



# **2025 Local Government Community Satisfaction Survey**

## **Colac-Otway Shire Council**

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



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<u>Art centres and libraries</u>	<u>64</u>		
<u>Waste management</u>	<u>66</u>		



## Background and objectives

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**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-sixth 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 26 years

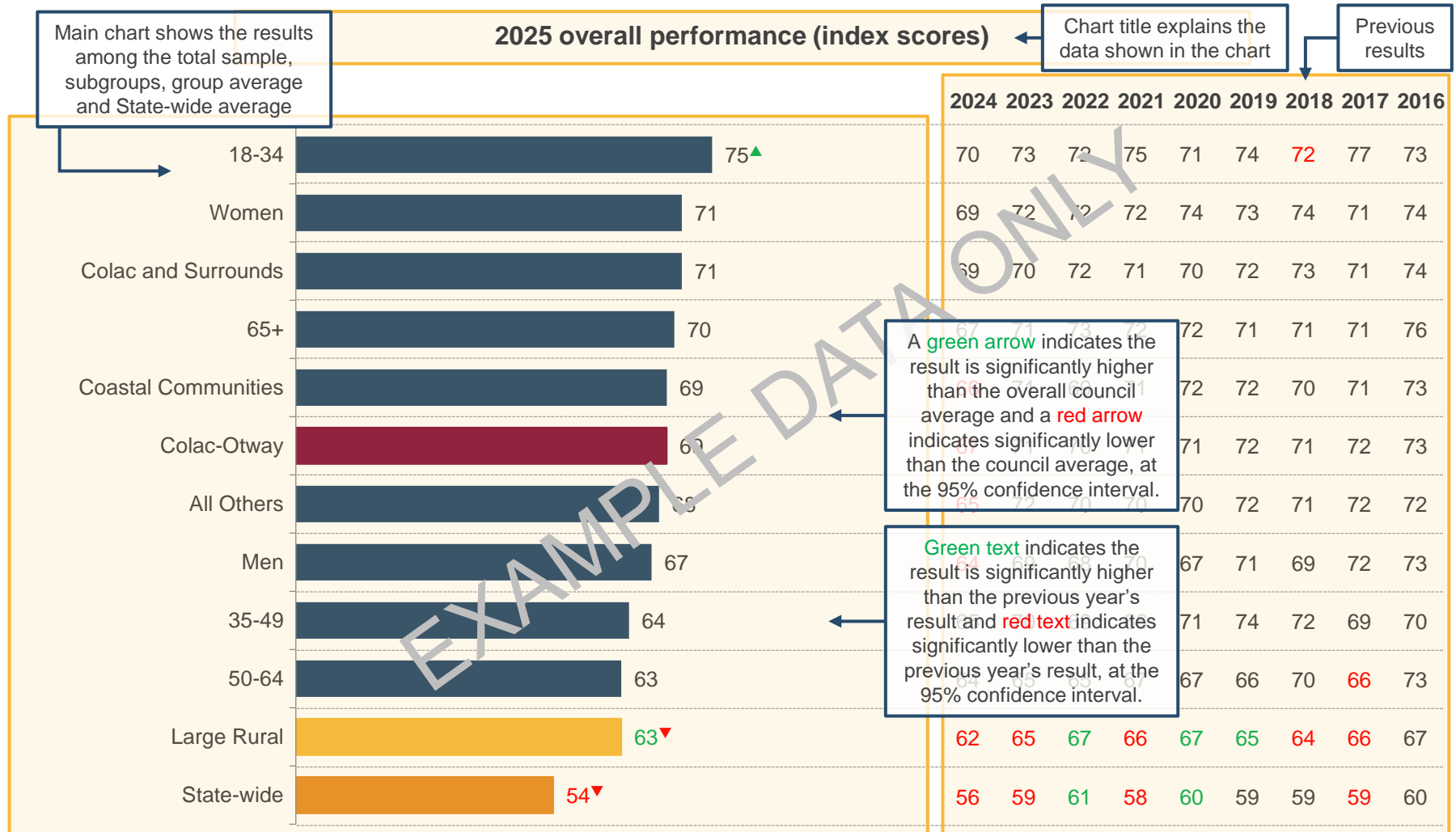
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



# How to read index score charts in this report



Question asked and base size(s)

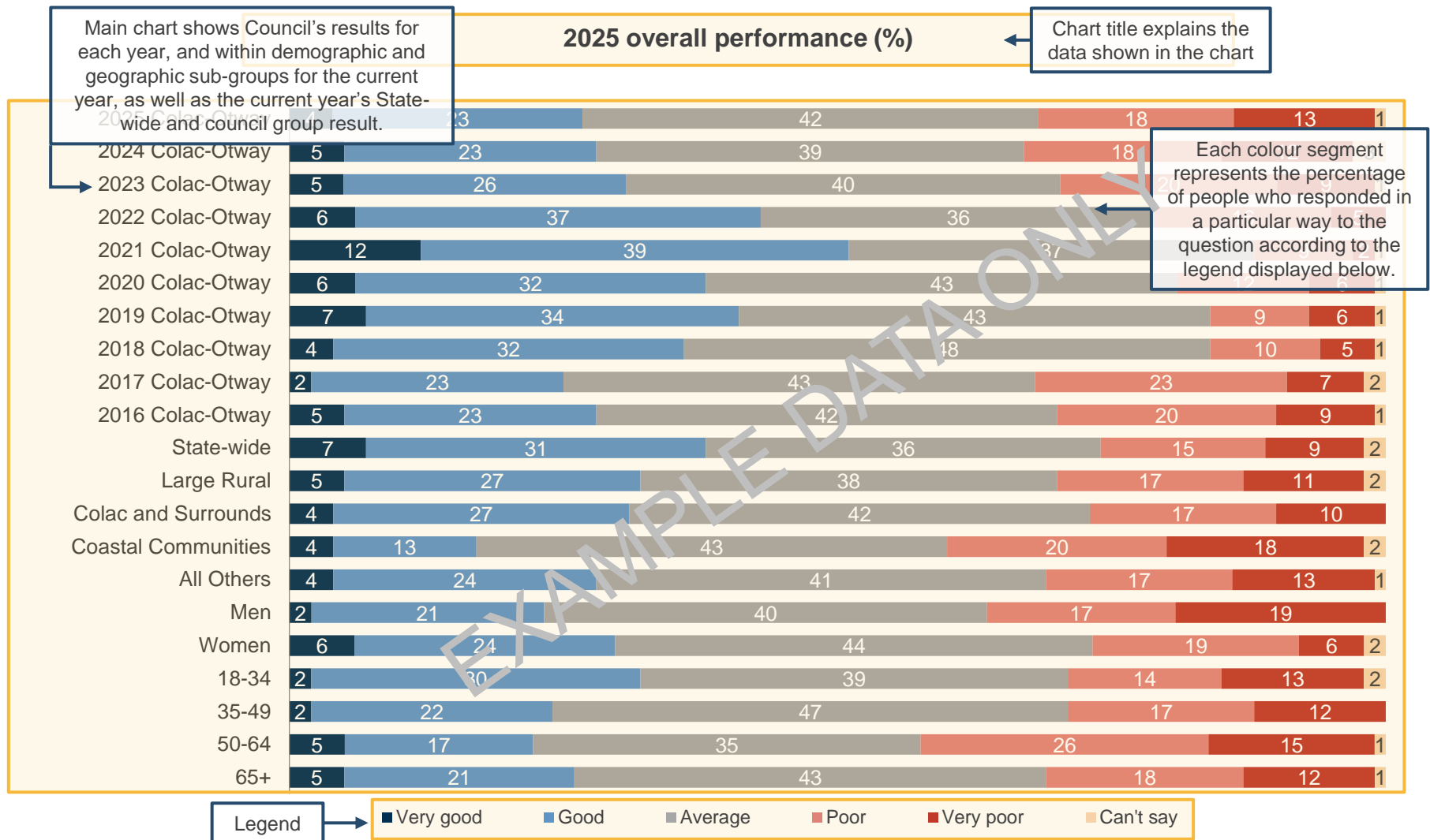
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



## How to read stacked bar charts in this report



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: 56 Councils asked group: 18

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data network, overlaid on its structure.

## **Key findings and recommendations**



# Colac-Otway Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Colac-Otway  
47



Large Rural 50



State-wide 53

## Council performance compared to group average

Highest performing area		
	Art centres & libraries	▼ lower
Bottom 3 performing areas		
	Planning & building permits	▼ lower
	Unsealed roads	▼ lower
	Sealed local roads	= on par
	Customer service	= on par



# Summary of core measures

## Index scores

  
Overall  
Performance

  
Value for  
money

  
Community  
Consultation

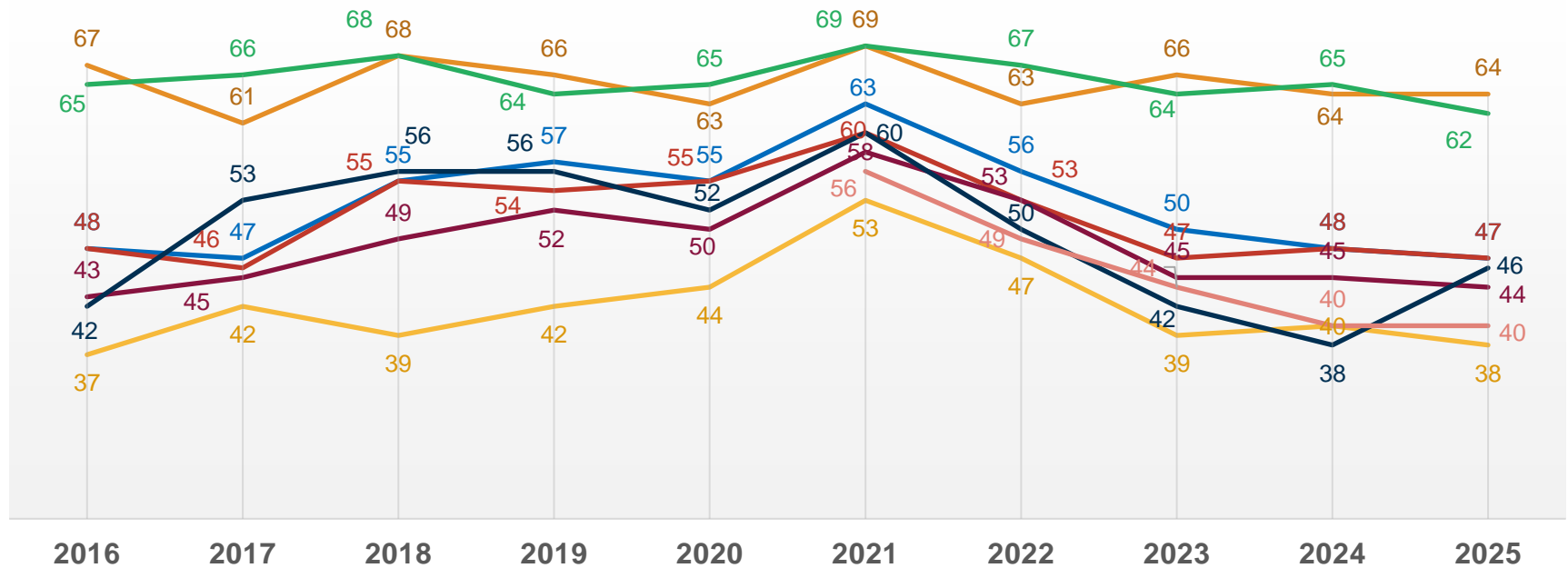
  
Making  
Community  
Decisions

  
Sealed  
Local  
Roads

  
Waste  
management

  
Customer  
Service

  
Overall  
Council  
Direction

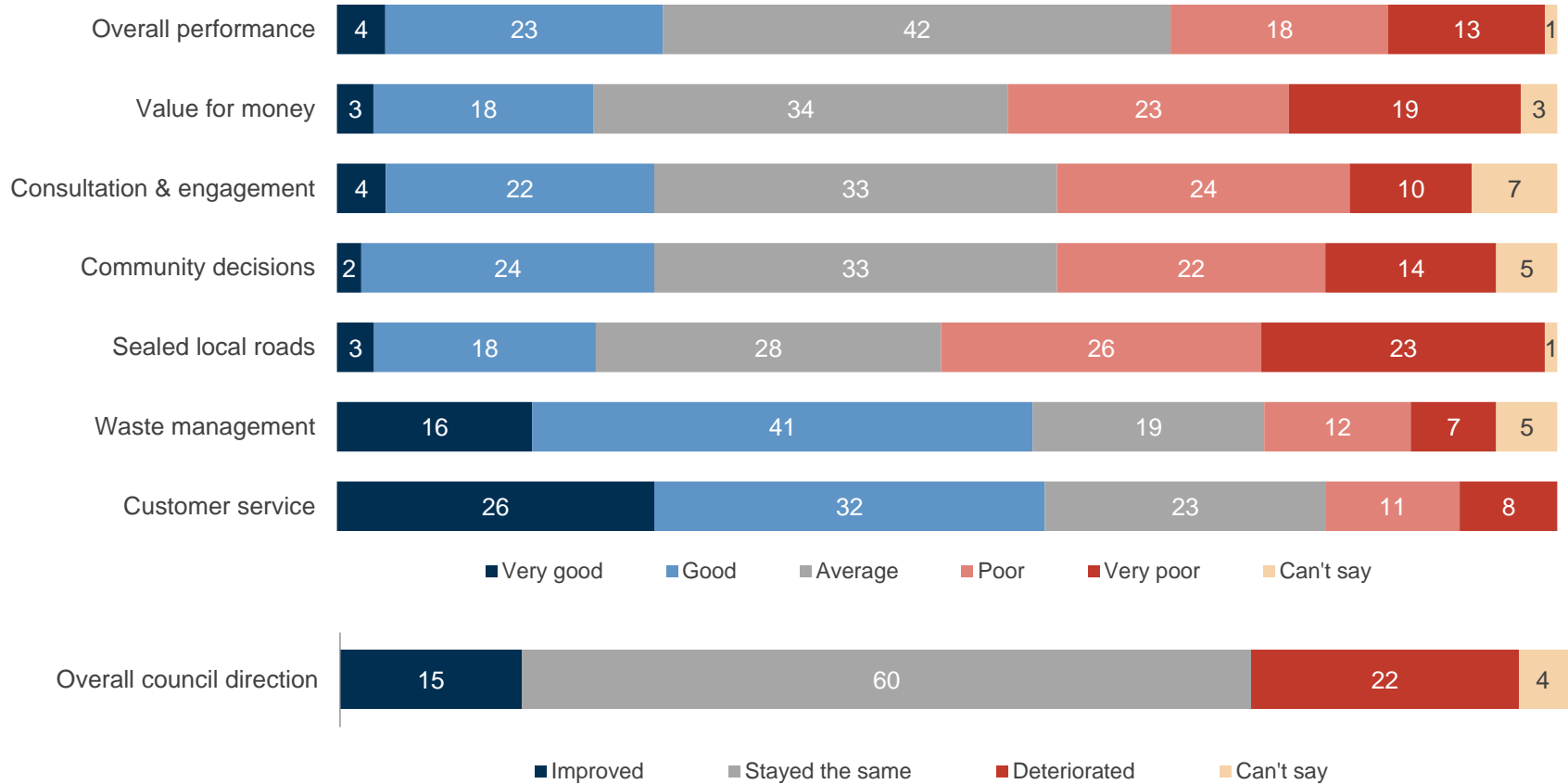














## Summary of core measures

### Core measures summary results (%)












# Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2025	Colac-Otway 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	47	48	50	53	Women	Coastal Communities residents
	Value for money	40	40	43	47	Colac and Surrounds residents	Coastal Communities residents
	Overall council direction	46	38	44	46	18-34 years	50-64 years
	Customer service	64	64	65	66	Women	Men
	Art centres & libraries	68	69	71	73	35-49 years	Coastal Communities residents
	Waste management	62	65	62	65	Colac and Surrounds residents	Coastal Communities residents
	Recreational facilities	62	61	65	67	Colac and Surrounds residents	Coastal Communities residents
	Emergency & disaster mngt	62	65	65	65	Colac and Surrounds residents	Men, All Others residents
	Enforcement of local laws	62	59	59	59	18-34 years	Men
	Family support services	59	60	61	62	65+ years	35-49 years



# Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2025	Colac-Otway 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Elderly support services	59	63	63	63	Colac and Surrounds residents	All Others residents, Coastal Communities residents
	Appearance of public areas	58	59	66	68	65+ years	Coastal Communities residents
	Environmental sustainability	52	57	58	59	35-49 years	Coastal Communities residents
	Bus/community dev./tourism	48	48	55	56	18-34 years	50-64 years
	Consultation & engagement	47	48	48	50	Women	50-64 years
	Community decisions	44	45	46	49	18-34 years	Coastal Communities residents
	Lobbying	43	45	47	49	65+ years, Colac & Surrounds residents	Coastal Communities residents
	Sealed local roads	38	40	39	45	18-34 years	35-49 years
	Unsealed roads	32	31	36	38	18-34 years	50-64 years
	Planning & building permits	31	29	41	43	18-34 years	50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of Colac-Otway Shire Council's overall performance and performance across most individual service areas, are relatively consistent with 2024 results with few significant shifts. The exceptions are the direction of Council's overall performance where ratings improved significantly, and perceptions of performance in elderly support services and environmental sustainability where ratings declined significantly, to their lowest levels recorded.

### Key influences on perceptions of overall performance

Council should prioritise increasing communication and transparency with residents, as decision making in the community's interest, and consultation and engagement, are lower rated service areas with the strongest influence on overall performance. Council should also focus on improving perceptions of sealed local roads, and planning and building permits, areas of moderate-to-strong influence on overall performance perceptions, where ratings have consistently ranked among the lowest of the evaluated service areas since 2017.

### Comparison to state and area grouping

Council rates significantly lower than State-wide and Large Rural group averages on overall performance, value for money and in 10 of the 16 service areas evaluated. In enforcement of local laws, Council rates significantly higher than both averages. Council rates on par with the Large Rural and State-wide groups on overall direction and customer service and in-line with the Large Rural group in waste management, family support services, sealed local roads, consultation and engagement, and community decisions.

### Focus on Coastal Communities and service areas where performance has declined significantly

Over the coming 12 months, Council should look to shore up performance in elderly support services and environmental sustainability where perceptions have declined significantly. Attention should also focus on residents in Coastal Communities, who rate overall performance, value for money and eight out of 16 service areas the lowest, with ratings in many of these areas significantly below average.

# DETAILED FINDINGS

# **Overall performance**



## Overall performance

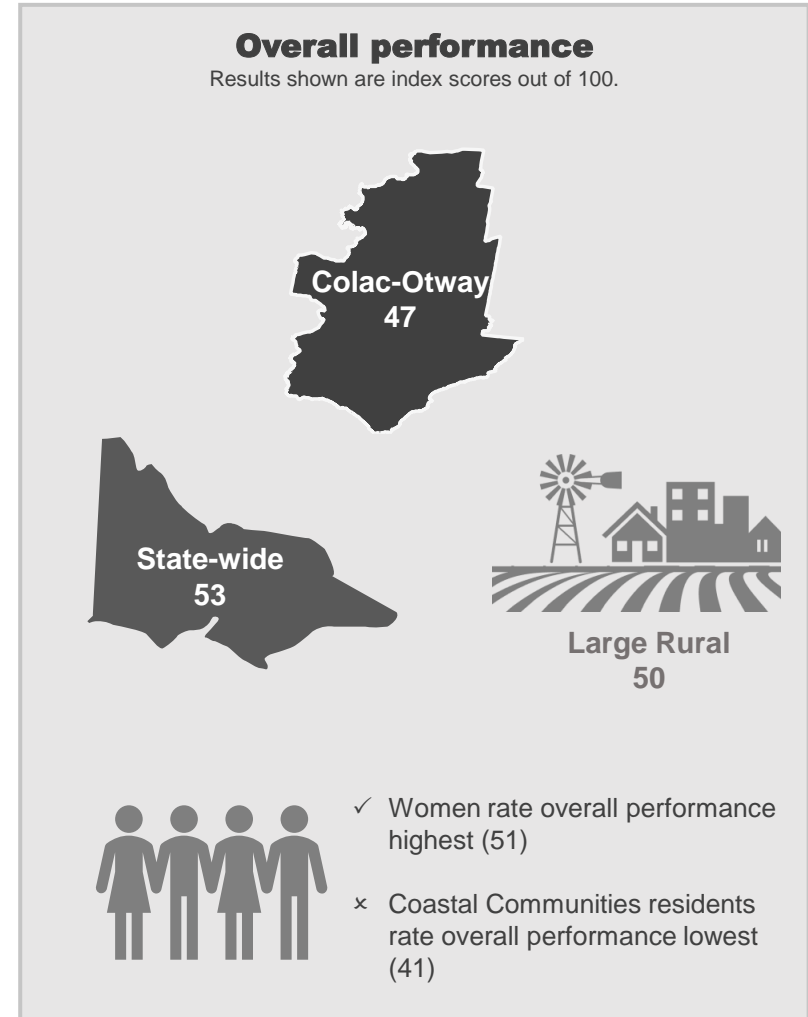
The overall performance index score of 47 for Colac-Otway Shire Council is relatively consistent with the 2024 result (down one point from 48). However, the small decrease means that overall performance has returned to its lowest level last seen in 2017, continuing a downward trend from a peak rating of 63 in 2021.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the Large Rural group and State-wide averages (index scores of 50 and 53 respectively).

- Perceptions of overall performance are lowest among residents in Coastal Communities (index score of 41) and men (42 – significantly lower than average, and at a series low).
- Perceptions of overall performance are highest among women (51).

The rating of Council's value for money provided in infrastructure and services is unchanged from 2024 (index score of 40) but remains at its lowest level after three consecutive years of significant decline.

