



2021 Local Government Community Satisfaction Survey

Loddon Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



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Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results
- 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 22 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 22 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, light blue network pattern of interconnected nodes and lines, resembling a neural network or data flow. The background of the 'W' is a dark blue gradient.

Key findings and recommendations



Loddon Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Loddon 63



State-wide 61



Small Rural 60

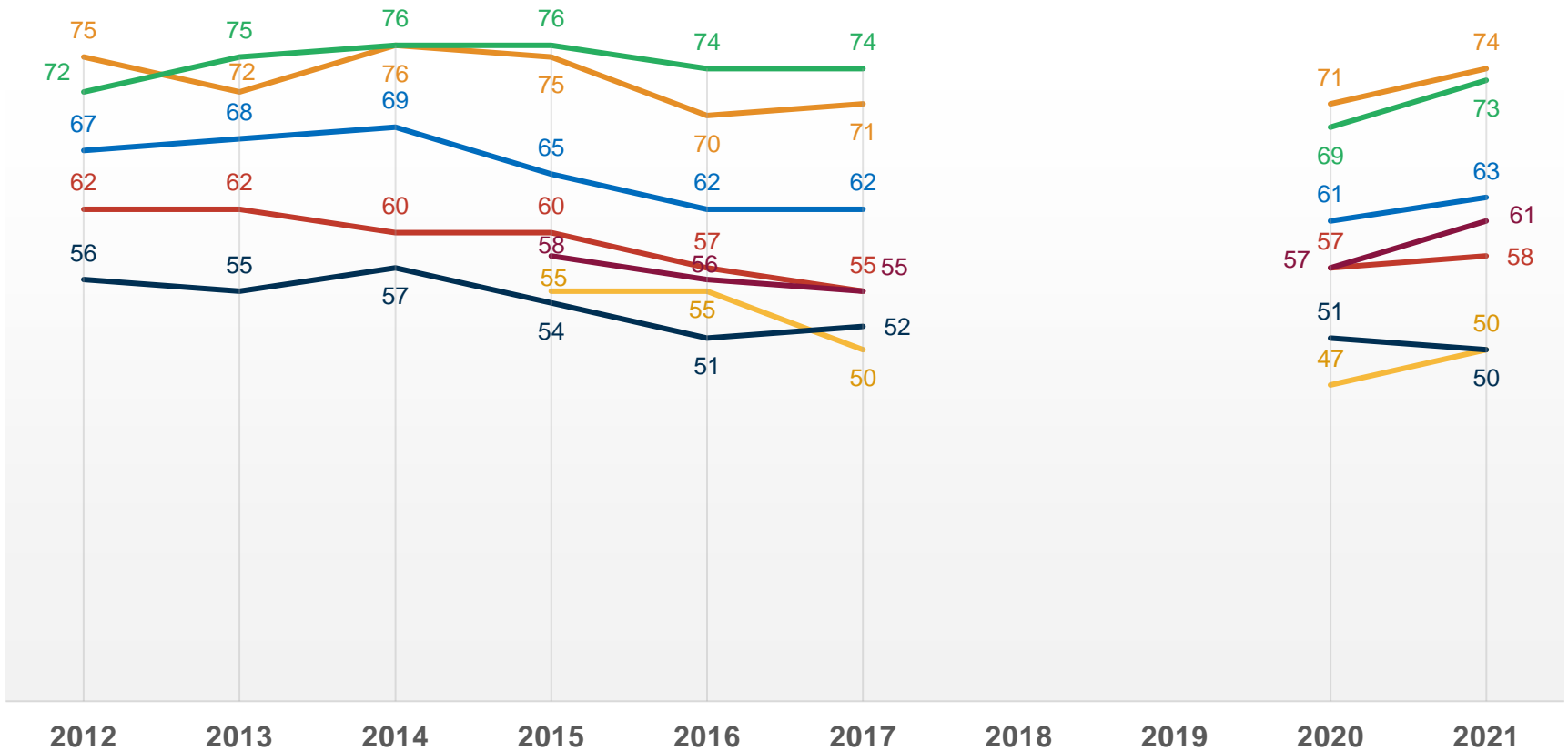
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> Community decisions Waste management Lobbying 	<ul style="list-style-type: none"> Sealed local roads Local streets & footpaths
Compared to group average	<ul style="list-style-type: none"> Waste management Community decisions Unsealed roads 	<ul style="list-style-type: none"> Sealed local roads



Summary of core measures

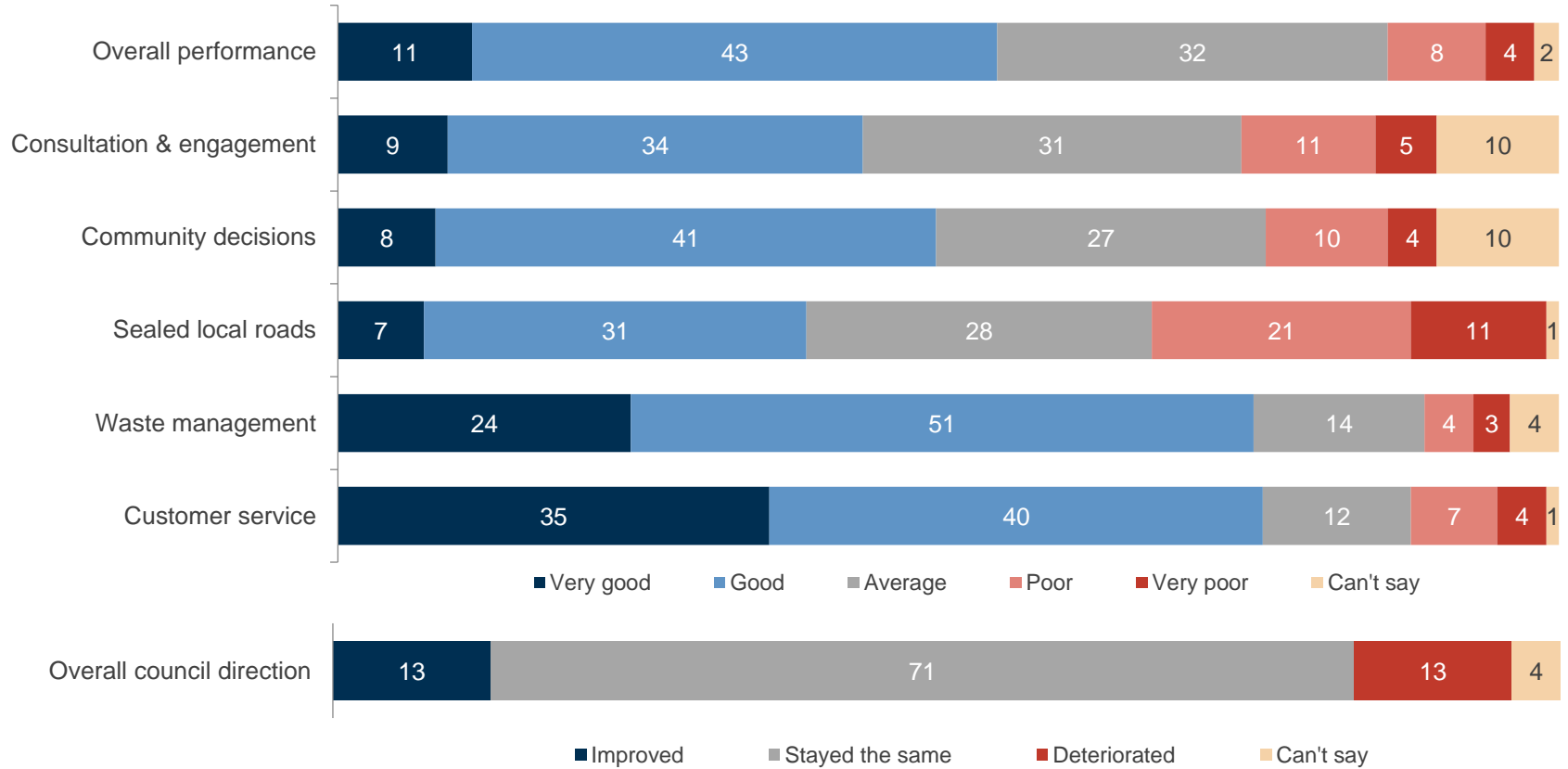
Index scores















Summary of core measures

Core measures summary results (%)














Summary of Loddon Shire Council performance

Services		Loddon 2021	Loddon 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	63	61	60	61	Aged 65+ years	Aged 35-49 years
	Overall council direction	50	51	53	53	Boort/ Terrick residents	Wedderburn residents
	Customer service	74	71	69	70	Aged 65+ years	Wedderburn residents
	Appearance of public areas	75	72	75	73	Aged 18-34 years	Inglewood/ Tarnagulla residents
	Waste management	73	69	68	69	Aged 65+ years	Aged 35-49 years
	Recreational facilities	71	70	69	71	Wedderburn residents, Aged 65+ years, Aged 35-40 years	Aged 18-34 years
	Emergency & disaster mngt	70	65	72	71	Aged 18-34 years	Aged 50-64 years
	Elderly support services	70	66	72	69	Aged 65+ years, Inglewood/ Tarnagulla residents	Aged 50-64 years, Wedderburn residents
	Family support services	65	65	66	66	Aged 65+ years	Aged 35-49 years
	Enforcement of local laws	64	65	63	64	Aged 18-34 years	Aged 35-49 years



Summary of Loddon Shire Council performance

Services	Loddon 2021	Loddon 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Informing the community	61	62	61	60	Aged 65+ years	Aged 35-49 years
 Community decisions	61	57	56	56	Aged 18-34 years	Aged 50-64 years
 Consultation & engagement	58	57	56	56	Aged 18-34 years	Aged 35-49 years
 Lobbying	58	57	55	55	Aged 18-34 years, Aged 65+ years	Aged 50-64 years
 Town planning policy	56	55	55	55	Aged 18-34 years	Aged 35-49 years
 Local streets & footpaths	55	52	58	59	Wedderburn residents, Aged 65+ years	Inglewood/Tarnagulla residents
 Sealed local roads	50	47	53	57	Aged 65+ years	Aged 35-49 years
 Building & planning permits	49	49	49	51	Aged 18-34 years	Aged 50-64 years
 Unsealed roads	48	44	44	45	Wedderburn residents	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have improved over the past year, some significantly so. Improvements in many service areas have halted emerging downward trends, particularly in core service areas, and, most importantly, in perceptions of overall performance. This is a positive result for Council.

Key influences on perceptions of overall performance

Council should focus on the service areas that most influence perception of overall performance and where it performs relatively less well: the condition of sealed local roads, town planning and lobbying. Council performs slightly better in the area of making decisions in the interest of the community and has significantly improved perceptions here over the past year. This is the area with the greatest influence on overall performance perceptions, and so continuing to attend to this area should remain a priority.

Comparison to state and area grouping

An area that stands out as being most in need of Council attention is sealed local roads, which, despite showing signs of improvement this year, is Council's only measure that is rated significantly lower than both the Small Rural and State-wide group averages. On most other measures, Council performance is rather either in line with or significantly higher than both group averages.

Maintain and improve upon gains achieved to date

Council should look to continue to maintain most of the gains it made in 2020 over the course of the next year and improve perceptions beyond this. Community views in most service areas have been more favourable in the past, so there is evidence that perceptions of Council performance can be improved. Particular attention should be paid to planning and building permits, which is one of Council's lowest rated areas that has not shown any real signs of improvement in recent years compared to others.

DETAILED FINDINGS



Overall performance



Overall performance

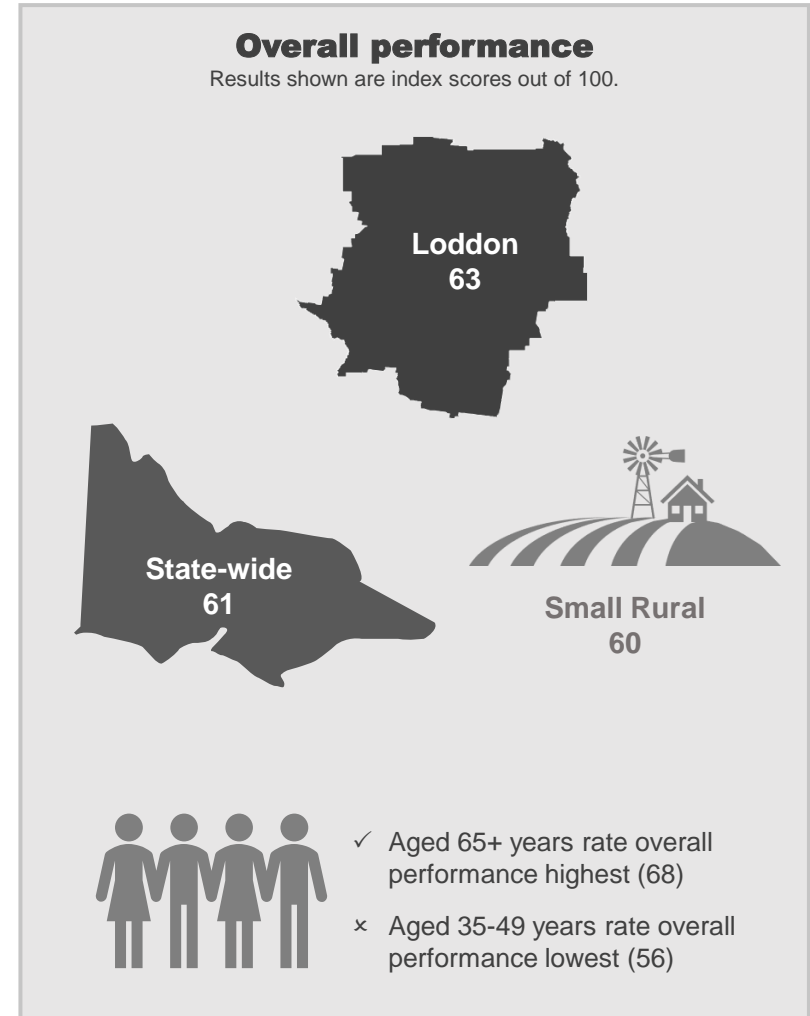
The overall performance index score of 63 for Loddon Shire Council represents a two-point improvement on the 2020 result.

- While this year's rating is higher than it has been in more recent years of evaluation (i.e. 2020, 2017 and 2016), perceptions of overall performance remain lower than they have in earlier years.

That said, Loddon Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group, and in line with the State-wide average for councils (index scores of 60 and 61 respectively).

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year.
- Ratings among resident aged 65 years and over are significantly higher compared to the Council average, whereas they are significantly lower among those aged 35 to 49 years.

Almost five times as many residents rate Loddon Shire Council's overall performance as 'very good' or 'good' (54%) as those who rate it as 'very poor' or 'poor' (12%). A further 32% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2021 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	64	n/a	n/a	63	67	69	75	66	72
Men	60	n/a	n/a	61	58	64	67	66	65
Boort/ Terrick	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	61	n/a	n/a	62	62	65	69	68	67
Wedderburn	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	n/a	n/a	58	55	64	67	68	61
Women	62	n/a	n/a	63	66	66	71	70	68
Inglewood/ Tarnagulla	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	58	60	59	59	59	60	61	60	60
Small Rural	56	58	56	58	57	59	n/a	n/a	n/a
18-34	57	n/a	n/a	64	66	60	65	68	64
35-49	55	n/a	n/a	63	59	64	65	69	68

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?

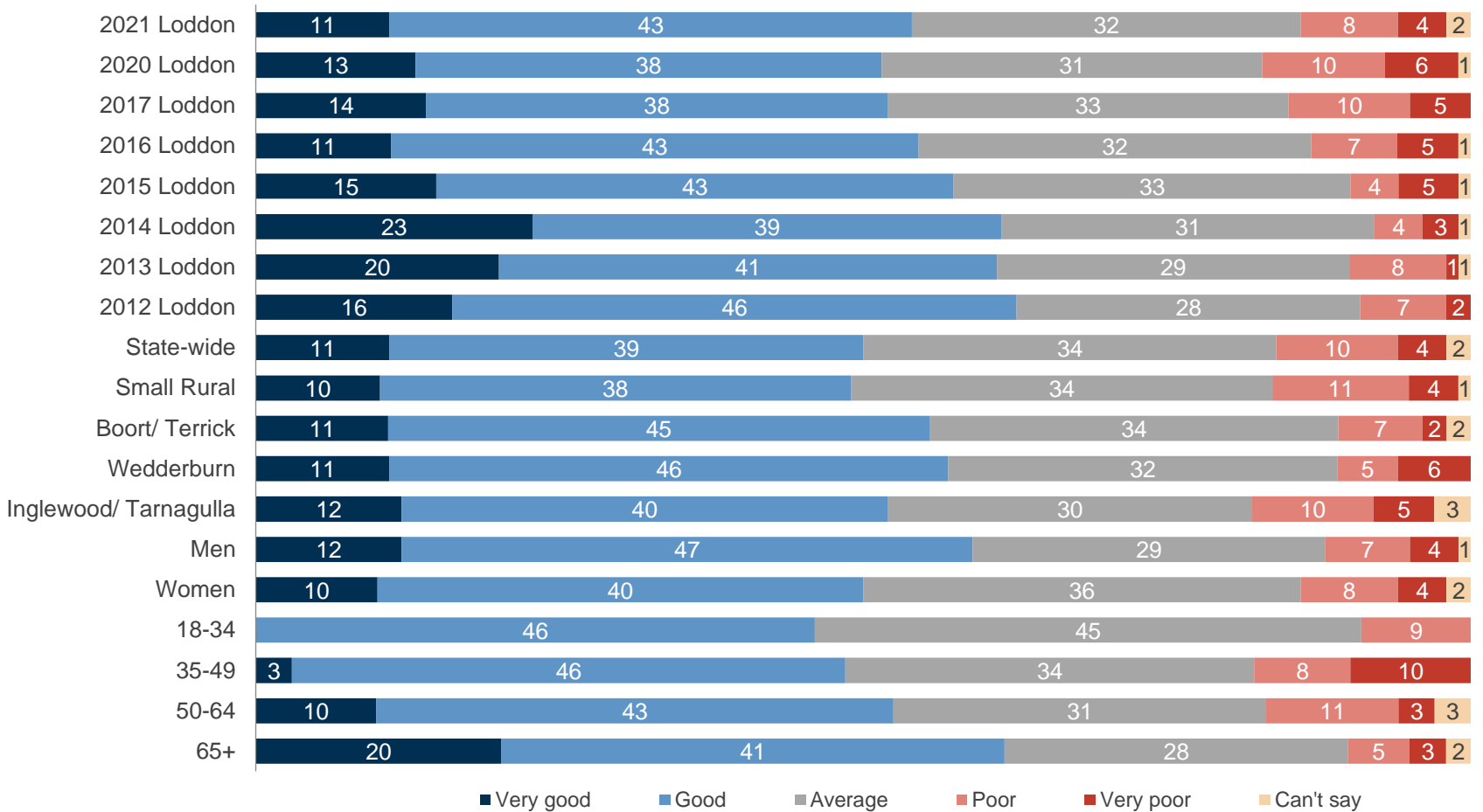
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 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



Top performing service areas

Appearance of public areas (index score of 75) is the area where Council performed best in 2021, improving by three index points from 2020. Performance here is now at its highest level to date.

