



2023 Local Government Community Satisfaction Survey

Gleneilg Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>
<u>Key findings and recommendations</u>	<u>4</u>
<u>Detailed findings</u>	<u>10</u>
<u>Overall performance</u>	<u>11</u>
<u>Customer service</u>	<u>21</u>
<u>Council direction</u>	<u>27</u>
<u>Individual service areas</u>	<u>31</u>
<u>Community consultation and engagement</u>	<u>32</u>
<u>Lobbying on behalf of the community</u>	<u>34</u>
<u>Decisions made in the interest of the community</u>	<u>36</u>
<u>Condition of sealed local roads</u>	<u>38</u>
<u>Waste management</u>	<u>40</u>
<u>Business and community development and tourism</u>	<u>42</u>
<u>Response to COVID-19</u>	<u>44</u>
<u>Detailed demographics</u>	<u>46</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>48</u>
<u>Appendix B: Further project information</u>	<u>53</u>



Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

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

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

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

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

Key findings and recommendations

Glenelg Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Glenelg 47



Large Rural 52



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	COVID-19 response	= on par
	Waste management	▼ lower
	Bus/community dev./tourism	= on par
Lowest 3 performing areas		
	Sealed local roads	▼ lower
	Community decisions	▼ lower
	Consultation & engagement	▼ lower
	Customer service	= on par



Summary of core measures

Index scores



Overall Performance



Value for money



Community Consultation



Making Community Decisions



Sealed Local Roads



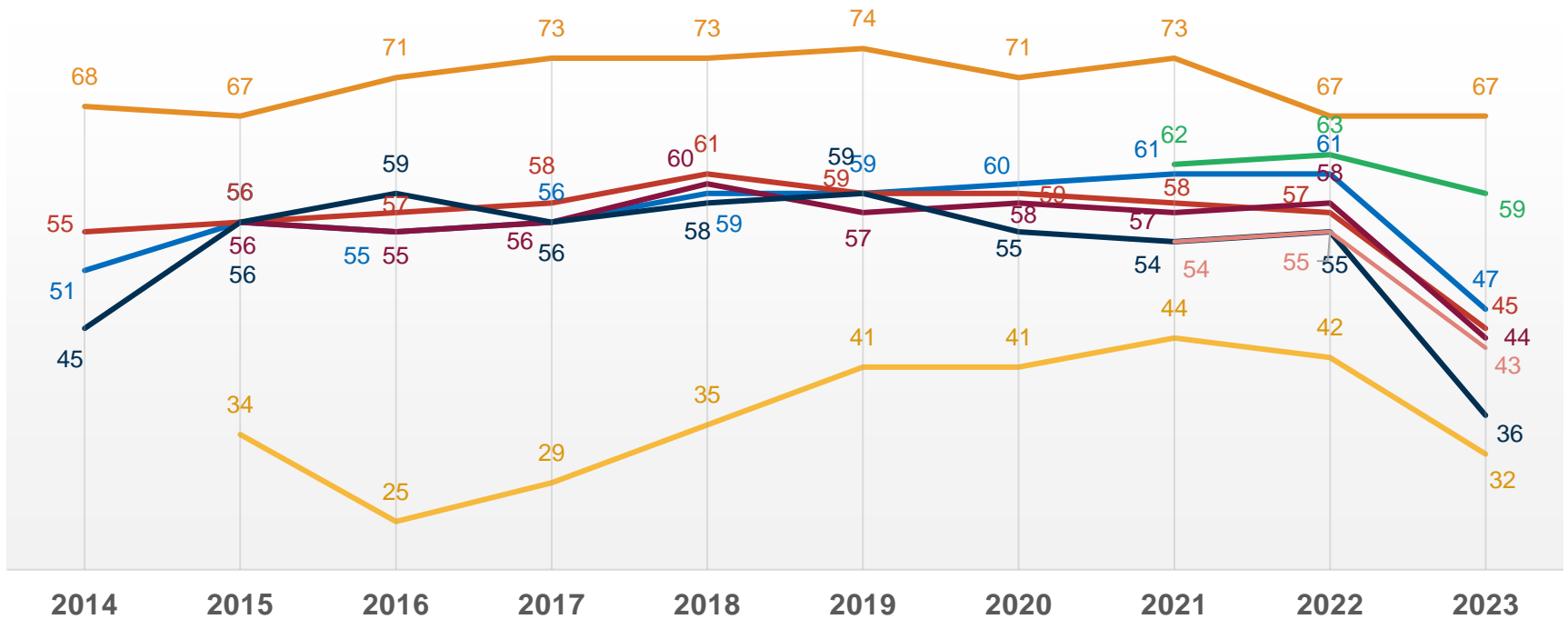
Waste management



Customer Service



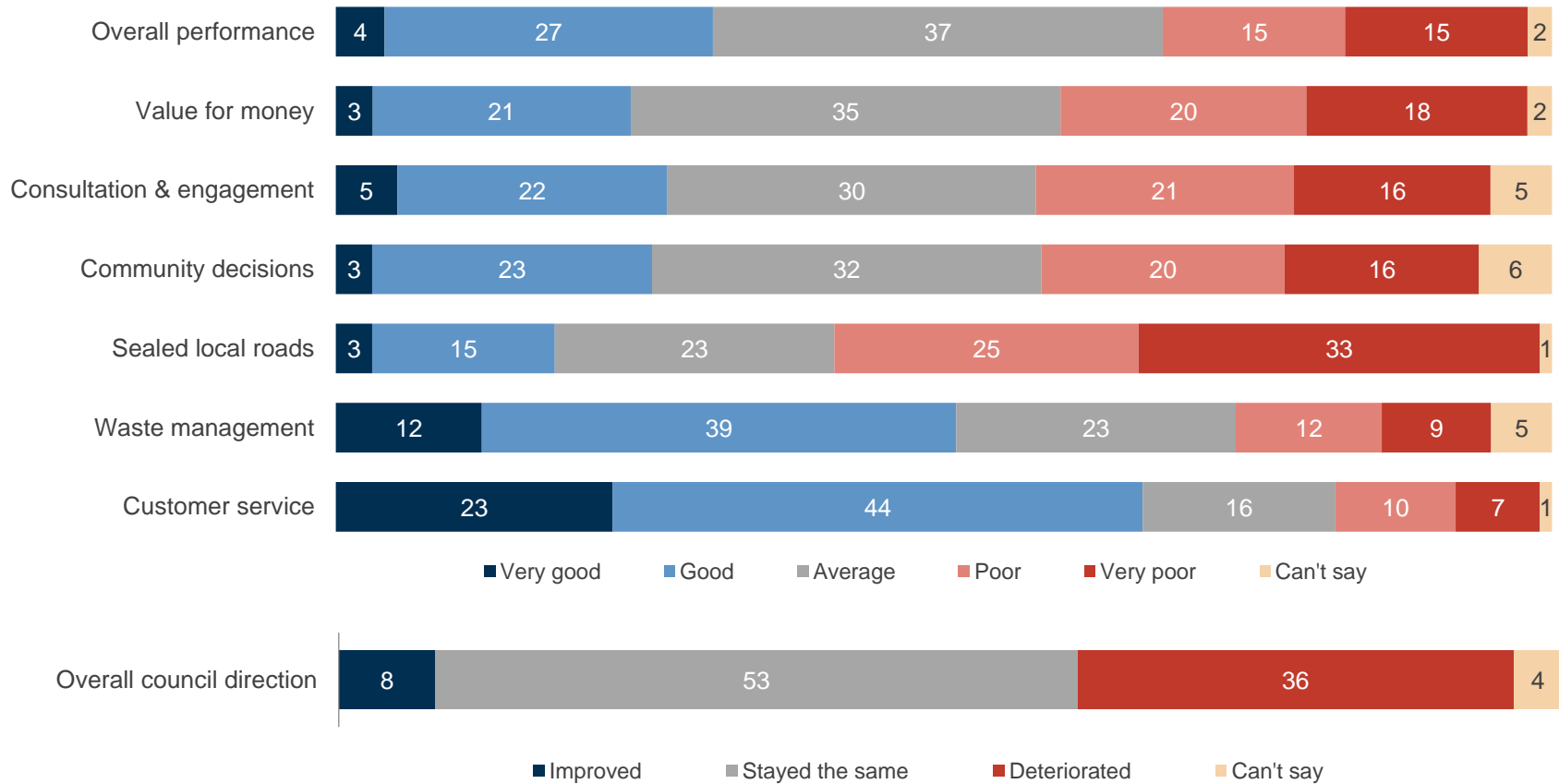
Overall Council Direction
















Summary of core measures

Core measures summary results (%)





Summary of Glenelg Shire Council performance

Services	Glenelg 2023	Glenelg 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	47	61	52	56	Casterton residents	Aged 50-64 years
 Value for money	43	55	45	49	Portland residents	Heywood residents
 Overall council direction	36	55	44	46	Heywood residents	Aged 35-49 years
 Customer service	67	67	65	67	Casterton residents	Aged 50-64 years
 COVID-19 response	67	71	67	67	Women	Men
 Waste management	59	63	65	66	Casterton residents	Heywood residents
 Bus/community dev./tourism	58	64	56	59	Aged 18-34 years	Aged 35-49 years
 Lobbying	45	56	49	51	Aged 18-34 years	Aged 50-64 years
 Consultation & engagement	45	57	49	52	Heywood residents	Aged 50-64 years
 Community decisions	44	58	48	51	Casterton residents	Aged 50-64 years
 Sealed local roads	32	42	40	48	Casterton residents	Heywood residents



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance, as well as its performance across individual service areas, deteriorated significantly over the last 12 months. Council's overall performance rating (index score of 47) is now at its lowest level recorded in a decade, after experiencing a 14-point decline from 2022. Perceptions of overall Council direction similarly declined by 19 index points, reflecting dissatisfaction across the board.

Focus areas

Glenelg Shire Council should focus on improving performance in areas that experienced the largest declines in ratings and where ratings are lowest: sealed local roads (down 10 index points from 2022), decisions made in the interest of the community (down 14), consultation and engagement (down 12), and lobbying on behalf of the community (down 11). The condition of sealed local roads requires tangible investment, while other areas speak to a need for positive growth in community relations.

Comparison to state and area grouping

While Council exceeded average ratings for the Large Rural group and councils State-wide in multiple areas in 2022, rating declines this year have resulted in Council being significantly below group averages in most areas (the exceptions being customer service, COVID-19 response, and business and community development). Council performs in line with the Large Rural group and State-wide averages in the aforementioned areas. The most notable gap between Council's rating and group averages is in sealed local roads.

A need to abate declines and rebuild

The 2023 results are in stark contrast to the pattern of consistent and stable performance Glenelg Shire Council has been accustomed to in the past. It is important to note there have been declines in perceptions of councils' performance across the State, however, the declines have been greater than average for Glenelg. There is a need for Council to take stock and look to understand how perceptions can be improved. Strong and targeted communications will ensure residents are aware of the actions Council is undertaking.

