



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY  
CORANGAMITE SHIRE COUNCIL**

**2016 RESEARCH REPORT**

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND  
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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# BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2016 State-wide Local Government Community Satisfaction Survey for Corangamite Shire Council.

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

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

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

# SURVEY METHODOLOGY AND SAMPLING

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

Survey sample matched to the demographic profile of Corangamite Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Corangamite Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Corangamite Shire Council. Survey fieldwork was conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March, 2016.

The 2016 results are compared with previous years, as detailed below:

- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=401 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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 Corangamite Shire Council area.

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

# SURVEY METHODOLOGY AND SAMPLING

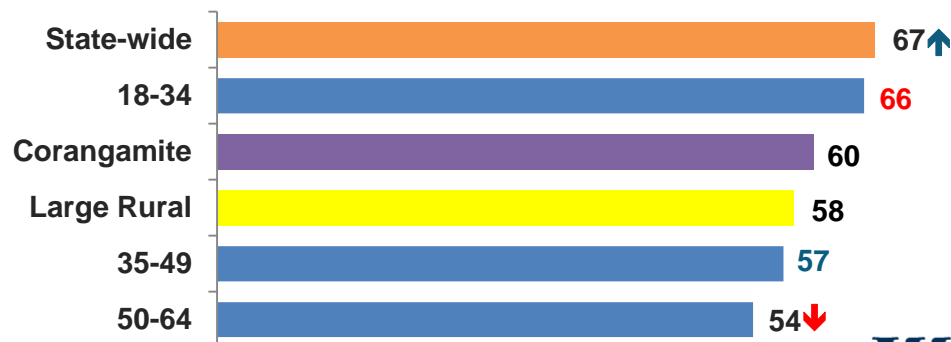
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in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

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

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. 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 2015.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2015.

## Overall Performance – Index Scores (example extract only)



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B.

# FURTHER INFORMATION

## Further Information

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

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

## Contacts

For further queries about the conduct and reporting of the 2016 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite night view of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network of light points and lines. The surrounding ocean is dark, and the landmass is visible in a dark brown/green hue.

# KEY FINDINGS & RECOMMENDATIONS

# KEY FINDINGS AND RECOMMENDATIONS

- Across core and individual service measures, **performance was relatively stable** between 2015 and 2016 - most measures exhibited only a slight decline in performance.
  - By exception, performance on core measures **declined significantly** in two areas – **Community Consultation** (index score of 62, -5 from 2015) and **Advocacy** (57, -6).
  - **Customer Service** is the only core measure to have **increased** in ratings in the past year, increasing three points to an index score of 77.
- Despite a slight erosion in ratings in 2016, Council's performance ratings are **significantly higher than the Large Rural and State-wide council averages**, except for Sealed Local Roads where performance is significantly lower than these averages.
- The **Overall Performance** index score of 64 represents a **one point decline** since 2015.
  - **Residents aged 65+ years** (68) rate Council **highest** for Overall Performance while residents aged **35-64 rate Council lowest** (62 among residents aged 35-49 and 61 among residents aged 50-64).



# KEY FINDINGS AND RECOMMENDATIONS

- **Overall Council Direction** (index score of 55) experienced a three point decline in the past year and is now five points from 2014's high score of 60.
  - The youngest cohort of residents declined most in their perceptions of Council Direction (-10 index points among 18-34 year olds – *note the small sample size for this cohort*), while ratings for residents aged 65+ years increased slightly (+1).
  - For the most part, residents believe Council's Overall Direction has stayed the same over the last twelve months (63% rating Overall Direction has 'stayed the same', 20% 'improved' and 10% 'deteriorated').
  
- When examining Council's **Future Direction**, most residents believe Council is headed in the right direction (79% 'definitely' or 'probably right direction'). This is even though the majority of residents believe that there is **a lot of room for improvement** in Council's performance (39% 'a lot' of room for improvement in services, 52% 'a little' room for improvement).
  
- Performance ratings on **Lobbying** (57) declined six points in 2016, the largest drop of any measure. All groups declined in their impressions of advocacy, but declines were most significant among residents of the Central area and 18-34 year olds (*note small sample size*).

# KEY FINDINGS AND RECOMMENDATIONS

- A significant portion of Council residents (25%) are **unsure** how Council is performing on **Lobbying**; these residents are not hearing what Council is doing to advocate on their behalf.
- **Community Consultation** also dropped significantly in the past year, down five points in 2016 to an index score of 62. Again, ratings for all groups declined; however, 18-34 year olds declined most in their impressions (-11 points to 62 / *small sample size*), as well as residents aged 35-49 years (-8 to 58).
- Corangamite Shire Council **continues to perform best in the area of Customer Service** (index score of 77), increasing by three points on this measure in the past year. Customer Service ratings are at their highest level since 2012. **Southern** Corangamite residents increased significantly in their impressions of customer service, jumping up 15 points in their rating since 2015 (80).
  - Two in five (43%) rate Council's Customer Service as 'very good', with a further 33% rating Customer Service as 'good' (16% 'average' and 8% 'very poor' or 'poor'). 'Very good' ratings increased 12 percentage points from last year.

# KEY FINDINGS AND RECOMMENDATIONS

- Council is **performing well** on most **individual service areas**; of the 19 services where performance was evaluated in 2016 in addition to core measures, Council received positive ratings (an index score of 60 or higher) on 16 of them.
  - Ratings for most service areas are relatively consistent with 2015 results. The exceptions are **Appearance of Public Areas** (-3 to 75), **Elderly Support Services** (-5 to 73), **Arts Centres & Libraries** (-3 to 70), **Disadvantaged Support Services** (-4 to 63) and **Local Streets and Footpaths** (-5 to 60), each of which declined between years.
  - Council **performs best** on **Appearance of Public Areas** (index score of 75), **Recreational Facilities** (74), **Elderly Support Services** (73), **Emergency and Disaster Management** (72) and **Arts Centres and Libraries** (70).
  - In addition to the core measure of Sealed Roads, performance is **weakest** on **Unsealed Roads** (39) and **Slashing and Weed Control** (48).
  
- Corangamite Shire Council **significantly exceeds average ratings for Large Rural councils and the State on a majority of individual service areas**. It significantly trails Group and State-wide averages in only two areas – **Roadside Slashing and Unsealed Roads**.

## KEY FINDINGS AND RECOMMENDATIONS

- Residents are most likely to cite sealed road maintenance (42%) and unsealed road maintenance (12%) as the **key areas for improvement**. Residents are most likely to believe that the Councillors (12%), aged support services (7%) and customer service (7%) are Council's **best aspects**.
- Residents aged 65+ years and Central residents are generally the **most satisfied** resident groups.
- Conversely, residents aged 35-49 years, 50-64 years and Northern Corangamite residents are generally **more critical of Council** compared with other resident segments.

# KEY FINDINGS AND RECOMMENDATIONS

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

# KEY FINDINGS AND RECOMMENDATIONS

## Higher results in 2016

- None significant

## Lower results in 2016

- Community consultation
- Advocacy
- Public areas
- Elderly support services
- Arts centres & libraries
- Disadvantaged support
- Local streets and footpaths

## Most favourably disposed towards Council

- 65+ year olds
- Central

## Least favourably disposed towards Council

- 35-49 year olds
- 50-64 year olds
- Northern Corangamite residents

A satellite night view of South America, showing city lights and a network of white lines. The text "SUMMARY OF FINDINGS" is overlaid in white, bold, sans-serif font.

# SUMMARY OF FINDINGS

# 2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Corangamite 2012	Corangamite 2013	Corangamite 2014	Corangamite 2015	Corangamite 2016	Large Rural 2016	State-wide 2016
<b>OVERALL PERFORMANCE</b>	65	67	66	65	<b>64</b>	54	59
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	65	67	65	67	<b>62</b>	52	54
<b>ADVOCACY</b> (Lobbying on behalf of the community)	61	63	61	63	<b>57</b>	50	53
<b>MAKING COMMUNITY DECISIONS</b> (Decisions made in the interest of the community)	n/a	n/a	64	64	<b>61</b>	50	54
<b>SEALED LOCAL ROADS</b> (Condition of sealed local roads)	n/a	n/a	38	38	<b>36</b>	44	54
<b>CUSTOMER SERVICE</b>	74	74	76	74	<b>77</b>	67	69
<b>OVERALL COUNCIL DIRECTION</b>	56	58	60	58	<b>55</b>	48	51



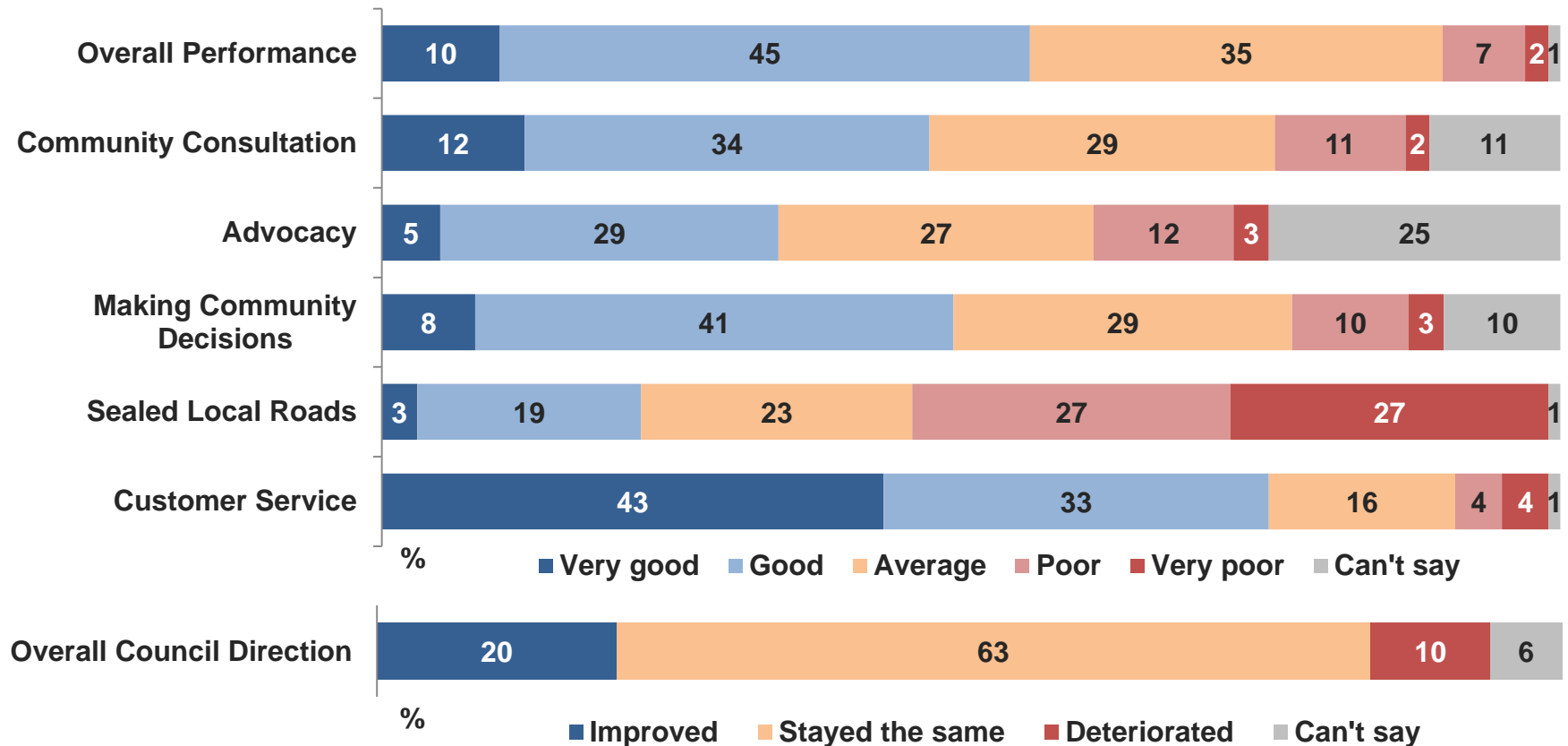
# 2016 SUMMARY OF CORE MEASURES

## DETAILED ANALYSIS

Performance Measures	Corangamite 2016	vs Corangamite 2015	vs Large Rural 2016	vs State-wide 2016	Highest score	Lowest score
<b>OVERALL PERFORMANCE</b>	<b>64</b>	1 point lower	10 points higher	5 points higher	65+ year olds	50-64 year olds
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	<b>62</b>	5 points lower	10 points higher	8 points higher	65+ year olds	35-49 year olds
<b>ADVOCACY</b> (Lobbying on behalf of the community)	<b>57</b>	6 points lower	7 points higher	4 points higher	65+ year olds	Southern
<b>MAKING COMMUNITY DECISIONS</b> (Decisions made in the interest of the community)	<b>61</b>	3 points lower	11 points higher	7 points higher	18-34 year olds	35-49 year olds
<b>SEALED LOCAL ROADS</b> (Condition of sealed local roads)	<b>36</b>	2 points lower	8 points lower	18 points lower	65+ year olds	North, 35-49 year olds
<b>CUSTOMER SERVICE</b>	<b>77</b>	3 points higher	10 points higher	8 points higher	Southern	North, Central, 35-49 year olds
<b>OVERALL COUNCIL DIRECTION</b>	<b>55</b>	3 points lower	7 points higher	4 points higher	65+ year olds	North

# 2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

## Key Measures Summary Results



# INDIVIDUAL SERVICE AREAS SUMMARY

## COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than state-wide average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Enforcement of local laws
- Family support services
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Town planning policy
- Planning permits
- Emergency & disaster mngt
- Making community decisions
- Business & community dev.
- Tourism development

- Slashing & weed control
- Unsealed roads
- Sealed local roads

Significantly lower than state-wide average

# INDIVIDUAL SERVICE AREAS SUMMARY

## COUNCIL'S PERFORMANCE VS GROUP AVERAGE

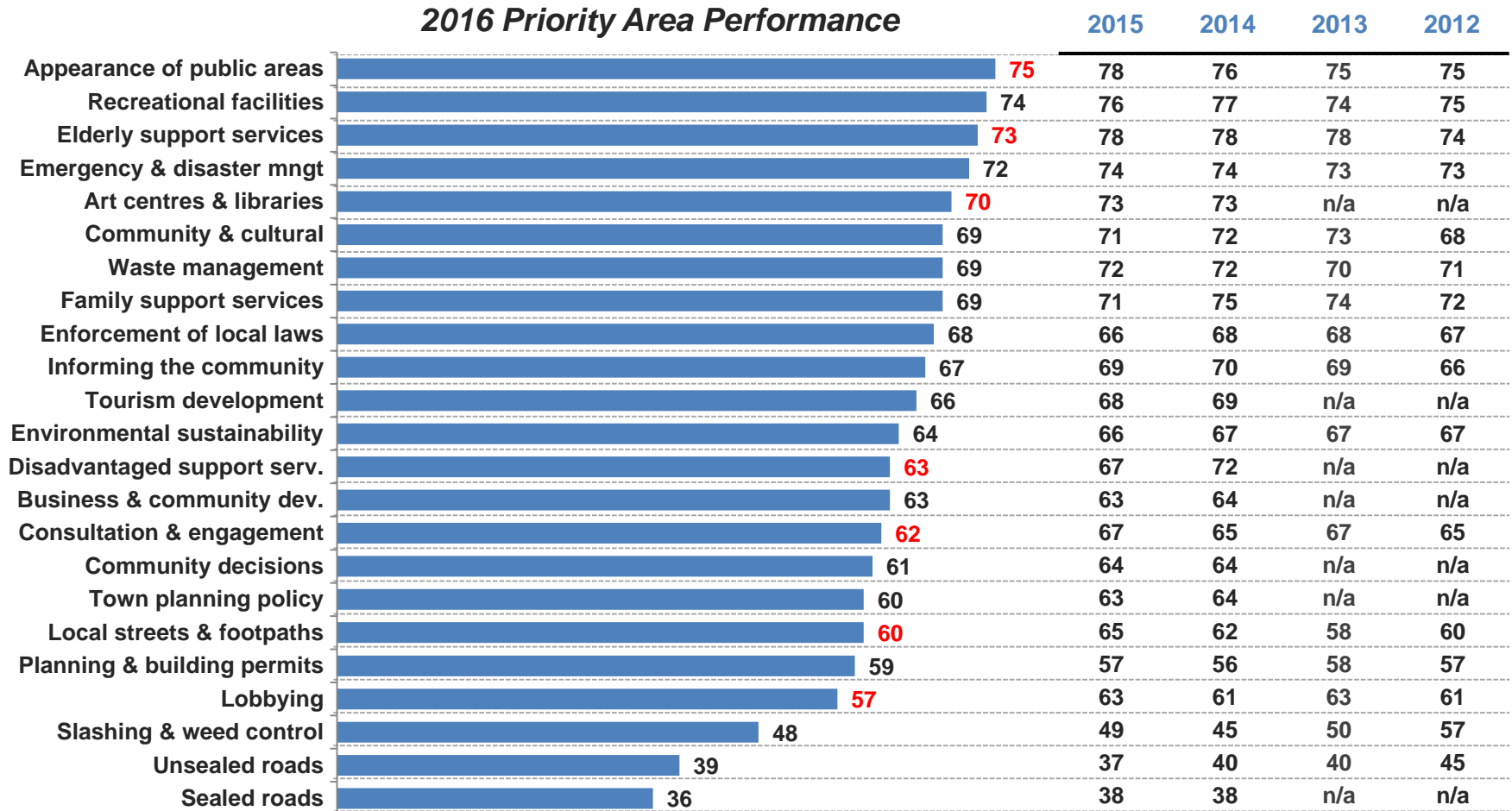
Significantly higher than group average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Enforcement of local laws
- Family support services
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Waste management
- Town planning policy
- Planning permits
- Making community decisions
- Business & community dev.

- Slashing & weed control
- Unsealed roads
- Sealed local roads

Significantly lower than group average

# 2016 PERFORMANCE SUMMARY



Base: All respondents. Councils asked state-wide: 69

Note: Please see page 5 for explanation of significant differences

# 2016 PERFORMANCE SUMMARY BY COUNCIL GROUP

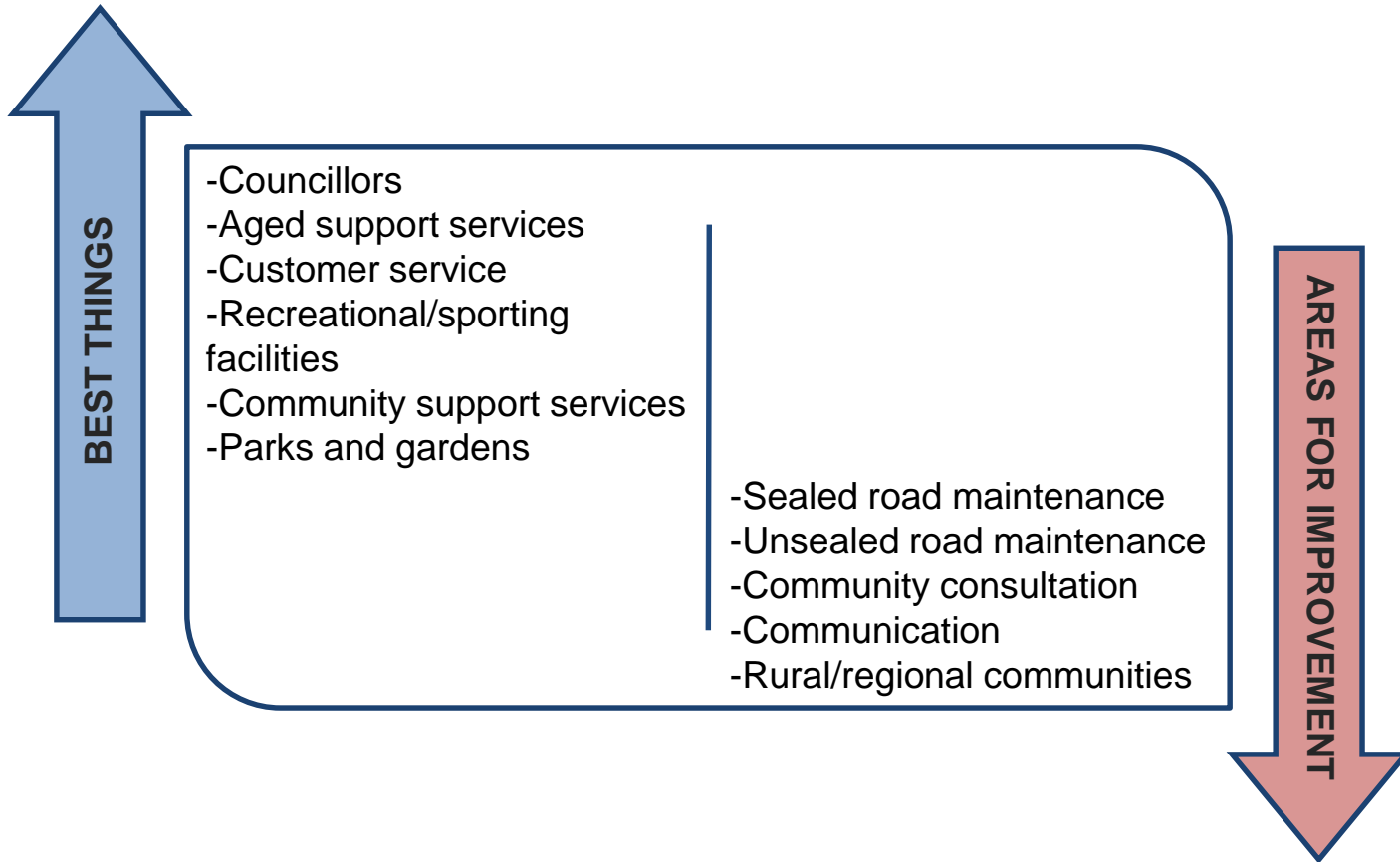
## Top Three Most Performance Service Areas (Highest to lowest, i.e. 1. = highest performance)

Corangamite Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> <li>1. Appearance of public areas</li> <li>2. Recreational facilities</li> <li>3. Elderly support services</li> </ol>	<ol style="list-style-type: none"> <li>1. Waste management</li> <li>2. Art centres &amp; libraries</li> <li>3. Recreational facilities</li> </ol>	<ol style="list-style-type: none"> <li>1. Waste management</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Art centres &amp; libraries</li> </ol>	<ol style="list-style-type: none"> <li>1. Art centres &amp; libraries</li> <li>2. Appearance of public areas</li> <li>3. Tourism development</li> </ol>	<ol style="list-style-type: none"> <li>1. Art centres &amp; libraries</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Appearance of public areas</li> </ol>	<ol style="list-style-type: none"> <li>1. Appearance of public areas</li> <li>2. Art centres &amp; libraries</li> <li>3. Emergency &amp; disaster mngt</li> </ol>

## Bottom Three Most Performance Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Corangamite Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> <li>1. Sealed roads</li> <li>2. Unsealed roads</li> <li>3. Slashing &amp; weed control</li> </ol>	<ol style="list-style-type: none"> <li>1. Planning permits</li> <li>2. Population growth</li> <li>3. Town planning policy</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Planning permits</li> <li>3. Town planning policy</li> </ol>	<ol style="list-style-type: none"> <li>1. Community decisions</li> <li>2. Lobbying</li> <li>3. Consultation &amp; engagement</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Sealed roads</li> <li>3. Population growth</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Town planning policy</li> <li>3. Planning permits</li> </ol>

# POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



A satellite night view of the United States, showing city lights and a network of roads. The text "DETAILED FINDINGS" is overlaid on the left side of the image.

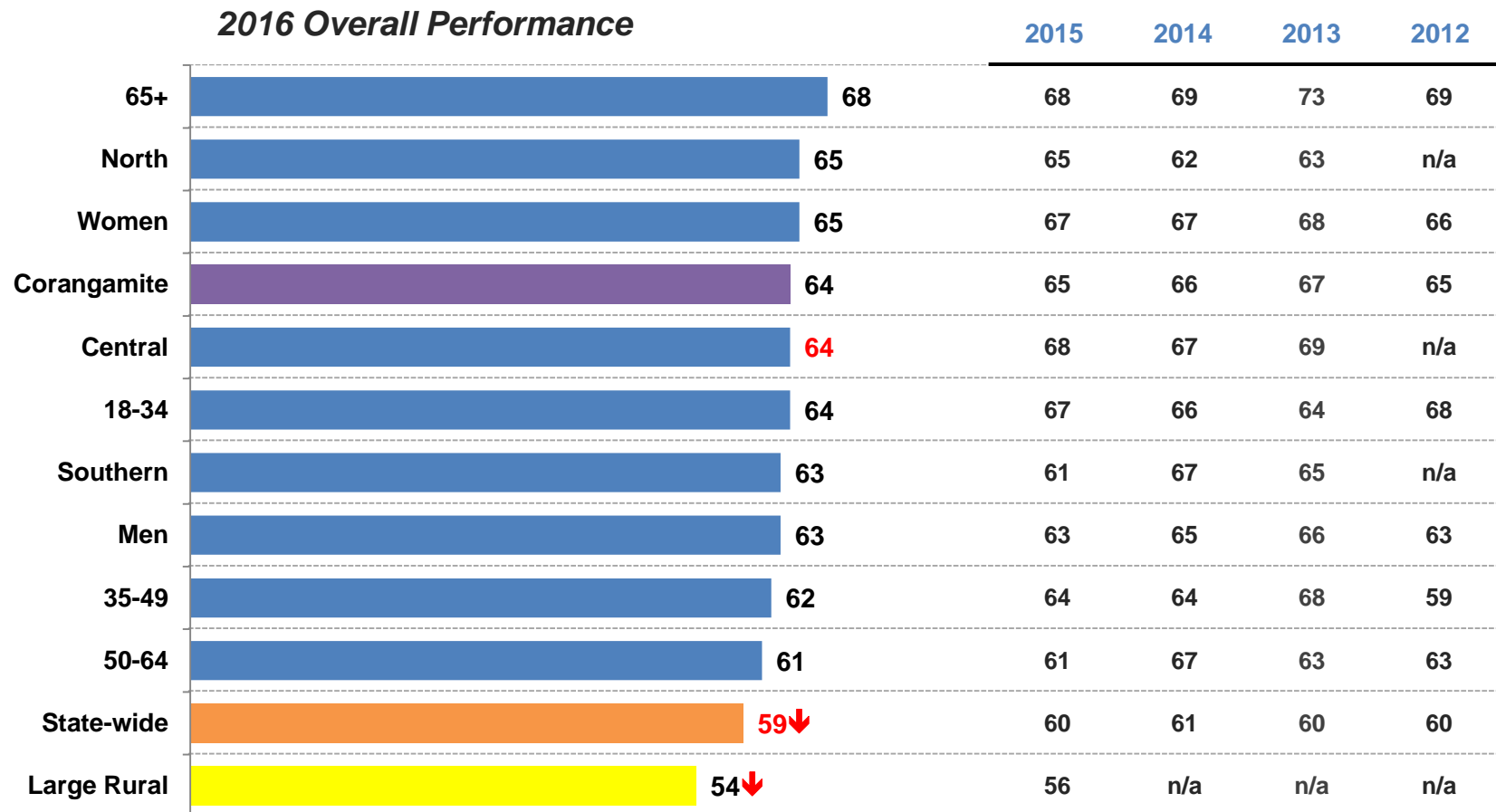
# DETAILED FINDINGS





**KEY CORE MEASURE  
OVERALL PERFORMANCE**

# OVERALL PERFORMANCE INDEX SCORES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Corangamite 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?

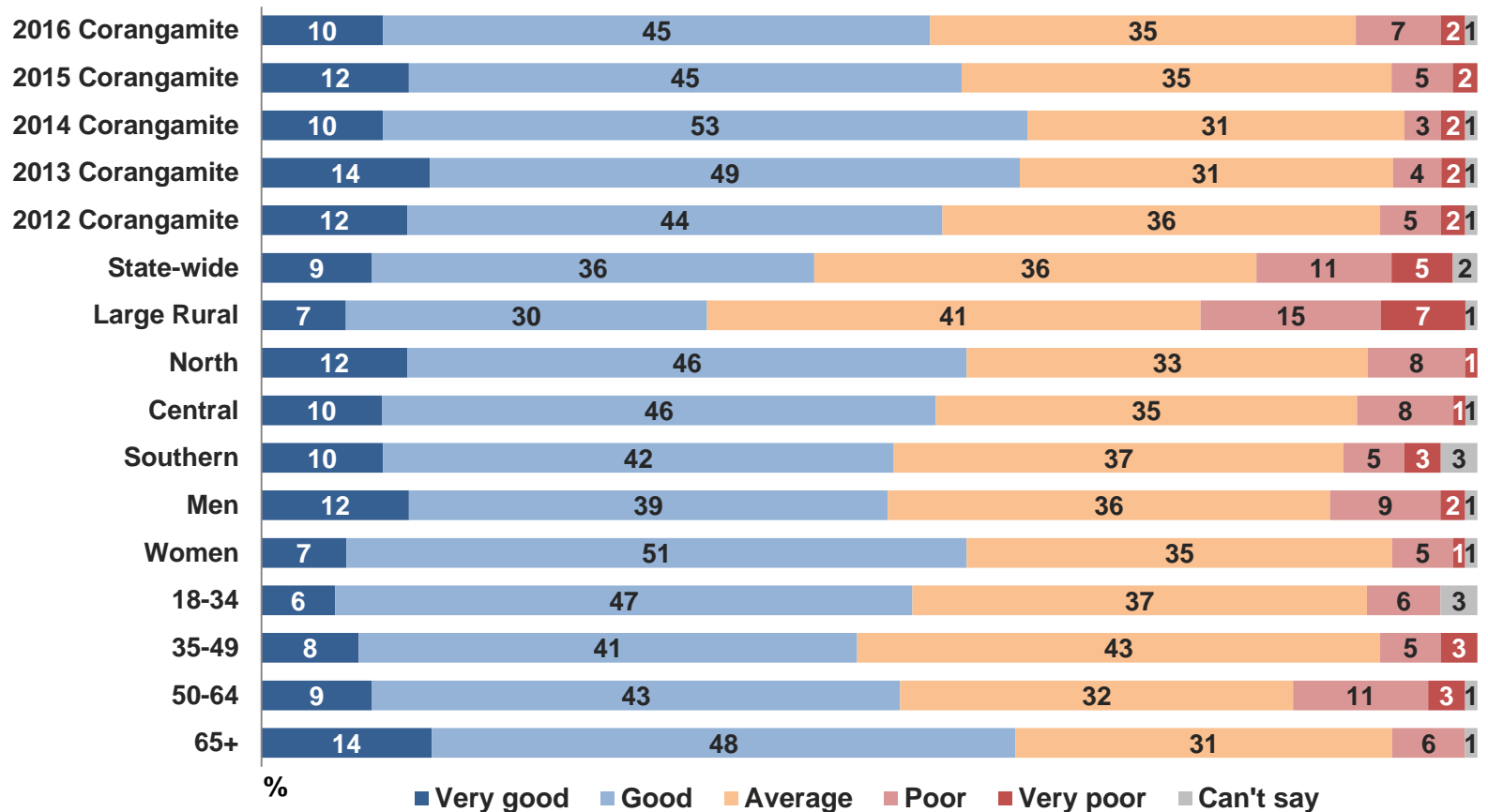
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences



# OVERALL PERFORMANCE DETAILED PERCENTAGES

## 2016 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Corangamite 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: 69 Councils asked group: 21



An aerial night photograph of a city, likely San Francisco, showing a dense network of glowing streetlights and illuminated buildings. The city is set against a dark background, with the surrounding landscape and water visible in the shadows. The text is overlaid on the left side of the image.