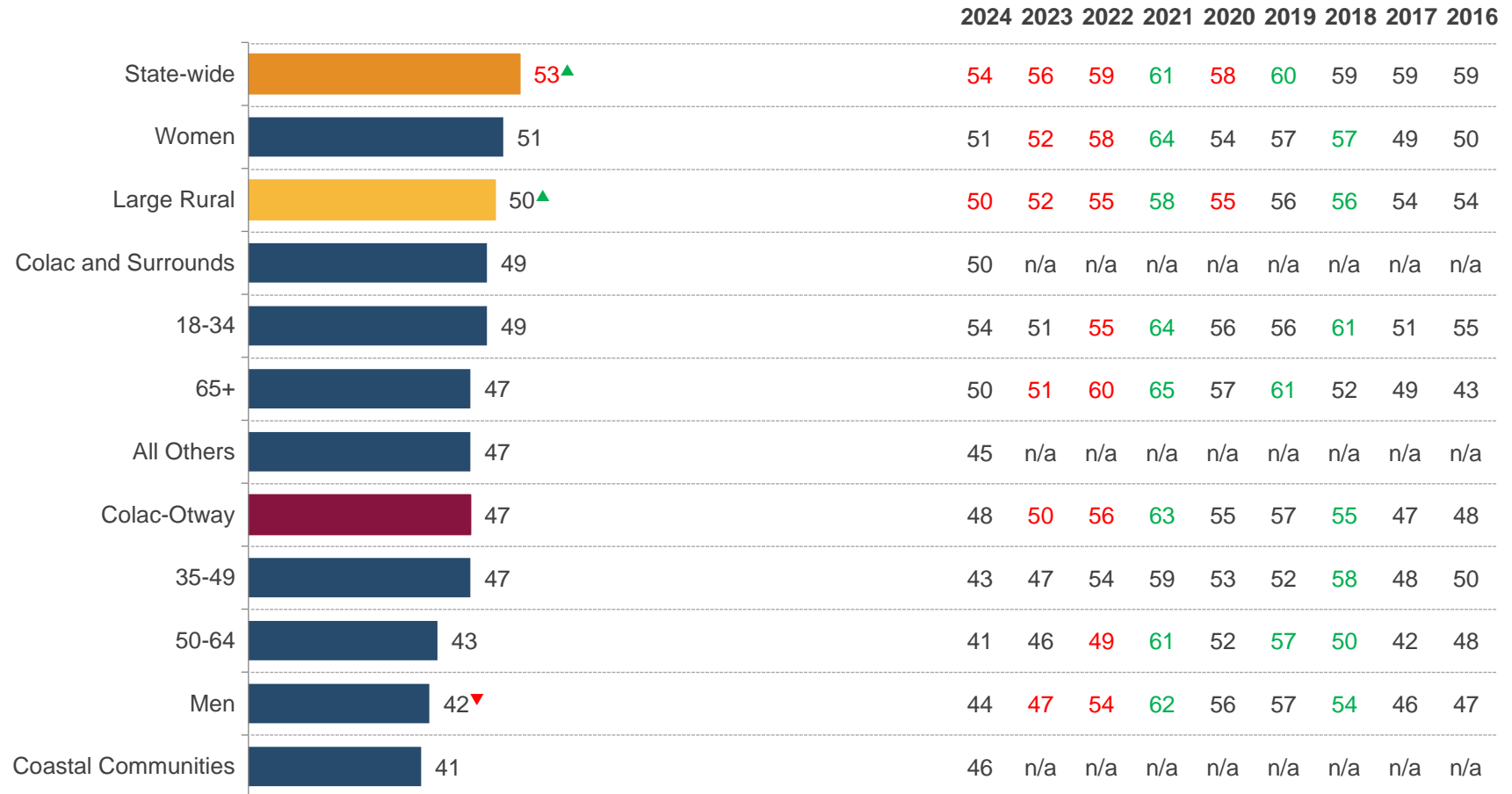
One in five residents (21%) rate value for money from Council as 'very good' or 'good'. However, twice as many (42%) rate Council as 'very poor' or 'poor' on this measure.





# Overall performance

## 2025 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

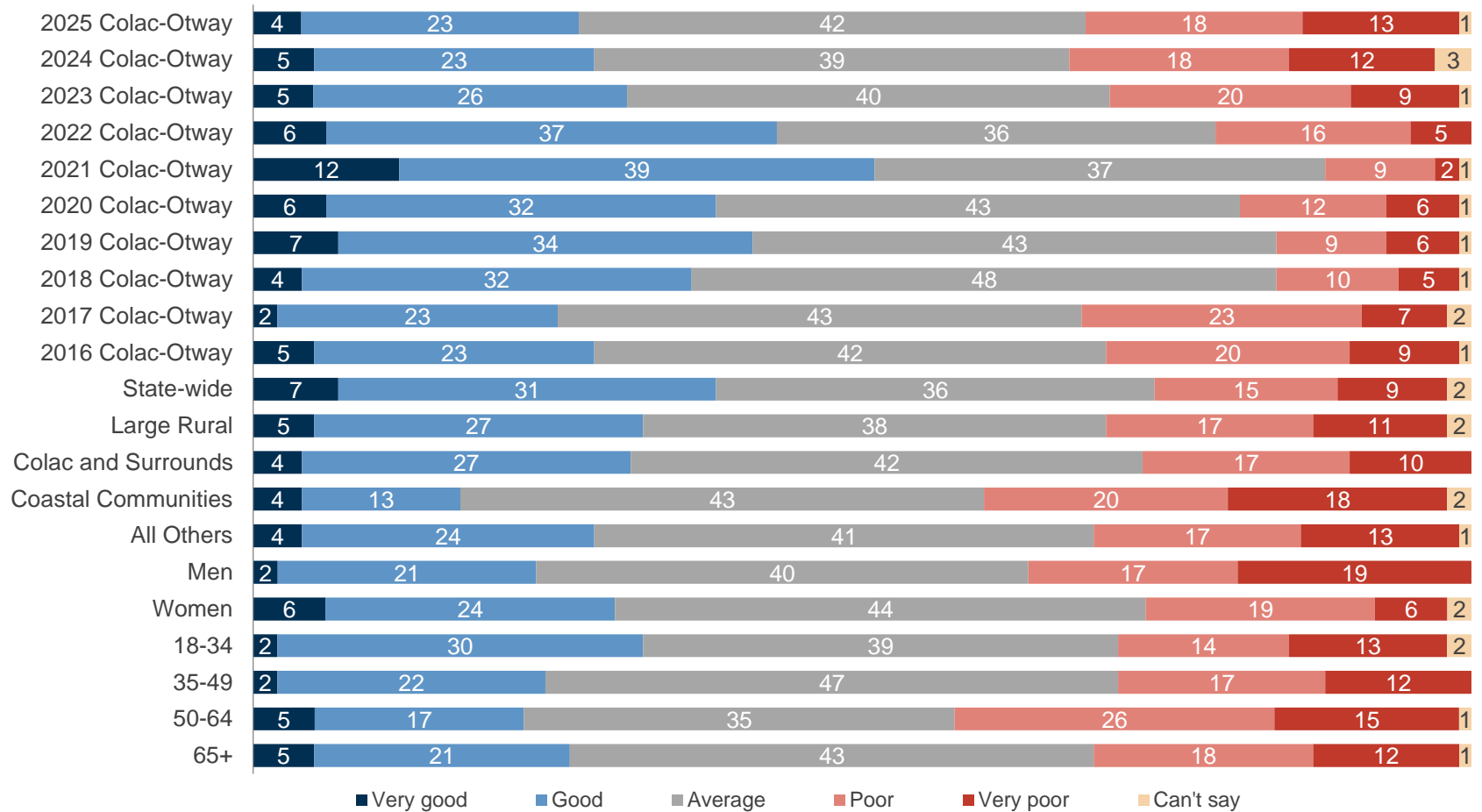
Note: Please see Appendix A for explanation of significant differences.





# Overall performance

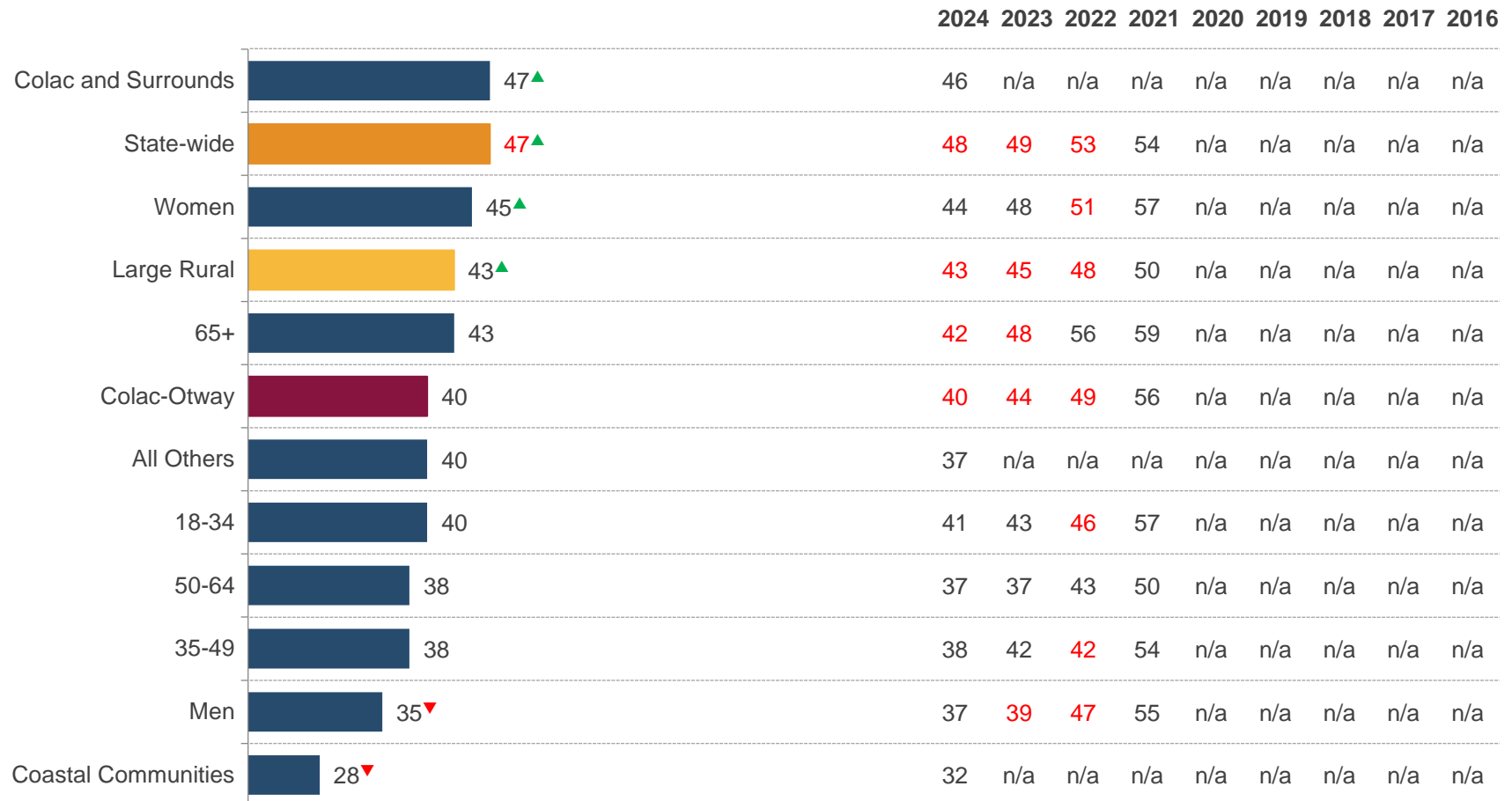
## 2025 overall performance (%)





# Value for money in services and infrastructure

## 2025 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?

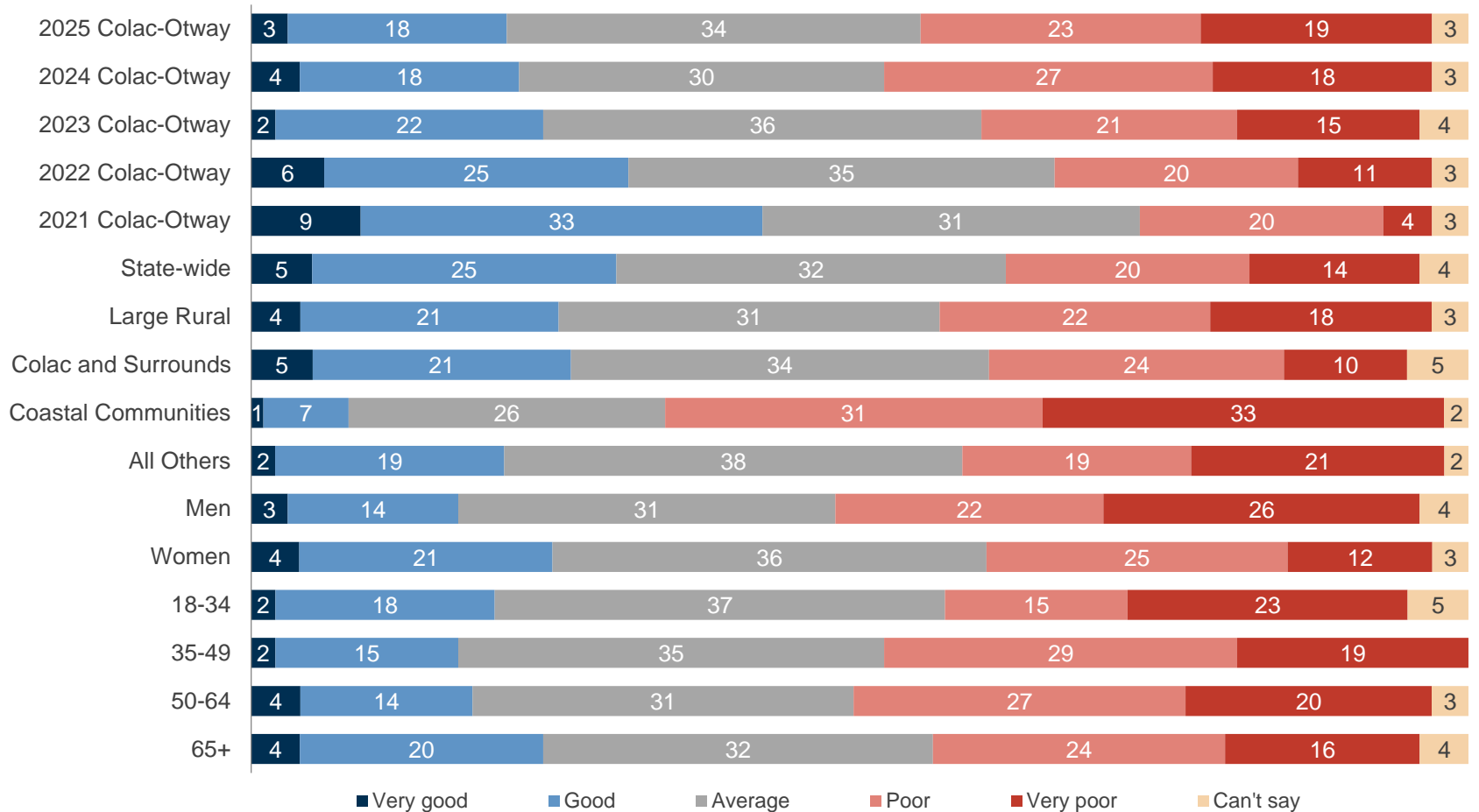
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 18

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



## Value for money in services and infrastructure

2025 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: 55 Councils asked group: 18



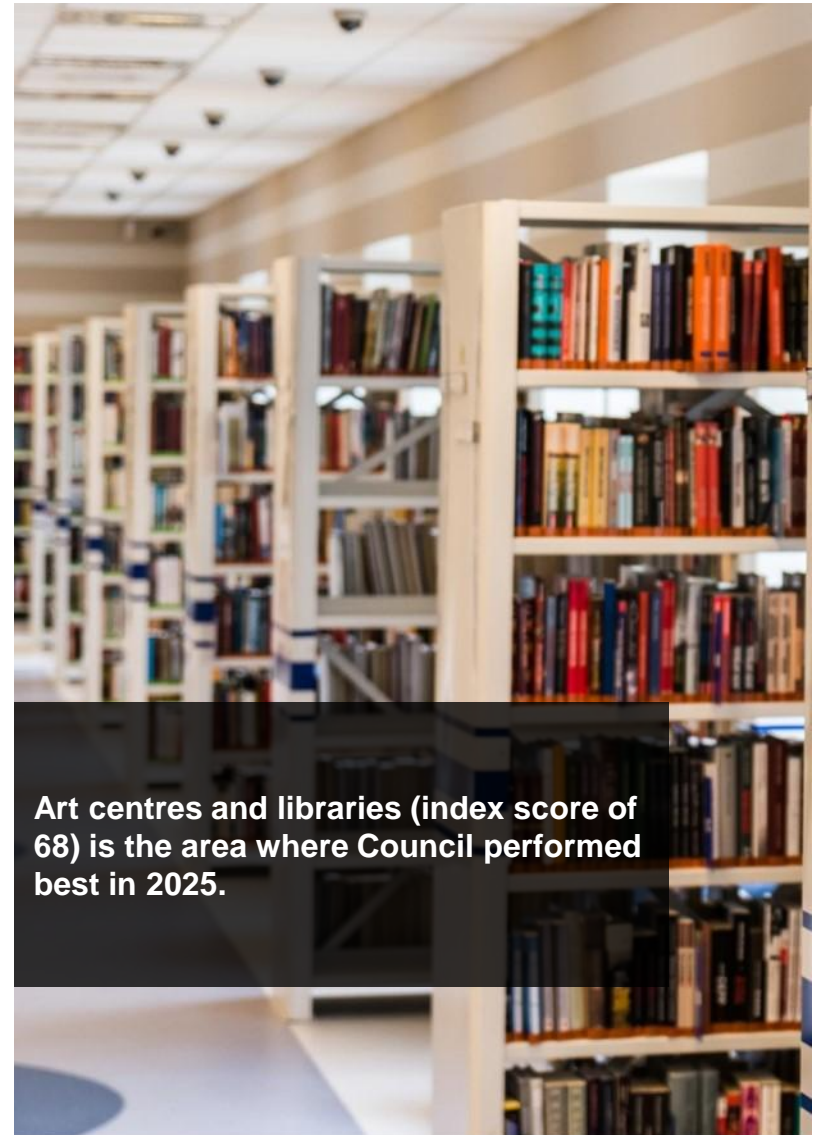
## Top performing service areas

Art centres and libraries (index score of 68) remains Council's top-rated service area. Council performs significantly lower than the Large Rural group and State-wide averages in this area (71 and 73 respectively).

Council's next-highest rated areas are waste management, recreational facilities, emergency and disaster management, and enforcement of local laws (all with an index score of 62).

- In both waste management and recreational facilities, ratings are significantly higher than average among residents in Colac and Surrounds, but significantly lower among residents in Coastal Communities.
- In emergency and disaster management and enforcement of local laws, ratings are significantly higher than average among women but significantly lower among men.

While ratings in all the aforementioned areas have not significantly changed over the last 12 months, there has been no substantial improvements either following some significant declines in 2022. Focusing on any issues with waste management and recreational facilities in Coastal Communities, and understanding the views on men in relation to emergency and disaster management, and enforcement of local laws, may help to improve perceptions, bringing them closer to the peak ratings achieved in 2021.



**Art centres and libraries (index score of 68) is the area where Council performed best in 2025.**



## Low performing service areas



Council continues to rate lowest in the areas of planning and building permits, and unsealed roads (index scores of 31 and 32 respectively).

- Over the last 12 months in planning and building permits, ratings improved significantly among residents in the All Others area and those aged 18 to 34 years (the latter also significantly higher than average). In contrast, ratings are significantly below average among those aged 50 years and over.
- One in ten cite town planning / permits / red tape (10%) as the area most in need of improvement.
- Ratings of unsealed roads are less positive among the All Others area and Coastal Communities, compared to Colac and Surrounds.

It is also worth monitoring ratings of elderly support services (59, down four index points) and environmental sustainability (52, down five), as both have declined significantly in 2025 to their lowest level recorded.

- Ratings of elderly support significantly declined among women and those aged 65 years and over
- Ratings of environmental sustainability significantly declined among men, residents aged 18 to 34 years and those in the All Others area.

Council rates significantly below Large Rural group and State-wide averages in all aforementioned metrics.



# Individual service area performance

## 2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	68	69	66	69	72	71	70	73	69	64
Waste management	62	65	64	67	69	65	64	68	66	65
Recreational facilities	62	61	63	66	72	64	67	64	59	58
Emergency & disaster mngt	62	65	62	67	73	68	70	69	64	68
Enforcement of local laws	62	59	61	64	67	63	61	64	62	62
Family support services	59	60	64	67	70	67	67	67	62	67
Elderly support services	59	63	66	69	69	70	69	68	67	67
Appearance of public areas	58	59	63	69	69	65	62	61	59	59
Environmental sustainability	52	57	56	58	62	54	58	57	56	55
Bus/community dev./tourism	48	48	51	59	60	58	58	60	58	58
Consultation & engagement	47	48	47	53	60	55	54	55	46	48
Community decisions	44	45	45	53	58	50	52	49	45	43
Lobbying	43	45	46	52	59	54	53	54	50	50
Sealed local roads	38	40	39	47	53	44	42	39	42	37
Unsealed roads	32	31	32	37	44	36	39	36	37	n/a
Planning & building permits	31	29	27	38	38	36	39	39	35	n/a

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

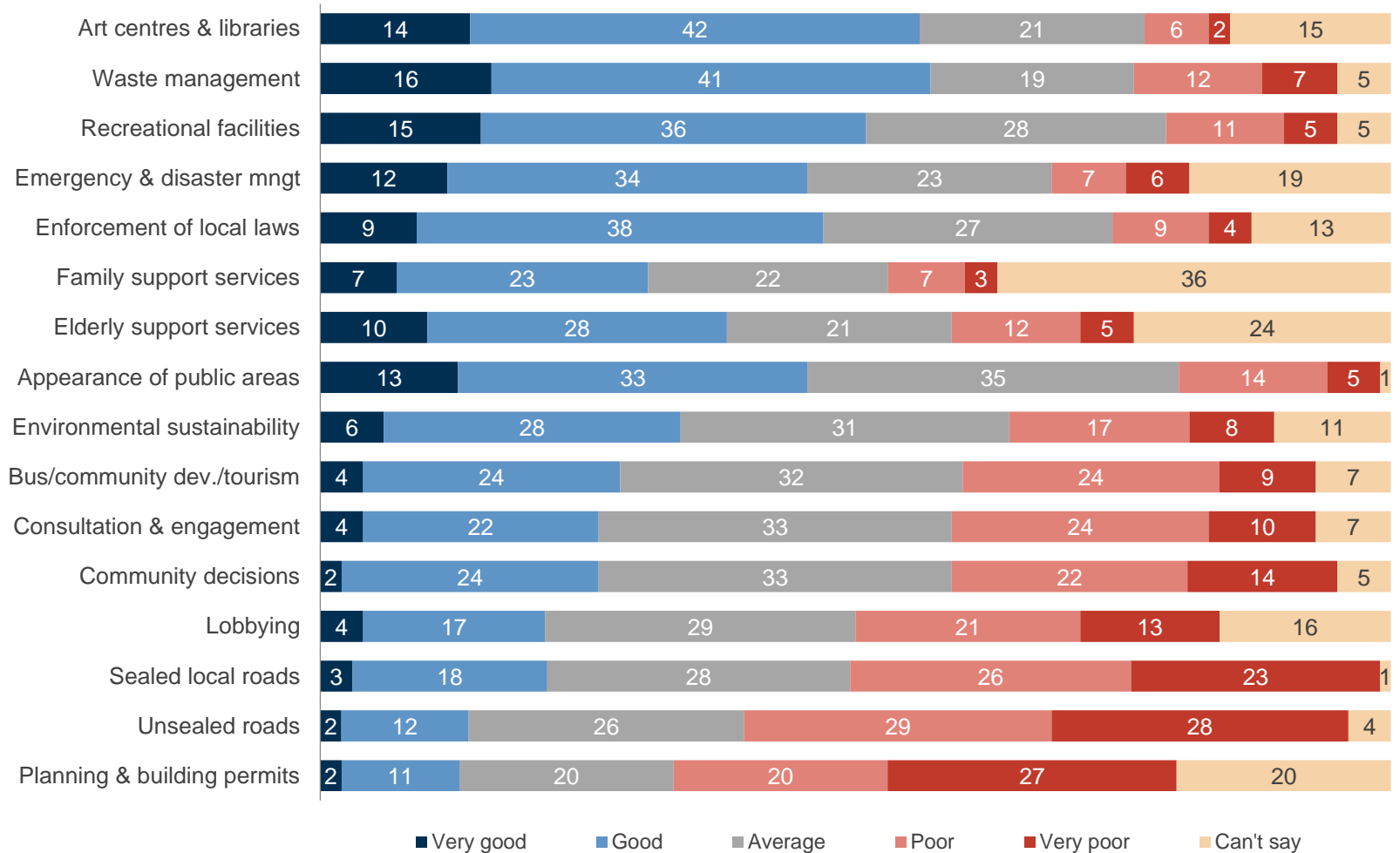
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



# Individual service area performance

## 2025 individual service area performance (%)







## 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. Council is currently rated as poor in this area (index score of 44).**

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

- Community consultation and engagement
- Business, community development and tourism
- The condition of sealed roads
- Planning and building permits
- Lobbying on behalf of the community
- Recreational facilities
- Waste management.

