



2023 Local Government Community Satisfaction Survey

Yarriambiack Shire Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



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Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

Key findings and recommendations



Yarriambiack Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Yarriambiack
59



Small Rural 55



State-wide 56

Council performance compared to group average

| Top 3 performing areas | | |
|---------------------------|----------------------------|----------|
| | Recreational facilities | ▲ higher |
| | Elderly support services | ▬ on par |
| | Bus/community dev./tourism | ▲ higher |
| Lowest 3 performing areas | | |
| | Sealed local roads | ▼ lower |
| | Lobbying | ▬ on par |
| | Community decisions | ▲ higher |
| | Customer service | ▬ on par |



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

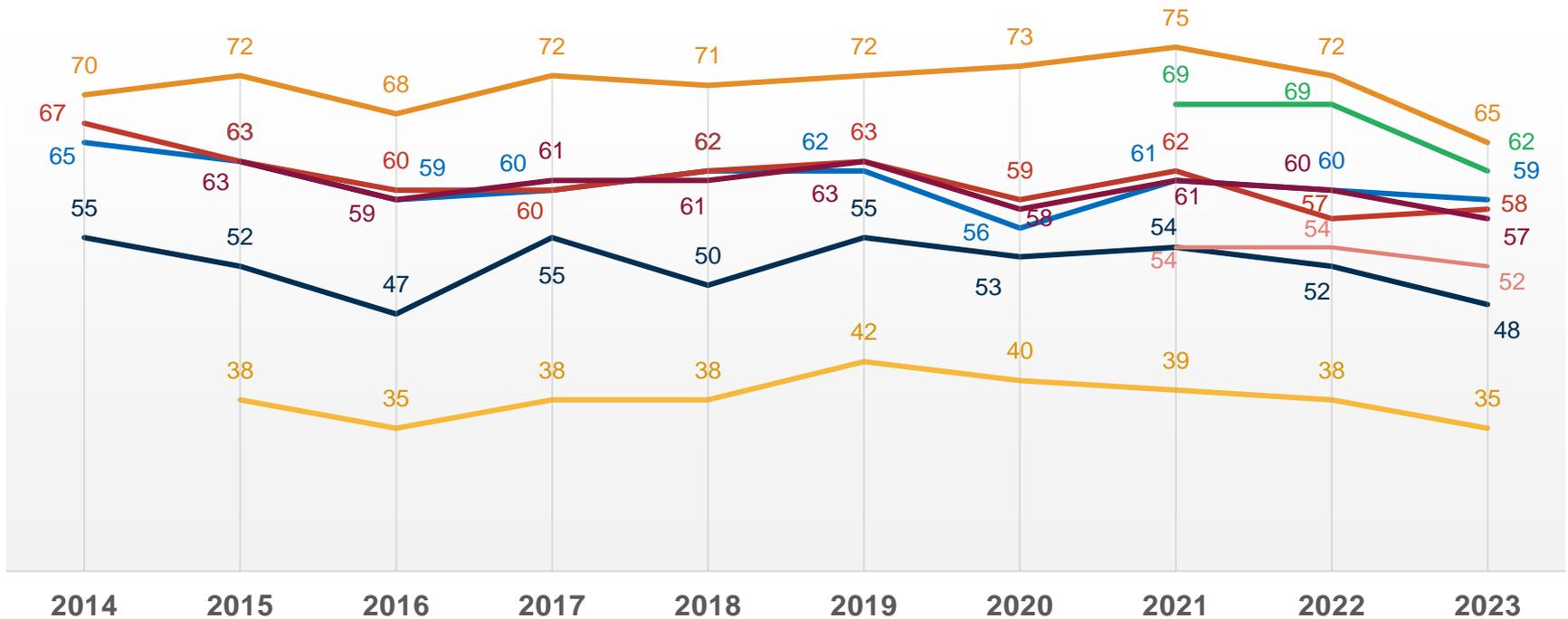
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

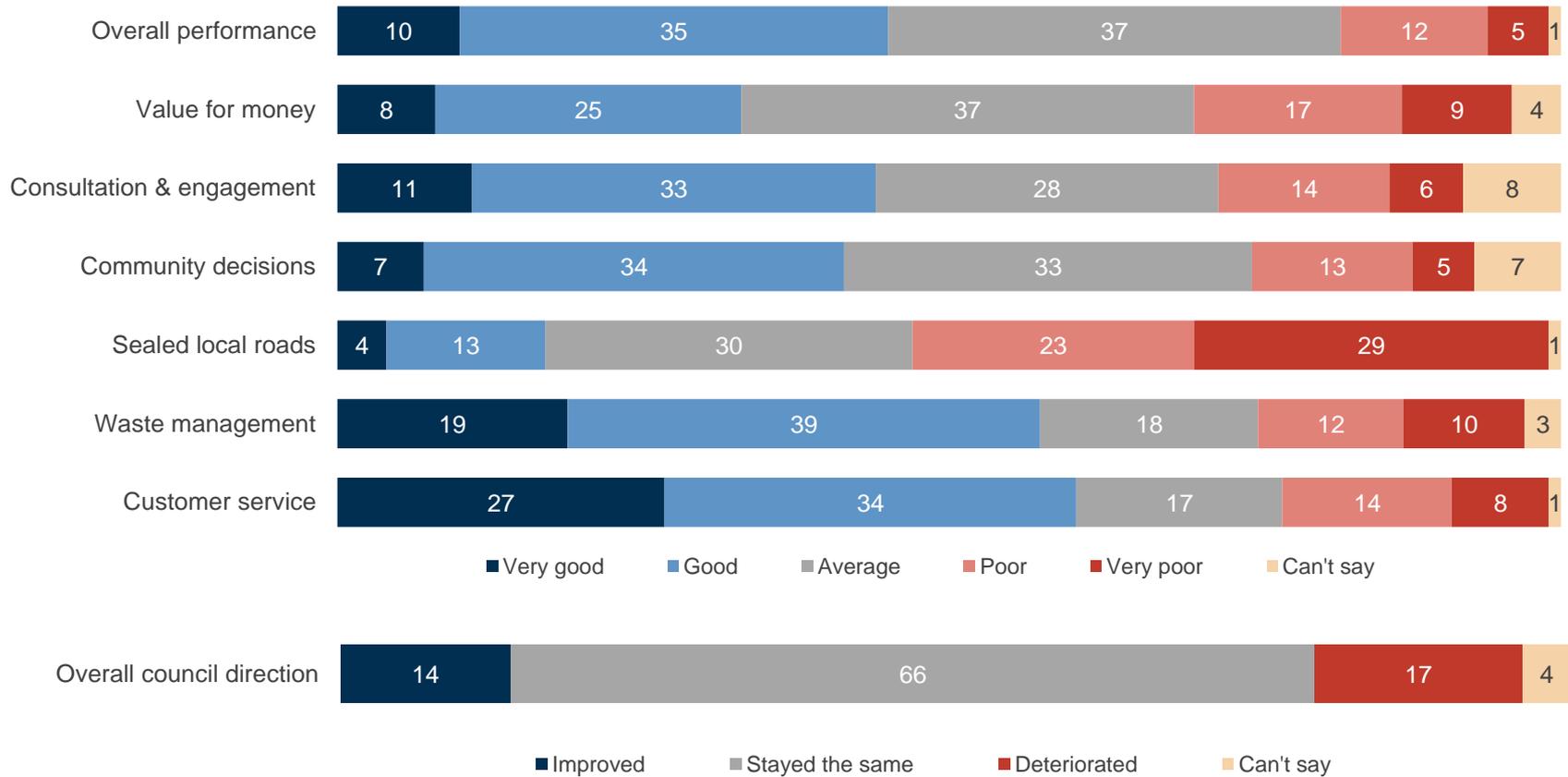
Overall Council Direction





Summary of core measures

Core measures summary results (%)





Summary of Yarriambiack Shire Council performance

| Services | Yarriambiack 2023 | Yarriambiack 2022 | Small Rural 2023 | State-wide 2023 | Highest score | Lowest score |
|---|-------------------|-------------------|------------------|-----------------|--|---|
|  Overall performance | 59 | 60 | 55 | 56 | Aged 65+ years | Aged 50-64 years |
|  Value for money | 52 | 54 | 49 | 49 | Aged 65+ years | Aged 50-64 years |
|  Overall council direction | 48 | 52 | 47 | 46 | Aged 65+ years, Women | Aged 35-49 years |
|  Customer service | 65 | 72 | 65 | 67 | Women | Aged 18-34 years |
|  Recreational facilities | 70 | 69 | 67 | 68 | Warracknabeal residents, Aged 65+ years | Aged 35-49 years |
|  Elderly support services | 65 | 68 | 66 | 63 | Aged 65+ years | Aged 50-64 years |
|  Bus/community dev./tourism | 64 | 64 | 61 | 59 | Women, Aged 18-34 years, Dunmunkle residents | Warracknabeal residents, Aged 50-64 years |
|  Waste management | 62 | 69 | 66 | 66 | Aged 65+ years | Aged 35-49 years, Aged 50-64 years |
|  Consultation & engagement | 58 | 57 | 53 | 52 | Dunmunkle residents | Men, Aged 50-64 years, Hopetoun residents |
|  Community decisions | 57 | 60 | 52 | 51 | Women | Aged 50-64 years |



Summary of Yarriambiack Shire Council performance

| Services | | Yarriambiack 2023 | Yarriambiack 2022 | Small Rural 2023 | State-wide 2023 | Highest score | Lowest score |
|---|--------------------|-------------------|-------------------|------------------|-----------------|----------------|------------------|
|  | Lobbying | 54 | 57 | 52 | 51 | Aged 65+ years | Aged 50-64 years |
|  | Sealed local roads | 35 | 38 | 44 | 48 | Aged 65+ years | Aged 35-49 years |



Focus areas for the next 12 months

Overview

Overall perceptions of performance (index score of 59) stayed in line with 2022 results and previous years, and are significantly above the Small Rural group and State-wide averages. Perceptions of Council performance on the eight service areas evaluated have also stayed in line with 2022 perceptions, with only one (waste management) declining significantly. Customer service also declined significantly, to a decade low point.

Key influences on perceptions of overall performance

Yarriambiack Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance: decisions made in the interest of the community, along with addressing concerns about the poorer performing but moderate influence service area of sealed local roads. Performance on sealed local roads has been trending downwards every year since 2019.

Comparison to state and area grouping

Compared with the Small Rural group and State-wide averages, perceptions of Council performance for the eight service areas measured are relatively positive, with the exception of significantly lower performance against both groups for waste management and sealed local roads. Perceptions of half of the service areas are rated significantly higher than both the Small Rural group and the State-wide averages.

Maintain gains achieved to date

Council has maintained perceptions of performance levels for its highest rated service areas since 2022 and is rated relatively well versus the Small Rural group and State-Wide averages. Continued focus on recreational facilities and elderly support services should maintain or improve on this positive result. Attention should be paid to waste management and sealed local roads for which perceptions are significantly lower than in 2022.

DETAILED FINDINGS



Overall performance



Overall performance

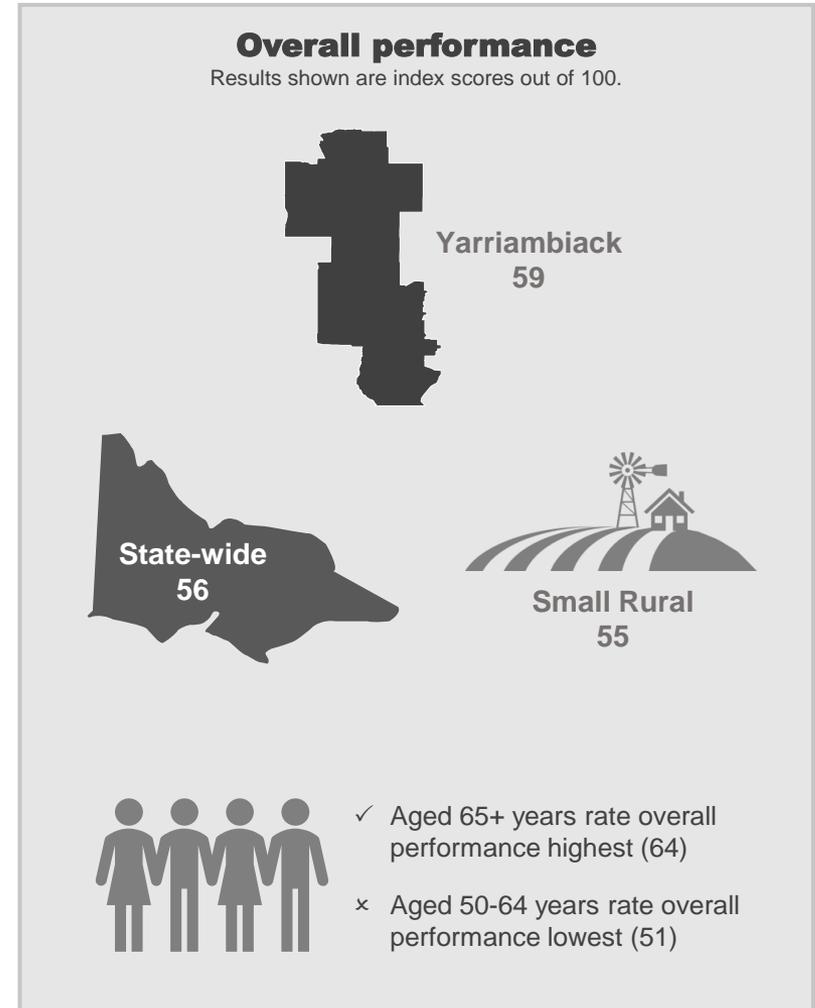
The overall performance index score of 59 for Yarriambiack Shire Council is in line with the 2022 rating (index score of 60).

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the Small Rural group and State-wide averages (index scores of 55 and 56 respectively, both declined significantly for a second year running).

- The highest rating is among those aged 65+ years, performing significantly above the Council average.
- The lowest ratings are among residents aged 50 to 64 years and aged 35 to 49 years, and these ratings performed significantly below the Council average.