**KEY CORE MEASURE  
CUSTOMER SERVICE**

# CONTACT LAST 12 MONTHS SUMMARY

**Overall contact with Corangamite Shire Council**

- 54%, down 5 points on 2015

**Most contact with Corangamite Shire Council**

- North

**Least contact with Corangamite Shire Council**

- Southern
- Aged 18-34 years

**Customer Service rating**

- Index score of 77, up 3 points on 2015

**Most satisfied with Customer Service**

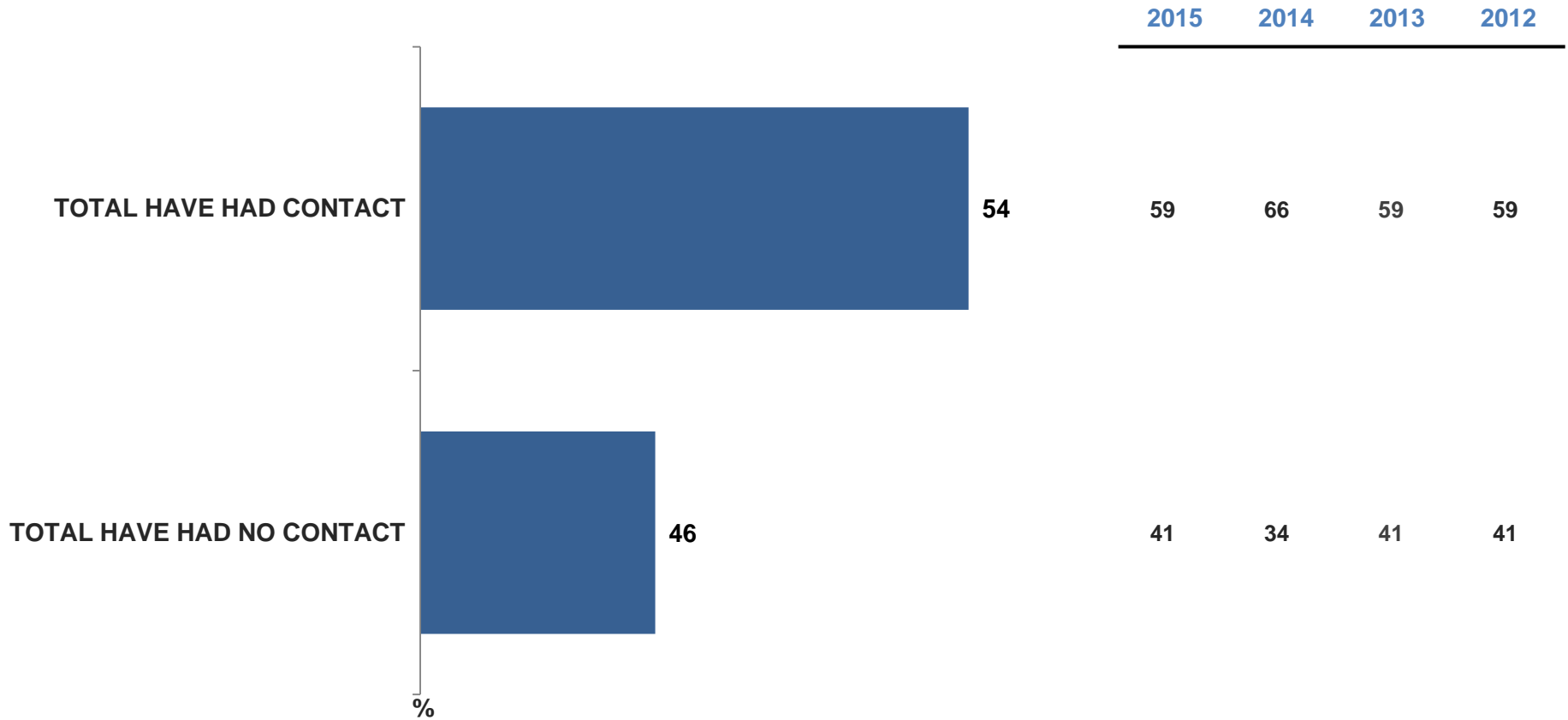
- Southern

**Least satisfied with Customer Service**

- North
- Central
- 35-49 year olds

# 2016 CONTACT WITH COUNCIL LAST 12 MONTHS

2016 Method of Contact



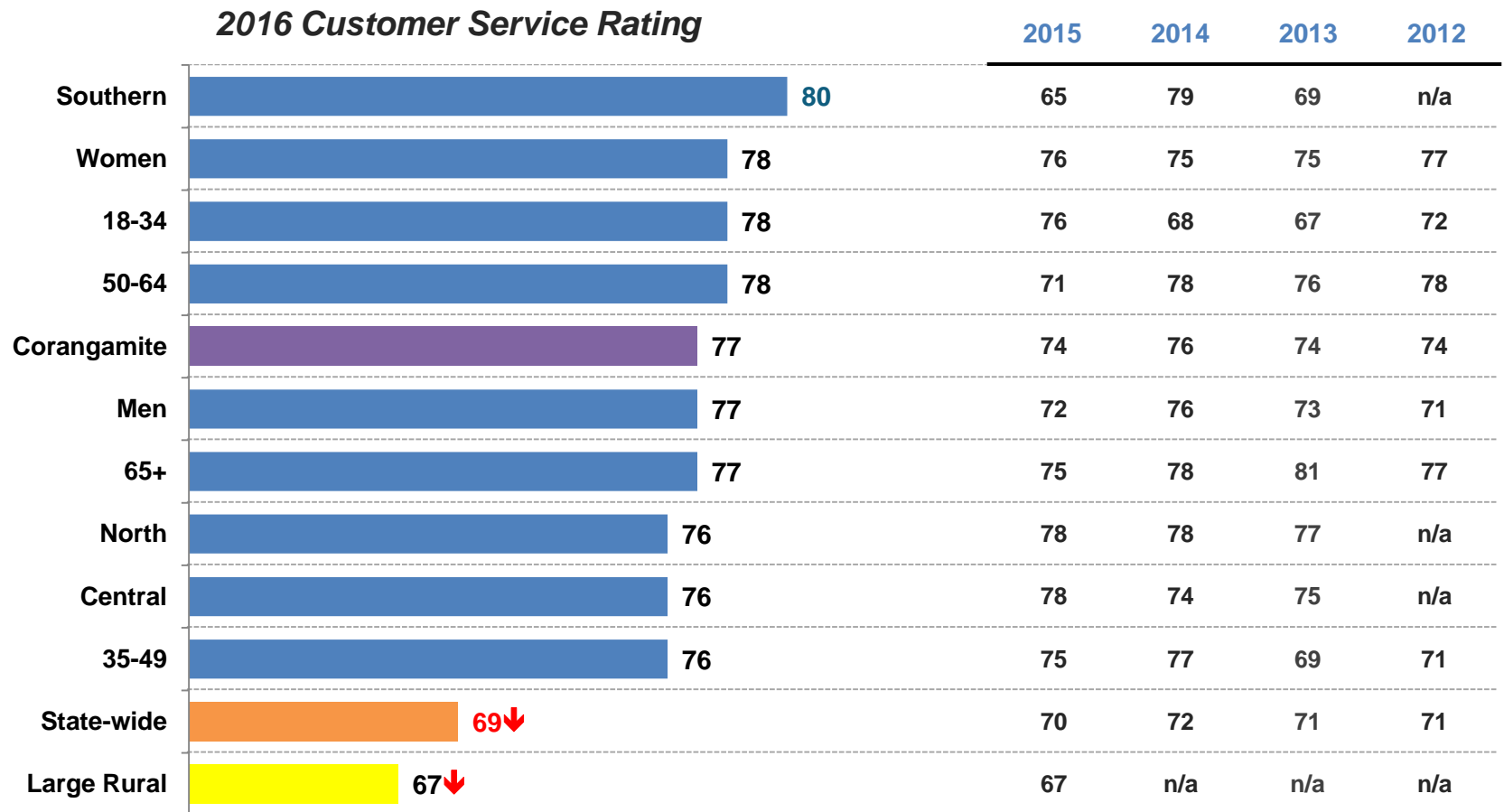
Q5. Over the last 12 months, have you or any member of your household had any contact with Corangamite Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 52 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences



# 2016 CONTACT CUSTOMER SERVICE INDEX SCORES



Q5c. Thinking of the most recent contact, how would you rate Corangamite 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.

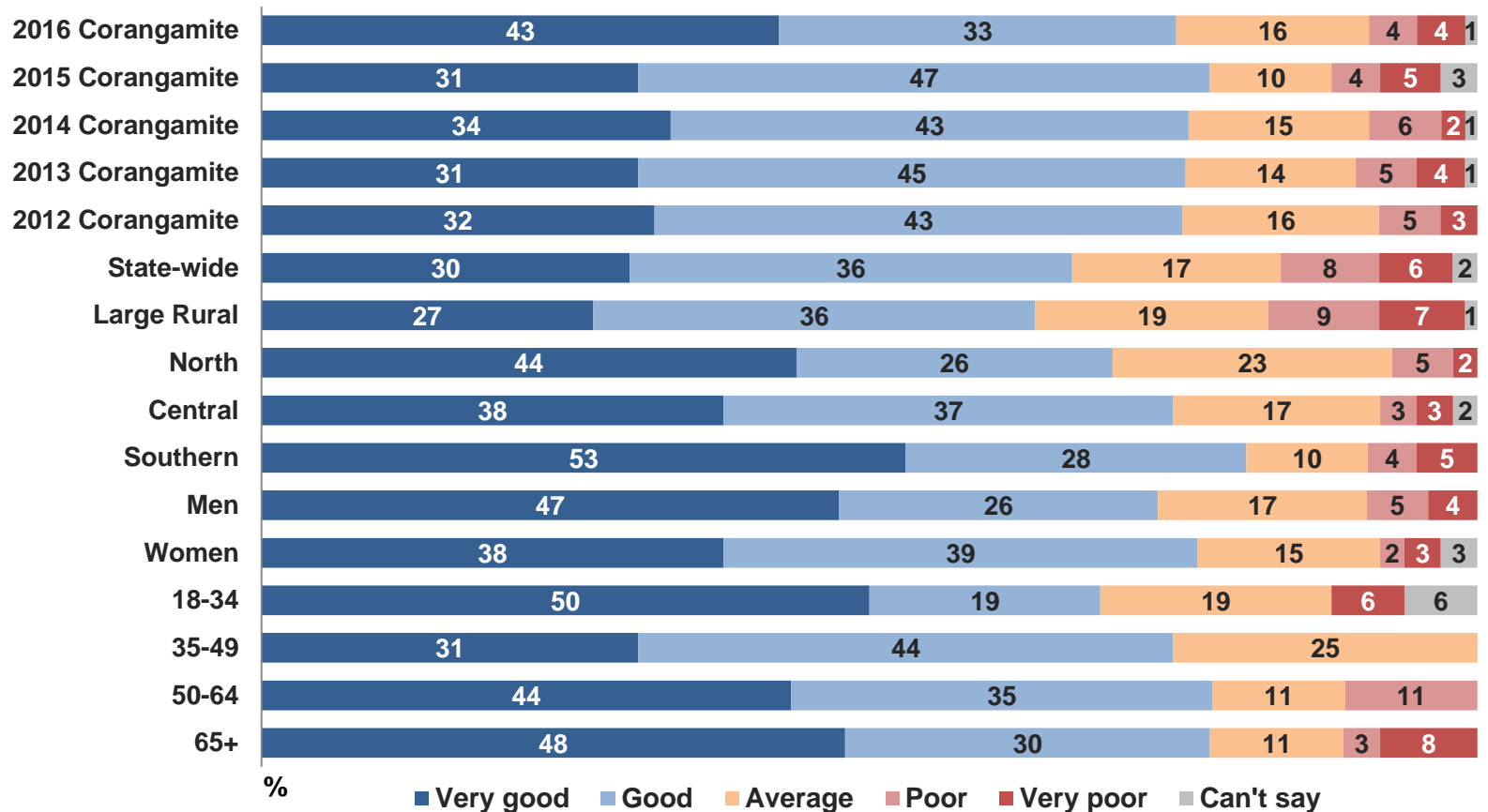
Councils asked state-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences



# 2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

## 2016 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Corangamite 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: 69 Councils asked group: 21







**KEY CORE MEASURE  
COUNCIL DIRECTION INDICATORS**

# COUNCIL DIRECTION SUMMARY

## Council Direction over last 12 months

- 63% stayed about the same, down 2 points on 2015
- 20% improved, down 3 points on 2015
- 10% deteriorated, up 3 points on 2015

## Most satisfied with Council Direction

- Aged 65+ years
- Southern

## Least satisfied with Council Direction

- North
- Aged 35-49 years

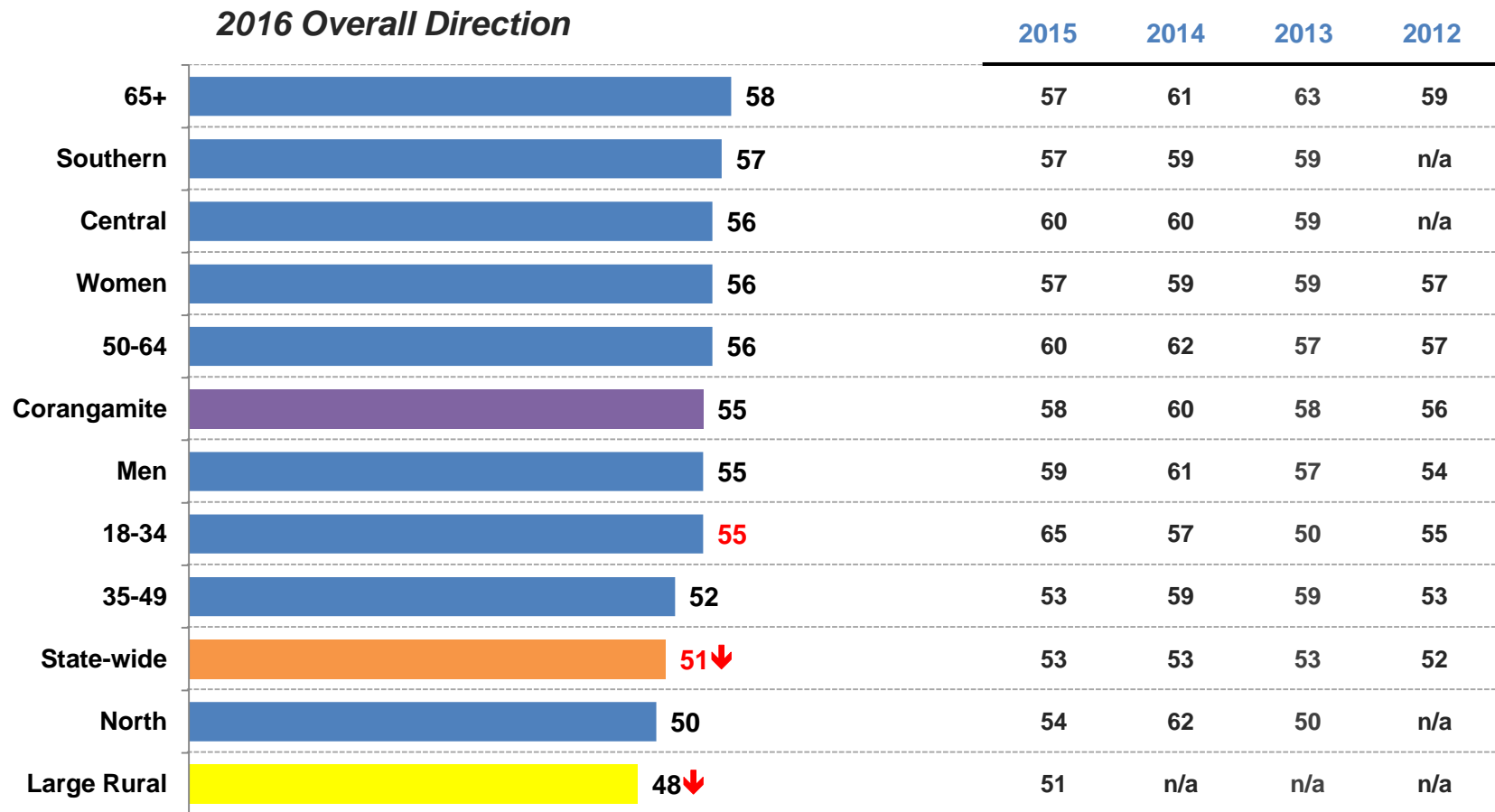
## Room for improvement

- 39% a lot of room for improvement
- 52% little room for improvement
- 7% not much room for improvement

## Direction Corangamite Shire Council is headed

- 79% right direction (27% definitely and 52% probably)
- 11% wrong direction (6% probably and 5% definitely)

# 2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



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

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

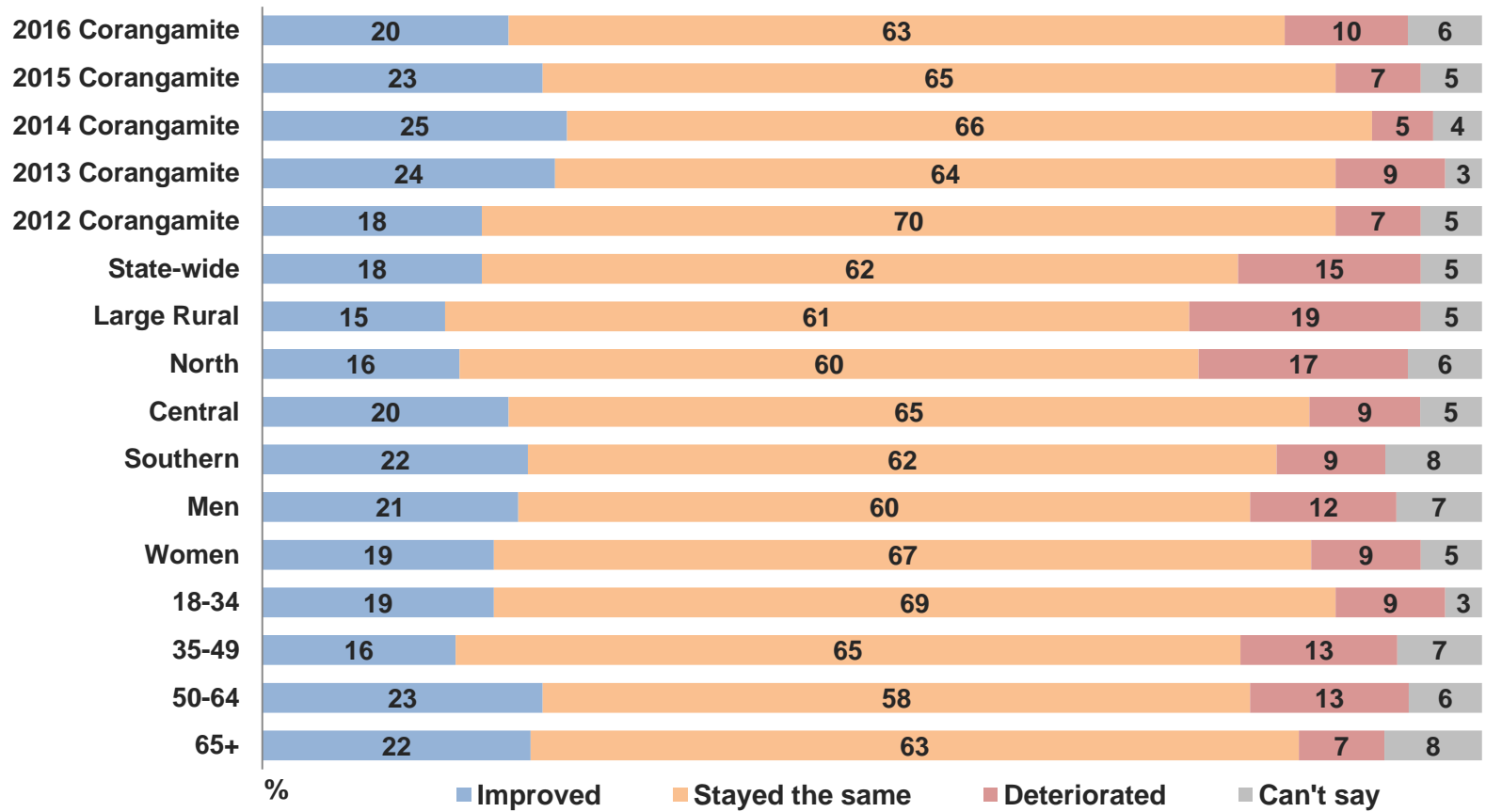
Note: Please see page 5 for explanation about significant differences



# 2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

## DETAILED PERCENTAGES

### 2016 Overall Direction



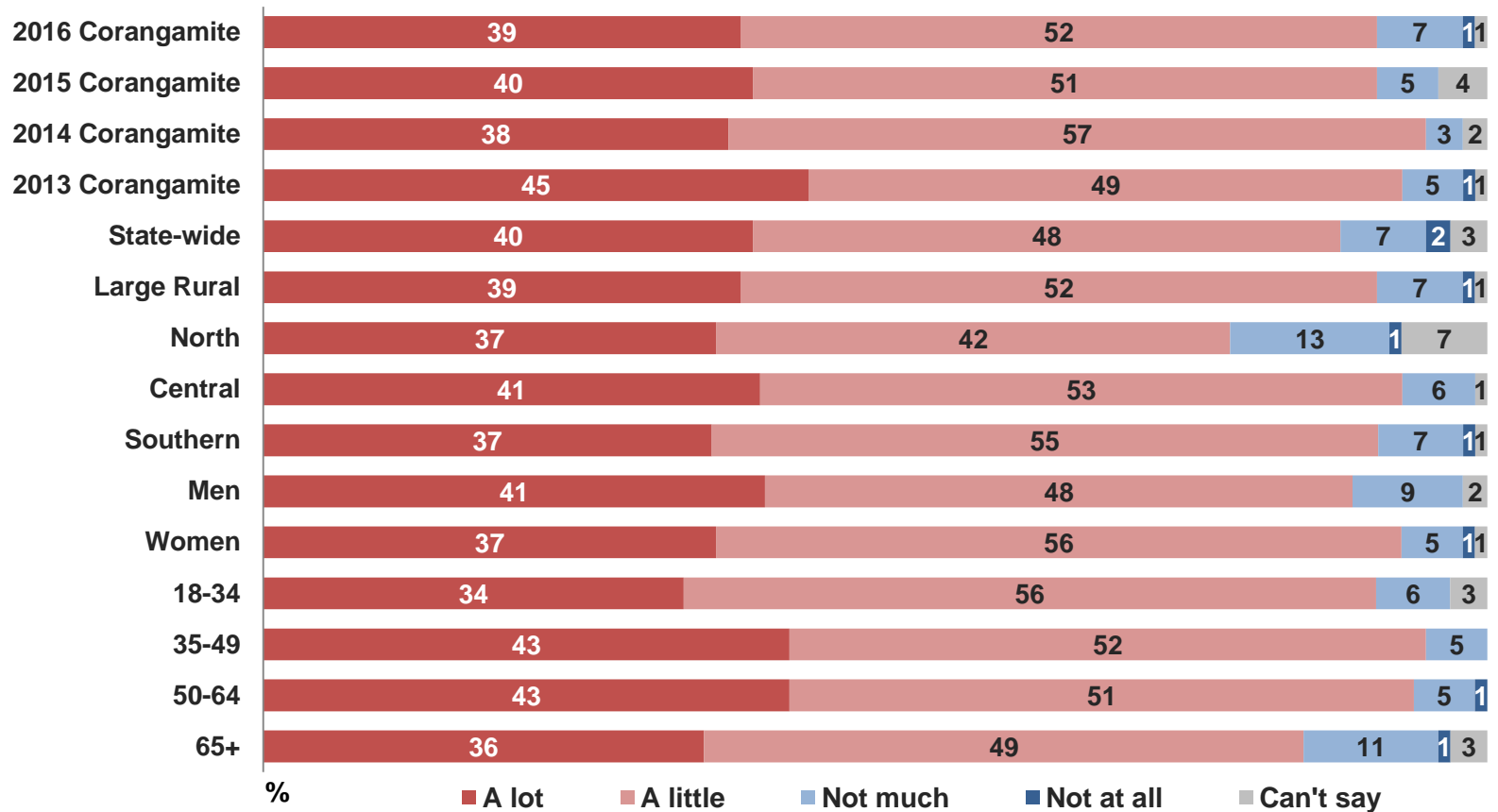
Q6. Over the last 12 months, what is your view of the direction of Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

# 2016 ROOM FOR IMPROVEMENT IN SERVICES

## DETAILED PERCENTAGES

### 2016 Room for Improvement



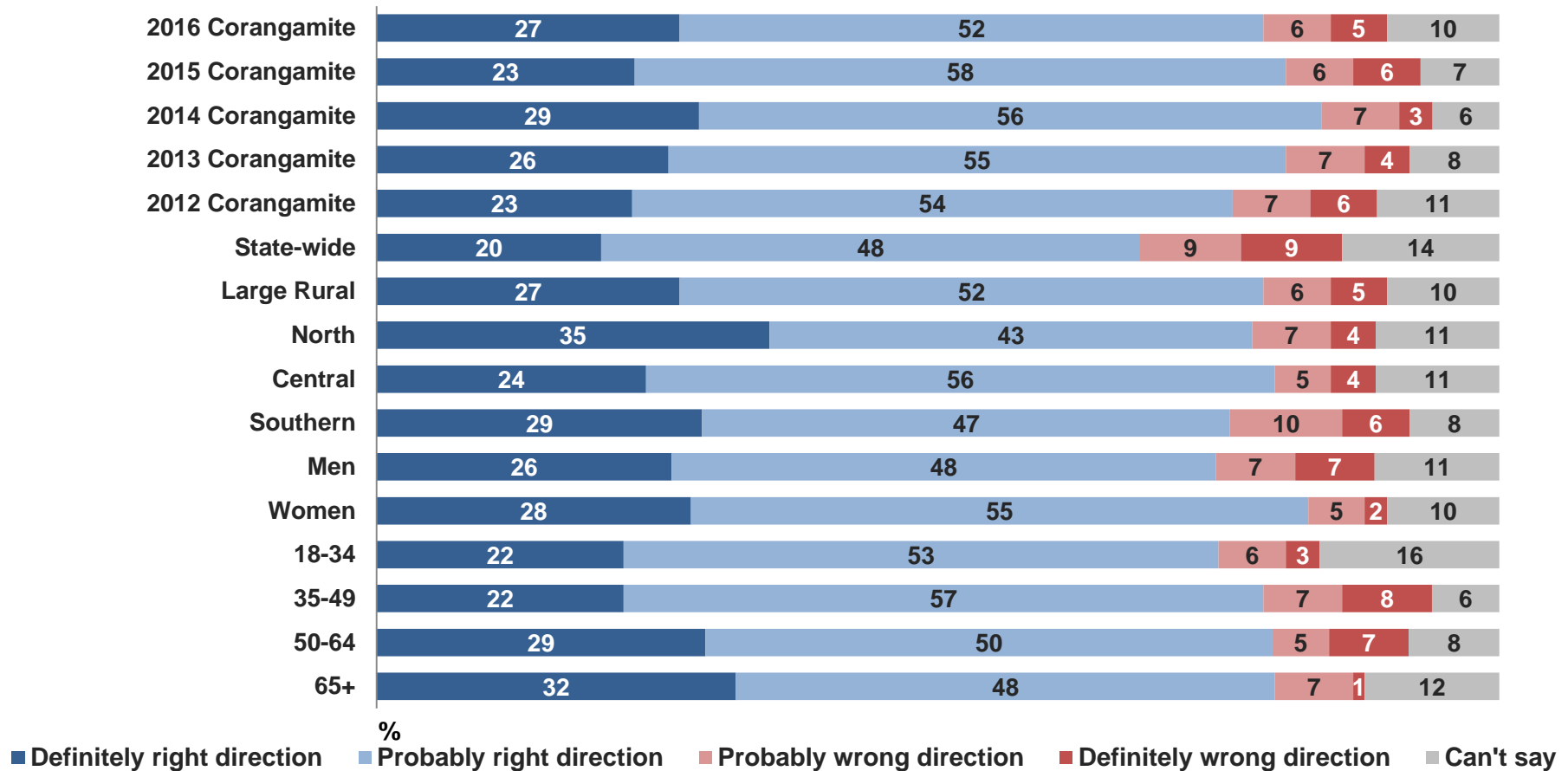
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 5 Councils asked group: 1



# 2016 RIGHT/WRONG DIRECTION DETAILED PERCENTAGES

## 2016 Future Direction



Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?  
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 1

A satellite night view of South America, showing the continent's outline and the glowing lights of major cities and a dense network of roads. The lights are concentrated in the eastern and southern parts of the continent, with a particularly bright cluster in the southeast. The surrounding oceans are dark, and the overall scene is illuminated by the artificial lights of the land.