Looking at these key service areas only, Council performs well on recreational facilities and waste management (index score of 62 for each), both moderate influences on the overall performance rating.

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

In addition to Council's decision making, most in need of attention is its community consultation, another stronger influence on overall community opinion where performance is rated as 'poor' (index score of 47).

Other key focus areas with a more moderate influence on overall perceptions but where Council performs poorly include planning and building permits, sealed roads, lobbying, and business, community development and tourism (index scores of 31, 38, 43 and 48 respectively).

**It will be important to attend to sealed road maintenance and address resident concerns about permit processes. A focus on improving community consultation and advocacy, particularly around business, community development and tourism opportunities, can also help to increase overall ratings of Council performance.**





## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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 those located closer to the axis.

The regressions are shown on the following two charts.

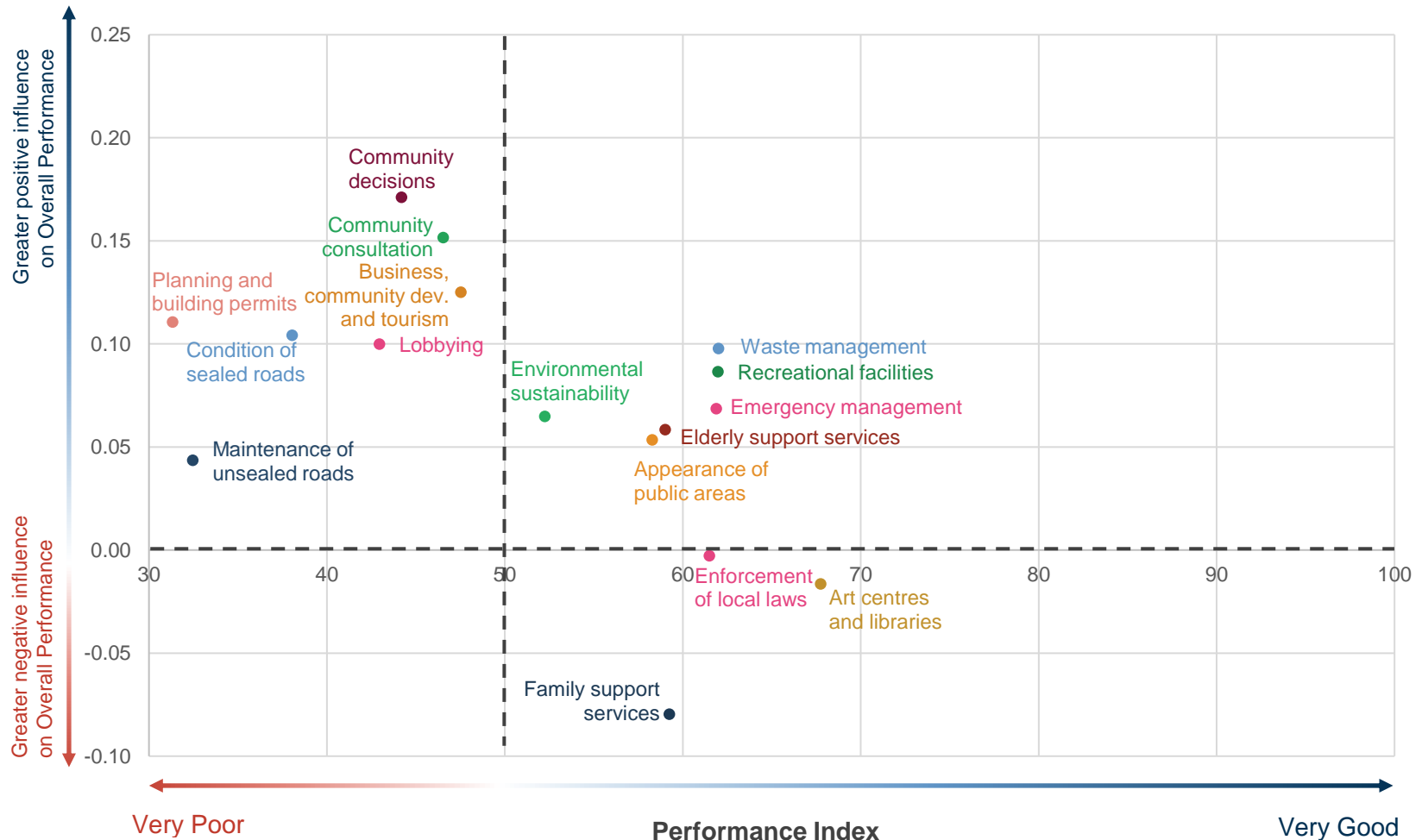
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

## 2025 regression analysis (all services)

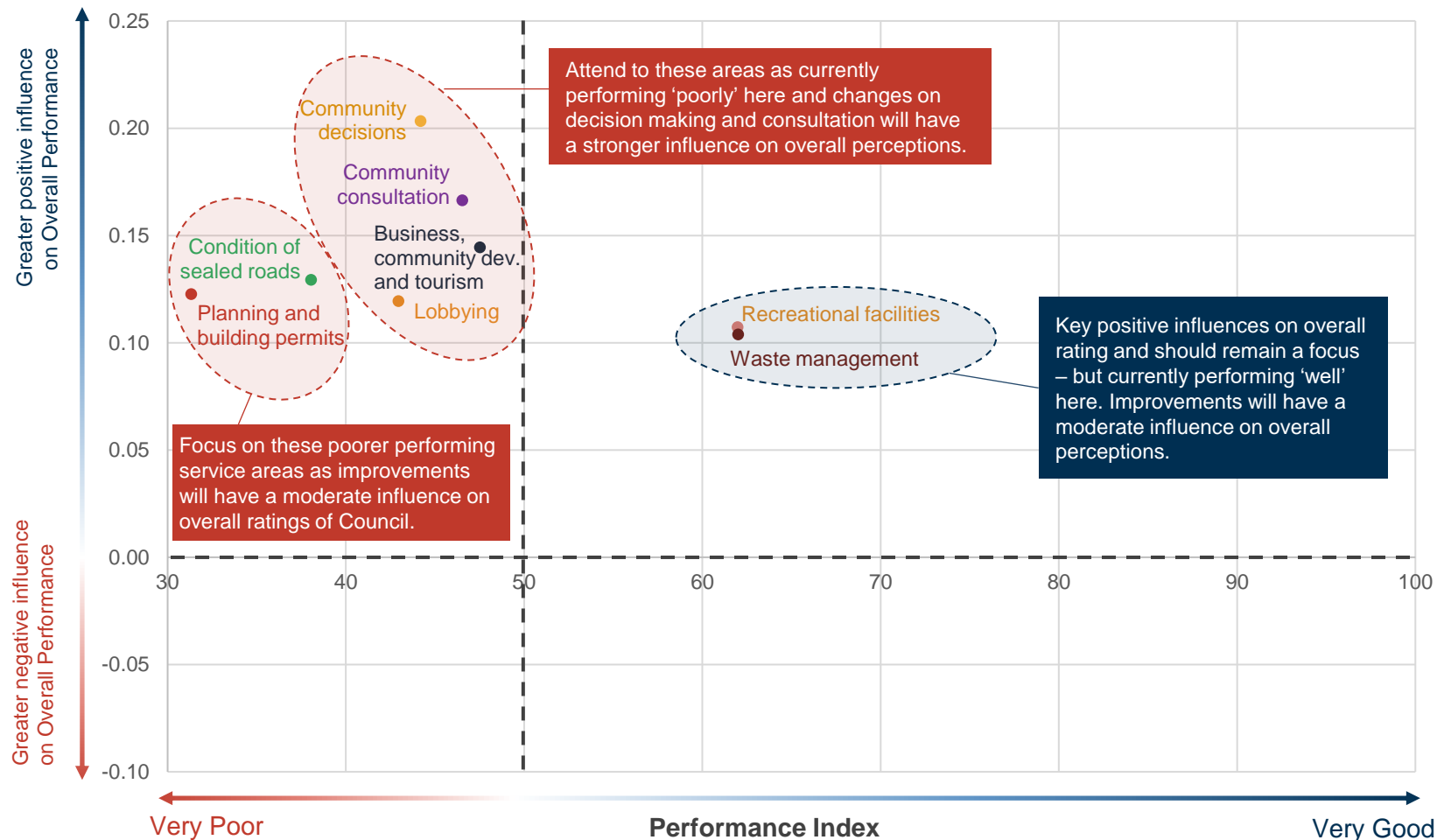


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.608 and adjusted  $R^2$  value of 0.592, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 37.23$ . 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 services

## 2025 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.591 and adjusted  $R^2$  value of 0.583, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 70.92$ .



## Areas for improvement

**2025 areas for improvement (%)**  
**- Top mentions only -**





# **Customer service**



## Contact with council and customer service

### Contact with council

Nearly seven in ten households (69%) have had contact with Council in the last 12 months, the highest rate of contact on record. Rate of contact has steadily increased since 2021.

Rate of contact is highest among residents aged 35 to 49 years (80% – significantly higher than the Council average and a record high for this cohort).



**Among those residents who have had contact with Council, 58% provide a positive customer service rating of 'very good' or 'good', including 26% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 64 is unchanged from 2024. Customer service continues to be rated in line with the Large Rural group and State-wide averages (index scores of 65 and 66 respectively).

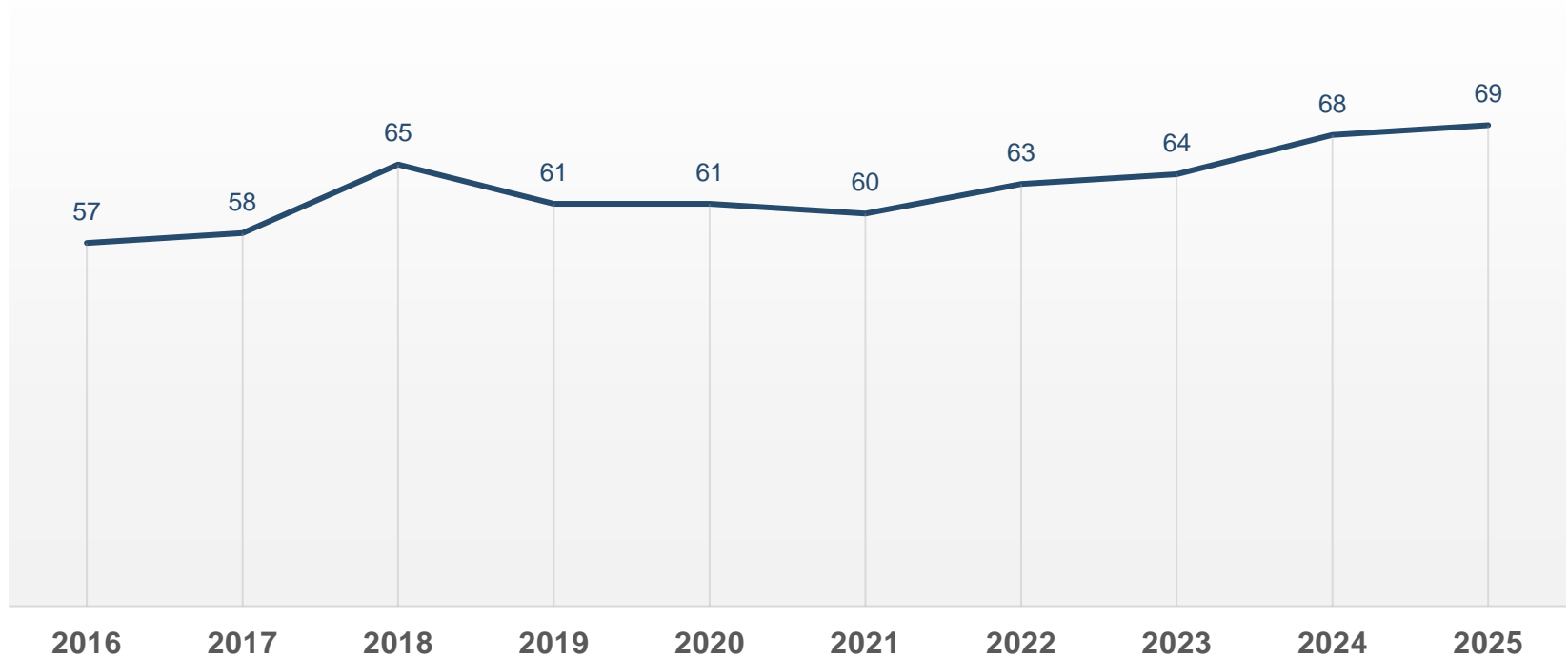
- Customer service ratings are highest among women and residents in Colac and Surrounds (index scores of 69 and 67 respectively). This is a positive result given women have the second highest rate of contact with Council (72%).
- Men and residents in Coastal Communities (index scores of 58 and 60 respectively) have the lowest customer service ratings. Customer service remediation efforts should be prioritised to both cohorts, but particularly the latter, given their high rate of contact with Council (71%).

Telephone (37%) remains the most common method of contacting Council, followed by in-person visits (32%) and email (26%). Of these regularly used contact methods, perceptions of customer service are most positive among residents who interacted most recently either in-person (index score of 72) or via telephone (65). Email interactions (index score of 59) are rated less well, so customer service improvements should focus on this channel as the first priority.



## Contact with council

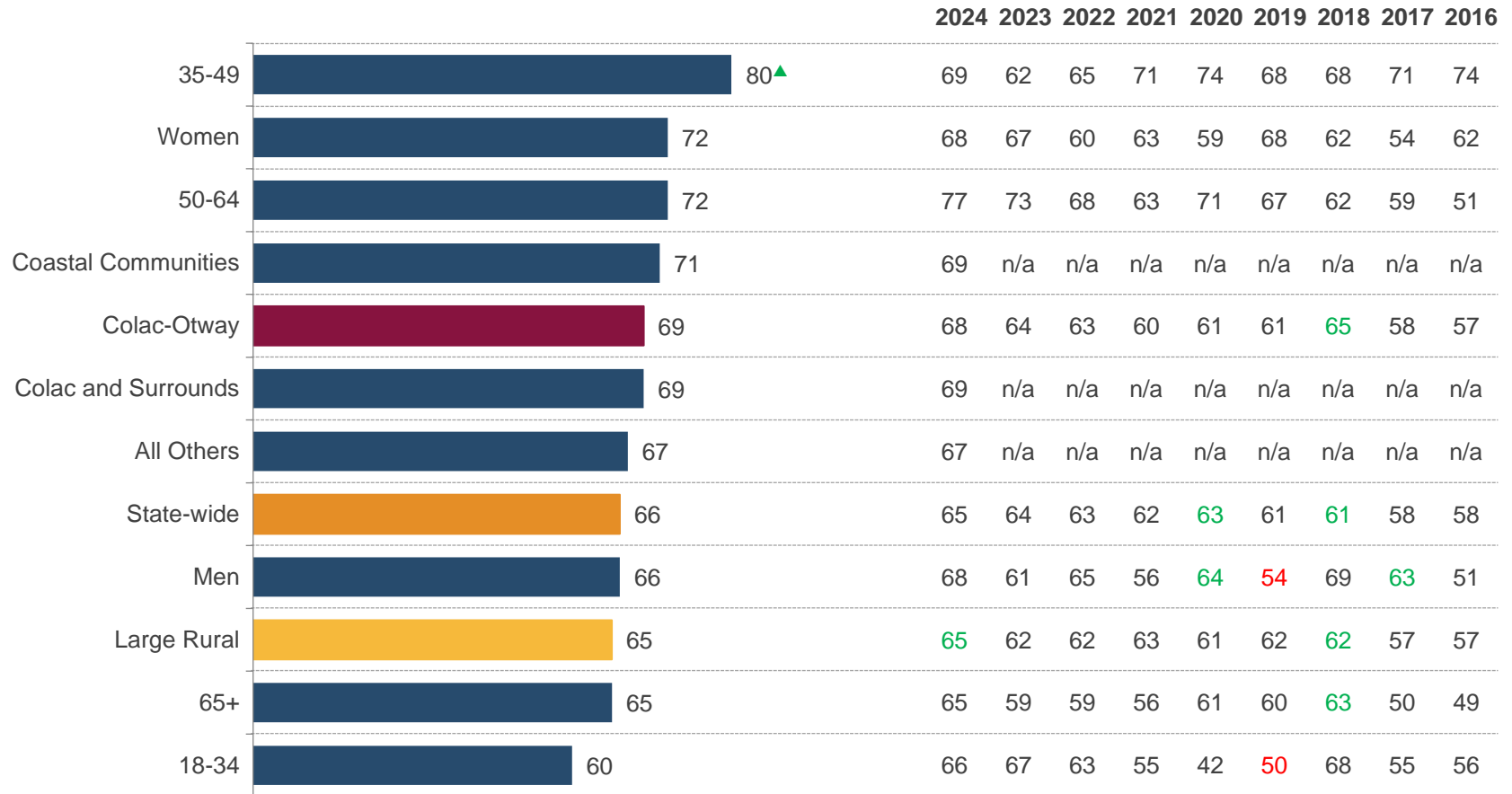
2025 contact with council (%)  
Have had contact





## Contact with council

### 2025 contact with council (%)



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

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

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





# Customer service rating

## 2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	69	69	70	68	72	64	67	72	69	68
Colac and Surrounds	67	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66	67	67	68	70	70	71	70	69	69
35-49	66	62	65	60	71	64	63	74	67	69
Large Rural	65	65	65	67	68	68	69	67	66	67
65+	65	69	69	67	72	67	68	66	66	68
Colac-Otway	64	64	66	63	69	63	66	68	61	67
All Others	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	64	59	62	64	64	66	67	64	68
18-34	61	57	66	61	64	53	69	65	44	63
Coastal Communities	60	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	59	61	58	65	62	66	64	54	66

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.

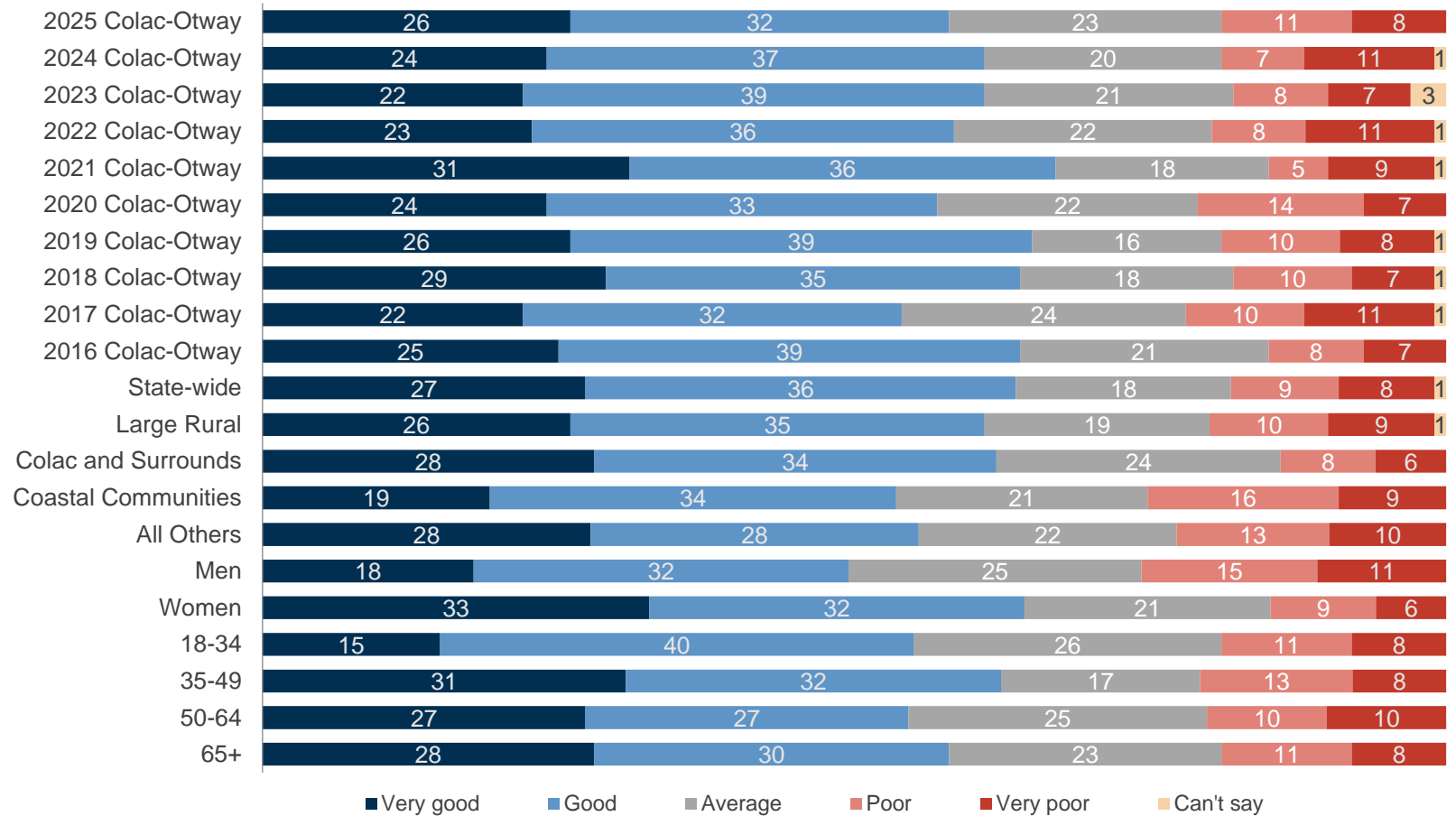
Councils asked State-wide: 56 Councils asked group: 18