- Council performs in line with the Small Rural and State-wide group averages in this service area (75 and 73 respectively).
- Residents aged 18 to 34 years are particularly satisfied, increasing their rating by a significant 13 points over the past year to 81. This is significantly higher than the Council average.

Waste management is Council's next highest rated service area (index score of 73), having significantly improved over the past year by four index points.

- Council's performance here is rated significantly higher compared to the Small Rural and State-wide group averages (68 and 69 respectively).
- Those aged 65 years and over rate waste management significantly better than average (78).
- Views among those is the Boort/Terrick area and women significantly improved over the past year (up six and seven points respectively to 74).

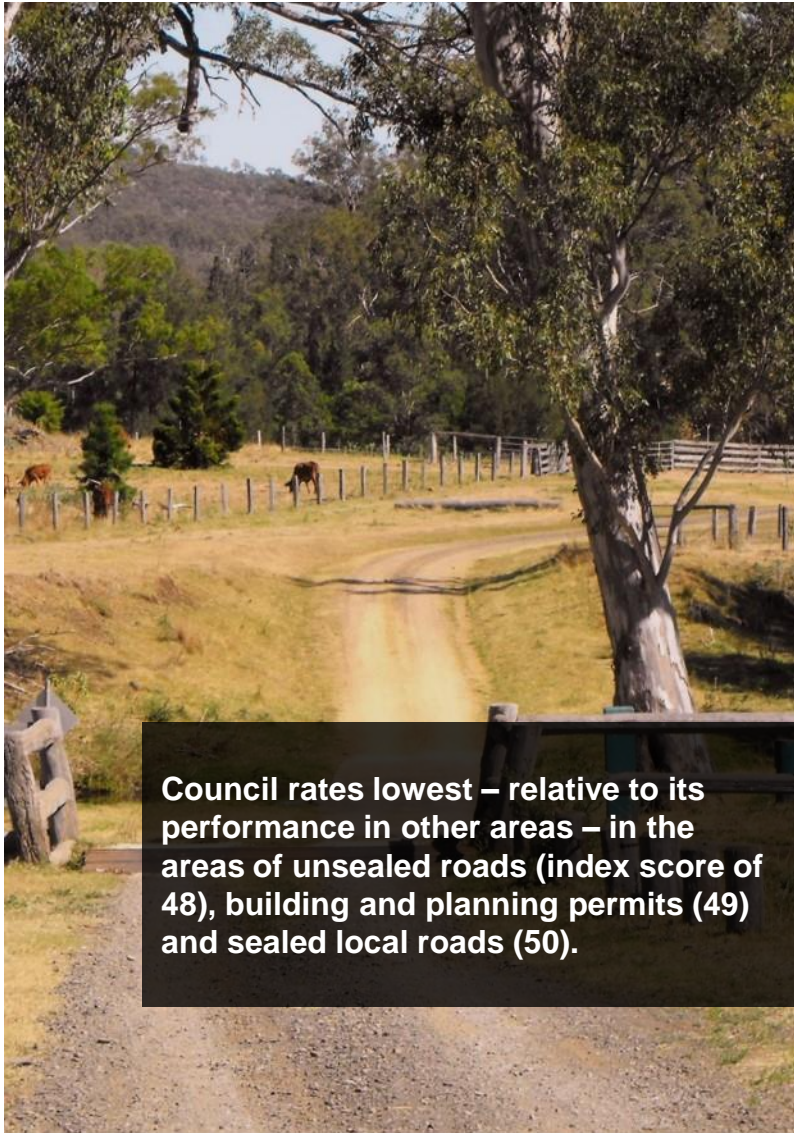
Notably, community perceptions of Council's performance in emergency and disaster management, elderly support services and community decisions have also improved significantly over the past year.



Appearance of public areas (index score of 75) is the area where Council performed best in 2021, improving by three index points from 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 48), building and planning permits (49) and sealed local roads (50).

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 48), building and planning permits (49) and sealed local roads (50).

- Despite this, perceptions of both unsealed and sealed local road have improved over the past 12 months (up four and three points respectively).
- There is still work to be done given there is evidence to show perceptions of Council can be better. Almost a quarter of residents (23%) nominate sealed road maintenance as the main area in need of improvement.
- Sealed local roads is the only service area that is rated significantly lower than both the Small Rural and State-wide Council averages, while unsealed roads are rated significantly higher than both.
- Residents in the Wedderburn area are more satisfied with the roads than those in the Inglewood/Tarnagulla and Boort/Terrick areas. In fact, perceptions of unsealed roads have significantly improved over the past year among Wedderburn residents (up ten points to 55).

In contrast to improvements in roads, perceptions of planning and building permits are stagnant and remain at their lowest level recorded.



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	75	72	n/a	n/a	71	74	73	74	73	73
Waste management	73	69	n/a	n/a	74	74	76	76	75	72
Recreational facilities	71	70	n/a	n/a	73	72	73	77	74	74
Emergency & disaster mngt	70	65	n/a	n/a	68	67	71	72	71	70
Elderly support services	70	66	n/a	n/a	69	71	70	75	75	72
Family support services	65	65	n/a	n/a	67	65	65	67	69	66
Enforcement of local laws	64	65	n/a	n/a	63	63	65	65	68	67
Informing the community	61	62	n/a	n/a	59	60	62	65	64	64
Community decisions	61	57	n/a	n/a	55	56	58	n/a	n/a	n/a
Consultation & engagement	58	57	n/a	n/a	55	57	60	60	62	62
Lobbying	58	57	n/a	n/a	58	60	59	62	60	63
Town planning policy	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Local streets & footpaths	55	52	n/a	n/a	51	56	61	62	60	58
Sealed local roads	50	47	n/a	n/a	50	55	55	n/a	n/a	n/a
Planning & building permits	49	49	n/a	n/a	53	51	55	58	57	58
Unsealed roads	48	44	n/a	n/a	43	49	49	51	54	52

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

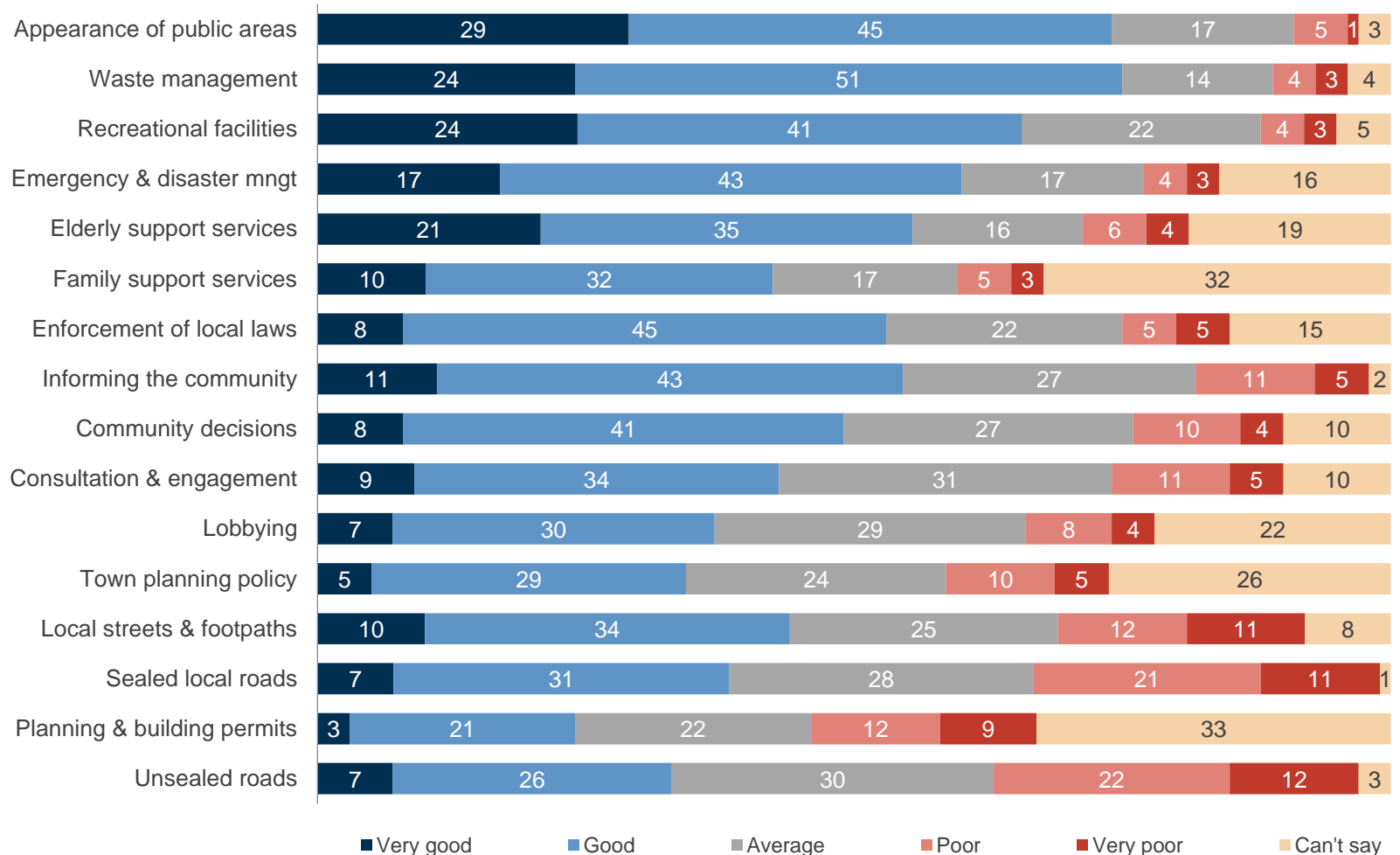
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 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

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:

- Lobbying on behalf of the community
- Condition of sealed local roads
- Waste management
- Town planning
- Emergency management.

Looking at these key service areas only, waste and emergency management have a high performance index (73 and 70 respectively) 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.

The condition of sealed local roads has a moderate influence on overall perceptions but Council is currently performing less well here (performance index of 50).

Other service areas that have a moderate influence on overall performance and are less well rated include town planning and lobbying (performance index of 56 and 58 respectively).

It will be important for Council to attend to the condition of sealed local roads.

Demonstrating community interest in planning policy and decisions, and advocating on behalf of residents, can also help shore up positive overall ratings of Council.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents 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.

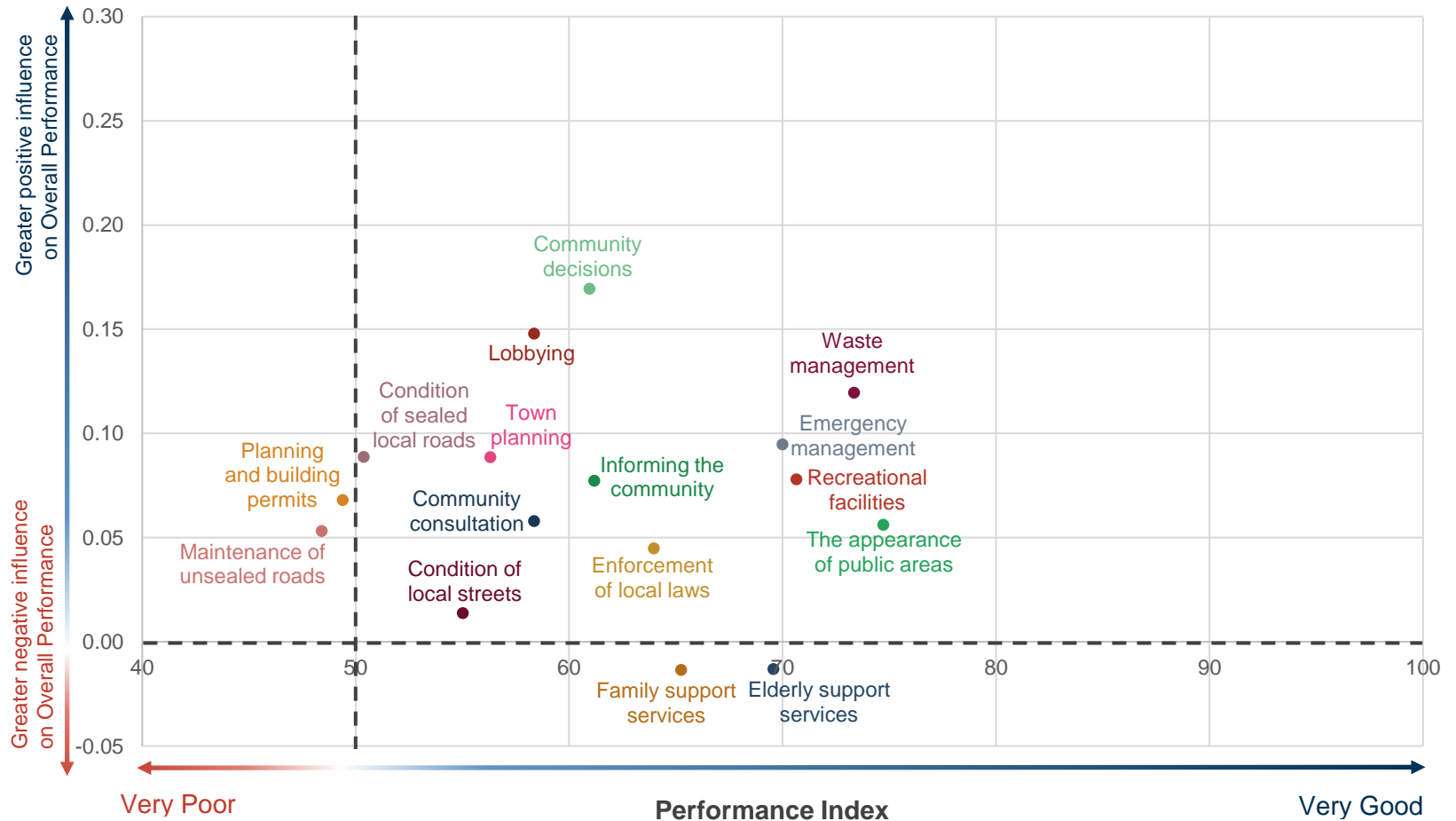
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker 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

2021 regression analysis (all service areas)

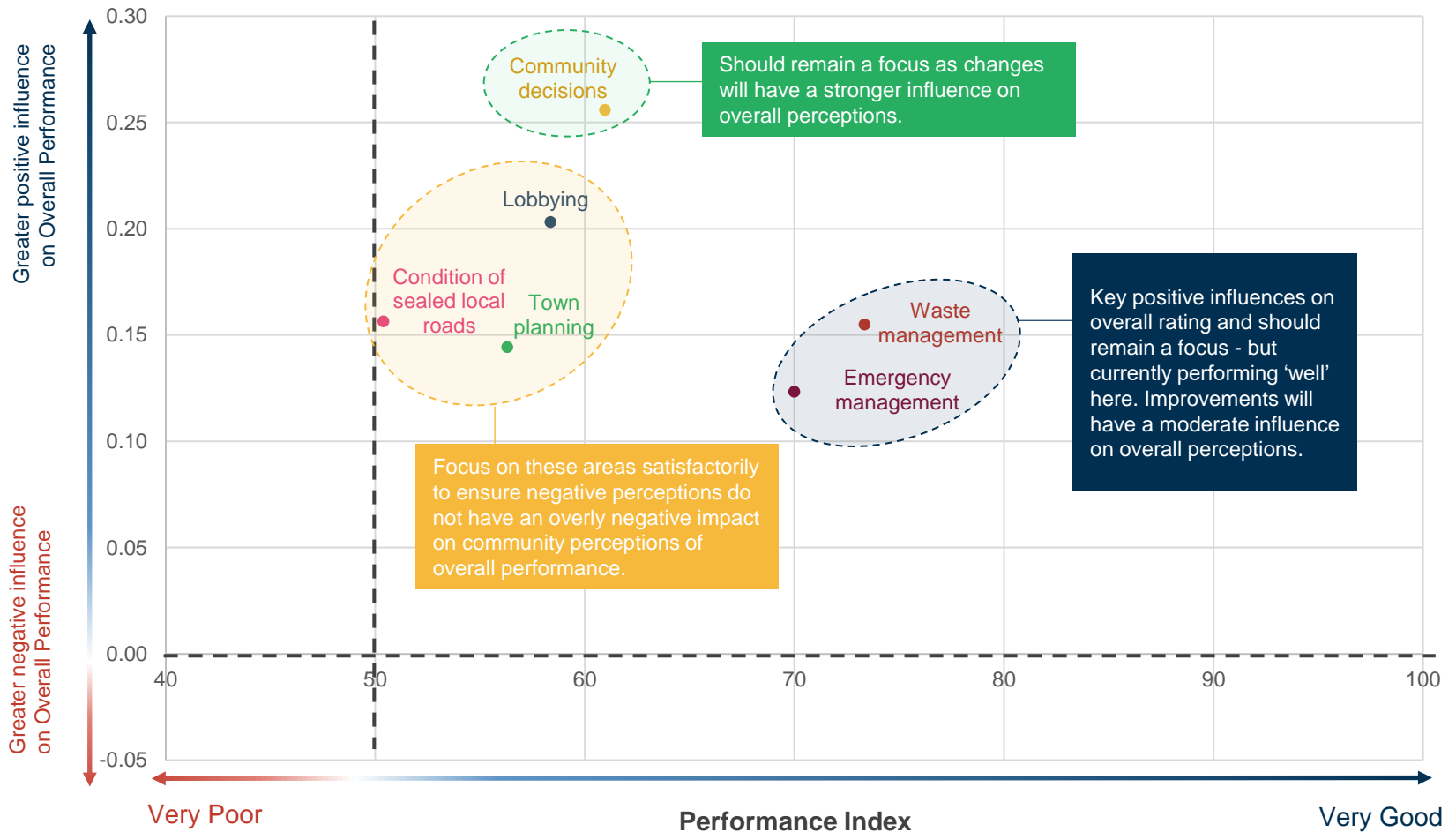


The multiple regression analysis model above (all service areas) has an R^2 value of 0.617 and adjusted R^2 value of 0.601, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 38.61$. 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

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.590 and adjusted R² value of 0.584, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 94.19.



