



2020 Local Government Community Satisfaction Survey

Corangamite Shire Council

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





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Background and objectives

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

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

Now in its twenty-first 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



Key findings and recommendations



Corangamite Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Corangamite 65



State-wide 58



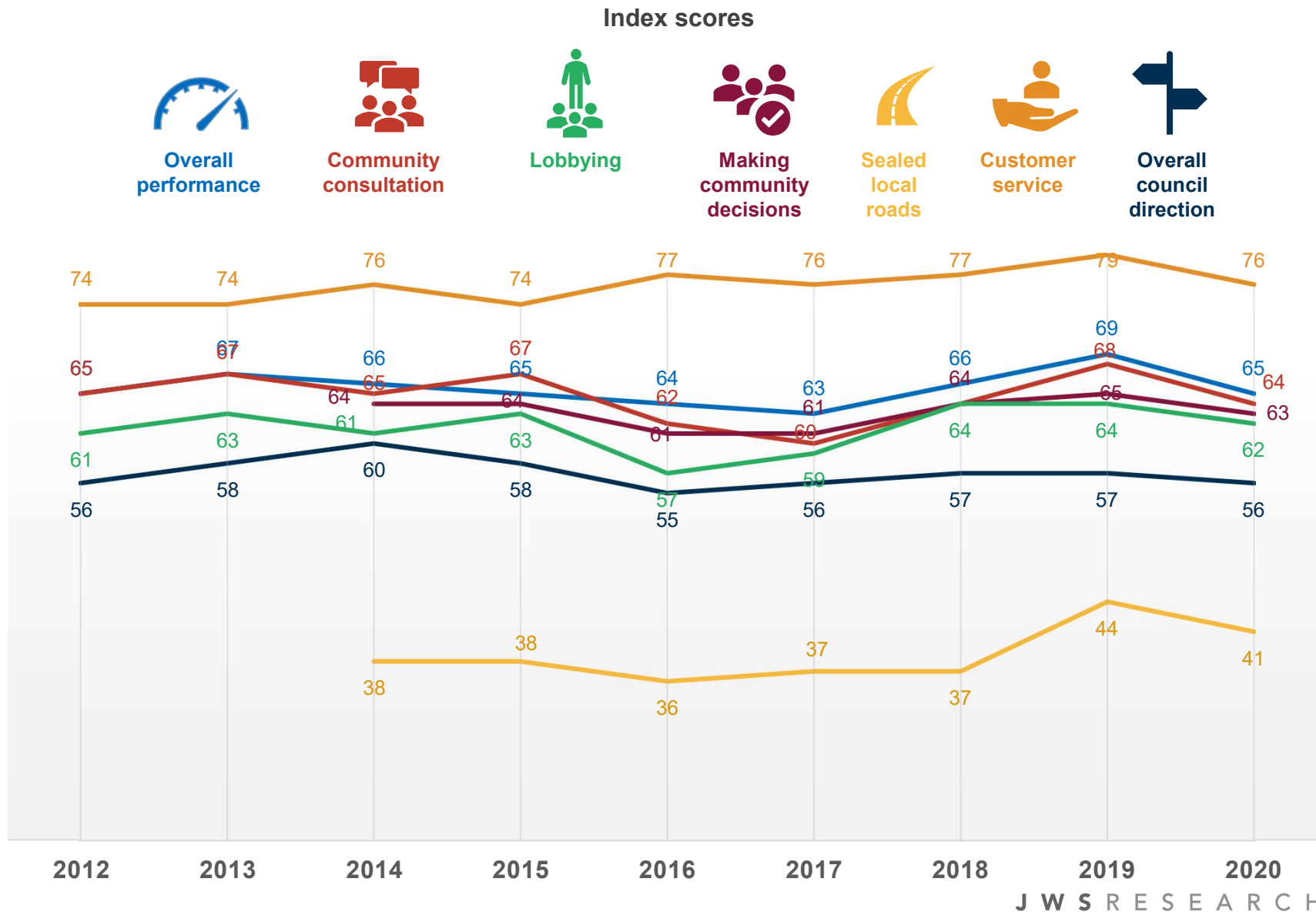
Large Rural 55

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> Building & planning permits Community decisions Informing the community 	<ul style="list-style-type: none"> Sealed local roads Slashing & weed control Unsealed roads
Compared to group average	<ul style="list-style-type: none"> Building & planning permits Community decisions Consultation & engagement 	<ul style="list-style-type: none"> Slashing & weed control Sealed local roads Unsealed roads



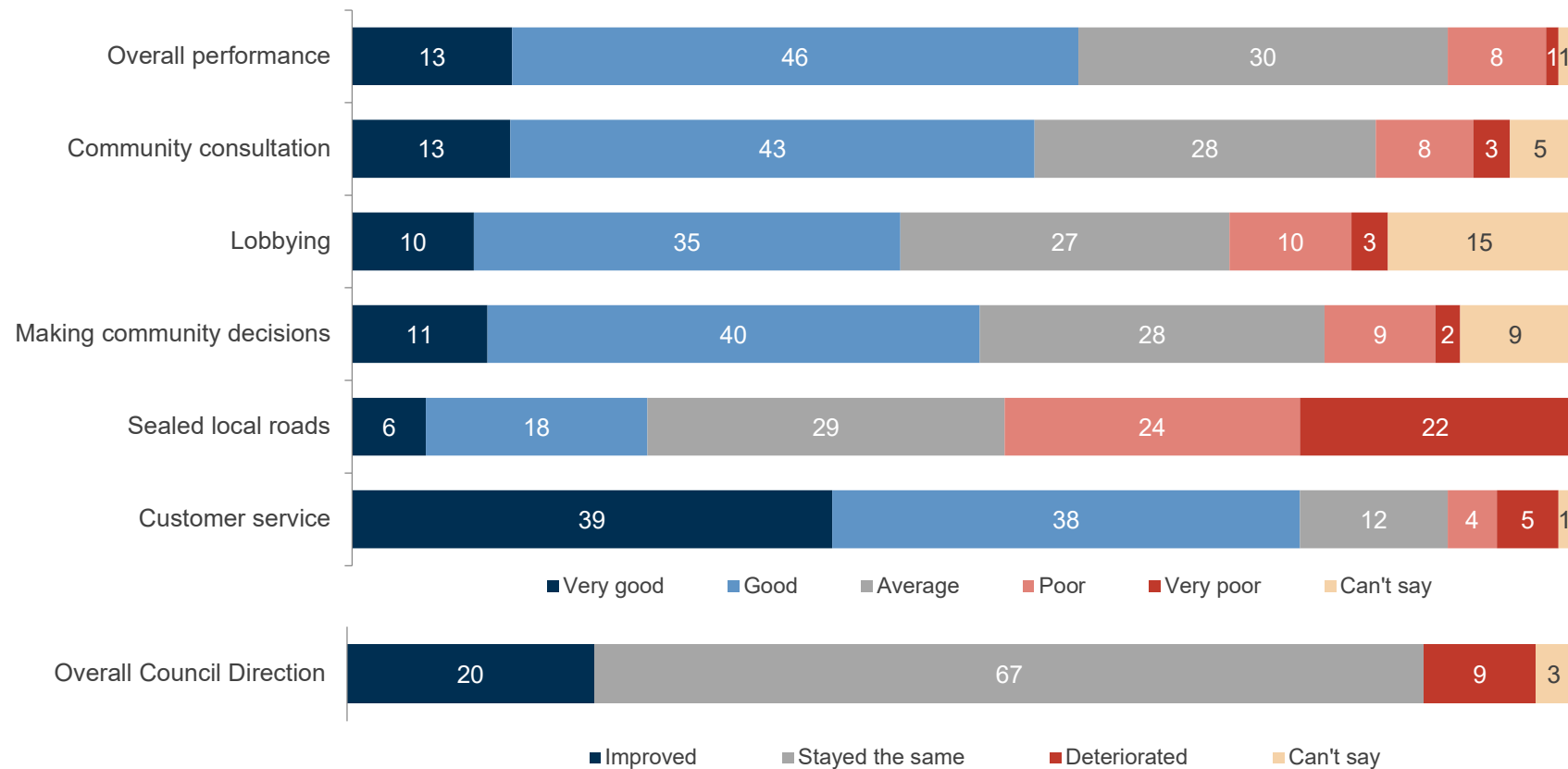
Summary of core measures















Summary of core measures

Core measures summary results (%)















Summary of Corangamite Shire Council performance

Services		Corangamite 2020	Corangamite 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	65	69	55	58	Women, Aged 65+ years	Aged 18-34 years, North residents
	Overall council direction	56	57	50	51	Women	Aged 18-34 years
	Customer service	76	79	68	70	Southern residents, Women, Aged 50-64 years, Central residents	North residents
	Elderly support services	76	73	67	68	Aged 65+ years	North residents, Aged 35-49 years
	Appearance of public areas	76	78	71	72	Aged 18-34 years	North residents, Aged 35-49 years
	Emergency & disaster mnngt	76	81	69	68	Central residents	North residents
	Recreational facilities	73	75	67	70	Aged 65+ years	North residents
	Family support services	72	73	64	66	Aged 65+ years	Aged 35-49 years, North residents
	Art centres & libraries	72	73	72	74	Aged 65+ years	Aged 35-49 years
	Community & cultural	70	70	67	68	Aged 65+ years	Aged 18-34 years

Significantly **higher** / **lower** than Corangamite Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.









Summary of Corangamite Shire Council performance

Services	Corangamite 2020	Corangamite 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
 Informing the community	69	71	59	59	Aged 65+ years	Aged 18-34 years
 Waste management	67	69	62	65	Aged 65+ years	Aged 35-49 years
 Enforcement of local laws	66	69	64	63	Aged 18-34 years	Southern residents
 Disadvantaged support serv.	66	68	61	60	Aged 65+ years	Aged 18-34 years
 Tourism development	66	67	62	62	Aged 50-64 years	North residents
 Consultation & engagement	64	68	54	55	Aged 65+ years, Women	Aged 18-34 years
 Business & community dev.	64	65	60	59	Southern residents	North residents
 Town planning policy	63	63	54	54	Women, Aged 65+ years	Aged 35-49 years
 Environmental sustainability	63	66	60	60	Aged 18-34 years	Aged 50-64 years
 Community decisions	63	65	52	53	Aged 65+ years	North residents

Significantly **higher** / **lower** than Corangamite Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Summary of Corangamite Shire Council performance

Services		Corangamite 2020	Corangamite 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Lobbying	62	64	53	53	Women, Aged 50-64 years	Southern residents, Men, Aged 18-34 years
	Building & planning permits	61	59	49	51	Aged 50-64 years, Women	Aged 18-34 years
	Local streets & footpaths	59	62	54	58	Aged 50-64 years	Aged 35-49 years
	Sealed local roads	41	44	47	54	Aged 65+ years	Aged 35-49 years, Southern residents
	Slashing & weed control	39	46	48	49	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	38	40	42	44	Aged 65+ years	Aged 35-49 years, Southern residents

Significantly **higher** / **lower** than Corangamite Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Corangamite Shire Council's overall performance index has fallen four points this year. Contributing to this decrease are significant declines in perceptions of Council performance on emergency management, community consultation and roadside slashing/weed control, and slight declines across most other individual service areas.

Key influences on perceptions of overall performance

Council should focus on improving performance in service areas that most influence perceptions of overall performance: lobbying, business and community development, and the condition of unsealed roads. Demonstrating Council efforts to advance and defend resident interests, as well as good communication and transparency around business development, provide the greatest opportunities to drive up overall opinion of Council. Attending to Council's poorly rated unsealed roads should also be a focus.

Comparison to state and area grouping

Council performance is rated significantly higher than the Large Rural group and State-wide averages for most service areas. However Council's lowest performing service areas of sealed local roads, roadside slashing and weed control and unsealed roads rate significantly below both the Large Rural group and State-wide averages for these areas.

Reinstate trends of improvement

Council should work to turnaround the general decline in community sentiment since last year. In addition to the above focus areas, improving engagement with residents, reviewing Council's emergency management approach, and attending to poorly rated roadside areas can assist with this. Council should also look to consolidate its strong, improved performance on elderly support services, which has a significant positive influence on overall performance ratings.

DETAILED FINDINGS



Overall performance





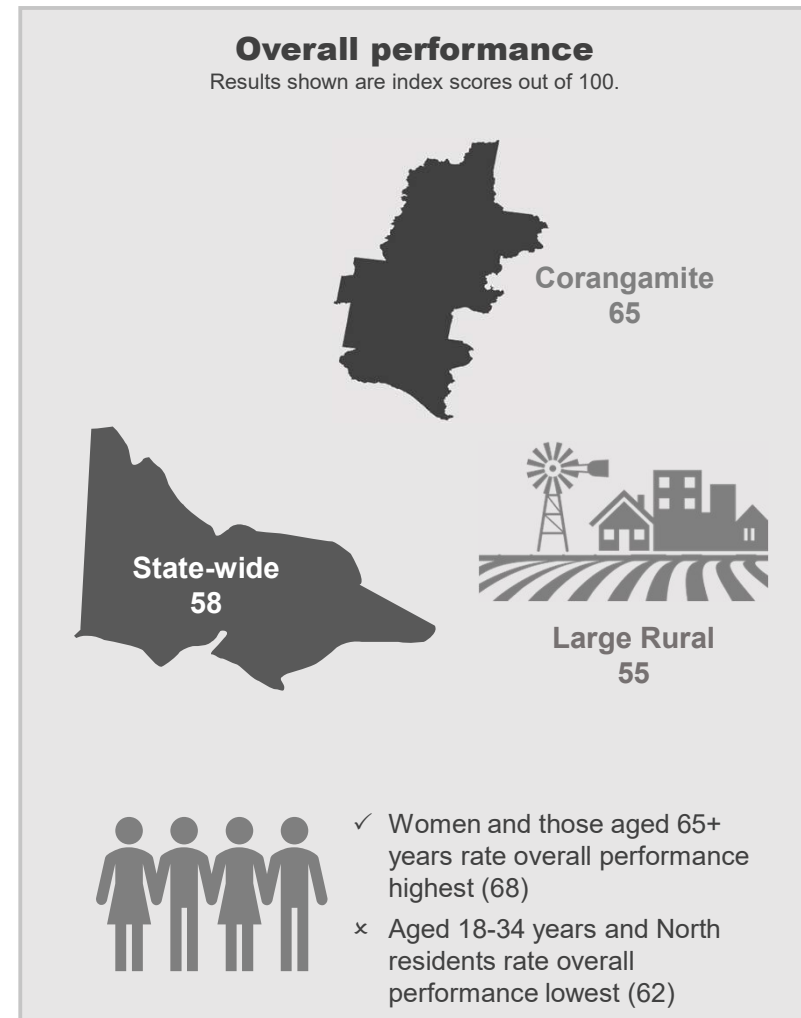
Overall performance

The overall performance index score of 65 for Corangamite Shire Council represents a statistically significant (at the 95% confidence interval) decline from its peak rating of 69 in 2019.

- However, this decline brings Council back in line with its 2018 rating (index score of 66) and previous years.
- Contributing to this year's decrease are significant declines among Central residents, men and residents aged 18 to 34 years.

Despite this decline, Council continues to be rated significantly higher than the average rating for councils State-wide and in the Large Rural group (index score of 58 and 55 respectively).

Almost six in 10 residents (59%) rate Council's overall performance as 'very good' or 'good', while few rate it as 'very poor' or 'poor' (9%). A further 30% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	68	69	68	65	65	67	67	68	66
65+	68	72	72	67	68	68	69	73	69
Central	67	71	68	64	64	68	67	69	n/a
50-64	66	64	61	61	61	61	67	63	63
Corangamite	65	69	66	63	64	65	66	67	65
Southern	64	65	65	62	63	61	67	65	n/a
35-49	64	69	66	64	62	64	64	68	59
Men	63	68	65	62	63	63	65	66	63
North	62	64	63	64	65	65	62	63	n/a
18-34	62	68	65	59	64	67	66	64	68
State-wide	58▼	60	59	59	59	60	61	60	60
Large Rural	55▼	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?

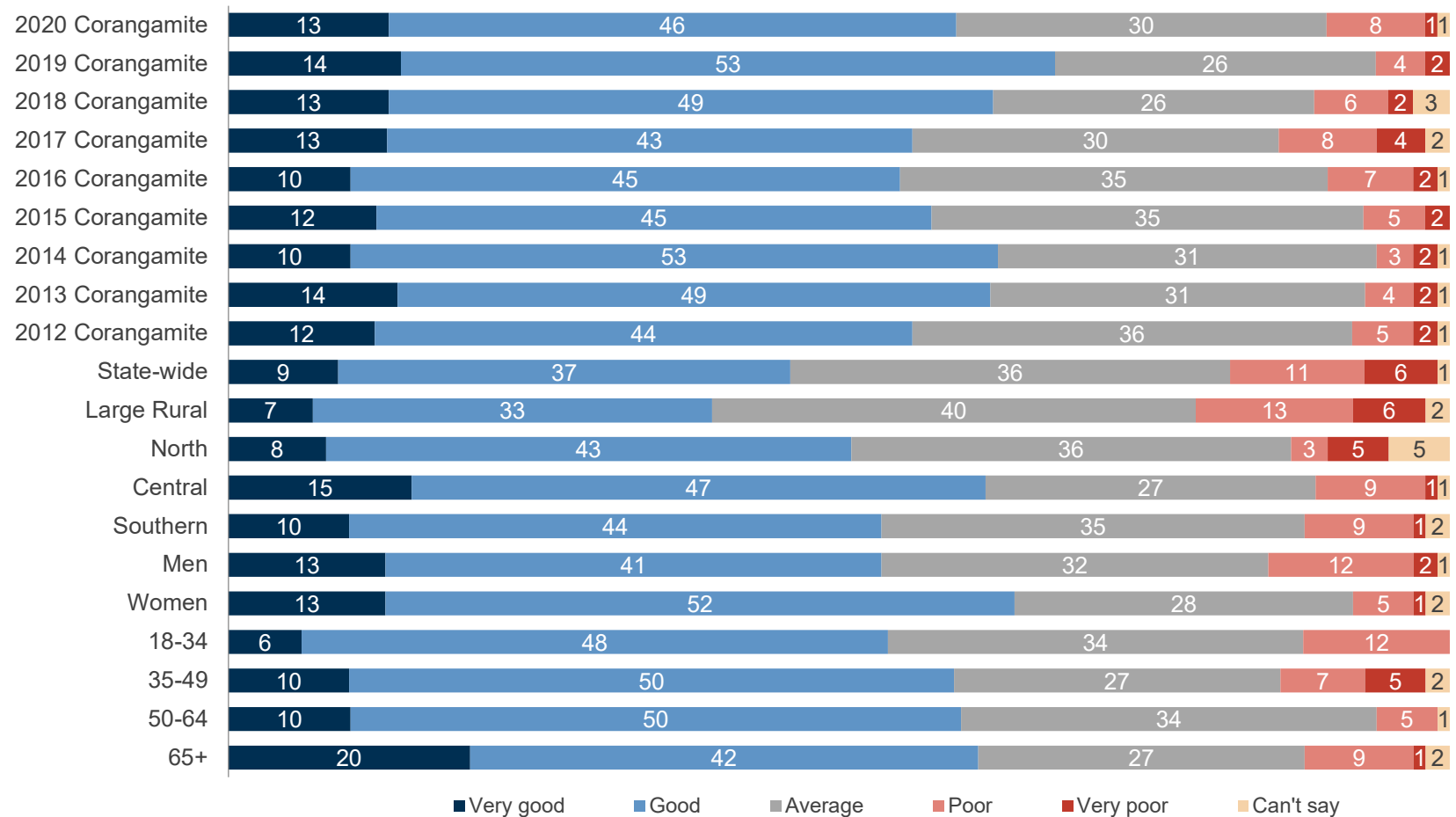
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



Overall performance

2020 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: 62 Councils asked group: 17



Top performing service areas

The appearance of public areas, elderly support services, and emergency and disaster management (index score of 76 for each) are the areas where Corangamite Shire Council performed best in 2020.

Perceptions of the appearance of public areas are similar to last year, further consolidating its position as one of Council's top performing areas.

Elderly support services is Council's only significantly improved service area over the last year (up three points).

- Council achieved significant improvements among women and Central residents in 2020 and a very high rating from residents aged 65+ years (index score of 80, significantly higher than the Council-wide average.)

While perceptions of Council's emergency management have significantly declined from its peak rating of 81 last year, Council's 2020 result remains higher than other previous years.

- This trend is also seen among the geographic and demographic groups that saw an increase last year.