Value for money perceptions (index score of 52) are in line with 2022 (index score of 54), but significantly higher than both the Small Rural group and State-wide averages (index scores of 49).

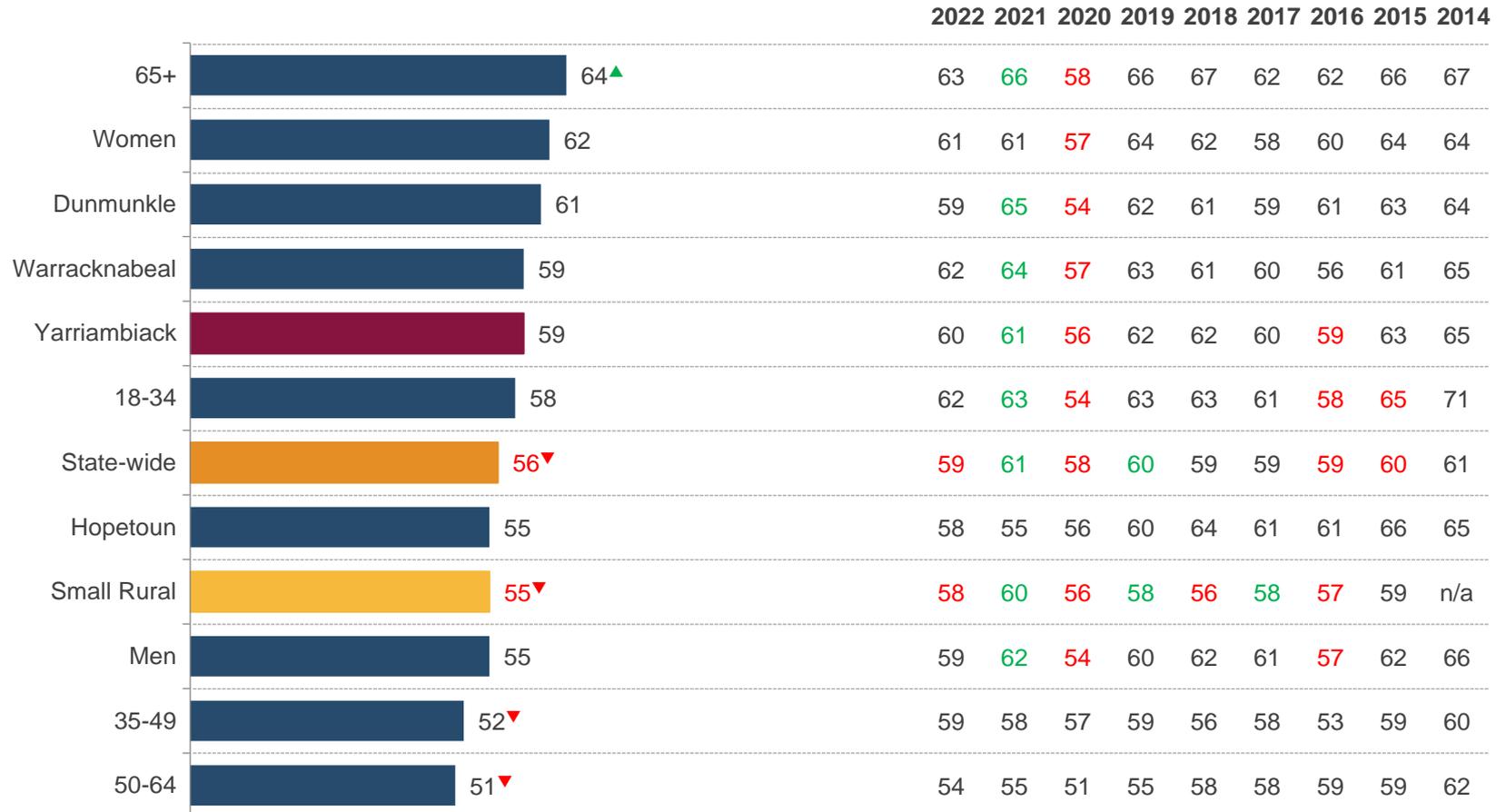
One third of residents (33%, down five percentage points on 2022) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Over one in four rate Council as 'very poor' or 'poor' (26% up from 23% in 2022), while a further 37% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

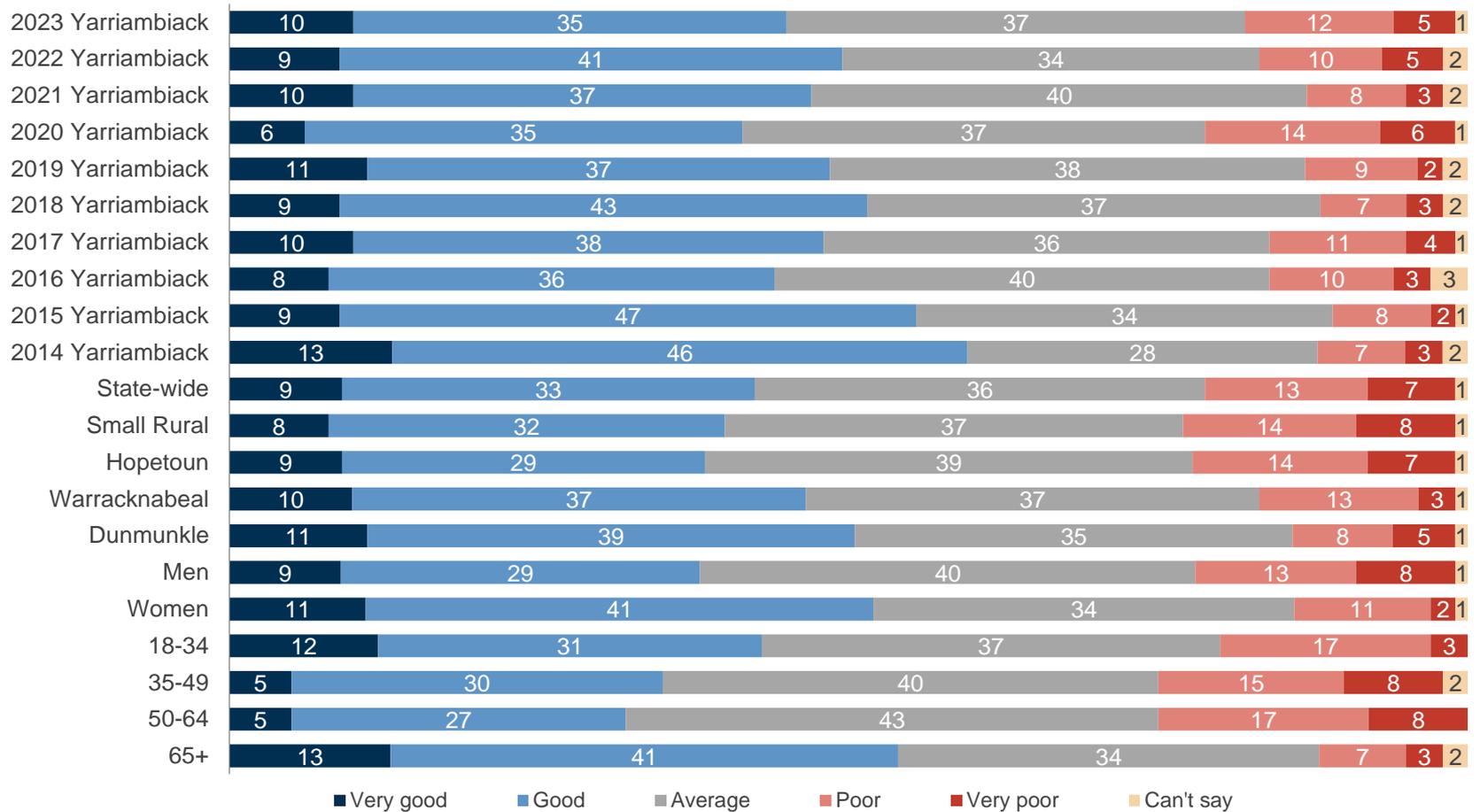
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall performance

2023 overall performance (%)

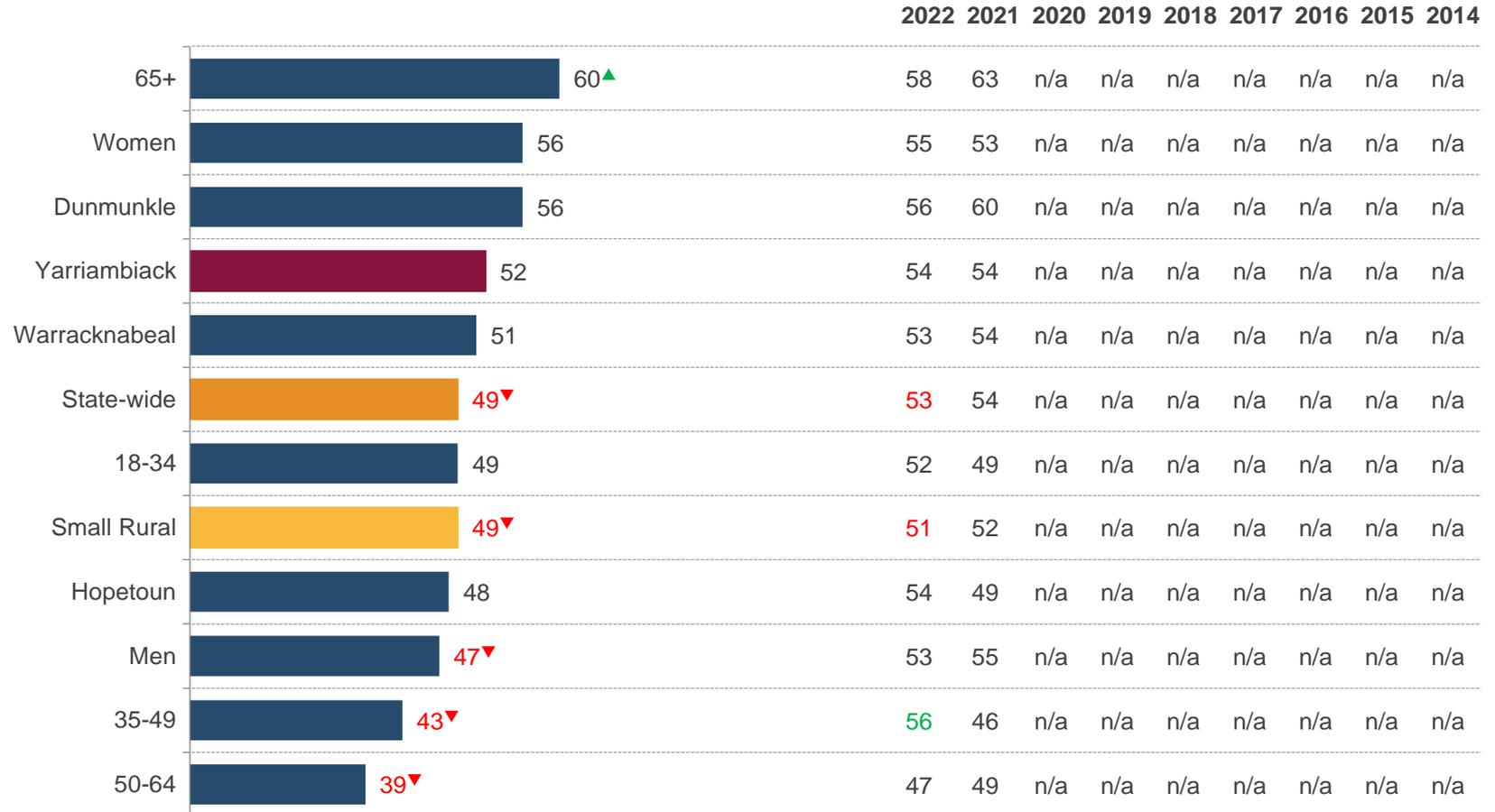


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils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



Value for money in services and infrastructure

2023 value for money (index scores)



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

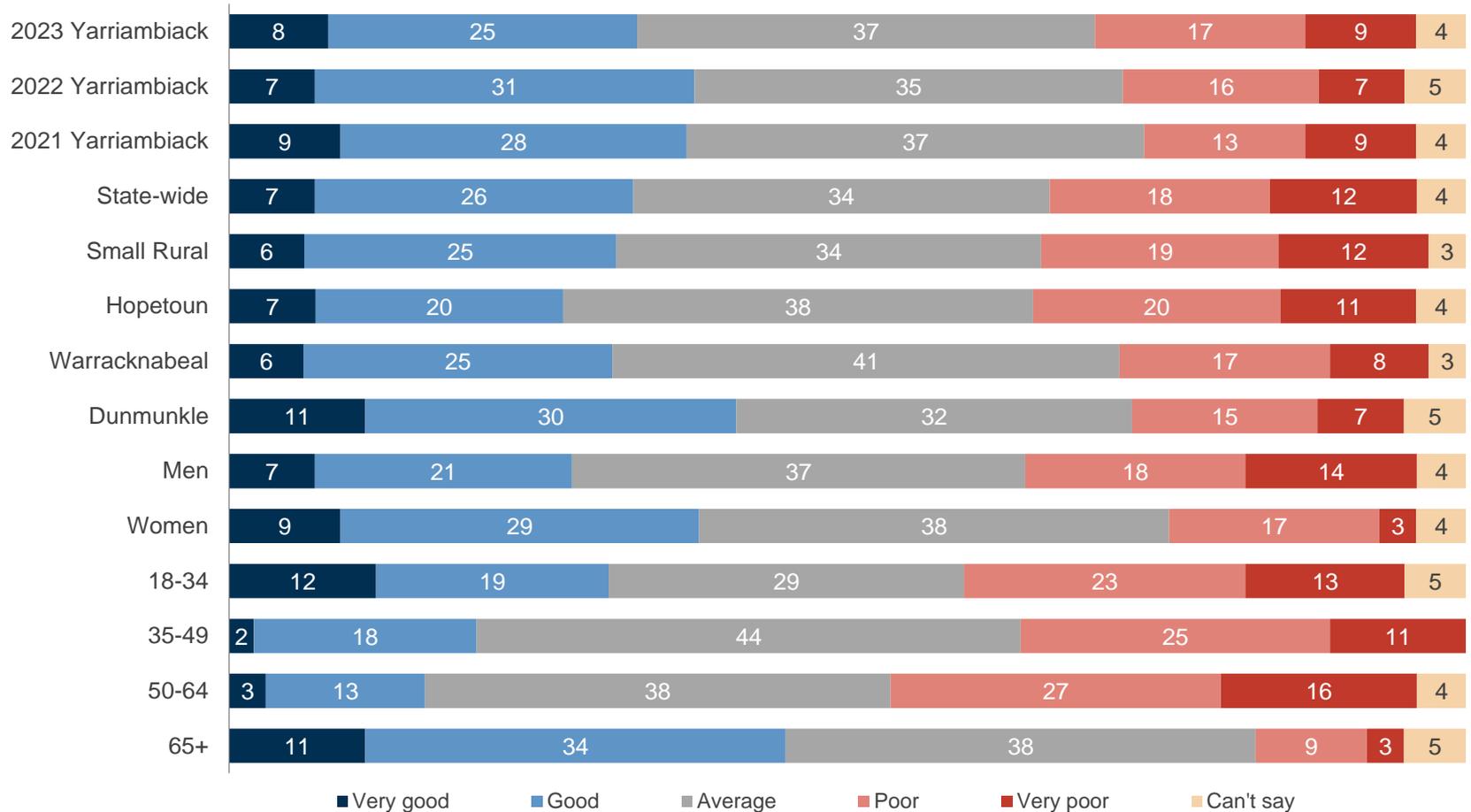
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

