



# **2024 Local Government Community Satisfaction Survey**

## **Glenelg Shire Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 25 years

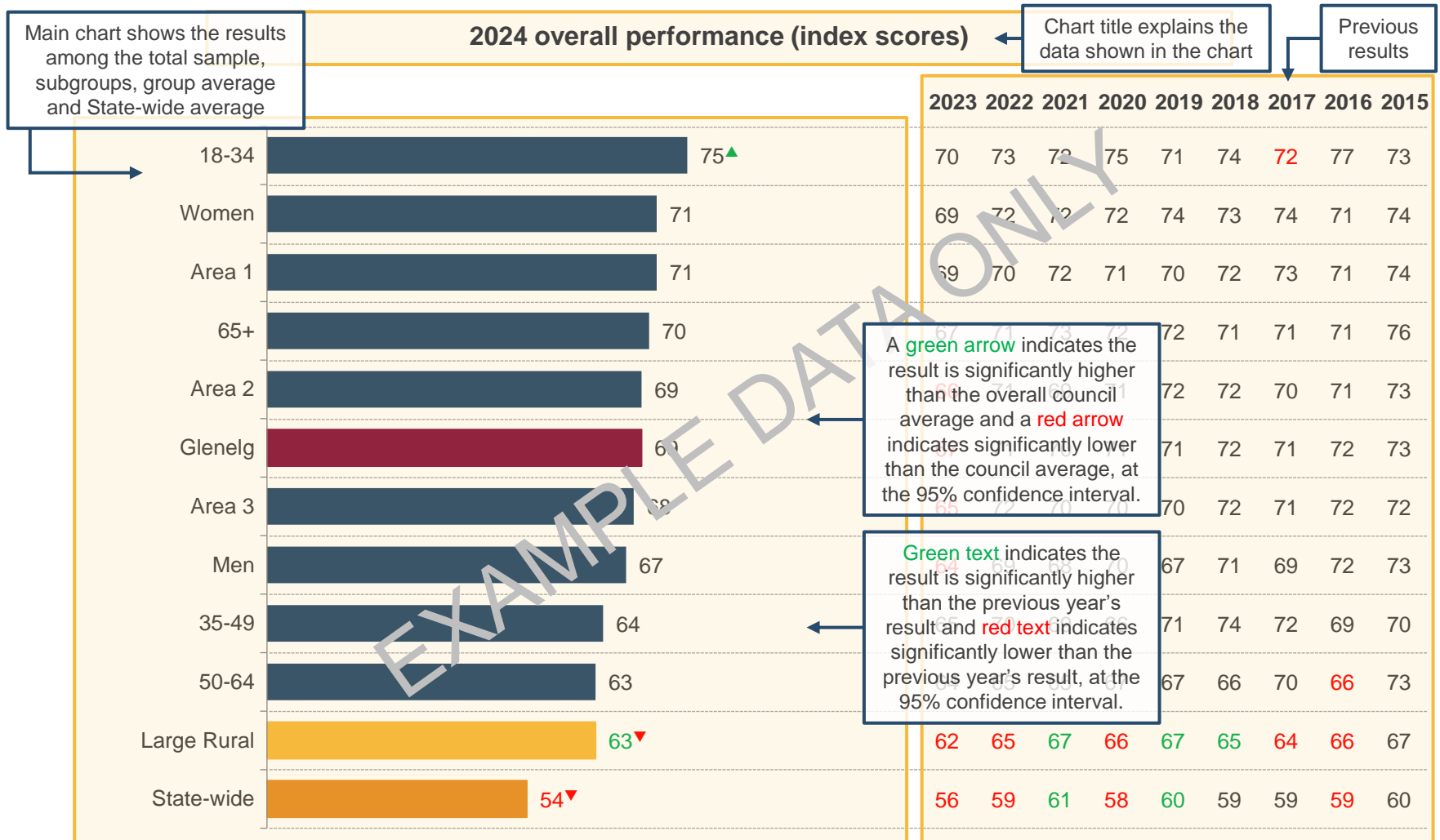
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



# How to read index score charts in this report



Question asked and base size(s)

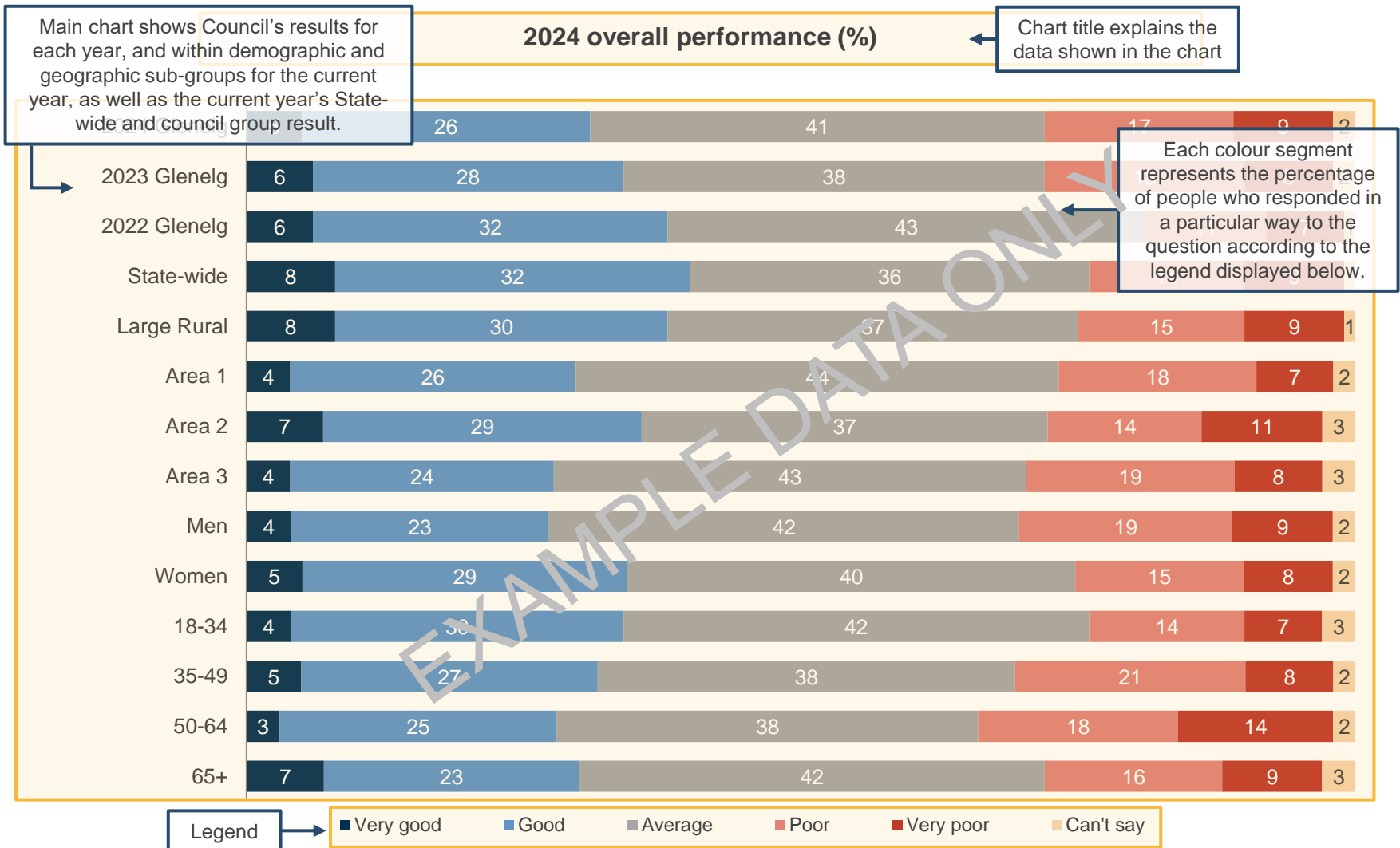
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glenelg Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



