



LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY CORANGAMITE SHIRE COUNCIL

2015 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2015 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 demographic profile of Corangamite 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 10% mobile phone numbers to cater to the diversity of residents within Corangamite Shire 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 1st February – 30th March, 2015.

The 2015 results are compared with previous years, as detailed below:

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=401 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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

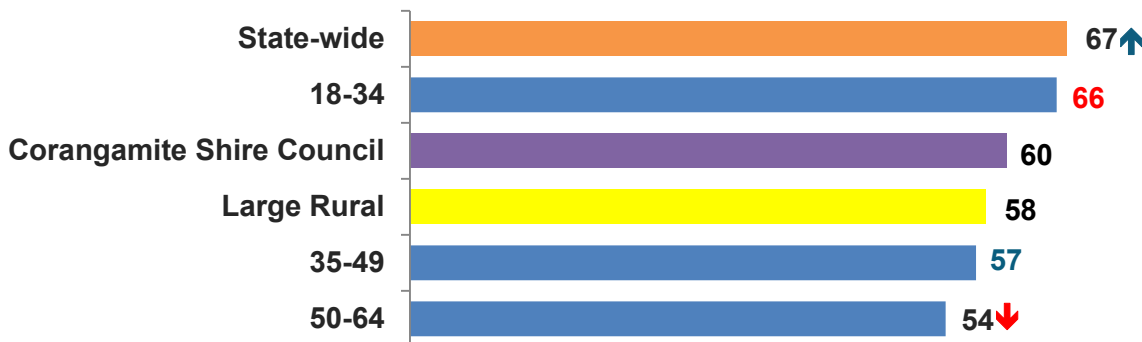
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2014. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2014.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2014.

Overall Performance – Index Scores (example extract only)



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

FURTHER INFORMATION

Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite night map of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network of light against the dark land and sea. The text "KEY FINDINGS & RECOMMENDATIONS" is overlaid in white, bold, sans-serif font across the center of the map.

KEY FINDINGS & RECOMMENDATIONS

KEY FINDINGS AND RECOMMENDATIONS

- Corangamite Shire Council has **performed strongly** across **all core measures** in 2015. All results are equivalent to, or in most cases, slightly higher than Council's 2014 results. Corangamite **significantly outperforms** the **Large Rural group** averages as well as the **State-wide averages** on all core measures, except on the issue of sealed local roads.
 - In general, **18-34 year olds** and **65+ year olds** rate Council **highest** on a range of performance measures.
 - **Southern Corangamite residents** rate the Council significantly **below average** across a **range of measures**, as do **50-64 year olds**. We recommend that Council focuses particular attention on these groups to determine and address their specific concerns.
- Corangamite Shire Council continues its **consistently high overall performance** scores with a performance index in 2015 of 65 which is within two points of Corangamite's overall performance scores of the last four years.
 - Corangamite's score is significantly above both the Large Rural average score for overall performance and is also significantly above the State-wide overall performance average.
 - However, Council should be aware that residents in the southern part of the shire have given much lower overall performance ratings in 2015 (down by six points).

KEY FINDINGS AND RECOMMENDATIONS

- **Overall council direction** ratings can be considered **stable** (58) and just two points lower than 2014. While the overall result on this measure is steady, 18-34 year olds have been more complimentary in their rating this year (index score of 65 and eight points higher than 2014).
 - While 81% of Corangamite residents overall believe that Council is **headed in the right direction** (including 23% who say Council is 'definitely' headed in the right direction), a sizeable segment (40% of residents) also believe there is a lot of **room for improvement** within Council.
- There has been a significant drop in the proportion of Corangamite residents reporting **contact with Council** over the last 12 months - just 59% claim to have been in contact with Council over the last 12 months. While this is well down on the 66% in 2013, it is consistent with the figures from 2012 and 2013.
- Despite this drop in contact levels, **customer service** performance ratings **remain steady** (within two points of the 2014 results). There are some important differences though:
 - Southern Corangamite residents rate customer service 14 points lower than in 2014. Southern Corangamite residents also record the lowest levels of contact with customer service.
 - By contrast, Northern Corangamite residents are among the most satisfied groups on the measure of customer service, and they record the highest levels of contact with customer service.

KEY FINDINGS AND RECOMMENDATIONS

- On the other core measures of **consultation, advocacy** and **making decisions in the interest of the community**, Council's scores are all within two points of the 2014 results.
 - That said, it is important to note that 18-34 year olds have been far more complimentary of the performance of the Council across all three of these measures this year.
- The only core measure where Corangamite Shire Council does not perform better than both the Large Rural and the State-wide averages is on the **condition of local sealed roads**. In fact, Corangamite scores **significantly lower** than both the Large Rural and State-wide averages on this measure, and also on the measure of **unsealed roads**.
 - Council's score has not fallen significantly in comparison to 2014, but the condition of sealed and unsealed roads are still Council's lowest scoring priority areas.
 - Sealed road maintenance is mentioned by 38% of Council residents as a **key area for improvement**. Unsealed road maintenance is also mentioned by 15% of residents.
- In terms of other individual service areas, Council has made a significant improvement in performance on the issue of **roadside slashing and weed control**.
 - This is a positive shift however there is more to be done to improve performance ratings in this area; slashing and weed control is the only area besides sealed and unsealed roads where Council rates significantly below the State-wide and Large Rural average score.

KEY FINDINGS AND RECOMMENDATIONS

- Finally, Council should be aware that performance ratings have fallen significantly on the measures of **family support services** and **disadvantaged support services**.
 - Corangamite still rates above the State-wide and Large Rural averages for these measures, but Council should take note of significantly lower performance ratings on both of these measures among men, 18-34 year olds, Southern Corangamite residents.
 - 50-64 year olds also rate Council lower on family support services.
- 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 generic 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.**

KEY FINDINGS AND RECOMMENDATIONS

Higher results in 2015

- Roadside slashing and weed control
- Community consultation
- Advocacy

Lower results in 2015

- Disadvantaged support services
- Family support services
- Customer service
- Overall council direction

Most favourably disposed towards Council

- 18-34 year olds
- 65+ year olds

Least favourably disposed towards Council

- 50-64 year olds
- Southern Corangamite residents

A satellite night map of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network of light points and lines. The surrounding ocean is dark, and the land is a mix of brown and green, indicating different terrain types.

SUMMARY OF FINDINGS

2015 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Corangamite 2012	Corangamite 2013	Corangamite 2014	Corangamite 2015	Large Rural 2015	State- wide 2015
OVERALL PERFORMANCE	65	67	66	65	56	60
COMMUNITY CONSULTATION (Community consultation and engagement)	65	67	65	67	54	56
ADVOCACY (Lobbying on behalf of the community)	61	63	61	63	53	55
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	64	64	52	55
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	38	38	45	55
CUSTOMER SERVICE	74	74	76	74	67	70
OVERALL COUNCIL DIRECTION	56	58	60	58	51	53

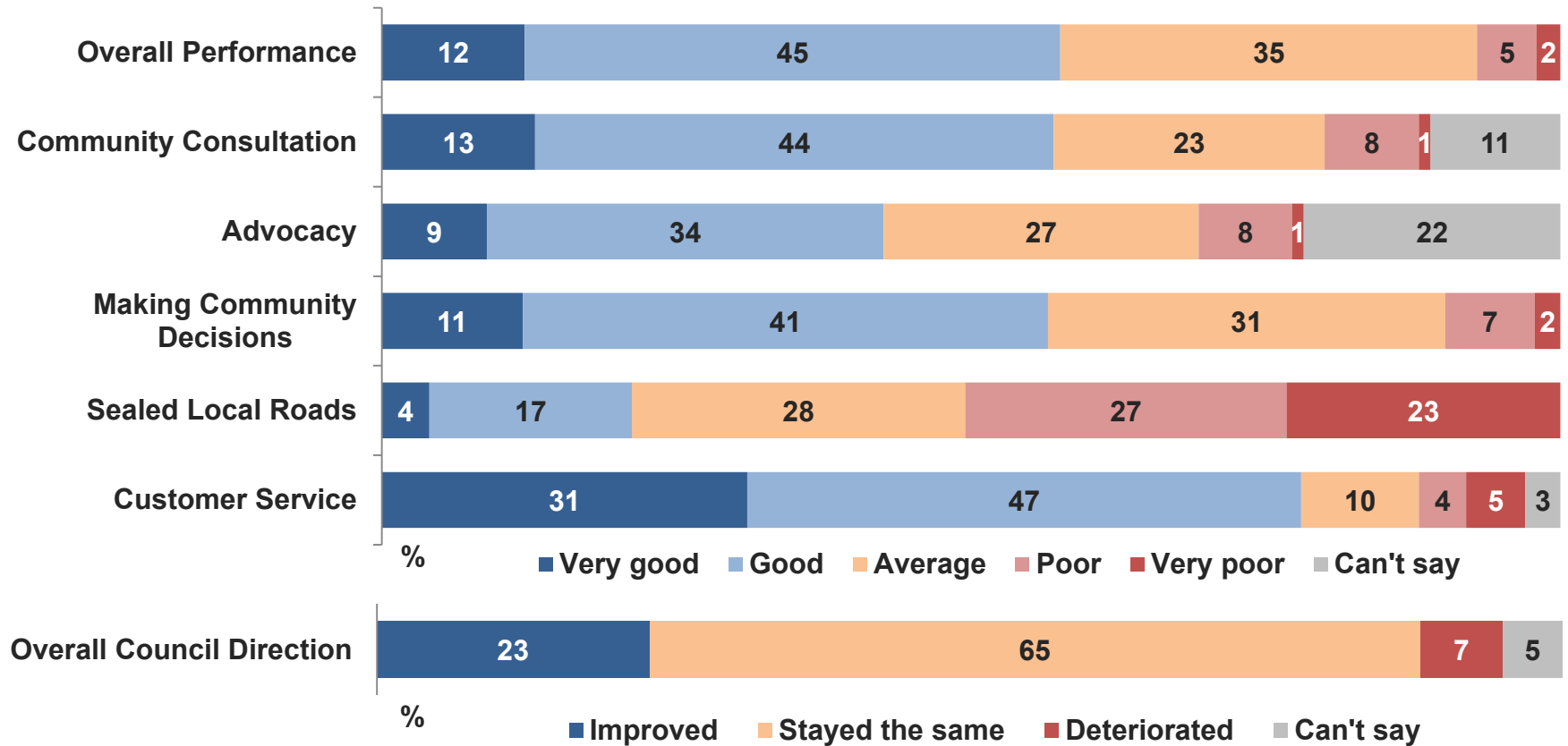
2015 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

Performance Measures	Corangamite 2015	vs Corangamite 2014	vs Large Rural 2015	vs State-wide 2015	Highest score	Lowest score
OVERALL PERFORMANCE	65	1 points lower	9 points higher	5 points higher	Central	Southern
COMMUNITY CONSULTATION (Community consultation and engagement)	67	2 points higher	13 points higher	11 points higher	18-34 year olds	50-64 year olds
ADVOCACY (Lobbying on behalf of the community)	63	2 points higher	10 points higher	8 points higher	18-34 year olds	Southern
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	64	Equal	12 points higher	9 points higher	18-34 year olds	50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	38	Equal	7 points lower	17 points lower	65+ year olds	North
CUSTOMER SERVICE	74	2 points lower	7 points higher	4 points higher	North	Southern
OVERALL COUNCIL DIRECTION	58	2 points lower	7 points higher	5 points higher	18-34 year olds	35-49 year olds

2015 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

Key Measures Summary Results



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than State-wide average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Family support services
- Elderly support services
- Disadvantaged support serv.
- Recreational facilities
- Appearance of public areas
- Town planning policy
- Planning permits
- Environmental sustainability
- Emergency & disaster mngt
- Making community decisions
- Business & community dev.

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

Significantly lower than State-wide average

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE

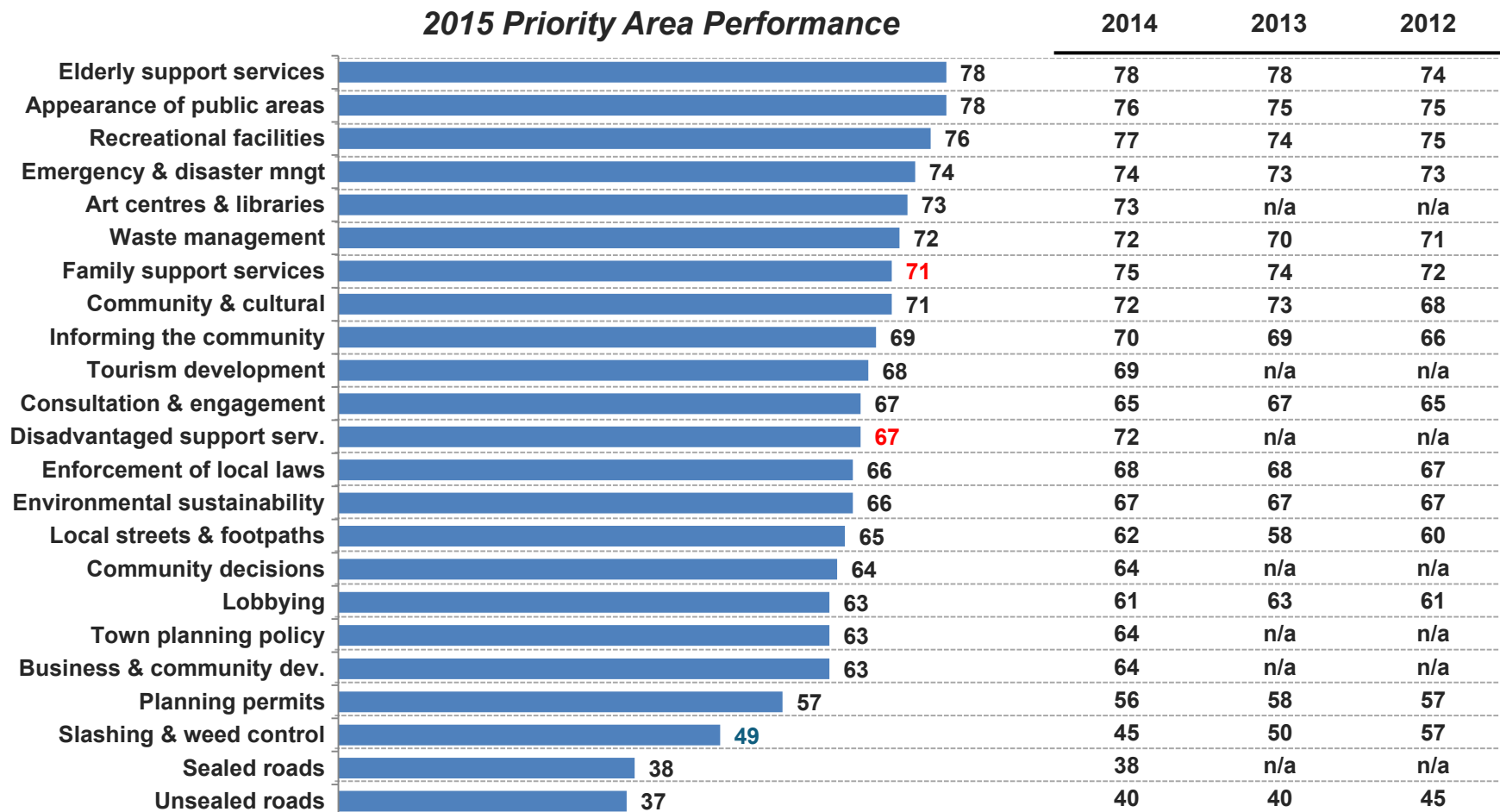
Significantly higher than group average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Family support services
- Elderly support services
- Disadvantaged support serv.
- Recreational facilities
- Appearance of public areas
- Waste management
- Town planning policy
- Planning permits
- Environmental sustainability
- Emergency & disaster mngt
- Making community decisions
- Business & community dev.

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

Significantly lower than group average

2015 PERFORMANCE SUMMARY



Base: All respondents Councils asked State-wide: 69

Note: Please see page 5 for explanation of significant differences



2015 PERFORMANCE SUMMARY BY COUNCIL GROUP

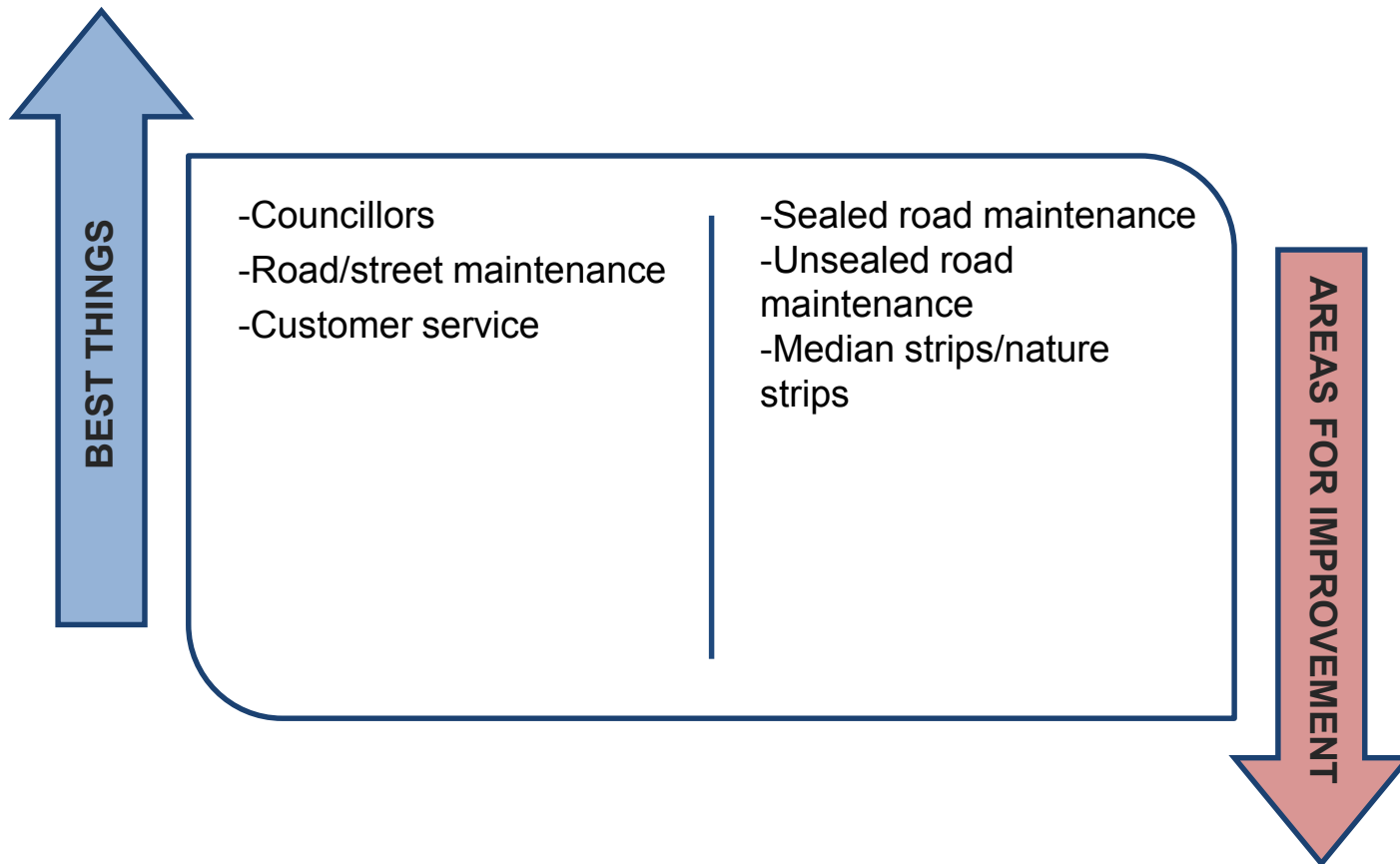
Top Three Most Performance Service Areas (Highest to lowest, i.e. 1. = highest performance)

Corangamite Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Appearance of public areas 2. Elderly support services 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Waste management 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Elderly support services 3. Waste management

Bottom Three Most Performance Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Corangamite Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Community decisions 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Slashing & weed control 3. Sealed roads

POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



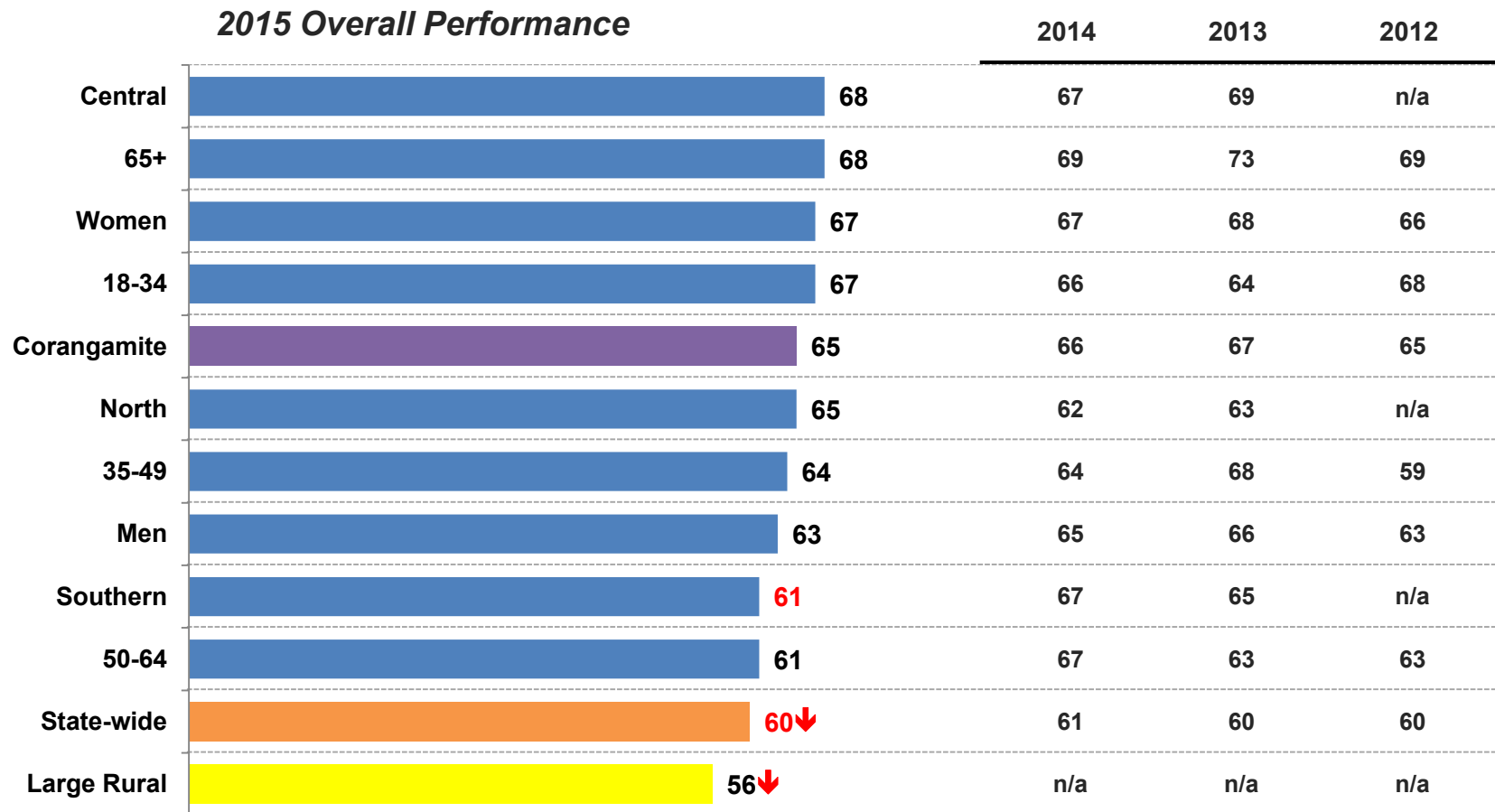
A satellite night-time image of South Africa, showing a dense network of roads and city lights. The land is dark brown, and the surrounding ocean is dark blue. The text "DETAILED FINDINGS" is overlaid in white, bold, sans-serif font on the left side of the image.

DETAILED FINDINGS

A satellite night map of Australia, showing the country's outline against the dark blue of the surrounding oceans. The landmass is covered in a dense network of glowing yellow and white lines, representing city lights and urban infrastructure. The lights are most concentrated in the eastern and southern coastal regions, with several bright, large clusters indicating major metropolitan areas. The text "KEY CORE MEASURE" and "OVERALL PERFORMANCE" is overlaid in white, bold, sans-serif font on the left side of the map.

KEY CORE MEASURE
OVERALL PERFORMANCE

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?

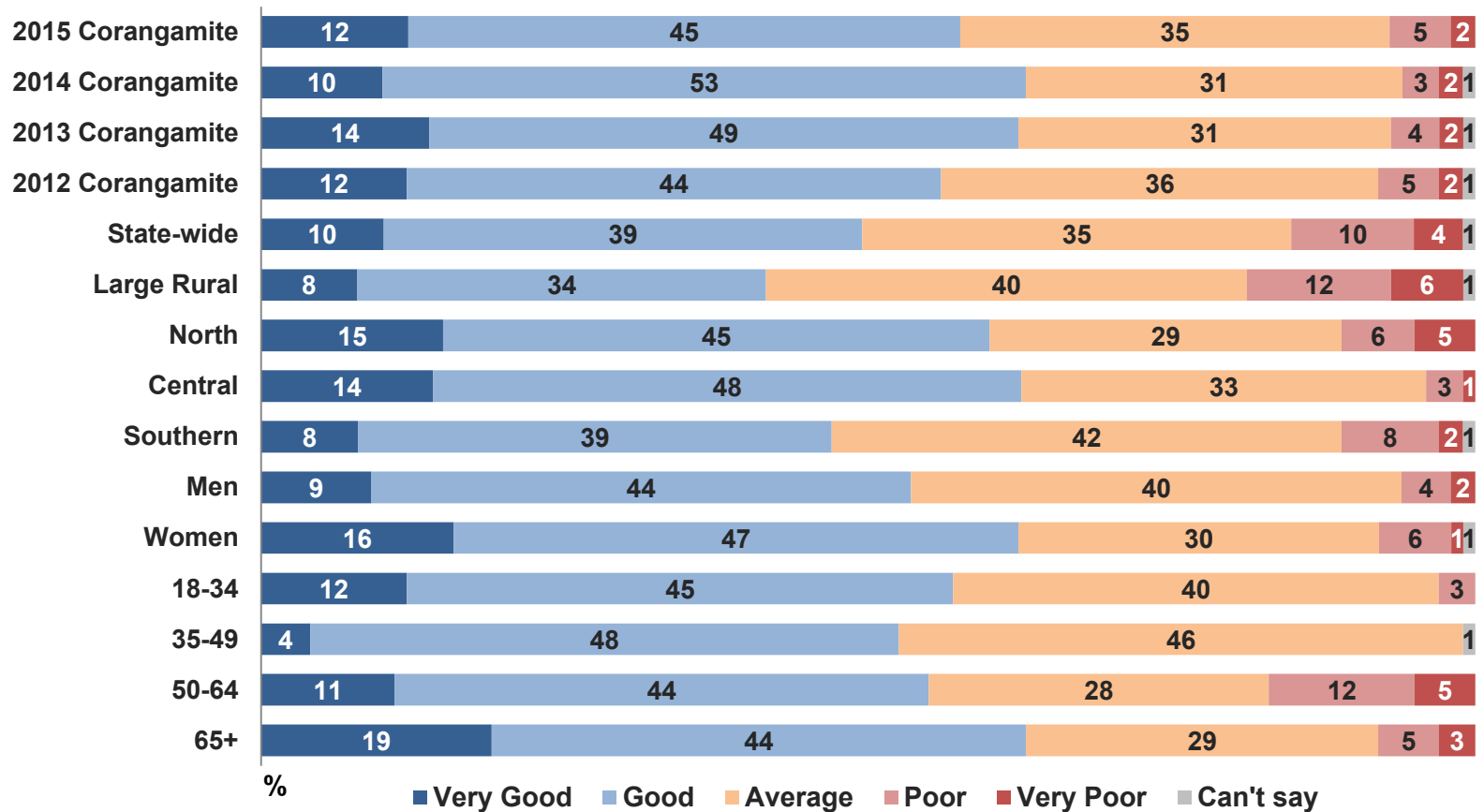
Base: All respondents Councils asked State-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2015 Overall Performance



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 State-wide: 69 Councils asked group: 21



A satellite night-time map of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network of light points and lines. The surrounding ocean is dark blue, and the land is a mix of brown and green, indicating different terrain types.

