



**Local
Government
Community
Satisfaction Survey**

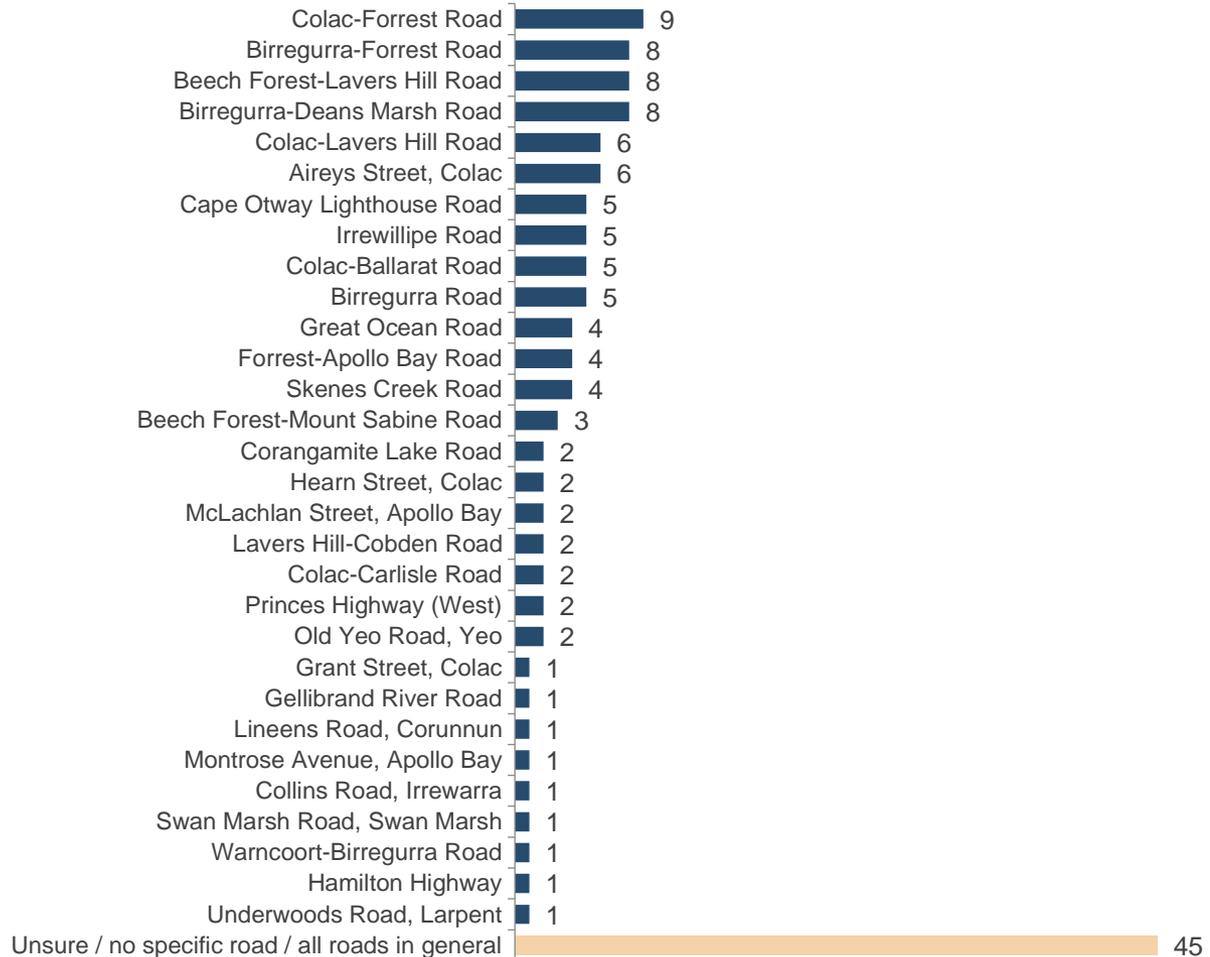
**Colac-Otway Shire
Council
2021 Tailored Questions**

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



Sealed local roads of concern

2021 Sealed local roads of concern (%)



CY1. You earlier rated the performance of sealed local roads as: average / poor / very poor, can you specify which particular road or roads are of concern?

