



# **2023 Local Government Community Satisfaction Survey**

## **Colac-Otway Shire Council**

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



# Contents

<b><u>Background and objectives</u></b>	<b><u>3</u></b>	<b><u>Business and community development and tourism</u></b>	<b><u>66</u></b>
<b><u>Key findings and recommendations</u></b>	<b><u>4</u></b>	<b><u>Planning and building permits</u></b>	<b><u>68</u></b>
<b><u>Detailed findings</u></b>	<b><u>11</u></b>	<b><u>Environmental sustainability</u></b>	<b><u>70</u></b>
<u>Overall performance</u>	<u>12</u>	<b><u>Emergency and disaster management</u></b>	<b><u>72</u></b>
<u>Customer service</u>	<u>27</u>	<b><u>Maintenance of unsealed roads</u></b>	<b><u>74</u></b>
<u>Council direction</u>	<u>36</u>	<b><u>Detailed demographics</u></b>	<b><u>76</u></b>
<u>Individual service areas</u>	<u>43</u>	<b><u>Appendix A: Index scores, margins of error and significant differences</u></b>	<b><u>79</u></b>
<u>Community consultation and engagement</u>	<u>44</u>	<b><u>Appendix B: Further project information</u></b>	<b><u>84</u></b>
<u>Lobbying on behalf of the community</u>	<u>46</u>		
<u>Decisions made in the interest of the community</u>	<u>48</u>		
<u>Condition of sealed local roads</u>	<u>50</u>		
<u>Enforcement of local laws</u>	<u>52</u>		
<u>Family support services</u>	<u>54</u>		
<u>Elderly support services</u>	<u>56</u>		
<u>Recreational facilities</u>	<u>58</u>		
<u>Appearance of public areas</u>	<u>60</u>		
<u>Art centres and libraries</u>	<u>62</u>		
<u>Waste management</u>	<u>64</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 dark blue gradient.

# **Key findings and recommendations**



# Colac-Otway Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Colac-Otway  
50



Large Rural 52



State-wide 56

## Council performance compared to group average

Top performing areas		
	Art centres & libraries	▼ lower
	Elderly support services	▲ higher
Lowest performing areas		
	Planning & building permits	▼ lower
	Unsealed roads	▼ lower
	Customer service	= on par



# Summary of core measures

## Index scores

**Overall Performance**

**Value for money**

**Community Consultation**

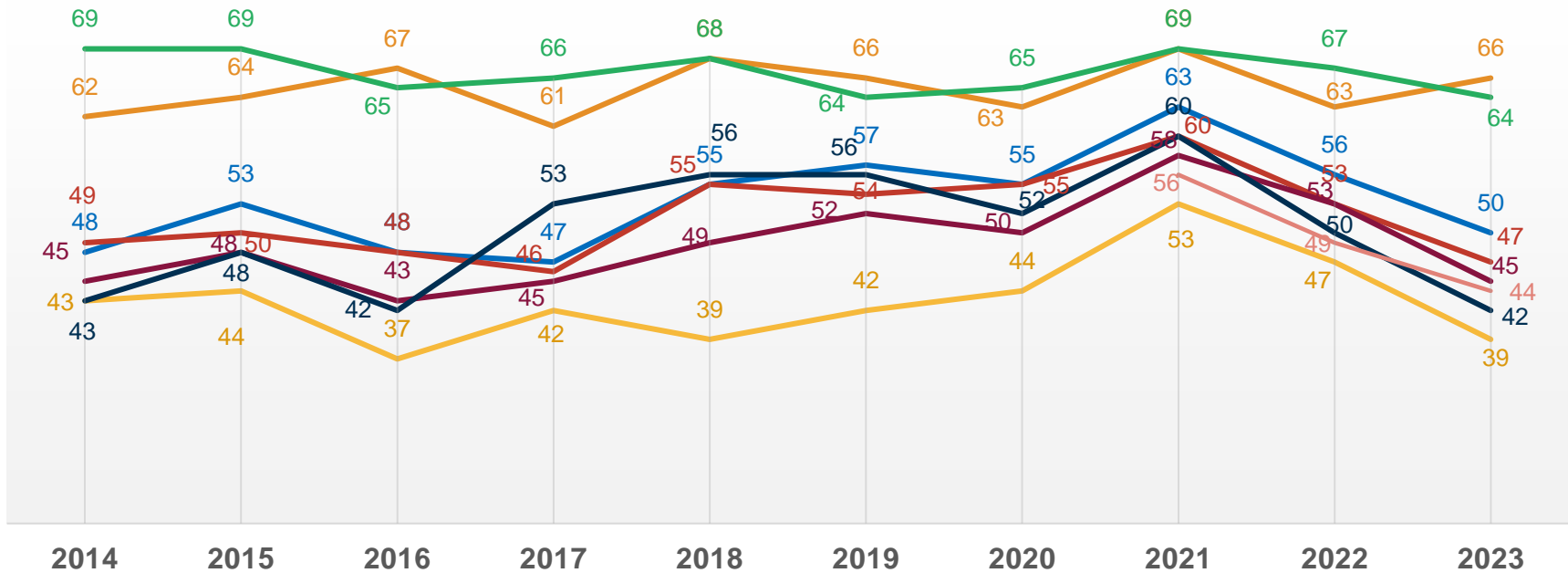
**Making Community Decisions**

**Sealed Local Roads**

**Waste management**

**Customer Service**

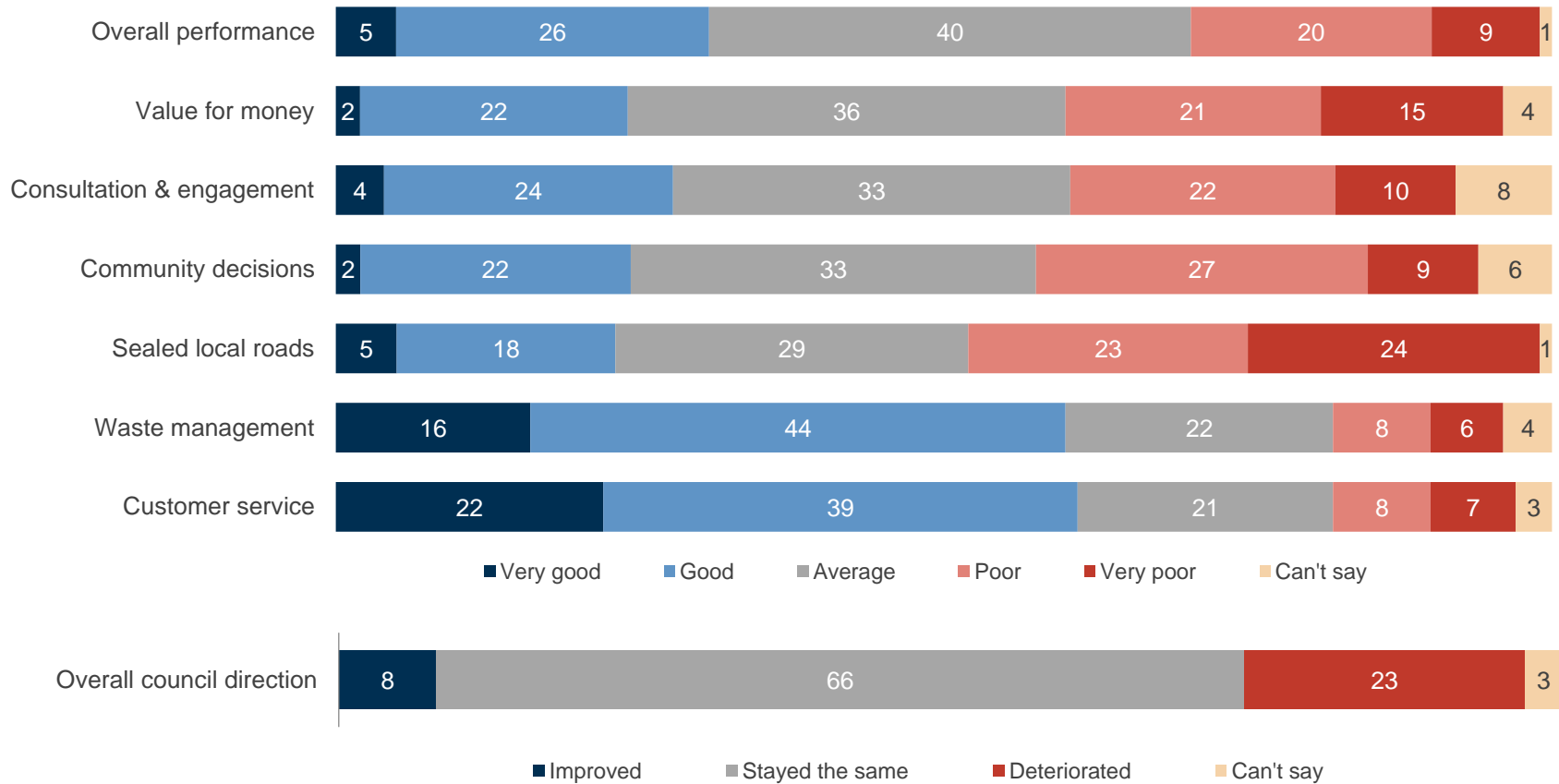
**Overall Council Direction**





# Summary of core measures

Core measures summary results (%)















## Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2023	Colac-Otway 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	50	56	52	56	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Value for money	44	49	45	49	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Overall council direction	42	50	44	46	Women	Aged 50-64 years
	Customer service	66	63	65	67	Colac and Surrounds residents	Aged 50-64 years
	Art centres & libraries	66	69	69	73	Aged 35-49 years	Aged 18-34 years, Apollo Bay and Surrounds residents, Men, Aged 50-64 years
	Elderly support services	66	69	63	63	Colac and Surrounds residents	All Others residents
	Waste management	64	67	65	66	Aged 65+ years, Colac and Surrounds residents	All Others residents
	Family support services	64	67	61	63	Colac and Surrounds residents	Aged 50-64 years
	Appearance of public areas	63	69	65	67	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Recreational facilities	63	66	65	68	Colac and Surrounds residents	Apollo Bay and Surrounds residents





# Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2023	Colac-Otway 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Emergency & disaster mngt	62	67	64	65	Colac and Surrounds residents	All Others residents
	Enforcement of local laws	61	64	61	61	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Environmental sustainability	56	58	58	60	Colac and Surrounds residents	All Others residents
	Bus/community dev./tourism	51	59	56	59	Apollo Bay and Surrounds residents	Aged 50-64 years
	Consultation & engagement	47	53	49	52	Colac and Surrounds residents	Apollo Bay and Surrounds residents, Aged 50-64 years
	Lobbying	46	52	49	51	Aged 65+ years, Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Community decisions	45	53	48	51	Colac and Surrounds residents	Aged 50-64 years, Apollo Bay and Surrounds residents
	Sealed local roads	39	47	40	48	Colac and Surrounds residents, Aged 65+ years	All Others residents
	Unsealed roads	32	37	35	37	Aged 65+ years, Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Planning & building permits	27	38	42	47	Apollo Bay and Surrounds residents	All Others residents



## Focus areas for the next 12 months

### Overview

Perceptions of all of the individual service areas evaluated have decreased over the past 12 months, some significantly so. Perceptions of Council's overall performance follows suit, with a significant decrease noted. While there were no notable improvements since 2022, Council continues to excel in delivering in the areas of art centres and libraries, elderly support services, waste management and family support services.

### Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance: decisions made in the interest of the community, and community consultation and engagement. These service areas are among Council's lowest performing service areas, and have the strongest influence on overall perceptions. To a lesser extent, Council should look to improve in the areas of sealed local roads and waste management which are also influential on overall views.

### Comparison to state and area grouping

Council performs significantly lower than the Large Rural group averages in six of the 16 service areas measured and significantly lower than the State-wide average in 12 of the 16 services areas. Encouragingly, Council performs as well or significantly higher than the State-wide and Large Rural group averages in the areas of elderly support services and family support services.

### Look to arrest year-on-year declines

The areas that stand out as being most in need of Council attention are planning and building permits, unsealed and sealed local roads – performance in these areas have decreased significantly from already low bases. Improving sealed local roads should be a focus, given its role as an influencer of overall perceptions and its year-on-year significant declines since 2021. Attention should first be given to the All Others area as perceptions of sealed local roads are significantly lower here.

# DETAILED FINDINGS



# Overall performance



## Overall performance

The overall performance index score of 50 for Colac-Otway Shire Council represents a significant six-point decrease on the 2022 result, continuing a trend of significant deterioration for two years running.

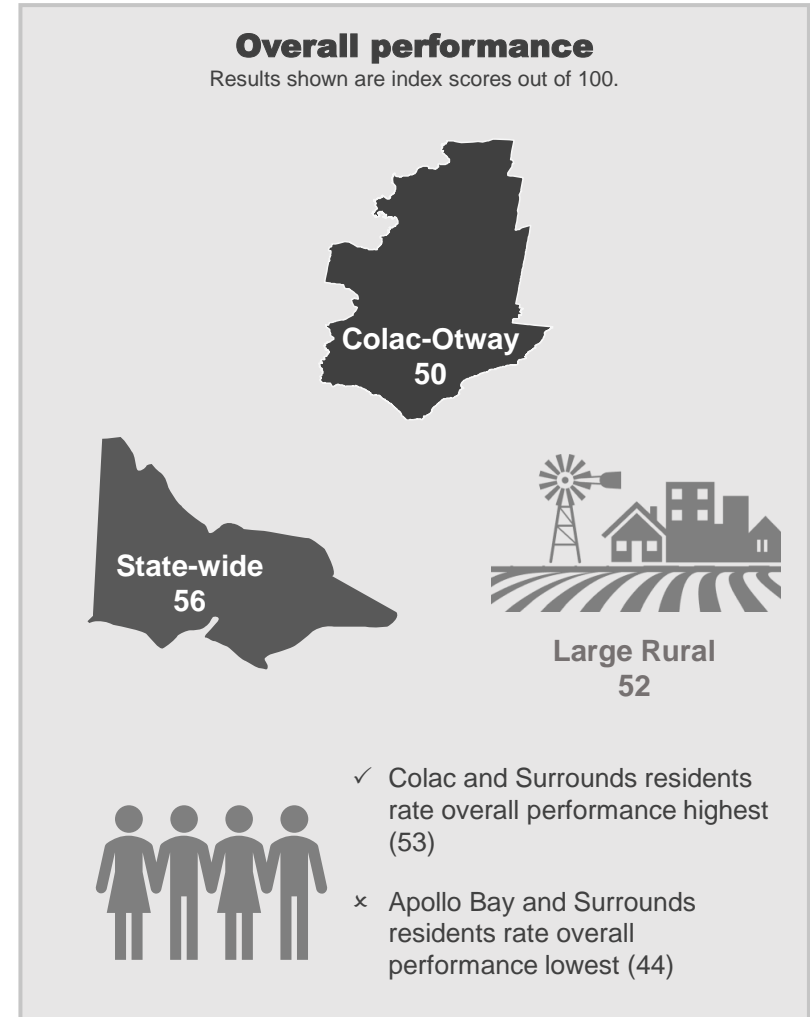
- Overall performance is at its lowest level since 2017.

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

- Perceptions of overall performance declined significantly among most demographic and geographic cohorts in the past year. The cohorts where declines are the greatest are residents:
  - aged 65+ years (51, down nine index points)
  - in All Others area (47, down seven index points)
  - in Colac and Surrounds area (53, down seven index points).

The perception that Council provides value for money in infrastructure and services continues to significantly decrease since the beginning of its measure in 2021 (index score of 44, down from 56 in 2021).

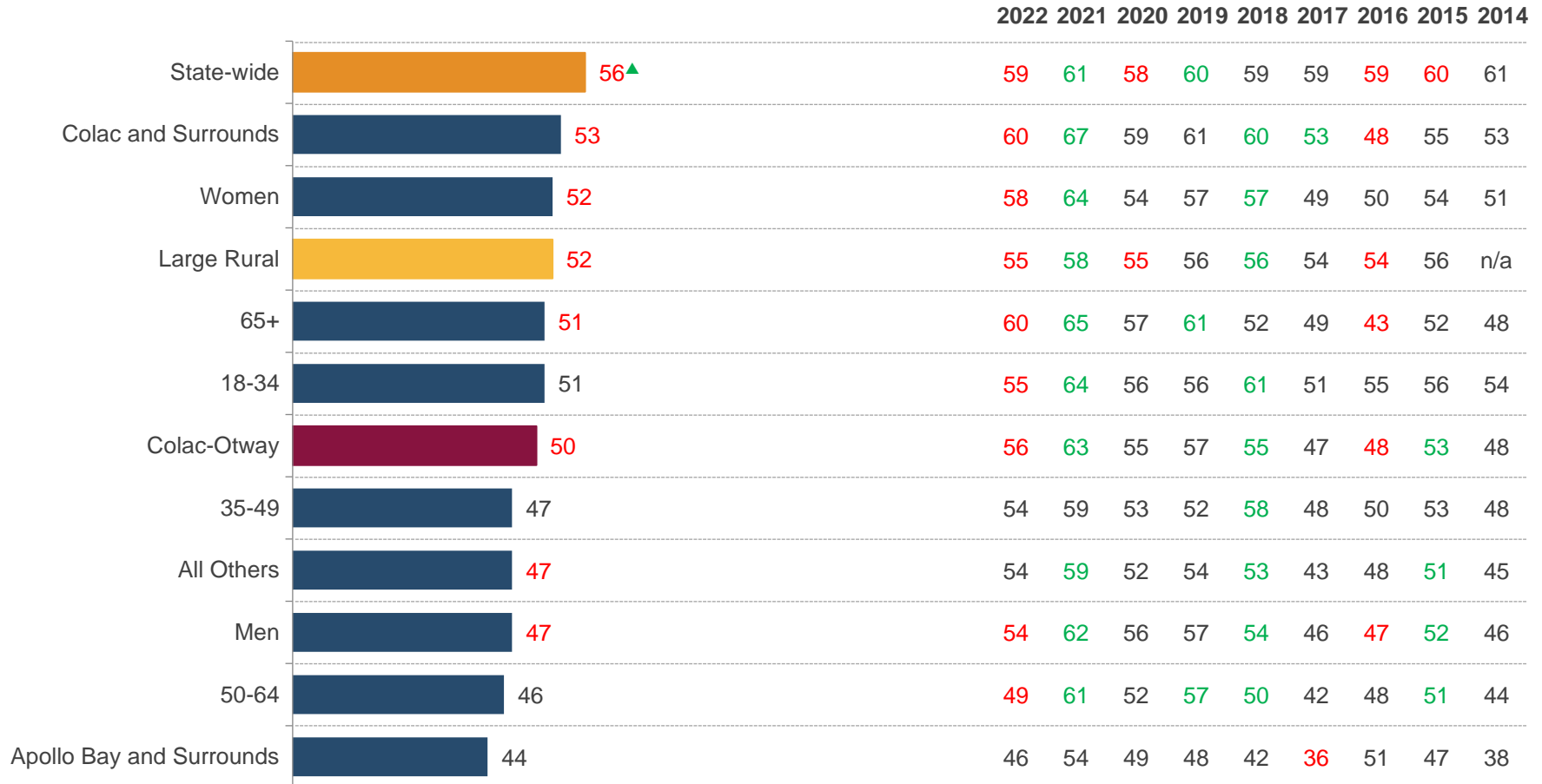
- Almost one in four residents (24%) rate Council as 'very good' or 'good' on this measure; 36% rate Council as 'very poor' or 'poor'.





# Overall performance

## 2023 overall performance (index scores)

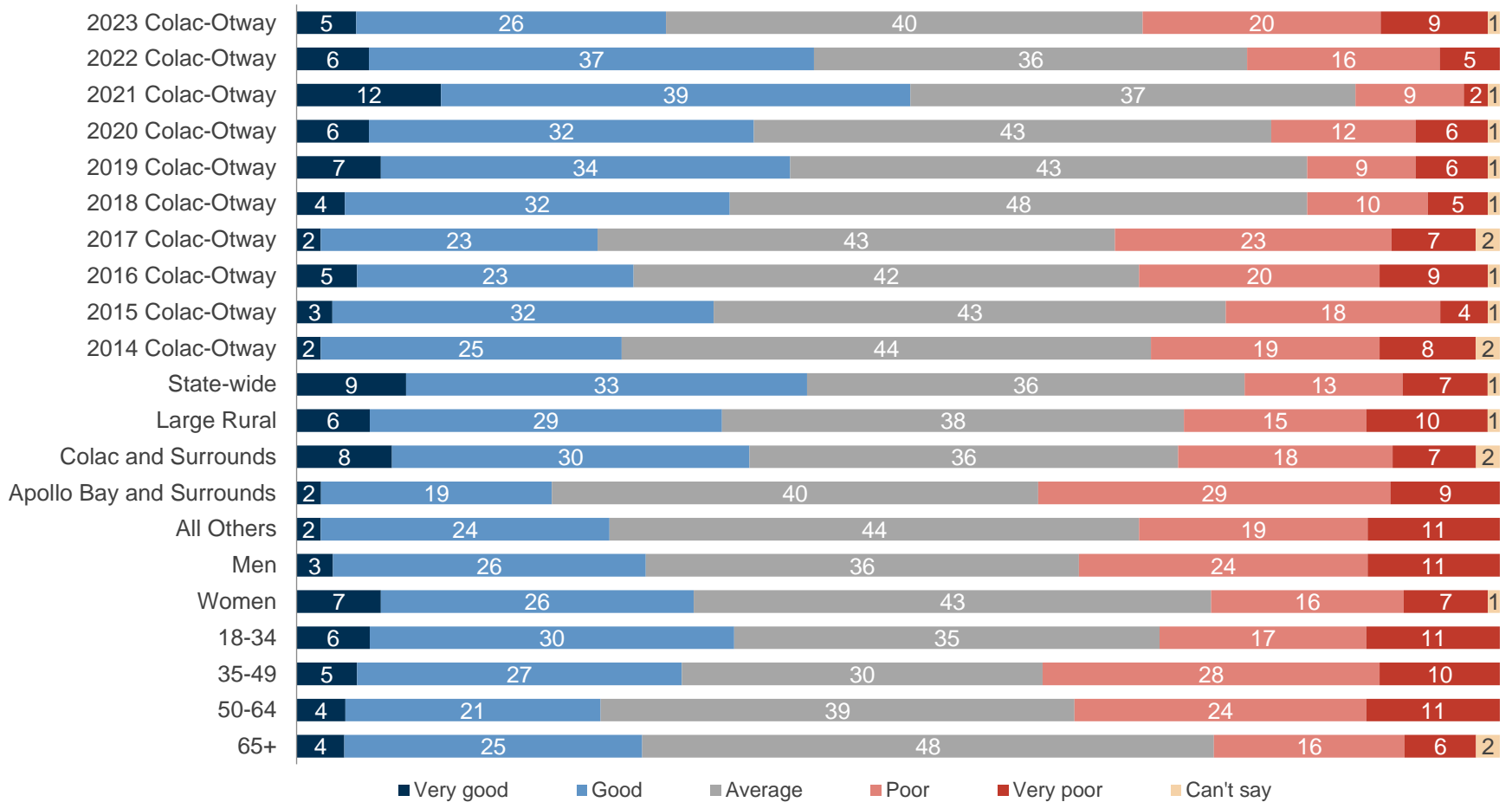


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66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



# Overall performance

## 2023 overall performance (%)

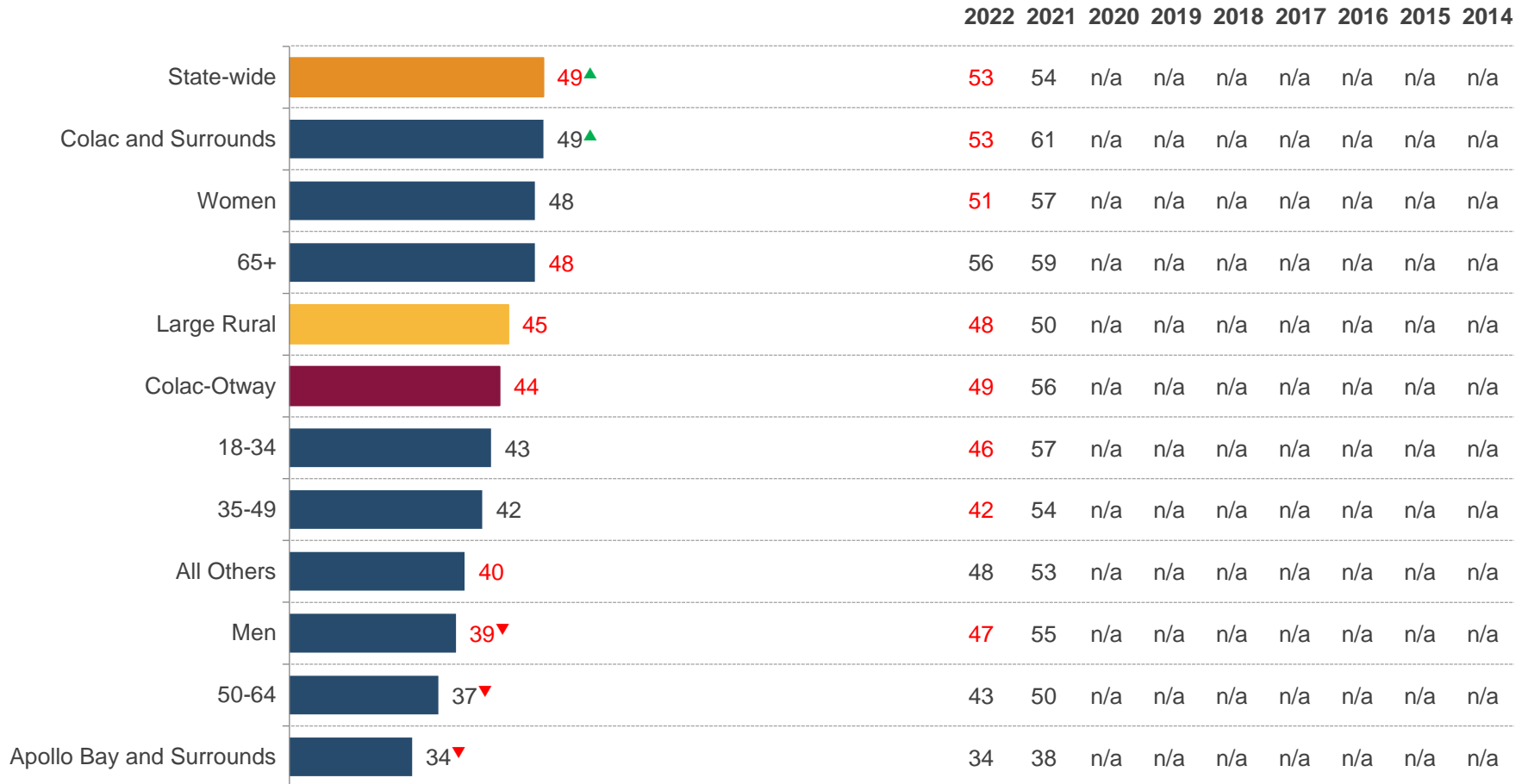


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66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



