



2020 Local Government Community Satisfaction Survey

Colac-Otway Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils





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Background and objectives

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

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

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

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 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 21 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.



**Key findings and
recommendations**



Colac-Otway Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Colac-Otway 55



State-wide 58



Large Rural 55

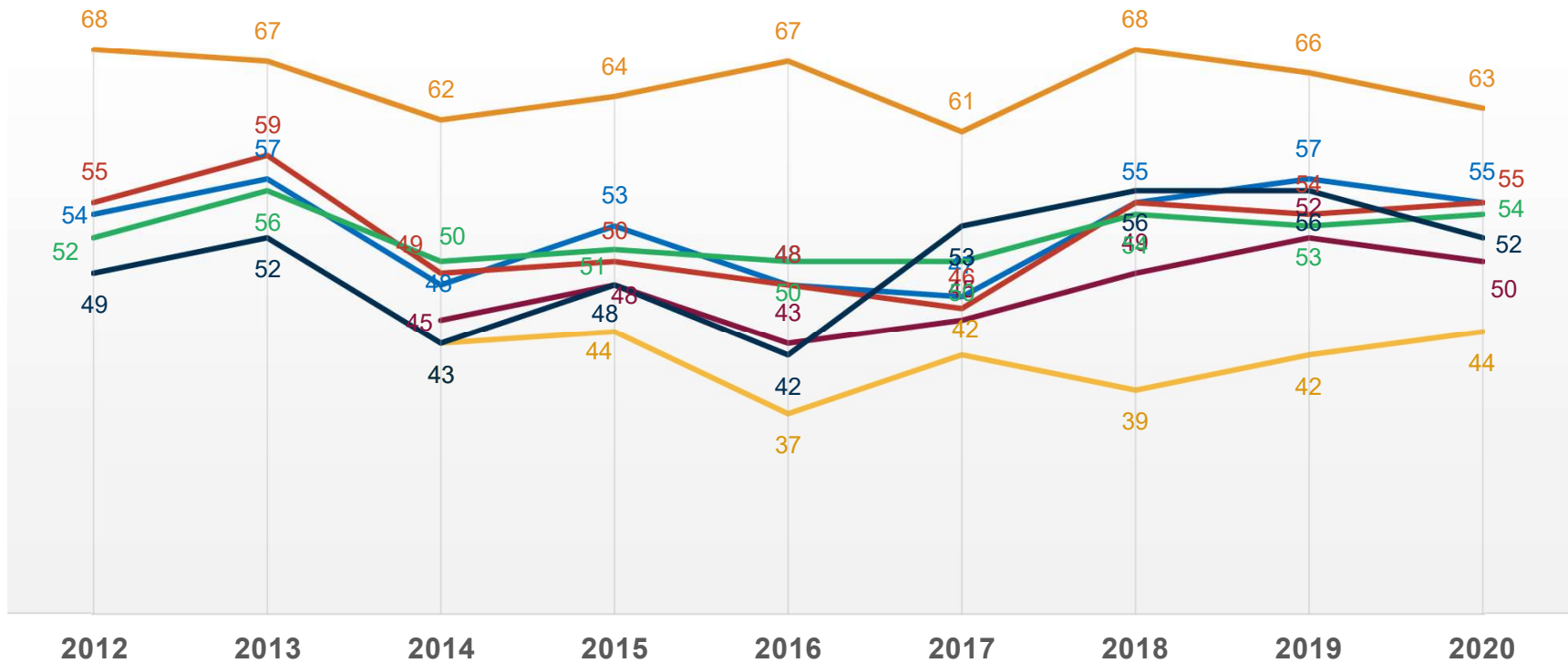
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<ul style="list-style-type: none"> Building and planning permits Sealed local roads Unsealed roads
Compared to group average	<ul style="list-style-type: none"> Family support services Waste management Elderly support services 	<ul style="list-style-type: none"> Building and planning permits Appearance of public areas Environmental sustainability



Summary of core measures

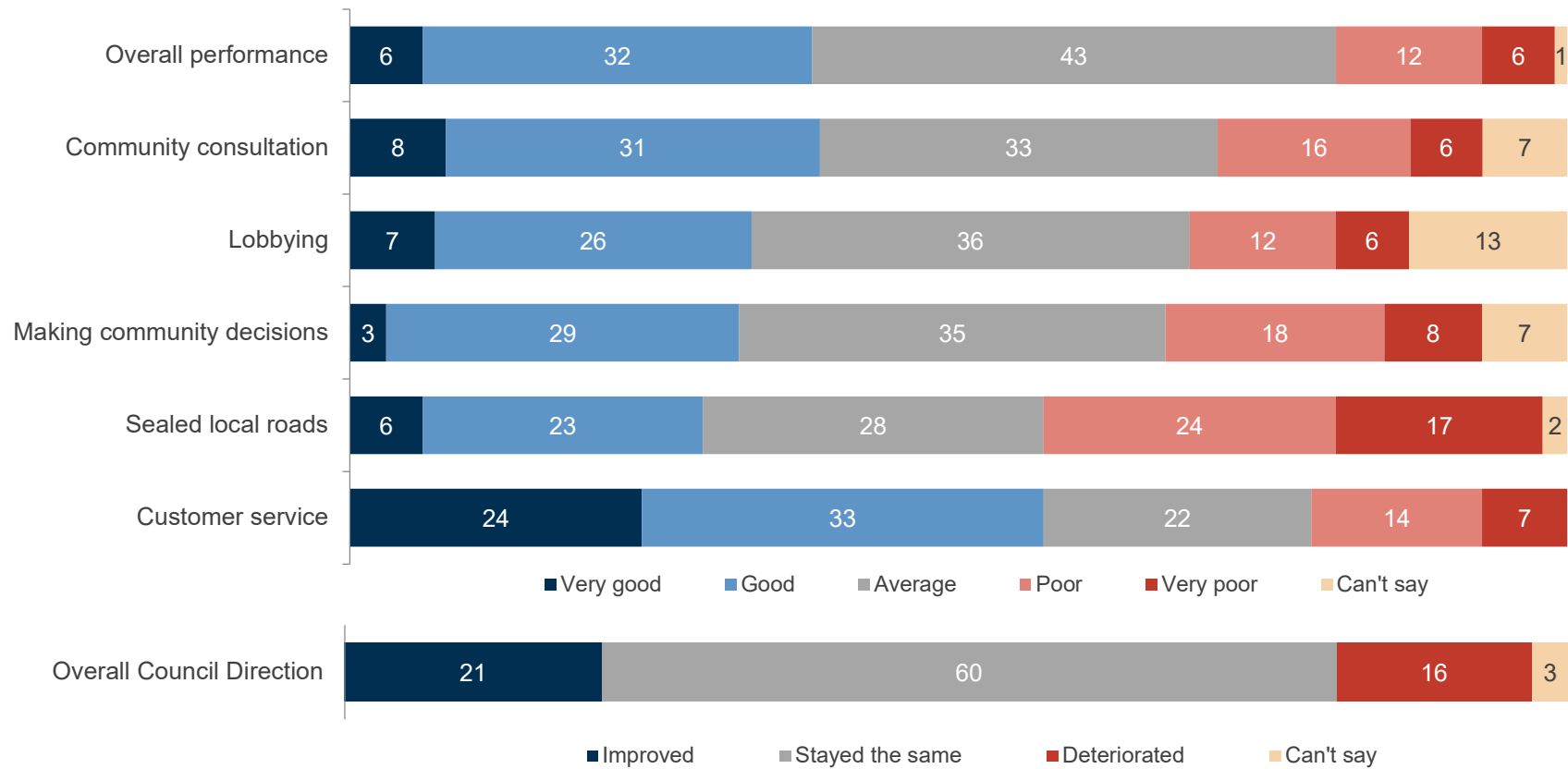
Index scores














Summary of core measures

Core measures summary results (%)








Summary of Colac-Otway Shire Council performance

Services	Colac-Otway 2020	Colac-Otway 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	55	57	55	58	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Overall council direction	52	56	50	51	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Customer service	63	66	68	70	Aged 65+ years	Aged 18-34 years
 Art centres and libraries	71	70	72	74	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Elderly support services	70	69	67	68	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Emergency and disaster mngt	68	70	69	68	Aged 18-34 years	Aged 65+ years, Other Areas residents
 Family support services	67	67	64	66	Colac and Surrounds residents, Aged 18-34 years	Apollo Bay and Surrounds residents
 Appearance of public areas	65	62	71	72	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Waste management	65	64	62	65	Colac and Surrounds residents	Apollo Bay and Surrounds residents

Significantly higher / lower than Colac-Otway Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.






Summary of Colac-Otway Shire Council performance

Services	Colac-Otway 2020	Colac-Otway 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
 Recreational facilities	64	67	67	70	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Enforcement of local laws	63	61	64	63	Aged 18-34 years	Apollo Bay and Surrounds residents
 Bus/community dev./tourism	58	58	61	59	Colac and Surrounds residents, Aged 35-49 years	Apollo Bay and Surrounds residents
 Consultation and engagement	55	54	54	55	Aged 18-34 years	Apollo Bay and Surrounds residents, Aged 35-64 years
 Lobbying	54	53	53	53	Aged 18-34 years	Apollo Bay and Surrounds residents
 Local streets and footpaths	54	-	54	58	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Environmental sustainability	54	58	60	60	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Community decisions	50	52	52	53	Aged 18-34 years	Apollo Bay and Surrounds residents

Significantly higher / lower than Colac-Otway Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2020	Colac-Otway 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Sealed local roads	44	42	47	54	Colac and Surrounds residents	All Others residents, Apollo Bay and Surrounds residents
	Building and planning permits	36	39	49	51	Aged 18-34 years	Apollo Bay and Surrounds residents
	Unsealed roads	36	39	42	44	Colac and Surrounds residents	Aged 35-49 years, All Others residents

Significantly higher / lower than Colac-Otway Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Residents' perceptions of Colac-Otway Shire Council's overall performance decreased by two points in the last 12 months. Overall performance perceptions had been gradually increasing year on year from 2018 – these gains have now stabilised. Performance perceptions on most individual service areas are not significantly different to 2019. (The exception is environmental sustainability, where performance perceptions have declined significantly.)

Key influences on perceptions of overall performance

Colac-Otway Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance, namely decisions made in the interest of the community. Following this, maintenance of unsealed roads should also be a priority for Council – shown to be a key influence on overall performance perceptions, Council rates poorly in this area relative to other areas and underperforms relative to the State-wide and Large Rural group averages.

Comparison to state and area grouping

Environmental sustainability may warrant extra attention from Council in the coming year. Not only is Council's performance rating significantly lower than the State-wide and Large Rural council averages in this area, but it also suffered a significant four-point decline in 2020, marking an all-time series low. Unsealed roads and building and planning permits also stand out as areas in need of attention, as Council rates lowest in these areas relative to other areas and significantly lower than the State-wide and Large Rural group averages.

Maintain and consolidate gains achieved to date

In 2020, Council has consolidated performance in a number of service areas, following improvements that were made in successive years. Decisions made in the interest of the community is one such area and is also a key influencer of overall perceptions. Enforcement of local laws, business, community development and tourism, and consultation and engagement are also shown to have positive influence on the overall performance rating, so monitoring and maintaining these areas should also be a focus.

DETAILED FINDINGS





**Overall
performance**



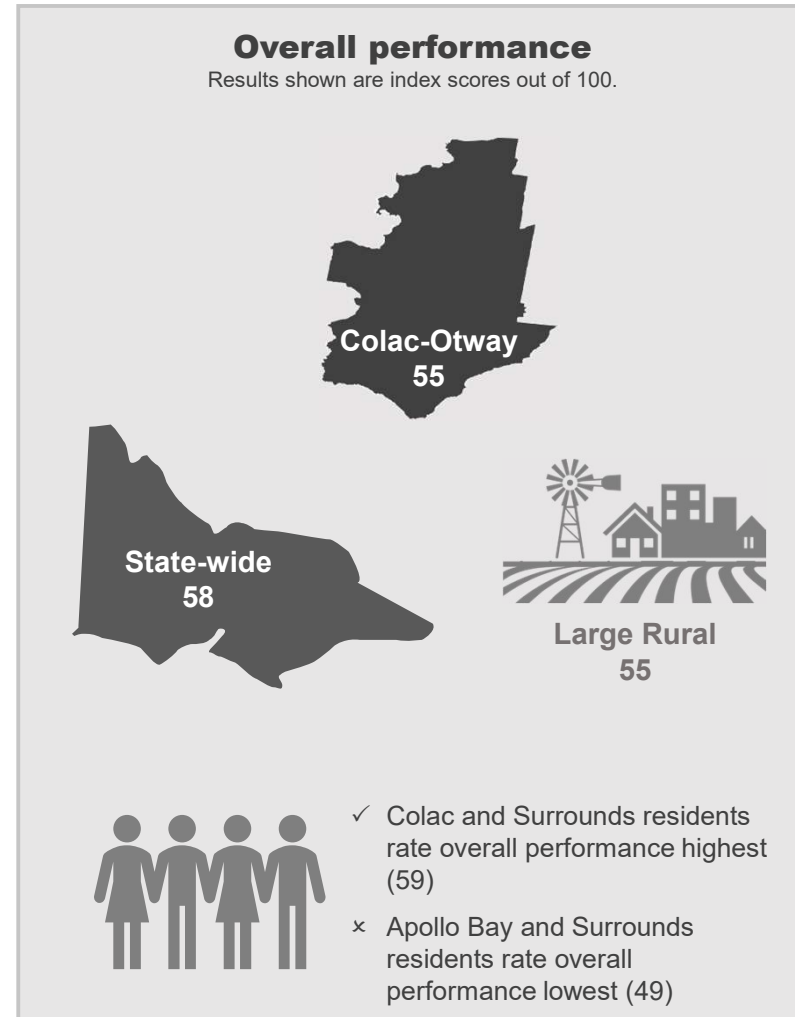
Overall performance

The overall performance index score of 55 for Colac-Otway Shire Council represents a two-point (not significant) decline on the 2019 result.

Colac-Otway Shire Council’s overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils, and in line with the average for councils in the Large Rural group (index scores of 58 and 55 respectively).

- Almost all demographic and geographic cohorts declined slightly in their perceptions of Council’s overall performance in the past year. The exception to this is among those aged 35 to 49 years and residents in Apollo Bay and surrounds are higher (index scores of 53 and 49, both up one index point from 2019).

Almost five times as many residents rate Colac-Otway Shire Council’s overall performance as ‘very good’ or ‘good’ (38%) as those who rate it as ‘very poor’ or ‘poor’ (18%). A further 43% sit mid-scale, rating Council’s overall performance as ‘average’.





Overall performance

2020 overall performance (index scores)

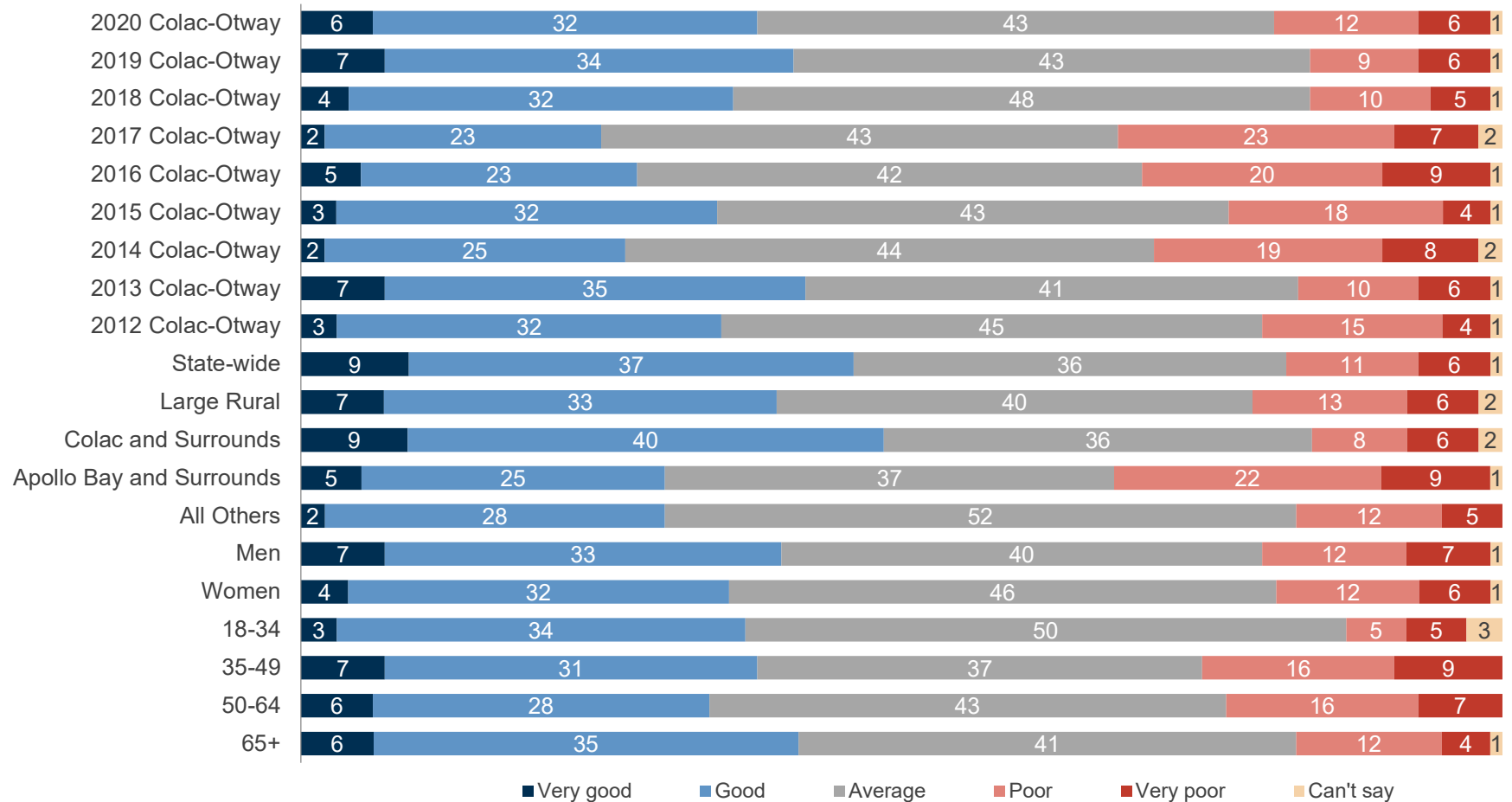
	2019	2018	2017	2016	2015	2014	2013	2012	
Colac and Surrounds	59	61	60	53	48	55	53	61	57
State-wide	58▲	60	59	59	59	60	61	60	60
65+	57	61	52	49	43	52	48	60	54
18-34	56	56	61	51	55	56	54	62	58
Men	56	57	54	46	47	52	46	57	52
Large Rural	55	56	56	54	54	56	n/a	n/a	n/a
Colac-Otway	55	57	55	47	48	53	48	57	54
Women	54	57	57	49	50	54	51	56	55
35-49	53	52	58	48	50	53	48	56	50
All Others	52	54	53	43	48	51	45	55	53
50-64	52	57	50	42	48	51	44	51	52
Apollo Bay and Surrounds	49	48	42	36	51	47	38	40	43

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: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2020 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: 62 Councils asked group: 17



Top performing service areas

Art centres and libraries (index score of 71) remains the area where Council performs best in 2020.

