



2019 Local Government Community Satisfaction Survey

Colac-Otway Shire Council

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

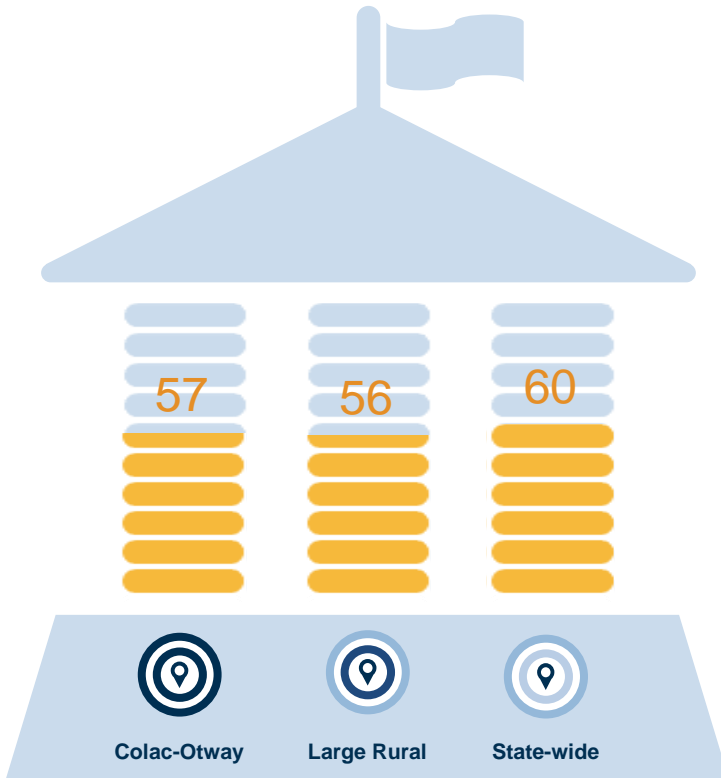


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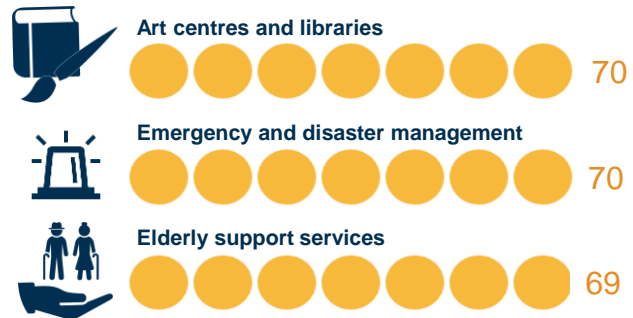
Colac-Otway Shire Council – at a glance



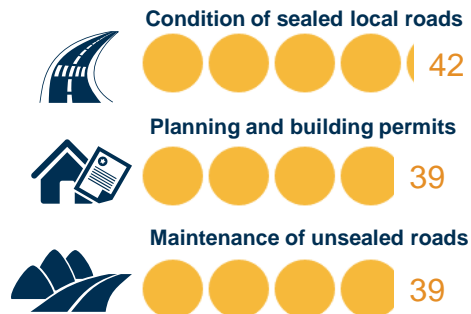
Overall Council performance

Results shown are index scores out of 100.

Top 3 performing areas



Bottom 3 performing areas





Background and objectives



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 twentieth year, this survey provides insight into the community's views on:

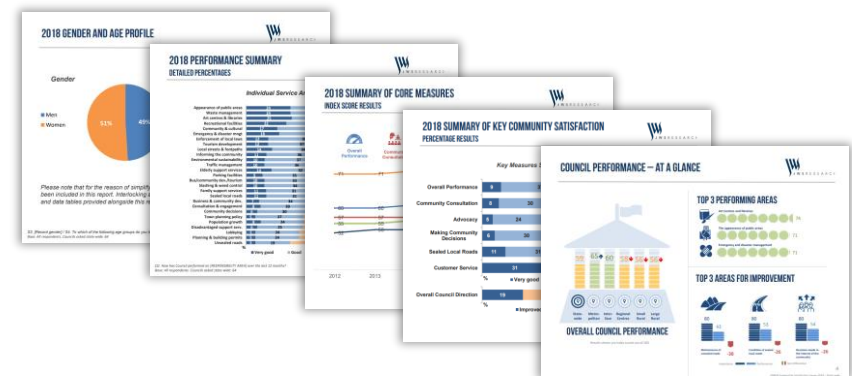
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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.



The background features large, dark blue letters 'N' and 'W' slanted to the right. The letters are filled with a satellite night view of Earth, showing city lights and a network of glowing lines, possibly representing a power grid or data network. The 'N' is on the left and the 'W' is on the right, both pointing towards the bottom right corner.

Key findings and recommendations



Overall performance

The overall performance index score of 57 for Colac-Otway Shire Council represents a two-point improvement on the 2018 result.

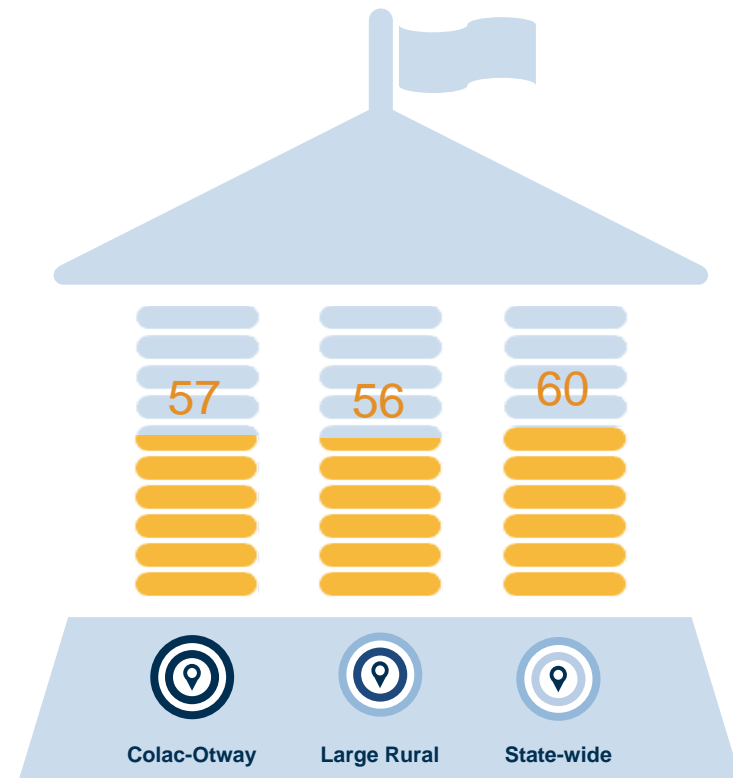
- Although this is not a significant improvement, it matches Council's highest previously achieved rating, last recorded in 2013.

Colac-Otway Shire Council's overall performance is similar to the Large Rural group average (index score of 56) and statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide (index score of 60).

- Residents of Colac and Surrounds (index score of 61) rate Council's overall performance significantly higher than average.
- Conversely, residents of Apollo Bay and Surrounds (index score of 48) rate Council significantly lower than average.

Approximately three times as many residents rate Colac-Otway Shire Council's overall performance as 'very good' or 'good' (41%) than those who rate it as 'very poor' or 'poor' (15%). A further 43% sit mid-scale, rating Council's overall performance as 'average'.

Overall Council performance



Results shown are index scores out of 100.



Customer contact and service

Contact with council

Three in five Colac-Otway Shire Council residents (61%) have had contact with Council in the last 12 months. This is not significantly different to 2018 results (65%), which represented Council's highest level of contact since 2012.

- Women and residents aged 35 to 49 years had the most contact with Council (both 68%) in 2019.
- Conversely, residents aged 18 to 34 years had the least contact with Council (50%).
- The rate of contact across demographic and geographic cohorts did not differ significantly from the Council average.
- Rates of contact declined significantly this year among residents from Colac and Surrounds (58%, down nine percentage points from 2018), men (54%, down 15 percentage points) and residents aged 18 to 34 years (50%, down 18 percentage points).

Customer service

Colac-Otway Shire Council's customer service index of 66 is a two point decline on the 2018 result, which equalled Council's highest rating, previously achieved in 2012. Performance on this measure is rated significantly lower than the State-wide average (index score of 71) but is not significantly different to the Large Rural group average (index scores of 69).

- Residents of Apollo Bay and Surrounds (index score of 75) rate Council's customer service significantly higher than average.
- There are no other significant differences across the demographic or geographic cohorts compared to the 2019 Council average.

Just over a quarter of residents (26%) rate Council's customer service as 'very good', with over a further 39% rating it as 'good'. Only 18% of residents rate customer service as 'poor' or 'very poor', a further 16% sit mid-scale and provide an 'average' rating.



Council direction

Colac-Otway Shire Council's overall direction index score is 56. This is the highest (equivalent) score since 2012 and holds steady from last year.

- Council's result is significantly higher than the Large Rural council average (index score of 51) and not significantly different to the State-wide average (index score of 53).
- Perceptions of council direction among residents aged 35 to 49 years (index score of 48) is significantly lower than the Council average.

This year, a similar number of residents indicate that Council's overall direction has 'stayed the same' compared to last year (55% up from 53%). Over a quarter (26%) feel Council's overall direction has 'improved', outweighing those who say it has 'deteriorated' (15%).



Top performing areas and areas for improvement

Top performing areas

The top three performing service areas for Colac-Otway Shire Council are:

- Art centres and libraries (index score of 70)
- Emergency and disaster management (index score of 70)
- Elderly support services (index score of 69).

On all three of these service areas, residents of Apollo Bay and Surrounds rate Council's performance significantly lower than average (index scores of 55, 58 and 57 respectively).

The top performing area of art centres and libraries declined three points from last year (this is not a significant decline, but demonstrates that higher ratings have been achieved). On this service area, Council performs significantly lower than State-wide and Large Rural council averages (74 and 73 respectively).

Positively, elderly support services performs best (although not significantly higher) among those aged 65 years and older (index score 73). This also represents a significant increase among this cohort compared to 2018 (up seven index points).

- Those aged 18 to 34 years rate Council significantly lower than the Council average for elderly support services (index score of 61).

Areas for improvement

The only significant decline in 2019 was a four point drop on the measure of waste management (index score of 64).

- This result is the same as the Large Rural council average but significantly lower than the average rating for councils State-wide (index score of 68).

Individual service areas with the lowest ratings in 2019 are:

- Maintenance of unsealed roads (index score of 39)
- Planning and building permits (index score of 39)
- Condition of sealed local roads (index score of 42).

On these three service areas, Council performs significantly below the State-wide averages. On the latter two service areas, Council performs significantly lower than the Large Rural group averages.



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on Council's overall performance ratings (based on regression analysis) are:

- Decisions in the interest of the community
- Enforcement of local laws.

Other key service areas with a more moderate positive influence on overall performance include:

- Lobbying on behalf of the community
- Appearance of public areas
- Condition of sealed local roads
- Community consultation and engagement.

Council continues to perform relatively strongly on the enforcement of local laws and appearance of public areas (index scores of 61 and 62 respectively) and efforts should continue in these areas to maintain positive sentiment and drive positive overall perceptions of Council.

However, more attention should be focused on improving communication and transparency around community decisions, which remains one of Council's lower rated performance areas (index score of 52).

Similarly, a focus on improving community sentiment around community consultation and engagement and advocacy, and greater attention to the condition of local roads, have the capacity to lift overall ratings of Council performance.

Other key areas such as business and community development and tourism, waste management, recreational facilities, elderly support services and planning / building permits (which is less favourably rated) have a more limited influence on overall opinion of Council performance. While some effort should be extended to these areas, there are greater gains to be made in attending to other service areas with a stronger influence on overall performance ratings.

Good communication and transparency about Council decisions, improved community consultation and advocacy, and continued efforts in maintaining public areas and enforcing local laws, could help drive up overall opinion of Council's performance.



Focus areas for coming 12 months

Perceptions of Council mostly held firm in 2019. While gains seen in 2019 are not significant compared to last year, Council was able to maintain its ratings after significant improvements in a number of areas in 2018 – this is a positive result.

In terms of priorities for the year ahead, Colac-Otway Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Decisions made in the interest of the community
- Enforcement of local laws
- Lobbying on behalf of the community.

Council should also focus attention on service areas where current performance results are low and remain significantly lower than both the State-wide and Large Rural group council averages.

- Areas that stands out as being most in need of attention are planning and building permits (index score of 39) and sealed local roads (index score of 42).

Unsealed roads is also significantly lower than State-wide council average (index score of 39) and may be worthy of some attention.

Consideration should still be given to residents in Apollo Bay and Surrounds, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents in Colac and Surrounds, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to maintain and build upon the momentum obtained this year. In particular, perceptions of decisions made in the interests of the community have been trending up (from an index score of 43 in 2016 to 52 currently) – a key positive influence on overall performance. This indeed aligns with improved perceptions of Council's overall performance which, in 2019, has peaked again (equal with the highest level previously recorded in 2013).



Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:

03 8685 8555

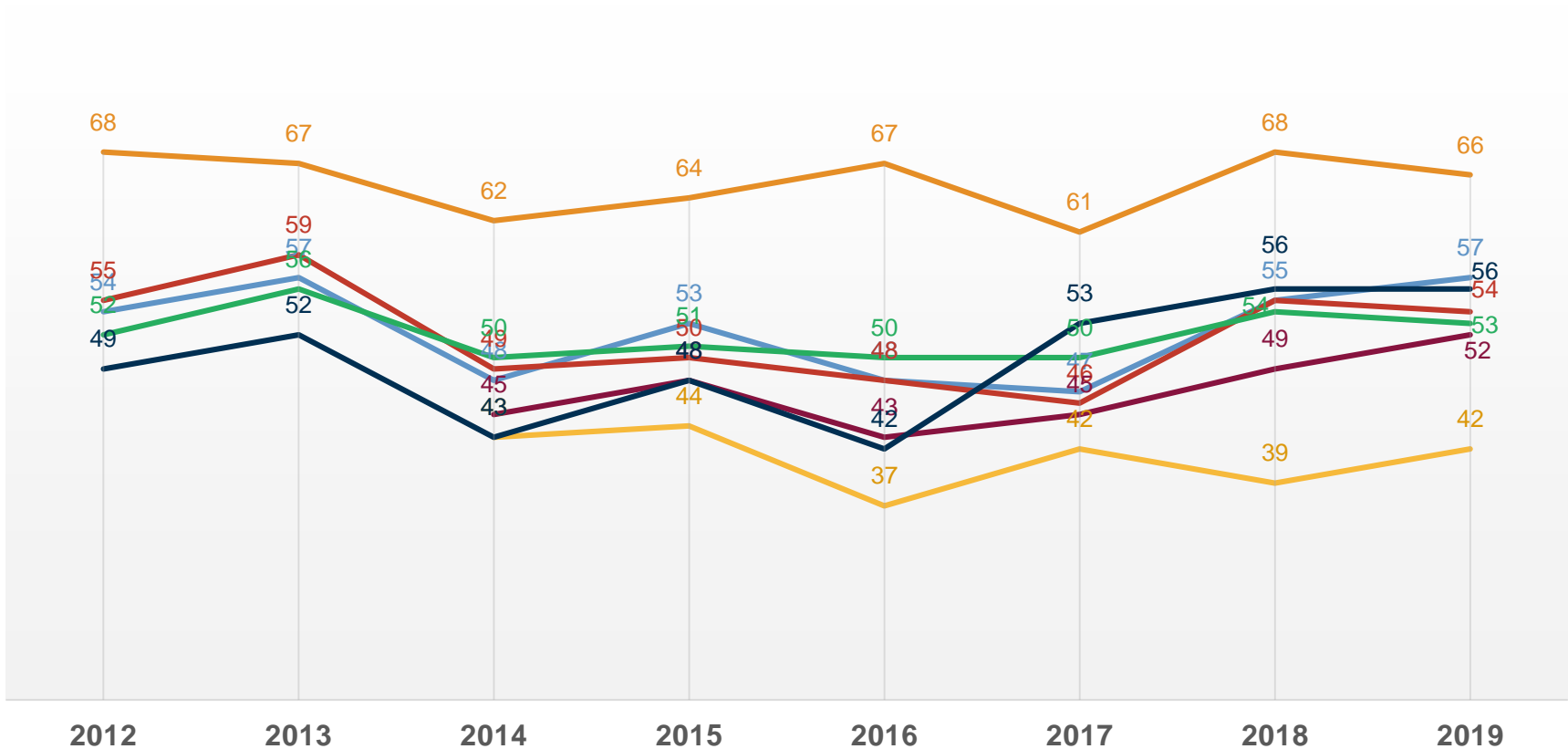


Summary of findings



Summary of core measures

Index scores





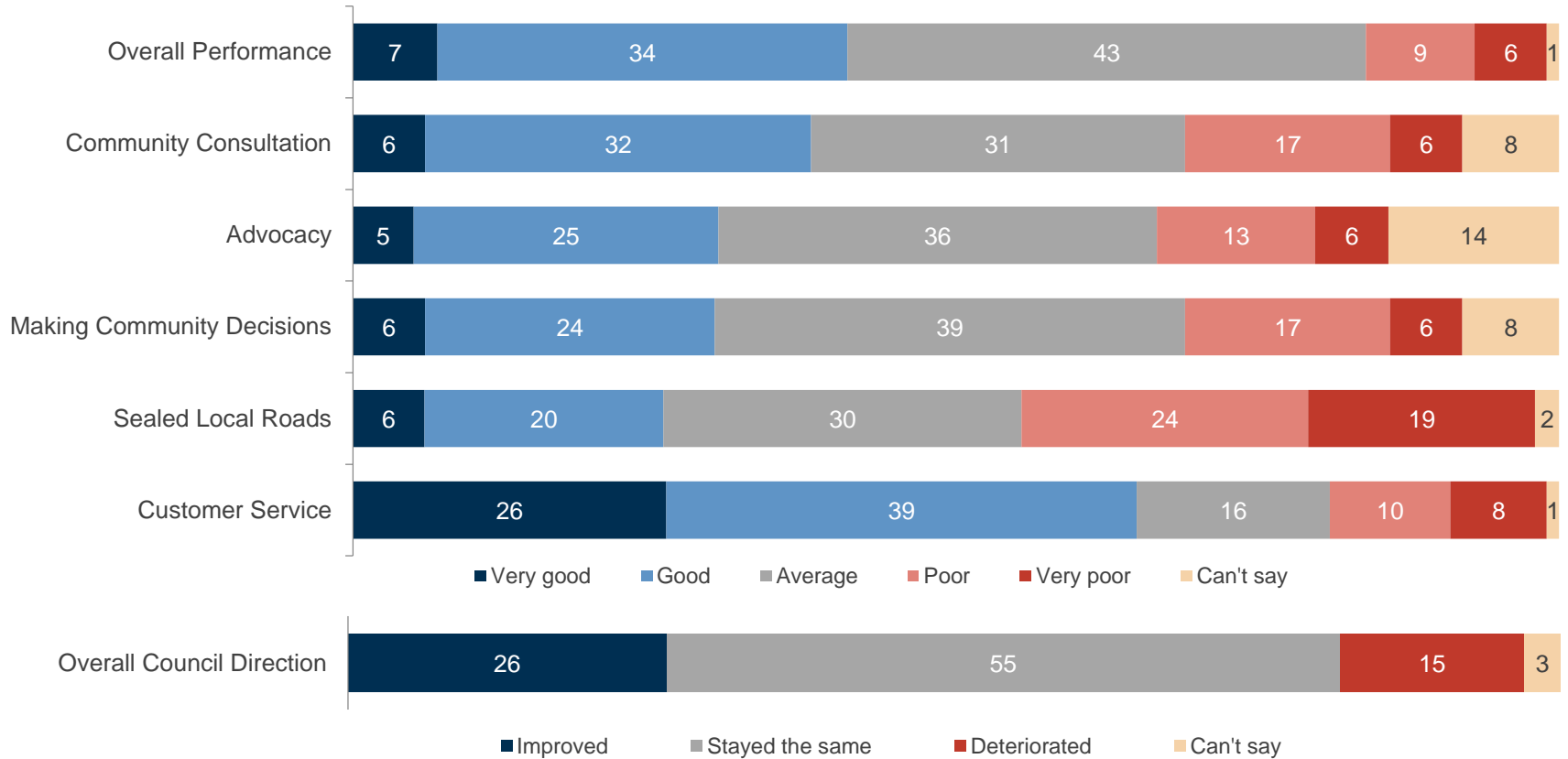
Summary of core measures

Performance Measures	Colac-Otway 2019	Colac-Otway 2018	Large Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	57	55	56	60	Colac and Surrounds	Apollo Bay and Surrounds
Community Consultation (Community consultation and engagement)	54	55	54	56	Colac and Surrounds	All Others
Advocacy (Lobbying on behalf of the community)	53	54	52	54	Colac and Surrounds	Apollo Bay and Surrounds
Making Community Decisions (Decisions made in the interest of the community)	52	49	52	55	Aged 18-34 years	Apollo Bay and Surrounds
Sealed Local Roads (Condition of sealed local roads)	42	39	47	56	Colac and Surrounds	Apollo Bay and Surrounds
Customer Service	66	68	69	71	Apollo Bay and Surrounds	Aged 35-49 years
Overall Council Direction	56	56	51	53	Aged 18-34 years	Apollo Bay and Surrounds



Summary of key community satisfaction

Key measures summary results (%)





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 charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

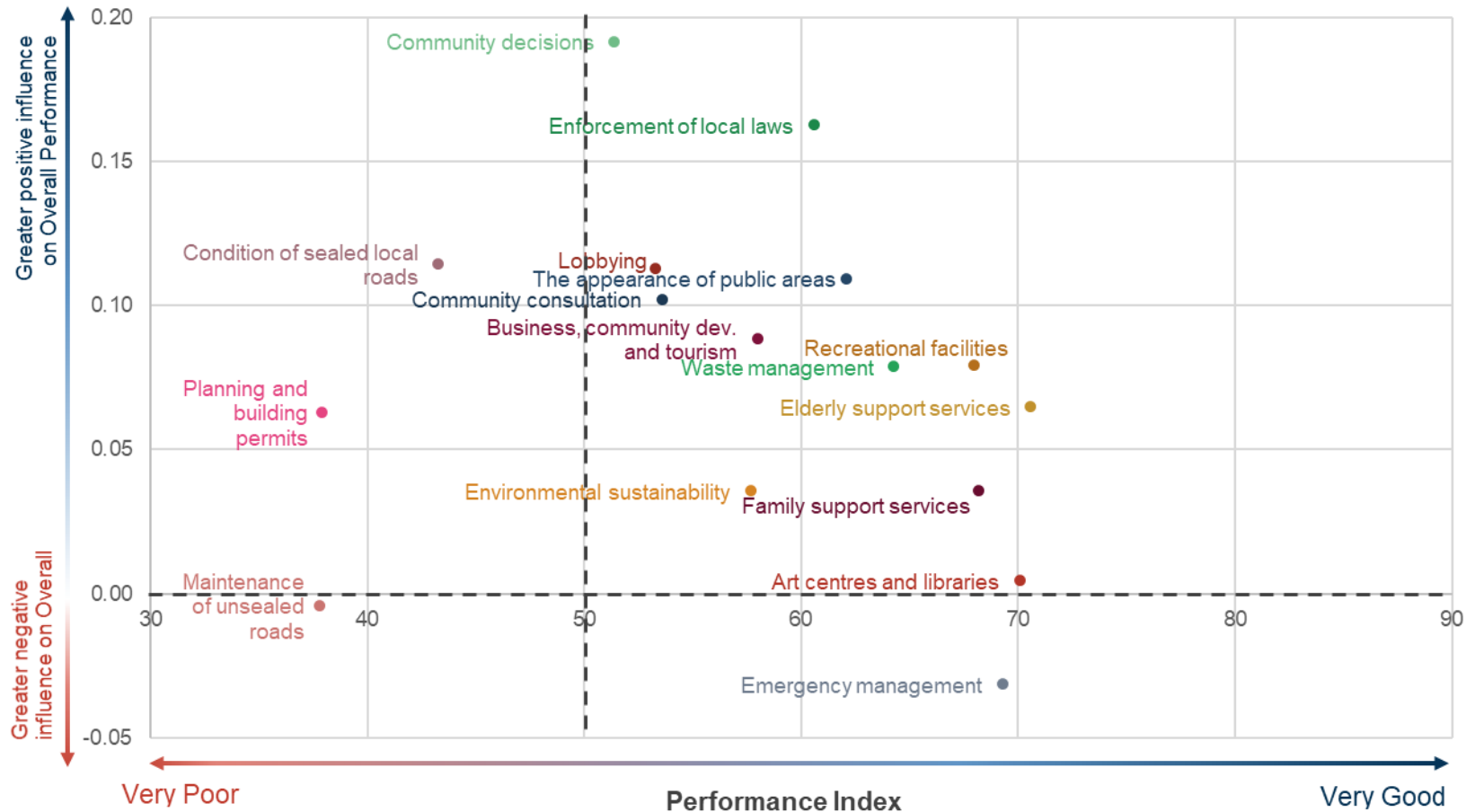
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2019 regression analysis (all service areas)

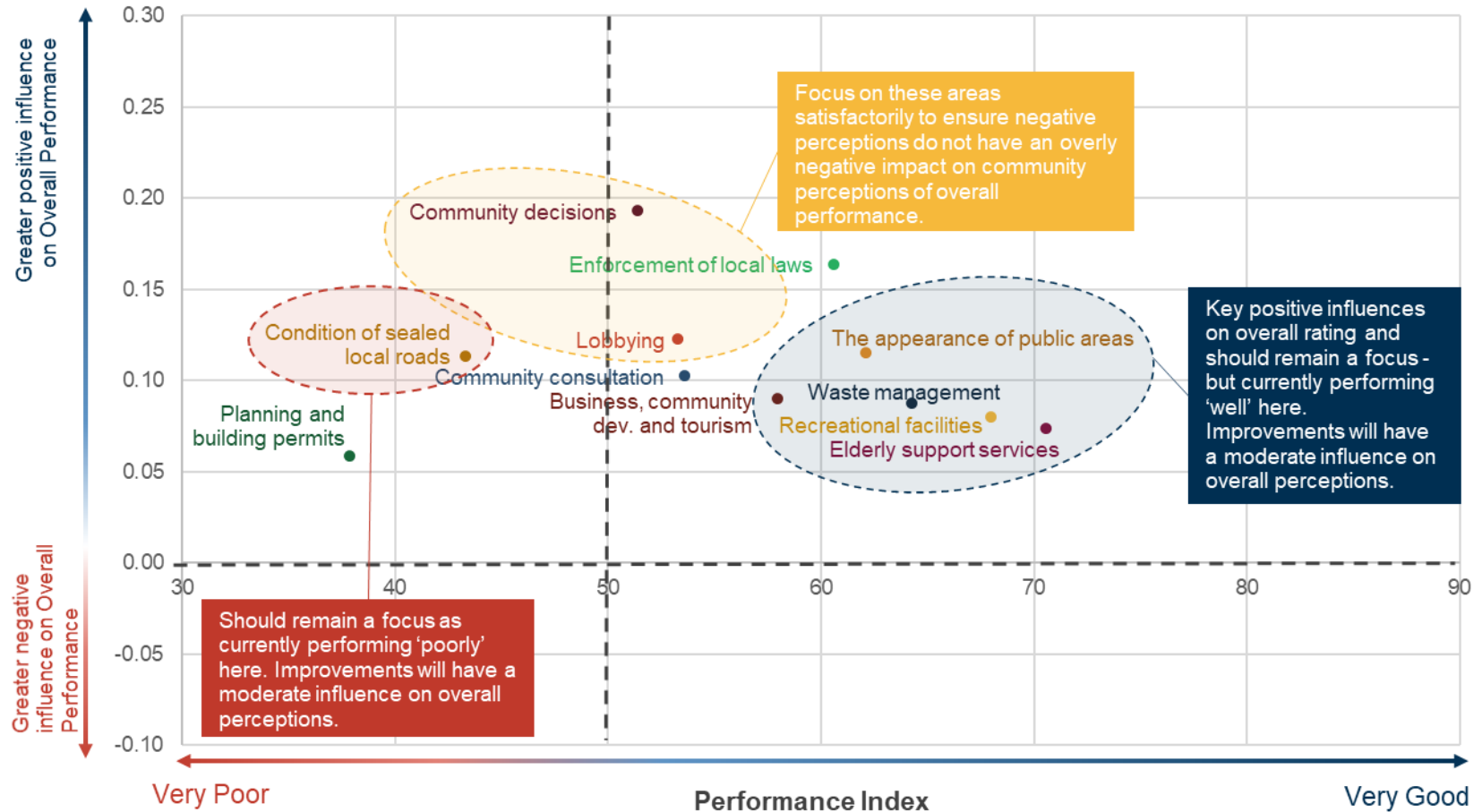


The multiple regression analysis model above (all service areas) has an R-squared value of 0.609 and adjusted R-square value of 0.593, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 37.28$. 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

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.607 and adjusted R-square value of 0.595, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 54.39$.



Individual service area performance

2019 individual service area performance (index scores)

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

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

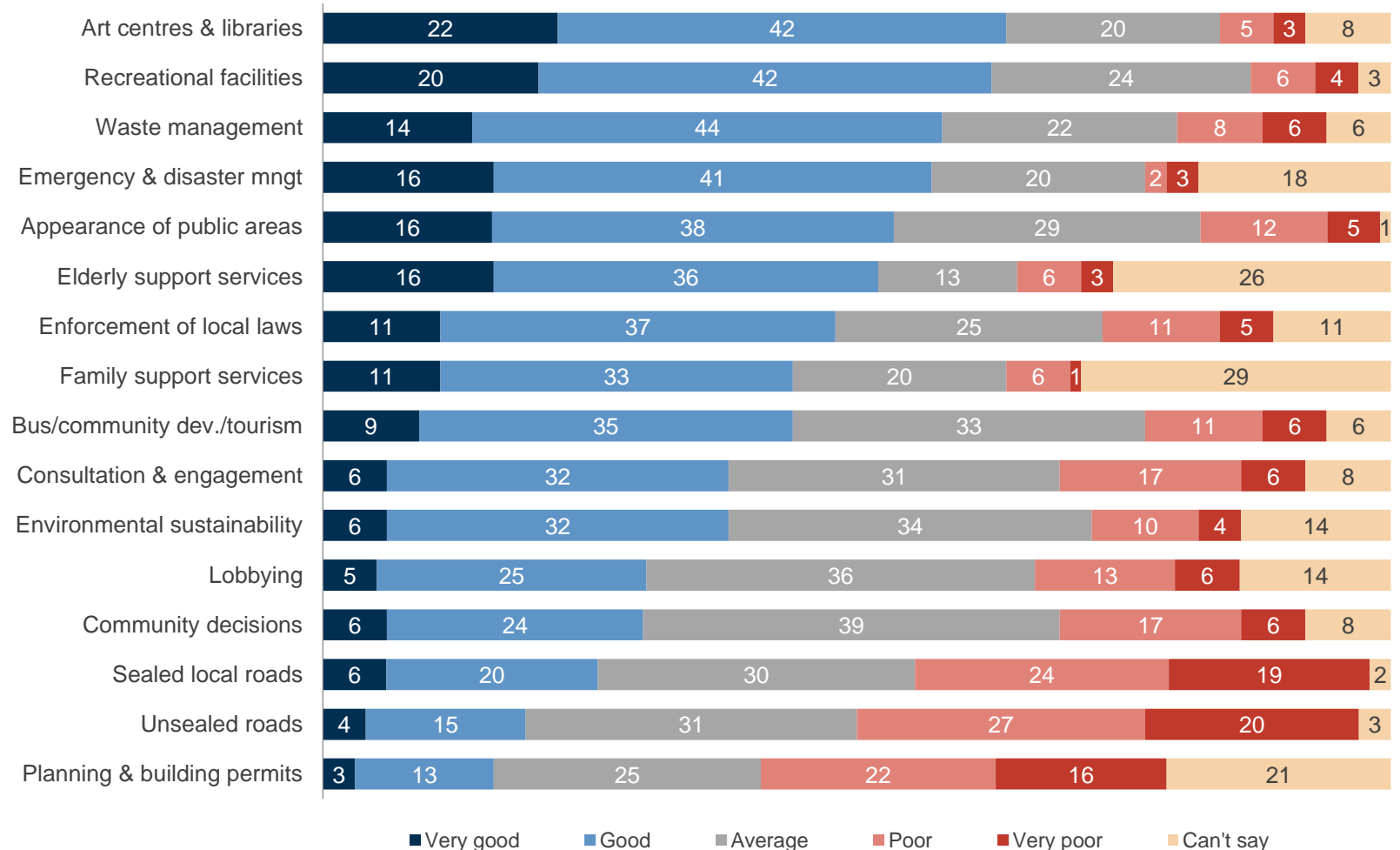
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Individual service area performance

2019 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18



Individual service area performance vs State-wide average

Significantly Higher than State-wide Average

- Not applicable

Significantly Lower than State-wide Average

- Enforcement of local laws
- Recreational facilities
- Appearance of public areas
- Art centres & libraries
- Waste management
- Bus/community dev./tourism
- Planning permits
- Environmental sustainability
- Unsealed roads
- Making community decisions
- Sealed local roads



Individual service area performance vs group average

Significantly Higher than Group Average

- Not applicable

Significantly Lower than Group Average

- Enforcement of local laws
- Appearance of public areas
- Art centres & libraries
- Bus/community dev./tourism
- Planning permits
- Environmental sustainability
- Sealed local roads

DETAILED FINDINGS



Overall performance



Overall performance

2019 overall performance (index scores)

