



# 2019 Local Government Community Satisfaction Survey

## Corangamite Shire Council

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

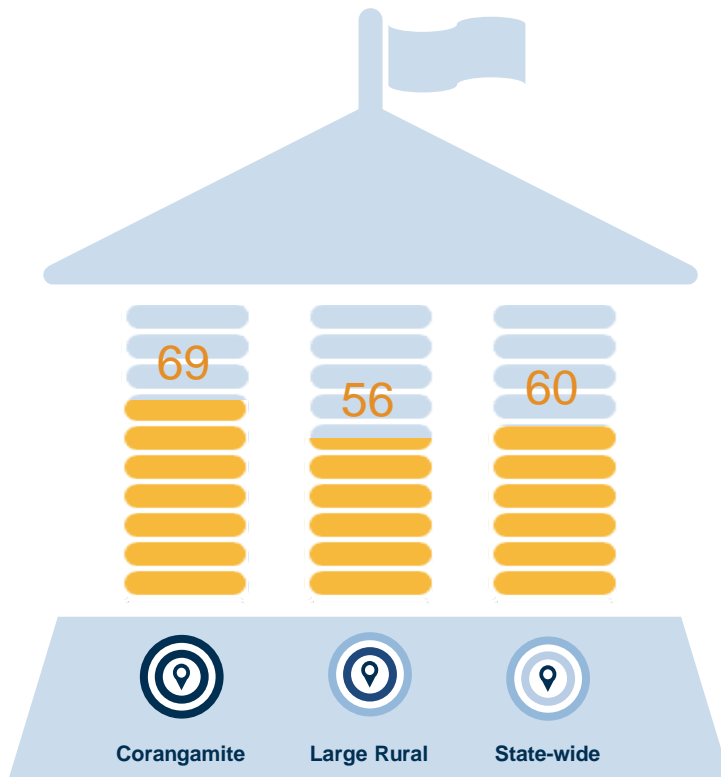


# Contents

<b><u>Background and objectives</u></b>	<b><u>4</u></b>	<b><u>Appearance of public areas</u></b>	<b><u>69</u></b>
<b><u>Key findings and recommendations</u></b>	<b><u>6</u></b>	<b><u>Art centres and libraries</u></b>	<b><u>71</u></b>
<b><u>Summary of findings</u></b>	<b><u>13</u></b>	<b><u>Community and cultural activities</u></b>	<b><u>73</u></b>
<b><u>Detailed findings</u></b>	<b><u>26</u></b>	<b><u>Waste management</u></b>	<b><u>75</u></b>
<u>Overall performance</u>	<u>27</u>	<b><u>Town planning</u></b>	<b><u>77</u></b>
<u>Customer service</u>	<u>30</u>	<b><u>Planning and building permits</u></b>	<b><u>79</u></b>
<u>Communication</u>	<u>35</u>	<b><u>Environmental sustainability</u></b>	<b><u>81</u></b>
<u>Council direction</u>	<u>40</u>	<b><u>Emergency and disaster management</u></b>	<b><u>83</u></b>
<u>Individual service areas</u>	<u>46</u>	<b><u>Roadside slashing and weed control</u></b>	<b><u>85</u></b>
<u>Community consultation and engagement</u>	<u>47</u>	<b><u>Maintenance of unsealed roads</u></b>	<b><u>87</u></b>
<u>Lobbying on behalf of the community</u>	<u>49</u>	<b><u>Business and community development</u></b>	<b><u>89</u></b>
<u>Decisions made in the interest of the community</u>	<u>51</u>	<b><u>Tourism development</u></b>	<b><u>91</u></b>
<u>Condition of sealed local roads</u>	<u>53</u>	<b><u>Detailed demographics</u></b>	<b><u>93</u></b>
<u>Informing the community</u>	<u>55</u>	<b><u>Appendix A: Index scores, margins of error and significant differences</u></b>	<b><u>95</u></b>
<u>Condition of local streets and footpaths</u>	<u>57</u>	<b><u>Appendix B: Further project information</u></b>	<b><u>100</u></b>
<u>Enforcement of local laws</u>	<u>59</u>		
<u>Family support services</u>	<u>61</u>		
<u>Elderly support services</u>	<u>63</u>		
<u>Disadvantaged support services</u>	<u>65</u>		
<u>Recreational facilities</u>	<u>67</u>		



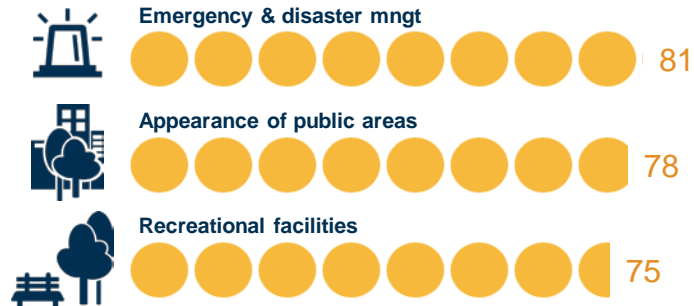
# Corangamite Shire Council – at a glance



## Overall Council performance

Results shown are index scores out of 100.

## Top 3 performing areas



## Bottom 3 performing areas





# Background and objectives



# Background and objectives

**The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.**

**Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.**

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

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

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

## Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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





# Key findings and recommendations





## Overall performance

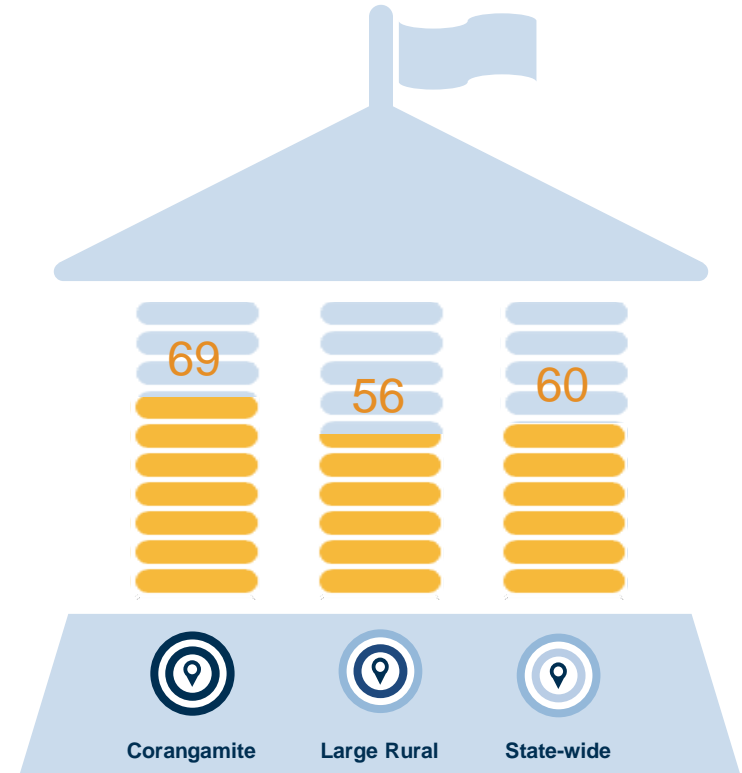
The overall performance index score of 69 for Corangamite Shire Council represents a three-point improvement on the 2018 result. This is a significant improvement and represents the highest index score recorded on this measure.

Corangamite Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide and in the Large Rural group (index scores of 60 and 56 respectively).

- Residents aged 50 to 64 years (index score 64) rate overall performance significantly lower than the Council average.

Two-thirds of residents (67%) rate Corangamite Shire Council's overall performance as either 'very good' or 'good.' Over a quarter (26%) sit mid-scale, rating Council's overall performance as 'average'. Only 6% give a 'poor' or 'very poor' rating.

### Overall Council performance



Results shown are index scores out of 100.



# Customer contact and service

## Contact with council

Two-thirds of Corangamite Shire Council residents (66%) have had contact with Council in the last 12 months. This is not significantly different to last year, but equals Council's highest level of contact recorded. Contact rates have been tracking steadily upwards since 2016.

- Residents aged 35 to 49 years had the most contact with Council (76%) in 2019. Residents in the Southern area had the least contact (56%).
- Contact levels among residents are significantly higher than the State-wide council average (61%), but not significantly different to the Large Rural group average (62%).
- There are no significant differences across the demographic and geographic cohorts in the rate of contact compared to the Council average, or compared to last year.

The best way for Council to inform residents about news, information and upcoming events is through a 'newsletter sent via mail' (36%).

- This is considered the optimal method by those aged over 50 years (45%). While those aged under 50 years also like the idea of a mailed newsletter (24%) they prefer to be contacted via 'social media' (27%).

## Customer service

Corangamite Shire Council's customer service index is 79. While this is not a significant increase from last year, it represents the highest rating achieved on this measure.

- On this measure, Corangamite Shire Council performs significantly higher than the average rating for councils State-wide and for councils in the Large Rural group (index scores of 71 and 69 respectively).

Eight in ten residents (80%) rate Council's customer service as either 'very good' or 'good.' Only 6% rate customer service as 'poor' or 'very poor.' The remaining 13% rate customer service as 'average'.





# Top performing areas and areas for improvement

## Top performing areas

The top three performing service areas for Corangamite Shire Council are:

- Emergency and disaster management (index score of 81) – up six points, a significant increase from last year
- Appearance of public areas (index score of 78)
- Recreational facilities (index score of 75) – up three points, a significant increase from last year.

Notably, these top performing service areas are also rated significantly higher than the State-wide and Large Rural group council averages.

There are many other significant increases in individual service areas compared to last year, all of which improved between three and seven index points. These include:

- Family support services (index score of 73)
- Consultation and engagement and disadvantaged support services (both with index scores of 68)
- Environmental sustainability (index score of 66)
- Town planning policy (index score of 63)
- Sealed local roads (index score of 44).

## Areas for improvement

The lowest performing service areas for Corangamite Shire Council are:

- Unsealed roads (index score of 40)
- Sealed local roads (index score of 44) – however this is the highest index score recorded to date on this measure for Council
- Slashing and weed control (index score of 46).

Moreover, residents most frequently volunteer sealed road maintenance (36%) as an area in need of improvement.

There were no significant declines in service area performance this year, a positive result for Council.

The only area that performs significantly lower than average ratings for both the Large Rural group and councils State-wide is slashing and weed control.



## Influences on perceptions of overall performance

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The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Community consultation and engagement
- Emergency management.

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

- The condition of sealed local roads
- General town planning
- Lobbying on behalf of the community
- Maintenance of unsealed roads.

Looking at key service areas only, emergency and disaster management has the highest positive performance index and a moderately positive influence on the overall performance rating. Currently, Corangamite Shire Council is performing very well in this area (performance index of 81) and, while it should remain a focus, there is greater work to be done elsewhere.

Recreational facilities, elderly support services and family support services also have high performance ratings, but have a lower positive influence on the overall performance rating.

Corangamite Shire Council's community consultation and engagement has a lower (though still high) performance rating overall. Continuing efforts in this area has the capacity to lift Council's overall performance rating.

Other service areas that have a positive influence on overall perceptions, but perform relatively less well should be targeted for performance improvement. The condition of sealed local roads and maintenance of unsealed roads have the lowest performance ratings (44 and 40 respectively) – improvements in these areas could have a moderate influence on overall performance perceptions if attended to.

**Improving community consultation, as well as the condition and maintenance of sealed and unsealed roads could help drive up overall opinion of the Council's performance.**



## Focus areas for coming 12 months

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**Perceptions of Council's performance either held steady or improved significantly across all service areas measured.**

**Of note, ratings on most measures, including overall performance, are significantly higher than both State-wide and Large Rural group averages.**

- Four in five Corangamite Shire Council residents (83%) believe that Council is heading in the right direction (either 'definitely' or 'probably') – a third (32%) say it is 'definitely the right direction'.

To further consolidate this, Corangamite Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance:

- Community consultation and engagement
- Emergency and disaster management.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Large Rural group council averages. The area that stands out here is slashing and weed control (index score of 46).

- Other areas to consider focusing attention on are sealed and unsealed local roads. Here Council is rated similar to the Large Rural group average. However, on these service areas, Council performs significantly lower than the State-wide average. These are also Council's lowest performing service areas.

More generally, consideration should also be given to residents in the Southern area, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65 years plus, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to maintain and build upon its improved performance on key service areas that positively influence perceptions of overall performance including community consultation and engagement, emergency management, town planning and sealed local roads over the next 12 months.



## Further areas of exploration

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

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 understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

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

**03 8685 8555**

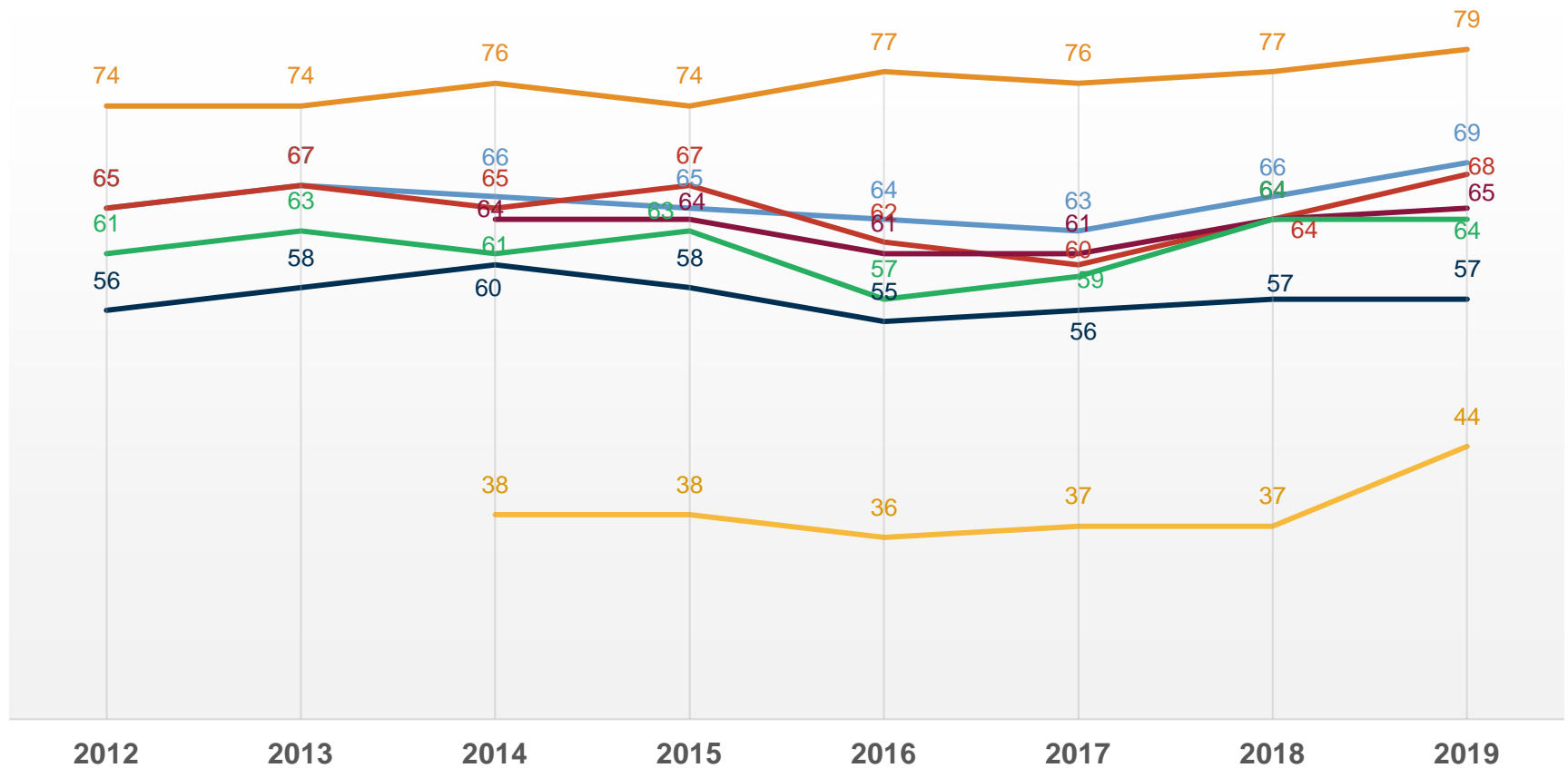
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night image of the Earth, showing city lights and landmasses against a dark blue background. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

# Summary of findings



# Summary of core measures

## Index scores





## Summary of core measures

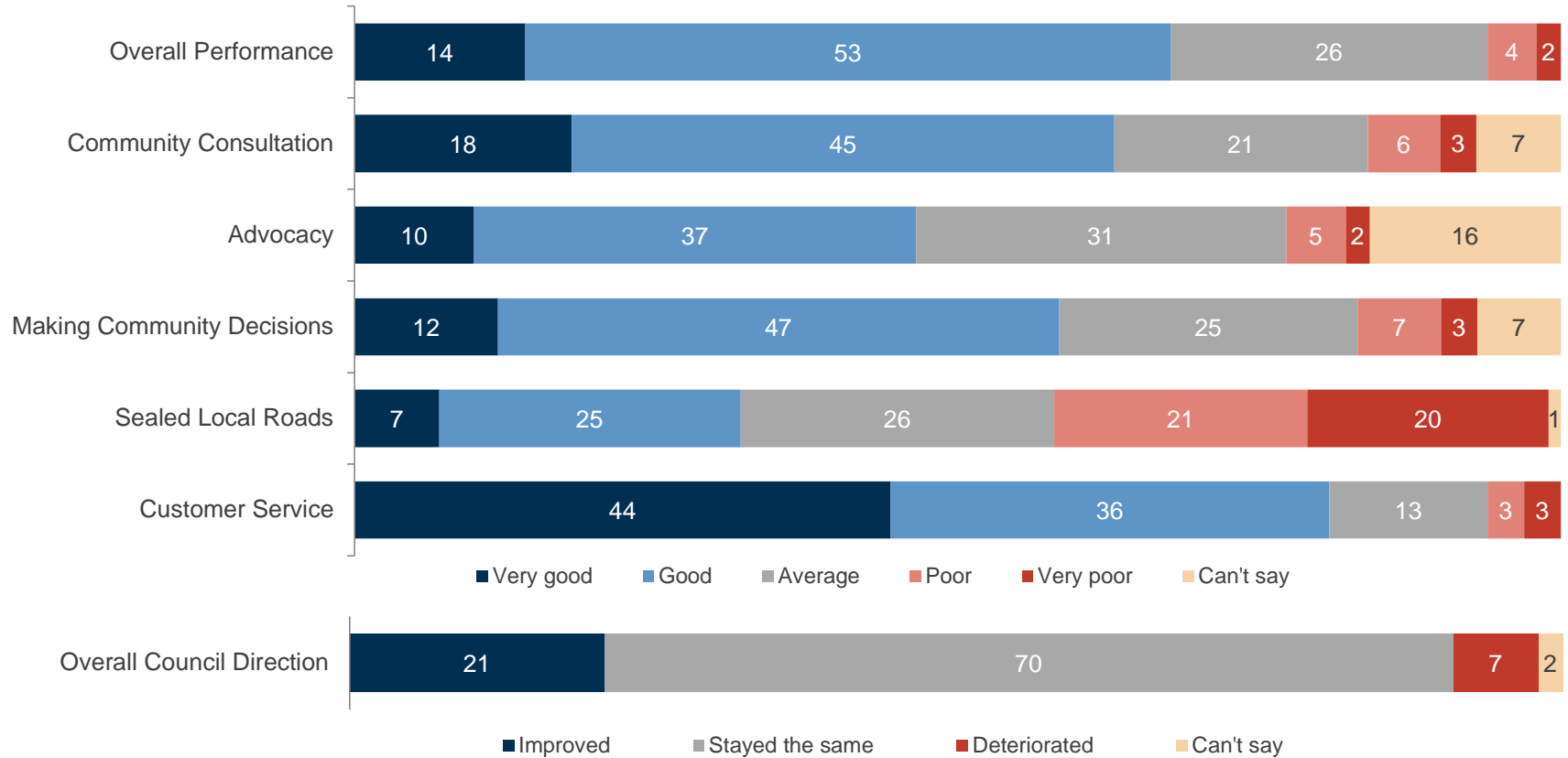
Performance Measures	Corangamite 2019	Corangamite 2018	Large Rural 2019	State-wide 2019	Highest score	Lowest score
<b>Overall Performance</b>	<b>69</b>	66	56	60	Aged 65+ years	North, Aged 50-64 years
<b>Community Consultation</b> (Community consultation and engagement)	<b>68</b>	64	54	56	Aged 65+ years, Central	Southern
<b>Advocacy</b> (Lobbying on behalf of the community)	<b>64</b>	64	52	54	Aged 65+ years	North
<b>Making Community Decisions</b> (Decisions made in the interest of the community)	<b>65</b>	64	52	55	Central	Southern
<b>Sealed Local Roads</b> (Condition of sealed local roads)	<b>44</b>	37	47	56	Aged 65+ years	Southern
<b>Customer Service</b>	<b>79</b>	77	69	71	Aged 65+ years	Southern
<b>Overall Council Direction</b>	<b>57</b>	57	51	53	Aged 65+ years	Southern





# Summary of key community satisfaction

## Key measures summary results (%)





# Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.
- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

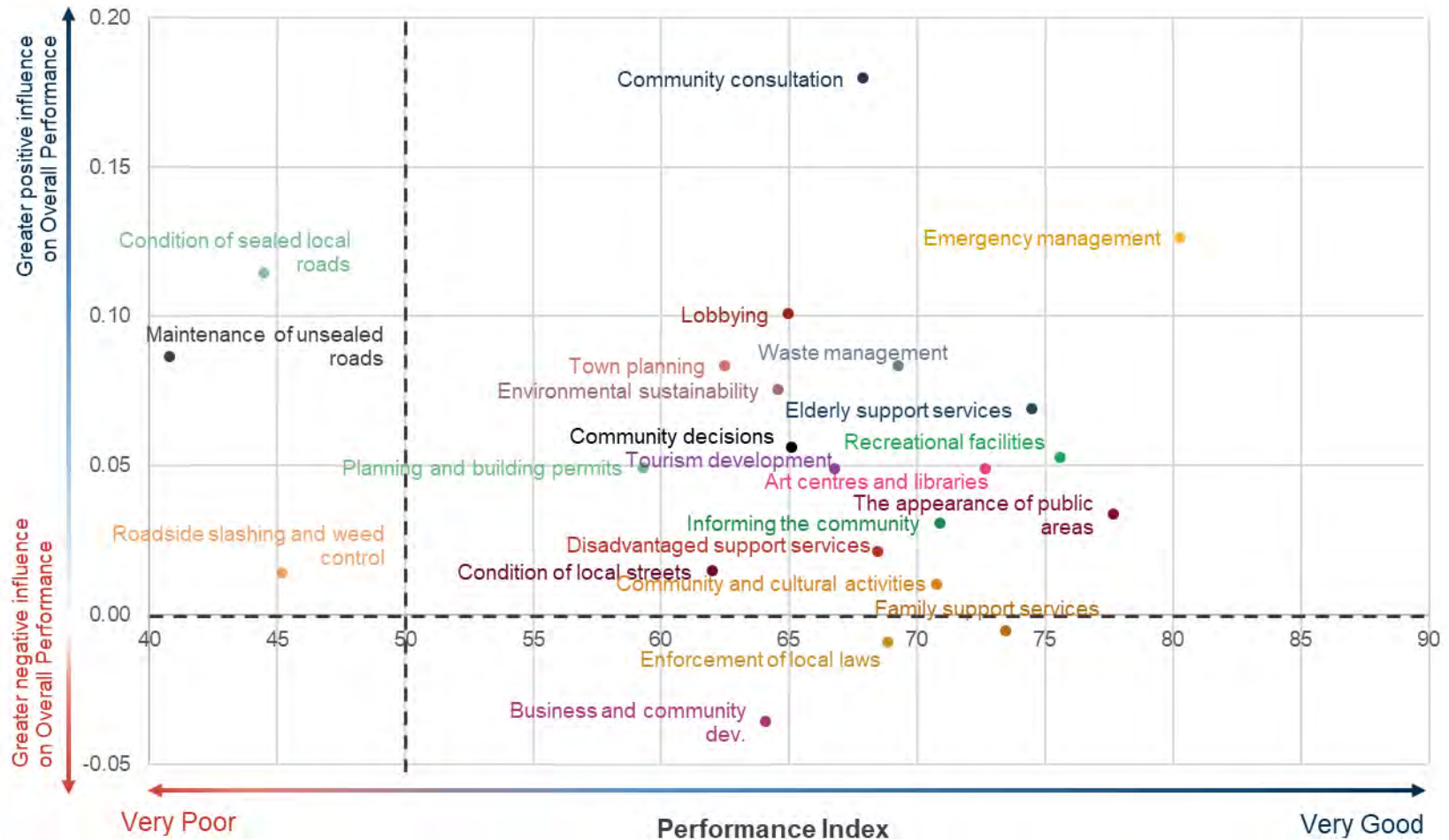
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

**Key insights from this analysis are derived from the second chart.**



# Influence on overall performance: all service areas

## 2019 regression analysis (all service areas)

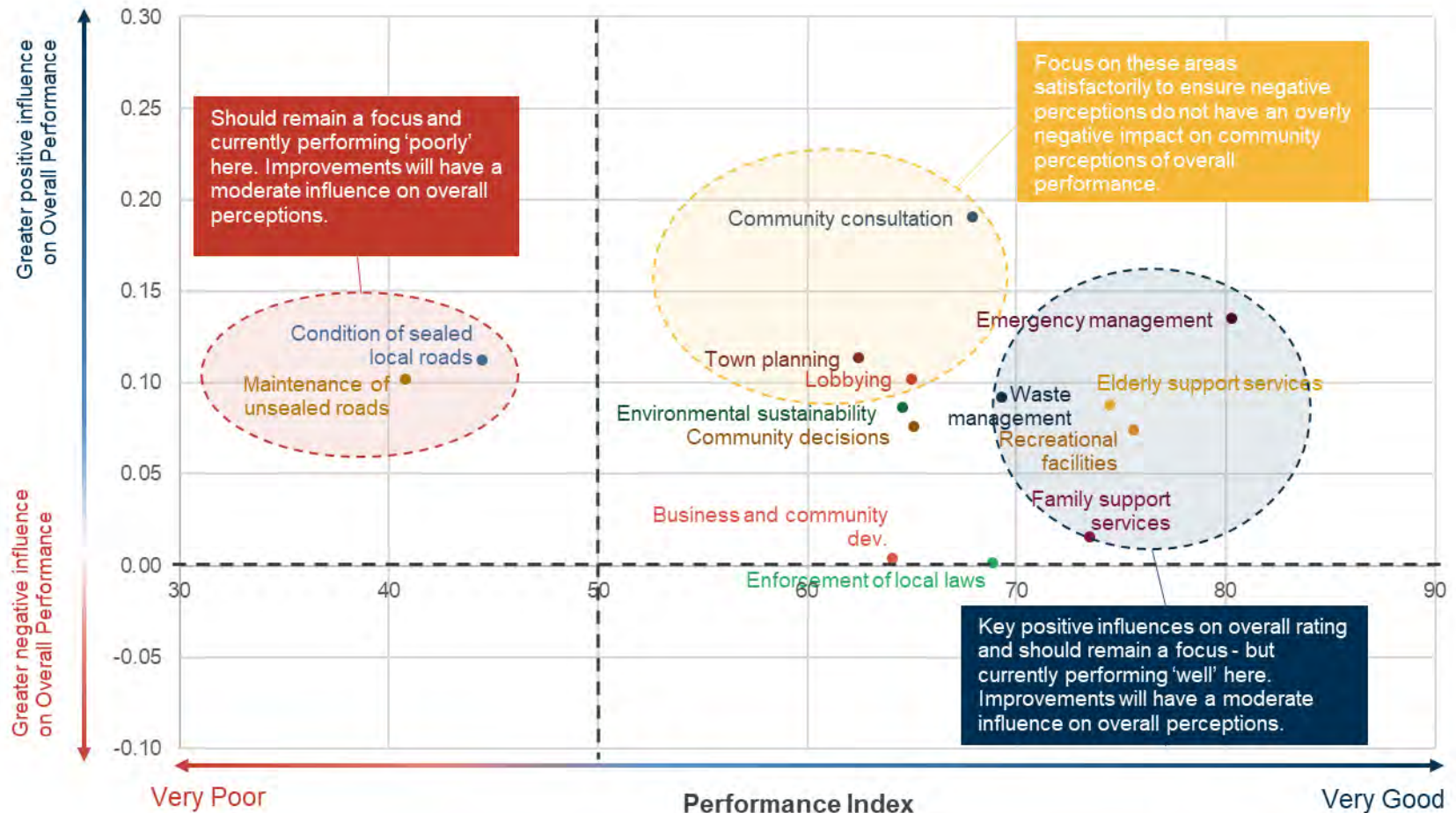


The multiple regression analysis model above (all service areas) has an R-squared value of 0.618 and adjusted R-square value of 0.595, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 6.53$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

## 2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an  $R$ -squared value of 0.579 and adjusted  $R$ -square value of 0.569, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 59.64$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Individual service area performance

## 2019 individual service area performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	81	75	71	72	74	74	73	73
Appearance of public areas	78	79	77	75	78	76	75	75
Recreational facilities	75	72	73	74	76	77	74	75
Elderly support services	73	74	74	73	78	78	78	74
Family support services	73	70	72	69	71	75	74	72
Art centres & libraries	73	73	71	70	73	73	n/a	n/a
Informing the community	71	69	67	67	69	70	69	66
Community & cultural	70	68	68	69	71	72	73	68
Waste management	69	69	71	69	72	72	70	71
Enforcement of local laws	69	66	66	68	66	68	68	67
Consultation & engagement	68	64	60	62	67	65	67	65
Disadvantaged support serv.	68	63	67	63	67	72	n/a	n/a
Tourism development	67	65	64	66	68	69	n/a	n/a
Environmental sustainability	66	63	63	64	66	67	67	67
Community decisions	65	64	61	61	64	64	n/a	n/a
Business & community dev.	65	64	62	63	63	64	n/a	n/a
Lobbying	64	64	59	57	63	61	63	61
Town planning policy	63	59	61	60	63	64	n/a	n/a
Local streets & footpaths	62	62	57	60	65	62	58	60
Planning & building permits	59	58	58	59	57	56	58	57
Slashing & weed control	46	45	44	48	49	45	50	57
Sealed local roads	44	37	37	36	38	38	n/a	n/a
Unsealed roads	40	40	35	39	37	40	40	45

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

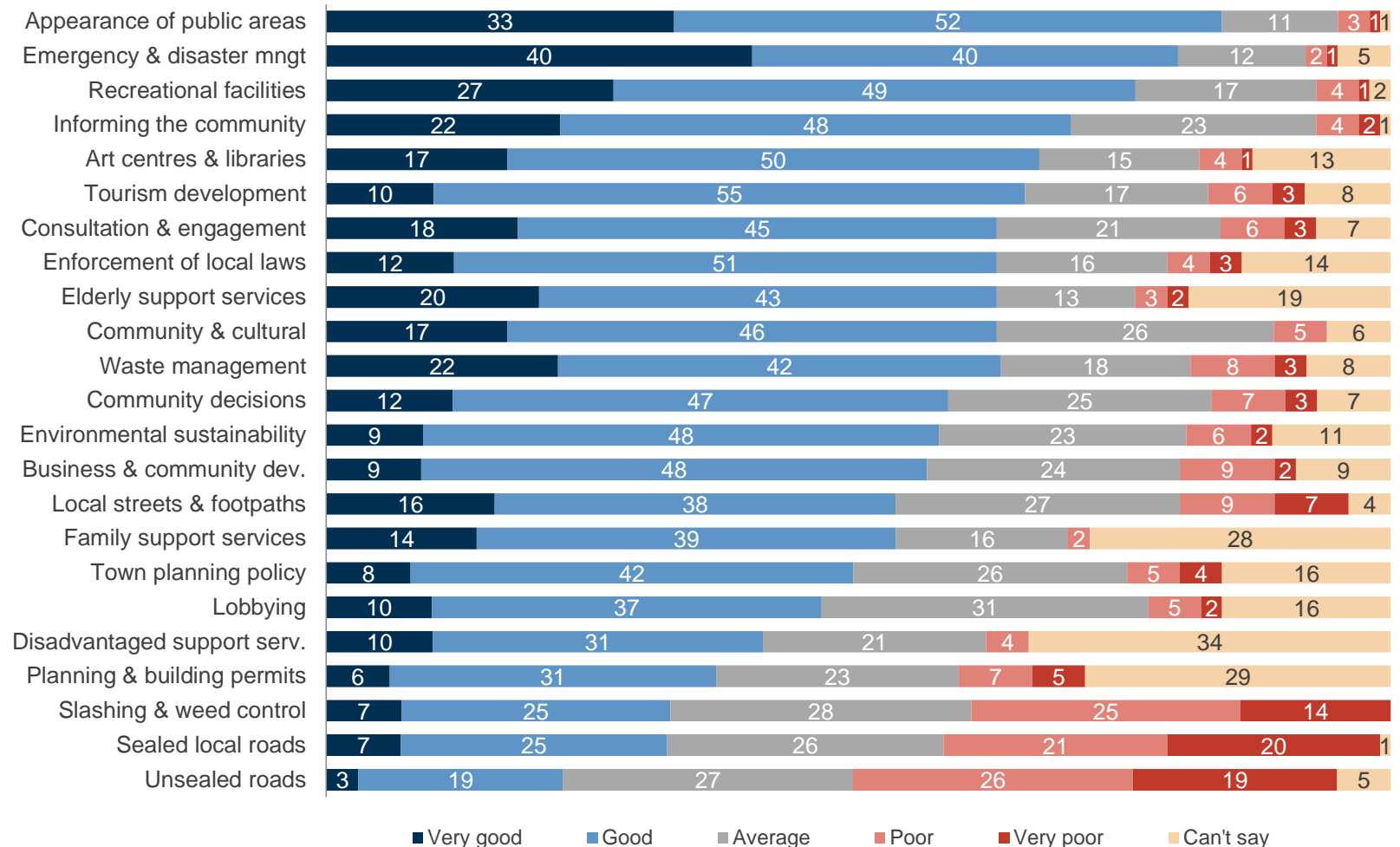
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Individual service area performance

## 2019 individual service area performance (%)





## Individual service area performance vs State-wide average

### Significantly Higher than State-wide 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
- Town planning policy
- Planning permits
- Environmental sustainability
- Emergency & disaster mngt
- Making community decisions
- Business & community dev.
- Tourism development

### Significantly Lower than State-wide Average

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





## Individual service area performance vs group average

### Significantly Higher than 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
- Waste management
- Town planning policy
- Planning permits
- Environmental sustainability
- Emergency & disaster mngt
- Making community decisions
- Business & community dev.
- Tourism development

### Significantly Lower than Group Average

- Slashing & weed control



# Best things about Council

## 2019 best things about Council (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Customer Service	18	18	11	7	n/a	n/a	n/a	n/a
Emergency/ Disaster/Fire/Flood Management	9	4	n/a	1	1	n/a	n/a	n/a
Community Support Services	8	7	4	5	6	7	n/a	n/a
Generally Good	8	4	7	5	n/a	n/a	n/a	n/a
Councillors	6	6	12	12	n/a	n/a	n/a	n/a
Community Engagement/Involvement	6	8	5	n/a	n/a	n/a	n/a	n/a
Recreational/Sporting Facilities	5	6	4	6	8	11	n/a	n/a
Waste Management	5	3	4	3	2	2	n/a	n/a
Road/Street Maintenance	4	7	3	4	9	6	n/a	n/a
Aged Support Services	3	5	3	7	6	6	n/a	n/a
Council Management	3	2	2	3	2	3	n/a	n/a
Parks and Gardens	3	6	3	5	5	3	n/a	n/a
Community/Public Events/Activities	3	4	1	4	7	6	n/a	n/a
Tourism	3	3	2	3	3	4	n/a	n/a
Location	3	1	n/a	1	1	n/a	n/a	n/a

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 state-wide: 21 Councils asked group: 6

Note: Significant differences have not been applied to this chart.

