



# **2021 Local Government Community Satisfaction Survey**

## **Corangamite Shire Council**

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





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## Background and objectives

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

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

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

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

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

### Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a glowing, network-like pattern of white and light blue lines, resembling a fiber optic or neural network structure. The 'N' is on the left and the 'W' is on the right, both slanted downwards from left to right.

# **Key findings and recommendations**



# Corangamite Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Corangamite 71



State-wide 61



Large Rural 58

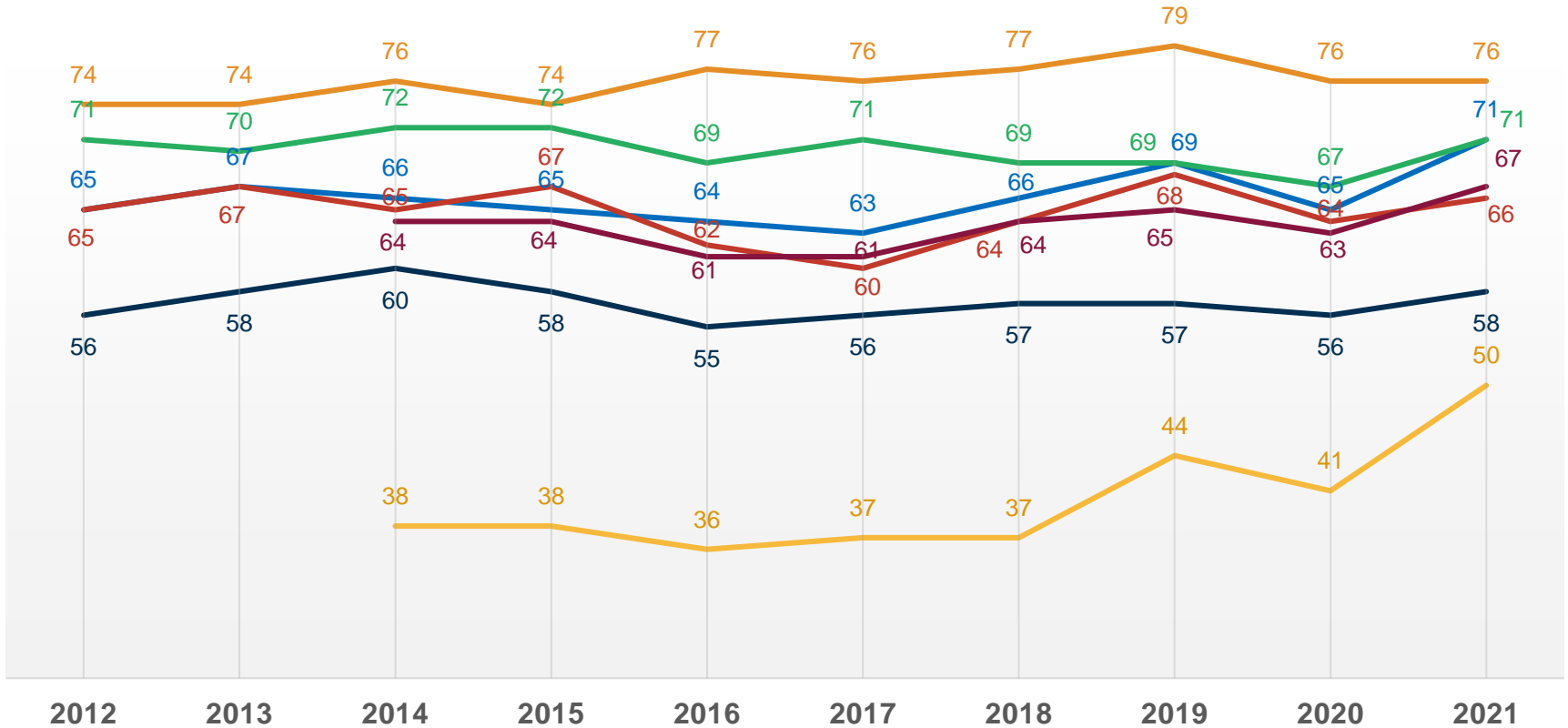
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> <li>Informing the community</li> <li>Consultation &amp; engagement</li> <li>Community decisions</li> </ul>	<ul style="list-style-type: none"> <li>Sealed local roads</li> </ul>
Compared to group average	<ul style="list-style-type: none"> <li>Community decisions</li> <li>Consultation &amp; engagement</li> <li>Informing the community</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>



# Summary of core measures

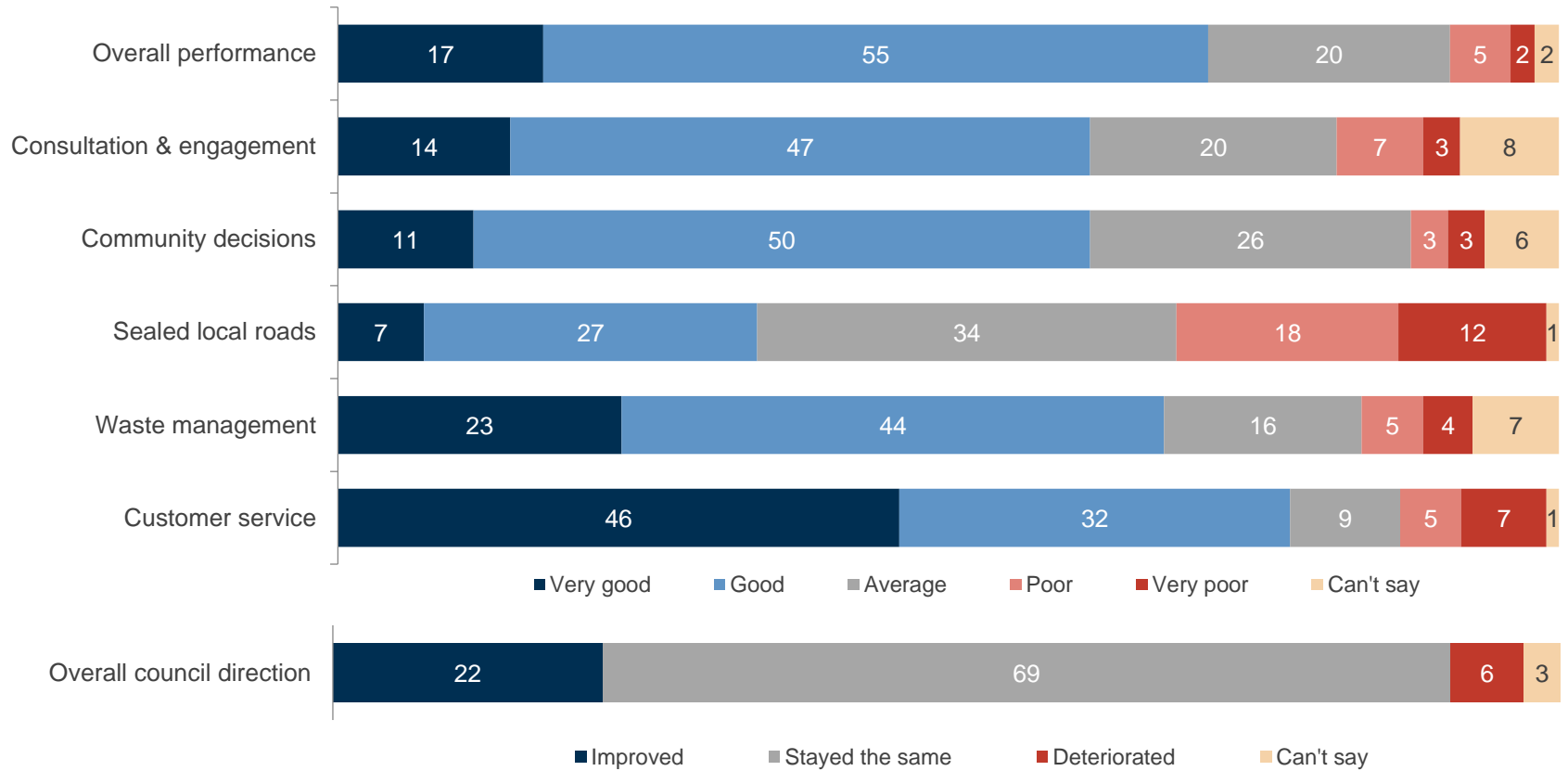
## Index scores















# Summary of core measures

Core measures summary results (%)






## Summary of Corangamite Shire Council performance

Services	Corangamite 2021	Corangamite 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	71	65	58	61	Aged 65+ years	North residents
 Value for money	63	-	50	54	Aged 65+ years	North residents
 Overall council direction	58	56	51	53	Aged 18-34 years	Aged 50-64 years
 Customer service	76	76	68	70	Aged 35-49 years	North residents
 Emergency & disaster mngt	79	76	71	71	Aged 18-34 years	North residents
 COVID-19 response	78	-	74	73	Aged 35-49 years	Aged 50-64 years
 Appearance of public areas	78	76	70	73	Aged 18-34 years	North residents, Aged 50-64 years
 Recreational facilities	76	73	68	71	Aged 65+ years	Aged 35-49 years
 Elderly support services	75	76	68	69	Aged 65+ years	Aged 50-64 years
 Art centres & libraries	74	72	73	73	Aged 65+ years	Aged 18-34 years, Aged 50-64 years





# Summary of Corangamite Shire Council performance

Services		Corangamite 2021	Corangamite 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Family support services	73	72	66	66	Aged 65+ years	Aged 50-64 years, North residents
	Informing the community	72	69	59	60	Aged 18-34 years	Aged 35-49 years
	Waste management	71	67	66	69	Aged 65+ years	Aged 35-49 years
	Community & cultural	69	70	65	65	Aged 65+ years	Aged 35-49 years, Southern residents
	Disadvantaged support serv.	69	66	64	63	Aged 65+ years	Aged 35-49 years
	Tourism development	68	66	64	62	Aged 18-34 years	Aged 35-49 years
	Enforcement of local laws	68	66	64	64	Aged 18-34 years	North residents
	Community decisions	67	63	54	56	Aged 18-34 years	North residents
	Business & community dev.	67	64	60	60	Aged 65+ years, Southern & Central residents	North residents



# Summary of Corangamite Shire Council performance

Services		Corangamite 2021	Corangamite 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Consultation & engagement	66	64	54	56	Aged 18-34 years	North residents, Aged 35-49 years
	Town planning policy	64	63	55	55	Aged 18-34 years, Men, North residents, Aged 65+ years	Aged 50-64 years, Aged 35-49 years
	Lobbying	64	62	54	55	Aged 65+ years	North residents
	Environmental sustainability	63	63	61	62	Aged 65+ years	Southern residents
	Local streets & footpaths	62	59	55	59	Men	North residents
	Building & planning permits	60	61	48	51	Men	Women
	Slashing & weed control	50	39	51	51	Aged 18-34 years	Southern residents
	Sealed local roads	50	41	50	57	Aged 65+ years	Aged 35-49 years
	Unsealed roads	44	38	44	45	Men	Women



## Focus areas for the next 12 months

### Overview

Perceptions of Council's overall performance, as well as its performance in almost all service areas, have improved over the past year. Overall performance ratings increased significantly since 2020 (index score of 71, up six points) and are now at their highest level in ten years. In a positive result for Council, there were large gains in the areas of slashing and weed control (index score of 50, up 11 points), sealed local roads (index score of 50, up nine points), and unsealed roads (index score of 44, up six points).

### Key influences on perceptions of overall performance

Perceptions of Council's ability to make decisions in the best interests of the community is a key driver of overall performance ratings. While ratings improved significantly (index score of 67, up four points), a continued focus on transparency in Council's work could move overall performance even higher. Other service areas that have a moderate influence on overall perceptions, but perform less well, are planning and building permits and environmental sustainability (index score of 60 and 63 respectively).

### Comparison to state and area grouping

As a result of across-the-board ratings increases over the past year, Corangamite Shire Council now significantly exceeds Large Rural group and State-wide averages on all but a few measures. Corangamite trails the State-wide average significantly on just one measure – sealed local roads (index score of 50 and 57 respectively). On overall performance ratings alone, Corangamite (index score of 71) exceeds the Large Rural group and State-wide averages by 13 and 10 points respectively.

### Maintain gains achieved to date

In addition to the measures referenced above, Council should continue to build upon gains made over the past year in its lowest rated service areas – slashing and weed control (up 11 points), sealed local roads (up nine points), and unsealed roads (up six points). Sealed road maintenance is volunteered by 24% of residents as a Council area in need of improvement. Furthermore, residents of the North rate Council lowest on a number of service areas; particular attention should be paid to service delivery in this Council area.

# DETAILED FINDINGS



# Overall performance



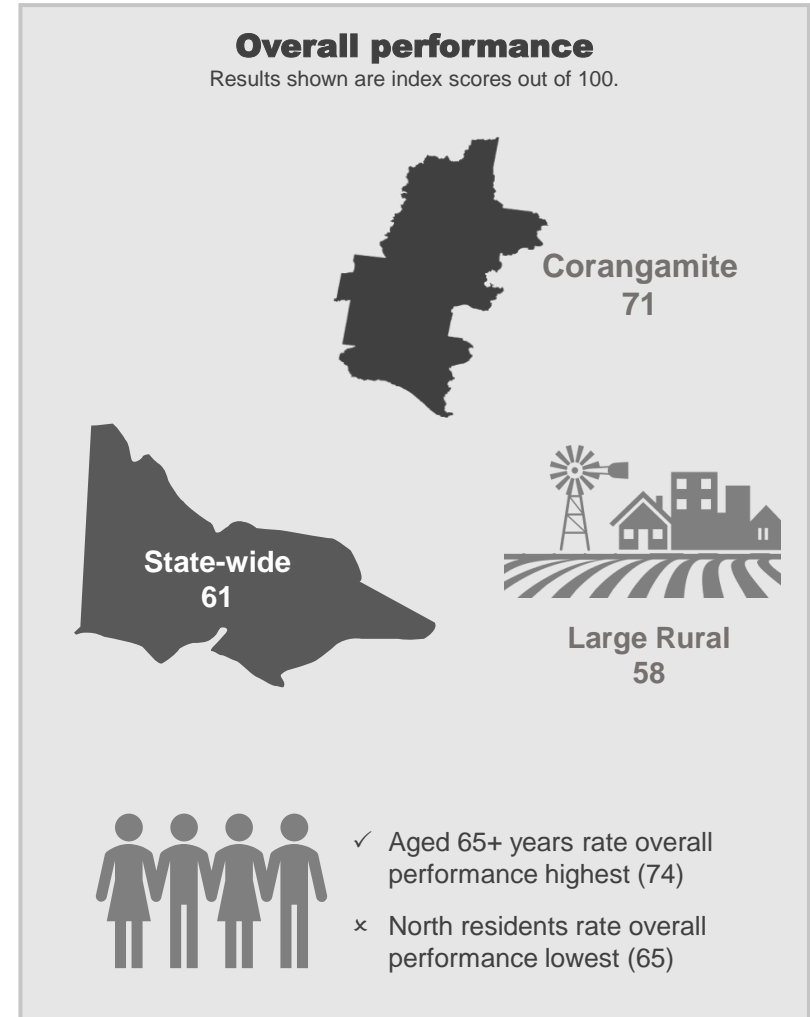
## Overall performance

The overall performance index score of 71 for Corangamite Shire Council represents a significant six-point improvement on the 2020 result. This is a peak rating but does represent a rebound from a significant four-point decline points in 2020.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Large Rural group and State-wide (index scores of 58 and 61 respectively).

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance.
- Perceptions increased most among residents aged 18 to 34 years (index score of 72, up 10 points) and men (index score of 71, up eight points).
- Residents aged 50 to 64 years (index score of 66) rate Council significantly lower than the average. In addition, residents of the North rate Council lowest (index score of 65). The latter group were also most likely to contact Council in 2020 (75%).

More than half of residents (56%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Only 11% rate Council as 'very poor' or 'poor'. A further 28% rate Council as 'average' in terms of providing value for money.





# Overall performance

## 2021 overall performance (index scores)

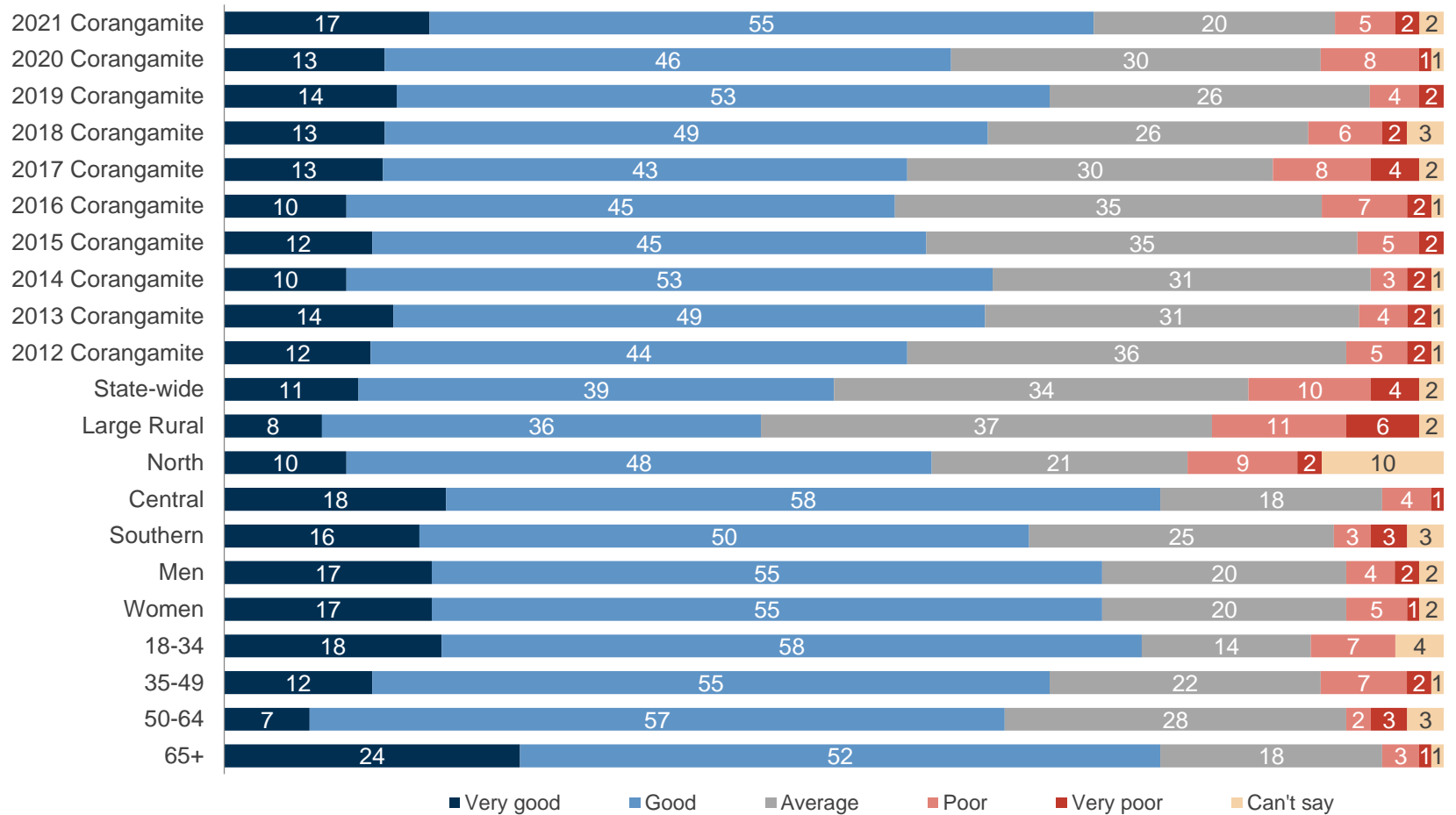
	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	74	68	72	72	67	68	68	69	73	69
18-34	72	62	68	65	59	64	67	66	64	68
Central	72	67	71	68	64	64	68	67	69	n/a
Women	71	68	69	68	65	65	67	67	68	66
Corangamite	71	65	69	66	63	64	65	66	67	65
Men	71	63	68	65	62	63	63	65	66	63
Southern	69	64	65	65	62	63	61	67	65	n/a
35-49	67	64	69	66	64	62	64	64	68	59
50-64	66	66	64	61	61	61	61	67	63	63
North	65	62	64	63	64	65	65	62	63	n/a
State-wide	61	58	60	59	59	59	60	61	60	60
Large Rural	58	55	56	56	54	54	56	n/a	n/a	n/a

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: 66 Councils asked group: 19  
 Version: 1. Version Date: 04/06/2021  
 Note: Please see Appendix A for explanation of significant differences.



# Overall performance

2021 overall performance (%)



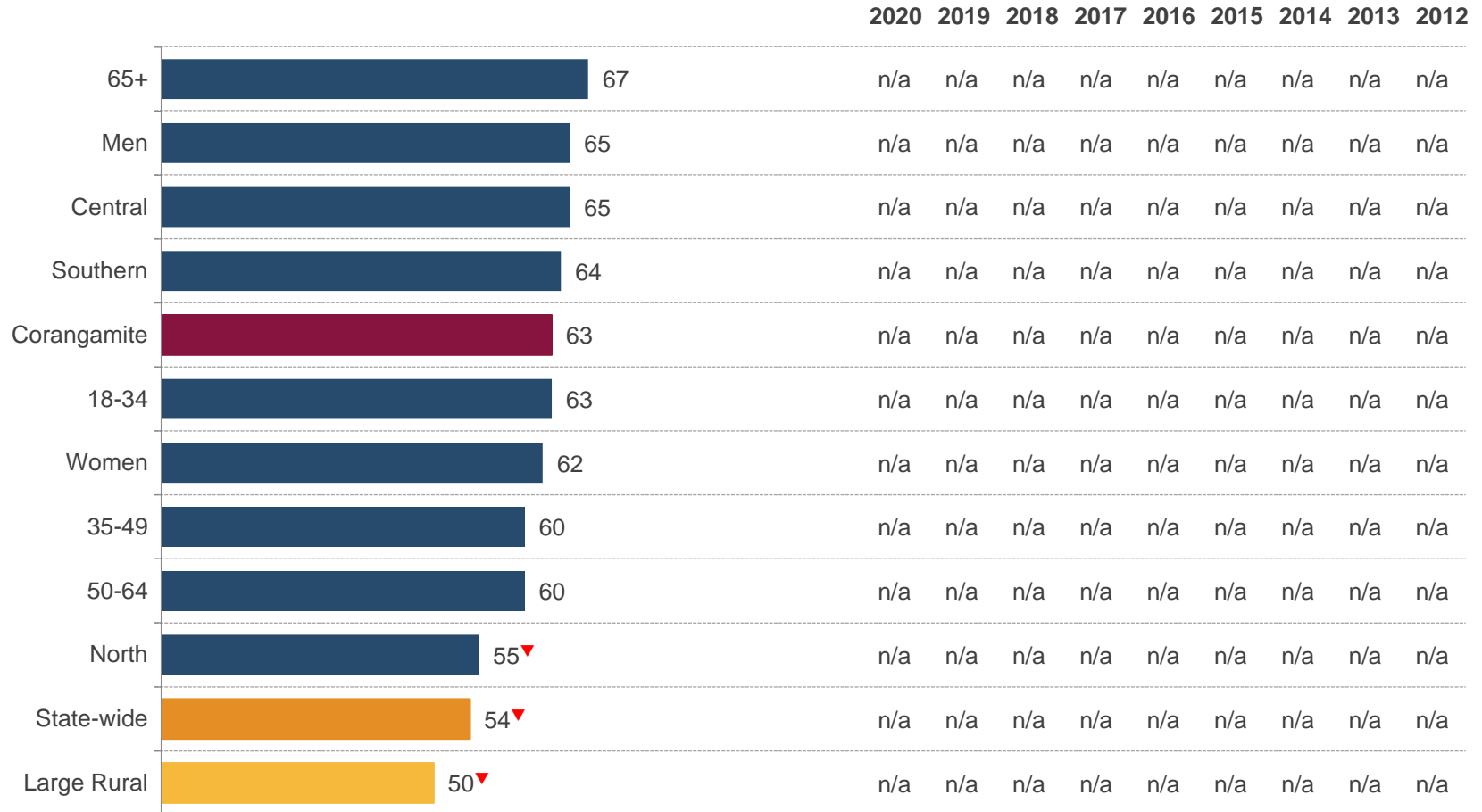
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Corangamite Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Version: 1. Version Date: 04/06/2021  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19





# Value for money in services and infrastructure

2021 value for money (index scores)



Q3b. How would you rate Corangamite Shire Council at providing good value for money in infrastructure and services provided to your community?