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

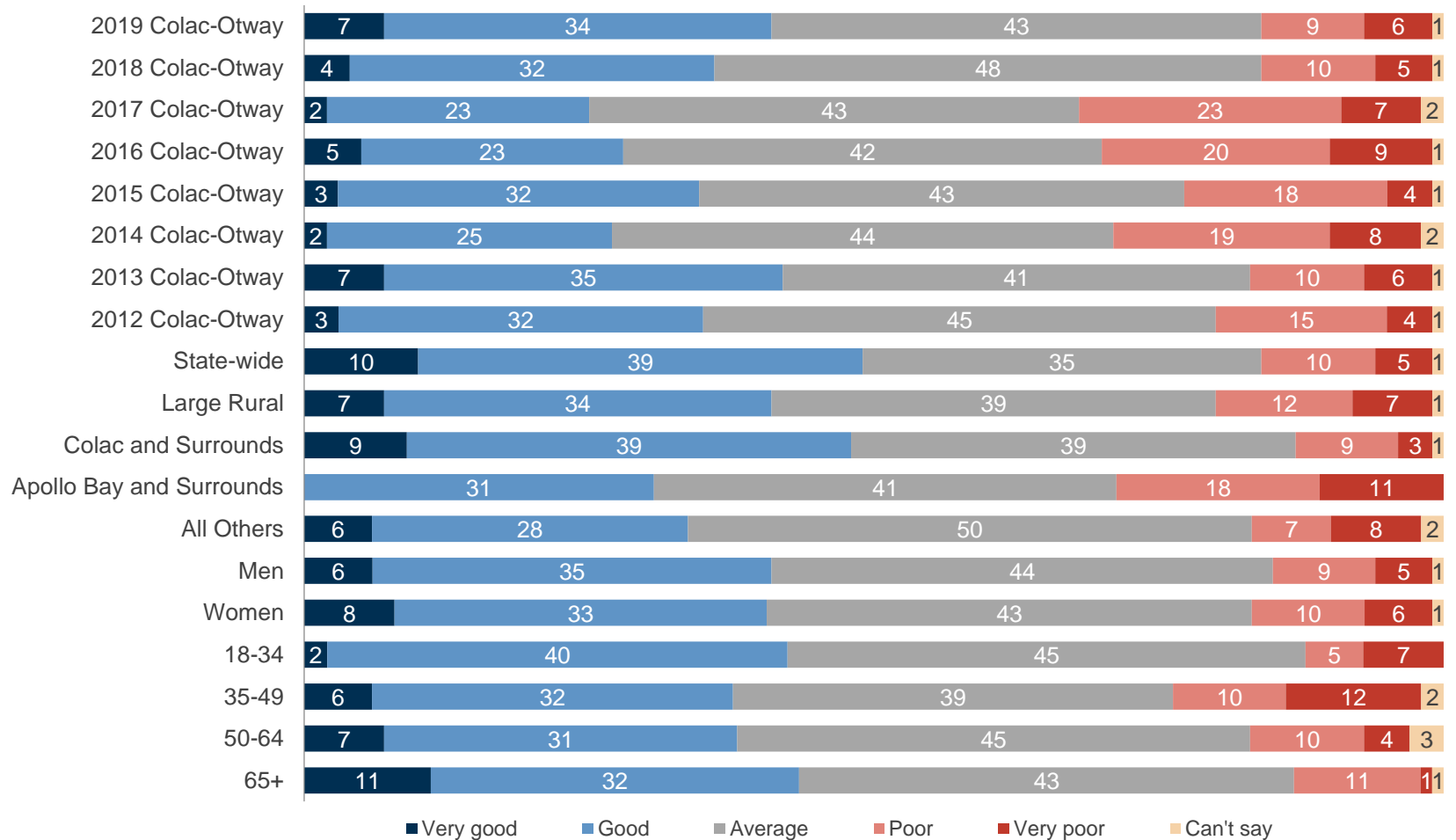
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Overall performance

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: 63 Councils asked group: 18

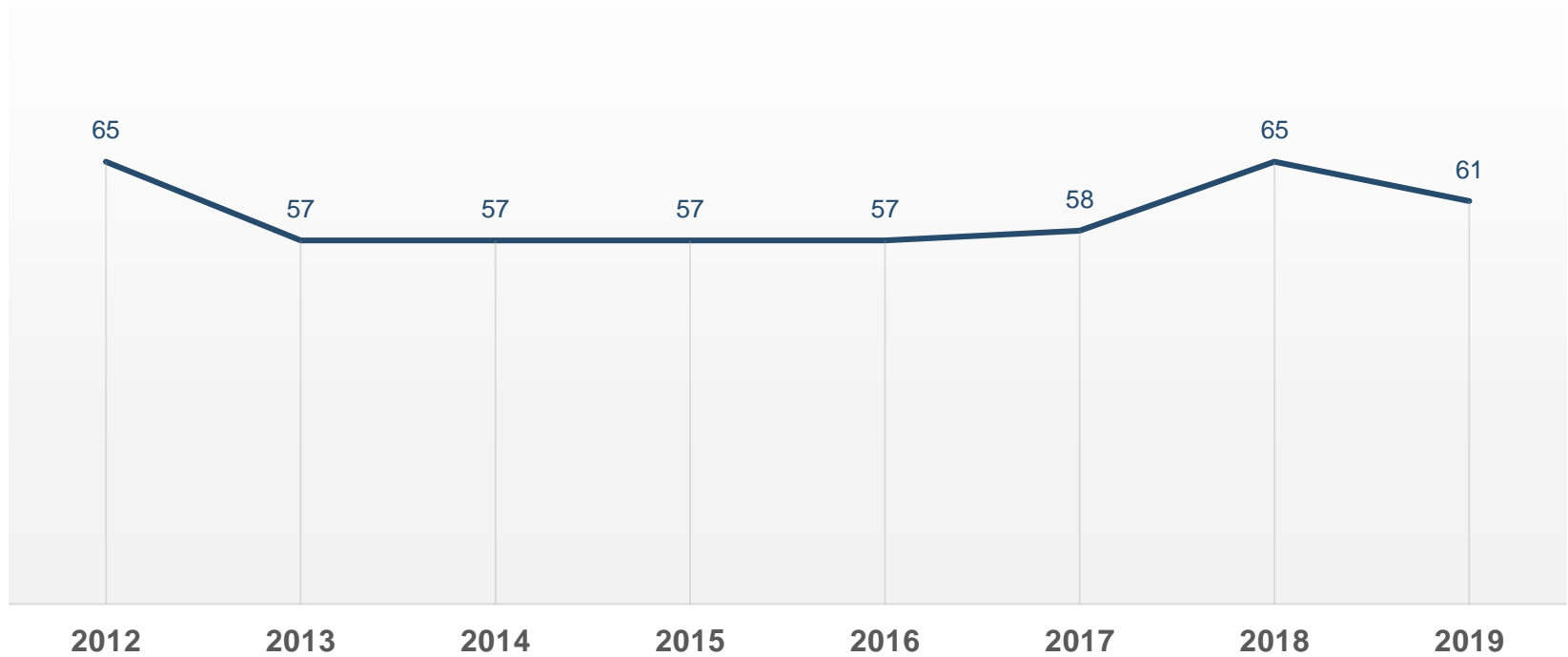


Customer service



Contact with council

2019 contact with council (%)
Have had contact



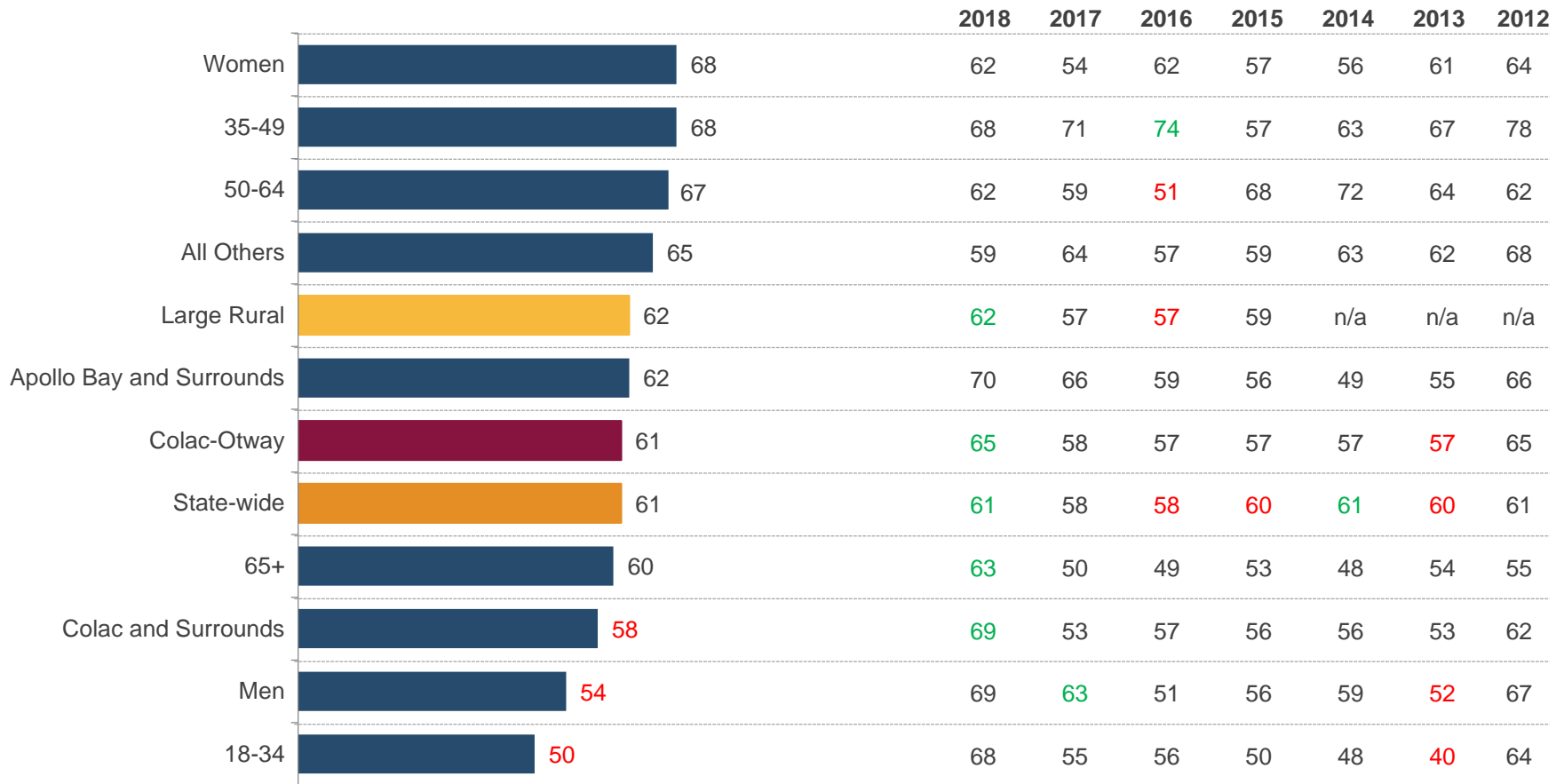
Q5. Over the last 12 months, have you or any member of your household had any contact with Colac-Otway Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 38 Councils asked group: 11



Contact with council

2019 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: 38 Councils asked group: 11

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



Customer service rating

2019 customer service rating (index scores)

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

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: 63 Councils asked group: 18

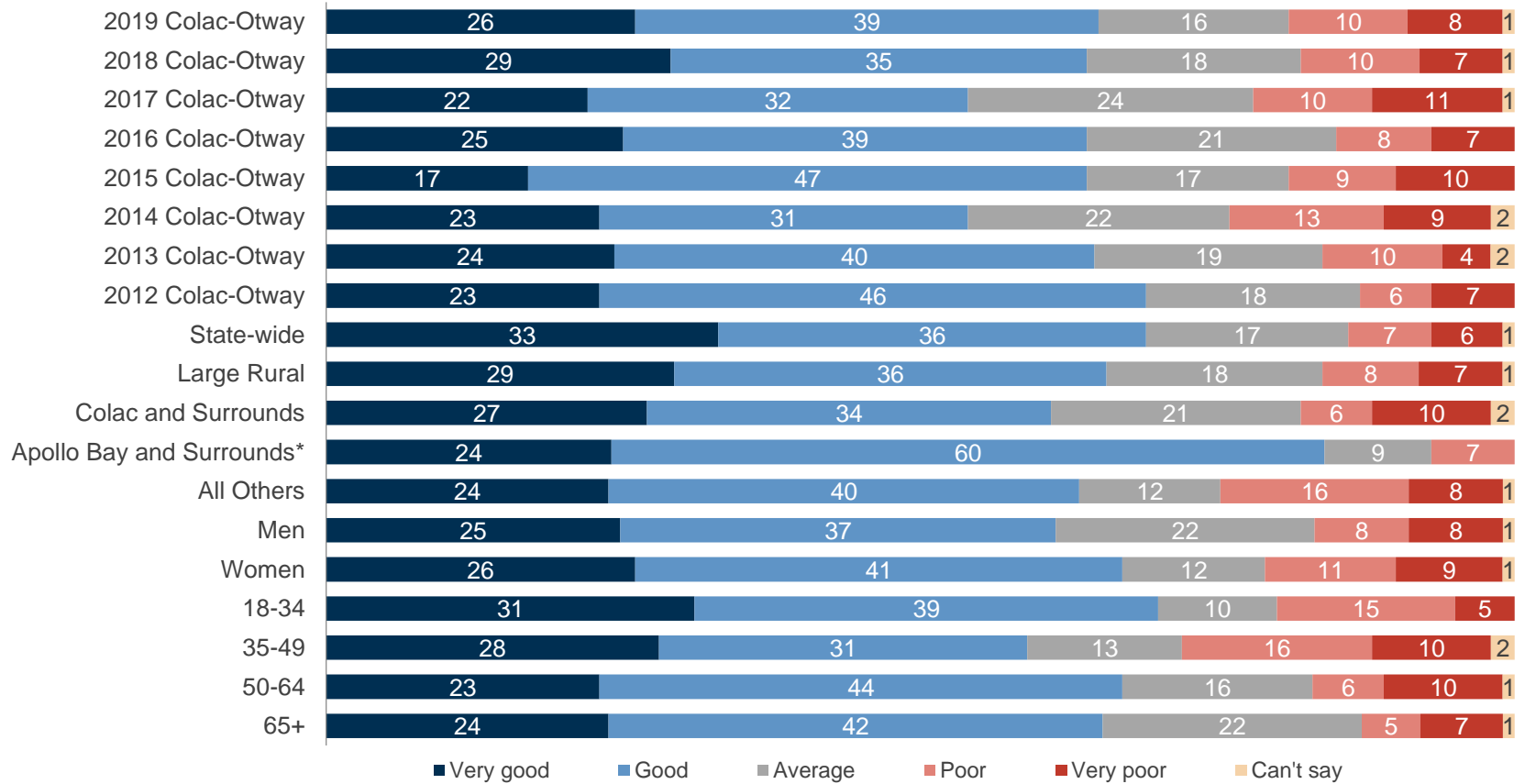
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

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: 63 Councils asked group: 18

*Caution: small sample size < n=30



Council direction



Council direction summary

Council direction	<ul style="list-style-type: none">• 55% stayed about the same, up 2 points on 2018• 26% improved, down 1 point on 2018• 15% deteriorated, down 1 point on 2018
Most satisfied with Council direction	<ul style="list-style-type: none">• Aged 18-34 years• Colac and Surrounds residents
Least satisfied with Council direction	<ul style="list-style-type: none">• Apollo Bay and Surrounds residents



Overall council direction last 12 months

2019 overall direction (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	60	67	56	47	51	53	60	51
Colac and Surrounds	60	61	55	39	49	47	55	51
65+	57	50	58	38	46	43	54	53
50-64	56	52	47	42	50	36	45	48
Women	56	58	56	41	49	44	54	50
Colac-Otway	56	56	53	42	48	43	52	49
Men	56	53	50	43	47	42	49	49
State-wide	53	52	53	51	53	53	53	52
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?

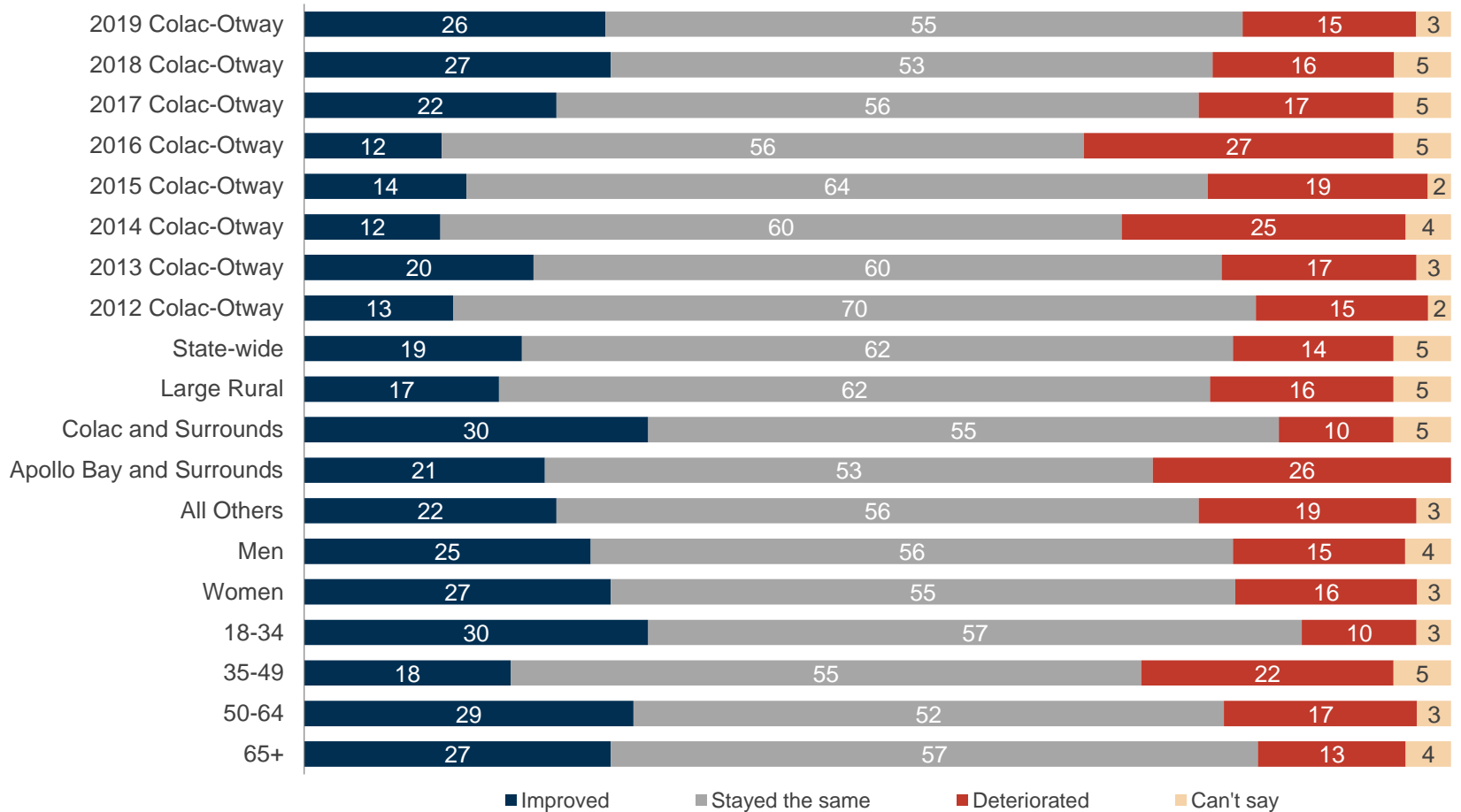
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Overall council direction last 12 months

2019 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: 63 Councils asked group: 18

The image features a large, stylized graphic of the letters 'NW' in a dark blue color. The letters are filled with a satellite-style map of North America, showing a network of white lines representing roads or infrastructure. The background is white.