## How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glenelg Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

## **Key findings and recommendations**



# Glenelg Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Glenelg 43



Large Rural 50



State-wide 54

## Council performance compared to group average

### Top 3 performing areas



COVID-19 response

▼ lower



Waste management

▼ lower



Bus/community dev./tourism

= on par

### Bottom 3 performing areas



Sealed local roads

▼ lower



Community decisions

▼ lower



Lobbying

▼ lower



Customer service

▲ higher



# Summary of core measures

## Index scores

  
Overall  
Performance

  
Value for  
money

  
Community  
Consultation

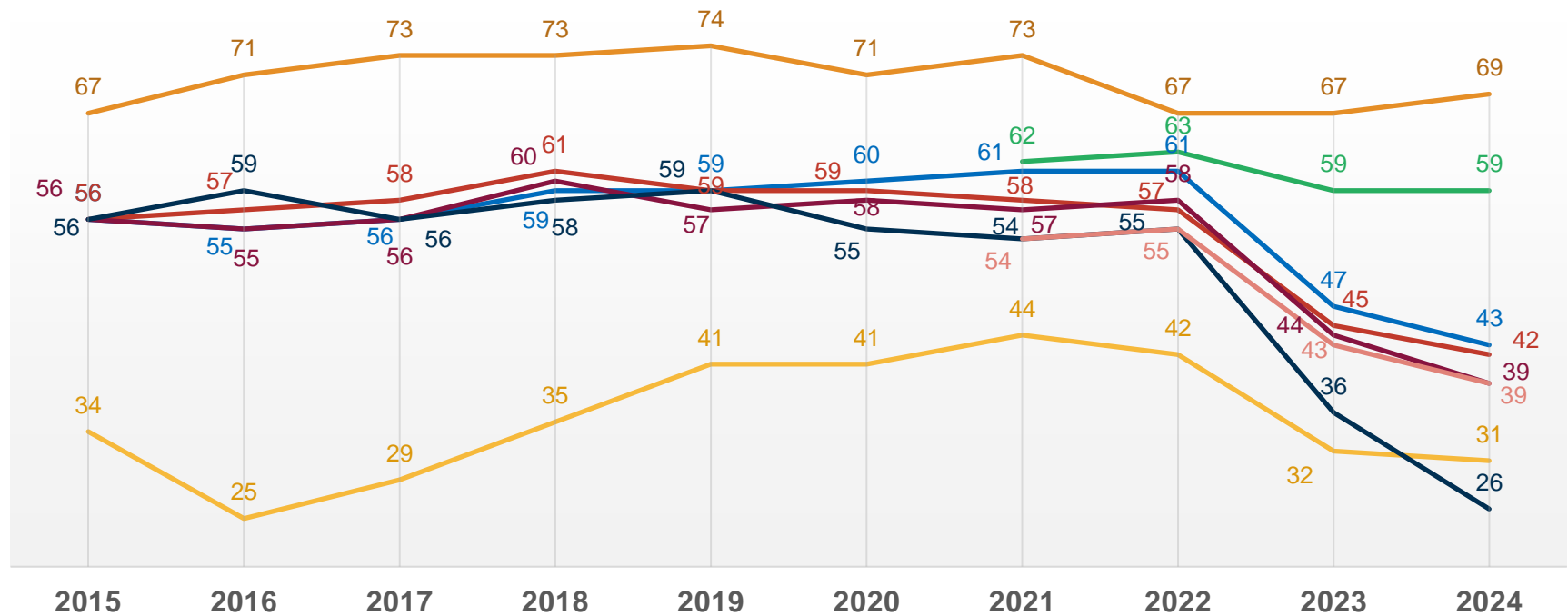
  
Making  
Community  
Decisions

  
Sealed  
Local  
Roads

  
Waste  
management

  
Customer  
Service

  
Overall  
Council  
Direction

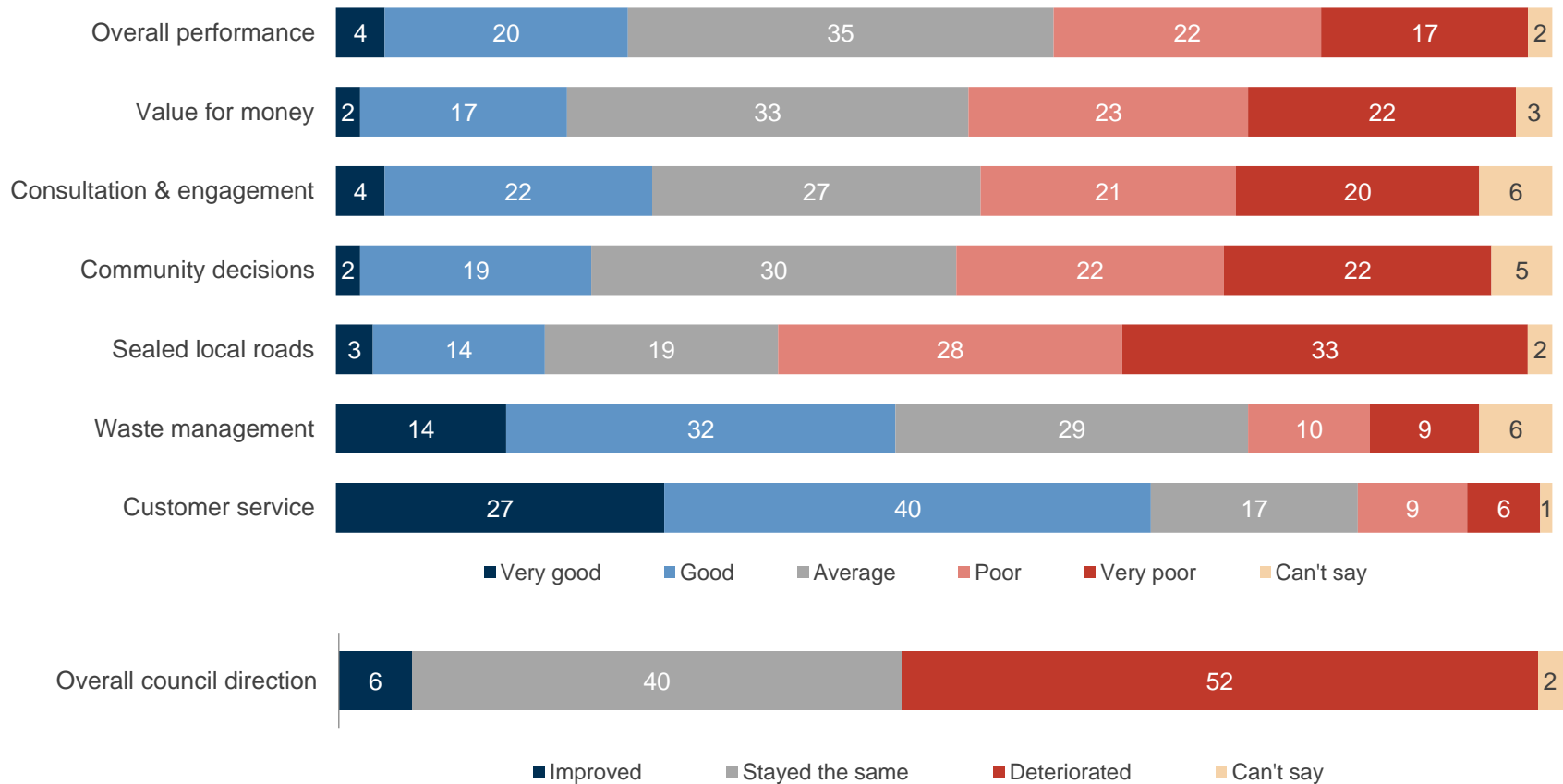

















## Summary of core measures

### Core measures summary results (%)





# Summary of Glenelg Shire Council performance

Services		Glenelg 2024	Glenelg 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	43	47	50	54	18-34 years	Heywood residents
	Value for money	39	43	43	48	50-64 years	Heywood residents
	Overall council direction	26	36	42	45	18-34 years	Heywood residents
	Customer service	69	67	65	67	18-34 years	65+ years
	COVID-19 response	63	67	66	65	35-49 years	Men
	Waste management	59	59	65	67	Heywood residents	35-49 years
	Bus/community dev./tourism	55	58	55	57	Women	Heywood residents
	Consultation & engagement	42	45	48	51	18-34 years	50-64 years
	Lobbying	41	45	47	50	50-64 years	35-49 years
	Community decisions	39	44	46	50	18-34 years	Heywood residents
	Sealed local roads	31	32	38	45	18-34 years	Heywood residents



## Focus areas for the next 12 months

### Overview

Perceptions of Glenelg Shire Council's overall performance declined significantly in the last 12 months, continuing a significant downward trend that commenced in 2023. Council's overall performance index score of 43 is at the lowest level in 10 years. Perceptions of Council's performance in most service areas also declined, some significantly so. Relatedly, perceptions of the direction of Council's overall performance (index score of 26) declined by a significant 10 index points.

### Focus area

Perceptions of Council's efforts in the area of lobbying and decisions made in the interest of the community declined significantly this year and are at their lowest levels in many years. Communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues. Information provision will be important to ensure the community are aware of the actions Council is undertaking.

### Comparison to state and area grouping

Council's overall performance is rated significantly lower than both the Large Rural and State-wide group averages, as are perceptions of value for money and the direction of Council's overall performance. Customer service is Council's best performing area (index score of 69) and the one area where its performance is significantly higher than the Large Rural group (index score of 65). Council's perceived performance in business, community development and tourism is in line with both group averages.

### Sealed local roads warrant some attention

Sealed local roads is Council's lowest performing service area (index score of 31). Perceptions of Council's performance here is significantly lower than that of both the Large Rural and State-wide group averages. More than three in five residents (61%) rate Council's performance as 'poor' or 'very poor'. Attention should first be focused in Portland and Heywood, as residents in Casterton rate Council's performance on sealed local roads significantly higher than the average.

# DETAILED FINDINGS

# Overall performance



## Overall performance

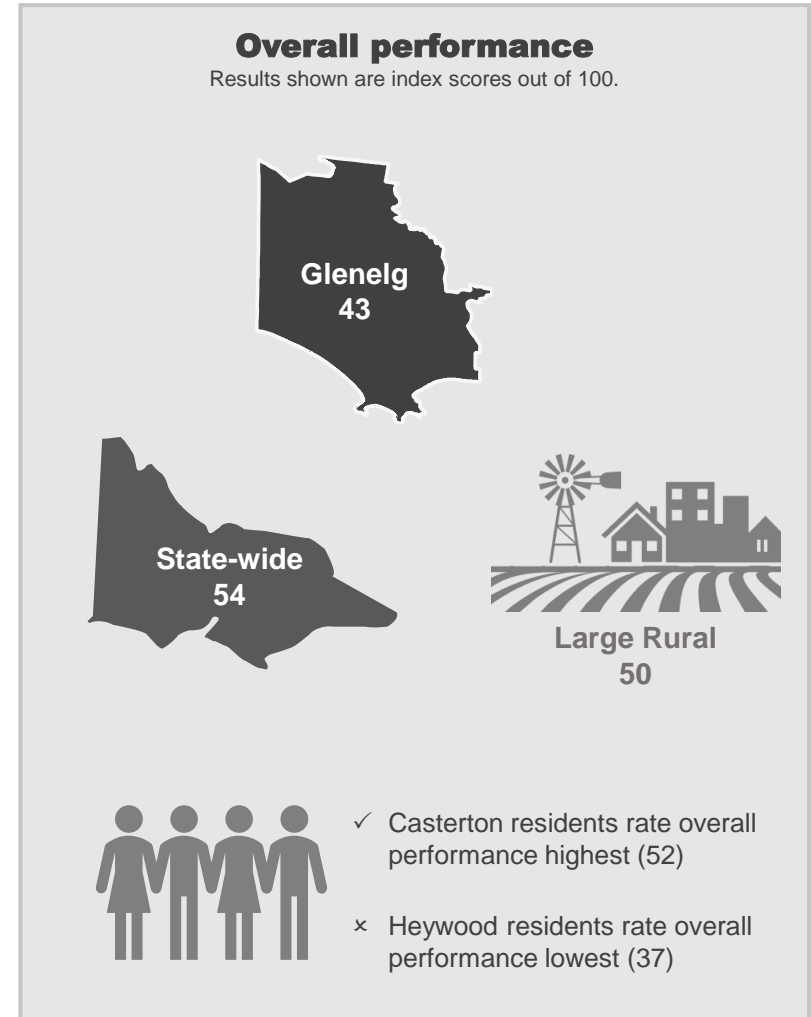
The overall performance index score of 43 for Glenelg Shire Council represents a significant four point decline on last year and continues the downward trend in perceptions of Council's performance. The 2024 result represents the lowest rating of Council's overall performance in 10 years.

Council's overall performance is rated significantly lower (at the 95% confidence interval) than the average rating for councils in both the Large Rural and State-wide groups (index scores of 50 and 54 respectively).

Perceptions of overall performance declined among all demographic and geographic cohorts. Among two of these groups, the decline was significant.

- Perceptions among men have declined significantly for two years running (index score of 39, down from 61 in 2022).
- A similar pattern is evident among Portland residents (index score of 42, down from 63 in 2022).

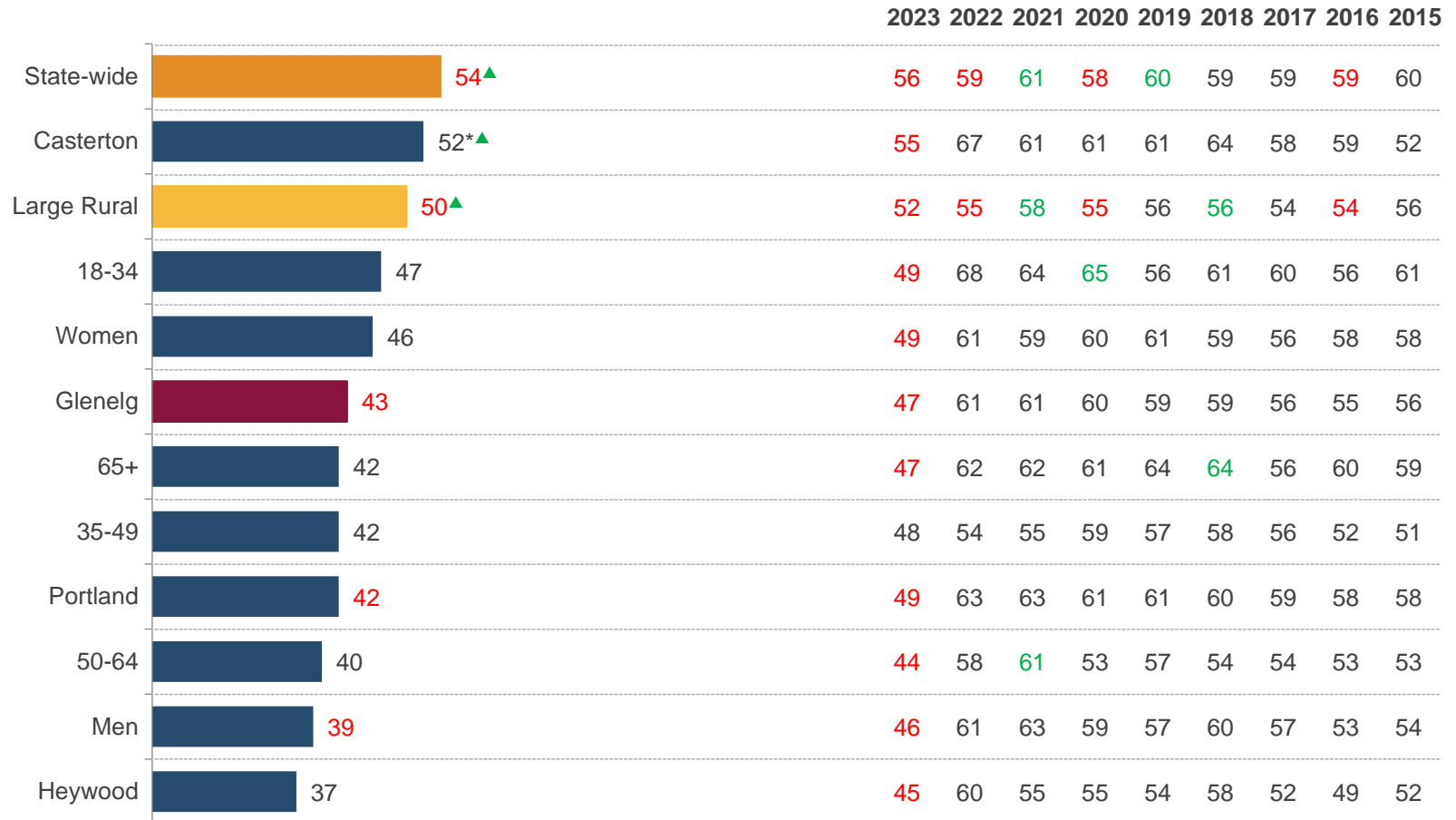
Perceptions of Council's value for money in services and infrastructure decreased by a significant four index points (index score of 39). One third of residents (33%) rate value for money to be 'average'. More found the value to be 'poor' or 'very poor' (45%). However, less found the value for money to be 'good' or 'very good' (19%).