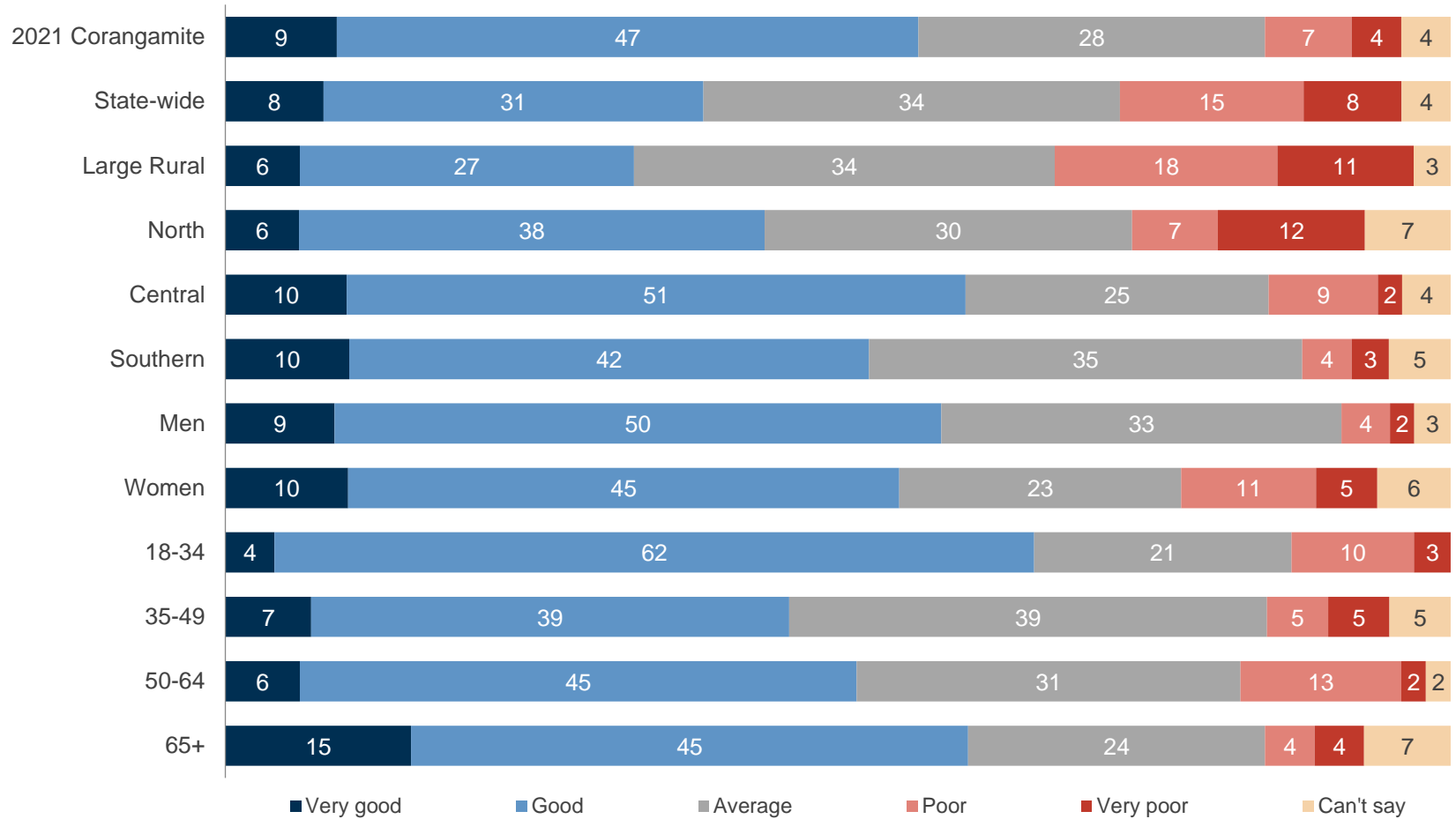
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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# Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Corangamite Shire Council at providing good value for money in infrastructure and services provided to your community?  
 Version: 1. Version Date: 04/06/2021  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



## Top performing service areas

Emergency and disaster management (index score of 79) is the area where Council performed best in 2021, improving by a significant three index points from 2020. Council performs significantly higher than the Large Rural group and State-wide averages in this area (index scores of 71 each).

COVID-19 response is Council's next highest rated service area (index score of 78), followed by:

- Appearance of public areas (index score of 78)
- Recreational facilities (index score of 76, up a significant three points from 2020).

Council rates significantly higher than the Large Rural group and State-wide averages in all three of the aforementioned service areas.

- Central residents (index score of 77) rate recreational facilities higher than residents of the North (index score of 71). Central residents similarly rate the appearance of public areas five index points higher than their Northern counterparts.

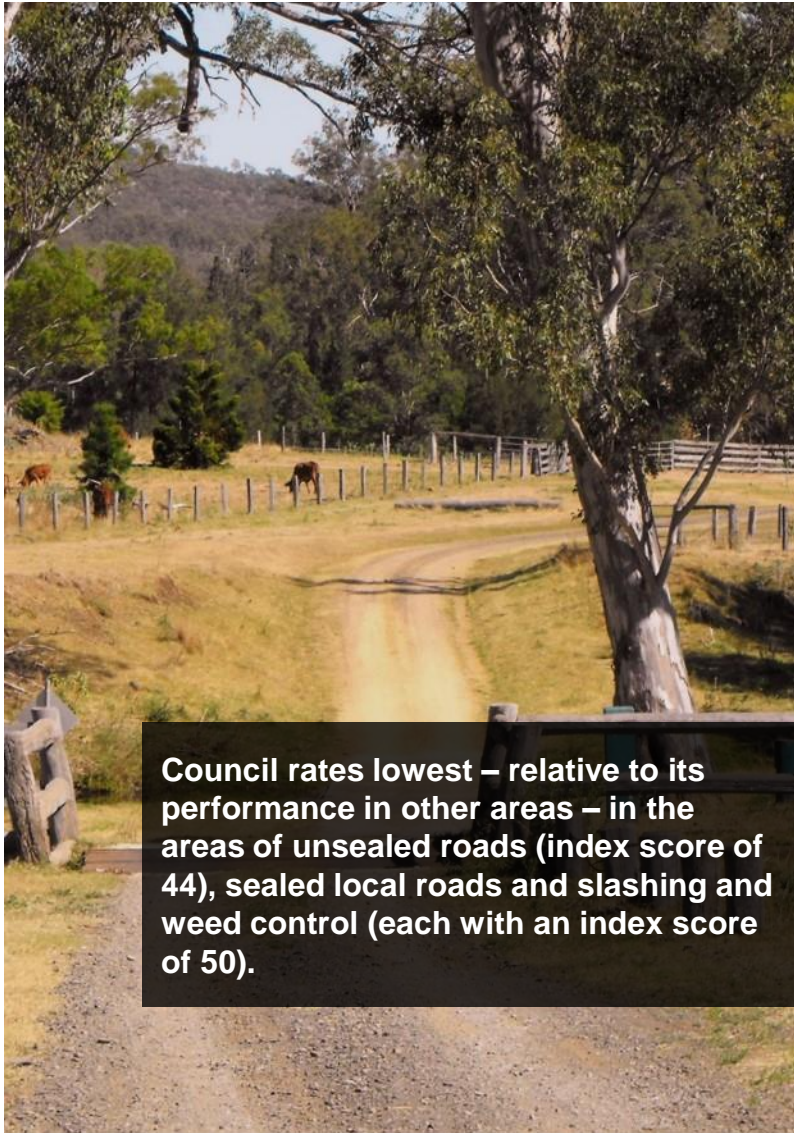
Council's most improved measures are slashing and weed control (index score of 50) and sealed local roads (index score of 50) – which experienced increases of 11 and nine points respectively.



**Emergency and disaster management (index score of 79) is the area where Council performed best in 2021, improving by a significant three index points from 2020.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 44), sealed local roads and slashing and weed control (each with an index score of 50).**

Council did not experience any significant declines in performance ratings in 2020.

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 44, up six points), sealed local roads (index score of 50, up nine points), and slashing and weed control (index score of 50, up 11 points). It is important to note, however, that perceptions of all three measures increased significantly in the past year.

- Ratings of unsealed roads have returned to previously higher levels achieved in 2012 (index score of 45).
- Ratings of sealed local roads are at a peak high level.

Council rates in line with Large Rural group averages for all three measures. Council also rates in line with State-wide averages with the exception of sealed local roads, where Council trails the State-wide average (index score of 57) by seven index points.

One-quarter (24%) of residents identify sealed road maintenance as the Council area most in need of improvement.



# Individual service area performance

## 2021 individual service area performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Emergency & disaster mngt	79	76	81	75	71	72	74	74	73	73
COVID-19 response	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	78	76	78	79	77	75	78	76	75	75
Recreational facilities	76	73	75	72	73	74	76	77	74	75
Elderly support services	75	76	73	74	74	73	78	78	78	74
Art centres & libraries	74	72	73	73	71	70	73	73	n/a	n/a
Family support services	73	72	73	70	72	69	71	75	74	72
Informing the community	72	69	71	69	67	67	69	70	69	66
Waste management	71	67	69	69	71	69	72	72	70	71
Community & cultural	69	70	70	68	68	69	71	72	73	68
Disadvantaged support serv.	69	66	68	63	67	63	67	72	n/a	n/a
Tourism development	68	66	67	65	64	66	68	69	n/a	n/a
Enforcement of local laws	68	66	69	66	66	68	66	68	68	67
Community decisions	67	63	65	64	61	61	64	64	n/a	n/a
Business & community dev.	67	64	65	64	62	63	63	64	n/a	n/a
Consultation & engagement	66	64	68	64	60	62	67	65	67	65
Town planning policy	64	63	63	59	61	60	63	64	n/a	n/a
Lobbying	64	62	64	64	59	57	63	61	63	61
Environmental sustainability	63	63	66	63	63	64	66	67	67	67
Local streets & footpaths	62	59	62	62	57	60	65	62	58	60
Planning & building permits	60	61	59	58	58	59	57	56	58	57
Slashing & weed control	50	39	46	45	44	48	49	45	50	57
Sealed local roads	50	41	44	37	37	36	38	38	n/a	n/a
Unsealed roads	44	38	40	40	35	39	37	40	40	45

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

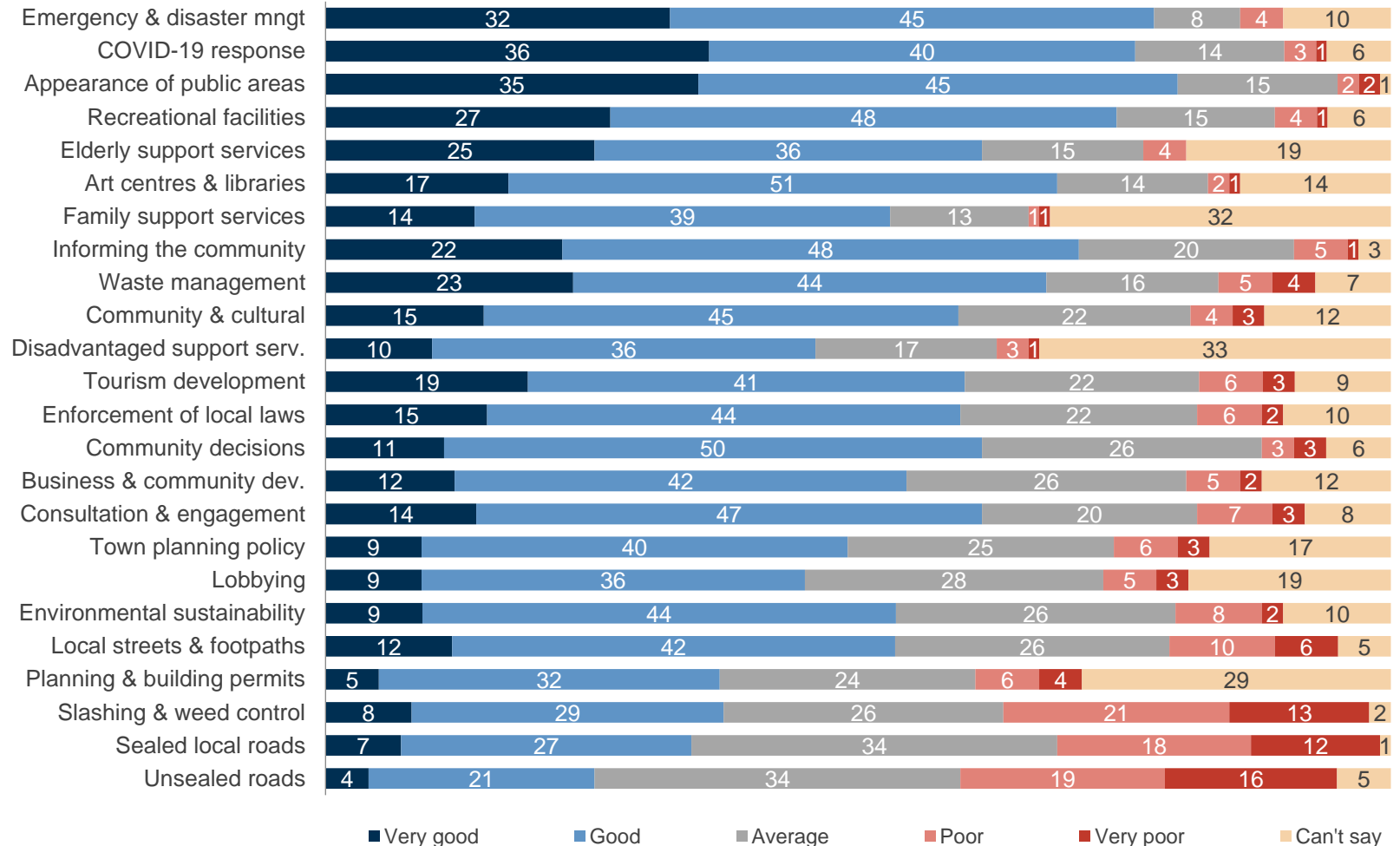
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



# Individual service area performance

2021 individual service area performance (%)





## Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

**Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.**

Following on from that, other individual service areas with a moderate-to-strong influence on the overall performance rating are:

- The appearance of public areas
- Informing the community
- Environmental sustainability
- Business and community development
- Council's COVID-19 response
- Planning and building permits.

Looking at these key service areas only, the appearance of public areas and Council's COVID-19 response have a high performance index (78 for each) and a moderate influence on the overall performance rating. Council is also performing well on informing the

community (performance index of 72). Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate-to-strong influence on overall perceptions, but perform relatively less well, are planning and building permits, environmental sustainability and business and community development (performance index of 60, 63 and 67 respectively).

**Ensuring that Council's approach to planning and building permits is well managed and being sensitive to community views on environmental sustainability and local business and community development can also help shore up positive opinions of Council.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

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

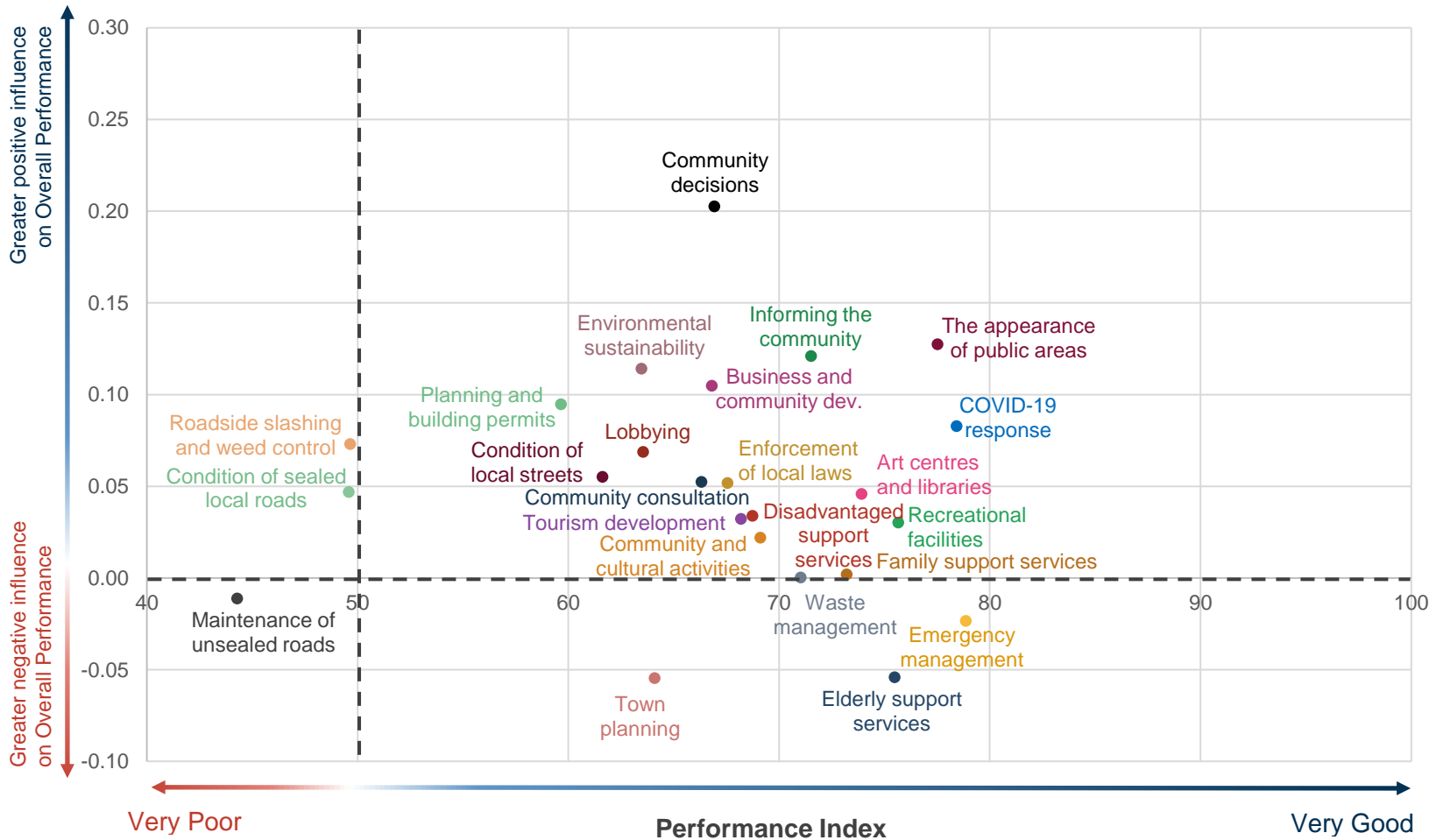
**Key insights from this analysis are derived from the second chart.**





# Influence on overall performance: all service areas

2021 regression analysis (all service areas)

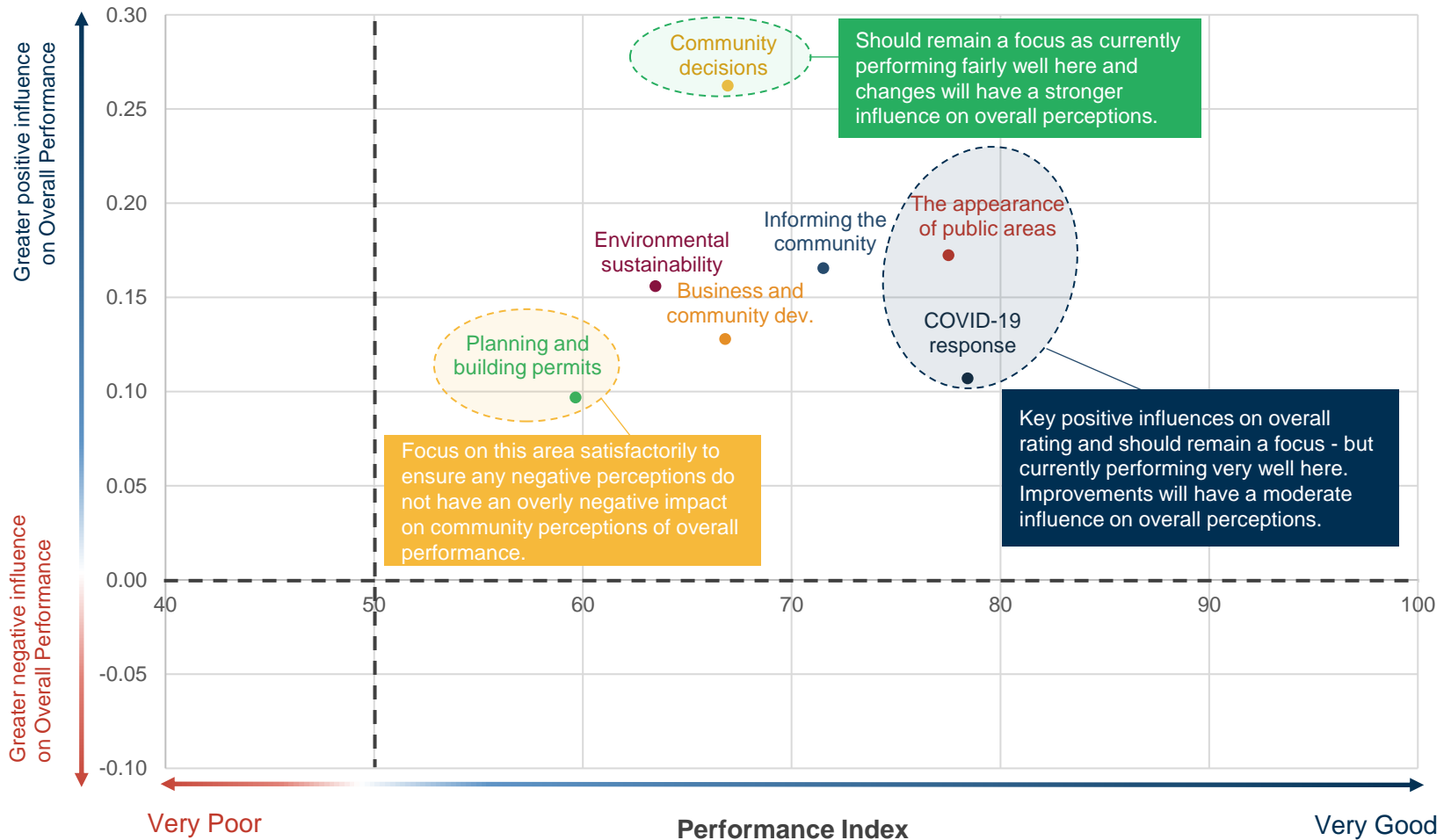


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.622 and adjusted  $R^2$  value of 0.598, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 25.78$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R<sup>2</sup> value of 0.593 and adjusted R<sup>2</sup> value of 0.586, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model error was statistically significant at p = 0.0001, F = 81.73.



# Best things about Council and areas for improvement

**2021 best things about Council (%)**  
- Top mentions only -



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



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: 28 Councils asked group: 9

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 12

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



# Customer service



## Contact with council and customer service

### Contact with council

Close to two-thirds of Council residents (65%) have had contact with Council in the last 12 months. Rate of contact is within one percentage point of the previous two years (64% in 2020 and 66% in 2019).

- Southern residents (50%) are least likely, and significantly less so, to have contacted Council in the past year than other resident groups.

- By comparison, Northern residents are most likely to have contacted Council (75%). They are 25 percentage points more likely to have contacted Council in the past year than their counterparts in the Southern region.

### Customer service

Council's customer service index score of 76 is unchanged from 2020. Customer service ratings have been consistently high for the past decade.

Just fewer than four in five residents (78%) provide a positive customer service rating of 'very good' or 'good'.

- Customer service is rated significantly higher than the Large Rural group and State-wide averages (index scores of 68 and 70 respectively).
- Perceptions of customer service are higher in the Central and South (index score of 78 and 77 respectively) than in the Northern region (index score of 69).
- Residents aged 35 to 49 year rate Council significantly higher than average (index score of 85 compared to 76 overall), which represents a significant 11-point increase from 2020.