# Value for money in services and infrastructure

## 2023 value for money (index scores)



Q3b. How would you rate Colac-Otway 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

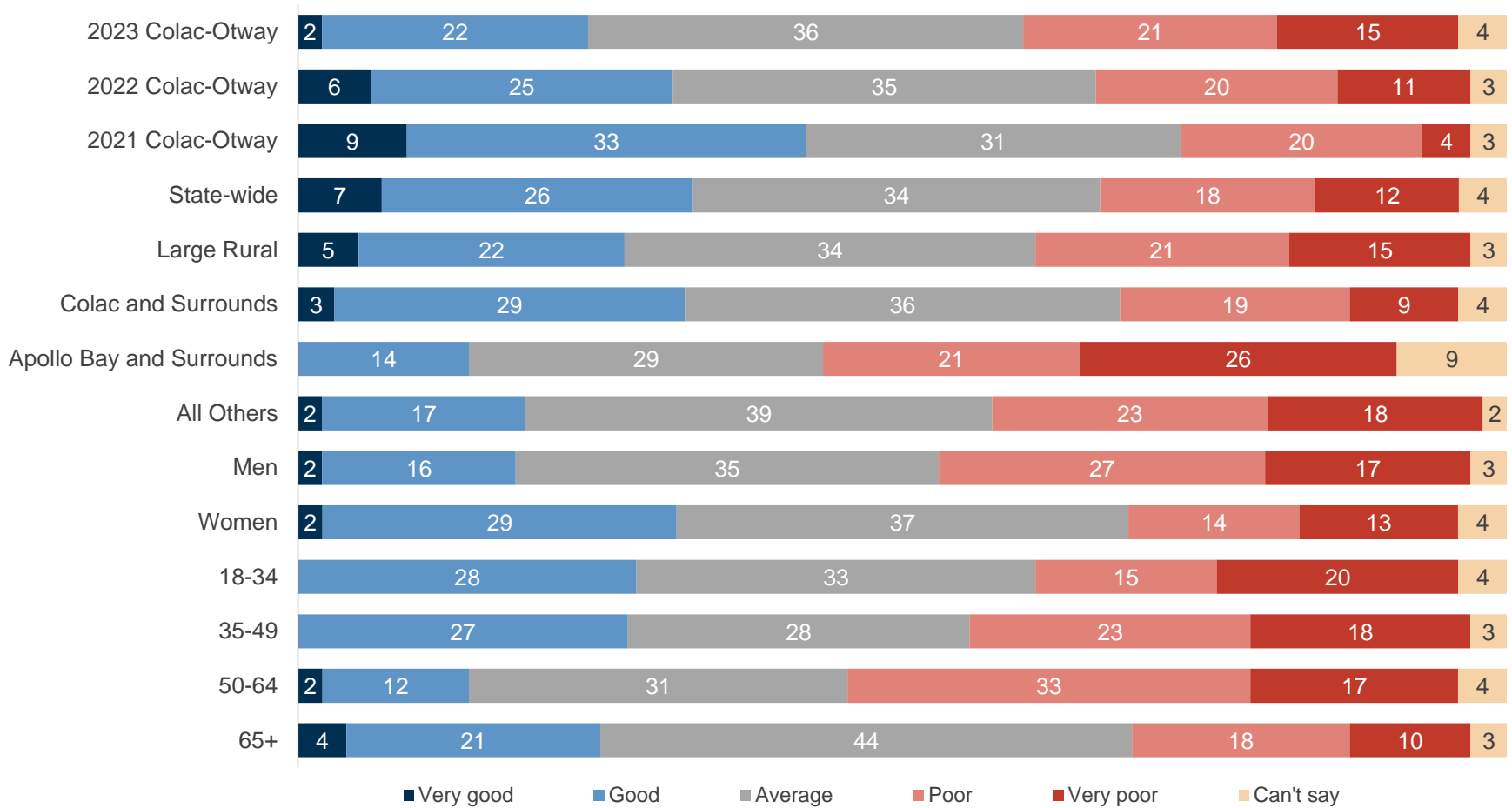
Note: Please see Appendix A for explanation of significant differences.





# Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate Colac-Otway 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

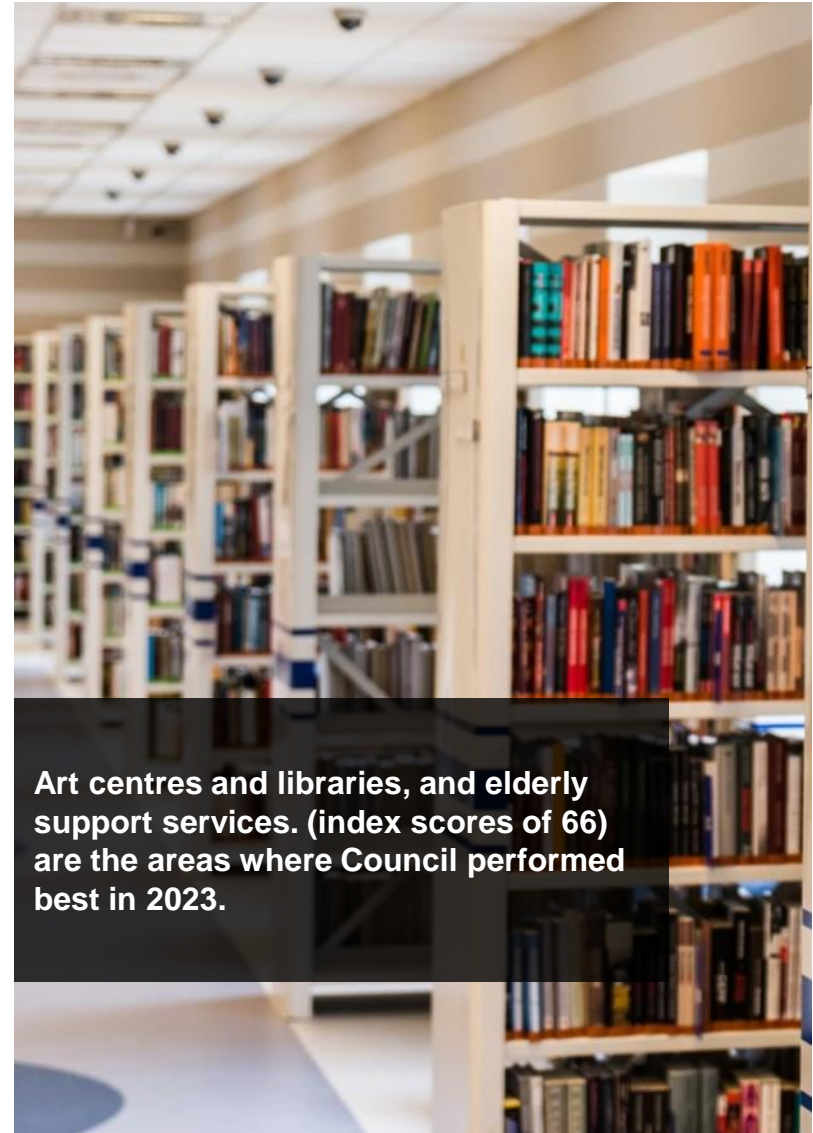
Art centres and libraries, and elderly support services, continue to be Council's best performing areas (both with an index score of 66). This is despite a slight (not significant) decrease for each of three index points from 2022.

- Council performs significantly higher than the State-wide and Large Rural group averages in both of these service areas.

Other areas where Council performs relatively well are in waste management and family support services (both 64).

- Council performs on par with the State-wide and Large Rural group averages (66 and 65 respectively) in the area of waste management.
- In the area of family support services, Council performs on par with the State-wide group average and significantly higher than Large Rural group average (63 and 61 respectively).
  - Council's performance is significantly lower than average in the Apollo Bay and Surrounds area and higher in the Colac and Surrounds area.

Moreover, residents volunteer waste management (6%) and aged support services (5%) among the best things about Council. Customer service sits at the top of this list with 13% of mentions, followed by community consultation and engagement (7%).



**Art centres and libraries, and elderly support services. (index scores of 66) are the areas where Council performed best in 2023.**



## Low performing service areas



Council lowest rated services continue to decline at a significant level from already low bases. These are:

- planning and building permits (index score of 27, down 11 index points)
- maintenance of unsealed roads (32, down five index points)
- sealed local roads (39, down eight index points).

Council's performance in these areas, relative to State-wide and Large Rural group averages, is significantly lower (the exception is in the area of sealed local roads where no significant differences were found compared to the Large Rural group).

Residents from All Others area are the main contributors to the declines of Council performance in the areas of planning and building permits and sealed local roads in last year. They are also significantly more critical of Council's performance in these areas compared to the Council average.

The condition of sealed local roads is a contributor to the perception of Council's overall performance and should be a priority for improvement.

Moreover, residents volunteer sealed road maintenance (20%) and town planning (16%) as among the things Council most needs to do to improve its performance.



# Individual service area performance

## 2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	66	69	72	71	70	73	69	64	n/a	n/a
Elderly support services	66	69	69	70	69	68	67	67	69	n/a
Waste management	64	67	69	65	64	68	66	65	69	69
Family support services	64	67	70	67	67	67	62	67	68	66
Appearance of public areas	63	69	69	65	62	61	59	59	62	n/a
Recreational facilities	63	66	72	64	67	64	59	58	59	61
Emergency & disaster mngt	62	67	73	68	70	69	64	68	61	n/a
Enforcement of local laws	61	64	67	63	61	64	62	62	64	n/a
Environmental sustainability	56	58	62	54	58	57	56	55	n/a	n/a
Bus/community dev./tourism	51	59	60	58	58	60	58	58	57	58
Consultation & engagement	47	53	60	55	54	55	46	48	50	49
Lobbying	46	52	59	54	53	54	50	50	51	50
Community decisions	45	53	58	50	52	49	45	43	48	45
Sealed local roads	39	47	53	44	42	39	42	37	44	43
Unsealed roads	32	37	44	36	39	36	37	n/a	42	38
Planning & building permits	27	38	38	36	39	39	35	n/a	n/a	n/a

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

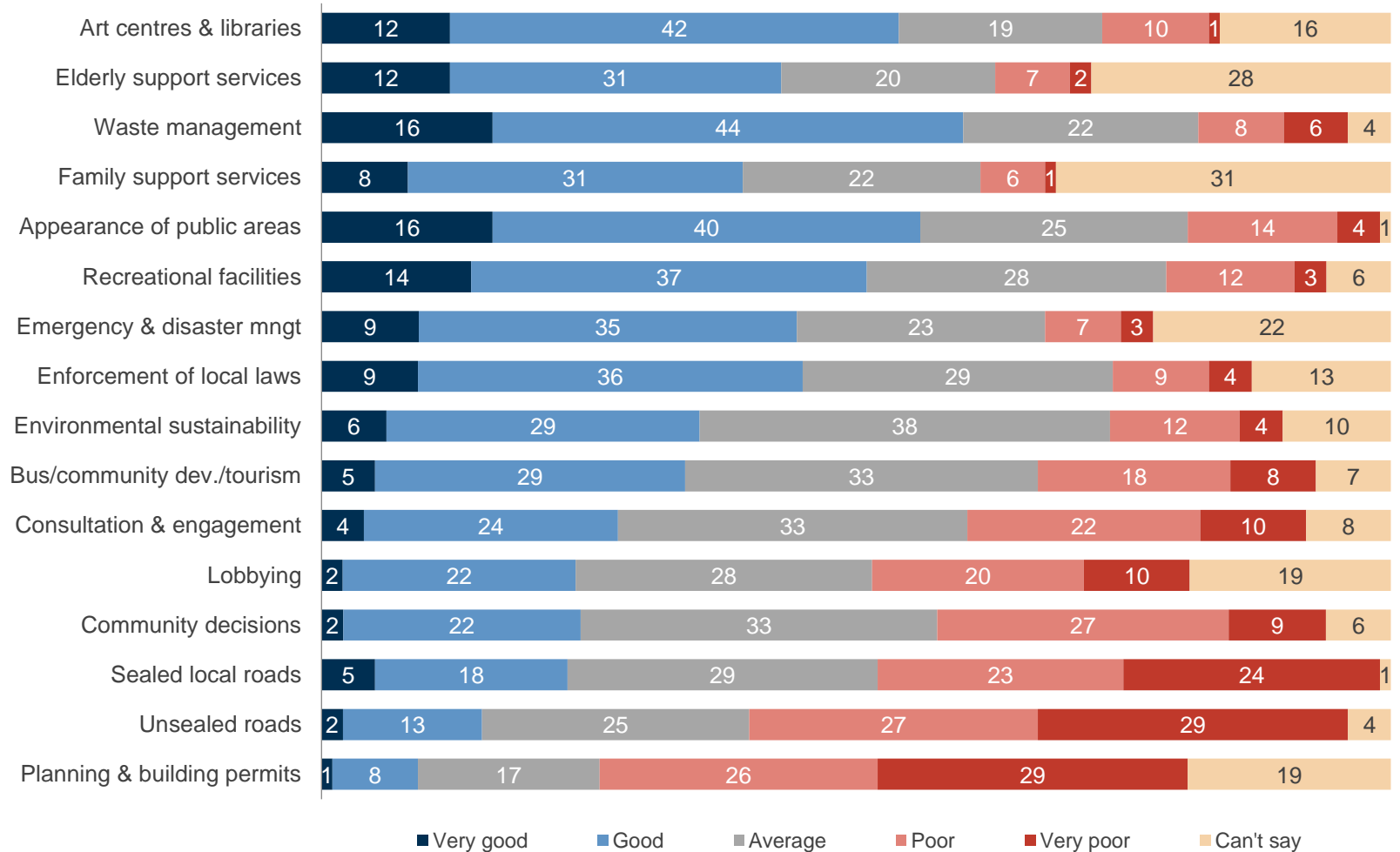
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



## Influences on perceptions of overall performance

---

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

- Decisions made in the interest of the community.

**Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. This is currently one of Council's poorest performing areas (index score of 45).**

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

- Community consultation and engagement
- Waste management
- The condition of sealed local roads.

Looking at these most influential key service areas, waste management is Council's best performing area (performance index of 64).

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

In addition to its decision making processes, the area most in need of Council's attention is its community consultation. This is a very strong influence on overall community opinion however Council performance here is rated as poor (performance index of 47).

**Council should focus on engaging with residents about key local issues to increase positive perceptions of its overall performance.**

Council should also attend to the condition of its sealed local roads which is rated as poor (performance index of 39) but is a more moderate influence on overall community perceptions.

**Ensuring sealed roads are well maintained can also help to improve overall ratings of Council.**





## Regression analysis explained

---

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

In the charts that follow:

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

The regressions are shown on the following two charts.

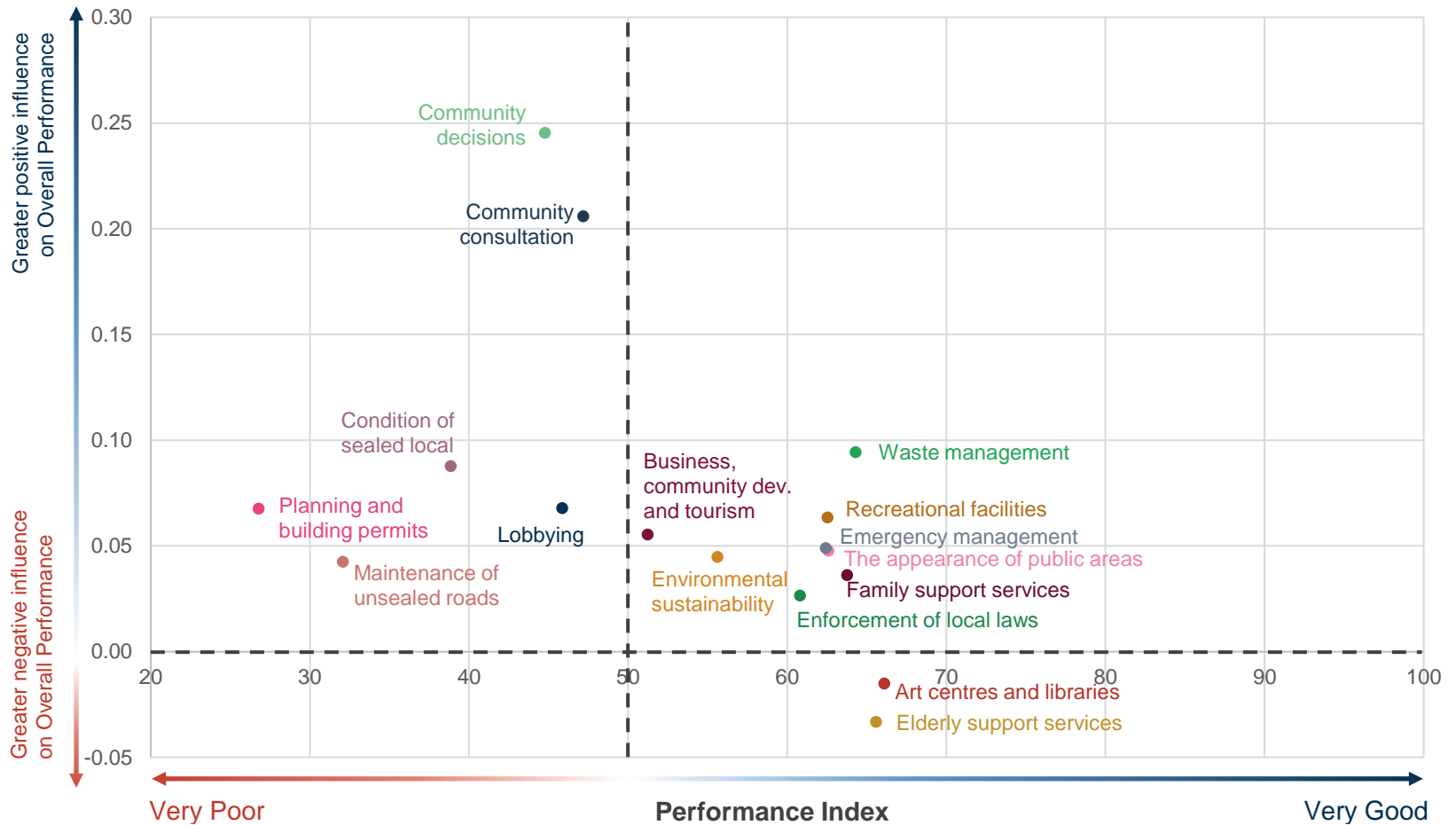
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

**Key insights from this analysis are derived from the second chart.**



# Influence on overall performance: all service areas

2023 regression analysis (all service areas)

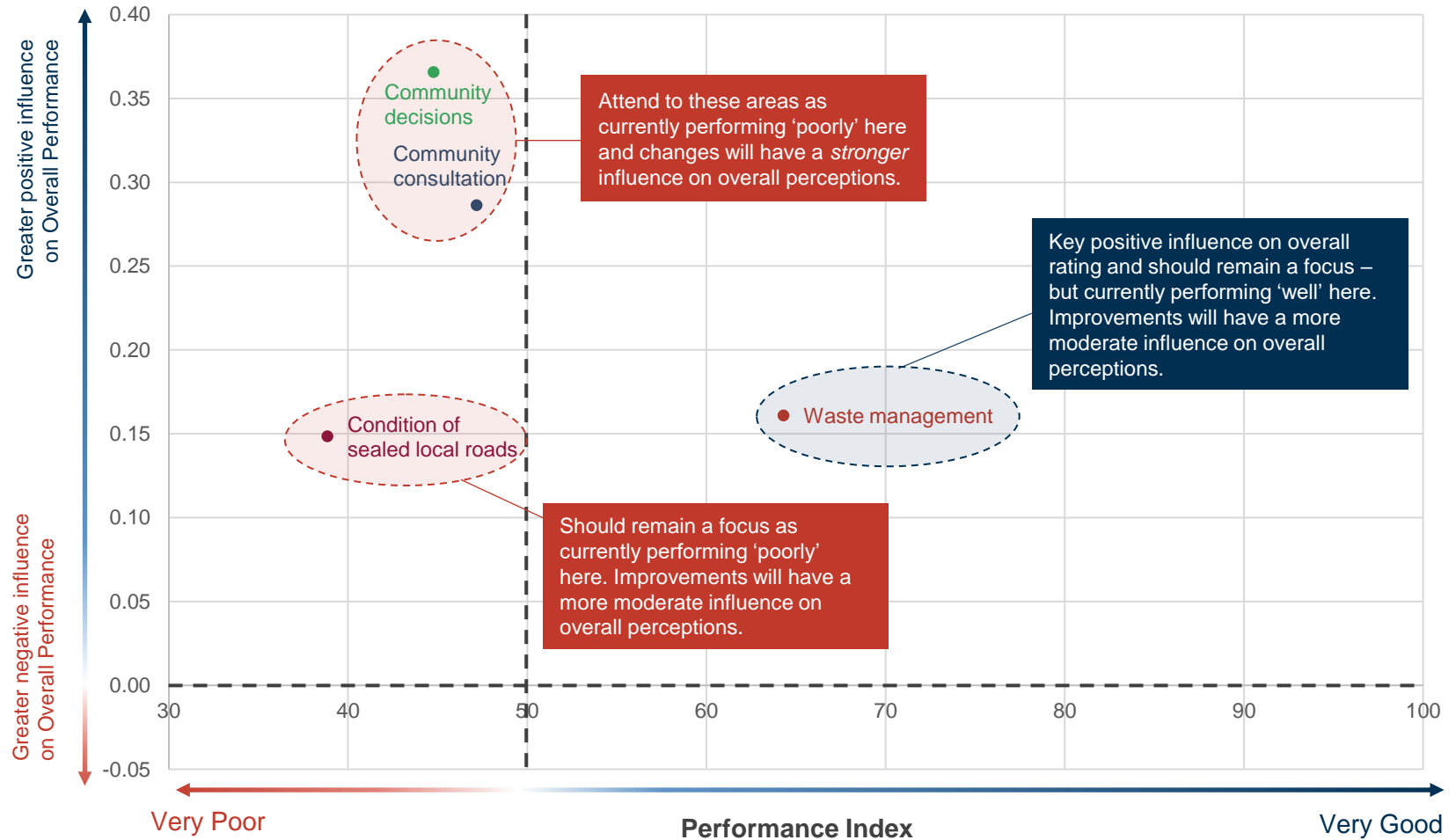


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.562 and adjusted  $R^2$  value of 0.544, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 30.73$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.





# Influence on overall performance: key service areas

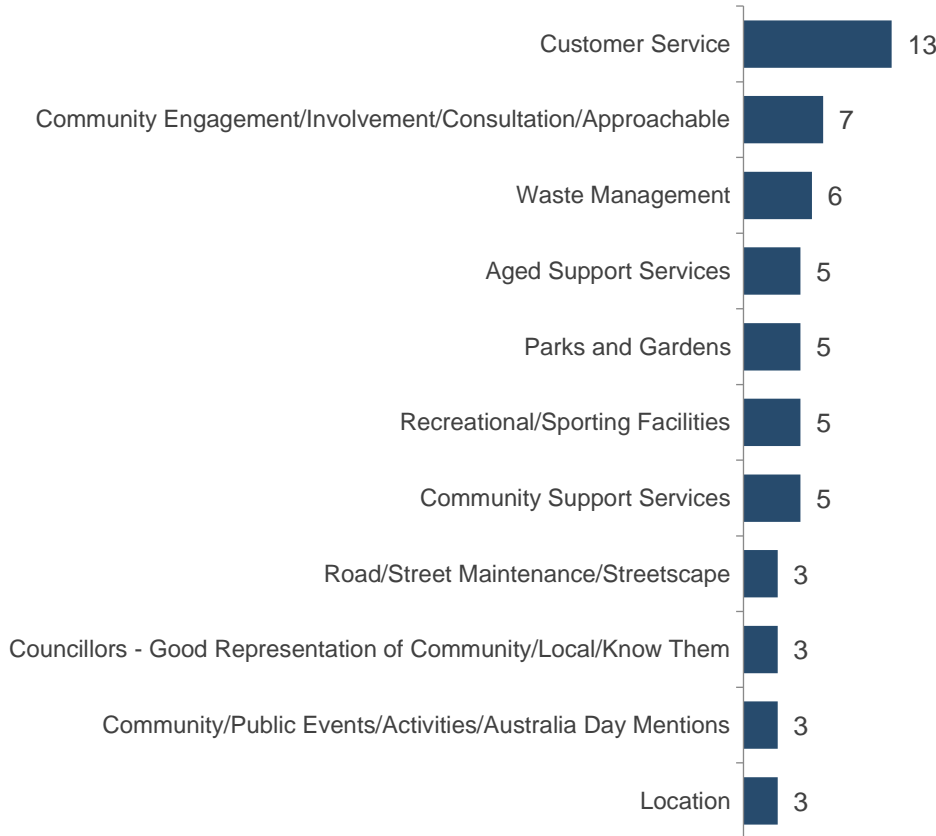


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.530 and adjusted  $R^2$  value of 0.526, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 111.55$ .



