



2021 Local Government Community Satisfaction Survey

Colac-Otway Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-second year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 22 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 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

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

Key findings and recommendations



Colac-Otway Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Colac-Otway 63



State-wide 61



Large Rural 58

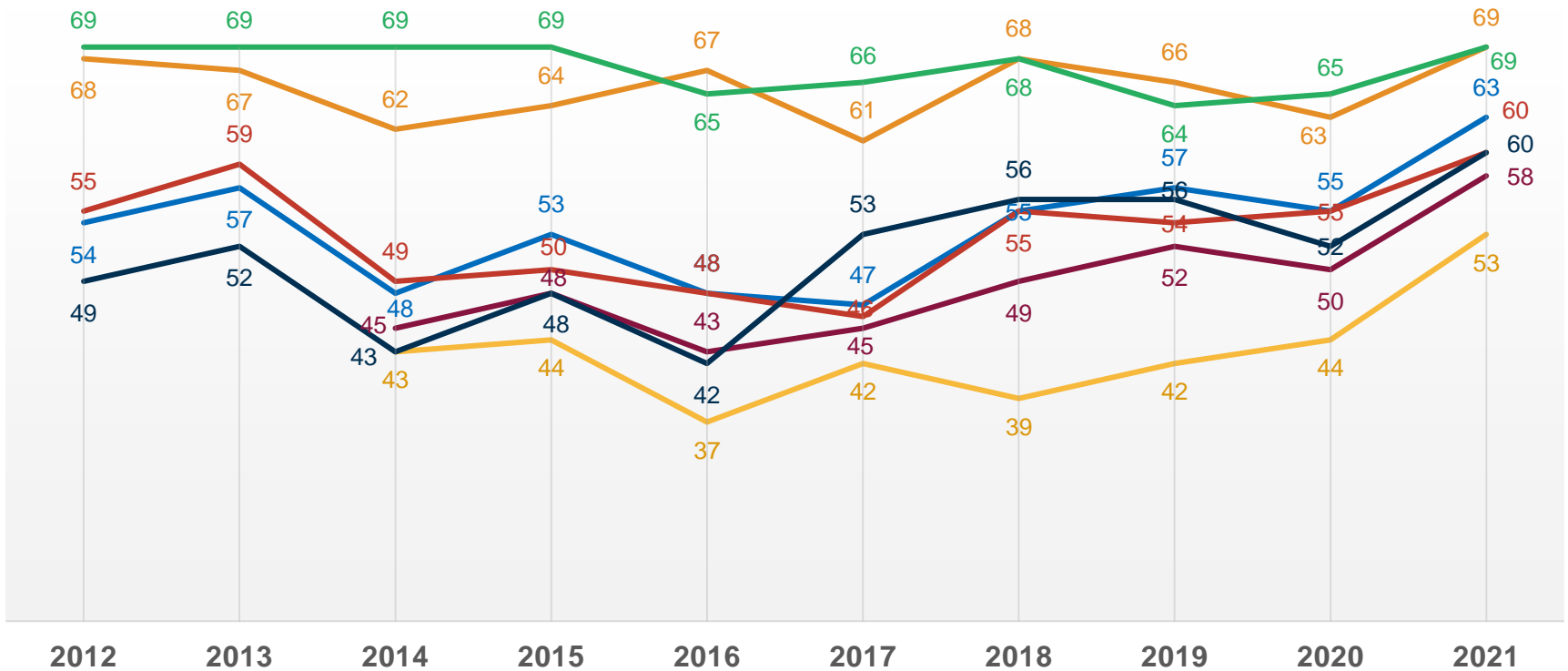
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> Lobbying Consultation & engagement Family support services 	<ul style="list-style-type: none"> Building & planning permits Appearance of public areas Sealed local roads
Compared to group average	<ul style="list-style-type: none"> Consultation & engagement Lobbying Community decisions 	<ul style="list-style-type: none"> Building & planning permits



Summary of core measures

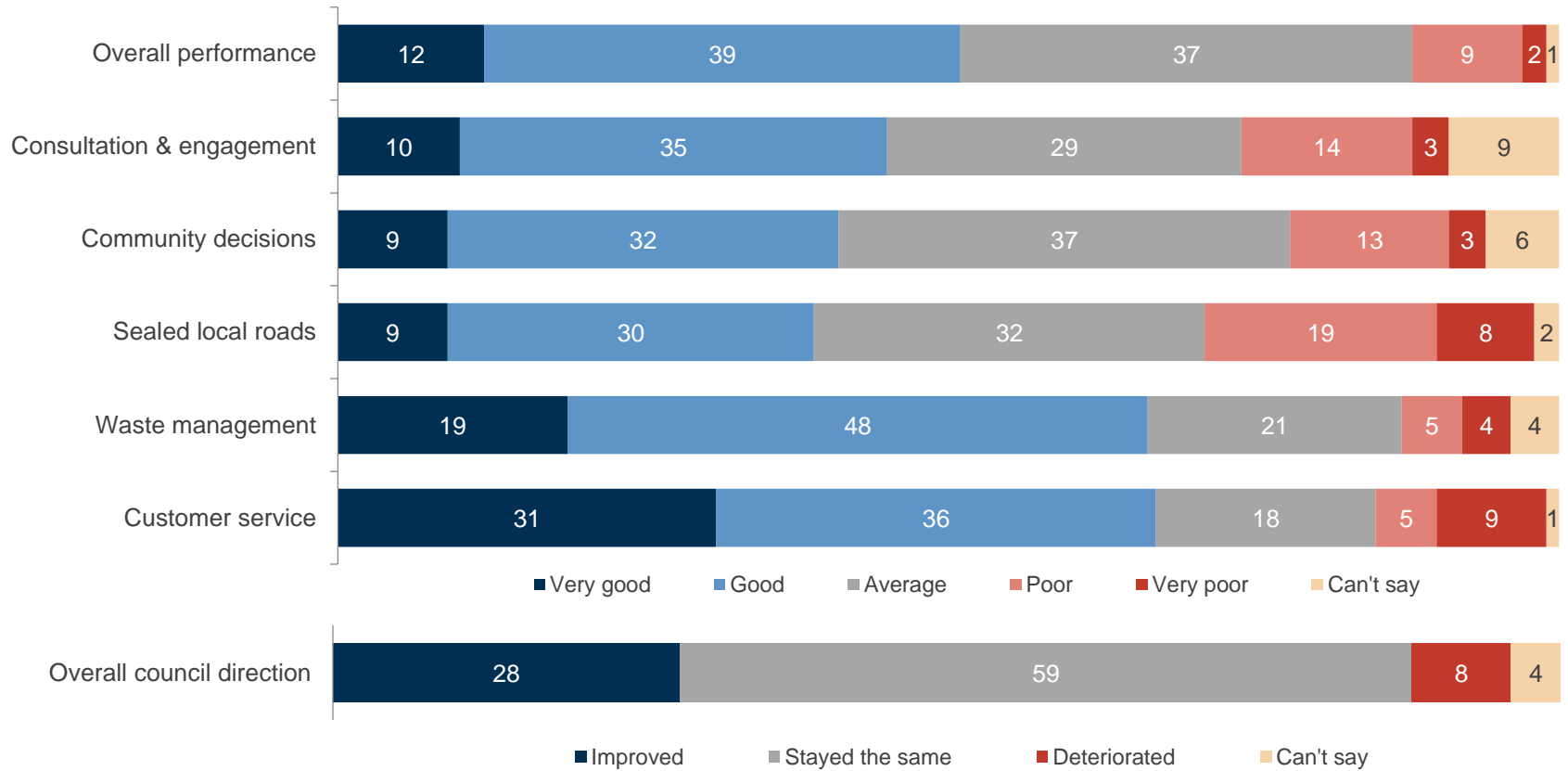
Index scores













Summary of core measures

Core measures summary results (%)










Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2021	Colac-Otway 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	63	55	58	61	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Value for money	56	-	50	54	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Overall council direction	60	52	51	53	Aged 18-34 years	Aged 35-49 years
	Customer service	69	63	68	70	Aged 65+ years, Women	Aged 18-34 years, Aged 50-64 years
	Emergency & disaster mngt	73	68	71	71	Women	Men, Aged 35-49 years
	Art centres & libraries	72	71	73	73	Women	Apollo Bay and Surrounds residents
	Recreational facilities	72	64	68	71	Colac and Surrounds residents, Aged 65+ years	Apollo Bay and Surrounds residents
	Family support services	70	67	66	66	Aged 18-34 years	Aged 35-49 years








Summary of Colac-Otway Shire Council performance

Services	Colac-Otway 2021	Colac-Otway 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
 Waste management	69	65	66	69	Colac and Surrounds residents	All Others residents
 Appearance of public areas	69	65	70	73	Colac and Surrounds residents	Apollo Bay and Surrounds residents
 Elderly support services	69	70	68	69	Aged 65+ years	Aged 35-49 years
 Enforcement of local laws	67	63	64	64	Aged 18-34 years	All Others residents
 Environmental sustainability	62	54	61	62	Aged 18-34 years	Apollo Bay and Surrounds residents
 Consultation & engagement	60	55	54	56	Aged 18-34 years	Aged 50-64 years
 Bus/community dev./tourism	60	58	59	61	Aged 65+ years	Apollo Bay and Surrounds residents
 Lobbying	59	54	54	55	Colac and Surrounds residents	Apollo Bay and Surrounds residents



Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2021	Colac-Otway 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Local streets & footpaths	59	54	55	59	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Community decisions	58	50	54	56	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Sealed local roads	53	44	50	57	Colac and Surrounds residents	Apollo Bay and Surrounds residents
	Unsealed roads	44	36	44	45	Aged 65+ years	Apollo Bay and Surrounds residents
	Building & planning permits	38	36	48	51	Aged 65+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance, as well as its performance in almost all service areas, has improved over the past year. Overall performance ratings are at their highest level in ten years (index score of 63 compared to a low of 47 in 2017). Council performs best in the areas of emergency and disaster management (index score of 73, up five index points from 2020), art centres and libraries (index score of 72, in line with last year's result), and recreational facilities (index score of 72, up eight points).

Key influences on perceptions of overall performance

Decisions made in the interest of the community is a key influencer of overall perceptions. Good communication with residents about the work Council is doing on their behalf provides the greatest opportunity to drive up overall perceptions. Council currently receives a rating of 58 index points for its performance in this area. While this represents a significant improvement on the 2020 result (50 index points), community decisions continues to rate lower than other service areas.

Comparison to state and area grouping

An area that stands out as being most in need of Council attention is planning and building permits (index score of 38) which, despite remaining stable in 2021, is the only area where Council rates significantly lower than the Large Rural group average (index score of 48). Council also rates significantly lower than the State-wide average (index score of 57) in this area. Otherwise, Council performs ahead of the Large Rural group average on a majority of service areas evaluated – a positive result.

Maintain gains achieved to date

Perceptions of Council performance in almost all service areas evaluated improved significantly this year. Notably, Council achieved some of its largest gains in the areas of sealed local roads (index score of 53, up nine index points from 2020) and environmental sustainability (index score of 62, up eight points), which are shown to have a moderate influence on overall perceptions. Shoring up results in these areas will help to both maintain and grow higher levels of community satisfaction over the long-term.

DETAILED FINDINGS



Overall performance



Overall performance

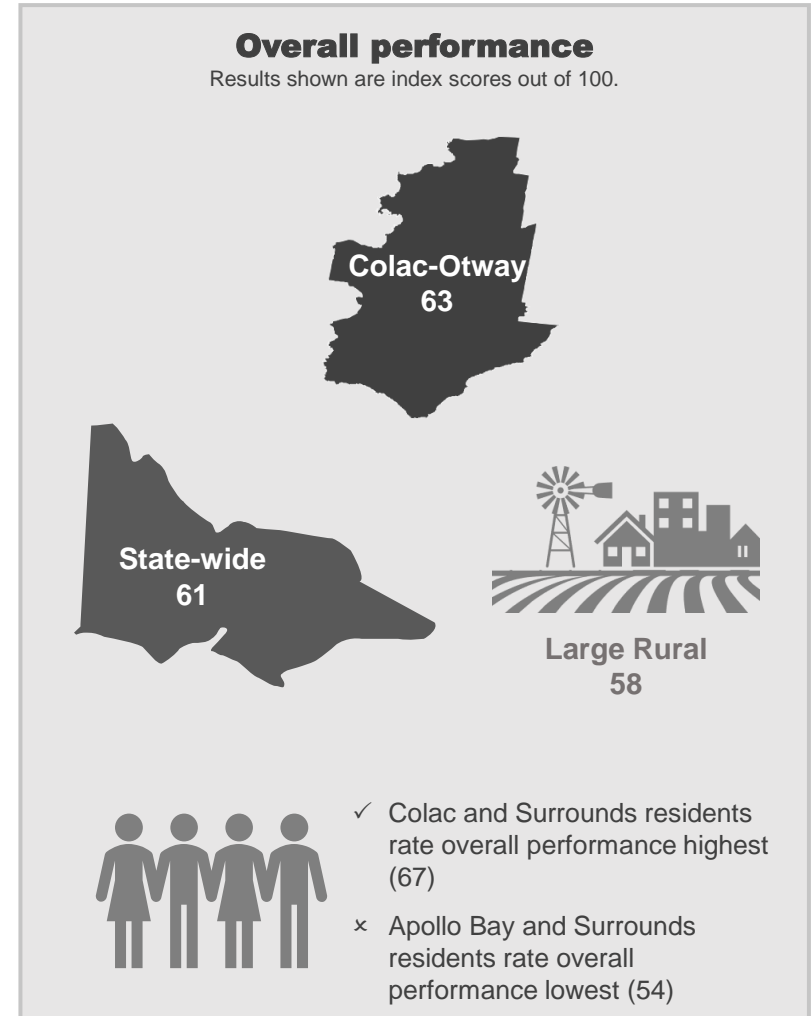
The overall performance index score of 63 for Colac-Otway Shire Council represents a significant eight-point improvement on the 2020 result, building on a multi-year trend of improvement from 2017.

- Council's overall performance rating is at its highest level in ten years. Council's previous high of 57 was reached in 2019 and before that, in 2013.

Colac-Otway Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Large Rural group, and is rated in line with the State-wide average for councils (index scores of 58 and 61 respectively).

- All demographic and geographic cohorts improved in their perceptions of overall performance in the past year. (Most saw significant improvement.)
- Perceptions of overall performance saw greatest improvement among women (index score of 64, up 10 index points from 2020), followed by adults aged 50 to 64 years (61, up nine points).

More than two in five residents (42%) rate the value for money they receive in infrastructure and services as 'very good' or 'good' compared to 24% who rate it as 'very poor' or 'poor'. A further 31% rate Council as 'average' in terms of providing value for money.





Overall performance

2021 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Colac and Surrounds	67▲	59	61	60	53	48	55	53	61	57
65+	65	57	61	52	49	43	52	48	60	54
18-34	64	56	56	61	51	55	56	54	62	58
Women	64	54	57	57	49	50	54	51	56	55
Colac-Otway	63	55	57	55	47	48	53	48	57	54
Men	62	56	57	54	46	47	52	46	57	52
50-64	61	52	57	50	42	48	51	44	51	52
State-wide	61	58	60	59	59	59	60	61	60	60
All Others	59	52	54	53	43	48	51	45	55	53
35-49	59	53	52	58	48	50	53	48	56	50
Large Rural	58▼	55	56	56	54	54	56	n/a	n/a	n/a
Apollo Bay and Surrounds	54▼	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?

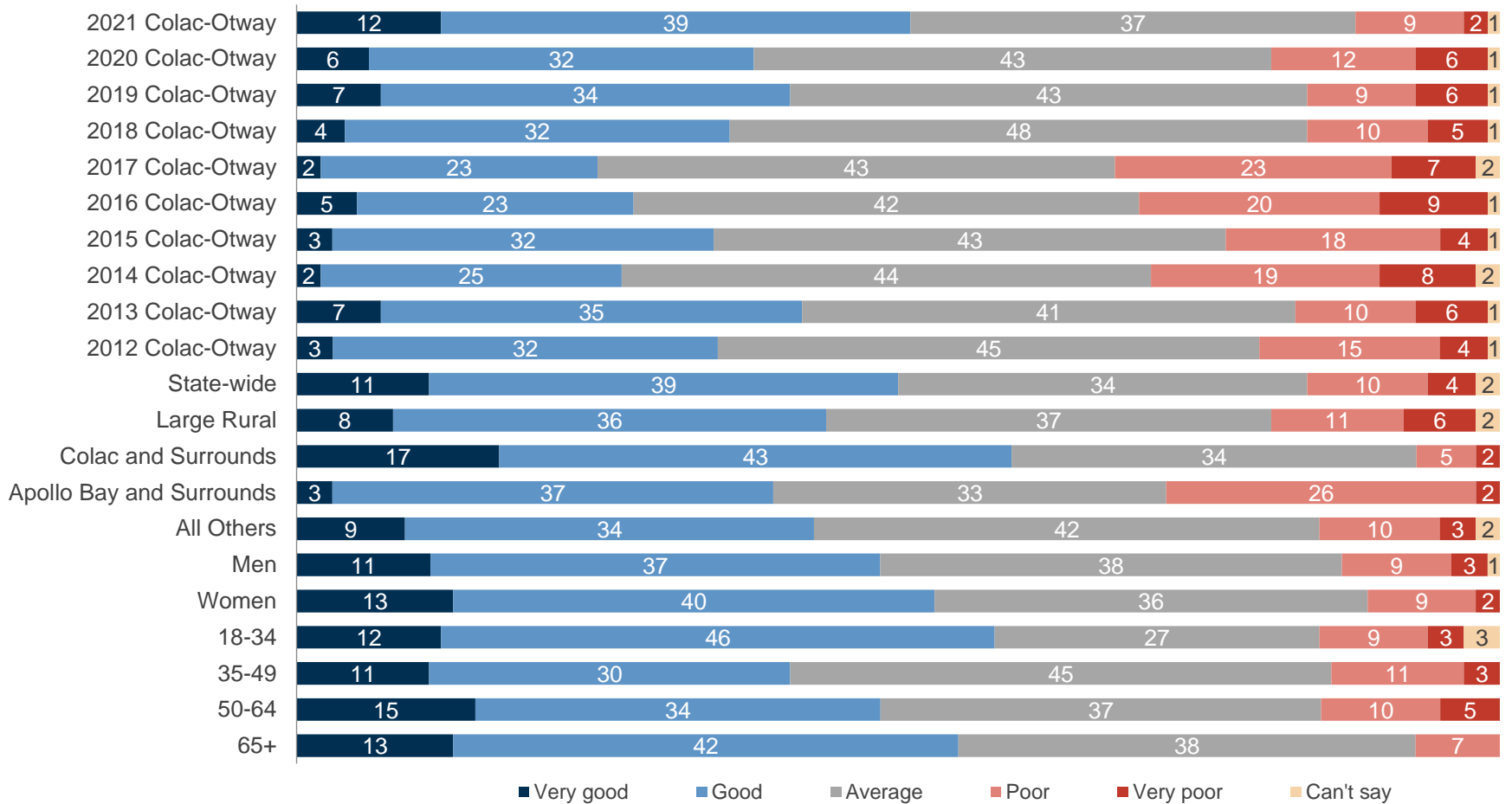
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 overall performance (%)