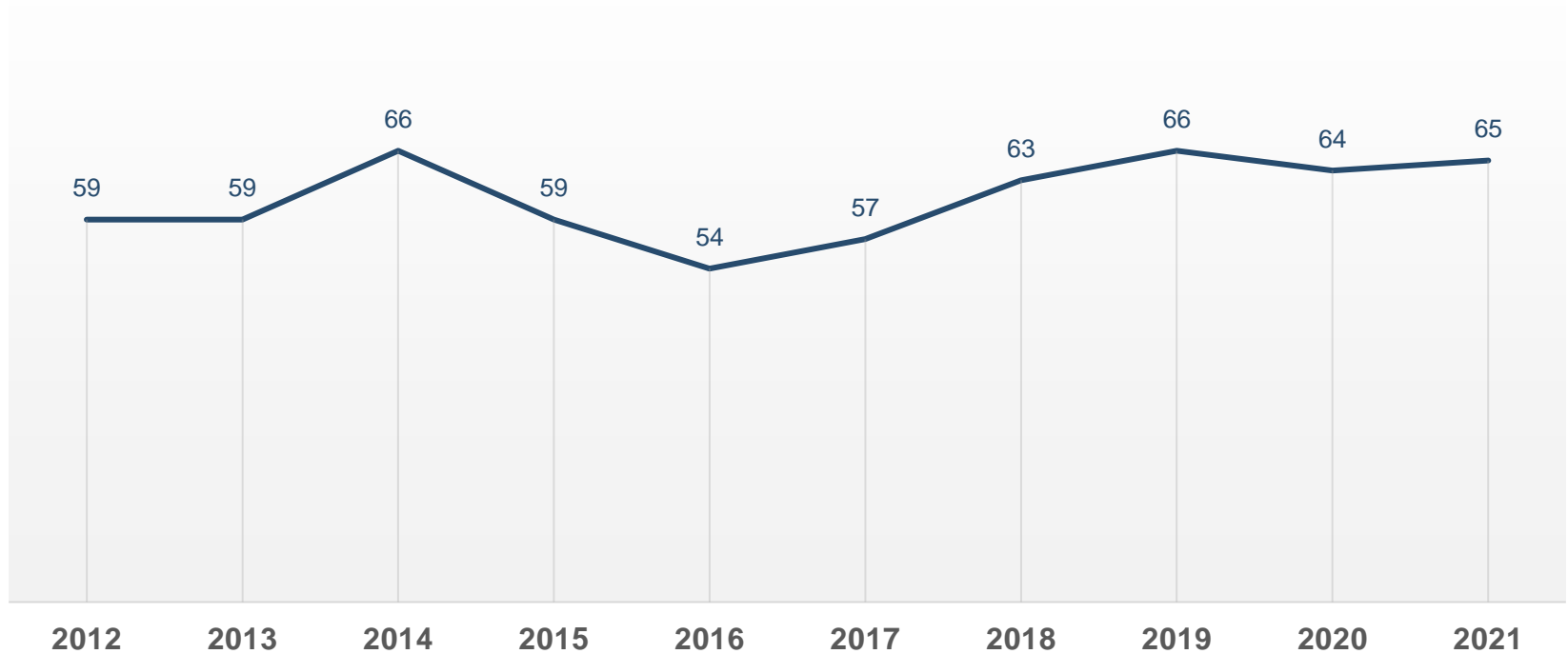


**Among those who have had contact with Council, 78% provide a positive customer service rating of 'very good' or 'good', including 46% of residents who rate Council's customer service as 'very good'.**



# Contact with council

**2021 contact with council (%)**  
Have had contact

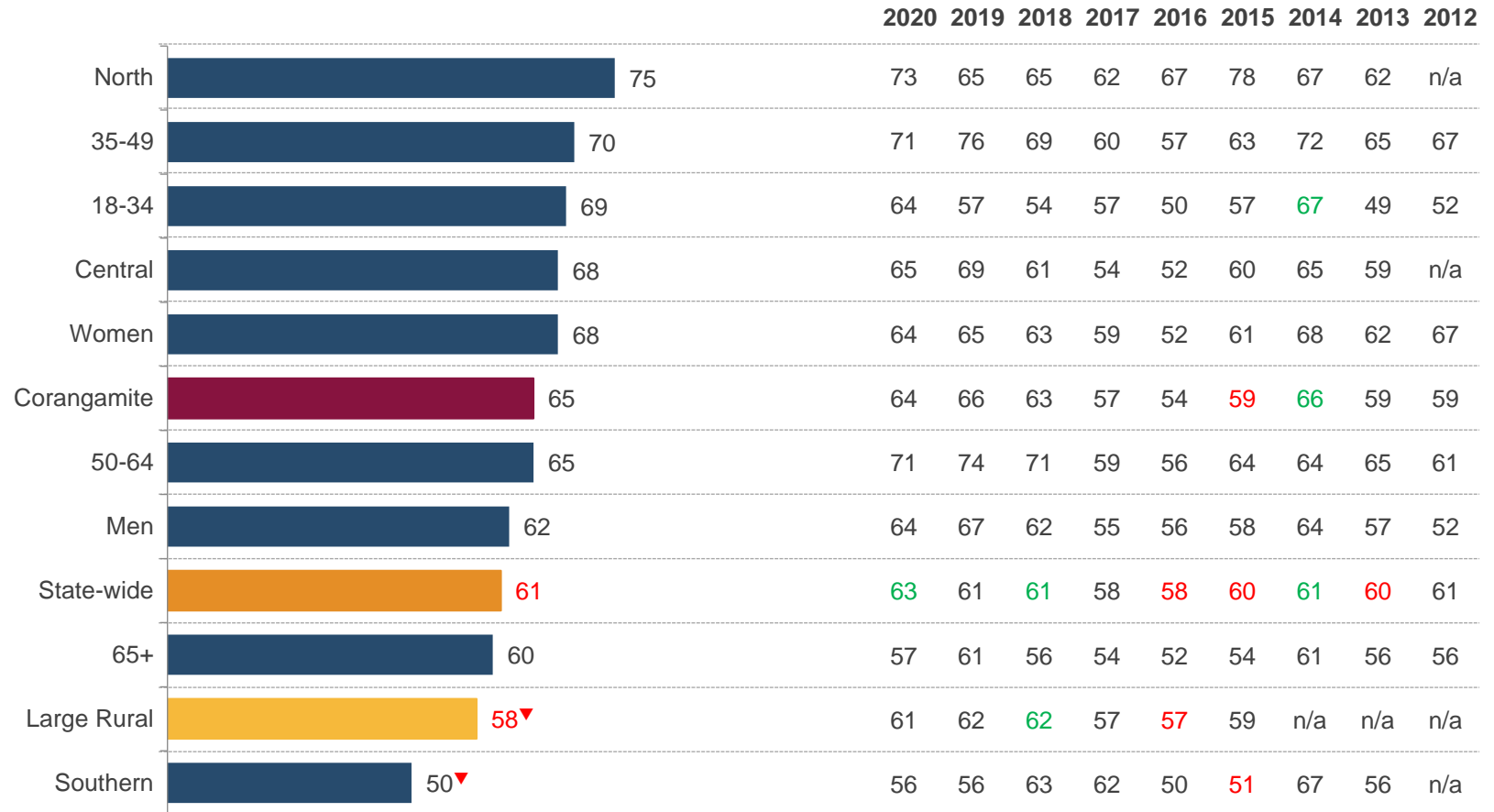


Q5. Over the last 12 months, have you or any member of your household had any contact with Corangamite Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 10



# Contact with council

## 2021 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?

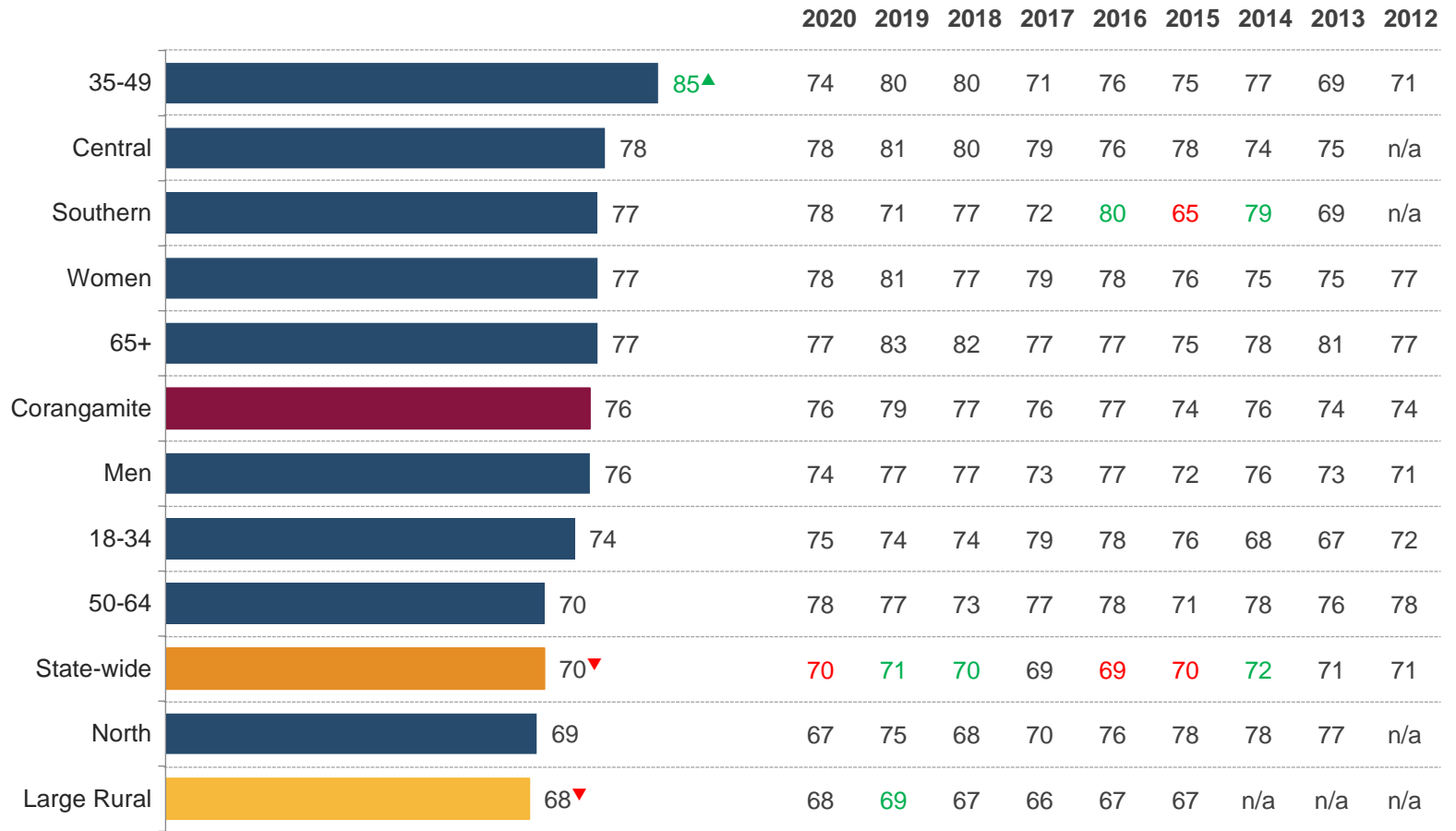
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 10  
Version: 1. Version Date: 04/06/2024

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



# Customer service rating

2021 customer service rating (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: 66 Councils asked group: 19

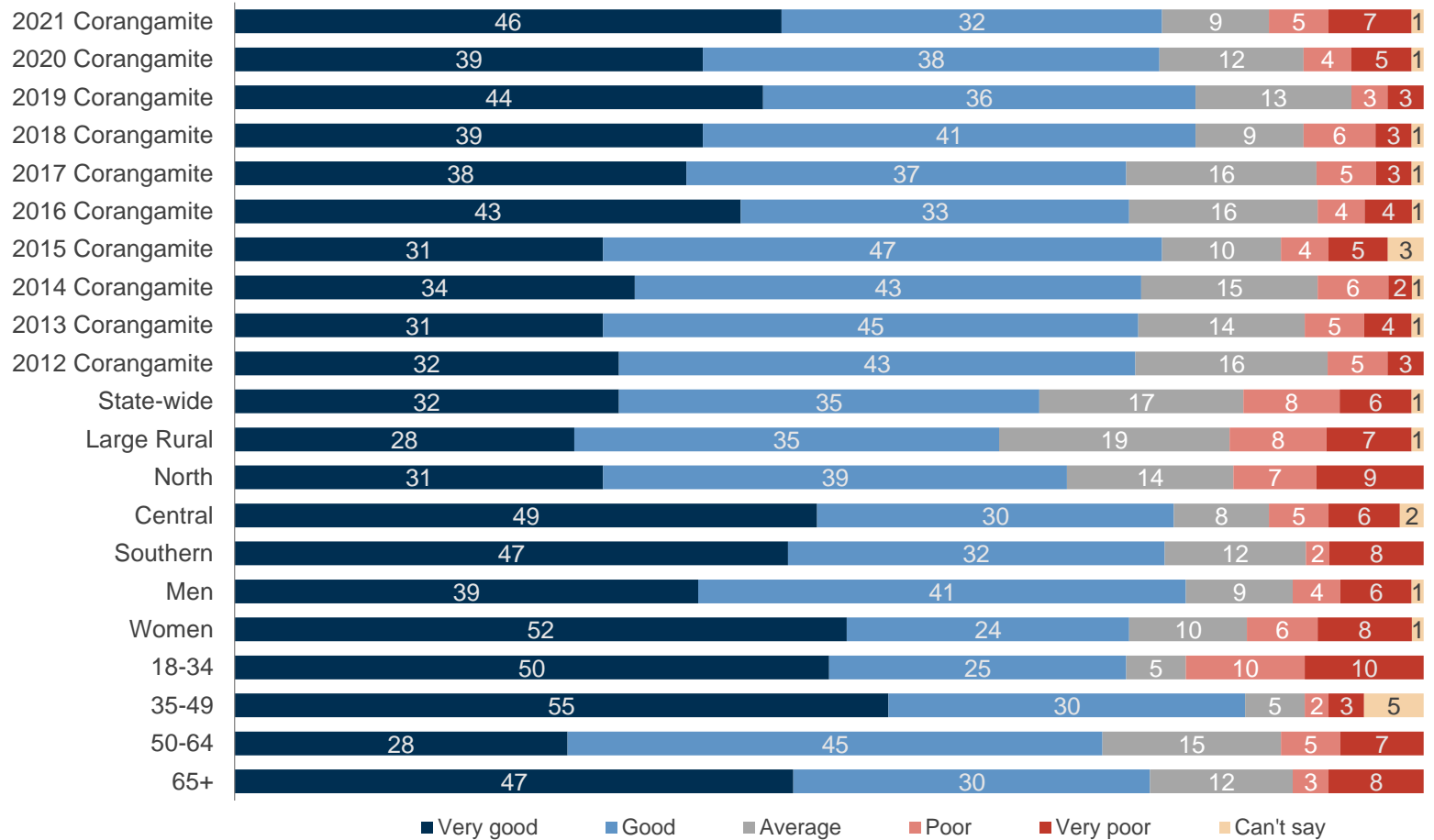
Note: Please see Appendix A for explanation of significant differences.





# Customer service rating

2021 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: 66 Councils asked group: 19



# Communication

## Communication

A newsletter sent via mail (38%, up seven percentage points from 2020) continues to comprise the most preferred form of communication from Council.

- Residents under 50 years of age give almost equal preference to a newsletter sent via mail (33%) as they do to social media updates (30%).
- The popularity of a newsletter sent via mail increased by 11 percentage points from last year among this age group. Conversely, preferences for a newsletter sent via email declined by eight percentage points to 13%.
- The preferred form of communication among residents aged over 50 years of age is also by far a newsletter sent via mail (41%), ahead of advertising in a local newspaper (17%).





# Best form of communication

2021 best form of communication (%)



Q13. If Corangamite Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10  
 Version: 1. Version Date: 04/06/2021  
 Note: Social media was included in 2019.



# Best form of communication: under 50s

2021 under 50s best form of communication (%)



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

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

Note: Social media was included in 2019.



# Best form of communication: over 50s

2021 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 35 Councils asked group: 10  
 Note: Social media was included in 2019.



# Council direction



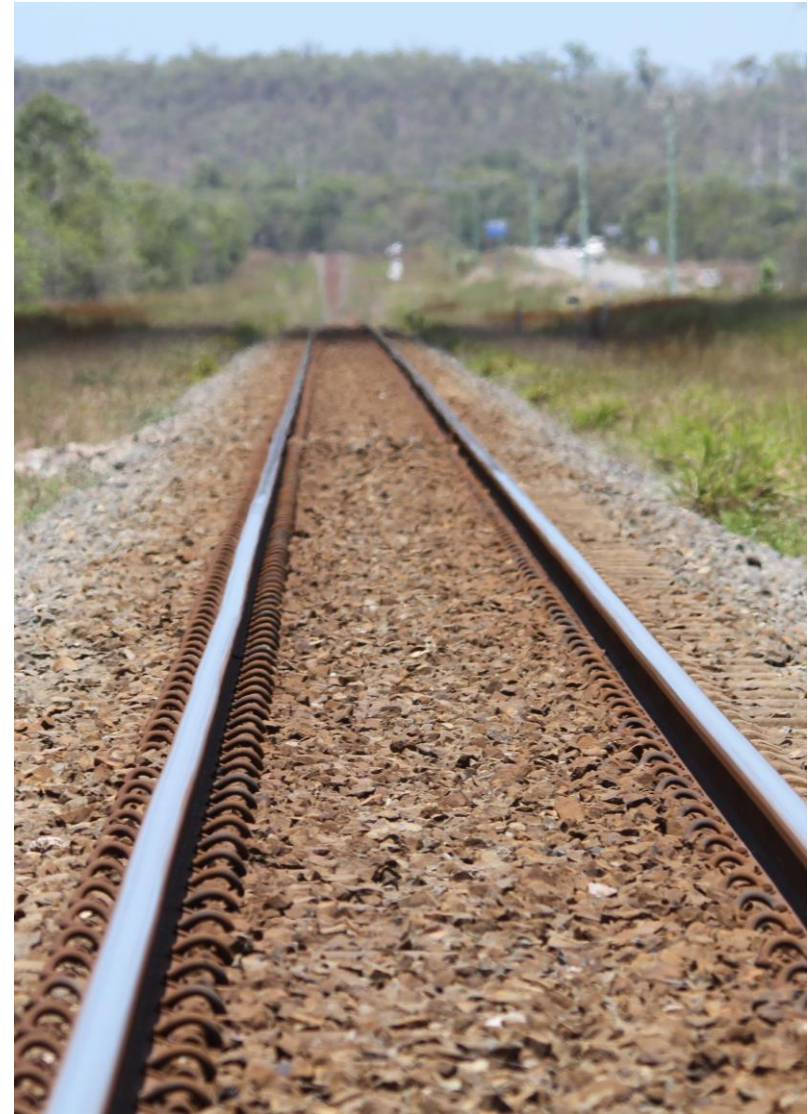
## Council direction

Over the last 12 months, 69% believe the direction of Council's overall performance has remained the same, in line with 2020 results (67%). Another one in five (22%, up two points) believe the direction has improved in the last 12 months. A scant 6% believe it has deteriorated (down from 9% in 2020).

- The most satisfied with Council direction are those aged 18 to 34 years (index score of 61, an increase of 10 index points in the last year). The least satisfied with Council direction are those aged 50 to 64 years (index score of 55).
- However, perceptions among demographic and geographic cohorts do not differ significantly from the Council average.

Whilst performance is perceived as largely remaining the same (despite improvement in the data), four in five (80%) residents believe Council is generally headed in the right direction, including 28% who say it is 'definitely' headed in the right direction.

Nevertheless, the vast majority (89%) of residents say there is still 'a lot' (35%) or 'a little' (54%) room for improvement in Corangamite Shire Council's overall performance, in line with the 2020 result (when 90% said there was room for improvement).







# Overall council direction last 12 months

## 2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	51	57	60	53	55	65	57	50	55
65+	60	57	62	61	59	58	57	61	63	59
Women	60	58	58	60	56	56	57	59	59	57
Central	60	57	59	59	59	56	60	60	59	n/a
Corangamite	58	56	57	57	56	55	58	60	58	56
Men	57	53	56	54	56	55	59	61	57	54
North	56	53	53	53	52	50	54	62	50	n/a
Southern	56	54	51	57	51	57	57	59	59	n/a
35-49	56	57	52	57	56	52	53	59	59	53
50-64	55	56	55	50	52	56	60	62	57	57
State-wide	53	51	53	52	53	51	53	53	53	52
Large Rural	51	50	51	52	52	48	51	n/a	n/a	n/a

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

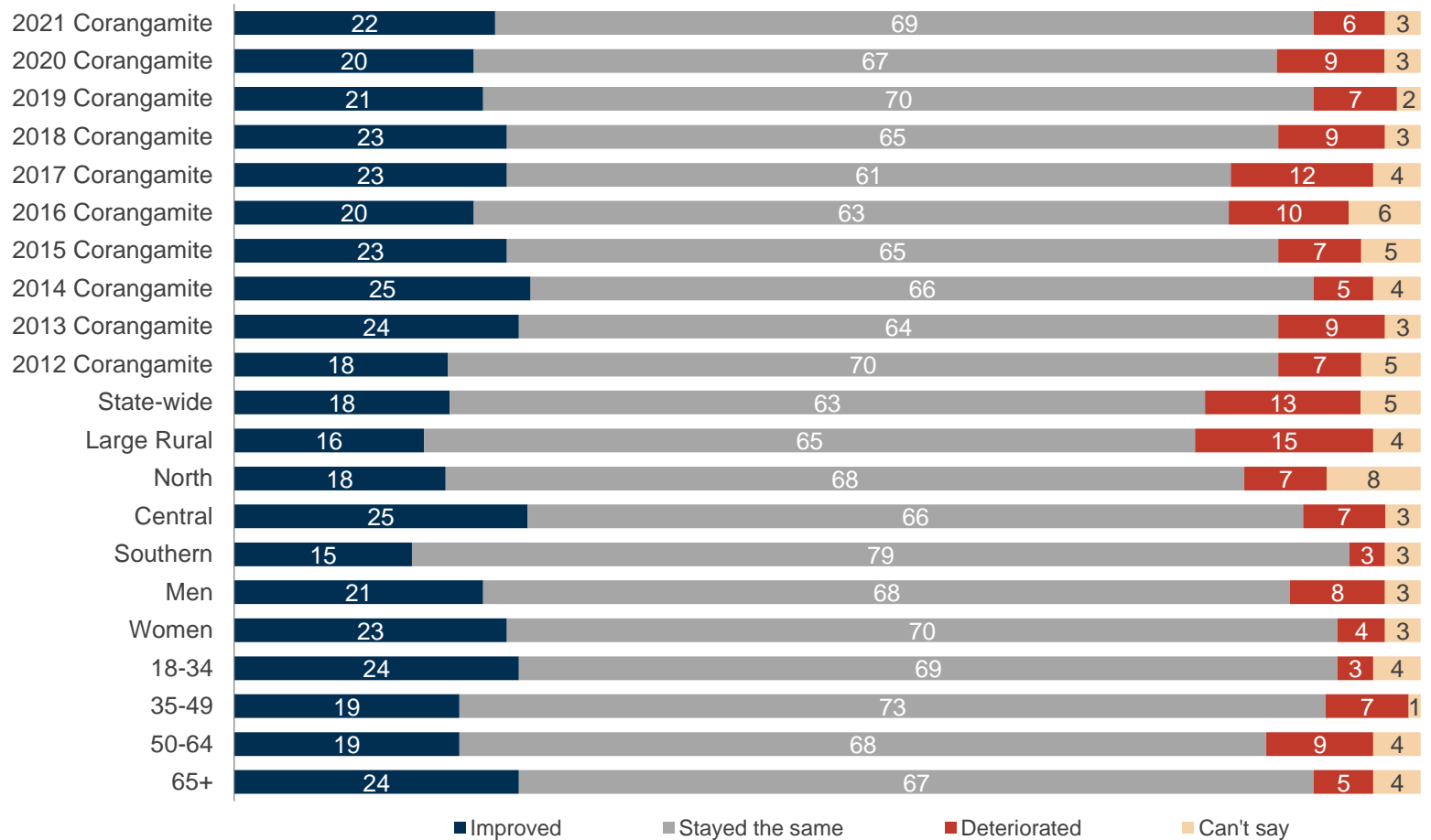
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



# Overall council direction last 12 months

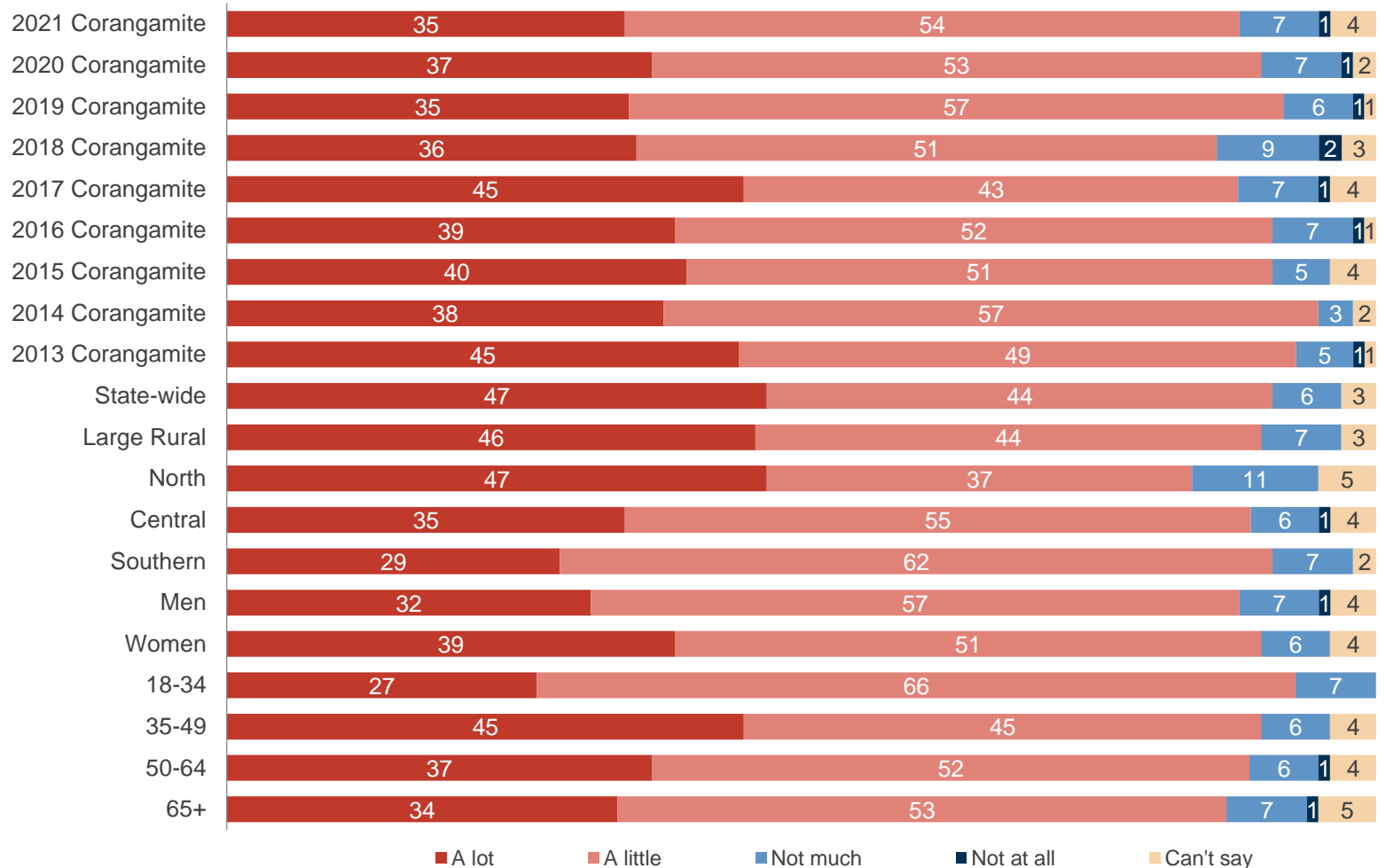
2021 overall council direction (%)