# Best things about Council and areas for improvement

**2023 best things about Council (%)**  
*- Top mentions only -*



**2023 areas for improvement (%)**  
*- Top mentions only -*



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 12

Q17. What does Colac-Otway Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



# Customer service



## Contact with council and customer service

### Contact with council

Almost two in three Council residents (64%) have had contact with Council in the last 12 months. Rate of contact is in line with the State-wide and Large Rural group averages (64% and 62% respectively).

- Rate of contact among residents of Apollo Bay and Surrounds (84%) is significantly higher than the Council average.



**Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 22% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index score of 66 represents a modest, albeit non-significant, improvement from 2022. This recovers some of the significant decline in perceptions evident last year.

- This is rated in line with the State-wide and Large Rural group averages (67 and 65 respectively).

Six in ten residents (61%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are equally positive compared to the average among residents from the different geographic and demographic groups.

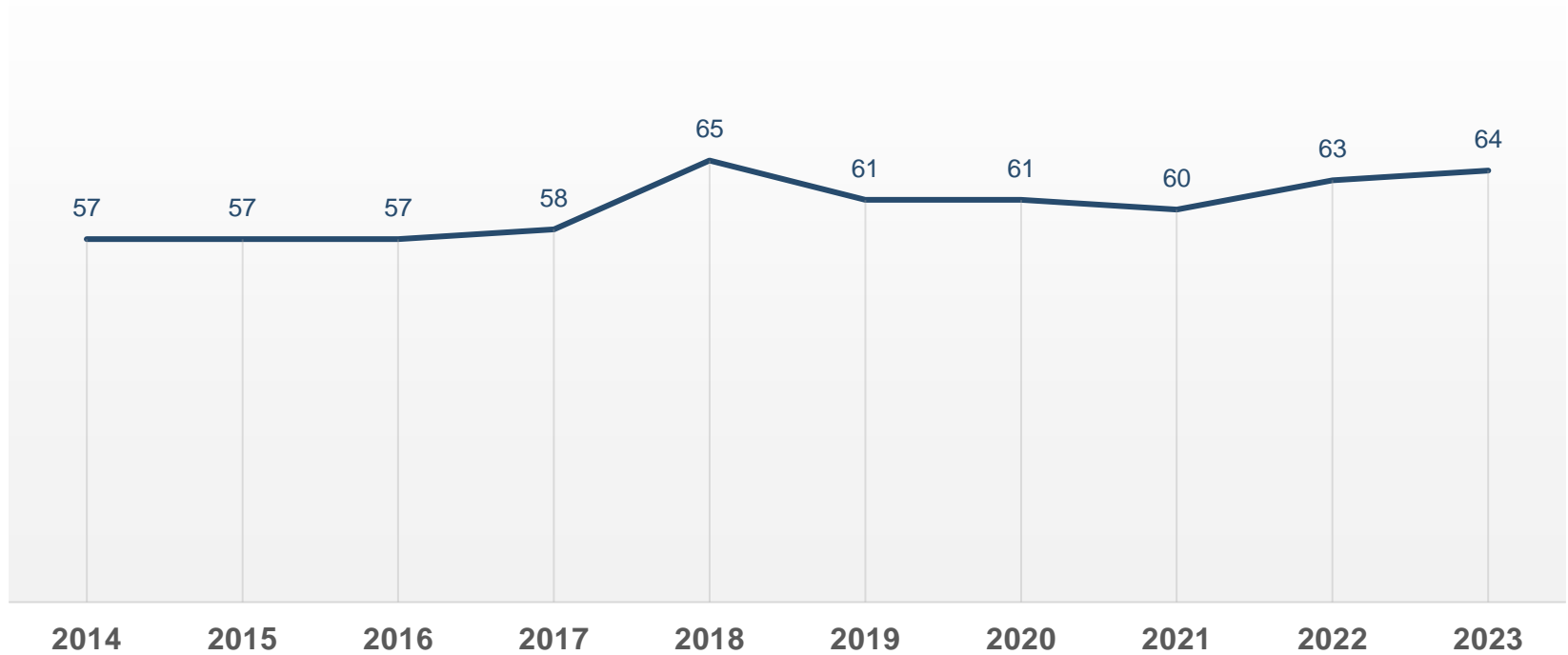
The main methods of contacting Council continue to be by telephone (40%) and in person (31%), with both experiencing an increase since last year. Email, as a method of contact, is increasing slightly over time (23% currently). Minor decreases are noted in the rate of contact by website (6%) and social media (4%).

- Customer service ratings are highest among residents who communicate by telephone and in person (both 67). (Though based on a small sample size) residents declined significantly in their perceptions of customer service transactions that occurred through Council's website (index score of 57, down from 78).



# Contact with council

**2023 contact with council (%)**  
Have had contact



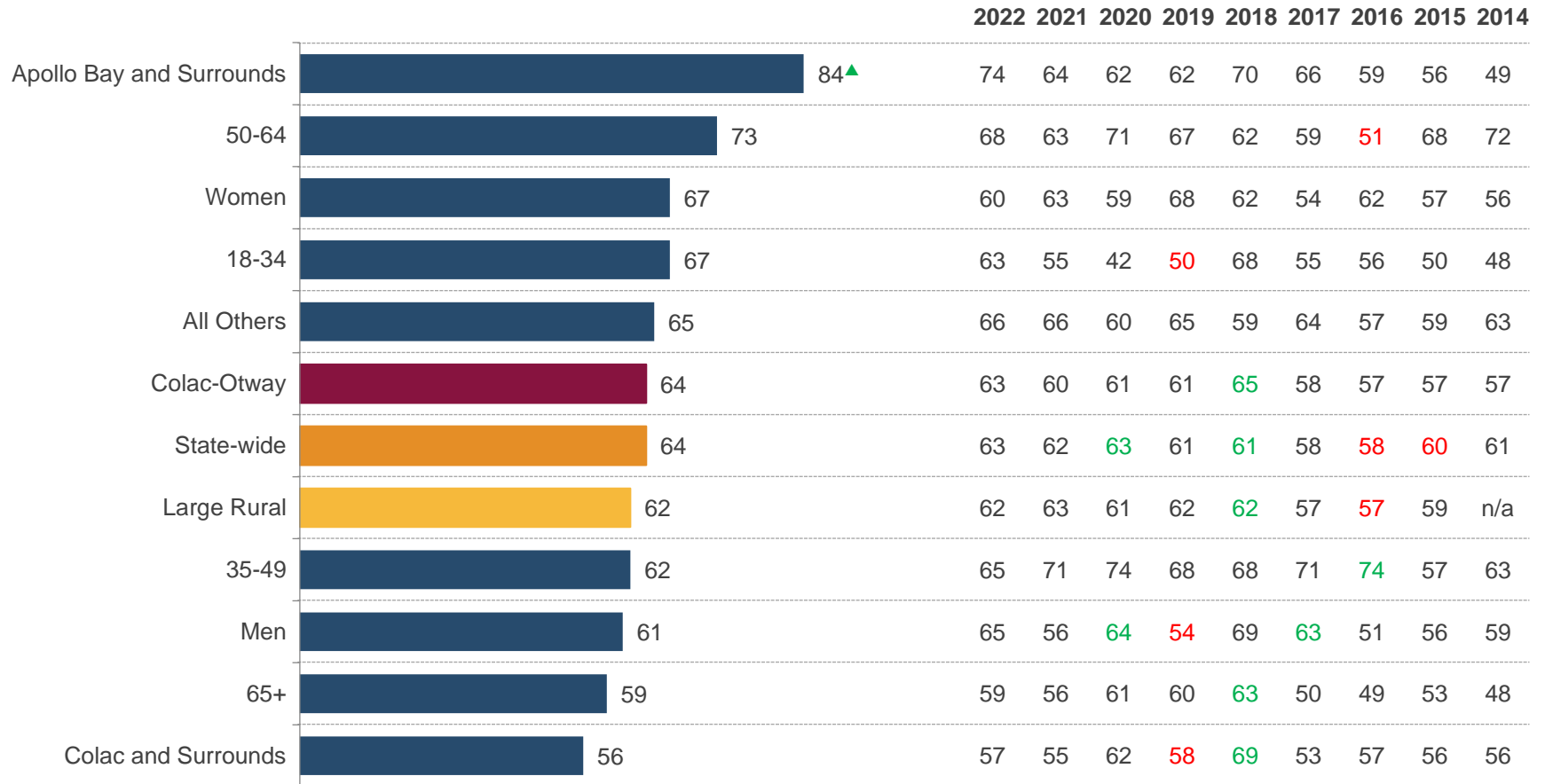
Q5a. Have you or any member of your household had any recent contact with Colac-Otway Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



# Contact with council

## 2023 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Colac-Otway Shire Council in any of the following ways?

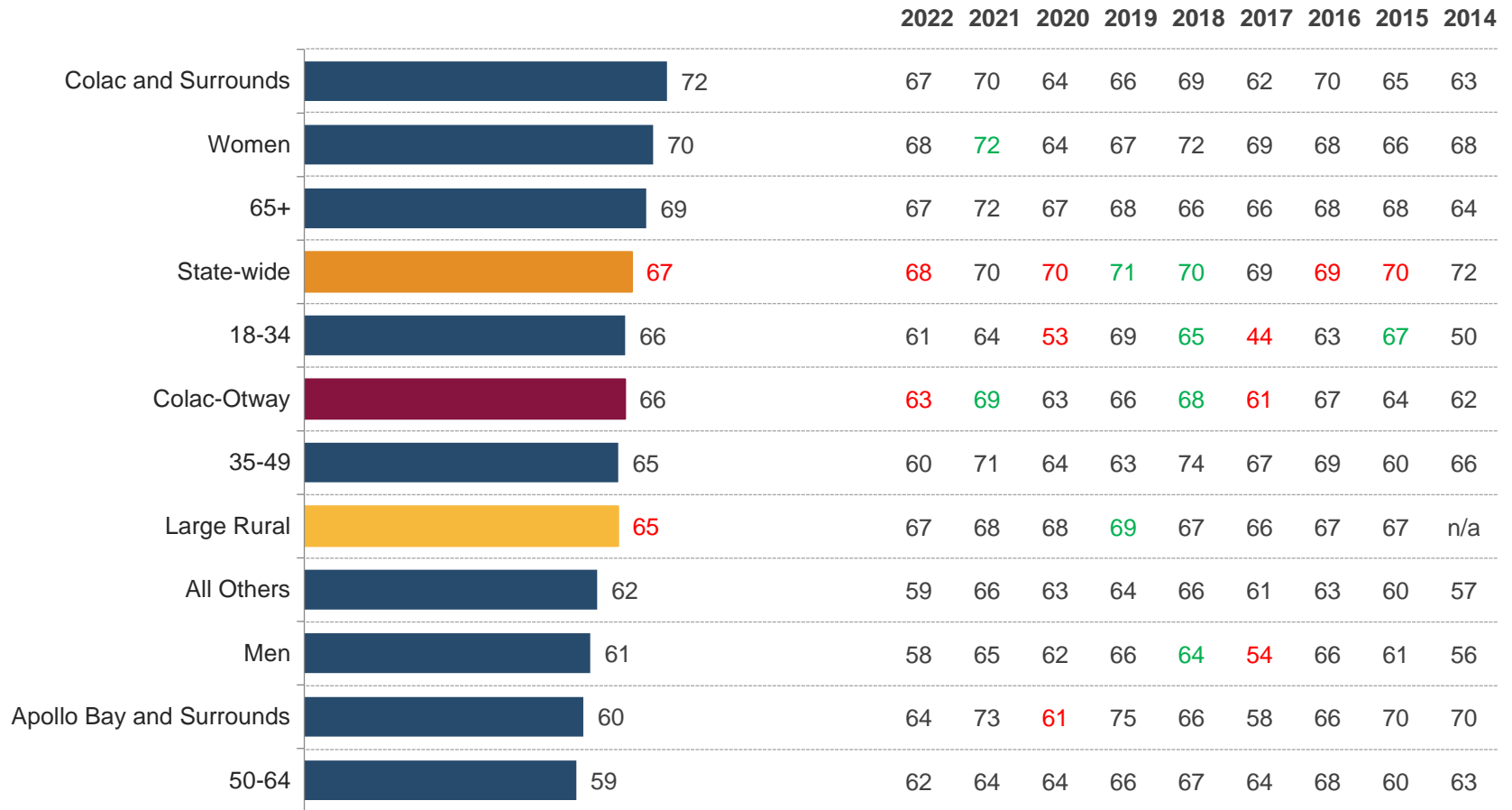
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



# Customer service rating

2023 customer service rating (index scores)

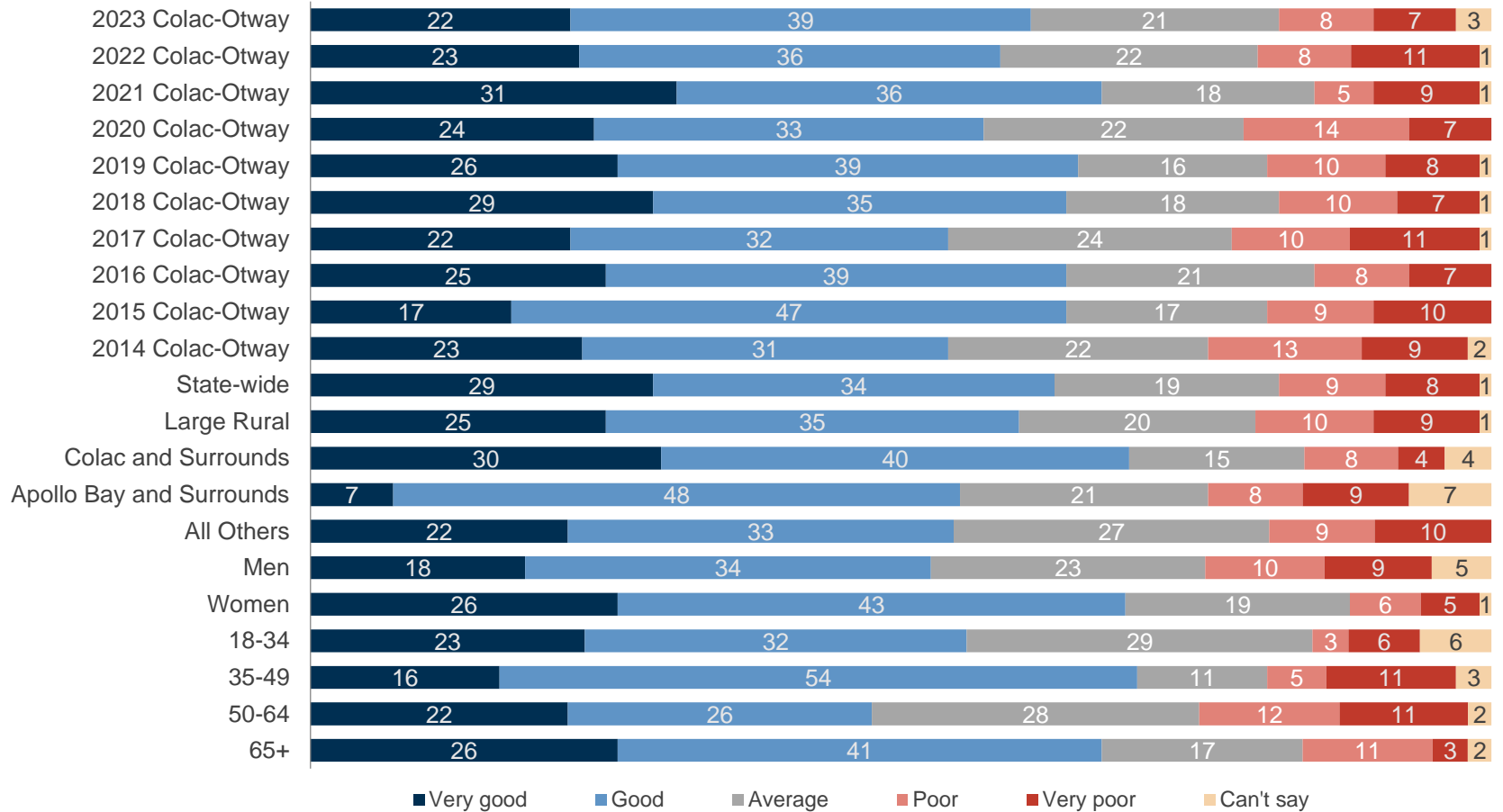


Q5c. Thinking of the most recent contact, how would you rate Colac-Otway Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked State-wide: 66 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating

## 2023 customer service rating (%)



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

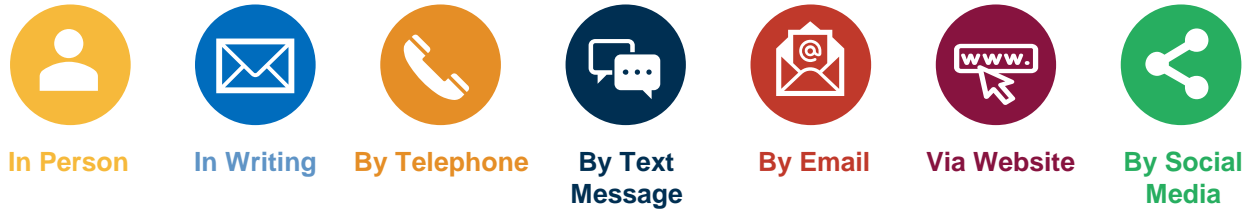
Base: All respondents who have had contact with Council in the last 12 months.  
Councils asked State-wide: 66 Councils asked group: 18





# Method of contact with council

2023 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Colac-Otway Shire Council in any of the following ways?

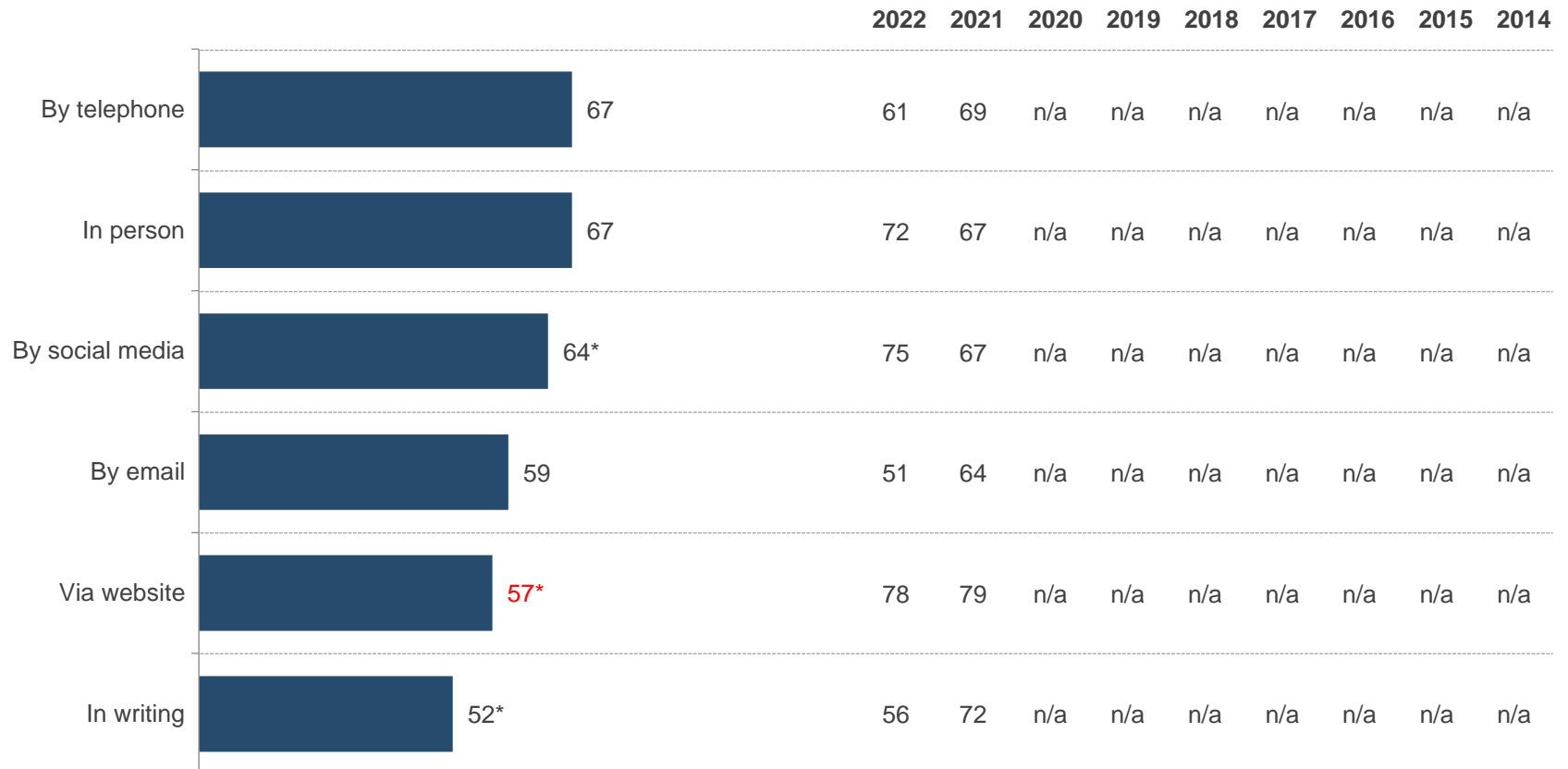
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



# Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Colac-Otway 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: 25 Councils asked group: 8

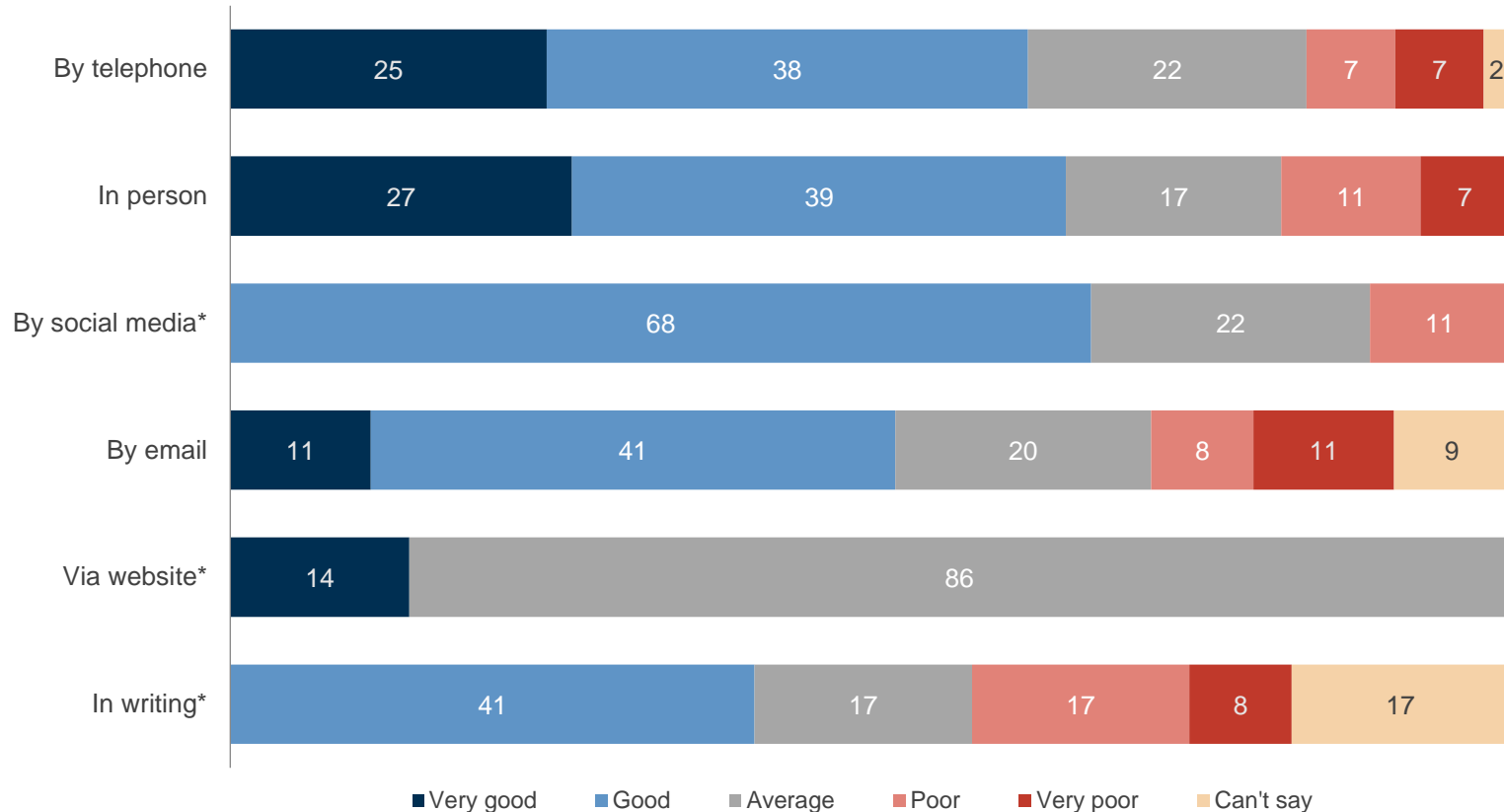
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Colac-Otway 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: 25 Councils asked group: 8  
 \*Caution: small sample size < n=30



# Council direction



## Council direction

Over the last 12 months, 66% of residents believe the direction of Council's overall performance stayed the same.