Top performing service areas

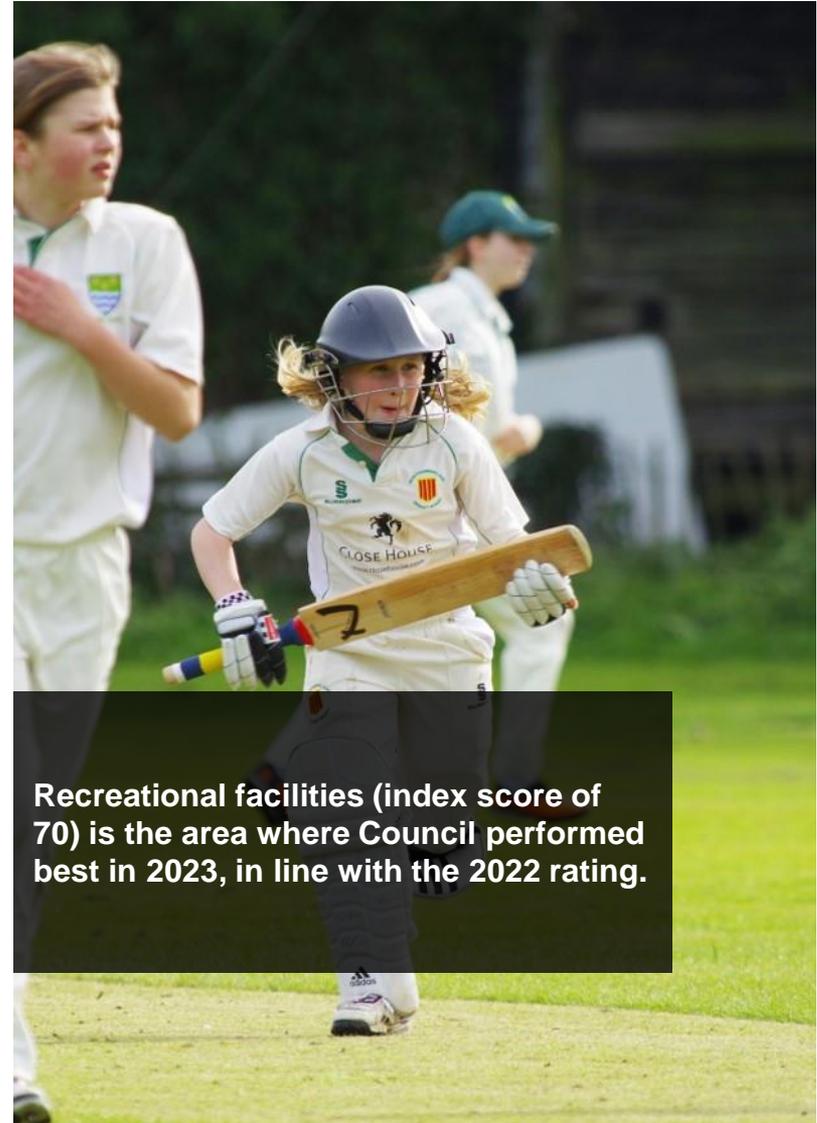
Recreational facilities (index score of 70) is the area where Council performed best in 2023, in line with 2022.

Council performed significantly higher than the Small Rural group (index score of 67) and in line with the State-wide (index score of 68) averages in this service area.

- Ratings for recreational facilities are highest among Warracknabeal residents and those aged 65+ years (index score of 74 for both), with the latter performing significantly higher than the Council average.

Elderly support services is Council's next highest rated service area (index score of 65) which is in line with 2022 (index score of 68), and both the Small Rural group and State-wide averages (index scores of 66 and 63 respectively).

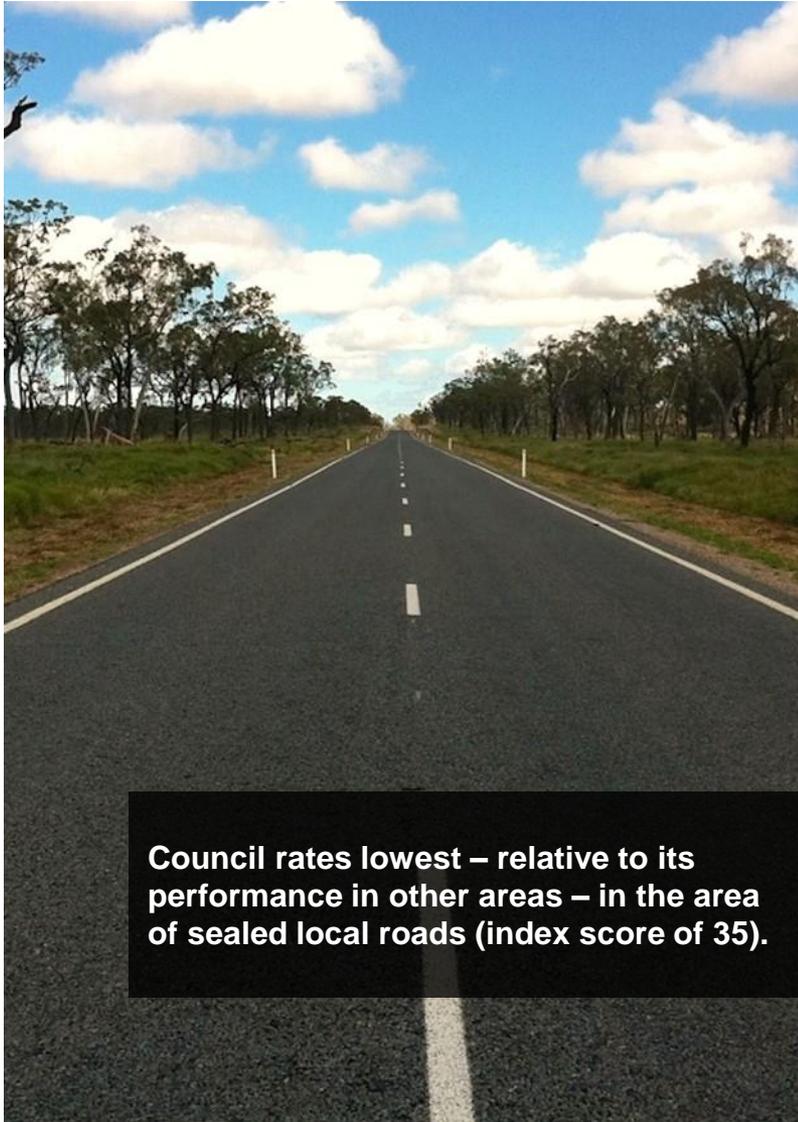
- The elderly support services rating has significantly decreased among men since 2022 (commencing a trend of decline for a second year running), but otherwise there are no significant differences from the Council average among the different demographic and geographic groups.



Recreational facilities (index score of 70) is the area where Council performed best in 2023, in line with the 2022 rating.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of sealed local roads (index score of 35).

Council did not experience significant declines in any of the service areas measured in 2023 bar one.

- While not a low performing area, perceptions of waste management (index score of 62) significantly declined from 2022 (index score of 69) and is rated significantly below both the Small Rural group and State-wide averages.

Council rates lowest in the area of sealed local roads (index score of 35).

- This in line with 2022 ratings, but continues a year on year trend of decline since achieving its highest rating of 42 in 2019. Council also rates significantly lower than both the Small Rural group and State-wide averages on this measure (index scores of 44 and 48 respectively).
- Ratings for sealed local roads have decreased significantly among Hopetoun residents from 2022.
- Compared to the average, those aged 35 to 49 years are significantly more critical, while those aged 65+ years are significantly more positive of Council's performance in this service area.

Lobbying is rated second lowest (index score of 54), in line with the 2022 rating.



Individual service area performance

2023 individual service area performance (index scores)

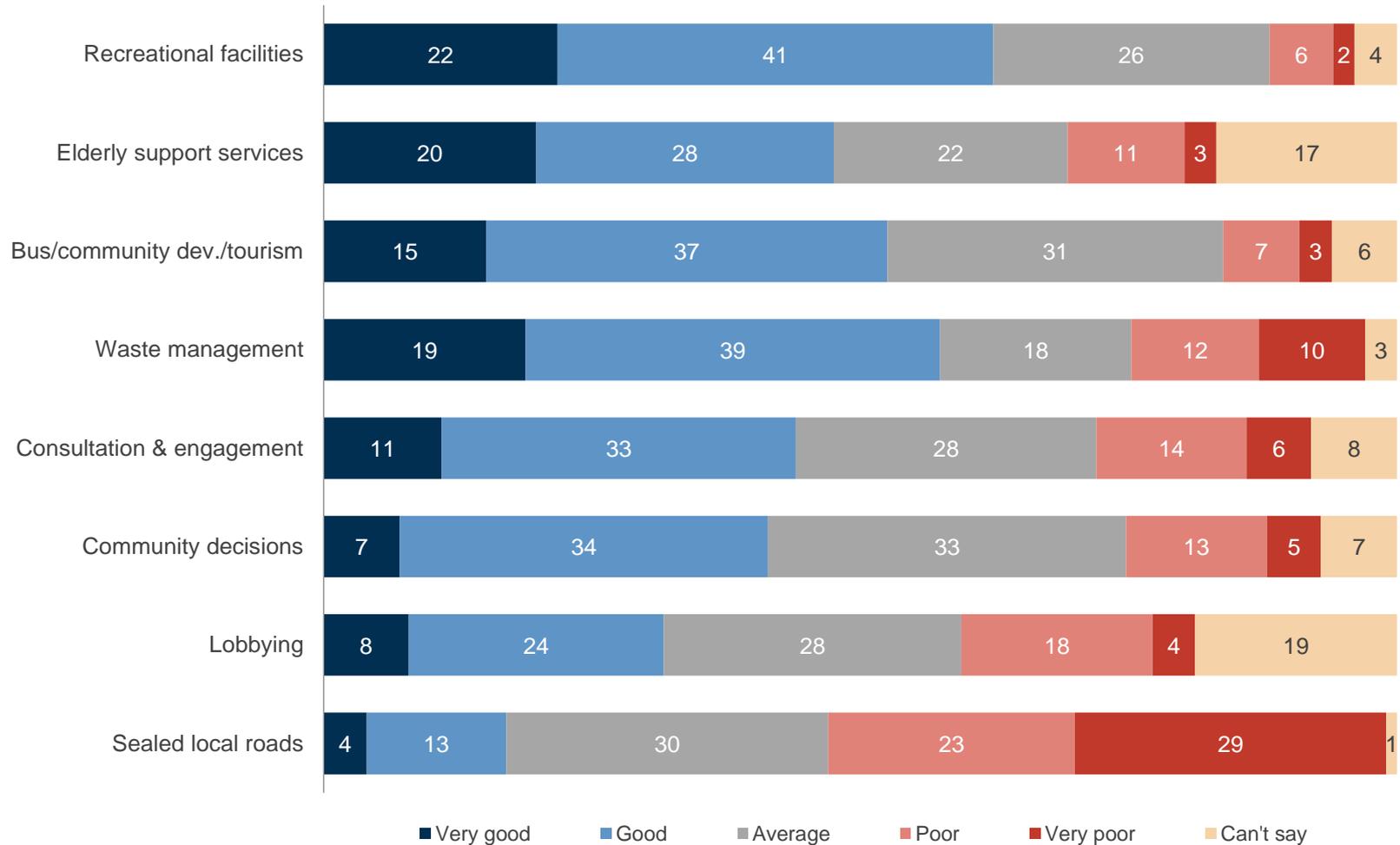
| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | |
|----------------------------|------|------|------|------|------|------|------|------|------|-----|
| Recreational facilities | 70 | 69 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | |
| Elderly support services | 65 | 68 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | |
| Bus/community dev./tourism | 64 | 64 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | |
| Waste management | 62 | 69 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | |
| Consultation & engagement | 58 | 57 | 62 | 59 | 63 | 62 | 60 | 60 | 63 | 67 |
| Community decisions | 57 | 60 | 61 | 58 | 63 | 61 | 61 | 59 | 63 | n/a |
| Lobbying | 54 | 57 | 58 | 58 | 58 | 59 | 59 | 57 | 61 | 65 |
| Sealed local roads | 35 | 38 | 39 | 40 | 42 | 38 | 38 | 35 | 38 | n/a |

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)





Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Waste management
- Community consultation and engagement
- Recreational facilities
- Lobbying on behalf of the community
- The condition of sealed local roads
- Business, community development and tourism.