- Residents of Colac and surrounds (index score of 76) rate Council significantly higher than average in this service area.
- Conversely, 18 to 34 year olds and residents of Apollo Bay and surrounds rate Council significantly lower than average (index scores of 65 and 60 respectively).

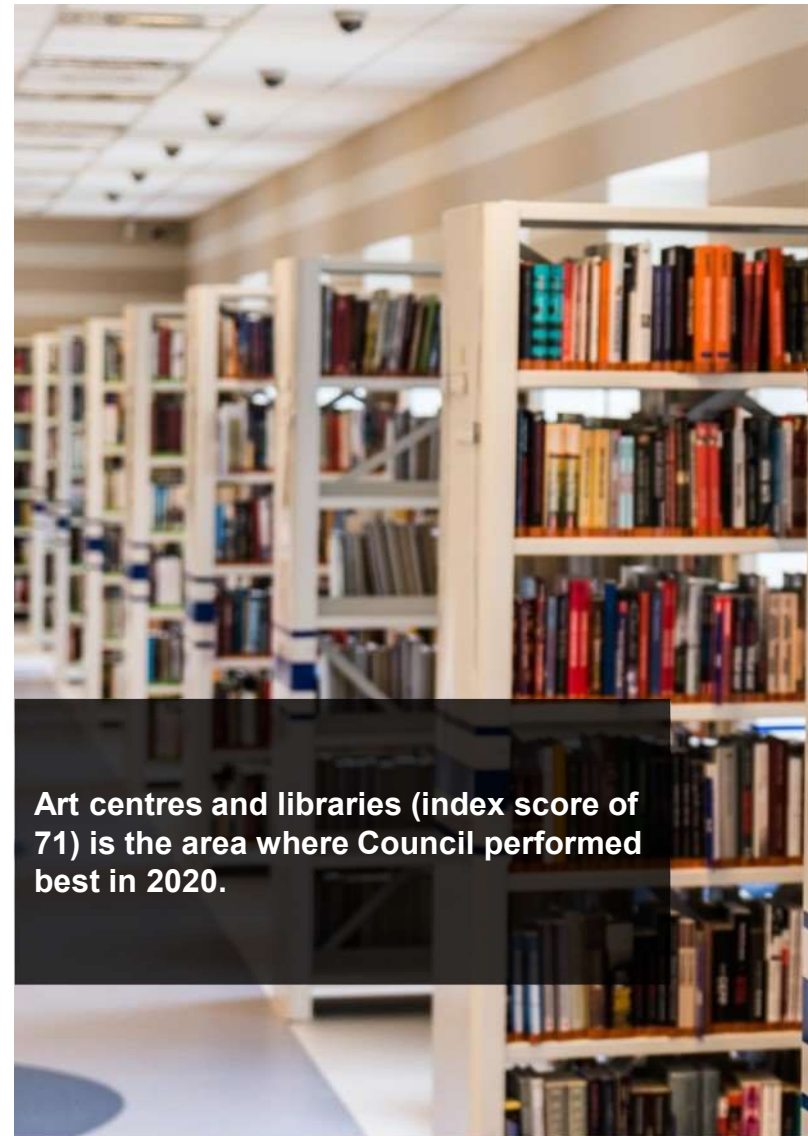
Elderly support services is Council's next highest rated service area (index score of 70).

- Council rates significantly higher than the Large Rural group average on its performance in elderly support services – now at its highest level since 2013.

Emergency and disaster management (index score of 68) is another area where Council is relatively well regarded.

- Here again, 18 to 34 year olds (index score of 73) have significantly higher ratings of Council than average. Conversely, those aged 65 years and over (index score of 63) have significantly lower ratings.

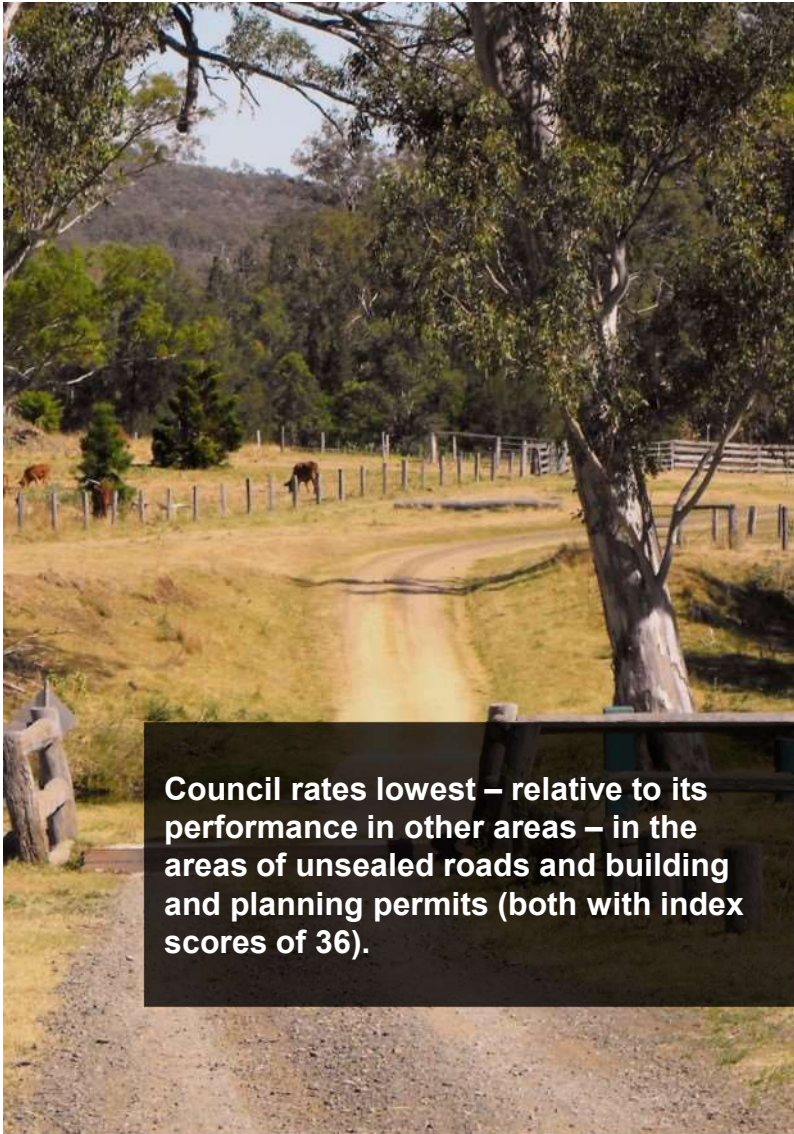
Notably, Council also performs significantly higher than the Large Rural group average in family support services and waste management.



Art centres and libraries (index score of 71) is the area where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads and building and planning permits (both with index scores of 36).

Council rates lowest in the areas of unsealed roads and building and planning permits (index score of 36 for each).

- Council rates significantly lower than the State-wide and Large Rural group averages for its performance in these service areas.
- There have not been any significant changes in performance perceptions compared to last year among each of the demographic and geographic cohorts evaluated in these service areas.
- Similarly, there are no significant differences evident among demographic or geographic cohorts compared to the Council average.

In 2020, Council experienced a significant four-point decline in performance ratings of environmental sustainability (index score of 54), marking an all-time series low.

- While all demographic cohorts rate Council's performance in environmental sustainability lower than in 2019, the largest decline in ratings is seen among women (index score of 51), down a significant six points on their rating in 2019.
- Residents of Apollo Bay and surrounds (index score of 42) rate Council significantly lower than average.



Individual service area performance

2020 individual service area performance (index scores)

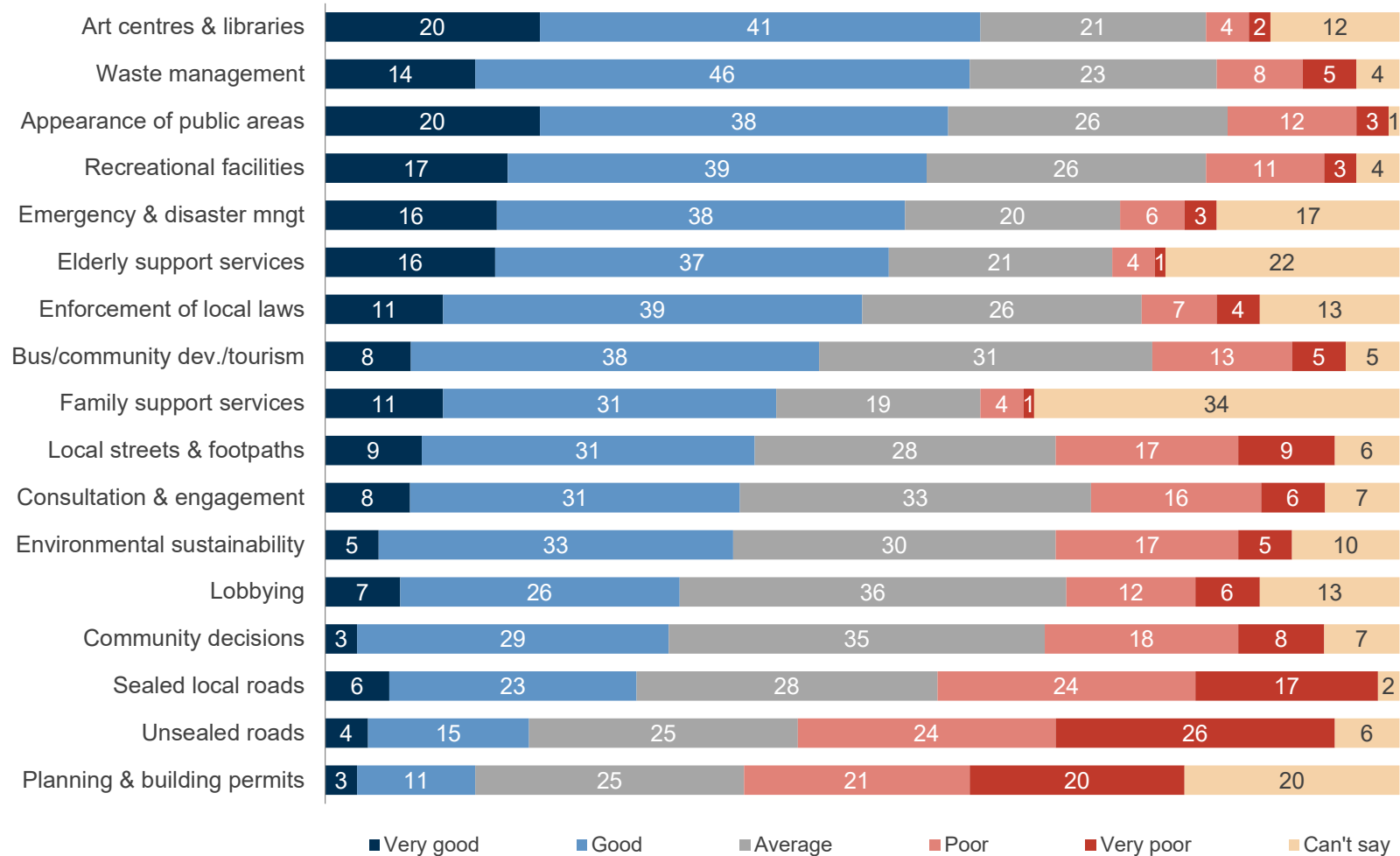
		2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	71	70	73	69	64	n/a	n/a	n/a	n/a
Elderly support services	70	69	68	67	67	69	n/a	71	67
Emergency & disaster mngt	68	70	69	64	68	61	n/a	61	n/a
Family support services	67	67	67	62	67	68	66	68	65
Waste management	65	64	68	66	65	69	69	69	69
Appearance of public areas	65	62	61	59	59	62	n/a	n/a	n/a
Recreational facilities	64	67	64	59	58	59	61	64	63
Enforcement of local laws	63	61	64	62	62	64	n/a	n/a	n/a
Bus/community dev./tourism	58	58	60	58	58	57	58	63	61
Consultation & engagement	55	54	55	46	48	50	49	59	55
Lobbying	54	53	54	50	50	51	50	56	52
Environmental sustainability	54	58	57	56	55	n/a	n/a	60	n/a
Local streets & footpaths	54	n/a	n/a	n/a	n/a	52	49	49	48
Community decisions	50	52	49	45	43	48	45	n/a	n/a
Sealed local roads	44	42	39	42	37	44	43	n/a	n/a
Planning & building permits	36	39	39	35	n/a	n/a	n/a	45	42
Unsealed roads	36	39	36	37	n/a	42	38	40	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



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.

Moving forward, Council should focus on good communication and transparency with residents about decisions made in the community's interest. Council is currently rated just 'average' in this area (performance index of 50) and improved performance provides the greatest opportunity to drive up overall opinion of Council.

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

- Enforcement of local laws
- Business, community development and tourism
- Community consultation and engagement
- Maintenance of unsealed roads.

Looking at these key service areas, enforcement of local laws has a relatively high performance index (63) and a moderate positive influence on the overall performance rating, so maintaining this positive result should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform less well, are business, community development and tourism and community consultation (performance index of 58 and 55 respectively).

A focus on consulting local residents as part of future business, development and planning decisions can also help shore up positive opinion of Council overall.

However, in need of attention is Council's maintenance of unsealed roads, which is poorly rated (performance index of 36) and a moderate influence on overall performance.

It will be important to improve perceptions of Council's unsealed road maintenance to help increase perceptions of Council's overall performance.



Regression analysis explained

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

In the 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.

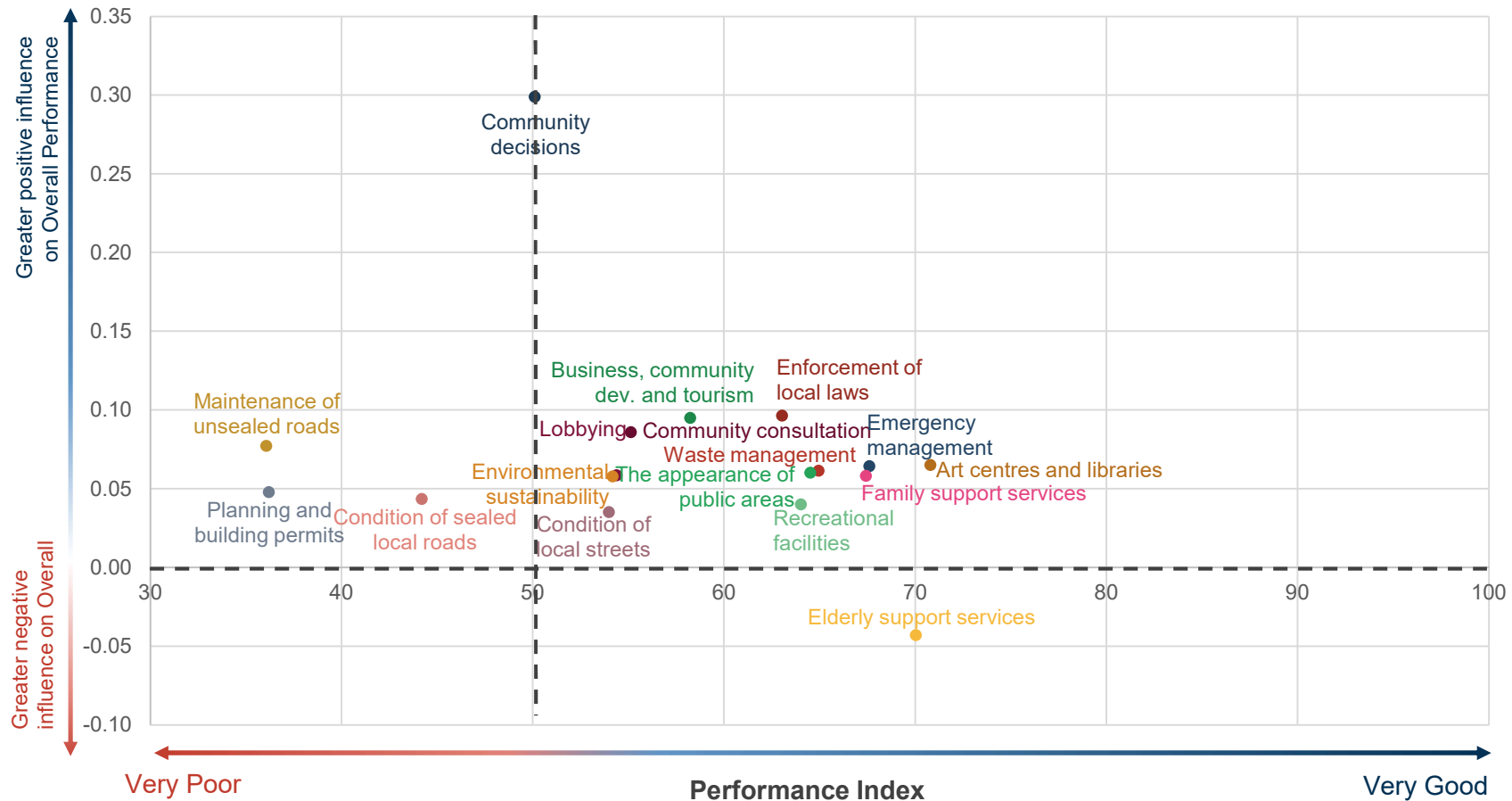
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2020 regression analysis (all service areas)