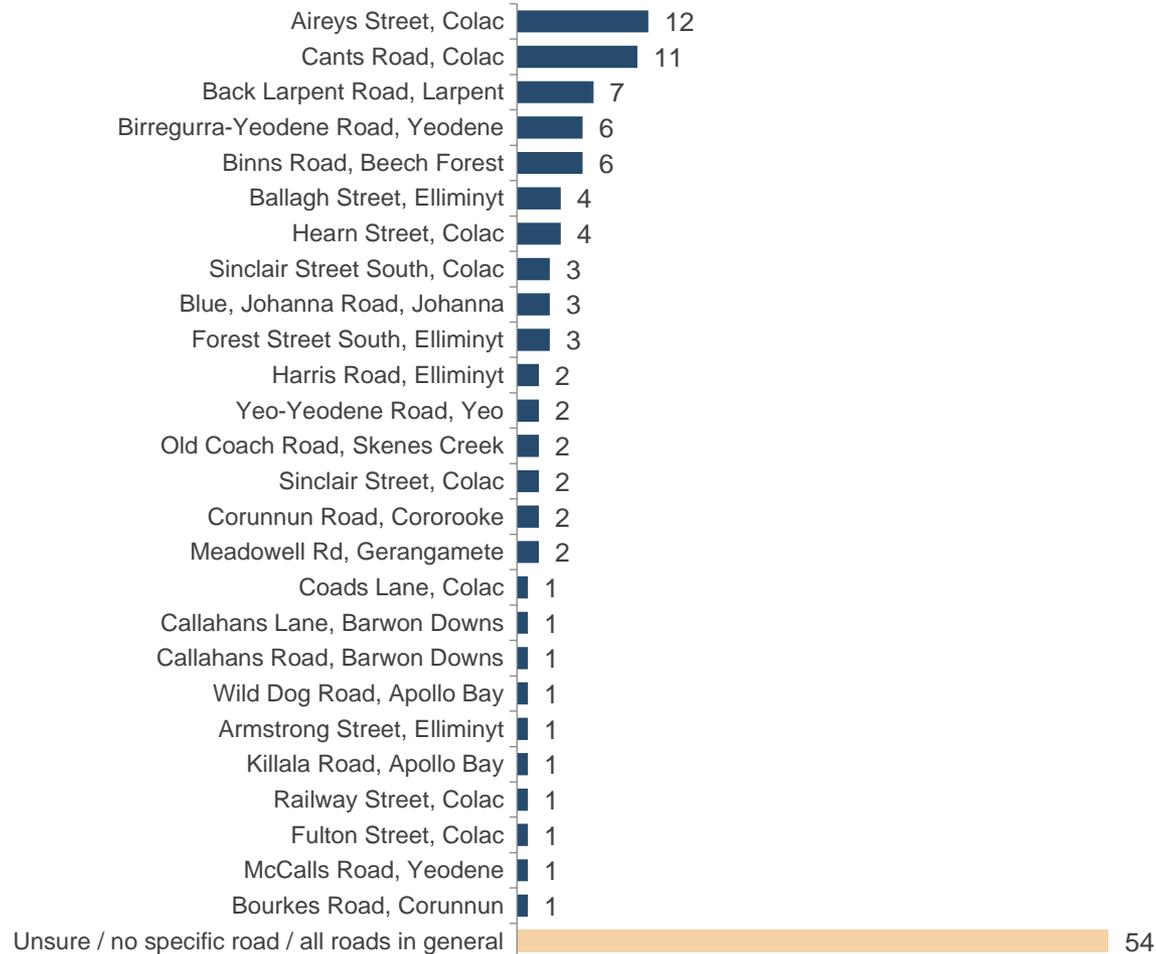
Base: Respondents who rated sealed local roads as average / poor / very poor at Q2Y (n=192).

To further investigate all responses, please refer to the verbatim responses in the additional data file.



Unsealed local roads of concern

2021 Unsealed local roads of concern (%)



CY2. You earlier rated the performance of unsealed local roads as: average/ poor/ very poor, can you specify which particular road or roads are of concern?

