LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY CORANGAMITE SHIRE COUNCIL 2014

RESEARCH REPORT

COORDINATED BY DEPARTMENT OF TRANSPORT, PLANNING AND LOCAL INFRASTRUCTURE ON BEHALF OF VICTORIAN COUNCILS



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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2014 State-wide Local Government Community Satisfaction Survey for Corangamite Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional and participating councils have a range of choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Corangamite Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Corangamite Shire Council.

Survey sample matched to the Corangamite Shire Council was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents in the Council, particularly younger people.

A total of n=400 completed interviews were achieved in Corangamite Shire Council. Survey fieldwork was conducted in the period of 31 January – 11 March 2014.

The 2013 results against which 2014 results are compared involved a total of n=400 completed interviews in Corangamite Shire Council conducted in the period of 1 February – 24 March, 2013.

The 2012 results against which results are compared involved a total of n=401 completed interviews in Corangamite Shire Council conducted in the period of 4 May – 30 June 2012.

SURVEY METHODOLOGY AND SAMPLING

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 Corangamite 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.

SURVEY METHODOLOGY AND SAMPLING

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue 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 <u>higher</u> than the overall result for the council.
- The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in red indicate a significantly lower result than in 2013, for example, below the result among 18-34 year olds in the council is significantly <u>lower</u> than the result achieved among this group in 2013. Results shown in blue indicate a significantly higher result than in 2013, for example, below the result among 35-49 year olds is significantly <u>higher</u> than the result achieved among this group in 2013.

54🖖



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B

50-64

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FURTHER INFORMATION

Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in <u>Appendix B</u>, including:

- Background and objectives
- Margins of error
- Analysis and reporting
- Glossary of terms

Contacts

For further queries about the conduct and reporting of the 2014 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



- Corangamite continues to perform well across the board scoring in the positive range of the ratings spectrum on all core performance measures, as well as on the vast majority of individual service areas. Ratings on core performance measures are largely consistent with last year's results, remaining within a two-point swing in either direction.
- Corangamite significantly outperforms state and group averages on all five core performance areas and most individual service areas tested.
- Overall job performance ratings remain strong, staying within one point of last year's results (index score of 66 in 2014 and 67 in 2013). Ratings have held at similar levels for the past three years. Two-thirds (63%) of residents believe the Council is doing a good job, 5% rate the council negatively for the job it is doing, and another 31% award the Council average ratings.

- Council direction numbers have steadily increased since 2012 (by two points a year), starting with an index score of 56 in 2012 and reaching a score of 60 this year. Residents are five times more likely to believe council performance has improved (25%) than declined (5%). Most believe performance has stayed the same (66%) in the past year. 84% of residents believe the council is generally headed on the right track.
- Perceptions of Council **customer service** are highest, increasing two points in the past year to an index score of 76. Corangamite outperforms the group average for other large rural shires by 8 points in this area (68), and the State wide average by a significant 4 points (72).
- Perceptions of community consultation (index score of 65, compared to 67 in 2013) and advocacy (61, compared to 63 in 2013) efforts are positive and are each within two points of last year's results.

- The Council is performing well in most **individual service areas**. In fact, performance ratings on individual services are all 50 or above, with the exception of sealed roads (index score of 38), unsealed roads (40), and slashing and weed control (45, -5 from 2013).
- Corangamite performs best when it comes to elderly support services (78), recreational facilities (77, +3 from 2013), appearance of public areas (76), and family support services (75). Corangamite performs in the 70s on almost half (10) of the individual service areas tested.
- While Corangamite outperforms state and group averages in most service areas, it drops below averages when it comes to the condition of sealed local roads, the maintenance of unsealed roads and slashing and weed control. Sealed road maintenance is in fact spontaneously considered the area most in need of improvement by area residents.

ADDITIONAL CONSIDERATIONS

- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- Please note that the category descriptions for the coded open ended responses are summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

Highest results in 2014

- Elderly support services
- Recreational facilities
- Customer service

Lowest results in 2014

- Sealed roads
- Unsealed roads
- Overall council direction

Most favourably disposed towards Council

Adults aged 65+

Least favourably disposed towards Council

Adults under 50



2014 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

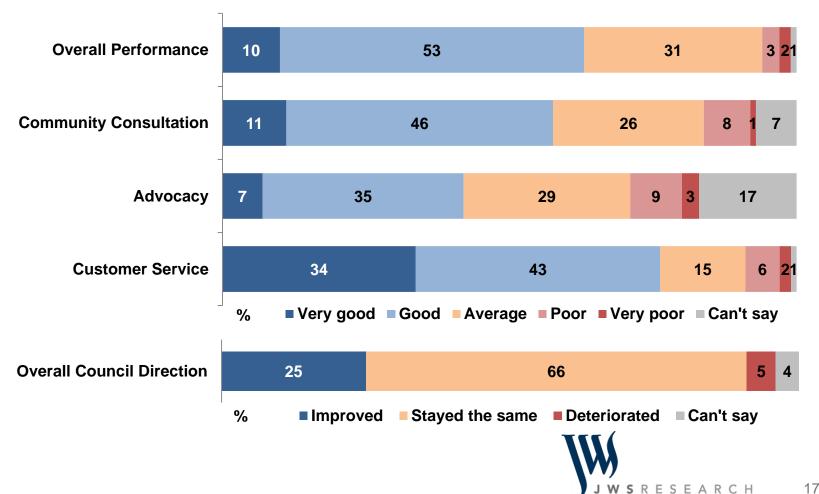
Performance Measures	Corangamite 2012	Corangamite 2013	Corangamite 2014	Large Rural Shires 2014	State-wide 2014
OVERALL PERFORMANCE	65	67	66	57	61
COMMUNITY CONSULTATION (Community consultation and engagement)	65	67	65	55	57
ADVOCACY (Lobbying on behalf of the community)	61	63	61	54	56
CUSTOMER SERVICE	74	74	76	68	72
OVERALL COUNCIL DIRECTION	56	58	60	51	53



2014 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

Performance Measures	Corangamite 2014	vs. Corangamite 2013	vs. Large Rural Shires 2014	vs. State- wide 2014	Highest score amongst	Lowest score amongst
OVERALL PERFORMANCE	66	1 points lower	9 points higher	5 points higher	65+ year olds	North
COMMUNITY CONSULTATION (Community consultation and engagement)	65	2 points lower	10 points higher	8 points higher	65+ year olds	35-49 year olds
ADVOCACY (Lobbying on behalf of the community)	61	2 points lower	7 points higher	5 points higher	65+ year olds	18-34 year olds
CUSTOMER SERVICE	76	2 points higher	8 points higher	4 points higher	Southern	18-34 year olds
OVERALL COUNCIL DIRECTION	60	2 points higher	9 points higher	7 points higher	North	18-34 year olds

2014 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



INDIVIDUAL SERVICE AREAS SUMMARY KEY RESULTS

Highest results in 2014

- Elderly support services (78)
- Recreational facilities (77)

Lowest results in 2014

- Sealed roads (38)
- Unsealed roads (40)

Most favourably disposed towards Council

• Adults aged 65+

Least favourably disposed towards Council

Adults under 50

INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than the statewide average

-Consultation & engagement

- -Lobbying
- -Informing the community
- -Local streets & footpaths
- -Enforcement of local laws
- -Family support services
- -Elderly support services
- -Disadvantaged support serv.
- -Recreational facilities
- -Appearance of public areas
- -Community & cultural
- -Town planning policy
- -Planning permits
- -Environmental sustainability
- -Emergency & disaster mngt
- -Community decisions
- Tourism development

- -Art centres & libraries
- -Slashing & weed control
- -Unsealed roads
- -Sealed roads

Significantly lower than the statewide average

INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS GROUP AVERAGE

Significantly higher than the group average

-Consultation & engagement

- -Lobbying
- -Informing the community
- -Local streets & footpaths
- -Enforcement of local laws
- -Family support services
- -Elderly support services
- -Disadvantaged support serv.
- -Recreational facilities
- -Appearance of public areas
- -Community & cultural
- -Town planning policy
- -Planning permits
- -Environmental sustainability
- -Community decisions
- -Business & community dev.
- Tourism development

- -Slashing & weed control
- -Unsealed roads
- -Sealed roads

Significantly lower than the group average

2014 PERFORMANCE SUMMARY

	2014	2013	2012
Elderly support services	78	78	74
Recreational facilities	77	74	75
Appearance of public areas	76	75	75
Family support services	75	74	72
Emergency & disaster mngt	74	73	73
Art centres & libraries	73	n/a	n/a
Disadvantaged support serv.	72	n/a	n/a
Community & cultural	72	73	68
Waste management	72	70	71
Informing the community	70	69	66
Tourism development	69	n/a	n/a
Enforcement of local laws	68	68	67
Environmental sustainability	67	67	67
Consultation & engagement	65	67	65
Town planning policy	64	n/a	n/a
Community decisions	64	n/a	n/a
Business & community dev.	64	n/a	n/a
Local streets & footpaths	62	58	60
Lobbying	61	63	61
Planning permits	56	58	57
Slashing & weed control	45	50	57
Unsealed roads	40	40	45
Sealed roads	38	n/a	n/a

Base: All respondents.

2014 PERFORMANCE SUMMARY BY COUNCIL GROUP

Top Five Highest Performing Service Areas (Highest to Lowest, i.e. #1 – Highest Performing)

Corangamite Shire Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
 Elderly support services Recreational facilities Appearance of public areas Family support services Emergency & disaster mngt 	 Art centres & libraries Waste management Recreational facilities Appearance of public areas Community & cultural 	 Art centres & libraries Waste management Emergency & disaster mngt Recreational facilities Family support services 	 Art centres & libraries Emergency & disaster mngt Appearance of public areas Waste management Recreational facilities 	 Appearance of public areas Art centres & libraries Elderly support services Waste management Community & cultural 	 Art centres & libraries Emergency & disaster mngt Appearance of public areas Waste management Elderly support services

2014 PERFORMANCE SUMMARY BY COUNCIL GROUP

Bottom Five Lowest Performing Service Areas

(Lowest to Highest, i.e. #1 – Lowest Performing)

Corangamite Shire Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
 Sealed roads Unsealed roads Slashing & weed control Planning permits Lobbying 	 Planning permits Population growth Tourism development Town planning policy Parking facilities 	 Unsealed roads Planning permits Town planning policy Lobbying Traffic management 	 Unsealed roads Parking facilities Sealed roads Planning permits Town planning policy 	 Unsealed roads Sealed roads Slashing & weed control Planning permits Town planning policy 	 Sealed roads Unsealed roads Slashing & weed control Population growth Local streets & footpaths

POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY

BEST THINGS

- -Councillors
- -Recreational/ Sporting Facilities

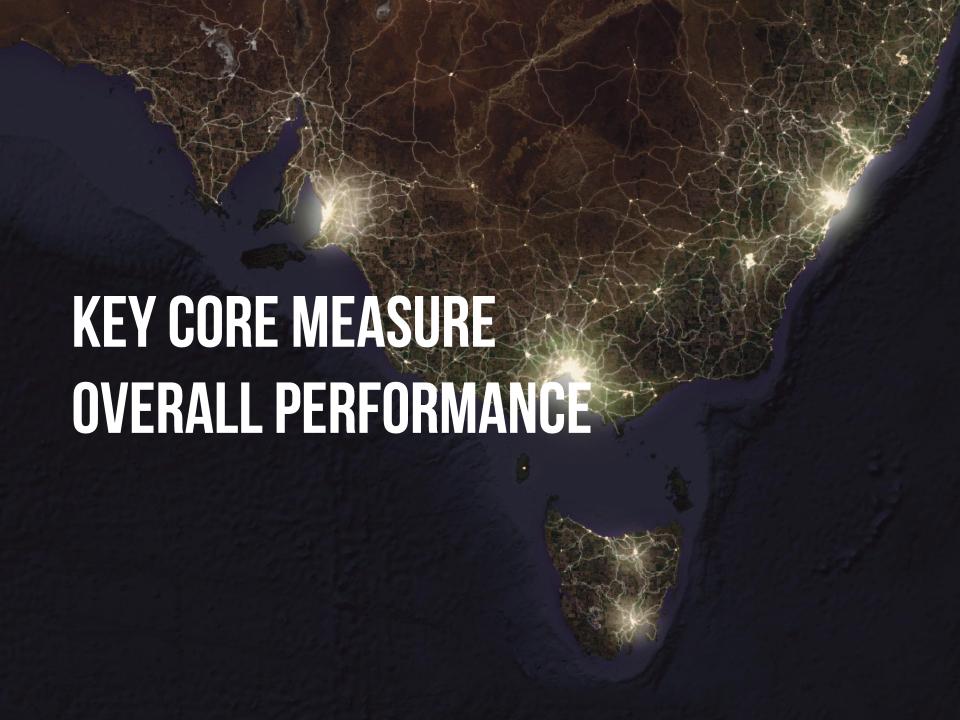
-Sealed road maintenance

AREAS FOR IMPROVEMENT

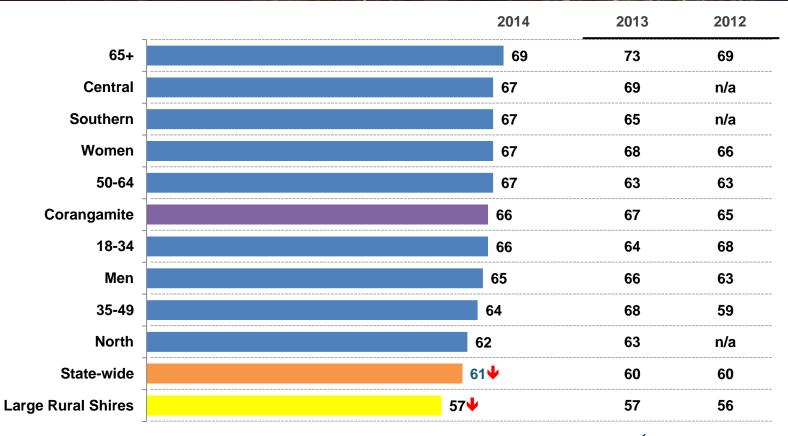
- Sealed road maintenance is by far the biggest concern plaguing residents; unprompted 42% volunteer sealed road maintenance as the area in greatest need of improvement; improvement of nature strips trails distantly with 11% of mentions.
- By comparison, 17% volunteer the Shire's top attribute, as 'councillors', followed by recreational facilities at 11%.

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OVERALL PERFORMANCE INDEX SCORES

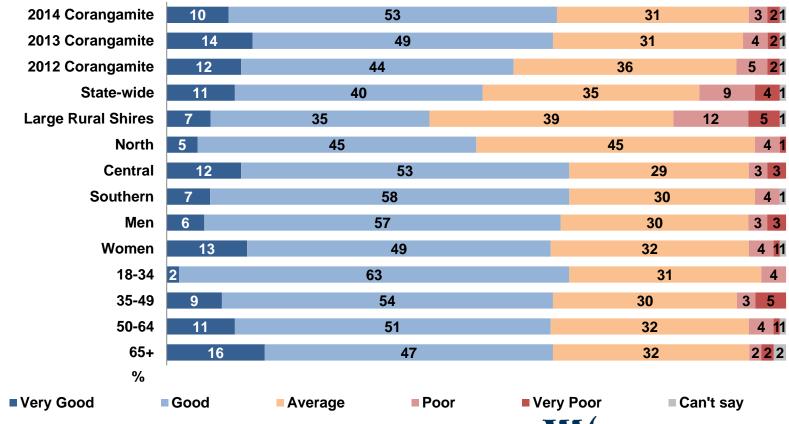


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Corangamite Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked statewide: 67 Councils asked group: 17



OVERALL PERFORMANCE DETAILED PERCENTAGES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Corangamite 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 statewide: 67 Councils asked group: 17



CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Corangamite Shire Council

• 66%, up 7 points on 2013

Most contact with Corangamite Shire Council

Aged 35-49 years

Least contact with Corangamite Shire Council

Aged 65+ years

Customer Service rating

• Index score of 76, up 2 points on 2013

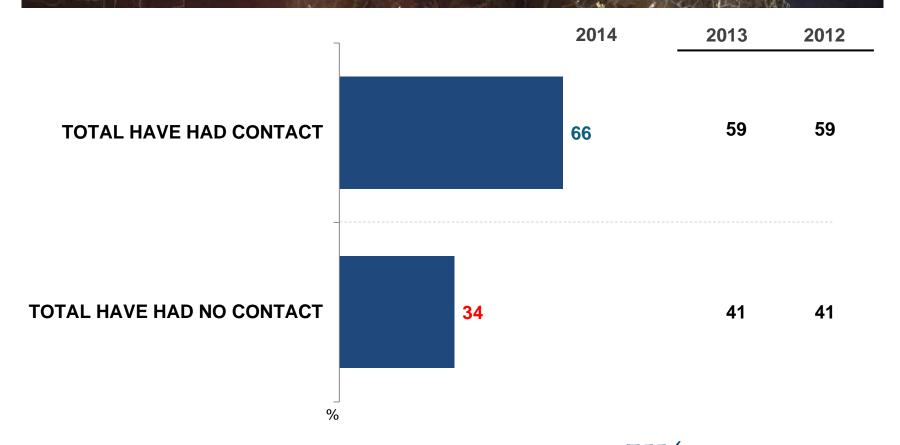
Most satisfied with Customer Service

Southern

Least satisfied with Customer Service

Aged 18-34 years

2014 CONTACT WITH COUNCIL LAST 12 MONTHS

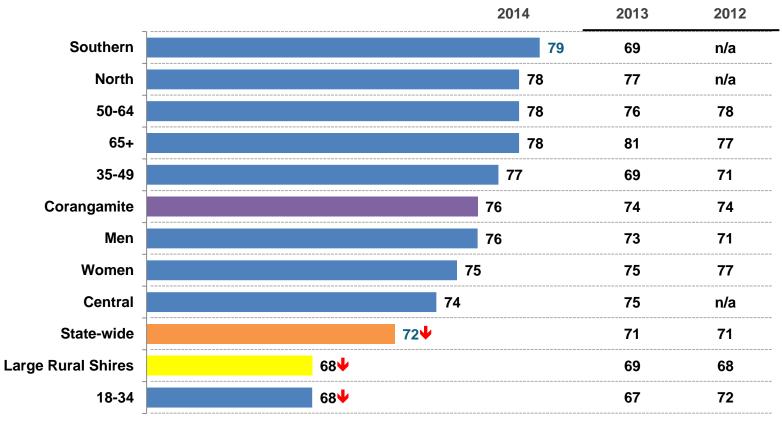


Q5. Over the last 12 months, have you or any member of your household had any contact with Corangamite Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked statewide: 54 Councils asked group: 16

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2014 CONTACT CUSTOMER SERVICE INDEX SCORES

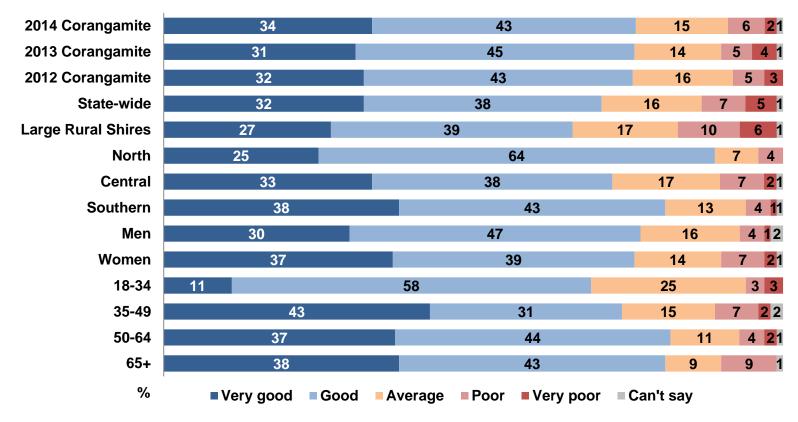


Q5c. Thinking of the most recent contact, how would you rate Corangamite Shire Council for customer service? Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months. Councils asked statewide: 67 Councils asked group: 17



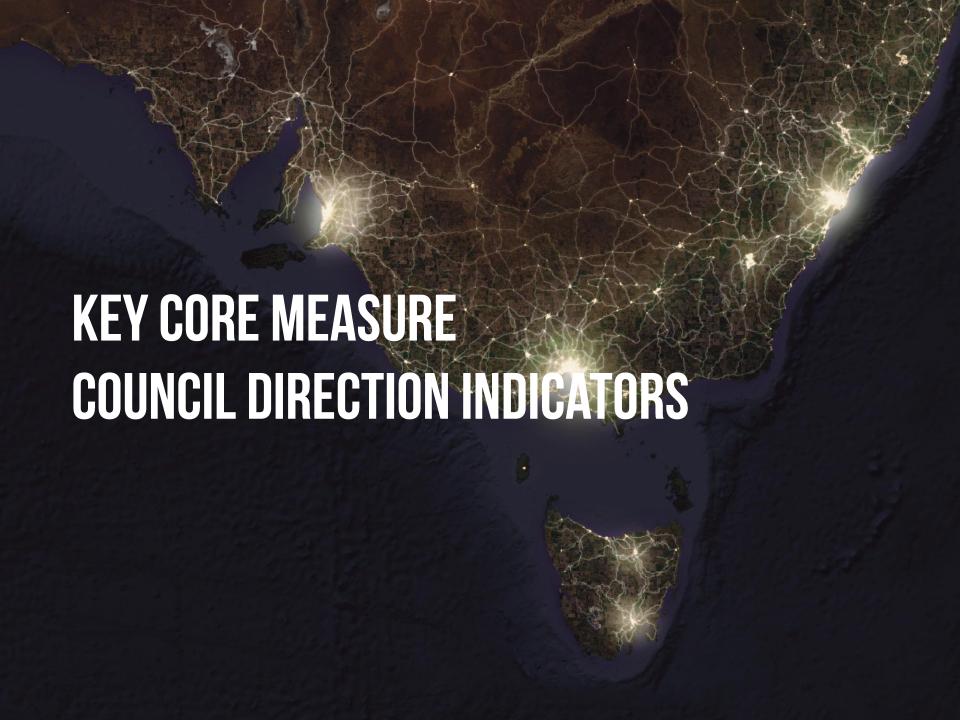
2014 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES



Q5c. Thinking of the most recent contact, how would you rate Corangamite Shire Council for customer service? Please keep in mind we do NOT mean 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 statewide: 67 Councils asked group: 17





COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months

- 66% stayed about the same, up 2 points on 2013
- 25% improved, up 1 point on 2013
- 5% deteriorated, down 4 points on 2013

