



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

2017 RESEARCH REPORT

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

- [Background and objectives](#)
- [Survey methodology and sampling](#)
- [Further information](#)
- [Key findings & recommendations](#)
- [Summary of findings](#)
- [Detailed findings](#)
 - [Key core measure: Overall performance](#)
 - [Key core measure: Customer service](#)
 - [Key core measure: Council direction indicators](#)
 - [Individual service areas](#)
 - [Detailed demographics](#)
- [Appendix A: Detailed survey tabulations](#)
- [Appendix B: Further project information](#)

BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2017 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. 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.

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 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 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 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

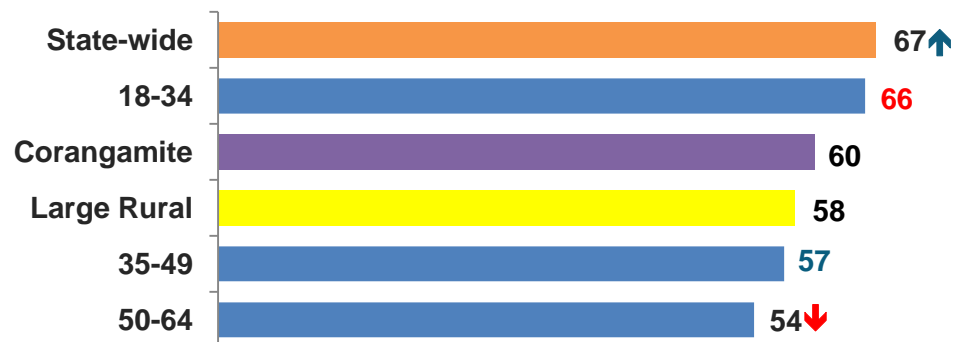
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 2016. 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 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.

Overall Performance – Index Scores (example extract only)



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](#)

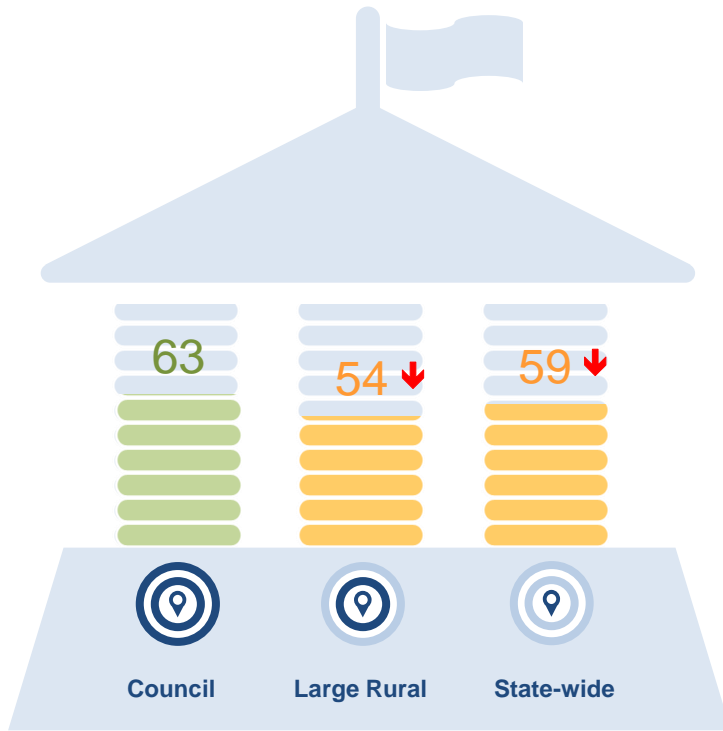
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS

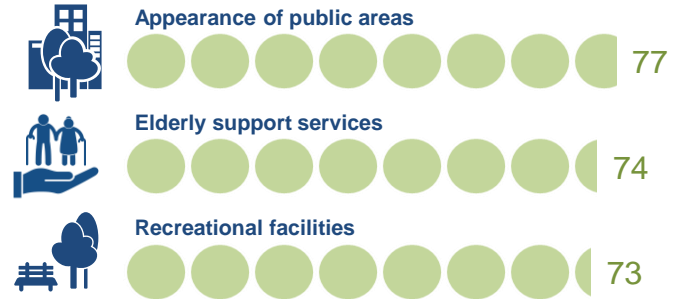
CORANGAMITE SHIRE COUNCIL



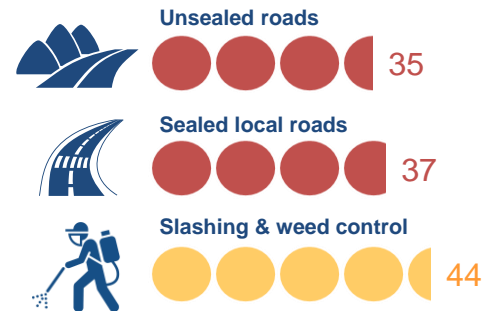
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



BOTTOM 3 PERFORMING AREAS



OVERALL PERFORMANCE

The **overall performance index score of 63** for Corangamite Shire Council represents a one point decline on the 2016 result (index score of 64); overall performance ratings have been trending down from the peak index score of 67 in 2013.

- Despite this trend, Corangamite Shire Council's overall performance is rated statistically ***significantly higher*** (at the 95% confidence interval) **than the average ratings for councils in the Large Rural group and State-wide** (index scores of 54 and 59 respectively).
- Results are not significantly different from the 2016 ratings across demographic and geographic sub-groups.

More residents rate Corangamite Shire Council's overall performance as 'very good' (13%) than 'very poor' (4%). More than two in five residents (43%) rate Council's overall performance as 'good', while a further 30% sit mid-scale providing an 'average' rating. Another 8% rate Council's overall performance as 'poor'.

Despite positive overall performance ratings, residents believe there is 'a lot' (45%) or at least 'a little' (43%) **room for improvement** in Council's overall performance in the next 12 months.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 19) shows that Corangamite Shire Council's **performance is stable** compared to Council's own results in 2016. Although there are no significant improvements in 2017, Council's performance ratings *significantly exceed* group and State-wide averages on six of the seven core performance measures.

- **Sealed local roads** (performance index score of 37) is the exception. Council rates *significantly lower* than the group average for Large Rural councils and councils State-wide (index scores of 43 and 53 respectively).
- Residents aged 65+ years rate Council's performance in this service area significantly higher than average (index score of 43).

There **are also some notable differences across demographic and geographic cohorts** in the area of **making community decisions** (index score of 61).

- 18 to 34 year olds (index score of 53) and Southern area residents (index score of 52) rate Council *significantly lower* than the Council average.

Customer service is a top performing area for Corangamite Shire Council. It is the highest rated core performance measure and the second highest rated service area overall. In the area of customer service (index score of 76), Corangamite Shire Council *significantly exceeds* the State-wide and Large Rural group averages for councils (index score of 69 and 66 respectively).

More than half (57%) of Corangamite Shire Council residents have had recent contact with Council.

- This level of contact has been relatively consistent over time (aside from in 2014, where the proportion of residents that had contacted Council rose to 66%).

As mentioned previously, customer service (index score of 76) is one of Council's strongest areas of performance and a **positive result** for Council.

- Almost two in five (38%) residents rate Council's customer service as 'very good', with a further 37% rating customer service as 'good'.
- Performance on this measure has remained relatively stable over time, moving by only a maximum of three index points in either direction between years. The 2017 customer service performance index remains higher than the lowest score seen on this measure (index score of 74 in 2015, 2013 and 2012).
- Indeed, customer service was one of the most frequently mentioned best things about Council (mentioned by 11% of residents).

No demographic or geographic sub-group moved significantly in their perceptions of customer service in the past year, meaning there is no particular cohort that Council should focus its attention on in this area. Rather, Council should aim to maintain and improve customer service across all groups.

AREAS WHERE COUNCIL IS PERFORMING WELL

The appearance of public areas is where Corangamite Shire Council has **performed most strongly** (index score of 77). Four in five (80%) residents rate Council's performance in the area of the appearance of public areas as 'very good' or 'good'. Only 4% rate it as 'very poor' or 'poor'.

Another area where Corangamite Shire Council is well regarded is elderly support services. With an index score of 74, residents rate this service area third highest after customer service and the appearance of public areas.

- Residents aged 35 to 49 years rate Council *significantly lower* in this area (index score of 68).
- Three in five (60%) residents rate Council's performance in the area of elderly support services as 'very good' or 'good'.

Council is also rated more highly compared to other service areas in the area of **recreational facilities** (index score of 73). This is the lowest level for Council on this measure, which has been trending down from a peak of 77 in 2014.

- Seven in ten (71%) residents rate Council's performance in the area of recreational facilities as 'very good' or 'good'. Recreational and sporting facilities (4%) are among the frequently mentioned best things about living in the council area.

For each the three aforementioned service areas, Council performance is rated *significantly higher* than the Large Rural group average and the State-wide average, a positive result.

In addition to the areas mentioned above, Council ratings **improved significantly** in two areas since 2016 – **family support services** (index score of 72, three points higher than 2016) and **disadvantaged support services** (67, four points higher than 2016).

AREAS IN NEED OF ATTENTION

The only *significant decline* in 2017 was a four point drop on the measure of **unsealed roads**, which stands out as being most in need of Council attention. With a performance index score of 35, Council is seen to be **performing least well** in this service area.

- Almost one-quarter of residents (24%) rate Council performance in this service area as ‘very poor’.
- Performance on this measure has decreased steadily since 2012, dropping 10 index points over the course of the past five years.

Sealed local roads is the second lowest rated service areas with a performance index score of 37.

- One-quarter of residents (26%) rate Council performance in this service area as ‘very poor’.

Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 month support these findings, with **sealed road maintenance** mentioned by 39% of residents and **unsealed road maintenance** by 8%.

There are no significant geographic differences on the measure of unsealed roads and sealed local roads, indicating there is no one area in need of attention over another.

Slashing and weed control is another area where Council is less well regarded (index score of 44). In this instance, differences are evident by geographic sub-group. North area residents rate Council *significantly higher* (index score of 53). Southern area residents rate Council *significantly lower* (index score of 34) suggesting performance improvement strategies should be focused in this area first.

These three lowest rated service areas are the only areas where Council performs *significantly lower* than both the State-wide and Large Rural group averages for councils.

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Corangamite Shire Council should pay particular attention to the lowest performing areas, where ratings are lower the Large Rural group average, and generally lower than what Council has previously achieved. Council should ensure that perceptions do not further decline. Key priorities include:

- **Maintenance of unsealed roads**
- **The condition of sealed local roads**
- **Slashing and weed control.**

Consideration should also be given to Southern area Corangamite Shire Council residents, who appear to be most driving negative opinion in 2017.

On the positive side, residents have a positive **outlook for the future**. Three quarters (76%) of residents agree that Council is 'definitely' or 'probably' headed in the right direction. Council should **maintain its relatively strong performance in the areas of customer service, the appearance of public areas, and elderly support services and recreational facilities.**

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65 years and over, and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS OF EXPLORATION

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, 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 understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A 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.

SNAPSHOT OF KEY FINDINGS

Higher results in 2017

(Significantly higher result than 2016)

- Family support services
- Disadvantaged support services

Lower results in 2017

(Significantly lower result than 2016)

- Unsealed roads

Most favourably disposed towards Council

- Aged 65+ years

Least favourably disposed towards Council

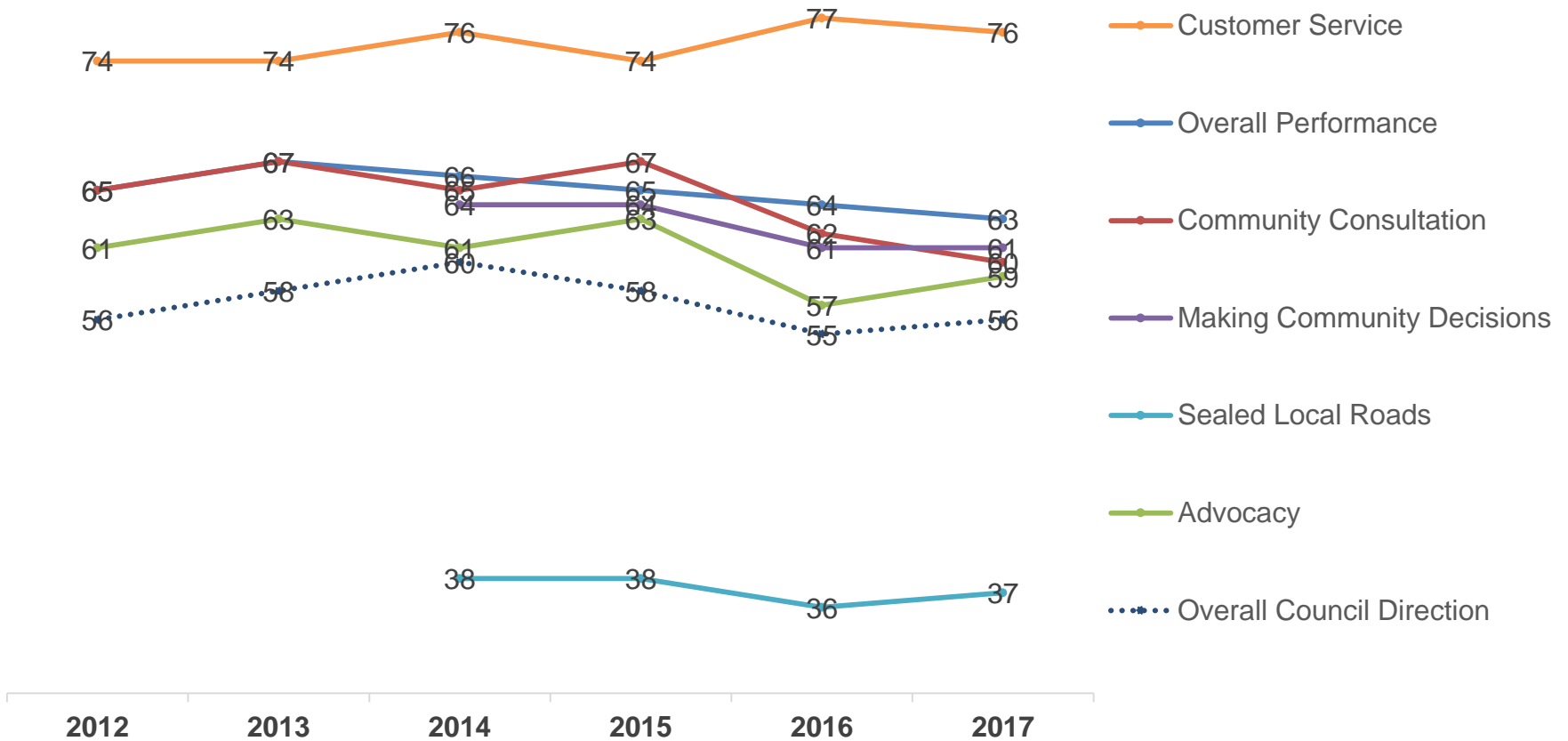
- 'Southern' residents



SUMMARY OF FINDINGS

2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

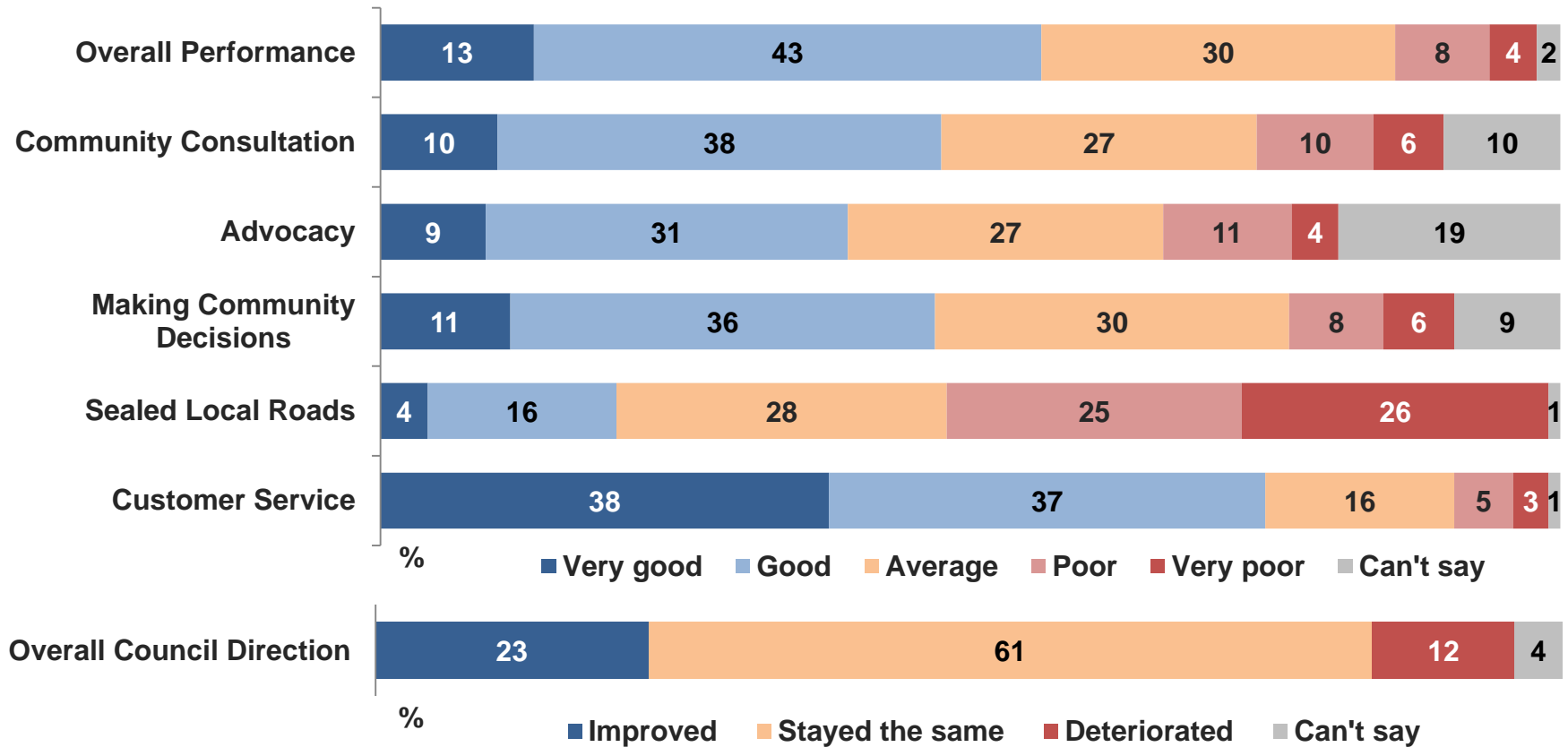
DETAILED ANALYSIS

Performance Measures	Corangamite 2017	Corangamite 2016	Large Rural 2017	State-wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	63	64	54	59	Aged 65+ years	Aged 18-34 years
COMMUNITY CONSULTATION (Community consultation and engagement)	60	62	52	55	Aged 65+ years, North, Central	Southern
ADVOCACY (Lobbying on behalf of the community)	59	57	51	54	Women, Central	Southern
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	61	61	51	54	Aged 65+ years	Southern
SEALED LOCAL ROADS (Condition of sealed local roads)	37	36	43	53	Aged 65+ years	Aged 18-64 years
CUSTOMER SERVICE	76	77	66	69	Women, Aged 18-34 years, Central	North
OVERALL COUNCIL DIRECTION	56	55	52	53	Aged 65+ years, Central	Southern

2017 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS

Key Measures Summary Results



2017 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



2017 Priority Area Performance		2016	2015	2014	2013	2012
Appearance of public areas	77	75	78	76	75	75
Elderly support services	74	73	78	78	78	74
Recreational facilities	73	74	76	77	74	75
Family support services	72	69	71	75	74	72
Art centres & libraries	71	70	73	73	n/a	n/a
Waste management	71	69	72	72	70	71
Emergency & disaster mngt	71	72	74	74	73	73
Community & cultural	68	69	71	72	73	68
Informing the community	67	67	69	70	69	66
Disadvantaged support serv.	67	63	67	72	n/a	n/a
Enforcement of local laws	66	68	66	68	68	67
Tourism development	64	66	68	69	n/a	n/a
Environmental sustainability	63	64	66	67	67	67
Business & community dev.	62	63	63	64	n/a	n/a
Town planning policy	61	60	63	64	n/a	n/a
Community decisions	61	61	64	64	n/a	n/a
Consultation & engagement	60	62	67	65	67	65
Lobbying	59	57	63	61	63	61
Planning & building permits	58	59	57	56	58	57
Local streets & footpaths	57	60	65	62	58	60
Slashing & weed control	44	48	49	45	50	57
Sealed local roads	37	36	38	38	n/a	n/a
Unsealed roads	35	39	37	40	40	45

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

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 19

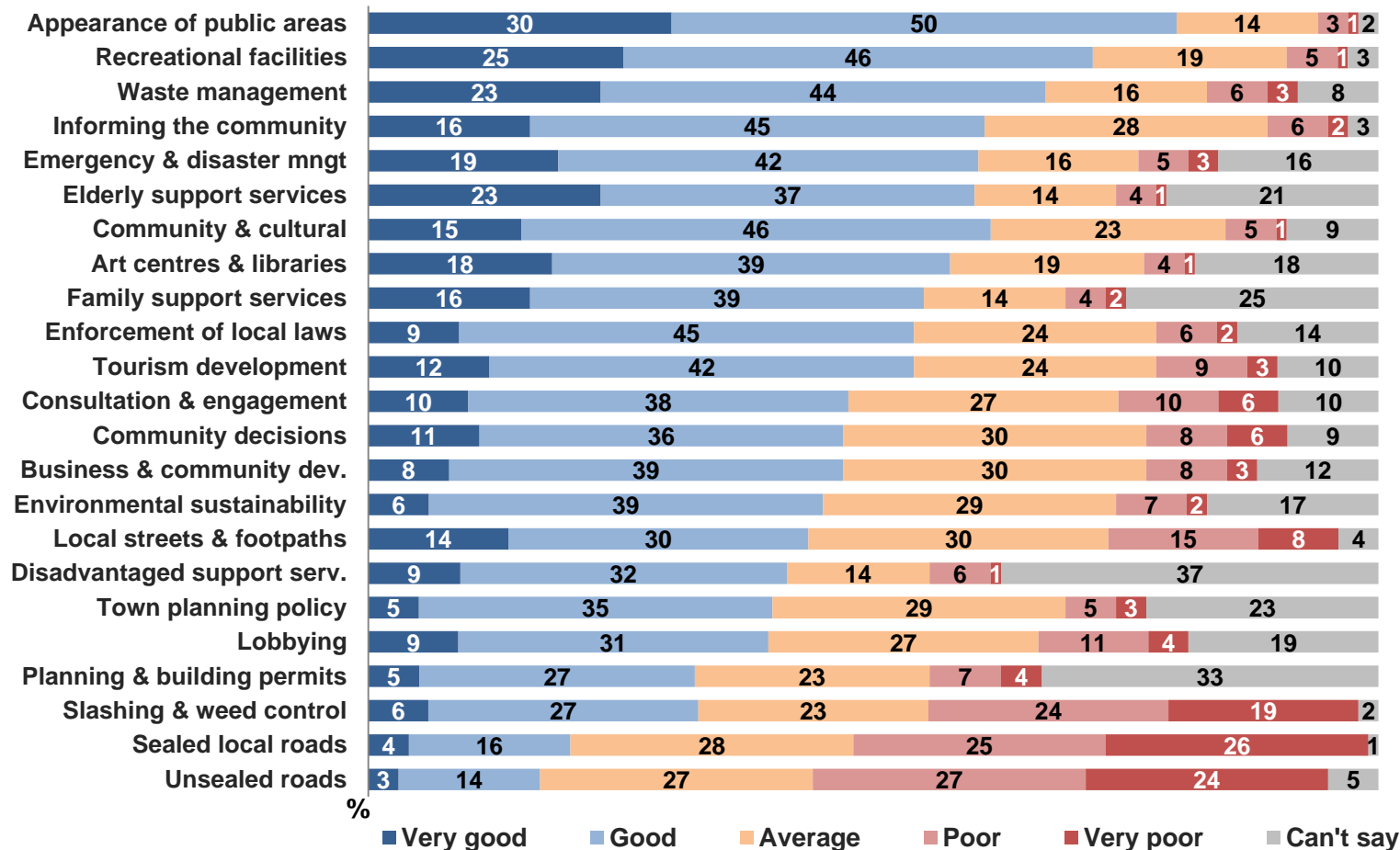
Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES