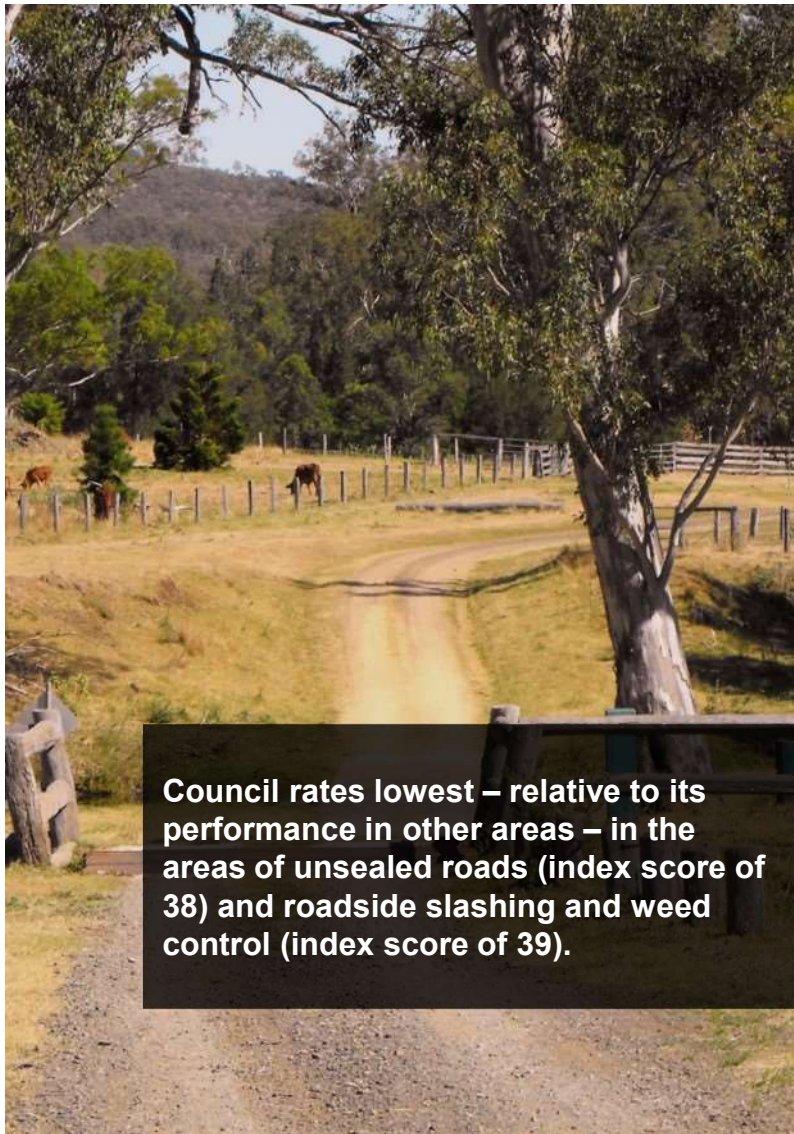
Council performs significantly higher than the Large Rural group and State-wide averages for each of these three leading service areas.



The appearance of public areas, elderly support services and emergency and disaster management (index score of 76 for each) are the areas where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 38) and roadside slashing and weed control (index score of 39).

Council rates lowest – relative to its performance in other areas – on unsealed roads and roadside slashing and weed control (index score of 38 and 39 respectively).

Perceptions of unsealed roads remain similar to last year, further consolidating its position as one of Council's poorer performing areas.

Council's performance on slashing and weed control has declined significantly since last year, down seven points to its lowest rating to date.

- Perceptions of this service area have declined significantly among Central and North residents, bringing them into line with those in the South.

Sealed local roads (index score of 41) is also one of Council's lower performing areas, down only slightly (three points) but having lost much of the seven-point gain achieved last year.

- Southern residents rate Council performance significantly lower than the Council-wide average for this area (index score of 34).
- Further to this, 39% of residents cite sealed road maintenance as the area where Council most needs to improve.

Council performs significantly lower than the Large Rural group and State-wide averages for each of these three service areas.



Individual service area performance

2020 individual service area performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	76	78	79	77	75	78	76	75	75
Elderly support services	76	73	74	74	73	78	78	78	74
Emergency & disaster mngt	76	81	75	71	72	74	74	73	73
Recreational facilities	73	75	72	73	74	76	77	74	75
Art centres & libraries	72	73	73	71	70	73	73	n/a	n/a
Family support services	72	73	70	72	69	71	75	74	72
Community & cultural	70	70	68	68	69	71	72	73	68
Informing the community	69	71	69	67	67	69	70	69	66
Waste management	67	69	69	71	69	72	72	70	71
Enforcement of local laws	66	69	66	66	68	66	68	68	67
Disadvantaged support serv.	66	68	63	67	63	67	72	n/a	n/a
Tourism development	66	67	65	64	66	68	69	n/a	n/a
Consultation & engagement	64	68	64	60	62	67	65	67	65
Business & community dev.	64	65	64	62	63	63	64	n/a	n/a
Community decisions	63	65	64	61	61	64	64	n/a	n/a
Environmental sustainability	63	66	63	63	64	66	67	67	67
Town planning policy	63	63	59	61	60	63	64	n/a	n/a
Lobbying	62	64	64	59	57	63	61	63	61
Planning & building permits	61	59	58	58	59	57	56	58	57
Local streets & footpaths	59	62	62	57	60	65	62	58	60
Sealed local roads	41	44	37	37	36	38	38	n/a	n/a
Slashing & weed control	39	46	45	44	48	49	45	50	57
Unsealed roads	38	40	40	35	39	37	40	40	45

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

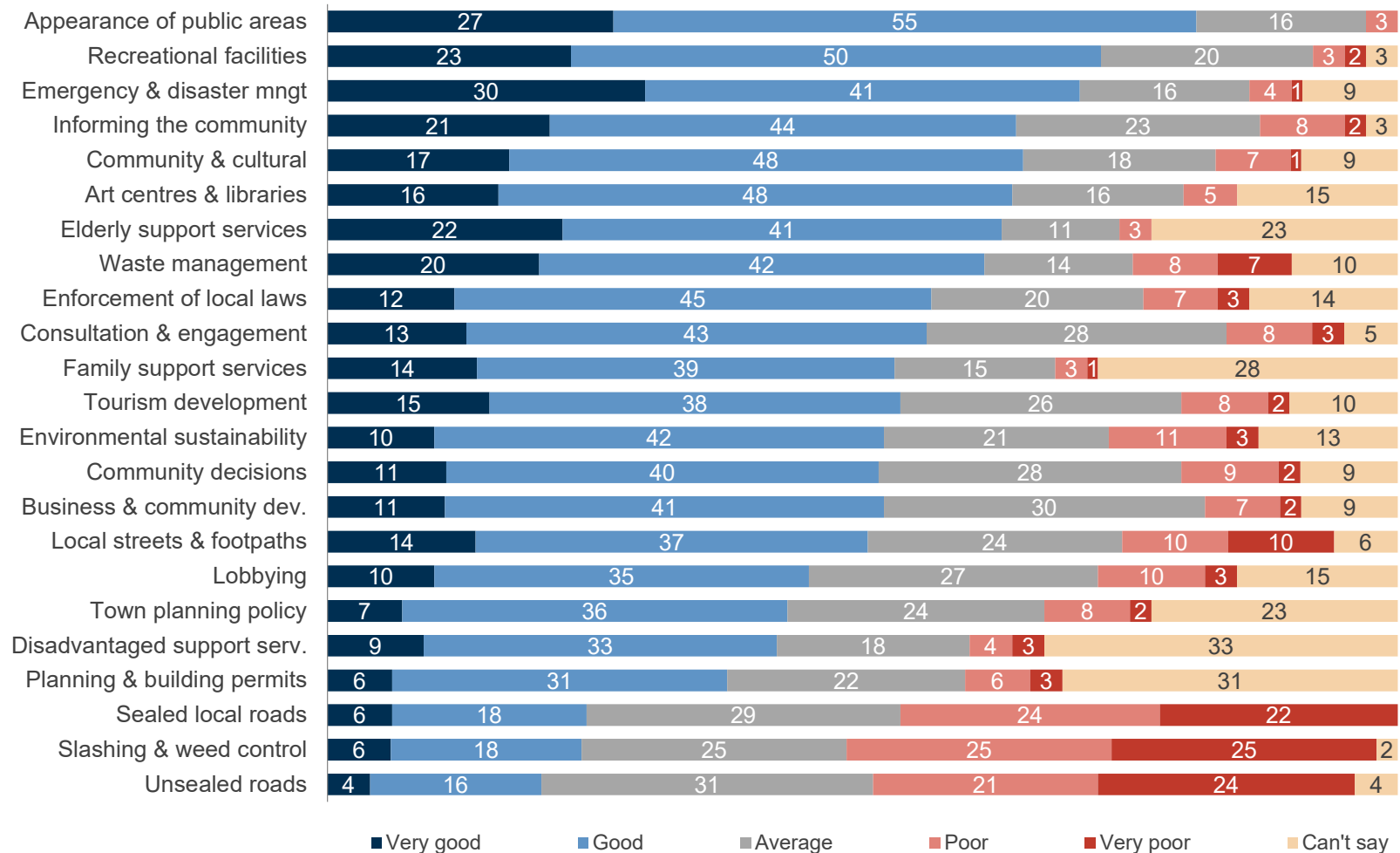
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



Individual service area performance

2020 individual service area performance (%)





Influences on perceptions of overall performance

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

- Lobbying on behalf of the community
- Business and community development.

Demonstrating Council efforts to advance and defend resident interests, as well as good communication and transparency around business development, provide the greatest opportunity to drive up overall opinion of Council performance.

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

- The condition of sealed local roads, excluding VicRoads
- Informing the community
- Planning and building permits
- Decisions made in the interest of the community
- Elderly support services
- Waste management.

Looking at these key service areas, elderly support services has a high performance index (76) and a moderate positive influence on the overall performance rating, so maintaining this positive result should remain a focus.

Other key service areas that have a positive influence on overall perceptions and also perform relatively well include informing the community, waste management, community decisions and planning and building permits (performance index of 69, 67, 63 and 61 respectively).

Council should focus on keeping local residents informed and demonstrating community interest in its decision making. This, combined with maintaining performance on waste management and planning and building permits, can also help shore up positive opinion of Council overall.

However, also in need of attention is the condition of sealed local roads, which is poorly rated (performance index of 41) and a moderate influence on overall perceptions.

It will be important to address resident concern about the condition of sealed local roads to help improve overall perceptions of Council performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

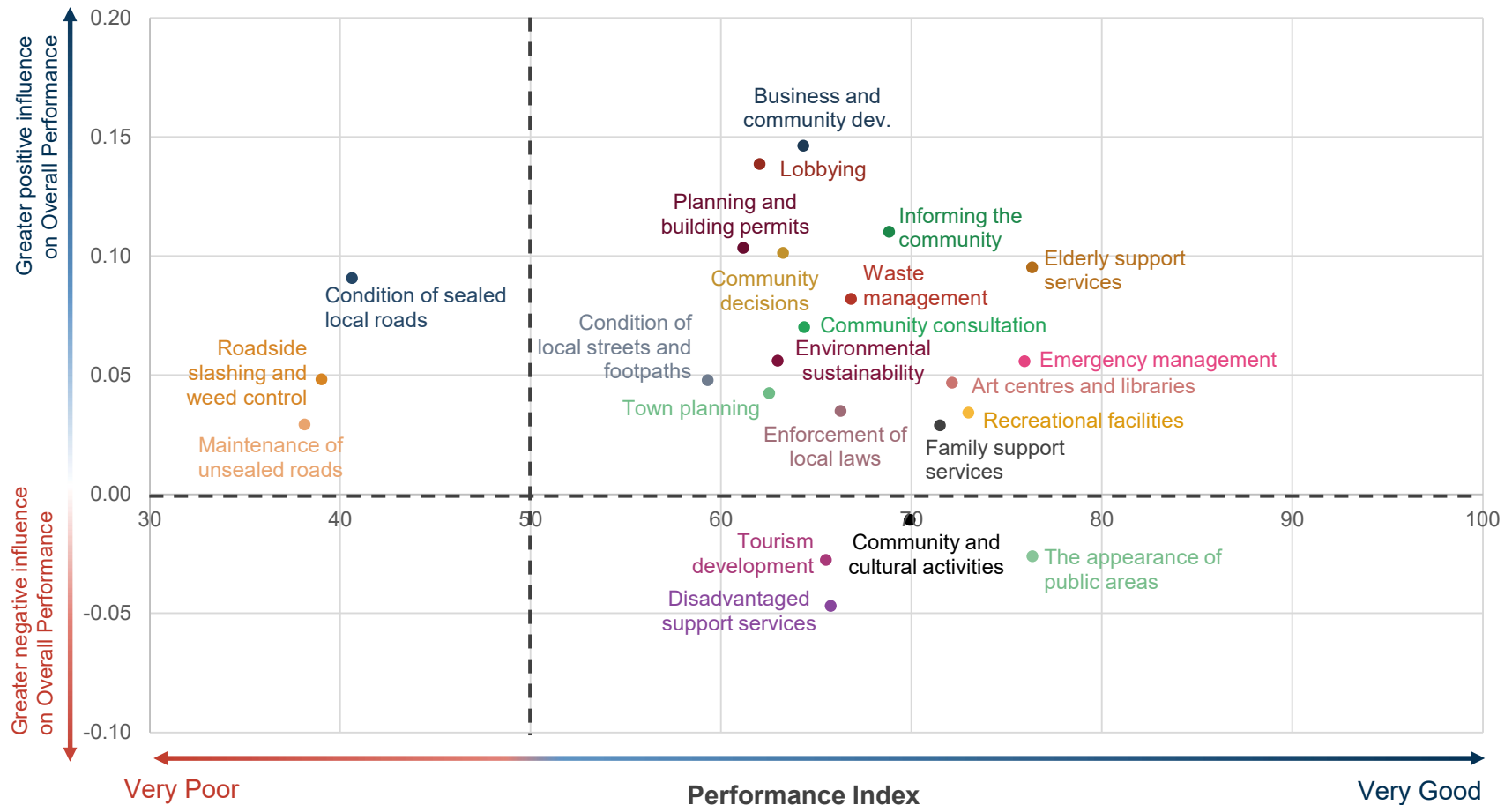
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2020 regression analysis (all service areas)

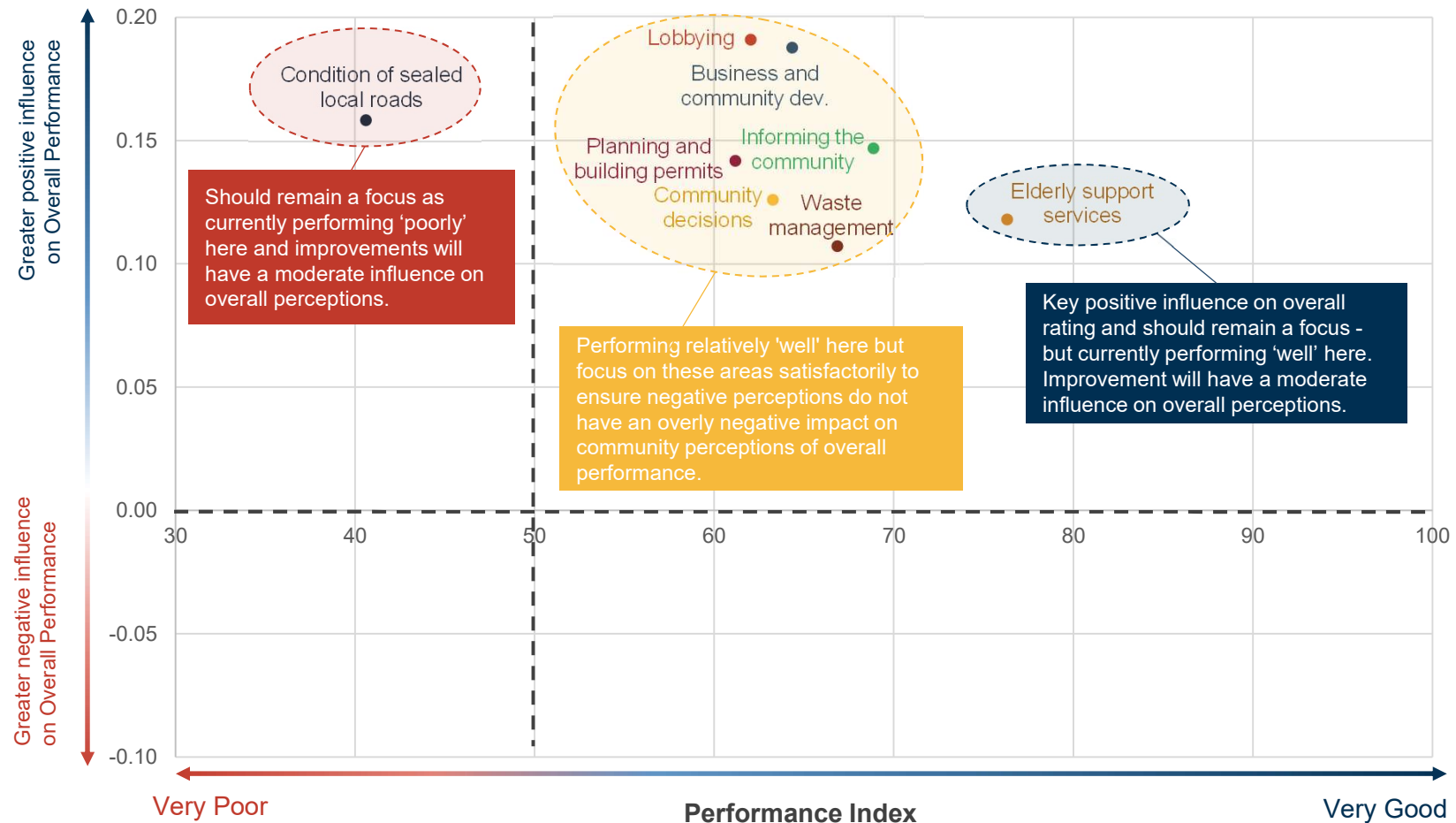


The multiple regression analysis model above (all service areas) has an R-squared value of 0.590 and adjusted R-square value of 0.565, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 23.6$. 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

2020 regression analysis (key service areas)

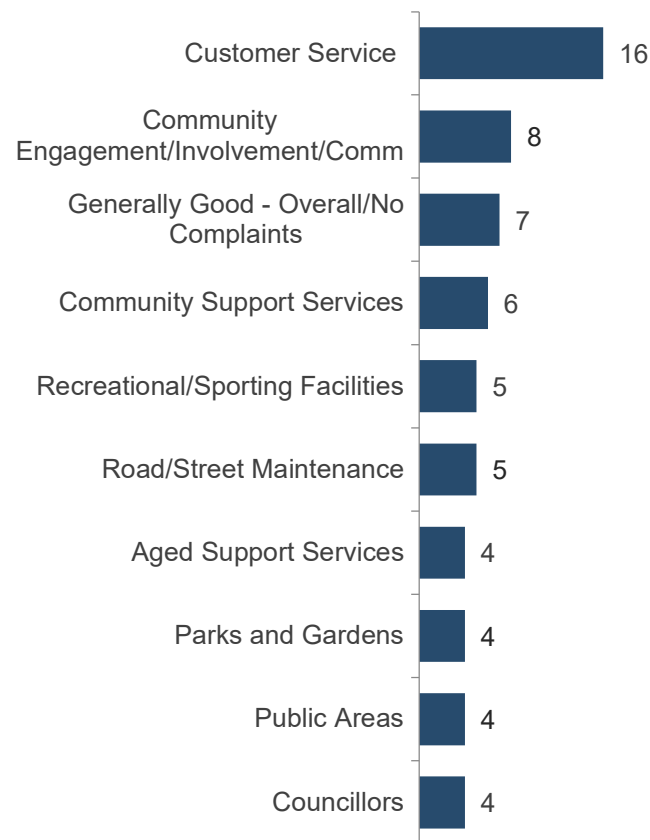


The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.568 and adjusted R-square value of 0.559, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 64.2$.



Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 areas for improvement (%)
- Top mentions only -



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: 25 Councils asked group: 7

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

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

A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

More than six in 10 Corangamite Shire Council residents (64%) have had contact with Council in the last 12 months, slightly fewer than last year (down two points).



Customer service

Council's customer service index score of 76 is slightly lower than its 2019 peak of 79.

However, Council continues to rate significantly higher than both the State-wide and Large Rural group averages for 2020 (index score of 70 and 68 respectively).

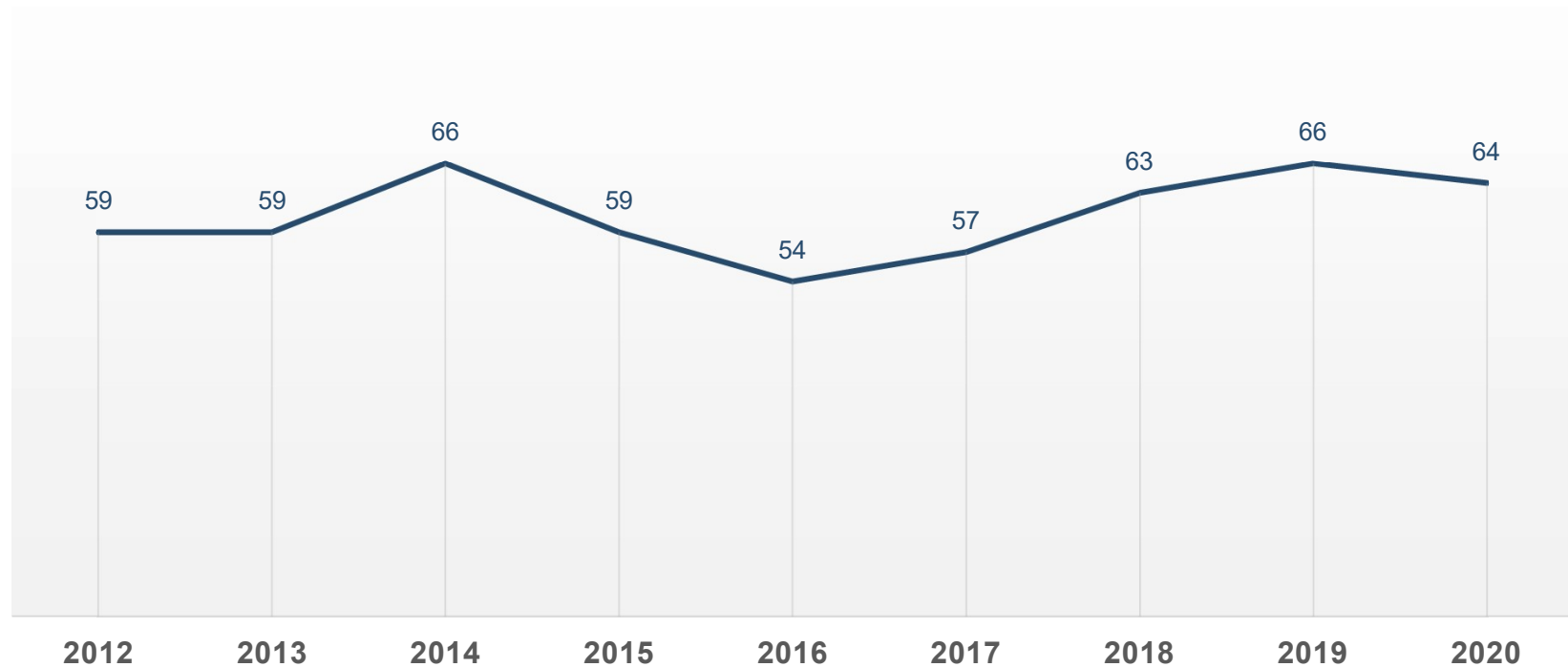
Among those residents, who have had contact with Council in the last 12 months, 77% provide a positive customer service rating of 'very good' or 'good'.