Most satisfied with Council Direction

North

Least satisfied with Council Direction

Aged 18-34 years

Room for improvement

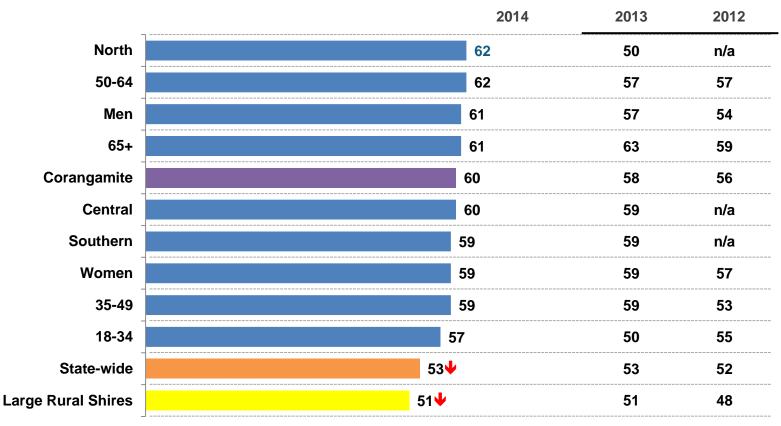
95% net room for improvement, up 2 points on 2013 (38% a lot, down 7 points on 2013)
(57% a little, up 8 points on 2013)

Direction Corangamite Shire Council is headed

- 84% right direction, up 3 points on 2013
- 10% wrong track, down 1 point on 2013



2014 OVERALL CORANGAMITE SHIRE COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES

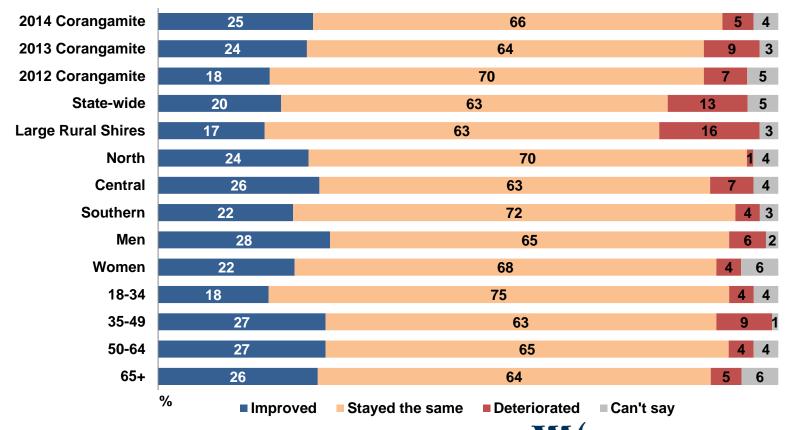


Q6. Over the last 12 months, what is your view of the direction of Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 17



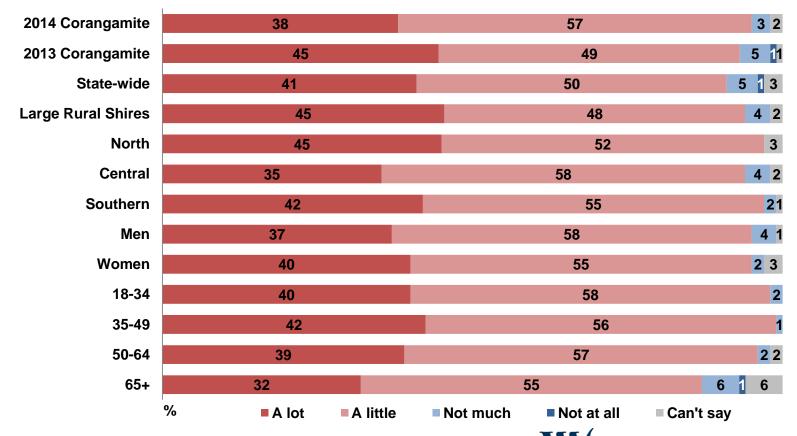
2014 OVERALL COUNCIL DIRECTION LAST 12 MONTHS DETAILED PERCENTAGES



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



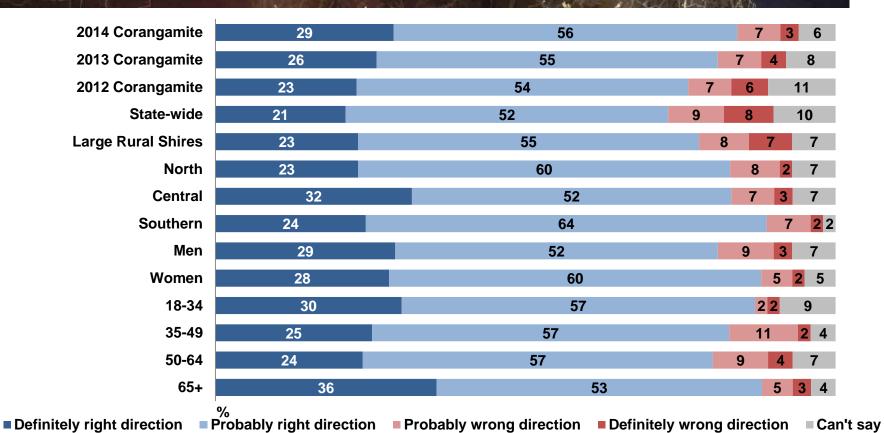
2014 ROOM FOR IMPROVEMENT DETAILED PERCENTAGES



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



2014 RIGHT/WRONG DIRECTION DETAILED PERCENTAGES

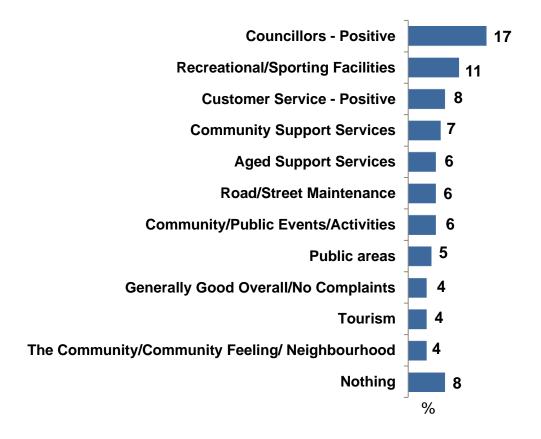


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction? Base: All respondents. Councils asked statewide: 13 Councils asked group: 2





2014 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES (TOP ISSUES OR SERVICES)

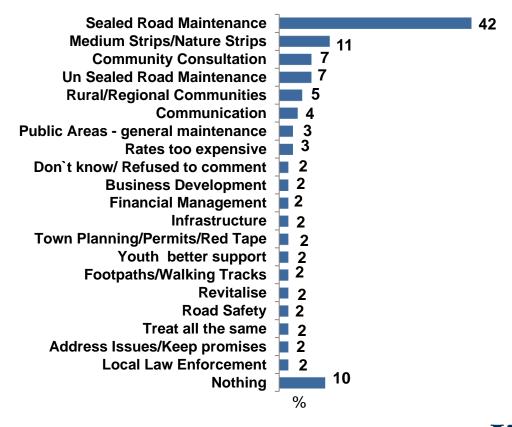


Q16. Please tell me what is the ONE BEST thing about Corangamite Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked statewide: 28 Councils asked group: 8



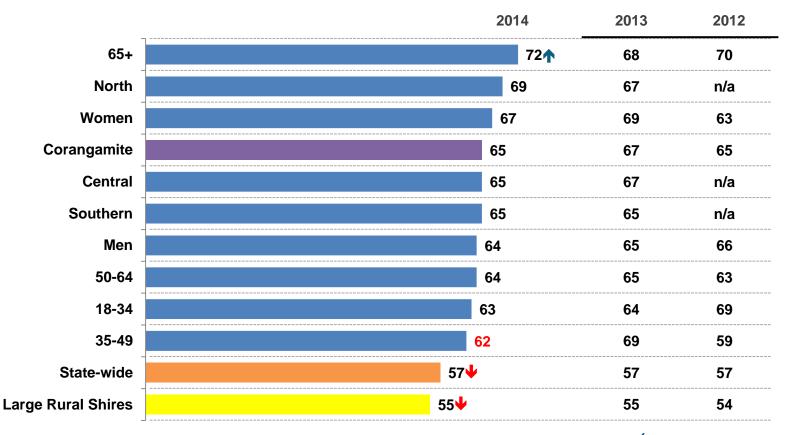
2014 COUNCIL NEEDS TO IMPROVE DETAILED PERCENTAGES (TOP ISSUES OR SERVICES)







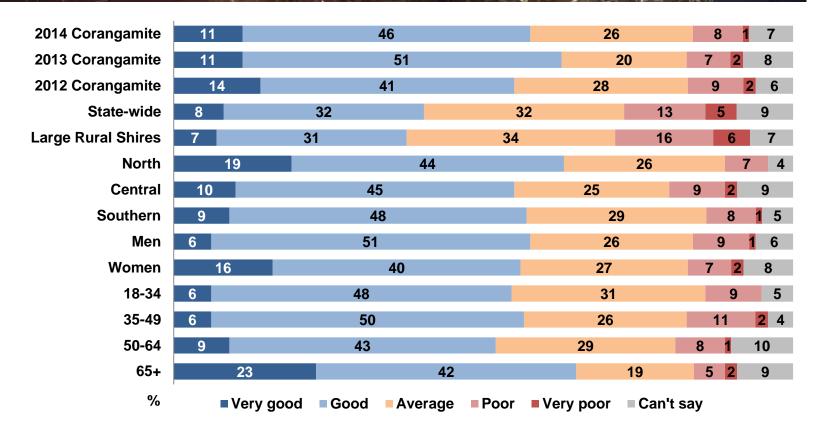
2014 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Community Consultation and Engagement' over the last 12 months?



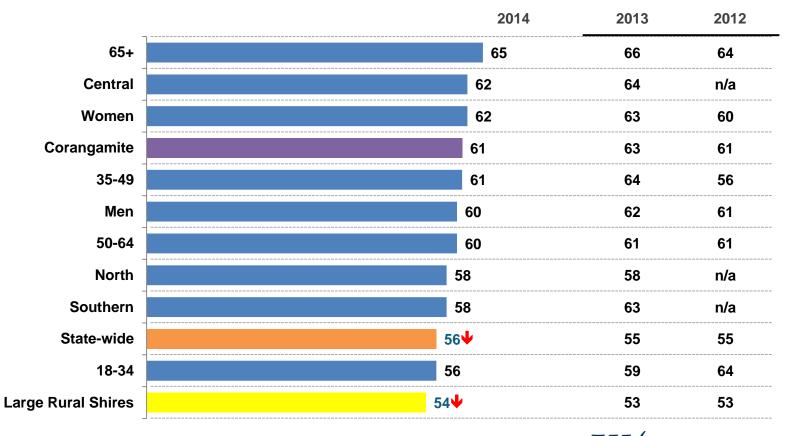
2014 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES



Q2. How has Corangamite Shire Council performed on 'Community Consultation and Engagement' over the last 12 months?