# Overall performance

## 2024 overall performance (index scores)



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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

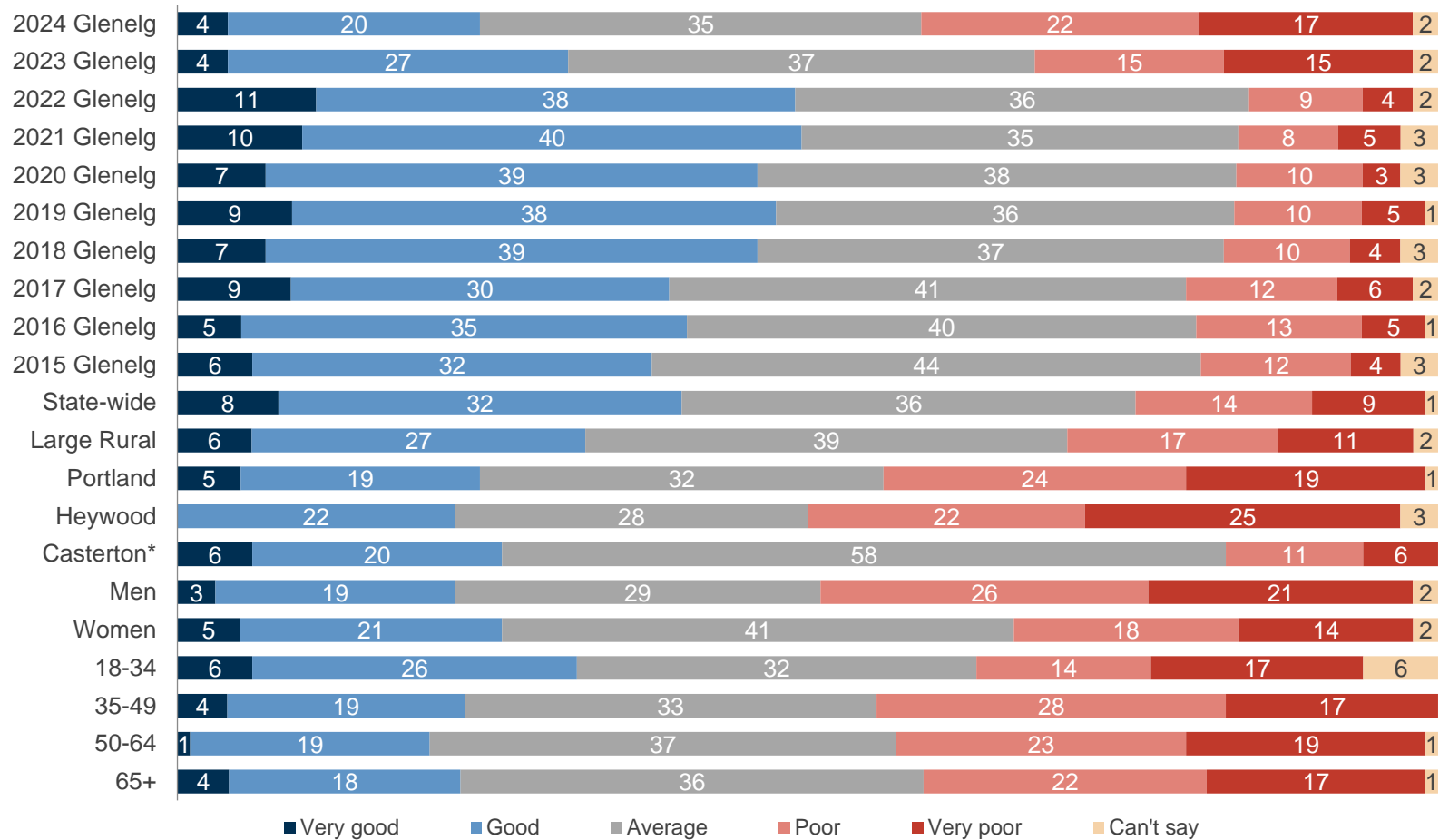
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Overall performance

## 2024 overall performance (%)



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

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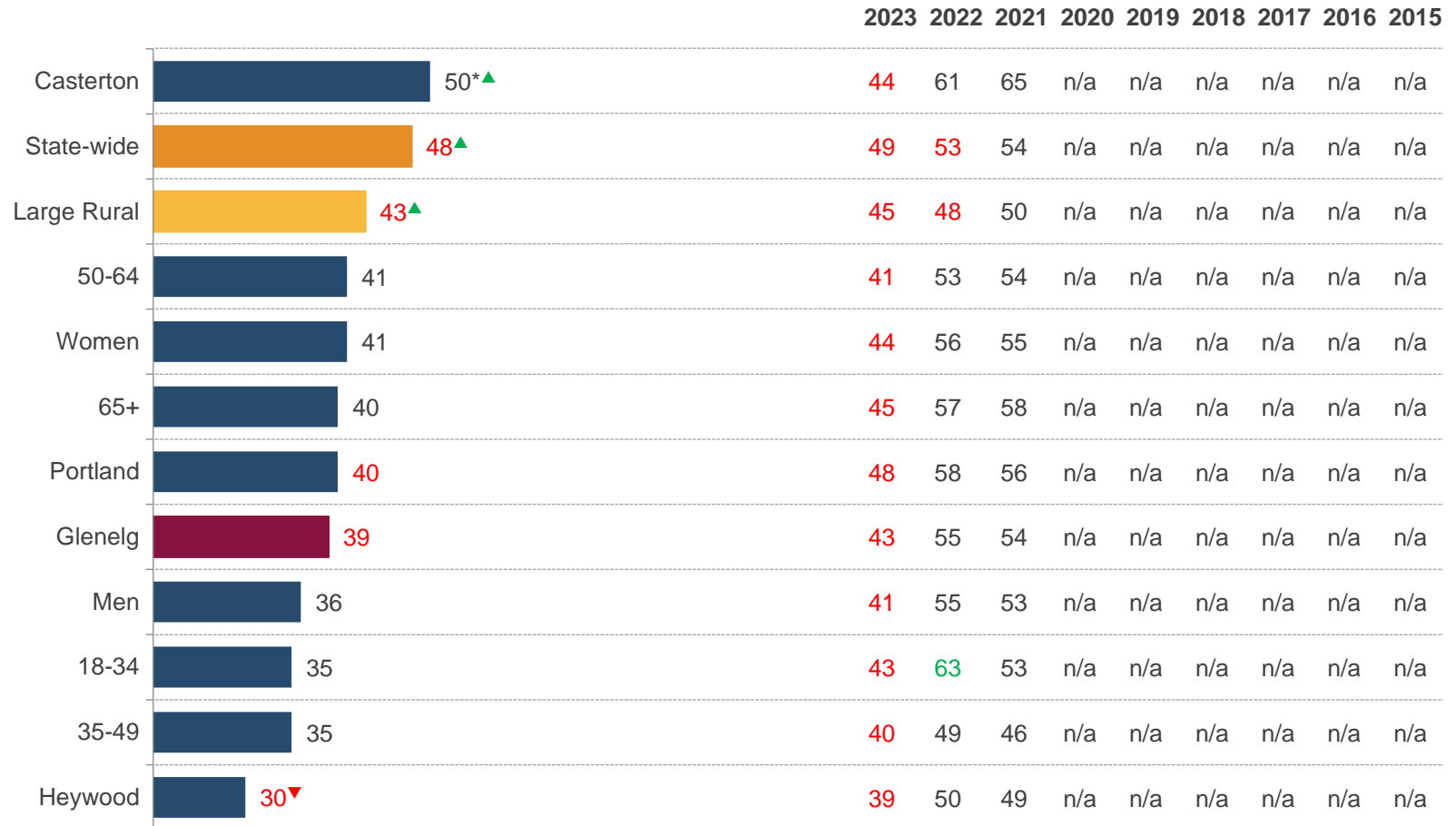
\*Caution: small sample size < n=30





# Value for money in services and infrastructure

## 2024 value for money (index scores)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

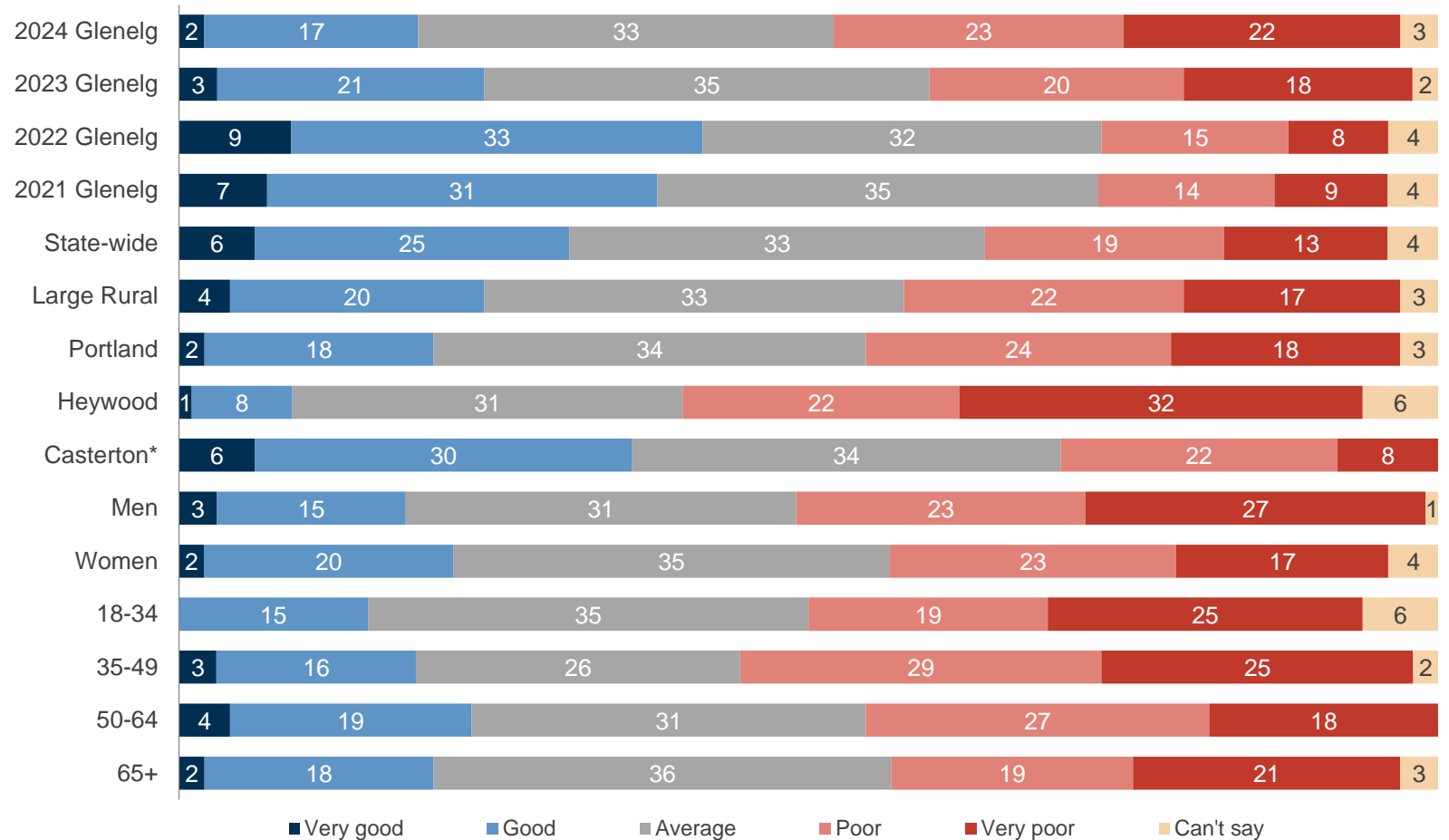
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## Value for money in services and infrastructure

2024 value for money (%)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

\*Caution: small sample size < n=30



## Top performing service areas

COVID-19 response continues to be Glenelg Council's top performing service area (index score of 67). This is despite significant declines in perceptions of performance over the last two years.

- Council performance for this service area is significantly lower than the Large Rural group average and on-par with the State-wide average (index scores of 66 and 65 respectively).

Waste management, and business and community development and tourism are Council's next best performing services areas (59 and 55 respectively).

- Perceptions of Council's performance in these two service areas stabilised in 2024 following a significant decline seen in 2023.
- In the area of waste management, Council performs significantly lower than the Large Rural and State-wide group averages (65 and 67 respectively). Perceptions of the service in Portland (58) declined significantly this year (although is in line with the Council average).
- Council performance in business and community development and tourism is similar to the Large Rural and State-wide group averages. Perceptions among men, 18 to 34 year olds and Portland residents declined significantly in the last year.



**COVID-19 response (index score of 63) is the area where Council performed best in 2024.**



## Low performing service areas



Lower performing service areas for Glenelg Shire Council include the sealed local roads (index score of 31), decisions made in the interest of the community (39), lobbying (41) and consultation and engagement (42).

All ratings for the aforementioned areas declined this year – in the services areas of lobbying and community decisions these declines were significant.

As has been the pattern for many years, sealed local roads continues to be the service area rated least well by residents.