DETAILED FINDINGS



Overall performance



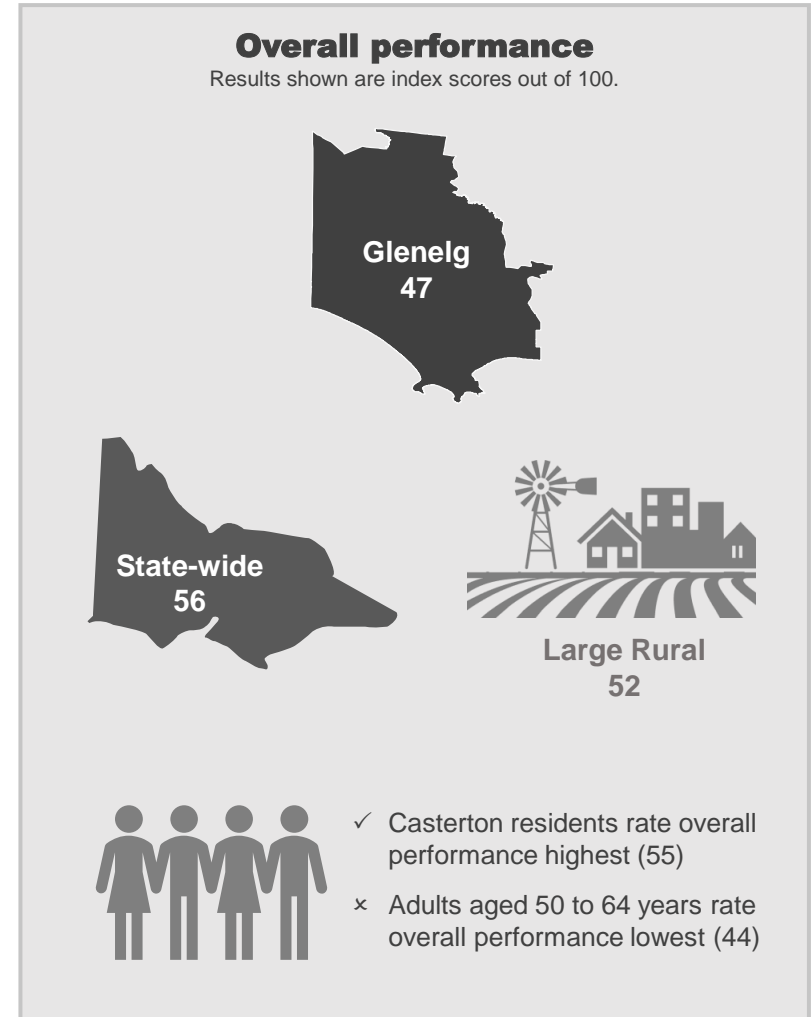
Overall performance

The overall performance index score of 47 for Glenelg Shire Council represents a 14-point decline from the 2022 result. Council experienced only slight changes in overall performance ratings between 2016 and 2022, hovering around 60 index points for the five years' prior. Overall performance is now at its lowest level in 10 years.

Glenelg Shire Council's overall performance is rated significantly lower (at the 95% confidence interval) than the average rating for councils in the Large Rural group and State-wide (index scores of 52 and 56 respectively).

- All demographic and geographic cohorts declined in their perceptions of overall performance from 2022. Declines are in the double digits among all sub-groups with the exception of adults aged 35 to 49 years (down six index points from 2022).
- The Large Rural group and State-wide averages similarly declined in the past year, though to a lesser degree (declines of three index points each) than experienced by Glenelg.

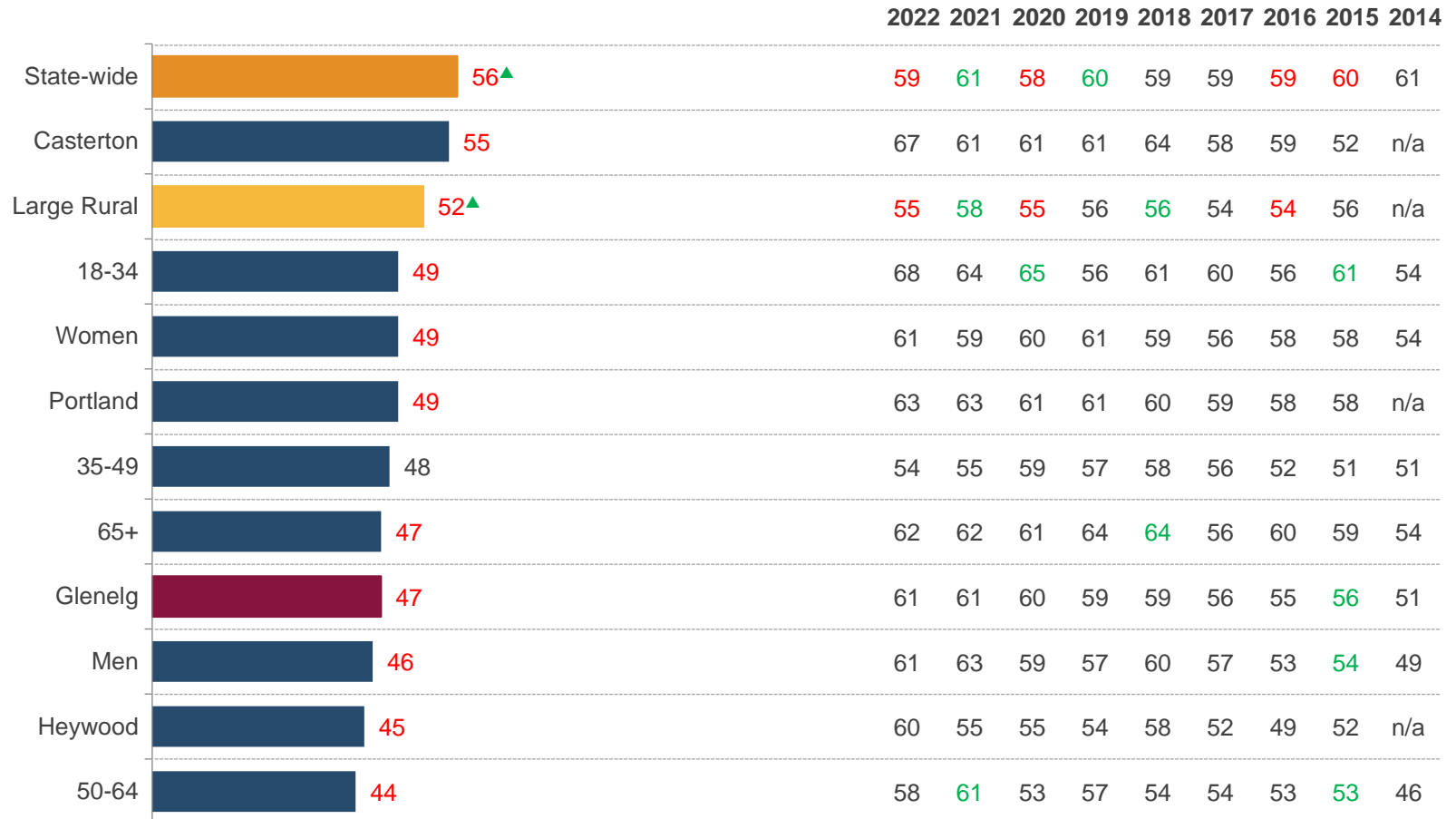
Just under one-quarter of adults (24%) rate the value for money they receive in infrastructure and services as 'very good' or 'good'. More (38%) rate Council as 'very poor' or 'poor', and a further 35% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)

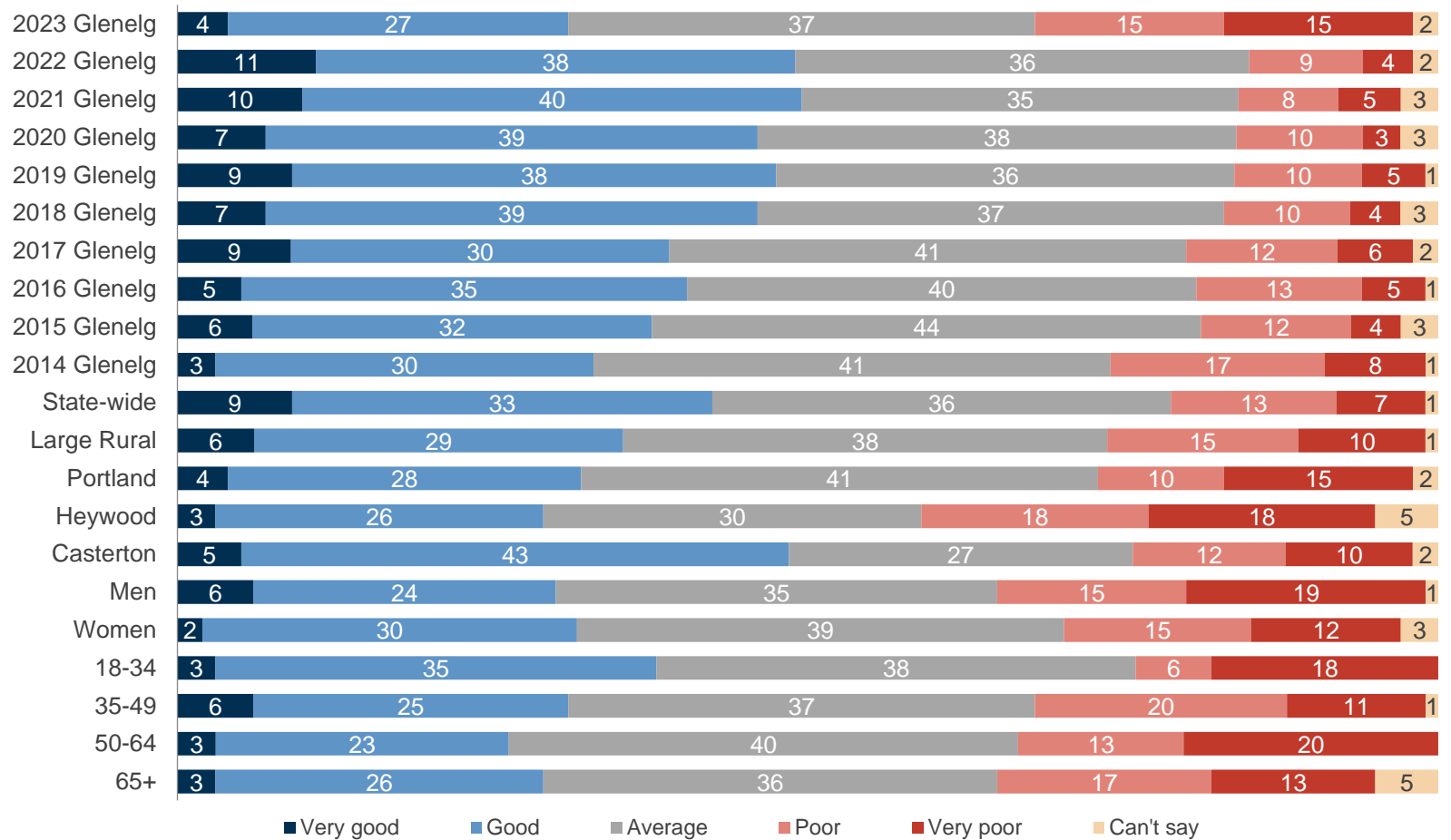


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glenelg Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2023 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 66 Councils asked group: 18



Value for money in services and infrastructure

2023 value for money (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	49▲	53	54	n/a	n/a	n/a	n/a	n/a	n/a
Portland	48▲	58	56	n/a	n/a	n/a	n/a	n/a	n/a
65+	45	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	45	48	50	n/a	n/a	n/a	n/a	n/a	n/a
Women	44	56	55	n/a	n/a	n/a	n/a	n/a	n/a
Casterton	44	61	65	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43	63	53	n/a	n/a	n/a	n/a	n/a	n/a
Glenelg	43	55	54	n/a	n/a	n/a	n/a	n/a	n/a
Men	41	55	53	n/a	n/a	n/a	n/a	n/a	n/a
50-64	41	53	54	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	49	46	n/a	n/a	n/a	n/a	n/a	n/a
Heywood	39	50	49	n/a	n/a	n/a	n/a	n/a	n/a