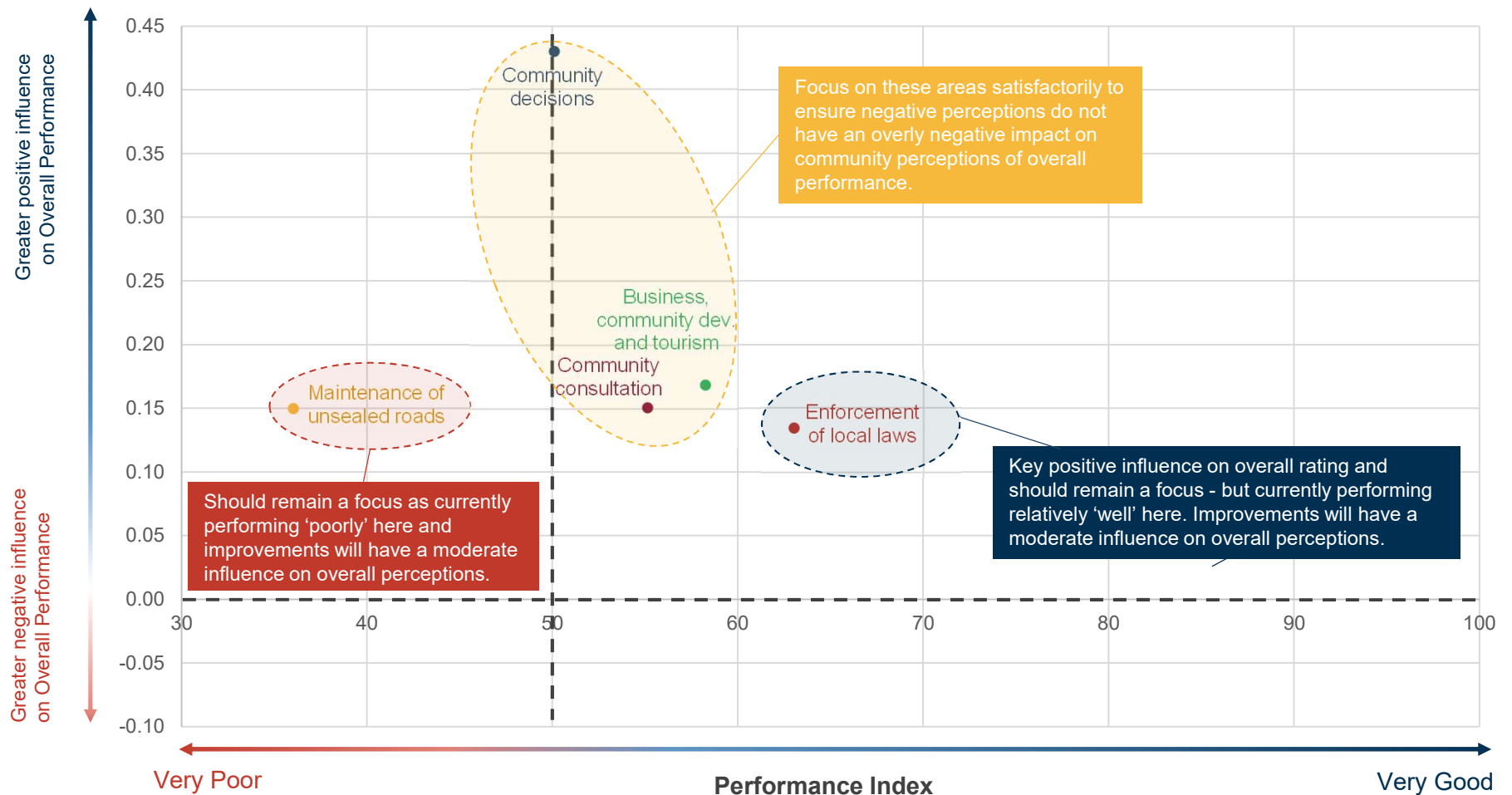


The multiple regression analysis model above (all service areas) has an R-squared value of 0.646 and adjusted R-square value of 0.631, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 41.2$. 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.595 and adjusted R-square value of 0.590, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 116.2$.

Customer service



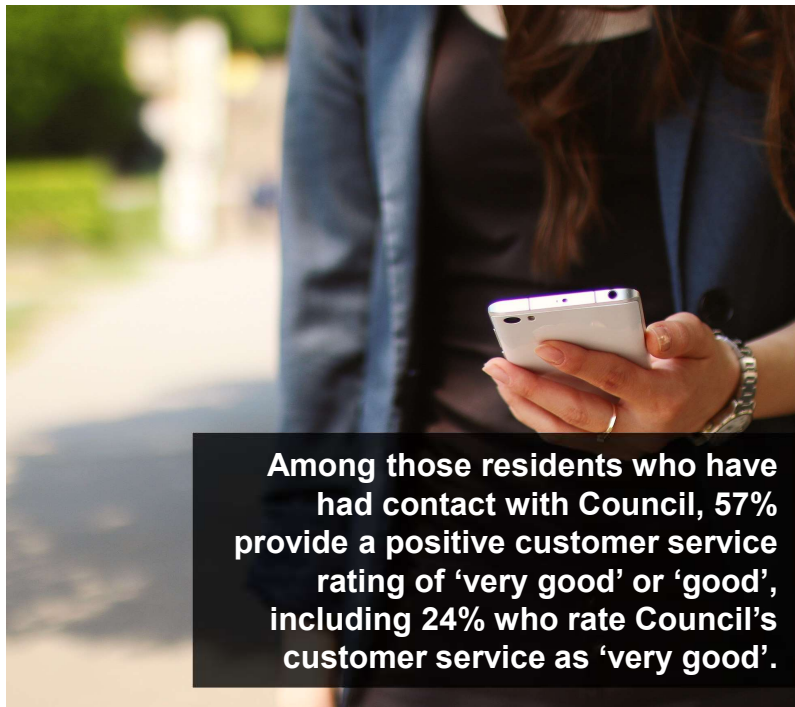


Contact with council and customer service

Contact with council

More than three in five Council residents (61%) have had contact with Council in the last 12 months. Rate of contact is unchanged from 2019.

- Contact rate is significantly higher among residents aged 35 to 49 years and significantly lower among 18 to 34 year olds (74% and 42% respectively).
- Men had significantly more contact with Council than in 2019 (64%, up 10 percentage points).



Among those residents who have had contact with Council, 57% provide a positive customer service rating of 'very good' or 'good', including 24% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 63 marks a three-point decrease on the 2019 result. Customer service is rated significantly lower than the State-wide and Large Rural group averages (index scores of 70 and 68 respectively).

Positively, among those who have had contact with Council, a majority (57%) provide a positive customer service rating of 'very good' or 'good', including 24% who rate it as 'very good'.

- Compared to last year, perceptions of customer service are significantly more negative among residents in Apollo Bay and surrounds (index score of 61, down 14 points). Council should look to improving perceptions of customer service in this region.

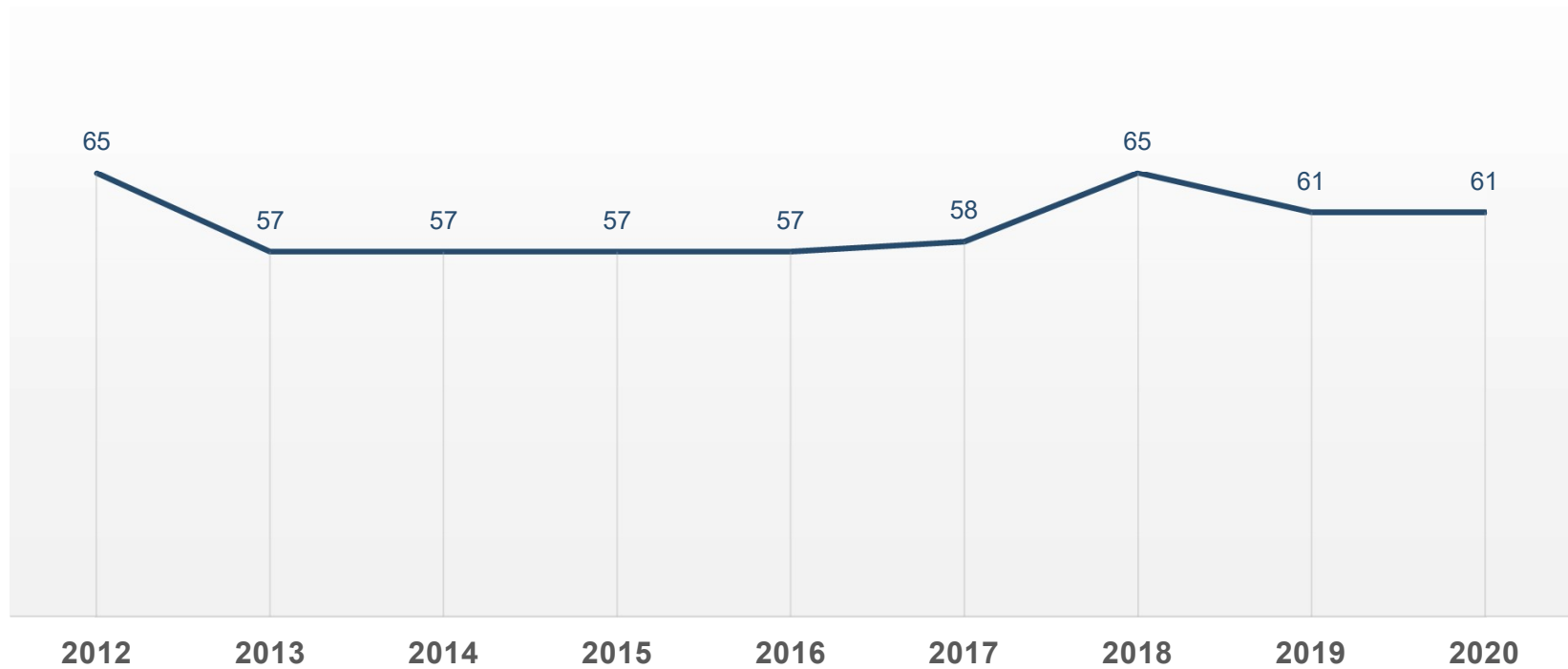
Although Council's customer service is rated least favourably among residents aged 18 to 34 years (index score of 53, noting this is not significantly different to the average), this is the cohort least likely to have had contact with Council.

Given residents aged 35 to 49 years have a significantly higher incidence of contacting Council, they are a key demographic to focus on.



Contact with council

2020 contact with council (%)
Have had contact

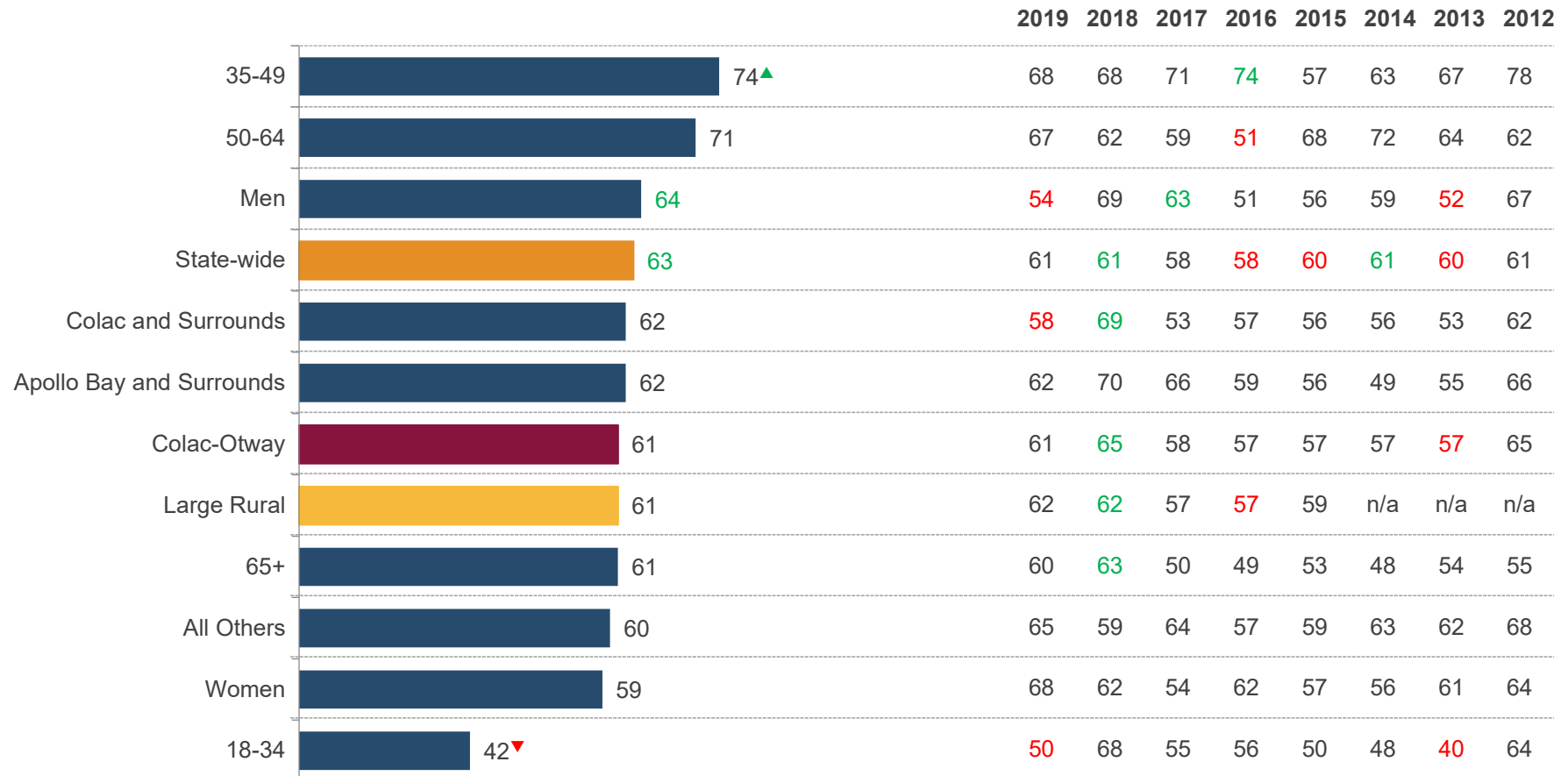


Q5. Over the last 12 months, have you or any member of your household had any contact with Colac-Otway Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10



Contact with council

2020 contact with council (%)



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

Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10

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



Customer service rating

2020 customer service rating (index scores)

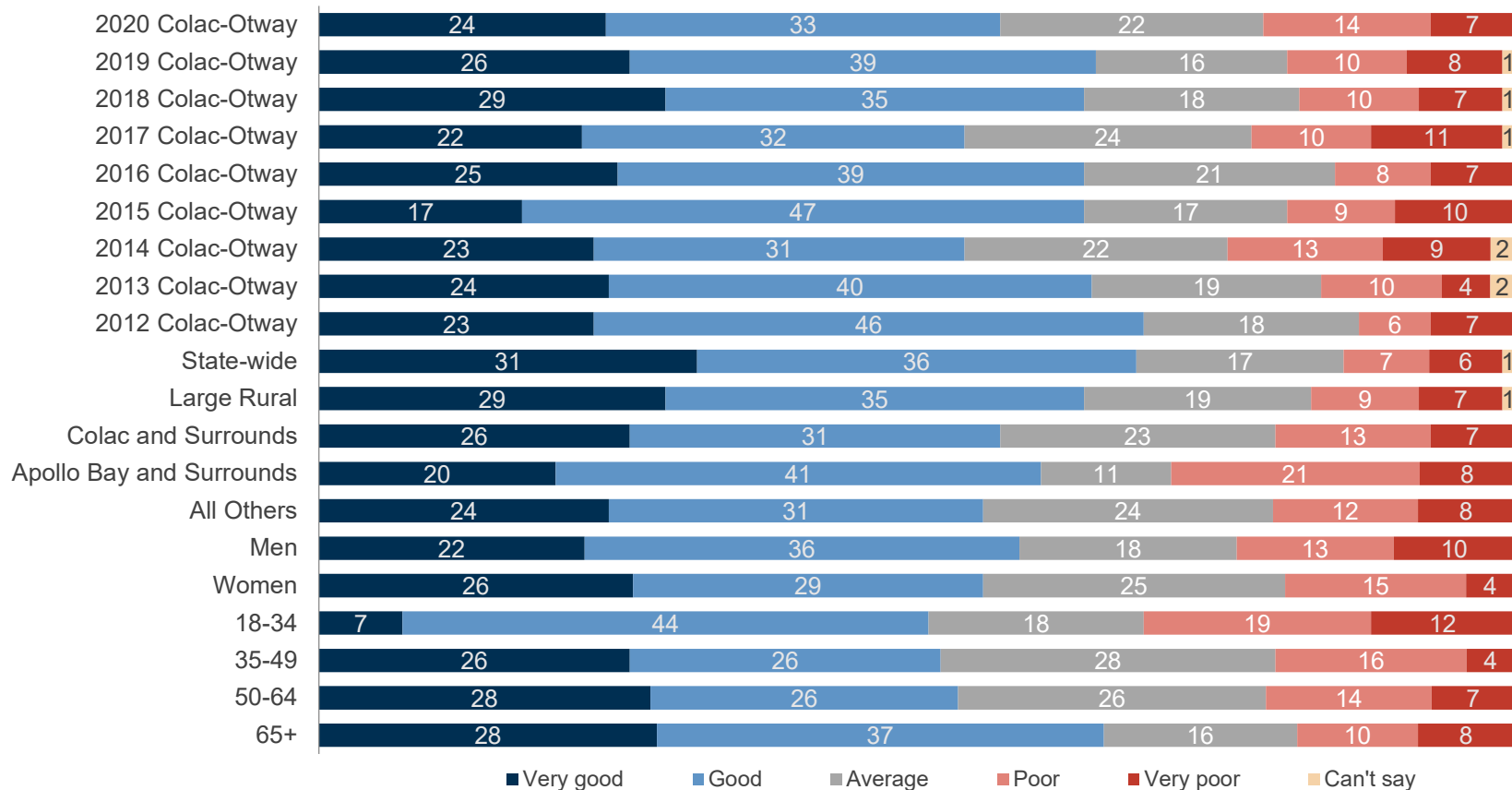
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	71	70▲	69	69	70	72	71	71
Large Rural	69	67	66	67	67	n/a	n/a	n/a
65+	68	66	66	68	68	64	76	71
Women	67	72	69	68	66	68	67	73
Colac and Surrounds	66	69	62	70	65	63	68	71
50-64	66	67	64	68	60	63	65	68
35-49	63	74	67	69	60	66	63	63
Colac-Otway	66	68	61	67	64	62	67	68
All Others	64	66	61	63	60	57	68	65
Men	66	64	54	66	61	56	68	64
Apollo Bay and Surrounds	75	66	58	66	70	70	65	68
18-34	69	65	44	63	67	50	69	72

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: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2020 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: 62 Councils asked group: 17



Council direction



Council direction

Over the last 12 months, 60% of residents believe the direction of Council's overall performance has stayed the same, up five percentage points on 2019.