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## Customer service rating

### 2025 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: 56 Councils asked group: 18



# Method of contact with council

2025 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



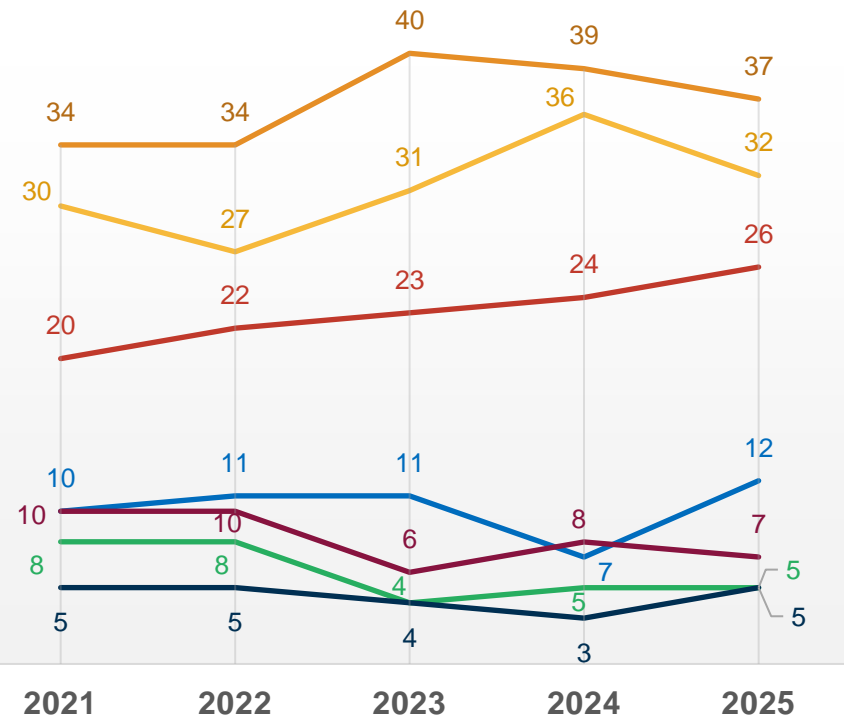
By Email



Via Website



By Social Media



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

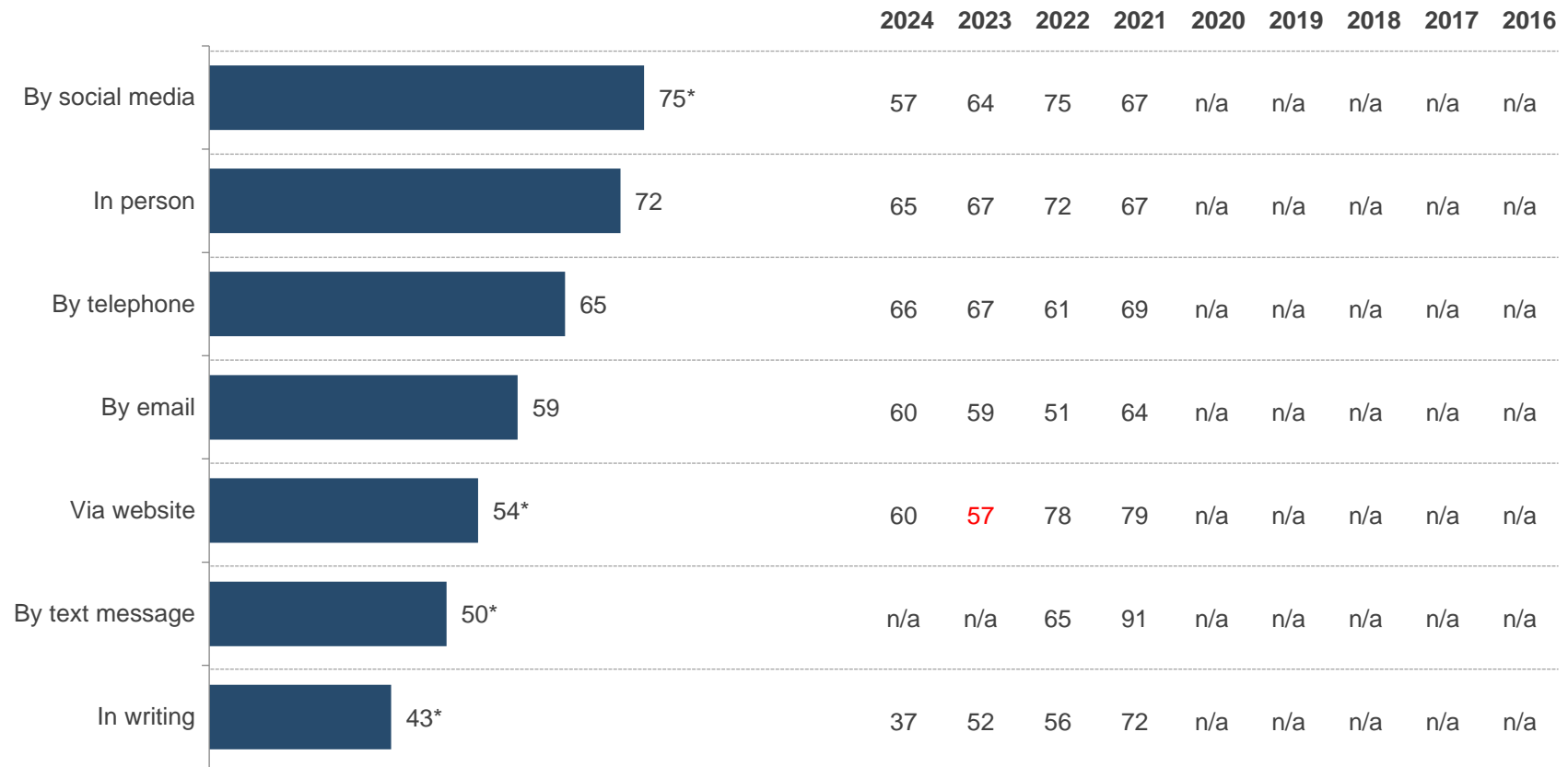
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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



## Customer service rating by method of last contact

2025 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Colac-Otway Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

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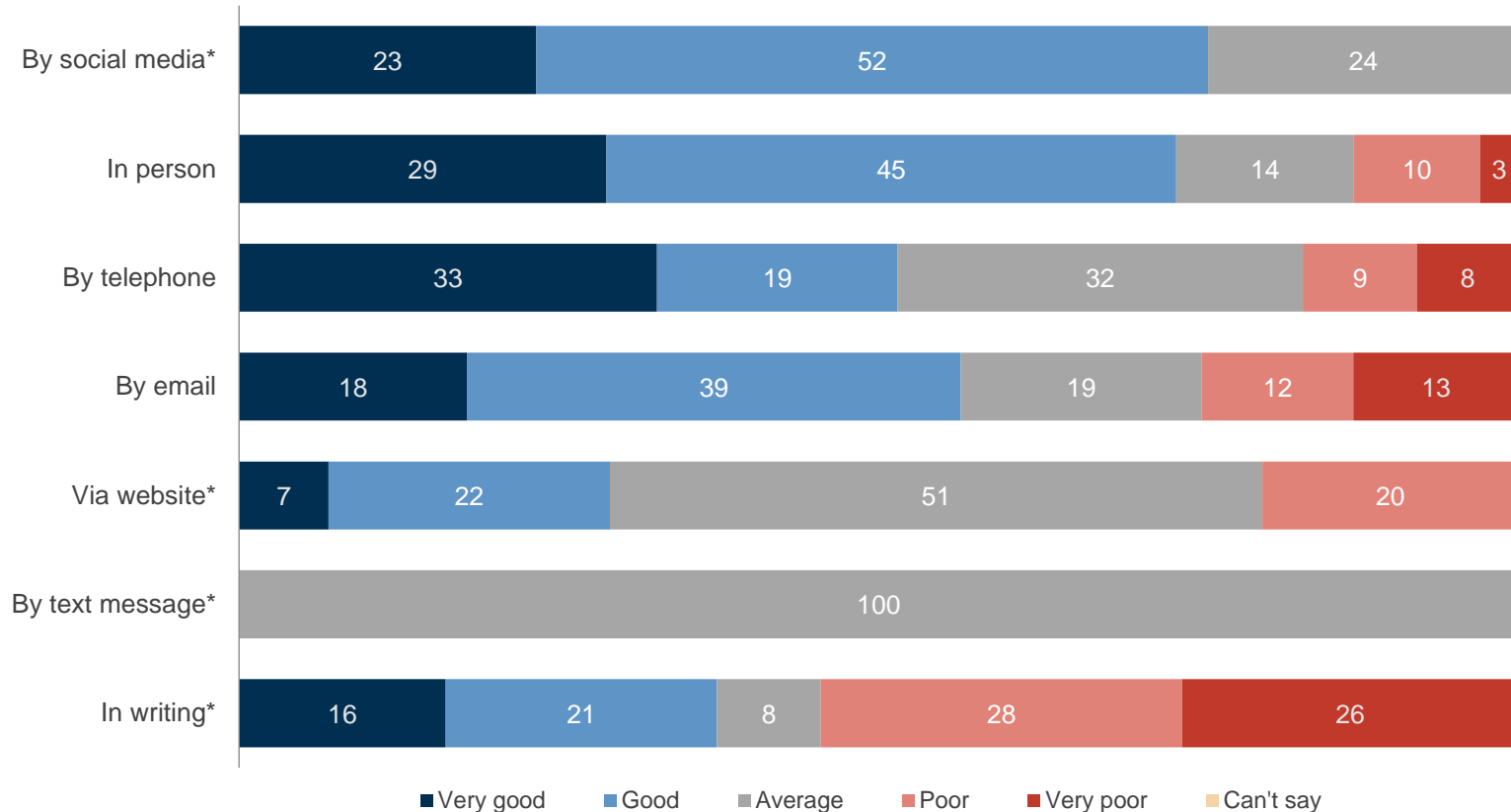
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2025 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: 24 Councils asked group: 9

\*Caution: small sample size < n=30



# **Council direction**



## Council direction

Over the last 12 months, perceptions of the direction of Council's overall performance increased significantly to an index score of 46. This improvement means Council is now gaining some ground back after three consecutive years of significant decline.

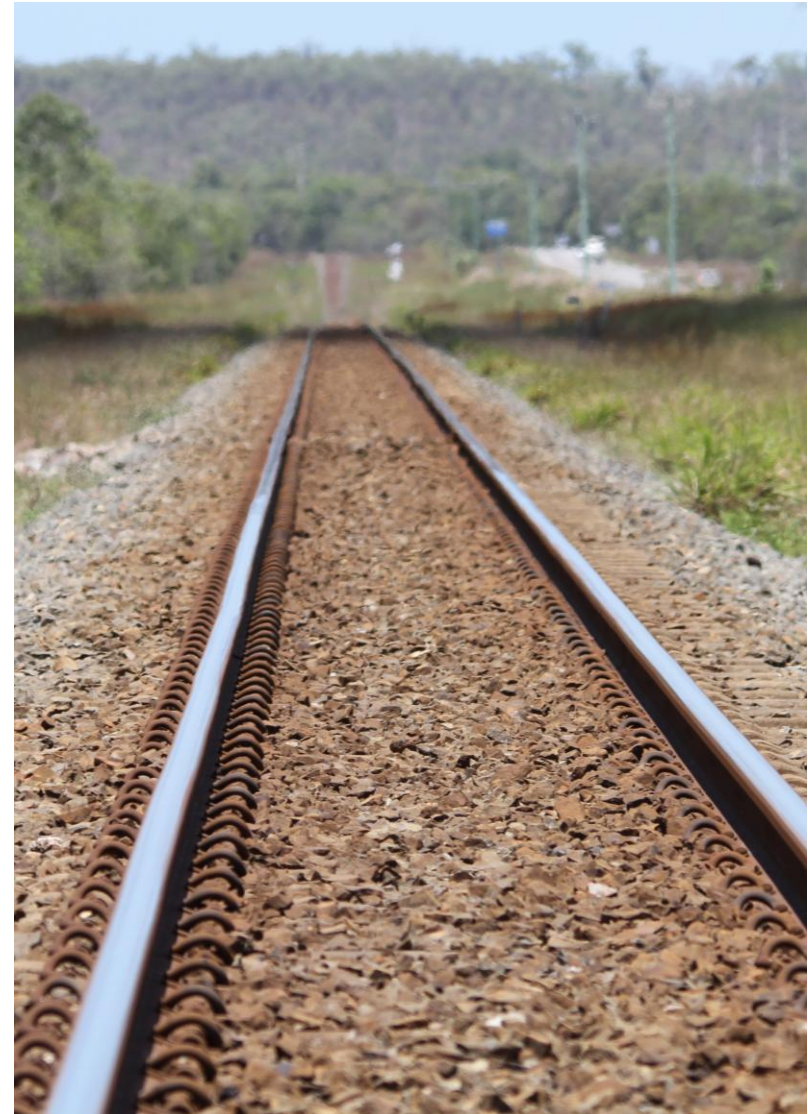
- Council's overall direction index score is now rated in line with both the State-wide and Large Rural group averages (index scores of 46 and 44 respectively).

More residents say Council is generally heading in the right direction (49%) than the wrong direction (36%).

An increased proportion (15%) believe the direction of Council's overall performance has improved over the last 12 months, up eight percentage points on 2024. The majority (60%) believe the direction has stayed the same, while just over one in five (22%, down nine percentage points) believe it has deteriorated.

- Despite improvements, 68% of residents think there is 'a lot' of room for improvement for Council.
- The most satisfied with Council's direction are residents aged 18 to 34 years (index score of 53 – significantly higher than average) and the least satisfied are residents aged 50 to 64 years (38).

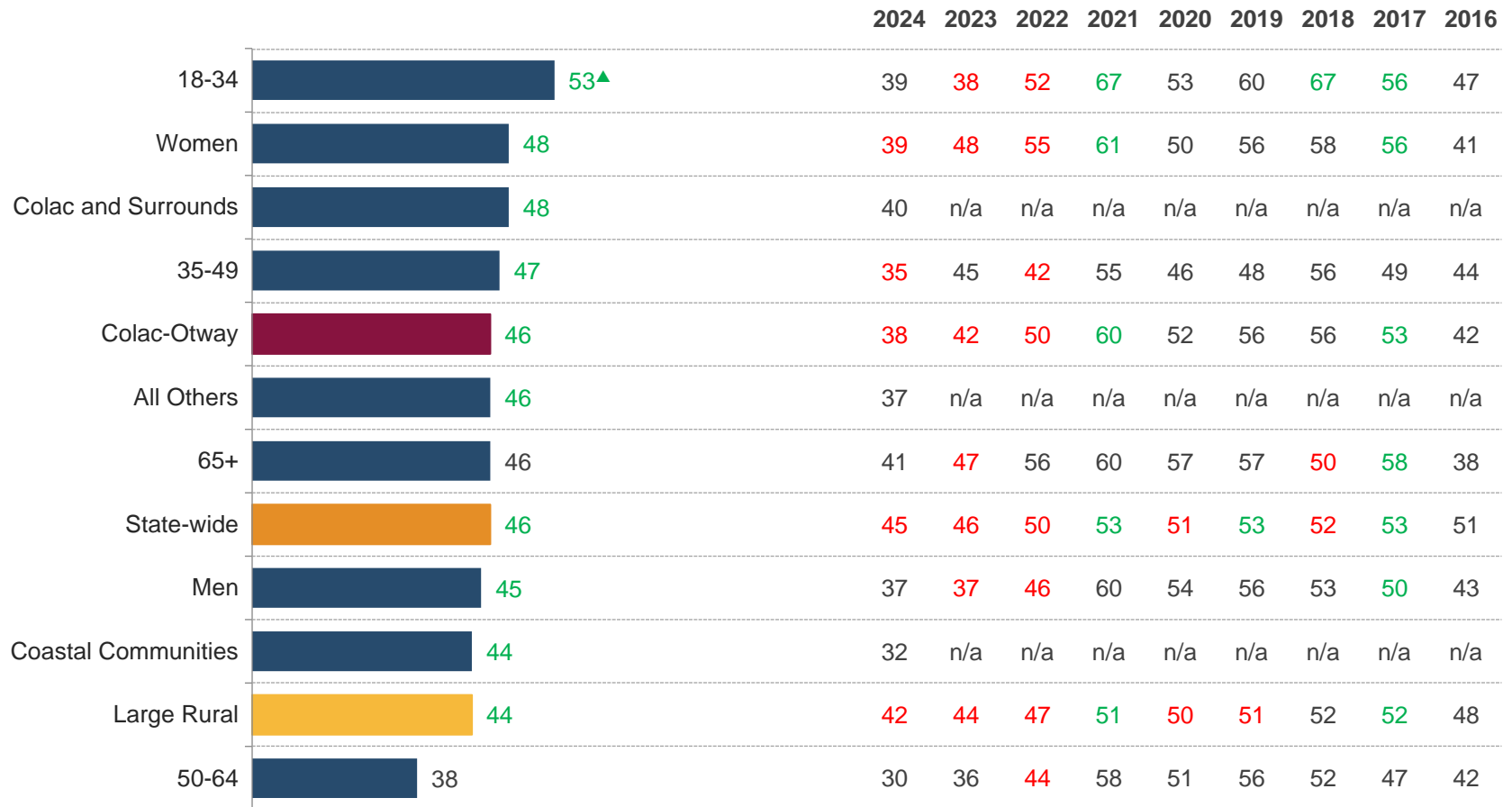
Residents remain more in favour of service cuts (45% 'probably' or 'definitely prefer') than rate rises to improve local services (26% 'probably' or 'definitely prefer').





# Overall council direction last 12 months

## 2025 overall council direction (index scores)



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: 56 Councils asked group: 18

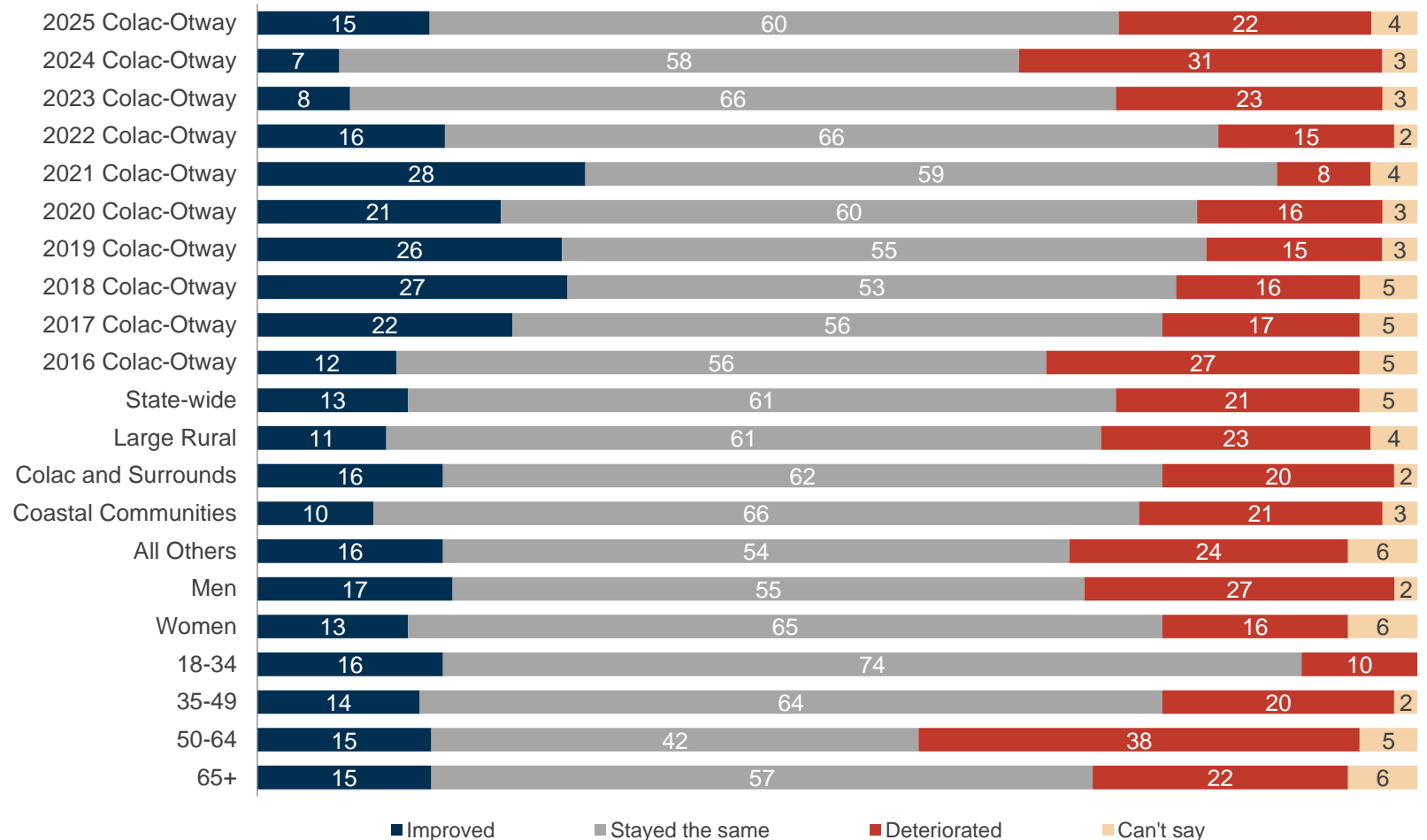
Note: Please see Appendix A for explanation of significant differences.





