



2022 Local Government Community Satisfaction Survey

Loddon Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Waste management</u>	<u>66</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Town planning policy</u>	<u>68</u>
<u>Detailed findings</u>	<u>11</u>	<u>Planning and building permits</u>	<u>70</u>
<u>Overall performance</u>	<u>12</u>	<u>Emergency and disaster management</u>	<u>72</u>
<u>Customer service</u>	<u>25</u>	<u>Maintenance of unsealed roads</u>	<u>74</u>
<u>Communication</u>	<u>34</u>	<u>Detailed demographics</u>	<u>76</u>
<u>Council direction</u>	<u>39</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>78</u>
<u>Individual service areas</u>	<u>43</u>	<u>Appendix B: Further project information</u>	<u>83</u>
<u>Community consultation and engagement</u>	<u>44</u>		
<u>Lobbying on behalf of the community</u>	<u>46</u>		
<u>Decisions made in the interest of the community</u>	<u>48</u>		
<u>Condition of sealed local roads</u>	<u>50</u>		
<u>Informing the community</u>	<u>52</u>		
<u>Condition of local streets and footpaths</u>	<u>54</u>		
<u>Enforcement of local laws</u>	<u>56</u>		
<u>Family support services</u>	<u>58</u>		
<u>Elderly support services</u>	<u>60</u>		
<u>Recreational facilities</u>	<u>62</u>		
<u>Appearance of public areas</u>	<u>64</u>		



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-third year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 23 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 23 years of results, the CSS offers councils a consistent, 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.



Key findings and recommendations



Loddon Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Loddon 59



State-wide 59



Small Rural 58

Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none">  Community decisions  Waste management 	<ul style="list-style-type: none">  Planning & building permits  Local streets & footpaths  Family support services
Compared to group average	<ul style="list-style-type: none">  Community decisions  Waste management 	<ul style="list-style-type: none">  Elderly support services  Planning & building permits  Family support services



Summary of core measures

Index scores

Overall performance

Consultation & engagement

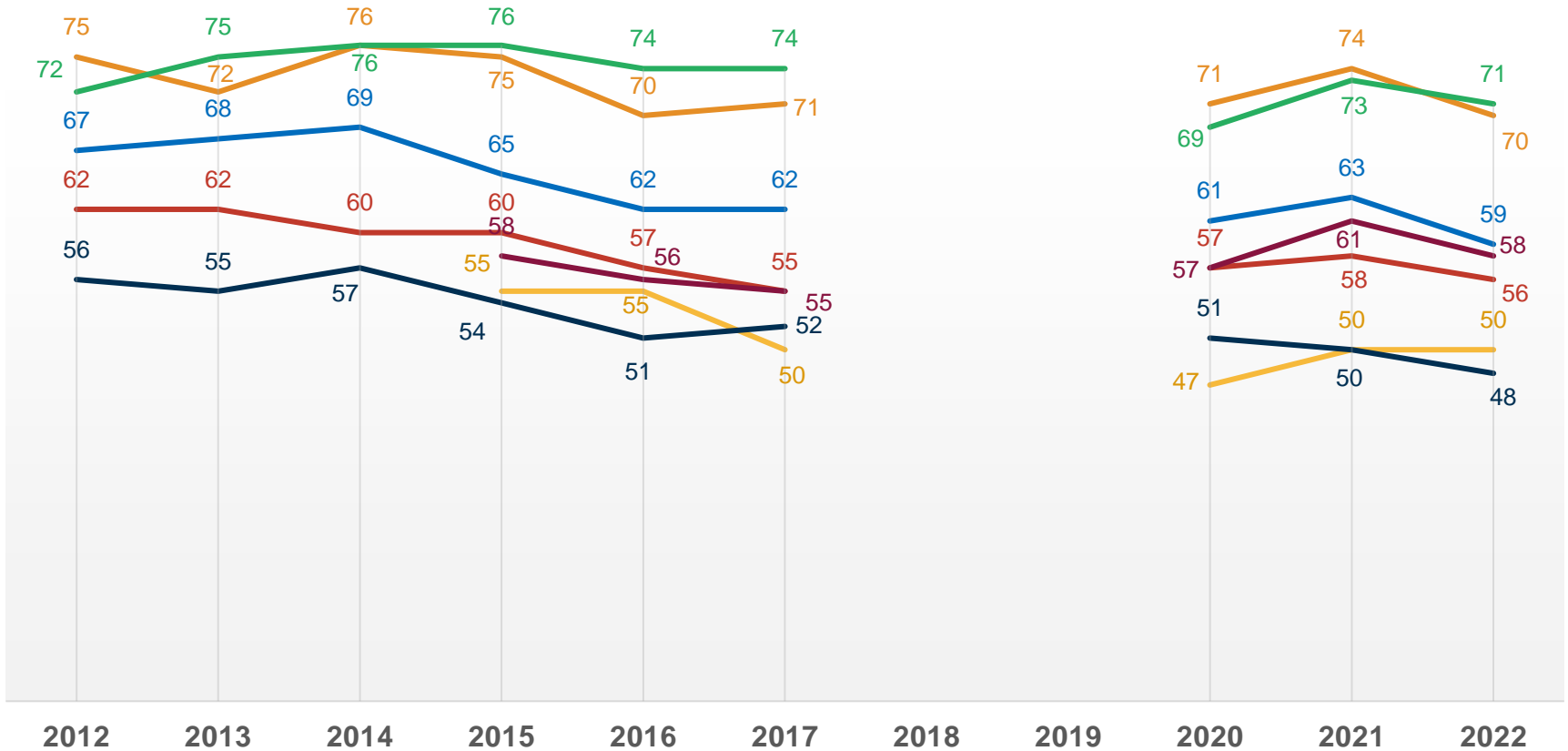
Community decisions

Sealed local roads

Waste management

Customer service

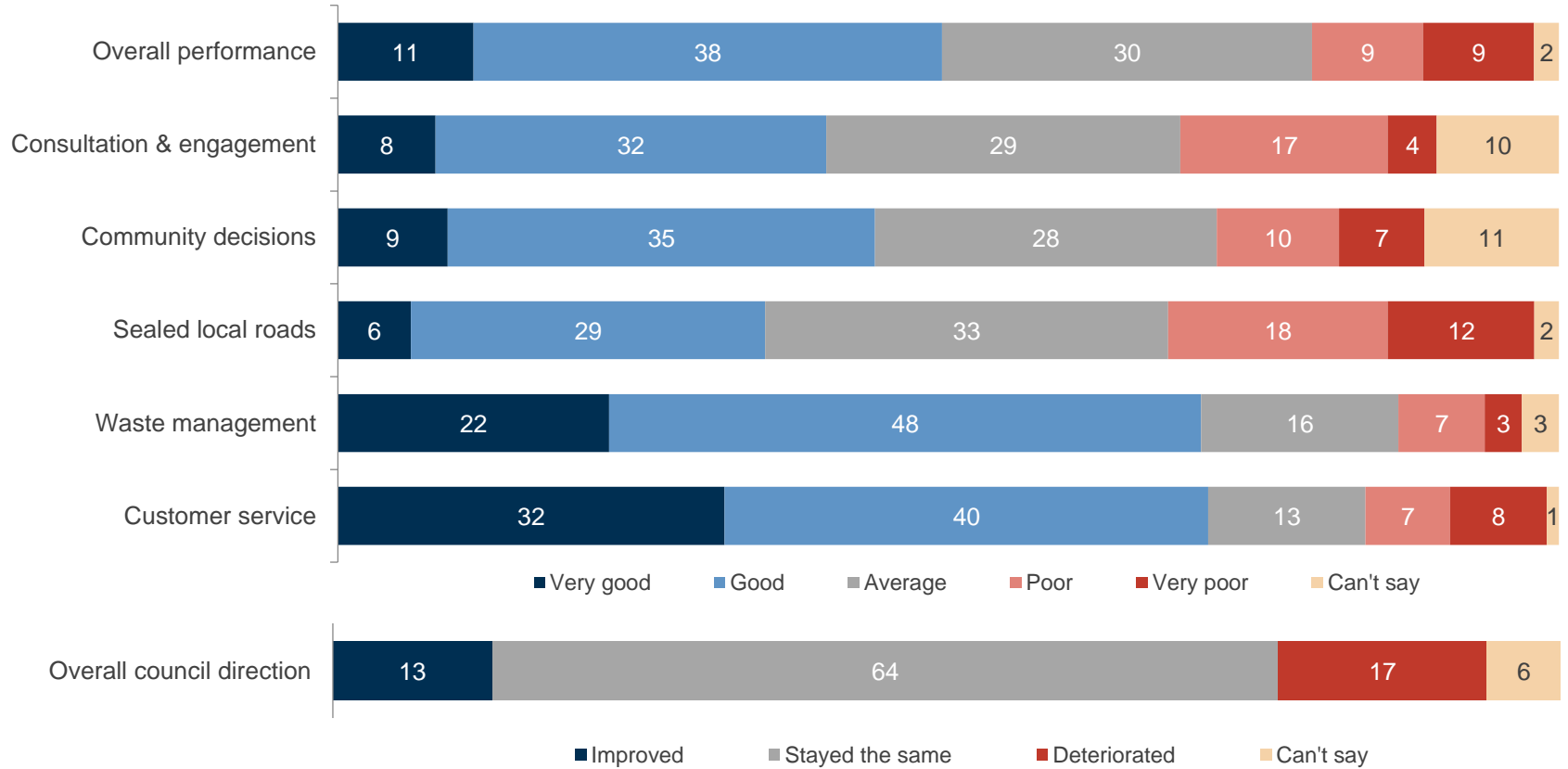
Overall council direction









Summary of core measures

Core measures summary results (%)














Summary of Loddon Shire Council performance

Services	Loddon 2022	Loddon 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	59	63	58	59	Aged 65+ years	Aged 35-49 years
 Overall council direction	48	50	51	50	Aged 18-34 years	Aged 35-49 years
 Customer service	70	74	67	68	Wedderburn residents	Men
 Appearance of public areas	71	75	73	71	Aged 65+ years	Aged 18-34 years
 Waste management	71	73	68	68	Aged 65+ years	Aged 50-64 years
 Recreational facilities	69	71	69	69	Aged 65+ years	Aged 18-34 years
 Emergency & disaster mngt	66	70	68	66	Wedderburn residents	Aged 50-64 years, Aged 35-49 years
 Elderly support services	64	70	70	67	Aged 65+ years, Inglewood/Tarnagulla residents	Aged 18-34 years
 Enforcement of local laws	61	64	62	63	Aged 35-49 years	Aged 18-34 years, Wedderburn residents
 Family support services	61	65	64	65	Aged 65+ years	Aged 18-34 years



Summary of Loddon Shire Council performance

Services		Loddon 2022	Loddon 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Informing the community	60	61	59	59	Inglewood/ Tarnagulla residents	Aged 18-34 years
	Community decisions	58	61	54	54	Wedderburn residents, Aged 65+ years	Aged 50-64 years, Aged 35-49 years
	Consultation & engagement	56	58	54	54	Aged 65+ years, Wedderburn residents	Aged 35-49 years
	Lobbying	54	58	54	53	Aged 65+ years	Aged 18-34 years, Aged 35-49 years
	Town planning policy	54	56	56	54	Wedderburn residents	Aged 35-49 years
	Local streets & footpaths	53	55	55	57	Aged 50-64 years	Aged 18-34 years, Aged 35-49 years
	Sealed local roads	50	50	50	53	Aged 65+ years, Wedderburn residents	Aged 18-34 years
	Planning & building permits	44	49	48	50	Women	Wedderburn residents, Men
	Unsealed roads	42	48	42	41	Aged 65+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Council's overall performance continues to be rated well in 2022 (index score of 59). However, ratings have declined significantly over the past year on overall performance and across several individual services areas, including Council's top performing area (appearance of public areas) and poorest performing areas (unsealed roads, planning and building permits).

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service area that most influences perceptions of overall performance, namely, decisions made in the interest of the community. Council should also work to strengthen performance in the related areas of lobbying and community consultation, and the condition of sealed roads. These are also key influences on overall perceptions, where Council currently performs less well.

Comparison to state and area grouping

Council performs as well as or significantly higher than the State-wide and Small Rural council group averages in a majority of service areas. Areas that stand out as more in need of Council attention include planning and building permits and elderly and family support services, which rate significantly lower than both the Small Rural group and State-wide averages – and sealed roads and local streets, which rate below the State-wide average.

Shore up strengths and address community pain points

Over the next 12 months, Council should maintain efforts in its best performing areas of waste management and the appearance of public areas, which are key influences on overall community perceptions. Council should also attend to the maintenance of its roads and streets, particularly those used by Boort / Terrick residents. These are less well rated and cited by Council residents as areas most in need of improvement.

DETAILED FINDINGS



Overall performance

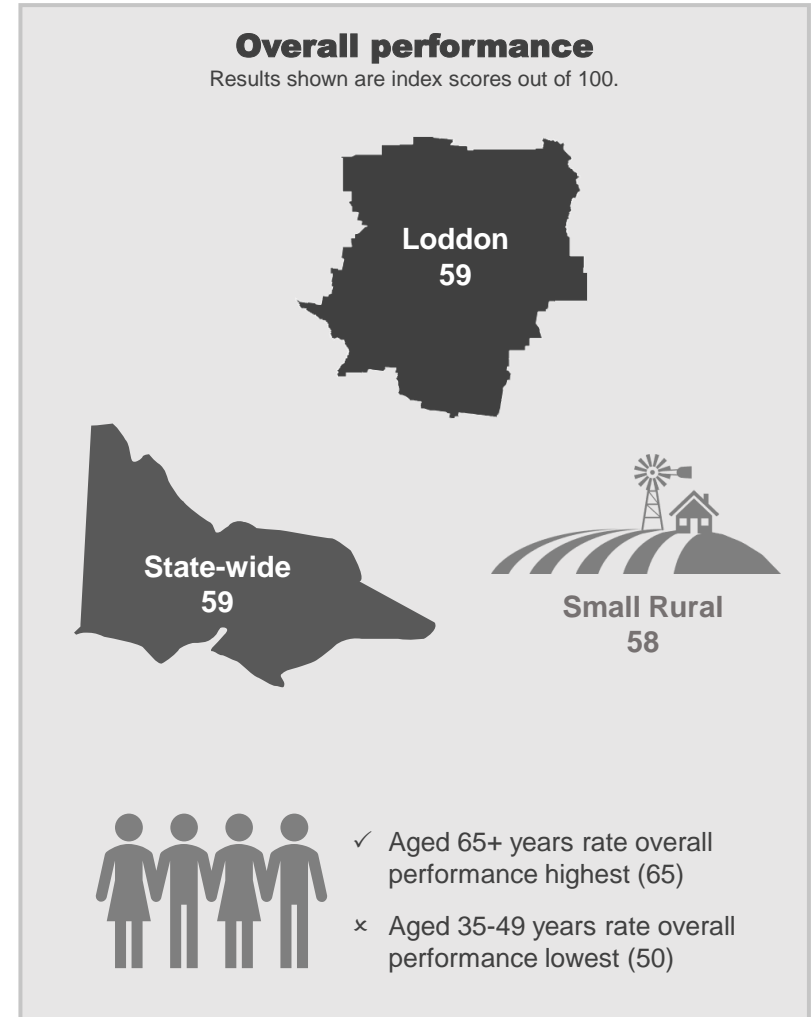


Overall performance

The overall performance index score of 59 for Loddon Shire Council represents a significant four-point decline on the 2021 result.

- Overall performance is at its lowest level since 2012.
- Contributing to the decline this year is a significant decline in perceptions among men (index score of 58, down six index points) and residents of Boort/ Terrick (index score of 57, down seven points).
- Perceptions among other demographic and geographic cohorts did not exhibit any significant change in the past year.
- Residents aged 65 years and over (index score of 65) have significantly higher (at the 95% confidence interval) than average views of Council's overall performance. By contrast, residents aged 35 to 49 years (index score of 50) rate overall performance significantly lower than the Council average.

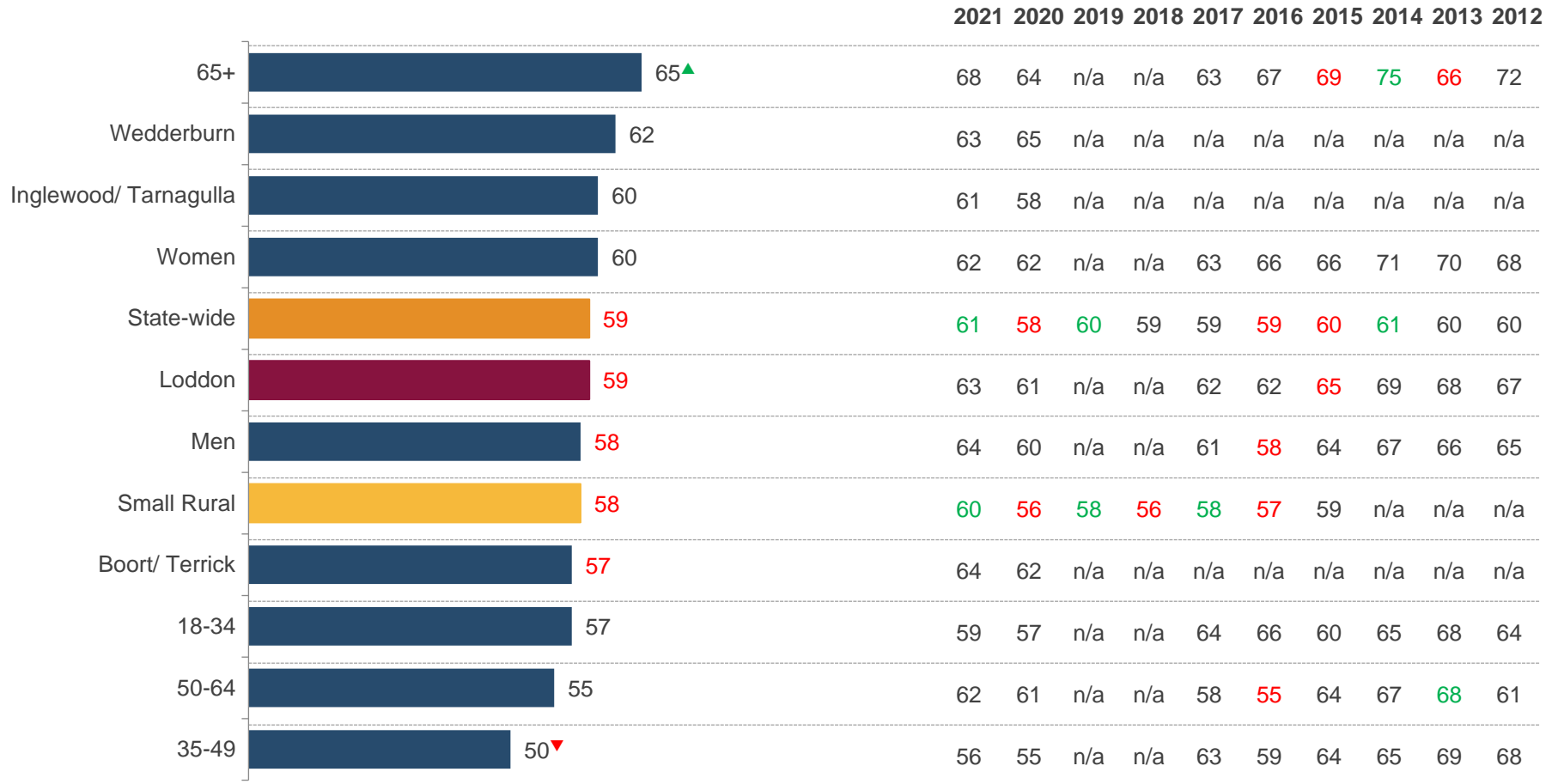
Loddon Shire Council's overall performance is rated in line with councils in the Small Rural group and the State-wide average for councils (index scores of 58 and 59 respectively).