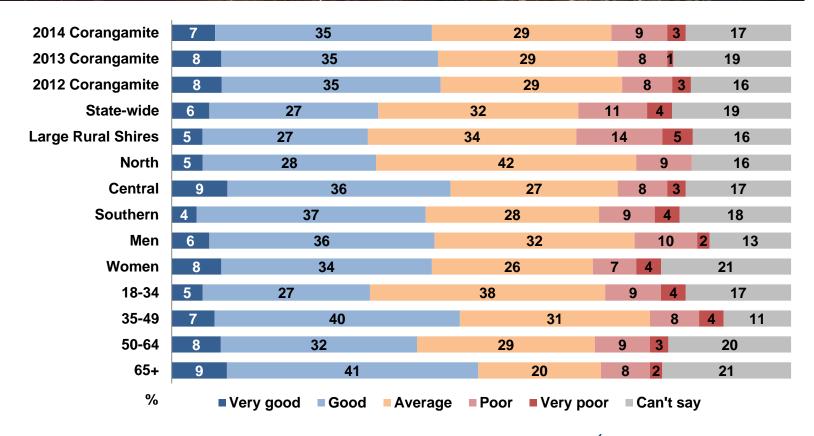
2014 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?



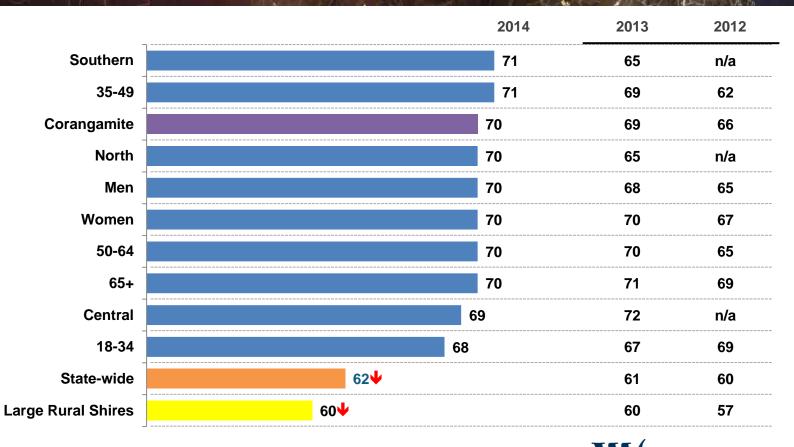
2014 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES



Q2. How has Corangamite Shire Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?



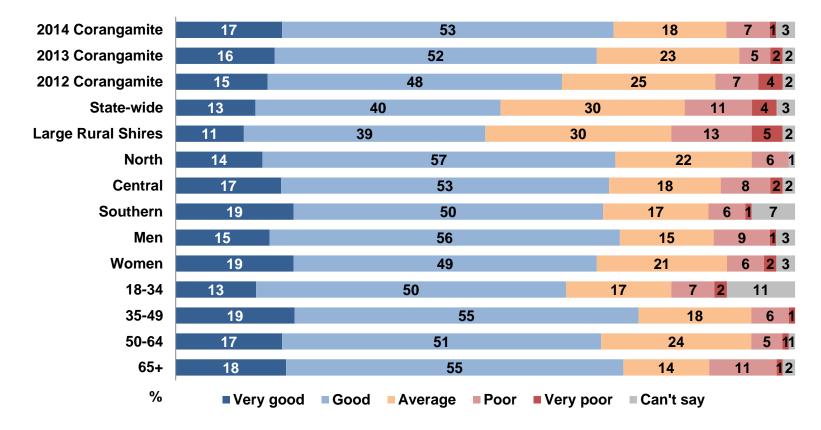
2014 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Informing the Community' over the last 12 months? Base: All respondents. Councils asked statewide: 39 Councils asked group: 10

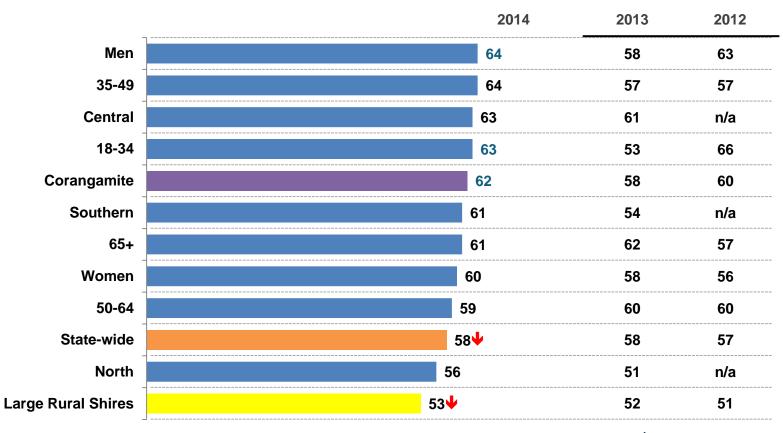


2014 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES





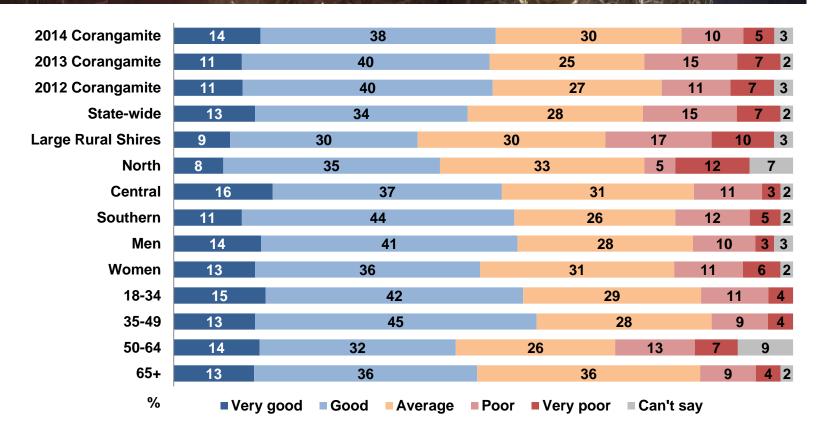
2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?



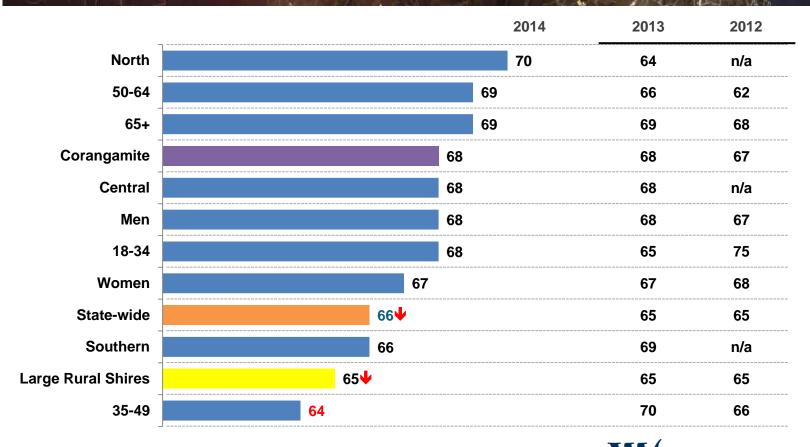
2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



Q2. How has Corangamite Shire Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?



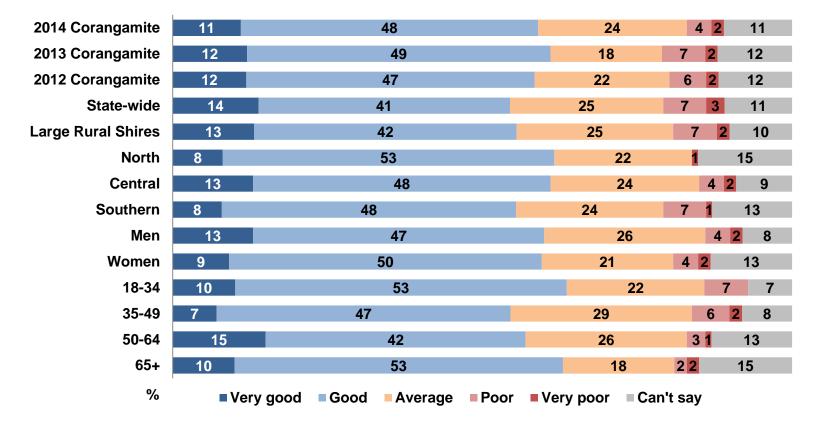
2014 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked statewide: 40 Councils asked group: 11

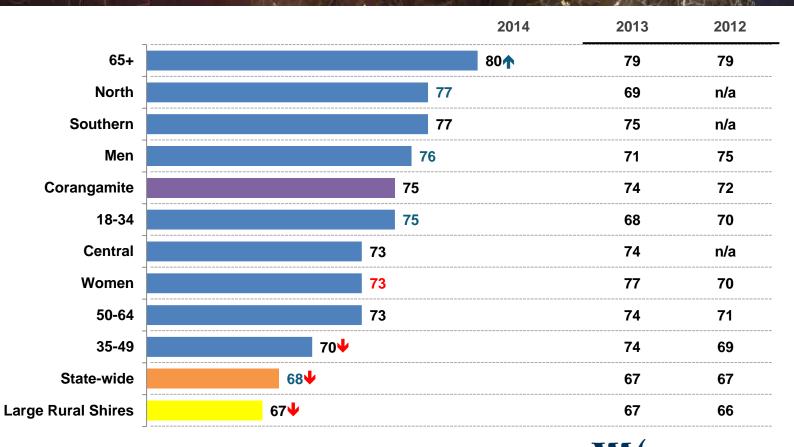


2014 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES





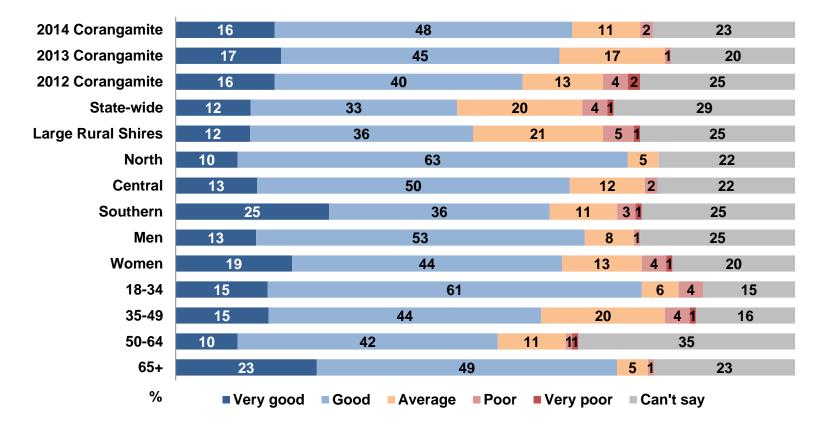
2014 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Family Support Services' over the last 12 months? Base: All respondents. Councils asked statewide: 44 Councils asked group: 12