Verbatim responses can be found in the accompanying dashboard.



## Areas for improvement

### 2019 areas for improvement (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Sealed Road Maintenance	36	42	39	42	38	42	n/a	n/a
Medium Strips/Nature Strips	9	7	6	4	8	11	n/a	n/a
Community Consultation	7	9	8	6	7	7	n/a	n/a
Unsealed Road Maintenance	6	7	8	12	n/a	n/a	n/a	n/a
Waste Management	5	3	3	3	3	1	n/a	n/a
Rural/Regional Communities	4	3	4	5	7	5	n/a	n/a
Communication	4	6	3	6	4	4	n/a	n/a
Financial Management	3	5	4	4	3	2	n/a	n/a
Public Areas - General Maintenance	3	2	1	2	n/a	n/a	n/a	n/a
Tourism	3	5	2	1	2	1	n/a	n/a
Local/Community Support	3	2	3	1	2	1	n/a	n/a
Fire Prevention	3	2	n/a	1	n/a	1	n/a	n/a
Nothing	6	7	12	8	7	10	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 12

Note: Significant differences have not been applied to this chart.

Verbatim responses can be found in the accompanying dashboard.

# DETAILED FINDINGS

A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night image of the Earth, showing city lights and landmasses in dark blue and black. The 'W' is positioned on the right side of the slide, with its leftmost stroke extending towards the center.

Overall  
performance



# Overall performance

## 2019 overall performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	72	72	67	68	68	69	73	69
Central	71	68	64	64	68	67	69	n/a
Women	69	68	65	65	67	67	68	66
35-49	69	66	64	62	64	64	68	59
Corangamite	69	66	63	64	65	66	67	65
18-34	68	65	59	64	67	66	64	68
Men	68	65	62	63	63	65	66	63
Southern	65	65	62	63	61	67	65	n/a
50-64	64▼	61	61	61	61	67	63	63
North	64	63	64	65	65	62	63	n/a
State-wide	60▼	59	59	59	60	61	60	60
Large Rural	56▼	56	54	54	56	n/a	n/a	n/a

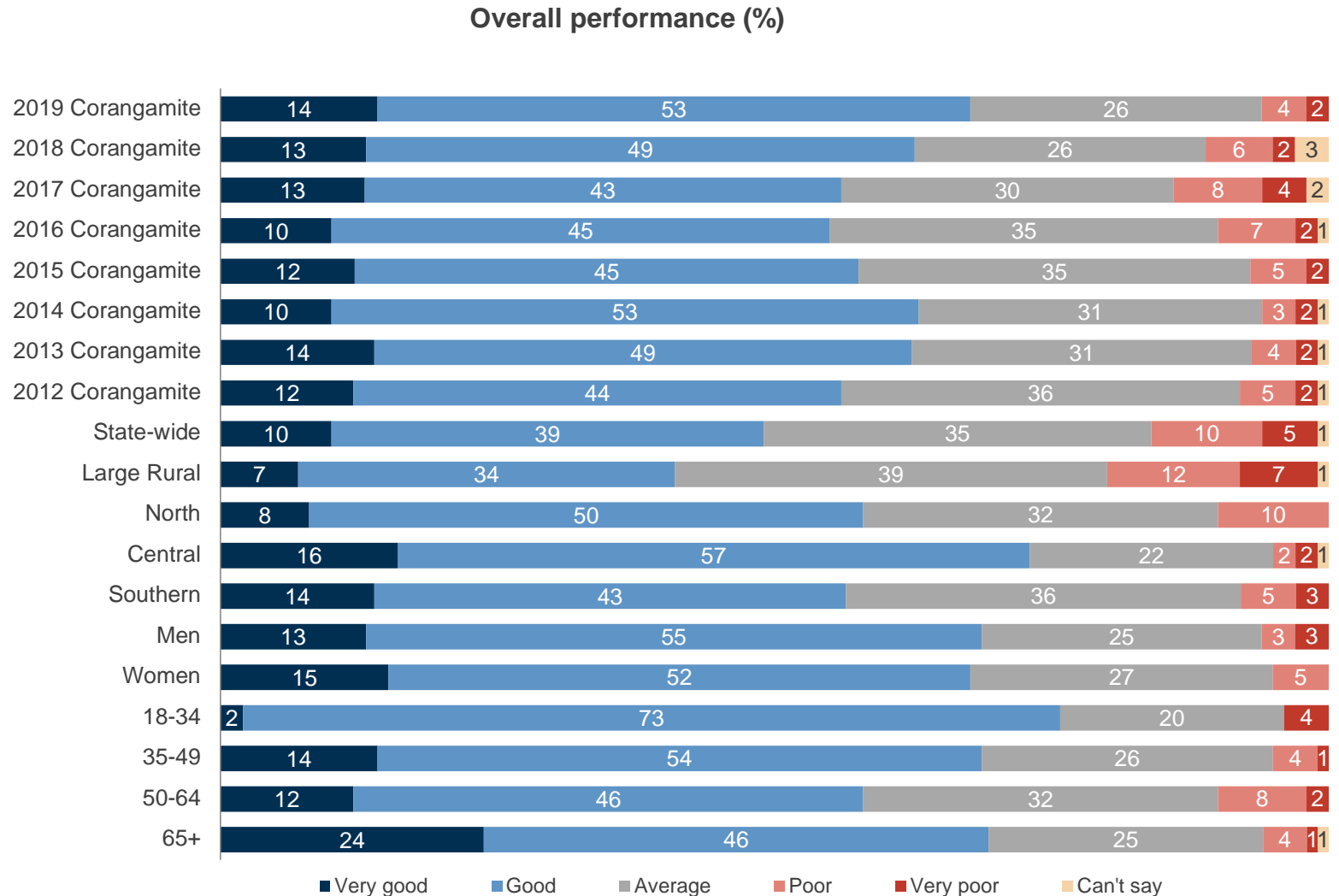
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Corangamite Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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



# Overall performance





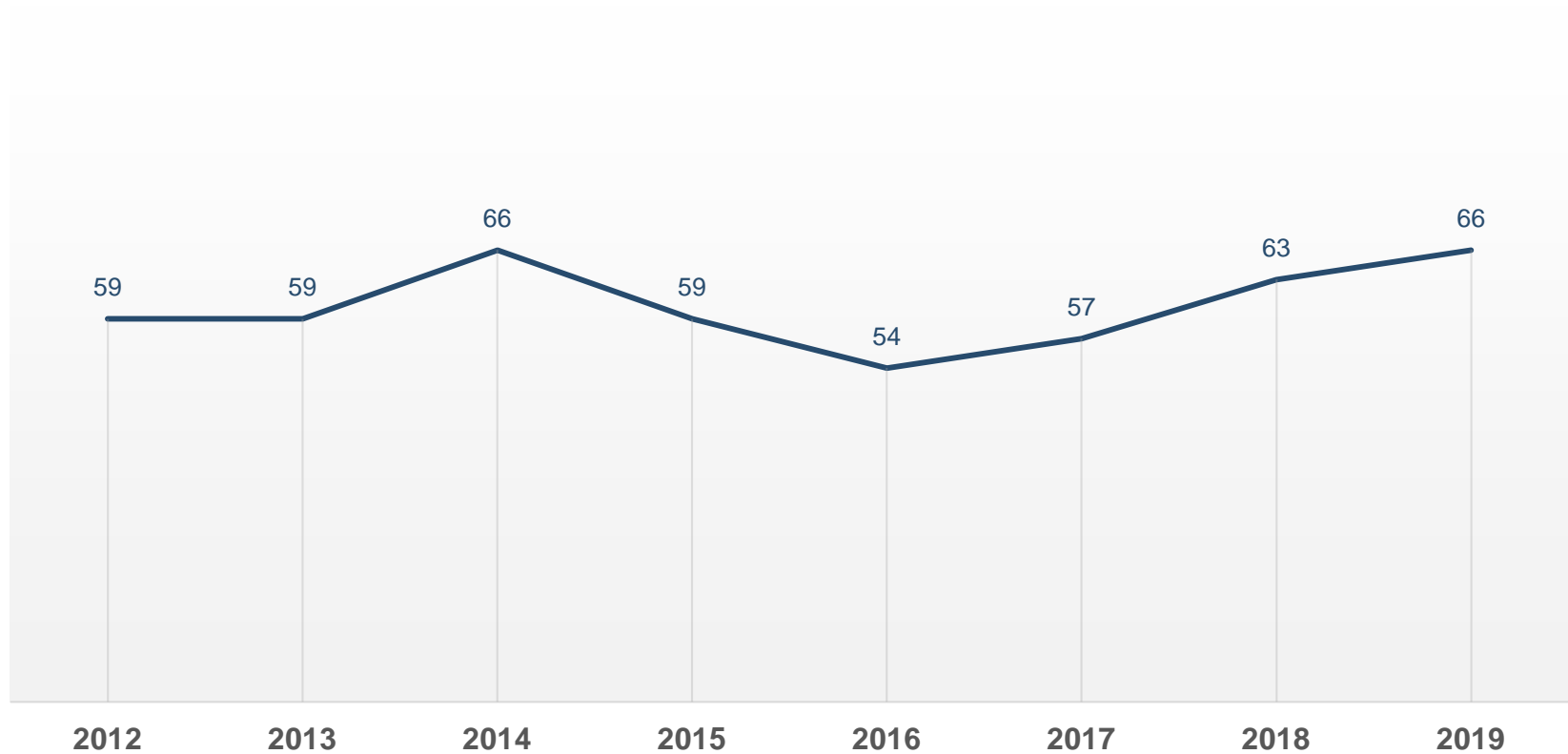


Customer  
service



## Contact with council

**2019 contact with council (%)**  
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with 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: 38 Councils asked group: 11



## Contact with council

### 2019 contact with council (%)

		2018	2017	2016	2015	2014	2013	2012
35-49	76	69	60	57	63	72	65	67
50-64	74	71	59	56	64	64	65	61
Central	69	61	54	52	60	65	59	n/a
Men	67	62	55	56	58	64	57	52
Corangamite	66	63	57	54	59	66	59	59
North	65	65	62	67	78	67	62	n/a
Women	65	63	59	52	61	68	62	67
Large Rural	62	62	57	57	59	n/a	n/a	n/a
State-wide	61▼	61	58	58	60	61	60	61
65+	61	56	54	52	54	61	56	56
18-34	57	54	57	50	57	67	49	52
Southern	56	63	62	50	51	67	56	n/a

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?

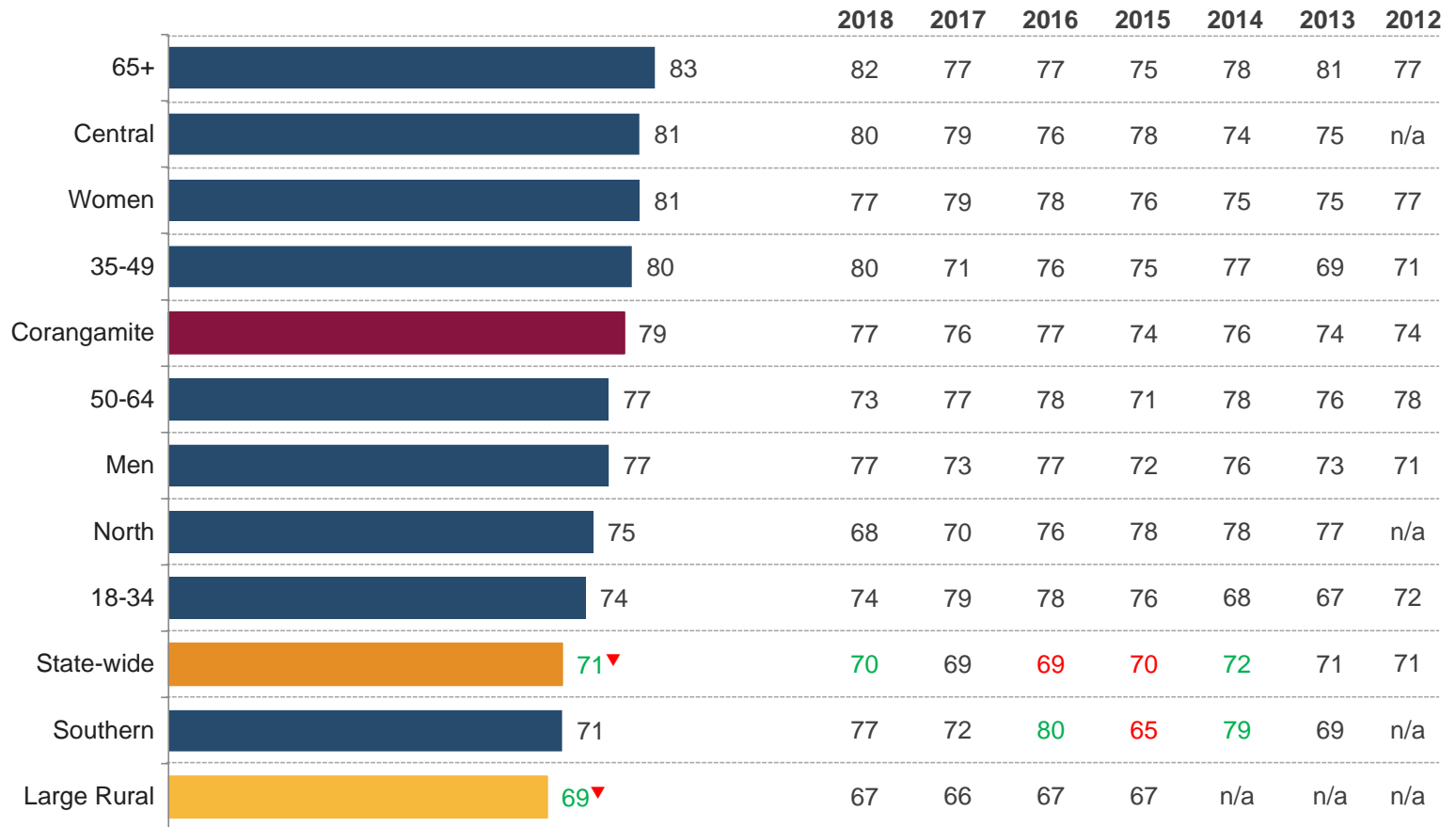
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 11

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



## Customer service rating

### 2019 customer service rating (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.

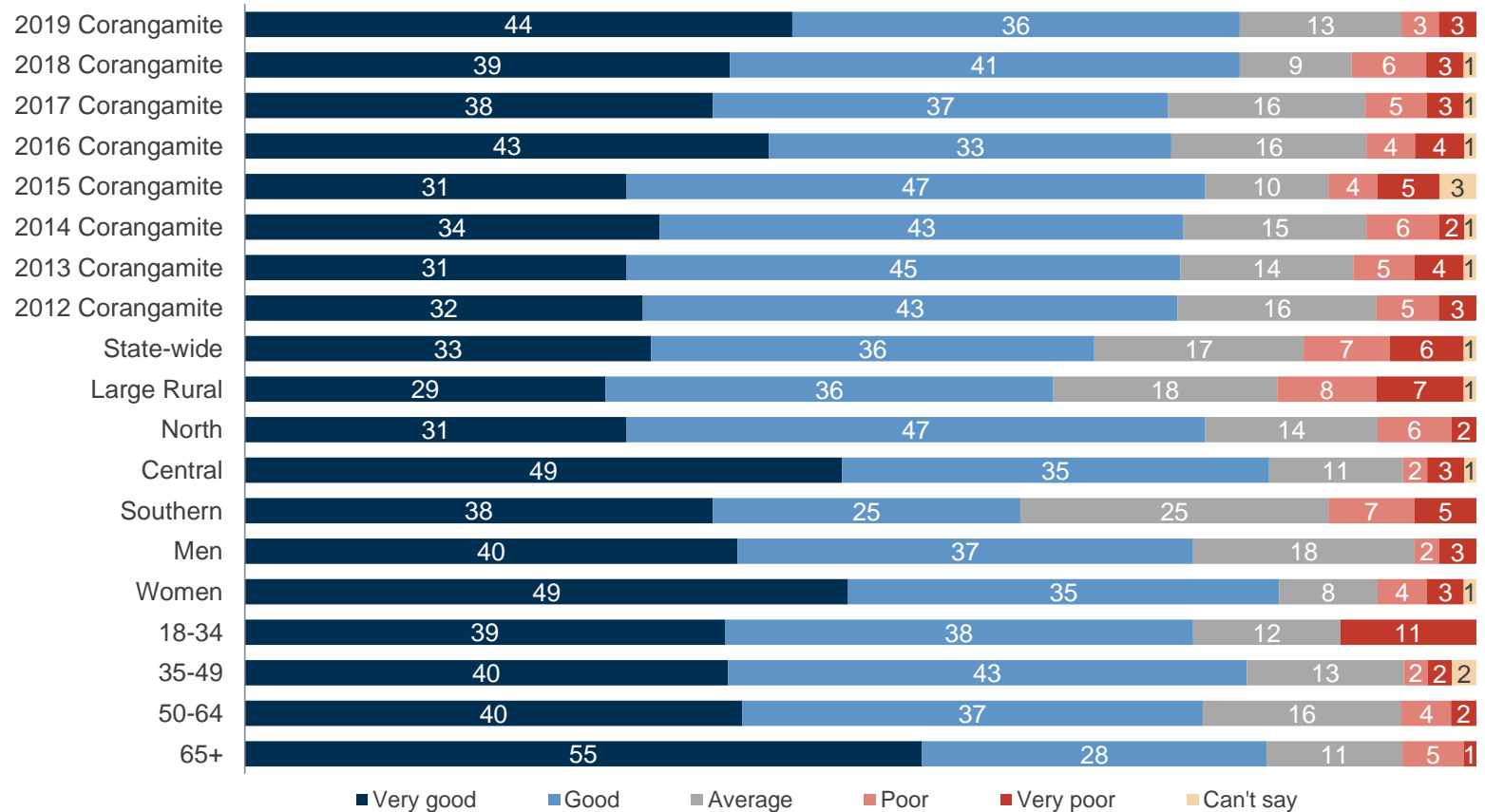
Councils asked state-wide: 63 Councils asked group: 18

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



# Customer service rating

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: 63 Councils asked group: 18



# Communication



## Communication summary

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<b>Overall preferred forms of communication</b>	<ul style="list-style-type: none"><li>• Newsletter sent via mail (36%)</li></ul>
<b>Preferred forms of communication among over 50s</b>	<ul style="list-style-type: none"><li>• Newsletter sent via mail (45%)</li></ul>
<b>Preferred forms of communication among under 50s</b>	<ul style="list-style-type: none"><li>• Social media (27%)</li></ul>





# Best form of communication

## 2019 best form of communication (%)



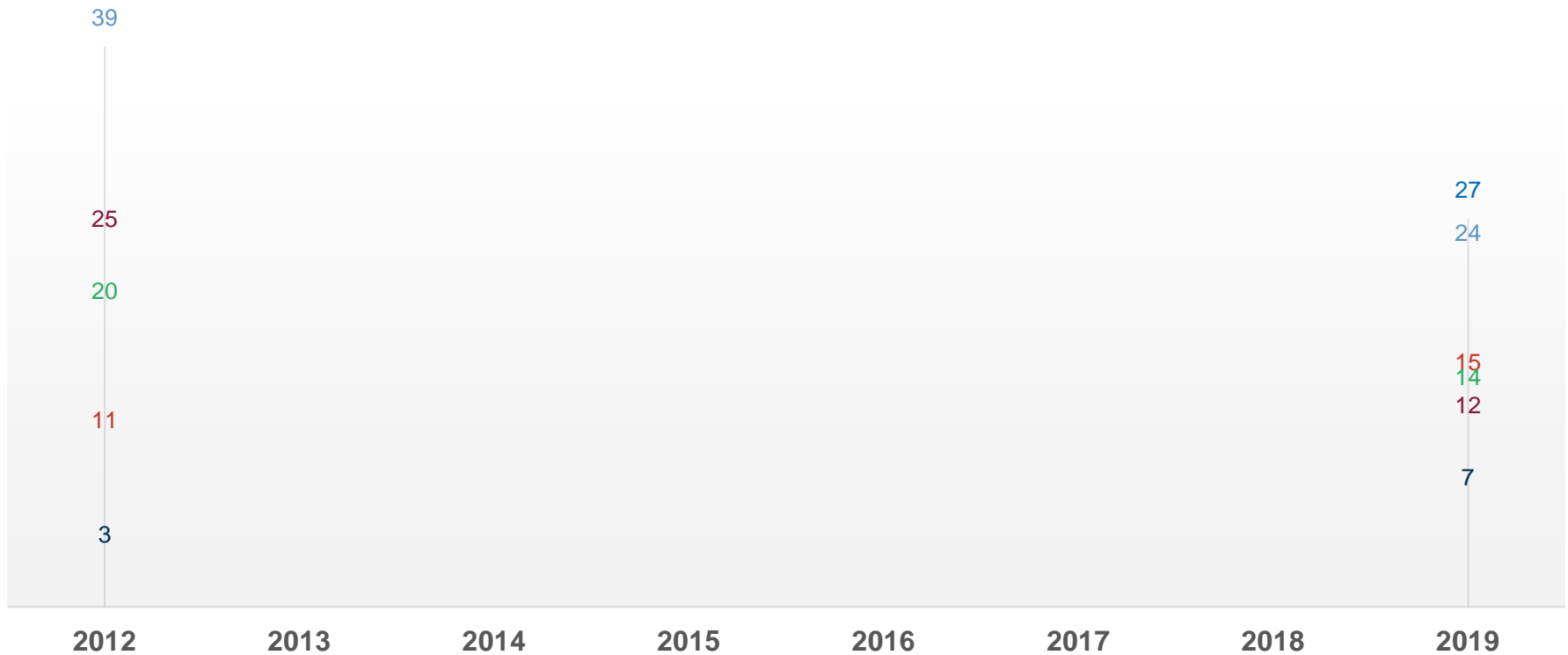
Q13. If Corangamite Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

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



## Best form of communication: under 50s

2019 under 50s best form of communication (%)



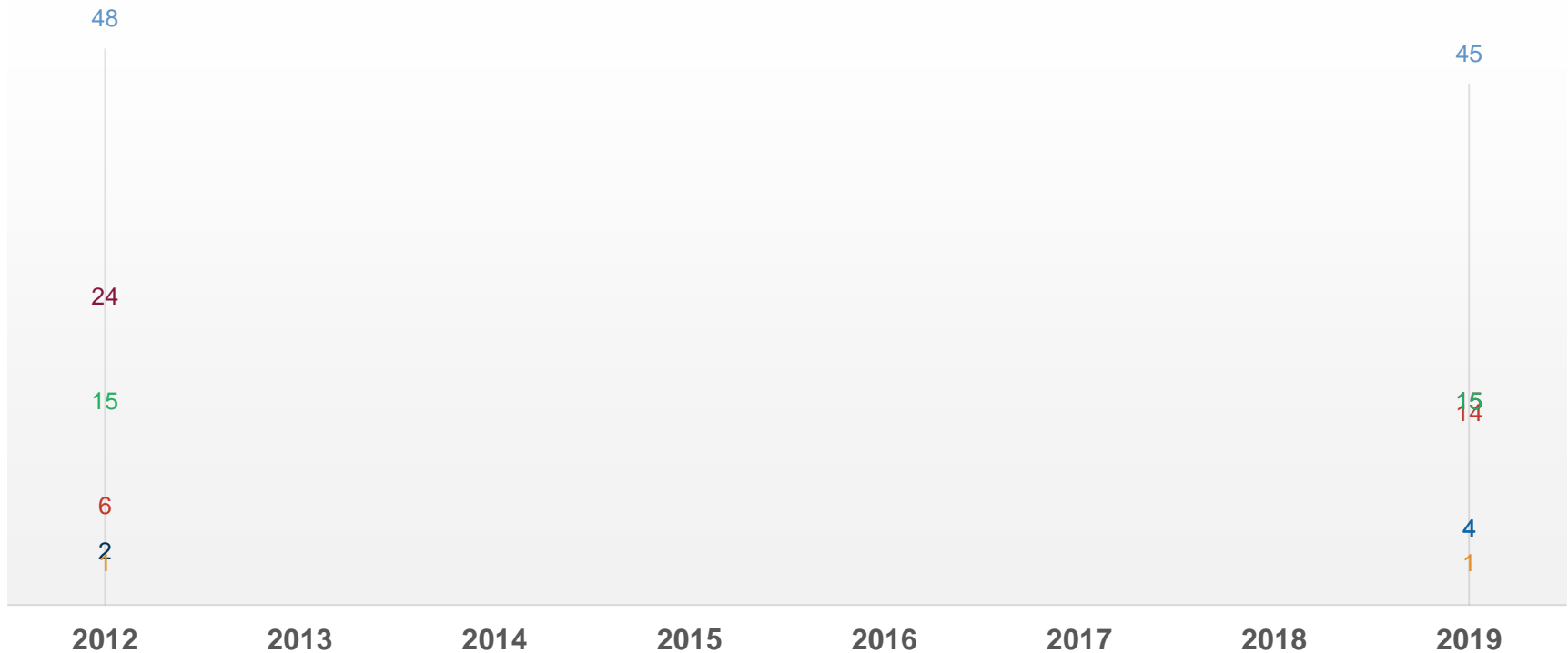
Q13. If Corangamite Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked state-wide: 31 Councils asked group: 10



## 2019 best form of communication: over 50s

2019 over 50s best form of communication (%)



Q13. If Corangamite Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked state-wide: 31 Councils asked group: 10

A large, stylized graphic of the letters 'NW' in a dark blue, almost black, color. The letters are filled with a satellite image of a coastal region, showing a network of roads and a prominent body of water. The 'N' is on the left and the 'W' is on the right, both slanted upwards to the right.