Individual service areas



Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

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

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

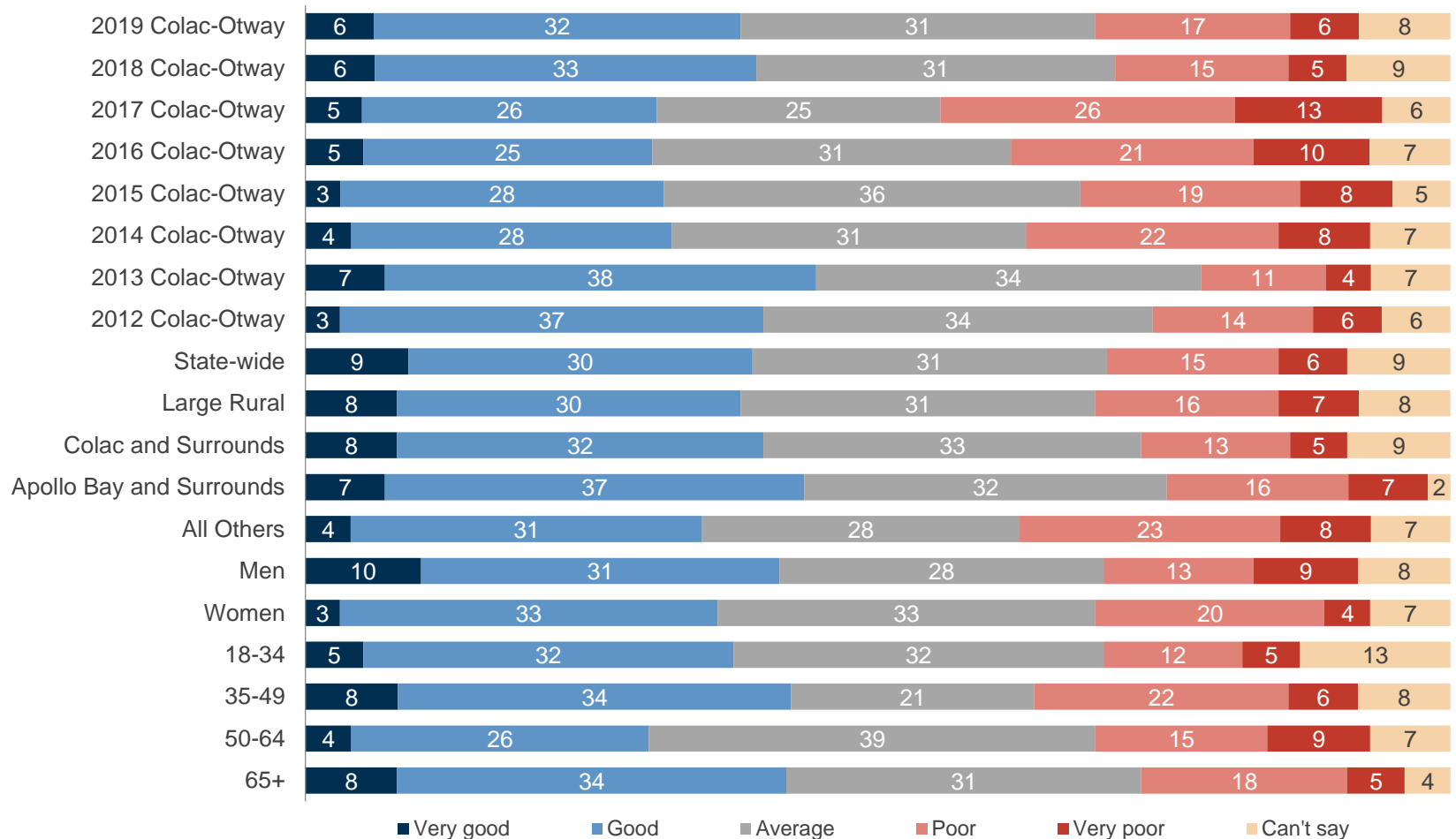
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Community consultation and engagement performance

2019 Consultation and engagement performance (%)

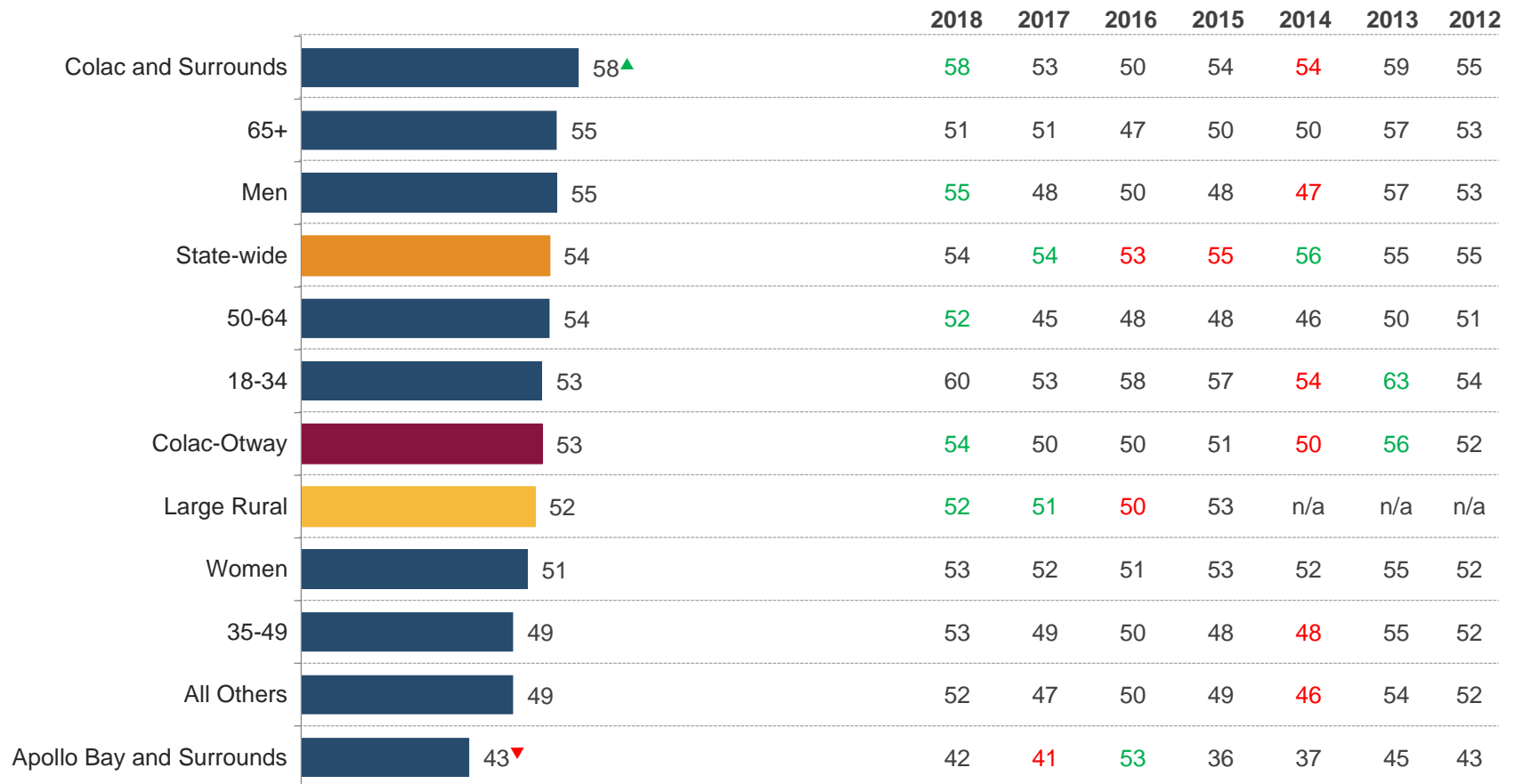


Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18



Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)



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

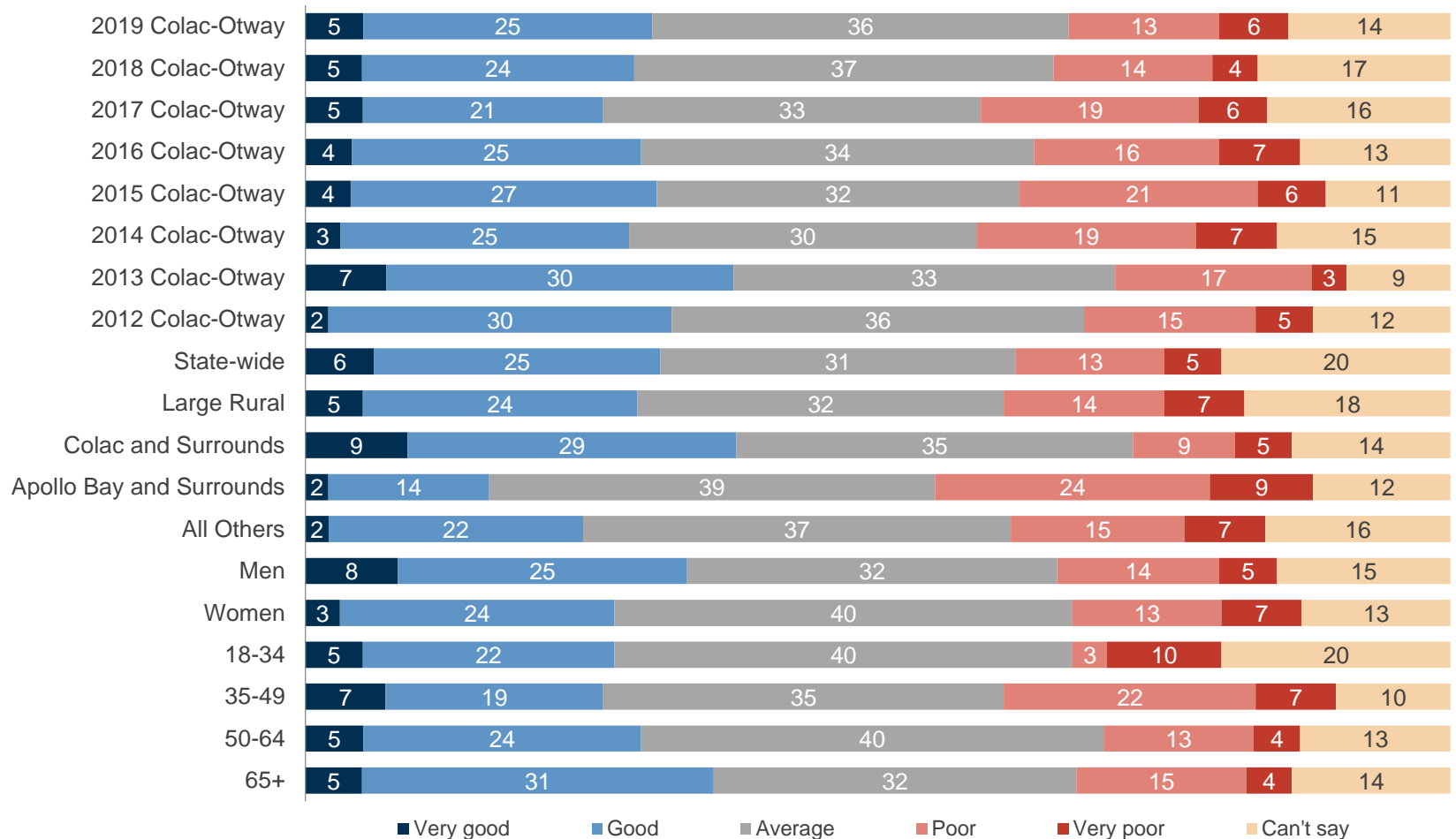
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Lobbying on behalf of the community performance

2019 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: 63 Councils asked group: 18

Decisions made in the interest of the community performance



2019 Community decisions made performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	59▲	55	52	49	57	50	n/a	n/a
Colac and Surrounds	56	51	48	44	52	50	n/a	n/a
State-wide	55▲	54	54	54	55	57	n/a	n/a
Men	53	49	44	42	46	43	n/a	n/a
65+	53	45	47	43	46	46	n/a	n/a
Colac-Otway	52	49	45	43	48	45	n/a	n/a
Large Rural	52	52	51	50	52	n/a	n/a	n/a
Women	51	49	46	45	51	48	n/a	n/a
All Others	50	51	43	43	46	41	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?

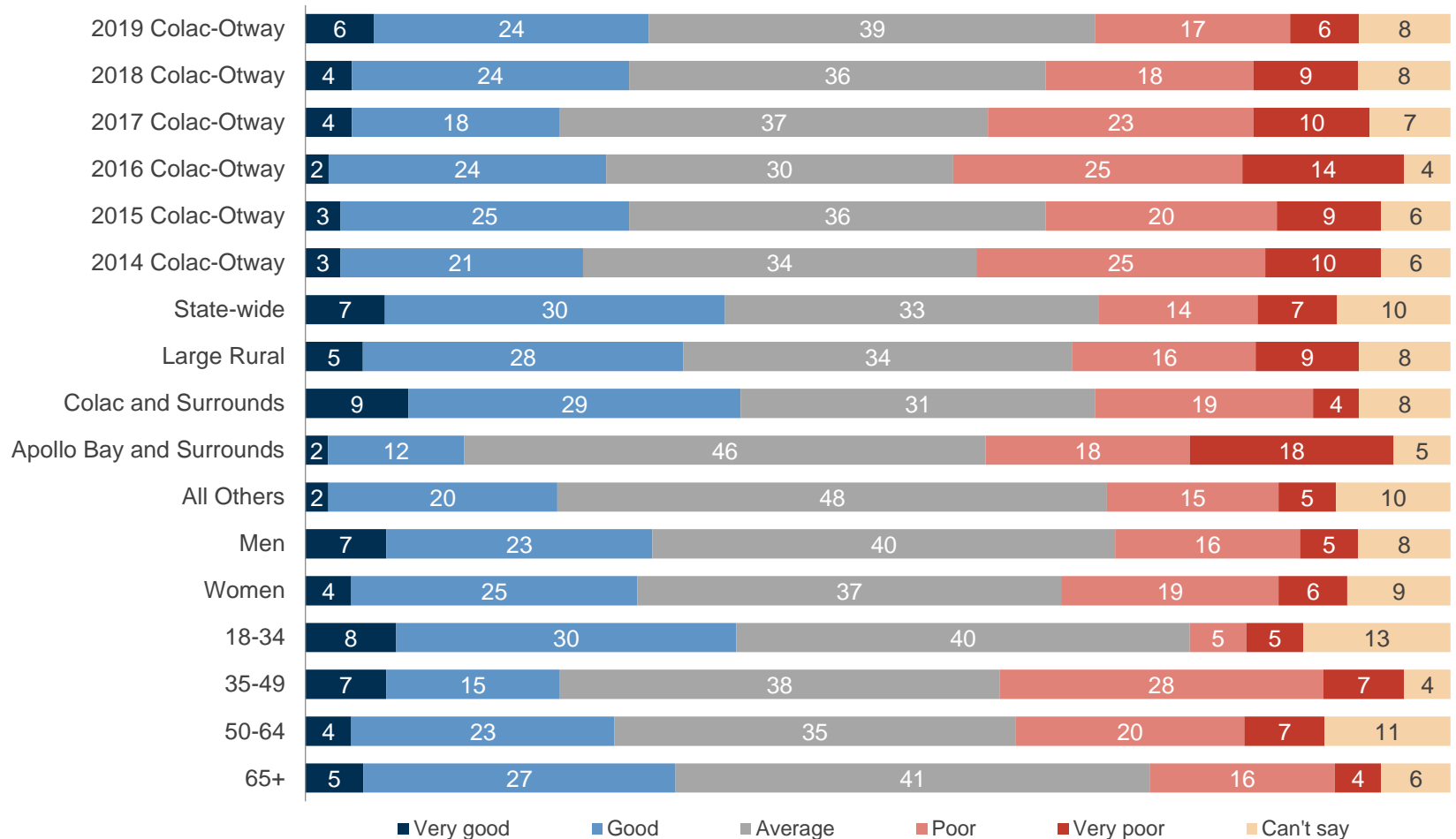
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