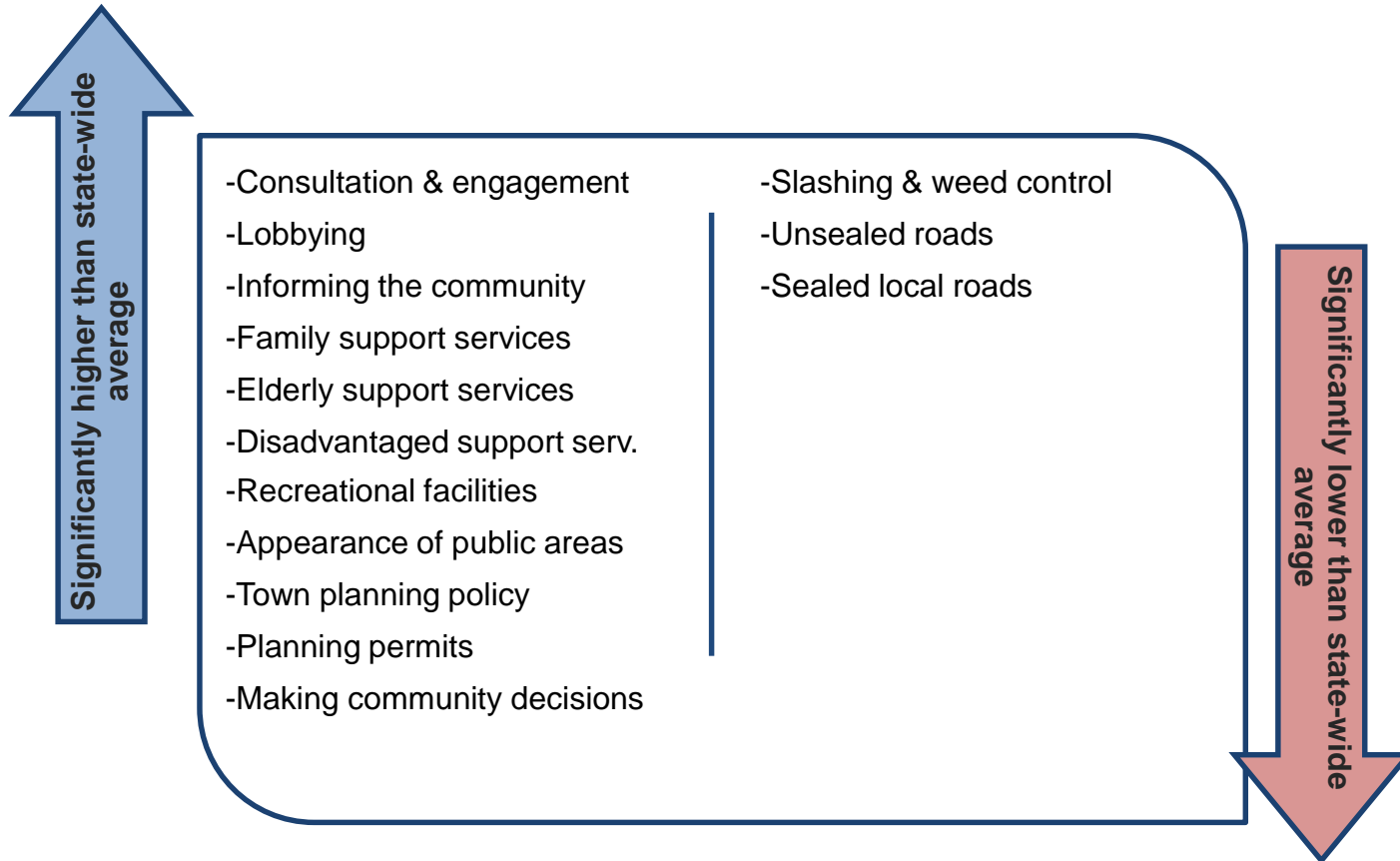
Individual Service Areas Performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 19

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2017 PERFORMANCE SUMMARY

BY COUNCIL GROUP



Top Three Performing 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"> 1. Appearance of public areas 2. Elderly support services 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & cultural

Bottom Three Performing 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"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits

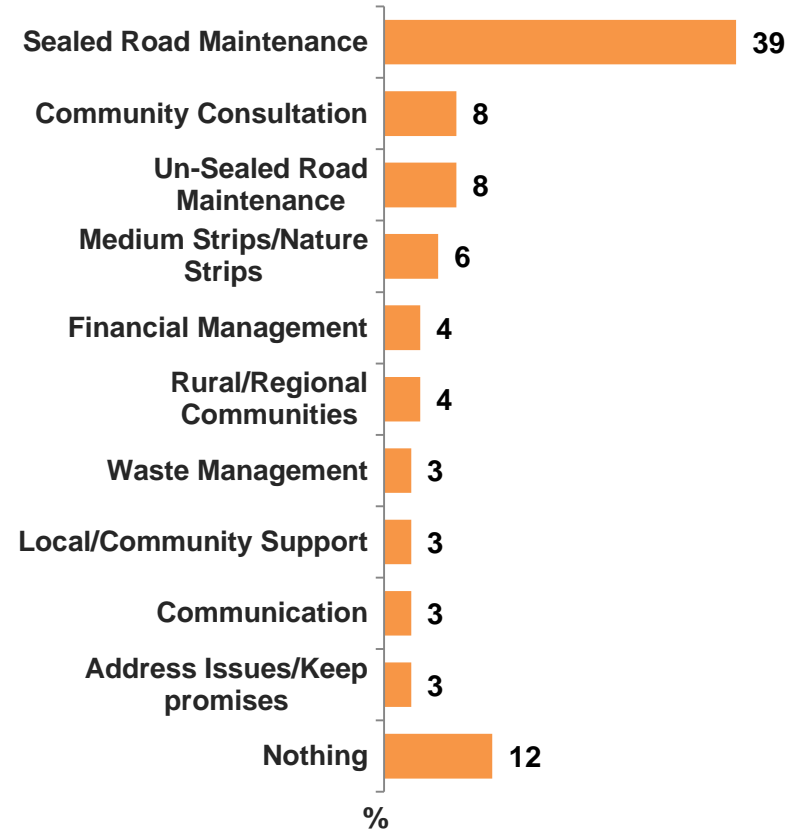
2017 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

2017 Best Aspects



2017 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?

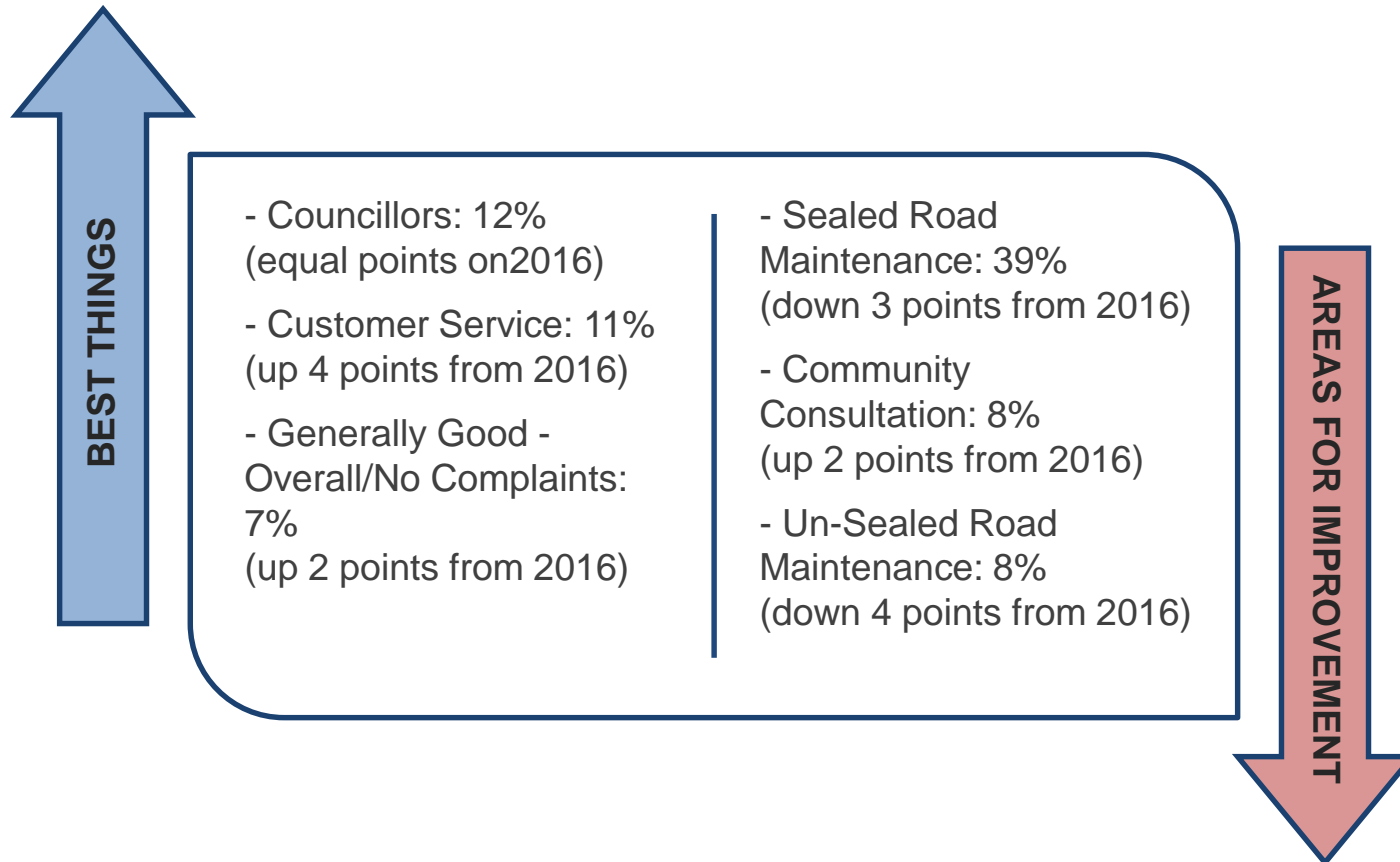
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 11

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY





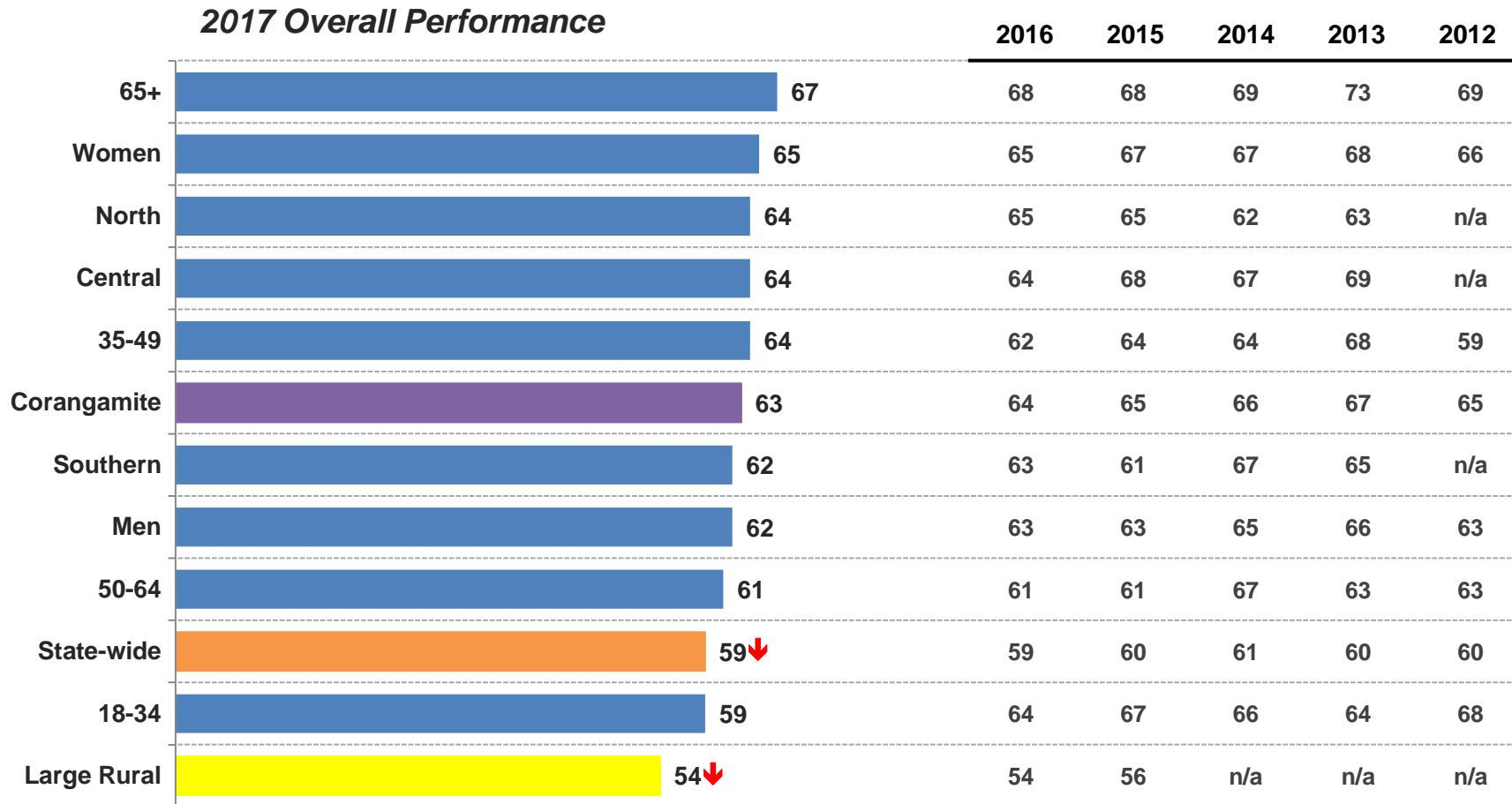
DETAILED FINDINGS



**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?

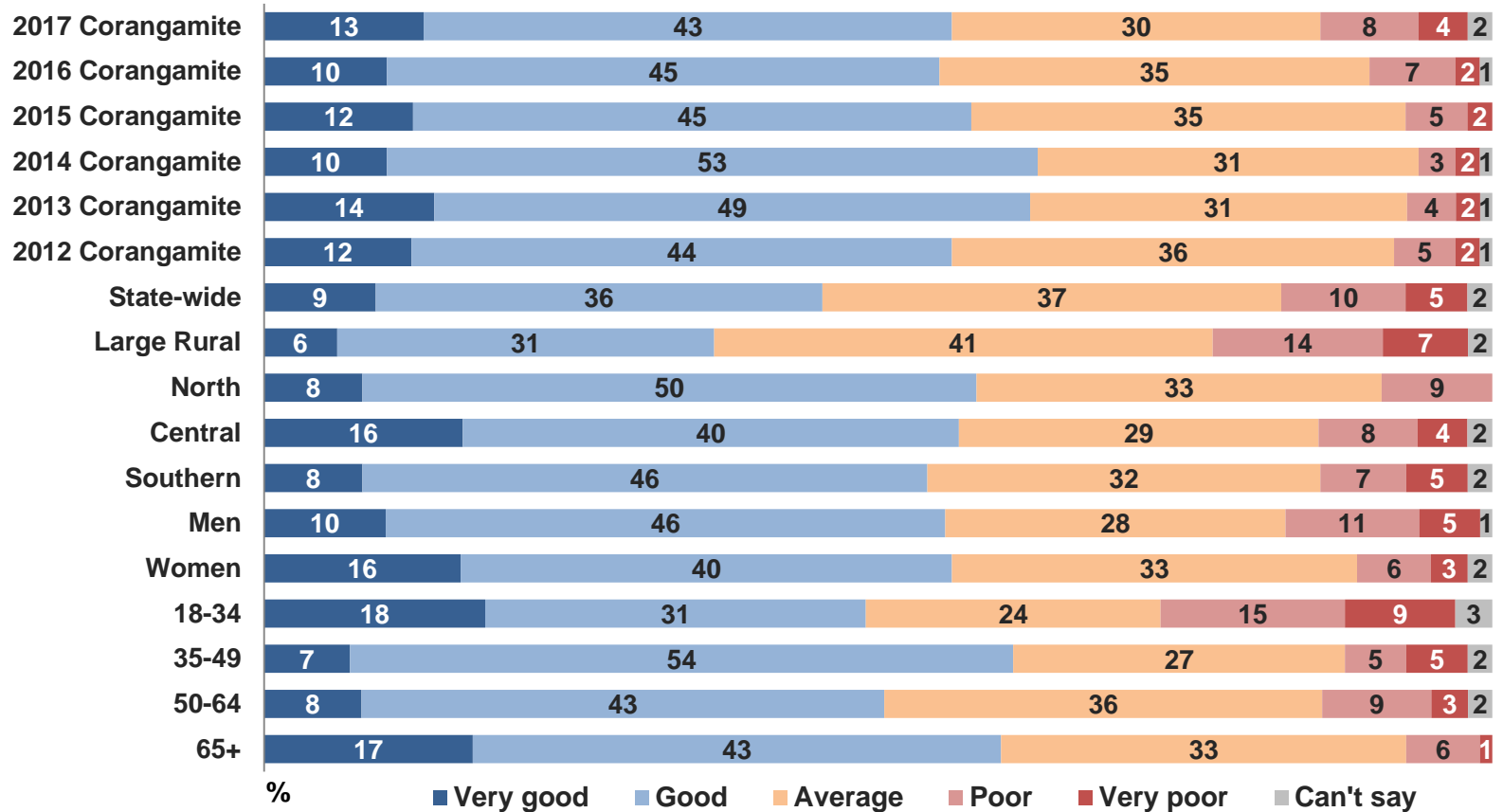
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 19

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2017 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: 68 Councils asked group: 19



**KEY CORE MEASURE
CUSTOMER SERVICE**

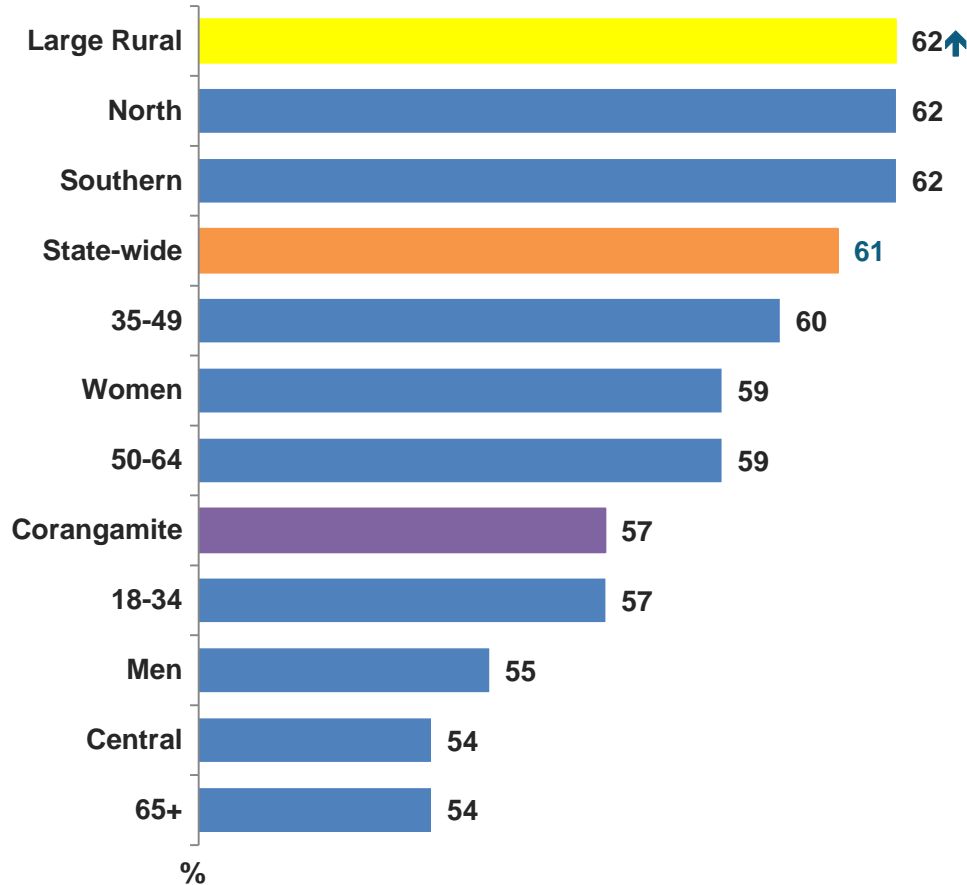
CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Corangamite Shire Council	<ul style="list-style-type: none">• 57%, up 3 points on 2016
Most contact with Corangamite Shire Council	<ul style="list-style-type: none">• 'North' residents• 'Southern' residents
Least contact with Corangamite Shire Council	<ul style="list-style-type: none">• Aged 65+ years• 'Central' residents
Customer service rating	<ul style="list-style-type: none">• Index score of 76, down 1 point on 2016
Most satisfied with customer service	<ul style="list-style-type: none">• Women• Aged 18-34 years• 'Central' residents
Least satisfied with customer service	<ul style="list-style-type: none">• 'North' residents

2017 CONTACT WITH COUNCIL

2017 Contact with Council



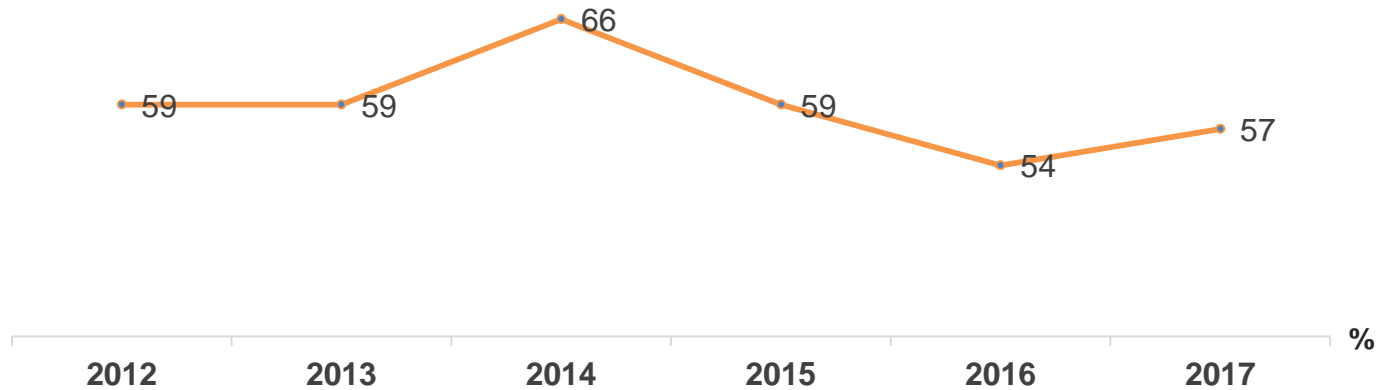
Q5. Over the last 12 months, have you or any member of your household had any contact with Corangamite Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 49 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 CONTACT WITH COUNCIL

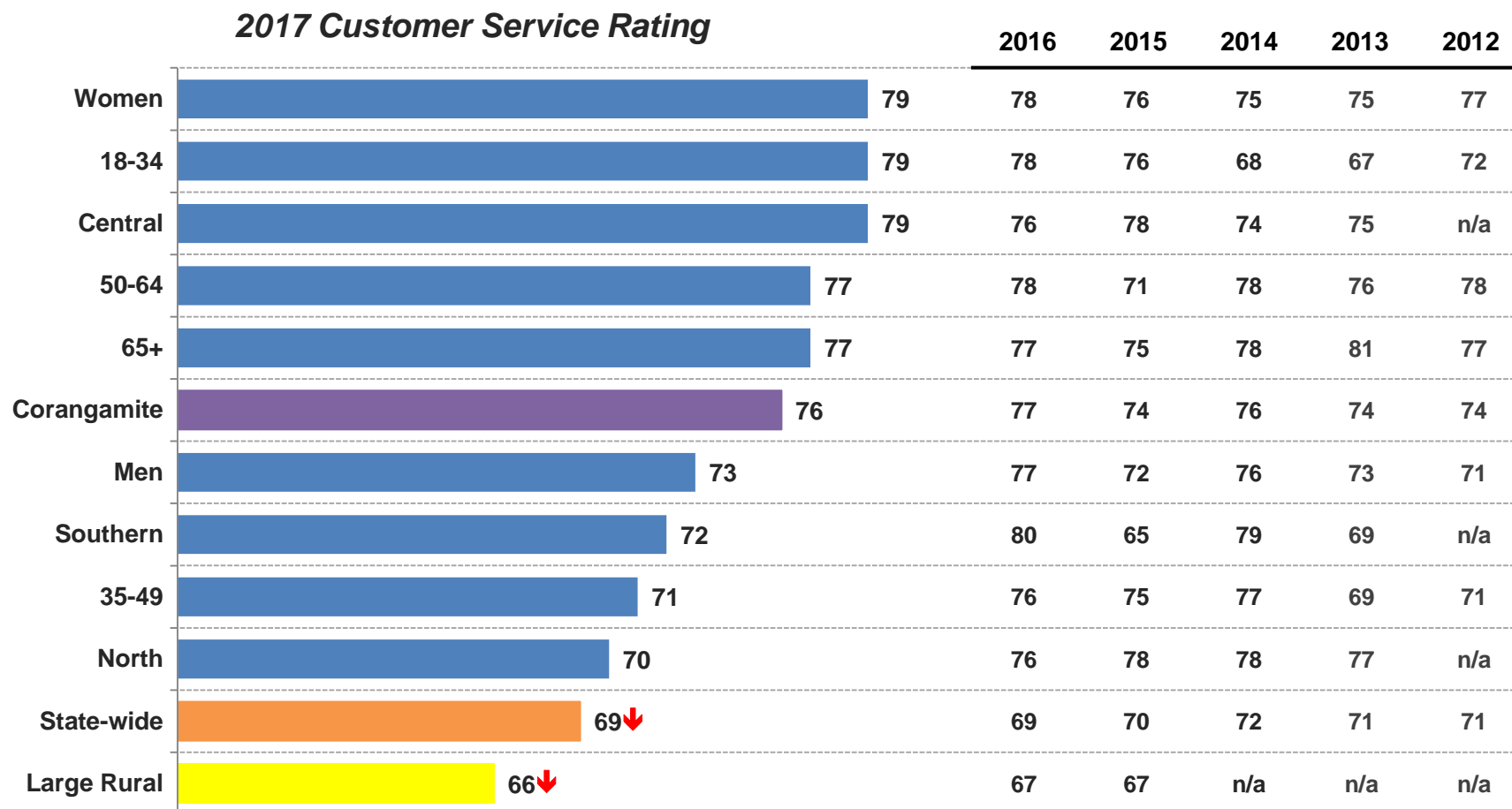
2017 Contact with Council
Have had contact



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: 49 Councils asked group: 16

2017 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.