# Room for improvement in services

2021 room for improvement in services (%)



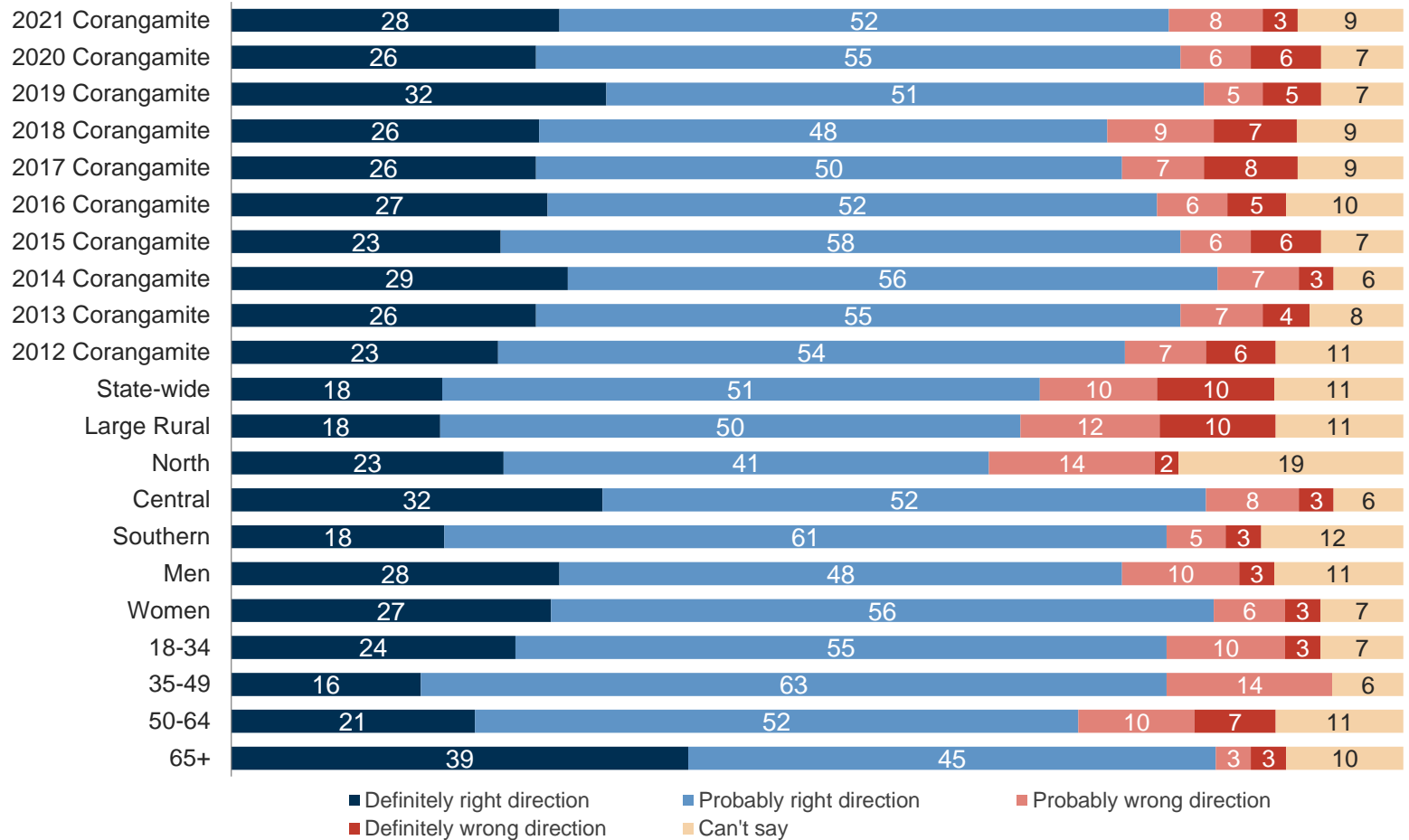
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Corangamite Shire Council's overall performance?

Version: 1. Version Date: 04/06/2021. Base: All respondents. Councils asked state-wide: 3 Councils asked group: 2



# Right / wrong direction

2021 right / wrong direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, light blue network pattern of interconnected nodes and lines, resembling a data or communication network. The background of the 'W' is a dark blue gradient.

# Individual service areas



# Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	71▲	62	70	66	60	62	73	63	64	69
65+	68	65	71	67	62	66	66	72	68	70
Central	68	65	71	67	62	64	68	65	67	n/a
Men	68	62	67	62	59	59	65	64	65	66
Corangamite	66	64	68	64	60	62	67	65	67	65
Southern	65	64	61	62	56	59	64	65	65	n/a
Women	65	67	69	67	61	65	68	67	69	63
50-64	63	66	62	59	57	62	63	64	65	63
35-49	62	65	70	65	60	58	66	62	69	59
North	62	62	65	59	62	62	68	69	67	n/a
State-wide	56▼	55	56	55	55	54	56	57	57	57
Large Rural	54▼	54	54	54	52	52	54	n/a	n/a	n/a

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

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

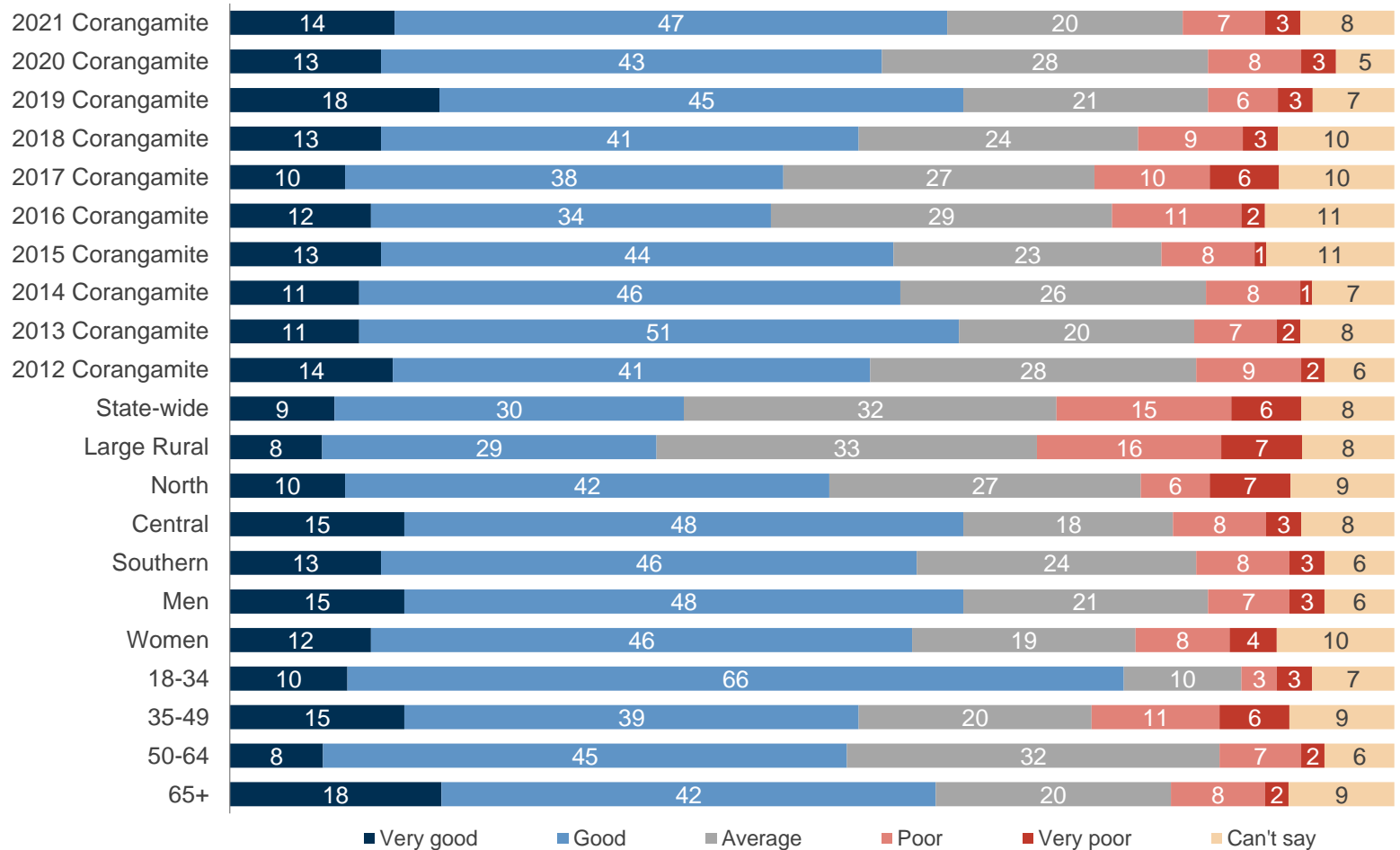
Version: 1. Version Date: 04/06/2024. Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2021 consultation and engagement performance (%)





# Lobbying on behalf of the community performance



## 2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	67	63	68	60	60	65	65	66	64
18-34	66	59	68	58	54	69	56	59	64
Central	66	64	68	61	59	66	62	64	n/a
Men	64	59	64	57	57	63	60	62	61
Corangamite	64	62	64	59	57	63	61	63	61
Women	63	65	66	65	61	58	63	62	63
50-64	60	65	61	60	59	57	59	60	61
Southern	60	59	59	60	55	52	56	58	63
35-49	58	62	64	60	58	57	60	61	64
North	56	59	58	59	58	59	61	58	58
State-wide	55	53	54	54	54	53	55	56	55
Large Rural	54	53	52	52	51	50	53	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 15

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

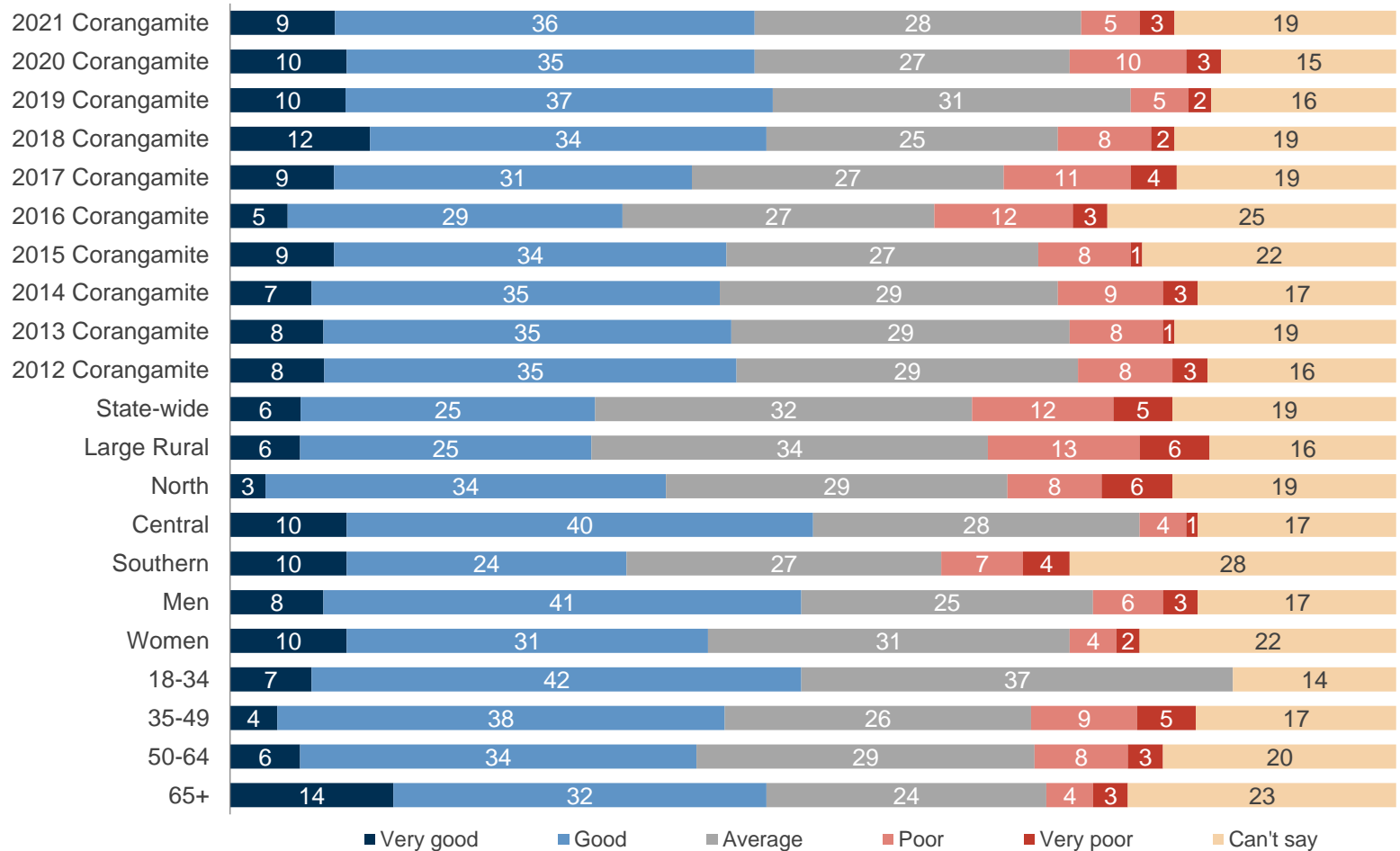




# Lobbying on behalf of the community performance



2021 lobbying performance (%)



# Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	67	64	53	66	72	64	n/a	n/a
65+	66	67	69	65	64	65	68	n/a	n/a
Central	65	68	67	64	63	66	64	n/a	n/a
Men	62	64	65	59	59	62	63	n/a	n/a
Corangamite	63	65	64	61	61	64	64	n/a	n/a
Women	65	67	63	63	64	66	65	n/a	n/a
Southern	64	59	61	52	59	62	64	n/a	n/a
50-64	63	61	59	61	58	57	63	n/a	n/a
35-49	61	67	63	61	57	65	60	n/a	n/a
North	54	60	61	62	58	60	64	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
Large Rural	52	52	52	51	50	52	n/a	n/a	n/a

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

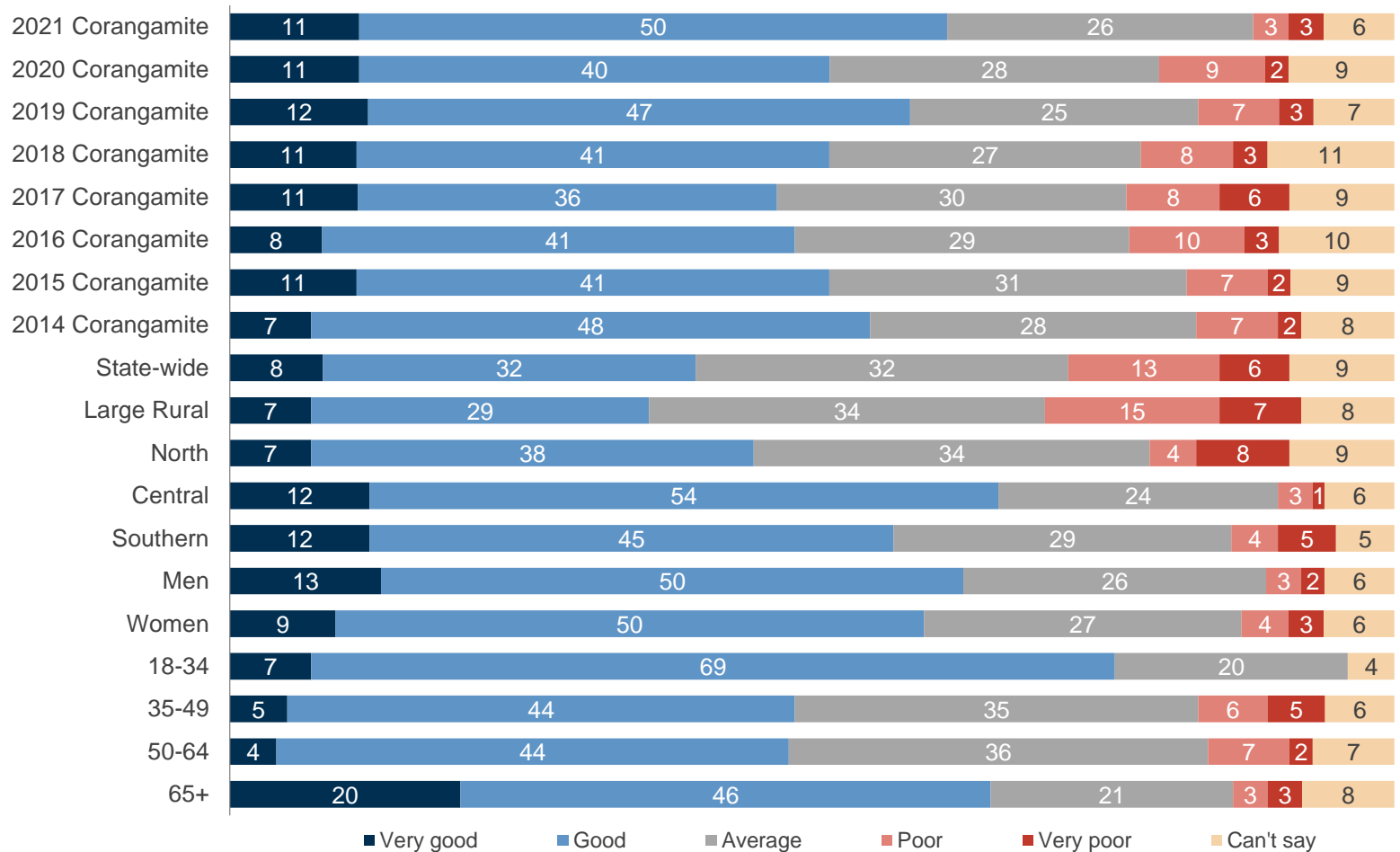
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2021 community decisions made performance (%)



# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54	56	53	53	54	55	55	n/a	n/a
65+	45	49	46	43	43	45	44	n/a	n/a
Central	43	46	37	37	39	44	40	n/a	n/a
Women	40	45	38	37	34	39	38	n/a	n/a
Large Rural	47	47	45	43	44	45	n/a	n/a	n/a
Corangamite	41	44	37	37	36	38	38	n/a	n/a
Men	41	43	36	36	38	37	39	n/a	n/a
18-34	40	43	32	33	42	39	40	n/a	n/a
North	40	43	39	38	26	28	32	n/a	n/a
50-64	40	41	35	33	32	33	34	n/a	n/a
Southern	34	36	35	35	35	30	37	n/a	n/a
35-49	34	41	31	33	26	32	35	n/a	n/a

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

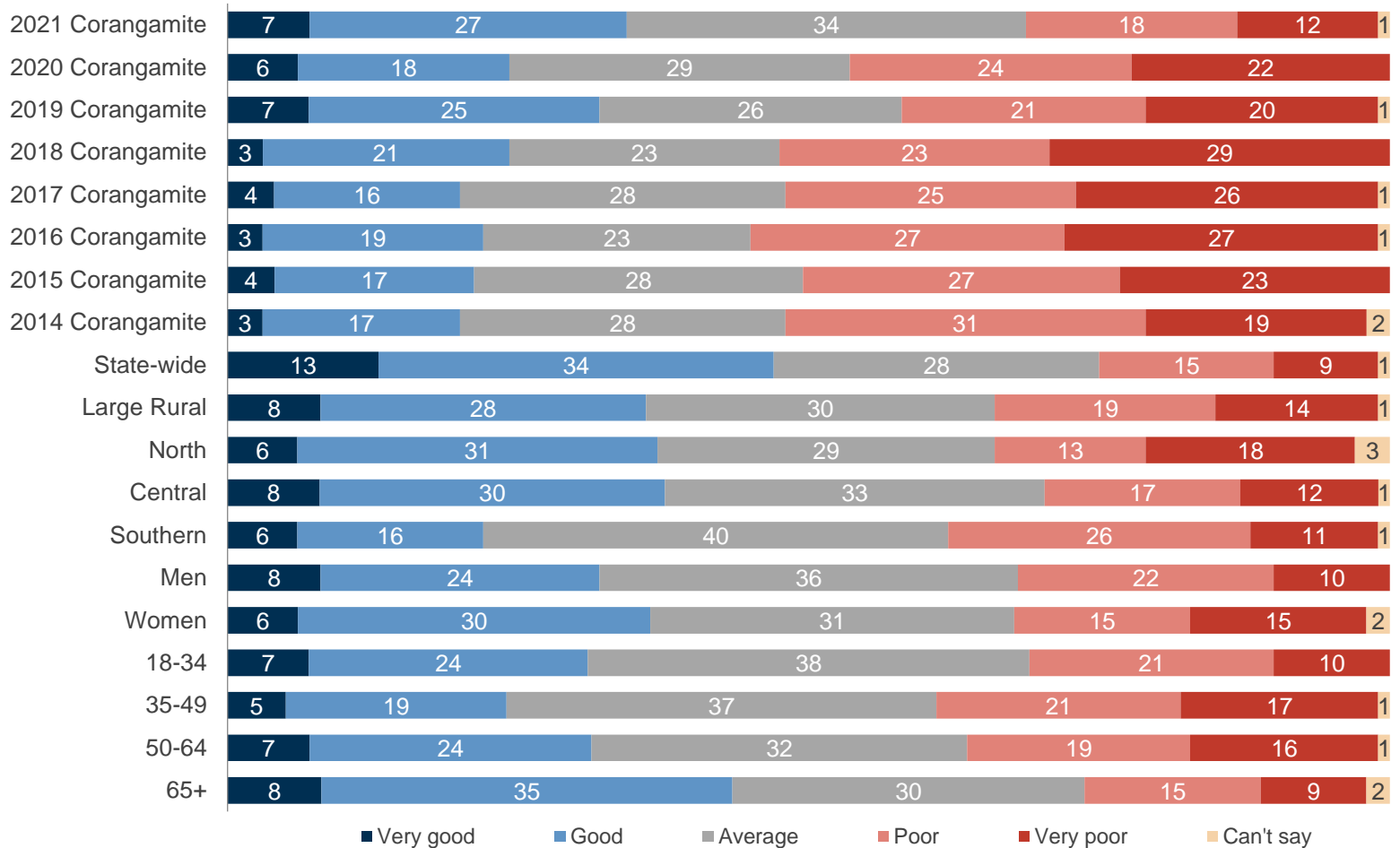
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)