## Overall council direction last 12 months

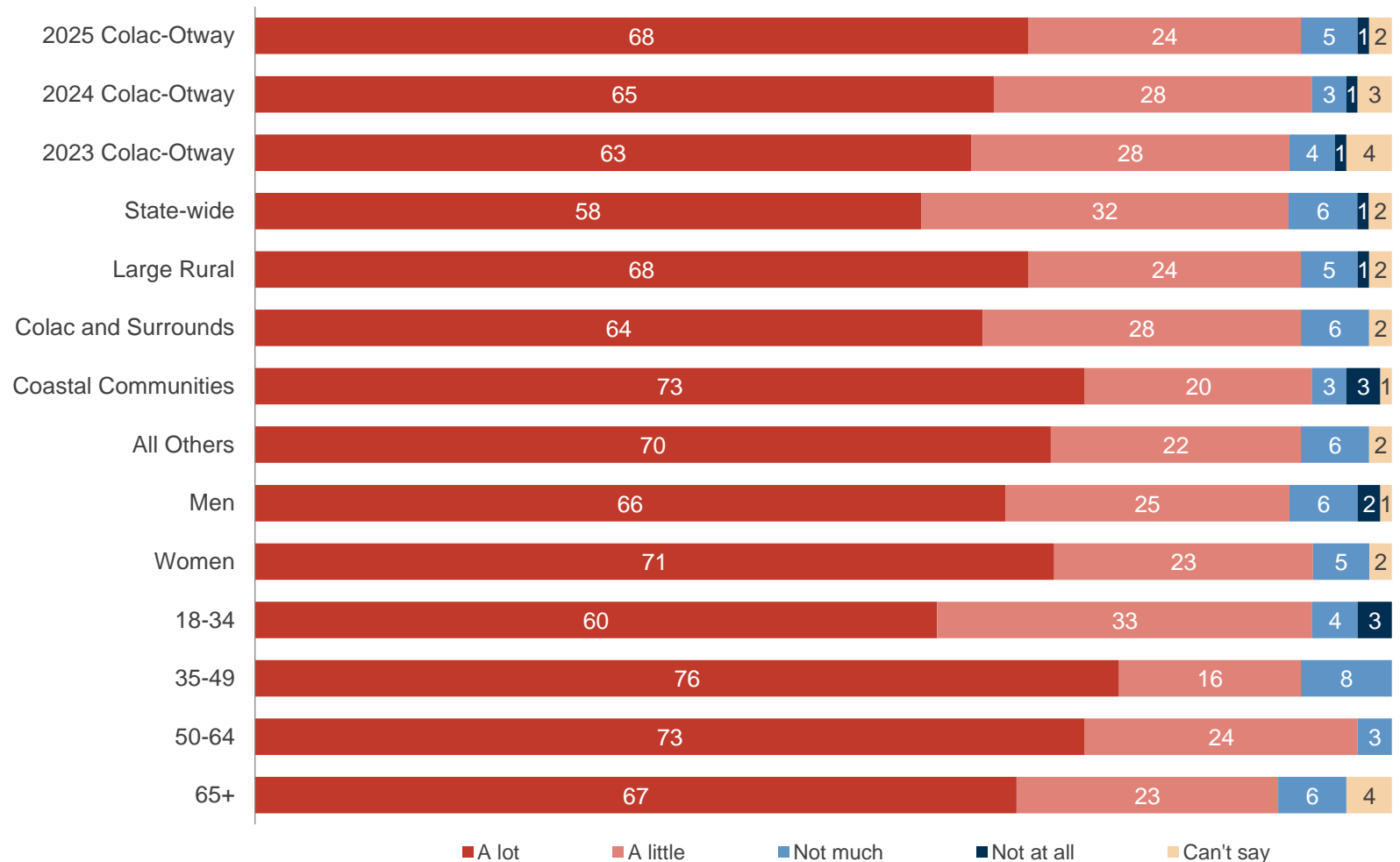
### 2025 overall council direction (%)





## Room for improvement in services

### 2025 room for improvement in services (%)



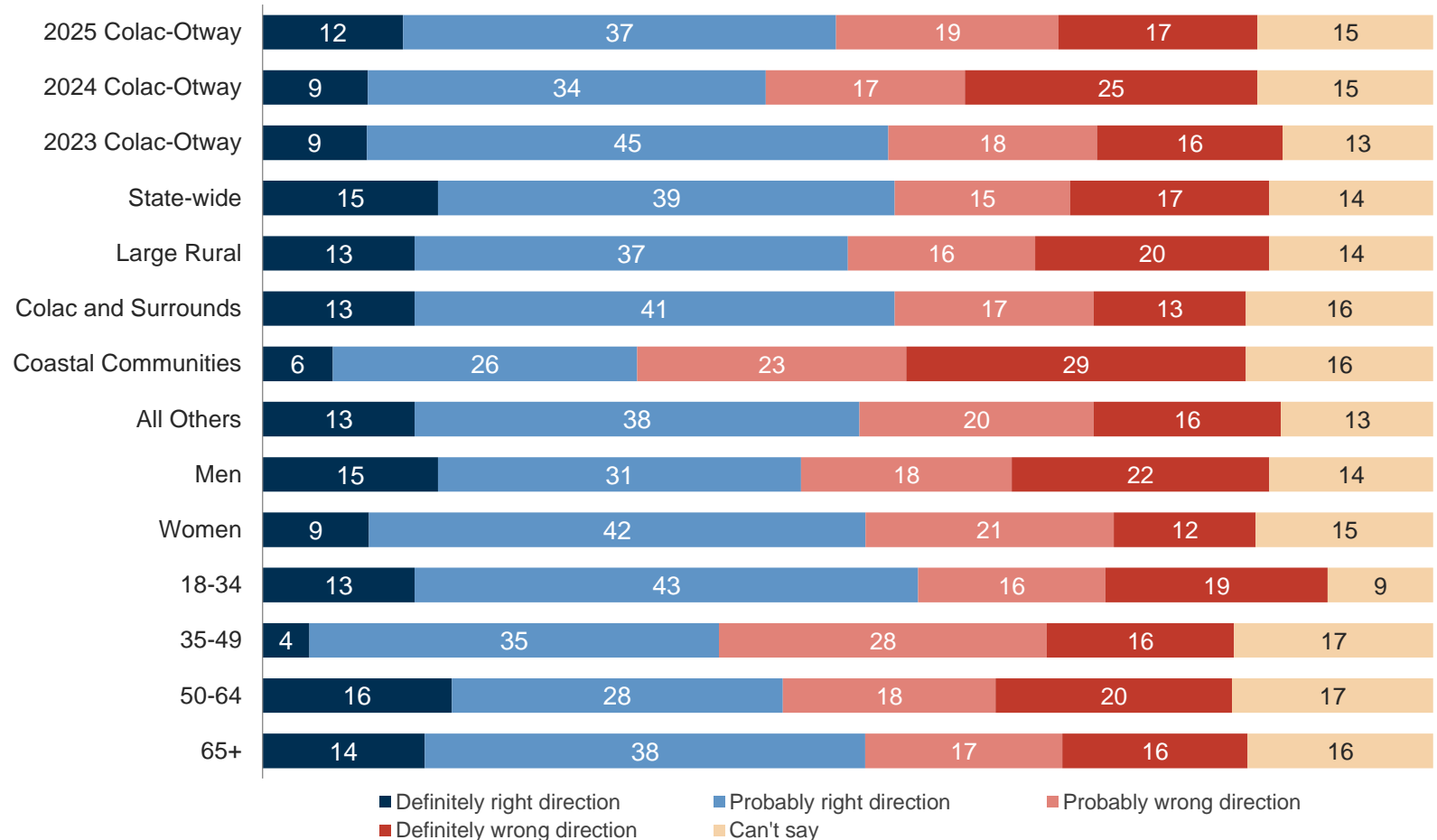
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Colac-Otway Shire Council's overall performance?

Base: All respondents. Councils asked State-wide: 2 Councils asked group: 1



## Right / wrong direction

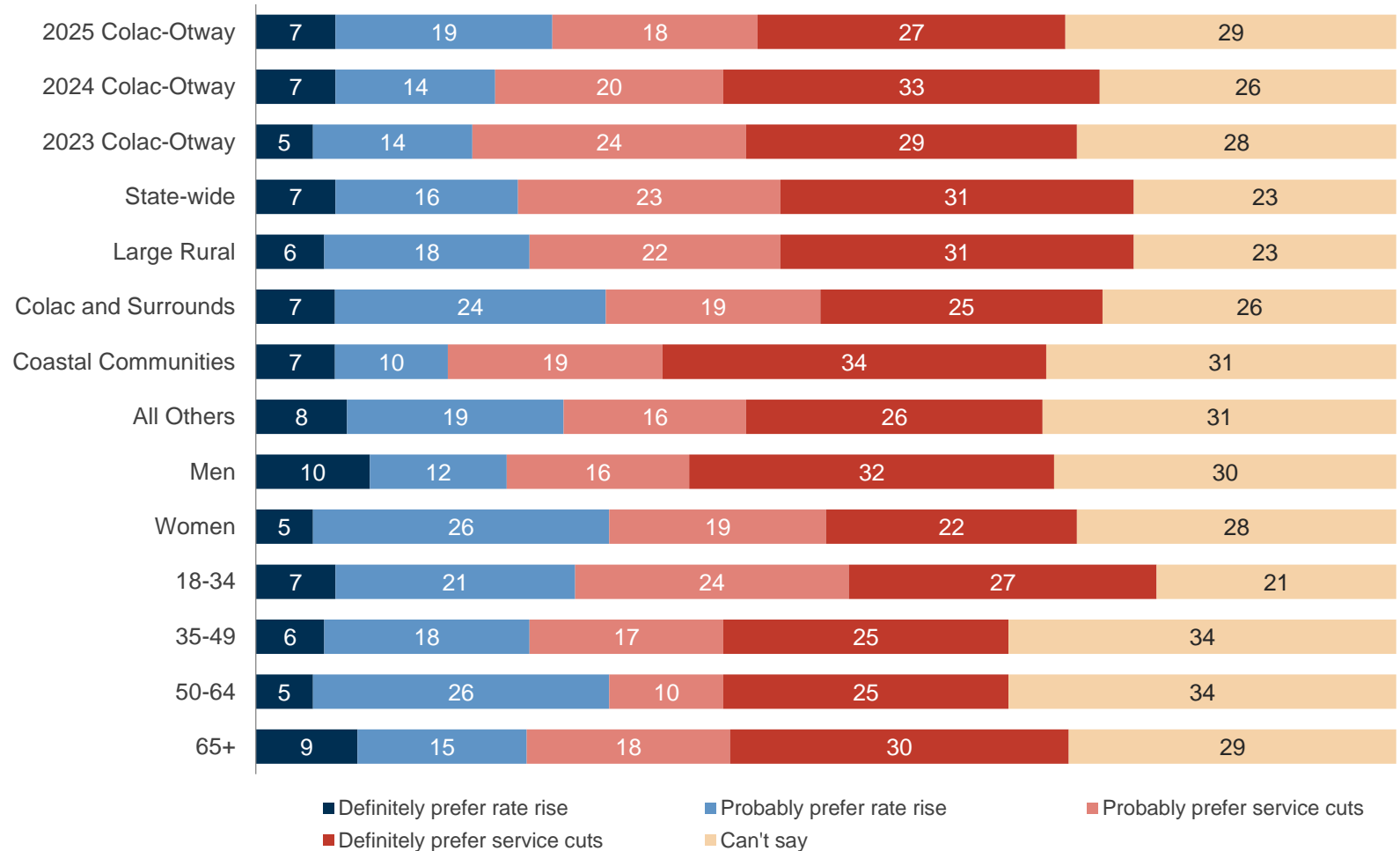
### 2025 right / wrong direction (%)





## Rates / services trade-off

### 2025 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its strokes, resembling a map or a data network.

# **Individual service areas**



# Community consultation and engagement performance



## 2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	51	49	49	54	60	55	53	58	48	48
18-34	50	55	49	54	65	62	56	60	45	54
State-wide	50▲	51	52	54	56	55	56	55	55	54
Colac and Surrounds	49	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	47	49	57	61	56	56	53	50	44
Large Rural	48	48	49	51	54	54	54	54	52	52
All Others	47	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	47	48	47	53	60	55	54	55	46	48
35-49	45	48	46	52	56	51	54	58	50	53
Men	42▼	48	45	52	59	55	56	53	44	49
Coastal Communities	41▼	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40	44	43	46	55	51	50	51	39	44

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

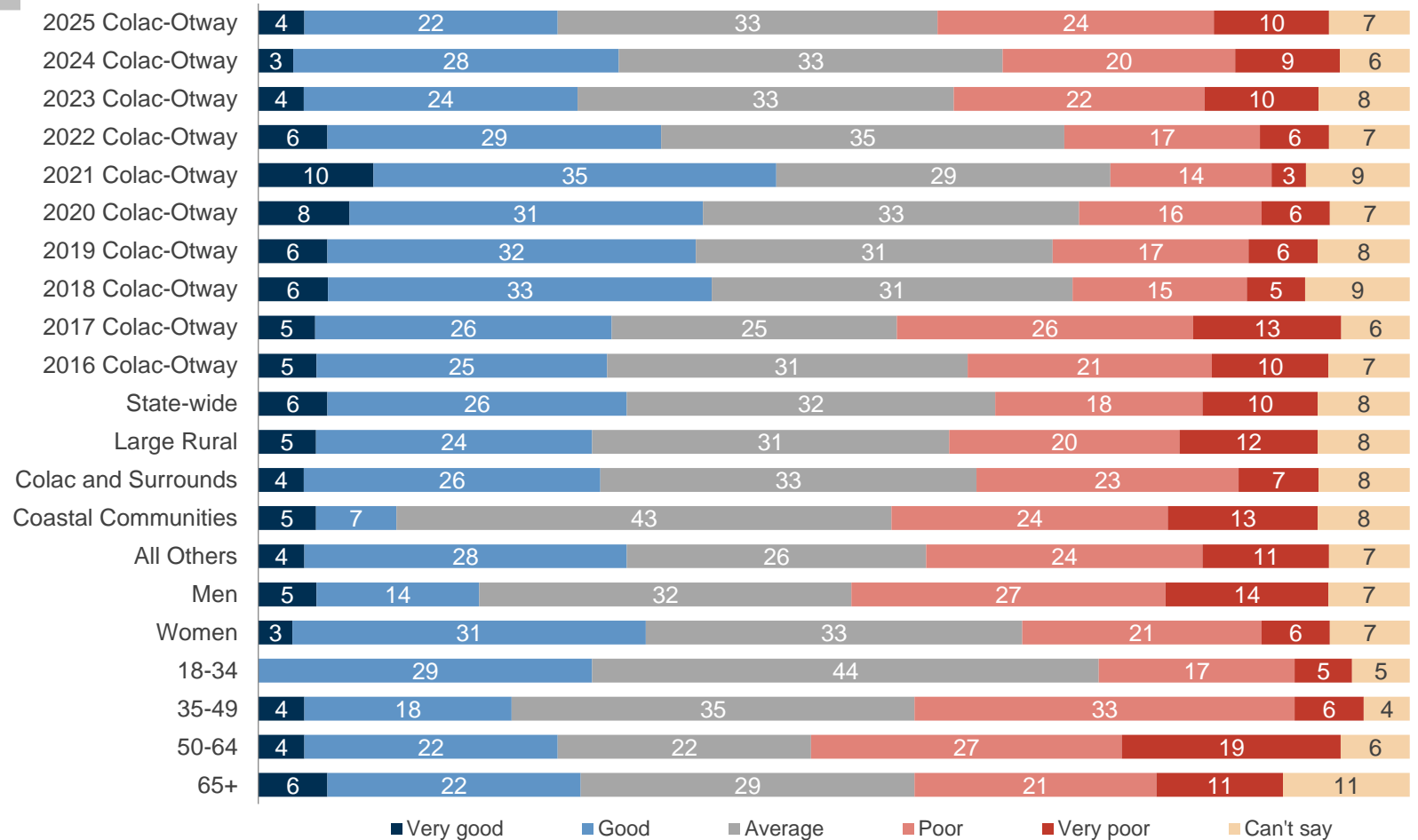
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2025 consultation and engagement performance (%)





# Lobbying on behalf of the community performance



## 2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	49▲	50	51	53	55	53	54	54	54	53
65+	47	47	51	54	61	54	55	51	51	47
Colac and Surrounds	47	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	47▲	47	49	51	54	53	52	52	51	50
Women	45	46	48	49	60	53	51	53	52	51
All Others	43	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	43	45	46	52	59	54	53	54	50	50
18-34	42	47	43	50	58	63	53	60	53	58
Men	41	45	44	54	59	56	55	55	48	50
35-49	40	44	47	52	59	52	49	53	49	50
50-64	39	41	38	49	58	49	54	52	45	48
Coastal Communities	35▼	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 14

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

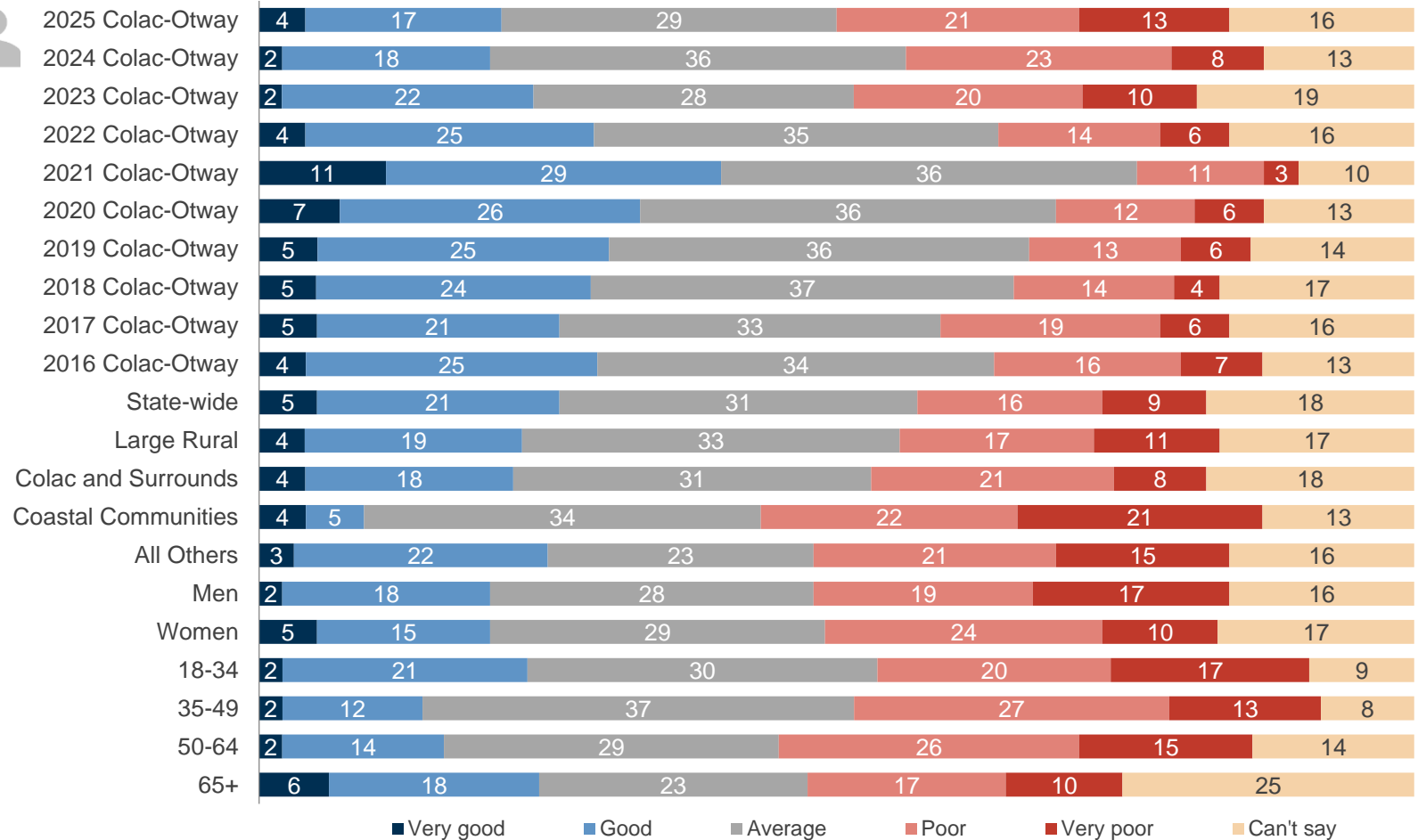




# Lobbying on behalf of the community performance



## 2025 lobbying performance (%)



# Decisions made in the interest of the community performance



## 2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	49▲	50	51	54	56	53	55	54	54	54
18-34	48	50	43	52	59	54	59	55	52	49
Colac and Surrounds	47	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	47	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	46	46	48	51	54	52	52	52	51	50
Women	46	48	48	55	58	50	51	49	46	45
65+	45	43	48	56	61	51	53	45	47	43
Colac-Otway	44	45	45	53	58	50	52	49	45	43
35-49	44	47	46	55	54	46	47	50	44	39
Men	42	41	41	52	58	50	53	49	44	42
50-64	38	40	38	47	56	48	49	47	38	43
Coastal Communities	36▼	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

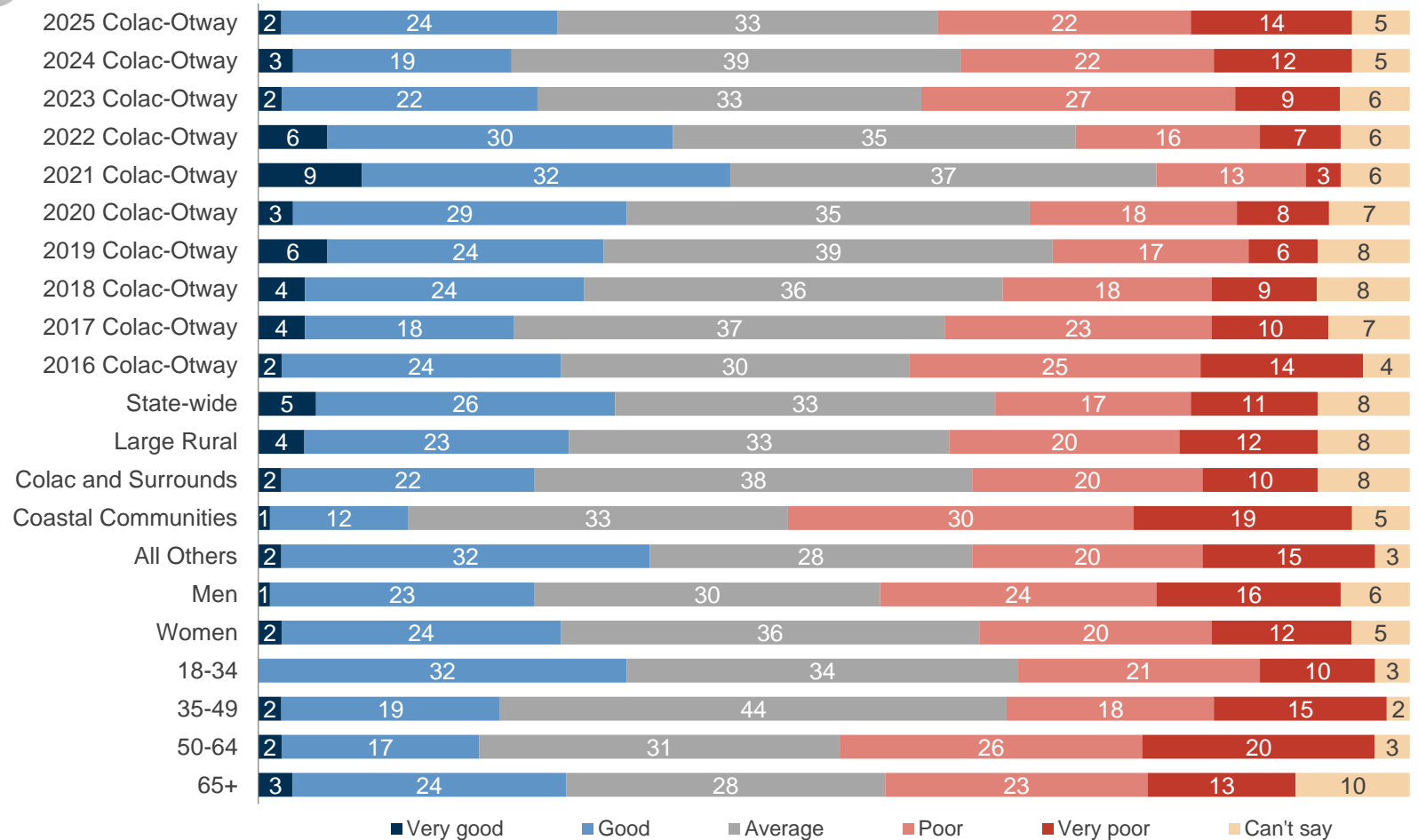
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

# Decisions made in the interest of the community performance



## 2025 community decisions made performance (%)



# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	45▲	45	48	53	57	54	56	53	53	54
18-34	44	40	34	50	54	43	40	43	42	43
Colac and Surrounds	42	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	40	39	41	50	52	42	44	36	43	36
65+	39	41	45	49	55	46	46	40	48	36
Large Rural	39	38	40	45	50	47	47	45	43	44
Colac-Otway	38	40	39	47	53	44	42	39	42	37
Men	37	41	37	45	54	47	41	43	42	38
50-64	36	39	39	44	54	43	43	34	39	34
All Others	36	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Communities	35	38	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	31▼	39	33	45	48	43	39	38	38	36