Decisions made in the interest of the community performance



2019 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: 63 Councils asked group: 18

The condition of sealed local roads in your area performance



2019 Sealed local roads performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
State-wide	56▲	53	53	54	55	55	n/a	n/a
Large Rural	47▲	45	43	44	45	n/a	n/a	n/a
Colac and Surrounds	46	43	48	39	48	48	n/a	n/a
65+	46	40	48	36	46	41	n/a	n/a
Women	44	36	43	36	44	45	n/a	n/a
50-64	43	34	39	34	37	41	n/a	n/a
Colac-Otway	42	39	42	37	44	43	n/a	n/a
Men	41	43	42	38	43	41	n/a	n/a
18-34	40	43	42	43	48	49	n/a	n/a
35-49	39	38	38	36	44	40	n/a	n/a
All Others	39	36	37	34	42	38	n/a	n/a
Apollo Bay and Surrounds	37	32	30	43	31	34	n/a	n/a

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

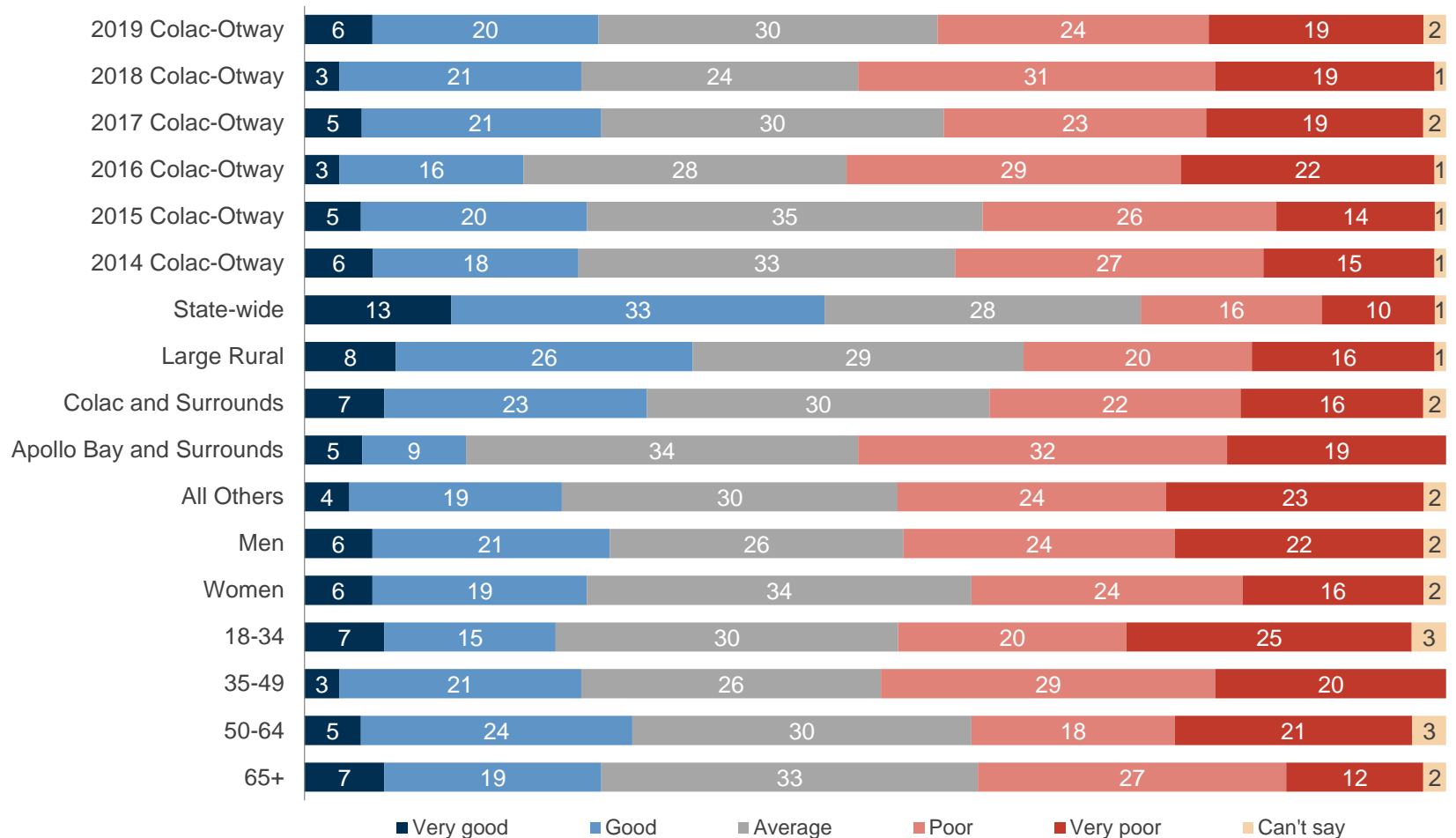
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2019 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: 63 Councils asked group: 18



Enforcement of local laws performance

2019 Law enforcement performance (index scores)

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

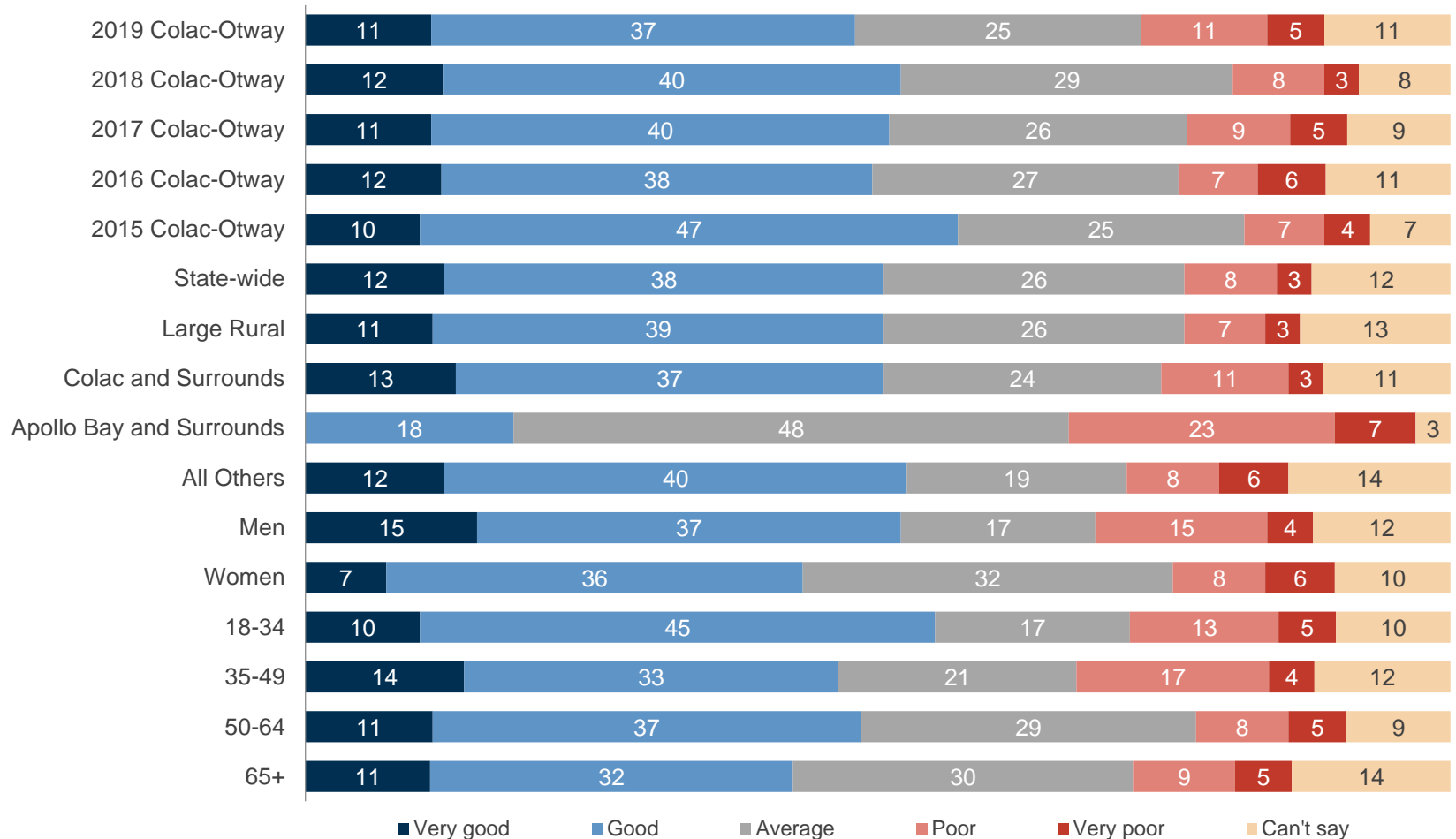
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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



Enforcement of local laws performance

2019 Law enforcement performance (%)

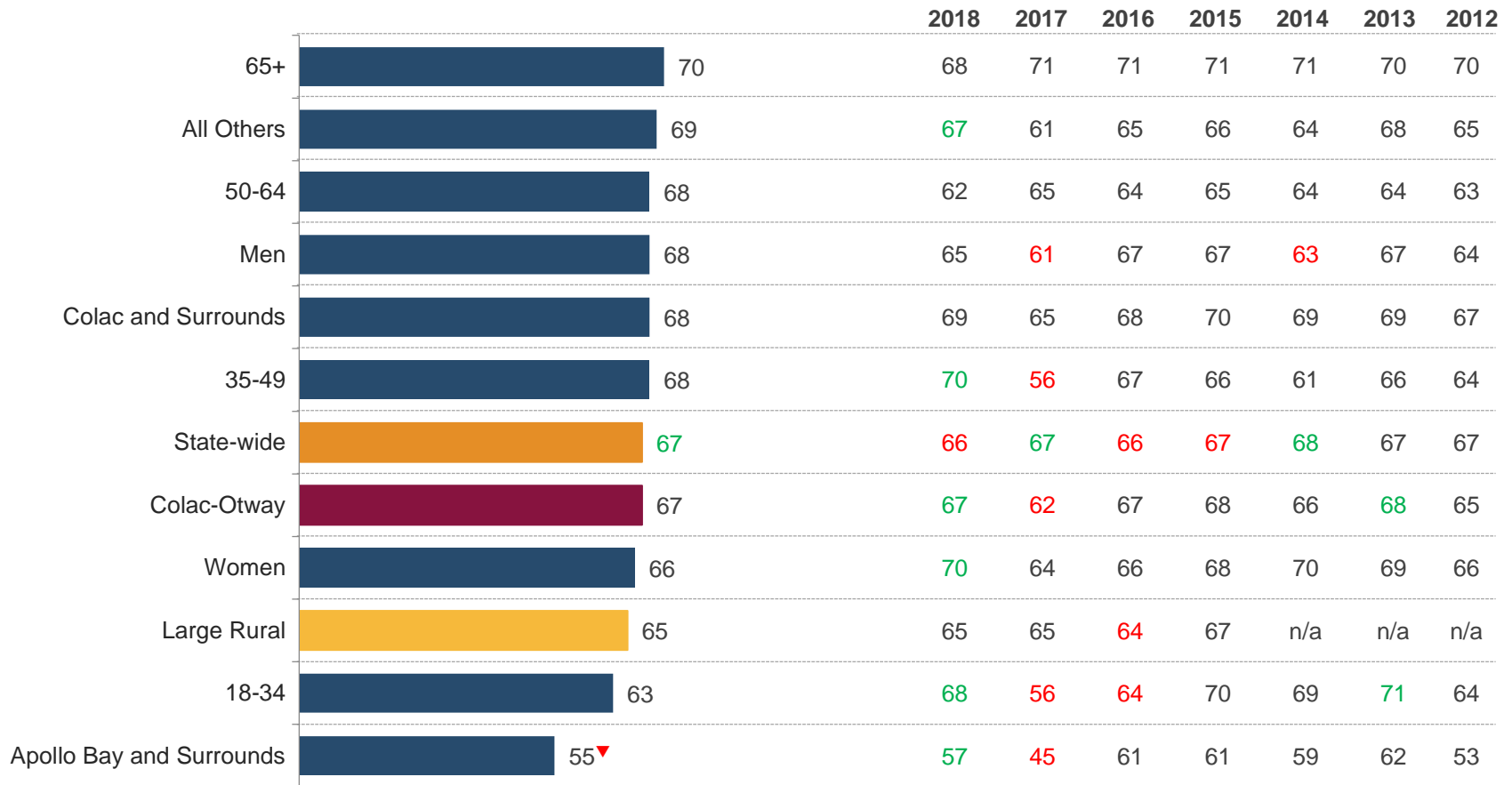


Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8



Family support services performance

2019 Family support performance (index scores)



Q2. How has Council performed on 'Family support services' over the last 12 months?

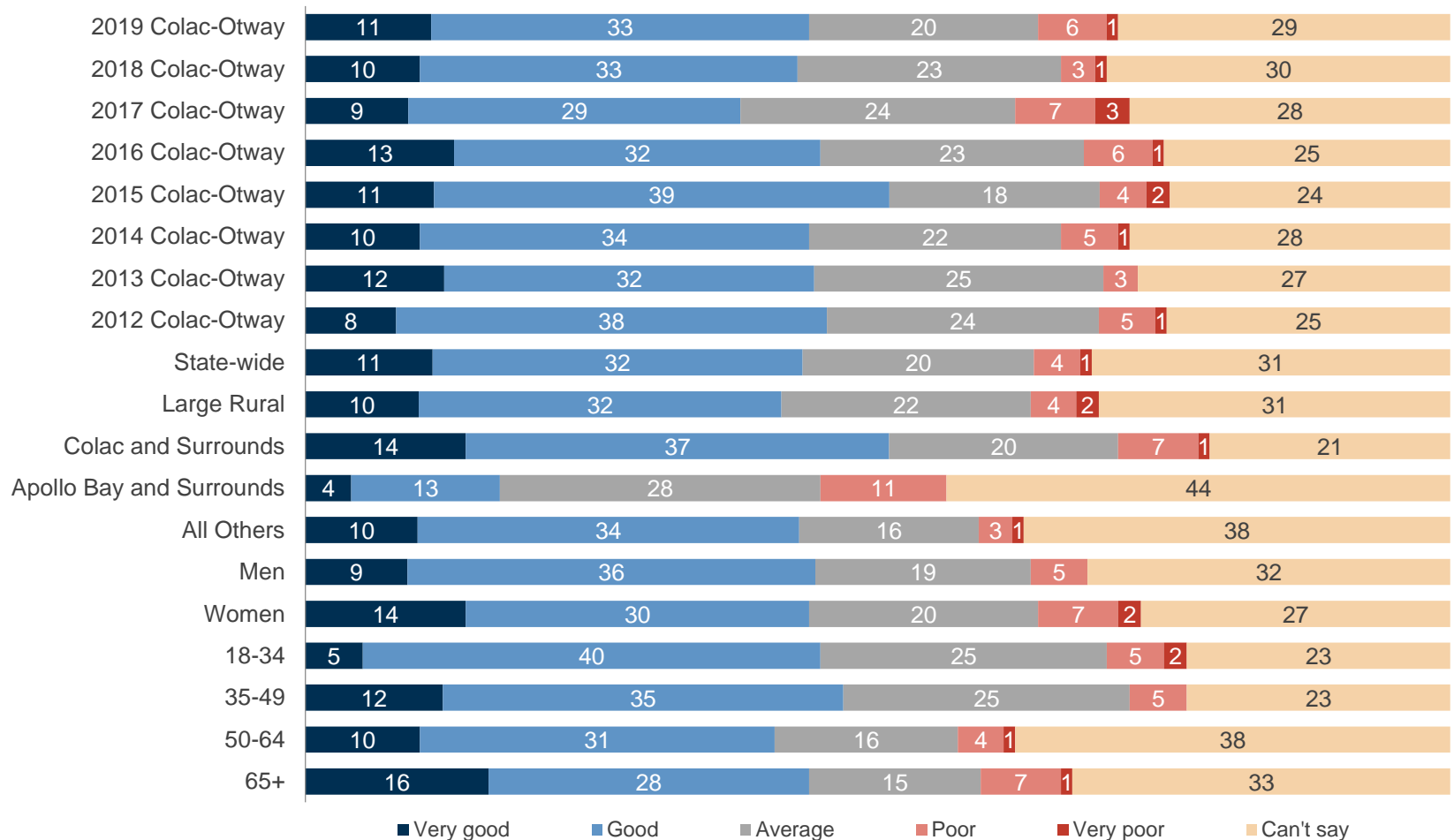
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