KEY CORE MEASURE
CUSTOMER SERVICE

CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Corangamite Shire Council

- 59%, down 7 points on 2014

Most contact with Corangamite Shire Council

- North
- Aged 50-64 years

Least contact with Corangamite Shire Council

- Southern
- Aged 65+ years

Customer Service rating

- Index score of 74, down 2 points on 2014

Most satisfied with Customer Service

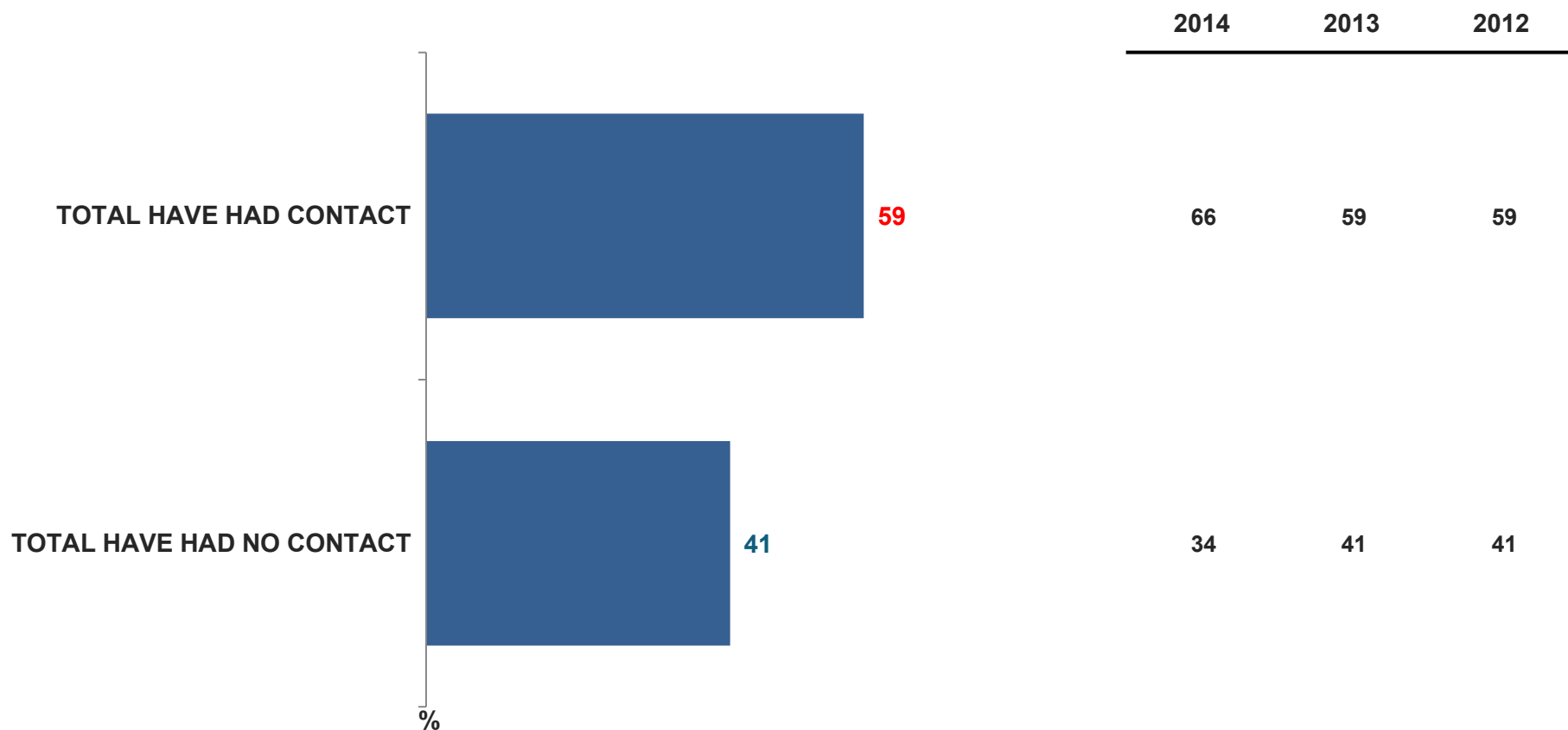
- North

Least satisfied with Customer Service

- Southern

2015 CONTACT WITH COUNCIL LAST 12 MONTHS

2015 Method of Contact

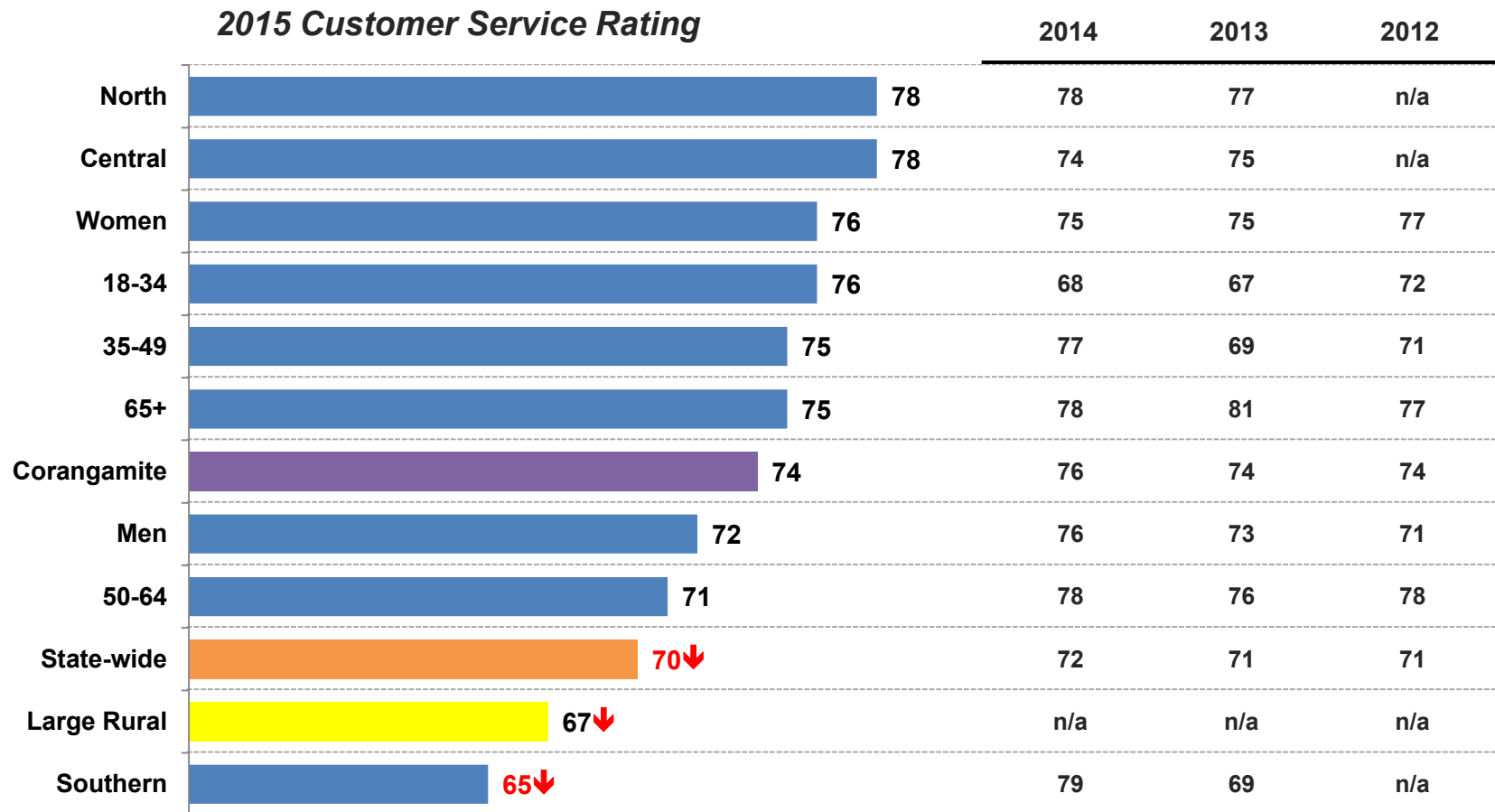


Q5. Over the last 12 months, have you or any member of your household had any contact with Corangamite Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 19

Note: Please see page 5 for explanation about significant differences

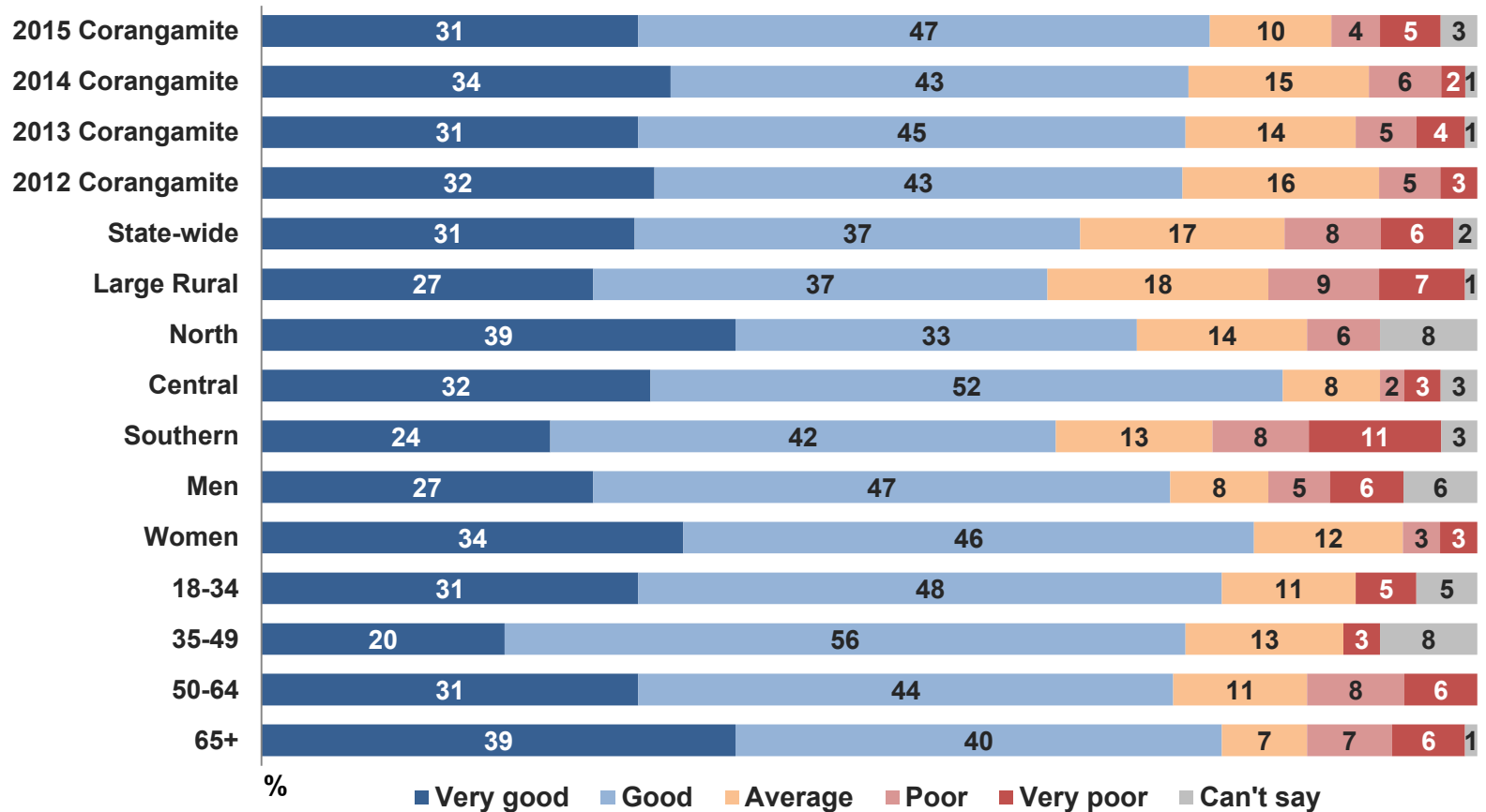
2015 CONTACT CUSTOMER SERVICE INDEX SCORES



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 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: 69
Councils asked group: 21
Note: Please see page 5 for explanation about significant differences

2015 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2015 Customer Service Rating



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 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: 69
Councils asked group: 21



A satellite night map of South Australia, showing the state's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas, particularly around Adelaide and the Eyre Peninsula. The text "KEY CORE MEASURE" and "COUNCIL DIRECTION INDICATORS" is overlaid in white, bold, sans-serif font on the left side of the map.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months

- 65% stayed about the same, down 1 point on 2014
- 23% improved, down 2 points on 2014
- 7% deteriorated, up 2 points on 2014

Most satisfied with Council Direction

- Aged 18-34 years
- Central

Least satisfied with Council Direction

- Aged 35-49 years
- North

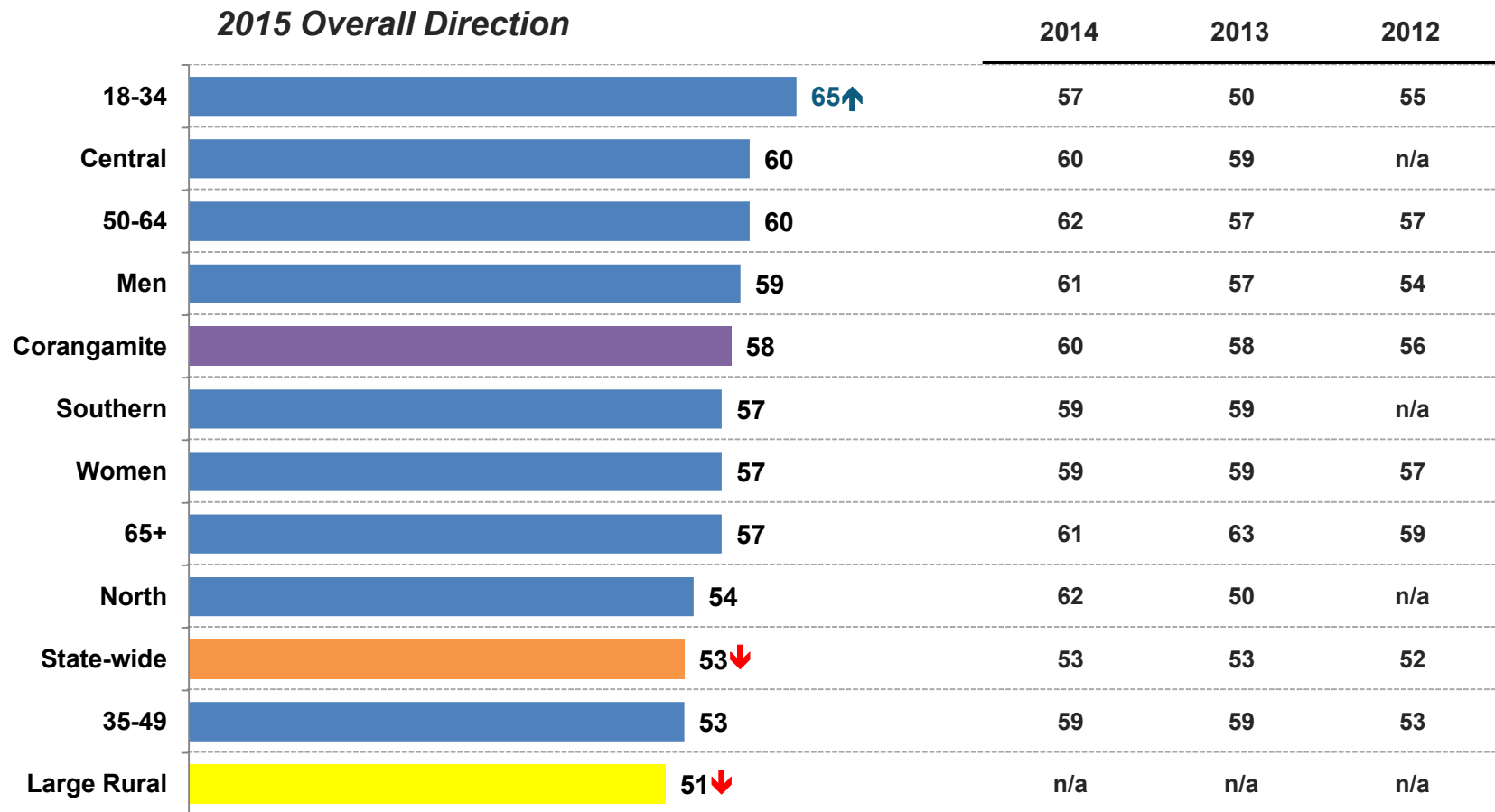
Room for improvement

- 40% a lot more room for improvement
- 51% a little room for improvement
- 5% not much/no room for improvement

Direction Corangamite Shire Council is headed

- 81% right direction (23% definitely)
- 12% wrong direction (6% definitely)

2015 OVERALL 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?

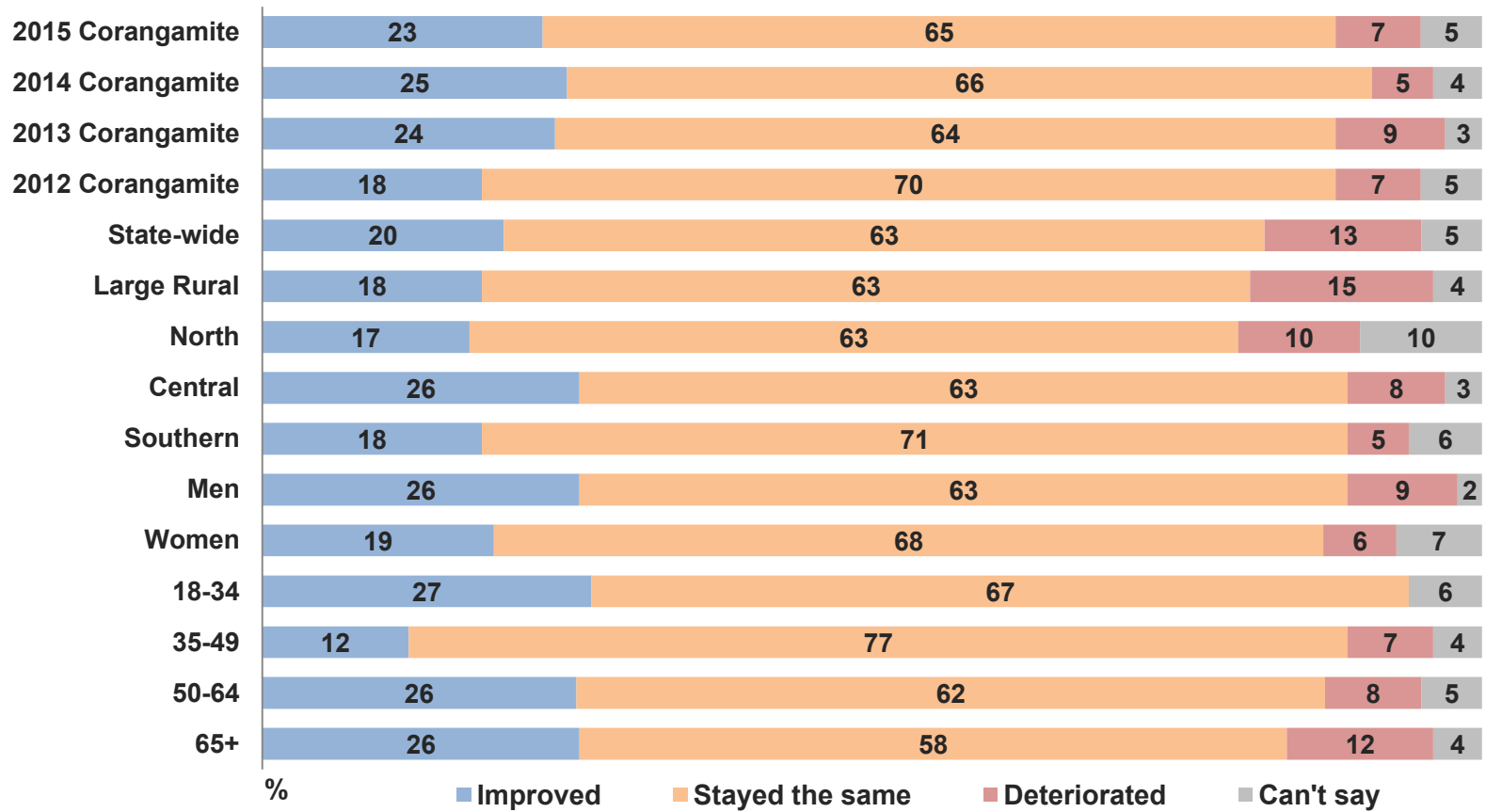
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences

2015 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2015 Overall Direction



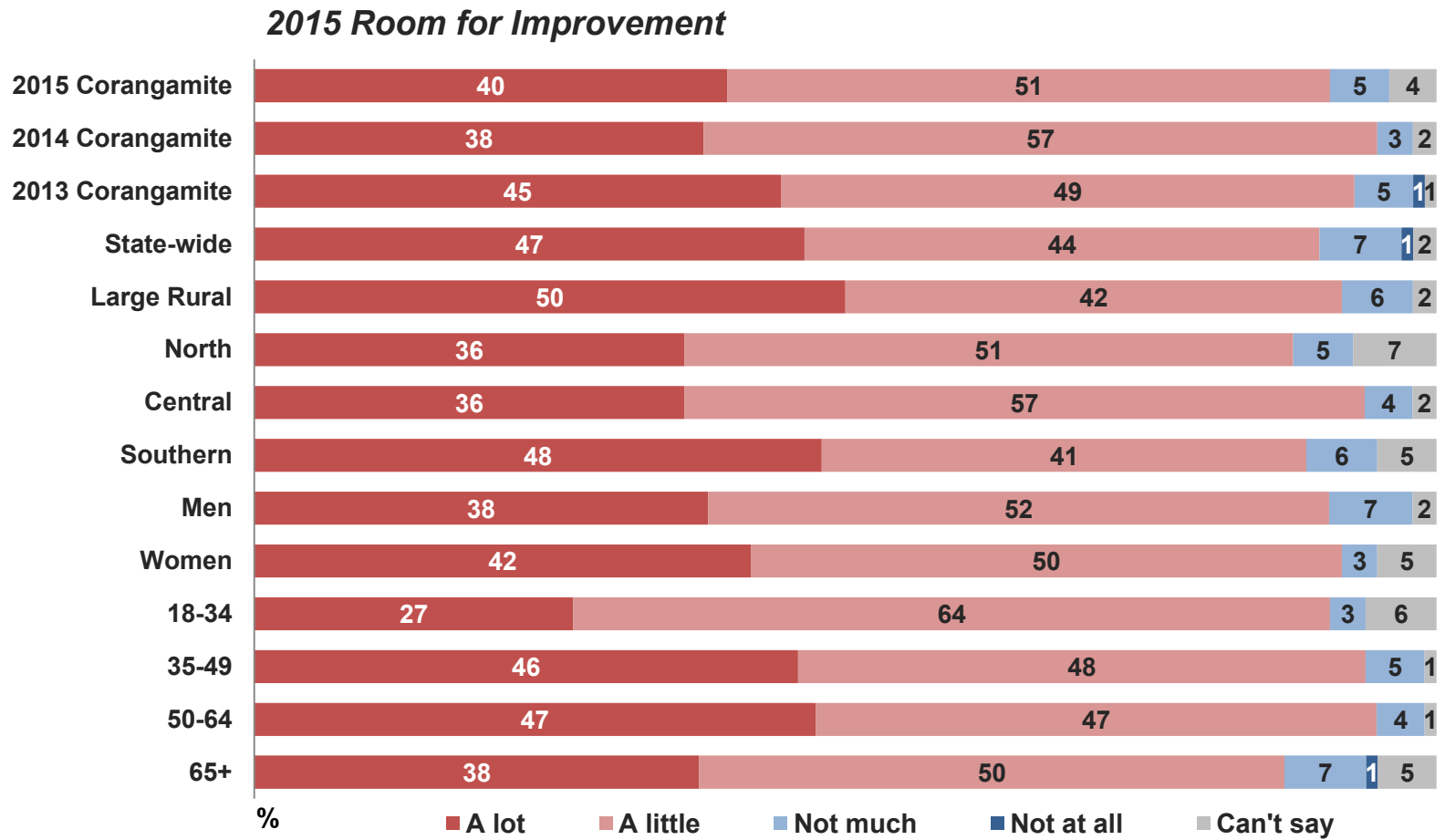
Q6. Over the last 12 months, what is your view of the direction of Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 ROOM FOR IMPROVEMENT IN SERVICES

DETAILED PERCENTAGES



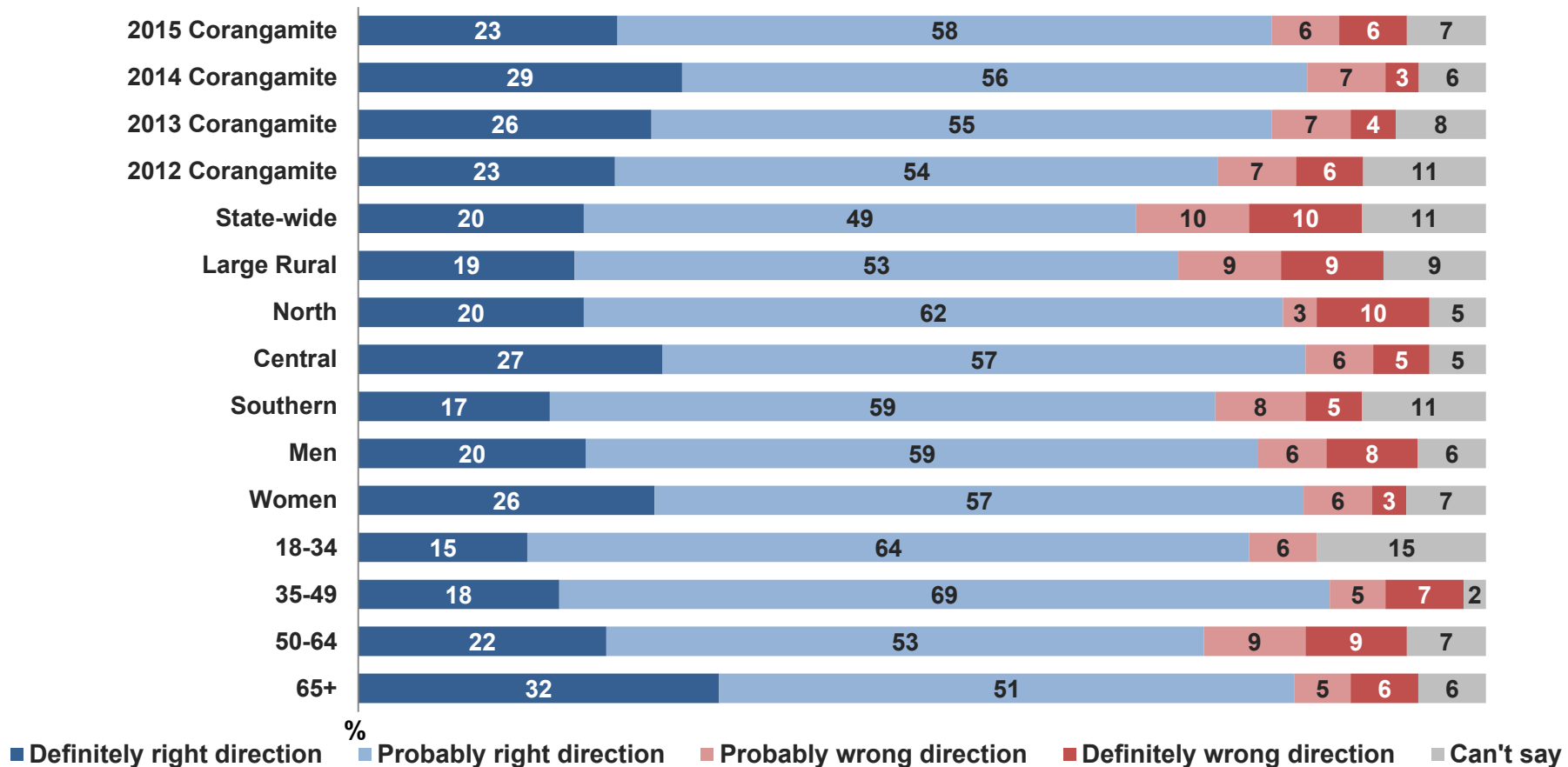
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

2015 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

2015 Future Direction



Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 3



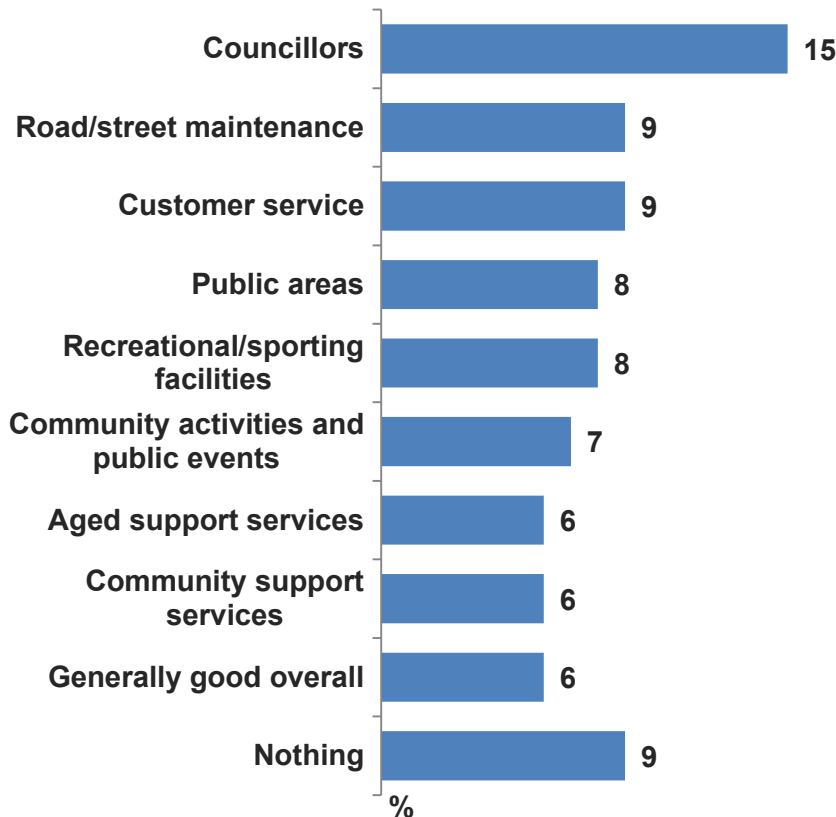
A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing pattern against the dark land and sea. The text "POSITIVES AND AREAS FOR IMPROVEMENT" is overlaid in white, bold, sans-serif font across the center of the image.