Overall performance

2022 overall performance (index scores)

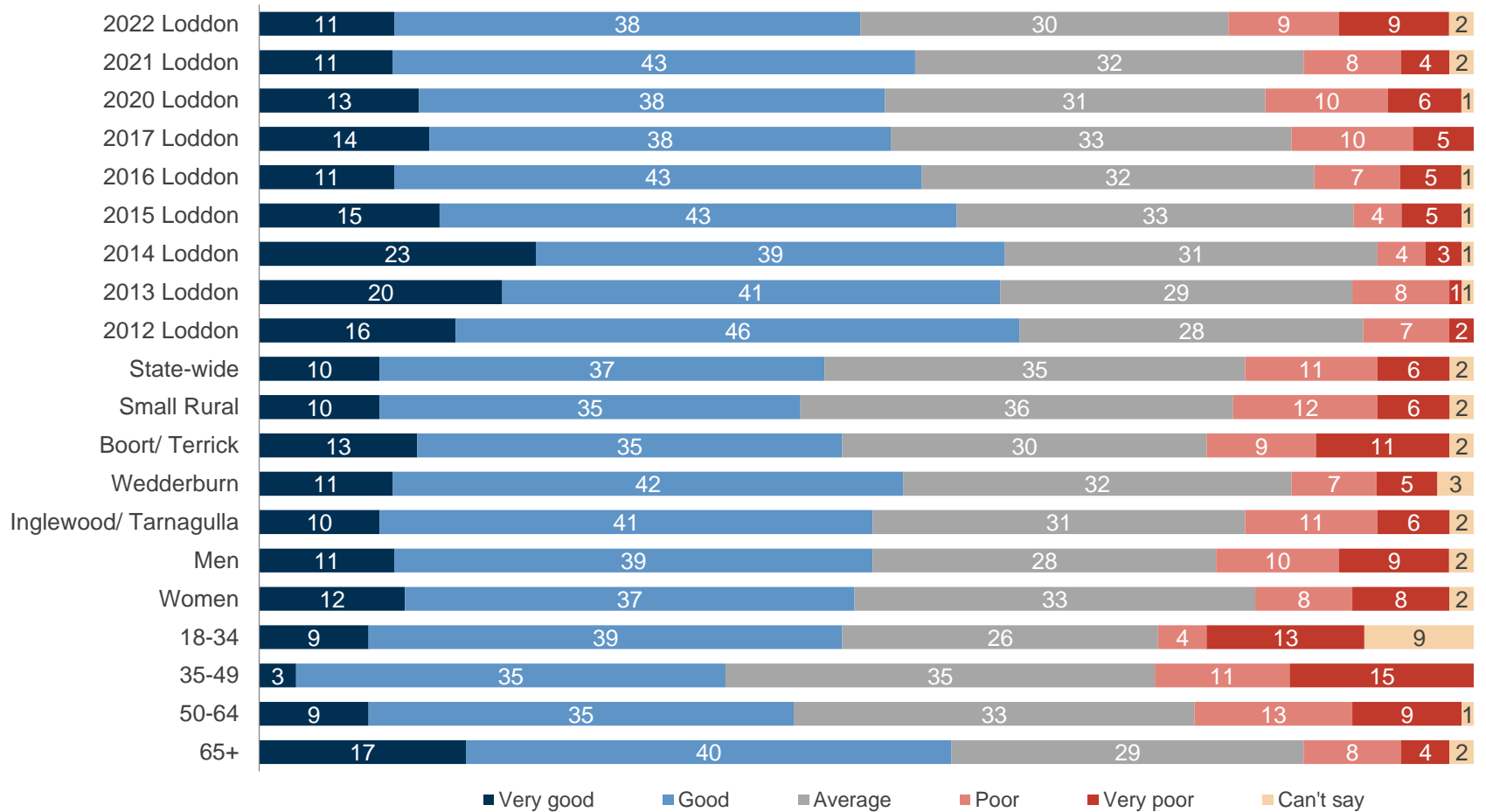


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2022 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: 67 Councils asked group: 19



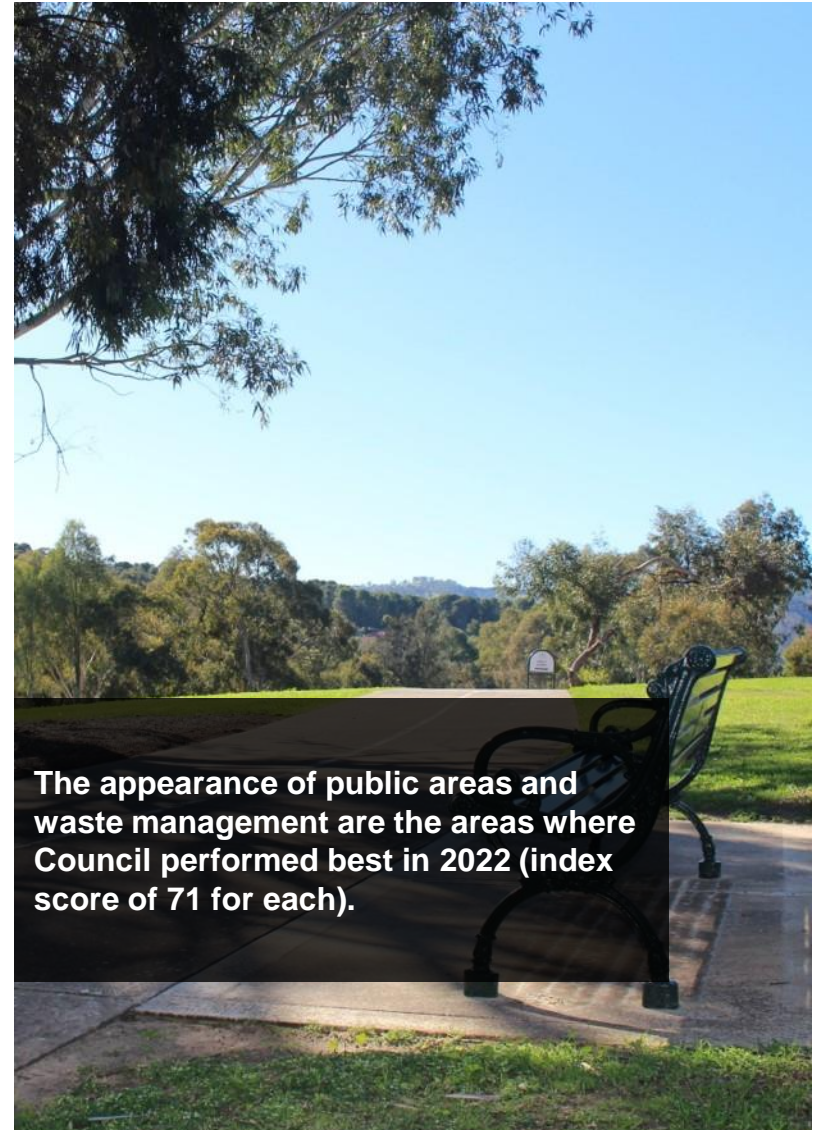
Top performing service areas

The appearance of public areas and waste management are where Council performed best in 2022 (index score of 71 for each). These were also Council's best performing areas in 2021, however ratings are lower this year, with public areas down significantly (four points).

- Council ratings for waste management are significantly higher than both the Small Rural group and State-wide averages, and in line with these averages on appearance of public areas.
- Residents aged 65 years and over are most positive about Council performance in these two service areas.

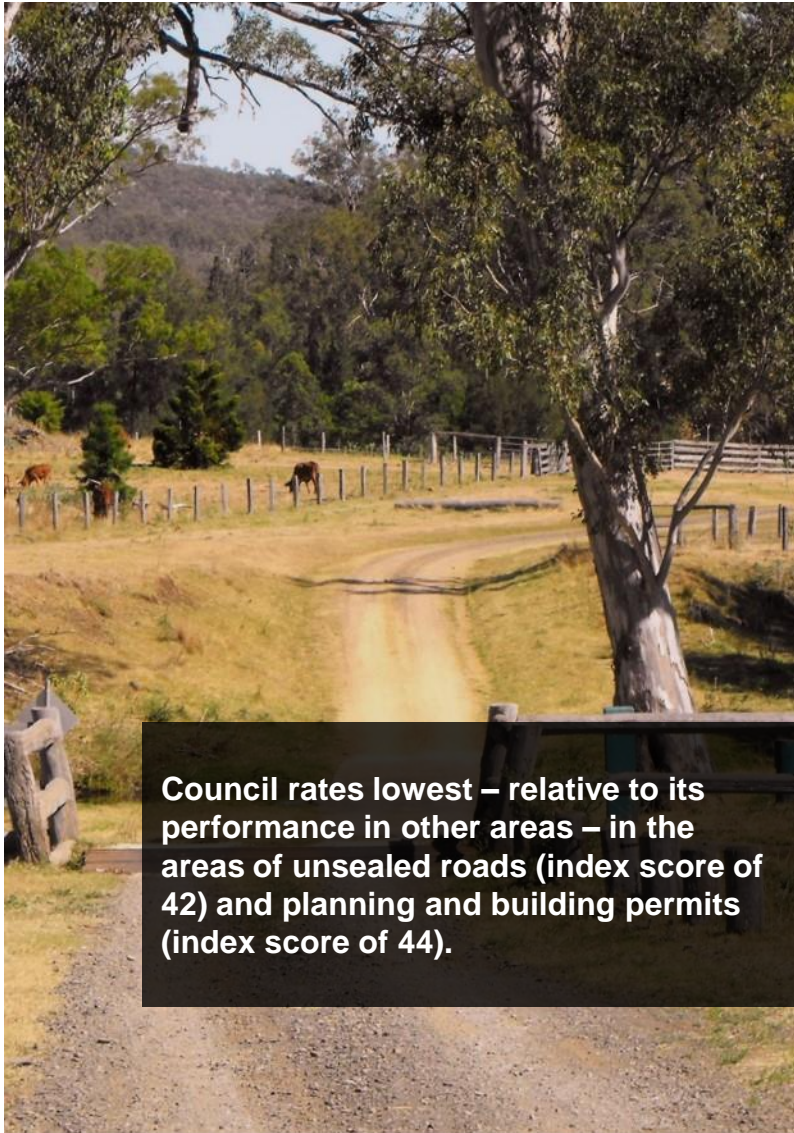
Recreational facilities, emergency and disaster management and elderly support services also remain higher performing areas for Council (index scores of 69, 66 and 64 respectively). However, ratings for emergency management and elderly support services have significantly declined (down four and six points respectively) after a pandemic-related boost in 2021.

- Residents aged 65 years and over are most positive about Council performance on recreational facilities and elderly support services.
- Elderly support services are rated significantly higher than the Council average by Inglewood / Tarnagulla residents but significantly lower among Wedderburn residents.





Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 42) and planning and building permits (index score of 44).

Council rates lowest – relative to its performance in other areas – on the maintenance of unsealed roads and planning and building permits (index scores of 42 and 44 respectively).

Performance ratings have fallen significantly in both areas since 2021 (six and five points respectively) and are now at their lowest levels recorded.

- Council rates in line with State-wide and Small Rural group averages for unsealed roads but significantly lower than both on planning and building permits.
- Ratings have declined markedly among Boort / Terrick and Wedderburn residents and these localities may require focused efforts to improve perceptions.

Council also performs less well on maintaining its sealed local roads and local streets and footpaths, (index scores of 50 and 53 respectively).

Further, maintenance of sealed roads (20%), footpaths / walking tracks (11%) and unsealed roads (8%) are leading areas volunteered by residents as most needing improvement.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	71	75	72	n/a	n/a	71	74	73	74	73	73
Waste management	71	73	69	n/a	n/a	74	74	76	76	75	72
Recreational facilities	69	71	70	n/a	n/a	73	72	73	77	74	74
Emergency & disaster mngt	66	70	65	n/a	n/a	68	67	71	72	71	70
Elderly support services	64	70	66	n/a	n/a	69	71	70	75	75	72
Enforcement of local laws	61	64	65	n/a	n/a	63	63	65	65	68	67
Family support services	61	65	65	n/a	n/a	67	65	65	67	69	66
Informing the community	60	61	62	n/a	n/a	59	60	62	65	64	64
Community decisions	58	61	57	n/a	n/a	55	56	58	n/a	n/a	n/a
Consultation & engagement	56	58	57	n/a	n/a	55	57	60	60	62	62
Lobbying	54	58	57	n/a	n/a	58	60	59	62	60	63
Town planning policy	54	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Local streets & footpaths	53	55	52	n/a	n/a	51	56	61	62	60	58
Sealed local roads	50	50	47	n/a	n/a	50	55	55	n/a	n/a	n/a
Planning & building permits	44	49	49	n/a	n/a	53	51	55	58	57	58
Unsealed roads	42	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?

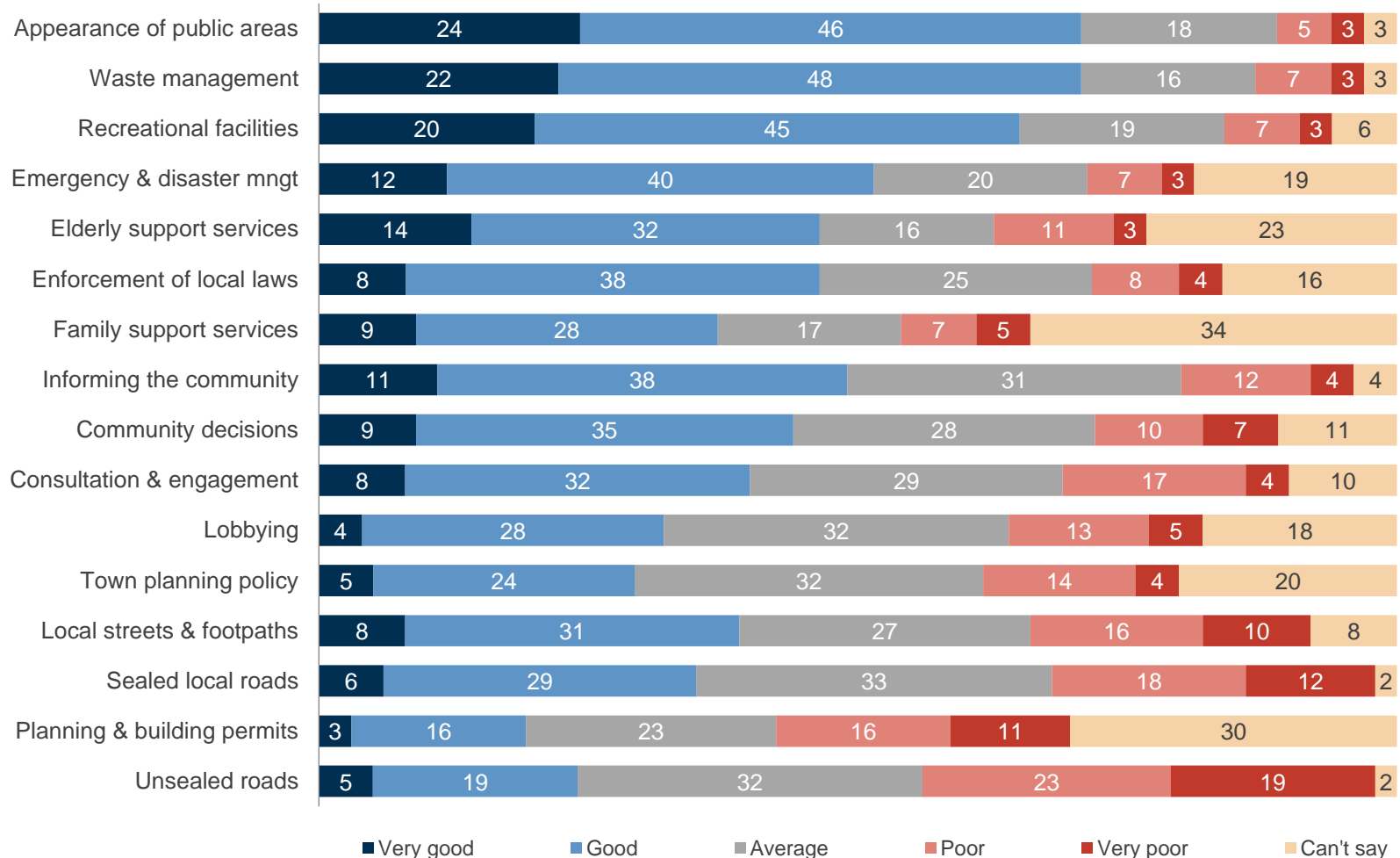
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 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 more moderate influence on the overall performance rating are:

- The condition of sealed local roads
- Lobbying on behalf of the community
- Community consultation and engagement
- The appearance of public areas
- Waste management.

Looking at these key service areas only, the appearance of public areas and waste management have a high performance index (71 for each) and a moderate influence on the overall performance rating.

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

Other service areas that have a moderate to strong influence on overall perceptions, but perform relatively less well, are the condition of sealed local roads, lobbying on behalf of the community and the related area of community consultation and engagement (index scores of 50, 54, and 56 respectively).

Ensuring that sealed roads are well maintained, consulting on key local issues and demonstrating Council efforts to advance and defend local interests, can also help shore up positive overall perceptions 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.

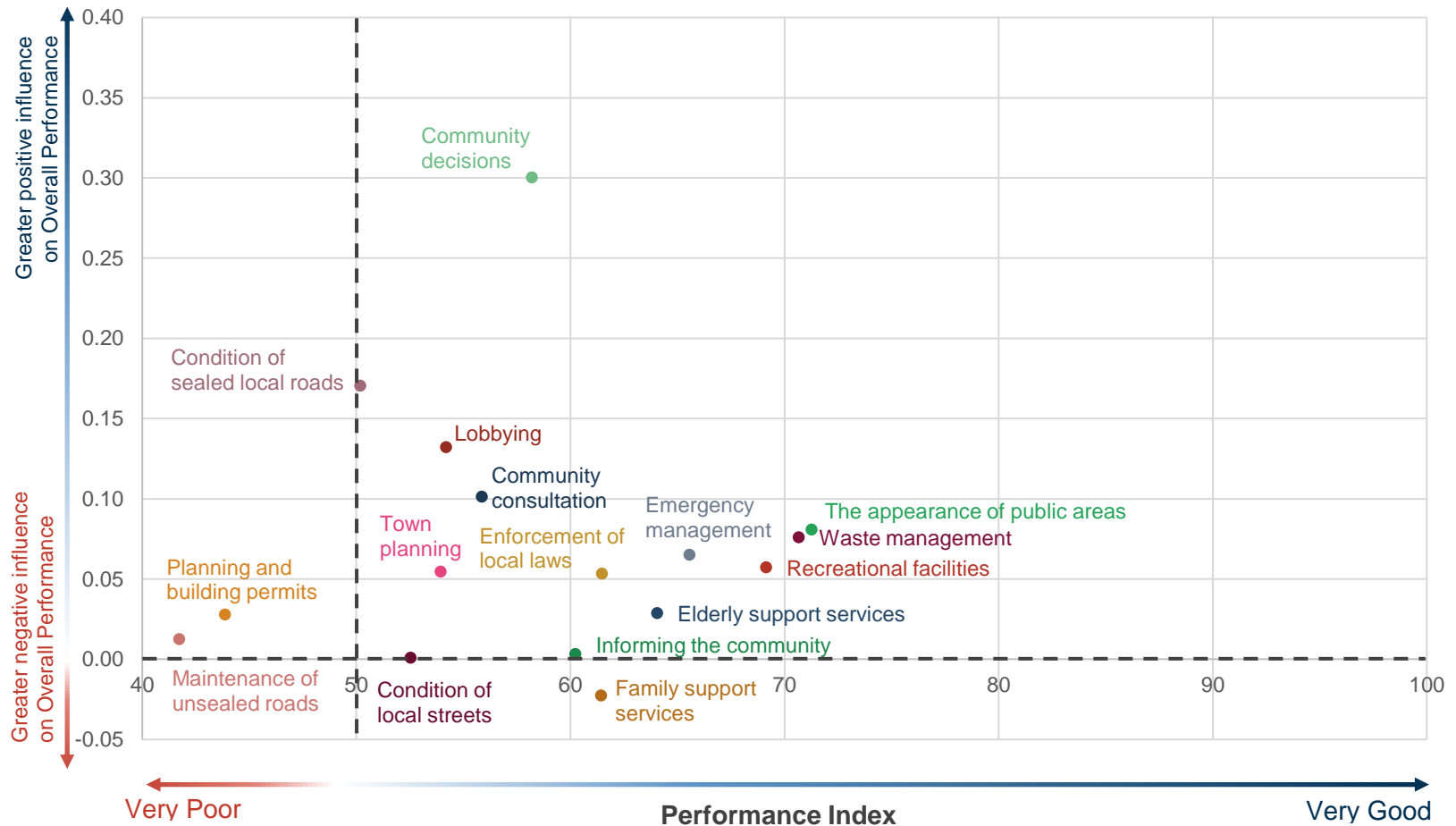
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