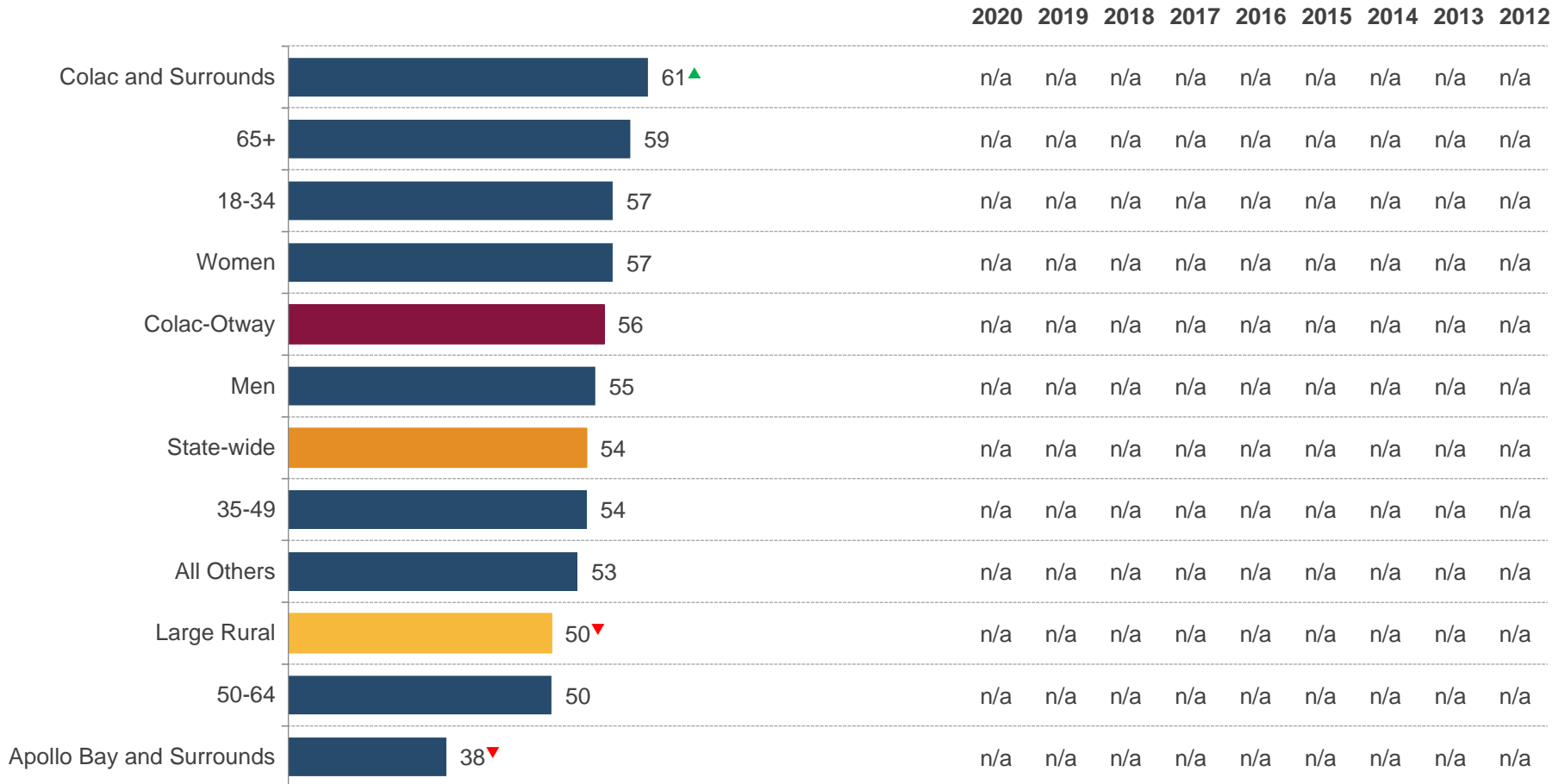


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Value for money in services and infrastructure

2021 value for money (index scores)



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

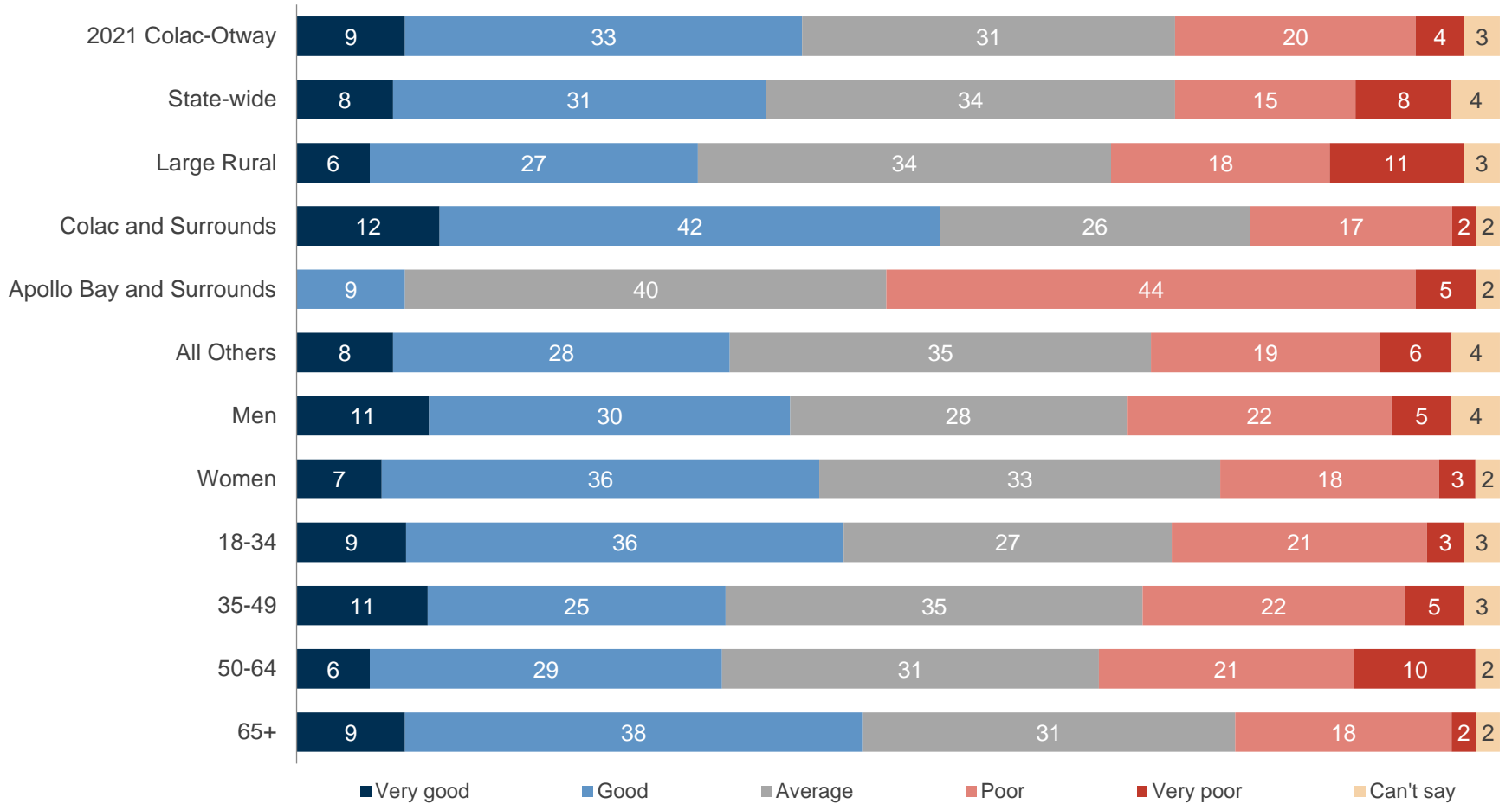
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2021 value for money (%)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Top performing service areas

Emergency and disaster management (index score of 73) is the area where Council performed best in 2021, improving by a significant five index points from 2020.

Art centres & libraries and recreational facilities are Council's next highest rated service areas (index scores of 72 each). Notably, perceptions of recreational facilities grew a significant eight index points from 2020.

- Council performs in line with Large Rural group and State-wide averages for its highest performing service areas – disaster management and art centres and libraries.
- In the area of recreational facilities, Council performs significantly higher than the group average (index scores of 72 and 68 respectively).

Ratings improved significantly on all but a handful of service areas over the past year. The biggest gain was achieved in the area of sealed local roads (index score of 53, up nine points from 2020).

Notably, Council performs significantly higher than the Large Rural group average on more than half of the service areas tested.



Emergency and disaster management (index score of 73) is the area where Council performed best in 2021, improving by a significant five index points from 2020.



Low performing service areas



Council did not experience any declines in performance ratings in 2020.

Council rates lowest – relative to its performance in other areas – in the areas of building and planning permits (index score of 38).

- Council rates significantly lower than the State-wide and Large Rural group averages for its performance in this area (index score of 51 and 48 respectively). This is the only service area where Council underperforms the group average.
- Residents aged 35 to 49 years rate Council lowest and significantly lower on this measure than the average (index score of 31).

Unsealed roads (index score of 44) comprises the next lowest rated service area. Notwithstanding its relatively low ranking, perceived performance in this area increased a significant eight points since 2020. Perceptions are at their highest level recorded.

- Perceptions of unsealed roads are in line with the Large Rural group (index score of 44) and State-wide (index score of 45) averages.
- Perceptions of unsealed roads are ten points higher in Colac and Surrounds (index score of 47) than Apollo Bay and Surrounds (37). Attention should first be focused in the latter area.



Individual service area performance

2021 individual service area performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Emergency & disaster mngt	73	68	70	69	64	68	61	n/a	61	n/a
Art centres & libraries	72	71	70	73	69	64	n/a	n/a	n/a	n/a
Recreational facilities	72	64	67	64	59	58	59	61	64	63
Family support services	70	67	67	67	62	67	68	66	68	65
Waste management	69	65	64	68	66	65	69	69	69	69
Appearance of public areas	69	65	62	61	59	59	62	n/a	n/a	n/a
Elderly support services	69	70	69	68	67	67	69	n/a	71	67
Enforcement of local laws	67	63	61	64	62	62	64	n/a	n/a	n/a
Environmental sustainability	62	54	58	57	56	55	n/a	n/a	60	n/a
Consultation & engagement	60	55	54	55	46	48	50	49	59	55
Bus/community dev./tourism	60	58	58	60	58	58	57	58	63	61
Lobbying	59	54	53	54	50	50	51	50	56	52
Local streets & footpaths	59	54	n/a	n/a	n/a	n/a	52	49	49	48
Community decisions	58	50	52	49	45	43	48	45	n/a	n/a
Sealed local roads	53	44	42	39	42	37	44	43	n/a	n/a
Unsealed roads	44	36	39	36	37	n/a	42	38	40	n/a
Planning & building permits	38	36	39	39	35	n/a	n/a	n/a	45	42

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

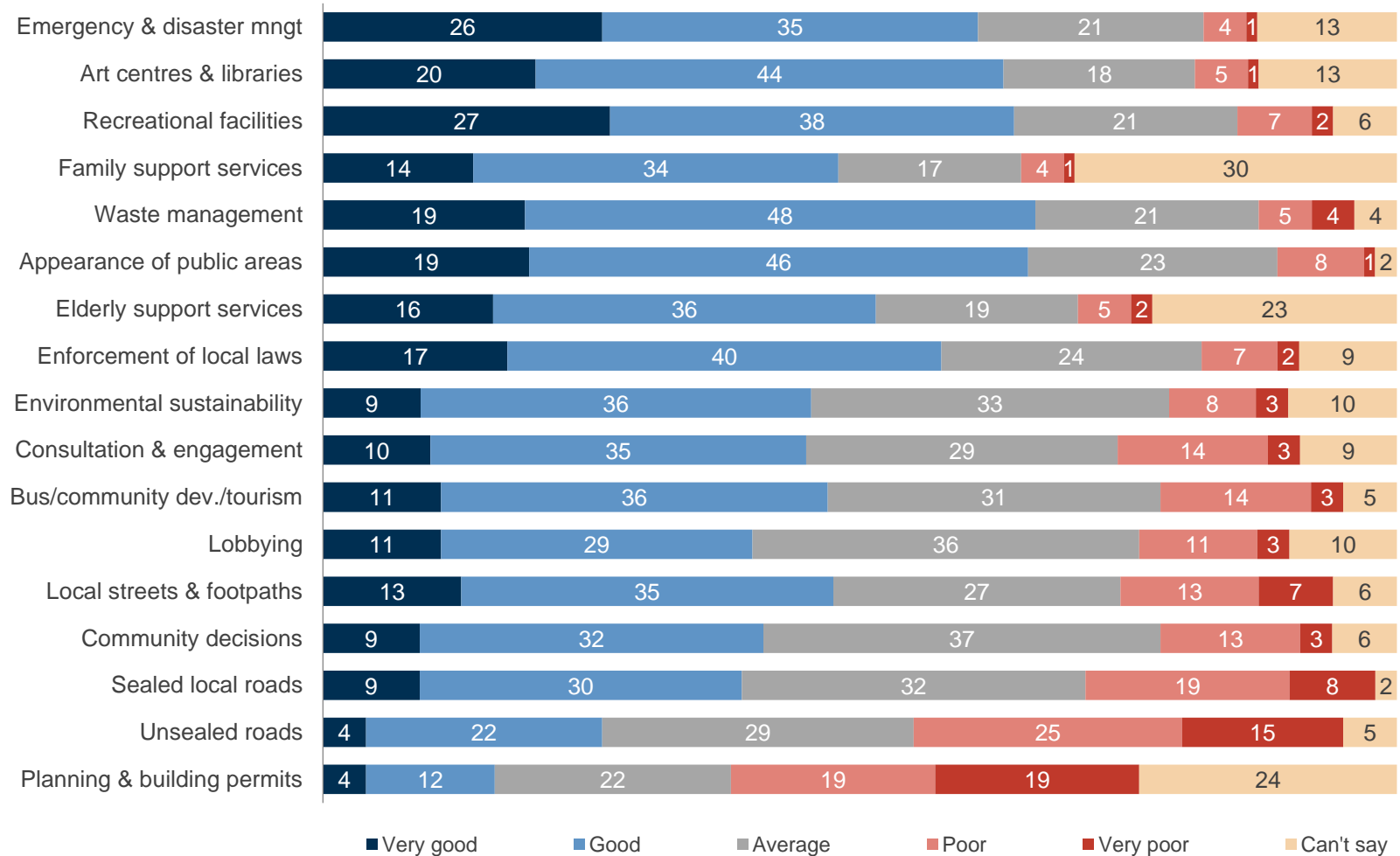
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Condition of sealed local roads
- Lobbying on behalf of the community
- Environmental sustainability
- Condition of local streets
- Emergency management
- Planning and building permits.

Looking at these key service areas only, emergency management has a high performance index (73) and a moderate influence on the overall performance rating. Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate influence on overall perceptions, but perform less well, are the condition of sealed local roads, the condition of local streets, lobbying, and environmental sustainability (performance index of 53, 59, 59 and 62, respectively).

Attending to resident concerns about the condition of local roads and streets, and continuing efforts to lobby on their behalf, particularly on planning and sustainability issues, can also help shore up positive opinion of Council.

However, in need of most attention is the area of planning and building permits, which is poorly rated (performance index of 38) and a moderate influence on Council's overall performance rating.

A focus on improving community perceptions of Council's approach to planning and building permits is needed to increase positive opinion of Council 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.

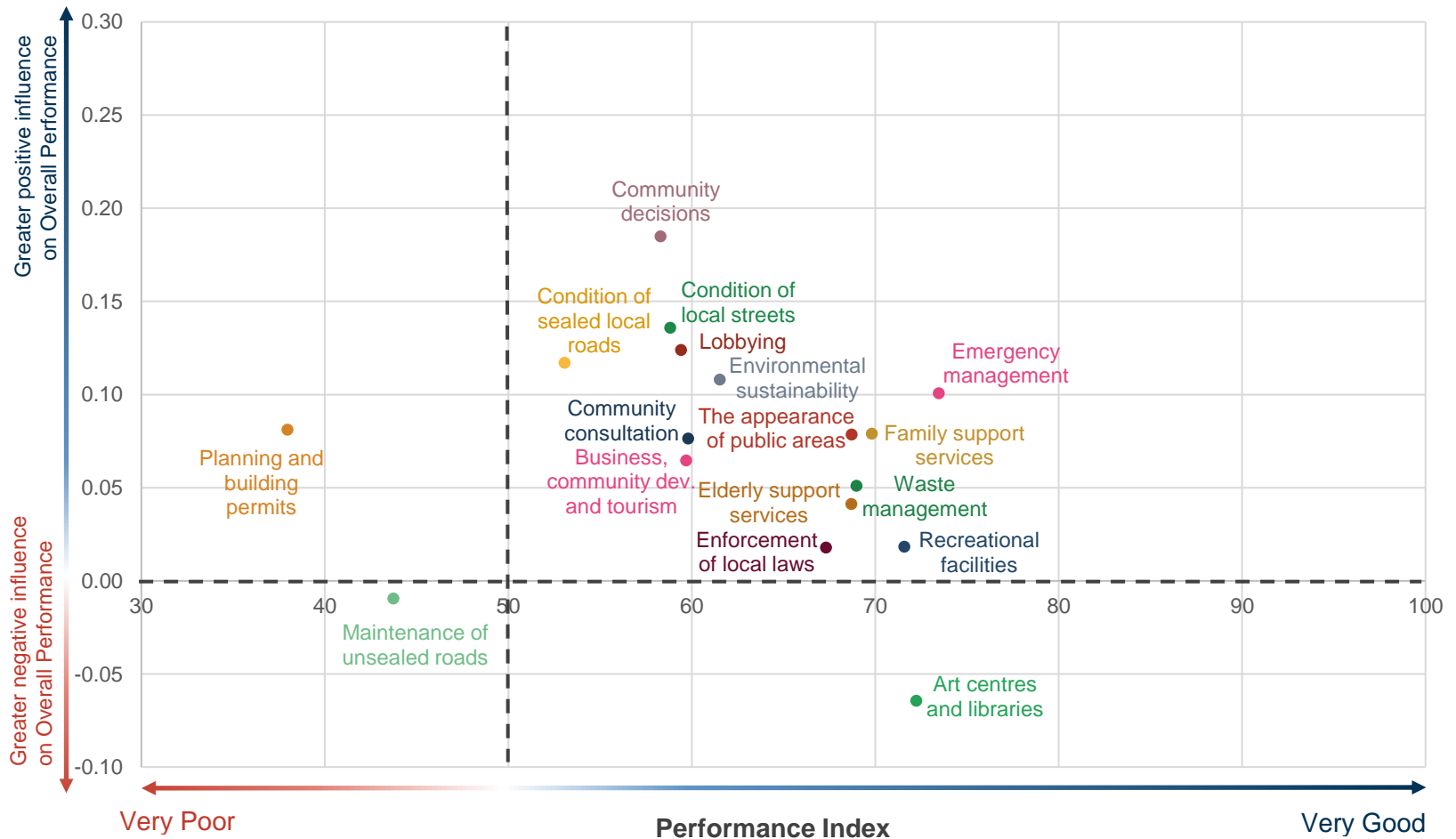
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