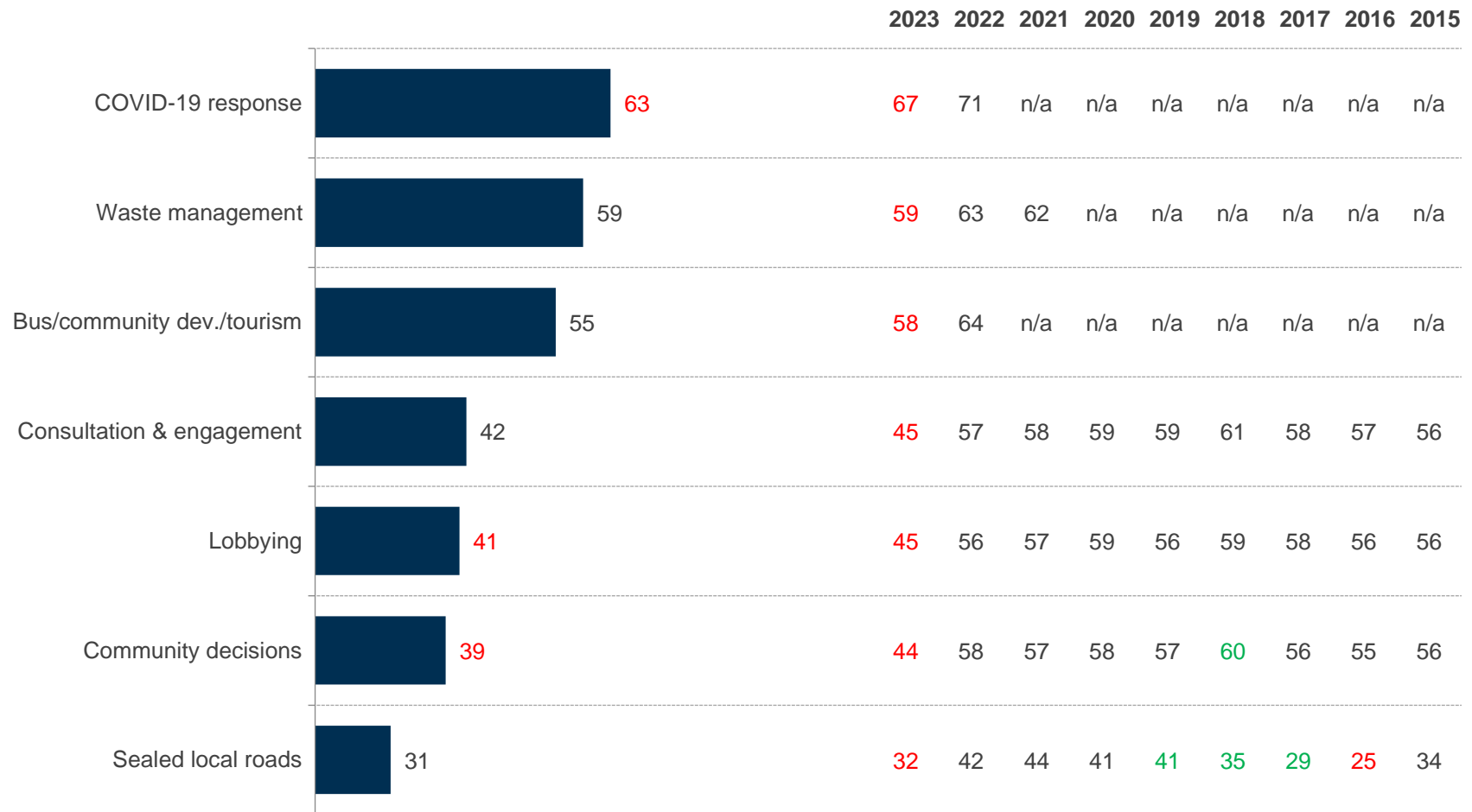
- Perceptions of Council's performance on sealed local roads is significantly lower than the Large Rural and State-wide group averages (index scores of 38 and 45 respectively).

On all of these service areas, Casterton residents rate Council's performance significantly higher than average.



# Individual service area performance

## 2024 individual service area performance (index scores)



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

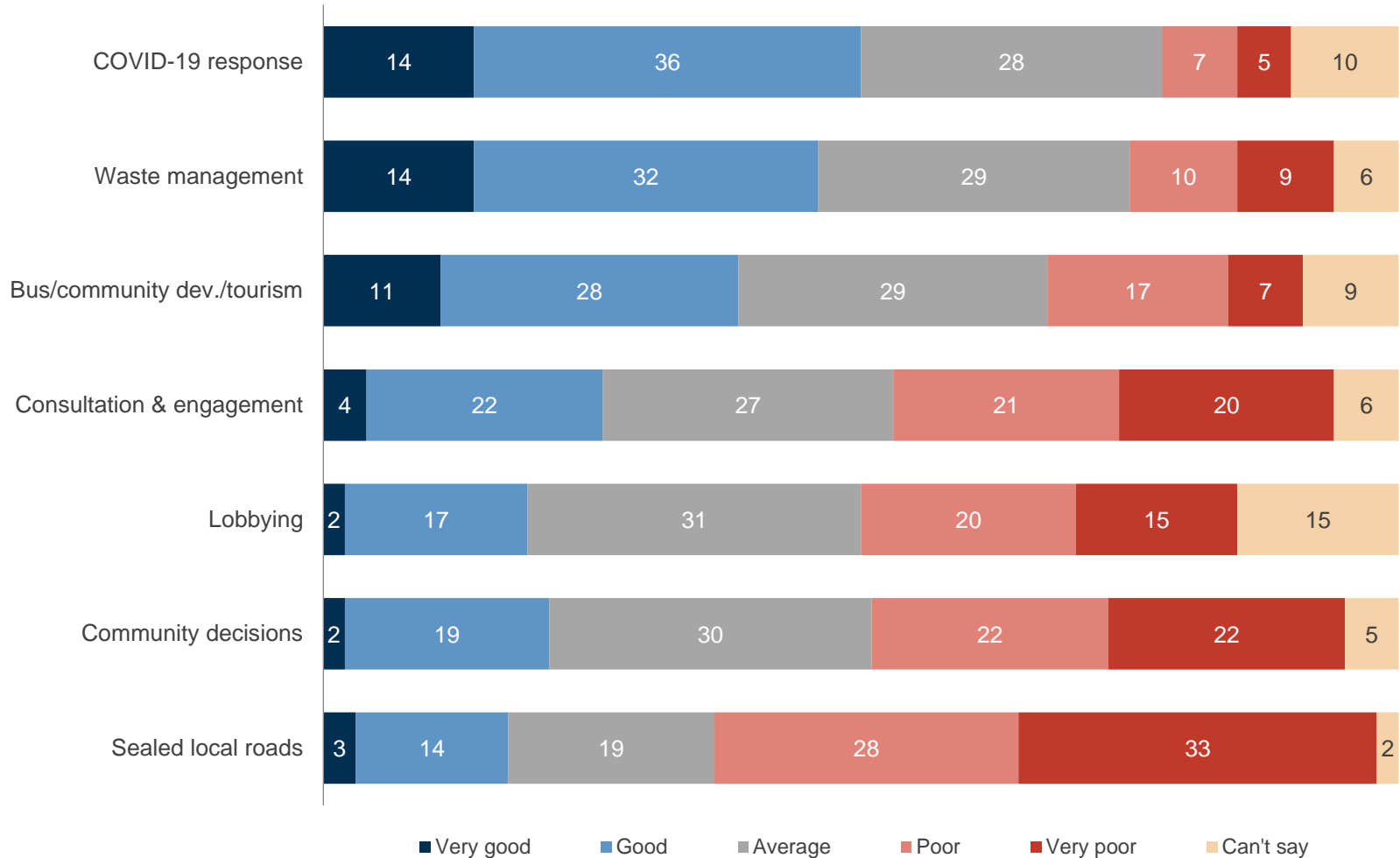
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



# Individual service area performance

2024 individual service area performance (%)





# **Customer service**



## Contact with council and customer service

### Contact with council

Contact with Council has been relatively stable over time. Close to six in 10 residents (59%) have had contact with Glenelg Shire Council in the past year.

- There are no significant differences in the rate of contacting Council by demographic or geographic cohort compared to the Council average.



**Among those residents who have had contact with Council, 67% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.**

### Customer service

Glenelg Shire Council's customer service index (69) increased by two index points, a slight recovery from the significant decline seen in 2022.

- Council's customer service rating is significantly higher than the average for the Large Rural group (index score of 65).

Performance ratings across most demographic and geographic cohorts are not significantly different from the Council average.

- The exception is the 18 to 34 year age bracket who have a significantly higher than average rating of customer service in 2024 (77 compared to 69 on average).

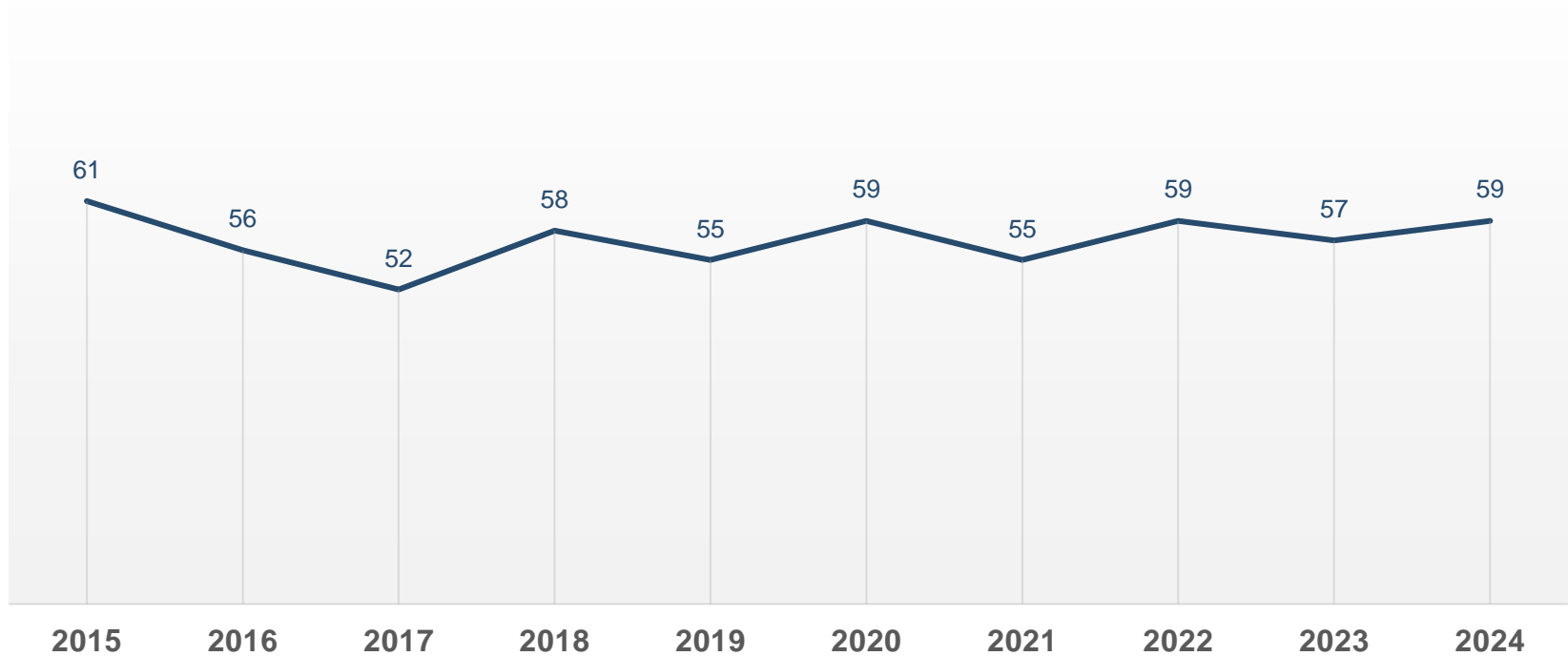
The proportion of residents who have provided a rating of 'very good' or 'good' for Council's customer service remains unchanged from 2023 (67%).





## Contact with council

2024 contact with council (%)  
Have had contact



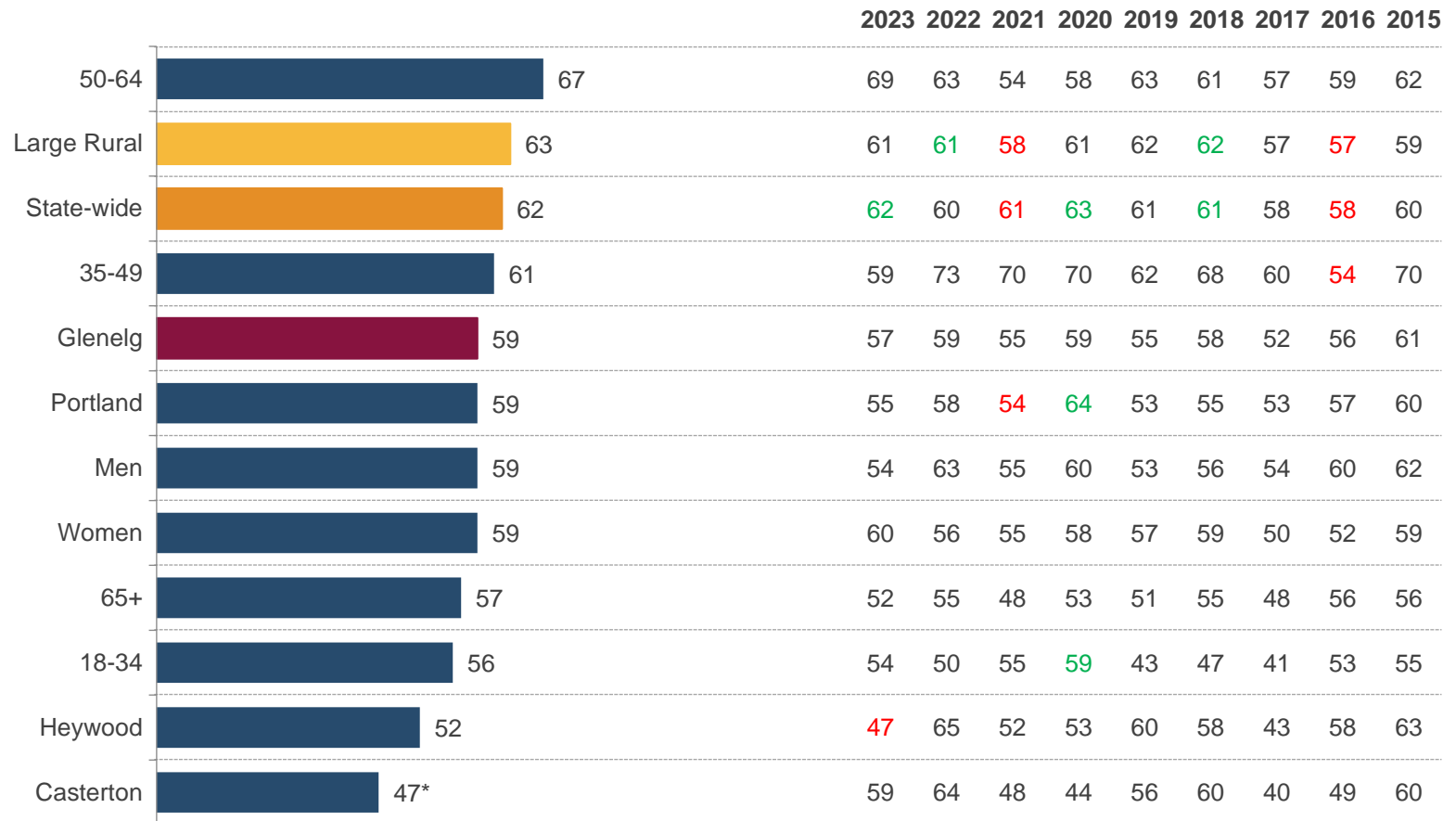
Q5. Over the last 12 months, have you or any member of your household had any contact with Glenelg Shire Council?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9