The service area of elderly support services has little to no influence on Council's overall performance rating.

Looking at the key influential service areas only, Council performs best on recreational facilities (index of

70), which has a moderate influence on the overall performance rating.

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

Council performs relatively less well on lobbying and community consultation (index of 54 and 58 respectively), with consultation being another strong influence on overall perceptions of performance.

Ensuring residents feel heard on key local issues, initiatives and policies and demonstrating Council efforts to advocate on the community's behalf can also help to shore up positive opinion of Council.

However, most in need of attention is Council's performance on sealed local roads, which is rated as poor (index of 35) and is a moderate influence on overall community perceptions.

It will be important to attend to resident concerns about sealed roads to help improve overall ratings of Council performance.



Regression analysis explained

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

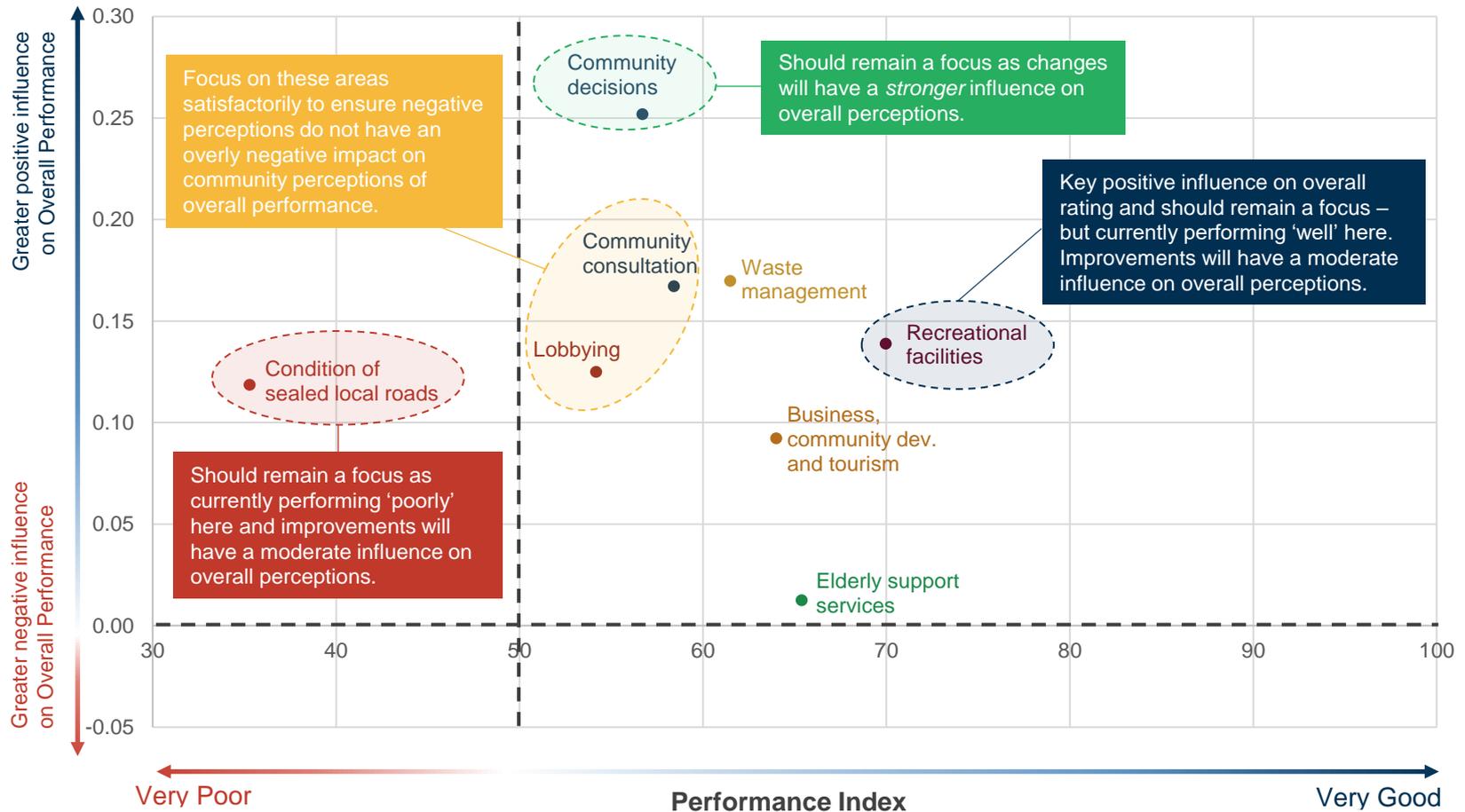
In the chart that follows:

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



Influence on overall performance: all service areas

2023 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R^2 value of 0.610 and adjusted R^2 value of 0.602, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 76.34$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Customer service



Contact with council and customer service

Contact with council

Over two thirds of Council residents (70%) have had contact with Council in the last 12 months. This is five percentage points higher than for 2022 (65%) and ten percentage points higher than for 2021 (60%). This is the highest rate of contact experienced in a decade.

- Rate of contact has significantly increased among Hopetoun residents from 2022 (76% up 12 points).

Customer service

Council's customer service index of 65 is significantly lower than in 2022 (index score of 72), the first significant decline in a decade and is now at the lowest levels recorded since 2014.

Customer service rates in line with both the Small Rural group and State-wide averages (index scores of 65 and 67 respectively, which have both also declined significantly for the second year running).

- Perceptions of customer service are significantly higher among women compared to the council average.
- Since 2022, perceptions of customer service have significantly decreased among those aged 18 to 49 years, Hopetoun residents and men.

Just over six in ten residents (61%) provide a positive customer service rating of 'very good' or 'good'; 22% gave a 'poor' or 'very poor' rating for customer service.

- Since 2022, there has been an 11 percentage point decrease of those who gave Council a positive service rating ('very good' or 'good') with a commensurate 11 percentage point increase of those who gave council a poor rating ('poor' or 'very poor') for its customer service.

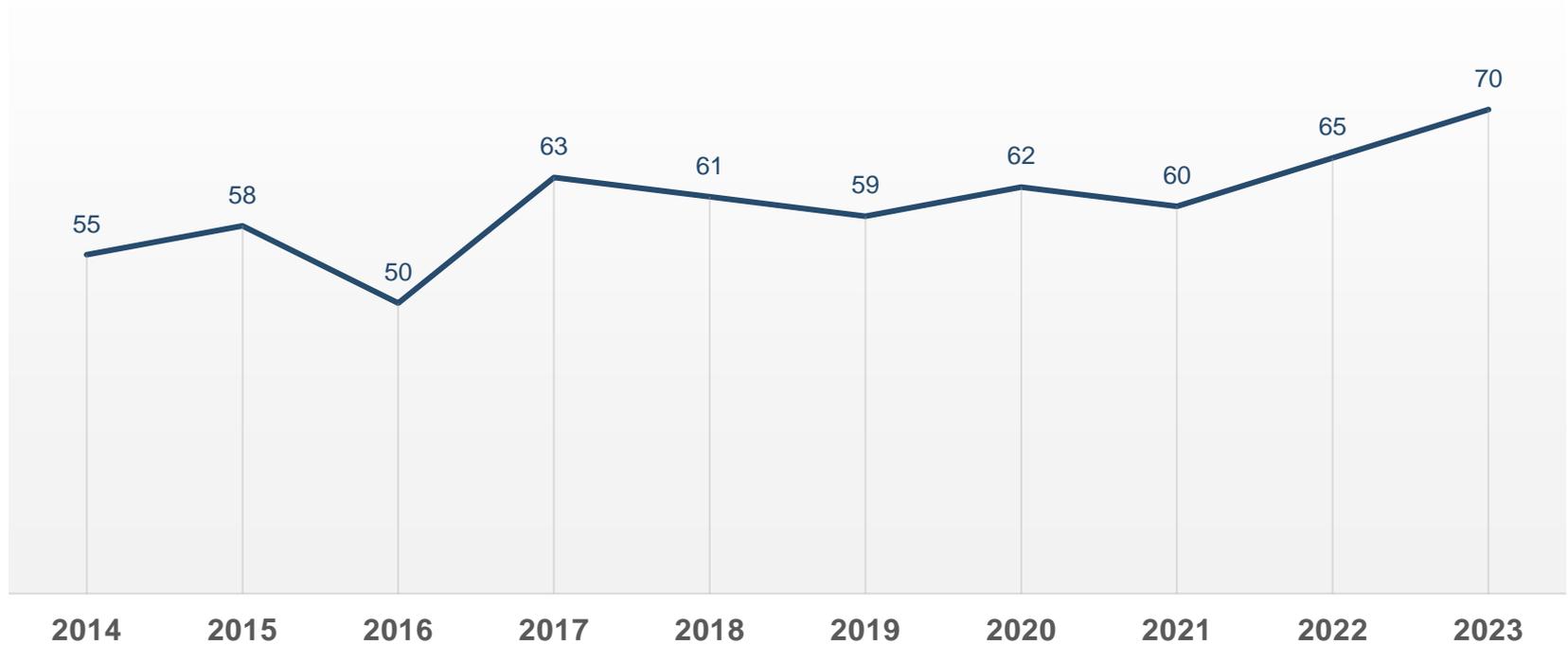


Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 27% who rate Council's customer service as 'very good'.



Contact with council

2023 contact with council (%)
Have had contact



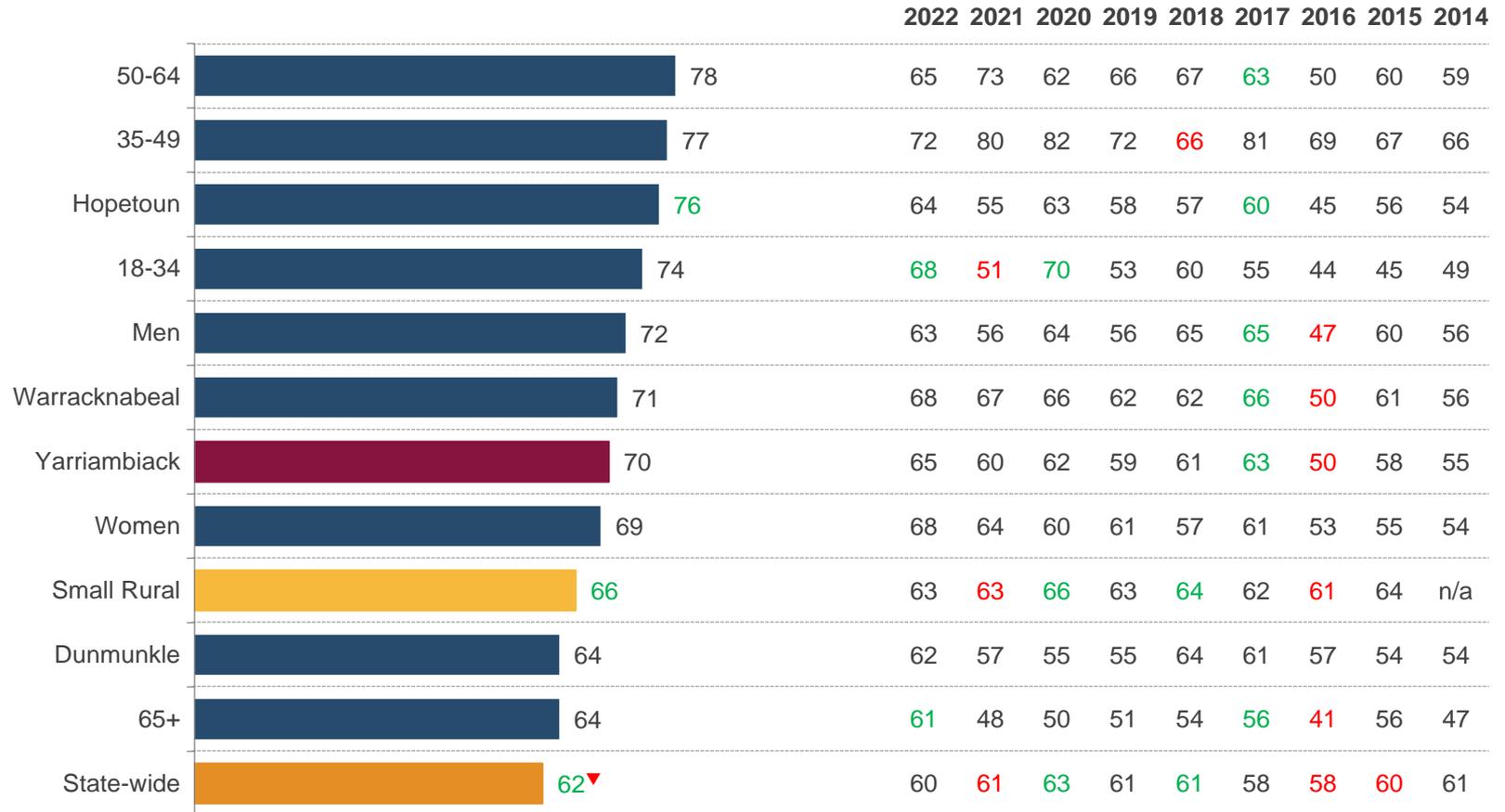
Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack 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: 41 Councils asked group: 16

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



Customer service rating

2023 customer service rating (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|------|
| Women | 71▲ | 72 | 76 | 72 | 73 | 72 | 70 | 66 | 73 | 68 |
| 65+ | 70 | 71 | 78 | 74 | 74 | 76 | 74 | 71 | 74 | 72 |
| Dunmunkle | 67 | 67 | 76 | 66 | 71 | 68 | 68 | 73 | 76 | 69 |
| State-wide | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 | 70 | 72 |
| 50-64 | 66 | 69 | 72 | 69 | 64 | 70 | 68 | 74 | 76 | 71 |
| Warracknabeal | 66 | 74 | 74 | 76 | 75 | 71 | 75 | 64 | 69 | 73 |
| Small Rural | 65 | 67 | 69 | 70 | 70 | 69 | 69 | 69 | 70 | n/a |
| Yarriambiack | 65 | 72 | 75 | 73 | 72 | 71 | 72 | 68 | 72 | 70 |
| Hopetoun | 60 | 74 | 73 | 75 | 69 | 75 | 69 | 67 | 73 | 68 |
| 35-49 | 60 | 72 | 72 | 73 | 72 | 70 | 75 | 67 | 69 | 67 |
| Men | 59 | 71 | 73 | 73 | 71 | 70 | 73 | 69 | 72 | 72 |
| 18-34 | 56 | 77 | 78 | 73 | 81 | 67 | 67 | 50 | 67 | 71 |