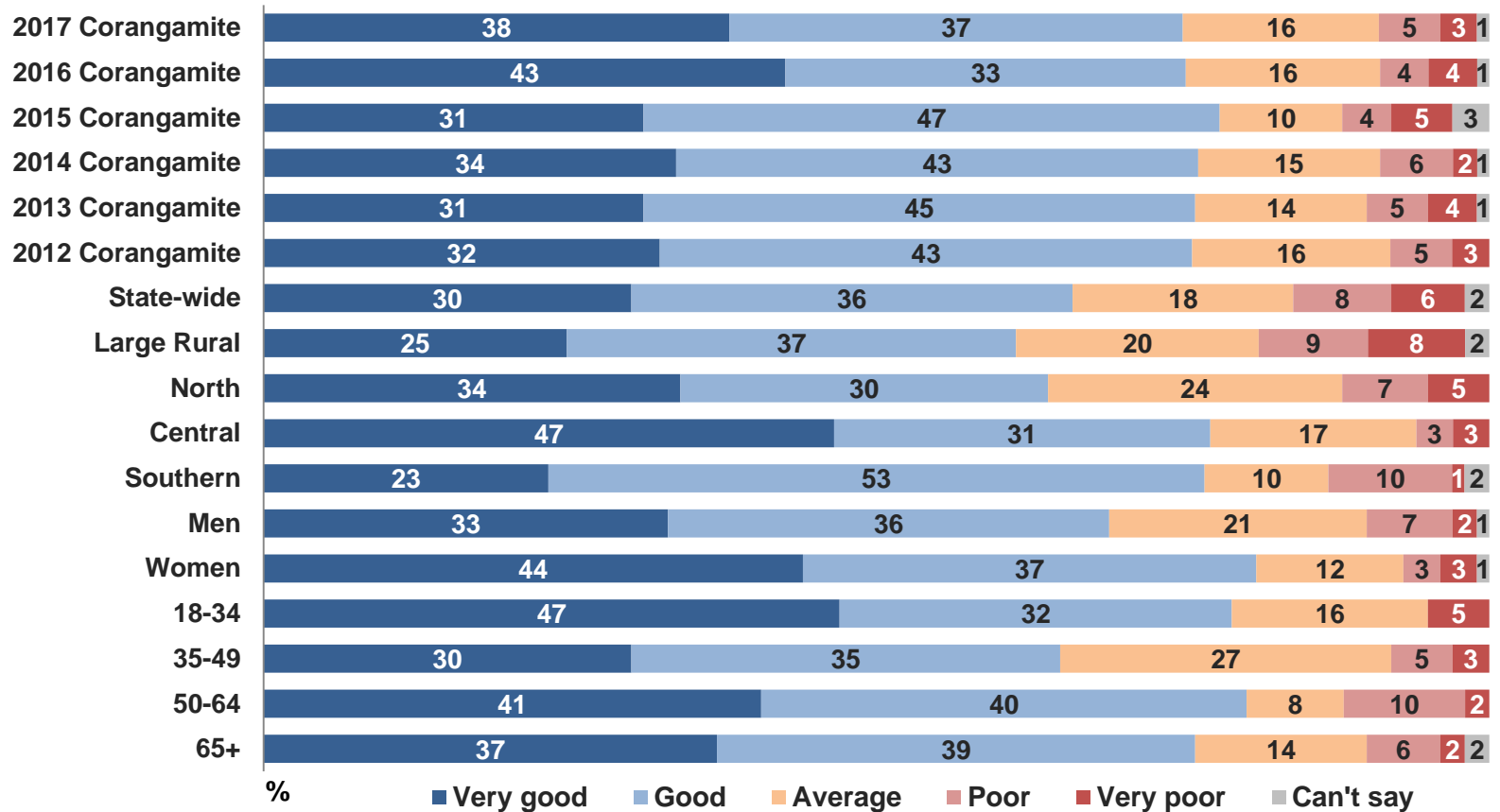
Councils asked state-wide: 68 Councils asked group: 19

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2017 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: 68 Councils asked group: 19

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines and nodes overlaid on the landmass, suggesting a data or infrastructure network. The map is centered on the continental United States, with the Atlantic Ocean to the east and the Pacific Ocean to the west. The network is most prominent in the eastern and central regions.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION

SUMMARY

Council Direction from Q6

- 61% stayed about the same, down 2 points on 2016
- 23% improved, up 3 points on 2016
- 12% deteriorated, up 2 points on 2016

Most satisfied with Council Direction from Q6

- Aged 65+ years
- 'Central' residents

Least satisfied with Council Direction from Q6

- 'Southern' residents

Improvement from Q7

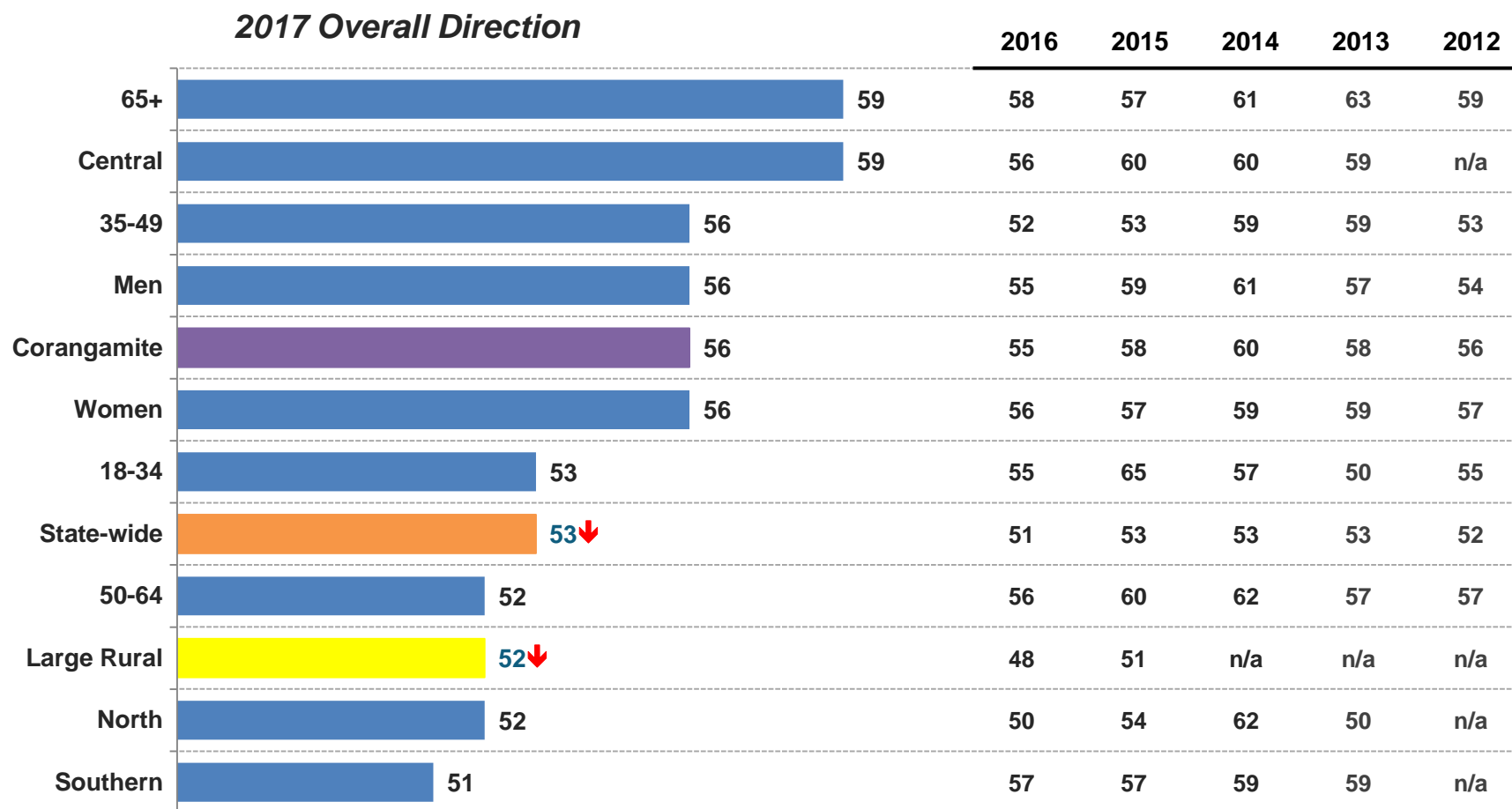
- 45% a lot of room for improvement
- 43% little room for improvement
- 7% not much room for improvement

Direction Headed from Q8

- 76% right direction (26% definitely and 50% probably)
- 15% wrong direction (7% probably and 8% definitely)

2017 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: 68 Councils asked group: 19

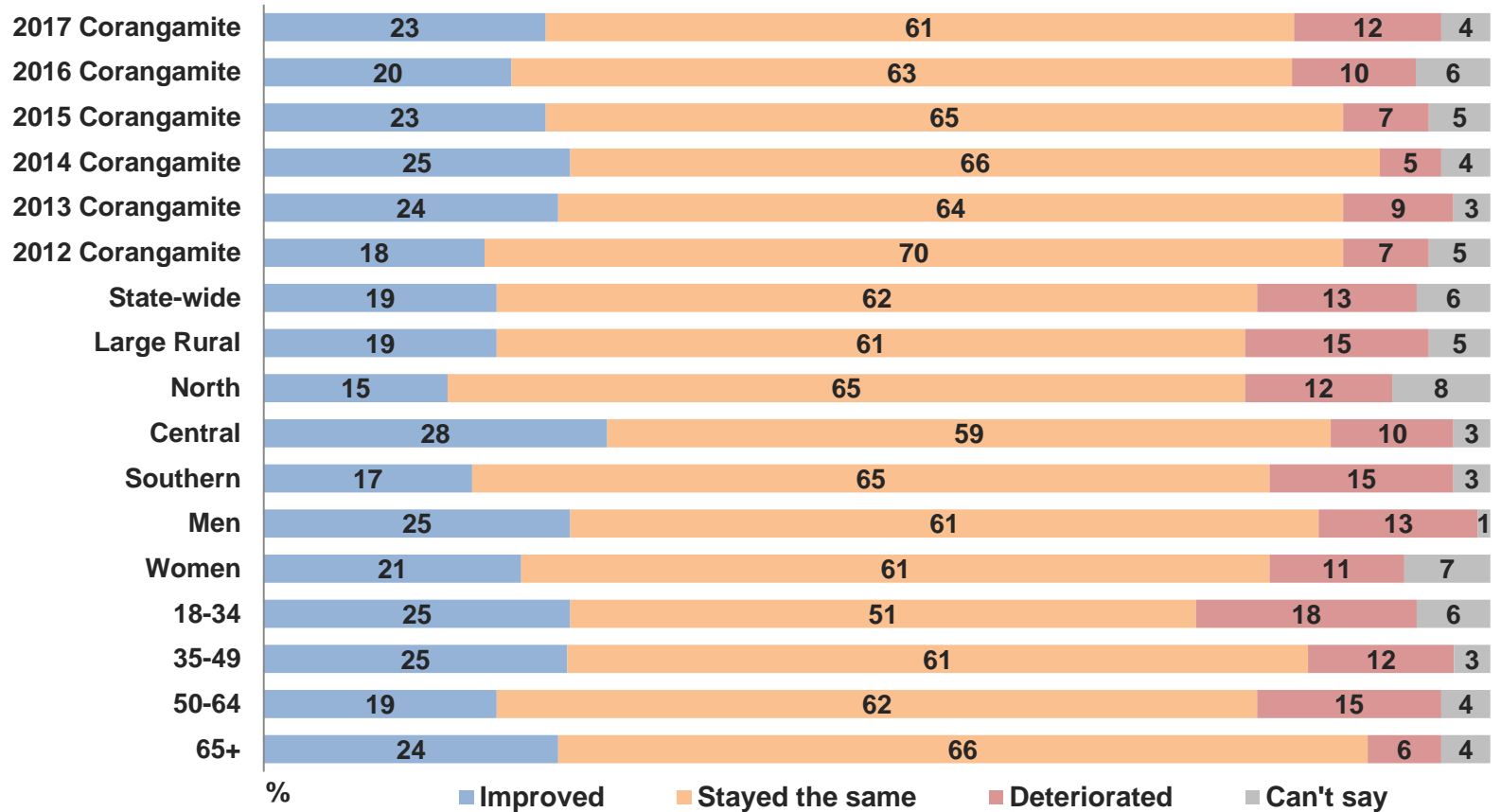
Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2017 Overall Direction

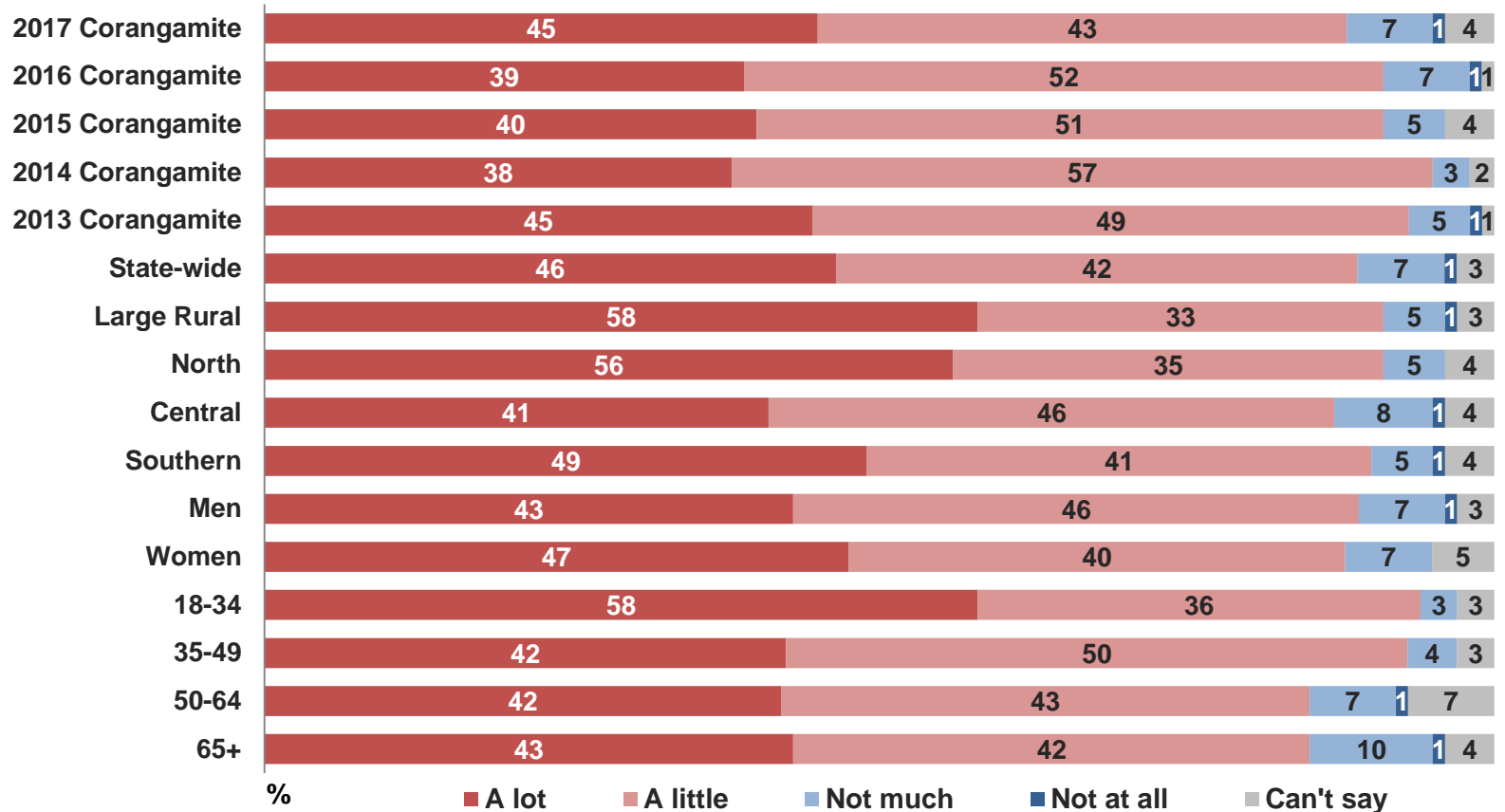


Q6. Over the last 12 months, what is your view of the direction of Corangamite Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 19

2017 ROOM FOR IMPROVEMENT IN SERVICES

DETAILED PERCENTAGES

2017 Room for Improvement



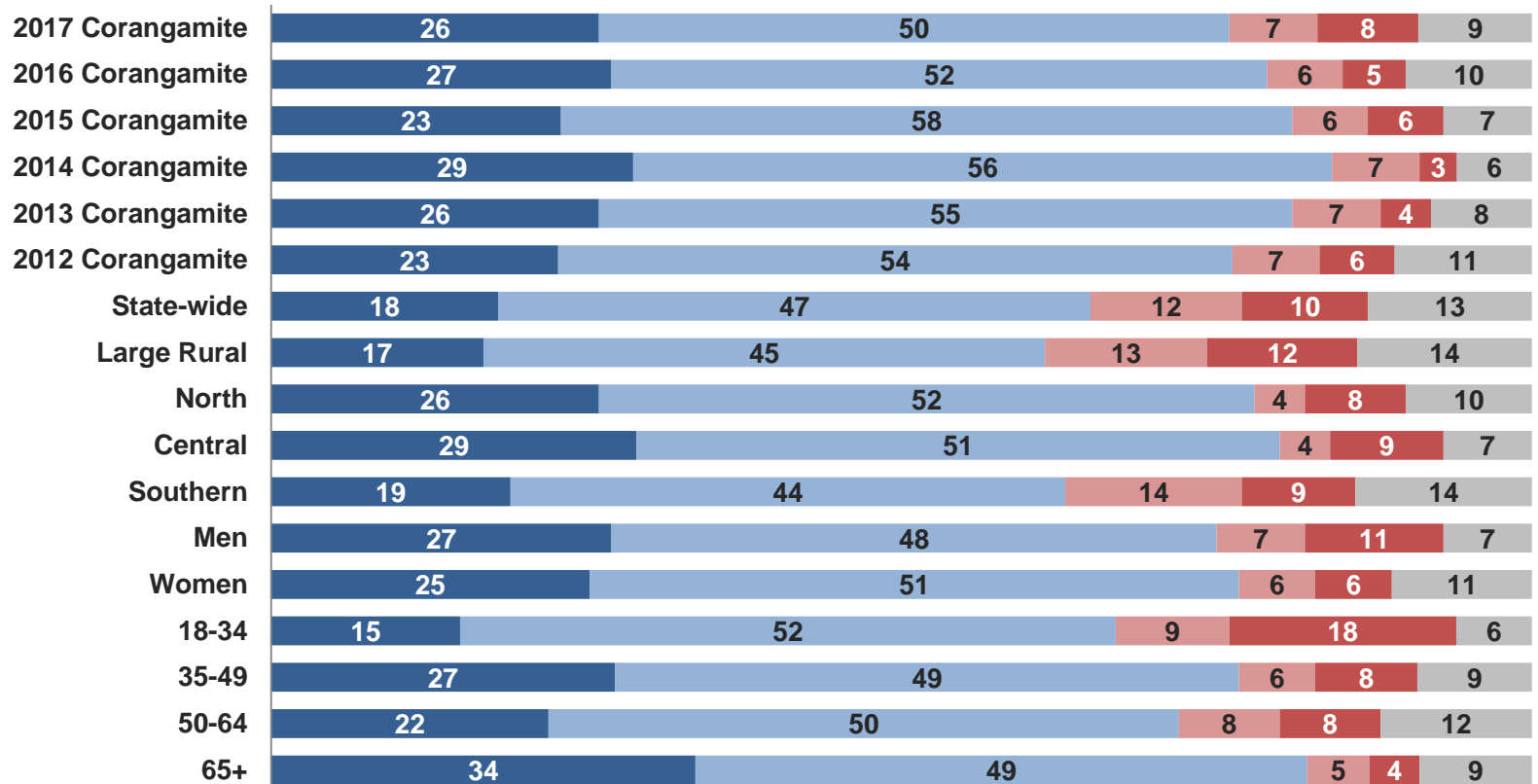
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 4 Councils asked group: 2

2017 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

2017 Future Direction



■ Definitely right direction
 ■ Probably right direction
 ■ Probably wrong direction
 ■ Definitely wrong direction
 ■ Can't say

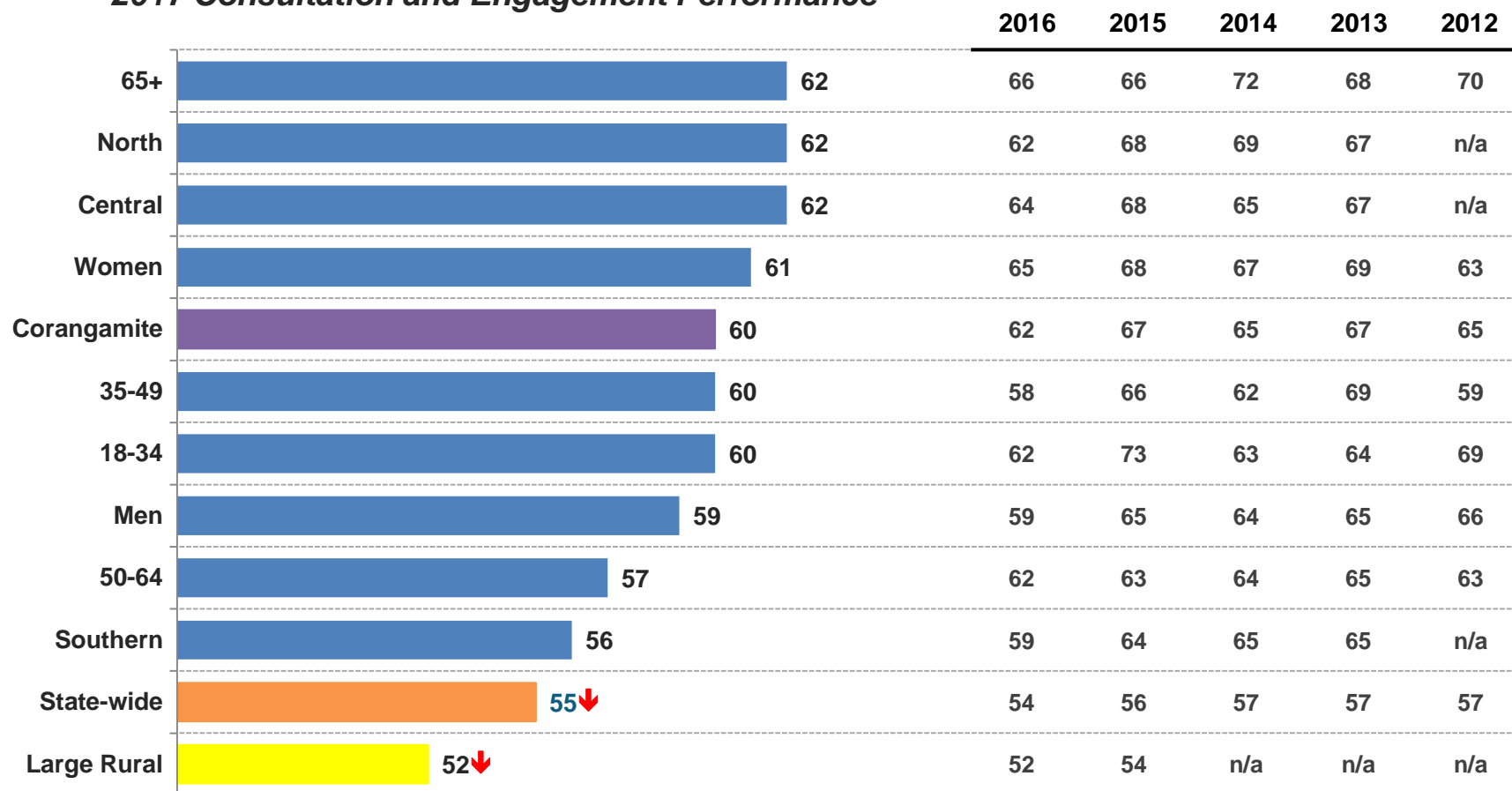
Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 3