## Contact with council

### 2024 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9

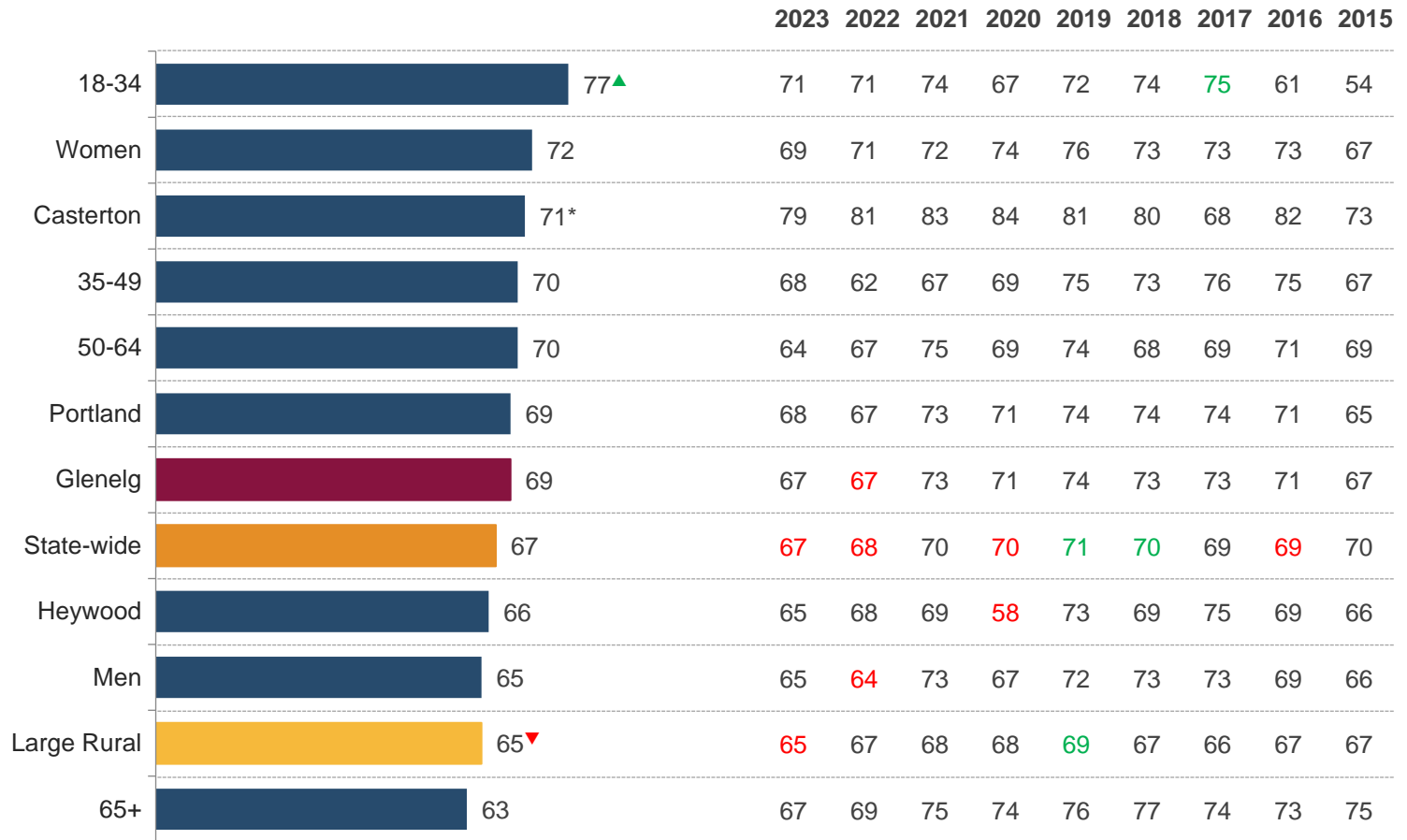
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating

## 2024 customer service rating (index scores)



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

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

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

Councils asked State-wide: 62 Councils asked group: 18

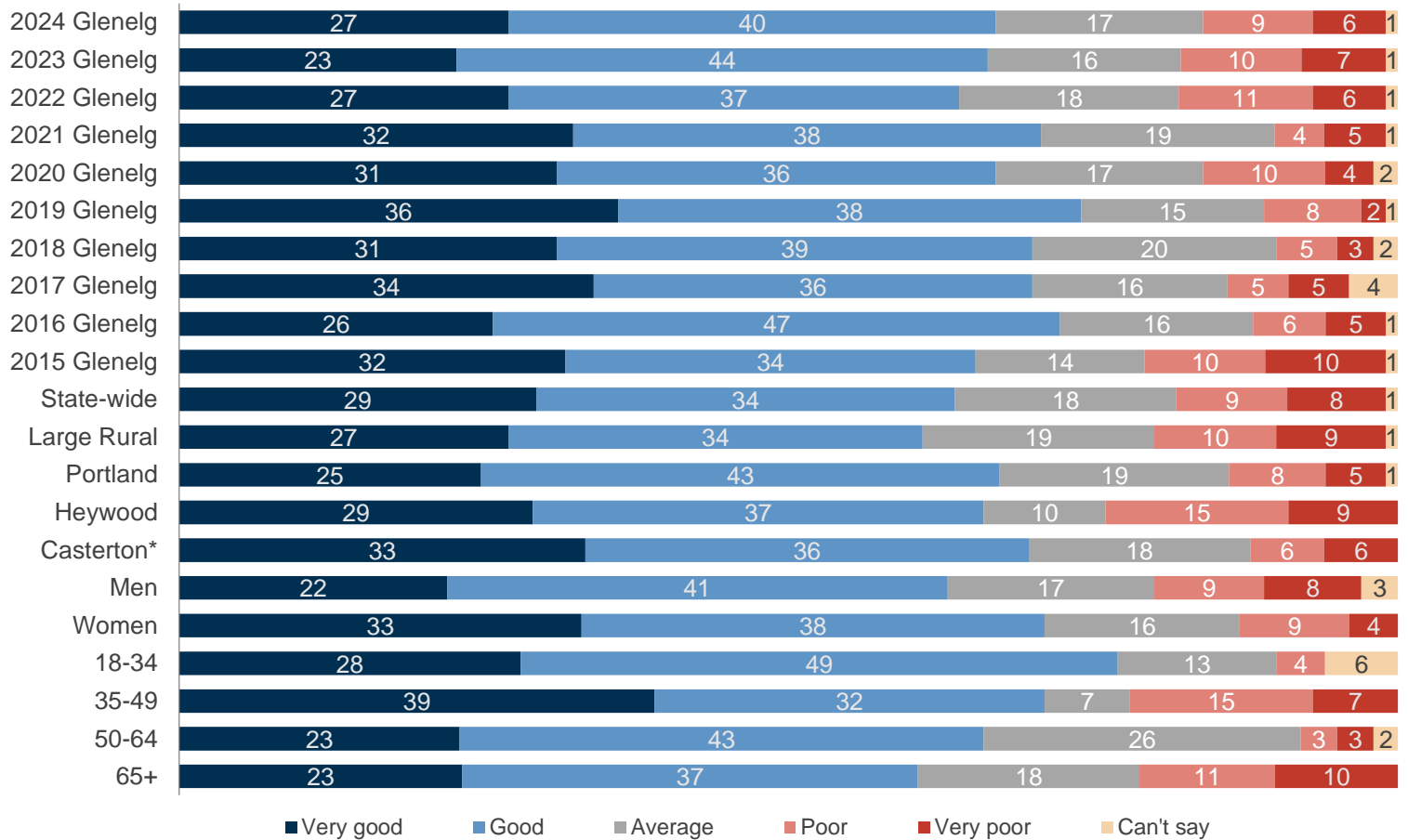
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# Customer service rating

## 2024 customer service rating (%)



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

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

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

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# **Council direction**

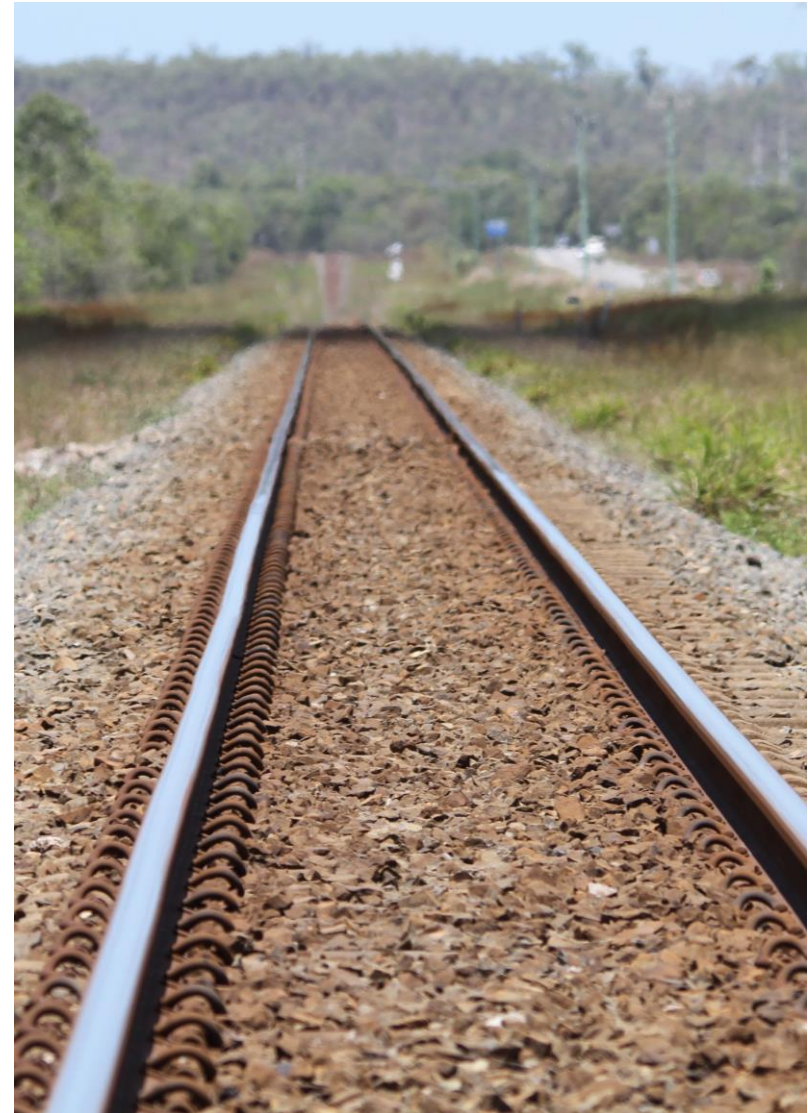


## Council direction

Perceptions of the direction of Council's overall performance continues to decline significantly. Council's index score of 26 for overall council direction is down by significant 10 index points from 2023, following on from a significant 19 point decline in 2023.

- Declines were also evident among all demographic and geographic groups, in many instances these declines were significant.
- This pattern of decline is reflected across the Large Rural and State-wide group averages. Nevertheless, perceptions of direction of Council's overall performance is rated significantly lower than that of the Large Rural and State-wide groups (index scores of 42 and 45 respectively).
- Perceptions of Council's overall direction declined significantly this year among residents of Heywood and Portland (with index scores of 23 and 25 respectively), but remained stable among Casterton residents (42).

Although 6% of residents believe that the direction of Council's overall performance improved, more than half (52%) believe that it has deteriorated. A further two in five (40%) state that the direction of Council's overall performance has stayed the same.