# POSITIVES AND AREAS FOR IMPROVEMENT

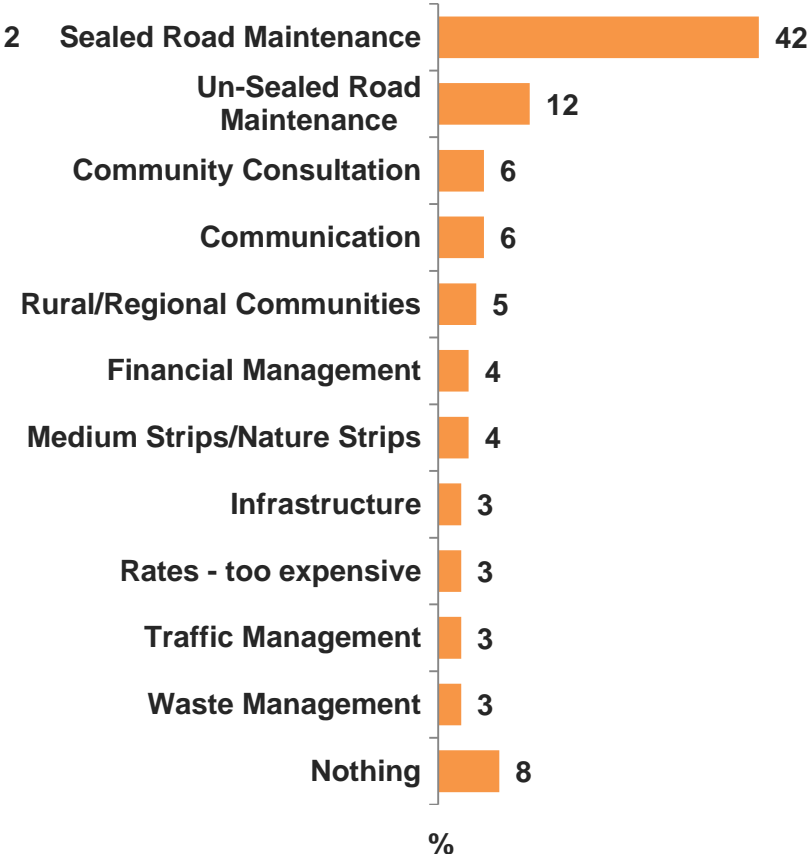
# 2016 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

## 2016 SERVICES TO IMPROVE DETAILED PERCENTAGES

### 2016 Best Aspects



### 2016 Areas for Improvement



Q16. Please tell me what is the ONE BEST thing about Corangamite Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

Q17. What does Corangamite Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 10



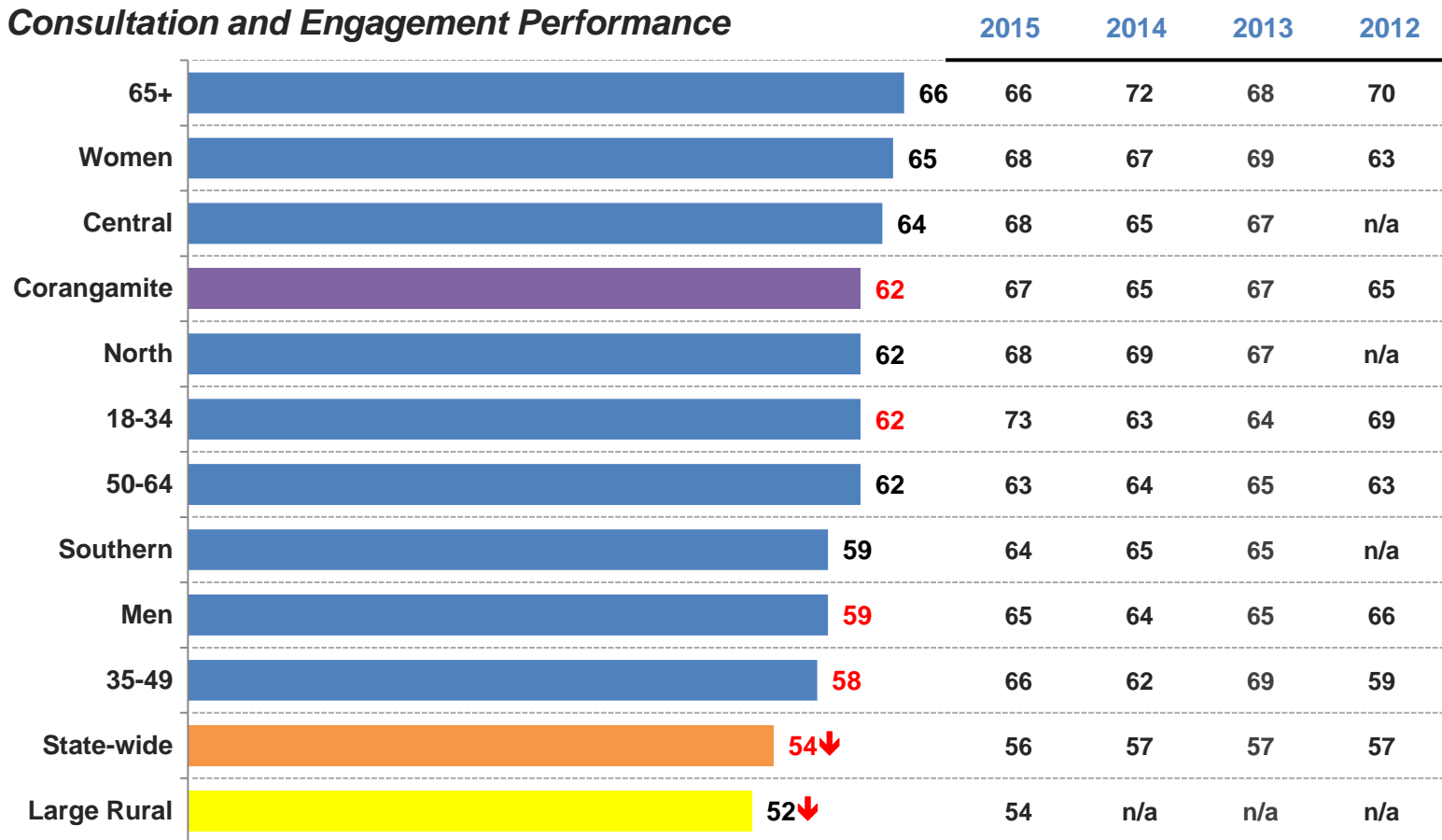


A satellite night view of the United States, showing a dense network of glowing yellow and white lines representing service areas. The text "INDIVIDUAL SERVICE AREAS" is overlaid in white, bold, sans-serif font across the center of the map.

# INDIVIDUAL SERVICE AREAS

# 2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

## 2016 Consultation and Engagement Performance



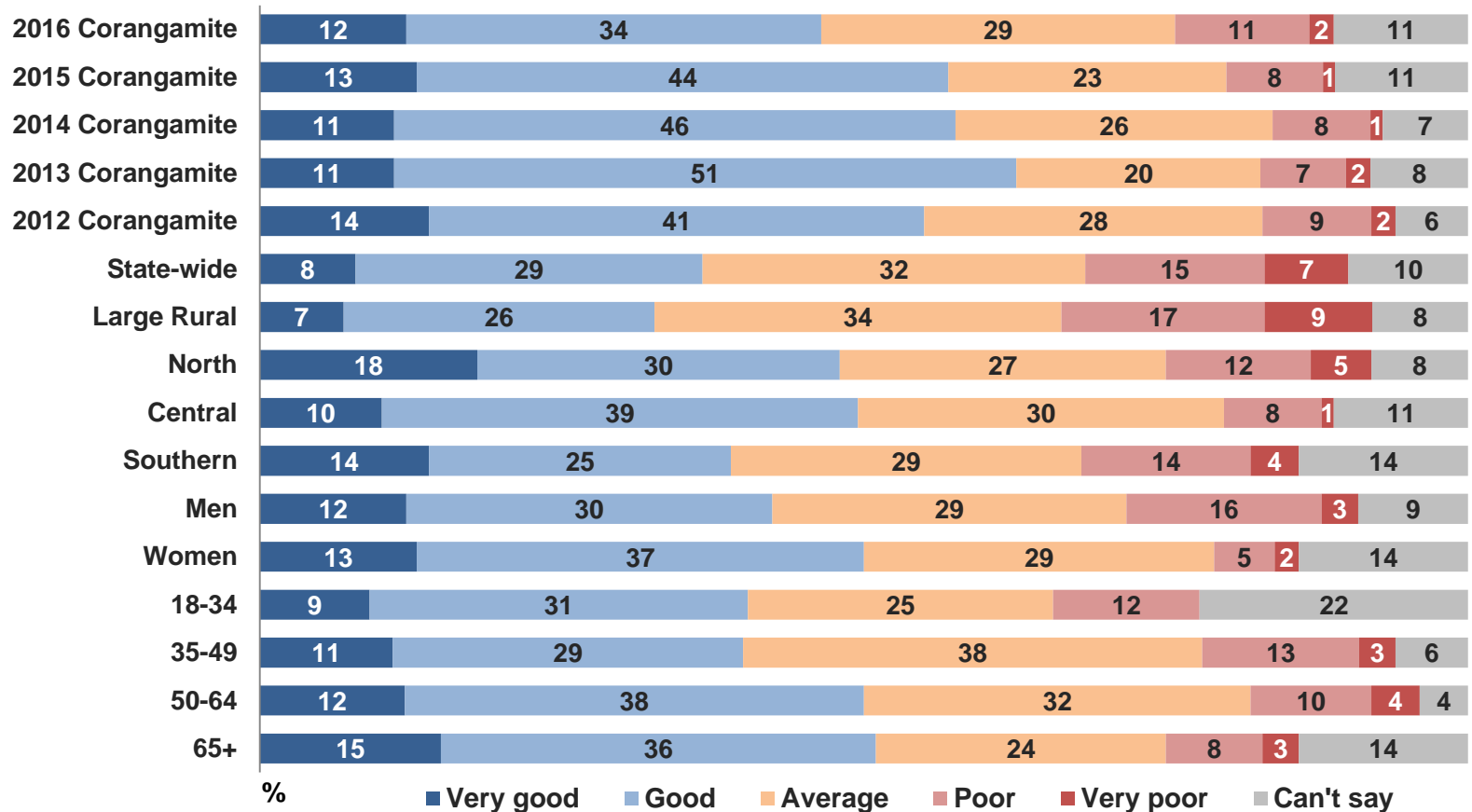
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

# 2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

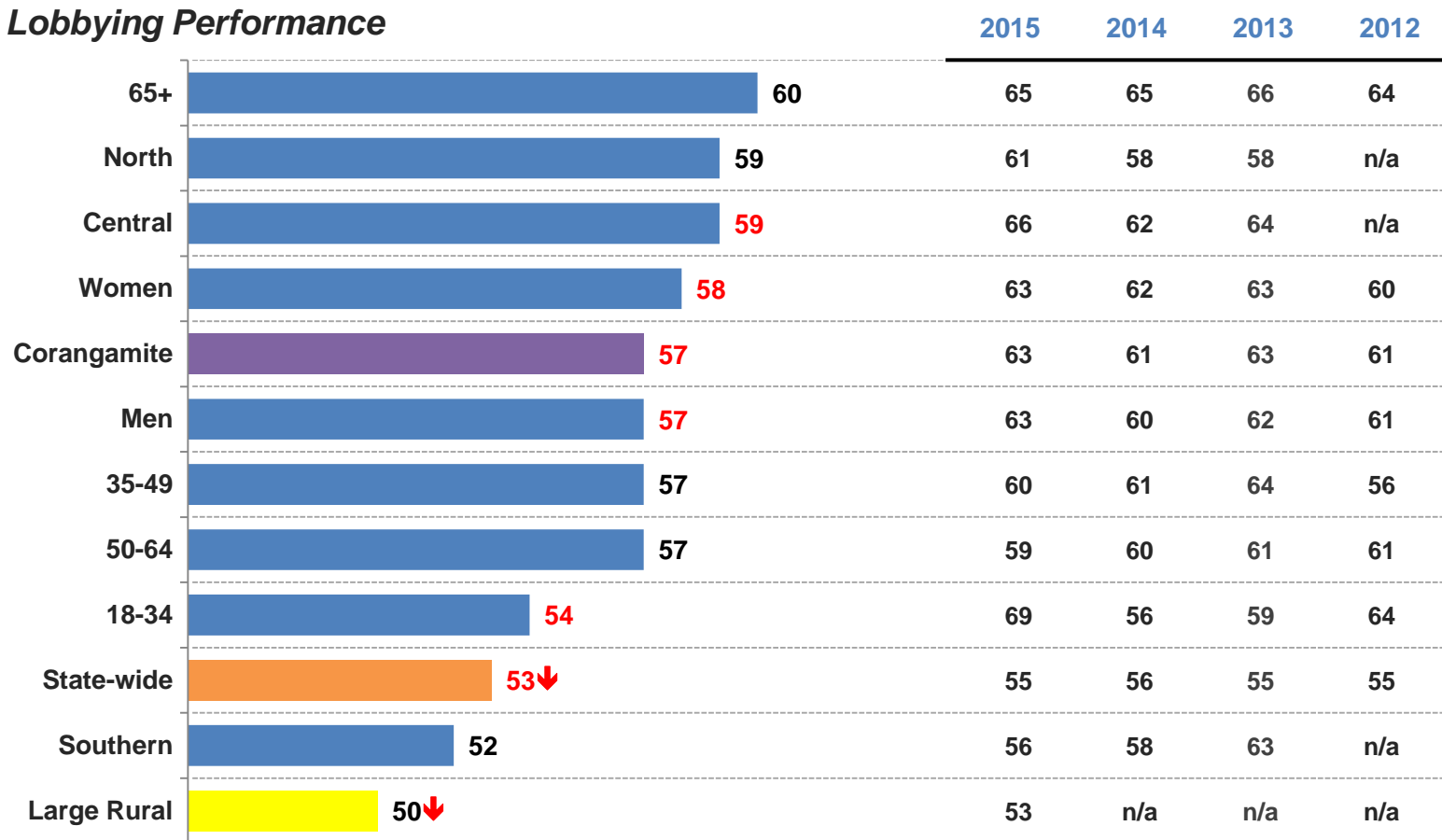
**2016 Consultation and Engagement Performance**



Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

# 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

## 2016 Lobbying Performance



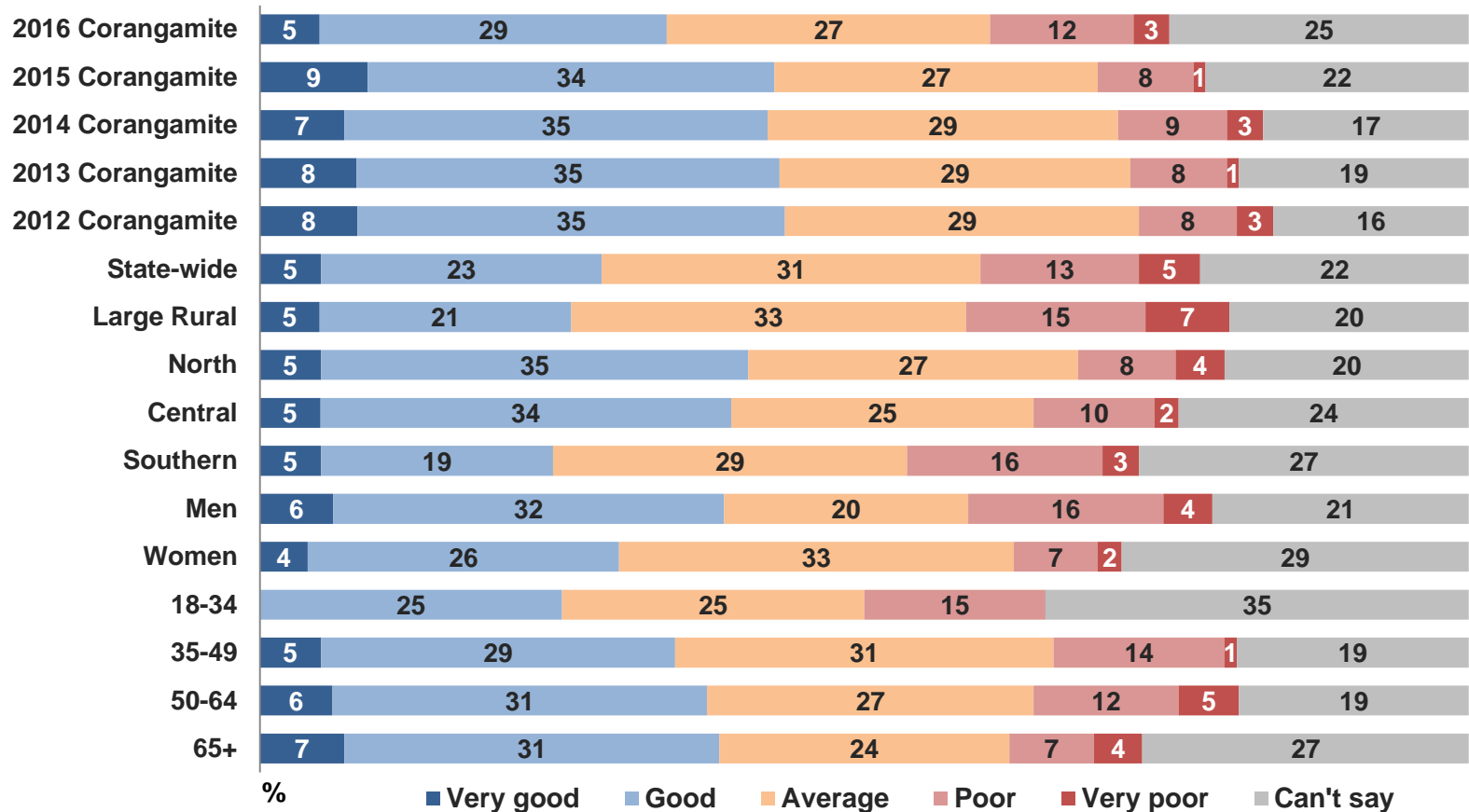
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

# 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

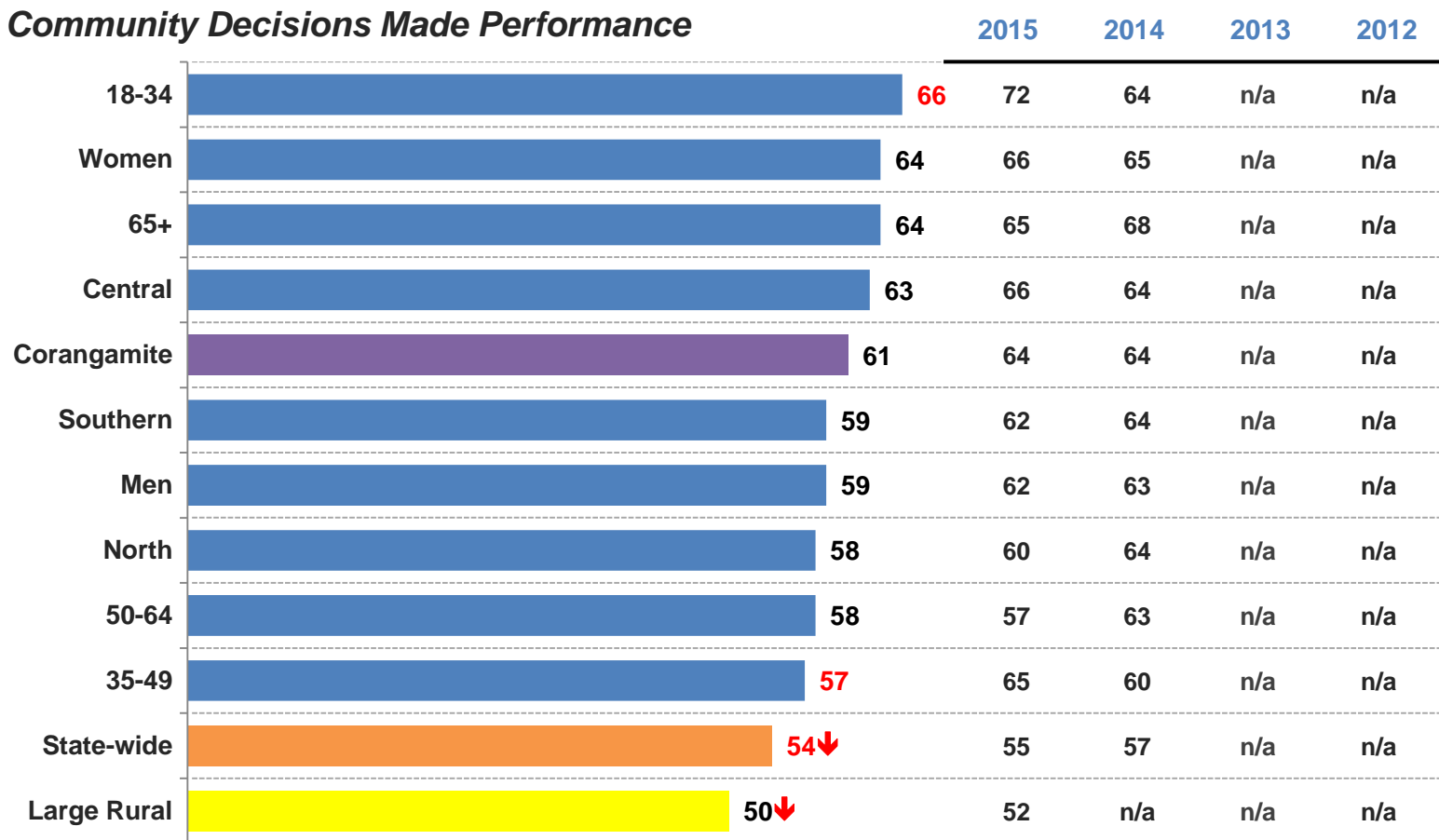
## 2016 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

# 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

## 2016 Community Decisions Made Performance



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

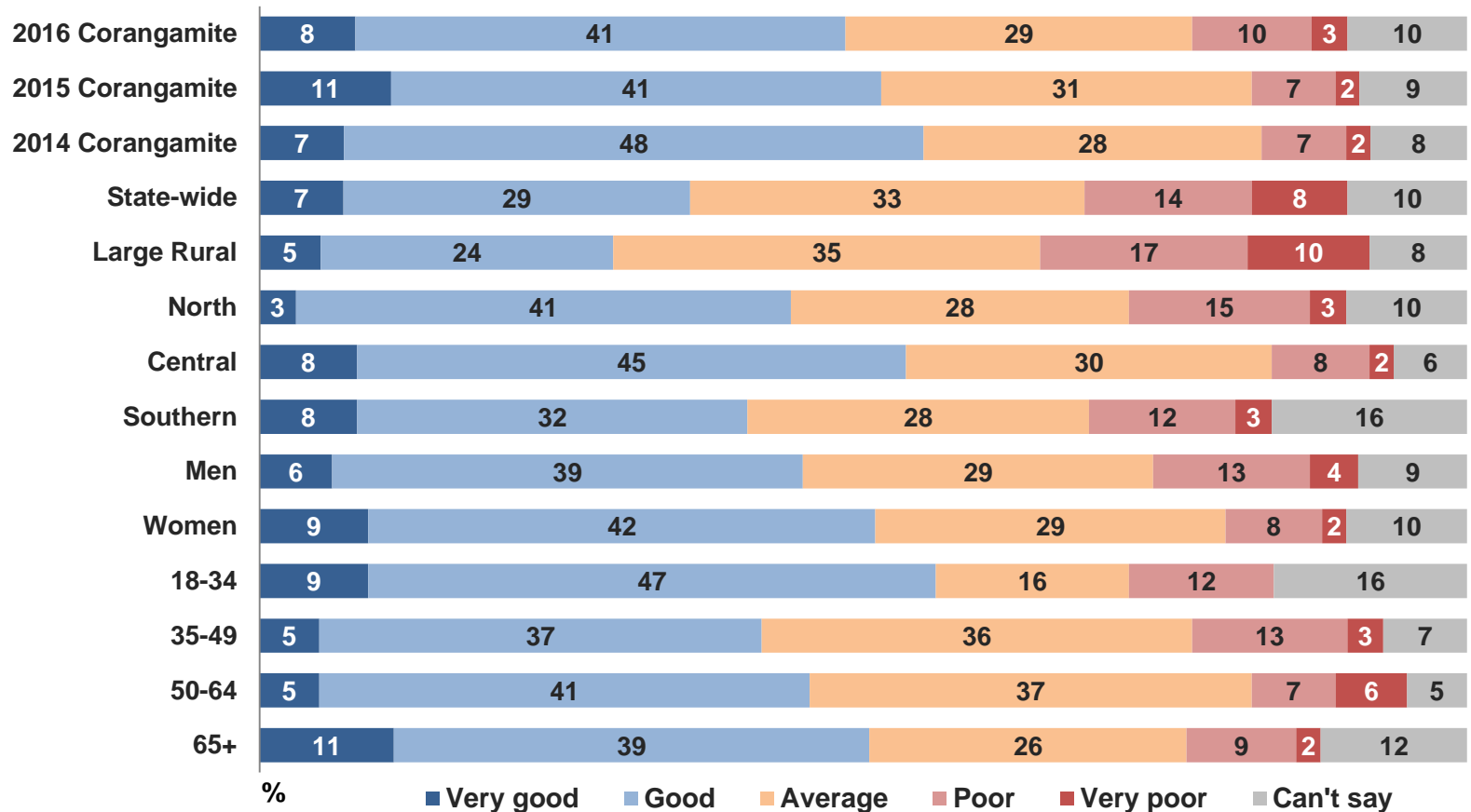
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

# 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

## PERFORMANCE DETAILED PERCENTAGES

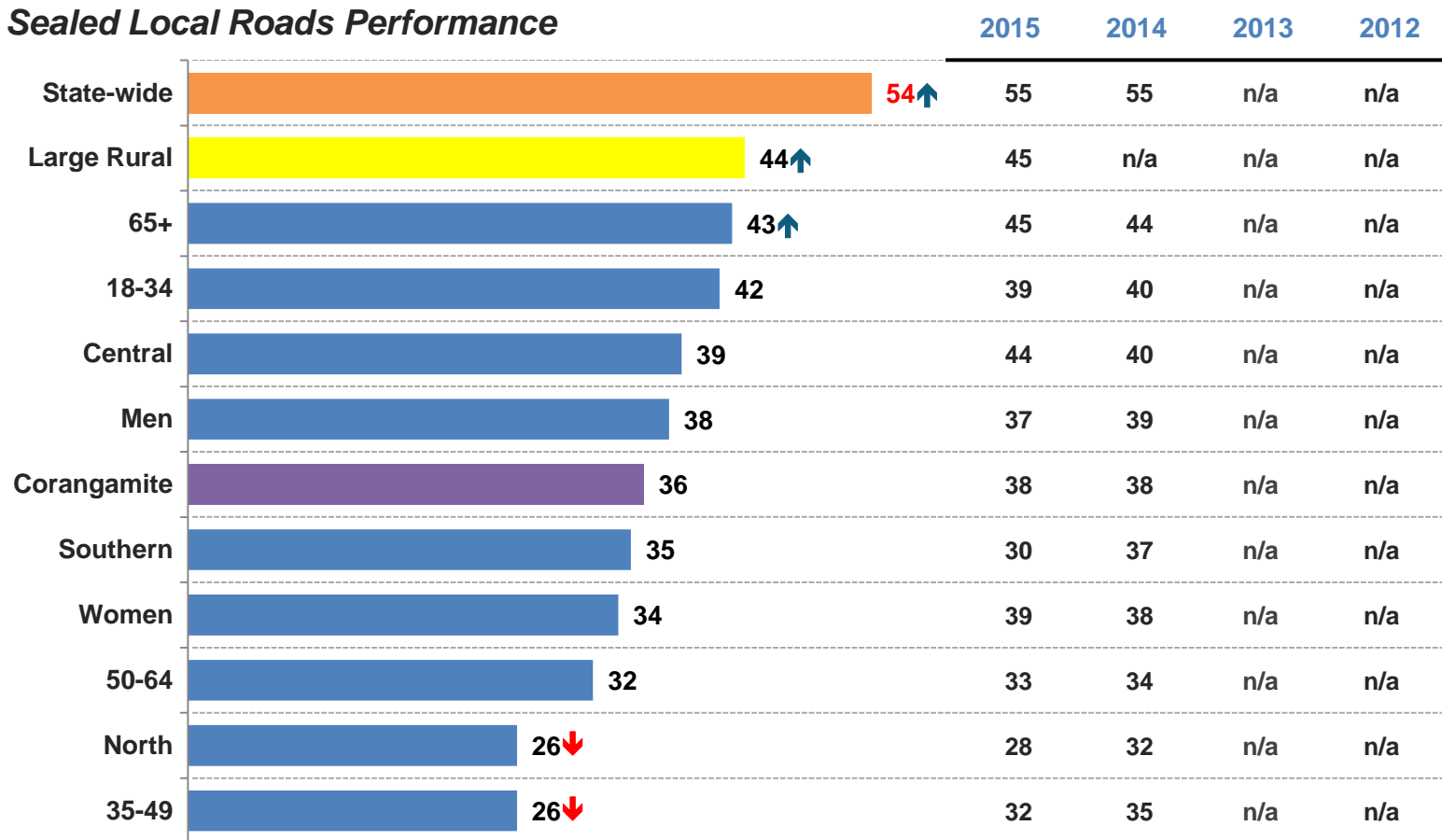
2016 Community Decisions Made Performance



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: 69 Councils asked group: 21

