LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
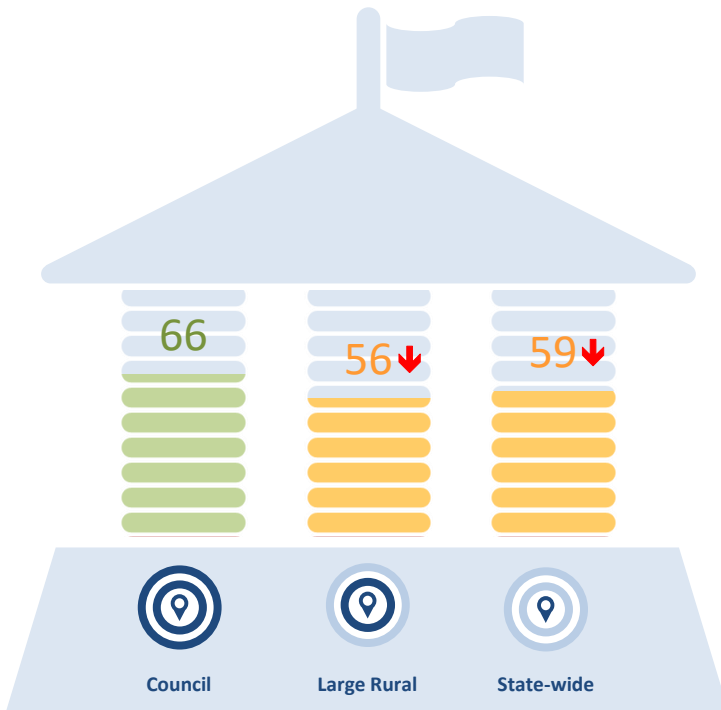# CORANGAMITE SHIRE COUNCIL

2018 RESEARCH REPORT

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

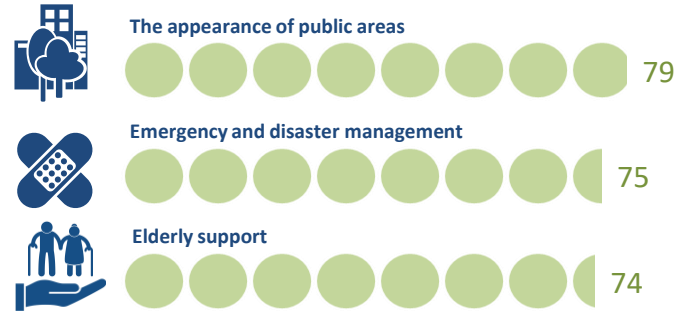JWS RESEARCH

CONTENTS

CORANGAMITE SHIRE COUNCIL – AT A GLANCE

OVERALL COUNCIL PERFORMANCE

66 Council

56 ↓ Large Rural

59 ↓ State-wide

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS

The appearance of public areas — 79

Emergency and disaster management — 75

Elderly support — 74

BOTTOM 3 PERFORMING AREAS

Roadside slashing and weed control — 45

Maintenance of unsealed roads — 40

Condition of sealed local roads — 37
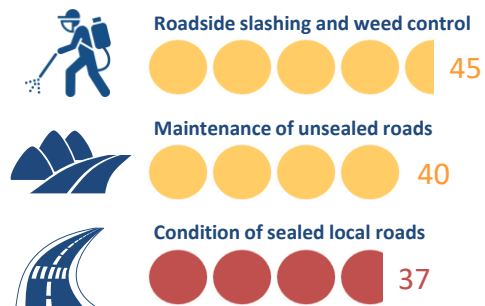
BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 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 40% 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, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=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 <u>higher</u> than the overall result for the council.

- The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)

State-wide	67 ⬆
18-34	66
Corangamite	60
Large Rural	58
35-49	57
50-64	54 ⬇

Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.
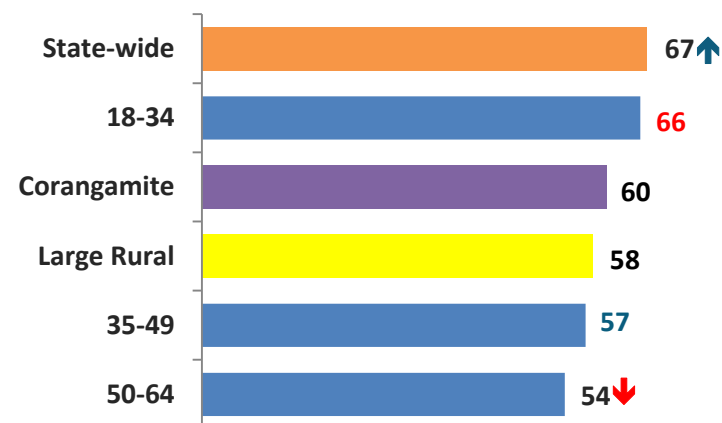
FURTHER INFORMATION

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 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS

OVERALL PERFORMANCE

The **overall performance index score of 66** for Corangamite Shire Council represents a slight three-point increase from the 2017 result. Overall performance ratings have been relatively stable since 2012.

- Overall performance is *significantly higher* (at the 95% confidence interval) than the Large Rural group and State-wide averages for councils (index scores of 56 and 59 respectively).

- **Residents aged 65+ years** (index score of 72) are *significantly more* favourable than the average in their impressions of Council's overall performance. Favourable impressions among this group also *increased significantly* (by five index points) in the past year.

Residents are much more likely to rate Corangamite Shire Council's overall performance as 'very good' or 'good' (62%, compared to 56% in 2017) than 'poor' or 'very poor' (8%). A further 26% sit mid-scale providing an 'average' rating.

Council	Large Rural	State-wide
66	56 ↓	59 ↓
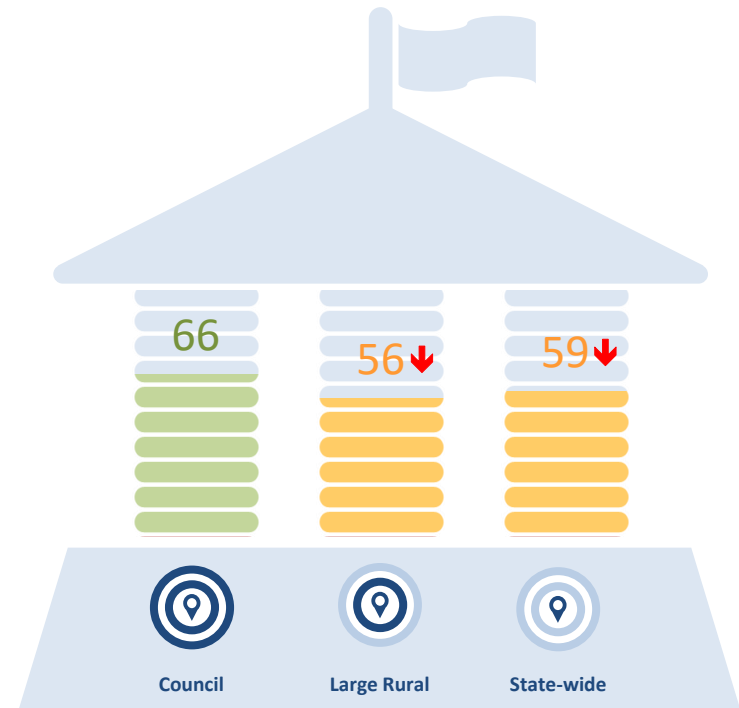
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 20) shows that Corangamite Shire Council's performance **was stable or increased** compared to Council's own results in 2017. Council experienced *significant* **gains** on the core measures of **consultation and engagement** (index score of 64, four points higher than 2017) and **lobbying** (64, five points higher). Council's performance also increased slightly (but not significantly) on the measure of **community decisions** (64, three points higher).

➢ Index scores for most core performance measures have been relatively stable since 2012. Ratings for **lobbying** returned to previously-achieved higher levels after declining significantly between 2015 and 2016.

➢ Council's performance on almost all core measures, with the exception of sealed local roads, is *significantly higher* than both Large Rural group and State-wide averages. Council's performance in the area of sealed local roads (index score of 37) is *significantly lower* than Large Rural group and State-wide averages (index scores of 45 and 53 respectively).

➢ In the area of **consultation and engagement**, ratings increased across demographic and geographic sub-groups with the exception of Council's North region. Ratings *increased significantly* among residents of the **Central** region (index score of 67, five index points higher than 2017) and **women** (67, six points higher).

➢ Increases in the area of **lobbying** are largely driven by *significantly more* favourable ratings on this measure in 2018 among **Central** residents (index score of 68, seven points higher than 2017), residents **aged 18 to 34 years** (68, 10 points higher), residents **aged 65+ years** (68, eight points higher), and **men** (64, seven points higher).

CUSTOMER CONTACT AND SERVICE

Almost two-thirds (63%) of Corangamite Shire Council residents have had recent contact with Council. Residents aged 50 to 64 years have had the most contact with Council in 2018 (71%).

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 77), Corangamite performs *significantly higher* than the State-wide and Large Rural group averages for councils (index score of 70 and 67 respectively).

➢ Perceptions of customer service have been relatively stable over the past six years.

➢ Two in five residents (39%) rate Council's customer service as 'very good', with a further 41% rating customer service as 'good'.

➢ Indeed, 18% of residents mention customer service as one of the **best things** about Corangamite Shire Council.

AREAS WHERE COUNCIL IS PERFORMING WELL

In addition to significant ratings increases in the areas of lobbying and consultation and engagement, Council's performance *increased significantly* **in** the areas of **emergency and disaster management** (index score of 75, four points higher than 2017), **local streets and footpaths** (62, five points higher), and **unsealed roads** (40, five points higher).

Appearance of public areas is the area where Corangamite Shire Council **performs most strongly** (index score of 79). Ratings are at their highest point since 2012.

➢ The vast majority rate Council's performance in this service area as either 'very good' (36%) or 'good' (47%).

➢ Council performs *significantly higher* than both the Large Rural group and State-wide averages for councils on the appearance of public areas (index scores of 69 and 71 respectively).

➢ Impressions *increased significantly* in this area among **residents of the South** in the past year (index score of 81, six points higher).

Another area where Corangamite Shire Council is well regarded is emergency and disaster management. With a performance index score of 75, this service area is rated third-highest among residents, just after customer service. Performance in this area **increased by a *significant* four points** since 2017. Ratings in this area are also at their highest level to date.

➢ Almost seven in ten residents (68%) rate Council's performance in the area of emergency and disaster management as 'very good' or 'good'.

➢ Council performs *significantly higher* than both the Large Rural group and State-wide averages for councils in this area (index score of 71 each).

➢ Impressions increased since 2017 among all subgroups with the exception of residents in the **North**. Impressions *increased significantly* among **Central** residents (index score of 77, six index points higher than 2017) and residents **aged 65+ years** (76, six index points higher).

AREAS WHERE COUNCIL IS PERFORMING WELL (CONT'D)

Council is also rated highly in the area of **elderly support services** (index score of 74) compared to other service areas.

➢ Residents **aged 65+ years** have *significantly more* favourable impressions (index score of 79) of Council performance in this area than the average resident.

➢ Again, Council performs *significantly higher* than both the Large Rural group and State-wide averages for councils on elderly support services (index scores of 67 and 68 respectively).

Notably, Council performs ahead of Large Rural group averages in 14 service areas.

The most significant decline in 2018 was a four-point drop on the measure of **disadvantaged support services** (index score of 63).

➤ Performance on this measure has fluctuated over time and current performance is nine index points lower than Council's 2012 peak rating (index score of 72).

➤ Almost all groups declined in their impressions of council performance in this area, with the exceptions of residents in the North and residents aged 35 to 49 years.

The area that stands out as being most in need of Council attention is **the condition of sealed local roads**. With a performance index score of 37, Council is seen to be **performing poorly** in this service area. The index score is *significantly lower* than the State-wide and Large Rural group averages (index scores of 53 and 45 respectively).

➤ Three in ten residents (29%) rate Council performance in this service area as 'very poor'. Half, 52%, rate performance as 'poor' or 'very poor'.

➤ Feedback from residents on what they consider Council **most needs to do to improve** its performance in the next 12 months supports this finding, with **sealed road maintenance** mentioned by 42% of residents.

Council also performs lower relative to other service areas evaluated in the areas of **unsealed roads** (index score of 40) and **slashing and weed control** (index score of 45).

➤ While Council's performance in the area of **unsealed roads** *improved significantly* in the past year (by five index points), it remains the second lowest rated service area.

➤ In the area of **slashing and weed control** in particular, Council performance has declined 12 index points since 2012. It is also the only other area in addition to sealed local roads where Council performs *significantly* lower than both the State-wide and Large Rural group averages (index scores of 55 and 51 respectively).

➤ Residents in the **Southern** region (index score of 36) are *significantly less* favourable than the average in their impressions of Council performance in the area of slashing and weed control.

FOCUS AREAS FOR COMING 12 MONTHS

Council *increased significantly* in five service areas, and only *declined significantly* in one, in the past year. Notwithstanding Council's largely positive results, more than one-third of residents (36%) believe that there is 'a lot' of **room for improvement** in Council's performance in the next twelve months.

In terms of priorities for the coming 12 months, Council should look to areas where current performance is low or lower than what has been achieved previously. The area that stands out as being most in need of Council attention is **sealed local roads** (index score of 37)**, unsealed roads** (index score of 40)**, and slashing and weed control** (index score of 45).

Council is rated lowest in these areas and performs *significantly lower* than the Large Rural group average for sealed local roads and slashing and weed control. These are the only two areas where Council performs lower than average ratings for the Large Rural group.

Consideration should be given to residents of the North and residents aged 50 to 64 years who appear to be most driving negative opinion in 2018.

On the positive side, Council should **maintain its relatively strong performance in the areas of customer service, appearance of public areas, emergency and disaster management, and elderly support services.**

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

The **regression analysis on pages 27-31** shows the individual service areas that have the strongest influence on the overall performance rating are:

➢ Elderly support services
➢ Decisions made in the interest of the community
➢ Informing the community.

Good communication, informing the community and transparency with residents about decisions the Council has made in the Corangamite community's interest as well as improved maintenance of sealed and unsealed roads could help drive up overall opinion of the Council's performance.

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 2018
(Significantly underline higher result than 2017)

- Consultation and engagement
- Lobbying
- Emergency and disaster management
- Local streets and footpaths
- Unsealed roads

Lower results in 2018
(Significantly lower result than 2017)

- Disadvantaged support services

Most favourably disposed towards Council

- Aged 65+ years

Least favourably disposed towards Council

- North residents
- Aged 50-64 years

SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES
INDEX SCORE RESULTS

| | Overall Performance | Community Consultation | Advocacy | Making Community Decisions | Sealed Local Roads | Customer Service | Overall Council Direction |

Customer Service: 74 (2012), 74 (2013), 76 (2014), 74 (2015), 77 (2016), 76 (2017), 77 (2018)

Community Consultation / Overall Performance cluster: 65, 67, 66, 67, 64, 63, 66/64

Advocacy: 61, 63, 61, 63, 61, 59, 64

Making Community Decisions: 64, 65, 62, 61

Overall Council Direction: 56, 58, 60, 58, 55, 56, 57

Sealed Local Roads: 38 (2014), 38 (2015), 36 (2016), 37 (2017), 37 (2018)

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
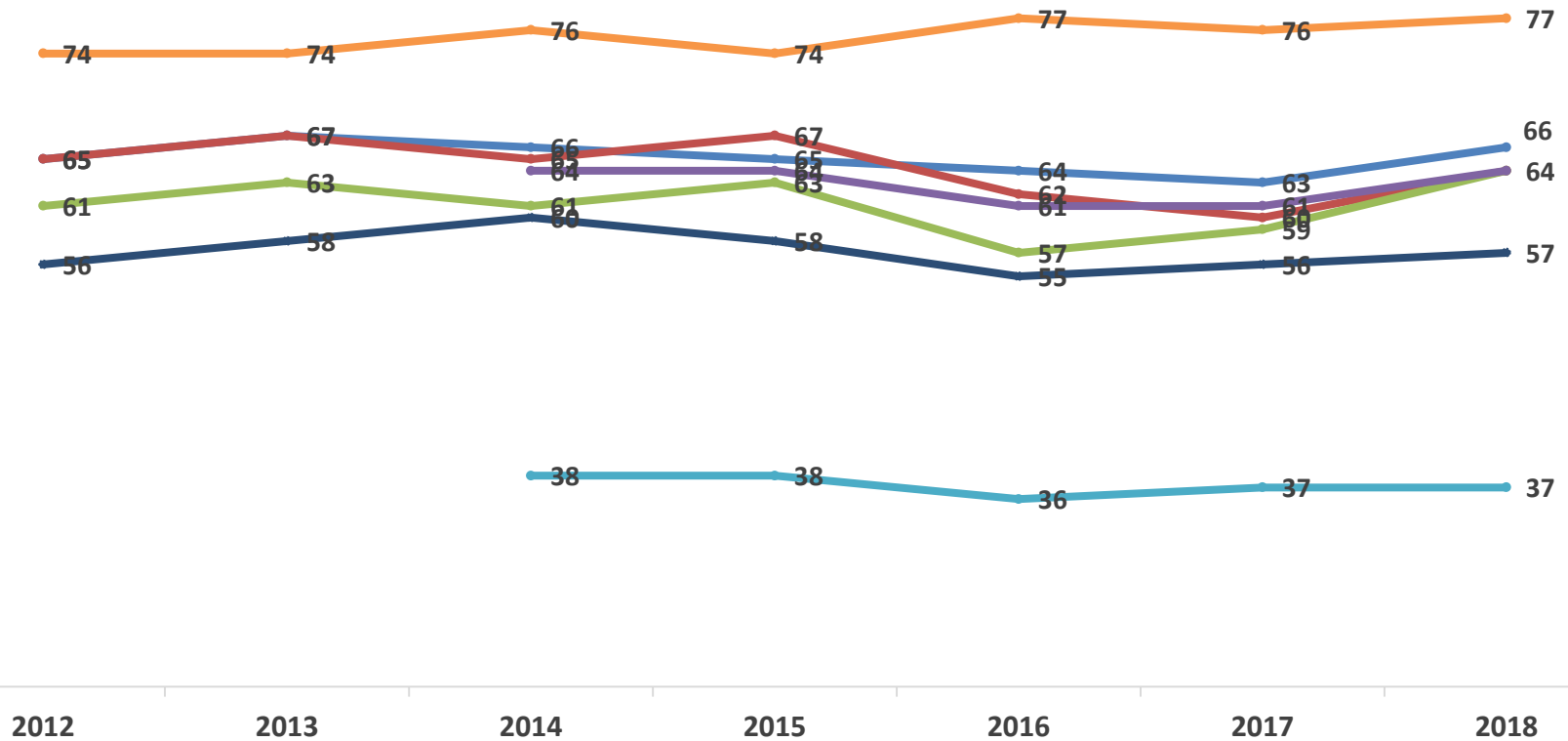
2018 SUMMARY OF CORE MEASURES
DETAILED ANALYSIS

JWS RESEARCH

Performance Measures	Corangamite 2018	Corangamite 2017	Large Rural 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	**66**	63	56	59	Aged 65+ years	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	**64**	60	54	55	Central, Women, Aged 65+ years	North, Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	**64**	59	52	54	Central, Aged 18-34 and 65+ years	North
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	**64**	61	52	54	Aged 65+ years	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	**37**	37	45	53	Aged 65+ years	Aged 35-49 years
CUSTOMER SERVICE	**77**	76	67	70	Aged 65+ years	North
OVERALL COUNCIL DIRECTION	**57**	56	52	52	Aged 65+ years	Aged 50-64 years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION
PERCENTAGE RESULTS

JWS RESEARCH

Key Measures Summary Results

Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	13	49	26	6	2	3
Community Consultation	13	41	24	9	3	10
Advocacy	12	34	25	8	2	19
Making Community Decisions	11	41	27	8	3	11
Sealed Local Roads	3	21	23	23	29	
Customer Service	39	41	9	6	3	1

%

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	23	65	9	3

%

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say
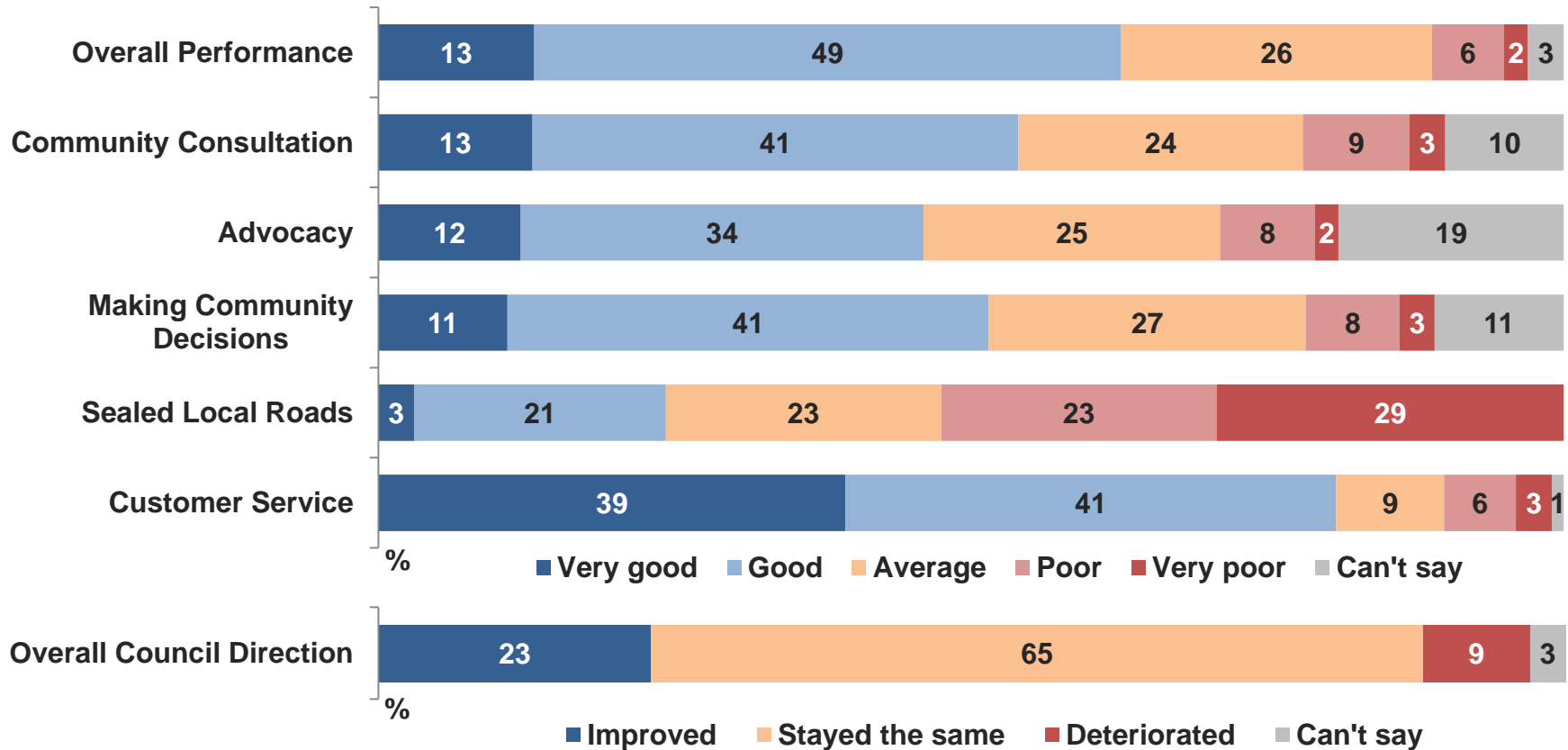
2018 Priority Area Performance

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Performance

Service Area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	36	47	11	3	1	1
Recreational facilities	23	48	17	3	3	5
Informing the community	17	51	18	7	2	5
Emergency & disaster mngt	22	46	13	3	1	15
Art centres & libraries	21	47	13	4	2	13
Waste management	21	44	18	5	5	7
Elderly support services	23	38	15	4	1	18
Community & cultural	16	45	19	6	4	10
Enforcement of local laws	9	49	17	7	3	15
Local streets & footpaths	10	47	22	12	4	5
Tourism development	14	42	22	9	4	10
Consultation & engagement	13	41	24	9	3	10
Community decisions	11	41	27	8	3	11
Family support services	12	38	13	5	1	32
Business & community dev.	9	41	27	6	3	14
Environmental sustainability	7	42	24	8	2	16
Lobbying	12	34	25	8	2	19
Town planning policy	4	38	23	10	4	22
Disadvantaged support serv.	6	33	15	6	3	37
Planning & building permits	7	27	20	9	4	32
Slashing & weed control	7	23	29	21	18	3
Sealed local roads	3	21	23	23	29	
Unsealed roads	6	18	24	25	22	5

%

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

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J00643 Community Satisfaction Survey 2018 - Corangamite Shire Council

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

JWS RESEARCH

Significantly Higher than State-wide Average

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

Significantly Lower than State-wide Average

- Slashing & weed control
- Sealed local roads

Significantly Higher than Group Average

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

Significantly Lower than Group Average

- Slashing & weed control
- Sealed local roads

2018 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
1. Appearance of public areas 2. Emergency & disaster mngt 3. Elderly support services	1. Art centres & libraries 2. Waste management 3. Recreational facilities	1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities	1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

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

Corangamite Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Sealed roads 2. Unsealed roads 3. Slashing & weed control	1. Population growth 2. Planning permits 3. Town planning policy	1. Unsealed roads 2. Population growth 3. Traffic management	1. Parking facilities 2. Community decisions 3. Unsealed roads	1. Unsealed roads 2. Sealed roads 3. Planning permits	1. Unsealed roads 2. Sealed roads 3. Population growth