Further to these results, customer service is most commonly cited by residents as the best thing about Council (16%).



Contact with council

2020 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: 36 Councils asked group: 10



Contact with council

2020 contact with council (%)

		2019	2018	2017	2016	2015	2014	2013	2012
North	73	65	65	62	67	78	67	62	n/a
35-49	71	76	69	60	57	63	72	65	67
50-64	71	74	71	59	56	64	64	65	61
Central	65	69	61	54	52	60	65	59	n/a
Corangamite	64	66	63	57	54	59	66	59	59
Men	64	67	62	55	56	58	64	57	52
Women	64	65	63	59	52	61	68	62	67
18-34	64	57	54	57	50	57	67	49	52
State-wide	63	61	61	58	58	60	61	60	61
Large Rural	61	62	62	57	57	59	n/a	n/a	n/a
65+	57	61	56	54	52	54	61	56	56
Southern	56	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: 36 Councils asked group: 10

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



Customer service rating

2020 customer service rating (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Southern	78	71	77	72	80	65	79	69	n/a
Women	78	81	77	79	78	76	75	75	77
50-64	78	77	73	77	78	71	78	76	78
Central	78	81	80	79	76	78	74	75	n/a
65+	77	83	82	77	77	75	78	81	77
Corangamite	76	79	77	76	77	74	76	74	74
18-34	75	74	74	79	78	76	68	67	72
Men	74	77	77	73	77	72	76	73	71
35-49	74	80	80	71	76	75	77	69	71
State-wide	70▼	71	70	69	69	70	72	71	71
Large Rural	68▼	69	67	66	67	67	n/a	n/a	n/a
North	67	75	68	70	76	78	78	77	n/a

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.

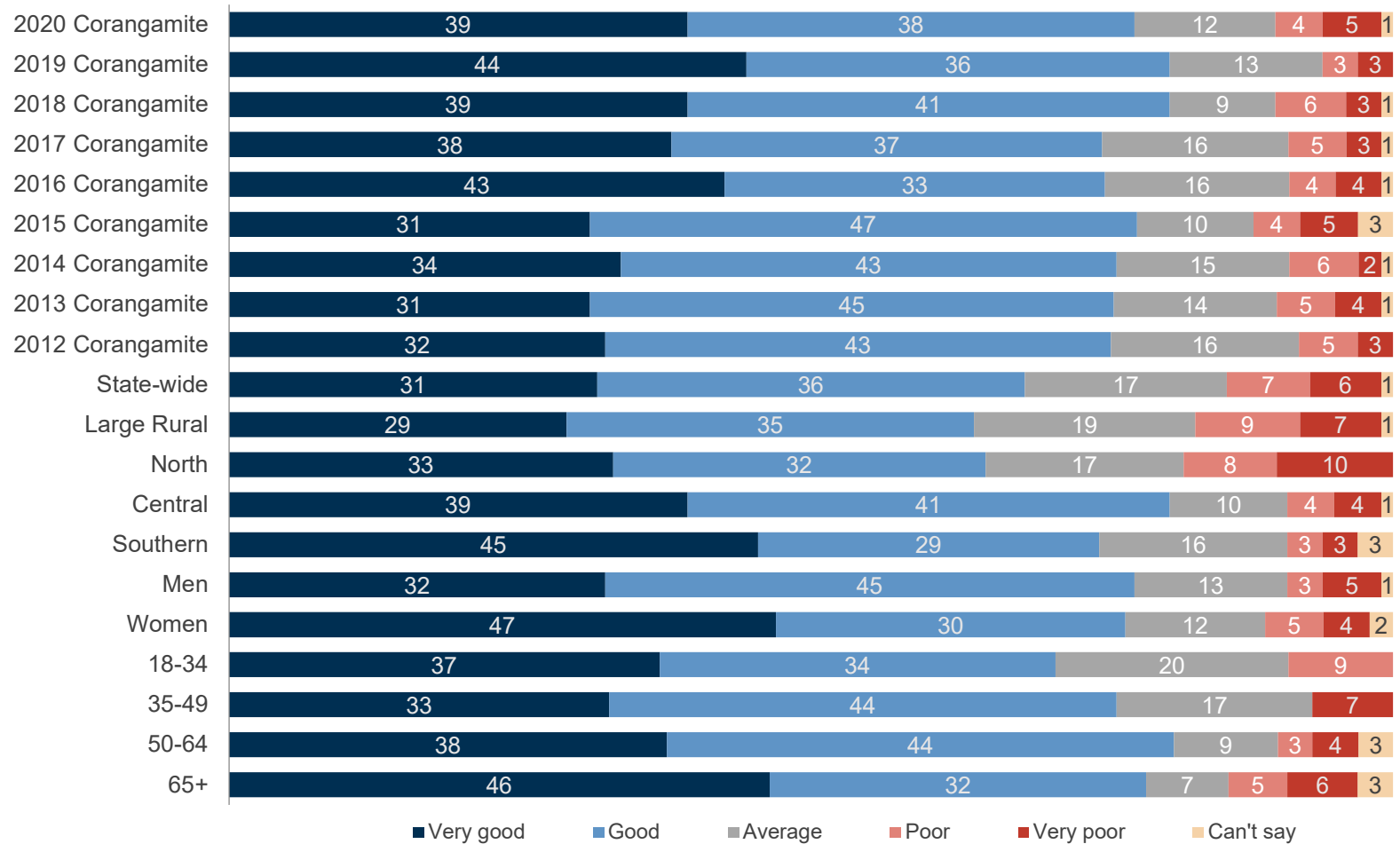
Councils asked state-wide: 62 Councils asked group: 17

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



Customer service rating

2020 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.
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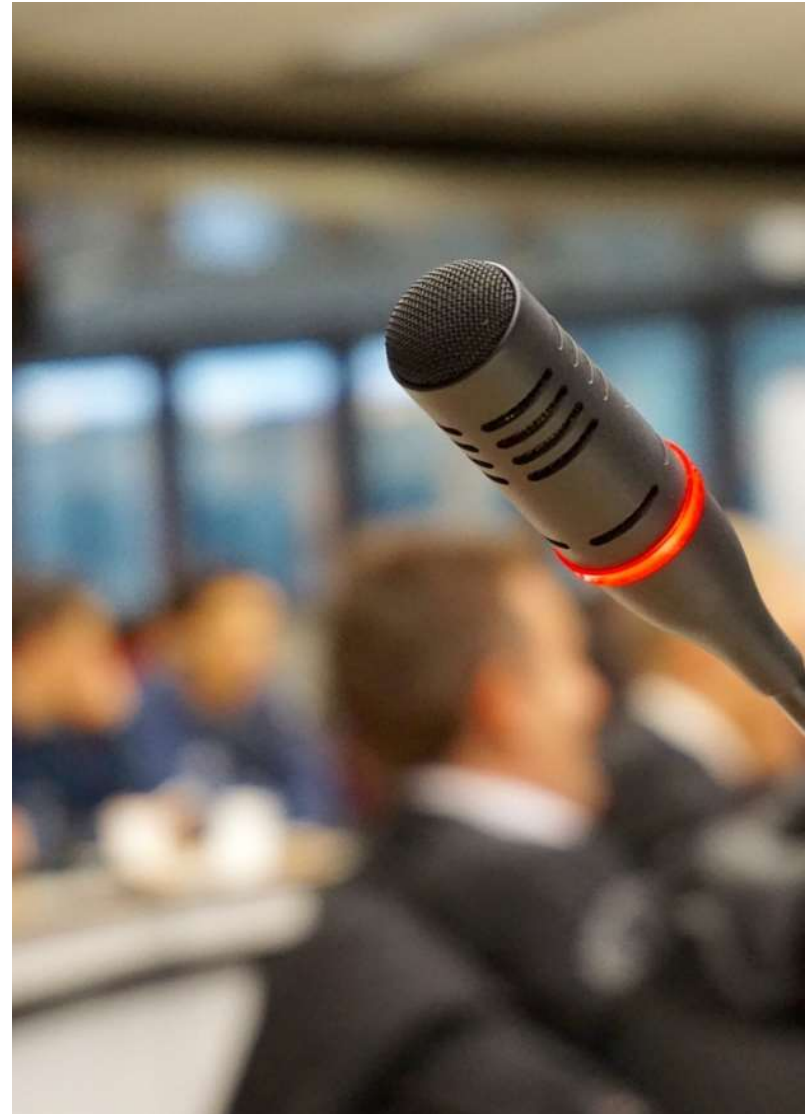
Communication



Communication

The preferred form of communication from Council remains newsletters sent via mail (31%), well ahead of newsletters sent via email (17%) and other options.

- Preferred form of communication among the under 50s continues to be social media (28%), followed by newsletters via mail (22%) or email (21%).
- Preferred form of communication among the over 50s is newsletters sent via mail (37%). Although eight points lower than 2019, preference for mailed newsletters remains much stronger than for their delivery as local paper inserts or via email.





Best form of communication

2020 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: 33 Councils asked group: 9



Best form of communication: under 50s

2020 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: 33 Councils asked group: 9



Best form of communication: over 50s

2020 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: 33 Councils asked group: 9



Council direction



Council direction

Perceptions of Council's overall direction are broadly in line with previous years and it outperforms both the Large Rural group and State-wide averages on this measure.

Two thirds of residents (67%) believe the direction of Council's overall performance has stayed the same over the last 12 months (down three points from 2019).

- 20% believe it has improved (down one point).
- 9% believe it has deteriorated (up two points).
- Most satisfied with the direction of Council performance are women.
- Least satisfied with the direction of Council performance are residents aged 18 to 34 years.

More than one in three residents (37%) continue to feel Council's overall performance has 'a lot' of room to improve. A further 53% think it could improve 'a little'.

Most residents continue to feel Council is generally heading in the right direction (81%), however slightly fewer this year feel it is 'definitely' heading the right way (26% down from 32%).





Overall council direction last 12 months

2020 overall direction (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	58	58	60	56	56	57	59	59	57
65+	57	62	61	59	58	57	61	63	59
Central	57	59	59	59	56	60	60	59	n/a
35-49	57	52	57	56	52	53	59	59	53
50-64	56	55	50	52	56	60	62	57	57
Corangamite	56	57	57	56	55	58	60	58	56
Southern	54	51	57	51	57	57	59	59	n/a
Men	53	56	54	56	55	59	61	57	54
North	53	53	53	52	50	54	62	50	n/a
18-34	51	57	60	53	55	65	57	50	55
State-wide	51▼	53	52	53	51	53	53	53	52
Large Rural	50▼	51	52	52	48	51	n/a	n/a	n/a

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

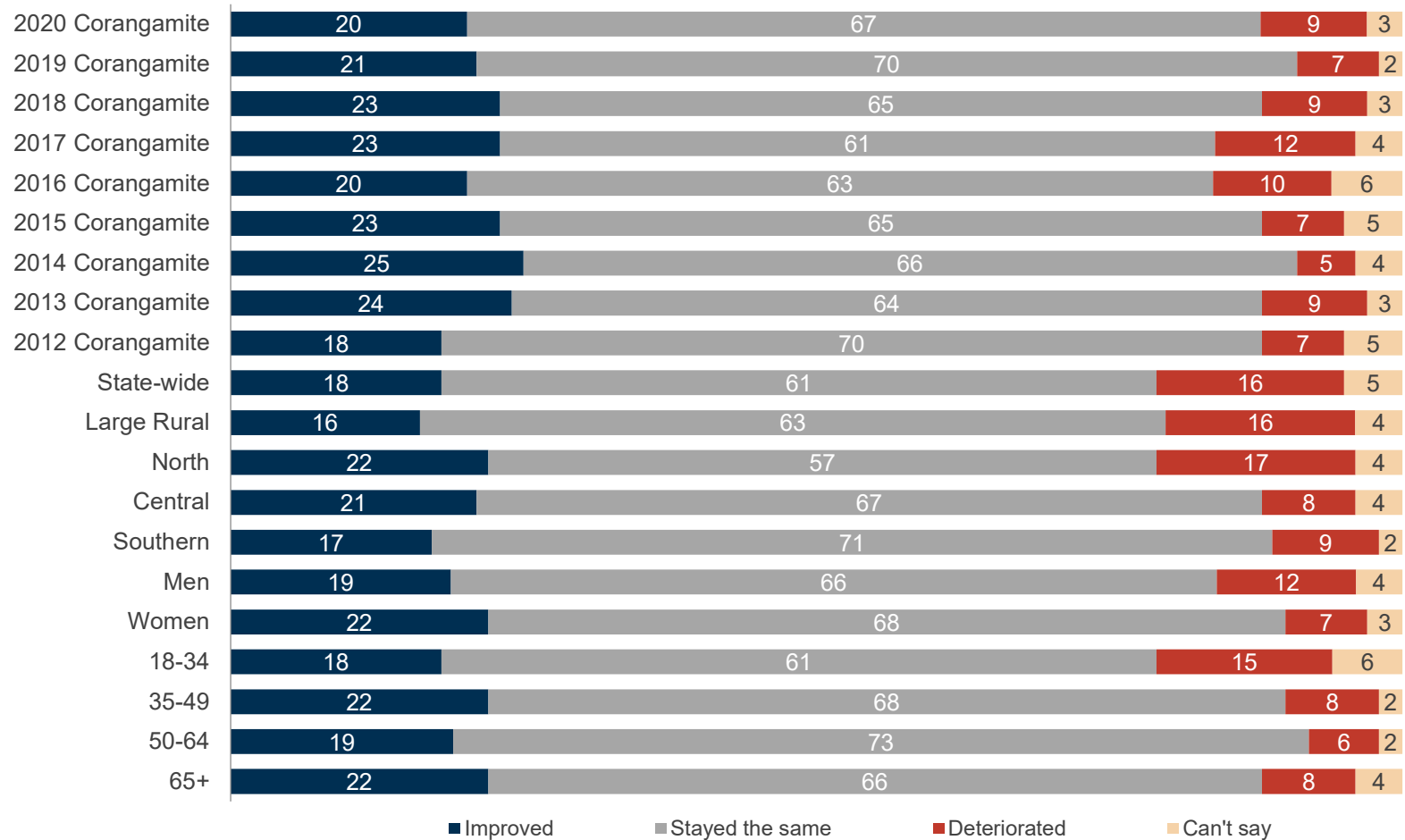
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



Overall council direction last 12 months

2020 overall council direction (%)

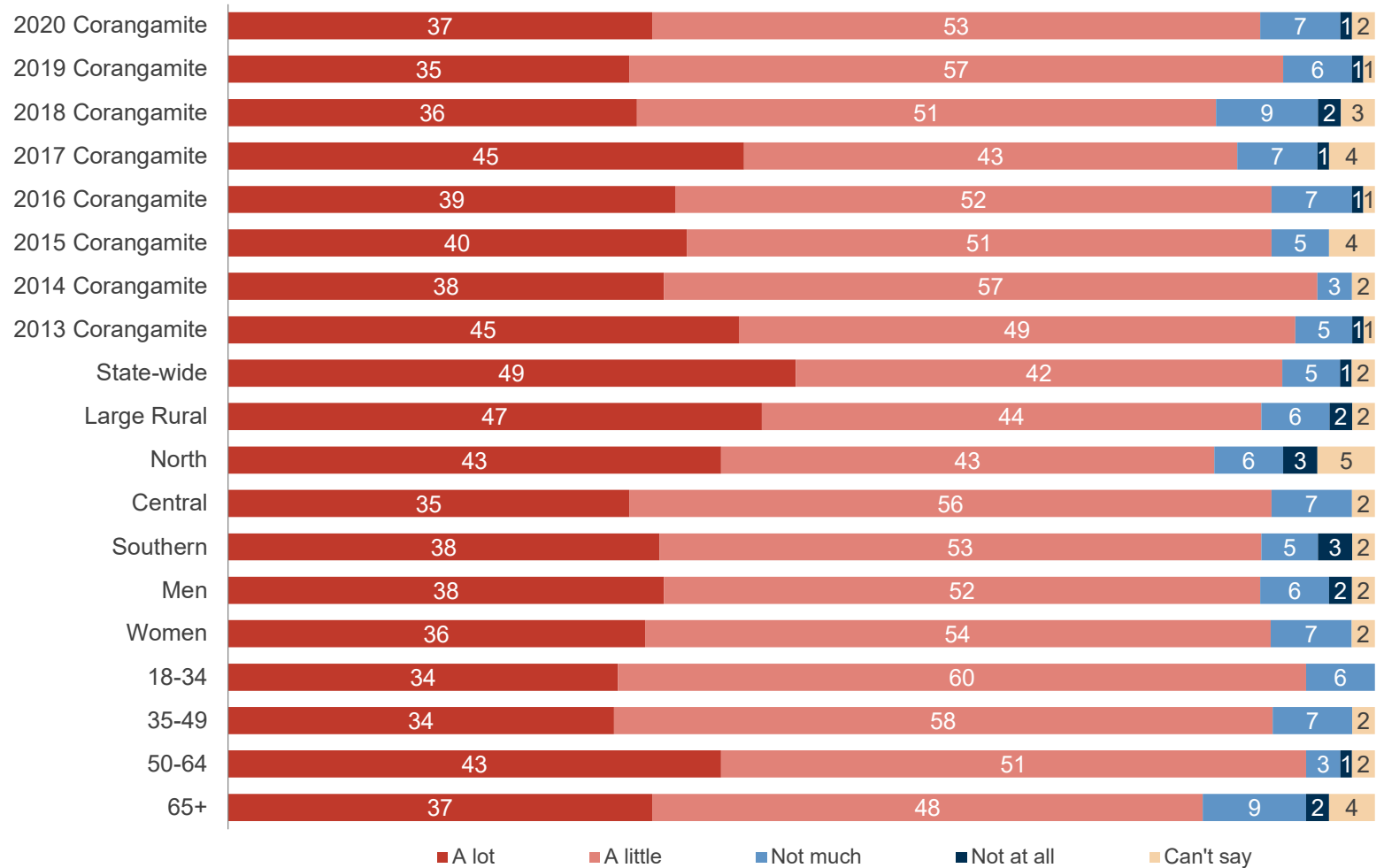


Q6. Over the last 12 months, what is your view of the direction of Corangamite Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



Room for improvement in services

2020 room for improvement in services (%)



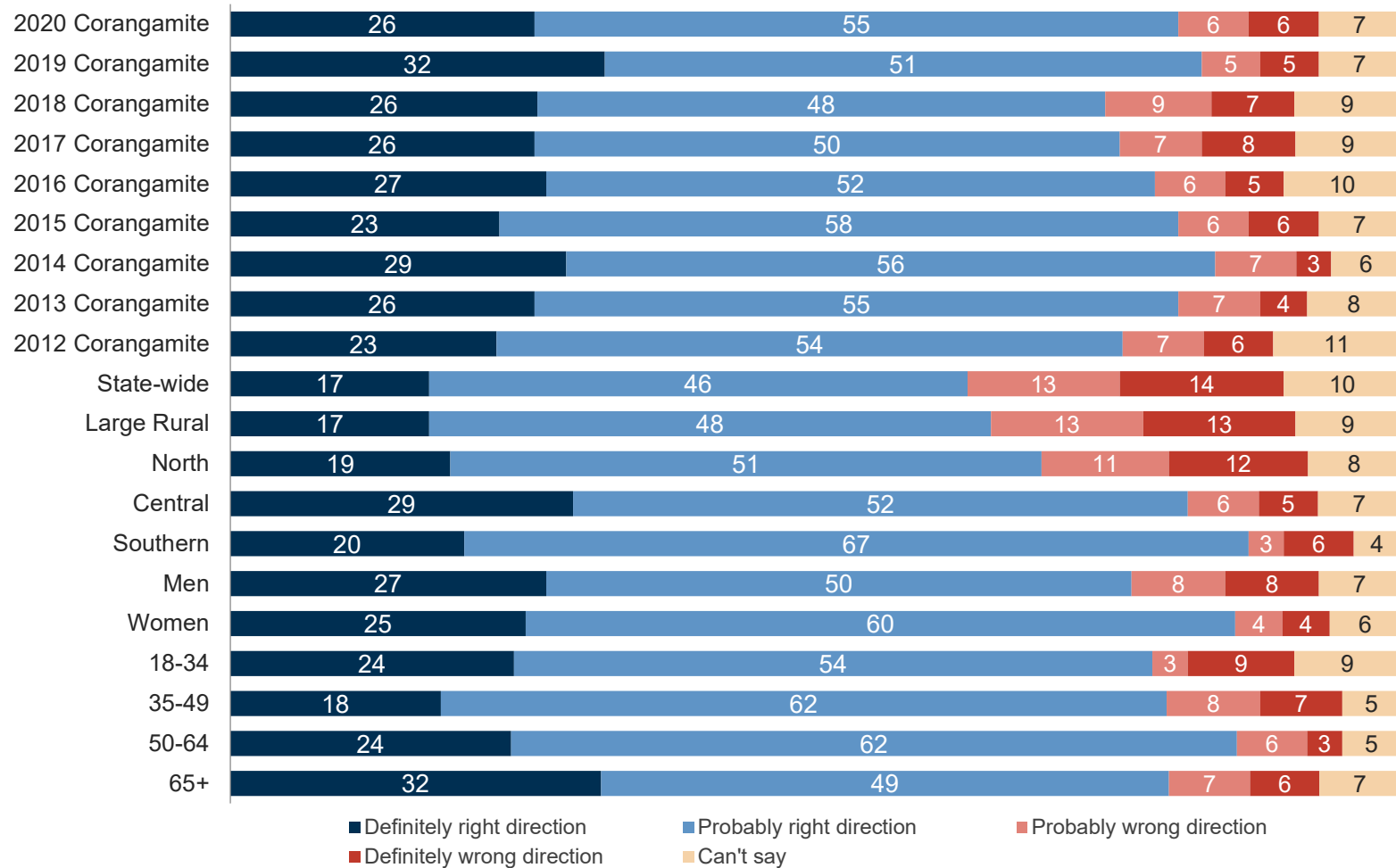
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Corangamite Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 4 Councils asked group: 2