POSITIVES AND AREAS FOR IMPROVEMENT

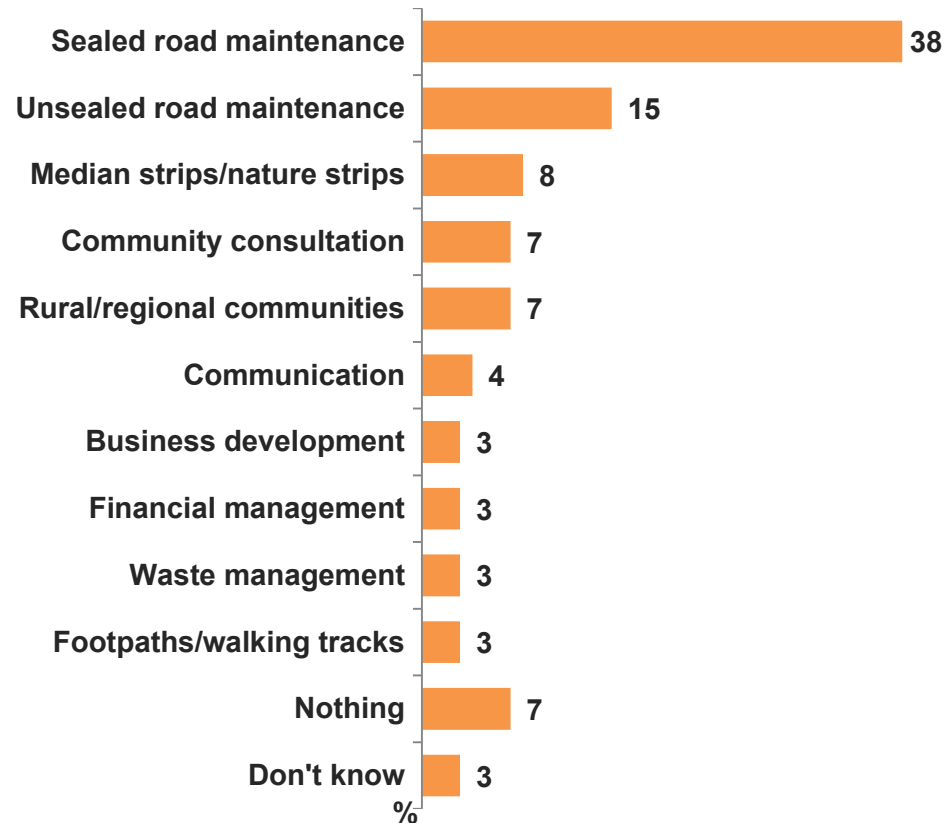
2015 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2015 SERVICES TO IMPROVE DETAILED PERCENTAGES

2015 Best Aspects



2015 Areas for Improvement



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: 19 Councils asked group: 5

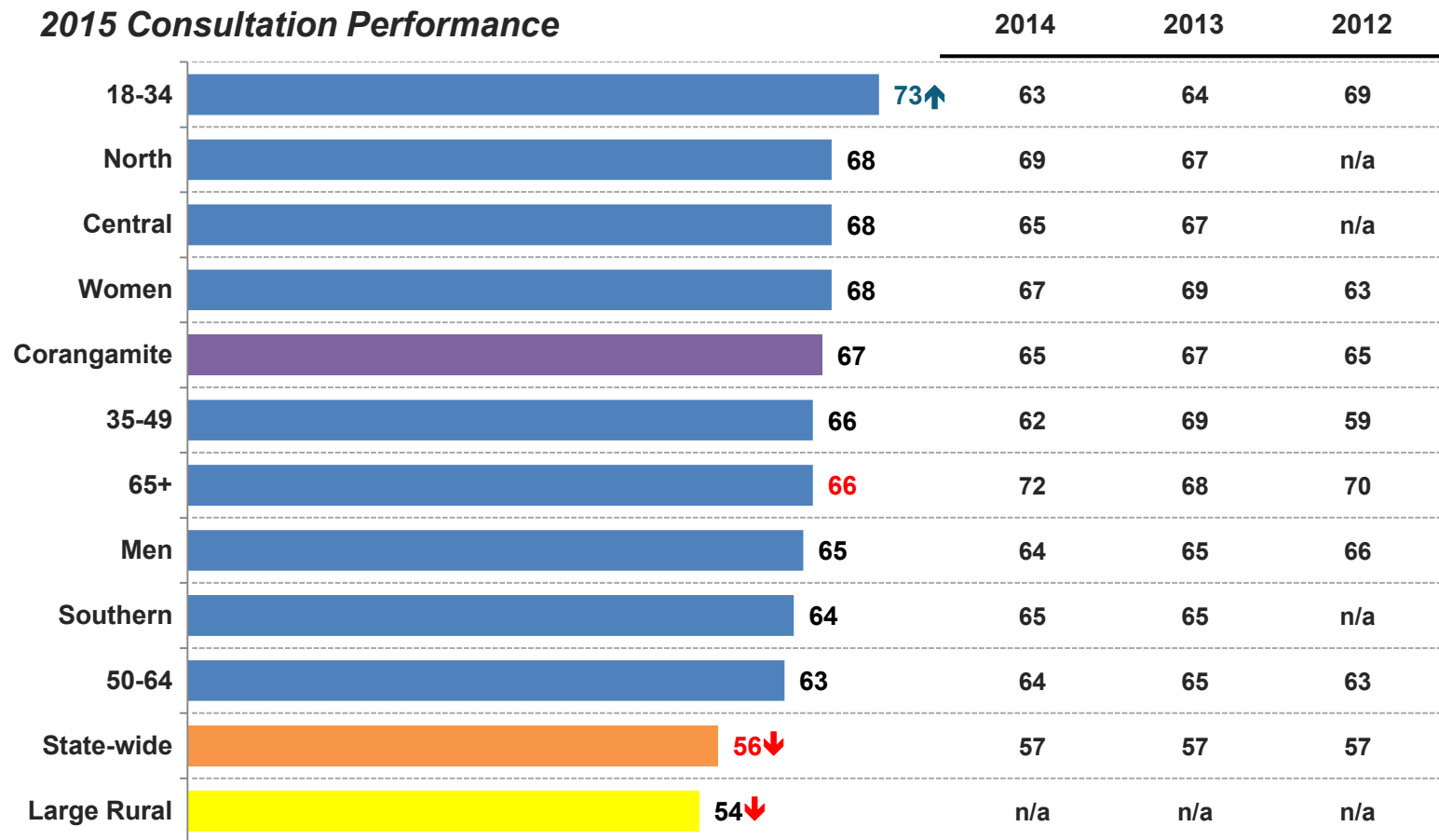
Q17. What does Corangamite Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked statewide: 28 Councils asked group: 7

A satellite map of South Africa at night, showing the country's coastline and major cities illuminated by city lights. The map is centered on the country, with the surrounding ocean visible. The text "INDIVIDUAL SERVICE AREAS" is overlaid on the map in a large, white, sans-serif font.

INDIVIDUAL SERVICE AREAS

2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



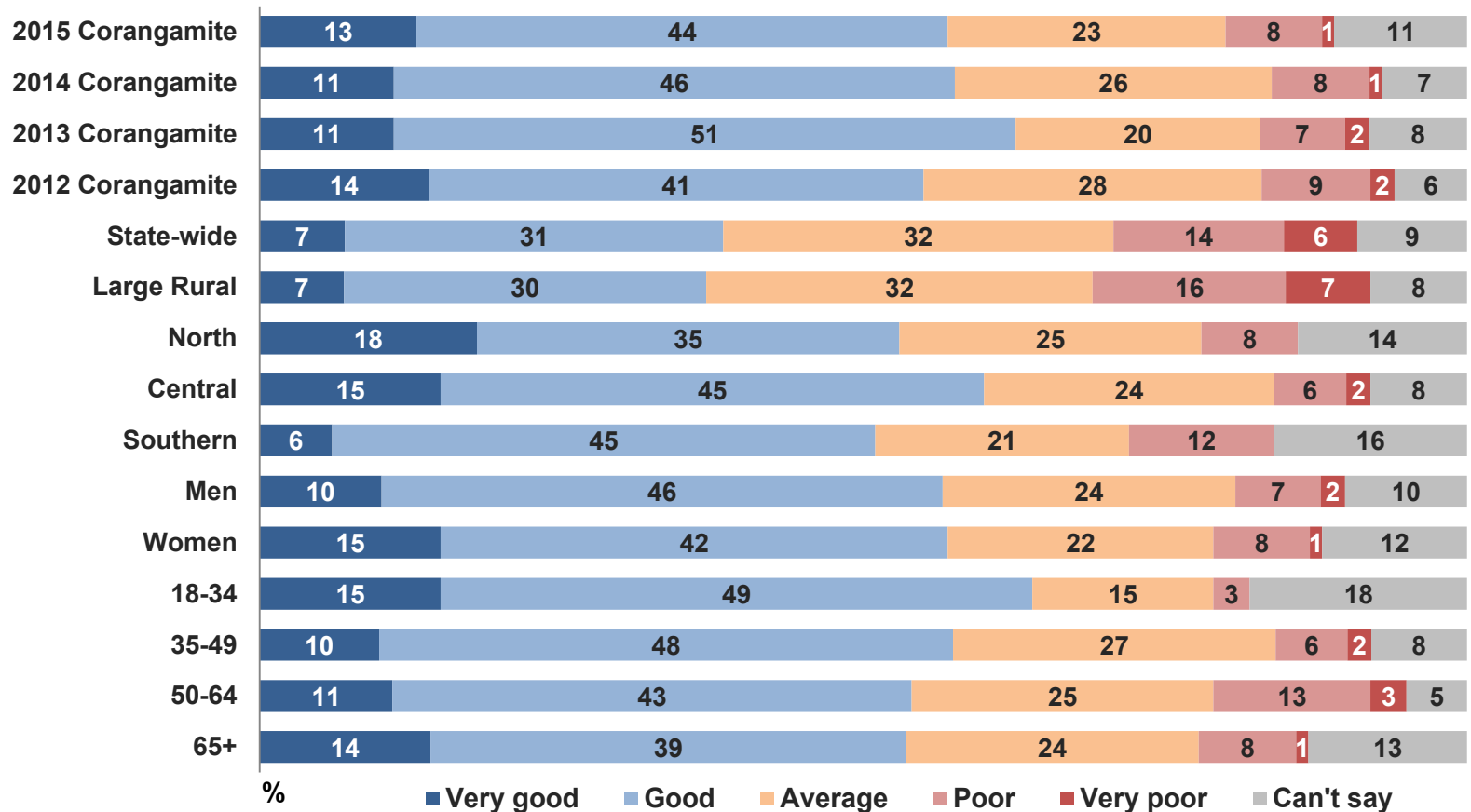
Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

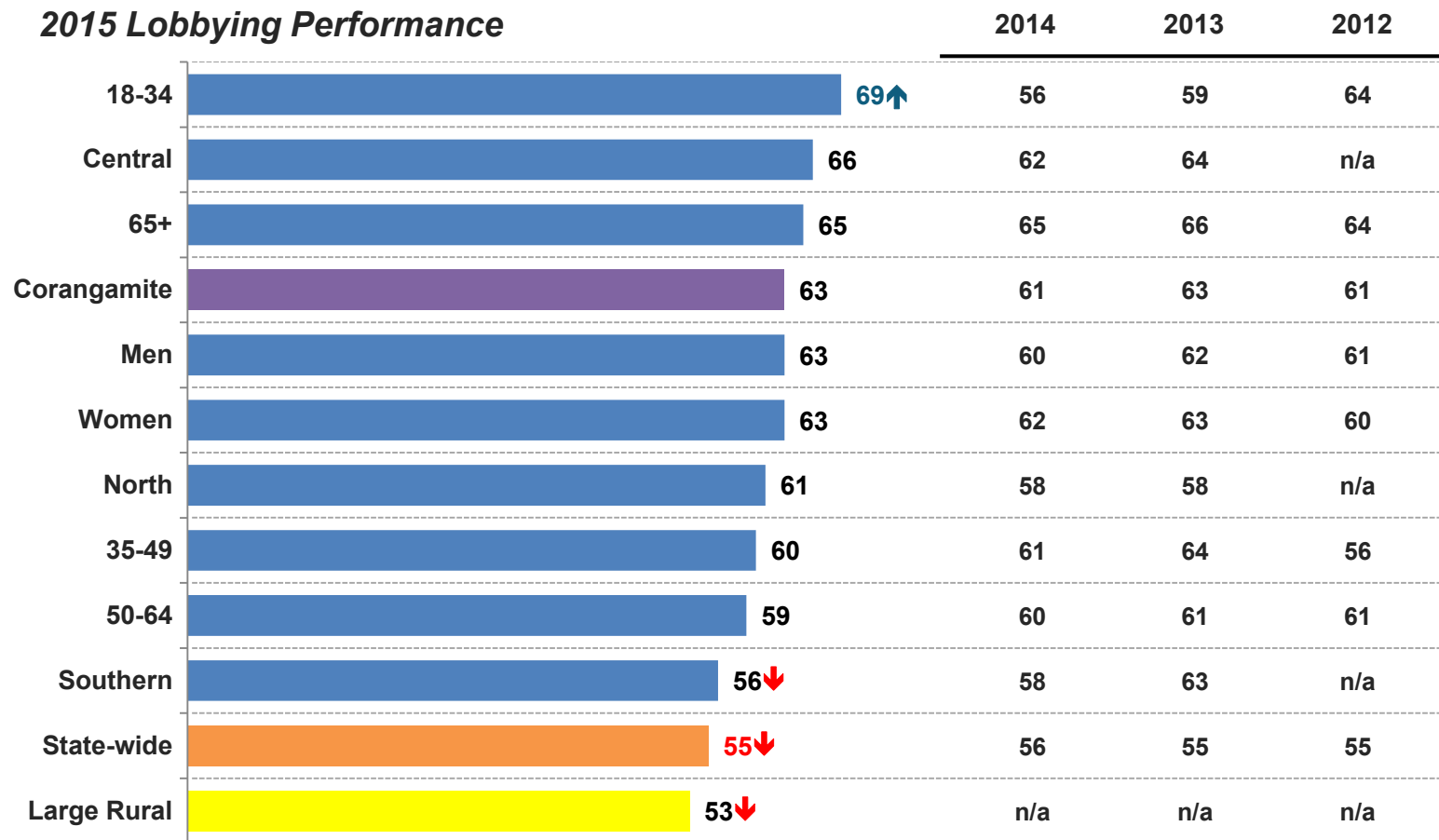
2015 Consultation Performance



Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES



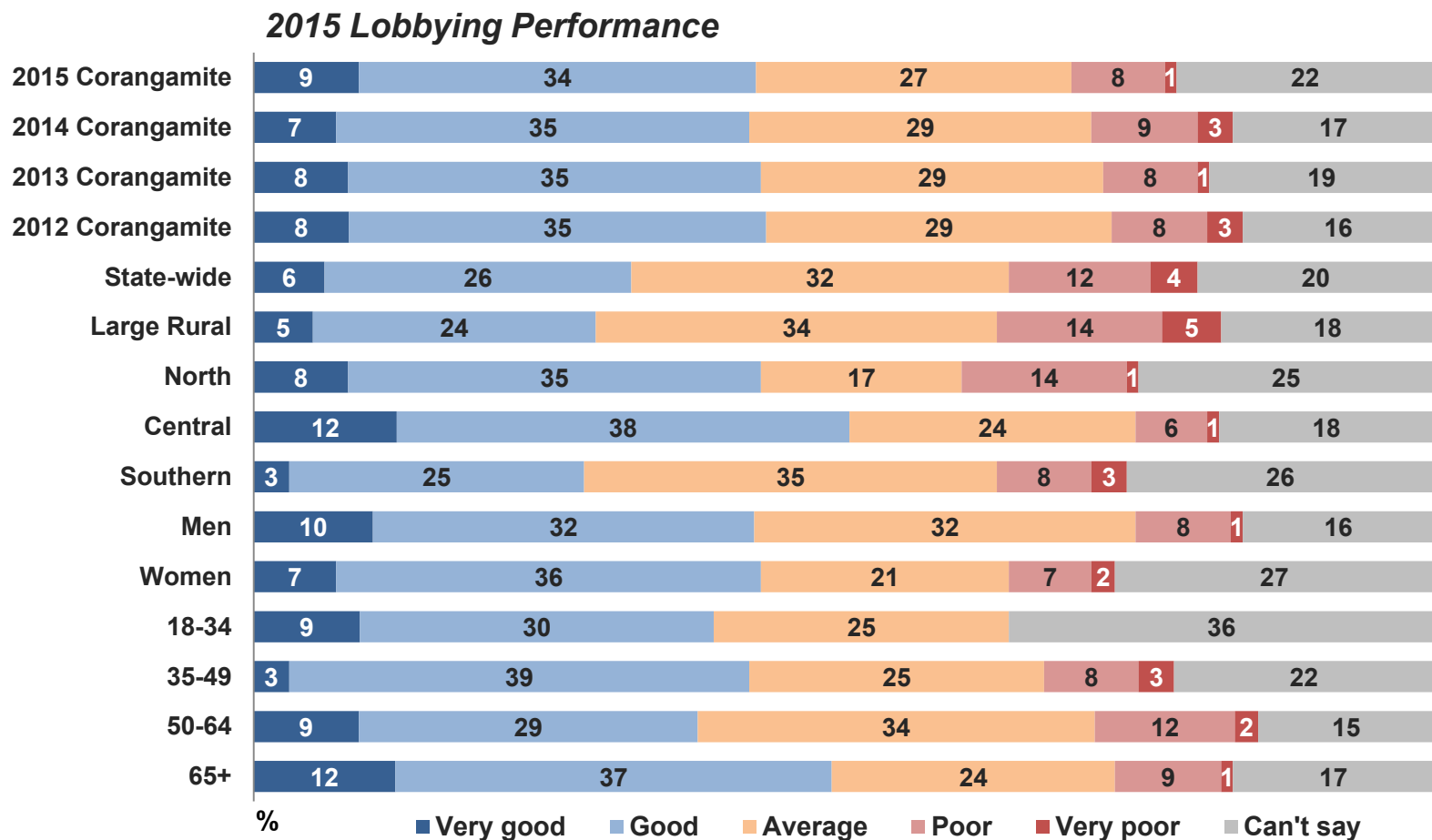
Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

2015 LOBBYING ON BEHALF OF THE COMMUNITY

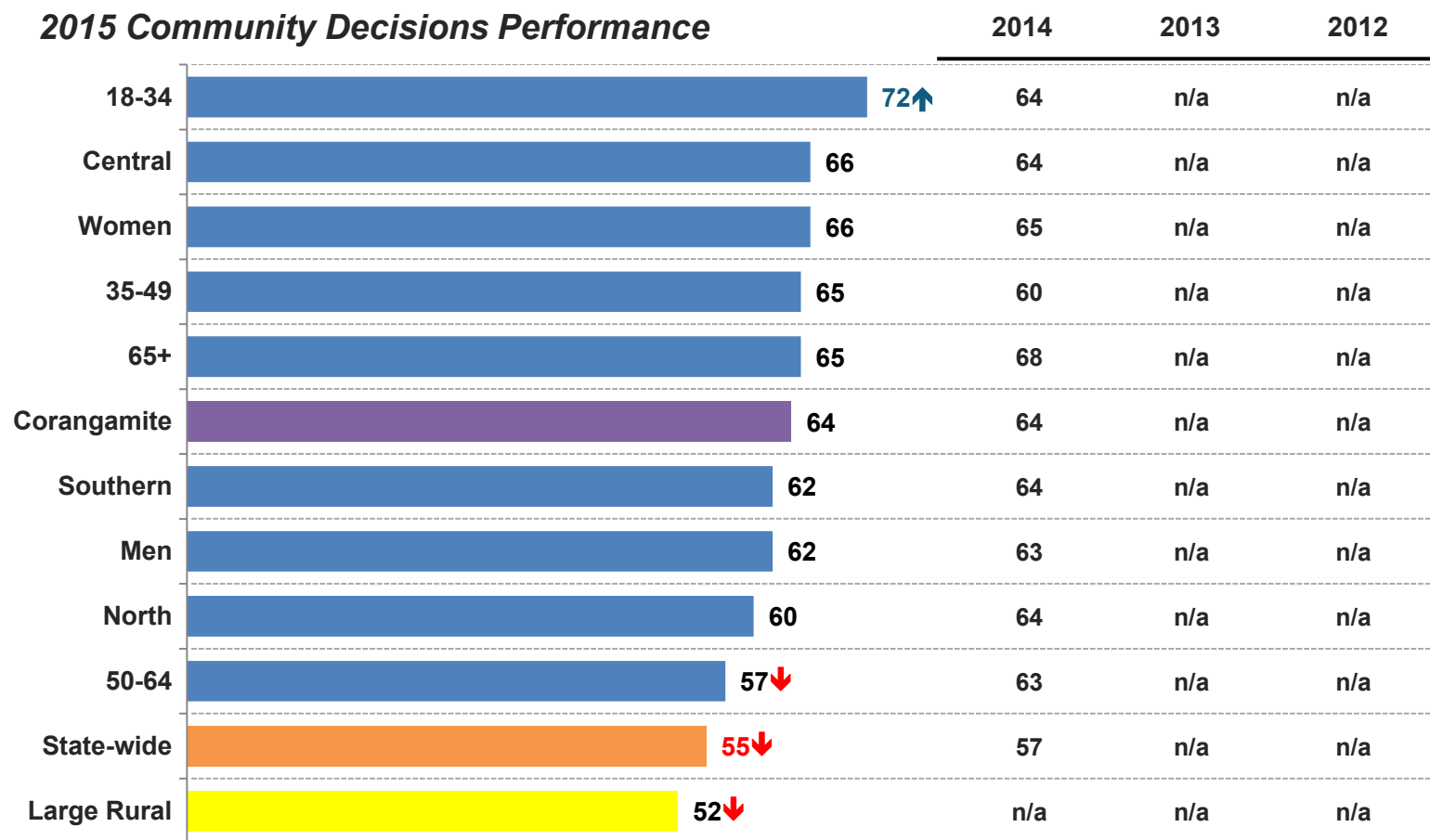
PERFORMANCE DETAILED PERCENTAGES



Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES



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

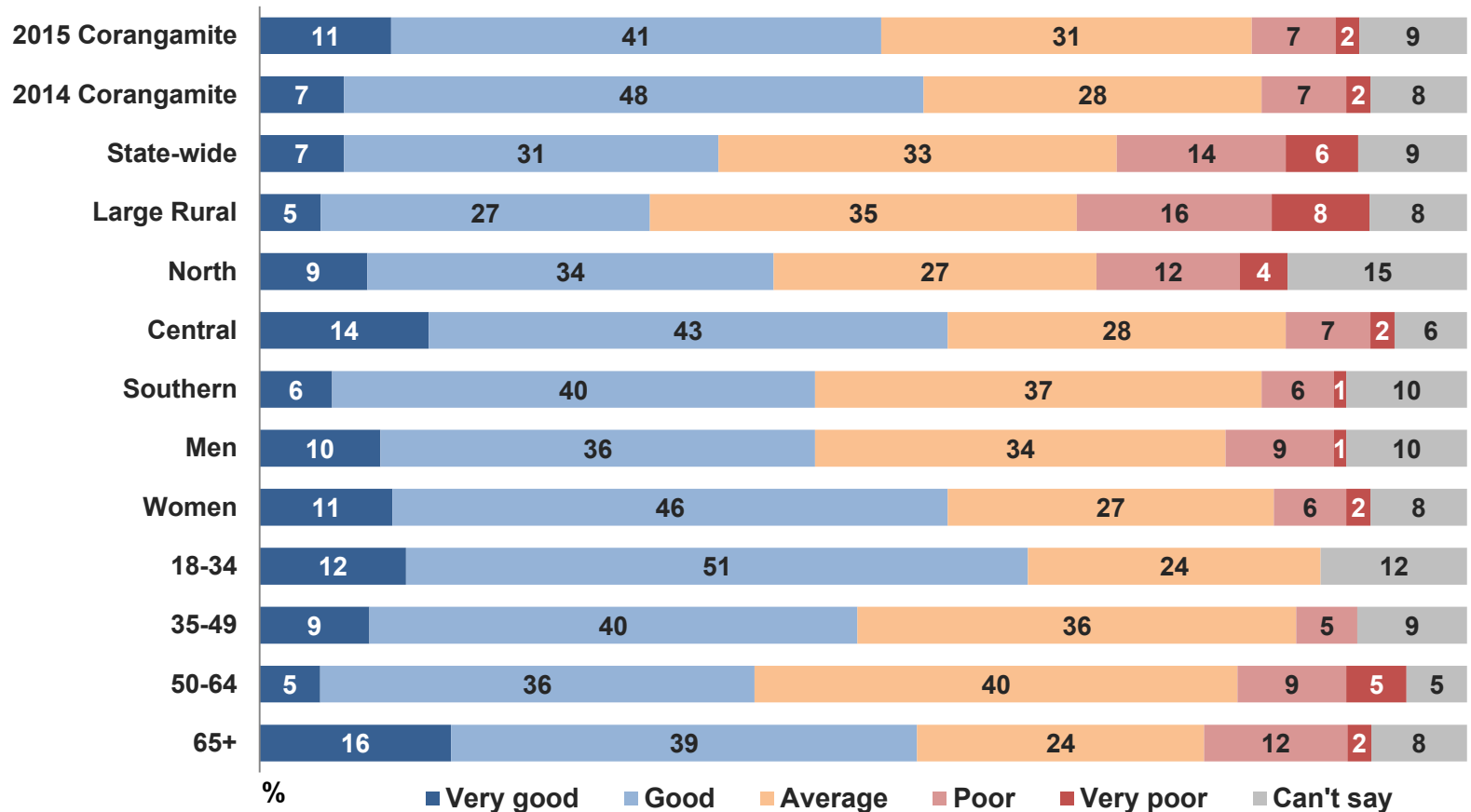
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2015 Community Decisions Performance



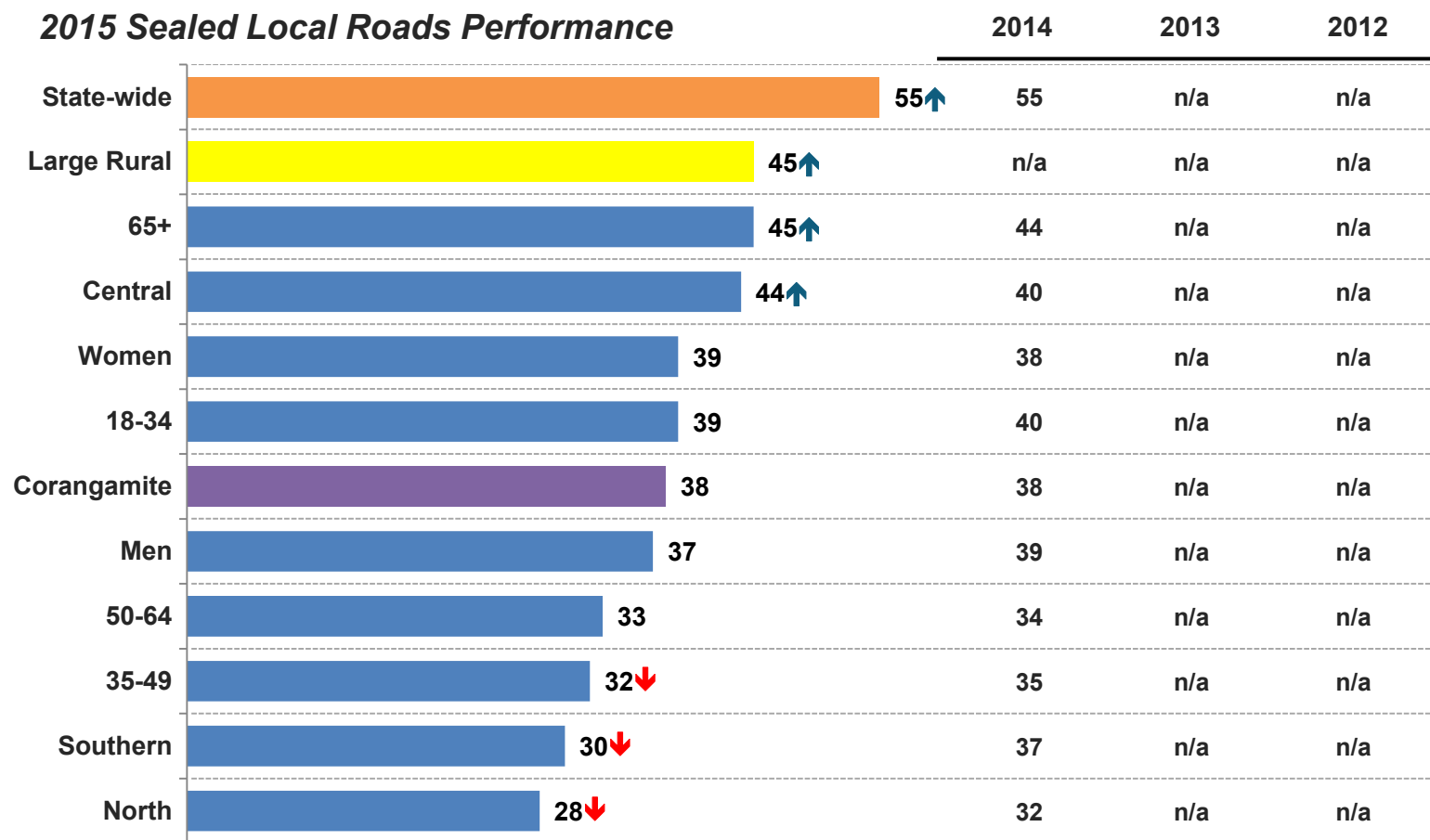
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