Areas for improvement

2021 areas for improvement (%) - Top mentions only -





Customer service



Contact with council and customer service

Contact with council

Just under six in ten Council residents (58%) have had contact with Council in the last 12 months – which is the lowest rate of contact to date having dropped nine percentage points over the past 12 months.

Telephone (39%) is by far the most popular method of contacting Council, though this has dropped seven percentage points over the past year. In person contact follows, at 19% (down nine percentage points).



Among those residents who have had contact with Council, 75% provide a positive customer service rating of 'very good' or 'good', including 35% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 74 represents a three point improvement on the 2020 result. Council is now just two points away from returning to its peak rating in this area, recorded in 2014.

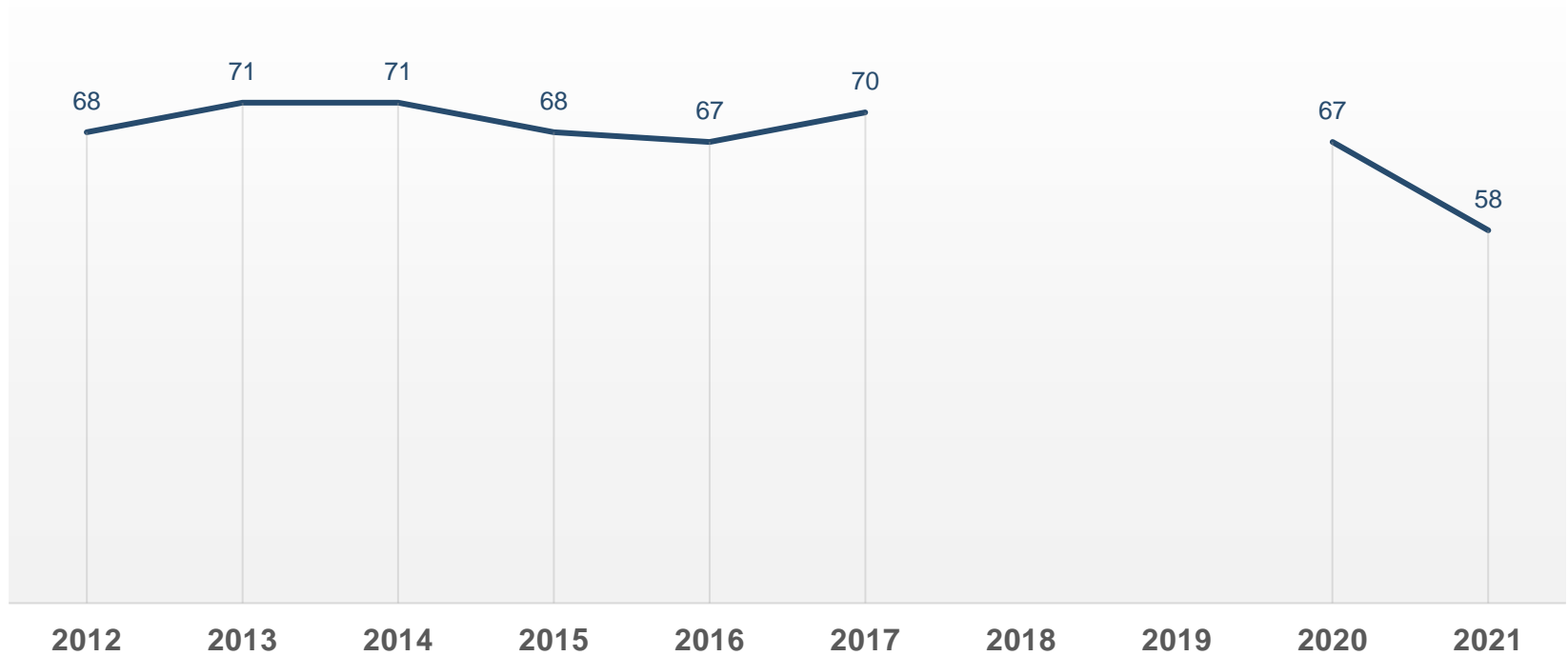
- Council's customer service performance is rated significantly higher than both the Small Rural and State-wide group averages.
- Residents aged 65 years and over are most satisfied with Council's customer service (index score of 78). Perceptions among men have improved the most in the past year – a significant nine point increase to an index score of 76.
- Conversely, perceptions of customer service are lowest among Council's younger cohort aged 18 to 34 years (index score of 64), although caution is advised due to a relatively small sample size for this cohort.

Customer service ratings are highest among residents who communicated with council by social media and text message, but here too, caution is advised due to small sample sizes. Positively, residents appear to be relatively satisfied with customer service delivered by the most commonly used method of telephone (index score of 72).



Contact with council

2021 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: 27 Councils asked group: 4



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	70▲	71	n/a	n/a	70	68	63	69	67	73
35-49	69	80	n/a	n/a	77	68	83	64	81	76
Small Rural	64▲	67	63	64	62	61	64	n/a	n/a	n/a
State-wide	62	64	61	61	58	58	60	61	60	61
Inglewood/ Tarnagulla	60	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	60	n/a	n/a	70	69	70	71	70	65
Loddon	58	67	n/a	n/a	70	67	68	71	71	68
Boort/ Terrick	57	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	73	n/a	n/a	70	65	66	70	71	72
Wedderburn	55	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	49	60	n/a	n/a	72	73	69	86	69	52
65+	48▼	59	n/a	n/a	65	63	62	70	67	68

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: 27 Councils asked group: 4

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



Customer service rating

2021 customer service rating (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	78	72	n/a	n/a	74	73	75	78	74	78
Men	76	67	n/a	n/a	70	64	73	73	69	73
35-49	75	65	n/a	n/a	76	65	77	78	70	75
Boort/ Terrick	75	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	74	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	74	71	n/a	n/a	71	70	75	76	72	75
50-64	72	73	n/a	n/a	68	68	77	77	73	74
Women	71	73	n/a	n/a	72	77	78	78	75	76
Wedderburn	71	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70▼	70	71	70	69	69	70	72	71	71
Small Rural	69▼	70	70	69	69	69	70	n/a	n/a	n/a
18-34	64*	71	n/a	n/a	62	77	66	67	69	67

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

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

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

Councils asked state-wide: 66 Councils asked group: 19

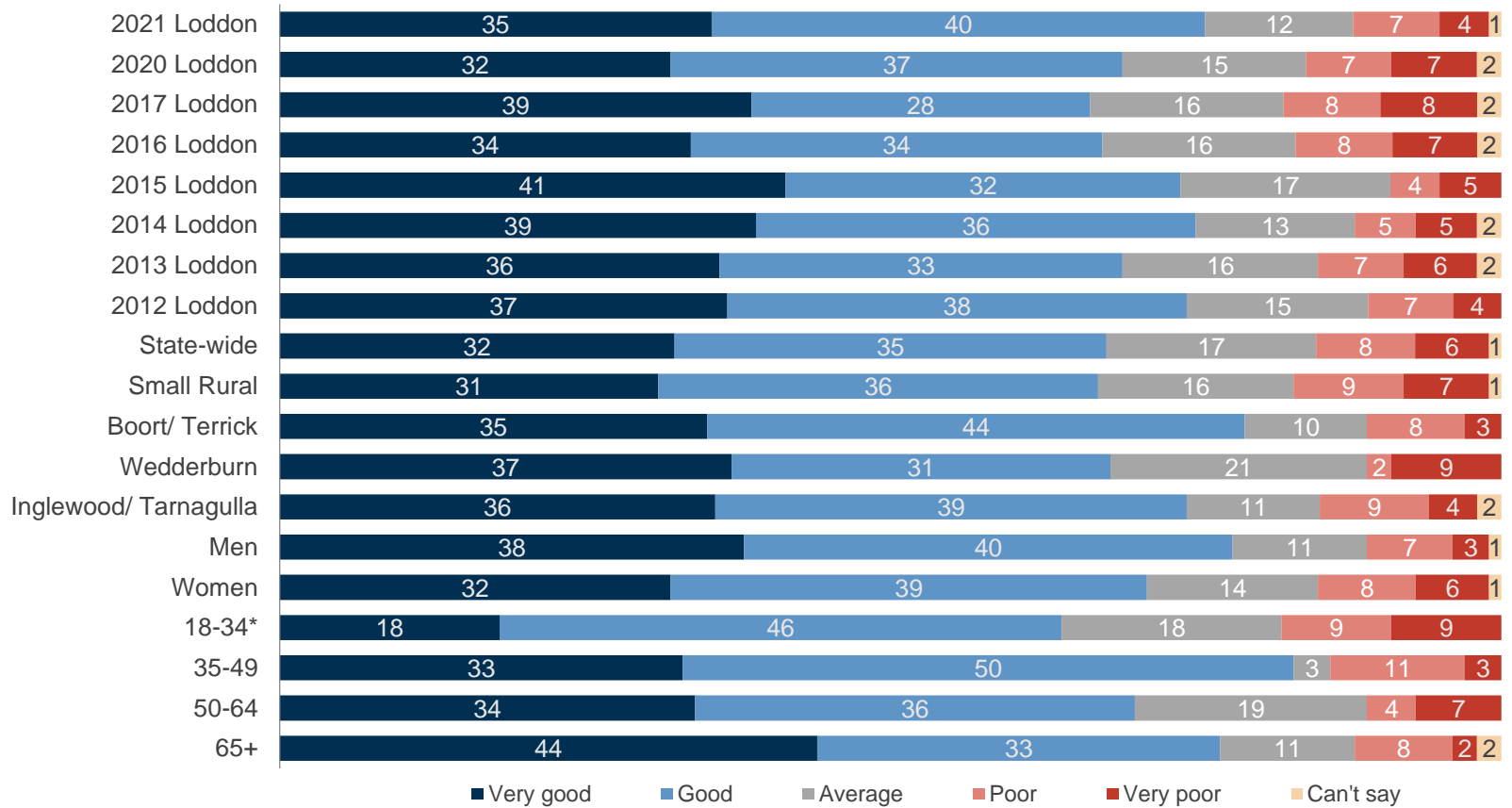
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 customer service rating (%)

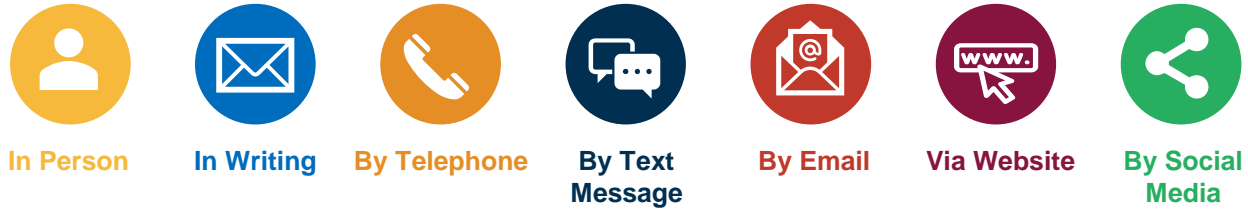


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 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 19
 *Caution: small sample size < n=30



Method of contact with council

2021 method of 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: 27 Councils asked group: 4

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



Customer service rating by method of contact

2021 customer service rating (index score by method of contact)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
By social media	90*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By text message	87*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Via website	82*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In person	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In writing	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By telephone	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By email	67	n/a	n/a	n/a	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.

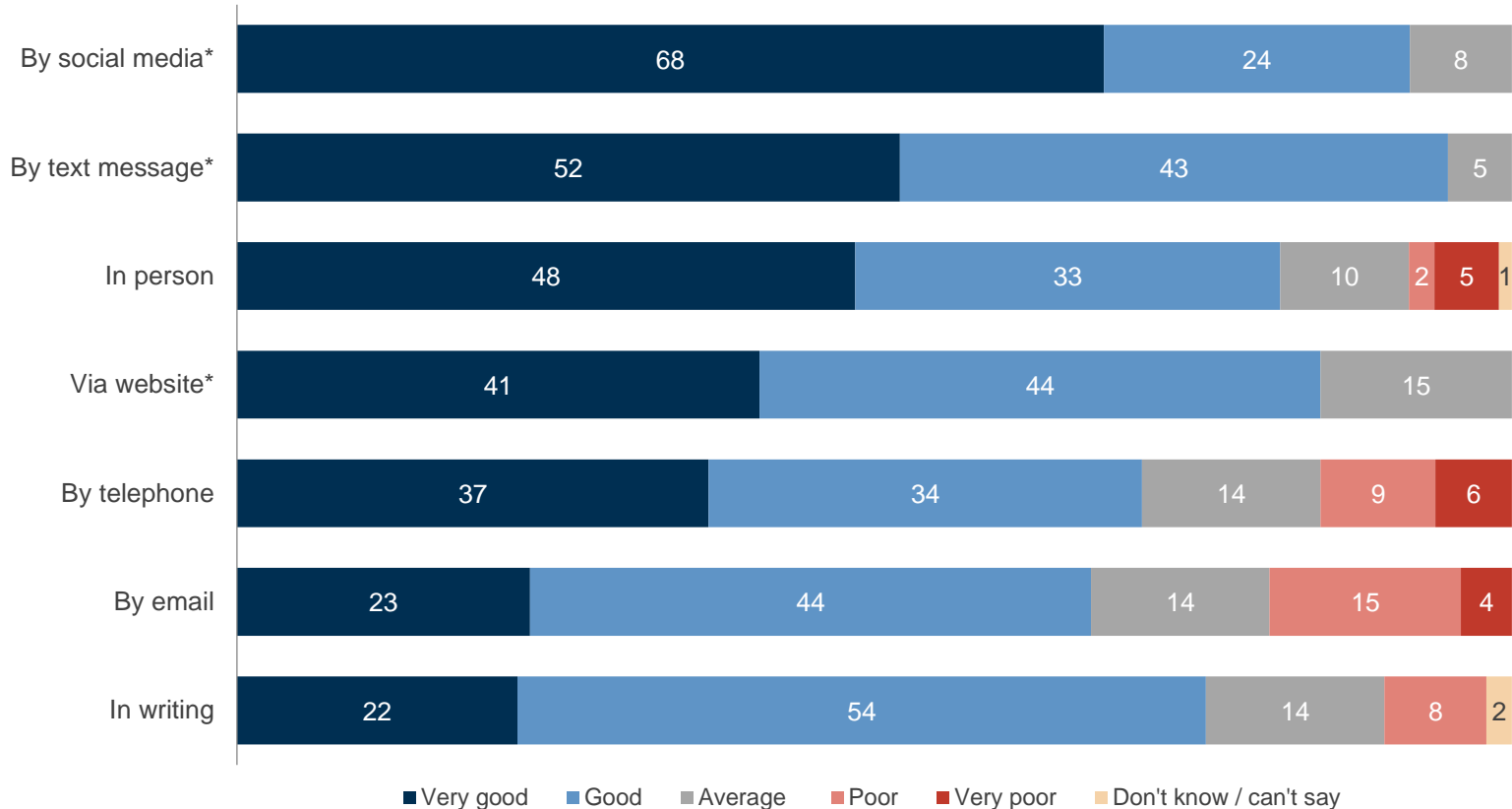
Councils asked state-wide: 27 Councils asked group: 9

*Caution: small sample size < n=30



Customer service rating by method of contact

2021 customer service rating (% by method of 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: 27 Councils asked group: 9

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council continues to be a newsletter sent via mail (50%). All other forms of communication have little comparative appeal among Council's residents.

- Preference for newsletter sent via mail (42%) among those aged under 50 years has stabilised after a sharp drop in 2017. After showing some increased level of interest in a newsletter deliver via email in 2017 (up to 28%), preference for this method has now dropped back to 17%. Interest in social media communication has risen to a similar level over the past year and is now at 16%.
- Preferred forms of communication among over 50s remain relatively stable. In line with the common theme, newsletter sent via mail leads at 55%, very much trailed by newsletter via email at 16%. Despite being far less favoured than newsletter via mail, email preference eclipsed newsletter as local paper insert (10%) over the past year.