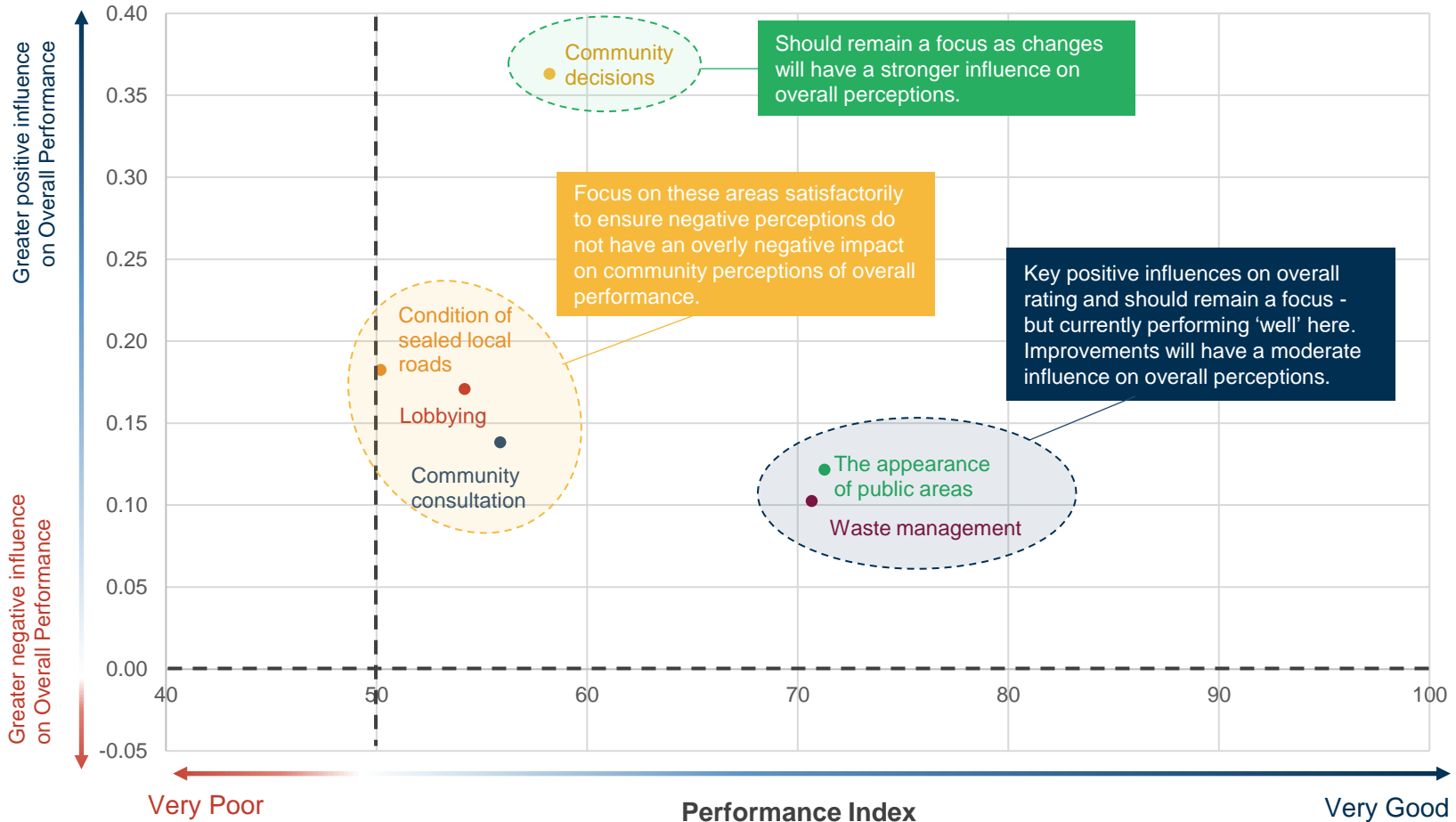


The multiple regression analysis model above (all service areas) has an R^2 value of 0.662 and adjusted R^2 value of 0.648, which means that 66% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 46.92$. 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

2022 regression analysis (key service areas)

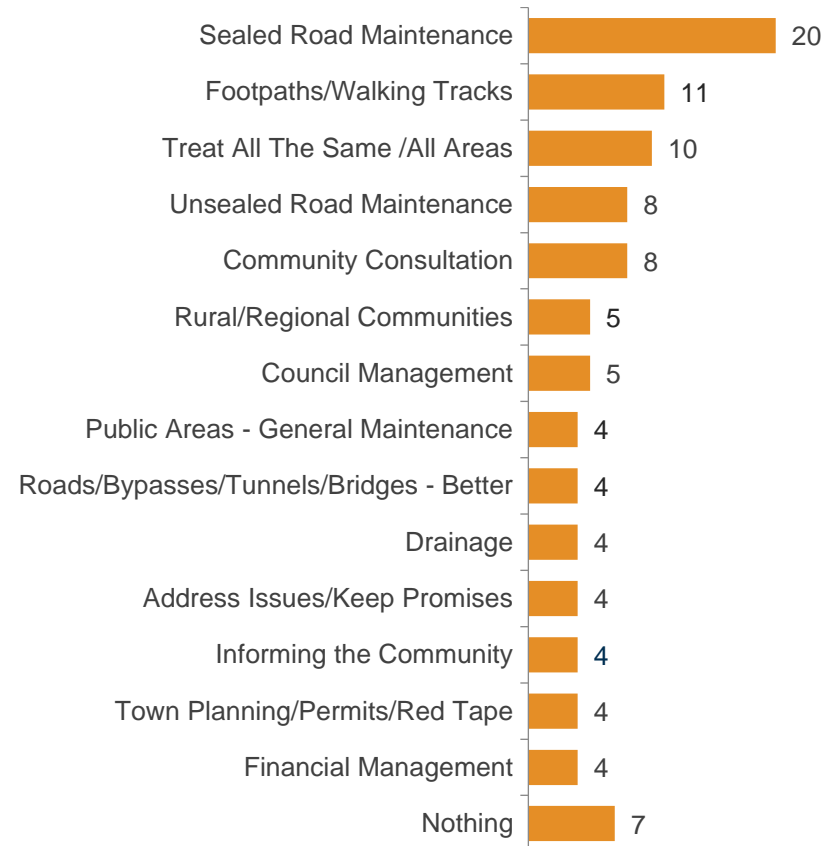


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.649 and adjusted R^2 value of 0.644, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 121.14$.



Areas for improvement

2022 areas for improvement (%) - Top mentions only -





Customer service



Contact with council and customer service

Contact with council

Six in 10 residents (61%) have had contact with Council in the last 12 months.

- Rate of contact is up three points on 2021 but remains lower than earlier years.

Telephone (44%) remains the main method of contacting Council, followed by in person (23%) and via email (17%).



Among those residents who have had contact with Council, 72% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 70 is down four points from 2021, erasing the three-point improvement recorded between 2020 and 2021.

- Customer service is rated in line with the State-wide and Small Rural group averages (index scores of 68 and 67 respectively).
- Residents aged 18 to 34 years rate Council's customer service significantly lower than the Council-wide average, however only a minority (48%) of this group have had contact with Council.

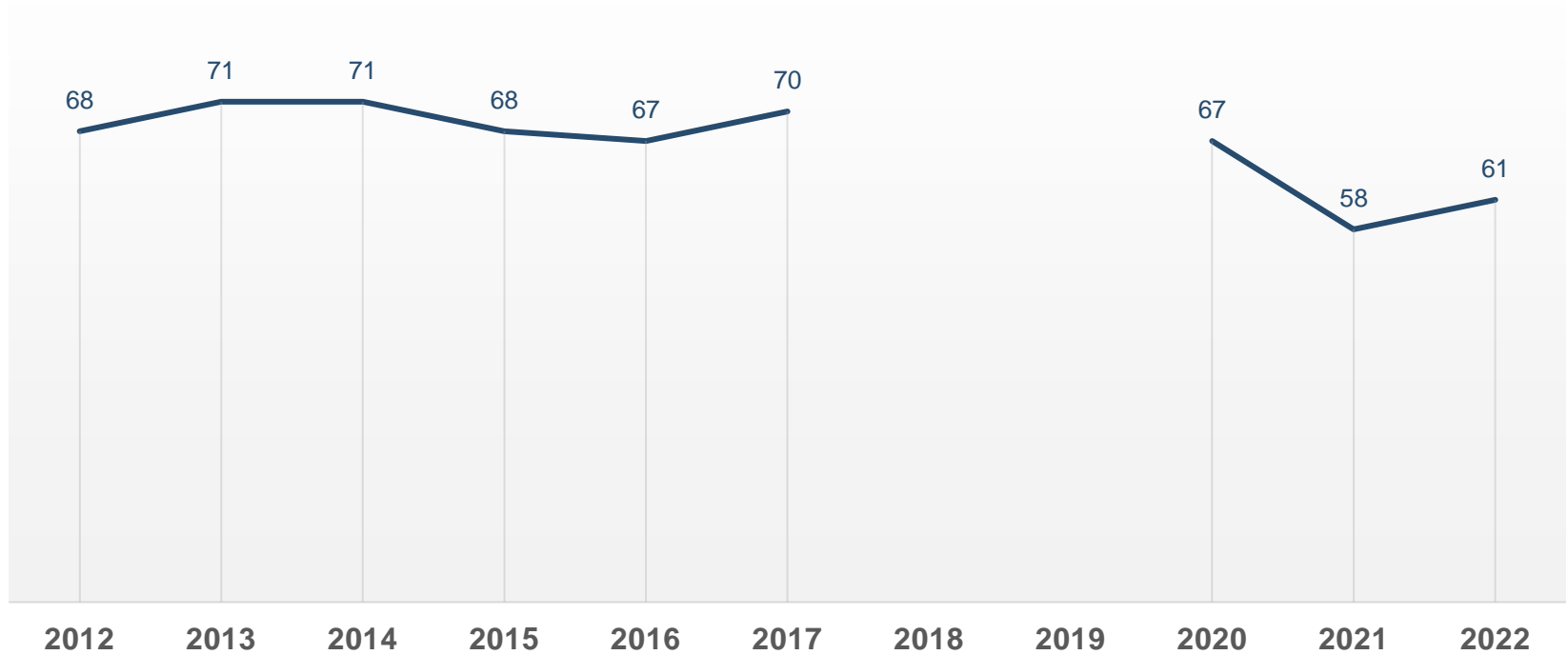
Among those who have had contact with council, 72% provide a positive customer service rating of 'very good' or 'good'. Few (15%) rate Council's customer service as 'poor' or 'very poor'.

On the key methods of contact, service is rated highly for telephone and in person interactions (index score of 71 for each). Email contact rates slightly lower (index score of 62).



Contact with council

2022 contact with council (%)
Have had contact



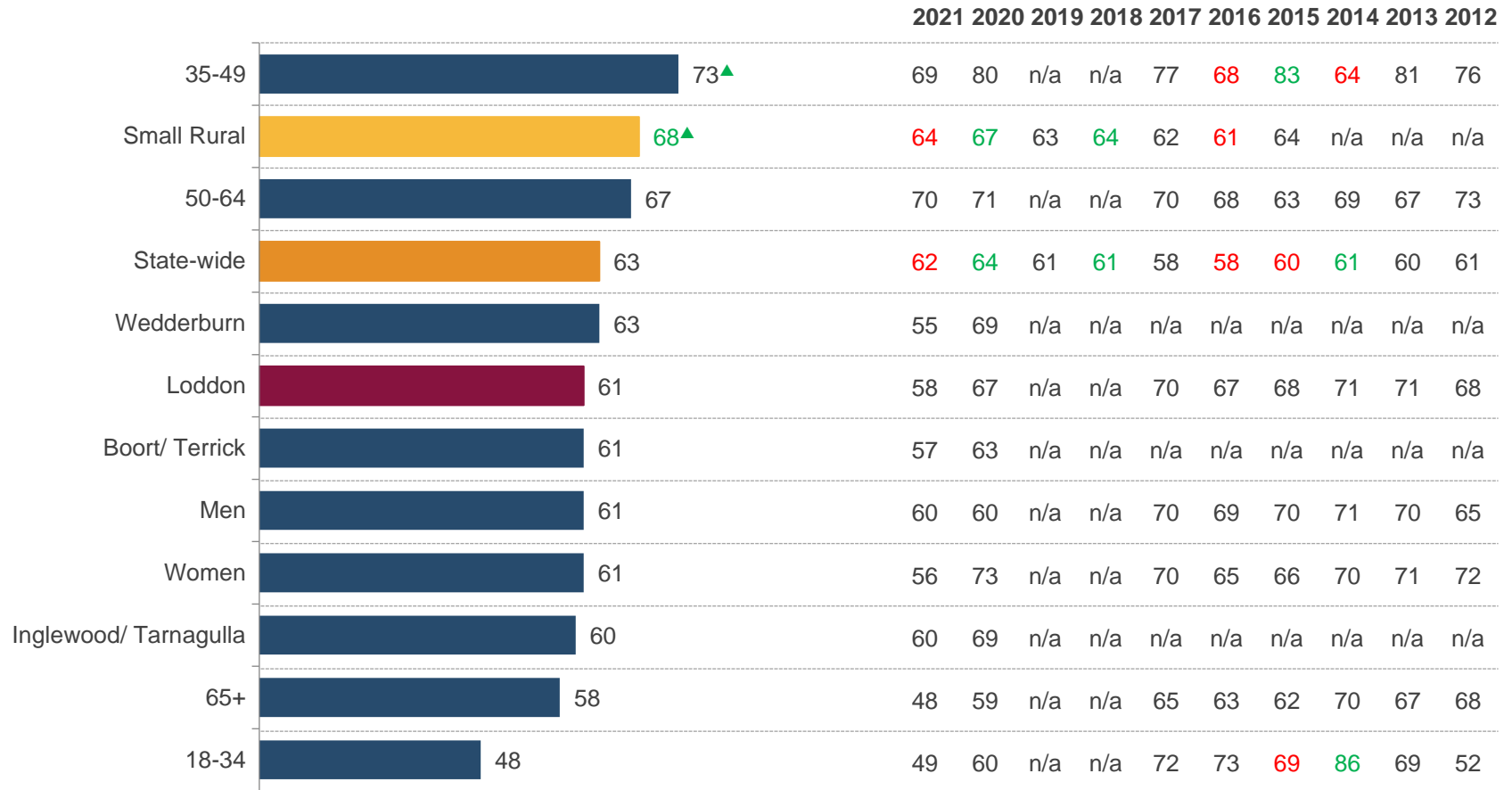
Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



Contact with council

2022 contact with council (%)



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

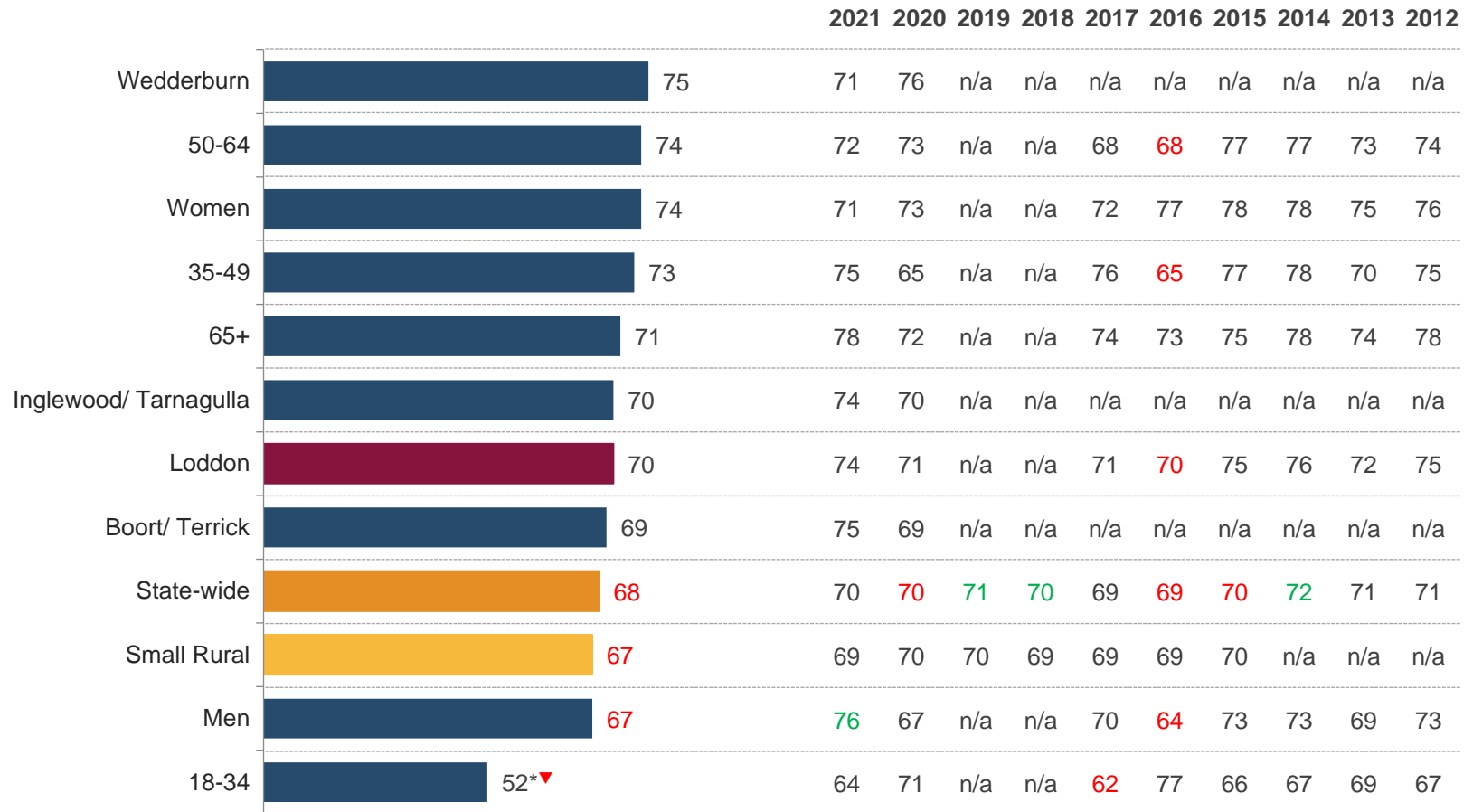
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



Customer service rating

2022 customer service rating (index scores)



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: 67 Councils asked group: 19

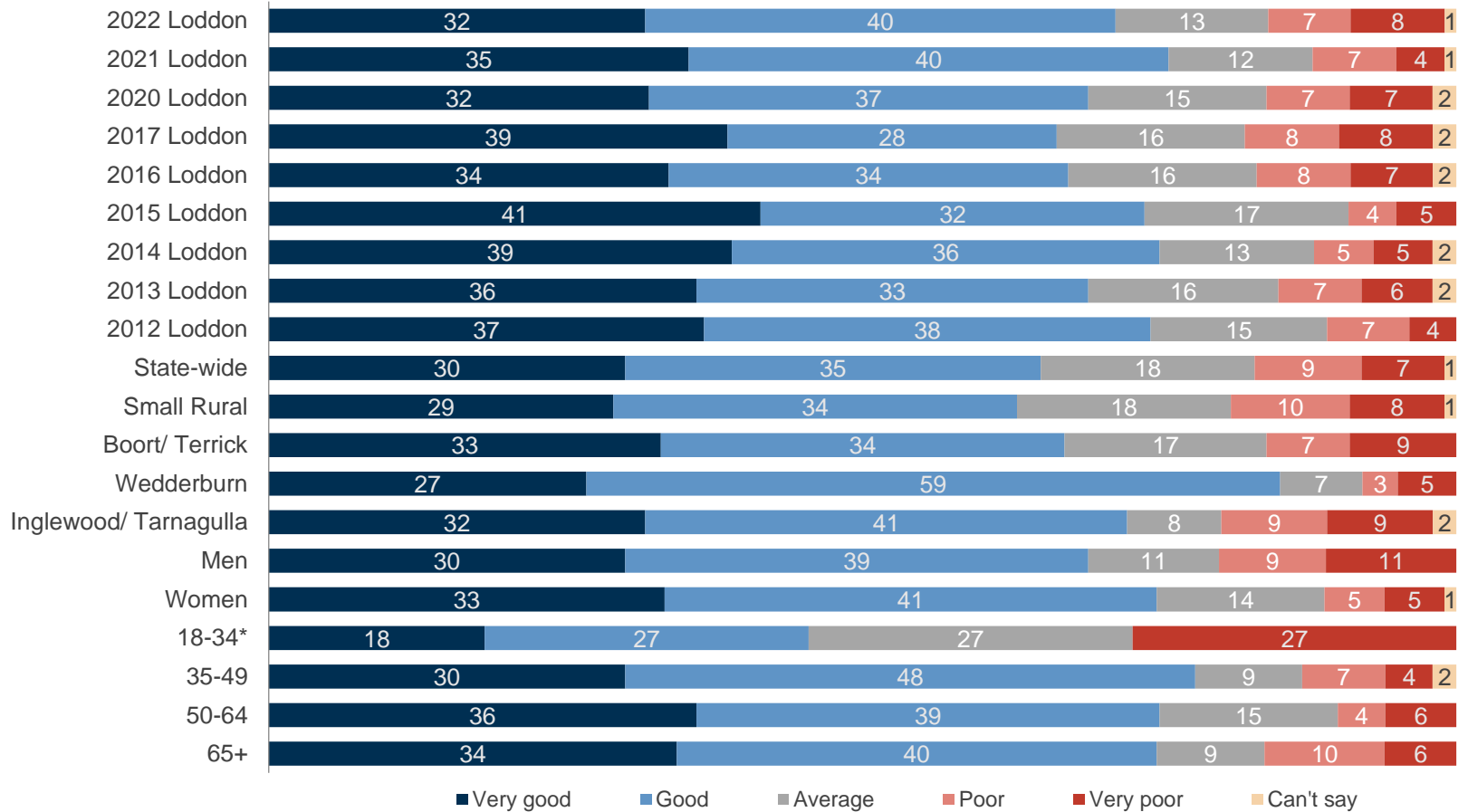
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (%)