Right / wrong direction

2020 right / wrong 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: 10 Councils asked group: 3



Individual service areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	67	69	67	61	65	68	67	69	63
50-64	66	62	59	57	62	63	64	65	63
Central	65	71	67	62	64	68	65	67	n/a
65+	65	71	67	62	66	66	72	68	70
35-49	65	70	65	60	58	66	62	69	59
Corangamite	64	68	64	60	62	67	65	67	65
Southern	64	61	62	56	59	64	65	65	n/a
North	62	65	59	62	62	68	69	67	n/a
Men	62	67	62	59	59	65	64	65	66
18-34	62	70	66	60	62	73	63	64	69
State-wide	55▼	56	55	55	54	56	57	57	57
Large Rural	54▼	54	54	52	52	54	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

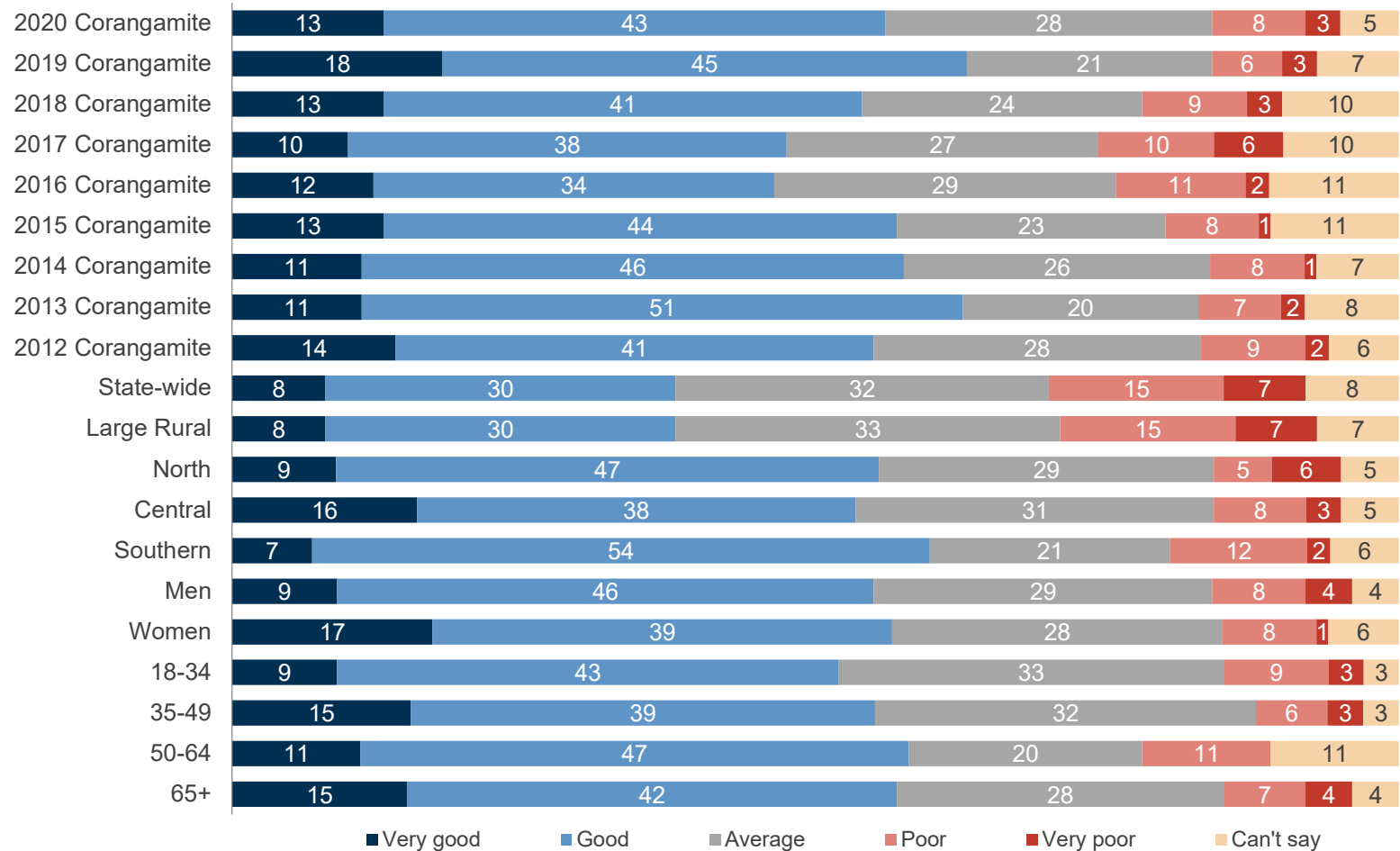
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	65	66	65	61	58	63	62	63	60
50-64	65	61	60	59	57	59	60	61	61
Central	64	67	68	61	59	66	62	64	n/a
65+	63	69	68	60	60	65	65	66	64
Corangamite	62	64	64	59	57	63	61	63	61
35-49	62	64	60	58	57	60	61	64	56
North	59	58	59	58	59	61	58	58	n/a
18-34	59	63	68	58	54	69	56	59	64
Men	59	62	64	57	57	63	60	62	61
Southern	59	59	60	55	52	56	58	63	n/a
State-wide	53▼	54	54	54	53	55	56	55	55
Large Rural	53▼	52	52	51	50	53	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

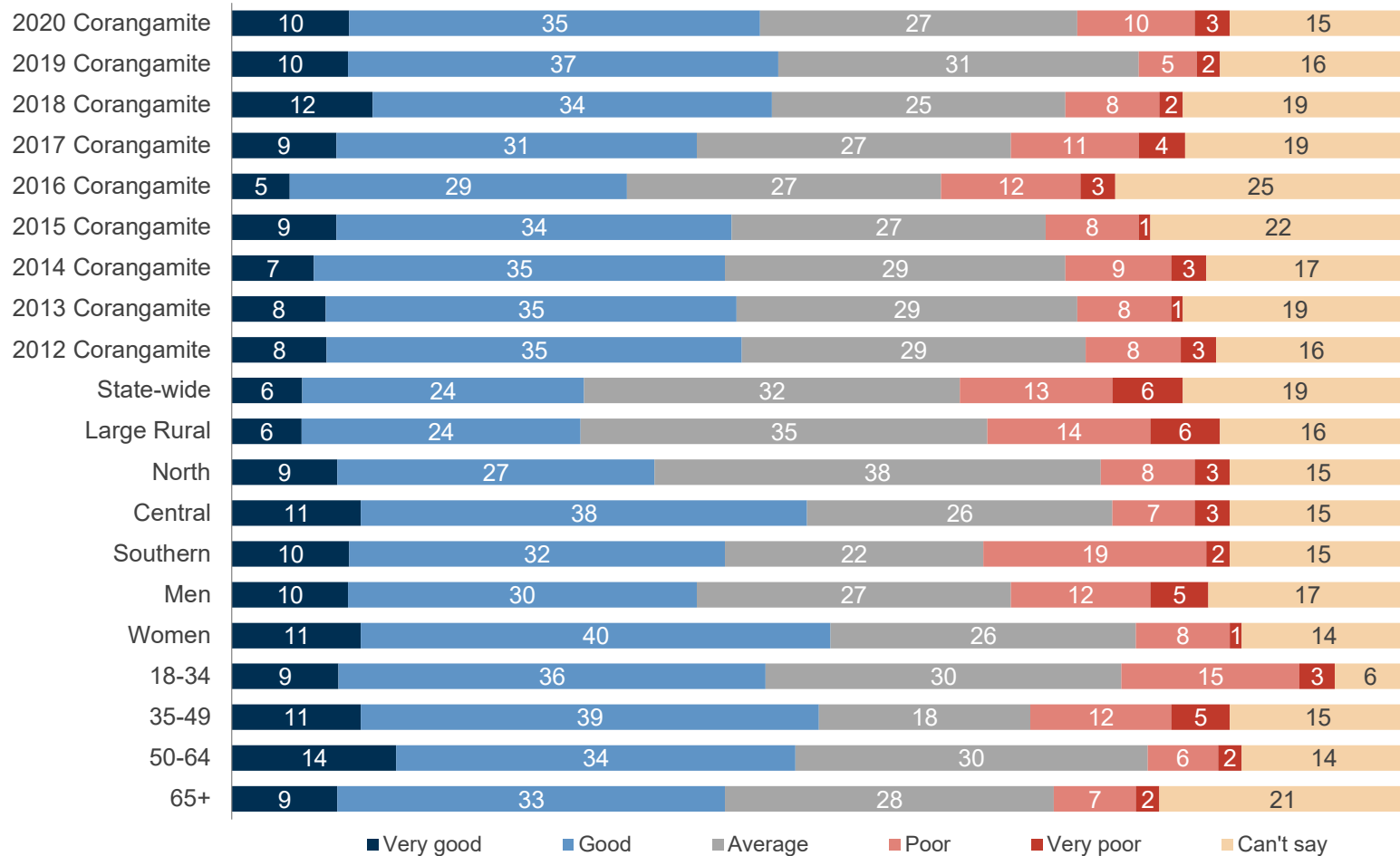
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	66	67	69	65	64	65	68	n/a	n/a
Central	65	68	67	64	63	66	64	n/a	n/a
Women	65	67	63	63	64	66	65	n/a	n/a
Southern	64	59	61	52	59	62	64	n/a	n/a
50-64	63	61	59	61	58	57	63	n/a	n/a
Corangamite	63	65	64	61	61	64	64	n/a	n/a
Men	62	64	65	59	59	62	63	n/a	n/a
35-49	61	67	63	61	57	65	60	n/a	n/a
18-34	60	67	64	53	66	72	64	n/a	n/a
North	54▼	60	61	62	58	60	64	n/a	n/a
State-wide	53▼	55	54	54	54	55	57	n/a	n/a
Large Rural	52▼	52	52	51	50	52	n/a	n/a	n/a

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

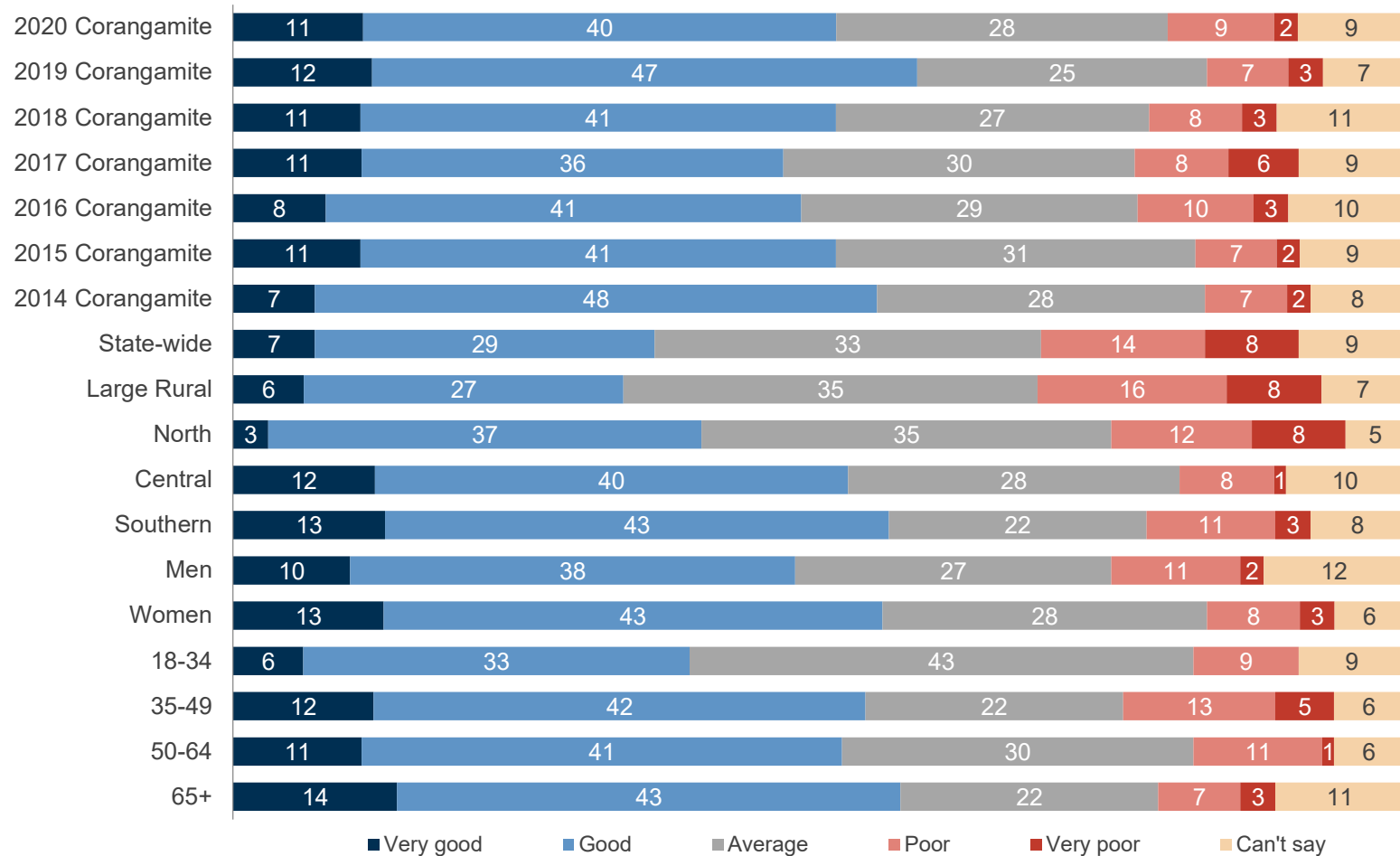
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54▲	56	53	53	54	55	55	n/a	n/a
Large Rural	47▲	47	45	43	44	45	n/a	n/a	n/a
65+	45	49	46	43	43	45	44	n/a	n/a
Central	43	46	37	37	39	44	40	n/a	n/a
Men	41	43	36	36	38	37	39	n/a	n/a
Corangamite	41	44	37	37	36	38	38	n/a	n/a
18-34	40	43	32	33	42	39	40	n/a	n/a
50-64	40	41	35	33	32	33	34	n/a	n/a
Women	40	45	38	37	34	39	38	n/a	n/a
North	40	43	39	38	26	28	32	n/a	n/a
Southern	34▼	36	35	35	35	30	37	n/a	n/a
35-49	34▼	41	31	33	26	32	35	n/a	n/a

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

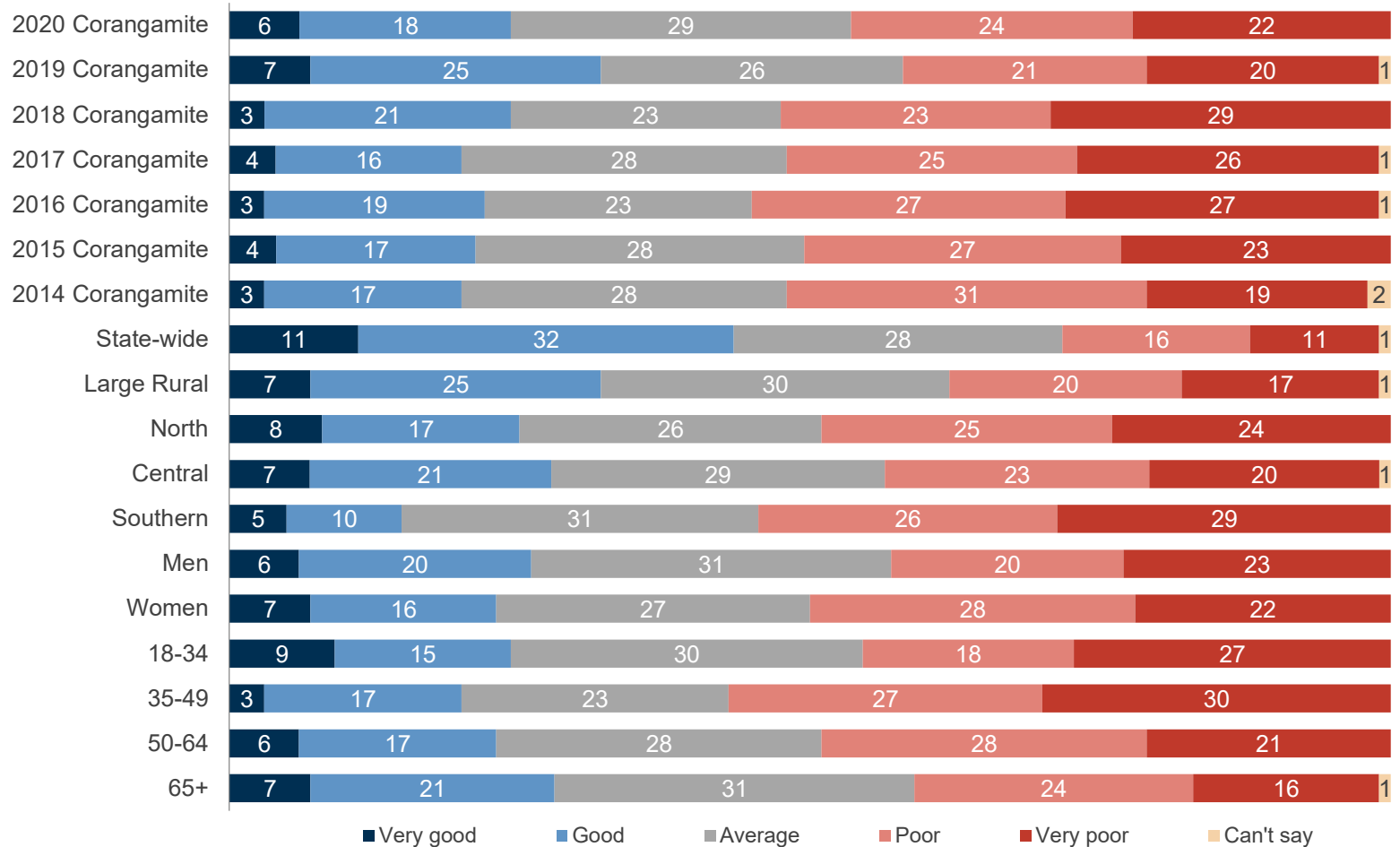
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

The condition of sealed local roads in your area performance



2020 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: 62 Councils asked group: 17



Informing the community performance



2020 informing community performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	71	73	70	68	70	70	70	71	69
50-64	70	66	65	66	66	68	70	70	65
Central	70	74	71	67	66	71	69	72	n/a
Women	70	72	72	68	67	70	70	70	67
Corangamite	69	71	69	67	67	69	70	69	66
Men	68	71	67	66	67	69	70	68	65
35-49	68	74	75	68	63	70	71	69	62
Southern	67	67	69	63	67	64	71	65	n/a
North	67	66	66	72	68	74	70	65	n/a
18-34	64	72	67	66	68	69	68	67	69
Large Rural	59▼	61	59	60	56	59	n/a	n/a	n/a
State-wide	59▼	60	59	59	59	61	62	61	60