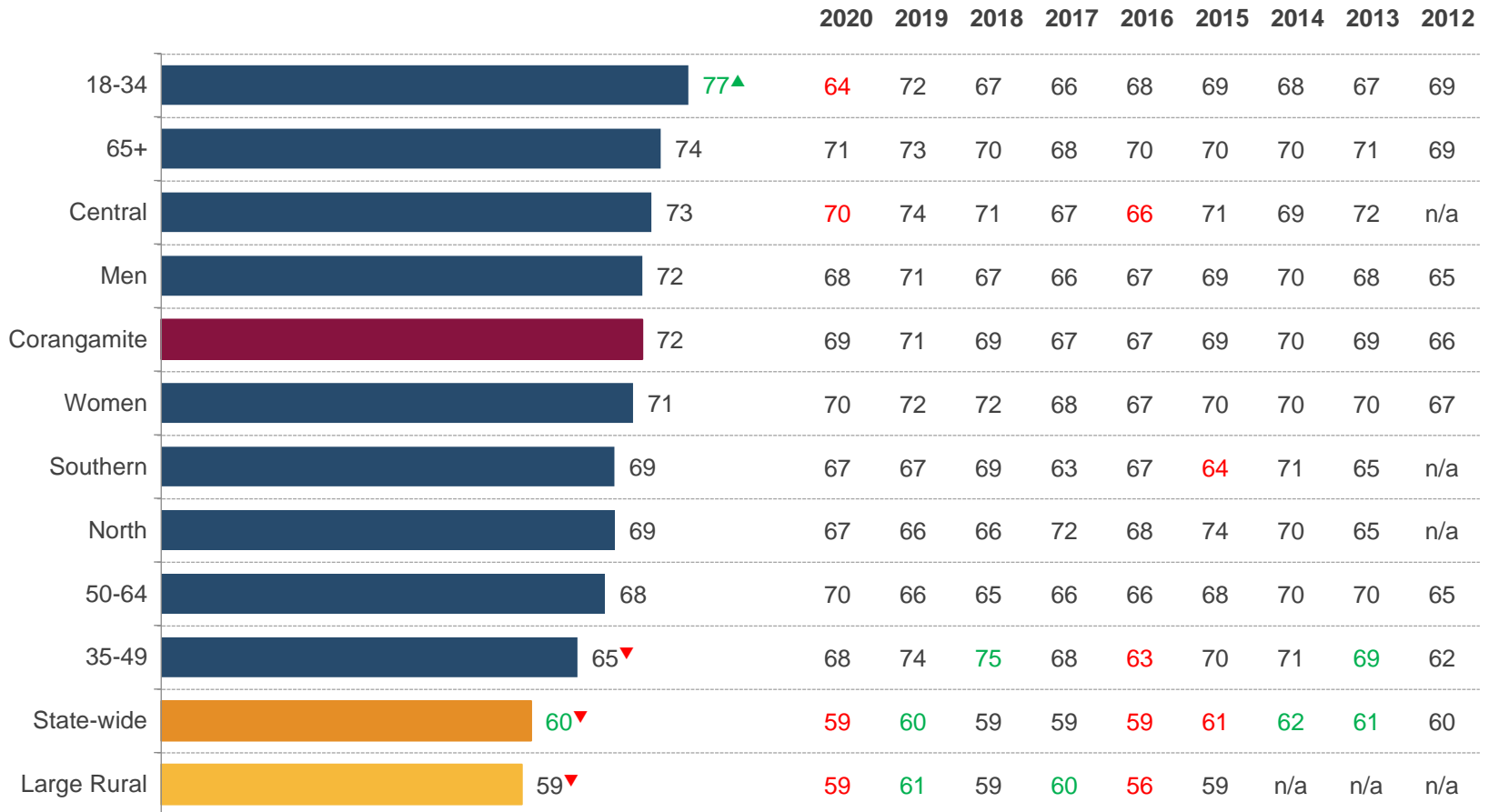




# Informing the community performance



2021 informing community performance (index scores)



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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 8

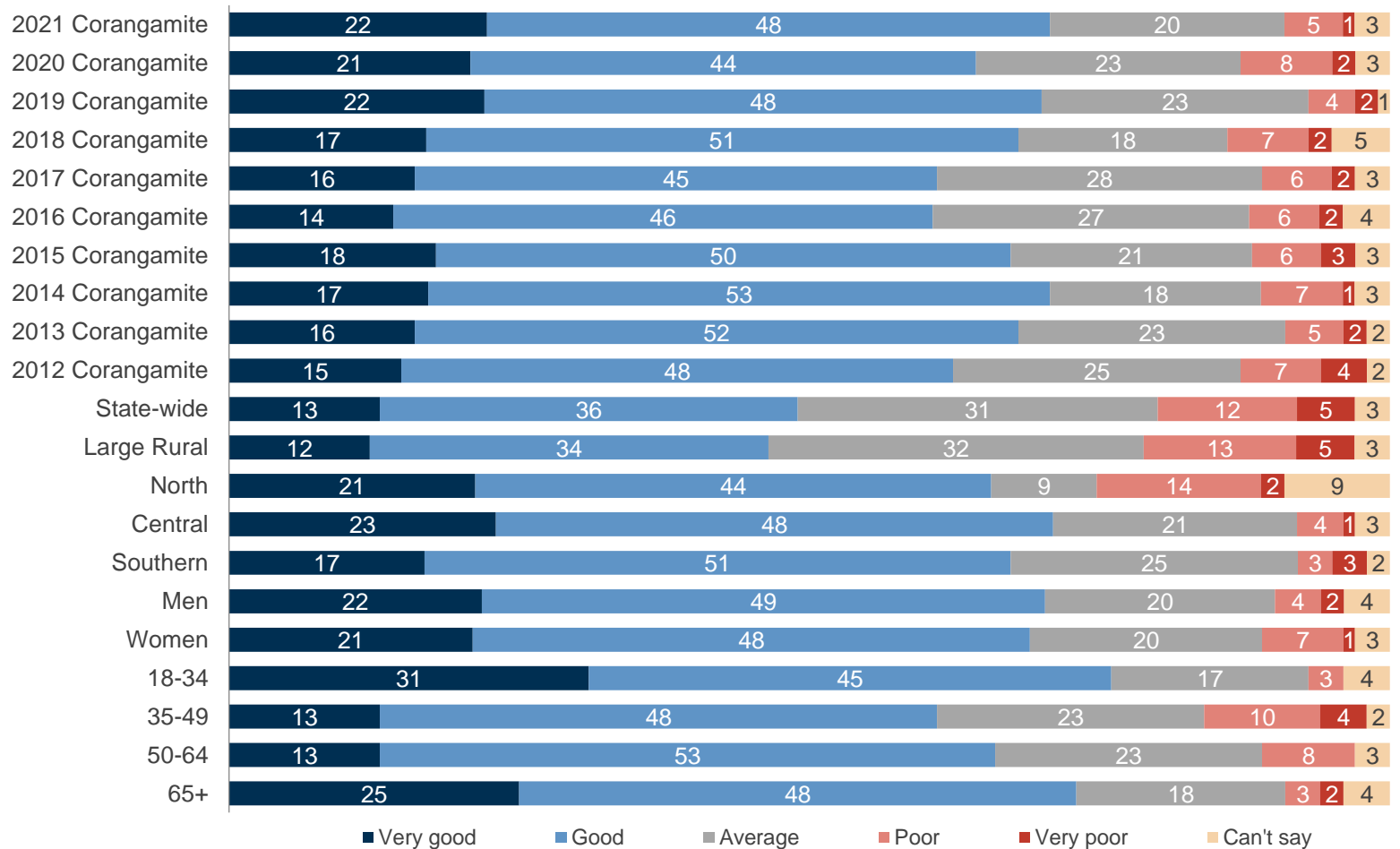
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2021 informing community performance (%)



# The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	58	62	62	57	61	65	64	58	63
18-34	60	63	66	55	59	70	63	53	66
65+	60	63	64	62	61	63	61	62	57
Central	59	64	63	58	62	66	63	61	n/a
Southern	60	65	61	52	60	63	61	54	n/a
Corangamite	59	62	62	57	60	65	62	58	60
50-64	63	61	58	55	58	62	59	60	60
State-wide	58	59	58	57	57	58	58	58	57
Women	61	62	62	57	58	64	60	58	56
35-49	54	62	61	52	60	64	64	57	57
North	60	53	60	59	50	65	56	51	n/a
Large Rural	54	55	54	53	53	54	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10

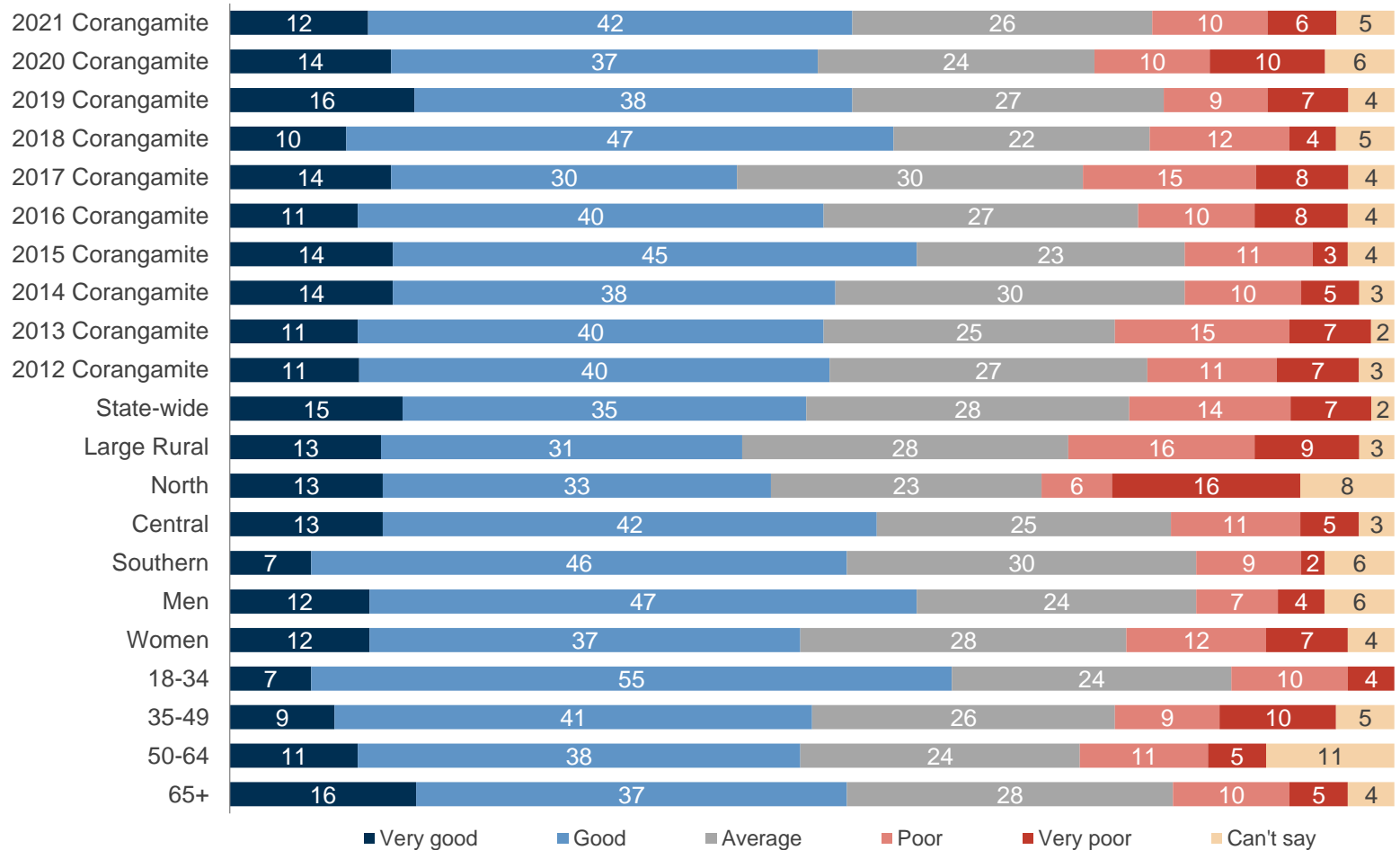
Note: Please see Appendix A for explanation of significant differences.



# The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)





# Enforcement of local laws performance



2021 law enforcement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	73▲	72	69	71	66	72	69	68	65	75
Central	69	67	69	67	65	68	68	68	68	n/a
65+	68	66	72	65	63	66	65	69	69	68
Men	68	64	66	64	65	68	64	68	68	67
Corangamite	68	66	69	66	66	68	66	68	68	67
Women	67	68	72	67	66	67	69	67	67	68
Southern	67	60	67	65	64	64	64	66	69	n/a
State-wide	64▼	63	64	64	64	63	66	66	65	65
Large Rural	64▼	64	64	64	63	63	65	n/a	n/a	n/a
50-64	64	62	63	63	61	65	66	69	66	62
35-49	63	64	72	64	73	69	66	64	70	66
North	61	71	68	62	70	73	64	70	64	n/a

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

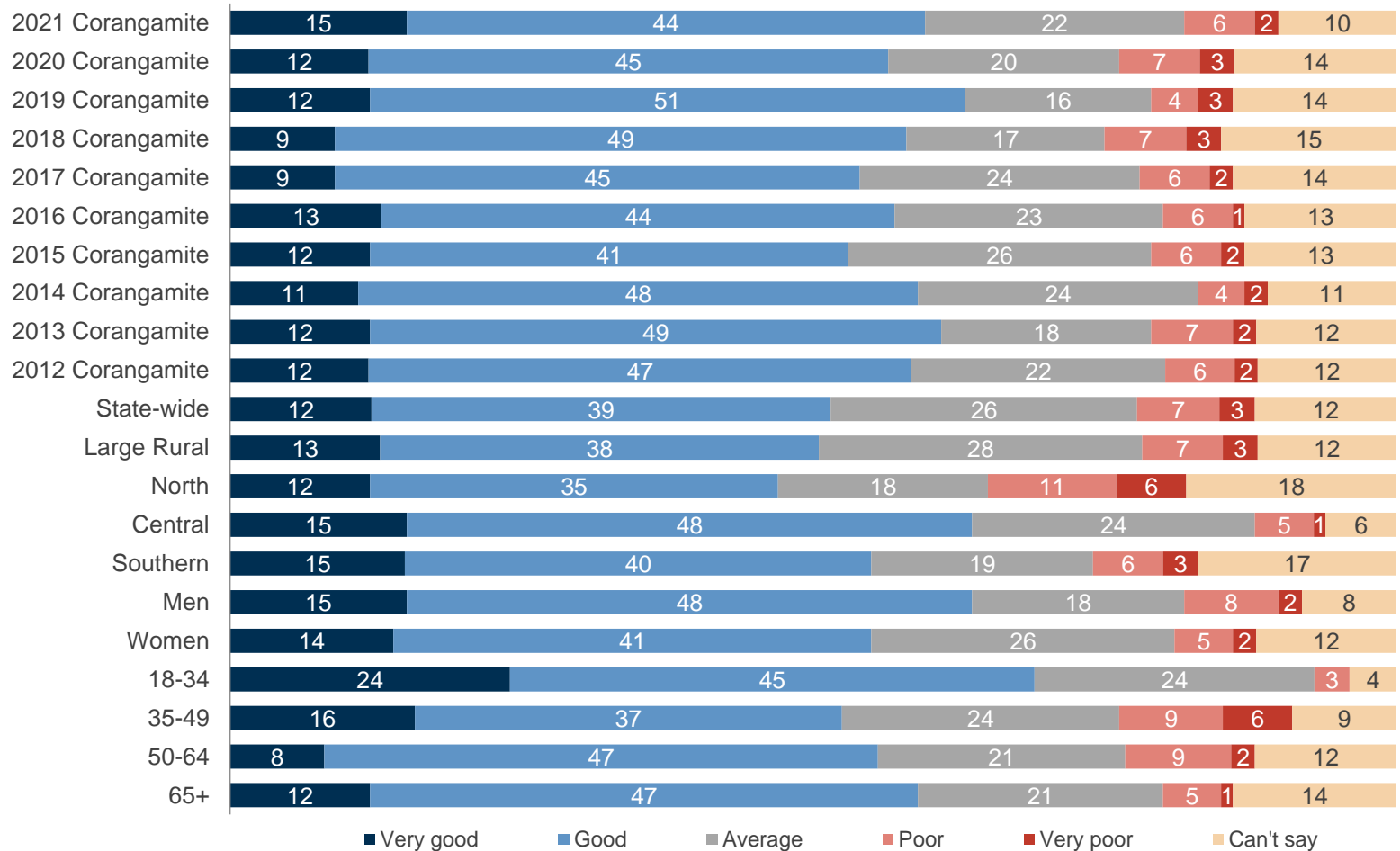
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2021 law enforcement performance (%)





# Family support services performance



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	77▲	77	72	74	72	77	80	79	79
Men	76▲	73	69	68	68	69	76	71	75
Central	74	73	72	71	72	73	73	74	n/a
Southern	73	73	72	74	63	69	77	75	n/a
Corangamite	73	73	70	72	69	71	75	74	72
18-34	72	70	65	70	75	69	75	68	70
Women	71	72	71	75	70	73	73	77	70
35-49	71	66	73	72	72	65	71	70	74
North	70	66	73	62	70	66	72	77	69
50-64	70	71	70	69	68	65	67	73	74
State-wide	66▼	66	67	66	67	66	67	68	67
Large Rural	66▼	64	65	65	65	64	67	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: 29 Councils asked group: 8

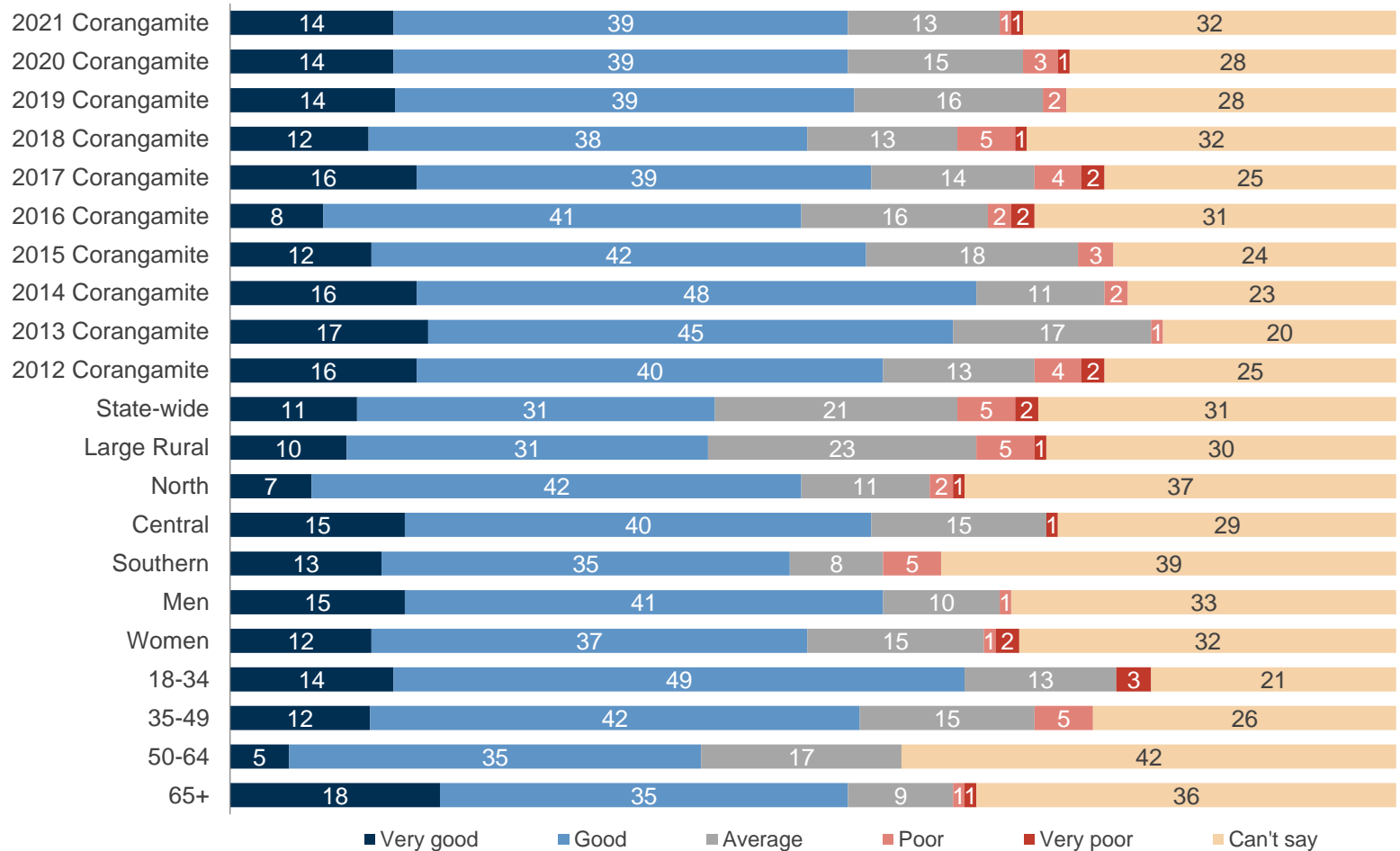
Version: 1. Version Date: 04/06/2024. Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2021 family support performance (%)





# Elderly support services performance



2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	79	80	78	79	76	77	82	82	81	81
Men	77	74	73	72	72	72	78	77	76	72
Southern	76	78	78	74	71	71	76	78	79	n/a
Corangamite	75	76	73	74	74	73	78	78	78	74
Central	75	77	73	75	75	76	80	78	77	n/a
North	75	72	68	71	75	68	77	75	79	n/a
Women	74	78	74	76	77	75	78	78	80	75
18-34	74	74	68	70	78	75	75	73	78	69
35-49	73	72	69	73	68	69	78	77	75	69
50-64	72	75	74	72	74	71	76	76	77	74
State-wide	69	68	68	68	68	68	69	70	69	69
Large Rural	68	67	67	67	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: 32 Councils asked group: 8

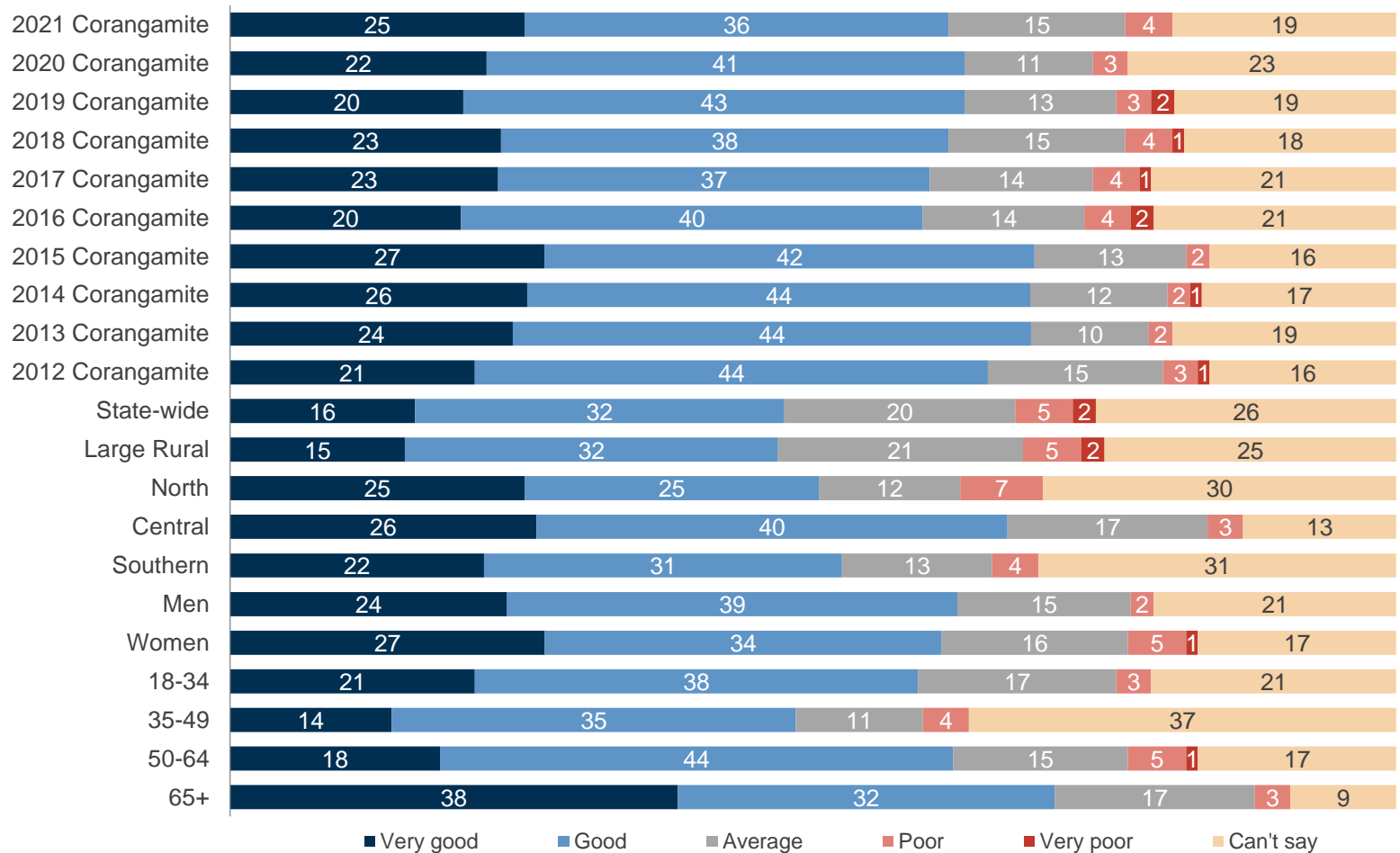
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2021 elderly support performance (%)





# Disadvantaged support services performance



2021 disadvantaged support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	74▲	72	73	67	70	68	73	77	n/a	n/a
North	69	64	60	59	58	56	66	72	n/a	n/a
Men	69	65	67	62	66	63	68	74	n/a	n/a
Central	69	66	70	66	69	65	69	72	n/a	n/a
Corangamite	69	66	68	63	67	63	67	72	n/a	n/a
Women	68	67	68	64	68	63	66	70	n/a	n/a
50-64	67	61	65	61	66	62	66	70	n/a	n/a
18-34	67	60	65	61	65	61	58	70	n/a	n/a
Southern	67	64	68	61	64	60	62	71	n/a	n/a
Large Rural	64▼	61	61	61	61	61	62	n/a	n/a	n/a
State-wide	63▼	60	62	61	61	61	62	64	62	63
35-49	63▼	64	67	64	65	59	67	69	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3