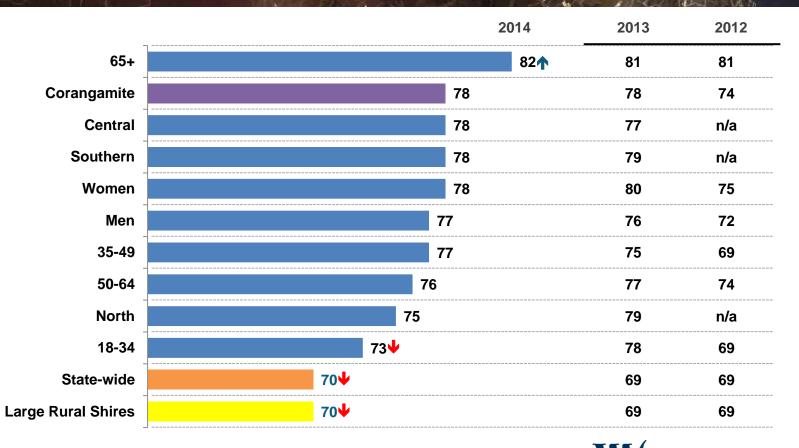


2014 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES





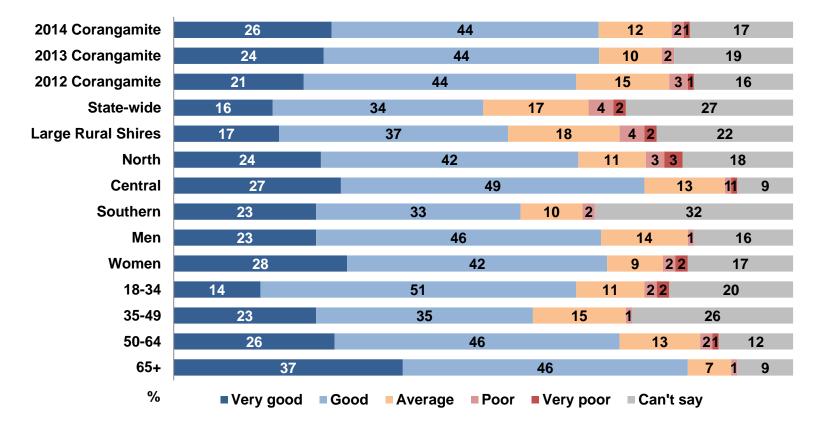
2014 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Elderly Support Services' over the last 12 months? Base: All respondents. Councils asked statewide: 44 Councils asked group: 13

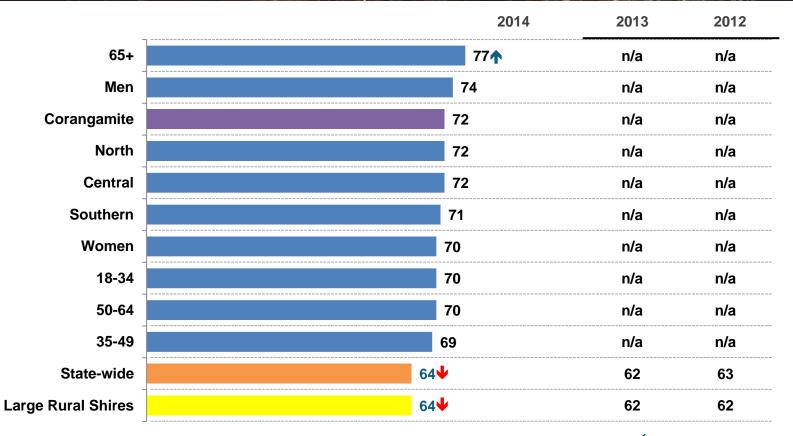


2014 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES





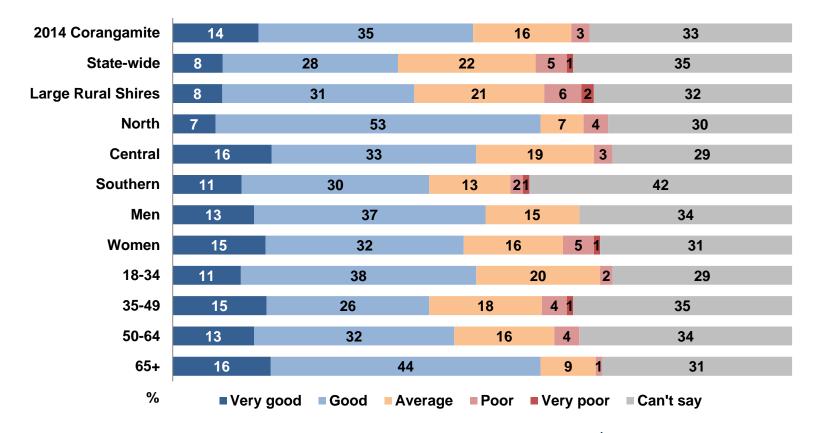
2014 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Disadvantaged Support Services' over the last 12 months?



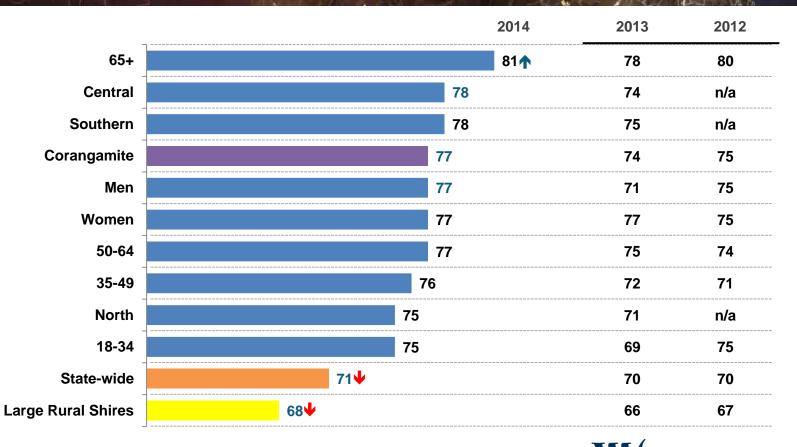
2014 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Corangamite Shire Council performed on 'Disadvantaged Support Services' over the last 12 months?



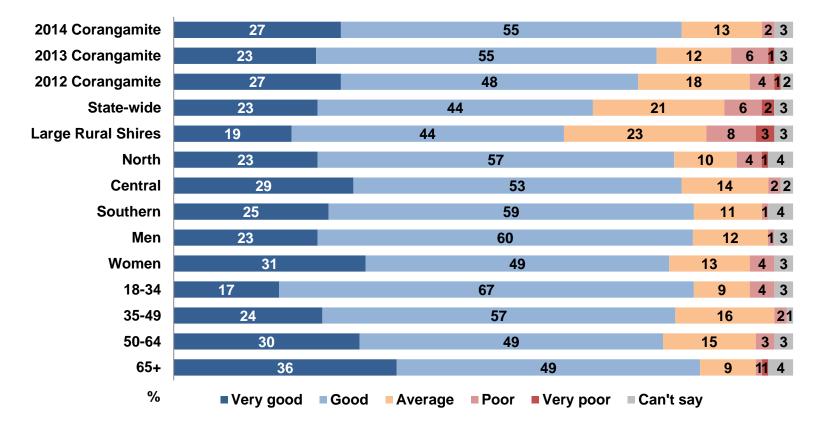
2014 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Recreational Facilities' over the last 12 months? Base: All respondents. Councils asked statewide: 50 Councils asked group: 15

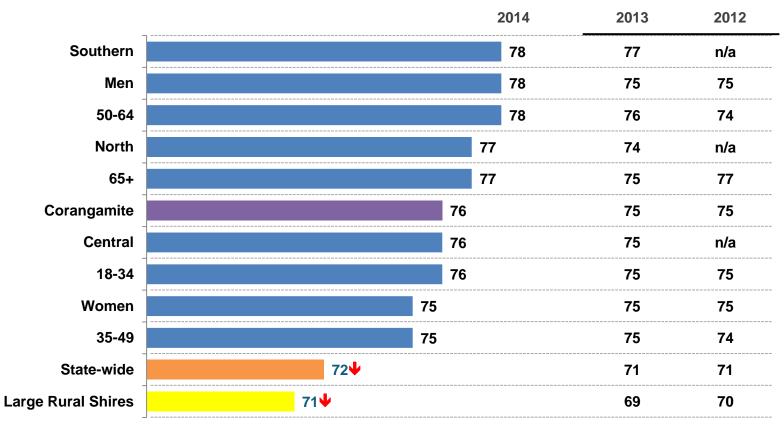


2014 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES





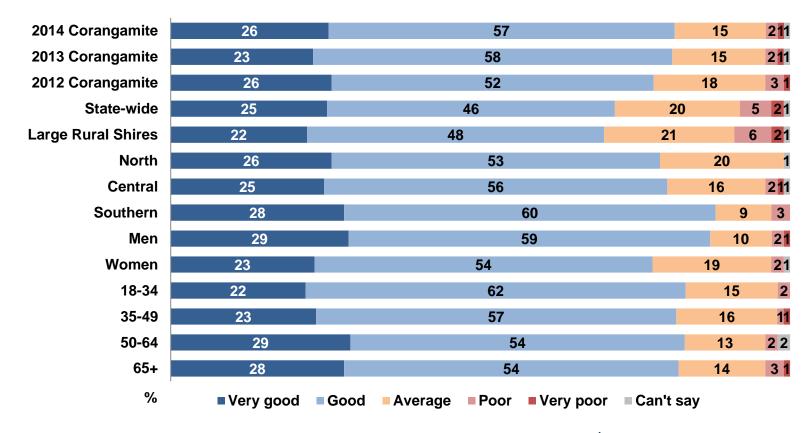
2014 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES



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



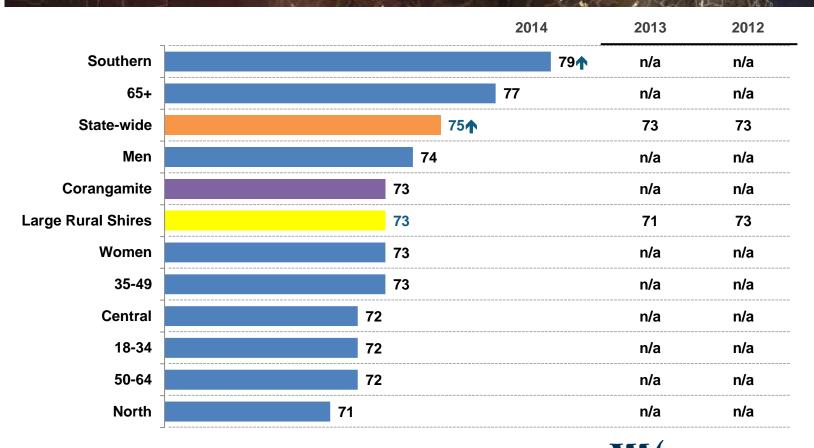
2014 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES



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



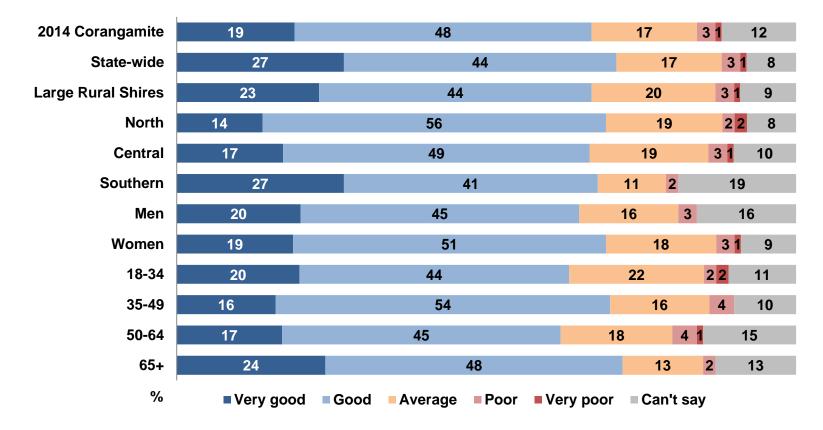
2014 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Art Centres and Libraries' over the last 12 months? Base: All respondents. Councils asked statewide: 33 Councils asked group: 9