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

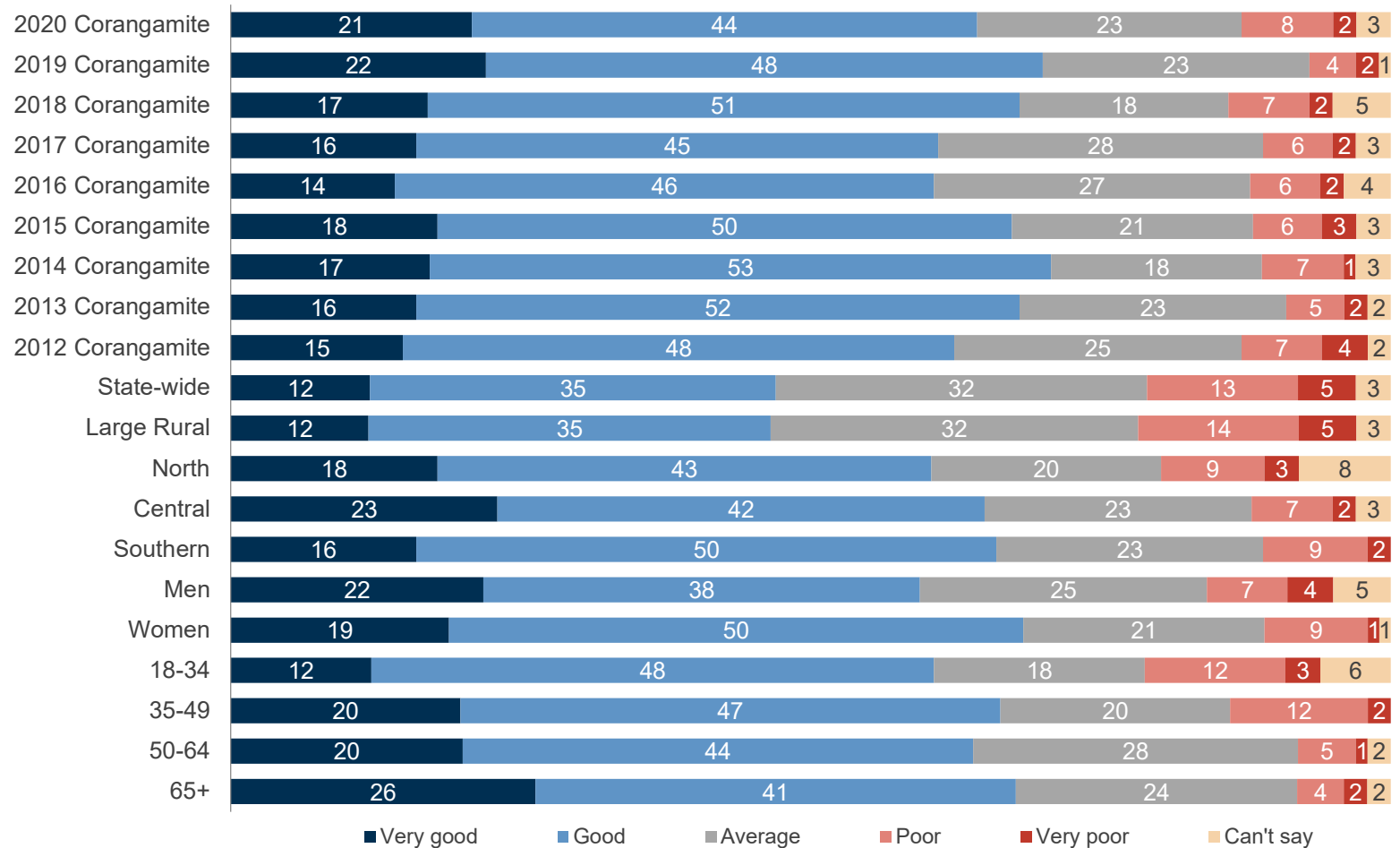
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	63	61	58	55	58	62	59	60	60
Women	61	62	62	57	58	64	60	58	56
North	60	53	60	59	50	65	56	51	n/a
18-34	60	63	66	55	59	70	63	53	66
Southern	60	65	61	52	60	63	61	54	n/a
65+	60	63	64	62	61	63	61	62	57
Corangamite	59	62	62	57	60	65	62	58	60
Central	59	64	63	58	62	66	63	61	n/a
State-wide	58	59	58	57	57	58	58	58	57
Men	58	62	62	57	61	65	64	58	63
35-49	54	62	61	52	60	64	64	57	57
Large Rural	54▼	55	54	53	53	54	n/a	n/a	n/a

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

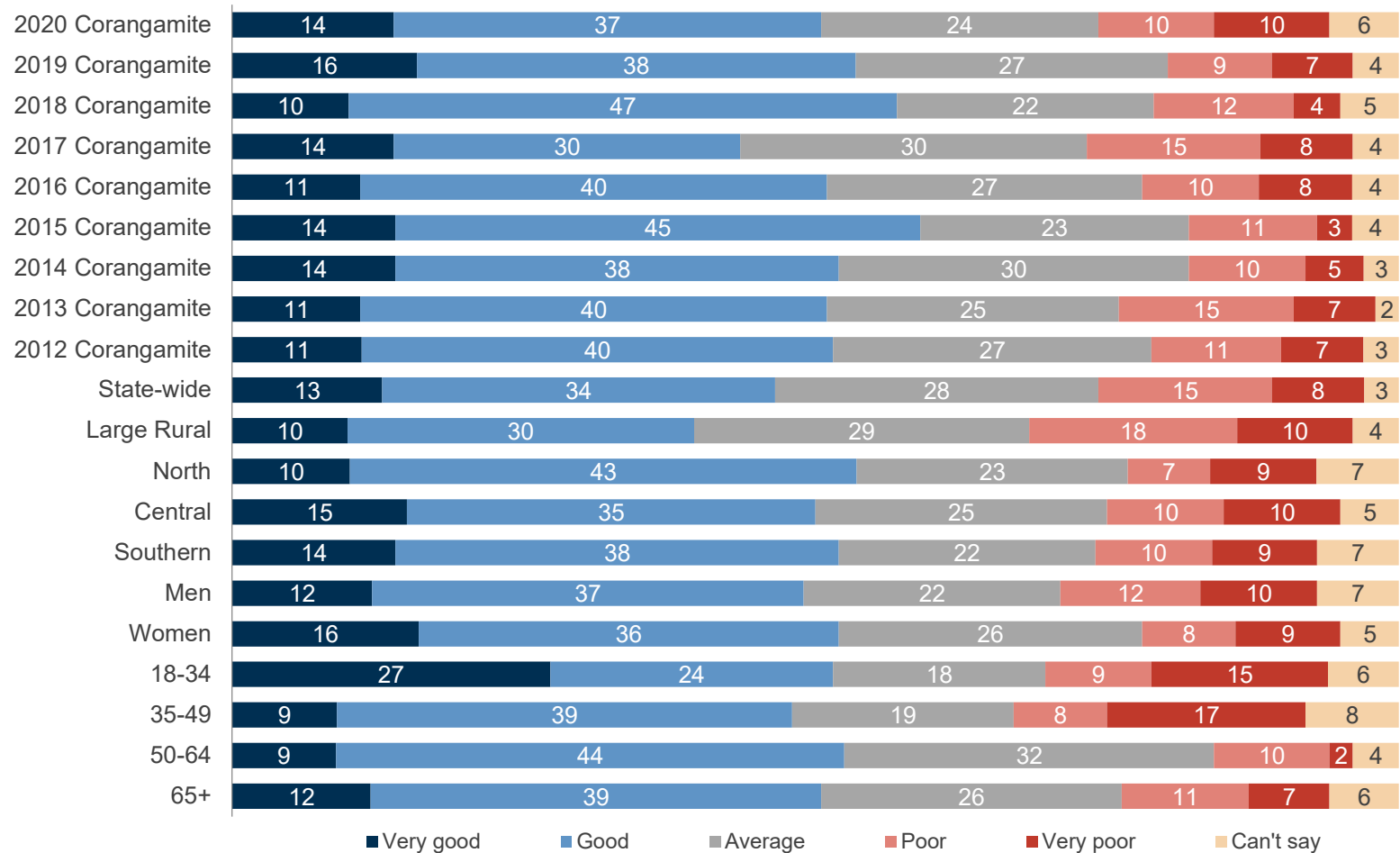
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

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

The condition of local streets and footpaths in your area performance



2020 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: 35 Councils asked group: 10



Enforcement of local laws performance



2020 law enforcement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	72▲	69	71	66	72	69	68	65	75
North	71	68	62	70	73	64	70	64	n/a
Women	68	72	67	66	67	69	67	67	68
Central	67	69	67	65	68	68	68	68	n/a
Corangamite	66	69	66	66	68	66	68	68	67
65+	66	72	65	63	66	65	69	69	68
Men	64	66	64	65	68	64	68	68	67
35-49	64	72	64	73	69	66	64	70	66
Large Rural	64	64	64	63	63	65	n/a	n/a	n/a
State-wide	63▼	64	64	64	63	66	66	65	65
50-64	62	63	63	61	65	66	69	66	62
Southern	60▼	67	65	64	64	64	66	69	n/a

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

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

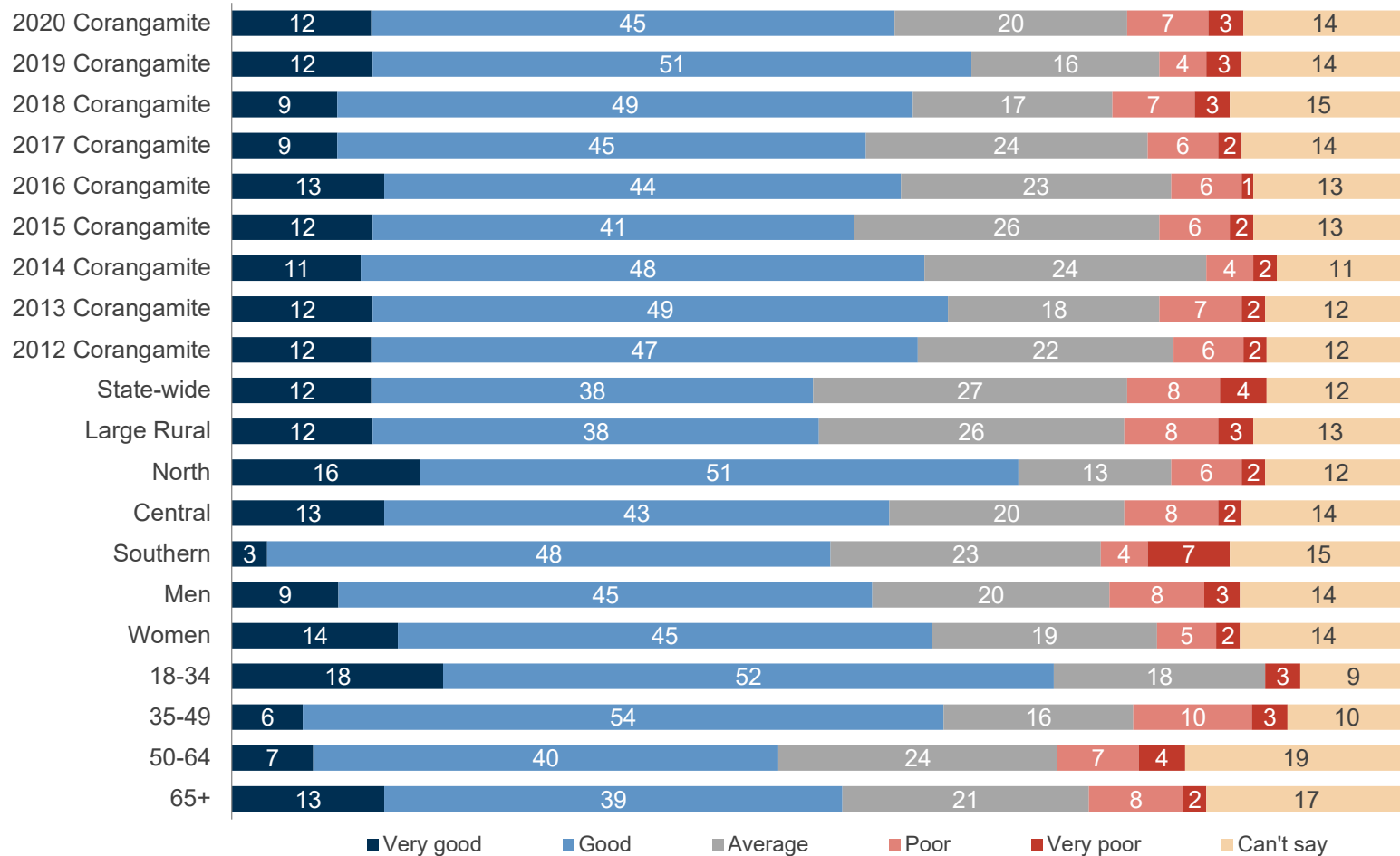
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8



Family support services performance



2020 family support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	77▲	77	72	74	72	77	80	79	79
Central	73	73	72	71	72	73	73	74	n/a
Women	72	72	71	75	70	73	73	77	70
Corangamite	72	73	70	72	69	71	75	74	72
Southern	71	73	72	74	63	69	77	75	n/a
50-64	71	70	69	68	65	67	73	74	71
Men	71	73	69	68	68	69	76	71	75
18-34	67▼	70	65	70	75	69	75	68	70
North	66▼	73	62	70	66	72	77	69	n/a
35-49	66▼	73	72	72	65	71	70	74	69
State-wide	66▼	67	66	67	66	67	68	67	67
Large Rural	64▼	65	65	65	64	67	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

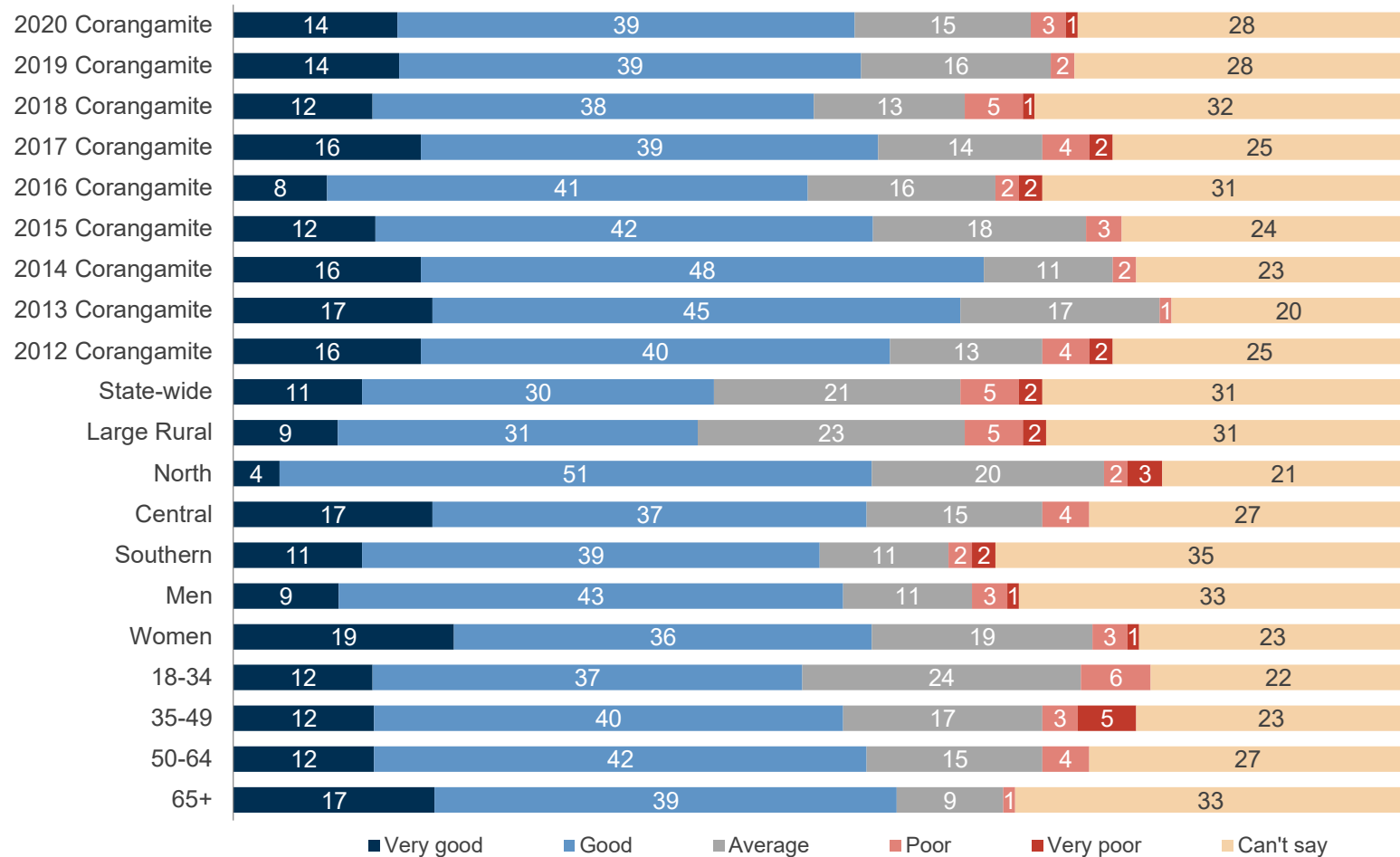
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 family support performance (%)





Elderly support services performance



2020 elderly support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	80▲	78	79	76	77	82	82	81	81
Women	78	74	76	77	75	78	78	80	75
Southern	78	78	74	71	71	76	78	79	n/a
Central	77	73	75	75	76	80	78	77	n/a
Corangamite	76	73	74	74	73	78	78	78	74
50-64	75	74	72	74	71	76	76	77	74
Men	74	73	72	72	72	78	77	76	72
18-34	74	68	70	78	75	75	73	78	69
35-49	72	69	73	68	69	78	77	75	69
North	72	68	71	75	68	77	75	79	n/a
State-wide	68▼	68	68	68	68	69	70	69	69
Large Rural	67▼	67	67	67	66	69	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

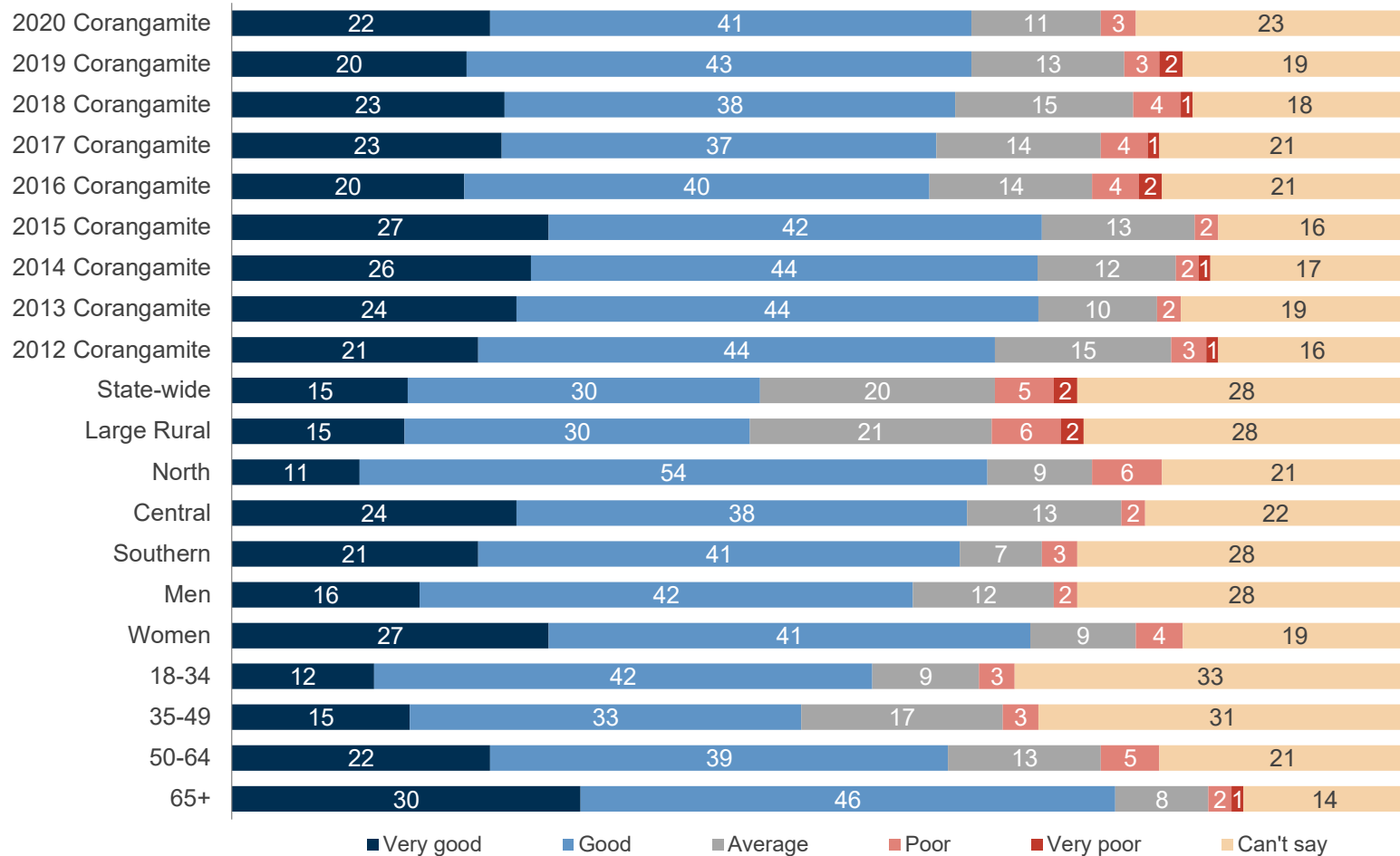
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



Disadvantaged support services performance



2020 disadvantaged support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	73	67	70	68	73	77	n/a	n/a
Women	67	68	64	68	63	66	70	n/a	n/a
Central	66	70	66	69	65	69	72	n/a	n/a
Corangamite	66	68	63	67	63	67	72	n/a	n/a
Men	65	67	62	66	63	68	74	n/a	n/a
35-49	64	67	64	65	59	67	69	n/a	n/a
North	64	60	59	58	56	66	72	n/a	n/a
Southern	64	68	61	64	60	62	71	n/a	n/a
50-64	61	65	61	66	62	66	70	n/a	n/a
Large Rural	61▼	61	61	61	61	62	n/a	n/a	n/a
State-wide	60▼	62	61	61	61	62	64	62	63
18-34	60▼	65	61	65	61	58	70	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4