Best form of communication

2021 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



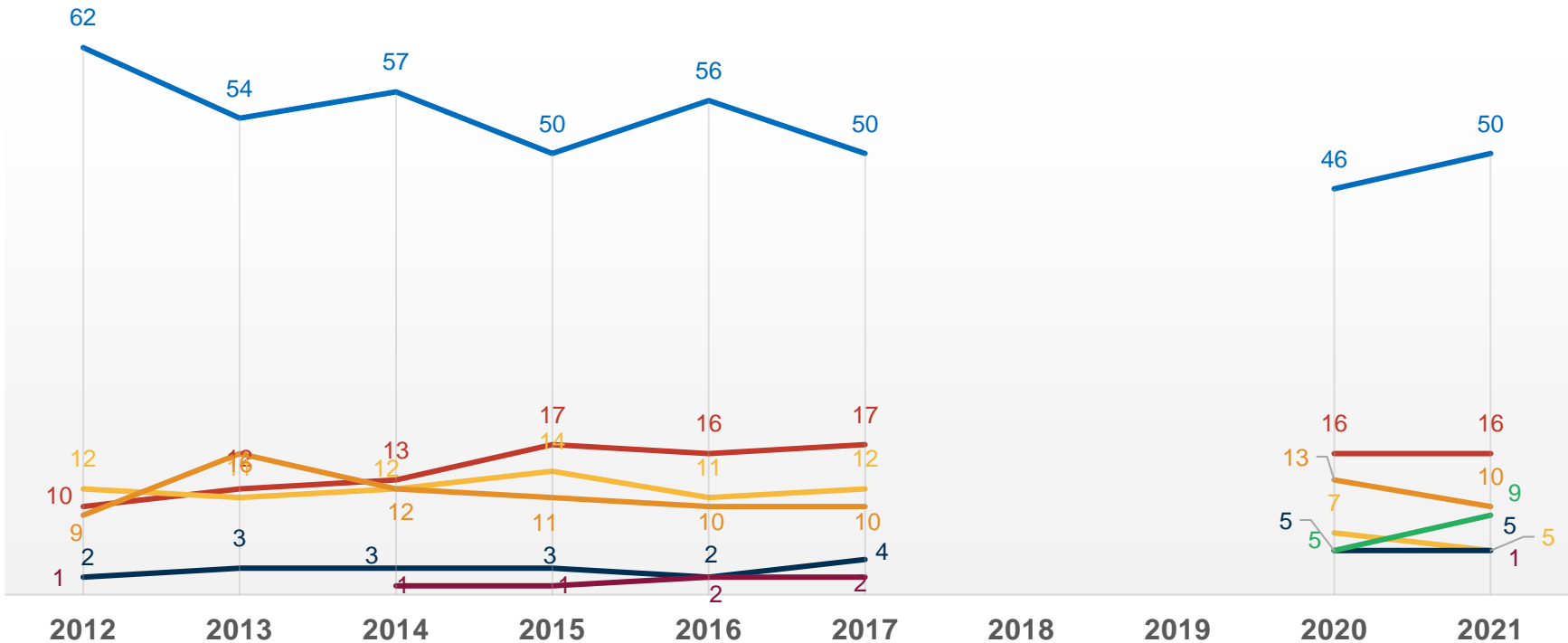
Council Website



Text Message



Social Media



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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2021 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



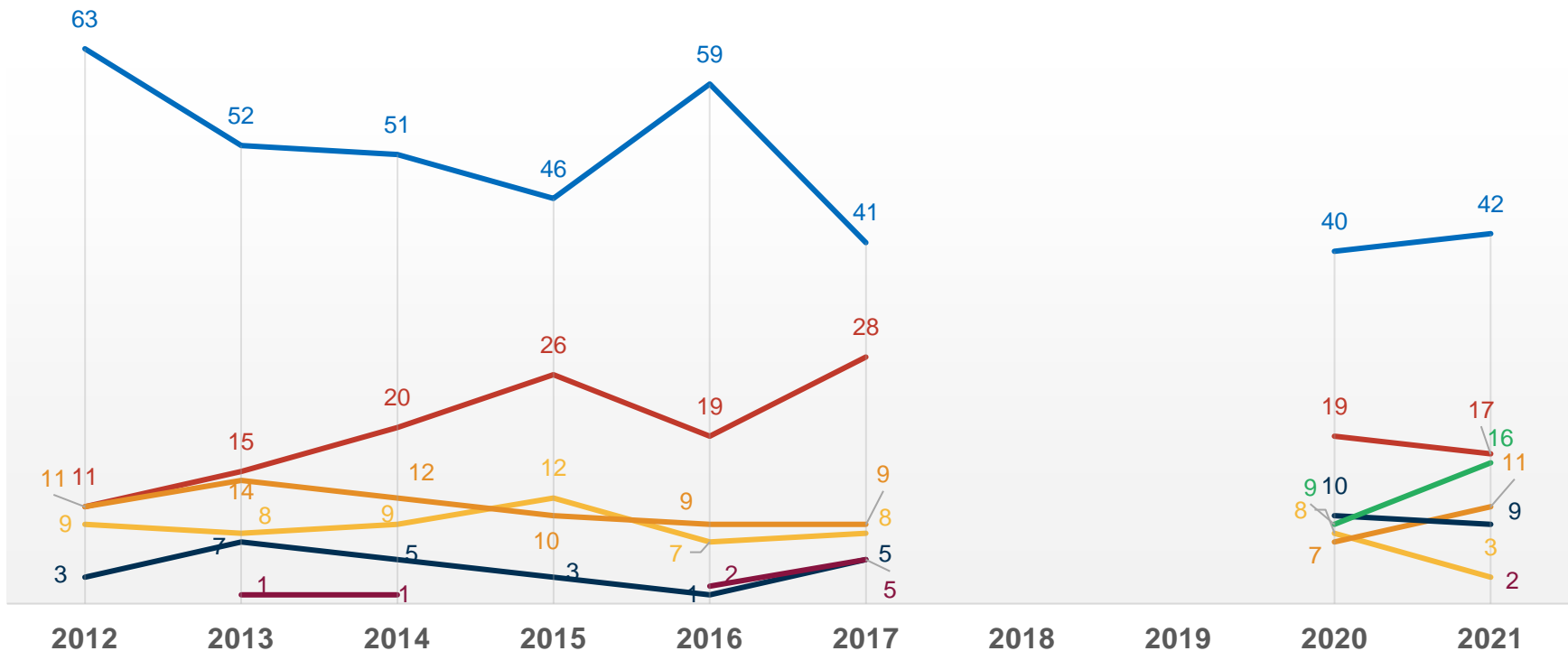
Council Website



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?

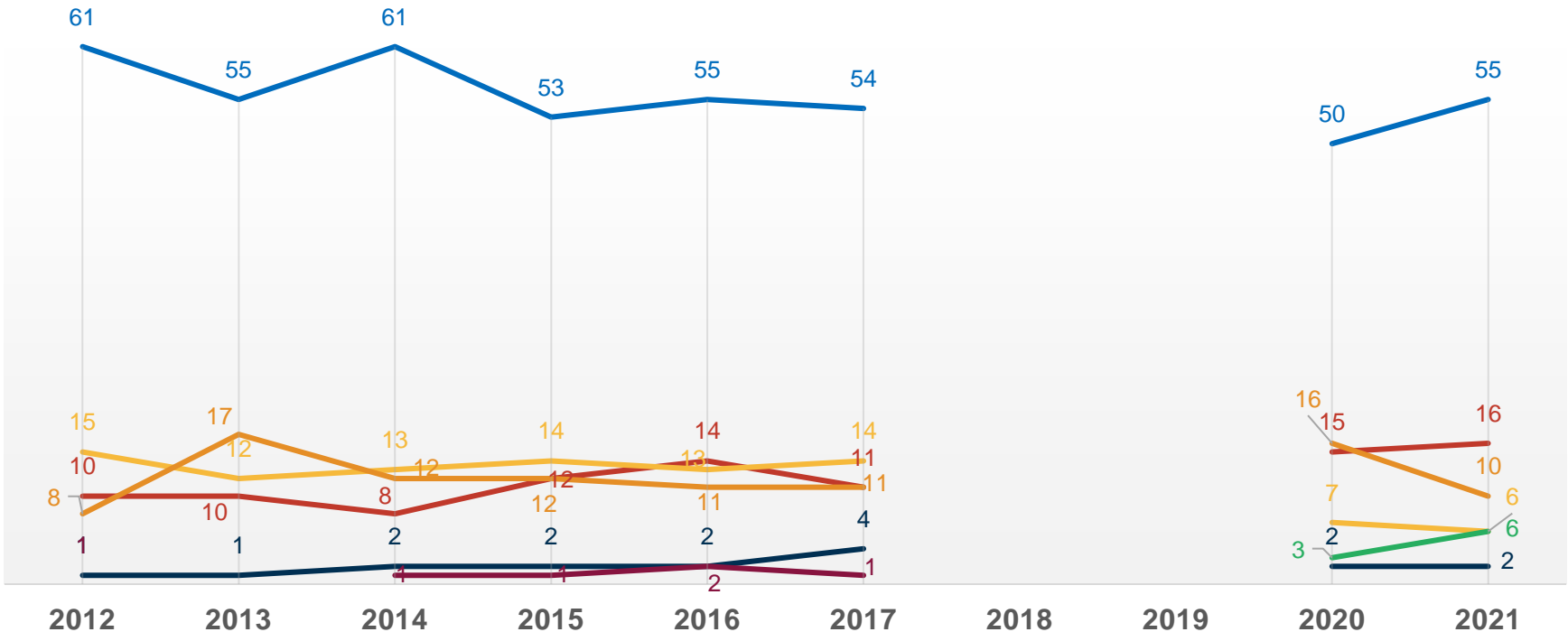
Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2021 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: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Council direction



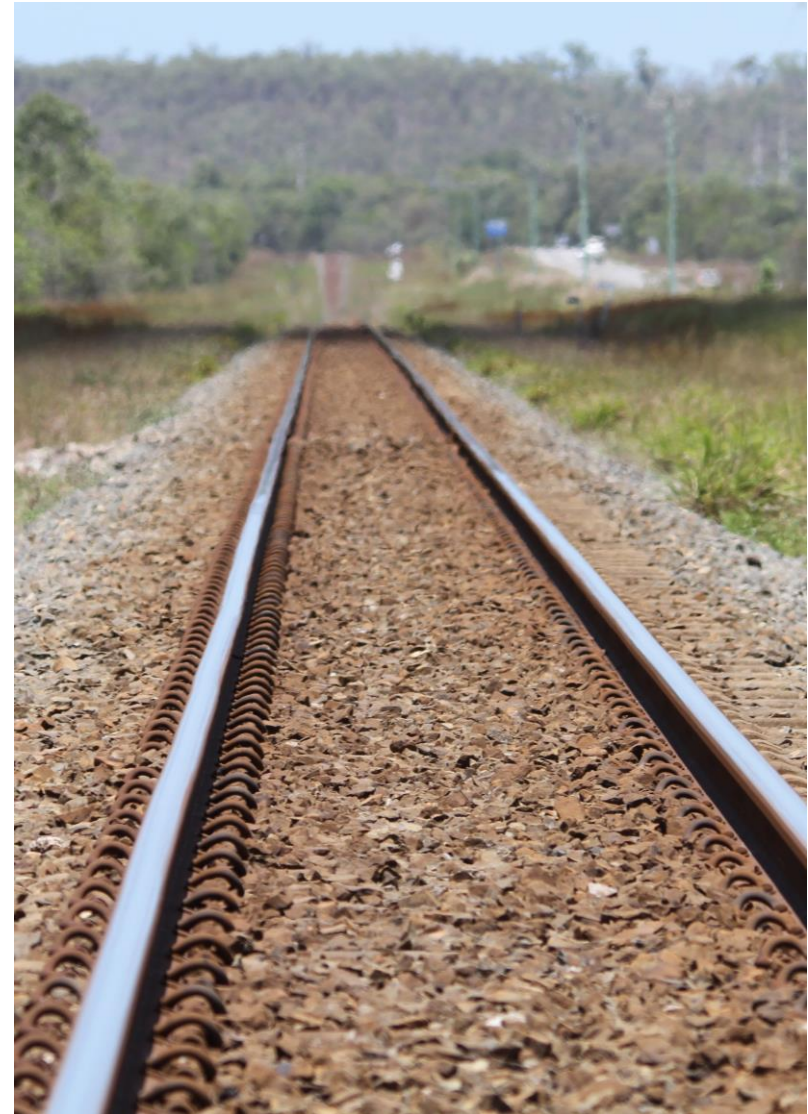
Council direction

Over the last 12 months, 71% of residents believe the direction of Council's overall performance has remained the same, up seven points on 2020.

- 13% believe the direction has improved (down four points on 2020) in the last 12 months.
- 13% believe it has deteriorated, down two points on 2020.
- The most satisfied with Council direction are Boort/ Terrick residents.
- Conversely, the least satisfied with Council direction are Wedderburn residents.

Council's one index point drop to 50 on the perceived direction of overall performance is against the backdrop of significant improvement for the Small Rural group (53, up three points) and State-wide (53, up two points).

- Comparatively, Council's overall direction index score is also significantly lower than that of both the Small Rural and State-wide Council group averages.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	51	53	52	53	51	53	53	52
Small Rural	53▲	50	53	50	52	50	53	n/a	n/a
Boort/ Terrick	53	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	53	n/a	n/a	53	56	56	65	58
Women	52	53	n/a	n/a	53	56	57	61	57
Loddon	50	51	n/a	n/a	52	51	54	57	55
18-34	50	56	n/a	n/a	52	49	48	52	49
50-64	49	50	n/a	n/a	46	46	55	54	50
Inglewood/ Tarnagulla	49	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	50	n/a	n/a	51	47	52	54	53
35-49	47	47	n/a	n/a	57	51	54	54	61
Wedderburn	46	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

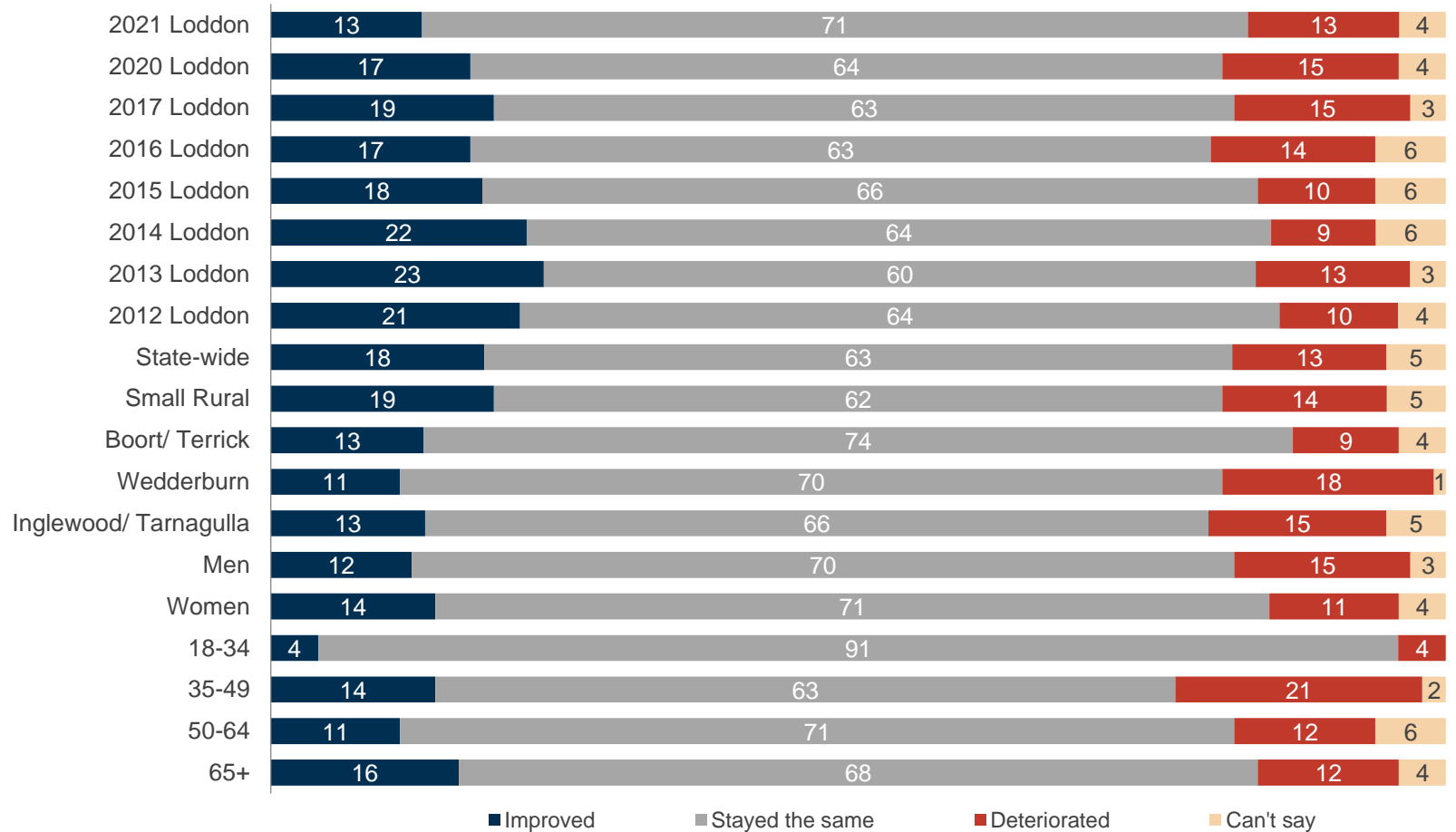
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 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, 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 dark blue gradient.