REGRESSION ANALYSIS

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side 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 variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ±0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
ALL SERVICE AREAS

Corangamite Shire Council (n=400)
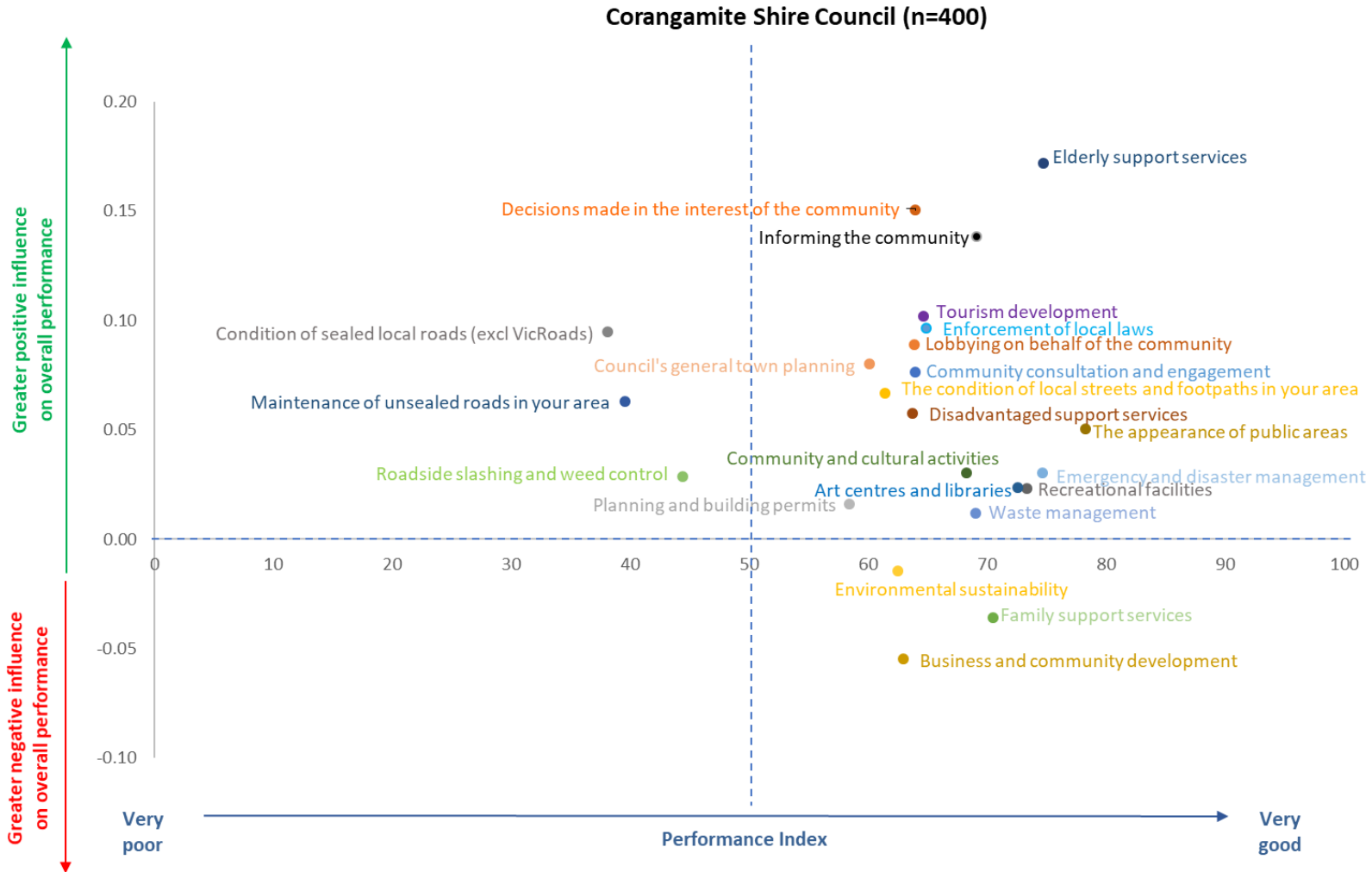
The multiple regression analysis model of all question items above has an R-squared value of 0.652and adjusted R-square value of 0.631, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 30.62). However, this model should be interpreted with caution because the data not all service areas had linear correlations. We recommend you use the regression model of reduced factors which as follows.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
KEY SERVICE AREAS

Corangamite Shire Council (n=400)

The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.638 and adjusted R-square value of 0.629, which means that 64% 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 = 66.57).

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PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
KEY SERVICE AREAS - ENLARGED RIGHT QUADRANT

Corangamite Shire Council (n=400)

Focus on these areas satisfactorily to ensure that negative perceptions do not have an overly negative impact on community perceptions

Key positive influence on overall rating and should remain a focus - but currently performing 'well' here.

Decisions made in the interest of the community

●Elderly support services

Informing the community

Condition of sealed local roads (excl VicRoads highways)

Lobbying on behalf of the community

● Tourism development
● Enforcement of local laws

Maintenance of unsealed roads in your area

Council's general town planning

● The condition of local streets and footpaths in your area

Key negative influences on overall rating and should remain a focus - but currently performing 'poorly' here. Improvements will have an influence on overall perceptions

Greater positive influence on overall performance

Greater negative influence on overall performance

Very poor — **Performance Index** → **Very good**

The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.638 and adjusted R-square value of 0.629, which means that 64% 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 = 66.57).

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REGRESSION ANALYSIS – KEY RESULTS CONSIDERATIONS

The individual service areas that have the strongest influence on the overall performance rating are:

➤ Elderly support services
➤ Decisions made in the interest of the community
➤ Informing the community

Other key areas with a positive influence on overall performance include:

➤ Tourism development
➤ Enforcement of local laws
➤ Lobbying on behalf of the community
➤ Council's general town planning
➤ The condition of local streets and footpaths in your area

Looking at key service areas only, elderly support services have the strongest positive performance index and a strong positive influence on the overall performance rating. Currently, Corangamite Shire Council is performing *very well* in this area (performance index of 74) and, while it should remain a focus, there is also work to be done elsewhere.

Corangamite Shire Council's decisions made in the community's interest, and how well it informs the community have slightly lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Corangamite Shire Council's overall performance rating. (These areas have performance indices of 64 and 69).

The condition of sealed local roads (excluding VicRoads highways and roads) as well as the maintenance of unsealed roads have the lowest performance ratings (37 and 40 respectively), and are two areas which could have a moderate influence on overall performance perceptions if attended to.

Good communication, informing the community and transparency with residents about decisions the Council has made in the Corangamite community's interest as well as improved maintenance of sealed and unsealed roads could help drive up overall opinion of the Council's performance.

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES
2018 SERVICES TO IMPROVE DETAILED PERCENTAGES

JWS RESEARCH

2018 Best Aspects

Aspect	%
Customer Service	18
Community Engagement/Consultation/Communication	8
Community Support Services	7
Road/Street Maintenance	7
Parks and Gardens	6
Recreational/Sporting Facilities	6
Councillors	6

%

2018 Areas for Improvement

Area	%
Sealed Road Maintenance	42
Community Consultation	9
Medium Strips/Nature Strips	7
Unsealed Road Maintenance	7
Communication	6
Financial Management	5
Tourism	5
Nothing	7

%
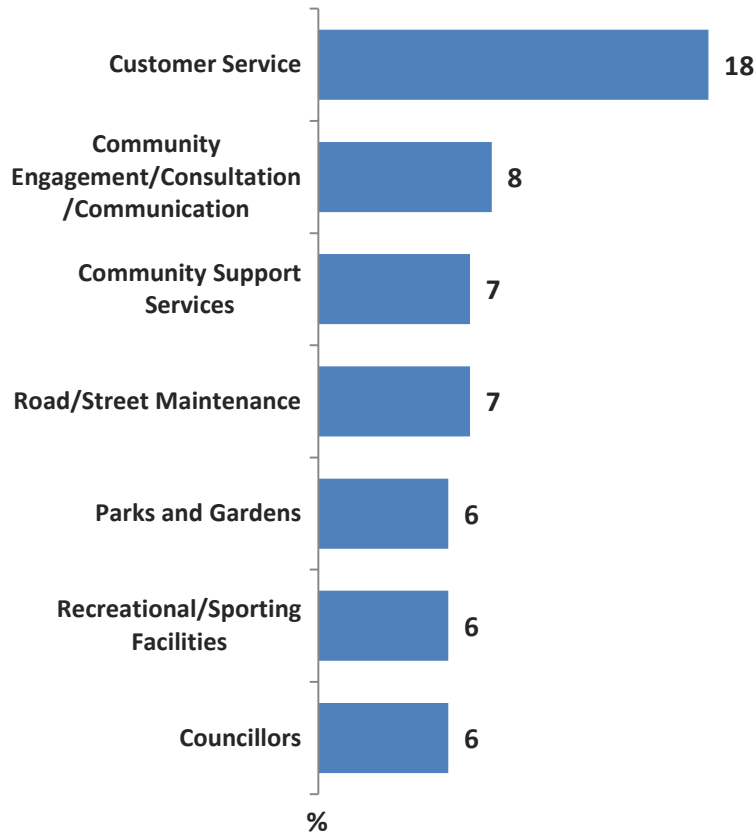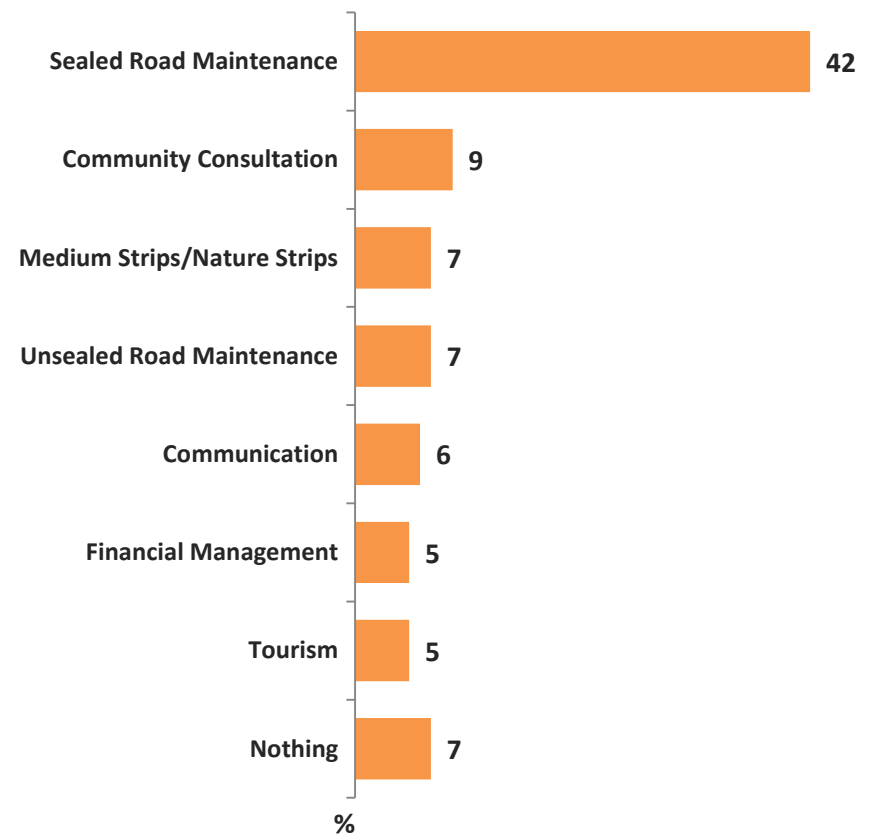
Q16. Please tell me what is the ONE BEST thing about Corangamite Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 5
Q17. What does Corangamite Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

POSITIVES AND AREAS FOR IMPROVEMENT
SUMMARY

Best Things

- Customer Service: 18% (up 7 points from 2017)

- Community Engagement/Consultation/Communication: 8% (up 3 points from 2017)

- Community Support Services: 7% (up 3 points from 2017)

- Road/Street Maintenance: 7% (up 4 points from 2017)

Areas for Improvement

- Sealed Road Maintenance: 42% (up 3 points from 2017)

- Community Consultation: 9% (up 1 point from 2017)

- Medium Strips/Nature Strips: 7% (up 1 point from 2017)

- Unsealed Road Maintenance: 7% (down 1 point from 2017)

DETAILED FINDINGS

JWS RESEARCH

KEY CORE MEASURE
OVERALL PERFORMANCE

JWS RESEARCH

OVERALL PERFORMANCE
INDEX SCORES

2018 Overall Performance

	2018	2017	2016	2015	2014	2013	2012
65+	72 ↑	67	68	68	69	73	69
Women	68	65	65	67	67	68	66
Central	68	64	64	68	67	69	n/a
Corangamite	66	63	64	65	66	67	65
35-49	66	64	62	64	64	68	59
Southern	65	62	63	61	67	65	n/a
18-34	65	59	64	67	66	64	68
Men	65	62	63	63	65	66	63
North	63	64	65	65	62	63	n/a
50-64	61	61	61	61	67	63	63
State-wide	59 ↓	59	59	60	61	60	60
Large Rural	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.

2018 Overall Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	13	49	26	6	2	3
2017 Corangamite	13	43	30	8	4	2
2016 Corangamite	10	45	35	7	2	1
2015 Corangamite	12	45	35	5	2	
2014 Corangamite	10	53	31	3	2	1
2013 Corangamite	14	49	31	4	2	1
2012 Corangamite	12	44	36	5	2	1
State-wide	9	37	36	11	5	2
Large Rural	7	34	39	13	6	2
North	13	43	29	9	5	2
Central	14	55	23	5	2	1
Southern	12	44	31	7	1	6
Men	13	47	27	7	4	2
Women	13	52	26	6		3
18-34	6	65	11	12	3	3
35-49	12	42	38	5		4
50-64	12	40	34	8	5	1
65+	20	52	22	3	1	3

% ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 64 Councils asked group: 18

KEY CORE MEASURE CUSTOMER SERVICE

CONTACT LAST 12 MONTHS
SUMMARY

JWS RESEARCH

Overall contact with Corangamite Shire Council	• 63%, up 6 points on 2017
Most contact with Corangamite Shire Council	• Aged 50-64 years
Least contact with Corangamite Shire Council	• Aged 18-34 years
Customer service rating	• Index score of 77, up 1 point on 2017
Most satisfied with customer service	• Aged 65+ years
Least satisfied with customer service	• North residents

2018 CONTACT WITH COUNCIL

2018 Contact with Council
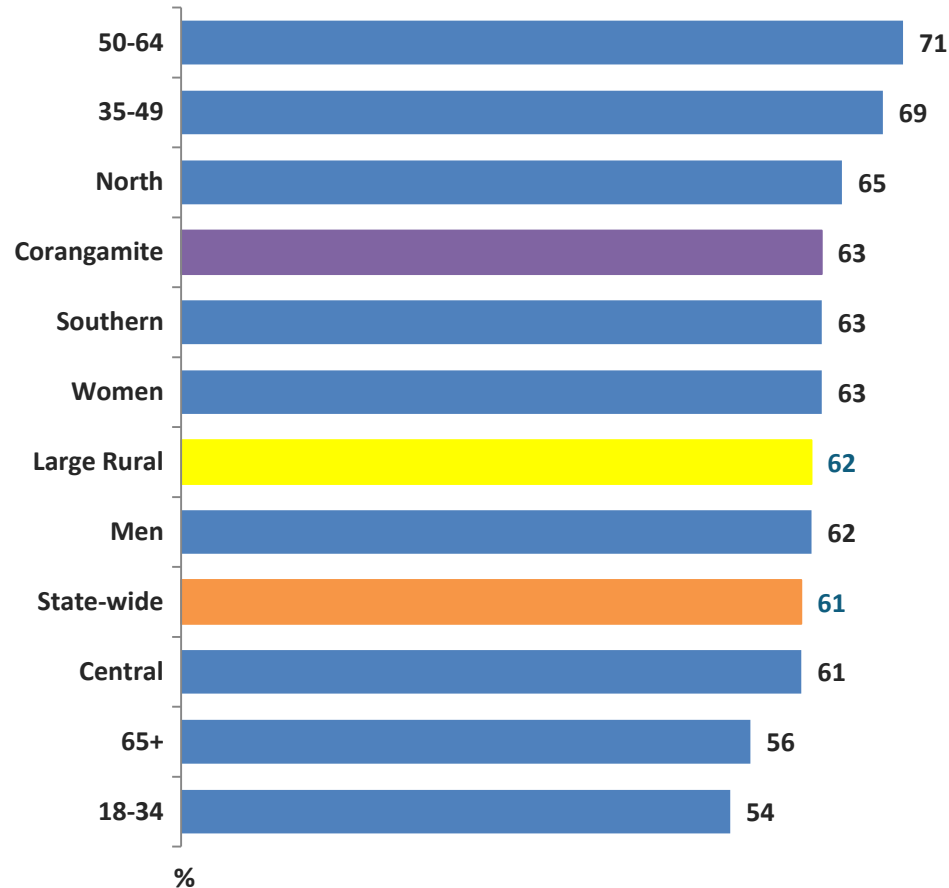
Category	%
50-64	71
35-49	69
North	65
Corangamite	63
Southern	63
Women	63
Large Rural	62
Men	62
State-wide	61
Central	61
65+	56
18-34	54

%

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: 43 Councils asked group: 13
Note: Please see page 6 for explanation about significant differences.

2018 Contact with Council

Have had contact

59   59   66   59   54   57   63

2012   2013   2014   2015   2016   2017   2018

%

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: 43 Councils asked group: 13

JWS RESEARCH

2018 Customer Service Rating

	2018	2017	2016	2015	2014	2013	2012
65+	82	77	77	75	78	81	77
Central	80	79	76	78	74	75	n/a
35-49	80	71	76	75	77	69	71
Southern	77	72	80	65	79	69	n/a
Women	77	79	78	76	75	75	77
Corangamite	77	76	77	74	76	74	74
Men	77	73	77	72	76	73	71
18-34	74	79	78	76	68	67	72
50-64	73	77	78	71	78	76	78
State-wide	70 ⬇	69	69	70	72	71	71
North	68	70	76	78	78	77	n/a
Large Rural	67 ⬇	66	67	67	n/a	n/a	n/a

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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE
DETAILED PERCENTAGES

2018 Customer Service Rating

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	39	41	9	6	3	1
2017 Corangamite	38	37	16	5	3	1
2016 Corangamite	43	33	16	4	4	1
2015 Corangamite	31	47	10	4	5	3
2014 Corangamite	34	43	15	6	2	1
2013 Corangamite	31	45	14	5	4	1
2012 Corangamite	32	43	16	5	3	
State-wide	31	36	18	8	6	1
Large Rural	28	36	19	9	7	1
North	26	41	18	6	8	2
Central	46	38	7	8		1
Southern	36	48	8	5	3	1
Men	36	45	9	6	3	1
Women	42	38	10	7	3	
18-34	21	63	5	11		
35-49	46	38	10	3	3	
50-64	38	35	10	9	6	1
65+	47	37	10	3	1	1

%

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: 64 Councils asked group: 18

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION
SUMMARY

Council direction	• 65% stayed about the same, up 4 points on 2017 • 23% improved, equal points on 2017 • 9% deteriorated, down 3 points on 2017
Most satisfied with council direction	• Aged 65+ years • Women • Aged 18-34 years
Least satisfied with council direction	• Aged 50-64 years • North residents
Improvement	• 36% a lot of room for improvement • 51% little room for improvement • 9% not much room for improvement
Direction headed	• 75% right direction (26% definitely and 48% probably) • 16% wrong direction (9% probably and 7% definitely)

JWS RESEARCH

2018 Overall Direction

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

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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.

46
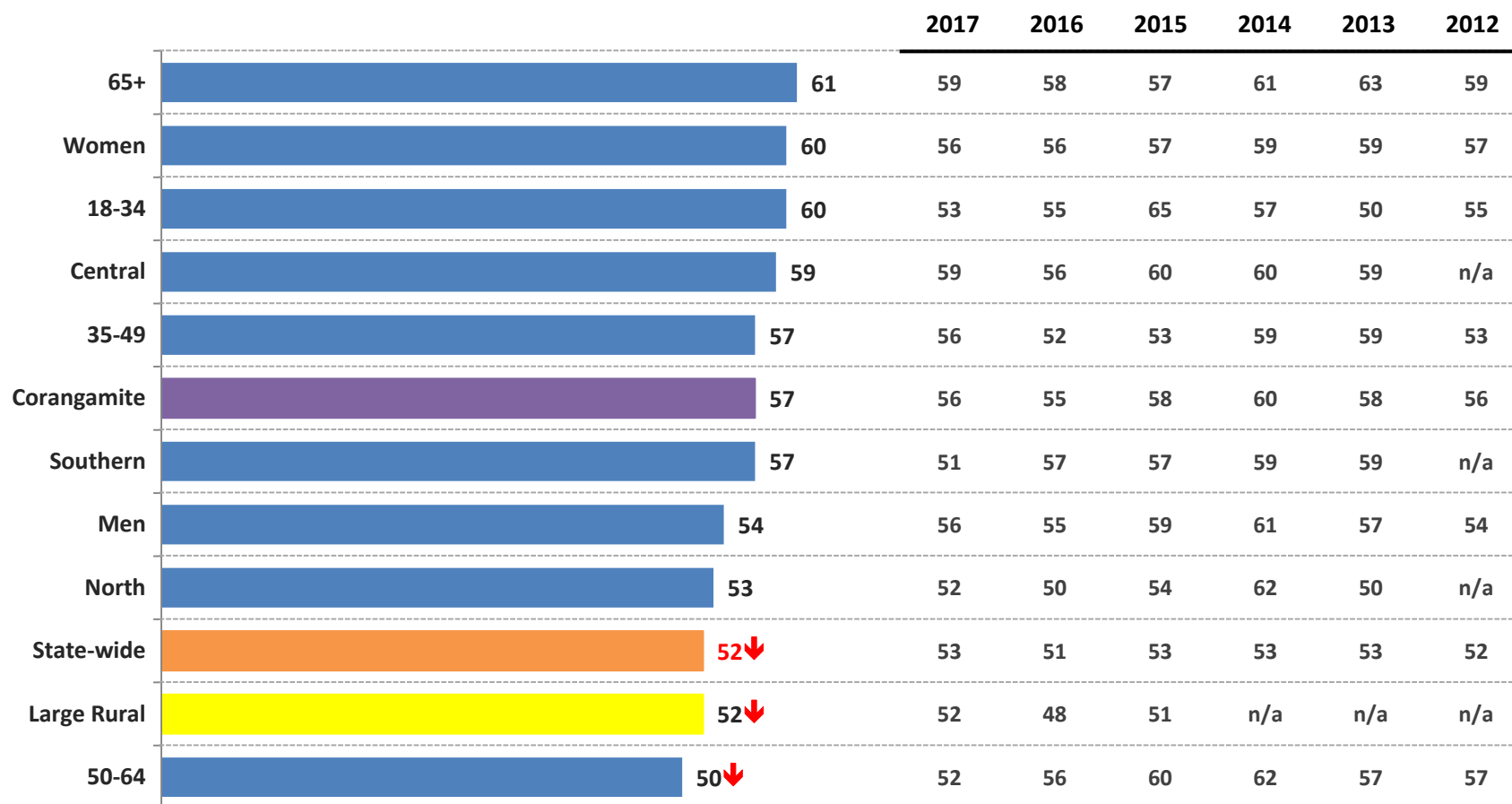
2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS
DETAILED PERCENTAGES

JWS RESEARCH

2018 Overall Direction

	Improved	Stayed the same	Deteriorated	Can't say
2018 Corangamite	23	65	9	3
2017 Corangamite	23	61	12	4
2016 Corangamite	20	63	10	6
2015 Corangamite	23	65	7	5
2014 Corangamite	25	66	5	4
2013 Corangamite	24	64	9	3
2012 Corangamite	18	70	7	5
State-wide	19	60	15	5
Large Rural	19	61	16	4
North	18	68	12	2
Central	26	61	10	3
Southern	20	70	7	4
Men	18	68	10	3
Women	27	62	8	3
18-34	31	57	12	
35-49	17	73	4	6
50-64	15	68	15	2
65+	28	61	6	5

%

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: 64 Councils asked group: 18

2018 Room for Improvement

	A lot	A little	Not much	Not at all	Can't say
2018 Corangamite	36	51	9	2	3
2017 Corangamite	45	43	7	1	4
2016 Corangamite	39	52	7	1	1
2015 Corangamite	40	51	5		4
2014 Corangamite	38	57		3	2
2013 Corangamite	45	49	5	1	1
State-wide	44	45	7	2	3
Large Rural	51	40	6	1	2
North	44	52		3	1
Central	30	54	10	4	3
Southern	41	45	10		4
Men	35	50	8	3	3
Women	37	51	9		3
18-34	23	60	11	6	
35-49	39	52	6		3
50-64	48	42	7	2	2
65+	32	51	11	1	5