# Council direction



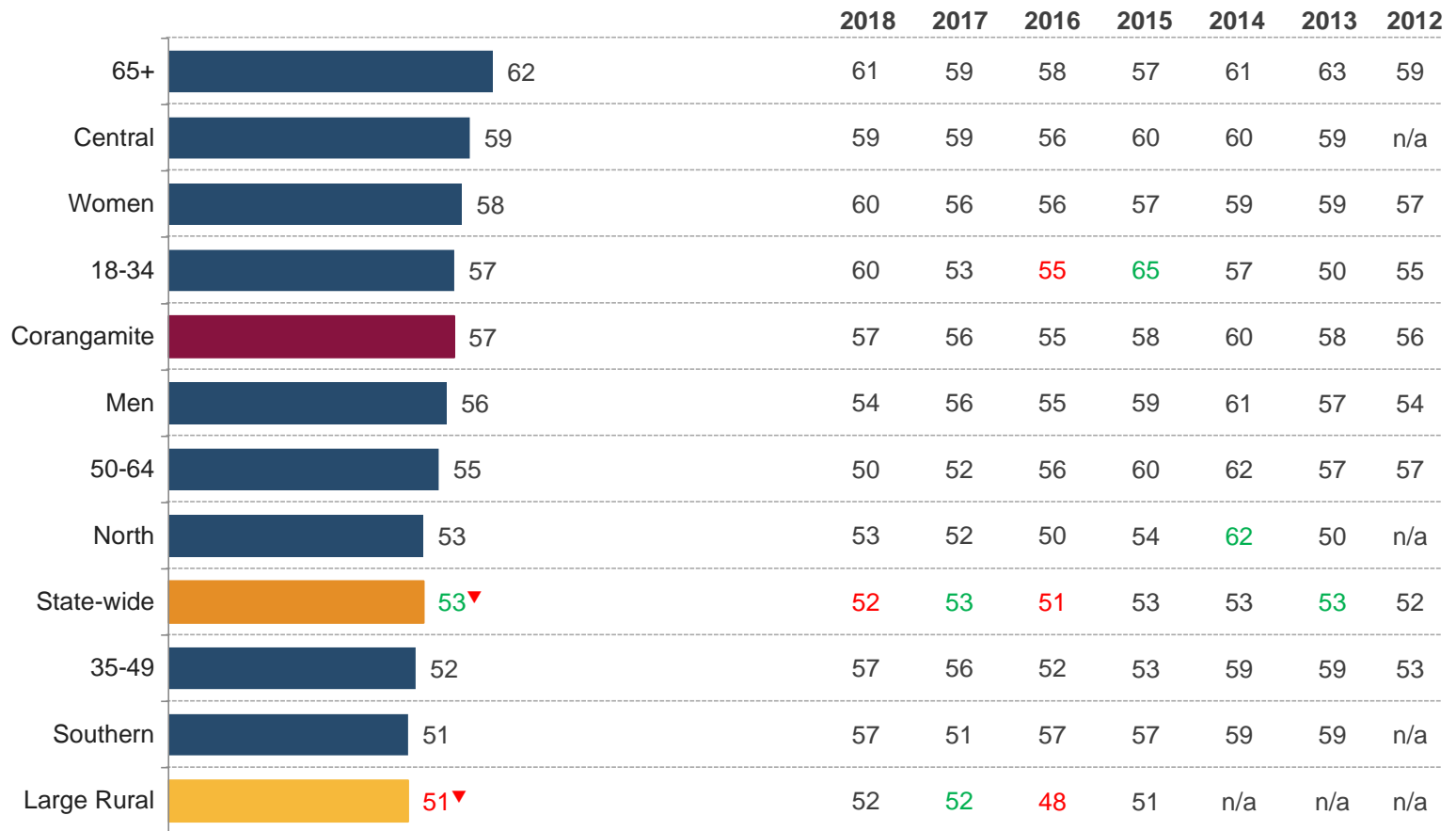
## Council direction summary

<b>Council direction</b>	<ul style="list-style-type: none"> <li>• 70% stayed about the same, up 5 points on 2018</li> <li>• 21% improved, down 2 points on 2018</li> <li>• 7% deteriorated, down 2 points on 2018</li> </ul>
<b>Most satisfied with Council direction</b>	<ul style="list-style-type: none"> <li>• Central residents</li> </ul>
<b>Least satisfied with Council direction</b>	<ul style="list-style-type: none"> <li>• Southern residents</li> </ul>
<b>Improvement</b>	<ul style="list-style-type: none"> <li>• 35% a lot of room for improvement</li> <li>• 57% little room for improvement</li> <li>• 6% not much room for improvement</li> </ul>
<b>Direction headed</b>	<ul style="list-style-type: none"> <li>• 83% right direction (32% definitely and 51% probably)</li> <li>• 10% wrong direction (5% probably and 5% definitely)</li> </ul>



## Overall council direction last 12 months

### 2019 overall direction (index scores)



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

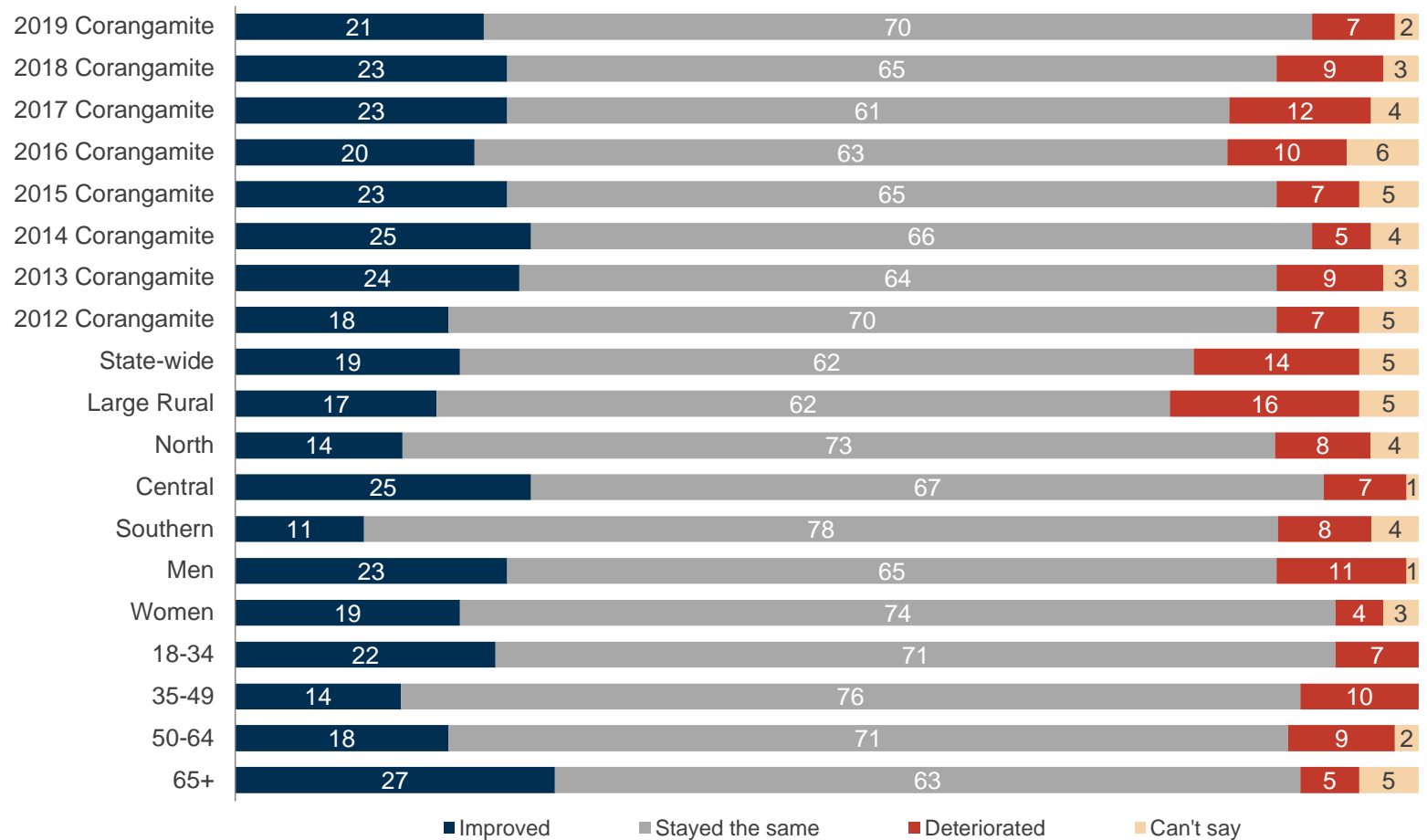
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



## Overall council direction last 12 months

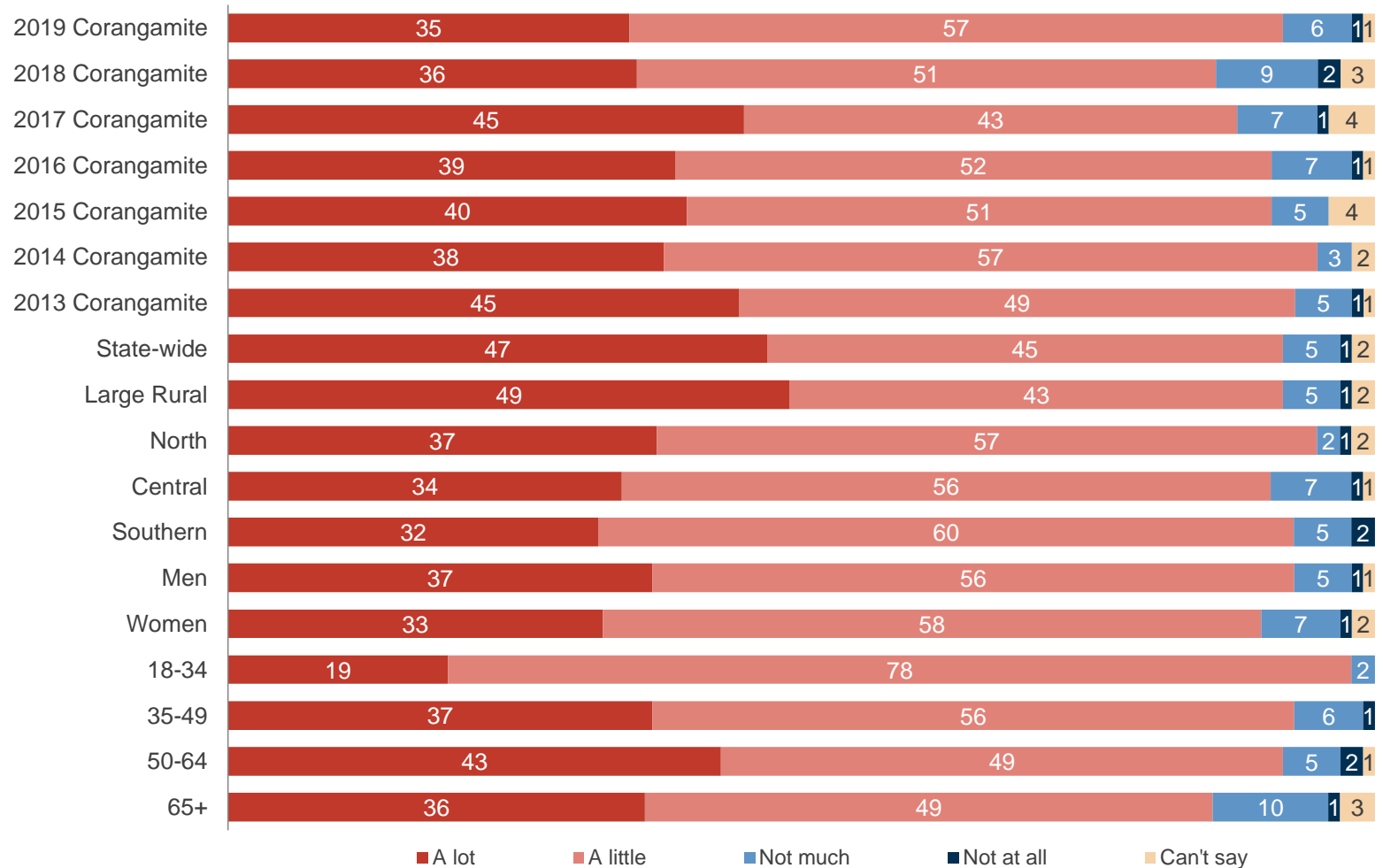
### 2019 overall council direction (%)





## Room for improvement in services

### 2019 room for improvement in services (%)



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

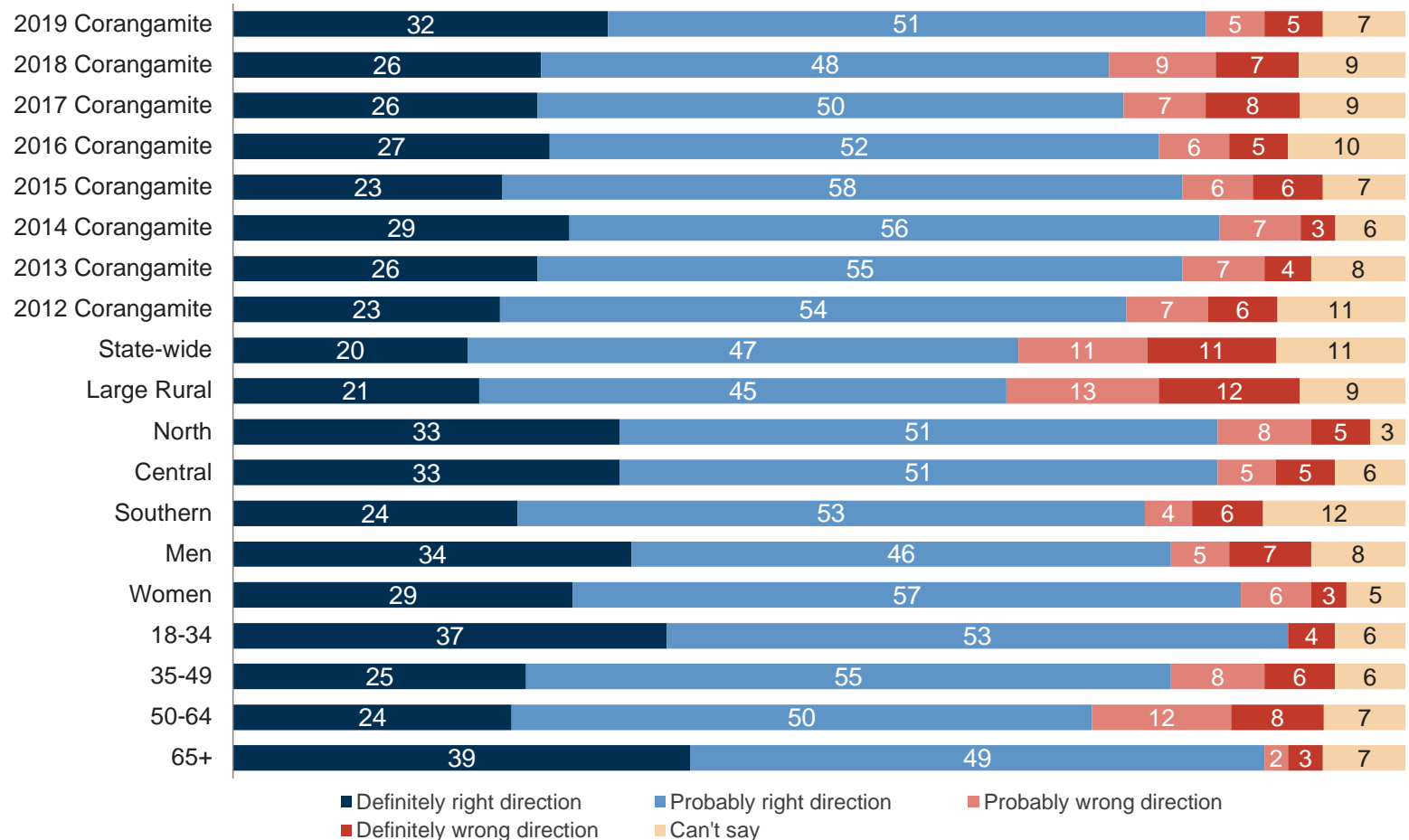
Base: All respondents. Councils asked state-wide: 3 Councils asked group: 2





## Right / wrong direction

### 2019 right / wrong direction (%)



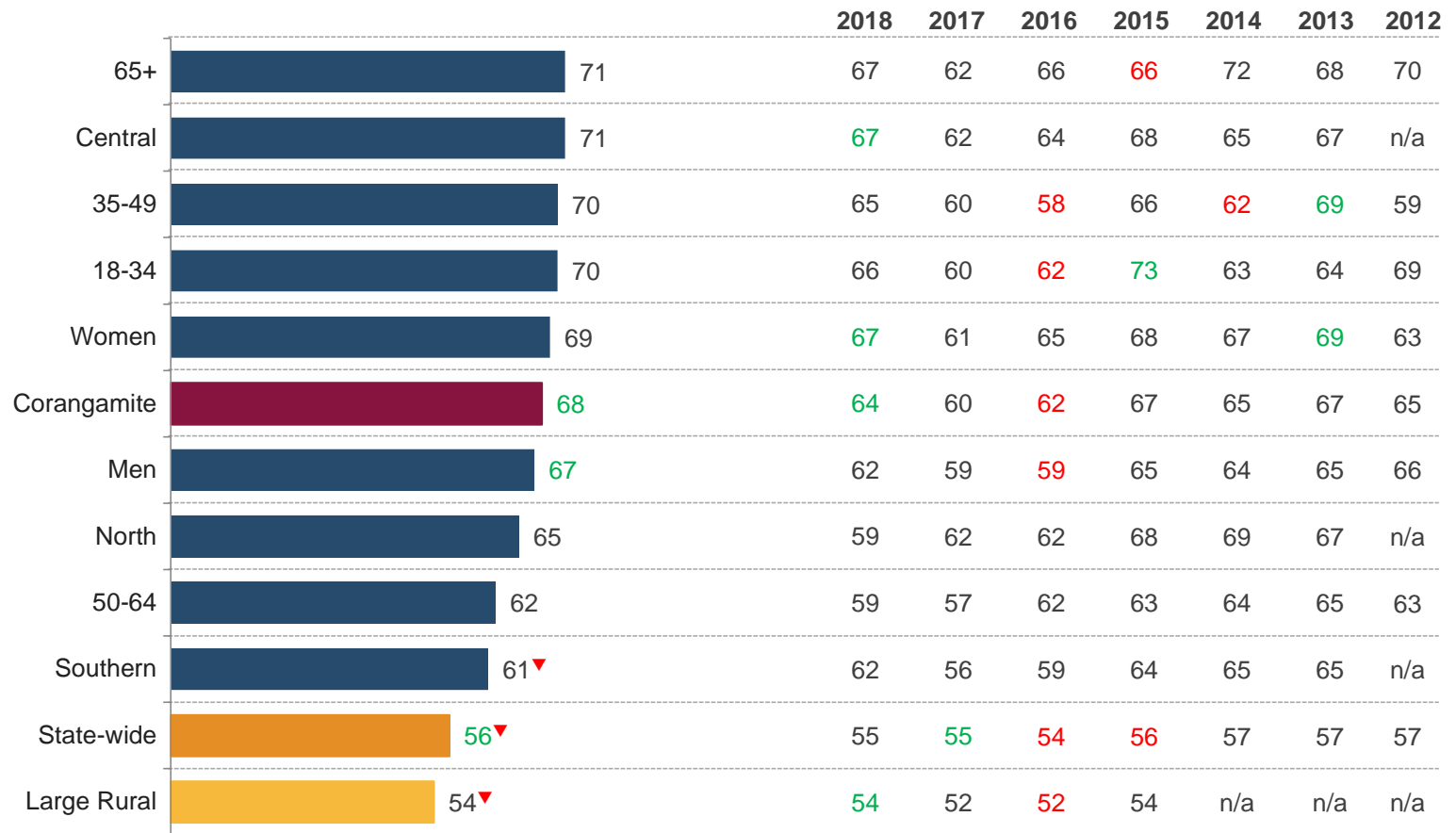
A large, stylized letter 'W' graphic that serves as a background element. It is filled with a satellite image of a river network, likely the Amazon basin, showing a dense web of blue and green lines against a dark background. The 'W' is positioned on the right side of the slide, with its leftmost stroke extending towards the center.

# Individual service areas



# Community consultation and engagement performance

## 2019 Consultation and engagement performance (index scores)



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

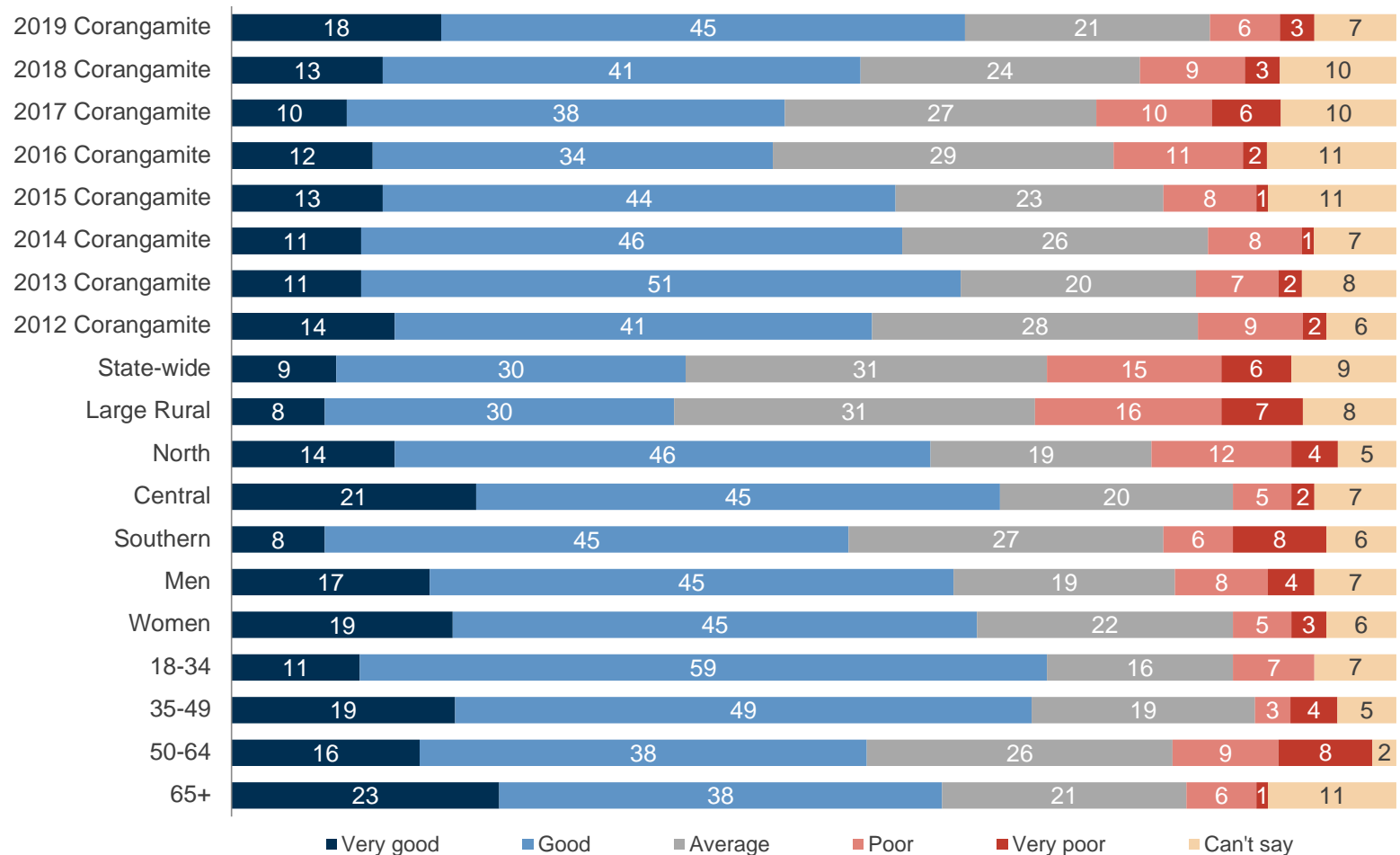
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Community consultation and engagement performance

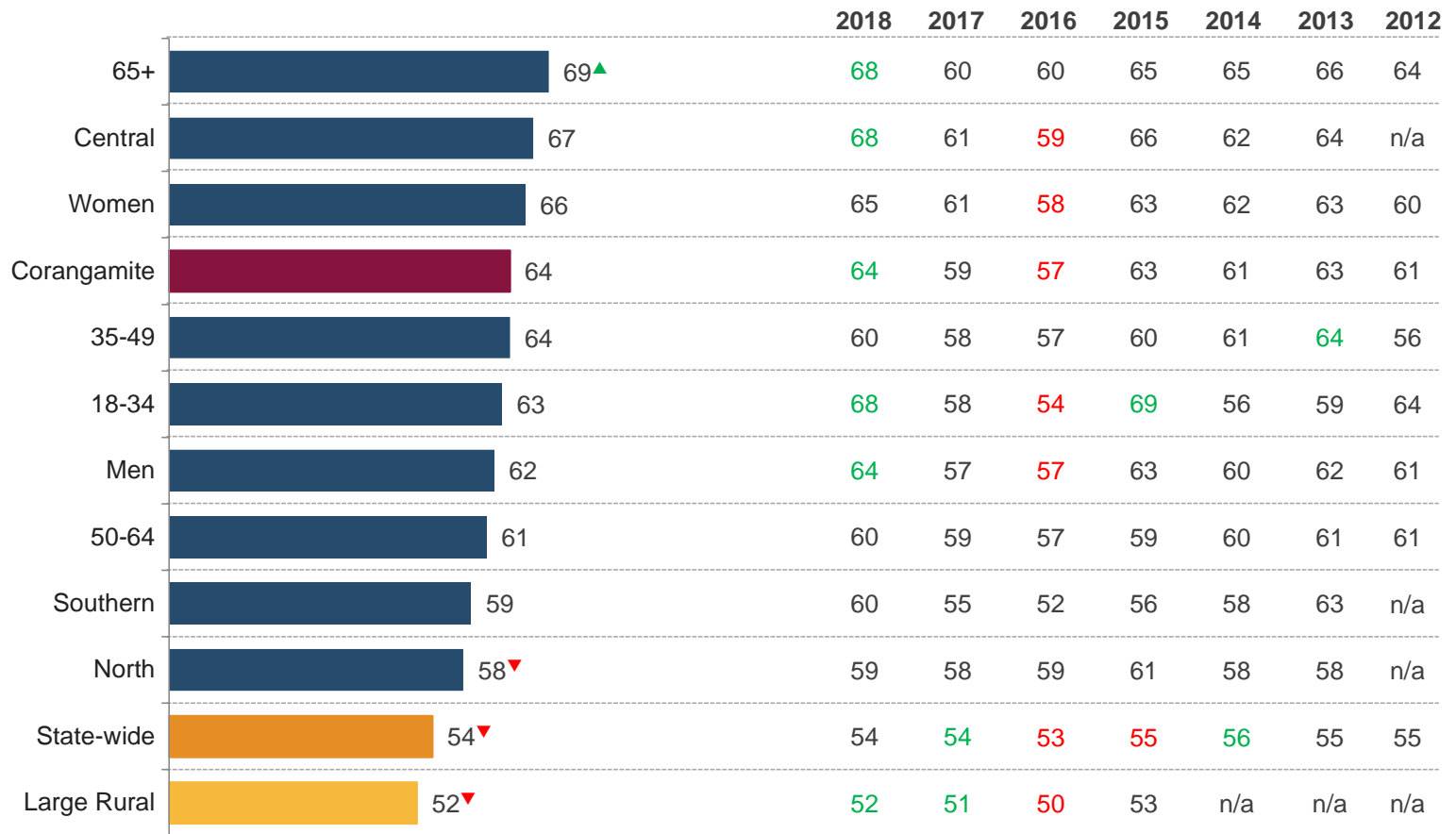
## 2019 Consultation and engagement performance (%)





# Lobbying on behalf of the community performance

## 2019 Lobbying performance (index scores)



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

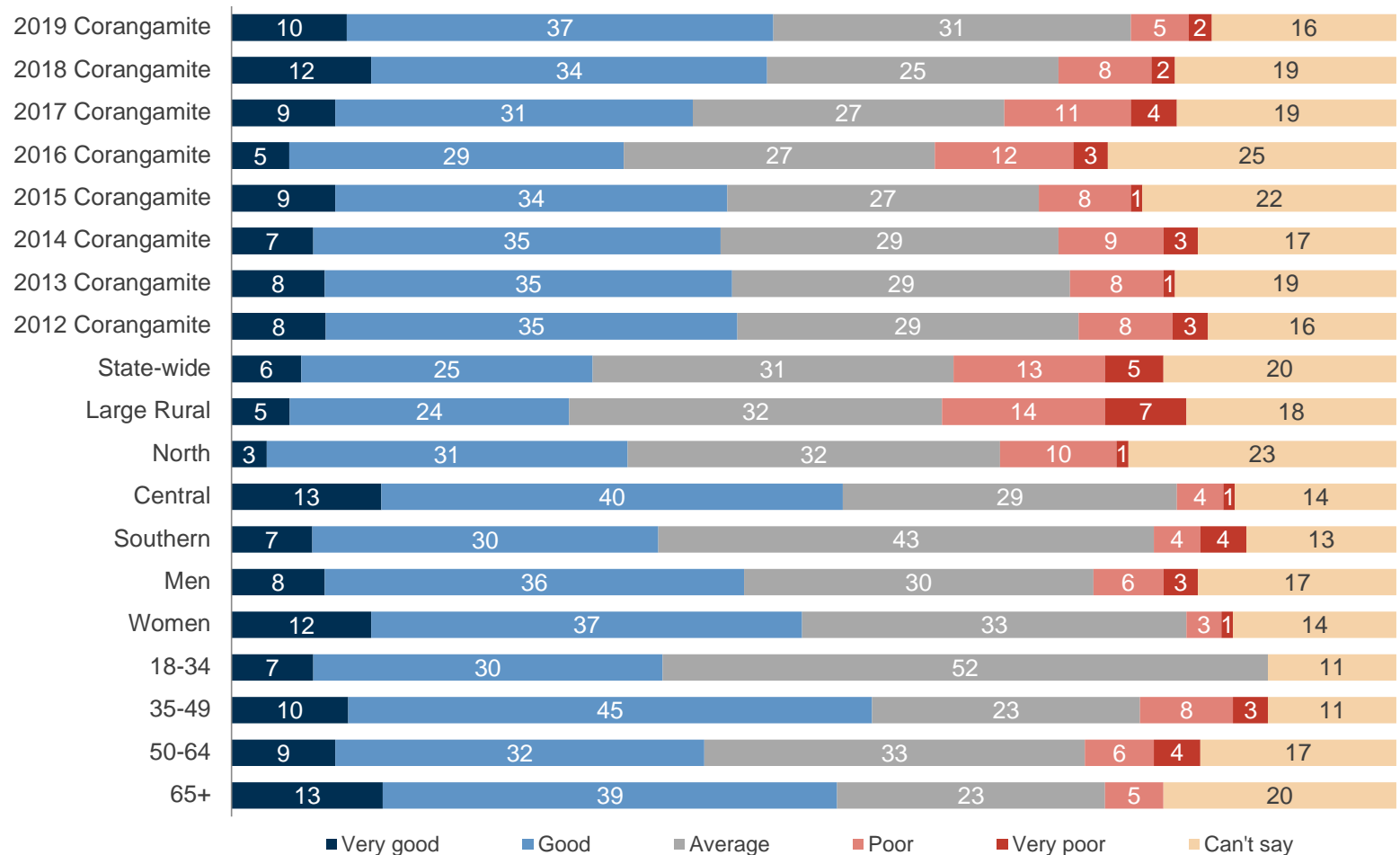
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Lobbying on behalf of the community performance

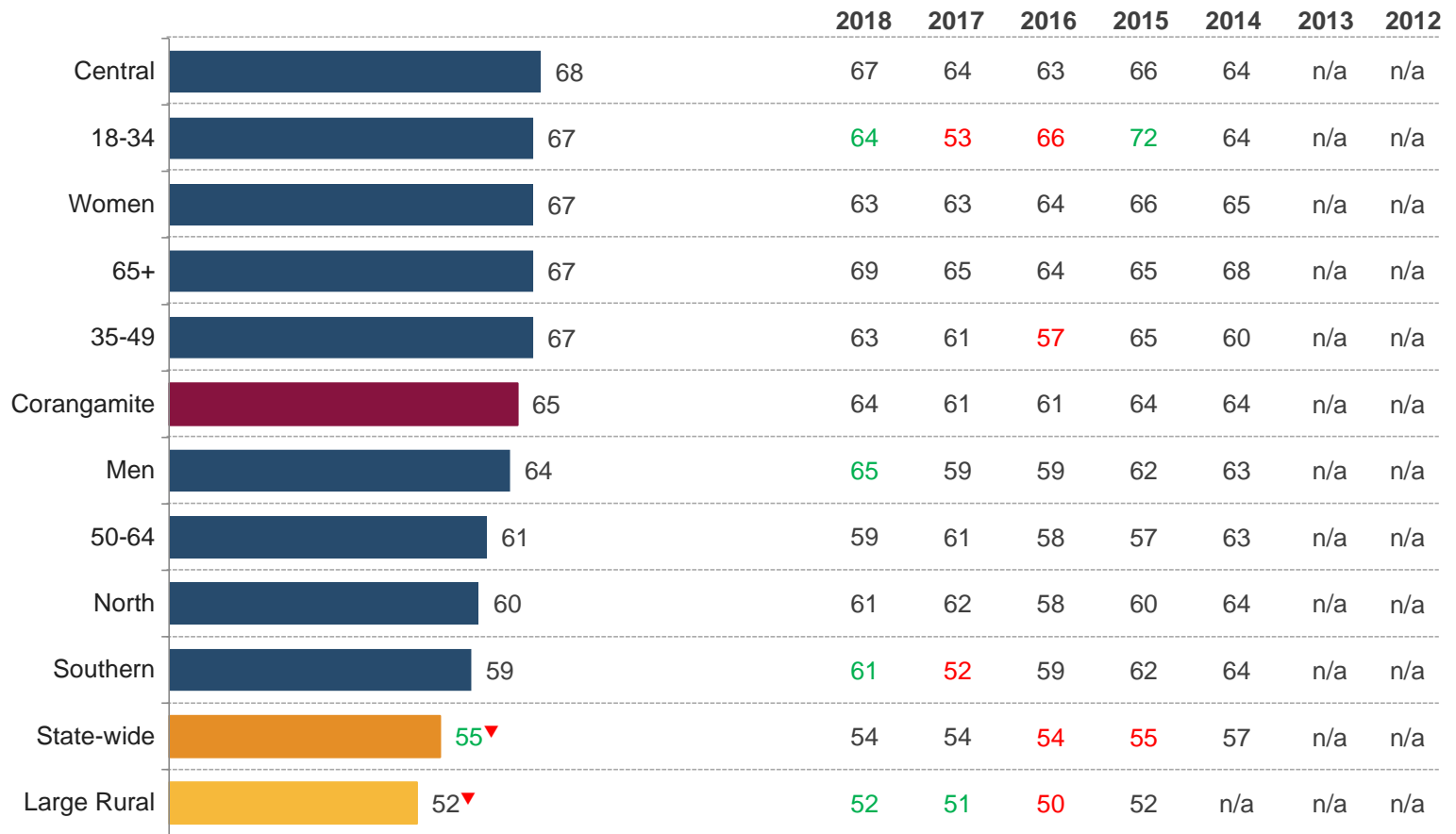
## 2019 Lobbying performance (%)