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	55	n/a	n/a	56	66	53	59	65	61
65+	58	n/a	n/a	57	58	63	65	59	65
Boort/ Terrick	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	n/a	n/a	56	62	62	62	65	63
Loddon	57	n/a	n/a	55	57	60	60	62	62
Wedderburn	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	n/a	n/a	54	53	58	59	60	60
50-64	58	n/a	n/a	53	52	58	58	62	58
Small Rural	54	56	54	55	55	56	n/a	n/a	n/a
Inglewood/ Tarnagulla	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	56	55	55	54	56	57	57	57
35-49	56	n/a	n/a	55	56	60	57	66	62

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

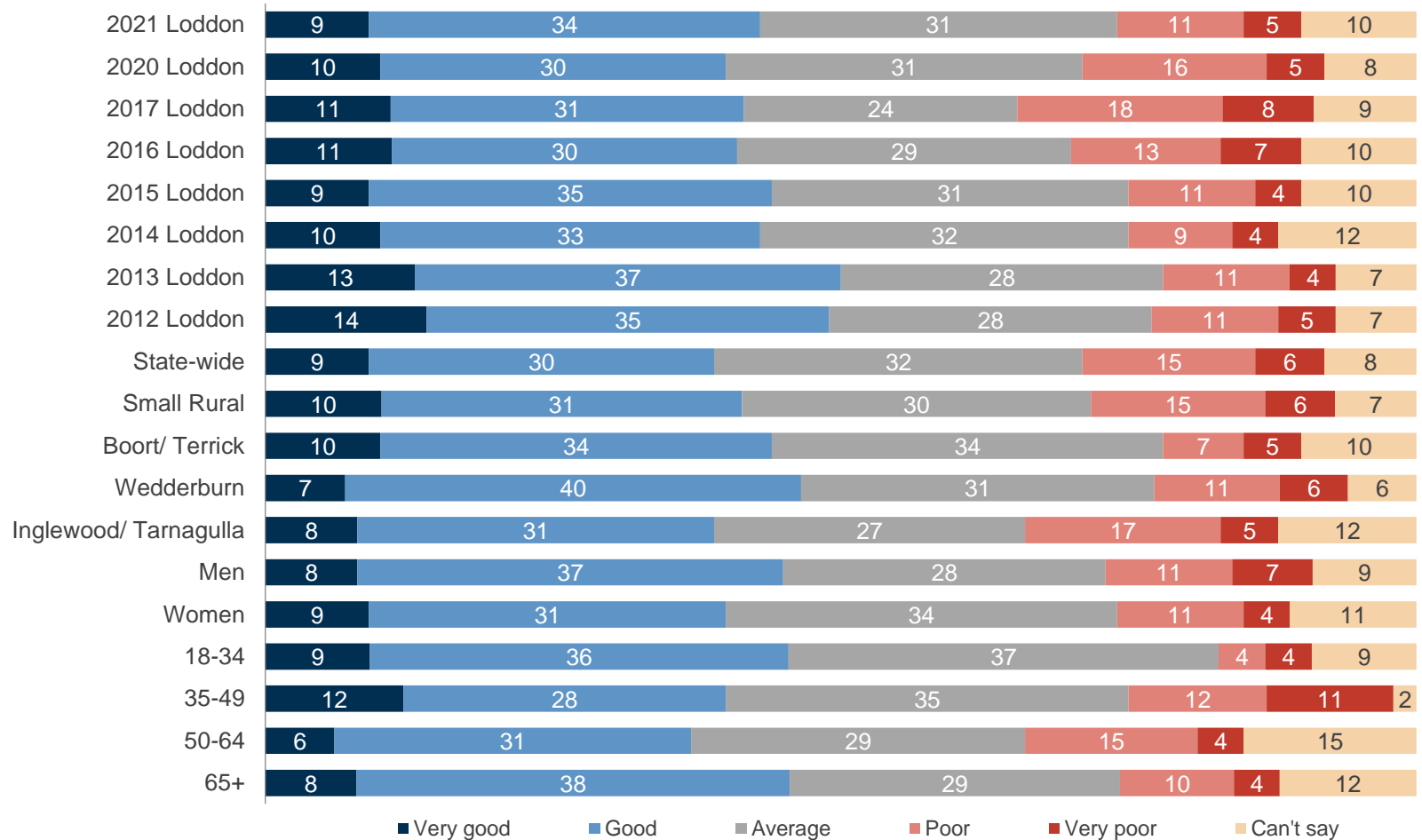
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 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



2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	n/a	n/a	59	64	45	65	59	62
65+	60	n/a	n/a	59	61	66	68	60	68
Wedderburn	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	n/a	n/a	57	63	60	64	63	64
Loddon	57	n/a	n/a	58	60	59	62	60	63
Men	59	n/a	n/a	59	57	58	60	57	63
35-49	51	n/a	n/a	55	55	57	55	63	62
Inglewood/ Tarnagulla	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	53	54	54	54	53	55	56	55	55
50-64	56	n/a	n/a	57	58	61	61	57	59

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: 13

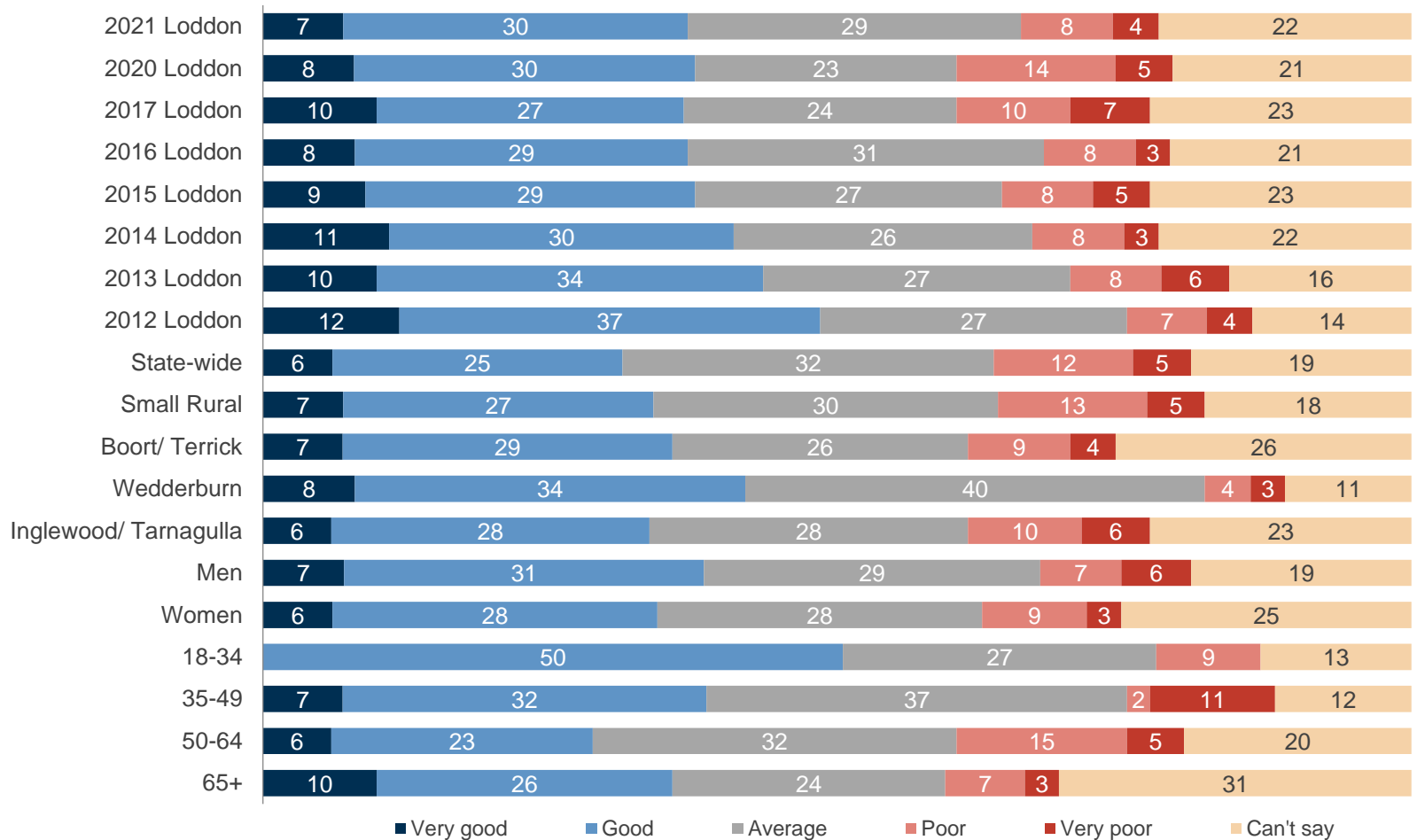
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 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: 13

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	57	n/a	n/a	56	62	50	n/a	n/a	n/a
65+	60	n/a	n/a	57	60	62	n/a	n/a	n/a
Inglewood/ Tarnagulla	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	n/a	n/a	52	54	57	n/a	n/a	n/a
Loddon	57	n/a	n/a	55	56	58	n/a	n/a	n/a
Boort/ Terrick	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	n/a	n/a	58	59	60	n/a	n/a	n/a
35-49	54	n/a	n/a	57	53	58	n/a	n/a	n/a
Wedderburn	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
50-64	57	n/a	n/a	49	52	59	n/a	n/a	n/a

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

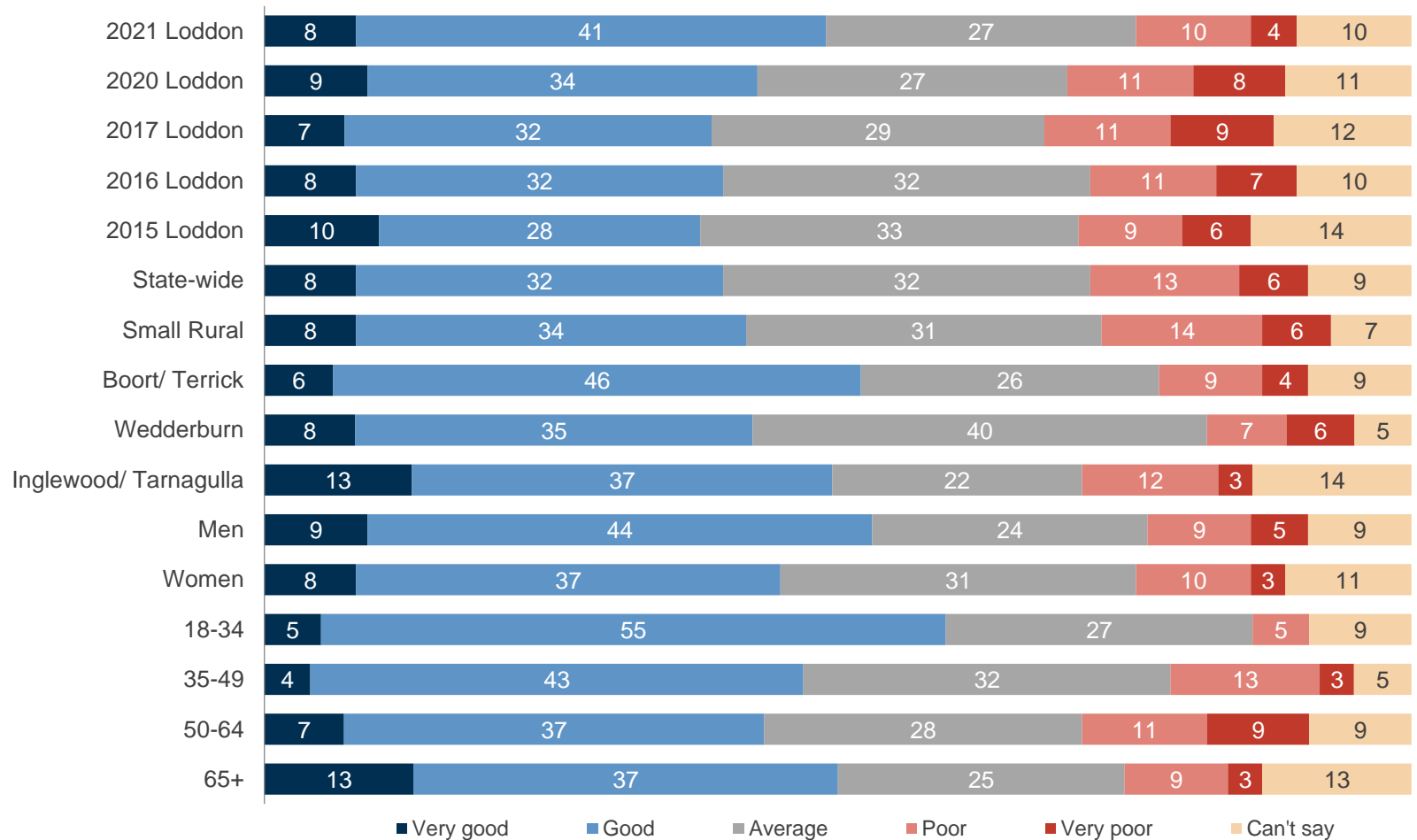
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 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



2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	53	n/a	n/a	58	61	64	n/a	n/a	n/a
Wedderburn	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	56	53	53	54	55	55	n/a	n/a
Small Rural	51	53	49	50	52	52	n/a	n/a	n/a
Women	46	n/a	n/a	49	59	55	n/a	n/a	n/a
Loddon	47	n/a	n/a	50	55	55	n/a	n/a	n/a
Men	48	n/a	n/a	51	52	55	n/a	n/a	n/a
Inglewood/ Tarnagulla	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47	n/a	n/a	44	53	55	n/a	n/a	n/a
18-34	36	n/a	n/a	38	54	42	n/a	n/a	n/a
35-49	42	n/a	n/a	49	49	50	n/a	n/a	n/a

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

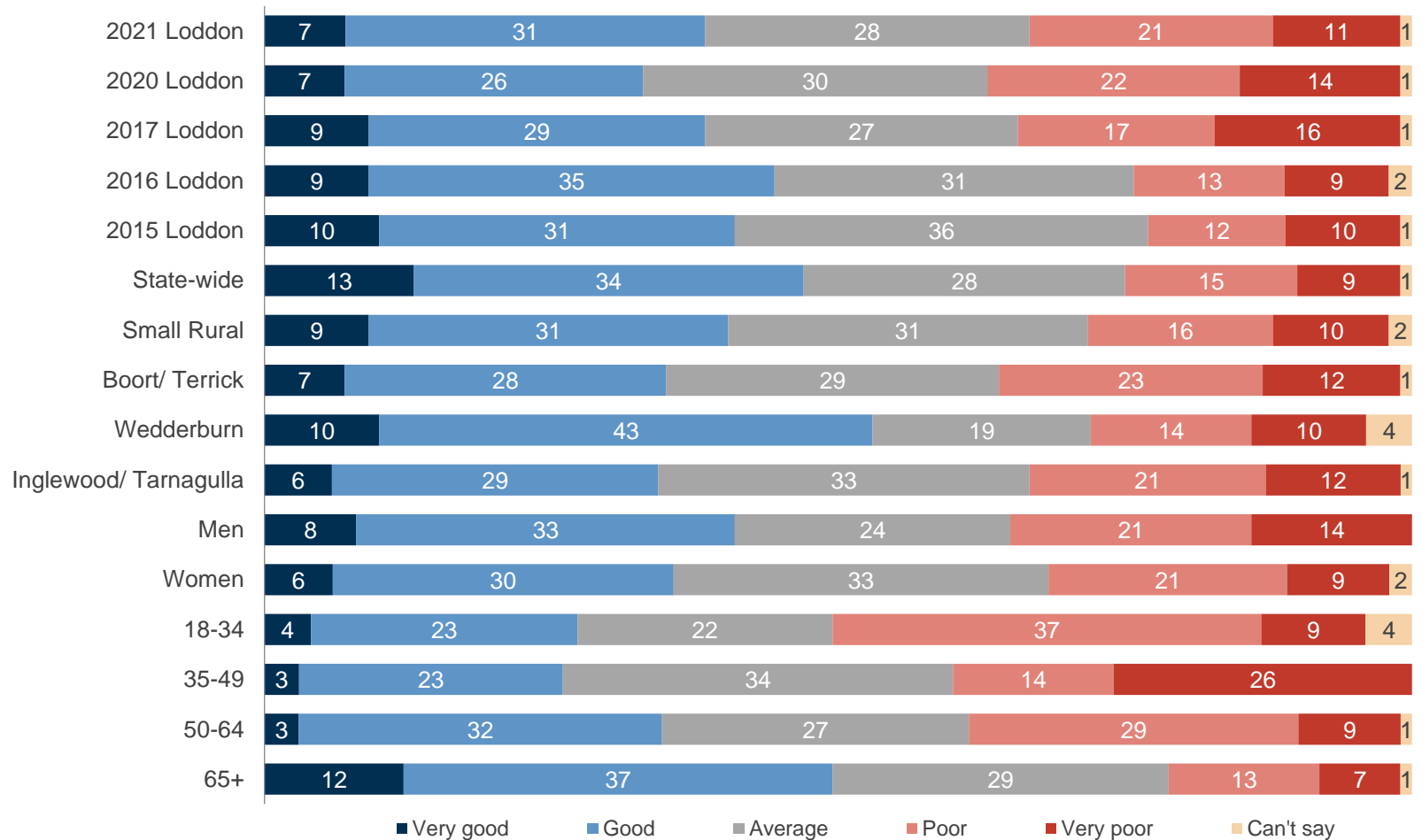
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 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



2021 informing community performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	63	62	n/a	n/a	60	63	68	69	63	65
Boort/ Terrick	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	65	n/a	n/a	60	64	64	67	66	66
18-34	62	62	n/a	n/a	60	62	54	65	65	68
50-64	61	64	n/a	n/a	54	57	60	64	63	59
Loddon	61	62	n/a	n/a	59	60	62	65	64	64
Small Rural	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	60	59	60	59	59	59	61	62	61	60
Wedderburn	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	60	n/a	n/a	58	57	61	64	62	63
Inglewood/ Tarnagulla	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	59	n/a	n/a	60	58	61	62	65	66