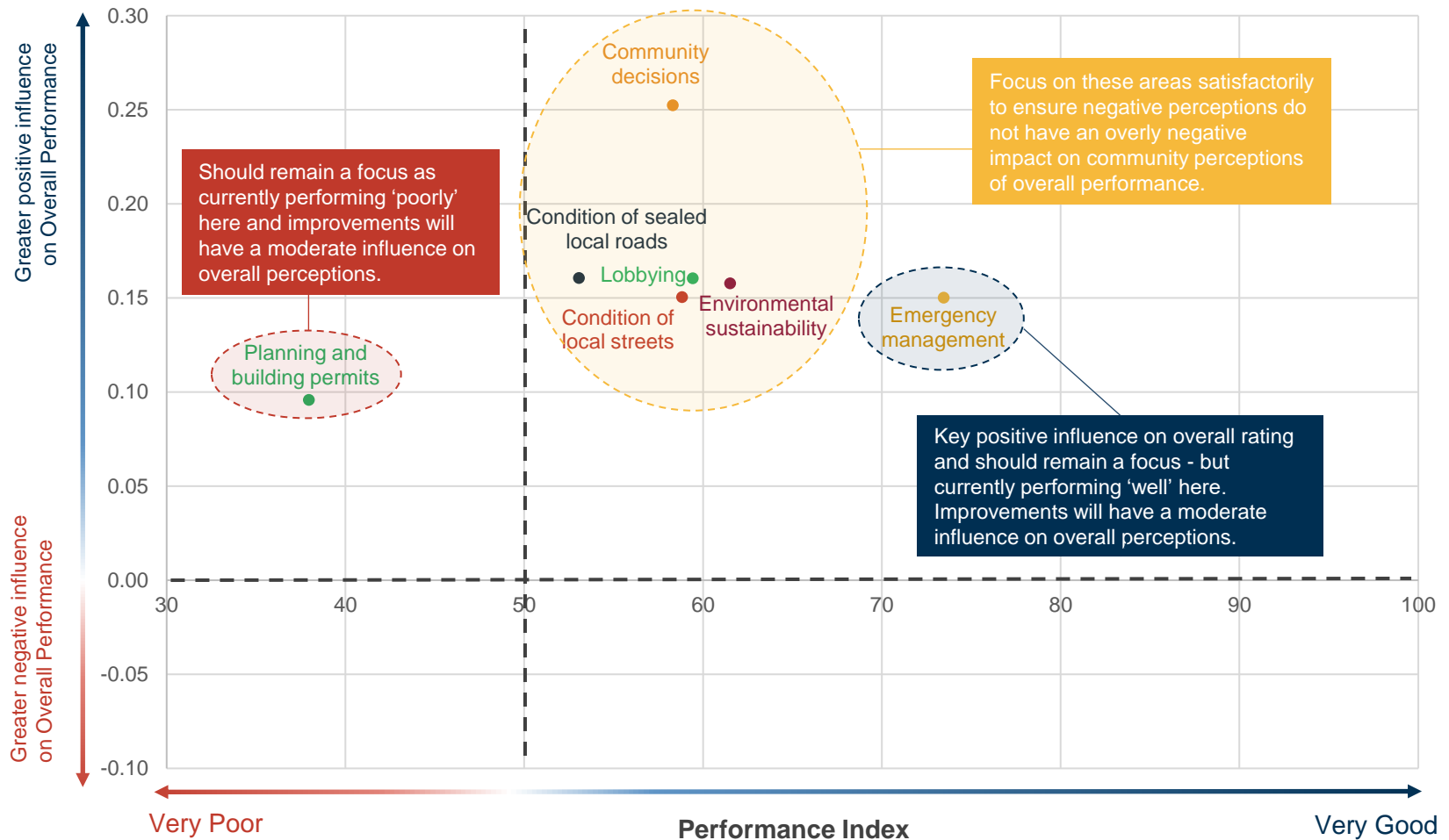


The multiple regression analysis model above (all service areas) has an R^2 value of 0.588 and adjusted R^2 value of 0.570, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 32.05$. 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

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.557 and adjusted R² value of 0.549, which means that 56% 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 = 70.39.



Customer service



Contact with council and customer service

Contact with council

Fewer than three in five Council residents (60%) have had contact with Council in the last 12 months. Rate of contact is within one percentage point of last year.

Among households who had recent contact with Council, telephone (34%) and face-to-face interactions (30%) were the main methods of contact.



Among those who have had contact with Council, 67% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is a significant six points higher than in 2020. Council's customer service rating returned to higher levels previously achieved in 2018 and 2012 (index score of 68 in both years).

- Women rate Council significantly higher for customer service this year compared to 2020 (index score of 72, up eight points from 2020).
- Residents aged 18 to 34 years are least likely to have contacted Council and rated Council least well on customer service. Having said that, this age group experienced the greatest improvement in perceptions of customer service (up 11 index points, although not a significant increase).
- Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 70 and 68 respectively).

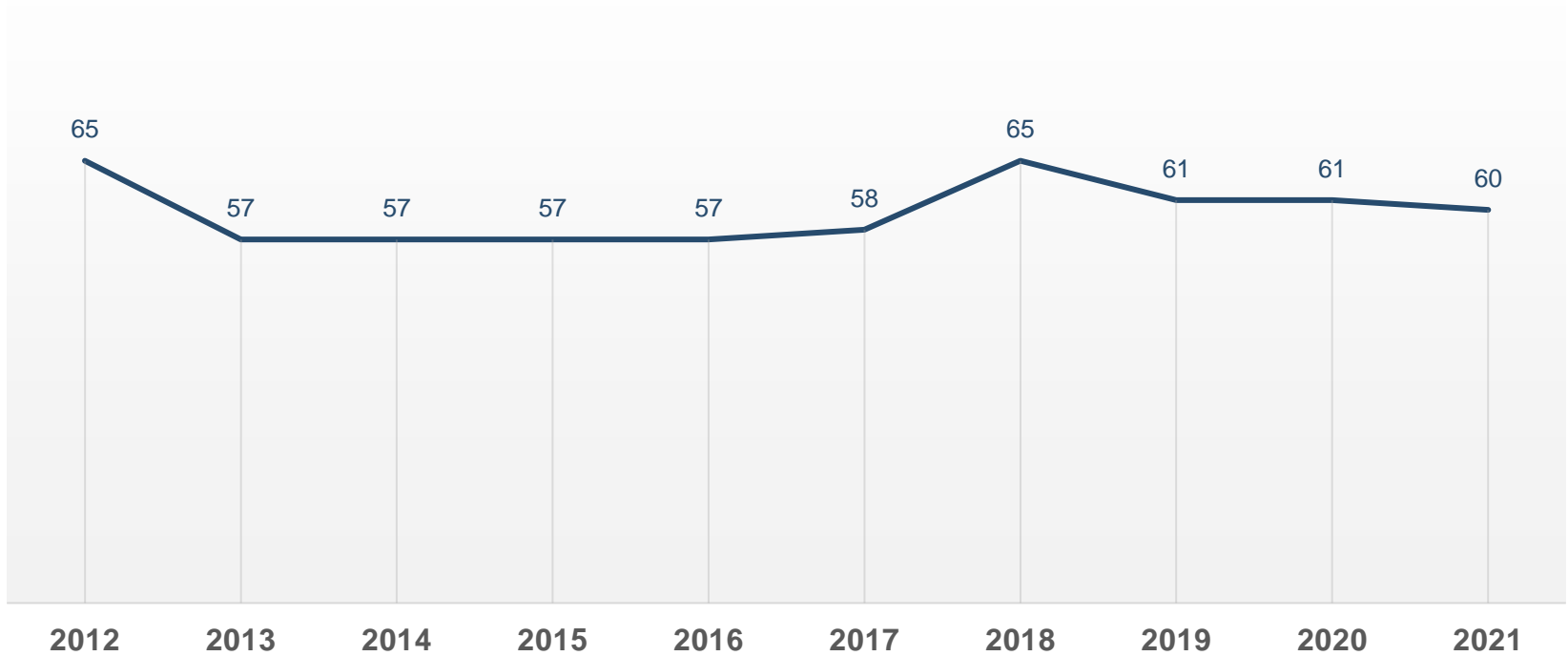
Seven in ten residents (67%) provide a customer service rating of 'very good' or 'good'.

Customer service ratings are relatively similar between the most-used communications channels – by email (index score of 64), in-person (67), and by telephone (69).



Contact with council

2021 contact with council (%)
Have had contact



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	71	74	68	68	71	74	57	63	67	78
All Others	66	60	65	59	64	57	59	63	62	68
Apollo Bay and Surrounds	64	62	62	70	66	59	56	49	55	66
Large Rural	63	61	62	62	57	57	59	n/a	n/a	n/a
Women	63	59	68	62	54	62	57	56	61	64
50-64	63	71	67	62	59	51	68	72	64	62
State-wide	62	63	61	61	58	58	60	61	60	61
Colac-Otway	60	61	61	65	58	57	57	57	57	65
Men	56	64	54	69	63	51	56	59	52	67
65+	56	61	60	63	50	49	53	48	54	55
Colac and Surrounds	55	62	58	69	53	57	56	56	53	62
18-34	55	42	50	68	55	56	50	48	40	64

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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



Customer service rating

2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Apollo Bay and Surrounds	73*	61	75	66	58	66	70	70	65	68
65+	72	67	68	66	66	68	68	64	76	71
Women	72	64	67	72	69	68	66	68	67	73
35-49	71	64	63	74	67	69	60	66	63	63
Colac and Surrounds	70	64	66	69	62	70	65	63	68	71
State-wide	70	70	71	70	69	69	70	72	71	71
Colac-Otway	69	63	66	68	61	67	64	62	67	68
Large Rural	68	68	69	67	66	67	67	n/a	n/a	n/a
All Others	66	63	64	66	61	63	60	57	68	65
Men	65	62	66	64	54	66	61	56	68	64
50-64	64	64	66	67	64	68	60	63	65	68
18-34	64	53	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: 66 Councils asked group: 19

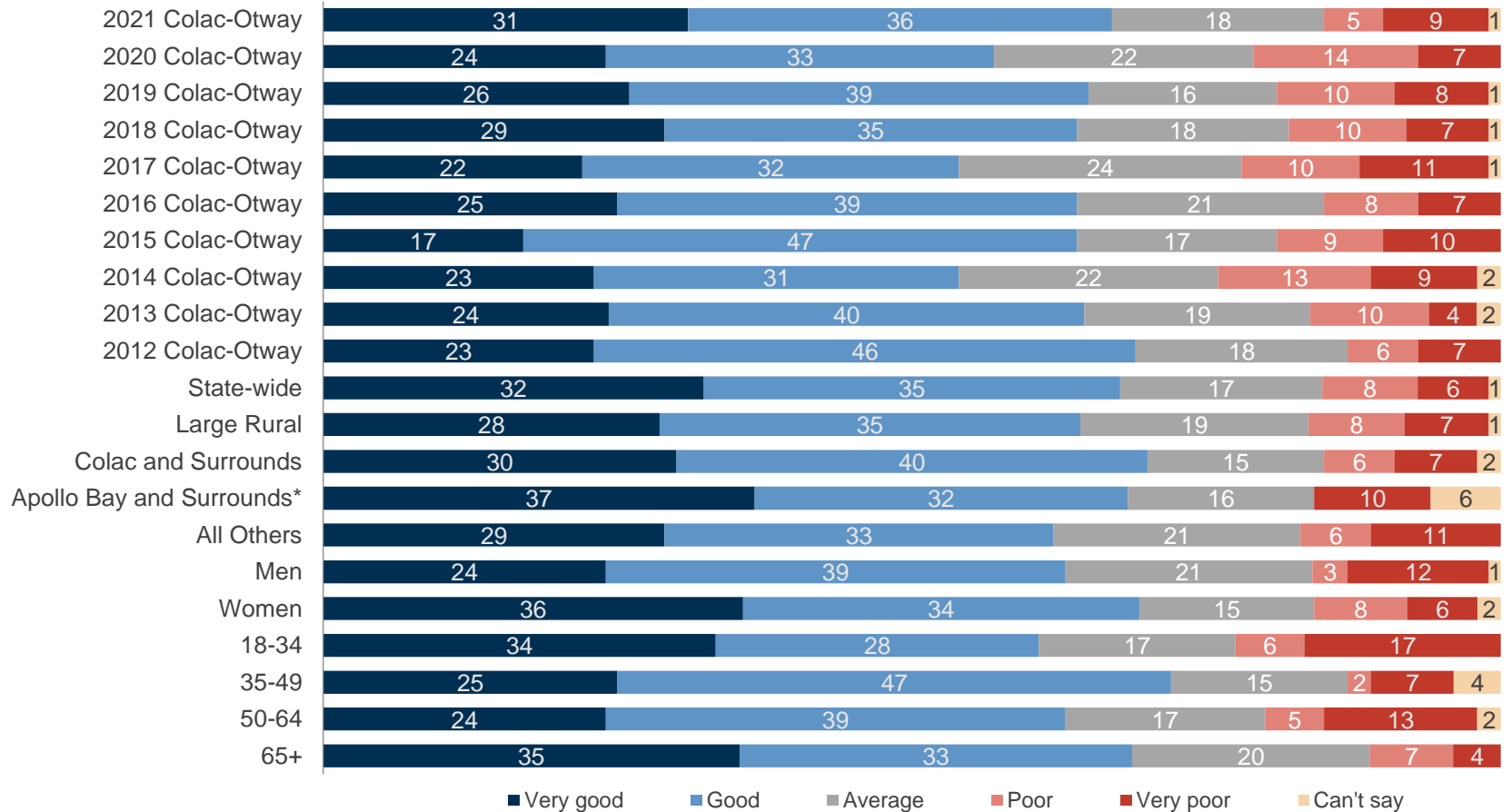
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 customer service rating (%)



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

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 66 Councils asked group: 19

*Caution: small sample size < n=30



Method of contact with council

2021 method of contact (%)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



Customer service rating by method of last contact

2021 customer service rating (index score by method of last contact)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
By text message	91*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Via website	79*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In writing	72*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By telephone	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By social media	67*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In person	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By email	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 27 Councils asked group: 9

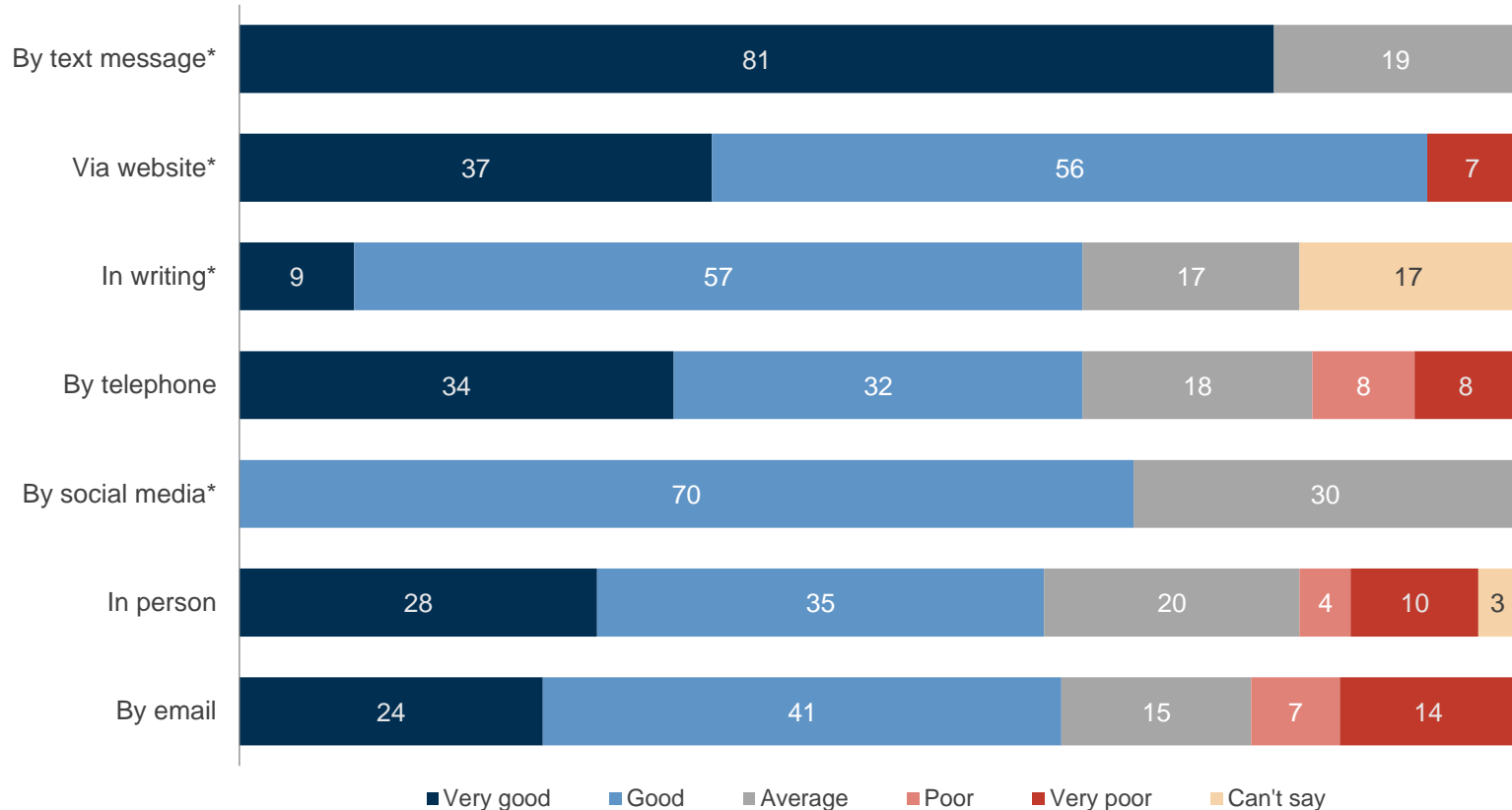
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Colac-Otway Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 27 Councils asked group: 9
 *Caution: small sample size < n=30



Communication

Communication

The preferred forms of communication from Council are advertising in local newspapers (21%) and a newsletter sent via mail (21%). A newsletter delivered via email (17%) and social media (17%) comprise the next most preferred forms of communication.