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

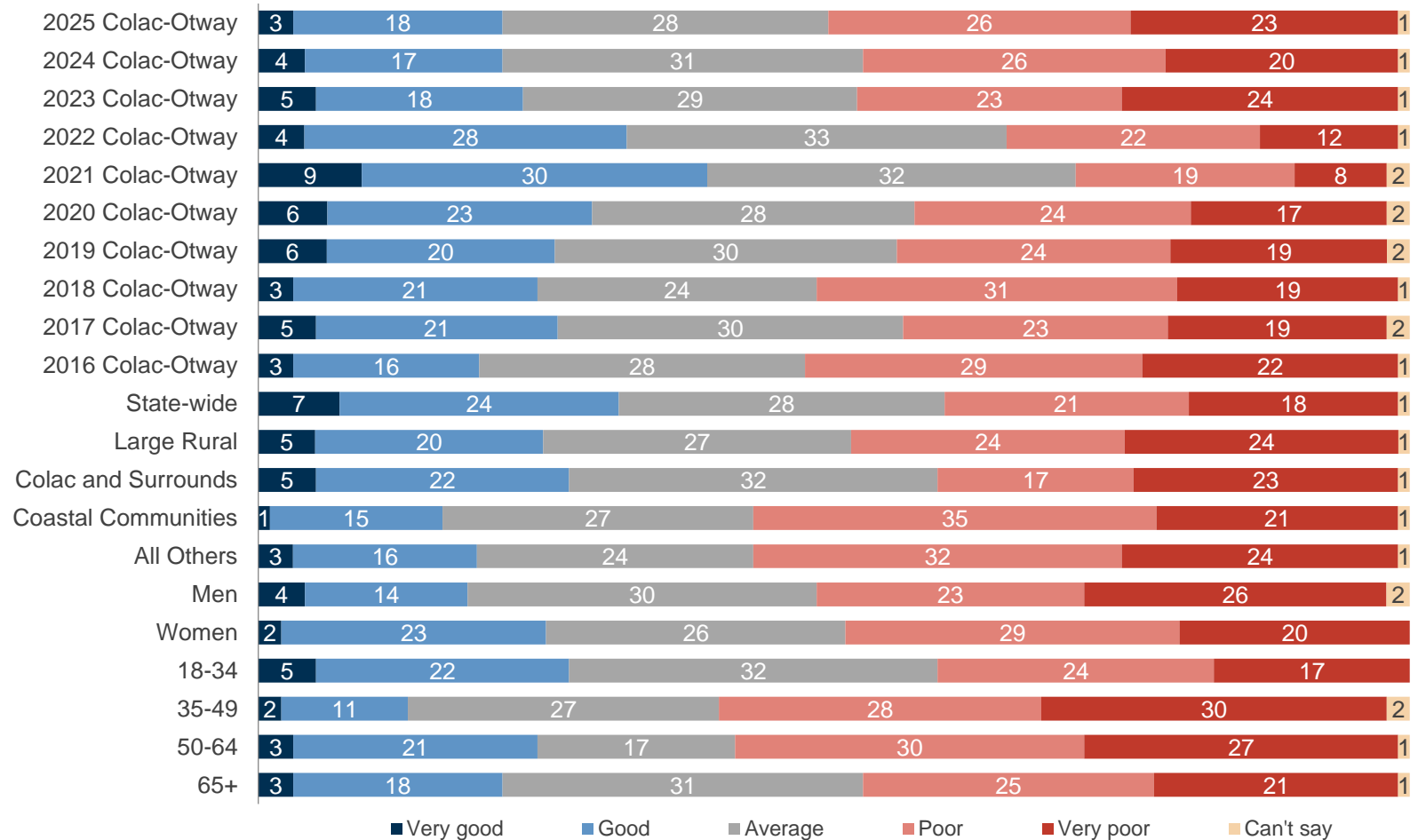
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (%)

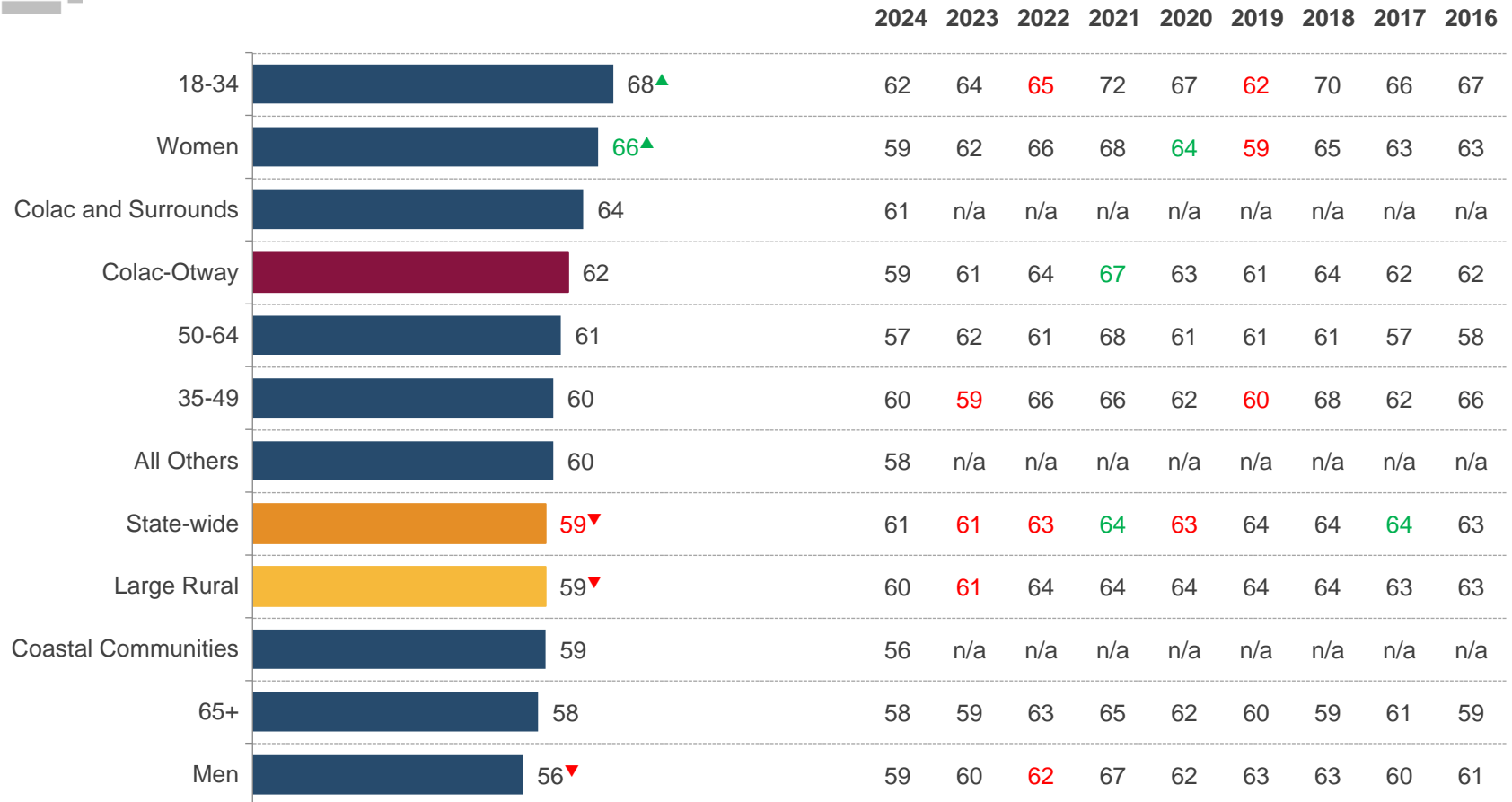




## Enforcement of local laws performance



### 2025 law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8

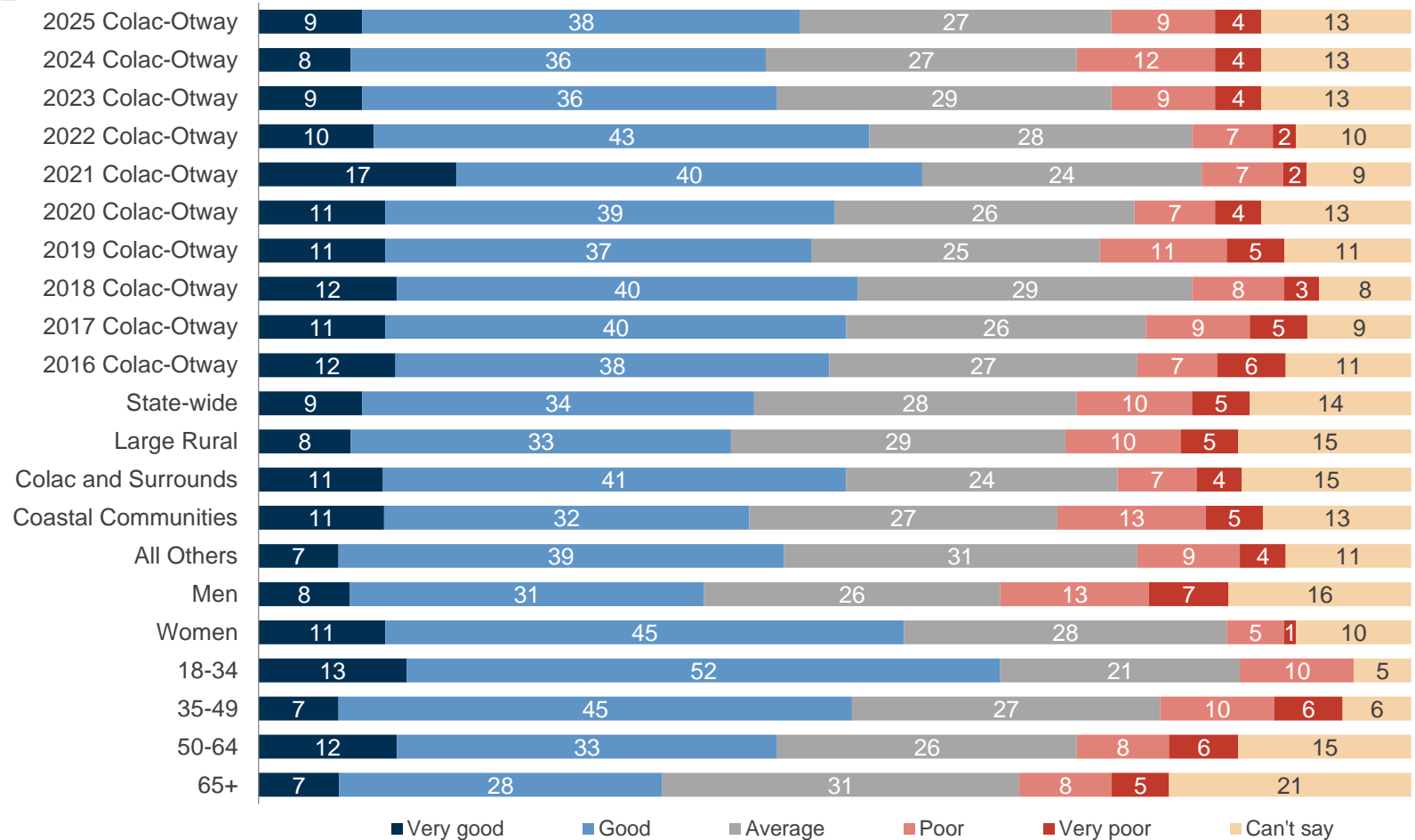
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2025 law enforcement performance (%)





# Family support services performance



## 2025 family support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	64▲	65	67	72	72	68	70	68	71	71
Colac and Surrounds	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62▲	63	63	65	66	66	67	66	67	66
Large Rural	61	62	61	64	66	64	65	65	65	64
Men	61	63	61	66	69	66	68	65	61	67
Colac-Otway	59	60	64	67	70	67	67	67	62	67
18-34	59	60	65	66	74	70	63	68	56	64
Women	58	58	66	69	71	69	66	70	64	66
All Others	57	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	56	56	64	68	64	68	62	65	64
Coastal Communities	56	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	56	64	63	64	66	68	70	56	67

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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

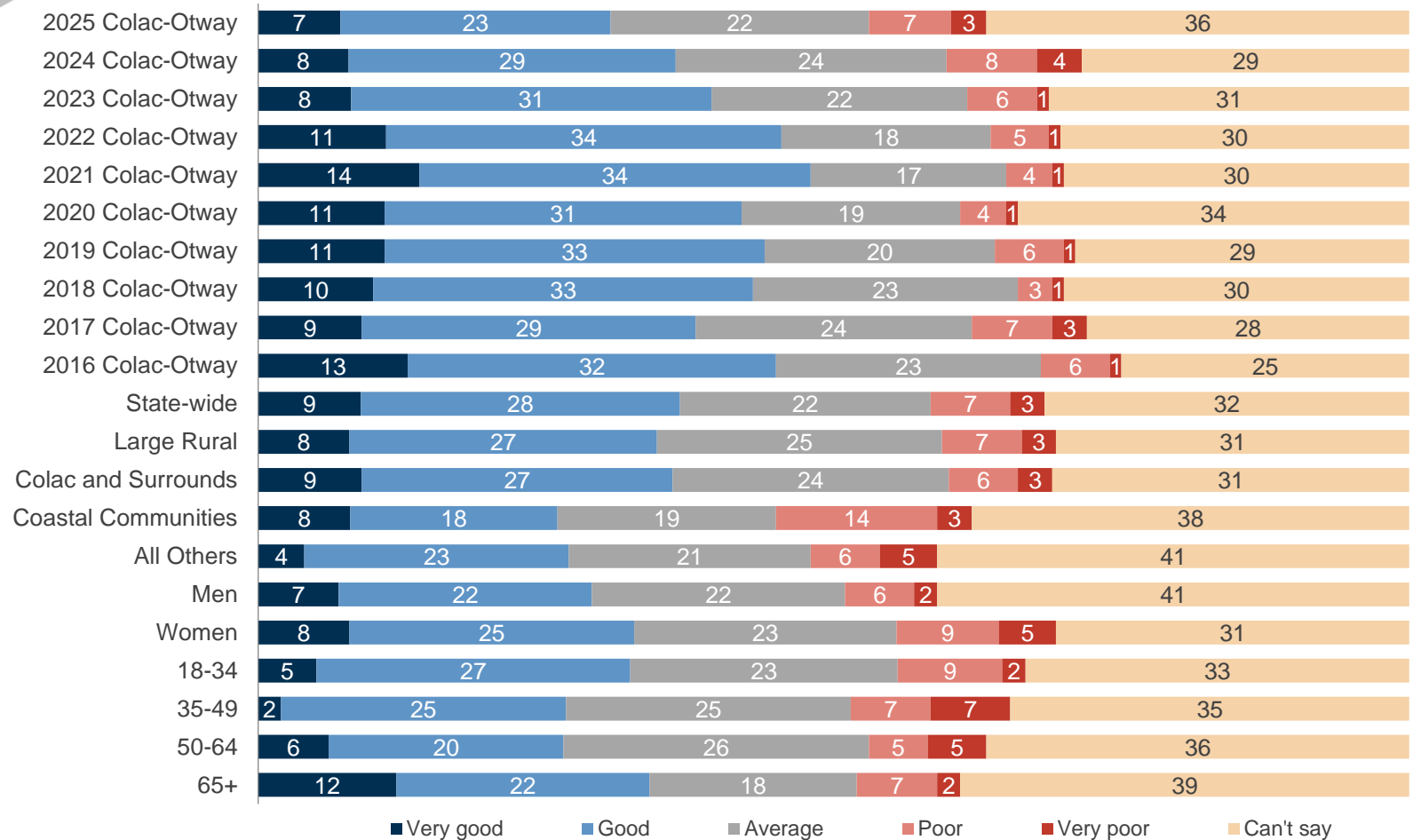




# Family support services performance



## 2025 family support performance (%)





# Elderly support services performance



## 2025 elderly support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Large Rural	63▲	62	63	65	68	67	67	67	67	66
State-wide	63▲	63	63	67	69	68	68	68	68	68
Colac and Surrounds	62	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	62	64	68	69	69	70	68	67	66
50-64	60	59	63	65	67	69	69	64	67	67
65+	60	67	68	71	73	72	73	66	73	69
Colac-Otway	59	63	66	69	69	70	69	68	67	67
35-49	58	58	64	70	61	71	73	68	62	69
18-34	58	63	64	67	69	67	61	76	65	63
Women	57	64	67	70	69	72	69	69	68	68
Coastal Communities	57	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	57	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

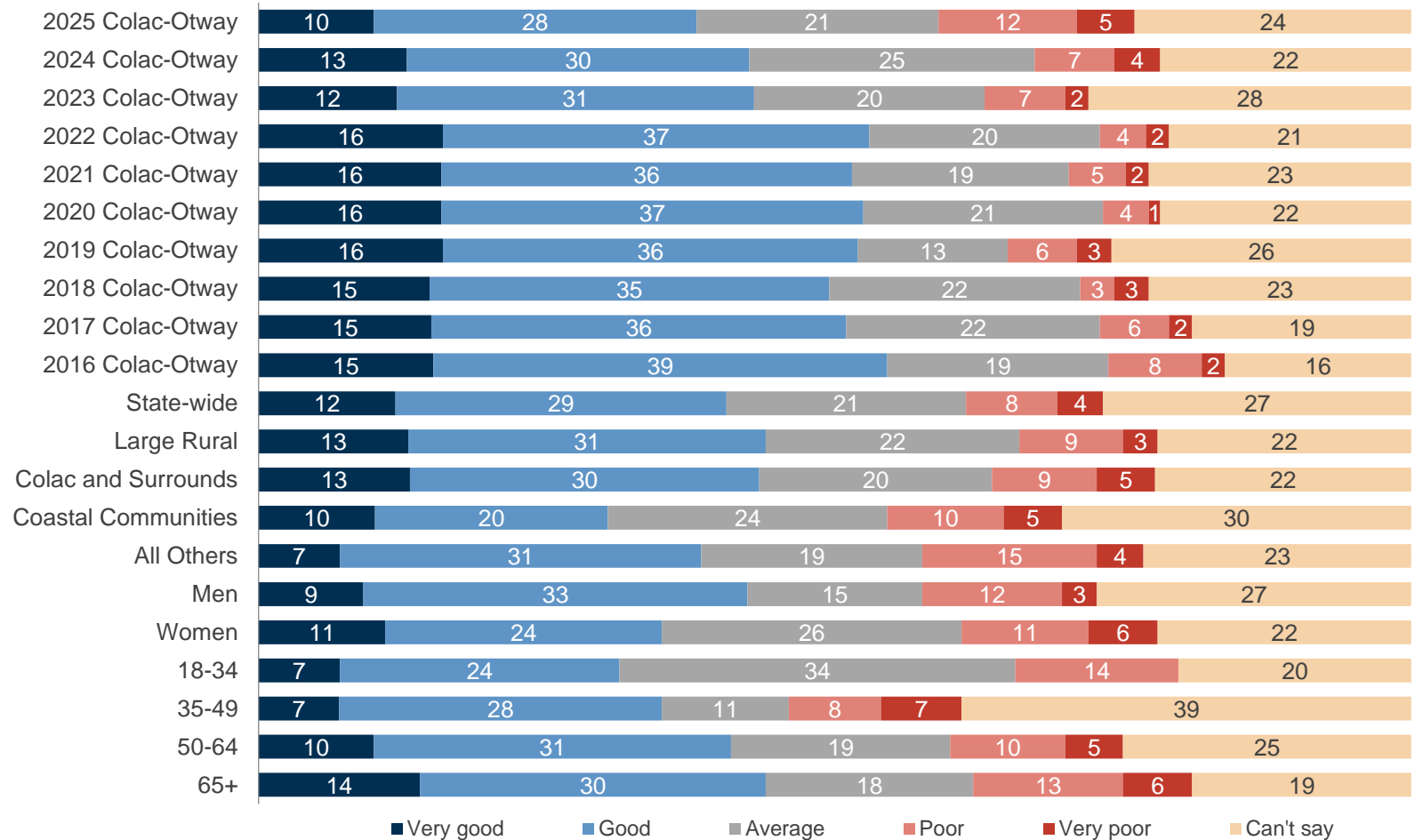
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



## 2025 elderly support performance (%)





## Recreational facilities performance



### 2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	67▲	68	68	69	71	70	70	69	70	69
Colac and Surrounds	67▲	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	63	59	65	73	60	68	68	58	60
Large Rural	65▲	64	65	66	68	67	68	66	66	65
65+	65	64	67	71	75	65	71	63	65	64
Women	64	63	64	67	72	64	66	65	58	58
Colac-Otway	62	61	63	66	72	64	67	64	59	58
All Others	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	59	61	66	71	64	69	62	59	59
50-64	59	58	59	61	69	65	67	62	58	56
35-49	55▼	55	62	63	65	67	62	61	52	50
Coastal Communities	54▼	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11

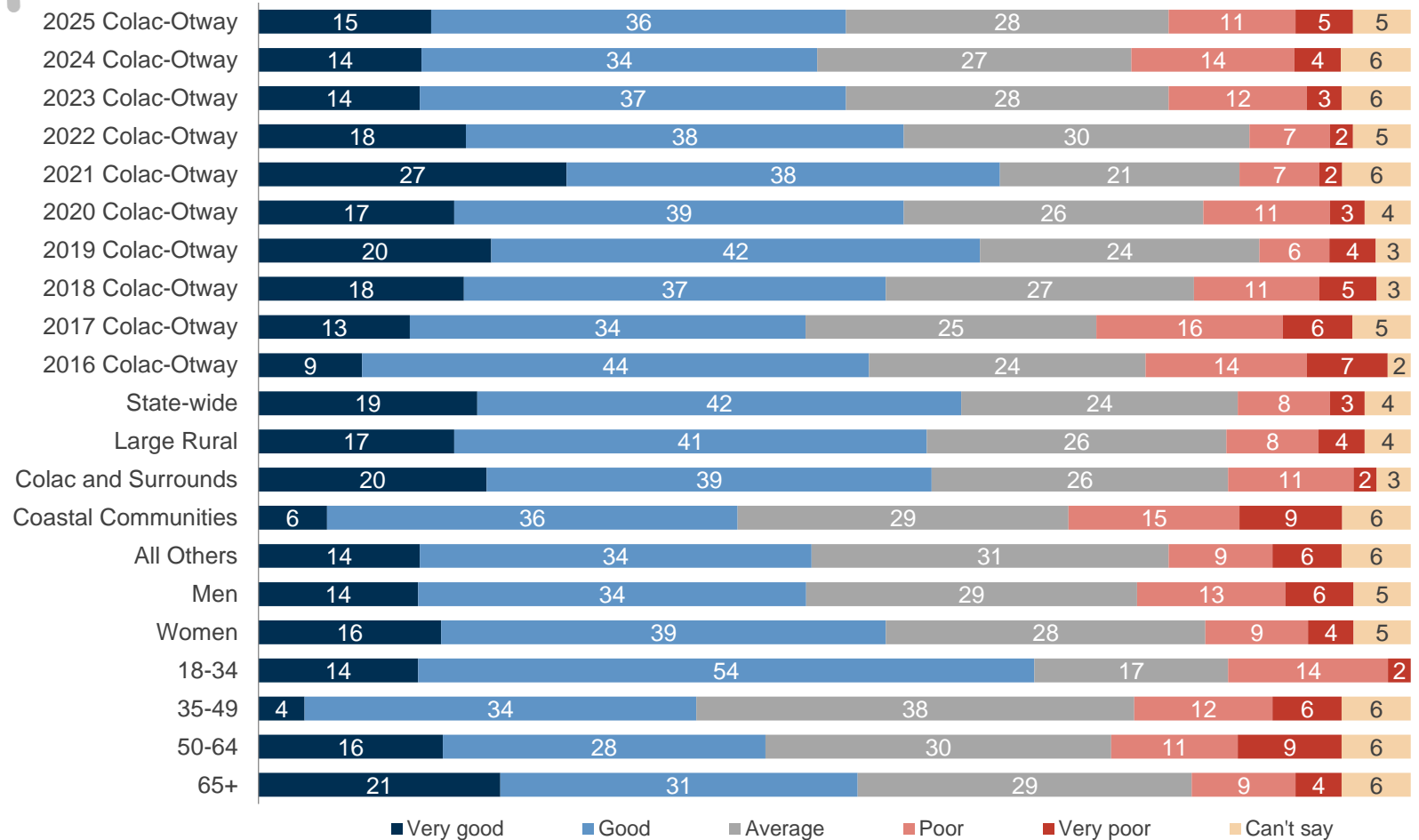
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2025 recreational facilities performance (%)