% ■ A lot ■ A little ■ Not much ■ Not at all ■ Can't say
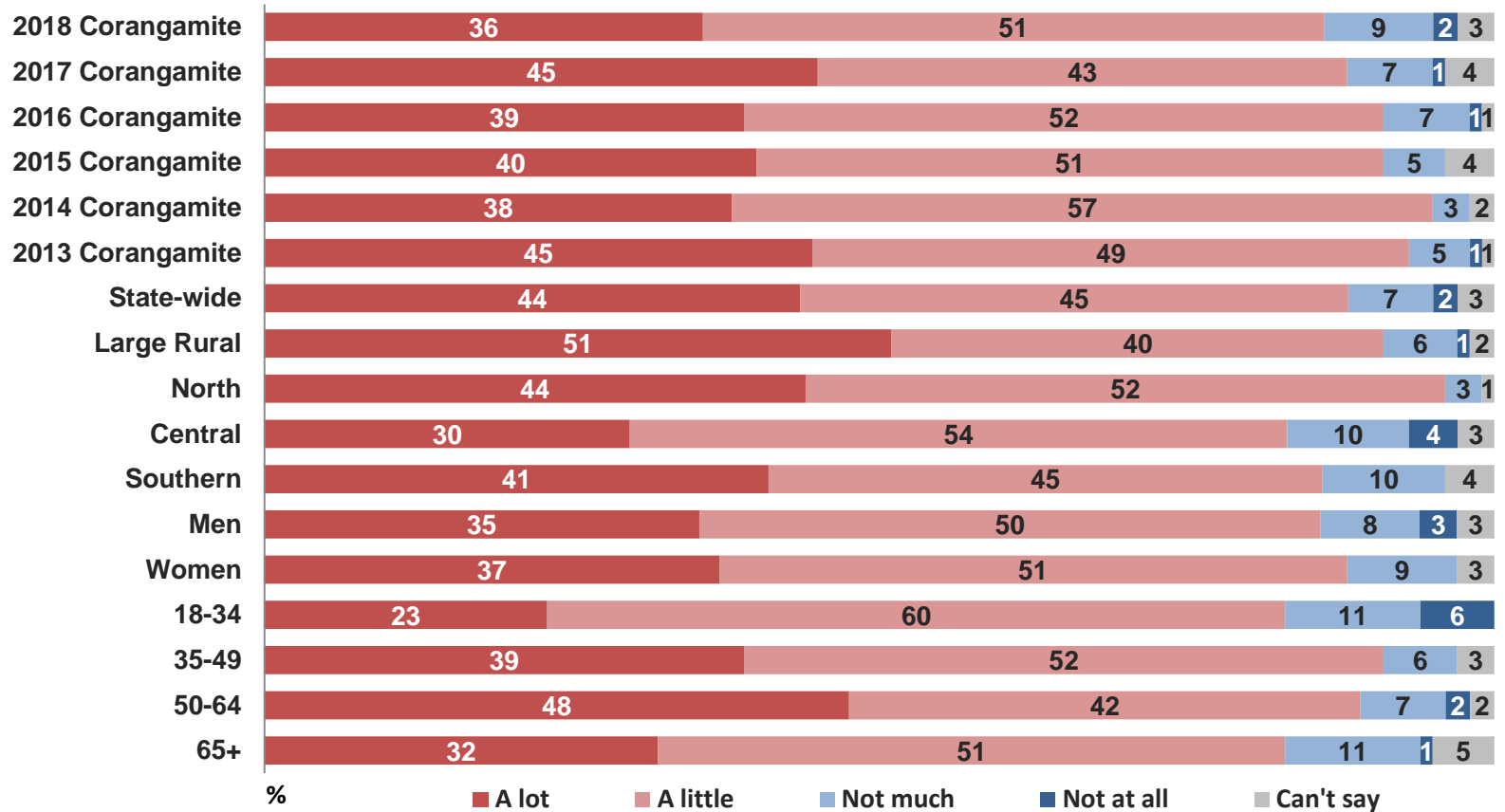
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Corangamite Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 4 Councils asked group: 2

JWS RESEARCH

2018 Future Direction

	Definitely right direction	Probably right direction	Probably wrong direction	Definitely wrong direction	Can't say
2018 Corangamite	26	48	9	7	9
2017 Corangamite	26	50	7	8	9
2016 Corangamite	27	52	6	5	10
2015 Corangamite	23	58	6	6	7
2014 Corangamite	29	56	7	3	6
2013 Corangamite	26	55	7	4	8
2012 Corangamite	23	54	7	6	11
State-wide	17	47	14	11	11
Large Rural	17	47	15	10	11
North	21	50	9	12	8
Central	29	49	9	5	8
Southern	25	47	10	6	12
Men	25	46	9	9	12
Women	28	51	10	5	7
18-34	23	46	14	9	9
35-49	29	44	11	6	9
50-64	22	52	9	9	7
65+	31	49	5	3	12

%

■ 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: 9 Councils asked group: 3

INDIVIDUAL SERVICE AREAS

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Consultation and Engagement Performance

	2018	2017	2016	2015	2014	2013	2012
Central	67	62	64	68	65	67	n/a
Women	67	61	65	68	67	69	63
65+	67	62	66	66	72	68	70
18-34	66	60	62	73	63	64	69
35-49	65	60	58	66	62	69	59
Corangamite	64	60	62	67	65	67	65
Southern	62	56	59	64	65	65	n/a
Men	62	59	59	65	64	65	66
50-64	59	57	62	63	64	65	63
North	59	62	62	68	69	67	n/a
State-wide	55 ⬇	55	54	56	57	57	57
Large Rural	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?
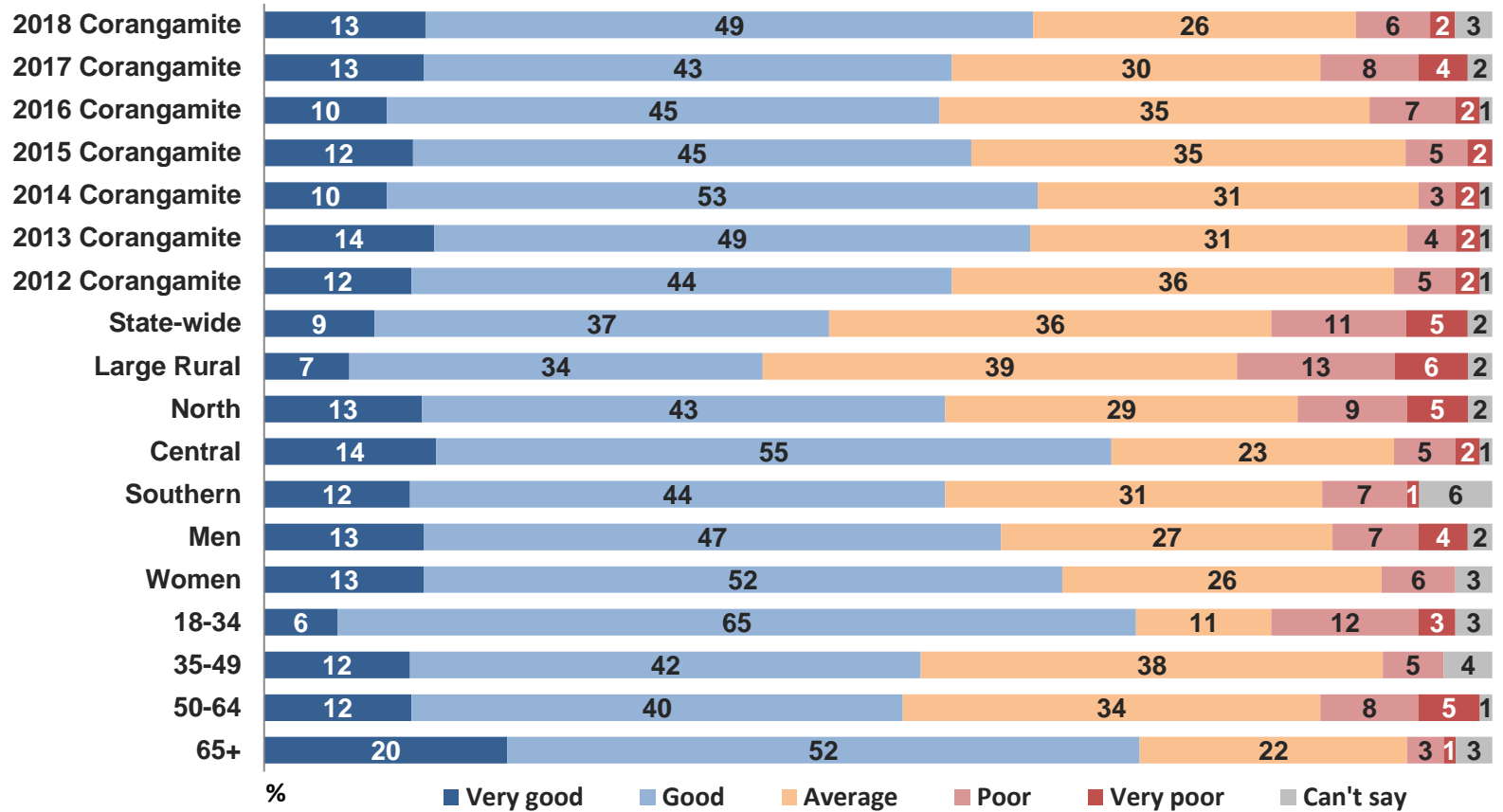*Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18*
Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Consultation and Engagement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	13	41	24	9	3	10
2017 Corangamite	10	38	27	10	6	10
2016 Corangamite	12	34	29	11	2	11
2015 Corangamite	13	44	23	8	1	11
2014 Corangamite	11	46	26	8	1	7
2013 Corangamite	11	51	20	7	2	8
2012 Corangamite	14	41	28	9	2	6
State-wide	8	30	32	15	7	9
Large Rural	7	30	33	15	7	8
North	9	41	17	17	6	9
Central	15	44	24	7	1	9
Southern	11	37	30	8	4	10
Men	10	38	26	10	4	13
Women	15	45	23	8	2	6
18-34	11	40	32	6		12
35-49	14	44	16	6	7	13
50-64	11	36	29	14	4	7
65+	14	45	22	9	1	9

% ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

J00643 Community Satisfaction Survey 2018 - Corangamite Shire Council

2018 LOBBYING ON BEHALF OF THE COMMUNITY
PERFORMANCE INDEX SCORES

2018 Lobbying Performance

	2018	2017	2016	2015	2014	2013	2012
Central	68 ↑	61	59	66	62	64	n/a
18-34	68	58	54	69	56	59	64
65+	68	60	60	65	65	66	64
Women	65	61	58	63	62	63	60
Corangamite	64	59	57	63	61	63	61
Men	64	57	57	63	60	62	61
Southern	60	55	52	56	58	63	n/a
50-64	60	59	57	59	60	61	61
35-49	60	58	57	60	61	64	56
North	59	58	59	61	58	58	n/a
State-wide	54 ↓	54	53	55	56	55	55
Large Rural	52 ↓	51	50	53	n/a	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.

2018 Lobbying Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	12	34	25	8	2	19
2017 Corangamite	9	31	27	11	4	19
2016 Corangamite	5	29	27	12	3	25
2015 Corangamite	9	34	27	8	1	22
2014 Corangamite	7	35	29	9	3	17
2013 Corangamite	8	35	29	8	1	19
2012 Corangamite	8	35	29	8	3	16
State-wide	5	24	32	13	5	20
Large Rural	5	23	34	14	6	19
North	7	38	24	7	7	18
Central	16	35	22	8		20
Southern	9	31	29	8	4	19
Men	11	34	21	10	2	22
Women	14	34	28	6	3	16
18-34	14	43	20	9		14
35-49	12	31	20	10	6	20
50-64	11	28	36	8	3	15
65+	12	36	22	5	1	25

%

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Community Decisions Made Performance

	2018	2017	2016	2015	2014	2013	2012
65+	69 ↑	65	64	65	68	n/a	n/a
Central	67	64	63	66	64	n/a	n/a
Men	65	59	59	62	63	n/a	n/a
Corangamite	64	61	61	64	64	n/a	n/a
18-34	64	53	66	72	64	n/a	n/a
Women	63	63	64	66	65	n/a	n/a
35-49	63	61	57	65	60	n/a	n/a
North	61	62	58	60	64	n/a	n/a
Southern	61	52	59	62	64	n/a	n/a
50-64	59	61	58	57	63	n/a	n/a
State-wide	54 ↓	54	54	55	57	n/a	n/a
Large Rural	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?
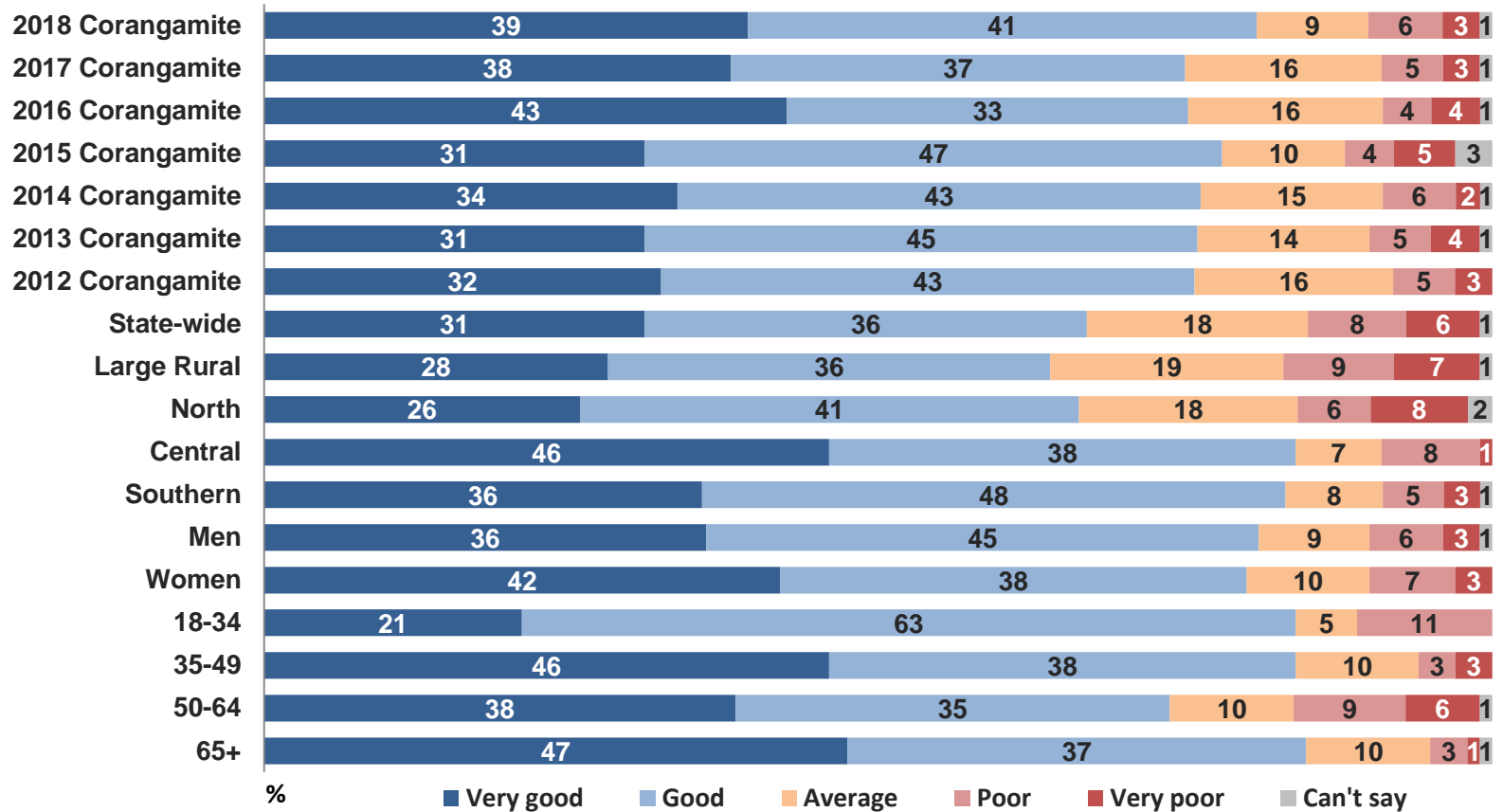*Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18*
Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES

2018 Community Decisions Made Performance
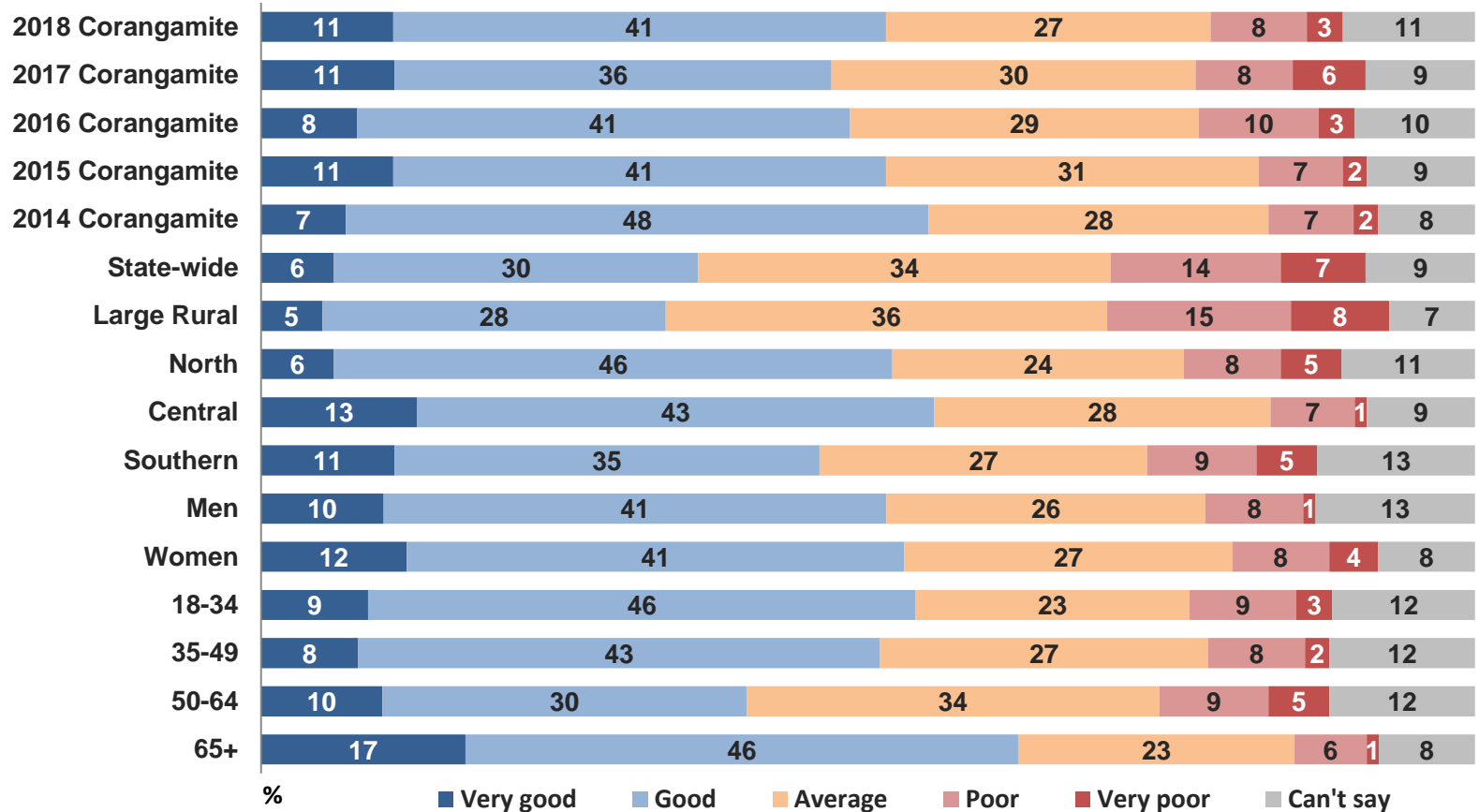
	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	11	41	27	8	3	11
2017 Corangamite	11	36	30	8	6	9
2016 Corangamite	8	41	29	10	3	10
2015 Corangamite	11	41	31	7	2	9
2014 Corangamite	7	48	28	7	2	8
State-wide	6	30	34	14	7	9
Large Rural	5	28	36	15	8	7
North	6	46	24	8	5	11
Central	13	43	28	7	1	9
Southern	11	35	27	9	5	13
Men	10	41	26	8	1	13
Women	12	41	27	8	4	8
18-34	9	46	23	9	3	12
35-49	8	43	27	8	2	12
50-64	10	30	34	9	5	12
65+	17	46	23	6	1	8

%

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: 64 Councils asked group: 18

JWS RESEARCH

2018 Sealed Local Roads Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	53 ↑	53	54	55	55	n/a	n/a
65+	46 ↑	43	43	45	44	n/a	n/a
Large Rural	45 ↑	43	44	45	n/a	n/a	n/a
North	39	38	26	28	32	n/a	n/a
Women	38	37	34	39	38	n/a	n/a
Central	37	37	39	44	40	n/a	n/a
Corangamite	37	37	36	38	38	n/a	n/a
Men	36	36	38	37	39	n/a	n/a
Southern	35	35	35	30	37	n/a	n/a
50-64	35	33	32	33	34	n/a	n/a
18-34	32	33	42	39	40	n/a	n/a
35-49	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Sealed Local Roads Performance

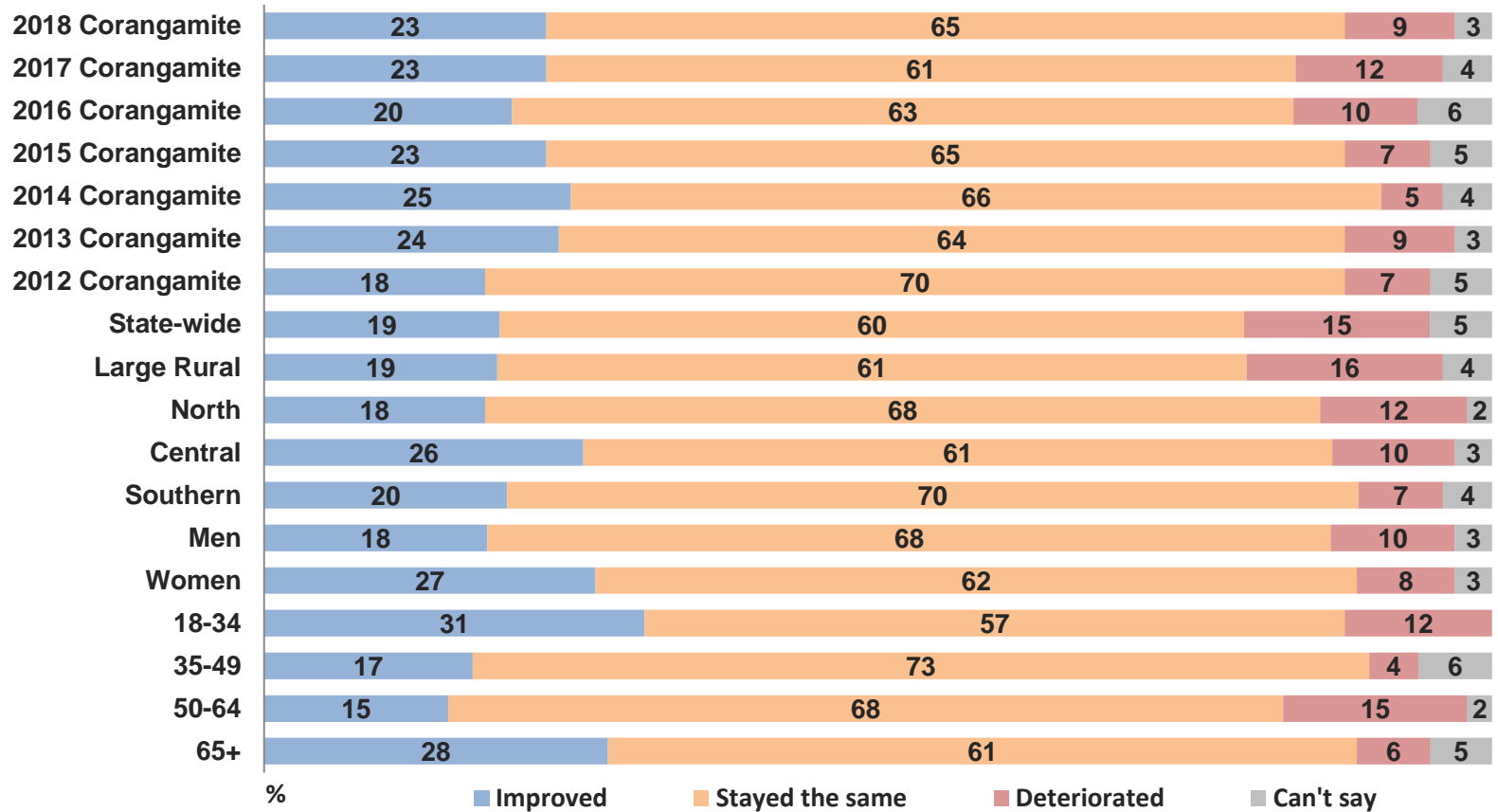|	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	3	21	23	23	29	
2017 Corangamite	4	16	28	25	26	1
2016 Corangamite	3	19	23	27	27	1
2015 Corangamite	4	17	28	27	23	
2014 Corangamite	3	17	28	31	19	2
State-wide	11	31	28	17	12	1
Large Rural	6	24	29	22	18	1
North	6	24	21	18	31	1
Central	4	20	24	24	28	
Southern	1	22	24	23	31	
Men	3	23	23	17	34	
Women	4	20	24	28	24	
18-34	3	23	17	14	43	
35-49	2	16	20	25	36	
50-64	3	16	26	27	29	
65+	5	29	28	23	15	1

%

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: 64 Councils asked group: 18