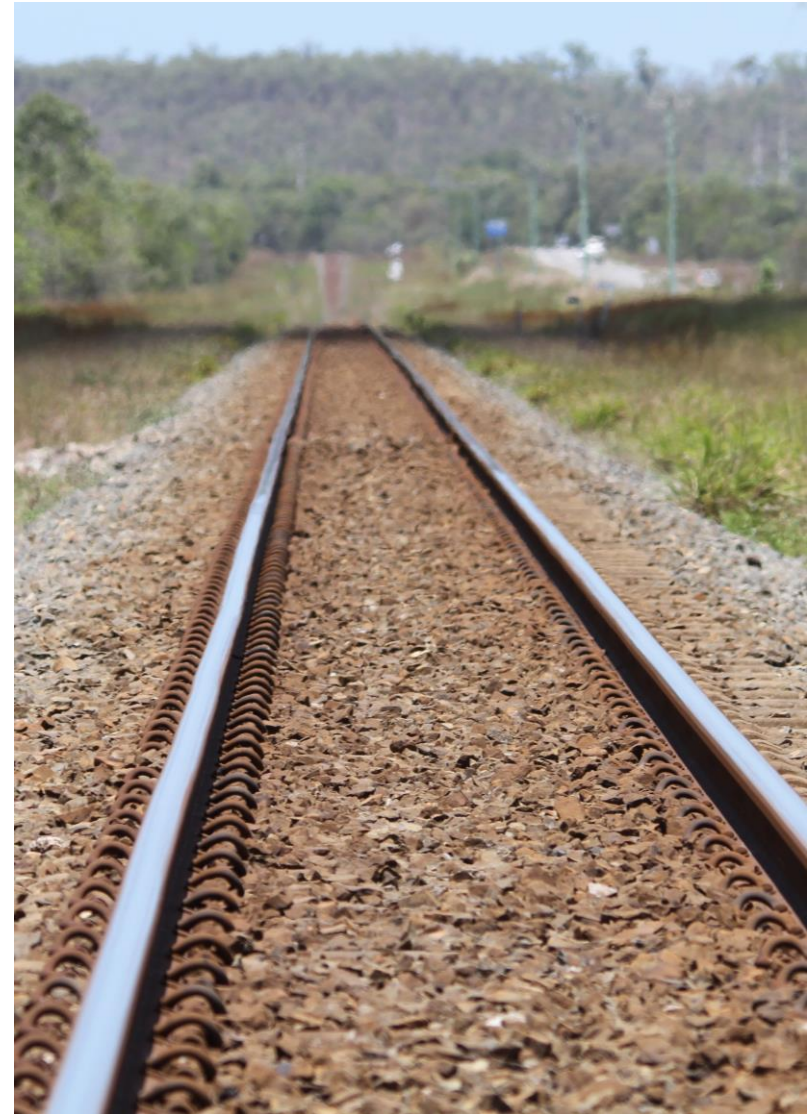
- 8% believe the direction has improved, representing an eight-percentage point decrease from 2022.
- At 23%, there has been a commensurate eight-percentage point increase in residents who believe Council's overall performance has deteriorated.

Council direction continues its year-on-year decline at a significant level for a second year running (index score of 42, down from 60 in 2021).

- Despite significant declines since 2022, the most satisfied with council direction continue to be women or residents aged 65+ years.
- The least satisfied with council direction are residents aged 50 to 64 years and men.

Residents who think there is 'a lot' of room for Council's overall performance to improve are mainly those residing in Apollo Bay and Surrounds areas, All Others areas, or people aged 50 to 64 years.

Residents are more in favour of service cuts (53% rating 'probably' or 'definitely prefer service cuts') over rate rises (19% rating 'probably' or 'definitely prefer rate rise').





# Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Women	48▲	55	61	50	56	58	56	41	49	44
65+	47	56	60	57	57	50	58	38	46	43
State-wide	46▲	50	53	51	53	52	53	51	53	53
Colac and Surrounds	45	54	61	58	60	61	55	39	49	47
35-49	45	42	55	46	48	56	49	44	45	40
Apollo Bay and Surrounds	45	45	64	40	47	45	42	49	49	42
Large Rural	44	47	51	50	51	52	52	48	51	n/a
Colac-Otway	42	50	60	52	56	56	53	42	48	43
18-34	38	52	67	53	60	67	56	47	51	53
All Others	38	48	58	50	52	53	52	44	46	37
Men	37▼	46	60	54	56	53	50	43	47	42
50-64	36	44	58	51	56	52	47	42	50	36

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

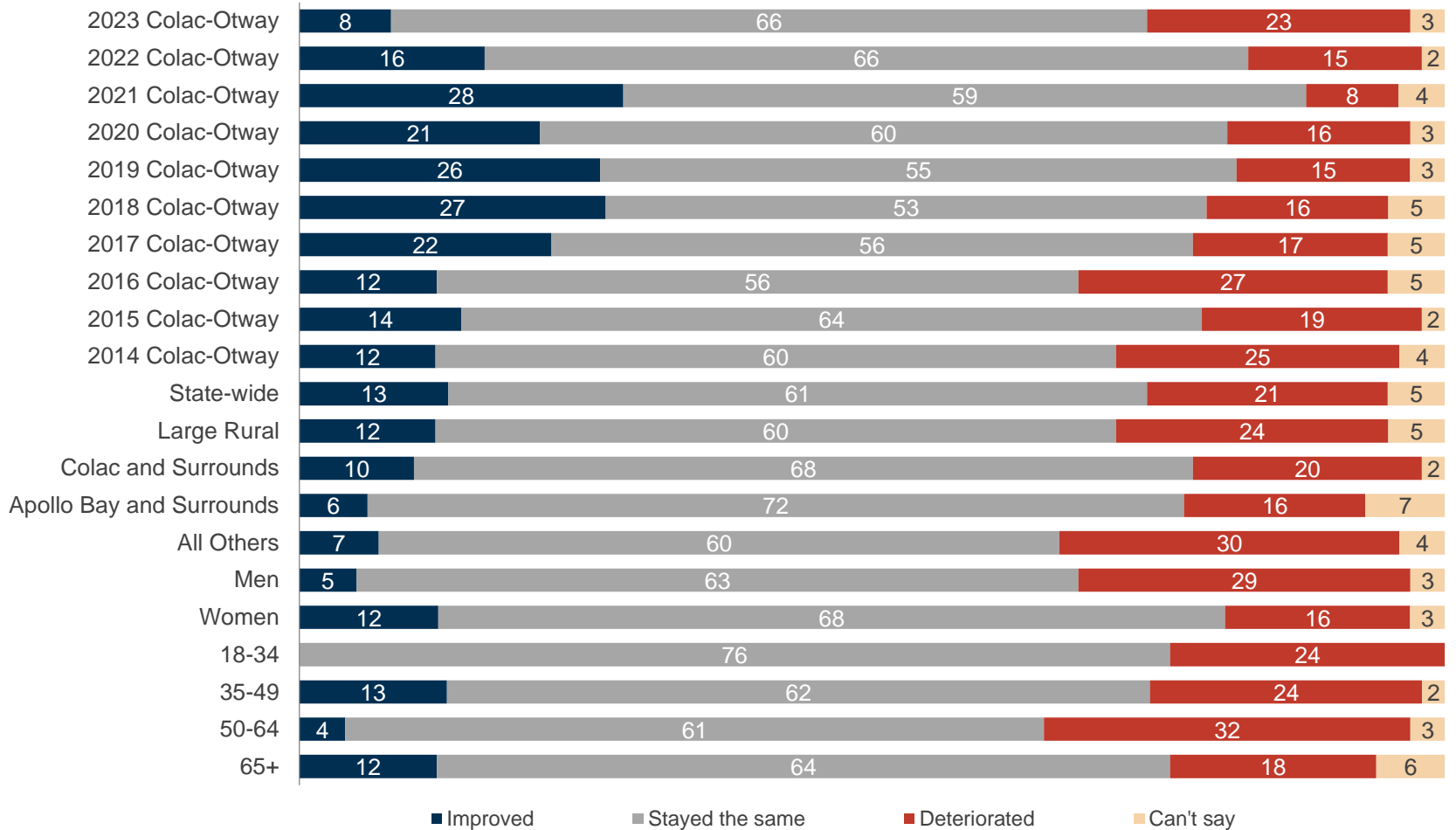
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



# Overall council direction last 12 months

2023 overall council direction (%)

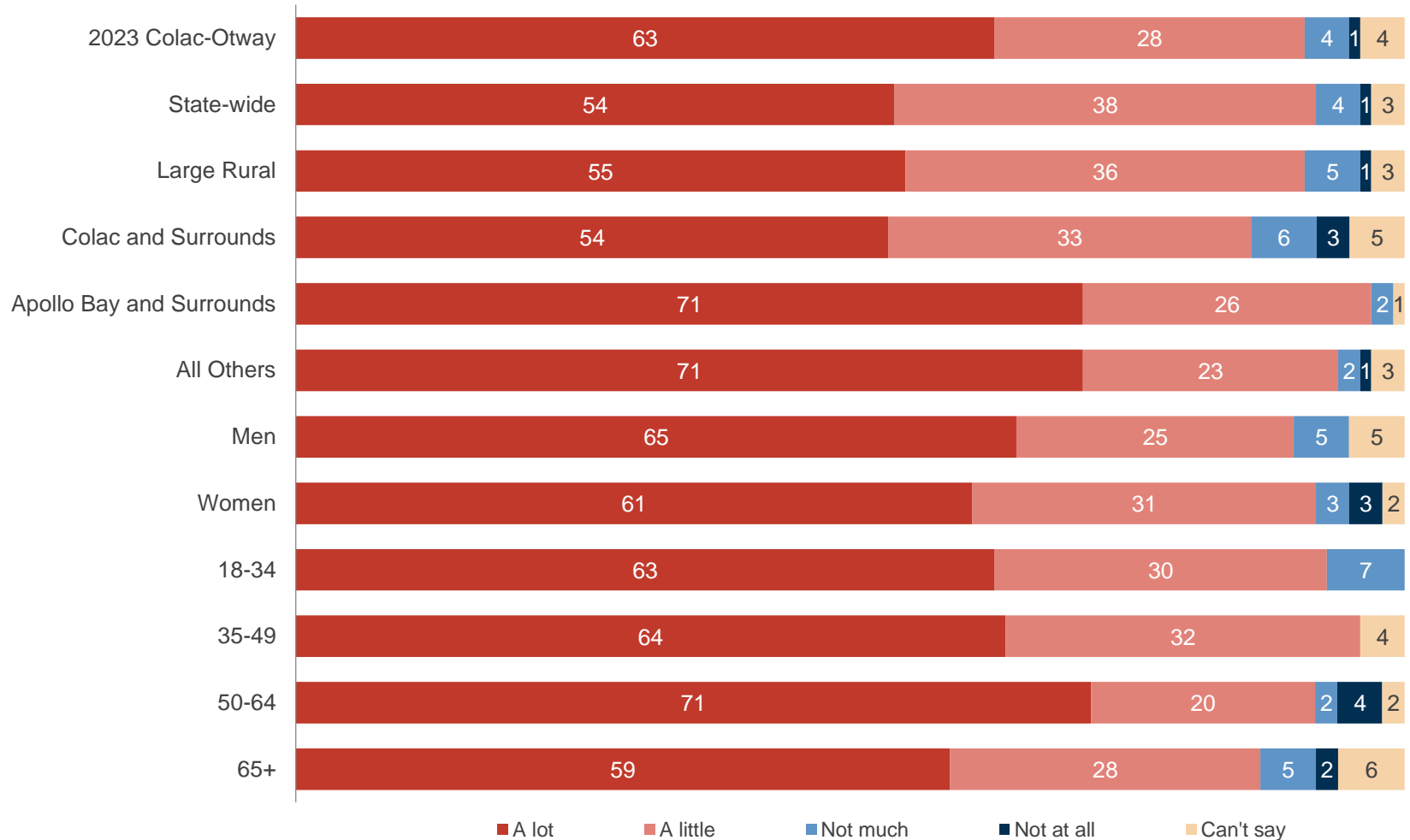


Q6. Over the last 12 months, what is your view of the direction of Colac-Otway Shire Council's overall performance?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



# Room for improvement in services

2023 room for improvement in services (%)



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

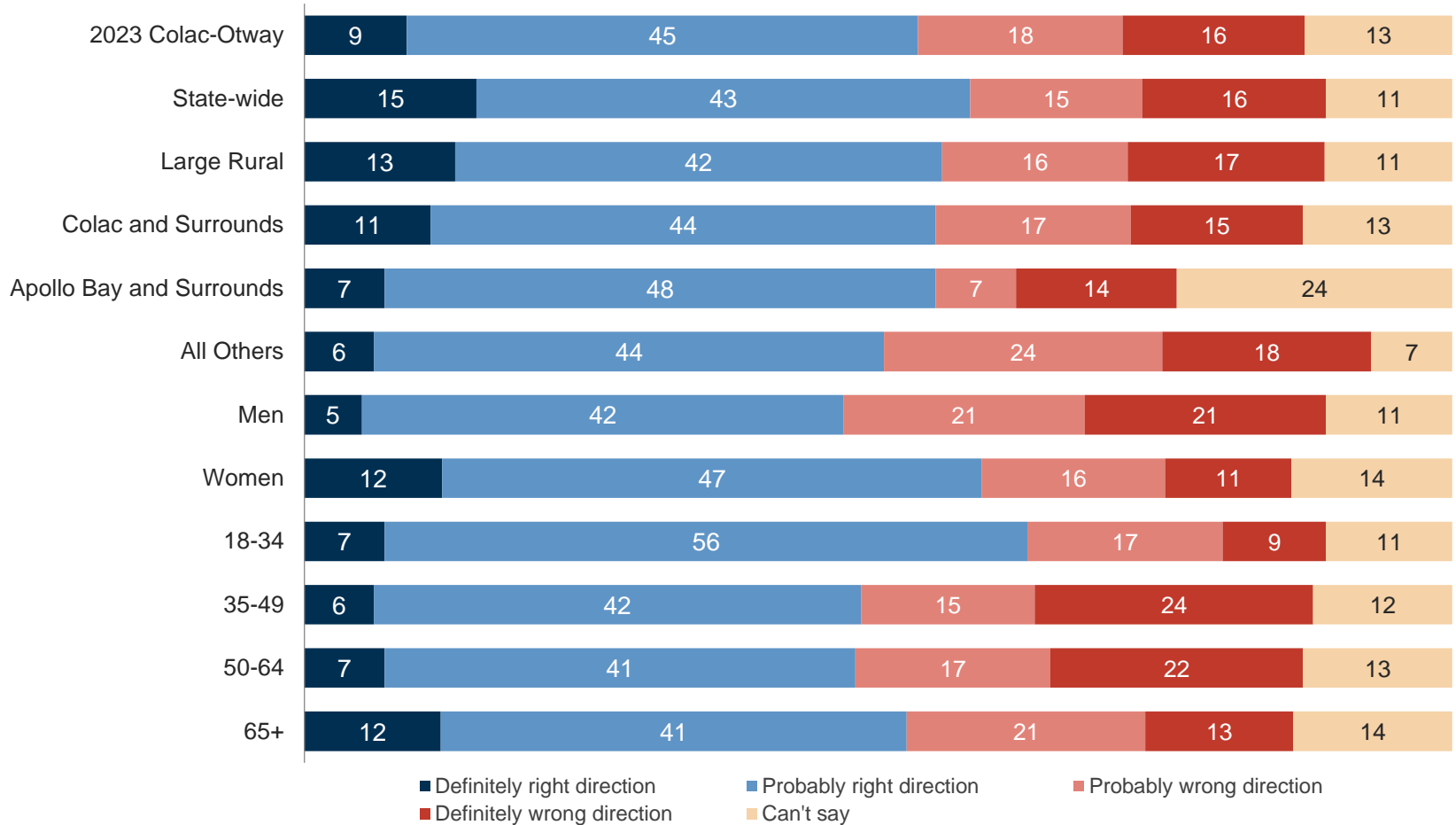
Base: All respondents. Councils asked State-wide: 4 Councils asked group: 3





# Right / wrong direction

2023 right / wrong direction (%)

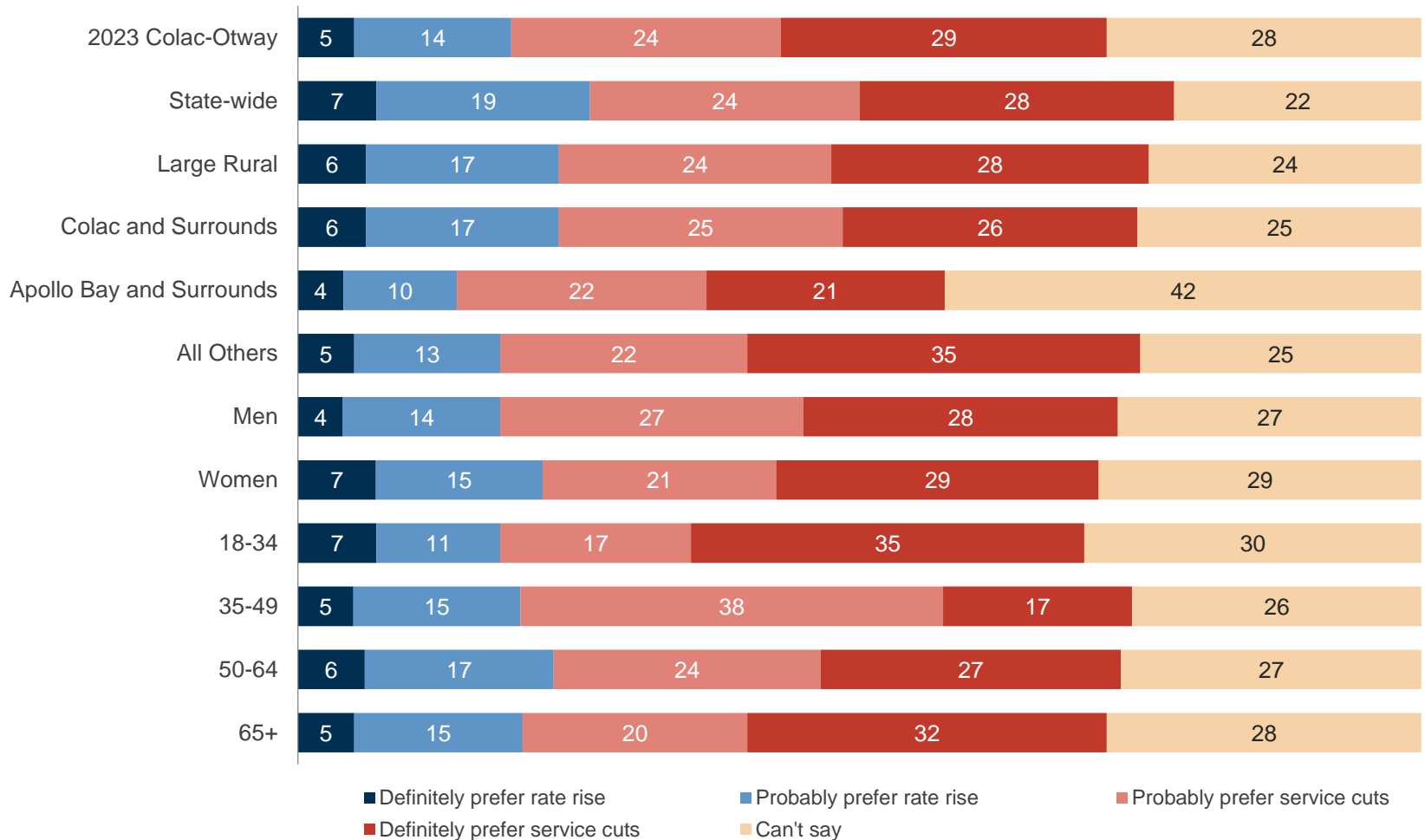


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?  
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 4



# Rates / services trade-off

2023 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

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 page, 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 <sup>▲</sup>	54	56	55	56	55	55	54	56	57
Colac and Surrounds	51	55	62	57	57	57	47	49	51	53
Women	49	54	60	55	53	58	48	48	52	50
18-34	49	54	65	62	56	60	45	54	53	53
Large Rural	49	51	54	54	54	54	52	52	54	n/a
65+	49	57	61	56	56	53	50	44	51	47
Colac-Otway	47	53	60	55	54	55	46	48	50	49
35-49	46	52	56	51	54	58	50	53	49	51
Men	45	52	59	55	56	53	44	49	48	48
All Others	44	51	57	55	50	55	47	47	50	47
50-64	43	46	55	51	50	51	39	44	47	47
Apollo Bay and Surrounds	43	53	58	51	55	49	38	49	47	37

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

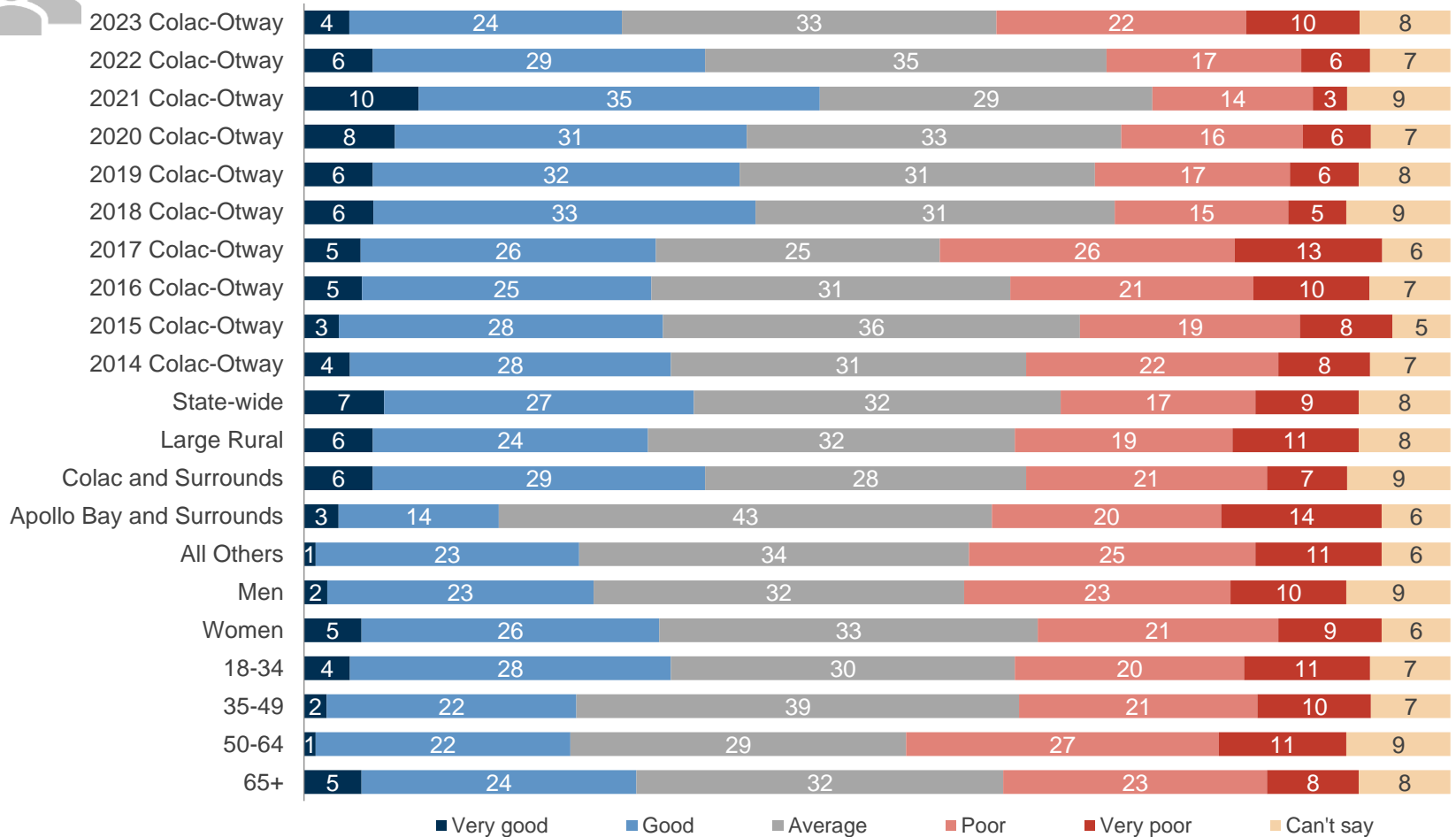
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2023 consultation and engagement performance (%)