- By far, social media (30%) is preferred by residents less than 50 years of age for council updates.
- Residents over 50 years of age, however, prefer updates in the form of advertising in local newspapers (26%) and a print newsletter sent via mail (24%).





Best form of communication

2021 best form of communication (%)



Q13. If Colac-Otway Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10



Best form of communication: under 50s

2021 under 50s best form of communication (%)



Q13. If Colac-Otway Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 10



Best form of communication: over 50s

2021 over 50s best form of communication (%)



Q13. If Colac-Otway Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked state-wide: 35 Councils asked group: 10

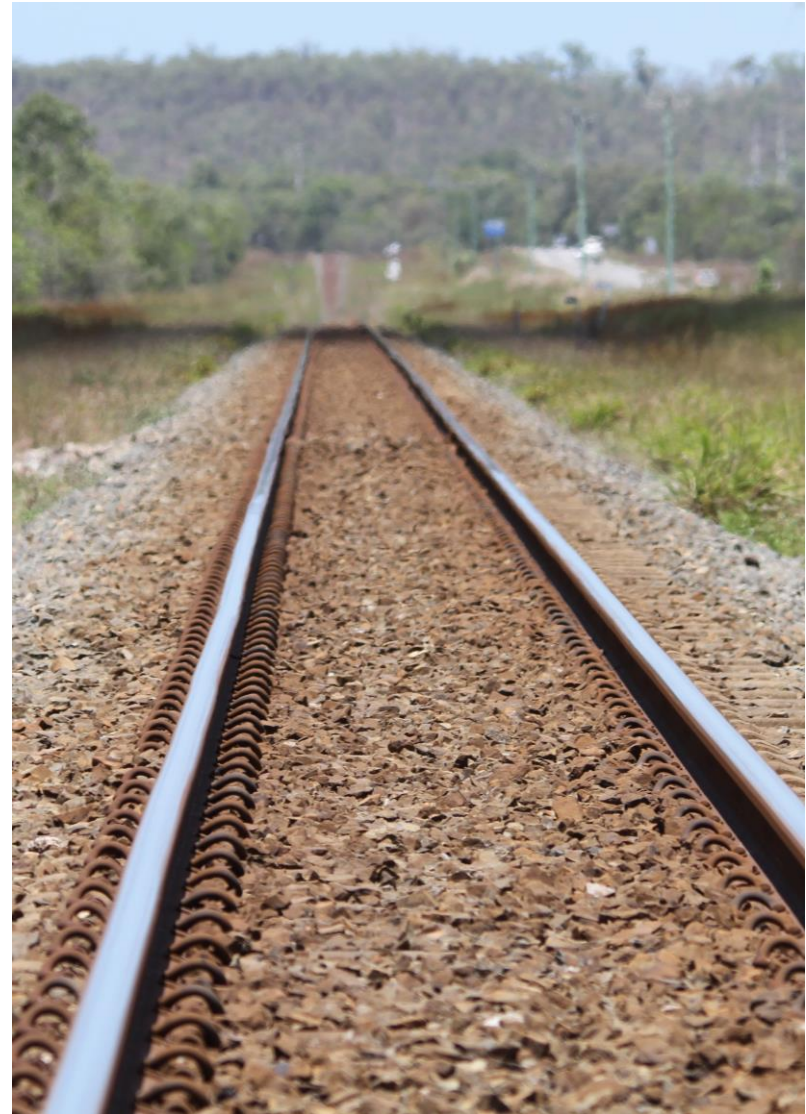


Council direction

Council direction

Over the last 12 months, 59% believe the direction of Council's overall performance has remained the same, in line with 2020 results (60%).

- 28% believe the direction has improved in the last 12 months (up seven percentage points on 2020).
- 8% believe it has deteriorated, down eight percentage points on 2020.
- The most satisfied with council direction are those aged 18 to 34 years. Perceptions of council direction among this group are significantly higher than the average.
- The least satisfied with council direction are those aged 35 to 49 years, though results are only slightly lower among this group than among residents overall.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	67▲	53	60	67	56	47	51	53	60	51
Apollo Bay and Surrounds	64	40	47	45	42	49	49	42	45	37
Colac and Surrounds	61	58	60	61	55	39	49	47	55	51
Women	61	50	56	58	56	41	49	44	54	50
65+	60	57	57	50	58	38	46	43	54	53
Colac-Otway	60	52	56	56	53	42	48	43	52	49
Men	60	54	56	53	50	43	47	42	49	49
50-64	58	51	56	52	47	42	50	36	45	48
All Others	58	50	52	53	52	44	46	37	50	50
35-49	55	46	48	56	49	44	45	40	48	44
State-wide	53▼	51	53	52	53	51	53	53	53	52
Large Rural	51▼	50	51	52	52	48	51	n/a	n/a	n/a

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

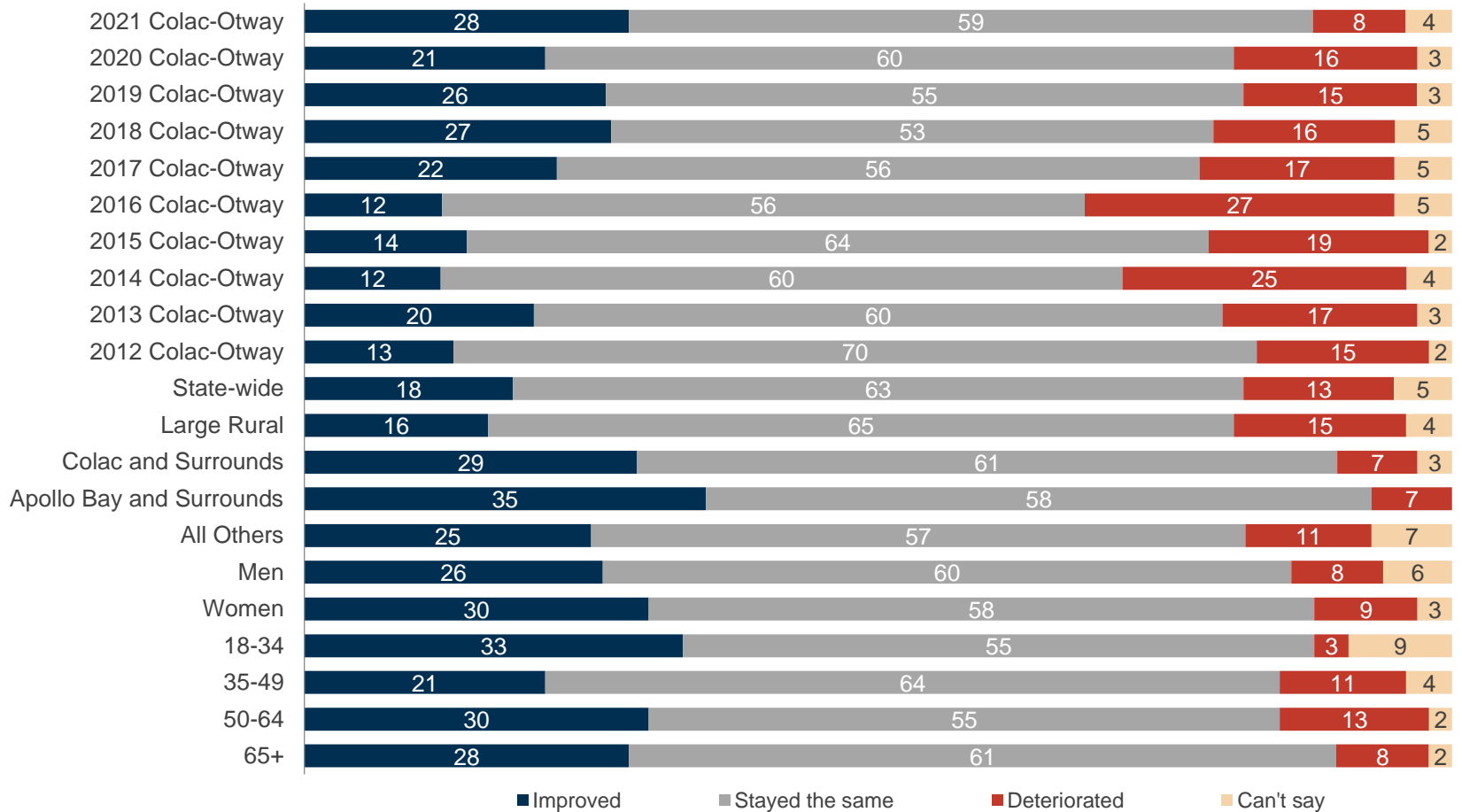
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Colac-Otway Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	65	62	56	60	45	54	53	53	65	58
Colac and Surrounds	62	57	57	57	47	49	51	53	62	57
65+	61	56	56	53	50	44	51	47	60	53
Women	60	55	53	58	48	48	52	50	58	58
Colac-Otway	60	55	54	55	46	48	50	49	59	55
Men	59	55	56	53	44	49	48	48	59	52
Apollo Bay and Surrounds	58	51	55	49	38	49	47	37	52	47
All Others	57	55	50	55	47	47	50	47	56	54
35-49	56	51	54	58	50	53	49	51	58	52
State-wide	56▼	55	56	55	55	54	56	57	57	57
50-64	55	51	50	51	39	44	47	47	53	54
Large Rural	54▼	54	54	54	52	52	54	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

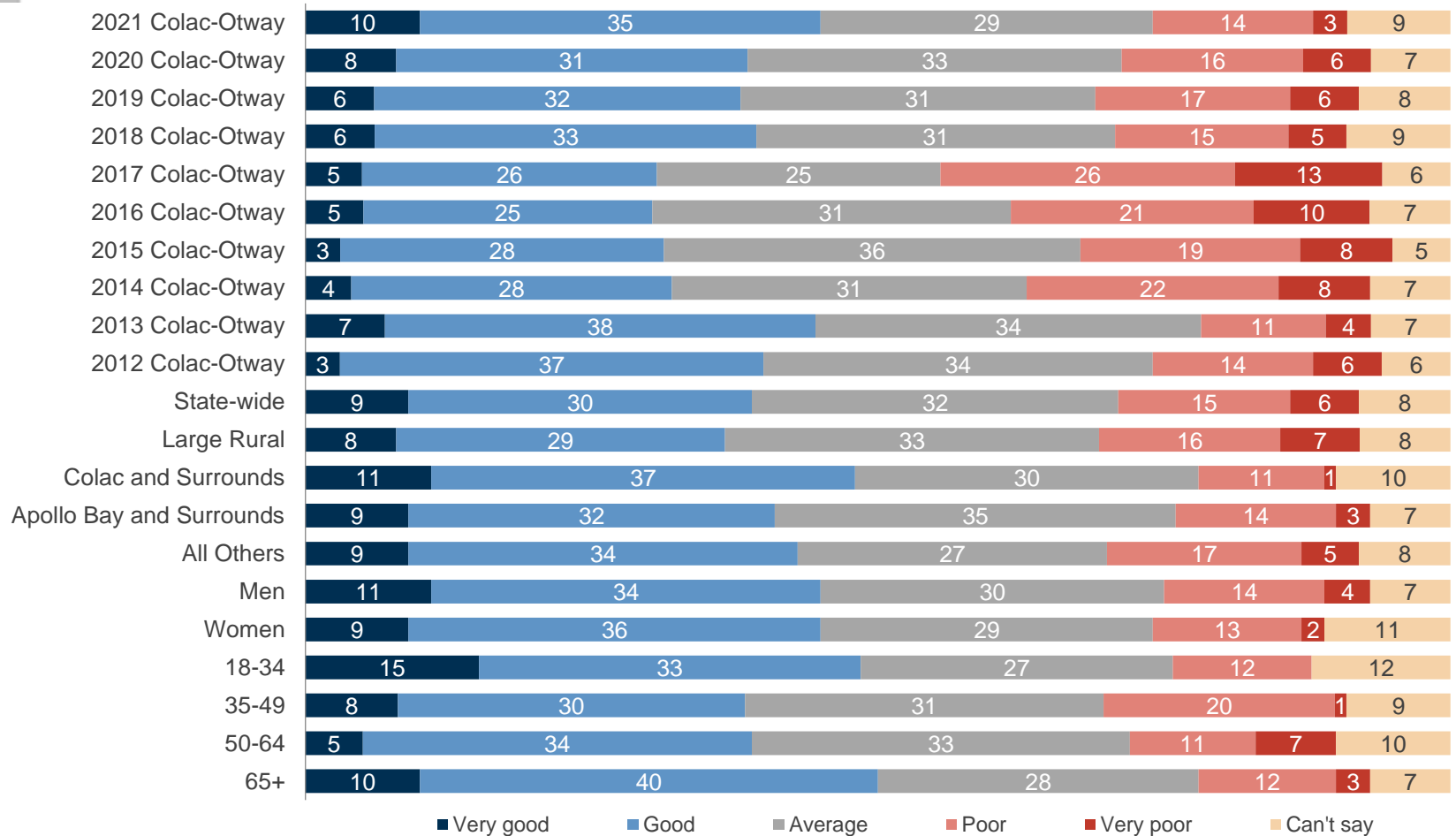
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	62	60	58	53	50	54	54	59	55
65+	61	54	51	51	47	50	50	57	53
Women	60	53	53	52	51	53	52	55	52
Colac-Otway	59	54	54	50	50	51	50	56	52
Men	59	56	55	48	50	48	47	57	53
35-49	59	52	53	49	50	48	48	55	52
All Others	59	53	52	47	50	49	46	54	52
18-34	58	63	60	53	58	57	54	63	54
50-64	58	49	52	45	48	48	46	50	51
State-wide	55▼	53	54	54	53	55	56	55	55
Large Rural	54▼	53	52	51	50	53	n/a	n/a	n/a
Apollo Bay and Surrounds	50▼	42	43	42	41	53	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: 51 Councils asked group: 15

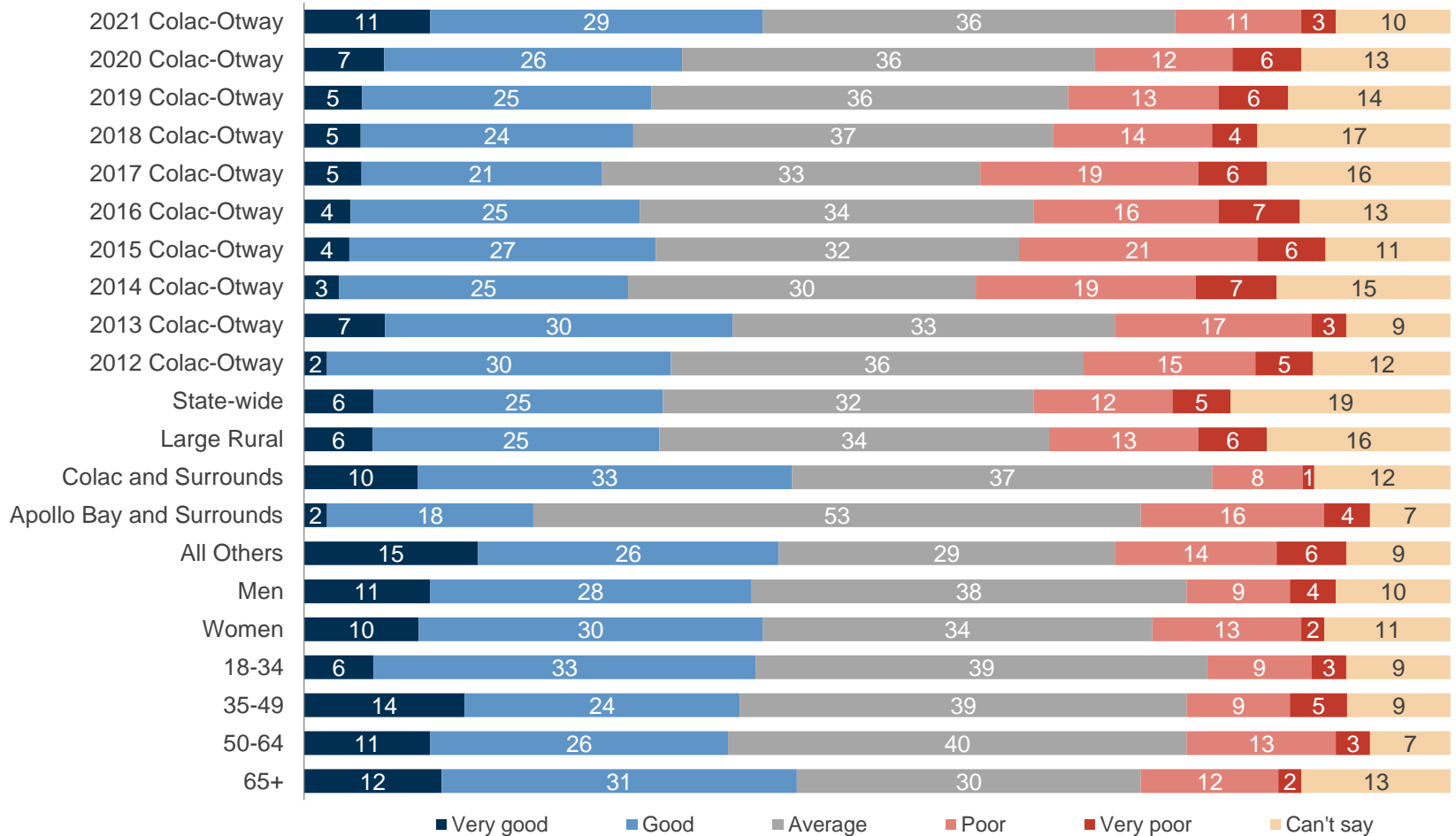
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 15

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	53	56	51	48	44	52	50	n/a	n/a
65+	51	53	45	47	43	46	46	n/a	n/a
18-34	54	59	55	52	49	57	50	n/a	n/a
Women	50	51	49	46	45	51	48	n/a	n/a
Colac-Otway	50	52	49	45	43	48	45	n/a	n/a
Men	50	53	49	44	42	46	43	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
50-64	48	49	47	38	43	46	41	n/a	n/a
All Others	50	50	51	43	43	46	41	n/a	n/a
35-49	46	47	50	44	39	44	45	n/a	n/a
Large Rural	52	52	52	51	50	52	n/a	n/a	n/a
Apollo Bay and Surrounds	43	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?