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

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

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

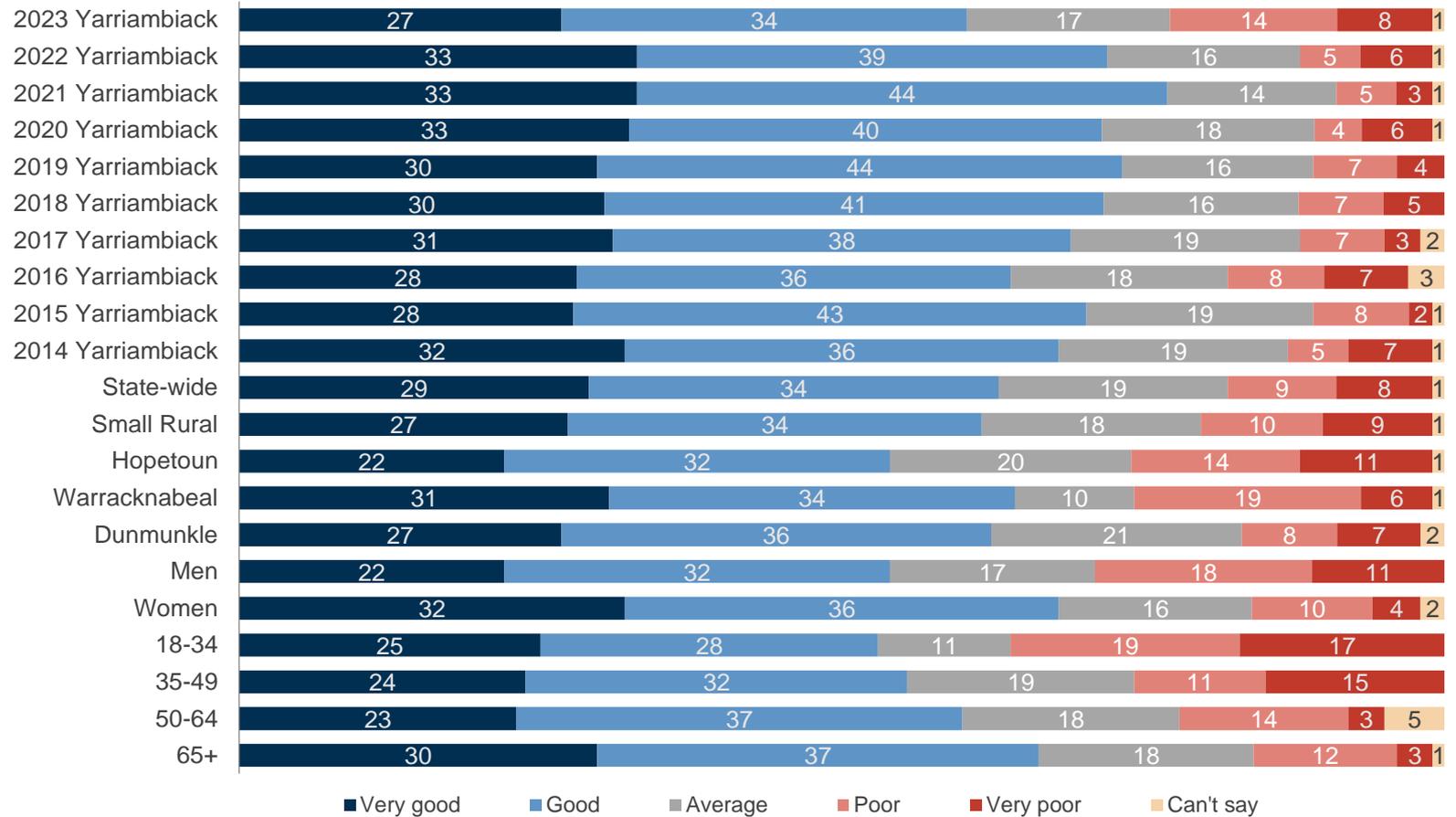
Councils asked State-wide: 66 Councils asked group: 19

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Yarriambiack Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 19



Council direction

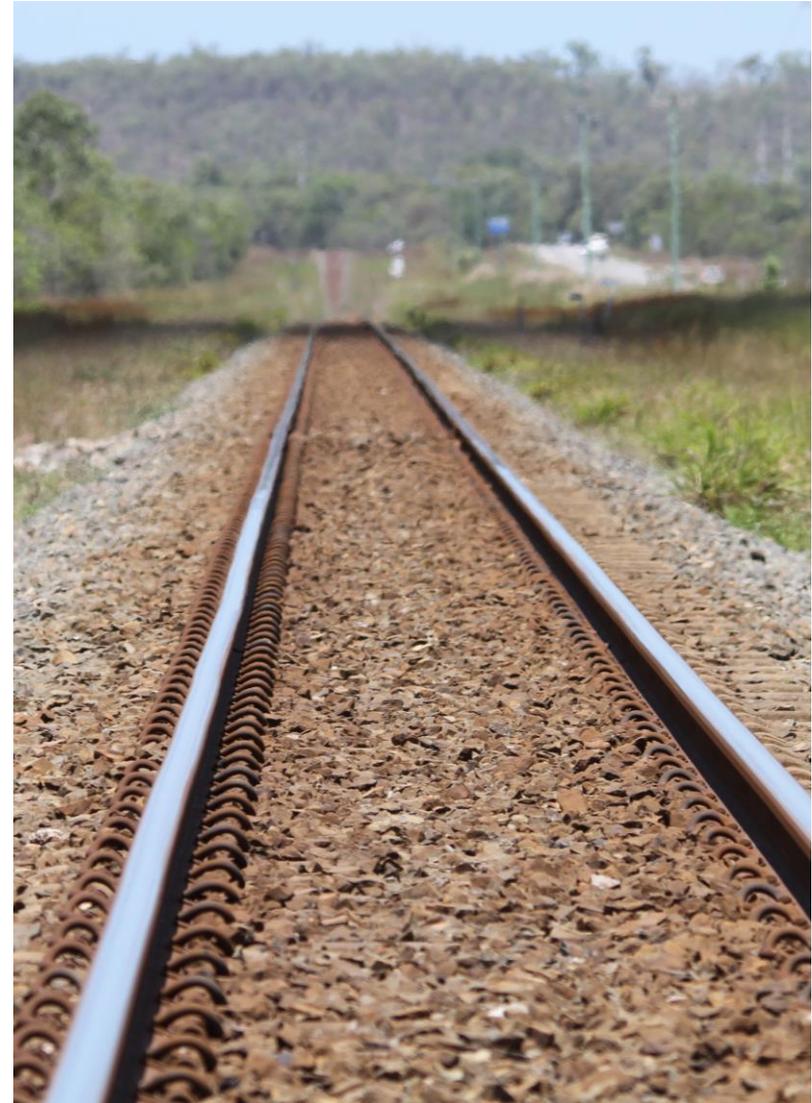
Council direction

Perceptions of Council's overall direction (index score of 48, down four index points) remains in line with 2022. This is in line with both the Small Rural group and State-wide averages (index scores of 47 and 46 respectively).

- Council direction is rated significantly higher than the Council average among women and those aged 65+ years.
- Council direction is rated significantly lower than the Council average among men and those aged 35 to 49 years.
- Council direction ratings have significantly declined from 2022 among Warracknabeal residents, those aged 18 to 34 years and men.

Over the last 12 months, 66% believe the direction of Council's overall performance has stayed the same, up six percentage points from 2022.

- 14% believe the direction has improved (down six percentage points from 2022).
- 17% believe it has deteriorated (up one percentage point from 2022).





Overall council direction last 12 months

2023 overall council direction (index scores)

| | | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|-----|------|------|------|------|------|------|------|------|------|
| 65+ | 55▲ | 54 | 61 | 58 | 58 | 55 | 59 | 54 | 53 | 56 |
| Women | 55▲ | 54 | 53 | 53 | 56 | 50 | 57 | 50 | 54 | 53 |
| Dunmunkle | 53 | 55 | 54 | 52 | 59 | 50 | 54 | 50 | 52 | 51 |
| Yarriambiack | 48 | 52 | 54 | 53 | 55 | 50 | 55 | 47 | 52 | 55 |
| Warracknabeal | 47 | 54 | 61 | 53 | 54 | 48 | 54 | 44 | 49 | 58 |
| Small Rural | 47 | 51 | 53 | 50 | 53 | 50 | 52 | 50 | 53 | n/a |
| State-wide | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 | 53 |
| Hopetoun | 45 | 47 | 45 | 53 | 52 | 52 | 58 | 49 | 56 | 56 |
| 18-34 | 44 | 59 | 44 | 53 | 61 | 48 | 57 | 42 | 60 | 59 |
| Men | 42▼ | 51 | 54 | 53 | 54 | 49 | 54 | 45 | 49 | 57 |
| 50-64 | 42 | 46 | 47 | 45 | 50 | 48 | 54 | 48 | 49 | 53 |
| 35-49 | 40▼ | 49 | 57 | 47 | 49 | 44 | 50 | 38 | 45 | 53 |

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

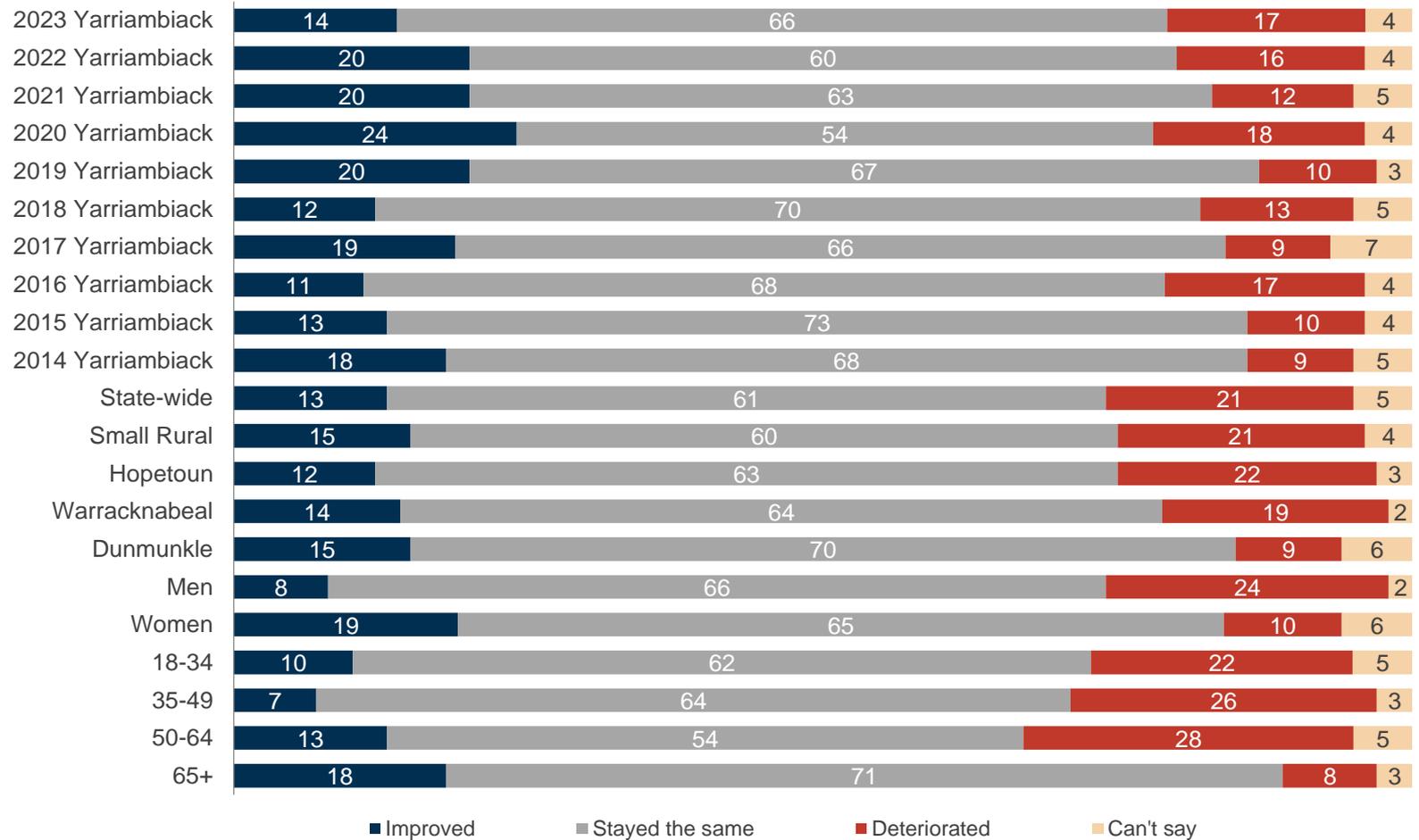
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Yarriambiack Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | |
|---------------|------|------|------|------|------|------|------|------|------|-----|
| Dunmunkle | 64▲ | 59 | 67 | 57 | 64 | 62 | 58 | 64 | 63 | 68 |
| Women | 63▲ | 58 | 60 | 58 | 65 | 62 | 60 | 61 | 64 | 66 |
| 65+ | 63▲ | 62 | 64 | 62 | 67 | 67 | 62 | 64 | 67 | 67 |
| Yarriambiack | 58 | 57 | 62 | 59 | 63 | 62 | 60 | 60 | 63 | 67 |
| Warracknabeal | 57 | 57 | 63 | 56 | 60 | 60 | 61 | 53 | 61 | 68 |
| 35-49 | 56 | 53 | 64 | 57 | 56 | 56 | 55 | 55 | 59 | 65 |
| 18-34 | 55 | 54 | 62 | 59 | 63 | 61 | 62 | 54 | 62 | 75 |
| Hopetoun | 54 | 54 | 56 | 63 | 65 | 65 | 61 | 62 | 67 | 66 |
| 50-64 | 54 | 53 | 58 | 53 | 61 | 60 | 59 | 60 | 60 | 64 |
| Men | 54 | 56 | 64 | 59 | 61 | 62 | 60 | 58 | 61 | 68 |
| Small Rural | 53▼ | 54 | 56 | 54 | 56 | 54 | 55 | 55 | 56 | n/a |
| State-wide | 52▼ | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 |