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

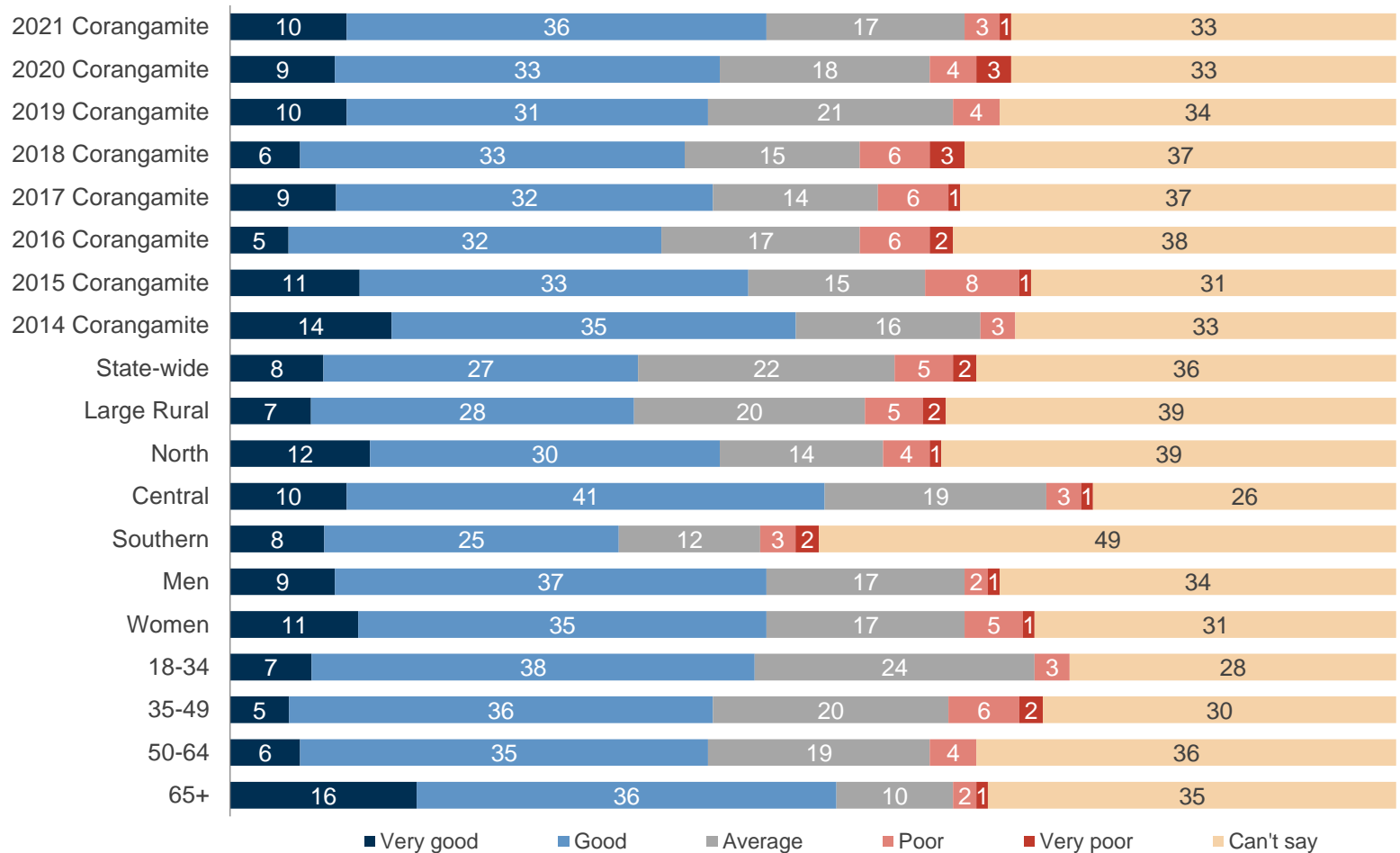




# Disadvantaged support services performance



2021 disadvantaged support performance (%)





# Recreational facilities performance



2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	80▲	77	78	78	77	78	79	81	78	80
Central	77	74	75	72	74	74	76	78	74	n/a
18-34	77	67	74	65	71	76	74	75	69	75
Women	76	75	76	73	74	76	78	77	77	75
Corangamite	76	73	75	72	73	74	76	77	74	75
Men	75	71	75	71	72	72	75	77	71	75
50-64	74	76	73	71	72	72	74	77	75	74
Southern	73	74	77	74	72	74	75	78	75	n/a
North	71	66	74	70	71	75	78	75	71	n/a
State-wide	71▼	70	70	69	70	69	70	71	70	70
35-49	69▼	69	76	72	71	71	76	76	72	71
Large Rural	68▼	67	68	66	66	65	66	n/a	n/a	n/a

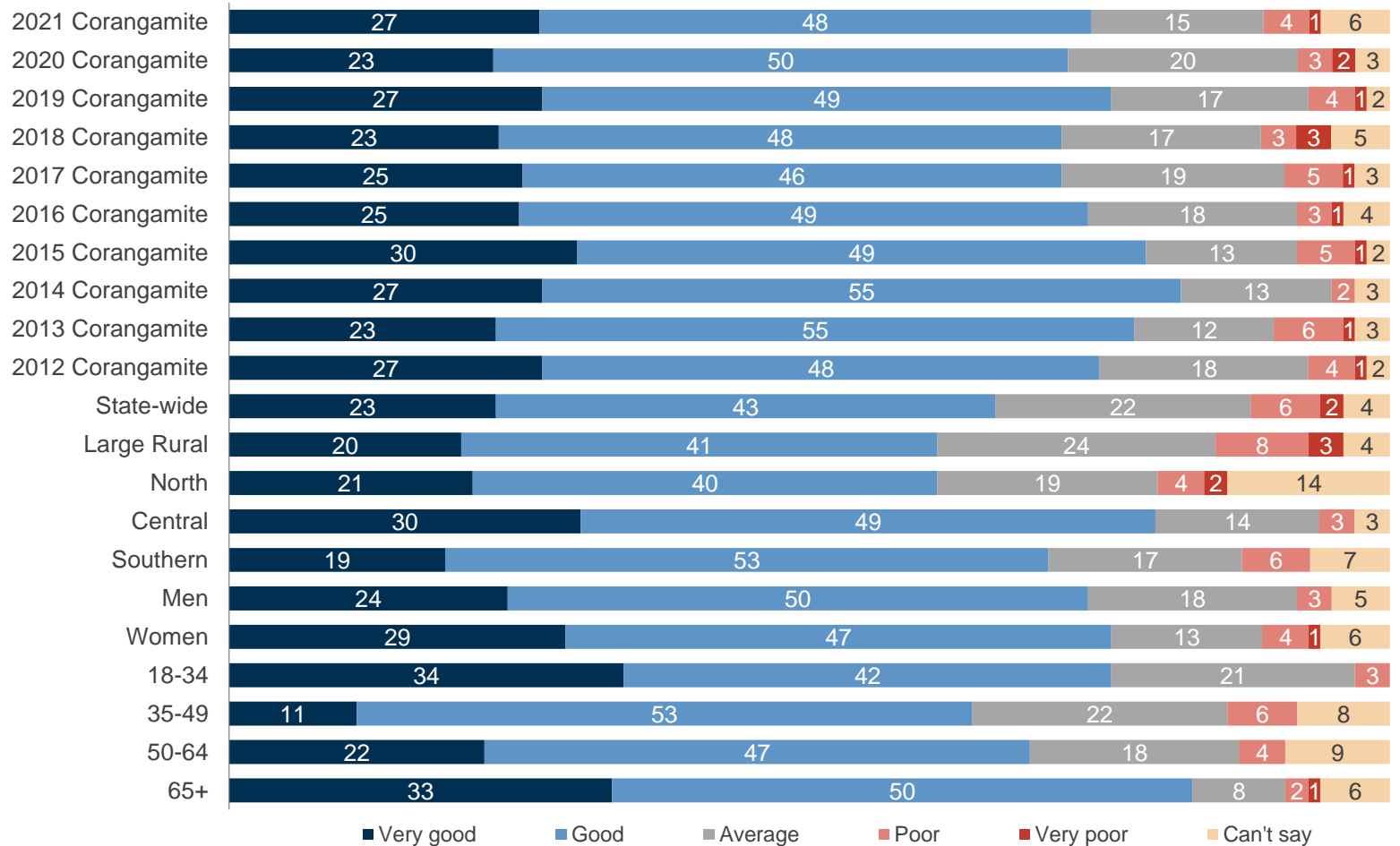
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 10  
 Version: 1.0 Version Date: 04/06/2024  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2021 recreational facilities performance (%)





# The appearance of public areas performance



2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80	80	79	75	74	79	76	75	75
65+	79	76	78	77	74	78	77	75	77
Central	79	77	78	78	75	79	76	75	n/a
Men	78	76	78	76	75	76	78	75	75
Corangamite	78	76	79	77	75	78	76	75	75
Women	77	76	80	78	76	81	75	75	75
Southern	76	78	81	75	75	77	78	77	n/a
35-49	76	72	81	78	77	81	75	75	74
50-64	74	77	75	78	76	74	78	76	74
North	74	72	76	76	76	81	77	74	n/a
State-wide	73	72	71	71	71	72	72	71	71
Large Rural	70	71	69	69	69	69	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

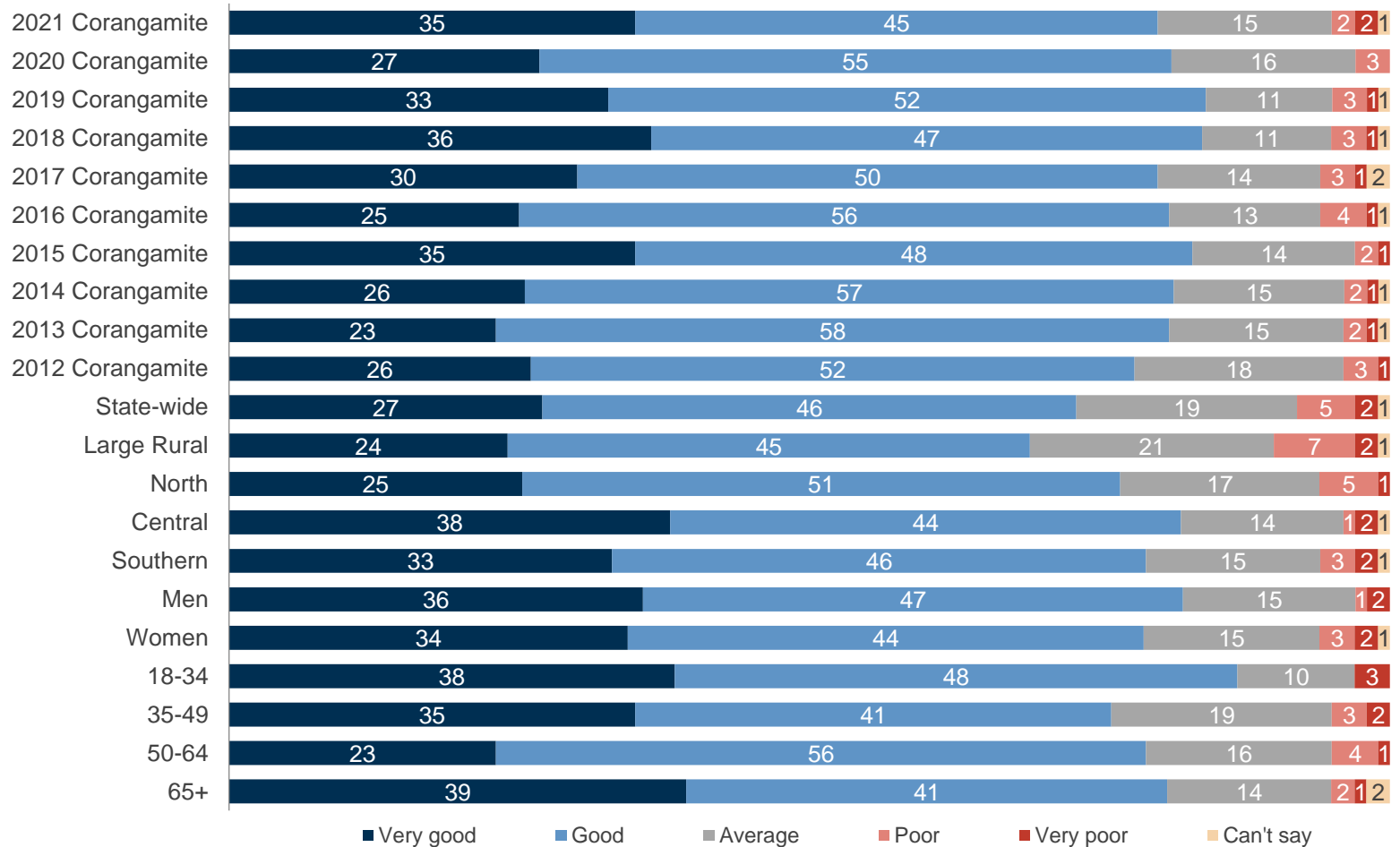
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2021 public areas performance (%)





# Art centres and libraries performance



## 2021 art centres and libraries performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	77	76	77	72	74	77	77	n/a	n/a
Men	76	72	71	70	67	72	74	n/a	n/a
Southern	75	75	74	74	71	75	79	n/a	n/a
35-49	75	67	76	73	69	76	73	n/a	n/a
Corangamite	74	73	73	71	70	73	73	n/a	n/a
Central	74	74	74	72	69	72	72	n/a	n/a
State-wide	73	74	74	73	72	73	75	73	73
Large Rural	73	73	71	70	70	73	n/a	n/a	n/a
North	73	66	67	63	68	71	71	n/a	n/a
Women	72	73	74	72	72	74	73	n/a	n/a
18-34	71	70	74	69	66	67	72	n/a	n/a
50-64	71	68	68	70	67	70	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: 28 Councils asked group: 6

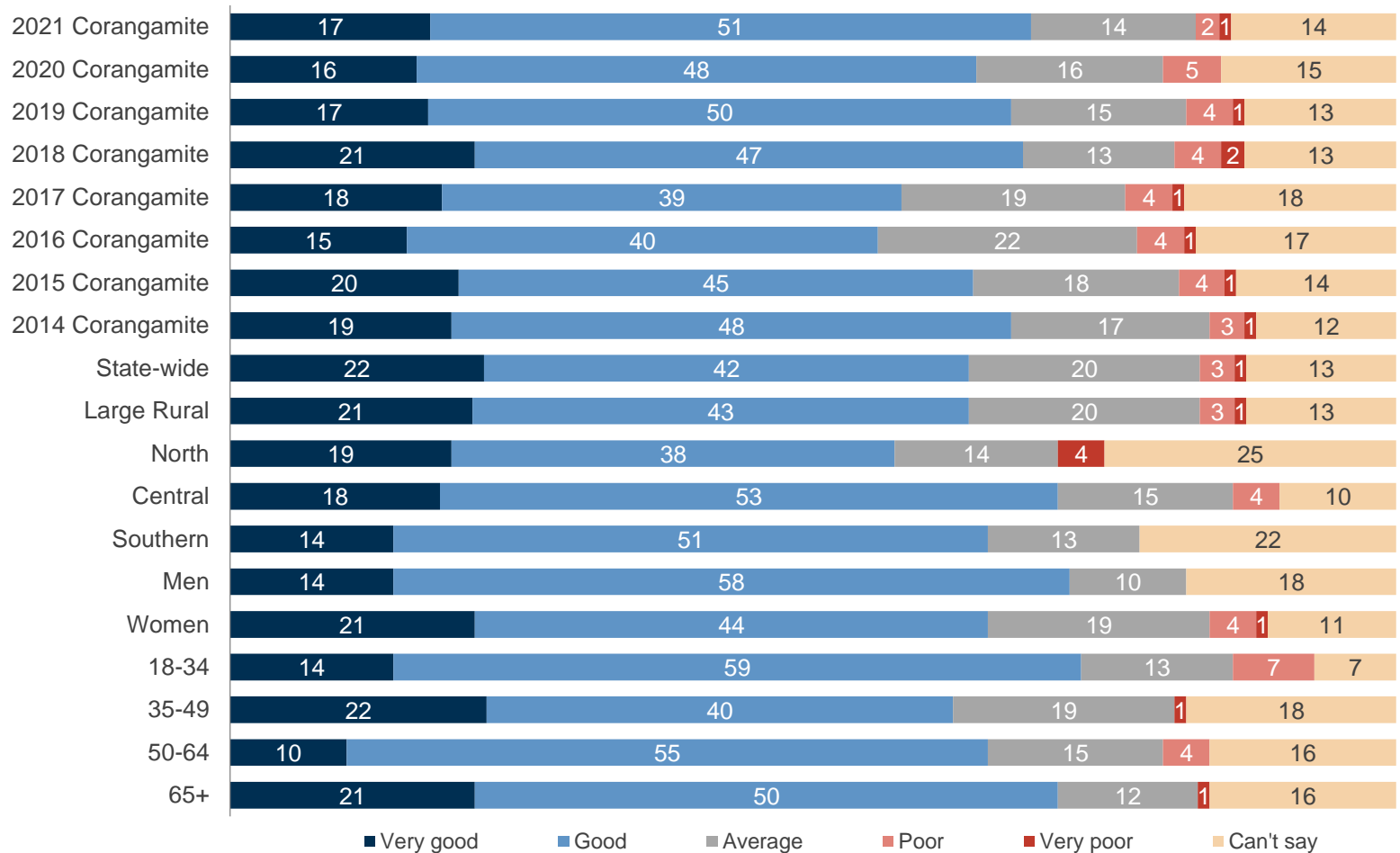
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2021 art centres and libraries performance (%)





# Community and cultural activities performance



2021 community and cultural activities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72	73	74	71	68	71	72	76	71
Central	71	72	71	69	70	69	72	74	n/a
Men	70	67	70	68	67	68	71	71	68
Corangamite	69	70	70	68	68	71	72	73	68
18-34	69	63	66	62	68	66	71	65	65
Women	68	73	70	67	69	70	72	75	69
50-64	67	72	69	67	69	69	71	73	70
North	66	66	68	64	65	71	62	72	n/a
Southern	65	66	69	68	67	69	72	73	n/a
State-wide	65▼	68	69	69	69	69	70	69	68
35-49	65	69	69	70	69	68	74	70	67
Large Rural	65▼	67	67	69	67	69	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

Version: 1.1, Version Date: 04/06/2024. Note: Please see Appendix A for explanation of significant differences.

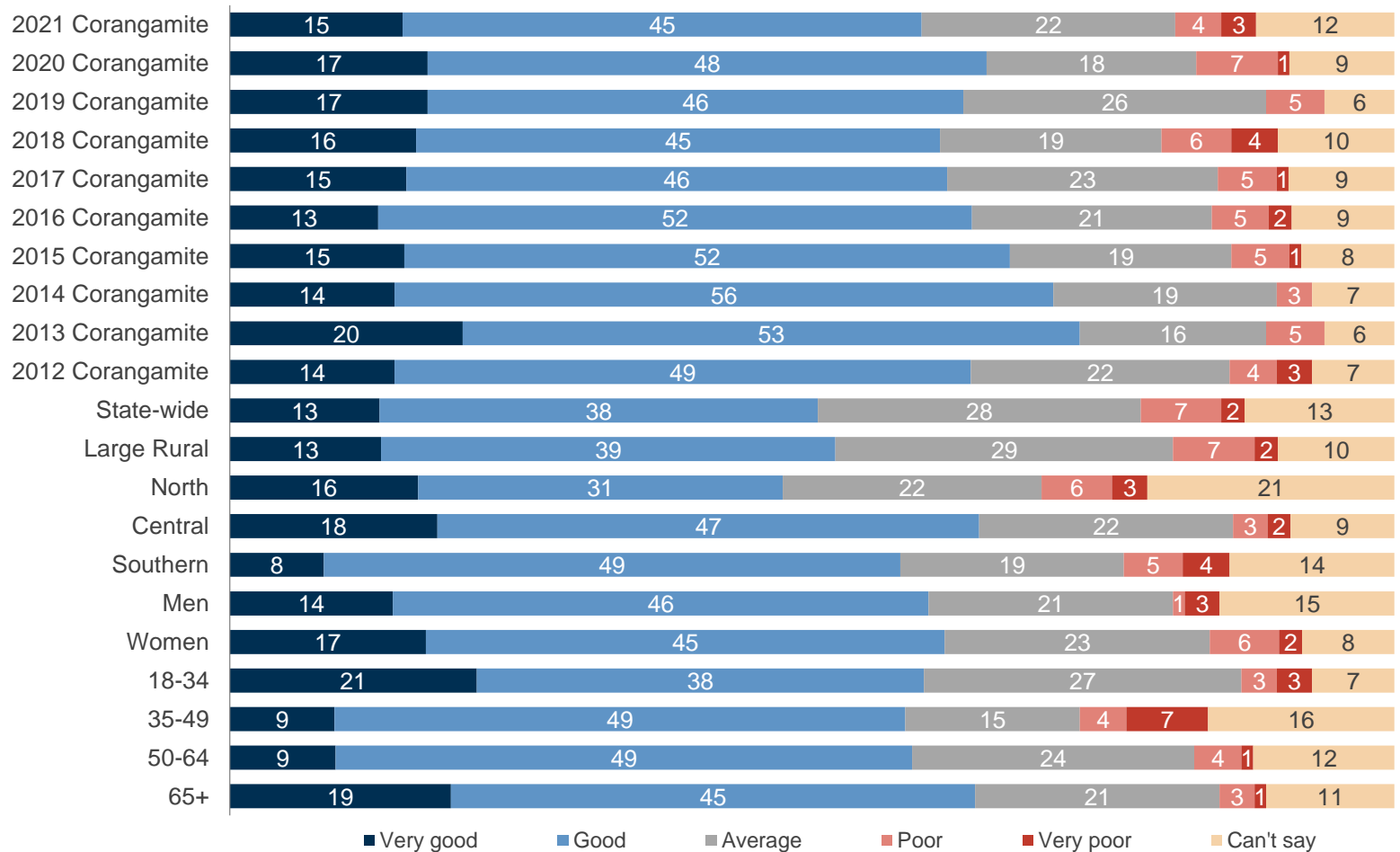




# Community and cultural activities performance



2021 community and cultural activities performance (%)





# Waste management performance



## 2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	76▲	75	73	74	76	74	76	79	78	81
18-34	74	63	70	72	69	68	72	67	63	75
Men	73	67	69	69	70	66	72	71	70	70
Central	72	69	73	72	72	73	75	75	73	n/a
Southern	72	66	60	67	68	62	68	65	68	n/a
Corangamite	71	67	69	69	71	69	72	72	70	71
Women	69	66	70	69	72	71	73	73	70	73
50-64	69	70	63	66	66	64	70	69	73	69
State-wide	69	65	68	70	71	70	72	73	71	72
Large Rural	66▼	62	64	67	68	66	68	n/a	n/a	n/a
North	64	55	63	65	67	65	68	69	62	n/a
35-49	60▼	54	71	63	69	67	71	72	66	61

Q2. How has Council performed on 'Waste management' over the last 12 months?