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

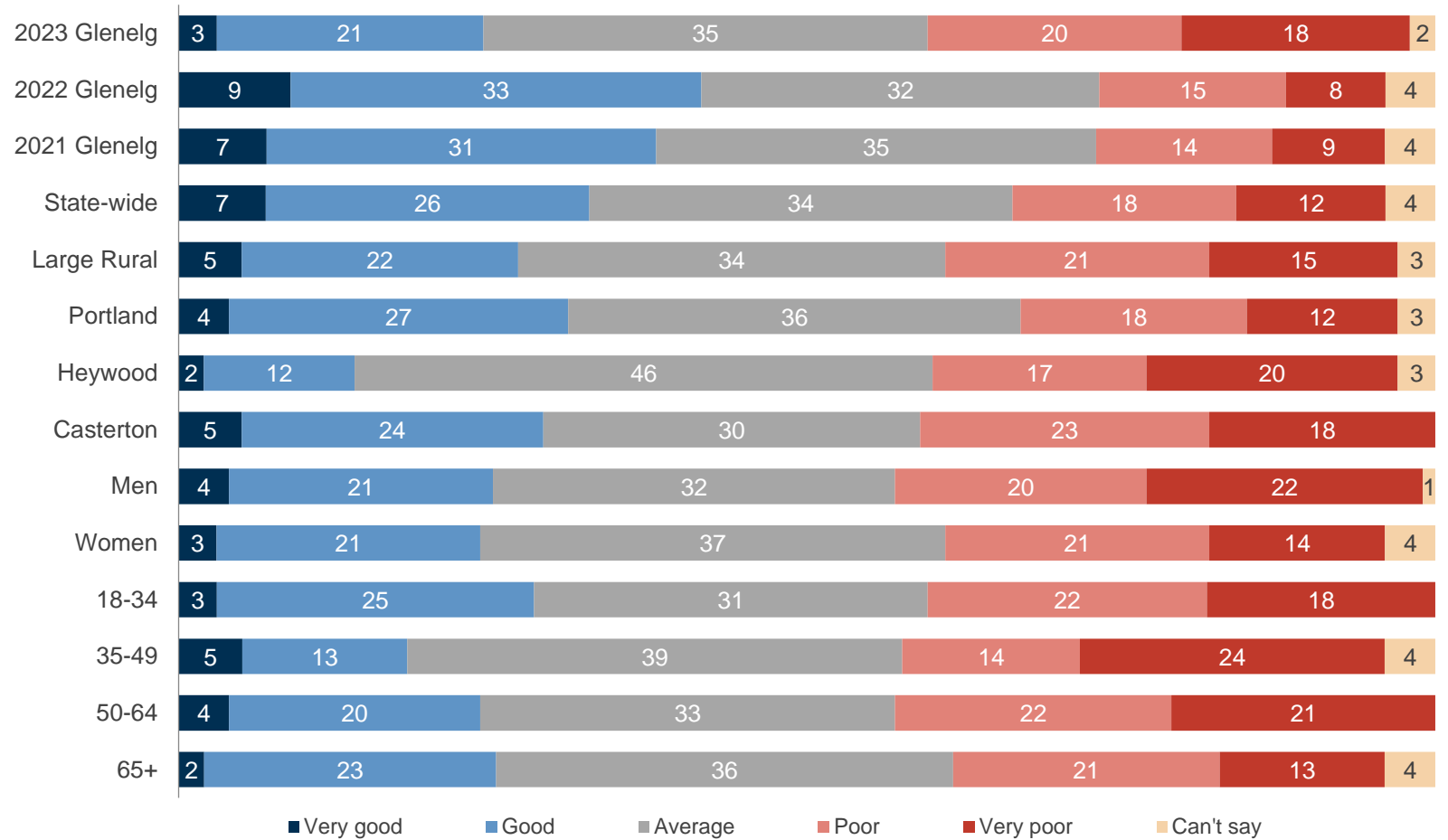
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

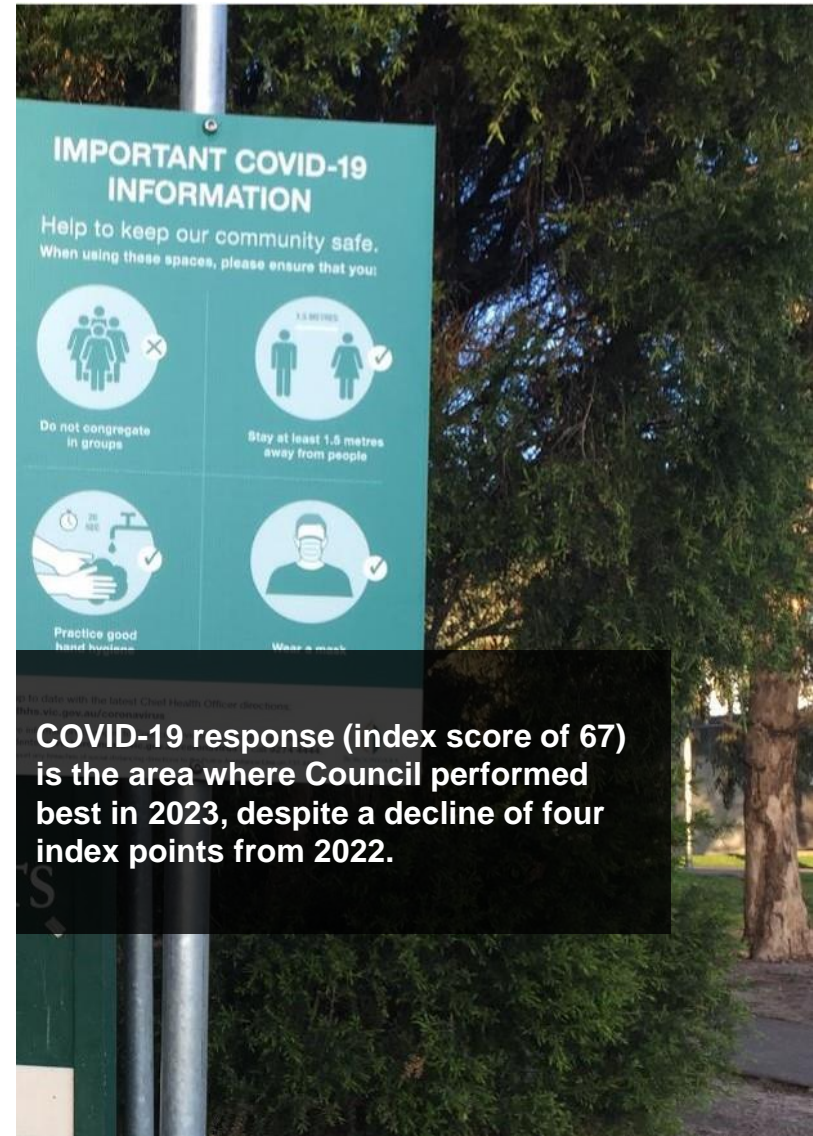
Top performing service areas

COVID-19 response (index score of 67) has now been Council's highest performing service area for two years in a row.

- Council's performance in this service area remains in line with the Large Rural group and State-wide averages despite declining four index points from 2022.

Waste management, and business and community development and tourism, are the next highest performing areas (index scores of 59 and 58 respectively).

- Ratings in each area declined significantly from 2022, though declines are in the single digits (down by four and six points respectively).
- Council's performance rating for business and community development and tourism is now in line (after being significantly higher in 2022) with the Large Rural group and State-wide averages, while it is significantly lower than both in the area of waste management.
- Perceptions of waste management in Casterton and Heywood were down double digit figures from 2022, while Portland residents improved in their perceptions of waste management by a slight one point (not significant) since last year.





Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of sealed local roads (index score of 32).

Double digit ratings' declines occurred in the areas of sealed local roads (down 10 index points from 2022), community decisions (down 14), consultation and engagement (down 12), and lobbying (down 11).

- All demographic and geographic cohorts declined in their perceptions of Council performance in the aforementioned service areas from 2022, and most to a statistically significant degree.

Council rates lowest – relative to its performance in other areas – in the area of sealed local roads (index score of 32). Performance ratings in this area improved after 2016 with Council maintaining higher ratings between 2019 and 2022, before dropping off again this year. Despite the significant decline this year, Council's rating in this area remains above it's lowest recorded rating of 25 index points in 2016.

- Council rates significantly lower than Large Rural group and State-wide averages for sealed local roads (index scores of 40 and 48 respectively).
- Council's rating for sealed local roads is lowest among Heywood residents (27).

In contrast to sealed local roads, declines this year in community decisions, consultation and engagement, and lobbying have taken Council's rating in these areas to the lowest levels recorded for each in a decade.



Individual service area performance

2023 individual service area performance (index scores)



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

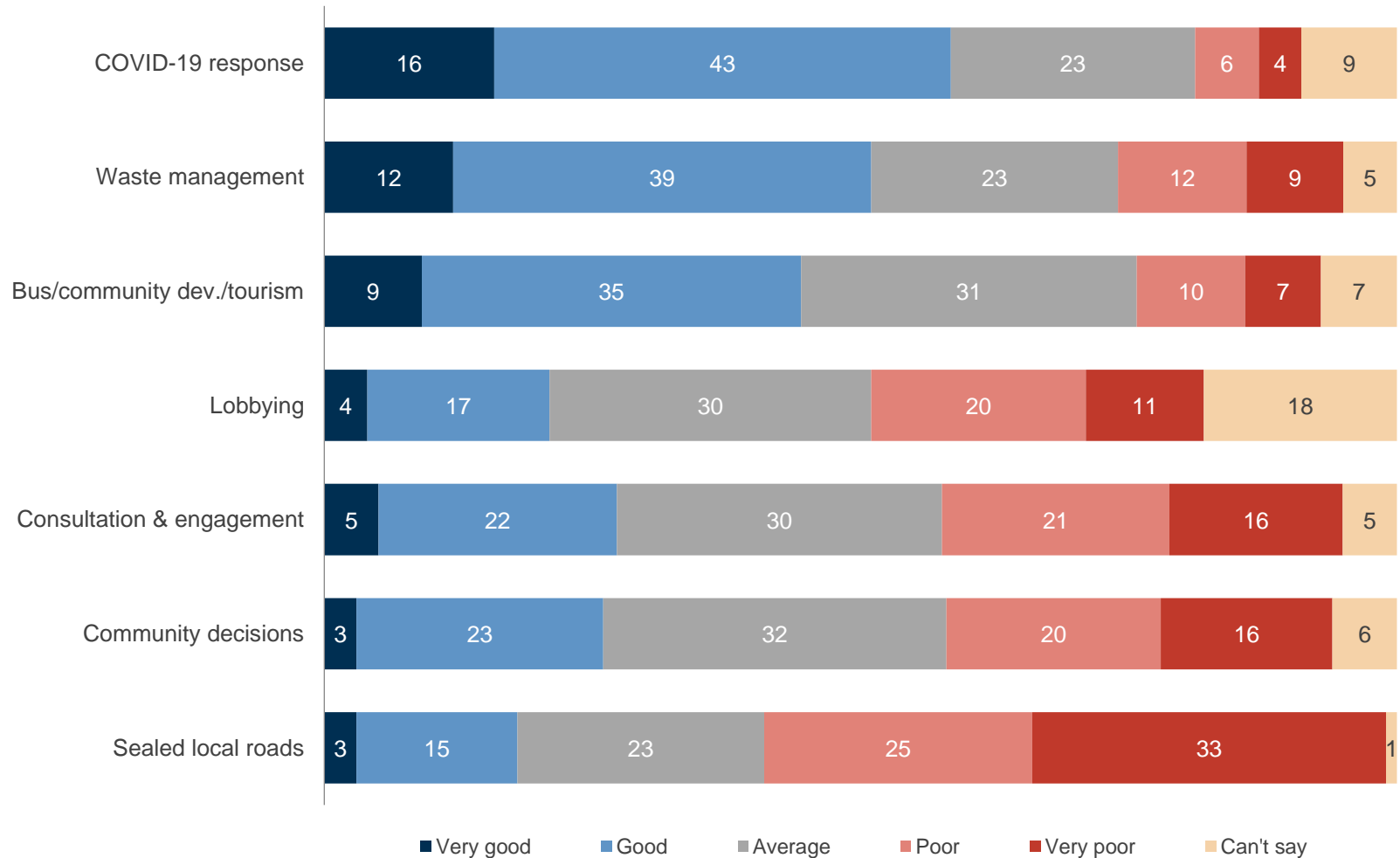
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Customer service



Contact with council and customer service

Contact with council

More than half of Council residents (57%) had contact with Council in the last twelve months. Rate of contact is in line with 2022.