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



Family support services performance

2019 Family support performance (%)

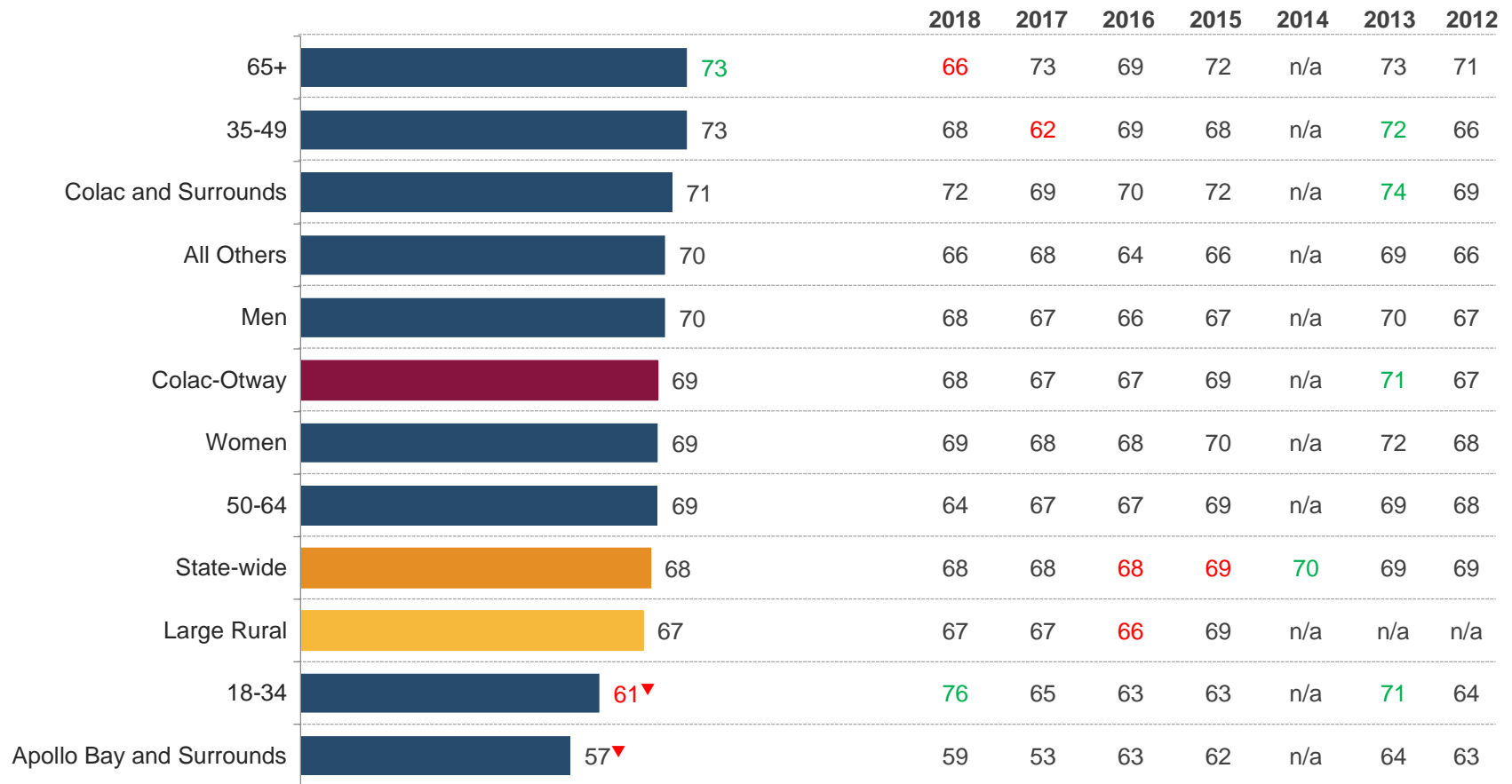


Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9



Elderly support services performance

2019 Elderly support performance (index scores)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?

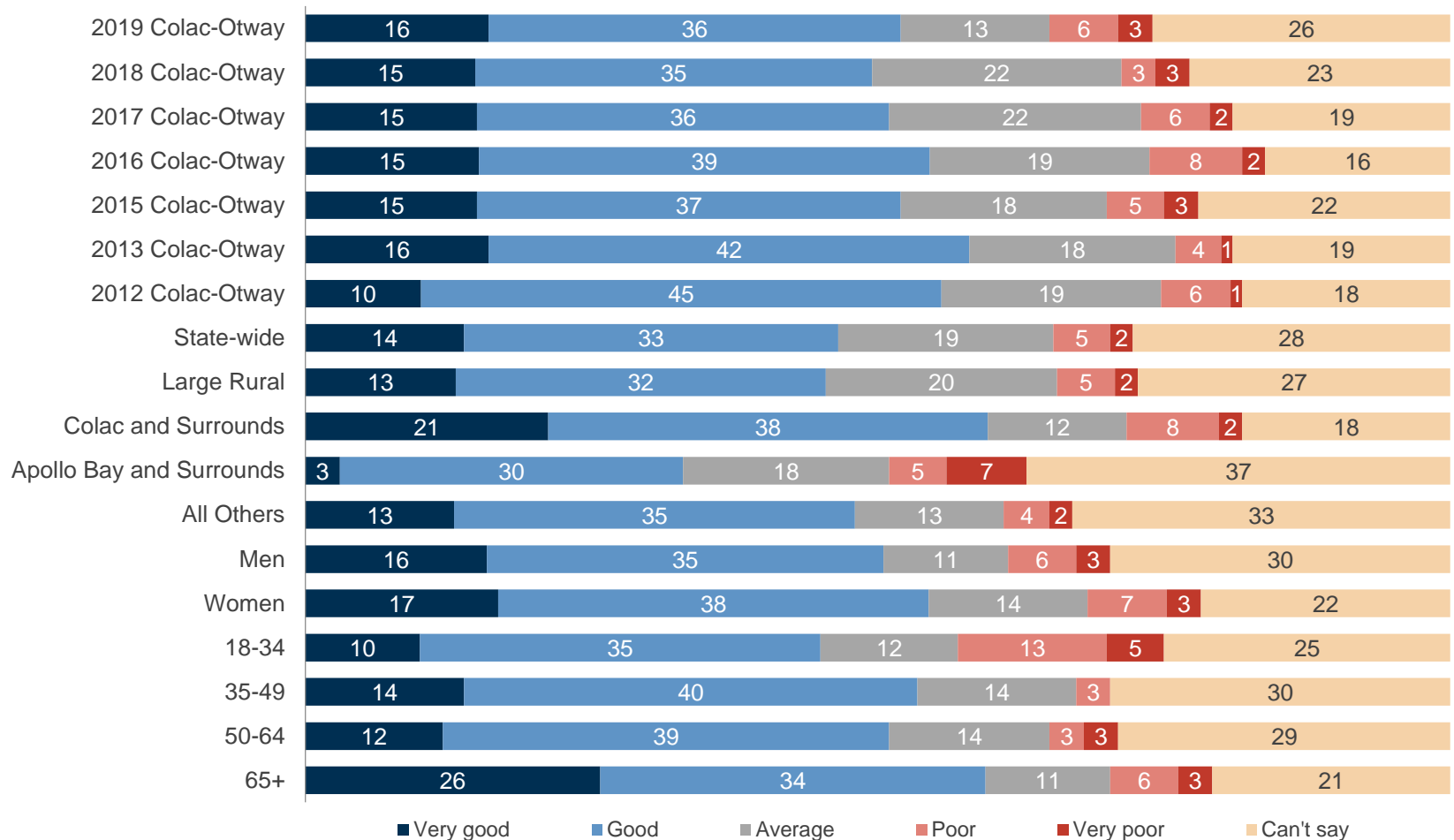
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

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



Elderly support services performance

2019 Elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9



Recreational facilities performance

2019 Recreational facilities performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	71	63	65	64	66	66	70	67
State-wide	70▲	69	70	69	70	71	70	70
All Others	70	64	59	60	61	61	65	64
Colac and Surrounds	70	70	61	58	59	65	70	69
Men	69	62	59	59	59	60	67	63
18-34	68	68	58	60	58	63	67	66
Large Rural	68	66	66	65	66	n/a	n/a	n/a
Colac-Otway	67	64	59	58	59	61	64	63
50-64	67	62	58	56	57	58	61	60
Women	66	65	58	58	59	62	62	64
35-49	62	61	52	50	54	57	61	60
Apollo Bay and Surrounds	44▼	34	42	52	50	43	39	36

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

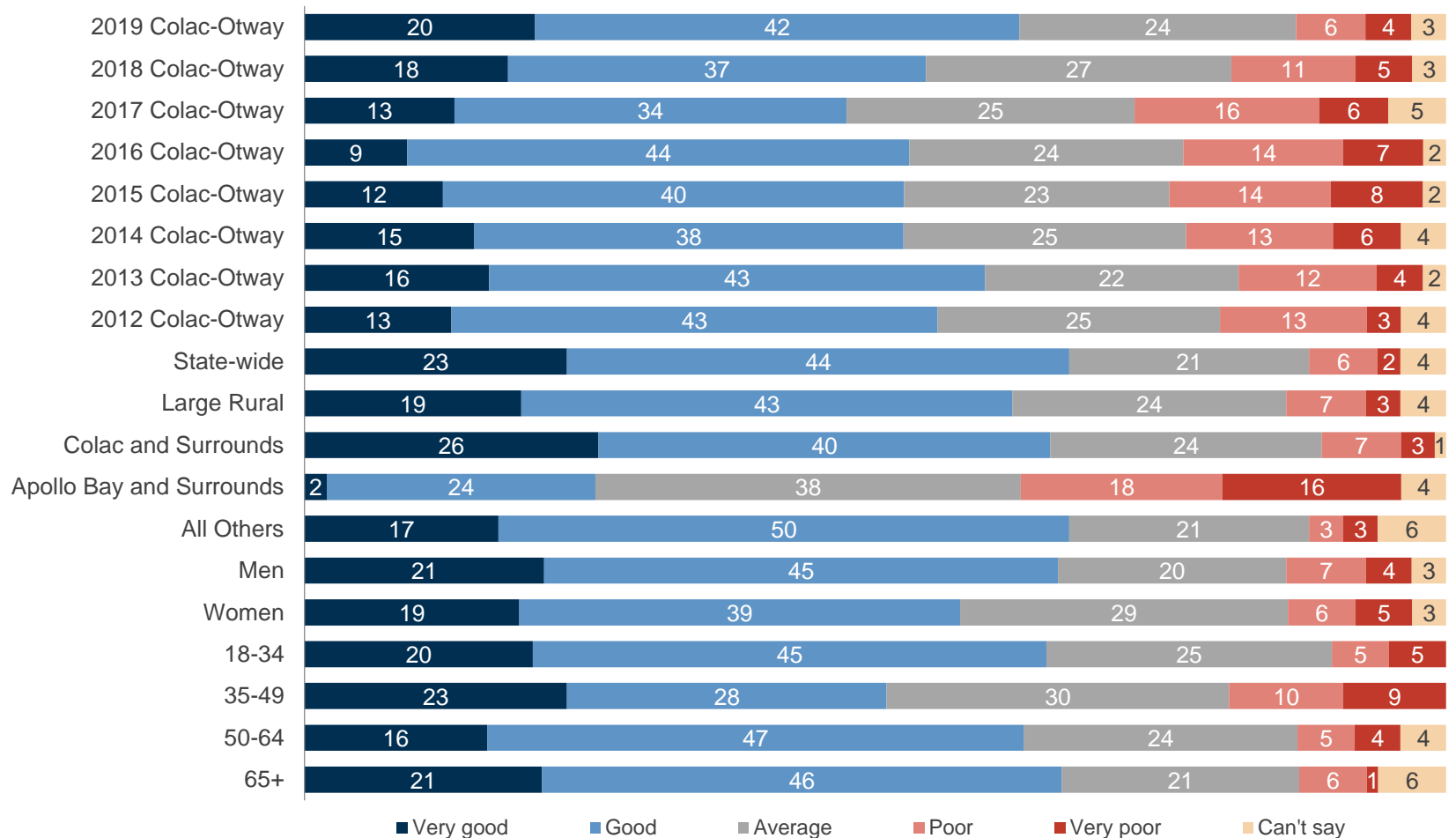
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9

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



Recreational facilities performance

2019 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

2019 Public areas performance (index scores)

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

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

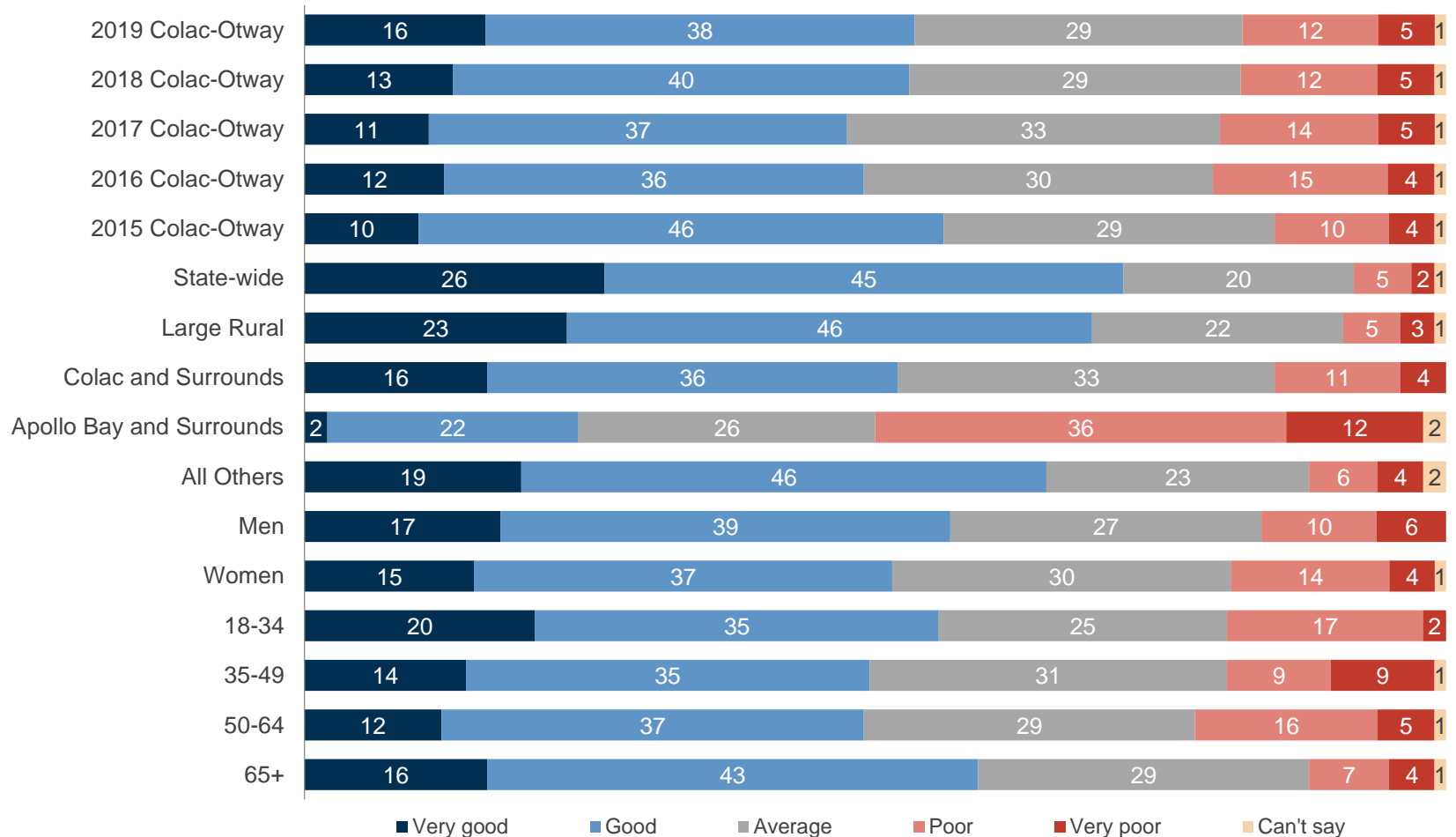
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8