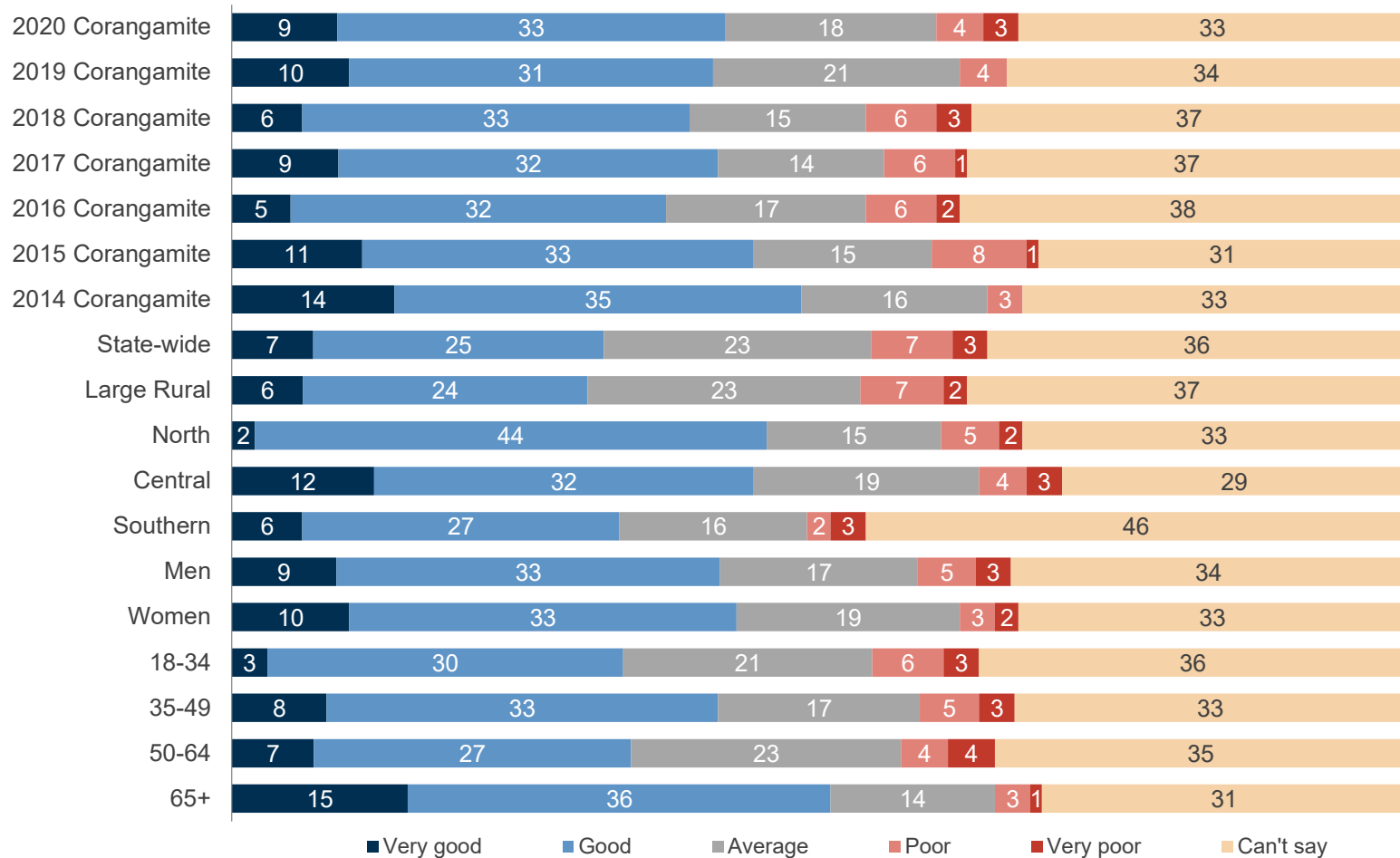
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2020 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4



Recreational facilities performance



2020 recreational facilities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	77▲	78	78	77	78	79	81	78	80
50-64	76	73	71	72	72	74	77	75	74
Women	75	76	73	74	76	78	77	77	75
Central	74	75	72	74	74	76	78	74	n/a
Southern	74	77	74	72	74	75	78	75	n/a
Corangamite	73	75	72	73	74	76	77	74	75
Men	71	75	71	72	72	75	77	71	75
State-wide	70▼	70	69	70	69	70	71	70	70
35-49	69	76	72	71	71	76	76	72	71
Large Rural	67▼	68	66	66	65	66	n/a	n/a	n/a
18-34	67▼	74	65	71	76	74	75	69	75
North	66▼	74	70	71	75	78	75	71	n/a

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

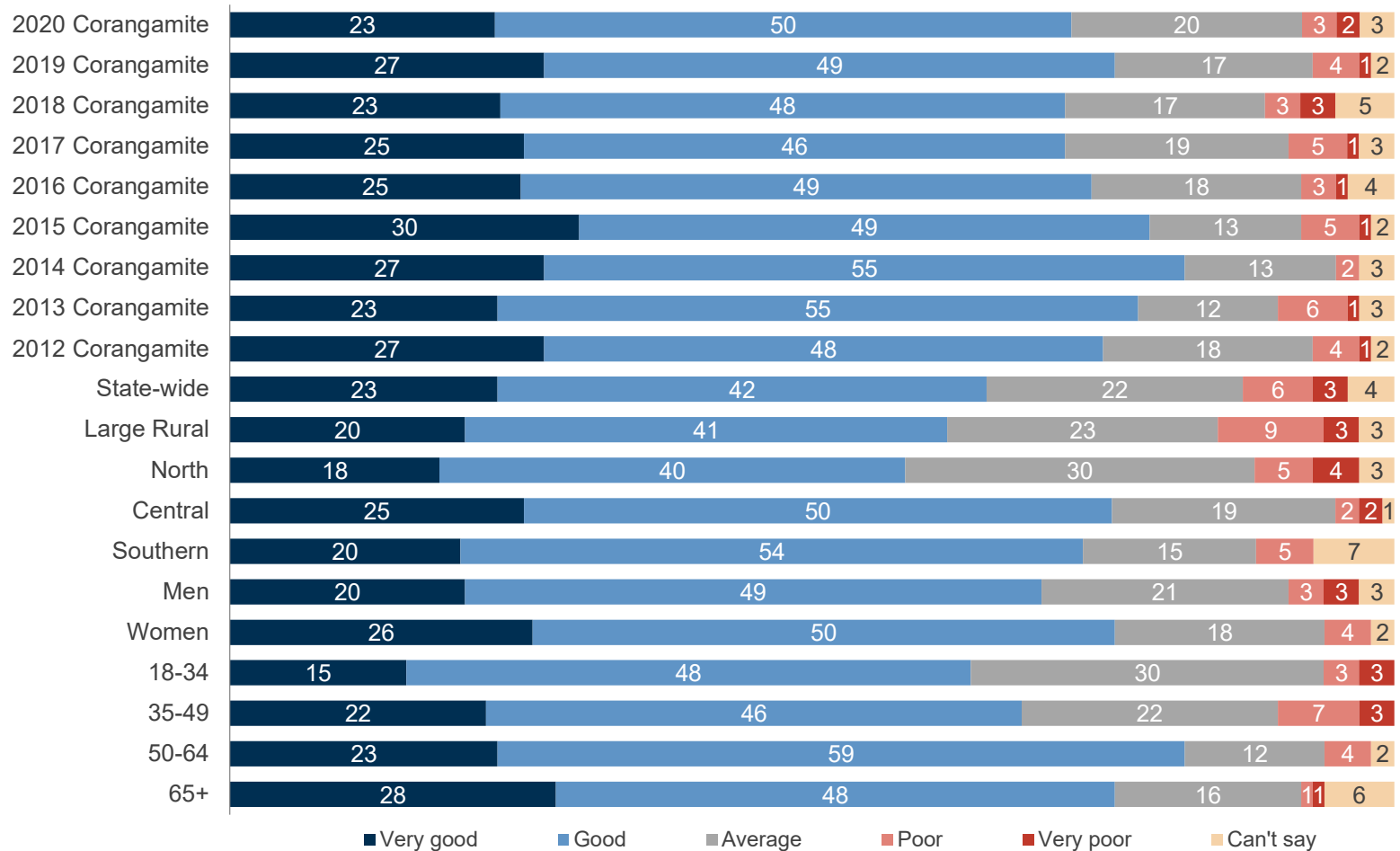
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)





The appearance of public areas performance



2020 public areas performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	80▲	80	79	75	74	79	76	75	75
Southern	78	78	81	75	75	77	78	77	n/a
50-64	77	77	75	78	76	74	78	76	74
Central	77	79	78	78	75	79	76	75	n/a
65+	76	76	78	77	74	78	77	75	77
Men	76	78	78	76	75	76	78	75	75
Corangamite	76	78	79	77	75	78	76	75	75
Women	76	79	80	78	76	81	75	75	75
35-49	72	81	83	78	77	81	75	75	74
North	72	74	76	76	76	81	77	74	n/a
State-wide	72▼	72	71	71	71	72	72	71	71
Large Rural	71▼	70	69	69	69	69	n/a	n/a	n/a

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

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

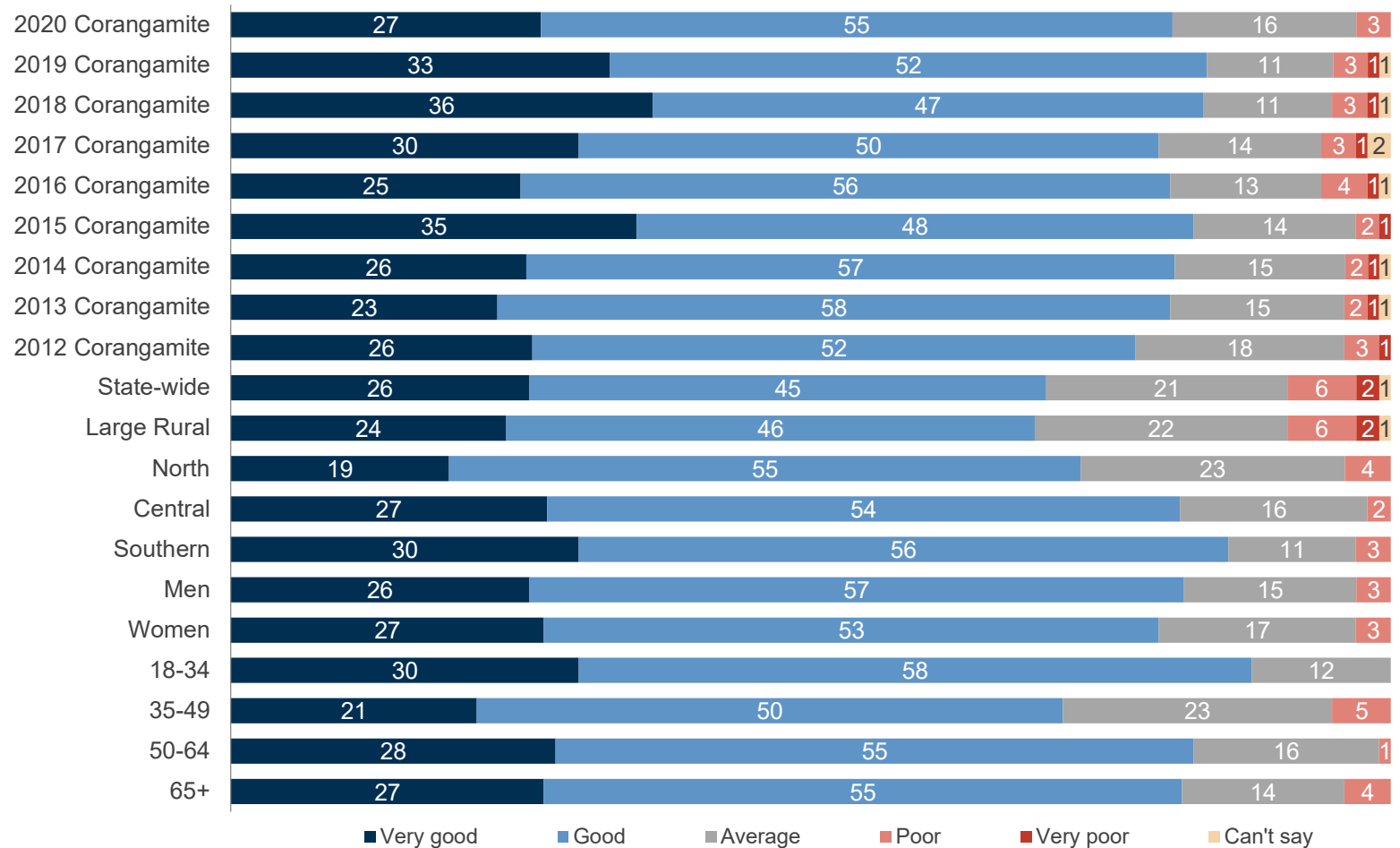
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 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: 38 Councils asked group: 8



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	77▲	76	77	72	74	77	77	n/a	n/a
State-wide	74	74	74	73	72	73	75	73	73
Women	73	73	74	72	72	74	73	n/a	n/a
50-64	73	68	68	70	67	70	72	n/a	n/a
Central	73	74	74	72	69	72	72	n/a	n/a
Large Rural	72	73	71	70	70	73	n/a	n/a	n/a
Corangamite	72	73	73	71	70	73	73	n/a	n/a
Southern	72	75	74	74	71	75	79	n/a	n/a
Men	71	72	71	70	67	72	74	n/a	n/a
North	71	66	67	63	68	71	71	n/a	n/a
18-34	68	70	74	69	66	67	72	n/a	n/a
35-49	67▼	76	71	73	69	76	73	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

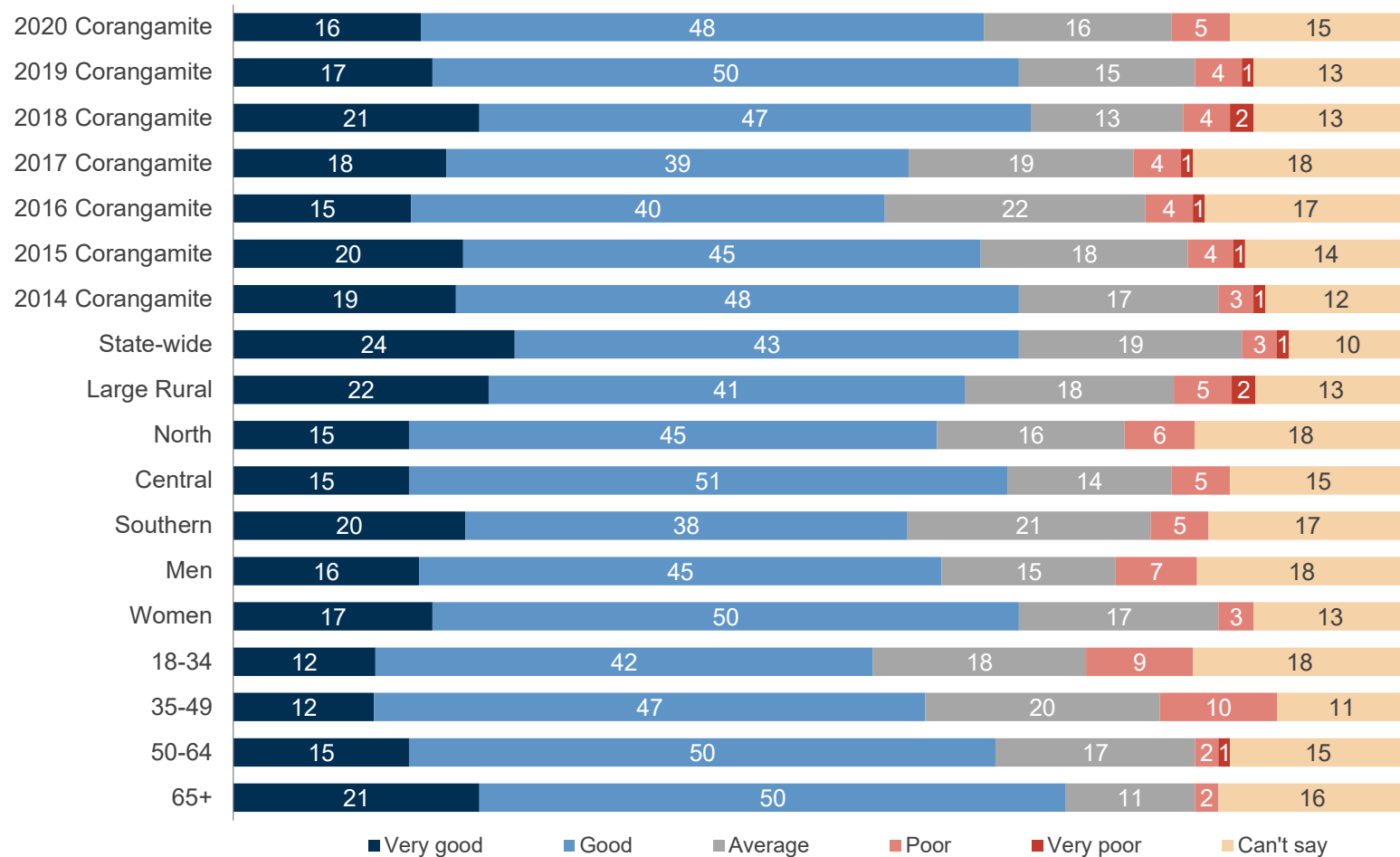
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5



Community and cultural activities performance



2020 community and cultural activities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	73	74	71	68	71	72	77	76	71
Women	73	70	67	69	70	71	72	75	69
50-64	72	69	67	67	69	69	71	73	70
Central	72	71	69	70	69	72	72	74	n/a
Corangamite	70	70	68	68	69	71	72	73	68
35-49	69	69	70	69	68	74	70	76	67
State-wide	68	69	69	69	69	69	70	69	68
Men	67	70	68	67	68	71	72	71	68
Large Rural	67▼	67	67	69	67	69	n/a	n/a	n/a
North	66	68	64	65	71	62	74	72	n/a
Southern	66	69	68	67	69	72	72	73	n/a
18-34	63▼	66	62	68	69	66	71	65	65

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

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

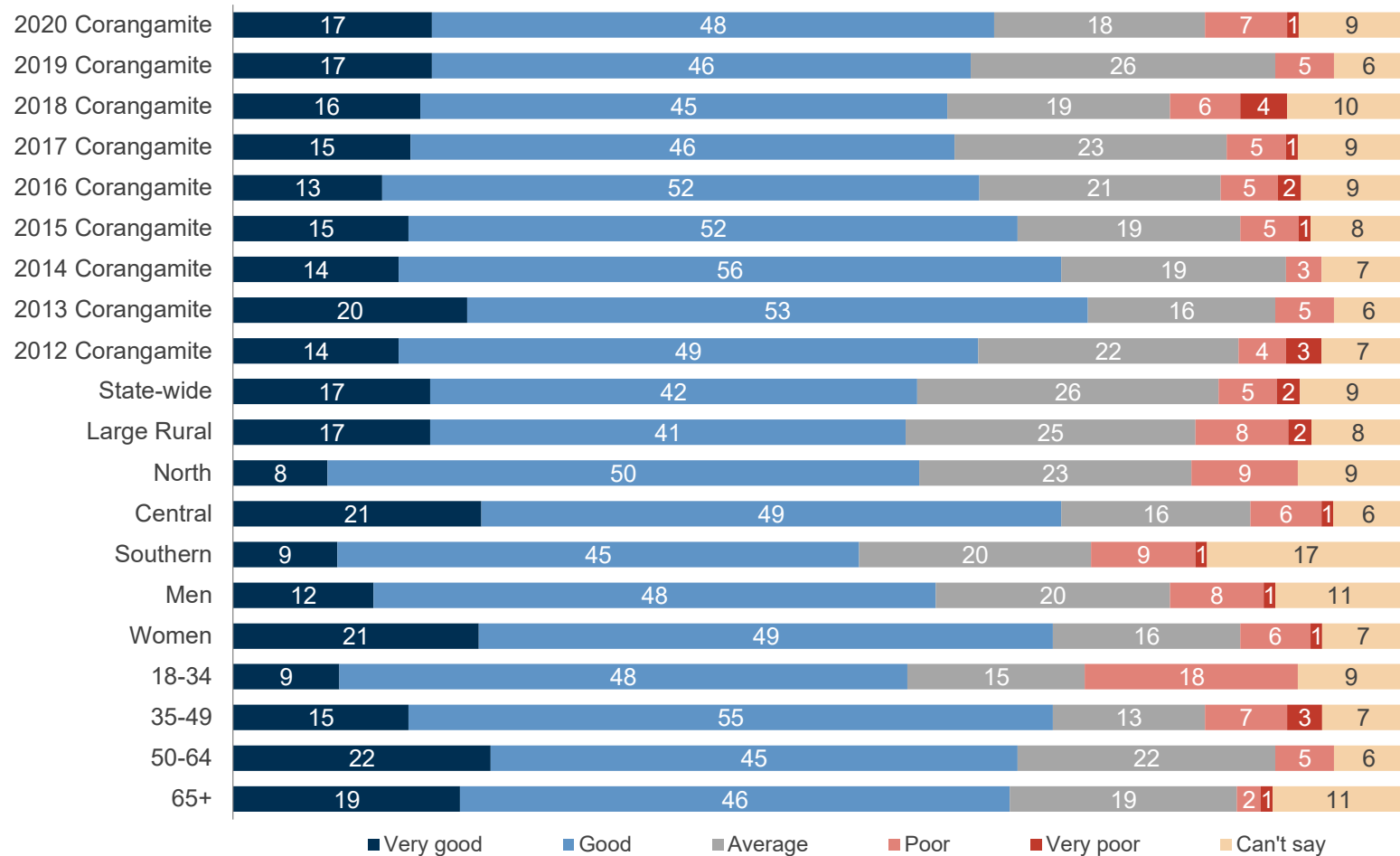
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2020 community and cultural activities performance (%)





Waste management performance



2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	75▲	73	74	76	74	76	79	78	81
50-64	70	63	66	66	64	70	69	73	69
Central	69	73	72	72	73	75	75	73	n/a
Men	67	69	69	70	66	72	71	70	70
Corangamite	67	69	69	71	69	72	72	70	71
Women	66	70	69	72	71	73	73	70	73
Southern	66	60	67	68	62	68	65	68	n/a
State-wide	65	68	70	71	70	72	73	71	72
18-34	63	70	72	69	68	72	67	63	75
Large Rural	62▼	64	67	68	66	68	n/a	n/a	n/a
North	55▼	63	65	67	65	68	69	62	n/a
35-49	54▼	71	63	69	67	71	72	66	61

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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