INDIVIDUAL SERVICE AREAS

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2017 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: 68 Councils asked group: 19

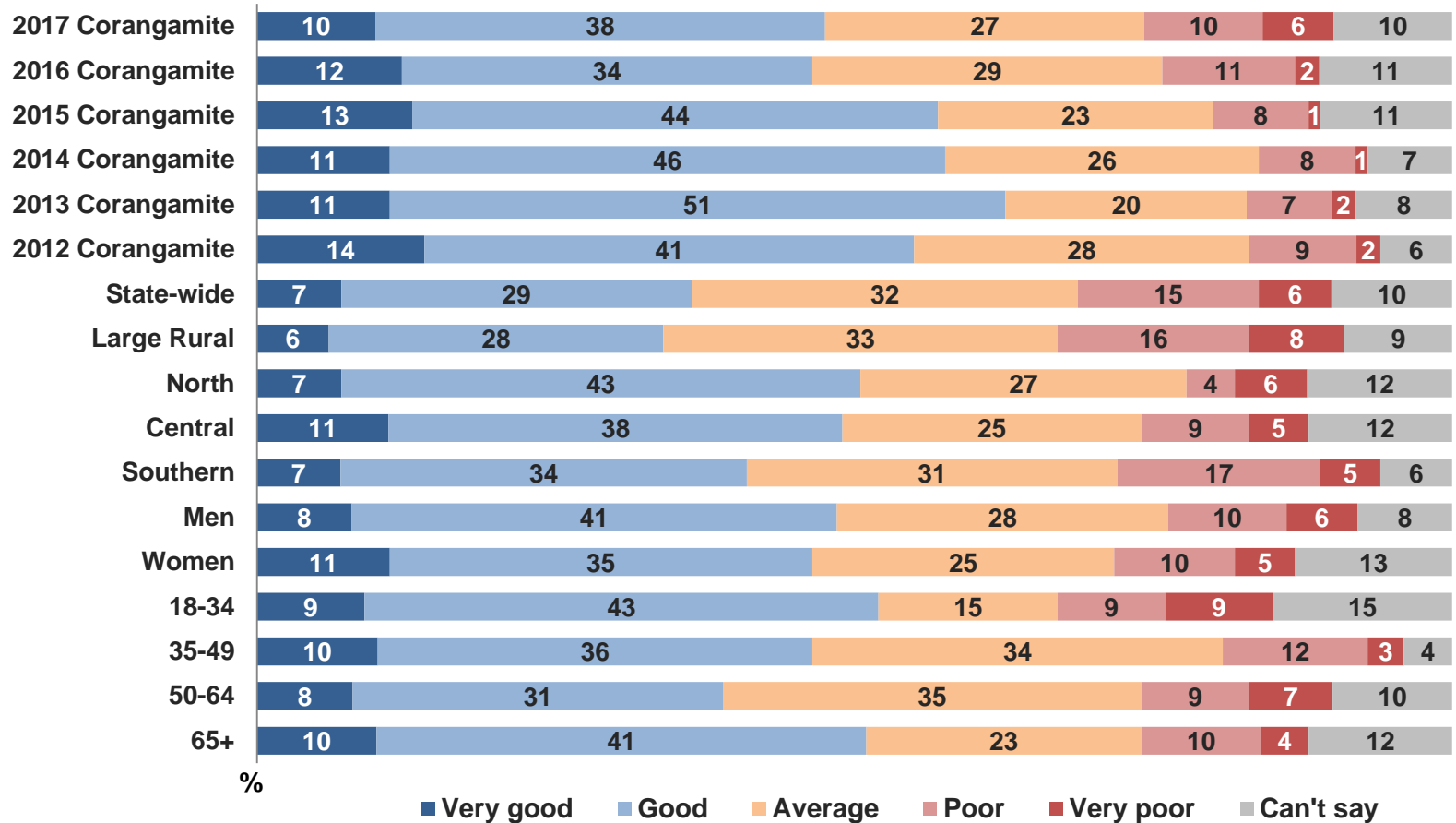
Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2017 Consultation and Engagement Performance

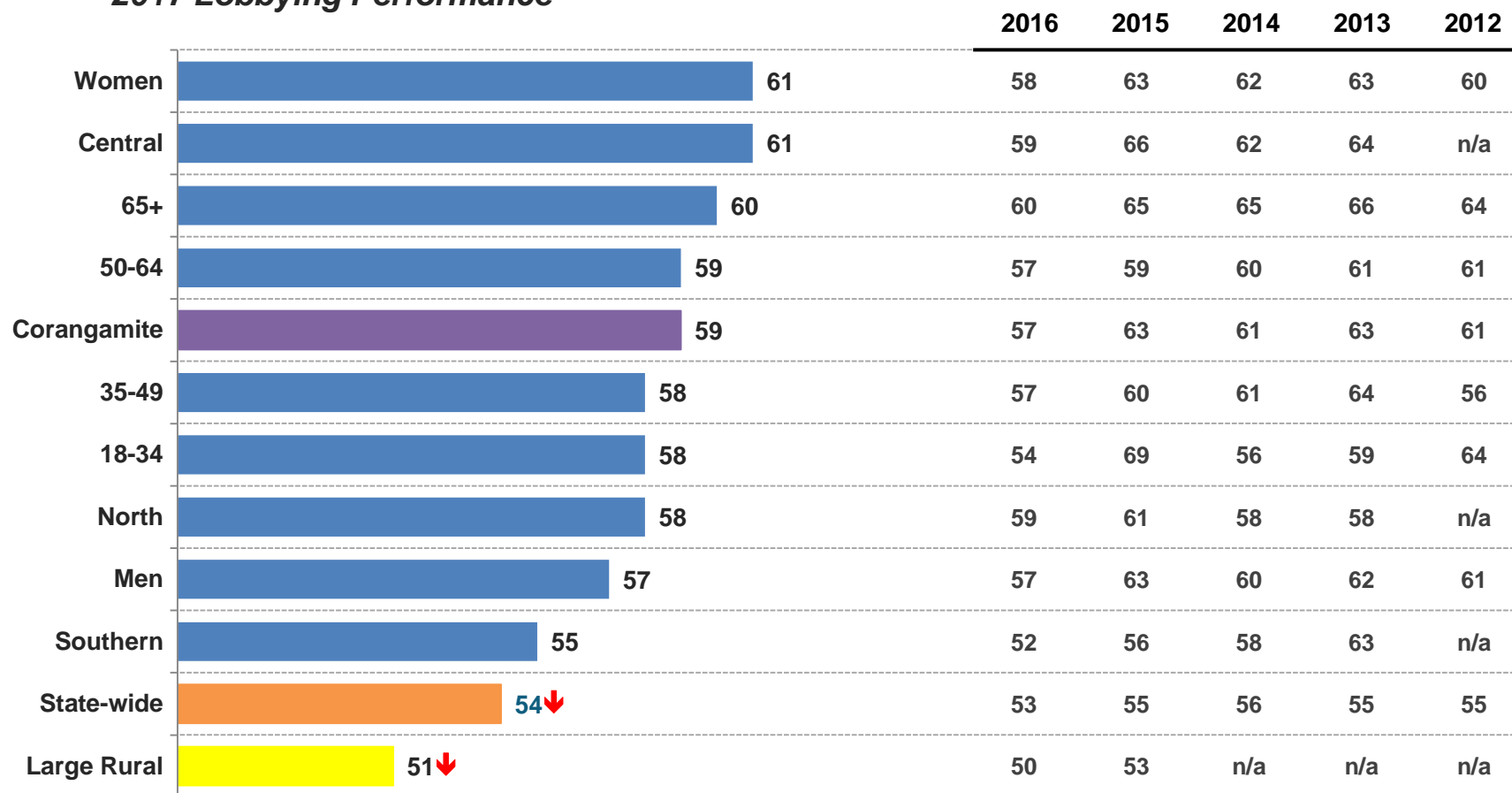


Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 19

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 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: 68 Councils asked group: 19

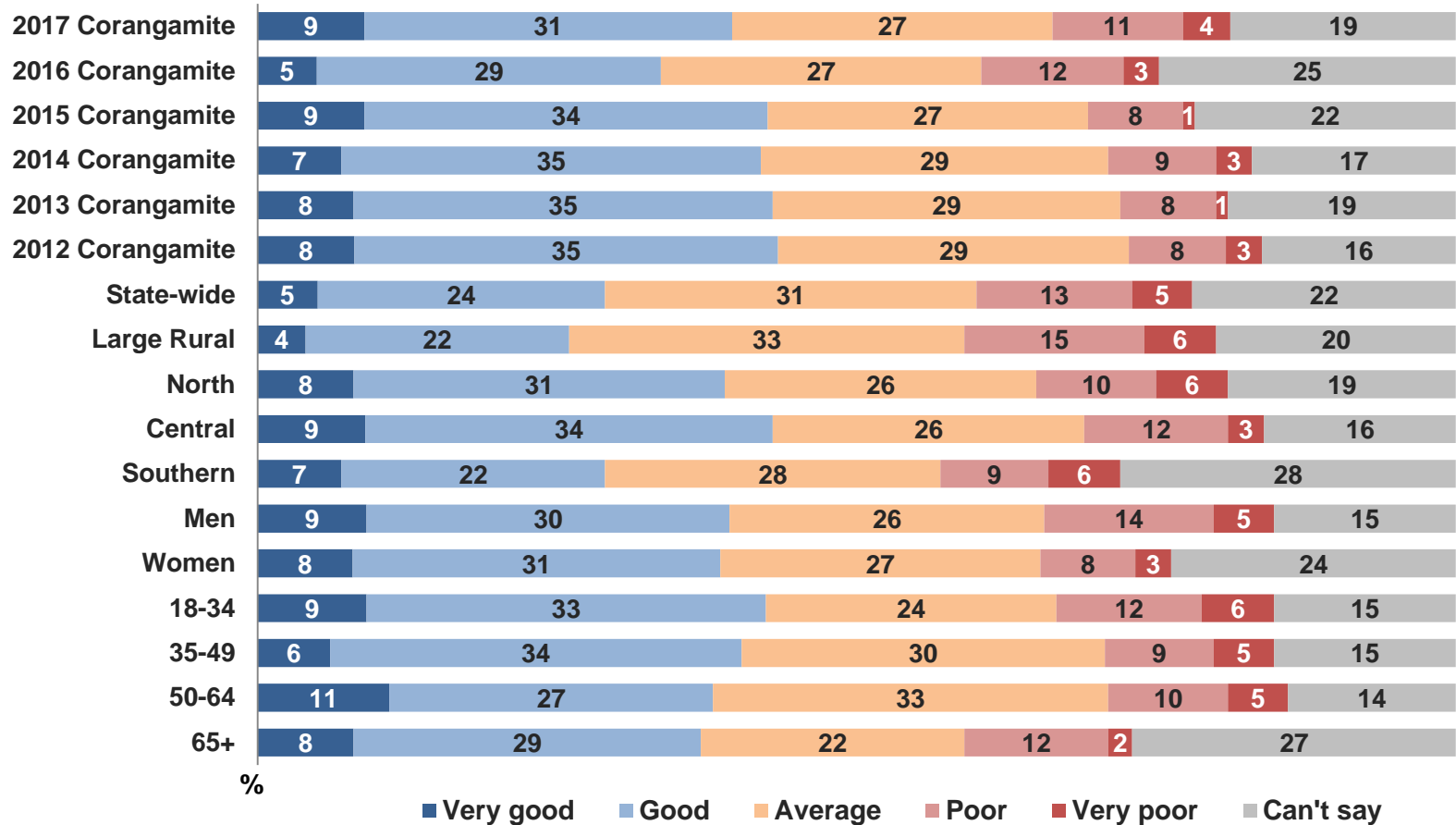
Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2017 Lobbying Performance



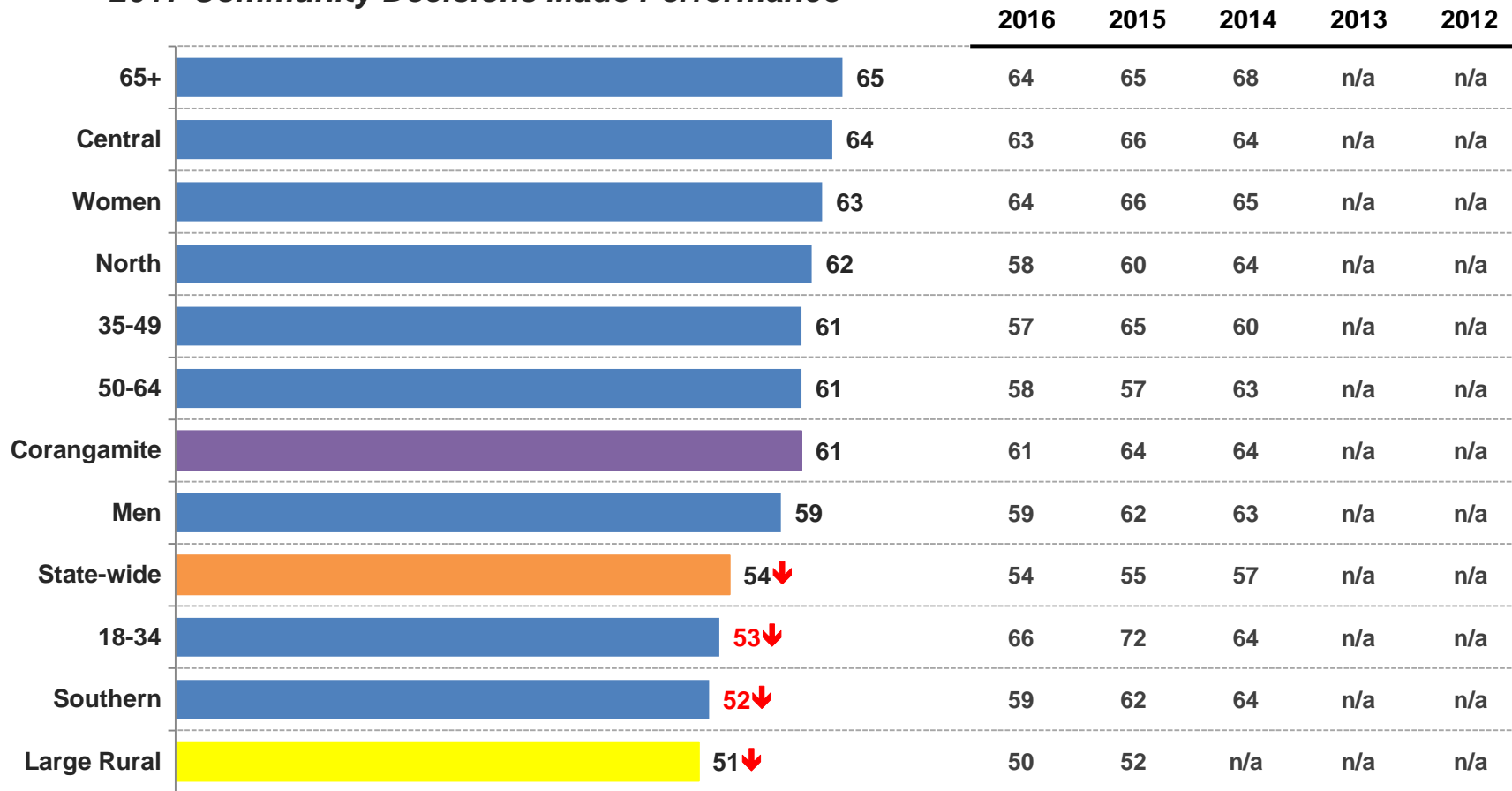
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 19

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2017 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: 68 Councils asked group: 19

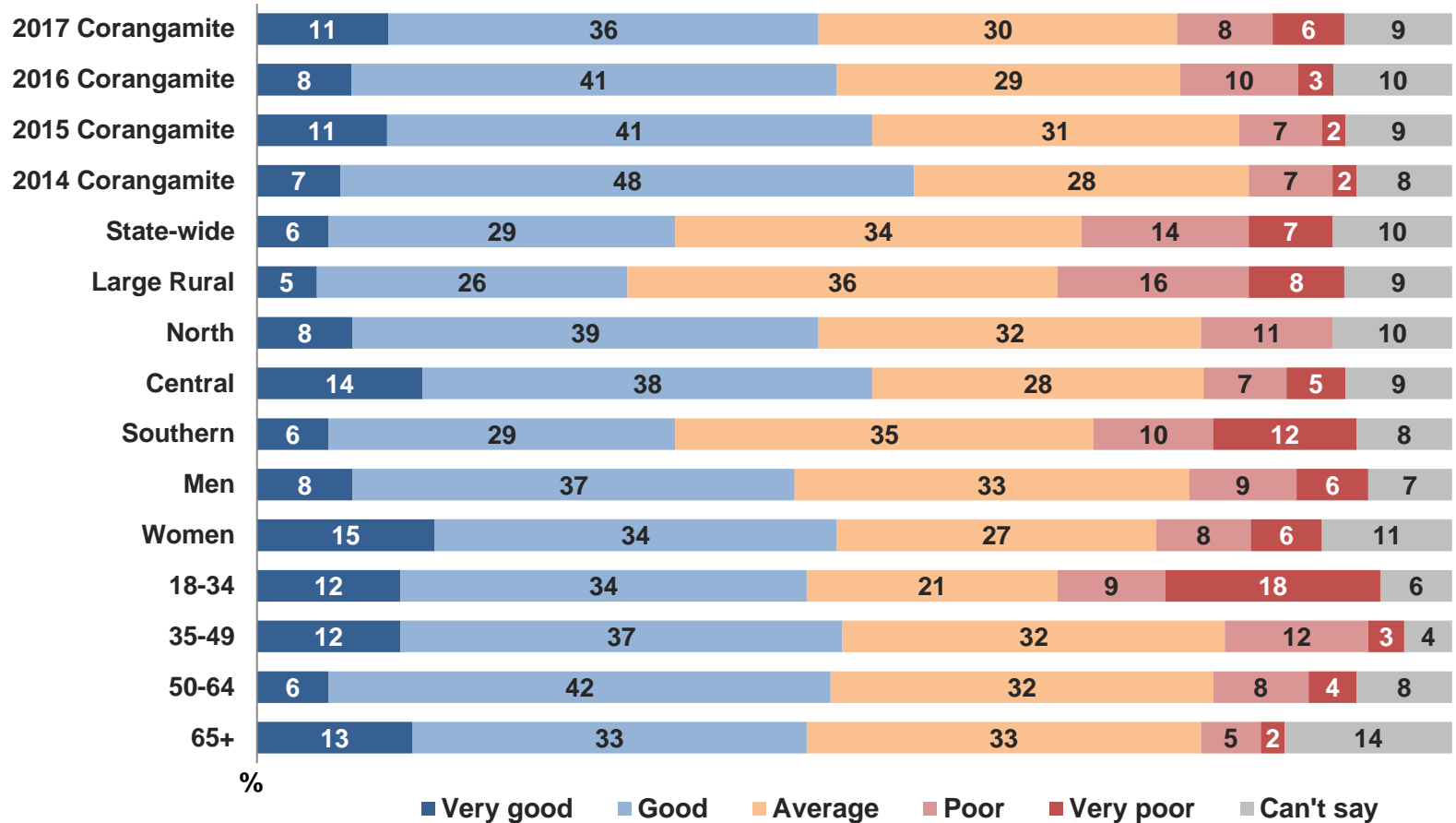
Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2017 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: 68 Councils asked group: 19

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Sealed Local Roads Performance

		2016	2015	2014	2013	2012
State-wide	53↑	54	55	55	n/a	n/a
Large Rural	43↑	44	45	n/a	n/a	n/a
65+	43↑	43	45	44	n/a	n/a
North	38	26	28	32	n/a	n/a
Women	37	34	39	38	n/a	n/a
Central	37	39	44	40	n/a	n/a
Corangamite	37	36	38	38	n/a	n/a
Men	36	38	37	39	n/a	n/a
Southern	35	35	30	37	n/a	n/a
35-49	33	26	32	35	n/a	n/a
50-64	33	32	33	34	n/a	n/a
18-34	33	42	39	40	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: 68 Councils asked group: 19

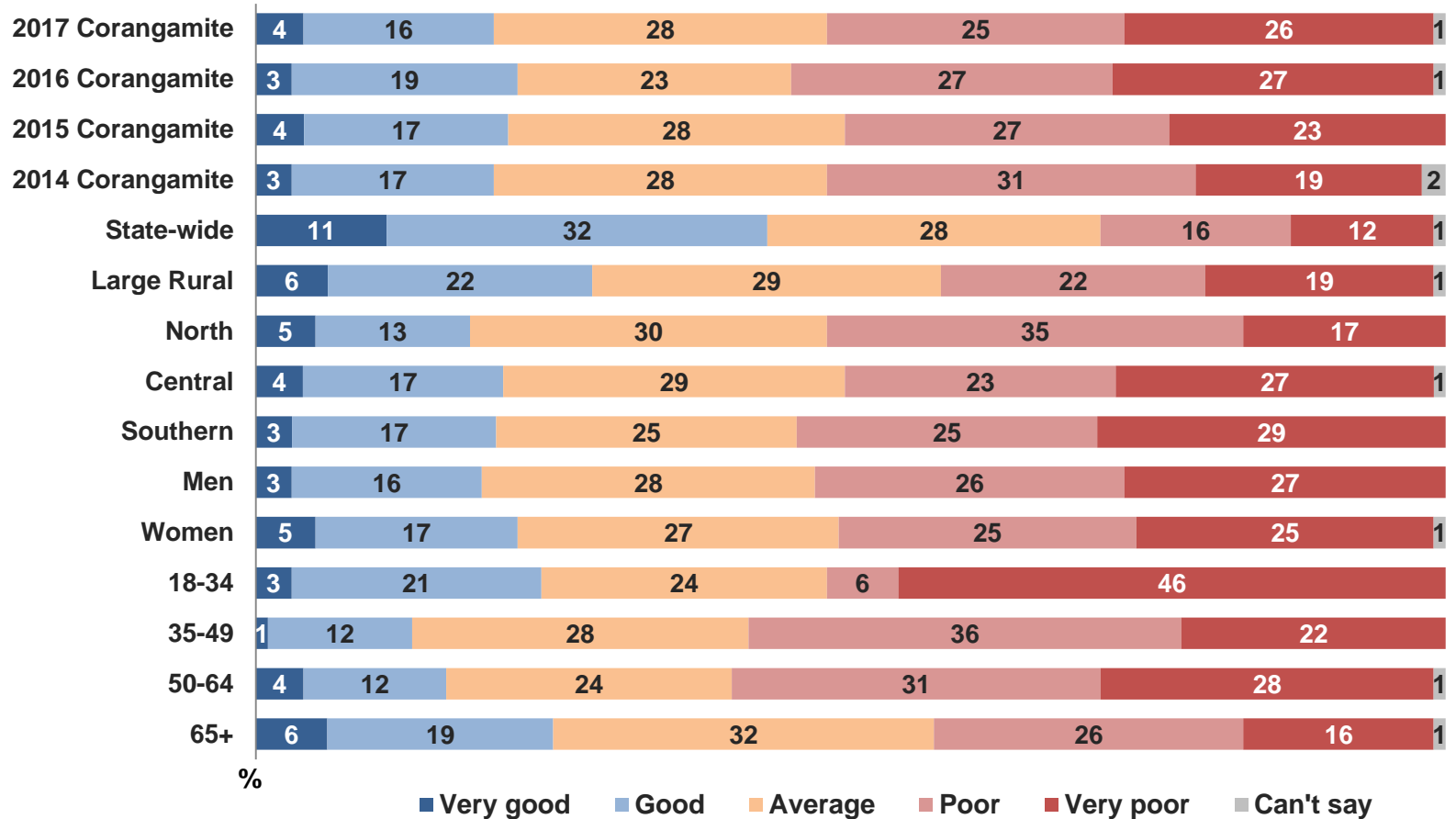
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 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: 68 Councils asked group: 19

2017 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Informing Community Performance

		2016	2015	2014	2013	2012
North	72	68	74	70	65	n/a
Women	68	67	70	70	70	67
35-49	68	63	70	71	69	62
65+	68	70	70	70	71	69
Central	67	66	71	69	72	n/a
Corangamite	67	67	69	70	69	66
50-64	66	66	68	70	70	65
Men	66	67	69	70	68	65
18-34	66	68	69	68	67	69
Southern	63	67	64	71	65	n/a
Large Rural	60↓	56	59	n/a	n/a	n/a
State-wide	59↓	59	61	62	61	60