# Overall council direction last 12 months

## 2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	46	50	53	51	53	52	53	51	53
Large Rural	42▲	44	47	51	50	51	52	52	48	51
Casterton	42*▲	39	52	59	47	52	50	57	62	41
18-34	32	40	66	57	55	56	59	59	61	55
Women	27	36	59	56	59	60	59	57	58	57
Glenelg	26	36	55	54	55	59	58	56	59	56
Men	26	35	52	52	51	57	56	55	60	54
35-49	26	34	52	48	61	60	56	56	57	56
50-64	25	35	52	52	48	57	54	51	57	56
Portland	25	36	60	54	58	62	61	59	64	61
65+	24	35	53	56	56	61	61	57	62	55
Heywood	23	42	51	49	52	55	54	48	48	50

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

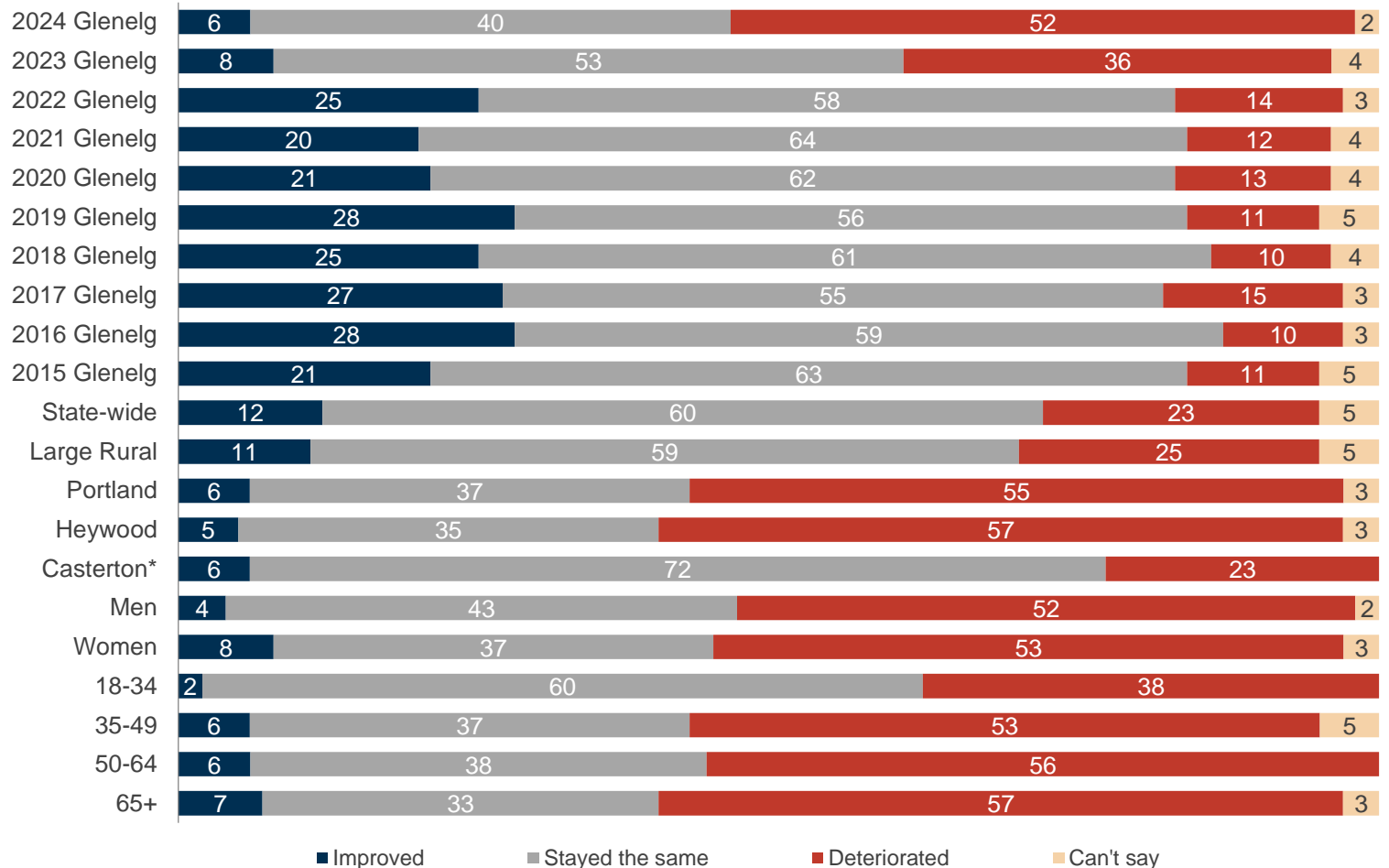
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## Overall council direction last 12 months

### 2024 overall council direction (%)



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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

\*Caution: small sample size < n=30



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# **Individual service areas**



# Community consultation and engagement performance



## 2024 consultation and engagement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Casterton	53*▲	48	57	55	61	64	65	62	65	55
State-wide	51▲	52	54	56	55	56	55	55	54	56
18-34	50▲	49	71	57	64	54	64	65	58	60
Large Rural	48▲	49	51	54	54	54	54	52	52	54
35-49	45	45	54	57	59	59	61	56	60	53
Women	44	46	60	56	63	61	63	56	59	59
Glenelg	42	45	57	58	59	59	61	58	57	56
Portland	41	47	59	59	61	61	61	60	59	58
Men	40	43	54	59	56	57	58	59	56	54
65+	39	44	54	59	60	65	62	59	57	58
Heywood	39	51	61	54	53	49	63	56	52	50
50-64	38	42	53	57	55	56	56	52	55	54

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

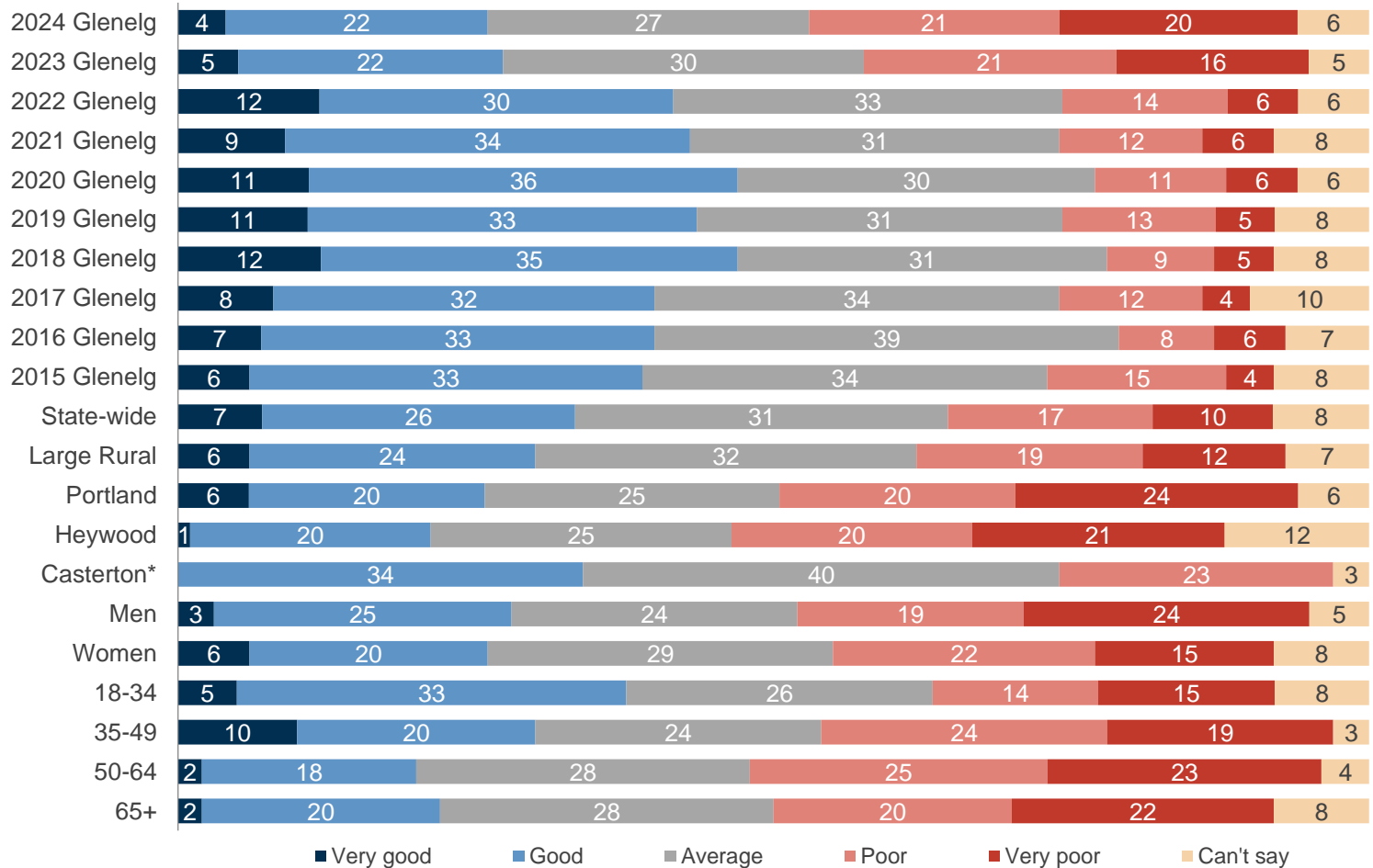
\*Caution: small sample size < n=30



# Community consultation and engagement performance



## 2024 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: 62 Councils asked group: 18

\*Caution: small sample size < n=30



# Lobbying on behalf of the community performance



## 2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Casterton	53*▲	44	62	66	62	60	66	60	58	58
State-wide	50▲	51	53	55	53	54	54	54	53	55
Large Rural	47▲	49	51	54	53	52	52	51	50	53
50-64	47	41	49	57	53	55	55	53	52	54
18-34	44	53	67	60	66	46	63	58	60	59
Women	42	45	56	56	61	59	61	57	55	58
Glenelg	41	45	56	57	59	56	59	58	56	56
Portland	41	47	56	58	60	57	61	60	57	58
Men	41	46	56	59	57	53	57	58	57	55
65+	40	45	57	58	59	65	61	60	57	60
Heywood	38	49	59	53	53	50	60	55	53	51
35-49	35	44	51	53	58	56	59	59	57	53

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

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

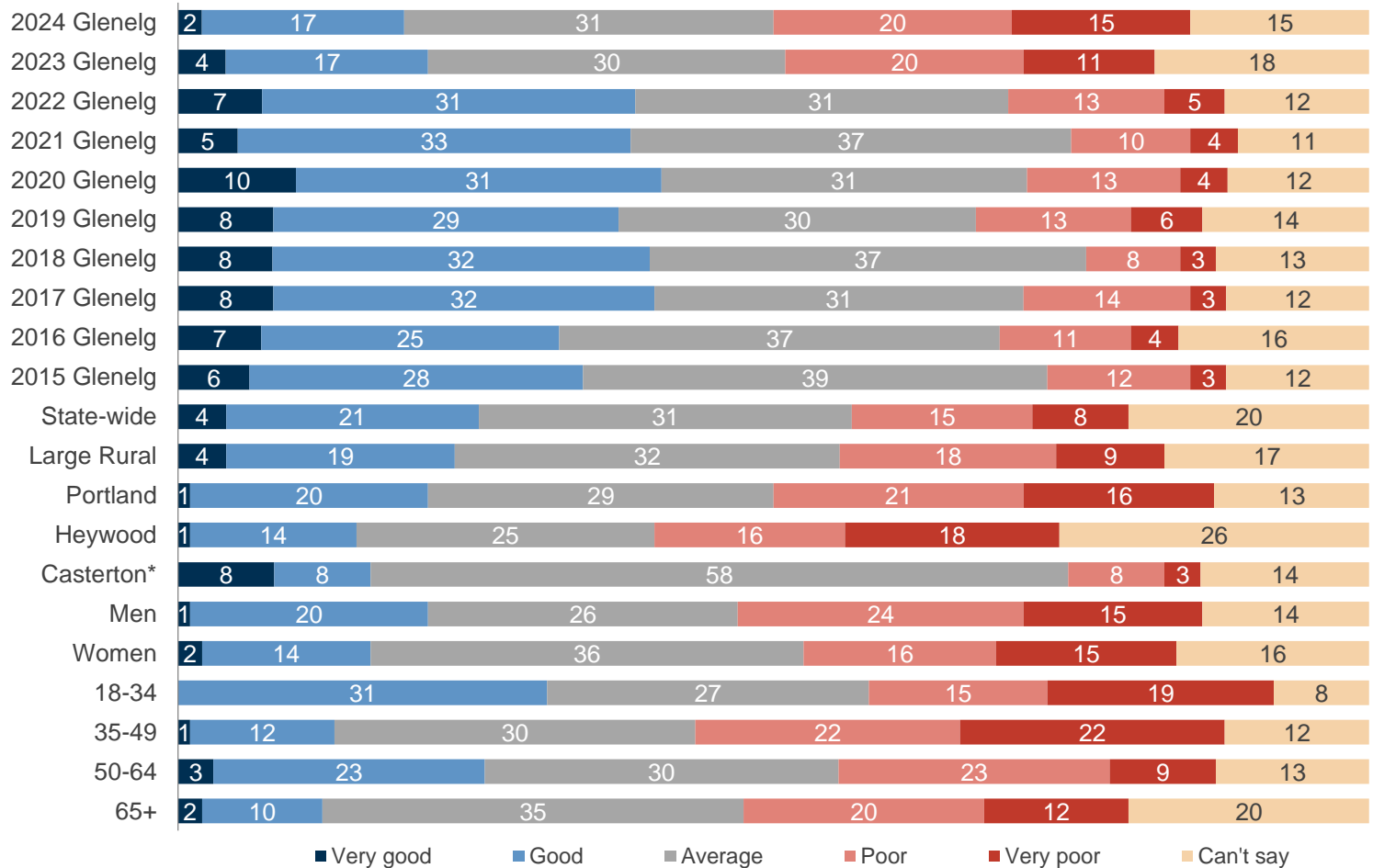
\*Caution: small sample size < n=30



# Lobbying on behalf of the community performance



## 2024 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: 46 Councils asked group: 14

\*Caution: small sample size < n=30

# Decisions made in the interest of the community performance



## 2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	51	54	56	53	55	54	54	54	55
Casterton	49*▲	54	63	63	60	59	63	56	58	58
Large Rural	46▲	48	51	54	52	52	52	51	50	52
18-34	46	48	65	60	62	53	62	59	53	62
Women	43	45	58	55	61	59	61	55	57	59
Glenelg	39	44	58	57	58	57	60	56	55	56
65+	39	42	58	58	58	63	63	57	58	59
Portland	38	45	59	57	59	59	61	58	56	58
35-49	37	49	50	53	61	57	59	58	57	51
Men	36	44	57	58	54	56	58	56	53	53
50-64	35	39	58	55	51	55	54	50	51	53
Heywood	34	47	57	57	49	50	58	51	52	50