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

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

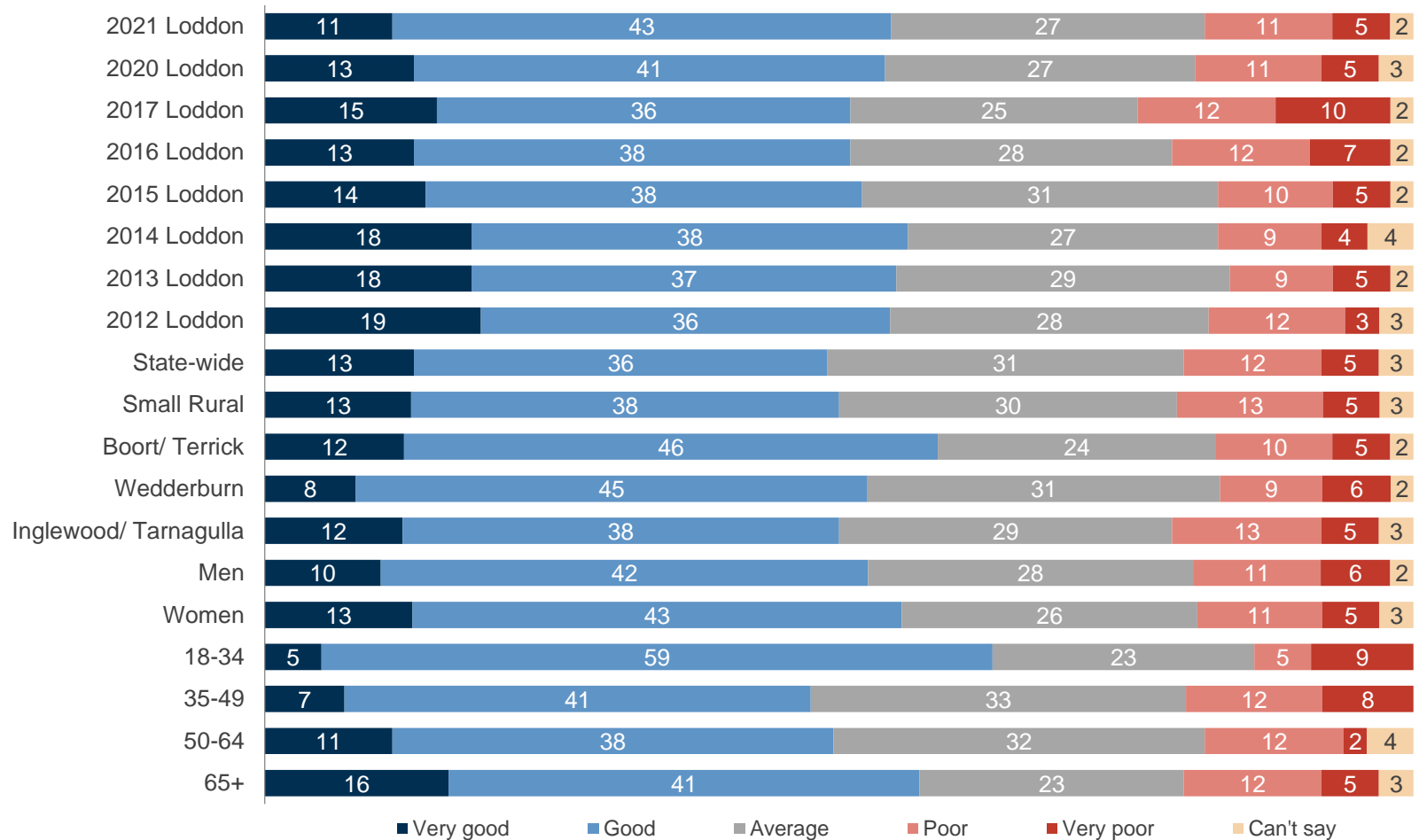
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	58	59	58	57	57	58	58	58	57
Wedderburn	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	n/a	n/a	55	63	62	64	59	61
Small Rural	57	57	57	57	58	59	n/a	n/a	n/a
Men	54	n/a	n/a	52	56	62	62	62	58
Boort/ Terrick	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	48	n/a	n/a	41	54	55	54	57	52
Loddon	52	n/a	n/a	51	56	61	62	60	58
Women	49	n/a	n/a	49	57	60	61	59	57
35-49	52	n/a	n/a	50	53	62	64	64	61
50-64	51	n/a	n/a	50	53	62	61	61	55
Inglewood/ Tarnagulla	49	n/a	n/a	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?

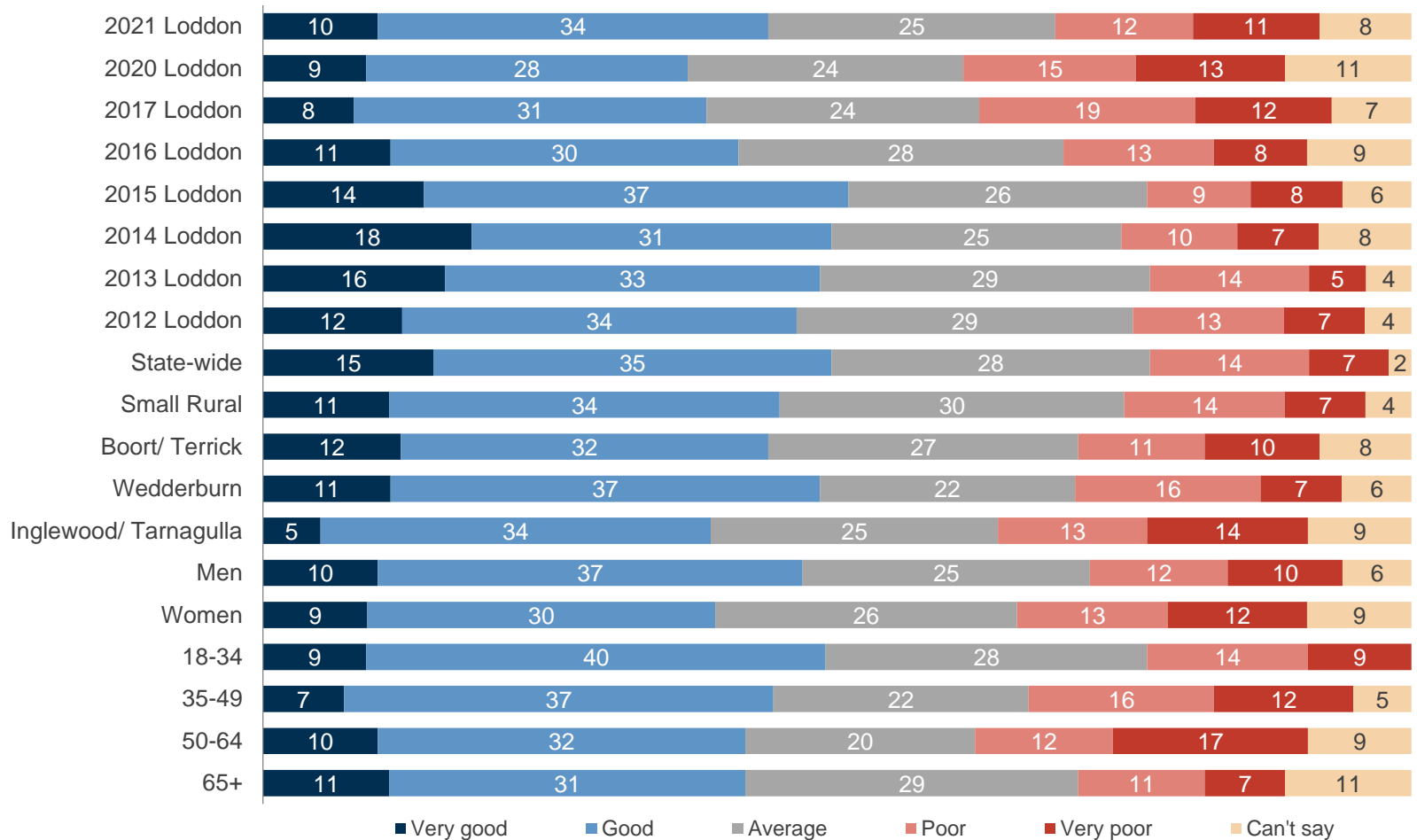
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7



Enforcement of local laws performance



2021 law enforcement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	n/a	n/a	70	64	57	60	71	64
Women	66	n/a	n/a	64	66	66	68	70	68
65+	65	n/a	n/a	63	67	67	67	66	68
Boort/ Terrick	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	64	63	64	64	63	66	66	65	65
Loddon	64	n/a	n/a	63	63	65	65	68	67
Wedderburn	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	63	63	63	65	64	66	n/a	n/a	n/a
Men	63	n/a	n/a	62	60	64	62	66	66
50-64	61	n/a	n/a	58	58	63	64	67	64
35-49	60	n/a	n/a	65	62	71	68	68	70

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

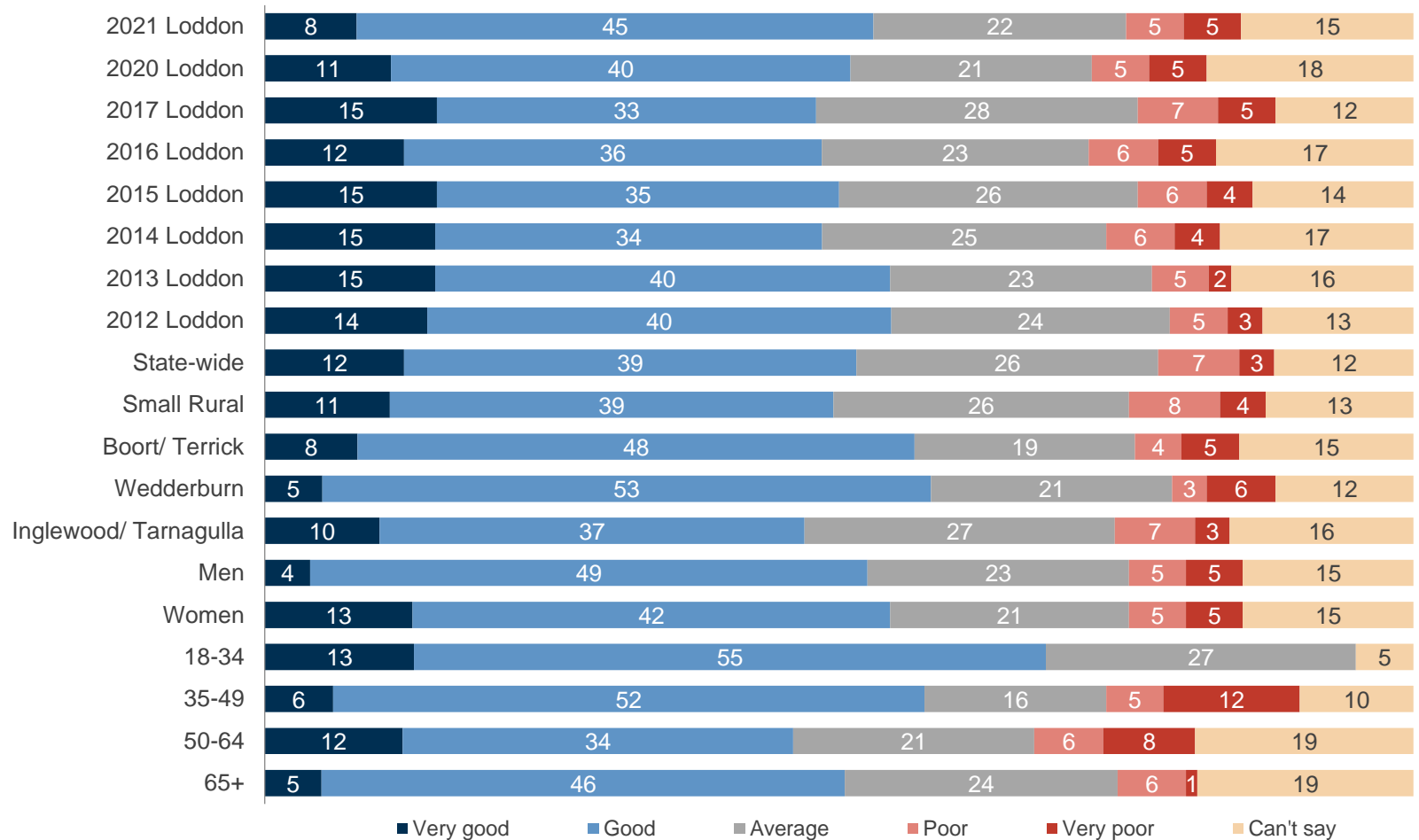
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 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



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	68	72	n/a	n/a	75	73	73	75	70	70
Men	67	63	n/a	n/a	70	65	64	65	68	68
Small Rural	66	66	68	67	68	66	67	n/a	n/a	n/a
State-wide	66	66	67	66	67	66	67	68	67	67
Boort/ Terrick	65	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	65	65	n/a	n/a	67	65	65	67	69	66
50-64	65	64	n/a	n/a	61	60	63	69	68	65
Wedderburn	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	59	n/a	n/a	59	59	61	62	68	62
Women	63	67	n/a	n/a	64	65	66	70	69	64
35-49	61	61	n/a	n/a	65	64	60	61	68	67

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

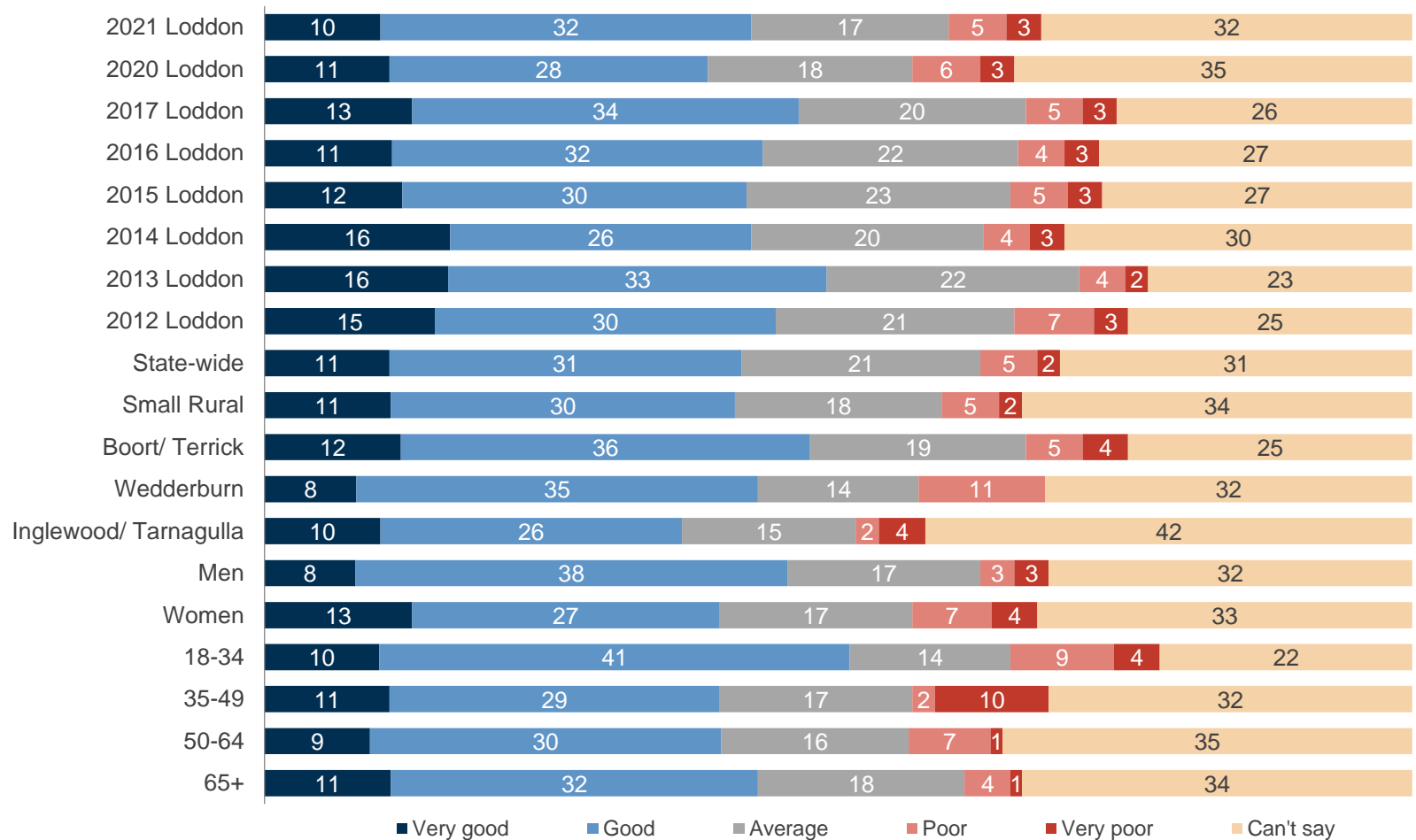
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2021 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



Elderly support services performance



2021 elderly support performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	72	71	71	69	71	70	72	n/a	n/a	n/a
65+	72	73	n/a	n/a	72	75	79	80	75	74
Inglewood/ Tarnagulla	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	68	n/a	n/a	71	71	71	73	77	72
18-34	70	55	n/a	n/a	69	70	62	68	79	70
Boort/ Terrick	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	70	66	n/a	n/a	69	71	70	75	75	72
State-wide	69	68	68	68	68	68	69	70	69	69
35-49	69	66	n/a	n/a	66	67	66	70	74	71
Men	68	65	n/a	n/a	67	70	69	76	73	71
Wedderburn	66	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	63	n/a	n/a	65	67	67	75	74	70

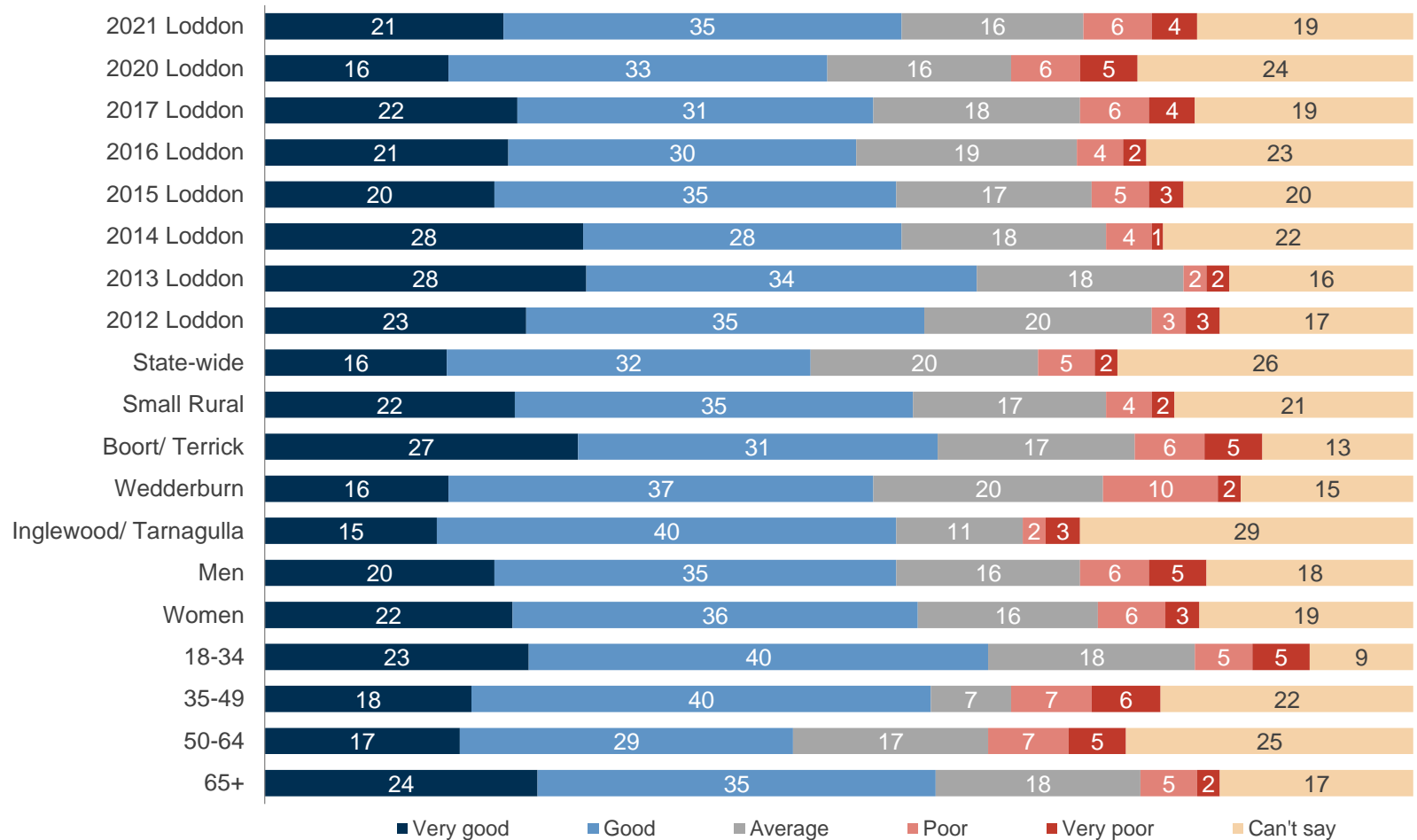
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11