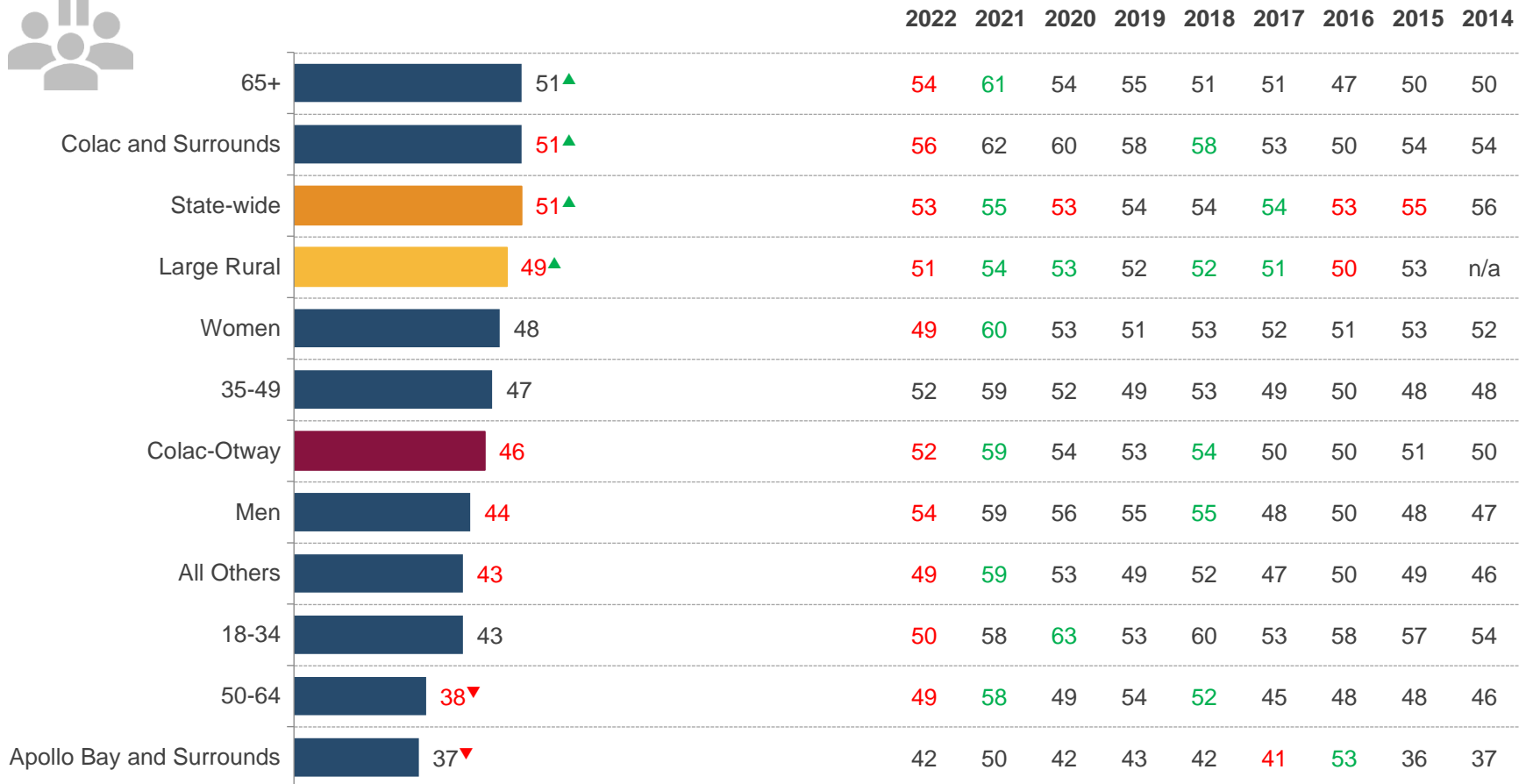
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



# Lobbying on behalf of the community performance



2023 lobbying performance (index scores)



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

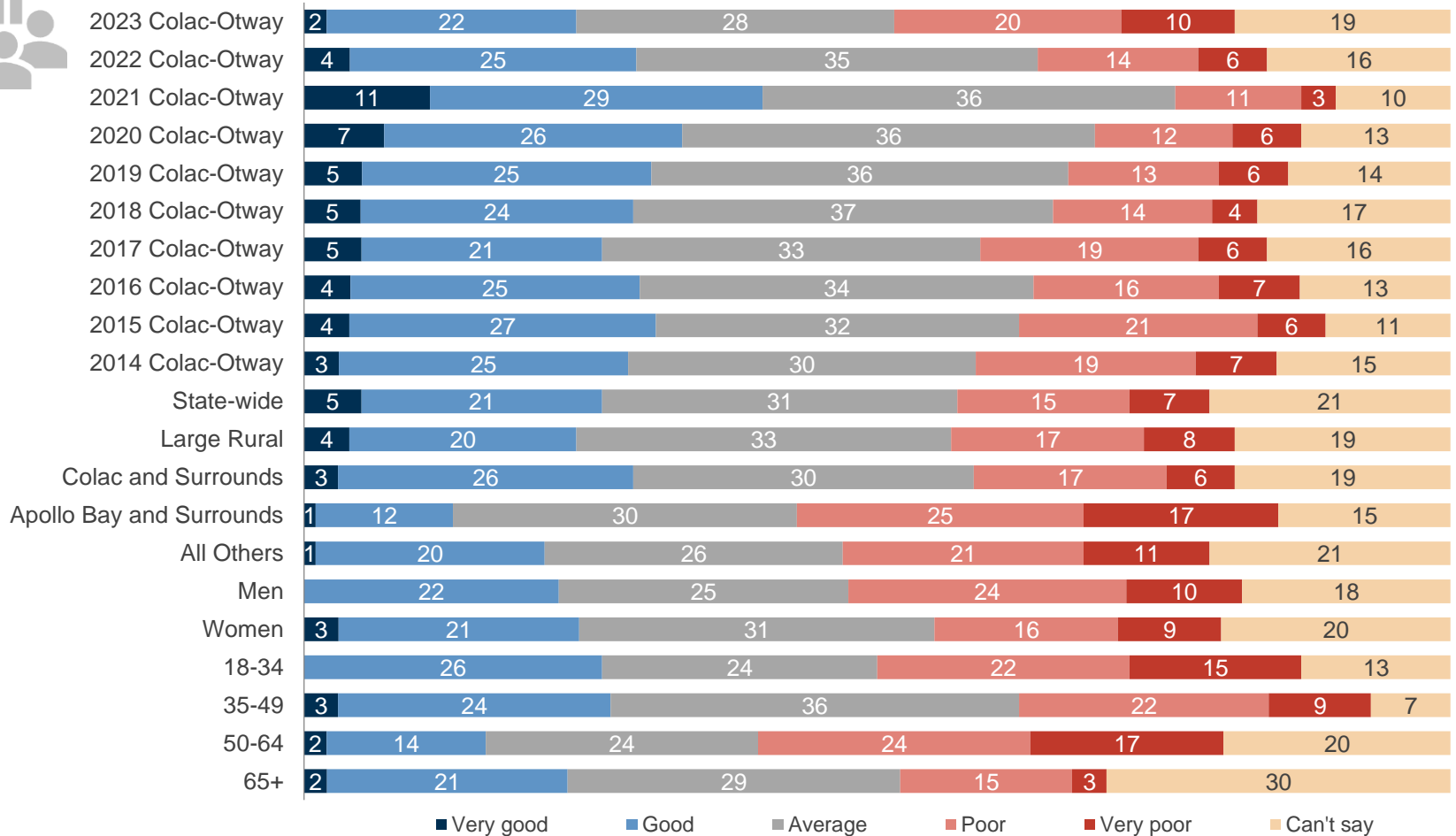
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2023 lobbying performance (%)

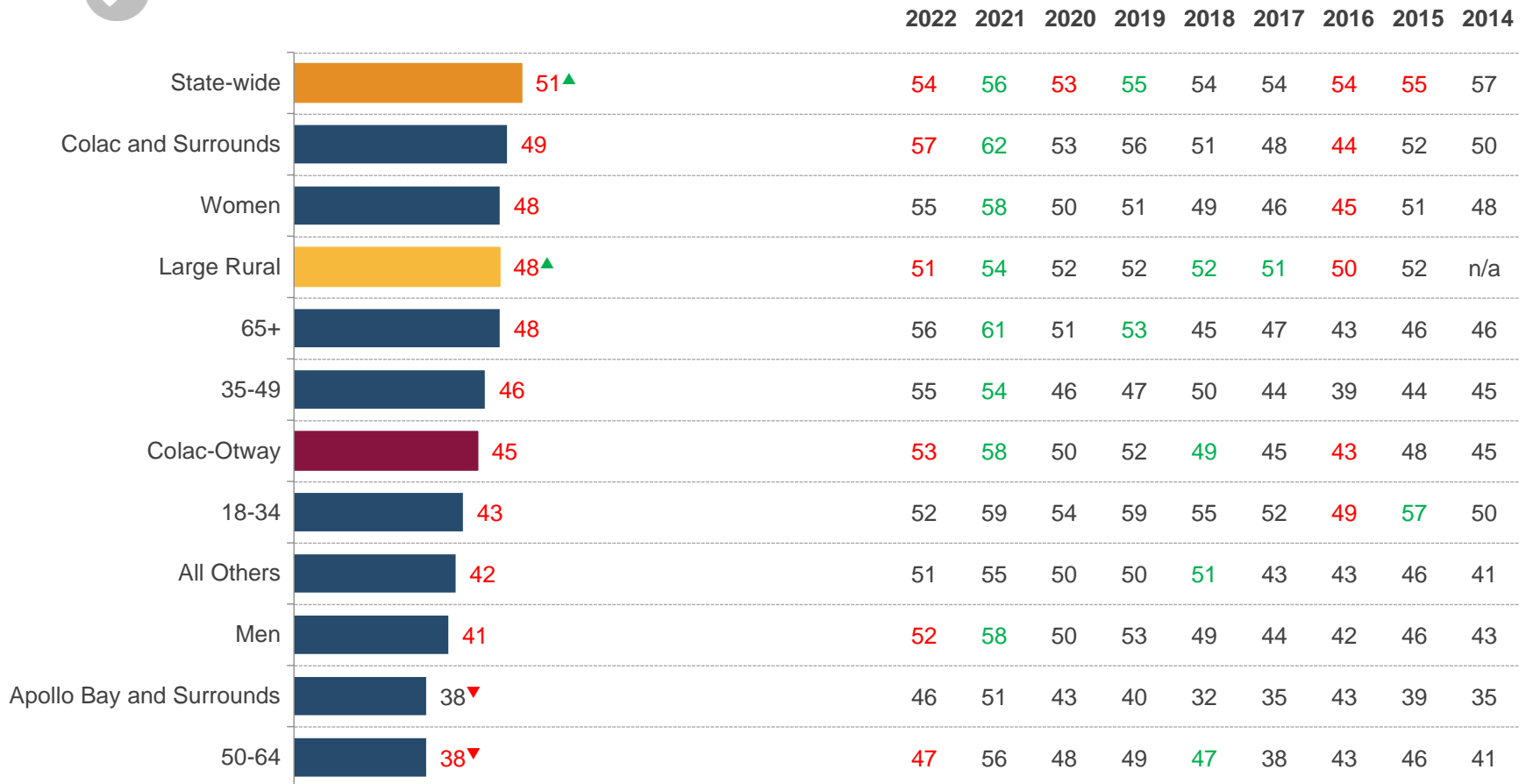


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

# Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)



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

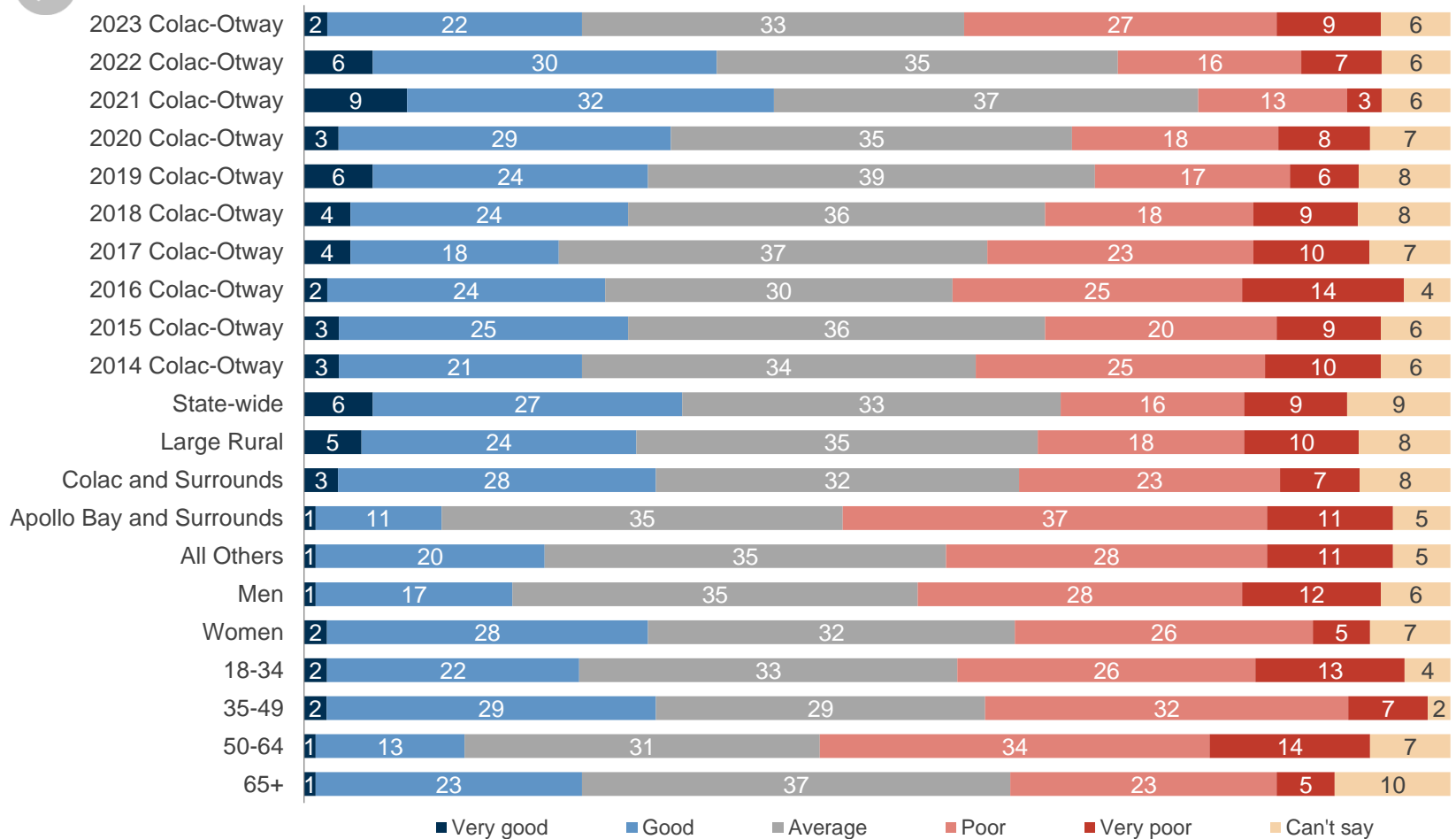
Note: Please see Appendix A for explanation of significant differences.



# 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
Colac and Surrounds	51	58	49	46	43	48	39	48	48
65+	49	55	46	46	40	48	36	46	41
Women	50	52	42	44	36	43	36	44	45
Large Rural	45	50	47	47	45	43	44	45	n/a
50-64	44	54	43	43	34	39	34	37	41
Colac-Otway	47	53	44	42	39	42	37	44	43
Men	45	54	47	41	43	42	38	43	41
Apollo Bay and Surrounds	40	40	40	37	32	30	43	31	34
18-34	50	54	43	40	43	42	43	48	49
35-49	45	48	43	39	38	38	36	44	40
All Others	45	49	40	39	36	37	34	42	38

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

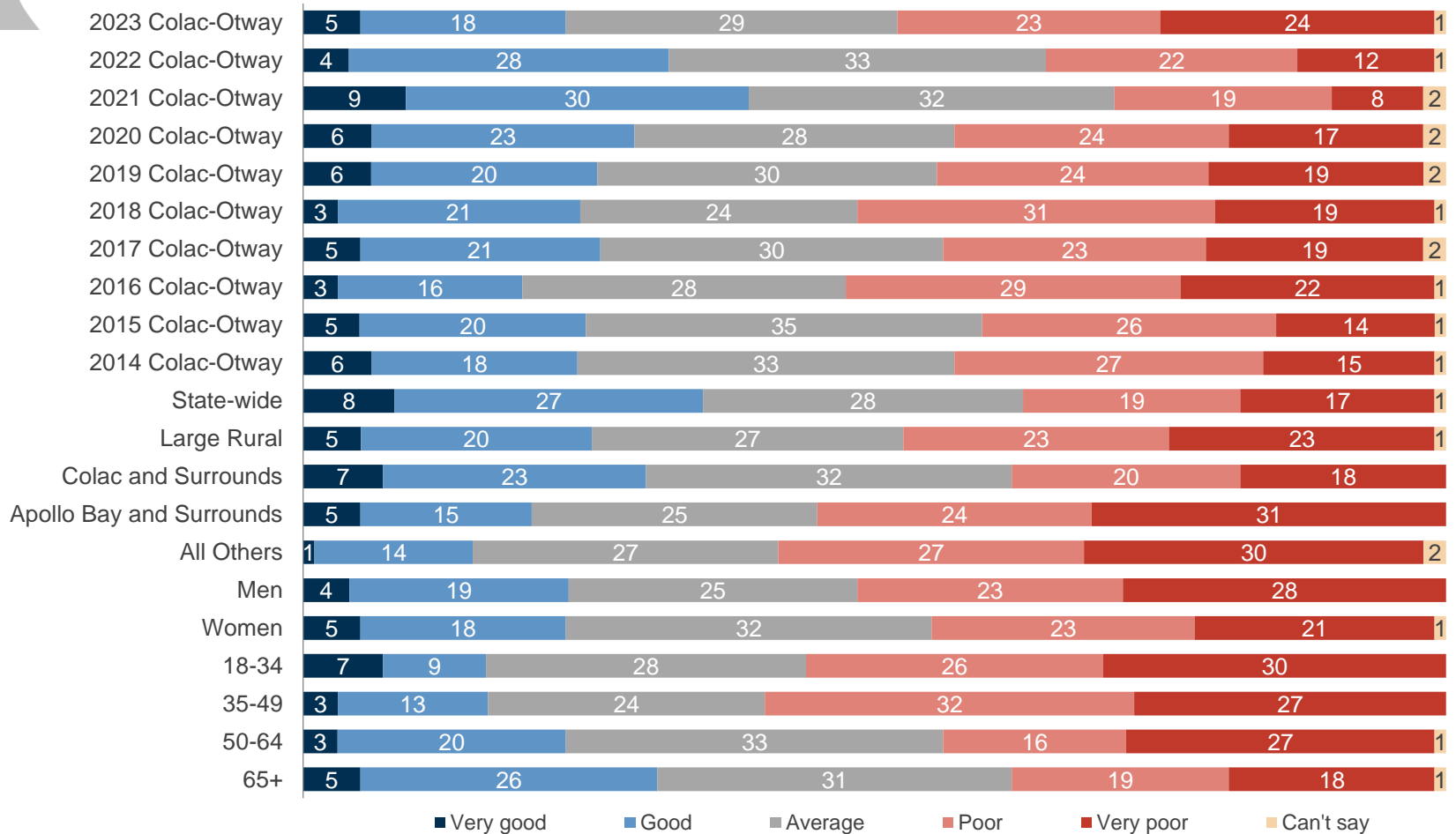
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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 (%)



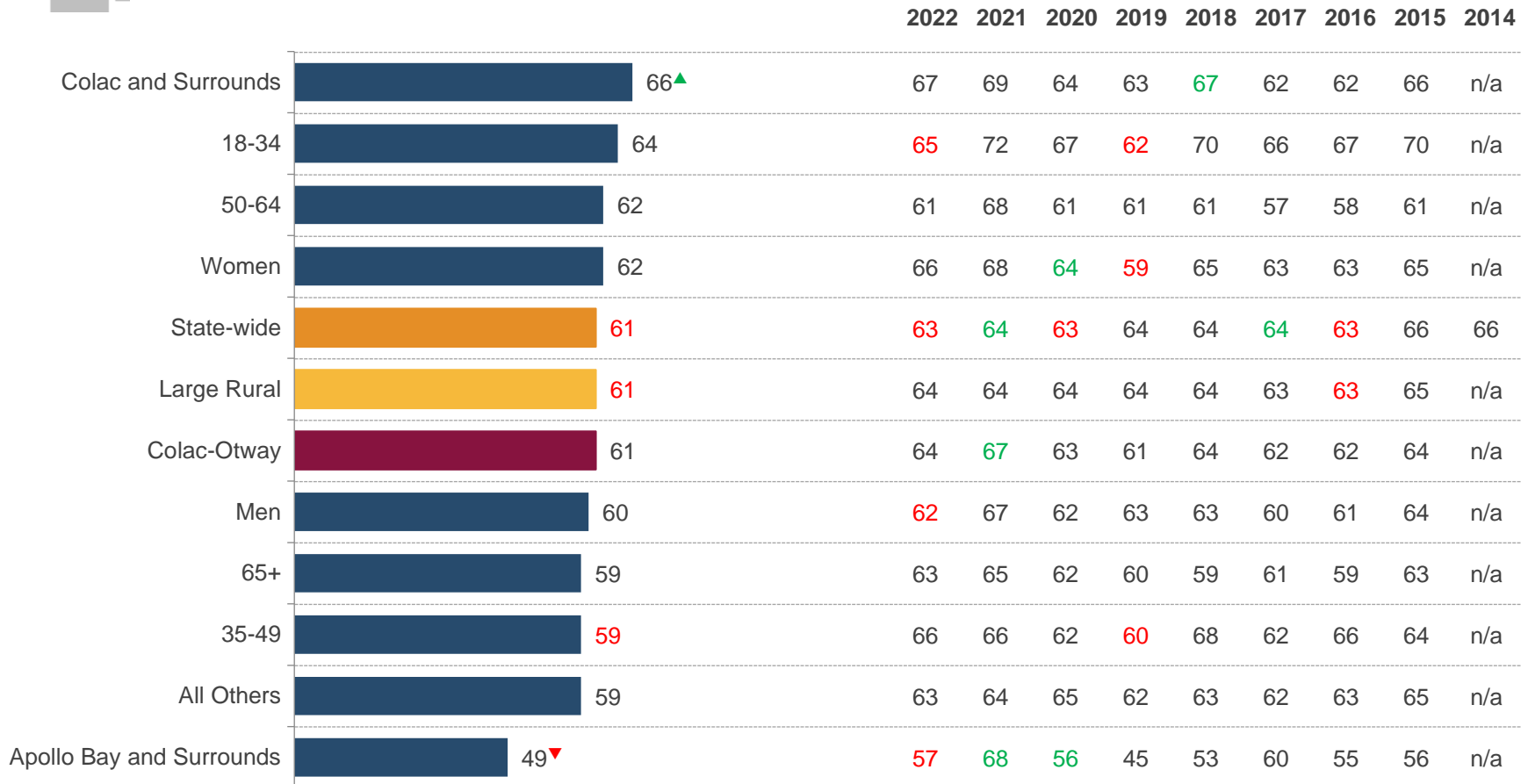
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



# Enforcement of local laws performance



2023 law enforcement performance (index scores)



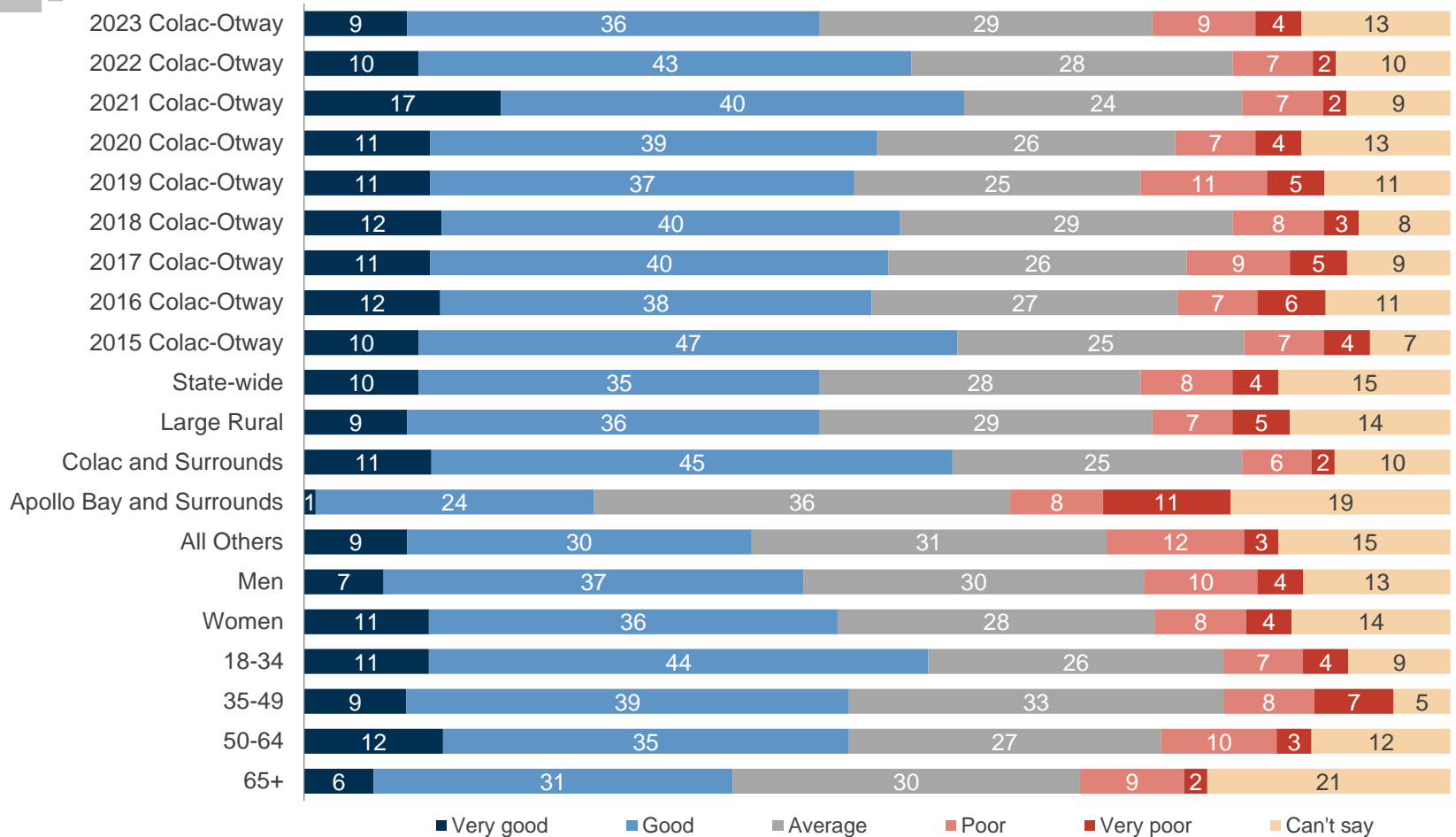
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2023 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8