- 21% believe the direction of Council has improved in the last 12 months (down five percentage points on 2019).
- 16% believe it has deteriorated, up one percentage point on 2019.
- The most satisfied with council direction are residents in Colac and surrounds and those aged 65 years and over.
- The least satisfied with council direction are residents in Apollo Bay and surrounds and those aged 35 to 49 years.





Overall council direction last 12 months

2020 overall direction (index scores)

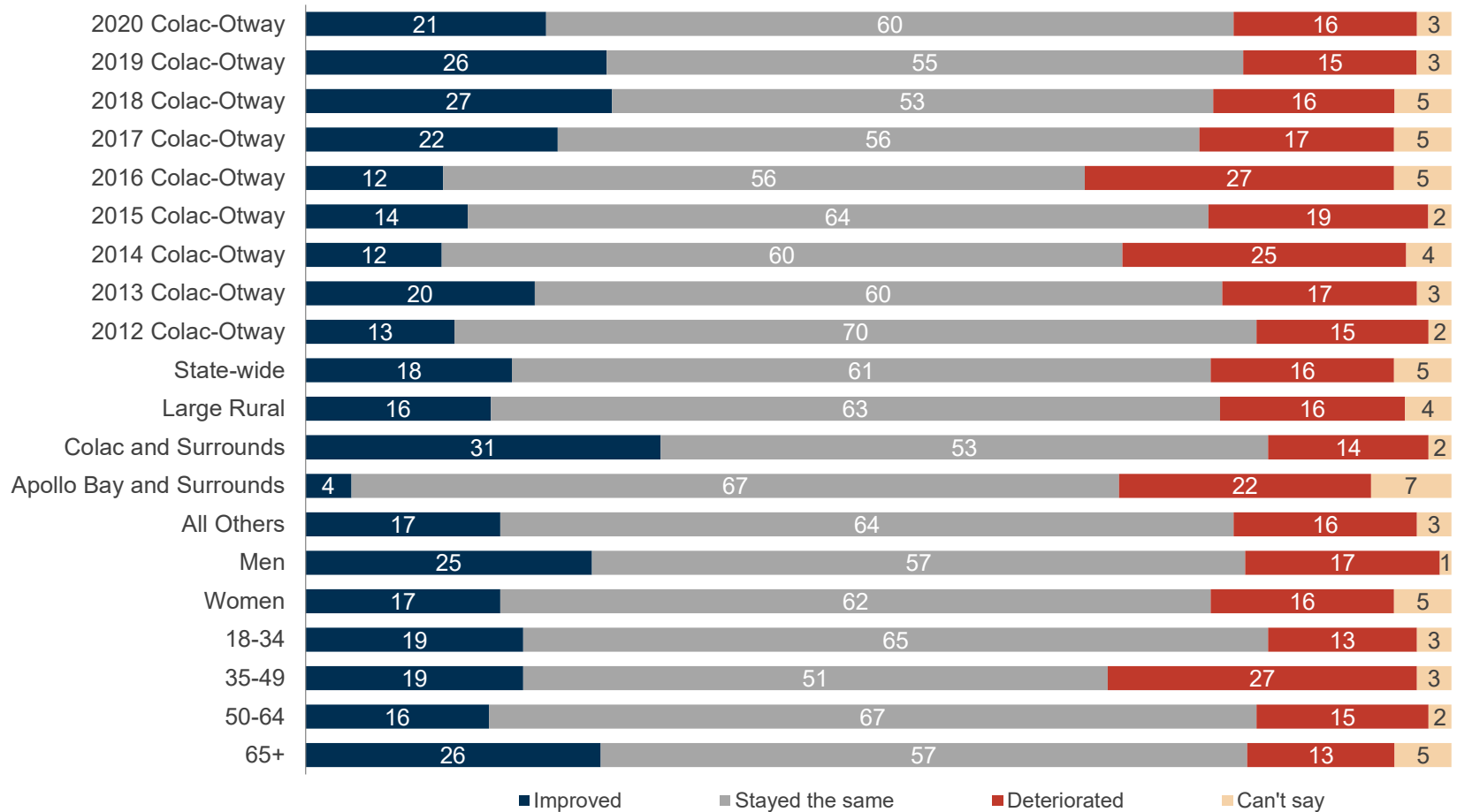
	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	60	61	55▲	39	49	47	55	51
65+	57	50	58	38	46	43	54	53
Men	56	53	50	43	47	42	49	49
18-34	60	67	56	47	51	53	60	51
Colac-Otway	56	56	53	42	48	43	52	49
State-wide	53	52	53	51	53	53	53	52
50-64	56	52	47	42	50	36	45	48
Women	56	58	56	41	49	44	54	50
All Others	52	53	52	44	46	37	50	50
Large Rural	51	52	52	48	51	n/a	n/a	n/a
35-49	48	56	49	44	45	40	48	44
Apollo Bay and Surrounds	47	45	42	49	49	42	45	37

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: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2020 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: 62 Councils asked group: 17



Individual service areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	60▲	45	54	53	53	65	58
Colac and Surrounds	57	57	47	49	51	53	62	57
65+	56	53	50	44	51	47	60	53
Men	56	53	44	49	48	48	59	52
Colac-Otway	54	55	46	48	50	49	59	55
All Others	50	55	47	47	50	47	56	54
Women	55	58	48	48	52	50	58	58
State-wide	56	55	55	54	56	57	57	57
Large Rural	54	54	52	52	54	n/a	n/a	n/a
35-49	54	58	50	53	49	51	58	52
50-64	50	51	39	44	47	47	53	54
Apollo Bay and Surrounds	55	49	38	49	47	37	52	47

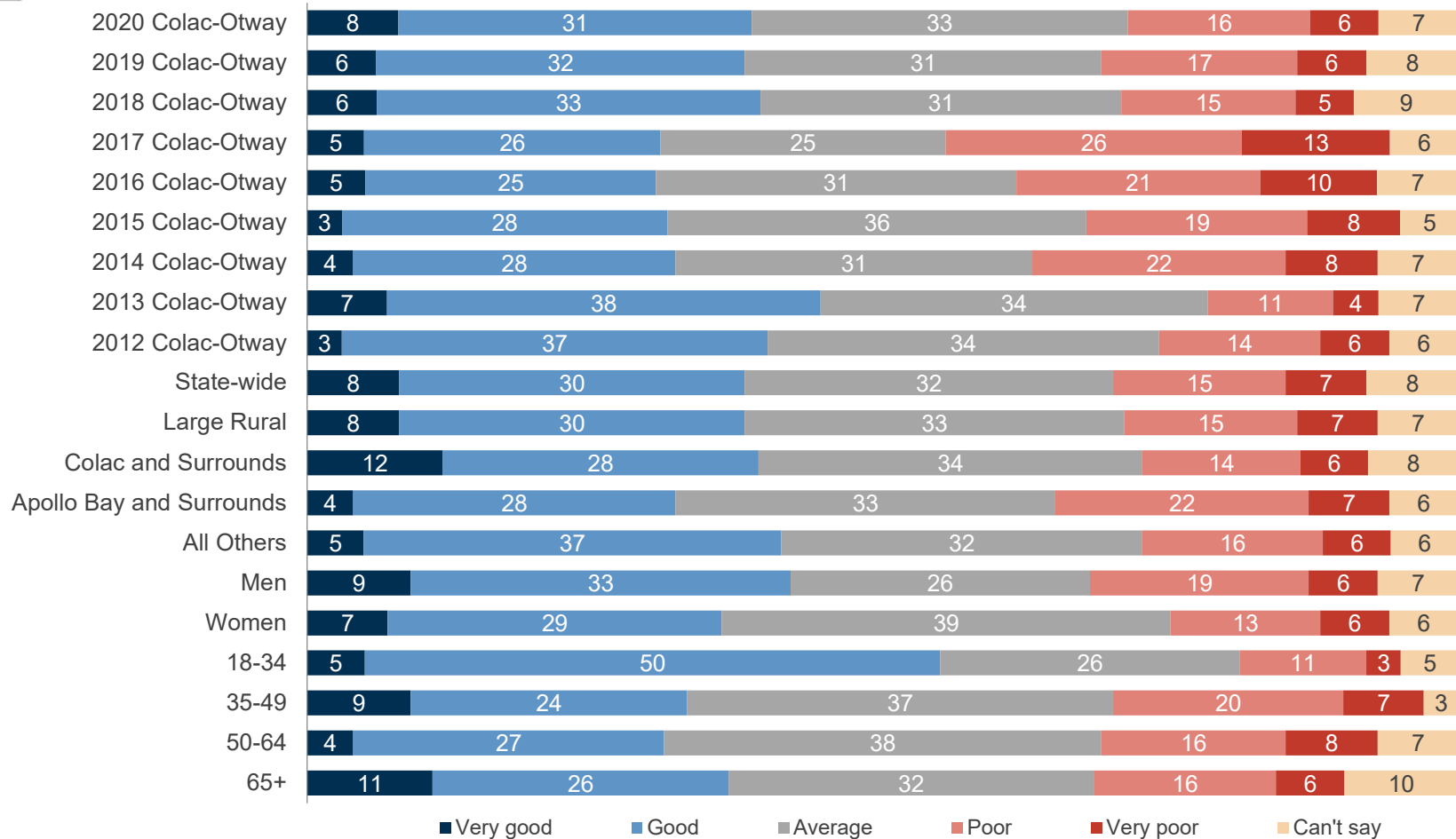
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	60	53	58	57	54	63	54
Colac and Surrounds	58	58	53	50	54	54	59	55
Men	55	55	48	50	48	47	57	53
Colac-Otway	53	54	50	50	51	50	56	52
65+	55	51	51	47	50	50	57	53
State-wide	54	54	54	53	55	56	55	55
All Others	49	52	47	50	49	46	54	52
Women	51	53	52	51	53	52	55	52
Large Rural	52	52	51	50	53	n/a	n/a	n/a
35-49	49	53	49	50	48	48	55	52
50-64	54	52	45	48	48	46	50	51
Apollo Bay and Surrounds	43	42	41	53	36	37	45	43

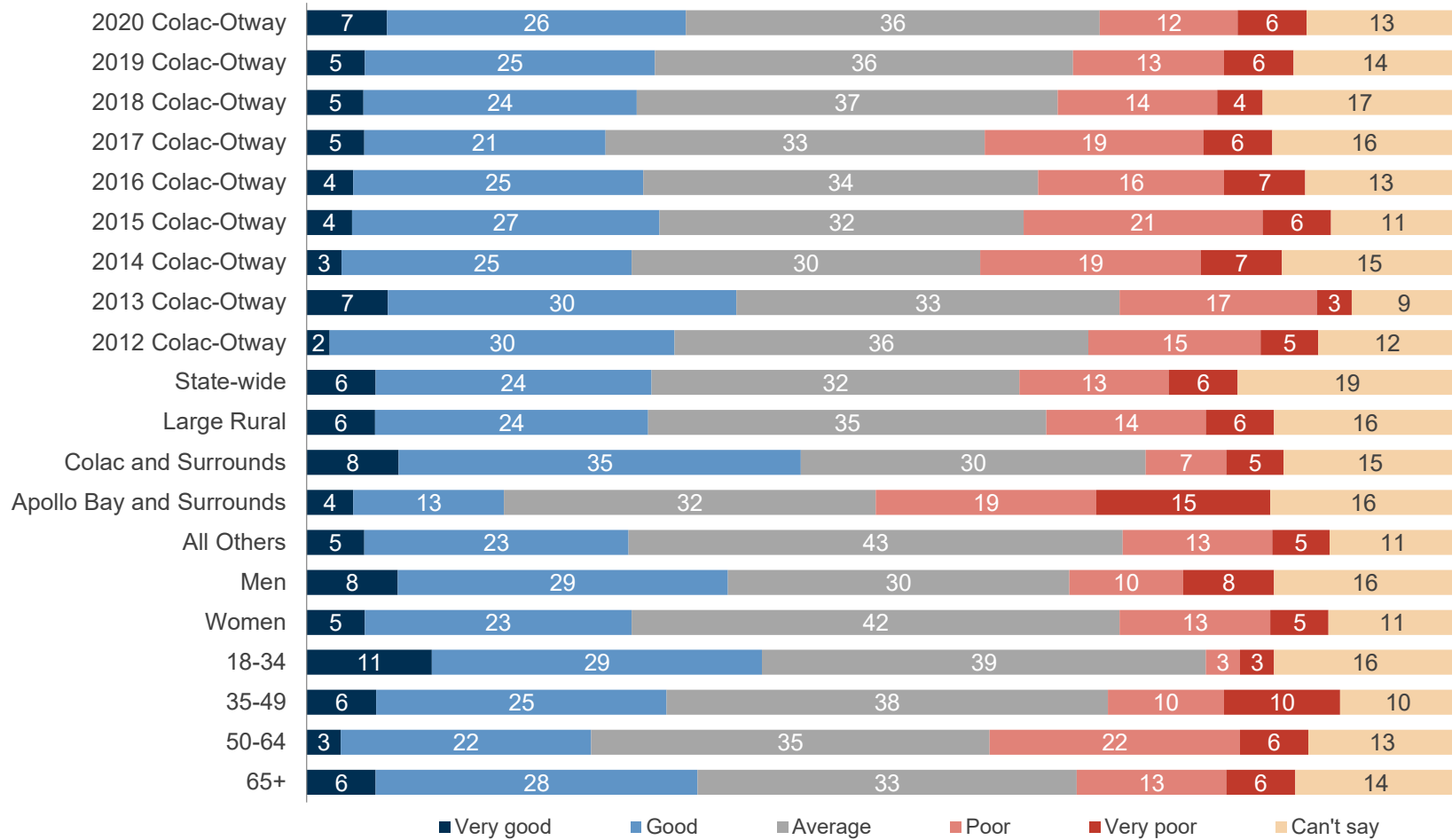
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 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: 62 Councils asked group: 17