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

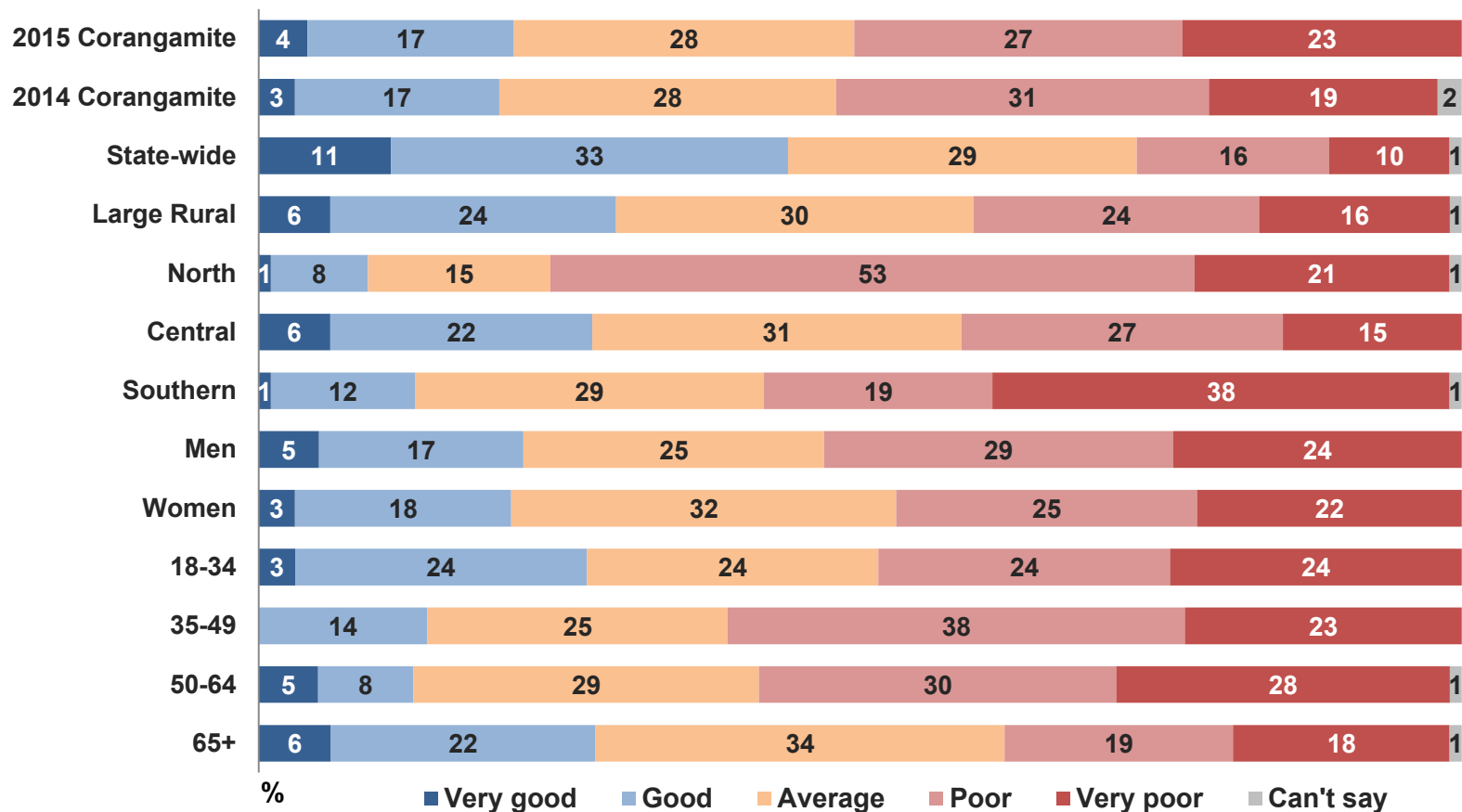
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2015 Sealed Local Roads Performance

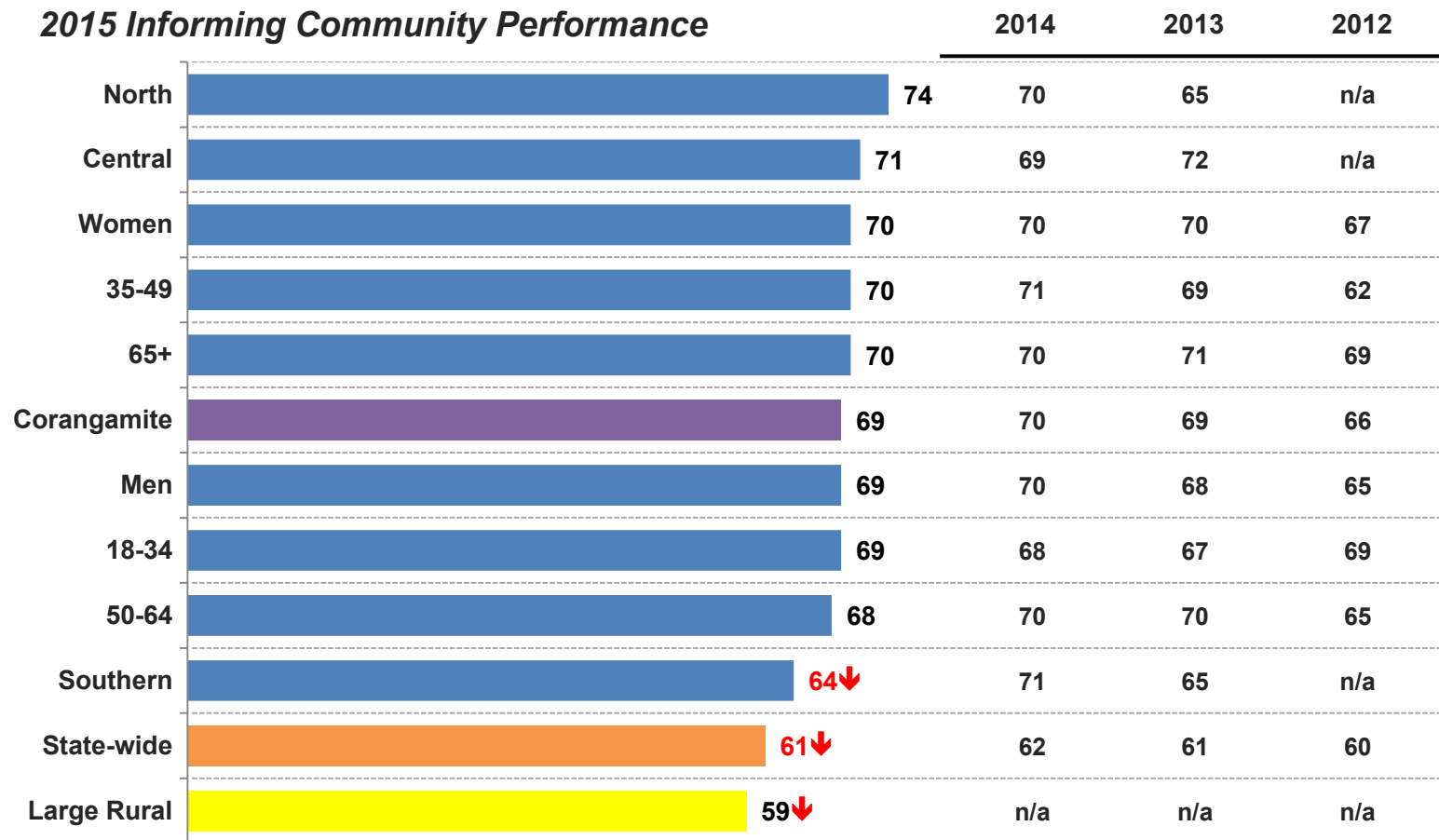


Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES



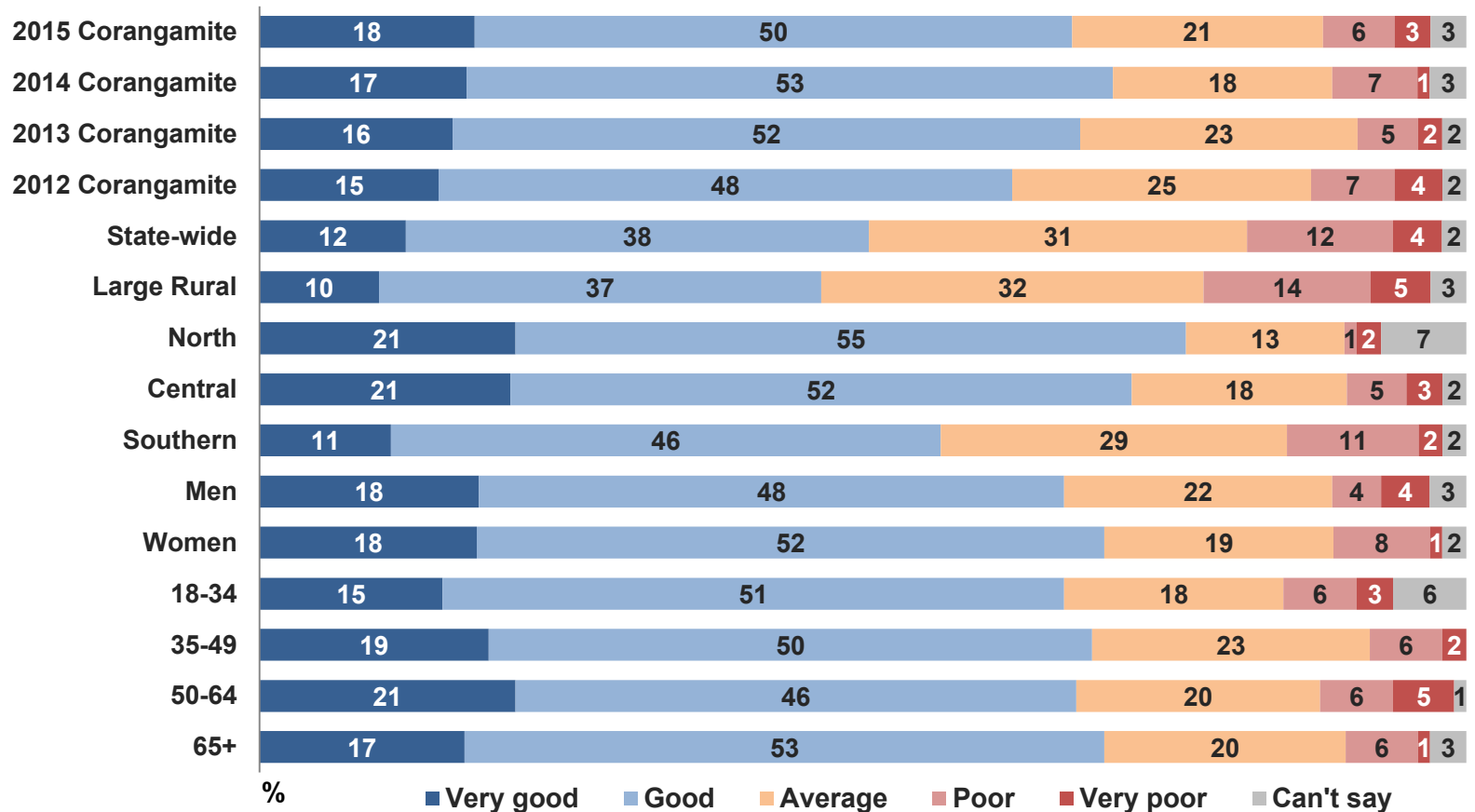
Q2. How has Council performed on 'Informing the Community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 35 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

2015 Informing Community Performance

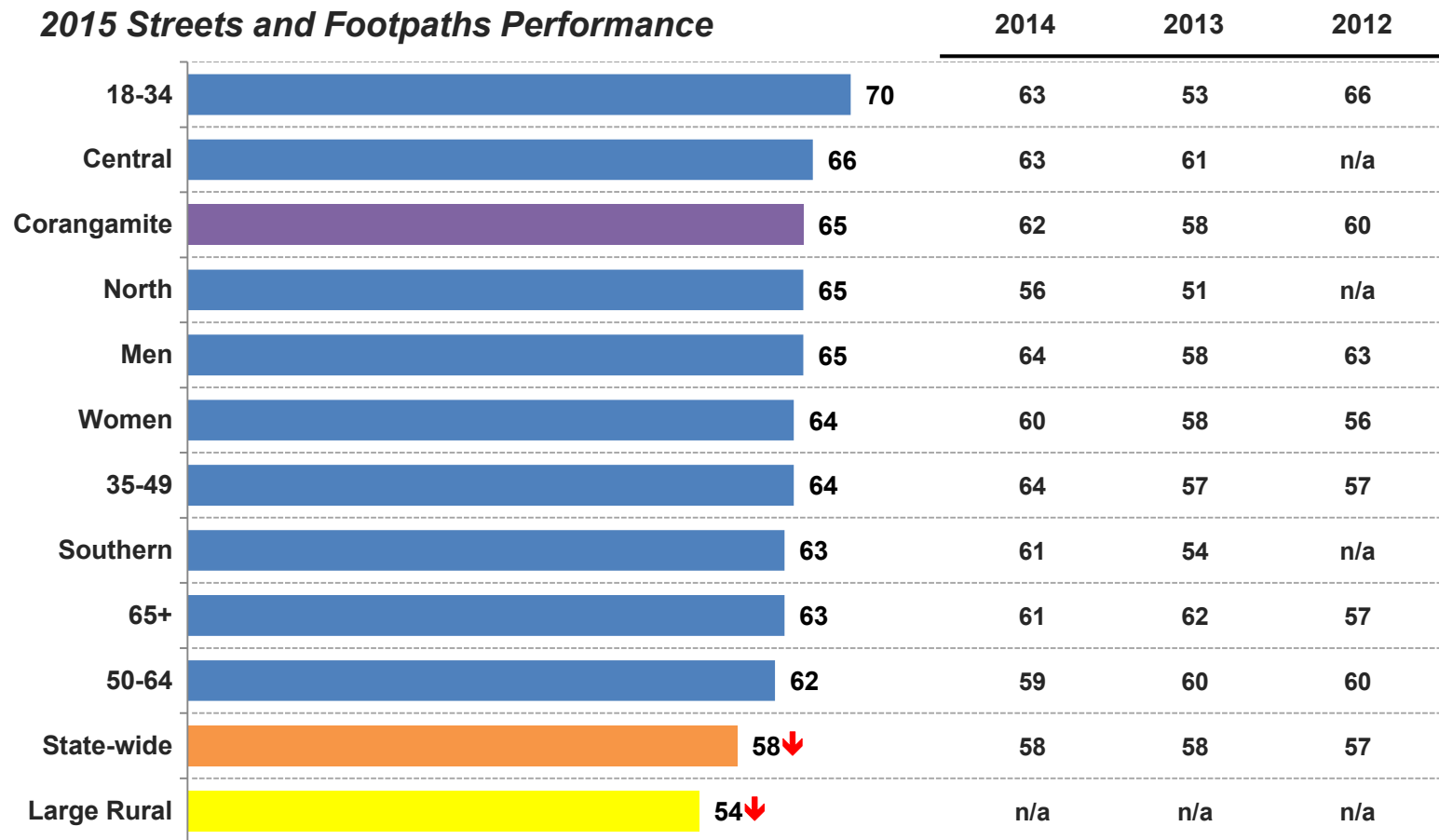


Q2. How has Council performed on 'Informing the Community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 35 Councils asked group: 9



2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES



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

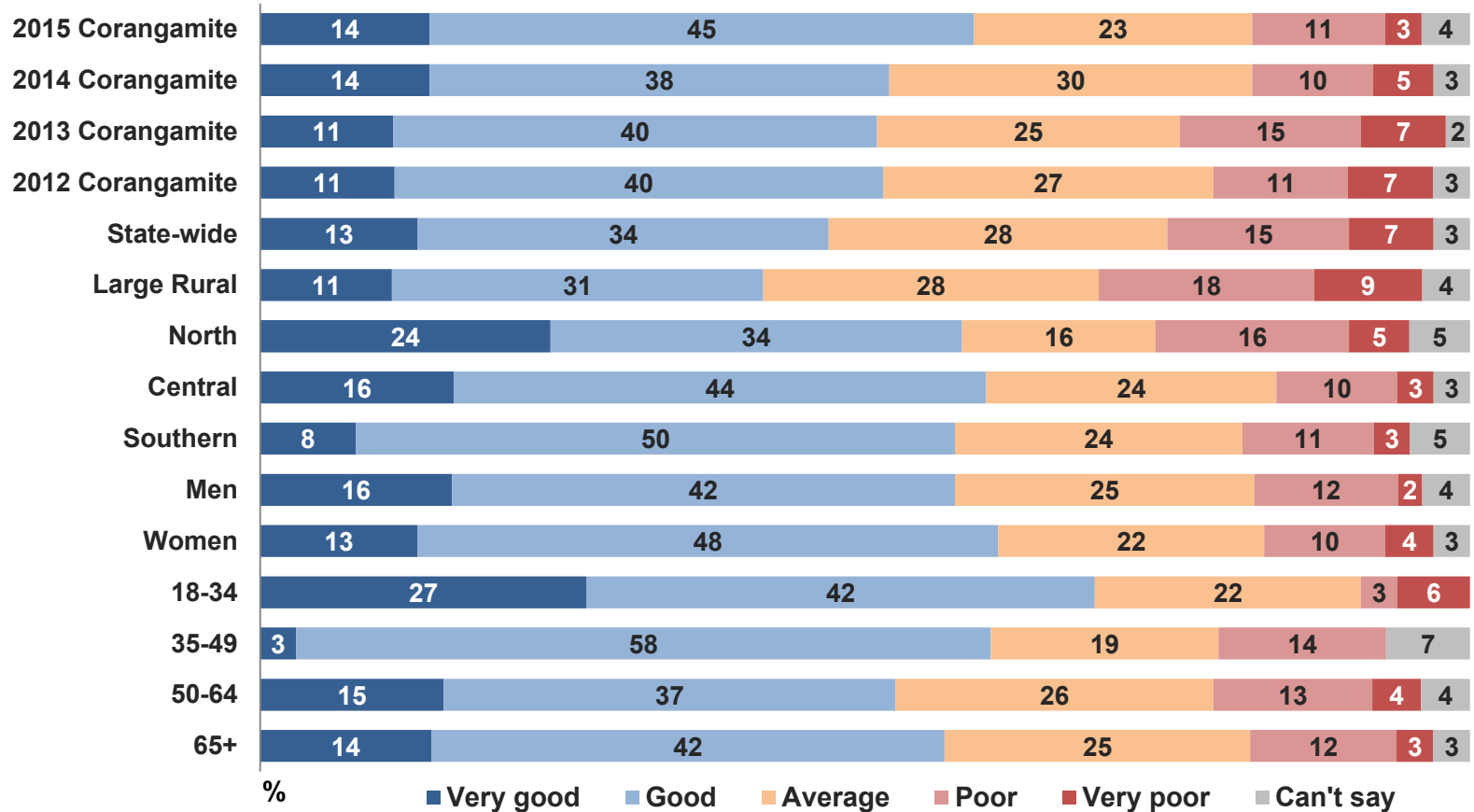
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 15

Note: Please see slide 5 for explanation about significant differences

2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2015 Streets and Footpaths Performance

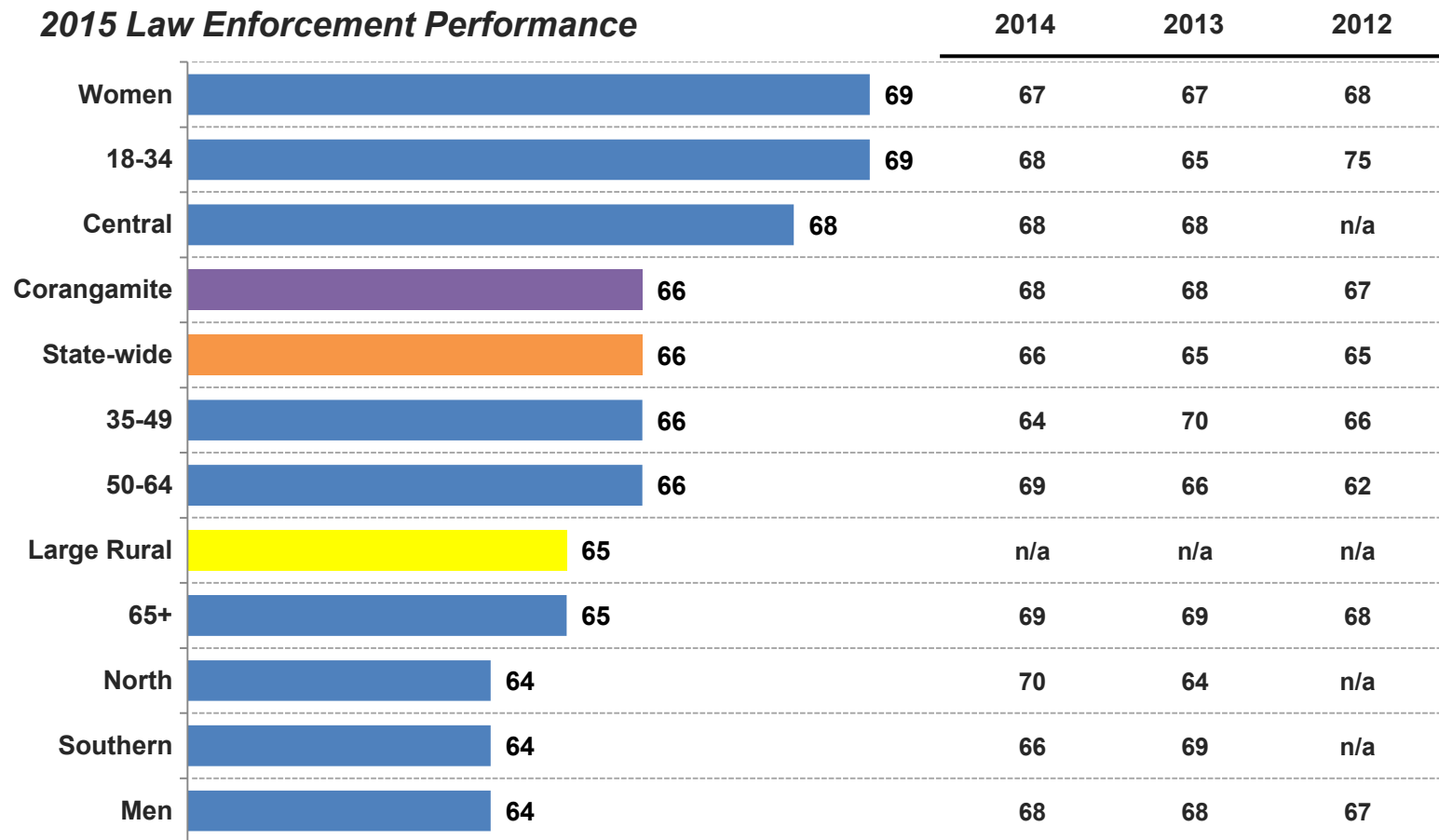


Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 15



2015 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



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

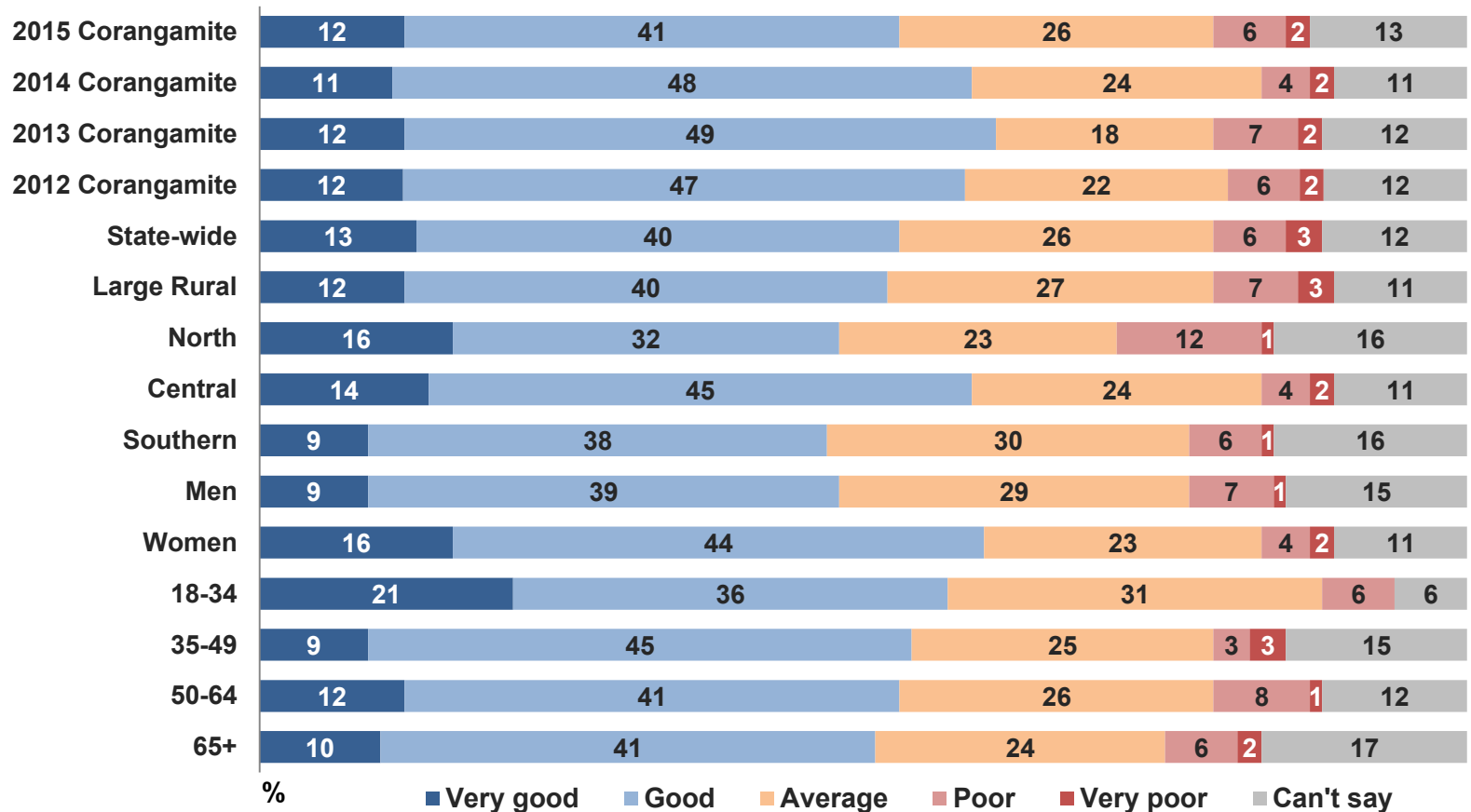
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

2015 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

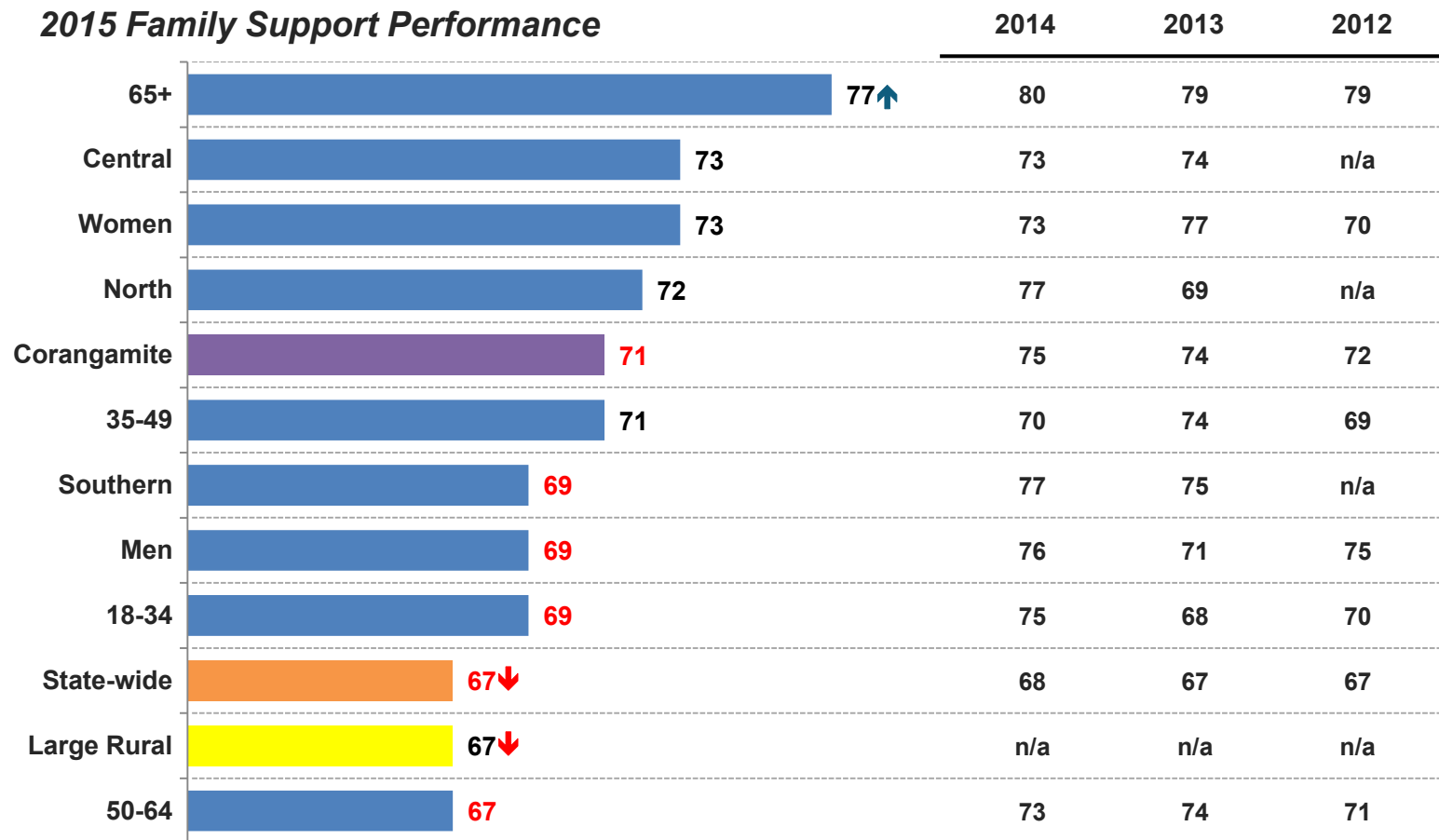
2015 Law Enforcement Performance



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 12



2015 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

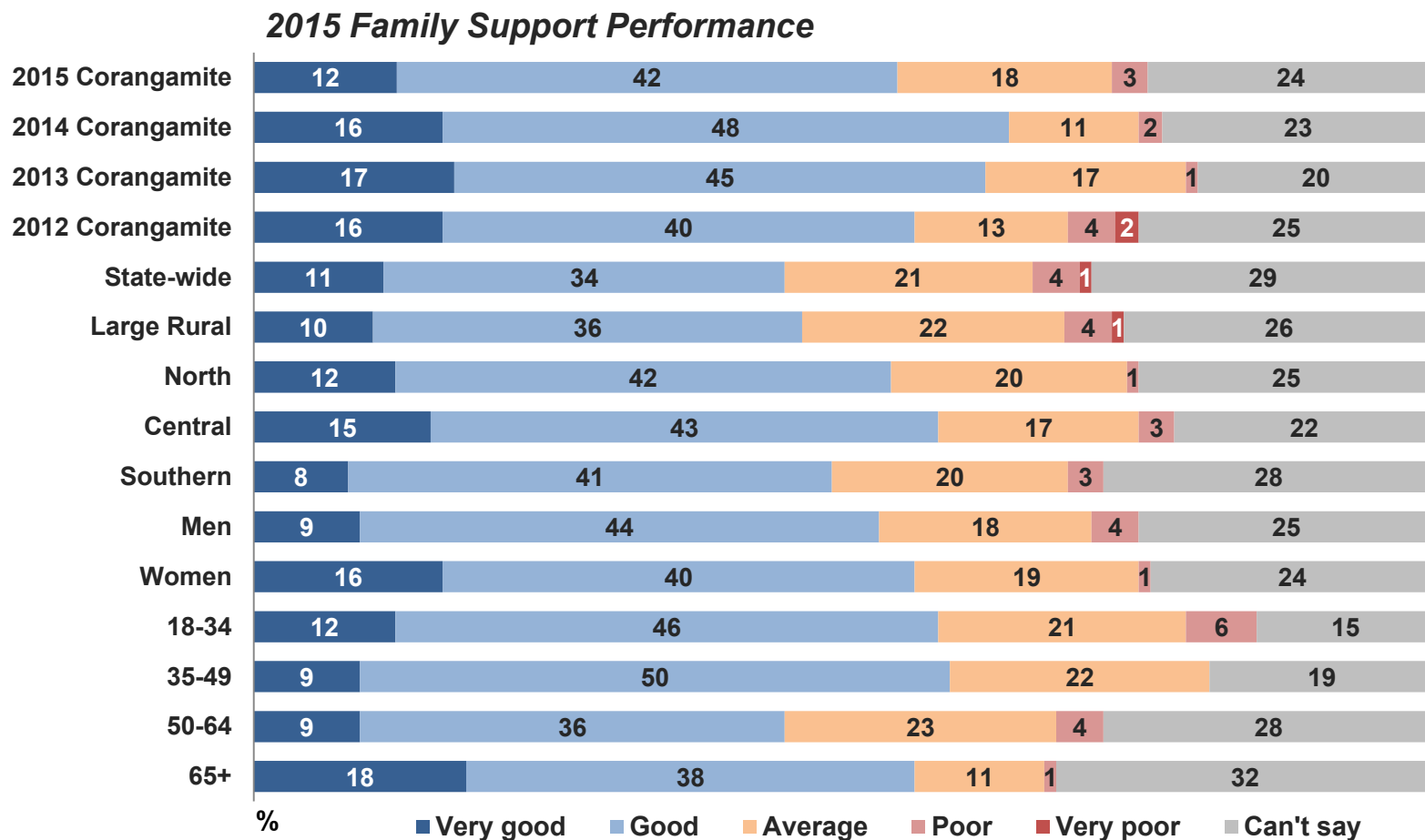


Q2. How has Council performed on 'Family Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

