



LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

2016 STATE-WIDE RESEARCH REPORT

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



J W S R E S E A R C H

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BACKGROUND AND OBJECTIVES

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

Each year Local Government Victoria (LGV) coordinates and auspices the State-wide Local Government Community Satisfaction Survey throughout local government areas in Victoria. 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 councils throughout Victoria 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 each participating council area.

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

A total of n=28,108 completed interviews were achieved State-wide. Survey fieldwork was conducted between 1st February – 30th March, 2016.

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

- 2015, n=28,316 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=27,906 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=29,501 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=29,384 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 each 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. For simplicity of reporting, 'net' scores refer to two or more response categories being combined into one category.

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 statistically significantly higher or lower result for the analysis group in comparison to the 'Total' result across all councils for that survey question for that year. Therefore in the example below:

- The result among 50-64 year olds is significantly lower than for the overall result for the councils.

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2015.

Overall Performance – Index Scores (example extract only)



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

FURTHER INFORMATION

Further Information

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

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

Contacts

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

A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing pattern against the dark land and sea. The text "KEY FINDINGS AND RECOMMENDATIONS" is overlaid in white, bold, sans-serif font across the center of the image.

KEY FINDINGS AND RECOMMENDATIONS

KEY FINDINGS AND RECOMMENDATIONS

- Performance on **almost all core and individual service measures decreased slightly** over the past year. In most instances, results declined by only one or two index points; with measures only a few points from historical highs.
 - Performance on each of the **core measures** of **Community Consultation** (index score of 54), **Advocacy/Lobbying** (53) and **Overall Council Direction** (51) decreased by two index points in the past year. All other core measures decreased by one index point.
 - There were only three instances (out of 27) where **individual service areas** declined more than one or two points (these are detailed later in this summary).
 - There were three individual service areas that maintained their 2015 rating (Community and Cultural Activities, Business and Community Development and Tourism Development) and one service area (Slashing and Weed Control) that improved on its 2015 result by one point.
- Examining **core measures** specifically, declines occurred across most regional groups (Small Rural, Large Rural, and Regional Centres). That said, performance ratings for Metropolitan councils are those that are the most consistent with 2015 results compared to other regions, only declining slightly on a couple, but not all, core measures.
- Compared to other regions of the State, **Metropolitan followed by Interface councils perform best on core measures. Large Rural councils rate the lowest.** (Small Rural and Regional Centres councils fall between the three on ratings scales.)

KEY FINDINGS AND RECOMMENDATIONS

- Interface councils tend to perform less well on individual service areas beyond the core measures, joining Large Rural councils near the lower end of the ratings scale.
- Generationally, the youngest cohort of residents – **18 to 34 year-olds – universally rate councils higher on core measures than their older counterparts. Residents aged 50 to 64 years tend to rate councils lower** (residents aged 35 to 49 years and 65+ years fall between the other two groups on all core measures).
- The State-wide **Overall Performance** index score of 59 represents a **one point decline** on the 2015 result; performance is two points from the State's 2014 high score of 61. Almost all demographic and geographic groups rated Overall Performance within one or two points of 2015 ratings. The exception was Regional Centres, where residents rated their councils, on average, three index points lower than last year (58 to 55).
 - It is important to note that perceptions of performance are largely positive to neutral, with only a small percentage of the population rating councils negatively. A plurality (45%) of residents rate their council's Overall Performance as 'very good' or 'good' and 36% as 'average' compared with only 16% who rate their council's performance as 'very poor' or 'poor'.

KEY FINDINGS AND RECOMMENDATIONS

- On average, **Large Rural councils** (54) **perform lower** on Overall Performance than other council groups, while **Metropolitan councils perform higher** (66; noting other scores were 61 among Interface councils, 57 among Small Rural councils and 55 among Regional Centres).
- As with other core measures, on average residents aged 18 to 34 rate their respective councils higher for Overall Performance (62) than other age groups. Residents aged 50 to 64 years rate them lower (55; with an index score of 59 among residents aged 65+ years and an index score of 57 among residents aged 35 to 49 years).
- **Overall Council Direction declined two points** in 2016 (to an index score of 51). Although it is the core measure rated lowest across the State, most residents believe their council's performance stayed the same over the past year (62%). Almost one in five (18%) believe that their council's direction has improved in 2016 (down 2% from 2015); while 15% say their council's direction has deteriorated (down 2% from 2015).
- Residents are largely positive in their **future outlook**. Sixty-eight percent (68%) of residents believe that their council is heading in the right direction, compared with the fewer than one in five (18%) who believe that their council's direction has deteriorated in 2016.

KEY FINDINGS AND RECOMMENDATIONS

- Regardless, nine in 10 residents believe their council has **room for improvement** (40% ‘a lot of room for improvement’ and 48% ‘a little room improvement’). Only 7% do not believe there is room for their council to improve its performance.
- Across the State, councils seem to be struggling to communicate advocacy efforts to residents. **Lobbying** (53) rates just above Council Direction and elicits **higher levels of ‘don’t know’** responses than other core measures (22%). Significant proportions of residents are therefore not hearing what councils are doing in this area, particularly the oldest cohort of residents (26% ‘don’t know’ response among residents aged 65+ years).
- Of the core measures, **councils perform best State-wide** when it comes to **Customer Service** (index score of 69, a one point decline since 2015). Customer Service in 2016 is three points from its 2014 high score of 72. Three in 10 residents (30%) rate Council’s Customer Service as ‘very good’, with a further 36% rating Customer Service as ‘good’ (17% ‘average’ and 14% ‘very poor’ or ‘poor’), just two percentage points behind the 2015 result.

KEY FINDINGS AND RECOMMENDATIONS

- On the whole, councils improved in the quality of their **social media usage**. **Residents who contacted their council through social media** in the past year (3% of the population) rate the quality of their contact **eight points higher** than in 2015 (index score of 74 for Customer Service).
- Telephone (32%) and in-person enquiries (29%) remain the most popular methods for contacting councils. This was followed by contacting council by email (12%) and then in writing (12%). Virtually no-one uses text messaging (1%) to communicate with councils.
- Across the State, councils **perform well on a majority of individual service areas** tested. Of the 27 services evaluated in 2016, at a State-wide level councils received positive ratings (an index score of 60 or higher) on 14 of them. Only one measure scores negatively (a sub 50 score) – Unsealed Roads (43).
 - As mentioned previously, ratings for individual service areas **all decreased by one or two points** in the past year. Planning and Building Permits (50, down four points), Population Growth (51, down three points) and Law Enforcement (63, down three points) each declined by a slightly higher degree.
 - Community and Cultural Activities (69), Tourism Development (63), Business and Community Development (60) and Slashing and Weed Control (56) all remained constant between years.

KEY FINDINGS AND RECOMMENDATIONS

- At a State-wide level, councils tend to **perform best** in the individual service areas of **Art Centres and Libraries** (72), **Appearance of Public Areas** (71), **Waste Management** (70), **Emergency and Disaster Management** (69), **Recreational Facilities** (69) and **Community and Cultural Activities** (69).
- Performance is **weakest** on **Unsealed Roads** (43), **Planning and Building Permits** (50), **Population Growth** (51) and **Town Planning Policy** (52). This is in addition to the core measures of **Lobbying** (53), **Community Decisions** (54), **Consultation** (54) and **Sealed Roads**.
- Consistent with 2015, Unsealed Roads (-36), Community Decisions (-26), Population Growth (-25) and Maintenance of Sealed Roads (-24) remain the **service areas with the highest disparity** between rated importance and performance.

KEY FINDINGS AND RECOMMENDATIONS

- In general, the State and local councils should pay attention to service areas where residents stated **importance exceeds rated performance** by 10 points or more – this applies to 19 of 27 individual service areas measured. Areas where stated importance exceeds performance by 20 points or higher include:
 - **Maintenance of unsealed roads** (margin of 36 points)
 - **Making decisions in the interest of the community** (margin of 26 points)
 - **Planning for population growth** (margin of 25 points)
 - **Maintenance of sealed roads** (margin of 24 points)
 - **Consultation and engagement** (margin of 21 points)
 - **Town planning policy** (margin of 21 points)
 - **Planning permits** (margin of 21 points)
 - **Condition of local streets and footpaths** (margin of 20 points).

KEY FINDINGS AND RECOMMENDATIONS

- Councils looking to improve their performance could also look to improving the services deemed most important to residents. At a State-wide level, residents rate the following services as most important to their general satisfaction (individual councils may need to personalise this list depending on local, relevant results):
 - **Emergency and disaster management** (importance index score of 80)
 - **Waste management** (80, down one point from 2015)
 - **Community decisions** (80, consistent with 2015)
 - **Unsealed roads** (79, up one point from 2015)
 - **Elderly support services** (78, consistent with 2015)
 - **Sealed local roads** (78, up two points from 2015)
 - **Local streets and footpaths** (77, consistent with 2015).

- Across the state, residents are most likely to cite **sealed road maintenance** (13%), **community consultation** (9%), **communication** (9%) and **financial management** (6%) as the **key areas for improvement** for their local council.

- Conversely, residents are most likely to believe **parks and gardens** (10%), **recreational/sporting facilities** (8%), **city councillors** (7%) and **customer service** (6%) are the **best aspects** of their local council.

KEY FINDINGS AND RECOMMENDATIONS

- Councils should also be **aware of what services individuals use most often** because a personal experience of a service can have an effect on ratings of performance. The most used services are **Waste Management, Parking Facilities, Public Areas, Recreational Facilities** and **Local Streets and Footpaths**.
- Residents of Victoria continue to want their local council to communicate with them **through council newsletters**. Print newsletters sent via mail (39%) are more popular than newsletters sent via email (24%). Residents both under and over the age of 50 prefer council newsletters be sent via mail (37% among residents under 50 and 41% among residents over 50) rather than email (27% and 21% respectively).
- In keeping with 2015 results, and as alluded to earlier, **residents aged 18 to 34 and residents of Metropolitan councils are generally the most satisfied resident groups**, rating councils highest on both core and individual service areas. By contrast, **residents of Large Rural and Interface councils tend to be the least satisfied** with services, as are **residents aged 50 to 64 years**.

KEY FINDINGS AND RECOMMENDATIONS

- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available.
- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.

KEY FINDINGS AND RECOMMENDATIONS

Higher results in 2016

- Slashing & Weed Control

Maintained results in 2016

- Community and Cultural Activities
- Tourism Development
- Business and Community Development

Lower results in 2016

- All core and most individual service areas

Most favourably disposed towards their council

- 18-34 year olds
- Metropolitan residents

Least favourably disposed towards their council

- 50-64 year olds
- Large Rural residents

A satellite night-time image of South Africa, showing a dense network of glowing yellow and white lights representing cities and roads. The lights are concentrated in the coastal and central regions, with a few smaller clusters in the interior. The surrounding ocean is dark blue, and the landmass is a mix of brown and green tones, indicating vegetation and terrain. The text "SUMMARY OF FINDINGS" is overlaid in white, bold, sans-serif font on the left side of the map.

SUMMARY OF FINDINGS

2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Overall 2012	Overall 2013	Overall 2014	Overall 2015	Overall 2016
OVERALL PERFORMANCE	60	60	61	60	59
COMMUNITY CONSULTATION (Community consultation and engagement)	57	57	57	56	54
ADVOCACY (Lobbying on behalf of the community)	55	55	56	55	53
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	57	55	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	55	55	54
CUSTOMER SERVICE	71	71	72	70	69
OVERALL COUNCIL DIRECTION	52	53	53	53	51

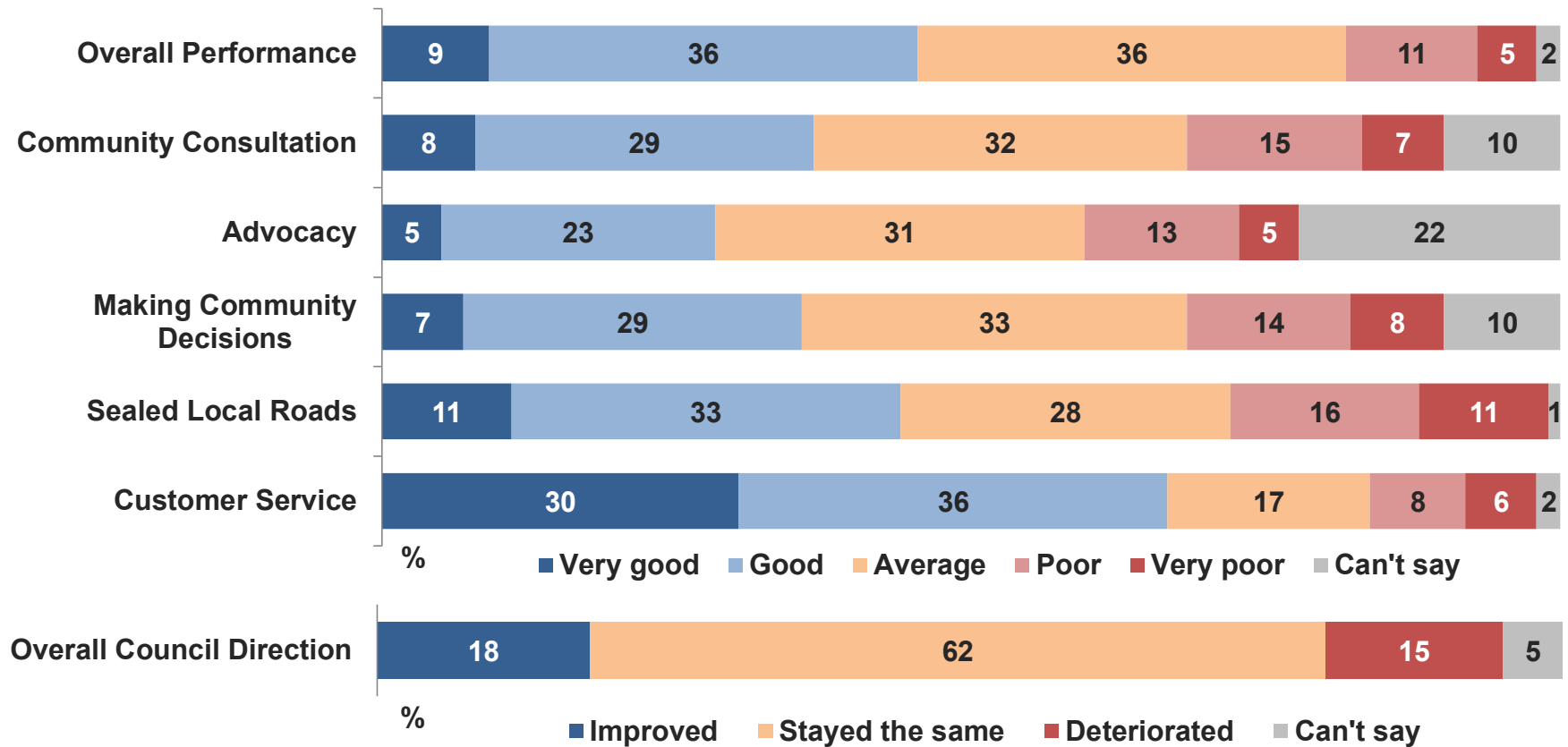
2016 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

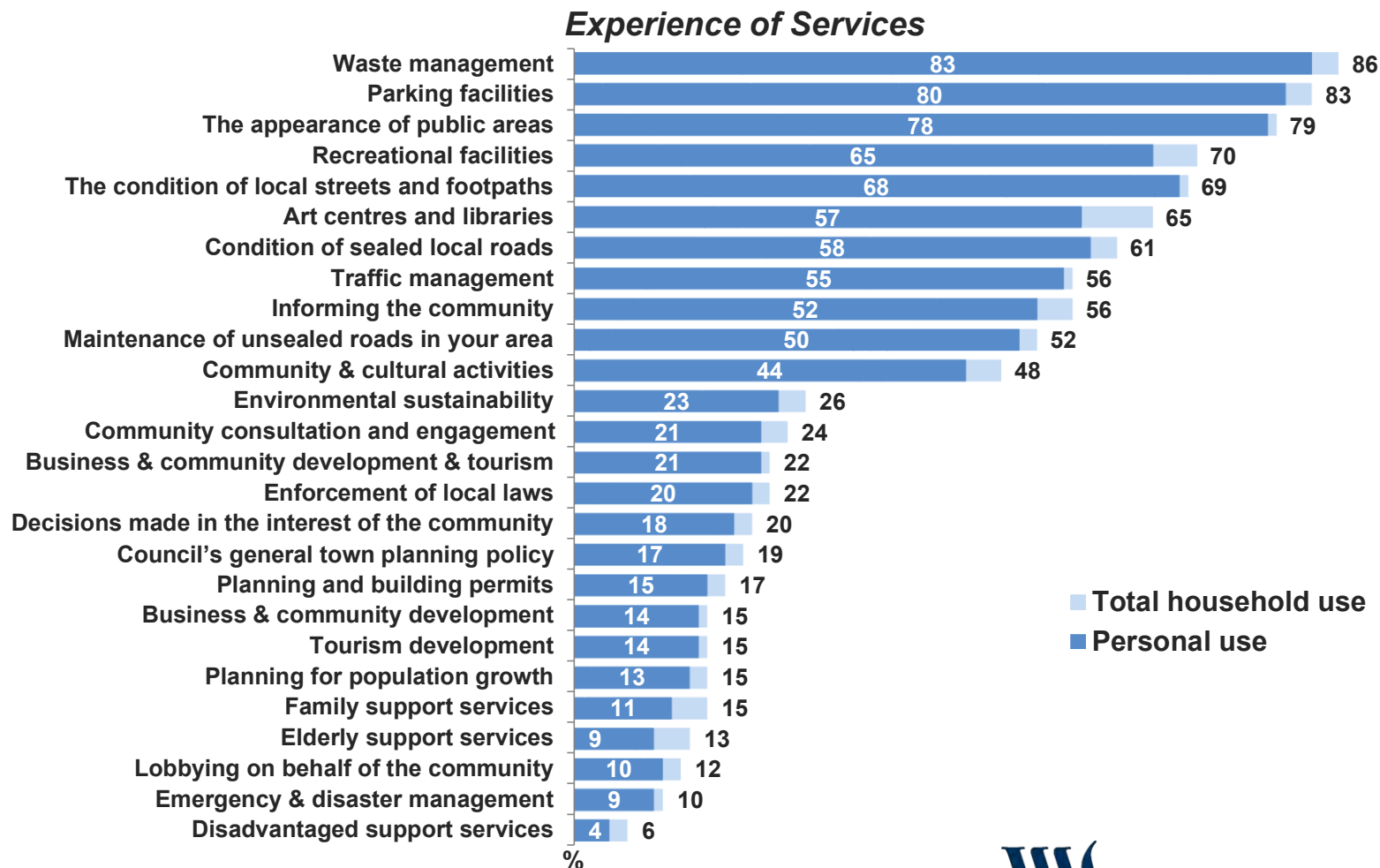
Performance Measures	Overall 2016	vs Overall 2015	Highest score	Lowest score
OVERALL PERFORMANCE	59	1 point lower	Metropolitan	Large Rural
COMMUNITY CONSULTATION (Community consultation and engagement)	54	2 points lower	Metropolitan	50-64 year olds
ADVOCACY (Lobbying on behalf of the community)	53	2 points lower	18-34 year olds	Large Rural, 50-64 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	54	1 point lower	Metropolitan	Large Rural, 50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	54	1 point lower	Metropolitan	Large Rural
CUSTOMER SERVICE	69	1 point lower	Metropolitan	Large Rural, Men
OVERALL COUNCIL DIRECTION	51	2 points lower	18-34 year olds	Large Rural, 50-64 year olds

2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

Key Measures Summary Results



2016 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

Base: All respondents. Councils asked state-wide: 14

INDIVIDUAL SERVICE AREA SUMMARY

IMPORTANCE VS PERFORMANCE

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:

Service	Importance	Performance	Net differential
Maintenance of unsealed roads	79	43	-36
Making decisions in the interest of the community	80	54	-26
Planning for population growth	76	51	-25
Maintenance of sealed roads	78	54	-24
Consultation & engagement	75	54	-21
Town planning policy	73	52	-21
Planning and building permits	71	50	-21
Condition of local streets & footpaths	77	57	-20
Informing the community	76	59	-17
Slashing & weed control	73	56	-17

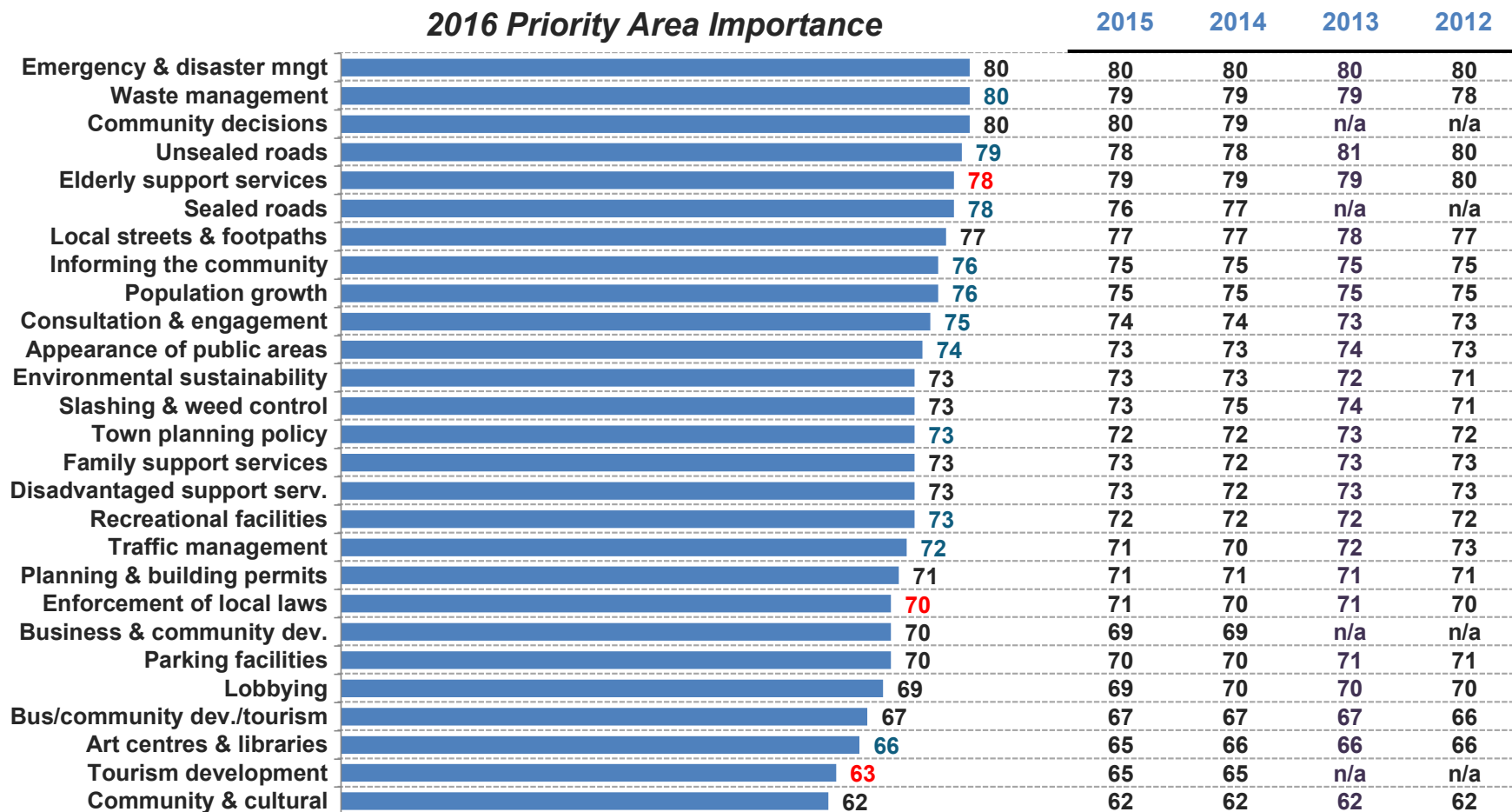
INDIVIDUAL SERVICE AREA SUMMARY

IMPORTANCE VS PERFORMANCE [CONT'D]

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:

Service	Importance	Performance	Net differential
Lobbying on behalf of the community	69	53	-16
Parking facilities	70	56	-14
Traffic management	72	59	-13
Disadvantaged support services	73	61	-12
Emergency & disaster management	80	69	-11
Elderly support services	78	68	-10
Waste management	80	70	-10
Environmental sustainability	73	63	-10
Business & community development	70	60	-10

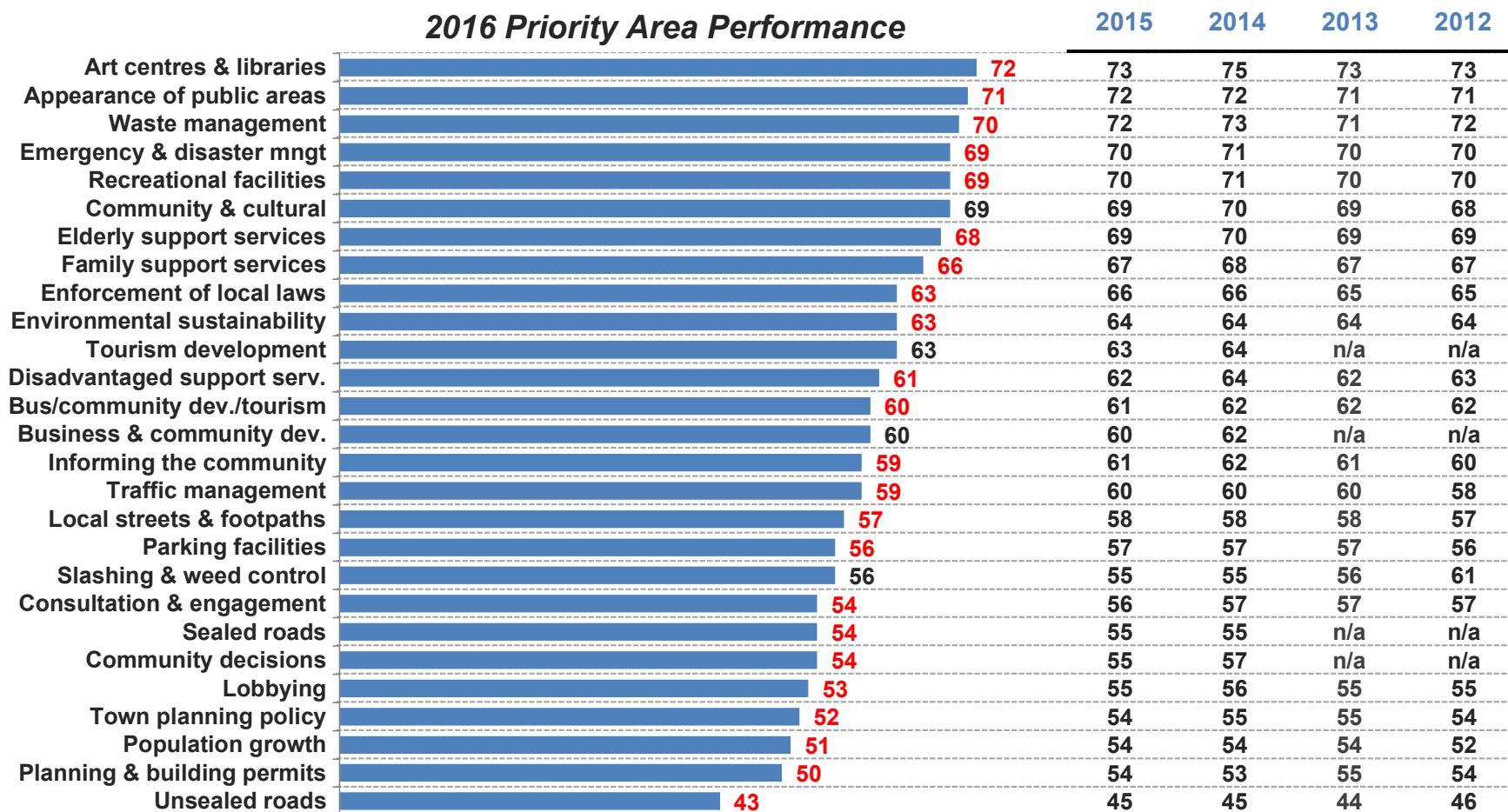
2016 IMPORTANCE SUMMARY



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

Note: Please see page 5 for explanation of significant differences

2016 PERFORMANCE SUMMARY



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

Note: Please see page 5 for explanation of significant differences

2016 IMPORTANCE SUMMARY BY COUNCIL GROUP

Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Community decisions 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Elderly support services 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Unsealed roads 3. Elderly support services 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Sealed roads

Bottom Three Most Important Service Areas (Lowest to highest, i.e. 1. = least important)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Community & cultural 2. Tourism development 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Lobbying 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development 	<ol style="list-style-type: none"> 1. Traffic management 2. Community & cultural 3. Art centres & libraries

2016 PERFORMANCE SUMMARY BY COUNCIL GROUP

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

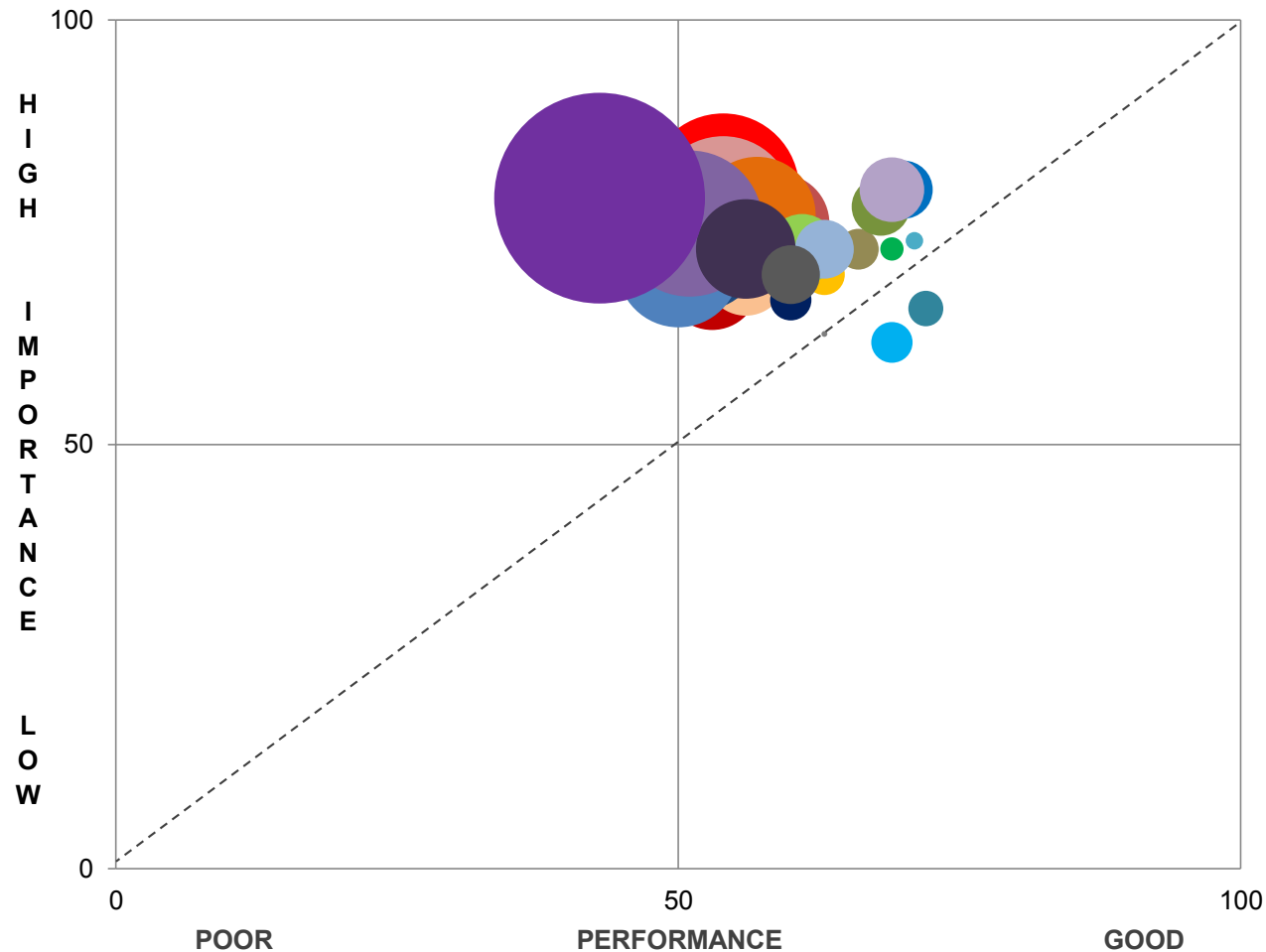
Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Waste management 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Tourism development 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Art centres & libraries 3. Emergency & disaster mngt

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

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Community decisions 2. Lobbying 3. Consultation & engagement 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Town planning policy 3. Planning permits

Service	Importance	Performance
Consultation & engagement	75	54
Lobbying on behalf of the community	69	53
Making community decisions	80	54
Condition of sealed local roads	78	54
Informing the community	76	59
Condition of local streets & footpaths	77	57
Traffic management	72	59
Parking facilities	70	56
Enforcement of local laws	70	63
Family support services	73	66
Elderly support services	78	68
Disadvantaged support services	73	61
Recreational facilities	73	69
Appearance of public areas	74	71
Art centres & libraries	66	72
Community & cultural activities	62	69
Waste management	80	70
Business & community development & tourism	67	60
Town planning policy	73	52
Planning permits	71	50
Environmental sustainability	73	63
Emergency & disaster management	80	69
Planning for pop. growth	76	51
Slashing & weed control	73	56
Maintenance of unsealed roads	79	43
Business & community dev.	70	60
Tourism development	63	63

Importance and Performance 2016 Index Scores Grid

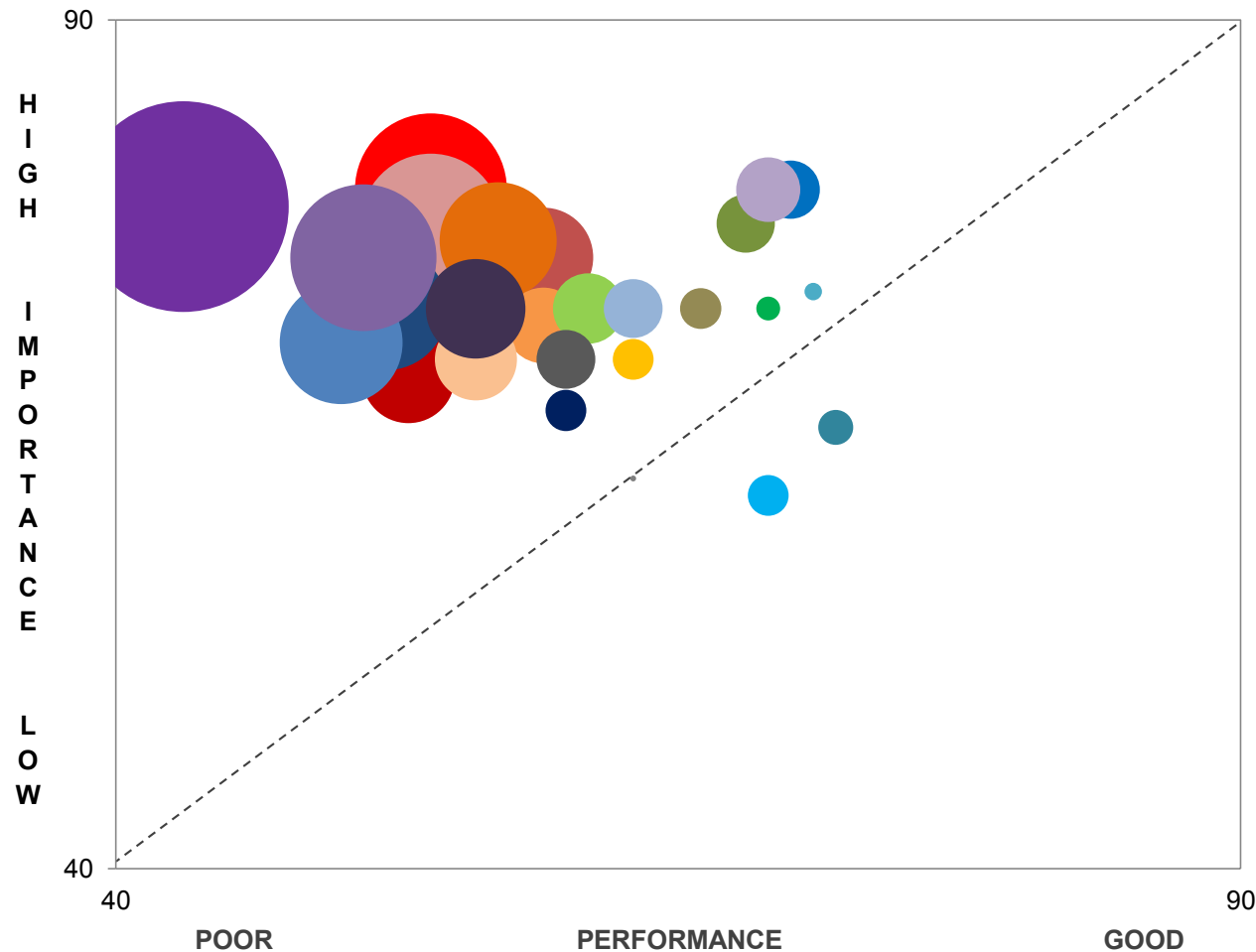


Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents

Service	Importance	Performance
Consultation & engagement	75	54
Lobbying on behalf of the community	69	53
Making community decisions	80	54
Condition of sealed local roads	78	54
Informing the community	76	59
Condition of local streets & footpaths	77	57
Traffic management	72	59
Parking facilities	70	56
Enforcement of local laws	70	63
Family support services	73	66
Elderly support services	78	68
Disadvantaged support services	73	61
Recreational facilities	73	69
Appearance of public areas	74	71
Art centres & libraries	66	72
Community & cultural activities	62	69
Waste management	80	70
Business & community development & tourism	67	60
Town planning policy	73	52
Planning permits	71	50
Environmental sustainability	73	63
Emergency & disaster management	80	69
Planning for pop. growth	76	51
Slashing & weed control	73	56
Maintenance of unsealed roads	79	43
Business & community dev.	70	60
Tourism development	63	63

Importance and Performance 2016 Index Scores Grid (Magnified view)

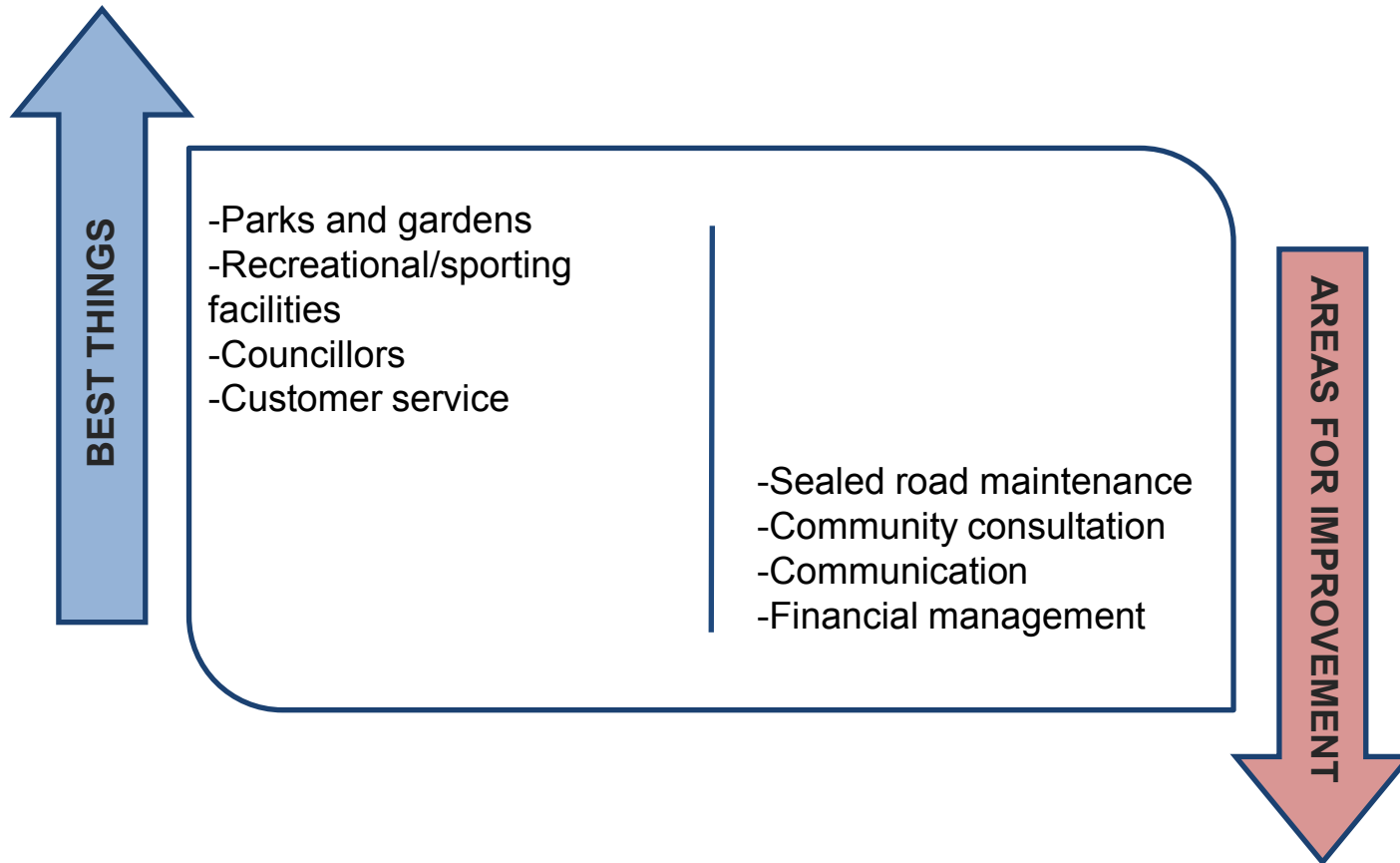


Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



COMMUNICATIONS SUMMARY

Overall preferred forms of communication

- Newsletter sent via mail (39)

Preferred forms of communication among over 50s

- Newsletter sent via mail (41)

Preferred forms of communication among under 50s

- Newsletter sent via mail (37)

Greatest changes since 2015

- Newsletter sent via email (up 2 points)
- Advertising in local newspaper (down 2 points)
- Council newsletter as an insert in a local newspaper (down 2 points)

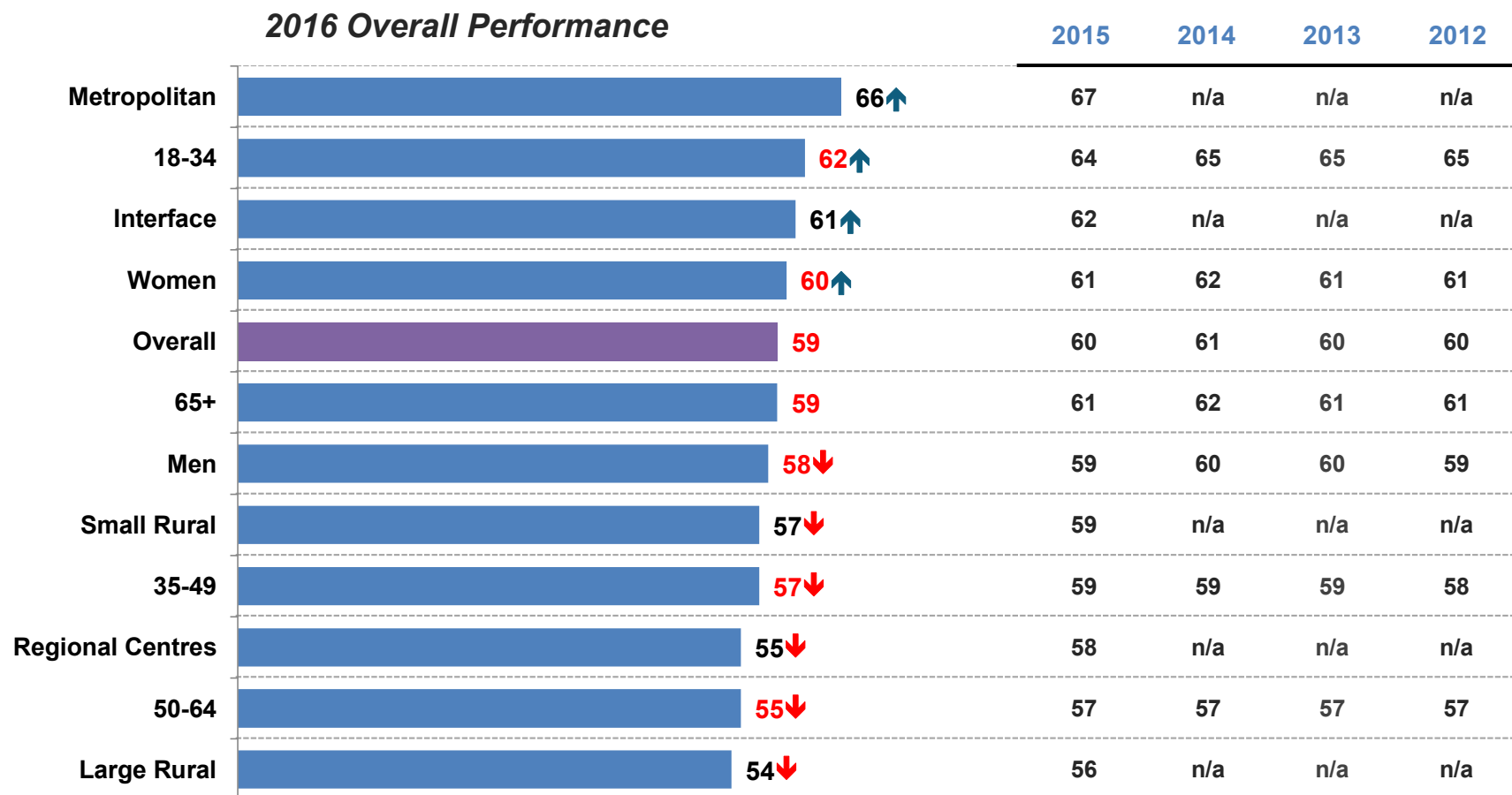
DETAILED FINDINGS

A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network against the dark land. The surrounding ocean is dark blue, and the overall image has a high-contrast, digital aesthetic.

A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network against the dark land. The surrounding ocean is dark blue.

**KEY CORE MEASURE
OVERALL PERFORMANCE**

OVERALL PERFORMANCE INDEX SCORES



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

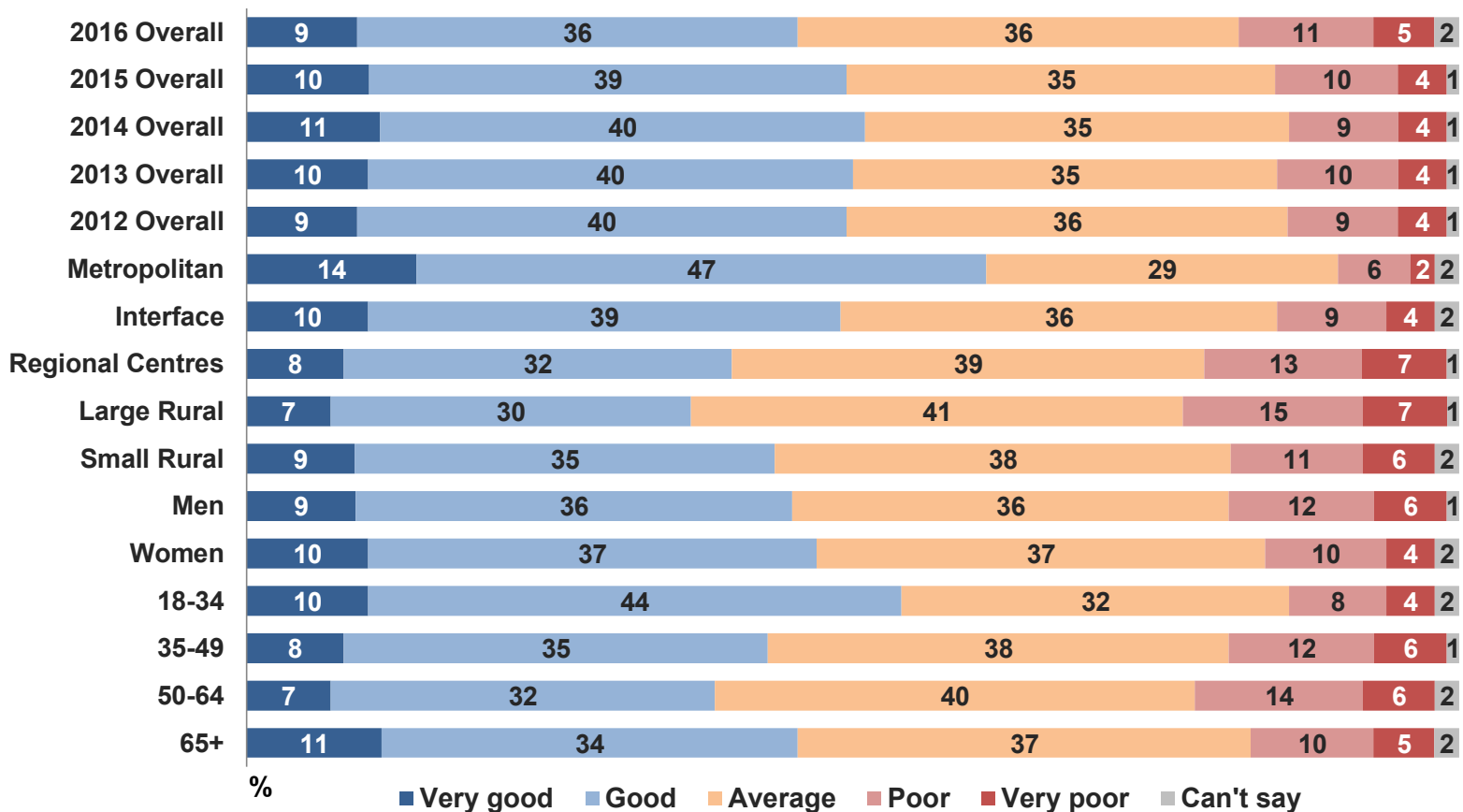
Base: All respondents. Councils asked state-wide: 69

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2016 Overall Performance



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

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



A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and major urban centers, creating a glowing network against the dark land. The surrounding ocean is dark blue.

**KEY CORE MEASURE
CUSTOMER SERVICE**

CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Overall

- 59%, down 2 points on 2015

Most contact with Overall

- Aged 35-64 years
- Interface, Small Rural Shires

Least contact with Overall

- Regional Centres
- Aged 18-34 years

Customer Service rating

- Index score of 69, down 1 point on 2015

Most satisfied with Customer Service

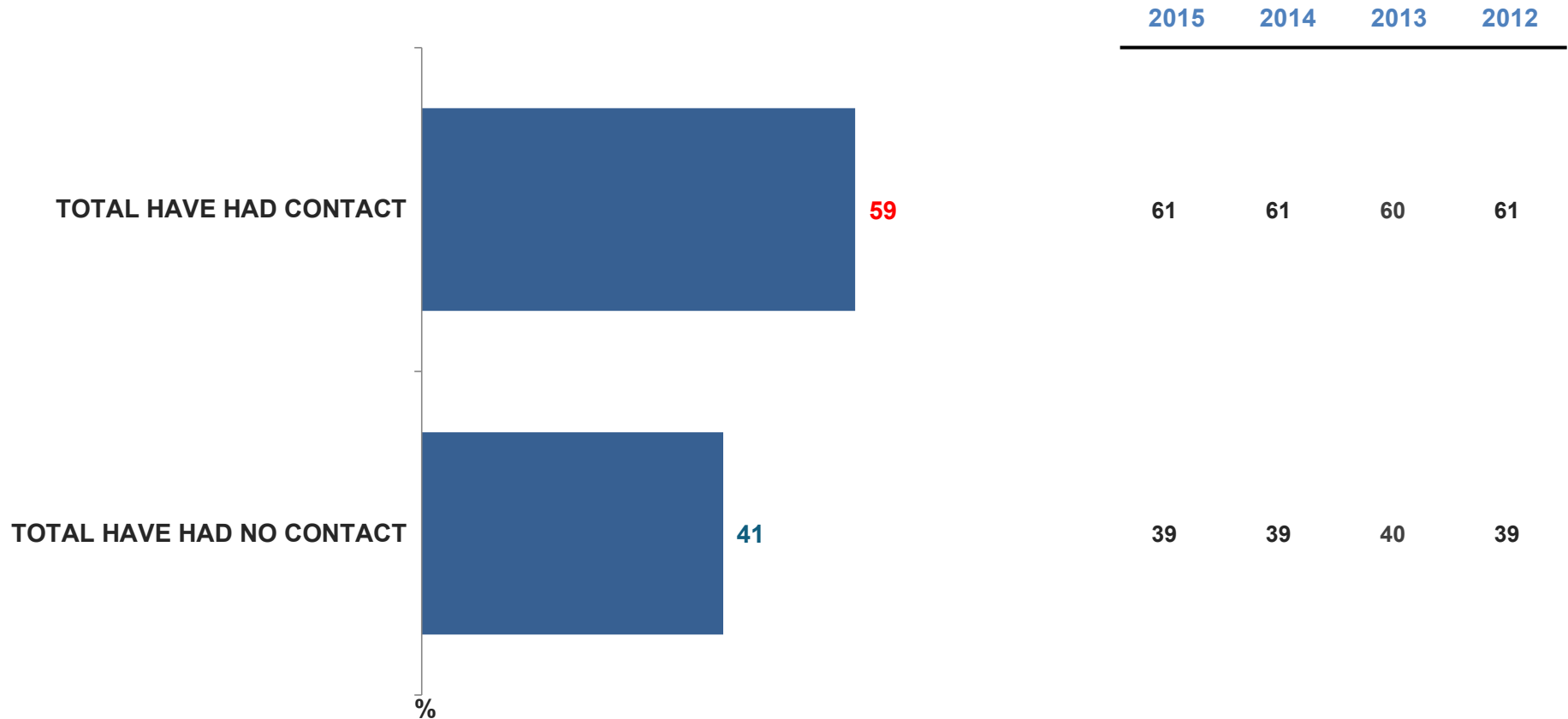
- Metropolitan
- Women
- Aged 65+ years

Least satisfied with Customer Service

- Men
- Large Rural

2016 CONTACT WITH COUNCIL LAST 12 MONTHS

2016 Method of Contact



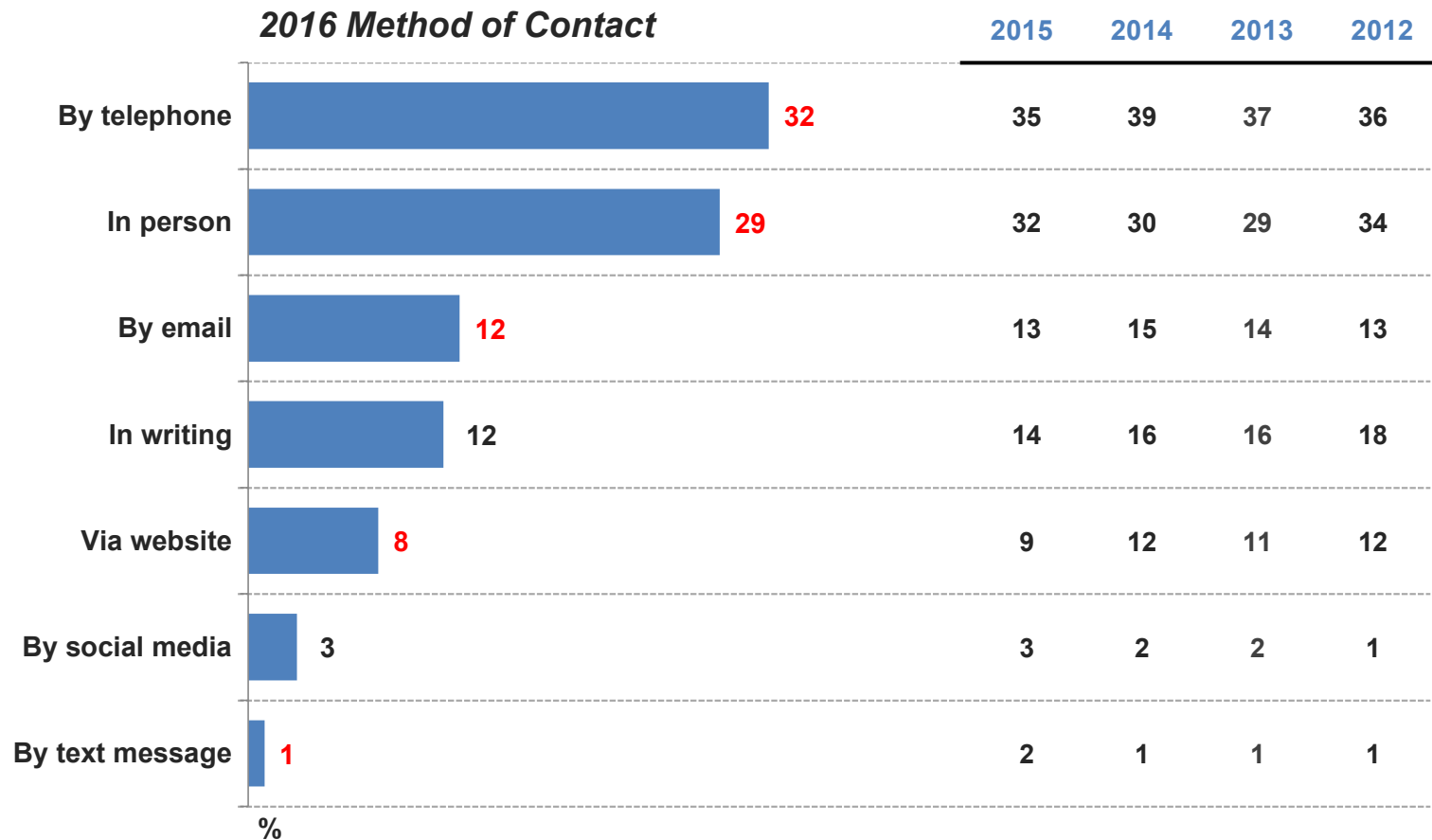
Q5/5a. Over the last 12 months, have you or any member of your household had any contact with council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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

Note: Please see page 5 for explanation about significant differences

2016 CONTACT WITH COUNCIL LAST 12 MONTHS

DETAILED PERCENTAGES INCLUDING METHOD OF CONTACT



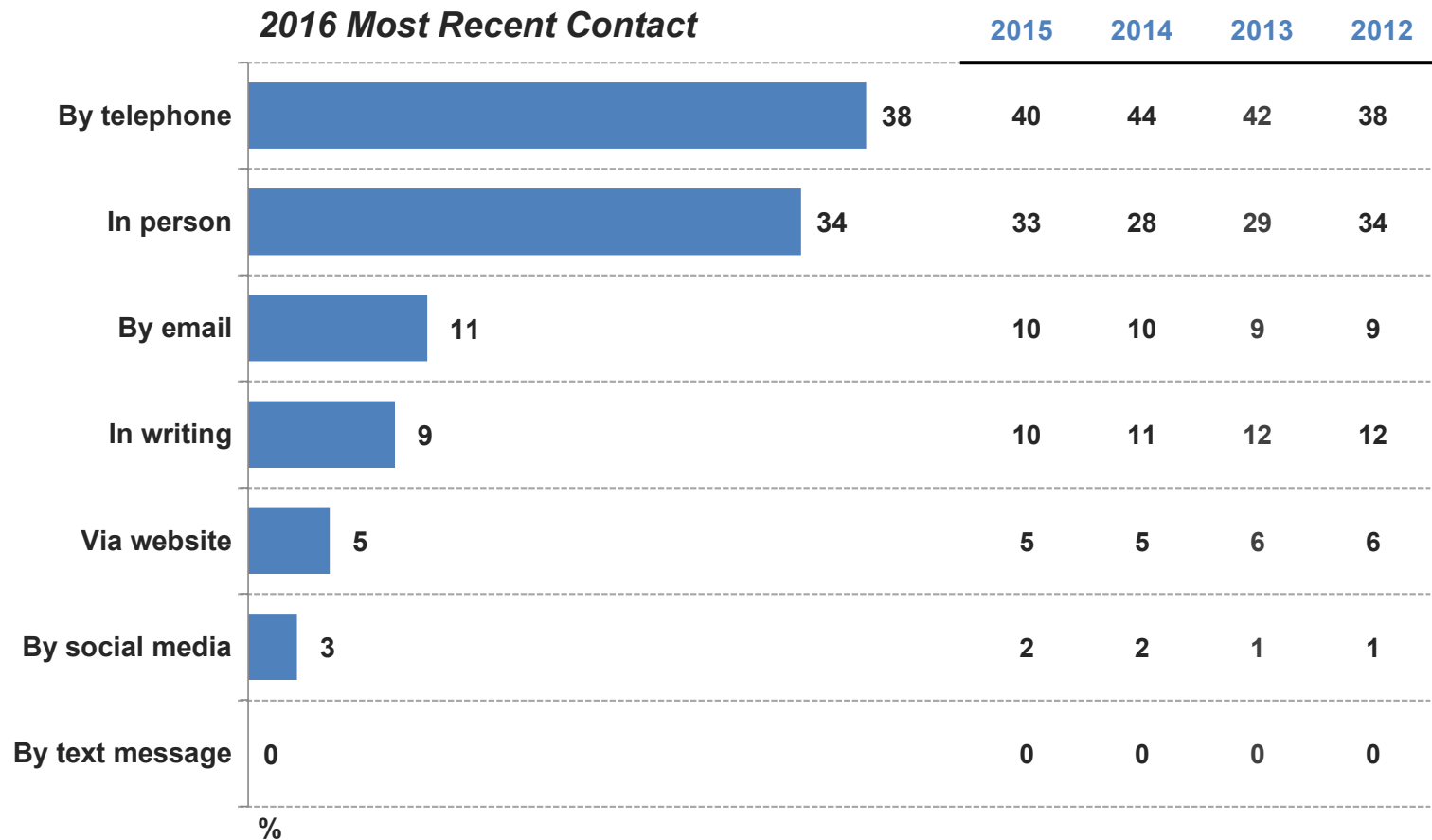
Q5a. Over the last 12 months, have you or any member of your household had any contact with council in any of the following ways? In person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 17

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Note: Please see page 5 for explanation about significant differences

2016 CONTACT WITH COUNCIL MOST RECENT METHOD DETAILED PERCENTAGES



Q5b. What was the method of contact for the most recent contact you had with council?