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: 62 Councils asked group: 18

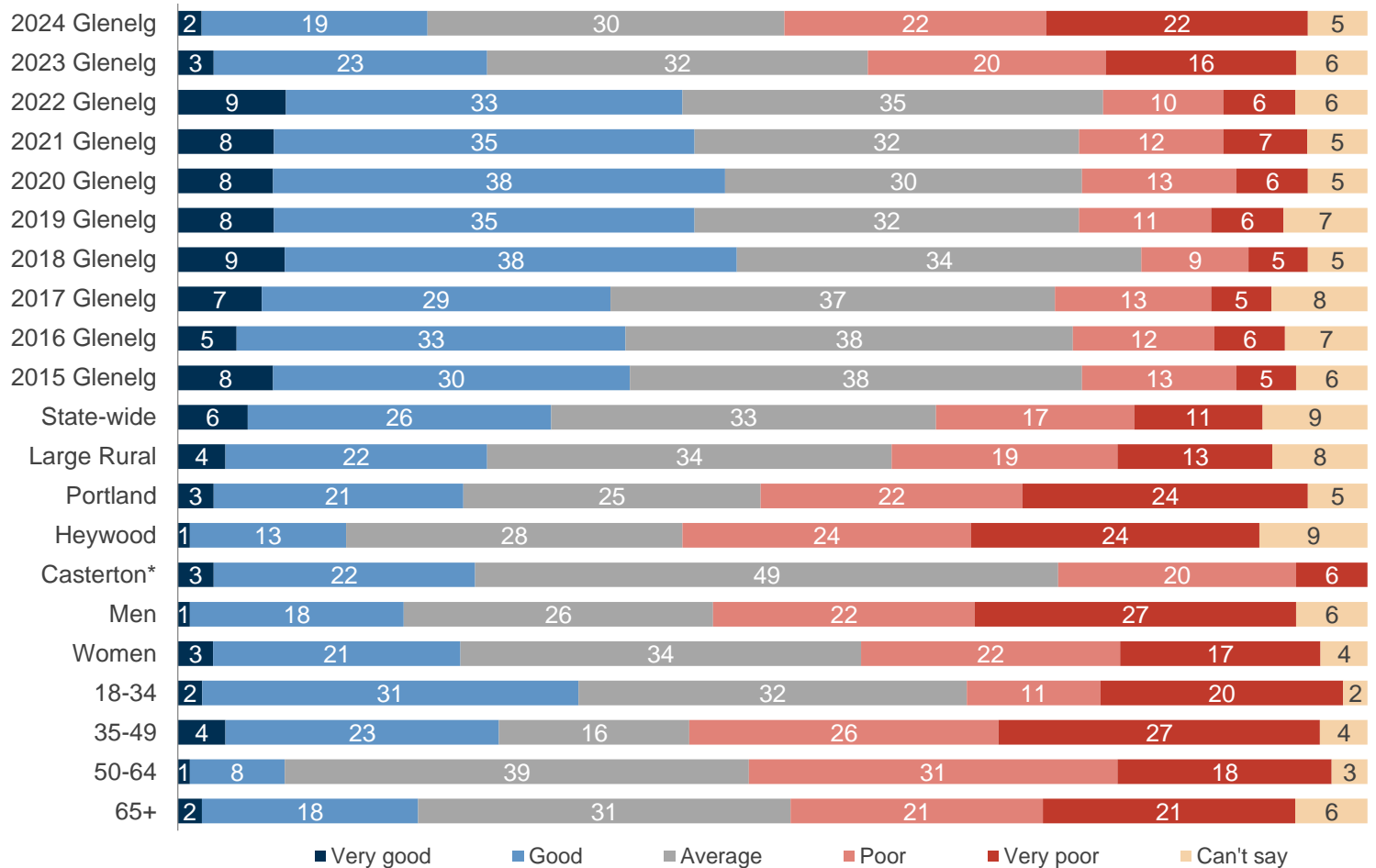
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# Decisions made in the interest of the community performance



2024 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: 62 Councils asked group: 18

\*Caution: small sample size < n=30

# The condition of sealed local roads in your area performance



## 2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	48	53	57	54	56	53	53	54	55
Casterton	45*▲	38	59	44	48	38	36	30	32	23
Large Rural	38▲	40	45	50	47	47	45	43	44	45
18-34	34	34	47	41	48	31	27	26	27	40
Women	32	31	42	41	42	41	36	26	21	34
50-64	32	30	36	44	35	41	34	27	26	33
Portland	32	36	43	45	41	44	37	32	26	39
Glenelg	31	32	42	44	41	41	35	29	25	34
65+	31	34	47	48	45	51	40	30	28	38
Men	30	34	43	47	40	41	34	32	28	34
35-49	29	29	35	37	35	37	37	31	18	25
Heywood	27	27	44	46	40	36	36	21	24	24

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: 62 Councils asked group: 18

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

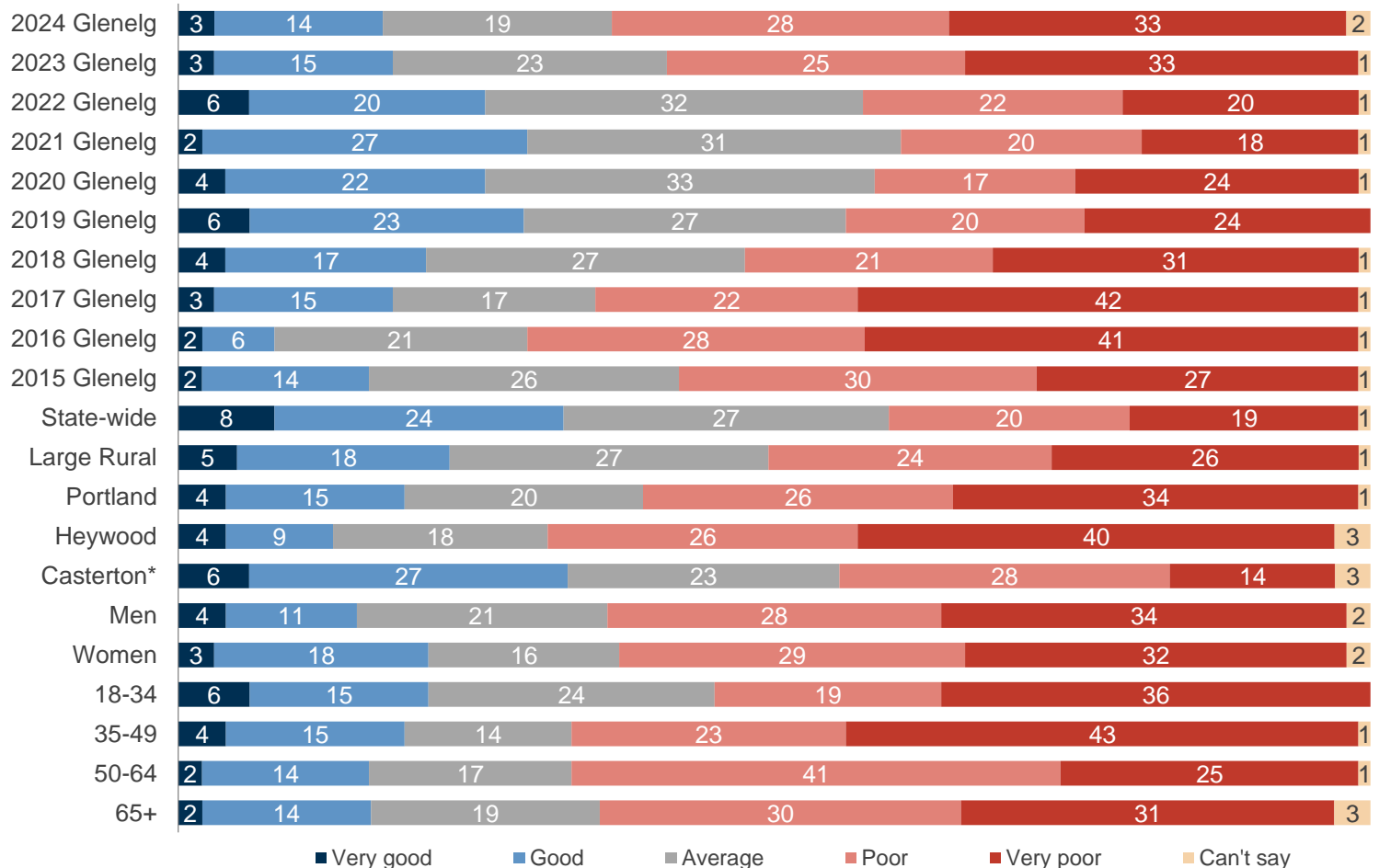
\*Caution: small sample size < n=30



# The condition of sealed local roads in your area performance



## 2024 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: 62 Councils asked group: 18

\*Caution: small sample size < n=30



# Waste management performance



## 2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67▲	66	68	69	65	68	70	71	70	72
Casterton	66*	64	74	68	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65▲	65	65	66	62	64	67	68	66	68
Heywood	63	56	68	54	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	61	68	69	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	59	66	64	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	57	69	58	n/a	n/a	n/a	n/a	n/a	n/a
Glenelg	59	59	63	62	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	58	63	58	n/a	n/a	n/a	n/a	n/a	n/a
Portland	58	63	62	64	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	58	60	60	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	57	49	59	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

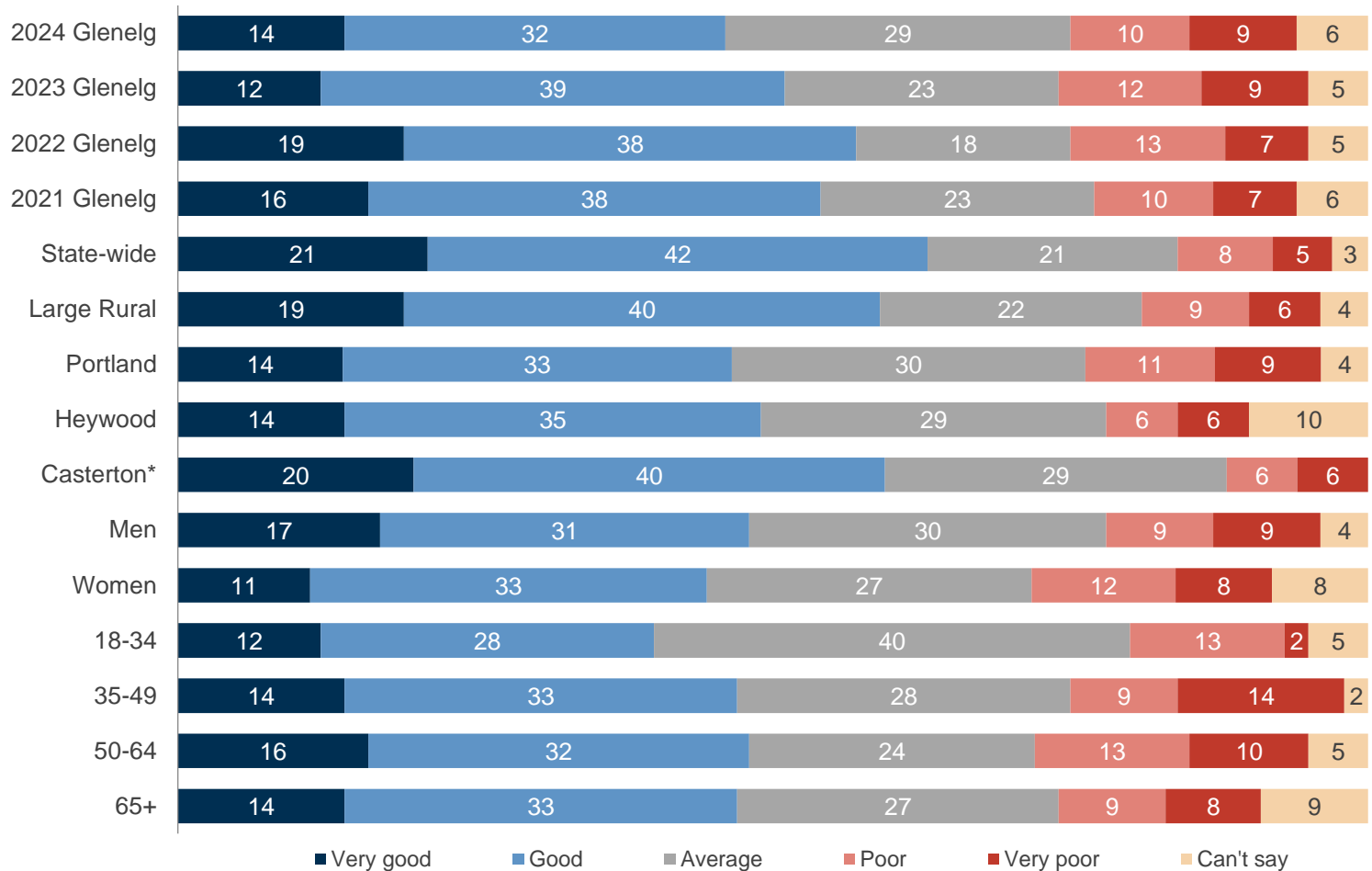
\*Caution: small sample size < n=30



# Waste management performance



## 2024 waste management performance (%)



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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