# 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

## 2016 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: 69 Councils asked group: 21

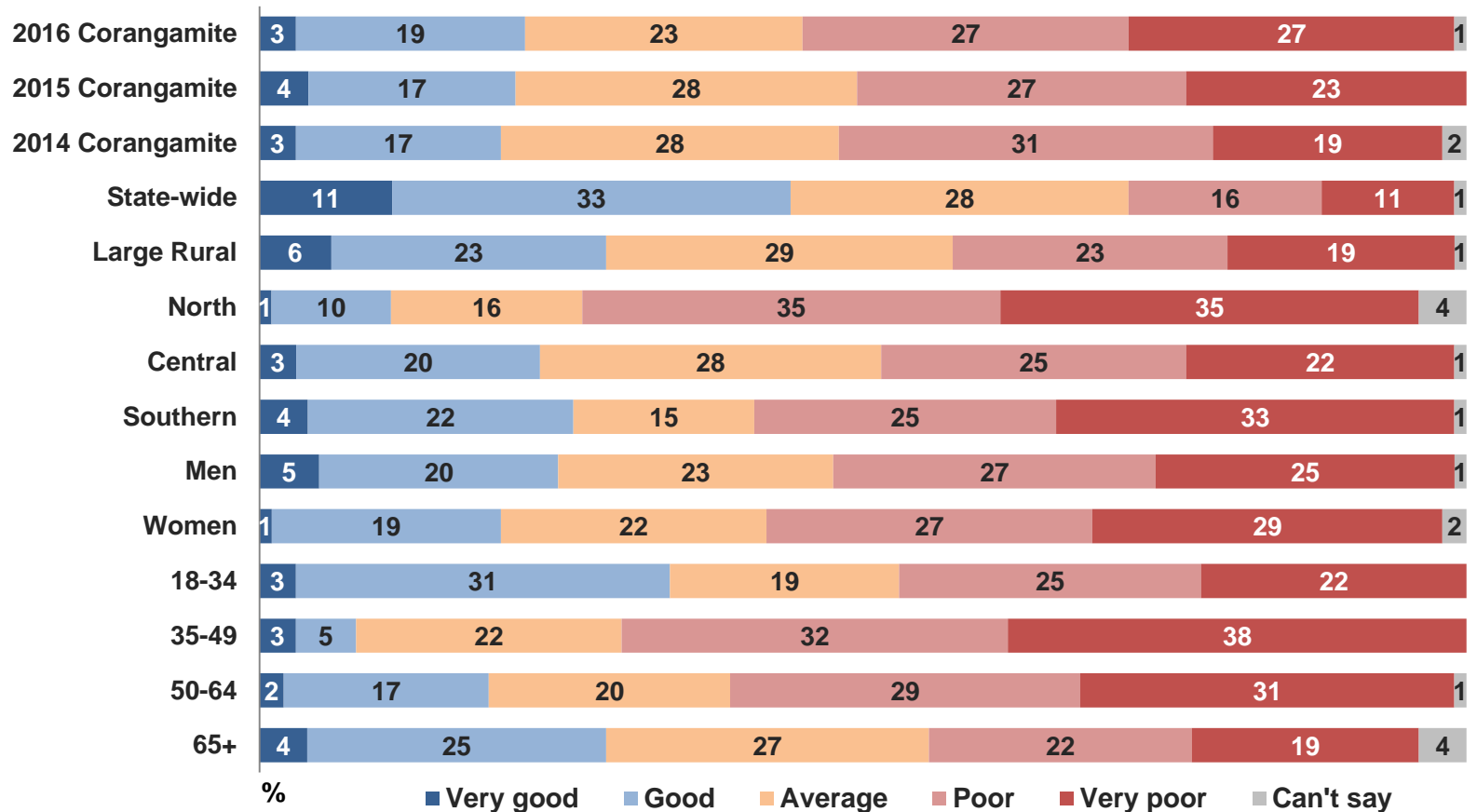
Note: Please see slide 5 for explanation about significant differences



# 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

## PERFORMANCE DETAILED PERCENTAGES

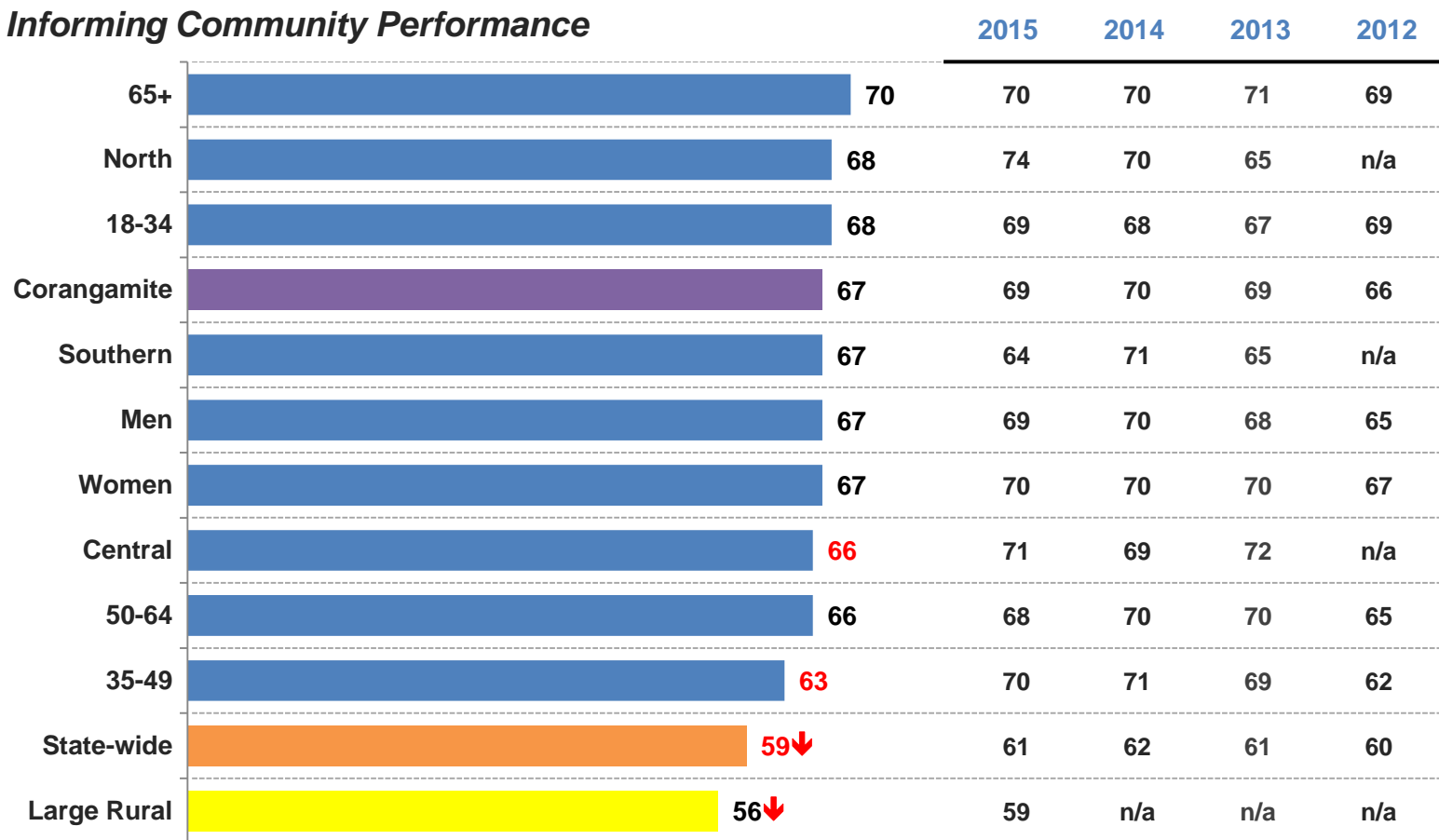
2016 Sealed Local Roads Performance



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: 69 Councils asked group: 21

# 2016 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

## 2016 Informing Community Performance



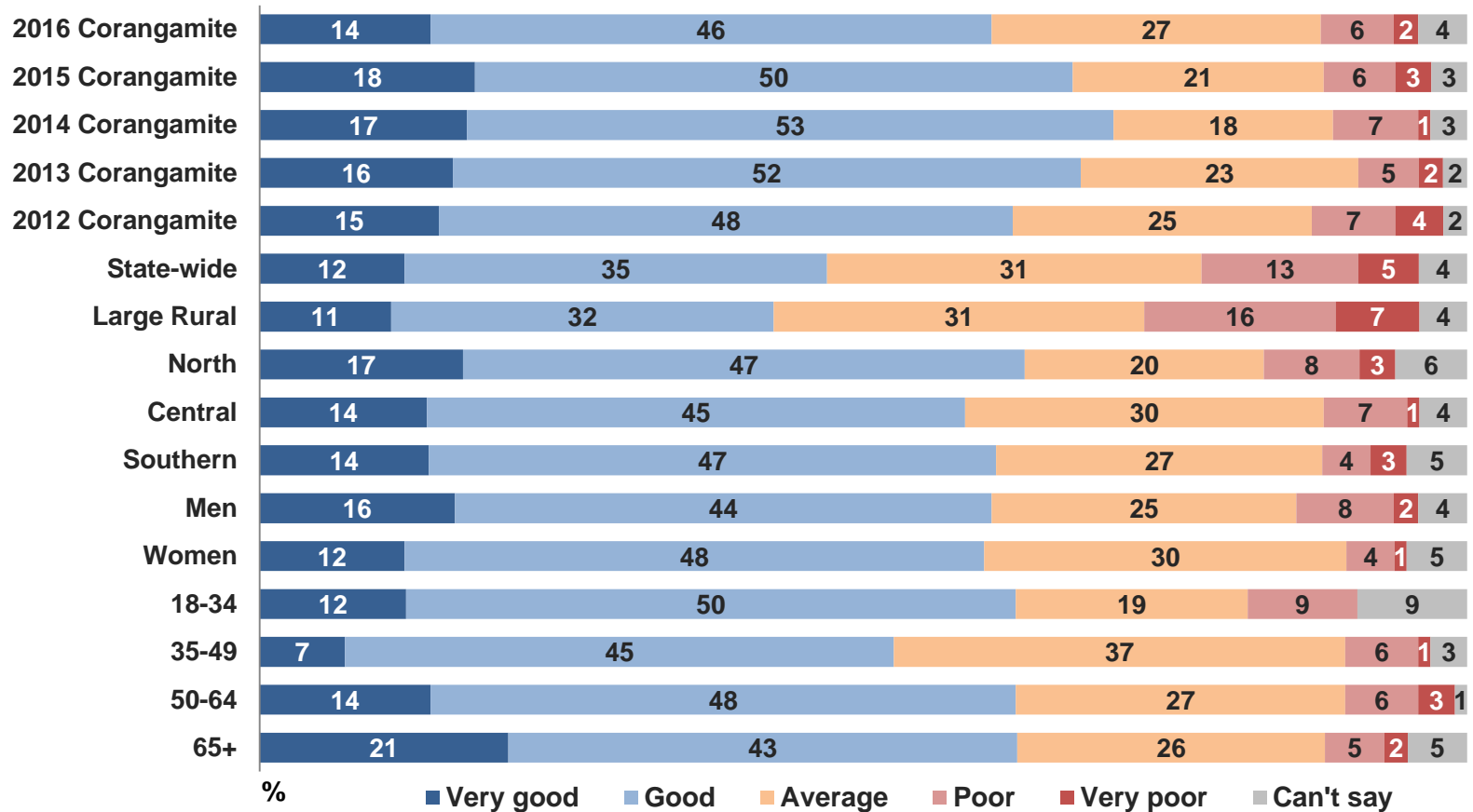
Q2. How has Council performed on 'informing the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

# 2016 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

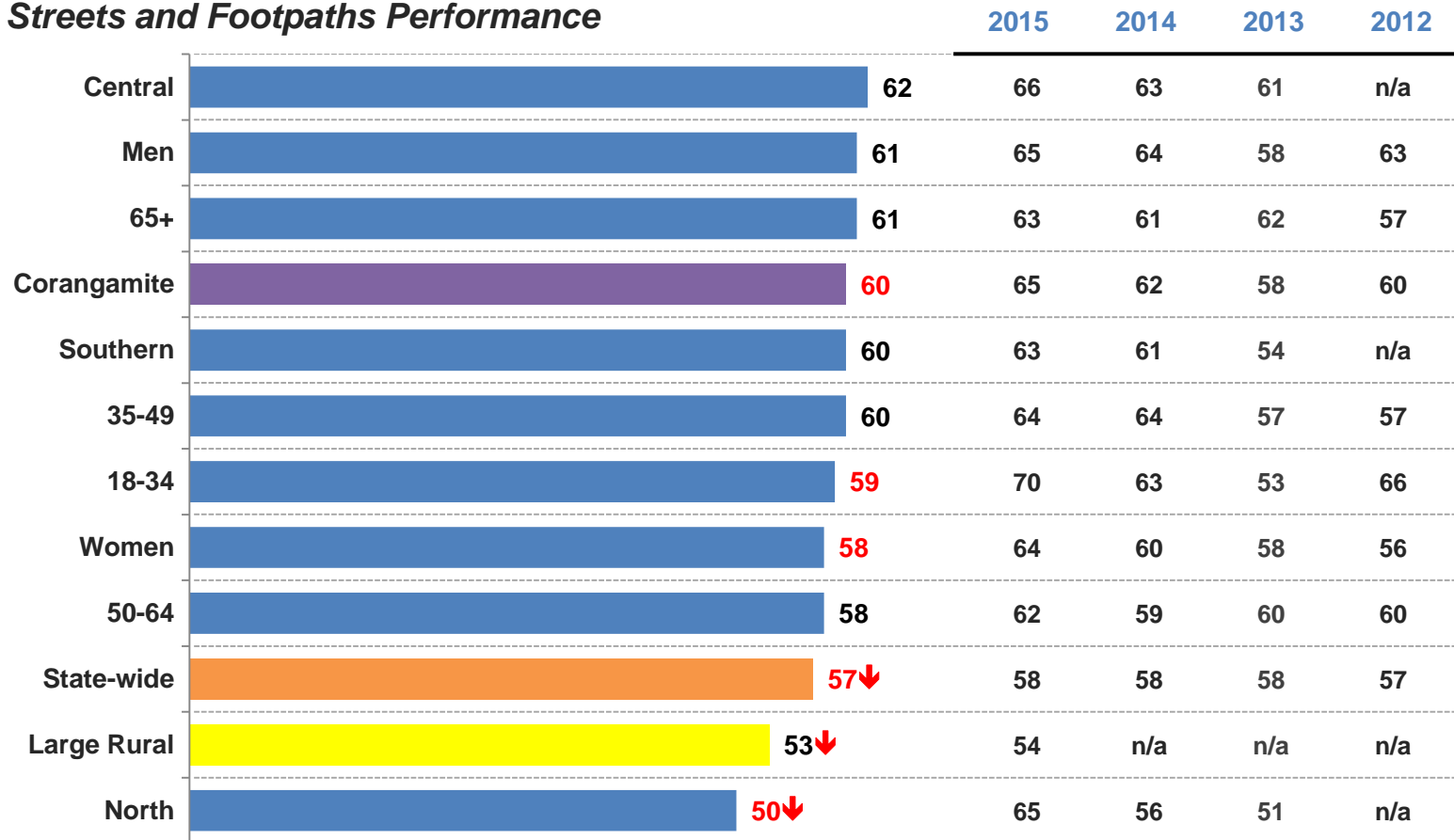
## 2016 Informing Community Performance



Q2. How has Council performed on 'informing the community' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 10

# 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

## 2016 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: 34 Councils asked group: 13

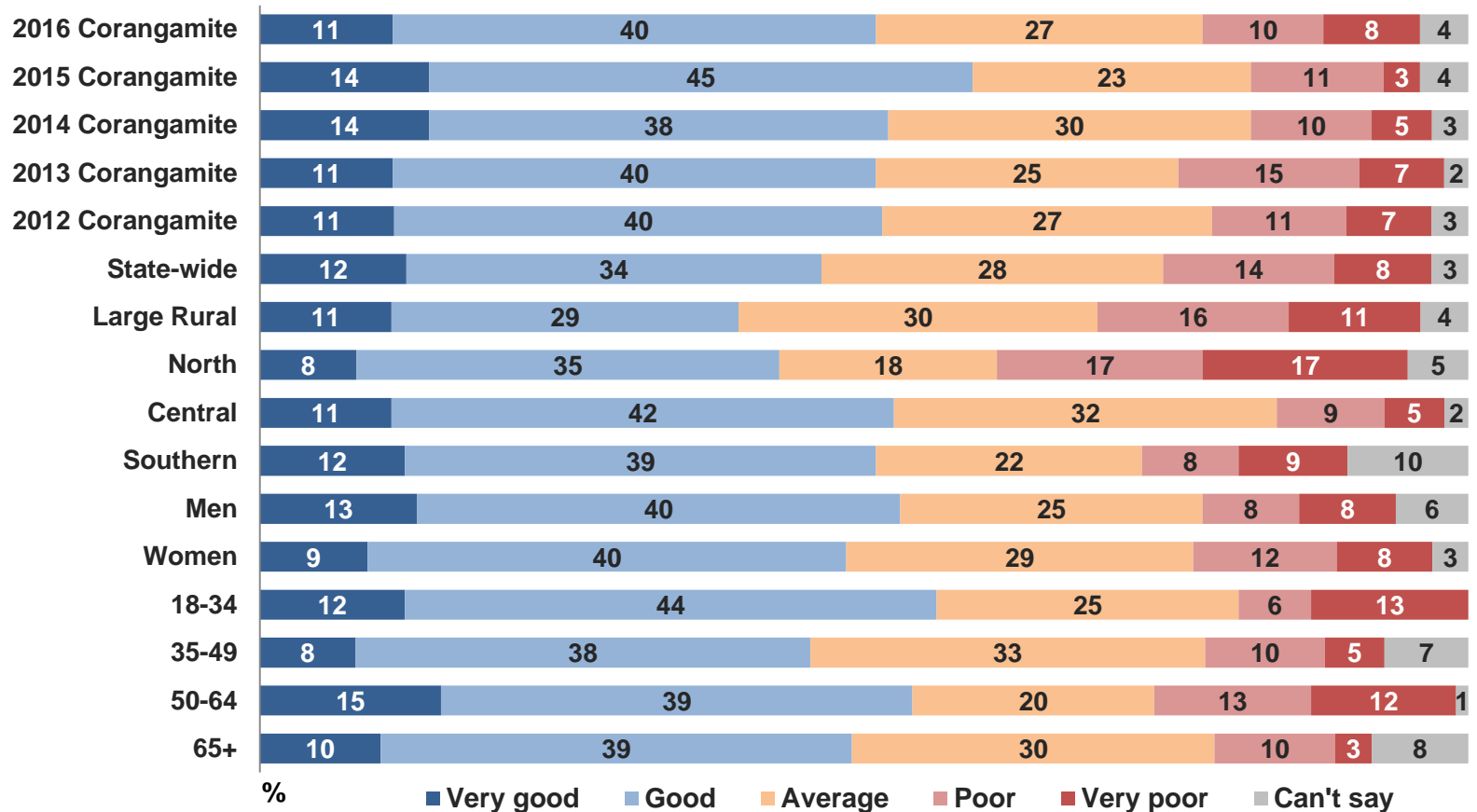
Note: Please see slide 5 for explanation about significant differences



# 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

## PERFORMANCE DETAILED PERCENTAGES

### 2016 Streets and Footpaths Performance



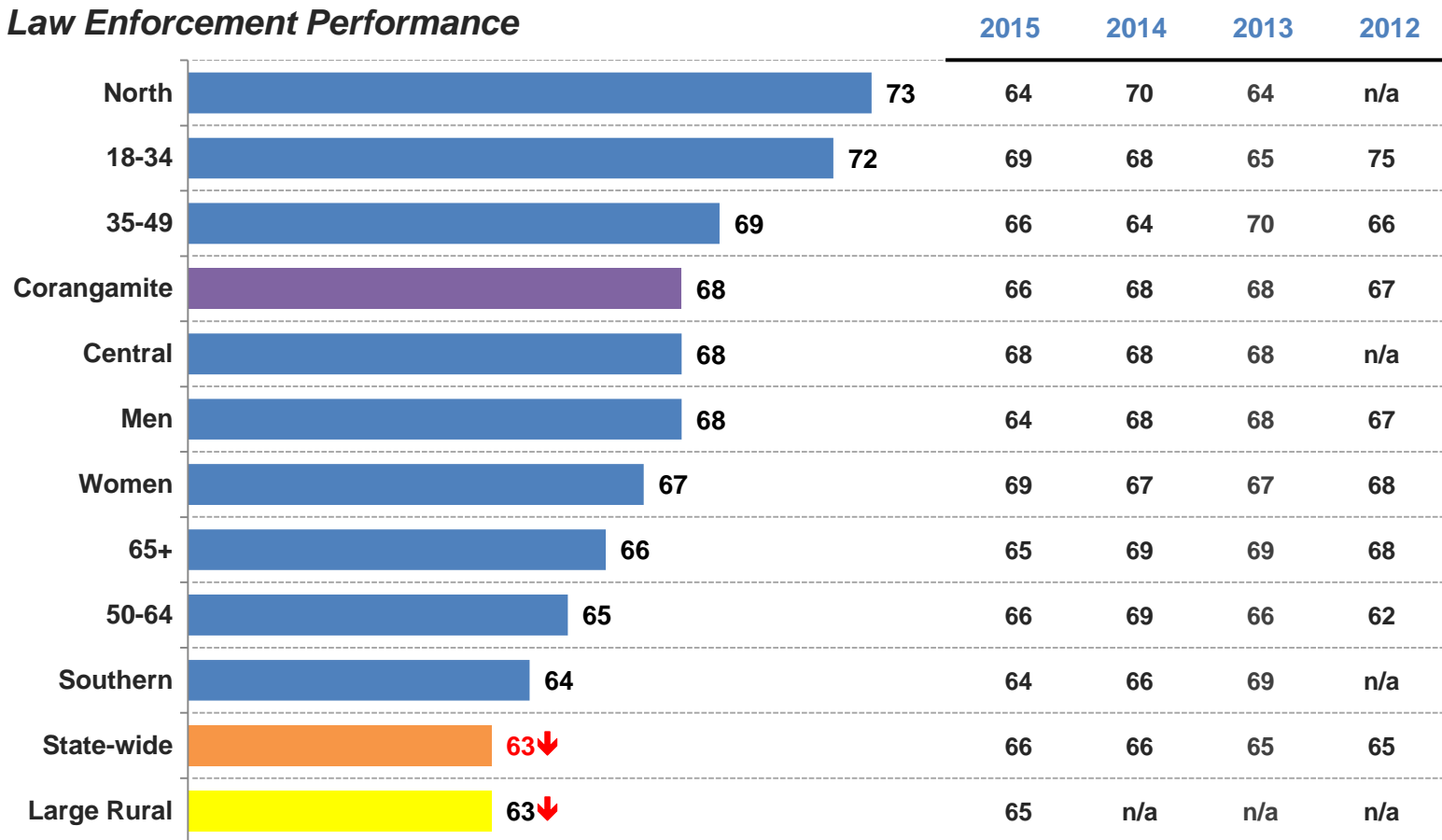
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 13



# 2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

## 2016 Law Enforcement Performance



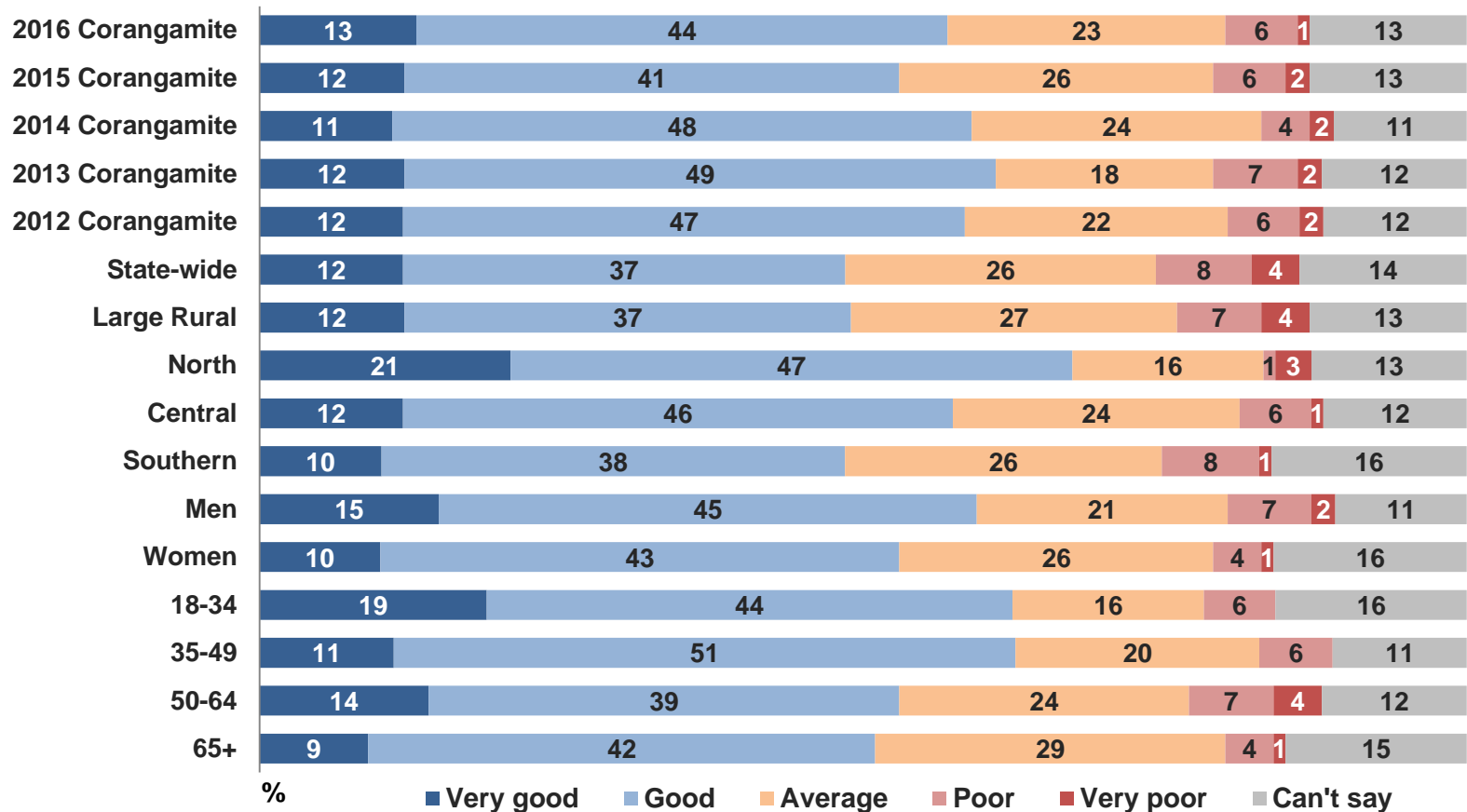
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