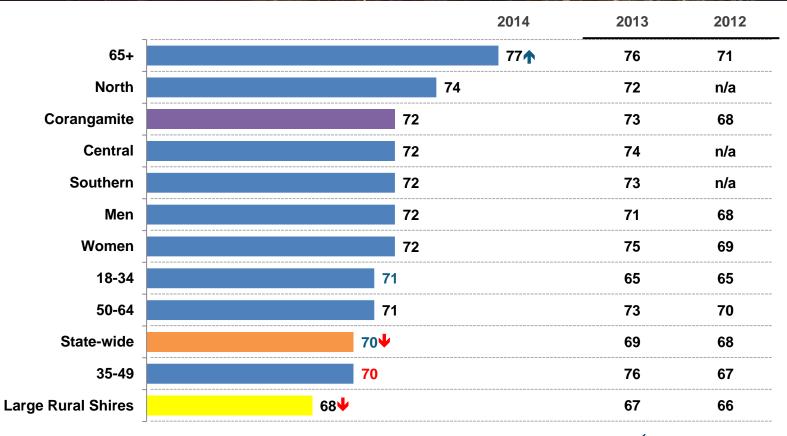


2014 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES





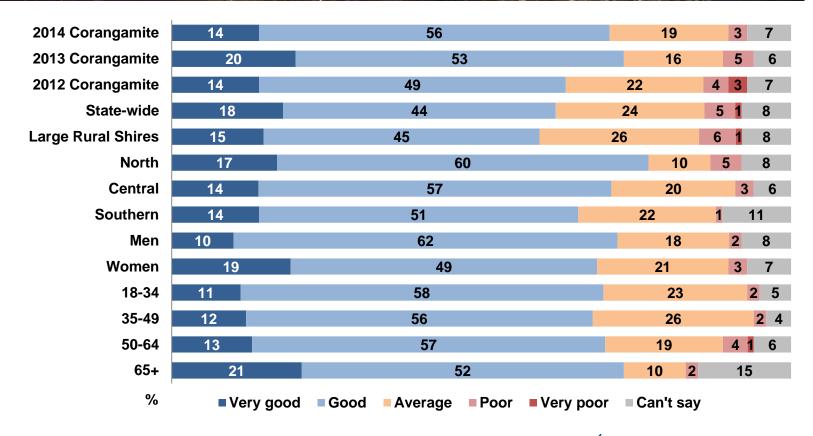
2014 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Community and Cultural Activities' over the last 12 months?



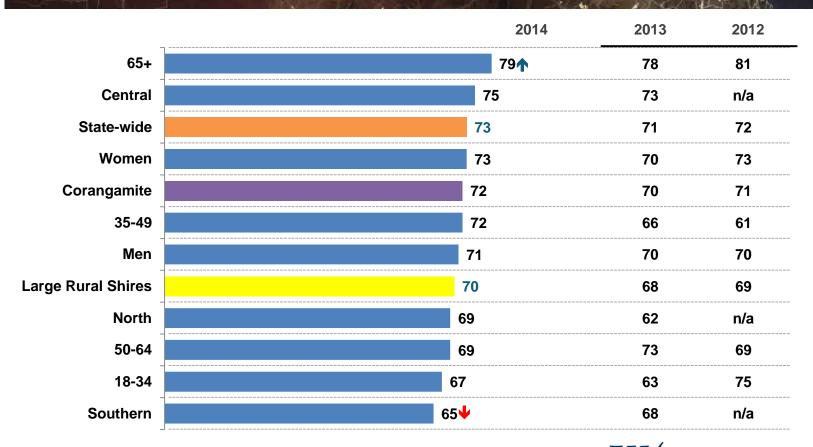
2014 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Corangamite Shire Council performed on 'Community and Cultural Activities' over the last 12 months?



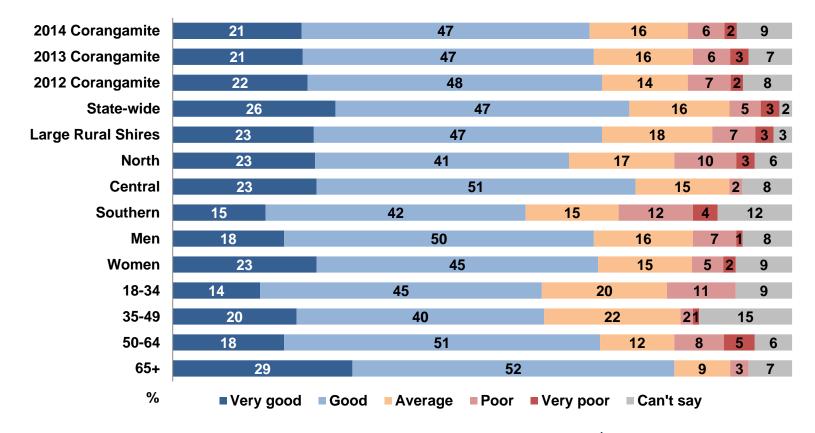
2014 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Waste Management' over the last 12 months? Base: All respondents. Councils asked statewide: 48 Councils asked group: 14

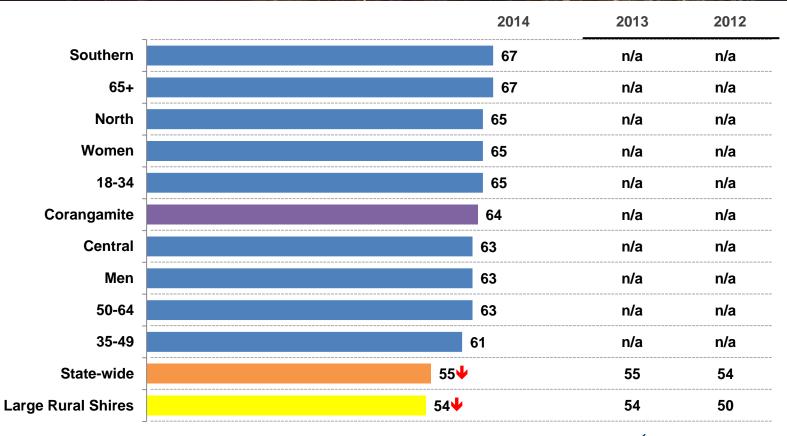


2014 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES





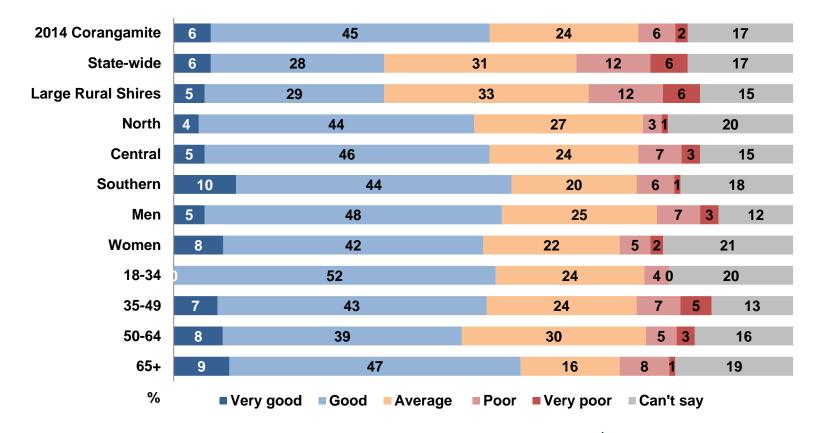
2014 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Council's general town planning policy' over the last 12 months?



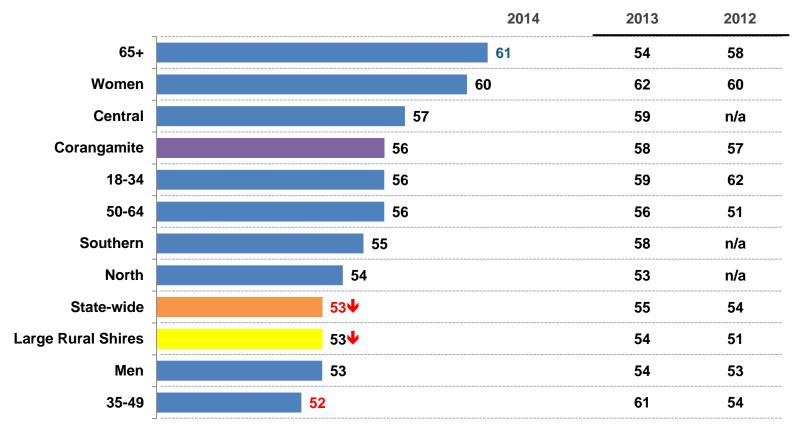
2014 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES



Q2. How has Corangamite Shire Council performed on 'Council's general town planning policy' over the last 12 months?



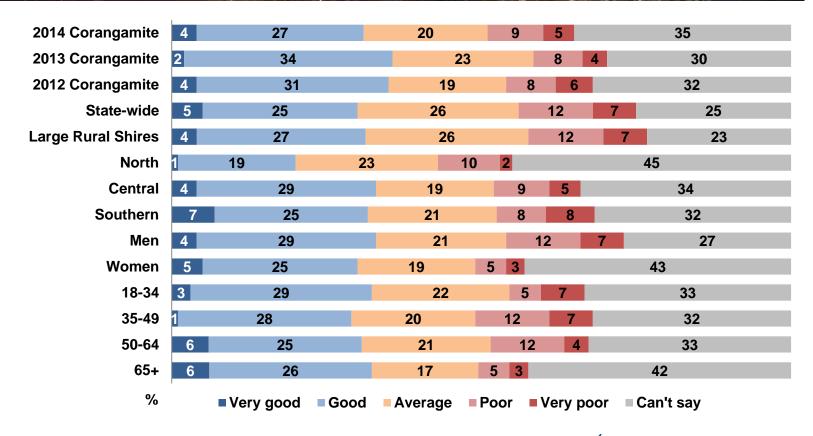
2014 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Planning and Building Permits' over the last 12 months?



2014 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES

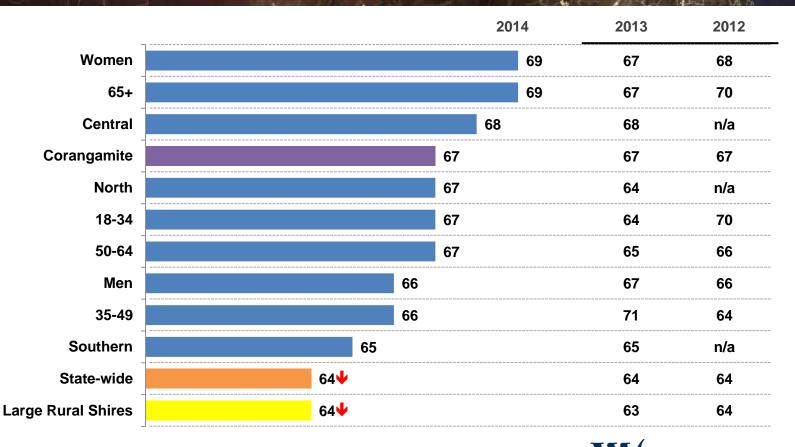


Q2. How has Corangamite Shire Council performed on 'Planning and Building Permits' over the last 12 months?