# The appearance of public areas performance



## 2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	68▲	68	67	71	73	72	72	71	71	71
Large Rural	66▲	66	65	67	70	71	70	69	69	69
65+	62	61	64	70	70	66	65	63	63	58
All Others	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	59	65	69	67	62	61	62	57	58
50-64	60	55	61	63	68	63	59	60	55	56
Colac and Surrounds	59	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	58	59	63	69	69	65	62	61	59	59
Men	56	60	60	69	70	67	63	61	60	61
18-34	55	65	64	74	71	64	63	64	59	66
35-49	54	53	60	65	63	64	59	59	56	59
Coastal Communities	53	52	n/a	n/a	n/a	n/a	n/a	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: 37 Councils asked group: 11

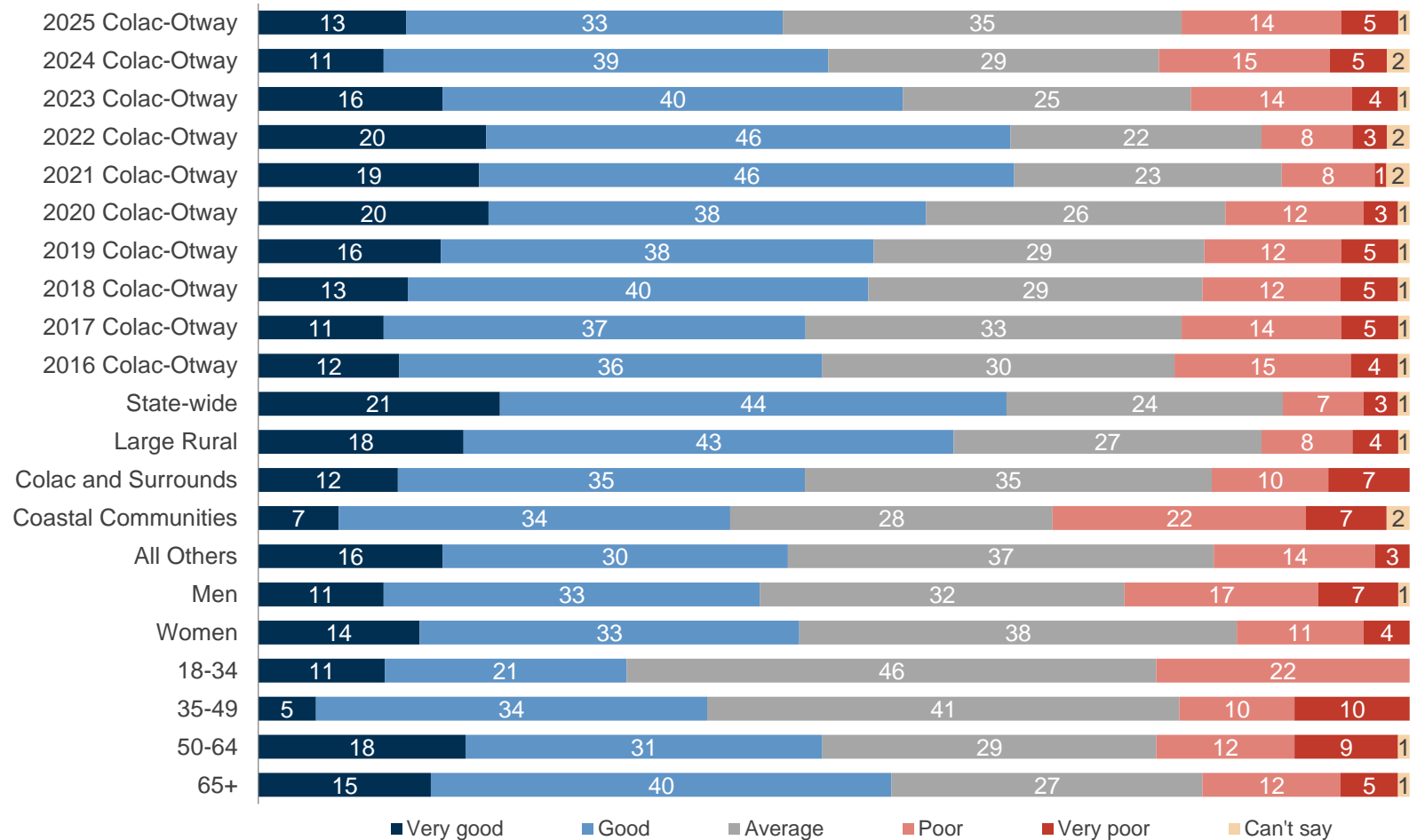
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



## 2025 public areas performance (%)





## Art centres and libraries performance



### 2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	73▲	73	73	73	73	74	74	74	73	72
35-49	71	74	74	70	72	74	75	75	67	67
Large Rural	71▲	71	69	72	73	72	73	71	70	70
All Others	69	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac and Surrounds	69	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	72	70	70	75	69	70	75	70	68
Colac-Otway	68	69	66	69	72	71	70	73	69	64
65+	68	66	67	70	73	74	71	69	69	62
Men	67	66	61	68	70	73	71	71	67	60
50-64	66	69	61	65	72	69	67	66	67	63
18-34	66	71	61	68	72	65	69	81	71	66
Coastal Communities	63	64	n/a	n/a	n/a	n/a	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: 24 Councils asked group: 7

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

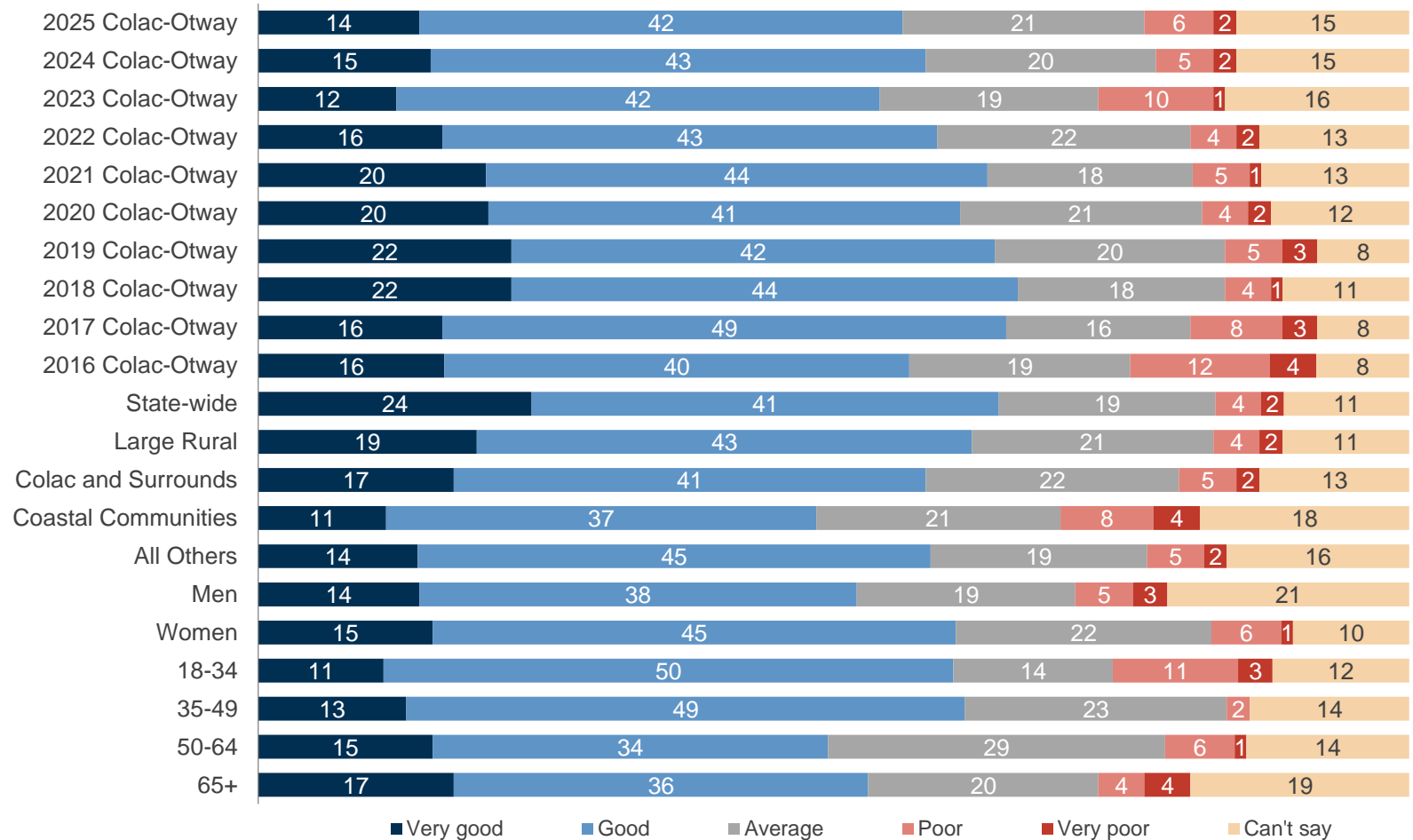




# Art centres and libraries performance



2025 art centres and libraries performance (%)





# Waste management performance



## 2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Colac and Surrounds	69▲	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	67	66	68	69	65	68	70	71	70
Women	65	65	66	67	68	64	61	64	66	65
65+	64	68	70	72	71	67	68	66	70	66
50-64	64	67	61	61	64	61	62	65	65	63
Large Rural	62	65	65	65	66	62	64	67	68	66
Colac-Otway	62	65	64	67	69	65	64	68	66	65
35-49	60	62	61	60	64	64	60	67	62	68
All Others	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	66	63	68	70	66	66	71	65	66
18-34	59	63	61	70	73	65	62	73	64	65
Coastal Communities	53▼	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

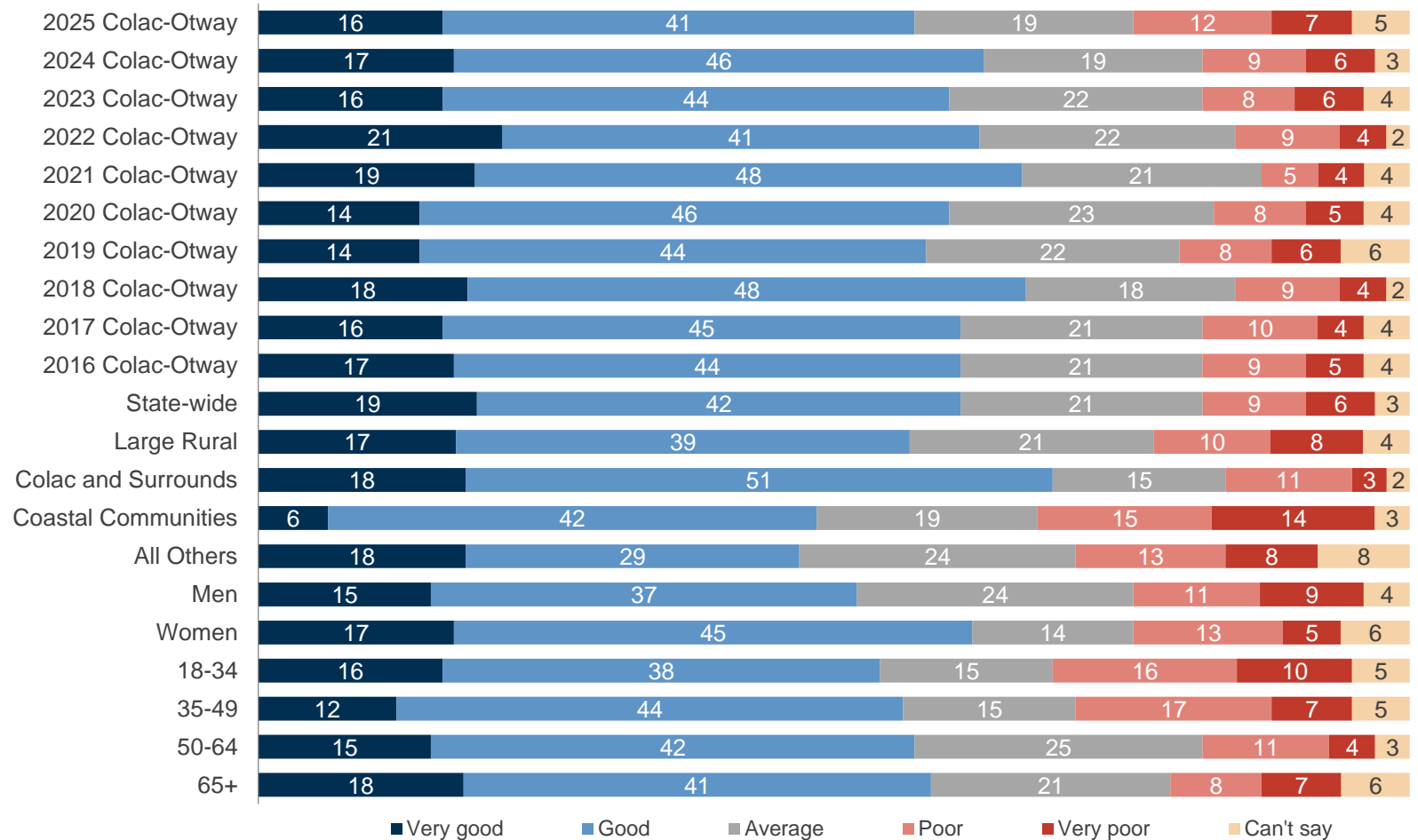
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2025 waste management performance (%)



# Business and community development and tourism performance



## 2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	56▲	57	59	60	61	59	61	60	61	60
Large Rural	55▲	55	56	58	59	61	62	61	60	59
18-34	52	54	54	65	58	59	61	70	61	63
Women	51	47	51	59	59	58	57	62	62	59
Coastal Communities	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	48	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	48	48	51	59	60	58	58	60	58	58
65+	47	46	51	59	62	59	60	57	64	56
Colac and Surrounds	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	49	55	56	60	61	54	60	54	56
Men	44	49	51	58	61	59	59	58	54	56
50-64	42	41	42	52	57	53	56	55	51	56

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

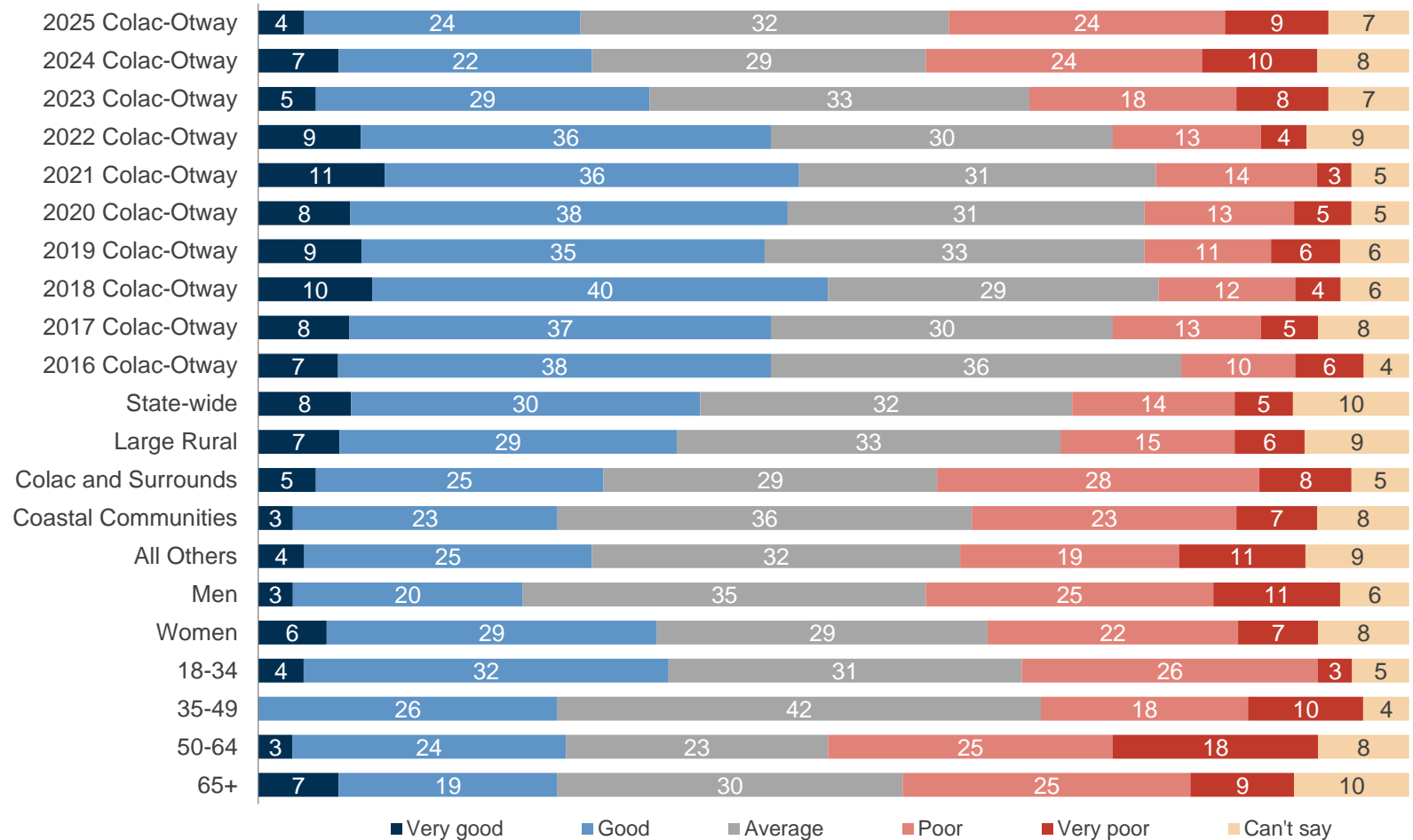
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

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

# Business and community development and tourism performance



## 2025 business/development/tourism performance (%)





# Planning and building permits performance



## 2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	43▲	45	47	50	51	51	52	52	51	50
18-34	42▲	32	28	35	40	40	43	52	39	n/a
Large Rural	41▲	41	42	46	48	49	49	49	48	50
35-49	34	30	24	39	31	34	39	43	36	n/a
Women	34	30	31	40	39	37	38	38	38	n/a
Coastal Communities	32	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	31	24	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	31	29	27	38	38	36	39	39	35	n/a
Colac and Surrounds	31	32	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	29	28	23	35	37	35	39	39	31	n/a
65+	26▼	30	30	39	43	36	37	30	36	n/a
50-64	23▼	21	22	35	32	35	37	31	28	n/a

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

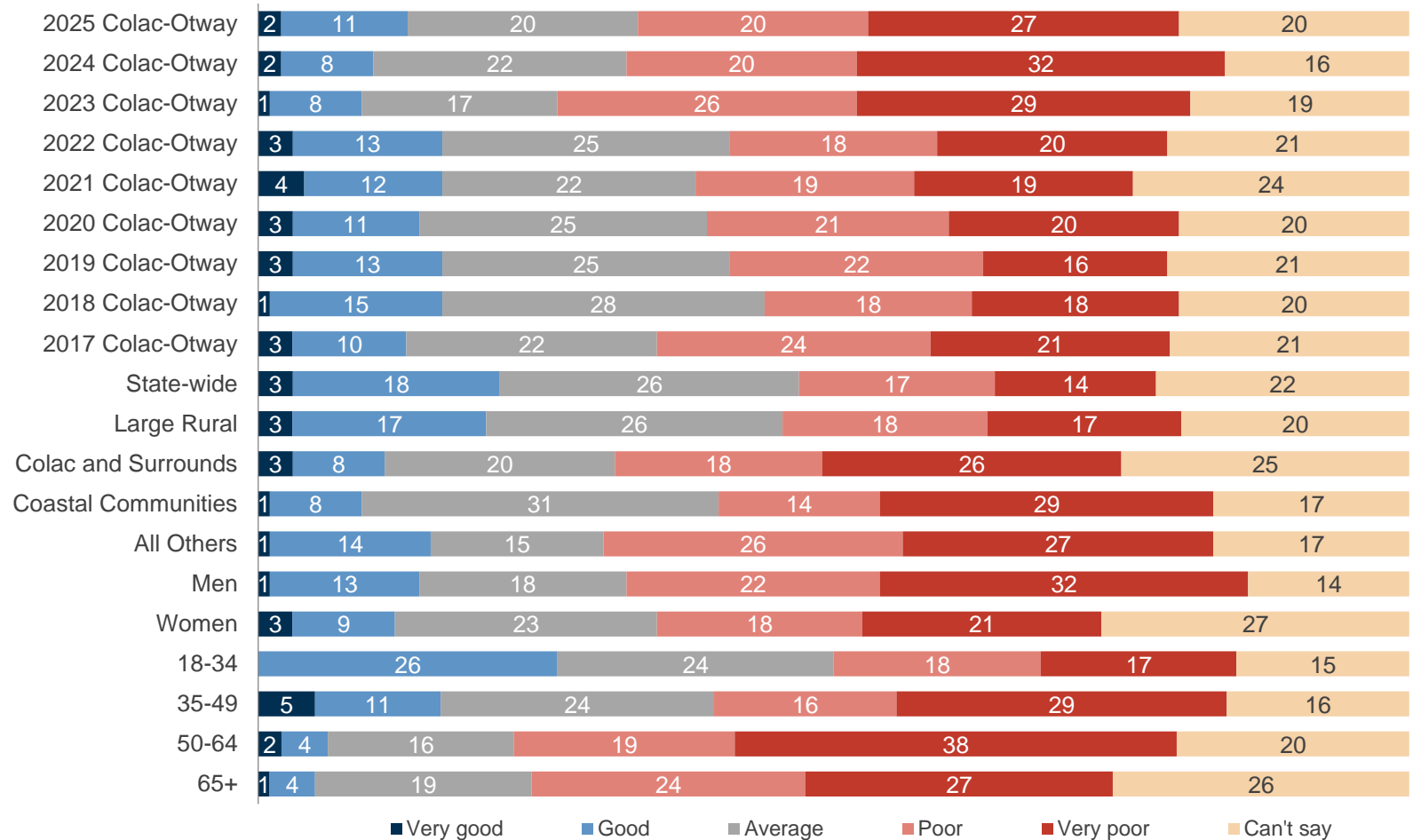
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2025 planning and building permits performance (%)





# Environmental sustainability performance



## 2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	59▲	60	60	61	62	60	62	63	64	63
Large Rural	58▲	58	58	59	61	60	61	61	62	62
35-49	57	60	58	57	59	58	59	63	56	54
Colac and Surrounds	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	54	57	56	59	60	51	57	57	57	55
Colac-Otway	52	57	56	58	62	54	58	57	56	55
65+	52	53	55	61	61	54	57	53	57	54
Men	51	57	56	58	63	58	59	58	54	56
50-64	50	54	53	52	58	52	57	53	54	54
18-34	50	61	56	59	68	54	59	61	55	59
All Others	50	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Communities	49	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