# 2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES

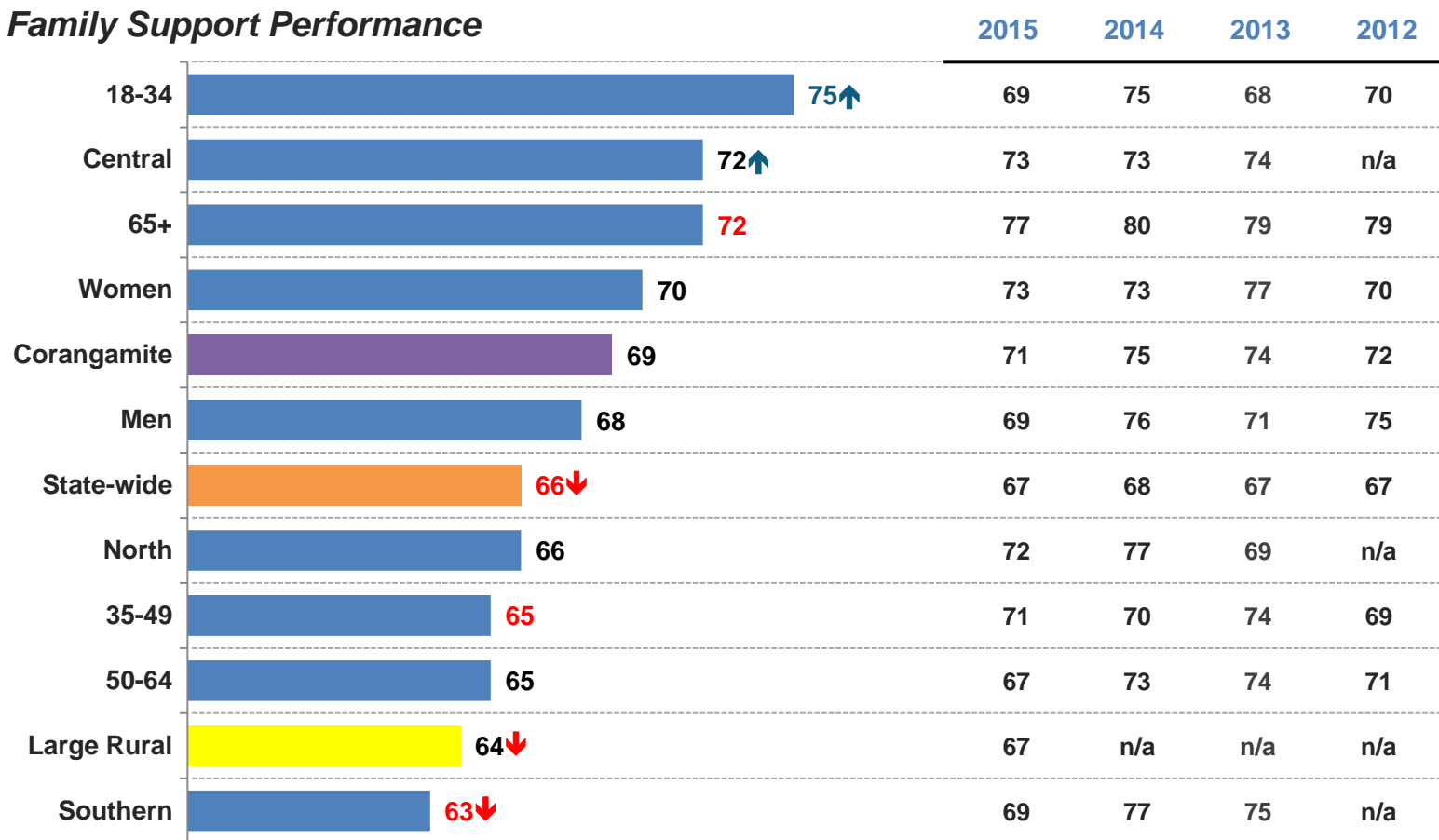
## 2016 Law Enforcement Performance



Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

# 2016 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

## 2016 Family Support Performance



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

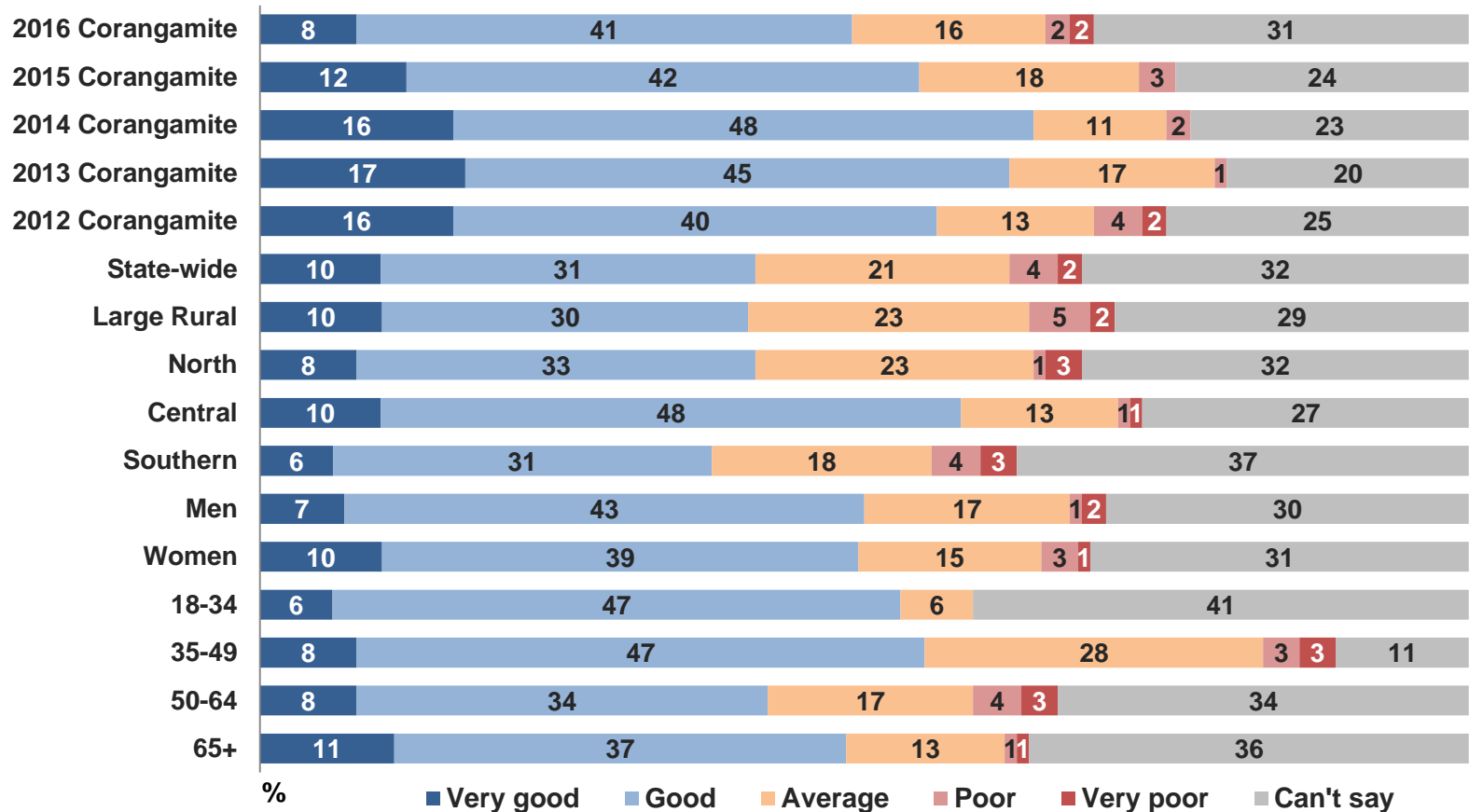
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 11

Note: Please see slide 5 for explanation about significant differences



# 2016 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

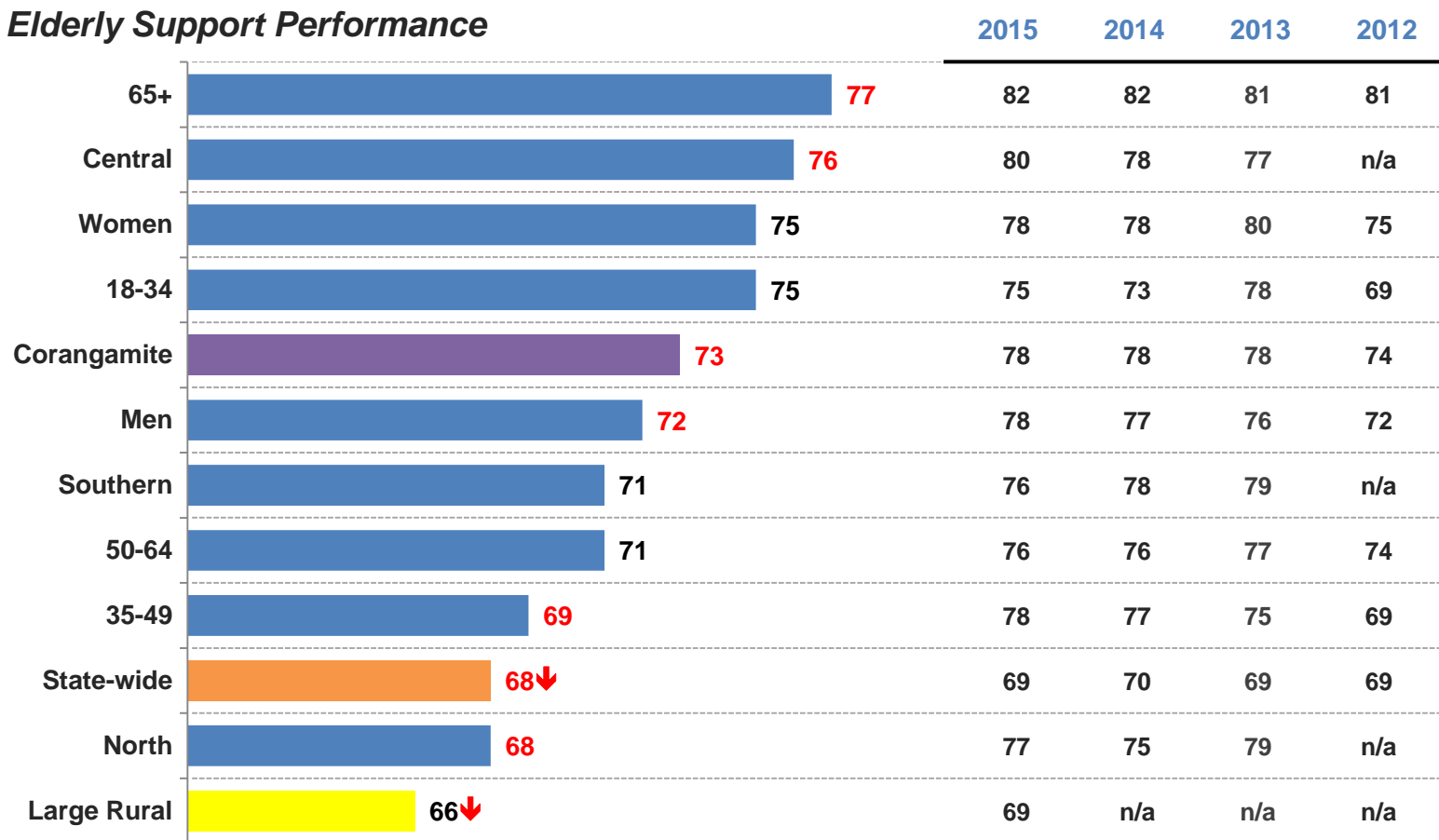
## 2016 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 11

# 2016 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

## 2016 Elderly Support Performance



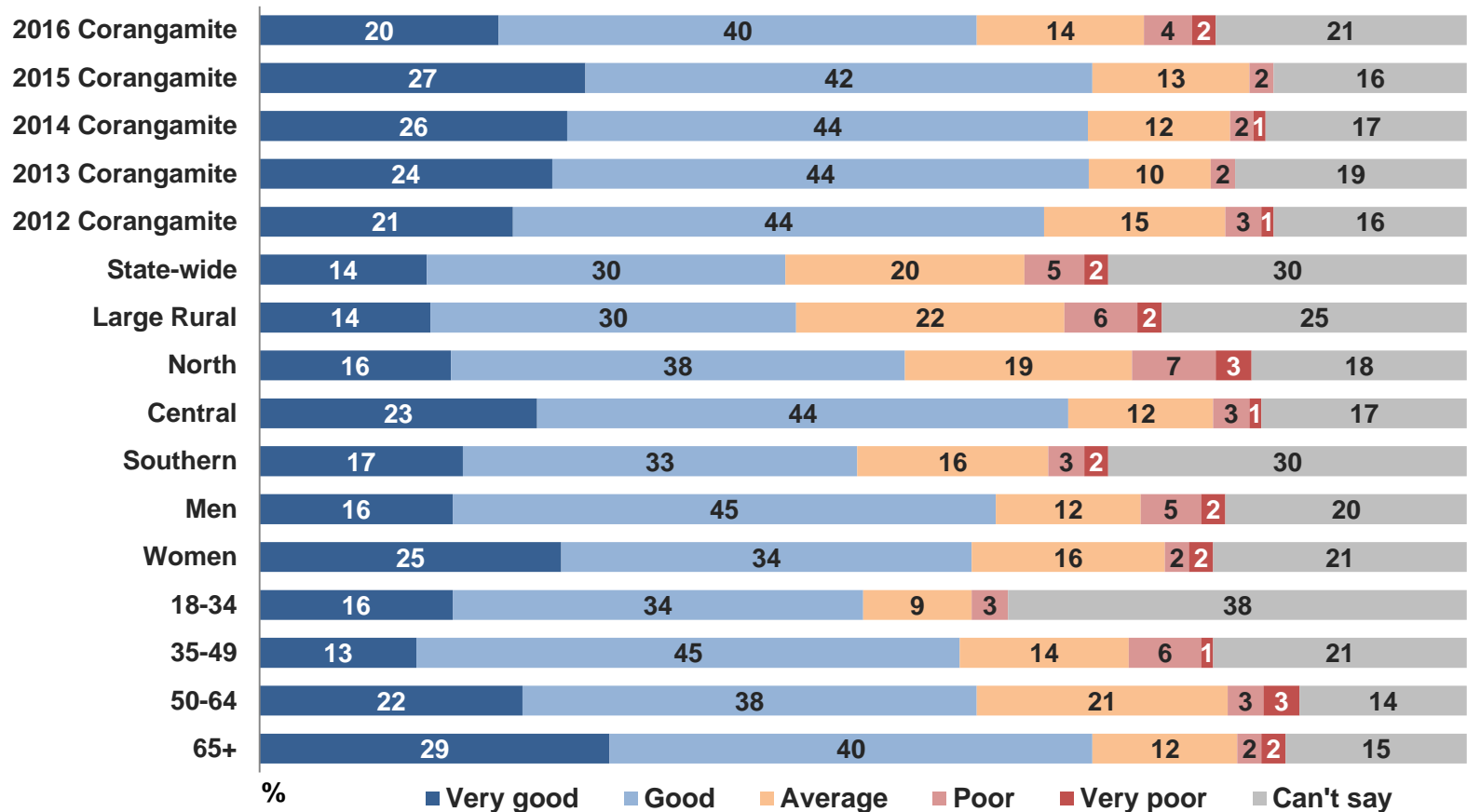
Q2. How has Council performed on 'elderly support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

# 2016 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

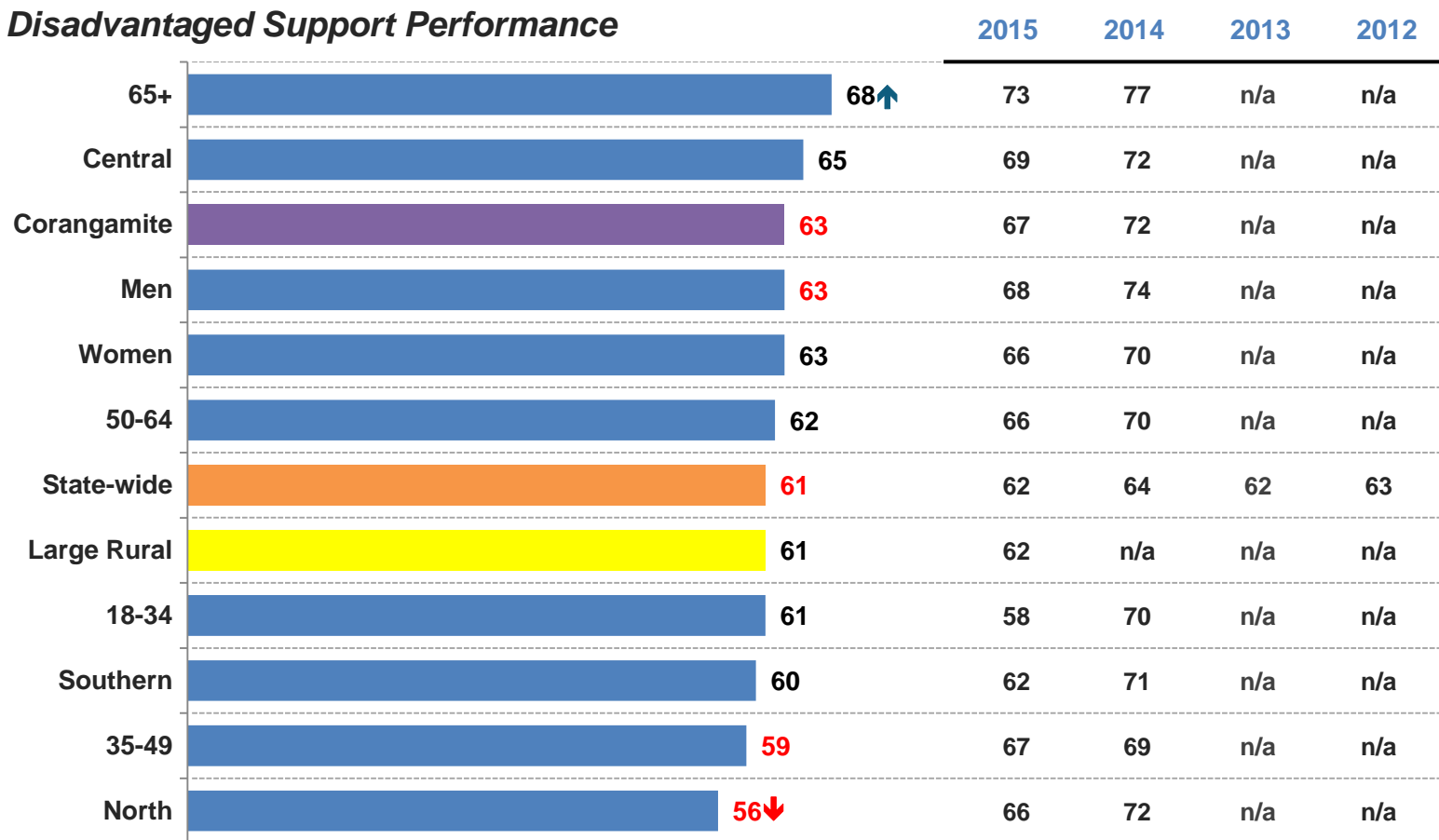
## 2016 Elderly Support Performance



Q2. How has Council performed on 'elderly support services' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

# 2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

## 2016 Disadvantaged Support Performance



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

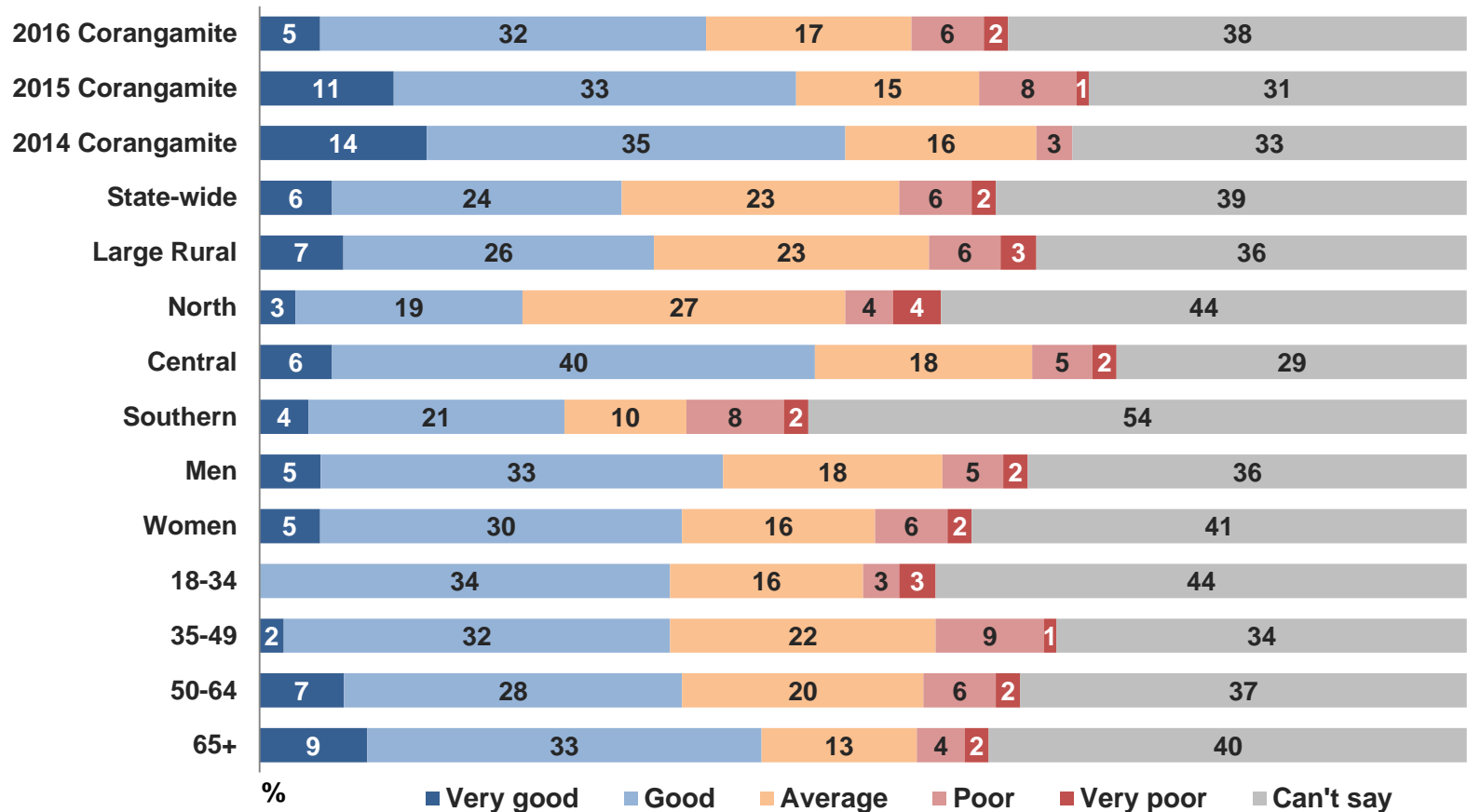
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences



# 2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

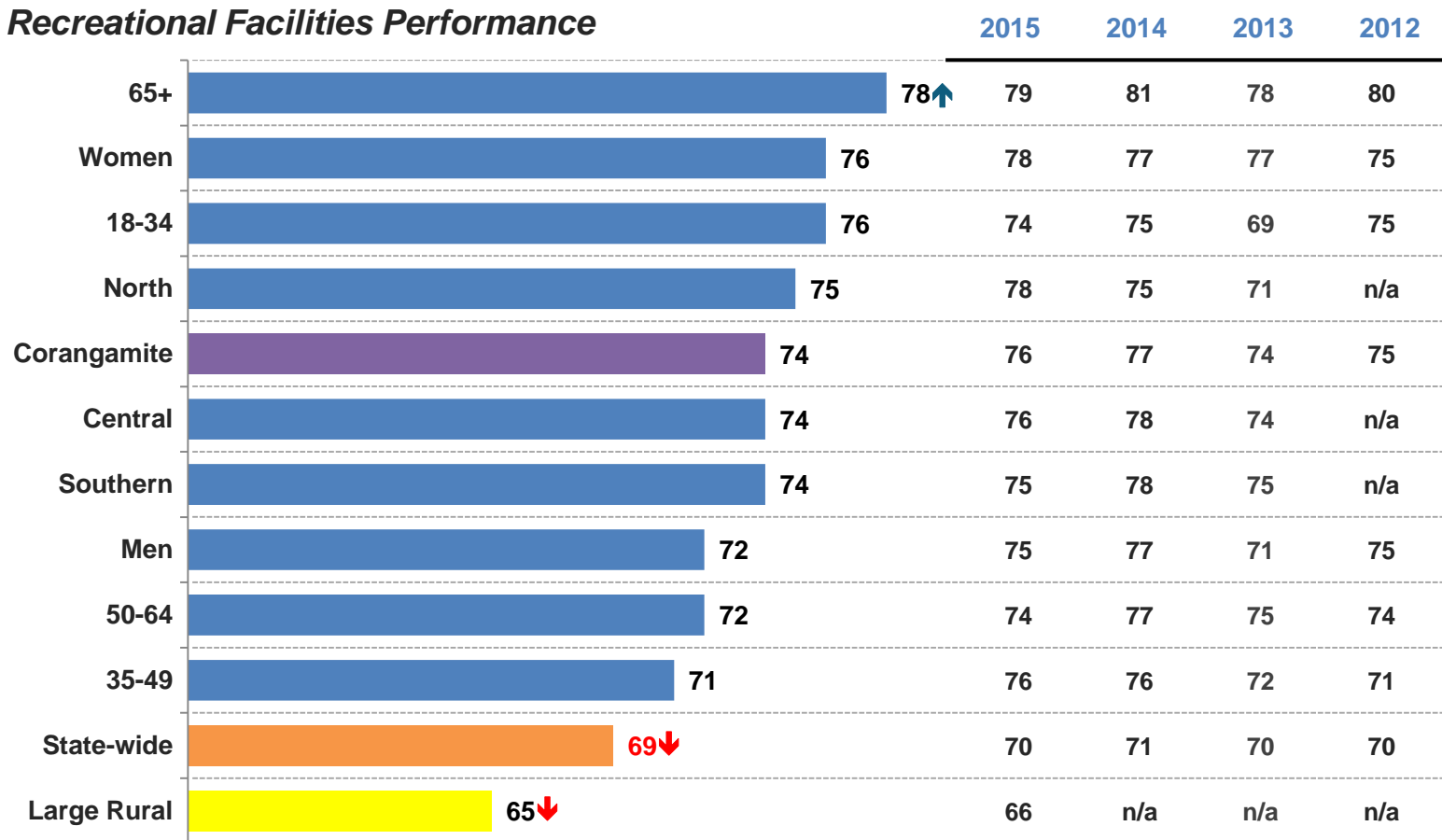
**2016 Disadvantaged Support Performance**



Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

# 2016 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

## 2016 Recreational Facilities Performance



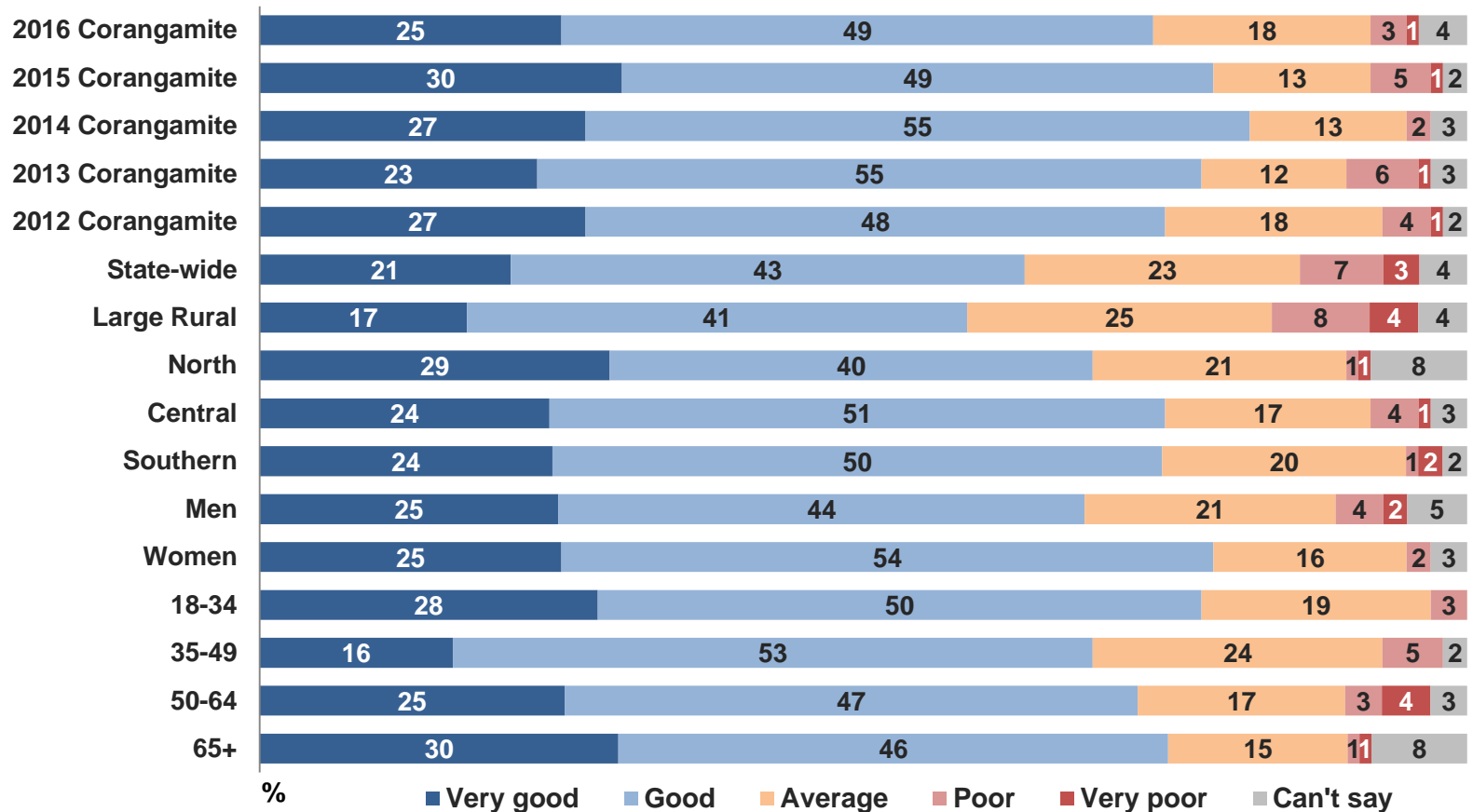
Q2. How has Council performed on 'recreational facilities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 15

Note: Please see slide 5 for explanation about significant differences

# 2016 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

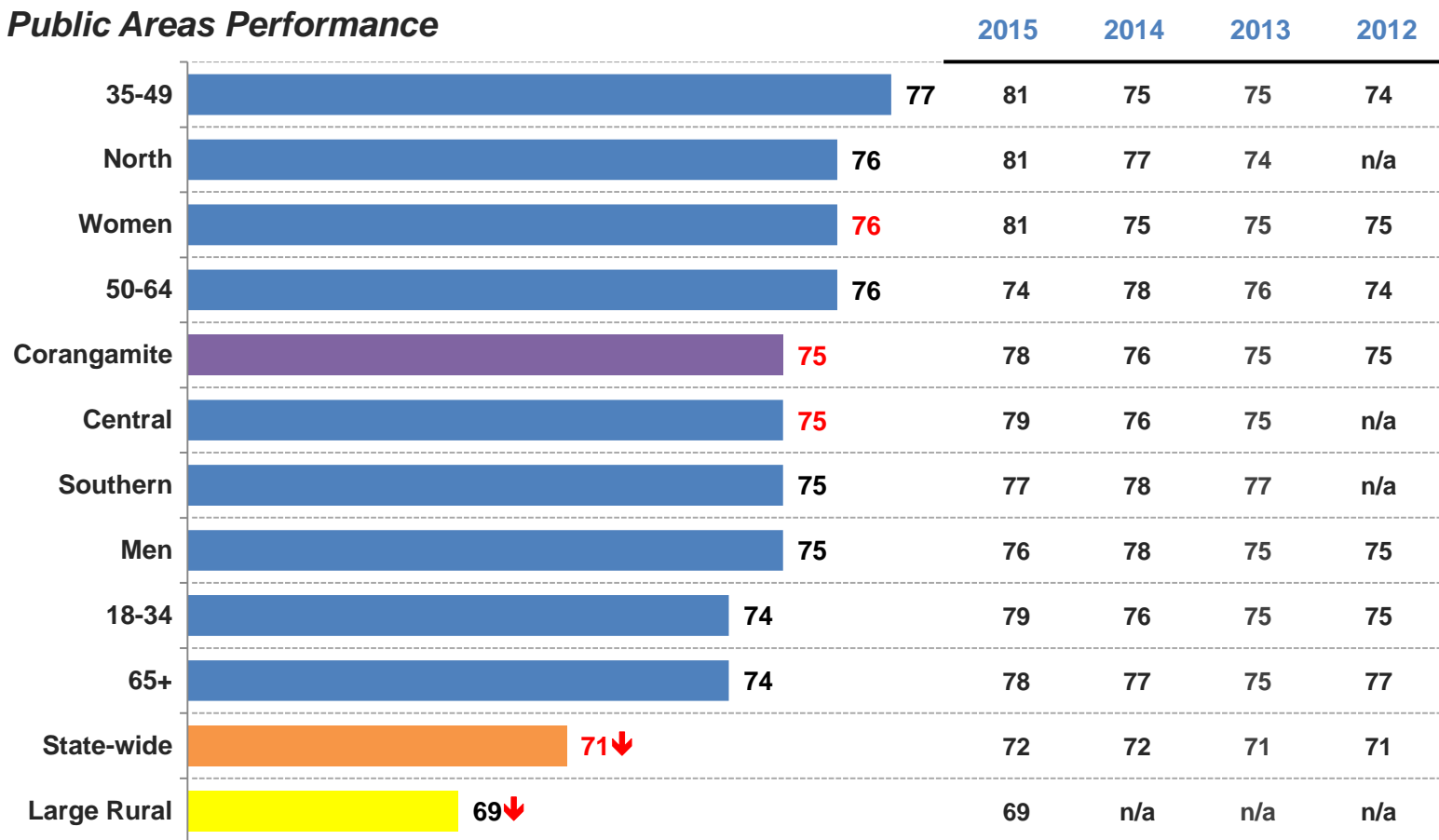
2016 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 43 Councils asked group: 15