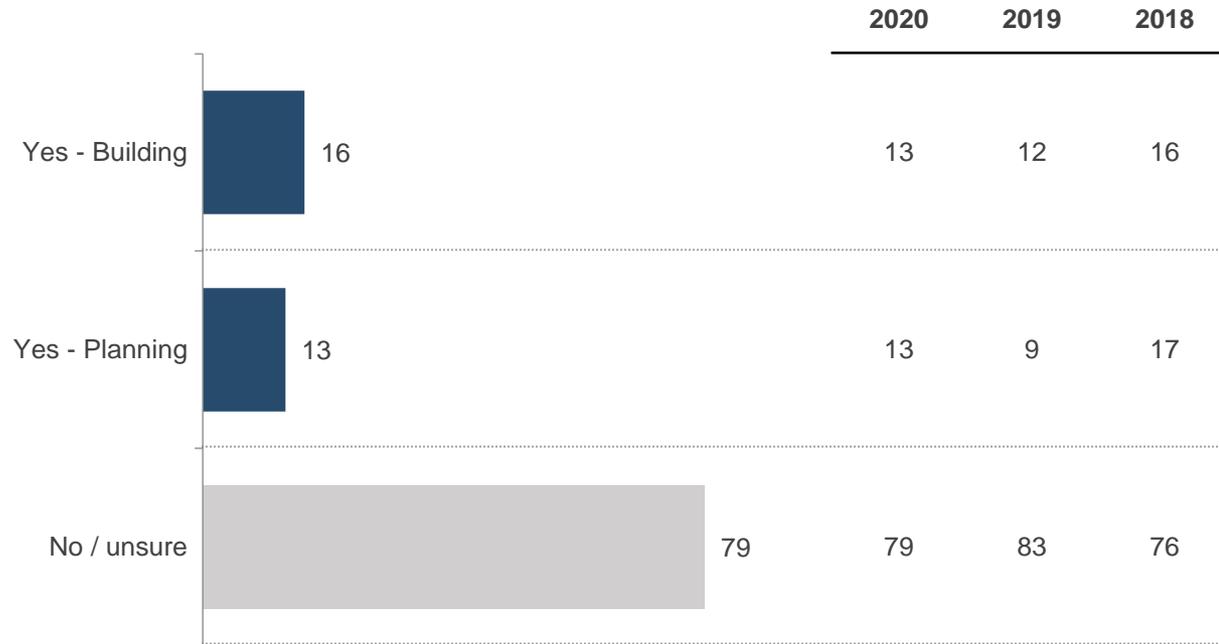
Base: Respondents who rated unsealed local roads as average/ poor/ very poor at Q2W (n=203).

To further investigate all responses, please refer to the verbatim responses in the additional data file.