\*Caution: small sample size < n=30

# Business and community development and tourism performance



## 2024 business/development/tourism performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	58	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	59	60	61	59	61	60	61	60	61
35-49	56	54	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Casterton	56*	55	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	58	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glenelg	55	58	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	55	56	58	59	61	62	61	60	59	59
Portland	54	60	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	52	58	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	63	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Heywood	51	59	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

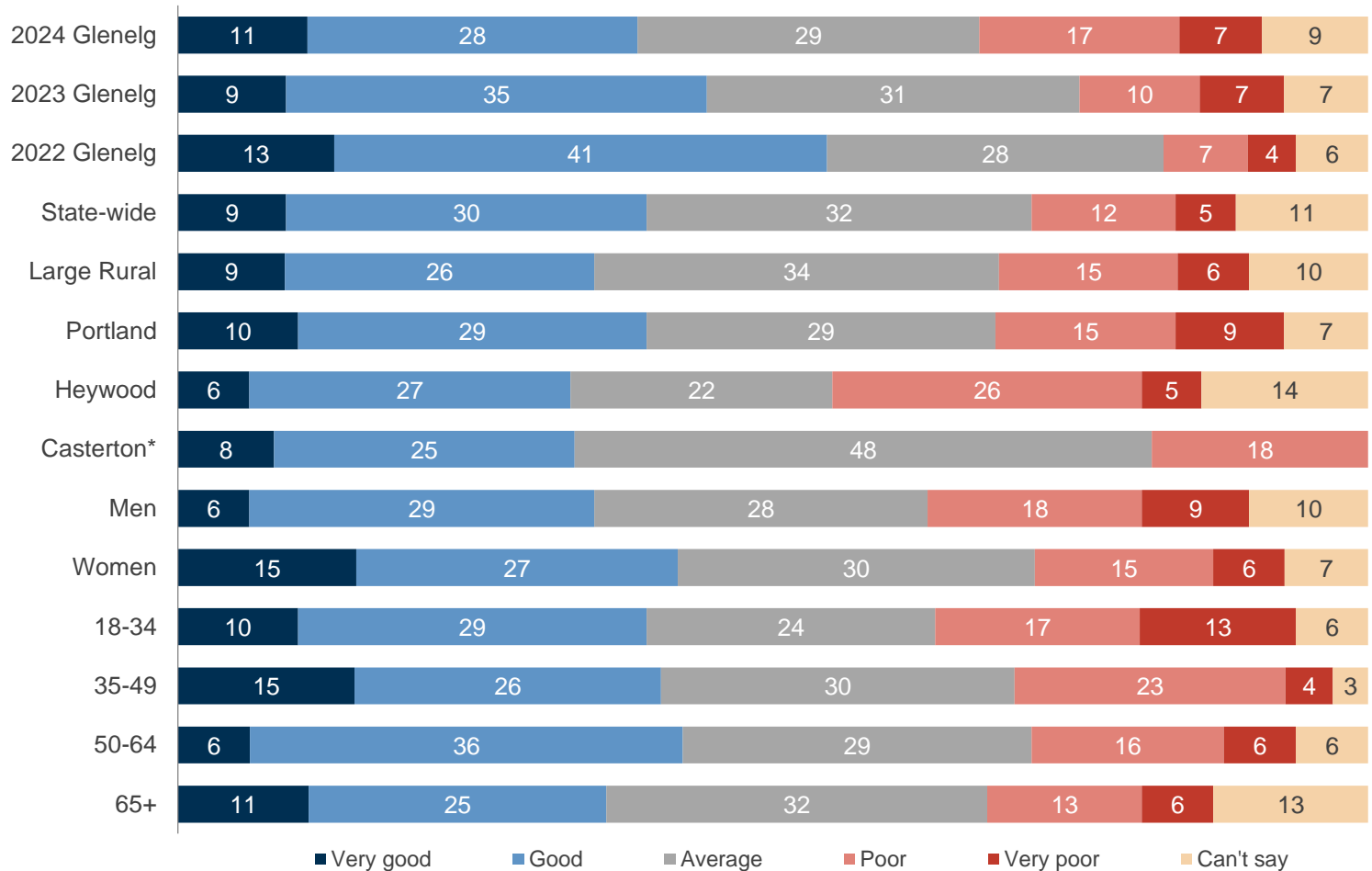
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30

# Business and community development and tourism performance



2024 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: 27 Councils asked group: 10

\*Caution: small sample size < n=30



# COVID-19 response performance



## 2024 COVID-19 response performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Casterton	71*	68	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	69	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	66▲	67	71	74	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Heywood	64	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	63	67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Portland	63	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glenelg	63	67	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	64	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	63	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5

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

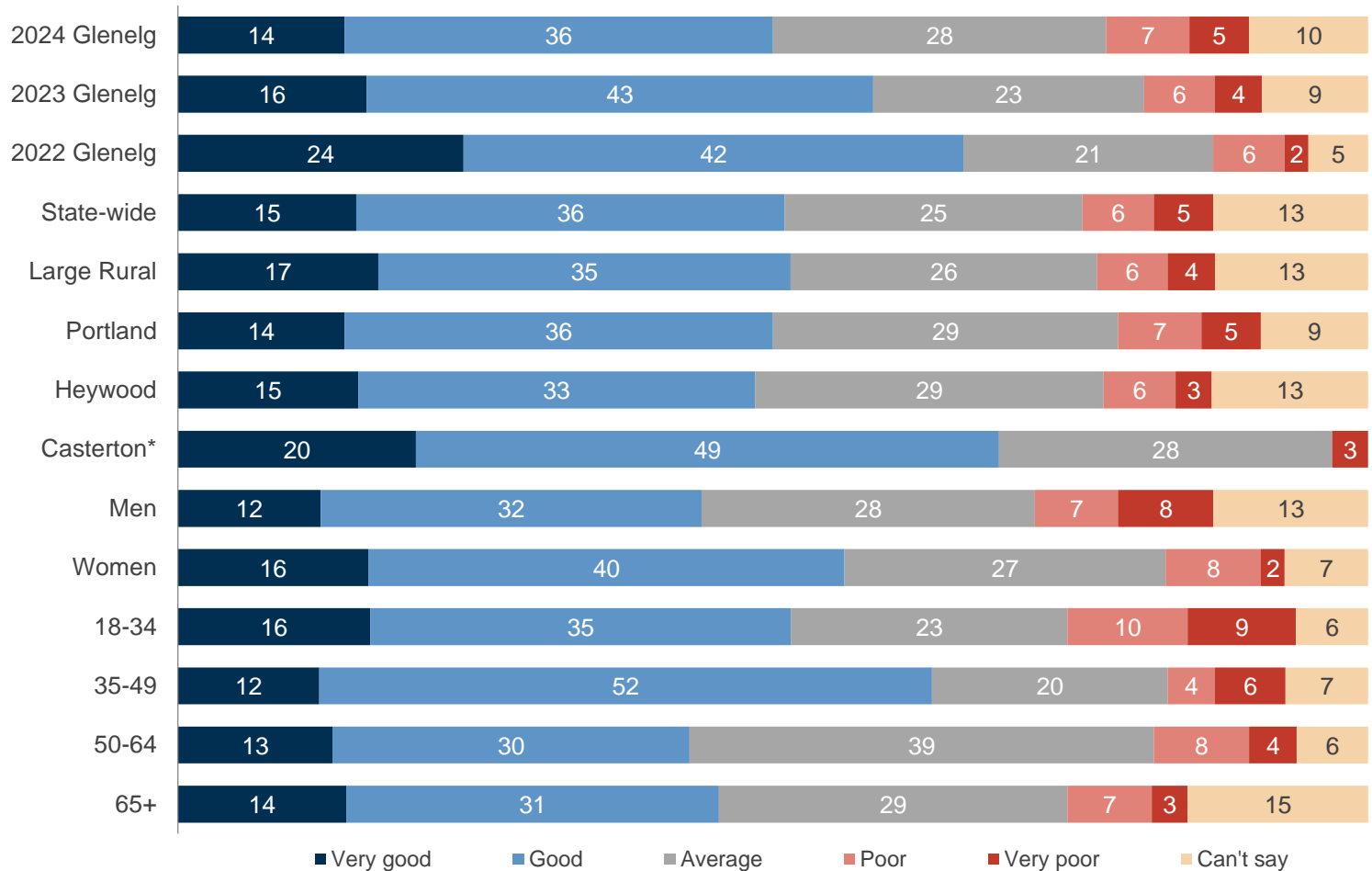
\*Caution: small sample size < n=30



# COVID-19 response performance



## 2024 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5

\*Caution: small sample size < n=30

A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or festival, with some individuals wearing red and white clothing.

# **Detailed demographics**

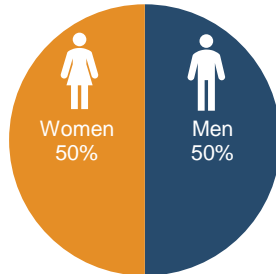




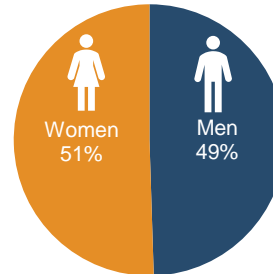
## Gender and age profile

### 2024 gender

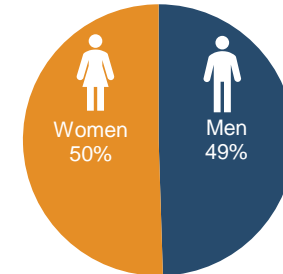
#### Glenelg



#### Large Rural

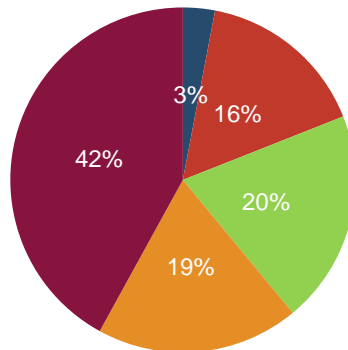


#### State-wide

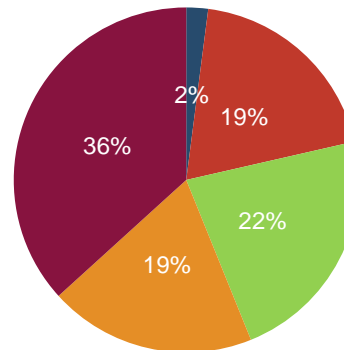


### 2024 age

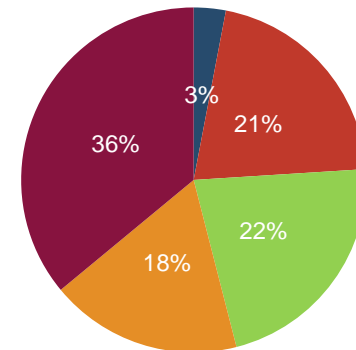
#### Glenelg



#### Large Rural



#### State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Large Rural gender results may not add to 100%



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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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

*Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.*



## Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Glenelg Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 16,200 people aged 18 years or over for Glenelg Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Glenelg Shire Council	400	400	+/-4.8
Men	200	199	+/-6.9
Women	200	201	+/-6.9
Portland	238	238	+/-6.3
Heywood	60	65	+/-12.7
Casterton	32	29	+/-17.6
18-34 years	36	76	+/-16.5
35-49 years	68	81	+/-11.9
50-64 years	93	76	+/-10.2
65+ years	203	167	+/-6.9



## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



## **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=401 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Glenelg Shire Council area.

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

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

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

A total of n=400 completed interviews were achieved in Glenelg Shire Council. Survey fieldwork was conducted across four quarters from 1<sup>st</sup> June 2023 – 18<sup>th</sup> March 2024.





## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

### Council Groups

Glenelg Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Glenelg Shire Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.



## Appendix B:

### Core, optional and tailored questions

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#### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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