# 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

## 2016 Public Areas Performance



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

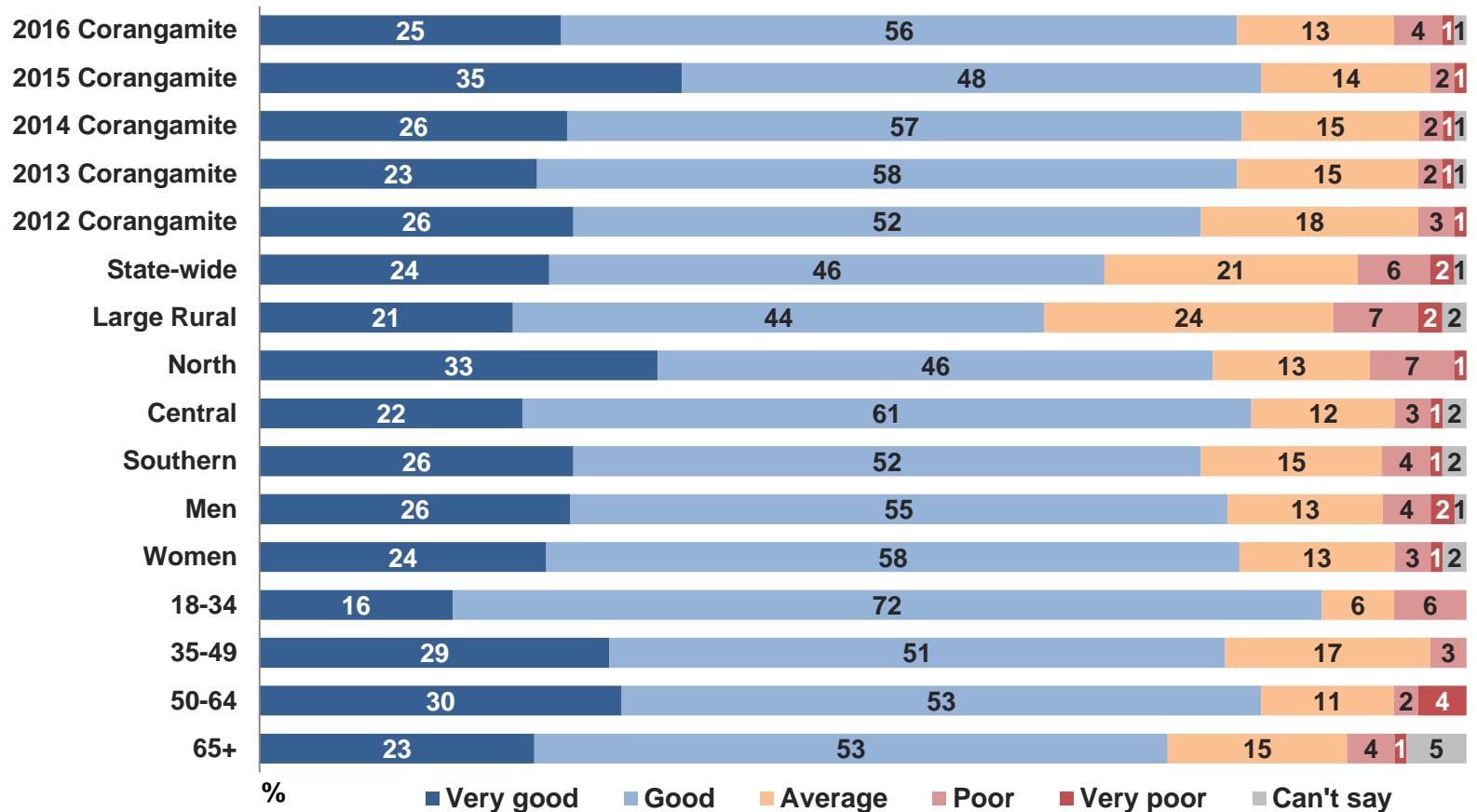
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 11

Note: Please see slide 5 for explanation about significant differences



# 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

## 2016 Public Areas Performance



# 2016 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

## 2016 Art Centres & Libraries Performance

		2015	2014	2013	2012
65+	74	77	77	n/a	n/a
State-wide	72	73	75	73	73
Women	72	74	73	n/a	n/a
Southern	71	75	79	n/a	n/a
Corangamite	70	73	73	n/a	n/a
Large Rural	70	73	n/a	n/a	n/a
Central	69	72	72	n/a	n/a
35-49	69	76	73	n/a	n/a
North	68	71	71	n/a	n/a
Men	67	72	74	n/a	n/a
50-64	67	70	72	n/a	n/a
18-34	66	67	72	n/a	n/a

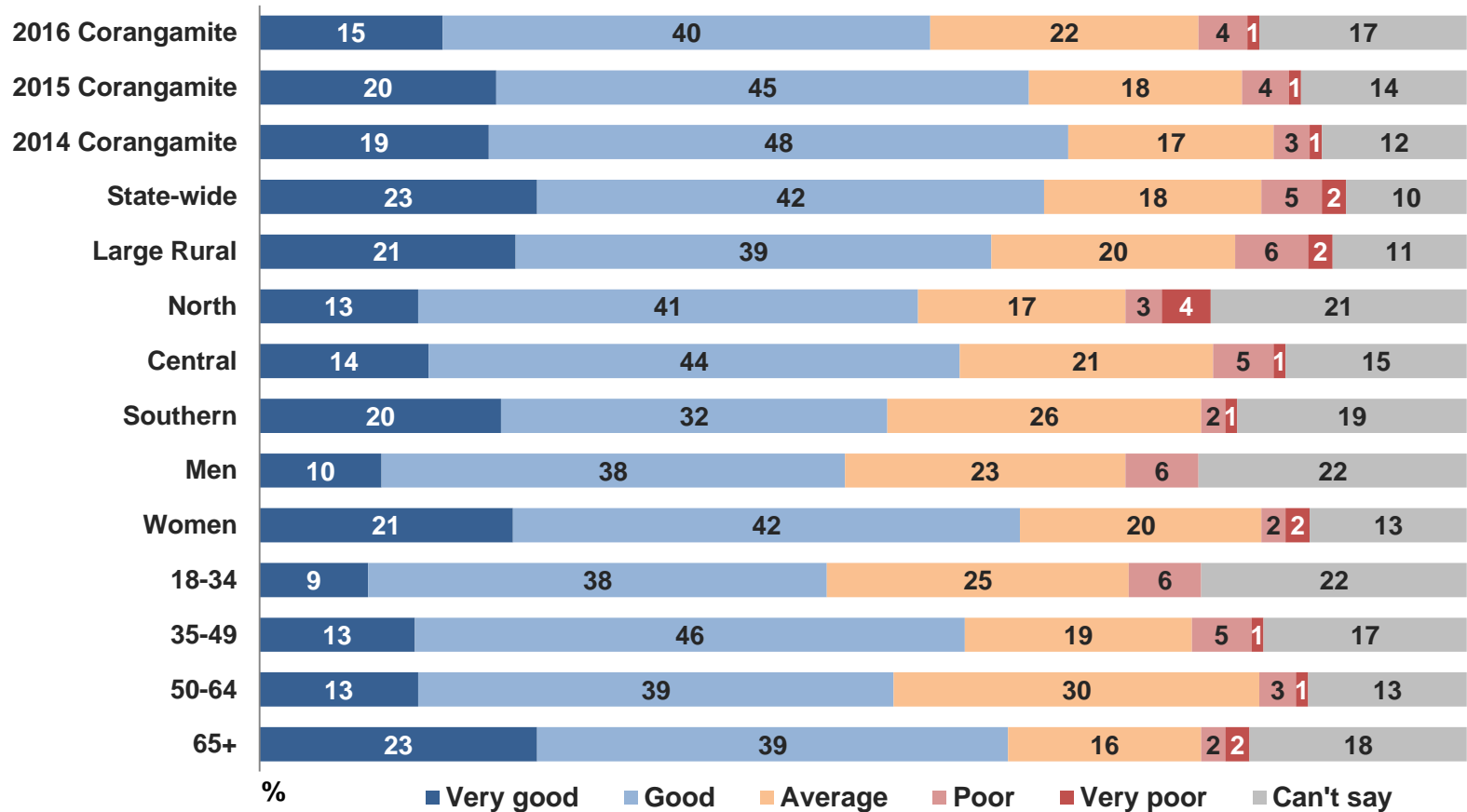
Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

# 2016 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES

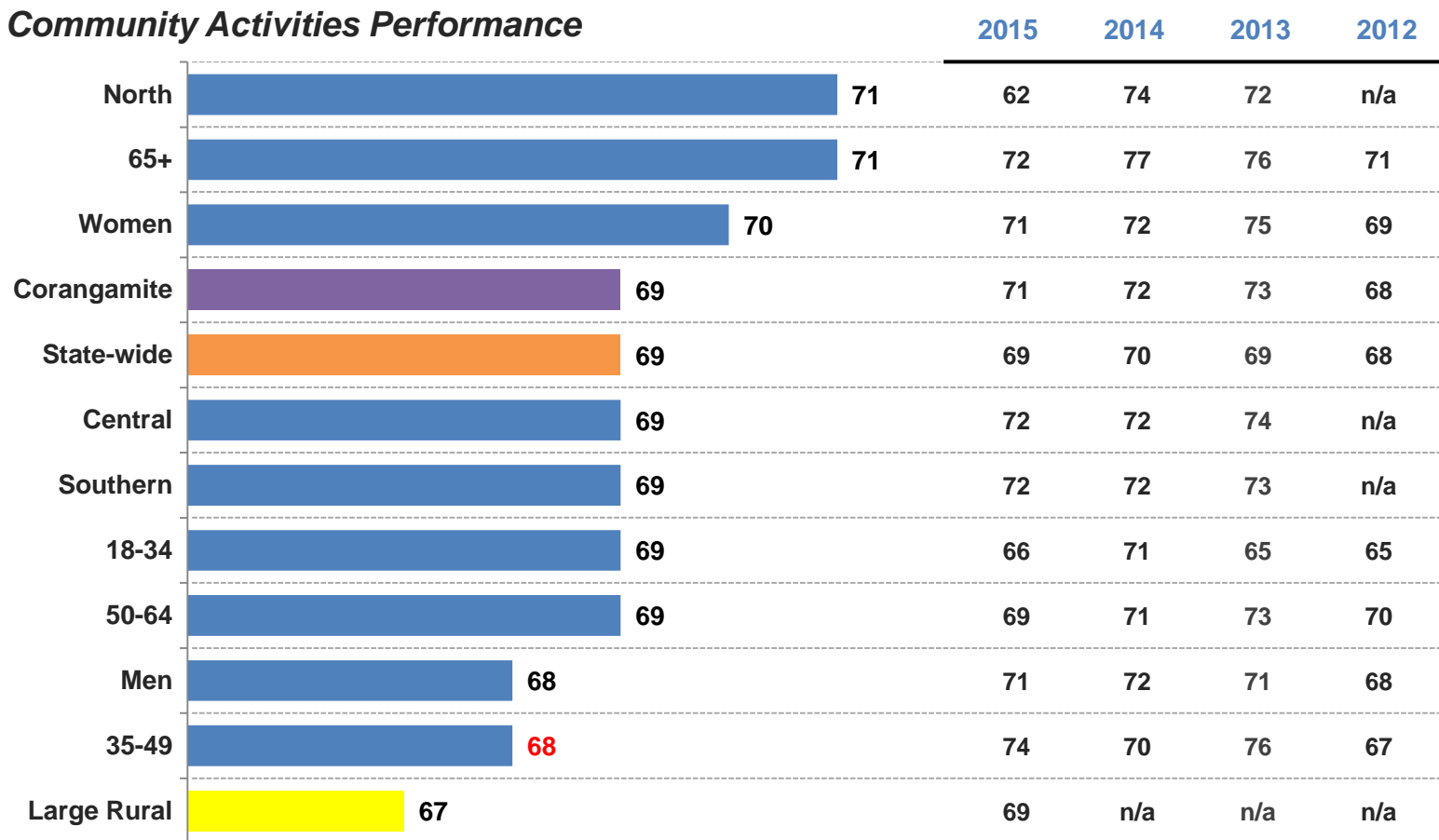
2016 Art Centres & Libraries Performance



Q2. How has Council performed on 'art centres and libraries' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 8

# 2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

## 2016 Community Activities Performance



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

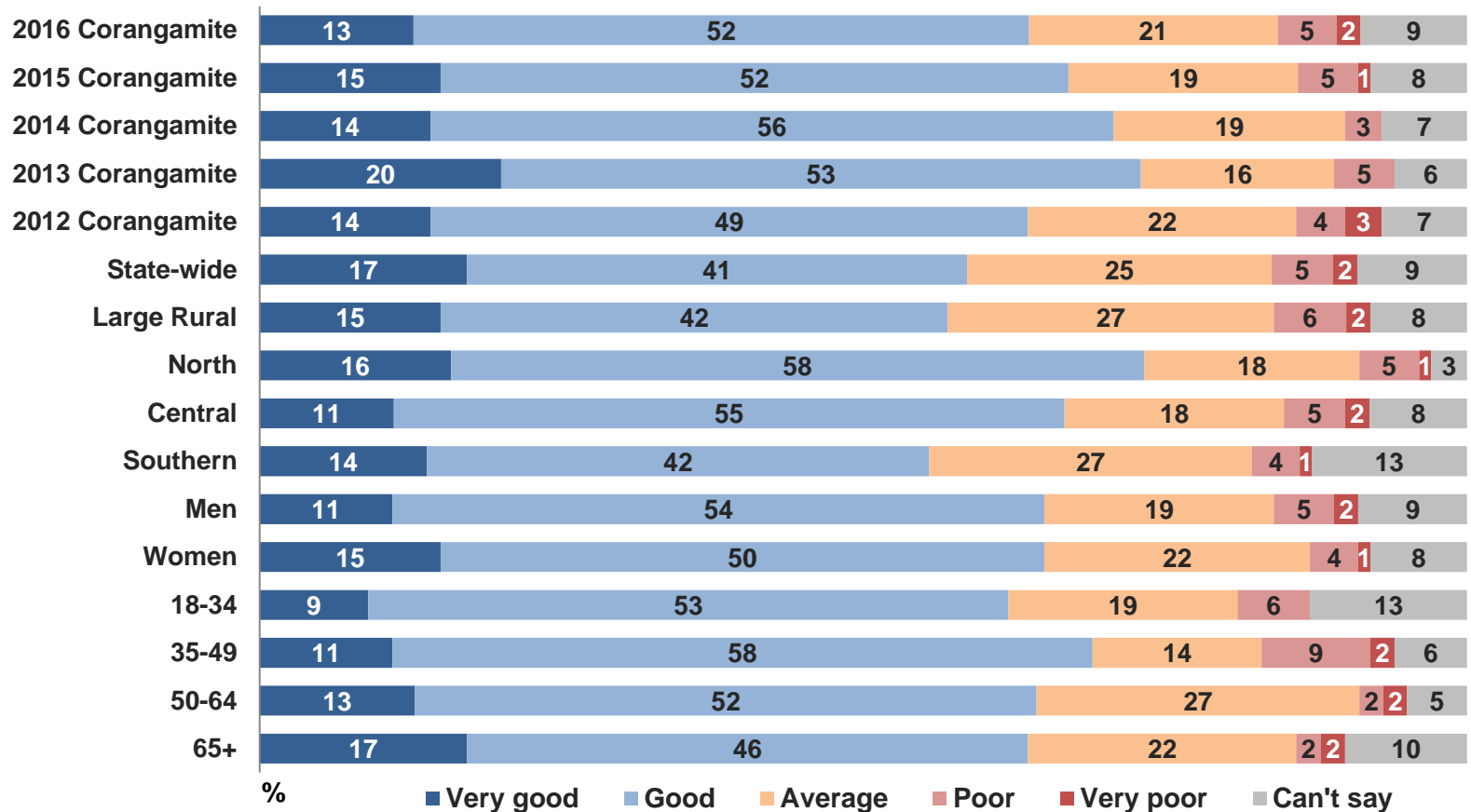
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences



# 2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES

## 2016 Community Activities Performance

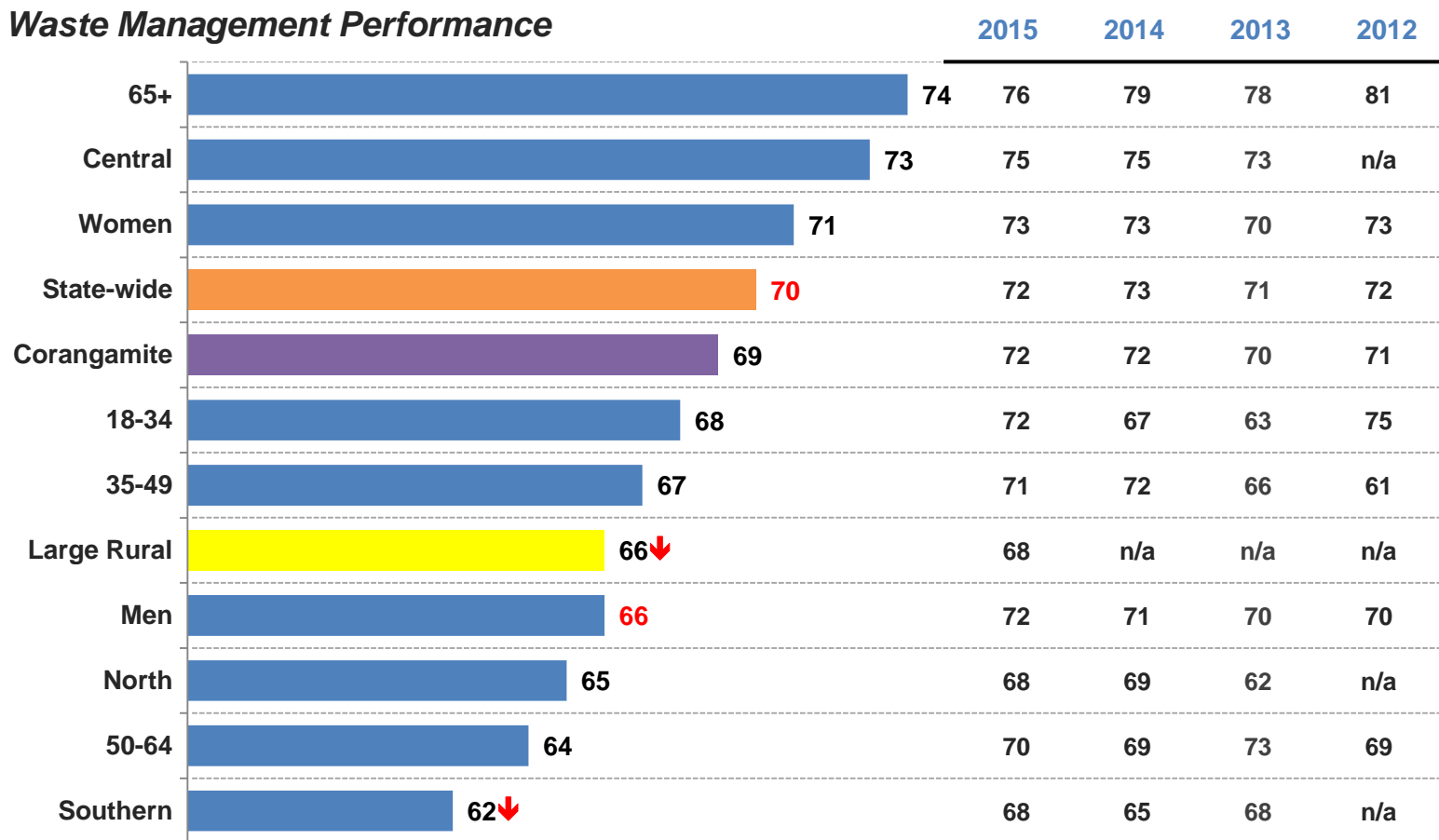


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9



# 2016 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

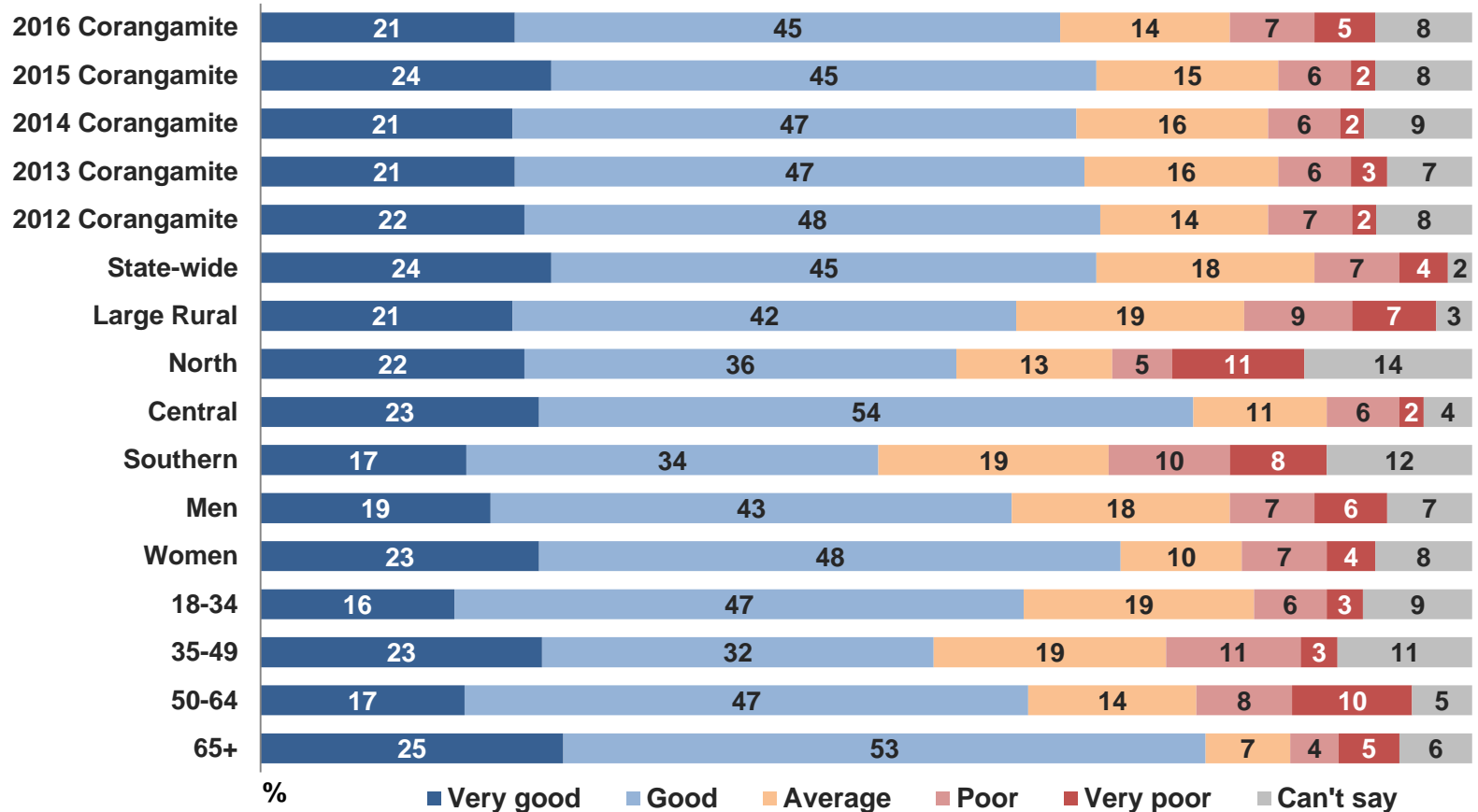
## 2016 Waste Management Performance



Q2. How has Council performed on 'waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 14  
 Note: Please see slide 5 for explanation about significant differences

# 2016 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

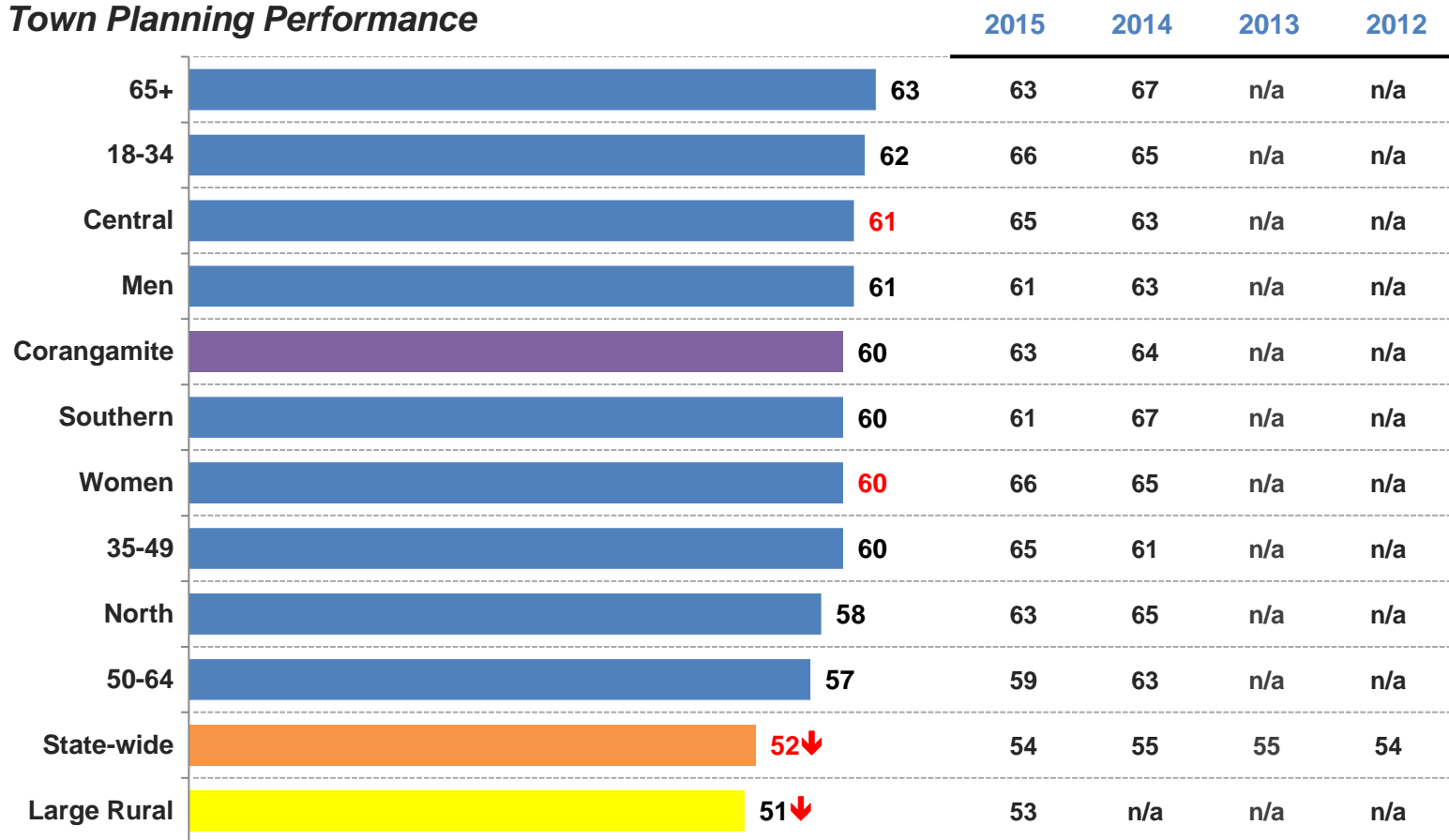
**2016 Waste Management Performance**



Q2. How has Council performed on 'waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 14

# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

## 2016 Town Planning Performance



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

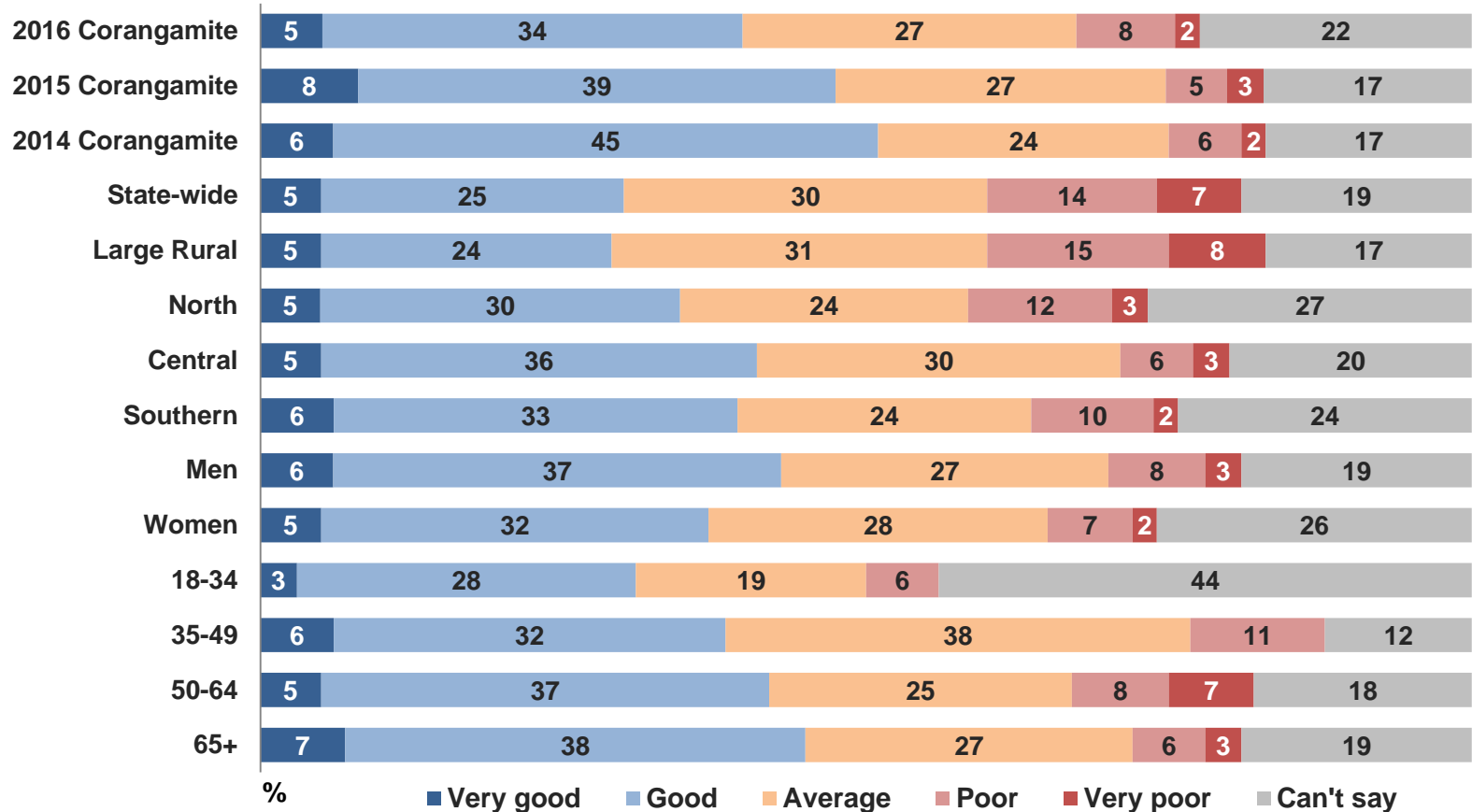
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences



# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

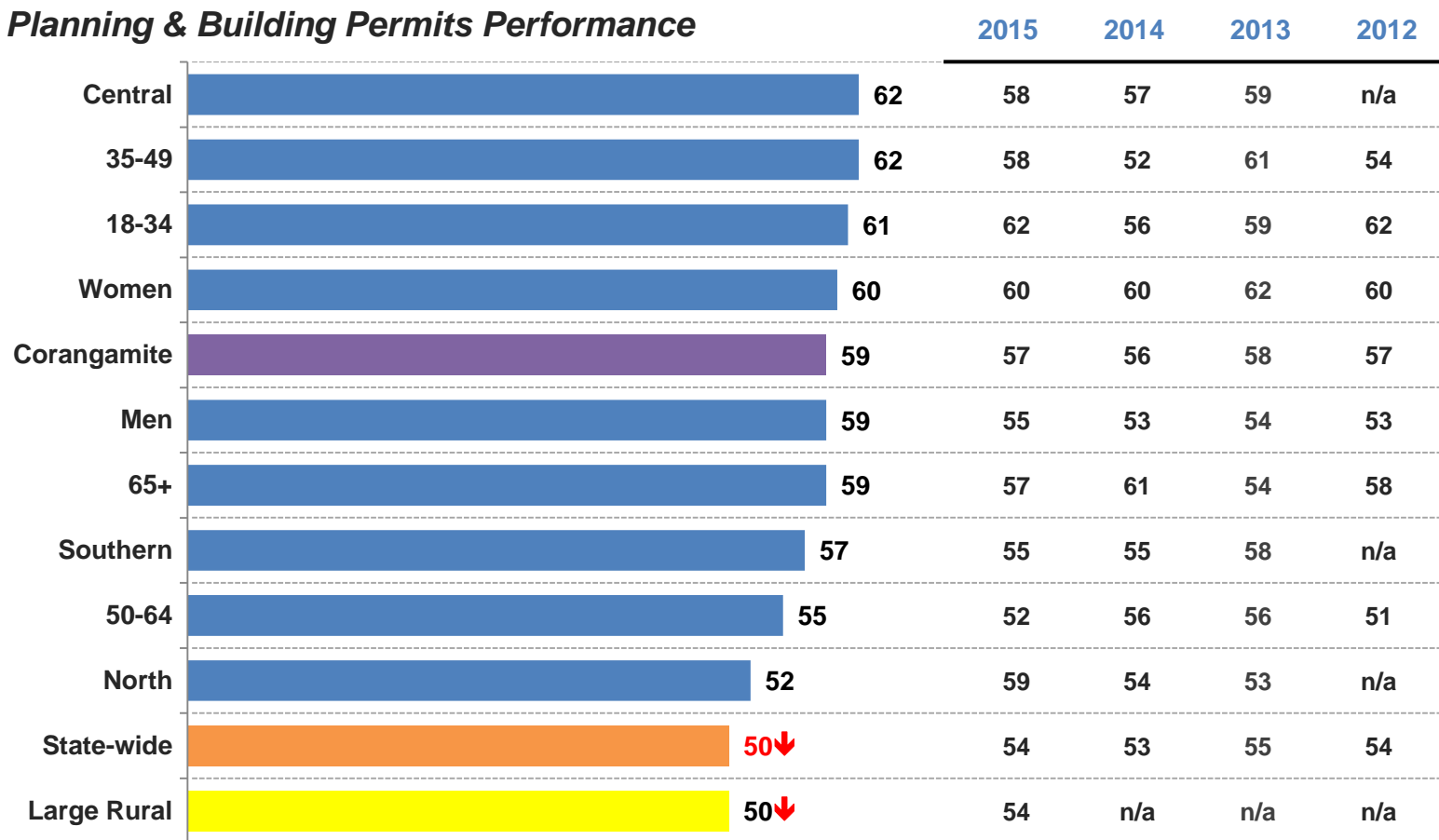
## 2016 Town Planning Performance



Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

# 2016 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

## 2016 Planning & Building Permits Performance



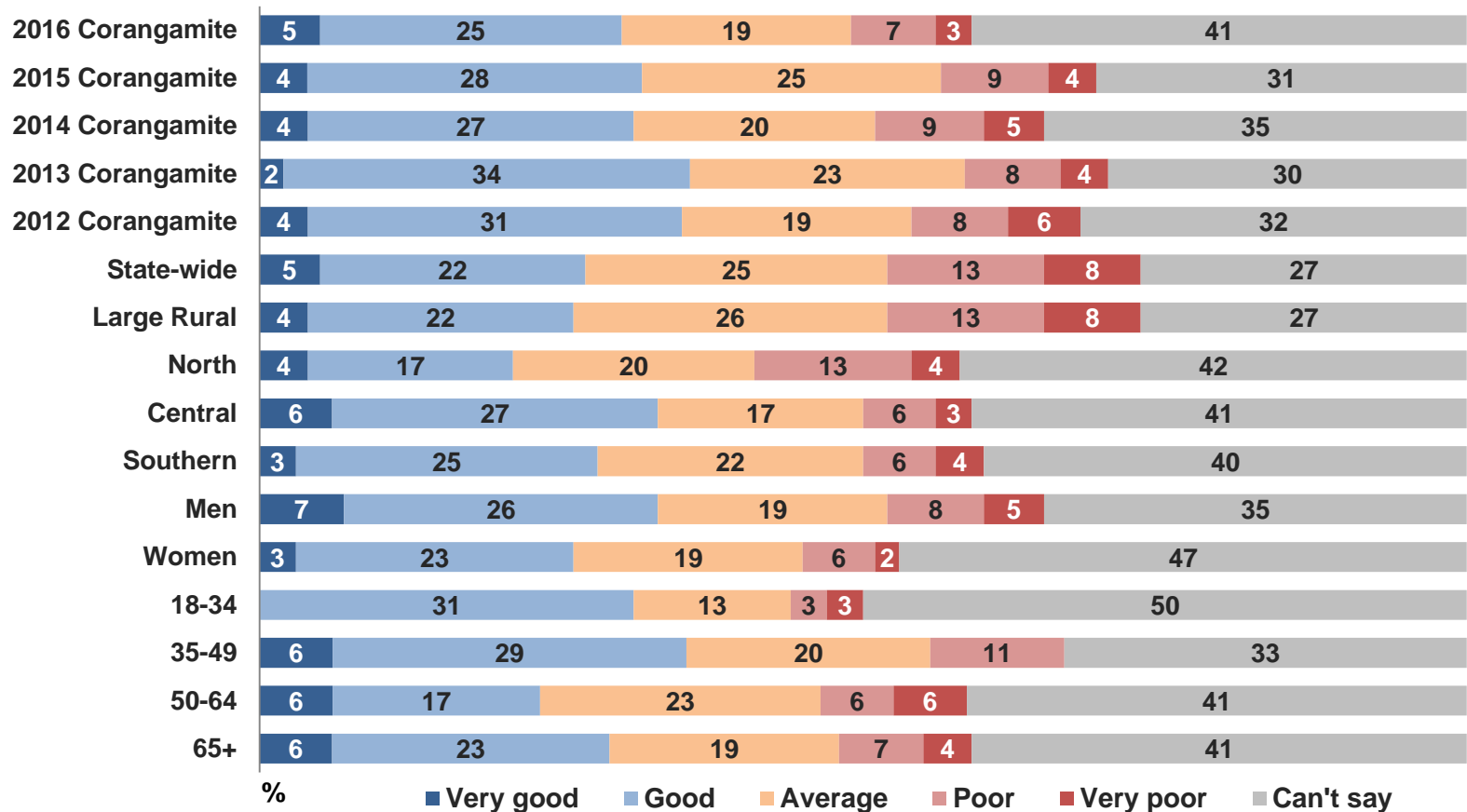
Q2. How has Council performed on 'planning and building permits' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

# 2016 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES

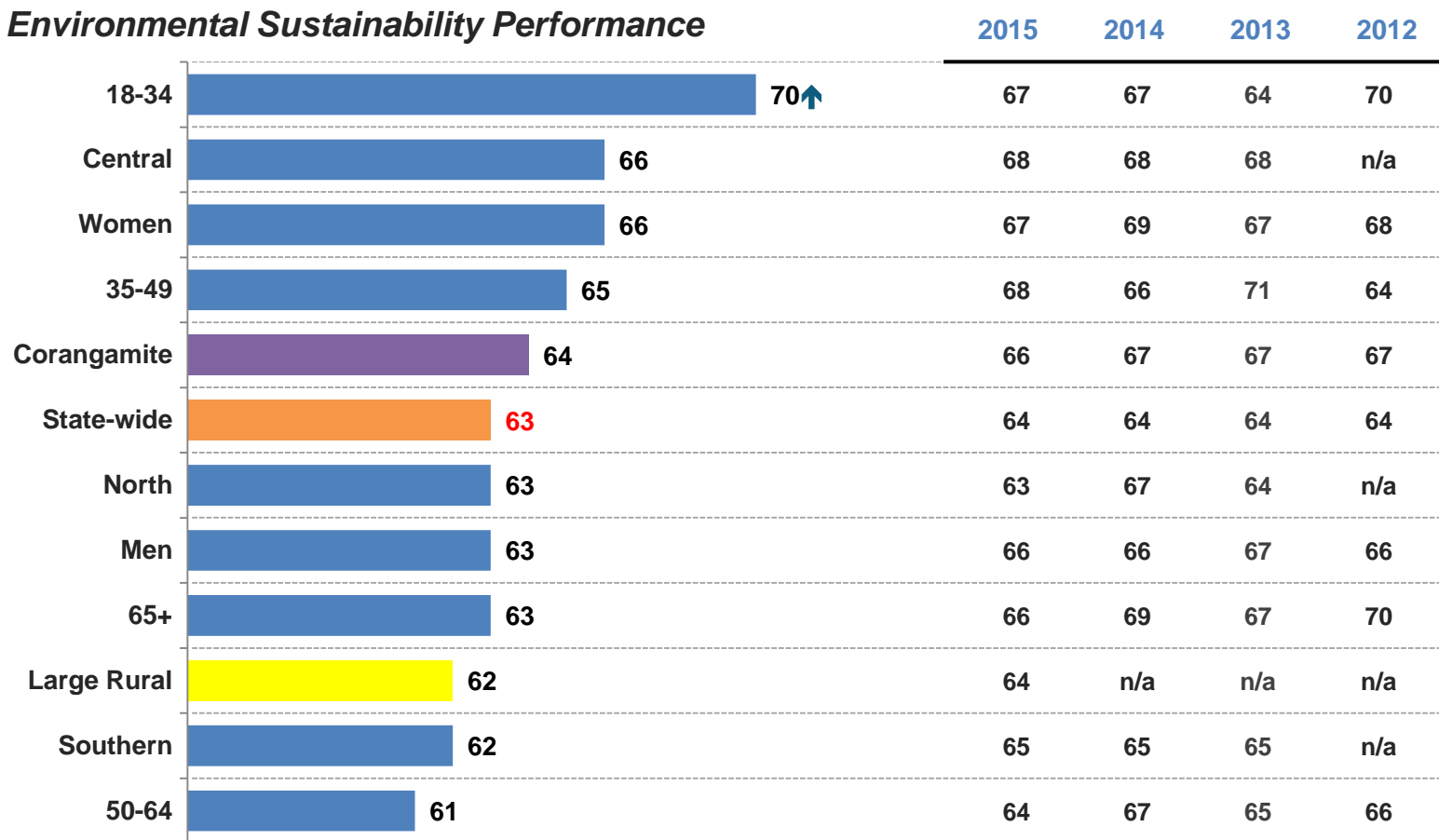
2016 Planning & Building Permits Performance



Q2. How has Council performed on 'planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

# 2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

## 2016 Environmental Sustainability Performance



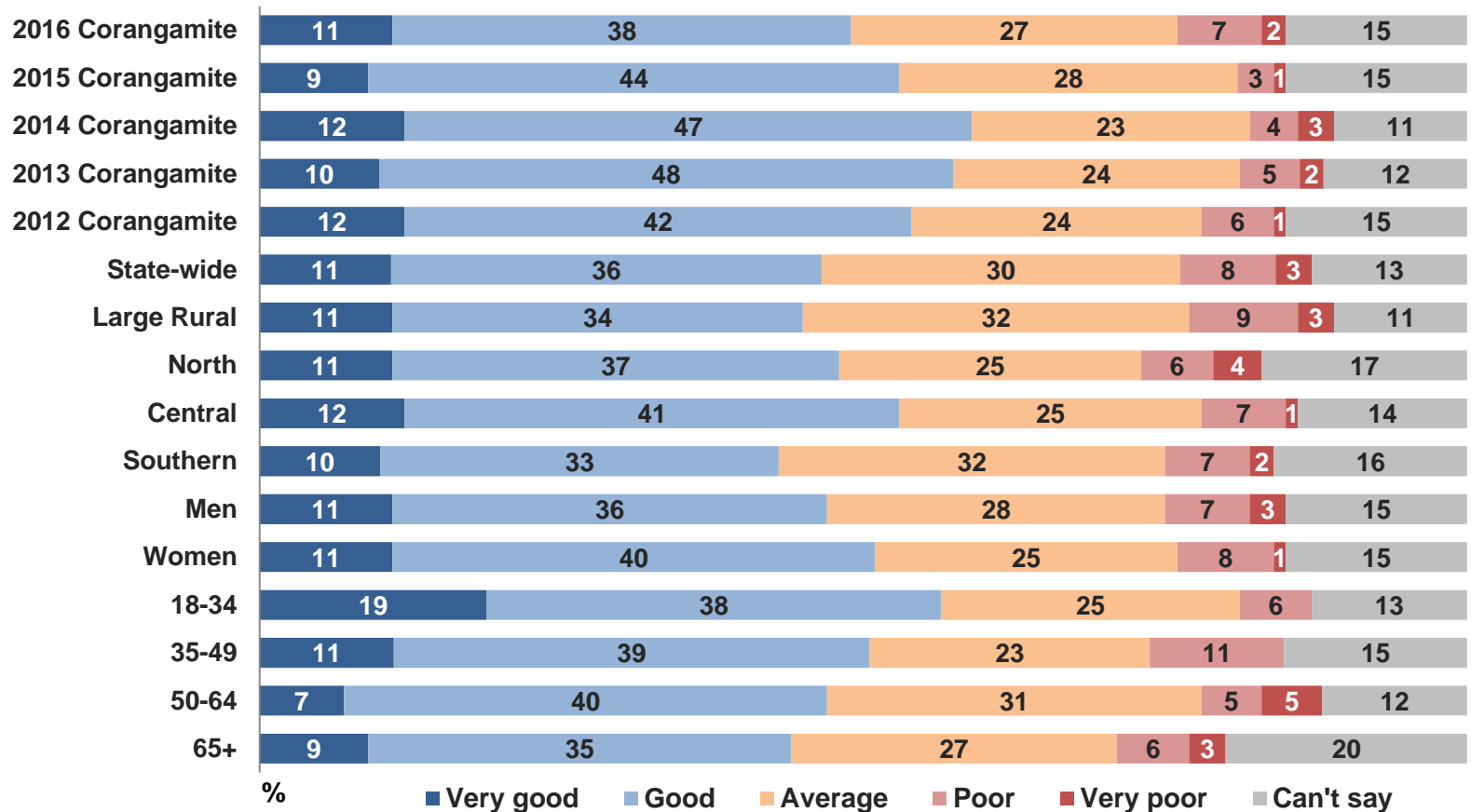
Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

# 2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES

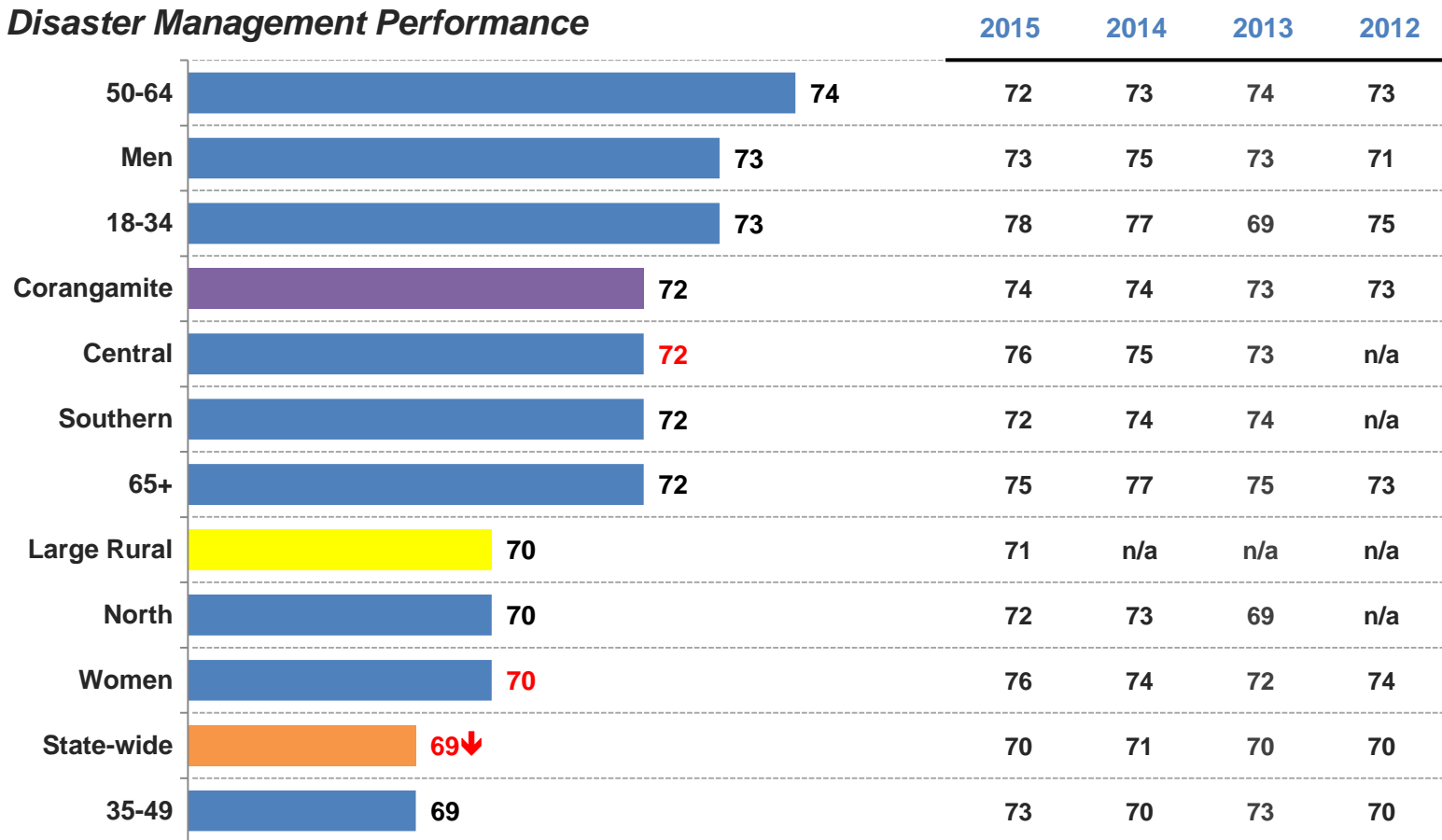
## 2016 Environmental Sustainability Performance



Q2. How has Council performed on 'environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

# 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

## 2016 Disaster Management Performance



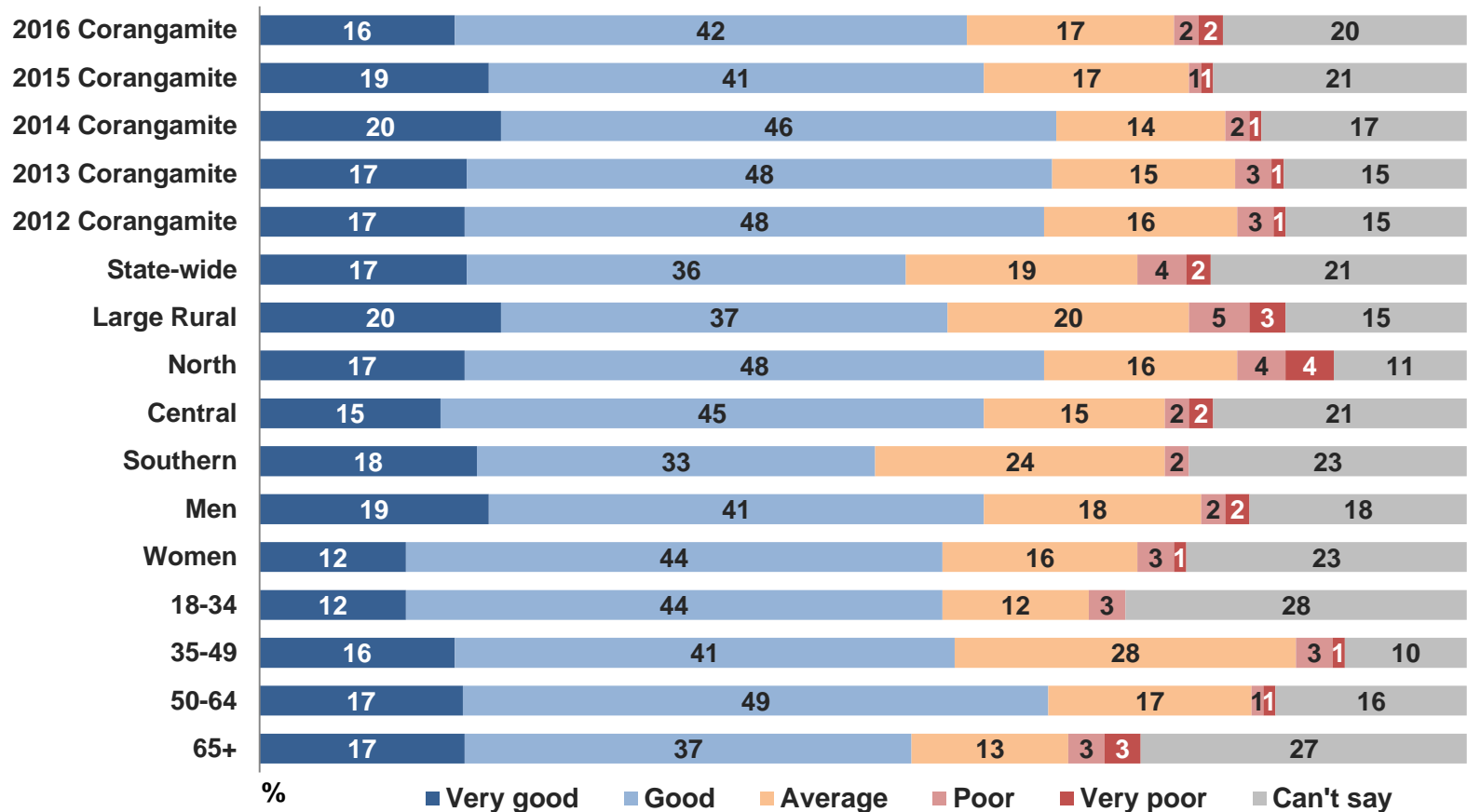
Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

# 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

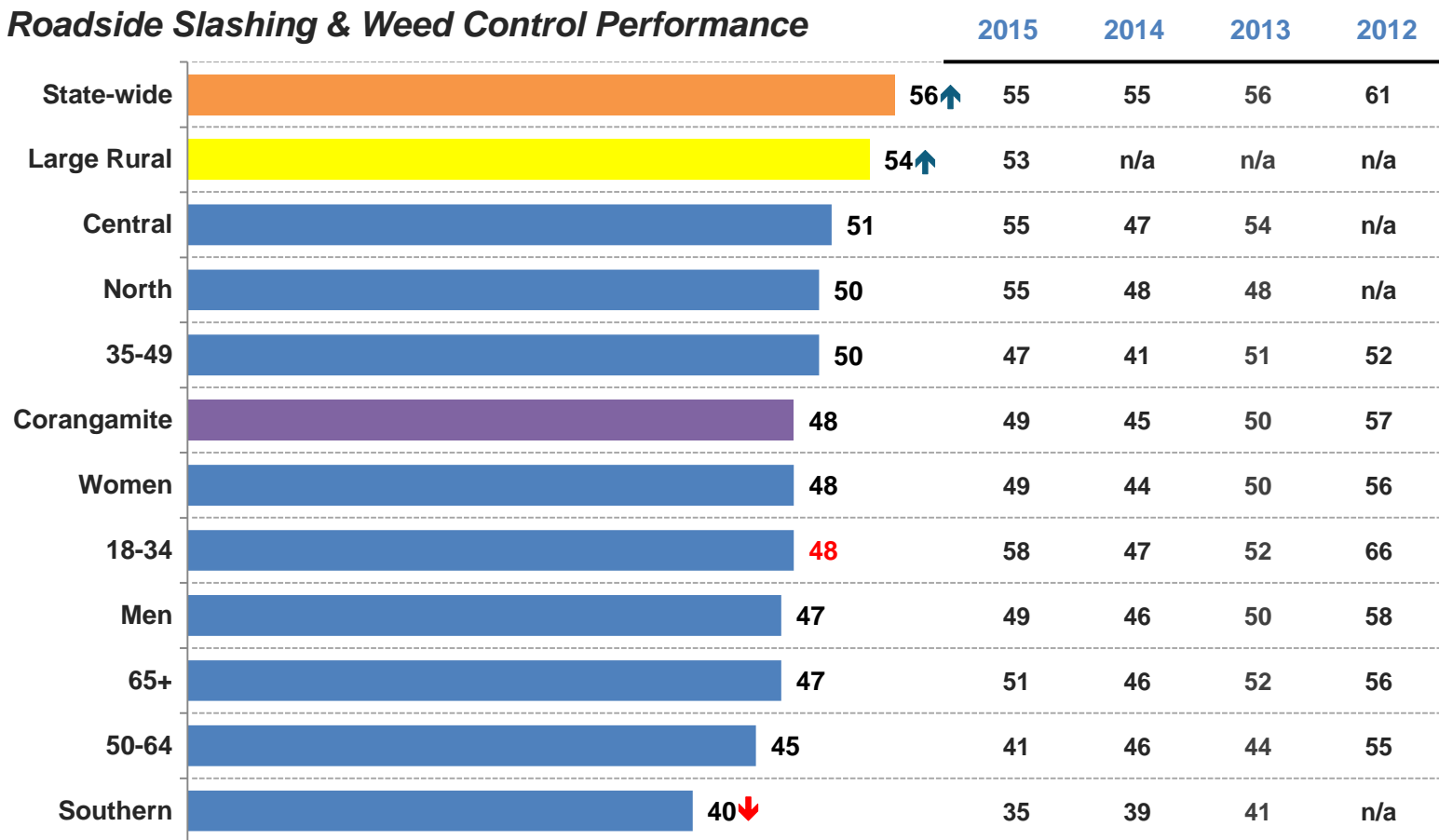
## 2016 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

# 2016 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

## 2016 Roadside Slashing & Weed Control Performance



Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?