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

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

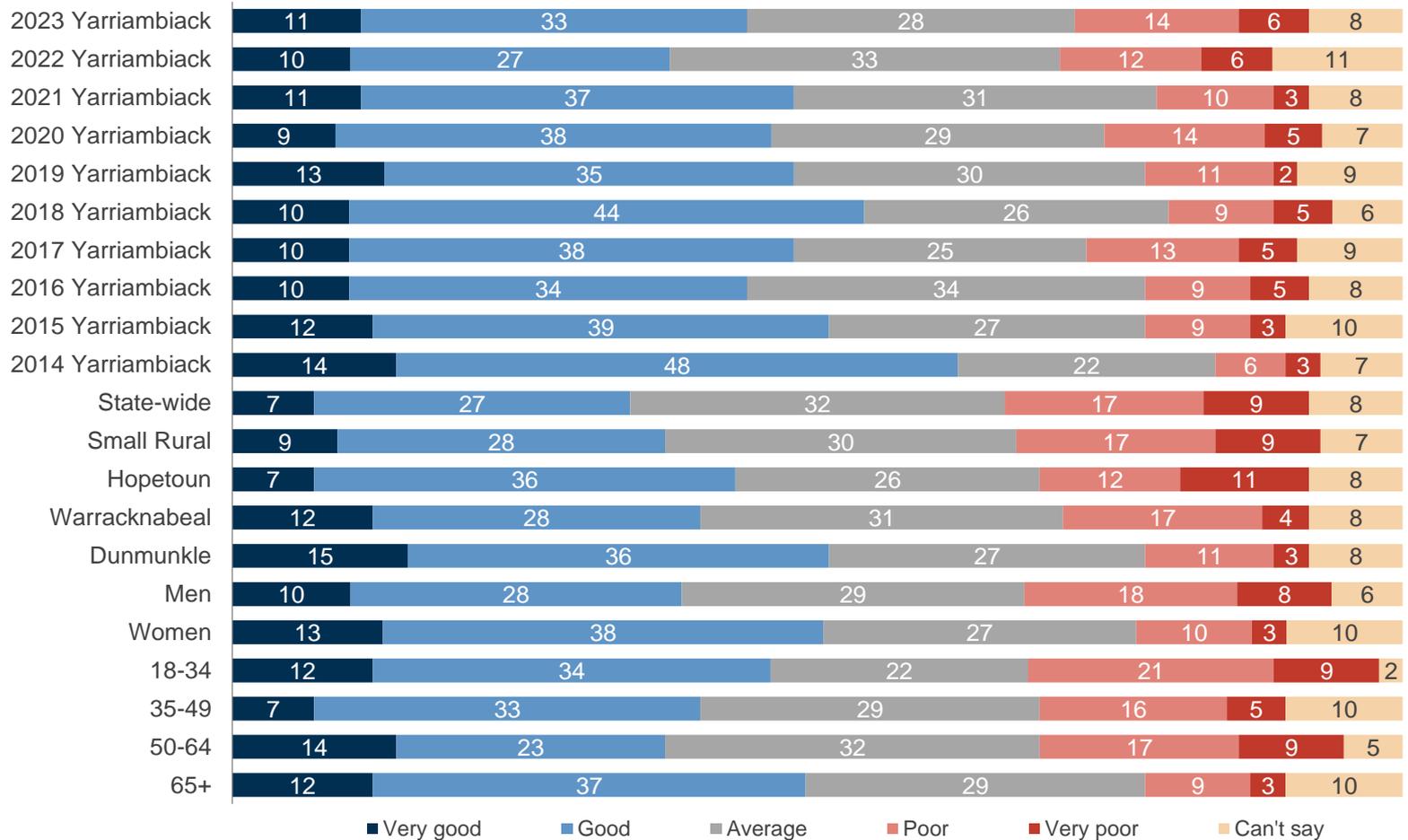
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| 65+ | 60▲ | 64 | 60 | 64 | 62 | 61 | 60 | 65 | 65 |
| Women | 58 | 56 | 57 | 59 | 60 | 57 | 59 | 62 | 65 |
| Dunmunkle | 58 | 63 | 56 | 60 | 56 | 56 | 58 | 60 | 63 |
| Warracknabeal | 54 | 60 | 59 | 57 | 56 | 61 | 53 | 61 | 67 |
| Yarriambiack | 54 | 58 | 58 | 58 | 59 | 59 | 57 | 61 | 65 |
| Small Rural | 52 | 55 | 52 | 55 | 53 | 55 | 54 | 56 | n/a |
| State-wide | 51▼ | 55 | 53 | 54 | 54 | 54 | 53 | 55 | 56 |
| 35-49 | 51 | 59 | 57 | 54 | 51 | 58 | 53 | 58 | 64 |
| Hopetoun | 50 | 51 | 60 | 57 | 65 | 60 | 59 | 62 | 64 |
| Men | 50 | 60 | 59 | 56 | 58 | 62 | 54 | 61 | 65 |
| 18-34 | 50 | 48 | 59 | 47 | 63 | 61 | 53 | 60 | 71 |
| 50-64 | 49 | 56 | 54 | 59 | 58 | 58 | 58 | 59 | 62 |

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

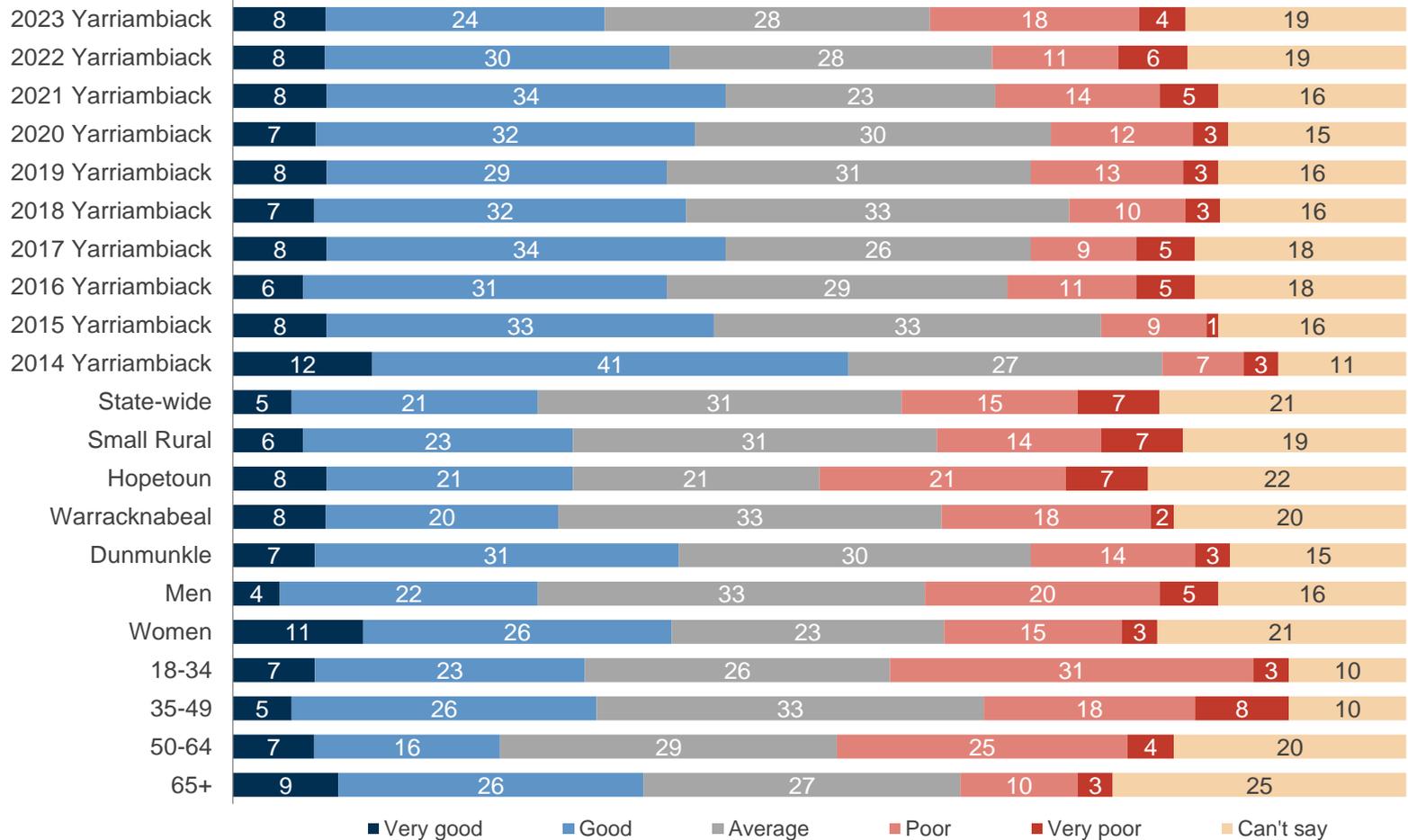
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| Women | 61 | 59 | 59 | 66 | 61 | 60 | 60 | 63 | n/a |
| 65+ | 60 | 63 | 62 | 68 | 66 | 64 | 63 | 65 | n/a |
| 18-34 | 60 | 62 | 61 | 64 | 55 | 59 | 58 | 64 | n/a |
| Dunmunkle | 59 | 63 | 56 | 66 | 61 | 56 | 62 | 61 | n/a |
| Warracknabeal | 58 | 64 | 57 | 64 | 60 | 62 | 56 | 61 | n/a |
| Yarriambiack | 57 | 61 | 58 | 63 | 61 | 61 | 59 | 63 | n/a |
| 35-49 | 53 | 63 | 58 | 56 | 57 | 59 | 56 | 56 | 62 |
| Men | 53 | 60 | 62 | 58 | 60 | 62 | 61 | 58 | 63 |
| Hopetoun | 53 | 58 | 55 | 61 | 60 | 64 | 64 | 60 | 69 |
| Small Rural | 52 | 54 | 56 | 53 | 55 | 52 | 55 | 53 | 56 |
| State-wide | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 |
| 50-64 | 48 | 53 | 57 | 50 | 60 | 61 | 61 | 58 | 59 |

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

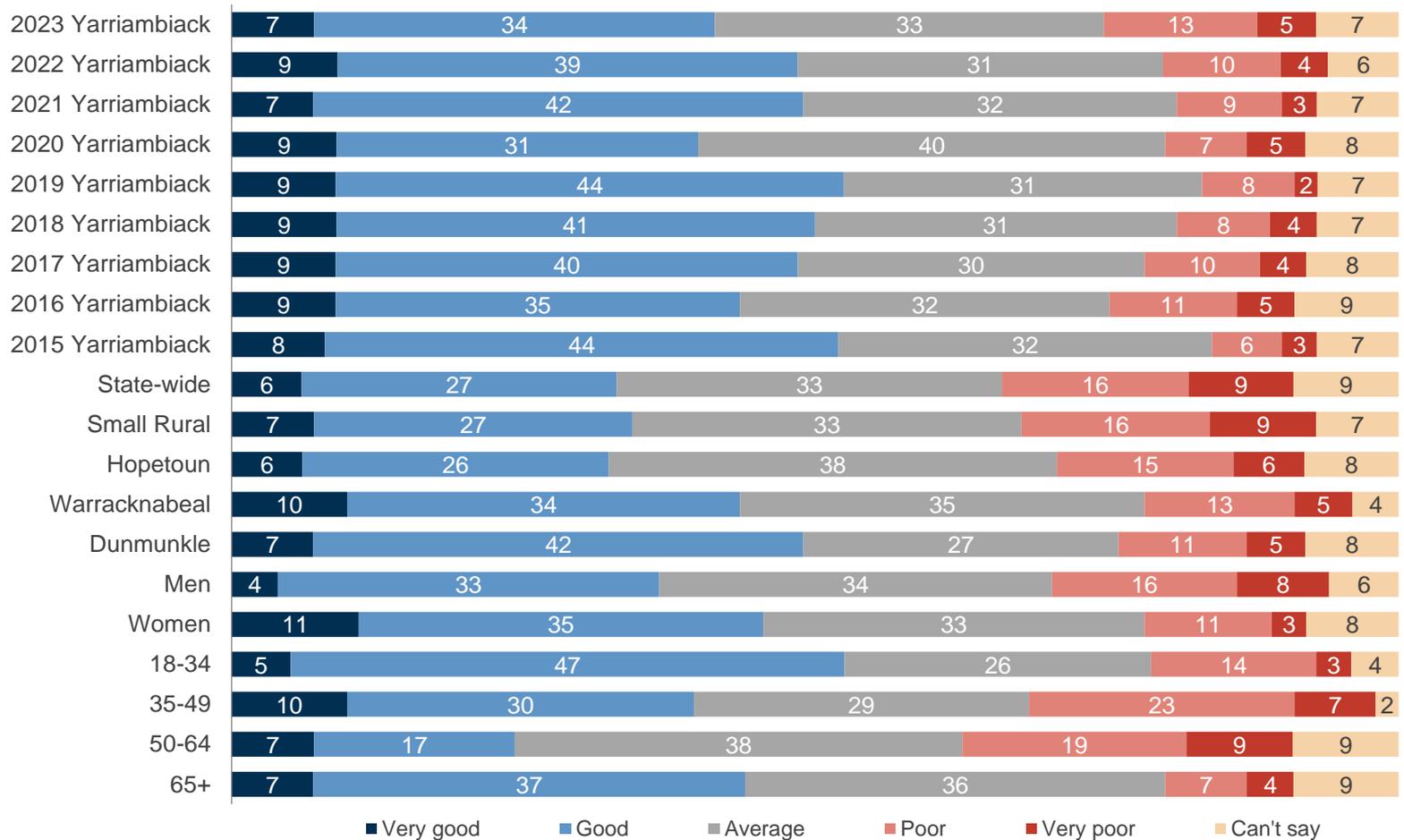
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| State-wide | 48▲ | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 |
| Small Rural | 44▲ | 50 | 53 | 51 | 53 | 49 | 50 | 52 | 52 |
| 65+ | 42▲ | 43 | 46 | 44 | 51 | 43 | 42 | 42 | 46 |
| Dunmunkle | 41 | 39 | 46 | 42 | 41 | 38 | 37 | 34 | 37 |
| Men | 35 | 41 | 40 | 43 | 42 | 43 | 41 | 35 | 37 |
| Yarriambiack | 35 | 38 | 39 | 40 | 42 | 38 | 38 | 35 | 38 |
| Women | 35 | 35 | 37 | 36 | 42 | 33 | 35 | 36 | 40 |
| Warracknabeal | 34 | 37 | 37 | 35 | 43 | 36 | 36 | 32 | 35 |
| 50-64 | 31 | 36 | 33 | 32 | 38 | 34 | 40 | 35 | 40 |
| 18-34 | 31 | 36 | 35 | 37 | 38 | 37 | 32 | 29 | 33 |
| Hopetoun | 31 | 39 | 35 | 42 | 42 | 40 | 43 | 40 | 46 |
| 35-49 | 26▼ | 31 | 34 | 40 | 31 | 35 | 32 | 29 | 26 |