# Family support services performance



2023 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Colac and Surrounds	68▲	72	72	70	68	69	65	68	70	69
65+	67	72	72	68	70	68	71	71	71	71
Women	66	69	71	69	66	70	64	66	68	70
18-34	65	66	74	70	63	68	56	64	70	69
Colac-Otway	64	67	70	67	67	67	62	67	68	66
35-49	64	63	64	66	68	70	56	67	66	61
State-wide	63	65	66	66	67	66	67	66	67	68
Men	61	66	69	66	68	65	61	67	67	63
Large Rural	61▼	64	66	64	65	65	65	64	67	n/a
All Others	61	64	66	66	69	67	61	65	66	64
Apollo Bay and Surrounds	57▼	56	73	60	55	57	45	61	61	59
50-64	56▼	64	68	64	68	62	65	64	65	64

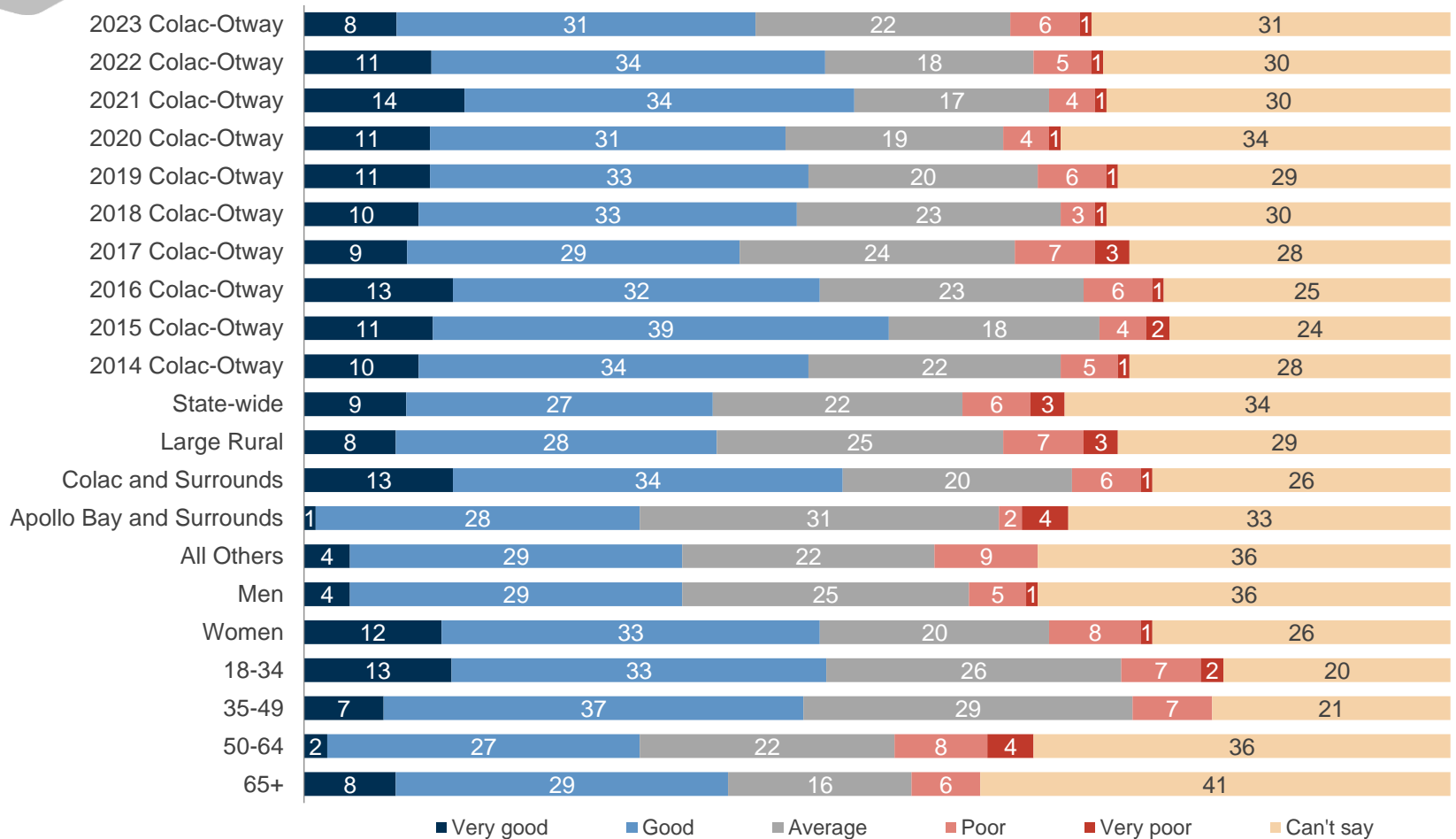
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7



# Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Colac and Surrounds	69	73	71	73	71	72	69	70	72	n/a
65+	68	71	73	72	73	66	73	69	72	n/a
Women	67	70	69	72	69	69	68	68	70	n/a
Colac-Otway	66	69	69	70	69	68	67	67	69	n/a
Men	64	68	69	69	70	68	67	66	67	n/a
35-49	64	70	61	71	73	68	62	69	68	n/a
18-34	64	67	69	67	61	76	65	63	63	n/a
50-64	63	65	67	69	69	64	67	67	69	n/a
Apollo Bay and Surrounds	63	62	64	66	57	59	53	63	62	n/a
State-wide	63▼	67	69	68	68	68	68	68	69	70
Large Rural	63▼	65	68	67	67	67	67	66	69	n/a
All Others	61▼	65	66	68	70	66	68	64	66	n/a

Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.

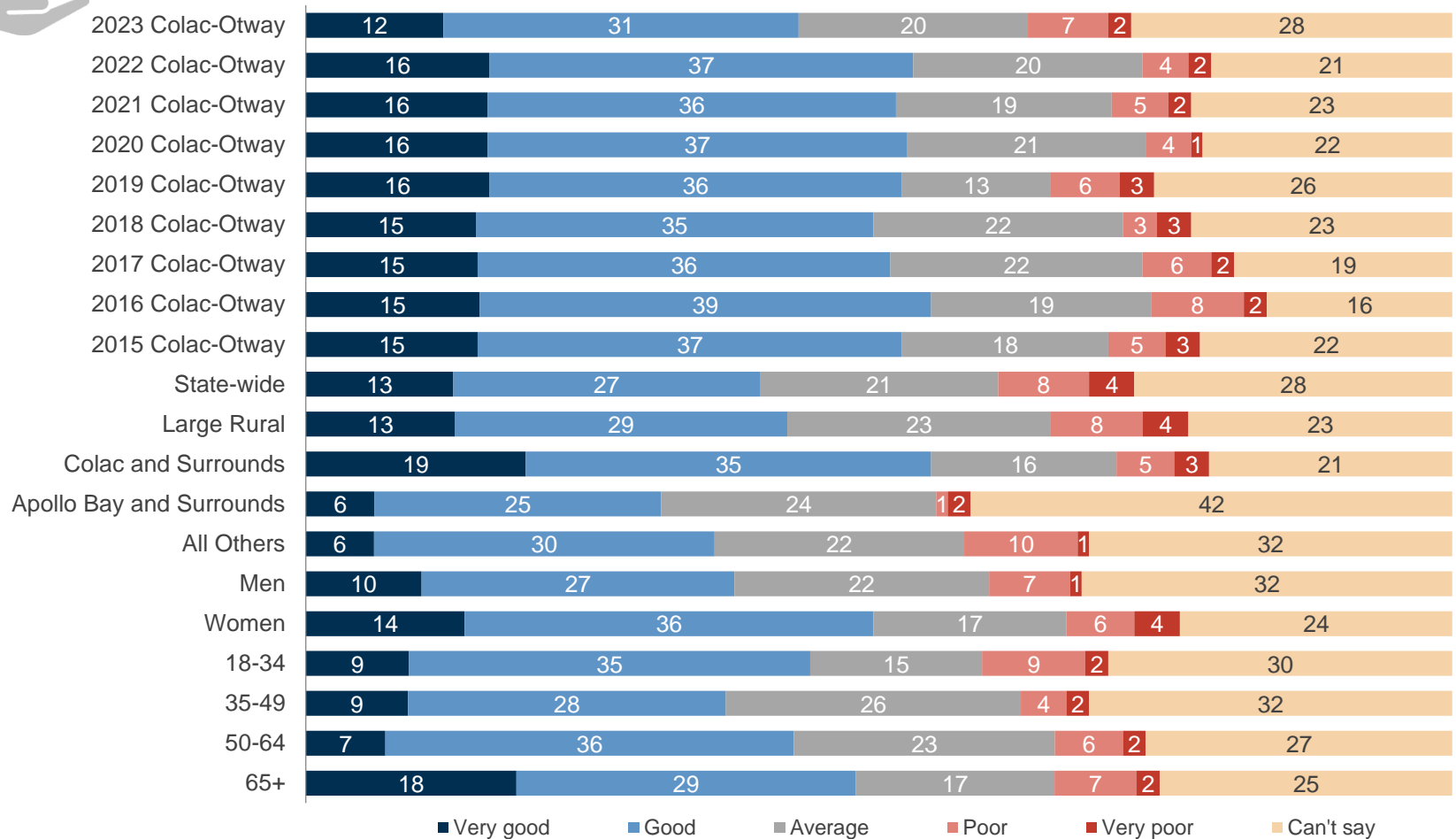




# Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6



# Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Colac and Surrounds	69▲	70	75	71	70	70	61	58	59	65
State-wide	68▲	69	71	70	70	69	70	69	70	71
65+	67	71	75	65	71	63	65	64	66	66
Large Rural	65	66	68	67	68	66	66	65	66	n/a
Women	64	67	72	64	66	65	58	58	59	62
Colac-Otway	63	66	72	64	67	64	59	58	59	61
35-49	62	63	65	67	62	61	52	50	54	57
Men	61	66	71	64	69	62	59	59	59	60
All Others	61	67	72	64	70	64	59	60	61	61
18-34	59	65	73	60	68	68	58	60	58	63
50-64	59	61	69	65	67	62	58	56	57	58
Apollo Bay and Surrounds	48▼	50	49	45	44	34	42	52	50	43

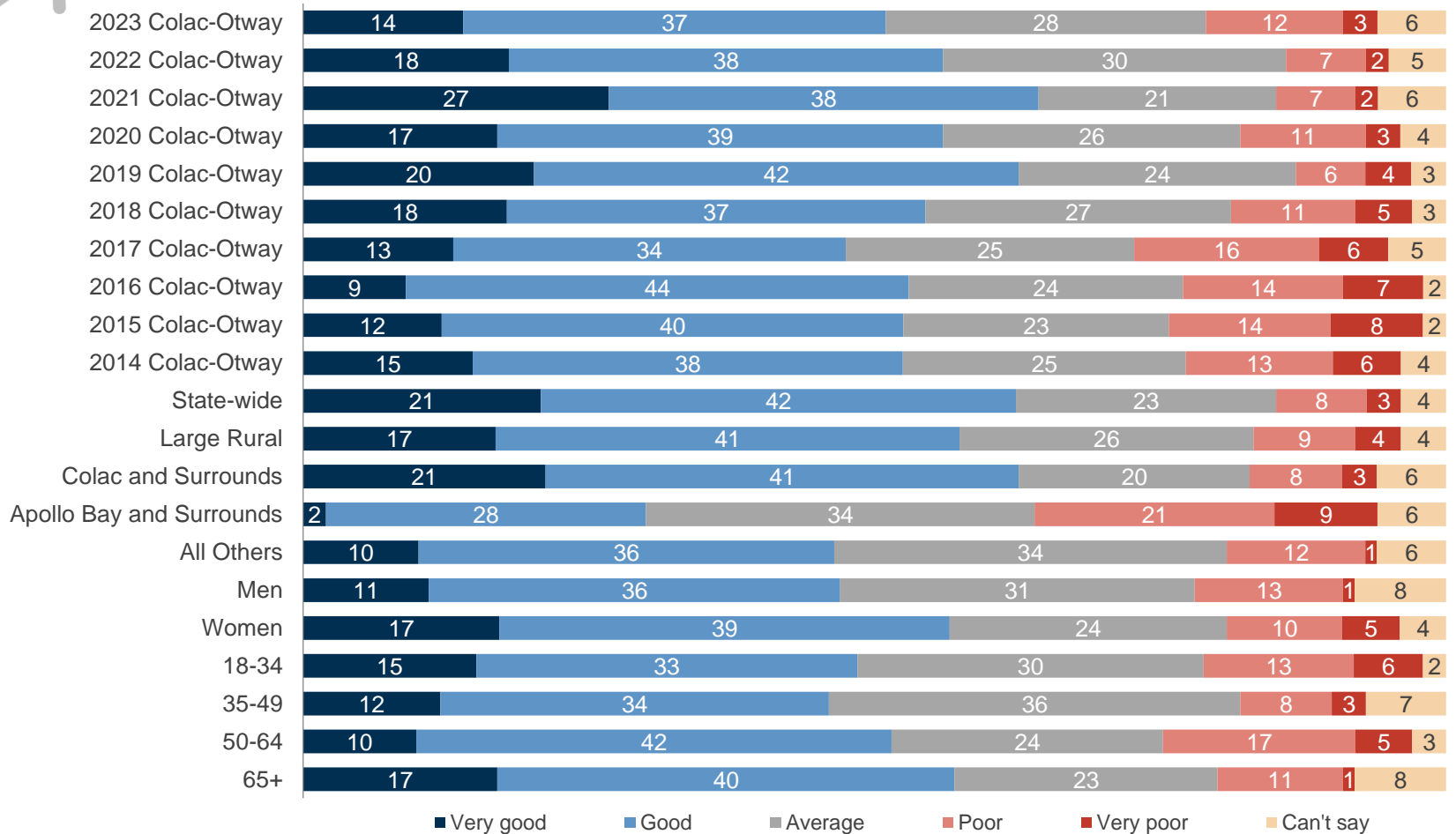
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2023 recreational facilities performance (%)



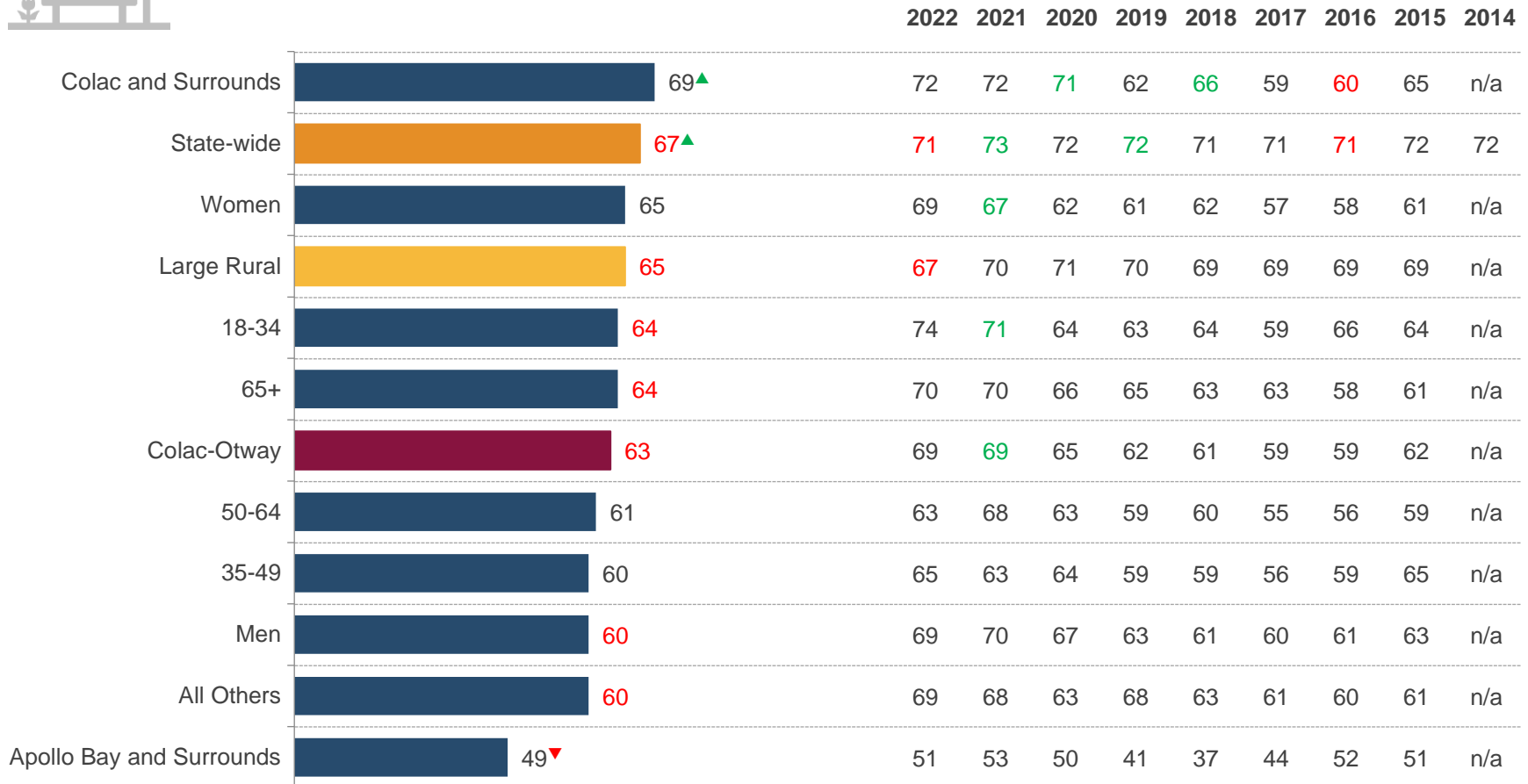
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10



# The appearance of public areas performance



2023 public areas performance (index scores)



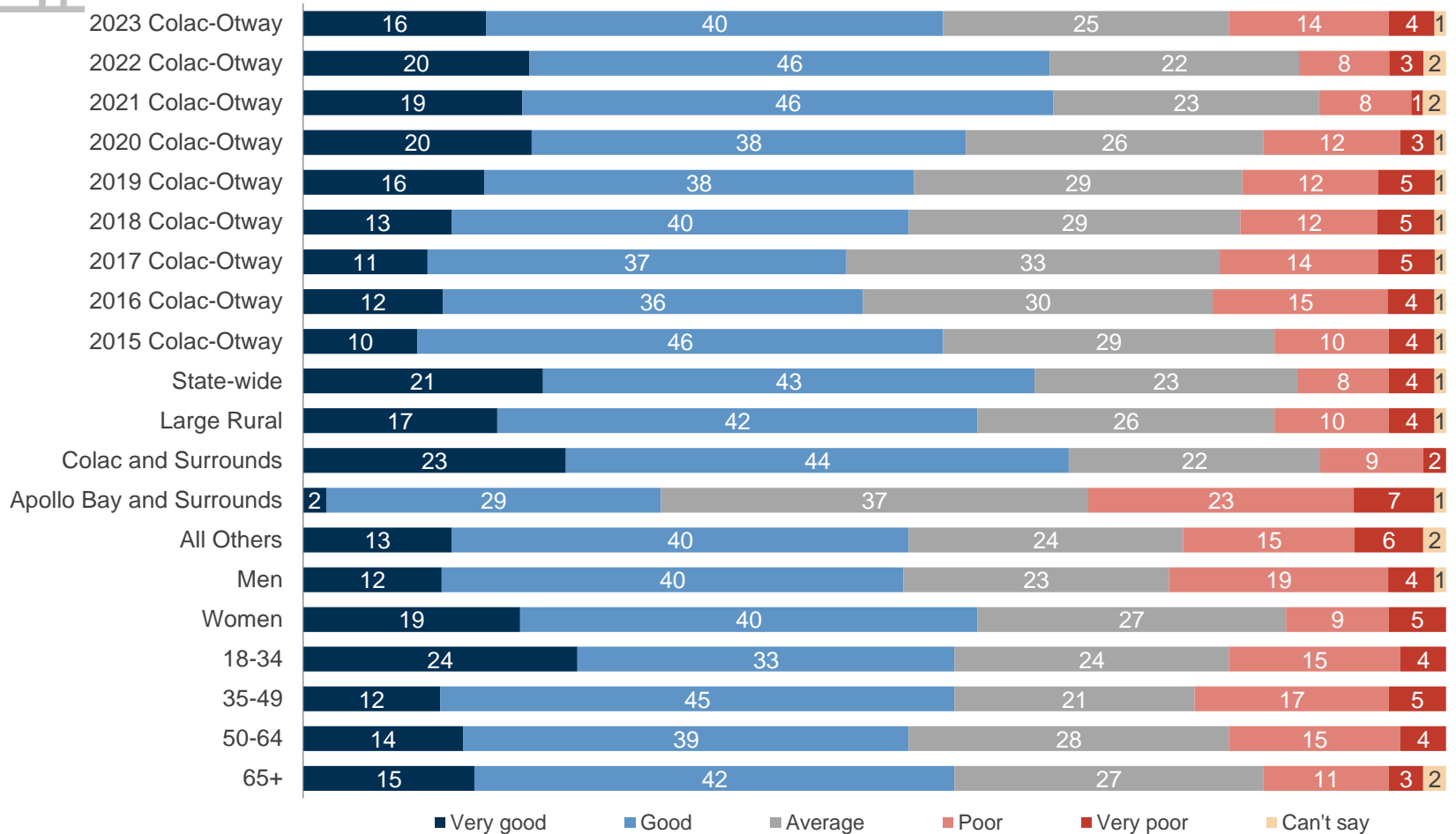
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2023 public areas performance (%)



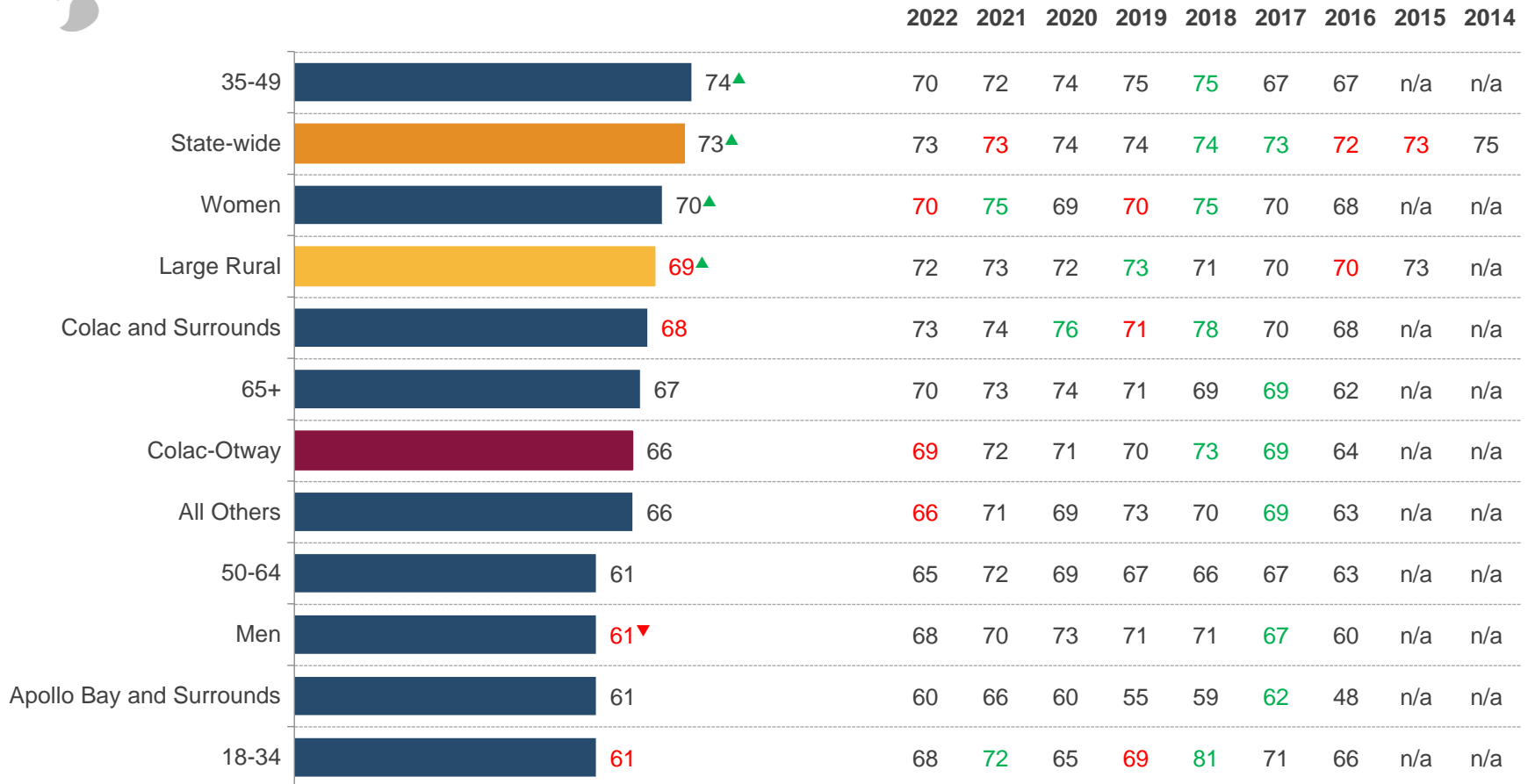
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12