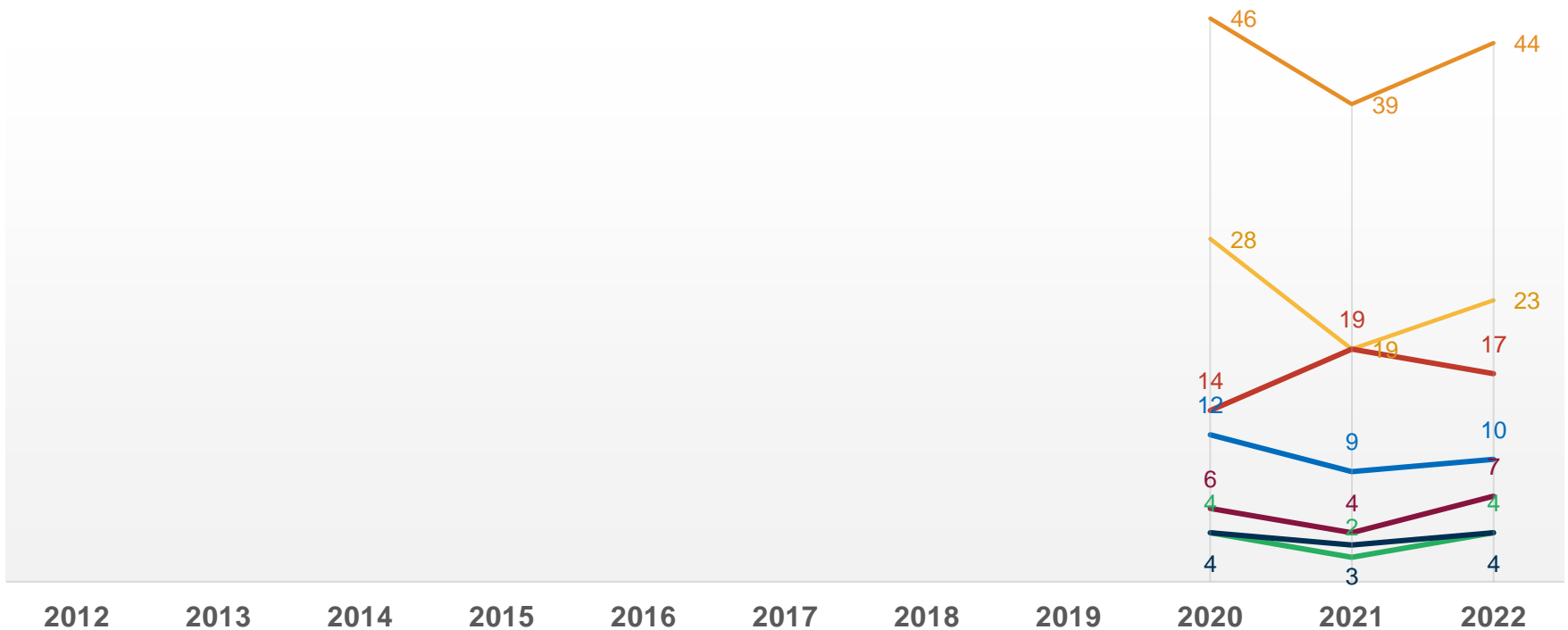
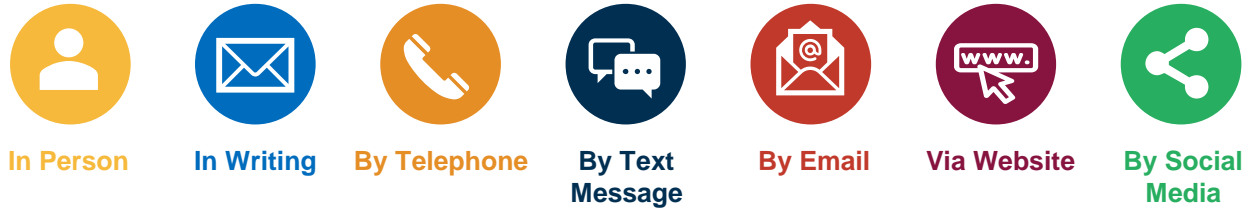


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 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 67 Councils asked group: 19
 *Caution: small sample size < n=30



Method of contact with council

2022 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?

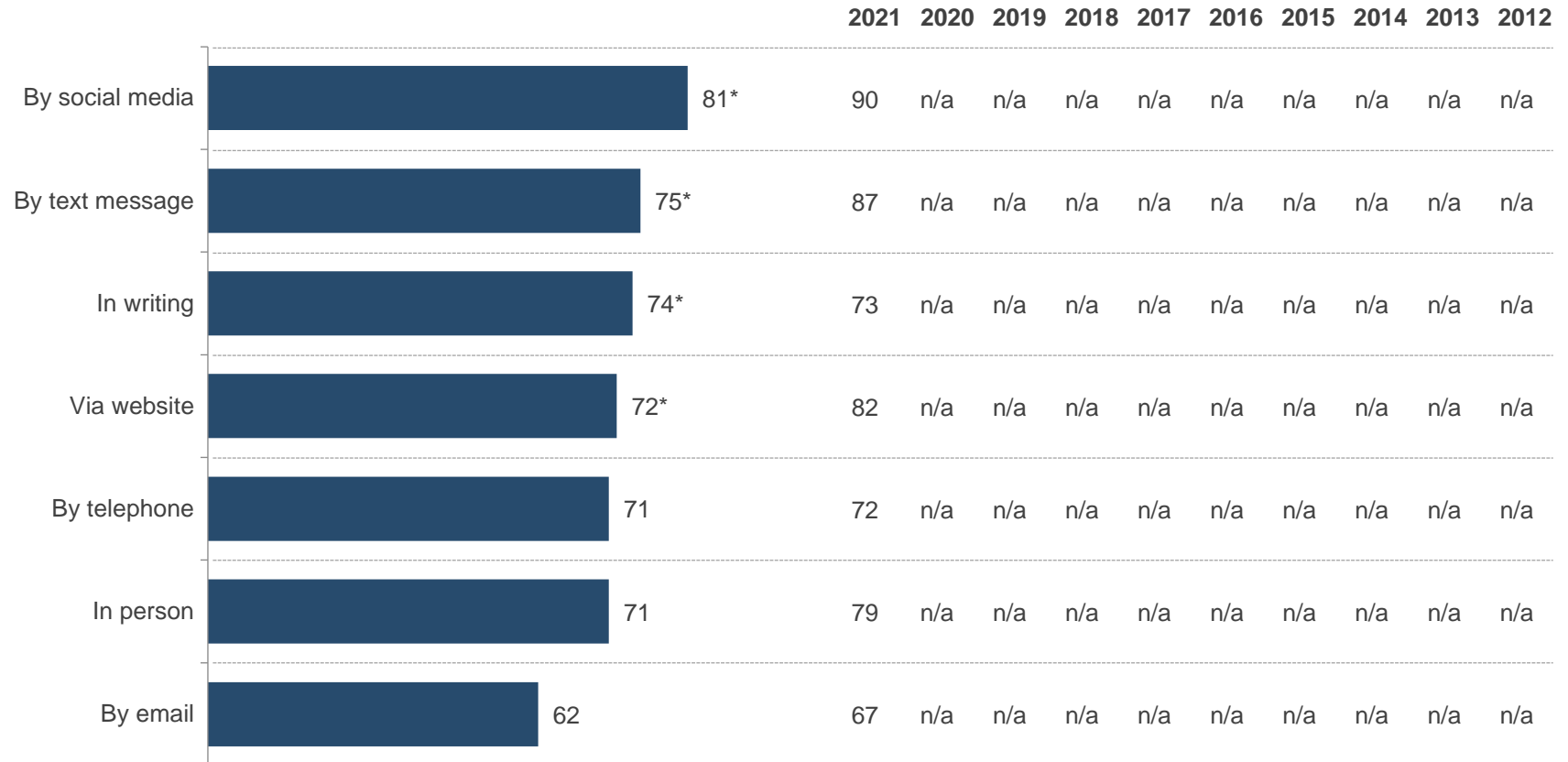
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



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

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

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

Councils asked State-wide: 25 Councils asked group: 4

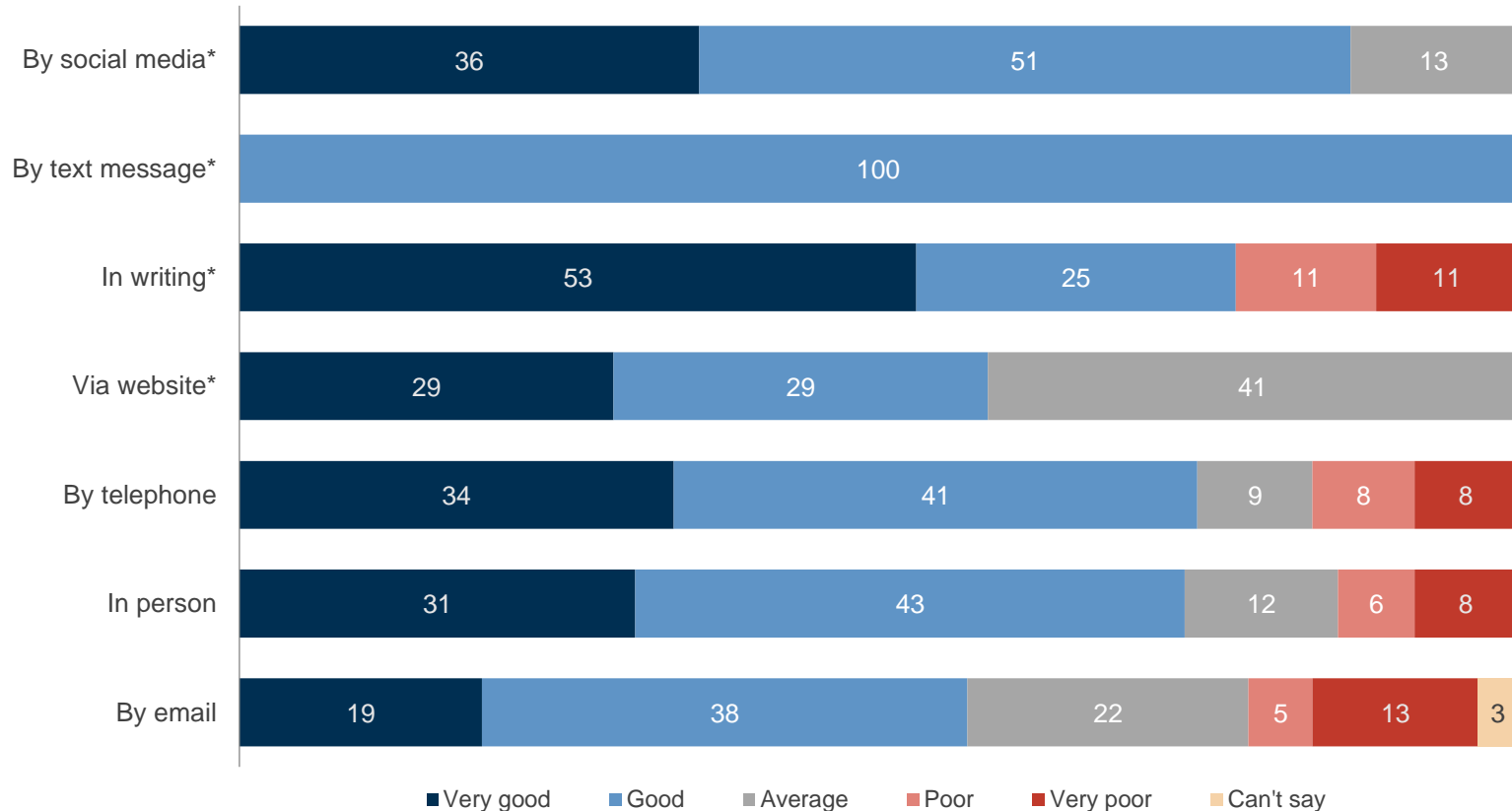
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 25 Councils asked group: 4
 *Caution: small sample size < n=30



Communication

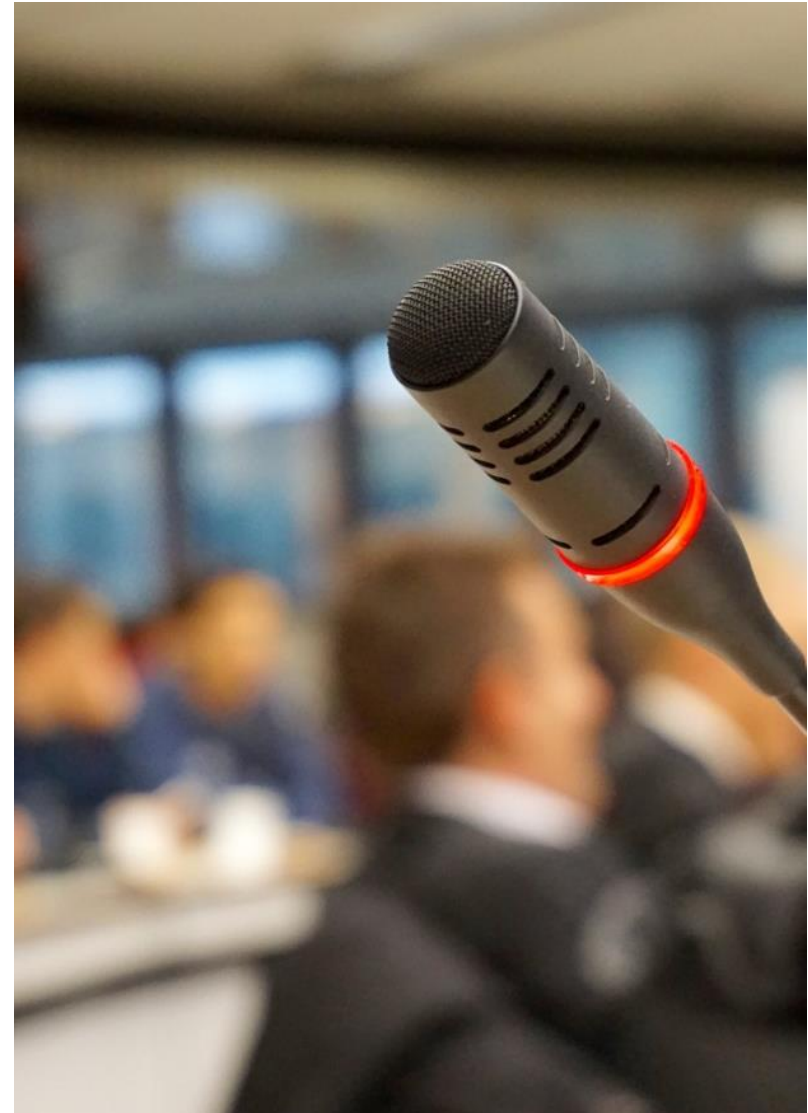
Communication

The preferred form of communication from Council for news and information and upcoming events is a newsletter sent via mail (42%).

While there has been a decline in preference for mailed newsletters over the past ten years (including an eight-point decrease since 2021), they remain more than twice as popular as any alternative.

The next highest preference is for newsletters sent via email (16%), followed by the use of local newspapers – both advertising (11%) and newsletter inserts (10%).

- The preferred form of communication among residents aged under 50 years remains a newsletter sent via mail (33%), followed by via email (24%), however a shift is occurring with increased preference for email (up seven points), rather than mail (down nine points). There is also some interest in social media (14%) and advertising in a local newspaper (12%, up nine points).
- Among those aged over 50 years, almost half prefer a newsletter sent via mail (47%, down eight points on 2021). Far fewer, around one in ten, prefer newsletters via email or a local newspaper insert (12% for each) or advertising in a local newspaper (11%).





Best form of communication

2022 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



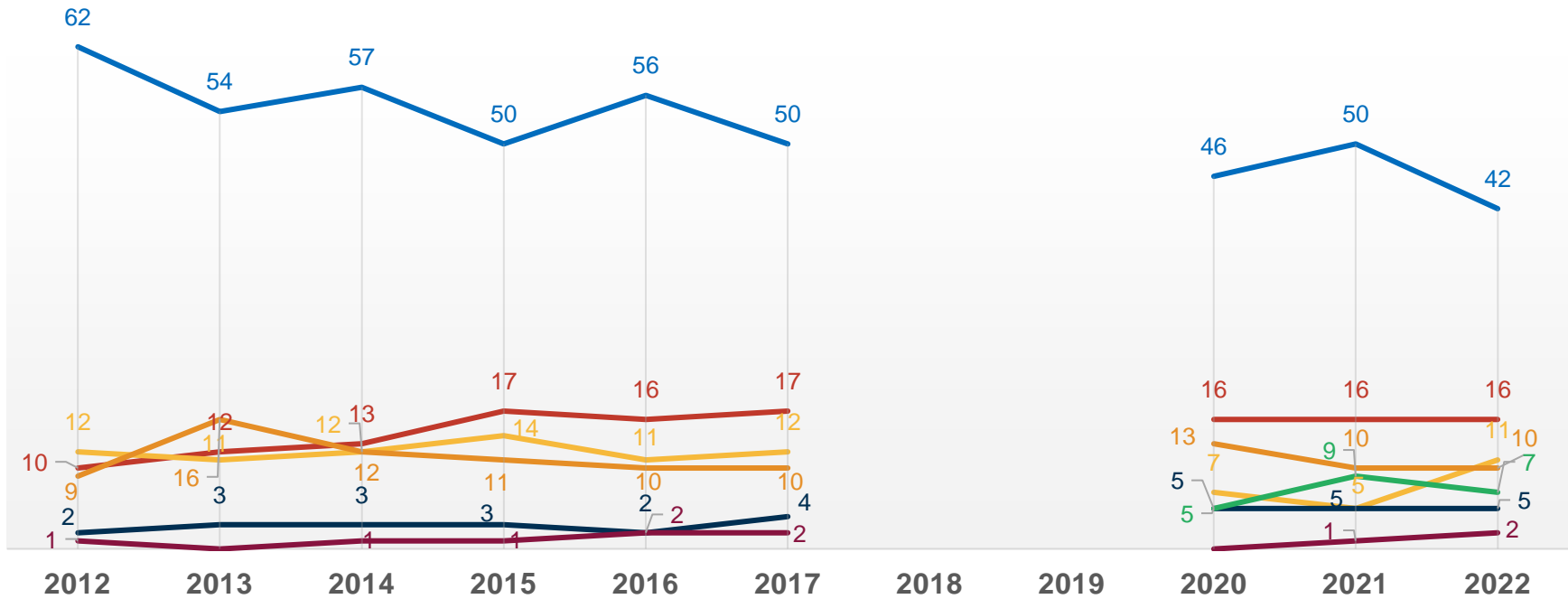
Council Website



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



Best form of communication: under 50s

2022 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



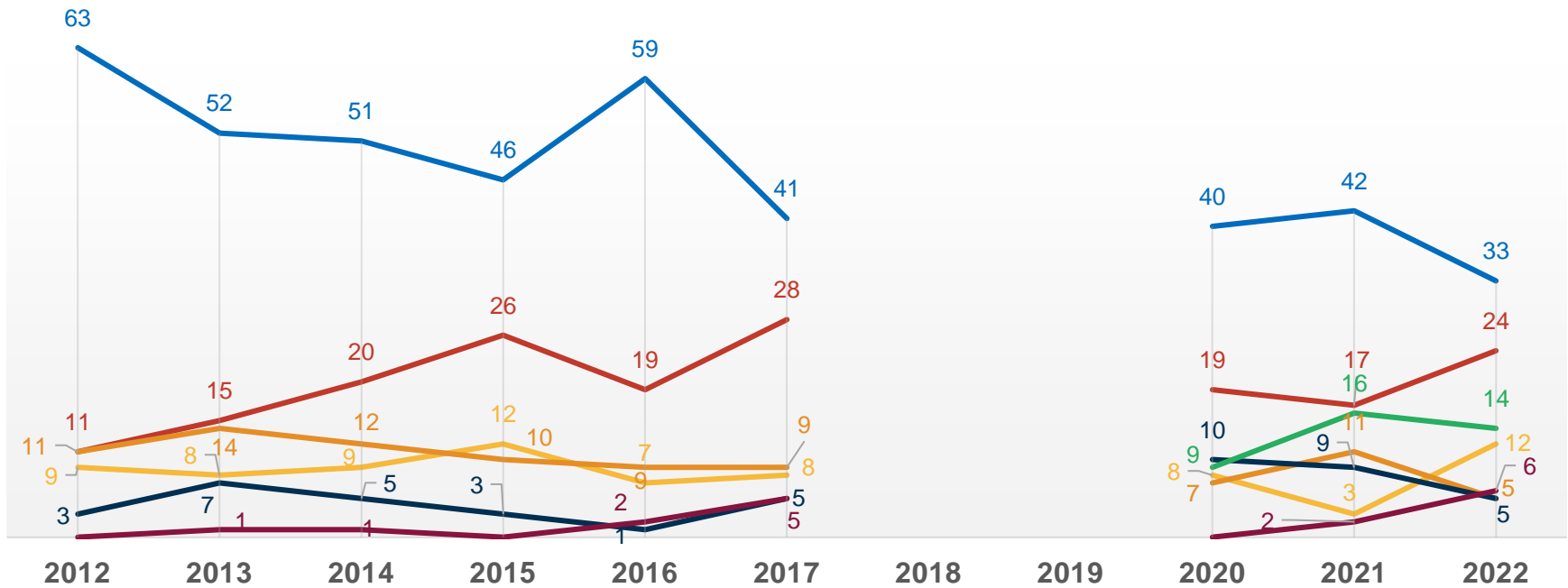
Council Website



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: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