- Residents aged 50 to 64 years (69%) had significantly more contact with Council compared to average.
- Heywood residents are least likely to have contacted Council (47%) and made significantly less contact than they did in 2022 (down 18%).



Among those who have had contact with Council, 67% provide a positive customer service rating of 'very good' or 'good', including 23% of adults who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 67 is unchanged from 2022.

Council has managed to stabilise ratings in this area after experiencing a significant decline between 2021 and 2022.

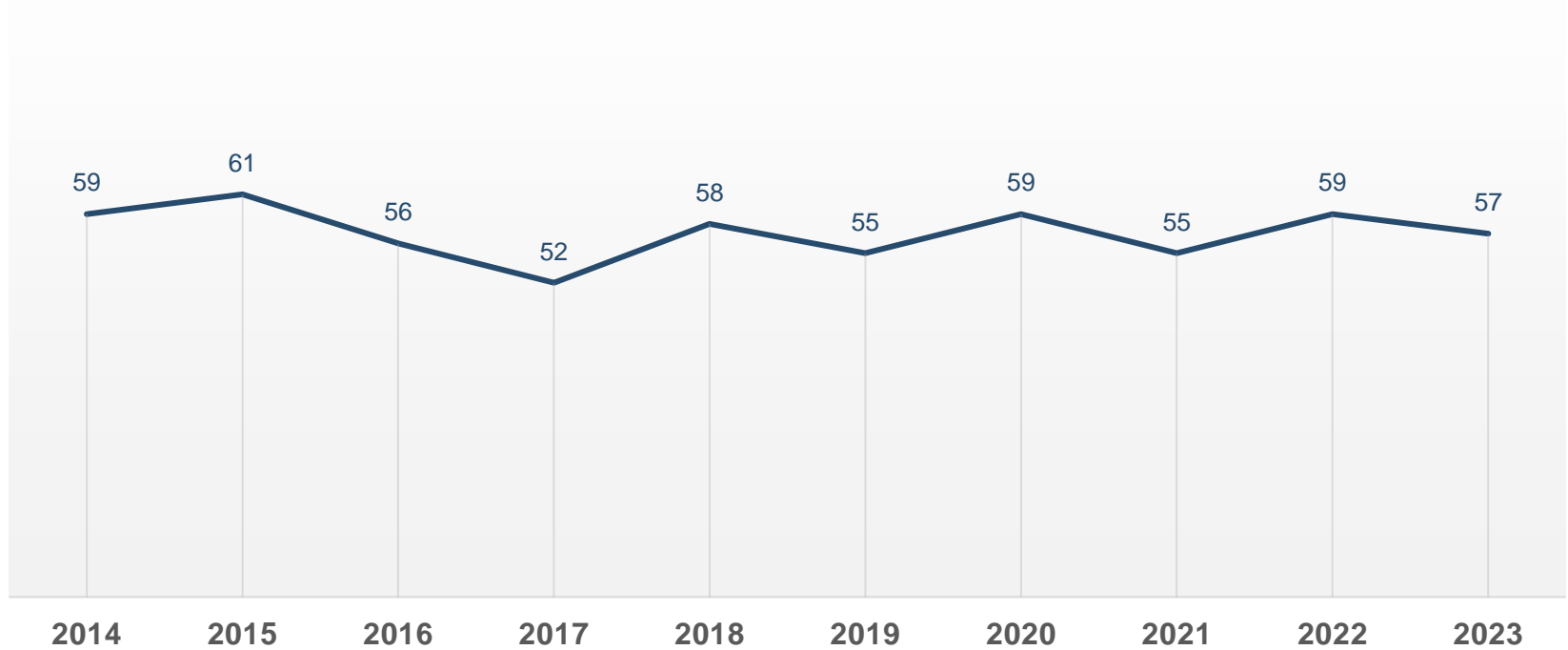
Customer service remains rated in line with the Large Rural group and State-wide averages (index scores of 65 and 67 respectively).

- Perceptions of customer service are highest among Casterton residents (index score of 79, not significantly different to the Council average and interpretation must account for small sample size). Perceptions of customer service are equally positive among residents of Portland and Heywood (index scores of 68 and 65 respectively).
- Perceptions of customer service improved somewhat among adults aged 35 to 49 years in the past year (up six index points from 2022), though this is not a statistically significant change.



Contact with council

2023 contact with council (%)
Have had contact

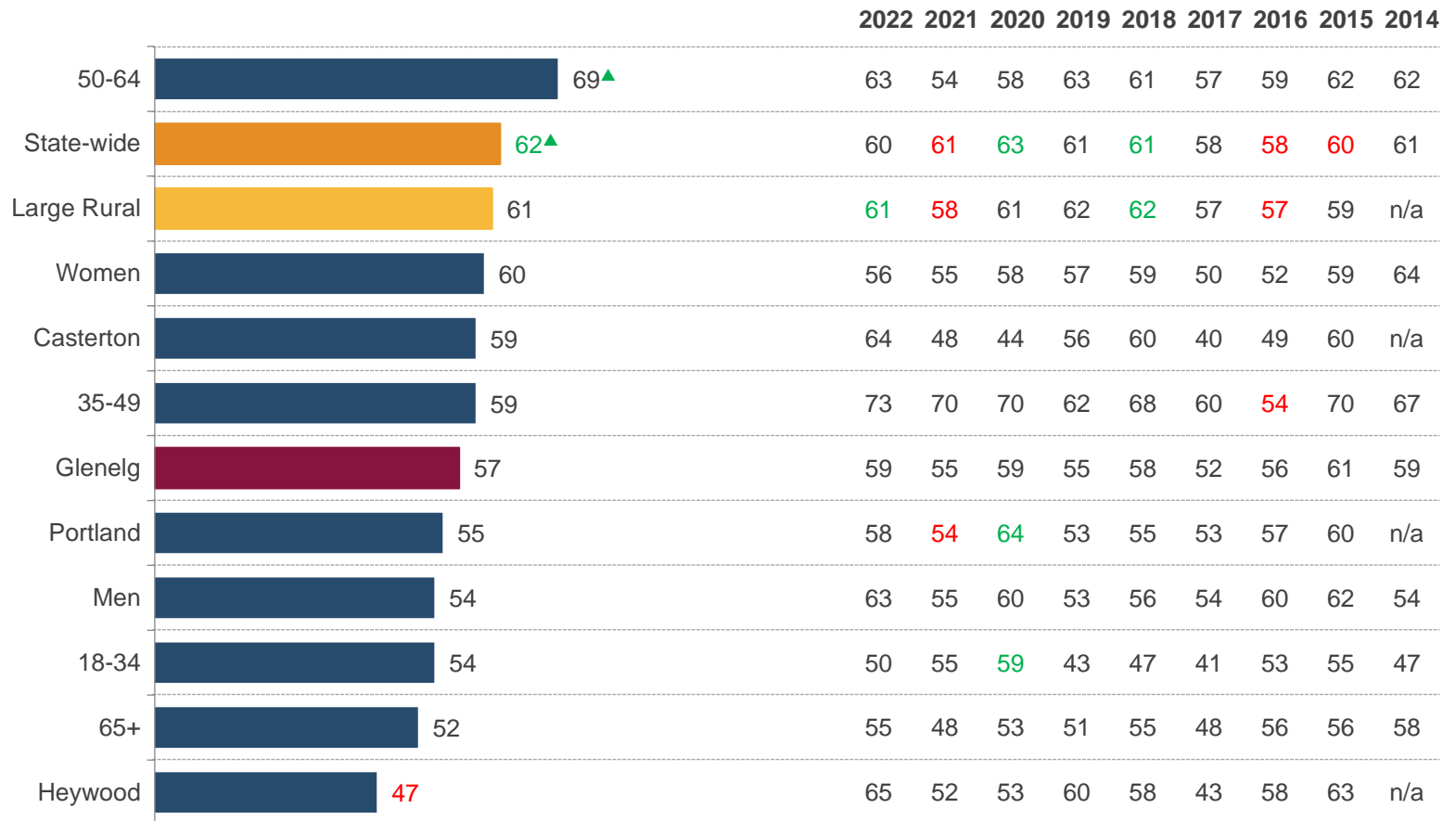


Q5. Over the last 12 months, have you or any member of your household had any contact with Glenelg Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 10



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with 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: 41 Councils asked group: 10

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



Customer service rating

2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Casterton	79*	81	83	84	81	80	68	82	73	n/a
18-34	71	71	74	67	72	74	75	61	54	63
Women	69	71	72	74	76	73	73	73	67	71
Portland	68	67	73	71	74	74	74	71	65	n/a
35-49	68	62	67	69	75	73	76	75	67	70
Glenelg	67	67	73	71	74	73	73	71	67	68
65+	67	69	75	74	76	77	74	73	75	71
State-wide	67	68	70	70	71	70	69	69	70	72
Men	65	64	73	67	72	73	73	69	66	64
Heywood	65	68	69	58	73	69	75	69	66	n/a
Large Rural	65	67	68	68	69	67	66	67	67	n/a
50-64	64	67	75	69	74	68	69	71	69	65

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: 66 Councils asked group: 18

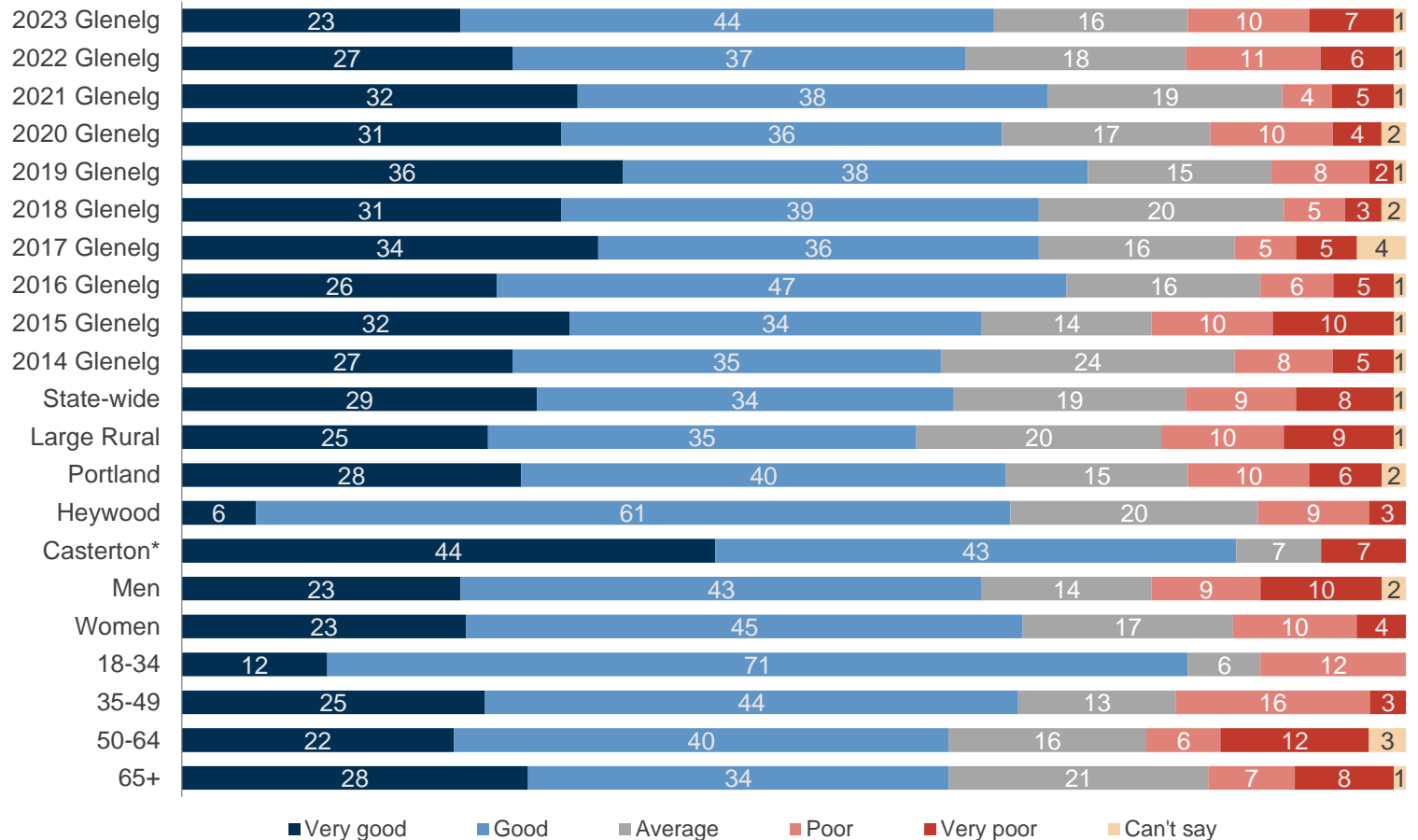
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2023 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.
 Councils asked State-wide: 66 Councils asked group: 18
 *Caution: small sample size < n=30