# Decisions made in the interest of the community performance



## 2019 Community decisions made performance (index scores)



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

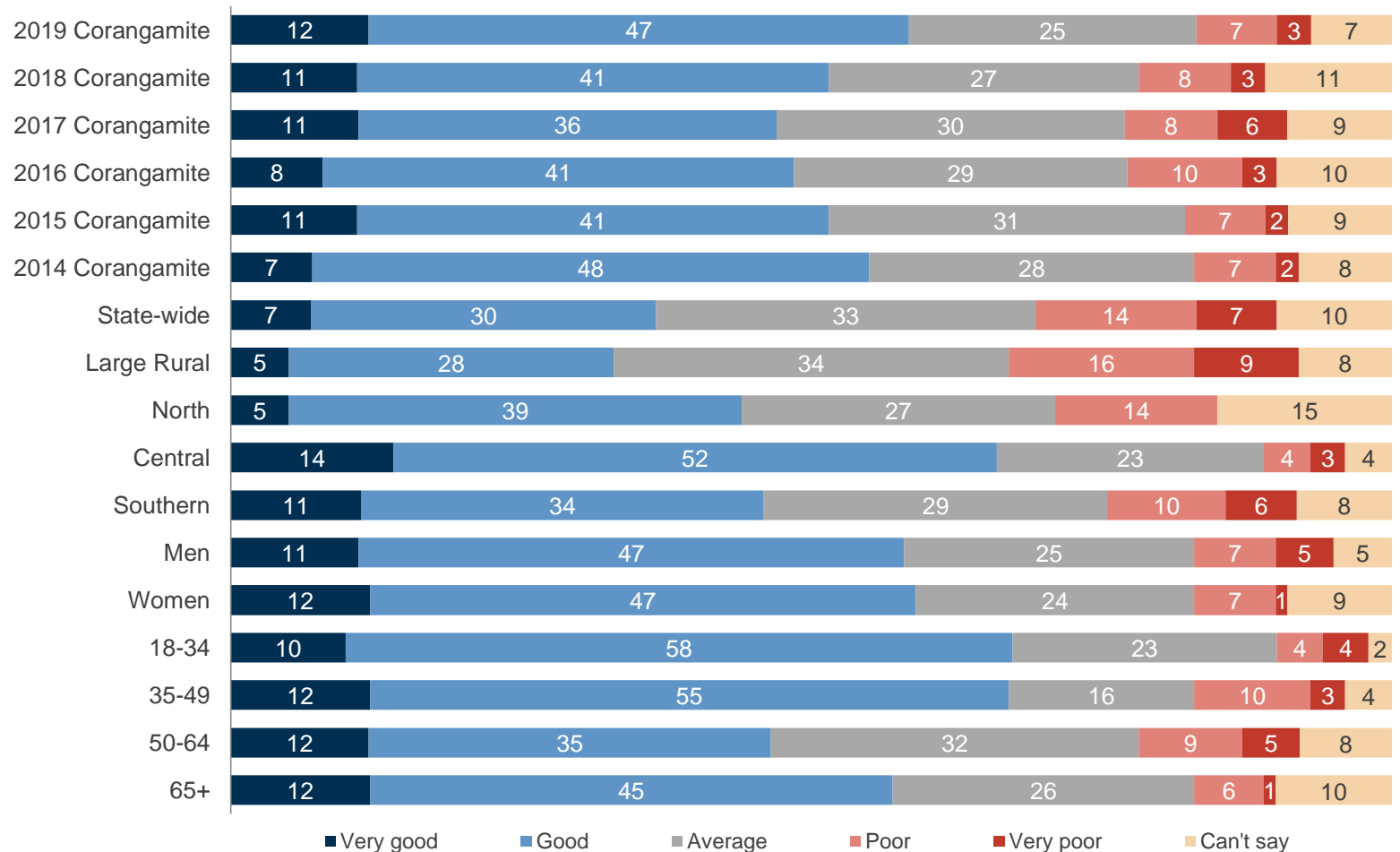
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

# Decisions made in the interest of the community performance



## 2019 Community decisions made performance (%)

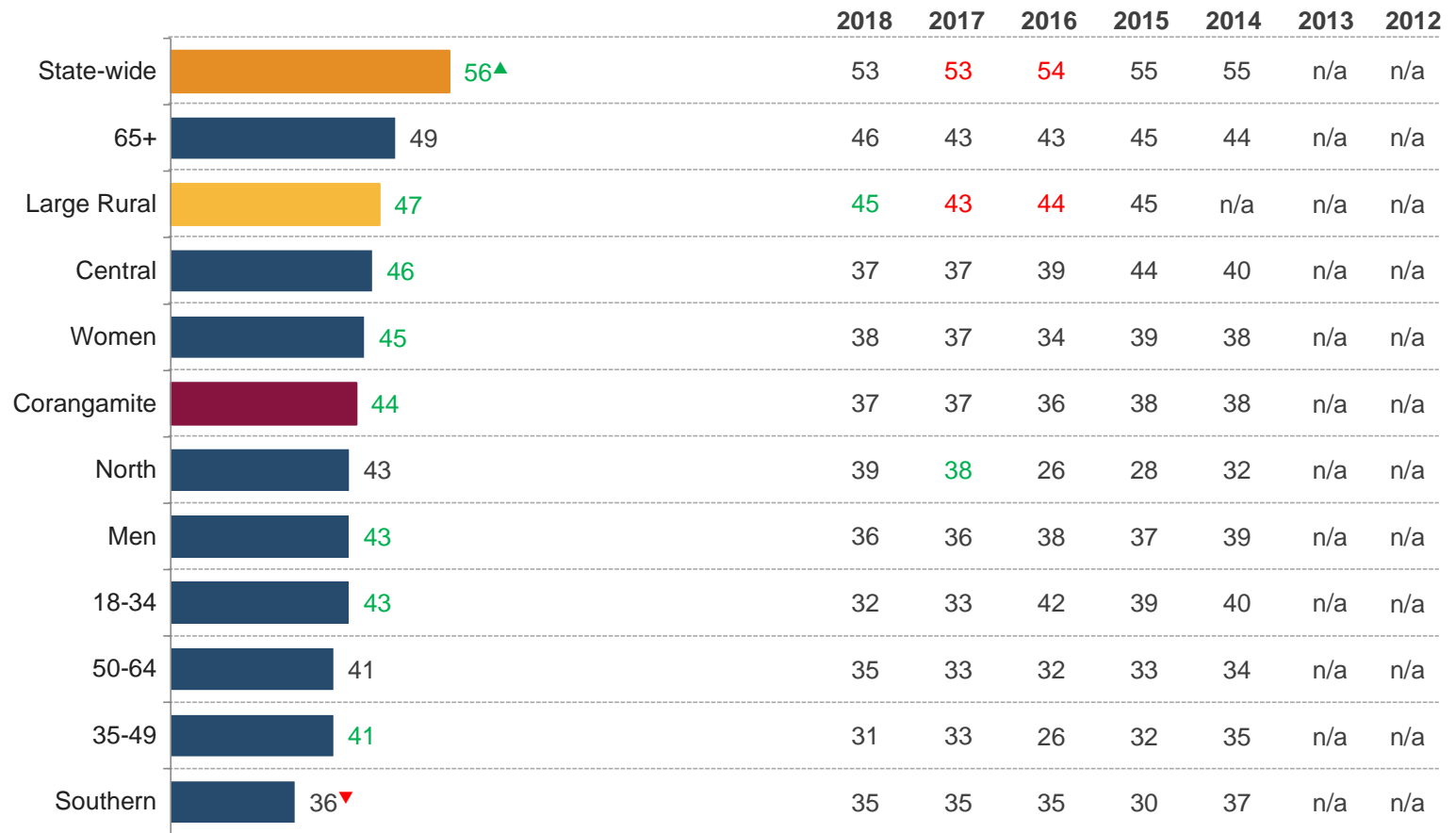




# The condition of sealed local roads in your area performance



## 2019 Sealed local roads performance (index scores)



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

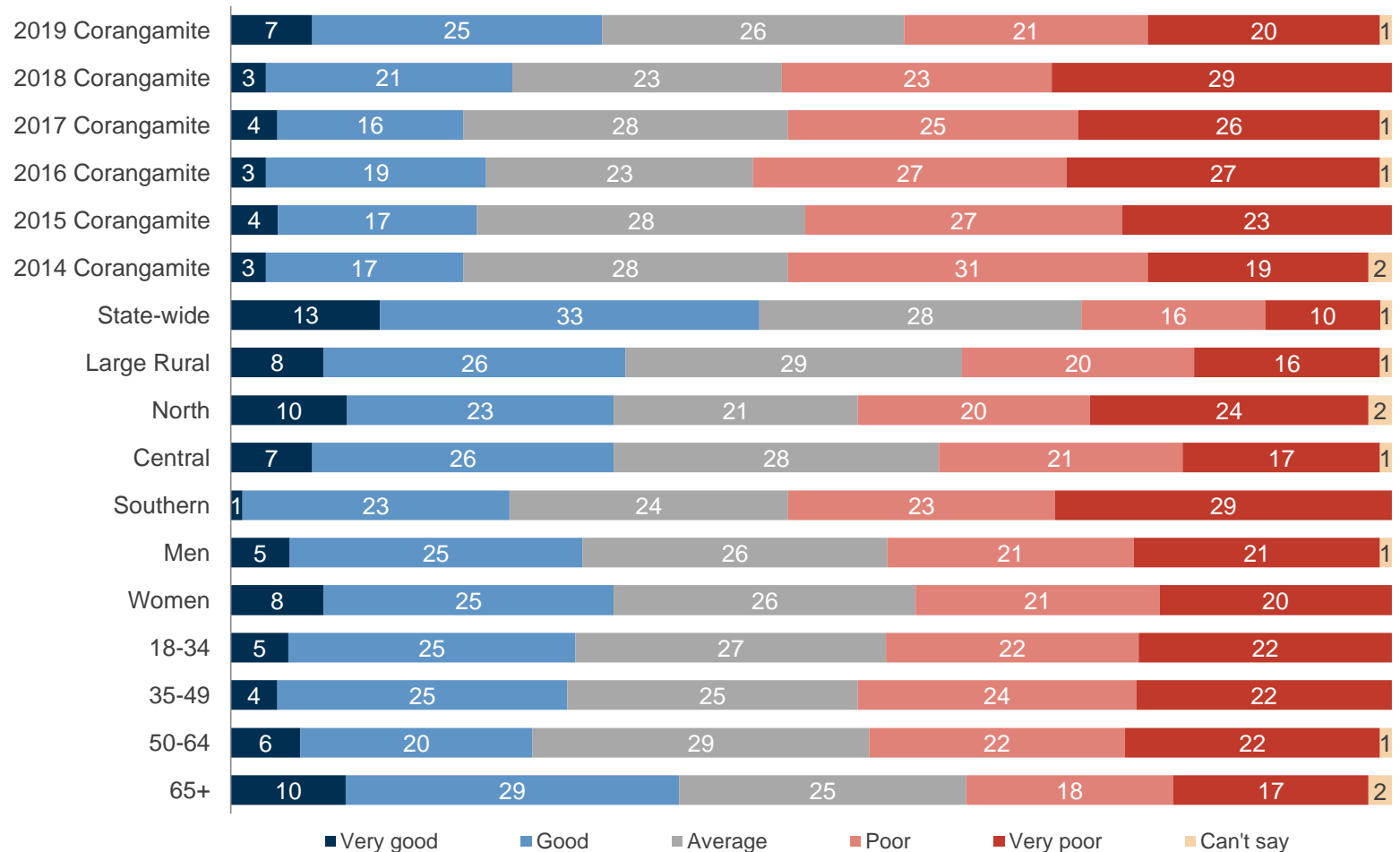
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

# The condition of sealed local roads in your area performance



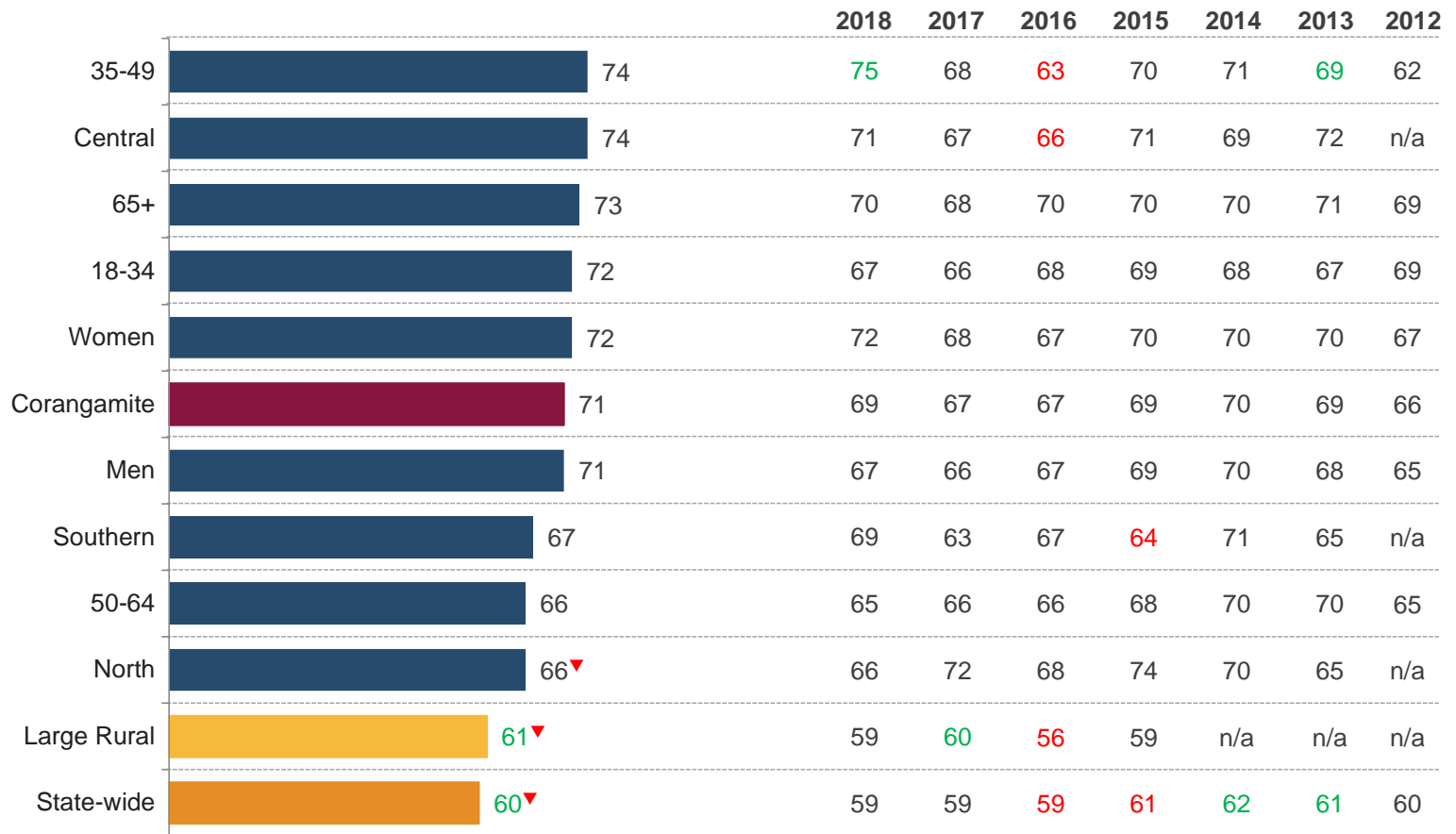
## 2019 Sealed local roads performance (%)





# Informing the community performance

## 2019 Informing community performance (index scores)



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

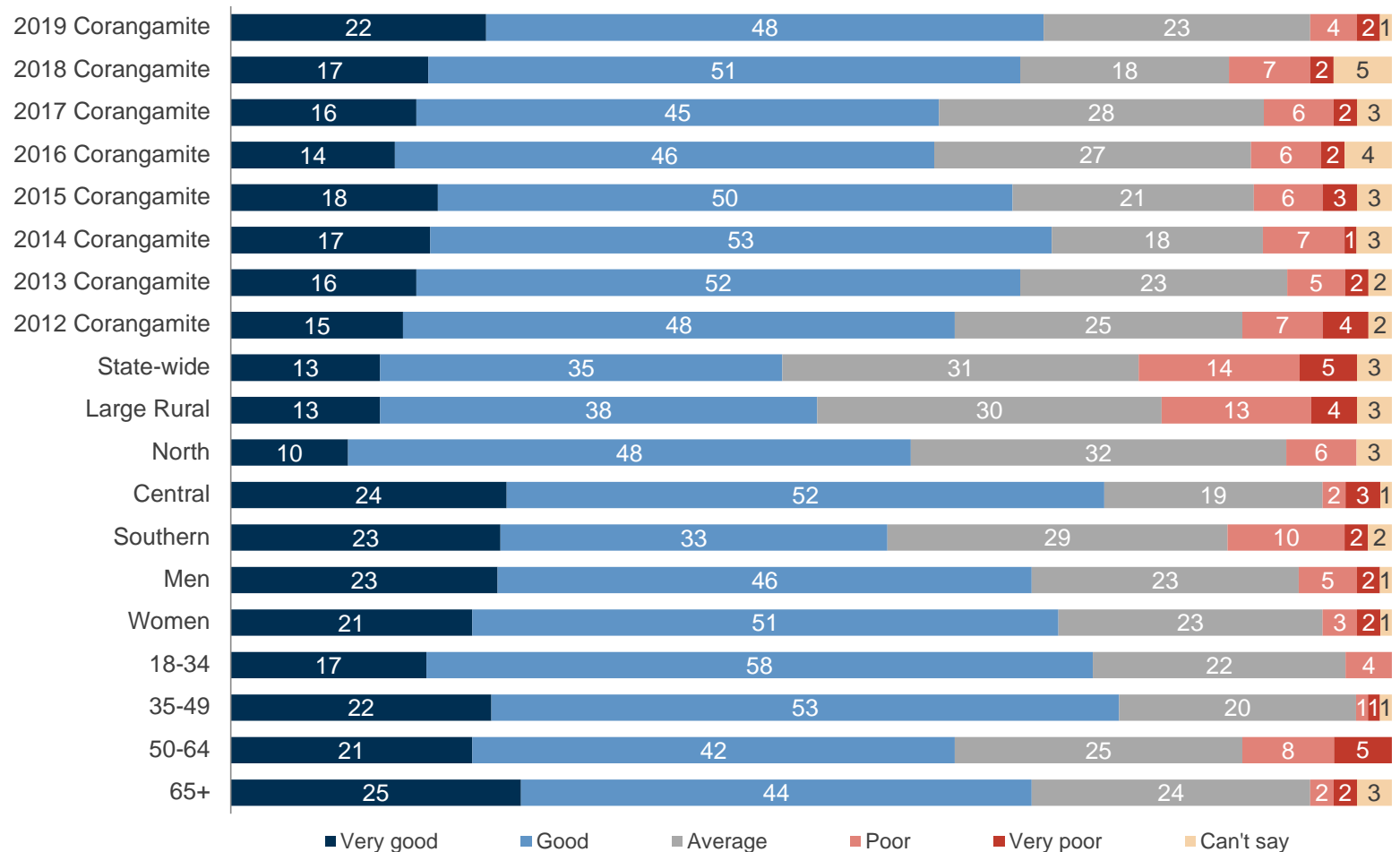
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 6

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



# Informing the community performance

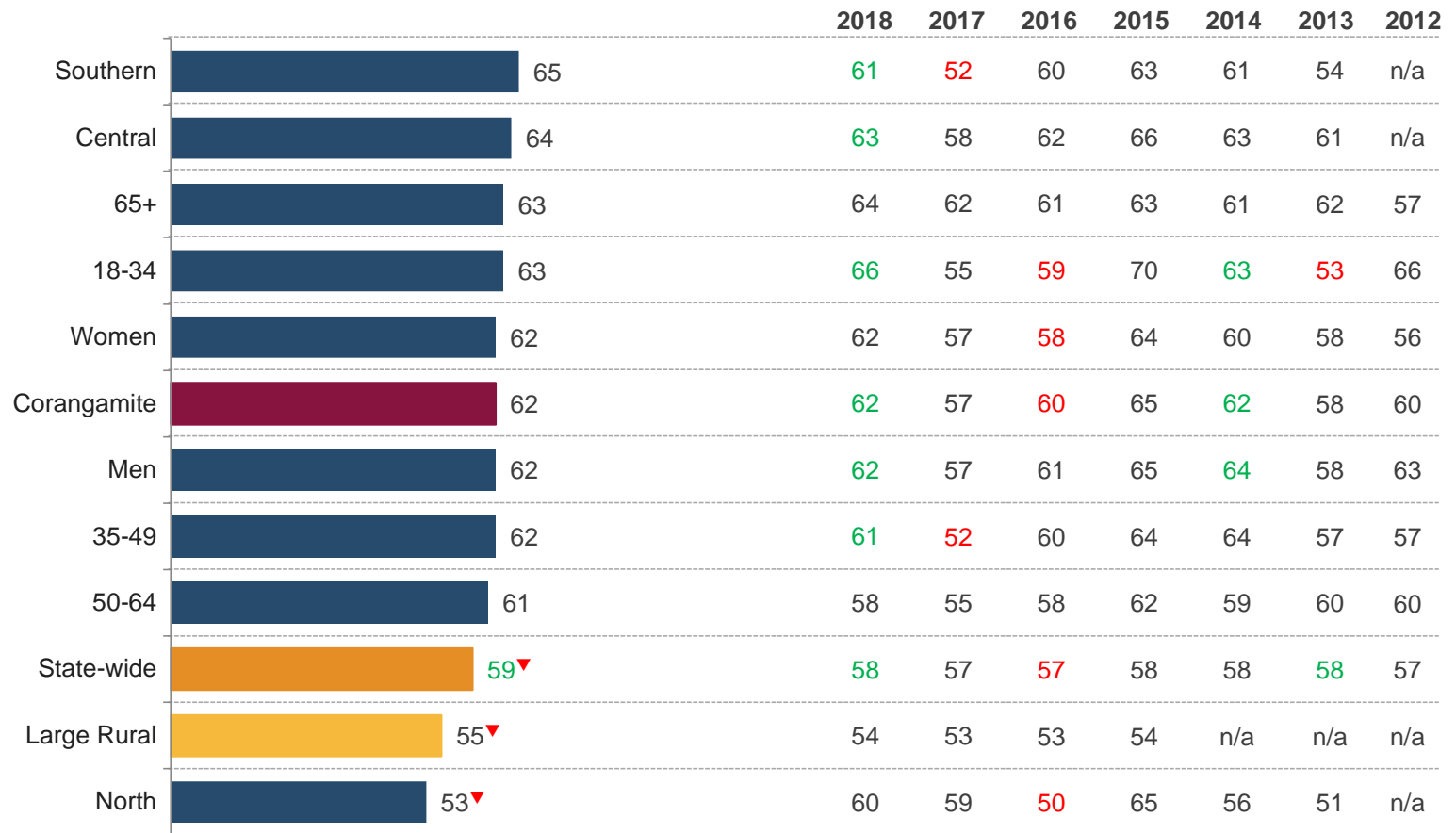
## 2019 Informing community performance (%)



# The condition of local streets and footpaths in your area performance



## 2019 Streets and footpaths performance (index scores)



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

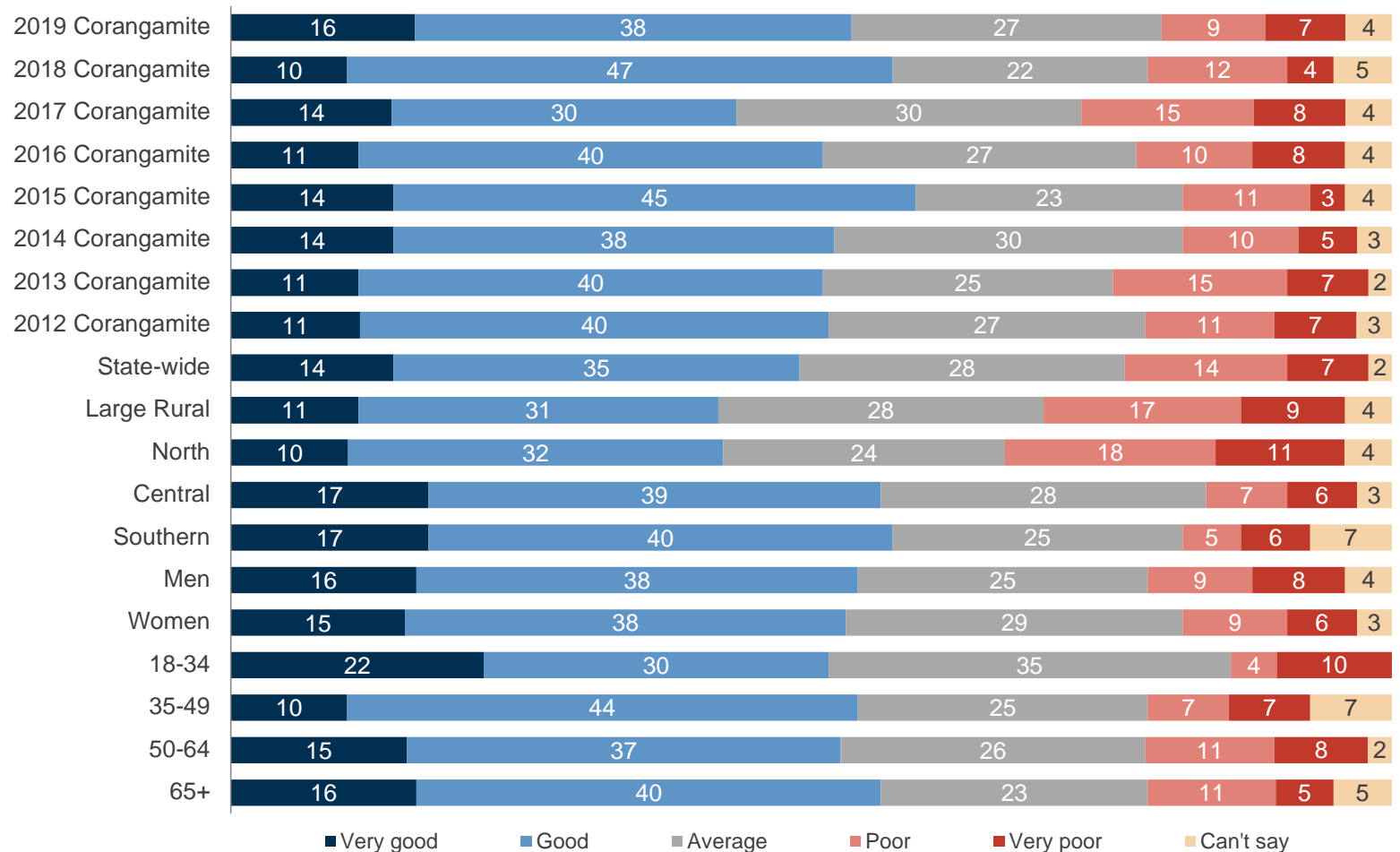
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

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

# The condition of local streets and footpaths in your area performance



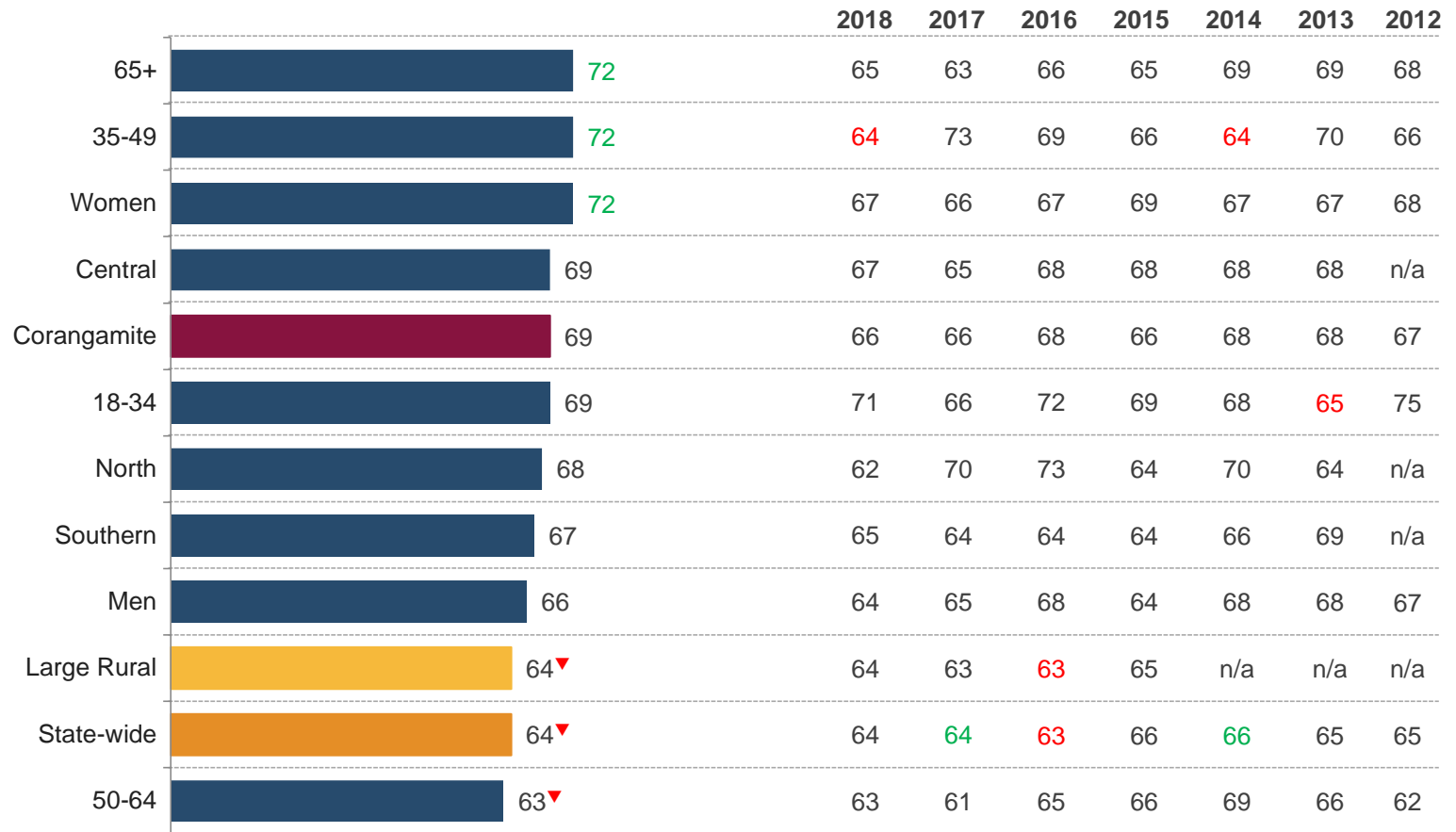
## 2019 Streets and footpaths performance (%)