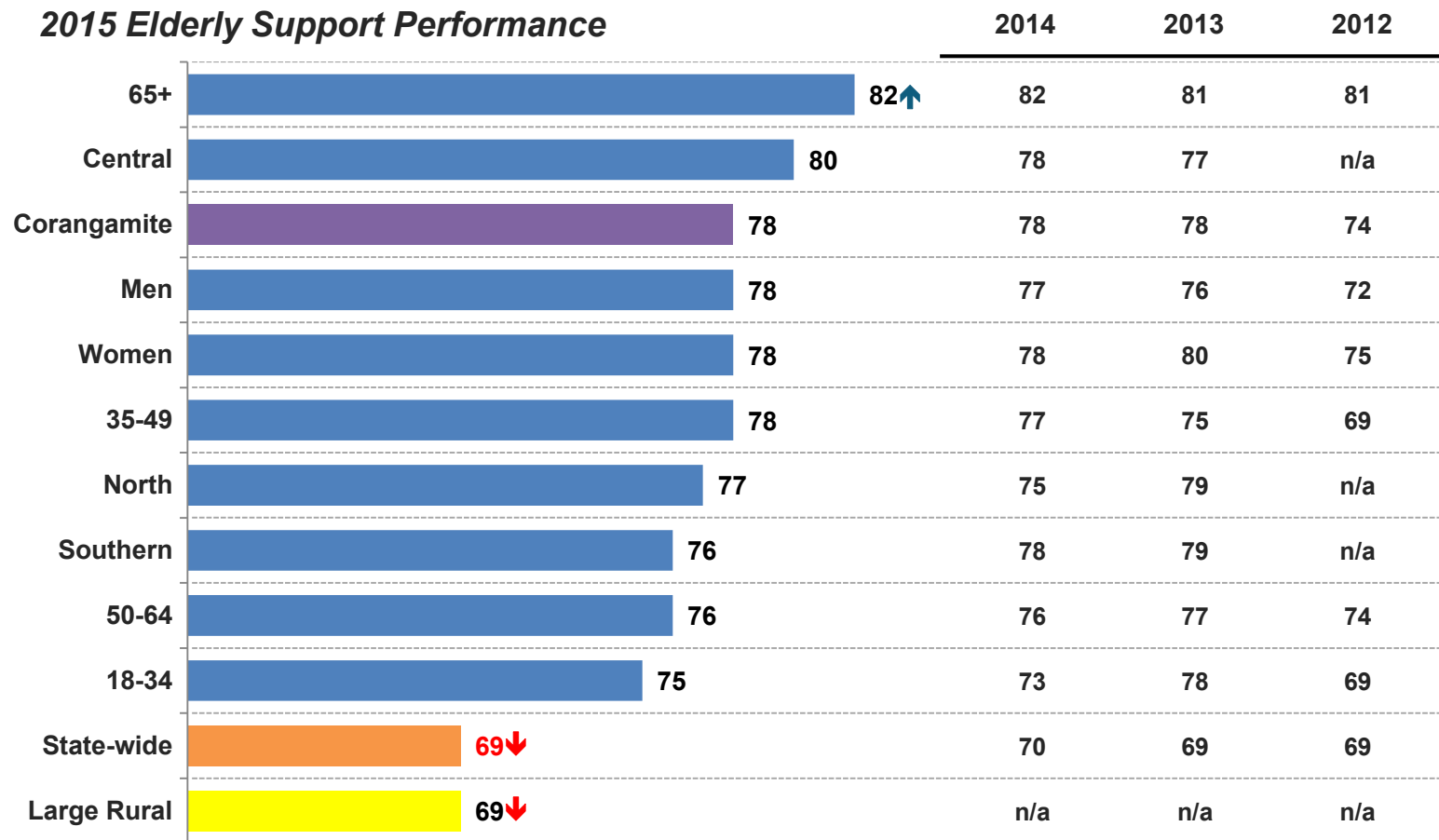
2015 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Council performed on 'Family Support Services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 37 Councils asked group: 10



2015 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

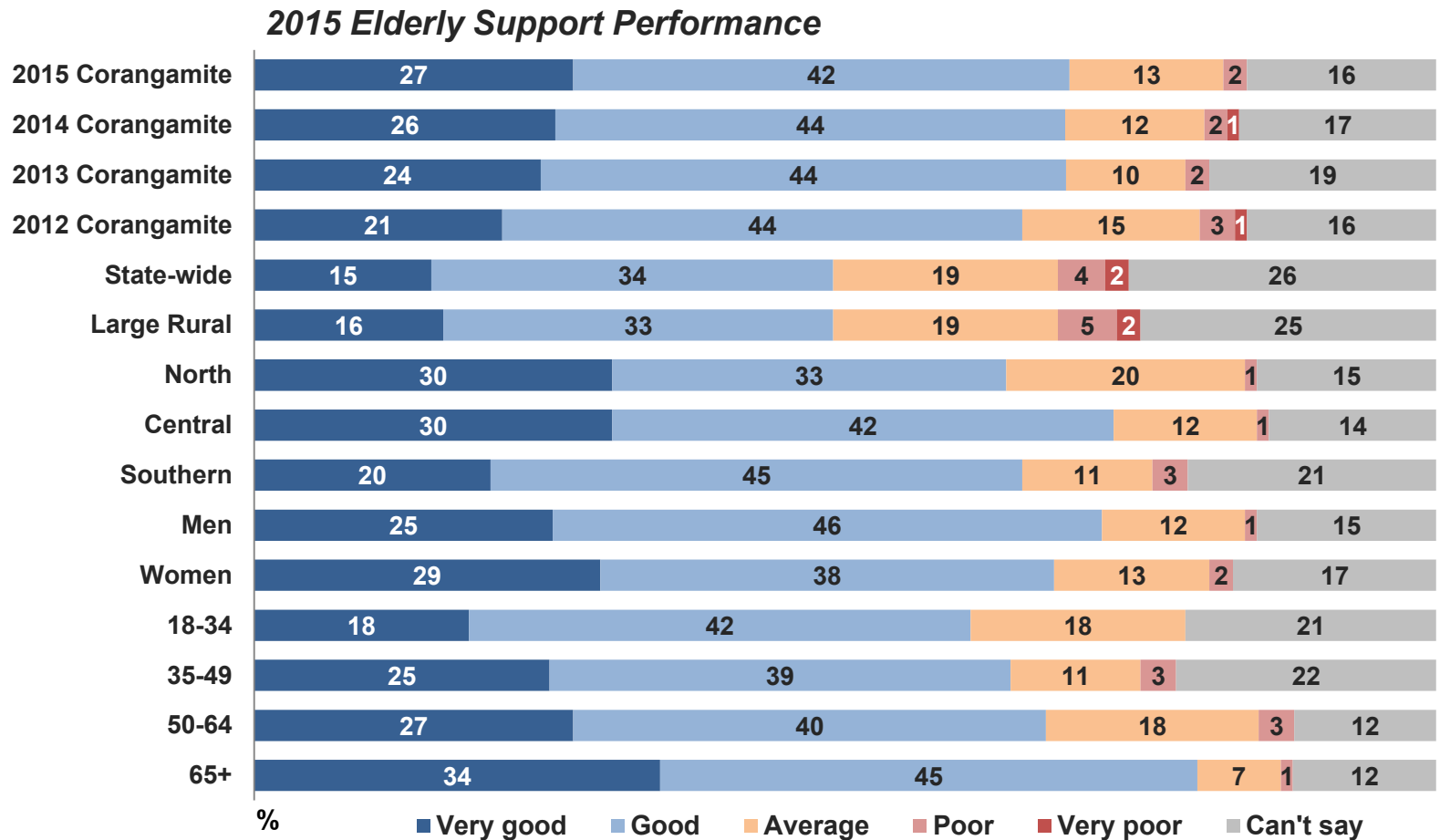


Q2. How has Council performed on 'Elderly Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13

Note: Please see slide 5 for explanation about significant differences

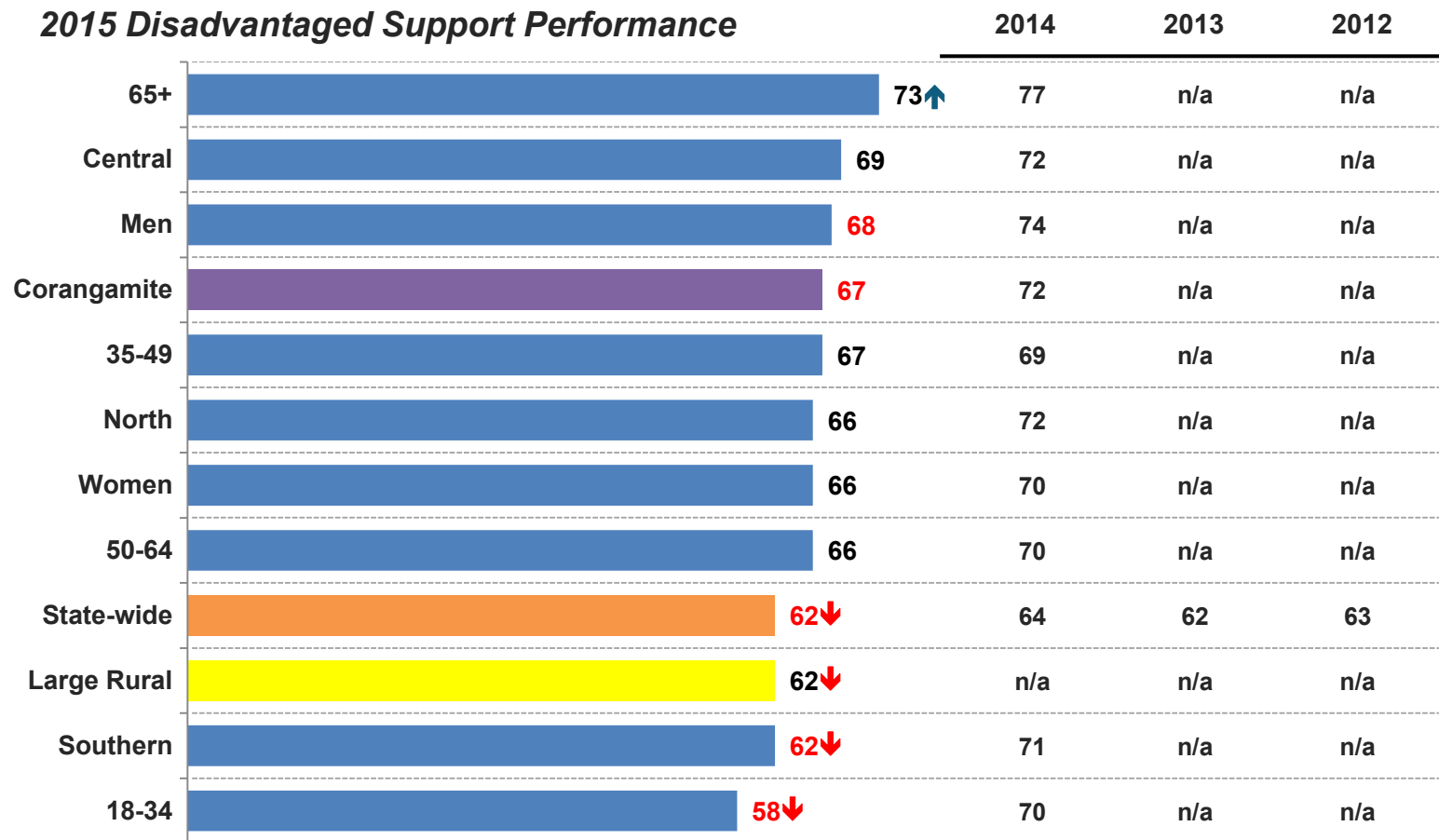
2015 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Council performed on 'Elderly Support Services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13



2015 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES



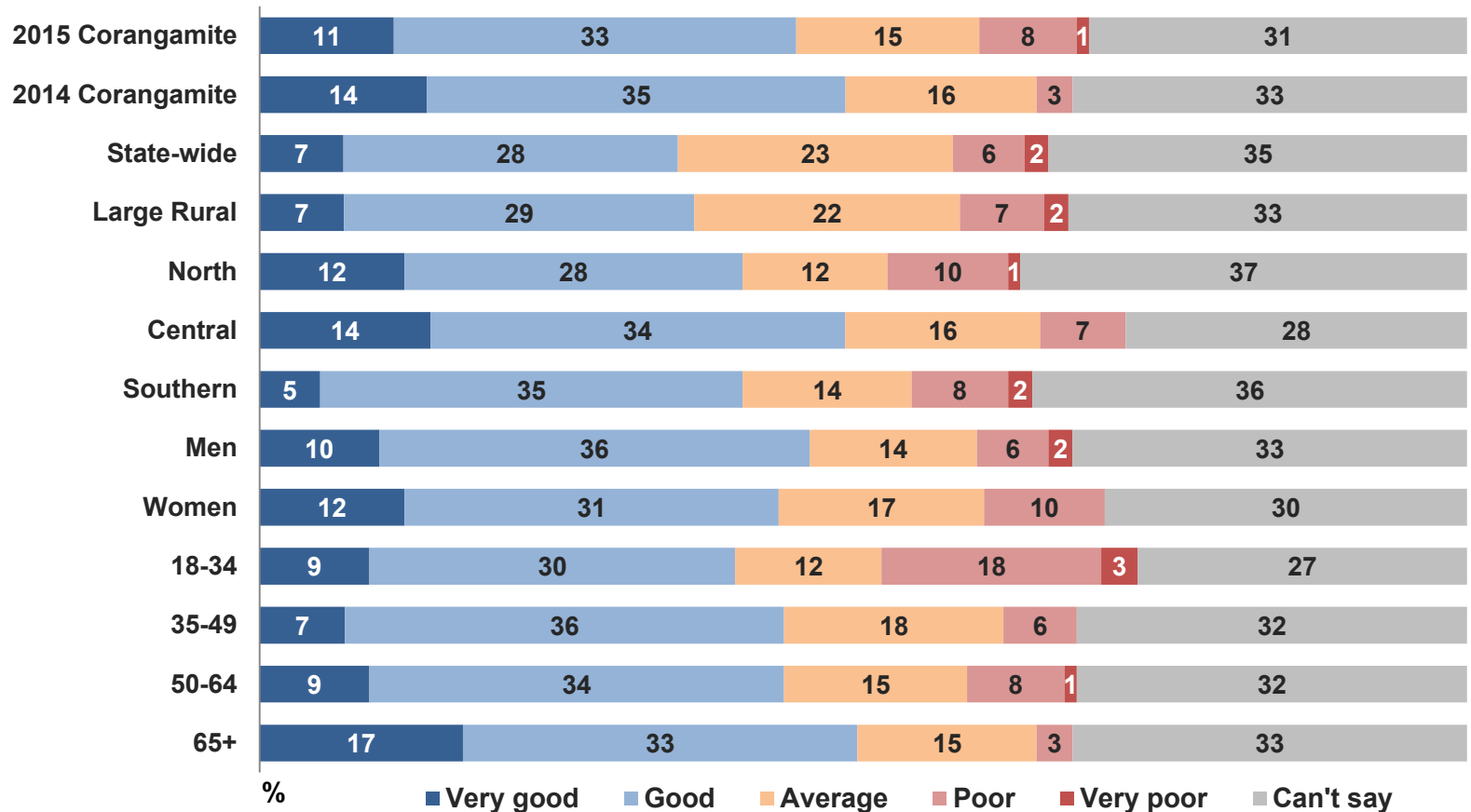
Q2. How has Council performed on 'Disadvantaged Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

2015 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

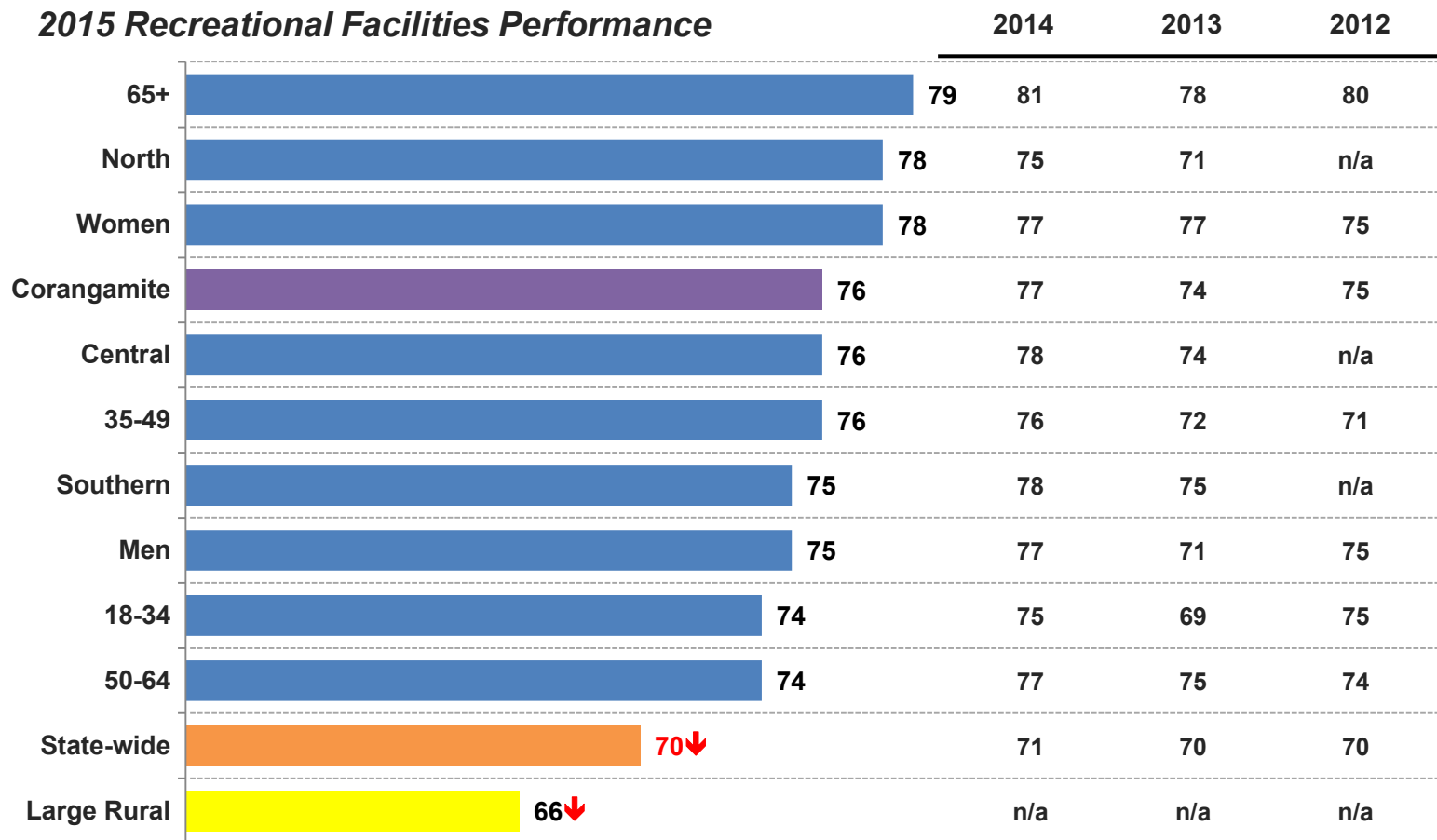
2015 Disadvantaged Support Performance



Q2. How has Council performed on 'Disadvantaged Support Services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



2015 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

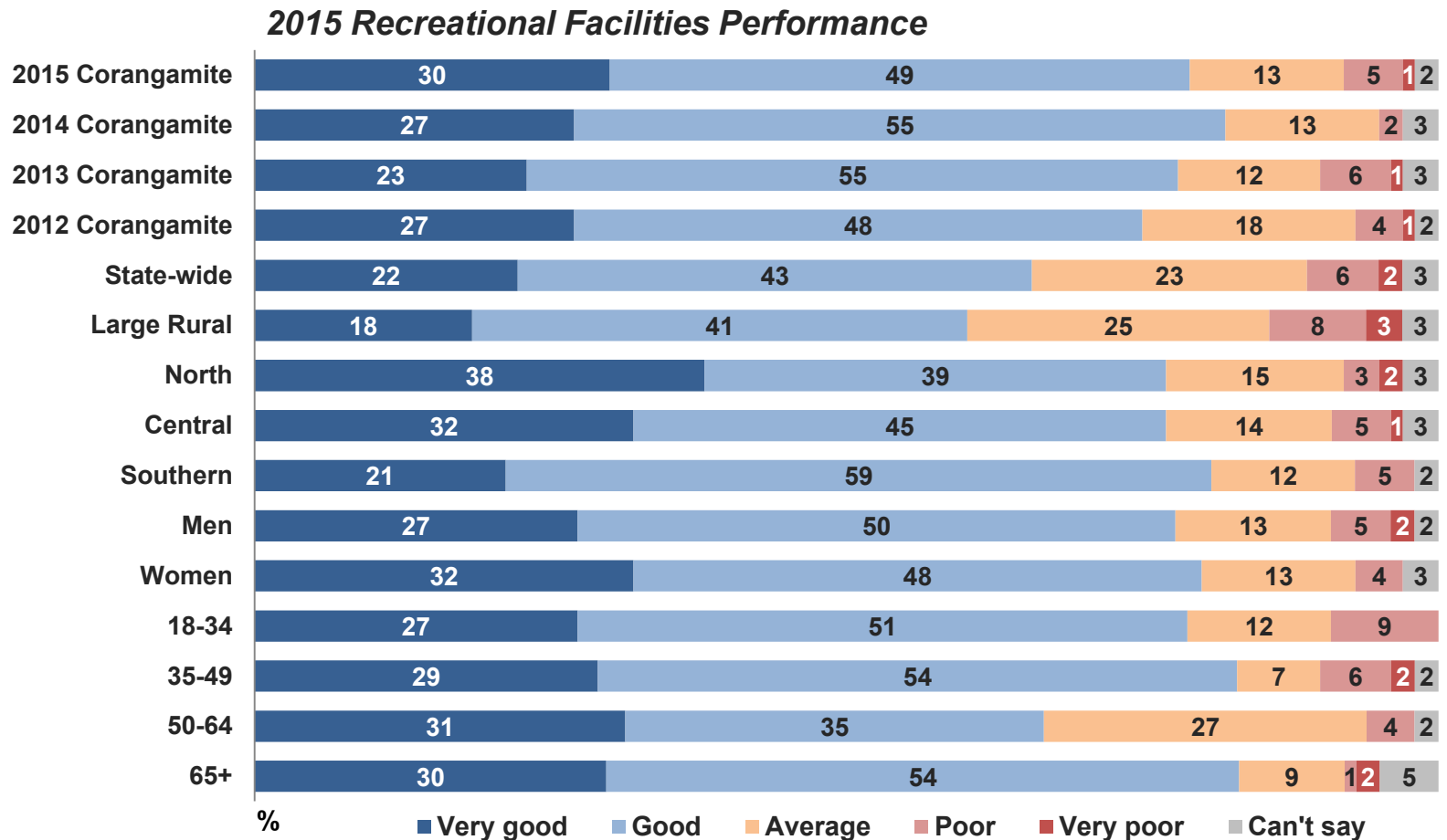


Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 16

Note: Please see slide 5 for explanation about significant differences

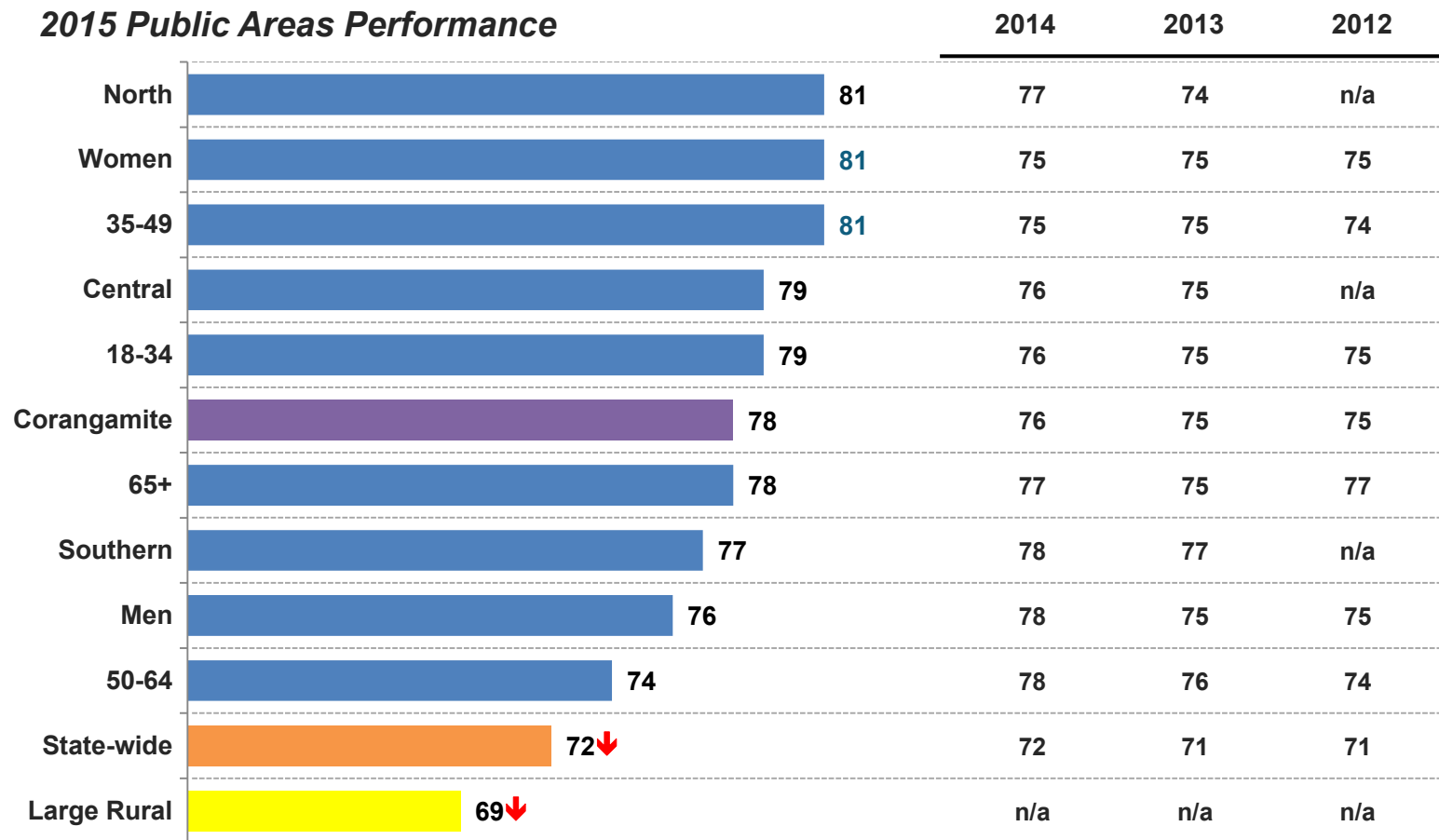
2015 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 47 Councils asked group: 16