Base: All respondents. Councils asked statewide: 33 Councils asked group: 8



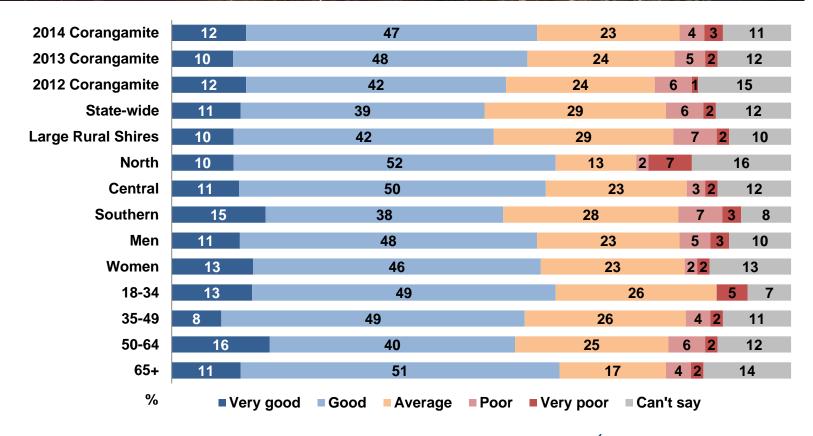
2014 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Environmental Sustainability' over the last 12 months? Base: All respondents. Councils asked statewide: 32 Councils asked group: 7

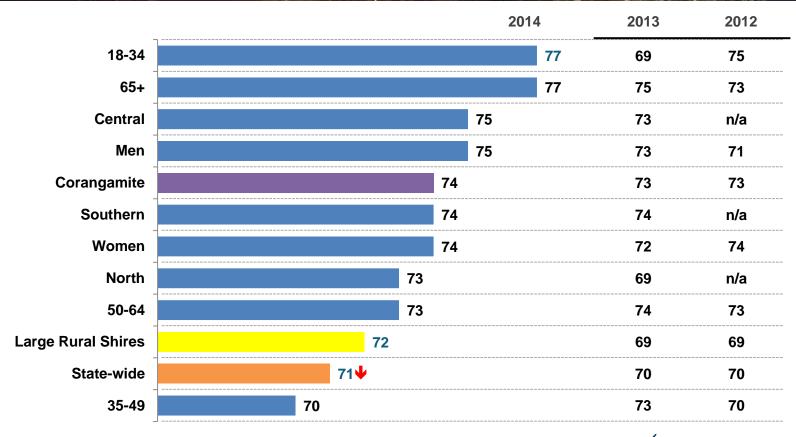


2014 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES





2014 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

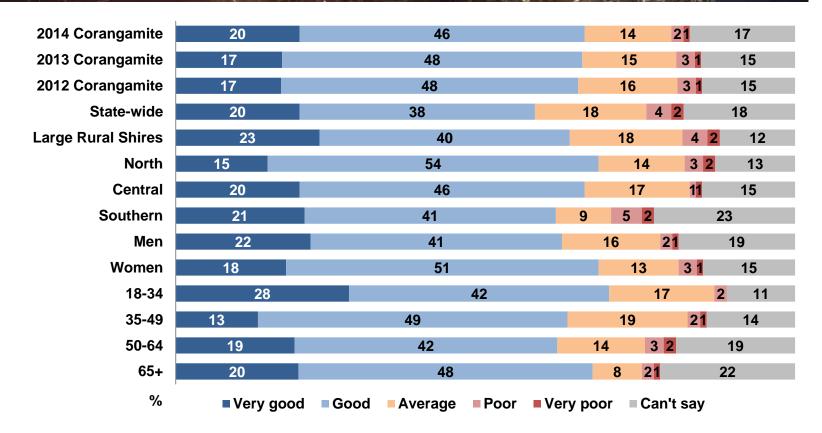


Q2. How has Corangamite Shire Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked statewide: 23 Councils asked group: 8



2014 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

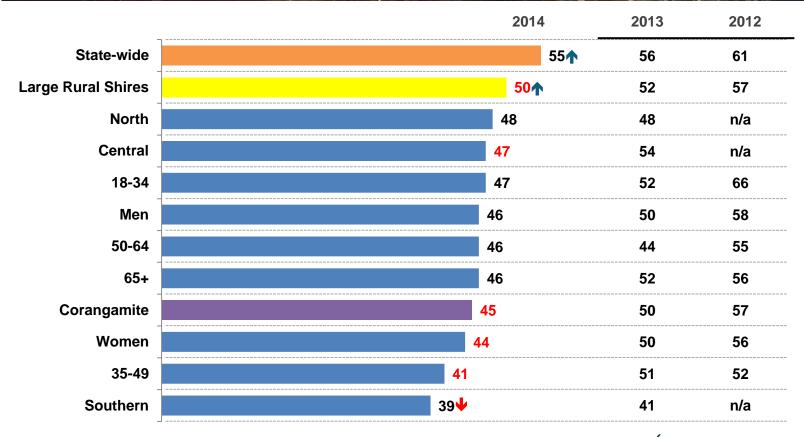


Q2. How has Corangamite Shire Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked statewide: 23 Councils asked group: 8



2014 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

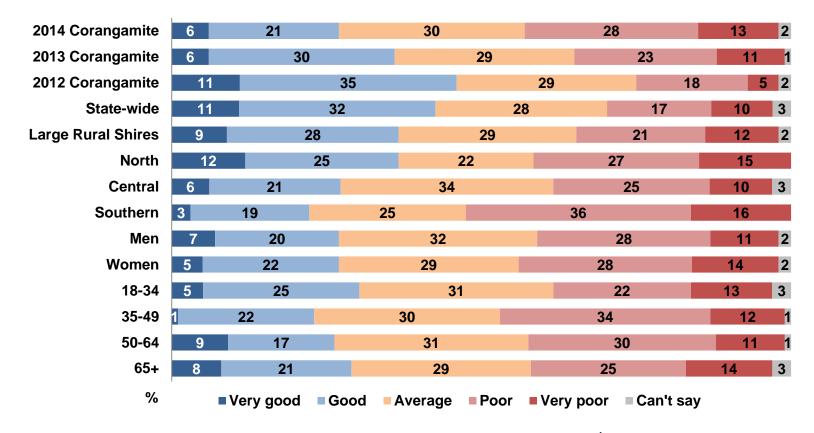


Q2. How has Corangamite Shire Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked statewide: 15 Councils asked group: 6



2014 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE DETAILED PERCENTAGES

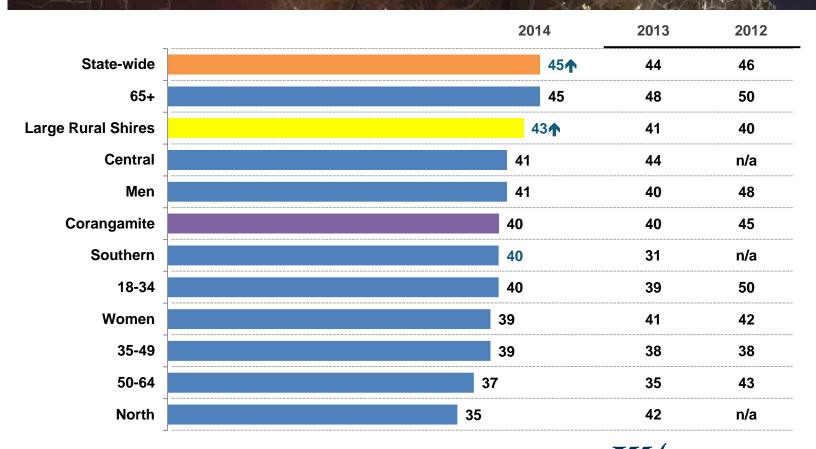


Q2. How has Corangamite Shire Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked statewide: 15 Councils asked group: 6



2014 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

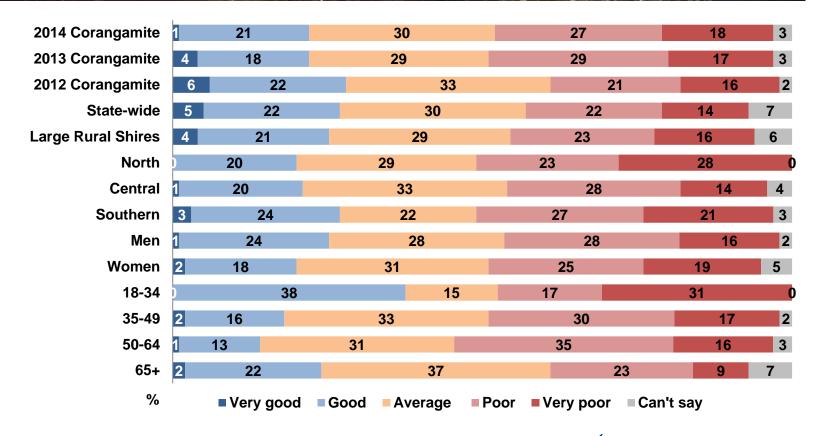


Q2. How has Corangamite Shire Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 19 Councils asked group: 8



2014 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

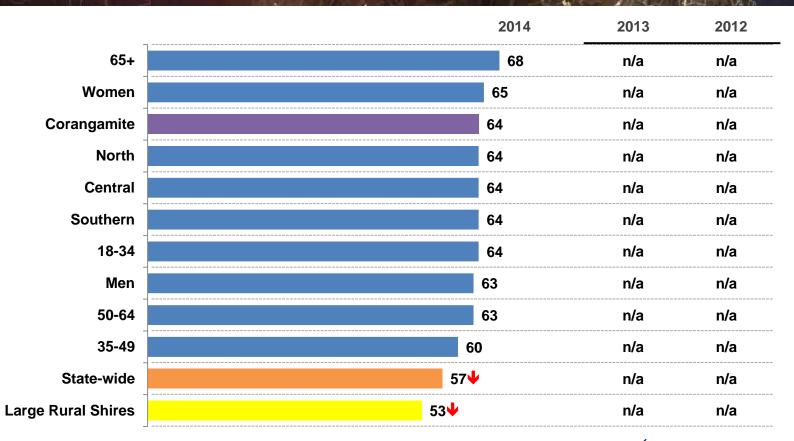


Q2. How has Corangamite Shire Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 19 Councils asked group: 8



2014 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

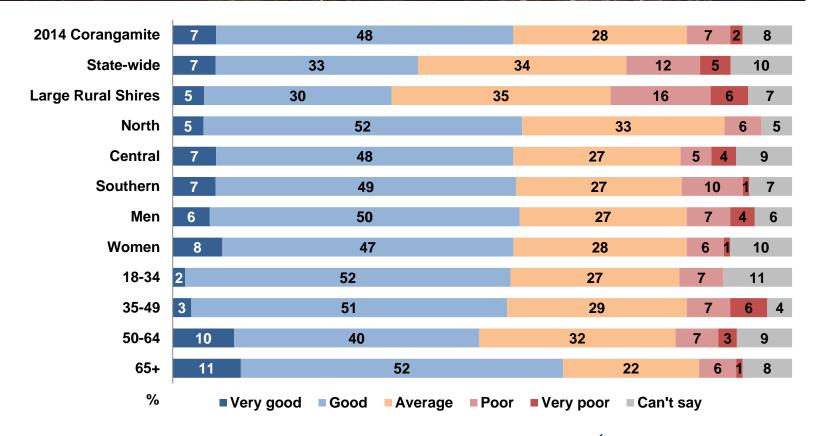


Q2. How has Corangamite Shire Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked statewide: 43 Councils asked group: 11