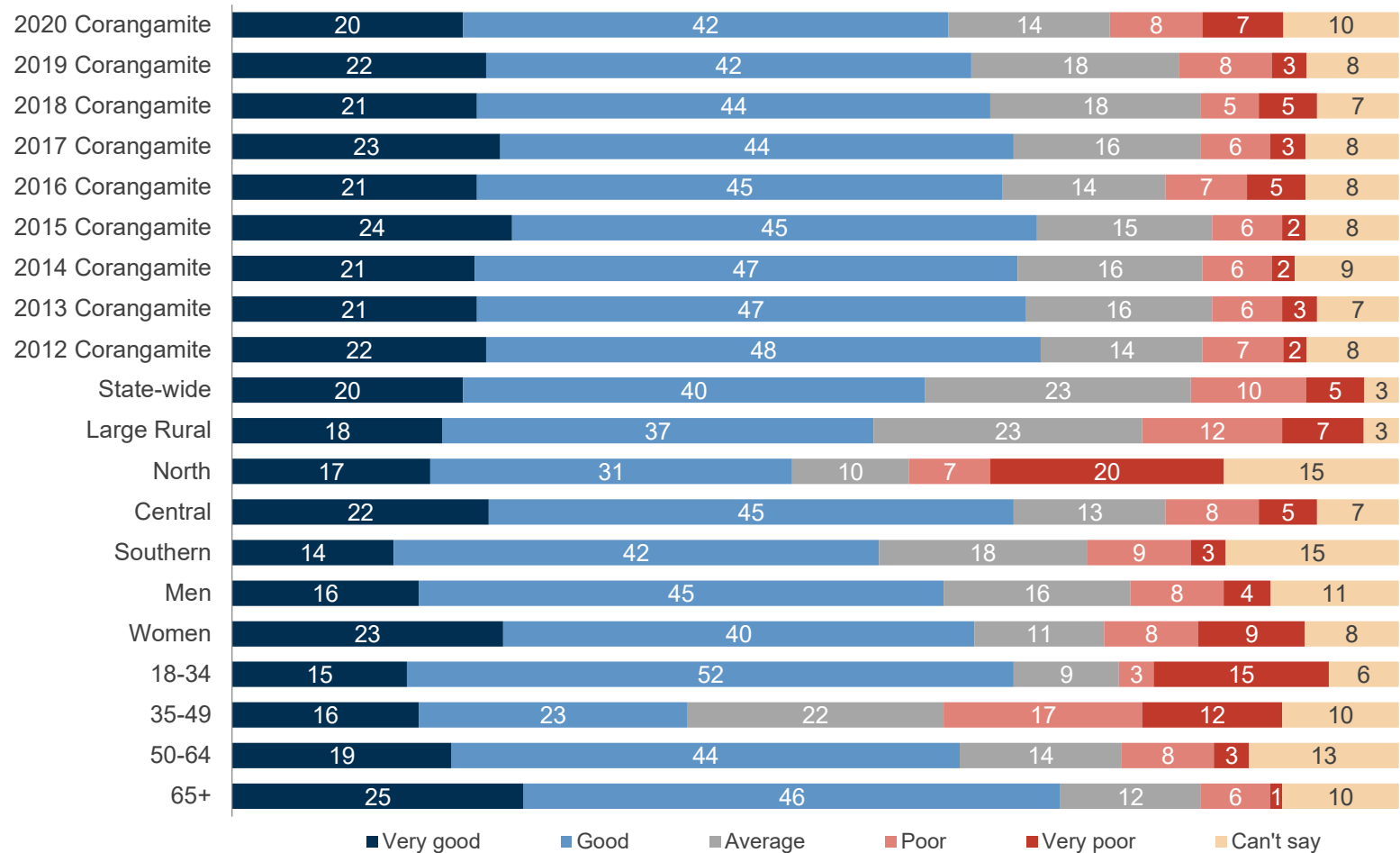
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9



Council's general town planning policy performance



2020 town planning performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	65	65	61	61	60	66	65	n/a	n/a
65+	65	66	67	62	63	63	67	n/a	n/a
Central	63	66	63	64	61	65	63	n/a	n/a
50-64	63	55	54	59	57	59	63	n/a	n/a
Corangamite	63	63	59	61	60	63	64	n/a	n/a
Southern	62	54	56	52	60	61	67	n/a	n/a
North	61	62	51	61	58	63	65	n/a	n/a
18-34	60	67	52	62	62	66	65	n/a	n/a
Men	60	62	57	61	61	61	63	n/a	n/a
35-49	59	64	59	58	60	65	61	n/a	n/a
Large Rural	54▼	55	54	54	51	53	n/a	n/a	n/a
State-wide	54▼	55	54	53	52	54	55	55	54

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

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

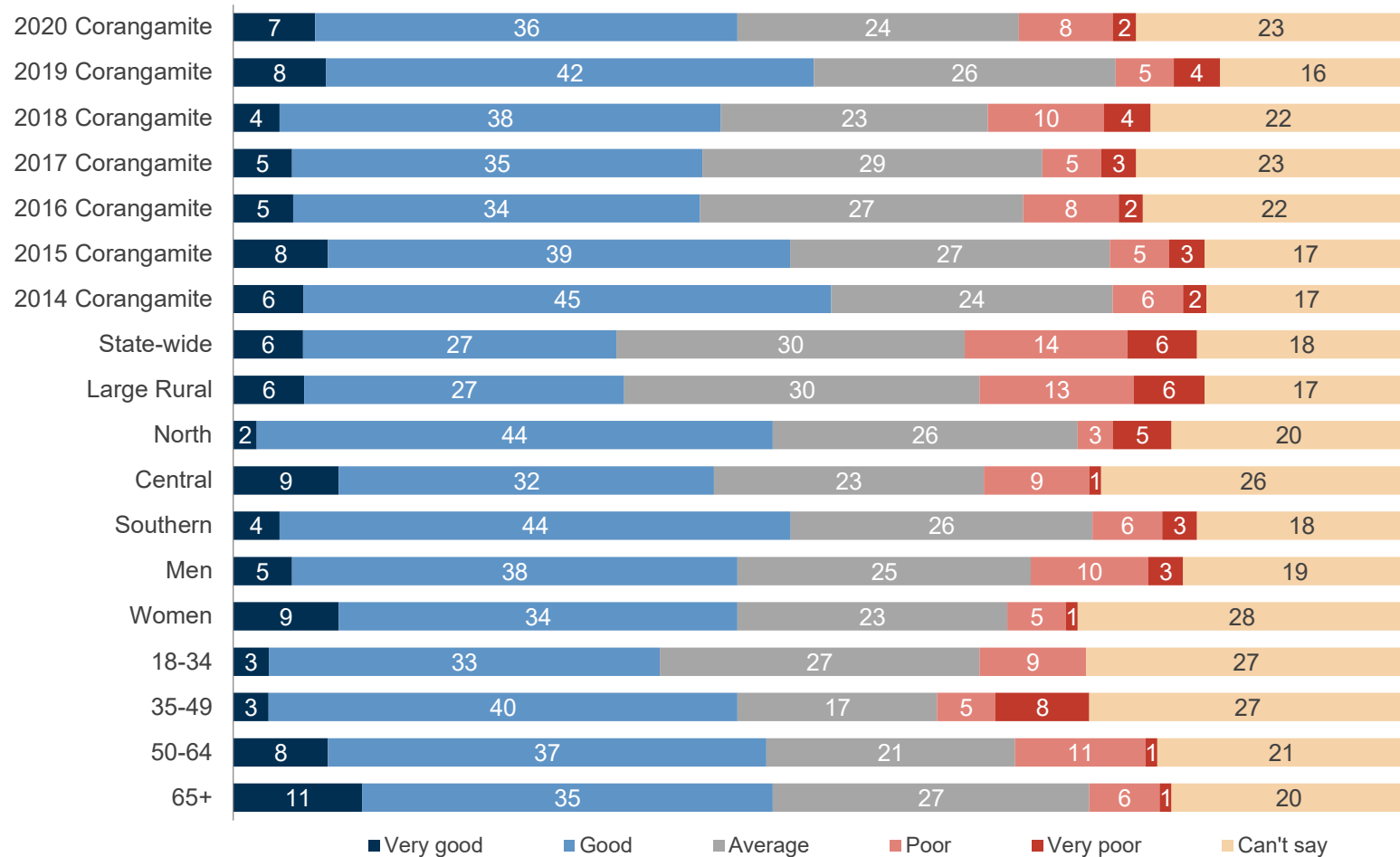
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2020 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6



Planning and building permits performance



2020 planning and building permits performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	64	52	57	60	55	52	56	56	51
Women	64	62	60	58	60	60	60	62	60
65+	63	64	58	59	59	57	61	54	58
Southern	62	53	58	50	57	55	55	58	n/a
Corangamite	61	59	58	58	59	57	56	58	57
North	61	50	49	57	52	59	54	53	n/a
35-49	61	62	66	60	62	58	52	61	54
Central	61	63	61	62	62	58	57	59	n/a
Men	59	57	57	59	59	55	53	54	53
18-34	56	60	53	54	61	62	56	59	62
State-wide	51▼	52	52	51	50	54	53	55	54
Large Rural	49▼	49	49	48	50	54	n/a	n/a	n/a

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: 7

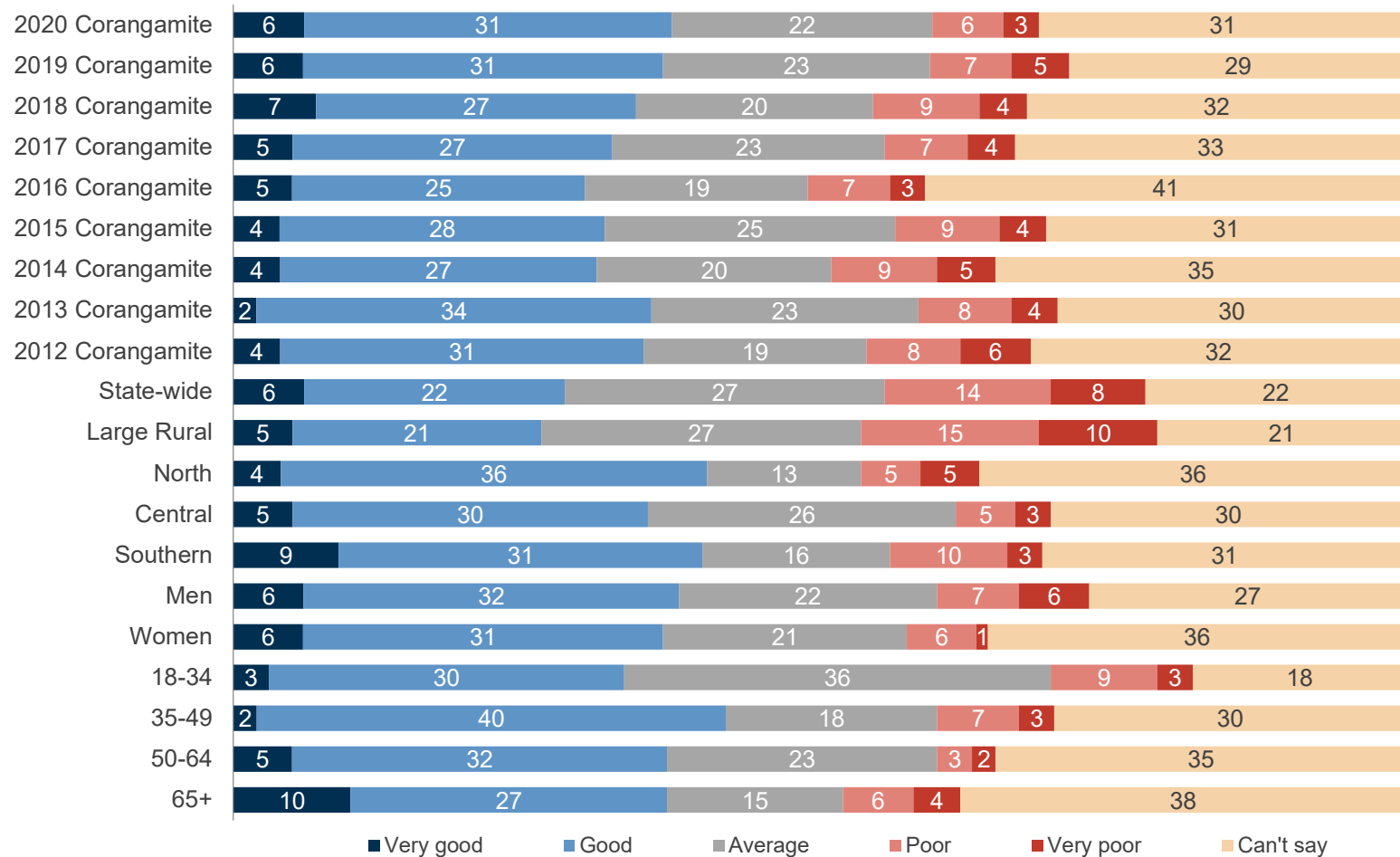
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 planning and building permits performance (%)





Environmental sustainability performance



2020 environmental sustainability performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	72	66	60	70	67	67	64	70
Women	65	65	65	64	66	67	69	67	68
35-49	64	67	65	65	65	68	66	71	64
Central	63	66	64	63	66	68	68	68	n/a
Corangamite	63	66	63	63	64	66	67	67	67
North	63	66	58	69	63	63	67	64	n/a
Southern	62	64	65	57	62	65	65	65	n/a
65+	62	65	64	64	63	66	69	67	70
Men	61	67	61	62	63	66	66	67	66
Large Rural	60▼	61	61	62	62	64	n/a	n/a	n/a
50-64	60	62	59	61	61	64	67	65	66
State-wide	60▼	62	63	64	63	64	64	64	64

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

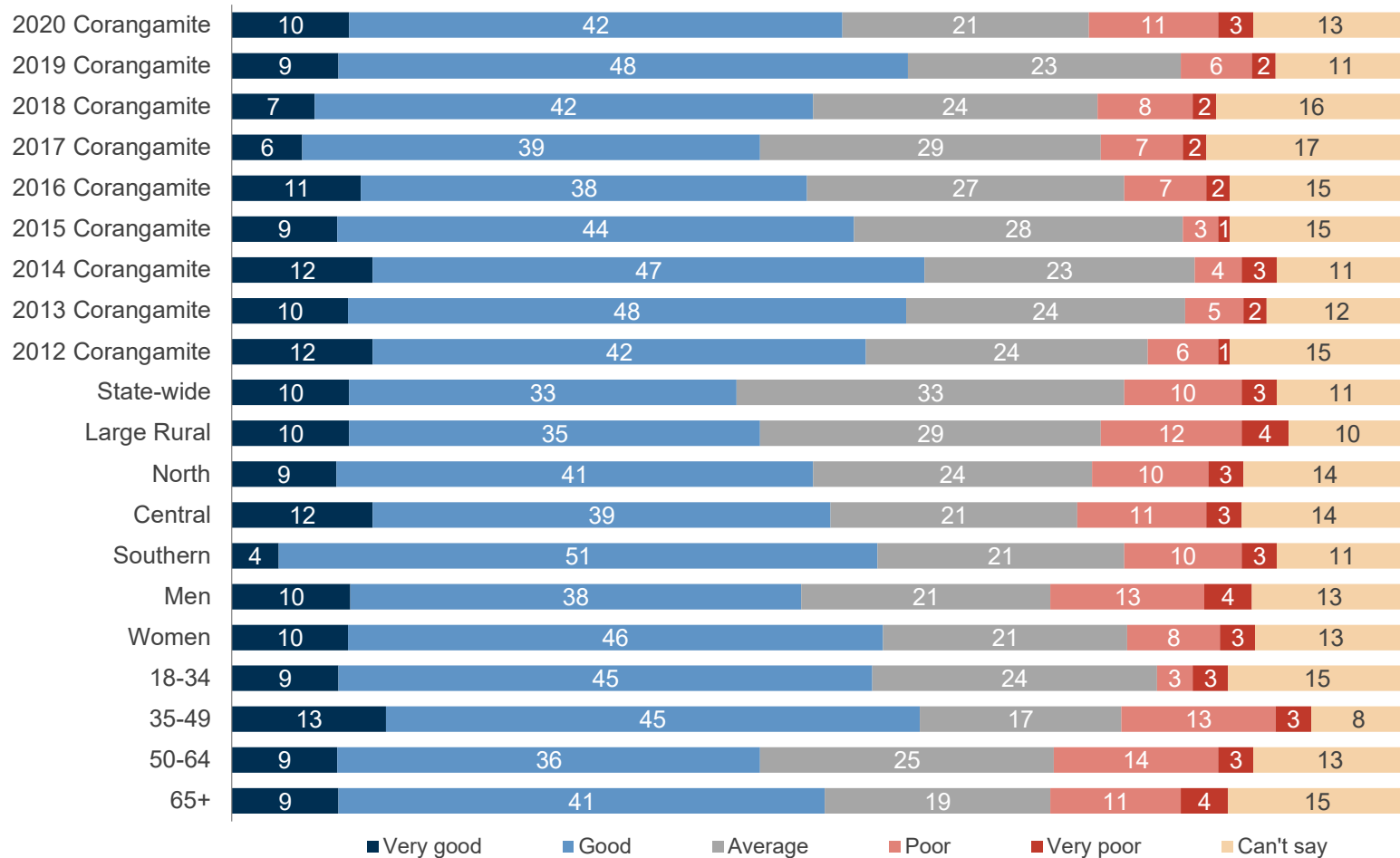
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Central	78	83	77	71	72	76	75	73	n/a
Women	77	82	76	72	70	76	74	72	74
50-64	76	76	72	69	74	72	73	74	73
65+	76	82	76	70	72	75	77	75	73
Corangamite	76	81	75	71	72	74	74	73	73
18-34	76	81	75	71	73	78	77	69	75
35-49	76	83	76	73	69	73	70	73	70
Men	75	79	74	70	73	73	75	73	71
Southern	74	74	74	70	72	72	74	74	n/a
North	70	76	70	71	70	72	73	69	n/a
Large Rural	69▼	72	71	70	70	71	n/a	n/a	n/a
State-wide	68▼	72	71	70	69	70	71	70	70

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

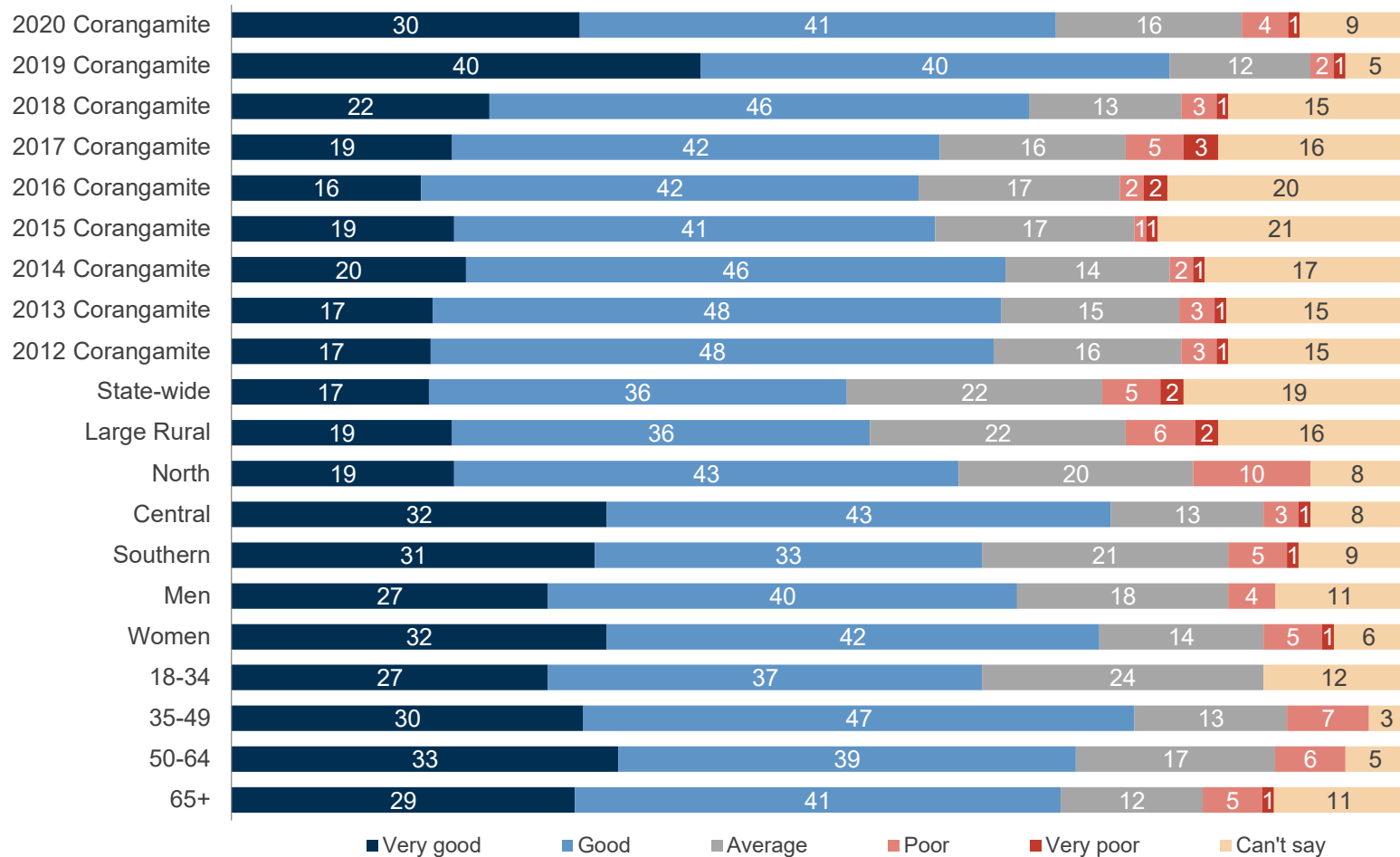
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2020 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8