# Art centres and libraries performance



2023 art centres and libraries performance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

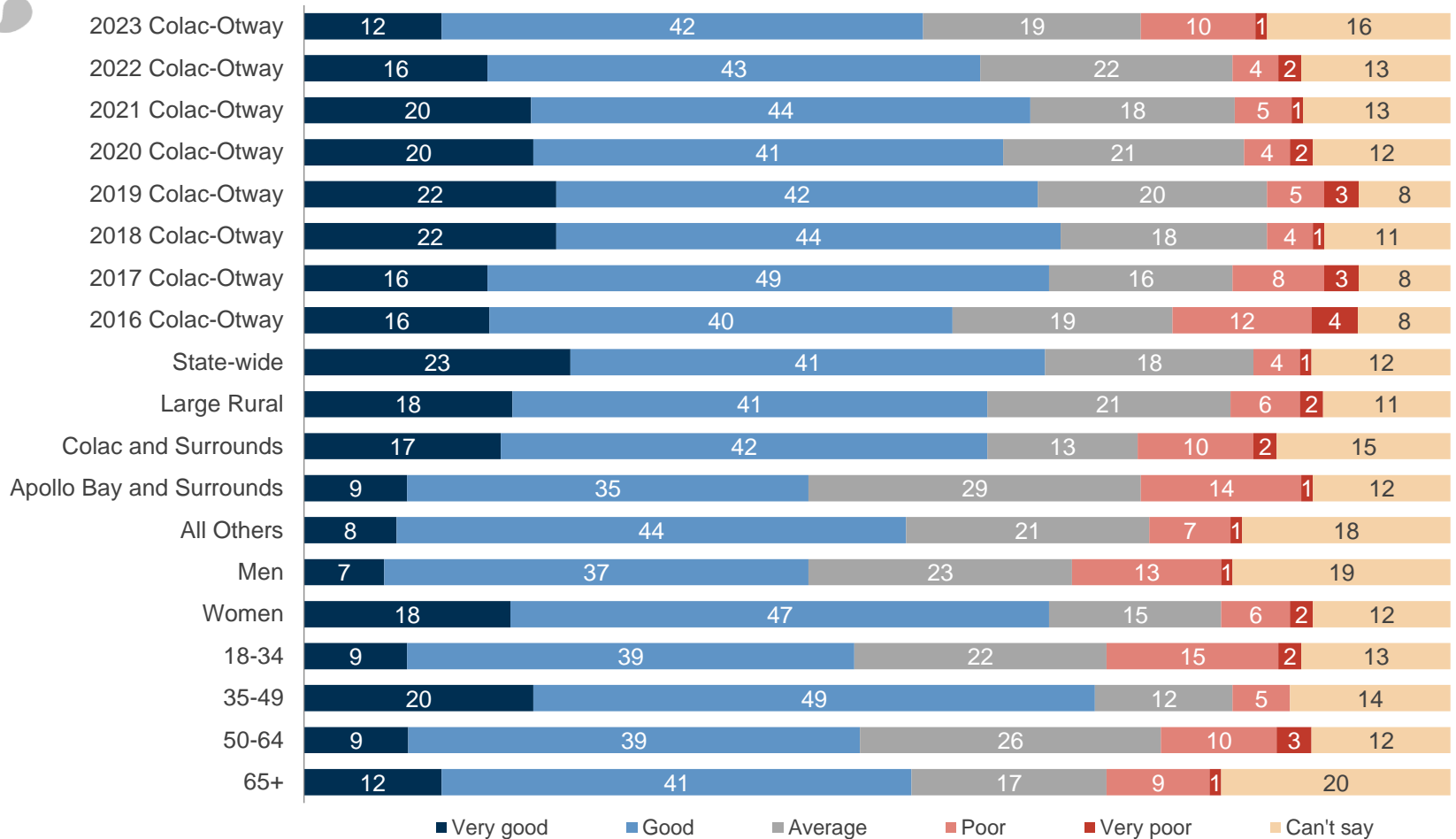
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2023 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6



# Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	70▲	72	71	67	68	66	70	66	71	72
Colac and Surrounds	70▲	76	74	73	68	75	71	71	75	74
State-wide	66	68	69	65	68	70	71	70	72	73
Women	66	67	68	64	61	64	66	65	68	69
Apollo Bay and Surrounds	65	56	66	56	57	55	58	59	63	64
Large Rural	65	65	66	62	64	67	68	66	68	n/a
Colac-Otway	64	67	69	65	64	68	66	65	69	69
Men	63	68	70	66	66	71	65	66	70	69
35-49	61	60	64	64	60	67	62	68	63	67
50-64	61	61	64	61	62	65	65	63	66	65
18-34	61	70	73	65	62	73	64	65	75	71
All Others	57▼	60	62	60	59	61	60	59	62	63

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.

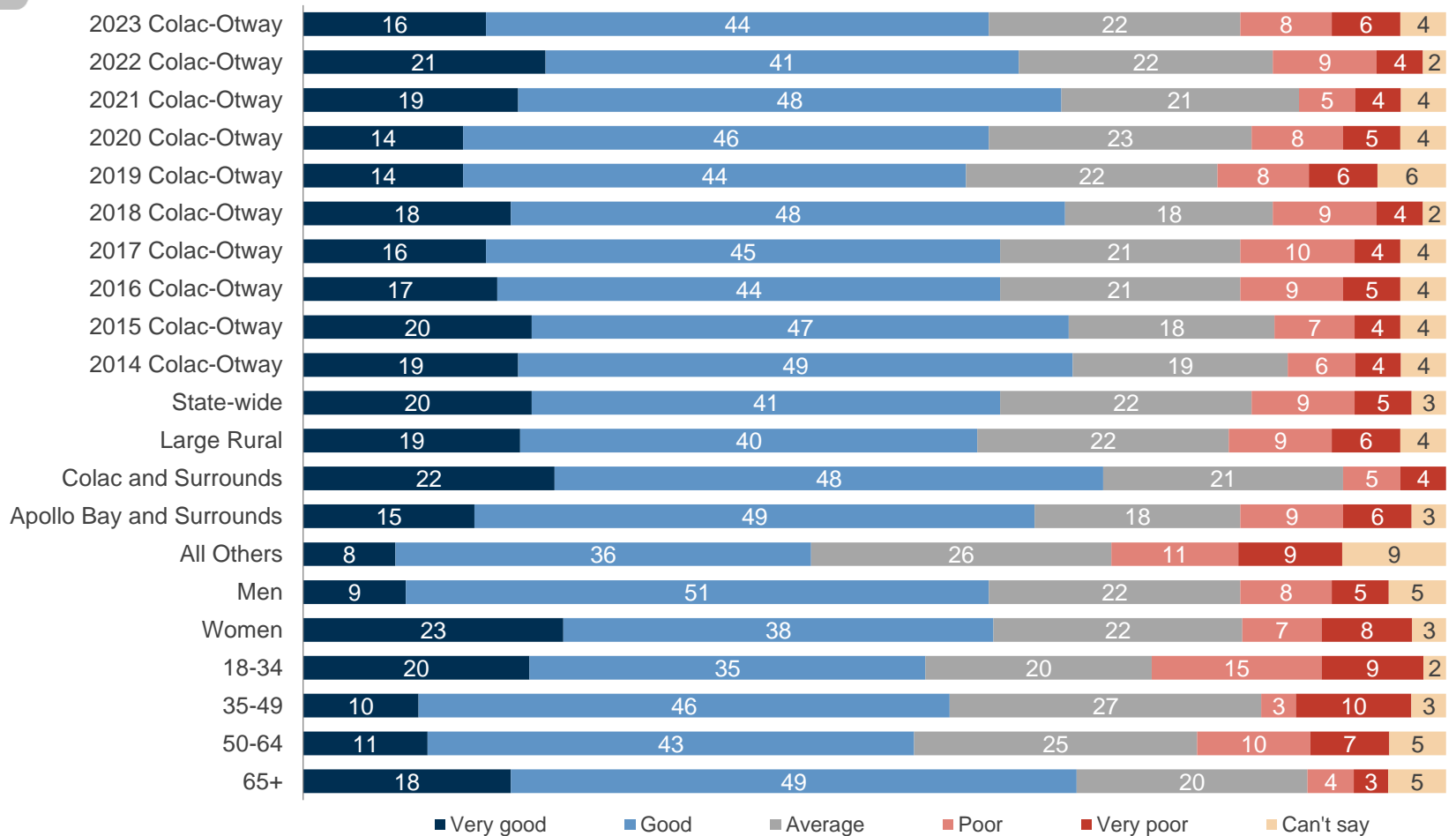




# Waste management performance



2023 waste management performance (%)

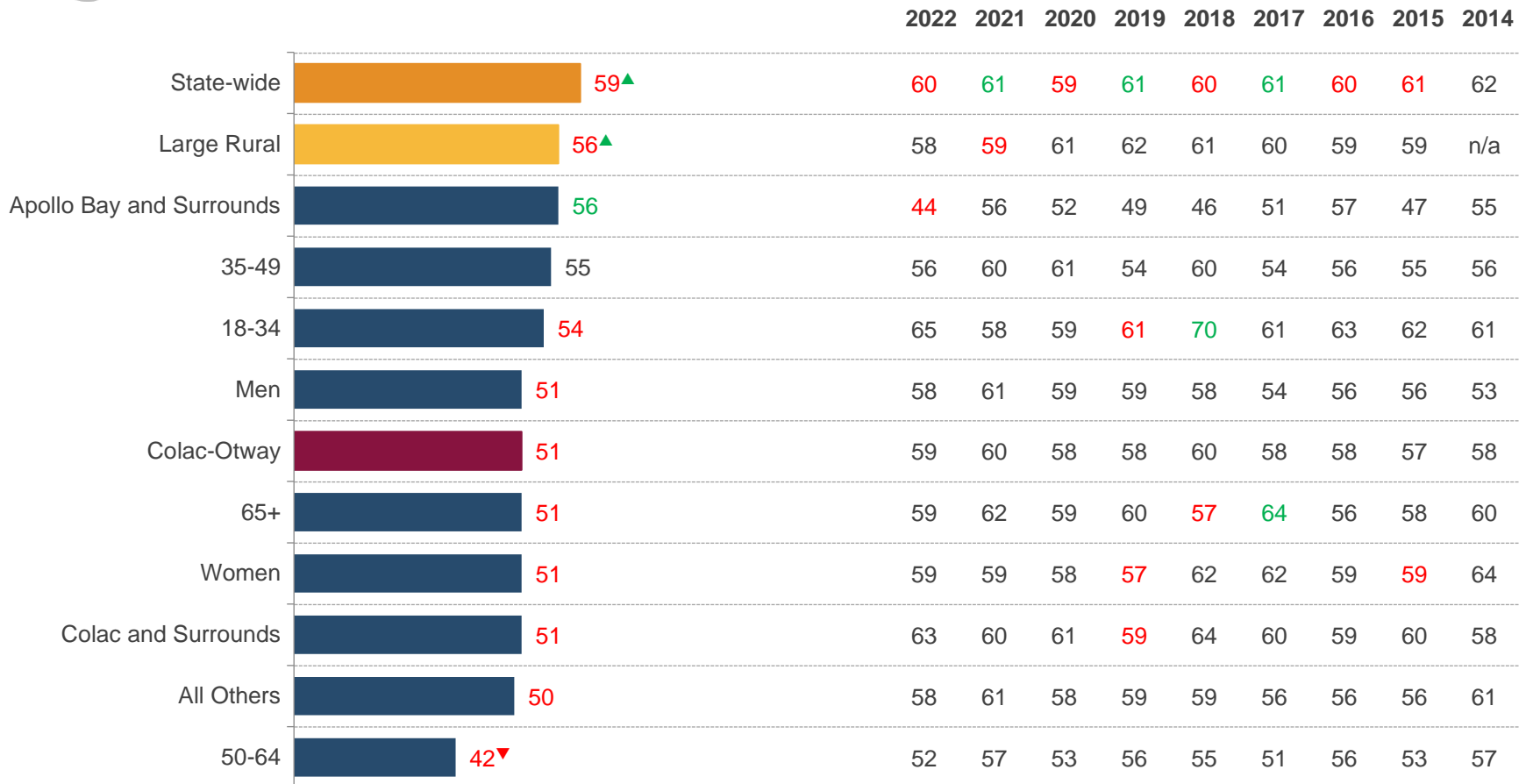


Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

# 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?

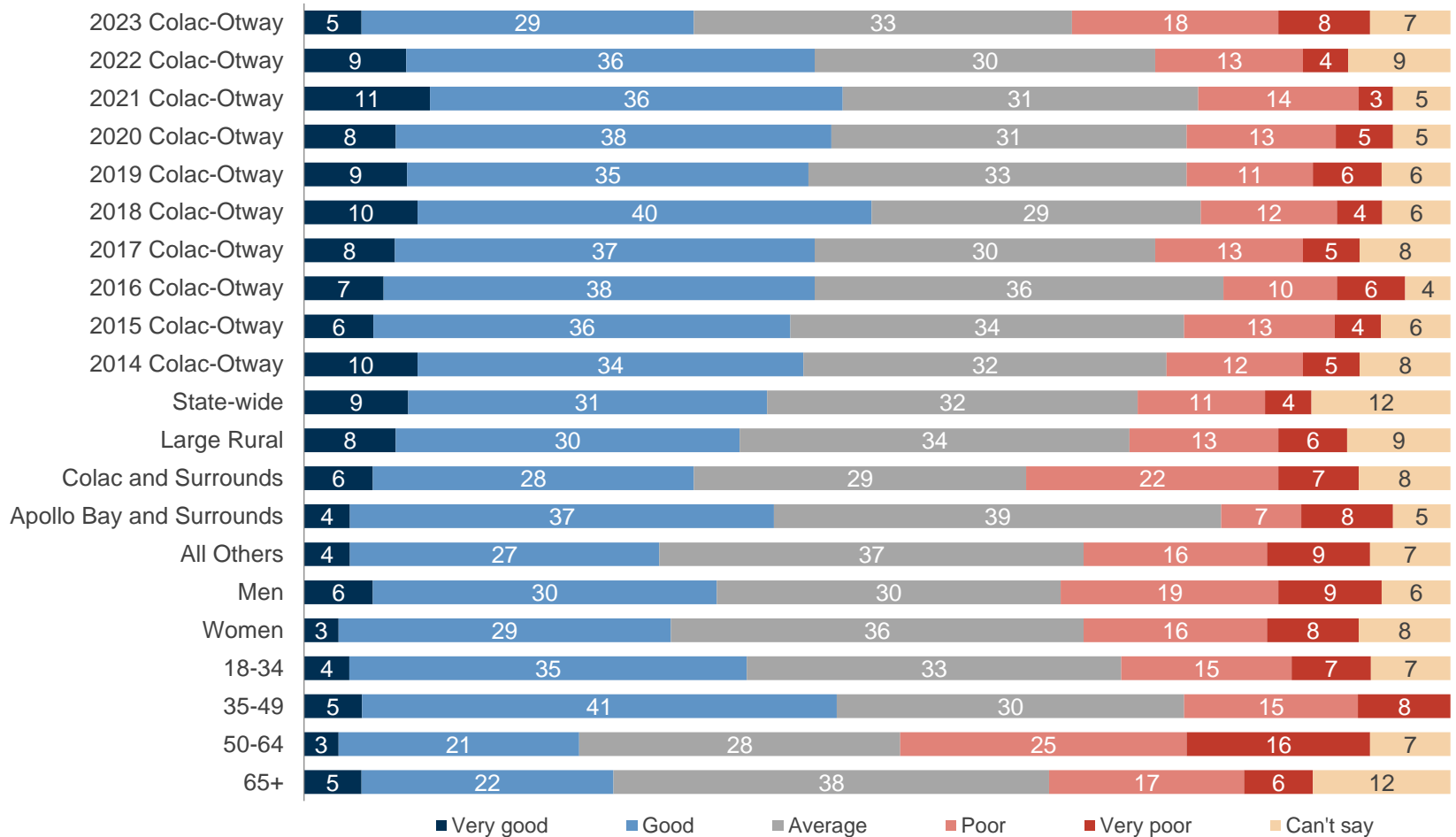
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

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

# Business and community development and tourism performance



2023 business/development/tourism performance (%)



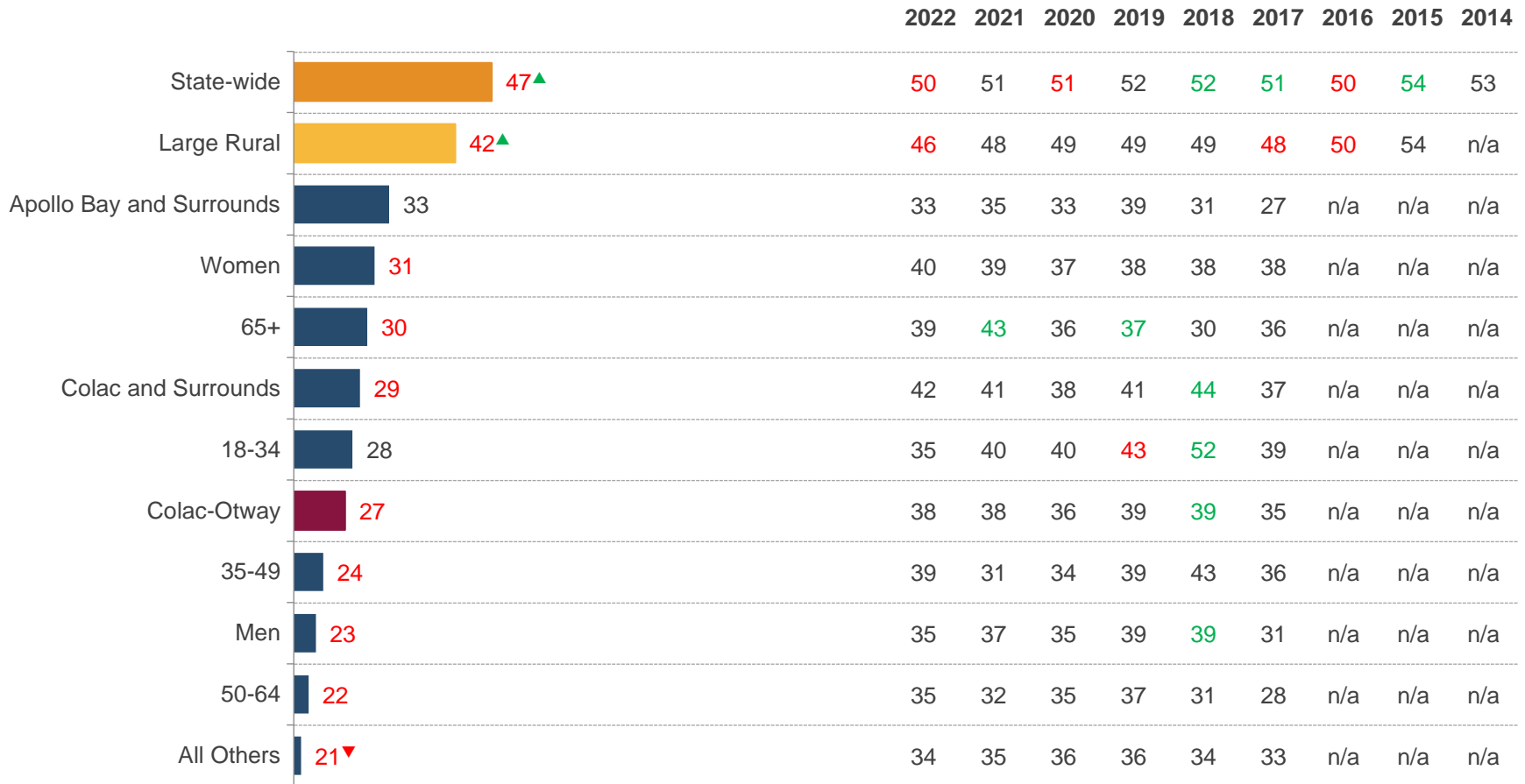
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



# Planning and building permits performance



2023 planning and building permits performance (index scores)



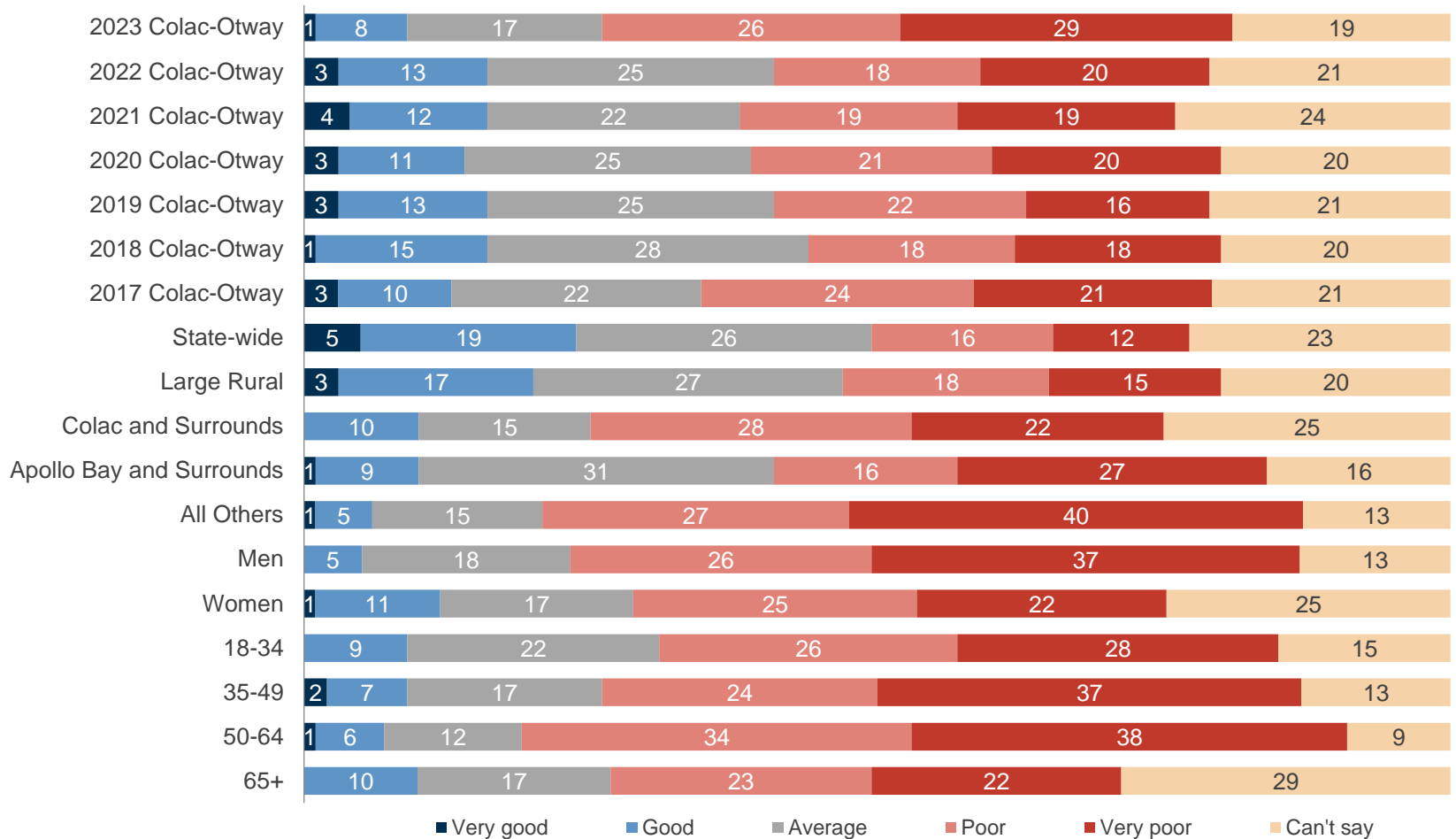
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2023 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8