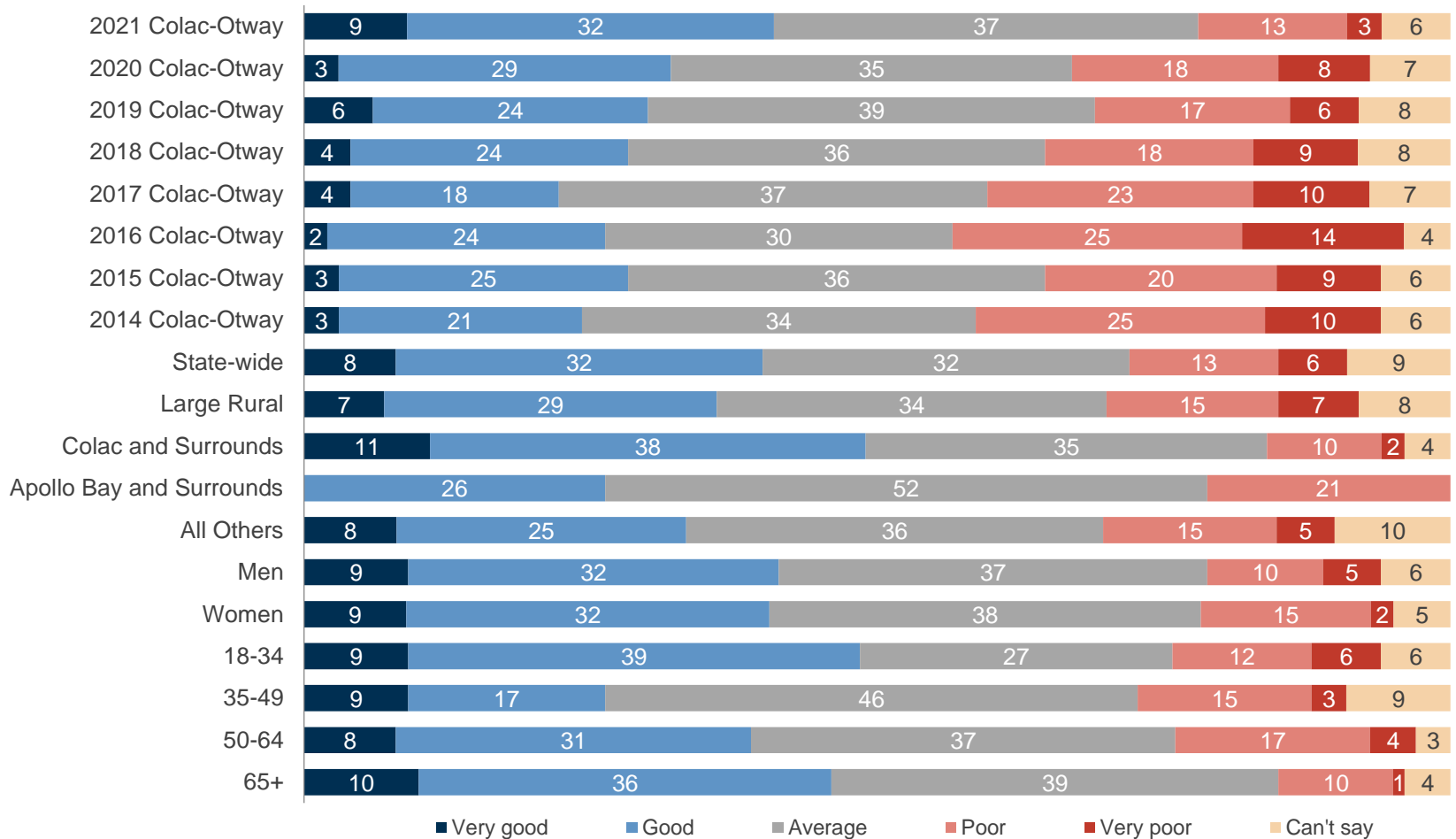
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	49	46	43	48▲	39	48	48	n/a	n/a
State-wide	54	56	53	53	54	55	55	n/a	n/a
65+	46	46	40	48	36	46	41	n/a	n/a
50-64	43	43	34	39	34	37	41	n/a	n/a
18-34	43	40	43	42	43	48	49	n/a	n/a
Men	47	41	43	42	38	43	41	n/a	n/a
Colac-Otway	44	42	39	42	37	44	43	n/a	n/a
Women	42	44	36	43	36	44	45	n/a	n/a
Large Rural	47	47	45	43	44	45	n/a	n/a	n/a
All Others	40	39	36	37	34	42	38	n/a	n/a
35-49	43	39	38	38	36	44	40	n/a	n/a
Apollo Bay and Surrounds	40▼	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?

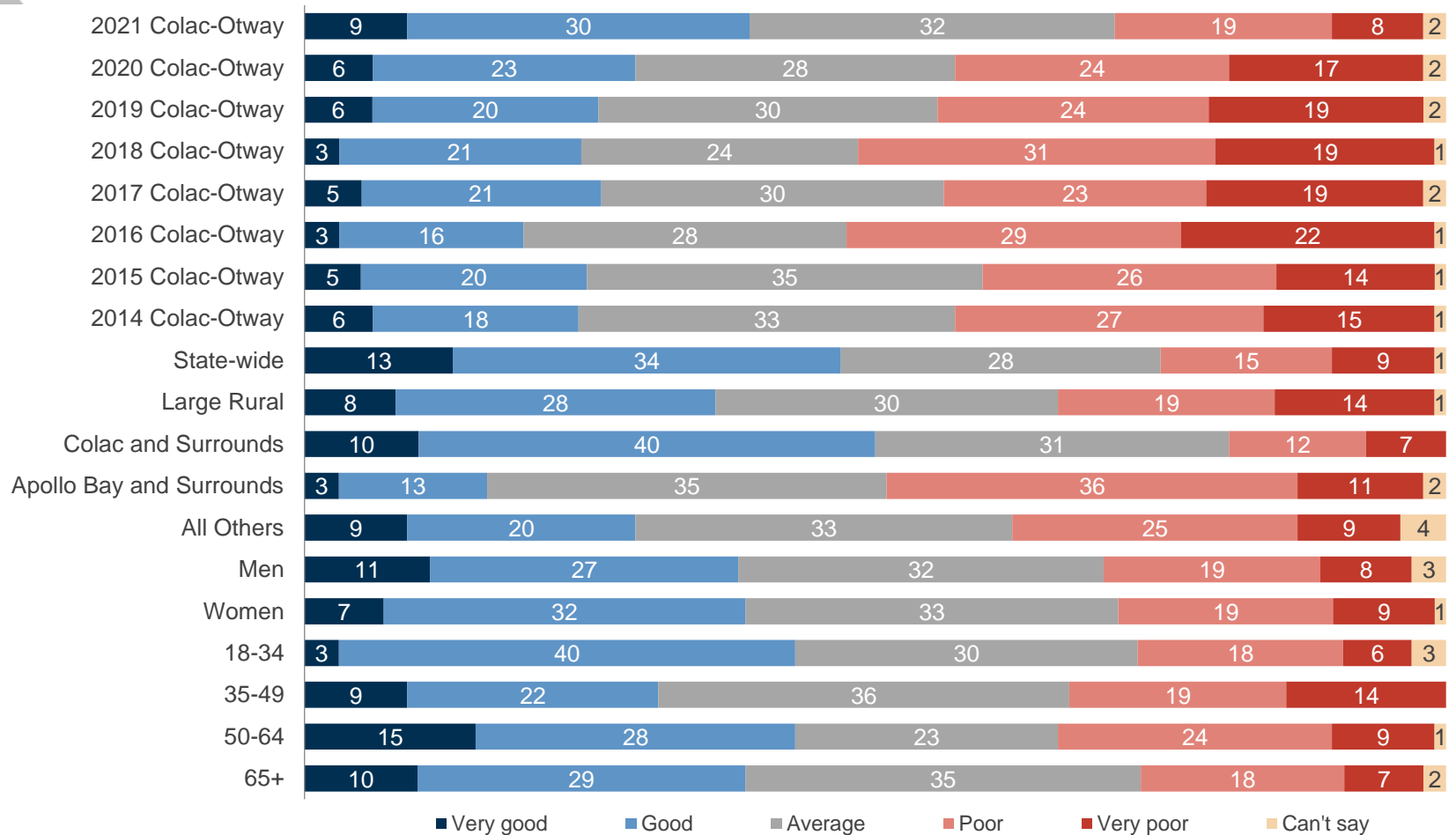
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	60	n/a	n/a	n/a	n/a	56	56	54	51
18-34	52	n/a	n/a	n/a	n/a	53	54	57	50
50-64	49	n/a	n/a	n/a	n/a	50	47	45	46
65+	56	n/a	n/a	n/a	n/a	48	52	46	50
State-wide	58	59	58	57	57	58	58	58	57
Women	49	n/a	n/a	n/a	n/a	52	48	44	49
Colac-Otway	54	n/a	n/a	n/a	n/a	52	49	49	48
Men	59	n/a	n/a	n/a	n/a	51	51	53	48
All Others	50	n/a	n/a	n/a	n/a	48	48	46	49
Large Rural	54	55	54	53	53	54	n/a	n/a	n/a
35-49	57	n/a	n/a	n/a	n/a	57	45	46	48
Apollo Bay and Surrounds	46	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?

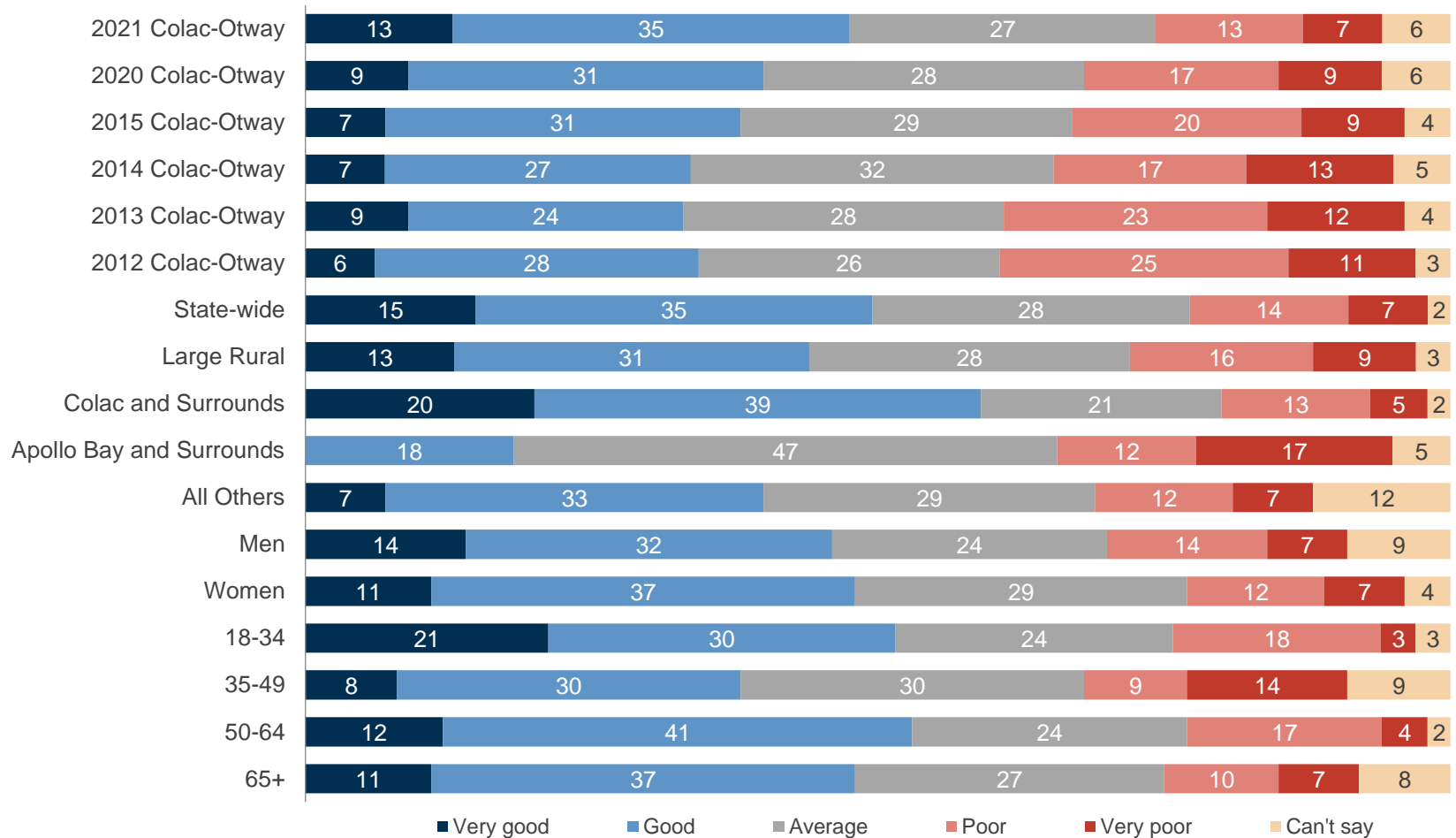
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10

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

The condition of local streets and footpaths in your area performance



2021 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: 32 Councils asked group: 10



Enforcement of local laws performance



2021 law enforcement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	72	67	62	70	66	67	70	n/a	n/a	n/a
Colac and Surrounds	69	64	63	67	62	62	66	n/a	n/a	n/a
Apollo Bay and Surrounds	68	56	45	53	60	55	56	n/a	n/a	n/a
Women	68	64	59	65	63	63	65	n/a	n/a	n/a
50-64	68	61	61	61	57	58	61	n/a	n/a	n/a
Colac-Otway	67	63	61	64	62	62	64	n/a	n/a	n/a
Men	67	62	63	63	60	61	64	n/a	n/a	n/a
35-49	66	62	60	68	62	66	64	n/a	n/a	n/a
65+	65	62	60	59	61	59	63	n/a	n/a	n/a
State-wide	64▼	63	64	64	64	63	66	66	65	65
Large Rural	64▼	64	64	64	63	63	65	n/a	n/a	n/a
All Others	64	65	62	63	62	63	65	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: 9

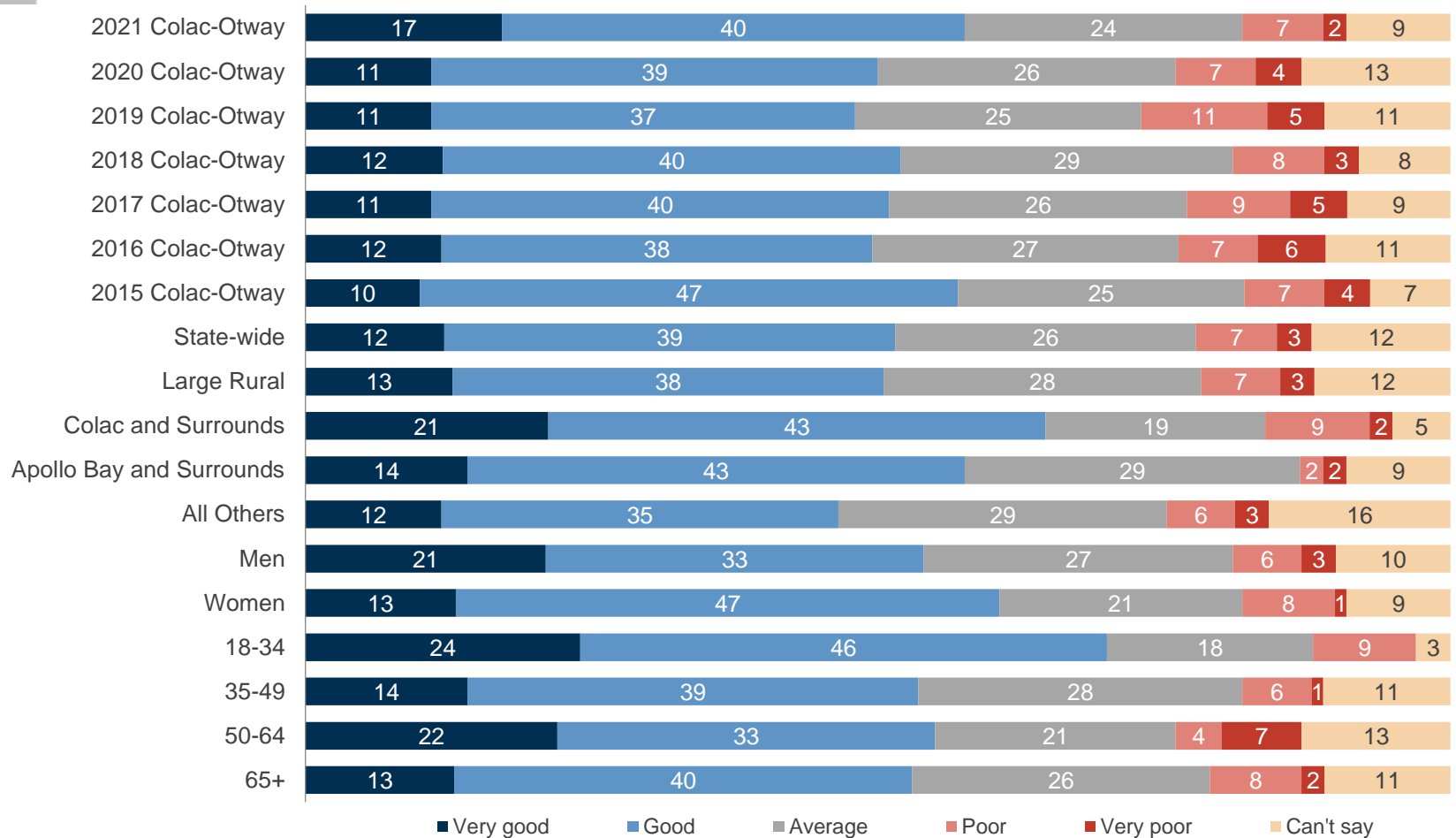
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 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: 9



Family support services performance



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74	70	63	68	56	64	70	69	71	64
Apollo Bay and Surrounds	73	60	55	57	45	61	61	59	62	53
65+	72	68	70	68	71	71	71	71	70	70
Colac and Surrounds	72	70	68	69	65	68	70	69	69	67
Women	71	69	66	70	64	66	68	70	69	66
Colac-Otway	70	67	67	67	62	67	68	66	68	65
Men	69	66	68	65	61	67	67	63	67	64
50-64	68	64	68	62	65	64	65	64	64	63
All Others	66	66	69	67	61	65	66	64	68	65
State-wide	66▼	66	67	66	67	66	67	68	67	67
Large Rural	66▼	64	65	65	65	64	67	n/a	n/a	n/a
35-49	64▼	66	68	70	56	67	66	61	66	64