2014 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

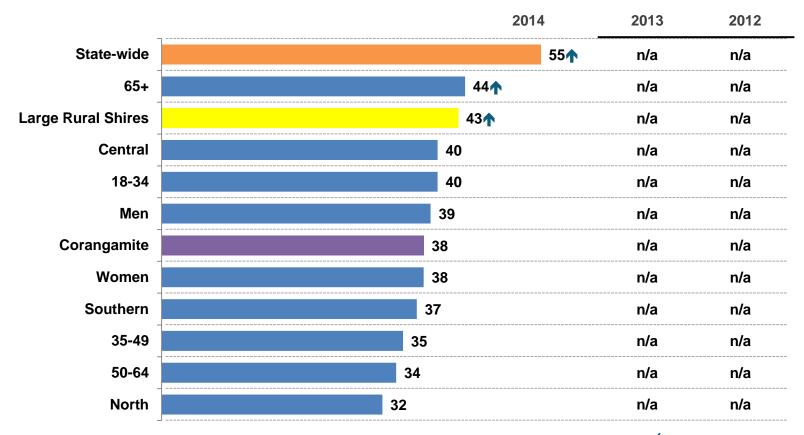


Q2. How has Corangamite Shire Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked statewide: 43 Councils asked group: 11



2014 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

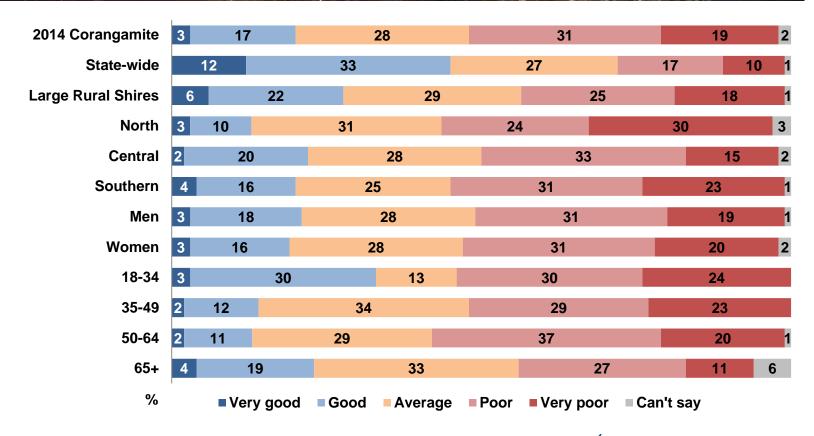


Q2. How has Corangamite Shire Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 40 Councils asked group: 11



2014 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

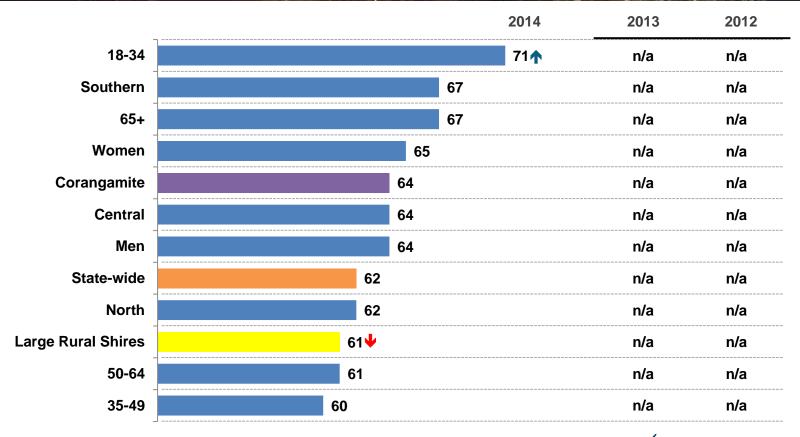


Q2. How has Corangamite Shire Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 40 Councils asked group: 11



2014 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

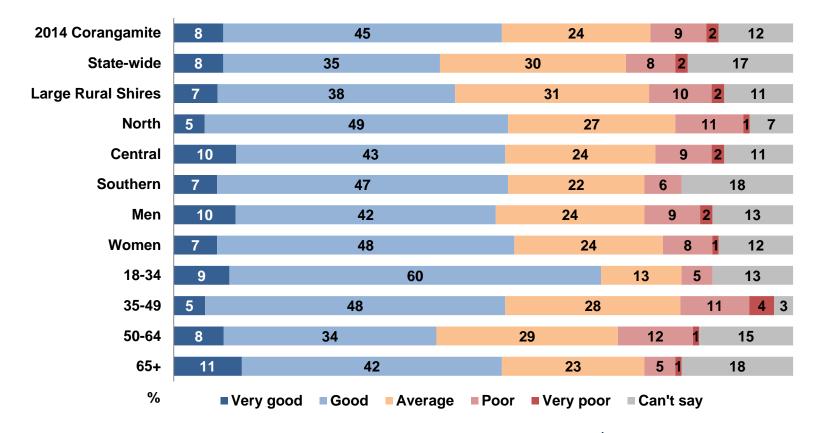


Q2. How has Corangamite Shire Council performed on 'Business and community development' over the last 12 months?

Base: All respondents. Councils asked statewide: 14 Councils asked group: 5



2014 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

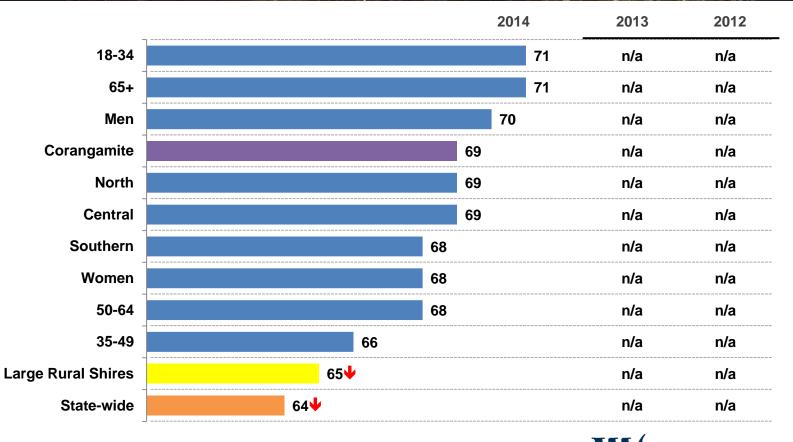


Q2. How has Corangamite Shire Council performed on 'Business and community development' over the last 12 months?

Base: All respondents. Councils asked statewide: 14 Councils asked group: 5



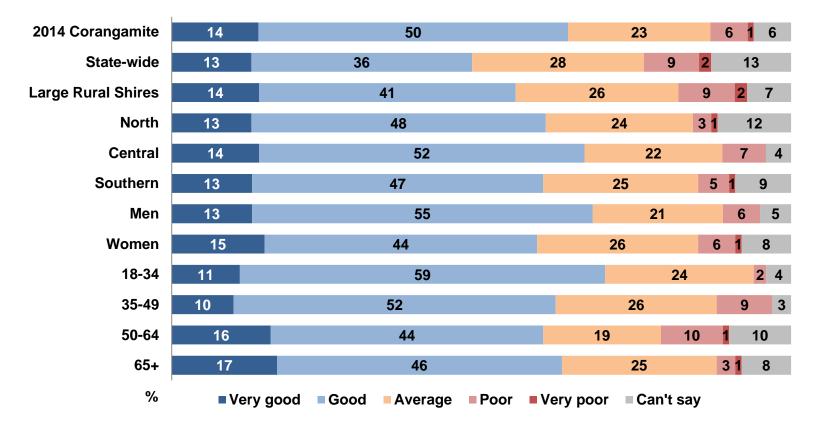
2014 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES



Q2. How has Corangamite Shire Council performed on 'Tourism development' over the last 12 months? Base: All respondents. Councils asked statewide: 13 Councils asked group: 5



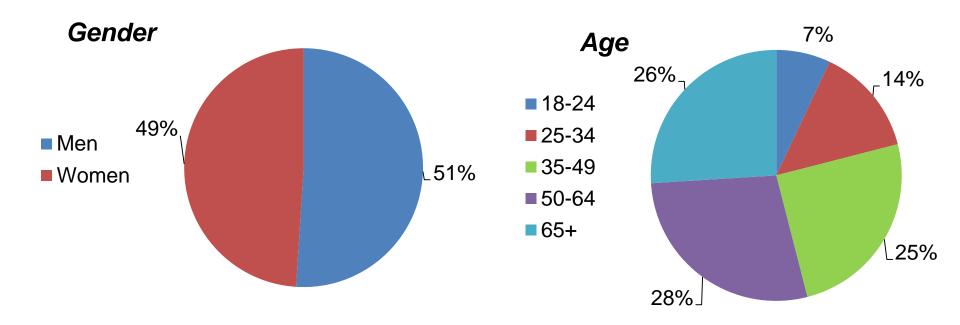
2014 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES







2014 GENDER AND AGE



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.

WSRESEARCH



AVAILABLE IN SUPPLIED EXCEL FILE



APPENDIX B: BACKGROUND AND OBJECTIVES

Please note that as a result of feedback from extensive consultations with councils, in 2012 there were necessary and significant changes to the methodology and content of the survey, including:

- 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 Corangamite 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 2012-2014 have been made throughout this report as appropriate.

APPENDIX B: MARGINS OF ERROR

The sample size for the 2014 State-wide Local Government Community Satisfaction Survey for Corangamite 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 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 12,000 people aged 18 years or over for Corangamite Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Corangamite Shire Council	400	400	+/-4.8
Men	173	202	+/-7.4
Women	227	198	+/-6.5
18-34 years	40	85	+/-15.7
35-49 years	82	101	+/-10.9
50-64 years	144	112	+/-8.1
65+ years	134	102	+/-8.5



The Councils in the Large Rural Shires group are: Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, East Gippsland, Glenelg, Macedon Ranges, Mitchell, Moira, Moorabool, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington. All participating Councils are listed in the State-wide report published on the DTPLI website. In 2014, 67 of the 79 Councils throughout Victoria participated in this survey.

Please note that the Councils that participated in 2012 and 2013 vary slightly to those participating in 2014.

Council Groups

Wherever appropriate, results for Corangamite Shire Council for this 2014 Community Satisfaction Survey have been compared against other Councils in the Large Rural Shires group and on a State-wide basis. Corangamite Shire Council is self-classified as an Large Rural Shires council according to the following classification list:

- > Inner metropolitan councils
- Outer metropolitan councils
- Rural cities and regional centres
- Large rural shires
- Small rural shires



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 benchmark 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.

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



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
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%		INDEX SCORE 56

Index Scores Significant Difference Calculation

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z Score = (\$1 - \$2) / Sqrt ((\$3*2 / \$5) + (\$4*2 / \$6))$$

Where:

>\$1 = Index Score 1

>\$2 = Index Score 2

>\$3 = unweighted sample count 1

▶\$4 = unweighted sample count 1

>\$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.



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 2014 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils. These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these Core questions can always be compared against other councils in the council group and against all participating councils state-wide.

Alternatively, some questions in the 2014 State-wide Local Government Community Satisfaction Survey were optional. If comparisons for Corangamite Shire Council for some questions cannot be made against all other councils in the Large Rural Shires group and/or all councils on a state-wide basis, this is noted for those results by a footnote of the number of councils the comparison is made against.

Councils also had the ability to ask tailored questions specific only to their council.

Reporting

Every Council that participated in the 2014 State-wide Local Government Services Survey has received a customised report. In addition, the State Government is supplied with a Statewide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all Council areas surveyed.

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

The overall State-wide Local Government Services Report is available at www.localgovernment.vic.gov.au.

APPENDIX B: GLOSSARY OF TERMS

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

CSS: 2014 Victorian Local Government Community Satisfaction Survey.

Council group: One of five self-classified groups, comprising: inner metropolitan councils, outer metropolitan councils, rural cities and regional centres, large rural shires and small rural shires.

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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