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

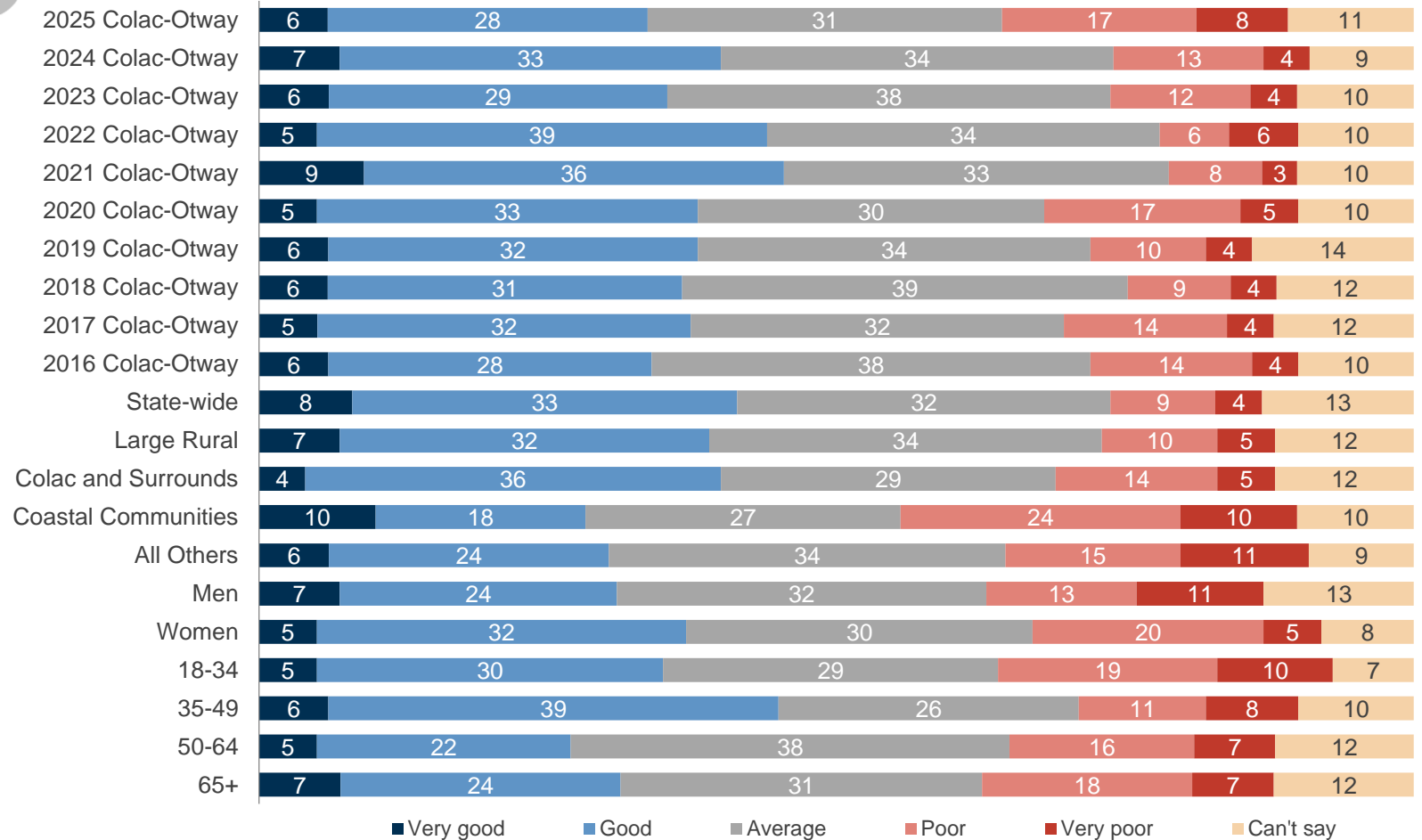




# Environmental sustainability performance



## 2025 environmental sustainability performance (%)





# Emergency and disaster management performance



## 2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Colac and Surrounds	68▲	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67▲	66	67	70	76	68	69	73	67	73
State-wide	65▲	65	65	66	71	68	72	71	70	69
Large Rural	65▲	65	64	66	71	69	72	71	70	70
65+	63	62	65	69	75	63	69	67	68	67
Colac-Otway	62	65	62	67	73	68	70	69	64	68
50-64	62	64	63	63	73	64	70	66	65	69
18-34	61	68	61	68	74	73	72	73	61	66
35-49	61	68	61	67	71	72	68	72	60	69
Coastal Communities	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	57	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57▼	64	58	65	71	68	70	66	61	62

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 9

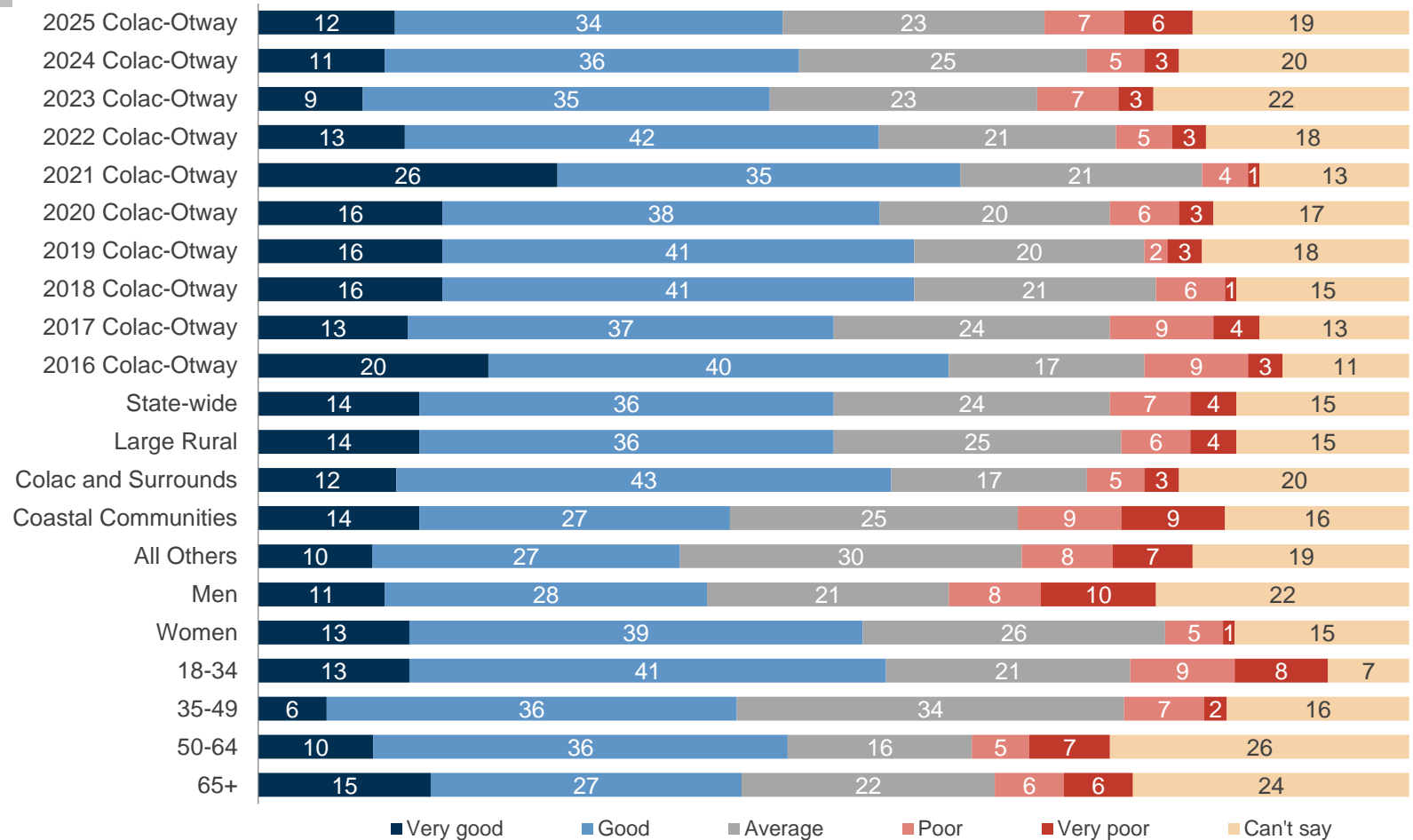
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



## 2025 emergency and disaster management performance (%)





# Maintenance of unsealed roads in your area performance



## 2025 unsealed roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	38	36	29	38	40	37	44	41	34	n/a
State-wide	38▲	36	37	41	45	44	44	43	44	43
Large Rural	36▲	34	35	39	44	42	41	41	42	43
Colac and Surrounds	35	33	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	33	31	34	37	43	36	37	34	37	n/a
Colac-Otway	32	31	32	37	44	36	39	36	37	n/a
65+	32	31	37	39	48	39	37	34	41	n/a
Men	32	31	31	37	45	36	41	39	36	n/a
All Others	31	26	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Communities	31	36	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	30	26	29	32	41	32	36	37	38	n/a
50-64	28	31	28	39	43	35	38	34	31	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: 28 Councils asked group: 12

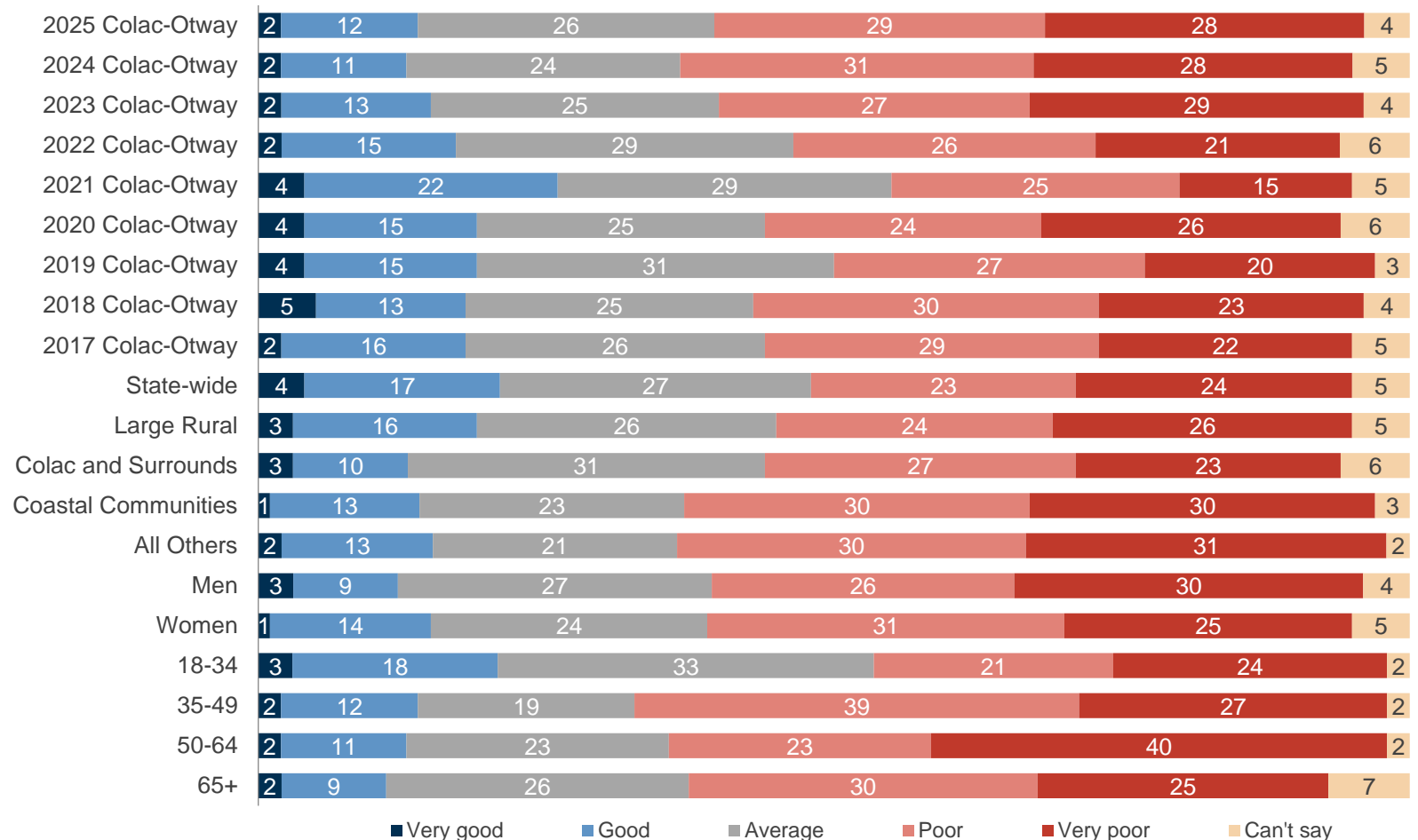
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



## 2025 unsealed roads performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering. The background of the entire page is white.

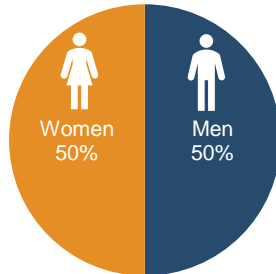
# **Detailed demographics**



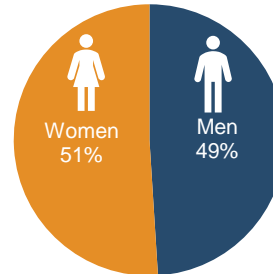
## Gender and age profile

### 2025 gender

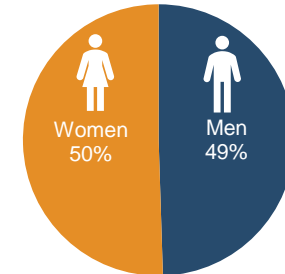
Colac-Otway



Large Rural

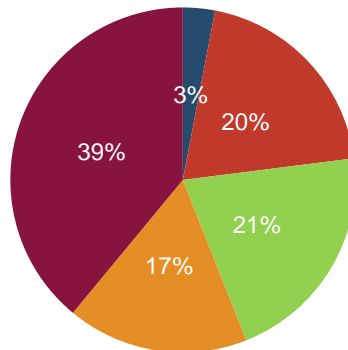


State-wide

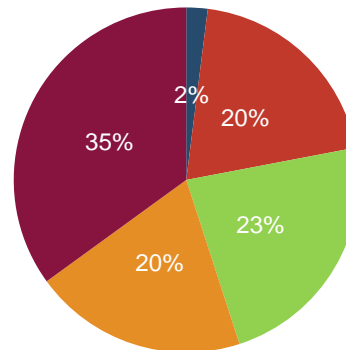


### 2025 age

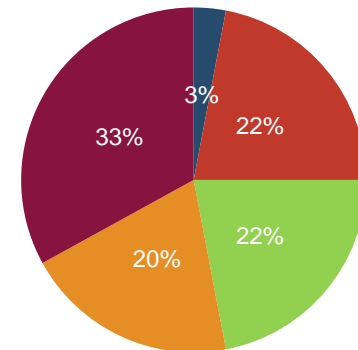
Colac-Otway



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. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

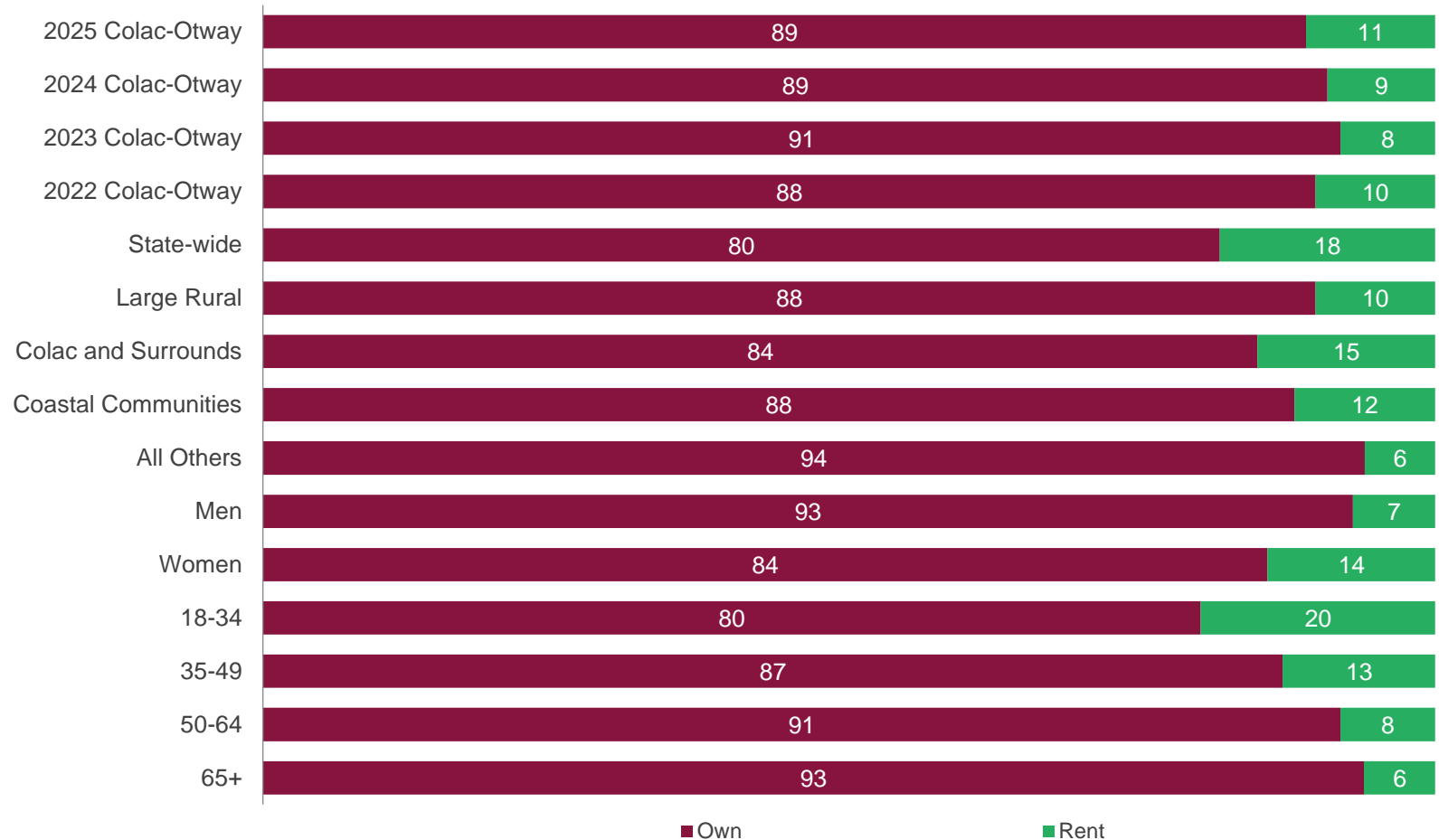
An "Other" option has been included for gender, hence the results may not add to 100%.

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

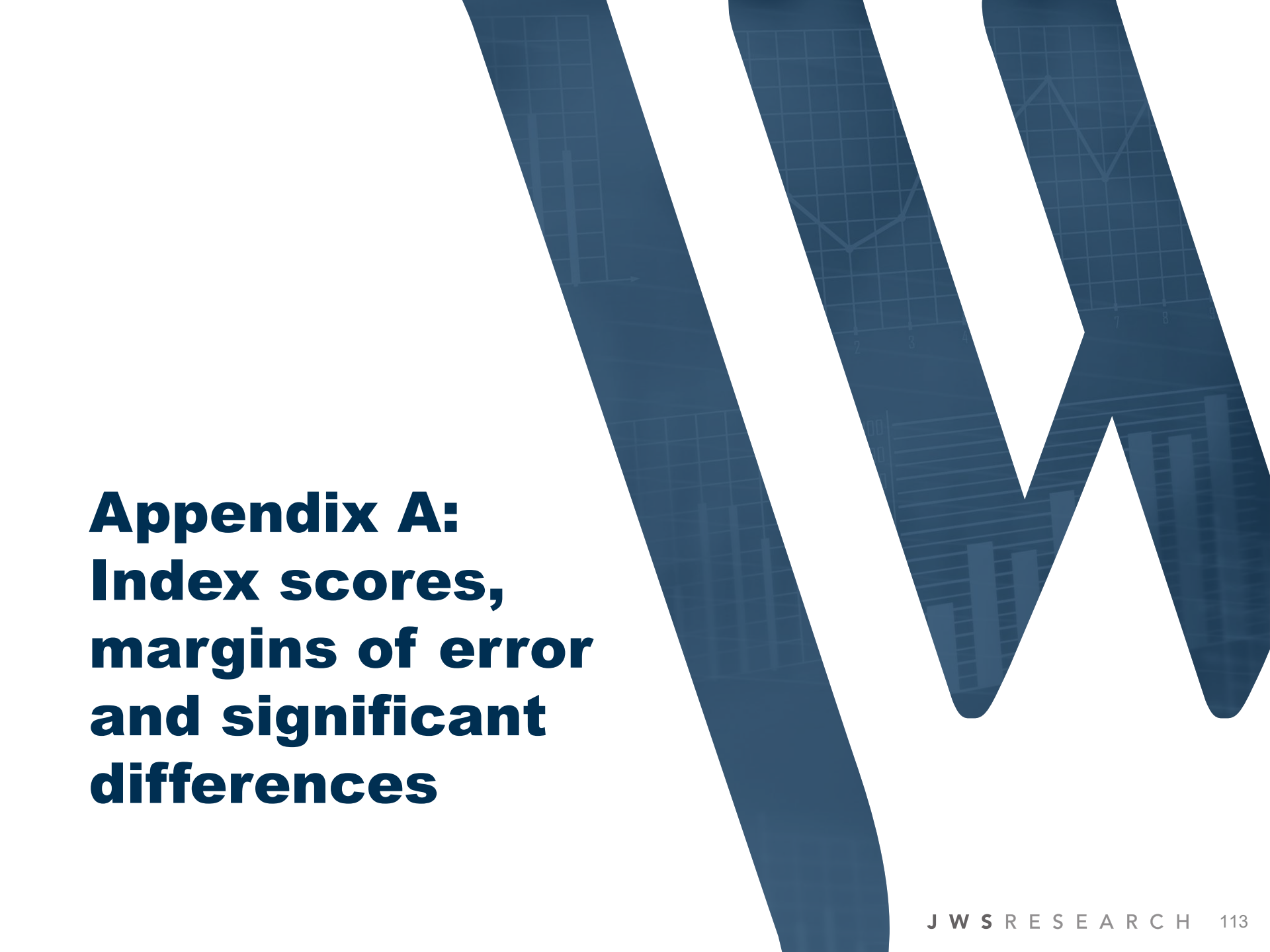


# Home ownership

## 2025 home ownership (%)







# **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

*Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.*



## Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Colac-Otway Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Colac-Otway Shire Council	401	400	+/-4.8
Men	201	200	+/-6.9
Women	200	200	+/-6.9
Colac and Surrounds	175	167	+/-7.4
Coastal Communities	83	84	+/-10.8
All Others	143	149	+/-8.2
18-34 years	43	93	+/-15.1
35-49 years	48	85	+/-14.3
50-64 years	93	67	+/-10.2
65+ years	217	156	+/-6.6



## Appendix A: Index score significant difference calculation

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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

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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 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

The 2025 results are compared with previous years, as detailed below:

- 2024, n=400 completed interviews, conducted in the period of 29<sup>th</sup> January – 18<sup>th</sup> March.
- 2023, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=401 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

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 53% mobile phone numbers to cater to the diversity of residents within Colac-Otway Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Colac-Otway Shire Council. Survey fieldwork was conducted in the period of 28<sup>th</sup> January – 16<sup>th</sup> March, 2025.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 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 2012-2025 vary slightly.

### Council Groups

Colac-Otway Shire Council is classified as a Large Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for Colac-Otway Shire Council for this 2025 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:

# Core, optional and tailored questions

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### 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 2025 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 2025 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

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### Reporting

Every council that participated in the 2025 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

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

**CSS:** 2025 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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