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

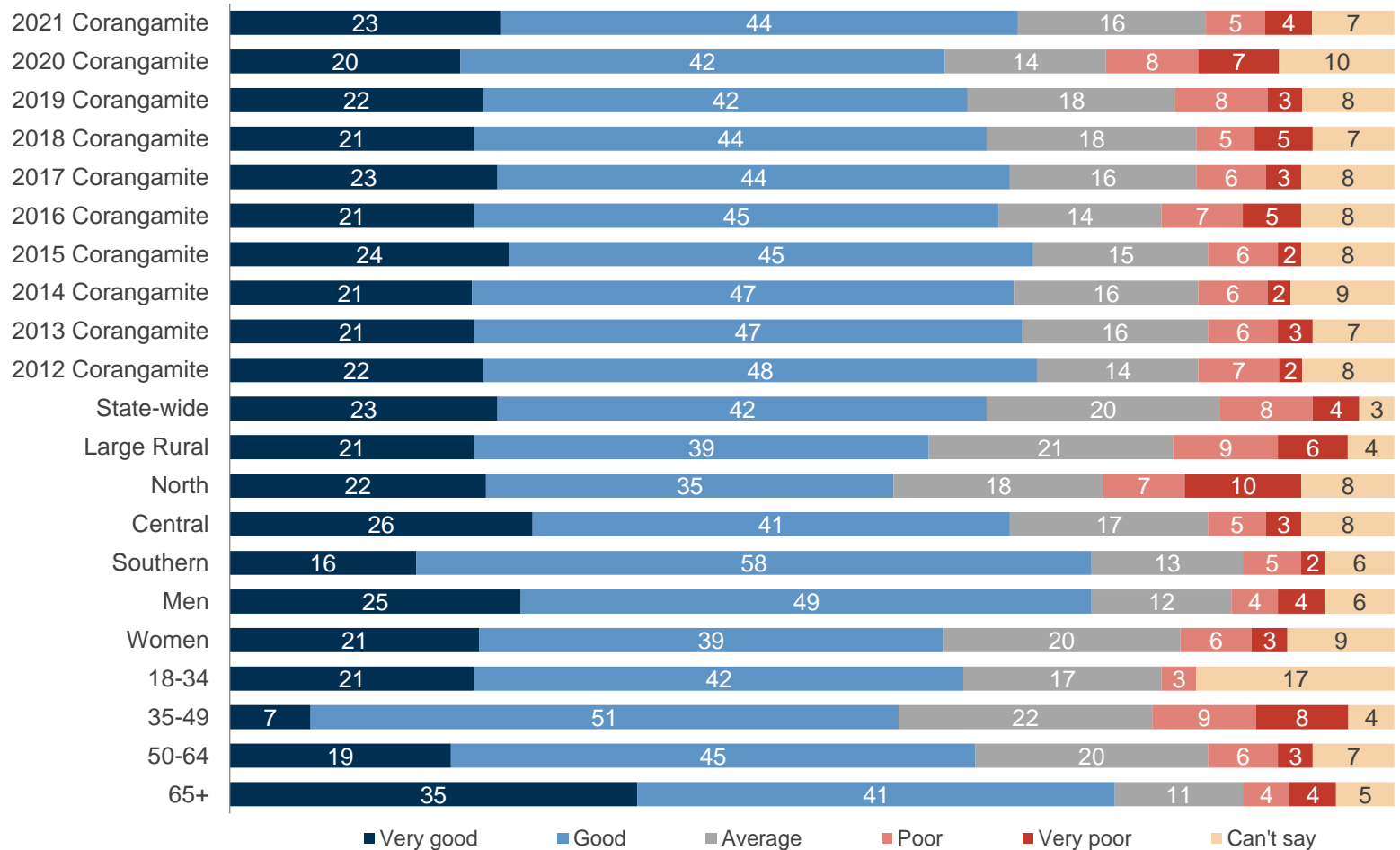
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2021 waste management performance (%)





# Council's general town planning policy performance



2021 town planning performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	66	60	67	52	62	62	66	65	n/a	n/a
Men	66	60	62	57	61	61	61	63	n/a	n/a
North	66	61	62	51	61	58	63	65	n/a	n/a
65+	66	65	66	67	62	63	63	67	n/a	n/a
Central	64	63	66	63	64	61	65	63	n/a	n/a
Corangamite	64	63	63	59	61	60	63	64	n/a	n/a
Southern	62	62	54	56	52	60	61	67	n/a	n/a
Women	62	65	65	61	61	60	66	65	n/a	n/a
35-49	61	59	64	59	58	60	65	61	n/a	n/a
50-64	61	63	55	54	59	57	59	63	n/a	n/a
State-wide	55	54	55	54	53	52	54	55	55	54
Large Rural	55	54	55	54	54	51	53	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

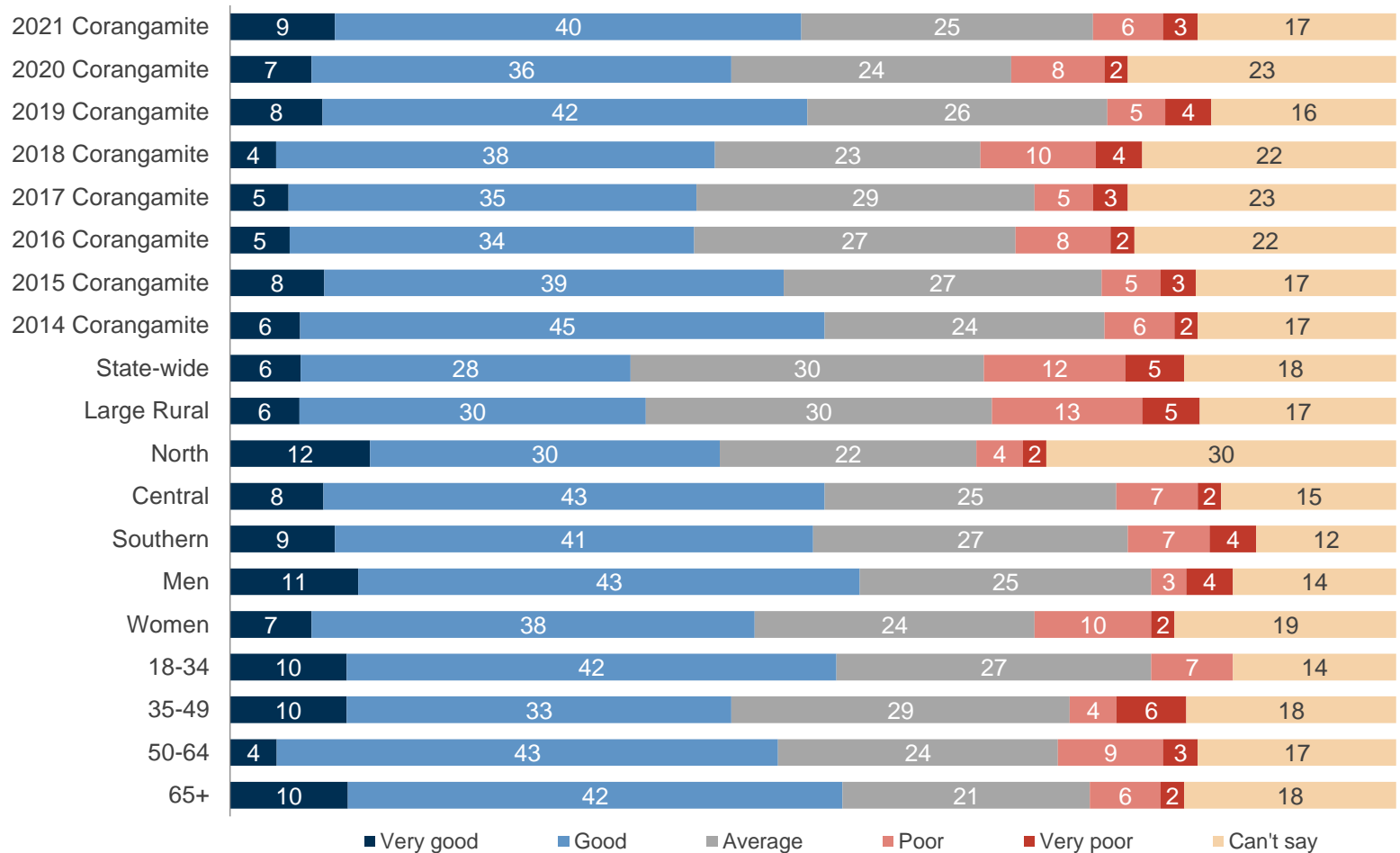
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2021 town planning performance (%)





# Planning and building permits performance



## 2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	59	57	57	59	59	55	53	54	53
18-34	56	60	53	54	61	62	56	59	62
North	61	50	49	57	52	59	54	53	n/a
65+	63	64	58	59	59	57	61	54	58
Southern	62	53	58	50	57	55	55	58	n/a
Corangamite	61	59	58	58	59	57	56	58	57
Central	61	63	61	62	62	58	57	59	n/a
35-49	61	62	66	60	62	58	52	61	54
50-64	64	52	57	60	55	52	56	56	51
Women	64	62	60	58	60	60	60	62	60
State-wide	51	52	52	51	50	54	53	55	54
Large Rural	49	49	49	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: 29 Councils asked group: 9

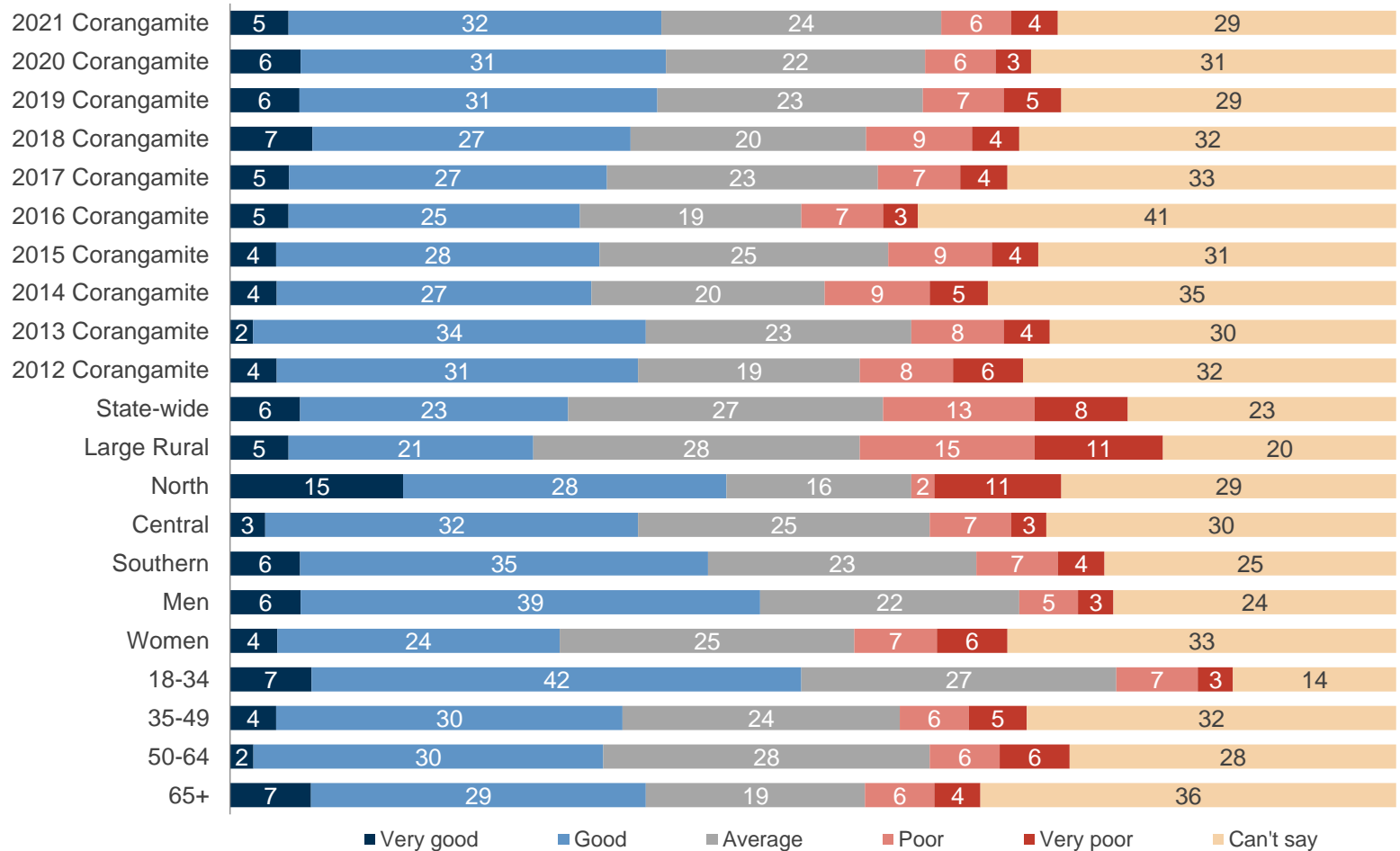
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2021 planning and building permits performance (%)





# Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	65	64	64	63	66	69	67	70
Women	65	65	65	64	66	67	69	67	68
Central	63	66	64	63	66	68	68	68	n/a
North	63	66	58	69	63	63	67	64	n/a
Corangamite	63	66	63	63	64	66	67	67	67
18-34	66	72	66	60	70	67	67	64	70
Men	61	67	61	62	63	66	66	67	66
State-wide	60	62	63	64	63	64	64	64	64
Large Rural	60	61	61	62	62	64	n/a	n/a	n/a
50-64	60	62	59	61	61	64	67	65	66
35-49	64	67	65	65	65	68	66	71	64
Southern	62	64	65	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: 34 Councils asked group: 10

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

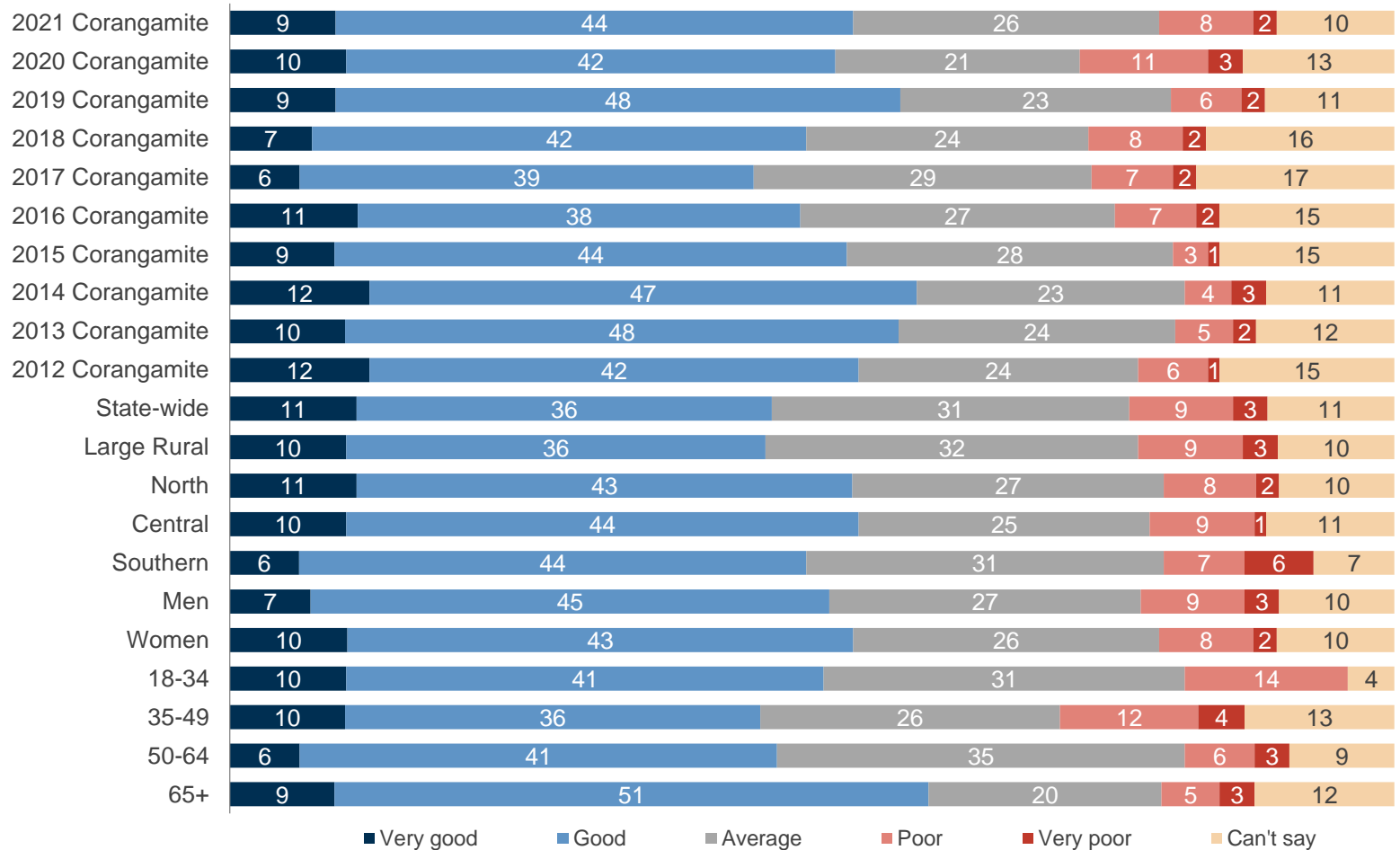




# Environmental sustainability performance



2021 environmental sustainability performance (%)





# Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	84▲	76	81	75	71	73	78	77	69	75
Central	81	78	83	77	71	72	76	75	73	n/a
Men	80	75	79	74	70	73	73	75	73	71
Southern	79	74	74	74	70	72	72	74	74	n/a
Corangamite	79	76	81	75	71	72	74	74	73	73
35-49	78	76	83	76	73	69	73	70	73	70
65+	78	76	82	76	70	72	75	77	75	73
Women	77	77	82	76	72	70	76	74	72	74
50-64	76	76	76	72	69	74	72	73	74	73
Large Rural	71▼	69	72	71	70	70	71	n/a	n/a	n/a
State-wide	71▼	68	72	71	70	69	70	71	70	70
North	67▼	70	76	70	71	70	72	73	69	n/a

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

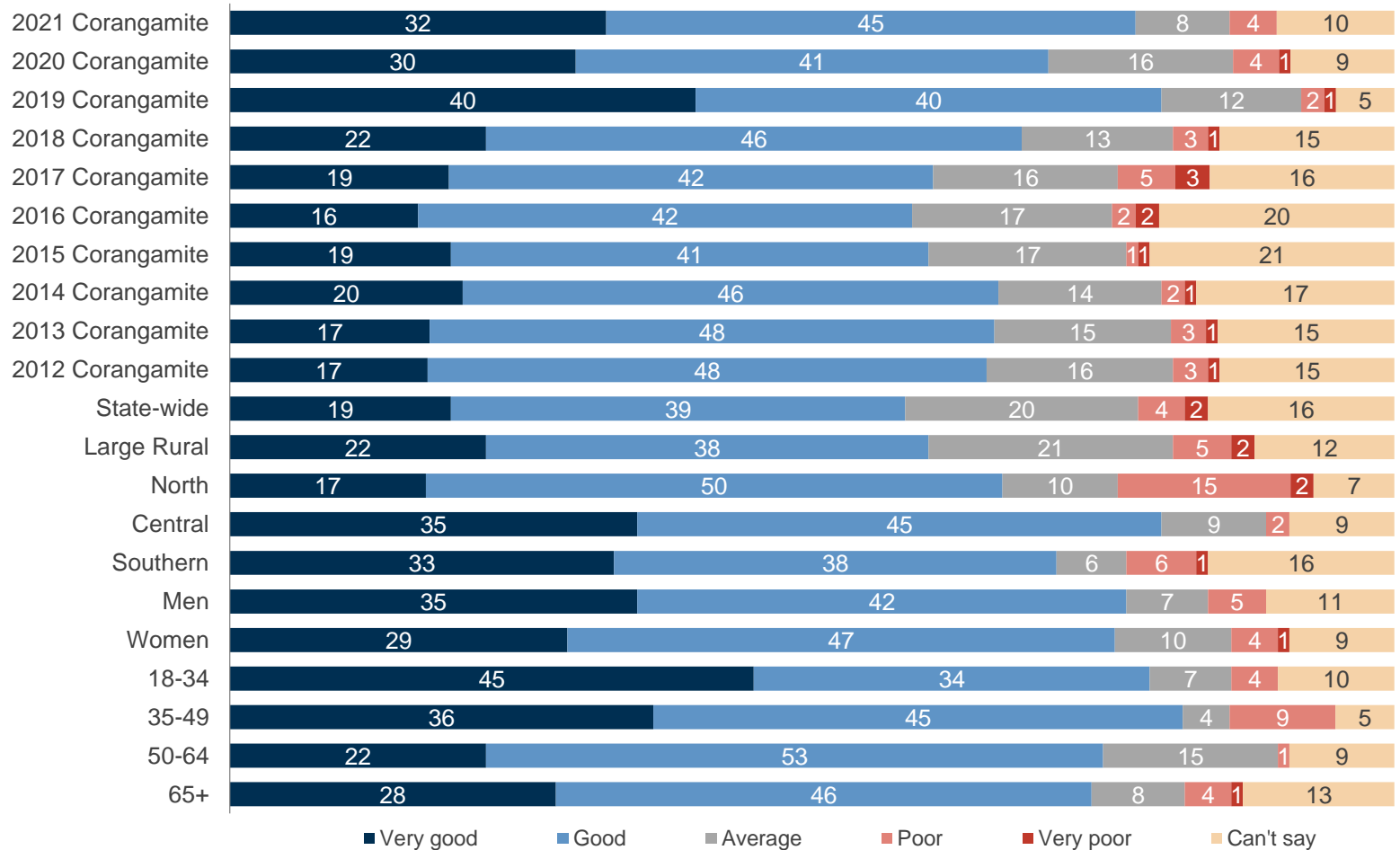
Version: 1. Version Date: 04/06/2021. Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



2021 emergency and disaster management performance (%)





# Roadside slashing and weed control performance



## 2021 roadside slashing and weed control performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	45	55	45	50	48	58	47	52	66
Men	38	44	44	44	47	49	46	50	58
North	37	52	52	53	50	55	48	48	n/a
Central	39	47	48	47	51	55	47	54	n/a
State-wide	49	56	55	53	56	55	55	56	61
Large Rural	48	52	51	50	54	53	n/a	n/a	n/a
65+	39	46	47	41	47	51	46	52	56
Corangamite	39	46	45	44	48	49	45	50	57
35-49	33	42	50	48	50	47	41	51	52
Women	40	49	46	44	48	49	44	50	56
50-64	40	43	39	41	45	41	46	44	55
Southern	40	38	36	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: 13 Councils asked group: 6

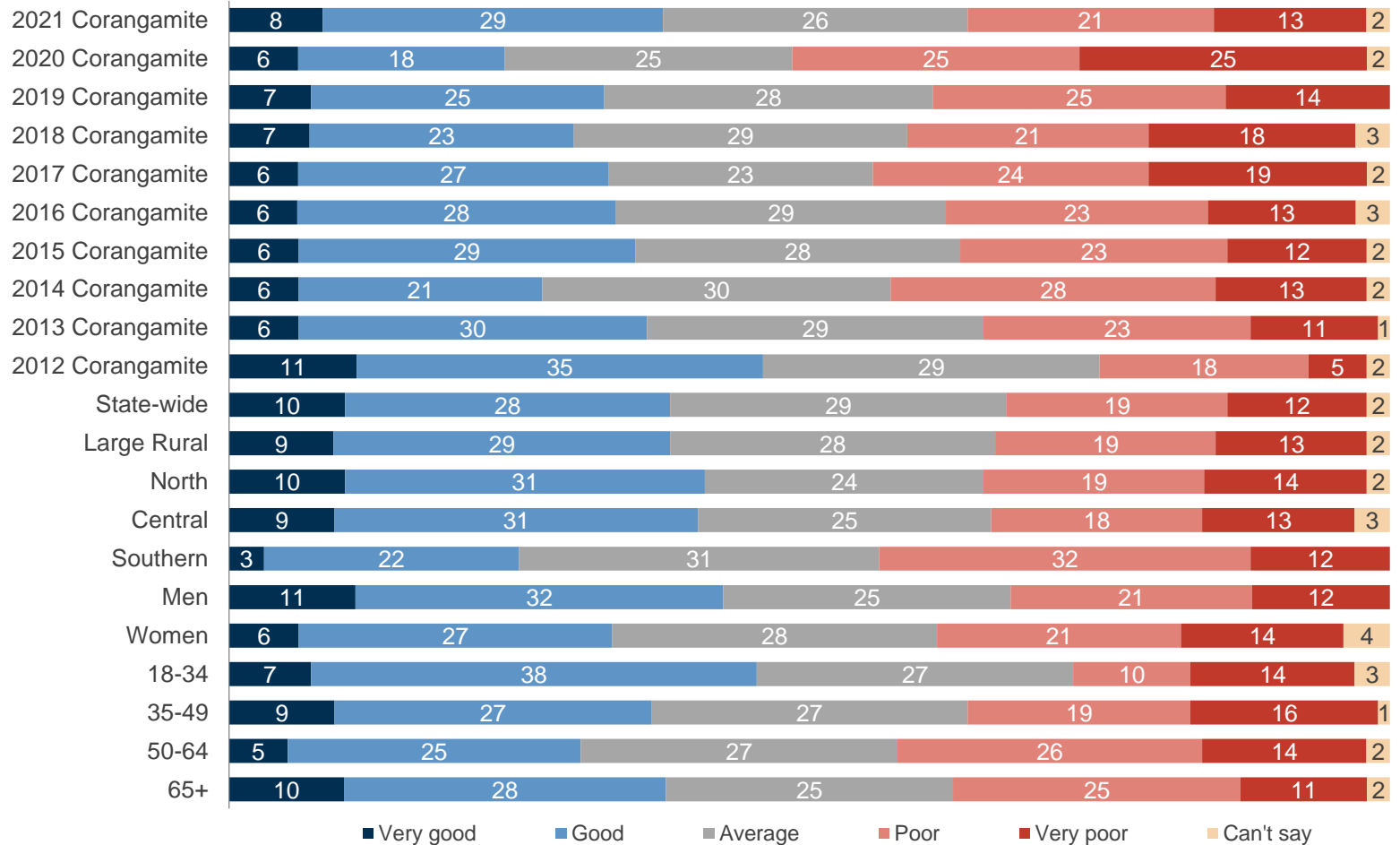
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (%)





# Maintenance of unsealed roads in your area performance



## 2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	40	41	42	36	41	38	41	40	48
65+	42	43	44	38	41	43	45	48	50
Southern	33	36	38	31	37	27	40	31	n/a
State-wide	44	44	43	44	43	45	45	44	46
Corangamite	38	40	40	35	39	37	40	40	45
Large Rural	42	41	41	42	43	44	n/a	n/a	n/a
Central	40	42	40	37	41	42	41	44	n/a
35-49	33	43	40	36	39	31	39	38	38
50-64	38	39	36	33	35	33	37	35	43
18-34	37	35	39	33	40	41	40	39	50
North	37	39	42	38	35	39	35	42	n/a
Women	36	40	37	34	37	36	39	41	42