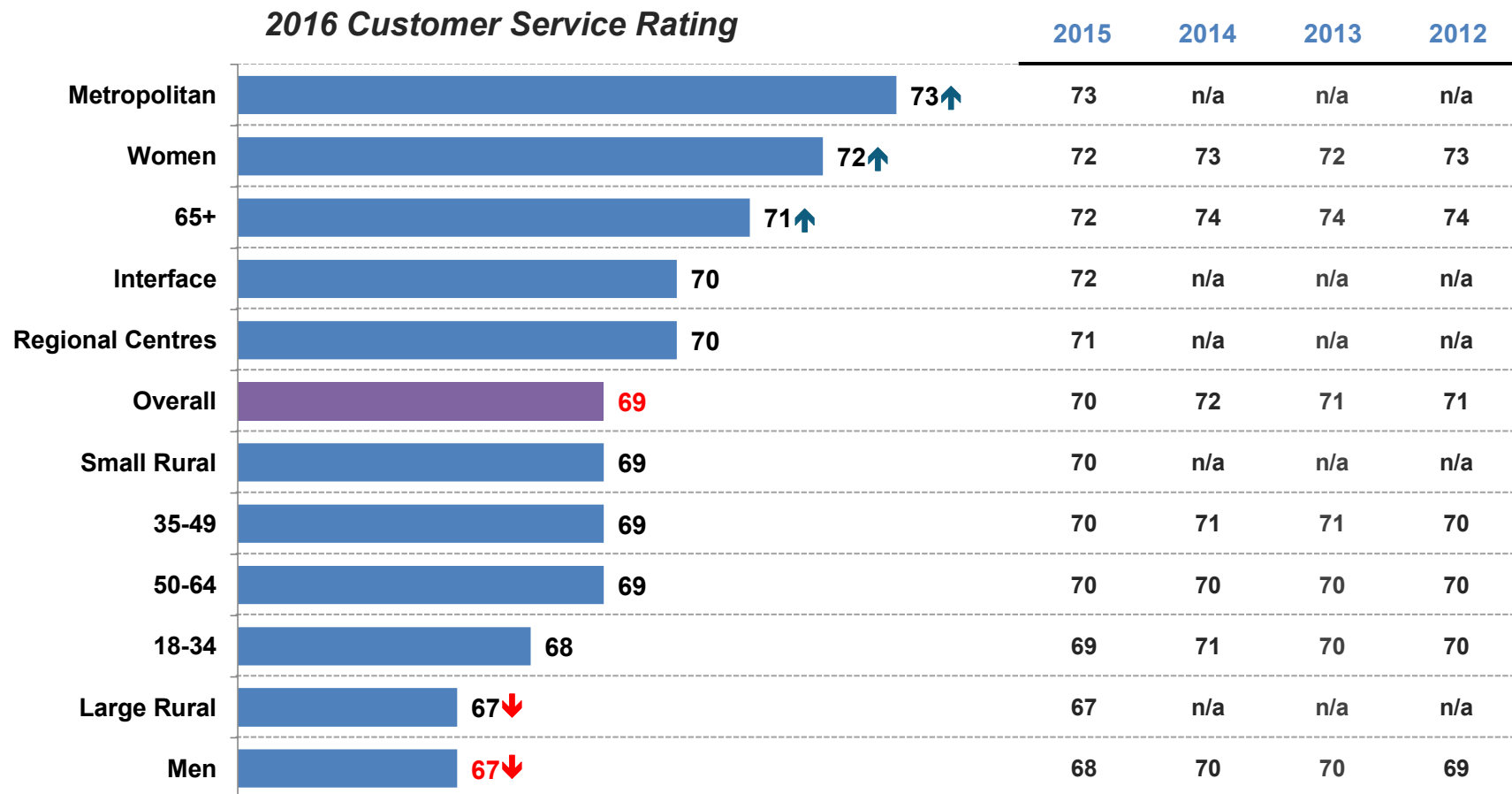
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 17

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Note: Please see page 5 for explanation about significant differences

2016 CONTACT CUSTOMER SERVICE INDEX SCORES



Q5c. Thinking of the most recent contact, how would you rate council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

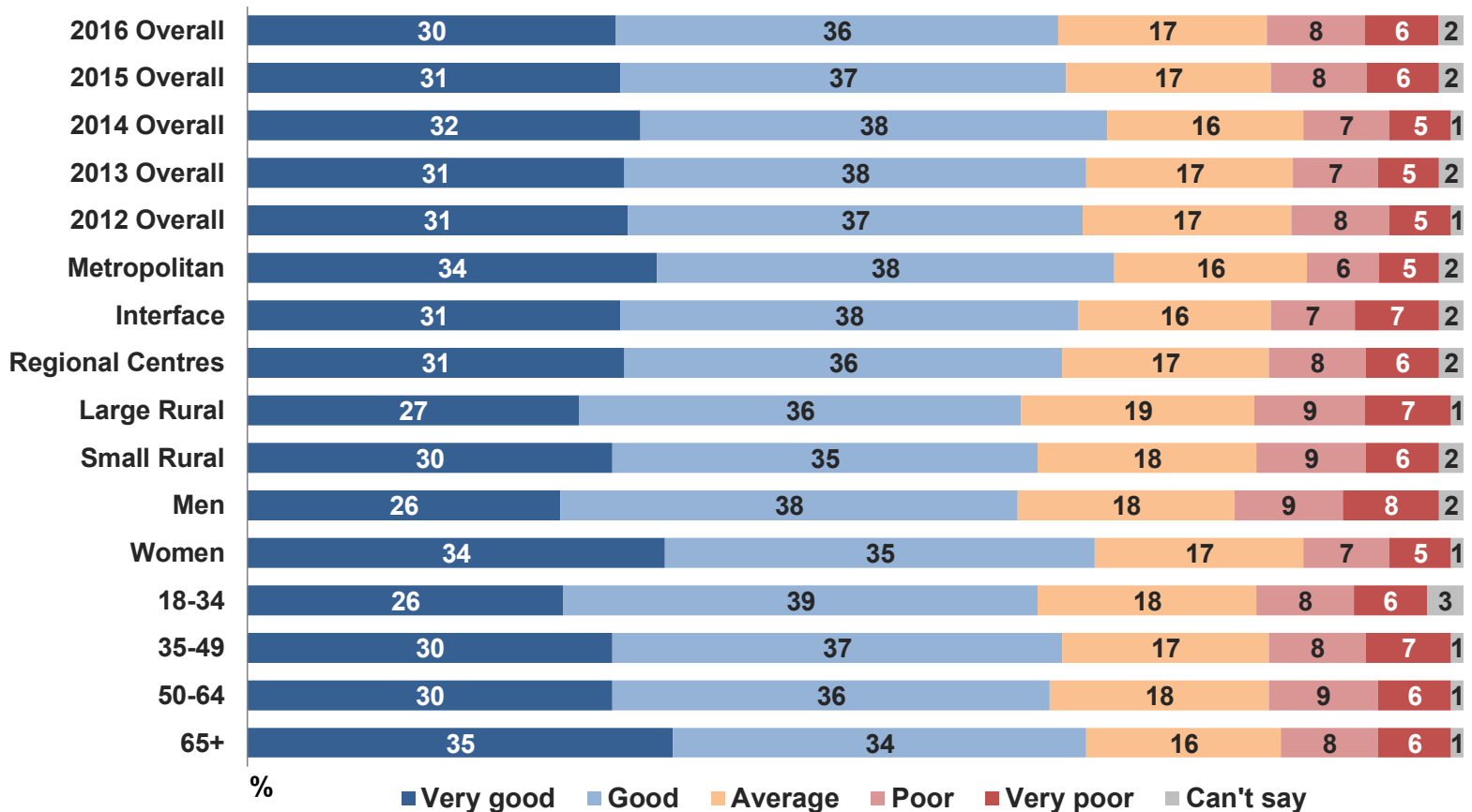
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 69

Note: Please see page 5 for explanation about significant differences

2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2016 Customer Service Rating



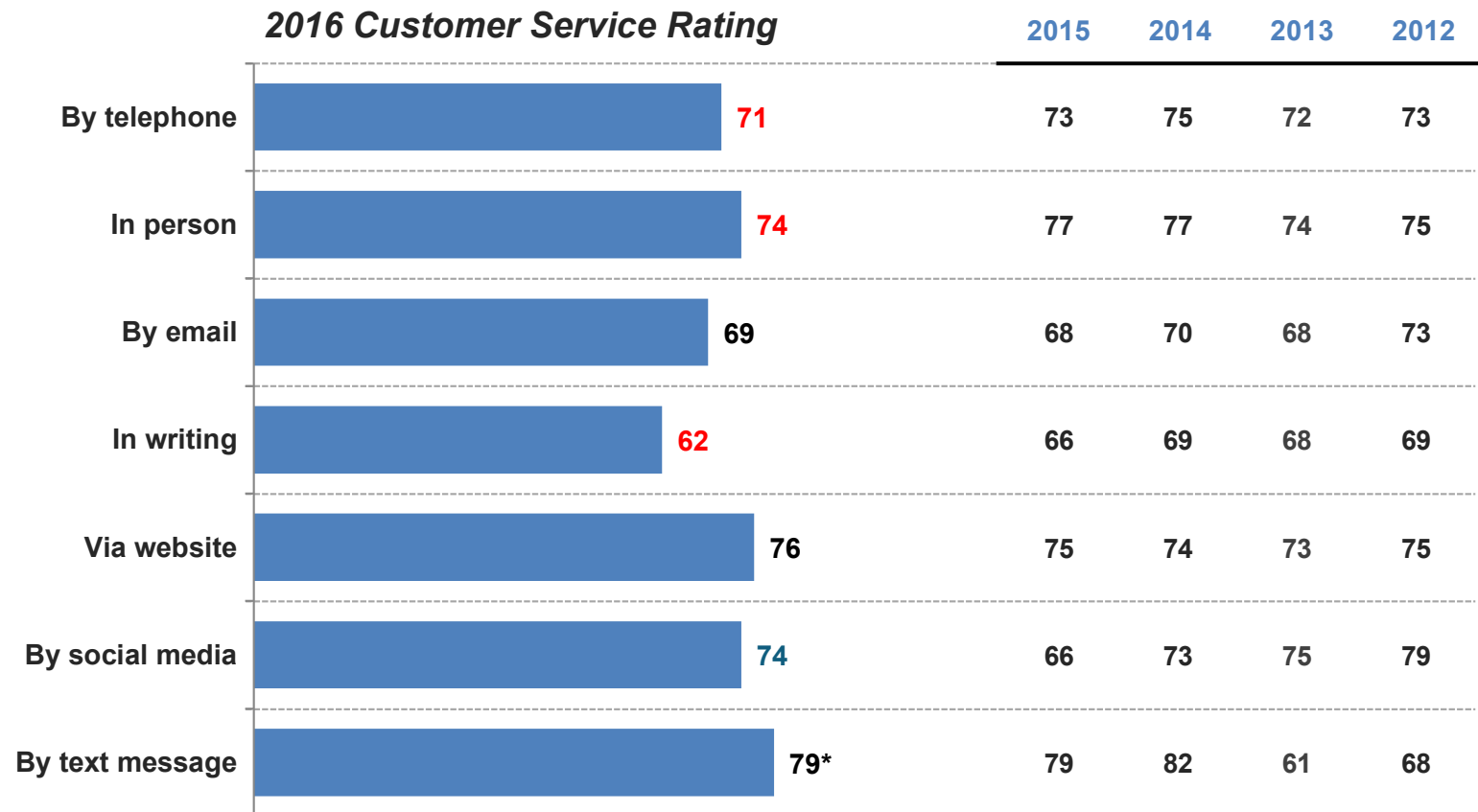
Q5c. Thinking of the most recent contact, how would you rate council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked state-wide: 69



2016 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT



Q5c. Thinking of the most recent contact, how would you rate council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

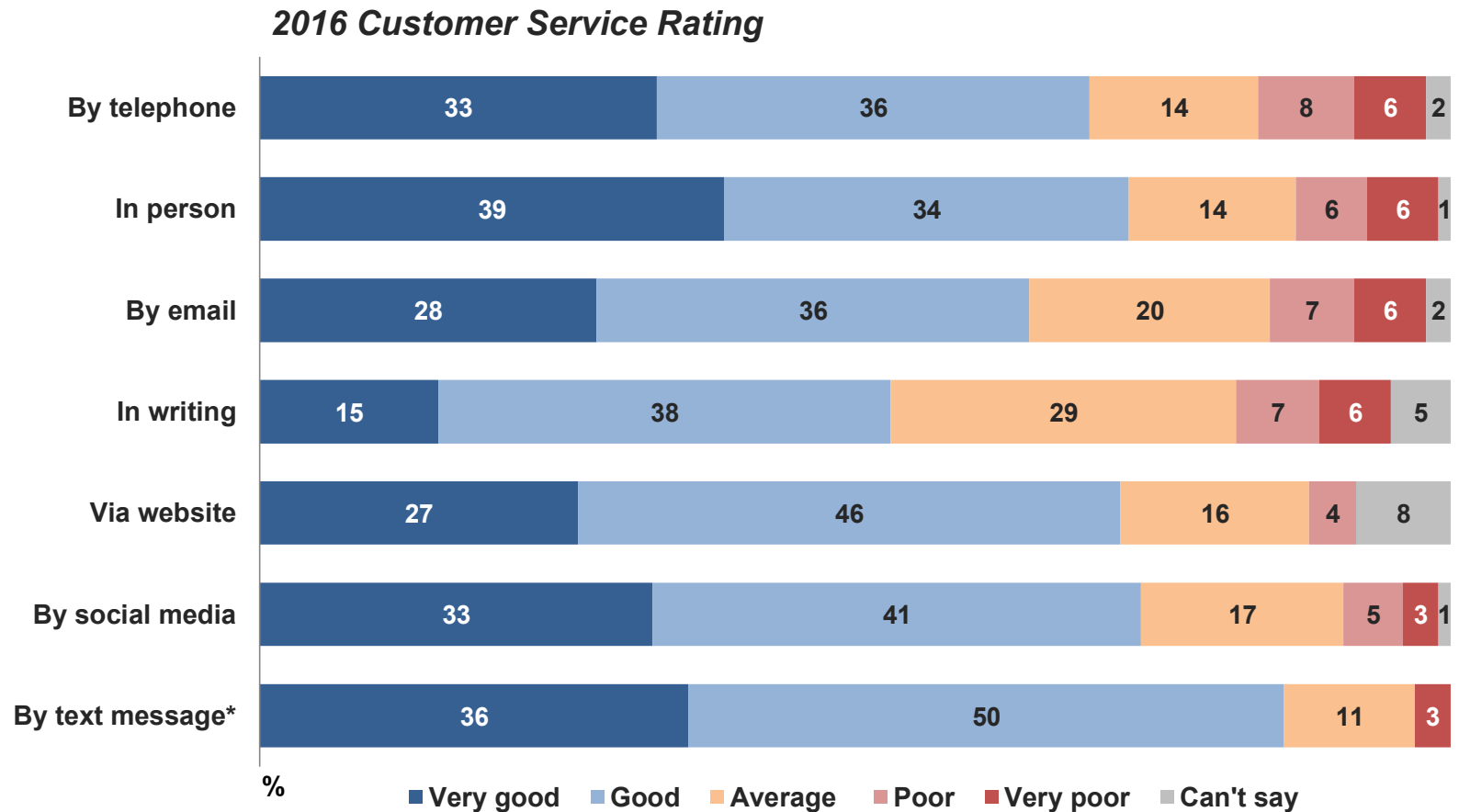
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 17

Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES BY METHOD OF LAST CONTACT



Q5c. Thinking of the most recent contact, how would you rate 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: 17

*Caution: small sample size < n=30

A satellite night map of South Australia, showing the state's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas, particularly around Adelaide, Perth, and the Eyre Peninsula. The interior of the state is mostly dark, with some scattered lights indicating smaller towns and infrastructure. The surrounding ocean is dark blue.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION SUMMARY

Council Direction from Q6

- 62% stayed about the same, down 1 point on 2015
- 18% improved, down 2 points on 2015
- 15% deteriorated, up 2 points on 2015

Most satisfied with Council Direction from Q6

- Aged 18-34 years
- Metropolitan

Least satisfied with Council Direction from Q6

- Aged 50-64 years
- Large Rural

Improvement from Q7

- 40% a lot of room for improvement
- 48% little room for improvement
- 7% not much room for improvement

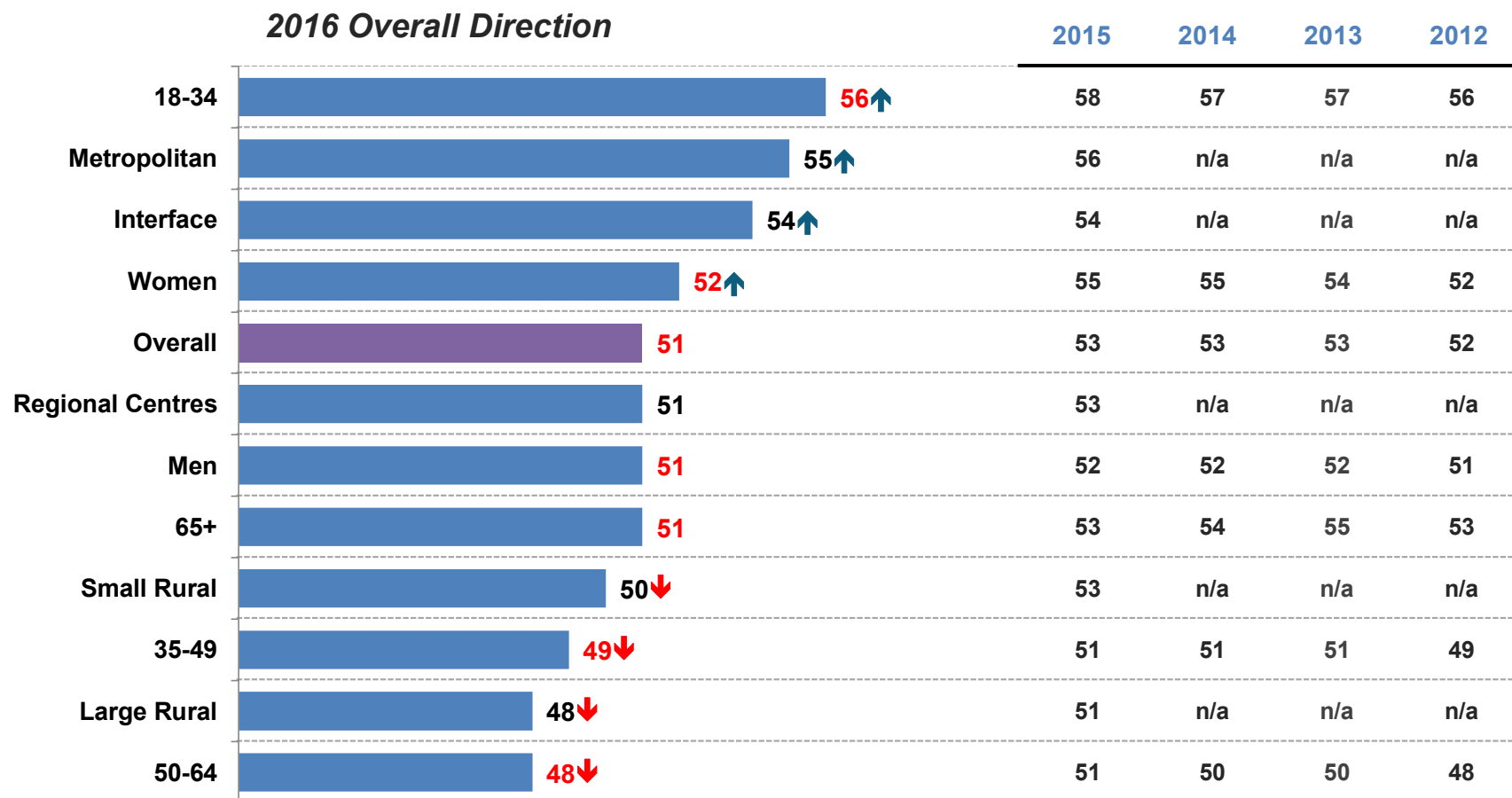
Direction Headed from Q8

- 68% right direction (20% definitely and 48% probably)
- 18% wrong direction (9% probably and 9% definitely)

Rates vs Services Trade-Off from Q10

- 31% prefer rate rise, down 2 points on 2015
- 50% prefer service cuts, up 2 points on 2015

2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



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

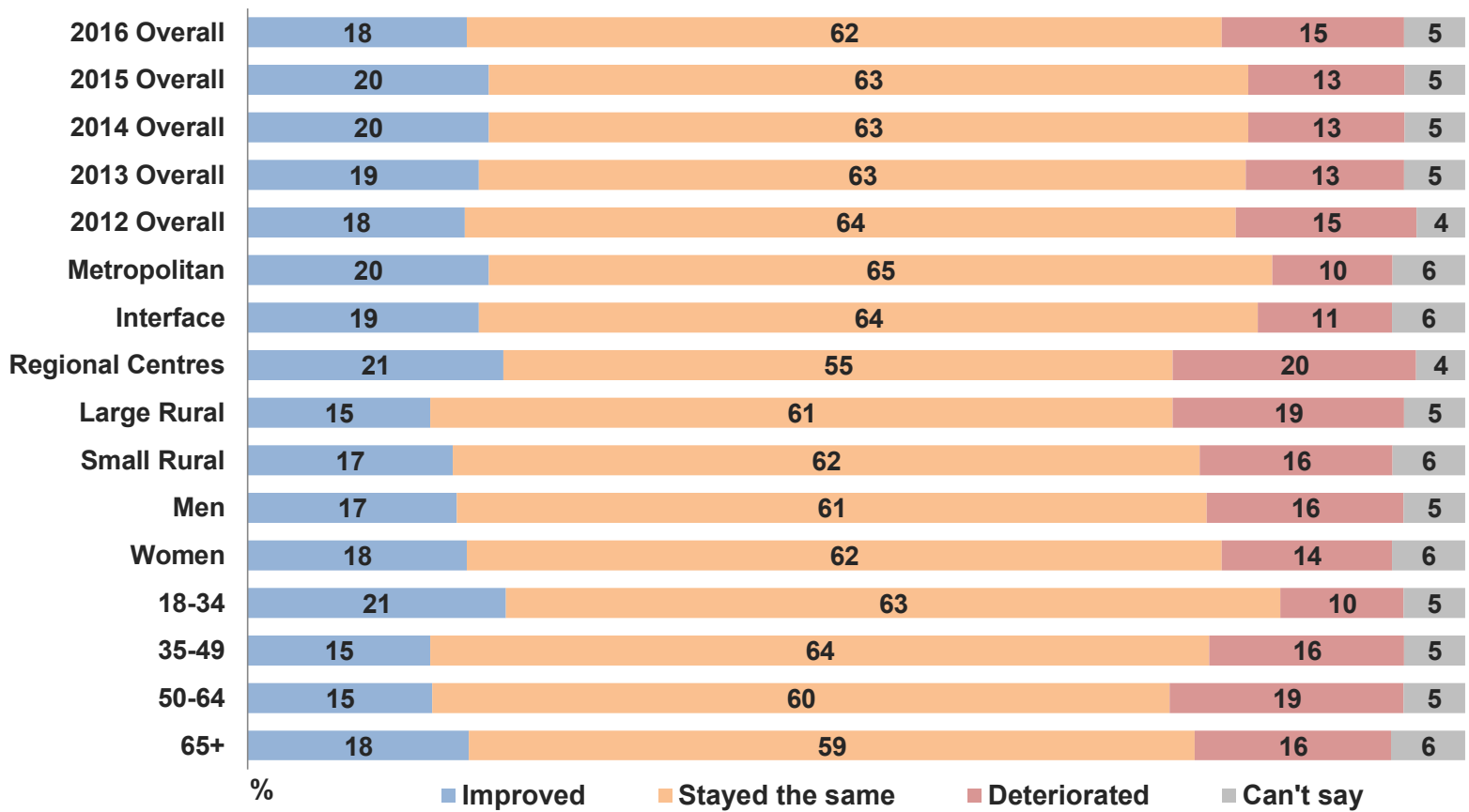
Base: All respondents. Councils asked state-wide: 69

Note: Please see page 5 for explanation about significant differences

2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2016 Overall Direction



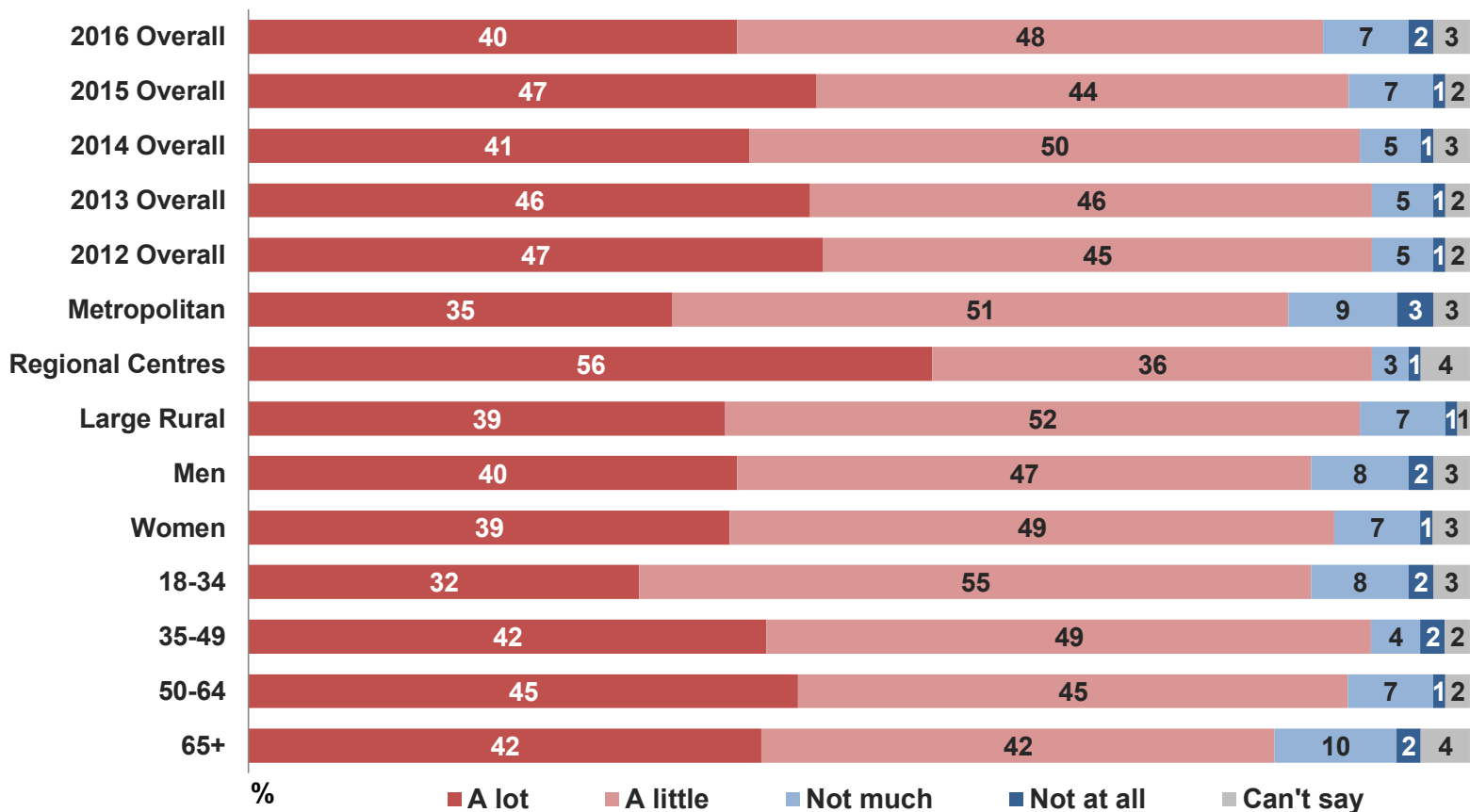
Q6. Over the last 12 months, what is your view of the direction of council's overall performance?

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

2016 ROOM FOR IMPROVEMENT IN SERVICES

DETAILED PERCENTAGES

2016 Room for Improvement



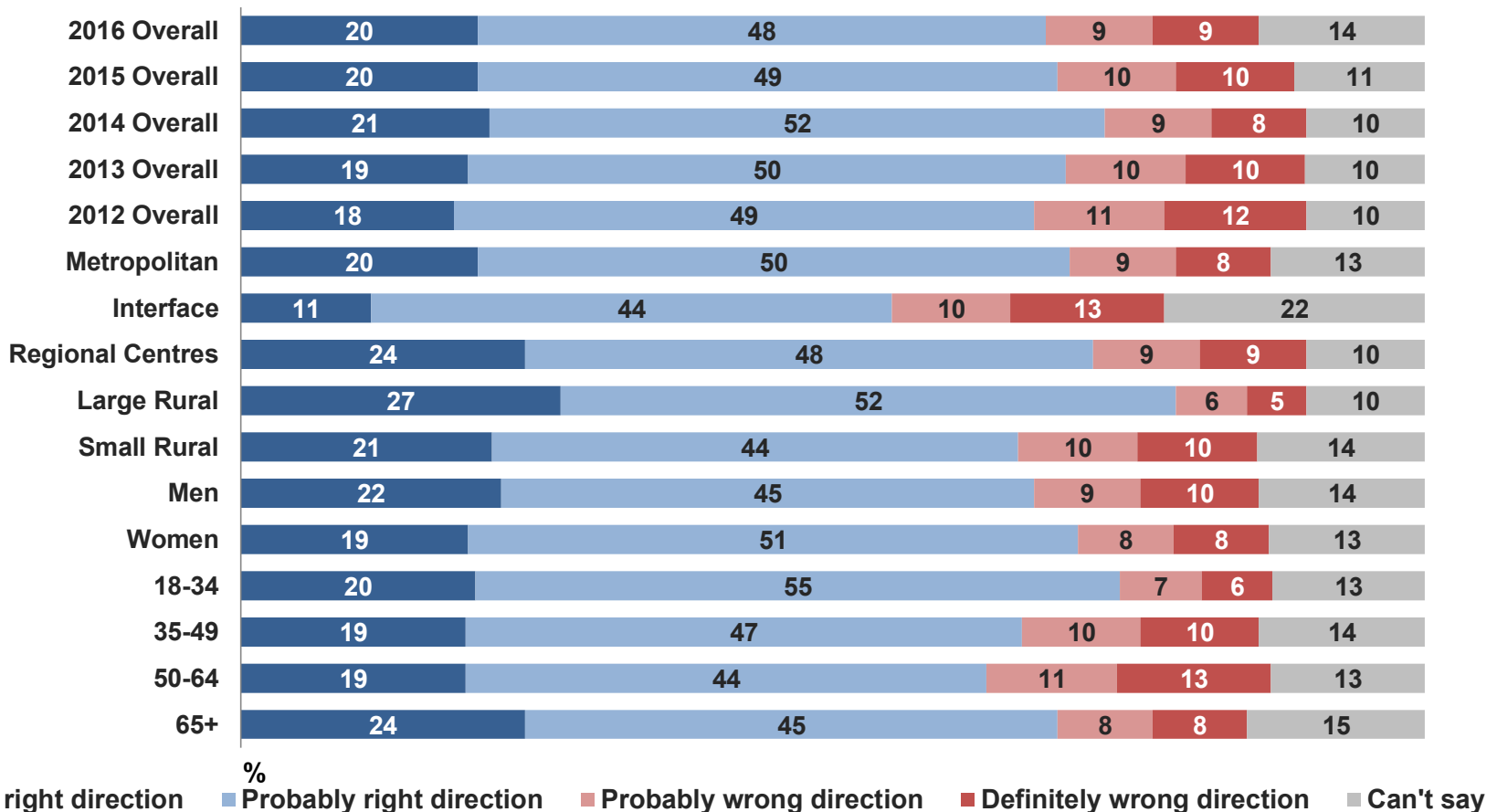
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in council's overall performance?

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

2016 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

2016 Future Direction



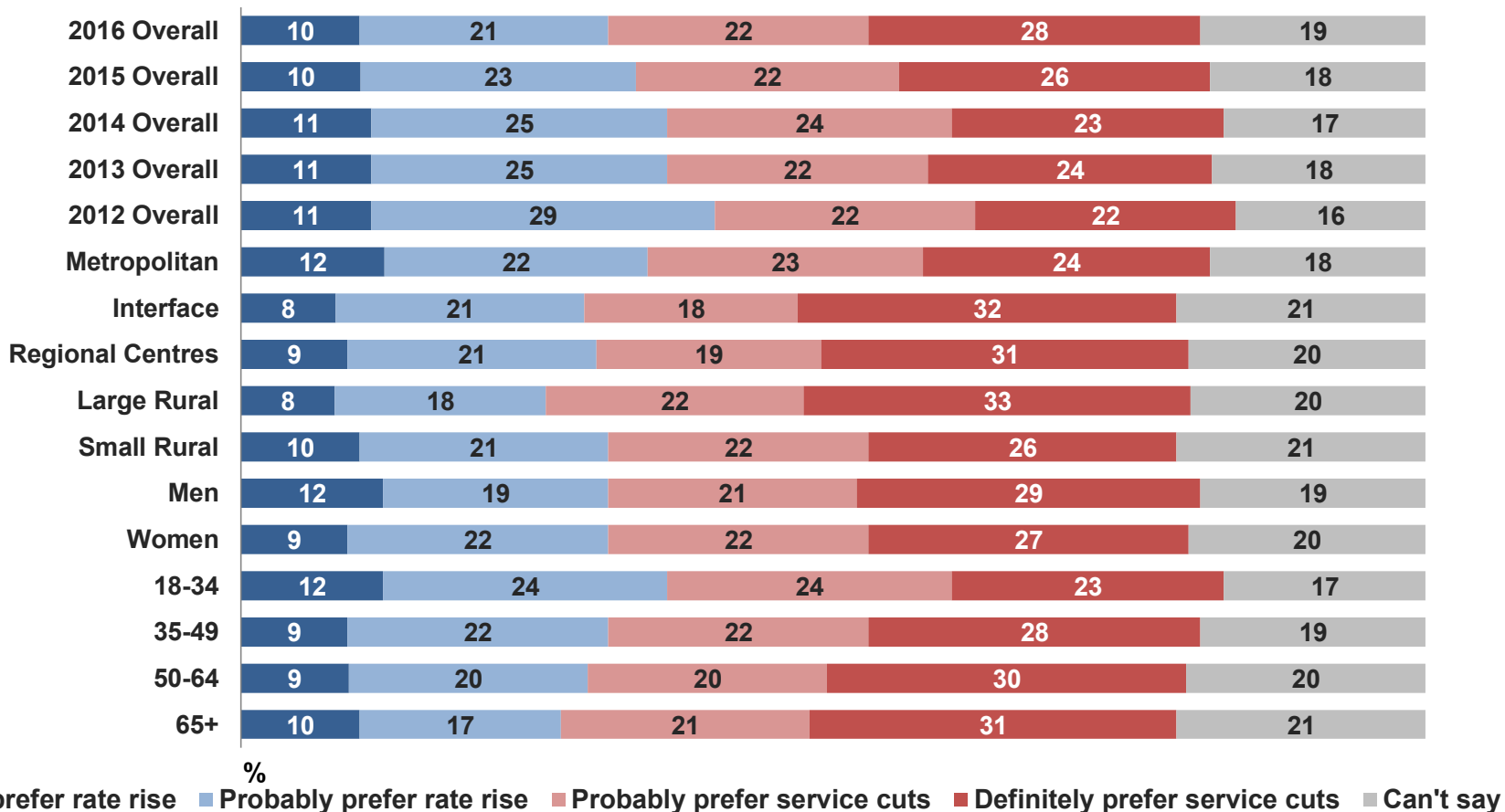
Q8. Would you say your local council is generally heading in the right direction or the wrong direction?
Base: All respondents. Councils asked state-wide: 9



2016 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES

2016 Rate Rise v Service Cut



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

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



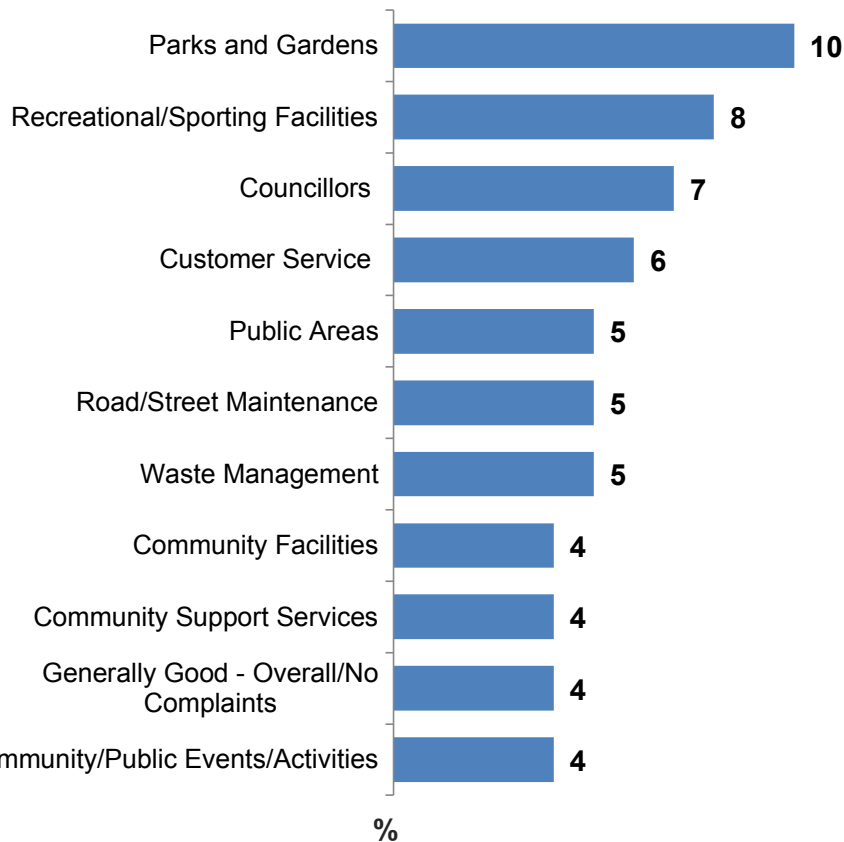
A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network against the dark land. The surrounding ocean is dark blue, and the sky is black.

POSITIVES AND AREAS FOR IMPROVEMENT

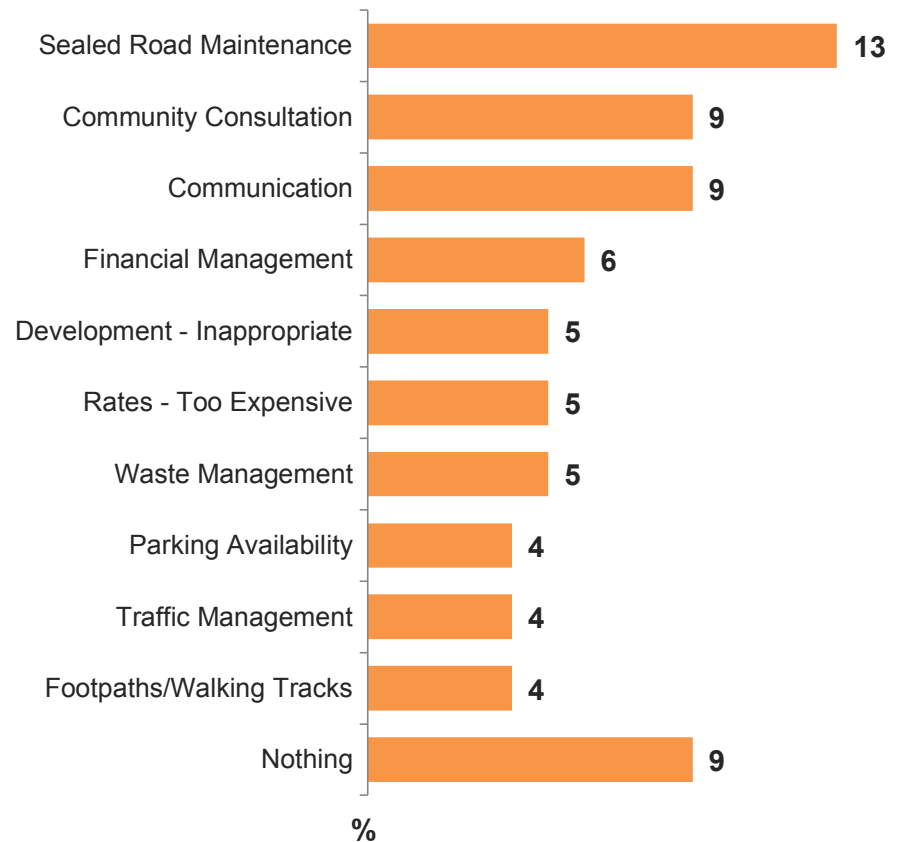
2016 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2016 SERVICES TO IMPROVE DETAILED PERCENTAGES

2016 Best Aspects



2016 Areas for Improvement



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

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

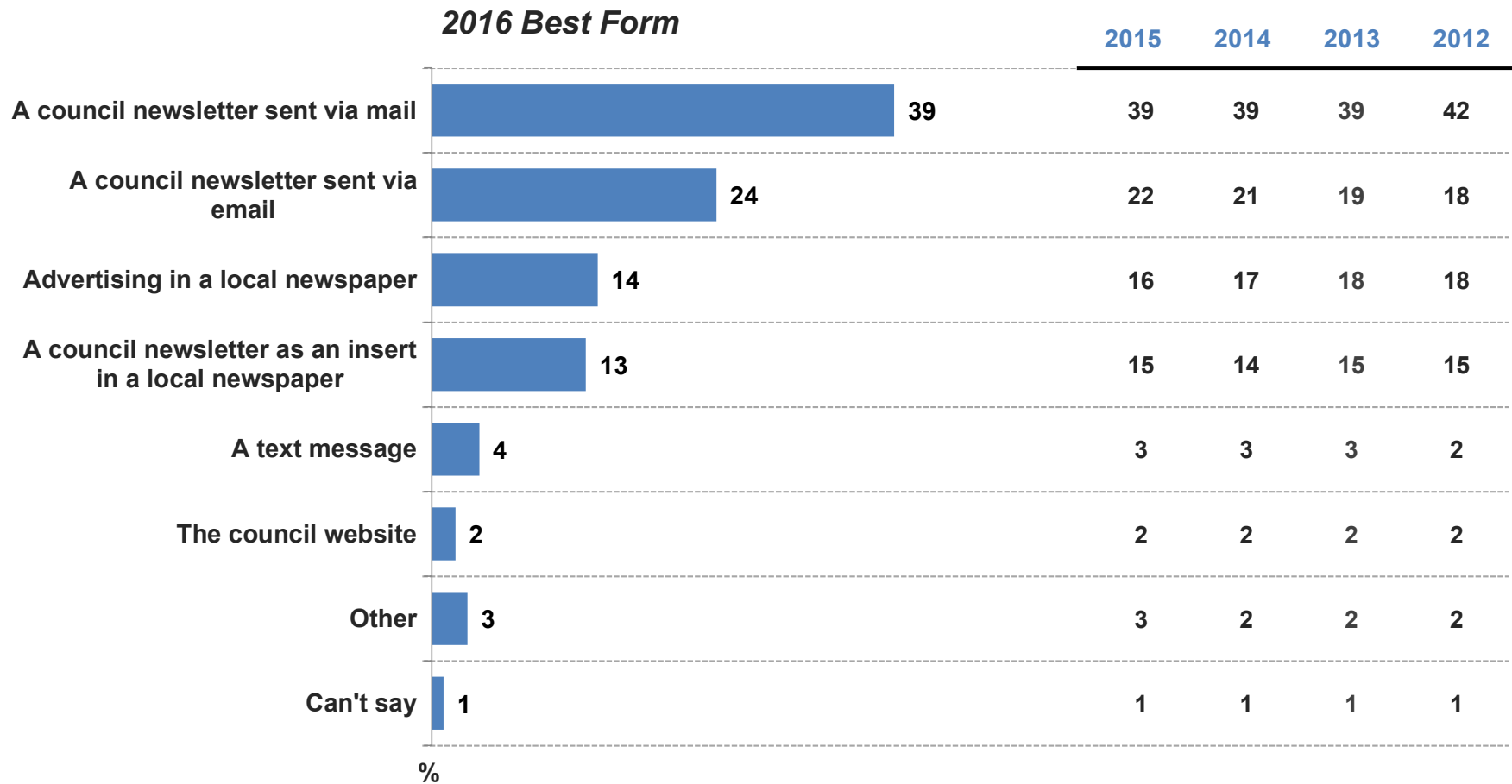
Q17. What does Overall MOST need to do to improve its performance?

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

COMMUNICATIONS



2016 BEST FORMS OF COMMUNICATION

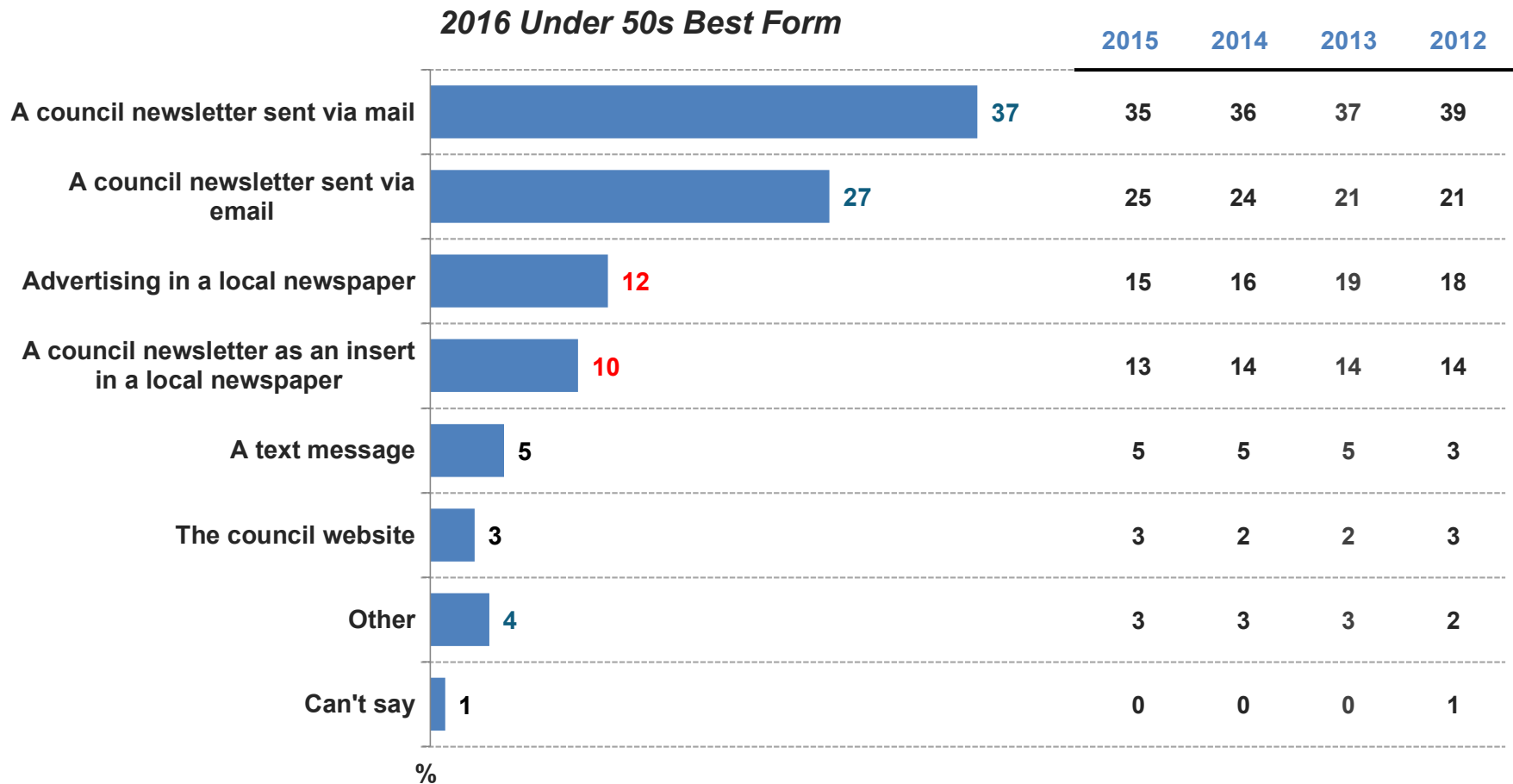


Q13. If Overall was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

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

Note: Please see page 5 for explanation about significant differences

2016 BEST FORMS OF COMMUNICATION: UNDER 50s

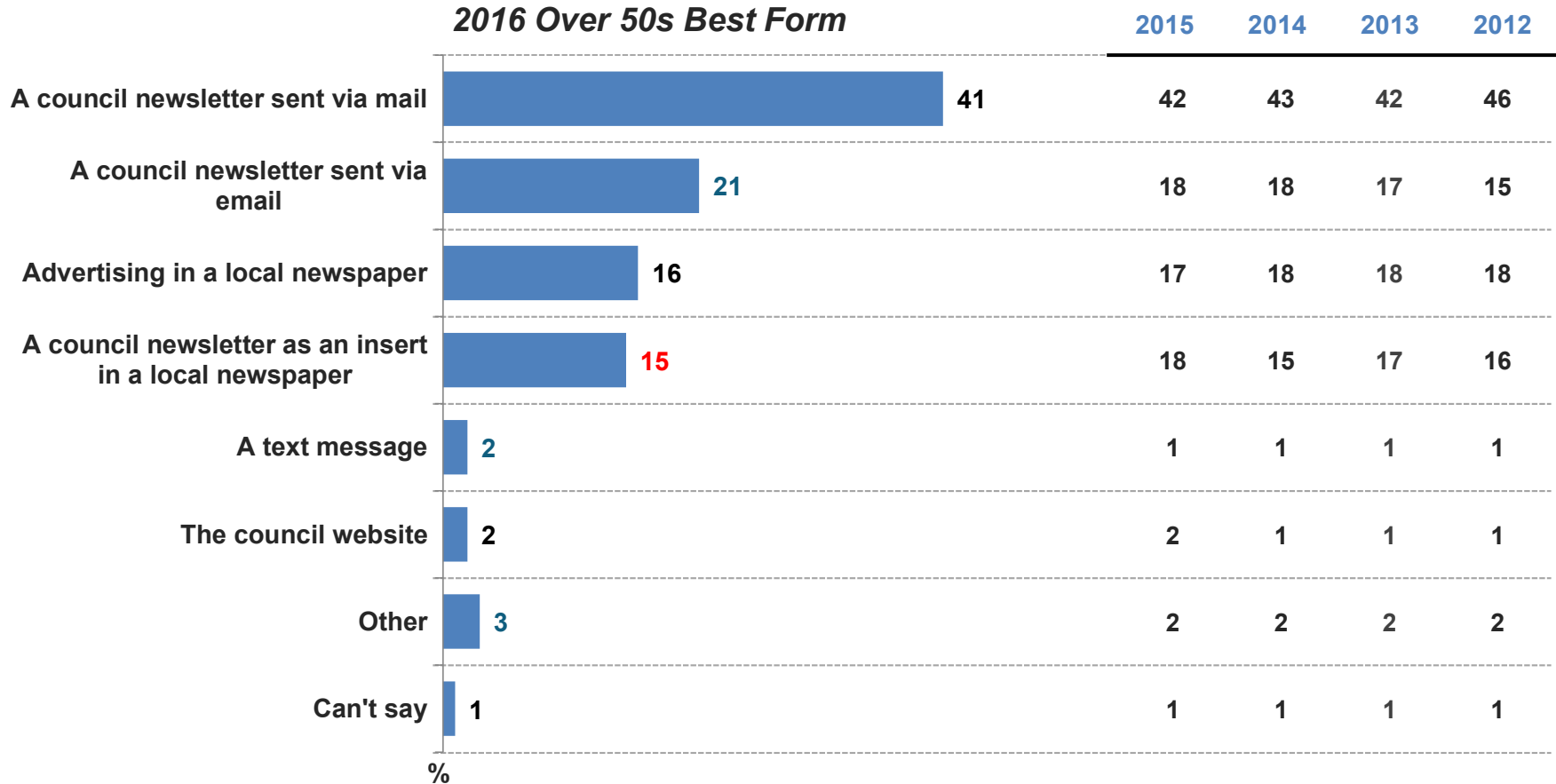


Q13. If Overall was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked state-wide: 23

Note: Please see page 5 for explanation about significant differences

2016 BEST FORMS OF COMMUNICATION: OVER 50s



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

Base: All respondents aged over 50. Councils asked state-wide: 23

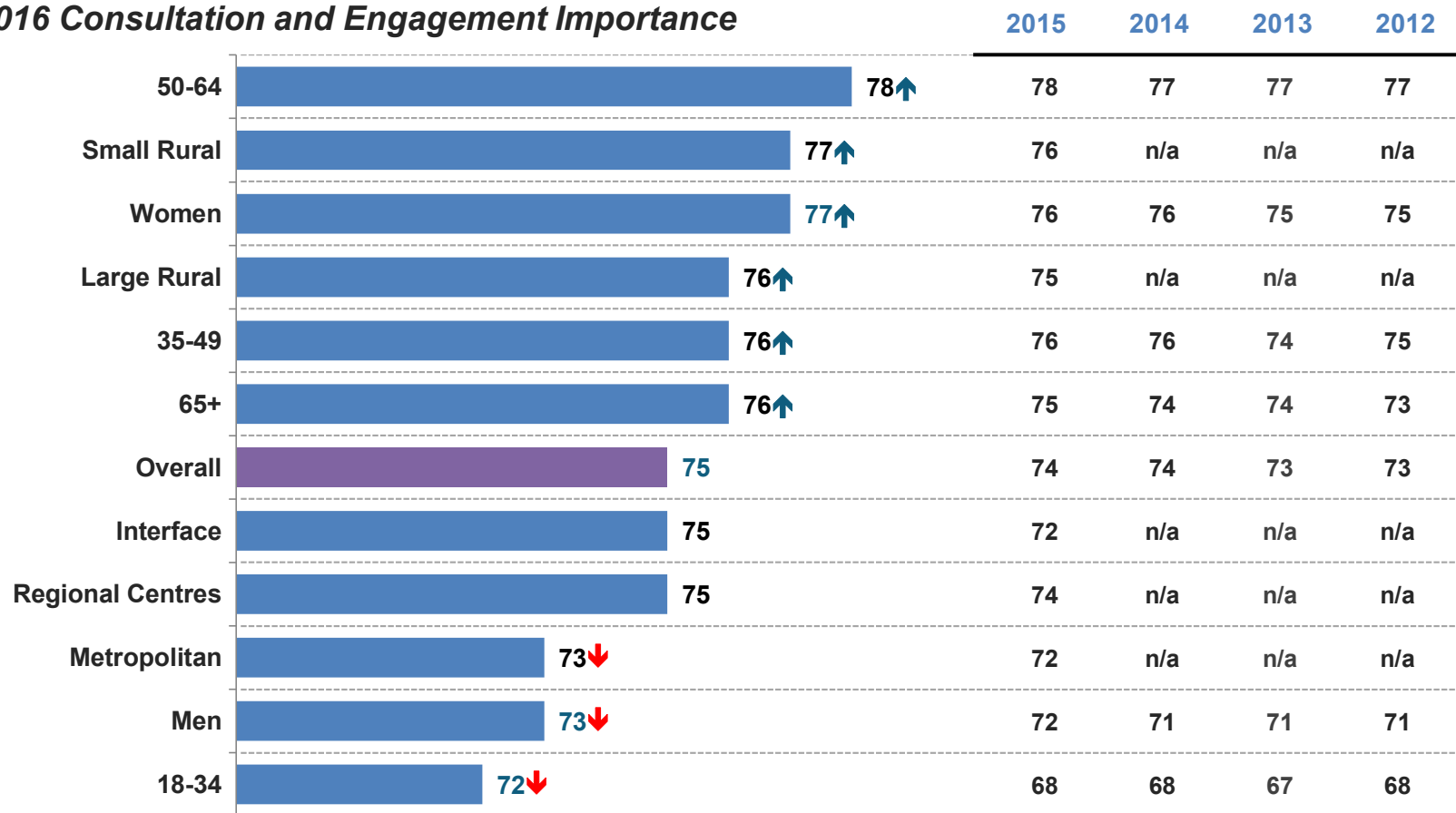
Note: Please see page 5 for explanation about significant differences

A satellite night map of South Africa and its surrounding waters. The landmass is dark brown, while the surrounding ocean is a deep blue. A dense network of glowing yellow and white lines represents a service area, likely a power or communication grid. These lines are most concentrated in the coastal regions and around major urban centers, which appear as bright, star-like clusters of light. The interior of the country shows a more sparse network of these glowing lines. The text 'INDIVIDUAL SERVICE AREAS' is overlaid in the center-left of the image.

INDIVIDUAL SERVICE AREAS

2016 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2016 Consultation and Engagement Importance



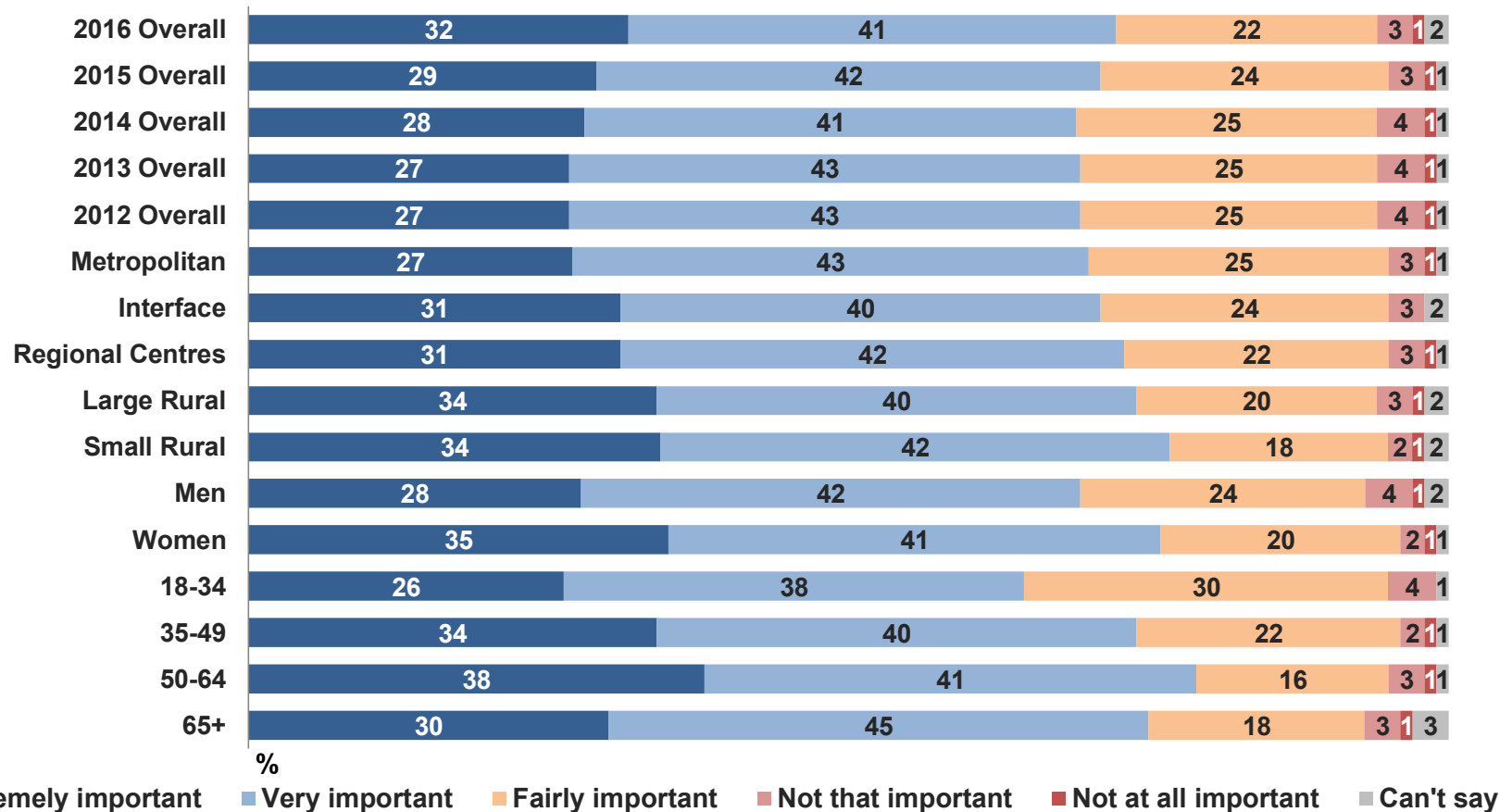
Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Consultation and Engagement Importance

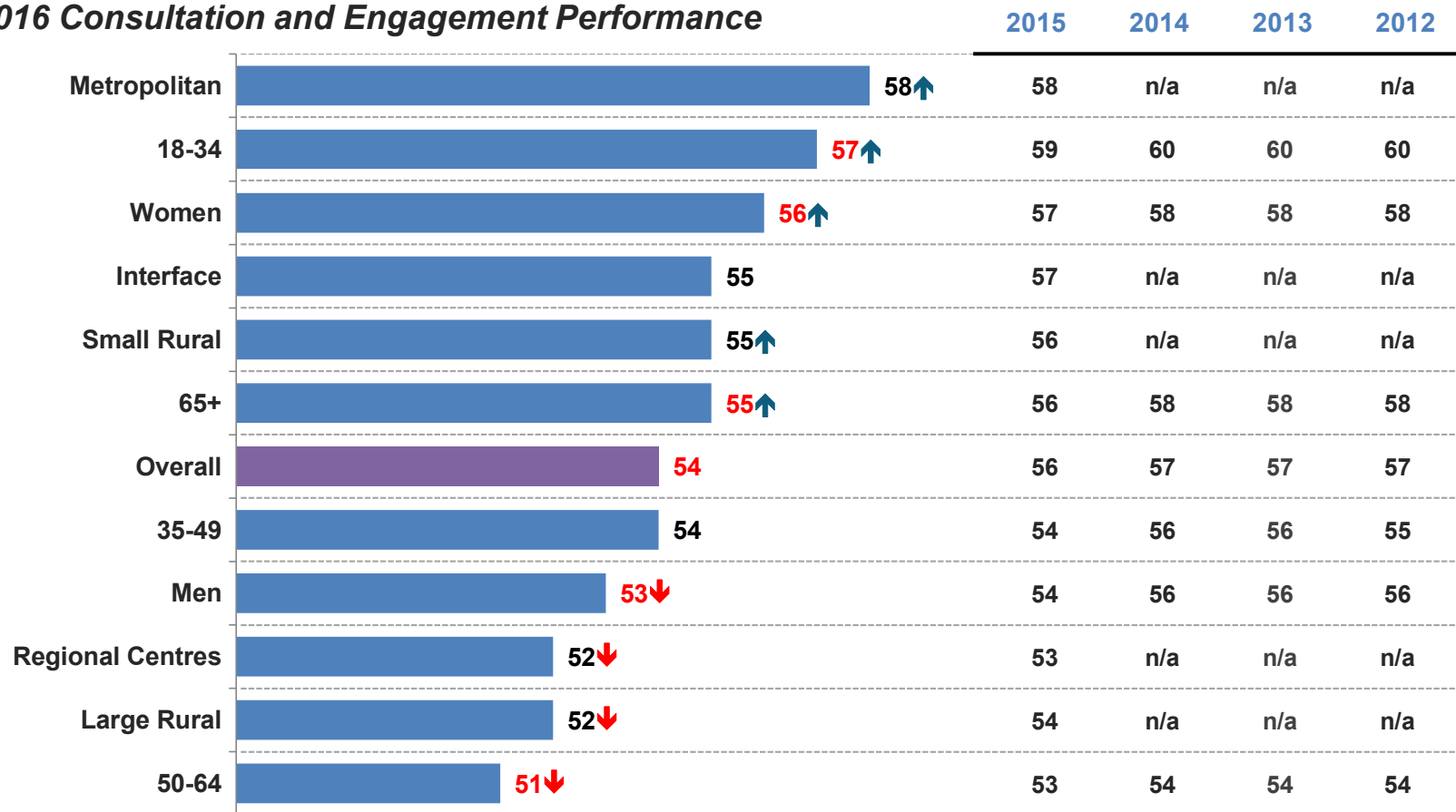


Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

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

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2016 Consultation and Engagement Performance

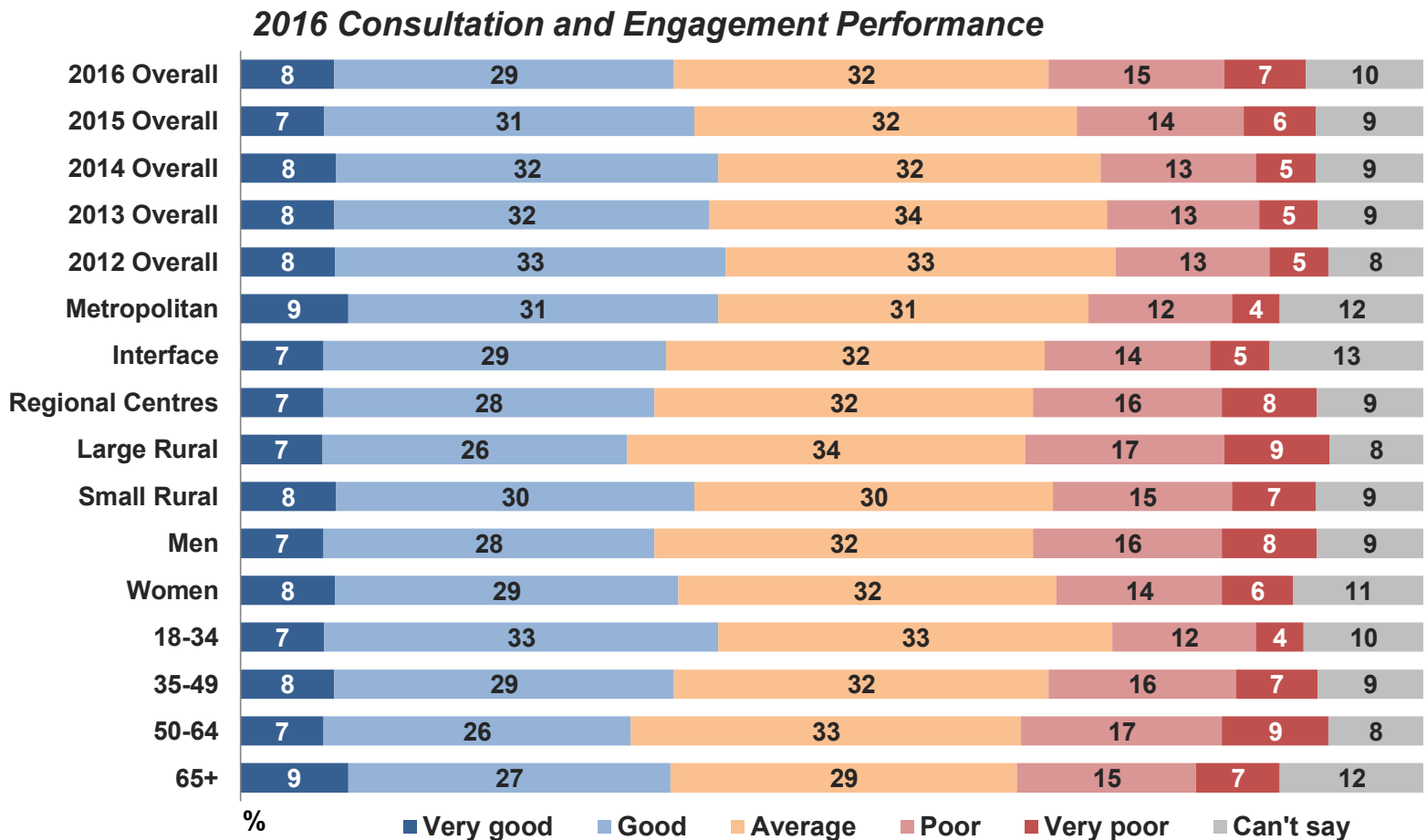


Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

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

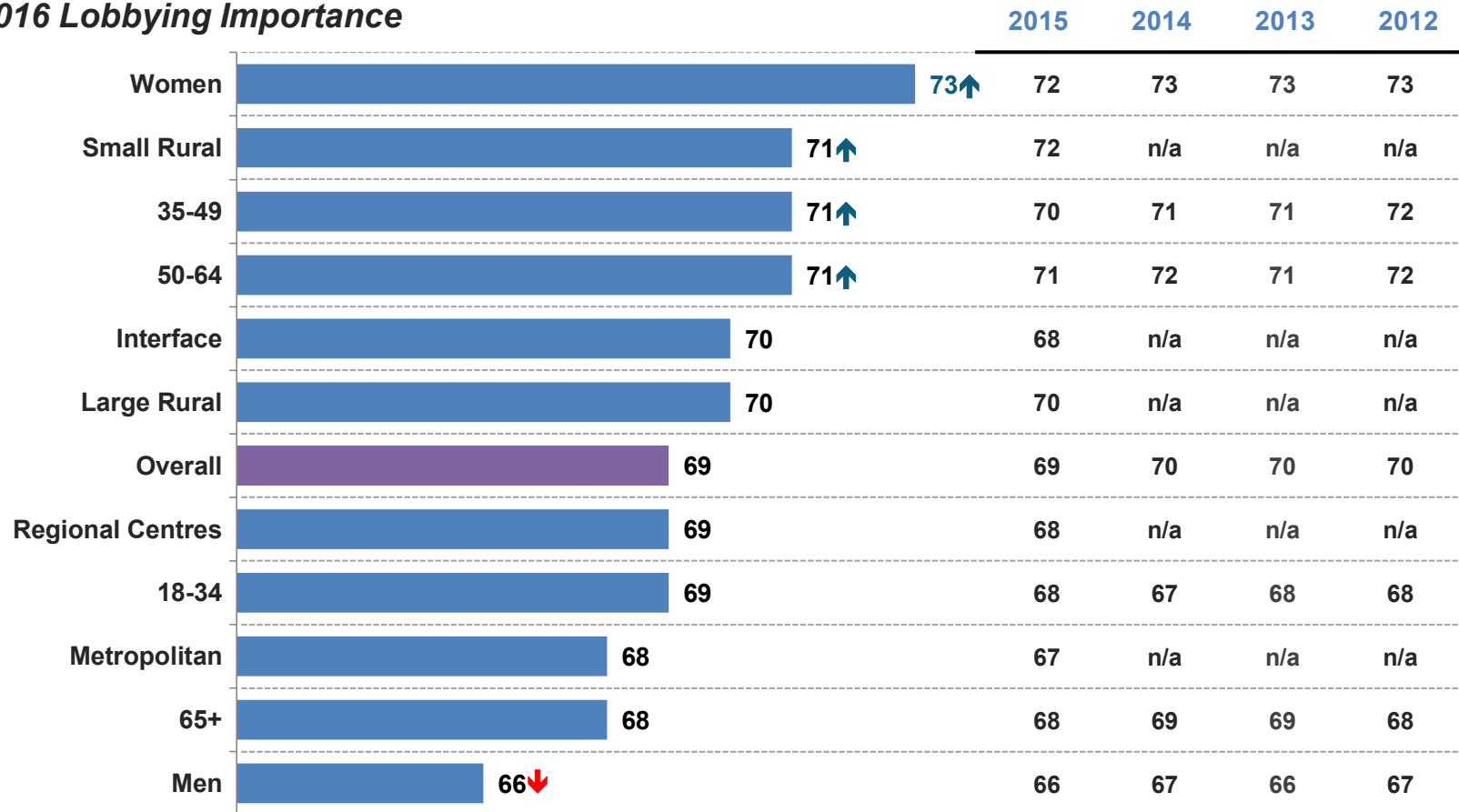
Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES



2016 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Lobbying Importance



Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?