Recreational facilities performance



2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Wedderburn	72	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	72	73	n/a	n/a	77	75	78	81	75	78
35-49	72	68	n/a	n/a	74	72	72	76	72	75
Women	71	71	n/a	n/a	74	75	75	76	77	75
Boort/ Terrick	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	70	70	69	70	69	70	71	70	70
Loddon	71	70	n/a	n/a	73	72	73	77	74	74
Men	70	68	n/a	n/a	72	70	72	78	70	72
50-64	70	72	n/a	n/a	70	68	73	76	73	73
Small Rural	69	68	68	69	69	68	70	n/a	n/a	n/a
Inglewood/ Tarnagulla	69	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	59	n/a	n/a	69	75	65	73	74	66

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

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

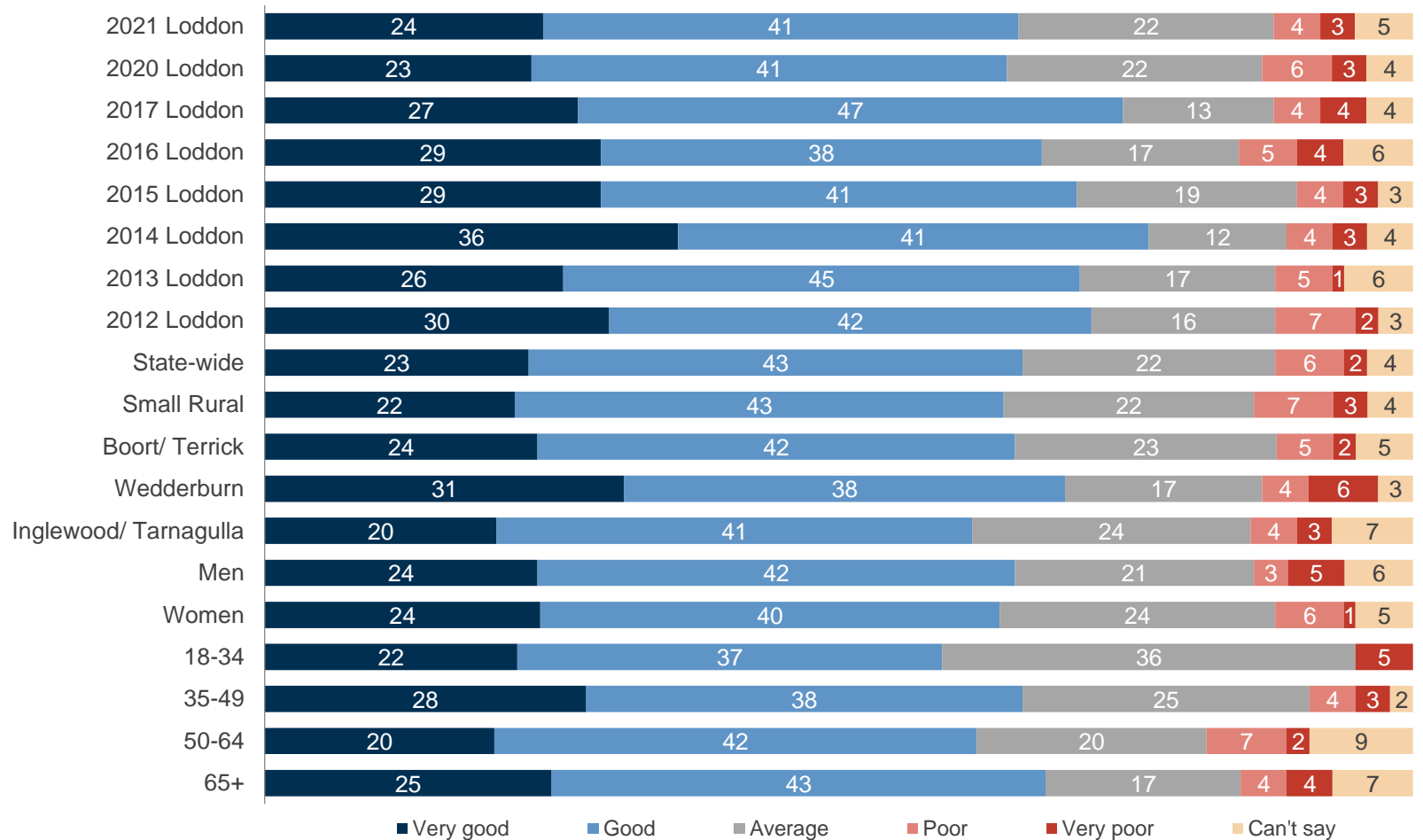
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13



The appearance of public areas performance



2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	81▲	68	n/a	n/a	69	75	65	71	73	72
Wedderburn	80	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	73	n/a	n/a	70	76	74	75	73	73
Boort/ Terrick	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	75	72	n/a	n/a	71	74	73	74	73	73
65+	75	72	n/a	n/a	72	77	75	77	72	74
Small Rural	75	72	73	72	74	73	74	n/a	n/a	n/a
Men	74	71	n/a	n/a	72	72	72	72	73	73
35-49	73	72	n/a	n/a	76	71	74	71	74	75
50-64	73	72	n/a	n/a	67	70	75	74	73	71
State-wide	73	72	72	71	71	71	72	72	71	71
Inglewood/ Tarnagulla	72	68	n/a	n/a	n/a	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: 40 Councils asked group: 13

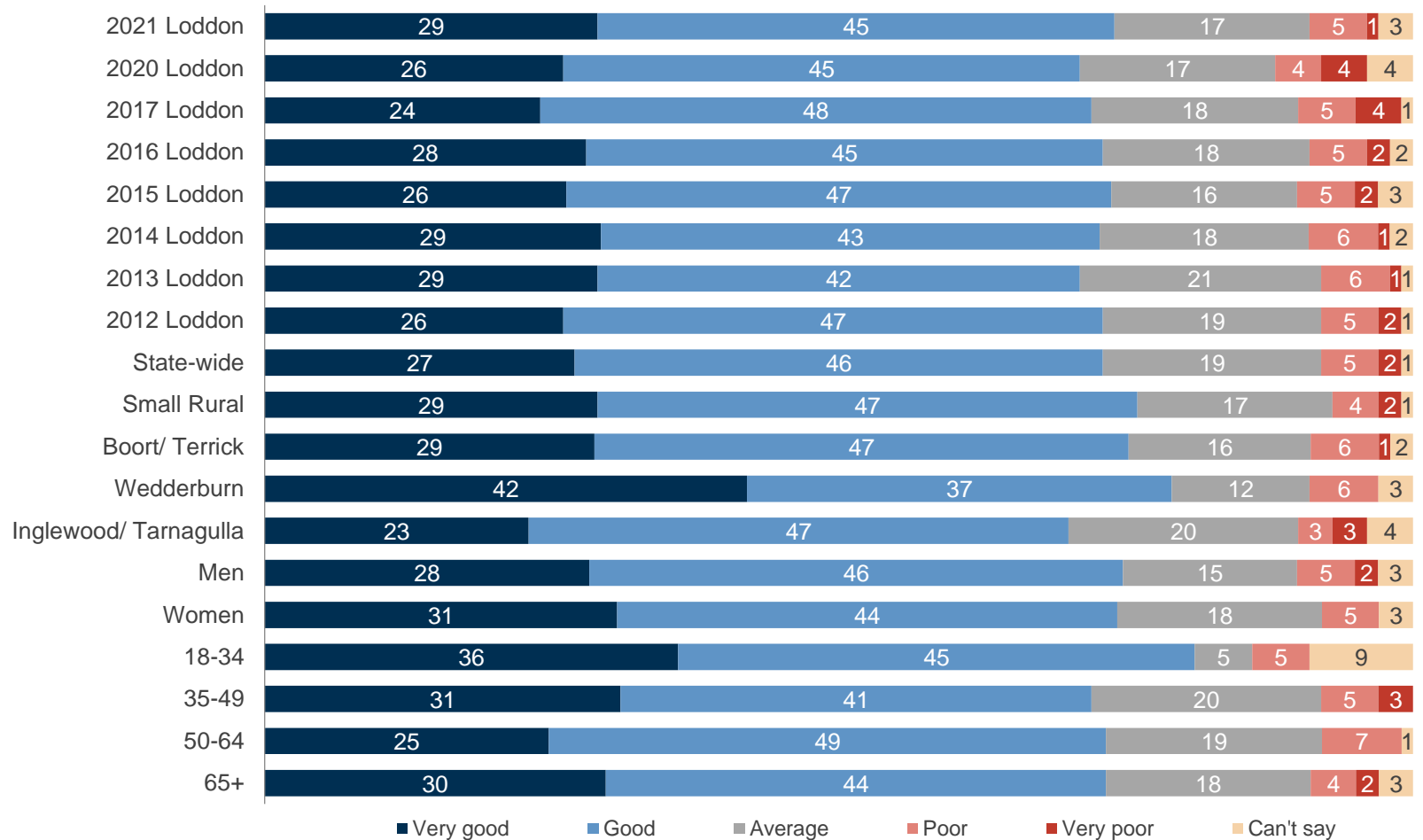
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 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: 40 Councils asked group: 13



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	78▲	74	n/a	n/a	75	76	80	81	76	75
Boort/ Terrick	74	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	69	n/a	n/a	75	77	76	78	78	74
Loddon	73	69	n/a	n/a	74	74	76	76	75	72
Men	73	70	n/a	n/a	74	71	75	74	73	70
Inglewood/ Tarnagulla	73	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	69	n/a	n/a	70	72	73	73	74	72
Wedderburn	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	66	n/a	n/a	76	73	73	72	77	62
State-wide	69▼	65	68	70	71	70	72	73	71	72
Small Rural	68▼	64	66	69	70	69	71	n/a	n/a	n/a
35-49	67	63	n/a	n/a	78	74	75	75	73	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

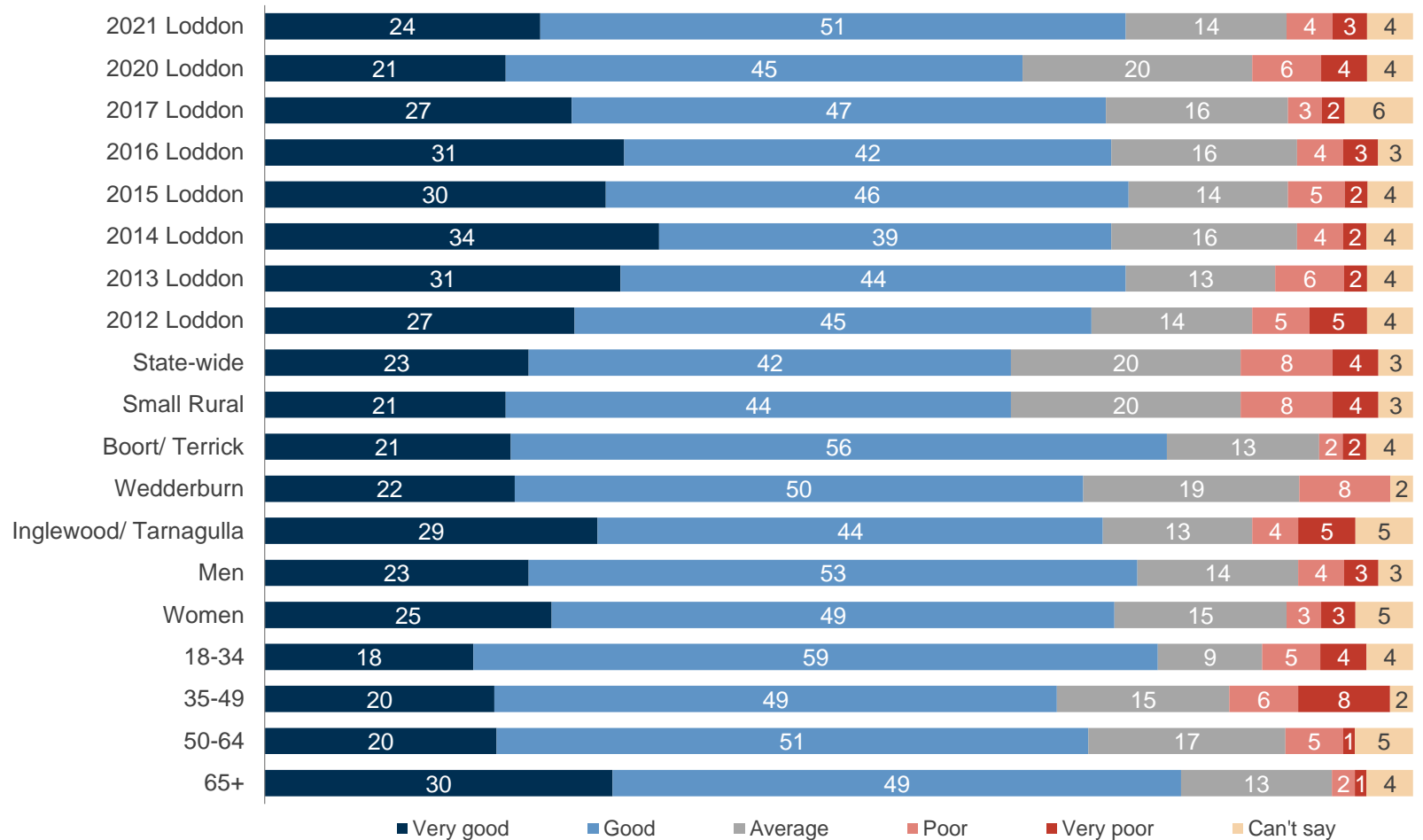
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 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



2021 town planning performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
65+	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Women	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63
Boort/ Terrick	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Wedderburn	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	55	54	53	52	54	55	55	54
Small Rural	50	48	53	51	49	53	n/a	n/a	n/a
Inglewood/ Tarnagulla	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58
50-64	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
35-49	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

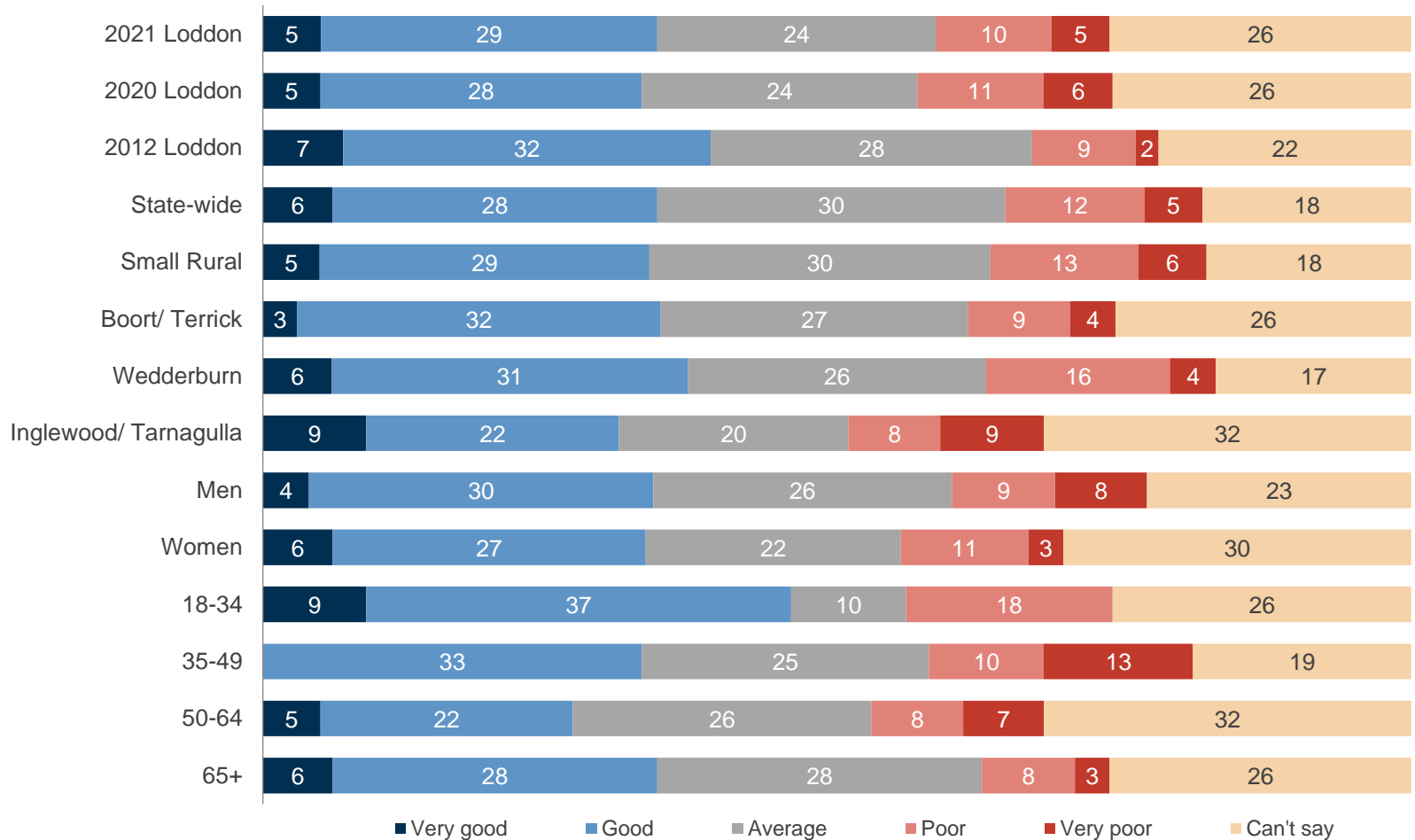
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2021 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: 21 Councils asked group: 2