# Enforcement of local laws performance

## 2019 Law enforcement performance (index scores)



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

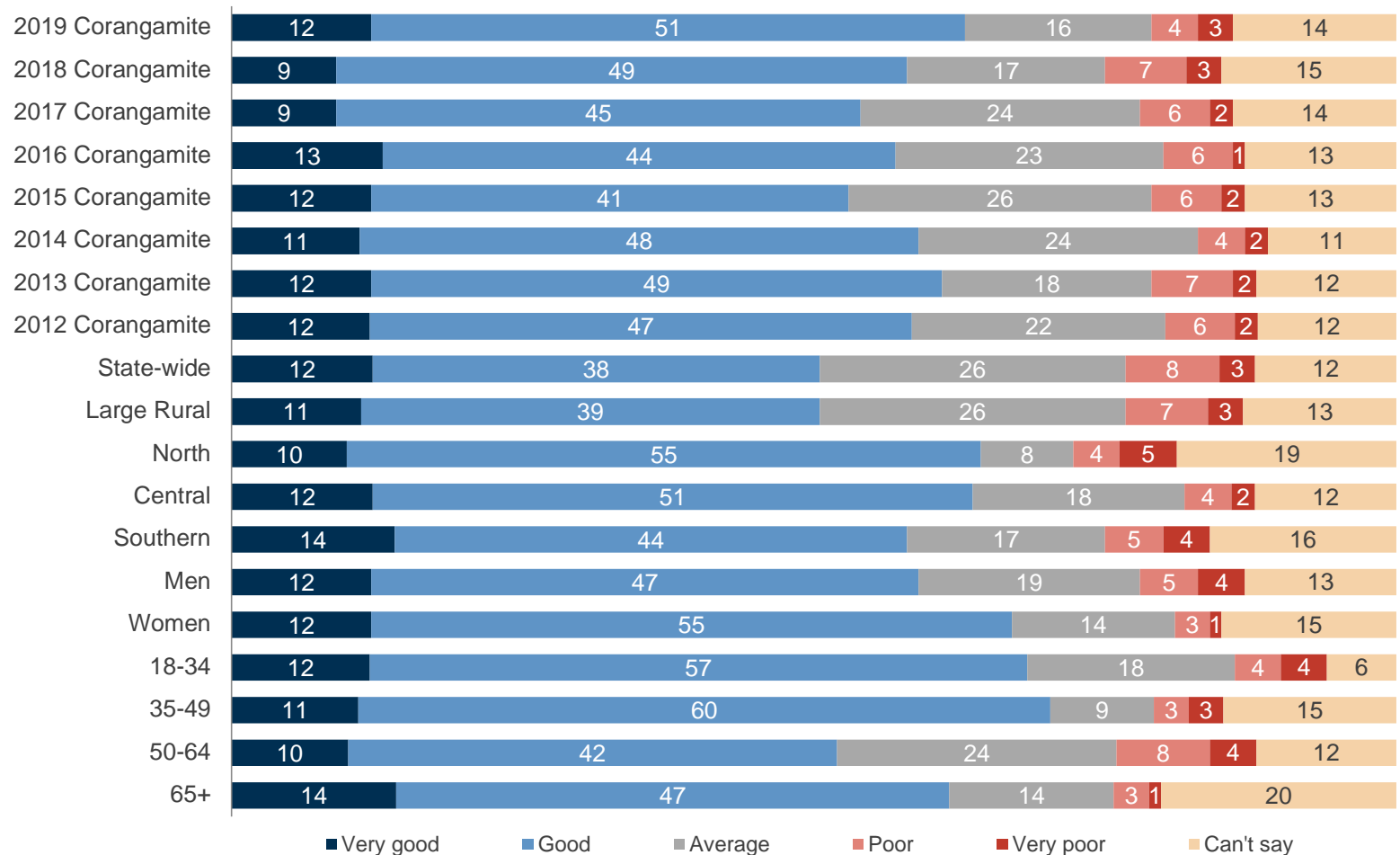
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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



# Enforcement of local laws performance

## 2019 Law enforcement performance (%)

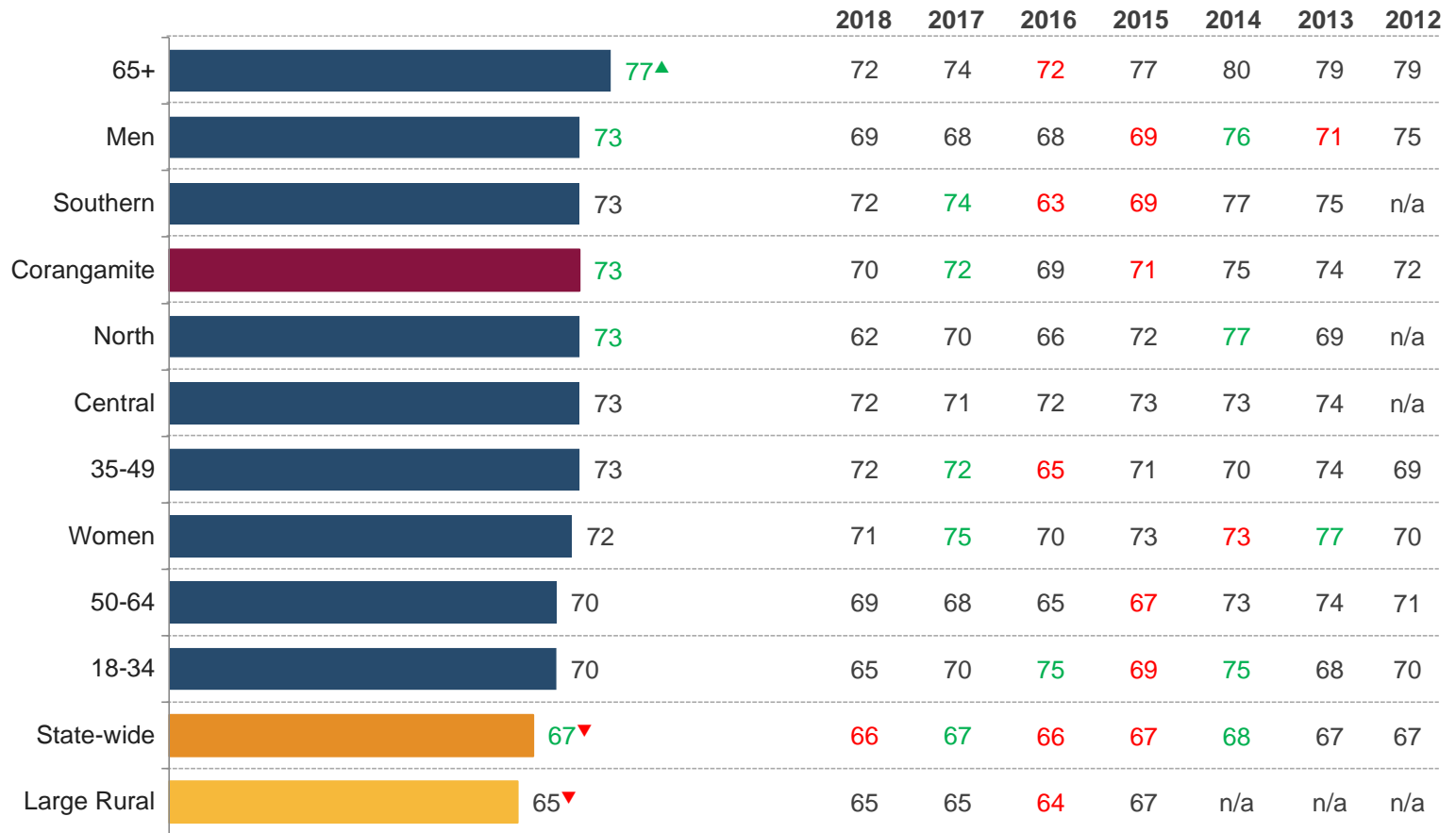






# Family support services performance

## 2019 Family support performance (index scores)



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

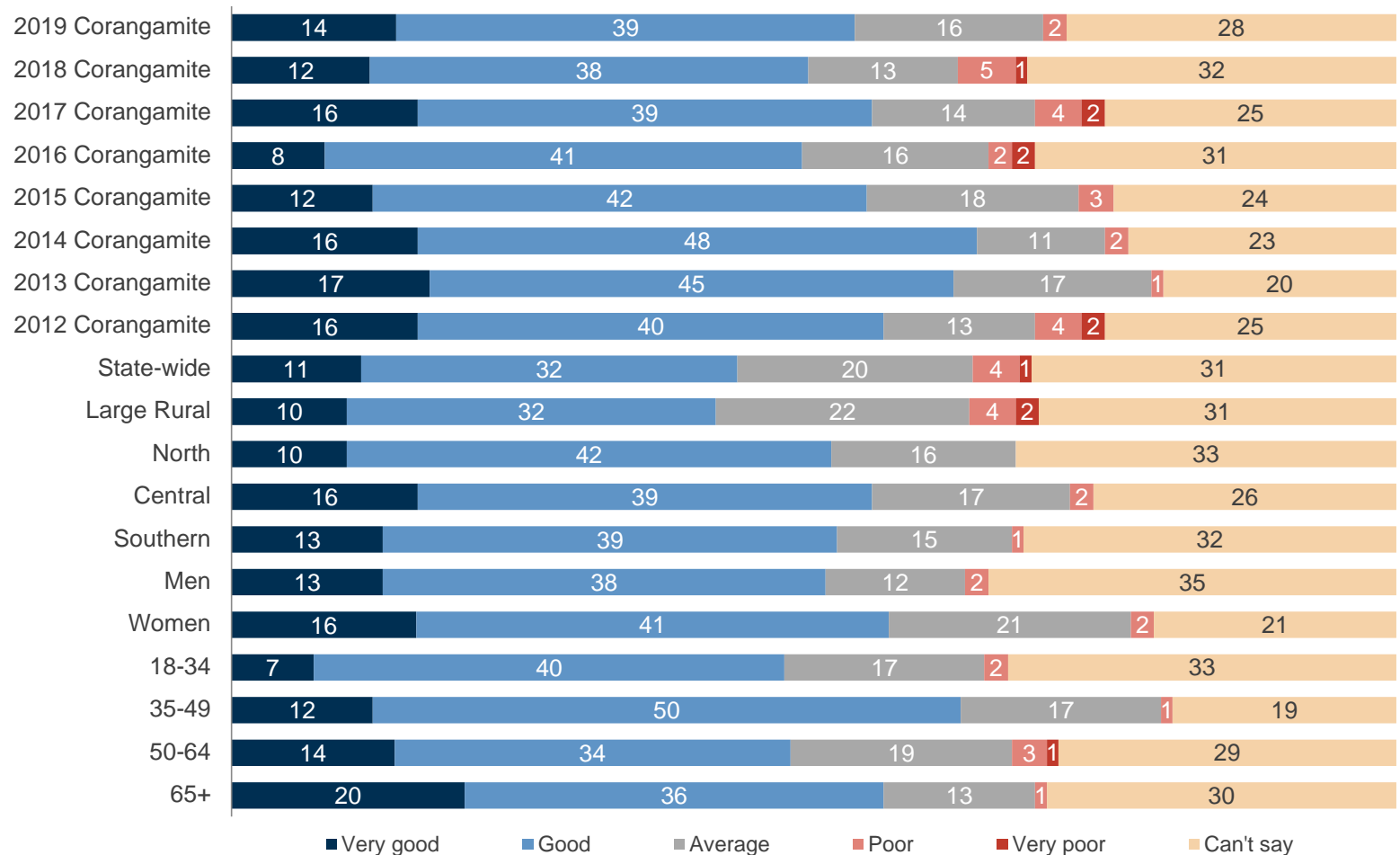
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

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



# Family support services performance

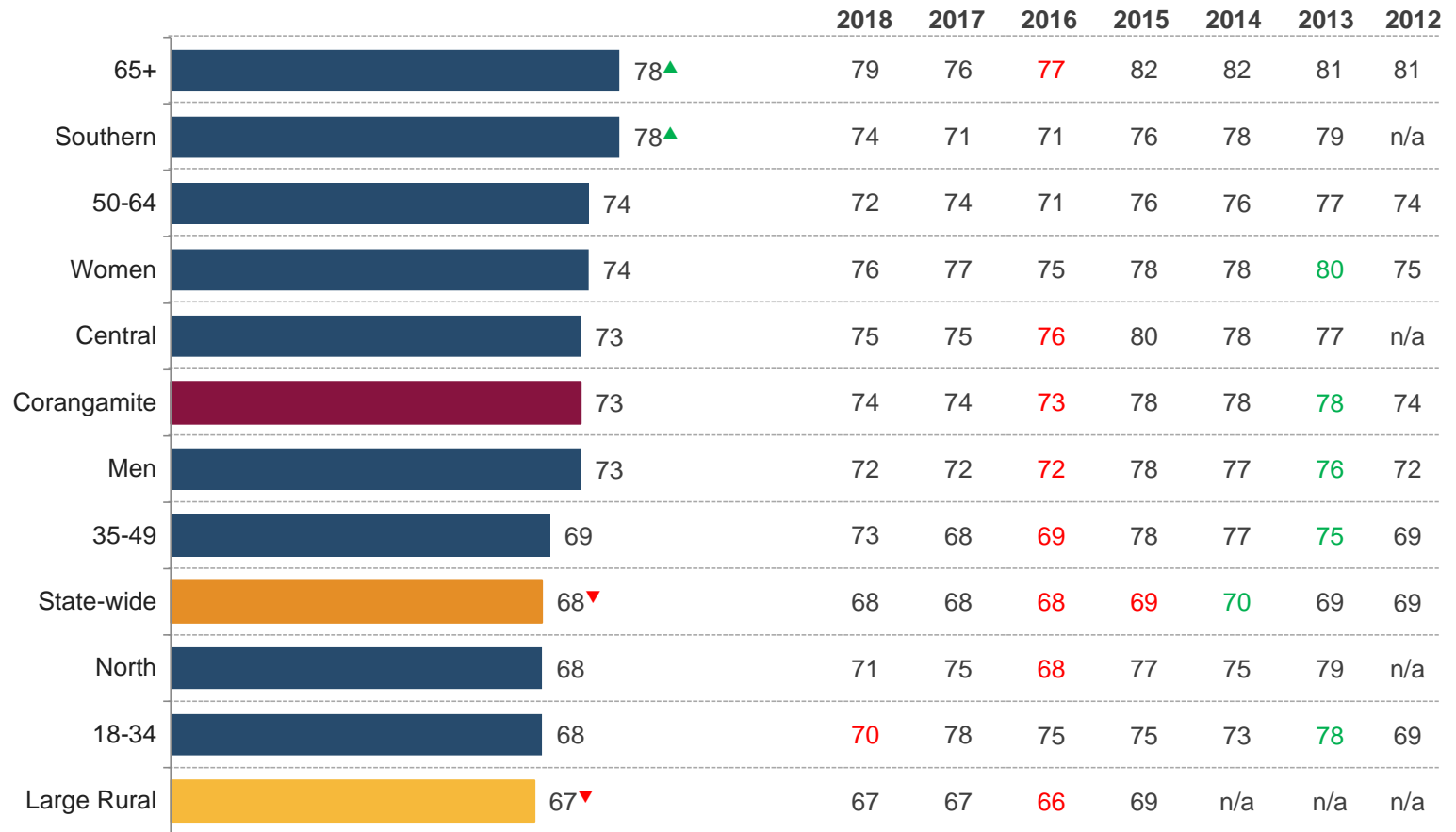
## 2019 Family support performance (%)





# Elderly support services performance

## 2019 Elderly support performance (index scores)



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

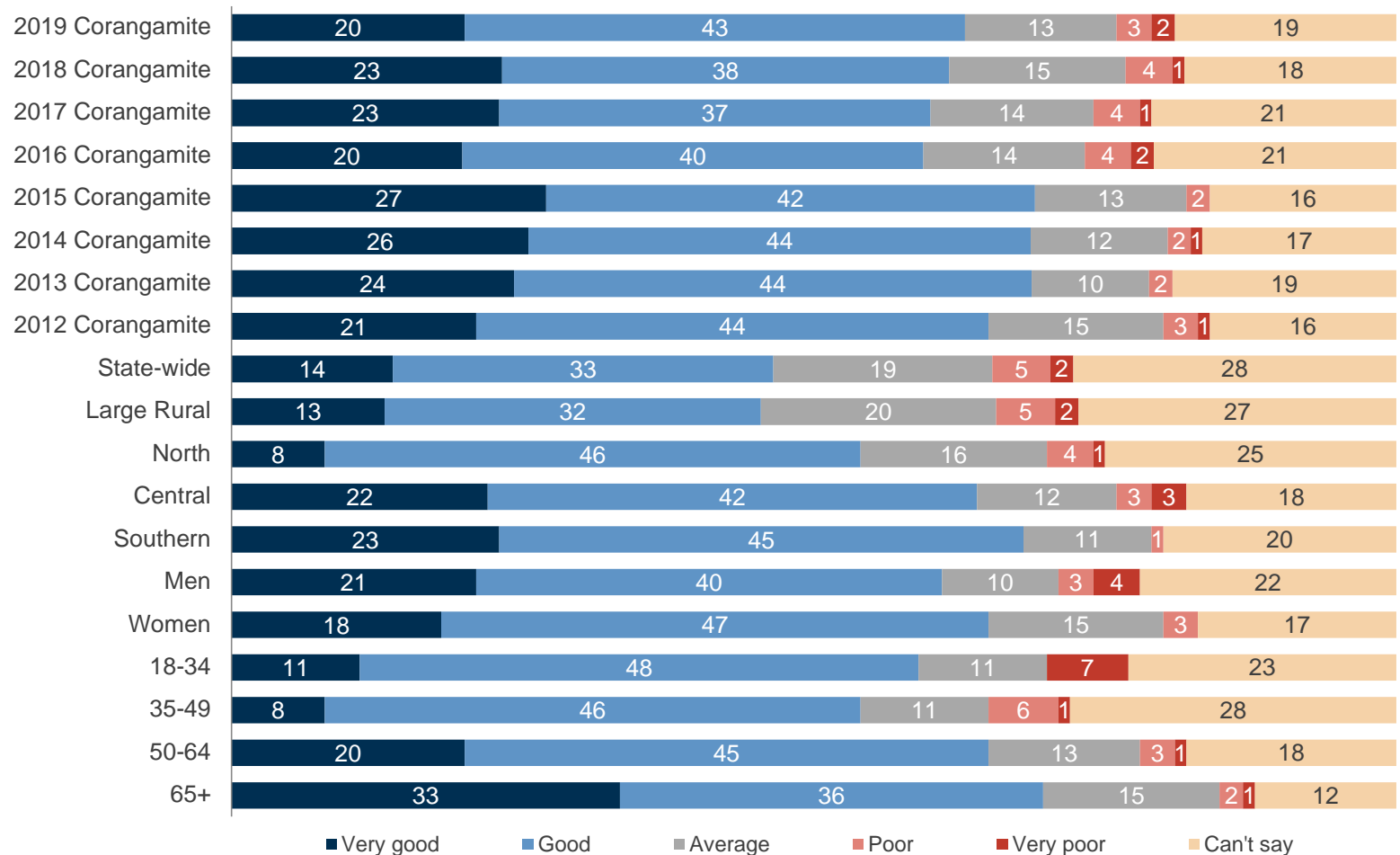
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

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



# Elderly support services performance

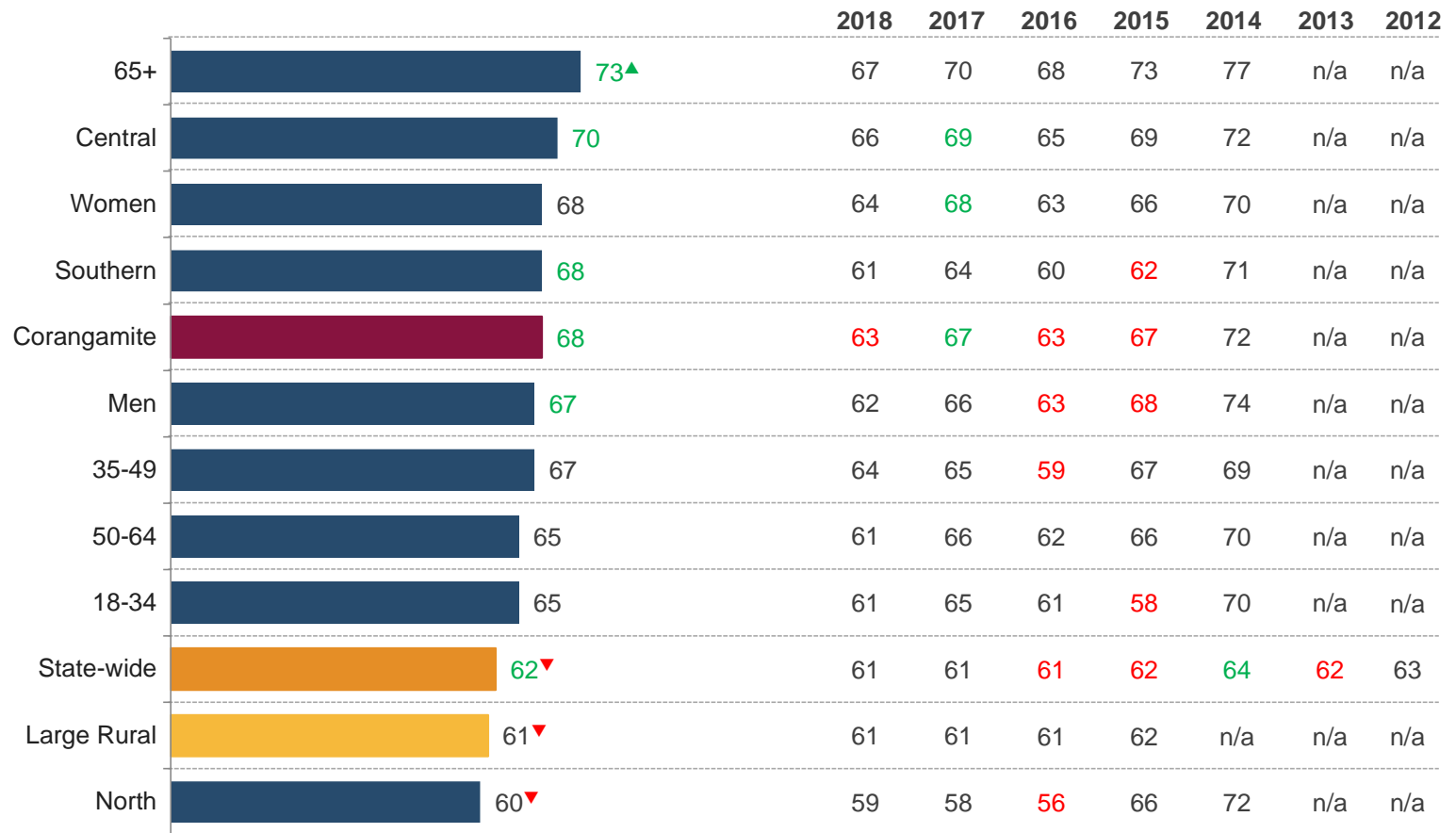
## 2019 Elderly support performance (%)





# Disadvantaged support services performance

## 2019 Disadvantaged support performance (index scores)



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

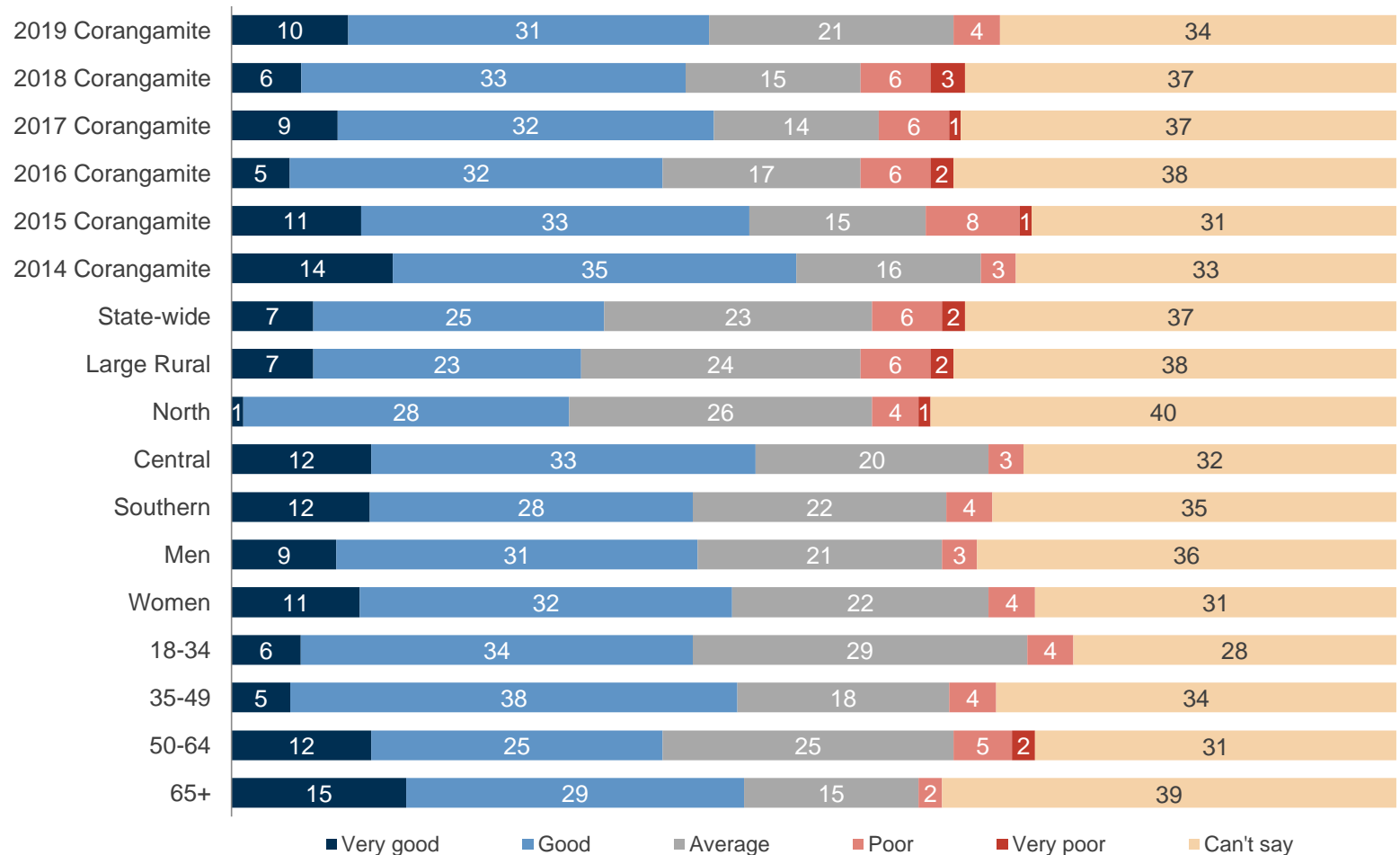
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5

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



# Disadvantaged support services performance

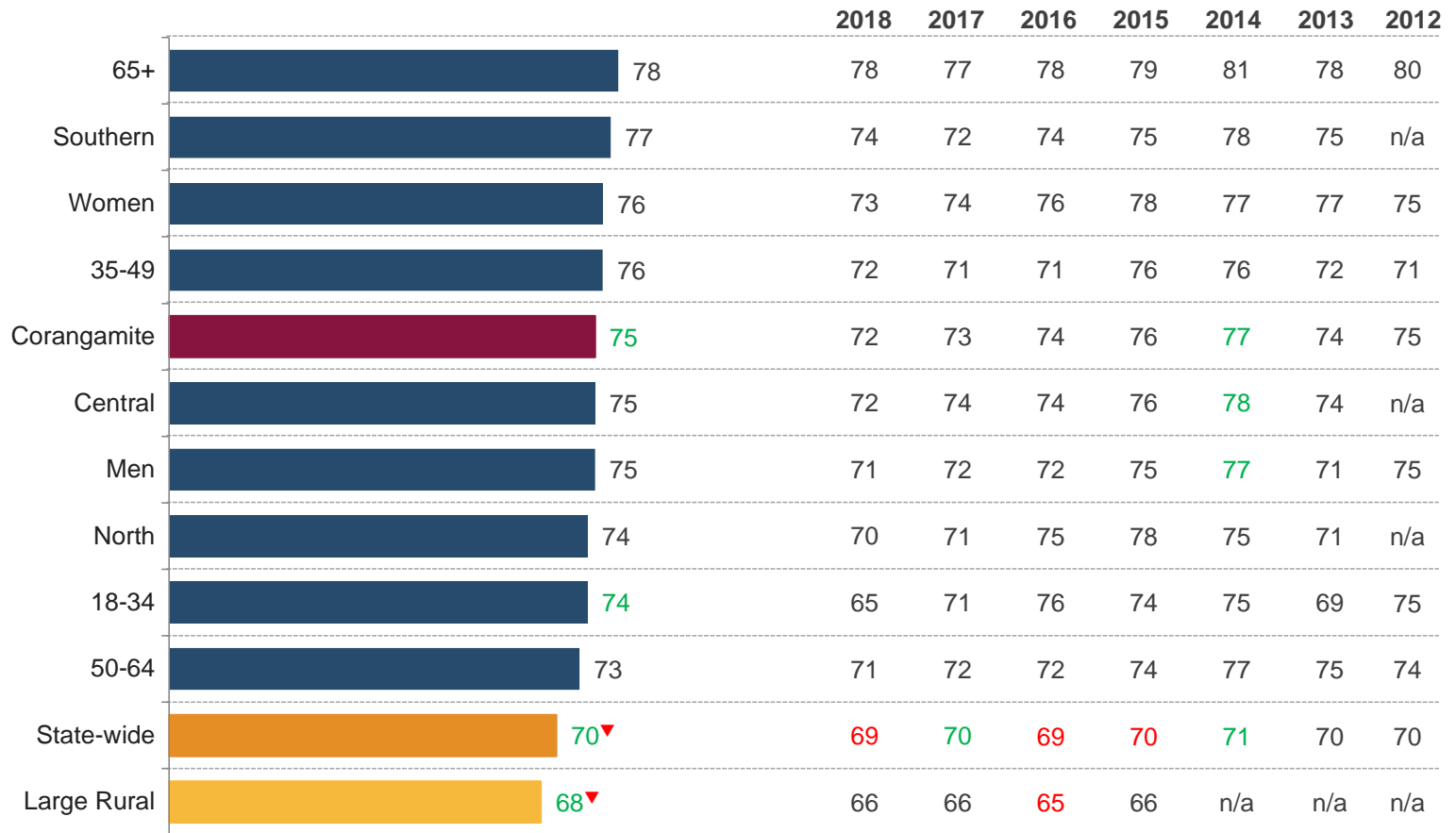
## 2019 Disadvantaged support performance (%)