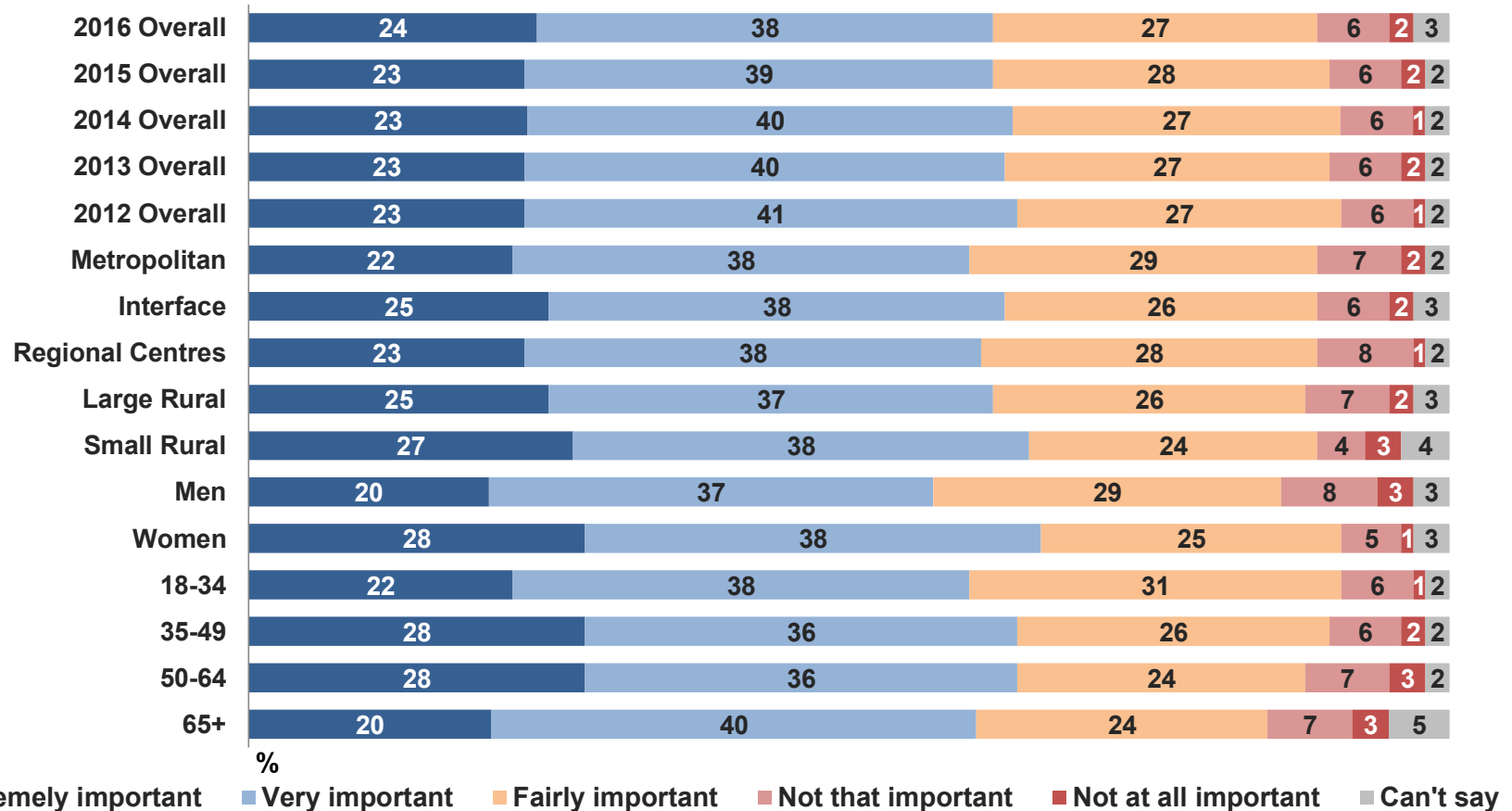
Base: All respondents. Councils asked state-wide: 24

Note: Please see slide 5 for explanation about significant differences

2016 LOBBYING ON BEHALF OF THE COMMUNITY

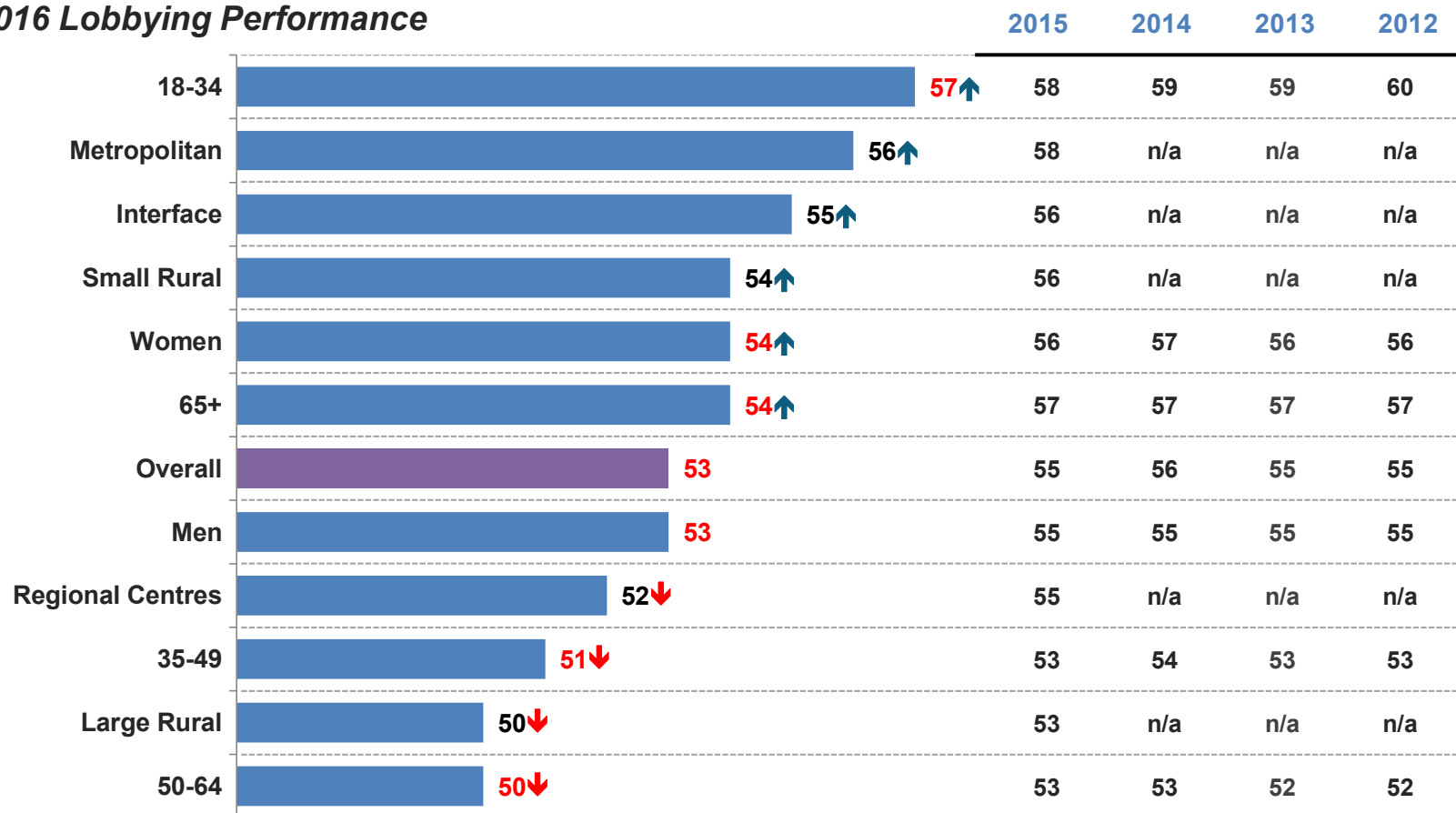
IMPORTANCE DETAILED PERCENTAGES

2016 Lobbying Importance



2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Lobbying Performance

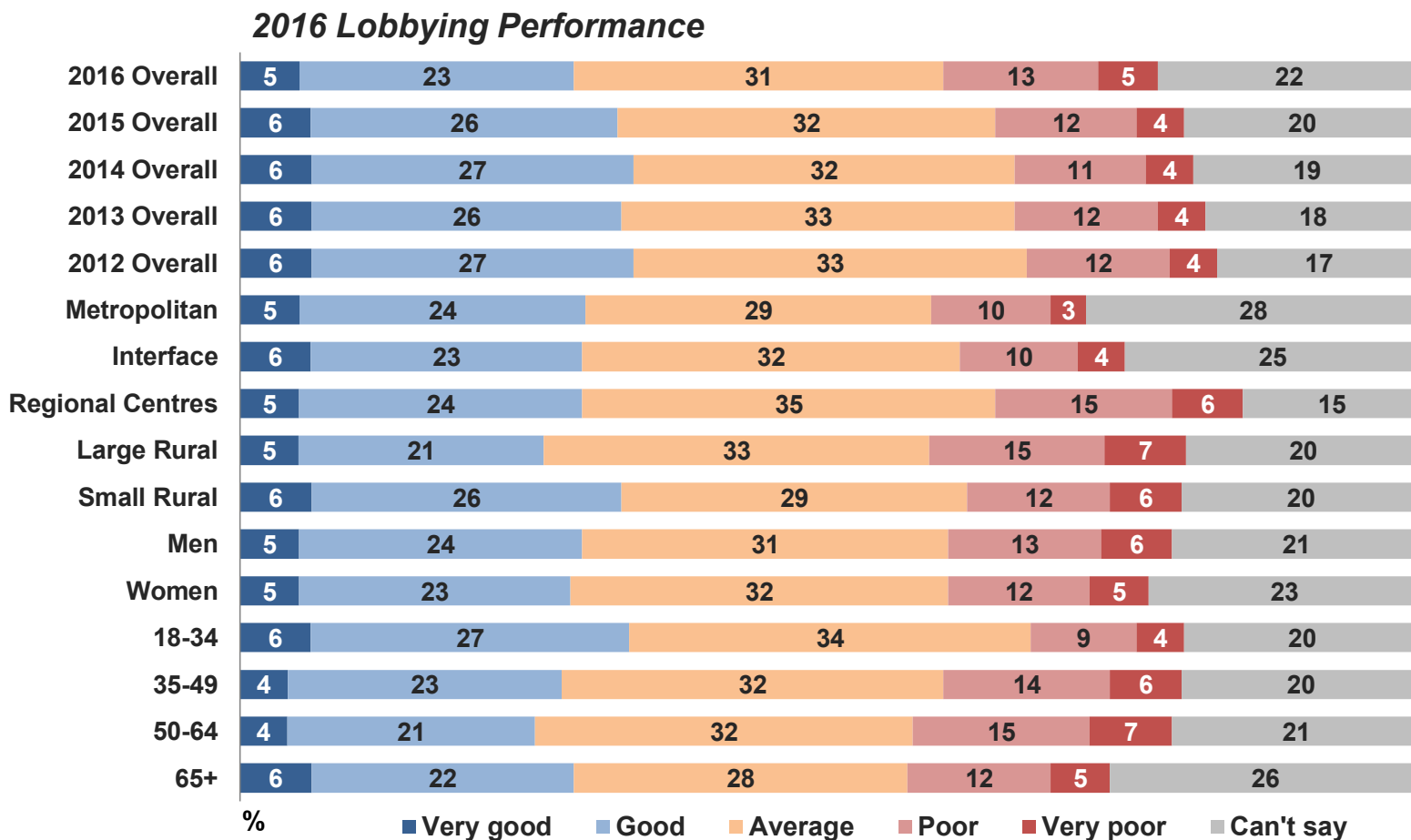


Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES



2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Community Decisions Made Importance

		2015	2014	2013	2012
Regional Centres	82	80	n/a	n/a	n/a
Women	82↑	81	81	n/a	n/a
Overall	80	80	79	n/a	n/a
Large Rural	80	80	n/a	n/a	n/a
35-49	80	80	80	n/a	n/a
50-64	80	82	81	n/a	n/a
Metropolitan	79↓	80	n/a	n/a	n/a
Interface	79	78	n/a	n/a	n/a
18-34	79	78	78	n/a	n/a
65+	79	79	79	n/a	n/a
Men	77↓	77	77	n/a	n/a

Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

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

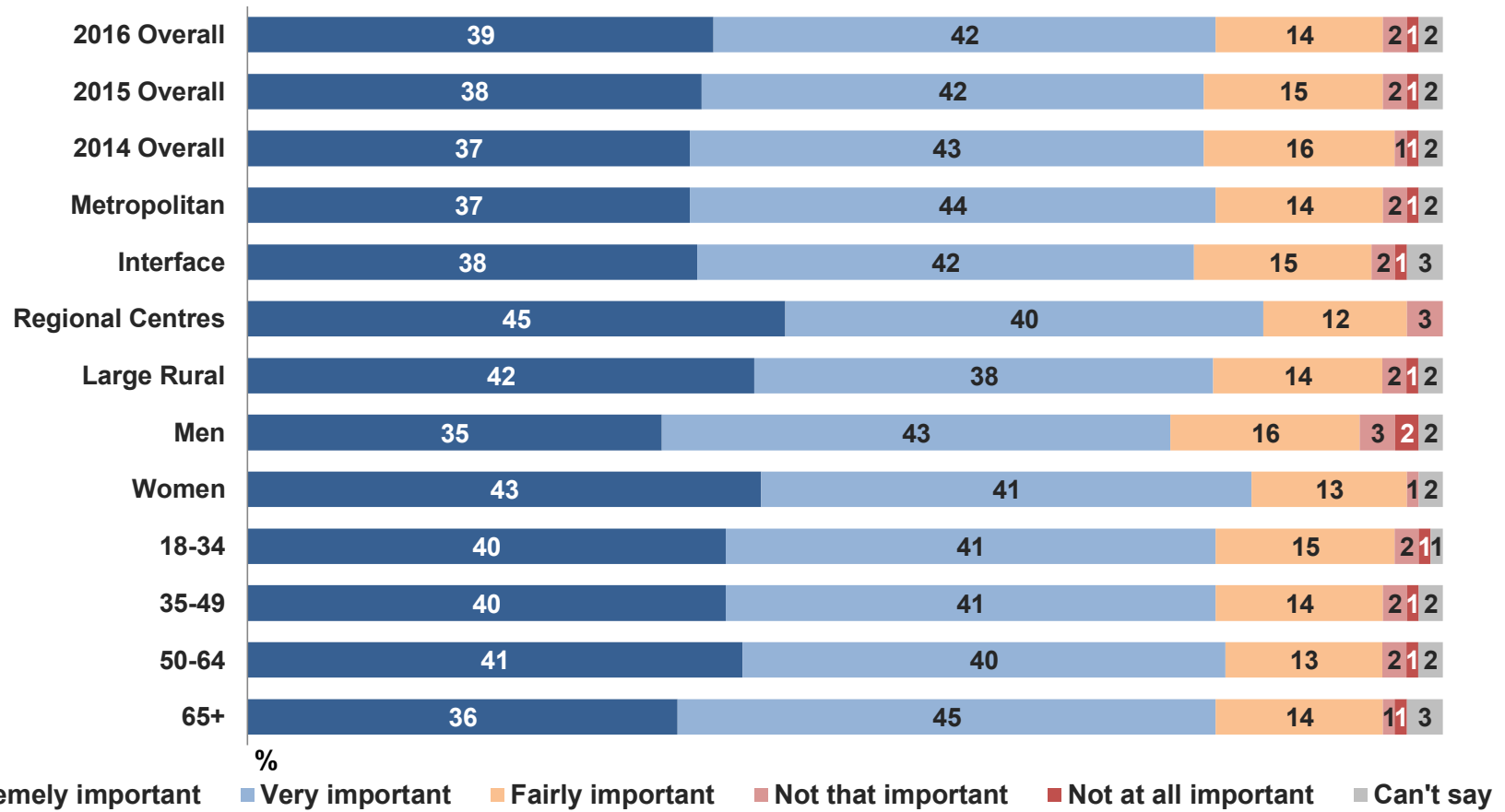
Note: Please see slide 5 for explanation about significant differences



2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2016 Community Decisions Made Importance

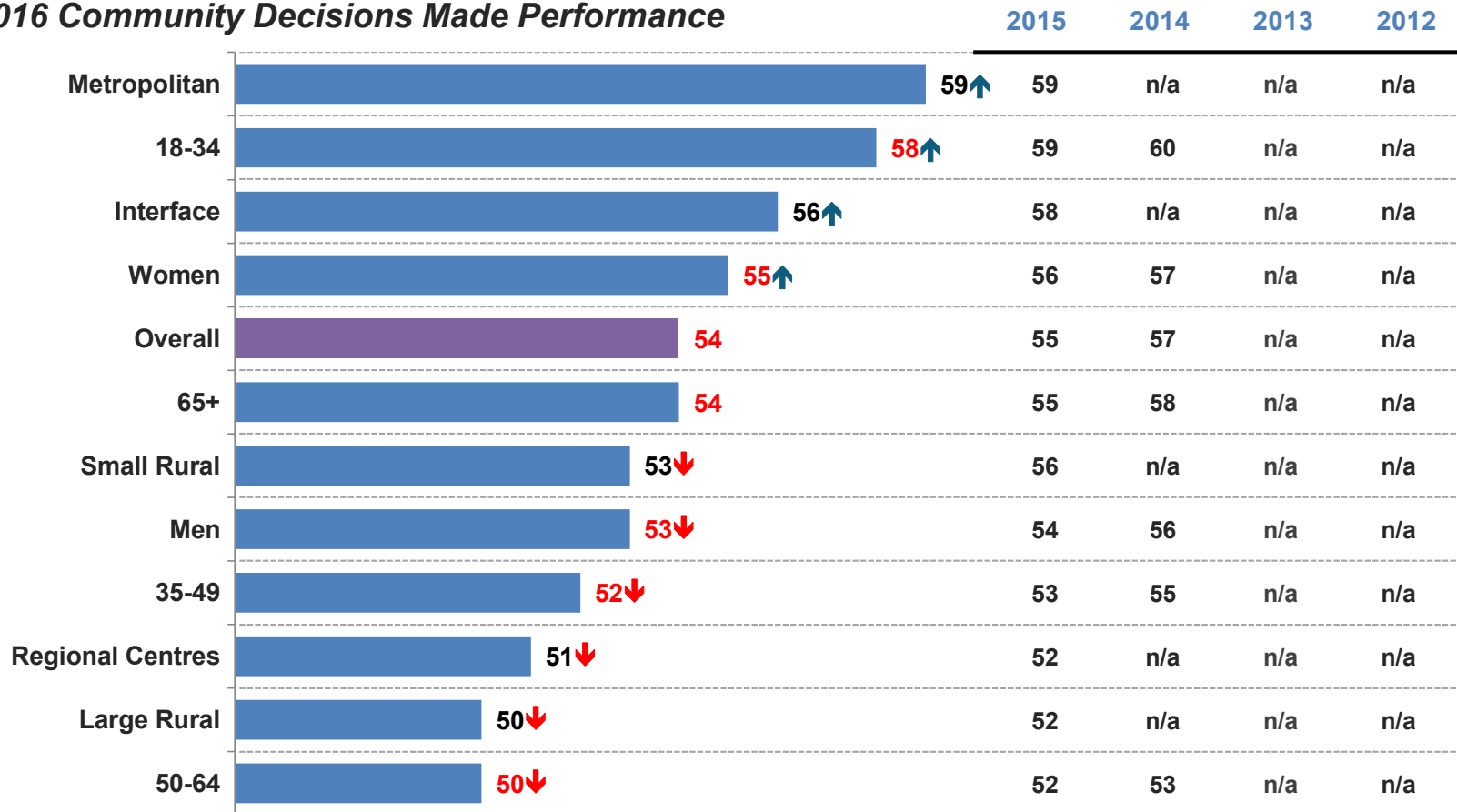


Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

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

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

2016 Community Decisions Made Performance



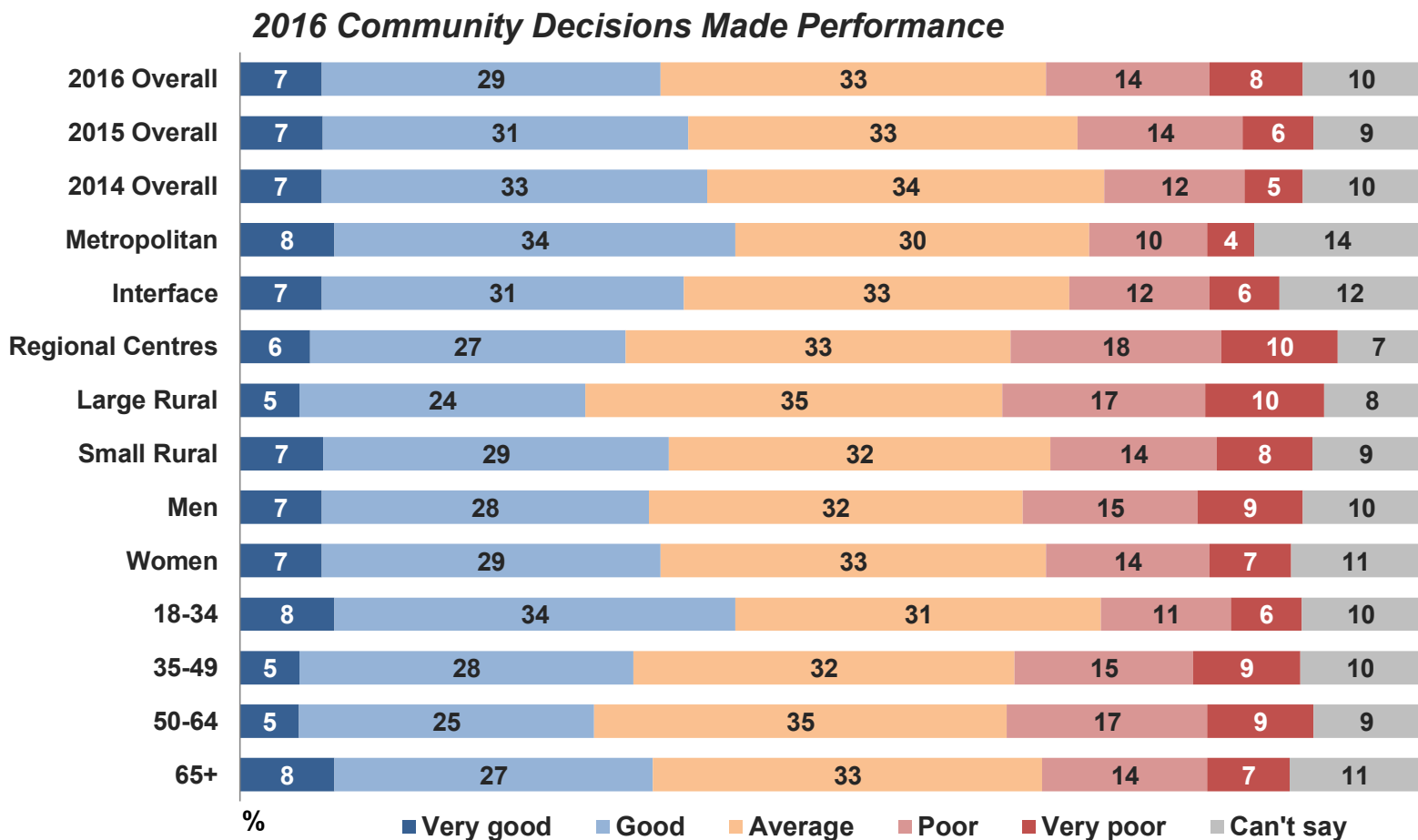
Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

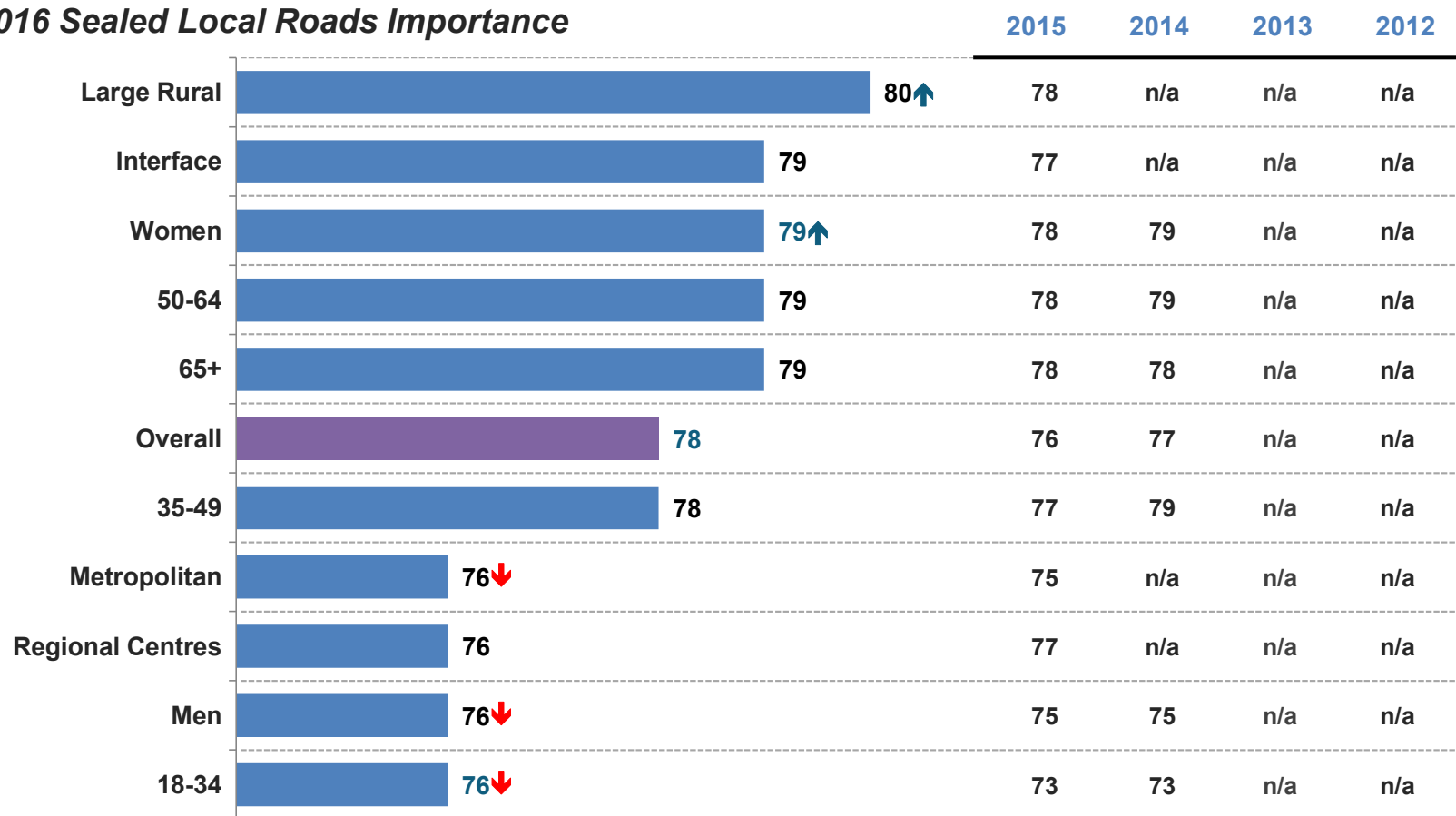
2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



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

2016 Sealed Local Roads Importance



Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

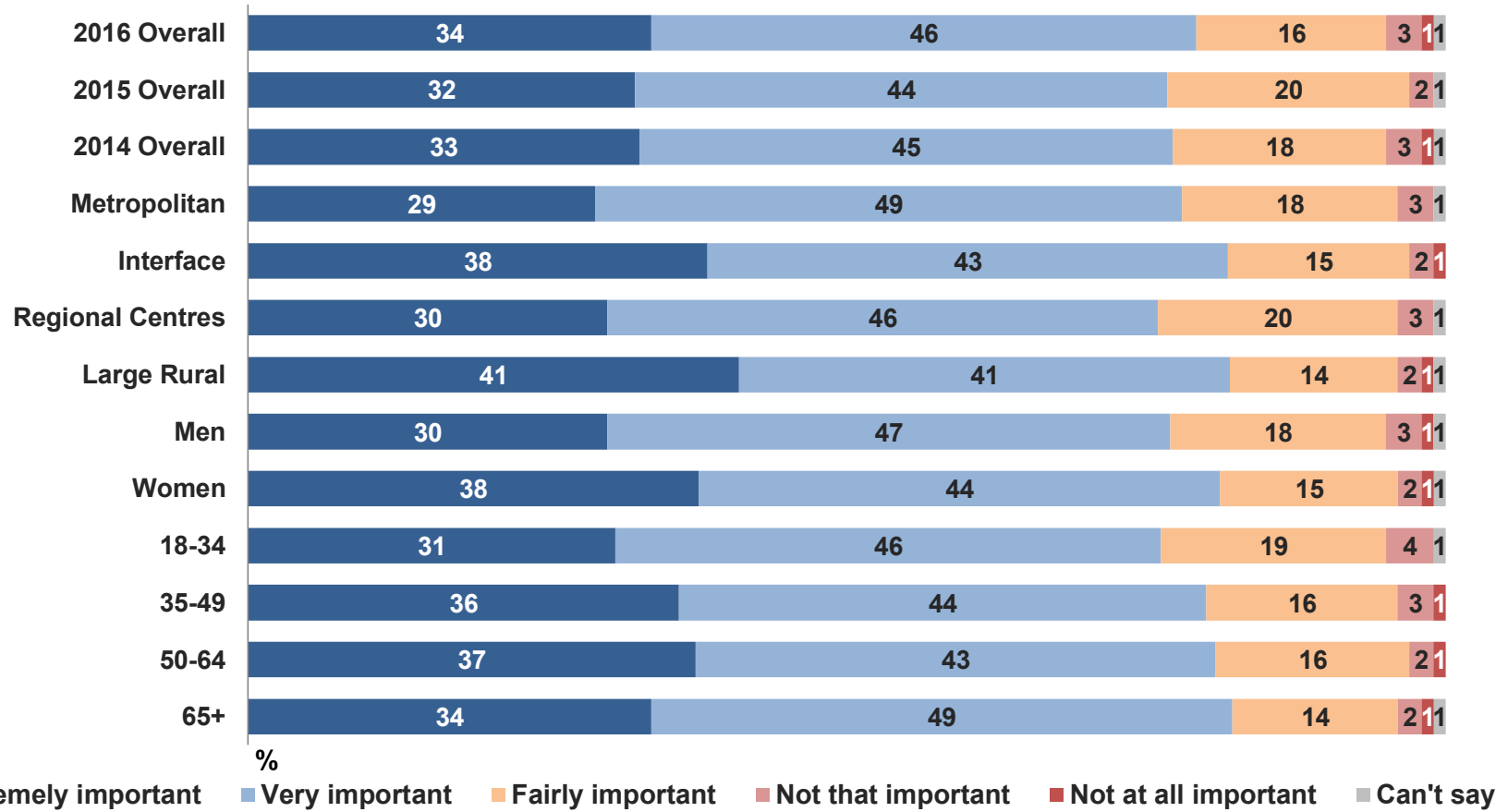
Base: All respondents. Councils asked state-wide: 17

Note: Please see slide 5 for explanation about significant differences

2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2016 Sealed Local Roads Importance



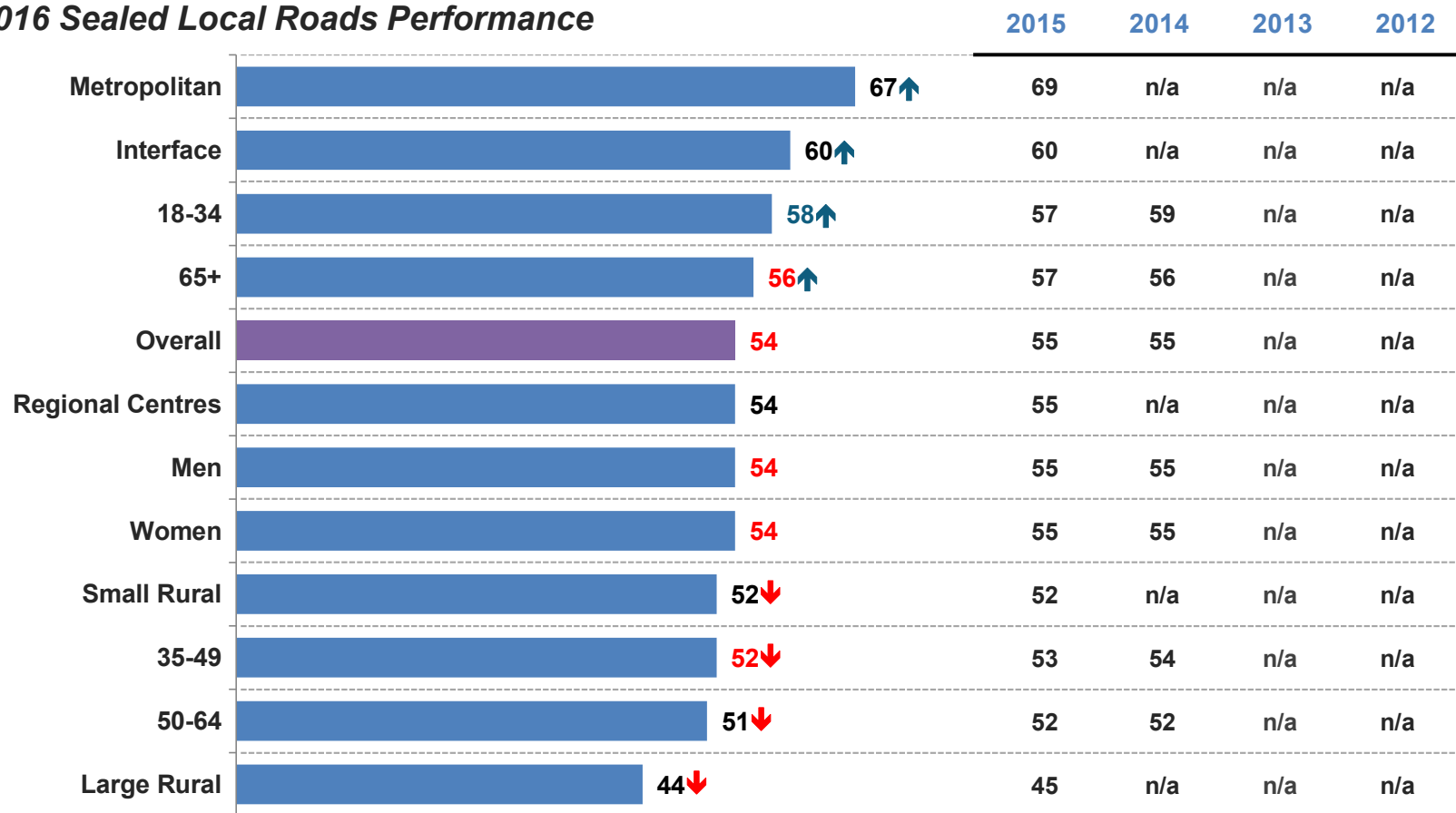
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

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

2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2016 Sealed Local Roads Performance



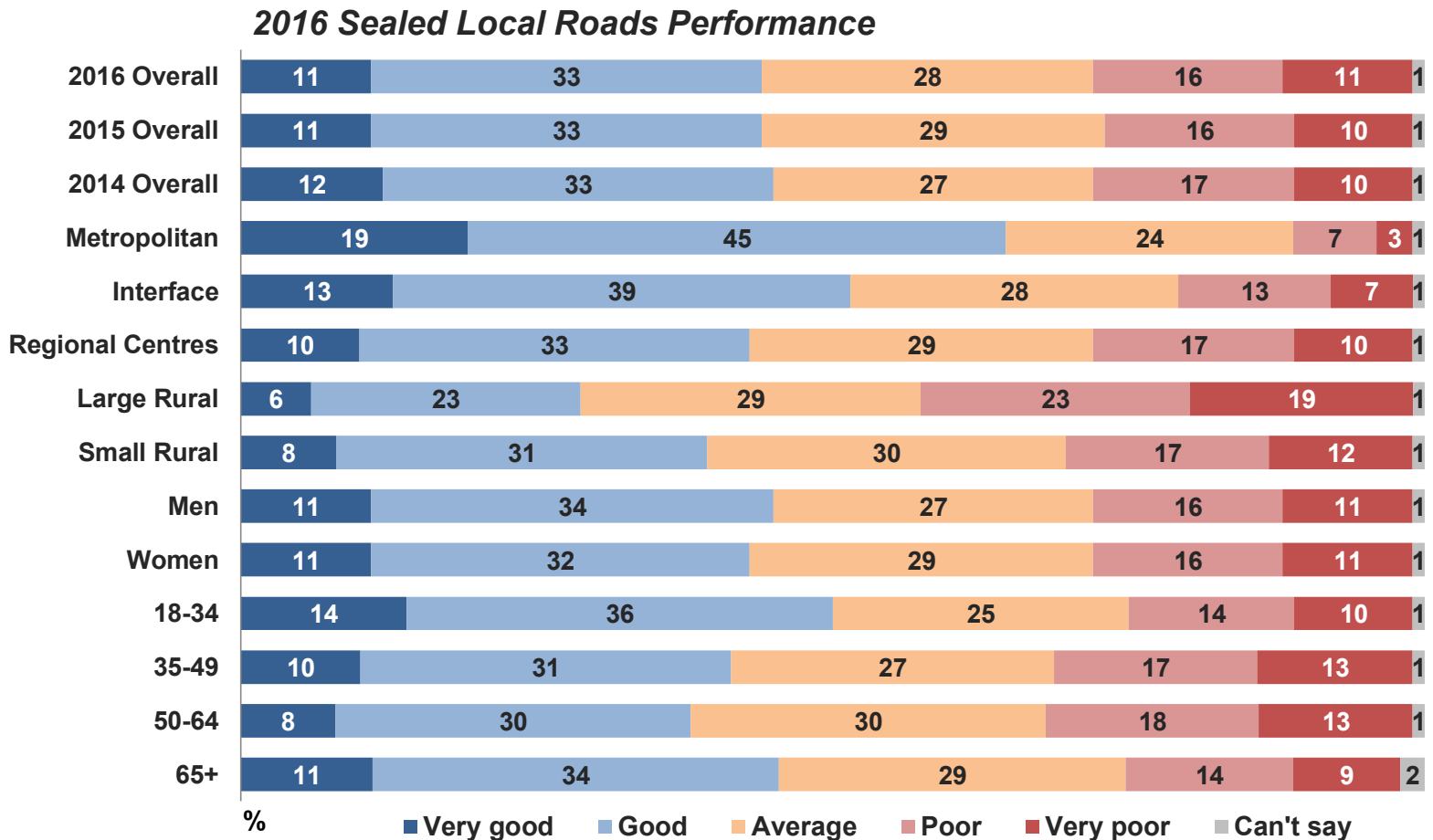
Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

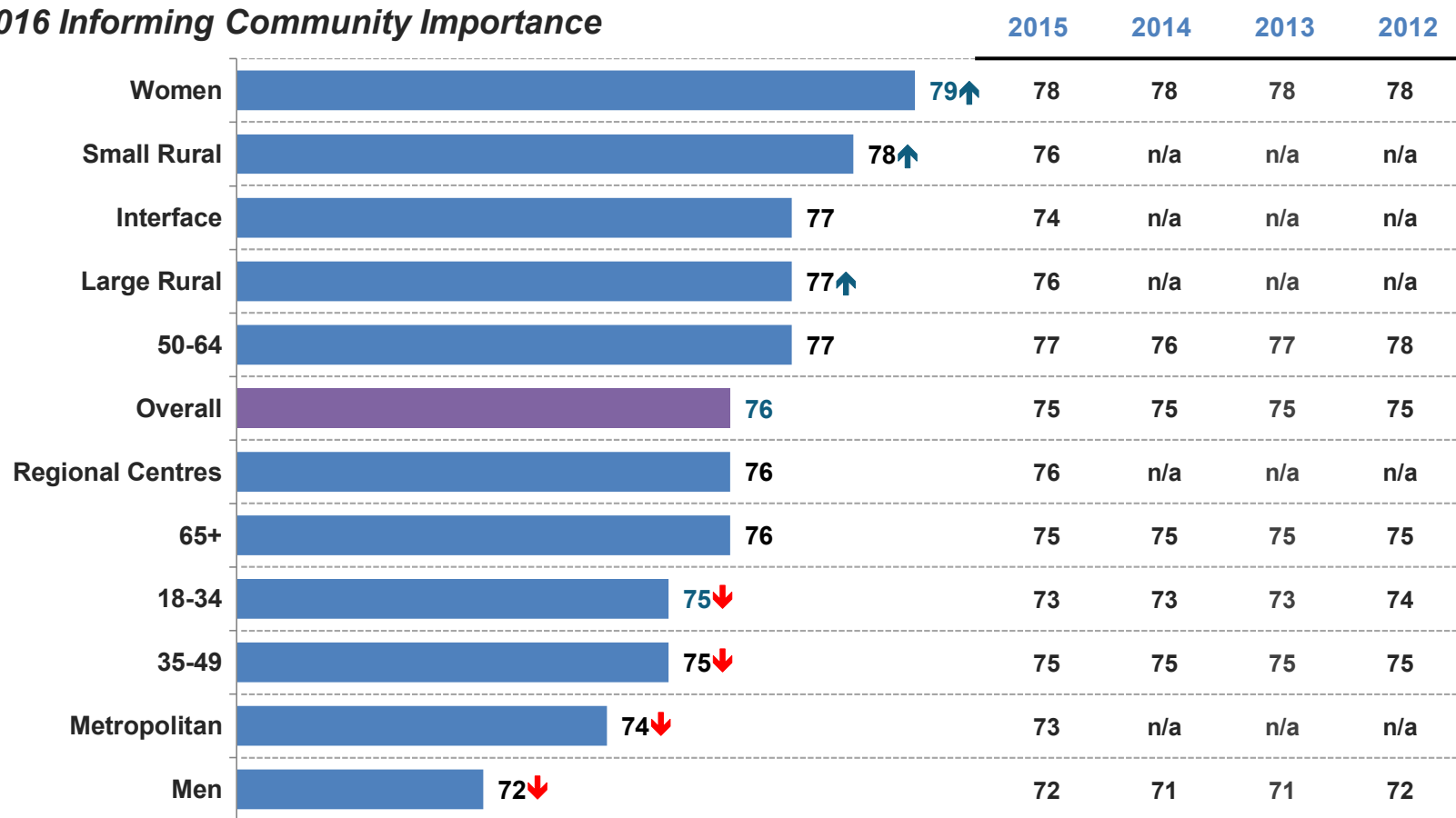
2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2016 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Informing Community Importance



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

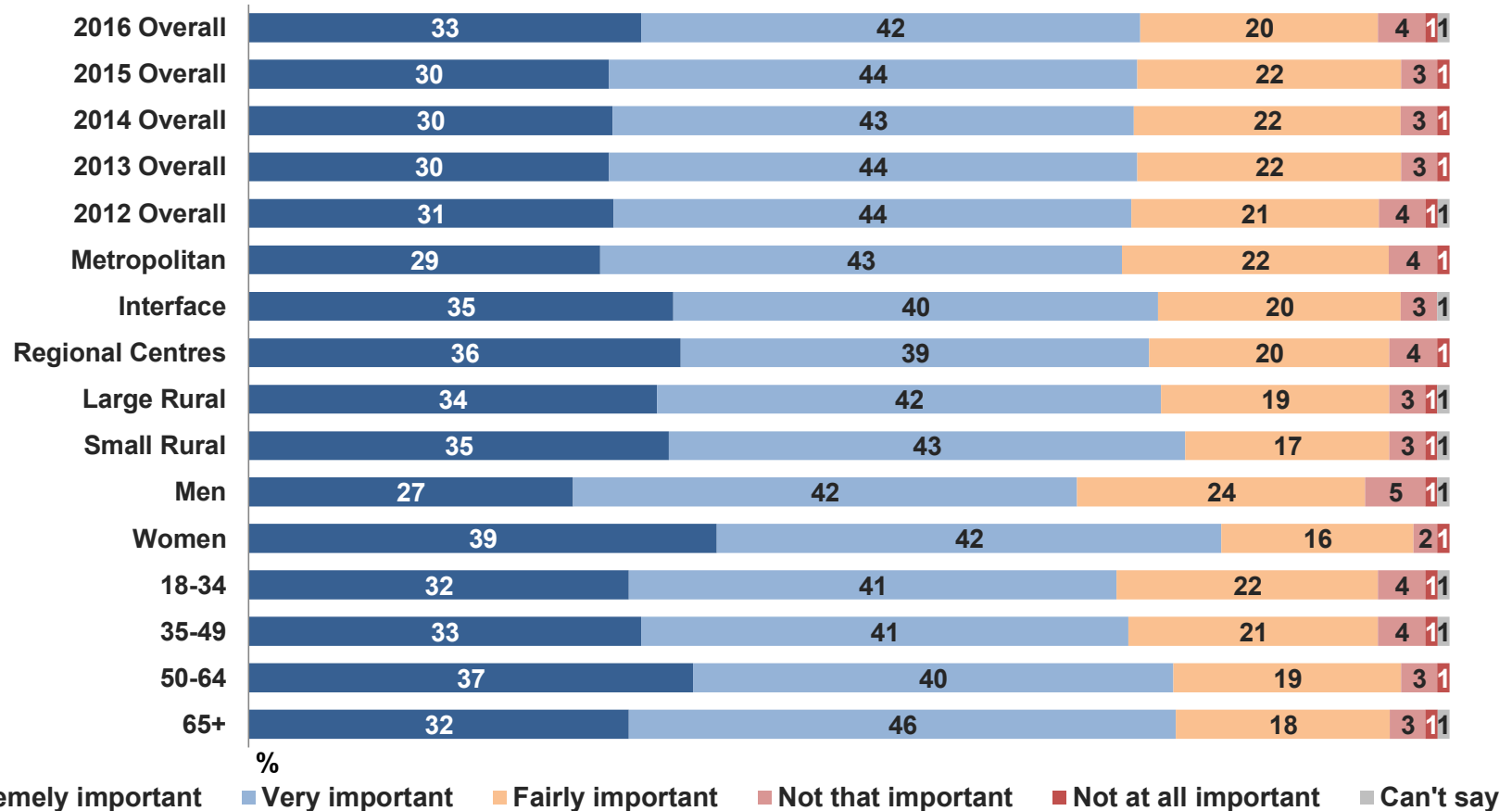
Base: All respondents. Councils asked state-wide: 25

Note: Please see slide 5 for explanation about significant differences

2016 INFORMING THE COMMUNITY

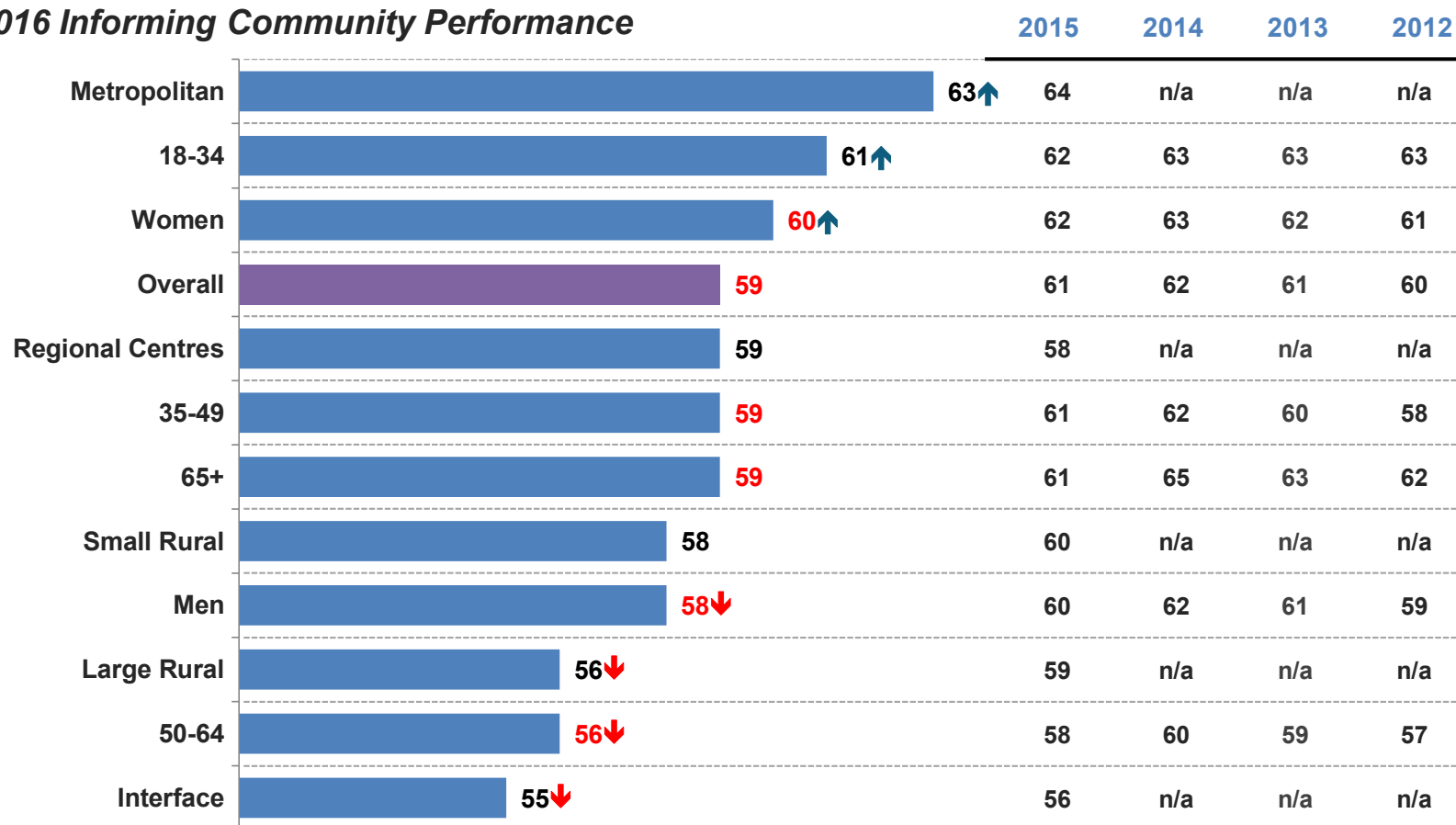
IMPORTANCE DETAILED PERCENTAGES

2016 Informing Community Importance



2016 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Informing Community Performance



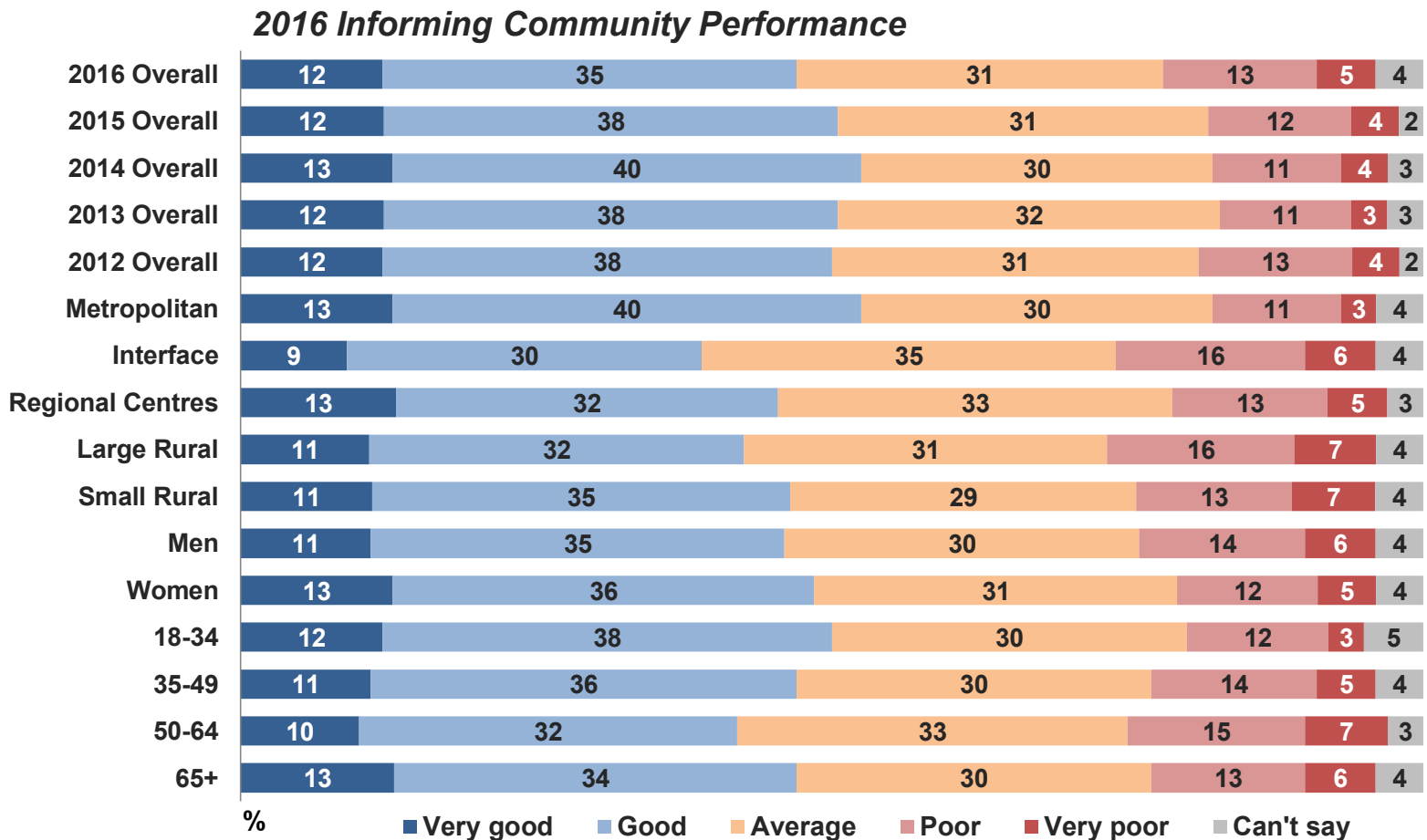
Q2. How has Council performed on 'informing the community' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



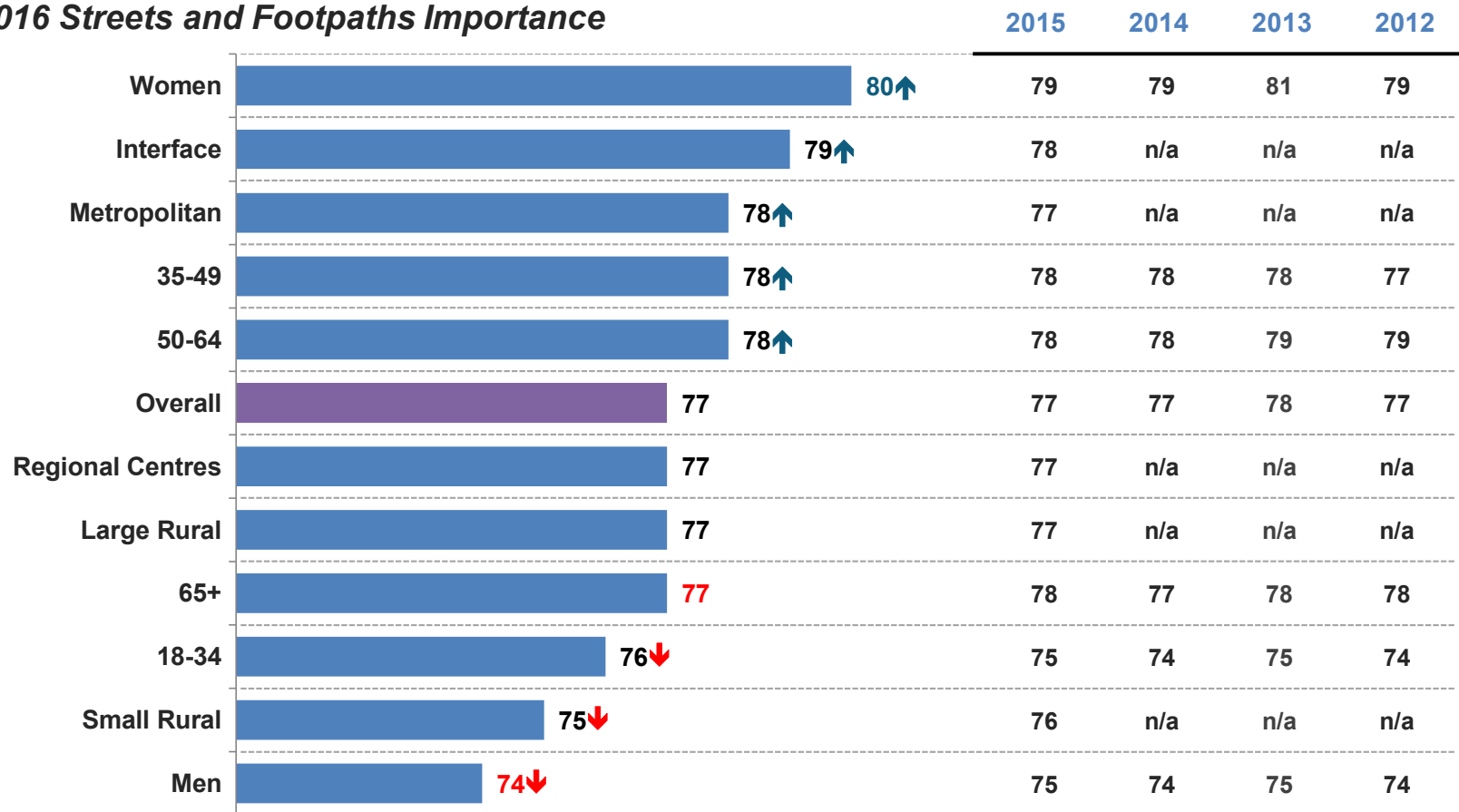
Q2. How has Council performed on 'informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 37



2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES

2016 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

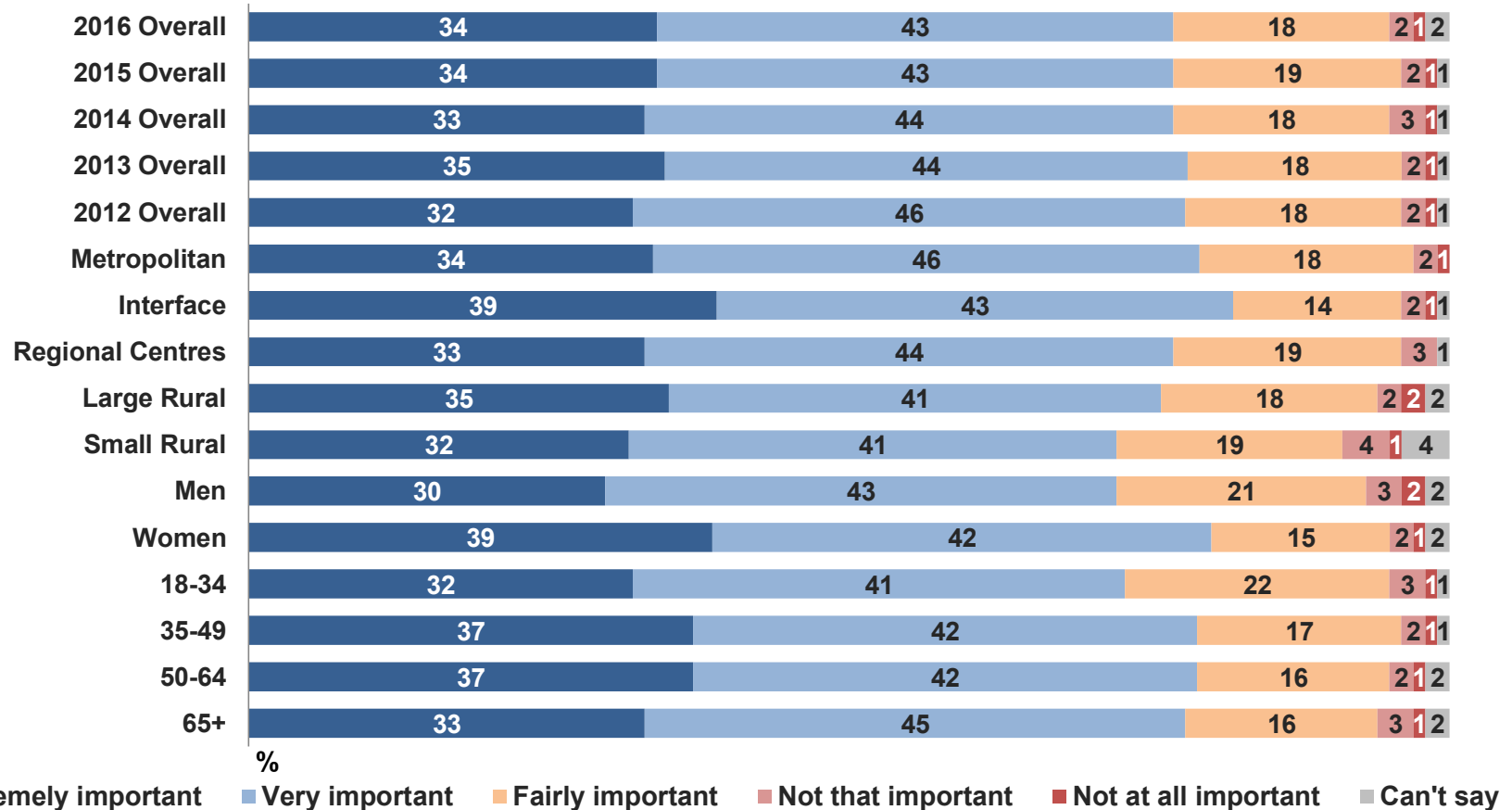
Base: All respondents. Councils asked state-wide: 27

Note: Please see slide 5 for explanation about significant differences

2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2016 Streets and Footpaths Importance



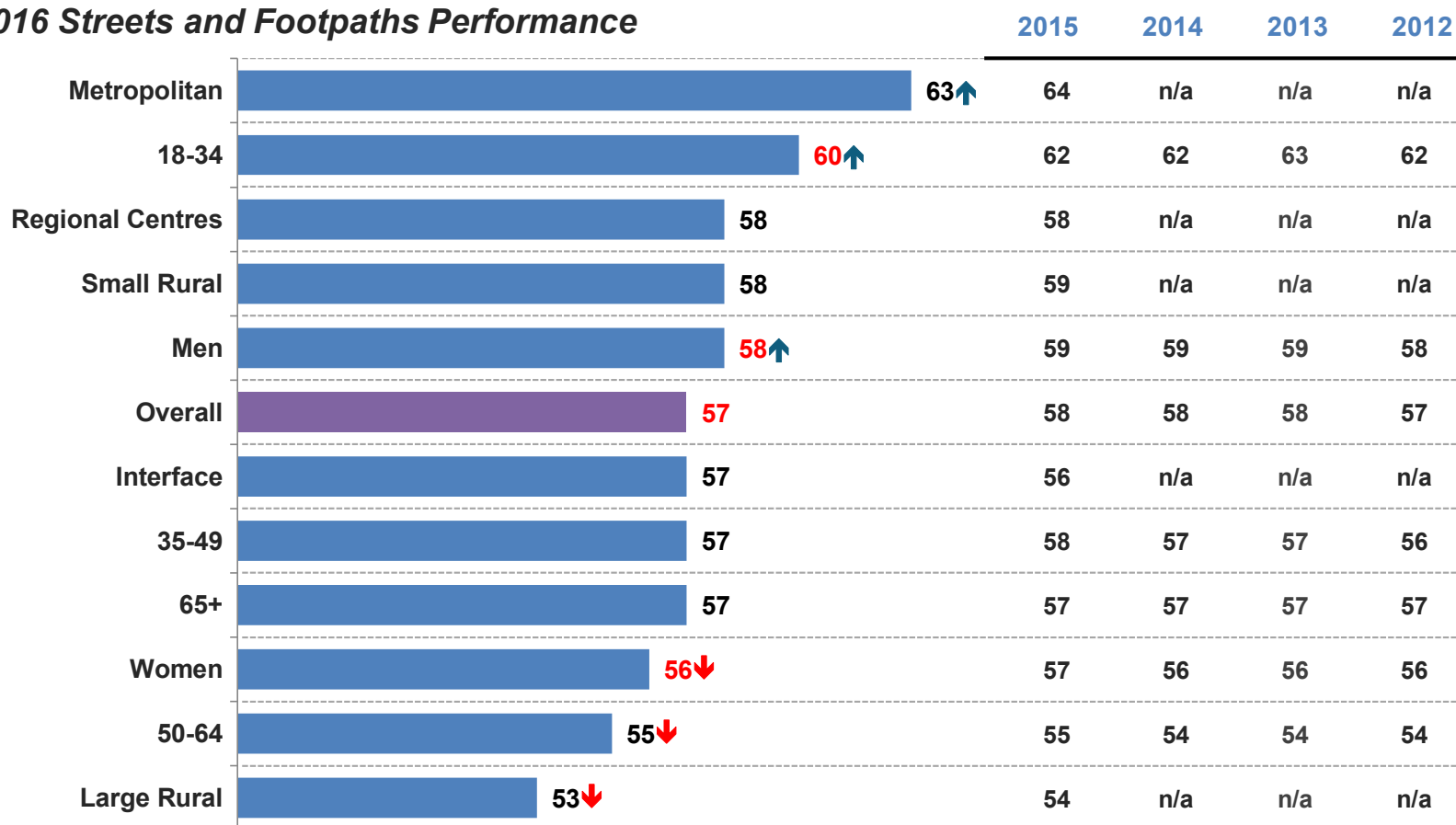
Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