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

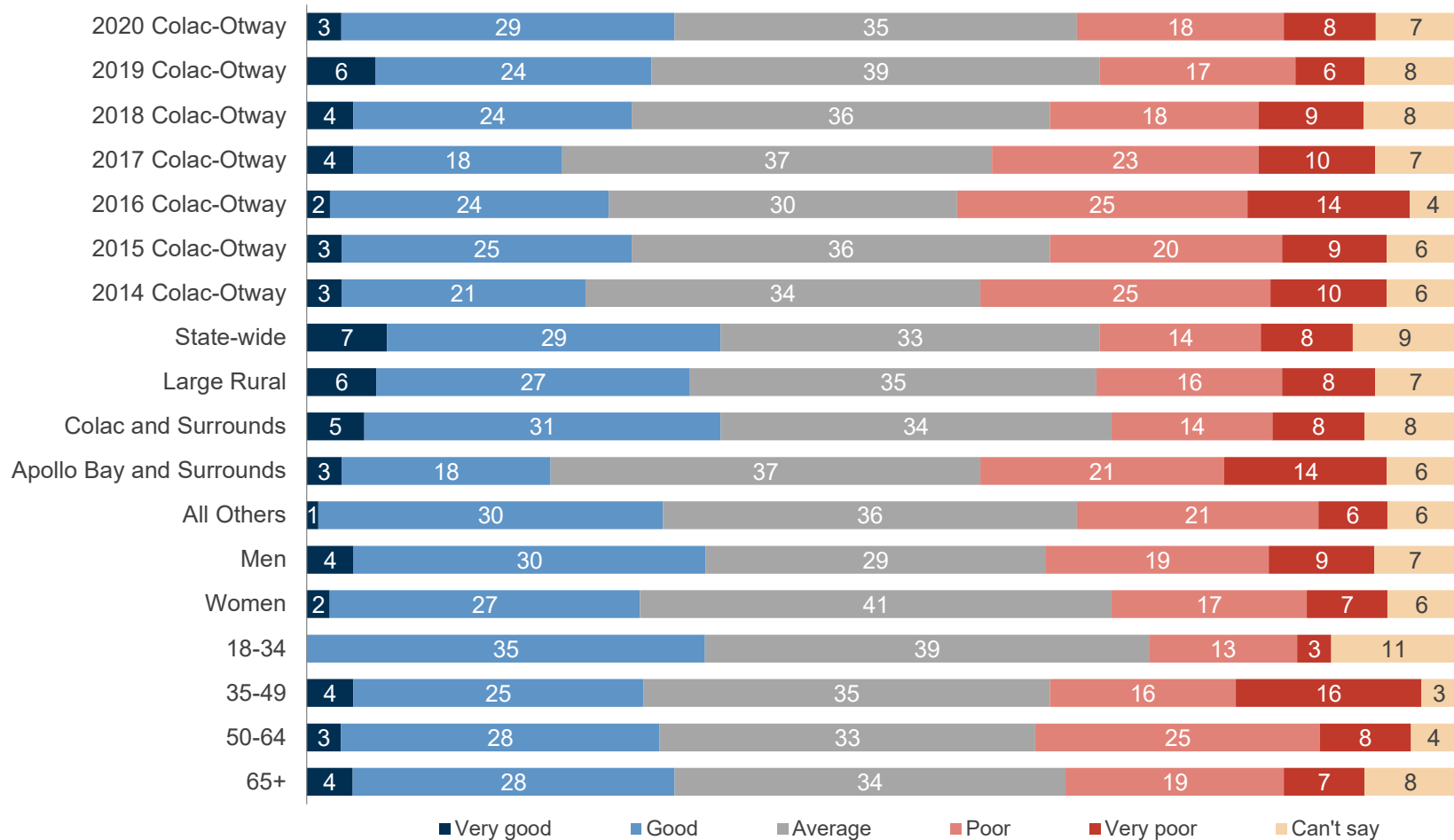
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	55	52	49	57	50	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Colac and Surrounds	56	51	48	44	52	50	n/a	n/a
Large Rural	52	52	51	50	52	n/a	n/a	n/a
65+	53	45	47	43	46	46	n/a	n/a
Men	53	49	44	42	46	43	n/a	n/a
Colac-Otway	52	49	45	43	48	45	n/a	n/a
All Others	50	51	43	43	46	41	n/a	n/a
Women	51	49	46	45	51	48	n/a	n/a
50-64	49	47	38	43	46	41	n/a	n/a
35-49	47	50	44	39	44	45	n/a	n/a
Apollo Bay and Surrounds	40	32	35	43	39	35	n/a	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: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

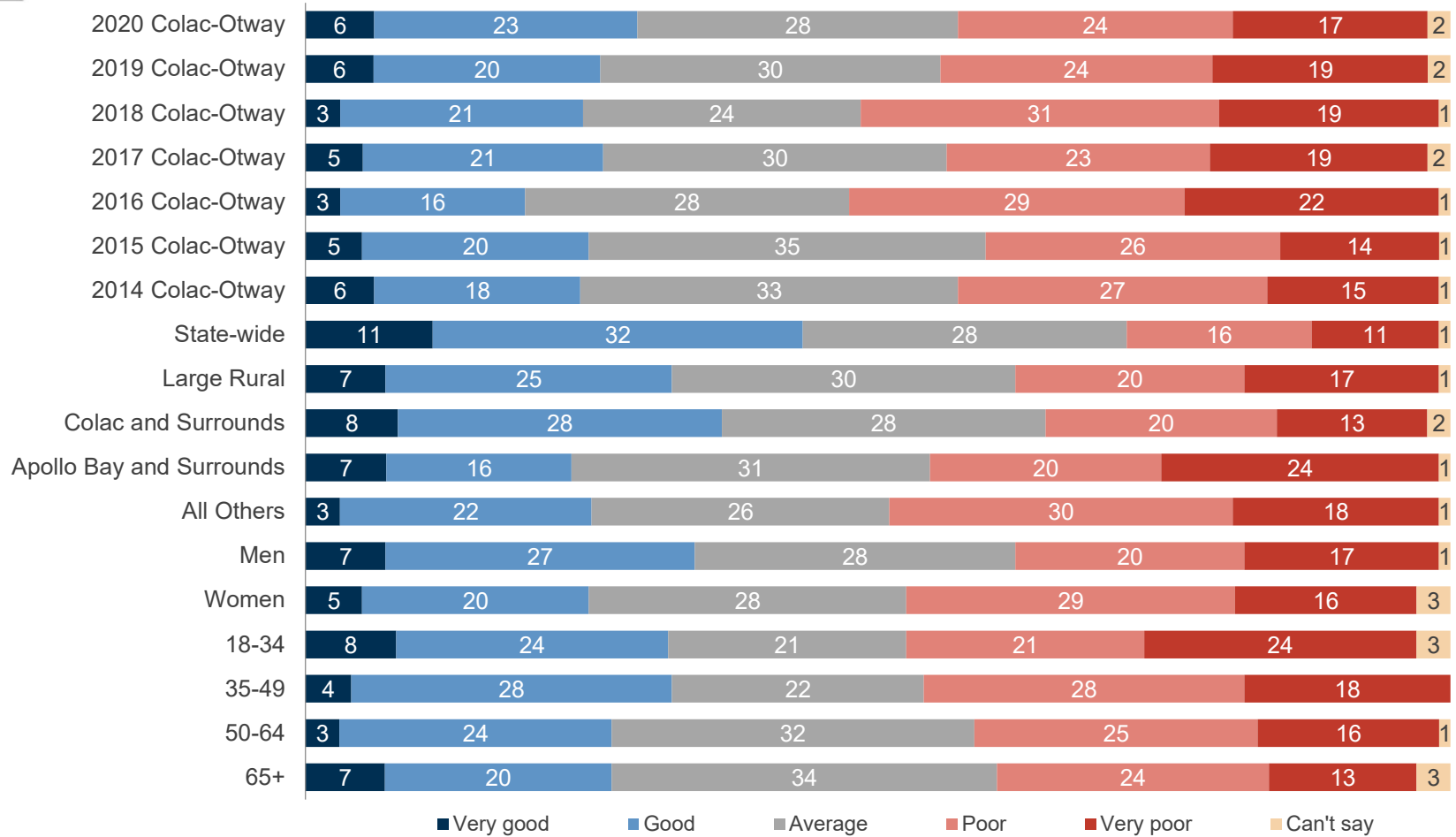
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56	53	53	54	55	55	n/a	n/a
Colac and Surrounds	46	43	48	39	48	48	n/a	n/a
Men	41	43	42	38	43	41	n/a	n/a
Large Rural	47	45	43	44	45	n/a	n/a	n/a
65+	46	40	48	36	46	41	n/a	n/a
Colac-Otway	42	39	42	37	44	43	n/a	n/a
50-64	43	34	39	34	37	41	n/a	n/a
35-49	39	38	38	36	44	40	n/a	n/a
18-34	40	43	42	43	48	49	n/a	n/a
Women	44	36	43	36	44	45	n/a	n/a
Apollo Bay and Surrounds	37	32	30	43	31	34	n/a	n/a
All Others	39	36	37	34	42	38	n/a	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: 62 Councils asked group: 17
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

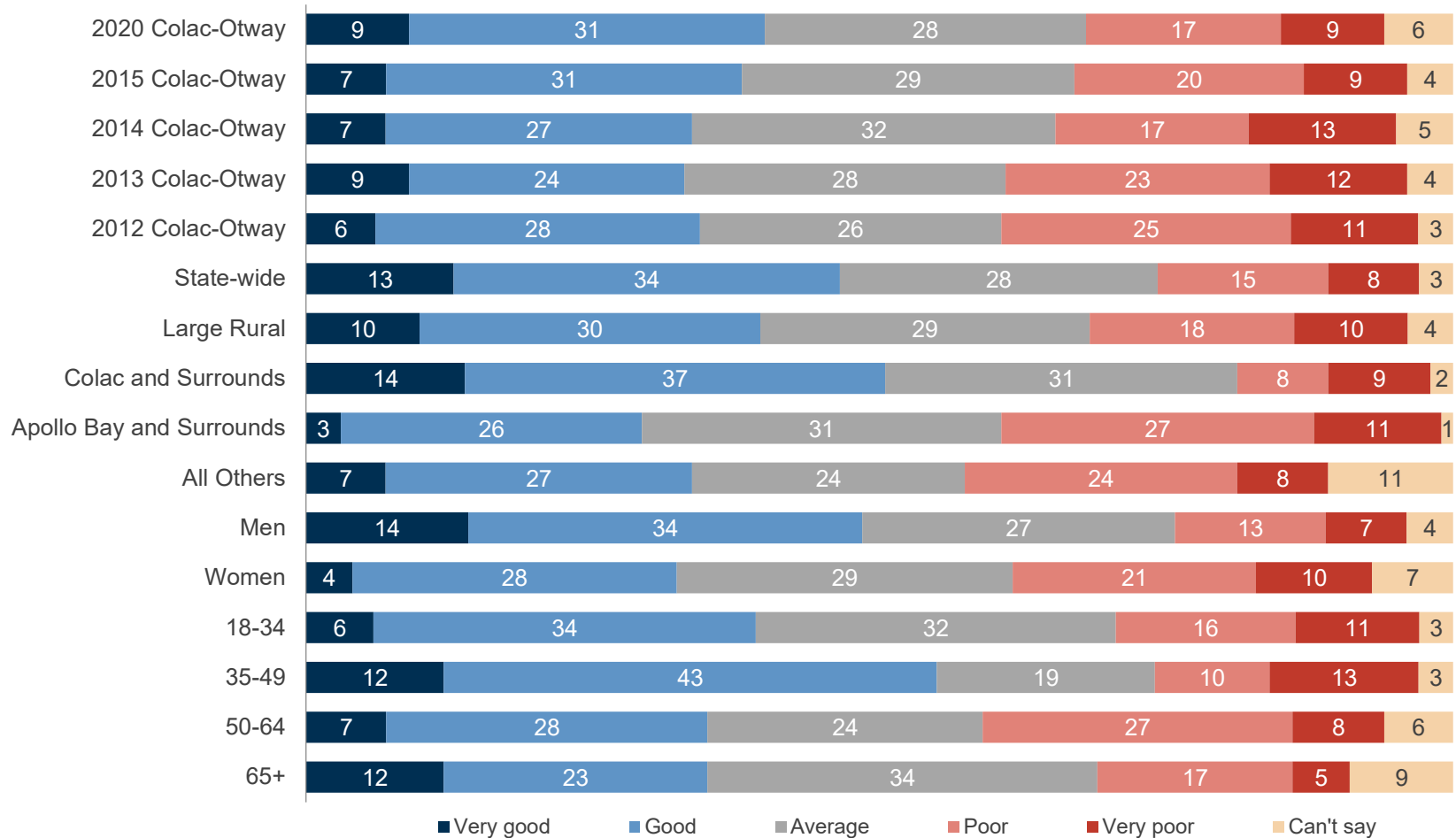
	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	n/a	n/a	n/a	n/a	56	56	54	51
Men	n/a	n/a	n/a	n/a	51	51	53	48
State-wide	59	58	57	57	58	58	58	57
35-49	n/a	n/a	n/a	n/a	57	45	46	48
65+	n/a	n/a	n/a	n/a	48	52	46	50
Colac-Otway	n/a	n/a	n/a	n/a	52	49	49	48
Large Rural	55	54	53	53	54	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	53	54	57	50
All Others	n/a	n/a	n/a	n/a	48	48	46	49
50-64	n/a	n/a	n/a	n/a	50	47	45	46
Women	n/a	n/a	n/a	n/a	52	48	44	49
Apollo Bay and Surrounds	n/a	n/a	n/a	n/a	43	27	30	33

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10



Enforcement of local laws performance



2020 law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	70	66	67	70	n/a	n/a	n/a
All Others	62	63	62	63	65	n/a	n/a	n/a
Women	59	65	63	63	65	n/a	n/a	n/a
Colac and Surrounds	63	67	62	62	66	n/a	n/a	n/a
Large Rural	64	64	63	63	65	n/a	n/a	n/a
State-wide	64	64	64	63	66	66	65	65
Colac-Otway	61	64	62	62	64	n/a	n/a	n/a
35-49	60	68	62	66	64	n/a	n/a	n/a
65+	60	59	61	59	63	n/a	n/a	n/a
Men	63	63	60	61	64	n/a	n/a	n/a
50-64	61	61	57	58	61	n/a	n/a	n/a
Apollo Bay and Surrounds	45	53	60	55	56	n/a	n/a	n/a

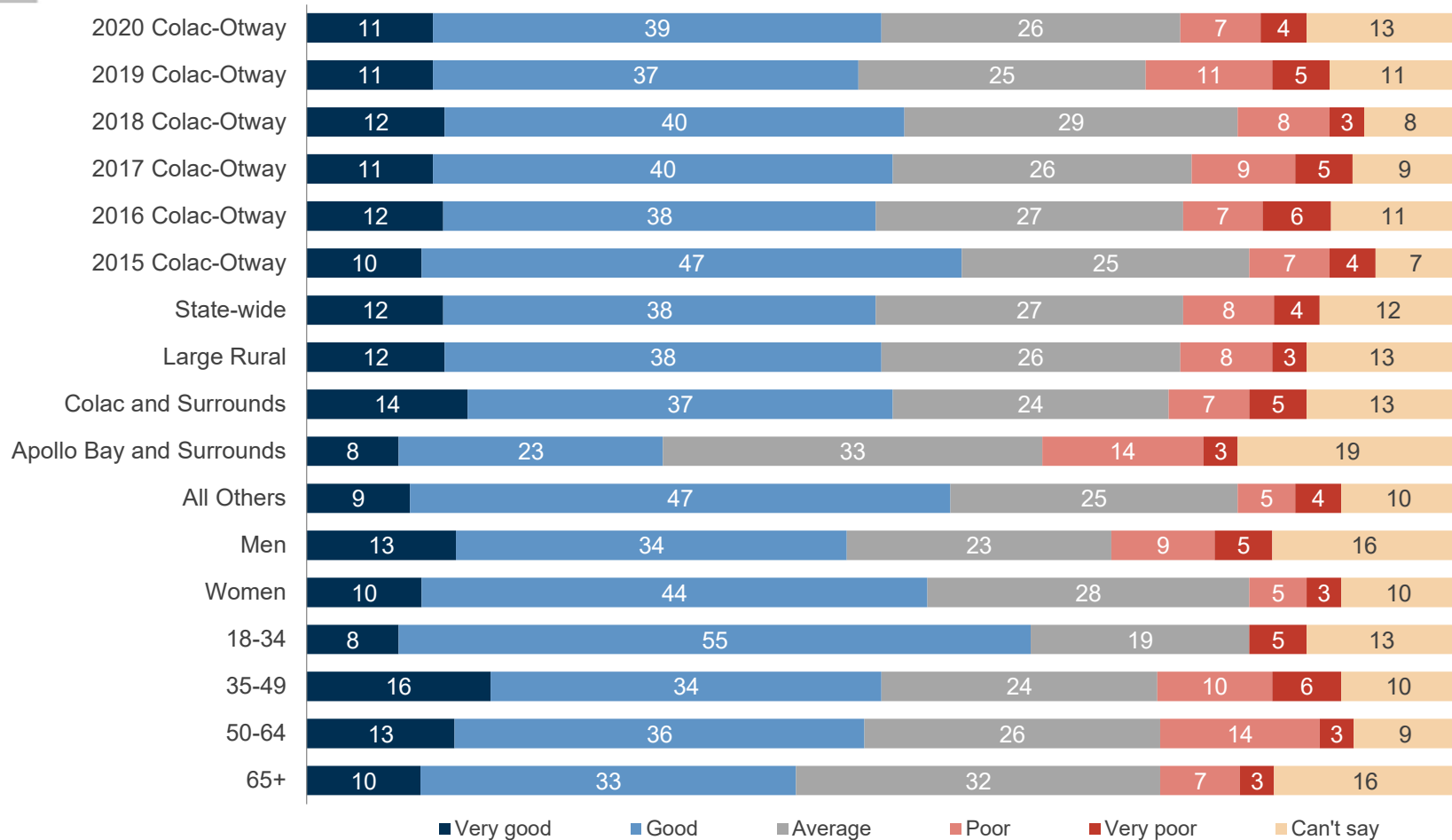
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 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



2020 family support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	70	68	69	65	68	70	69	67
18-34	70	63	68	56	64	70	69	71
Women	69	66	70	64	66	68	70	69
65+	68	70	68	71	71	71	71	70
Colac-Otway	67	67	67	62	67	68	66	68
All Others	66	69	67	61	65	66	64	68
35-49	66	68	70	56	67	66	61	66
Men	66	68	65	61	67	67	63	67
State-wide	66	67	66	67	66	67	68	67
50-64	64	68	62	65	64	65	64	64
Large Rural	64	65	65	65	64	67	n/a	n/a
Apollo Bay and Surrounds	60	55	57	45	61	61	59	62