2015 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES



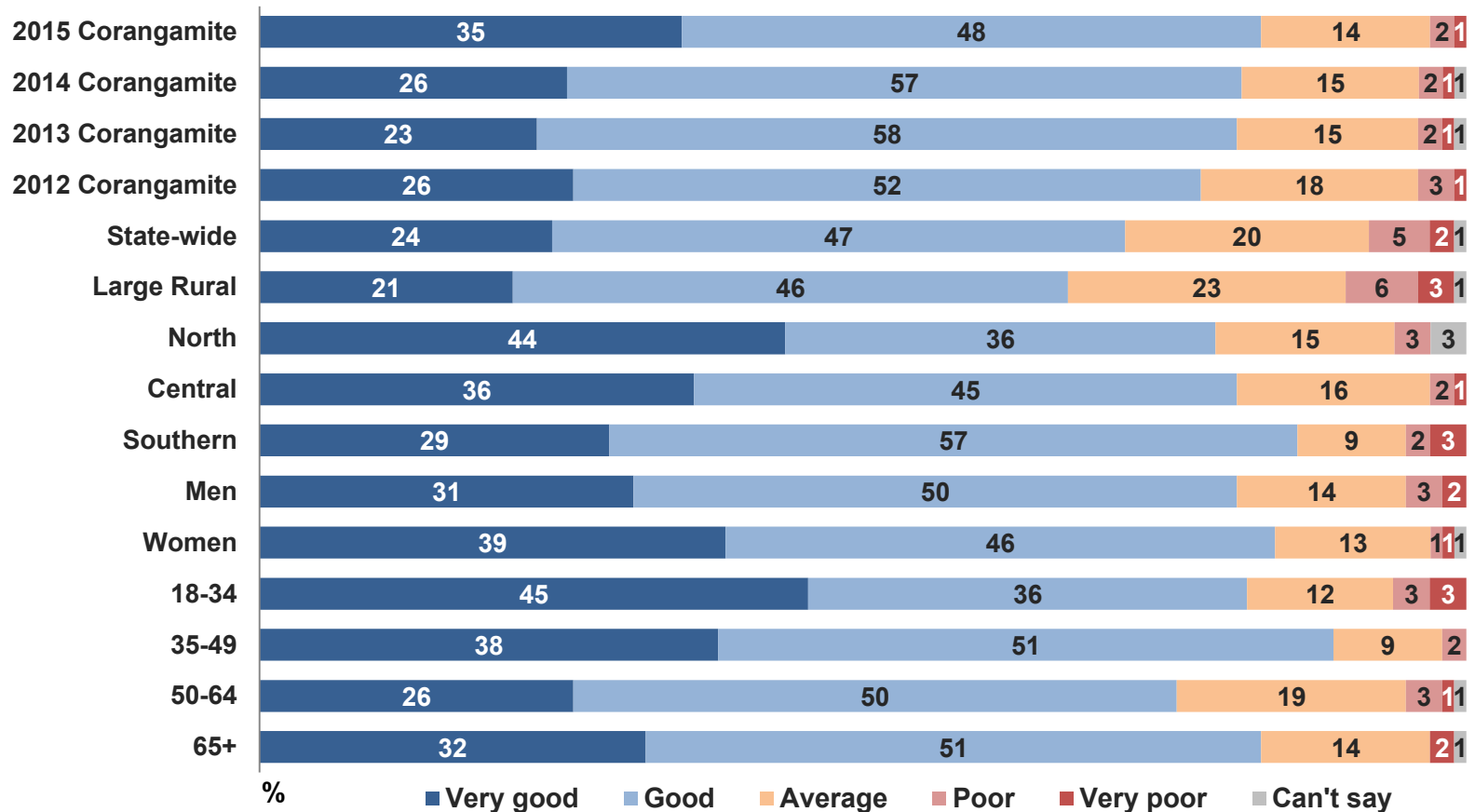
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

2015 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

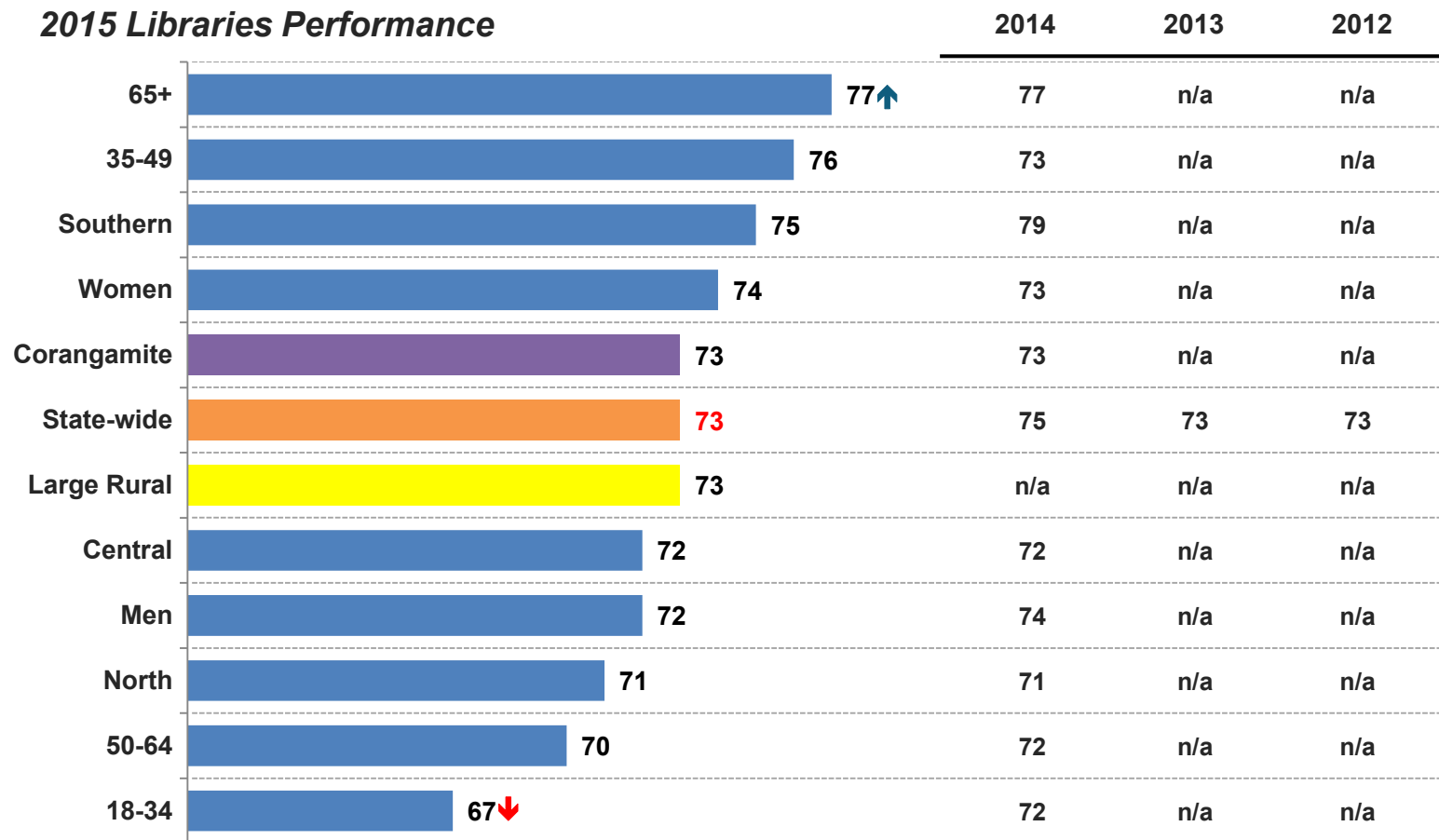
2015 Public Areas Performance



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12



2015 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES



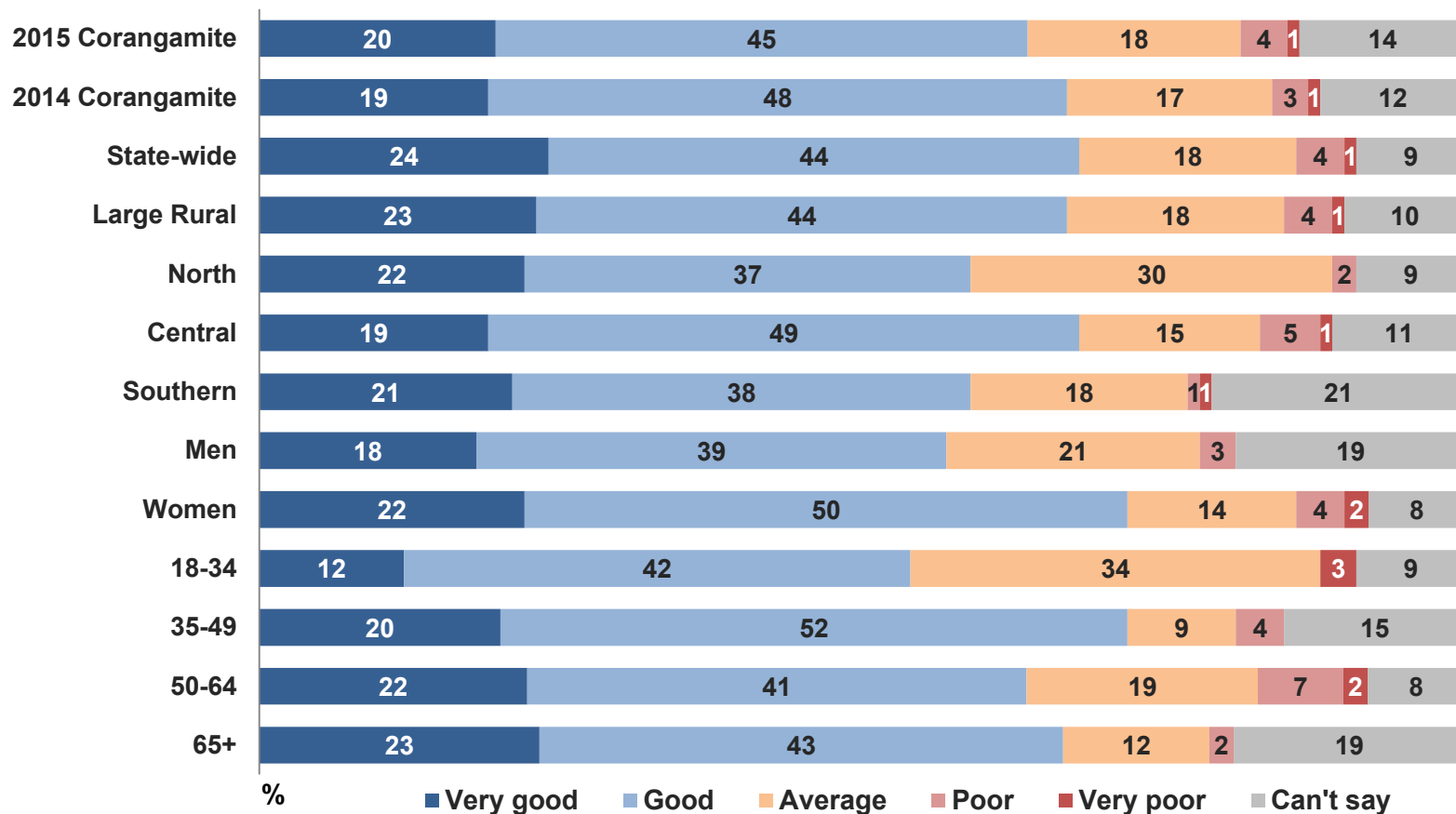
Q2. How has Council performed on 'Art Centres and Libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES

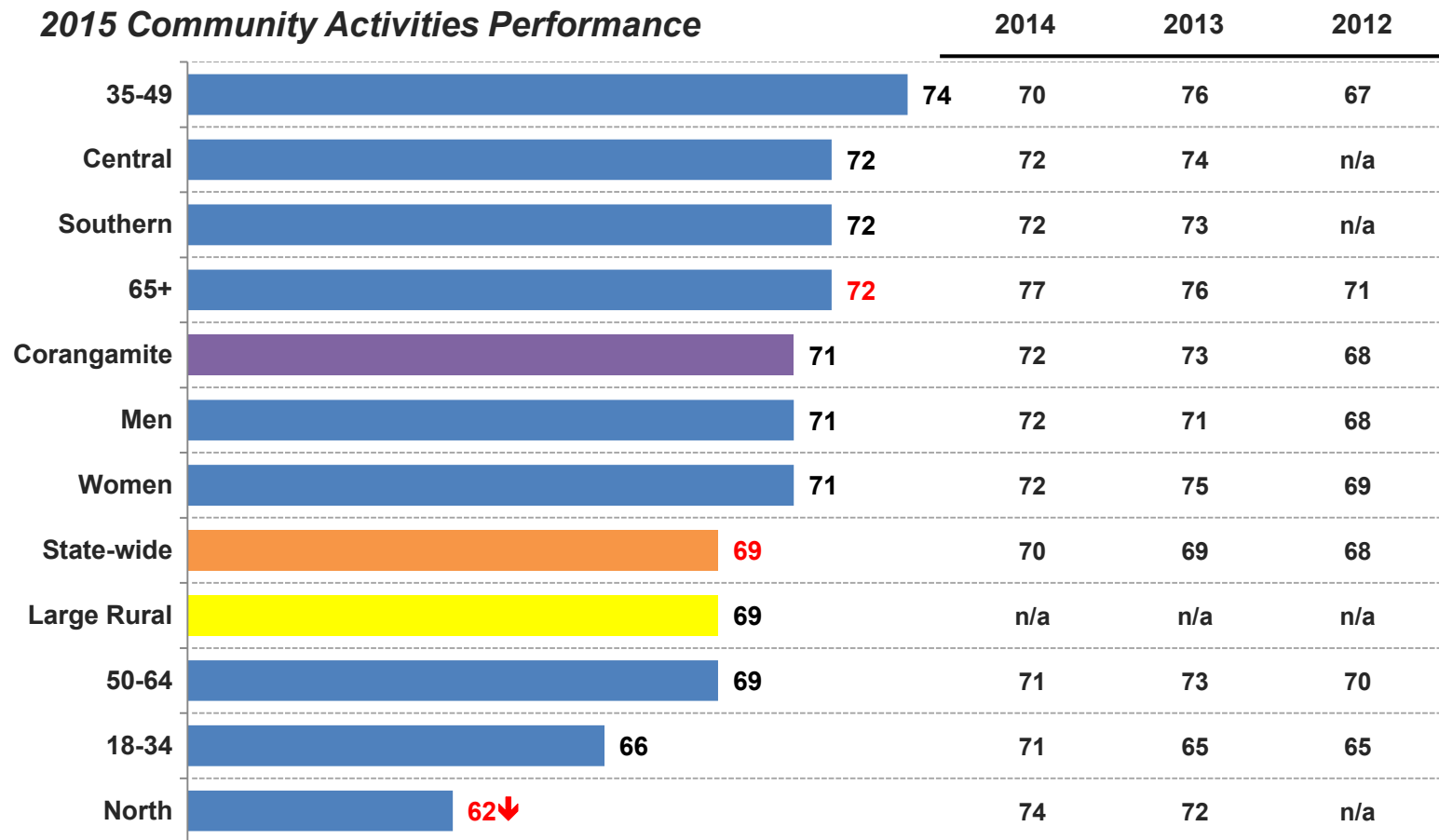
2015 Libraries Performance



Q2. How has Council performed on 'Art Centres and Libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7



2015 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



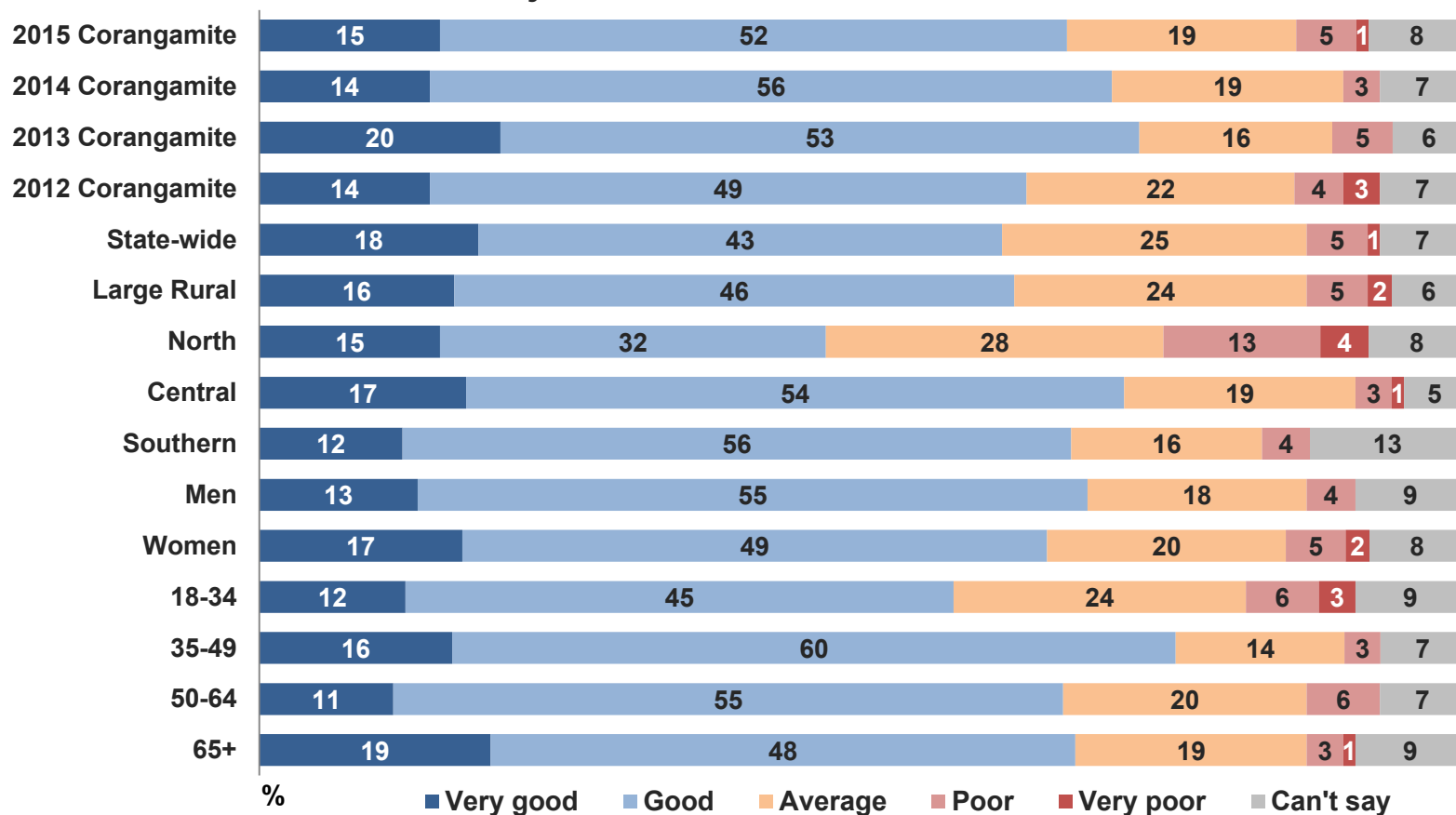
Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES

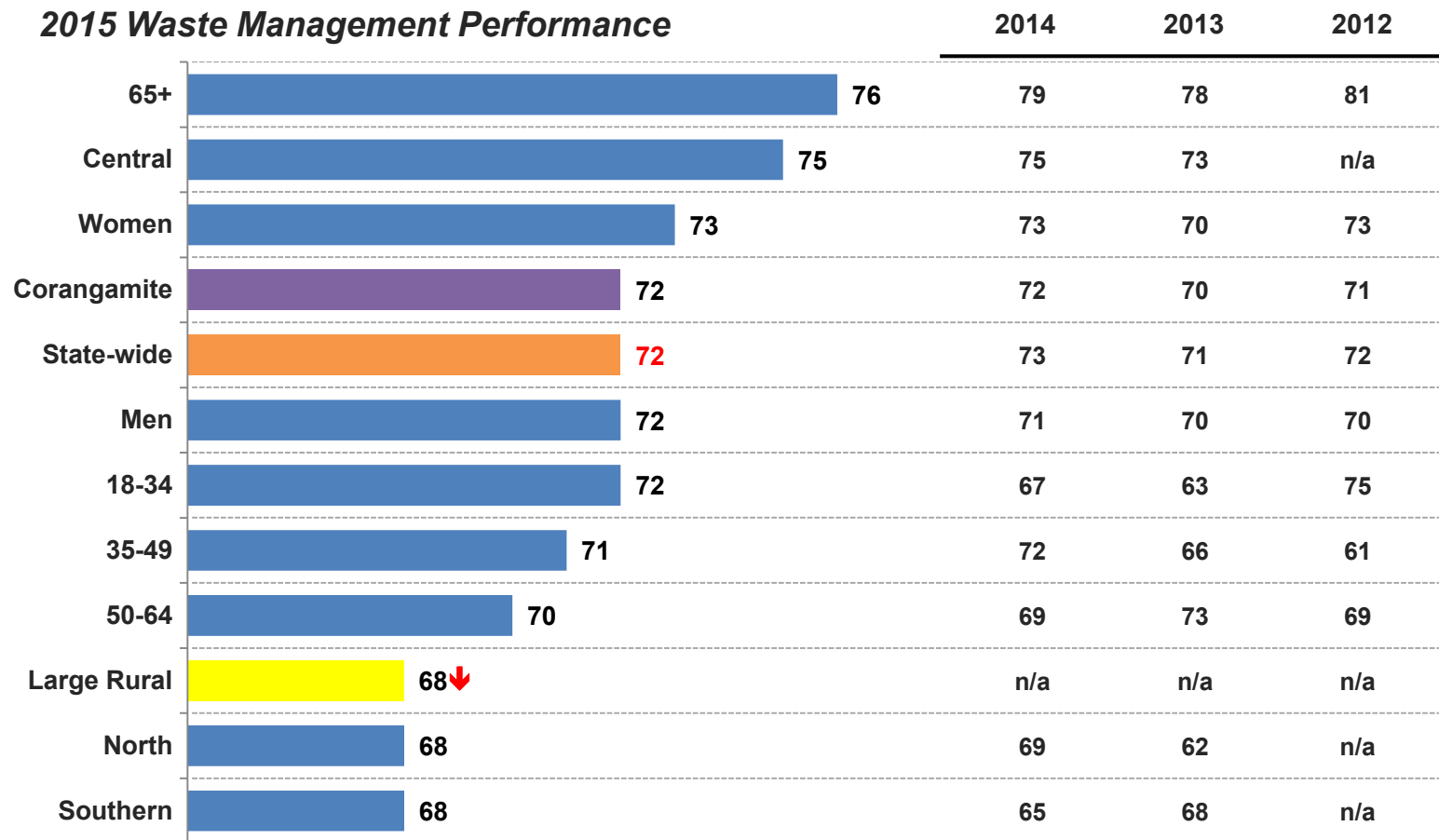
2015 Community Activities Performance



Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 9



2015 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

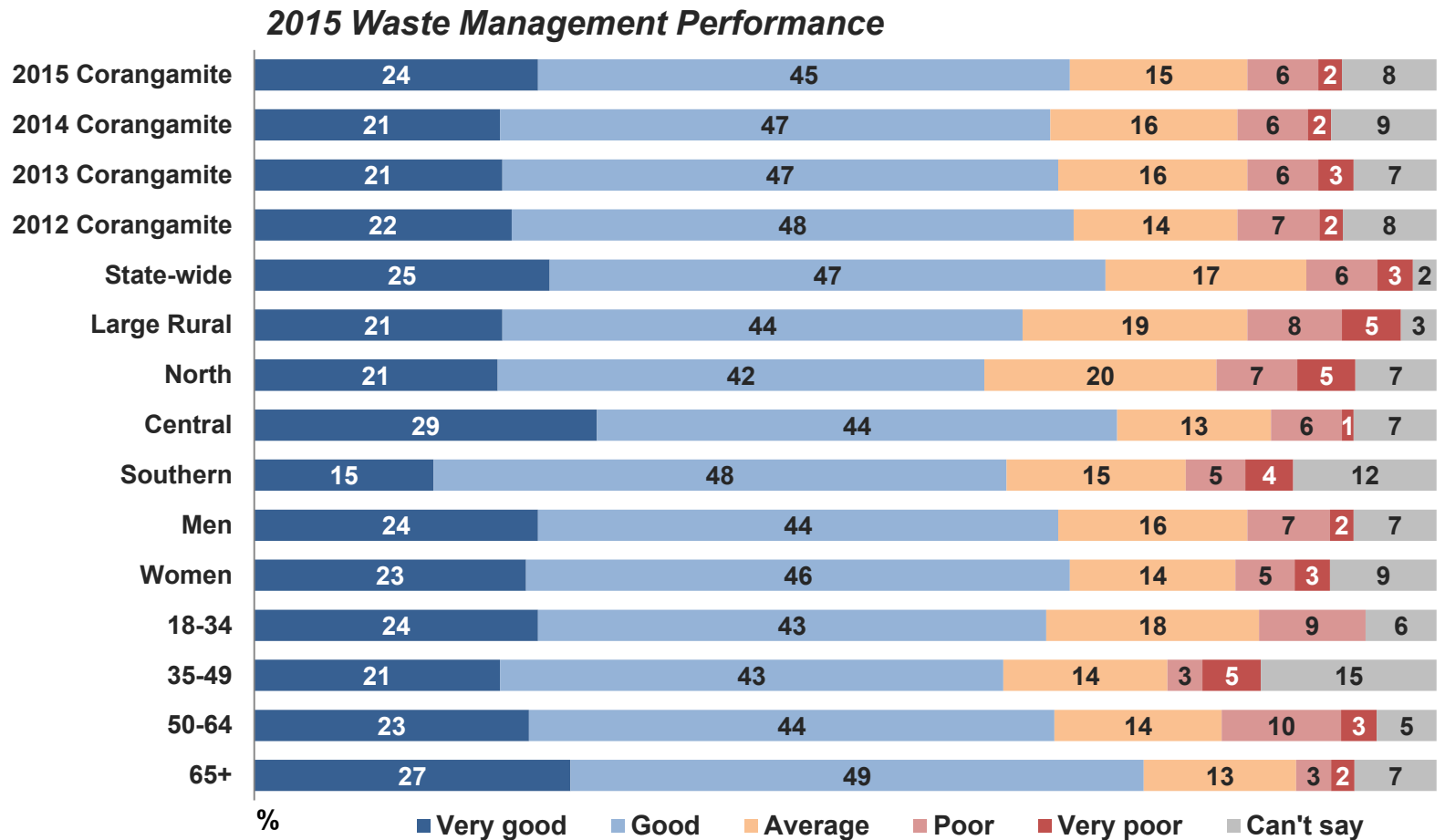


Q2. How has Council performed on 'Waste Management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

Note: Please see slide 5 for explanation about significant differences

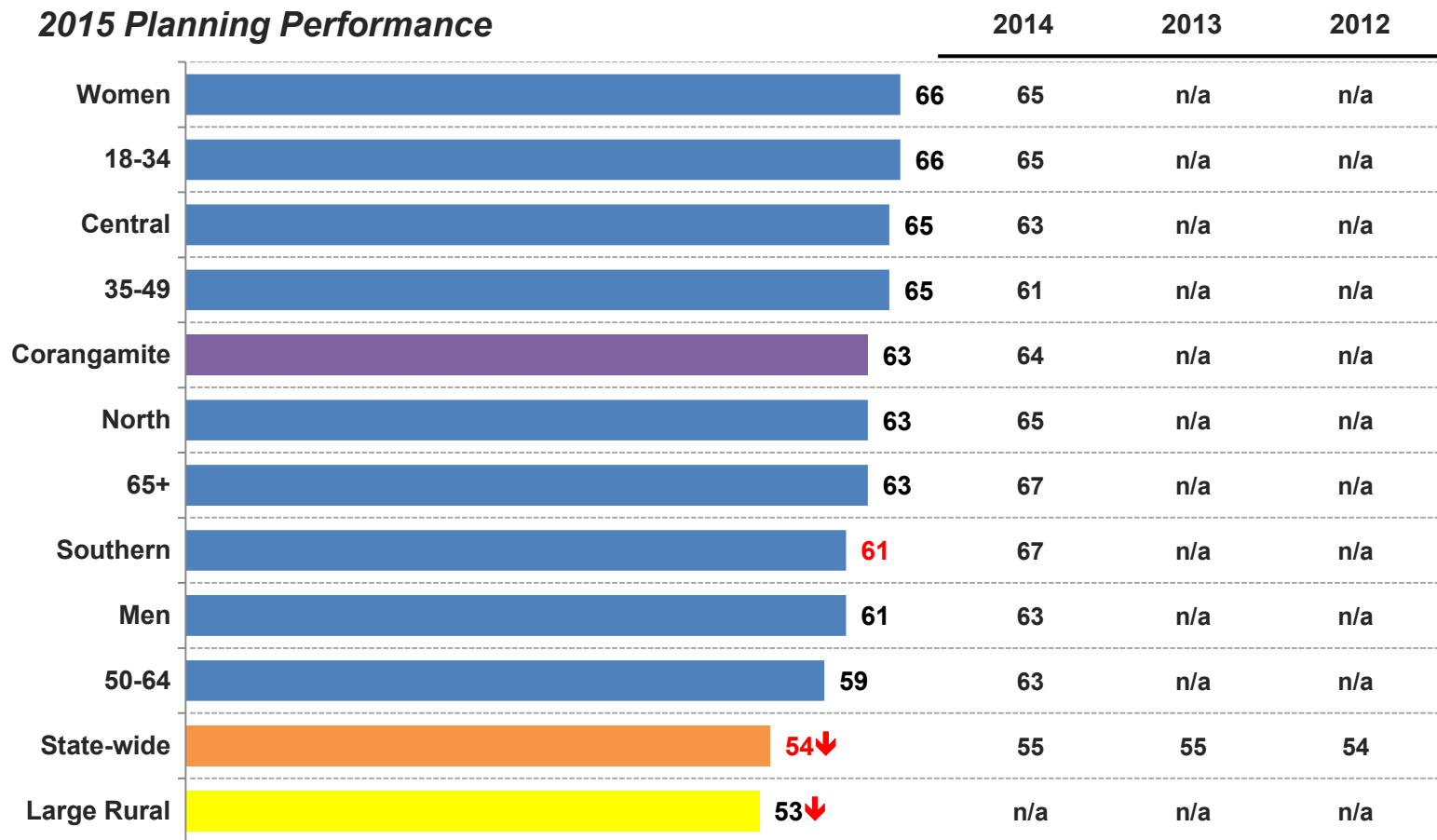
2015 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