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

2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES

2016 Streets and Footpaths Performance



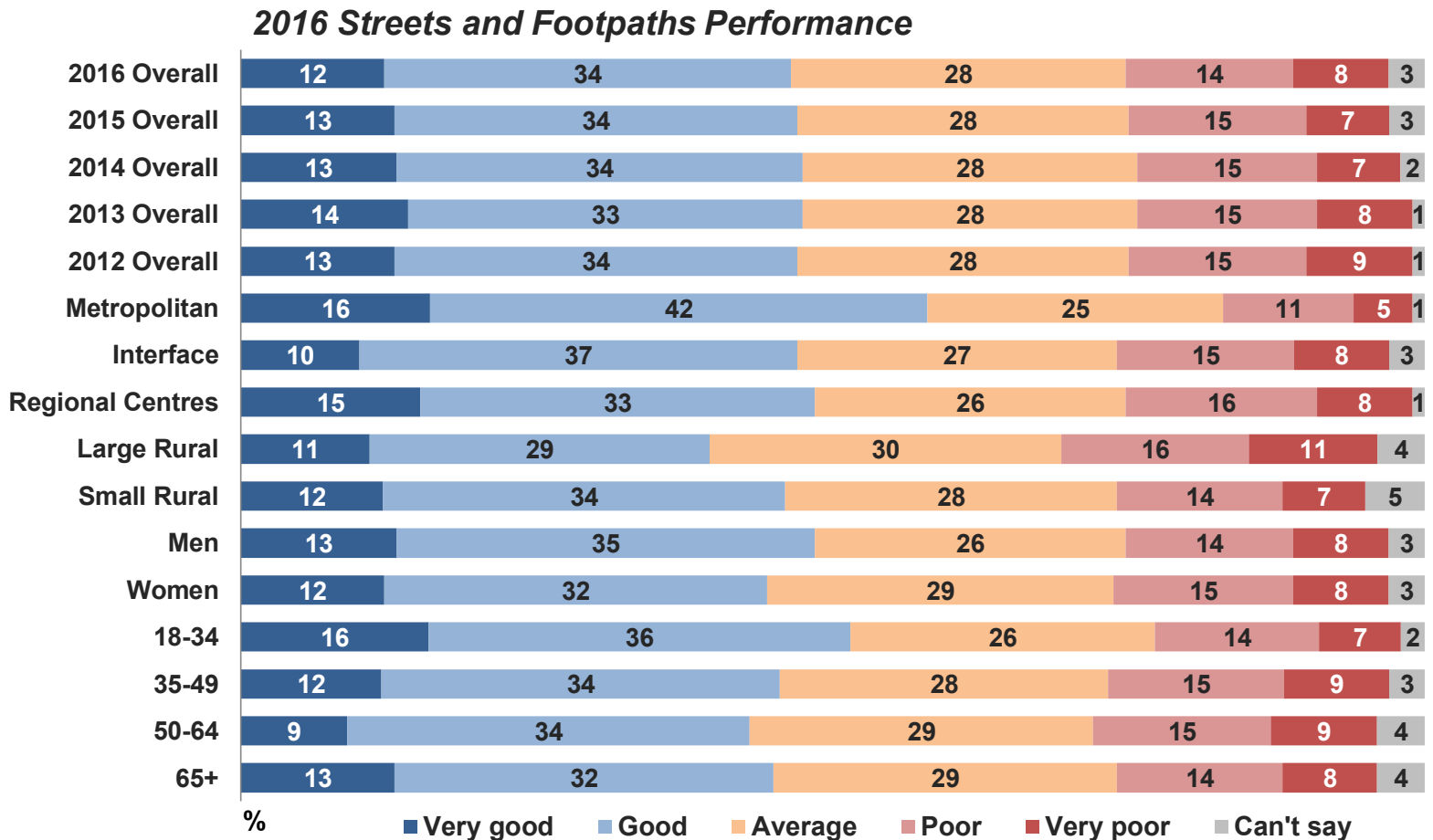
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



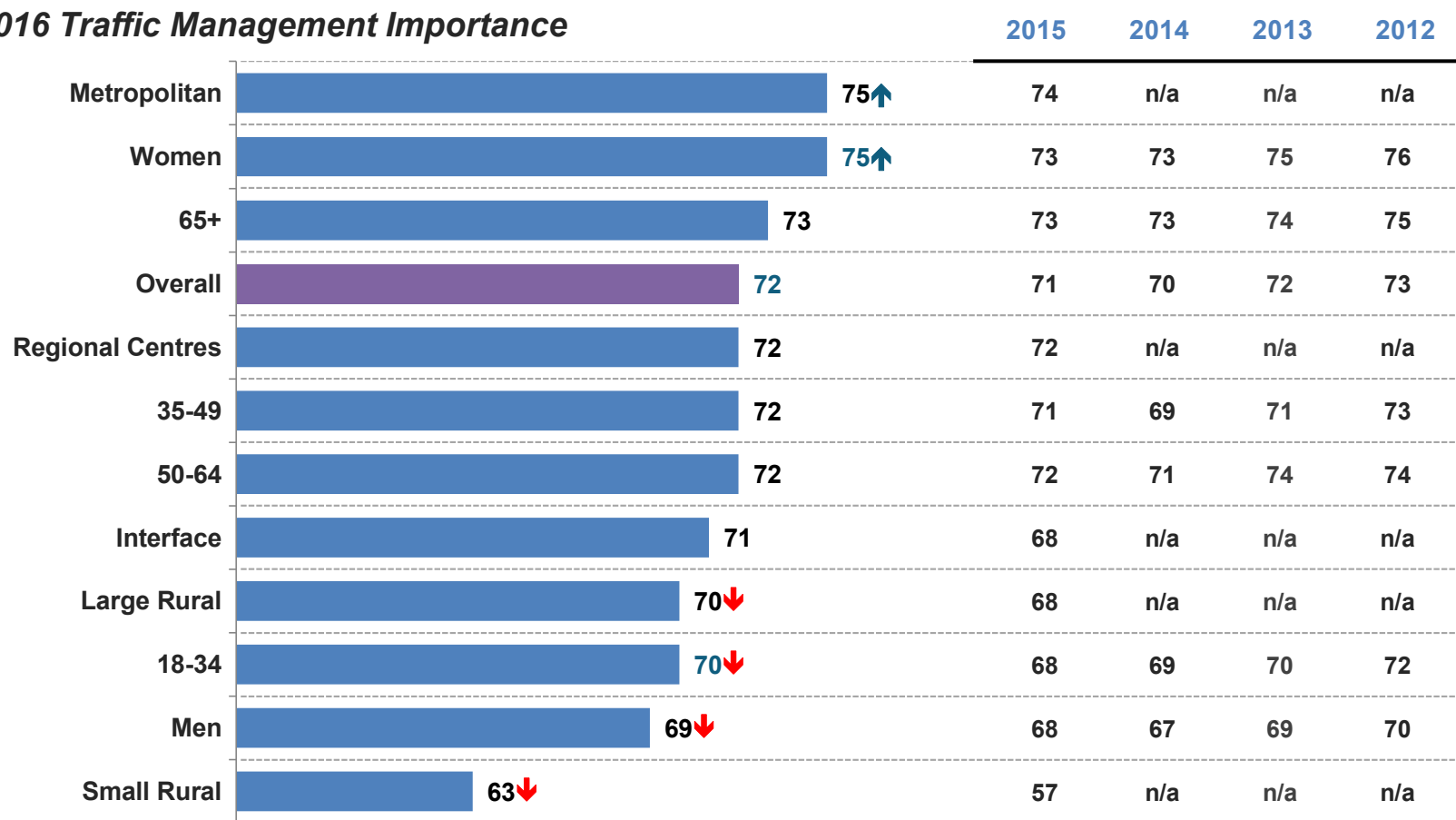
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

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



2016 TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES

2016 Traffic Management Importance



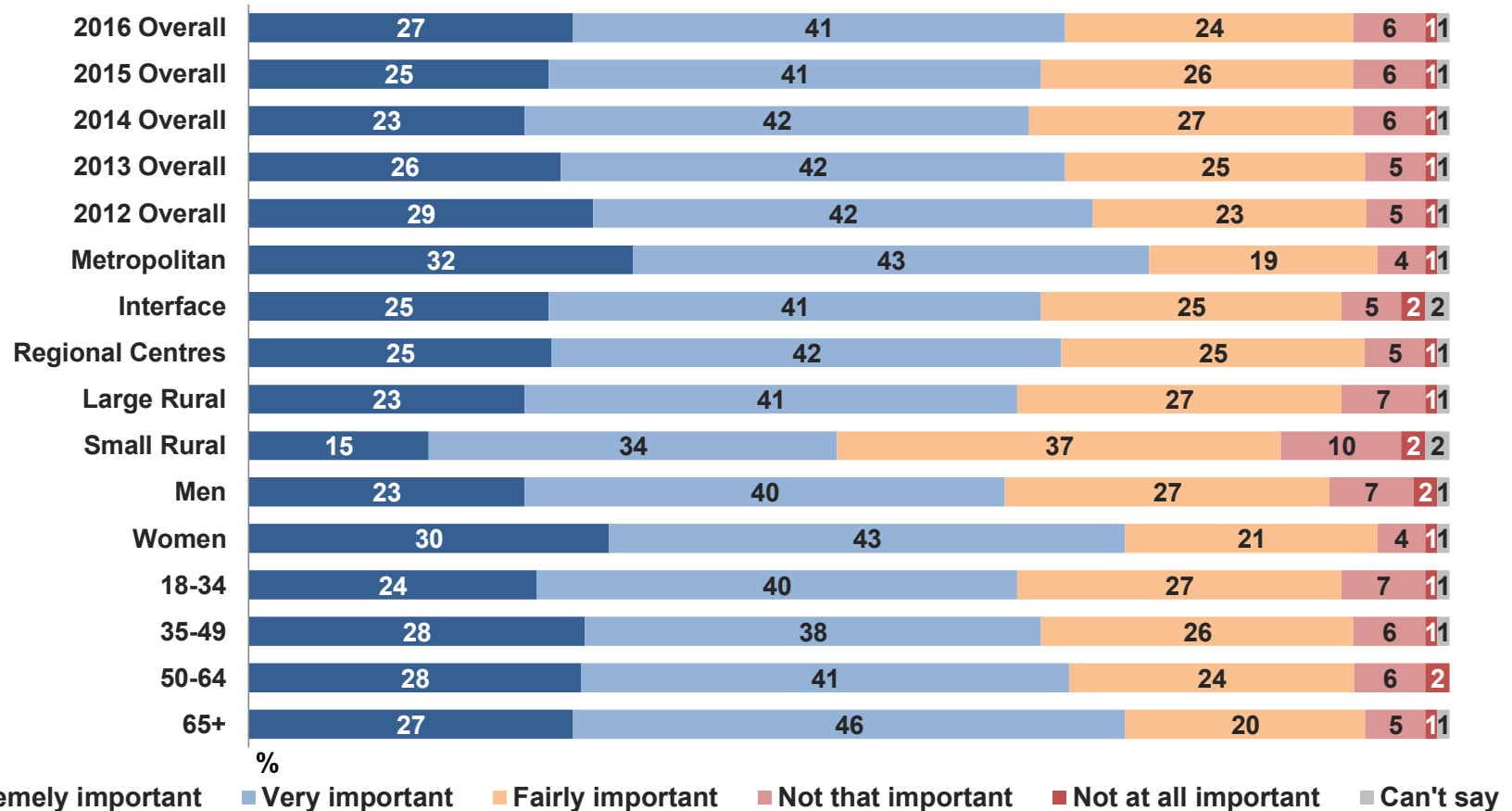
Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

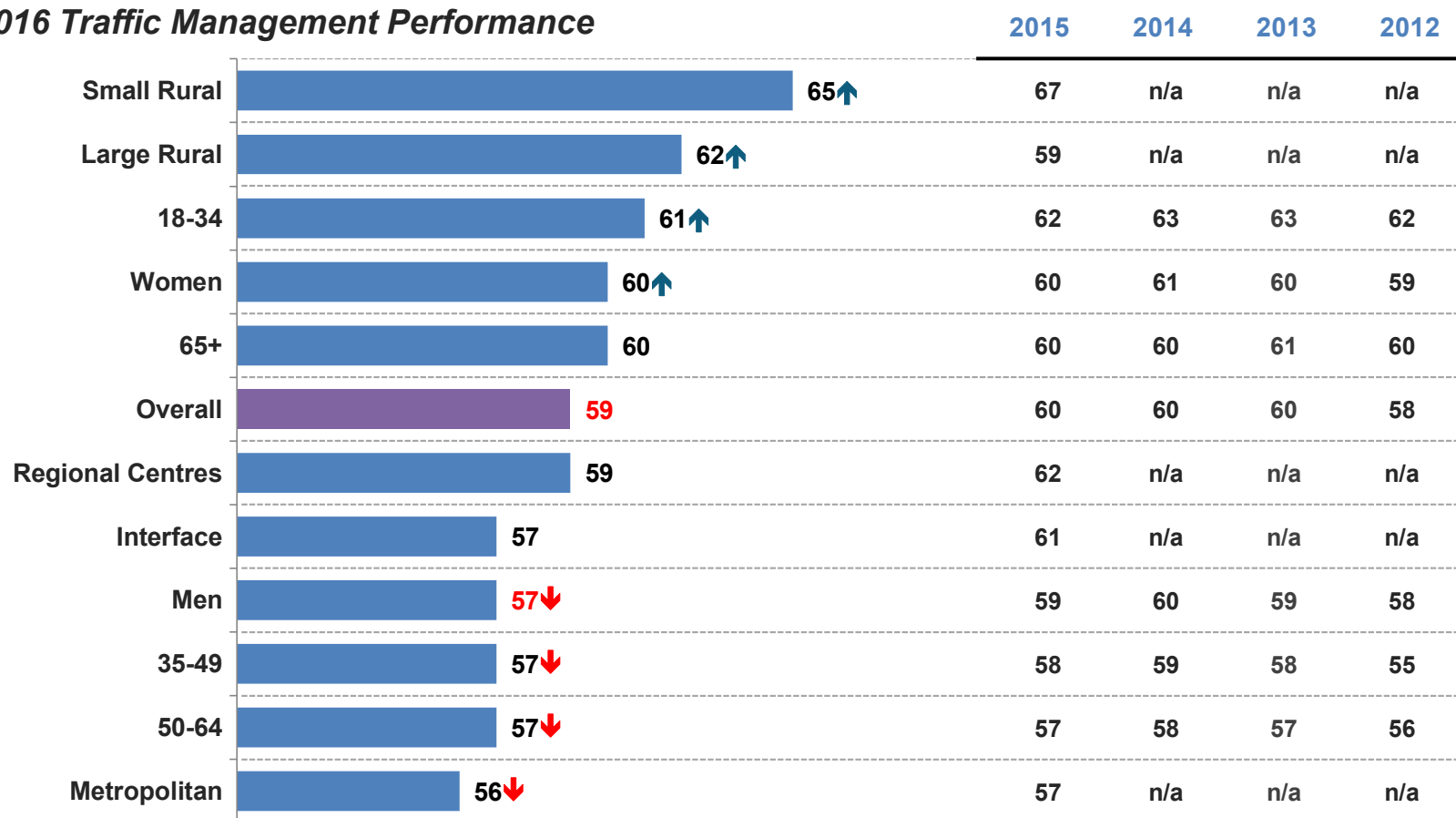
2016 TRAFFIC MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Traffic Management Importance



2016 TRAFFIC MANAGEMENT PERFORMANCE INDEX SCORES

2016 Traffic Management Performance

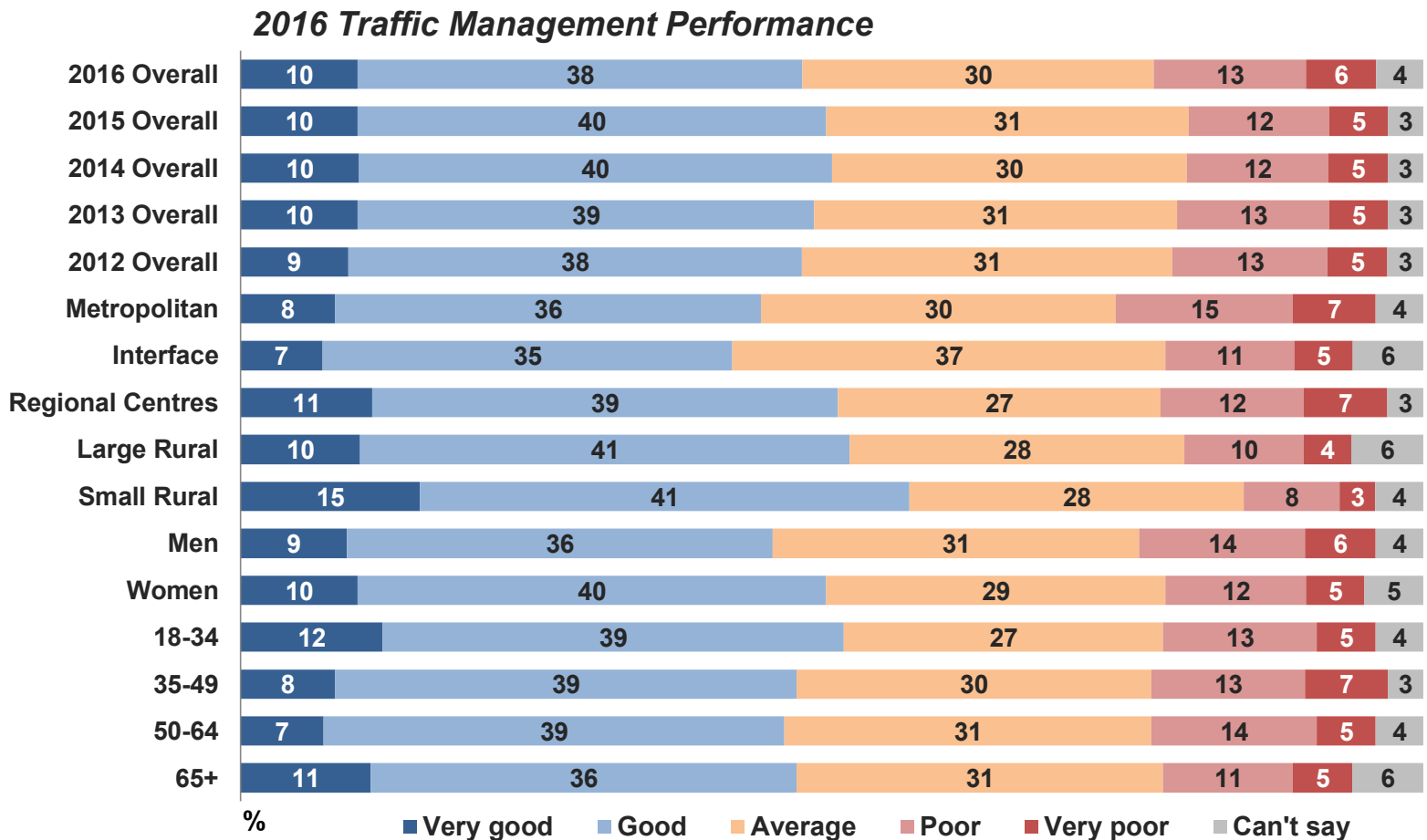


Q2. How has Council performed on 'traffic management' over the last 12 months?

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

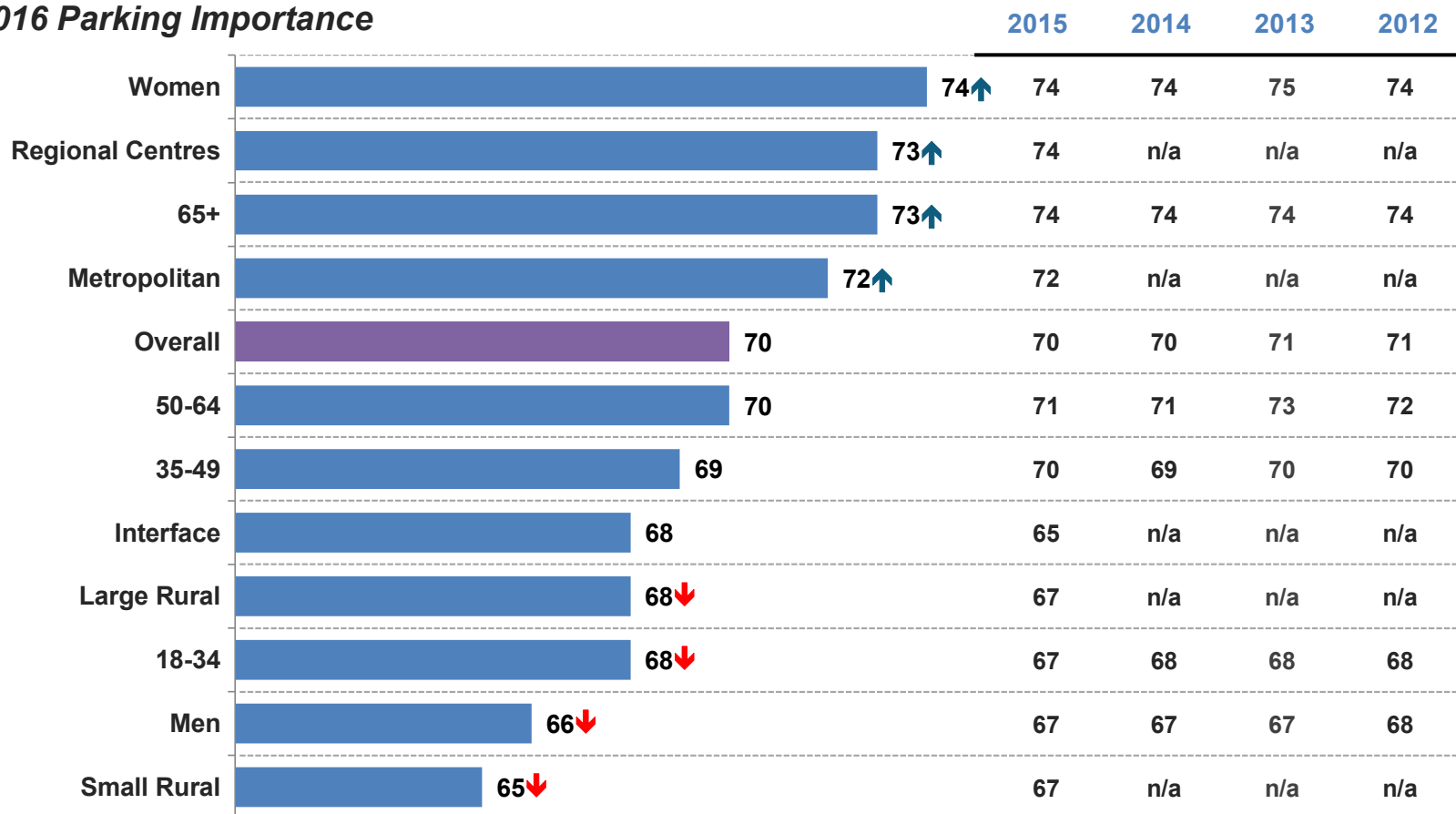
Note: Please see slide 5 for explanation about significant differences

2016 TRAFFIC MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2016 PARKING FACILITIES IMPORTANCE INDEX SCORES

2016 Parking Importance

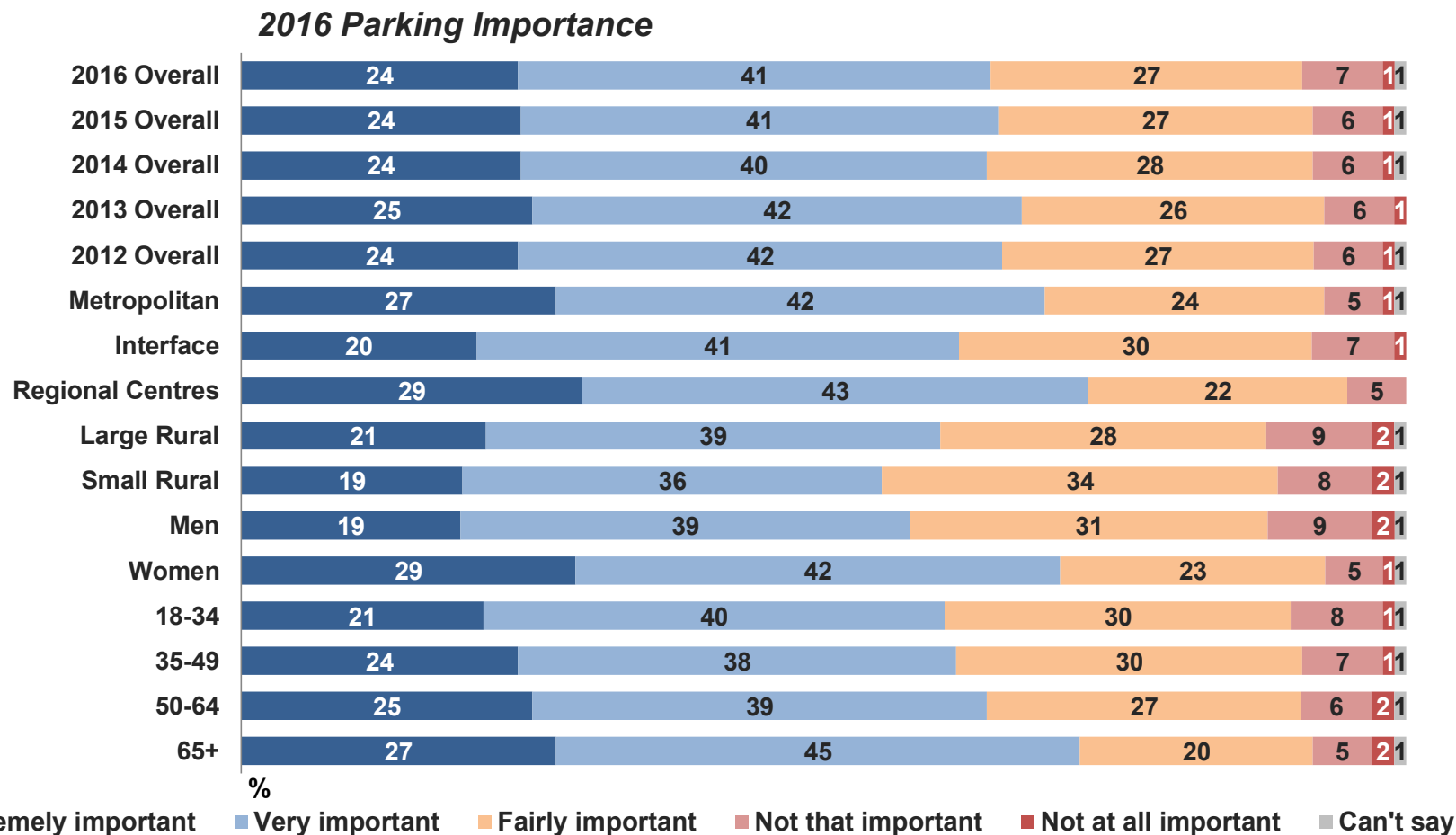


Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?

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

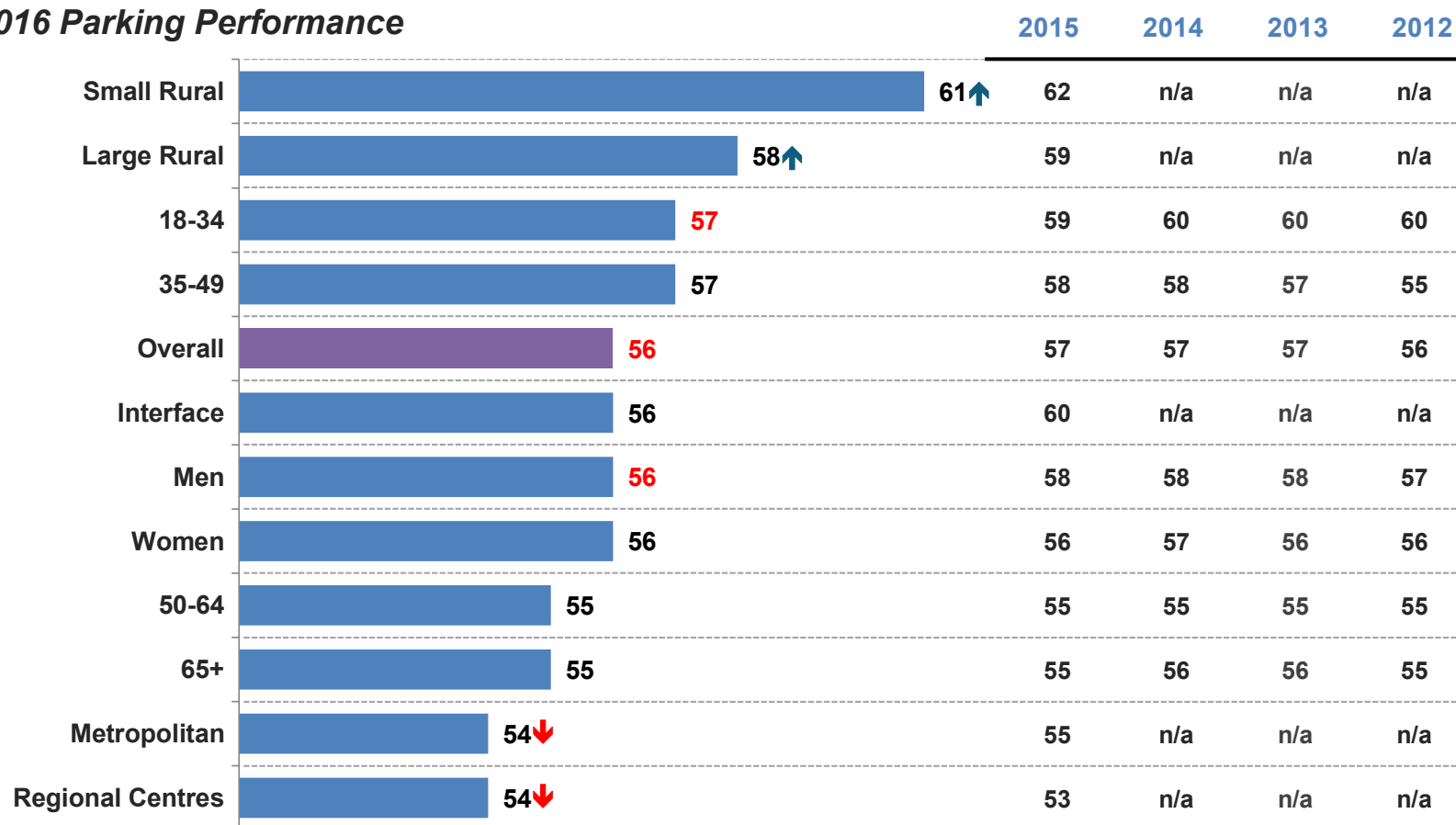
Note: Please see slide 5 for explanation about significant differences

2016 PARKING FACILITIES IMPORTANCE DETAILED PERCENTAGES



2016 PARKING FACILITIES PERFORMANCE INDEX SCORES

2016 Parking Performance

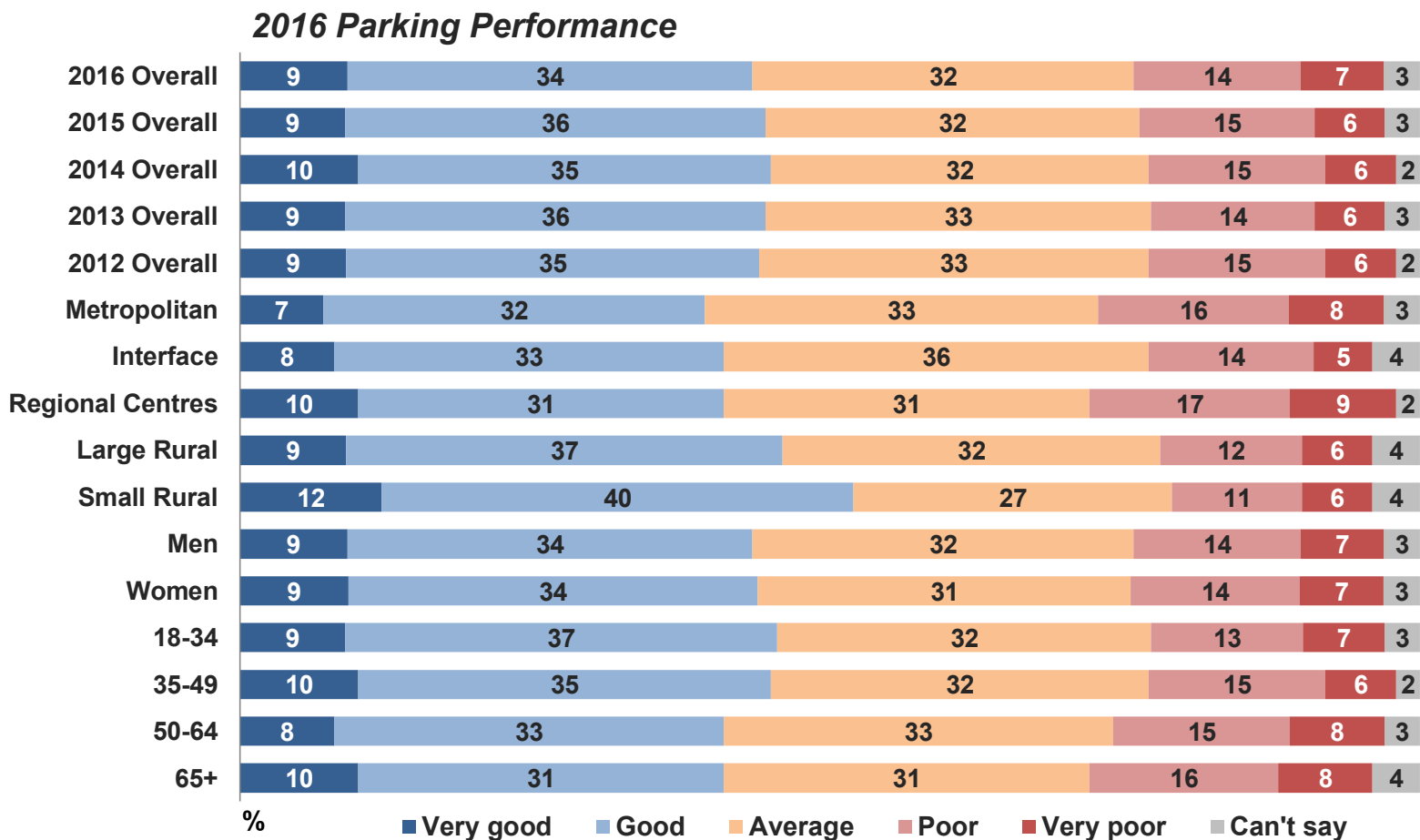


Q2. How has Council performed on 'parking facilities' over the last 12 months?

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

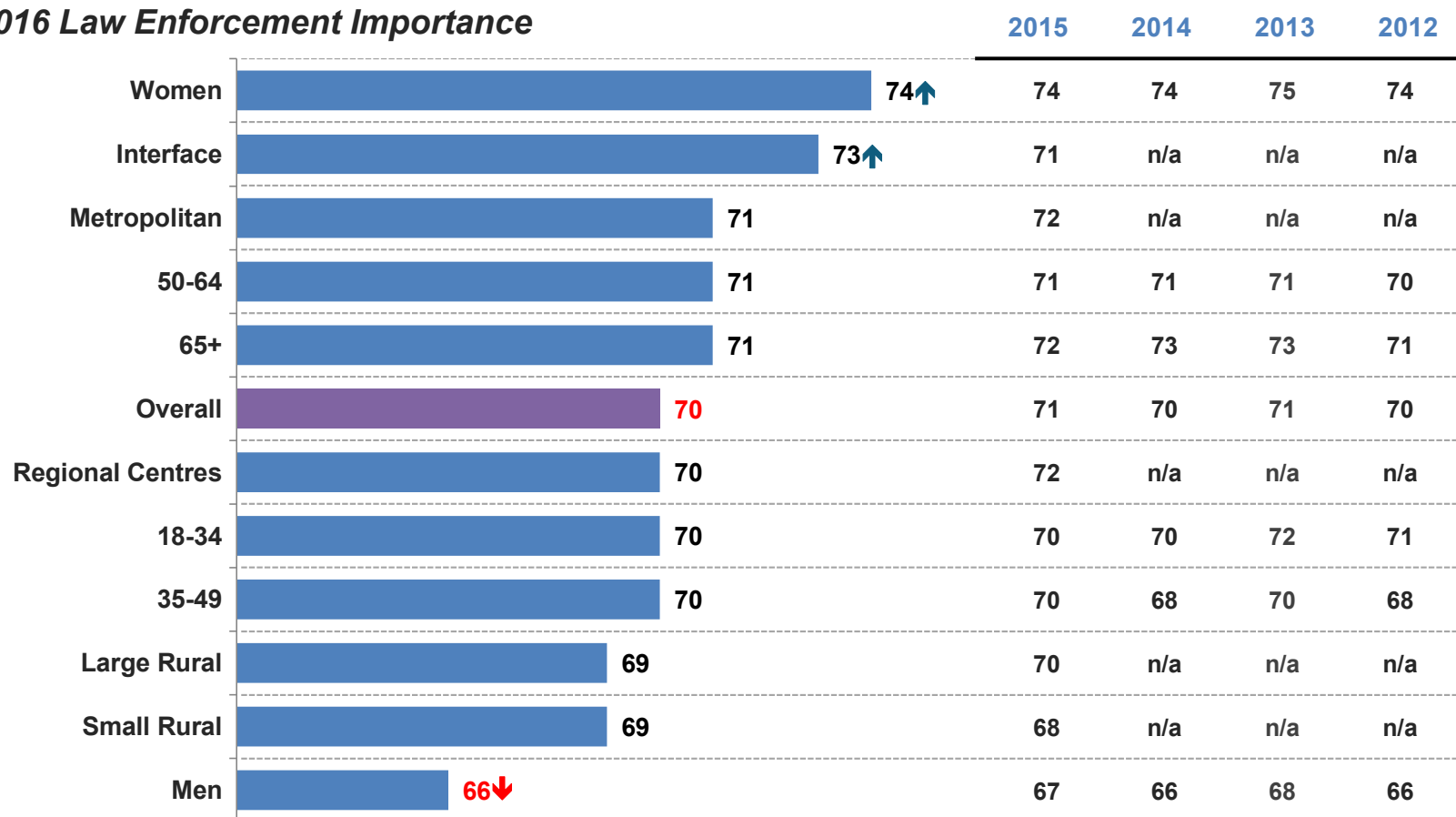
Note: Please see slide 5 for explanation about significant differences

2016 PARKING FACILITIES PERFORMANCE DETAILED PERCENTAGES



2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

2016 Law Enforcement Importance



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

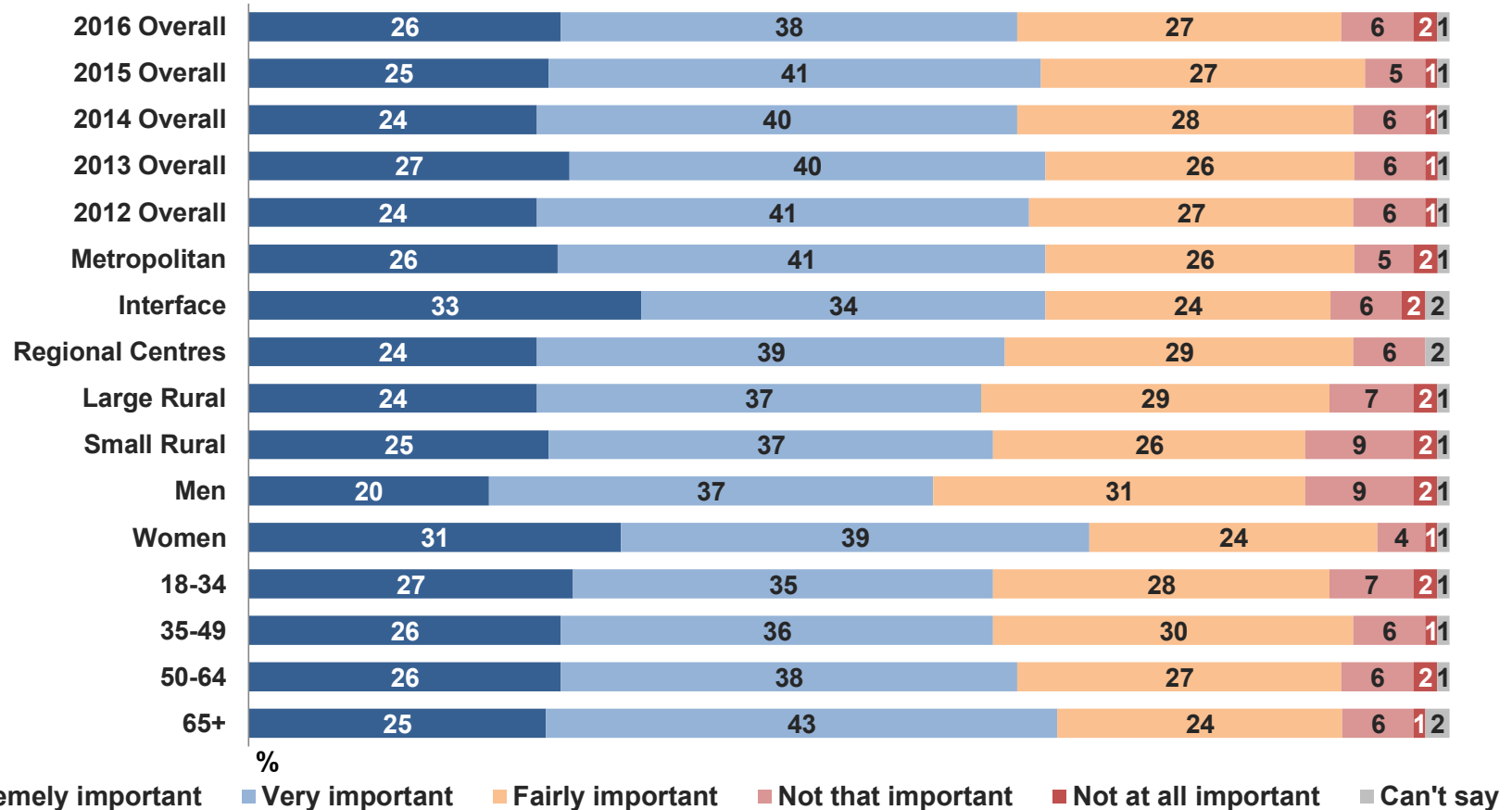
Base: All respondents. Councils asked state-wide: 21

Note: Please see slide 5 for explanation about significant differences

2016 ENFORCEMENT OF LOCAL LAWS

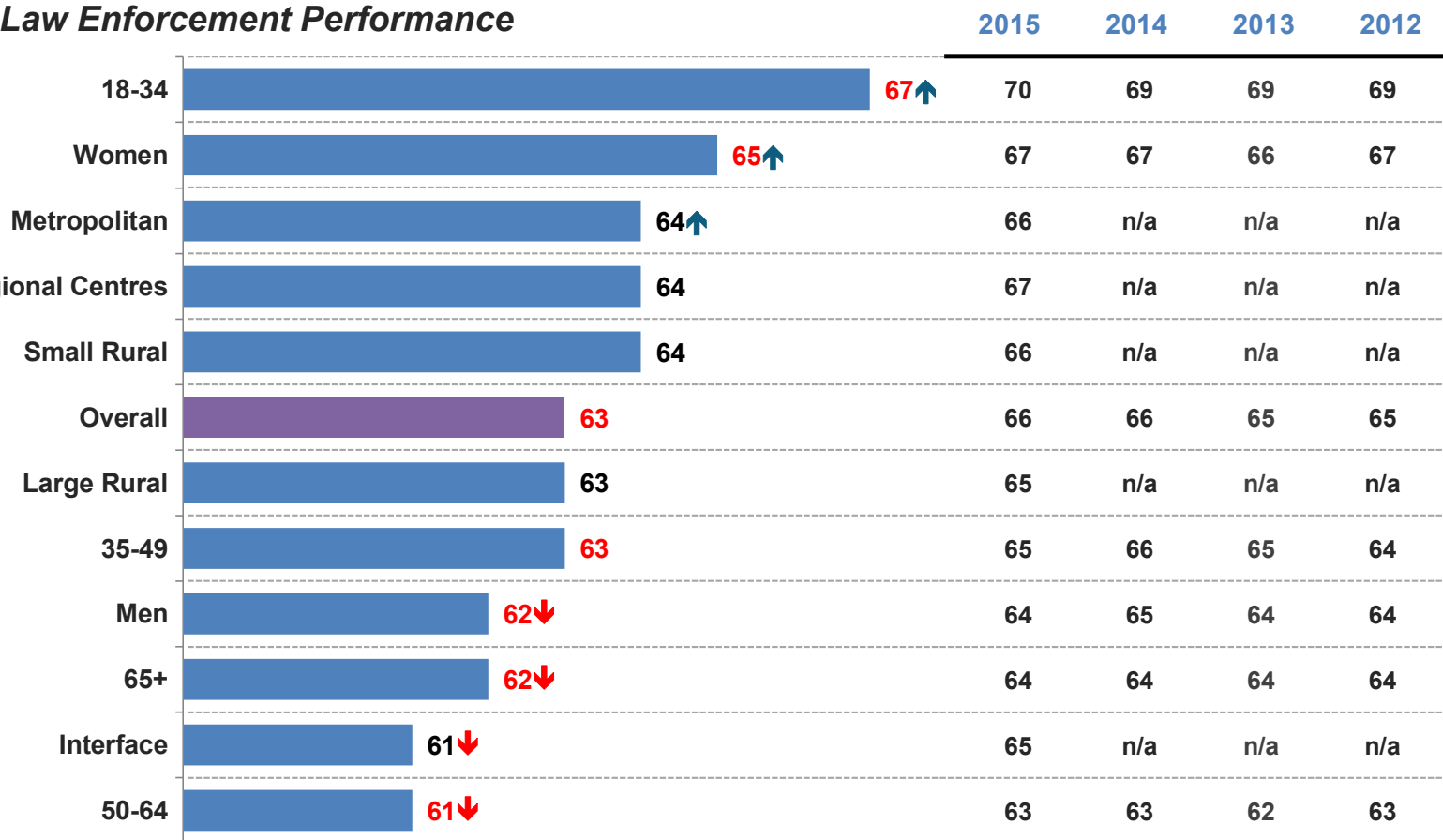
IMPORTANCE DETAILED PERCENTAGES

2016 Law Enforcement Importance



2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

2016 Law Enforcement Performance



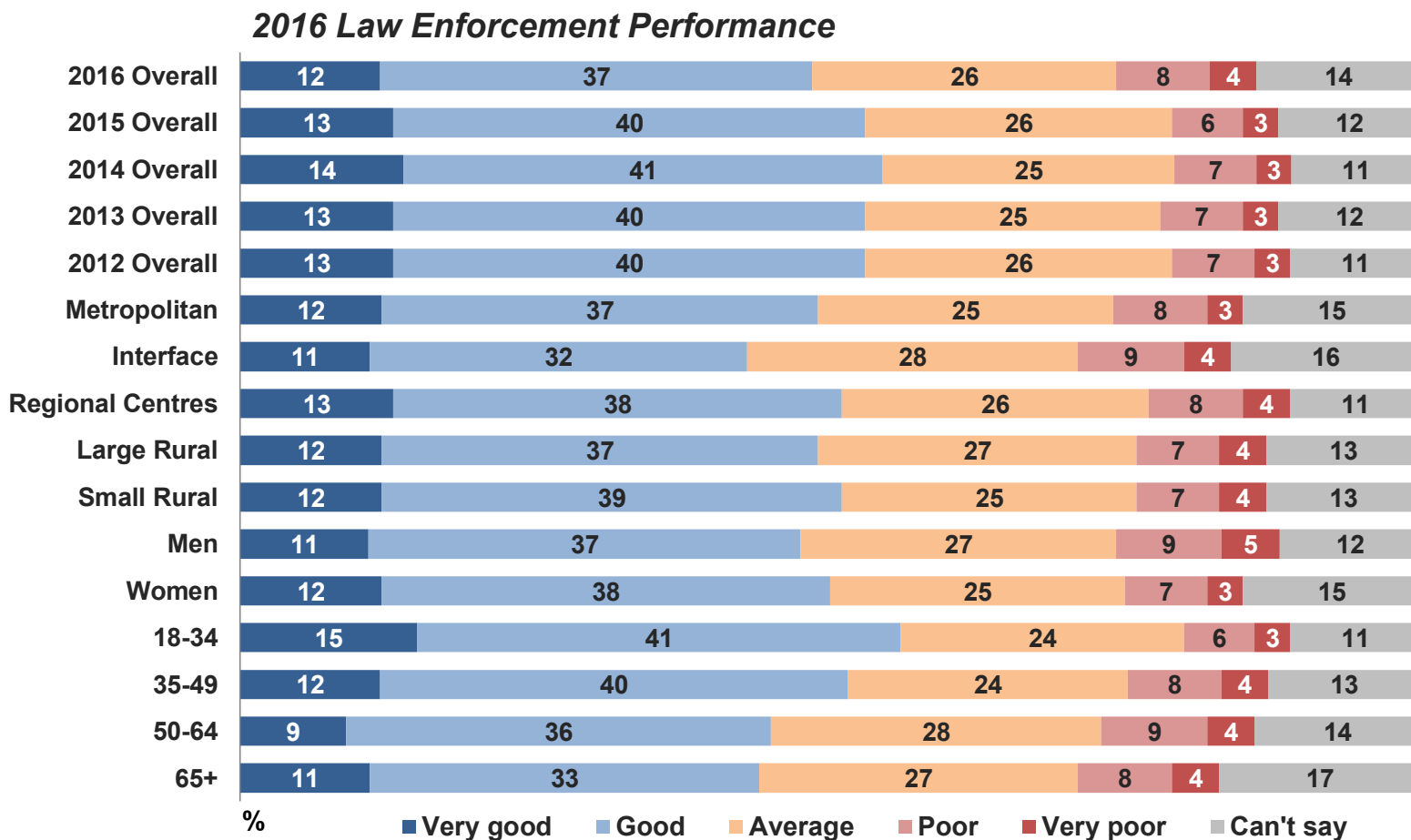
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

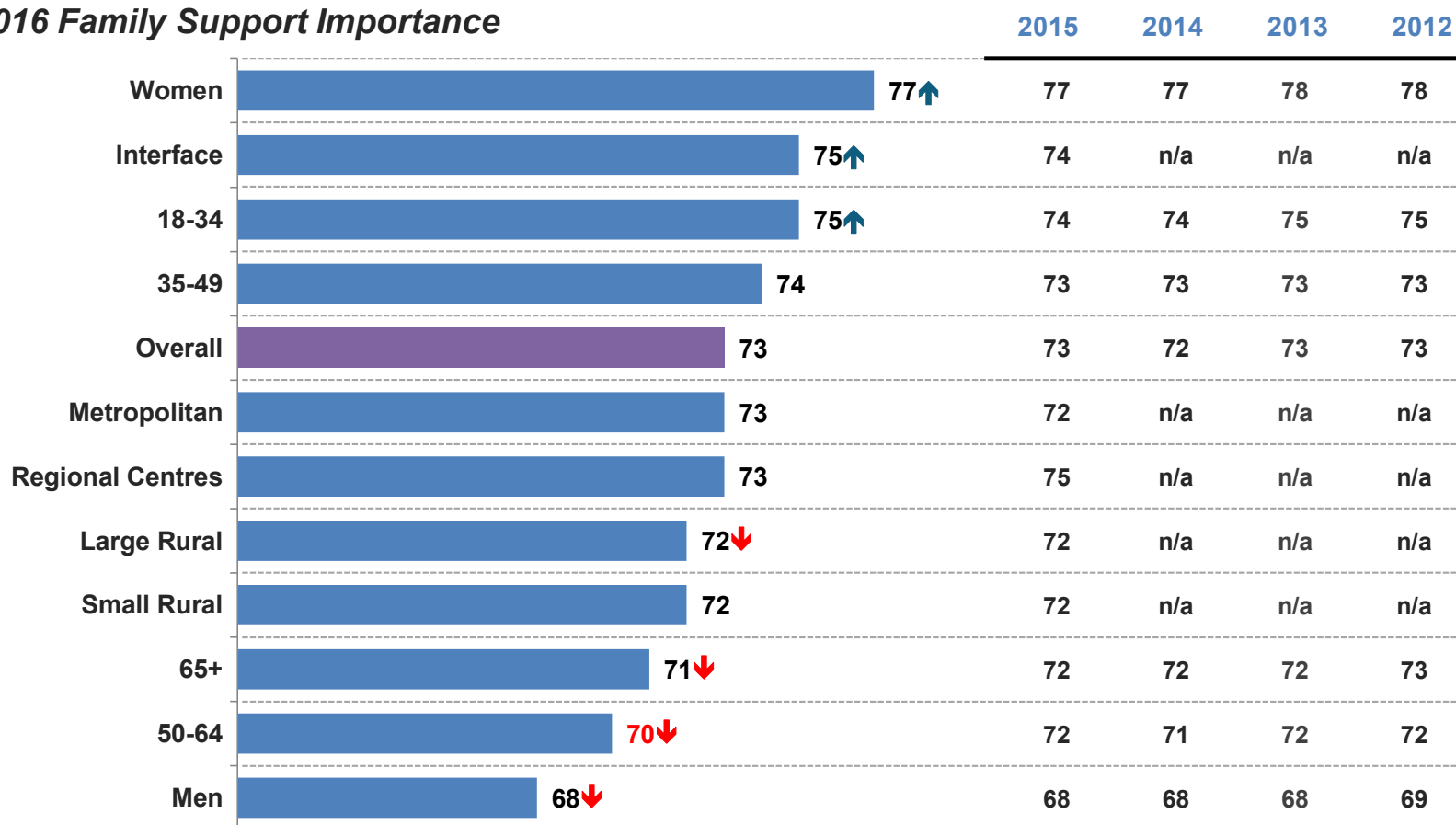
2016 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES



2016 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Family Support Importance



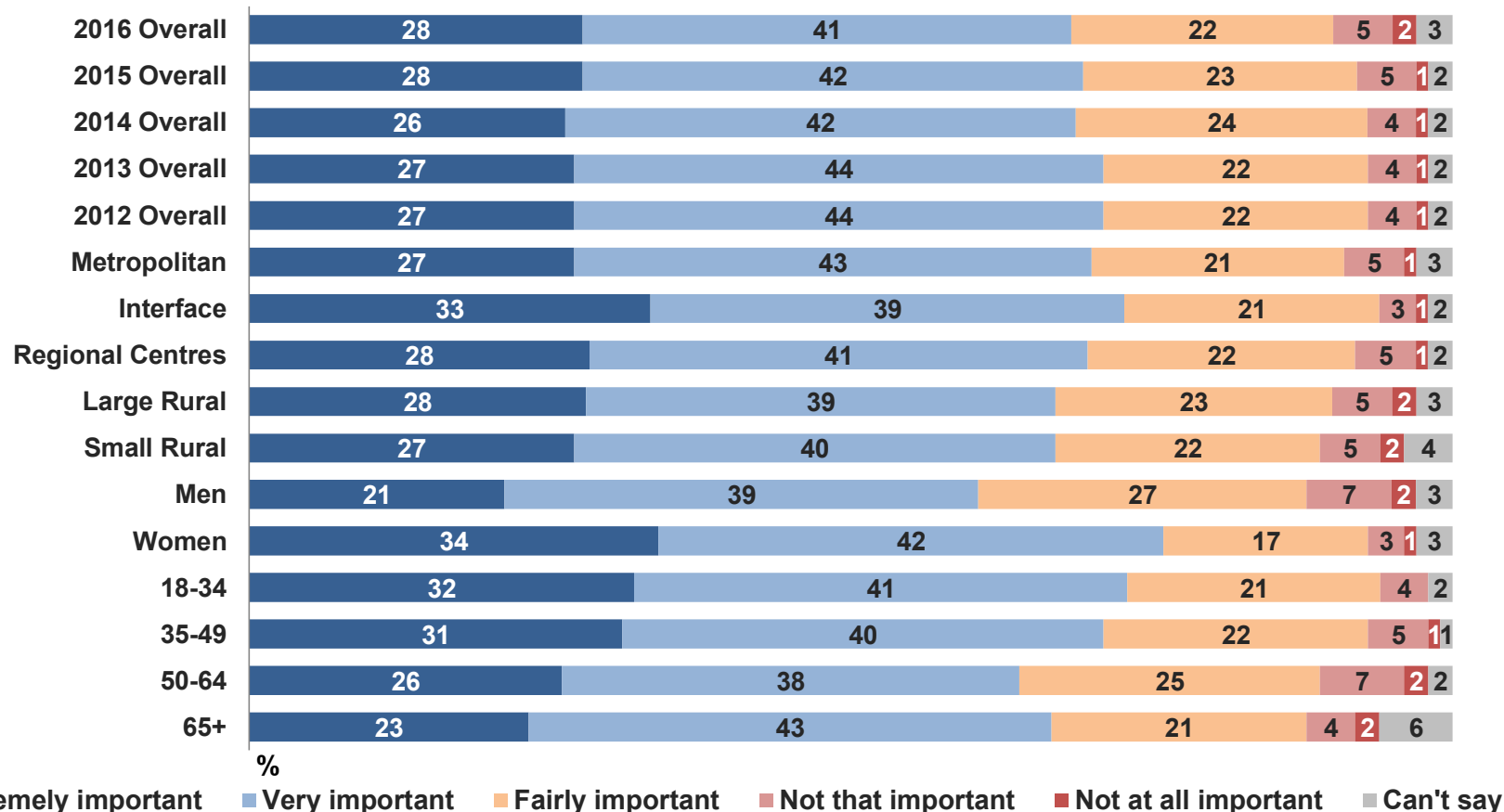
Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

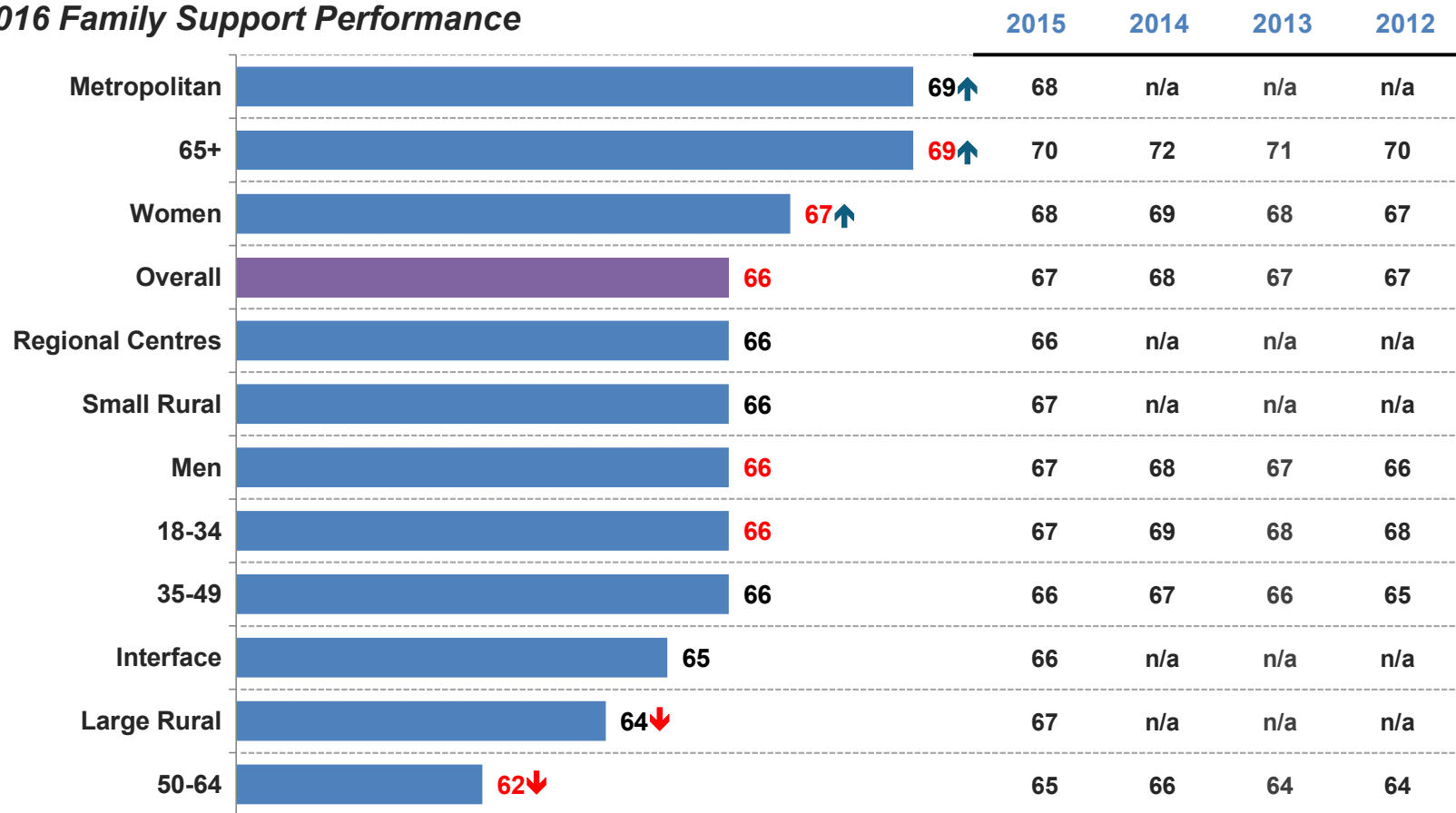
2016 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Family Support Importance



2016 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Family Support Performance

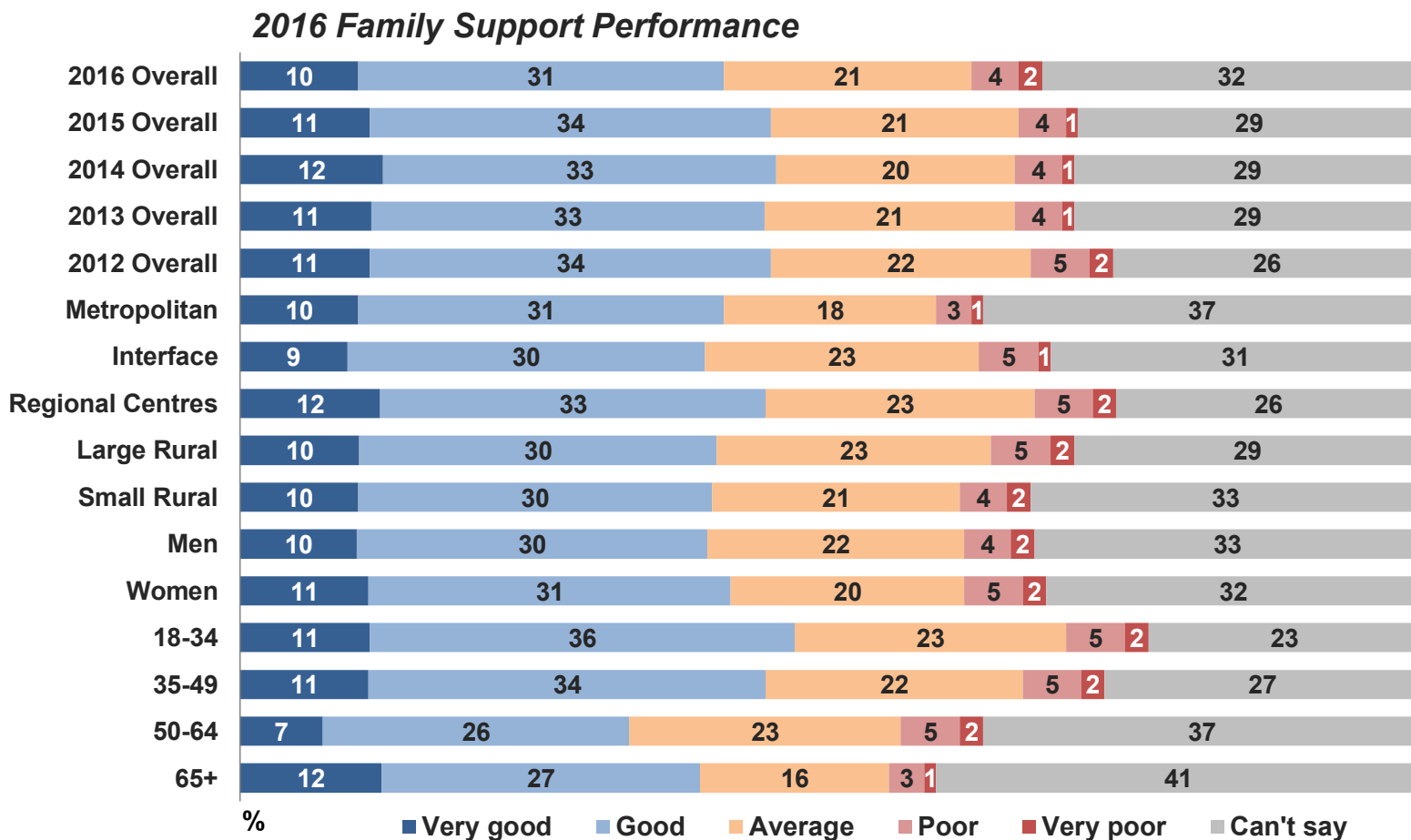


Q2. How has Council performed on 'family support services' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

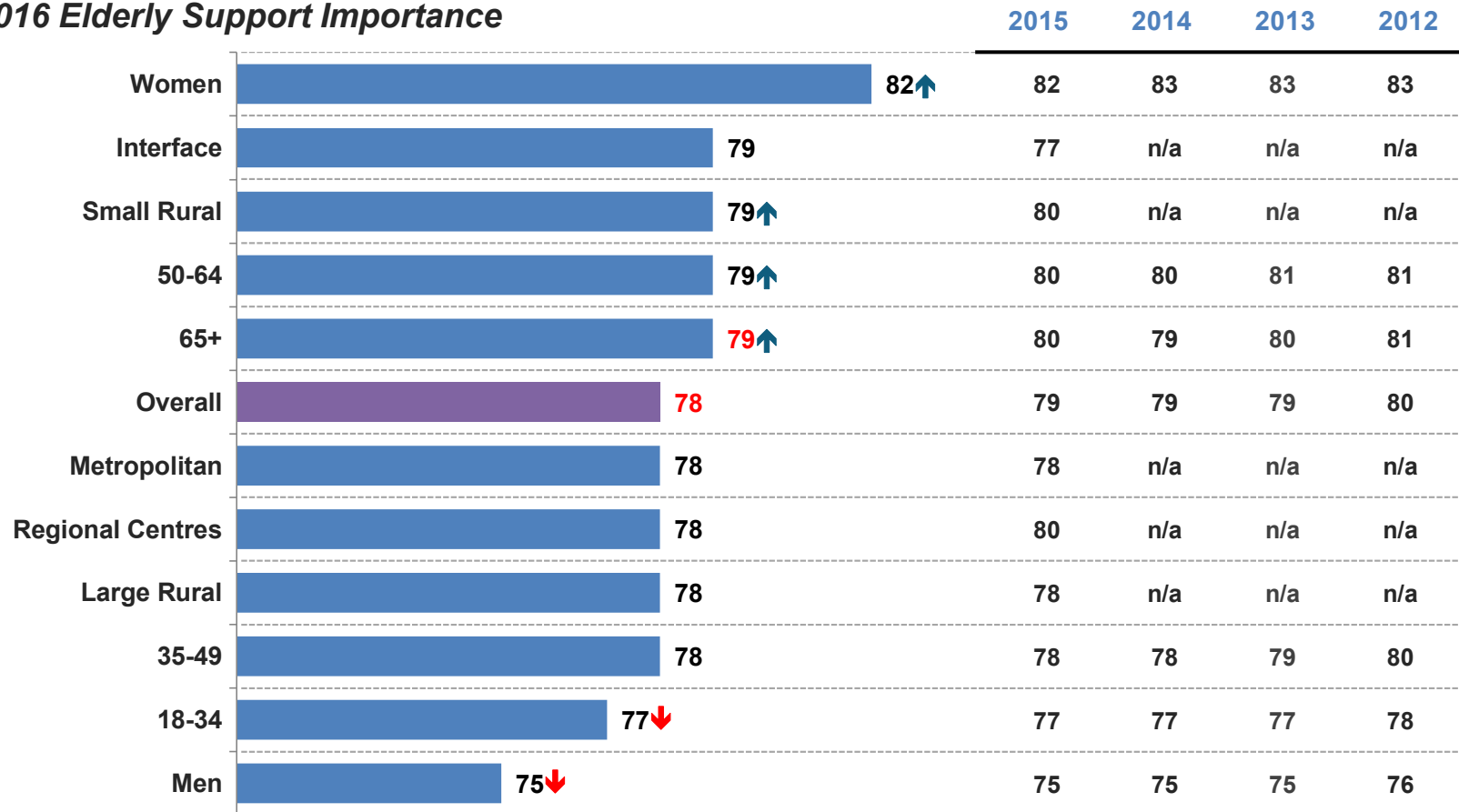


Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35



2016 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Elderly Support Importance