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

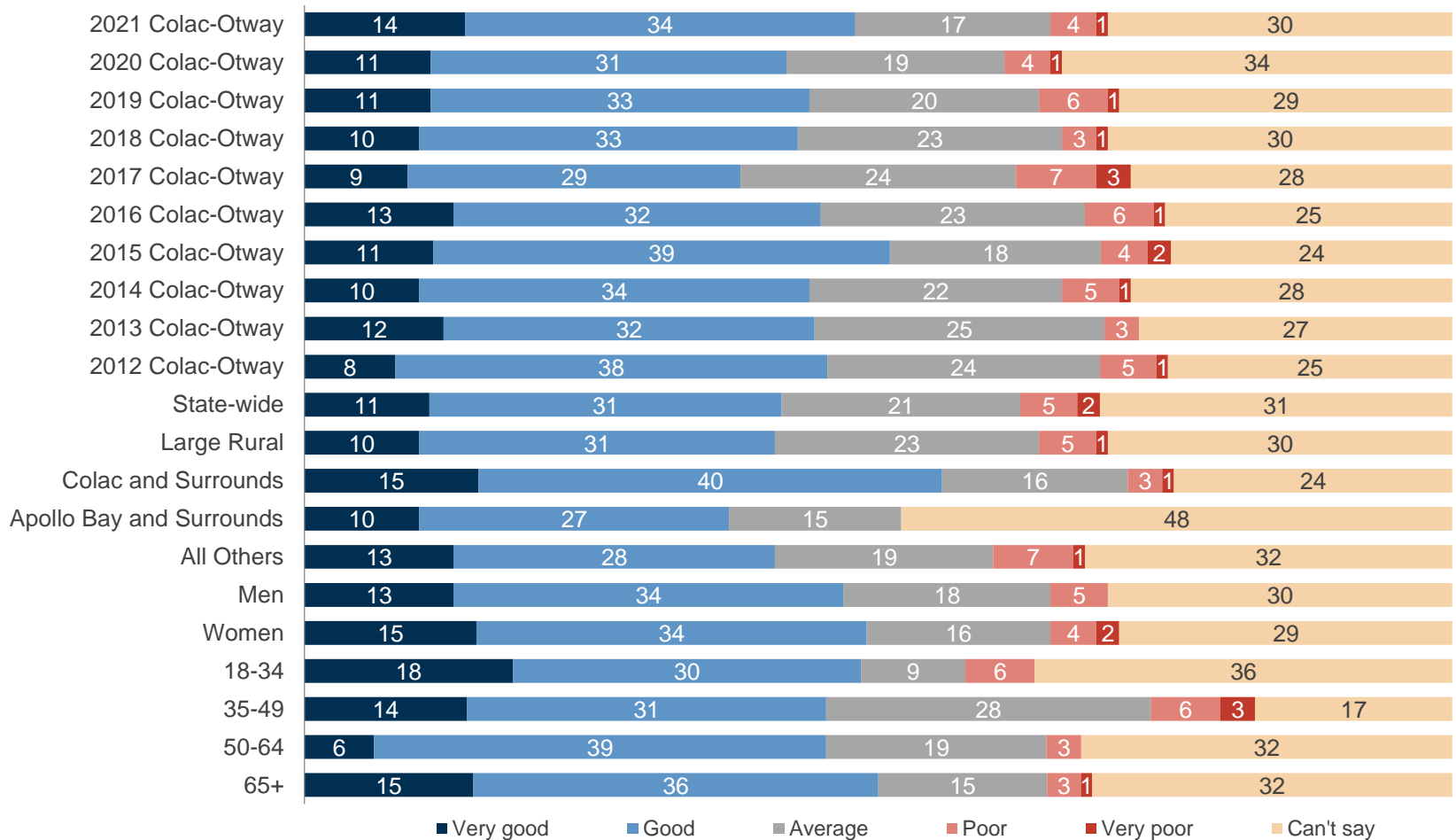
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2021 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



Elderly support services performance



2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	73	72	73	66	73	69	72	n/a	73	71
Colac and Surrounds	71	73	71	72	69	70	72	n/a	74	69
18-34	69	67	61	76	65	63	63	n/a	71	64
State-wide	69	68	68	68	68	68	69	70	69	69
Women	69	72	69	69	68	68	70	n/a	72	68
Colac-Otway	69	70	69	68	67	67	69	n/a	71	67
Men	69	69	70	68	67	66	67	n/a	70	67
Large Rural	68	67	67	67	67	66	69	n/a	n/a	n/a
50-64	67	69	69	64	67	67	69	n/a	69	68
All Others	66	68	70	66	68	64	66	n/a	69	66
Apollo Bay and Surrounds	64	66	57	59	53	63	62	n/a	64	63
35-49	61	71	73	68	62	69	68	n/a	72	66

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: 8

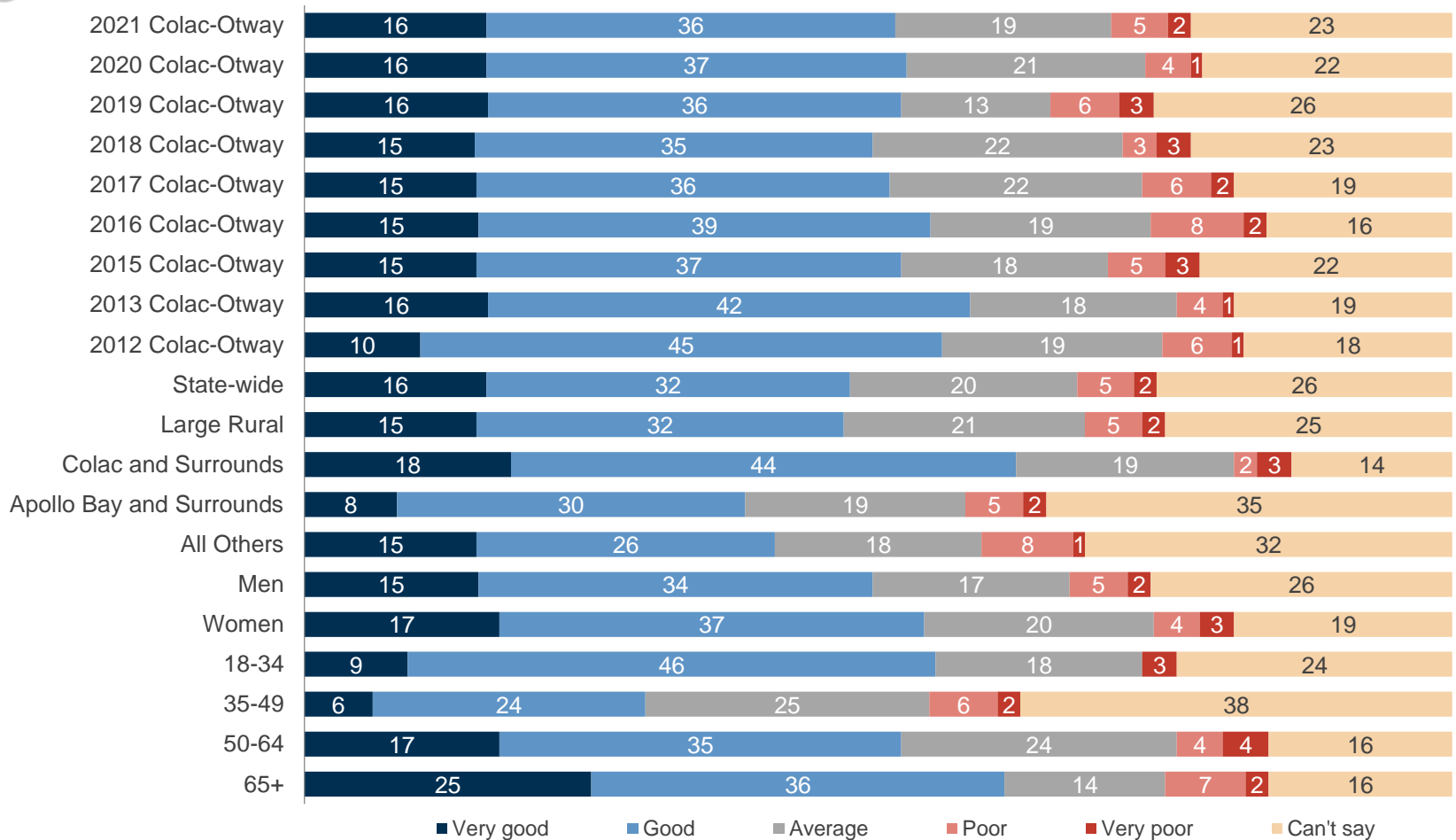
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 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: 8



Recreational facilities performance



2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Colac and Surrounds	75	71	70	70	61	58	59	65	70	69
65+	75	65	71	63	65	64	66	66	70	67
18-34	73	60	68	68	58	60	58	63	67	66
All Others	72	64	70	64	59	60	61	61	65	64
Women	72	64	66	65	58	58	59	62	62	64
Colac-Otway	72	64	67	64	59	58	59	61	64	63
Men	71	64	69	62	59	59	59	60	67	63
State-wide	71	70	70	69	70	69	70	71	70	70
50-64	69	65	67	62	58	56	57	58	61	60
Large Rural	68▼	67	68	66	66	65	66	n/a	n/a	n/a
35-49	65▼	67	62	61	52	50	54	57	61	60
Apollo Bay and Surrounds	49▼	45	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: 42 Councils asked group: 10

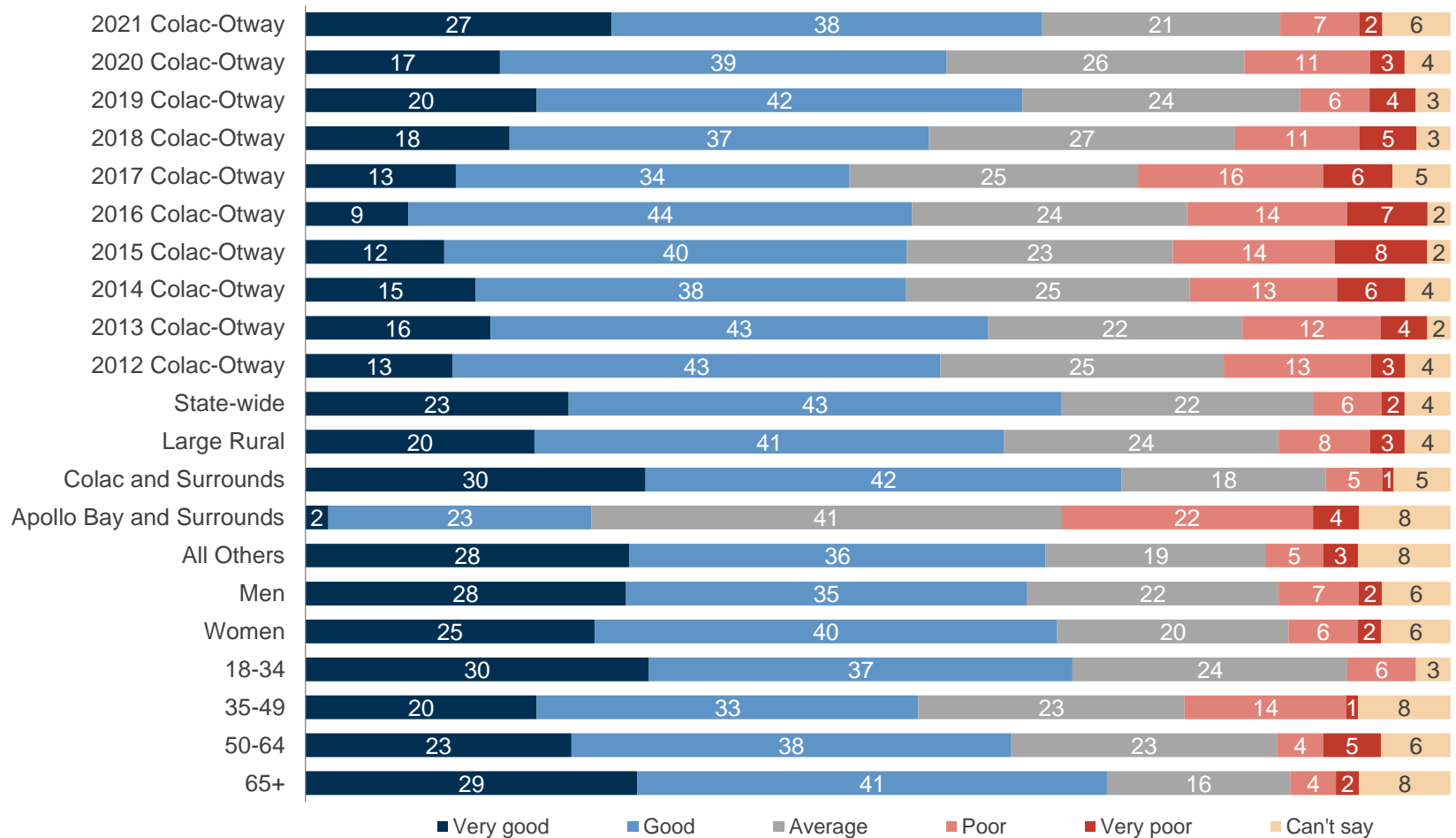
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



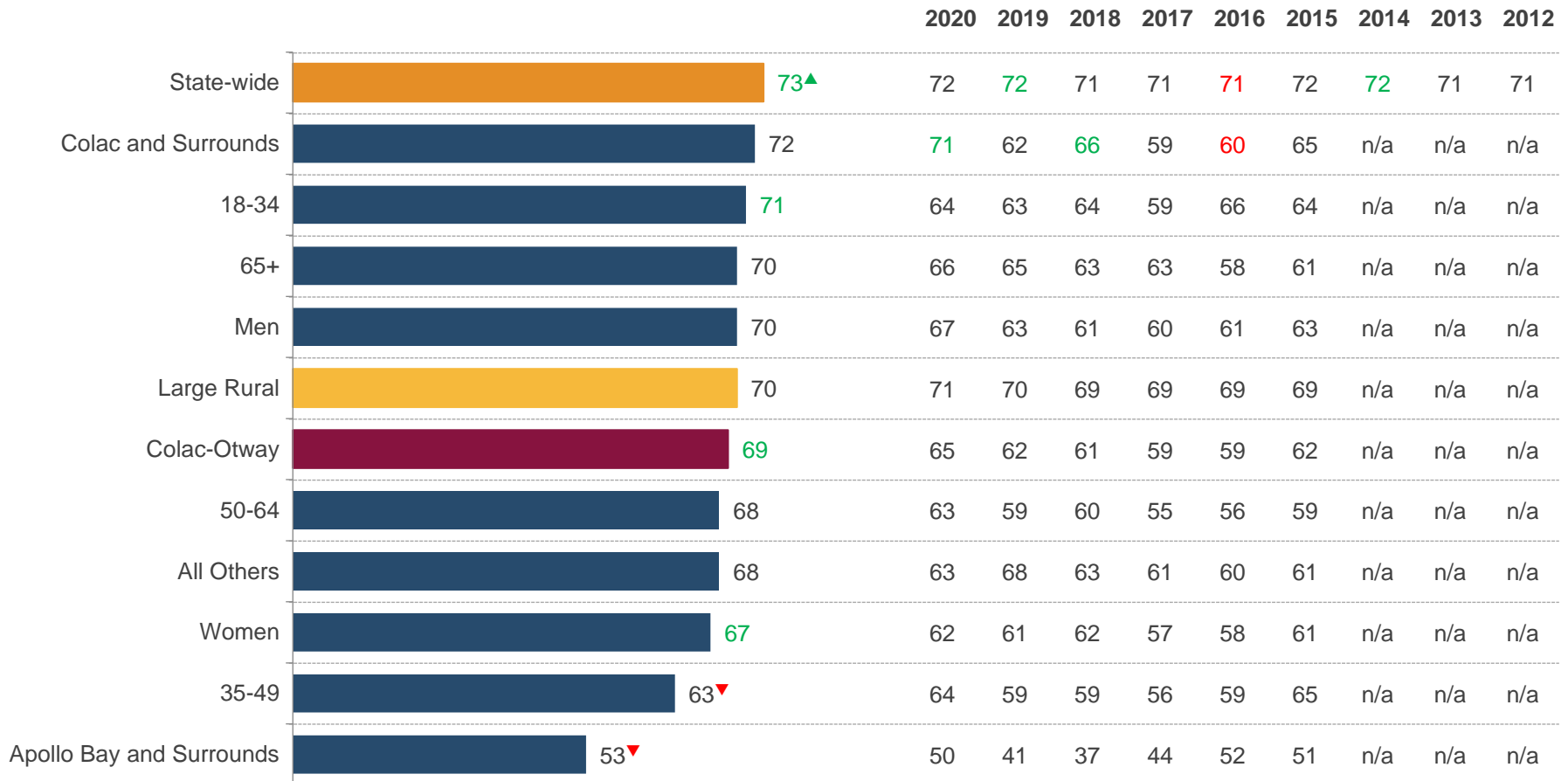
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 10



The appearance of public areas performance



2021 public areas performance (index scores)



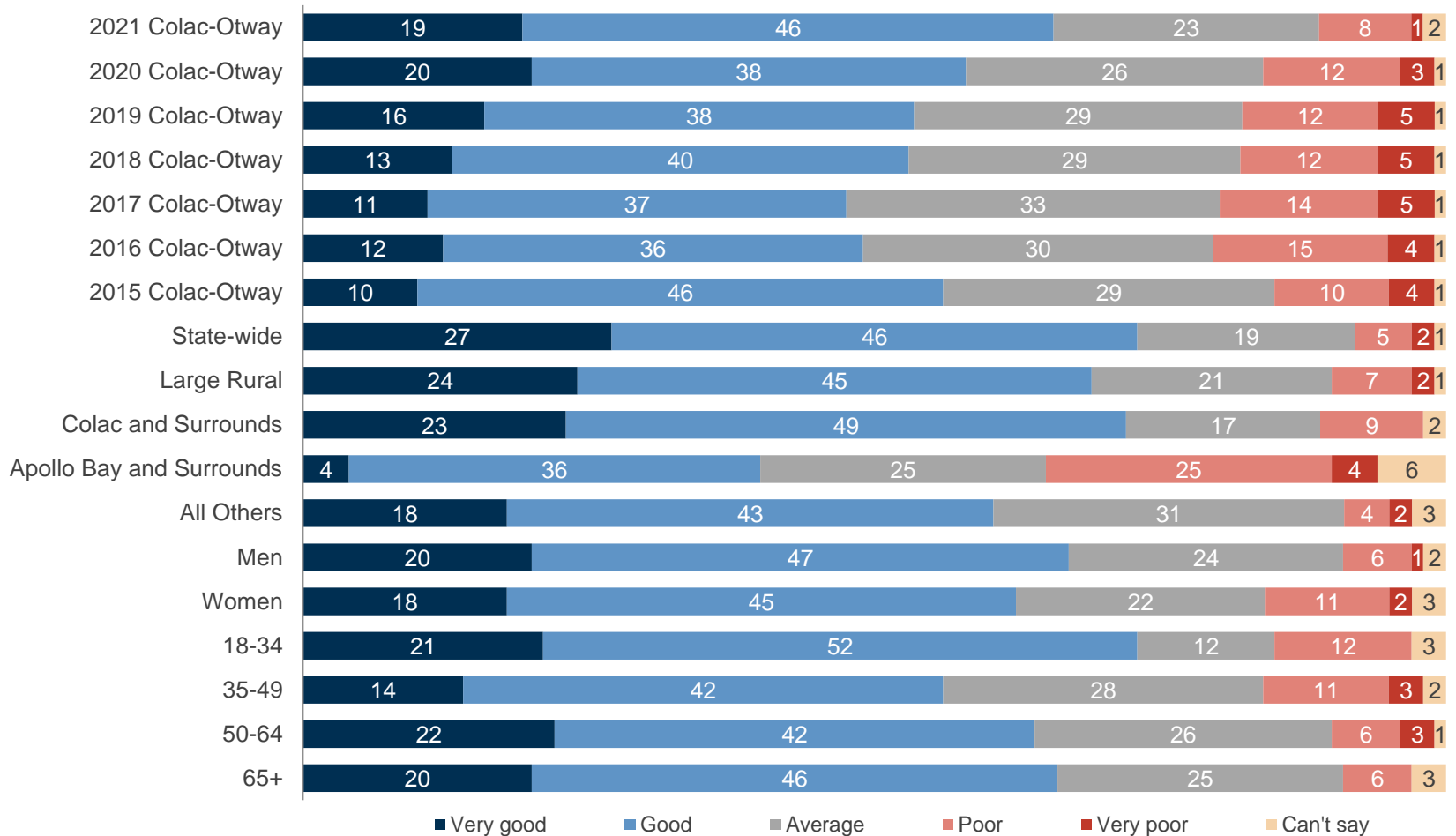
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 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: 40 Councils asked group: 11