2018 INFORMING THE COMMUNITY
PERFORMANCE INDEX SCORES

2018 Informing Community Performance
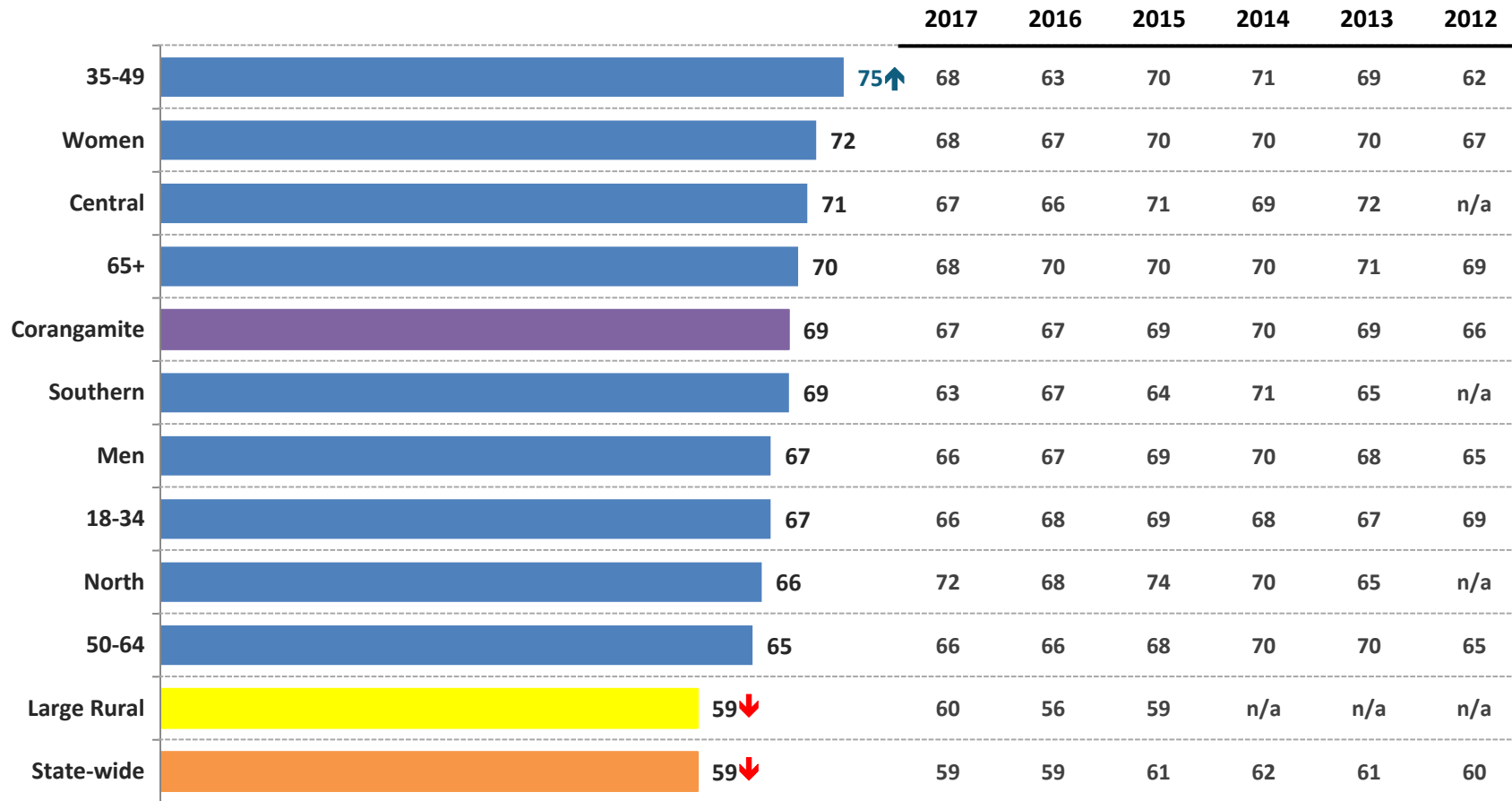
	2018	2017	2016	2015	2014	2013	2012
35-49	75 ↑	68	63	70	71	69	62
Women	72	68	67	70	70	70	67
Central	71	67	66	71	69	72	n/a
65+	70	68	70	70	70	71	69
Corangamite	69	67	67	69	70	69	66
Southern	69	63	67	64	71	65	n/a
Men	67	66	67	69	70	68	65
18-34	67	66	68	69	68	67	69
North	66	72	68	74	70	65	n/a
50-64	65	66	66	68	70	70	65
Large Rural	59 ↓	60	56	59	n/a	n/a	n/a
State-wide	59 ↓	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: 28 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Informing Community Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	17	51	18	7	2	5
2017 Corangamite	16	45	28	6	2	3
2016 Corangamite	14	46	27	6	2	4
2015 Corangamite	18	50	21	6	3	3
2014 Corangamite	17	53	18	7	1	3
2013 Corangamite	16	52	23	5	2	2
2012 Corangamite	15	48	25	7	4	2
State-wide	11	36	31	13	5	3
Large Rural	11	36	31	14	5	3
North	14	52	18	12	3	1
Central	19	51	18	7	1	4
Southern	16	50	18	3	5	8
Men	14	52	16	10	3	5
Women	20	50	20	3	2	5
18-34	17	43	11	17		11
35-49	22	57	9	1	4	7
50-64	15	44	29	5	4	2
65+	15	57	20	4	1	1

Q2. How has Council performed on 'informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Streets and Footpaths Performance

	2018	2017	2016	2015	2014	2013	2012
18-34	66	55	59	70	63	53	66
65+	64	62	61	63	61	62	57
Central	63	58	62	66	63	61	n/a
Women	62	57	58	64	60	58	56
Corangamite	62	57	60	65	62	58	60
Men	62	57	61	65	64	58	63
Southern	61	52	60	63	61	54	n/a
35-49	61	52	60	64	64	57	57
North	60	59	50	65	56	51	n/a
State-wide	58 ↓	57	57	58	58	58	57
50-64	58	55	58	62	59	60	60
Large Rural	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?
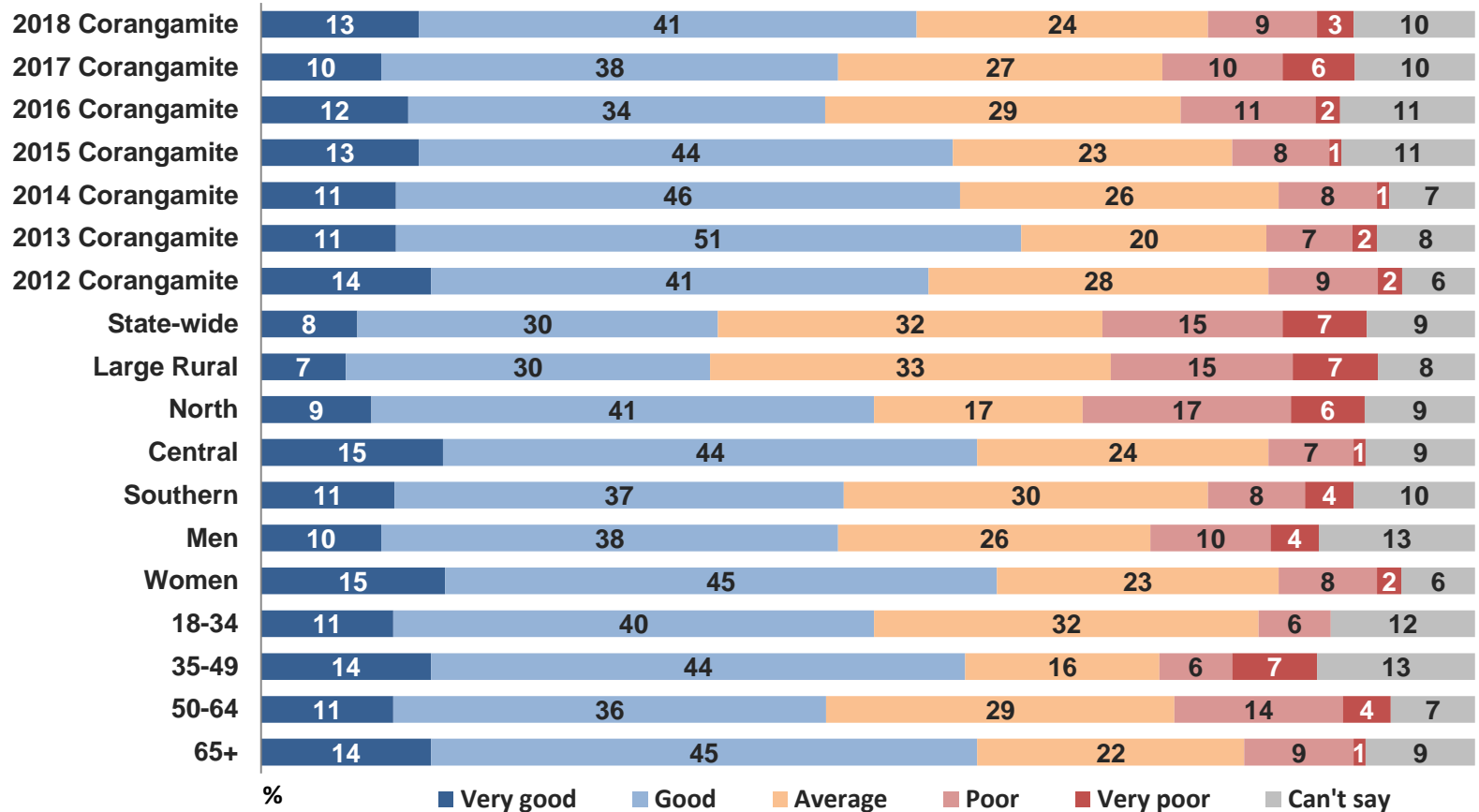*Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8*
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Streets and Footpaths Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	10	47	22	12	4	5
2017 Corangamite	14	30	30	15	8	4
2016 Corangamite	11	40	27	10	8	4
2015 Corangamite	14	45	23	11	3	4
2014 Corangamite	14	38	30	10	5	3
2013 Corangamite	11	40	25	15	7	2
2012 Corangamite	11	40	27	11	7	3
State-wide	14	34	28	14	7	2
Large Rural	10	32	29	16	10	3
North	8	43	21	13	6	8
Central	10	51	19	12	4	4
Southern	9	44	25	12	4	5
Men	9	47	20	13	5	7
Women	10	48	23	12	4	3
18-34	9	60	20	12		
35-49	10	40	23	18	1	8
50-64	9	42	25	12	9	4
65+	11	48	19	9	5	7

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: 30 Councils asked group: 8

2018 ENFORCEMENT OF LOCAL LAWS
PERFORMANCE INDEX SCORES

2018 Law Enforcement Performance

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

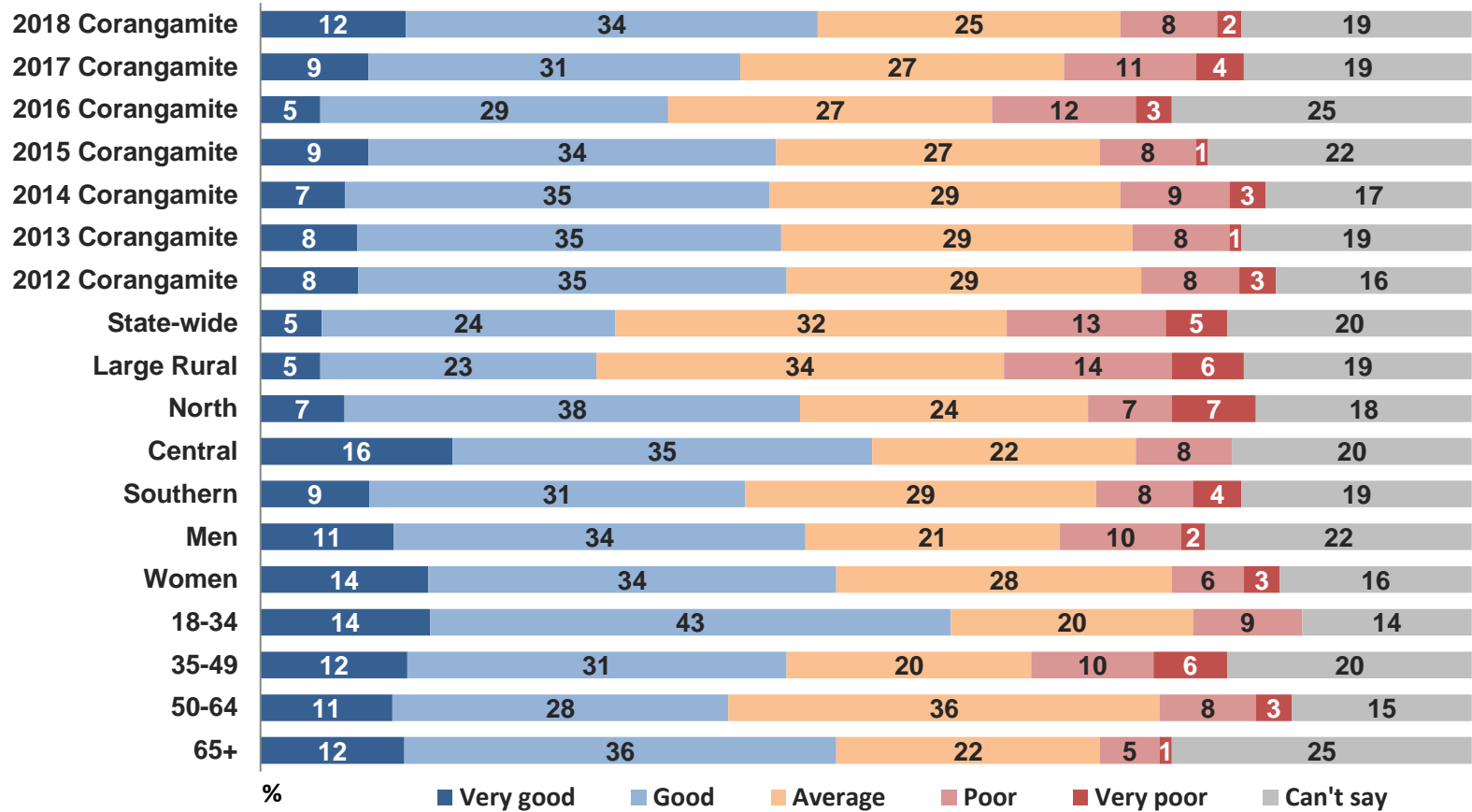Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.

2018 Law Enforcement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	9	49	17	7	3	15
2017 Corangamite	9	45	24	6	2	14
2016 Corangamite	13	44	23	6	1	13
2015 Corangamite	12	41	26	6	2	13
2014 Corangamite	11	48	24	4	2	11
2013 Corangamite	12	49	18	7	2	12
2012 Corangamite	12	47	22	6	2	12
State-wide	12	39	25	8	3	12
Large Rural	11	40	26	7	3	13
North	8	51	11	5	10	15
Central	10	51	14	9	2	14
Southern	8	44	26	6	1	15
Men	8	49	14	10	4	14
Women	10	48	21	4	2	15
18-34	14	57	14	3	3	9
35-49	9	51	20	10	3	8
50-64	11	40	19	10	4	16
65+	4	48	16	6	2	23

%

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

2018 FAMILY SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Family Support Performance
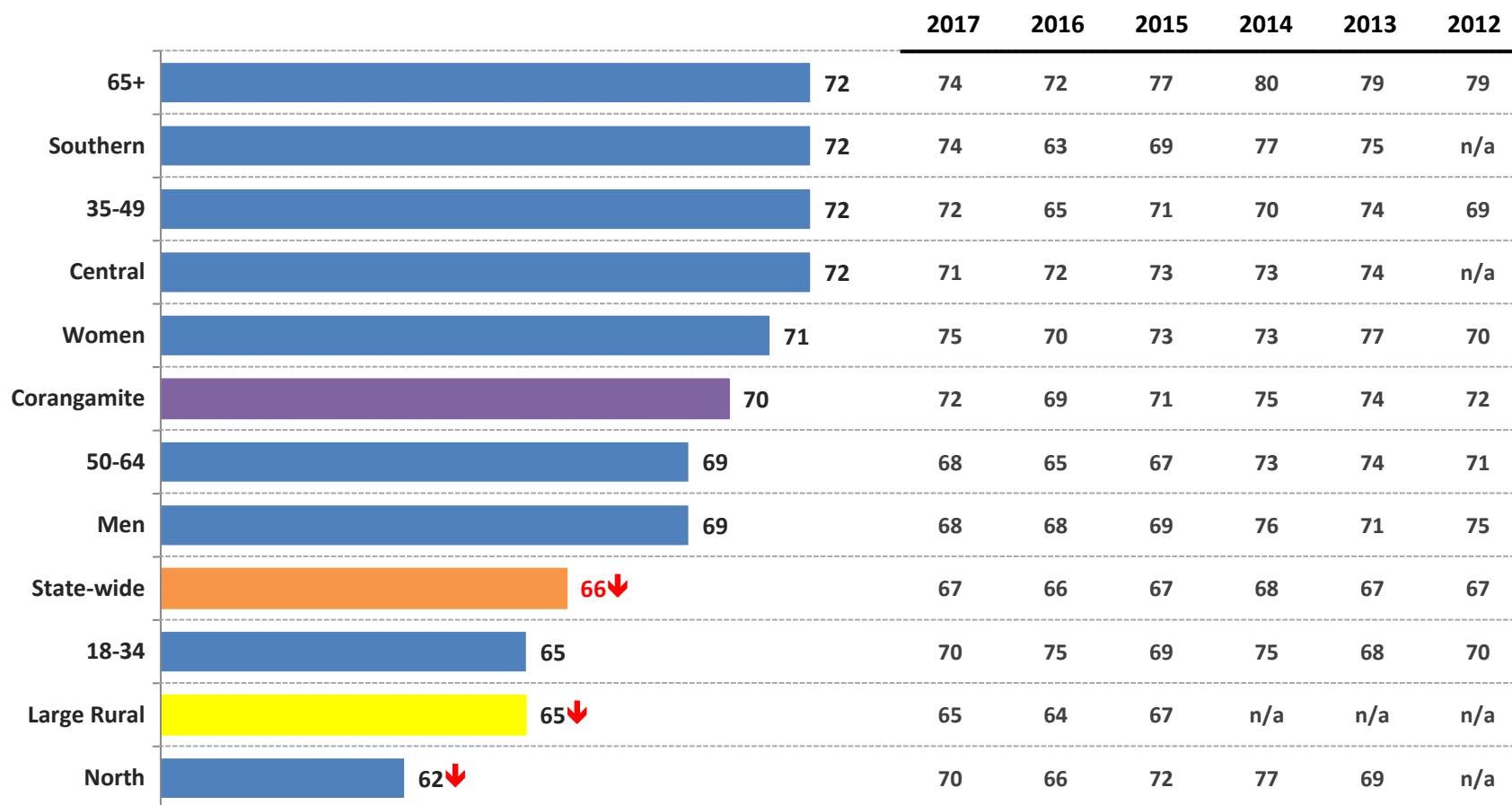
	2018	2017	2016	2015	2014	2013	2012
65+	72	74	72	77	80	79	79
Southern	72	74	63	69	77	75	n/a
35-49	72	72	65	71	70	74	69
Central	72	71	72	73	73	74	n/a
Women	71	75	70	73	73	77	70
Corangamite	70	72	69	71	75	74	72
50-64	69	68	65	67	73	74	71
Men	69	68	68	69	76	71	75
State-wide	66⬇	67	66	67	68	67	67
18-34	65	70	75	69	75	68	70
Large Rural	65⬇	65	64	67	n/a	n/a	n/a
North	62⬇	70	66	72	77	69	n/a

Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

2018 Family Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	12	38	13	5	1	32
2017 Corangamite	16	39	14	4	2	25
2016 Corangamite	8	41	16	2	2	31
2015 Corangamite	12	42	18	3		24
2014 Corangamite	16	48	11	2		23
2013 Corangamite	17	45	17	1		20
2012 Corangamite	16	40	13	4	2	25
State-wide	11	31	21	4	2	32
Large Rural	9	31	23	5	2	30
North	7	38	14	10	3	28
Central	13	39	12	4		32
Southern	12	38	13	3	1	33
Men	9	34	10	6		41
Women	14	43	15	4	1	23
18-34	8	37	11	12		32
35-49	14	46	11	5	1	23
50-64	11	33	16	3	1	35
65+	12	38	12	2	1	35

%

Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9

2018 ELDERLY SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Elderly Support Performance
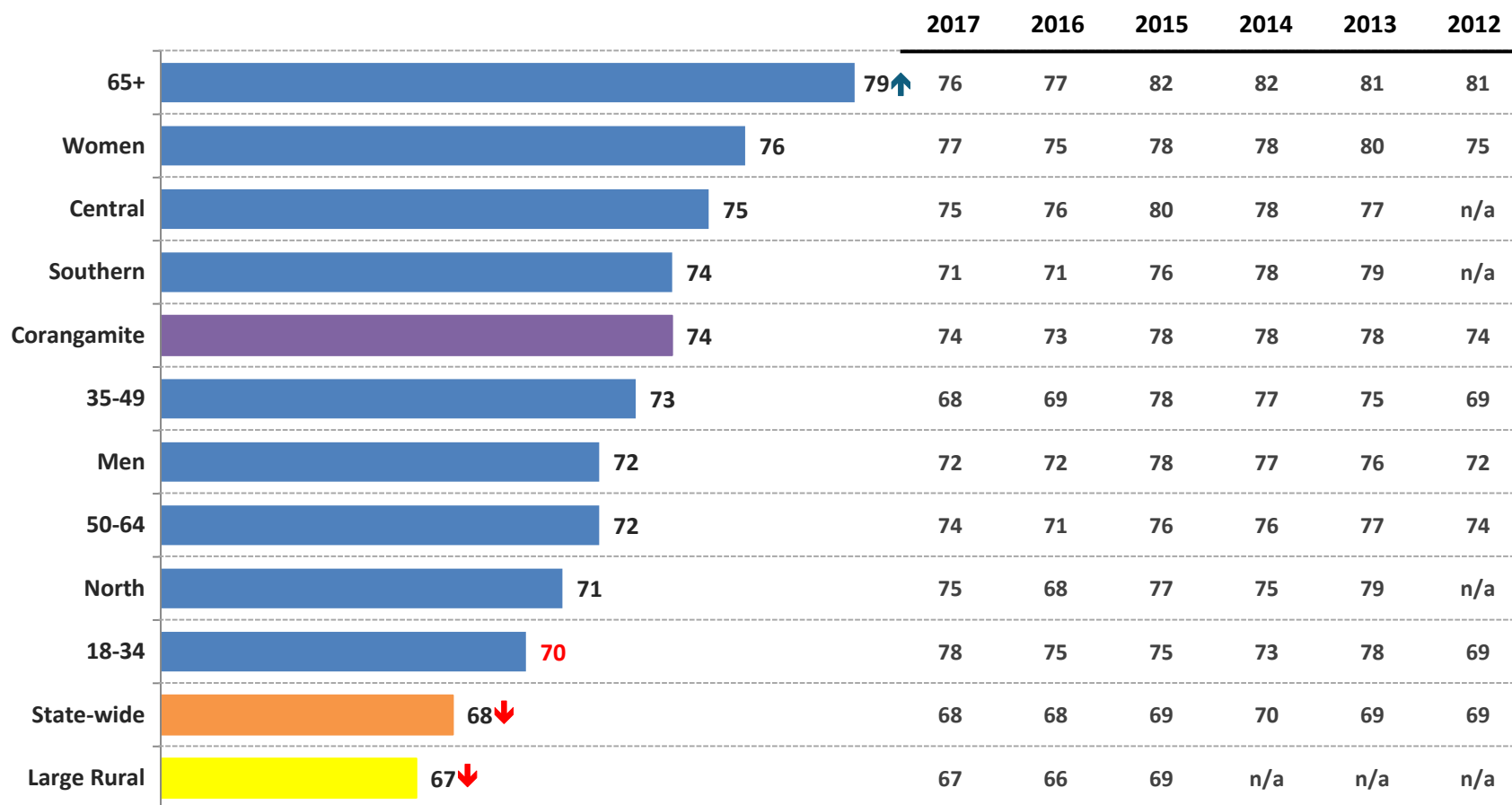
	2018	2017	2016	2015	2014	2013	2012
65+	79 ↑	76	77	82	82	81	81
Women	76	77	75	78	78	80	75
Central	75	75	76	80	78	77	n/a
Southern	74	71	71	76	78	79	n/a
Corangamite	74	74	73	78	78	78	74
35-49	73	68	69	78	77	75	69
Men	72	72	72	78	77	76	72
50-64	72	74	71	76	76	77	74
North	71	75	68	77	75	79	n/a
18-34	70	78	75	75	73	78	69
State-wide	68 ↓	68	68	69	70	69	69
Large Rural	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: 9
Note: Please see page 6 for explanation about significant differences.