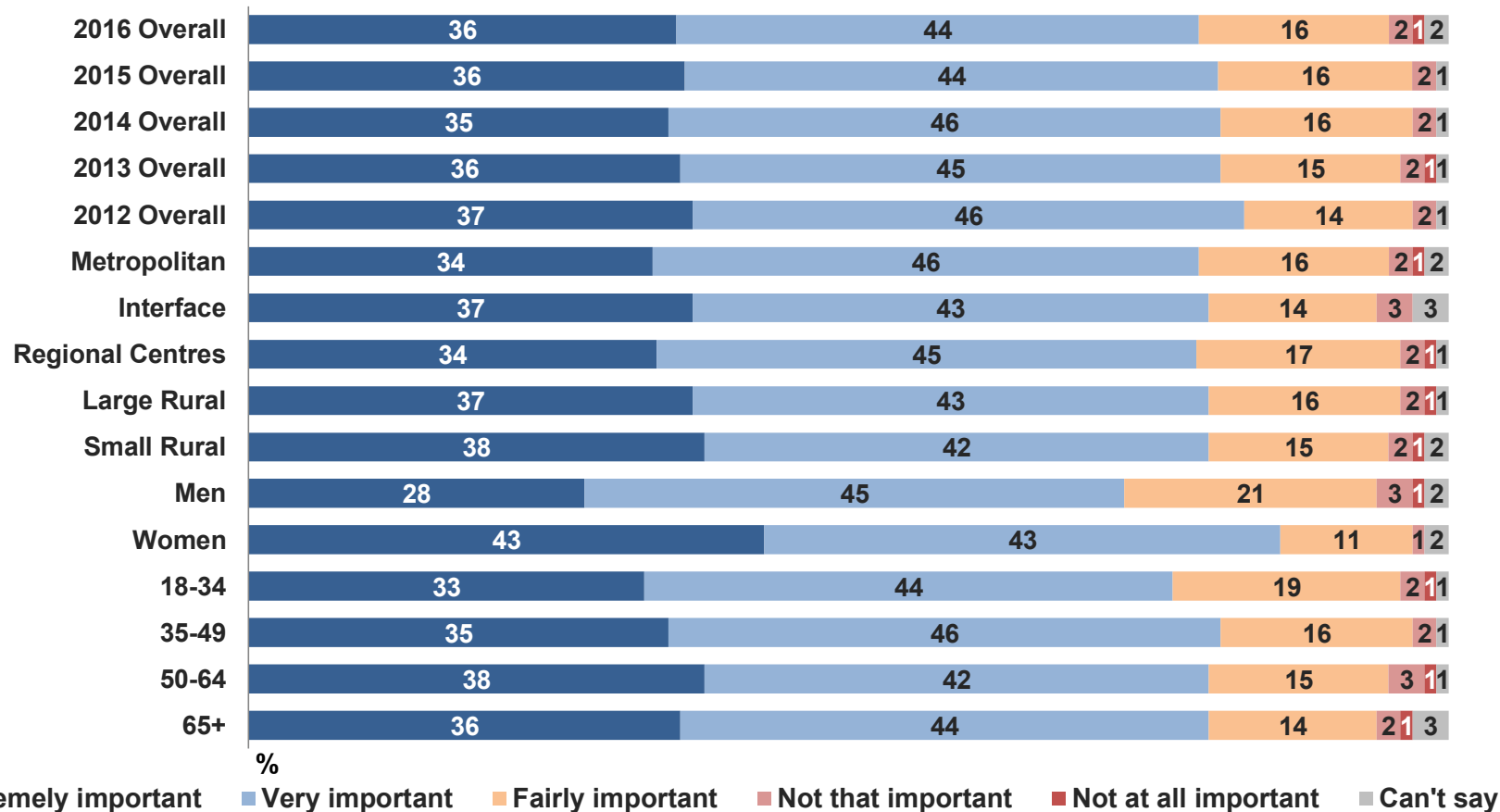
Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 26

Note: Please see slide 5 for explanation about significant differences

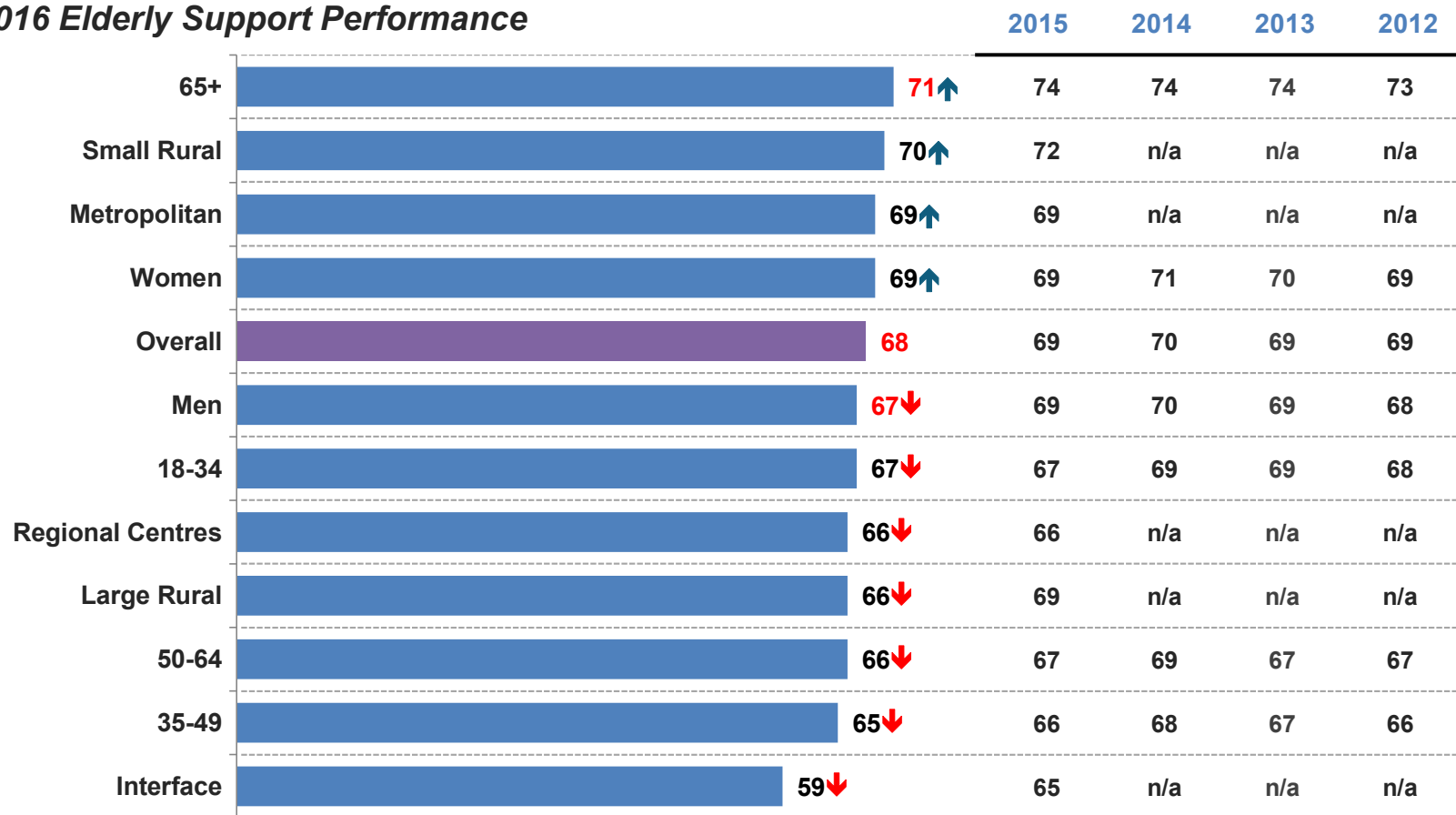
2016 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Elderly Support Importance



2016 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Elderly Support Performance

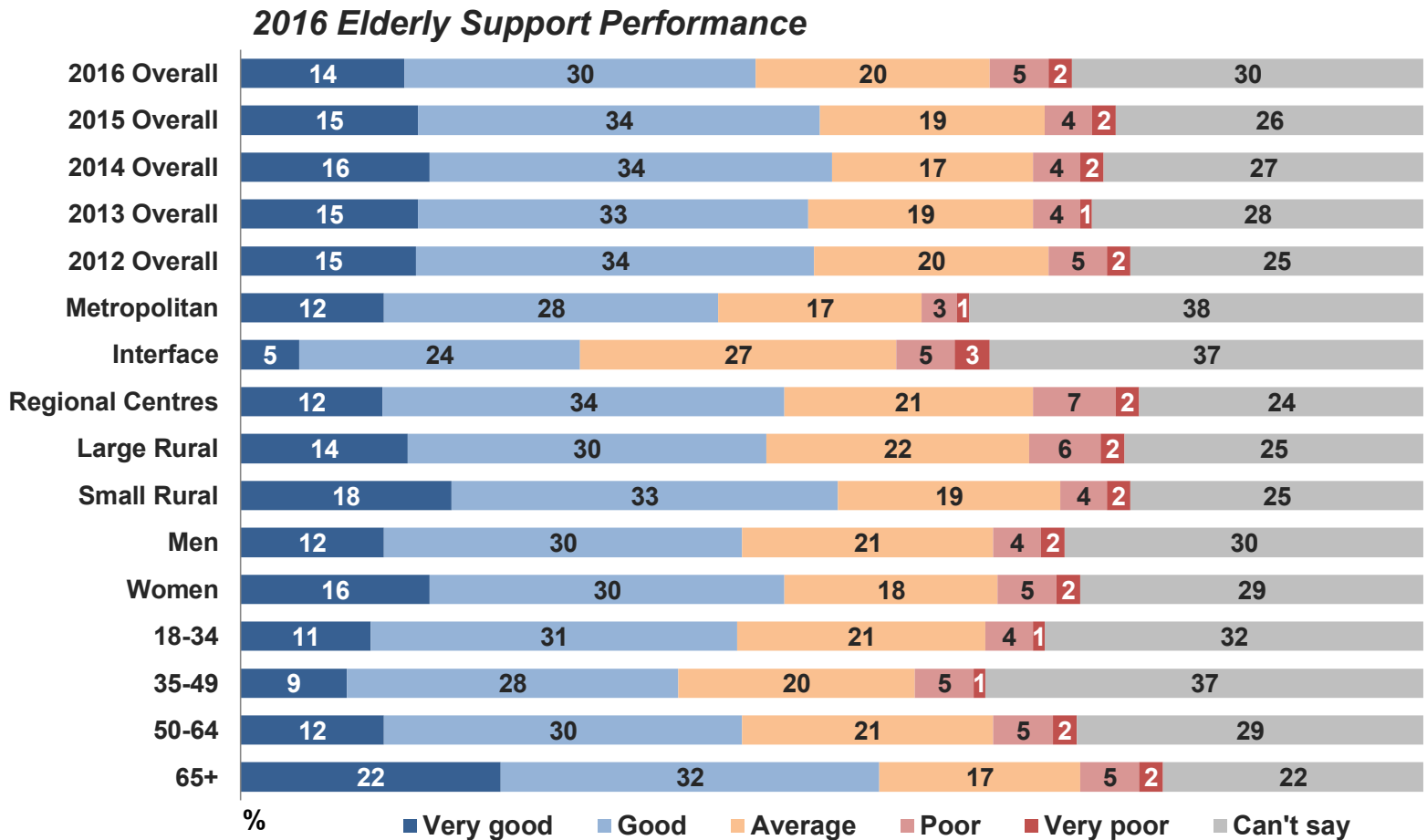


Q2. How has Council performed on 'elderly support services' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

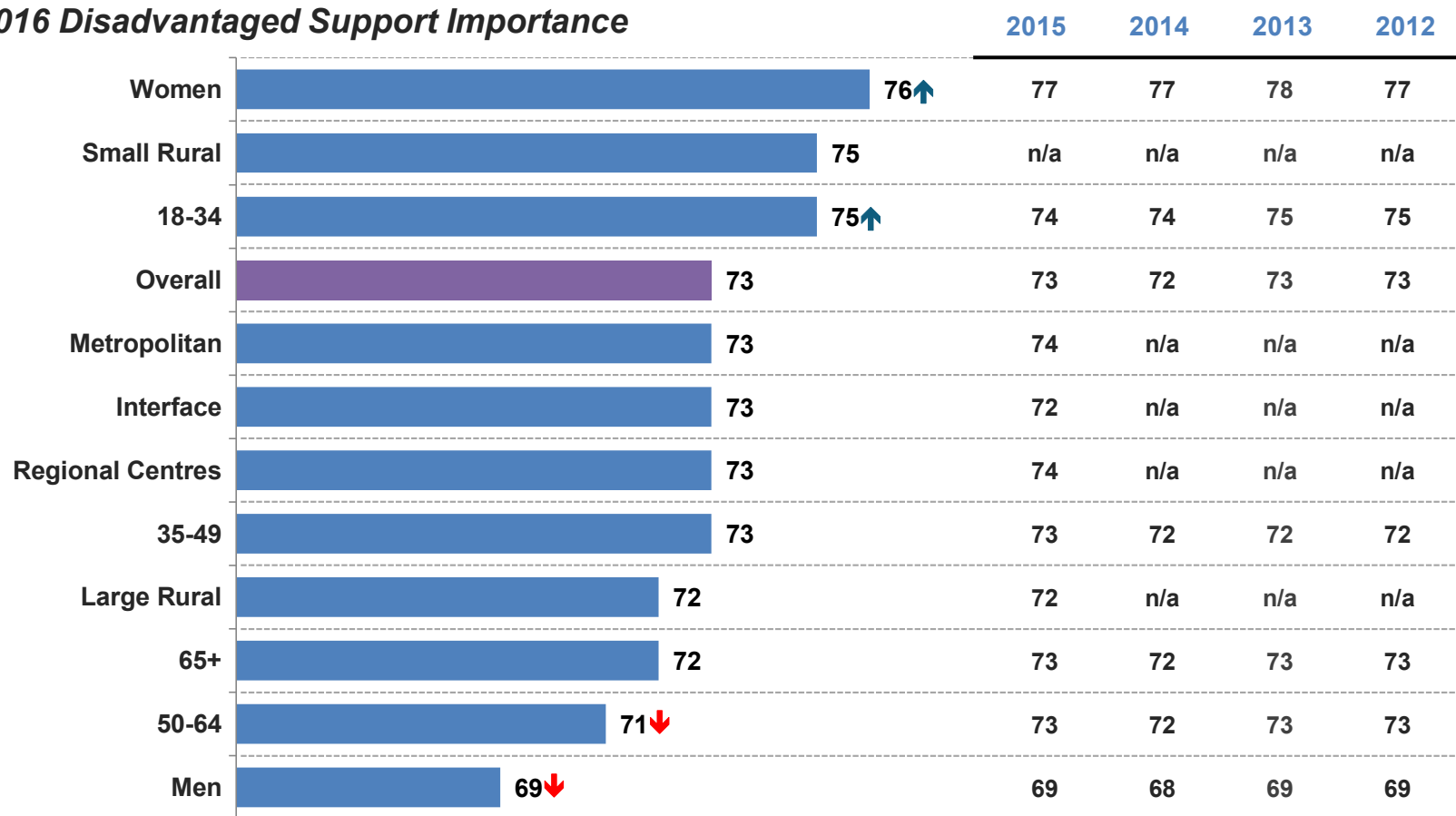
2016 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



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

2016 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Disadvantaged Support Importance



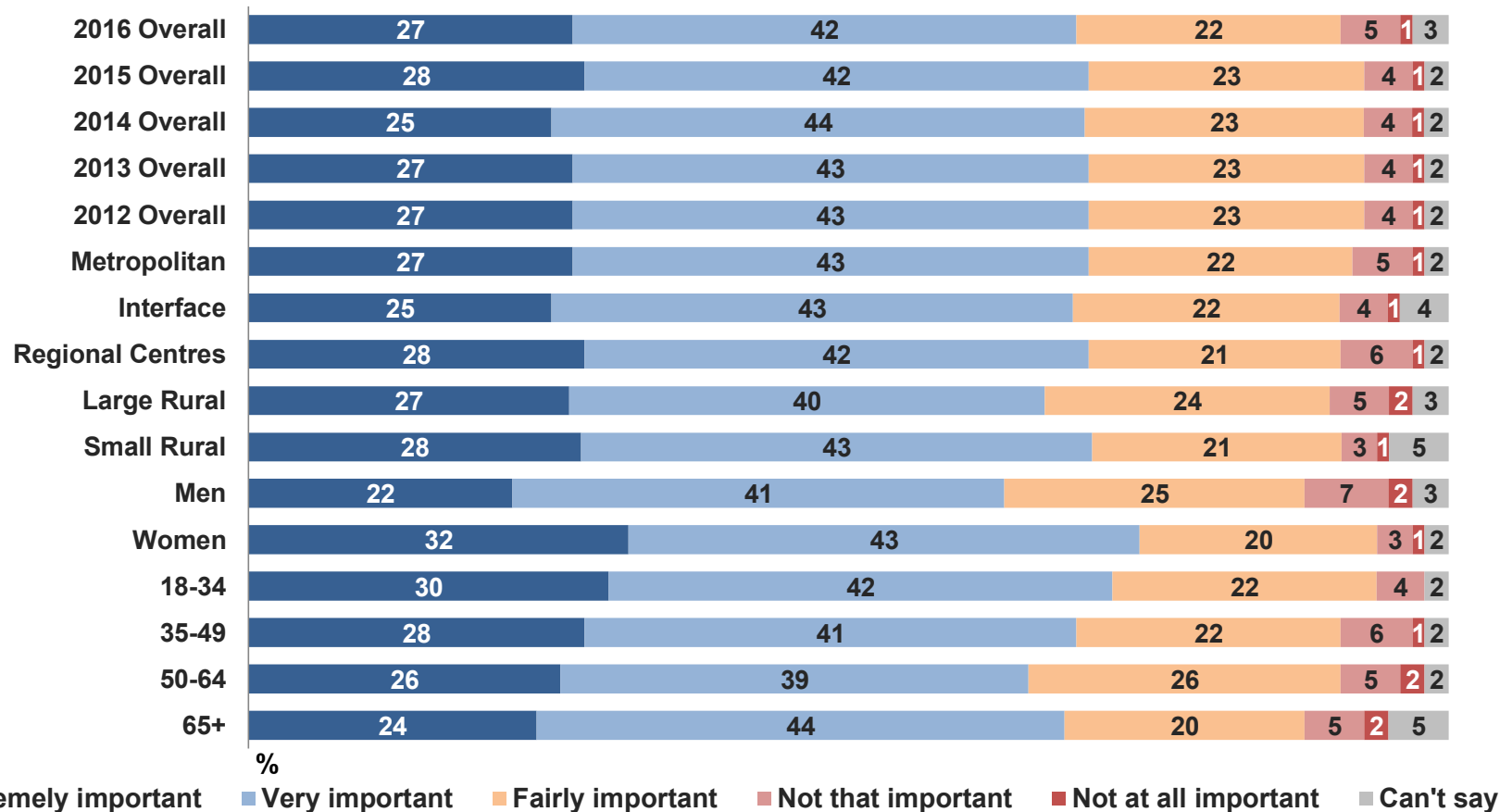
Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

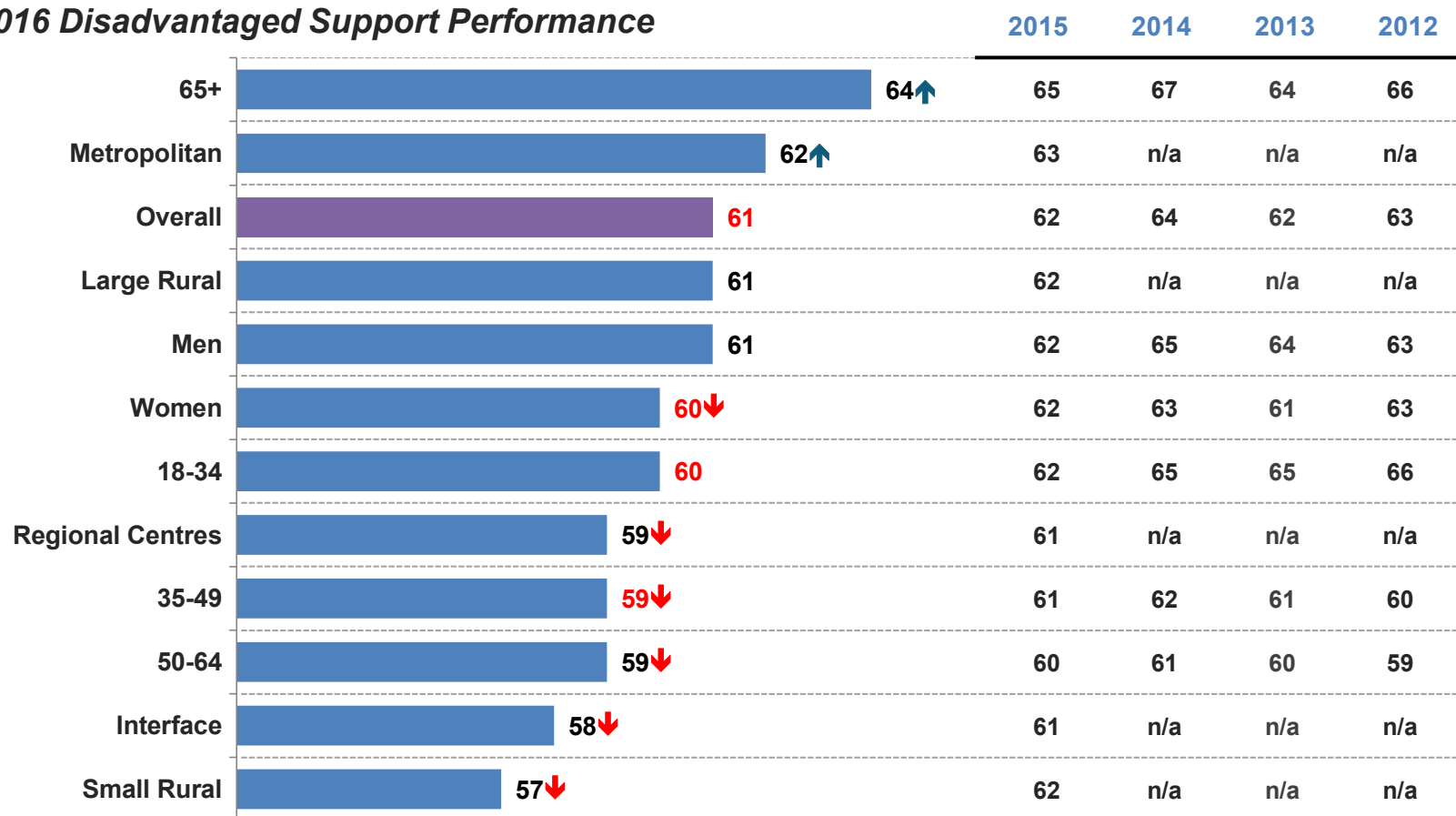
2016 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Disadvantaged Support Importance



2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Disadvantaged Support Performance



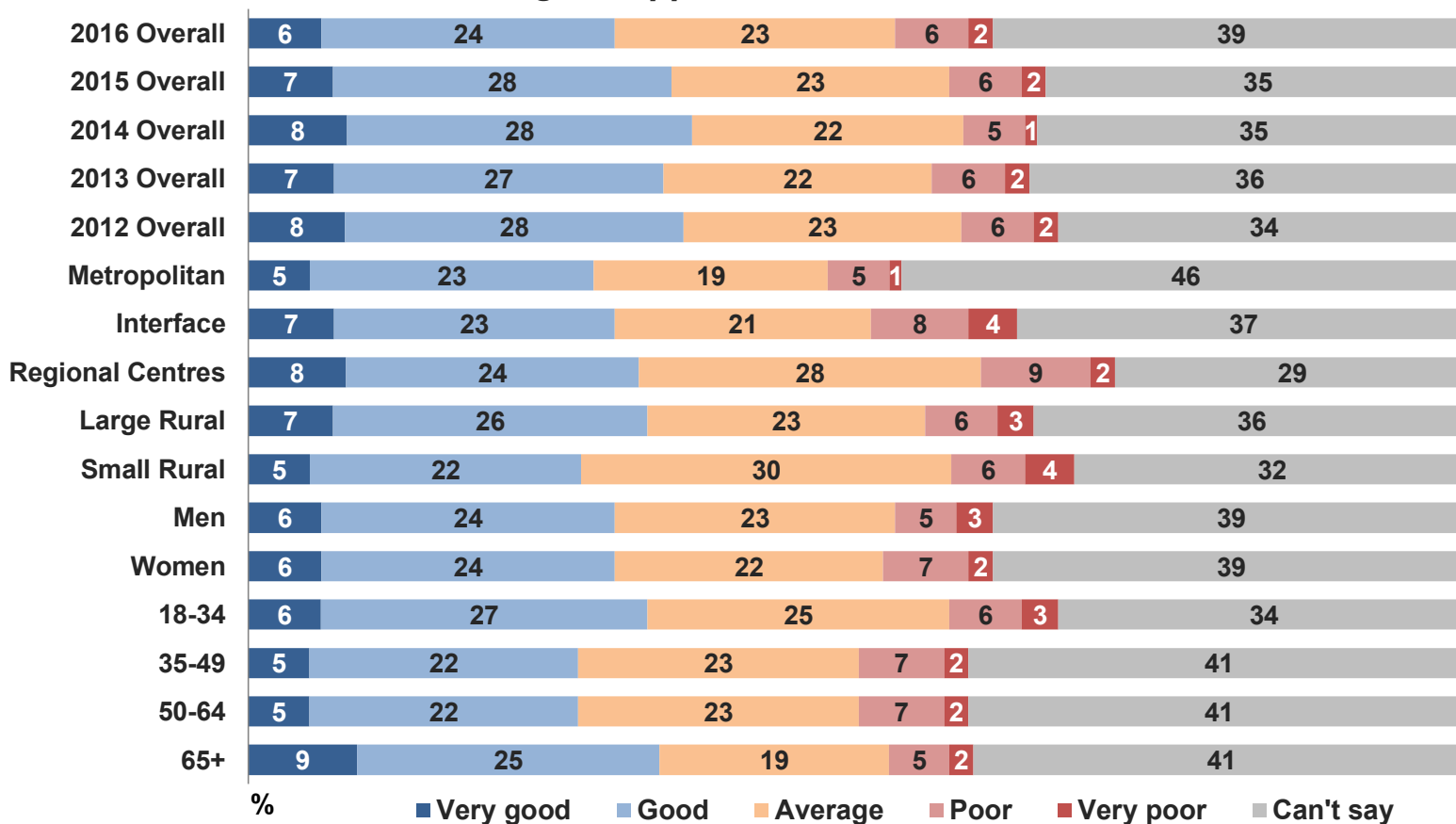
Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

2016 Disadvantaged Support Performance

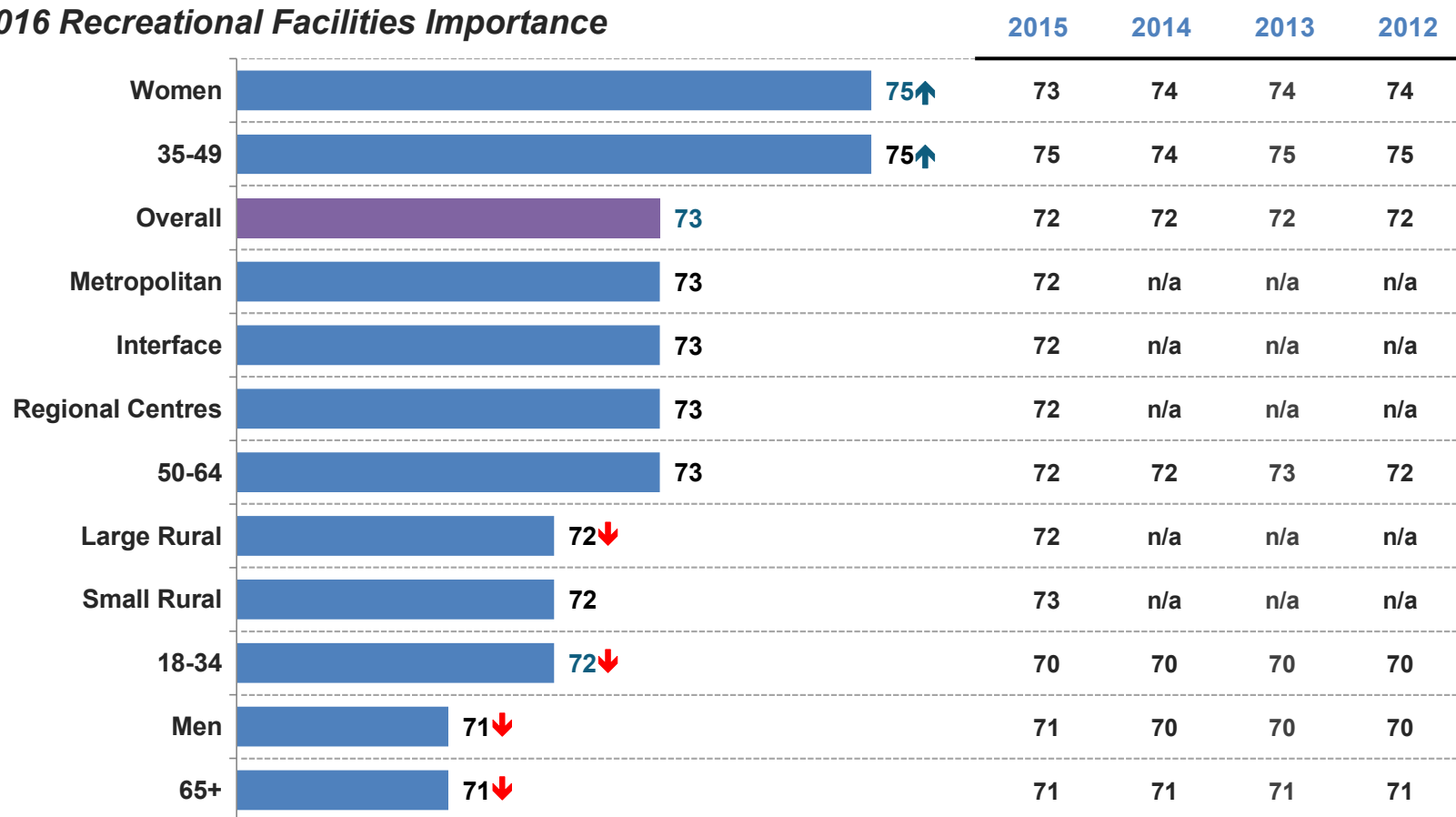


Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17



2016 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

2016 Recreational Facilities Importance



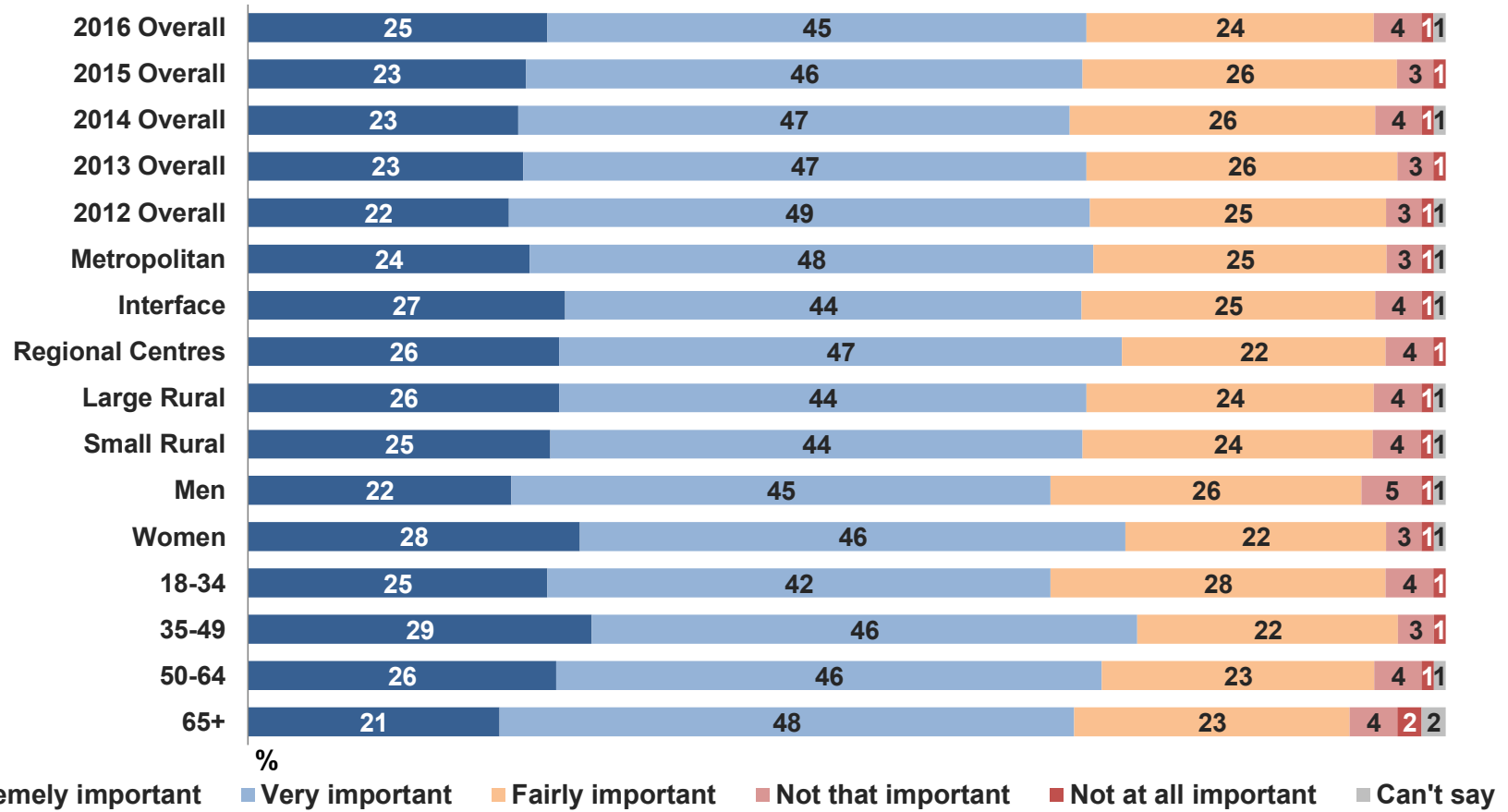
Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

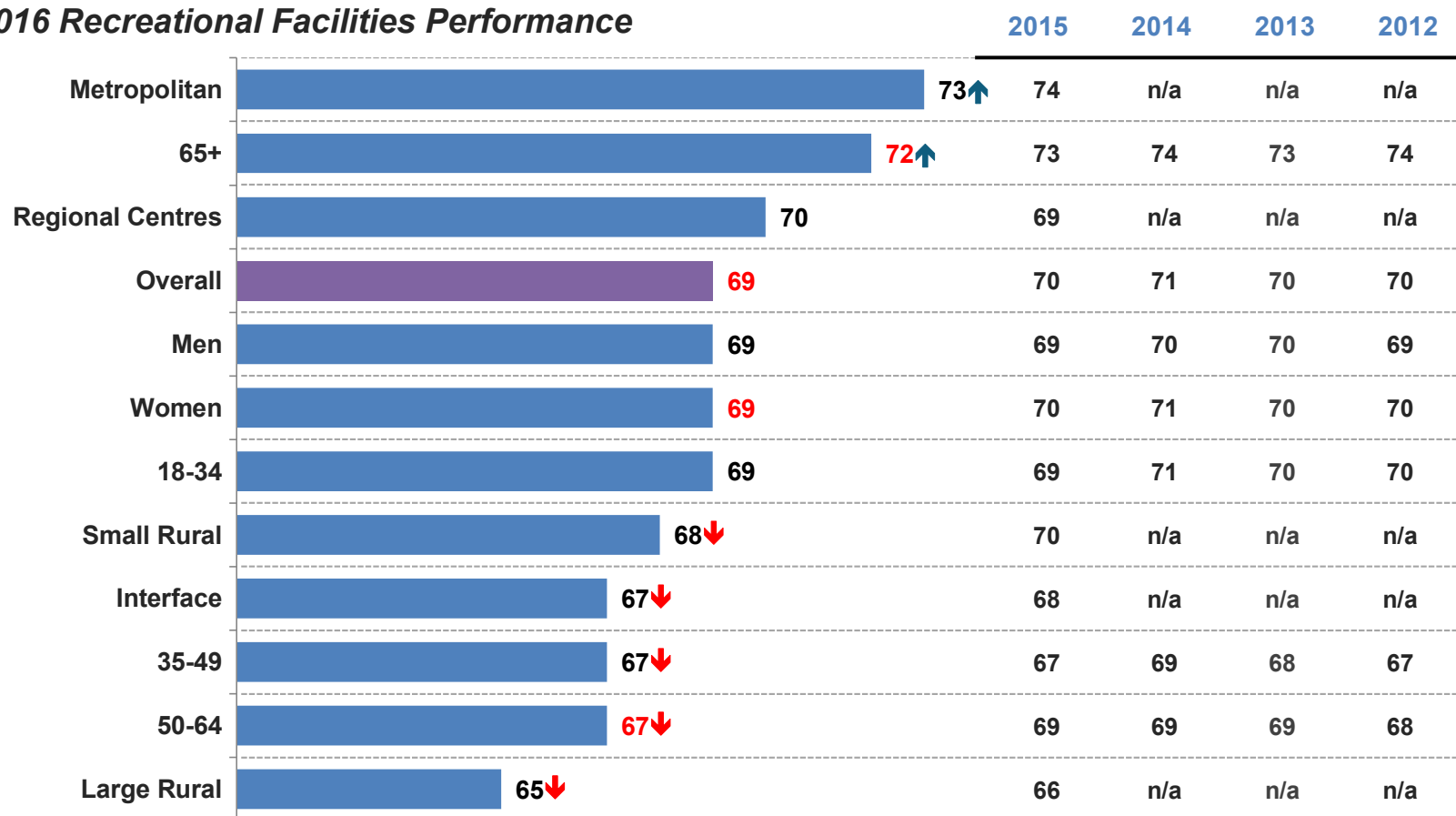
2016 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

2016 Recreational Facilities Importance



2016 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

2016 Recreational Facilities Performance

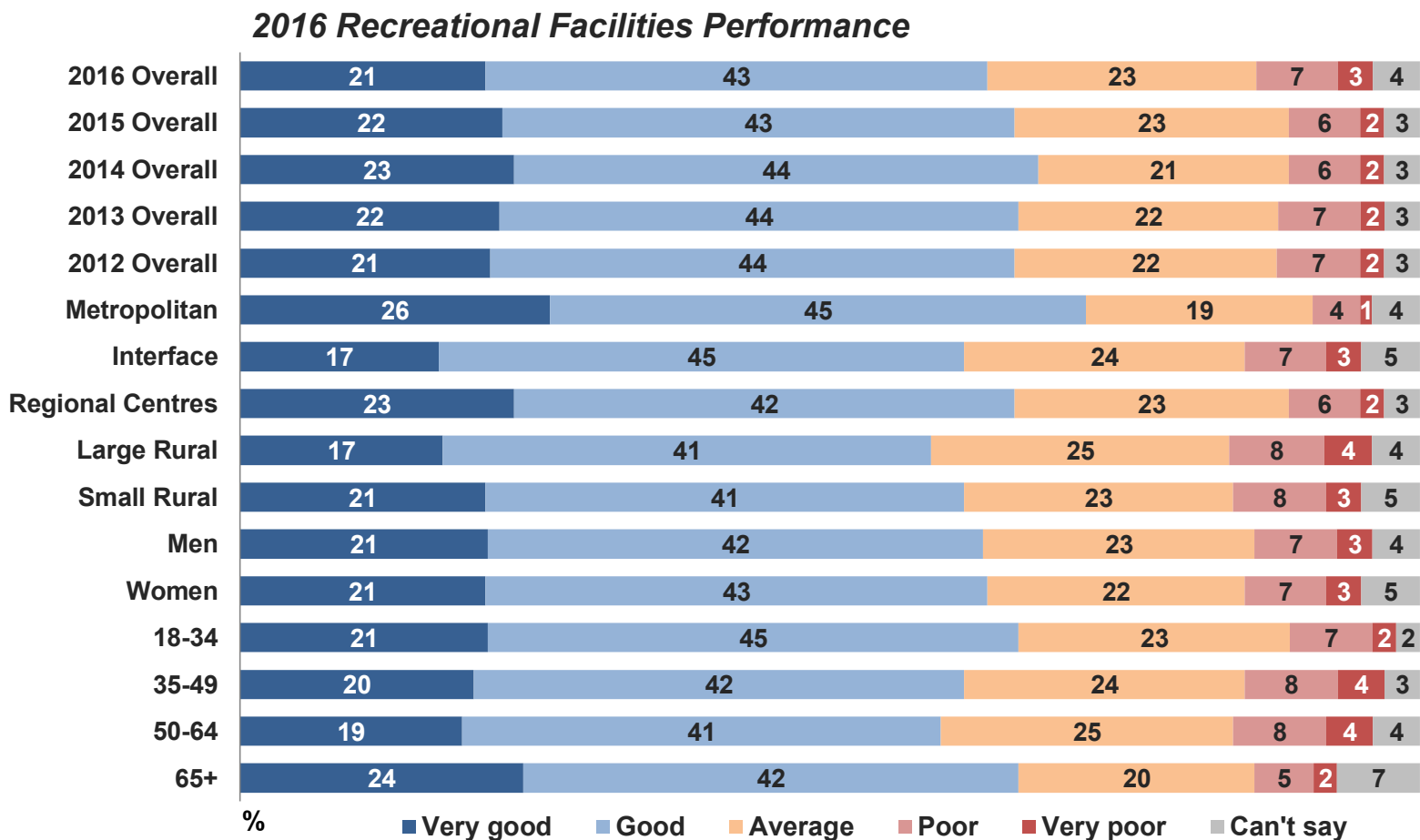


Q2. How has Council performed on 'recreational facilities' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

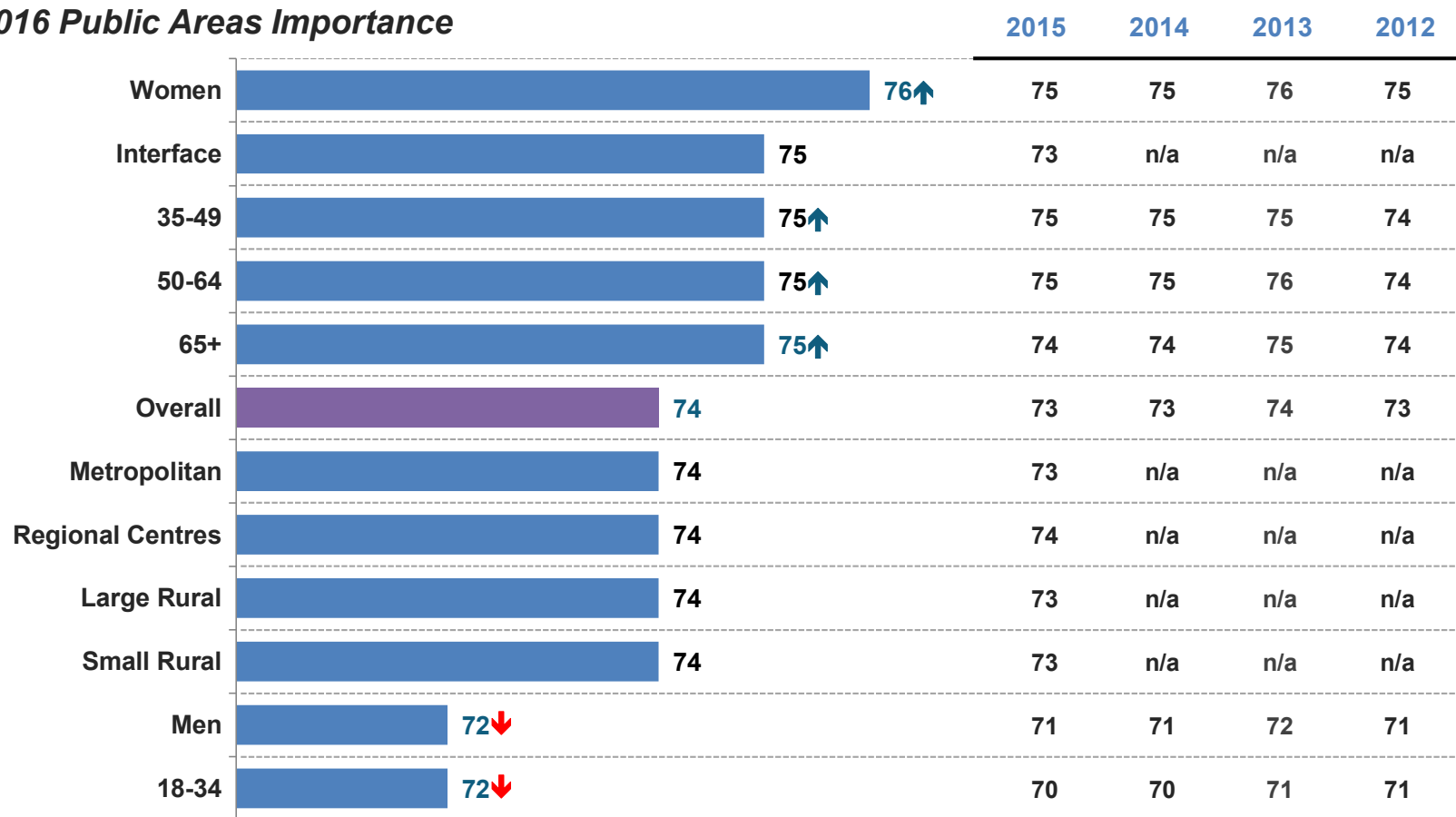


Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 43



2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

2016 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?

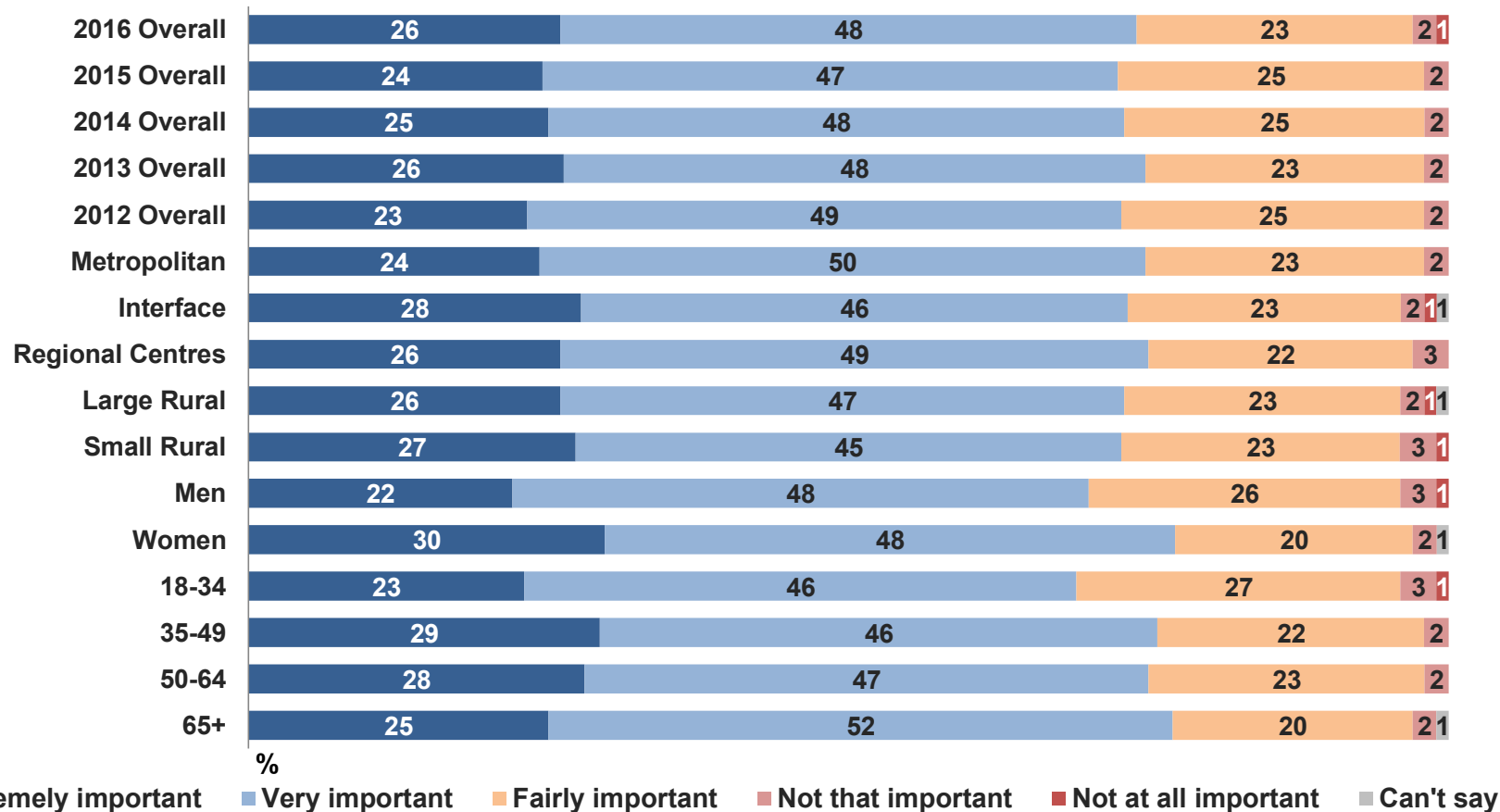
Base: All respondents. Councils asked state-wide: 27

Note: Please see slide 5 for explanation about significant differences

2016 THE APPEARANCE OF PUBLIC AREAS

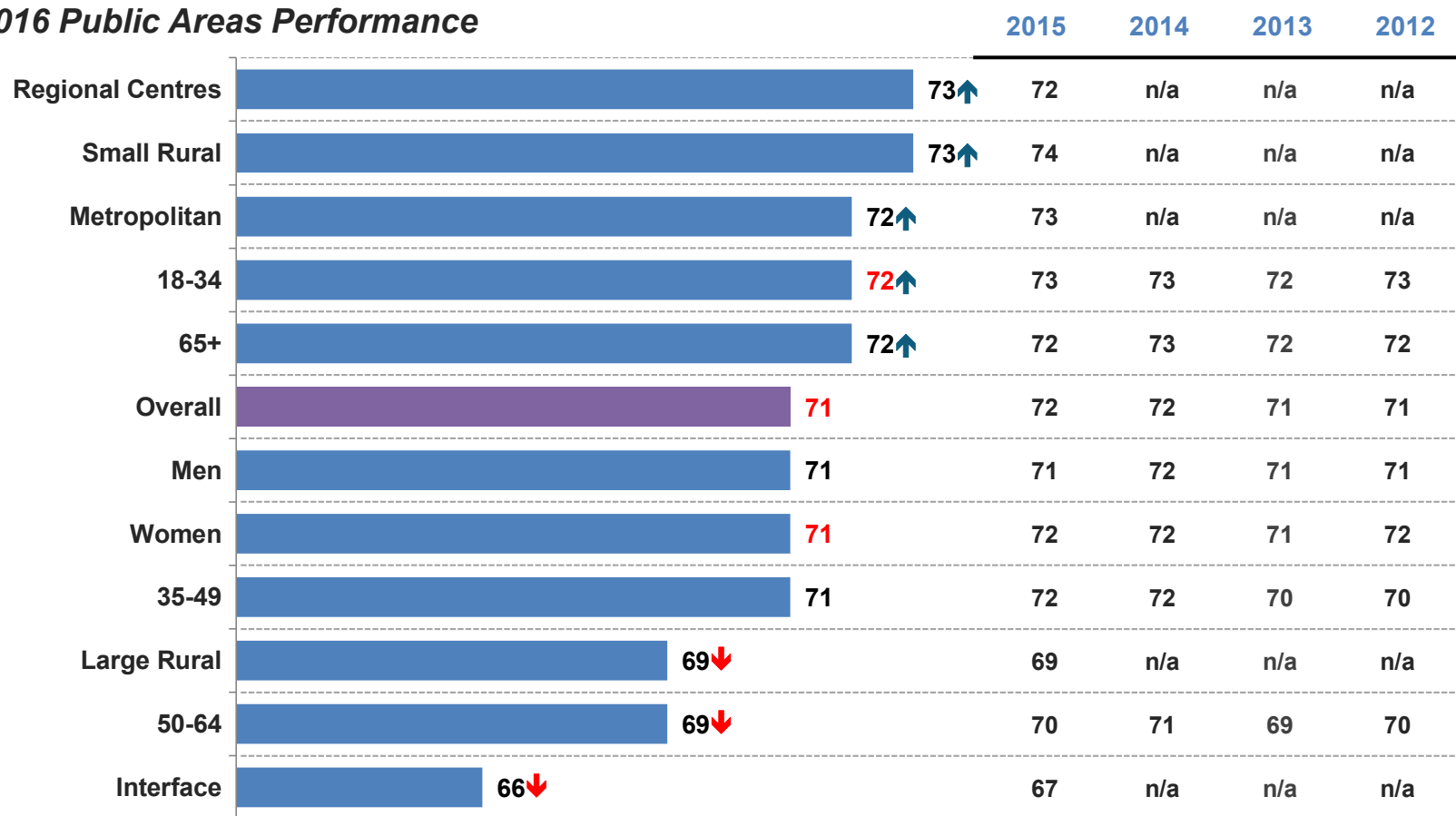
IMPORTANCE DETAILED PERCENTAGES

2016 Public Areas Importance



2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

2016 Public Areas Performance



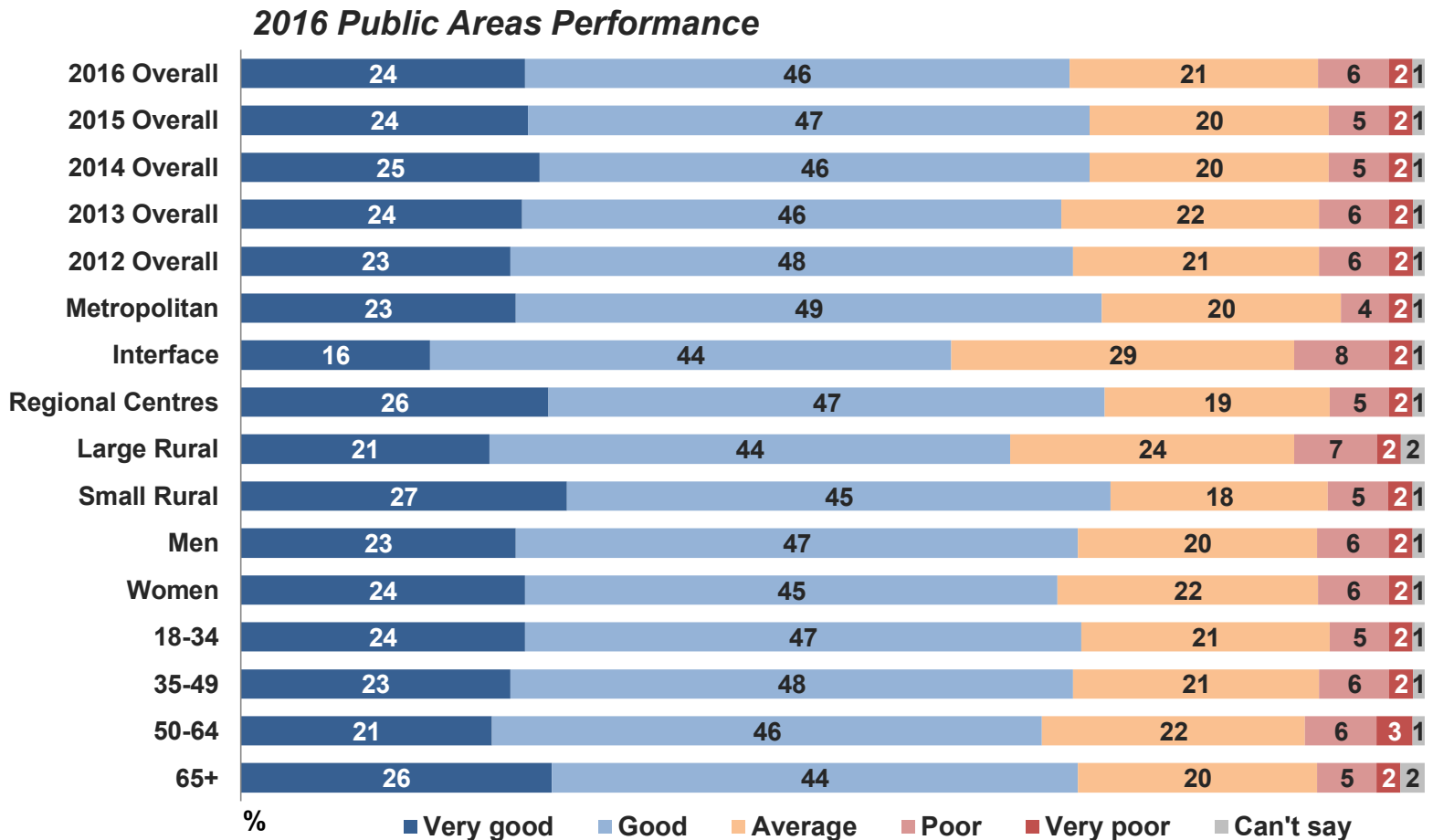
Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 THE APPEARANCE OF PUBLIC AREAS

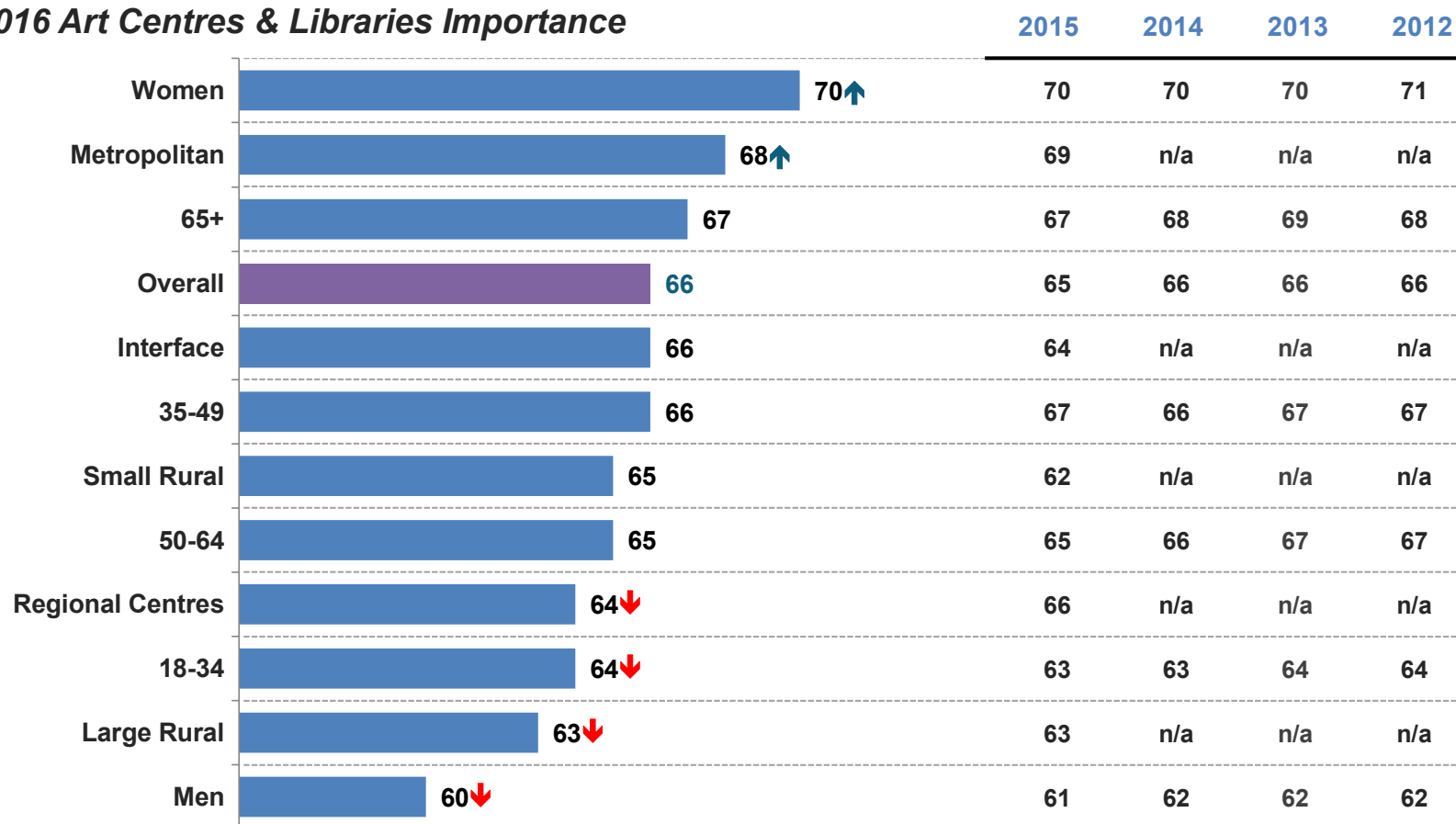
PERFORMANCE DETAILED PERCENTAGES



Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 37

2016 ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

2016 Art Centres & Libraries Importance



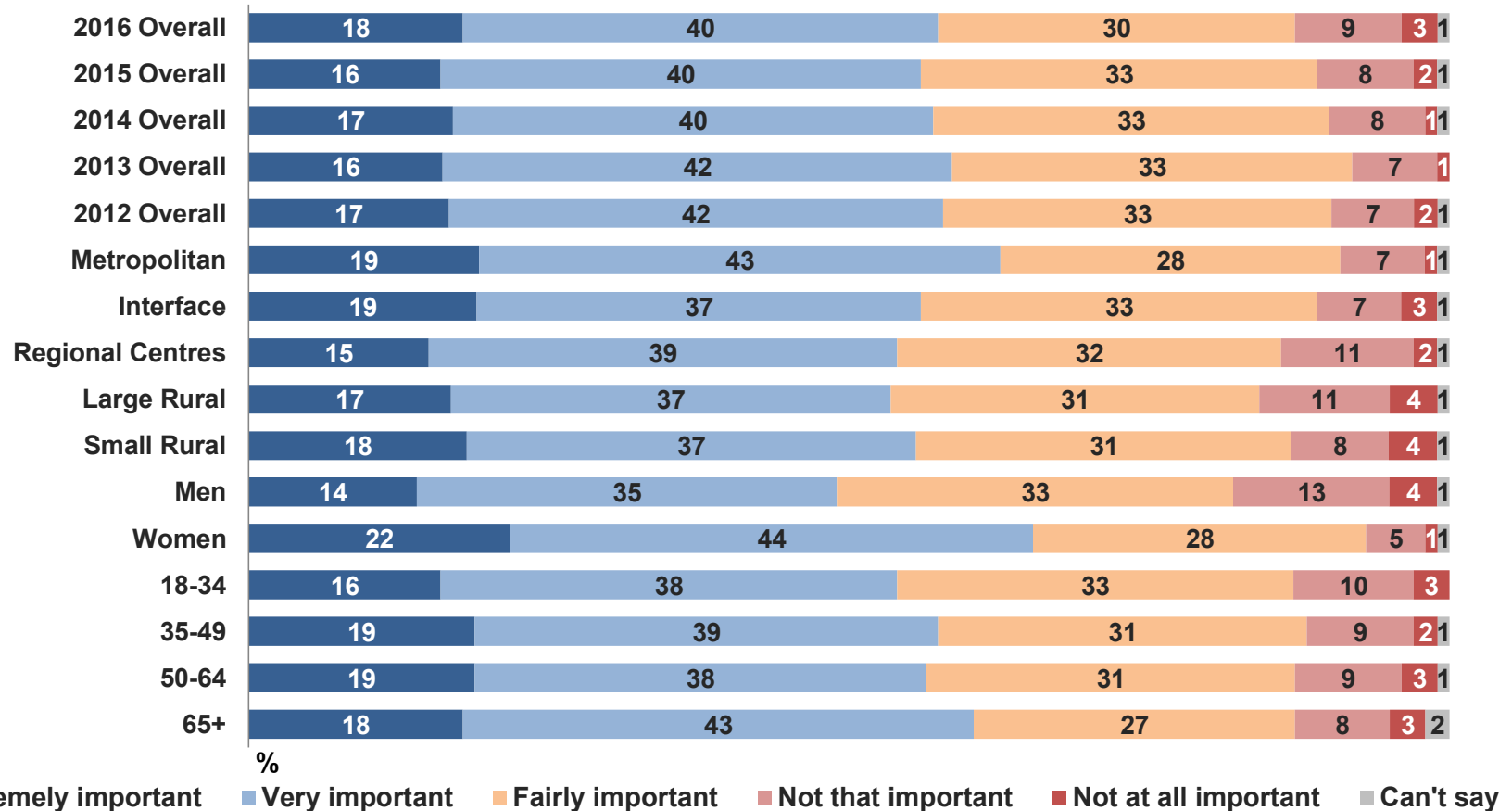
Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20