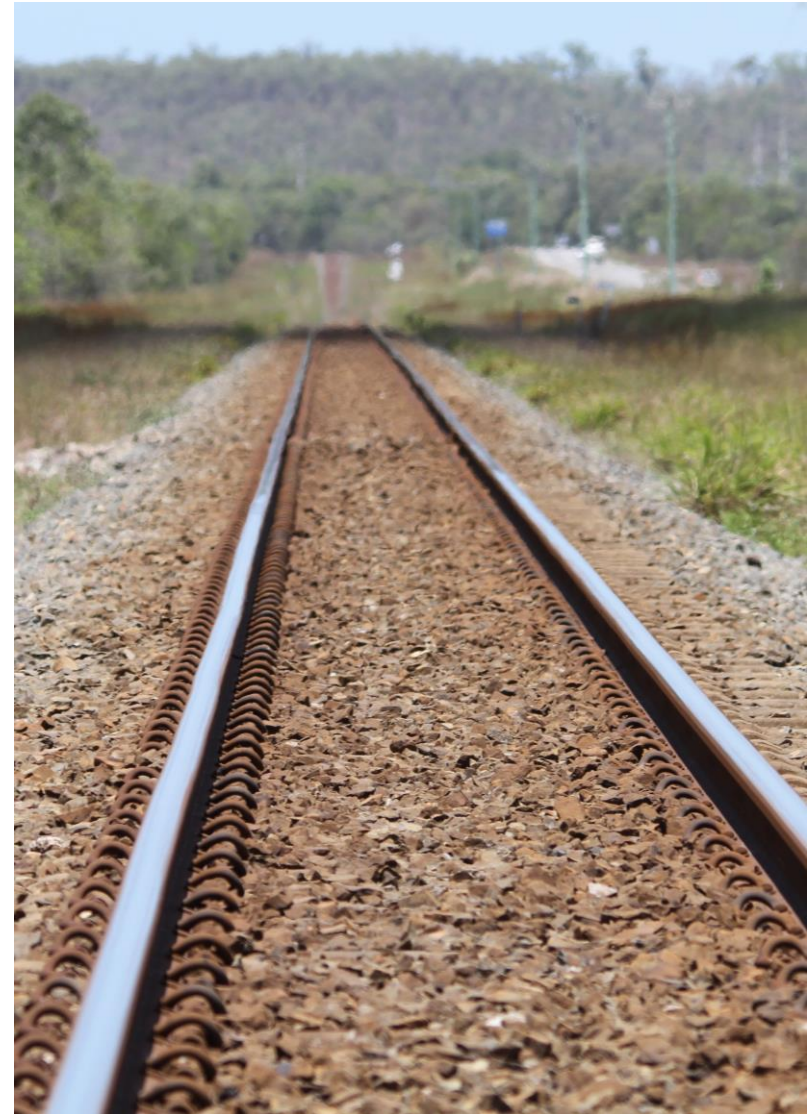


Council direction

Council direction

Commensurate with a decline in Council's overall performance rating, perceptions of the direction of Council's overall performance declined significantly from 2022 – by 19 index points – to an index score of 36.

- Just 8% believe the direction of Council's overall performance improved in the previous 12 months, down from 25% in 2022.
- Over one-third (36%) believe it has deteriorated; the negative response having more than doubled since 2022 (14%).
- A little over half (53%) describe the direction of Council's overall performance as having stayed the same.
- Declines were significant across demographic and geographic sub-groups, with the exception of Heywood residents who rated Council nine points lower for overall council direction in 2023, compared to 2022. Declines were larger among all other groups.





Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	46▲	50	53	51	53	52	53	51	53
Large Rural	44▲	47	51	50	51	52	52	48	51
Heywood	42	51	49	52	55	54	48	48	50
18-34	40	66	57	55	56	59	59	61	55
Casterton	39	52	59	47	52	50	57	62	41
Women	36	59	56	59	60	59	57	58	57
Portland	36	60	54	58	62	61	59	64	61
Glenelg	36	55	54	55	59	58	56	59	56
Men	35	52	52	51	57	56	55	60	54
50-64	35	52	52	48	57	54	51	57	56
65+	35	53	56	56	61	61	57	62	55
35-49	34	52	48	61	60	56	56	57	56

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

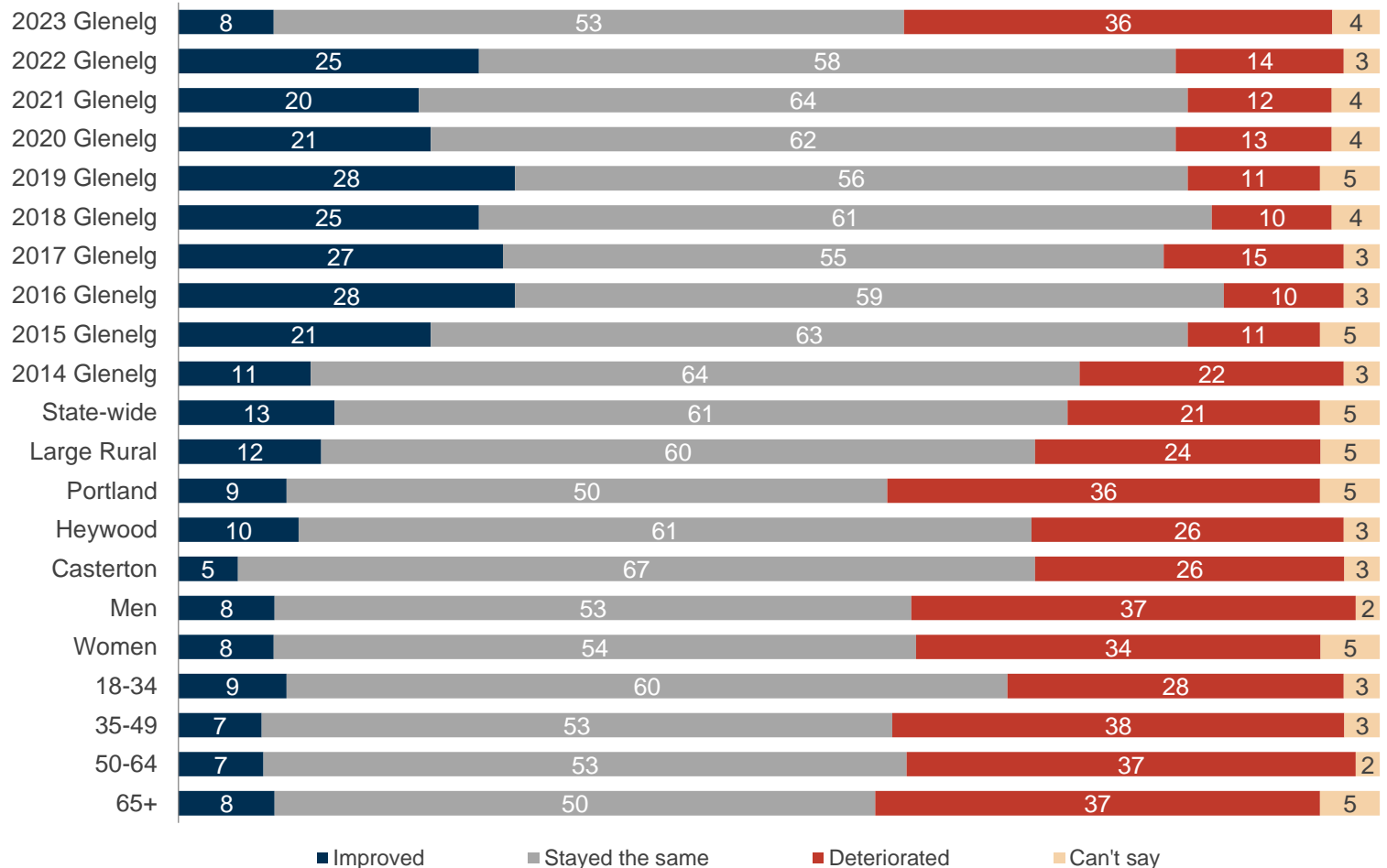
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Glenelg Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	52▲	54	56	55	56	55	55	54	56	57
Heywood	51	61	54	53	49	63	56	52	50	n/a
18-34	49	71	57	64	54	64	65	58	60	65
Large Rural	49▲	51	54	54	54	54	52	52	54	n/a
Casterton	48	57	55	61	64	65	62	65	55	n/a
Portland	47	59	59	61	61	61	60	59	58	n/a
Women	46	60	56	63	61	63	56	59	59	58
Glenelg	45	57	58	59	59	61	58	57	56	55
35-49	45	54	57	59	59	61	56	60	53	53
65+	44	54	59	60	65	62	59	57	58	55
Men	43	54	59	56	57	58	59	56	54	52
50-64	42	53	57	55	56	56	52	55	54	50