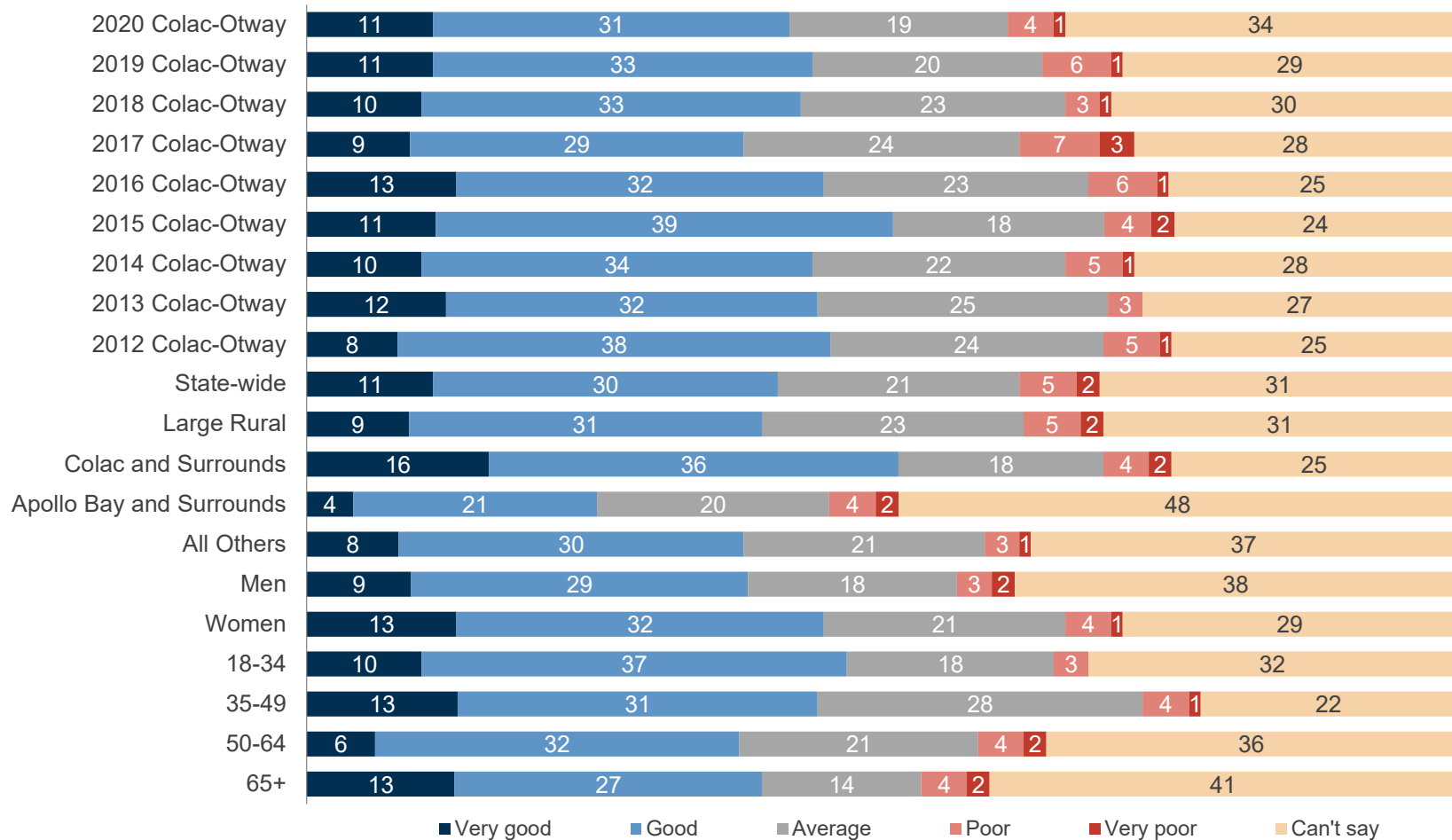
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 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: 8



Elderly support services performance



2020 elderly support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	73	71	72	69	70	72	n/a	74	69
65+	72	73	66	73	69	72	n/a	73	71
Women	72	69	69	68	68	70	n/a	72	68
35-49	71	73	68	62	69	68	n/a	72	66
Colac-Otway	70	69	68	67	67	69	n/a	71	67
50-64	69	69	64	67	67	69	n/a	69	68
Men	69	70	68	67	66	67	n/a	70	67
All Others	68	70	66	68	64	66	n/a	69	66
State-wide	68	68	68	68	68	69	70	69	69
18-34	67	61	76	65	63	63	n/a	71	64
Large Rural	67▼	67	67	67	66	69	n/a	n/a	n/a
Apollo Bay and Surrounds	66	57	59	53	63	62	n/a	64	63

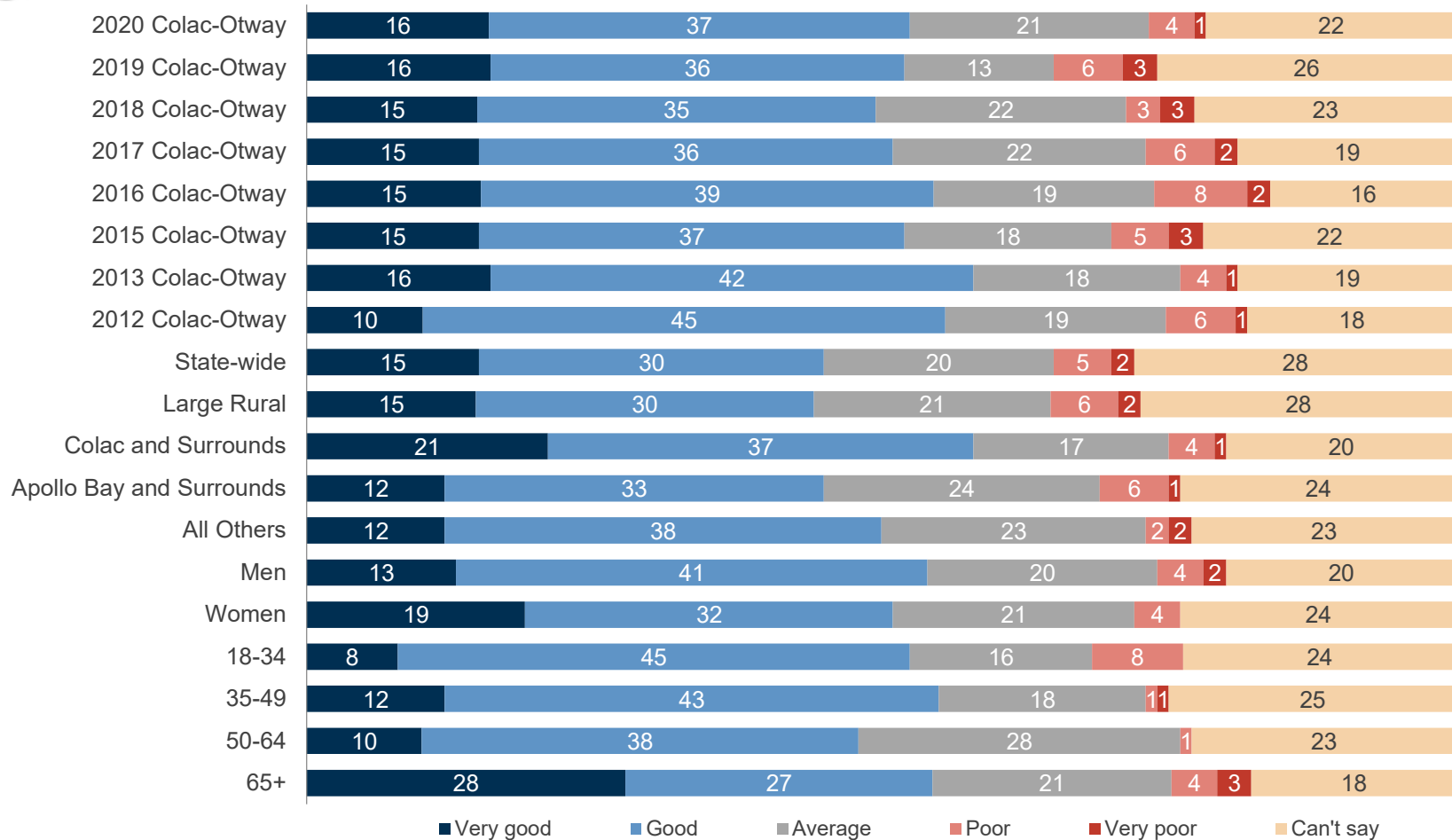
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



Recreational facilities performance



2020 recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	71▲	70	61	58	59	65	70	69
State-wide	70▲	69	70	69	70	71	70	70
Large Rural	67▲	66	66	65	66	n/a	n/a	n/a
35-49	67	62	61	52	50	54	57	61
65+	65	71	63	65	64	66	66	70
50-64	65	67	62	58	56	57	58	61
Men	64	69	62	59	59	59	60	67
Colac-Otway	64	67	64	59	58	59	61	64
Women	64	66	65	58	58	59	62	62
All Others	64	70	64	59	60	61	61	65
18-34	60	68	68	58	60	58	63	67
Apollo Bay and Surrounds	45▼	44	34	42	52	50	43	39

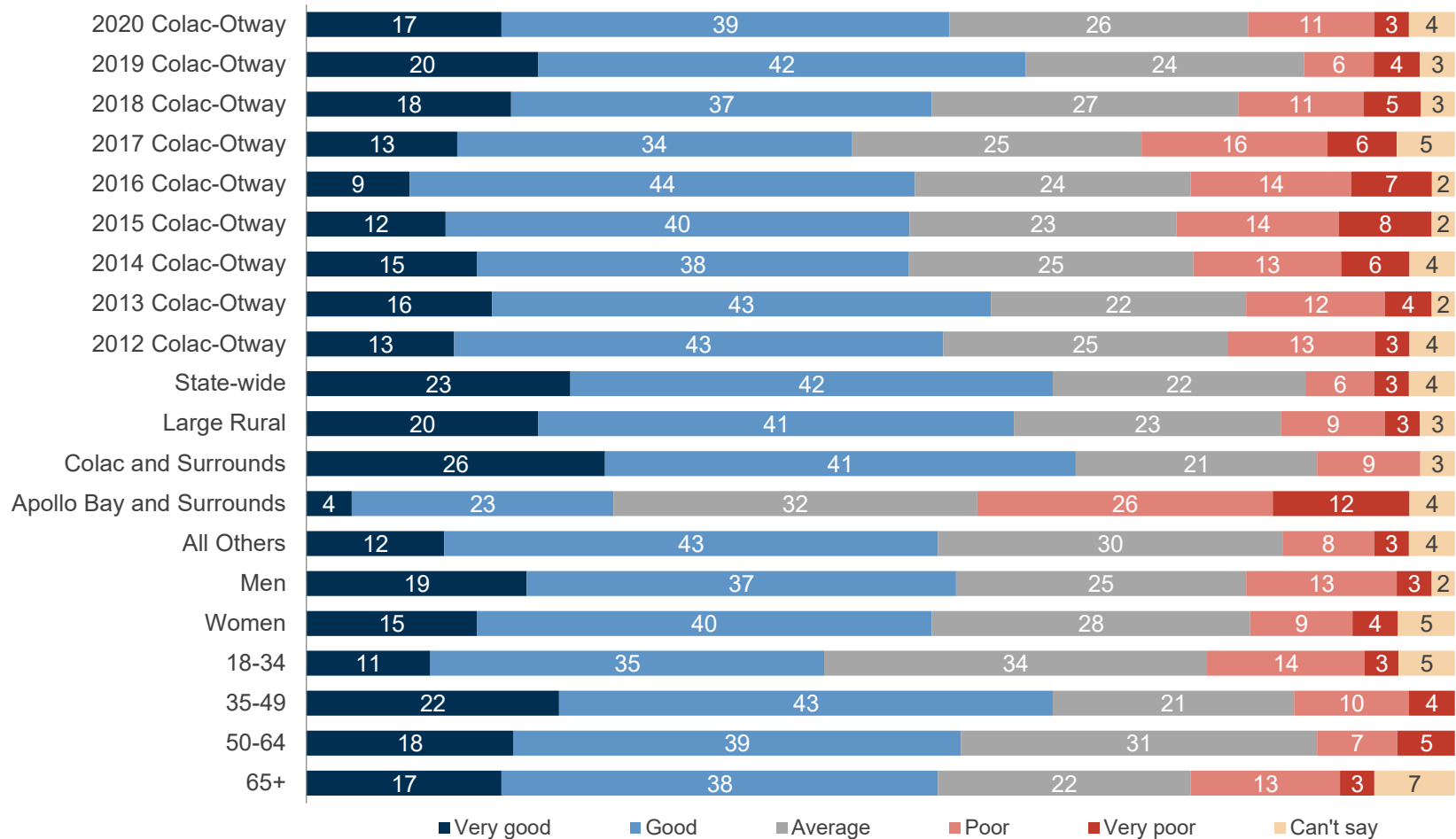
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9



The appearance of public areas performance



2020 public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	72▲	71	71	71	72	72	71	71
Large Rural	71▲	70	69	69	69	n/a	n/a	n/a
Colac and Surrounds	71▲	62	66	59	60	65	n/a	n/a
Men	67	63	61	60	61	63	n/a	n/a
65+	66	65	63	63	58	61	n/a	n/a
Colac-Otway	65	62	61	59	59	62	n/a	n/a
35-49	64	59	59	56	59	65	n/a	n/a
18-34	64	63	64	59	66	64	n/a	n/a
50-64	63	59	60	55	56	59	n/a	n/a
All Others	63	68	63	61	60	61	n/a	n/a
Women	62	61	62	57	58	61	n/a	n/a
Apollo Bay and Surrounds	50▼	41	37	44	52	51	n/a	n/a

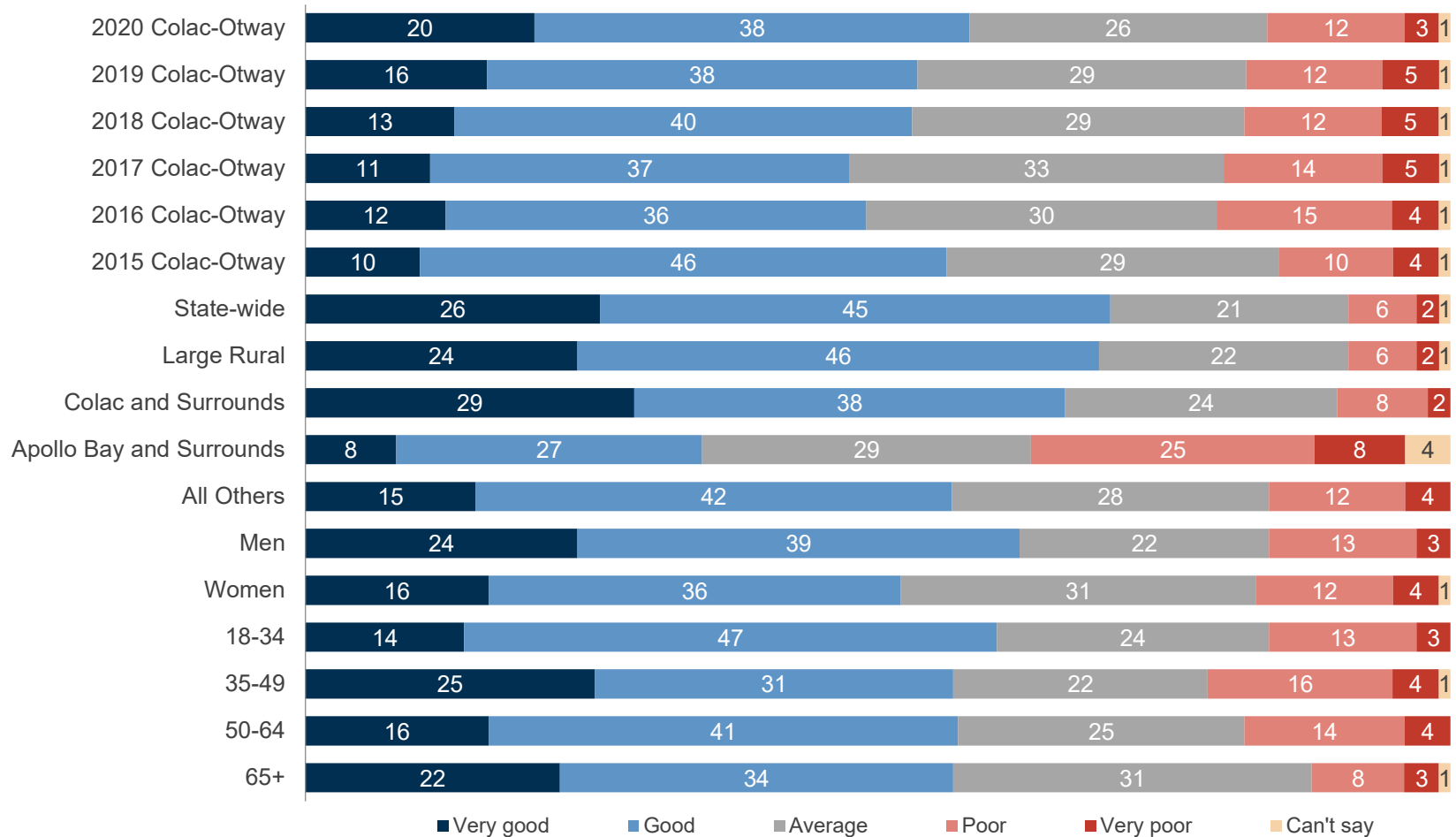
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 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: 38 Councils asked group: 8



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	76▲	71	78	70	68	n/a	n/a	n/a	n/a
35-49	74	75	75	67	67	n/a	n/a	n/a	n/a
State-wide	74▲	74	74	73	72	73	75	73	73
65+	74	71	69	69	62	n/a	n/a	n/a	n/a
Men	73	71	71	67	60	n/a	n/a	n/a	n/a
Large Rural	72	73	71	70	70	73	n/a	n/a	n/a
Colac-Otway	71	70	73	69	64	n/a	n/a	n/a	n/a
All Others	69	73	70	69	63	n/a	n/a	n/a	n/a
50-64	69	67	66	67	63	n/a	n/a	n/a	n/a
Women	69	70	75	70	68	n/a	n/a	n/a	n/a
18-34	65▼	69	81	71	66	n/a	n/a	n/a	n/a
Apollo Bay and Surrounds	60▼	55	59	62	48	n/a	n/a	n/a	n/a