Note: Please see slide 5 for explanation about significant differences

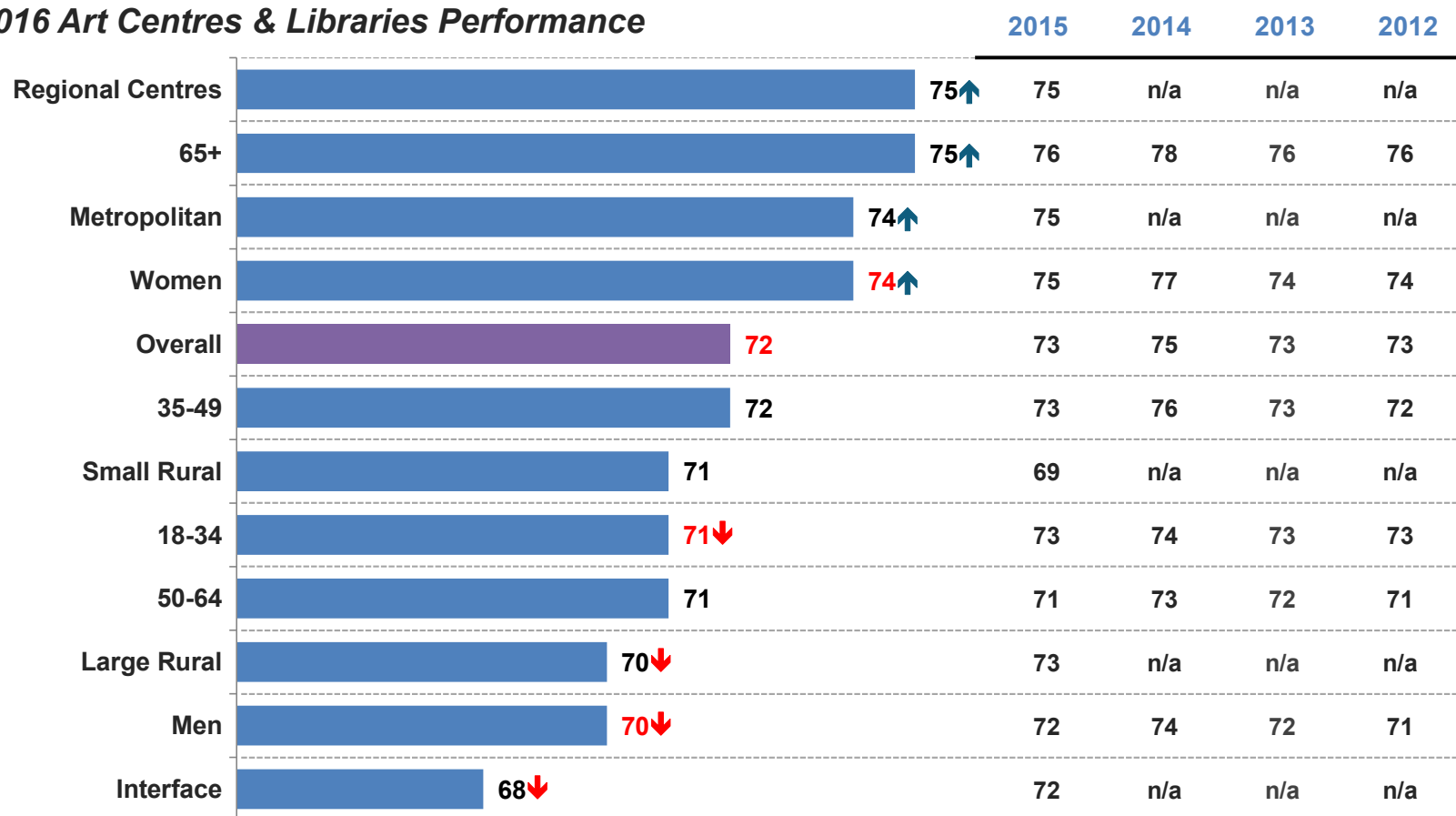
2016 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES

2016 Art Centres & Libraries Importance



2016 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2016 Art Centres & Libraries Performance

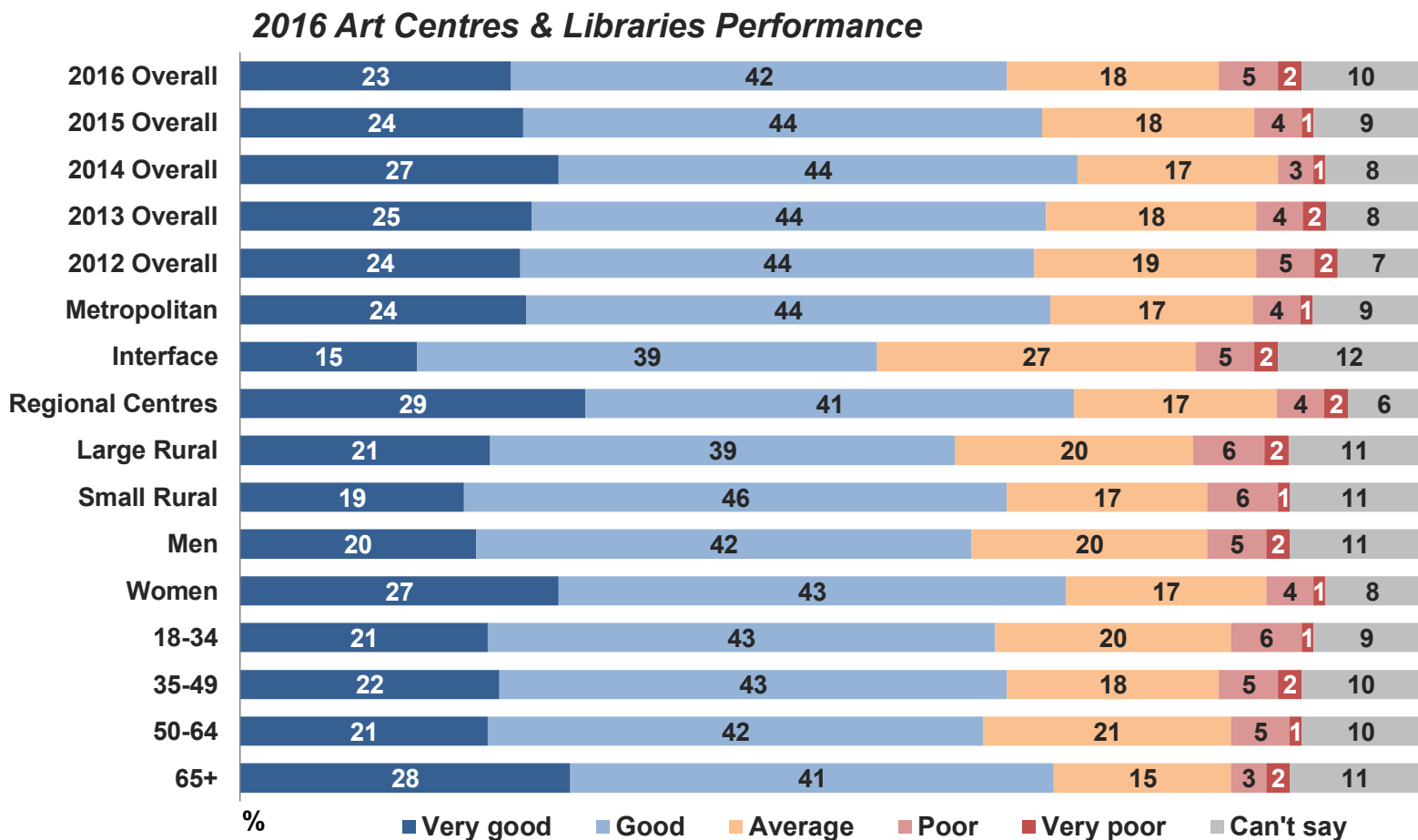


Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

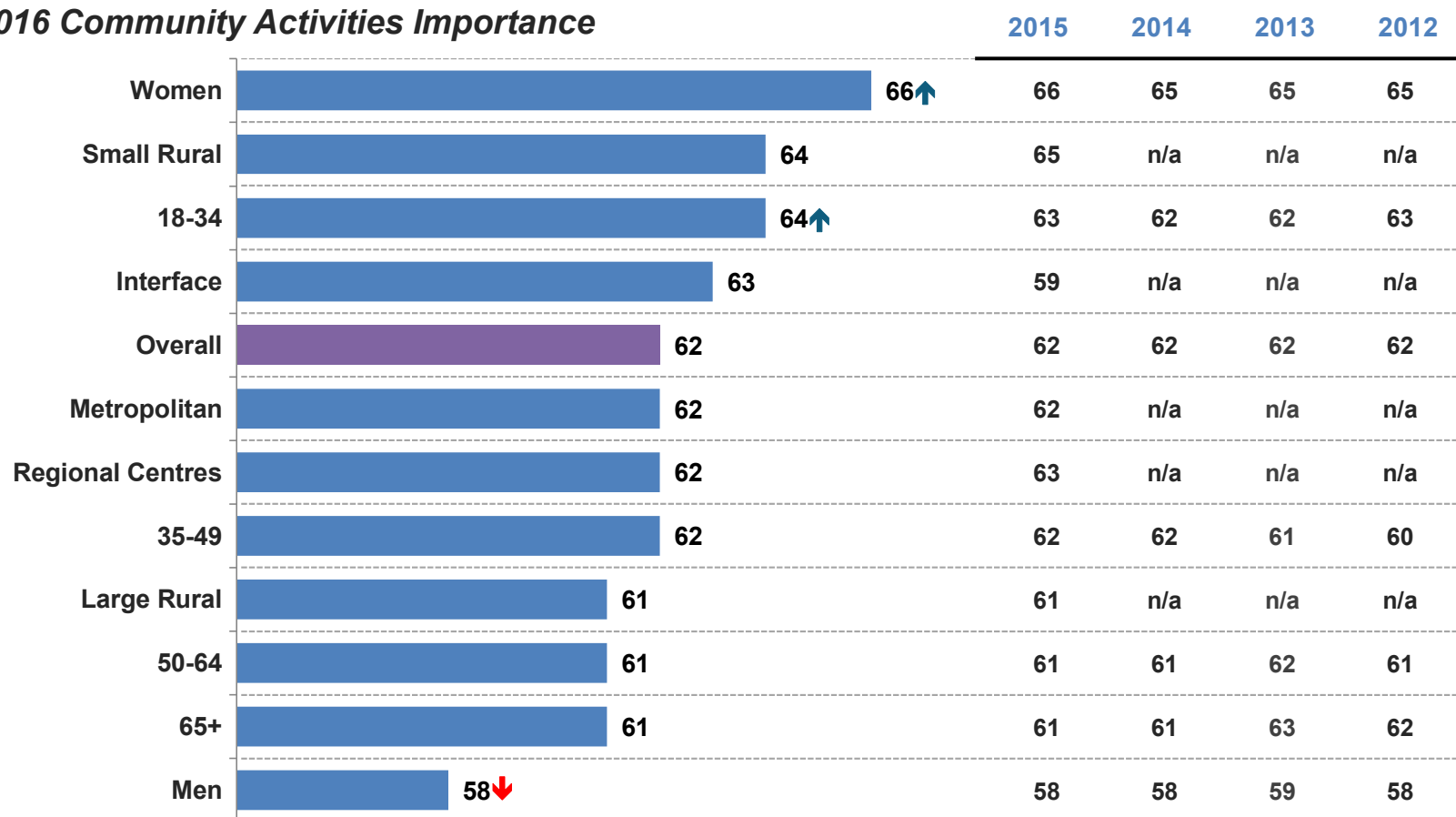
2016 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES



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

2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2016 Community Activities Importance



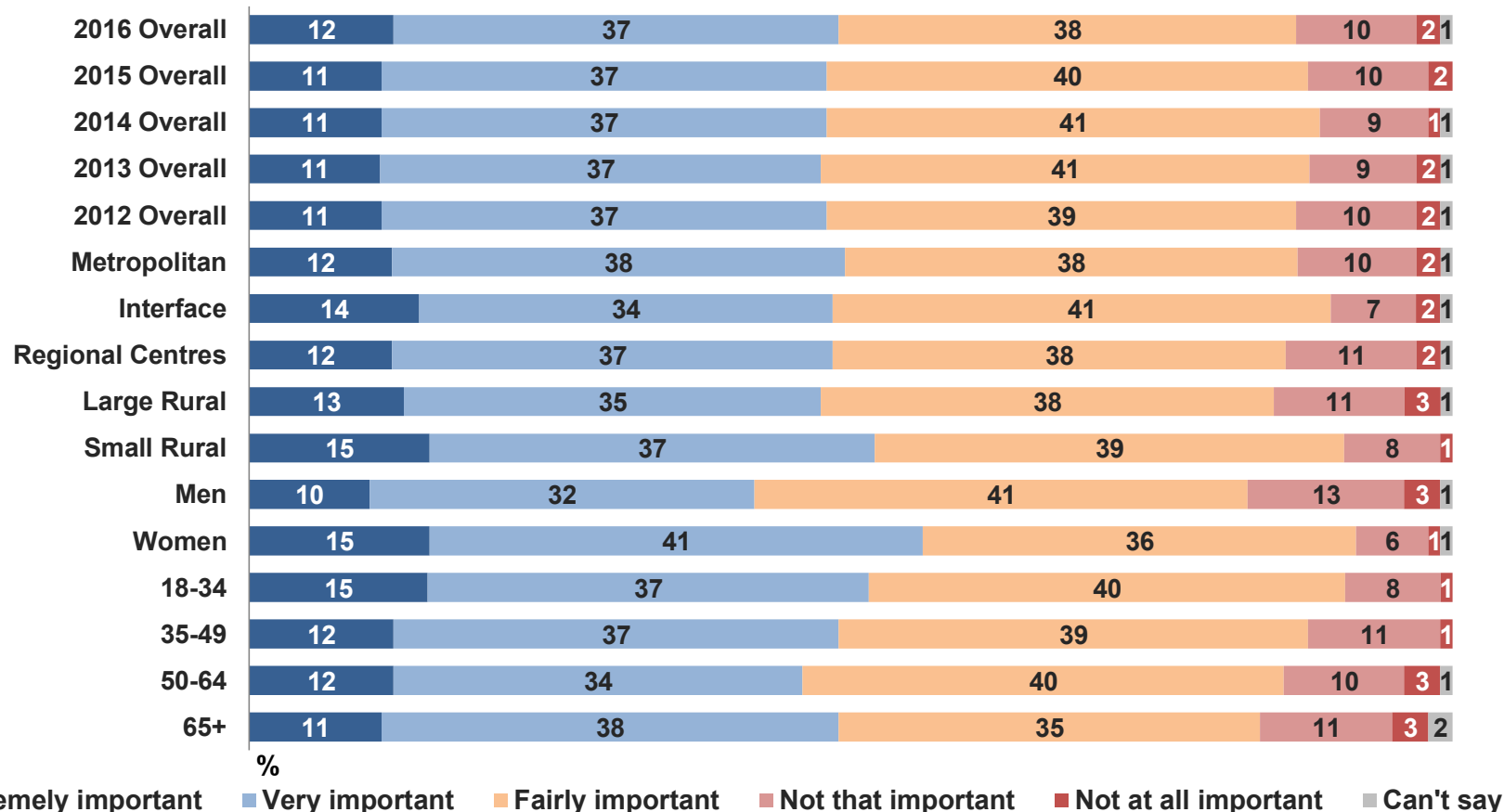
Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

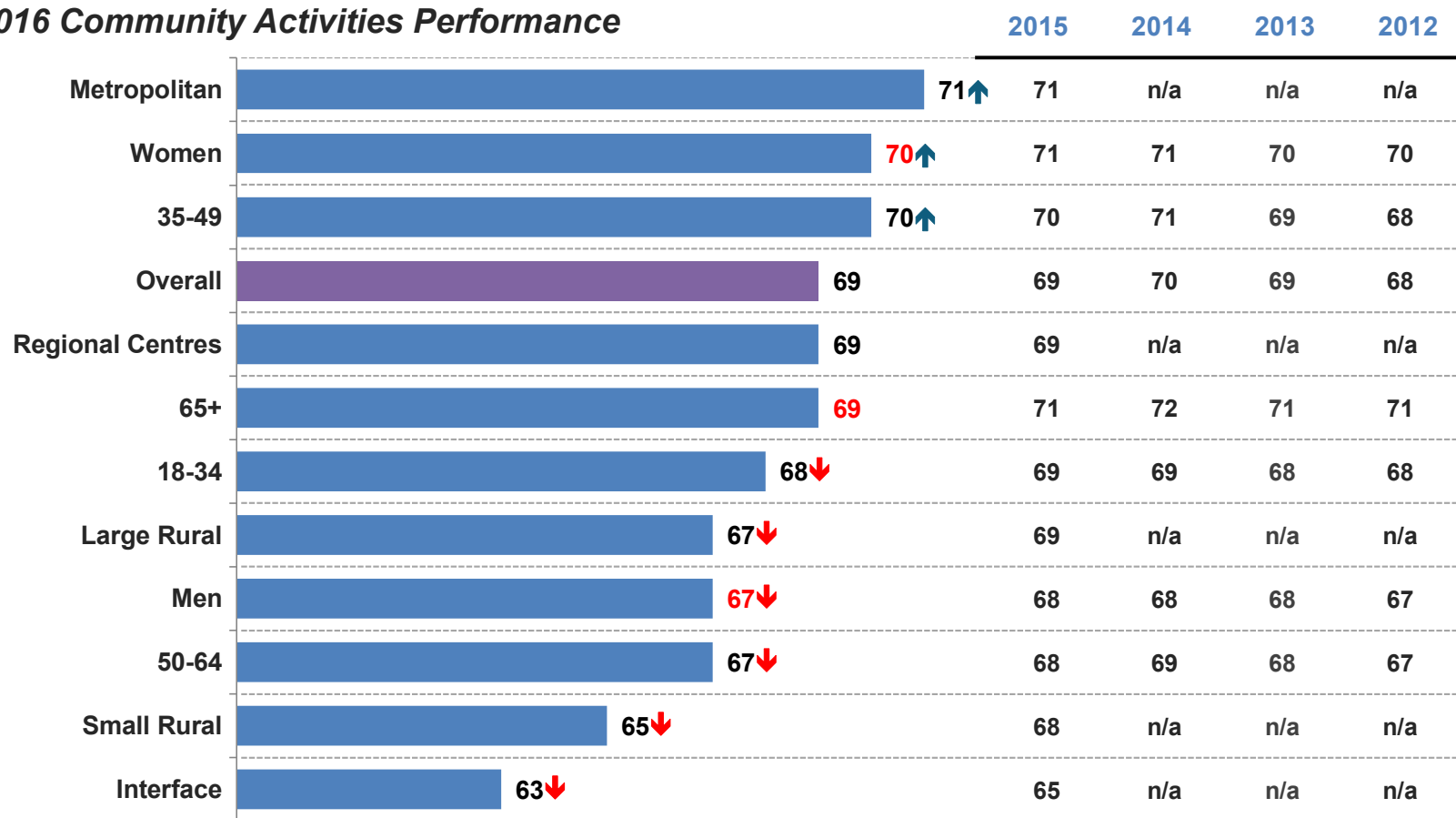
2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES

2016 Community Activities Importance



2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

2016 Community Activities Performance

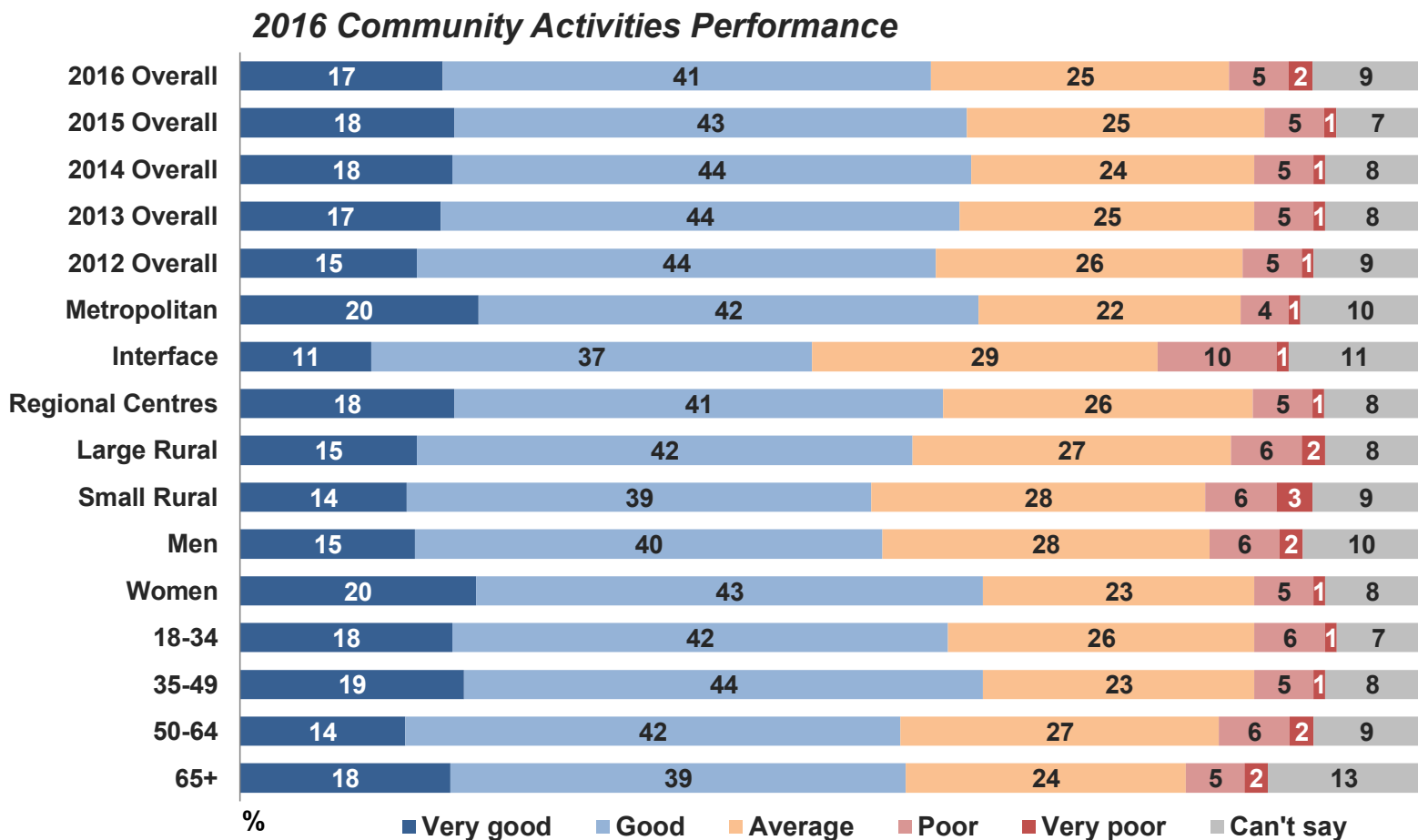


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

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

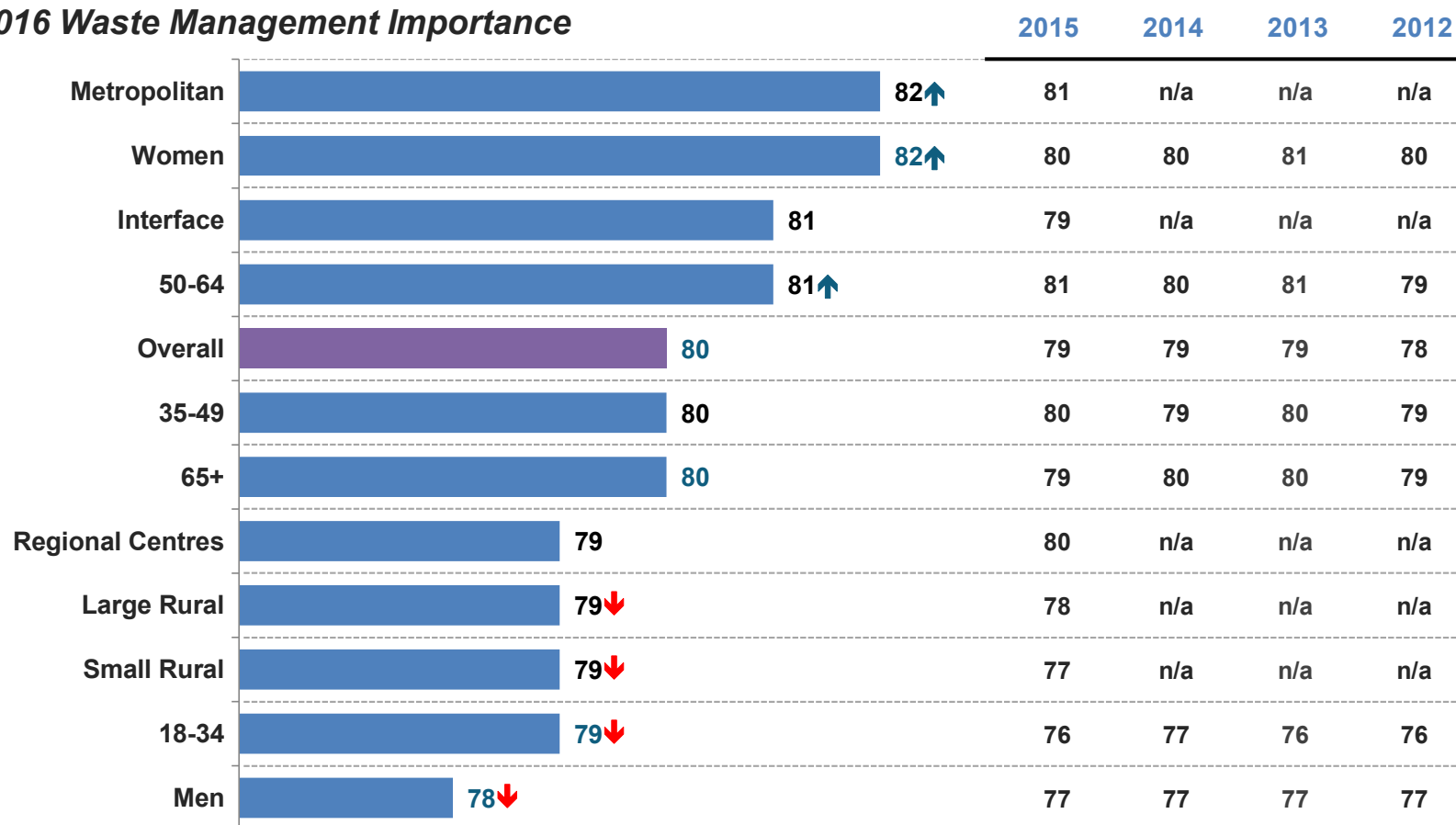
Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES



2016 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

2016 Waste Management Importance



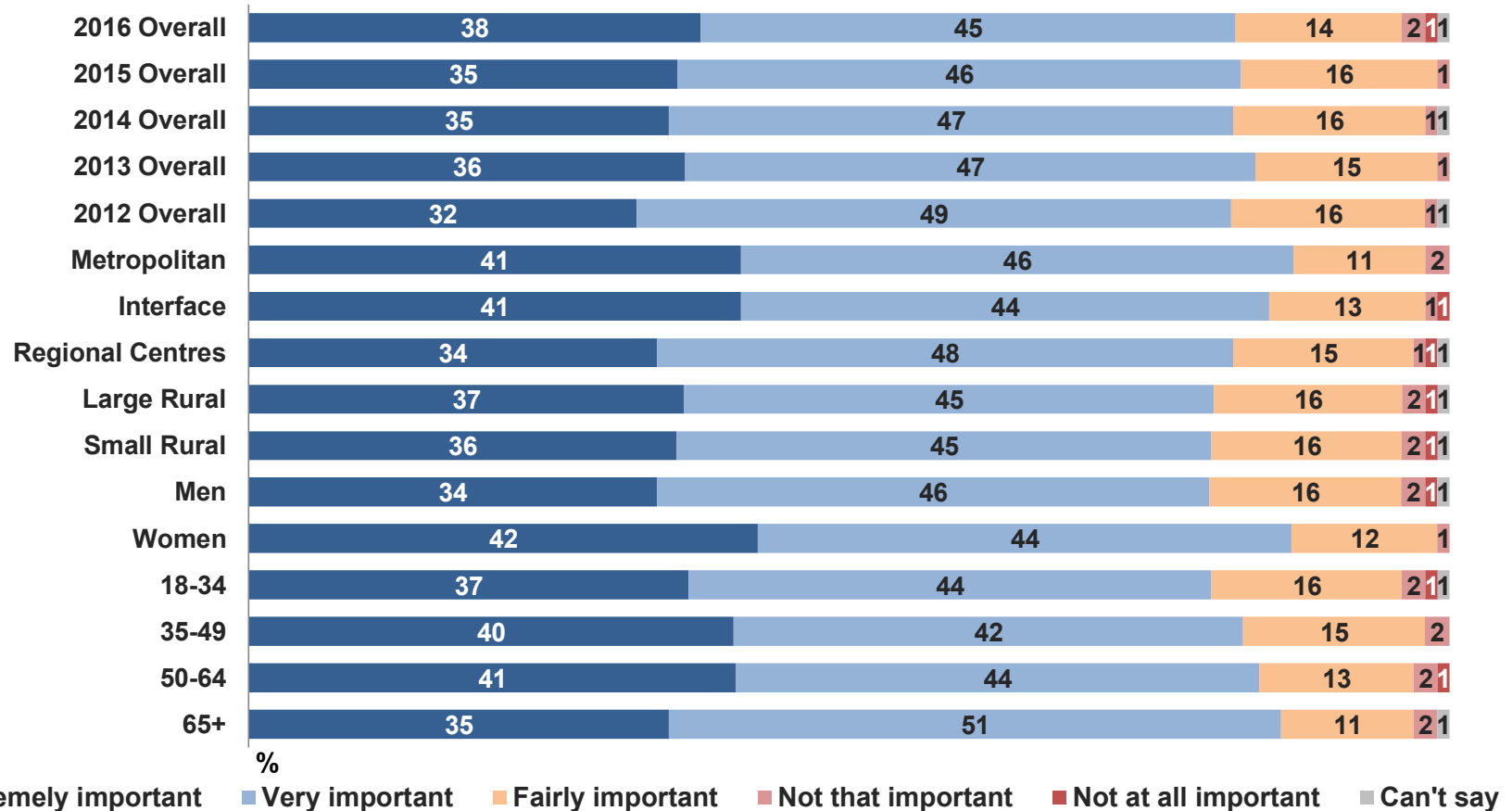
Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Waste Management Importance



2016 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

2016 Waste Management Performance

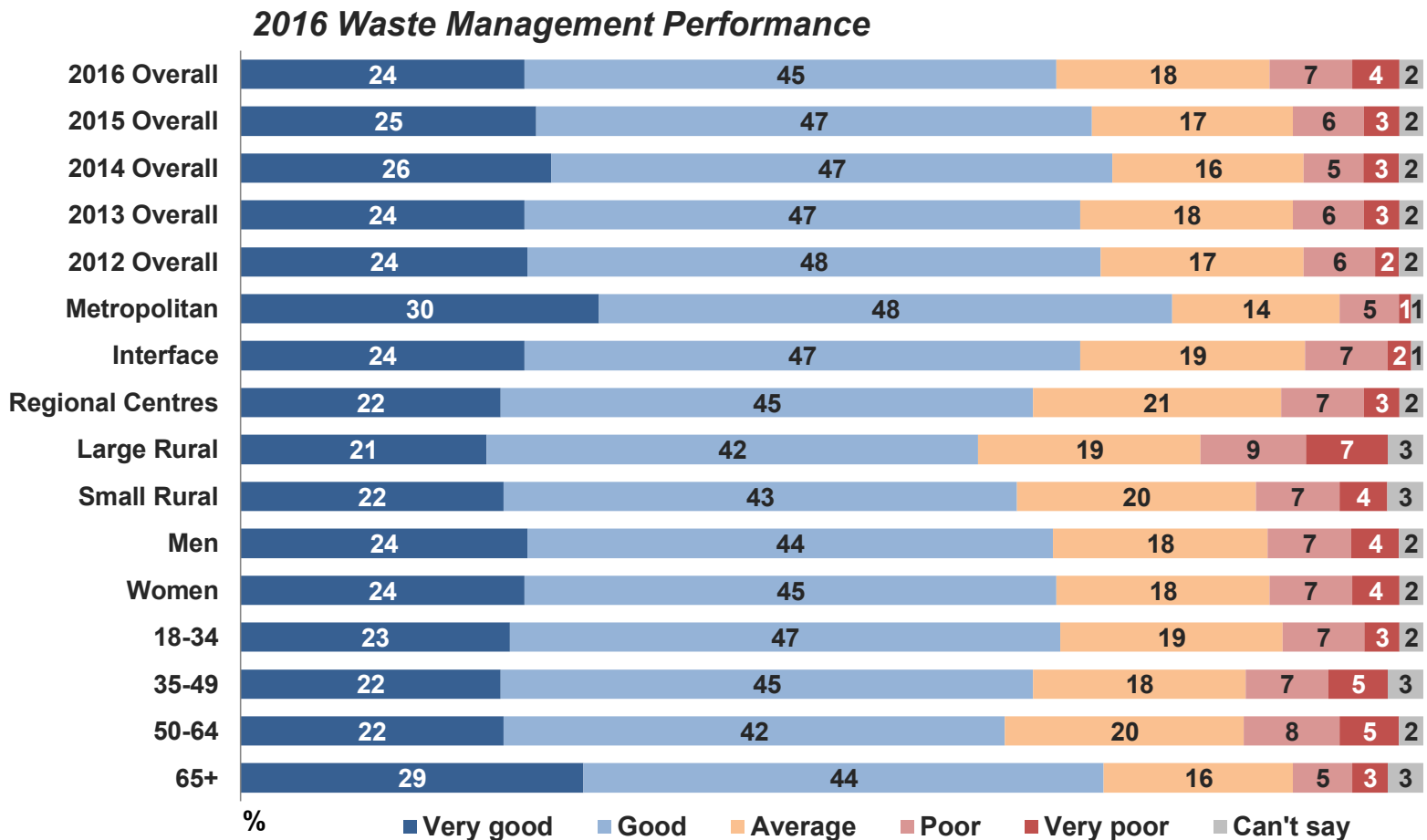
		2015	2014	2013	2012
Metropolitan	76↑	77	n/a	n/a	n/a
65+	74↑	75	75	74	75
Interface	71	73	n/a	n/a	n/a
Overall	70	72	73	71	72
Men	70	72	73	72	72
Women	70	72	72	70	72
18-34	70	73	74	73	73
Regional Centres	69	71	n/a	n/a	n/a
Small Rural	69↓	71	n/a	n/a	n/a
35-49	68↓	69	71	69	69
50-64	67↓	70	71	69	70
Large Rural	66↓	68	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: 41

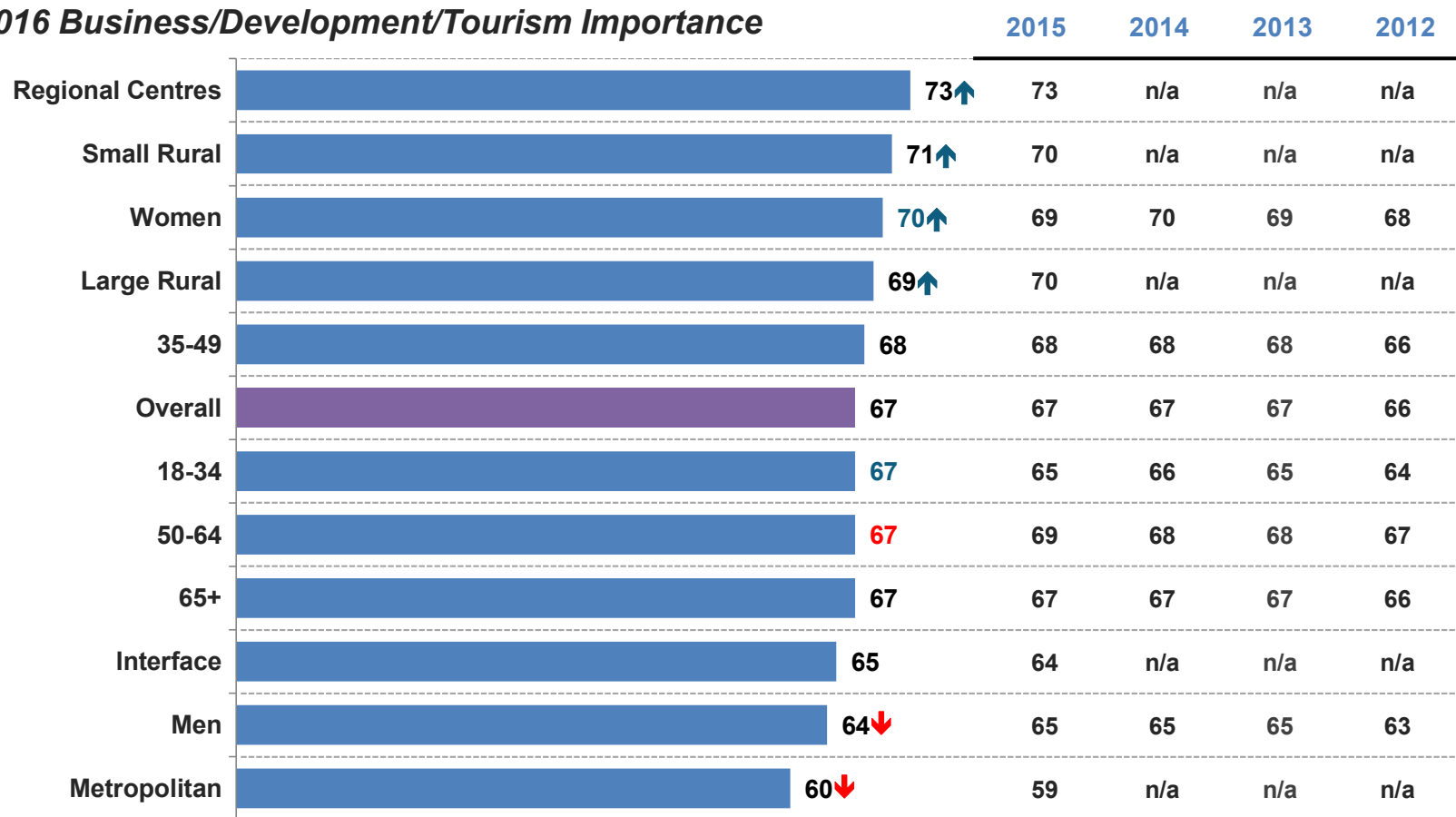
Note: Please see slide 5 for explanation about significant differences

2016 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2016 Business/Development/Tourism Importance



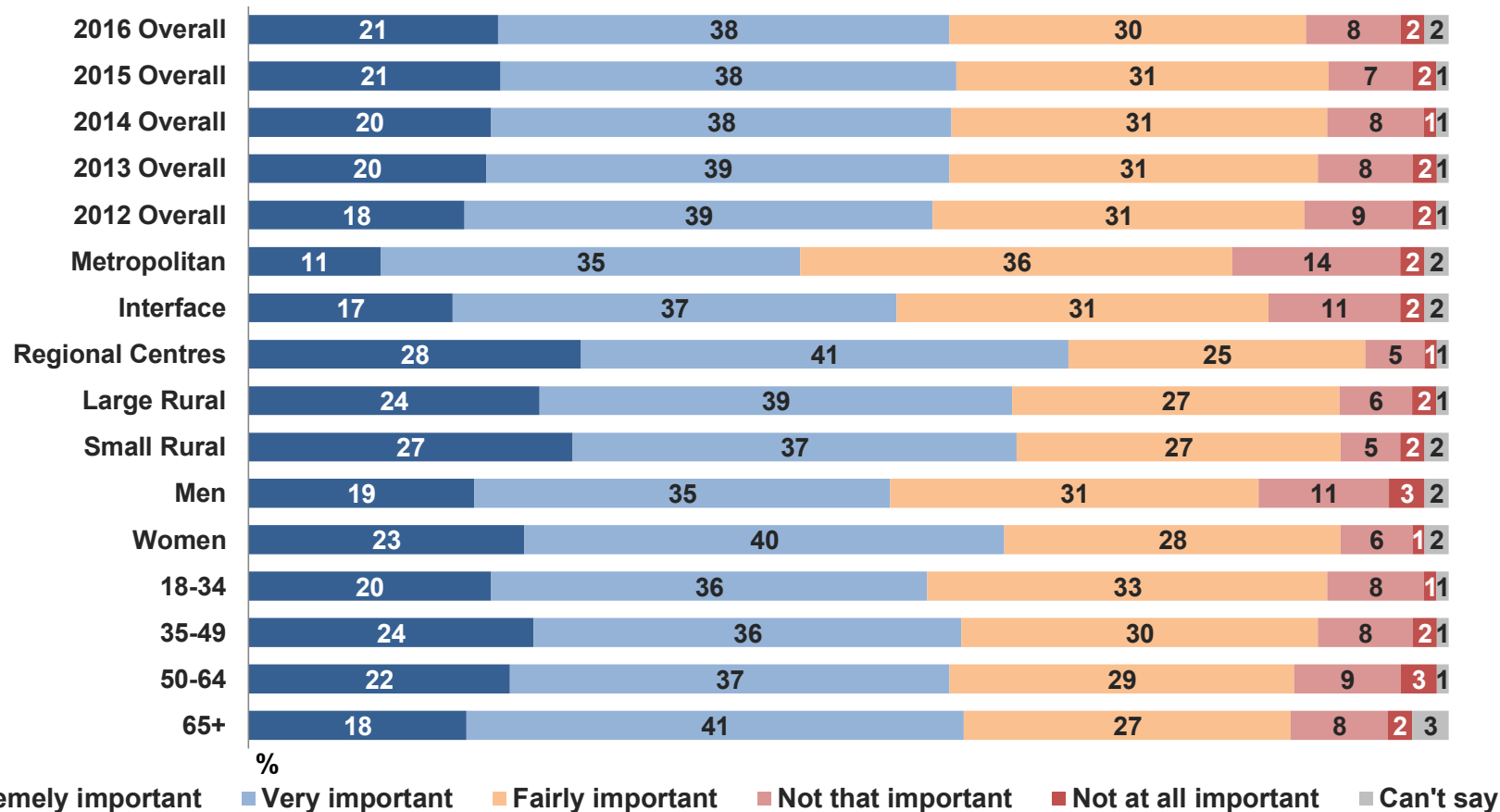
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20

Note: Please see slide 5 for explanation about significant differences

2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2016 Business/Development/Tourism Importance



Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20

2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2016 Business/Development/Tourism Performance

		2015	2014	2013	2012
18-34	63↑	64	64	64	64
Metropolitan	62↑	62	n/a	n/a	n/a
Regional Centres	62↑	63	n/a	n/a	n/a
Women	62↑	63	63	63	63
65+	62↑	63	63	63	63
Small Rural	61	63	n/a	n/a	n/a
Overall	60	61	62	62	62
Large Rural	59↓	59	n/a	n/a	n/a
Men	59↓	59	60	61	60
35-49	59	60	60	60	60
50-64	59	59	59	59	59

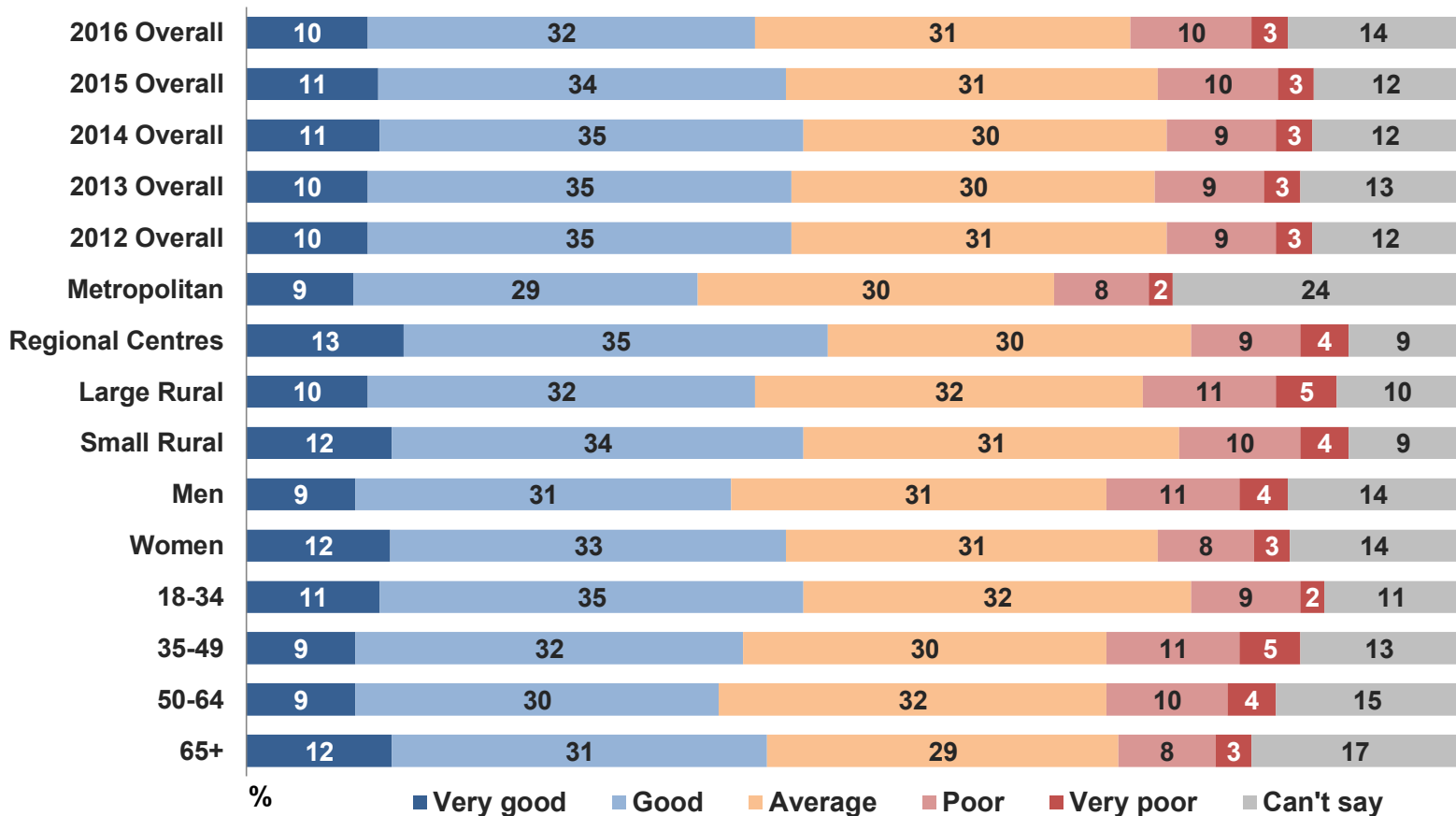
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

Base: All respondents. Councils asked state-wide: 26

Note: Please see slide 5 for explanation about significant differences

2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES

2016 Business/Development/Tourism Performance



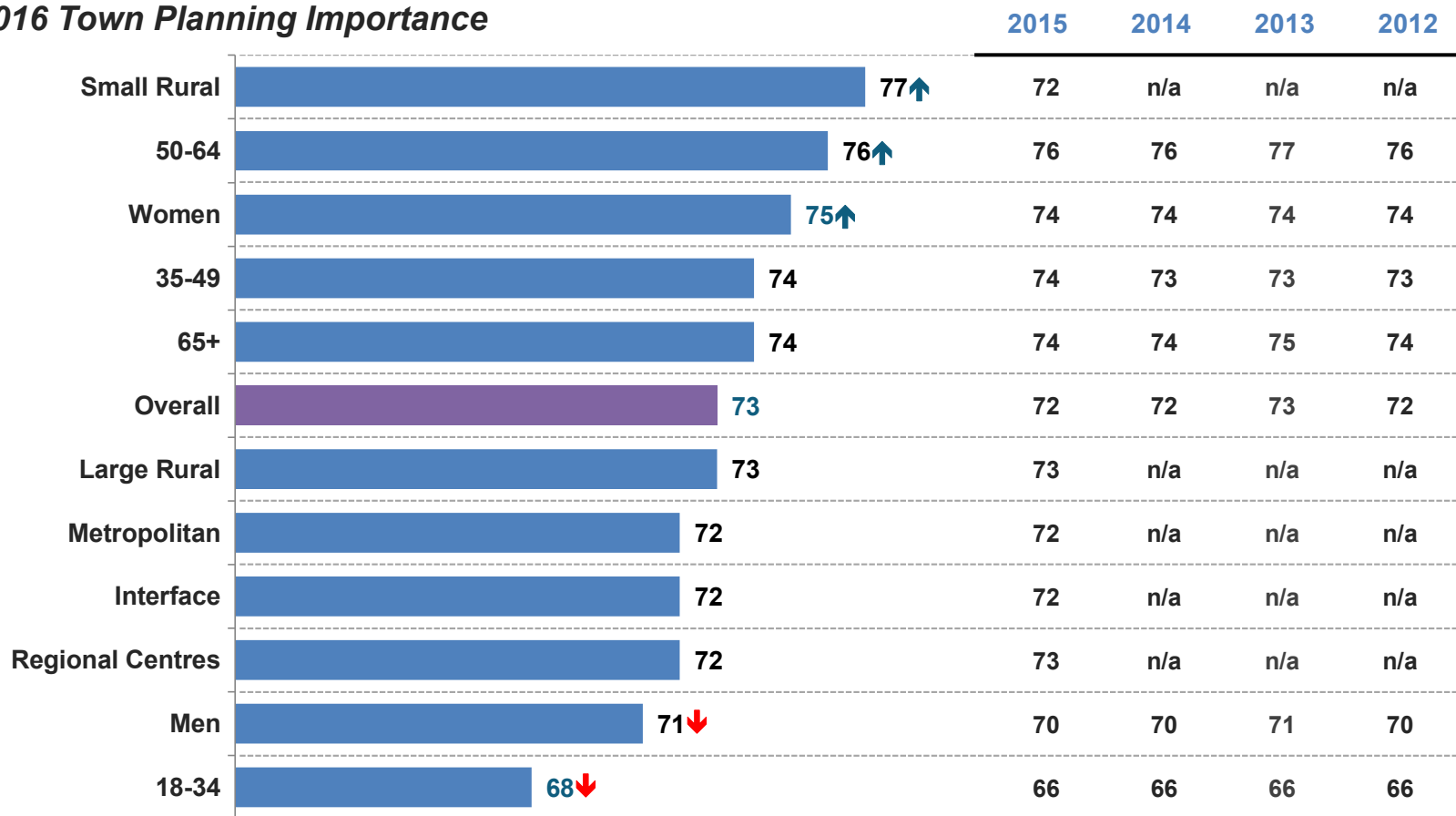
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

Base: All respondents. Councils asked state-wide: 26



2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES

2016 Town Planning Importance



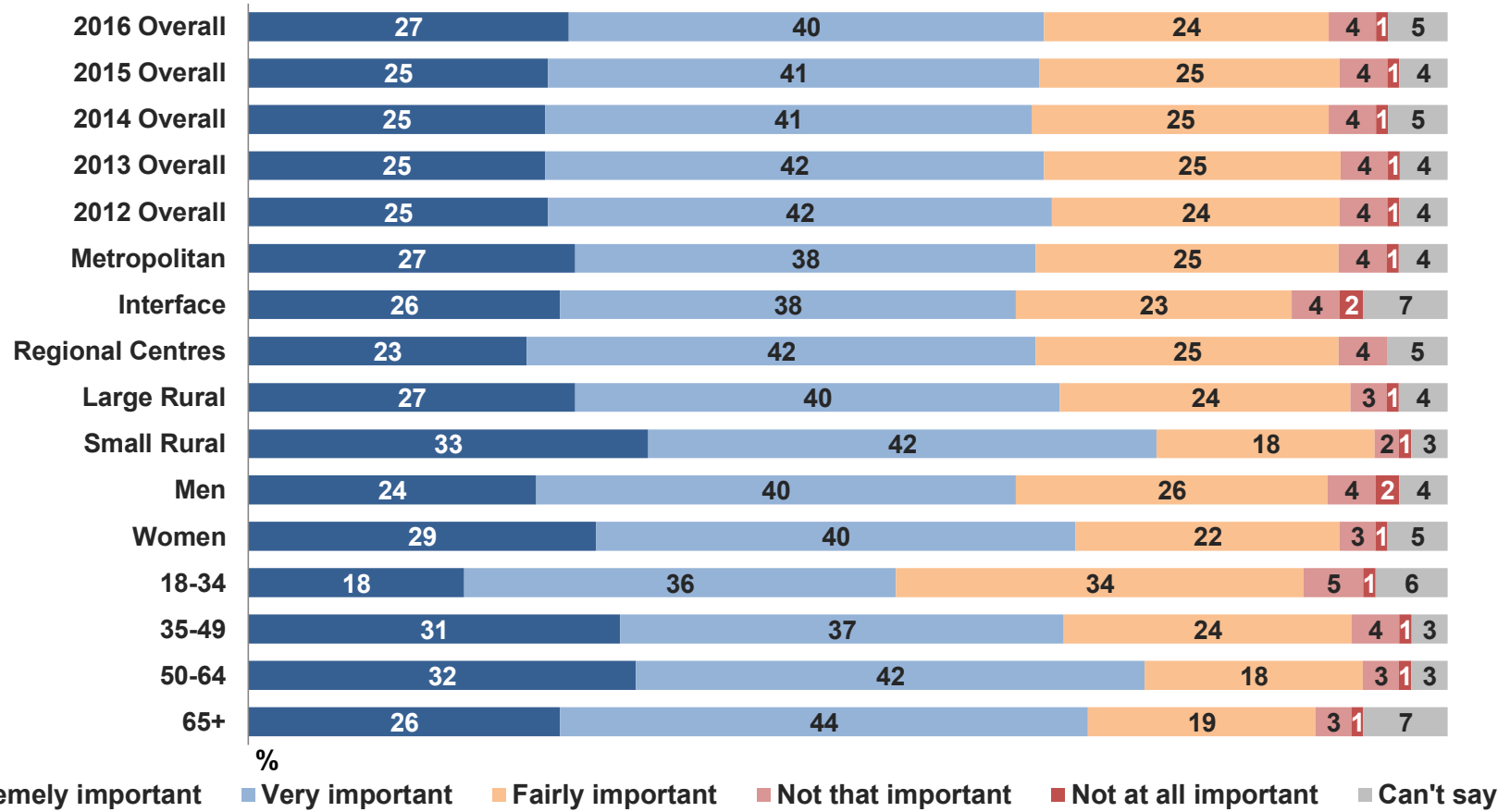
Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

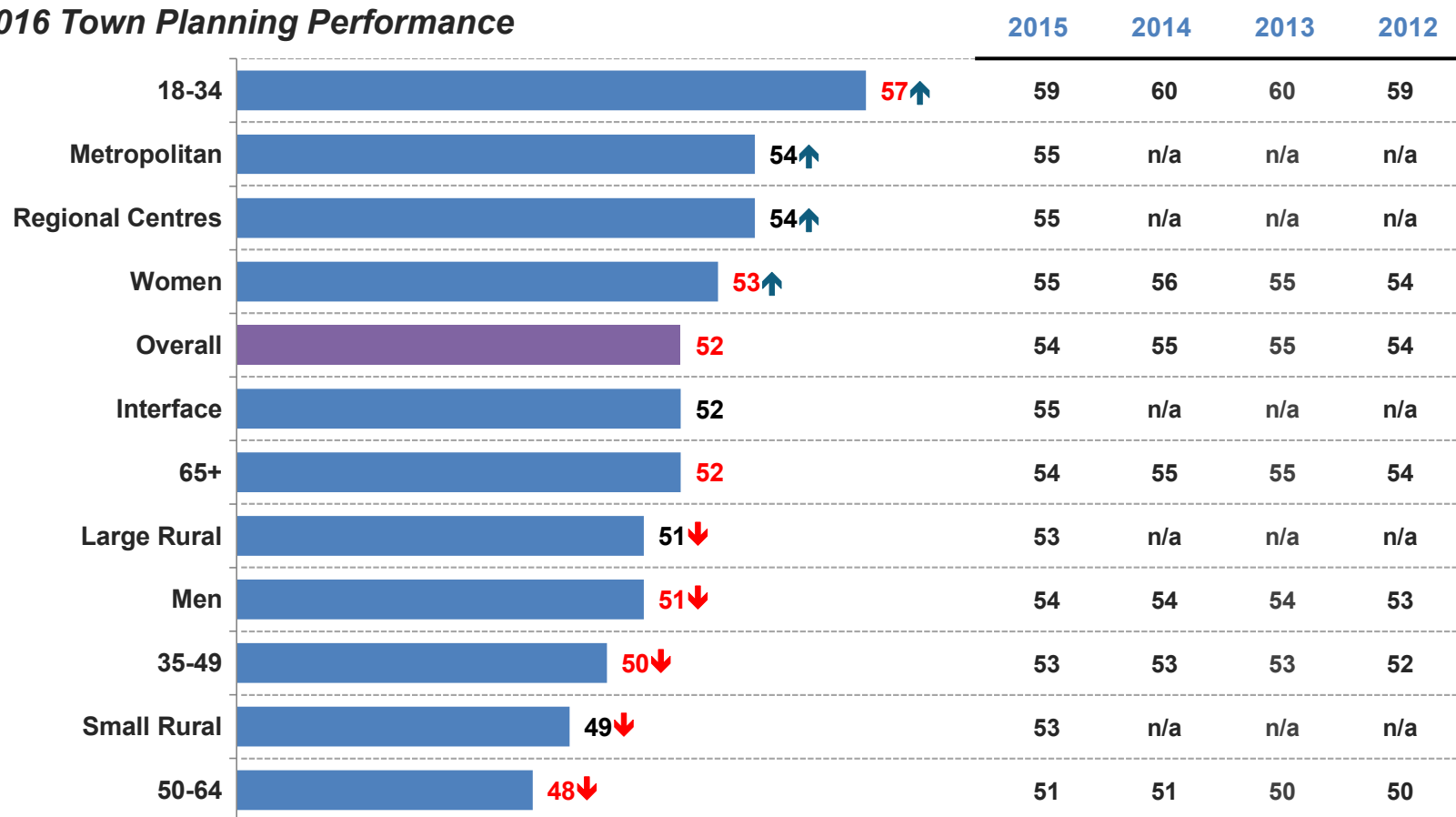
2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES

2016 Town Planning Importance



2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

2016 Town Planning Performance

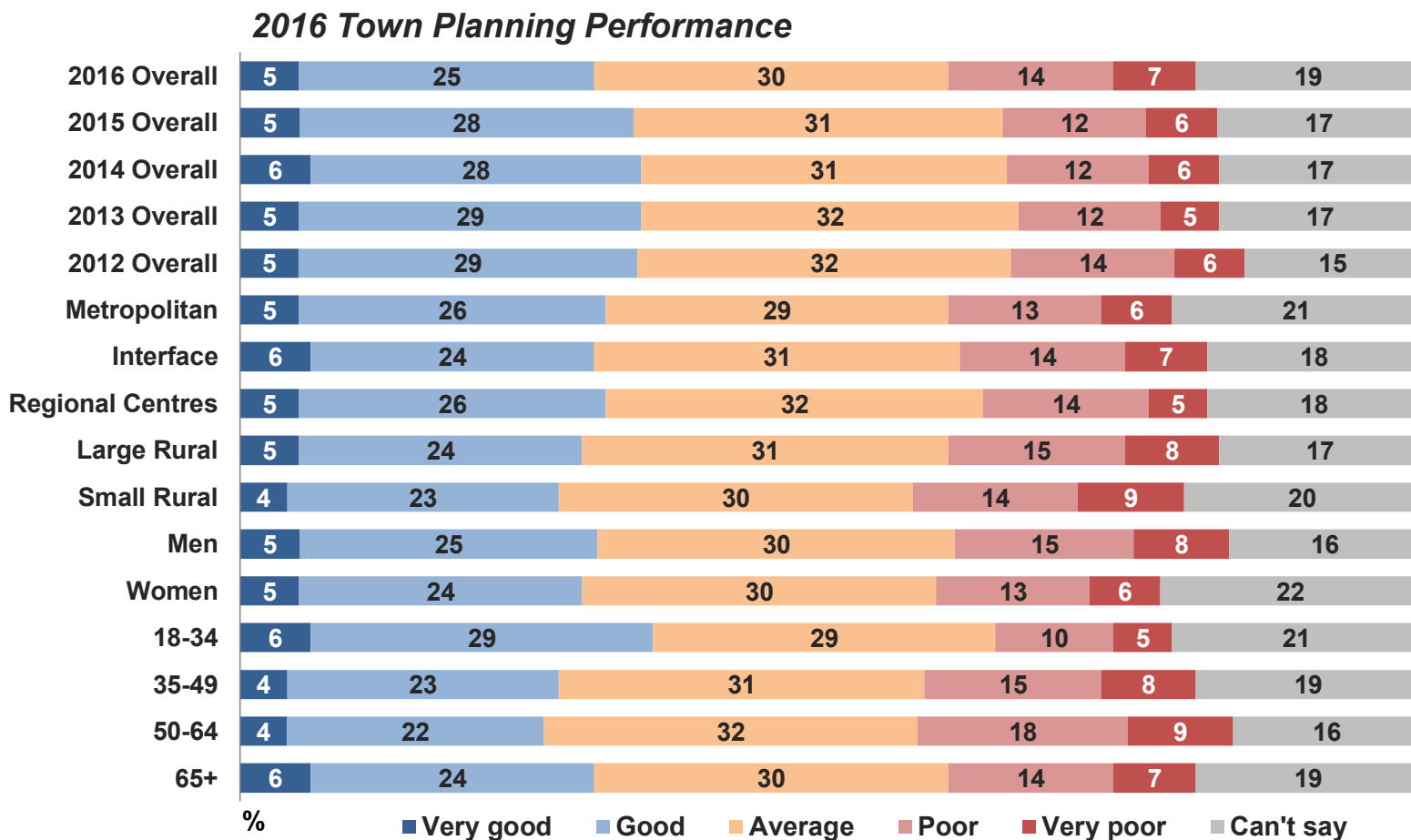


Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

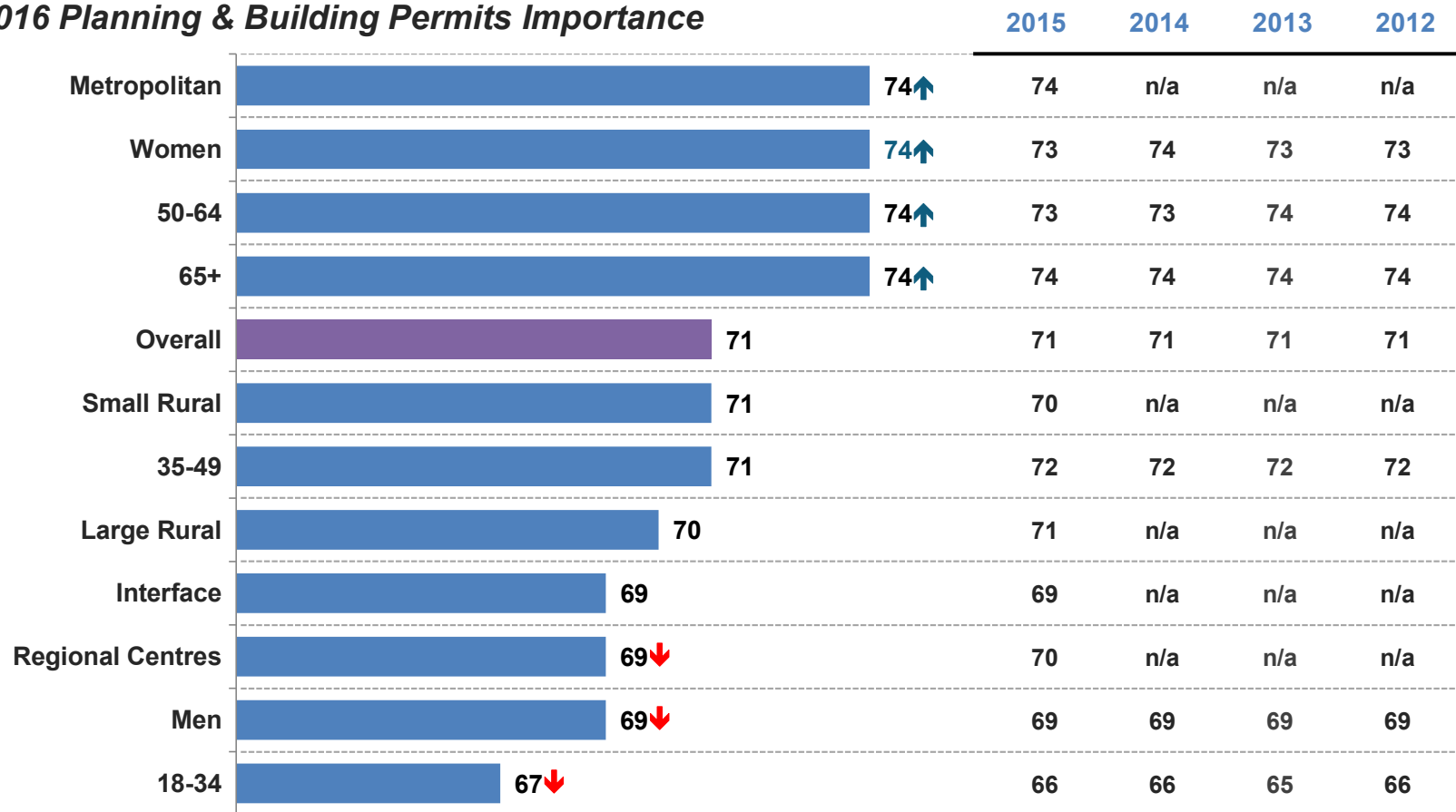


Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27



2016 PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES

2016 Planning & Building Permits Importance



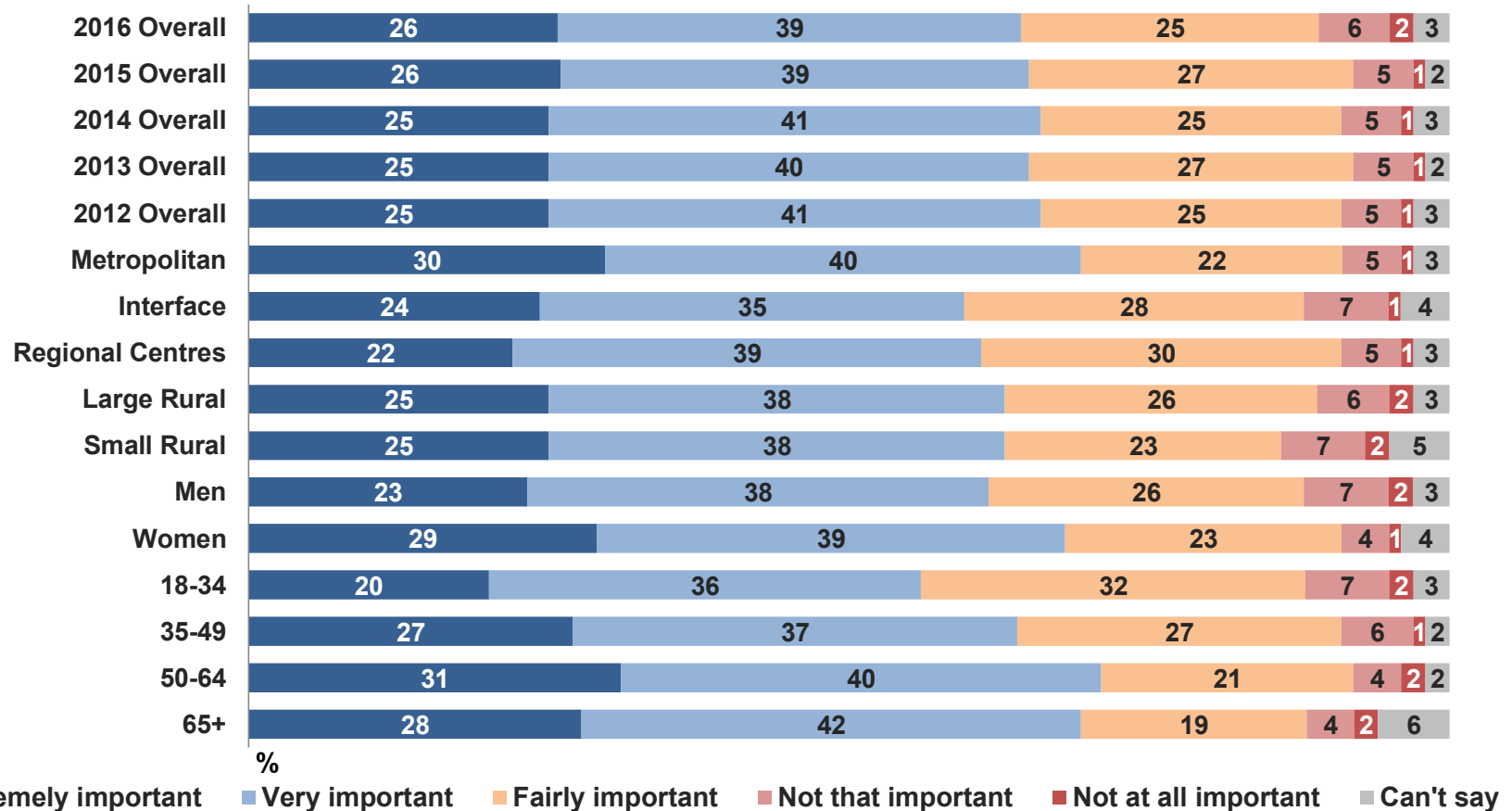
Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 PLANNING AND BUILDING PERMITS IMPORTANCE DETAILED PERCENTAGES