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



The appearance of public areas performance

2019 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

2019 Art centres and libraries performance (index scores)

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

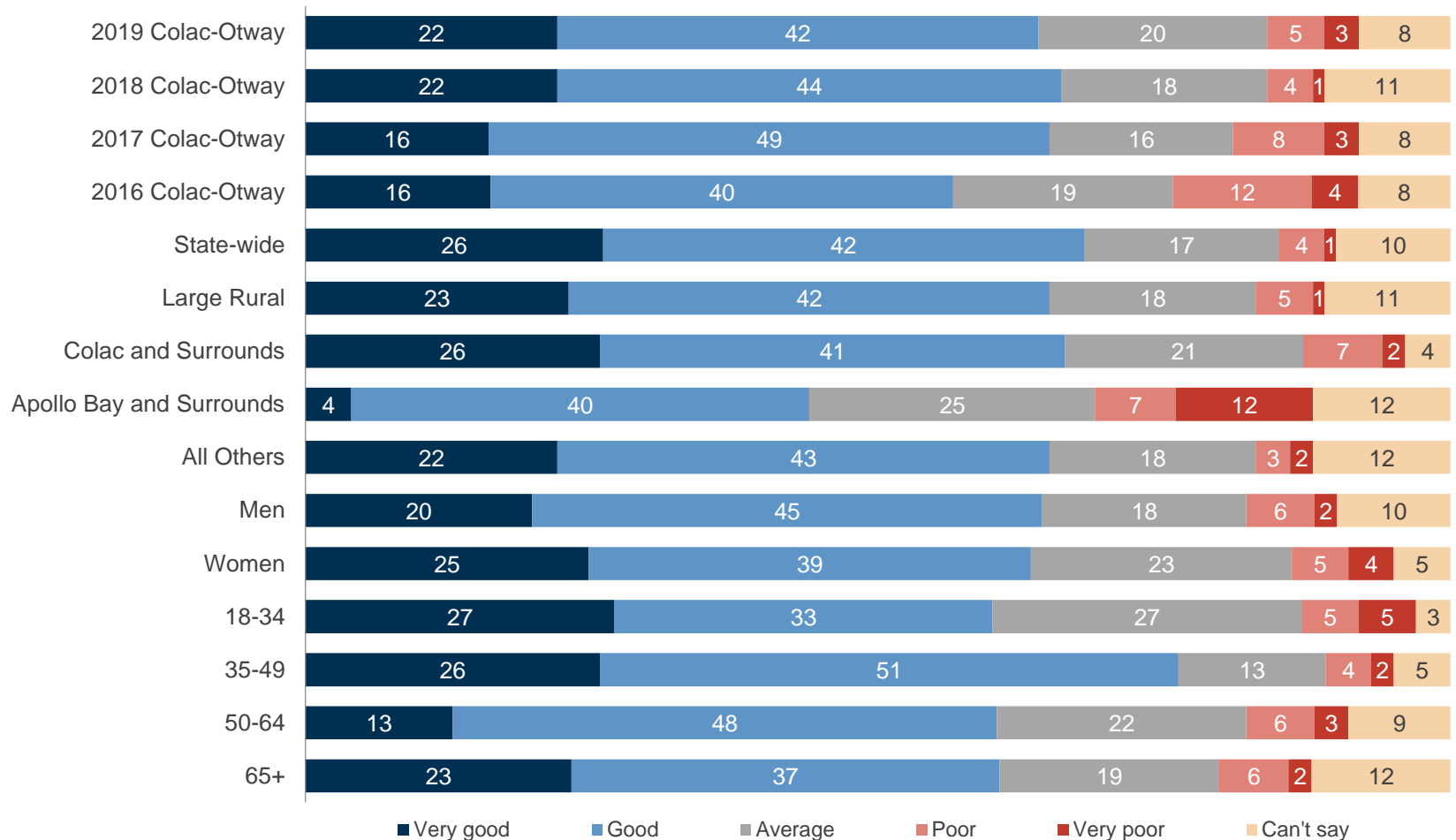
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

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



Art centres and libraries performance

2019 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: 25 Councils asked group: 5



Waste management performance

2019 Waste management performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
State-wide	68▲	70	71	70	72	73	71	72
65+	68	66	70	66	71	72	71	71
Colac and Surrounds	68	75	71	71	75	74	73	73
Men	66	71	65	66	70	69	68	68
Large Rural	64	67	68	66	68	n/a	n/a	n/a
Colac-Otway	64	68	66	65	69	69	69	69
50-64	62	65	65	63	66	65	63	65
18-34	62	73	64	65	75	71	73	74
Women	61	64	66	65	68	69	70	71
35-49	60	67	62	68	63	67	70	66
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?

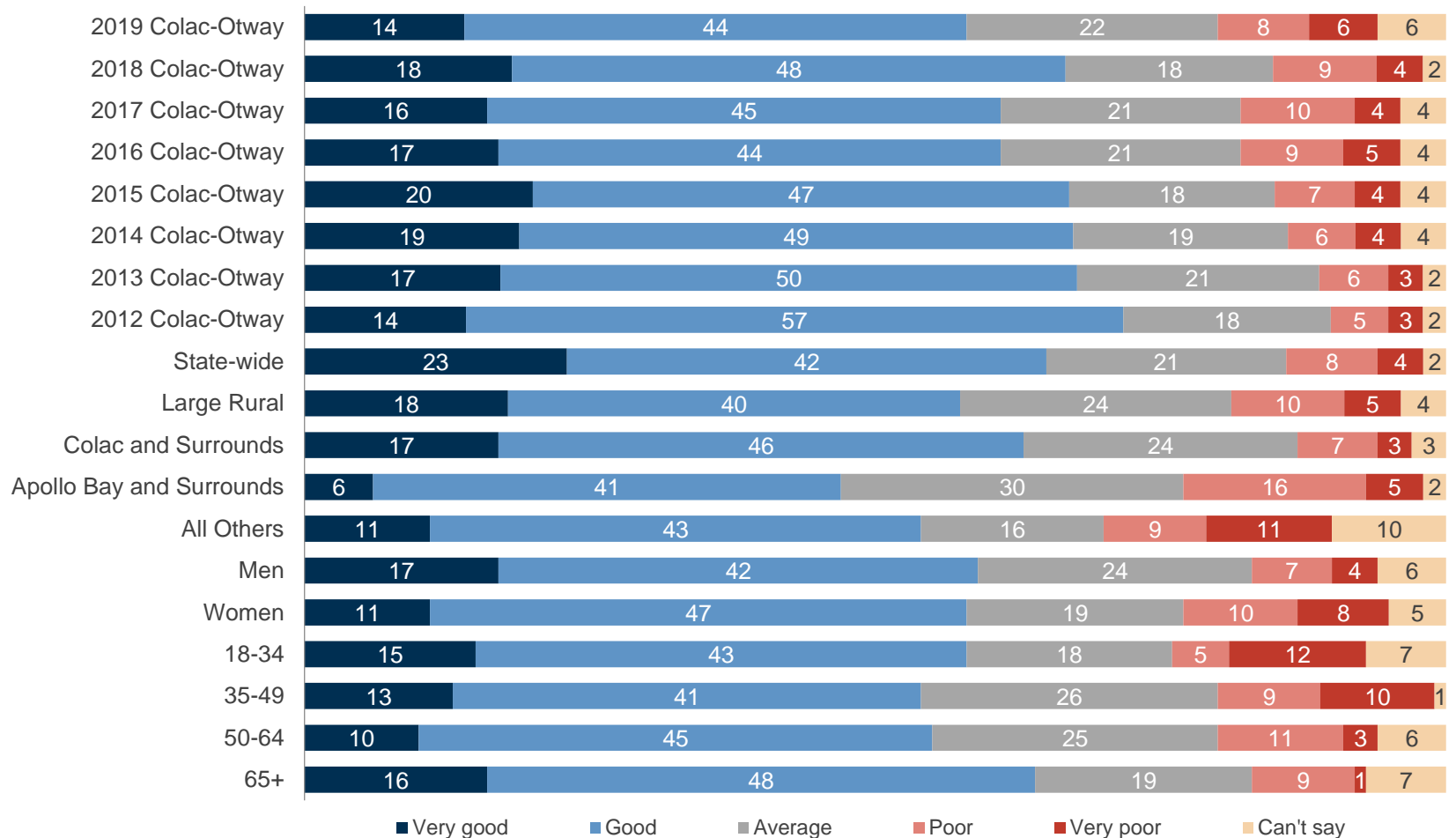
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

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



Waste management performance

2019 Waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

Business and community development and tourism performance



2019 Business/development/tourism performance (index scores)

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

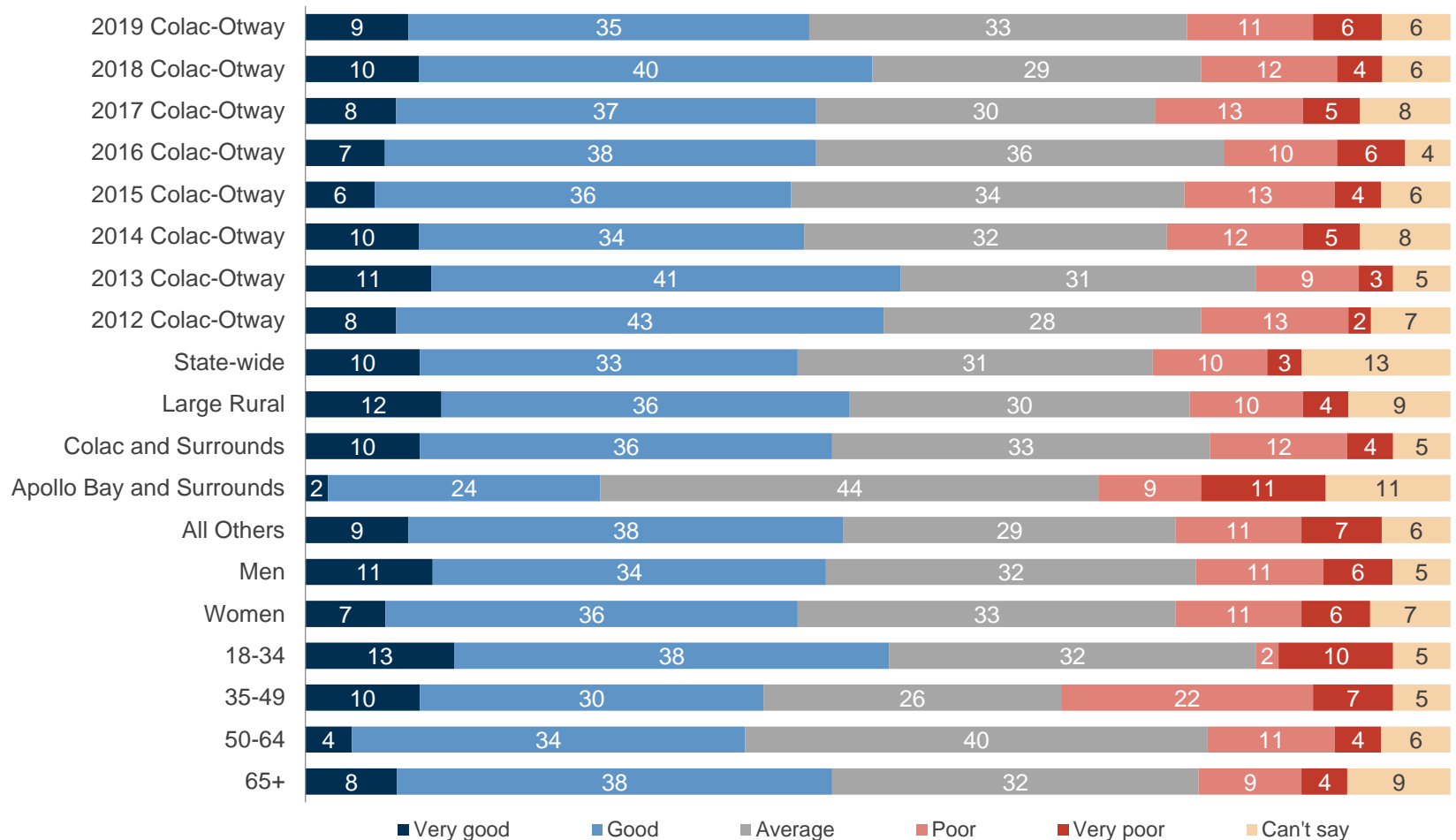
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4

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

Business and community development and tourism performance



2019 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

2019 Planning and building permits performance (index scores)

		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
Men	39	39	31	n/a	n/a	n/a	45	39
Colac-Otway	39	39	35	n/a	n/a	n/a	45	42
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
Women	38	38	38	n/a	n/a	n/a	45	44
50-64	37	31	28	n/a	n/a	n/a	36	37
65+	37	30	36	n/a	n/a	n/a	46	39
All Others	36	34	33	n/a	n/a	n/a	43	41

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

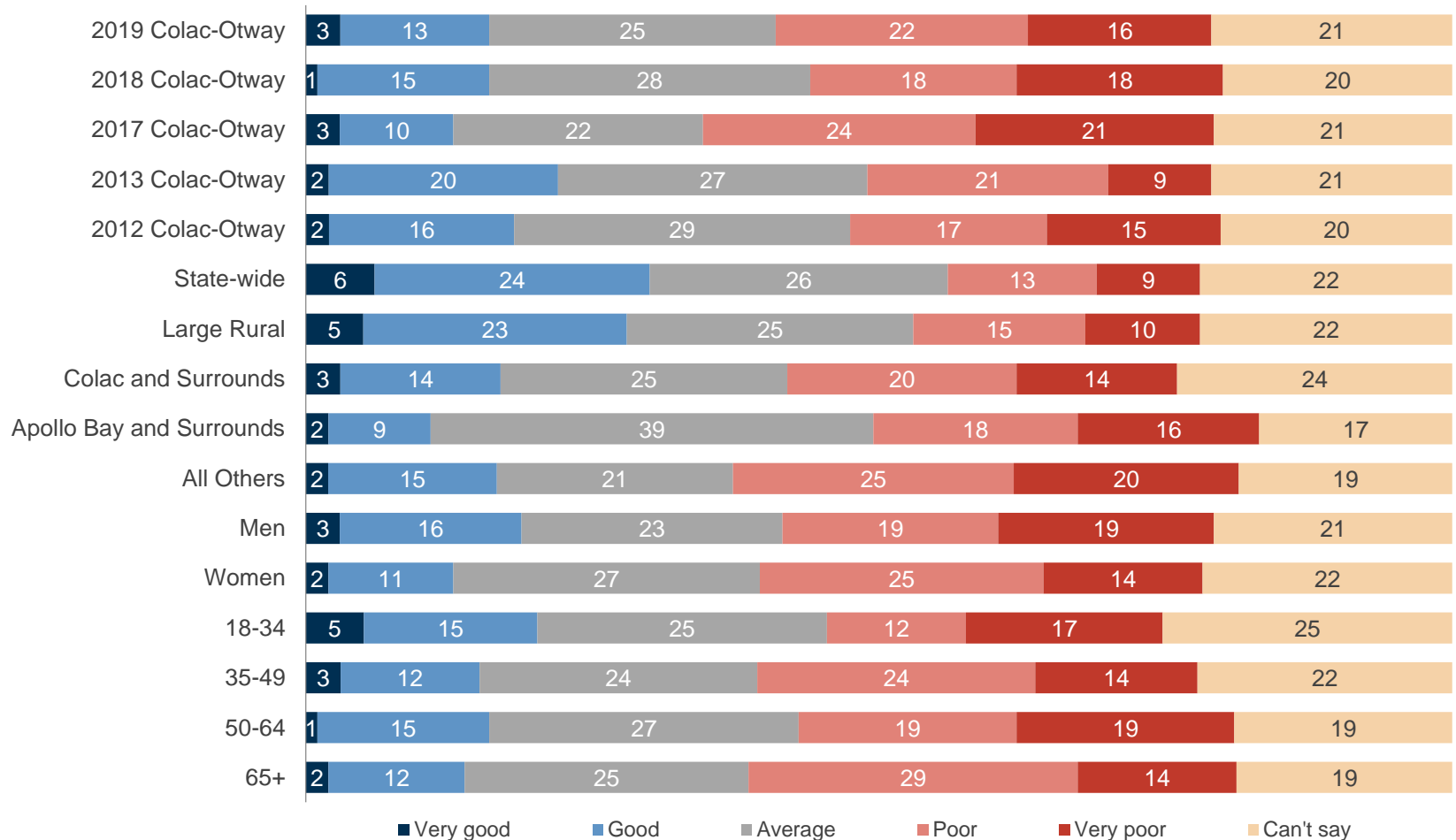
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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



Planning and building permits performance

2019 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: 27 Councils asked group: 7



Environmental sustainability performance

2019 Environmental sustainability performance (index scores)

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

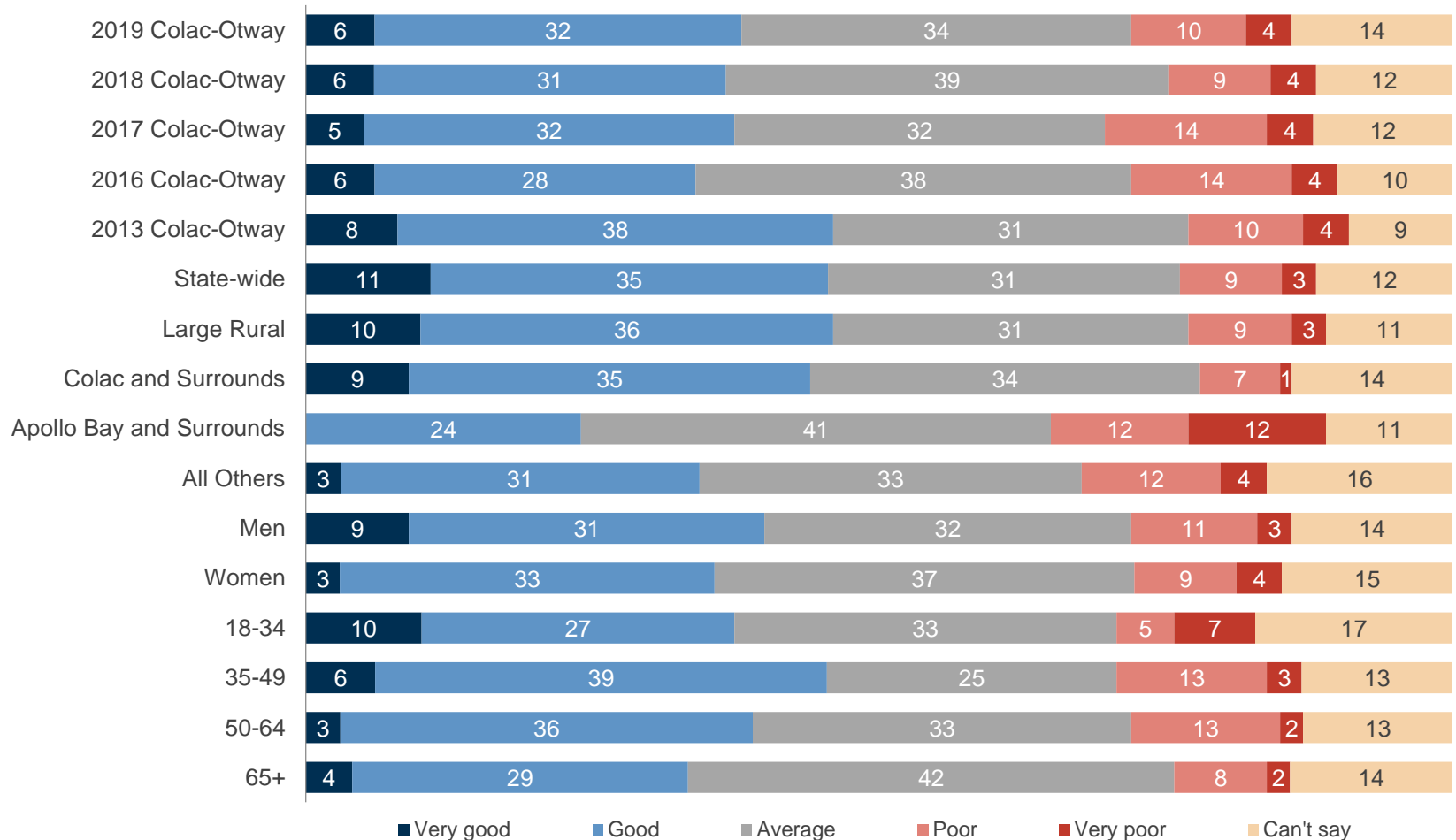
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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