Roadside slashing and weed control performance



2020 roadside slashing and weed control performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	49▲	56	55	53	56	55	55	56	61
Large Rural	48▲	52	51	50	54	53	n/a	n/a	n/a
18-34	45	55	45	50	48	58	47	52	66
Southern	40	38	36	34	40	35	39	41	n/a
50-64	40	43	39	41	45	41	46	44	55
Women	40	49	46	44	48	49	44	50	56
Central	39	47	48	47	51	55	47	54	n/a
Corangamite	39	46	45	44	48	49	45	50	57
65+	39	46	47	41	47	51	46	52	56
Men	38	44	44	44	47	49	46	50	58
North	37	52	52	53	50	55	48	48	n/a
35-49	33	42	50	48	50	47	41	51	52

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

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 5

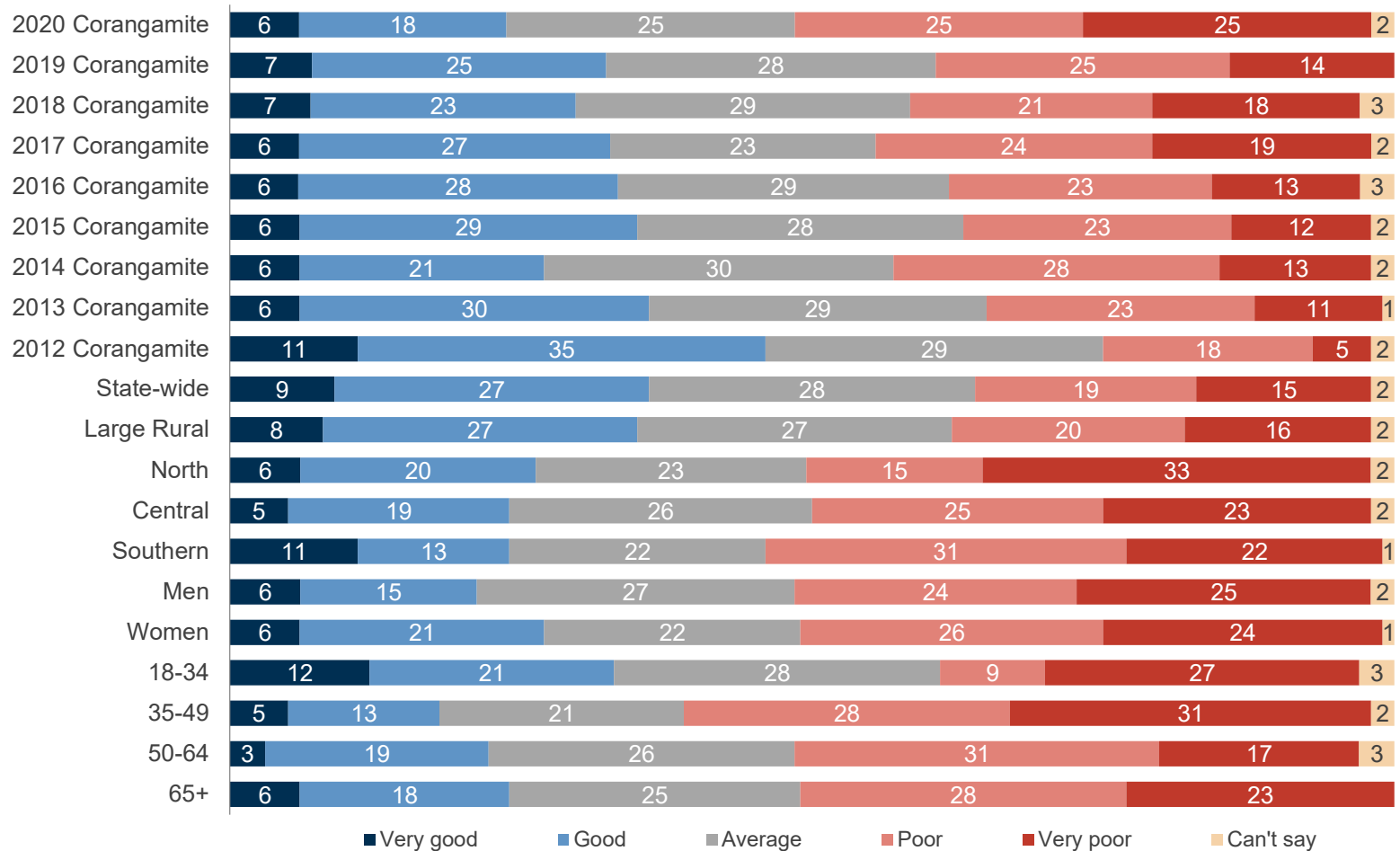
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2020 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 5



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	44▲	44	43	44	43	45	45	44	46
65+	42	43	44	38	41	43	45	48	50
Large Rural	42▲	41	41	42	43	44	n/a	n/a	n/a
Men	40	41	42	36	41	38	41	40	48
Central	40	42	40	37	41	42	41	44	n/a
50-64	38	39	36	33	35	33	37	35	43
Corangamite	38	40	40	35	39	37	40	40	45
18-34	37	35	39	33	40	41	40	39	50
North	37	39	42	38	35	39	35	42	n/a
Women	36	40	37	34	37	36	39	41	42
Southern	33	36	38	31	37	27	40	31	n/a
35-49	33	43	40	36	39	31	39	38	38

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

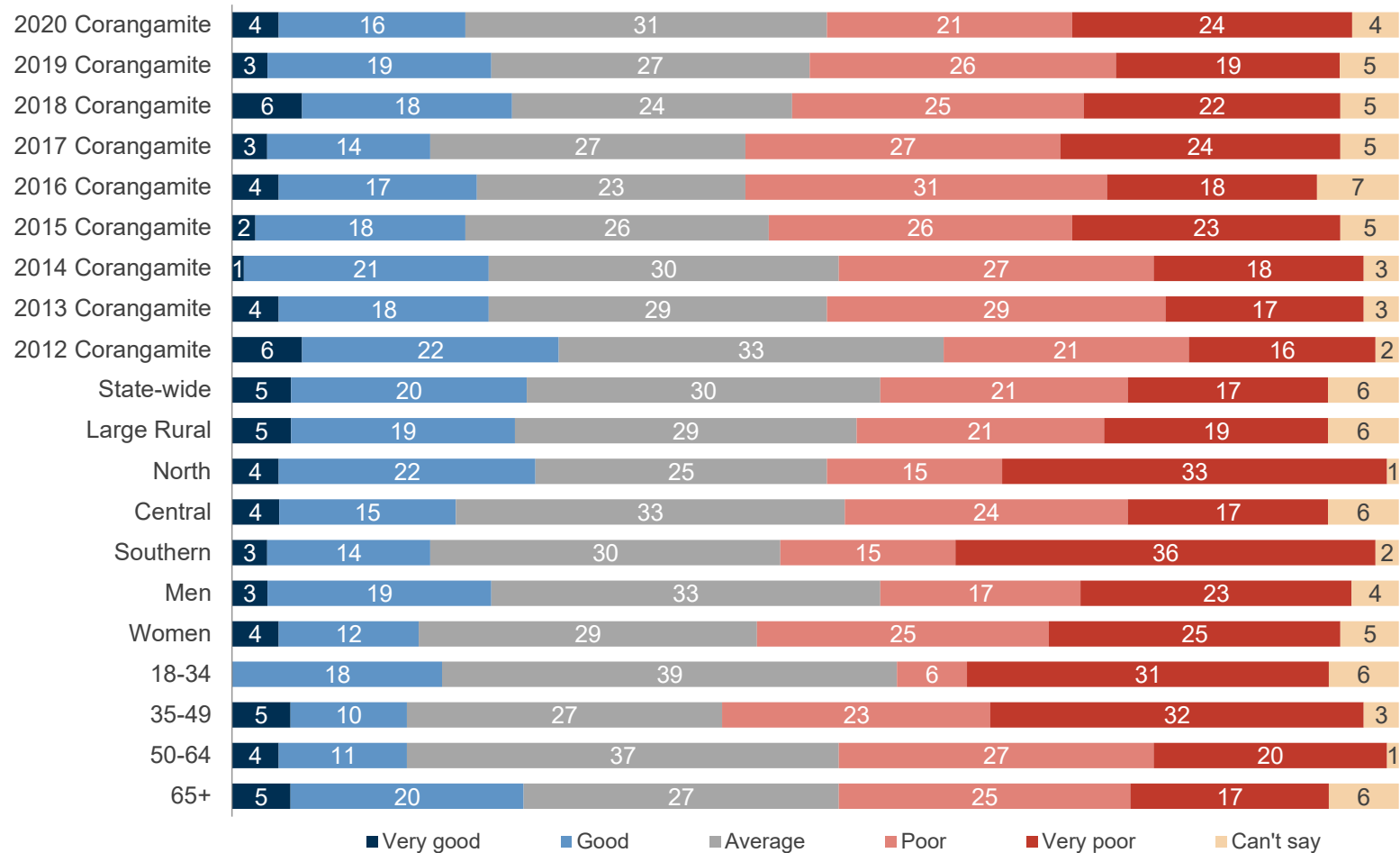
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (%)





Business and community development performance



2020 business/community development performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Southern	68	66	62	62	63	60	67	n/a	n/a
Women	66	67	65	63	62	66	65	n/a	n/a
65+	66	64	64	62	63	63	67	n/a	n/a
50-64	66	60	59	59	61	60	61	n/a	n/a
Central	65	66	67	64	63	65	64	n/a	n/a
Corangamite	64	65	64	62	63	63	64	n/a	n/a
18-34	63	66	67	65	65	68	71	n/a	n/a
Men	62	62	63	61	63	61	64	n/a	n/a
35-49	62	68	66	61	62	63	60	n/a	n/a
Large Rural	60▼	59	58	59	58	60	n/a	n/a	n/a
State-wide	59▼	61	60	60	60	60	62	n/a	n/a
North	56▼	58	59	53	61	65	62	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: 12 Councils asked group: 4

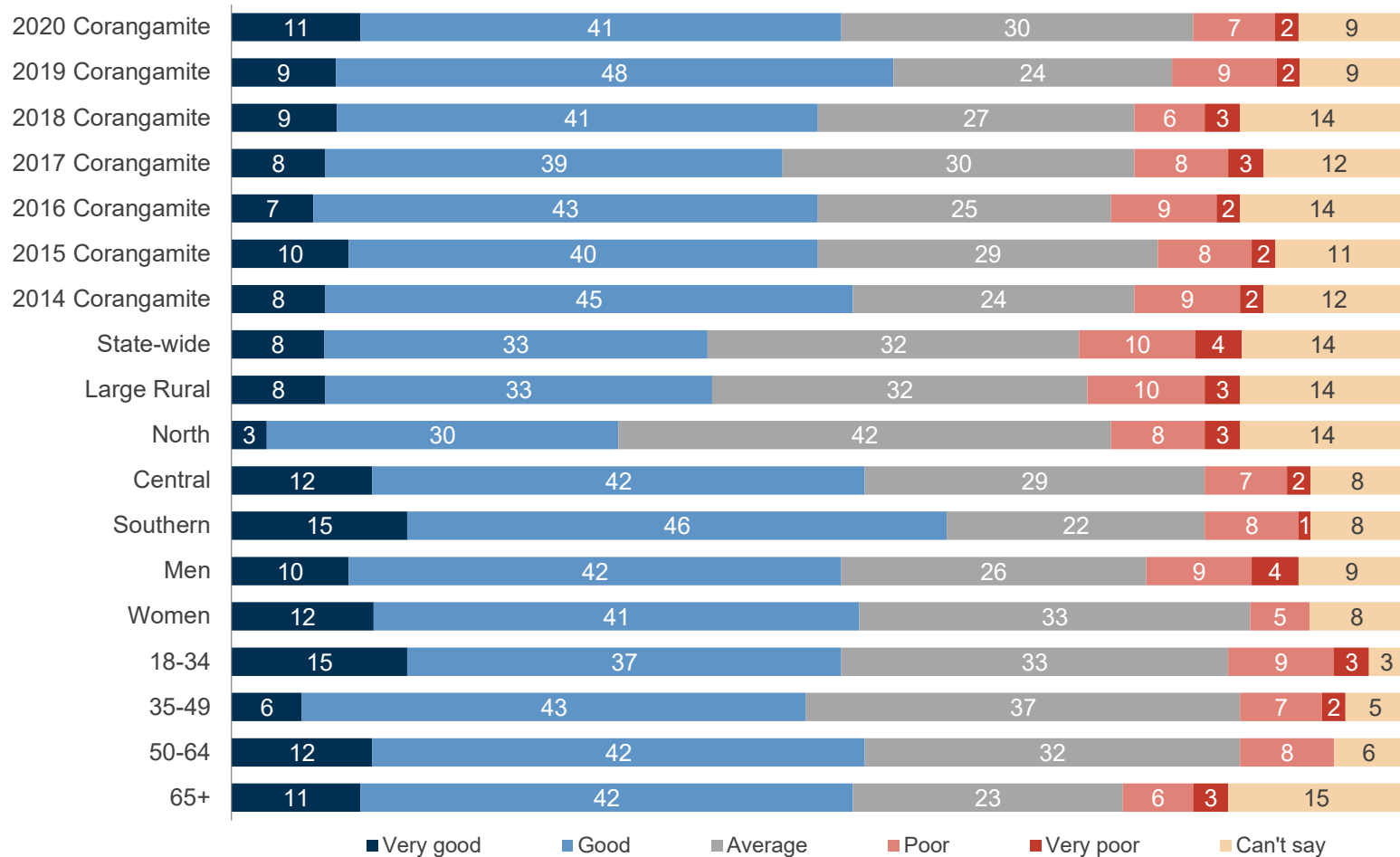
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2020 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: 12 Councils asked group: 4



Tourism development performance



2020 tourism development performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	67	65	63	63	66	69	68	n/a	n/a
Women	66	69	67	65	67	69	68	n/a	n/a
Southern	66	72	65	64	64	68	68	n/a	n/a
65+	66	69	66	65	67	69	71	n/a	n/a
Central	66	67	66	65	68	68	69	n/a	n/a
Corangamite	66	67	65	64	66	68	69	n/a	n/a
Men	65	64	62	64	66	67	70	n/a	n/a
18-34	64	69	65	64	65	68	71	n/a	n/a
35-49	64	64	65	65	67	65	66	n/a	n/a
North	63	62	59	61	64	65	69	n/a	n/a
State-wide	62▼	63	63	63	63	63	64	n/a	n/a
Large Rural	62▼	61	61	65	64	66	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 6

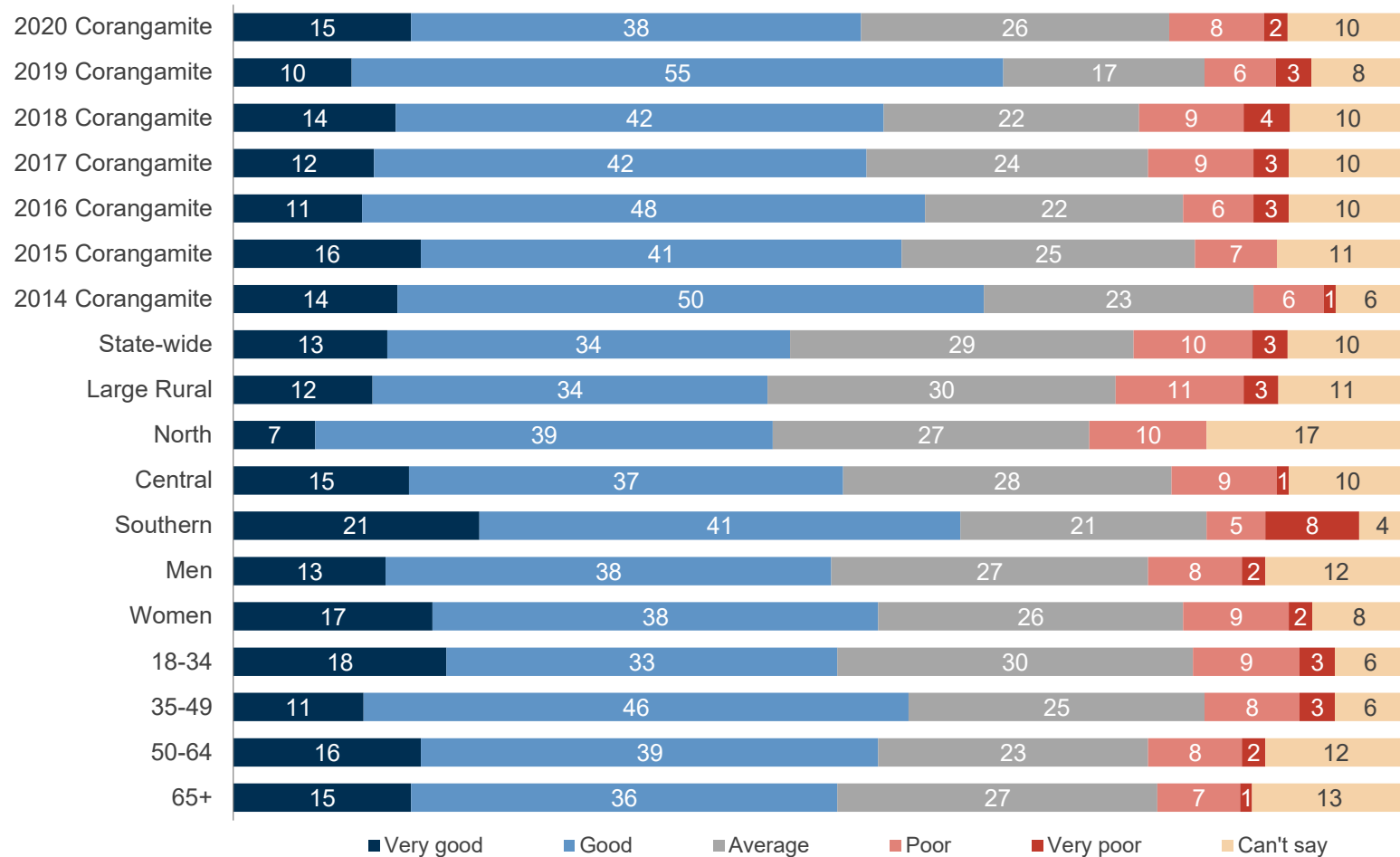
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2020 tourism development performance (%)





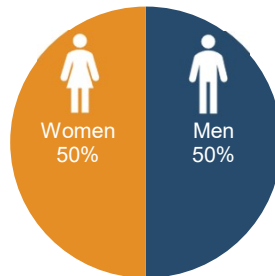
Detailed demographics



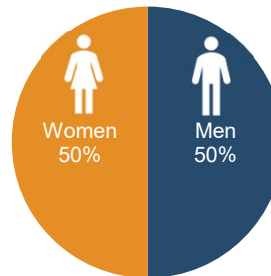
Gender and age profile

2020 gender

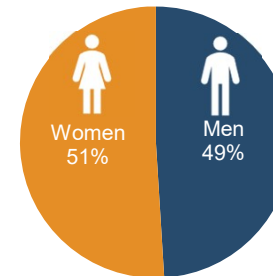
Corangamite



Large Rural

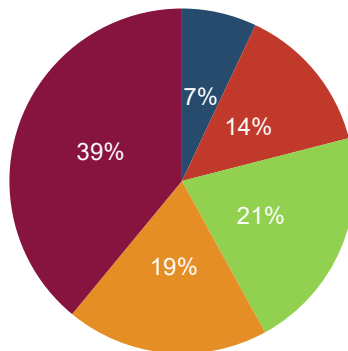


State-wide

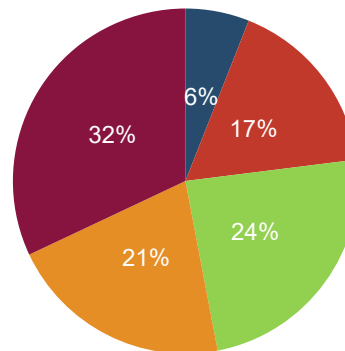


2020 age

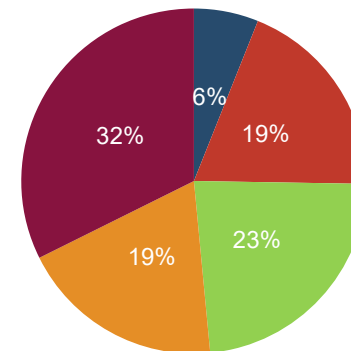
Corangamite



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: 62 Councils asked group: 17

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 2020 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 12,600 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
Corangamite Shire Council	400	400	+/-4.8
Men	184	201	+/-7.2
Women	216	199	+/-6.6
North	53	56	+/-13.6
Central	262	260	+/-6.0
Southern	85	85	+/-10.7
18-34 years	33	85	+/-17.3
35-49 years	60	83	+/-12.7
50-64 years	100	76	+/-9.8
65+ years	207	157	+/-6.8



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:

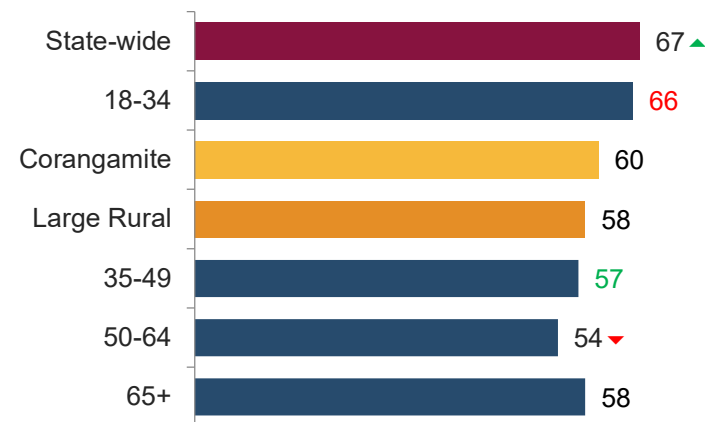
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

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



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=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.

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 60% 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 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 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 2012-2020 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, 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 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2020 have been made throughout this report as appropriate.

Appendix B: Core, optional and tailored questions



Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 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 2020 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 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

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



Appendix B: Glossary of terms

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

CSS: 2020 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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jscales@jwsresearch.com

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Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