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

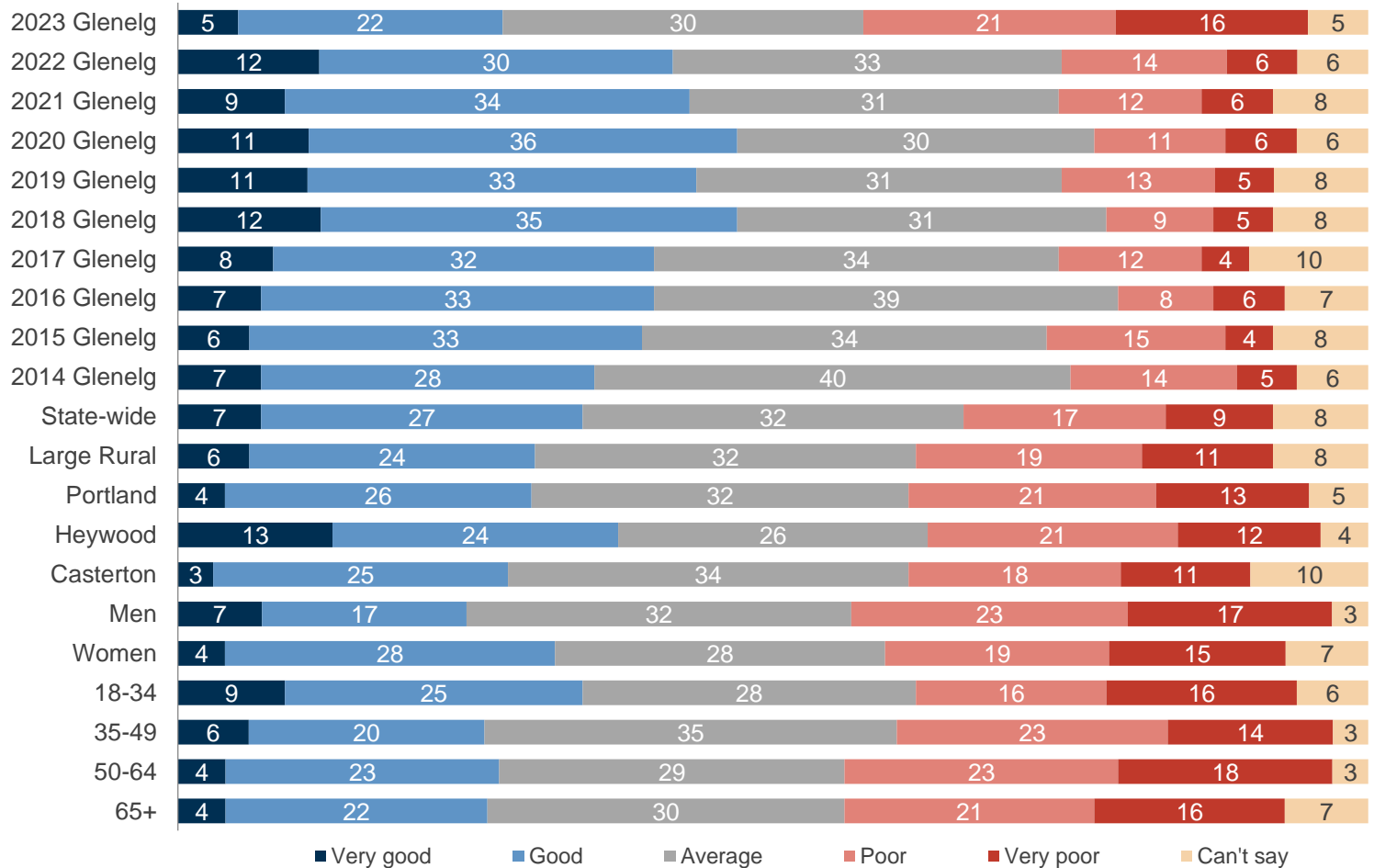
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	53▲	67	60	66	46	63	58	60	59	59
State-wide	51▲	53	55	53	54	54	54	53	55	56
Heywood	49	59	53	53	50	60	55	53	51	n/a
Large Rural	49▲	51	54	53	52	52	51	50	53	n/a
Portland	47	56	58	60	57	61	60	57	58	n/a
Men	46	56	59	57	53	57	58	57	55	49
Glenelg	45	56	57	59	56	59	58	56	56	51
Women	45	56	56	61	59	61	57	55	58	54
65+	45	57	58	59	65	61	60	57	60	52
Casterton	44	62	66	62	60	66	60	58	58	n/a
35-49	44	51	53	58	56	59	59	57	53	51
50-64	41	49	57	53	55	55	53	52	54	45

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

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

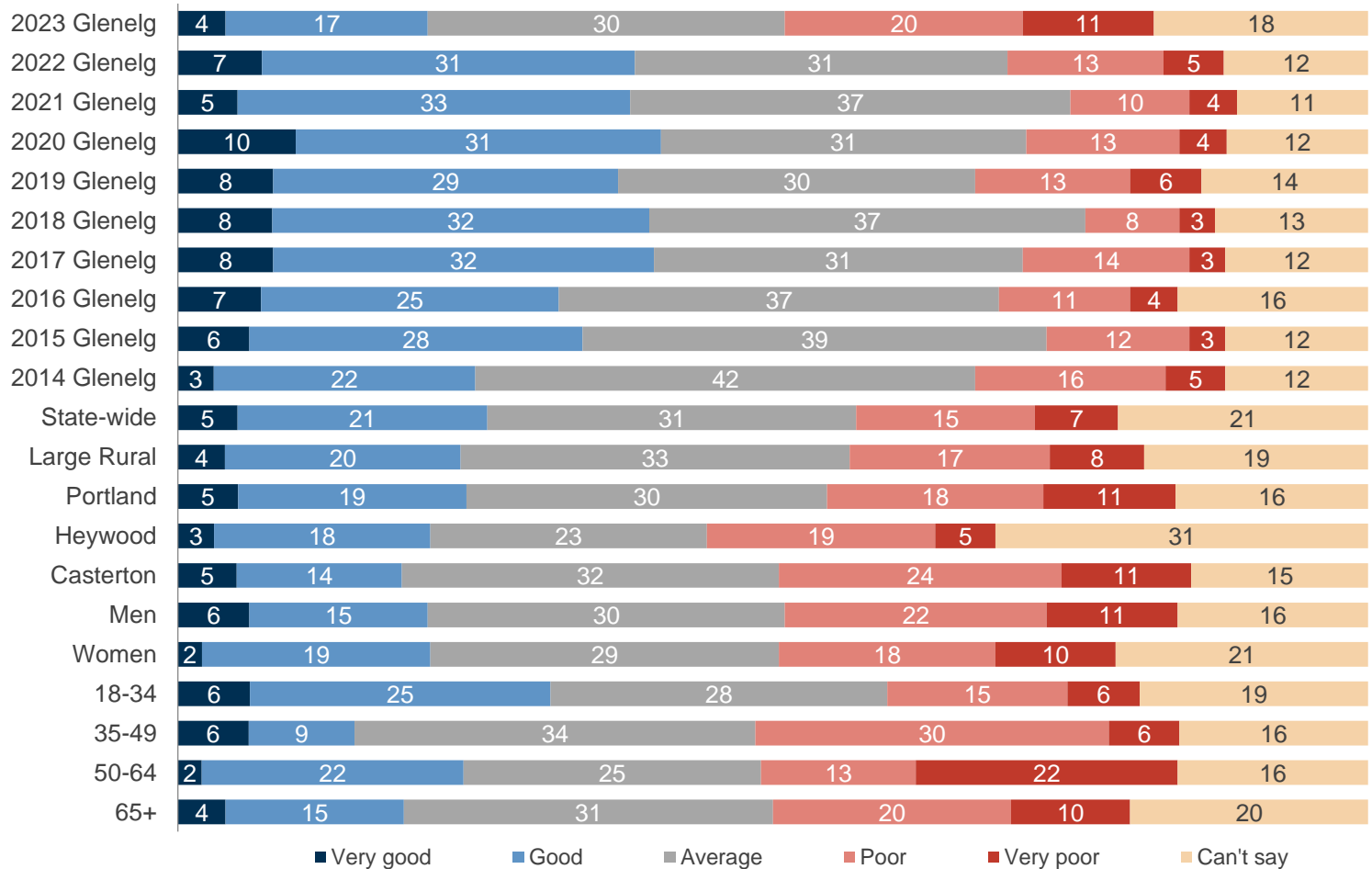
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



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

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Casterton	63	63	60	59	63	56	58	58	n/a
State-wide	54	56	53	55	54	54	54	55	57
35-49	50	53	61	57	59	58	57	51	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a
18-34	65	60	62	53	62	59	53	62	n/a
Heywood	57	57	49	50	58	51	52	50	n/a
Portland	59	57	59	59	61	58	56	58	n/a
Women	58	55	61	59	61	55	57	59	n/a
Glenelg	58	57	58	57	60	56	55	56	n/a
Men	57	58	54	56	58	56	53	53	n/a
65+	58	58	58	63	63	57	58	59	n/a
50-64	58	55	51	55	54	50	51	53	n/a

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

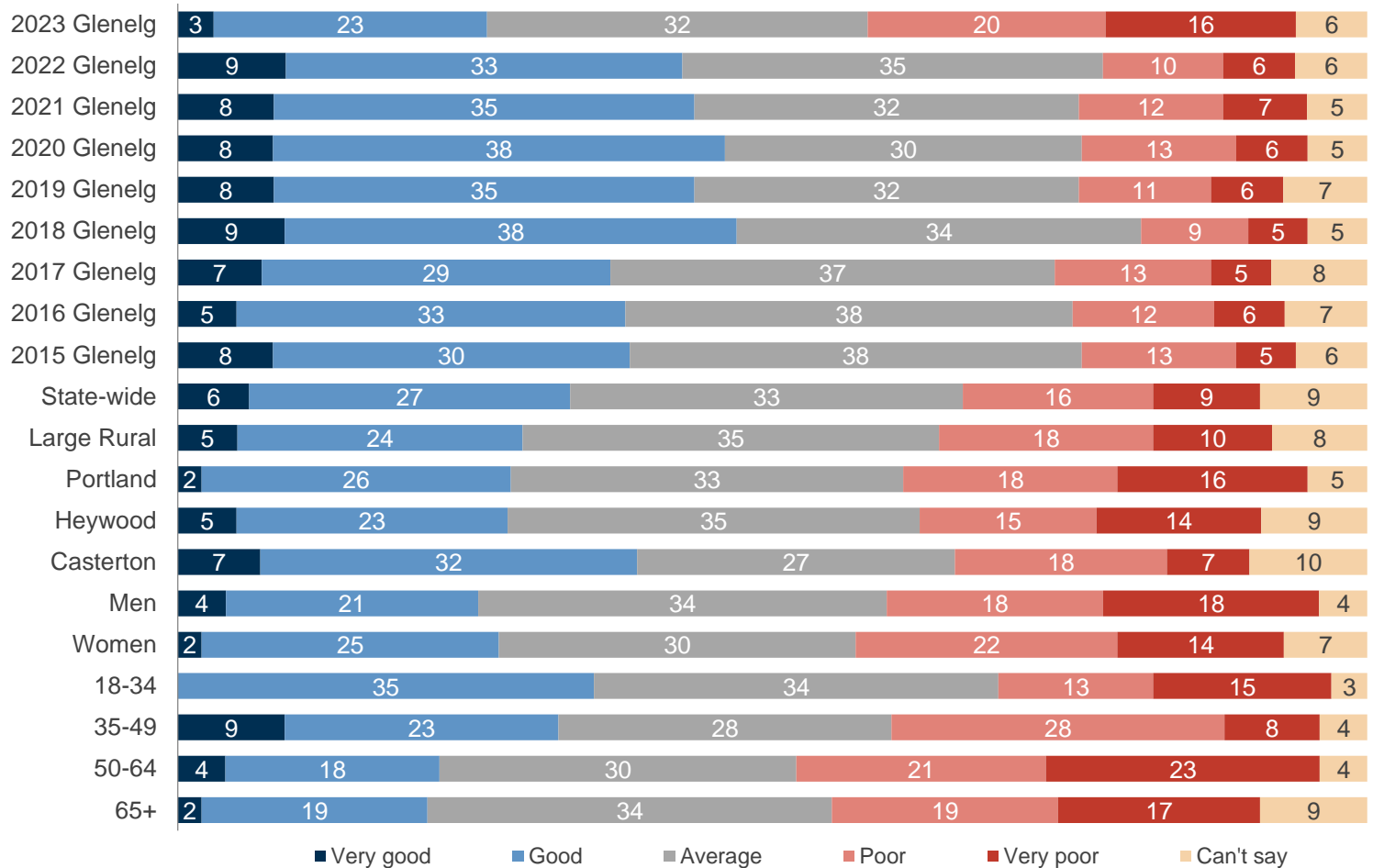
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	53	57	54	56	53	53	54	55	55
Large Rural	45	50	47	47	45	43	44	45	n/a
Casterton	59	44	48	38	36	30	32	23	n/a
Portland	43	45	41	44	37	32	26	39	n/a
18-34	47	41	48	31	27	26	27	40	n/a
65+	47	48	45	51	40	30	28	38	n/a
Men	43	47	40	41	34	32	28	34	n/a
Glenelg	42	44	41	41	35	29	25	34	n/a
Women	42	41	42	41	36	26	21	34	n/a
50-64	36	44	35	41	34	27	26	33	n/a
35-49	35	37	35	37	37	31	18	25	n/a
Heywood	44	46	40	36	36	21	24	24	n/a