Planning and building permits performance



2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	51	n/a	n/a	52	56	52	58	61	57
Boort/ Terrick	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51	52	52	51	50	54	53	55	54
65+	50	n/a	n/a	55	56	59	60	54	60
Men	48	n/a	n/a	51	48	52	55	53	56
Loddon	49	n/a	n/a	53	51	55	58	57	58
Women	50	n/a	n/a	55	55	59	61	62	60
Small Rural	46	48	51	51	50	53	n/a	n/a	n/a
Wedderburn	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	n/a	n/a	54	47	57	55	57	56
Inglewood/ Tarnagulla	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	n/a	n/a	50	48	51	58	56	56

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7

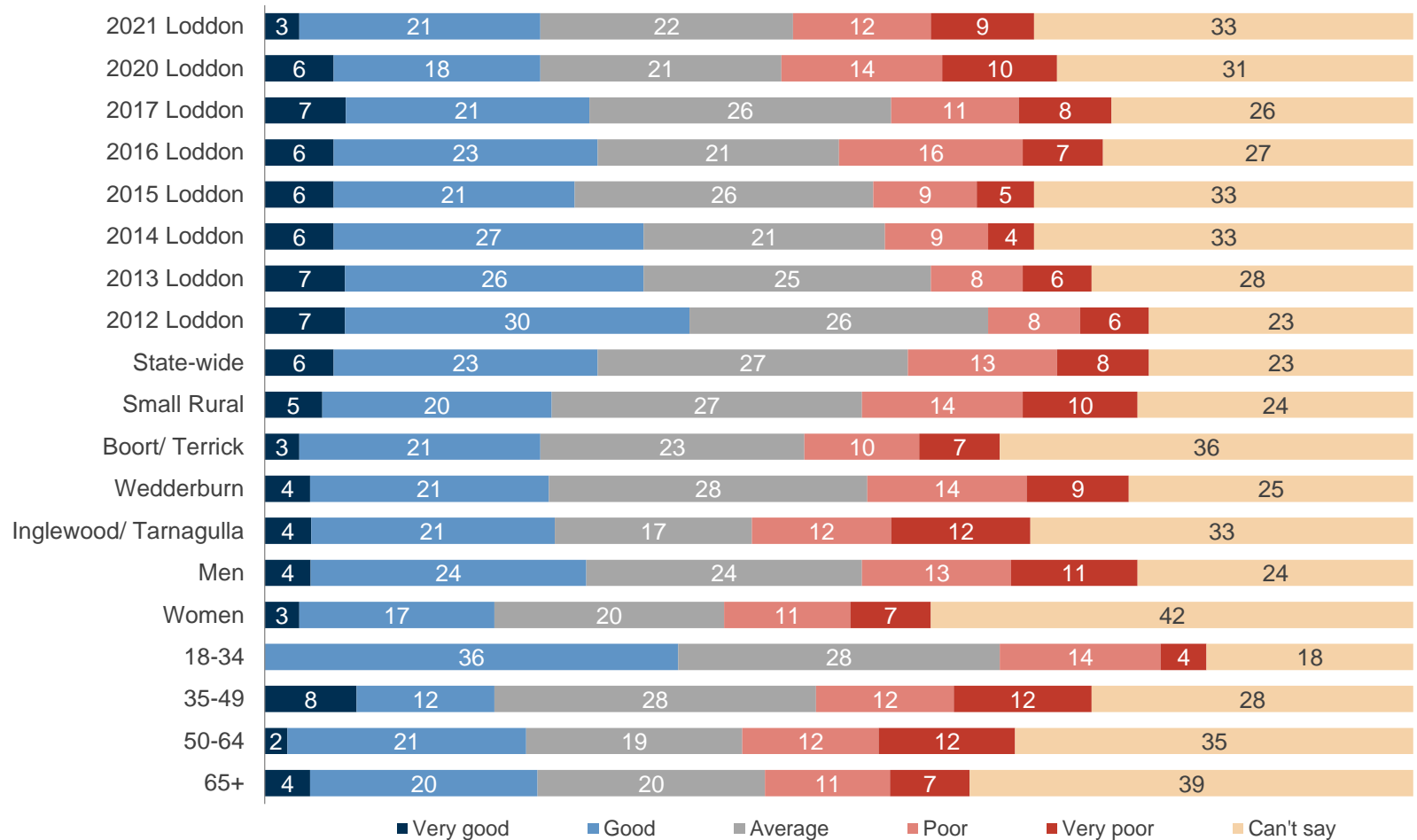
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2021 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7



Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74	67	n/a	n/a	66	68	69	72	70	67
Small Rural	72	70	72	72	71	70	n/a	n/a	n/a	
65+	72	67	n/a	n/a	74	72	74	77	72	76
Wedderburn	72	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Women	71	67	n/a	n/a	70	70	72	75	73	71
State-wide	71	68	72	71	70	69	70	71	70	70
Boort/ Terrick	71	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Loddon	70	65	n/a	n/a	68	67	71	72	71	70
Men	69	62	n/a	n/a	67	65	69	70	69	69
35-49	69	63	n/a	n/a	67	63	71	68	70	71
Inglewood/ Tarnagulla	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
50-64	65	62	n/a	n/a	62	63	67	71	69	64

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

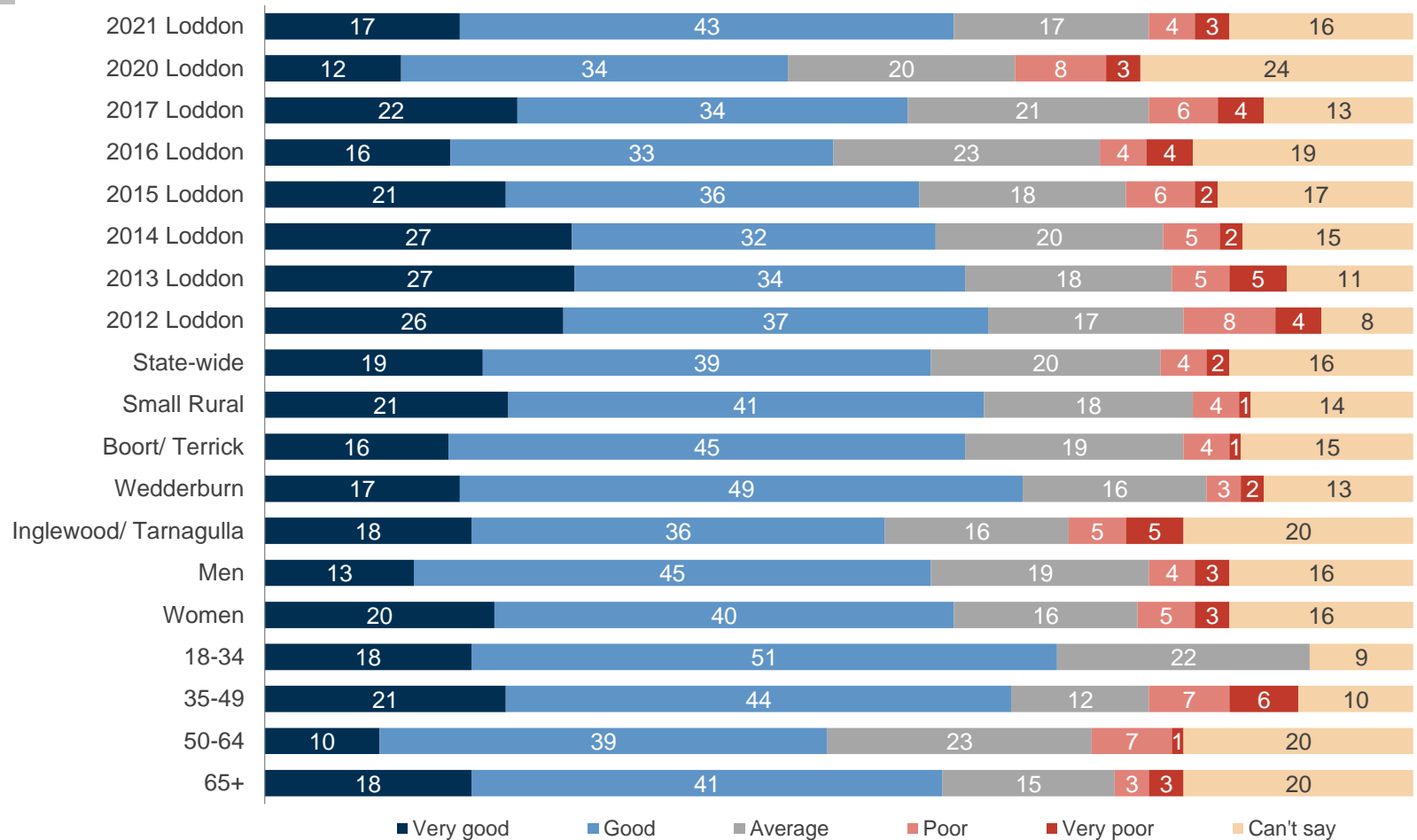
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	n/a	n/a	49	53	58	59	59	59
Men	46	n/a	n/a	44	49	49	50	55	50
50-64	45	n/a	n/a	39	48	47	49	51	47
Loddon	44	n/a	n/a	43	49	49	51	54	52
Inglewood/ Tarnagulla	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	38	n/a	n/a	39	44	36	47	51	50
Women	43	n/a	n/a	43	49	49	53	53	53
State-wide	44	44	43	44	43	45	45	44	46
Small Rural	43	43	40	43	44	45	n/a	n/a	n/a
35-49	39	n/a	n/a	42	45	47	48	52	50

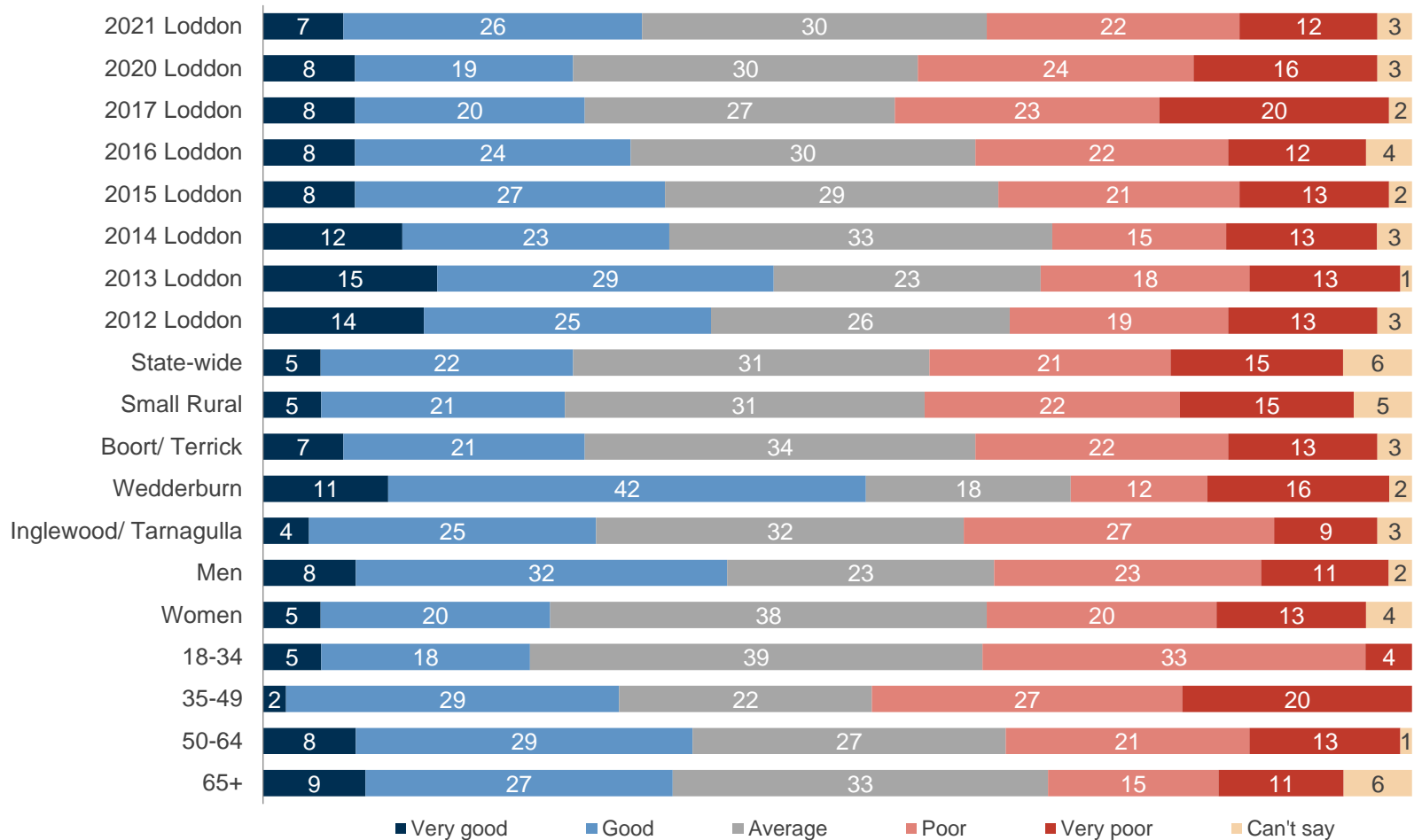
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 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: 24 Councils asked group: 10



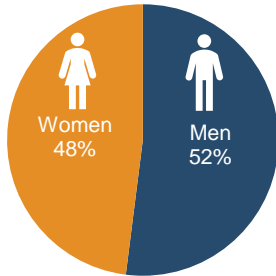
Detailed demographics



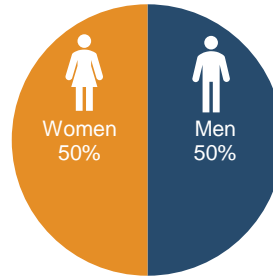
Gender and age profile

2021 gender

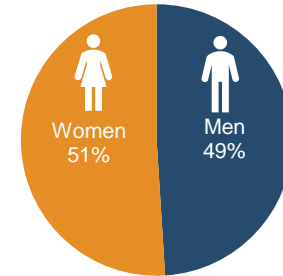
Loddon



Small Rural

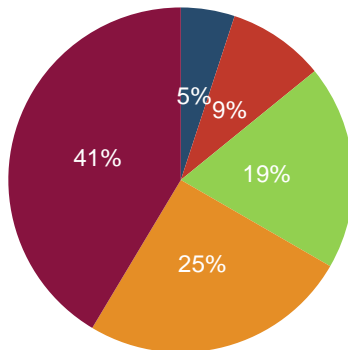


State-wide

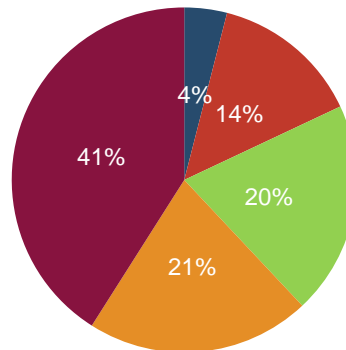


2021 age

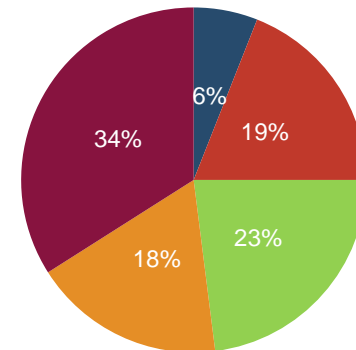
Loddon



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.



**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 2021 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 6,100 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	183	208	+/-7.2
Women	217	192	+/-6.5
Boort/ Terrick	195	192	+/-6.9
Wedderburn	72	76	+/-11.6
Inglewood/ Tarnagulla	133	131	+/-8.4
18-34 years	22	57	+/-21.3
35-49 years	43	76	+/-15.1
50-64 years	128	102	+/-8.6
65+ years	207	165	+/-6.7



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:

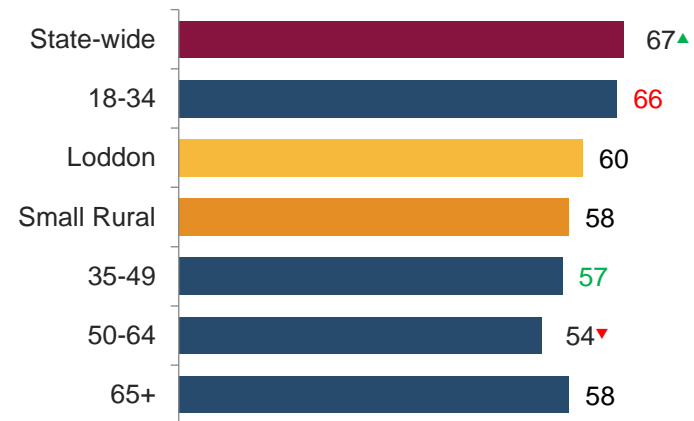
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 overall performance (index scores)
(example extract only)





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=401 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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 17th June 2020 – 19th March 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 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 2021 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

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 2012-2021 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 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)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Lobbying on behalf of the community (Lobbying)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)

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 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2021 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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Katrina Cox
Director of Client Services
kcox@jwsresearch.com