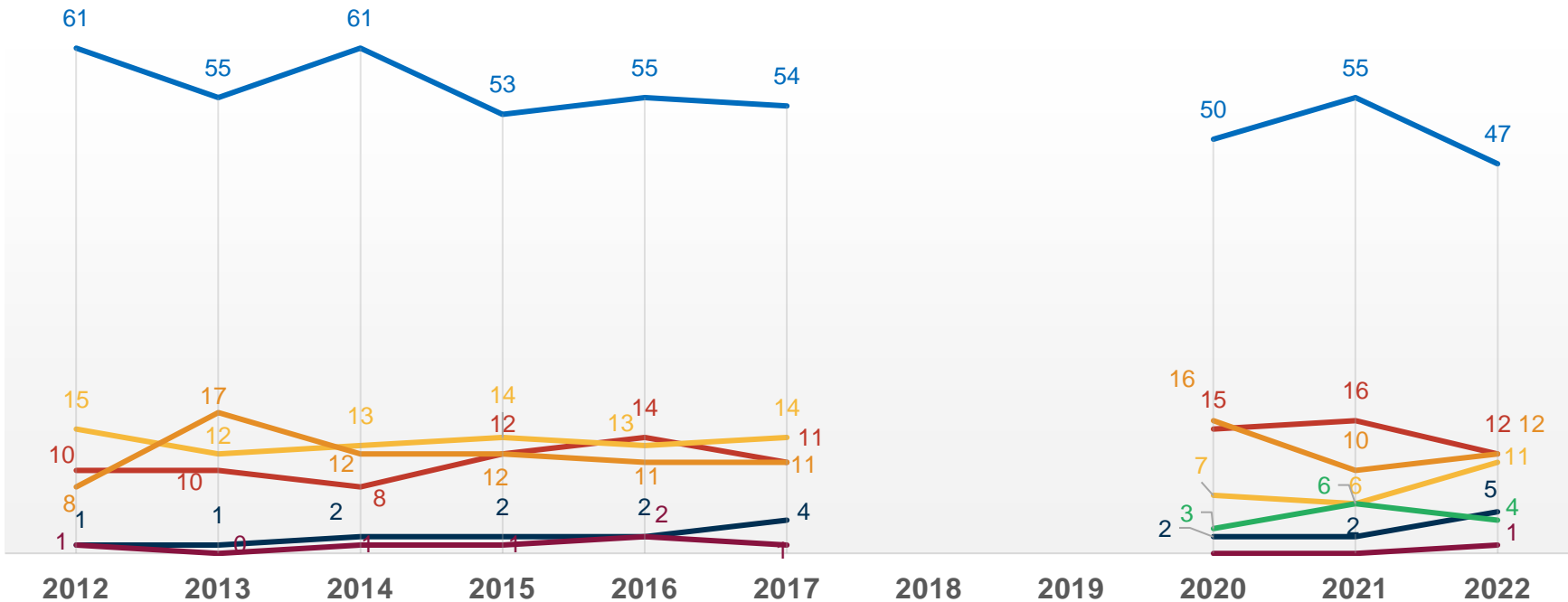
Council Website



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 over 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction

Council direction

Perceptions of the direction of Council's overall performance (index score of 48) are slightly lower than 2021 (down two points) and represent Council's lowest result on this measure.

- Council is rated in line with the State-wide average but significantly lower than the Small Rural group average (index scores of 50 and 51 respectively).

Over the last 12 months, 64% of residents believe the direction of Council's overall performance has stayed the same (down seven points on 2021).

- 13% believe the direction has improved (unchanged from 2021).
- 17% believe it has deteriorated (up four points on 2021).
- The most satisfied with council direction are residents aged 18 to 34 years.
- The least satisfied with council direction are residents aged 35 to 49 years (index score of 40, significantly lower than the Council average).





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	53	50	56	n/a	n/a	52	49	48	52	52	49
Small Rural	51▲	53	50	53	50	52	50	53	n/a	n/a	n/a
65+	50	52	53	n/a	n/a	53	56	56	65	58	63
Wedderburn	50	46	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50	53	51	53	52	53	51	53	53	53	52
Inglewood/ Tarnagulla	48	49	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	49	50	n/a	n/a	51	47	52	54	54	53
Loddon	48	50	51	n/a	n/a	52	51	54	57	55	56
Women	48	52	53	n/a	n/a	53	56	57	61	57	59
Boort/ Terrick	47	53	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	49	50	n/a	n/a	46	46	55	54	55	50
35-49	40▼	47	47	n/a	n/a	57	51	54	54	54	61

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

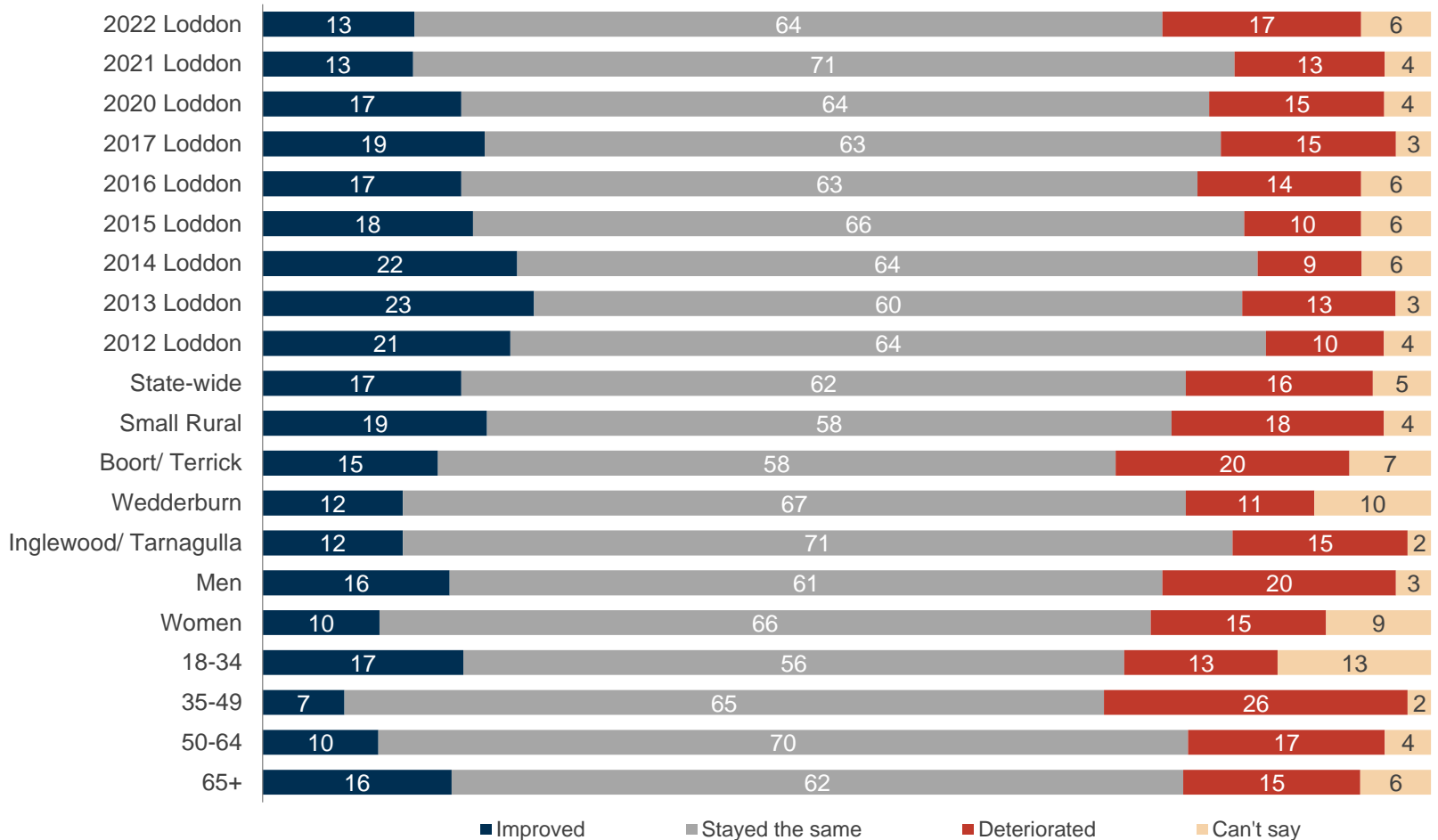
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 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: 67 Councils asked group: 19

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

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	59	60	58	n/a	n/a	57	58	63	65	59	65
Wedderburn	59	58	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	59	59	n/a	n/a	56	62	62	62	65	63
Boort/ Terrick	56	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	56	58	n/a	n/a	53	52	58	58	62	58
Loddon	56	58	57	n/a	n/a	55	57	60	60	62	62
Inglewood/ Tarnagulla	54	56	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	58	55	n/a	n/a	54	53	58	59	60	60
State-wide	54	56	55	56	55	55	54	56	57	57	57
Small Rural	54	56	54	56	54	55	55	56	n/a	n/a	n/a
18-34	54	61	55	n/a	n/a	56	66	53	59	65	61
35-49	50	55	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: 67 Councils asked group: 19

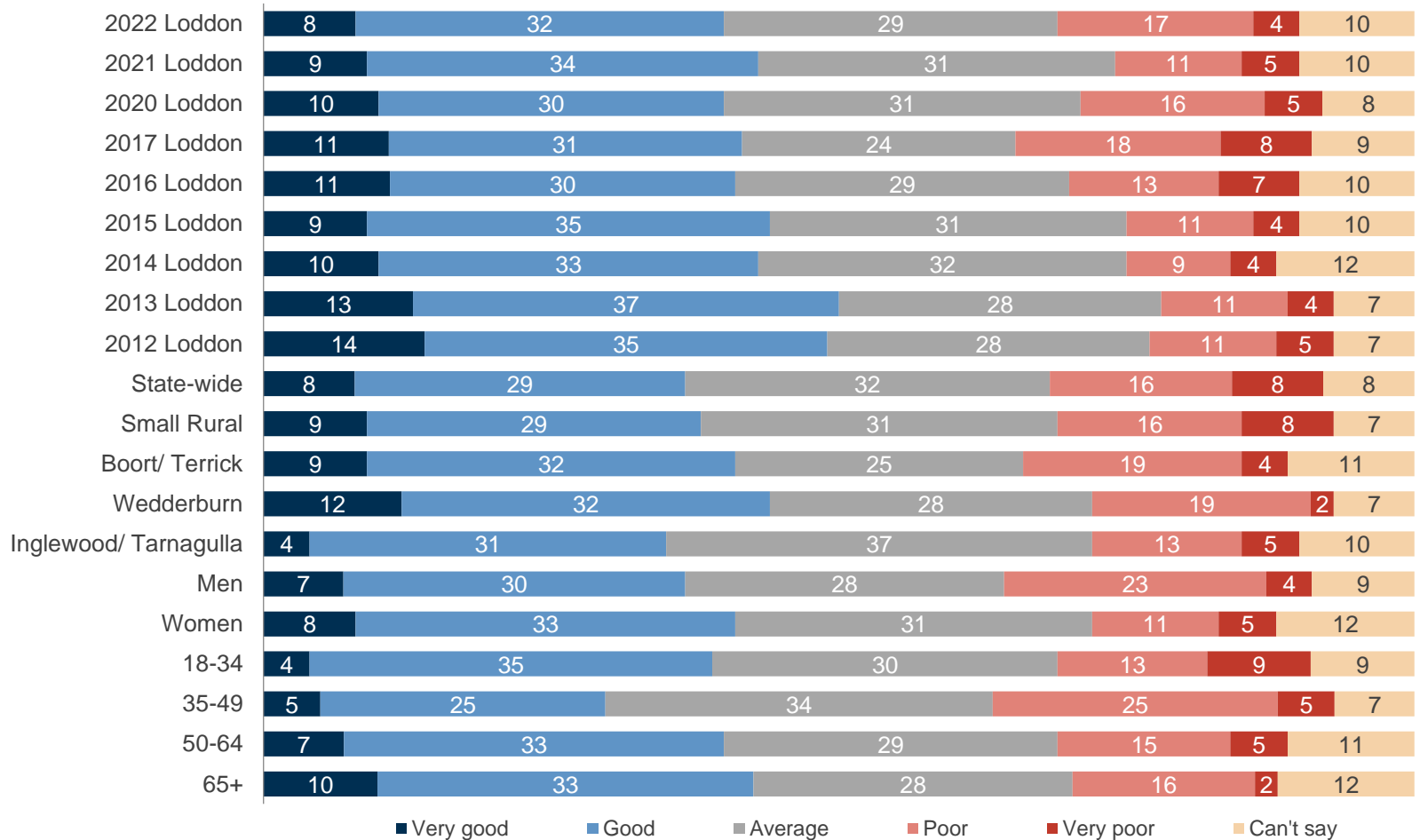
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 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: 67 Councils asked group: 19



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	60	n/a	n/a	59	61	66	68	60	68
50-64	53	56	n/a	n/a	57	58	61	61	57	59
Inglewood/ Tarnagulla	56	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	59	n/a	n/a	59	57	58	60	57	63
Loddon	58	57	n/a	n/a	58	60	59	62	60	63
Boort/ Terrick	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	55	52	55	53	55	54	56	n/a	n/a	n/a
Wedderburn	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	55	n/a	n/a	57	63	60	64	63	64
State-wide	55	53	54	54	54	53	55	56	55	55
35-49	56	51	n/a	n/a	55	55	57	55	63	62
18-34	62	59	n/a	n/a	59	64	45	65	59	62

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

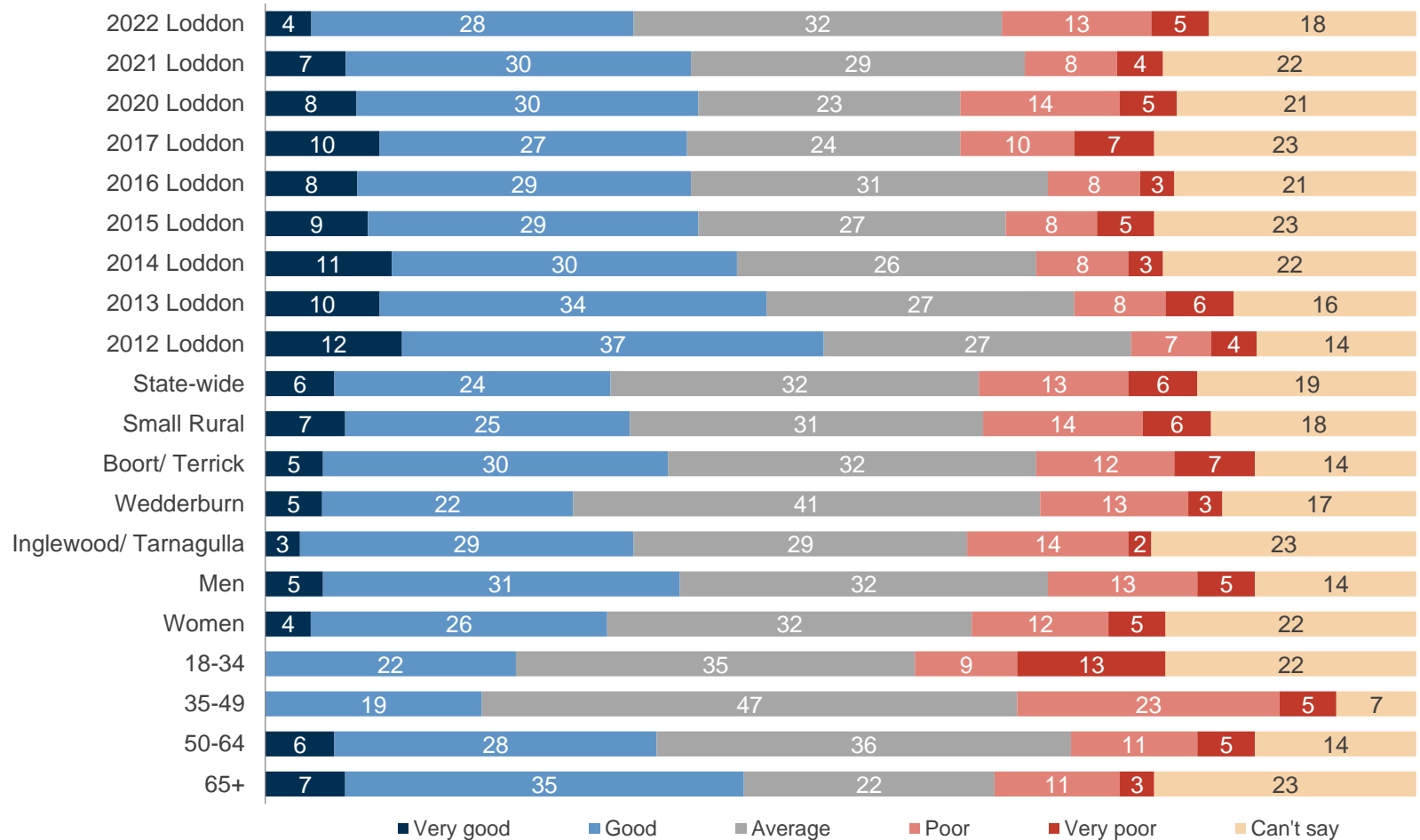
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 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: 49 Councils asked group: 13

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	62	58	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	64	60	n/a	n/a	57	60	62	n/a	n/a
Men	59	62	58	n/a	n/a	52	54	57	n/a	n/a
Inglewood/ Tarnagulla	59	63	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	58	61	57	n/a	n/a	55	56	58	n/a	n/a
18-34	57	66	57	n/a	n/a	56	62	50	n/a	n/a
Women	57	60	57	n/a	n/a	58	59	60	n/a	n/a
Boort/ Terrick	57	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55	58	54	n/a	n/a	57	53	58	n/a	n/a
50-64	55	56	57	n/a	n/a	49	52	59	n/a	n/a
State-wide	54▼	56	53	55	54	54	54	55	57	n/a
Small Rural	54▼	56	53	55	52	55	53	56	n/a	n/a

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

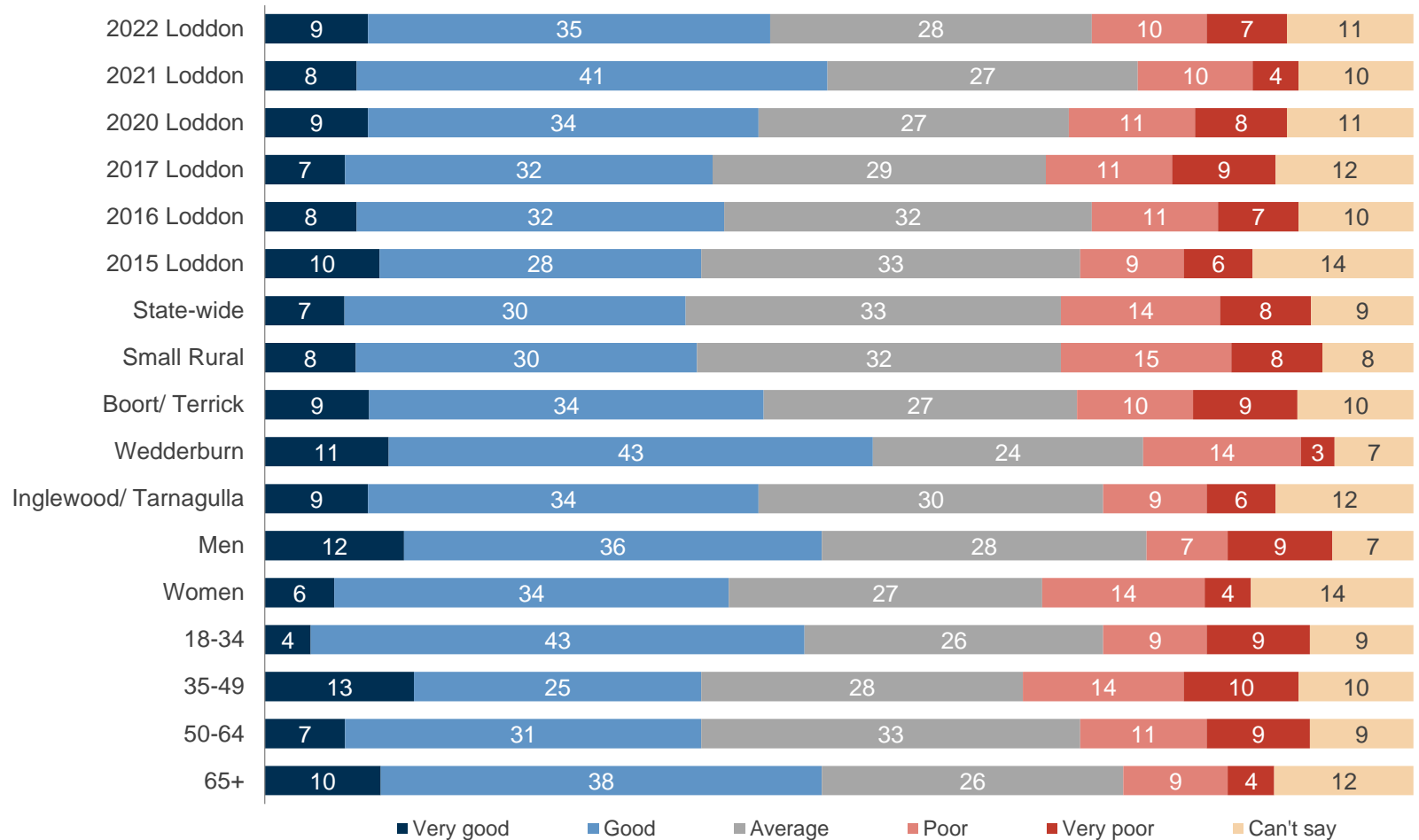
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 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: 67 Councils asked group: 19

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	55▲	59	53	n/a	n/a	58	61	64	n/a	n/a	n/a
Wedderburn	55	57	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53▲	57	54	56	53	53	54	55	55	n/a	n/a
Men	51	50	48	n/a	n/a	51	52	55	n/a	n/a	n/a
Loddon	50	50	47	n/a	n/a	50	55	55	n/a	n/a	n/a
Small Rural	50	53	51	53	49	50	52	52	n/a	n/a	n/a
Inglewood/ Tarnagulla	50	49	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	51	46	n/a	n/a	49	59	55	n/a	n/a	n/a
50-64	50	48	47	n/a	n/a	44	53	55	n/a	n/a	n/a
Boort/ Terrick	49	49	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	45	41	42	n/a	n/a	49	49	50	n/a	n/a	n/a
18-34	43	44	36	n/a	n/a	38	54	42	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?