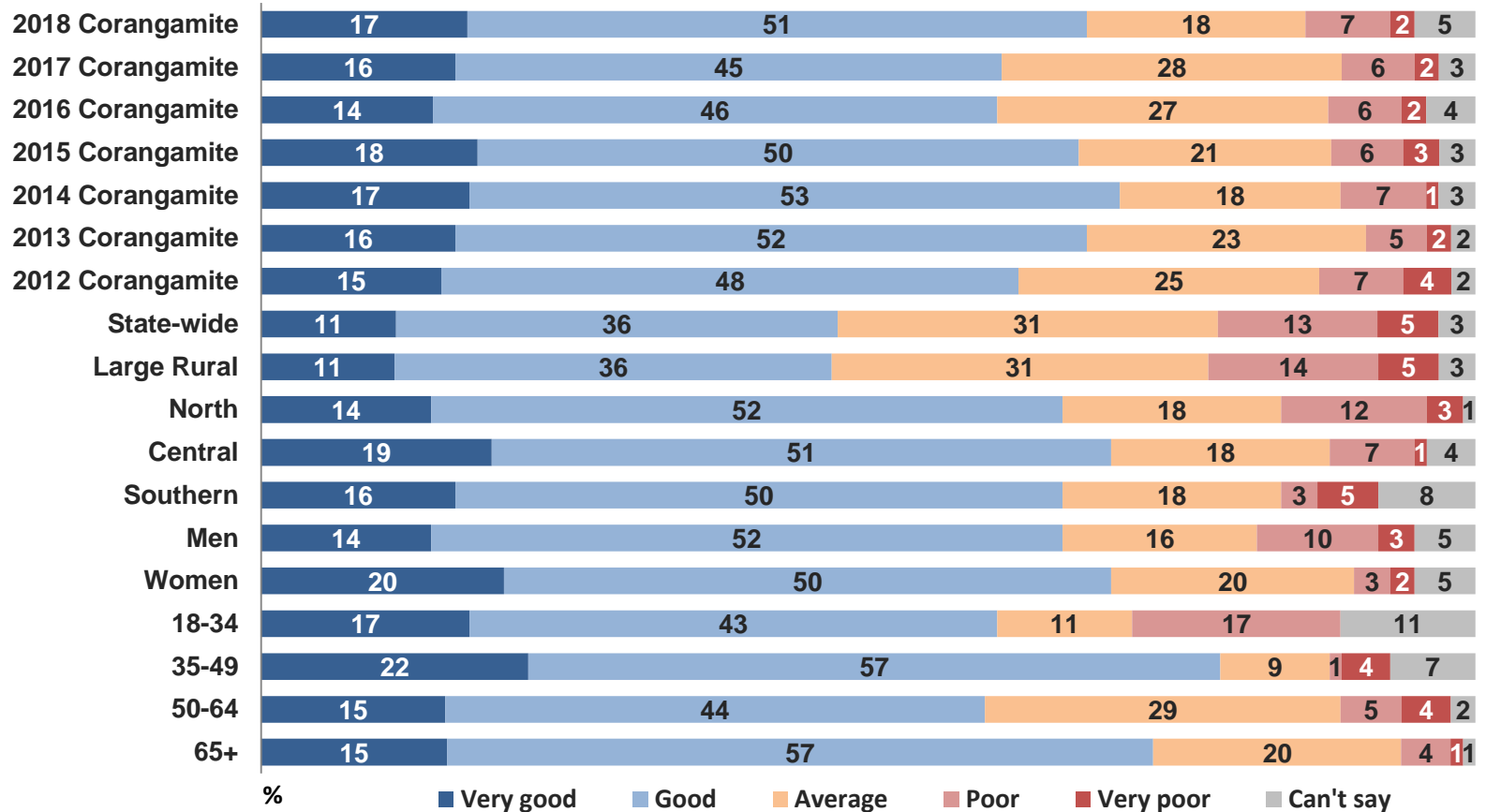# 2018 ELDERLY SUPPORT SERVICES
PERFORMANCE DETAILED PERCENTAGES

2018 Elderly Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	23	38	15	4	1	18
2017 Corangamite	23	37	14	4	1	21
2016 Corangamite	20	40	14	4	2	21
2015 Corangamite	27	42	13	2		16
2014 Corangamite	26	44	12	2	1	17
2013 Corangamite	24	44	10	2		19
2012 Corangamite	21	44	15	3	1	16
State-wide	14	32	19	5	2	29
Large Rural	14	32	21	5	2	26
North	19	44	14	3	4	17
Central	26	36	16	4	1	17
Southern	22	39	14	4	1	20
Men	20	34	20	2	2	22
Women	27	43	10	5	1	15
18-34	14	40	17	6		23
35-49	17	44	14	2	1	21
50-64	25	34	16	3	4	18
65+	33	38	13	3		13

%

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 9

2018 DISADVANTAGED SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Disadvantaged Support Performance

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

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
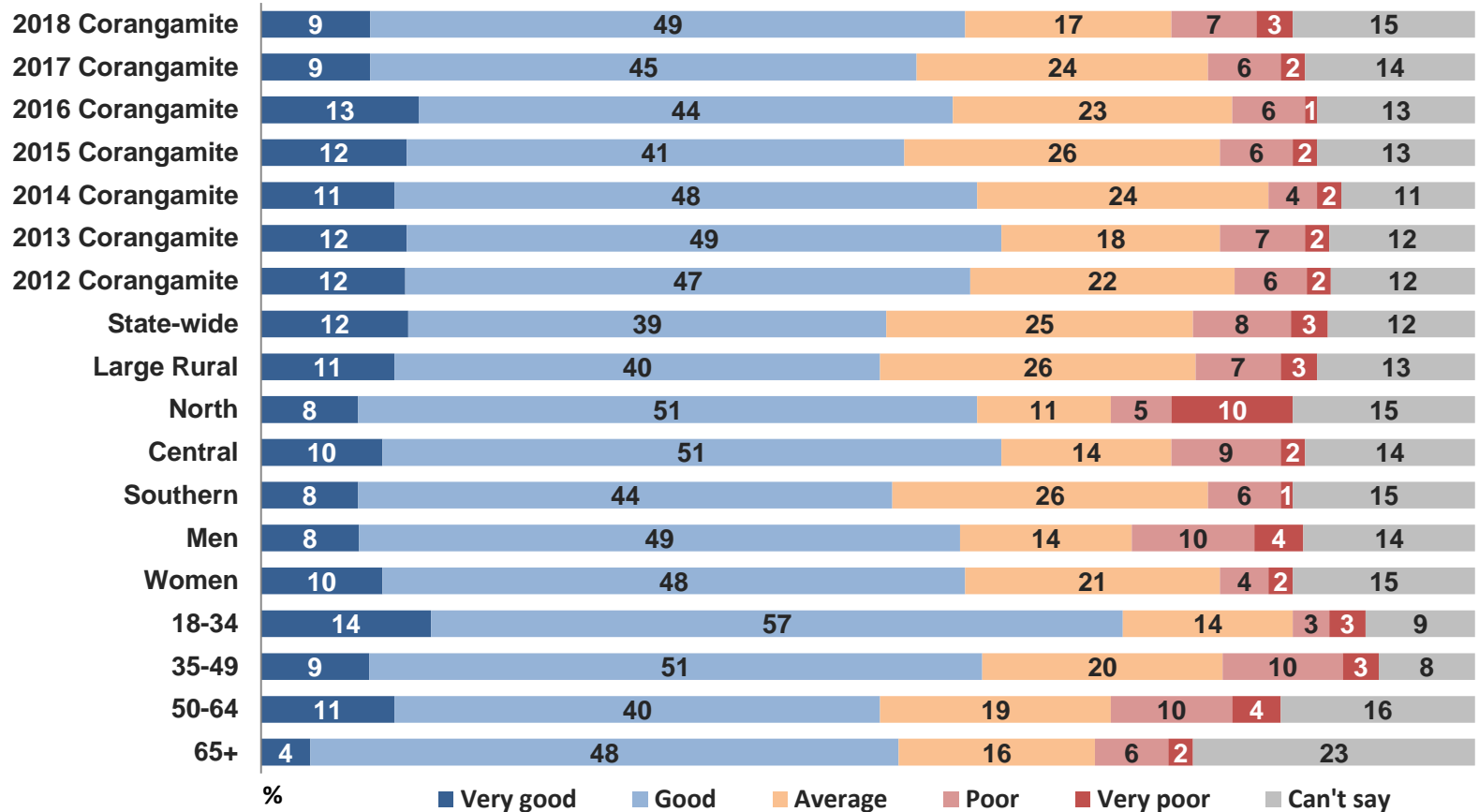*Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4*
Note: Please see page 6 for explanation about significant differences.

2018 DISADVANTAGED SUPPORT SERVICES
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disadvantaged Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	6	33	15	6	3	37
2017 Corangamite	9	32	14	6	1	37
2016 Corangamite	5	32	17	6	2	38
2015 Corangamite	11	33	15	8	1	31
2014 Corangamite	14	35	16	3		33
State-wide	6	25	23	6	2	38
Large Rural	6	25	23	6	2	39
North	10	29	11	8	9	32
Central	8	35	17	5	2	33
Southern	2	31	14	6	2	46
Men	6	29	13	6	3	42
Women	7	36	17	5	3	32
18-34	6	34	14	6	6	34
35-49	7	31	16	7	1	38
50-64	6	31	14	7	4	38
65+	7	34	16	3	2	38

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4
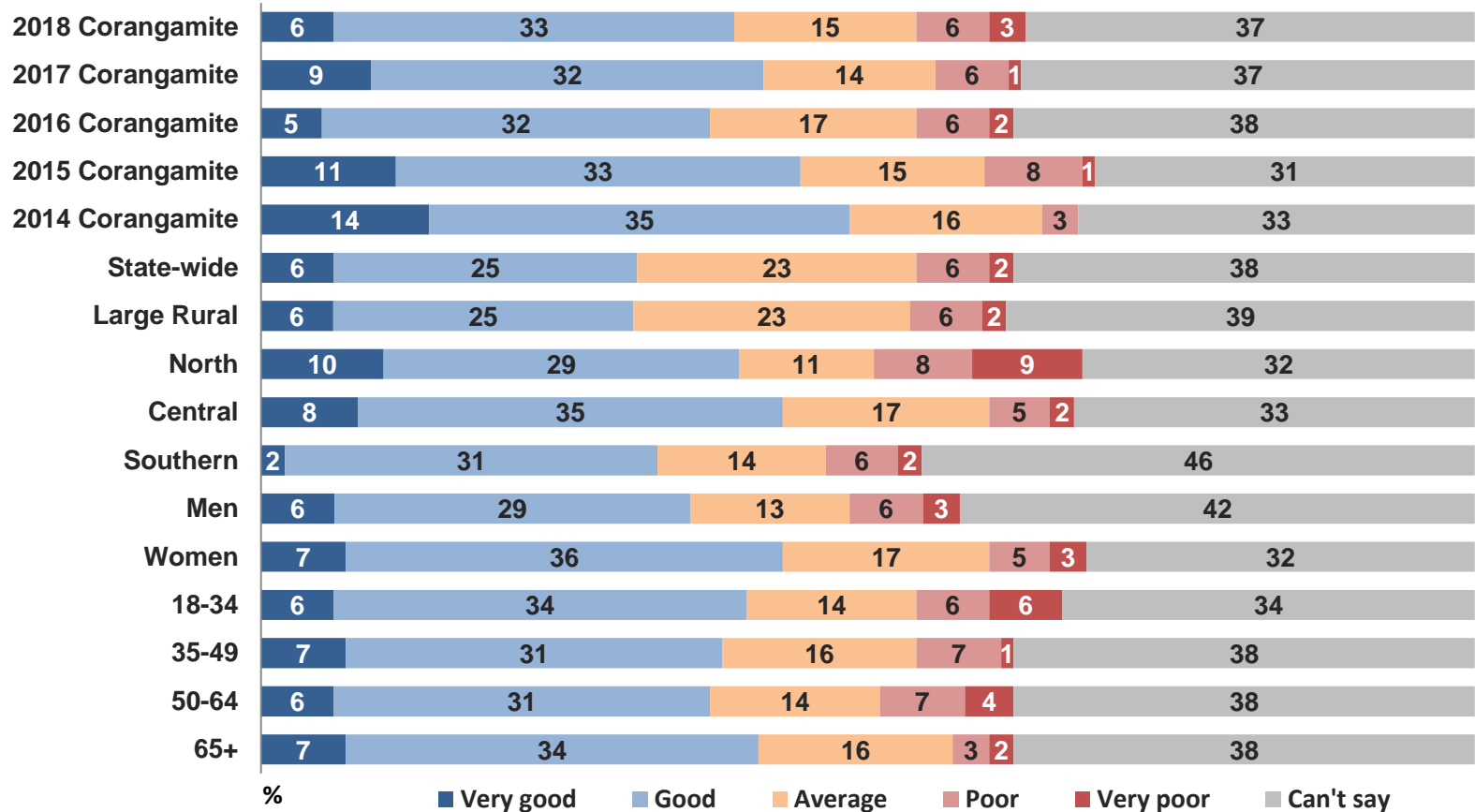
2018 Recreational Facilities Performance

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

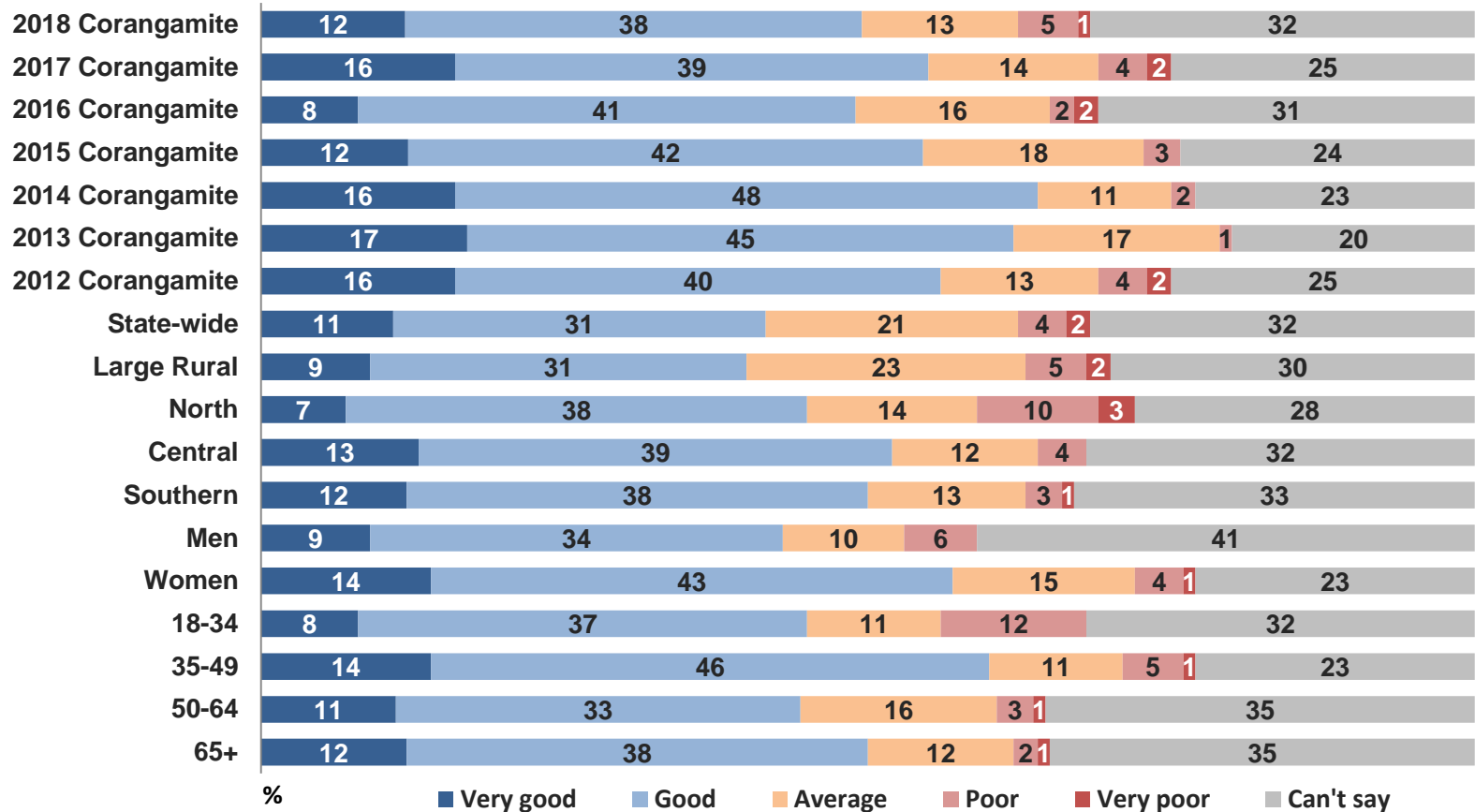Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH
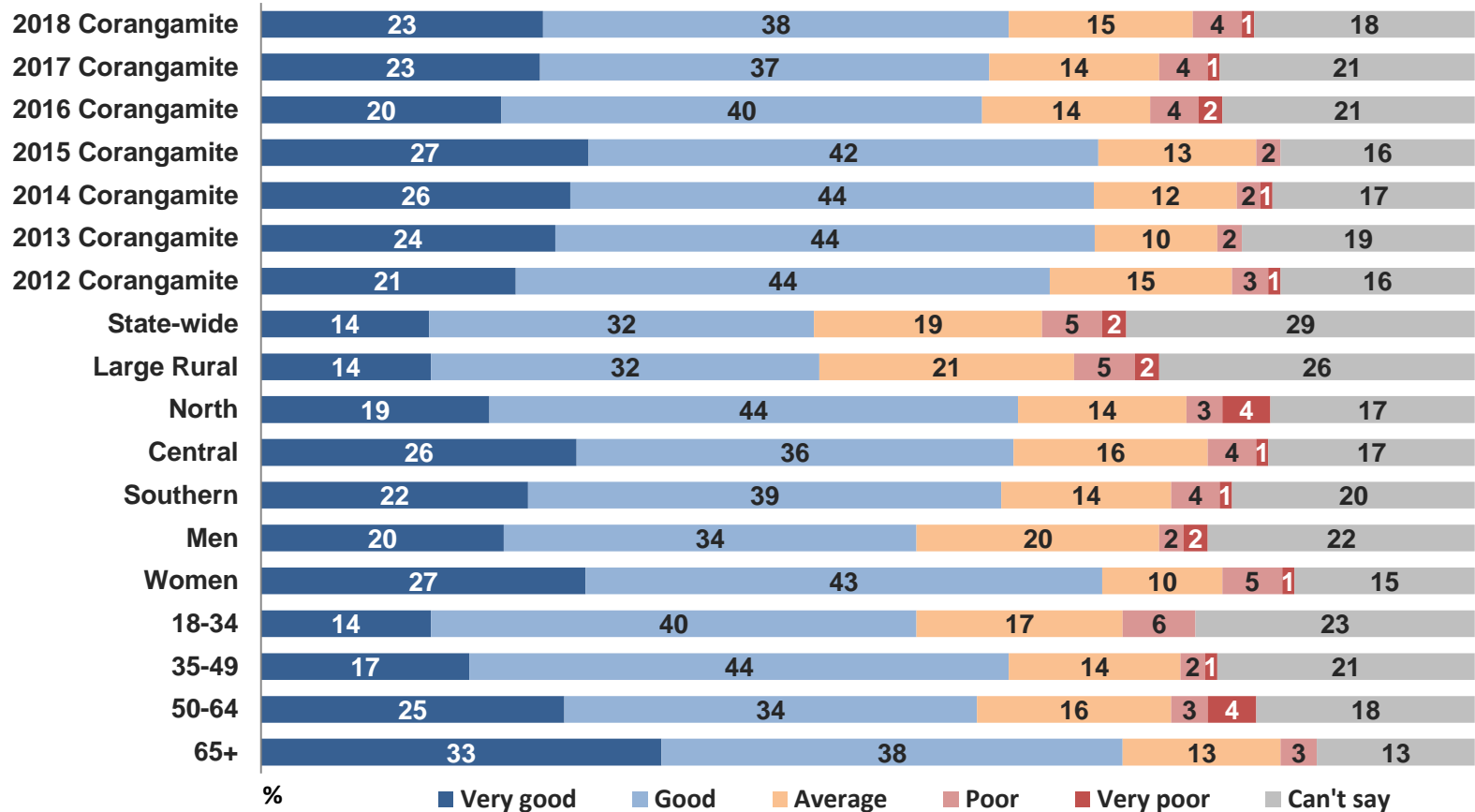
2018 Recreational Facilities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	23	48	17	3	3	5
2017 Corangamite	25	46	19	5	1	3
2016 Corangamite	25	49	18	3	1	4
2015 Corangamite	30	49	13	5	1	2
2014 Corangamite	27	55	13	2		3
2013 Corangamite	23	55	12	6	1	3
2012 Corangamite	27	48	18	4	1	2
State-wide	22	42	22	7	3	4
Large Rural	19	41	24	9	4	4
North	25	46	17	2	8	1
Central	23	48	18	2	4	5
Southern	22	50	16	5	1	7
Men	23	48	15	5	5	5
Women	23	48	19	1	2	6
18-34	20	34	26	3	9	9
35-49	18	58	13	6	2	3
50-64	24	42	23	3	3	5
65+	28	56	9	1	1	5

%

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

2018 Public Areas Performance

	2018	2017	2016	2015	2014	2013	2012
35-49	83	78	77	81	75	75	74
Southern	81	75	75	77	78	77	n/a
Women	80	78	76	81	75	75	75
18-34	79	75	74	79	76	75	75
Corangamite	79	77	75	78	76	75	75
Central	78	78	75	79	76	75	n/a
65+	78	77	74	78	77	75	77
Men	78	76	75	76	78	75	75
North	76	76	76	81	77	74	n/a
50-64	75	78	76	74	78	76	74
State-wide	71 ↓	71	71	72	72	71	71
Large Rural	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: 35 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

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2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	36	47	11	3	1	1
2017 Corangamite	30	50	14	3	1	2
2016 Corangamite	25	56	13	4	1	1
2015 Corangamite	35	48	14	2		1
2014 Corangamite	26	57	15	2	1	1
2013 Corangamite	23	58	15	2	1	1
2012 Corangamite	26	52	18	3		1
State-wide	24	45	21	6	2	1
Large Rural	22	45	23	6	3	1
North	35	41	16	5	2	1
Central	34	50	10	4		1
Southern	39	47	11	1	1	2
Men	34	50	9	5	1	2
Women	38	45	14	1		1
18-34	43	40	9	9		
35-49	43	40	12			5
50-64	26	56	13	2		2
65+	34	50	12	3	1	1

Legend: Very good | Good | Average | Poor | Very poor | Can't say

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 8

2018 Art Centres & Libraries Performance

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

Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
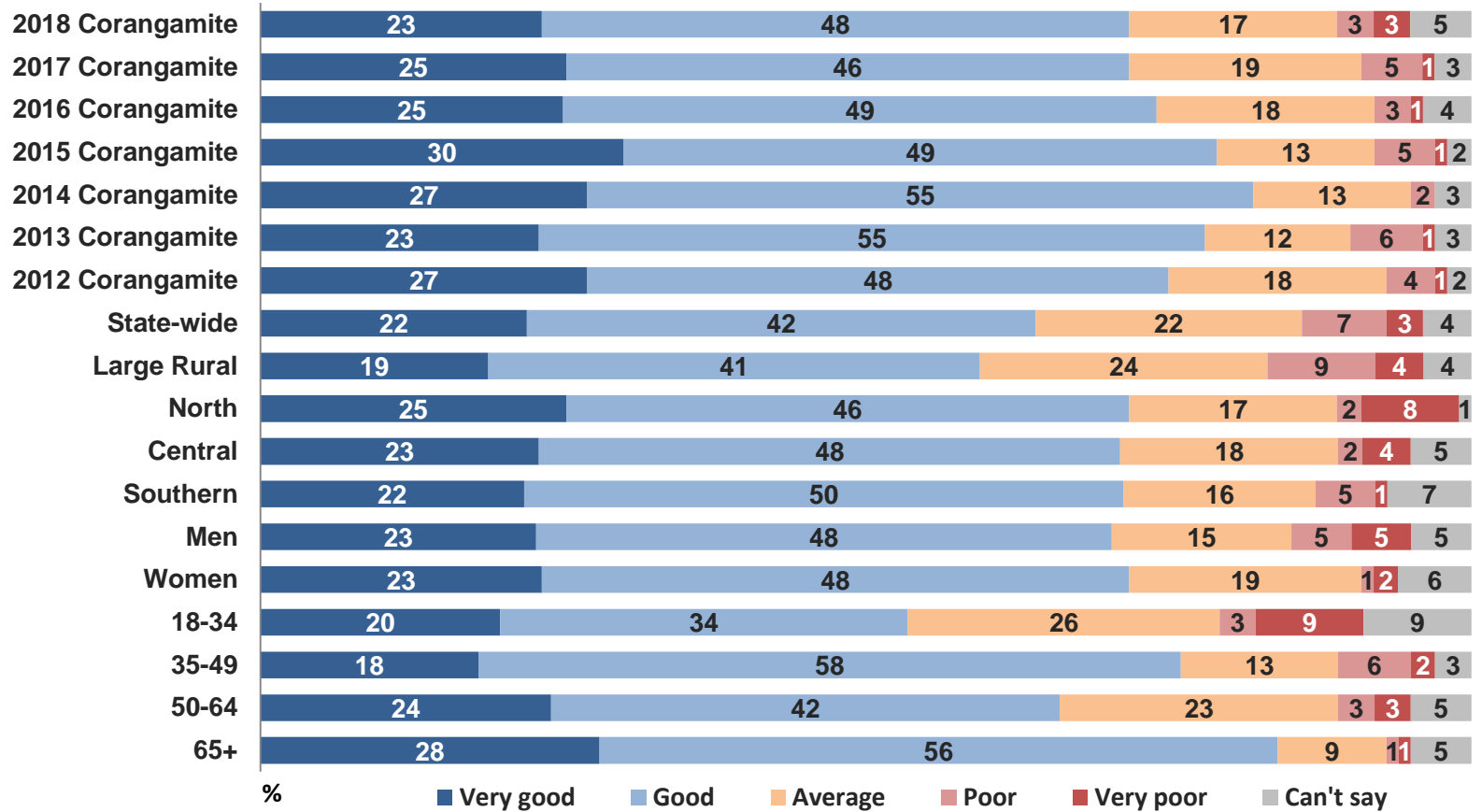Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.