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

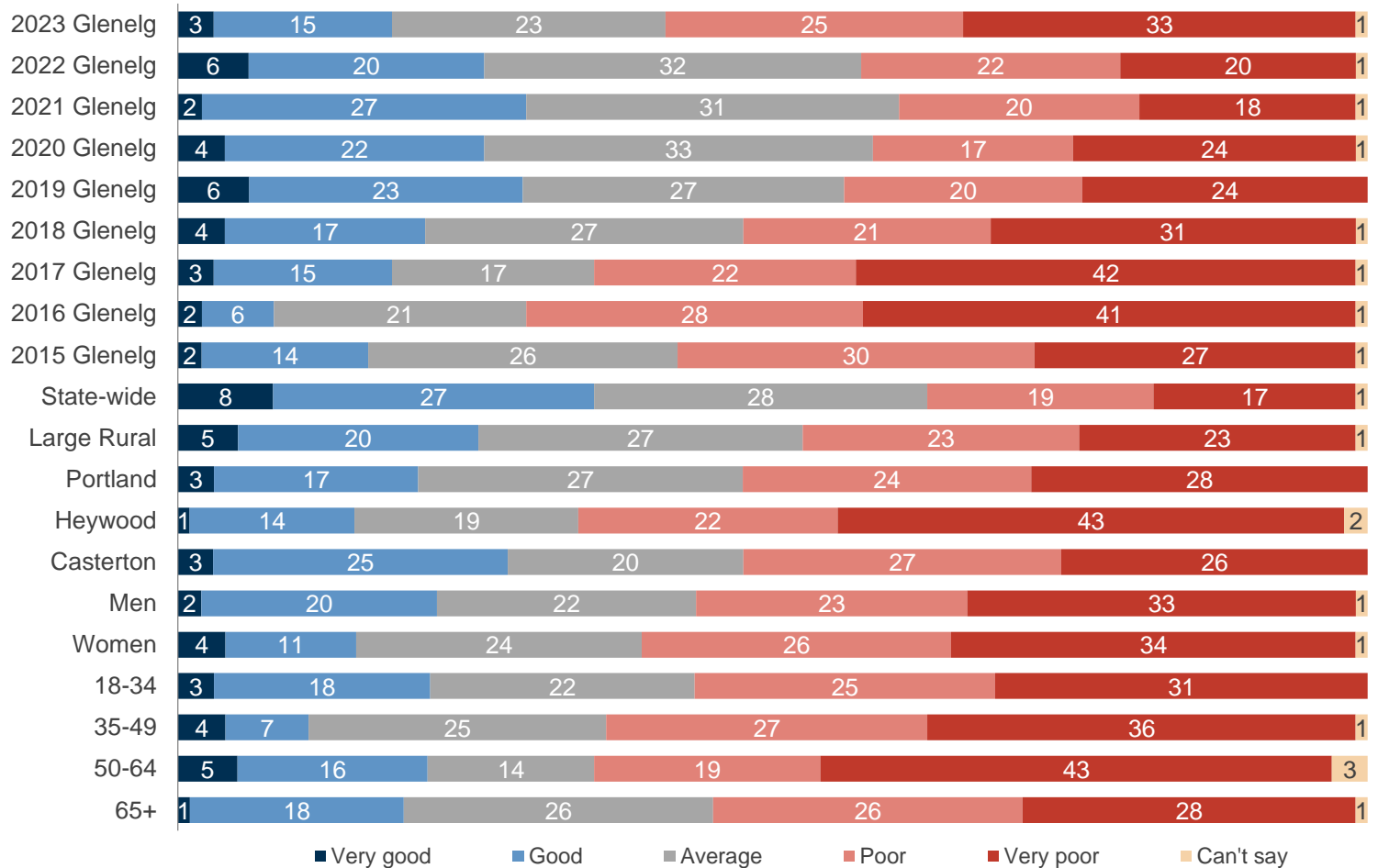
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	66▲	68	69	65	68	70	71	70	72	73
Large Rural	65▲	65	66	62	64	67	68	66	68	n/a
Casterton	64	74	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Portland	63	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glenelg	59	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	58	63	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	69	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	49	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Heywood	56	68	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

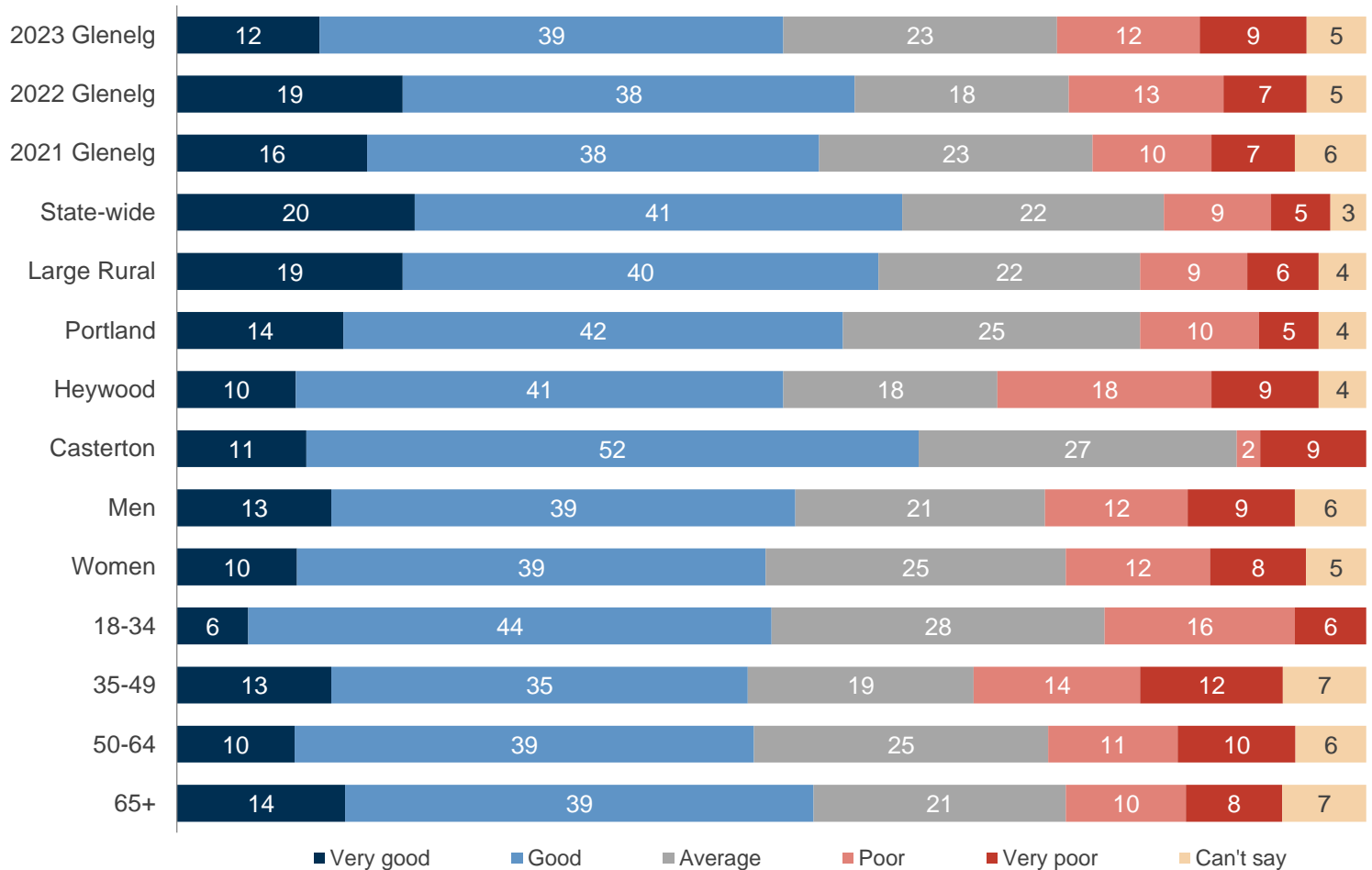
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)

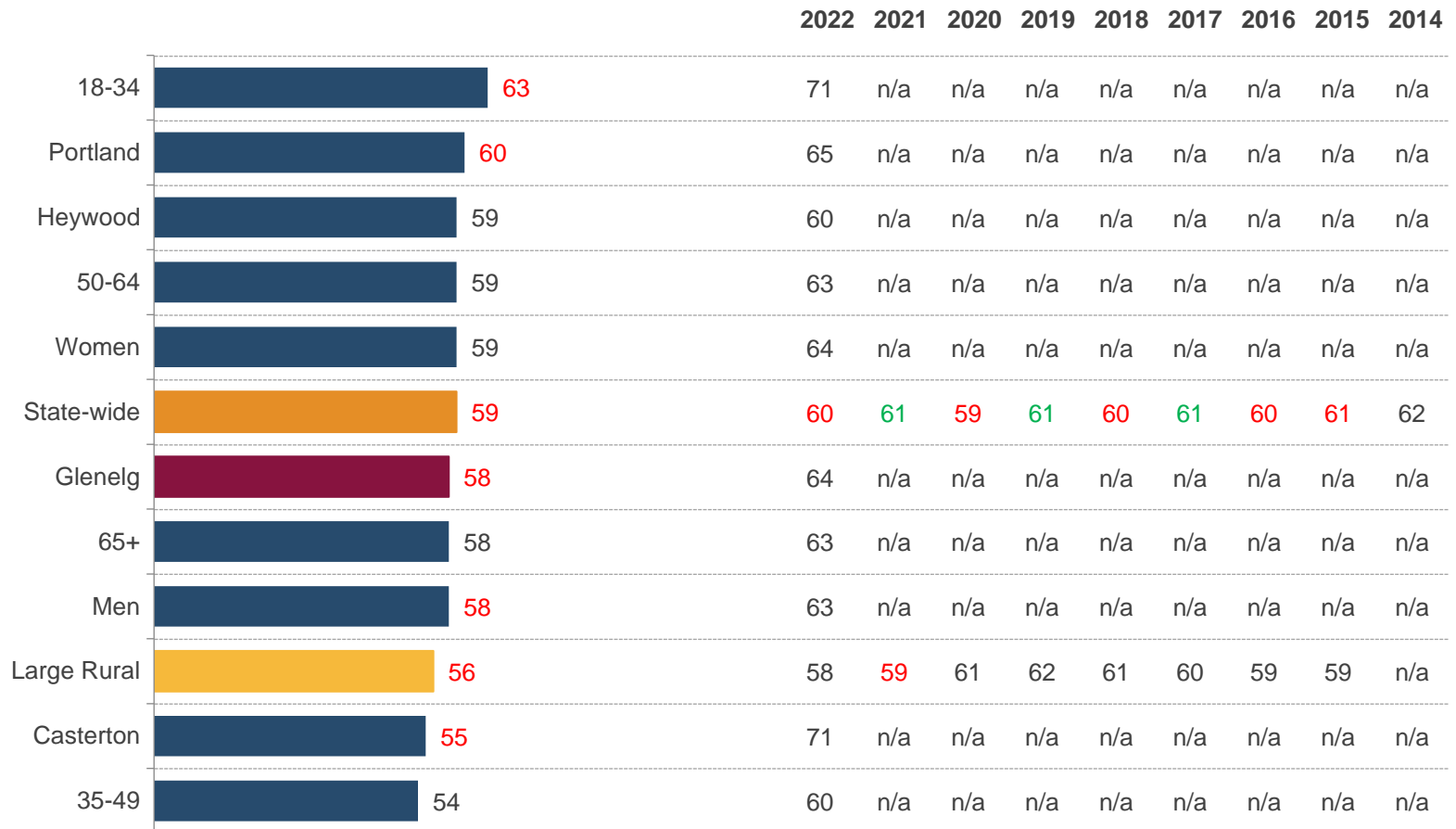


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)