Art centres and libraries performance



2021 art centres and libraries performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	75	70	75	70	68	n/a	n/a	n/a	n/a
Colac and Surrounds	74	71	78	70	68	n/a	n/a	n/a	n/a
65+	73	71	69	69	62	n/a	n/a	n/a	n/a
State-wide	73	74	74	73	72	73	75	73	73
Large Rural	73	73	71	70	70	73	n/a	n/a	n/a
Colac-Otway	72	70	73	69	64	n/a	n/a	n/a	n/a
35-49	72	75	75	67	67	n/a	n/a	n/a	n/a
50-64	72	67	66	67	63	n/a	n/a	n/a	n/a
18-34	72	69	81	71	66	n/a	n/a	n/a	n/a
All Others	71	73	70	69	63	n/a	n/a	n/a	n/a
Men	70	71	71	67	60	n/a	n/a	n/a	n/a
Apollo Bay and Surrounds	66	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: 28 Councils asked group: 6

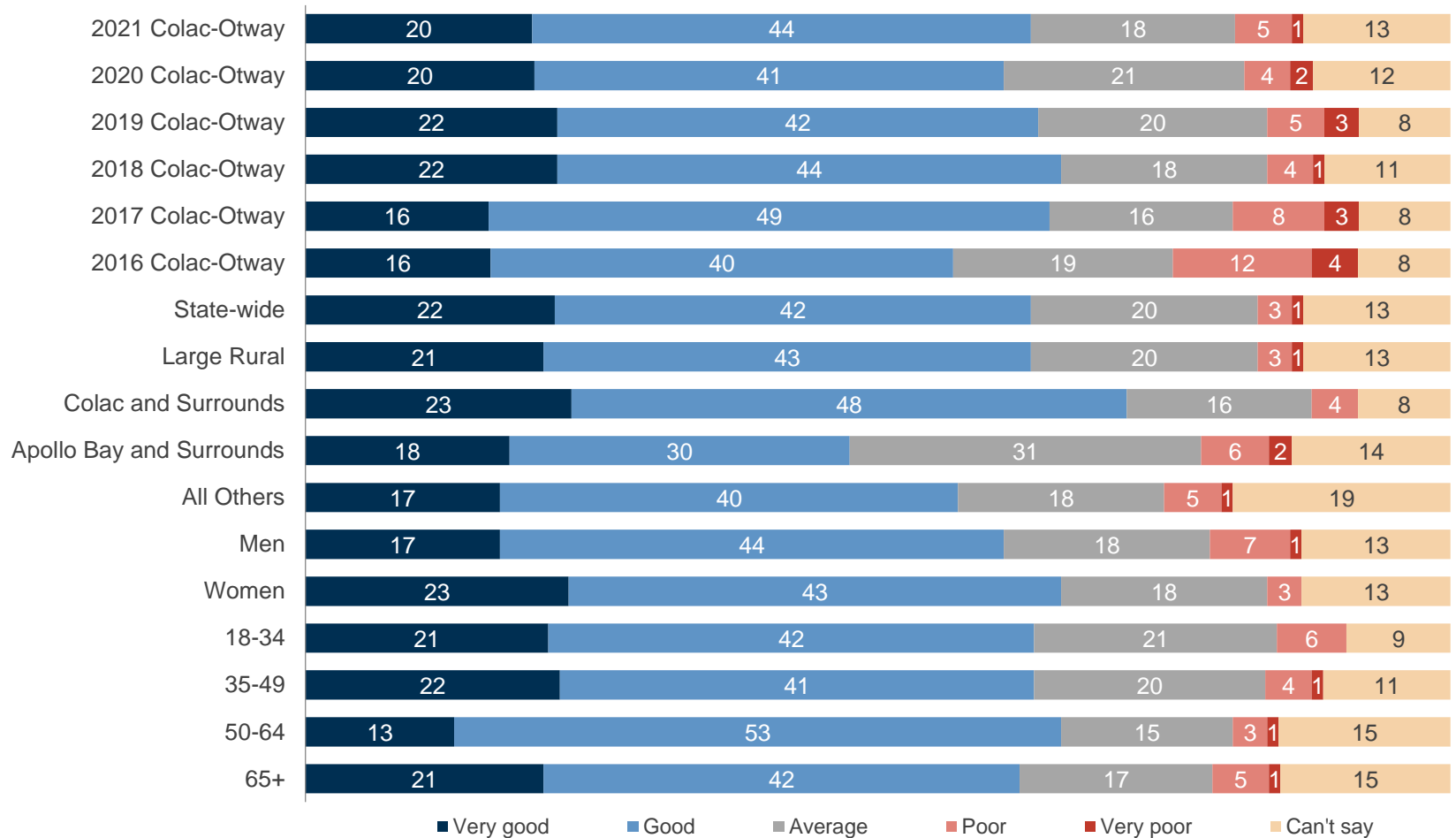
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 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: 28 Councils asked group: 6



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Colac and Surrounds	74▲	73	68	75	71	71	75	74	73
18-34	73	65	62	73	64	65	75	71	73
65+	71	67	68	66	70	66	71	72	71
Men	70	66	66	71	65	66	70	69	68
Colac-Otway	69	65	64	68	66	65	69	69	69
State-wide	69	65	68	70	71	70	72	73	71
Women	68	64	61	64	66	65	68	69	70
Apollo Bay and Surrounds	66	56	57	55	58	59	63	64	68
Large Rural	66▼	62	64	67	68	66	68	n/a	n/a
50-64	64	61	62	65	65	63	66	65	63
35-49	64	64	60	67	62	68	63	67	70
All Others	62▼	60	59	61	60	59	62	63	64

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

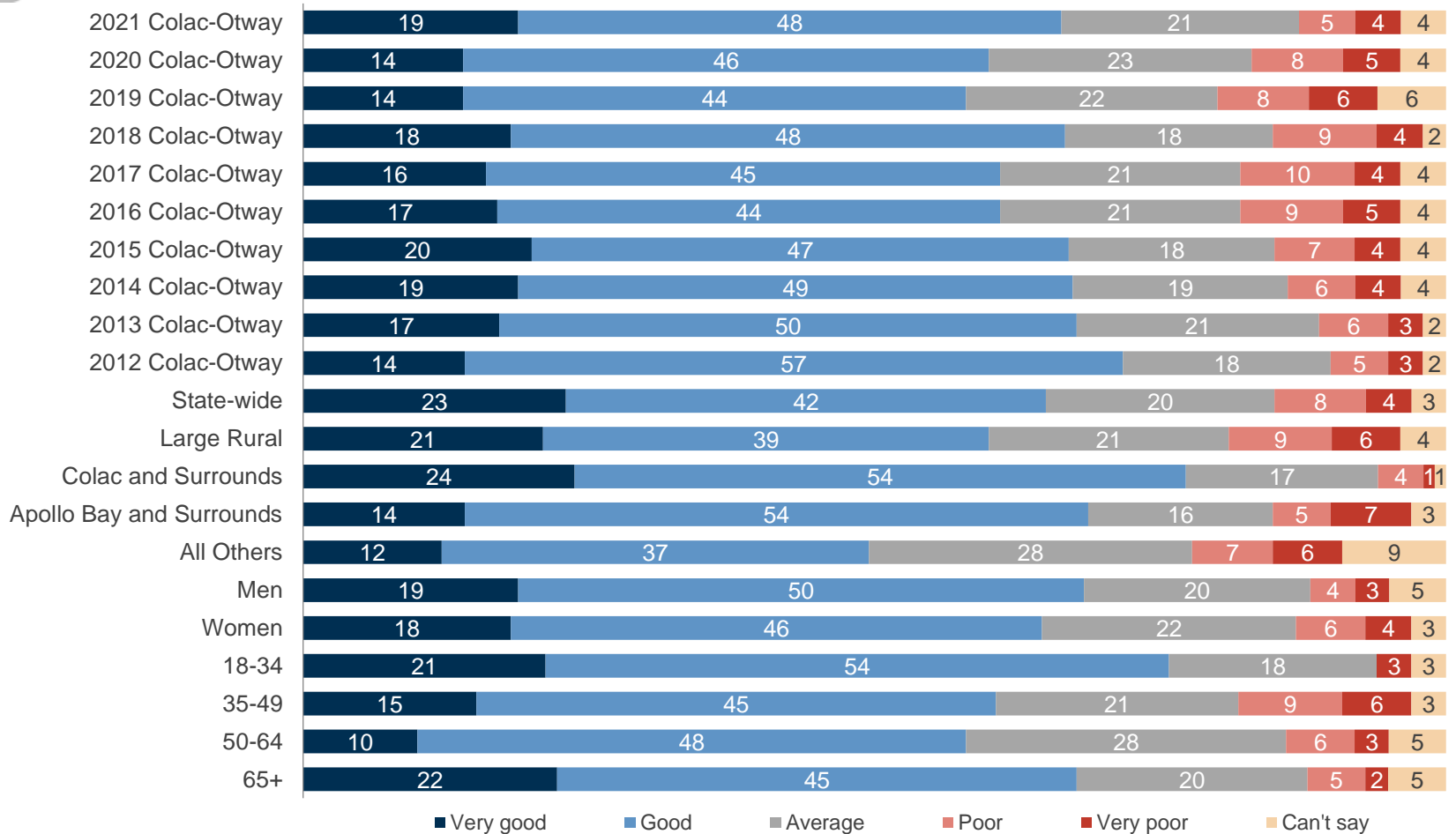
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	59	60	57	64	56	58	60	65	61
All Others	61	58	59	59	56	56	56	61	61	60
State-wide	61	59	61	60	61	60	61	62	62	62
Men	61	59	59	58	54	56	56	53	62	60
35-49	60	61	54	60	54	56	55	56	60	62
Colac-Otway	60	58	58	60	58	58	57	58	63	61
Colac and Surrounds	60	61	59	64	60	59	60	58	64	65
Large Rural	59	61	62	61	60	59	59	n/a	n/a	n/a
Women	59	58	57	62	62	59	59	64	63	63
18-34	58	59	61	70	61	63	62	61	70	65
50-64	57	53	56	55	51	56	53	57	57	58
Apollo Bay and Surrounds	56	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?

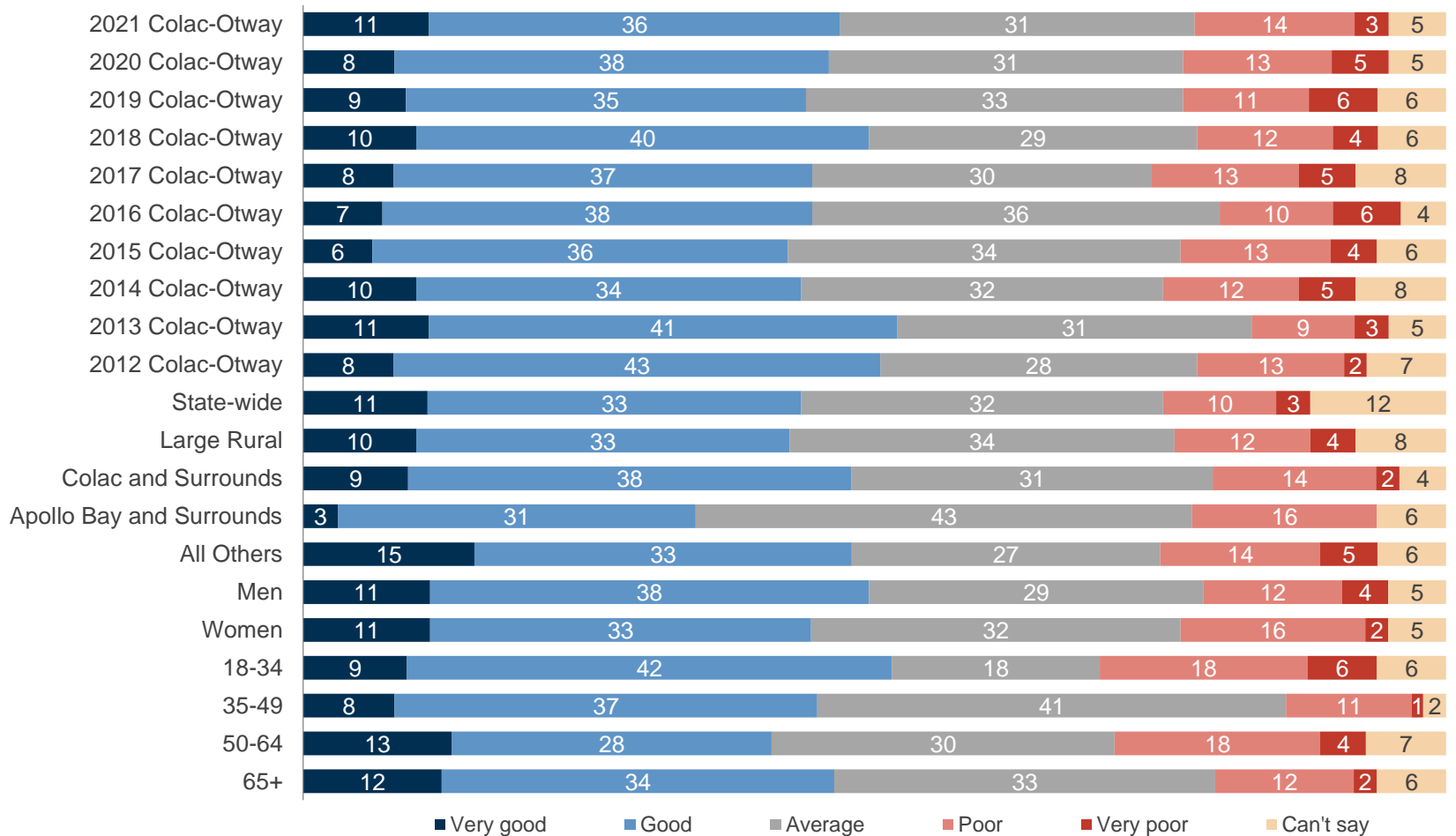
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

Business and community development and tourism performance



2021 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: 28 Councils asked group: 8



Planning and building permits performance



2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51▲	52	52	51	50	54	53	55	54
Large Rural	48▲	49	49	48	50	54	n/a	n/a	n/a
65+	43	37	30	36	n/a	n/a	n/a	46	39
Colac and Surrounds	41	41	44	37	n/a	n/a	n/a	49	44
18-34	40	43	52	39	n/a	n/a	n/a	55	47
Women	39	38	38	38	n/a	n/a	n/a	45	44
Colac-Otway	38	39	39	35	n/a	n/a	n/a	45	42
Men	37	39	39	31	n/a	n/a	n/a	45	39
All Others	35	36	34	33	n/a	n/a	n/a	43	41
Apollo Bay and Surrounds	35	39	31	27	n/a	n/a	n/a	37	35
50-64	32	37	31	28	n/a	n/a	n/a	36	37
35-49	31▼	39	43	36	n/a	n/a	n/a	45	41

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

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

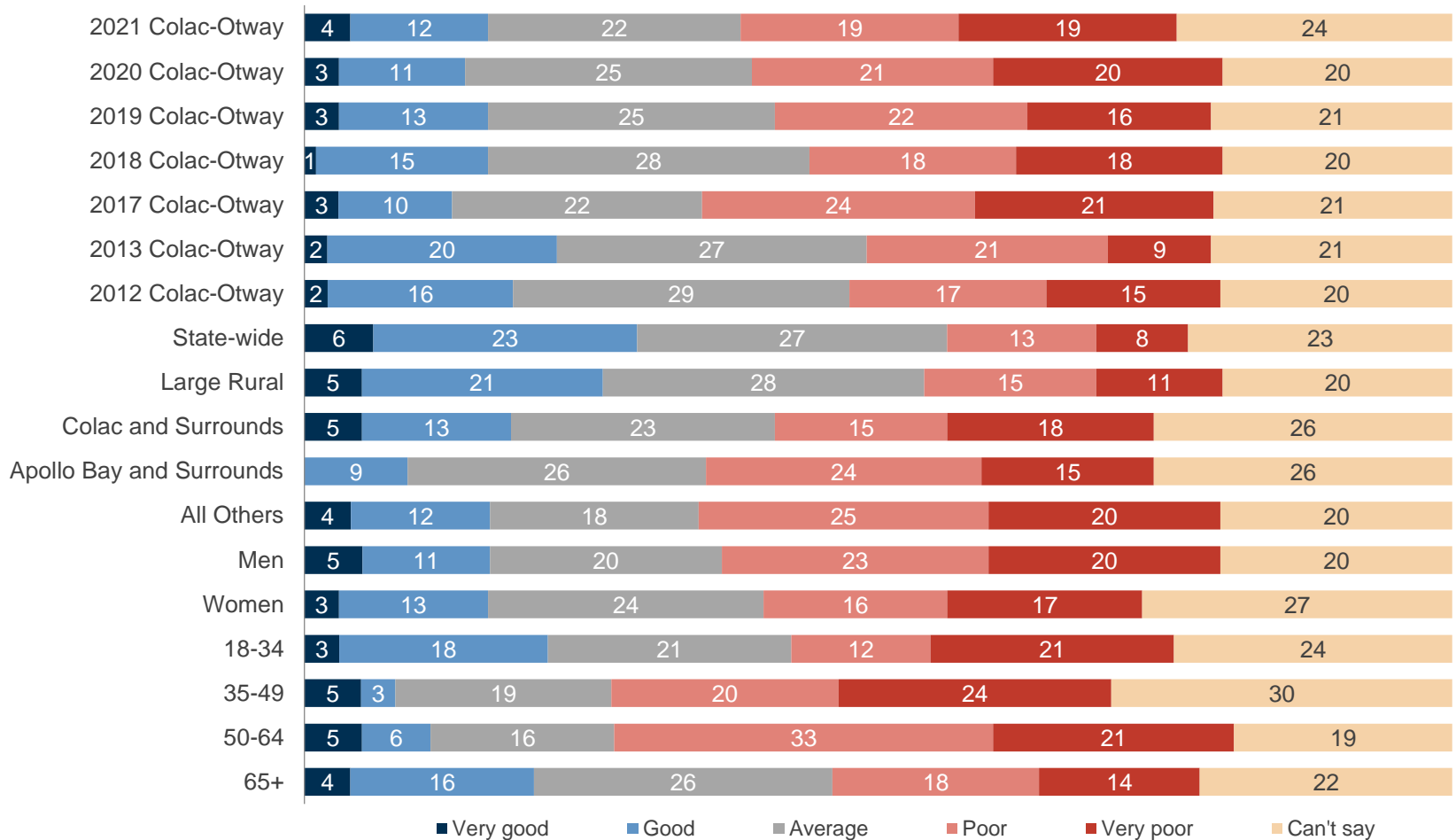
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2021 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: 29 Councils asked group: 9



Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68▲	54	59	61	55	59	n/a	n/a	69	n/a
Colac and Surrounds	65	62	62	62	58	58	n/a	n/a	66	n/a
Men	63	58	59	58	54	56	n/a	n/a	61	n/a
State-wide	62	60	62	63	64	63	64	64	64	64
Colac-Otway	62	54	58	57	56	55	n/a	n/a	60	n/a
Large Rural	61	60	61	61	62	62	64	n/a	n/a	n/a
65+	61	54	57	53	57	54	n/a	n/a	58	n/a
Women	60	51	57	57	57	55	n/a	n/a	59	n/a
35-49	59	58	59	63	56	54	n/a	n/a	58	n/a
All Others	58	51	55	53	55	53	n/a	n/a	56	n/a
50-64	58	52	57	53	54	54	n/a	n/a	56	n/a
Apollo Bay and Surrounds	56	42	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: 34 Councils asked group: 10

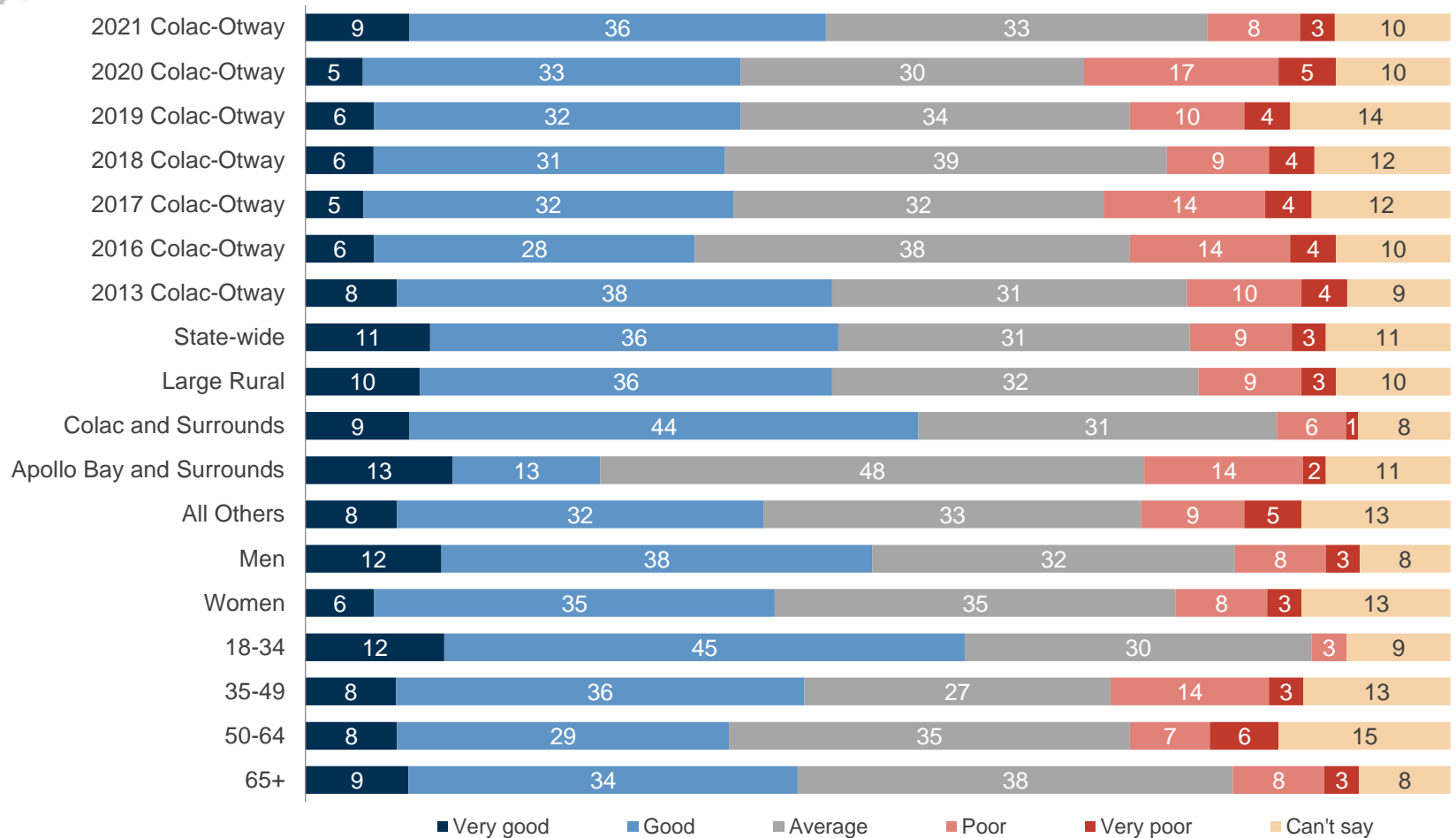
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	76	68	69	73	67	73	63	n/a	61	n/a
65+	75	63	69	67	68	67	63	n/a	63	n/a
Colac and Surrounds	74	72	74	71	66	71	64	n/a	64	n/a
18-34	74	73	72	73	61	66	61	n/a	61	n/a
Colac-Otway	73	68	70	69	64	68	61	n/a	61	n/a
50-64	73	64	70	66	65	69	60	n/a	58	n/a
All Others	73	63	68	67	61	62	58	n/a	58	n/a
Apollo Bay and Surrounds	72	68	58	70	58	74	59	n/a	60	n/a
35-49	71	72	68	72	60	69	61	n/a	63	n/a
Large Rural	71	69	72	71	70	70	71	n/a	n/a	n/a
Men	71	68	70	66	61	62	60	n/a	62	n/a
State-wide	71	68	72	71	70	69	70	71	70	70

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

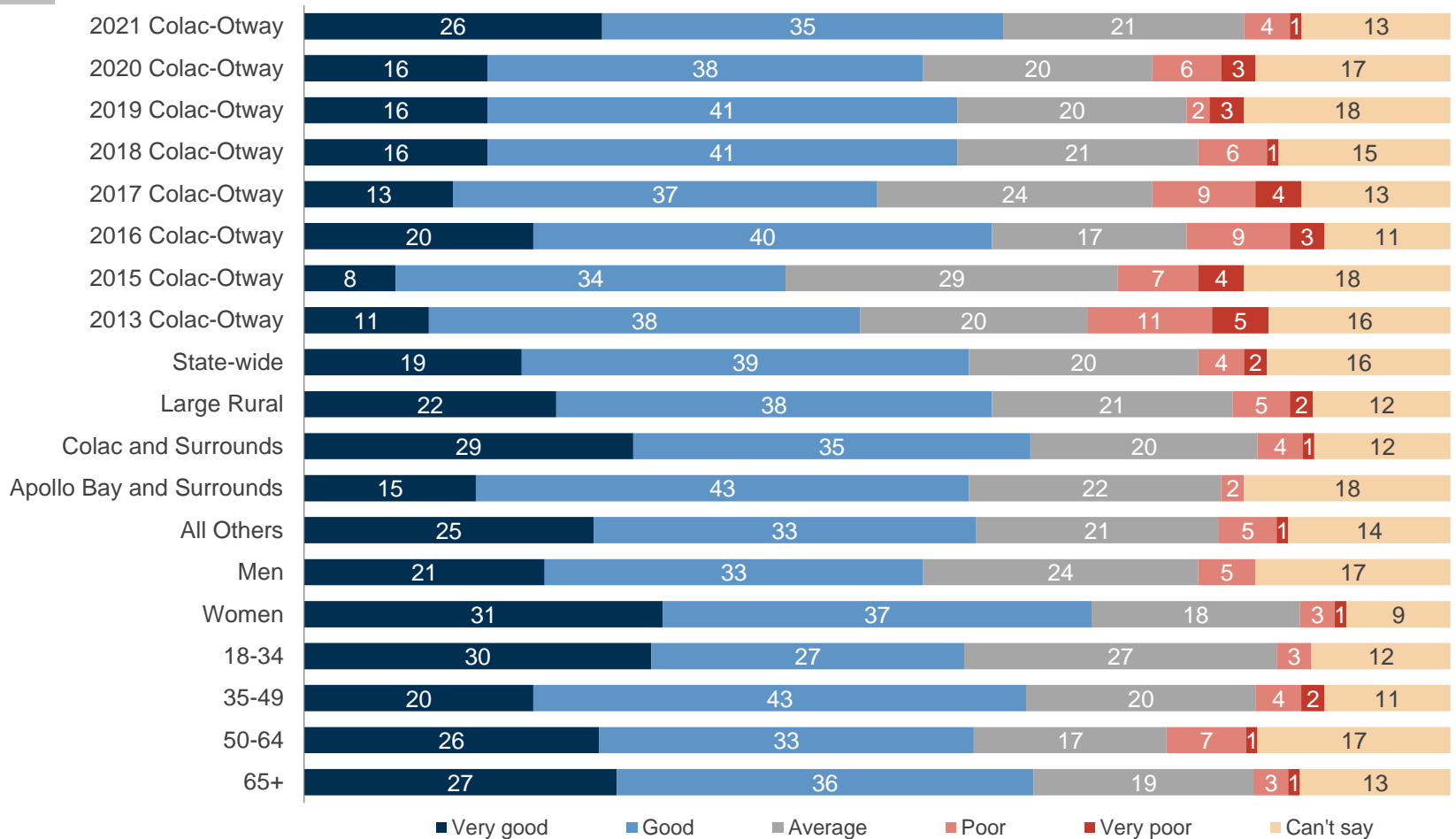
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 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: 25 Councils asked group: 9



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	39	37	34	41	n/a	42	39	41	n/a
Colac and Surrounds	40	44	39	40	n/a	45	44	45	n/a
State-wide	44	44	43	44	43	45	45	44	46
Men	36	41	39	36	n/a	39	37	41	n/a
Large Rural	42	41	41	42	43	44	n/a	n/a	n/a
Colac-Otway	36	39	36	37	n/a	42	38	40	n/a
Women	36	37	34	37	n/a	45	40	38	n/a
50-64	35	38	34	31	n/a	36	34	32	n/a
35-49	32	36	37	38	n/a	43	36	38	n/a
All Others	32	34	33	34	n/a	40	33	36	n/a
18-34	37	44	41	34	n/a	47	44	49	n/a
Apollo Bay and Surrounds	35	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: 24 Councils asked group: 10

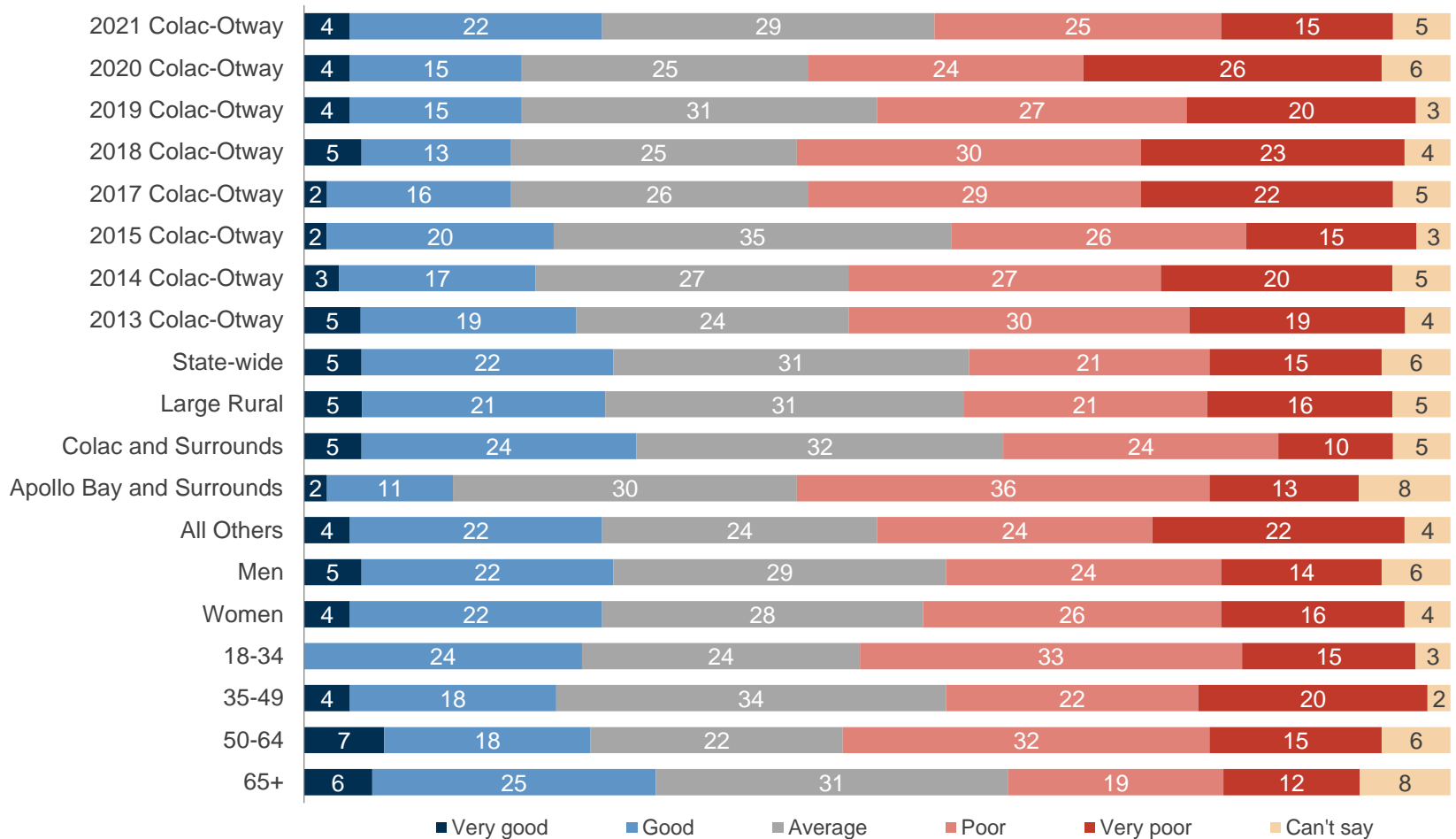
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 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



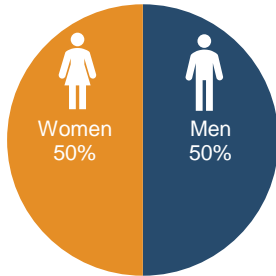
Detailed demographics



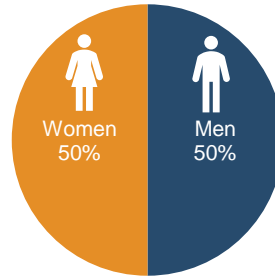
Gender and age profile

2021 gender

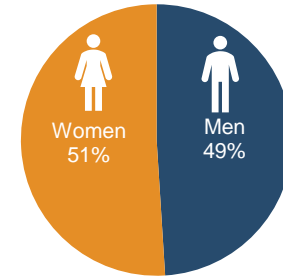
Colac-Otway



Large Rural

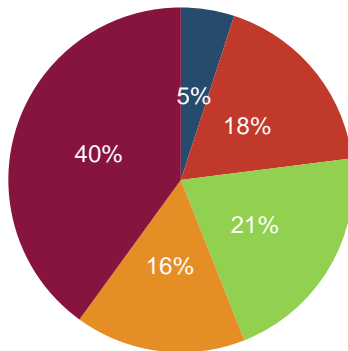


State-wide

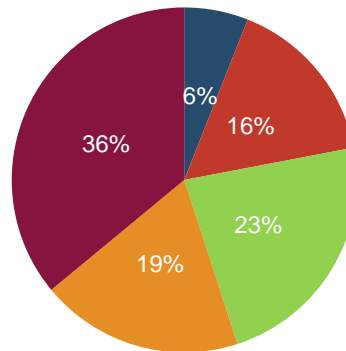


2021 age

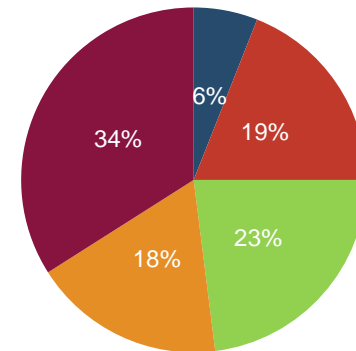
Colac-Otway



Large Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 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 2021 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 17,000 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	174	199	+/-7.4
Women	226	201	+/-6.5
Colac and Surrounds	203	212	+/-6.9
Apollo Bay and Surrounds	42	39	+/-15.3
All Others	155	149	+/-7.9
18-34 years	33	92	+/-17.3
35-49 years	64	86	+/-12.3
50-64 years	86	63	+/-10.6
65+ years	217	159	+/-6.6



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:

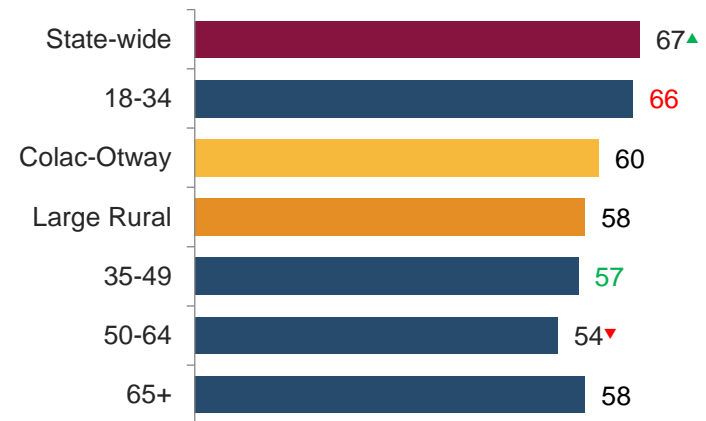
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 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 2021 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 2021 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=400 completed interviews were achieved in Colac-Otway Shire Council. Survey fieldwork was conducted in the period of 25th February – 20th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 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, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Colac-Otway Shire Council for this 2021 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 2012-2021 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 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 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 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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