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

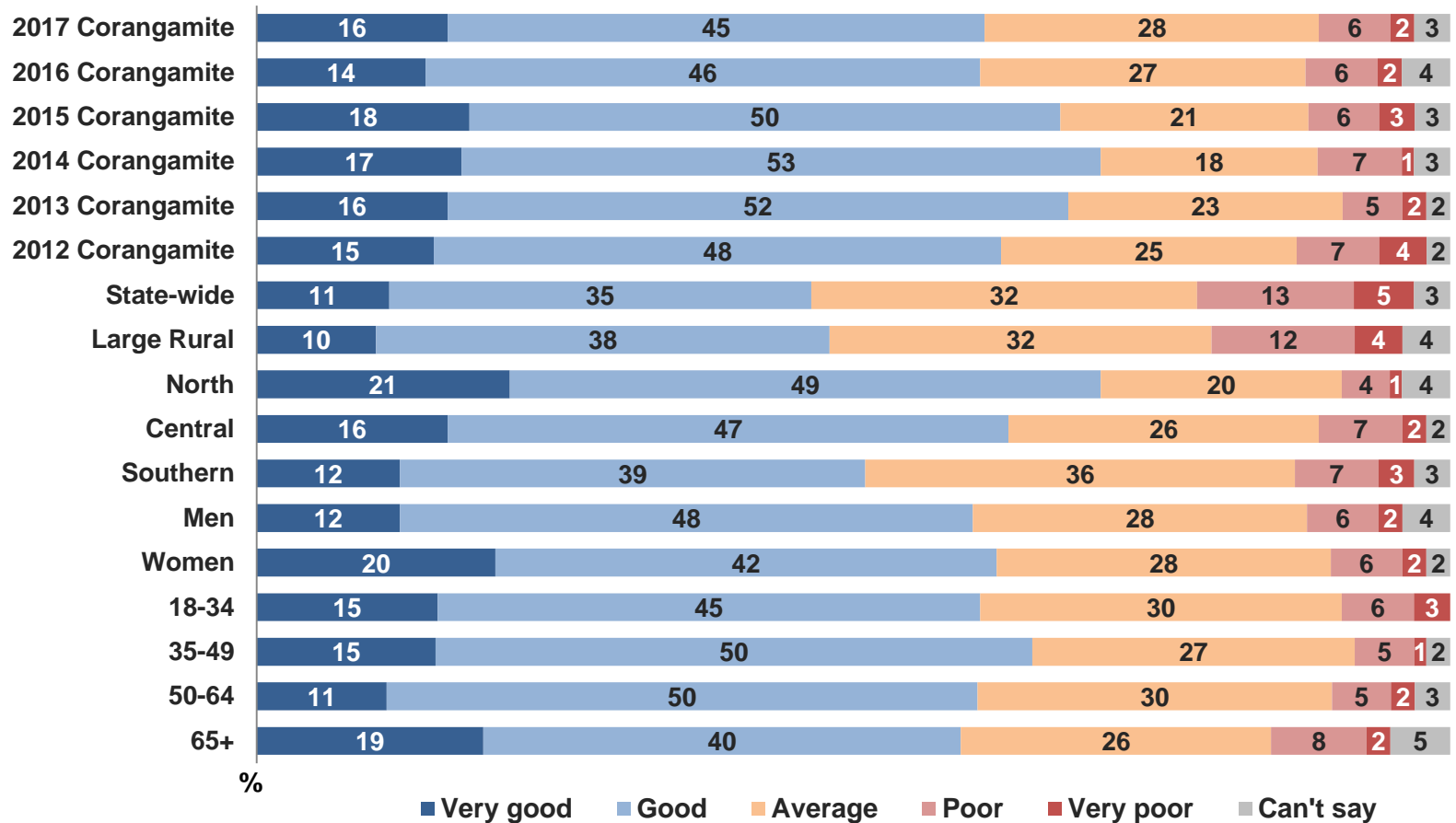
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 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: 6

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Streets and Footpaths Performance

		2016	2015	2014	2013	2012
65+	62	61	63	61	62	57
North	59	50	65	56	51	n/a
Central	58	62	66	63	61	n/a
Men	57	61	65	64	58	63
Corangamite	57	60	65	62	58	60
Women	57	58	64	60	58	56
State-wide	57	57	58	58	58	57
18-34	55	59	70	63	53	66
50-64	55	58	62	59	60	60
Large Rural	53↓	53	54	n/a	n/a	n/a
Southern	52	60	63	61	54	n/a
35-49	52	60	64	64	57	57

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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

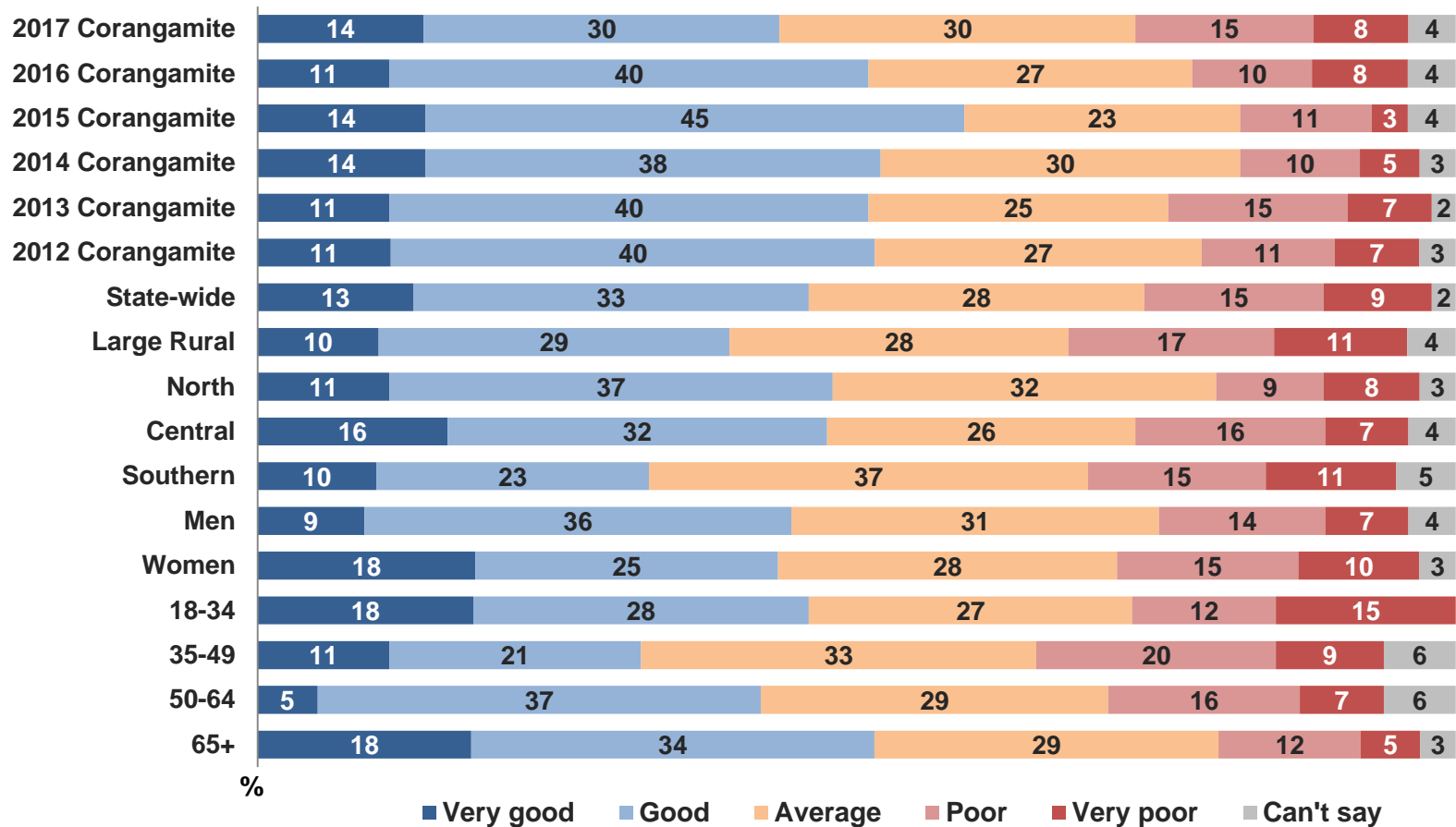
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 Streets and Footpaths Performance



Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2017 Law Enforcement Performance

		2016	2015	2014	2013	2012
35-49	73↑	69	66	64	70	66
North	70	73	64	70	64	n/a
Women	66	67	69	67	67	68
18-34	66	72	69	68	65	75
Corangamite	66	68	66	68	68	67
Central	65	68	68	68	68	n/a
Men	65	68	64	68	68	67
State-wide	64	63	66	66	65	65
Southern	64	64	64	66	69	n/a
Large Rural	63↓	63	65	n/a	n/a	n/a
65+	63	66	65	69	69	68
50-64	61	65	66	69	66	62

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

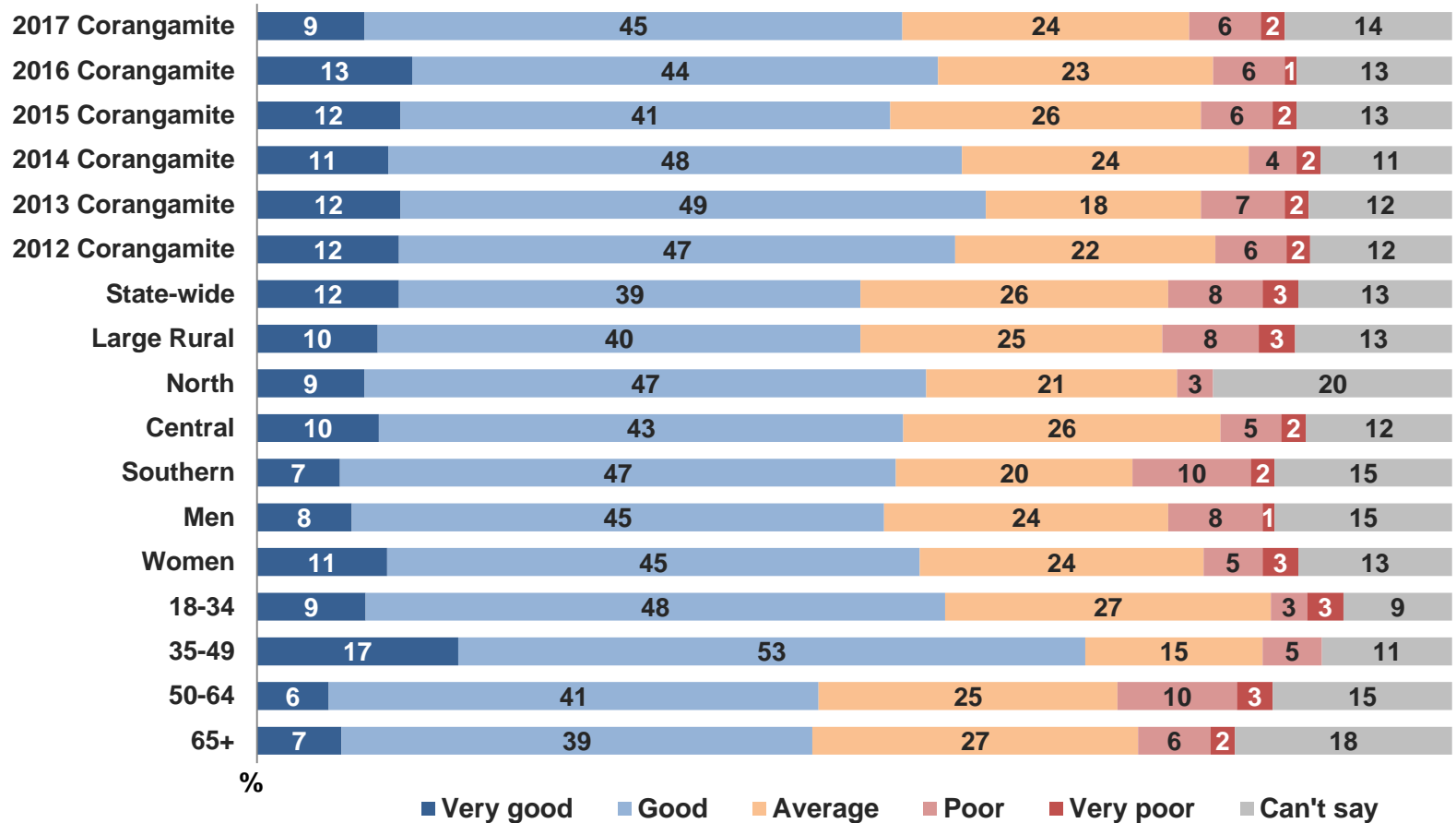
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

2017 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: 7

2017 FAMILY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Family Support Performance

		2016	2015	2014	2013	2012
Women	75	70	73	73	77	70
Southern	74	63	69	77	75	n/a
65+	74	72	77	80	79	79
35-49	72	65	71	70	74	69
Corangamite	72	69	71	75	74	72
Central	71	72	73	73	74	n/a
18-34	70	75	69	75	68	70
North	70	66	72	77	69	n/a
Men	68↓	68	69	76	71	75
50-64	68	65	67	73	74	71
State-wide	67↓	66	67	68	67	67
Large Rural	65↓	64	67	n/a	n/a	n/a

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

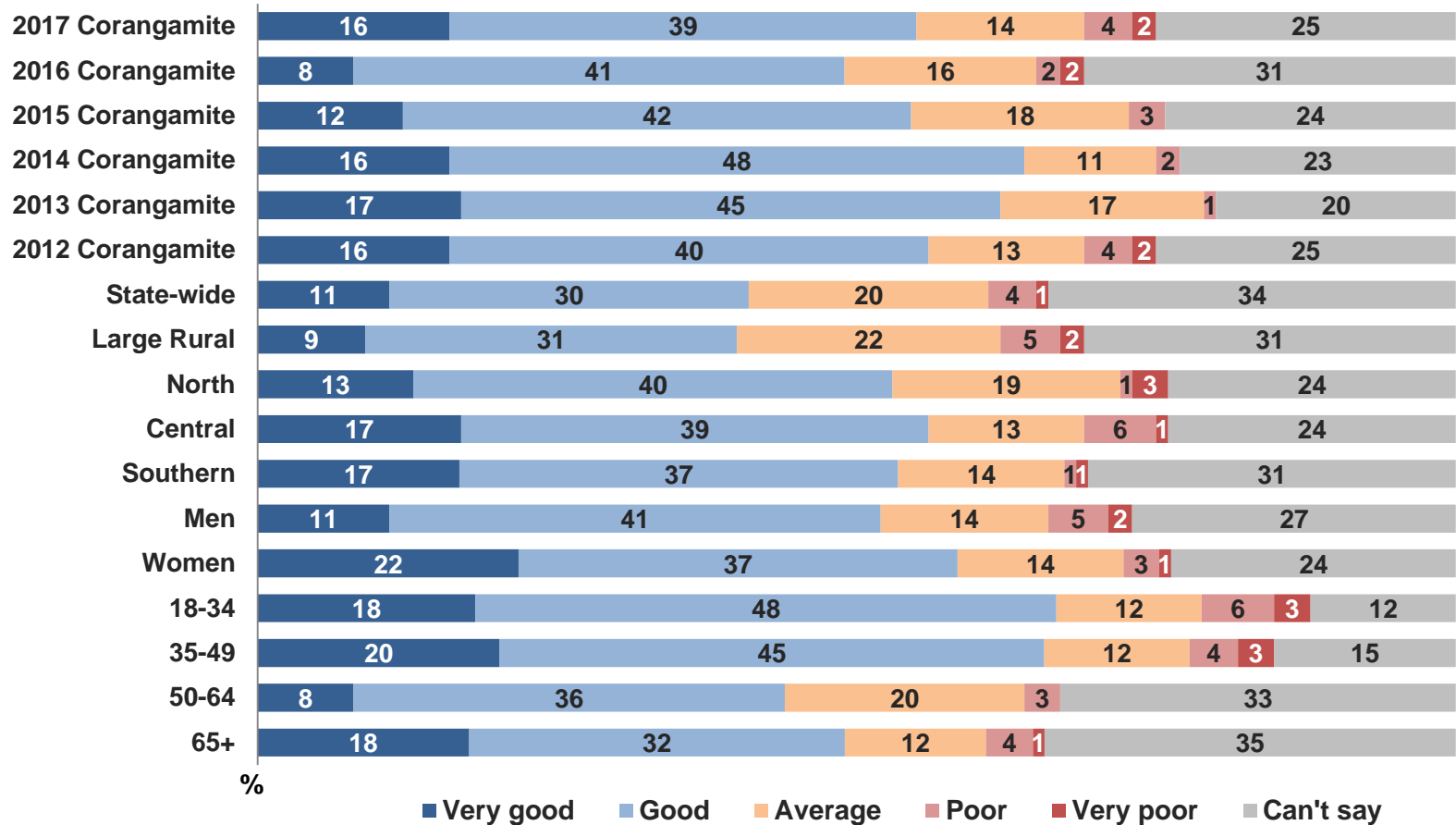
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Elderly Support Performance

		2016	2015	2014	2013	2012
18-34	78	75	75	73	78	69
Women	77	75	78	78	80	75
65+	76	77	82	82	81	81
Central	75	76	80	78	77	n/a
North	75	68	77	75	79	n/a
Corangamite	74	73	78	78	78	74
50-64	74	71	76	76	77	74
Men	72	72	78	77	76	72
Southern	71	71	76	78	79	n/a
State-wide	68↓	68	69	70	69	69
35-49	68↓	69	78	77	75	69
Large Rural	67↓	66	69	n/a	n/a	n/a

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

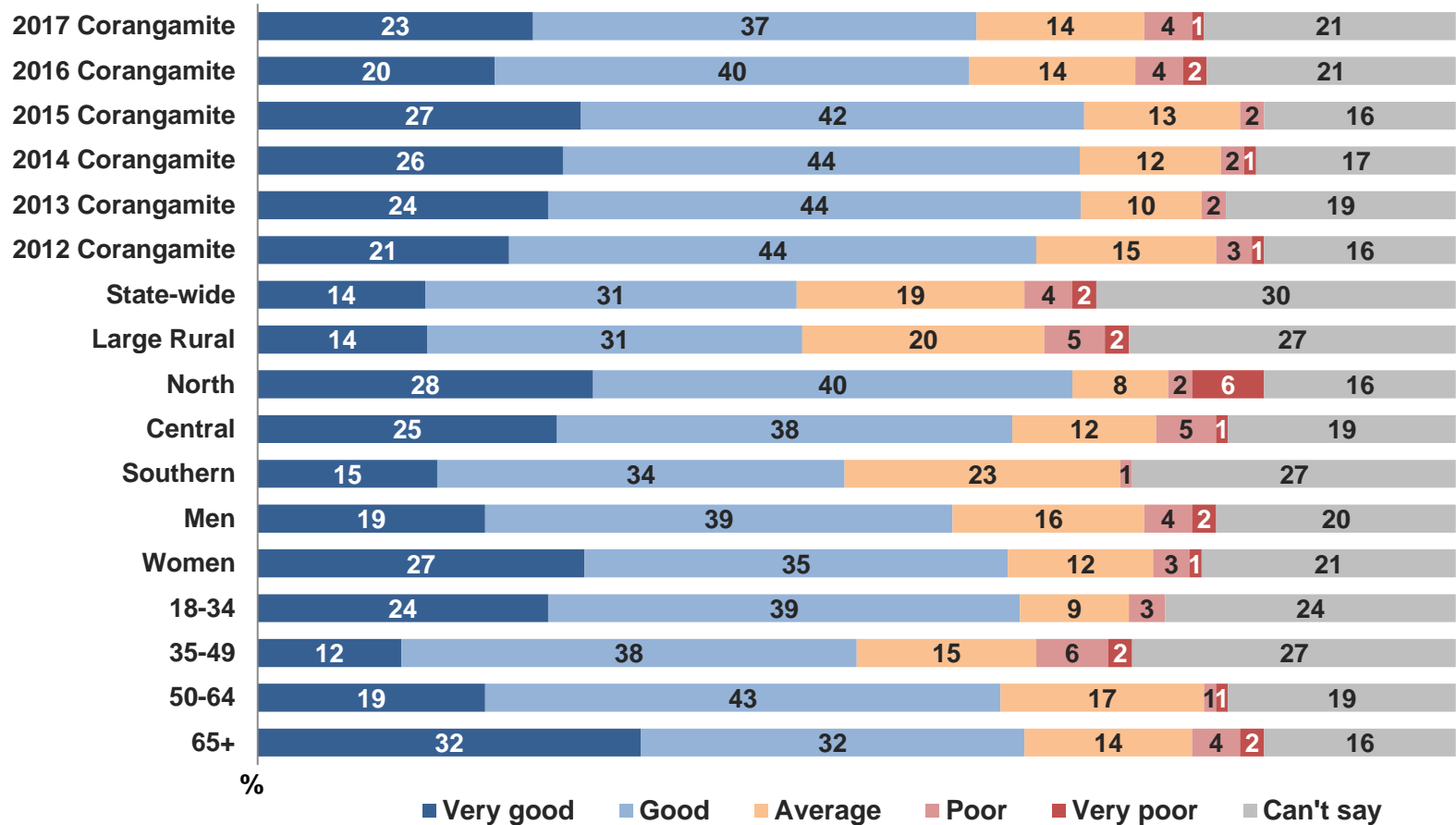
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