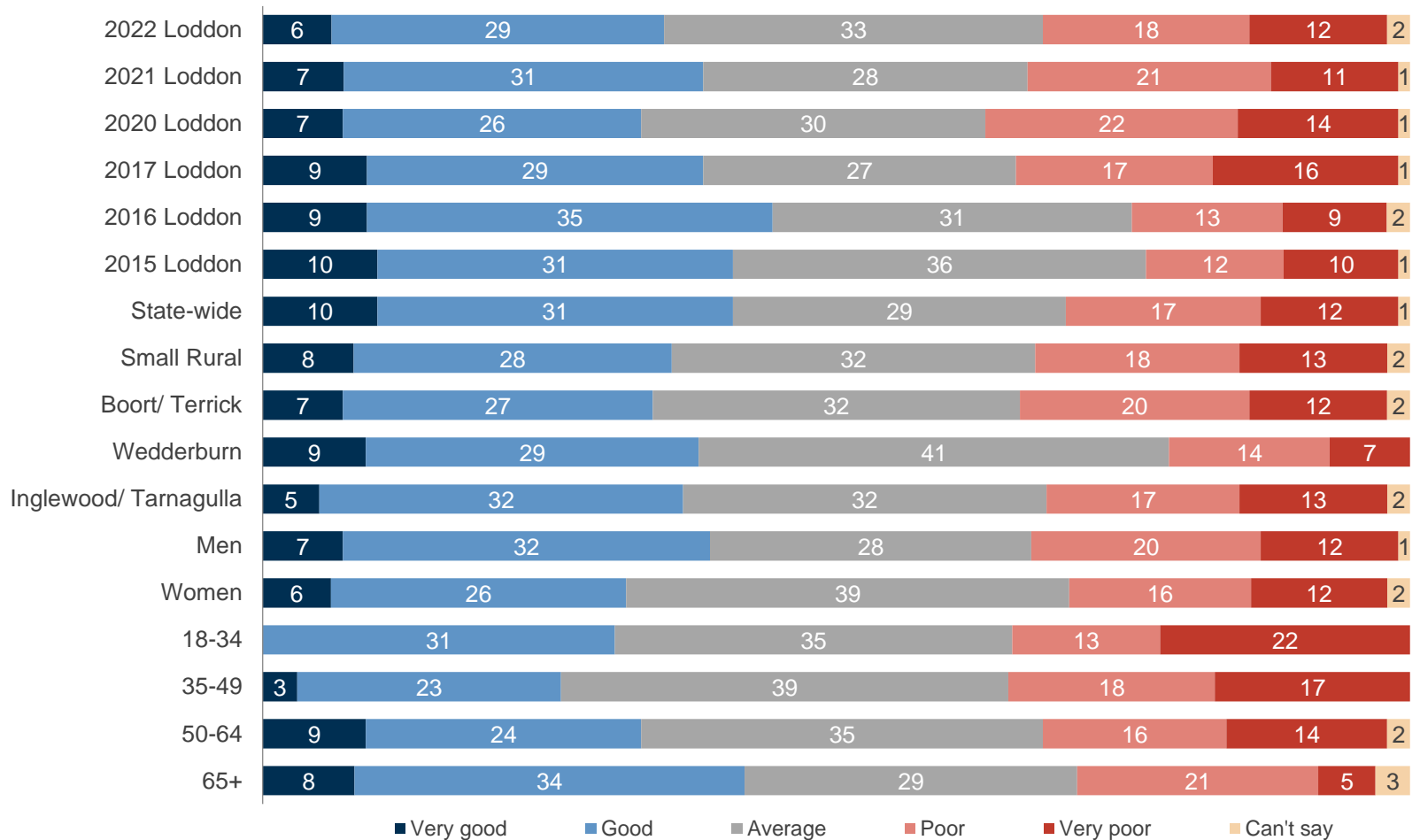
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2022 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: 67 Councils asked group: 19



Informing the community performance



2022 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Inglewood/ Tarnagulla	63	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
50-64	62	61	64	n/a	n/a	54	57	60	64	63	59
65+	62	63	62	n/a	n/a	60	63	68	69	63	65
Women	61	62	65	n/a	n/a	60	64	64	67	66	66
Loddon	60	61	62	n/a	n/a	59	60	62	65	64	64
Boort/ Terrick	60	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	60	60	n/a	n/a	58	57	61	64	62	63
Small Rural	59	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	59	60	59	60	59	59	59	61	62	61	60
35-49	59	57	59	n/a	n/a	60	58	61	62	65	66
Wedderburn	57	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	62	62	n/a	n/a	60	62	54	65	65	68

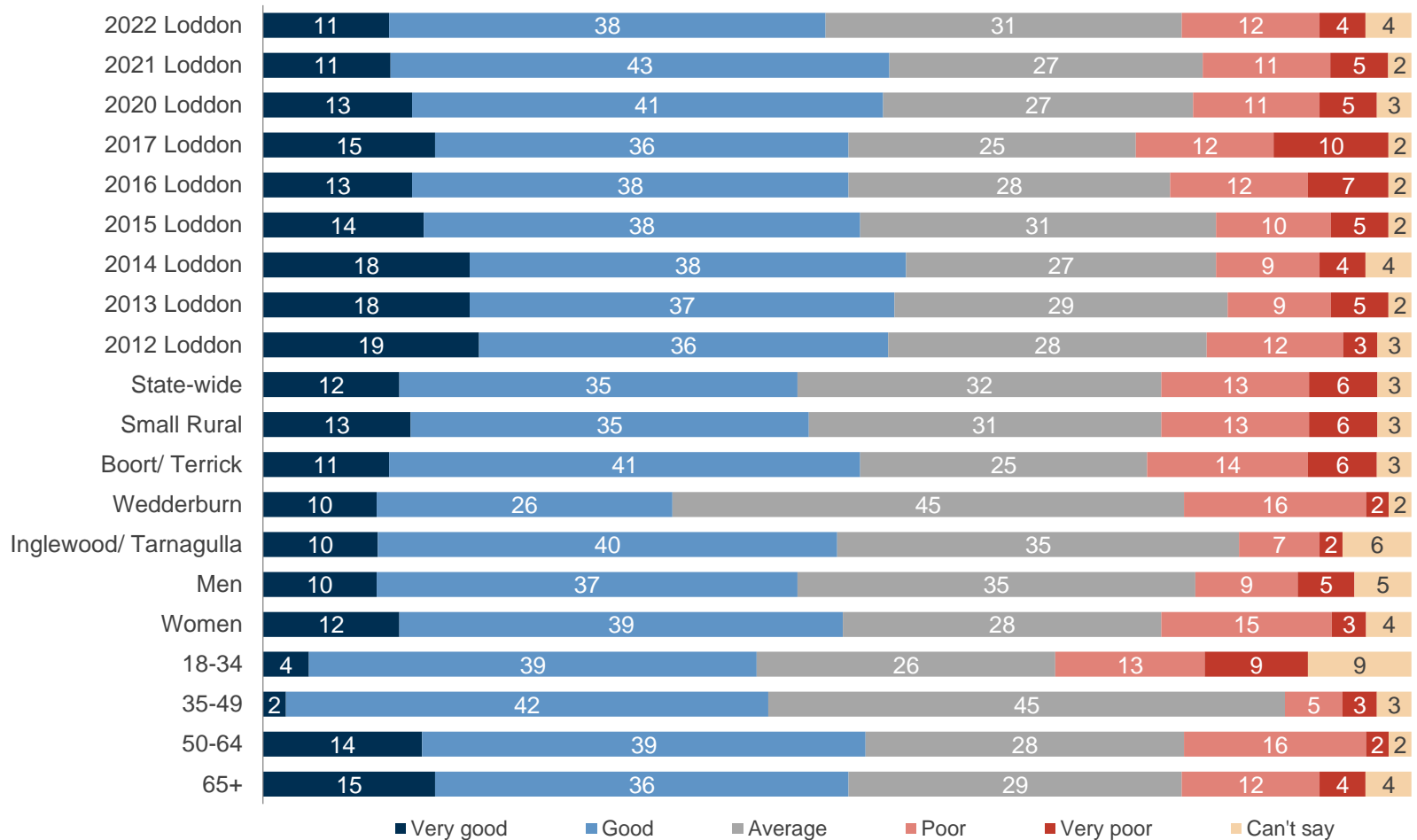
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	57▲	59	58	59	58	57	57	58	58	58	57
50-64	56	52	51	n/a	n/a	50	53	62	61	61	55
Small Rural	55	58	57	57	57	58	59	n/a	n/a	n/a	
Men	55	57	54	n/a	n/a	52	56	62	62	62	58
65+	54	58	53	n/a	n/a	55	63	62	64	59	61
Inglewood/ Tarnagulla	54	51	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	53	55	52	n/a	n/a	51	56	61	62	60	58
Wedderburn	52	58	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	52	57	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	53	49	n/a	n/a	49	57	60	61	59	57
35-49	48	53	52	n/a	n/a	50	53	62	64	64	61
18-34	48	57	48	n/a	n/a	41	54	55	54	57	52

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

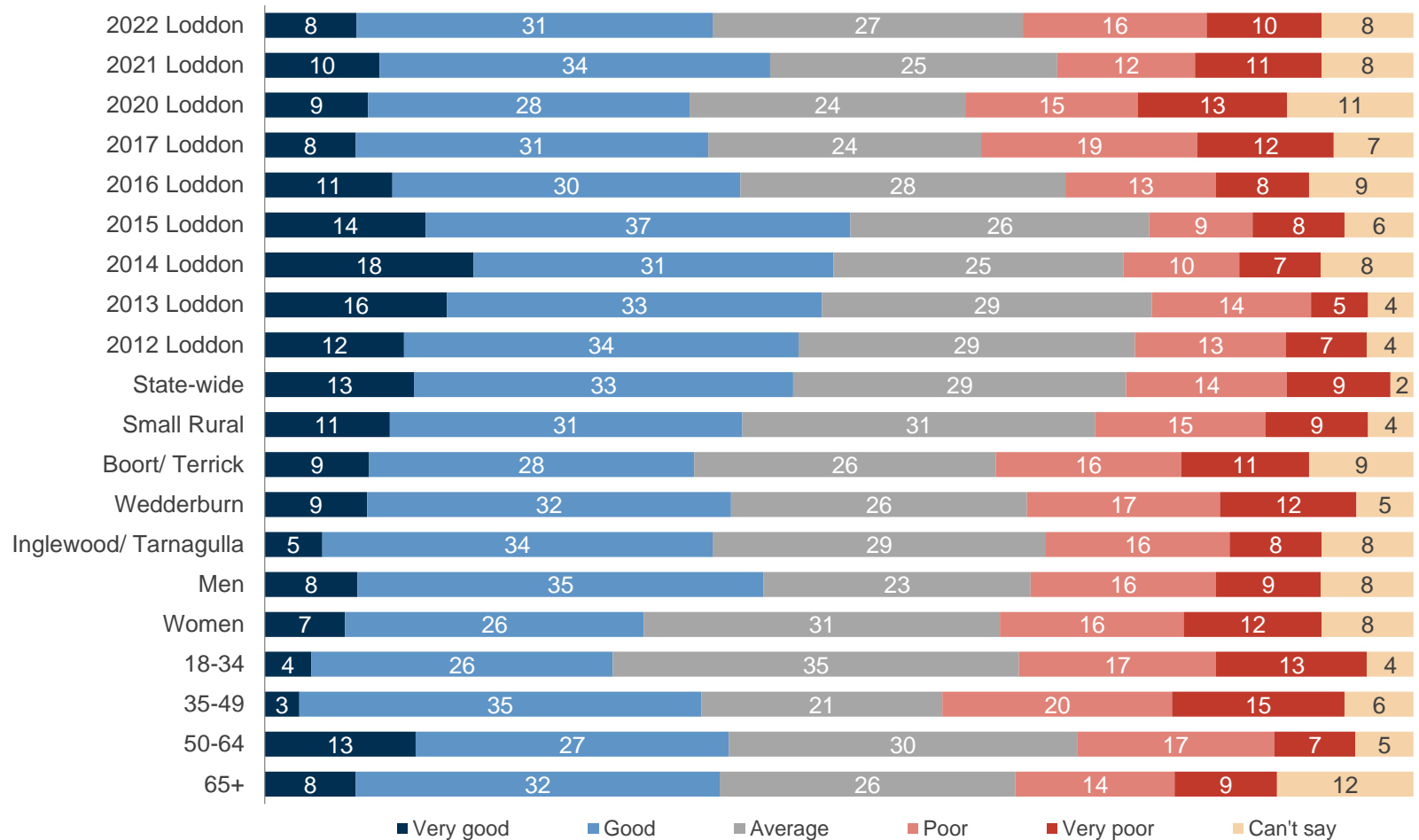
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7



Enforcement of local laws performance



2022 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	65	60	64	n/a	n/a	65	62	71	68	68	70
Women	64	66	66	n/a	n/a	64	66	66	68	70	68
State-wide	63	64	63	64	64	64	63	66	66	65	65
65+	62	65	68	n/a	n/a	63	67	67	67	66	68
Boort/ Terrick	62	65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	62	63	62	63	63	65	64	66	n/a	n/a	n/a
Inglewood/ Tarnagulla	62	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	61	64	65	n/a	n/a	63	63	65	65	68	67
Men	59	63	63	n/a	n/a	62	60	64	62	66	66
50-64	59	61	63	n/a	n/a	58	58	63	64	67	64
Wedderburn	58	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58	71	61	n/a	n/a	70	64	57	60	71	64

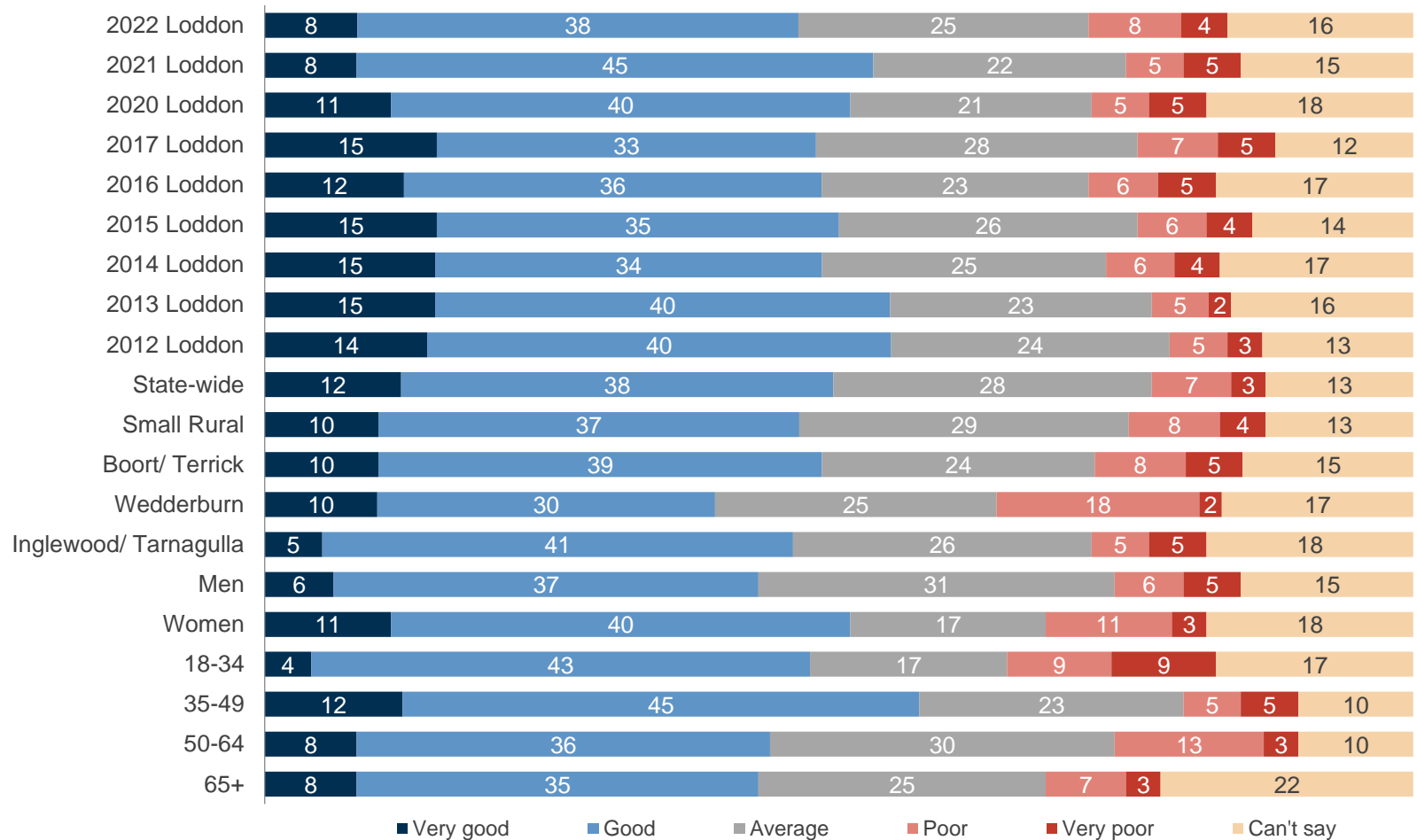
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



Family support services performance



2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	70▲	68	72	n/a	n/a	75	73	73	75	70	70
Inglewood/ Tarnagulla	67▲	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	66	66	67	66	67	66	67	68	67	67
Wedderburn	65	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	64▲	66	66	68	67	68	66	67	n/a	n/a	n/a
Men	64	67	63	n/a	n/a	70	65	64	65	68	68
Loddon	61	65	65	n/a	n/a	67	65	65	67	69	66
Women	59	63	67	n/a	n/a	64	65	66	70	69	64
Boort/ Terrick	57	65	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	61	61	n/a	n/a	65	64	60	61	68	67
50-64	55	65	64	n/a	n/a	61	60	63	69	68	65
18-34	52▼	64	59	n/a	n/a	59	59	61	62	68	62