Q2. How has Council performed on 'Waste Management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14



2015 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

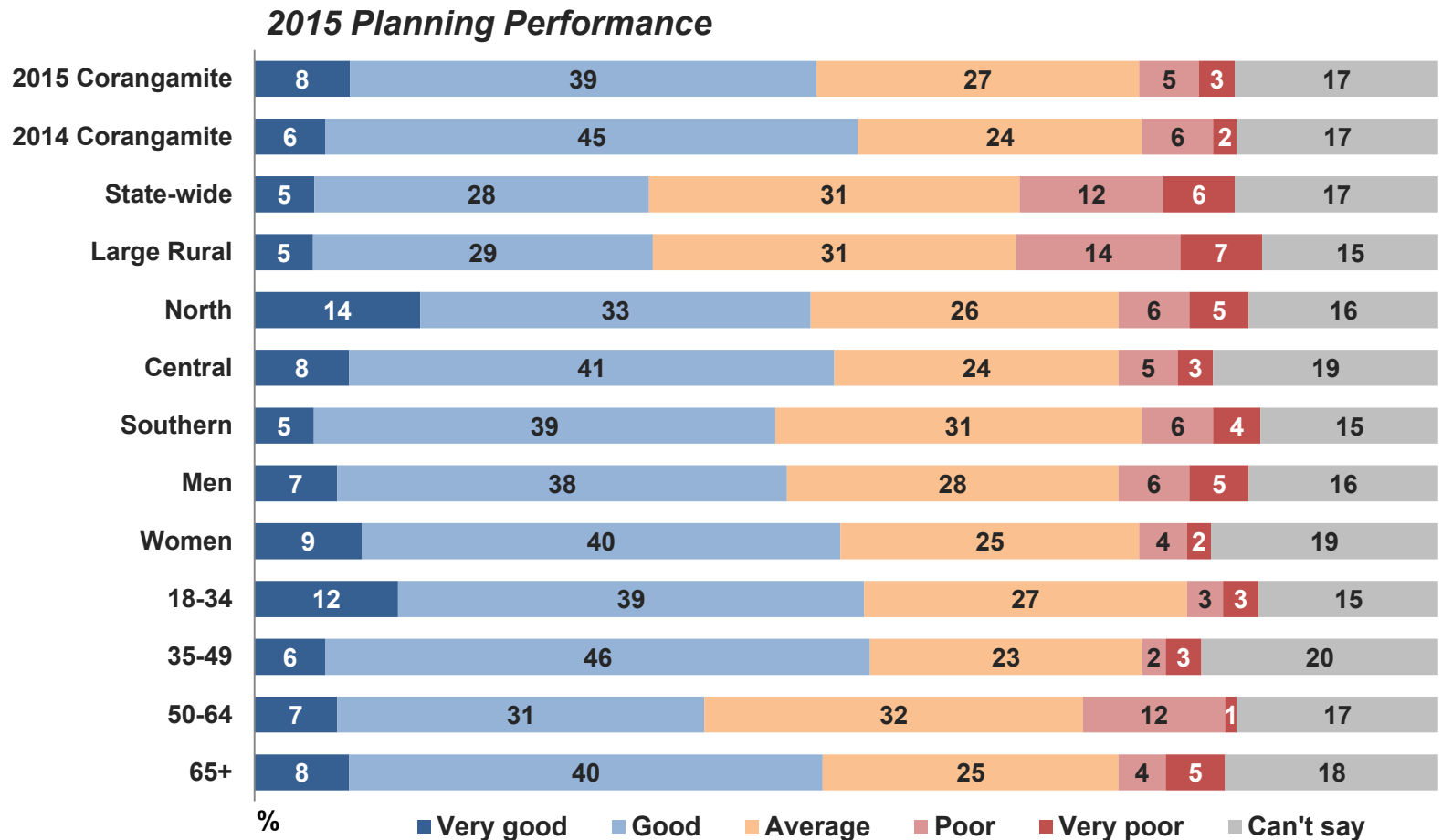


Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

2015 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

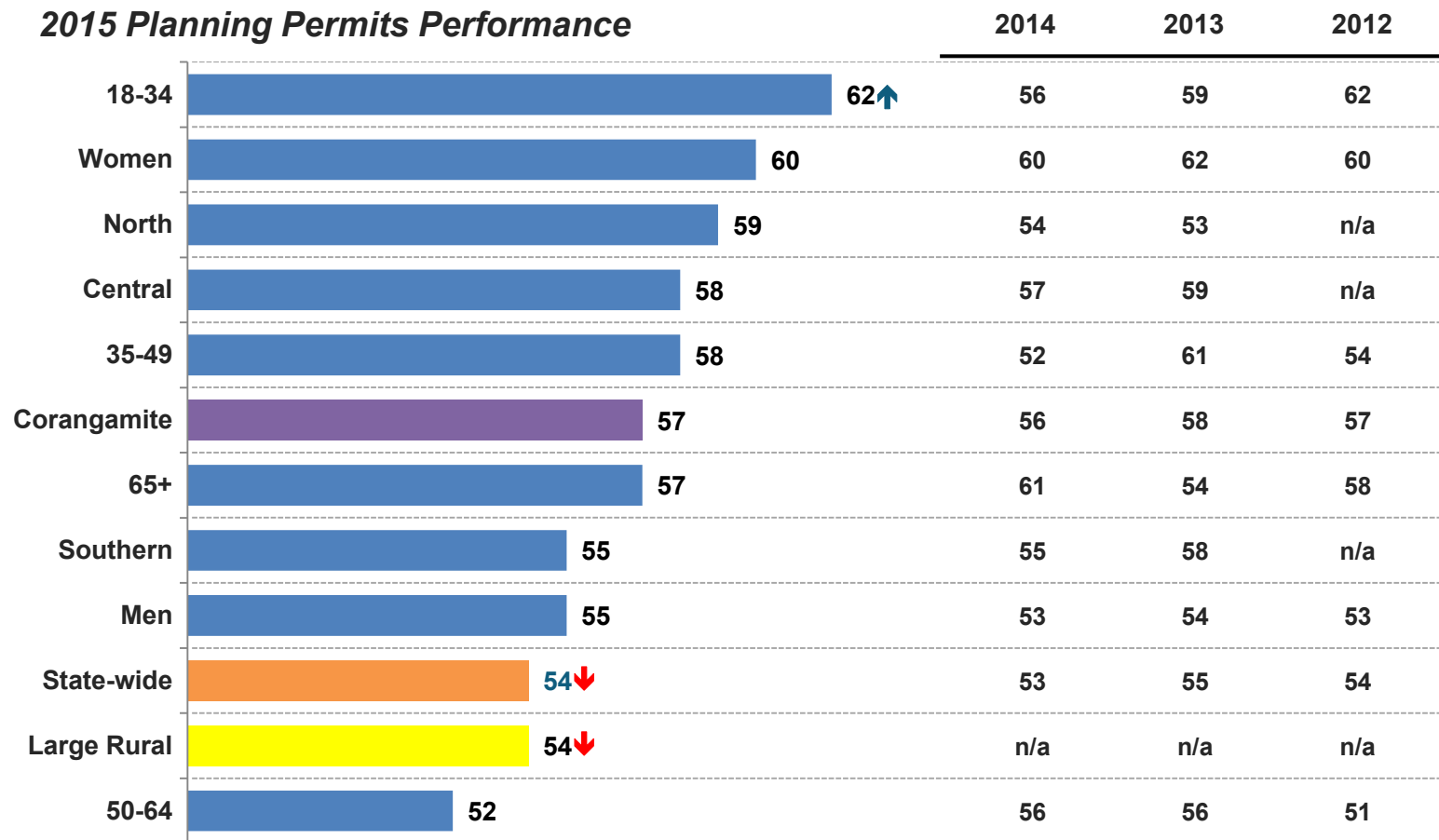


Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



2015 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES



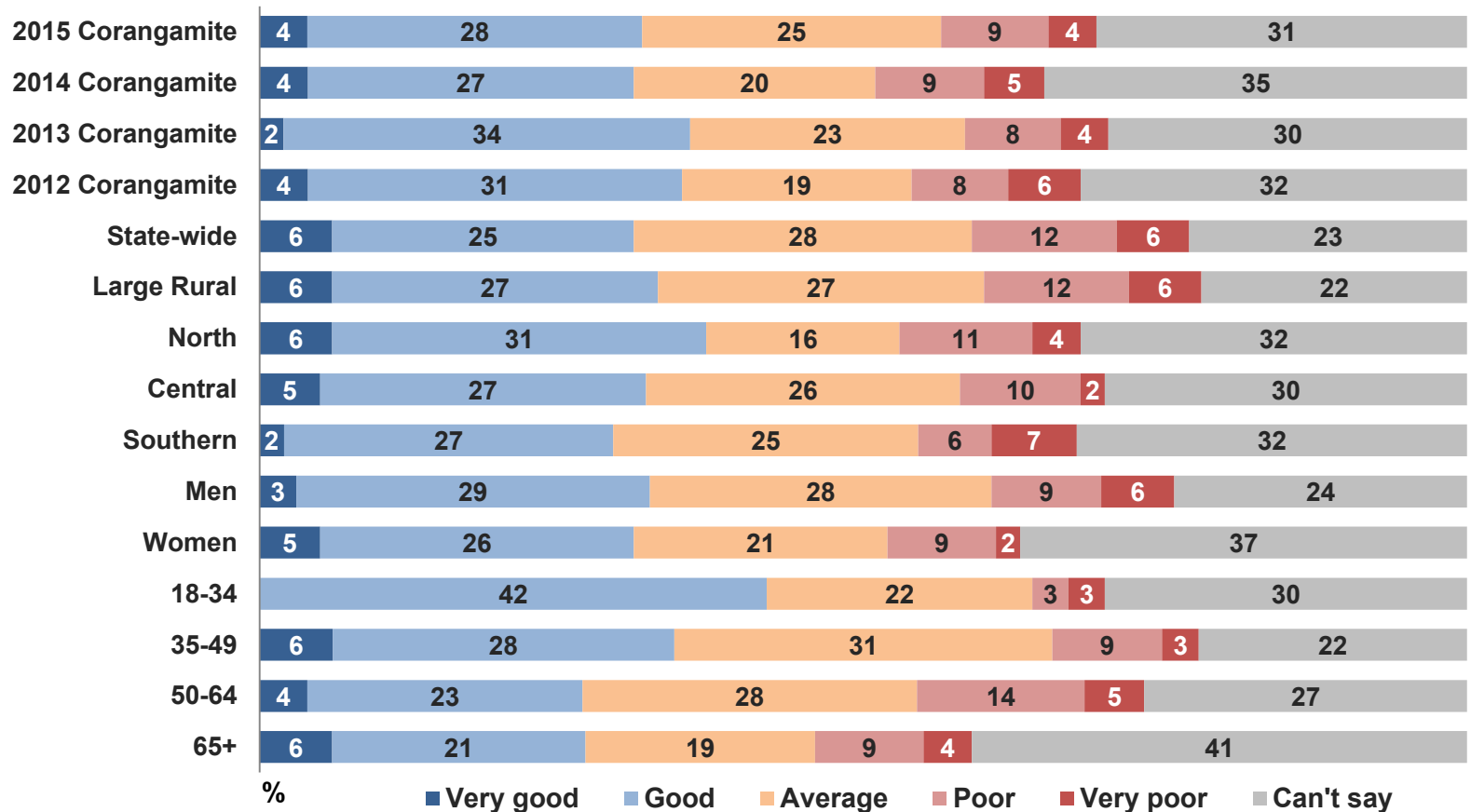
Q2. How has Council performed on 'Planning and Building Permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences

2015 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES

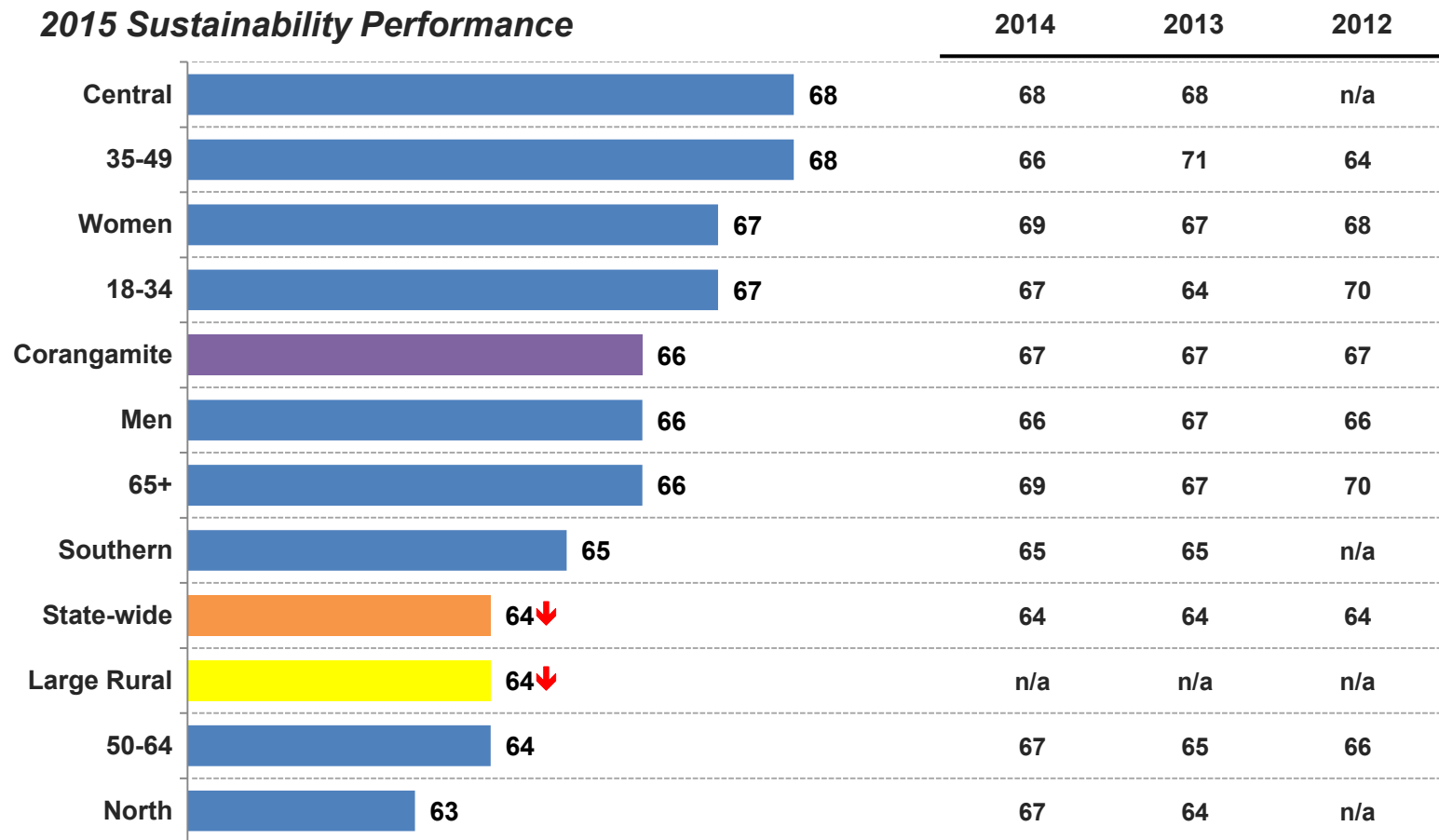
2015 Planning Permits Performance



Q2. How has Council performed on 'Planning and Building Permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6



2015 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



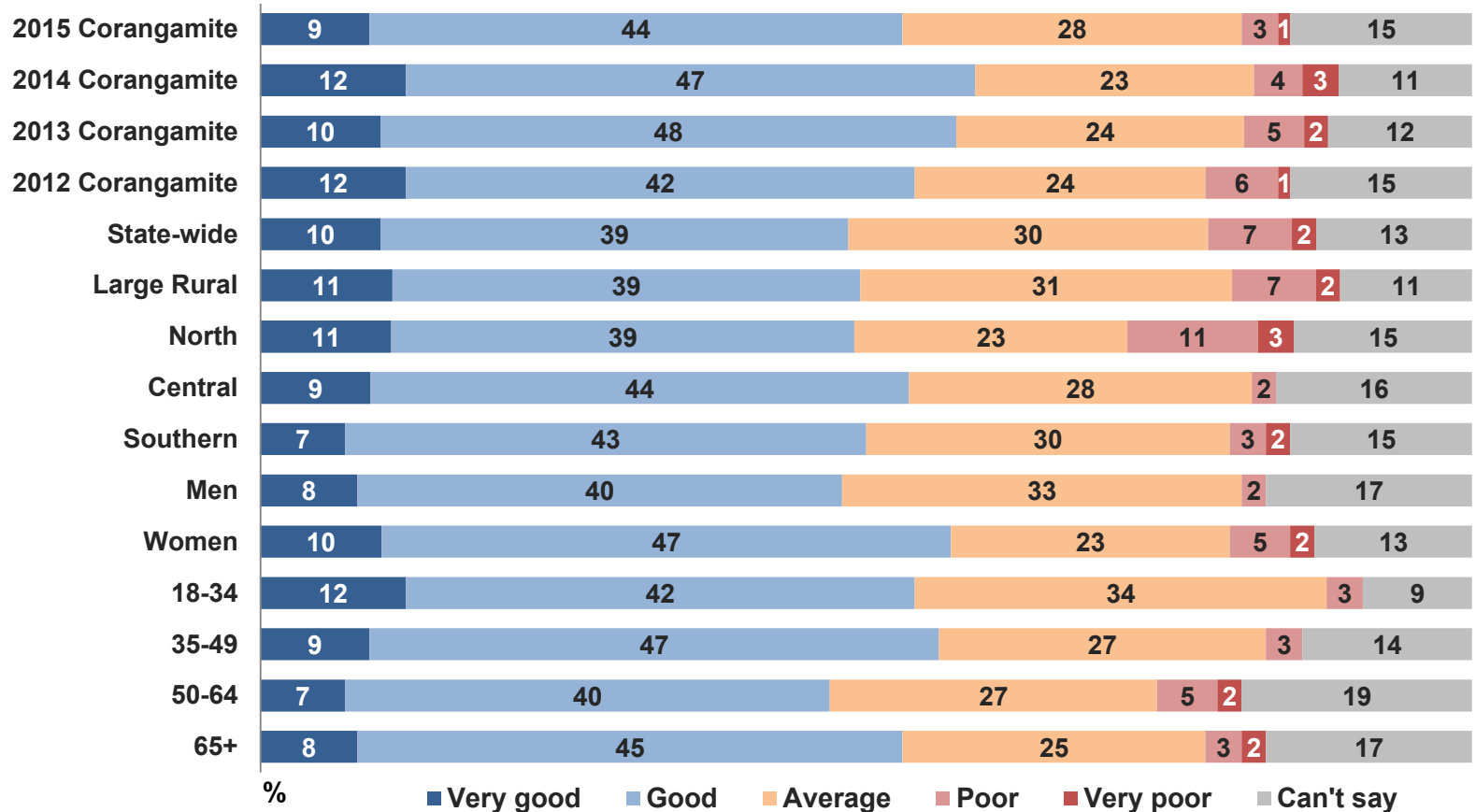
Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2015 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES

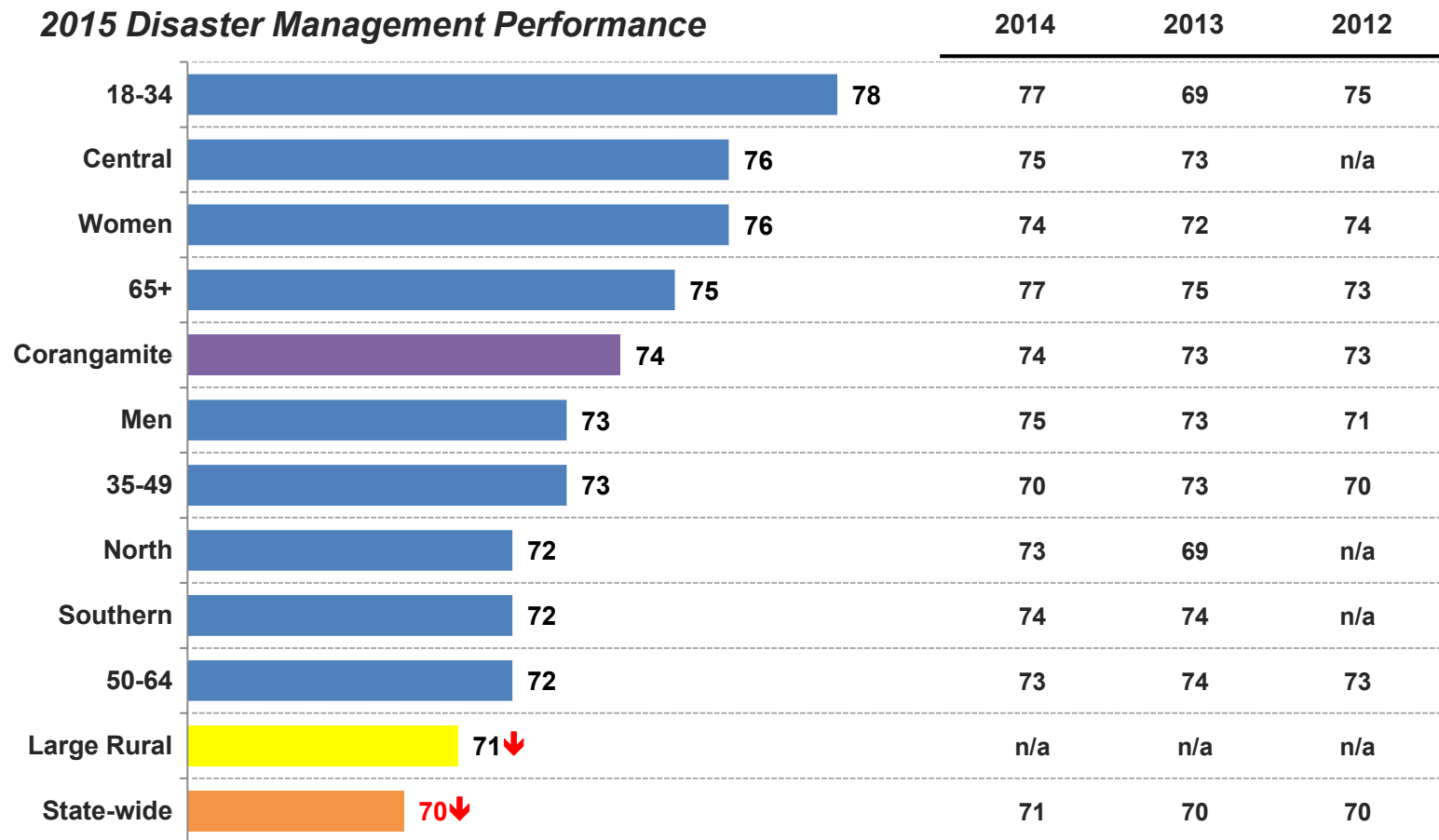
2015 Sustainability Performance



Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



2015 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



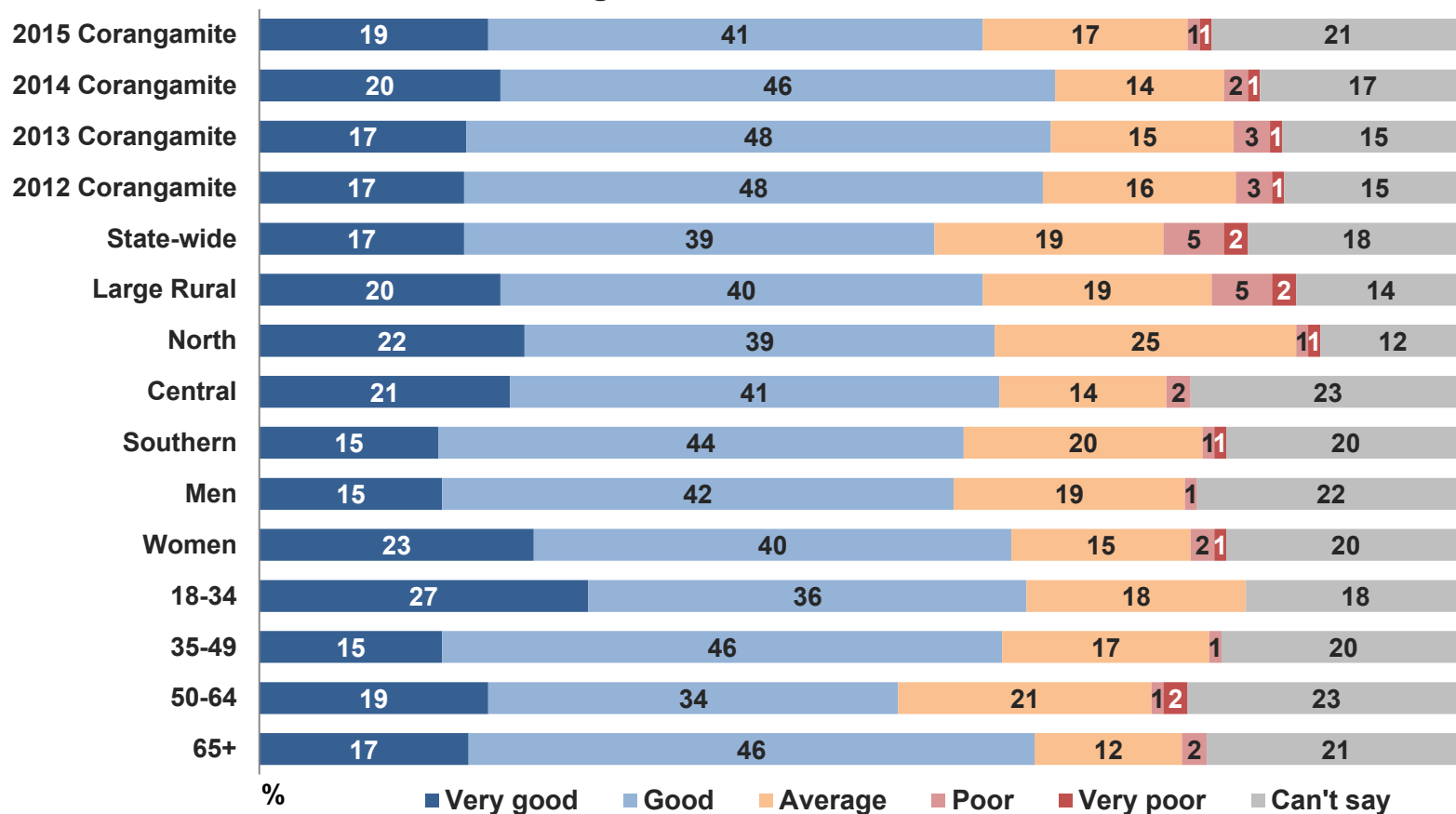
Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2015 Disaster Management Performance