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

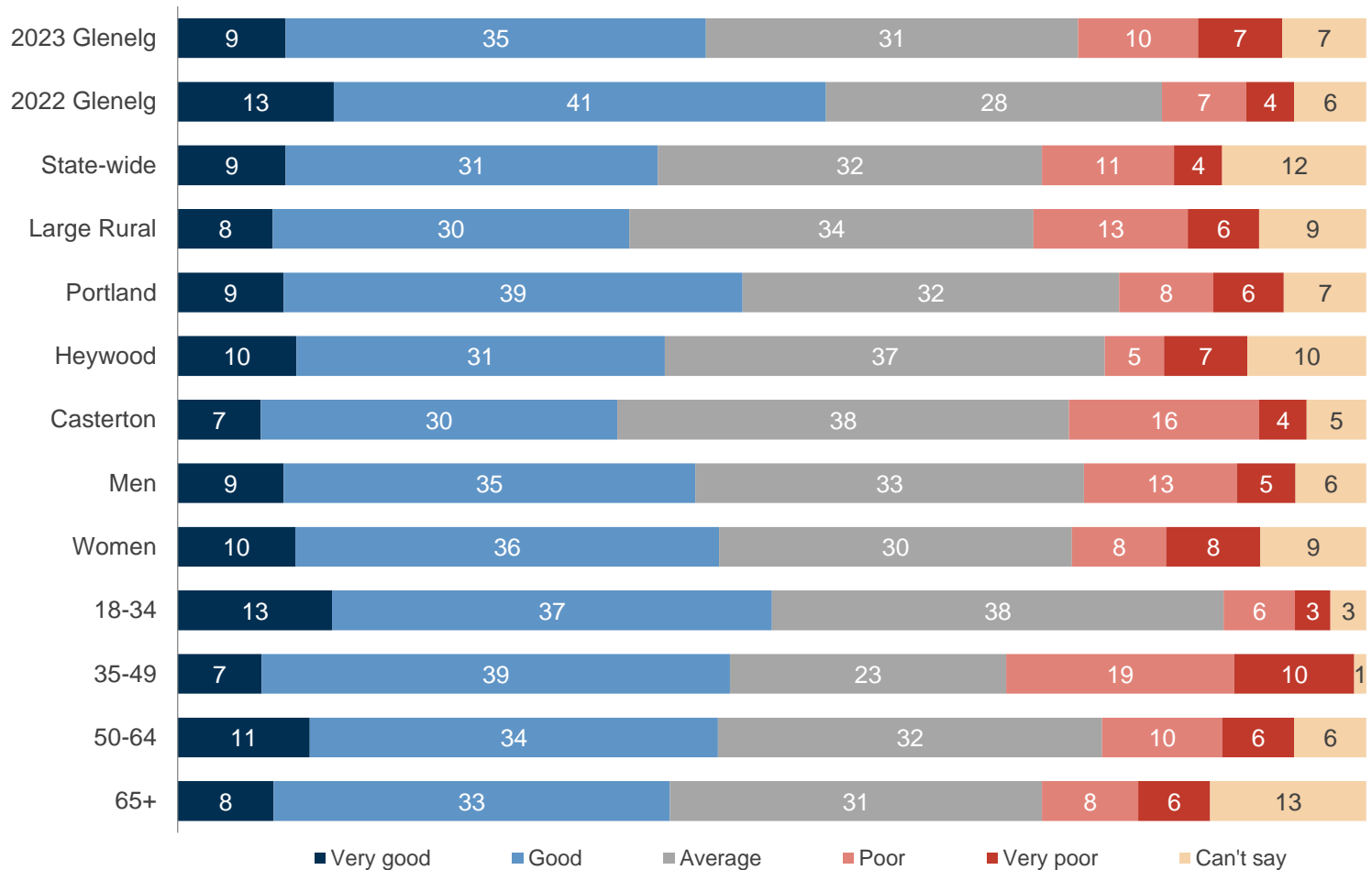
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



COVID-19 response performance



2023 COVID-19 response performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	71▲	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Portland	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Casterton	68	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	67	71	74	n/a	n/a	n/a	n/a	n/a	n/a
Glenelg	67	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Heywood	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a

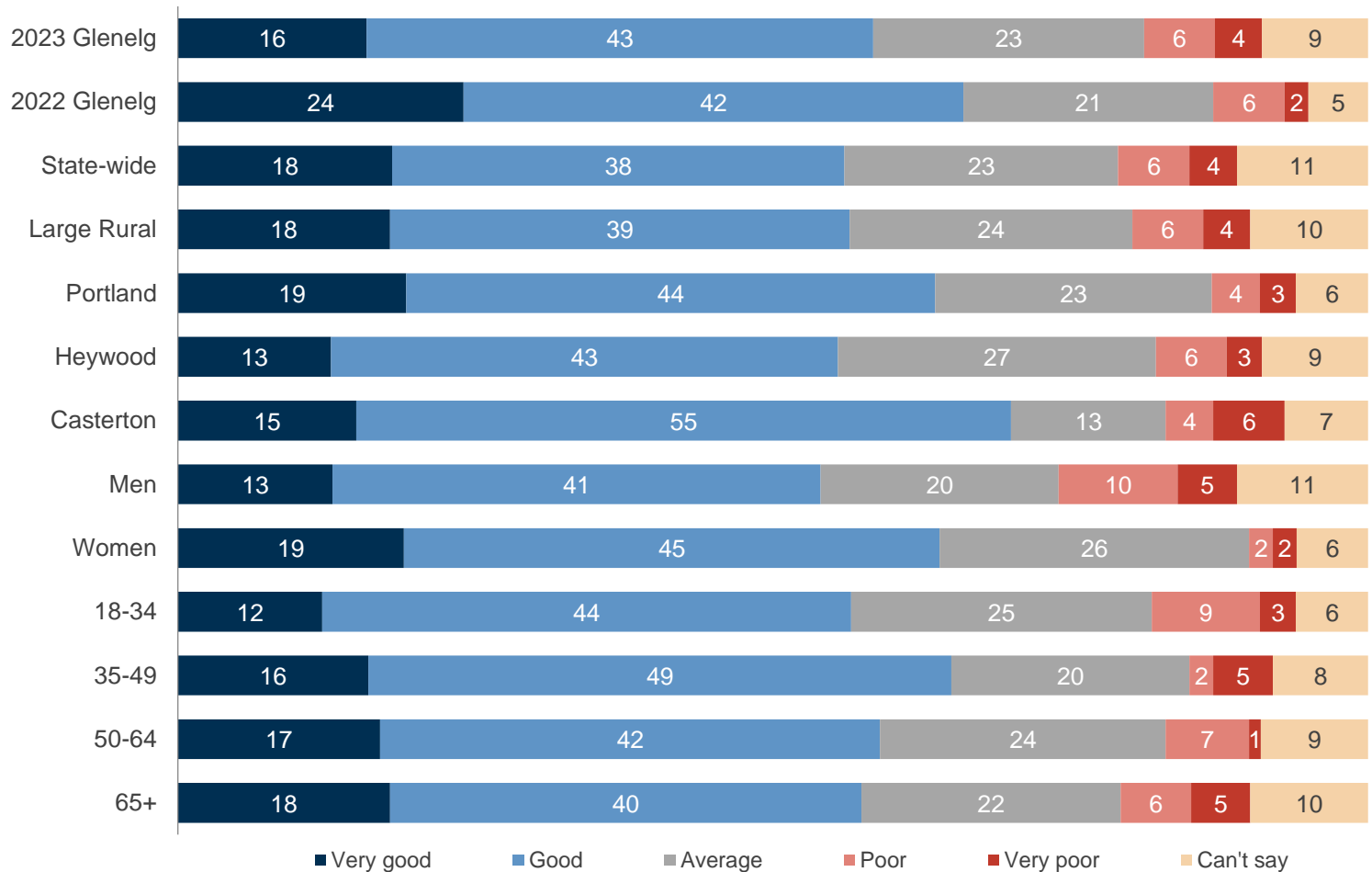
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2023 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: 20 Councils asked group: 7



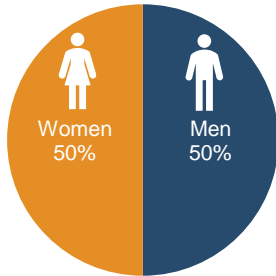
Detailed demographics



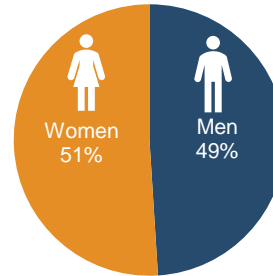
Gender and age profile

2023 gender

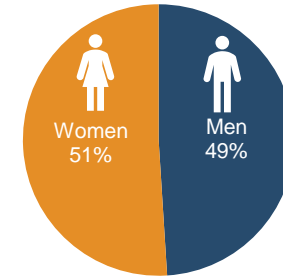
Glenelg



Large Rural

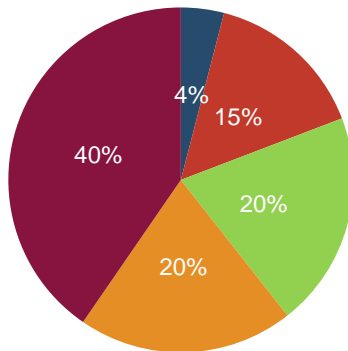


State-wide

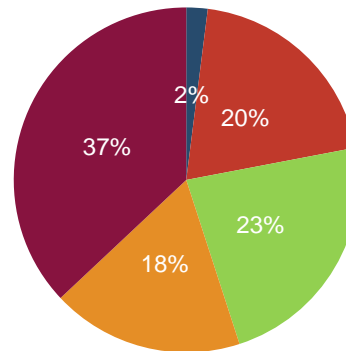


2023 age

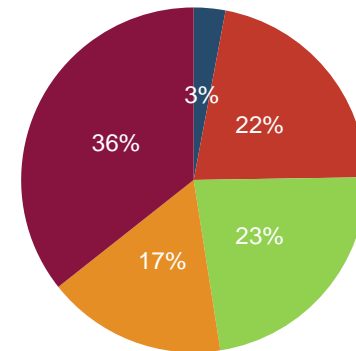
Glenelg



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: 66 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.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Glenelg Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 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	401	400	+/-4.8
Men	217	199	+/-6.6
Women	184	201	+/-7.2
Portland	231	222	+/-6.4
Heywood	59	69	+/-12.8
Casterton	37	35	+/-16.3
18-34 years	32	78	+/-17.6
35-49 years	63	82	+/-12.4
50-64 years	100	78	+/-9.8
65+ years	206	162	+/-6.8



Appendix A: Significant difference reporting notation

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

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

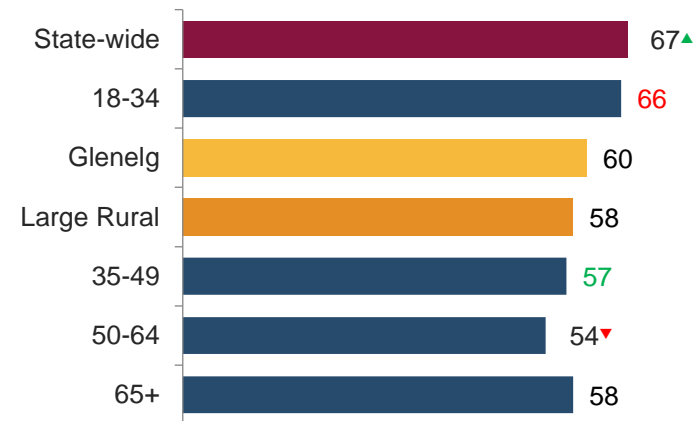
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50 to 64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35 to 49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18 to 34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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=401 completed interviews were achieved in Glenelg Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

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

Council Groups

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



Appendix B: 2012 survey revision

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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