# Recreational facilities performance

## 2019 Recreational facilities performance (index scores)



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

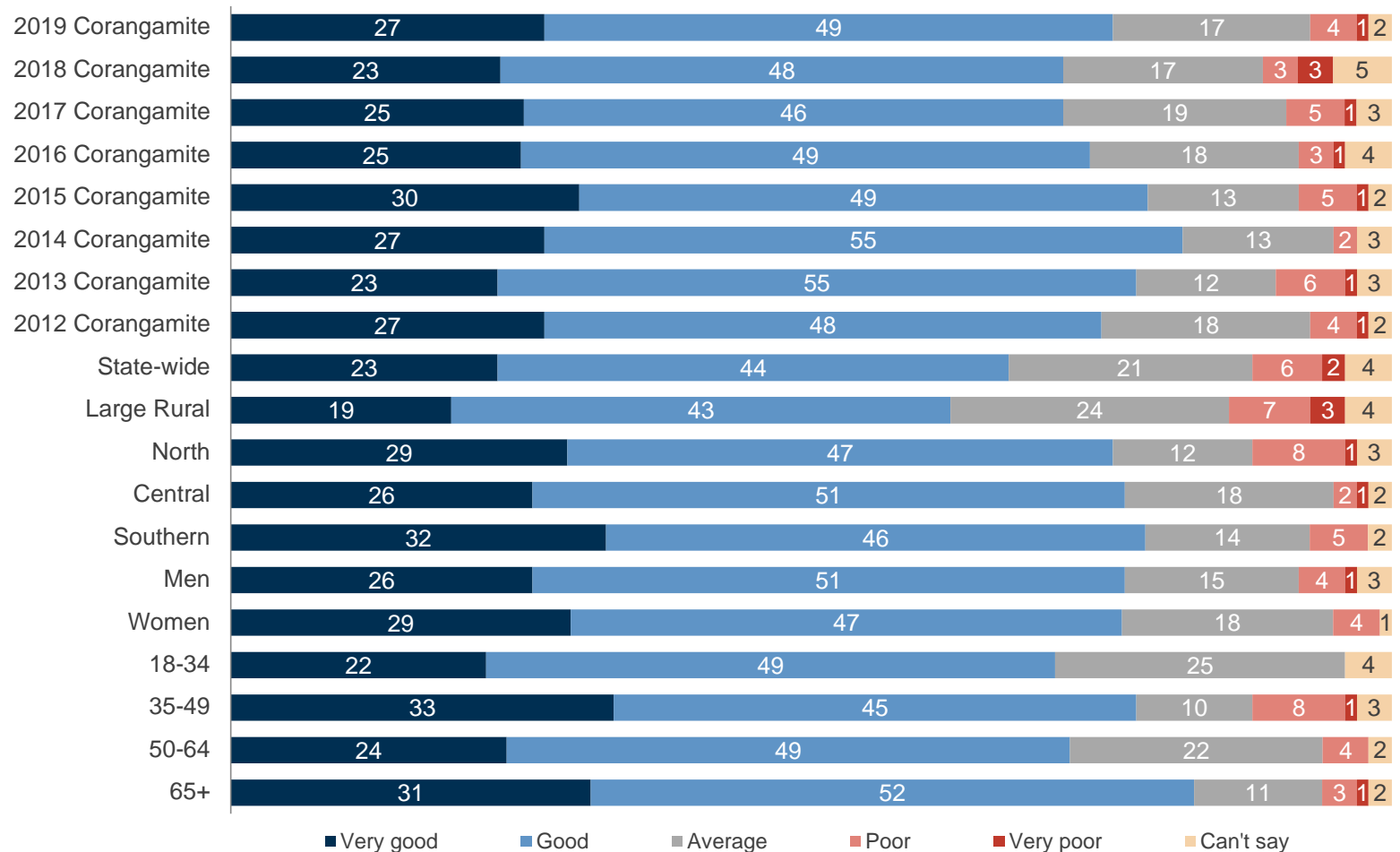
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9

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



# Recreational facilities performance

## 2019 Recreational facilities performance (%)

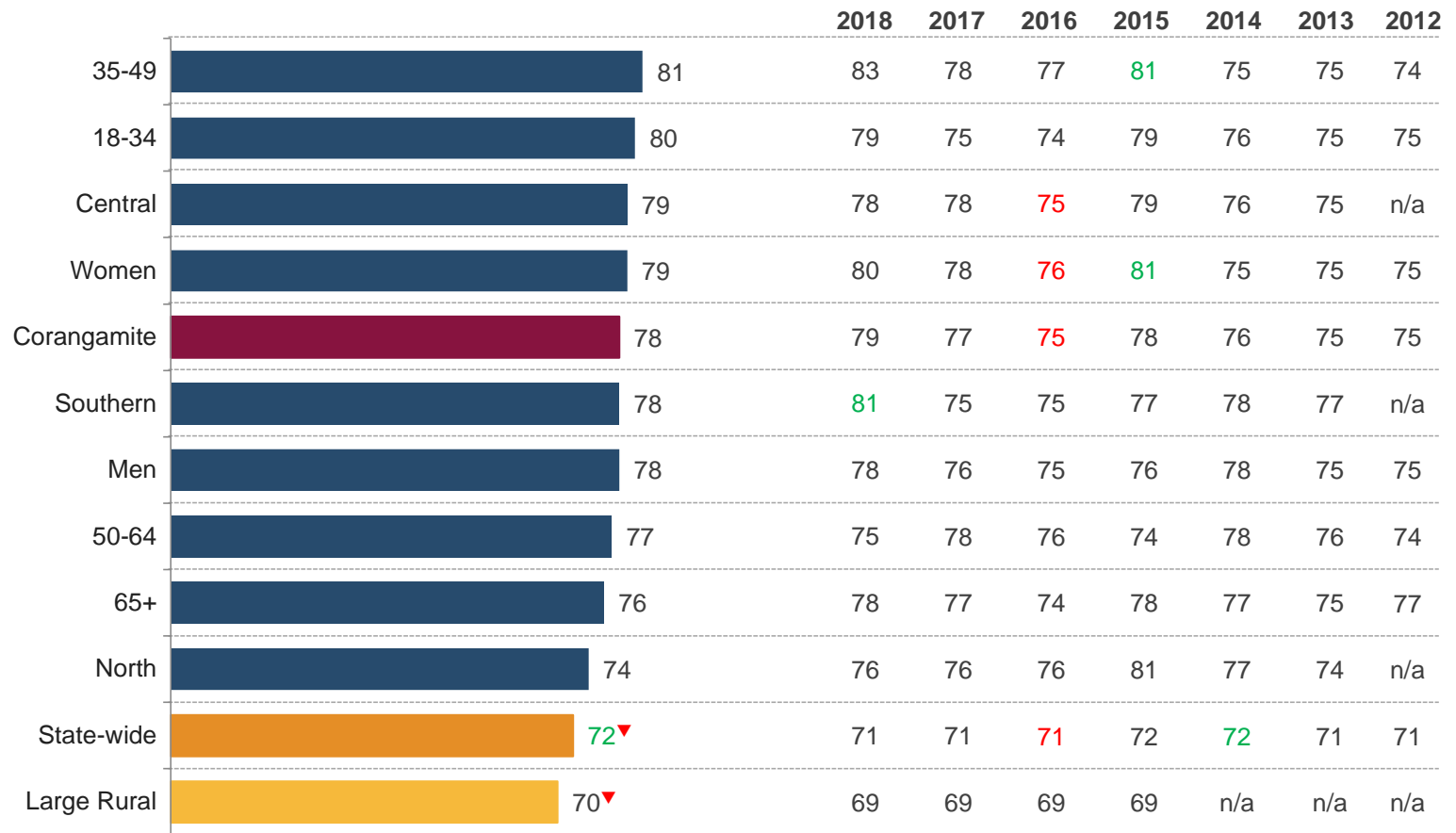






# The appearance of public areas performance

## 2019 Public areas performance (index scores)



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

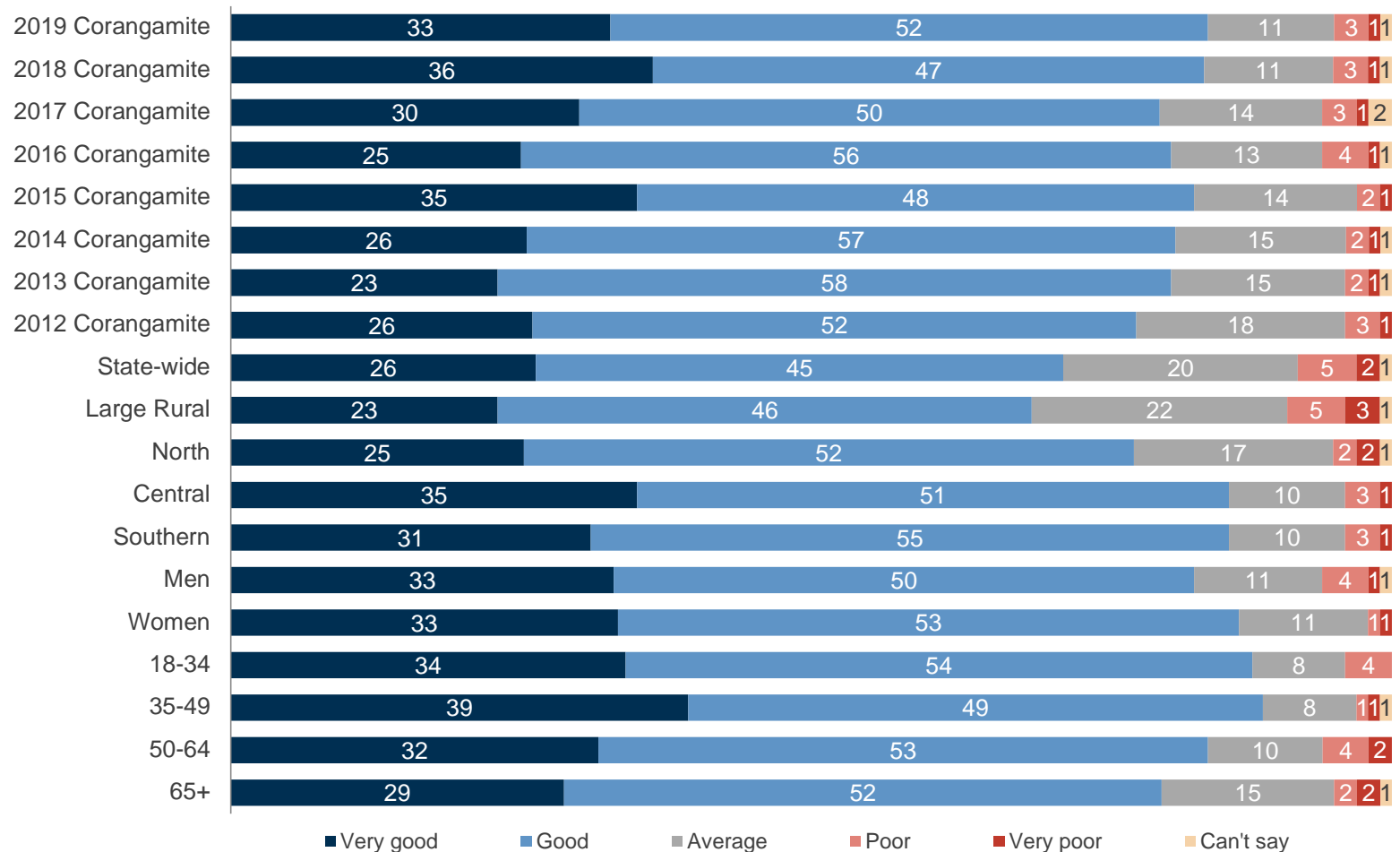
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8

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



# The appearance of public areas performance

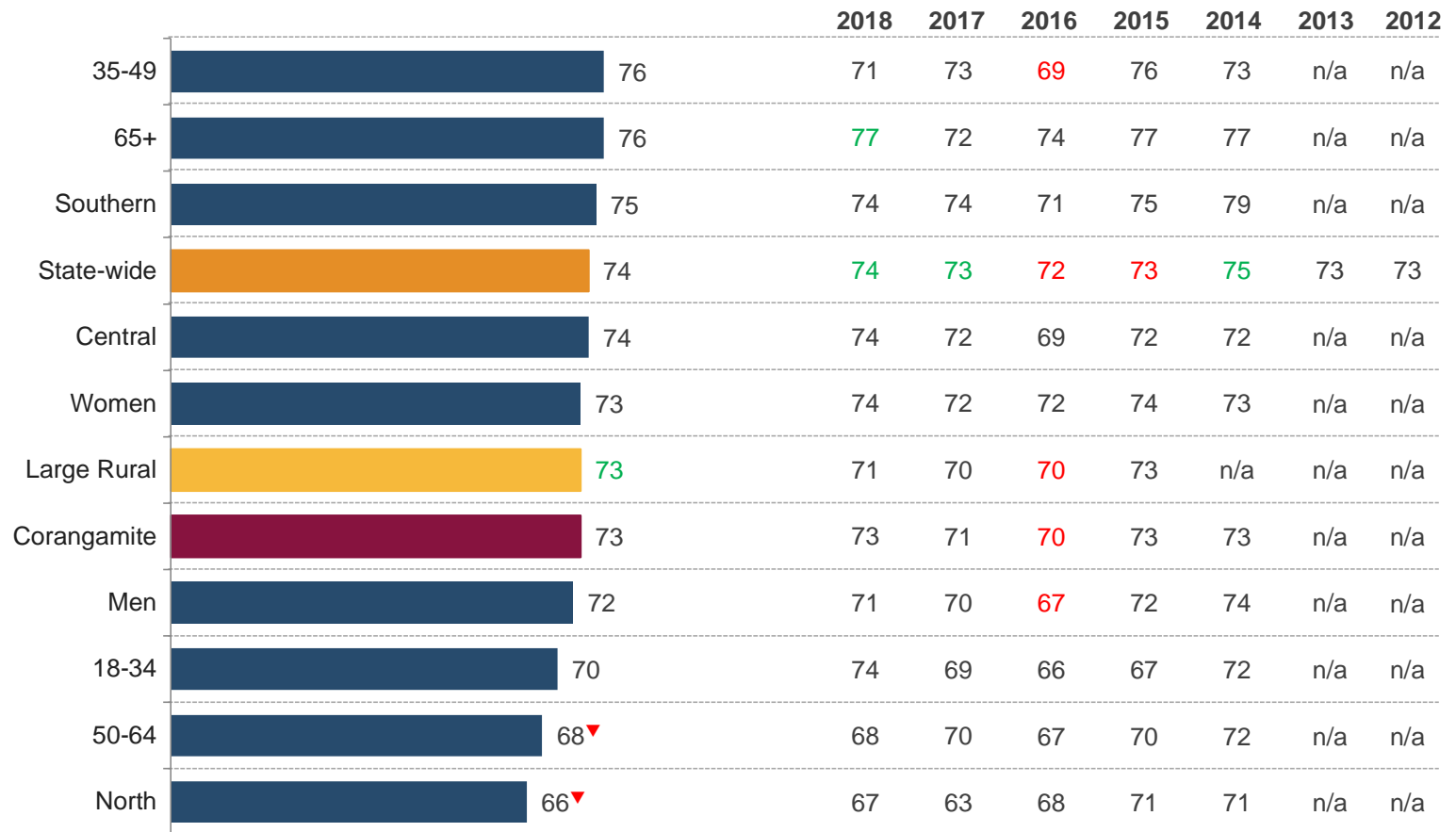
## 2019 Public areas performance (%)





# Art centres and libraries performance

## 2019 Art centres and libraries performance (index scores)



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

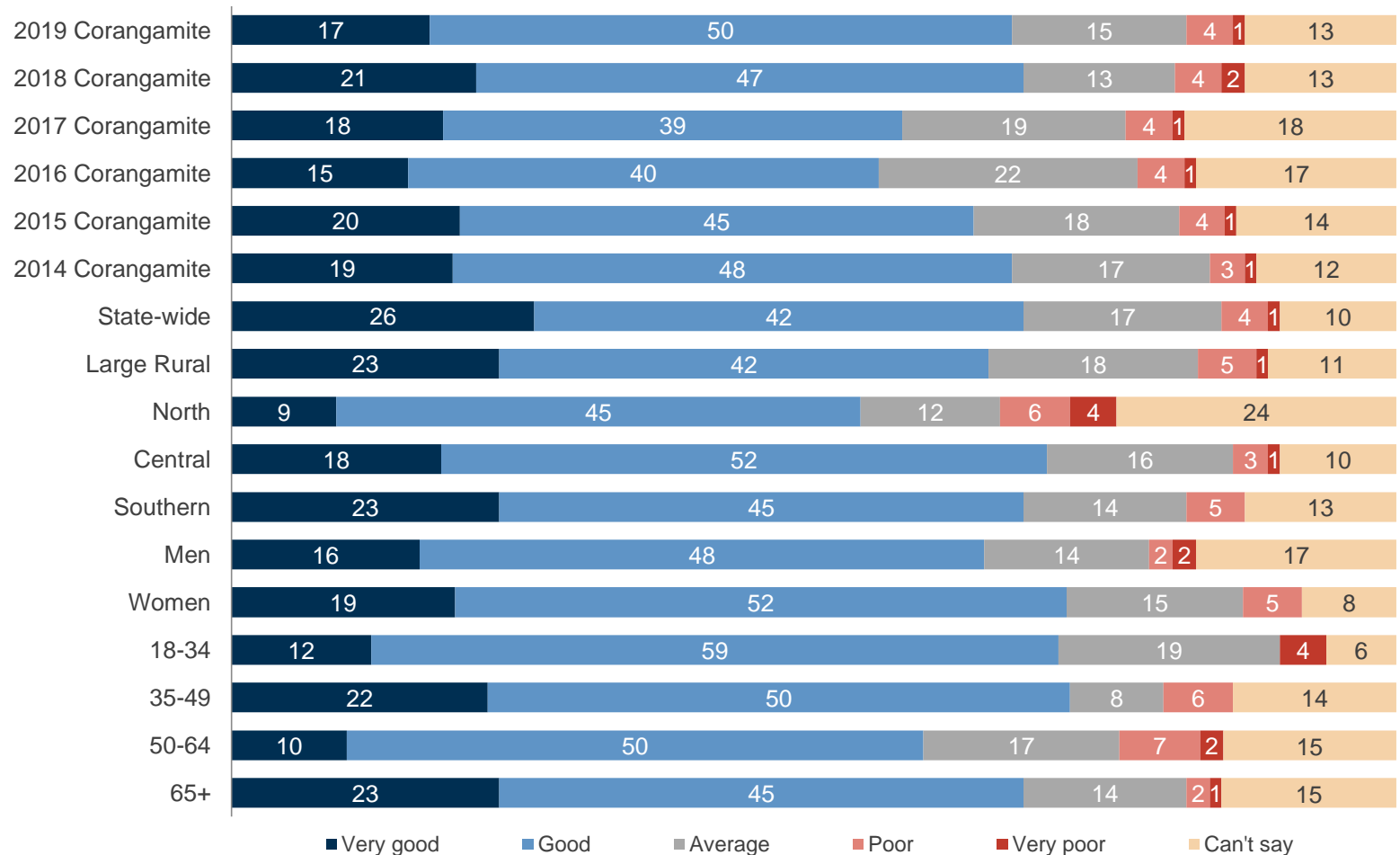
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

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



# Art centres and libraries performance

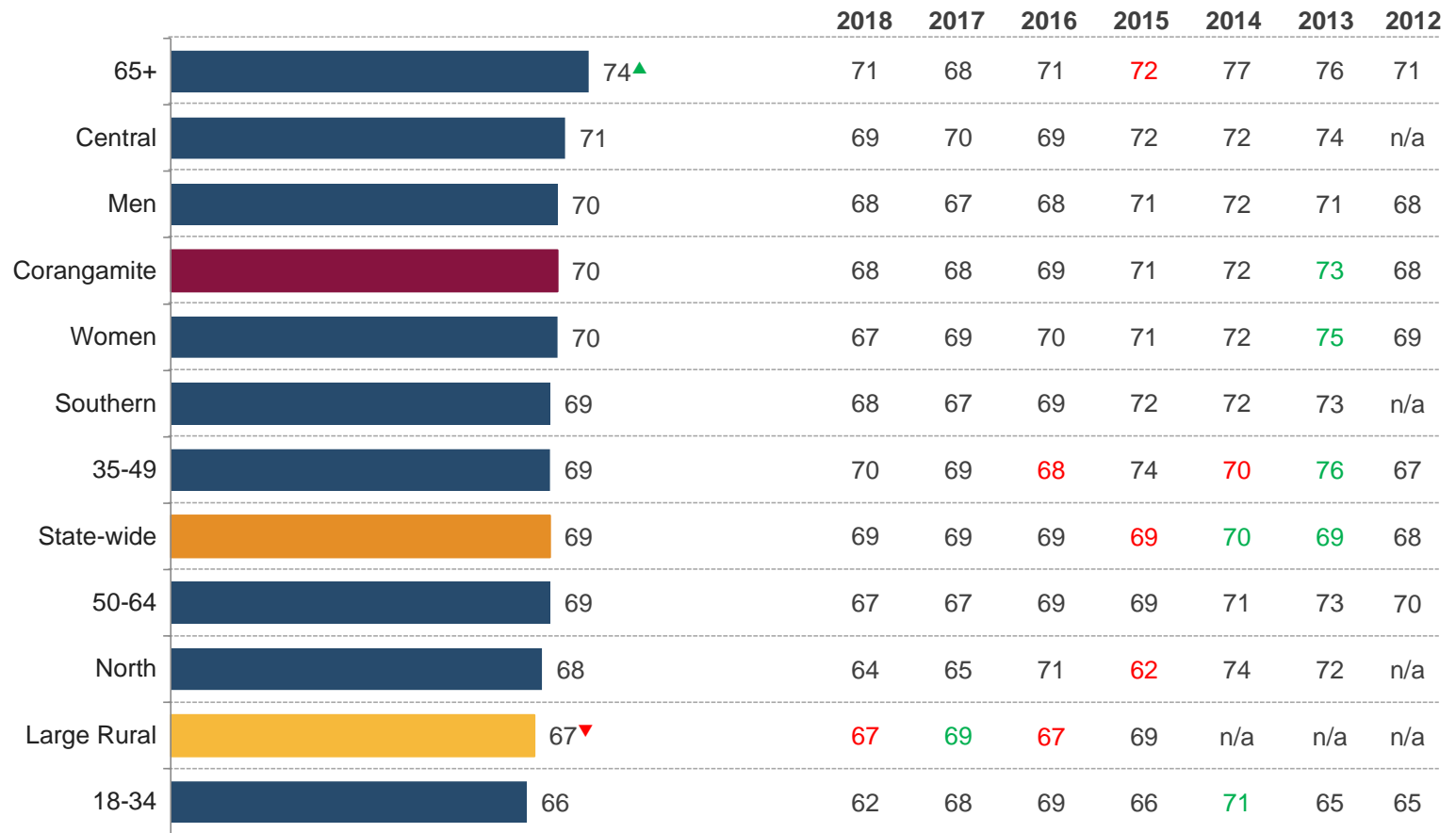
## 2019 Art centres and libraries performance (%)





# Community and cultural activities performance

## 2019 Community and cultural activities performance (index scores)



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

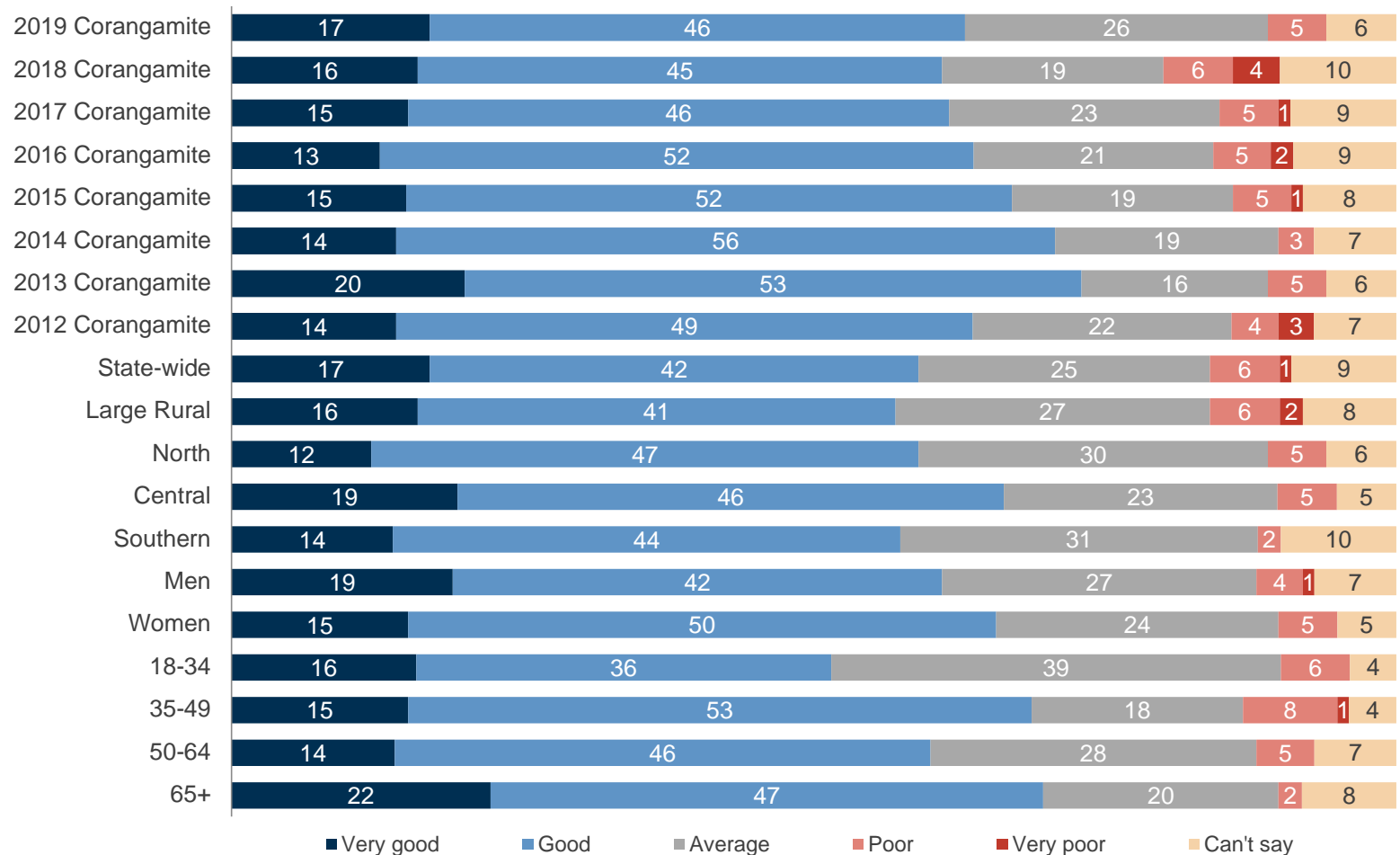
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

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



# Community and cultural activities performance

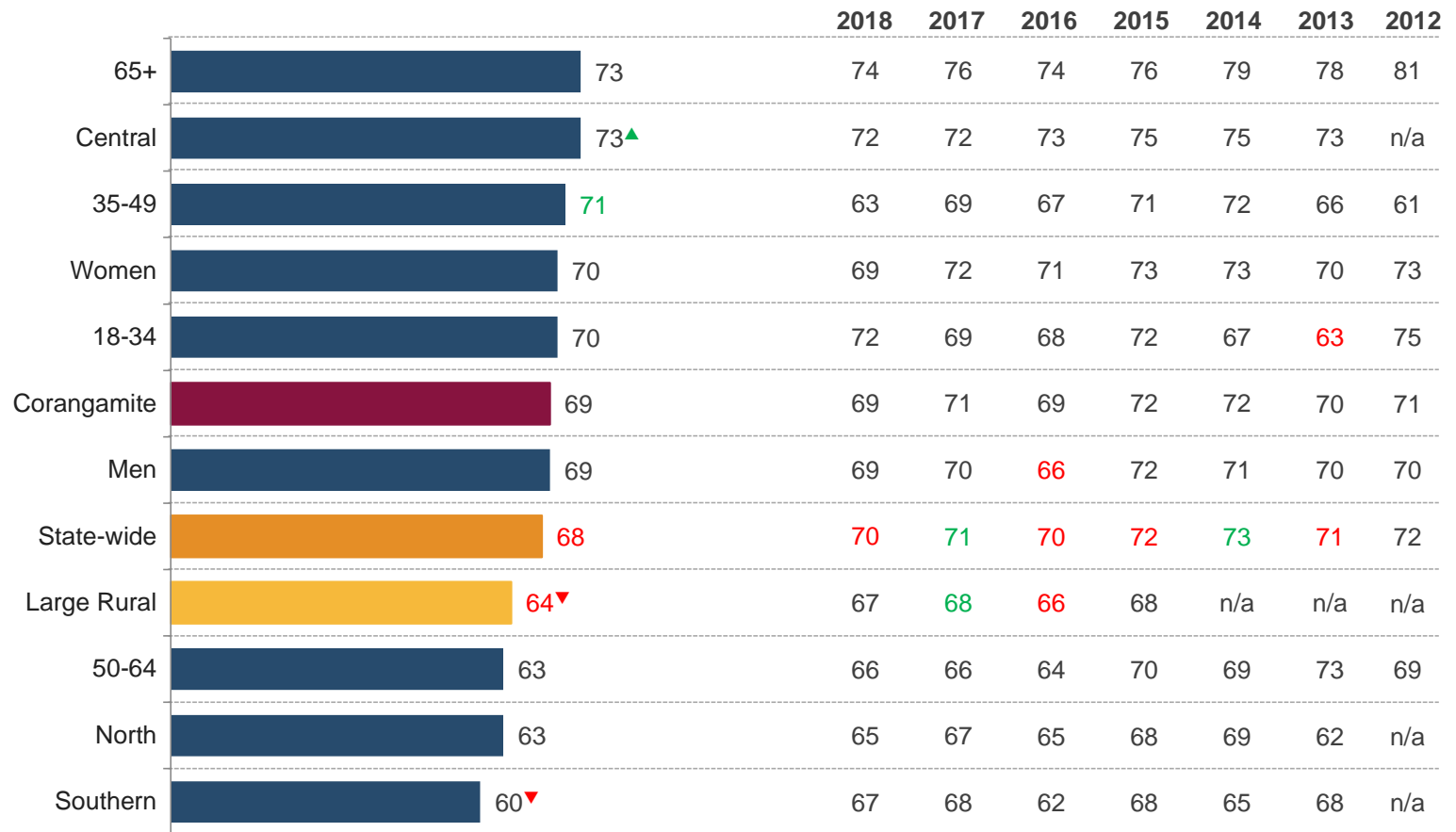
## 2019 Community and cultural activities performance (%)





# Waste management performance

## 2019 Waste management performance (index scores)



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

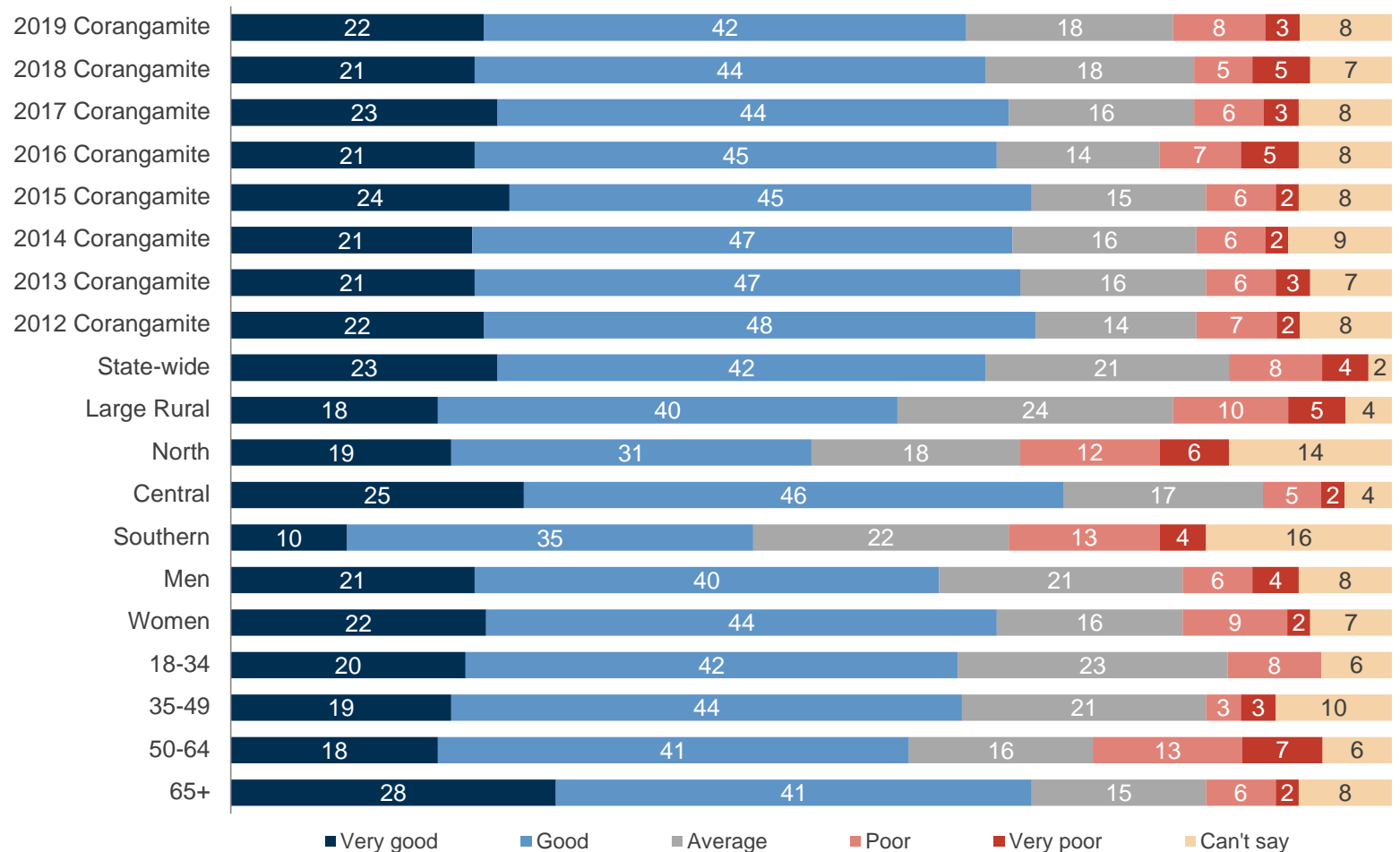
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