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

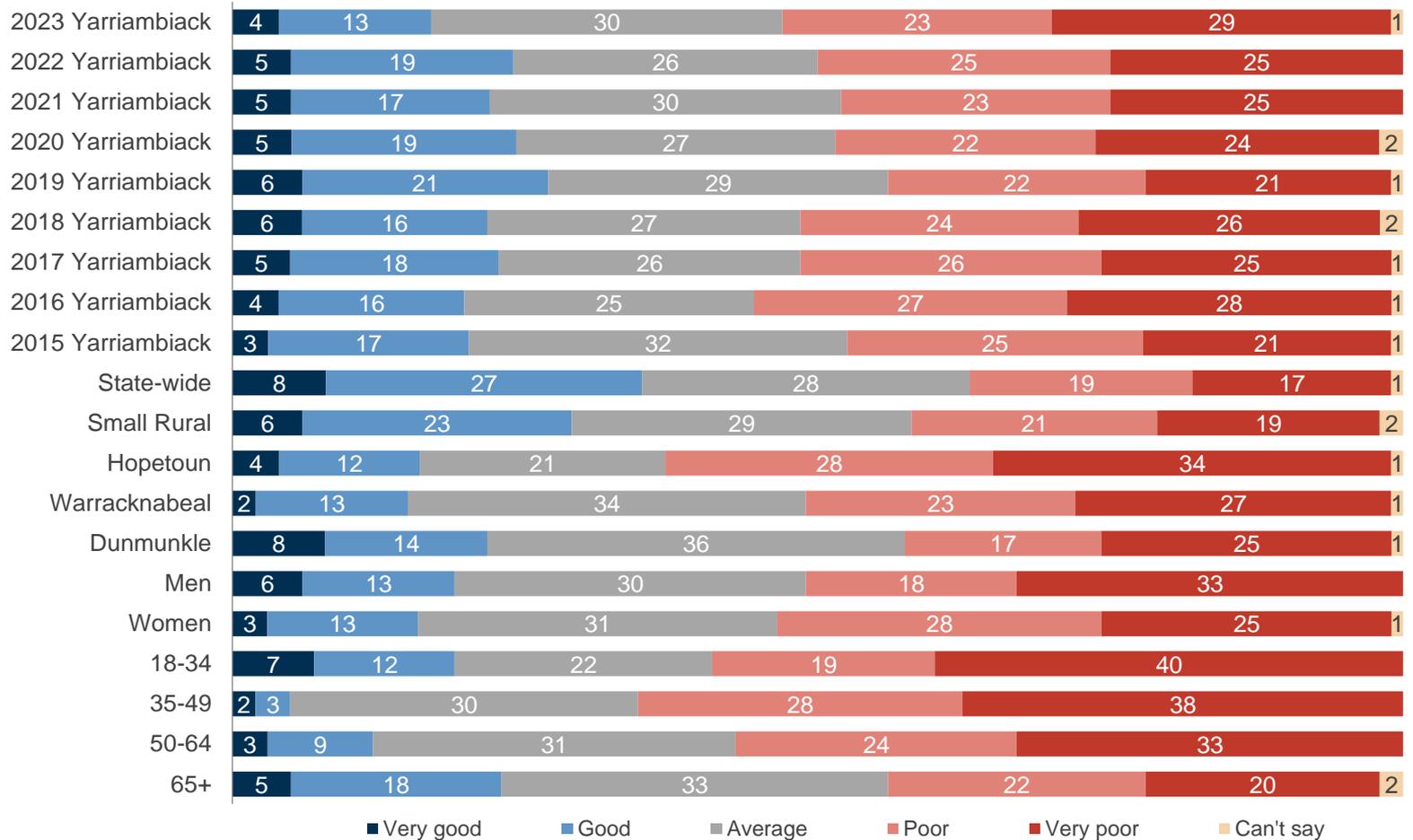
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Elderly support services performance



2023 elderly support performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| 65+ | 69 | 72 | 72 | n/a | n/a | n/a | n/a | n/a | n/a |
| Dunmunkle | 68 | 67 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 67 | 66 | 68 | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 67 | 66 | 78 | n/a | n/a | n/a | n/a | n/a | n/a |
| Warracknabeal | 66 | 71 | 76 | n/a | n/a | n/a | n/a | n/a | n/a |
| Small Rural | 66 | 70 | 72 | 71 | 69 | 71 | 70 | 72 | n/a |
| Yarriambiack | 65 | 68 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 63 | 69 | 74 | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 | 69 |
| Hopetoun | 63 | 63 | 65 | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 62 | 66 | 72 | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 58 | 61 | 64 | n/a | n/a | n/a | n/a | n/a | n/a |

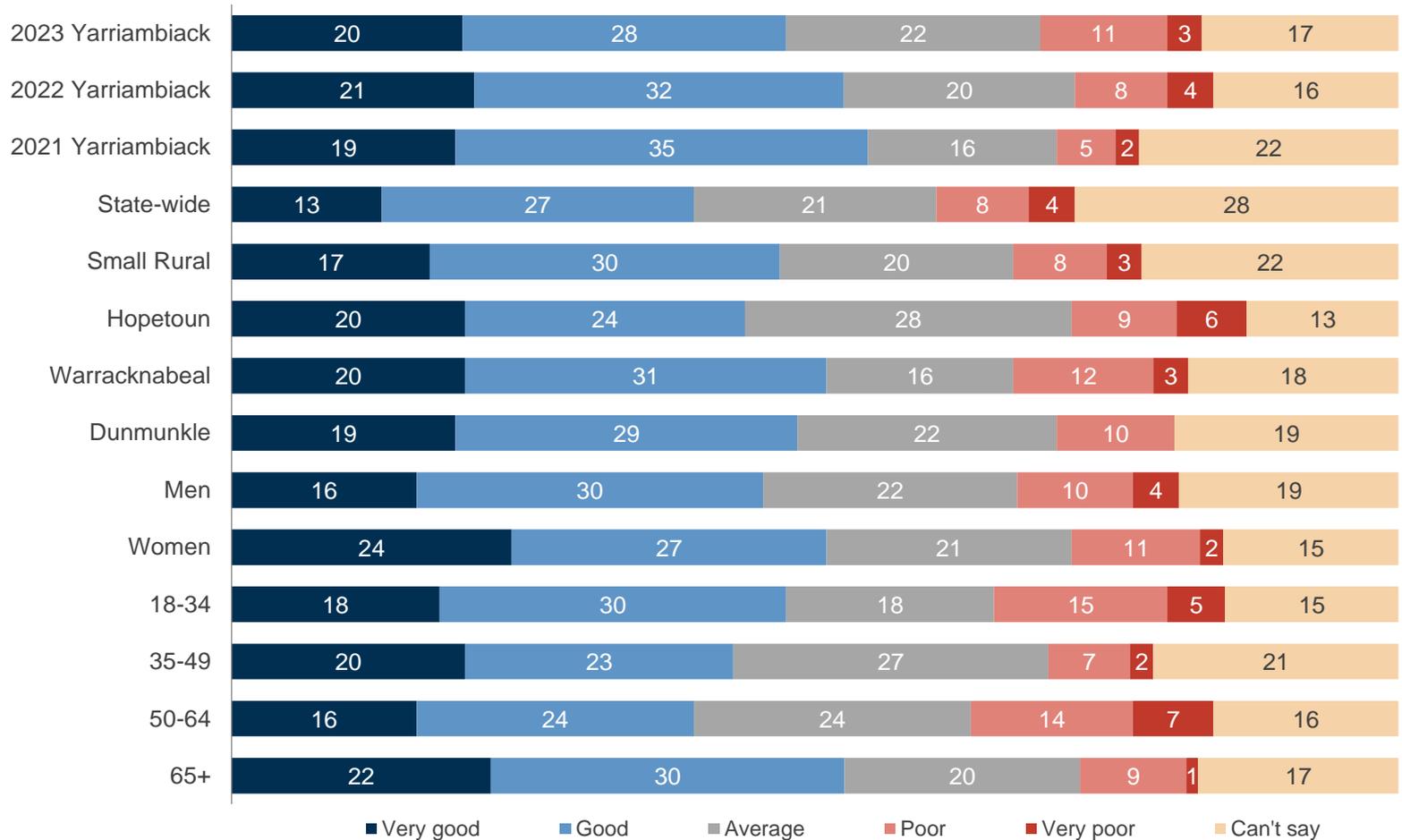
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



Recreational facilities performance



2023 recreational facilities performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| Warracknabeal | 74 | 72 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 74▲ | 72 | 74 | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 71 | 67 | 68 | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 70 | 68 | 70 | n/a | n/a | n/a | n/a | n/a | n/a |
| Yarriambiack | 70 | 69 | 70 | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 70 | 70 | 69 | n/a | n/a | n/a | n/a | n/a | n/a |
| Dunmunkle | 69 | 67 | 72 | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 | 70 |
| Hopetoun | 67 | 68 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |
| Small Rural | 67▼ | 69 | 69 | 68 | 68 | 69 | 69 | 68 | 70 |
| 50-64 | 65 | 66 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 64 | 70 | 67 | n/a | n/a | n/a | n/a | n/a | n/a |

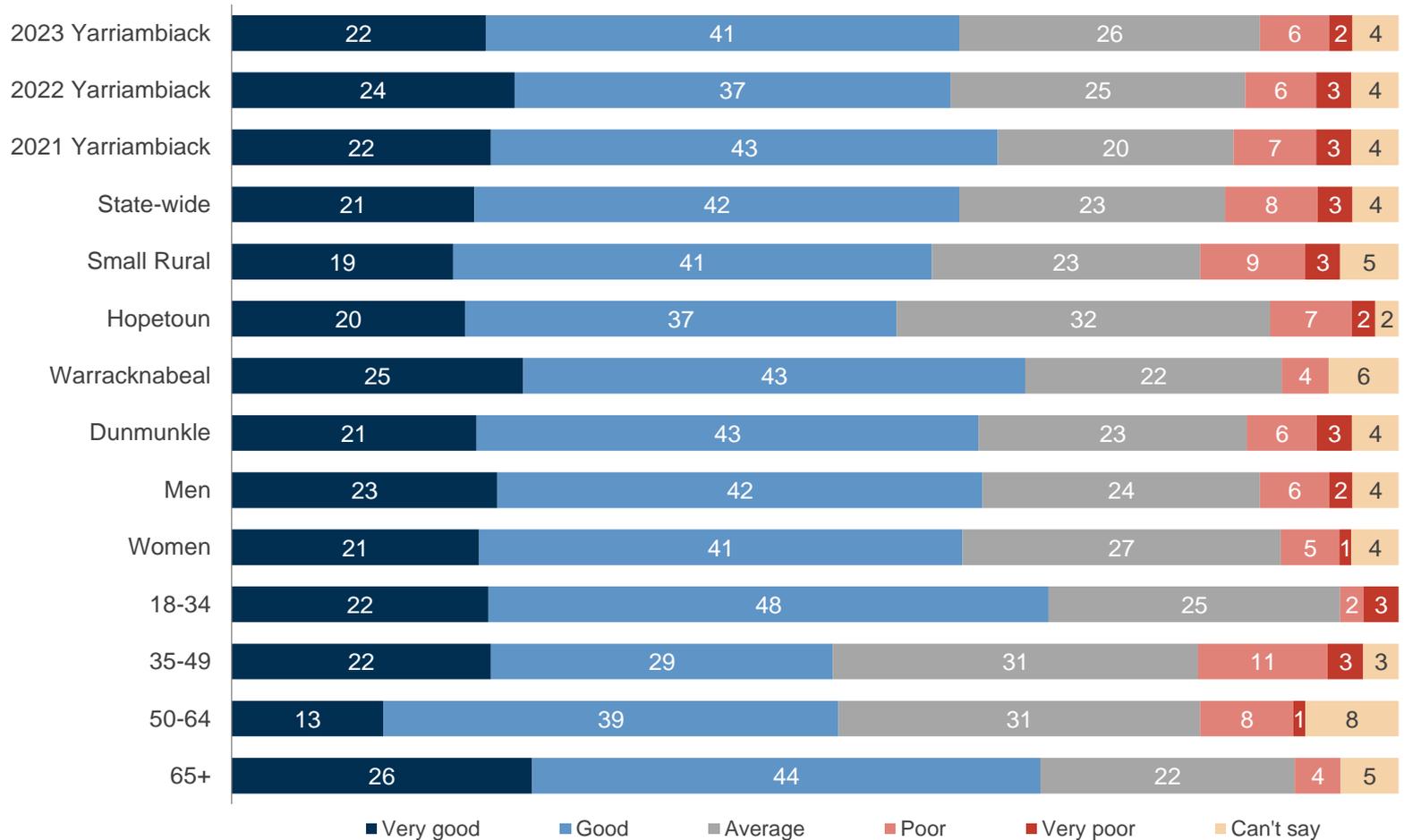
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)