2018 Art Centres & Libraries Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	21	47	13	4	2	13
2017 Corangamite	18	39	19	4	1	18
2016 Corangamite	15	40	22	4	1	17
2015 Corangamite	20	45	18	4	1	14
2014 Corangamite	19	48	17	3	1	12
State-wide	25	42	18	4	1	10
Large Rural	23	41	18	5	2	11
North	19	38	13	7	6	16
Central	24	47	14	5	2	8
Southern	15	50	11	2	1	20
Men	14	51	11	3	3	18
Women	27	43	14	5	2	8
18-34	28	43	9	3	6	12
35-49	14	52	12	6	1	16
50-64	16	43	20	4	4	13
65+	24	48	9	4		14

%

Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

2018 COMMUNITY AND CULTURAL ACTIVITIES
PERFORMANCE INDEX SCORES

2018 Community Activities Performance

	2018	2017	2016	2015	2014	2013	2012
65+	71	68	71	72	77	76	71
35-49	70	69	68	74	70	76	67
State-wide	69	69	69	69	70	69	68
Central	69	70	69	72	72	74	n/a
Southern	68	67	69	72	72	73	n/a
Men	68	67	68	71	72	71	68
Corangamite	68	68	69	71	72	73	68
Women	67	69	70	71	72	75	69
Large Rural	67	69	67	69	n/a	n/a	n/a
50-64	67	67	69	69	71	73	70
North	64	65	71	62	74	72	n/a
18-34	62	68	69	66	71	65	65

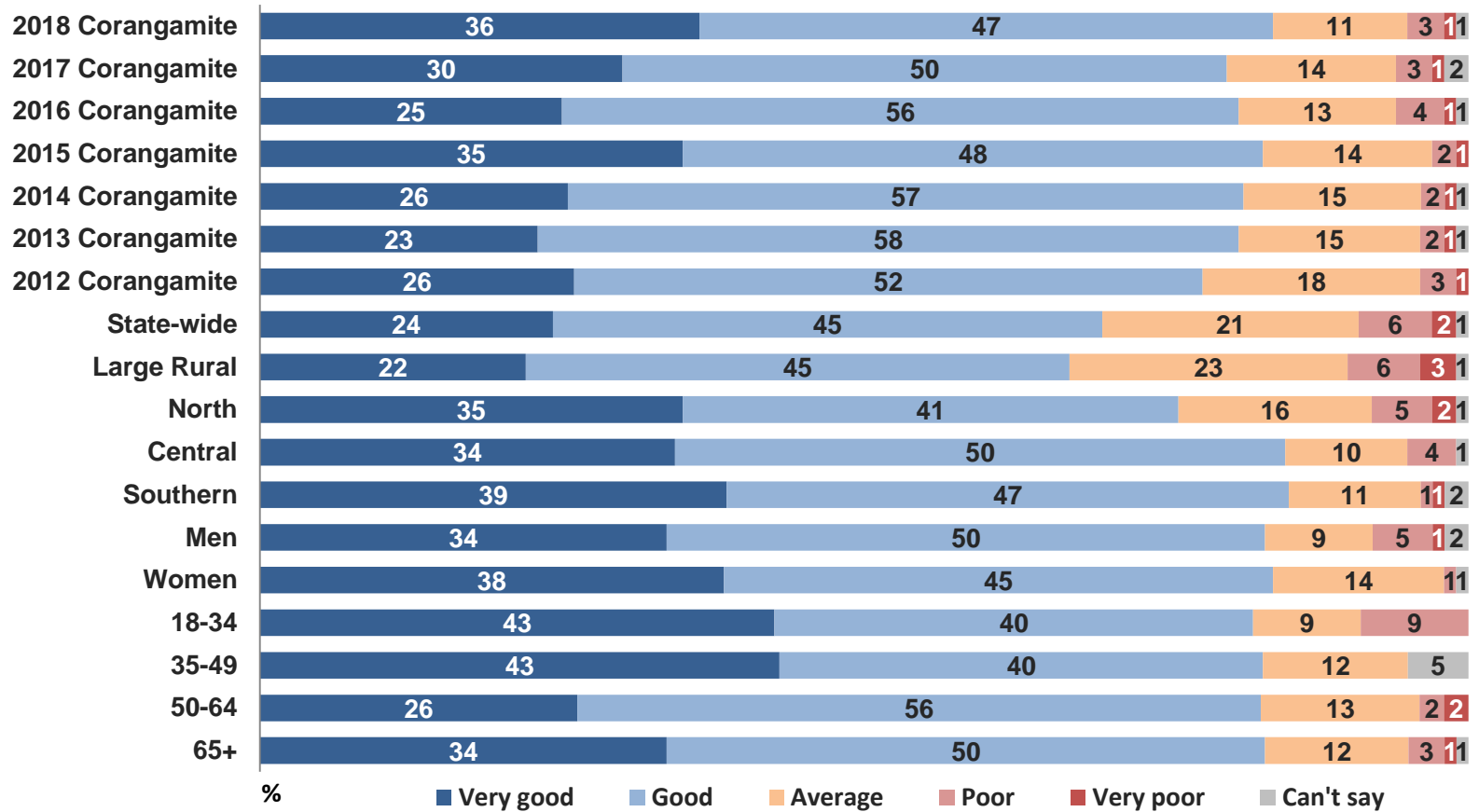Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
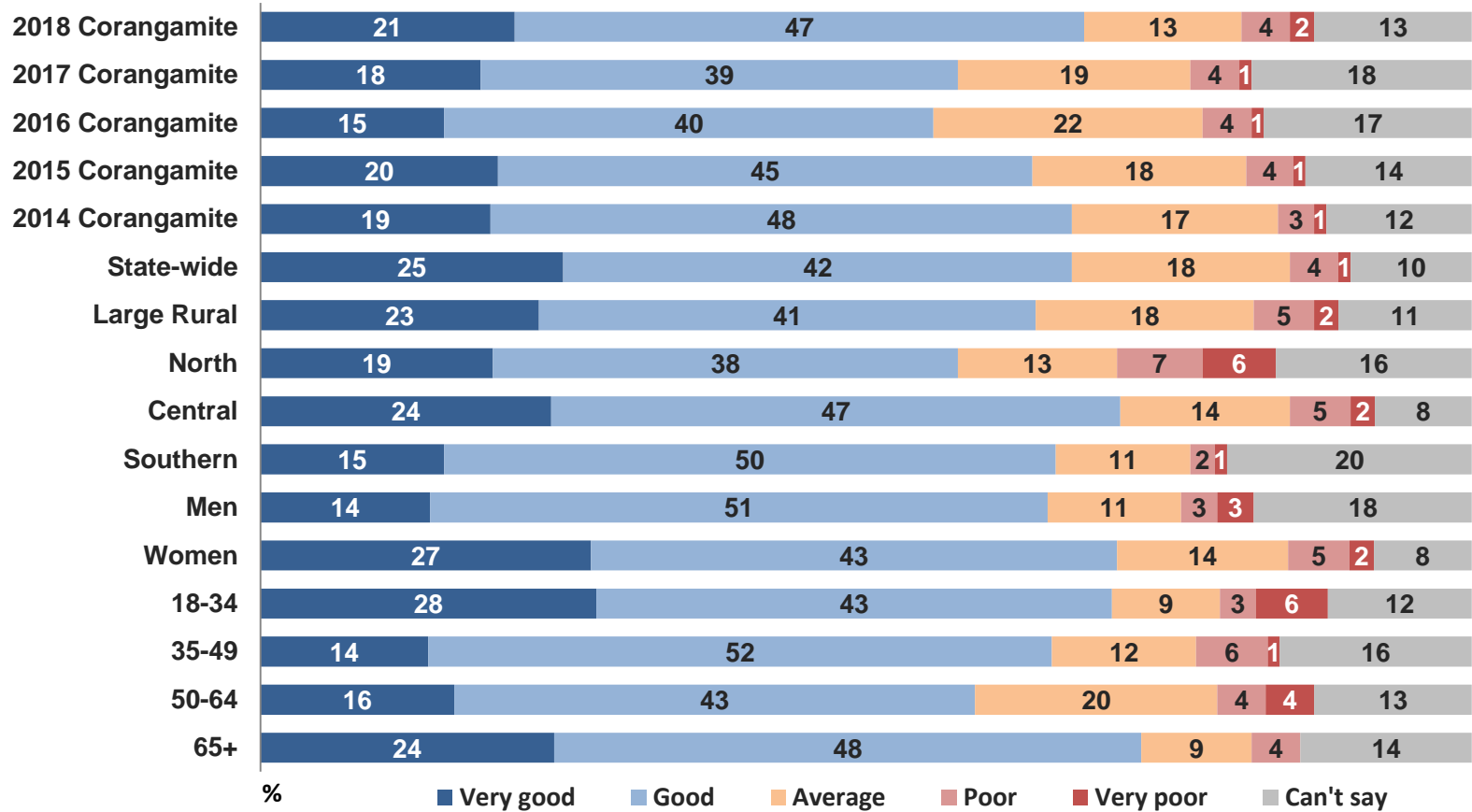Base: All respondents. Councils asked state-wide: 23 Councils asked group: 7
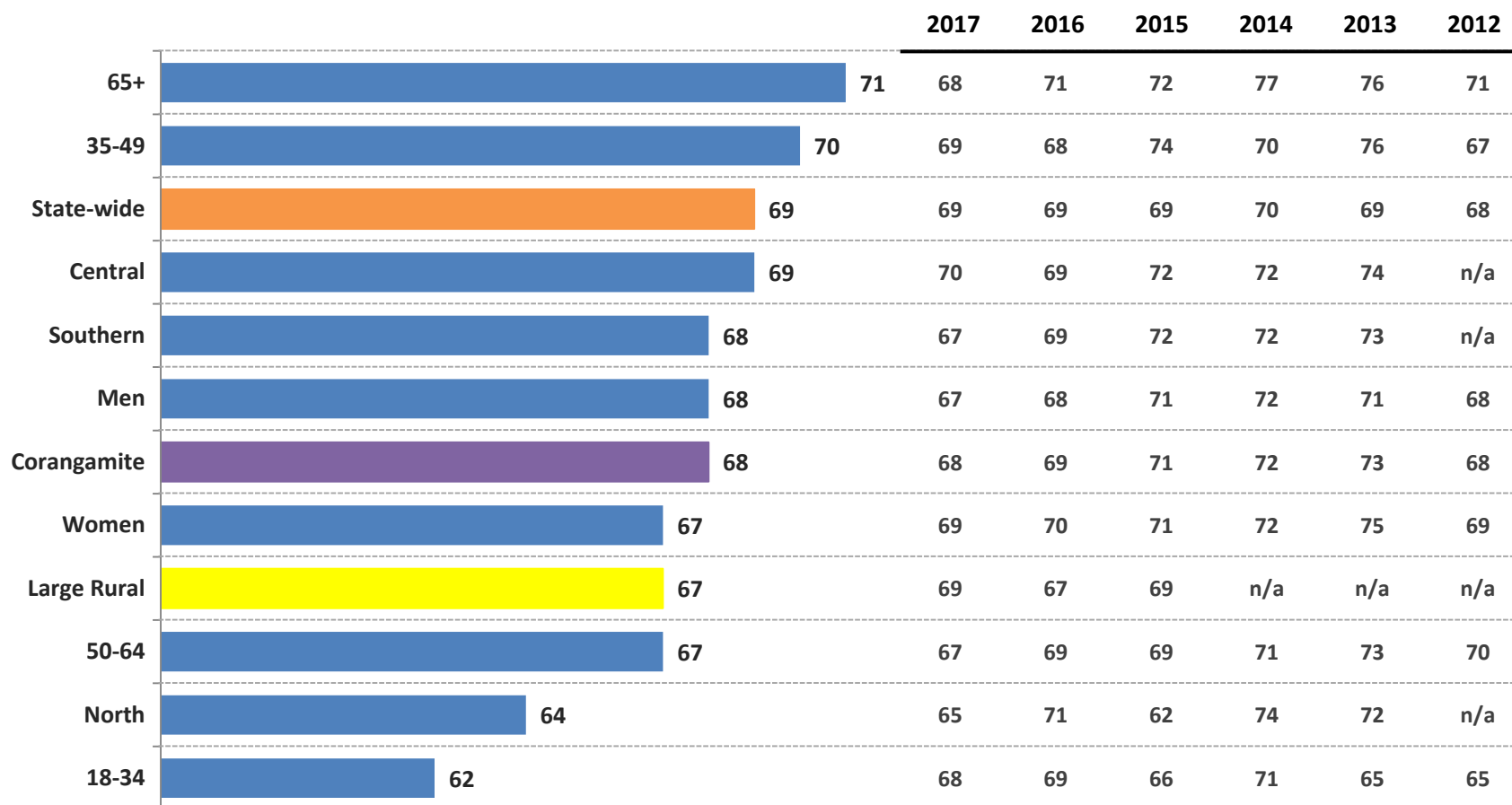Note: Please see page 6 for explanation about significant differences.

2018 Community Activities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	16	45	19	6	4	10
2017 Corangamite	15	46	23	5	1	9
2016 Corangamite	13	52	21	5	2	9
2015 Corangamite	15	52	19	5	1	8
2014 Corangamite	14	56	19	3		7
2013 Corangamite	20	53	16	5		6
2012 Corangamite	14	49	22	4	3	7
State-wide	17	42	25	5	2	9
Large Rural	16	41	26	7	2	9
North	10	46	22	9	4	9
Central	15	48	21	4	4	9
Southern	19	41	14	8	4	13
Men	12	47	17	6	2	16
Women	19	43	20	7	5	5
18-34	17	34	17	9	9	14
35-49	14	58	13	6	3	5
50-64	16	40	27	5	3	10
65+	16	49	17	6	1	11

Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 7

2018 Waste Management Performance

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

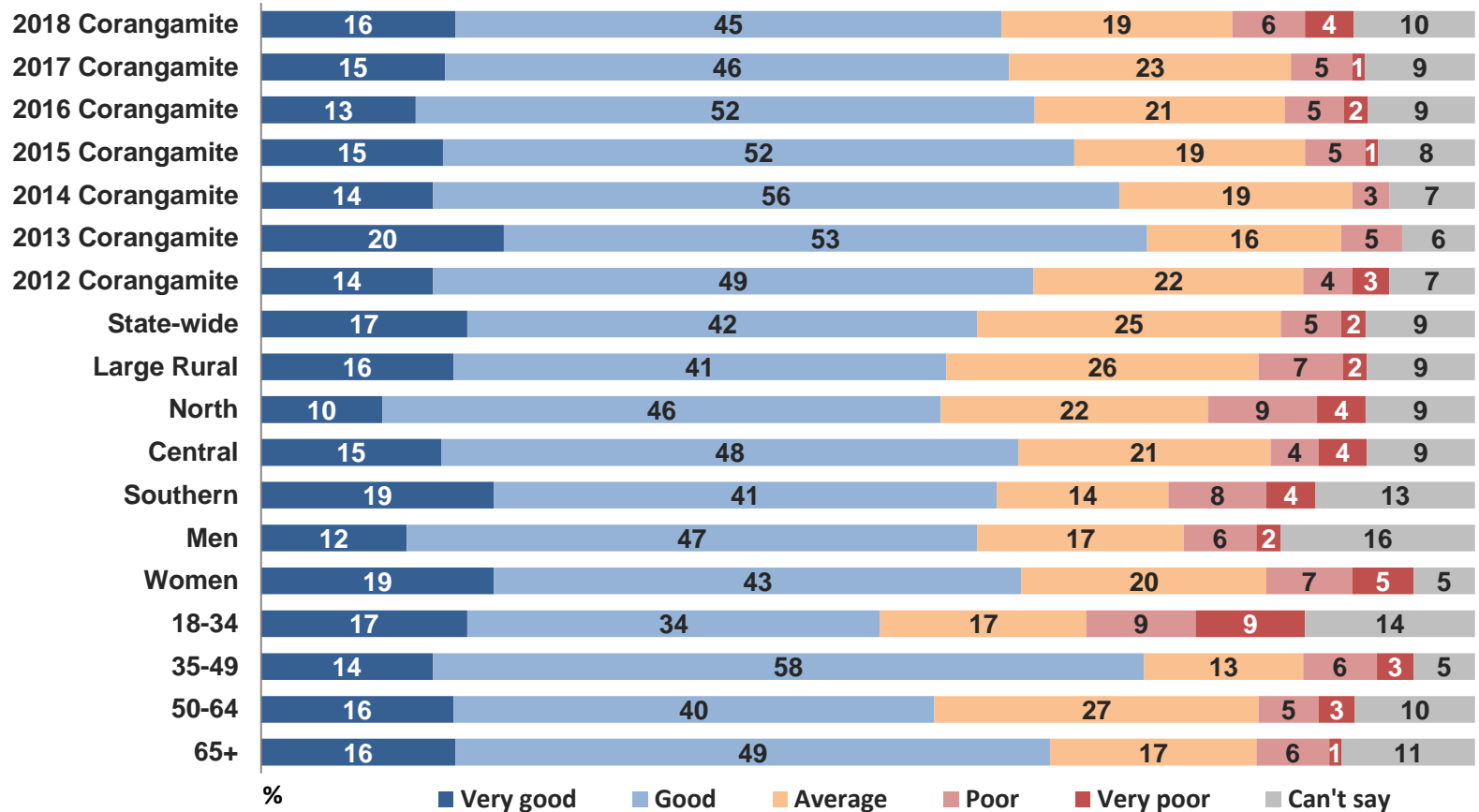Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

2018 Waste Management Performance

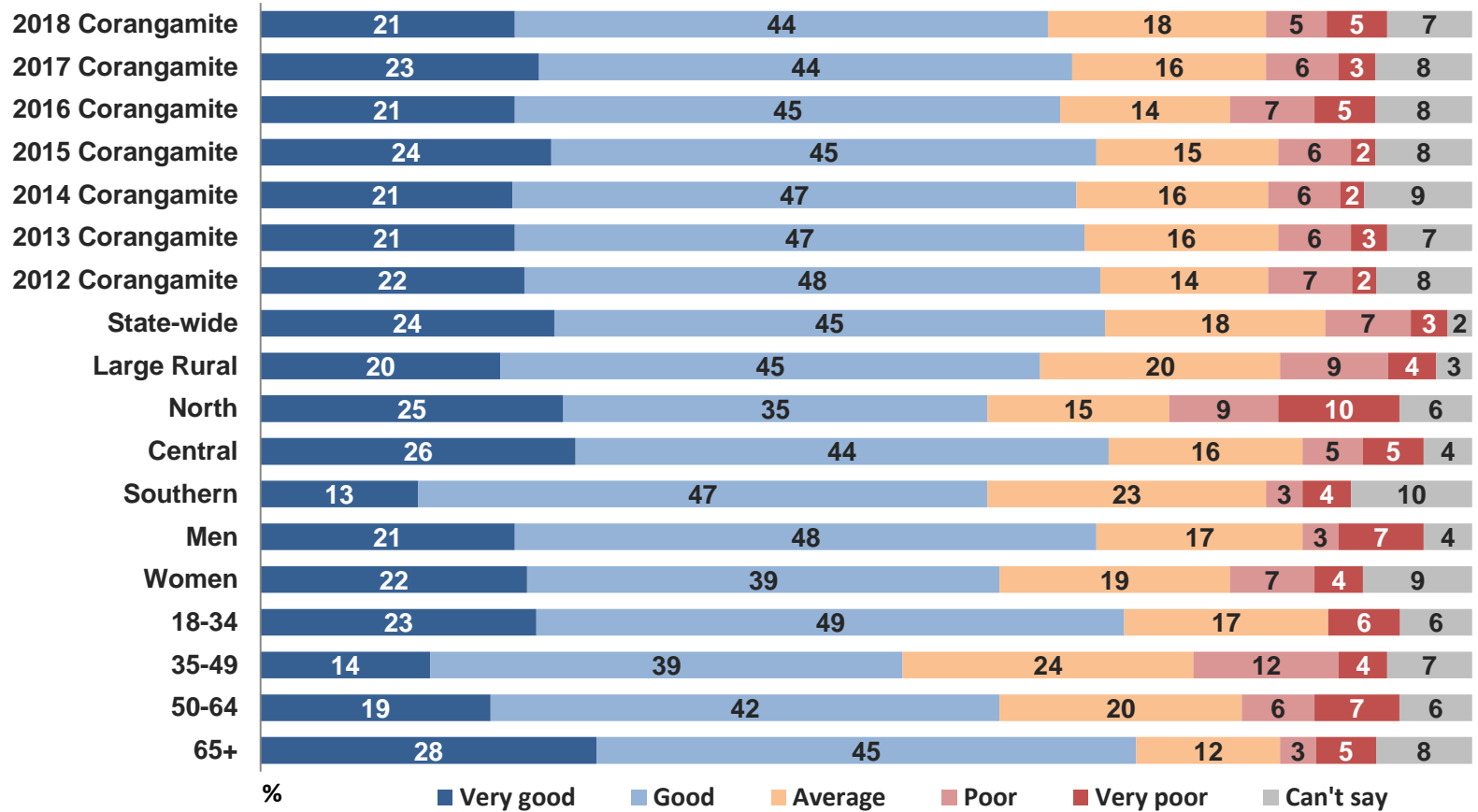|	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	21	44	18	5	5	7
2017 Corangamite	23	44	16	6	3	8
2016 Corangamite	21	45	14	7	5	8
2015 Corangamite	24	45	15	6	2	8
2014 Corangamite	21	47	16	6	2	9
2013 Corangamite	21	47	16	6	3	7
2012 Corangamite	22	48	14	7	2	8
State-wide	24	45	18	7	3	2
Large Rural	20	45	20	9	4	3
North	25	35	15	9	10	6
Central	26	44	16	5	5	4
Southern	13	47	23	3	4	10
Men	21	48	17	3	7	4
Women	22	39	19	7	4	9
18-34	23	49	17		6	6
35-49	14	39	24	12	4	7
50-64	19	42	20	6	7	6
65+	28	45	12	3	5	8

%

Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Town Planning Performance

	2018	2017	2016	2015	2014	2013	2012
65+	67 ↑	62	63	63	67	n/a	n/a
Central	63 ↑	64	61	65	63	n/a	n/a
Women	61	61	60	66	65	n/a	n/a
35-49	59	58	60	65	61	n/a	n/a
Corangamite	59	61	60	63	64	n/a	n/a
Men	57	61	61	61	63	n/a	n/a
Southern	56	52	60	61	67	n/a	n/a
50-64	54	59	57	59	63	n/a	n/a
State-wide	54 ↓	53	52	54	55	55	54
Large Rural	54 ↓	54	51	53	n/a	n/a	n/a
18-34	52 ↓	62	62	66	65	n/a	n/a
North	51 ↓	61	58	63	65	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: 17   Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY
PERFORMANCE DETAILED PERCENTAGES

2018 Town Planning Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	4	38	23	10	4	22
2017 Corangamite	5	35	29	5	3	23
2016 Corangamite	5	34	27	8	2	22
2015 Corangamite	8	39	27	5	3	17
2014 Corangamite	6	45	24	6	2	17
State-wide	5	27	31	13	7	18
Large Rural	5	27	32	12	7	16
North	4	22	20	13	8	33
Central	5	41	23	8	2	21
Southern	2	41	24	12	6	16
Men	4	39	22	15	5	17
Women	4	36	24	6	4	26
18-34		40	11	17	9	23
35-49	2	34	29	6	3	25
50-64	3	30	23	15	5	23
65+	9	45	25	4	1	17