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



# Waste management performance

## 2019 Waste management performance (%)

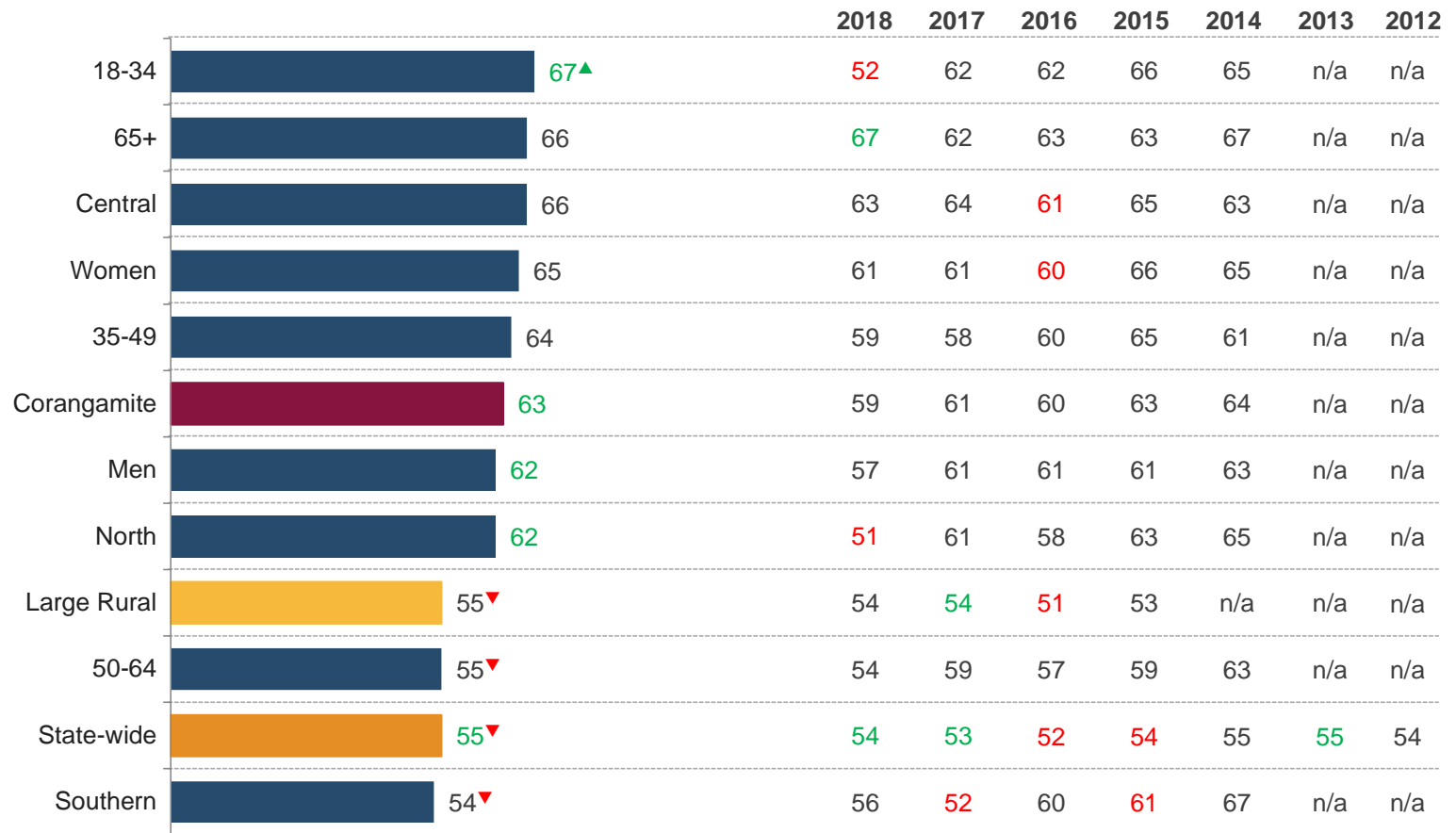






# Council's general town planning policy performance

## 2019 Town planning performance (index scores)



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

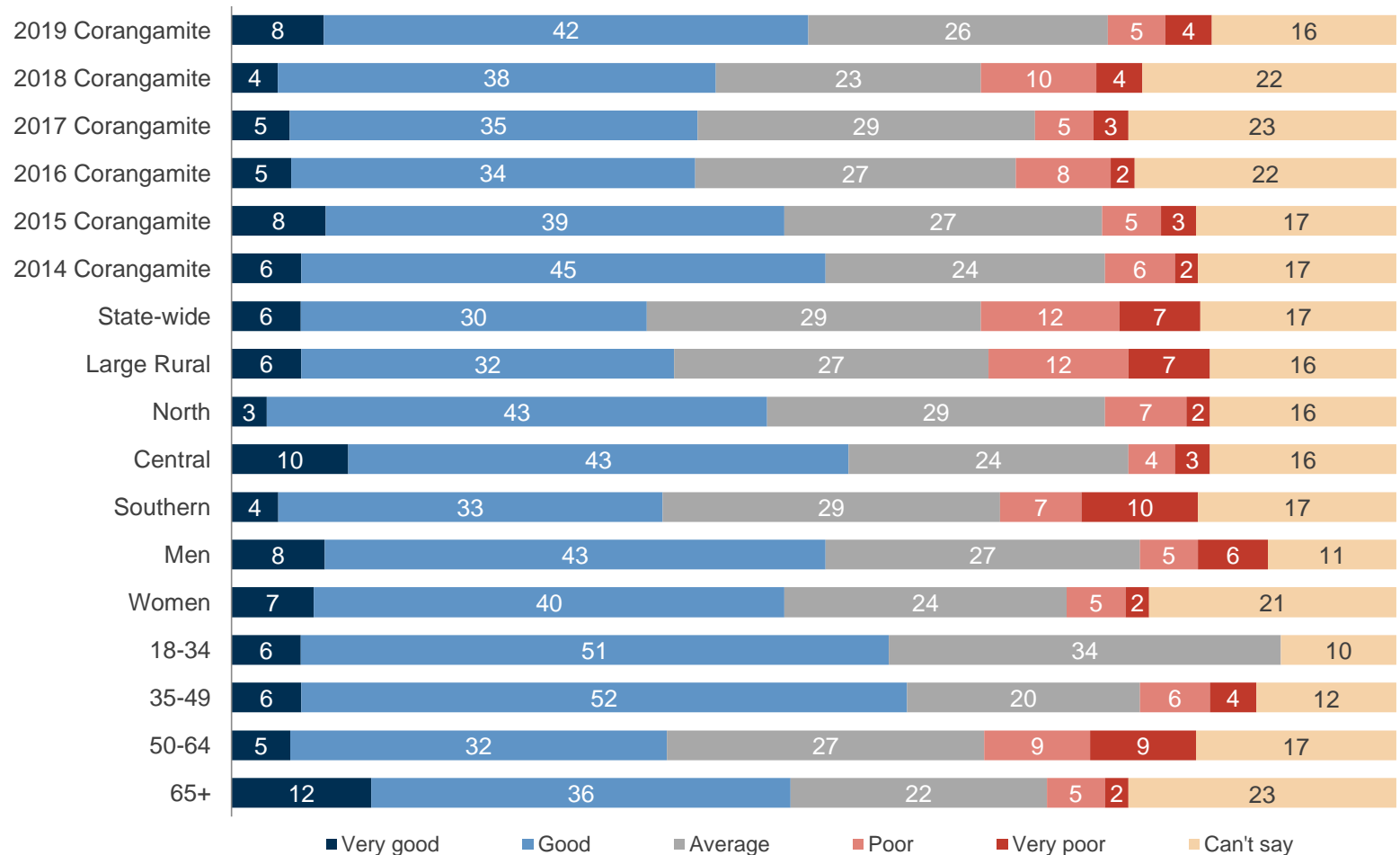
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

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



# Council's general town planning policy performance

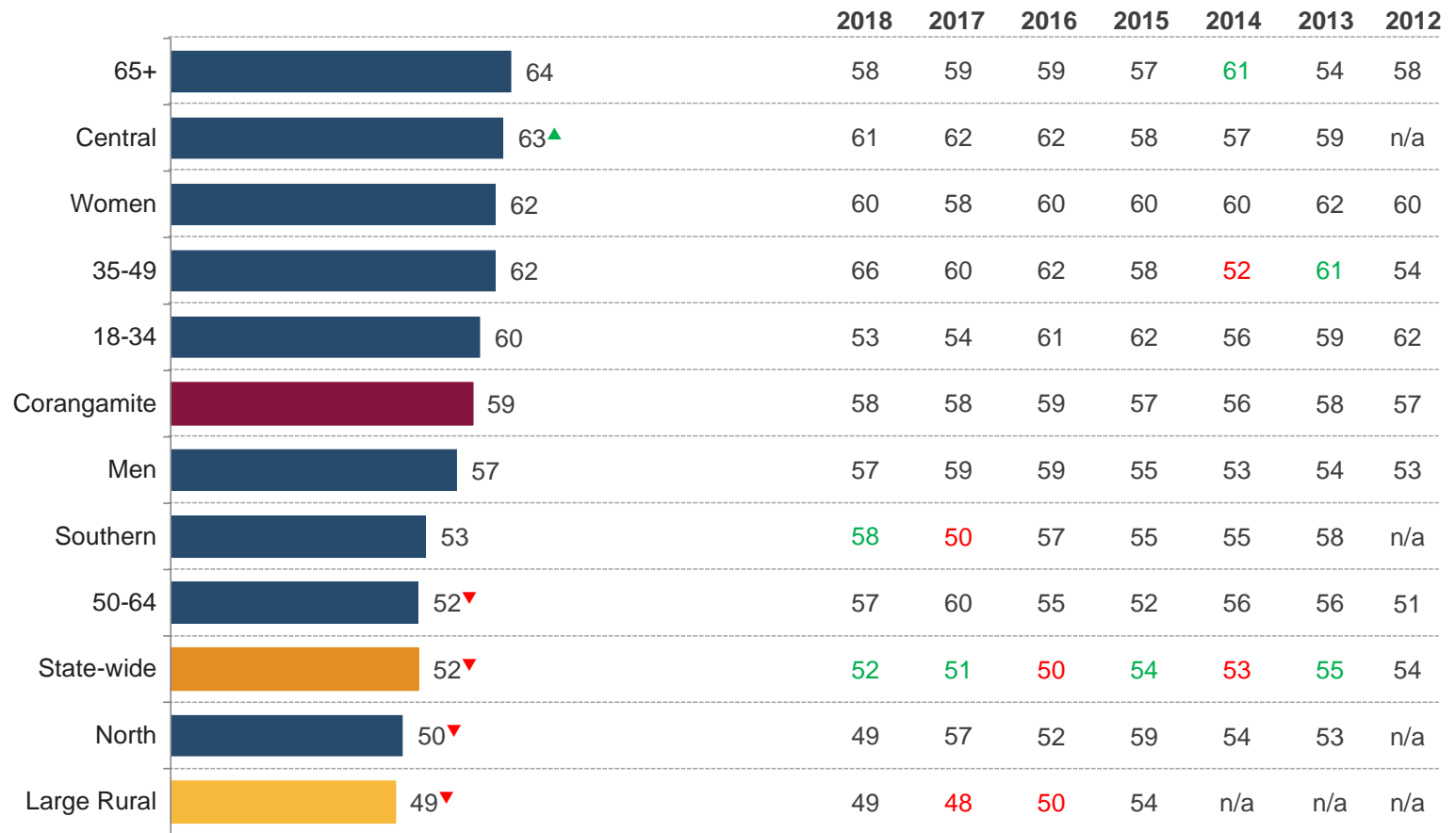
## 2019 Town planning performance (%)





# Planning and building permits performance

## 2019 Planning and building permits performance (index scores)



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

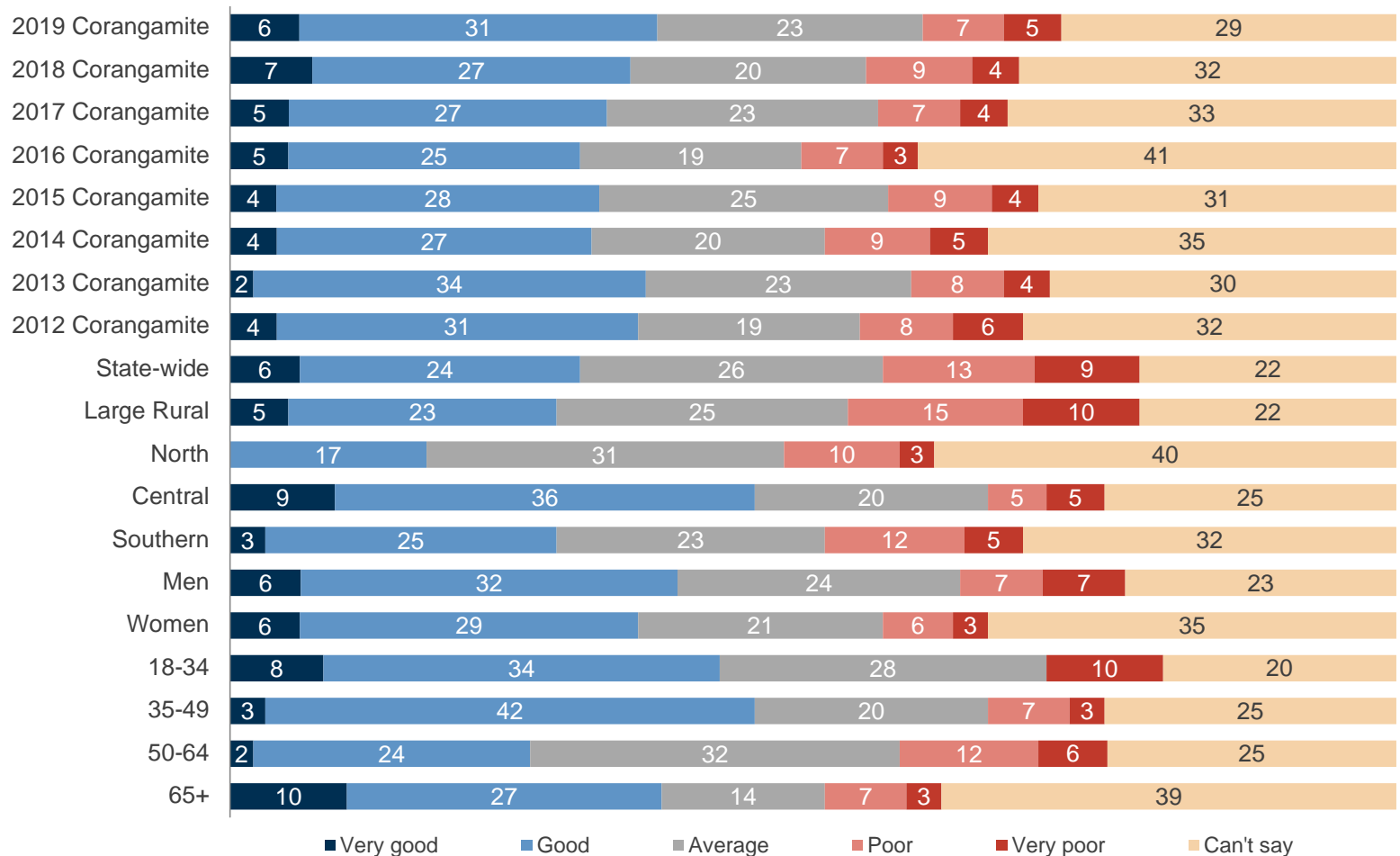
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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



# Planning and building permits performance

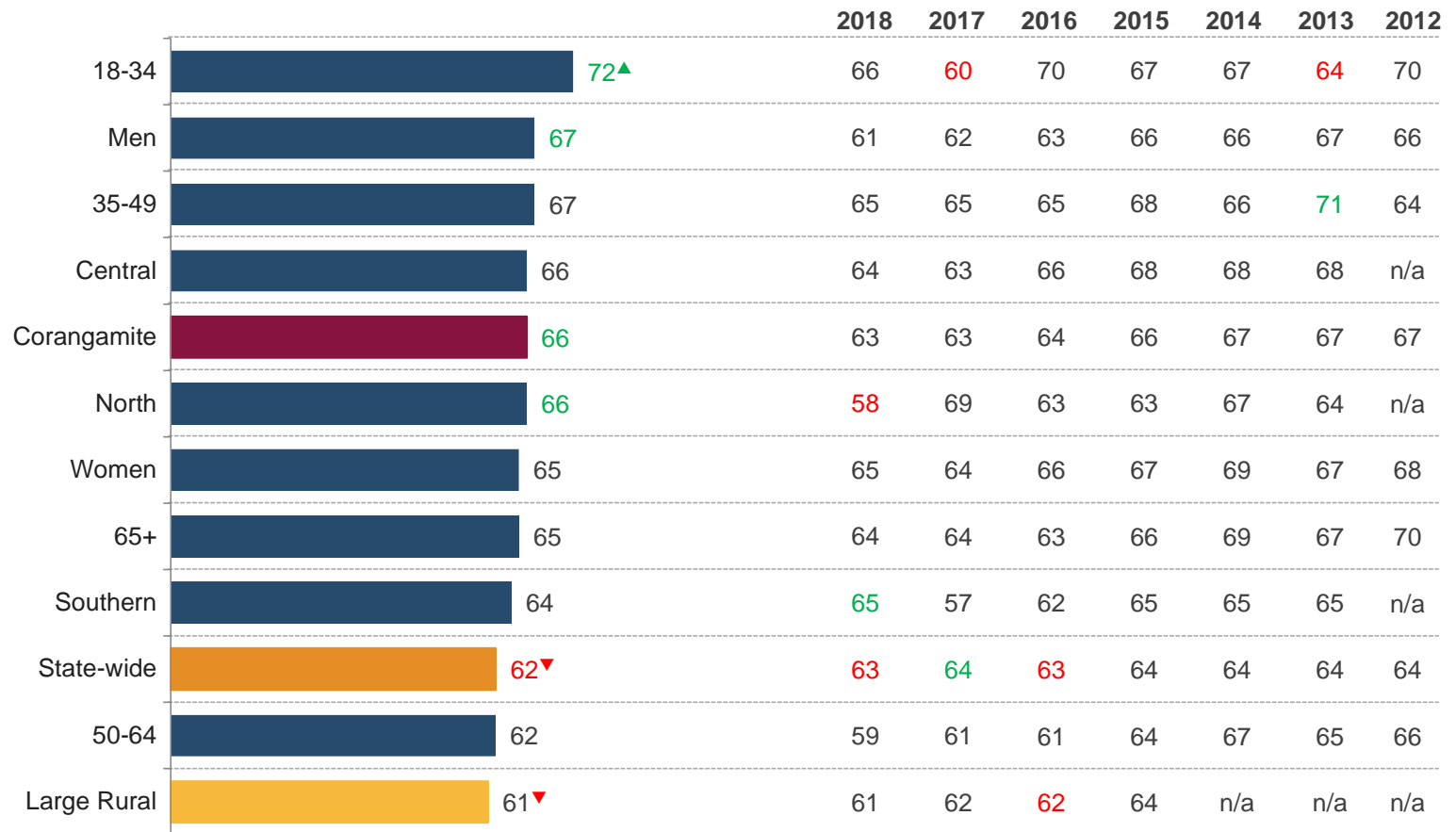
## 2019 Planning and building permits performance (%)





# Environmental sustainability performance

## 2019 Environmental sustainability performance (index scores)



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

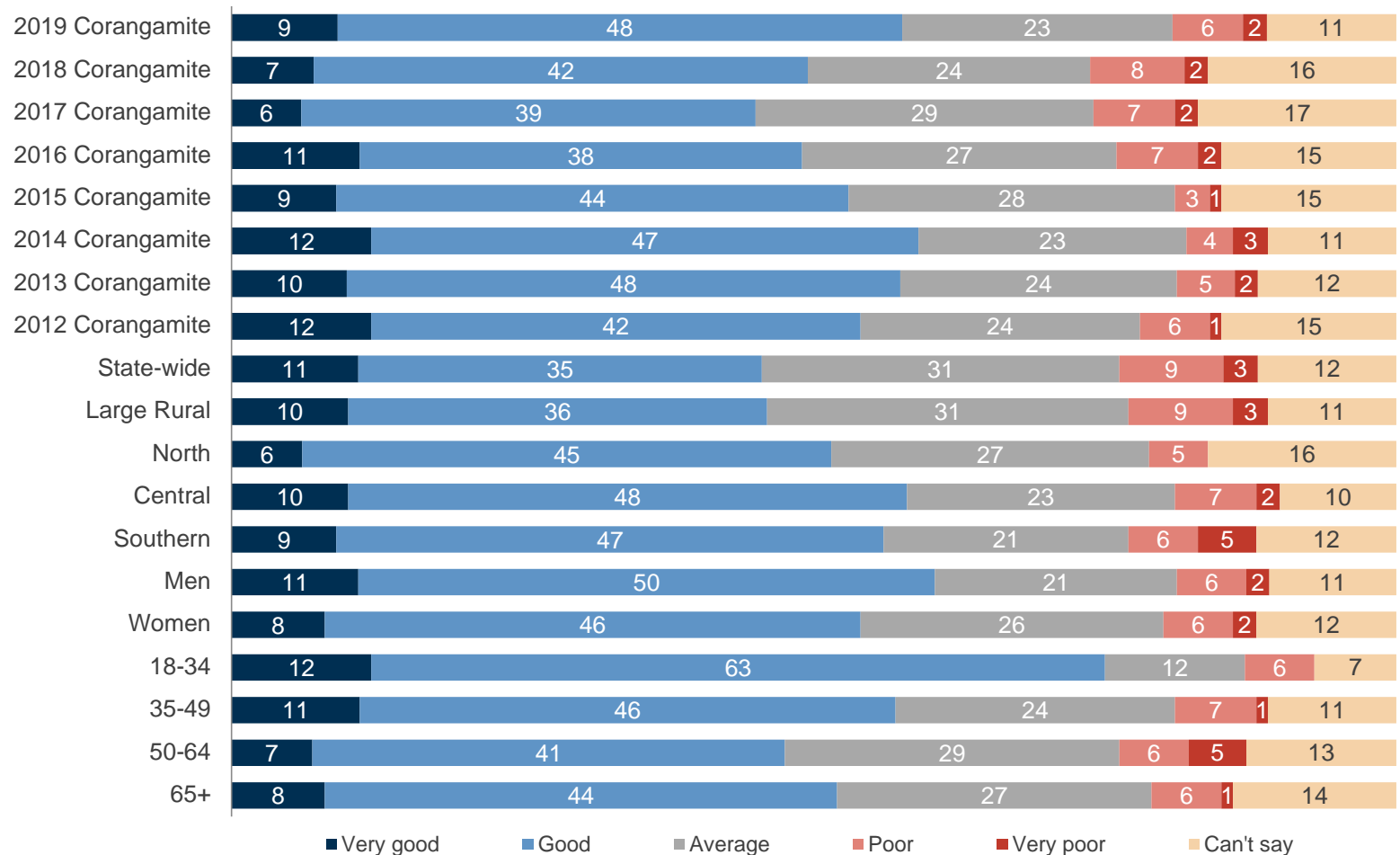
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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



# Environmental sustainability performance

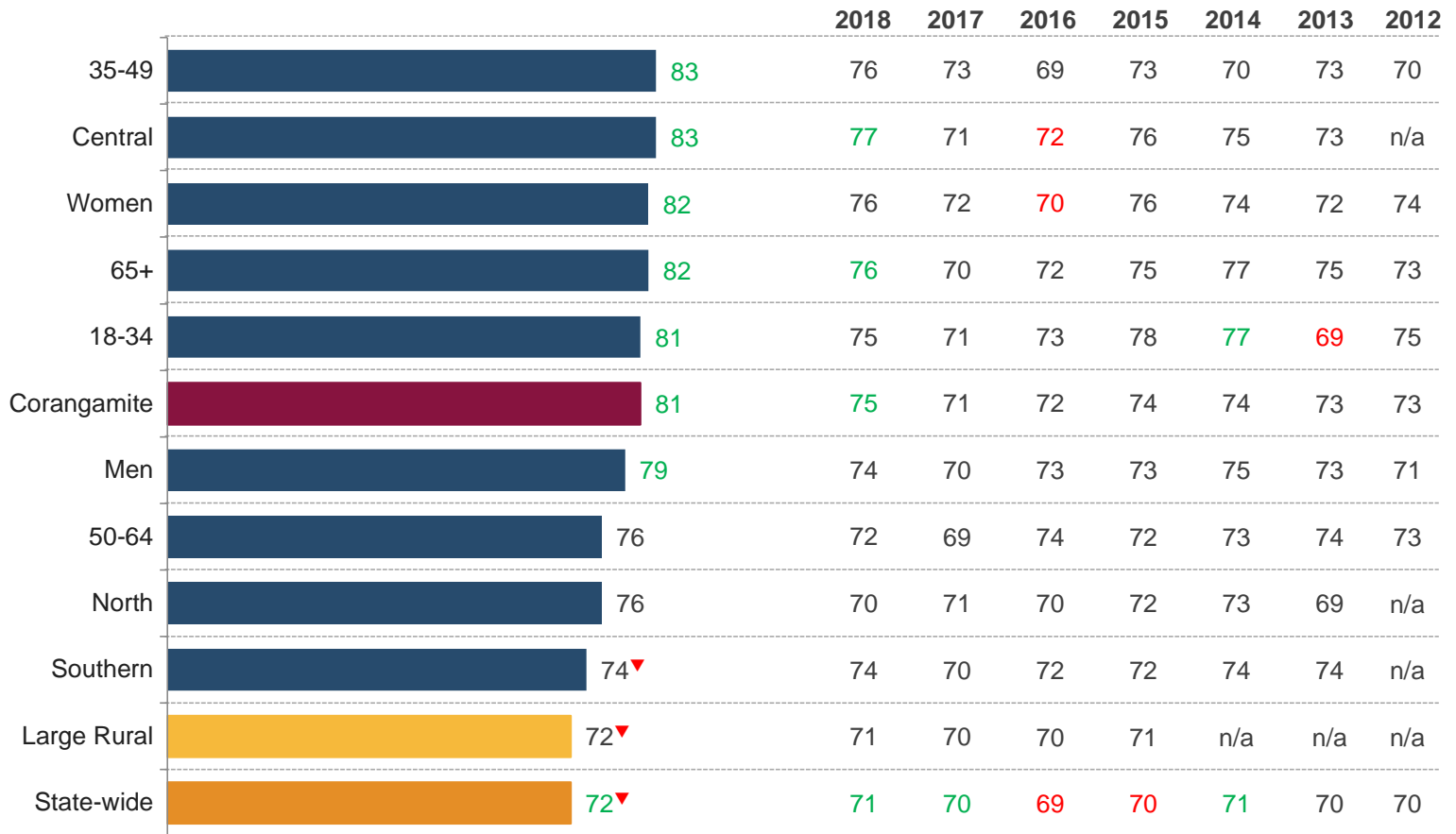
## 2019 Environmental sustainability performance (%)





# Emergency and disaster management performance

## 2019 Emergency and disaster management performance (index scores)



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

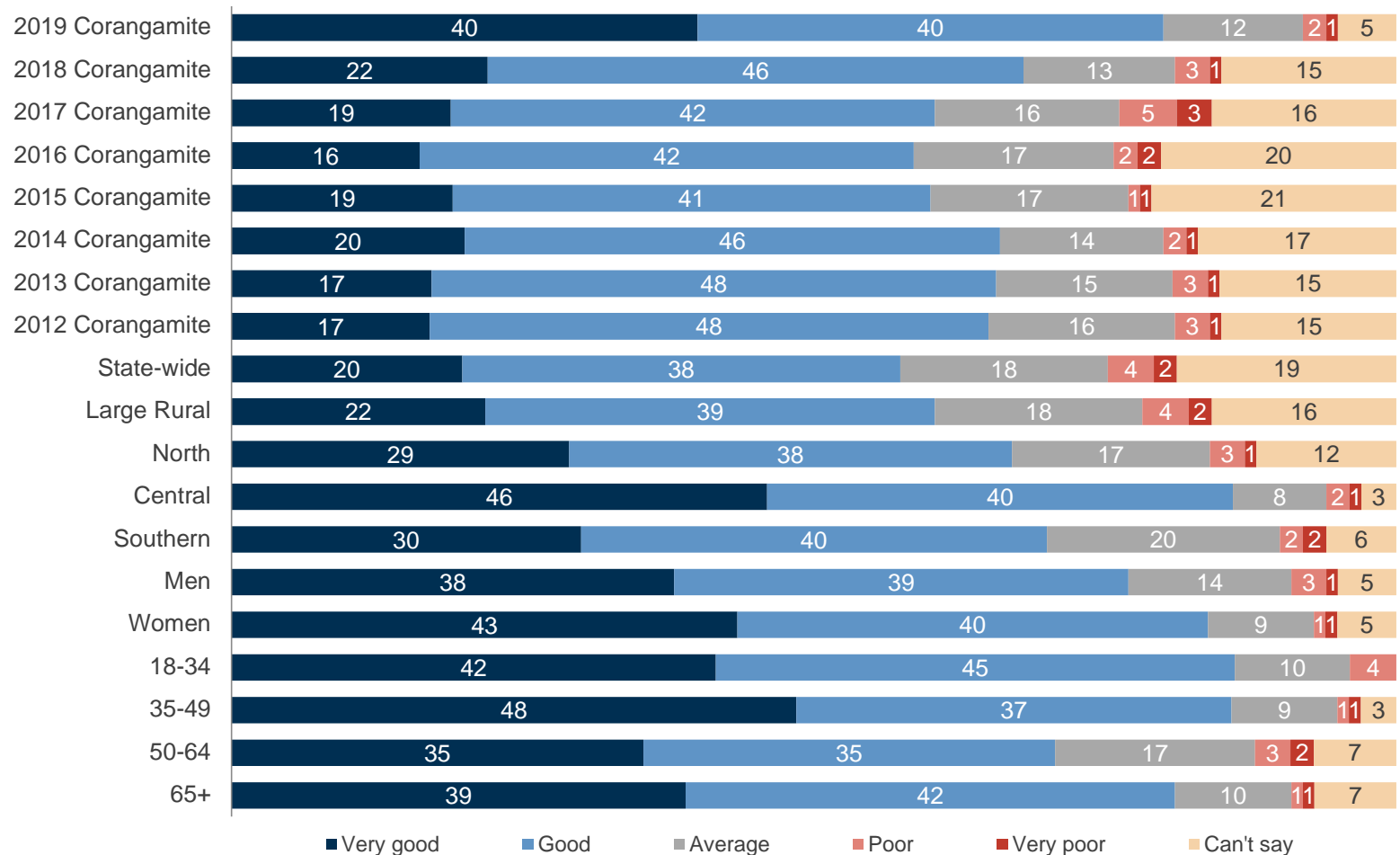
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