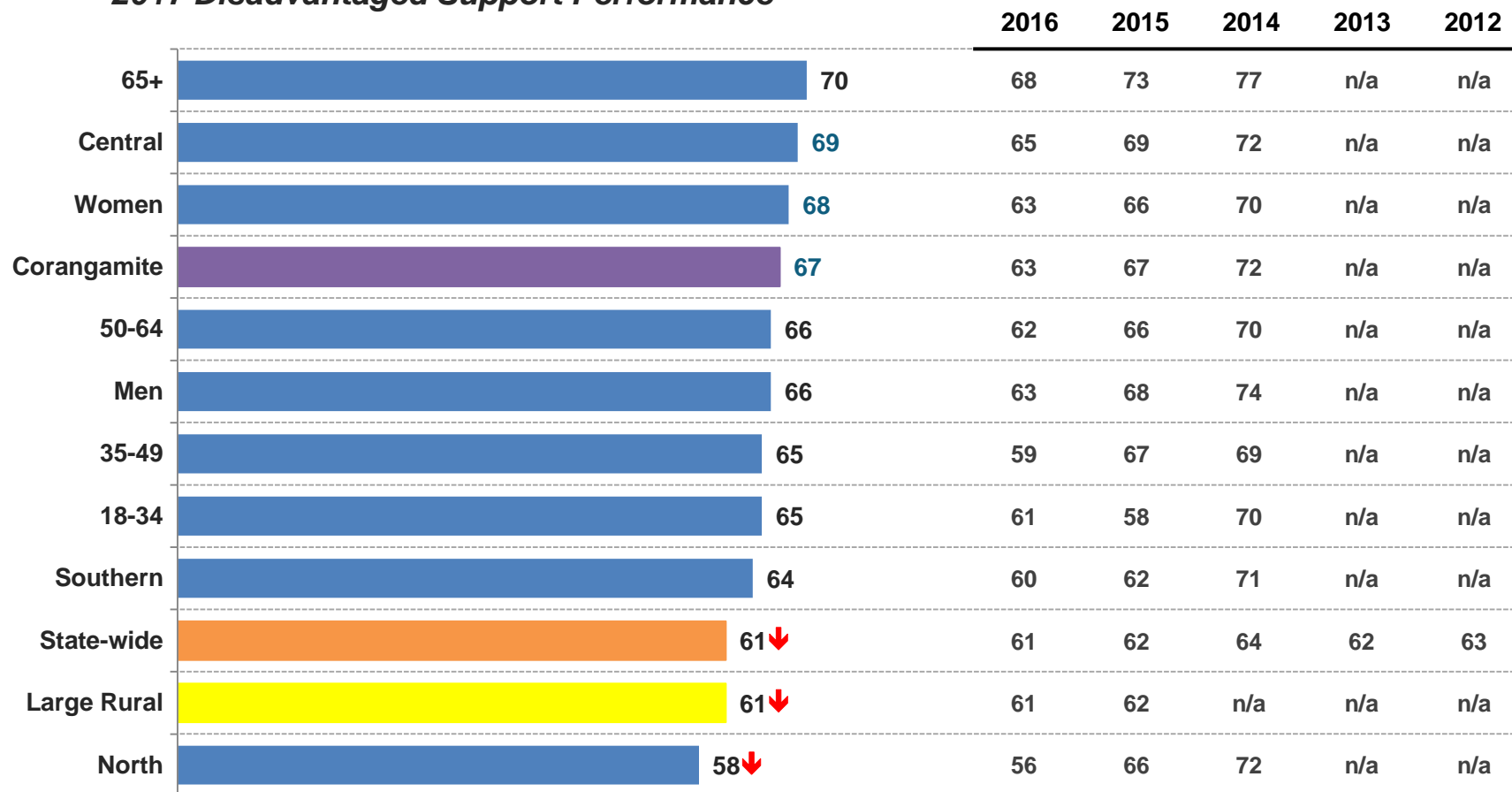
PERFORMANCE DETAILED PERCENTAGES

2017 Elderly Support Performance



2017 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

2017 Disadvantaged Support Performance



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

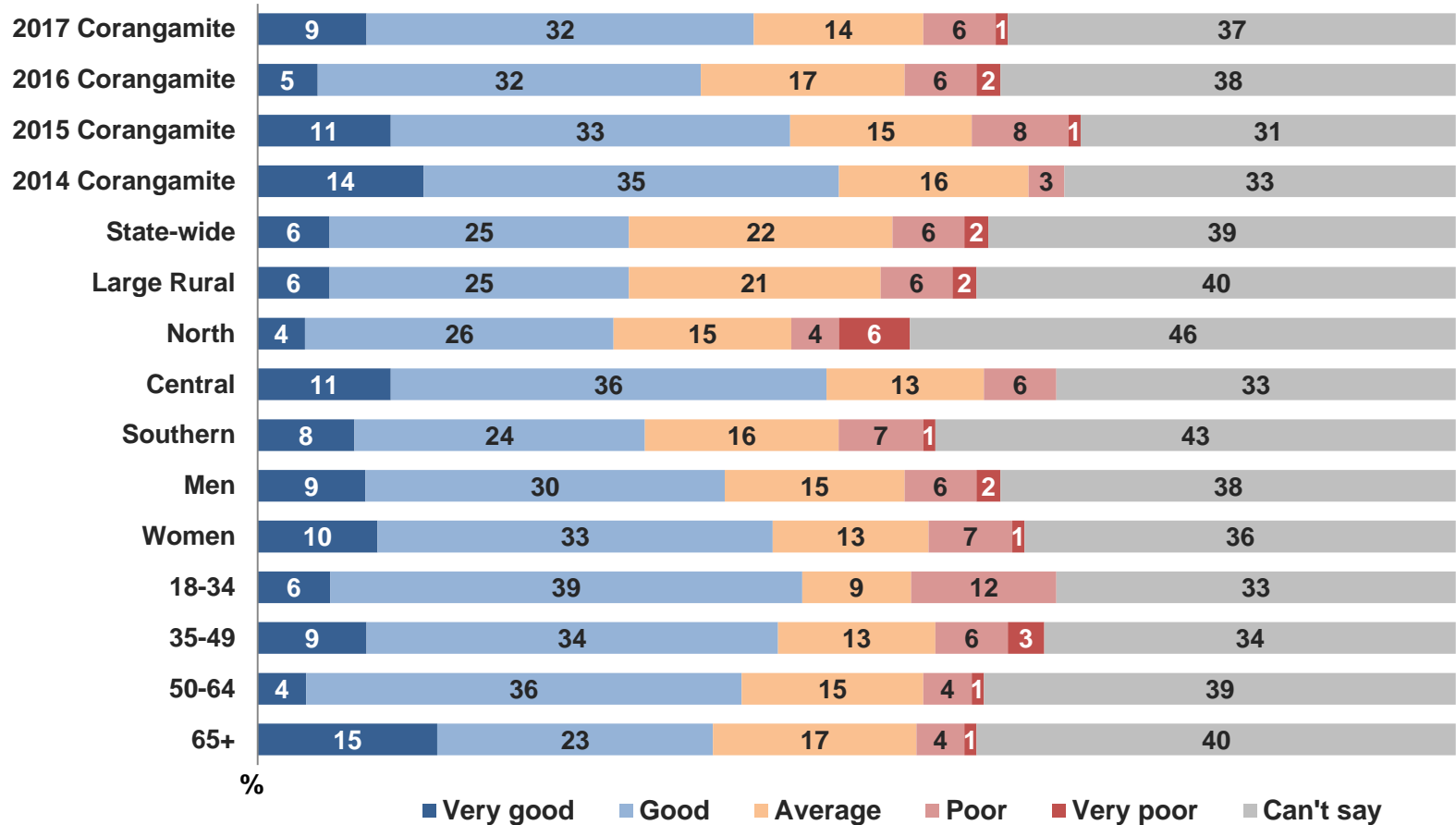
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Disadvantaged Support Performance



Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4

2017 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

2017 Recreational Facilities Performance

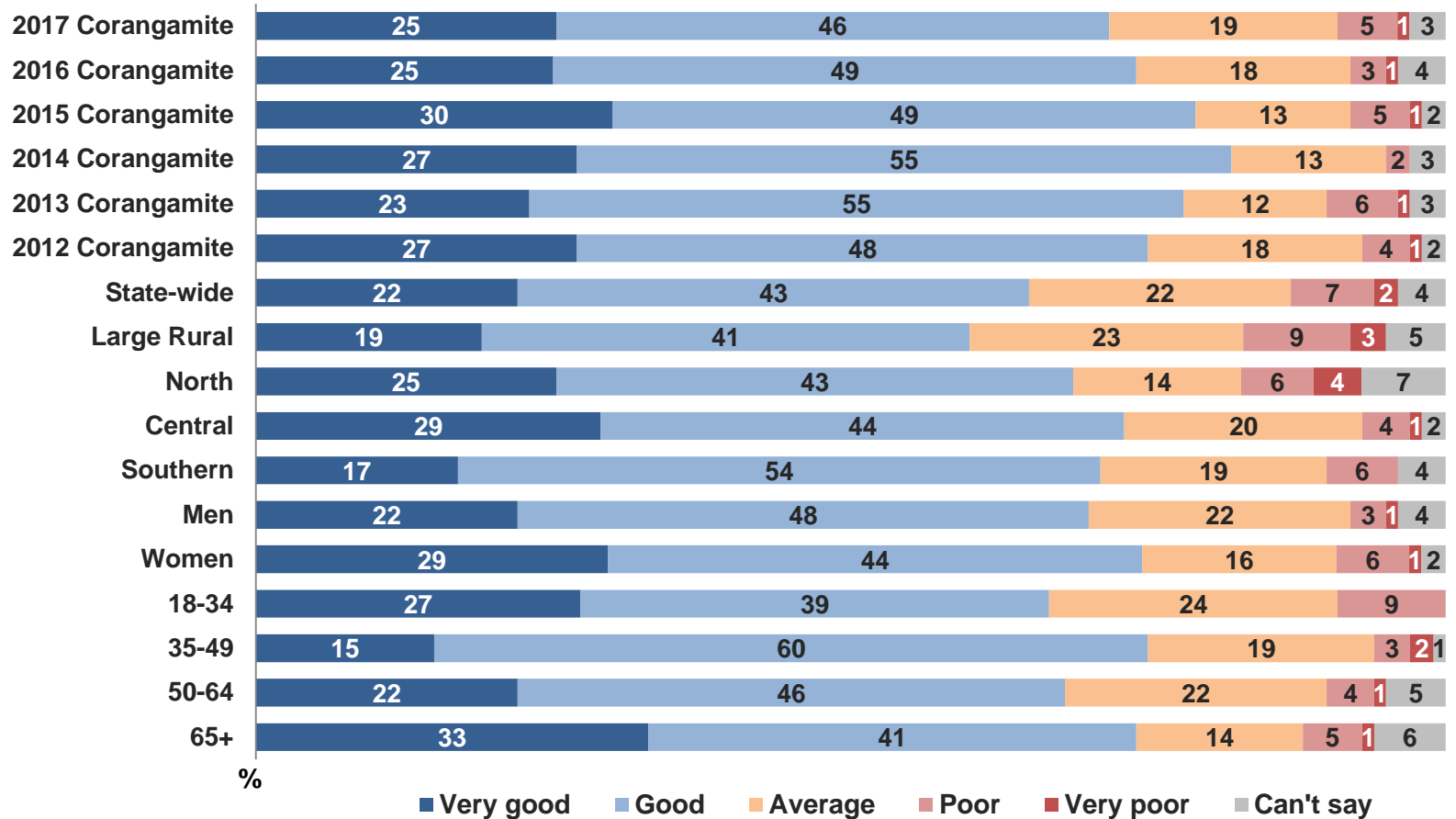
		2016	2015	2014	2013	2012
65+	77	78	79	81	78	80
Central	74	74	76	78	74	n/a
Women	74	76	78	77	77	75
Corangamite	73	74	76	77	74	75
Men	72	72	75	77	71	75
50-64	72	72	74	77	75	74
Southern	72	74	75	78	75	n/a
North	71	75	78	75	71	n/a
18-34	71	76	74	75	69	75
35-49	71	71	76	76	72	71
State-wide	70↓	69	70	71	70	70
Large Rural	66↓	65	66	n/a	n/a	n/a

Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 10
 Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Recreational Facilities Performance

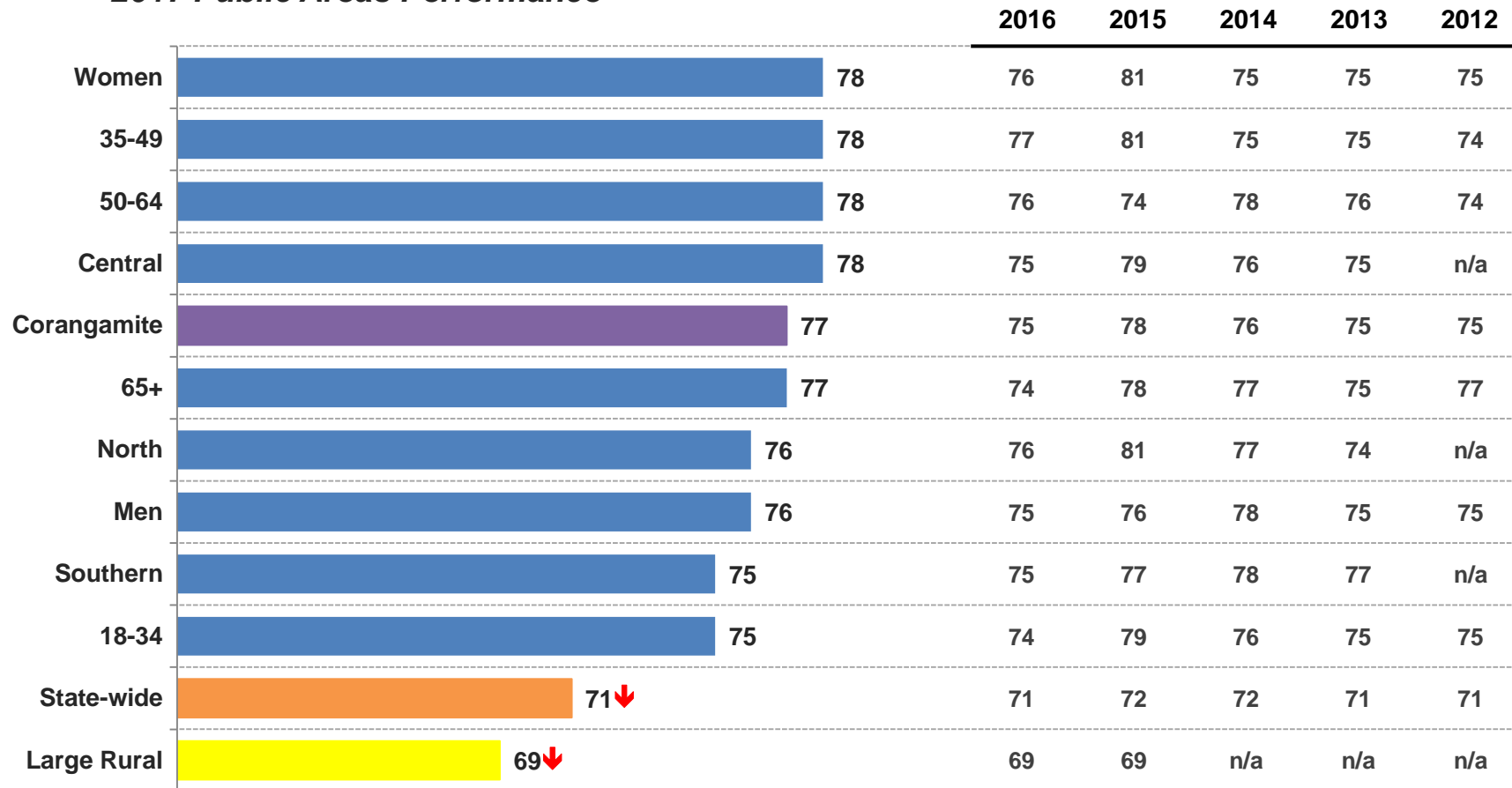


Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 10

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2017 Public Areas Performance



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

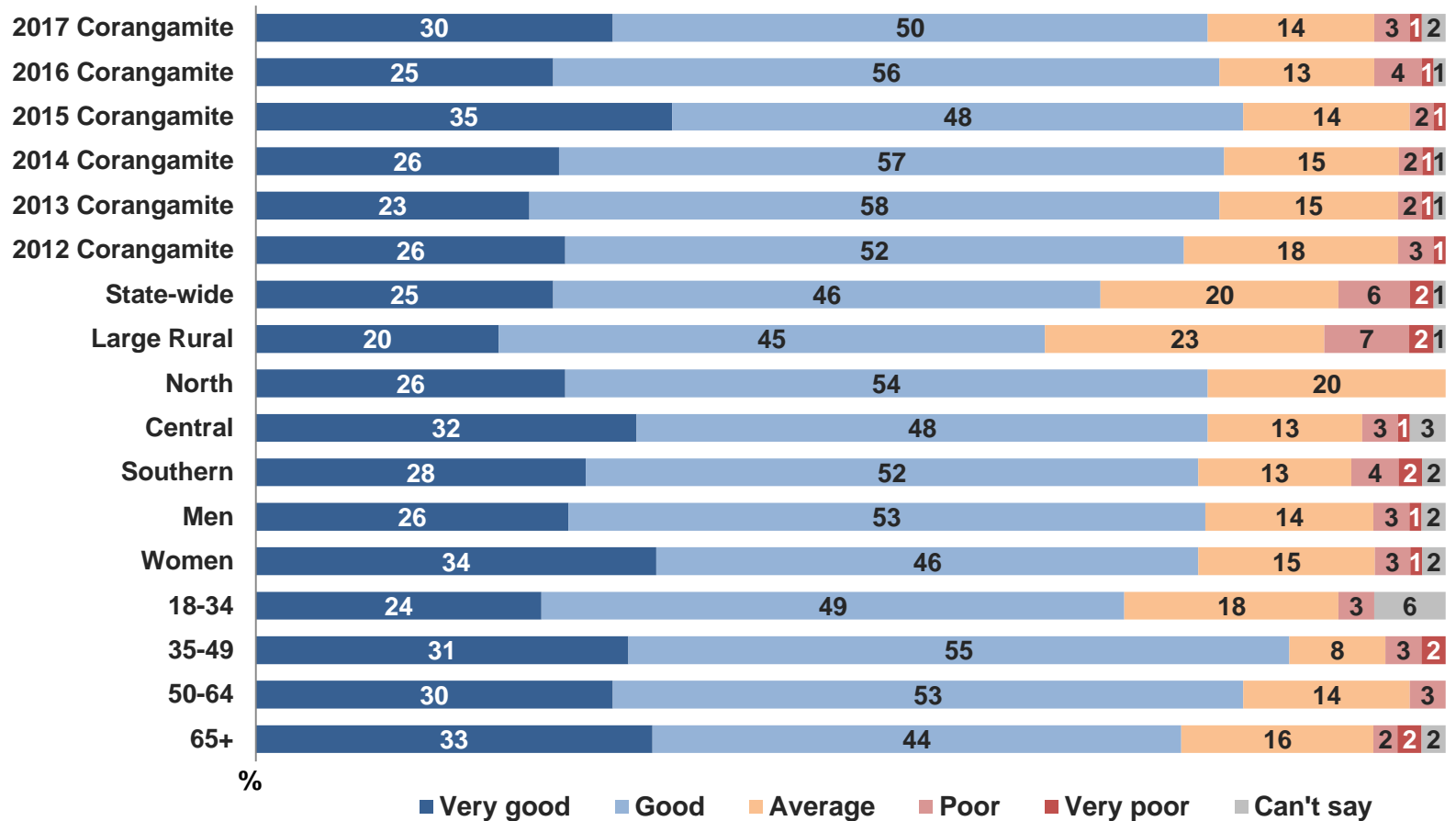
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 8

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES

2017 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: 39 Councils asked group: 8

2017 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2017 Art Centres & Libraries Performance

		2016	2015	2014	2013	2012
Southern	74	71	75	79	n/a	n/a
State-wide	73	72	73	75	73	73
35-49	73	69	76	73	n/a	n/a
Women	72	72	74	73	n/a	n/a
Central	72	69	72	72	n/a	n/a
65+	72	74	77	77	n/a	n/a
Corangamite	71	70	73	73	n/a	n/a
50-64	70	67	70	72	n/a	n/a
Men	70	67	72	74	n/a	n/a
Large Rural	70	70	73	n/a	n/a	n/a
18-34	69	66	67	72	n/a	n/a
North	63↓	68	71	71	n/a	n/a

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

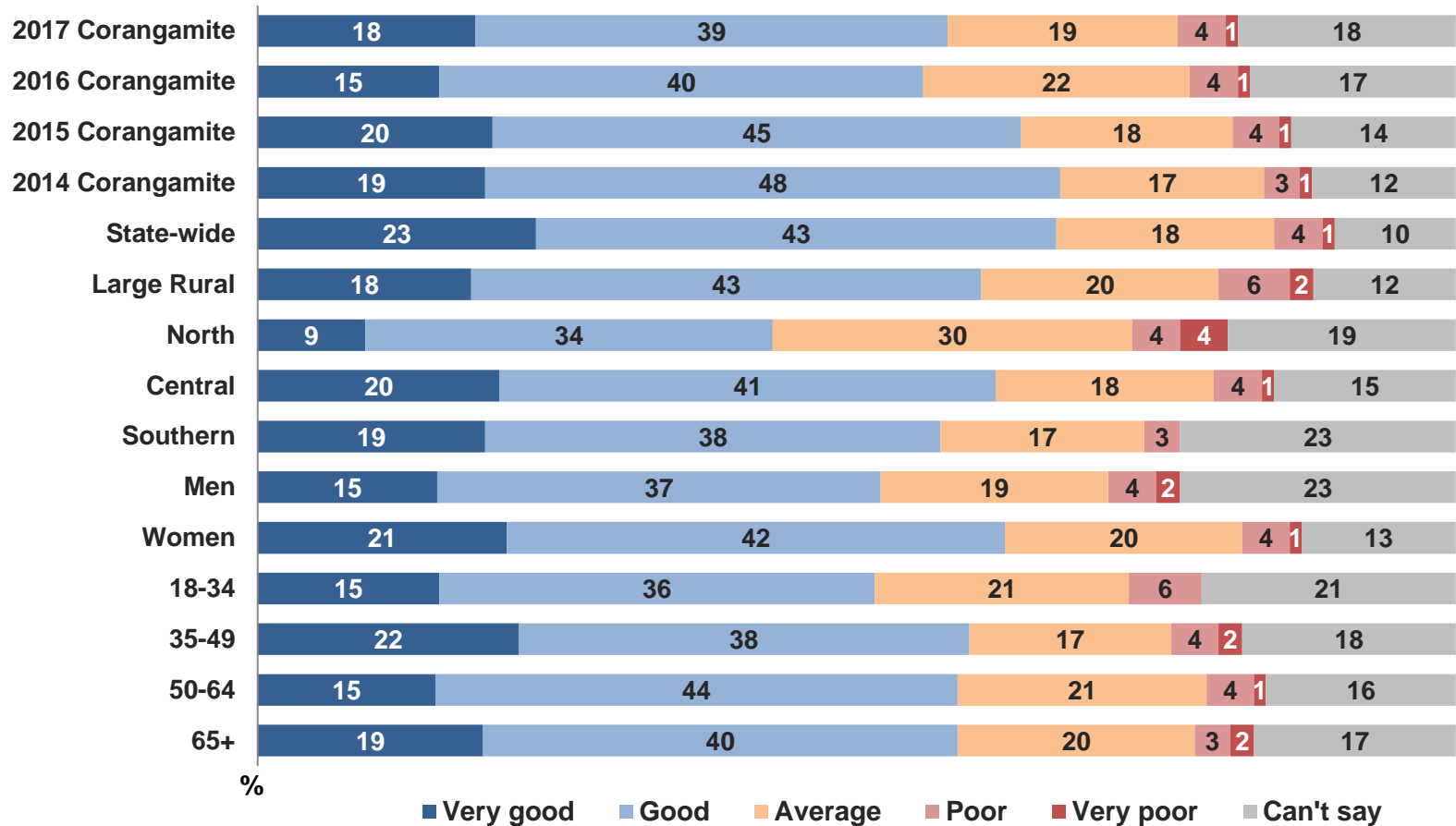
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

PERFORMANCE DETAILED PERCENTAGES

2017 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: 28 Councils asked group: 5

2017 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

2017 Community Activities Performance

		2016	2015	2014	2013	2012
Central	70	69	72	72	74	n/a
Women	69	70	71	72	75	69
State-wide	69	69	69	70	69	68
35-49	69	68	74	70	76	67
Large Rural	69	67	69	n/a	n/a	n/a
65+	68	71	72	77	76	71
Corangamite	68	69	71	72	73	68
18-34	68	69	66	71	65	65
50-64	67	69	69	71	73	70
Men	67	68	71	72	71	68
Southern	67	69	72	72	73	n/a
North	65	71	62	74	72	n/a

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

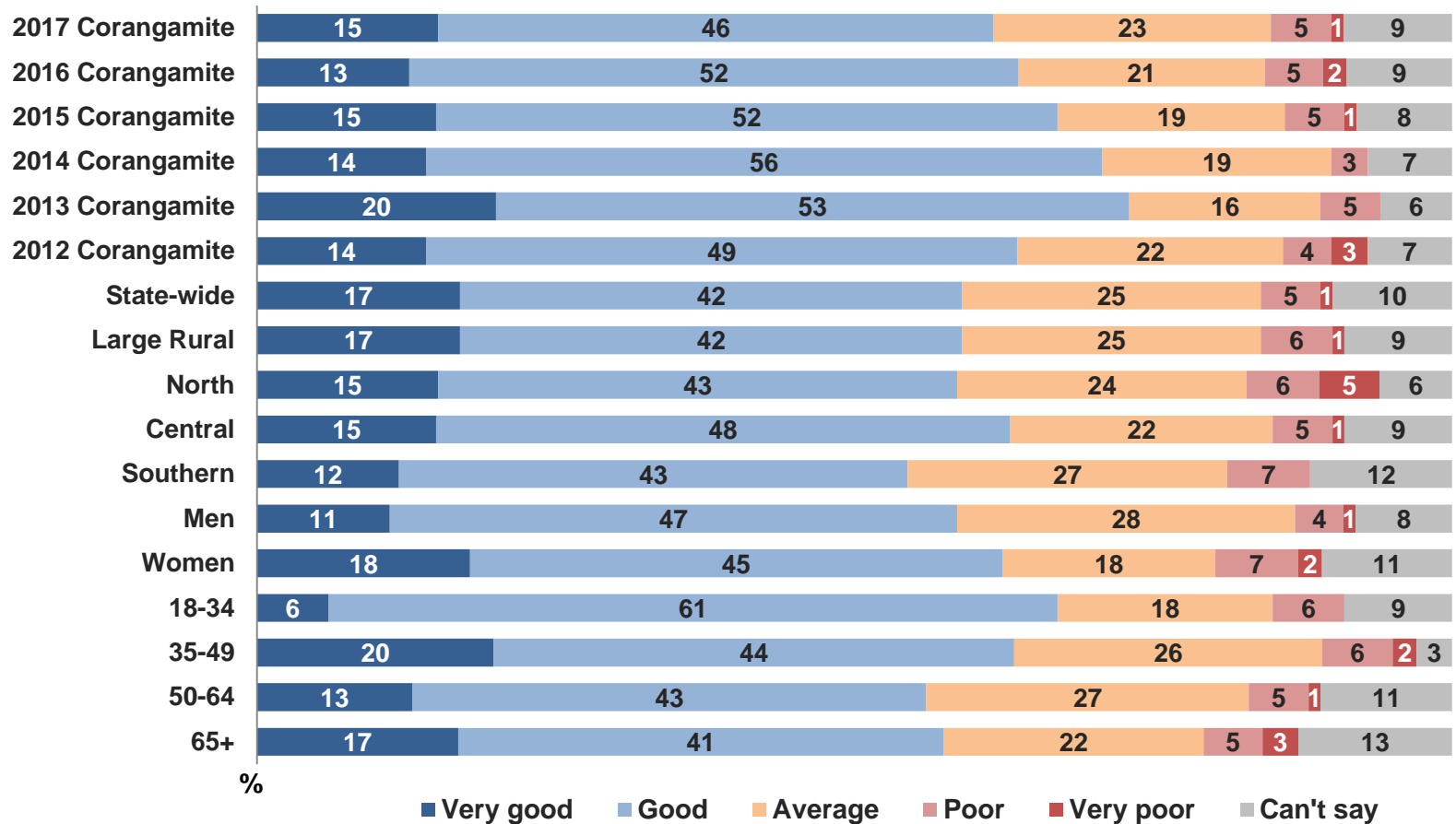
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES

2017 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: 6

2017 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



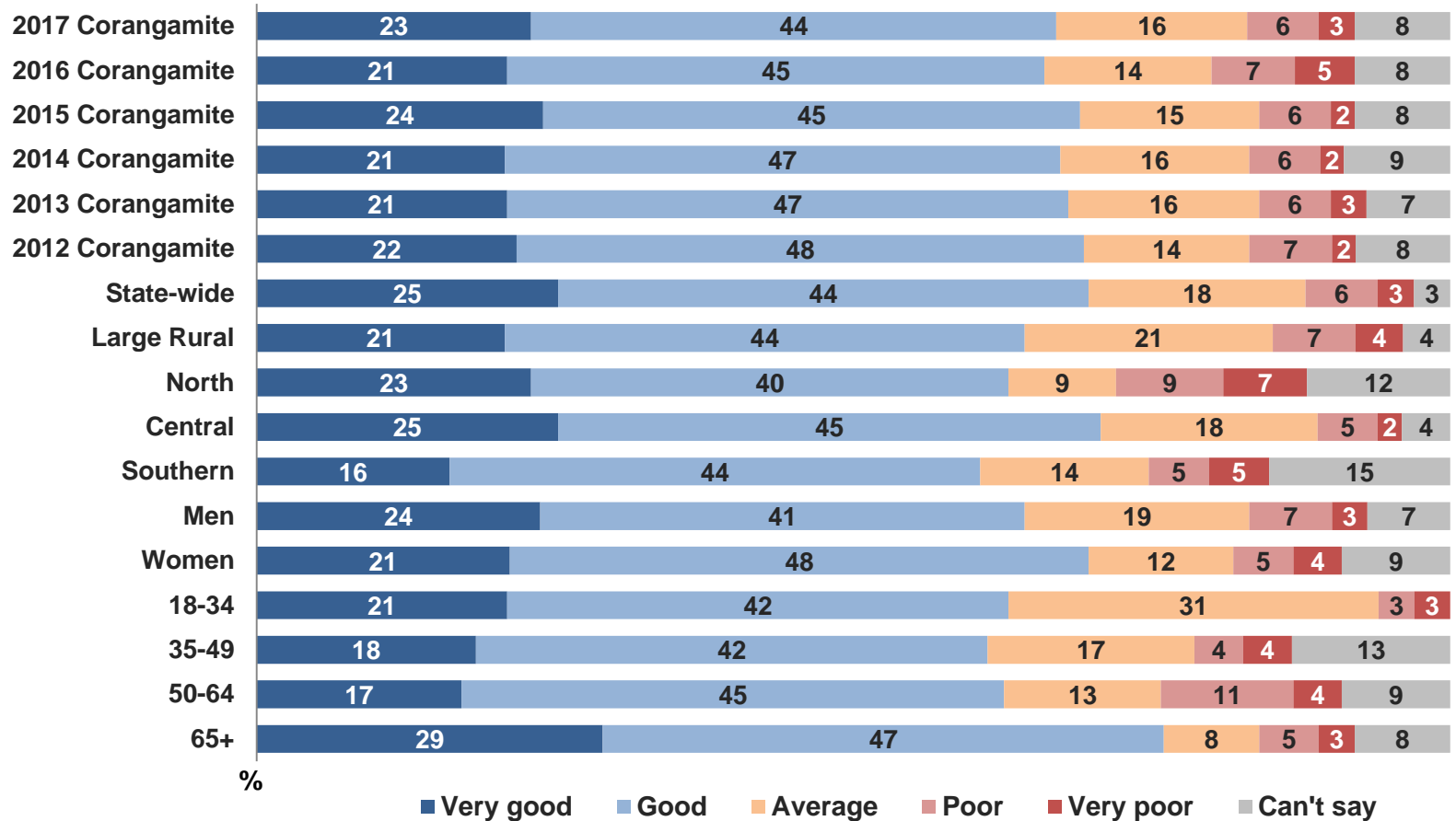
2017 Waste Management Performance

	2016	2015	2014	2013	2012
65+	74	76	79	78	81
Central	73	75	75	73	n/a
Women	71	73	73	70	73
State-wide	70	72	73	71	72
Corangamite	69	72	72	70	71
Men	66	72	71	70	70
18-34	68	72	67	63	75
35-49	67	71	72	66	61
Southern	62	68	65	68	n/a
Large Rural	66	68	n/a	n/a	n/a
North	65	68	69	62	n/a
50-64	64	70	69	73	69

Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 9
 Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

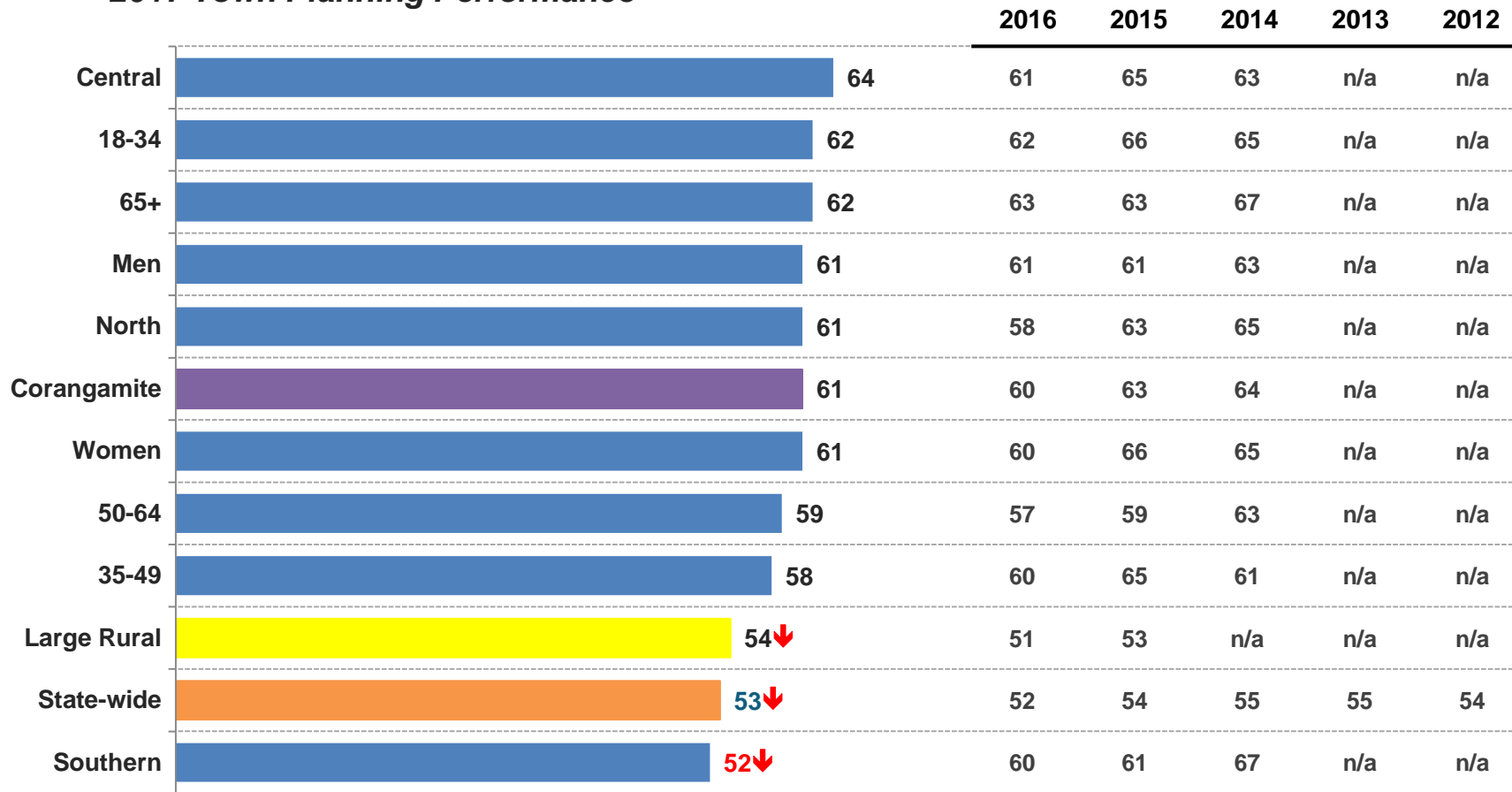
2017 Waste Management Performance



2017 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES



2017 Town Planning Performance



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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

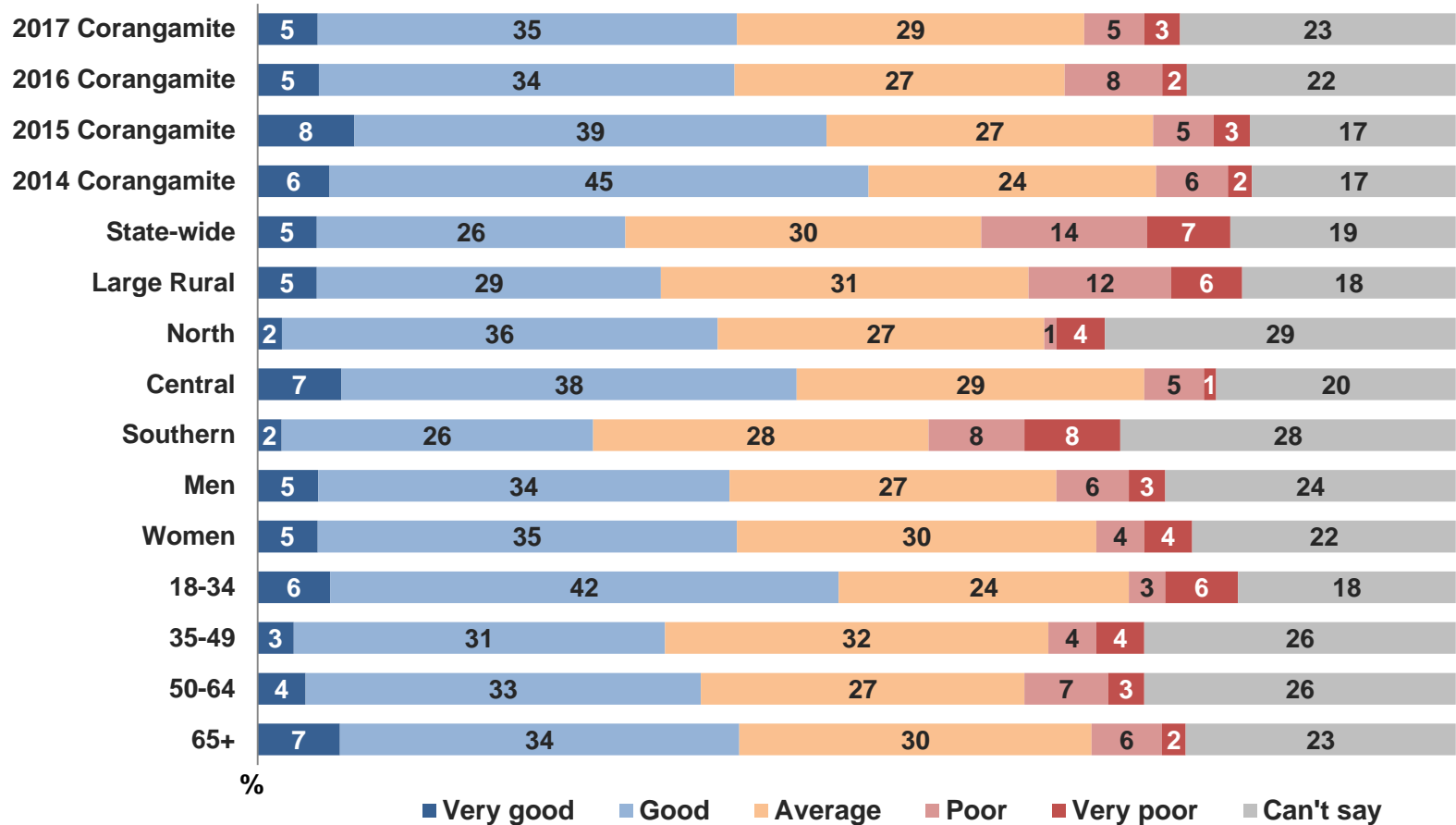
Note: Please see page 5 for explanation about significant differences

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE DETAILED PERCENTAGES



2017 Town Planning Performance



Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

2017 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

2017 Planning & Building Permits Performance

		2016	2015	2014	2013	2012
Central	62↑	62	58	57	59	n/a
35-49	60	62	58	52	61	54
50-64	60	55	52	56	56	51
65+	59	59	57	61	54	58
Men	59	59	55	53	54	53
Corangamite	58	59	57	56	58	57
Women	58	60	60	60	62	60
North	57	52	59	54	53	n/a
18-34	54	61	62	56	59	62
State-wide	51↓	50	54	53	55	54
Southern	50↓	57	55	55	58	n/a
Large Rural	48↓	50	54	n/a	n/a	n/a

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

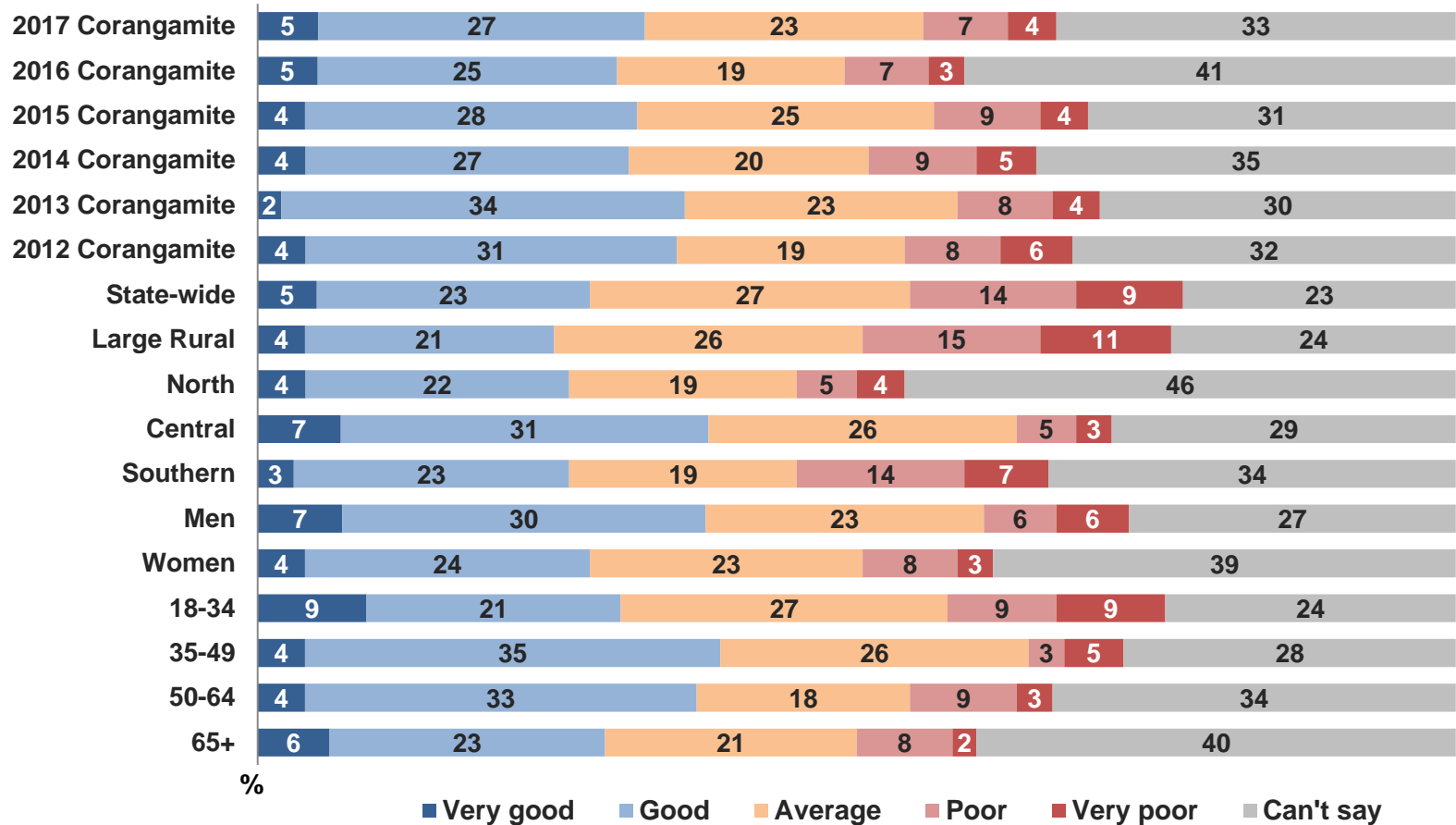
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

PERFORMANCE DETAILED PERCENTAGES

2017 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: 5

2017 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



2017 Environmental Sustainability Performance

		2016	2015	2014	2013	2012
North	69↑	63	63	67	64	n/a
35-49	65	65	68	66	71	64
Women	64	66	67	69	67	68
65+	64	63	66	69	67	70
State-wide	64	63	64	64	64	64
Central	63	66	68	68	68	n/a
Corangamite	63	64	66	67	67	67
Large Rural	62	62	64	n/a	n/a	n/a
Men	62	63	66	66	67	66
50-64	61	61	64	67	65	66
18-34	60	70	67	67	64	70
Southern	57↓	62	65	65	65	n/a

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

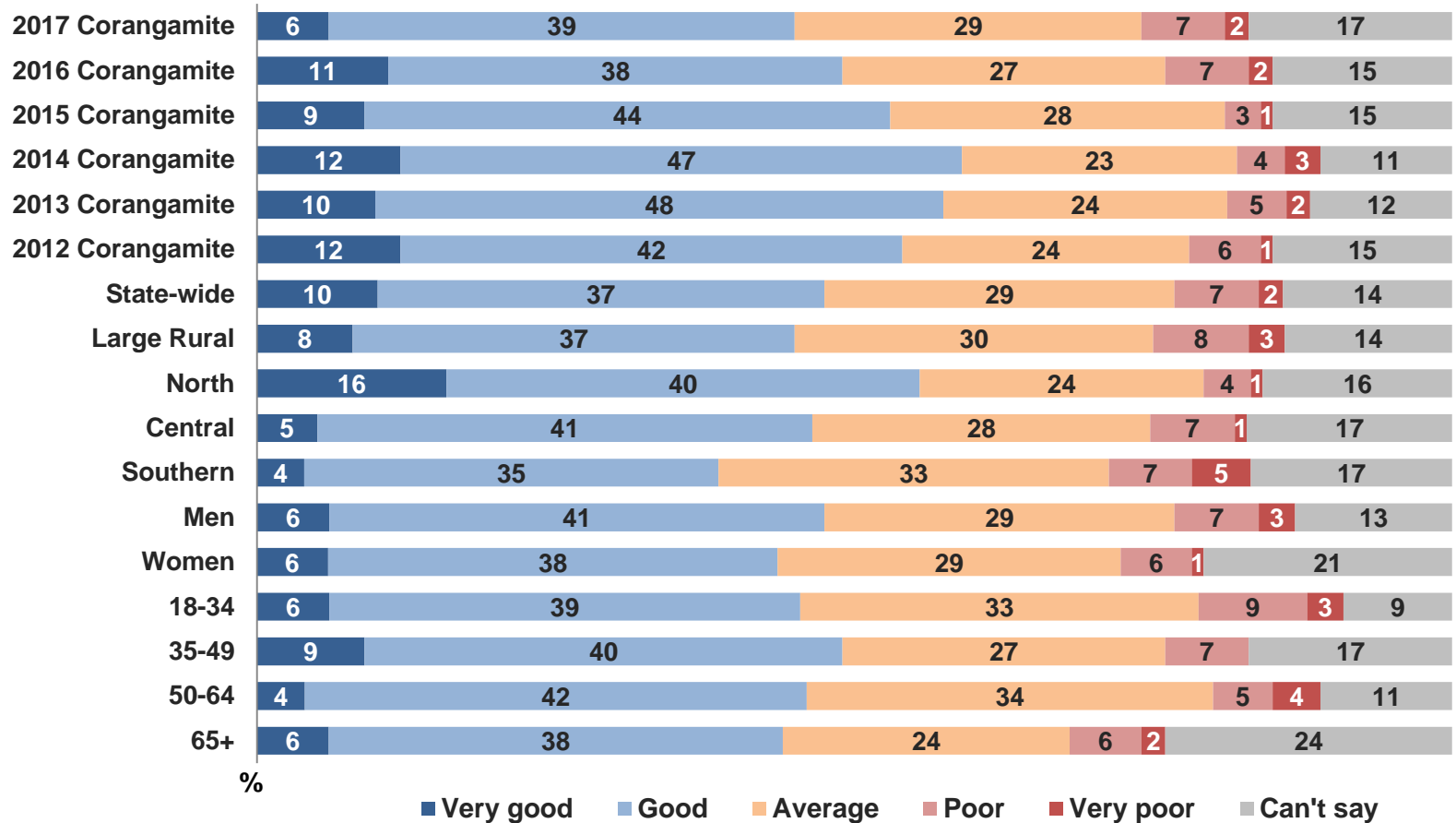
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Performance



Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

2017 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2017 Disaster Management Performance

		2016	2015	2014	2013	2012
35-49	73	69	73	70	73	70
Women	72	70	76	74	72	74
18-34	71	73	78	77	69	75
Central	71	72	76	75	73	n/a
North	71	70	72	73	69	n/a
Corangamite	71	72	74	74	73	73
State-wide	70	69	70	71	70	70
65+	70	72	75	77	75	73
Southern	70	72	72	74	74	n/a
Large Rural	70	70	71	n/a	n/a	n/a
Men	70	73	73	75	73	71
50-64	69	74	72	73	74	73

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

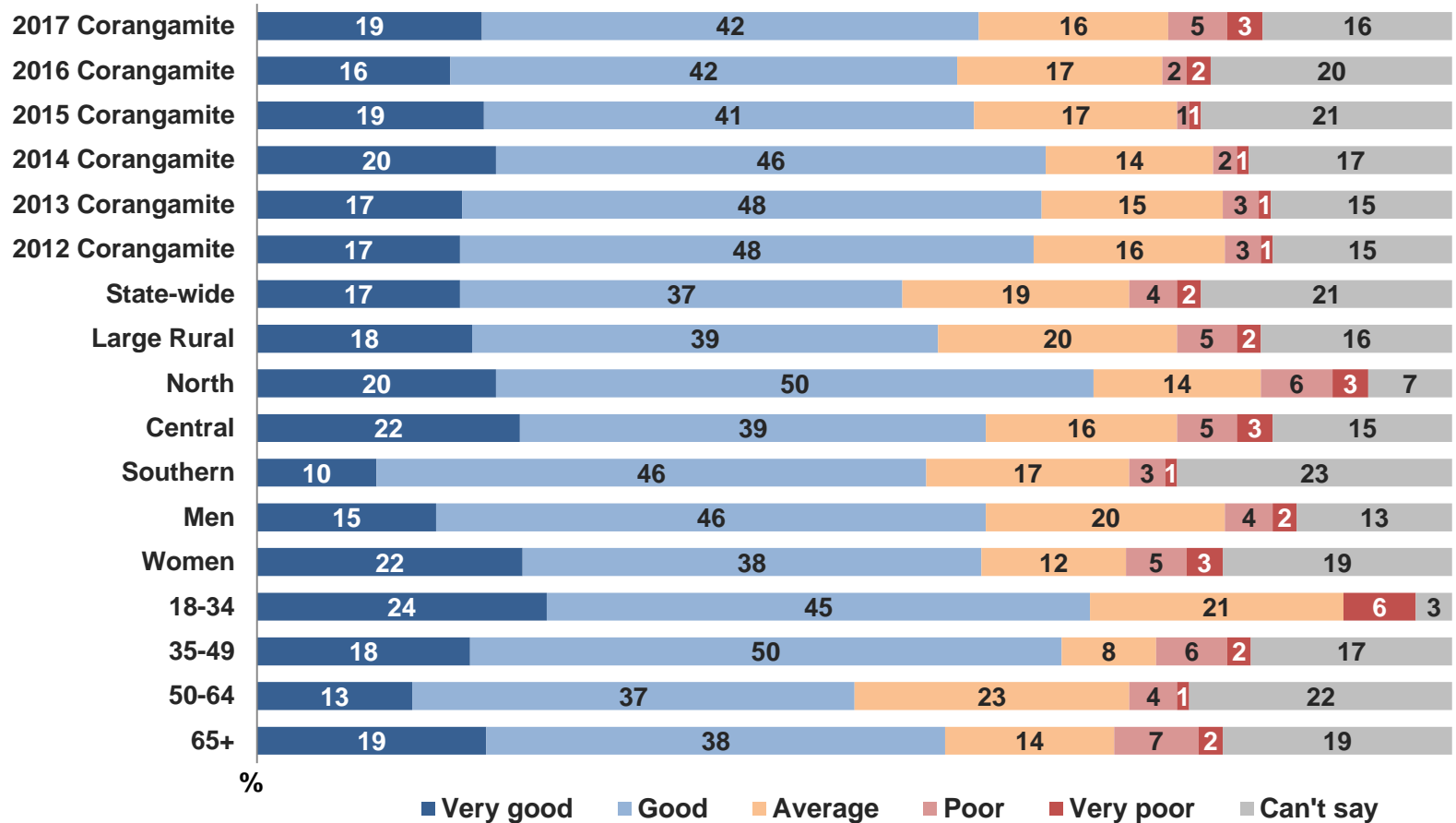
Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2017 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: 24 Councils asked group: 6