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
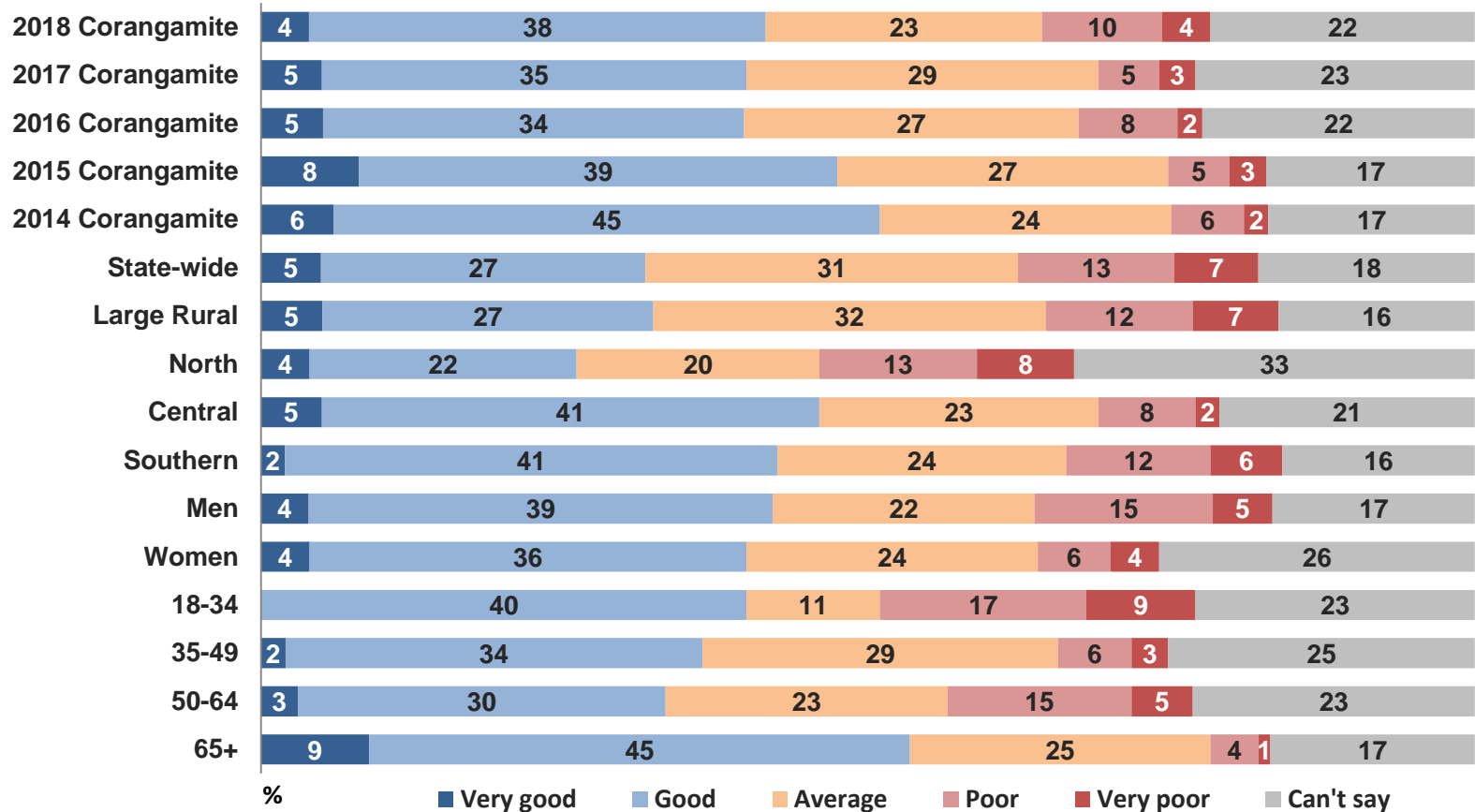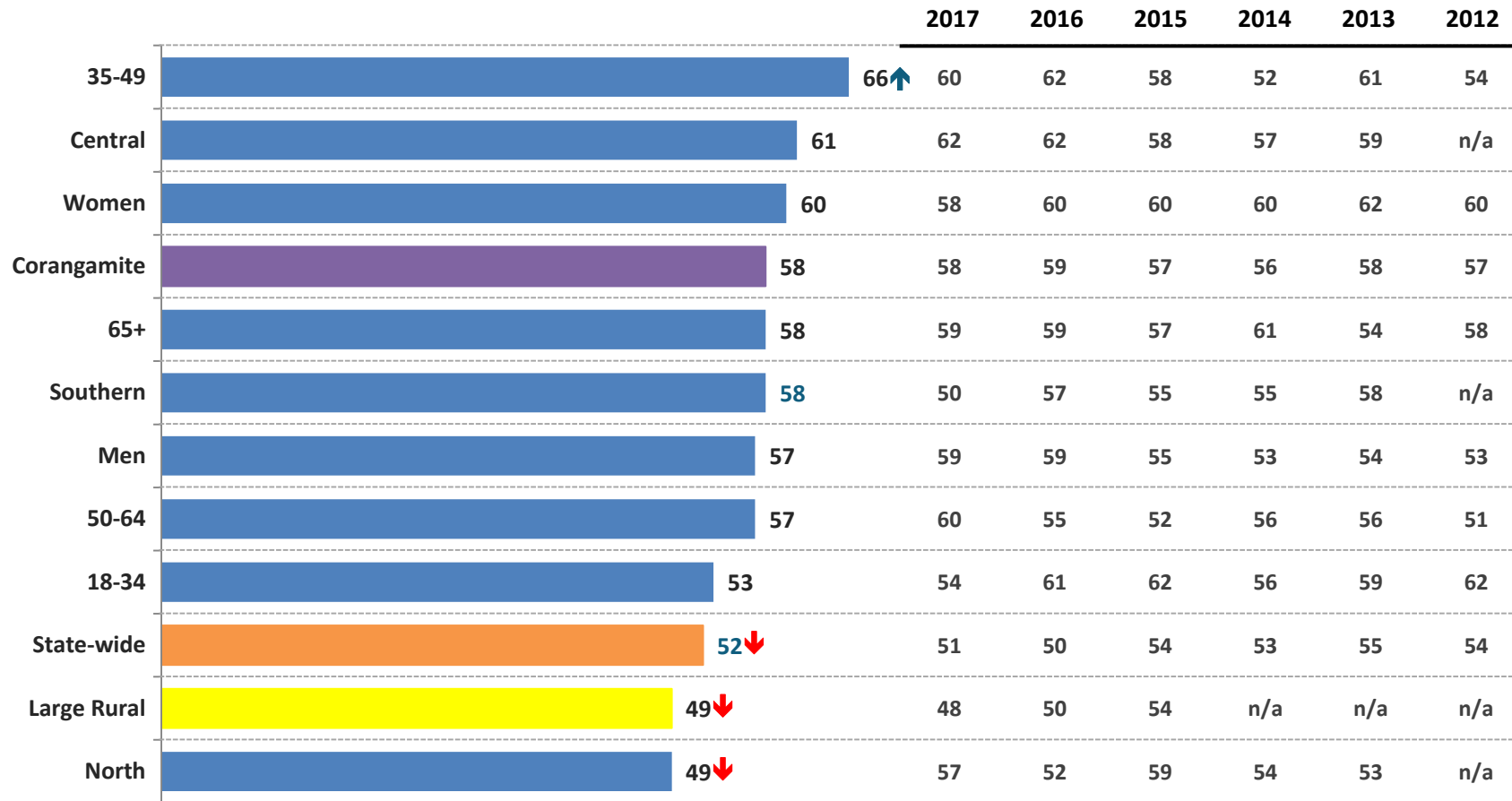Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

2018 Planning & Building Permits Performance

	2018	2017	2016	2015	2014	2013	2012
35-49	66 ↑	60	62	58	52	61	54
Central	61	62	62	58	57	59	n/a
Women	60	58	60	60	60	62	60
Corangamite	58	58	59	57	56	58	57
65+	58	59	59	57	61	54	58
Southern	58	50	57	55	55	58	n/a
Men	57	59	59	55	53	54	53
50-64	57	60	55	52	56	56	51
18-34	53	54	61	62	56	59	62
State-wide	52 ↓	51	50	54	53	55	54
Large Rural	49 ↓	48	50	54	n/a	n/a	n/a
North	49 ↓	57	52	59	54	53	n/a

Q2. How has Council performed on 'planning and building permits' over the last 12 months?
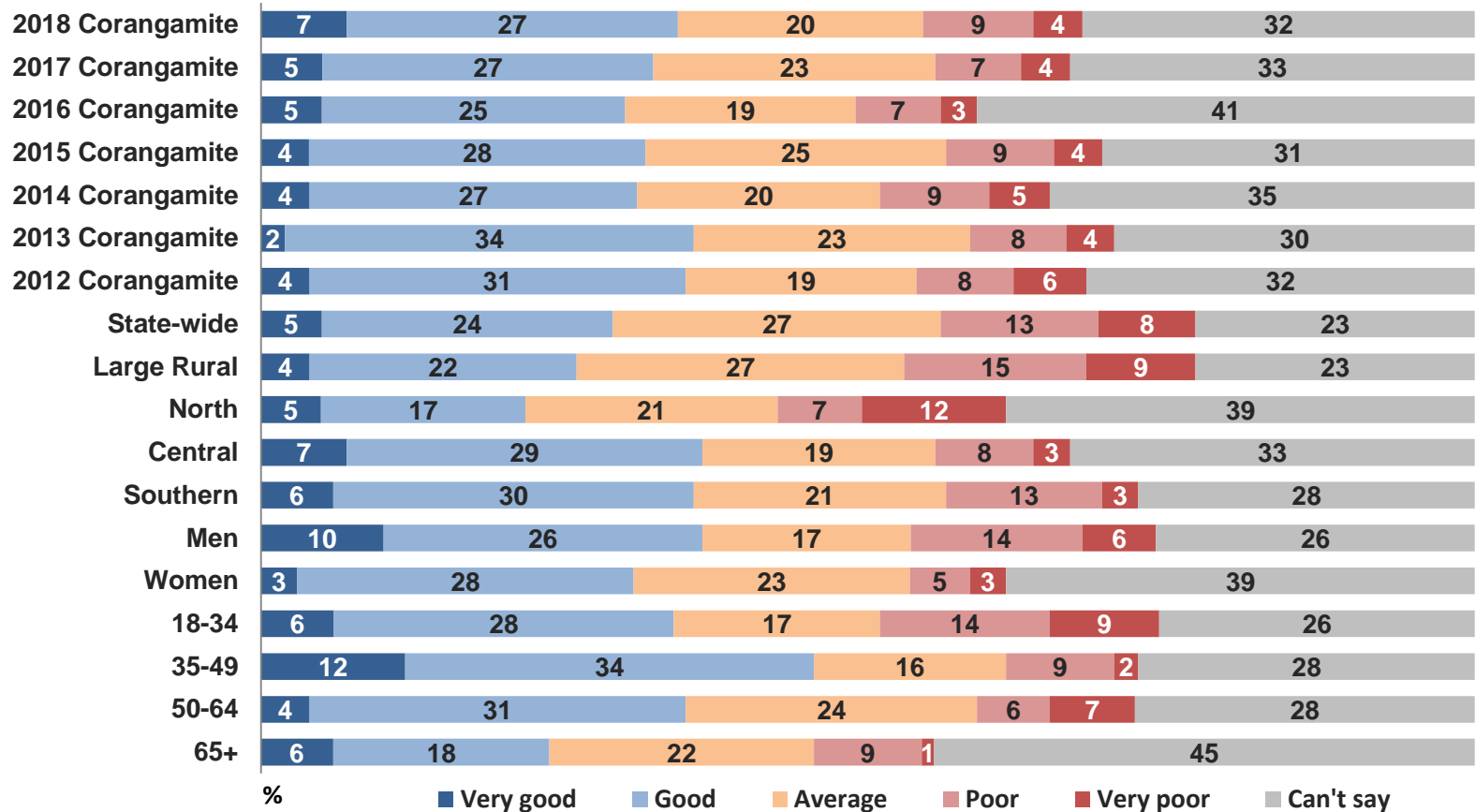*Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6*
Note: Please see page 6 for explanation about significant differences.

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2018 PLANNING AND BUILDING PERMITS
PERFORMANCE DETAILED PERCENTAGES

2018 Planning & Building Permits Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	7	27	20	9	4	32
2017 Corangamite	5	27	23	7	4	33
2016 Corangamite	5	25	19	7	3	41
2015 Corangamite	4	28	25	9	4	31
2014 Corangamite	4	27	20	9	5	35
2013 Corangamite	2	34	23	8	4	30
2012 Corangamite	4	31	19	8	6	32
State-wide	5	24	27	13	8	23
Large Rural	4	22	27	15	9	23
North	5	17	21	7	12	39
Central	7	29	19	8	3	33
Southern	6	30	21	13	3	28
Men	10	26	17	14	6	26
Women	3	28	23	5	3	39
18-34	6	28	17	14	9	26
35-49	12	34	16	9	2	28
50-64	4	31	24	6	7	28
65+	6	18	22	9	1	45

Q2. How has Council performed on 'planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

2018 ENVIRONMENTAL SUSTAINABILITY
PERFORMANCE INDEX SCORES

2018 Environmental Sustainability Performance

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

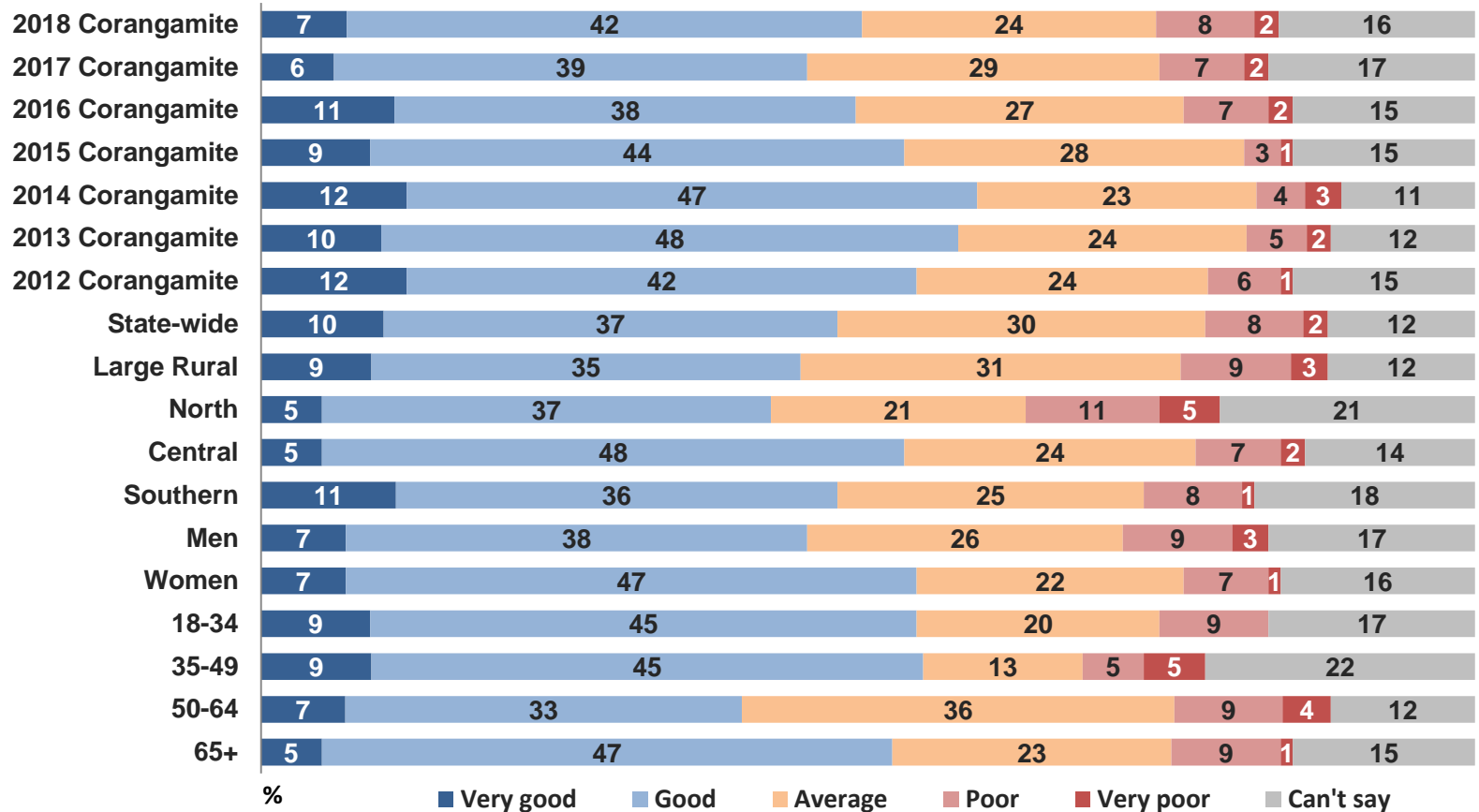Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
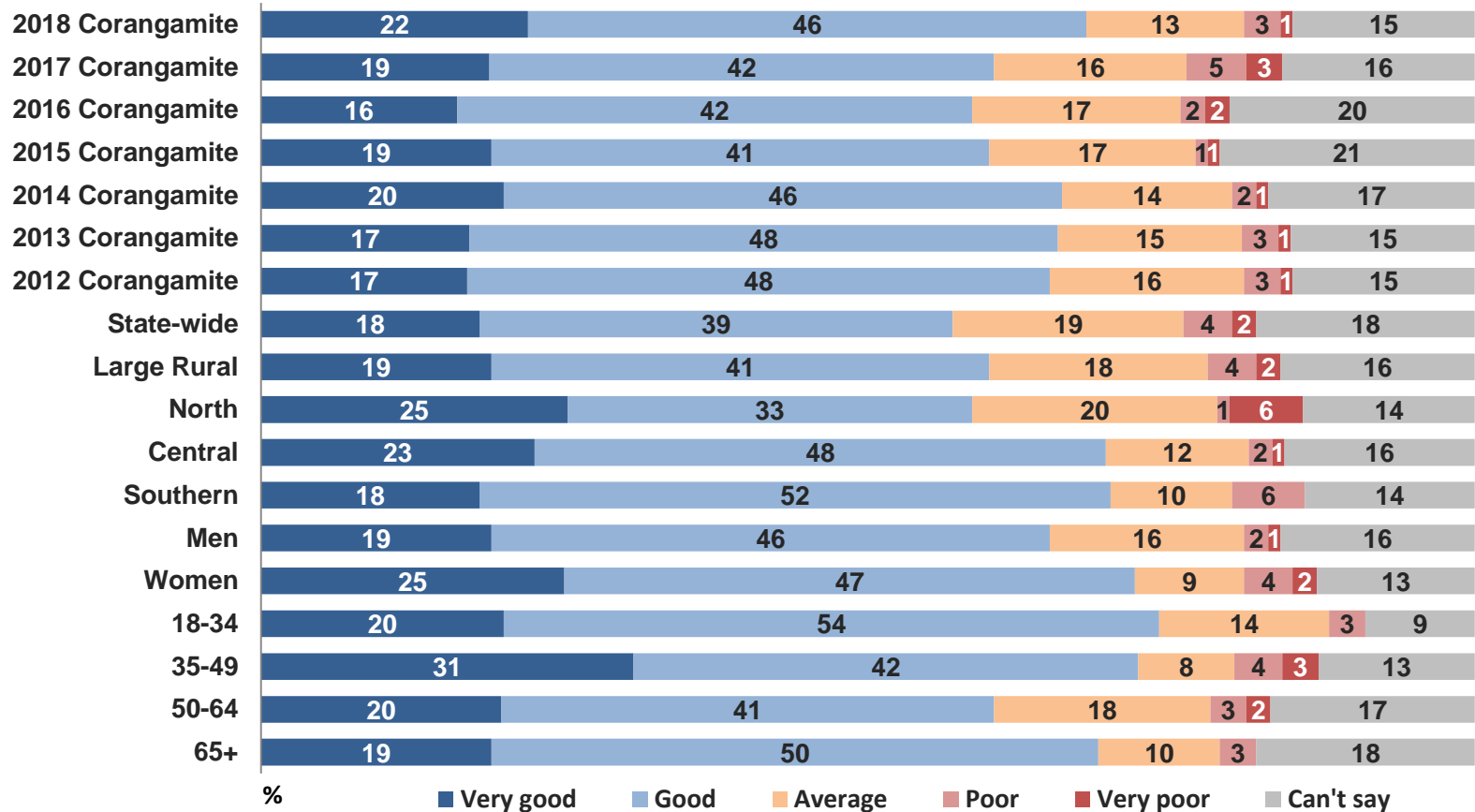Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.

2018 ENVIRONMENTAL SUSTAINABILITY
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Environmental Sustainability Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	7	42	24	8	2	16
2017 Corangamite	6	39	29	7	2	17
2016 Corangamite	11	38	27	7	2	15
2015 Corangamite	9	44	28	3	1	15
2014 Corangamite	12	47	23	4	3	11
2013 Corangamite	10	48	24	5	2	12
2012 Corangamite	12	42	24	6	1	15
State-wide	10	37	30	8	2	12
Large Rural	9	35	31	9	3	12
North	5	37	21	11	5	21
Central	5	48	24	7	2	14
Southern	11	36	25	8	1	18
Men	7	38	26	9	3	17
Women	7	47	22	7	1	16
18-34	9	45	20	9		17
35-49	9	45	13	5	5	22
50-64	7	33	36	9	4	12
65+	5	47	23	9	1	15

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

JWS RESEARCH

2018 Disaster Management Performance

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

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
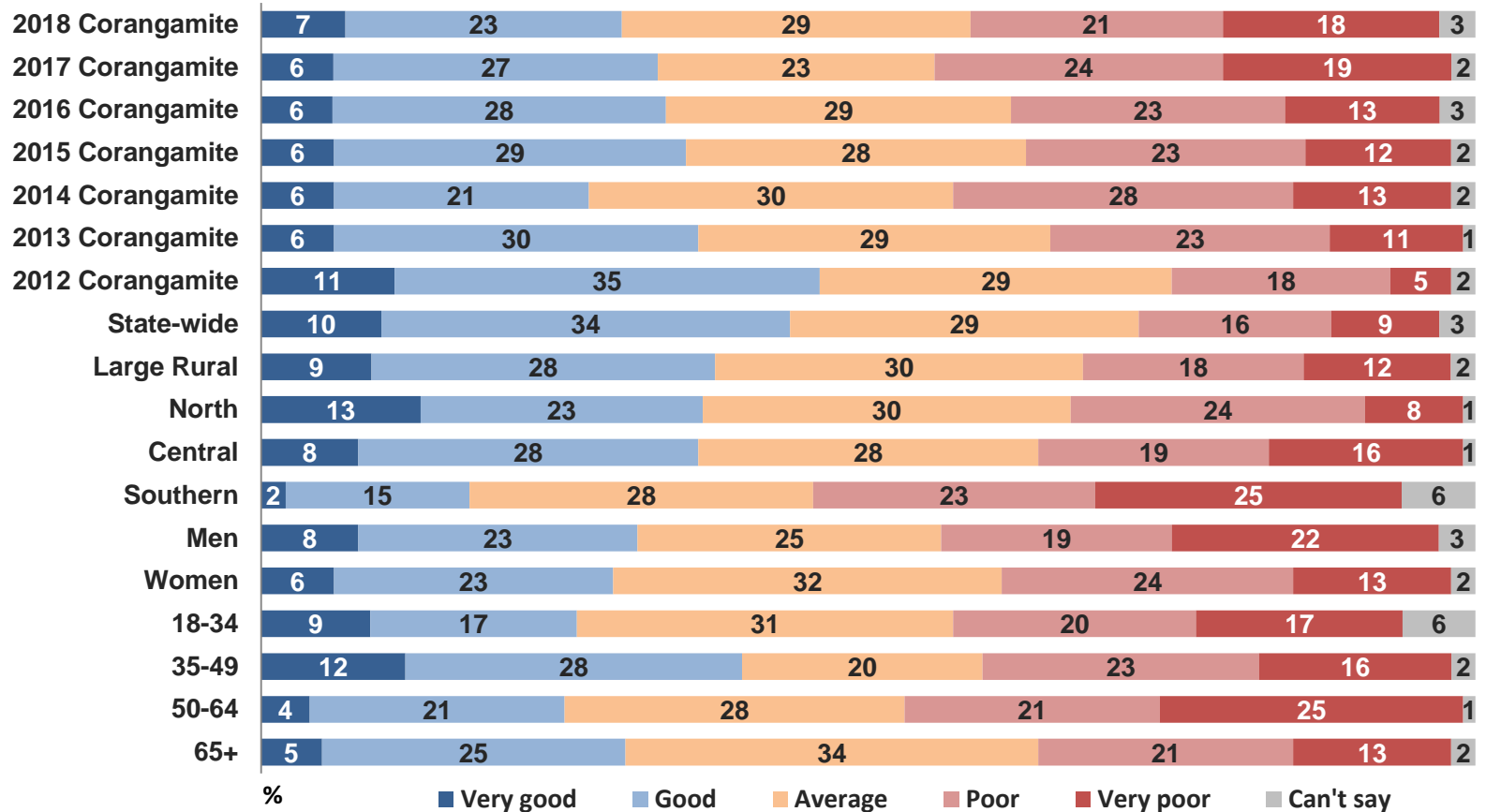Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Disaster Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	22	46	13	3	1	15
2017 Corangamite	19	42	16	5	3	16
2016 Corangamite	16	42	17	2	2	20
2015 Corangamite	19	41	17	1	1	21
2014 Corangamite	20	46	14	2	1	17
2013 Corangamite	17	48	15	3	1	15
2012 Corangamite	17	48	16	3	1	15
State-wide	18	39	19	4	2	18
Large Rural	19	41	18	4	2	16
North	25	33	20	1	6	14
Central	23	48	12	2	1	16
Southern	18	52	10	6		14
Men	19	46	16	2	1	16
Women	25	47	9	4	2	13
18-34	20	54	14	3		9
35-49	31	42	8	4	3	13
50-64	20	41	18	3	2	17
65+	19	50	10	3		18

%

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

2018 ROADSIDE SLASHING AND WEED CONTROL
PERFORMANCE INDEX SCORES

2018 Roadside Slashing & Weed Control Performance
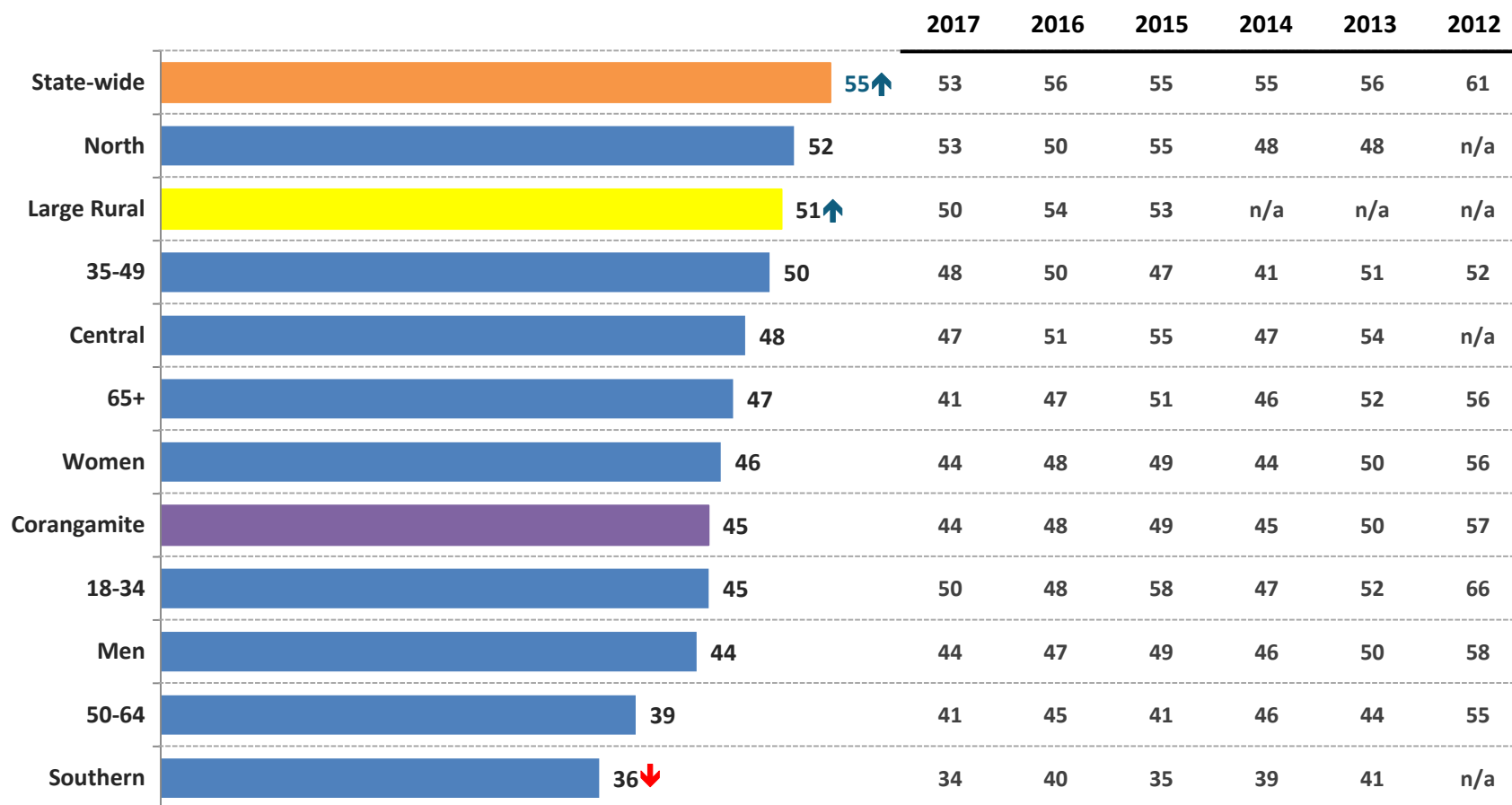
	2018	2017	2016	2015	2014	2013	2012
State-wide	55 ↑	53	56	55	55	56	61
North	52	53	50	55	48	48	n/a
Large Rural	51 ↑	50	54	53	n/a	n/a	n/a
35-49	50	48	50	47	41	51	52
Central	48	47	51	55	47	54	n/a
65+	47	41	47	51	46	52	56
Women	46	44	48	49	44	50	56
Corangamite	45	44	48	49	45	50	57
18-34	45	50	48	58	47	52	66
Men	44	44	47	49	46	50	58
50-64	39	41	45	41	46	44	55
Southern	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: 11 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.