2016 Planning & Building Permits Importance



2016 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

2016 Planning & Building Permits Performance

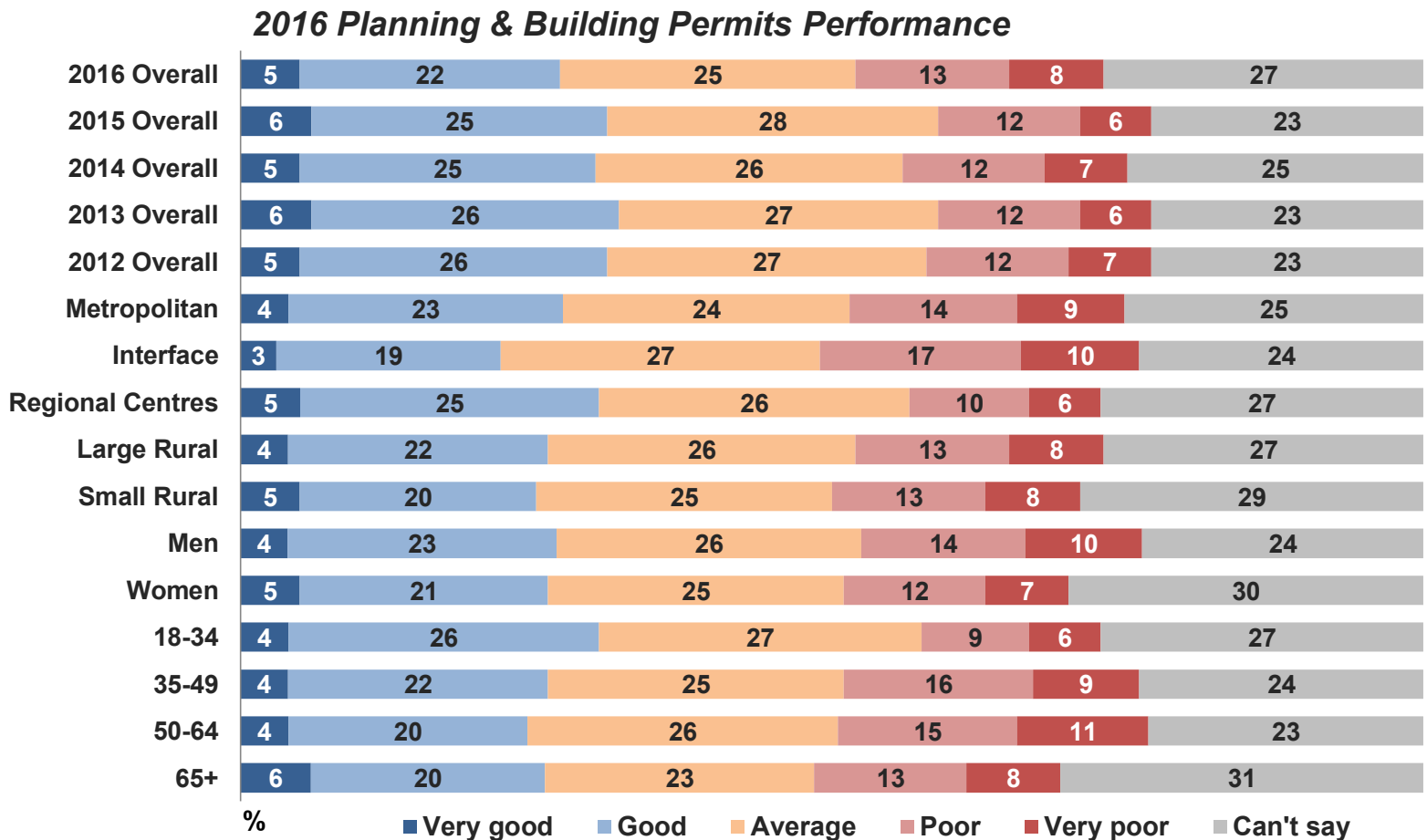
		2015	2014	2013	2012
Regional Centres	55↑	57	n/a	n/a	n/a
18-34	55↑	58	58	59	60
Women	52↑	54	54	55	54
Overall	50	54	53	55	54
Metropolitan	50	53	n/a	n/a	n/a
Large Rural	50	54	n/a	n/a	n/a
Small Rural	50	53	n/a	n/a	n/a
65+	50	53	53	54	53
Men	49↓	53	53	54	53
35-49	48↓	53	51	54	51
50-64	48↓	51	50	50	49
Interface	46↓	49	n/a	n/a	n/a

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

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

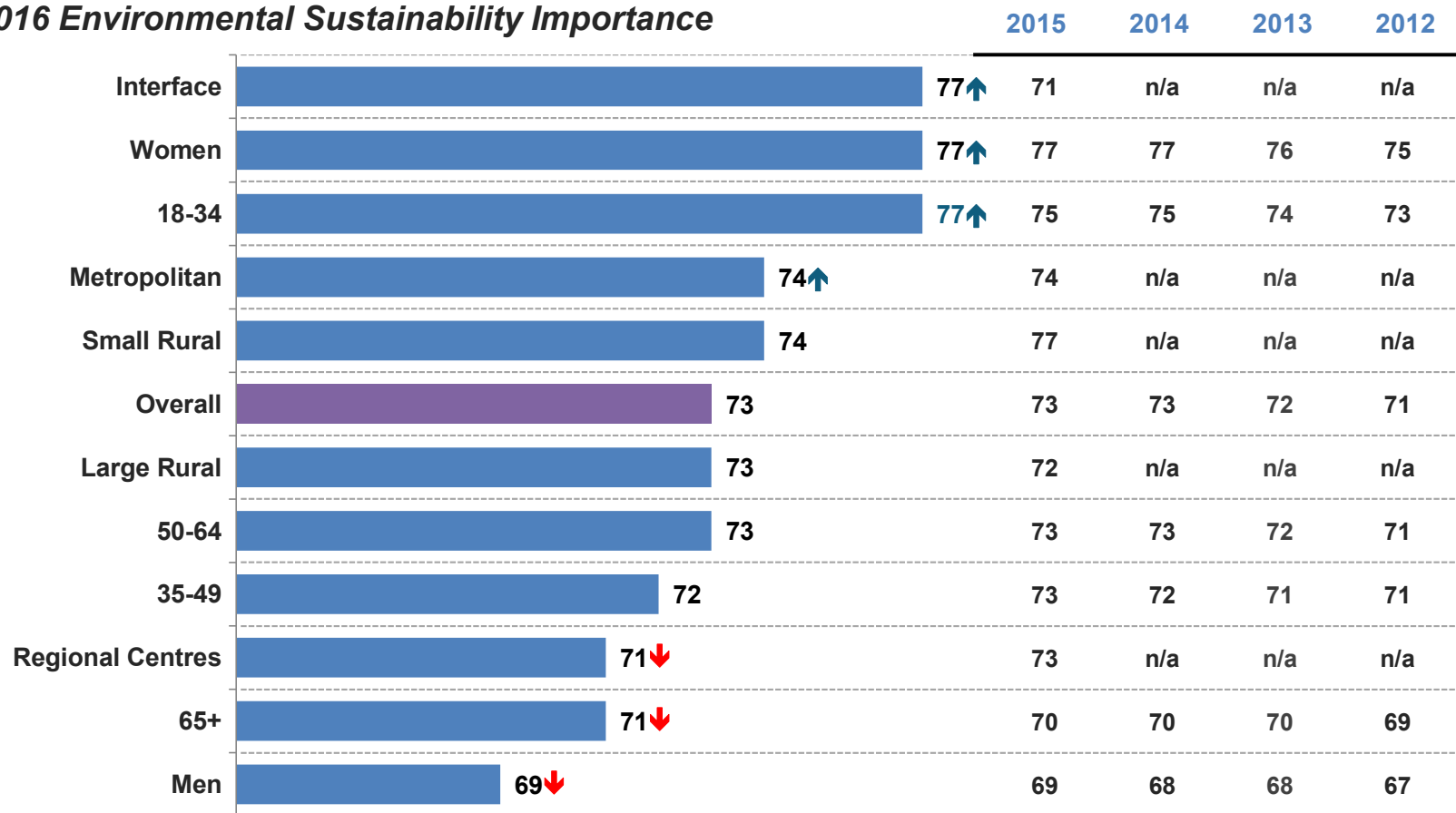
Note: Please see slide 5 for explanation about significant differences

2016 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES



2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

2016 Environmental Sustainability Importance



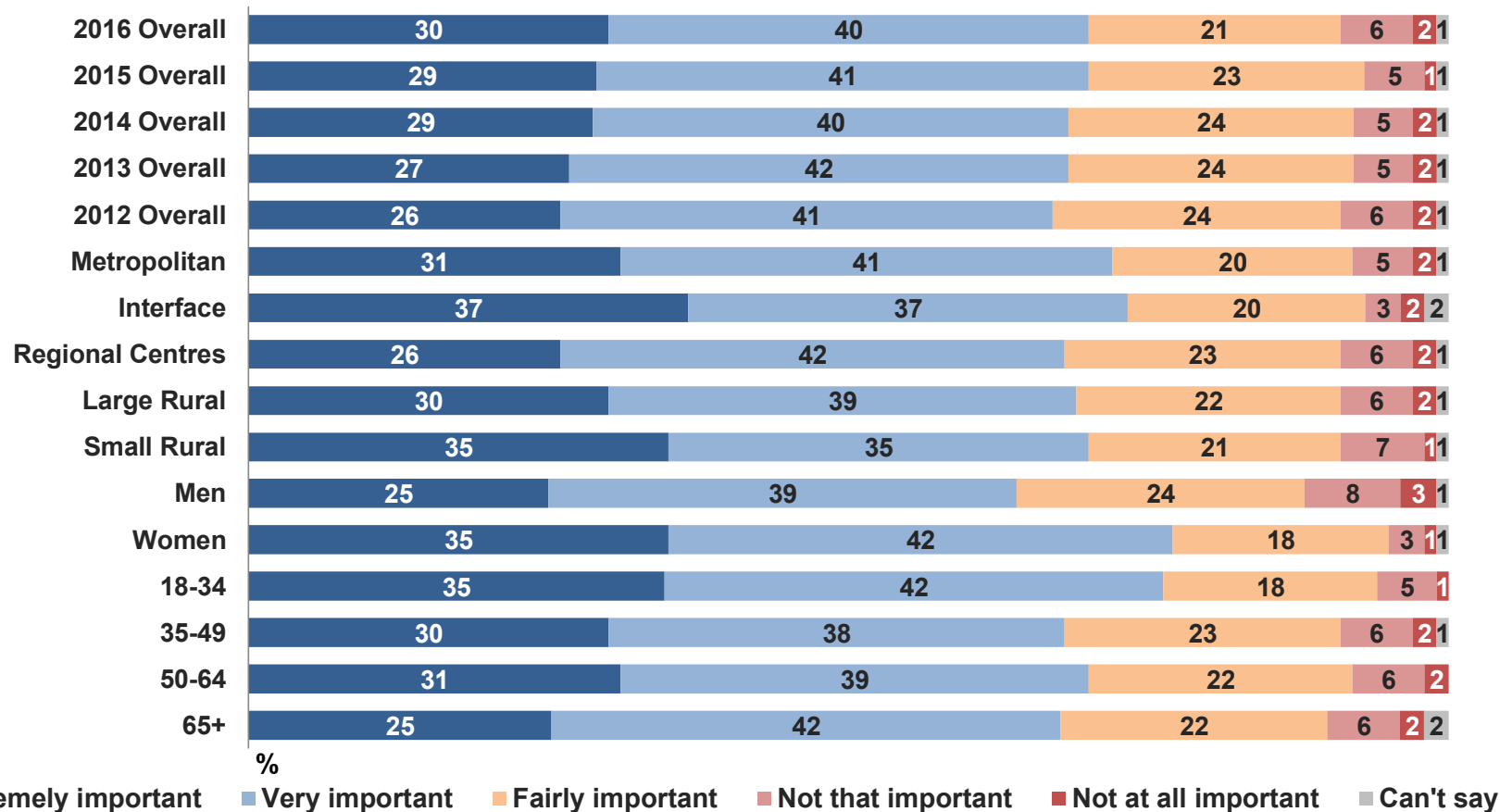
Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

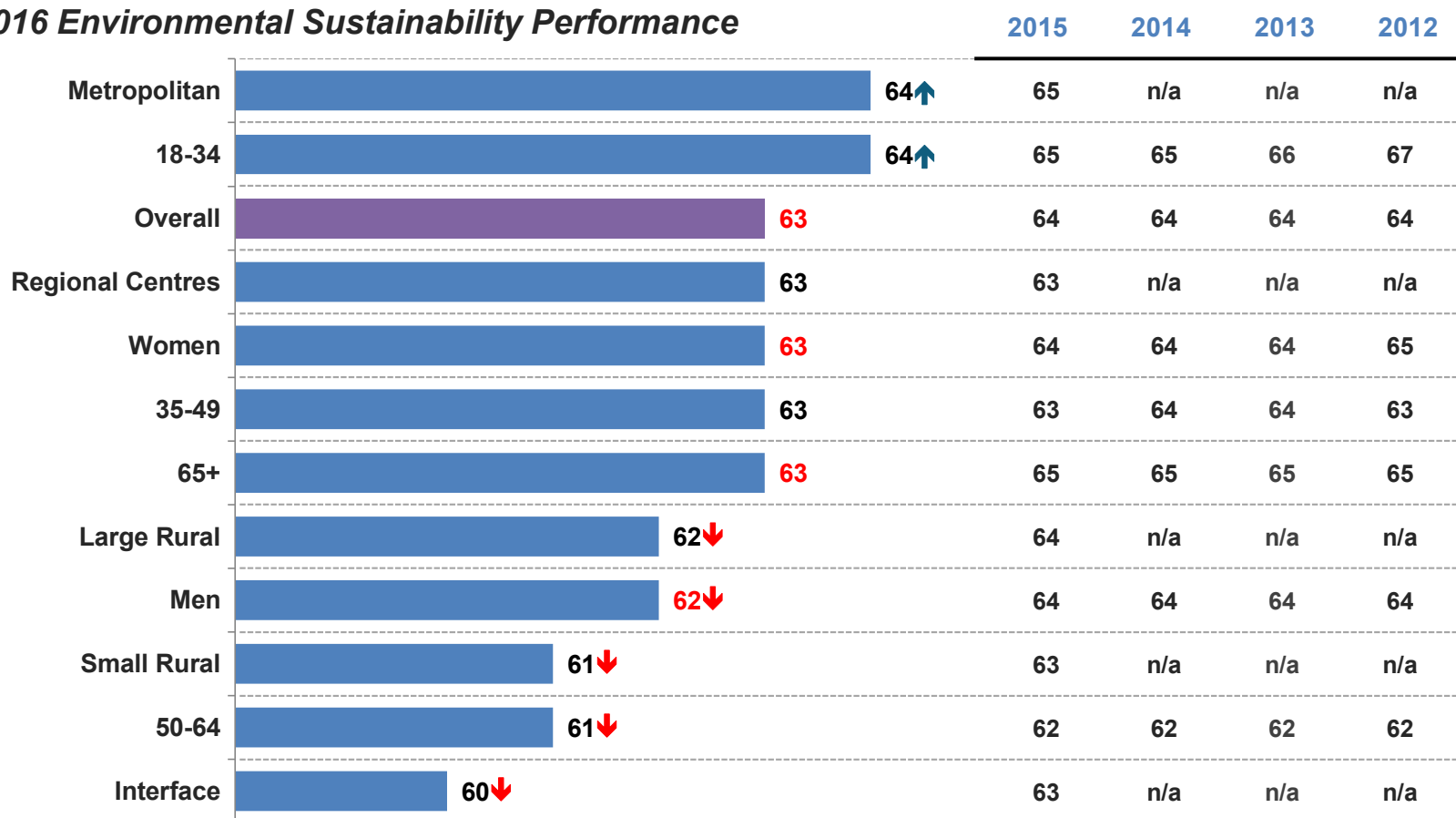
2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES

2016 Environmental Sustainability Importance



2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

2016 Environmental Sustainability Performance



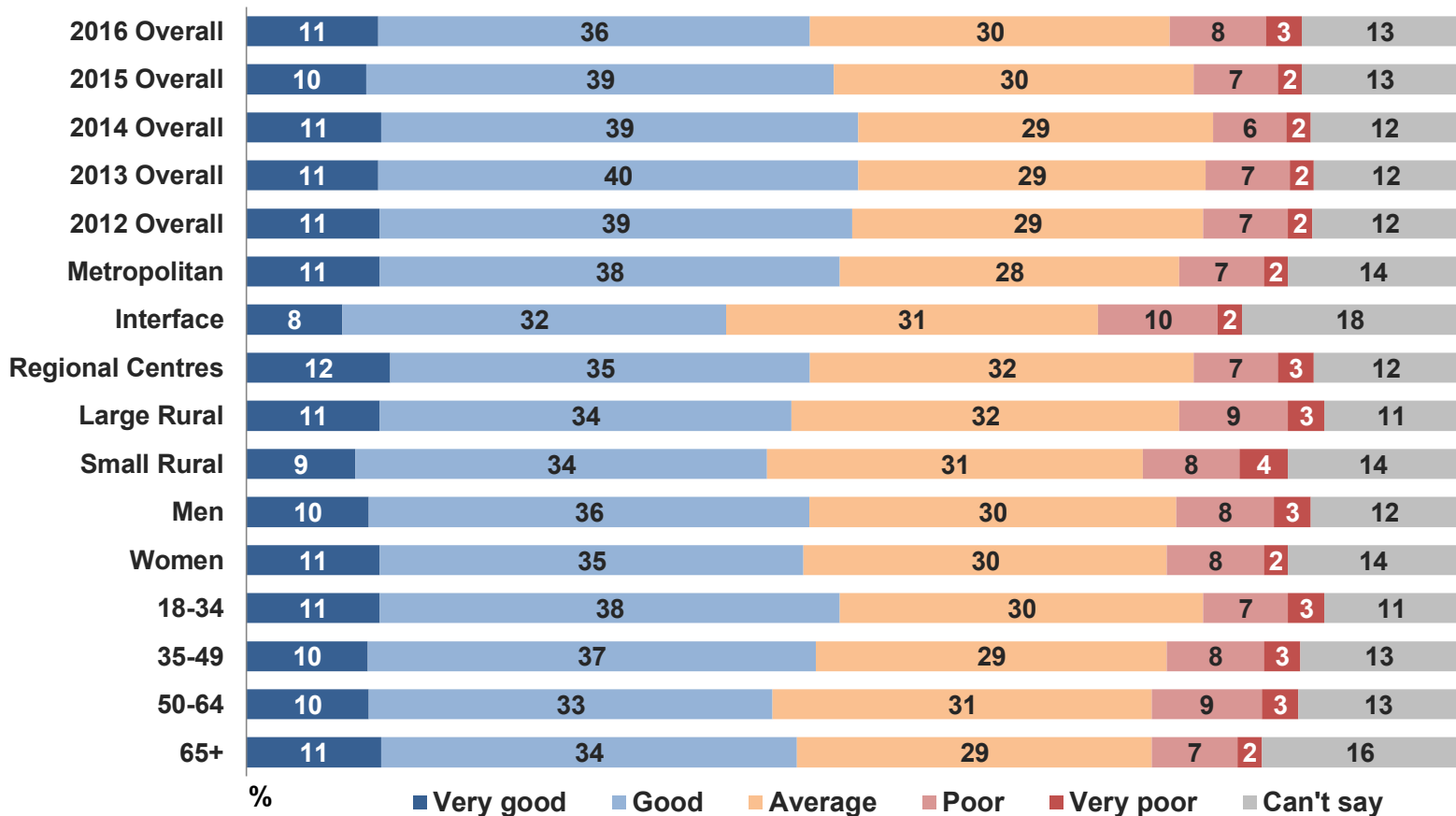
Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES

2016 Environmental Sustainability Performance



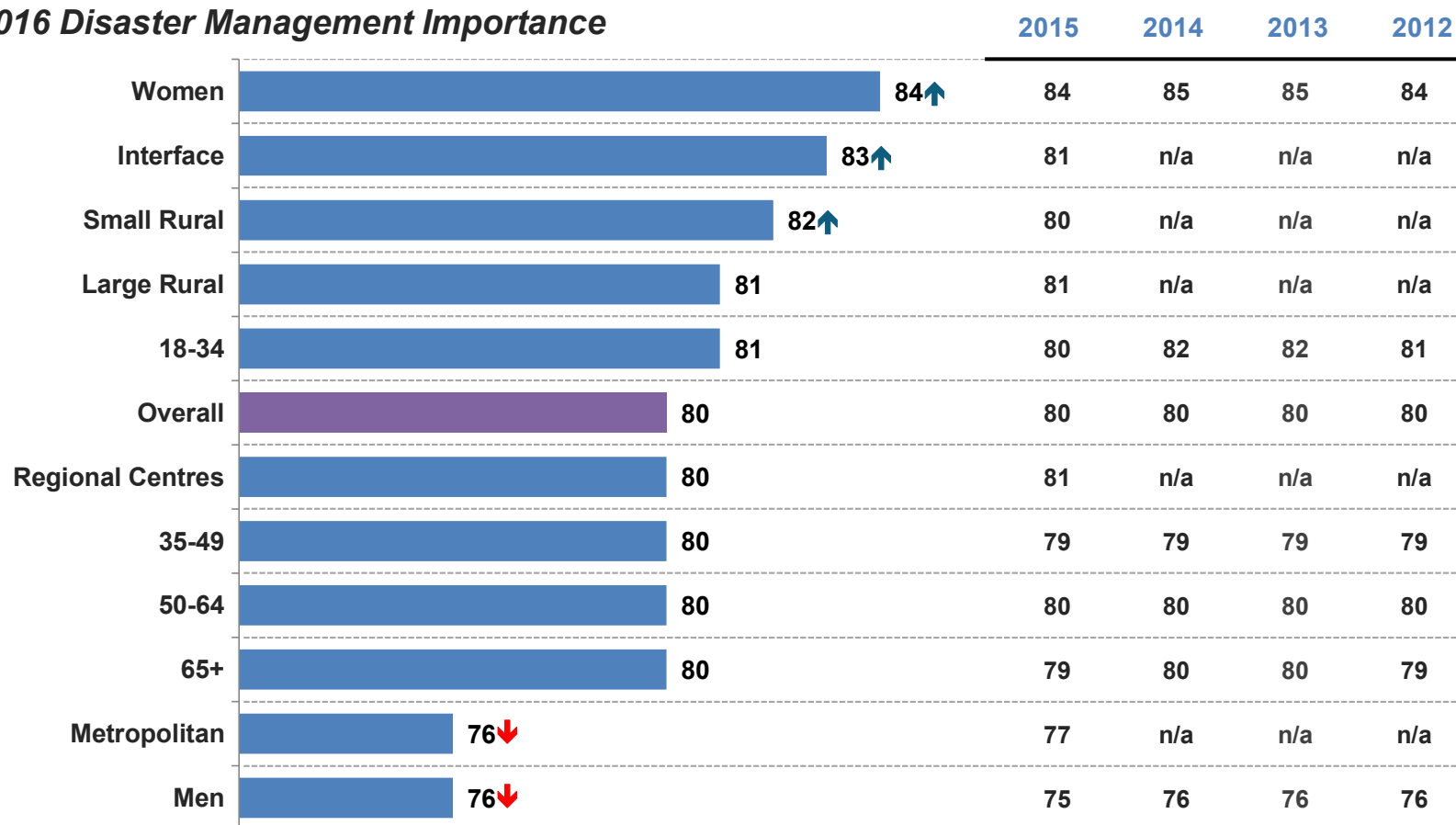
Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

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



2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2016 Disaster Management Importance



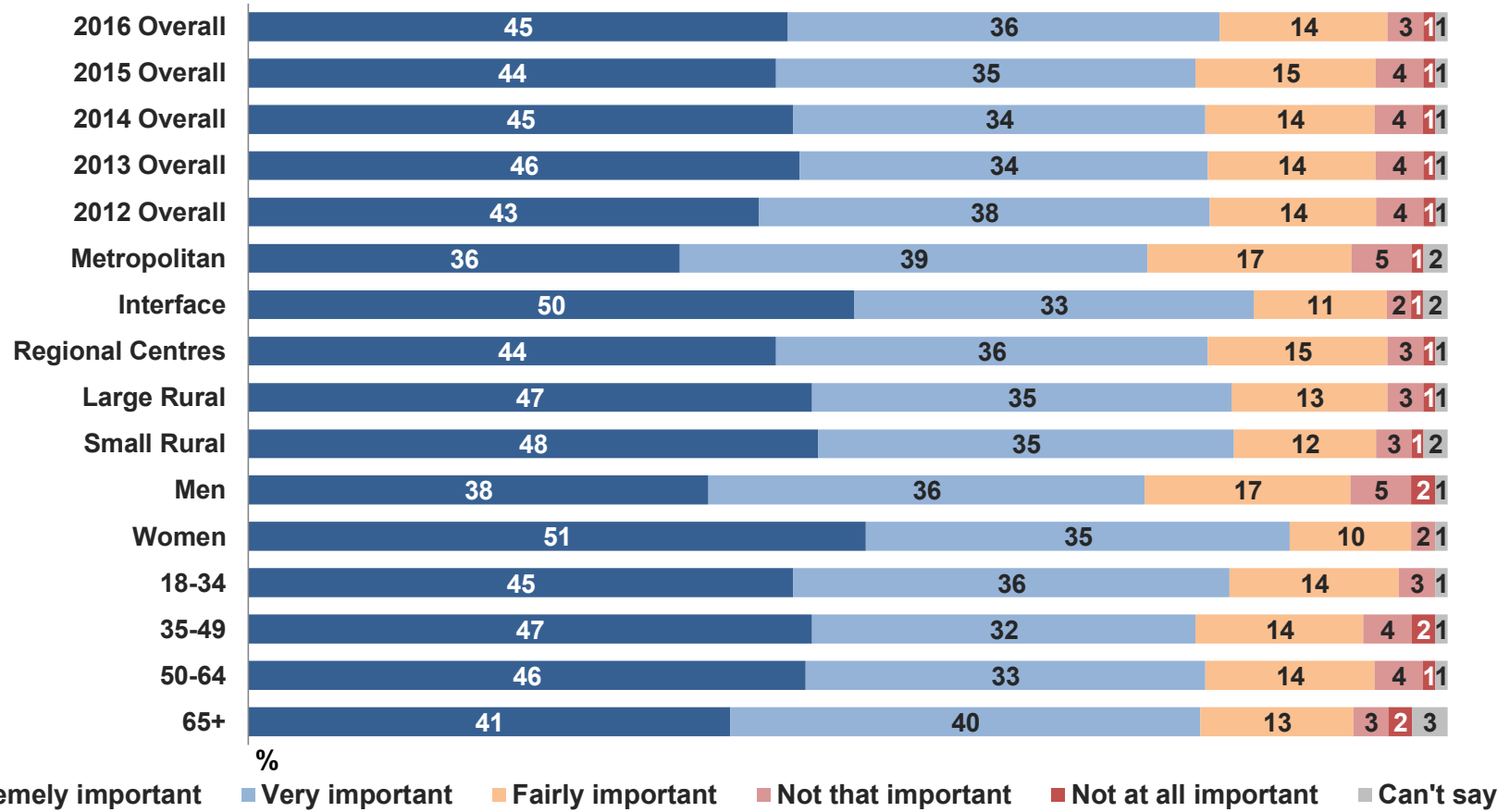
Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

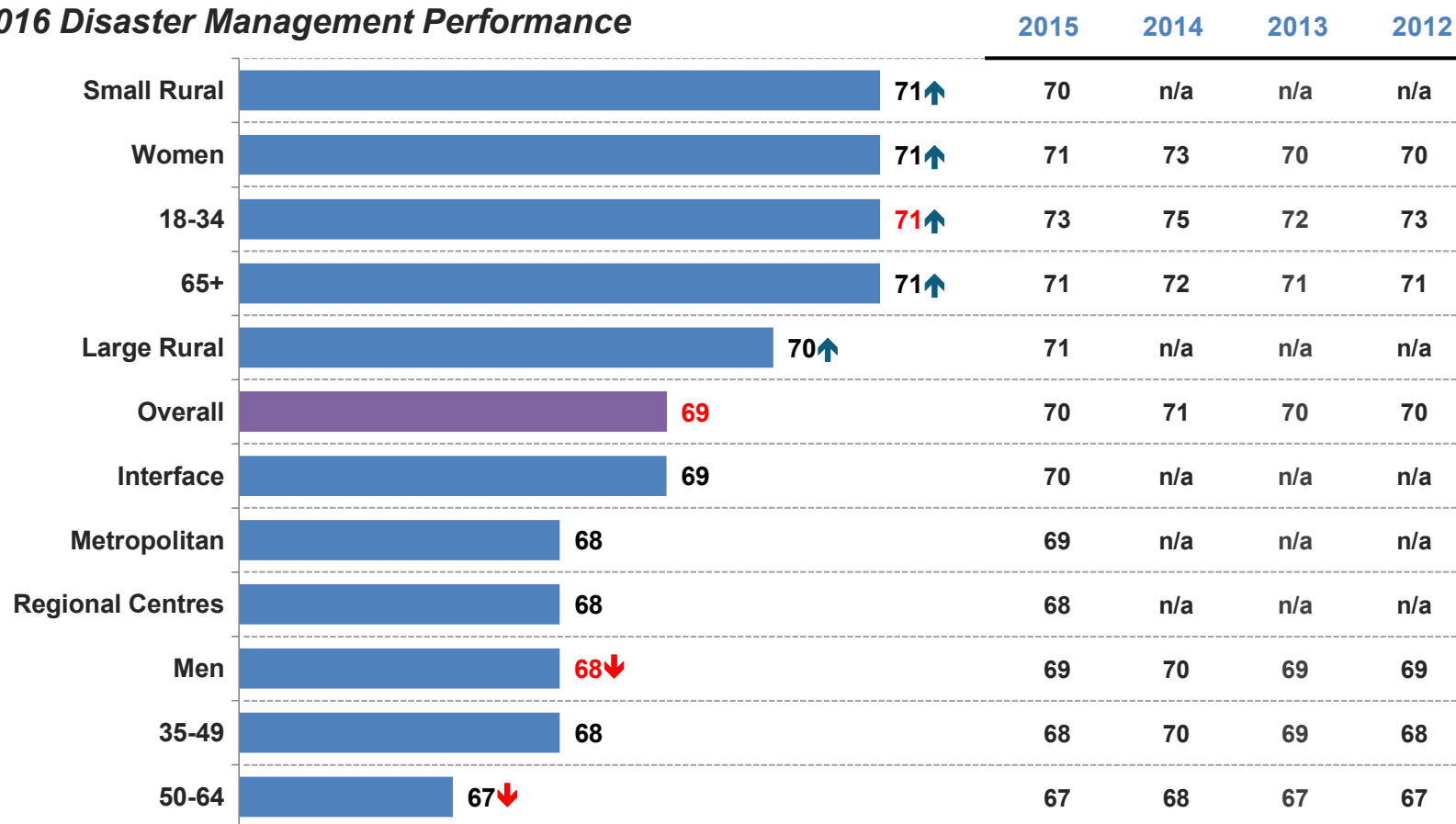
2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Disaster Management Importance



2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2016 Disaster Management Performance



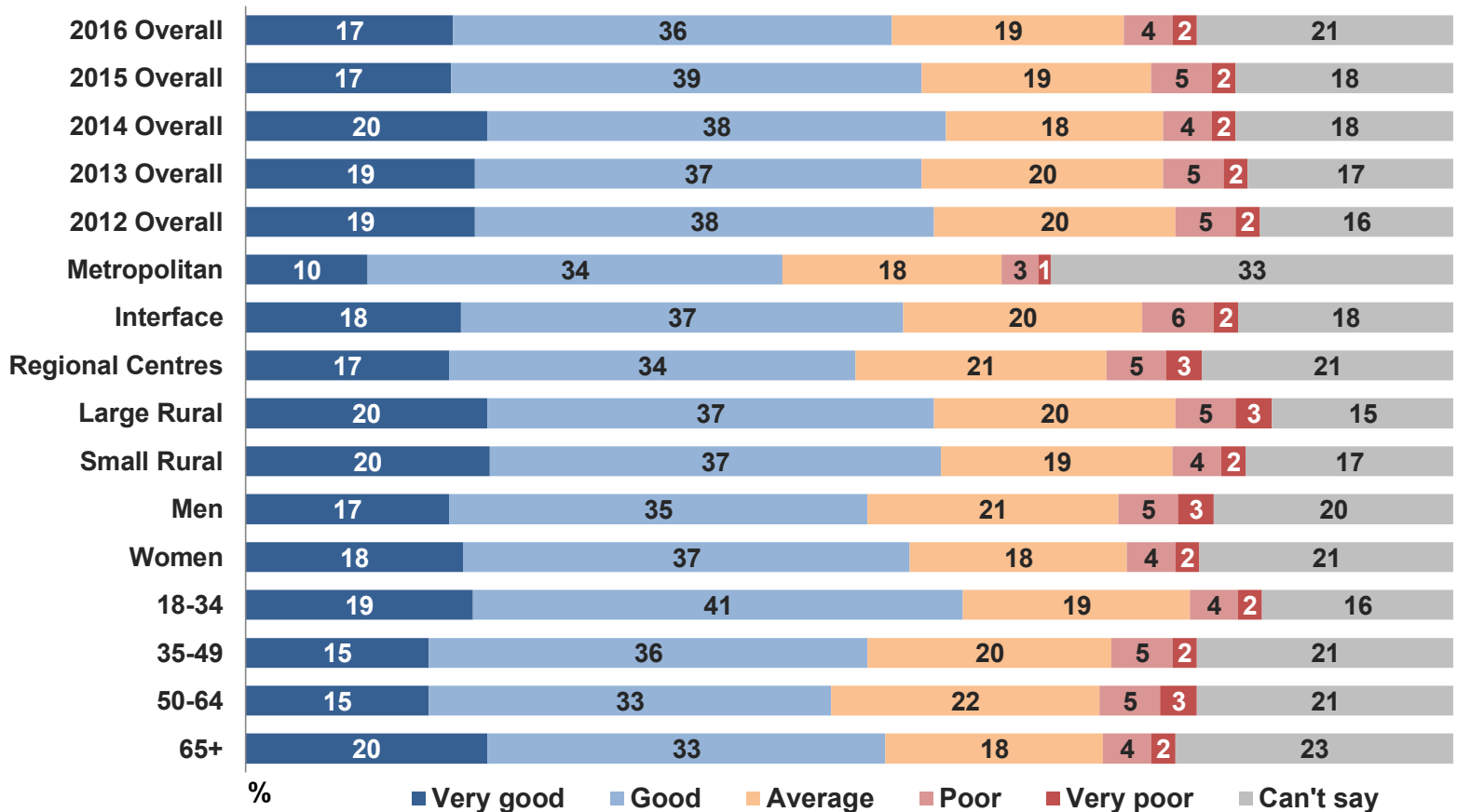
Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

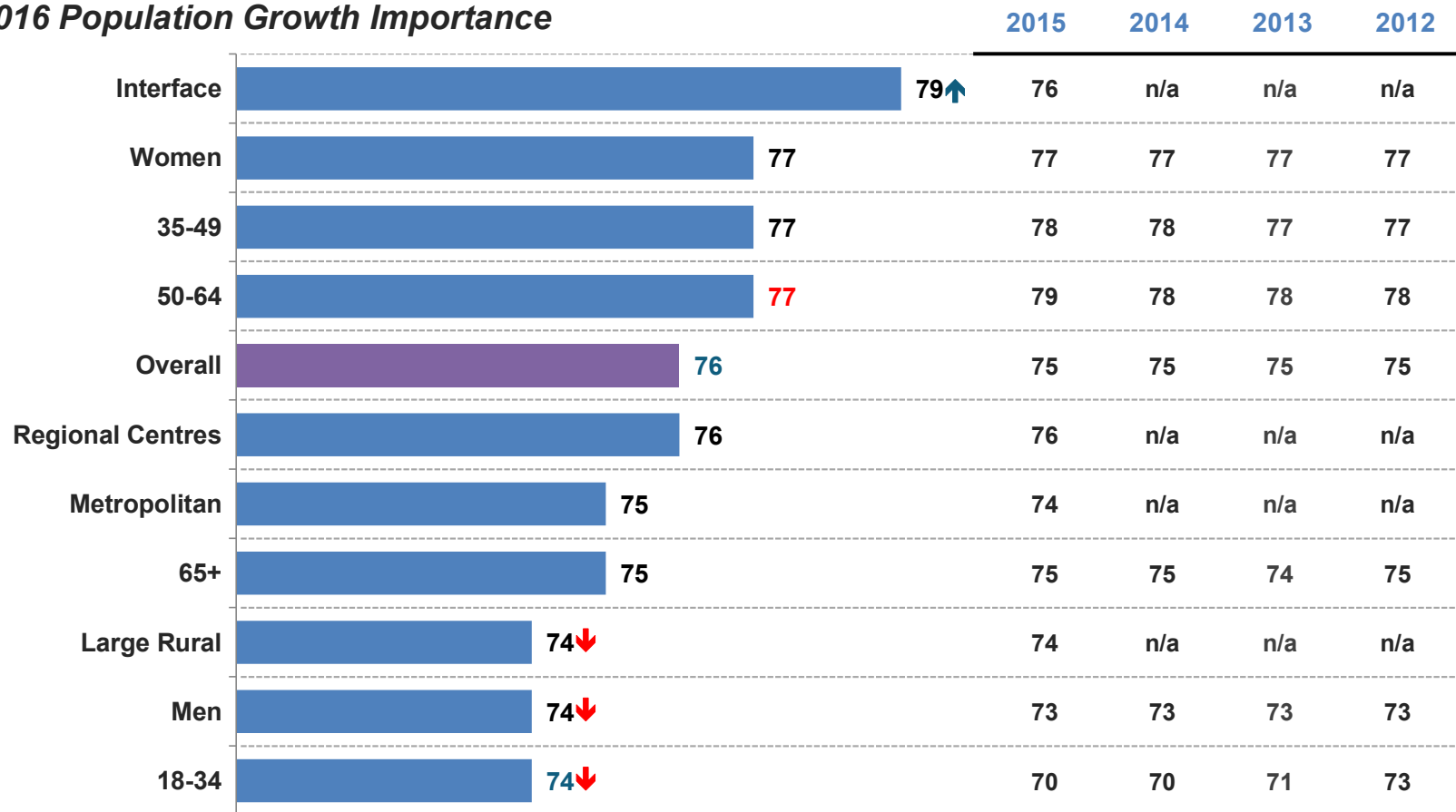
2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2016 Disaster Management Performance



2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE INDEX SCORES

2016 Population Growth Importance



Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

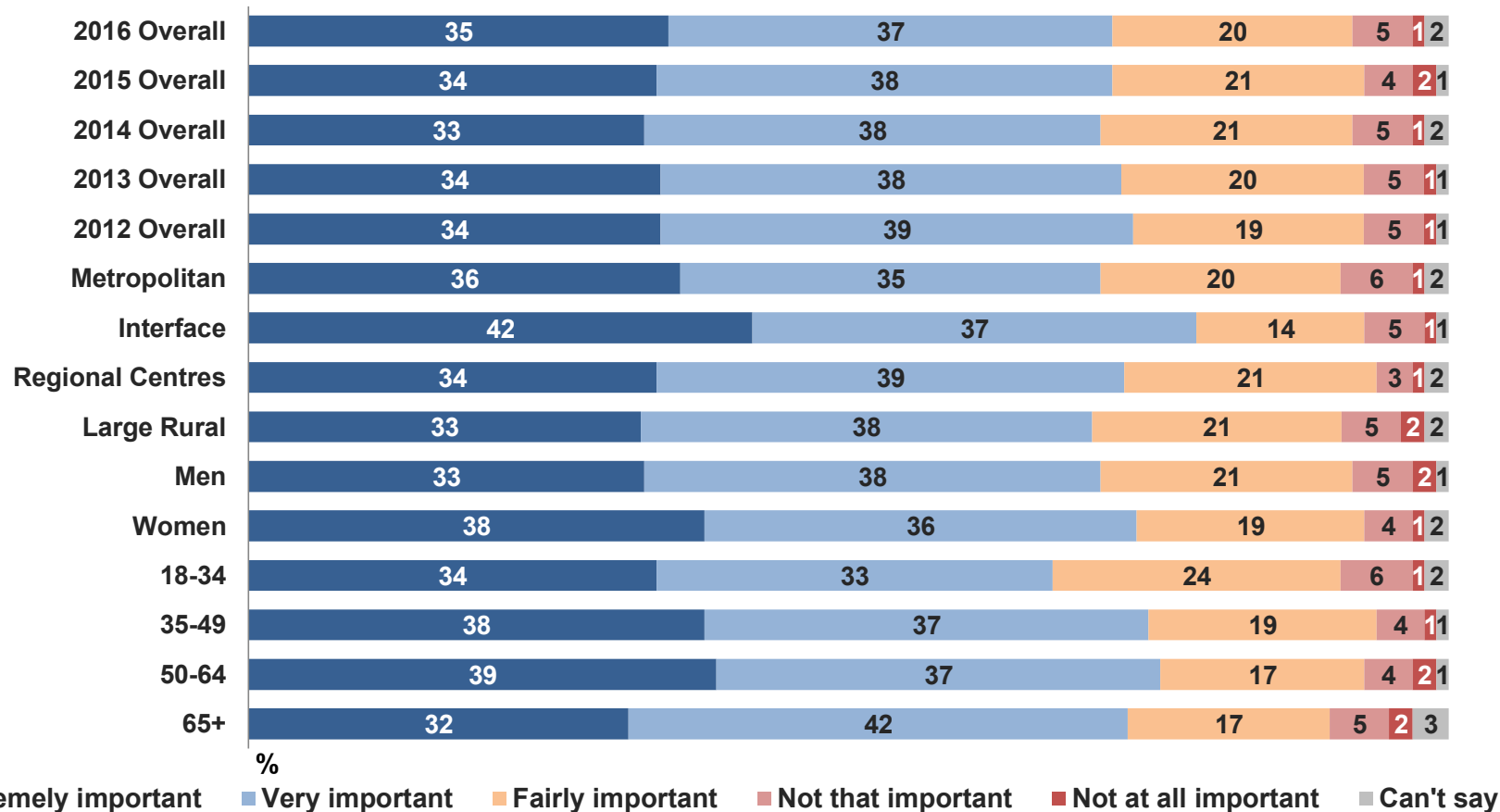
Base: All respondents. Councils asked state-wide: 14

Note: Please see slide 5 for explanation about significant differences

2016 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES

2016 Population Growth Importance



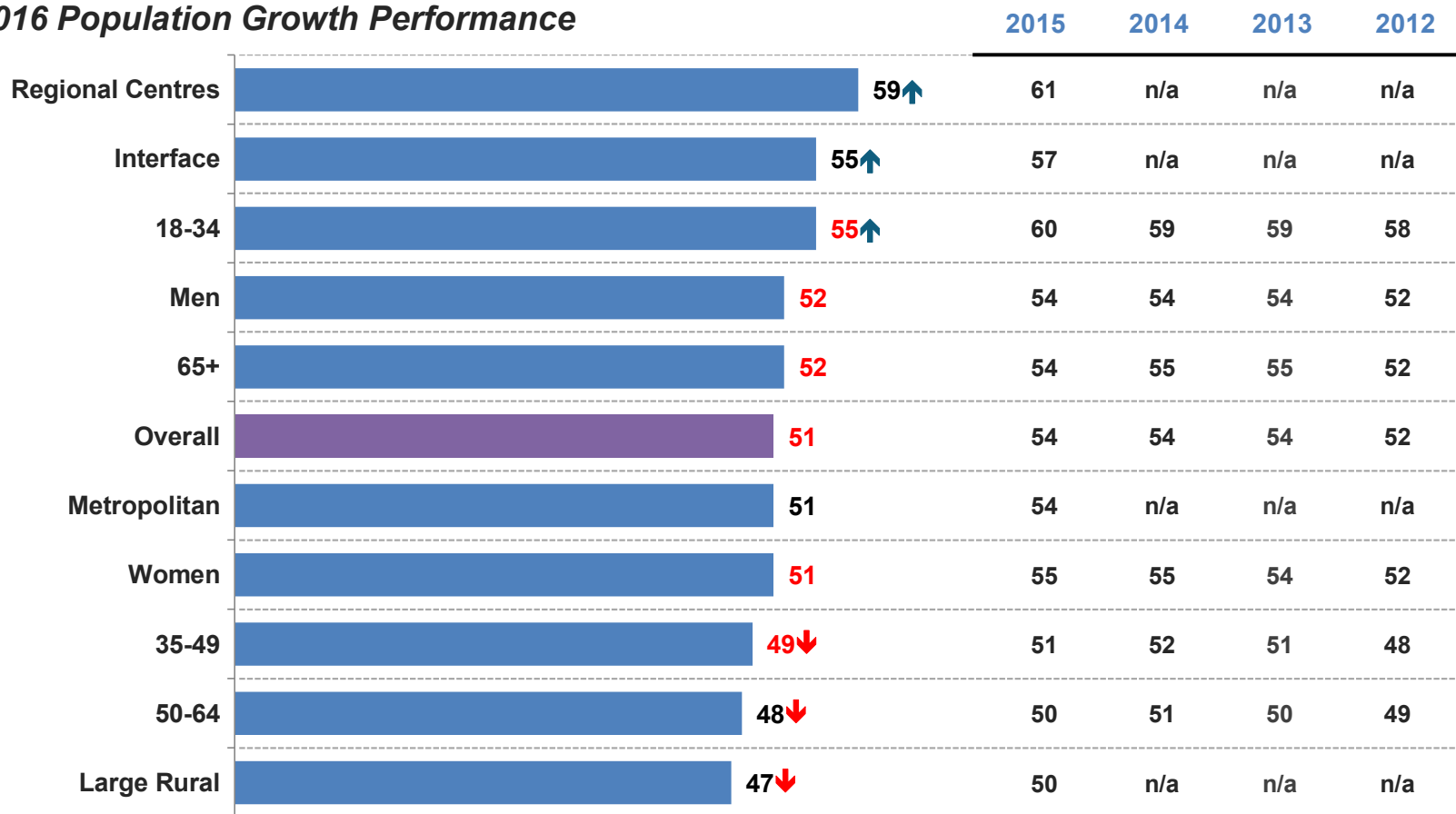
Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 14

2016 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES

2016 Population Growth Performance



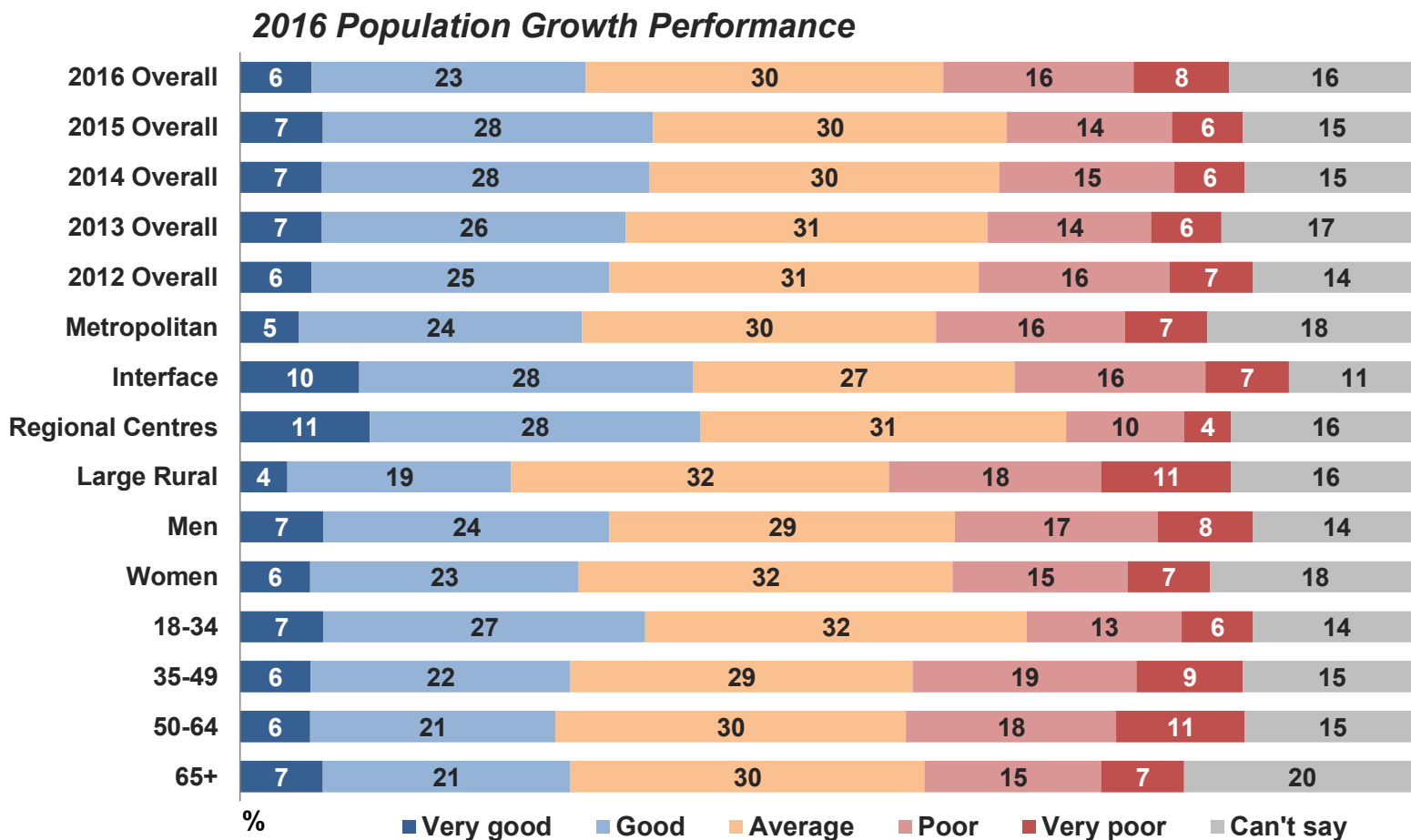
Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES

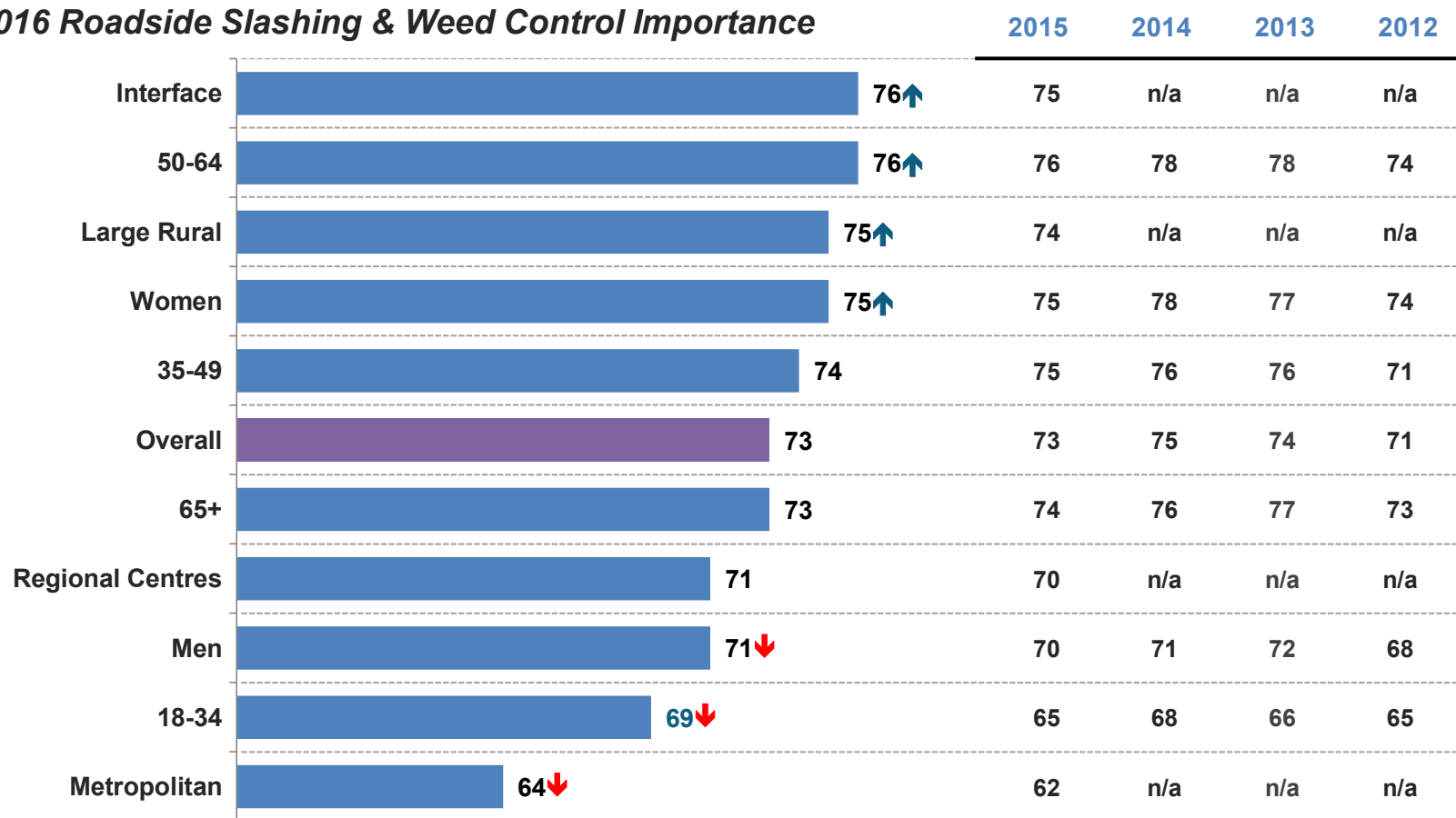


Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16



2016 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE INDEX SCORES

2016 Roadside Slashing & Weed Control Importance



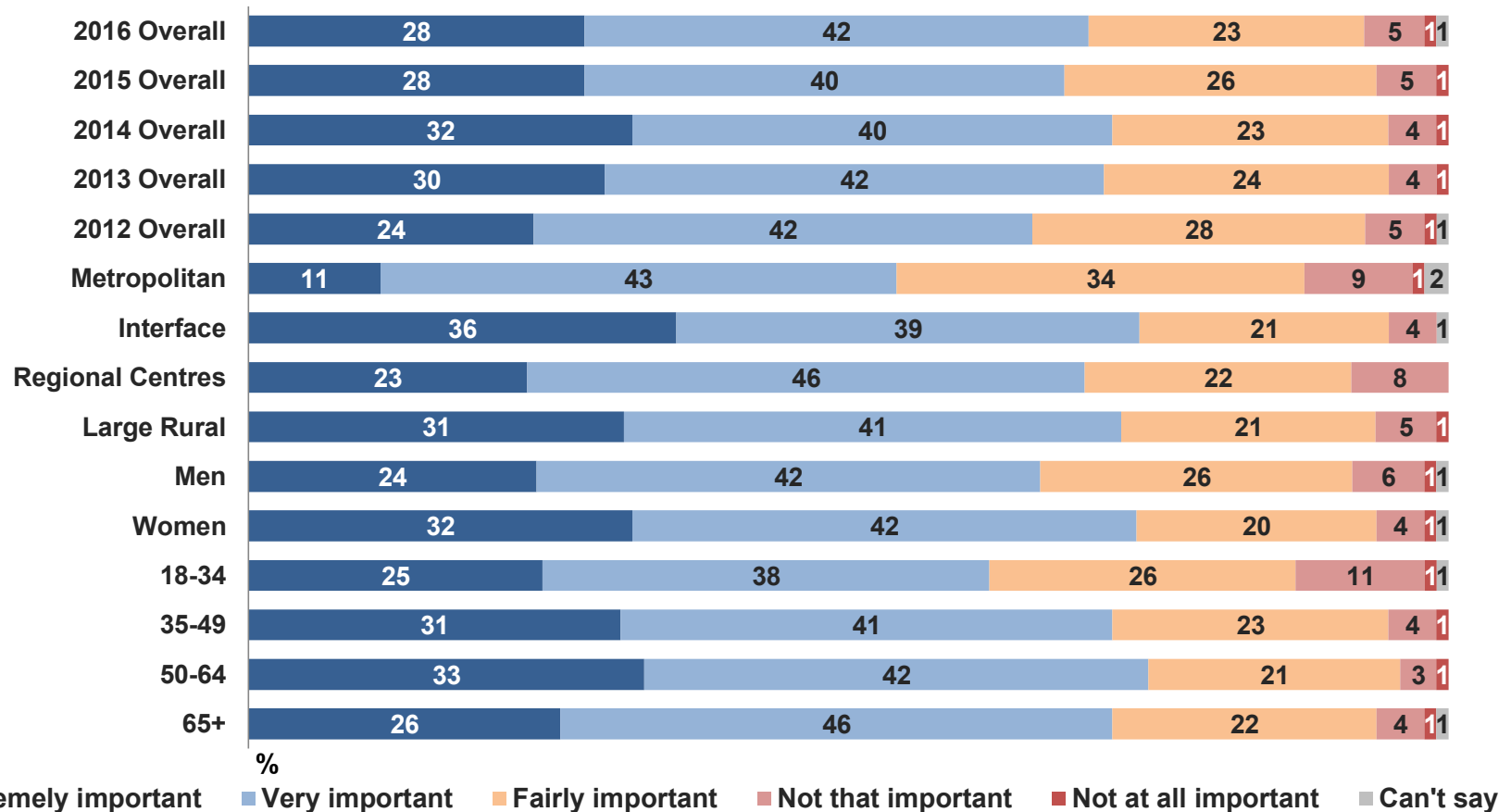
Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE DETAILED PERCENTAGES

2016 Roadside Slashing & Weed Control Importance



2016 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

2016 Roadside Slashing & Weed Control Performance

		2015	2014	2013	2012
Metropolitan	68↑	69	n/a	n/a	n/a
Regional Centres	62↑	58	n/a	n/a	n/a
18-34	61↑	62	63	63	67
Women	57	55	55	56	61
35-49	57	55	53	56	59
Overall	56	55	55	56	61
Interface	56	52	n/a	n/a	n/a
Men	55	54	55	57	60
Large Rural	54↓	53	n/a	n/a	n/a
65+	54↓	52	53	55	59
50-64	52↓	51	51	52	58
Small Rural	51↓	52	n/a	n/a	n/a

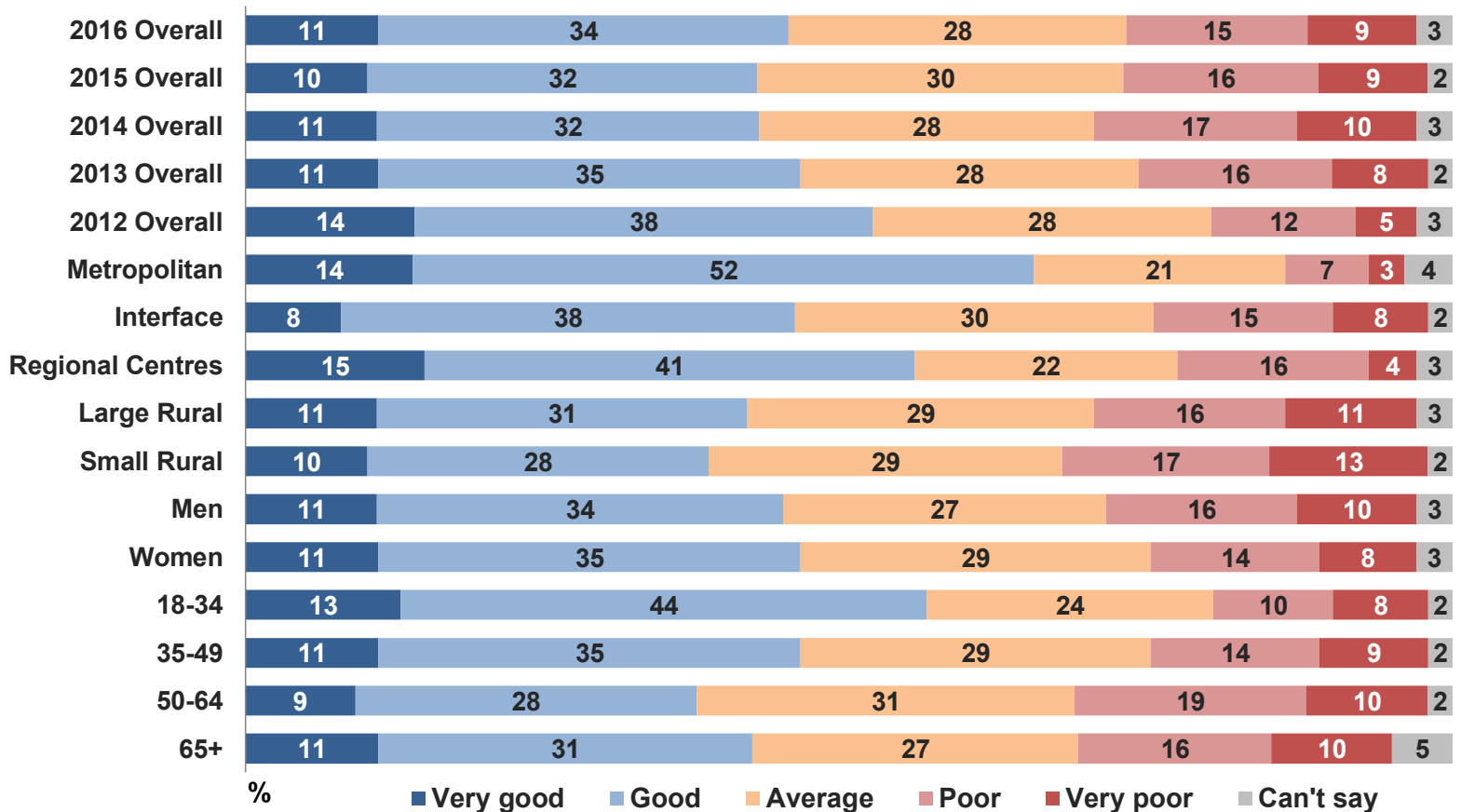
Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

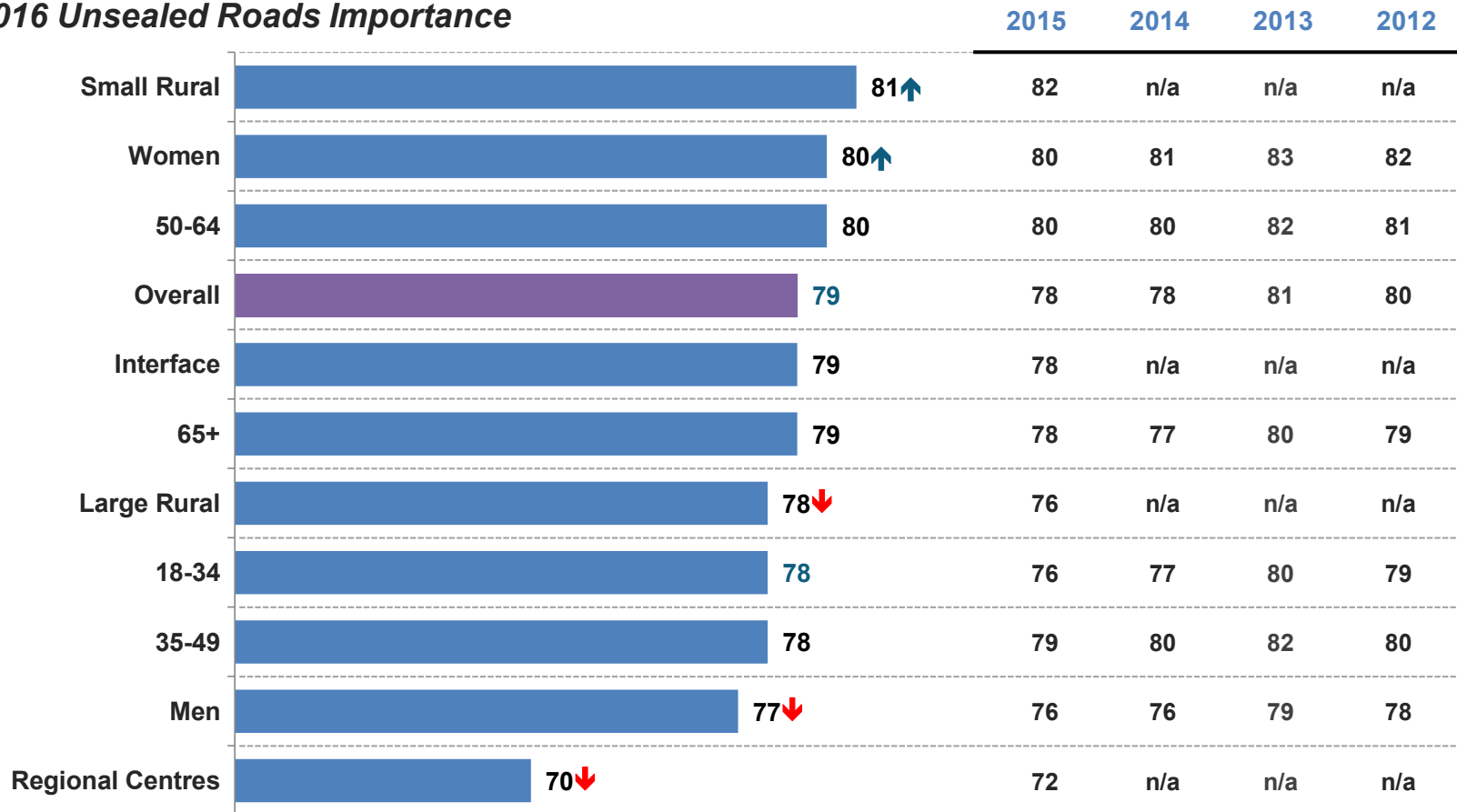
2016 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE DETAILED PERCENTAGES

