural Shires group are: Benalla, Buloke, Central Goldfields, Gannawarra, Golden Plains, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Mount Alexander, Murrindindi, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack. All participating Councils are listed in the State-wide report published on the DTPLI website. In 2014, 67 of the 79 Councils throughout Victoria participated in this survey.

Please note that the Councils that participated in 2012 and 2013 vary slightly to those participating in 2014.



Council Groups

Wherever appropriate, results for Loddon Shire Council for this 2014 Community Satisfaction Survey have been compared against other Councils in the Small Rural Shires group and on a State-wide basis. Loddon Shire Council is self-classified as a Small Rural Shires according to the following classification list:

- Inner metropolitan councils
- Outer metropolitan councils
- Rural cities and regional centres
- Large rural shires
- Small rural shires



Index Scores

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

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

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



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

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



Index Scores Significant Difference Calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2014 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)
- 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 councils in the council group and against all participating councils state-wide.

Alternatively, some questions in the 2014 State-wide Local Government Community Satisfaction Survey were optional. If comparisons for Loddon Shire Council for some questions cannot be made against all other councils in the Small Rural Shires group and/or all councils on a state-wide basis, this is noted for those results by a footnote of the number of councils the comparison is made against.

Councils also had the ability to ask tailored questions specific only to their council.



Reporting

Every Council that participated in the 2014 State-wide Local Government Services Survey has received a customised report. In addition, the State Government is supplied with a Statewide 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 Services Report is available at <u>www.localgovernment.vic.gov.au</u>.



APPENDIX B: GLOSSARY OF TERMS

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

CSS: 2014 Victorian Local Government Community Satisfaction Survey.

Council group: One of five self-classified groups, comprising: inner metropolitan councils, outer metropolitan councils, rural cities and regional centres, large rural shires and small rural shires.

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.