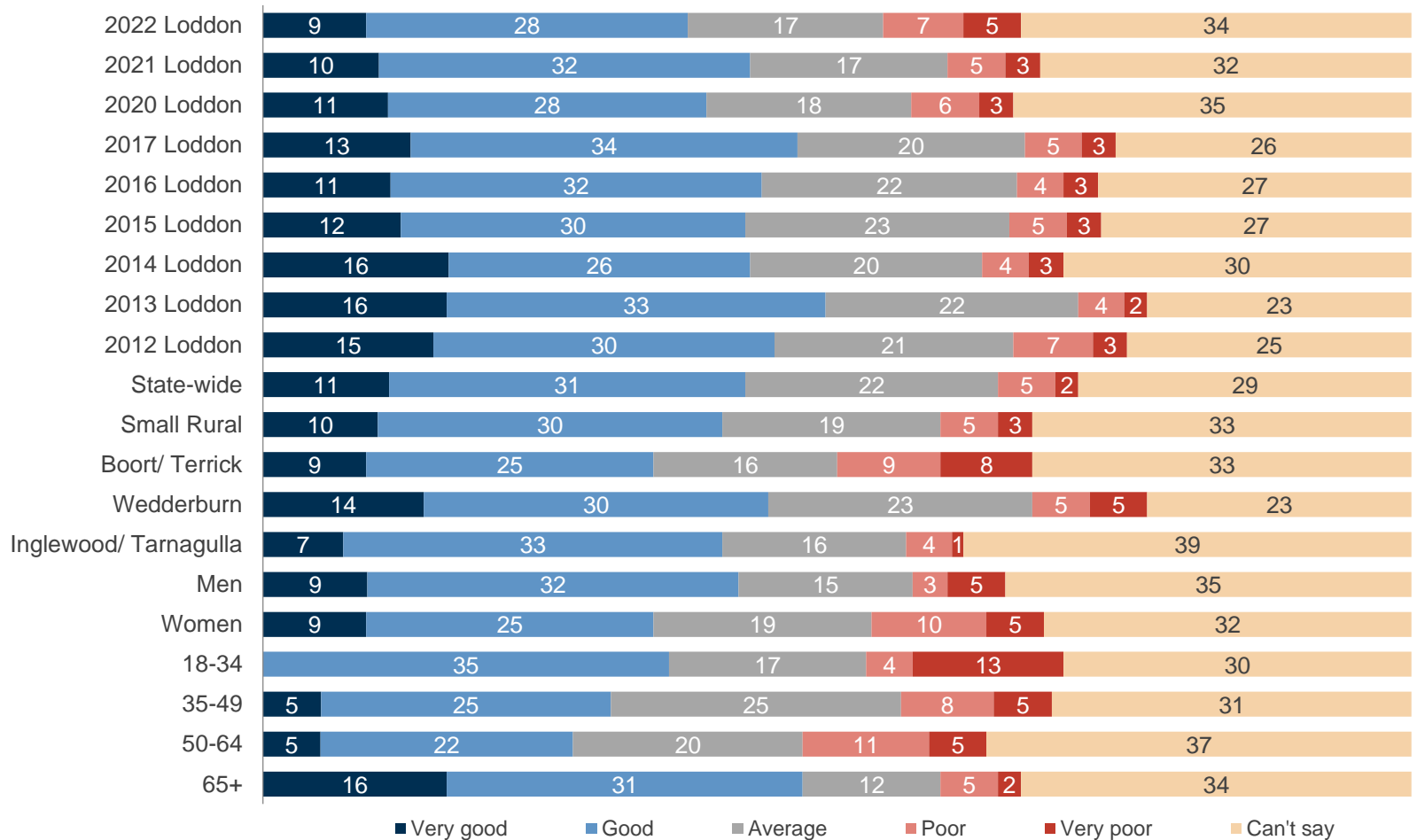
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 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



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	71▲	72	73	n/a	n/a	72	75	79	80	75	74
Inglewood/ Tarnagulla	71▲	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	70▲	72	71	71	69	71	70	72	n/a	n/a	n/a
Women	67	71	68	n/a	n/a	71	71	71	73	77	72
State-wide	67▲	69	68	68	68	68	68	69	70	69	69
Loddon	64	70	66	n/a	n/a	69	71	70	75	75	72
Boort/ Terrick	63	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	66	63	n/a	n/a	65	67	67	75	74	70
Men	61	68	65	n/a	n/a	67	70	69	76	73	71
35-49	59	69	66	n/a	n/a	66	67	66	70	74	71
Wedderburn	55▼	66	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	45▼	70	55	n/a	n/a	69	70	62	68	79	70

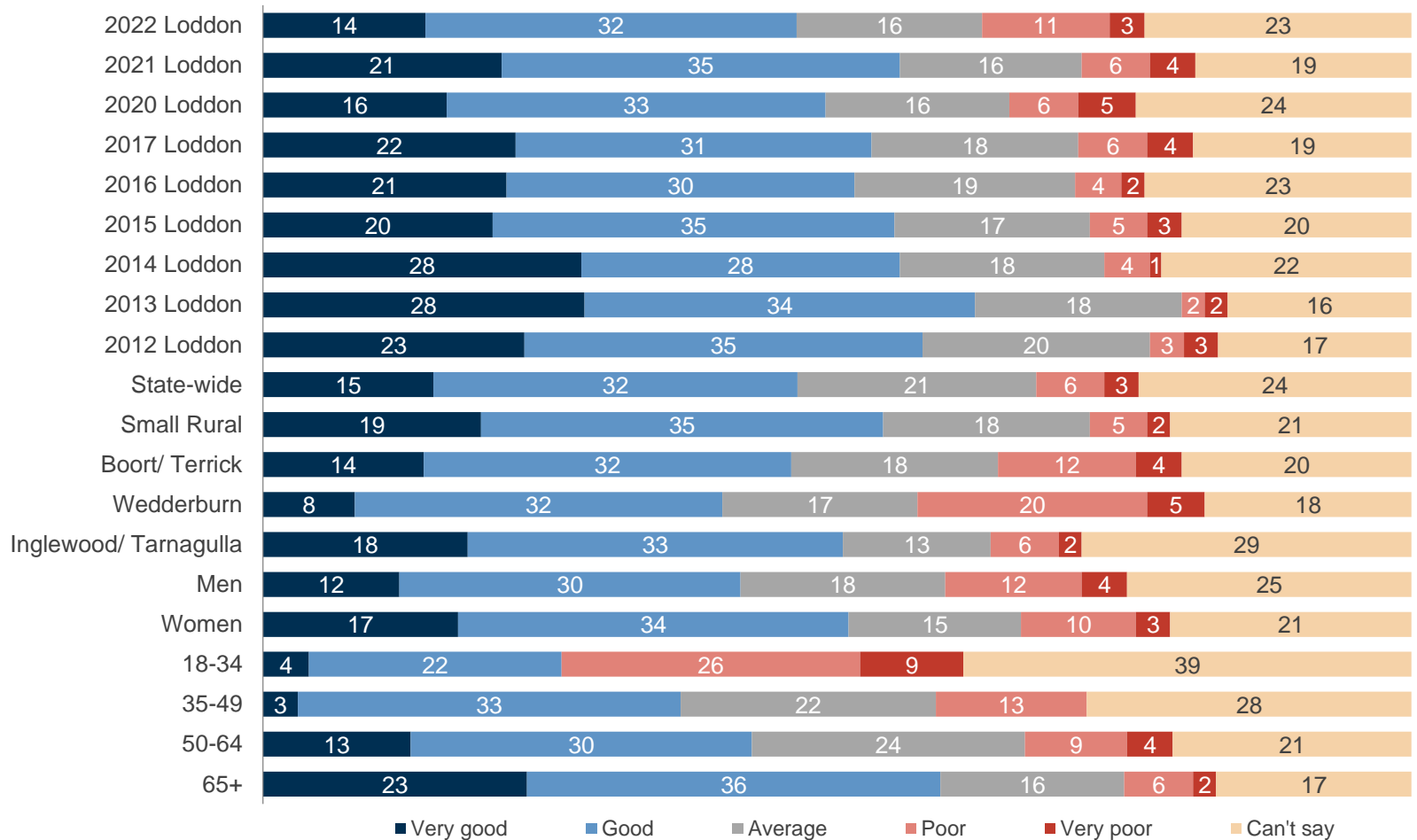
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 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



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	76▲	72	73	n/a	n/a	77	75	78	81	75	78
Inglewood/ Tarnagulla	72	69	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	70	68	n/a	n/a	72	70	72	78	70	72
State-wide	69	71	70	70	69	70	69	70	71	70	70
50-64	69	70	72	n/a	n/a	70	68	73	76	73	73
Loddon	69	71	70	n/a	n/a	73	72	73	77	74	74
Small Rural	69	69	68	68	69	69	68	70	n/a	n/a	n/a
Wedderburn	68	72	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	68	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	71	71	n/a	n/a	74	75	75	76	77	75
35-49	65	72	68	n/a	n/a	74	72	72	76	72	75
18-34	55▼	68	59	n/a	n/a	69	75	65	73	74	66

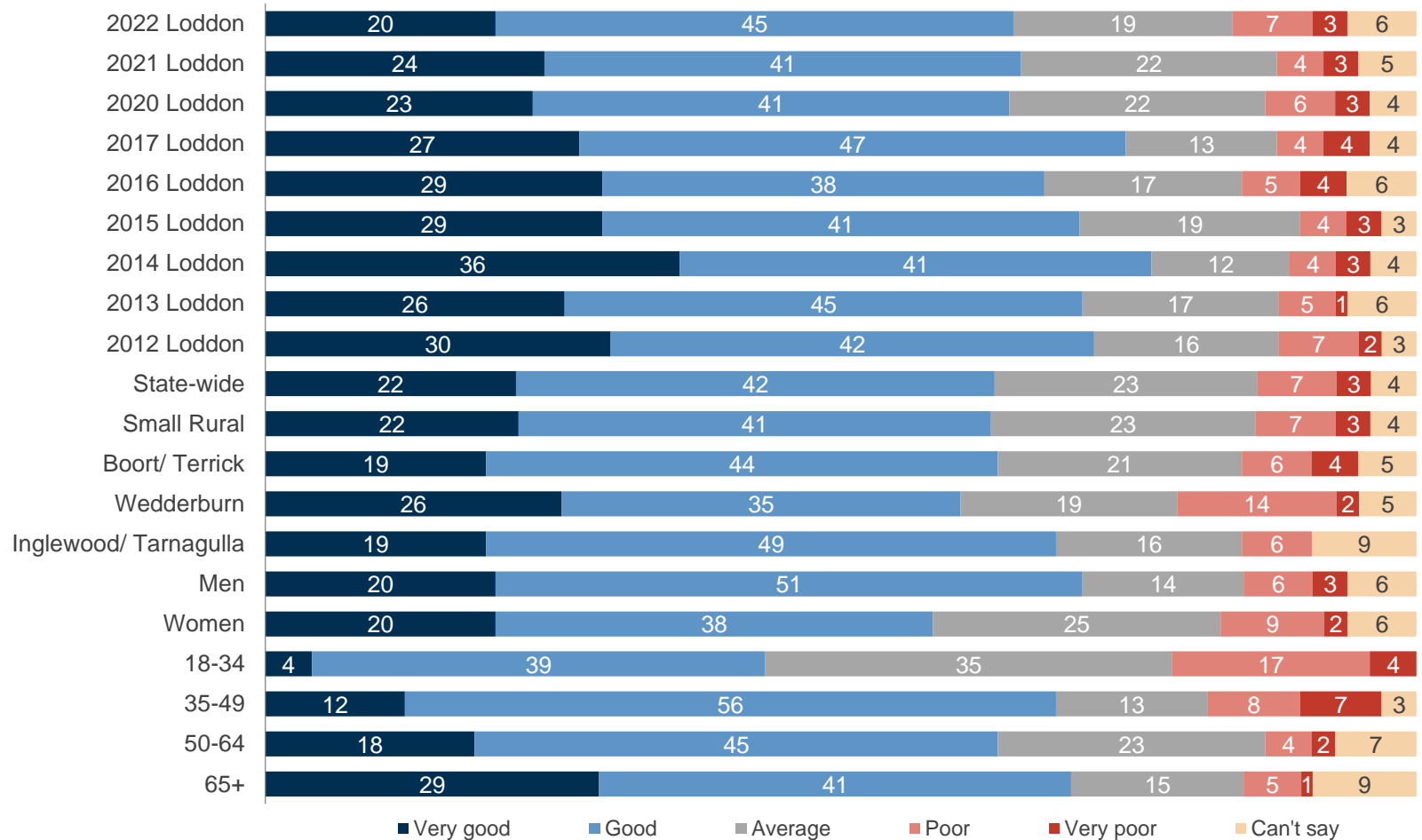
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)



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



The appearance of public areas performance



2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75▲	75	72	n/a	n/a	72	77	75	77	72	74
50-64	74	73	72	n/a	n/a	67	70	75	74	73	71
Small Rural	73	75	72	73	72	74	73	74	n/a	n/a	n/a
Wedderburn	72	80	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	74	71	n/a	n/a	72	72	72	72	73	73
Boort/ Terrick	72	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	71	75	72	n/a	n/a	71	74	73	74	73	73
State-wide	71	73	72	72	71	71	71	72	72	71	71
Inglewood/ Tarnagulla	71	72	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	76	73	n/a	n/a	70	76	74	75	73	73
35-49	66	73	72	n/a	n/a	76	71	74	71	74	75
18-34	62▼	81	68	n/a	n/a	69	75	65	71	73	72

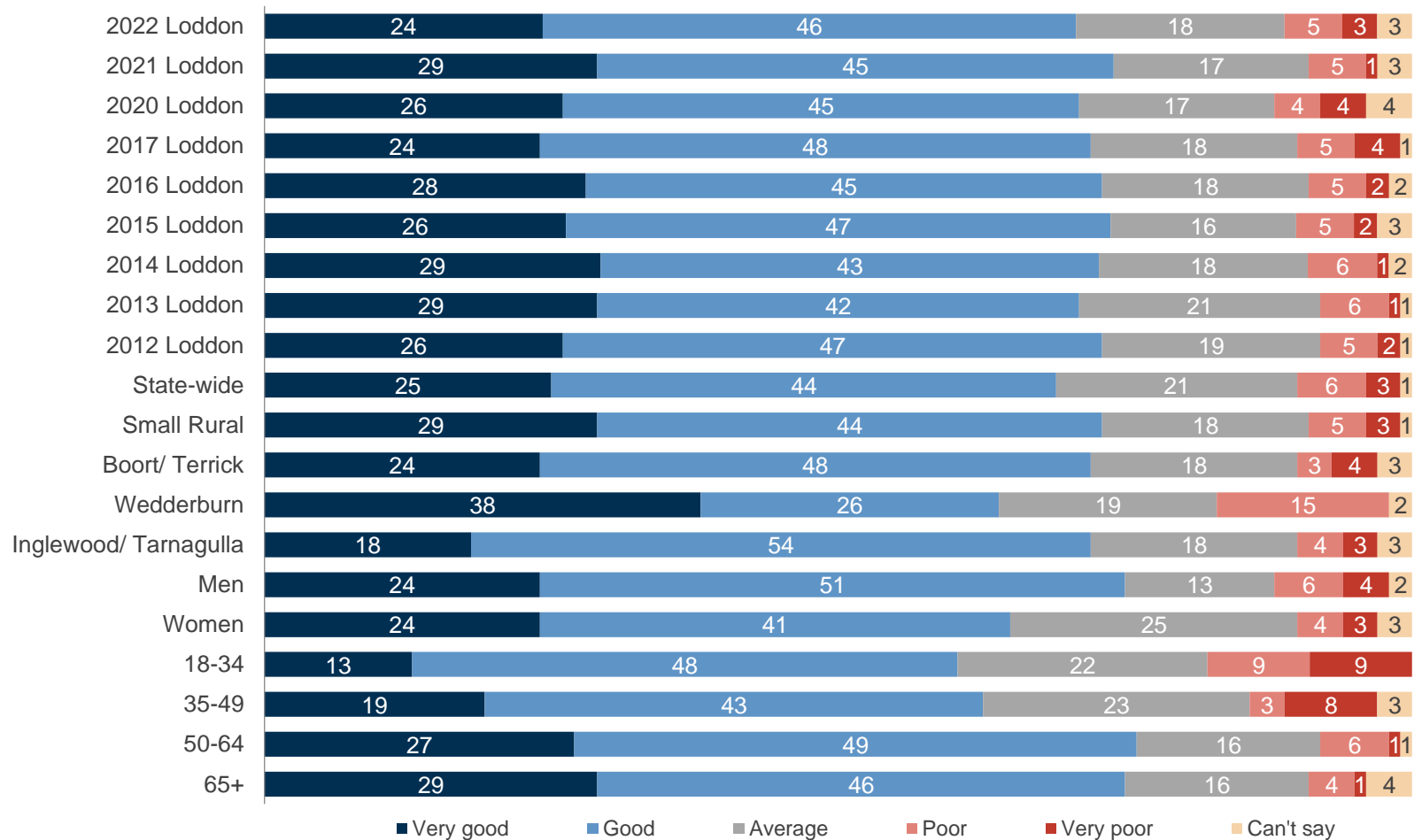
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 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: 43 Councils asked group: 14



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75▲	78	74	n/a	n/a	75	76	80	81	76	75
Inglewood/ Tarnagulla	72	73	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	74	69	n/a	n/a	75	77	76	78	78	74
Loddon	71	73	69	n/a	n/a	74	74	76	76	75	72
Boort/ Terrick	71	74	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	73	70	n/a	n/a	74	71	75	74	73	70
Wedderburn	69	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	68▼	68	64	66	69	70	69	71	n/a	n/a	n/a
State-wide	68▼	69	65	68	70	71	70	72	73	71	72
35-49	68	67	63	n/a	n/a	78	74	75	75	73	75
18-34	67	72	66	n/a	n/a	76	73	73	72	77	62
50-64	66	72	69	n/a	n/a	70	72	73	73	74	72

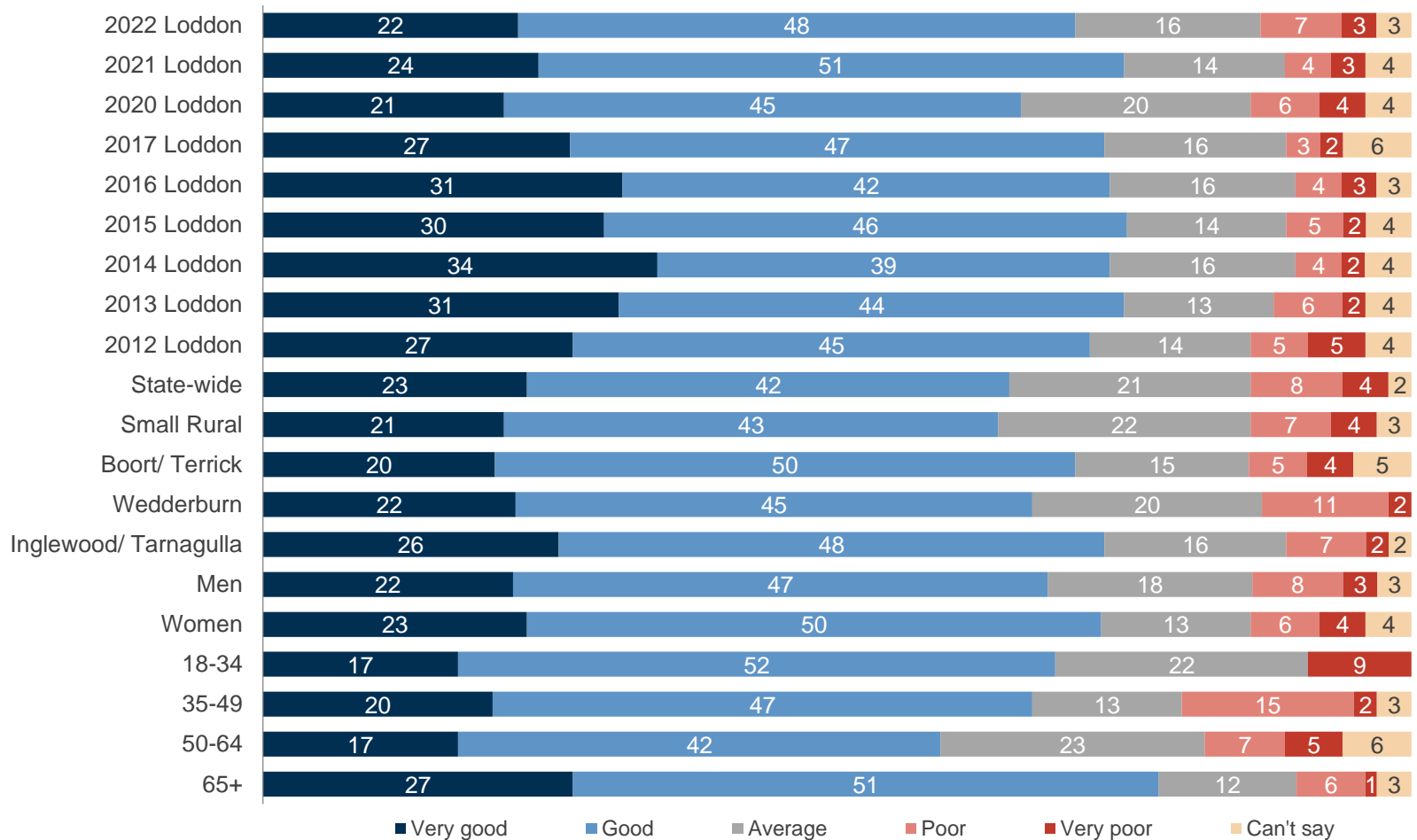
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Council's general town planning policy performance