2016 Roadside Slashing & Weed Control Performance



2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

2016 Unsealed Roads Importance



Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

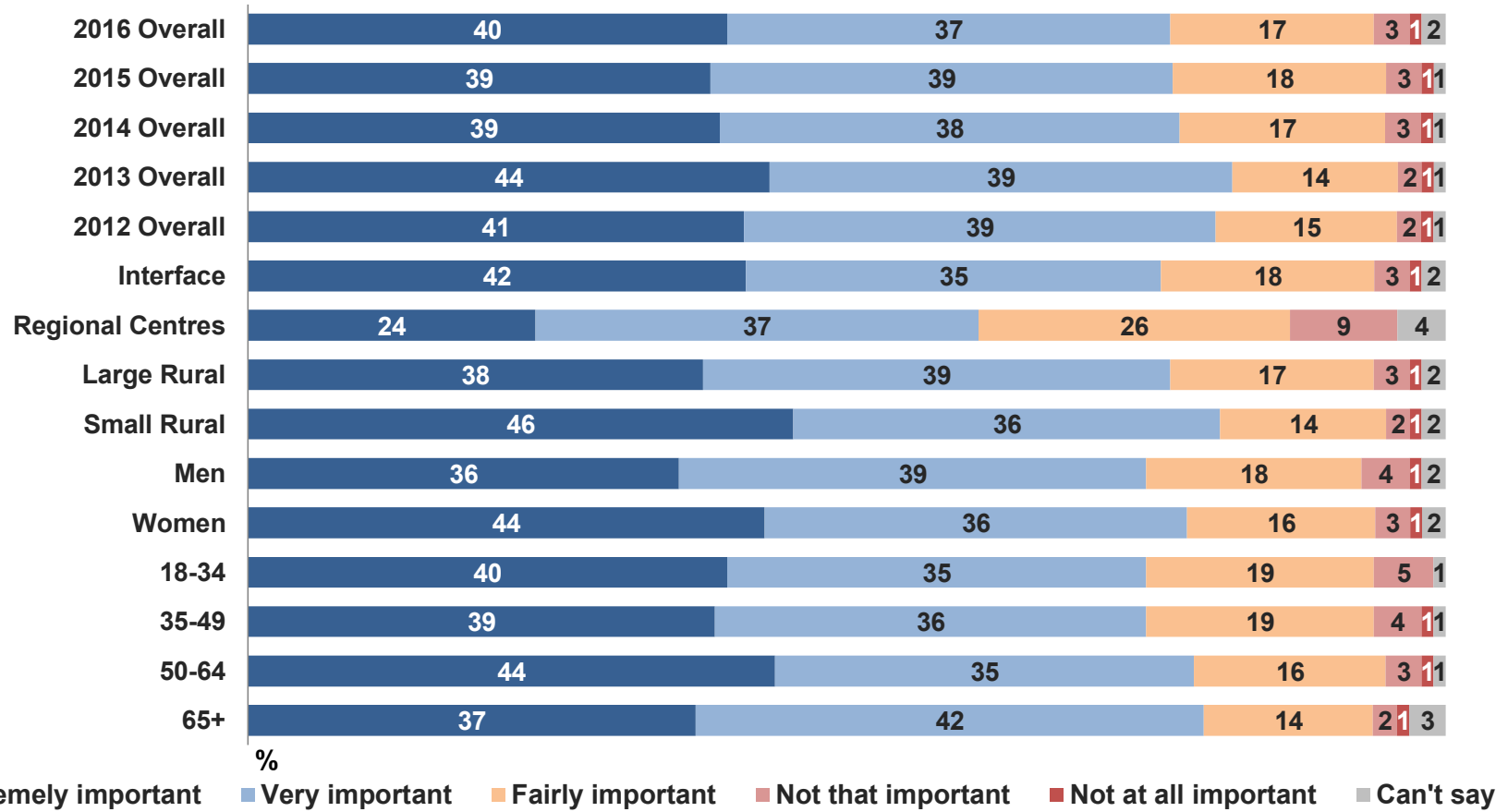
Base: All respondents. Councils asked state-wide: 14

Note: Please see slide 5 for explanation about significant differences

2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2016 Unsealed Roads Importance



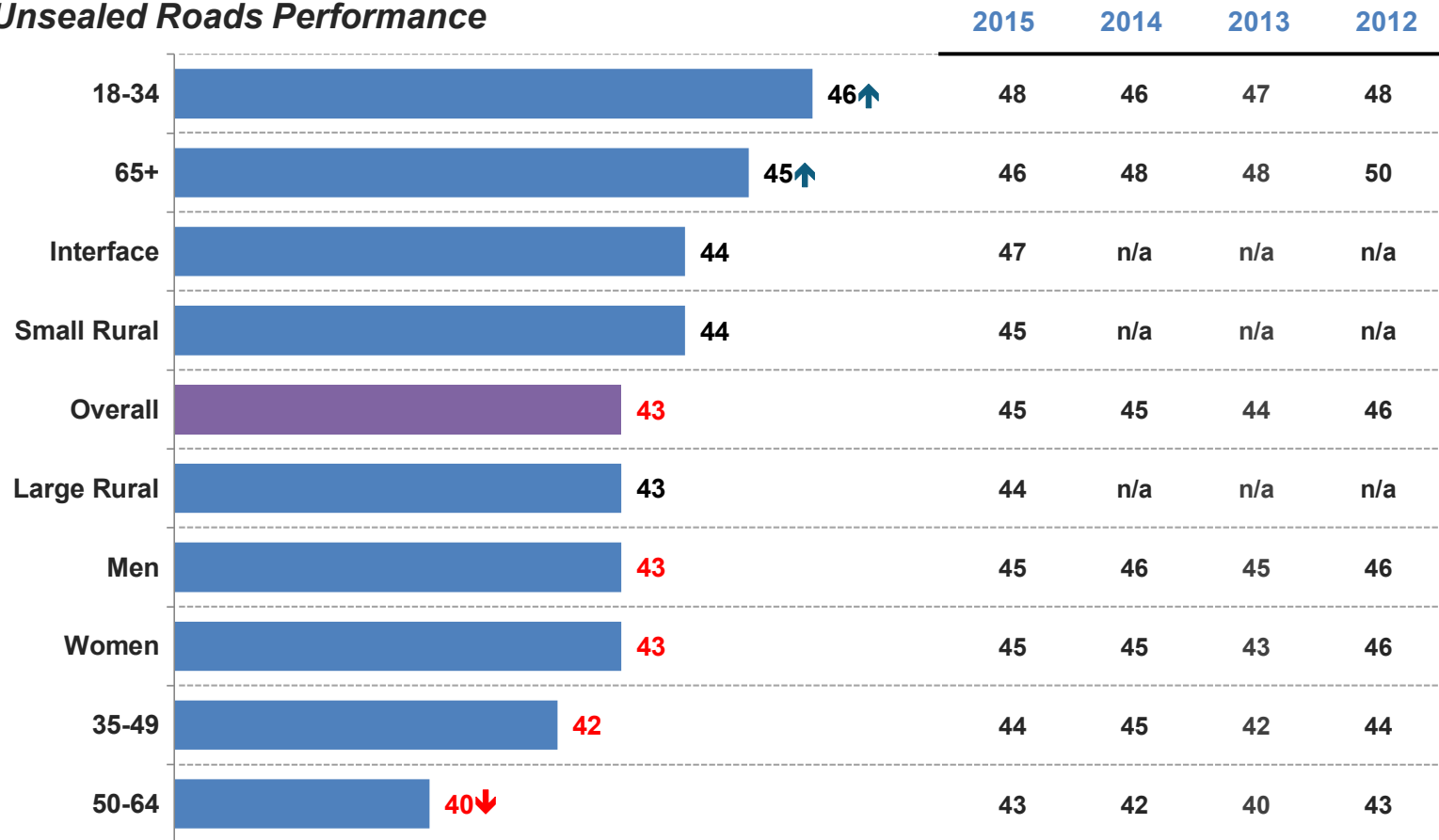
Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 14

2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2016 Unsealed Roads Performance



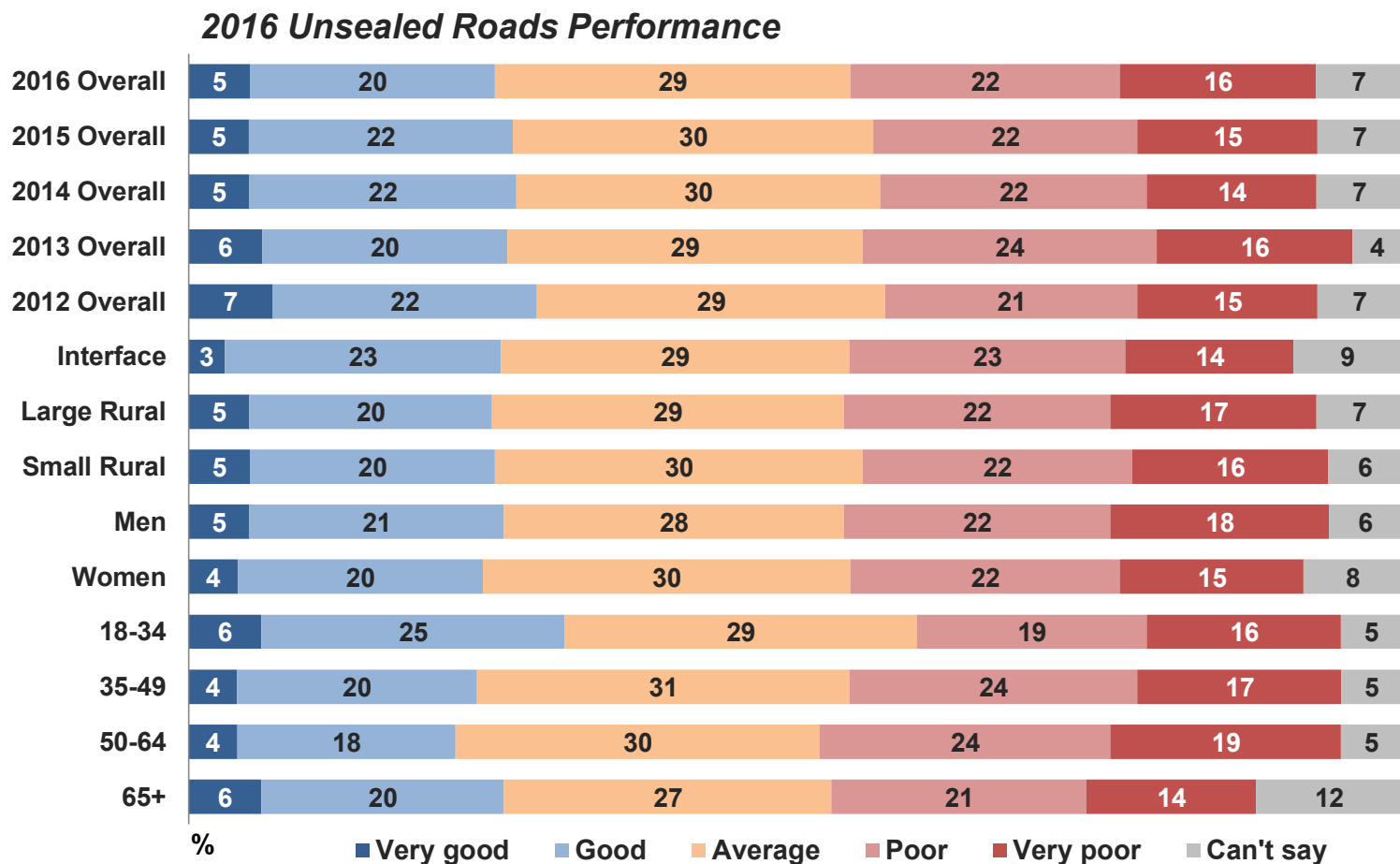
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

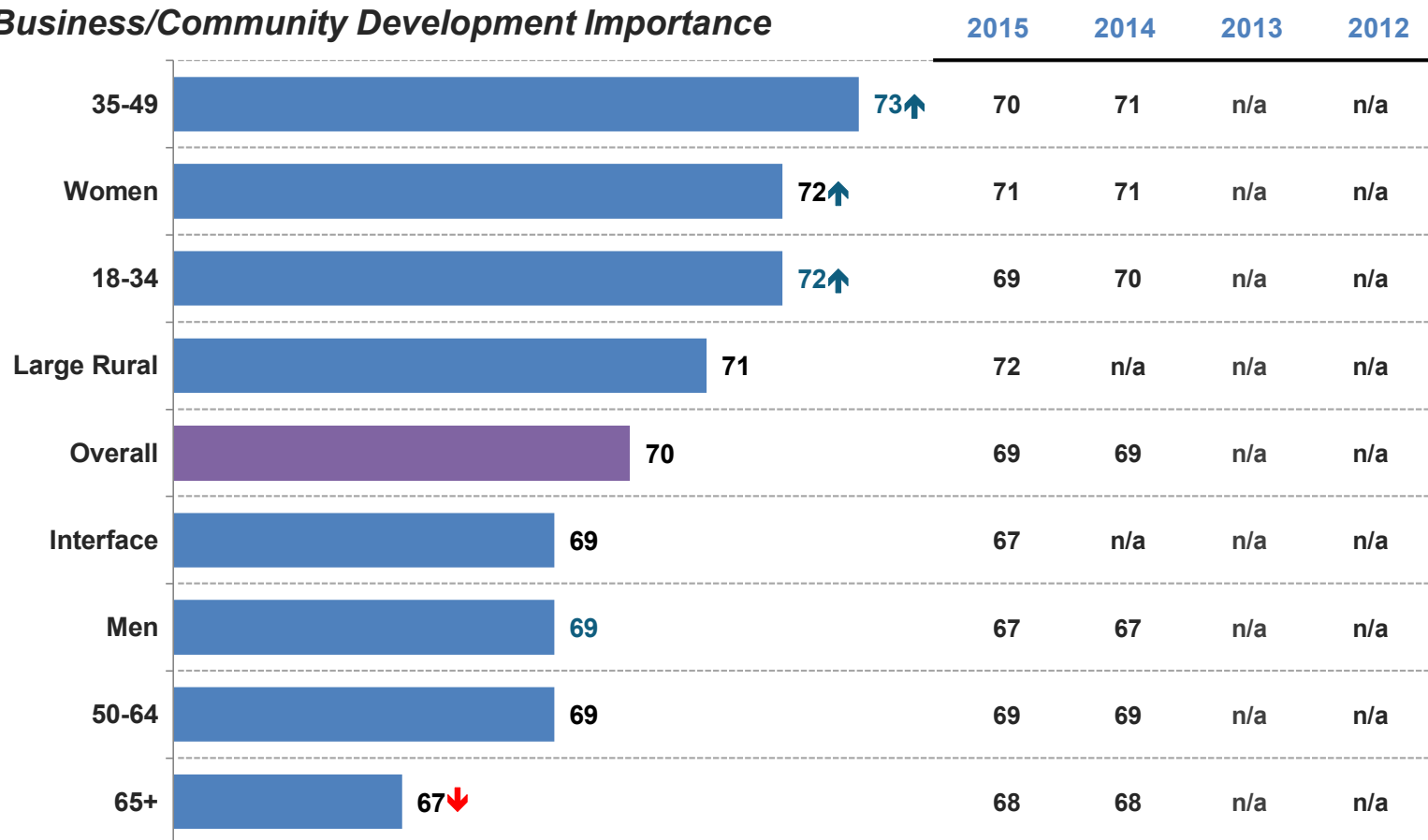


Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17



2016 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

2016 Business/Community Development Importance



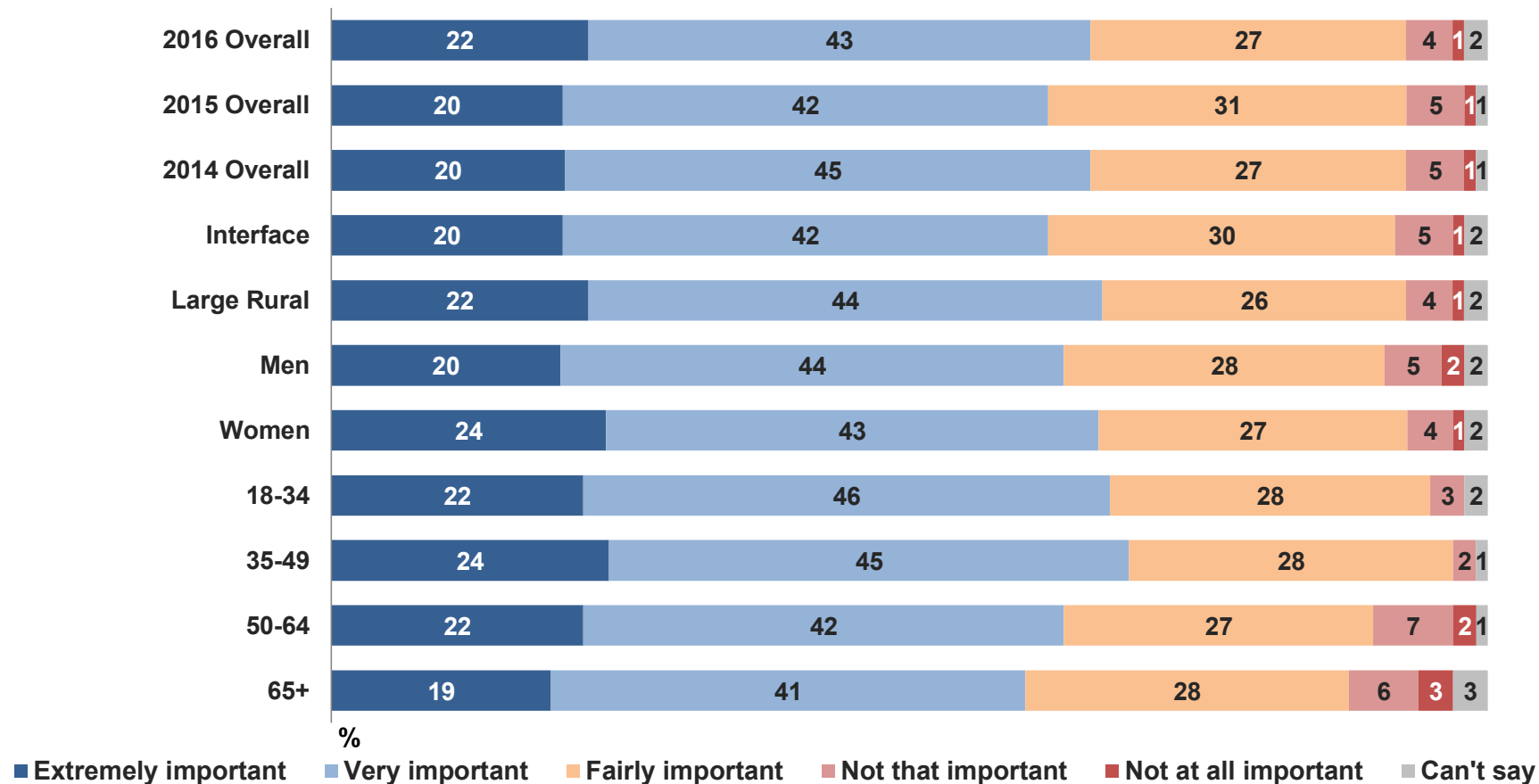
Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

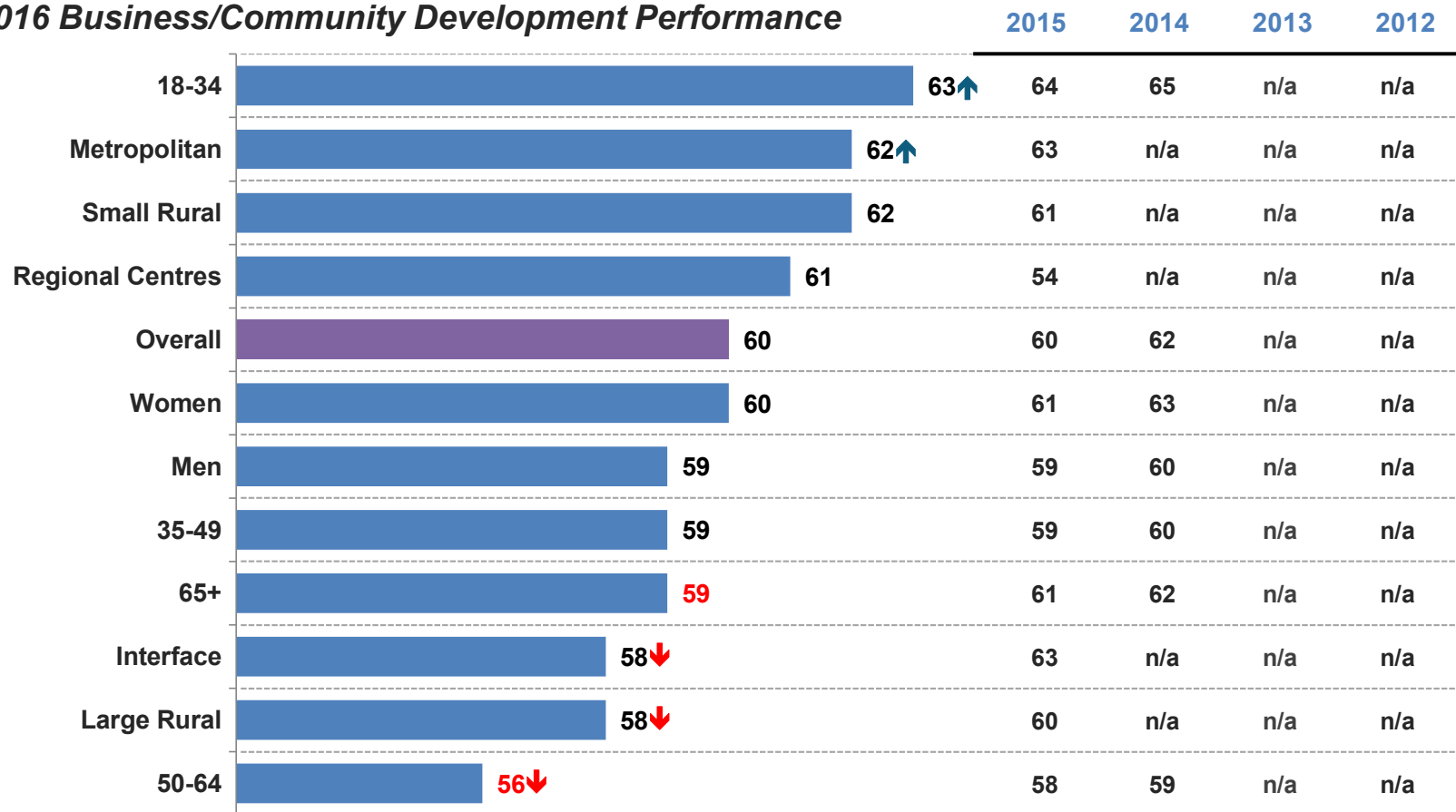
2016 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

2016 Business/Community Development Importance



2016 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

2016 Business/Community Development Performance



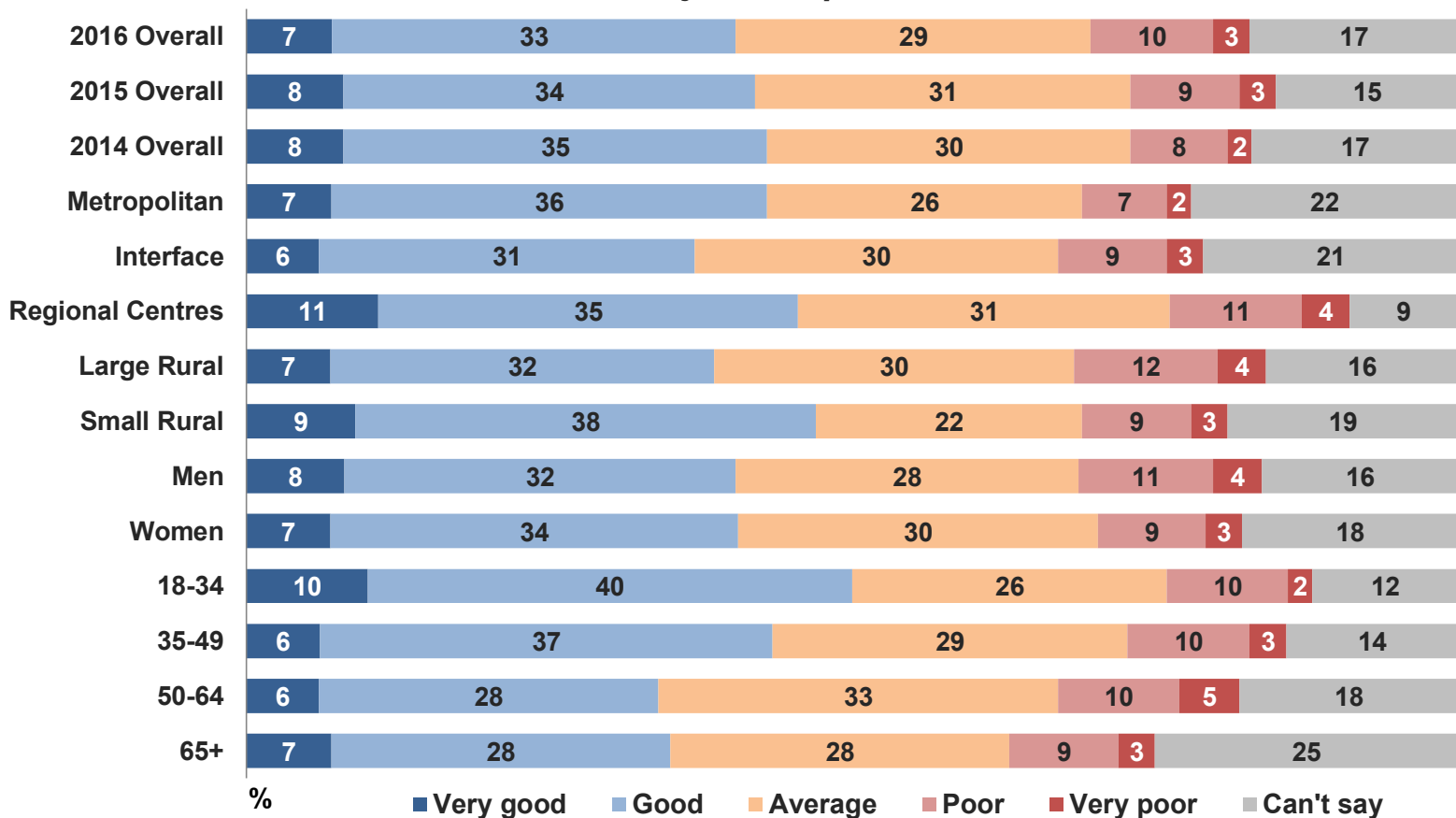
Q2. How has Council performed on 'business and community development' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

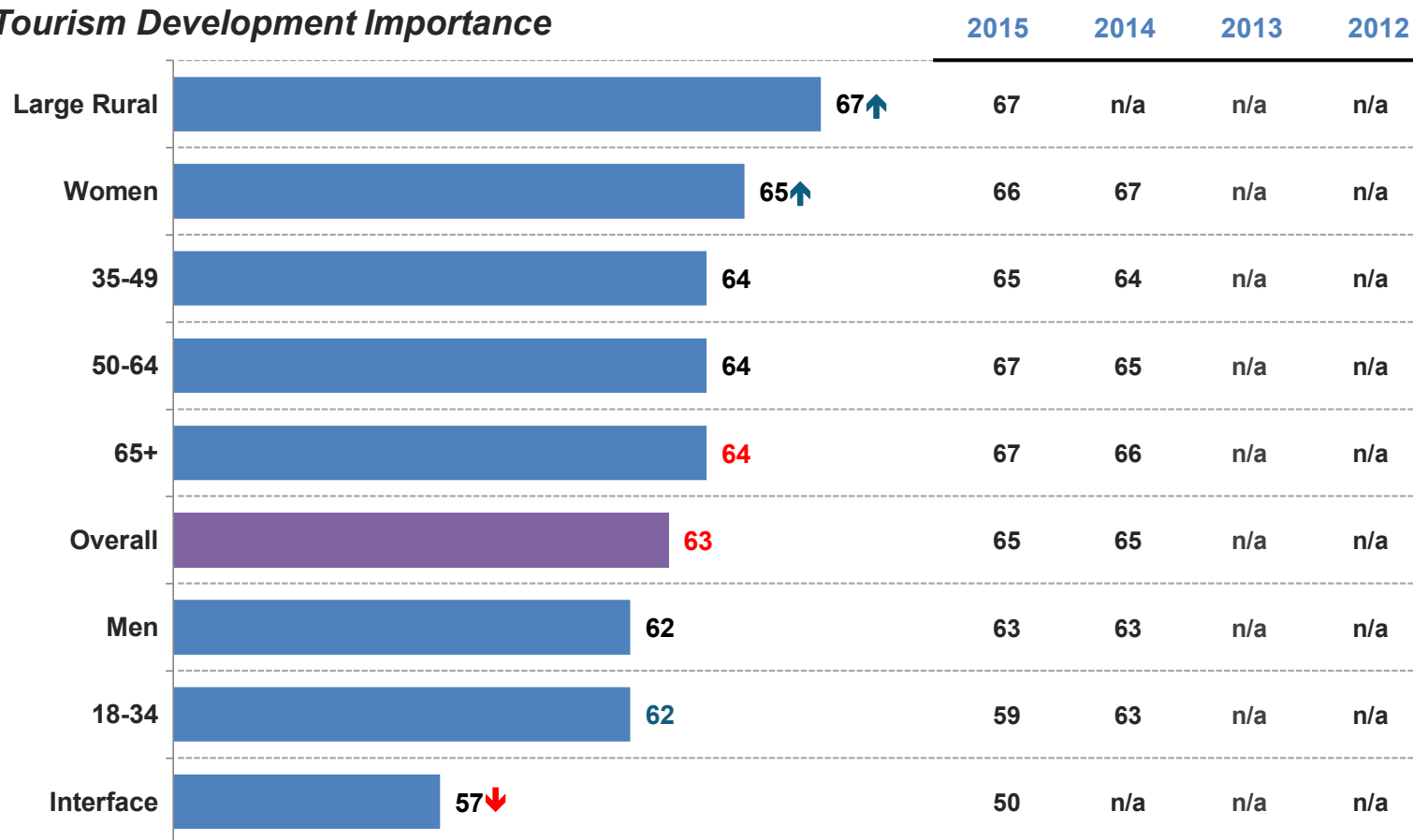
2016 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

2016 Business/Community Development Performance



2016 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES

2016 Tourism Development Importance



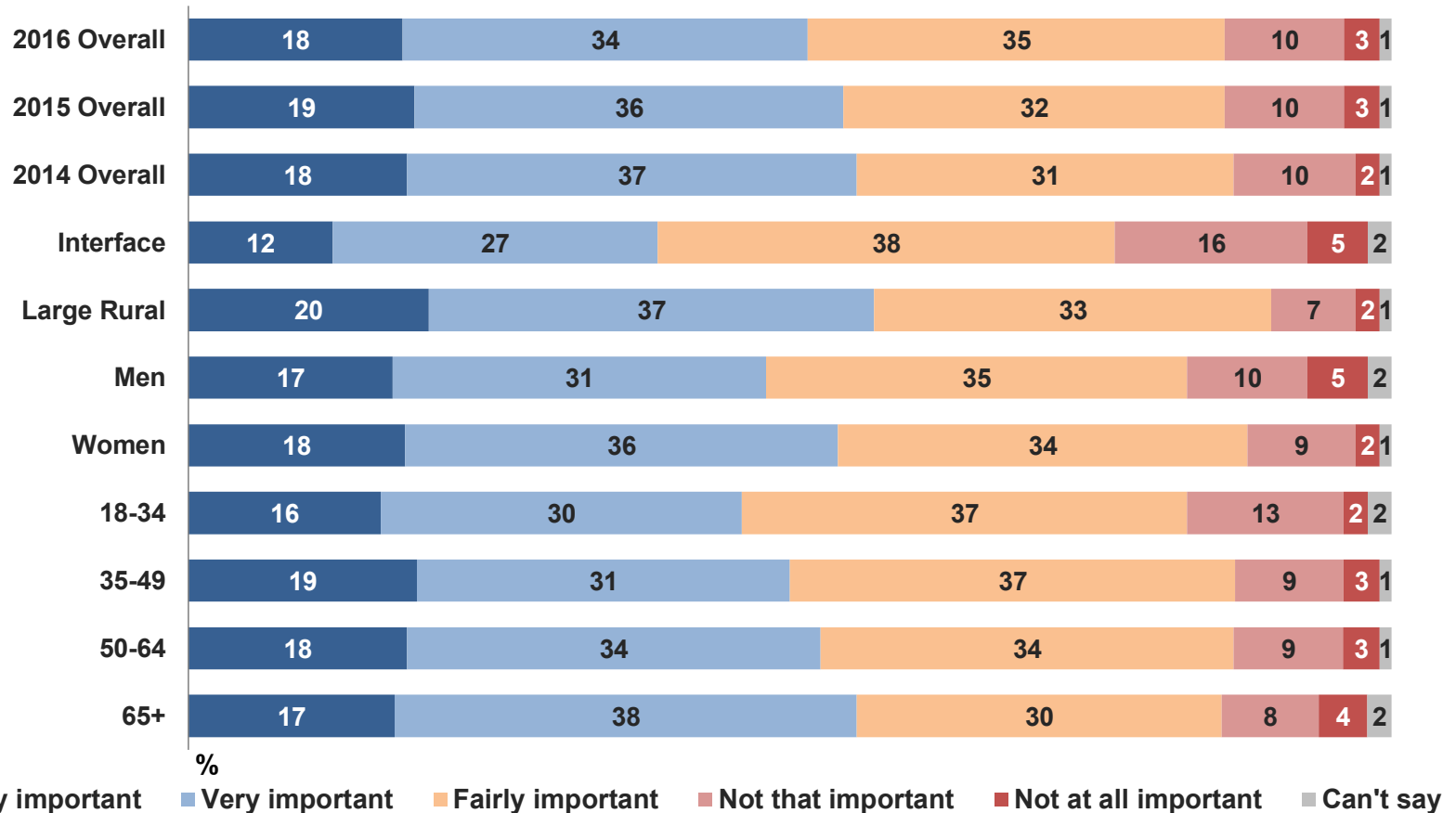
Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

2016 Tourism Development Importance

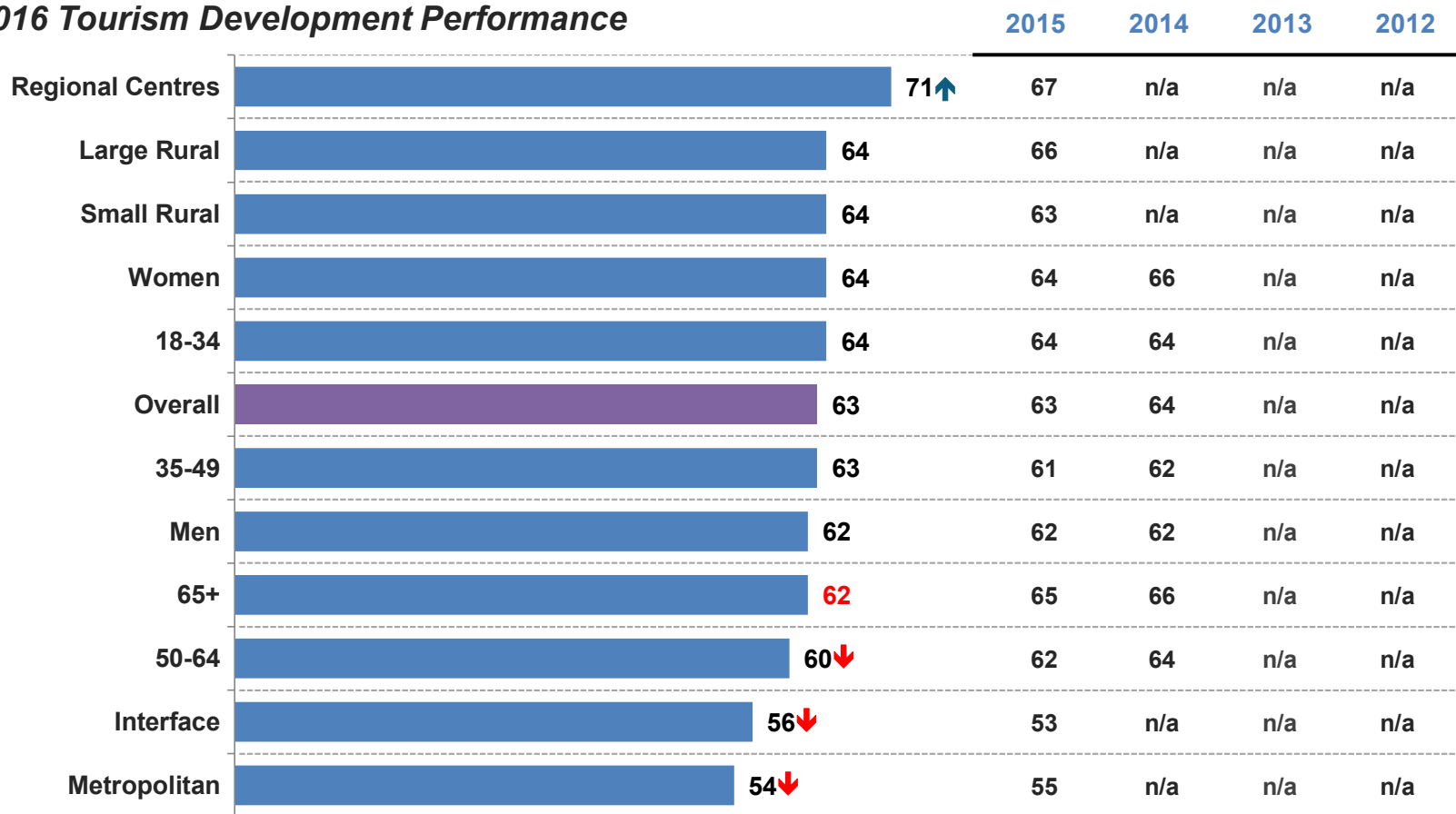


Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

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

2016 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

2016 Tourism Development Performance



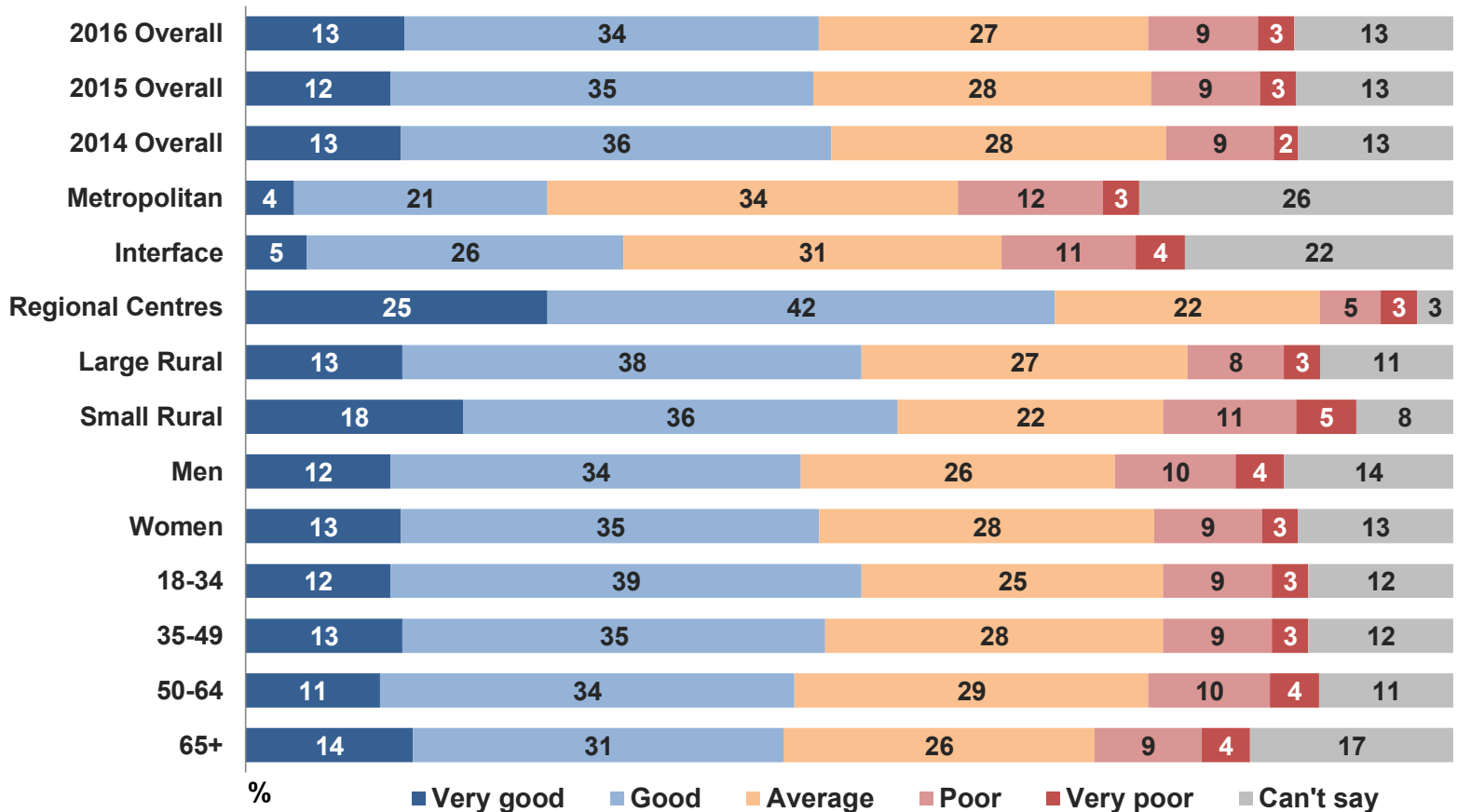
Q2. How has Council performed on 'tourism development' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

2016 Tourism Development Performance

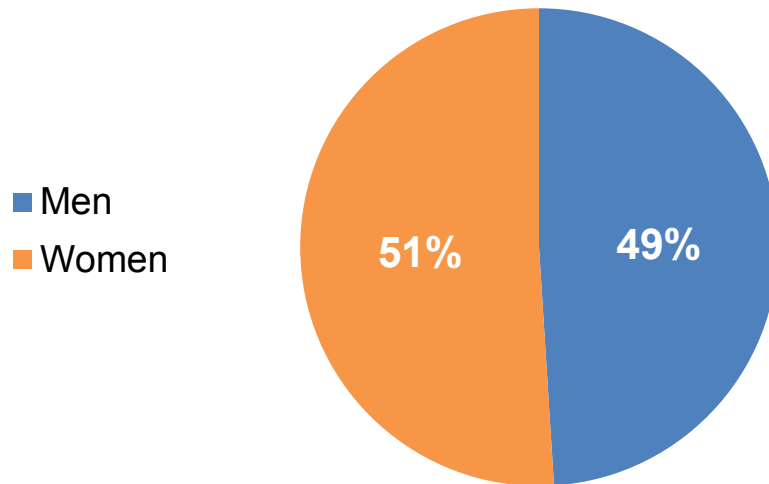


A satellite night-time image of South Africa, showing a dense network of glowing yellow and white lights representing cities, towns, and roads. The surrounding ocean is dark blue. The text "DETAILED DEMOGRAPHICS" is overlaid in white, bold, sans-serif font on the left side of the map.

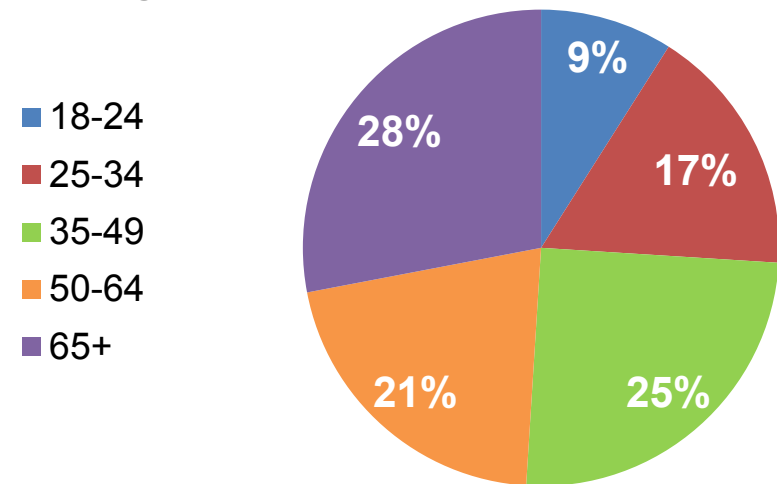
DETAILED DEMOGRAPHICS

2016 GENDER AND AGE PROFILE

Gender

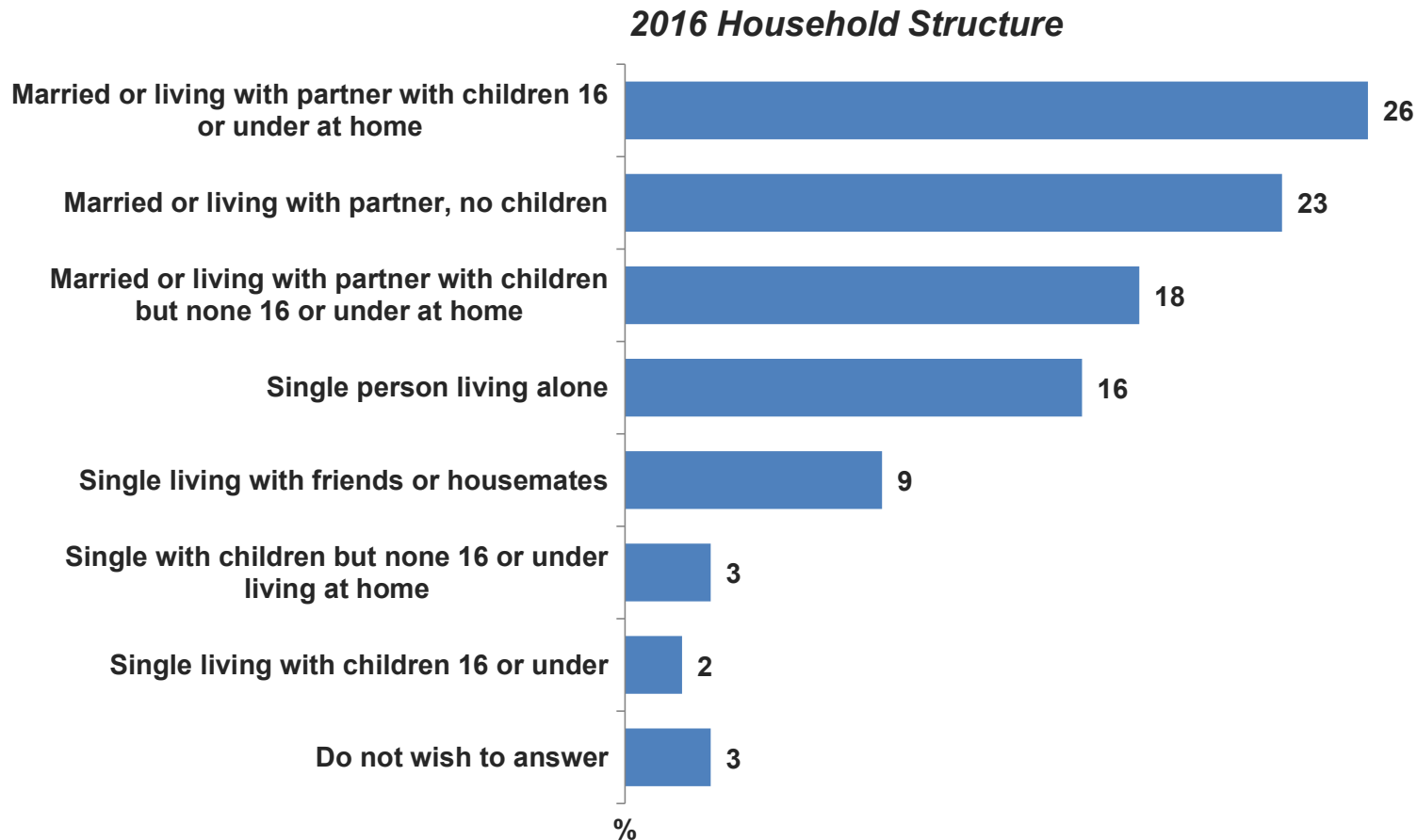


Age



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

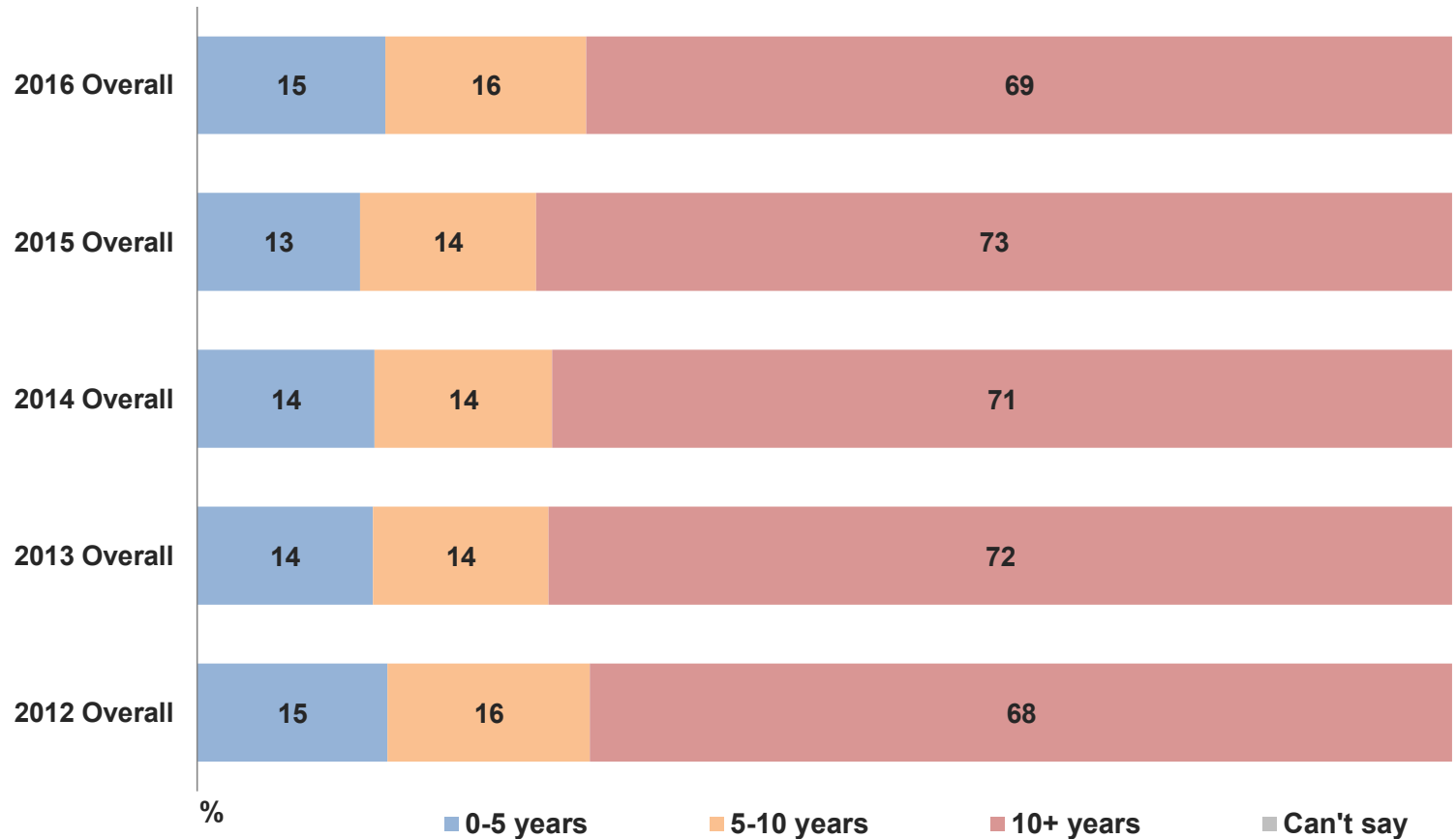
2016 HOUSEHOLD STRUCTURE



S6. Which of the following **BEST** describes your household?
 Base: All respondents. Councils asked state-wide: 12

2016 YEARS LIVED IN AREA

2016 Years Lived in Area

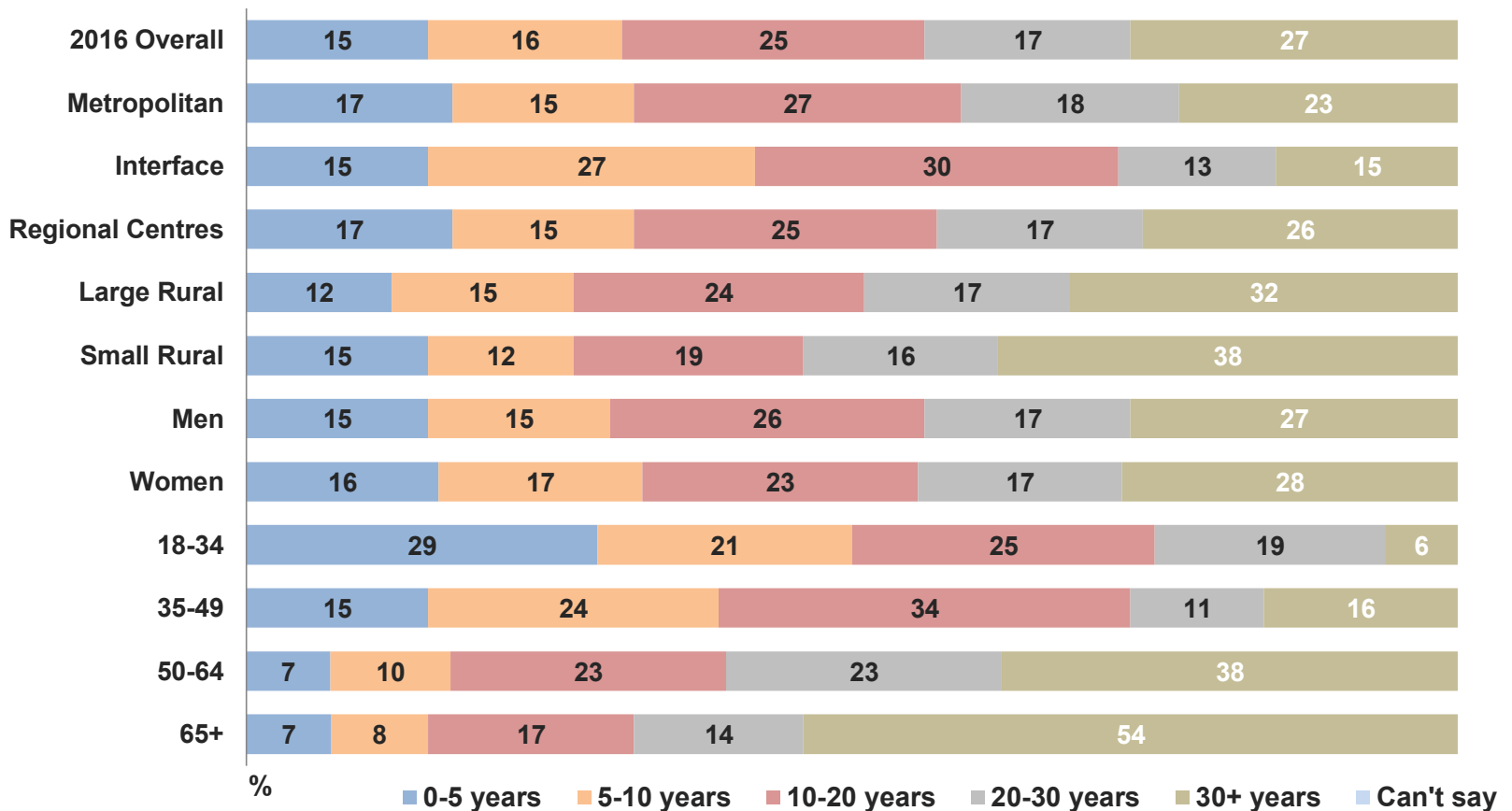


S5. How long have you lived in this area?/How long have you owned a property in this area?

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

2016 YEARS LIVED IN AREA

2016 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area?

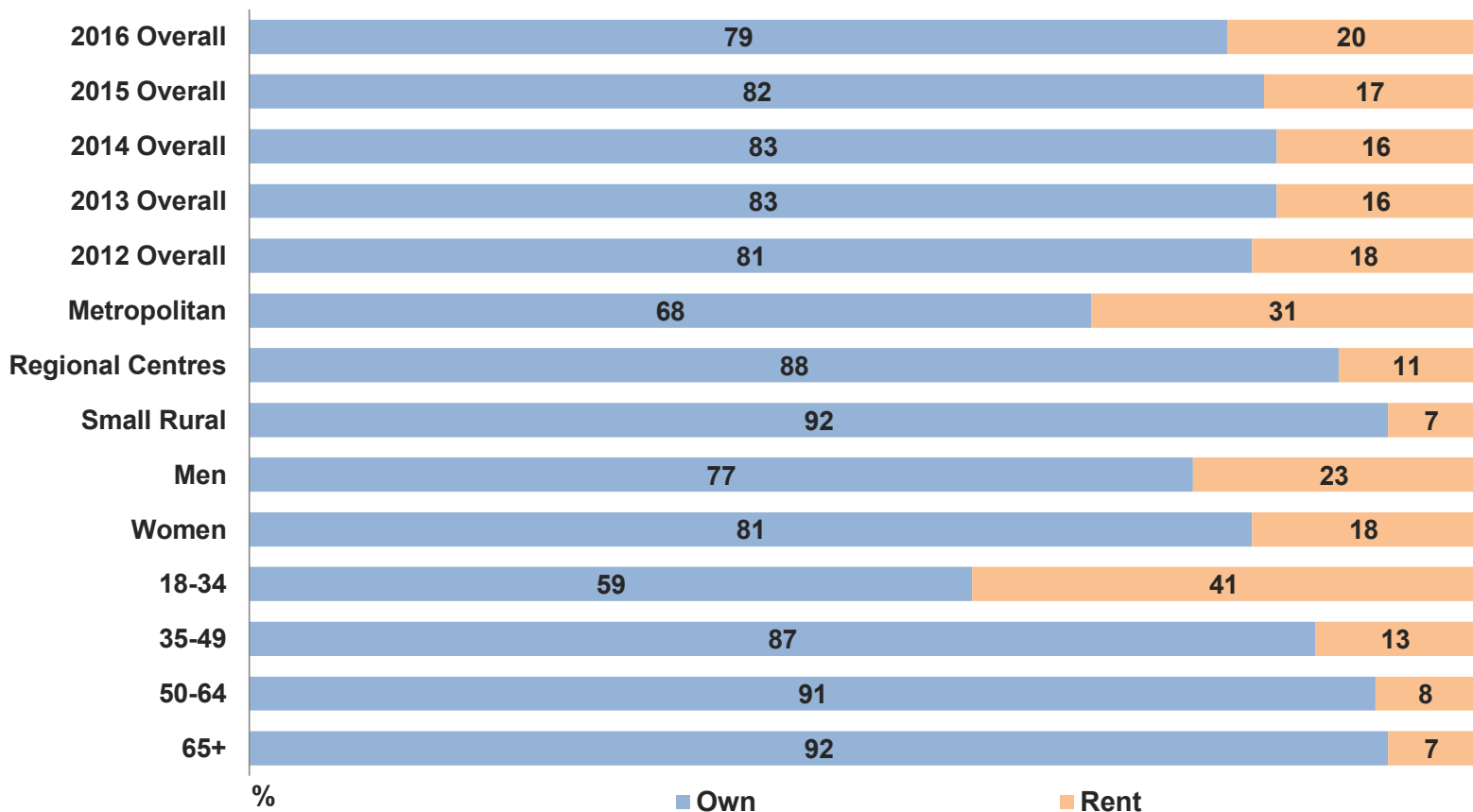
Base: All respondents. Councils asked state-wide: 18

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years".

As such, this chart presents this year's data only.

2016 HOME OWNERSHIP

2016 Own or Rent



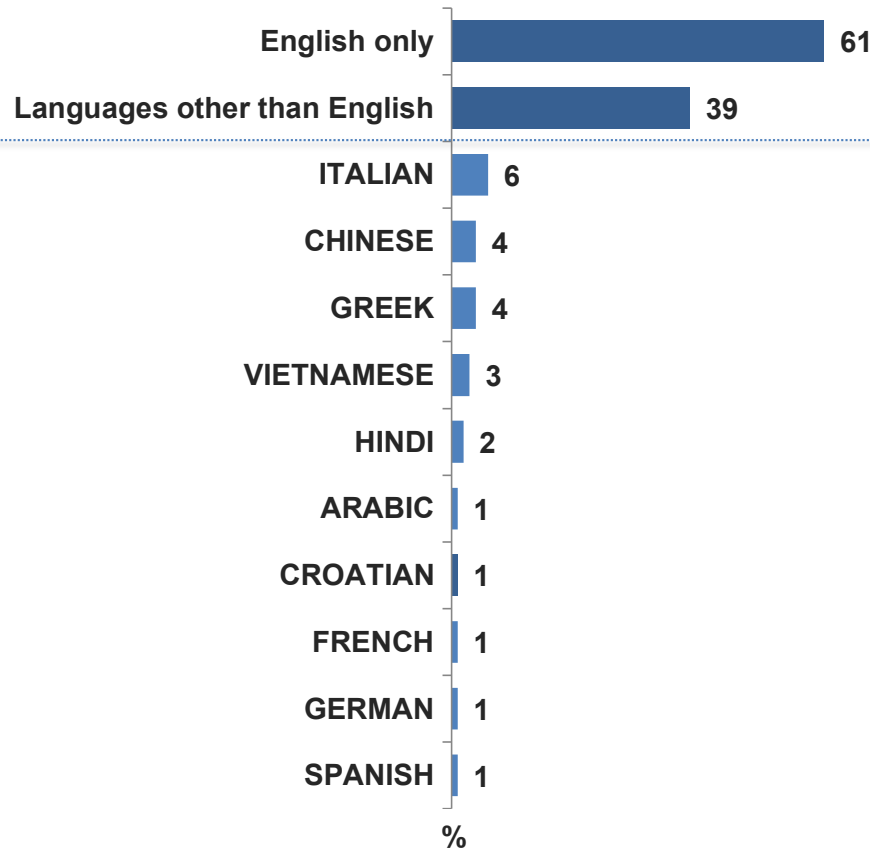
Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

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

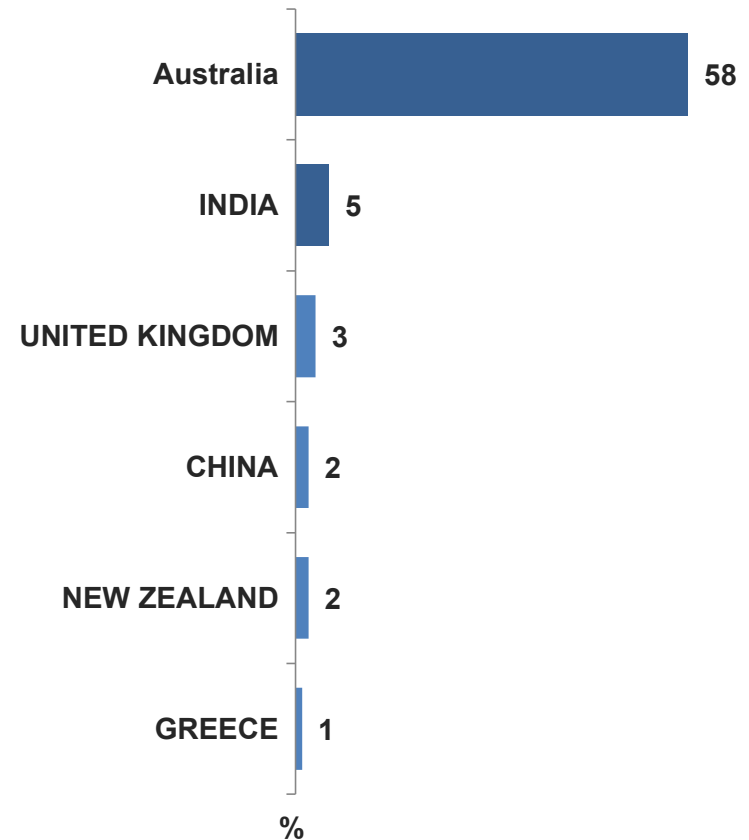
2016 LANGUAGES SPOKEN AT HOME

2016 COUNTRIES OF BIRTH

2016 Languages Spoken



2016 Countries of Birth



Q11. What languages, other than English, are spoken regularly in your home?

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

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Q12. Could you please tell me which country you were born in?

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

A satellite night map of South America, showing the continent's outline and the glowing lights of cities and roads. The lights are concentrated in the eastern and central parts of the continent, with a prominent bright area in the northeast and another in the south. The surrounding oceans are dark blue.

APPENDIX A: FURTHER PROJECT INFORMATION

APPENDIX A:

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 the State according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2016 have been made throughout this report as appropriate.**

APPENDIX A:

MARGINS OF ERROR

The sample size for the 2016 State-wide Local Government Community Satisfaction Survey was n=28,108. 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=28,108 interviews is +/-0.6% 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 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 3,034,000 people aged 18 years or over, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	28108	27600	+/-0.6
Men	12239	13604	+/-0.9
Women	15869	13996	+/-0.8
Metropolitan	7301	7200	+/-1.1
Interface	2500	2400	+/-2.0
Regional Centres	2800	2800	+/-1.9
Large Rural	8701	8400	+/-1.0
Small Rural	6806	6800	+/-1.2
18-34 years	2900	7070	+/-1.8
35-49 years	4859	6818	+/-1.4
50-64 years	8705	5848	+/-1.0
65+ years	11644	7864	+/-0.9

APPENDIX A:

ANALYSIS AND REPORTING

In 2016, 69 of the 79 Victorian councils chose to participate 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, as classified below. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating in 2012-2015 vary slightly to those participating in 2016, and that council grouping classifications changed for 2015. As such, comparisons to previous council group results could not be made to any period prior to 2015.

Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
Banyule	Cardinia	Greater Bendigo	Bass Coast	Alpine
Bayside	Casey	Greater Geelong	Baw Baw	Ararat
Boroondara	Melton	Greater Shepparton	Campaspe	Benalla
Brimbank	Mornington Peninsula	Latrobe	Colac Otway	Buloke
Frankston	Whittlesea	Mildura	Corangamite	Central Goldfields
Glen Eira	Yarra Ranges	Warrnambool	East Gippsland	Gannawarra
Greater Dandenong		Wodonga	Glenelg	Hepburn
Kingston			Golden Plains	Hindmarsh
Knox			Horsham	Indigo
Manningham			Macedon Ranges	Loddon
Maroondah			Mitchell	Mansfield
Melbourne			Moir	Murrindindi
Monash			Moorabool	Pyrenees
Moonee Valley			Mount Alexander	Queenscliffe
Moreland			Moyne	Towong
Port Phillip			South Gippsland	West Wimmera
Stonnington			Southern Grampians	Yarriambiack
Whitehorse			Surf Coast	
			Swan Hill	
			Wangaratta	
			Wellington	

Non-participating councils: Ballarat, Darebin, Hobsons Bay, Hume, Maribyrnong, Nillumbik, Northern Grampians, Strathbogie, Wyndham, and Yarra.

APPENDIX A:

ANALYSIS AND REPORTING

Index Scores

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

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

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

APPENDIX A:

ANALYSIS AND REPORTING

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

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

APPENDIX A:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX A:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

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

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2016 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX A: ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2016 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State Government is supplied with this 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.

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

APPENDIX A:

GLOSSARY OF TERMS

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

CSS: 2016 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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