Planning and building permits in last 12 months

2021 Planning and building permits in past 12 months (%)
(multiple response allowed)

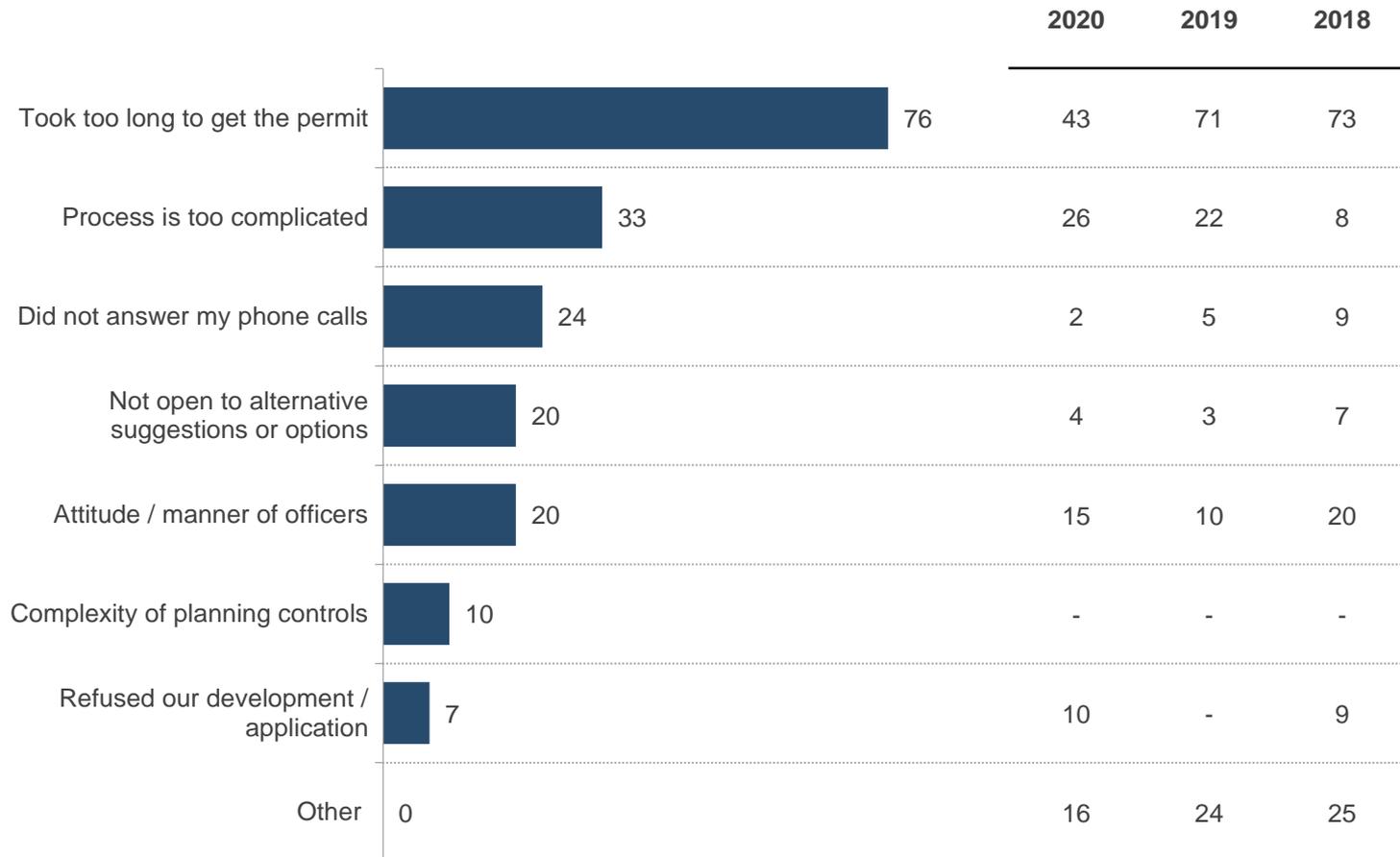


CY3. You earlier rated the performance of planning and building permits as average / poor / very poor. Have you had a planning or building application with Council in the past 12 months? Was that a planning application, a building application or both?
Base: Respondents who rate planning and building permits as average / poor / very poor (n=243).

Issues that influenced planning permit service rating: planning applications



2021 Issues influencing planning permit service (%)
 (among those who had a planning application)
 (multiple response allowed)