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



Waste management performance



2023 waste management performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| 65+ | 69▲ | 73 | 75 | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 66▲ | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 |
| Warracknabeal | 66 | 71 | 68 | n/a | n/a | n/a | n/a | n/a | n/a |
| Small Rural | 66▲ | 68 | 68 | 64 | 66 | 69 | 70 | 69 | 71 |
| Women | 62 | 69 | 67 | n/a | n/a | n/a | n/a | n/a | n/a |
| Yarriambiack | 62 | 69 | 69 | n/a | n/a | n/a | n/a | n/a | n/a |
| Dunmunkle | 61 | 66 | 73 | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 61 | 69 | 70 | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 58 | 74 | 63 | n/a | n/a | n/a | n/a | n/a | n/a |
| Hopetoun | 56▼ | 71 | 65 | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 53▼ | 62 | 63 | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 53▼ | 65 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |

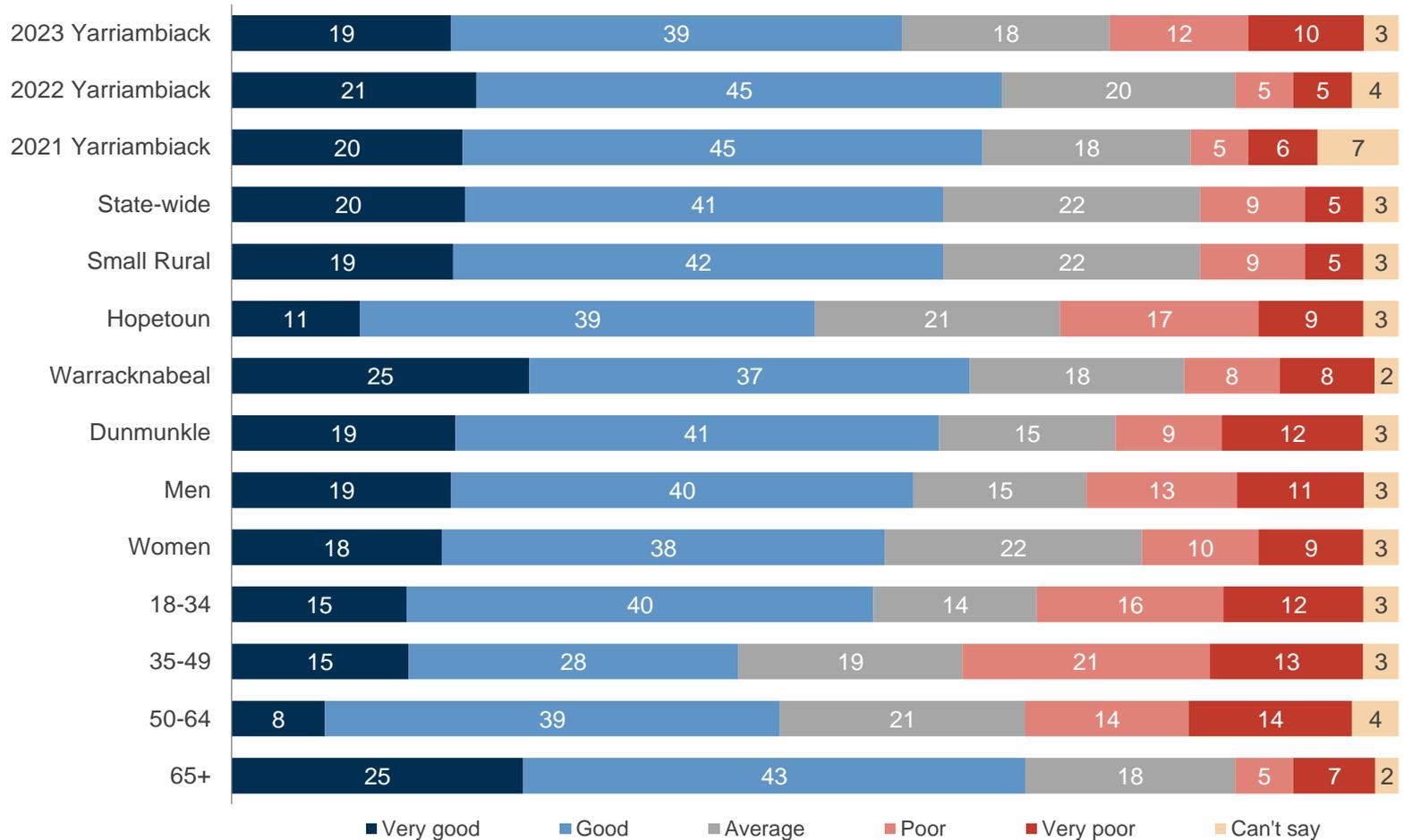
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

| | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|---------------|------|------|------|------|------|------|------|------|------|
| Women | 67 | 66 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 67 | 66 | 63 | n/a | n/a | n/a | n/a | n/a | n/a |
| Dunmunkle | 67 | 67 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| Hopetoun | 65 | 63 | 63 | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 64 | 64 | 65 | n/a | n/a | n/a | n/a | n/a | n/a |
| Yarriambiack | 64 | 64 | 65 | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 63 | 67 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |
| Small Rural | 61▼ | 63 | 62 | 58 | 59 | 59 | 64 | 61 | 63 |
| Men | 61 | 63 | 64 | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 60 | 63 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |
| Warracknabeal | 60 | 63 | 62 | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 59▼ | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 |

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

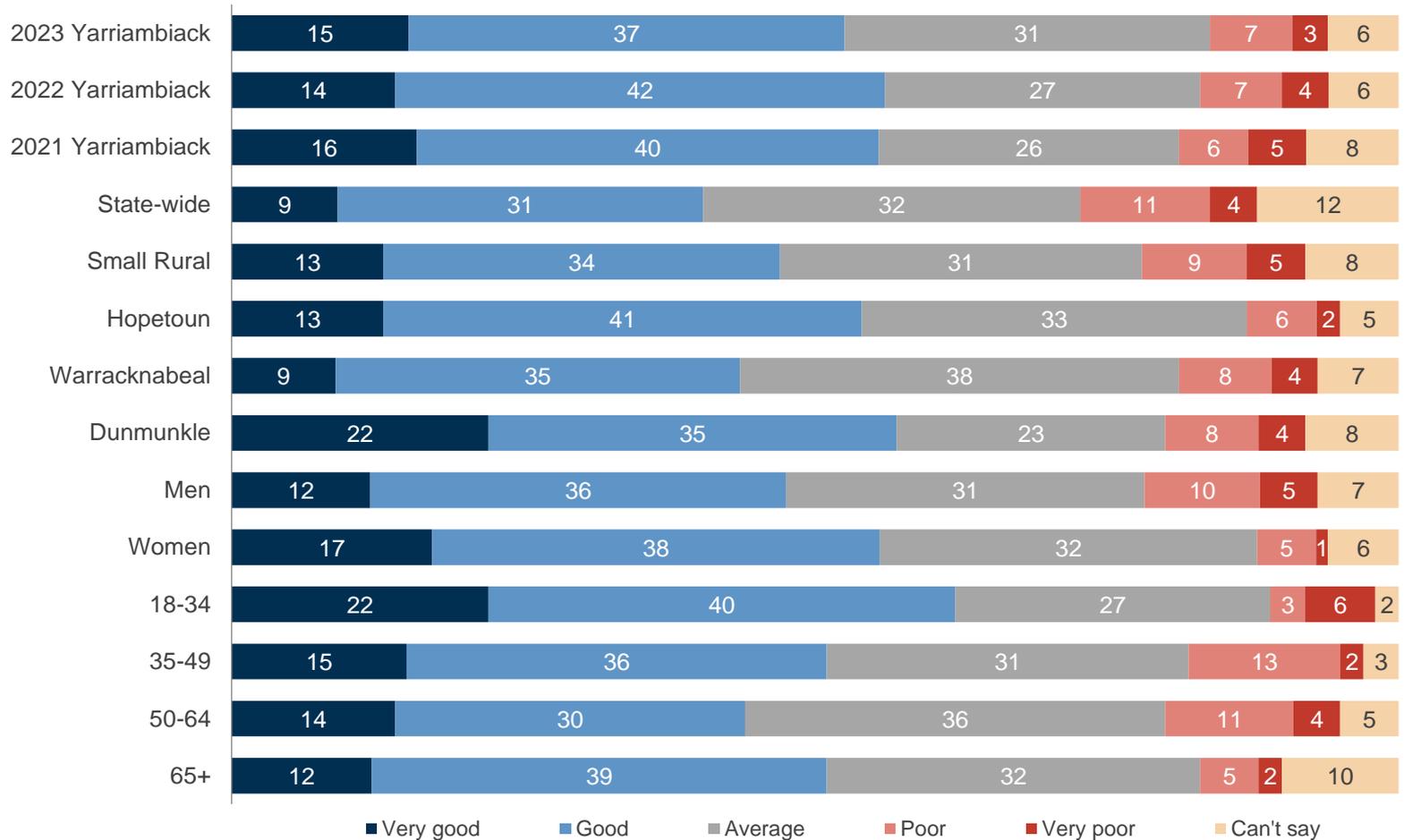
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8



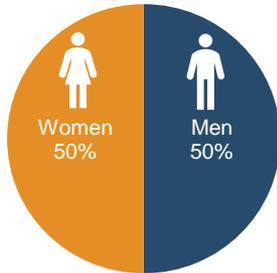
Detailed demographics



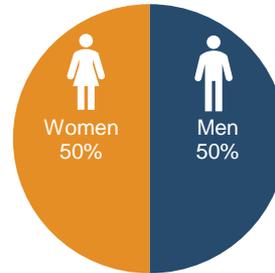
Gender and age profile

2023 gender

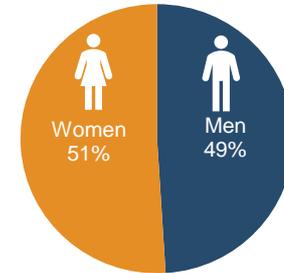
Yarriambiack



Small Rural

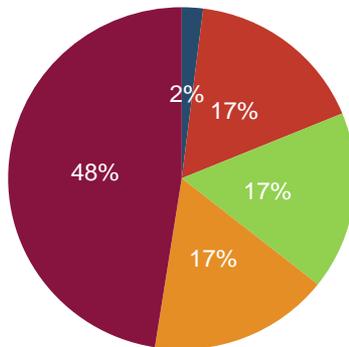


State-wide

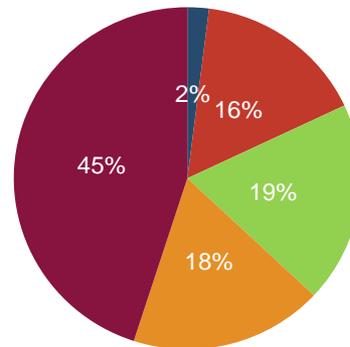


2023 age

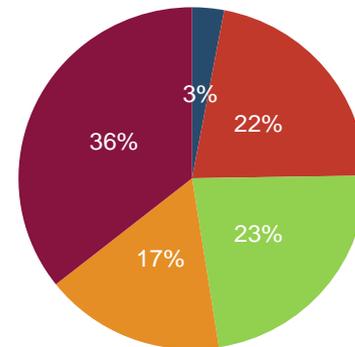
Yarriambiack



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualization charts, including bar charts, line graphs, and a grid pattern.

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Yarriambiack Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 5,300 people aged 18 years or over for Yarriambiack Shire Council, according to ABS estimates.

| Demographic | Actual survey sample size | Weighted base | Maximum margin of error at 95% confidence interval |
|----------------------------|---------------------------|---------------|--|
| Yarriambiack Shire Council | 400 | 400 | +/-4.7 |
| Men | 181 | 200 | +/-7.2 |
| Women | 219 | 200 | +/-6.5 |
| Hopetoun | 129 | 128 | +/-8.6 |
| Warracknabeal | 148 | 144 | +/-8.0 |
| Dunmunkle | 123 | 128 | +/-8.8 |
| 18-34 years | 43 | 74 | +/-15.1 |
| 35-49 years | 61 | 67 | +/-12.6 |
| 50-64 years | 77 | 68 | +/-11.2 |
| 65+ years | 219 | 191 | +/-6.5 |



Appendix A: Significant difference reporting notation

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

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

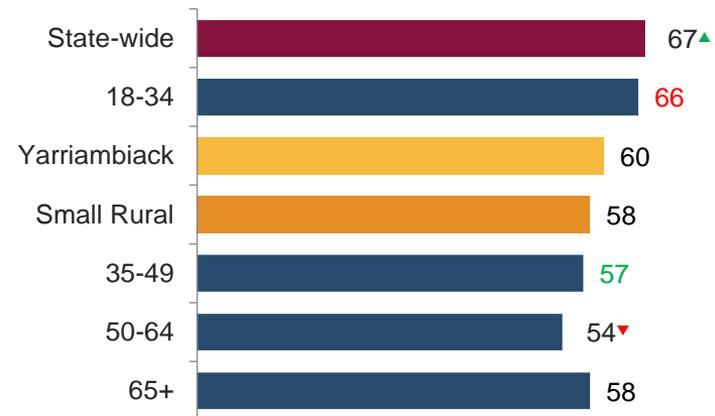
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=402 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 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.

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 Yarriambiack Shire Council area.

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

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

Survey sample matched to the demographic profile of Yarriambiack Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Yarriambiack Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Yarriambiack Shire Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

Yarriambiack Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Yarriambiack Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Yarriambiack 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 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 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 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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