2017 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES



2017 Roadside Slashing & Weed Control Performance

		2016	2015	2014	2013	2012
North	53↑	50	55	48	48	n/a
State-wide	53↑	56	55	55	56	61
Large Rural	50↑	54	53	n/a	n/a	n/a
18-34	50	48	58	47	52	66
35-49	48	50	47	41	51	52
Central	47	51	55	47	54	n/a
Women	44	48	49	44	50	56
Corangamite	44	48	49	45	50	57
Men	44	47	49	46	50	58
50-64	41	45	41	46	44	55
65+	41	47	51	46	52	56
Southern	34↓	40	35	39	41	n/a

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

Base: All respondents. Councils asked state-wide: 8 Councils asked group: 4

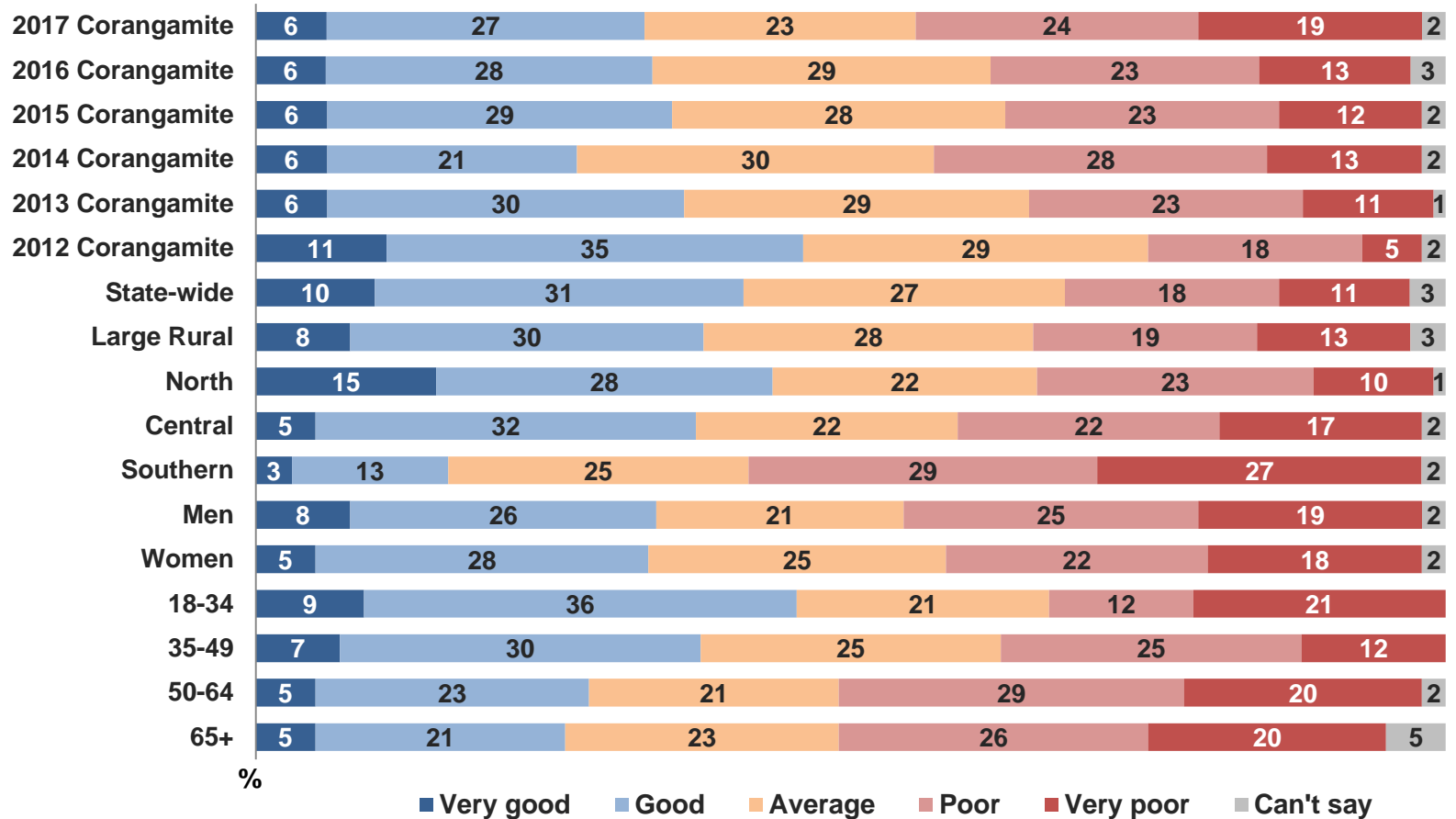
Note: Please see page 5 for explanation about significant differences

2017 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE DETAILED PERCENTAGES



2017 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: 8 Councils asked group: 4

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2017 Unsealed Roads Performance

		2016	2015	2014	2013	2012
State-wide	44↑	43	45	45	44	46
Large Rural	42↑	43	44	n/a	n/a	n/a
North	38	35	39	35	42	n/a
65+	38	41	43	45	48	50
Central	37	41	42	41	44	n/a
Men	36	41	38	41	40	48
35-49	36	39	31	39	38	38
Corangamite	35	39	37	40	40	45
Women	34	37	36	39	41	42
18-34	33	40	41	40	39	50
50-64	33	35	33	37	35	43
Southern	31	37	27	40	31	n/a

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: 18 Councils asked group: 7

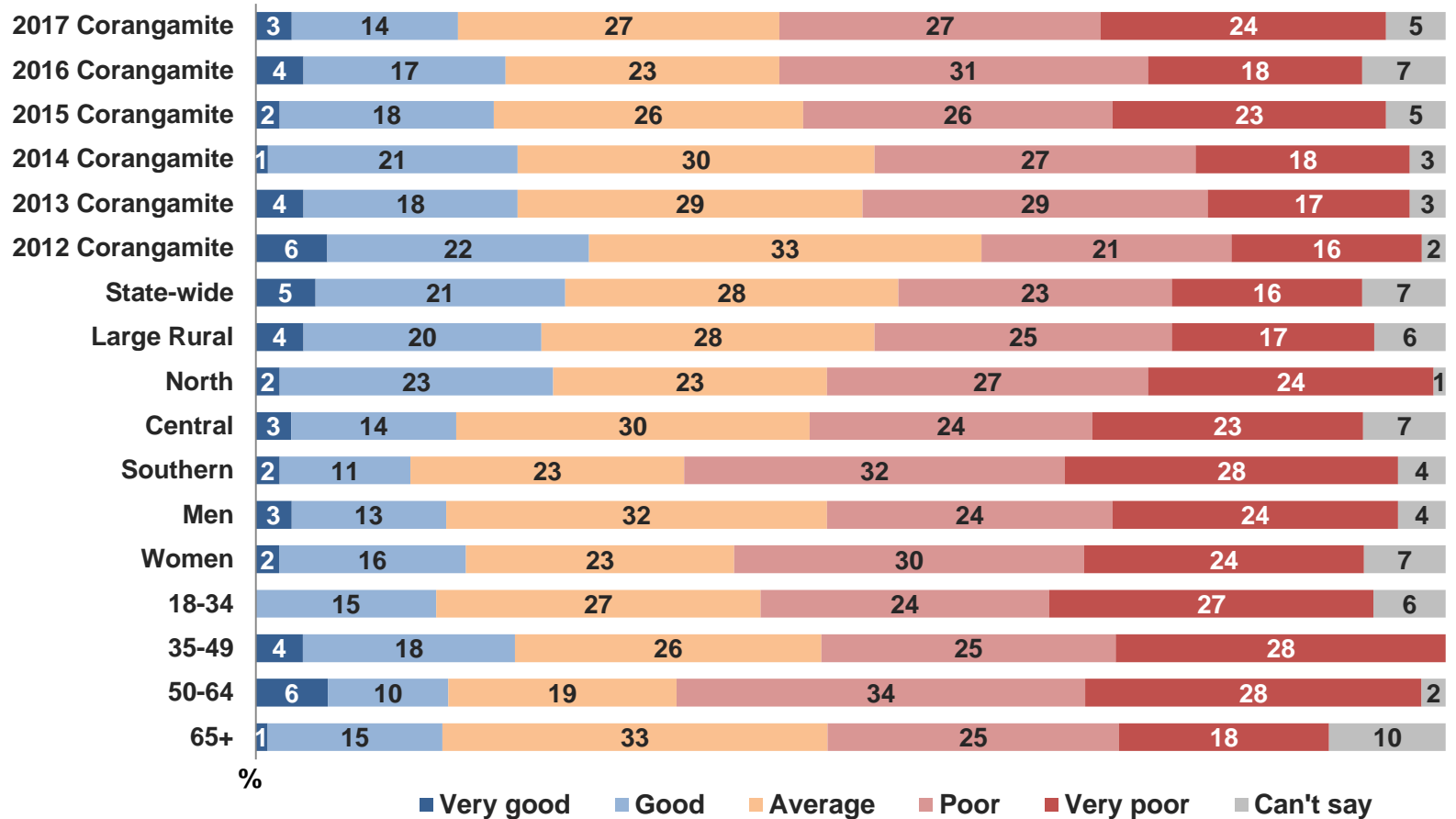
Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 Unsealed Roads Performance

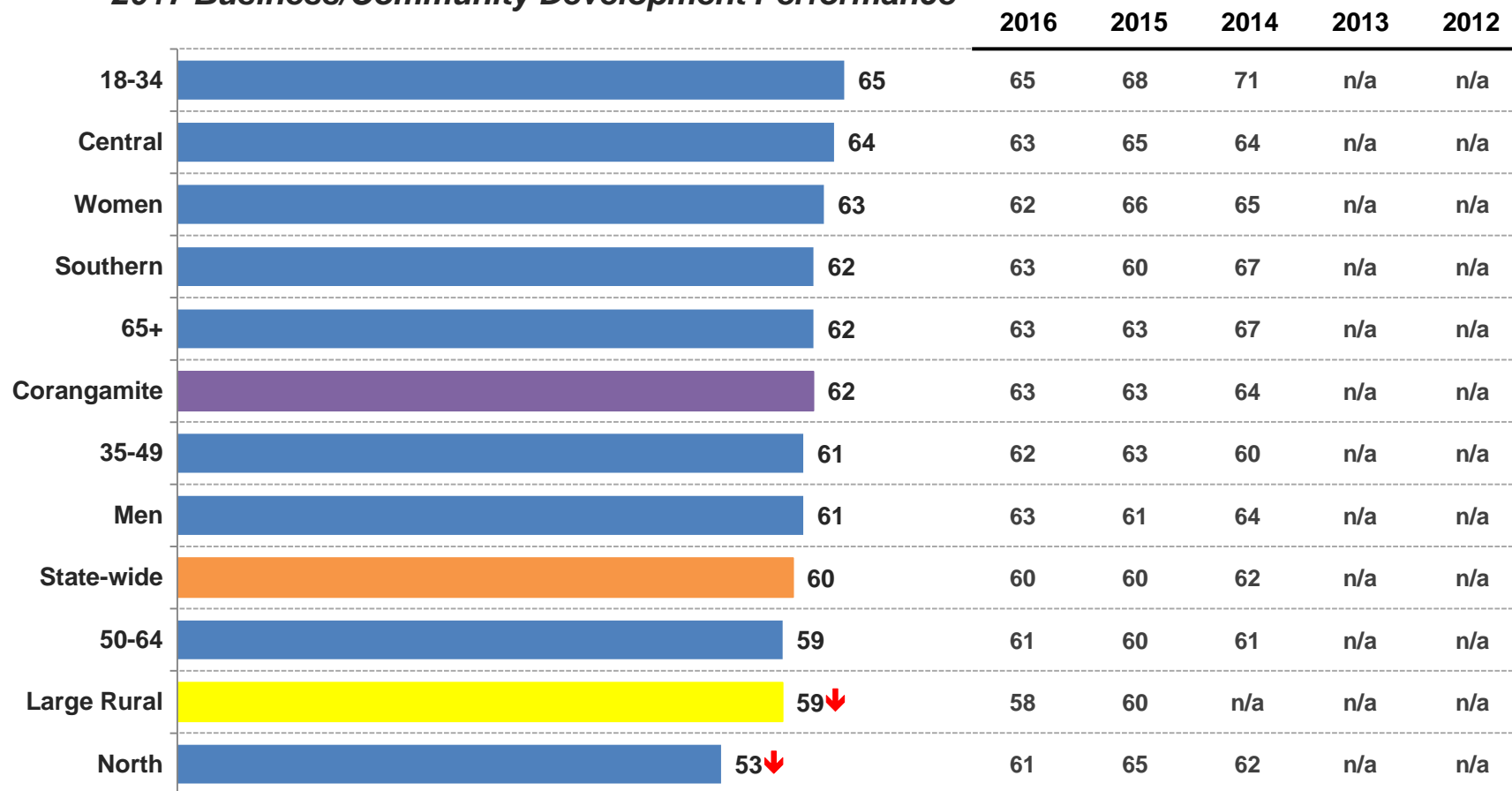


Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

2017 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES



2017 Business/Community Development Performance



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

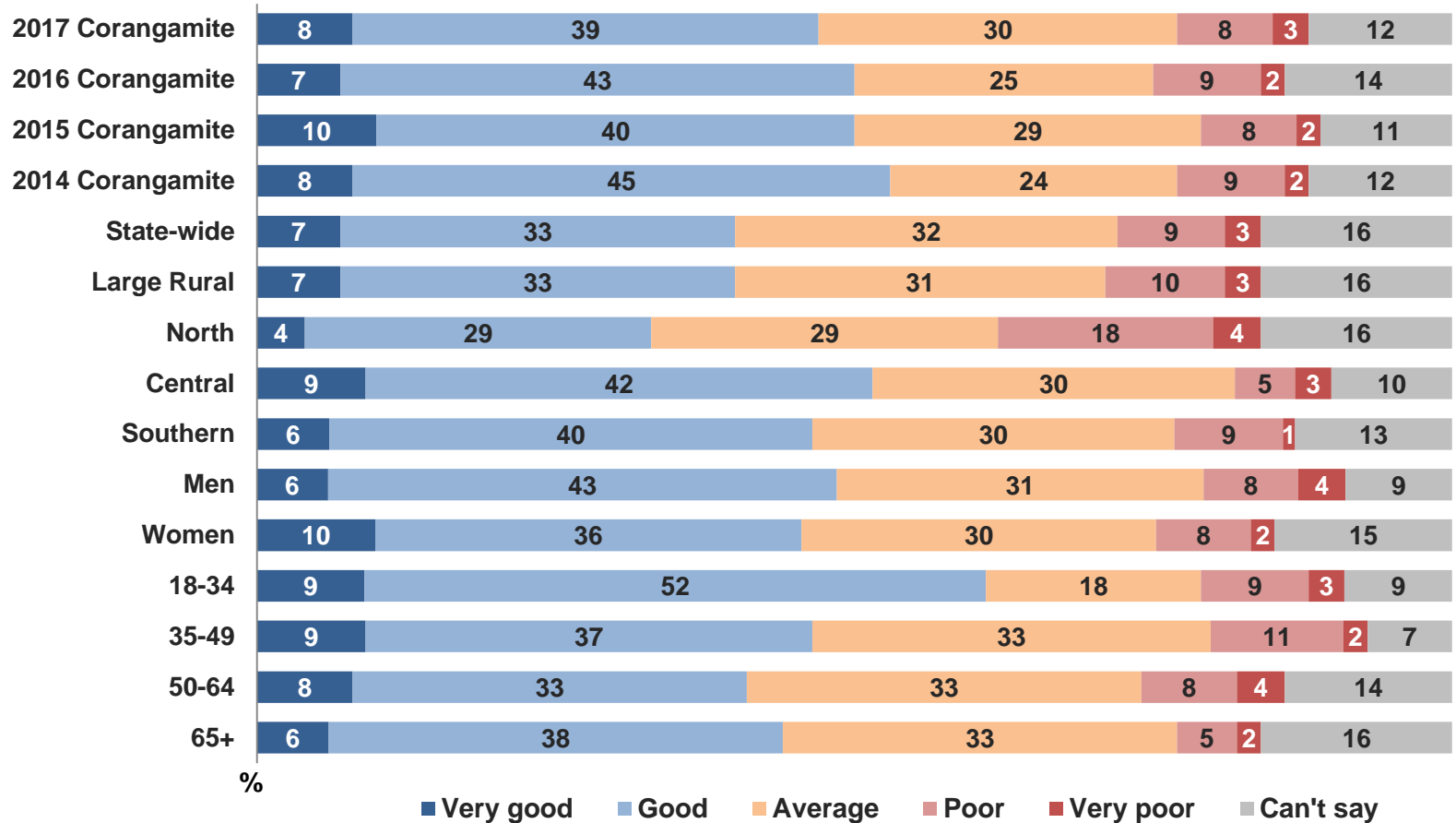
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Business/Community Development Performance



2017 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

2017 Tourism Development Performance

		2016	2015	2014	2013	2012
Central	65	68	68	69	n/a	n/a
Large Rural	65	64	66	n/a	n/a	n/a
65+	65	67	69	71	n/a	n/a
35-49	65	67	65	66	n/a	n/a
Women	65	67	69	68	n/a	n/a
Corangamite	64	66	68	69	n/a	n/a
18-34	64	65	68	71	n/a	n/a
Men	64	66	67	70	n/a	n/a
Southern	64	64	68	68	n/a	n/a
50-64	63	66	69	68	n/a	n/a
State-wide	63	63	63	64	n/a	n/a
North	61	64	65	69	n/a	n/a

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

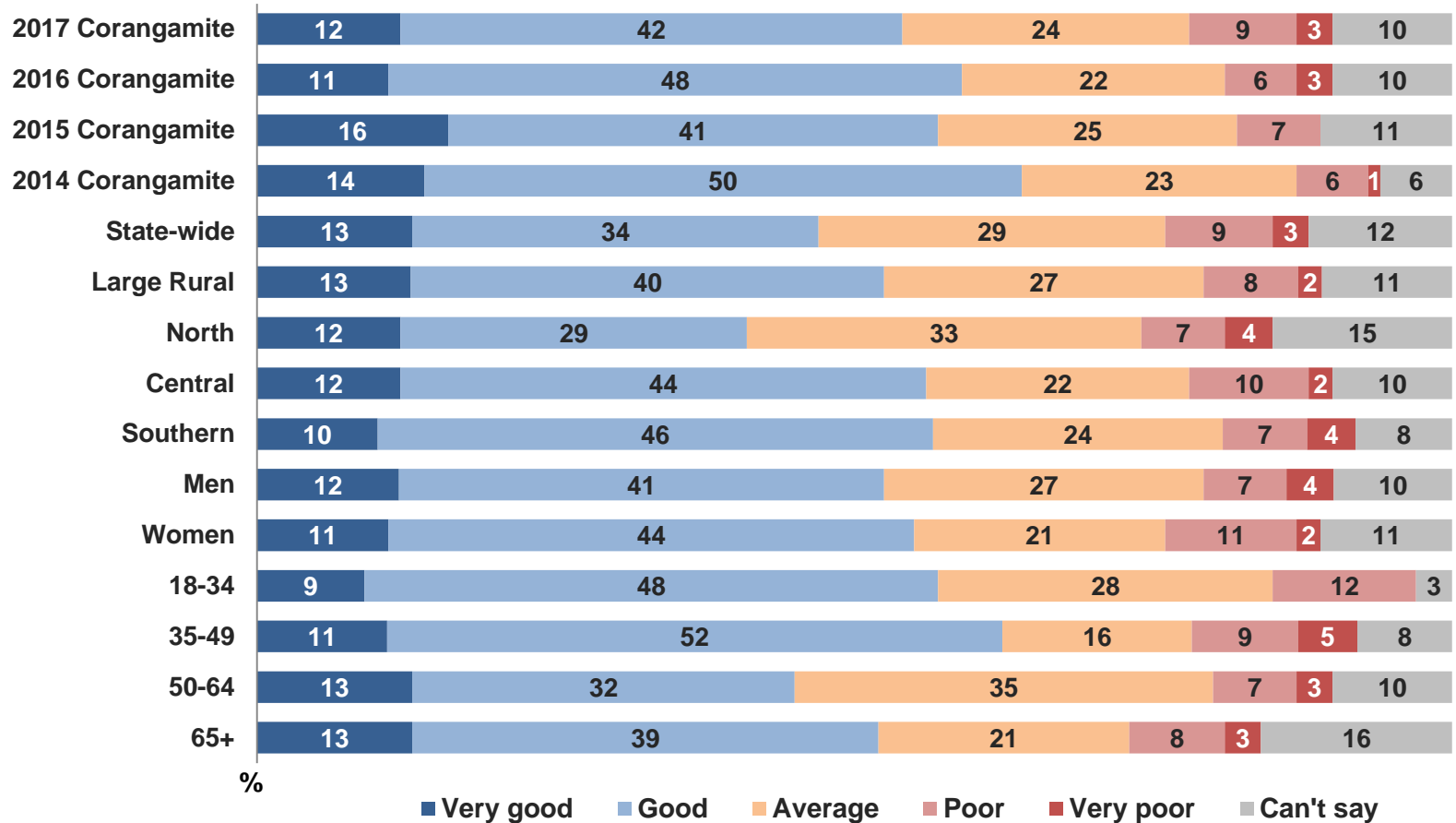
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 TOURISM DEVELOPMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Tourism Development Performance

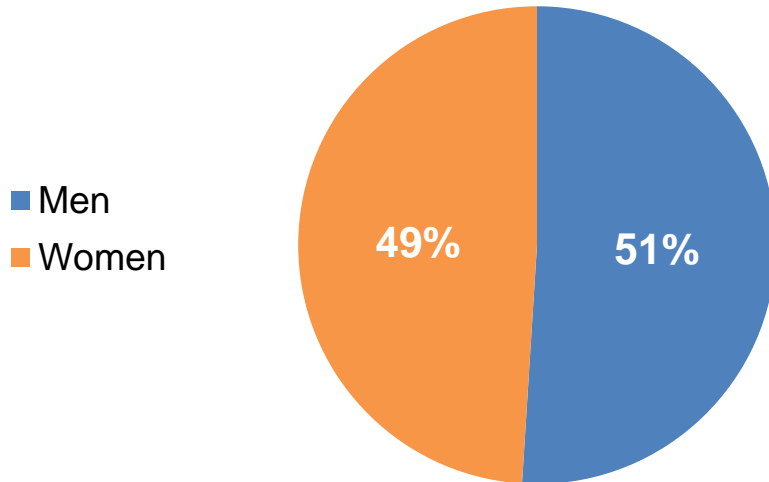




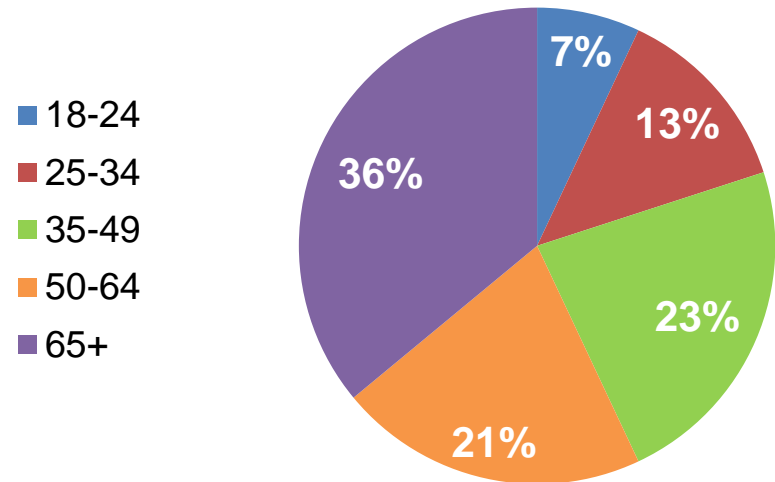
DETAILED DEMOGRAPHICS

2017 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.

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines overlaid on the landmass, suggesting a data network or survey routes. The map is set against a dark, starry background.

APPENDIX A:

DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE



**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 2012-2017 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2017 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	183	203	+/-7.2
Women	217	197	+/-6.6
North	56	57	+/-13.2
Central	243	244	+/-6.2
Southern	101	99	+/-9.8
18-34 years	33	79	+/-17.3
35-49 years	65	94	+/-12.2
50-64 years	111	84	+/-9.3
65+ years	191	143	+/-7.1

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 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 2012-2017 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, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Corangamite Shire Council for this 2017 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 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%	--	INDEX SCORE 56

APPENDIX B:

INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

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 2017 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 2017 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 2017 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 <https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>.

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2017 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.

Statewide 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.




**THERE ARE OVER
6 MILLION PEOPLE
IN VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**

Contact Us:
03 8685 8555

John Scales
Managing Director

Mark Zuker
Managing Director

**JWS RESEARCH**