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



# Emergency and disaster management performance

## 2019 Emergency and disaster management performance (%)

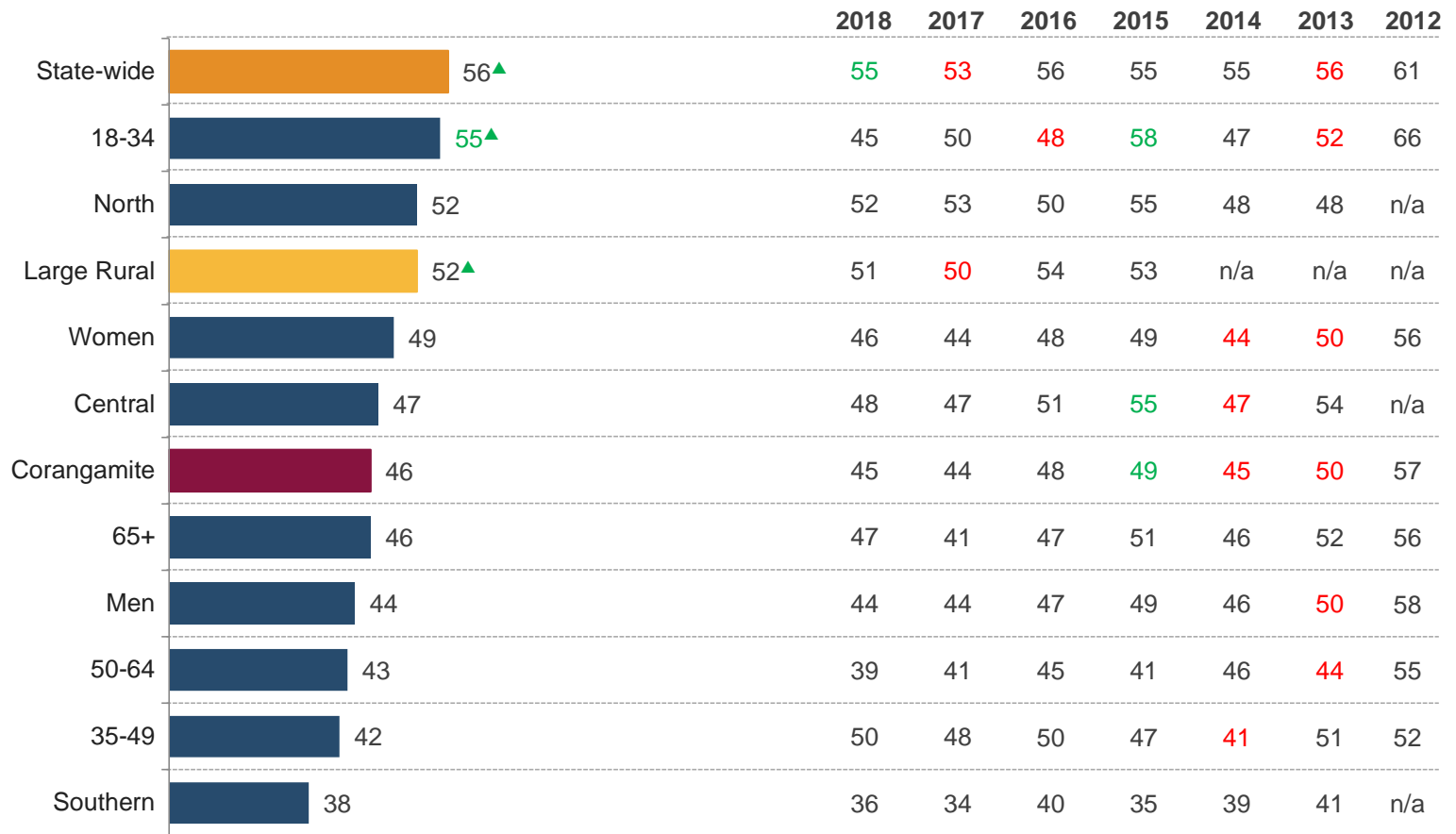






# Roadside slashing and weed control performance

## 2019 Roadside slashing and weed control performance (index scores)



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

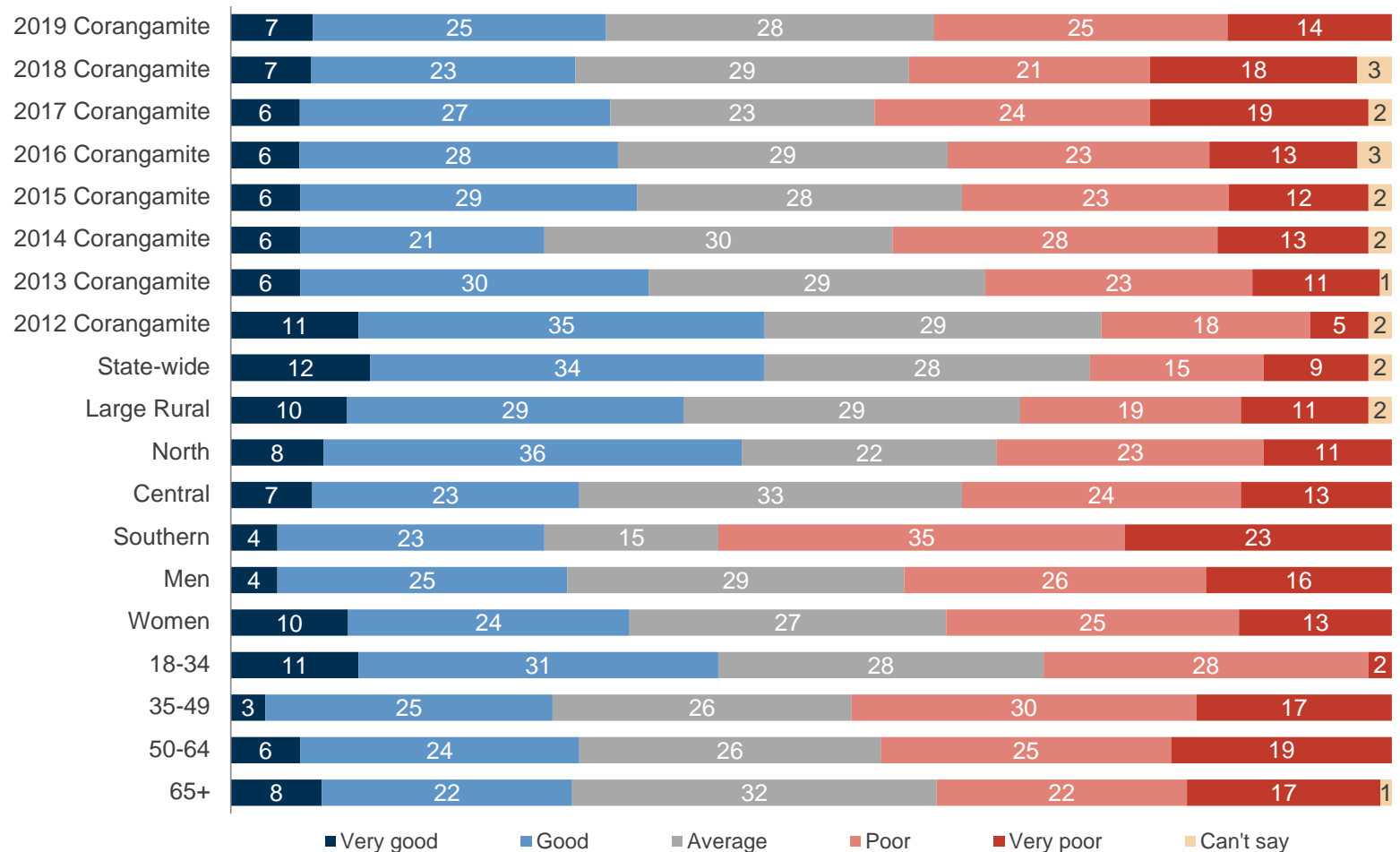
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

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



# Roadside slashing and weed control performance

## 2019 Roadside slashing and weed control performance (%)





# Maintenance of unsealed roads in your area performance

## 2019 Unsealed roads performance (index scores)



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

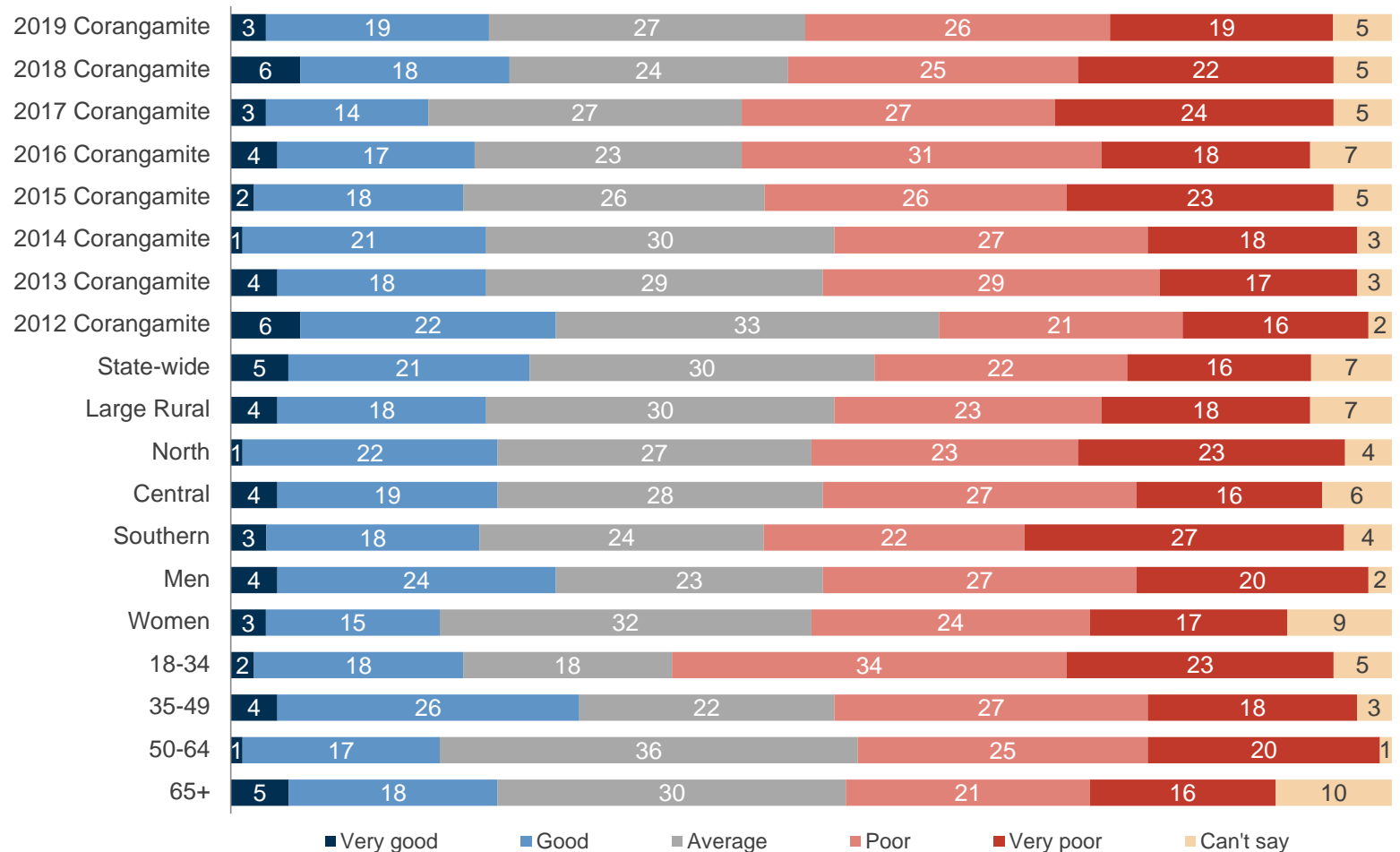
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10

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



# Maintenance of unsealed roads in your area performance

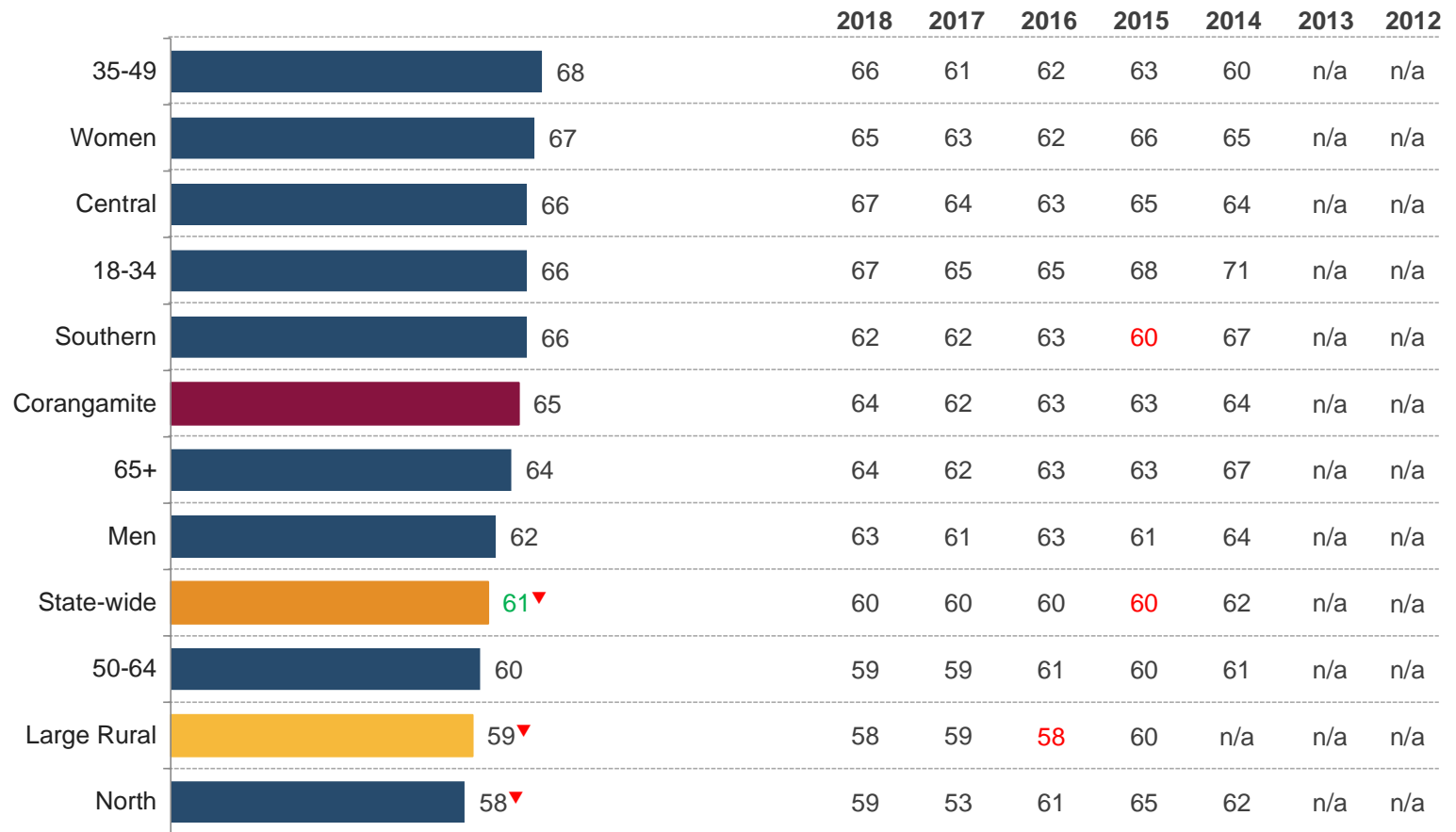
## 2019 Unsealed roads performance (%)





# Business and community development performance

## 2019 Business/community development performance (index scores)



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

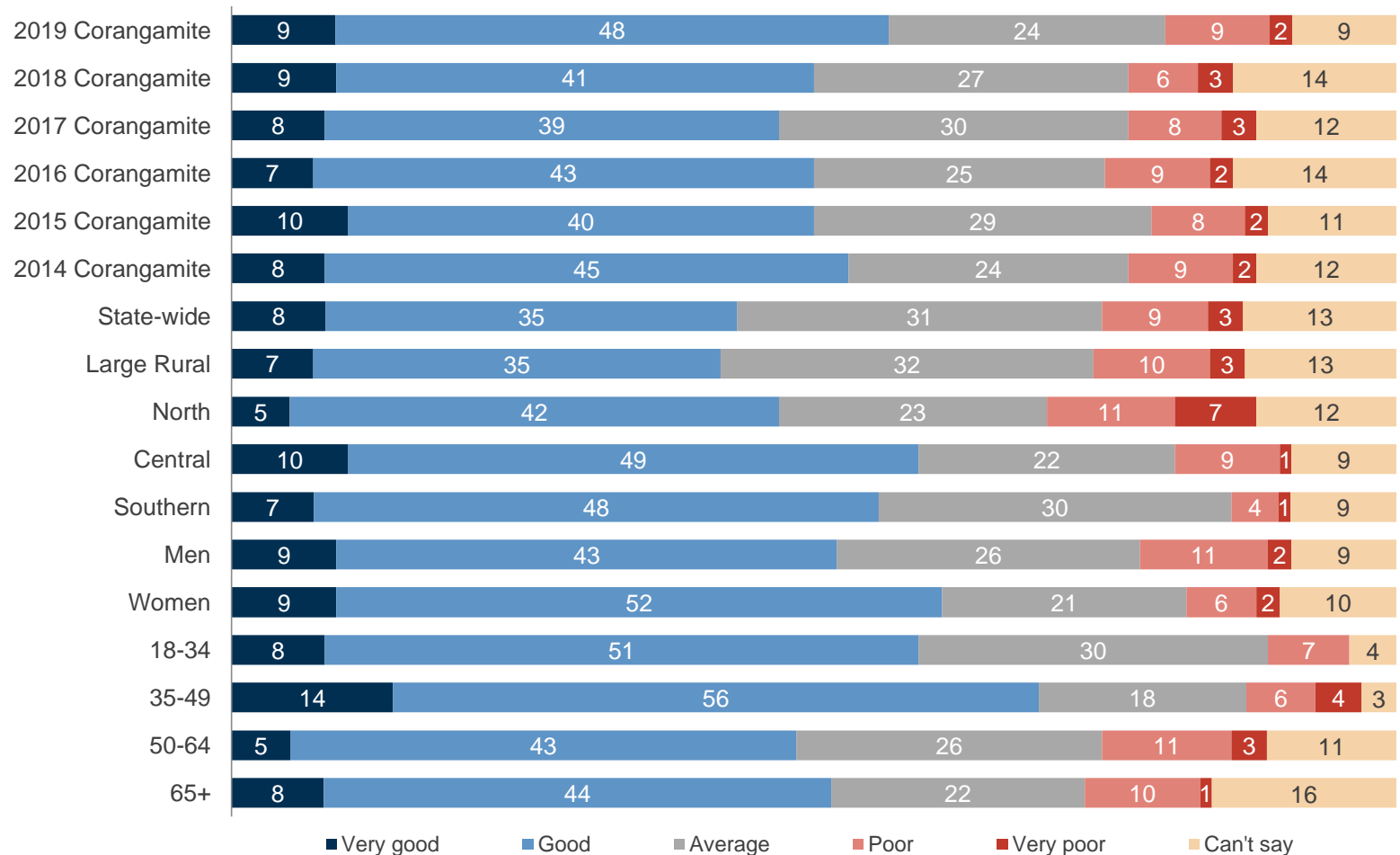
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 5

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



# Business and community development performance

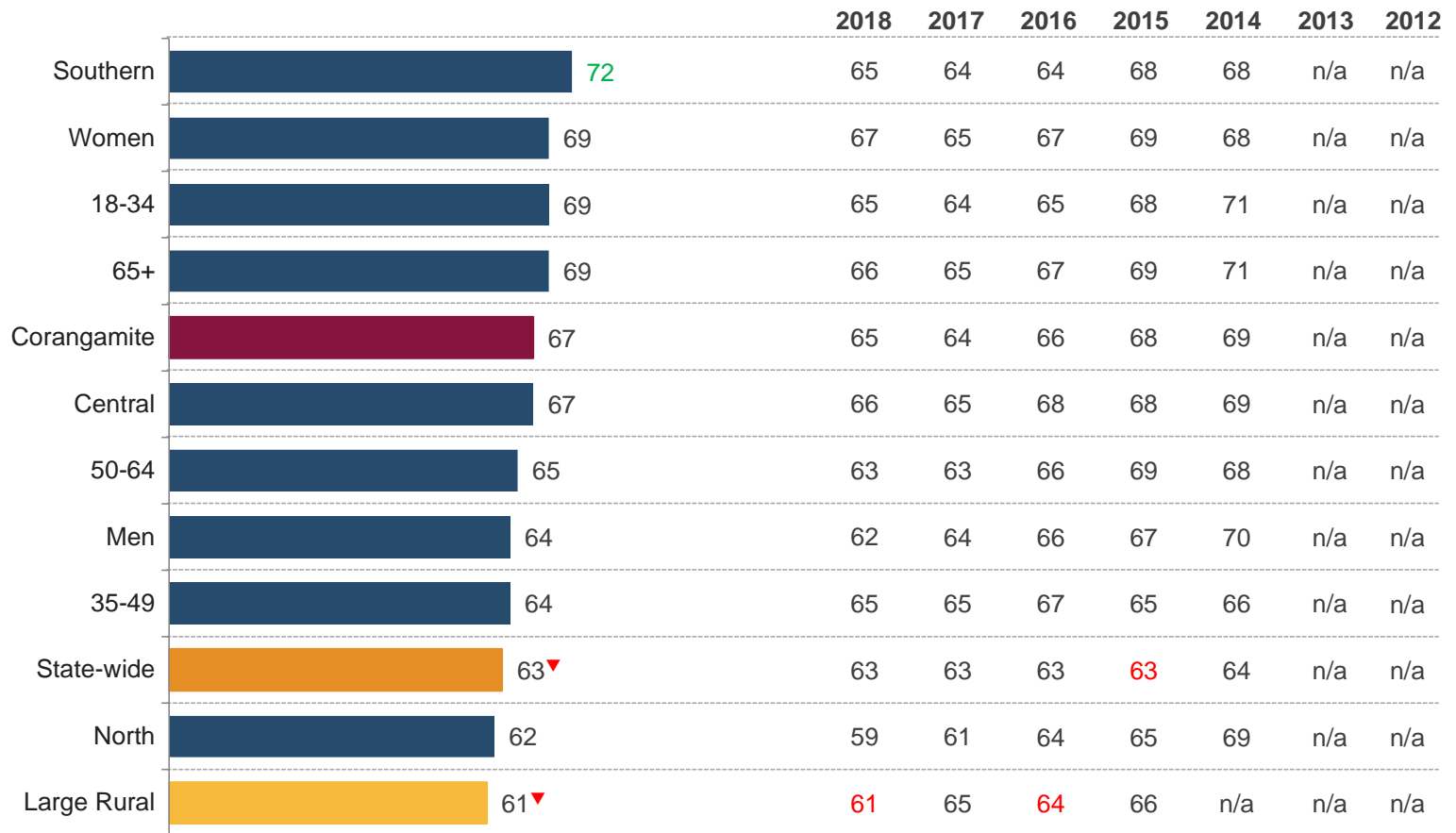
## 2019 Business/community development performance (%)





# Tourism development performance

## 2019 Tourism development performance (index scores)



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

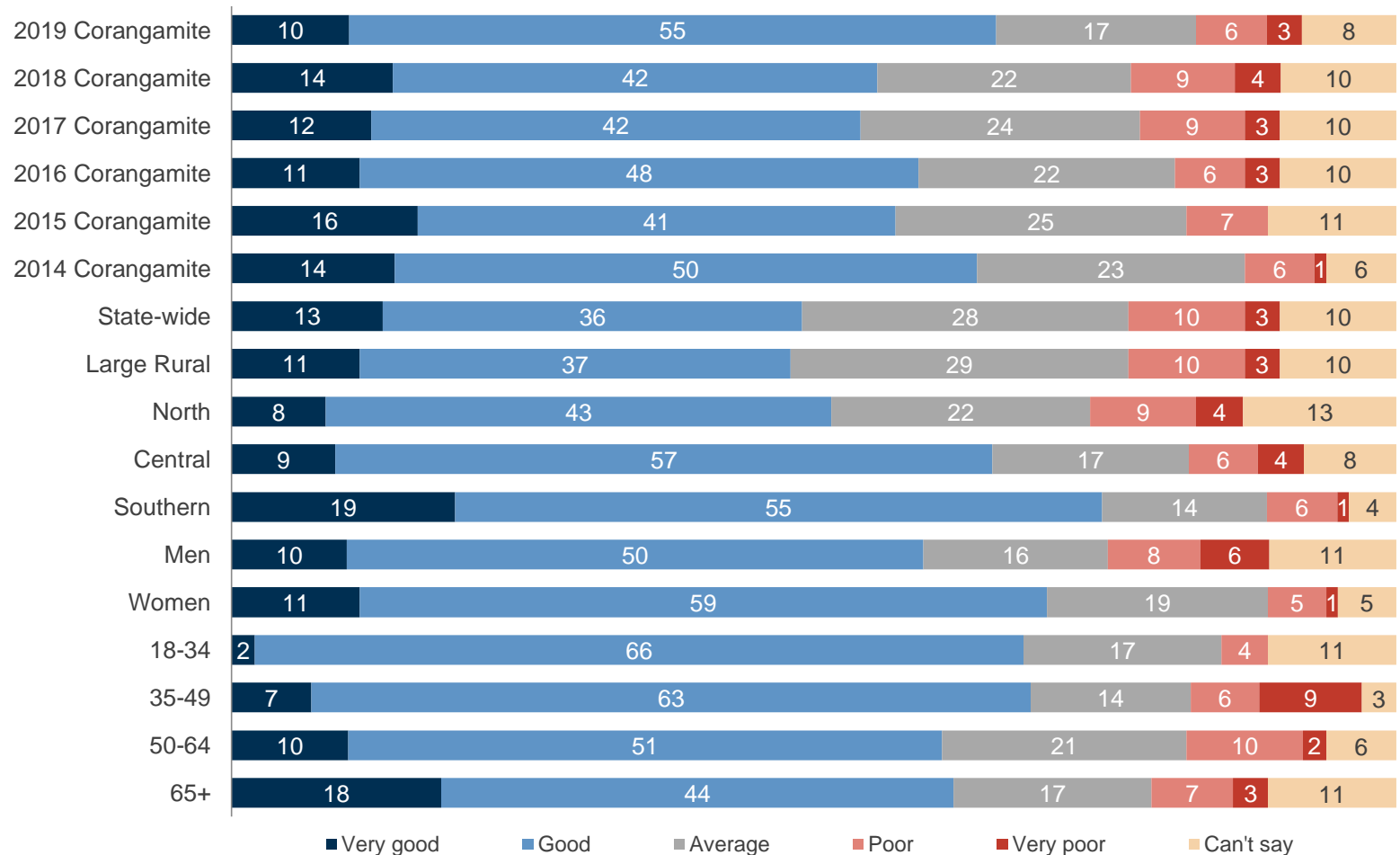
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7

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



# Tourism development performance

## 2019 Tourism development performance (%)







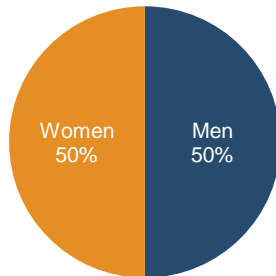
# Detailed demographics



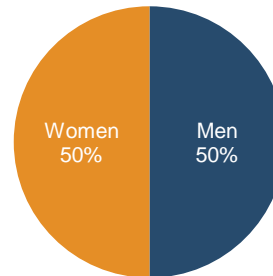
## Gender and age profile

### 2019 gender

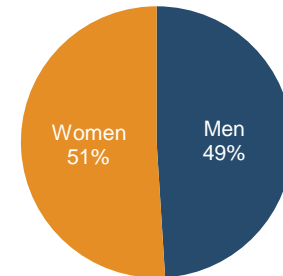
Corangamite



Large Rural

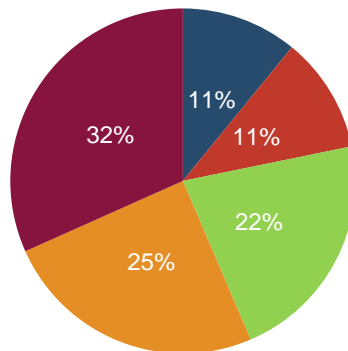


State-wide

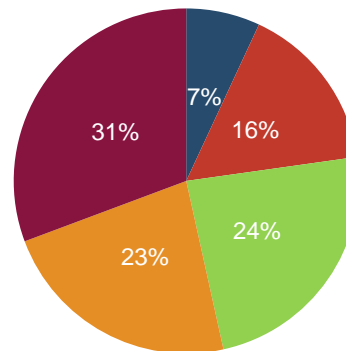


### 2019 age

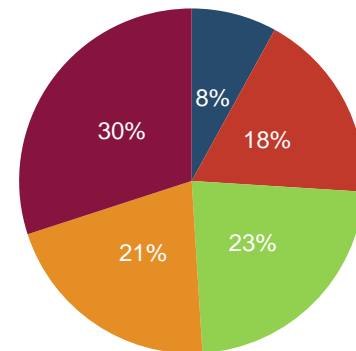
Corangamite



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

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

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.

Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Corangamite Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 12,600 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
<b>Corangamite Shire Council</b>	401	400	+/-4.8
<b>Men</b>	183	201	+/-7.2
<b>Women</b>	218	199	+/-6.6
<b>North</b>	72	70	+/-11.6
<b>Central</b>	264	270	+/-6.0
<b>Southern</b>	65	60	+/-12.2
<b>18-34 years</b>	34	86	+/-17.0
<b>35-49 years</b>	73	86	+/-11.5
<b>50-64 years</b>	126	98	+/-8.7
<b>65+ years</b>	168	130	+/-7.5



## Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

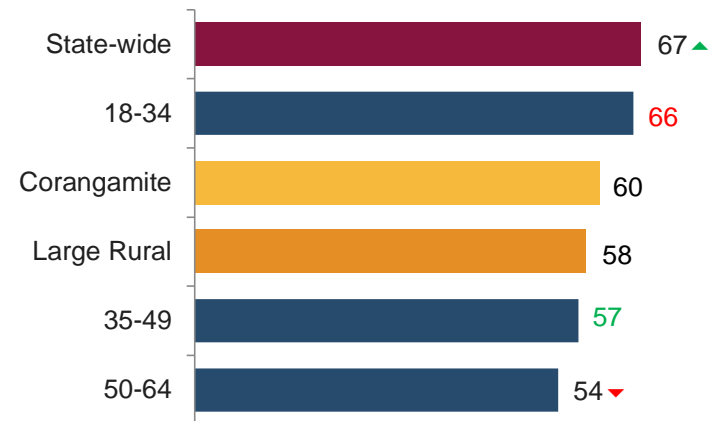
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

**Overall Performance – Index Scores  
(example extract only)**





## Appendix A: Index score significant difference calculation

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

A large, stylized letter 'W' graphic that serves as a background element. It is filled with a satellite night map of the United States, showing city lights and state boundaries. The 'W' is positioned on the right side of the page, with its leftmost vertical stroke extending towards the center.

# Appendix B: Further project information





## Appendix B: Further information

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Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Survey methodology and sampling
- Analysis and reporting
- Glossary of terms

### **Detailed survey tabulations**

Detailed survey tabulations are available in supplied Excel file.

### **Contacts**

For further queries about the conduct and reporting of the 2019 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

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The 2019 results are compared with previous years, as detailed below:

- 2019, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=401 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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.

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 40% mobile phone numbers to cater to the diversity of residents within Corangamite Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Corangamite Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2019 vary slightly.

### **Council Groups**

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, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Corangamite Shire Council for this 2019 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B: Analysis and reporting

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### 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2019 have been made throughout this report as appropriate.



## Appendix B: Analysis and reporting

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### **Core, optional and tailored questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2019 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2019 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2019 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

**Statewide average:** The average result for all participating councils in the State.

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

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

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