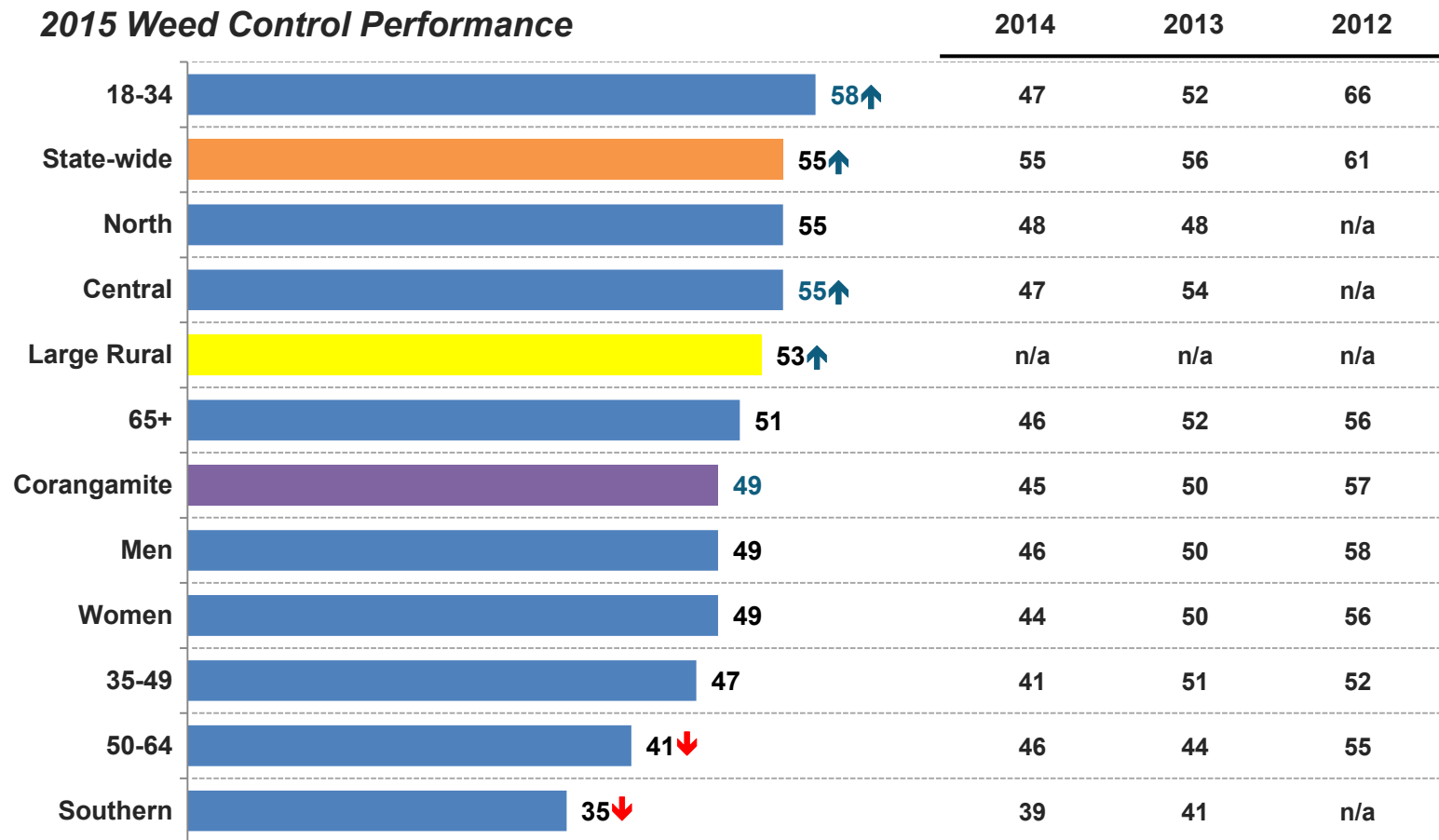


Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7



2015 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

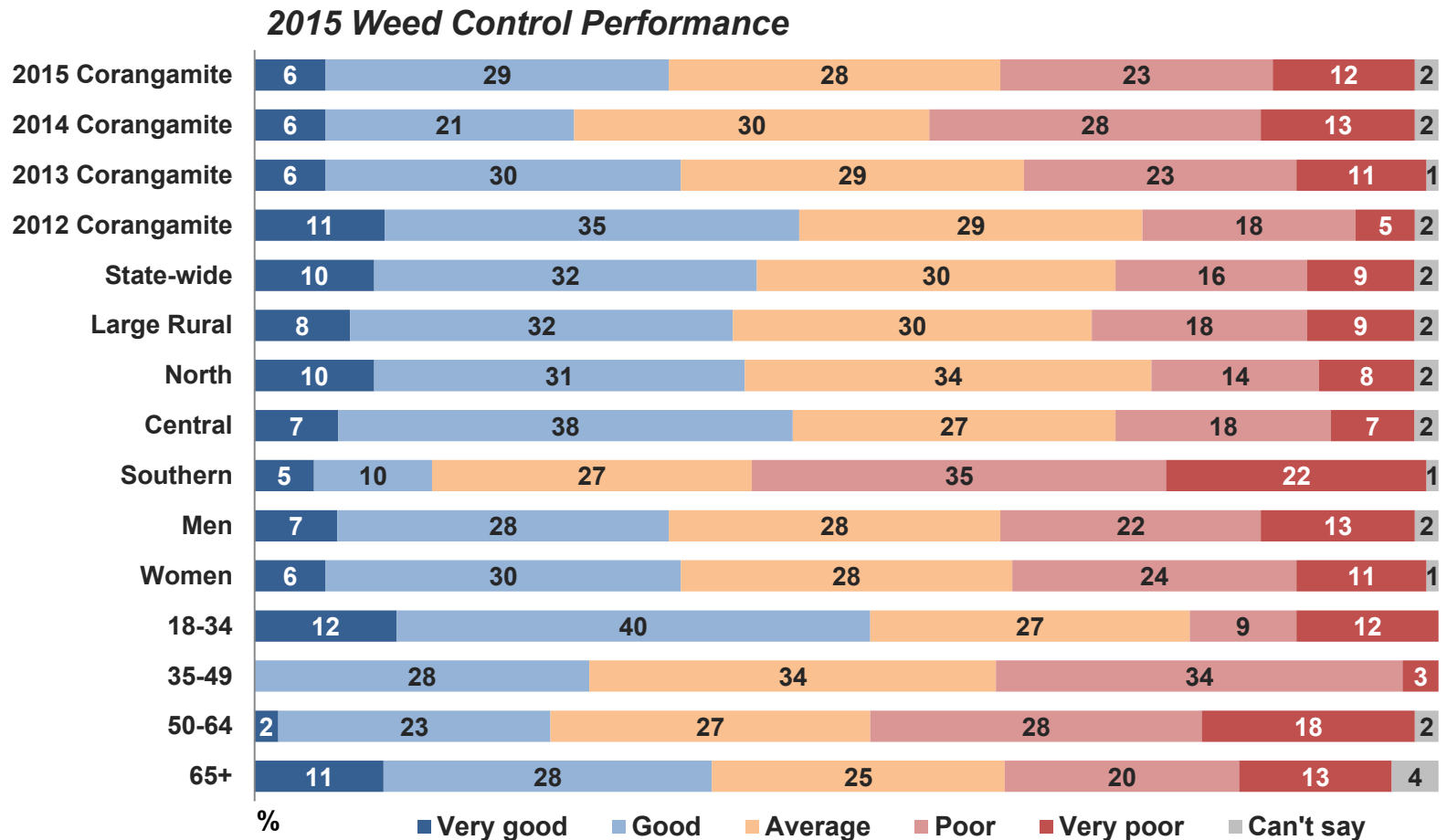


Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences

2015 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE DETAILED PERCENTAGES

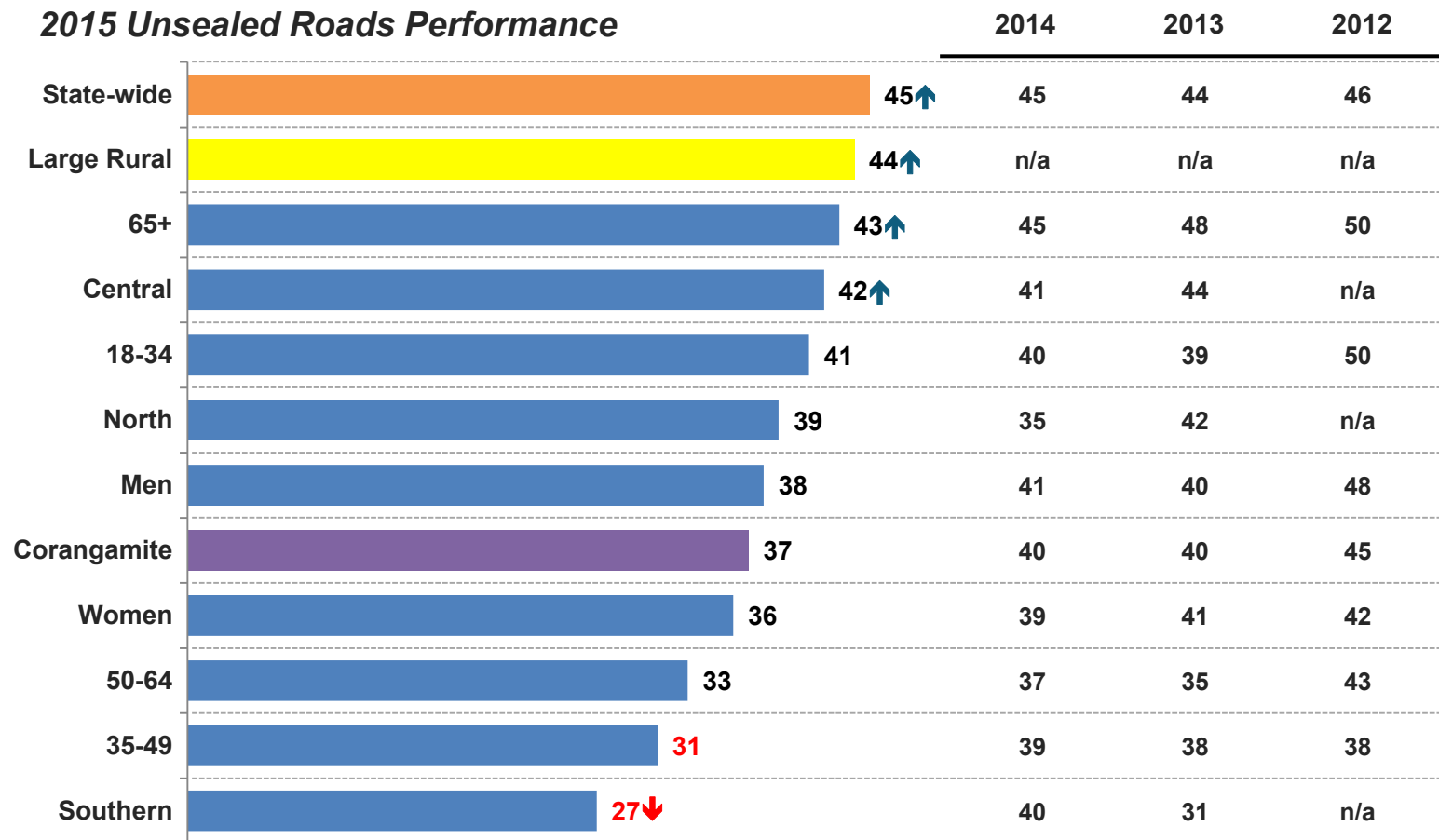


Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6



2015 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



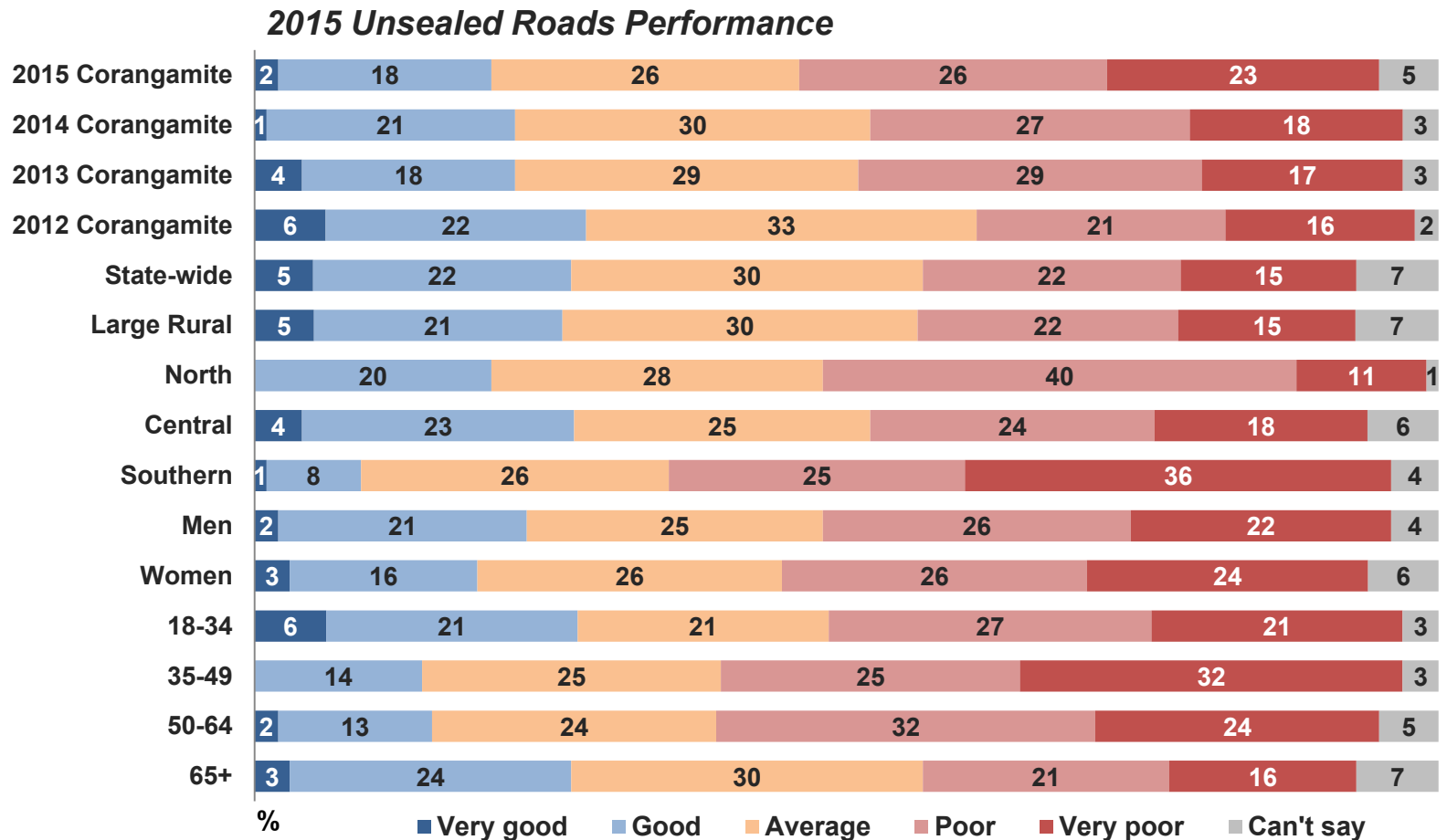
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



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: 20 Councils asked group: 9



2015 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

2015 Business/Community Development Performance

		2014	2013	2012
18-34	68	71	n/a	n/a
Women	66	65	n/a	n/a
North	65	62	n/a	n/a
Central	65	64	n/a	n/a
Corangamite	63	64	n/a	n/a
35-49	63	60	n/a	n/a
65+	63	67	n/a	n/a
Men	61	64	n/a	n/a
State-wide	60↓	62	n/a	n/a
Large Rural	60↓	n/a	n/a	n/a
Southern	60	67	n/a	n/a
50-64	60	61	n/a	n/a

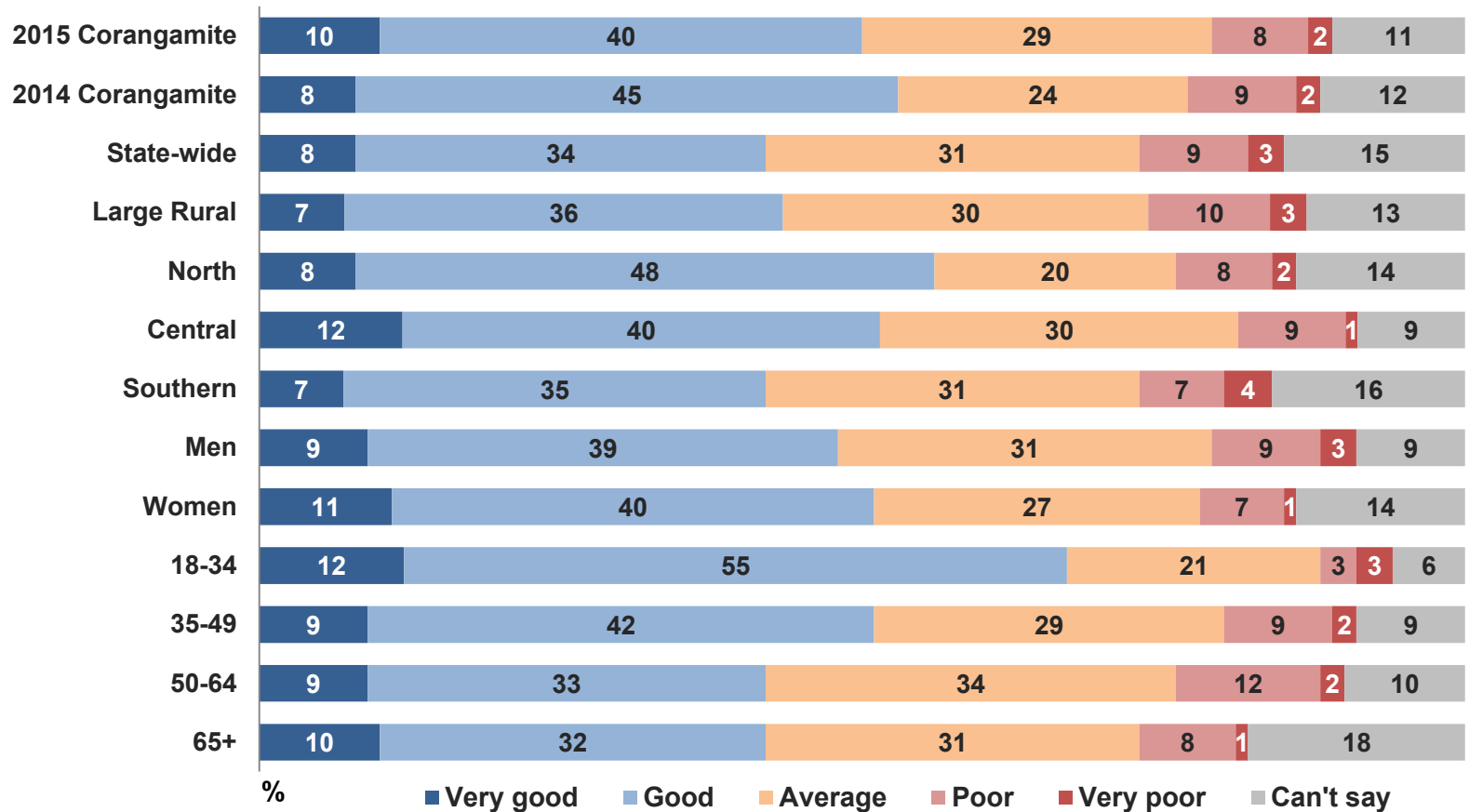
Q2. How has Council performed on 'Business and community development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

2015 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

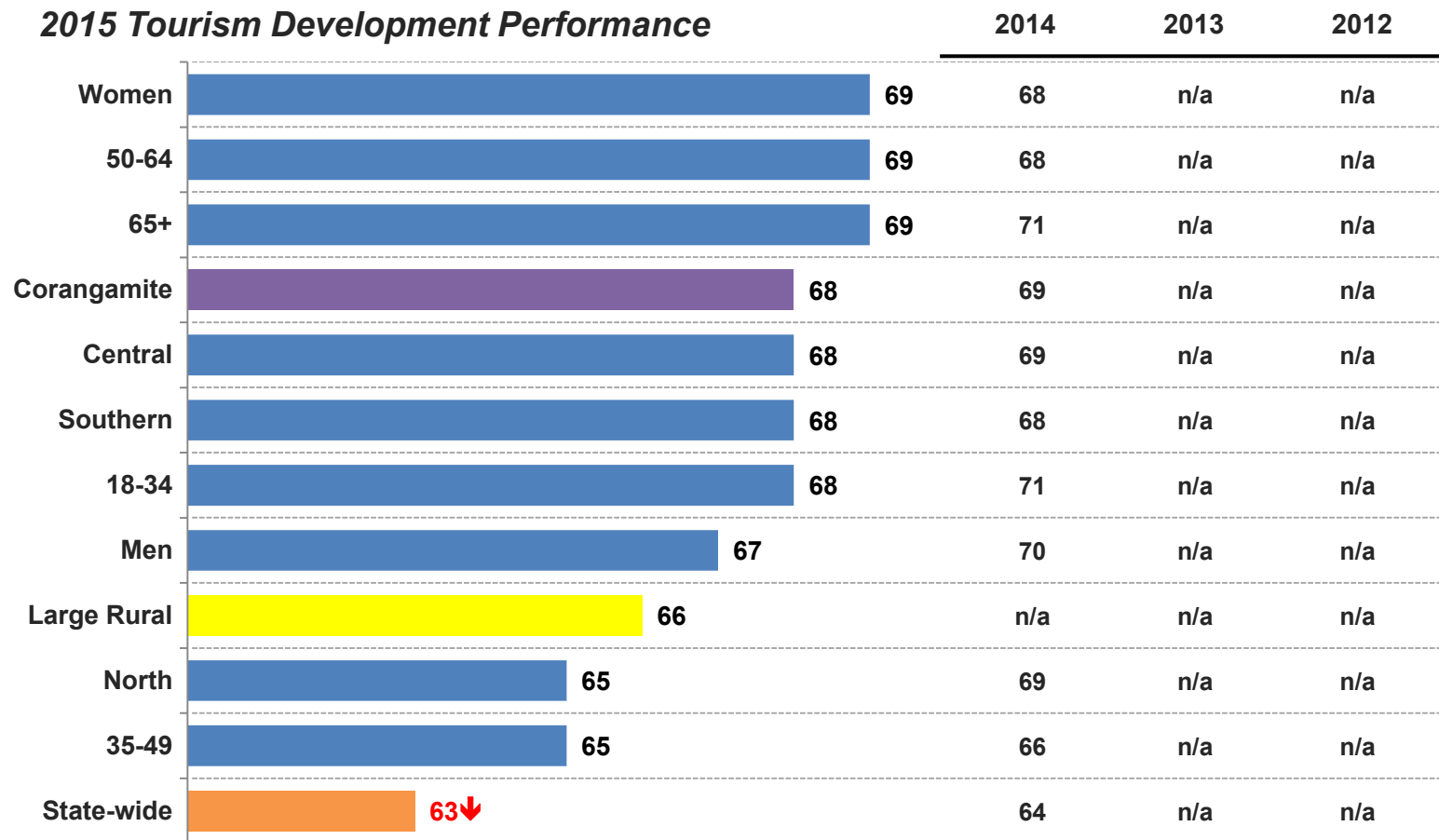
2015 Business/Community Development Performance



Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5



2015 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES



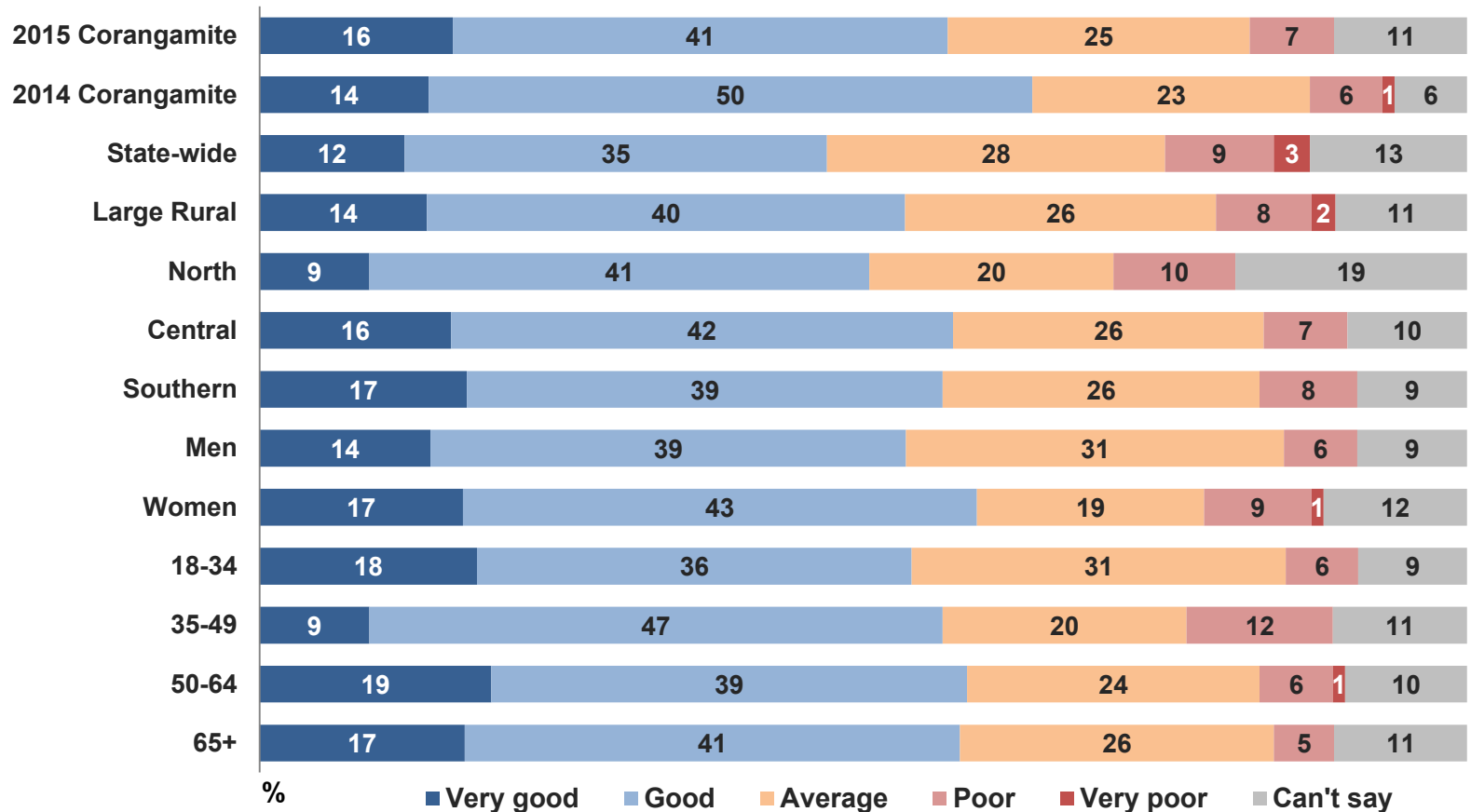
Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4

Note: Please see slide 5 for explanation about significant differences

2015 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

2015 Tourism Development Performance



Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4

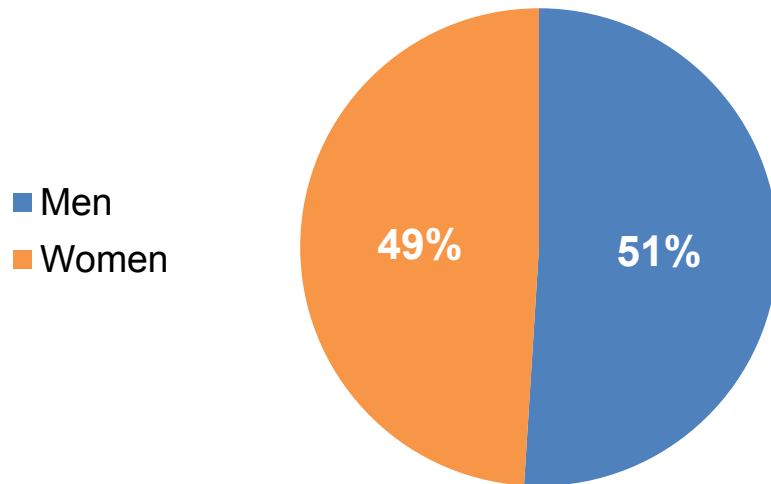


A satellite night-time image of South America, showing the continent's outline against the dark ocean. The landmass is covered with a dense network of glowing yellow and white lines representing roads and city lights. Major urban centers like Lima, Bogotá, and São Paulo are particularly bright. The text "DETAILED DEMOGRAPHICS" is overlaid in white, bold, sans-serif font on the left side of the continent.

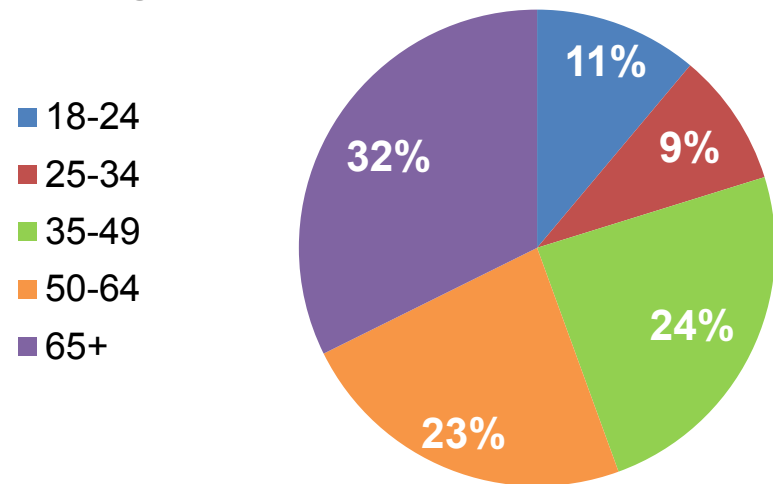
DETAILED DEMOGRAPHICS

2015 GENDER AND AGE PROFILE

Gender



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.

A satellite night view of South Africa, showing the country's coastline and major cities illuminated by city lights. The background is a dark, textured map of the country.

APPENDIX A: DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite night map of South Africa, showing the country's coastline and internal landmass. Major cities and towns are illuminated with bright yellow and white lights, creating a dense network of light points and lines across the land. The surrounding ocean is dark blue. The text "APPENDIX B: FURTHER PROJECT INFORMATION" is overlaid in white, bold, sans-serif font on the left side of the map.

APPENDIX B: FURTHER PROJECT INFORMATION

APPENDIX B: BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2015 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2015 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 n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 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	160	203	+/-7.7
Women	240	197	+/-6.3
North	48	43	+/-14.3
Central	238	236	+/-6.3
Southern	114	121	+/-9.2
18-34 years	33	82	+/-17.3
35-49 years	64	98	+/-12.3
50-64 years	126	91	+/-8.7
65+ years	177	129	+/-7.3

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2015, 69 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 in 2012, 2013 and 2014 vary slightly to those participating in 2015.

Council Groups

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

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

Councils participating in the Large Rural group are: Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Horsham, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill, Wangaratta and Wellington.

Wherever appropriate, results for Corangamite Shire Council for this 2015 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 however, that council groupings have changed for 2015. As such, comparisons to previous council group results can not be made within the reported charts. For comparisons with previous groupings, please contact JWS Research.

APPENDIX B:

ANALYSIS AND REPORTING

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

APPENDIX B:

ANALYSIS AND REPORTING

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

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

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.

APPENDIX B:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2015 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide. Alternatively, some questions in the 2015 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

The Overall State-wide Local Government Community Satisfaction Report is available at www.localgovernment.vic.gov.au.

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2015 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.