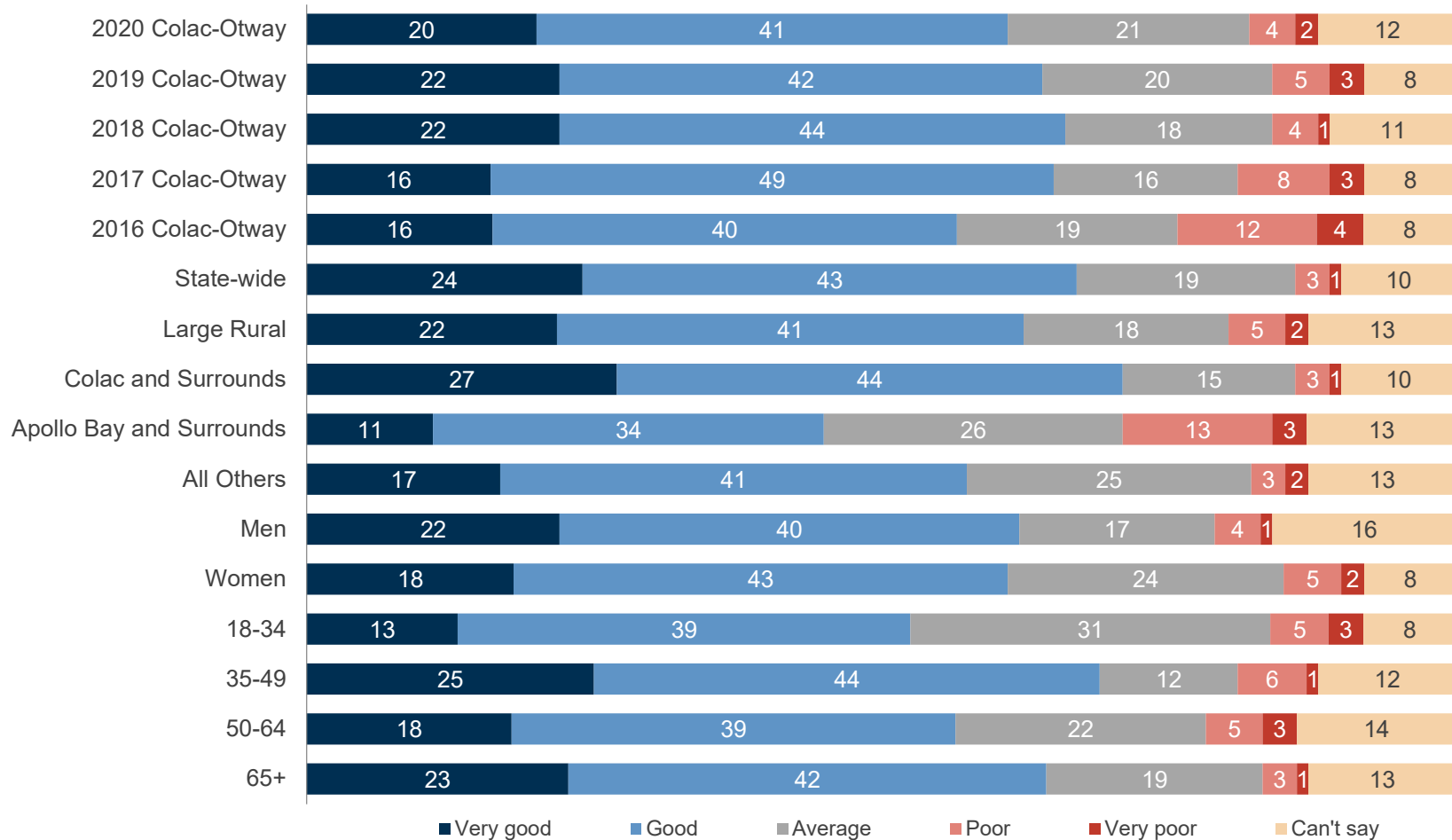
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 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: 26 Councils asked group: 5



Waste management performance



2020 waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	68	75	71	71	75	74	73	73
65+	68	66	70	66	71	72	71	71
Men	66	71	65	66	70	69	68	68
State-wide	68	70	71	70	72	73	71	72
18-34	62	73	64	65	75	71	73	74
Colac-Otway	64	68	66	65	69	69	69	69
35-49	60	67	62	68	63	67	70	66
Women	61	64	66	65	68	69	70	71
Large Rural	64	67	68	66	68	n/a	n/a	n/a
50-64	62	65	65	63	66	65	63	65
All Others	59	61	60	59	62	63	64	66
Apollo Bay and Surrounds	57	55	58	59	63	64	68	61

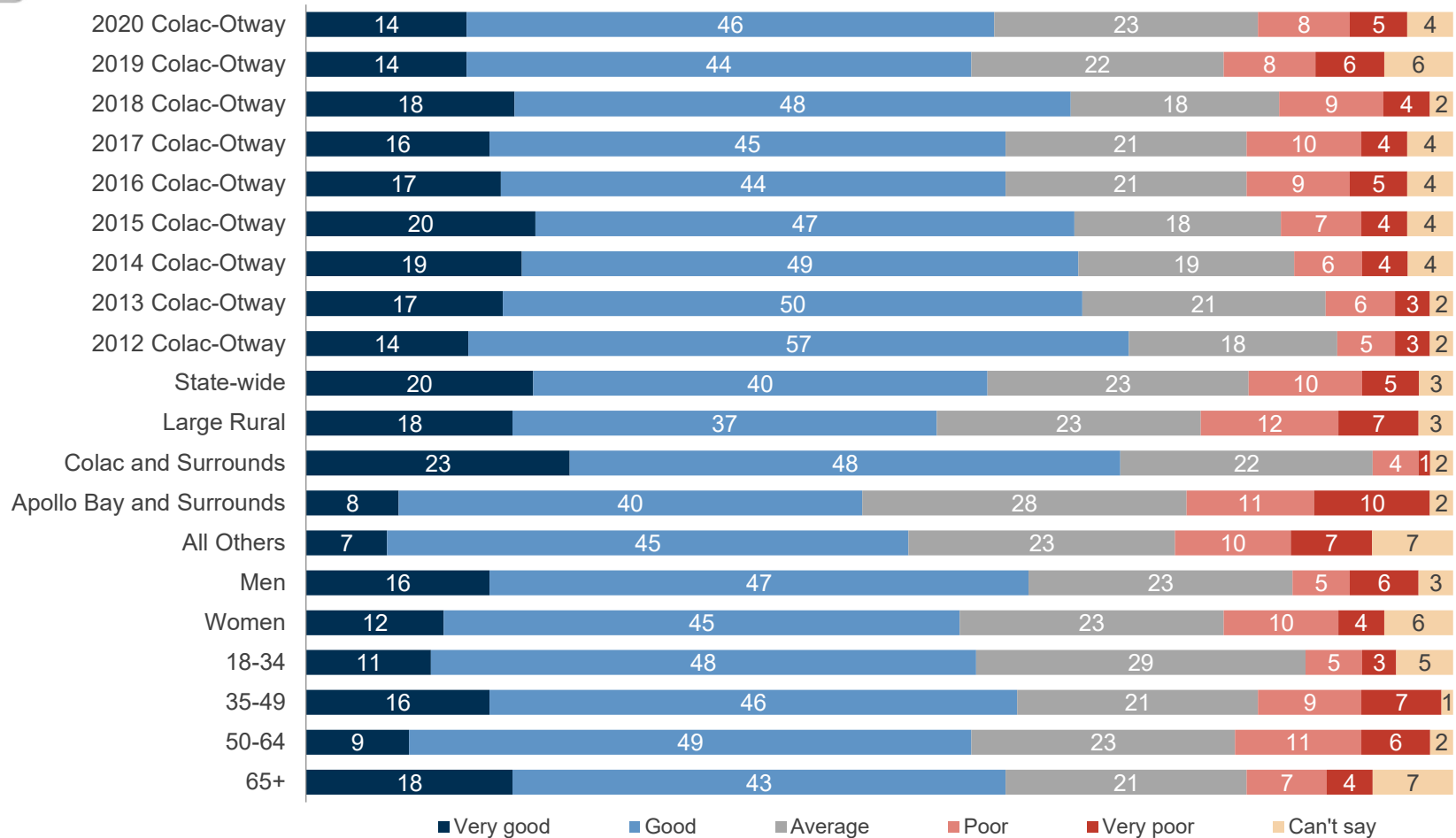
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

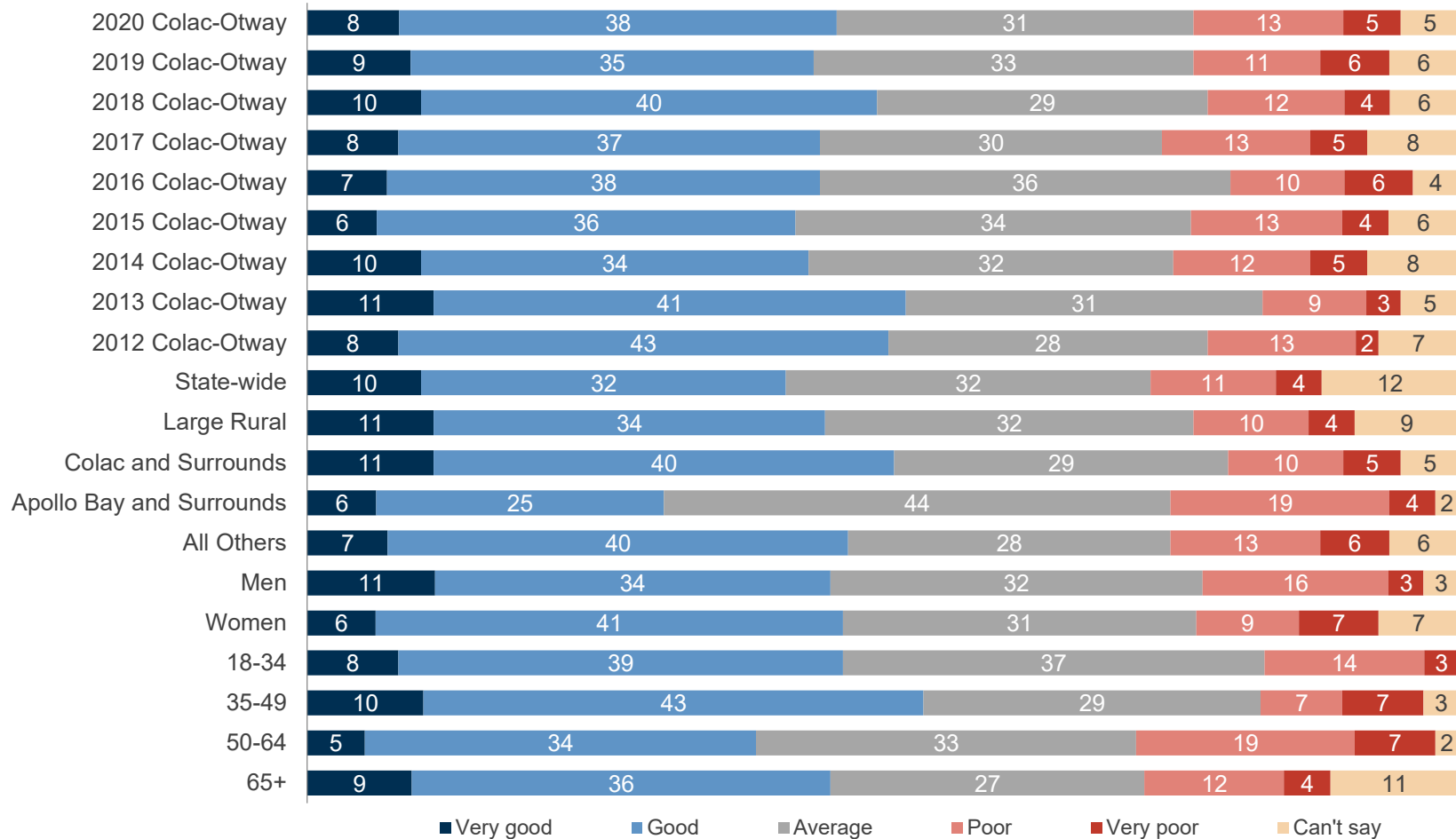
		2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	61	59	64	60	59	60	58	64	65
Large Rural	61▲	62	61	60	59	59	n/a	n/a	n/a
35-49	61	54	60	54	56	55	56	60	62
State-wide	59	61	60	61	60	61	62	62	62
65+	59	60	57	64	56	58	60	65	61
18-34	59	61	70	61	63	62	61	70	65
Men	59	59	58	54	56	56	53	62	60
Colac-Otway	58	58	60	58	58	57	58	63	61
Women	58	57	62	62	59	59	64	63	63
All Others	58	59	59	56	56	56	61	61	60
50-64	53	56	55	51	56	53	57	57	58
Apollo Bay and Surrounds	52	49	46	51	57	47	55	58	51

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance



2020 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: 22 Councils asked group: 4



Planning and building permits performance



2020 planning and building permits performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	52	52▲	51	50	54	53	55	54
Large Rural	49	49	48	50	54	n/a	n/a	n/a
18-34	43	52	39	n/a	n/a	n/a	55	47
Colac and Surrounds	41	44	37	n/a	n/a	n/a	49	44
Women	38	38	38	n/a	n/a	n/a	45	44
Colac-Otway	39	39	35	n/a	n/a	n/a	45	42
All Others	36	34	33	n/a	n/a	n/a	43	41
65+	37	30	36	n/a	n/a	n/a	46	39
Men	39	39	31	n/a	n/a	n/a	45	39
50-64	37	31	28	n/a	n/a	n/a	36	37
35-49	39	43	36	n/a	n/a	n/a	45	41
Apollo Bay and Surrounds	39	31	27	n/a	n/a	n/a	37	35

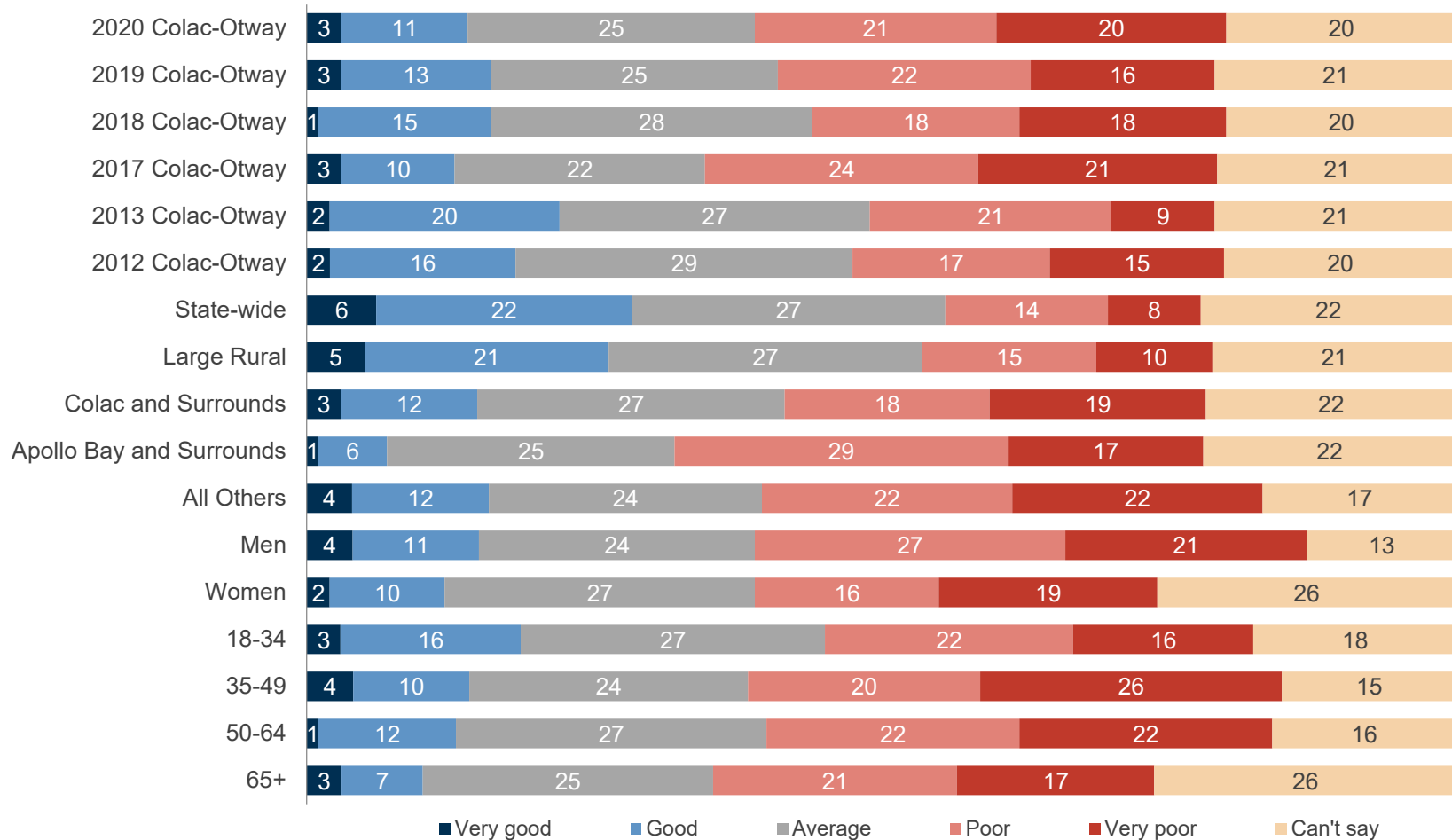
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 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: 28 Councils asked group: 7