2022 town planning performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	56	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Small Rural	56	50	48	53	51	49	53	n/a	n/a	n/a
Women	55	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63
State-wide	54	54	55	54	53	52	54	55	55	54
50-64	54	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
Loddon	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Boort/ Terrick	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58
18-34	52	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
35-49	50	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

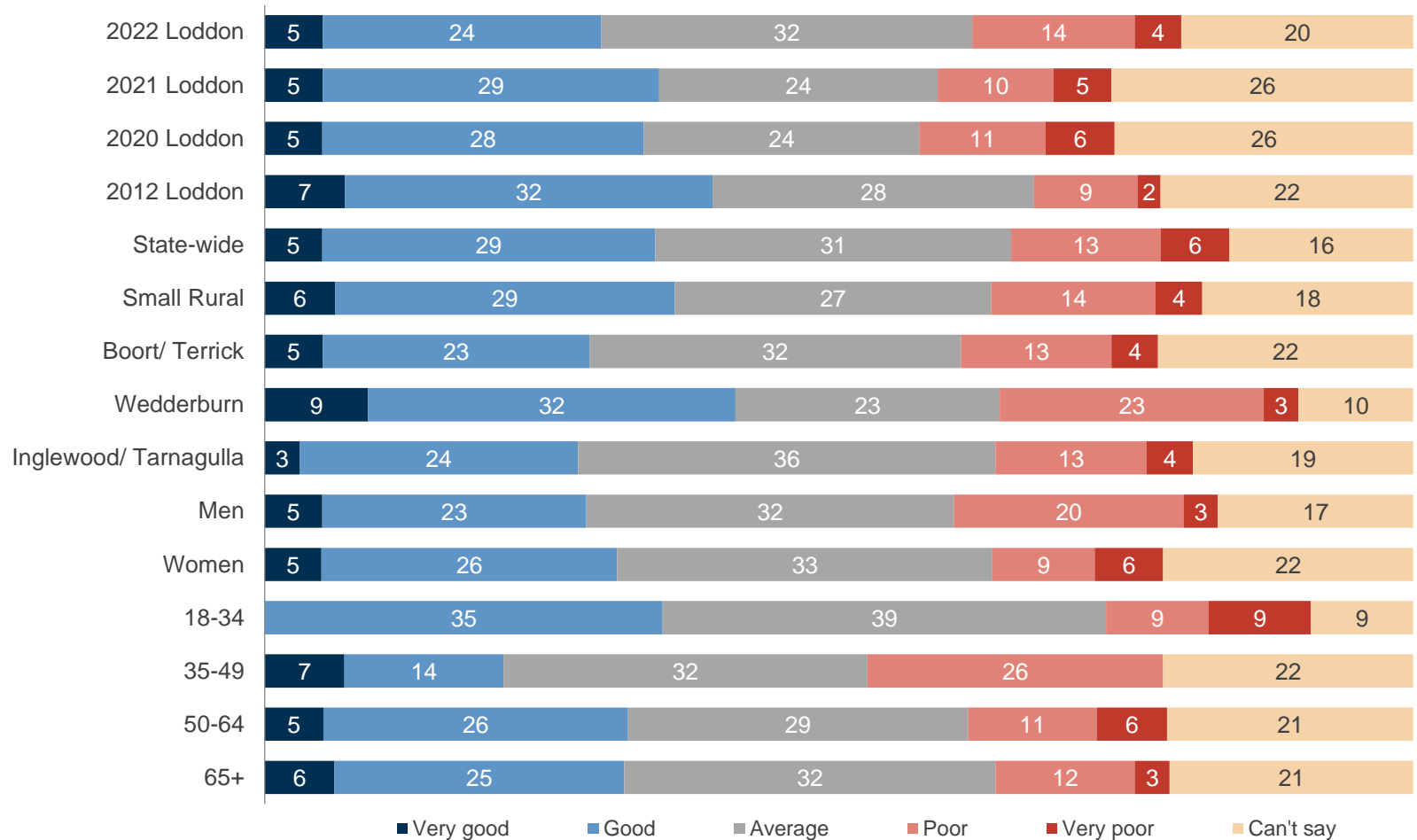
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Planning and building permits performance



2022 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51	51	52	52	51	50	54	53	55	54
Women	49	50	n/a	n/a	55	55	59	61	62	60
Small Rural	49	46	48	51	51	50	53	n/a	n/a	n/a
Inglewood/ Tarnagulla	47	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	49	n/a	n/a	54	47	57	55	57	56
65+	51	50	n/a	n/a	55	56	59	60	54	60
Loddon	49	49	n/a	n/a	53	51	55	58	57	58
50-64	46	46	n/a	n/a	50	48	51	58	56	56
Boort/ Terrick	52	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	51	n/a	n/a	52	56	52	58	61	57
Men	50	48	n/a	n/a	51	48	52	55	53	56
Wedderburn	49	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

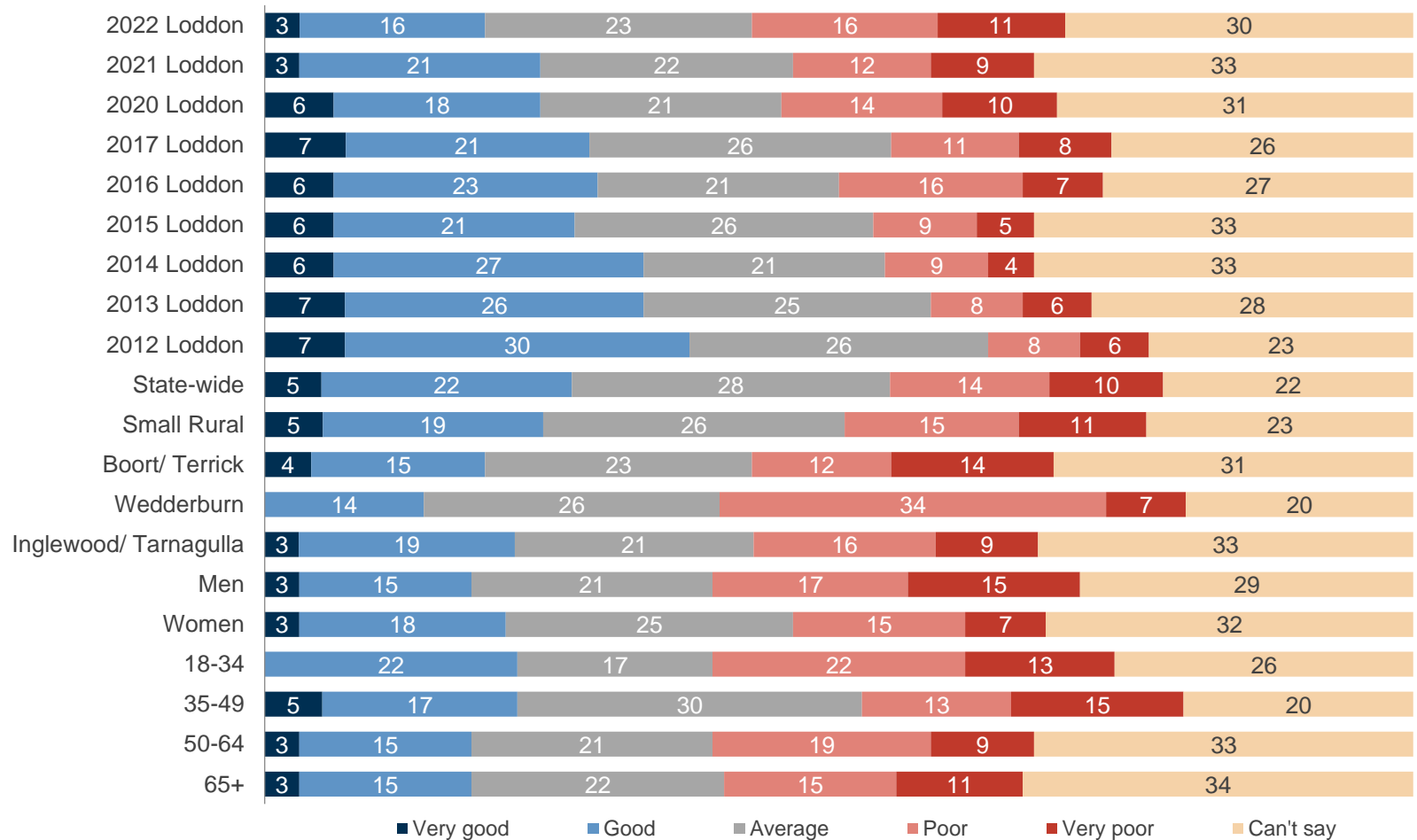
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 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: 30 Councils asked group: 7



Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Wedderburn	71	72	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	70	72	67	n/a	n/a	74	72	74	77	72	76
Small Rural	68	72	70	72	72	71	70	n/a	n/a	n/a	
Inglewood/ Tarnagulla	67	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
State-wide	66	71	68	72	71	70	69	70	71	70	70
Women	66	71	67	n/a	n/a	70	70	72	75	73	71
Loddon	66	70	65	n/a	n/a	68	67	71	72	71	70
Men	65	69	62	n/a	n/a	67	65	69	70	69	69
Boort/ Terrick	63	71	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	74	67	n/a	n/a	66	68	69	72	70	67
35-49	62	69	63	n/a	n/a	67	63	71	68	70	71
50-64	62	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

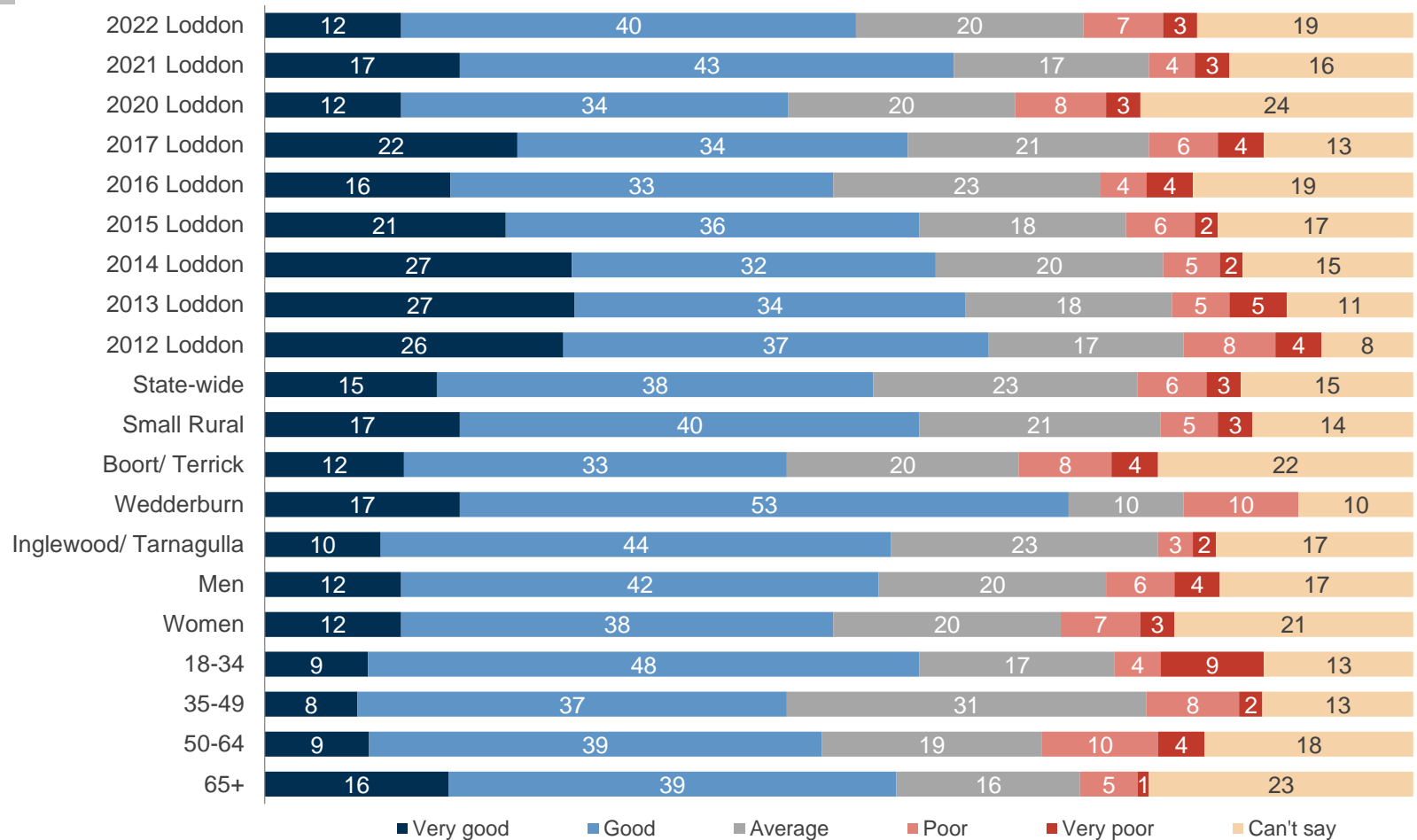
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 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



2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	52	50	n/a	n/a	49	53	58	59	59	59
Wedderburn	55	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	47	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	46	n/a	n/a	44	49	49	50	55	50
50-64	49	45	n/a	n/a	39	48	47	49	51	47
Loddon	48	44	n/a	n/a	43	49	49	51	54	52
Small Rural	44	43	43	40	43	44	45	n/a	n/a	n/a
State-wide	45	44	44	43	44	43	45	45	44	46
Women	46	43	n/a	n/a	43	49	49	53	53	53
Boort/ Terrick	47	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	38	n/a	n/a	39	44	36	47	51	50
35-49	41	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

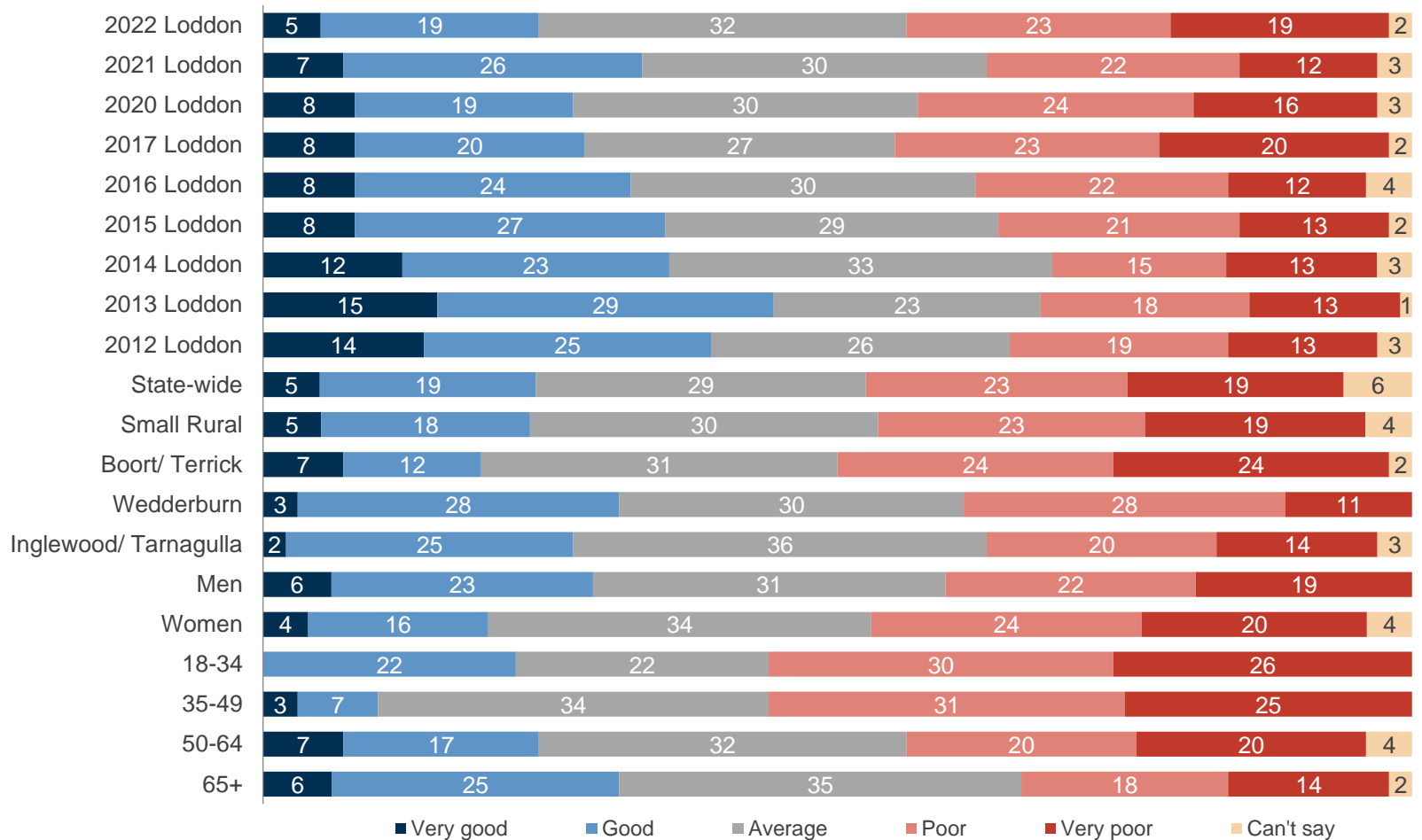
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 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



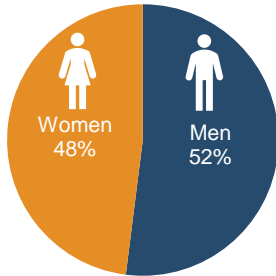
Detailed demographics



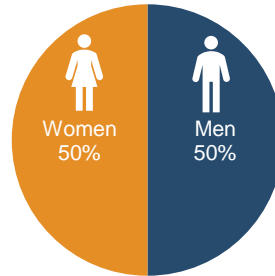
Gender and age profile

2022 gender

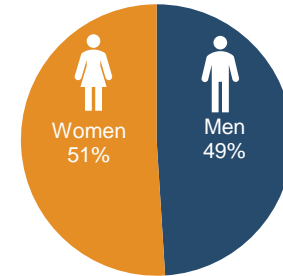
Loddon



Small Rural

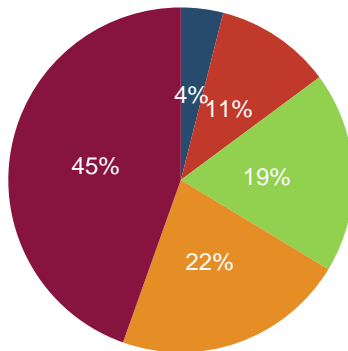


State-wide

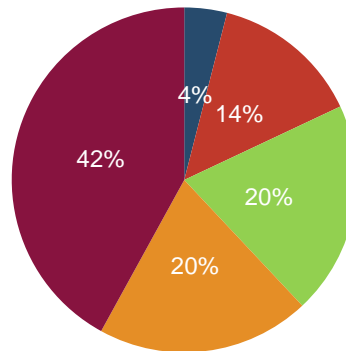


2022 age

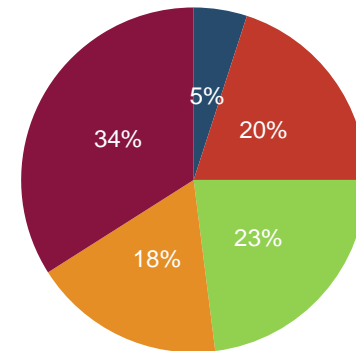
Loddon



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: 67 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 2022 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	181	208	+/-7.2
Women	219	192	+/-6.5
Boort/ Terrick	211	203	+/-6.6
Wedderburn	54	56	+/-13.4
Inglewood/ Tarnagulla	131	138	+/-8.5
18-34 years	23	57	+/-20.9
35-49 years	44	76	+/-14.9
50-64 years	109	87	+/-9.3
65+ years	224	180	+/-6.4



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:

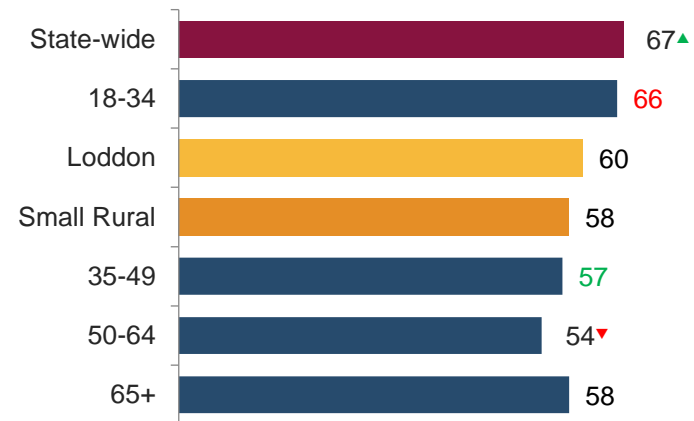
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 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 2022 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 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, 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=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=401 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 in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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 2022 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 2012-2022 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 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 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 2022 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: 2022 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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