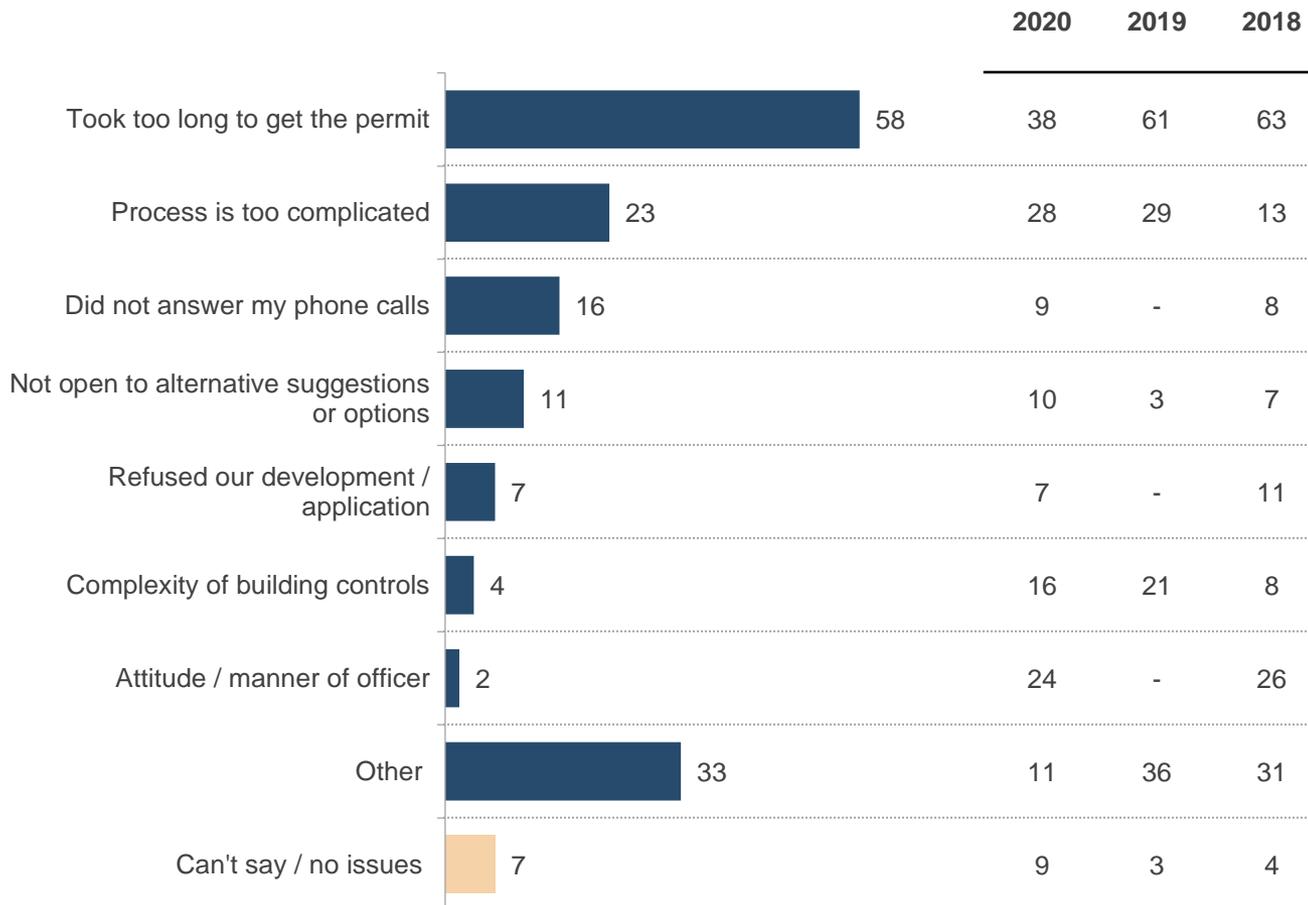
CY4. What was the issue that has influenced your rating of the planning permit service?

Base: Respondents who rate planning and building permits as average/ poor/ very poor and have had a planning application with Council in the past 12 months (n=25).

Issues that influenced building permit service rating: building applications



2021 Issues influencing building permit service (%) (among those who had a building application) (multiple response allowed)



CY5. What was the issue that has influenced your rating of the building permit service?

Base: Respondents who rate planning and building permits as average/ poor/ very poor and have had a building application with Council in the past 12 months (n=33).

To further investigate the 33% 'Other' responses, please refer to the verbatim responses in the additional data file.



Issues that influenced planning and building permit service

2021 Issues influencing planning and building permits (%)
(among those who have not had a planning or building application or are unsure)
(multiple response allowed)

		2020	2019	2018
It takes too long to get a permit	54	54	41	52
The planning or building process is too complicated	29	20	18	19
Attitude of building or planning officers	16	6	8	9
Issues with a neighbours development	14	10	11	8
Complexity of planning and building controls	12	10	6	3
They refuse development applications unnecessarily	12	6	6	5
Inappropriate development in the area	9	11	3	3
They do not answer phone calls	8	5	3	2
Lack of infrastructure provided with development e.g. footpaths	6	6	5	5
Too much development in the area	4	4	2	1
No issues	3	<1	3	2
Other	0	15	27	17
Can't say	8	0	7	7

CY6. What was the issue that has influenced your rating of the planning and building permits?

Base: Respondents who rate planning and building permits as average/ poor/ very poor and have not had a planning or building application with Council in the past 12 months or are unsure (n=181).

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

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



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