Environmental sustainability performance



2020 environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	62▲	62	58	58	n/a	n/a	66	n/a
Large Rural	60▲	61	62	62	64	n/a	n/a	n/a
State-wide	60▲	63	64	63	64	64	64	64
Men	58	59	58	54	56	n/a	n/a	61
35-49	58	59	63	56	54	n/a	n/a	58
Colac-Otway	54	58	57	56	55	n/a	n/a	60
18-34	54	59	61	55	59	n/a	n/a	69
65+	54	57	53	57	54	n/a	n/a	58
50-64	52	57	53	54	54	n/a	n/a	56
All Others	51	55	53	55	53	n/a	n/a	56
Women	51	57	57	57	55	n/a	n/a	59
Apollo Bay and Surrounds	42▼	46	53	44	50	n/a	n/a	45

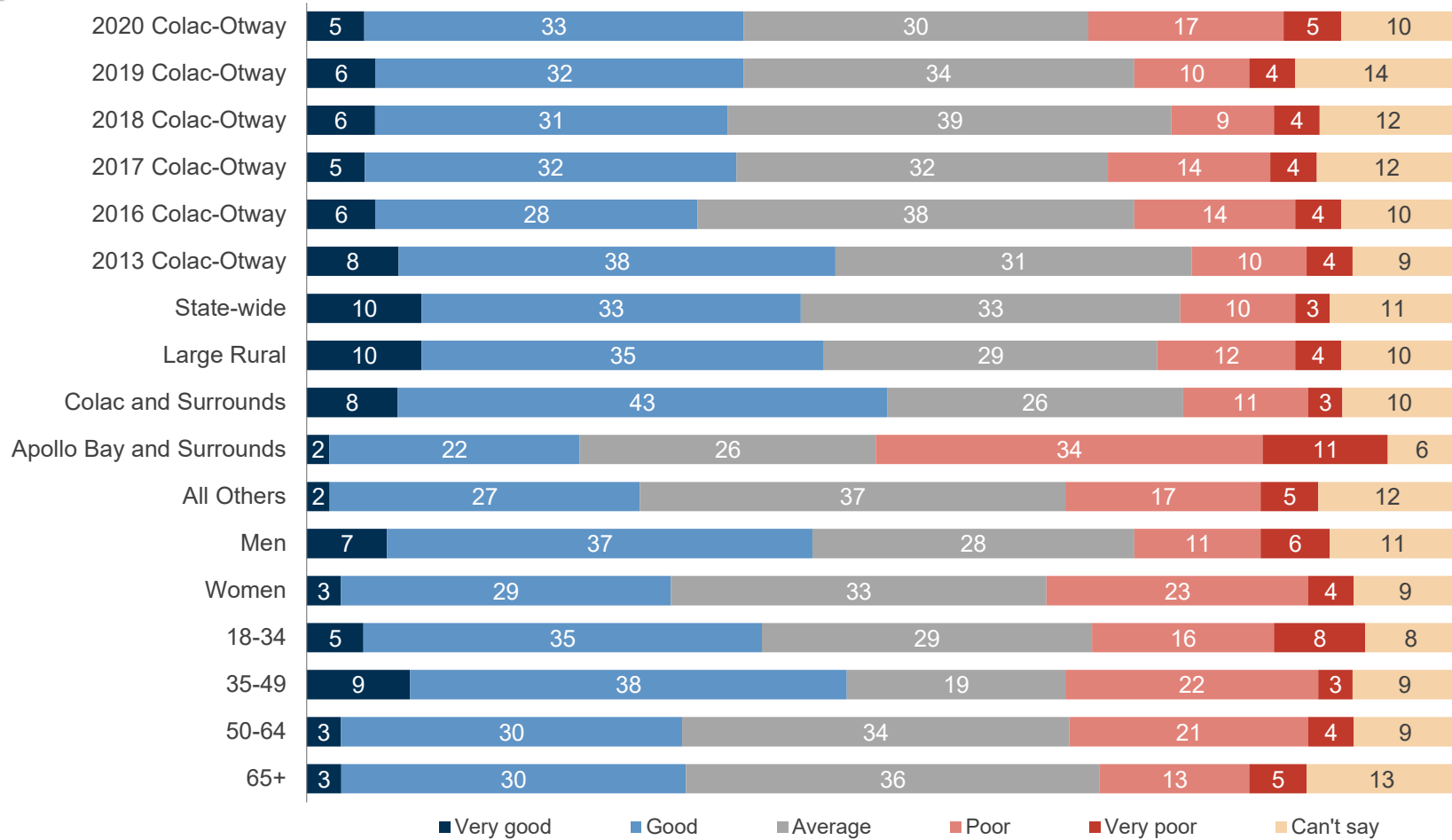
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72	73▲	61	66	61	n/a	61	n/a
35-49	68	72	60	69	61	n/a	63	n/a
Colac and Surrounds	74	71	66	71	64	n/a	64	n/a
Large Rural	72	71	70	70	71	n/a	n/a	n/a
State-wide	72	71	70	69	70	71	70	70
Apollo Bay and Surrounds	58	70	58	74	59	n/a	60	n/a
Women	69	73	67	73	63	n/a	61	n/a
Colac-Otway	70	69	64	68	61	n/a	61	n/a
Men	70	66	61	62	60	n/a	62	n/a
50-64	70	66	65	69	60	n/a	58	n/a
All Others	68	67	61	62	58	n/a	58	n/a
65+	69	67	68	67	63	n/a	63	n/a

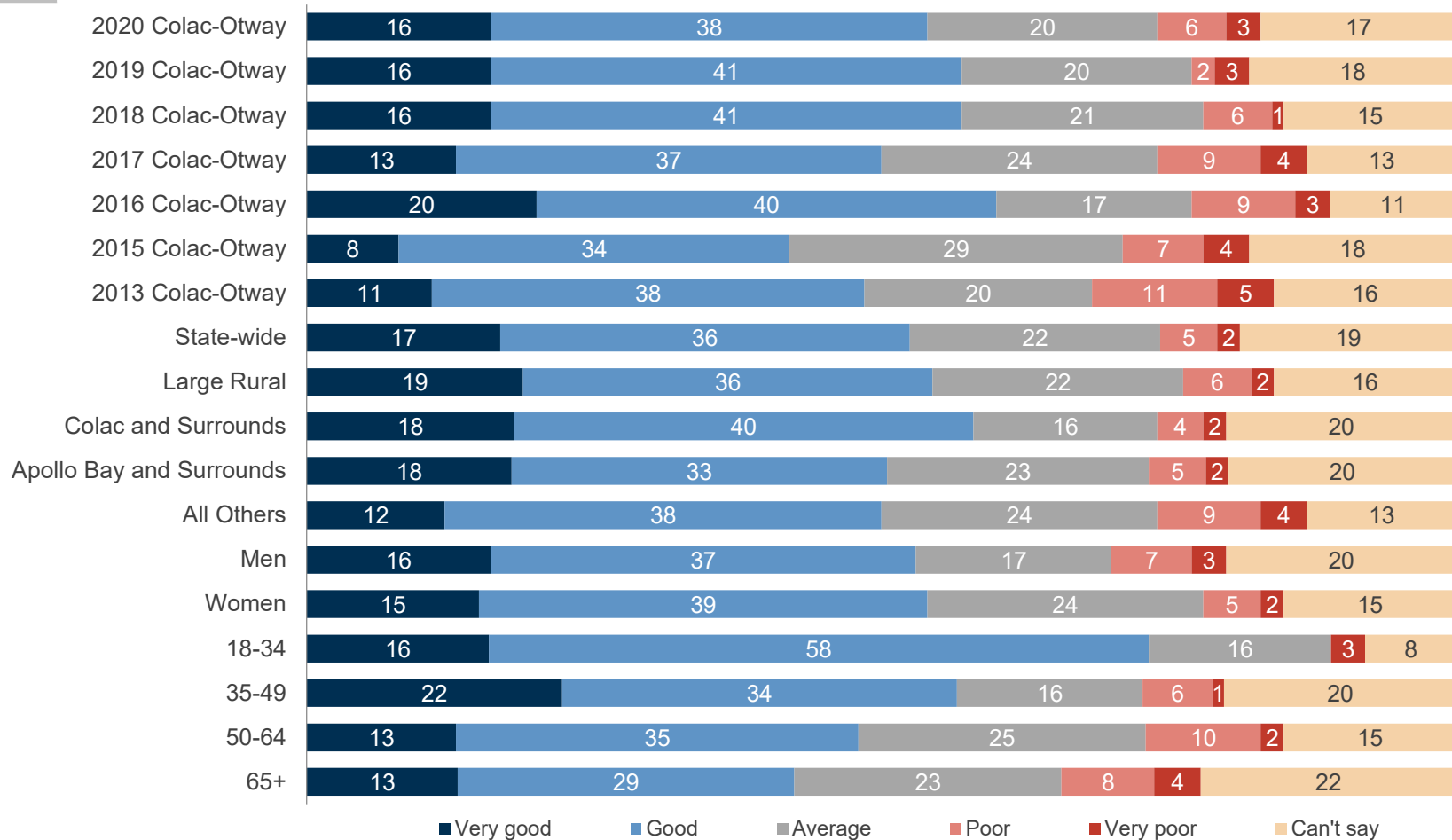
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2020 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: 23 Councils asked group: 8



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	44▲	43	44	43	45	45	44	46
Large Rural	42▲	41	42	43	44	n/a	n/a	n/a
Colac and Surrounds	40	39	40	n/a	45	44	45	n/a
65+	39	34	41	n/a	42	39	41	n/a
18-34	37	41	34	n/a	47	44	49	n/a
Men	36	39	36	n/a	39	37	41	n/a
Colac-Otway	36	36	37	n/a	42	38	40	n/a
Women	36	34	37	n/a	45	40	38	n/a
Apollo Bay and Surrounds	35	33	28	n/a	33	31	26	n/a
50-64	35	34	31	n/a	36	34	32	n/a
All Others	32	33	34	n/a	40	33	36	n/a
35-49	32	37	38	n/a	43	36	38	n/a

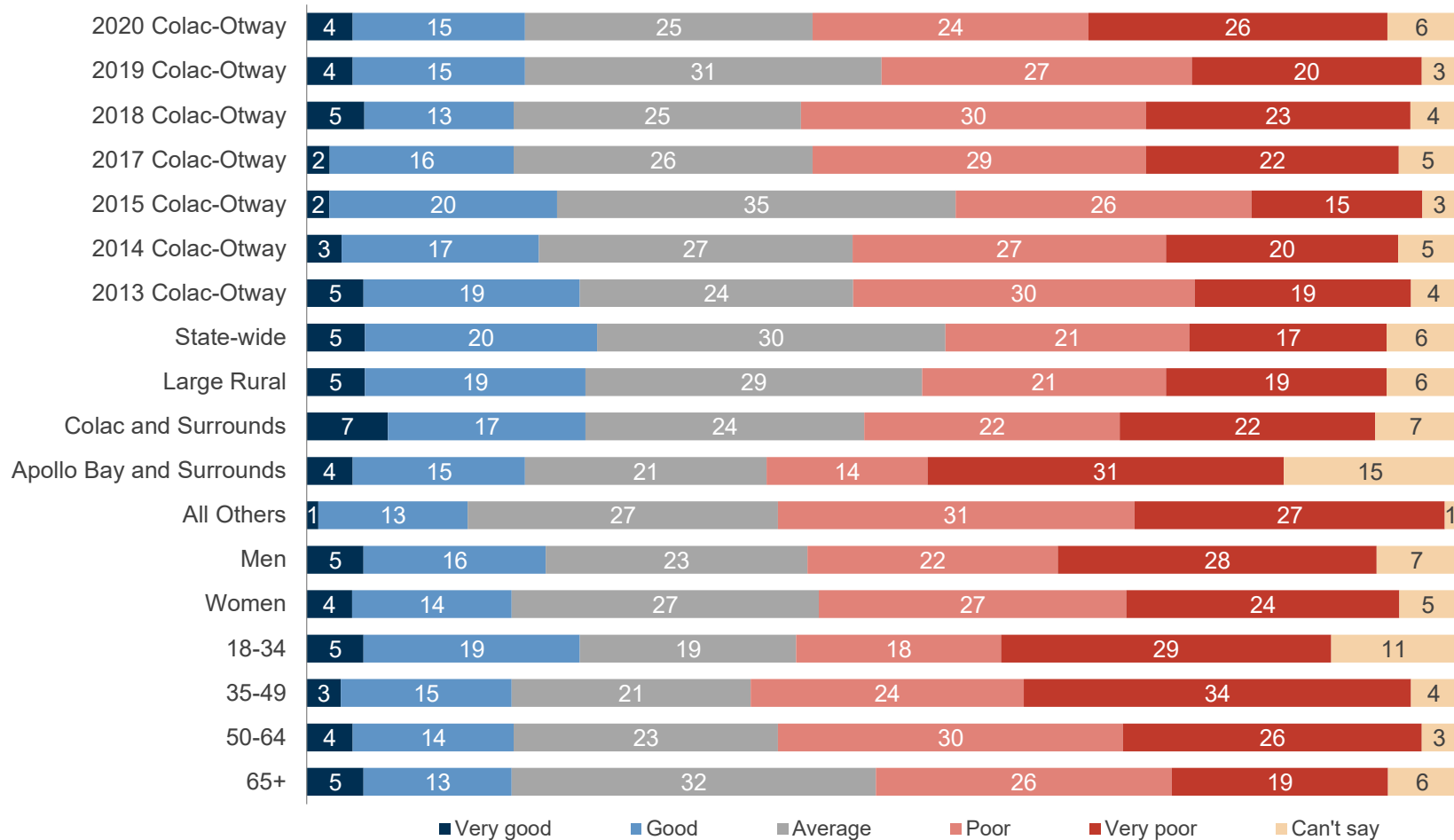
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2020 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: 24 Councils asked group: 10



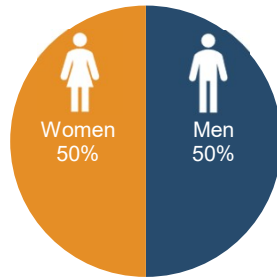
**Detailed
demographics**



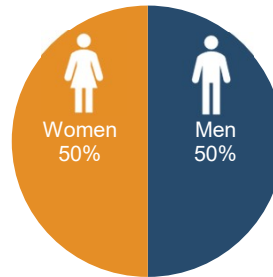
Gender and age profile

2020 gender

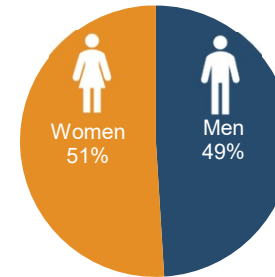
Colac-Otway



Large Rural

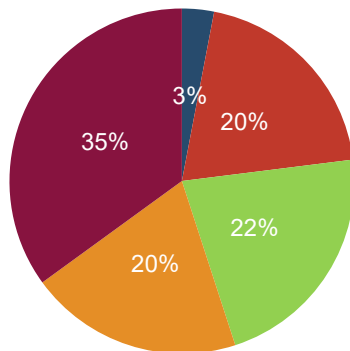


State-wide

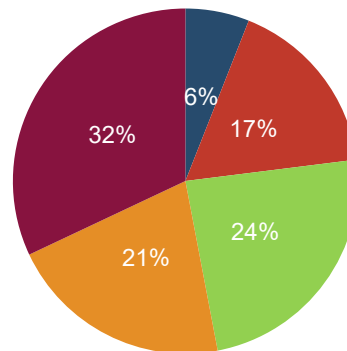


2020 age

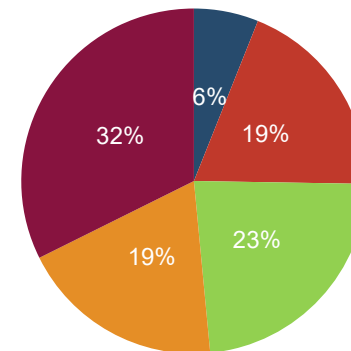
Colac-Otway



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: 62 Councils asked group: 17

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 2020 State-wide Local Government Community Satisfaction Survey for Colac-Otway 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 16,900 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	401	400	+/-4.8
Men	187	199	+/-7.1
Women	214	201	+/-6.7
Colac and Surrounds	175	174	+/-7.4
Apollo Bay and Surrounds	64	65	+/-12.3
All Others	162	161	+/-7.7
18-34 years	38	92	+/-16.1
35-49 years	68	88	+/-11.9
50-64 years	105	78	+/-9.6
65+ years	190	141	+/-7.1



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:

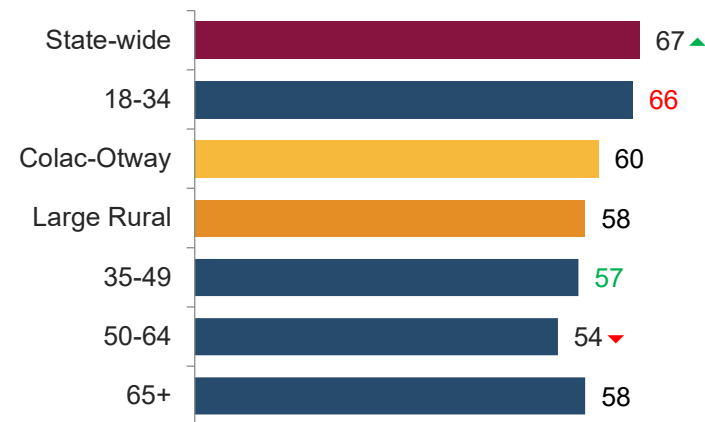
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**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 2020 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 2020 results are compared with previous years, as detailed below:

- 2020, n=401 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=401 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of 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=401 completed interviews were achieved in Colac-Otway Shire Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 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 and Small Rural.

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for Colac-Otway Shire Council for this 2020 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 2012-2020 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 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 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 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 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.

Statewide 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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