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

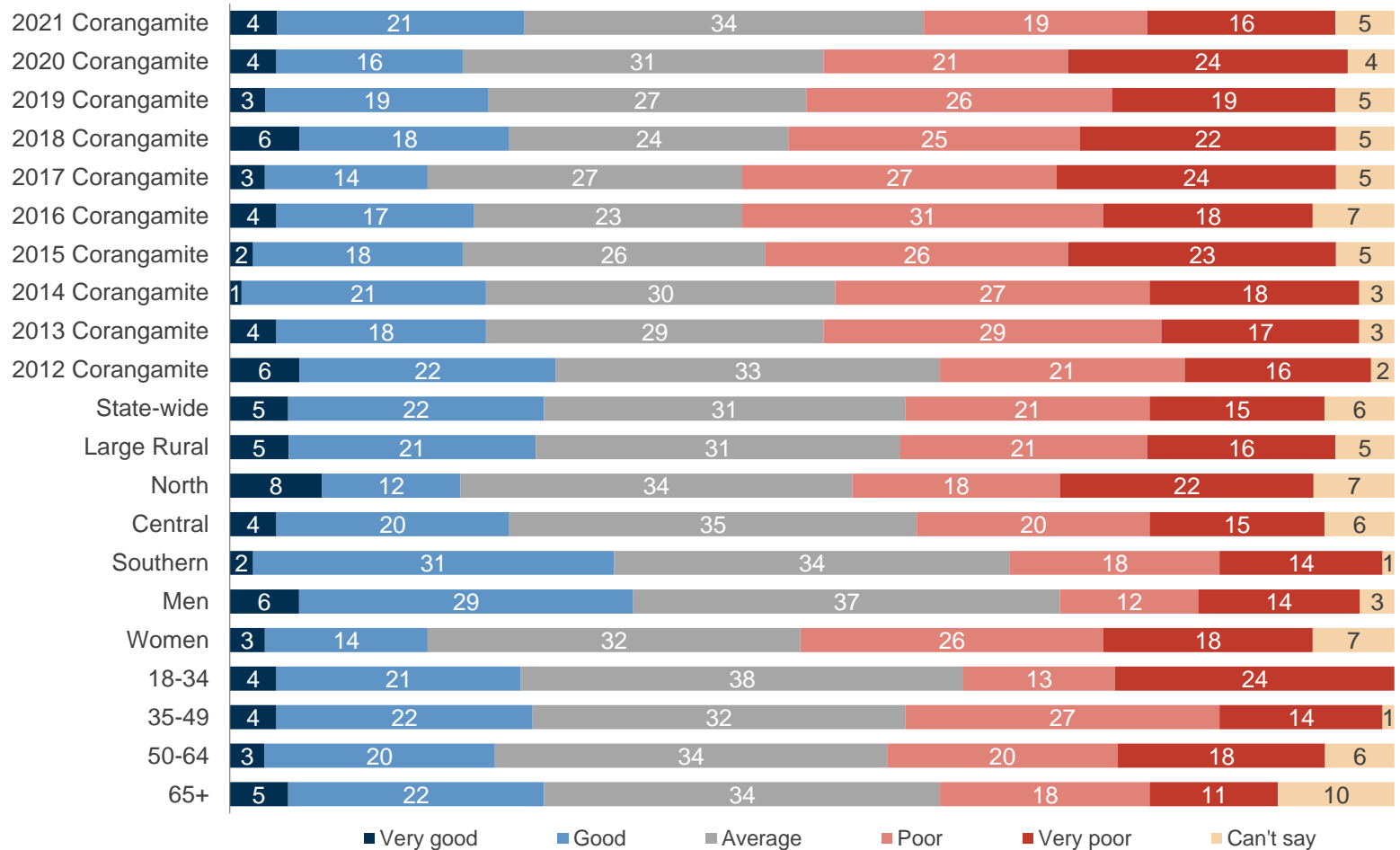
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (%)





# Business and community development performance



2021 business/community development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	68	66	64	64	62	63	63	67	n/a	n/a
Southern	68	68	66	62	62	63	60	67	n/a	n/a
Central	68	65	66	67	64	63	65	64	n/a	n/a
Men	67	62	62	63	61	63	61	64	n/a	n/a
Corangamite	67	64	65	64	62	63	63	64	n/a	n/a
18-34	67	63	66	67	65	65	68	71	n/a	n/a
Women	67	66	67	65	63	62	66	65	n/a	n/a
50-64	66	66	60	59	59	61	60	61	n/a	n/a
35-49	66	62	68	66	61	62	63	60	n/a	n/a
North	61	56	58	59	53	61	65	62	n/a	n/a
Large Rural	60	60	59	58	59	58	60	n/a	n/a	n/a
State-wide	60	59	61	60	60	60	60	62	n/a	n/a

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 Appendix A for explanation of significant differences.

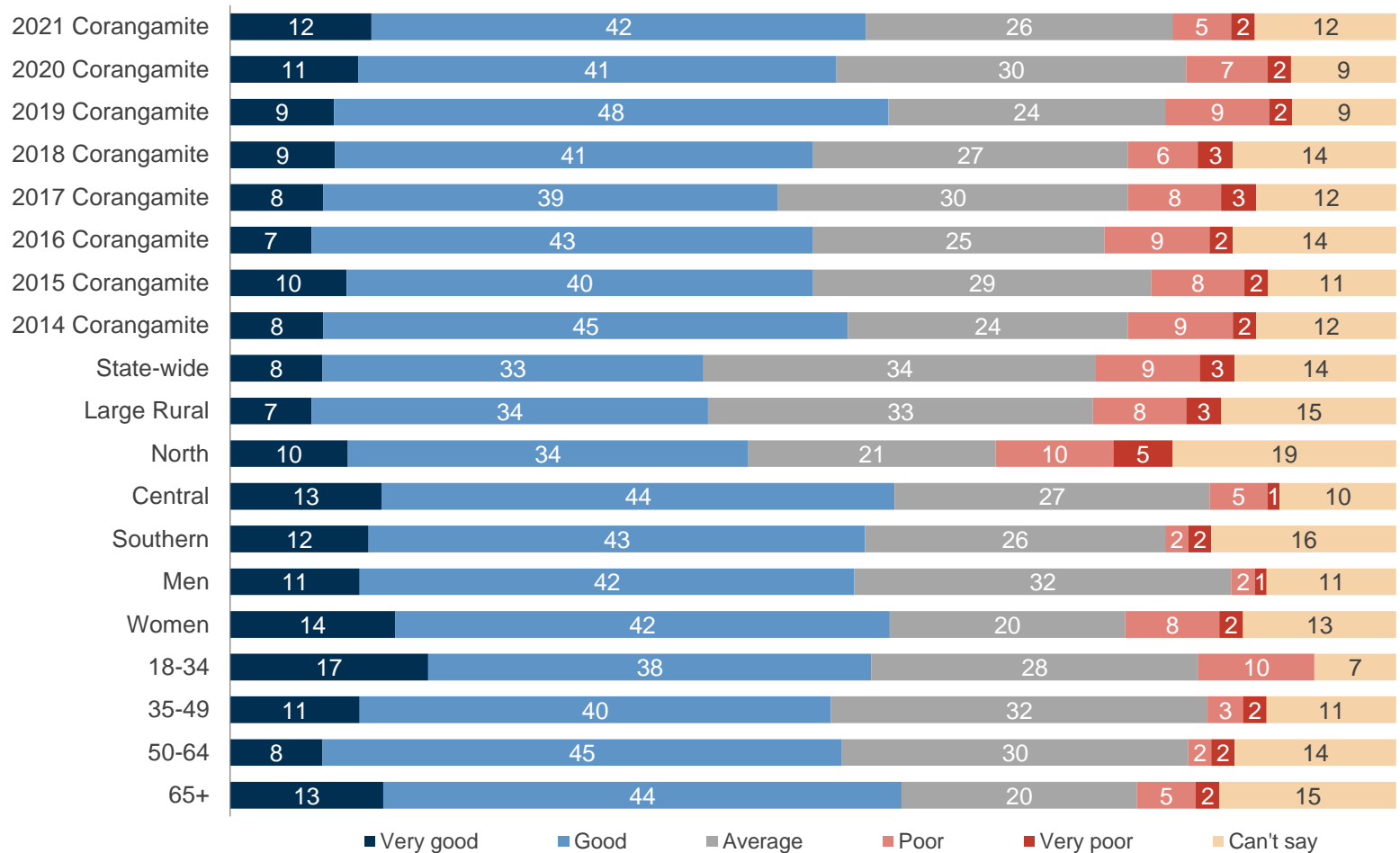




# Business and community development performance



2021 business/community development performance (%)





# Tourism development performance



2021 tourism development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	69	65	64	65	68	71	n/a	n/a
Southern	66	72	65	64	64	68	68	n/a	n/a
65+	66	69	66	65	67	69	71	n/a	n/a
Men	65	64	62	64	66	67	70	n/a	n/a
Corangamite	66	67	65	64	66	68	69	n/a	n/a
Central	66	67	66	65	68	68	69	n/a	n/a
Women	66	69	67	65	67	69	68	n/a	n/a
50-64	67	65	63	63	66	69	68	n/a	n/a
North	63	62	59	61	64	65	69	n/a	n/a
Large Rural	62	61	61	65	64	66	n/a	n/a	n/a
State-wide	62	63	63	63	63	63	64	n/a	n/a
35-49	64	64	65	65	67	65	66	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

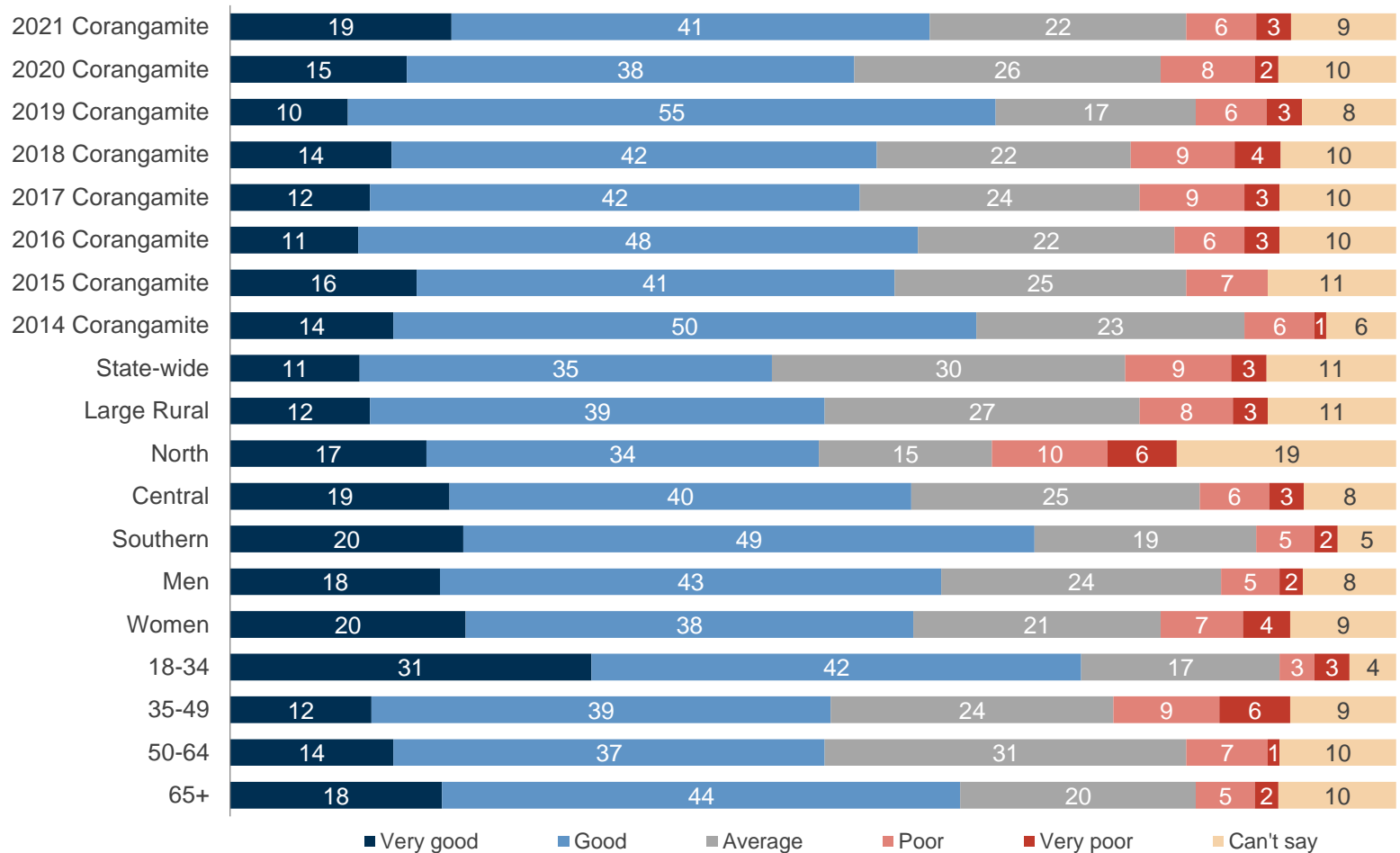
Note: Please see Appendix A for explanation of significant differences.



# Tourism development performance



2021 tourism development performance (%)

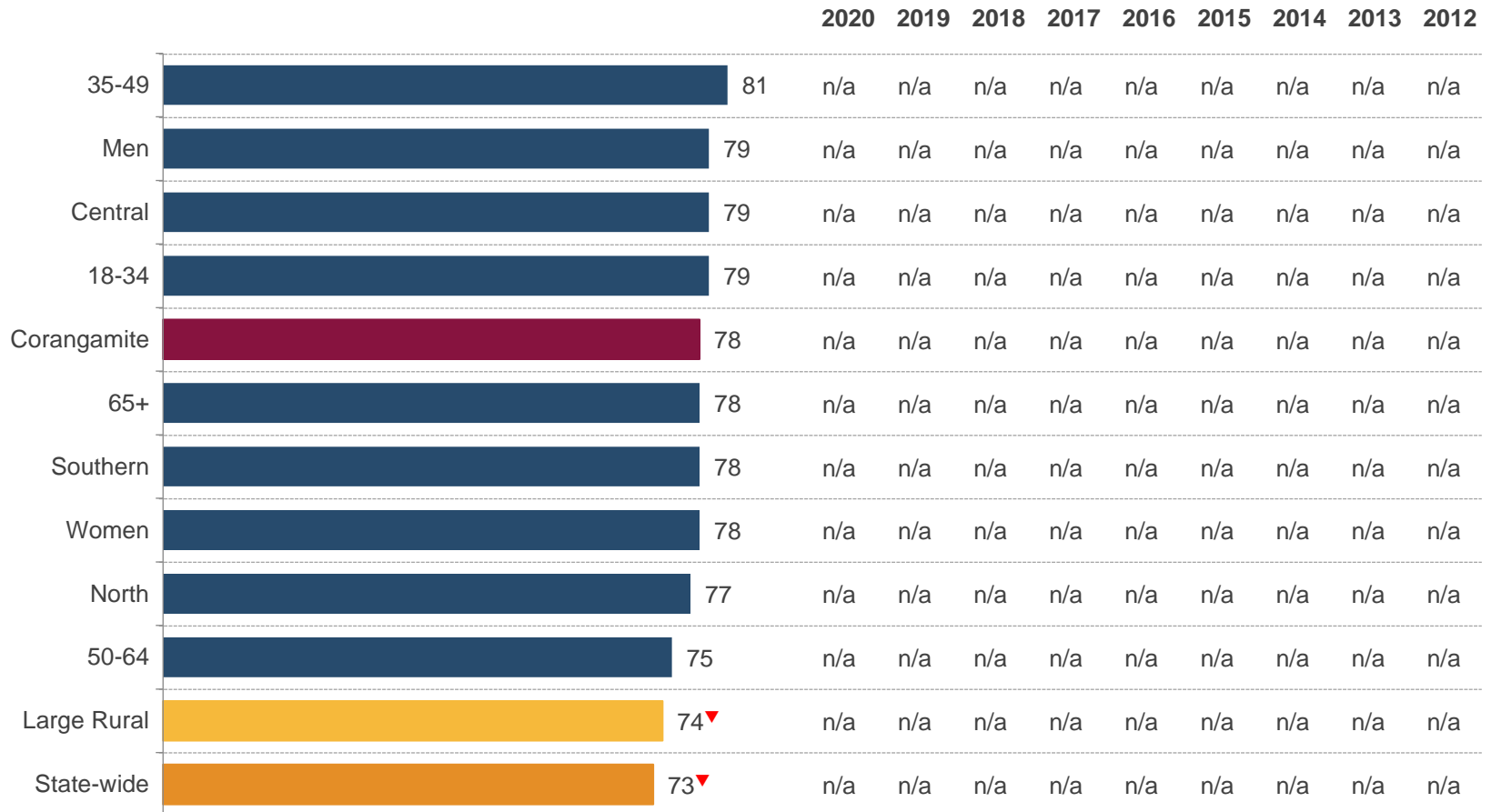




# COVID-19 response performance



2021 COVID-19 response performance (index scores)



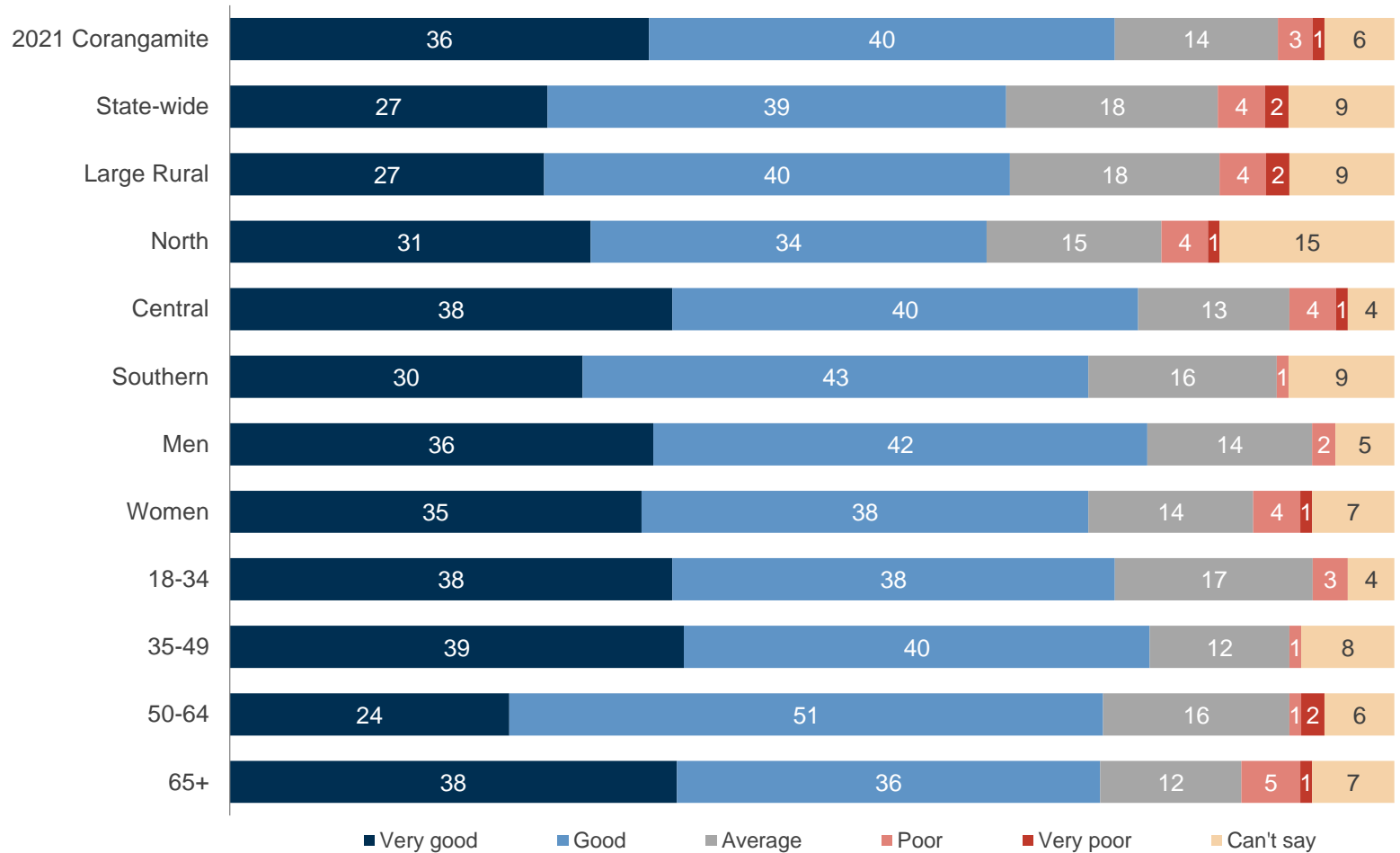
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7  
 Version: 1. Version Date: 04/06/2024  
 Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response performance



2021 COVID-19 response performance (%)



A large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a blurred image of a crowd of people, likely at a sporting event or festival. The 'N' is on the left and the 'W' is on the right, both slanted slightly to the right.

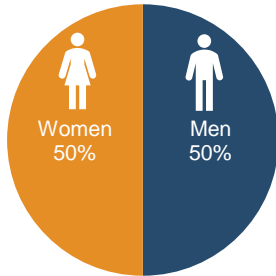
# Detailed demographics



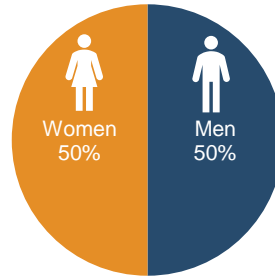
# Gender and age profile

## 2021 gender

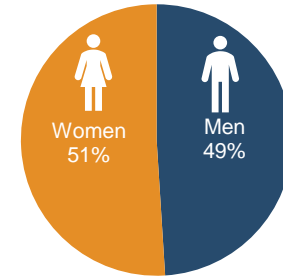
Corangamite



Large Rural

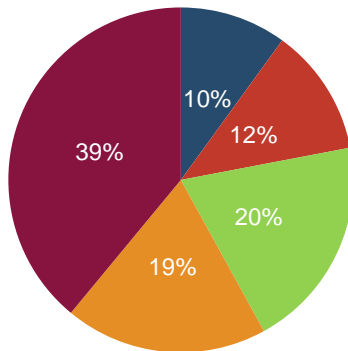


State-wide

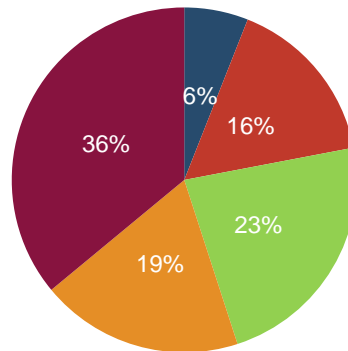


## 2021 age

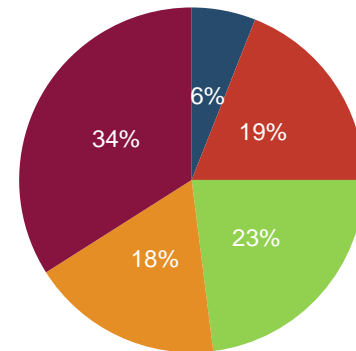
Corangamite



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

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

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking

age and gender analysis is still available in the dashboard and data tables provided alongside this report.



# **Appendix A: Index scores, margins of error and significant differences**





## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey for Corangamite Shire Council was n=401. 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=401 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 12,600 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	401	400	+/-4.8
Men	166	201	+/-7.6
Women	235	199	+/-6.3
North	60	55	+/-12.7
Central	257	260	+/-6.1
Southern	84	85	+/-10.7
18-34 years	29	84	+/-18.5
35-49 years	58	82	+/-13.0
50-64 years	103	78	+/-9.7
65+ years	211	156	+/-6.7



## Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

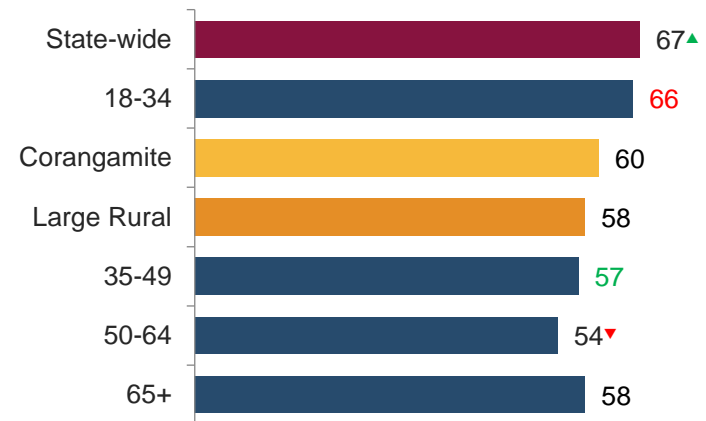
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

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





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

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

- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 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.

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 60% mobile phone numbers to cater to the diversity of residents within Corangamite Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Corangamite Shire Council. Survey fieldwork was conducted in the period of 8<sup>th</sup> February – 21<sup>st</sup> March, 2021.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 vary slightly.

### Council Groups

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, 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 2021 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: 2012 survey revision

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



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2021 Victorian Local Government Community Satisfaction Survey.

**Council group:** One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

**Council group average:** The average result for all participating councils in the council group.

**Highest / lowest:** The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

**Index score:** A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

**Optional questions:** Questions which councils had an option to include or not.

**Percentages:** Also referred to as ‘detailed results’, meaning the proportion of responses, expressed as a percentage.

**Sample:** The number of completed interviews, e.g. for a council or within a demographic sub-group.

**Significantly higher / lower:** The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

**State-wide average:** The average result for all participating councils in the State.

**Tailored questions:** Individual questions tailored by and only reported to the commissioning council.

**Weighting:** Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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