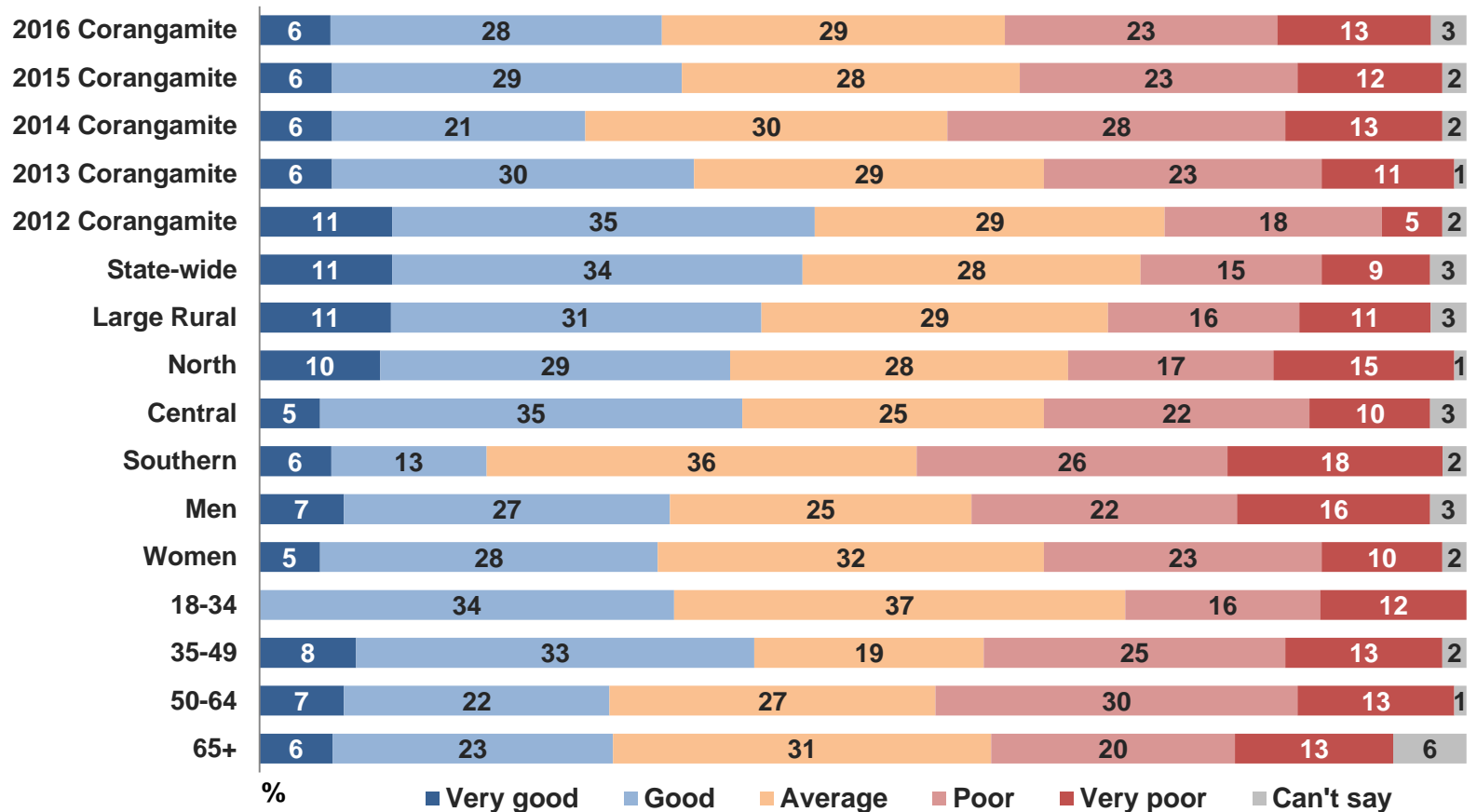
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences



# 2016 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE DETAILED PERCENTAGES

**2016 Roadside Slashing & Weed Control Performance**

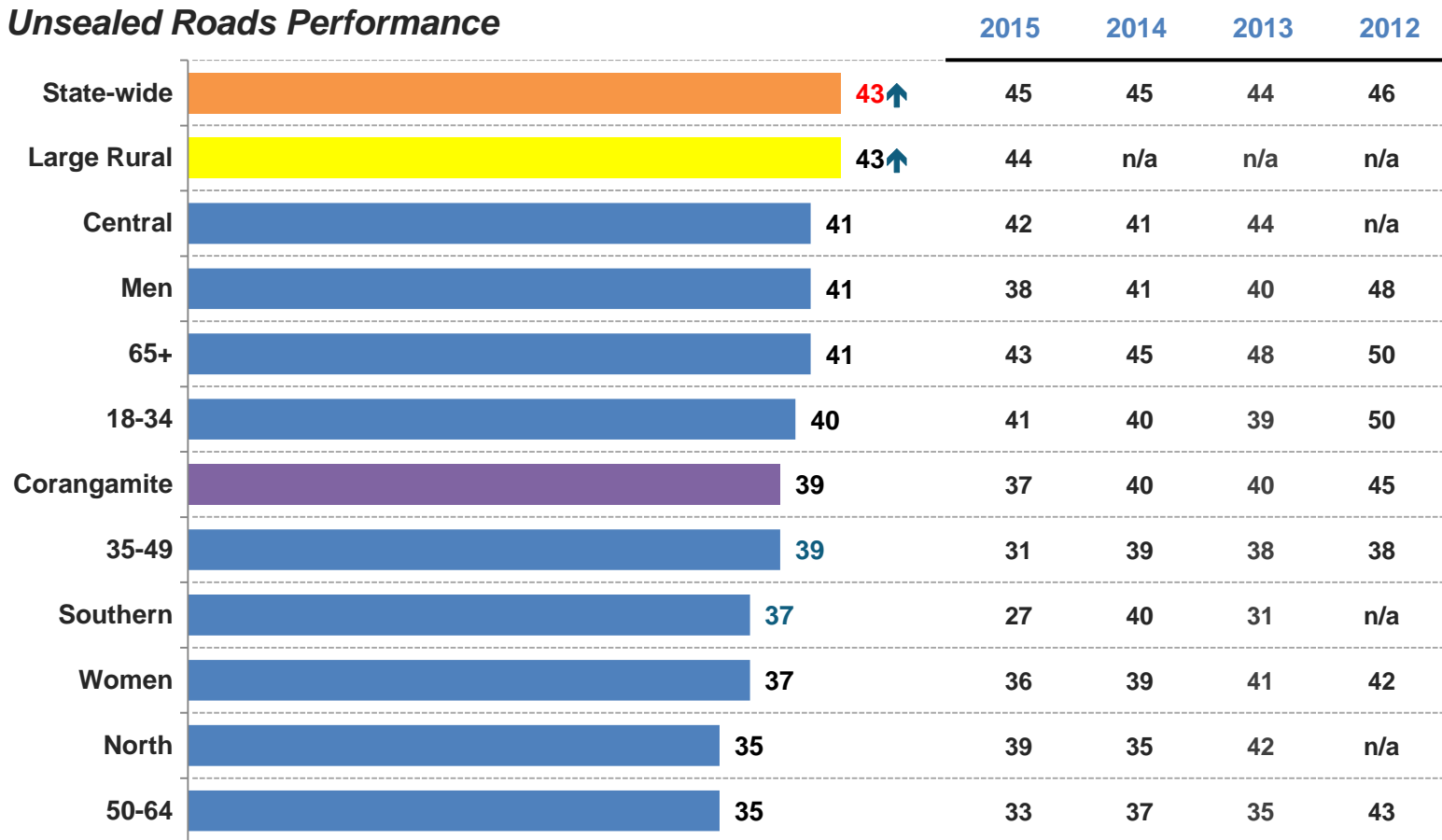


Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6



# 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

## 2016 Unsealed Roads Performance



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

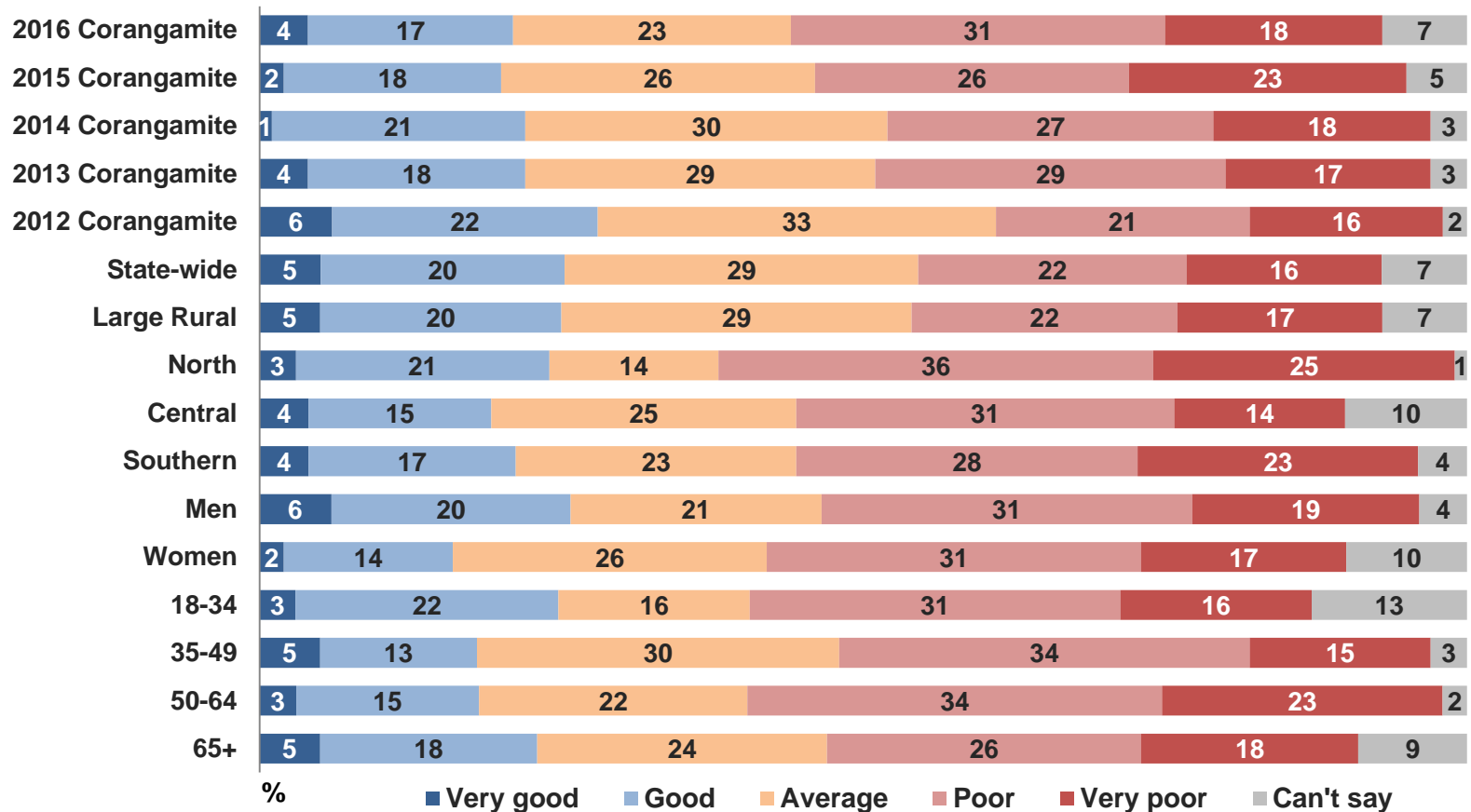
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

# 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

## PERFORMANCE DETAILED PERCENTAGES

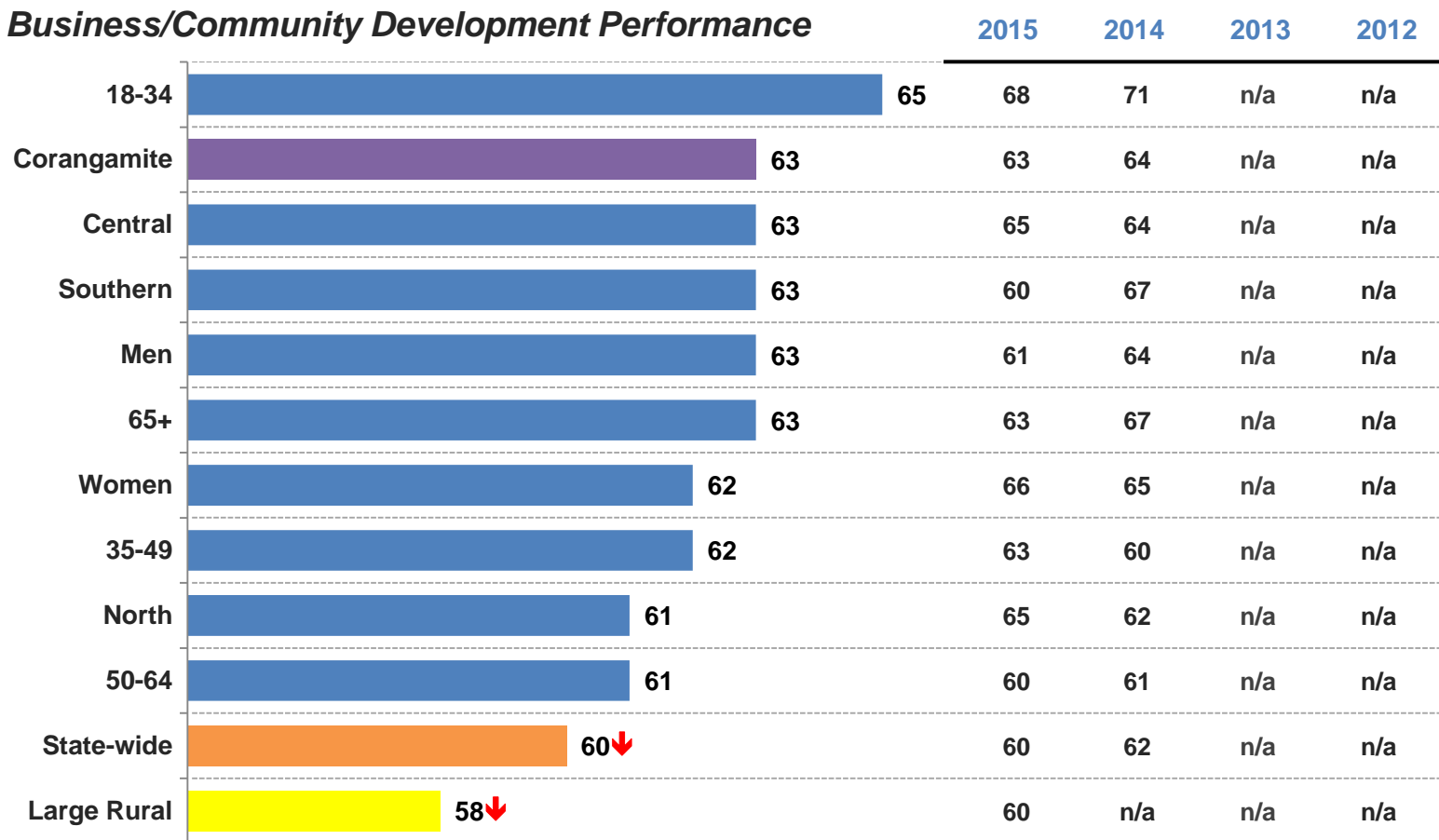
### 2016 Unsealed Roads Performance



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: 17 Councils asked group: 9

# 2016 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

## 2016 Business/Community Development Performance



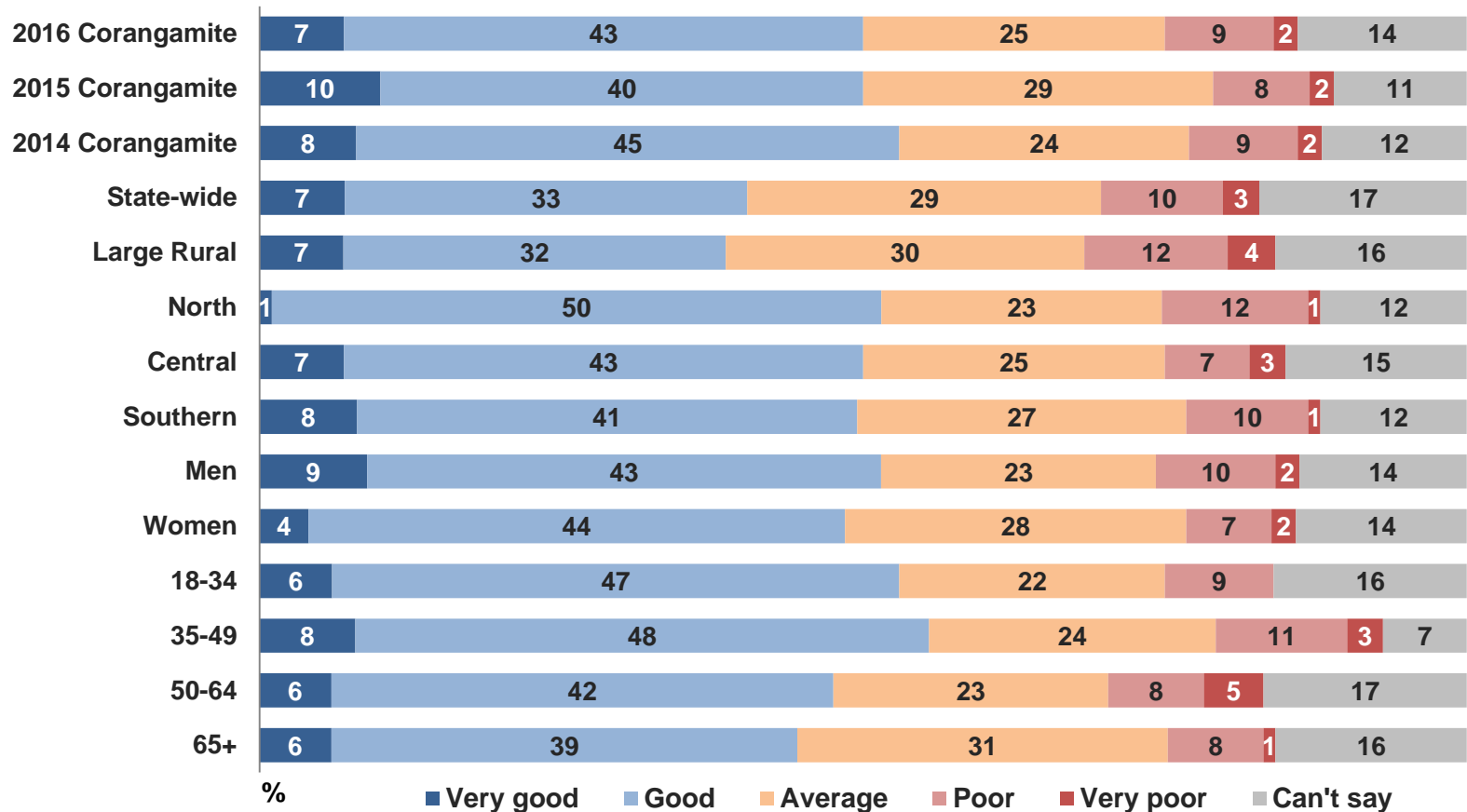
Q2. How has Council performed on 'business and community development' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

# 2016 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

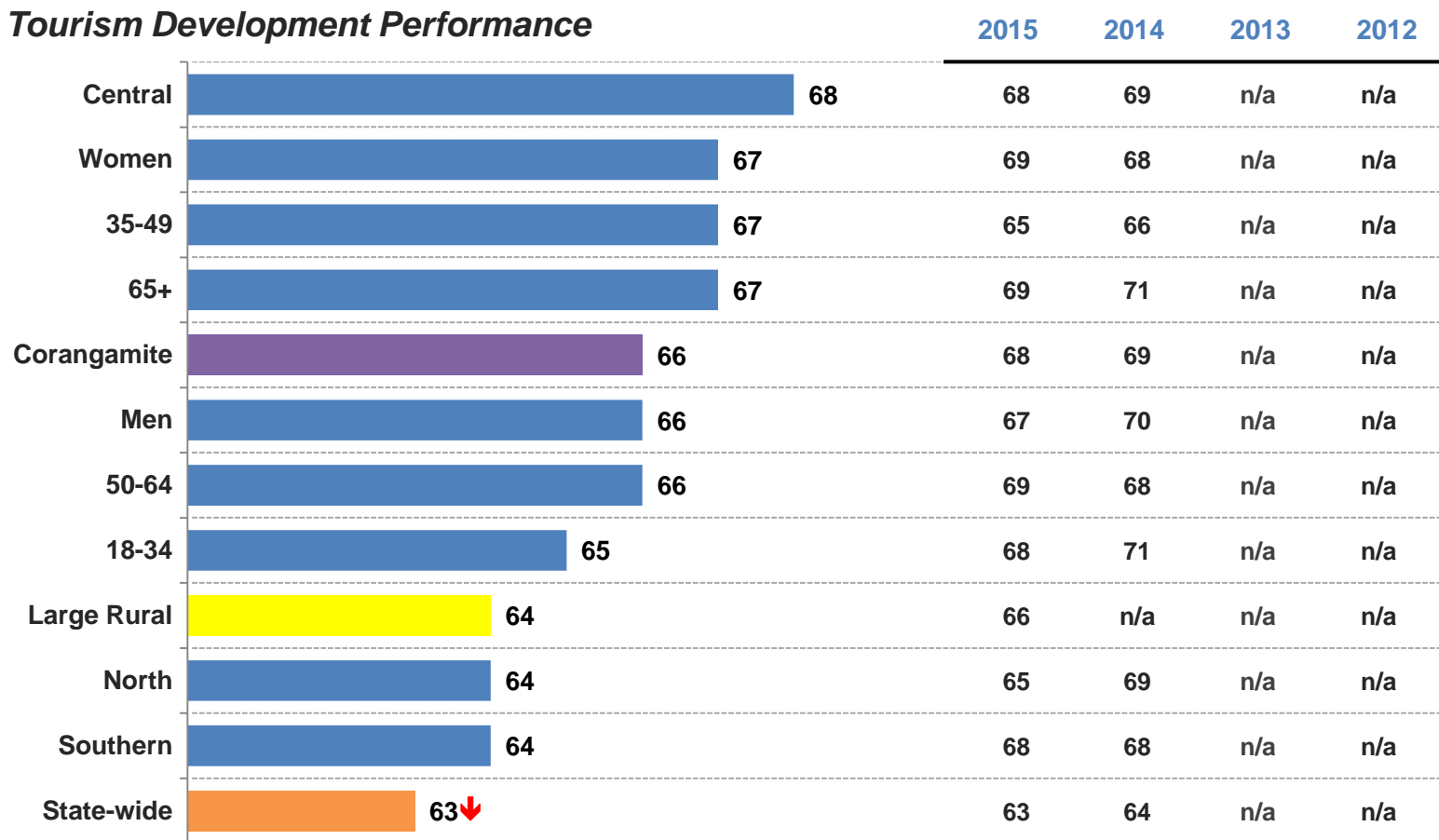
2016 Business/Community Development Performance



Q2. How has Council performed on 'business and community development' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

# 2016 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

## 2016 Tourism Development Performance



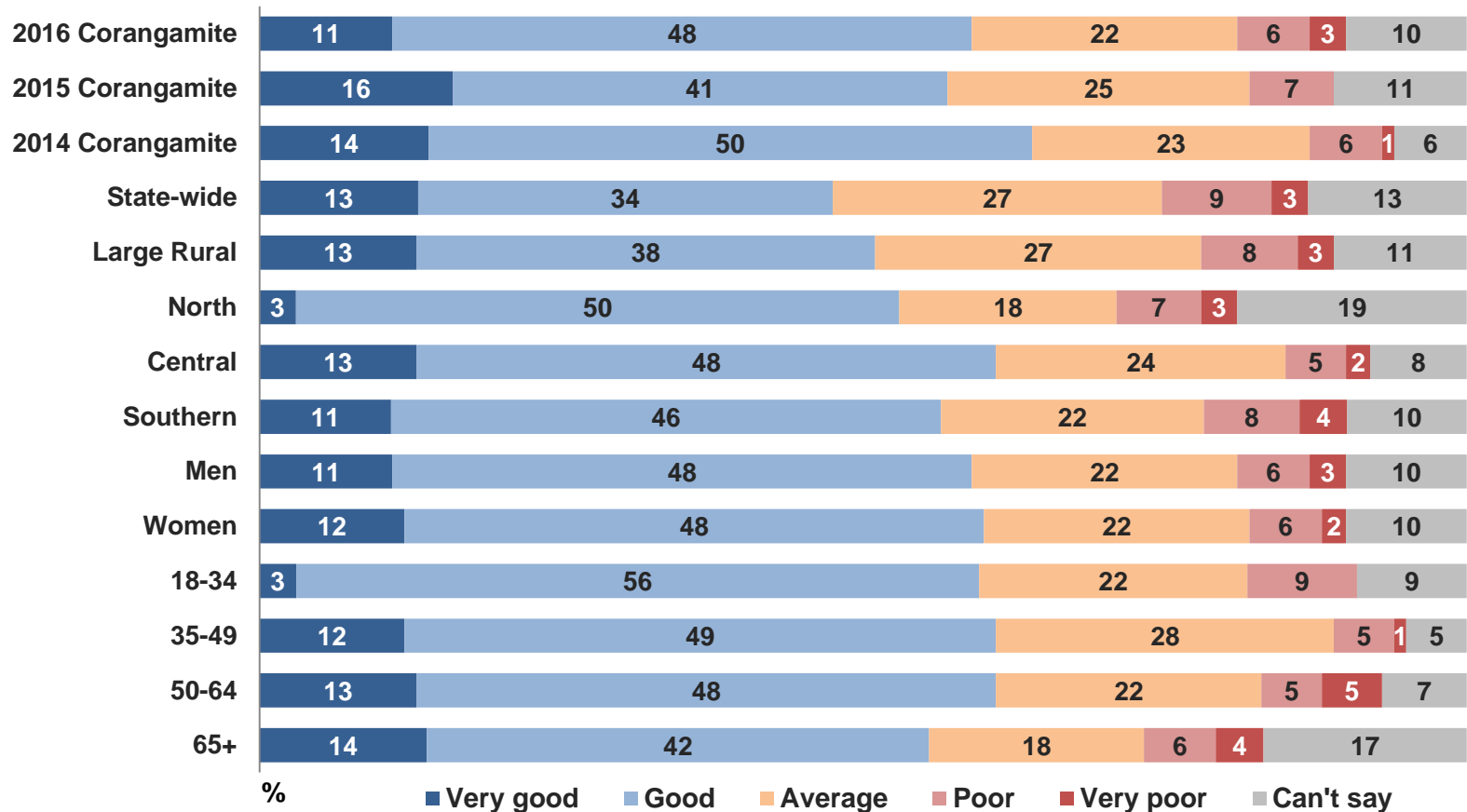
Q2. How has Council performed on 'tourism development' over the last 12 months?

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

# 2016 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

**2016 Tourism Development Performance**



Q2. How has Council performed on 'tourism development' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 11 Councils asked group: 5

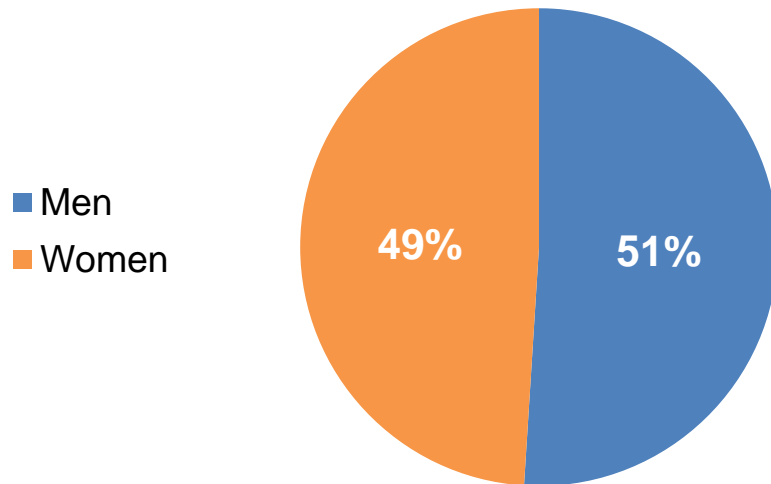
A satellite night view of South America, showing the continent's outline against the dark blue ocean. The landmass is illuminated by a dense network of glowing yellow and white lights, representing city lights and road networks. The lights are most concentrated in the eastern and southern coastal regions, with several major urban centers appearing as bright, multi-pointed starbursts. The interior of the continent shows a more sparse but still extensive network of smaller lights. The text "DETAILED DEMOGRAPHICS" is overlaid in the center-left of the image.

# DETAILED DEMOGRAPHICS

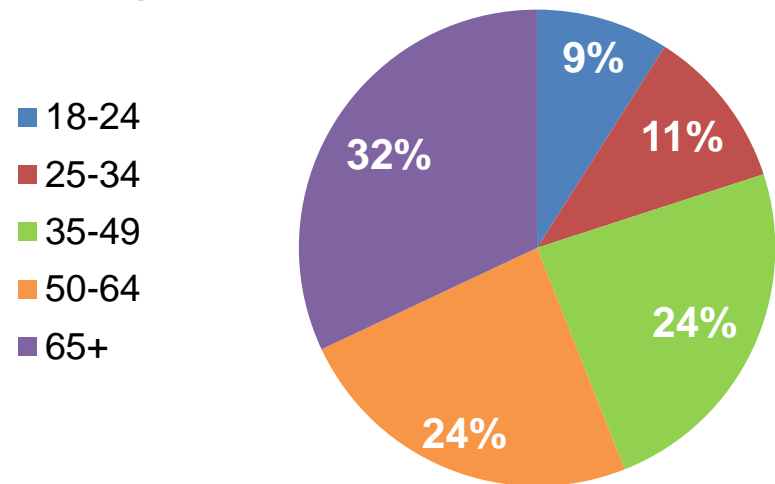


# 2016 GENDER AND AGE PROFILE

## Gender



## Age



*Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.*

S3. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 21



**APPENDIX A:  
DETAILED SURVEY TABULATIONS**

**AVAILABLE IN SUPPLIED EXCEL FILE**

A satellite night view of the United States, showing city lights and a dense network of roads. The text is overlaid on the left side of the image.

**APPENDIX B:  
FURTHER PROJECT INFORMATION**

## APPENDIX B: BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a ‘head of household’ survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Corangamite 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 2012-2016 have been made throughout this report as appropriate.**

# APPENDIX B:

## MARGINS OF ERROR

The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Corangamite 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 +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 12,000 people aged 18 years or over for Corangamite Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Corangamite Shire Council	400	400	+/-4.8
Men	180	203	+/-7.3
Women	220	197	+/-6.6
North	64	59	+/-12.3
Central	225	224	+/-6.5
Southern	111	116	+/-9.3
18-34 years	32	81	+/-17.6
35-49 years	63	96	+/-12.4
50-64 years	130	97	+/-8.6
65+ years	175	126	+/-7.4

# APPENDIX B:

## ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2016, 69 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 2012-2016 vary slightly.

### Council Groups

Corangamite Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are: Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Horsham, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill, Wangaratta and Wellington.

Wherever appropriate, results for Corangamite Shire Council for this 2016 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

# APPENDIX B:

## ANALYSIS AND REPORTING

### Index Scores

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

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

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

# APPENDIX B:

## ANALYSIS AND REPORTING

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

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



# APPENDIX B:

## INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

# APPENDIX B: ANALYSIS AND REPORTING

## Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2016 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2016 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 2016 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

# APPENDIX B:

## GLOSSARY OF TERMS

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

**CSS:** 2016 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.