Environmental sustainability performance

2019 Environmental sustainability performance (%)

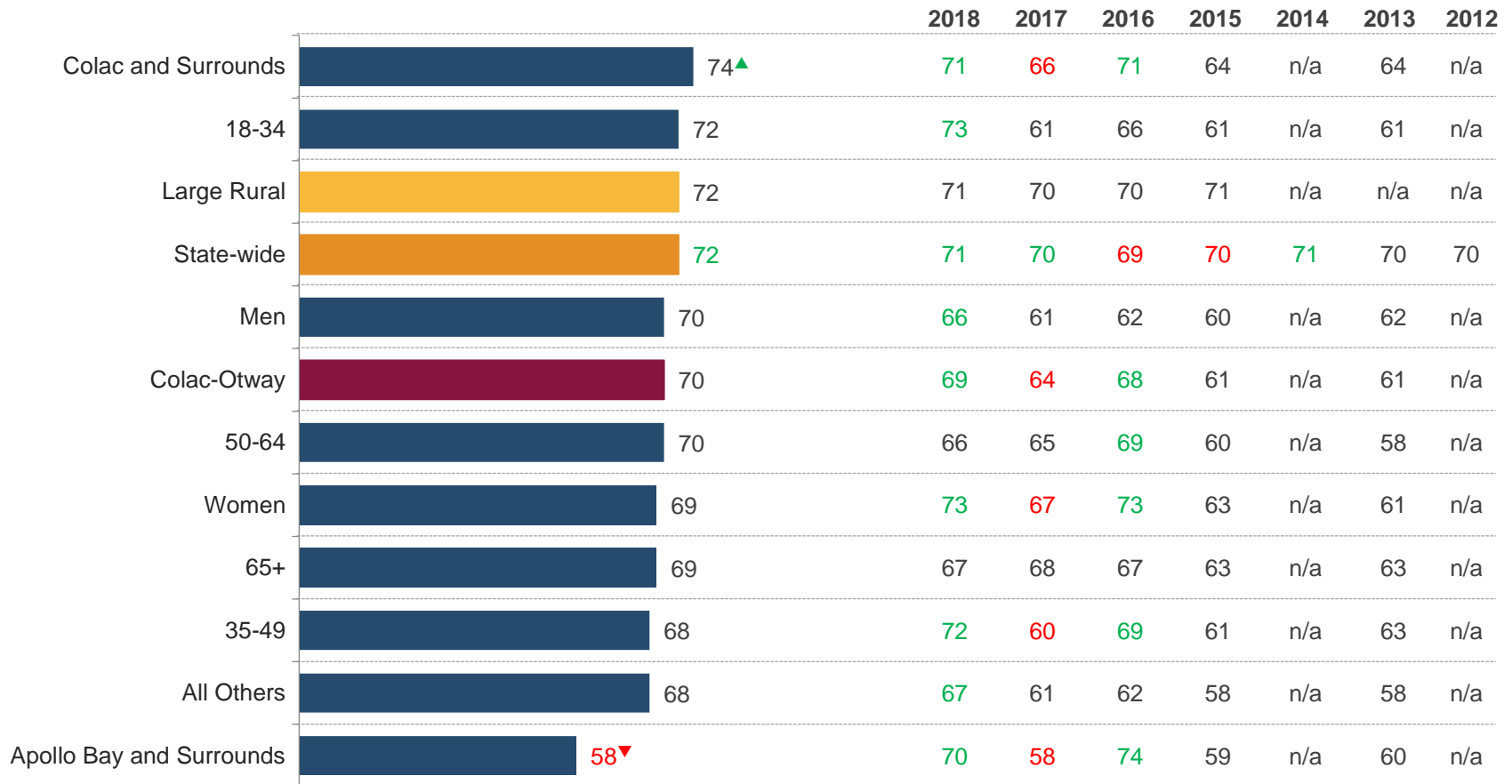


Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7



Emergency and disaster management performance

2019 Emergency and disaster management performance (index scores)



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

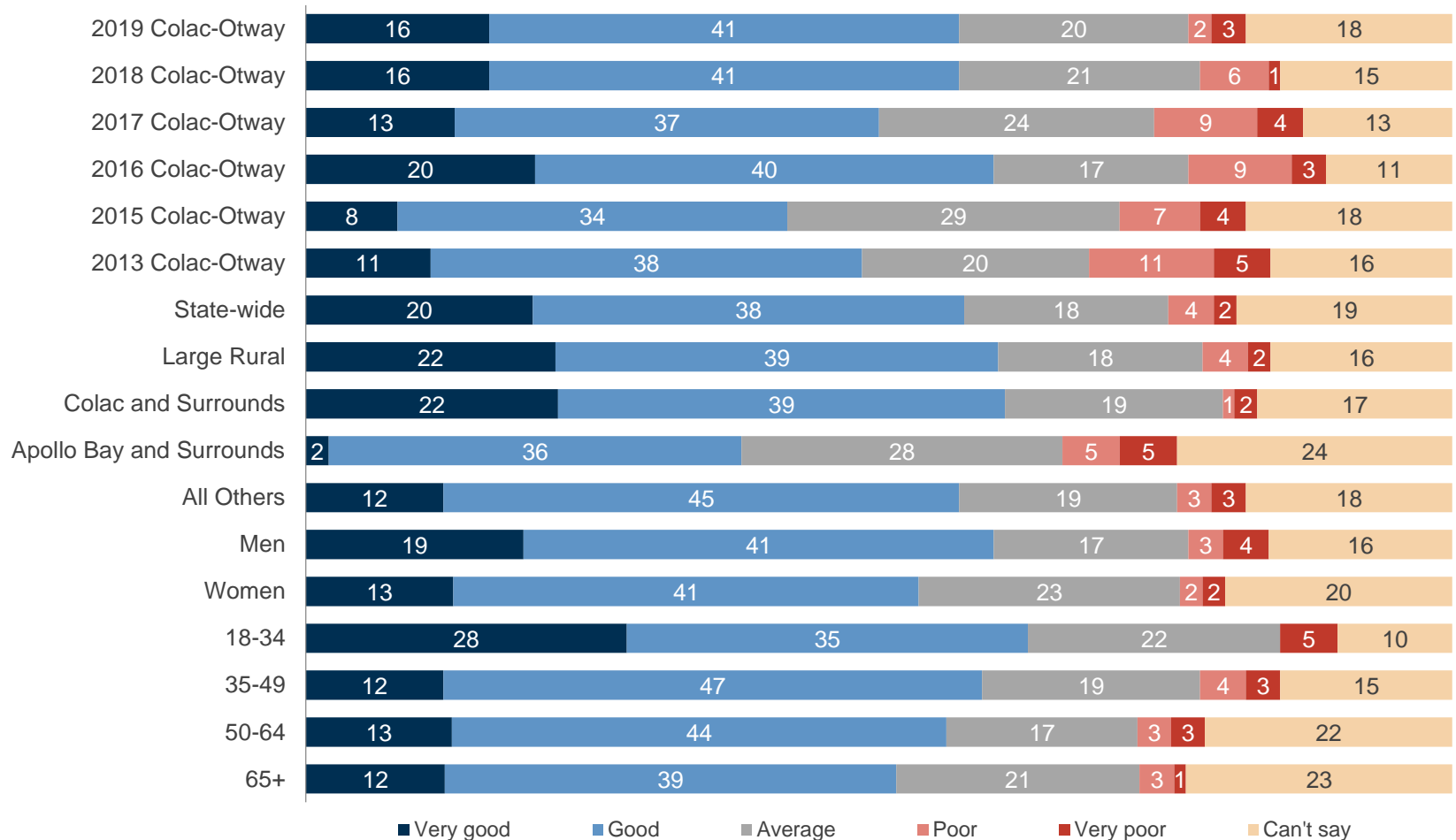
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

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



Emergency and disaster management performance

2019 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: 24 Councils asked group: 9



Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (index scores)

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

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

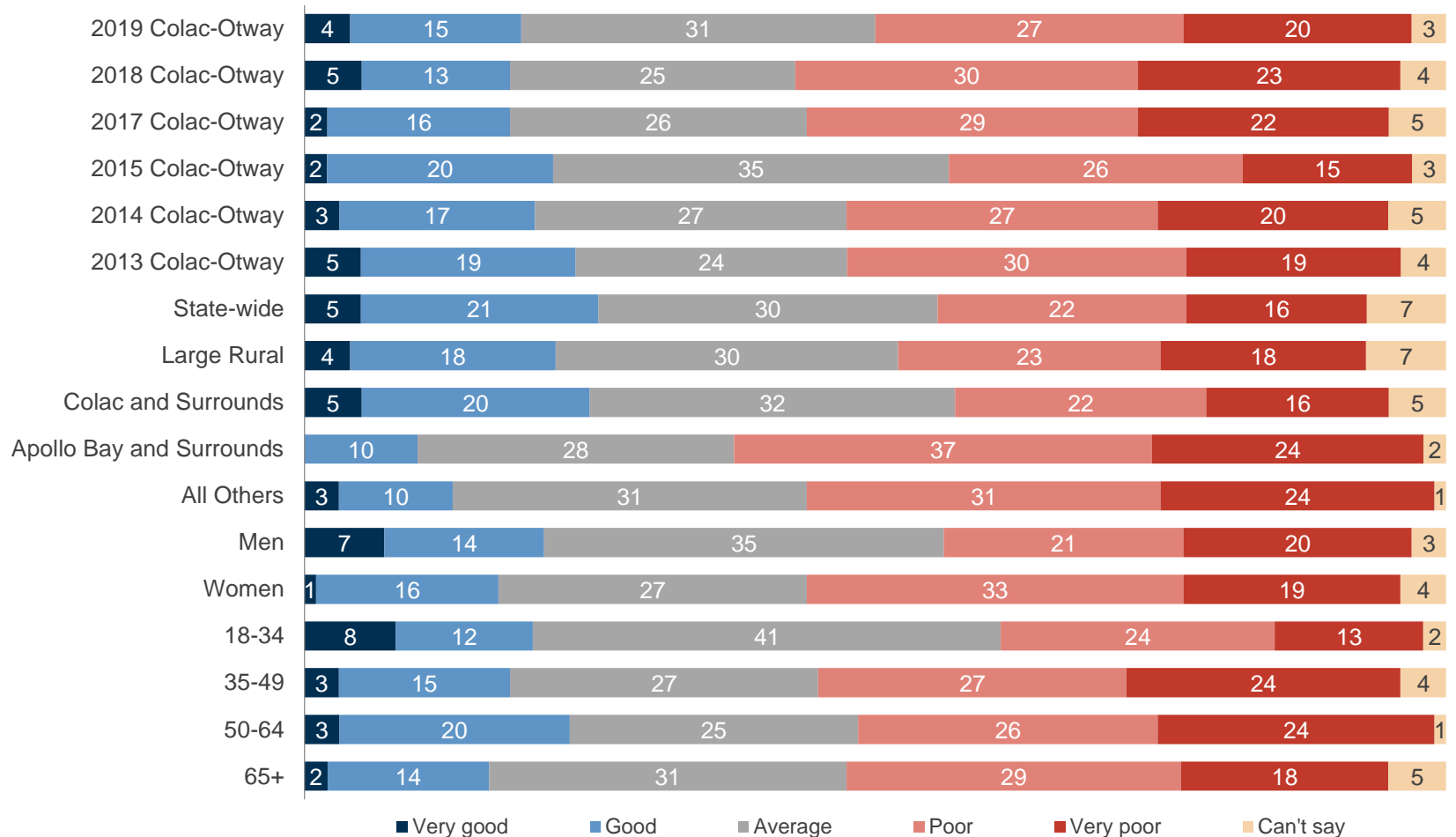
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10

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



Maintenance of unsealed roads in your area performance

2019 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: 23 Councils asked group: 10



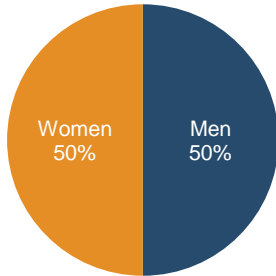
Detailed demographics



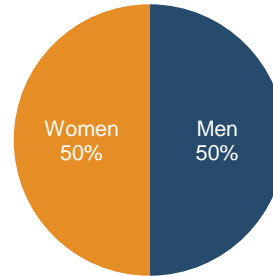
Gender and age profile

2019 gender

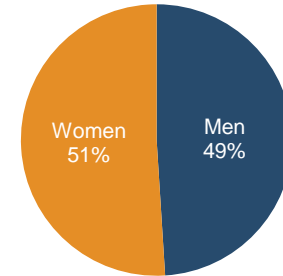
Colac-Otway



Large Rural

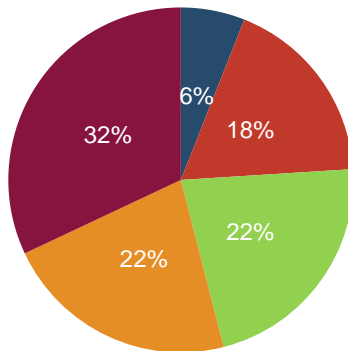


State-wide

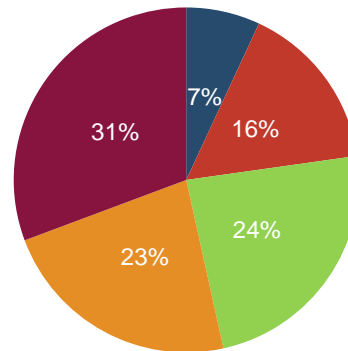


2019 age

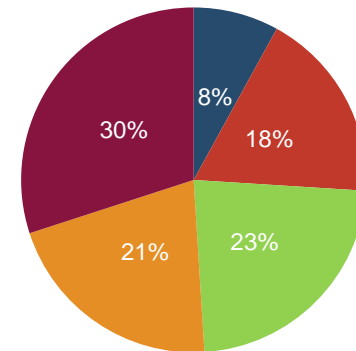
Colac-Otway



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: 63 Councils asked group: 18
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.
 Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2019 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 +/-4.8% 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 16,800 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	+/-4.8
Men	192	199	+/-7.1
Women	208	201	+/-6.8
Colac and Surrounds	199	209	+/-6.9
Apollo Bay and Surrounds	46	43	+/-14.6
All Others	155	149	+/-7.9
18-34 years	40	94	+/-15.7
35-49 years	71	89	+/-11.7
50-64 years	119	89	+/-9.0
65+ years	170	128	+/-7.5



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:

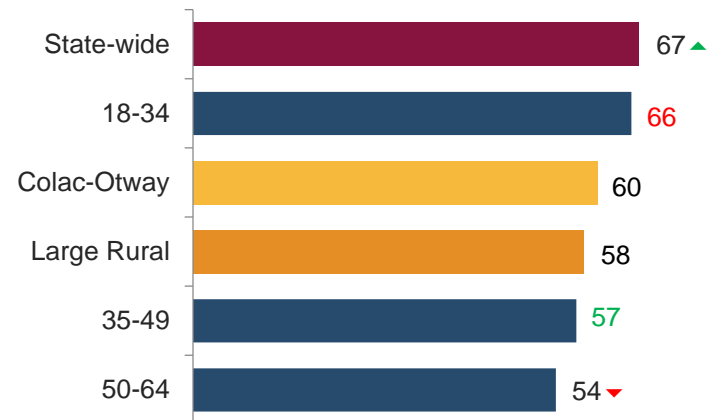
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

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:

- Survey methodology and sampling
- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 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 40% 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 1st February – 30th March, 2019.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, Campaspe, Colac Otway, Corangamite, East Gippsland, 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 2019 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: Analysis and reporting

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 2012-2019 have been made throughout this report as appropriate.



Appendix B: Analysis and reporting

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 2019 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 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.



Appendix B: Glossary of terms

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

CSS: 2019 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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