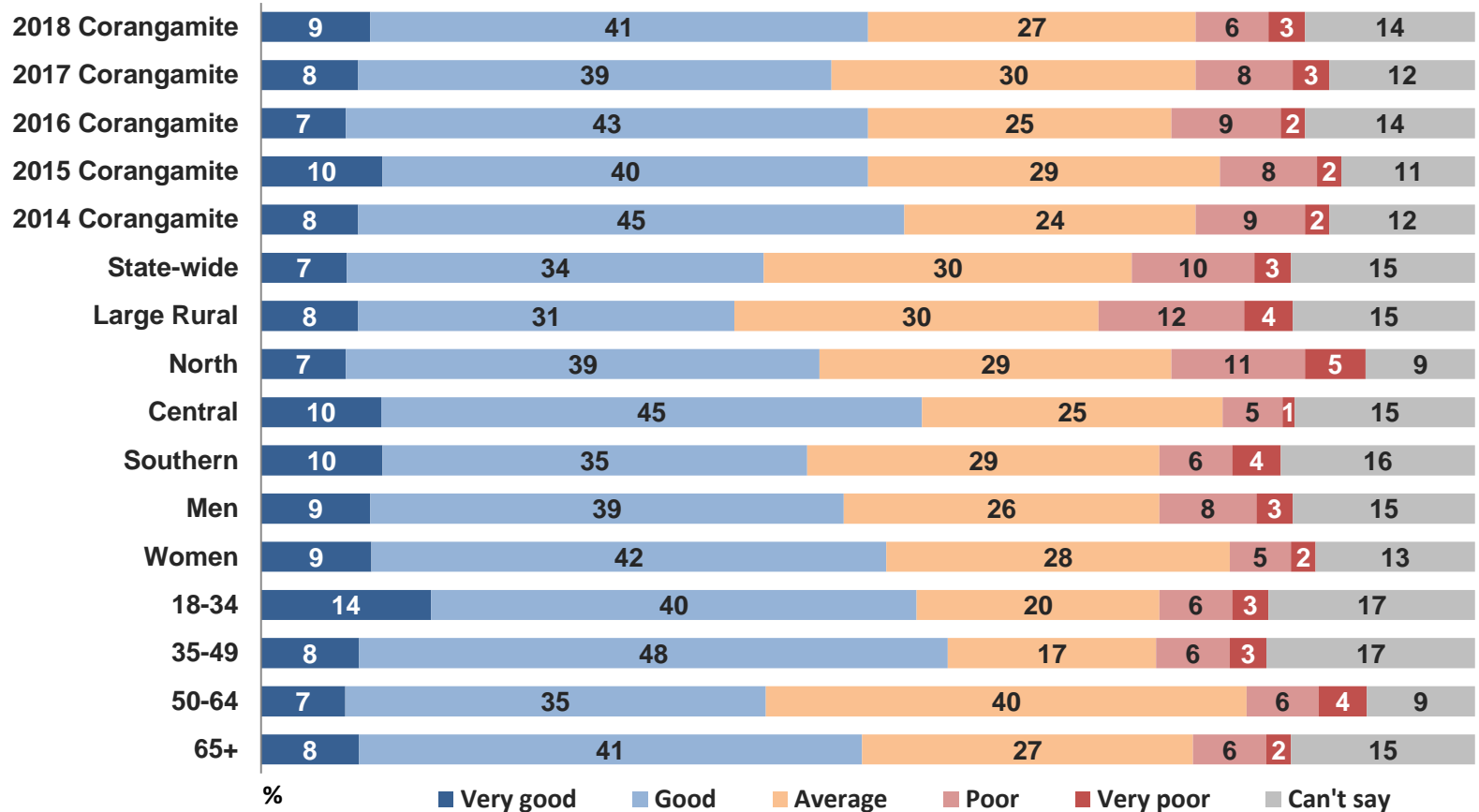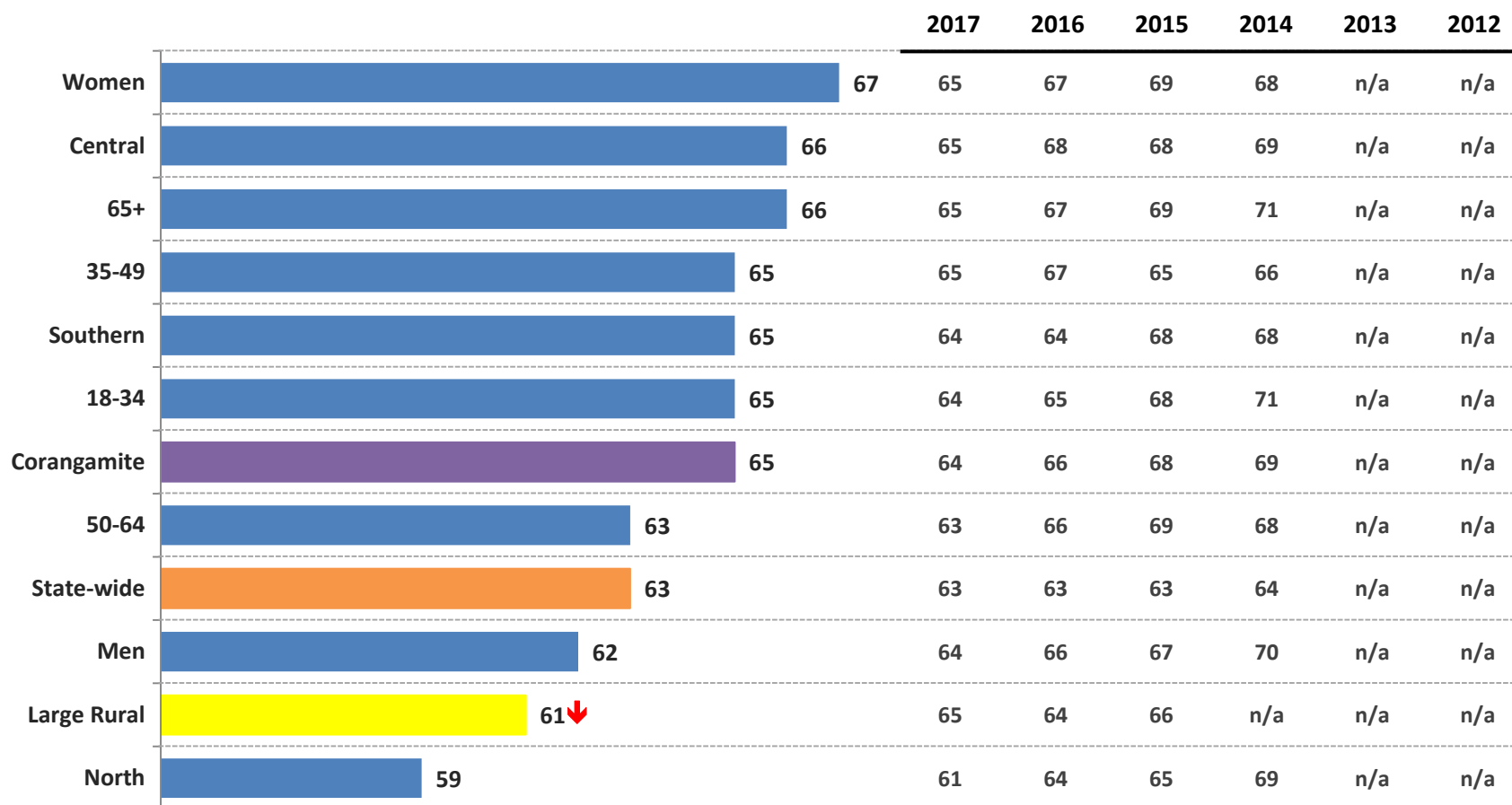## 2018 Roadside Slashing & Weed Control Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	7	23	29	21	18	3
2017 Corangamite	6	27	23	24	19	2
2016 Corangamite	6	28	29	23	13	3
2015 Corangamite	6	29	28	23	12	2
2014 Corangamite	6	21	30	28	13	2
2013 Corangamite	6	30	29	23	11	1
2012 Corangamite	11	35	29	18	5	2
State-wide	10	34	29	16	9	3
Large Rural	9	28	30	18	12	2
North	13	23	30	24	8	1
Central	8	28	28	19	16	1
Southern	2	15	28	23	25	6
Men	8	23	25	19	22	3
Women	6	23	32	24	13	2
18-34	9	17	31	20	17	6
35-49	12	28	20	23	16	2
50-64	4	21	28	21	25	1
65+	5	25	34	21	13	2

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 5

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Unsealed Roads Performance

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

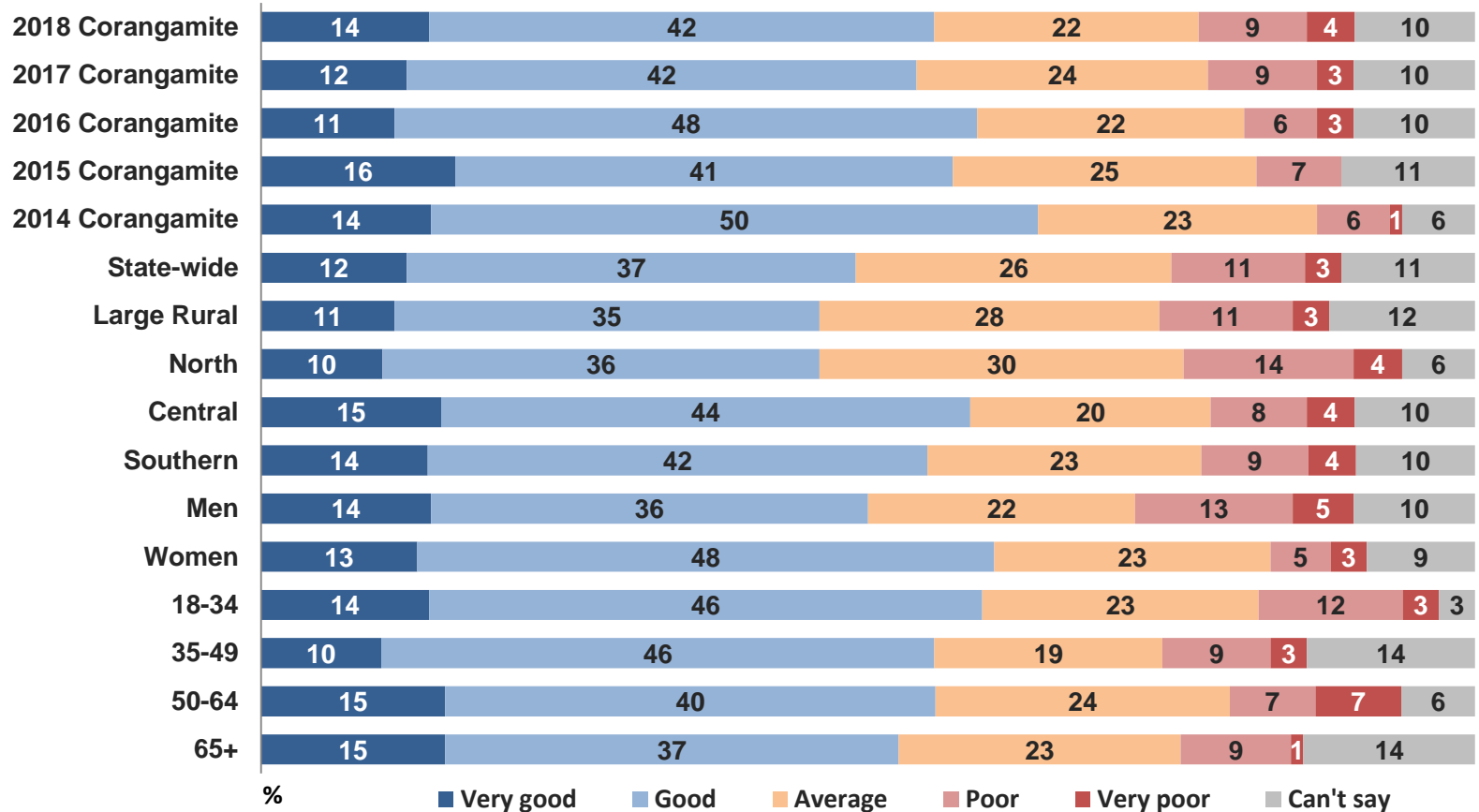*Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

2018 Unsealed Roads Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	6	18	24	25	22	5
2017 Corangamite	3	14	27	27	24	5
2016 Corangamite	4	17	23	31	18	7
2015 Corangamite	2	18	26	26	23	5
2014 Corangamite	1	21	30	27	18	3
2013 Corangamite	4	18	29	29	17	3
2012 Corangamite	6	22	33	21	16	2
State-wide	5	19	28	24	17	7
Large Rural	5	18	28	25	18	6
North	11	16	27	19	26	
Central	6	19	22	26	21	7
Southern	3	18	27	28	20	5
Men	5	24	23	24	20	3
Women	7	12	25	27	23	7
18-34	9	14	23	29	23	3
35-49	5	25	18	25	24	3
50-64	4	16	27	26	25	3
65+	6	18	28	23	16	9

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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: 21 Councils asked group: 9

2018 BUSINESS AND COMMUNITY DEVELOPMENT
PERFORMANCE INDEX SCORES

2018 Business/Community Development Performance
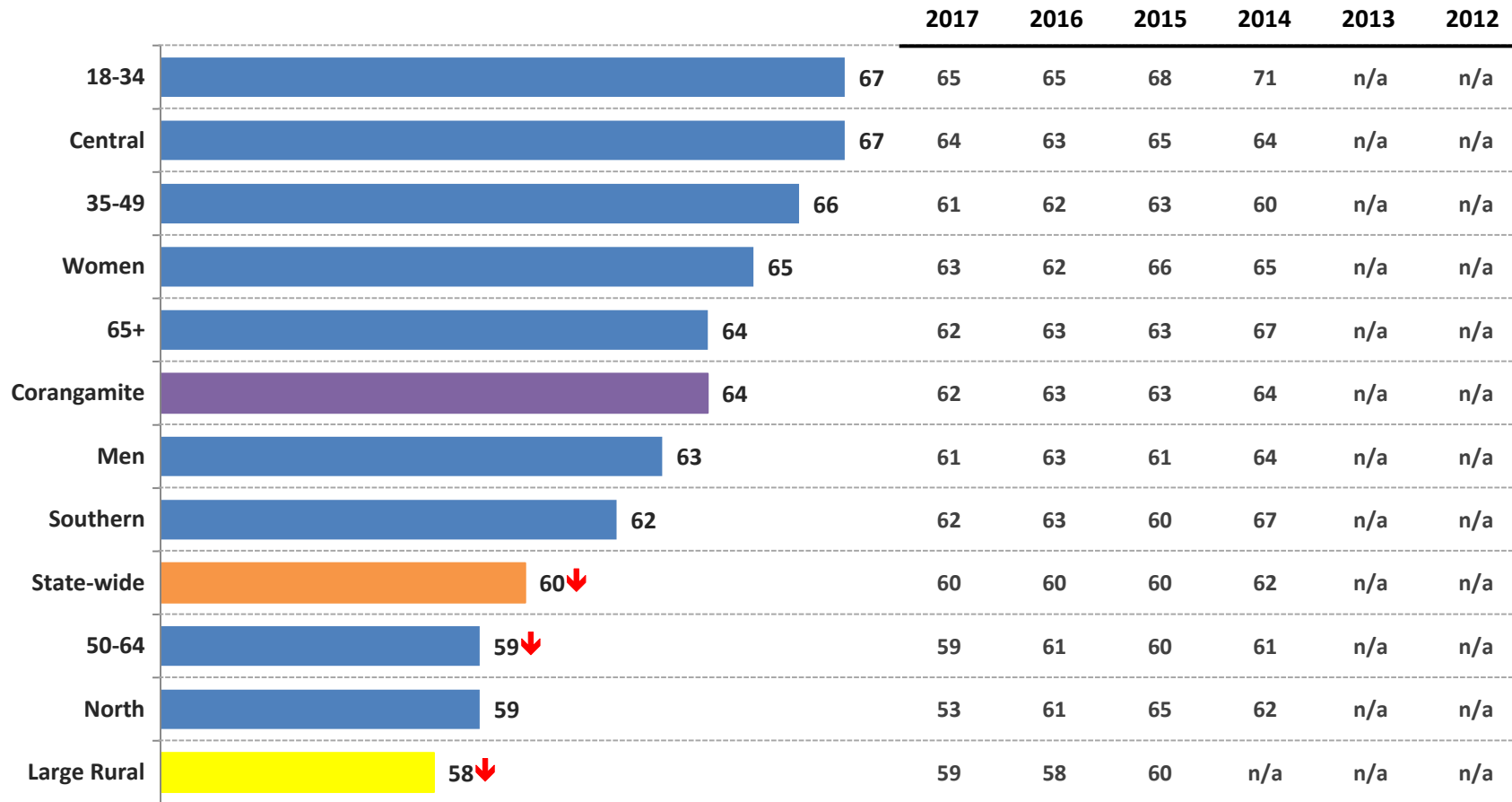
	2018	2017	2016	2015	2014	2013	2012
18-34	67	65	65	68	71	n/a	n/a
Central	67	64	63	65	64	n/a	n/a
35-49	66	61	62	63	60	n/a	n/a
Women	65	63	62	66	65	n/a	n/a
65+	64	62	63	63	67	n/a	n/a
Corangamite	64	62	63	63	64	n/a	n/a
Men	63	61	63	61	64	n/a	n/a
Southern	62	62	63	60	67	n/a	n/a
State-wide	60 ↓	60	60	60	62	n/a	n/a
50-64	59 ↓	59	61	60	61	n/a	n/a
North	59	53	61	65	62	n/a	n/a
Large Rural	58 ↓	59	58	60	n/a	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: 10 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.

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2018 BUSINESS AND COMMUNITY DEVELOPMENT
PERFORMANCE DETAILED PERCENTAGES

2018 Business/Community Development Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	9	41	27	6	3	14
2017 Corangamite	8	39	30	8	3	12
2016 Corangamite	7	43	25	9	2	14
2015 Corangamite	10	40	29	8	2	11
2014 Corangamite	8	45	24	9	2	12
State-wide	7	34	30	10	3	15
Large Rural	8	31	30	12	4	15
North	7	39	29	11	5	9
Central	10	45	25	5	1	15
Southern	10	35	29	6	4	16
Men	9	39	26	8	3	15
Women	9	42	28	5	2	13
18-34	14	40	20	6	3	17
35-49	8	48	17	6	3	17
50-64	7	35	40	6	4	9
65+	8	41	27	6	2	15

%

Q2. How has Council performed on 'business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 5

JWS RESEARCH

2018 Tourism Development Performance

	2018	2017	2016	2015	2014	2013	2012
Women	67	65	67	69	68	n/a	n/a
Central	66	65	68	68	69	n/a	n/a
65+	66	65	67	69	71	n/a	n/a
35-49	65	65	67	65	66	n/a	n/a
Southern	65	64	64	68	68	n/a	n/a
18-34	65	64	65	68	71	n/a	n/a
Corangamite	65	64	66	68	69	n/a	n/a
50-64	63	63	66	69	68	n/a	n/a
State-wide	63	63	63	63	64	n/a	n/a
Men	62	64	66	67	70	n/a	n/a
Large Rural	61 ↓		65	64	66	n/a	n/a	n/a
North	59		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: 10 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.

2018 Tourism Development Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Corangamite	14	42	22	9	4	10
2017 Corangamite	12	42	24	9	3	10
2016 Corangamite	11	48	22	6	3	10
2015 Corangamite	16	41	25	7		11
2014 Corangamite	14	50	23	6	1	6
State-wide	12	37	26	11	3	11
Large Rural	11	35	28	11	3	12
North	10	36	30	14	4	6
Central	15	44	20	8	4	10
Southern	14	42	23	9	4	10
Men	14	36	22	13	5	10
Women	13	48	23	5	3	9
18-34	14	46	23	12	3	3
35-49	10	46	19	9	3	14
50-64	15	40	24	7	7	6
65+	15	37	23	9	1	14

%

Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 5

DETAILED DEMOGRAPHICS

2018 GENDER AND AGE PROFILE

Gender

- Men
- Women

50% / 50%

Age

- 18-24
- 25-34
- 35-49
- 50-64
- 65+

4%, 17%, 22%, 27%, 30%
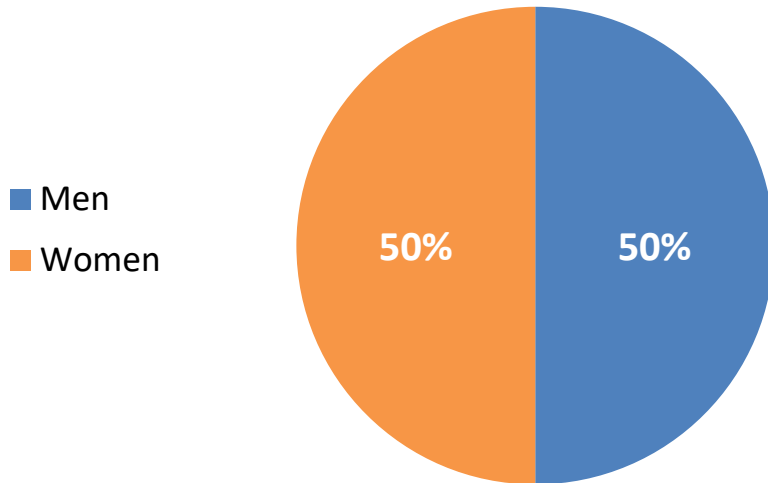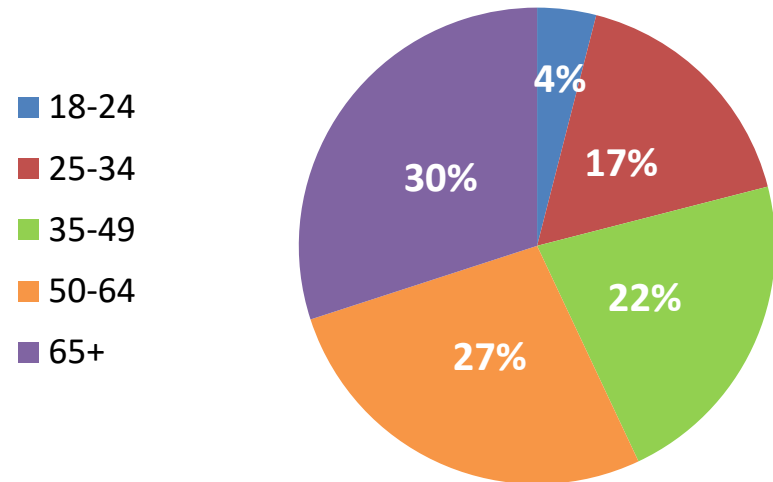
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

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J00643 Community Satisfaction Survey 2018 - Corangamite Shire Council

APPENDIX A:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE

JWS RESEARCH

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 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B:
MARGINS OF ERROR

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Corangamite Shire Council was 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 400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Corangamite Shire Council	400	400	+/-4.8
Men	180	201	+/-7.3
Women	220	199	+/-6.6
North	70	69	+/-11.8
Central	208	200	+/-6.8
Southern	122	131	+/-8.9
18-34 years	35	85	+/-16.8
35-49 years	72	88	+/-11.6
50-64 years	139	108	+/-8.3
65+ years	154	119	+/-7.9

APPENDIX B:
ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 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, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Corangamite Shire Council for this 2018 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.

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

JWS RESEARCH

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 Score = ($1 - $2) / 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.

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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 2018 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 2018 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 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

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

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

CSS: 2018 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.

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