# Environmental sustainability performance



2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	61	62	60	62	63	64	63	64	64
Colac and Surrounds	61	65	62	62	62	58	58	n/a	n/a
Large Rural	59	61	60	61	61	62	62	64	n/a
35-49	57	59	58	59	63	56	54	n/a	n/a
18-34	59	68	54	59	61	55	59	n/a	n/a
Women	59	60	51	57	57	57	55	n/a	n/a
Colac-Otway	58	62	54	58	57	56	55	n/a	n/a
Men	58	63	58	59	58	54	56	n/a	n/a
65+	61	61	54	57	53	57	54	n/a	n/a
50-64	52	58	52	57	53	54	54	n/a	n/a
Apollo Bay and Surrounds	53	56	42	46	53	44	50	n/a	n/a
All Others	57	58	51	55	53	55	53	n/a	n/a

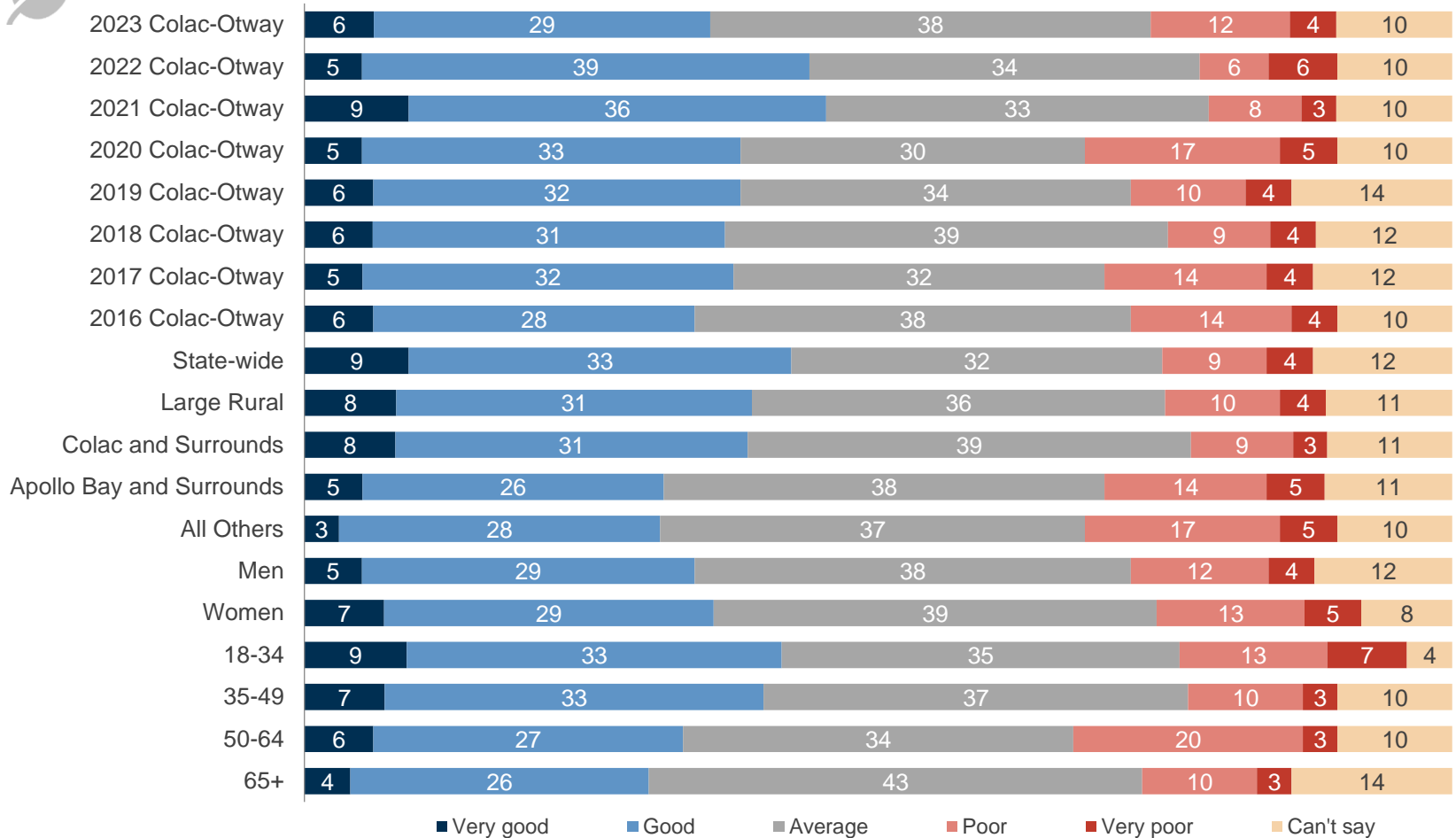
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



2023 environmental sustainability performance (%)



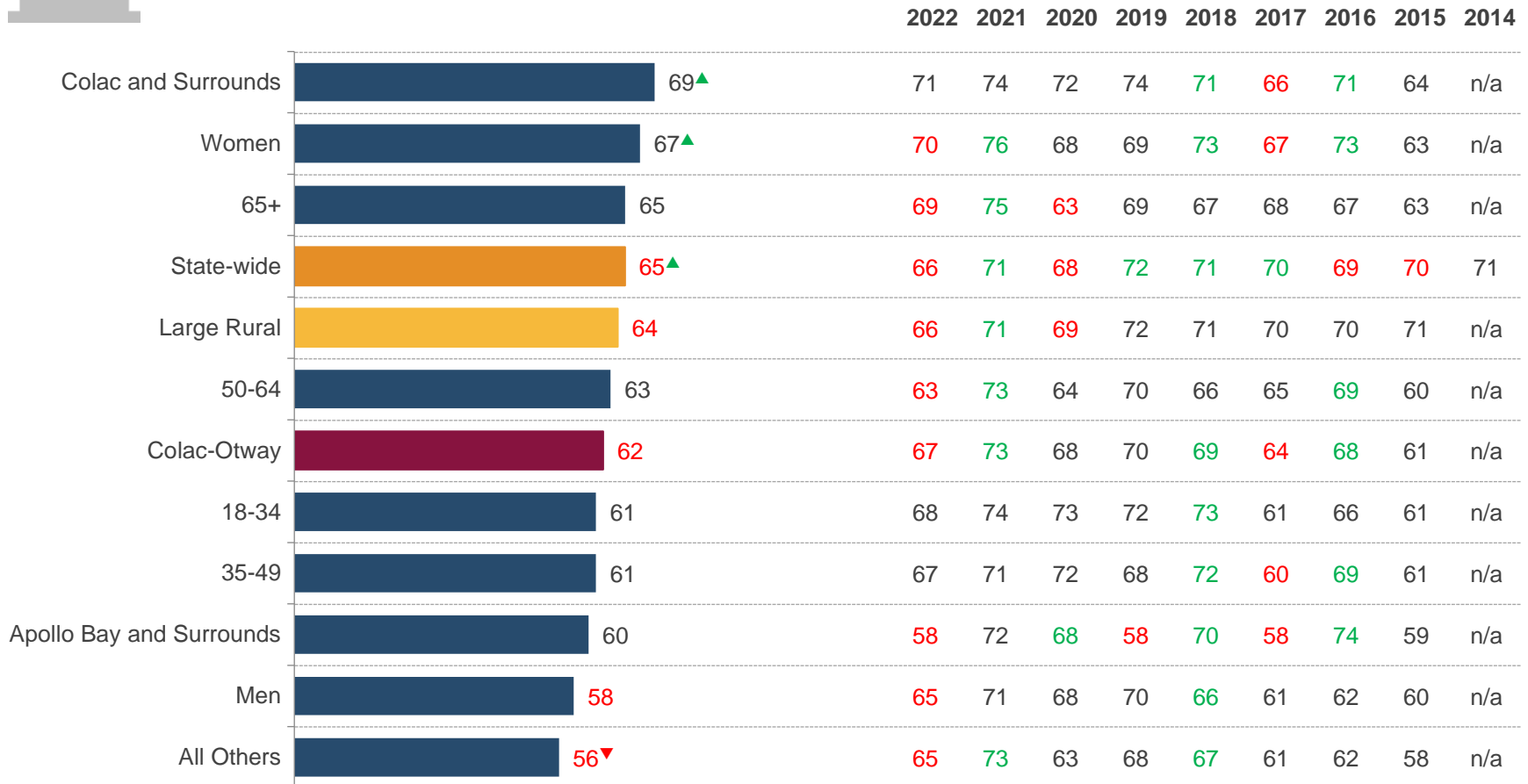
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10



# Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)



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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

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

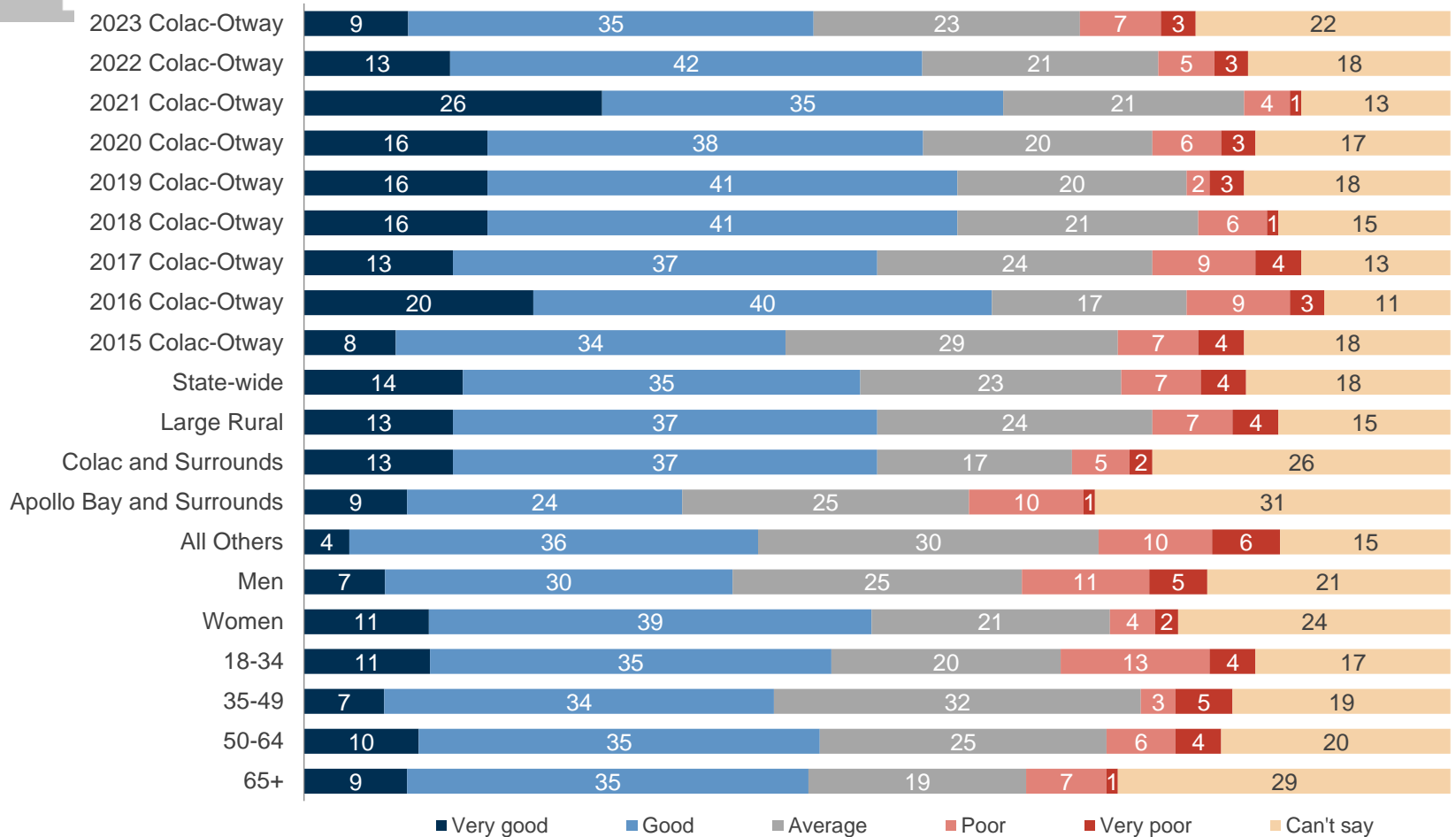




# Emergency and disaster management performance



2023 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



# Maintenance of unsealed roads in your area performance



## 2023 unsealed roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	37▲	41	45	44	44	43	44	43	45	45
65+	37	39	48	39	37	34	41	n/a	42	39
Colac and Surrounds	37▲	43	47	40	44	39	40	n/a	45	44
Large Rural	35▲	39	44	42	41	41	42	43	44	n/a
Women	34	37	43	36	37	34	37	n/a	45	40
Colac-Otway	32	37	44	36	39	36	37	n/a	42	38
Men	31	37	45	36	41	39	36	n/a	39	37
18-34	29	38	40	37	44	41	34	n/a	47	44
35-49	29	32	41	32	36	37	38	n/a	43	36
All Others	29	33	40	32	34	33	34	n/a	40	33
50-64	28	39	43	35	38	34	31	n/a	36	34
Apollo Bay and Surrounds	27	30	37	35	31	33	28	n/a	33	31

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10

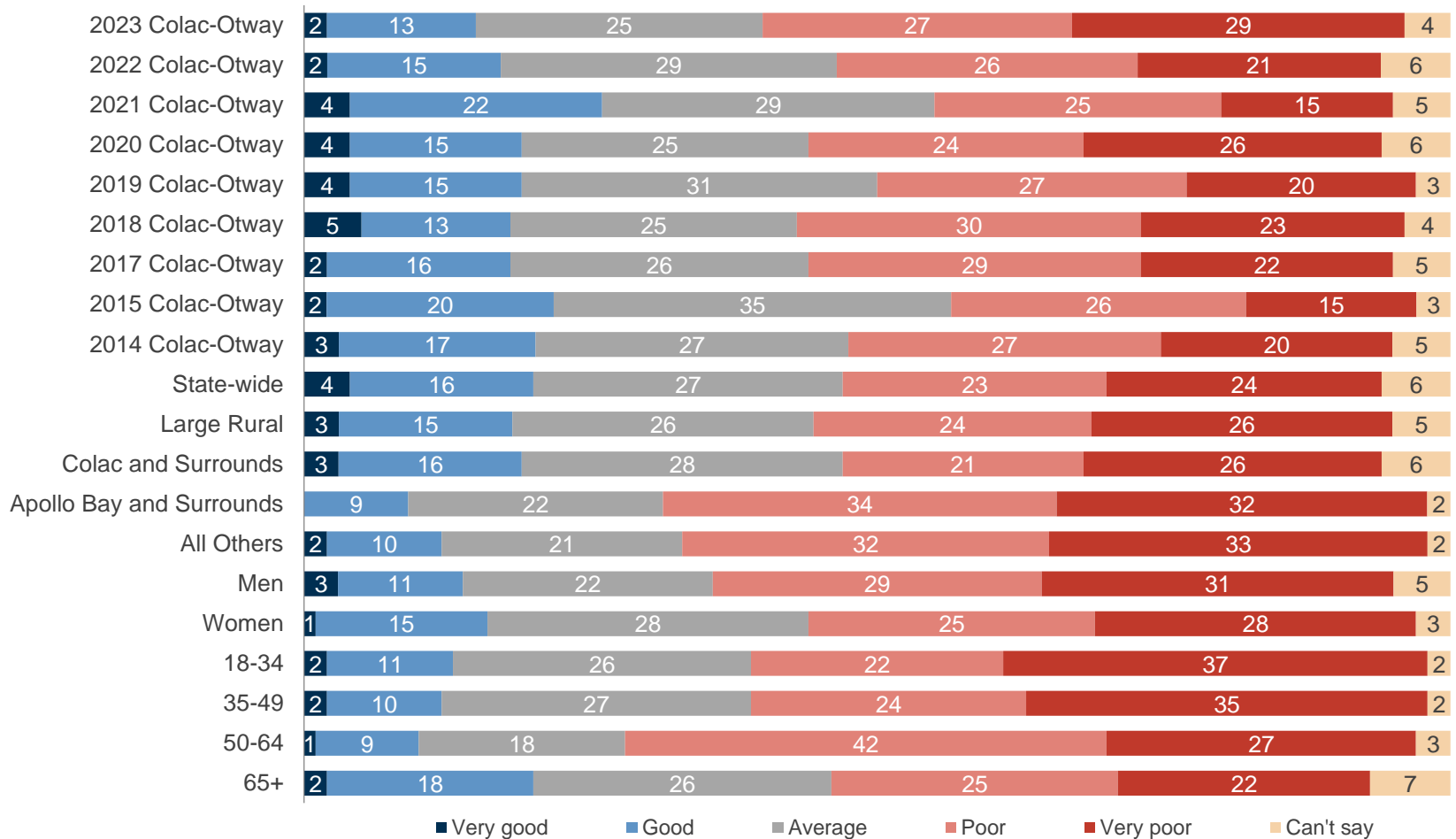
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10



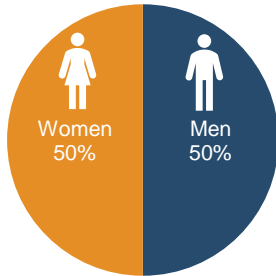
# **Detailed demographics**



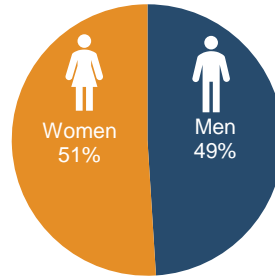
# Gender and age profile

## 2023 gender

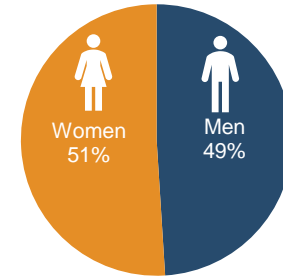
Colac-Otway



Large Rural

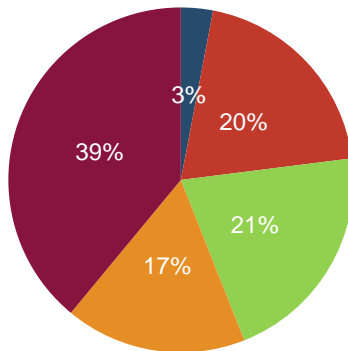


State-wide

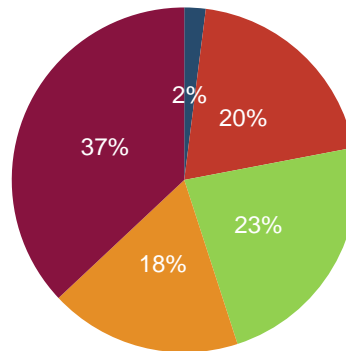


## 2023 age

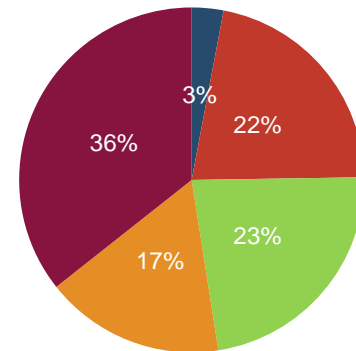
Colac-Otway



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

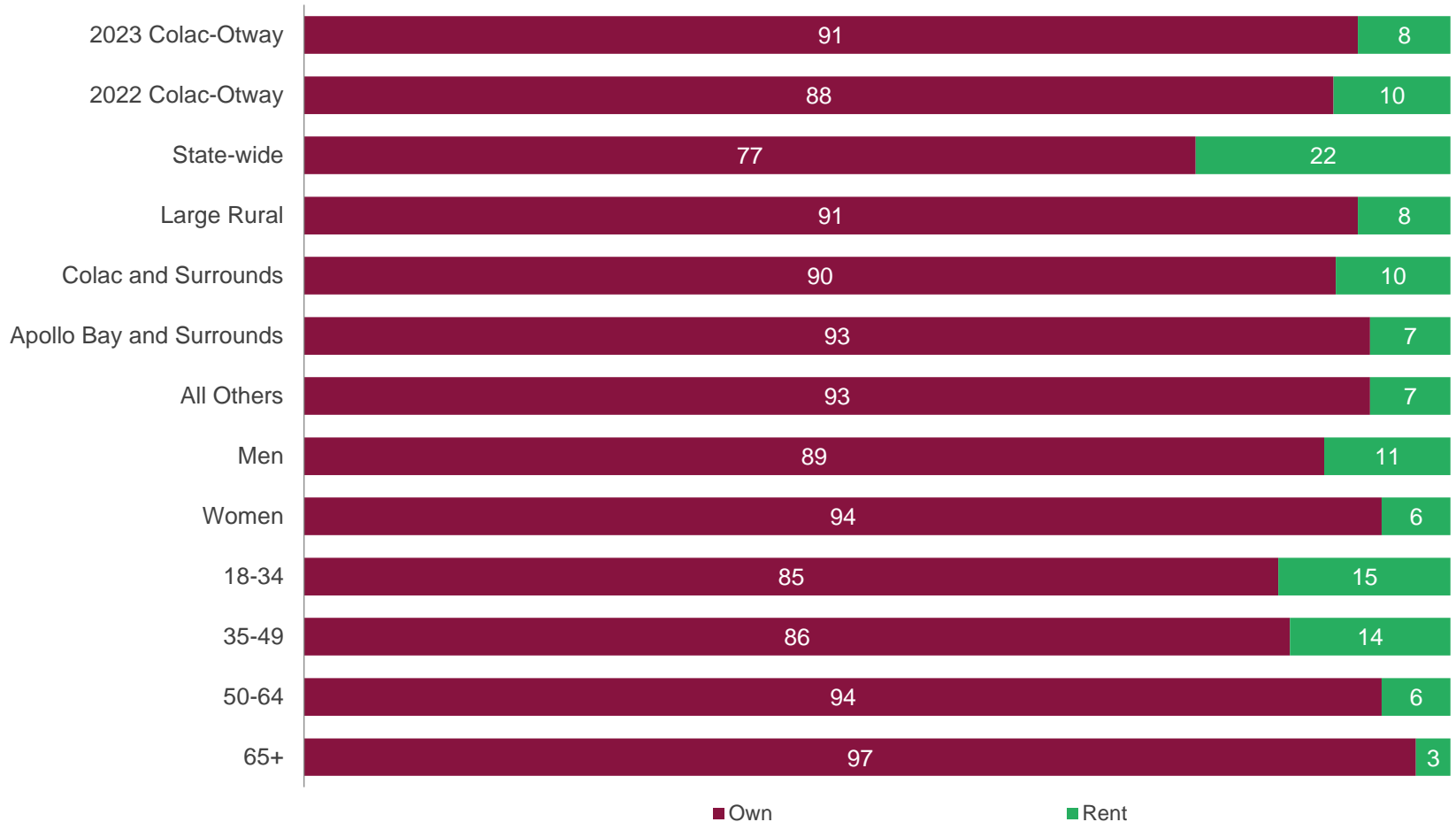
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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.




# Home ownership

2023 home ownership (%)



Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?  
 Base: All respondents. Councils asked State-wide: 5 Councils asked group: 1



**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 Colac-Otway 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 +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 17,800 people aged 18 years or over for Colac-Otway Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Colac-Otway Shire Council	400	400	+/-4.9
Men	194	200	+/-7.0
Women	206	200	+/-6.8
Colac and Surrounds	192	189	+/-7.1
Apollo Bay and Surrounds	60	64	+/-12.7
All Others	148	147	+/-8.0
18-34 years	46	93	+/-14.6
35-49 years	59	85	+/-12.8
50-64 years	89	67	+/-10.4
65+ years	206	155	+/-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:

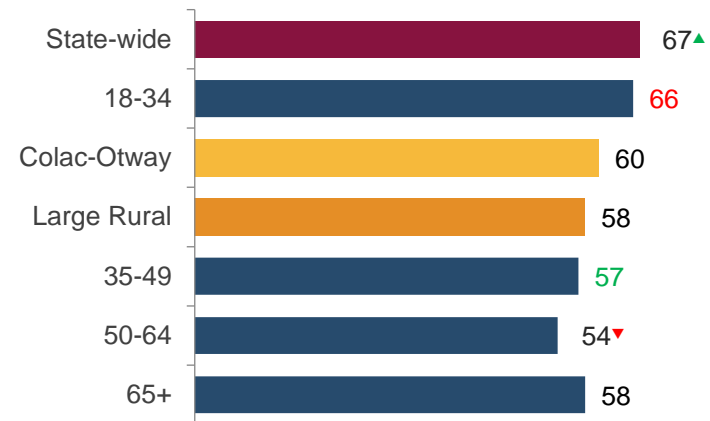
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





## Appendix A: Index score significant difference calculation

---

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

---

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

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

**[admin@jwsresearch.com](mailto: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 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=401 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.
- 2014, n=401 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<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 Colac-Otway 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 Colac-Otway Shire Council.

Survey sample matched to the demographic profile of Colac-Otway 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 Colac-Otway Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Colac-Otway Shire Council. Survey fieldwork was conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> 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

Colac-Otway 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 Colac-Otway 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 Colac-Otway 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.

**THERE ARE  
OVER  
6 MILLION  
PEOPLE IN  
VICTORIA...**

**FIND OUT  
WHAT THEY'RE  
THINKING.**



**Contact us**  
03 8685 8555



**Follow us**  
[@JWSResearch](https://twitter.com/JWSResearch)

**John Scales**  
Founder  
[jcales@jwsresearch.com](mailto:jcales@jwsresearch.com)

**Mark Zuker**  
Managing Director  
[mzucker@jwsresearch.com](mailto:mzucker@jwsresearch.com)

**Katrina Cox**  
Director of Client Services  
[kcox@jwsresearch.com](mailto:kcox@jwsresearch.com)

