



2024 Local Government Community Satisfaction Survey

Southern Grampians Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>
<u>Key findings and recommendations</u>	<u>6</u>
<u>Detailed findings</u>	<u>12</u>
<u>Overall performance</u>	<u>13</u>
<u>Customer service</u>	<u>23</u>
<u>Council direction</u>	<u>29</u>
<u>Individual service areas</u>	<u>33</u>
<u>Community consultation and engagement</u>	<u>34</u>
<u>Decisions made in the interest of the community</u>	<u>36</u>
<u>Condition of sealed local roads</u>	<u>38</u>
<u>Waste management</u>	<u>40</u>
<u>Detailed demographics</u>	<u>42</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>44</u>
<u>Appendix B: Further project information</u>	<u>48</u>



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-fifth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

Serving Victoria for 25 years

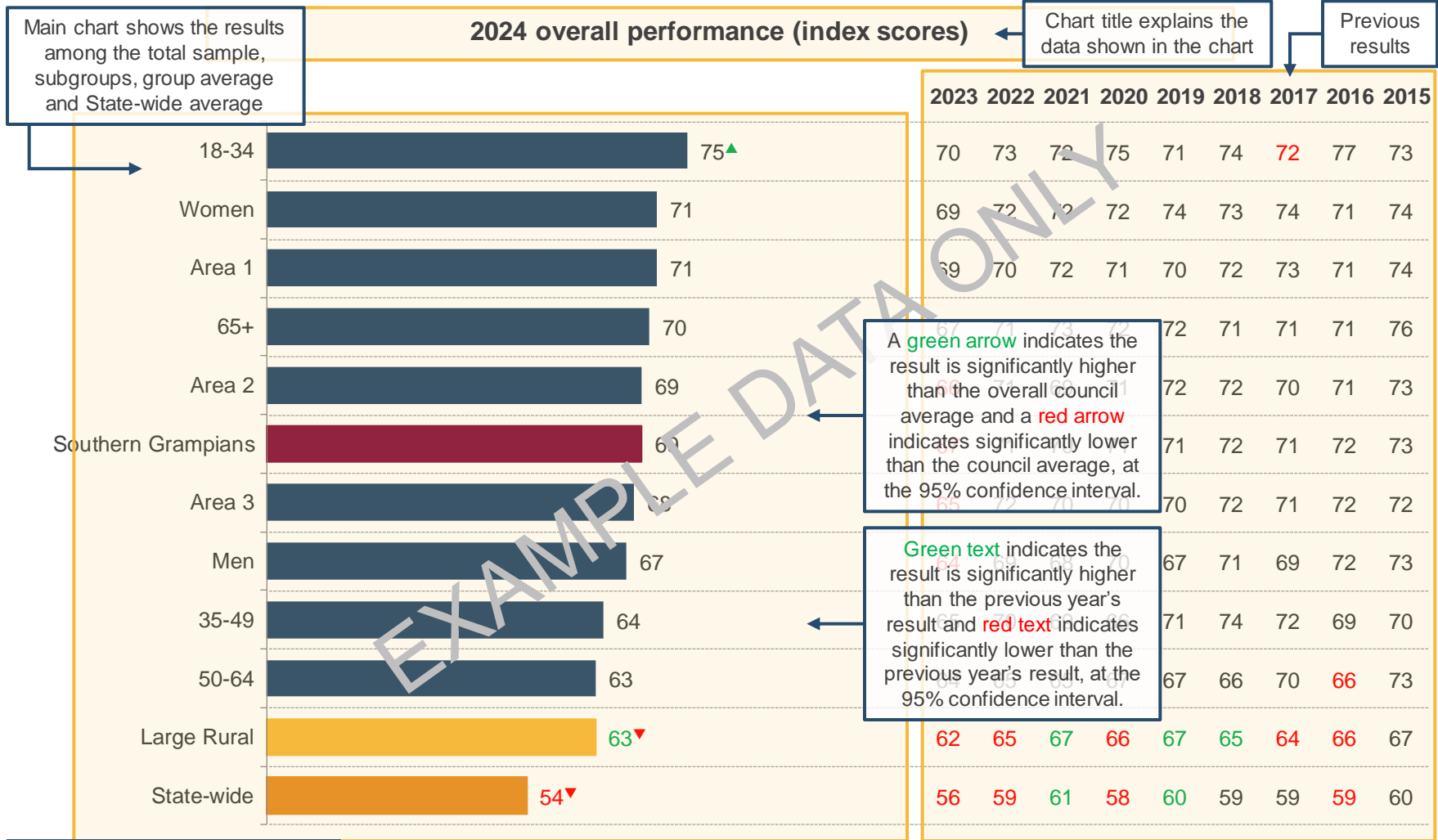
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



How to read index score charts in this report

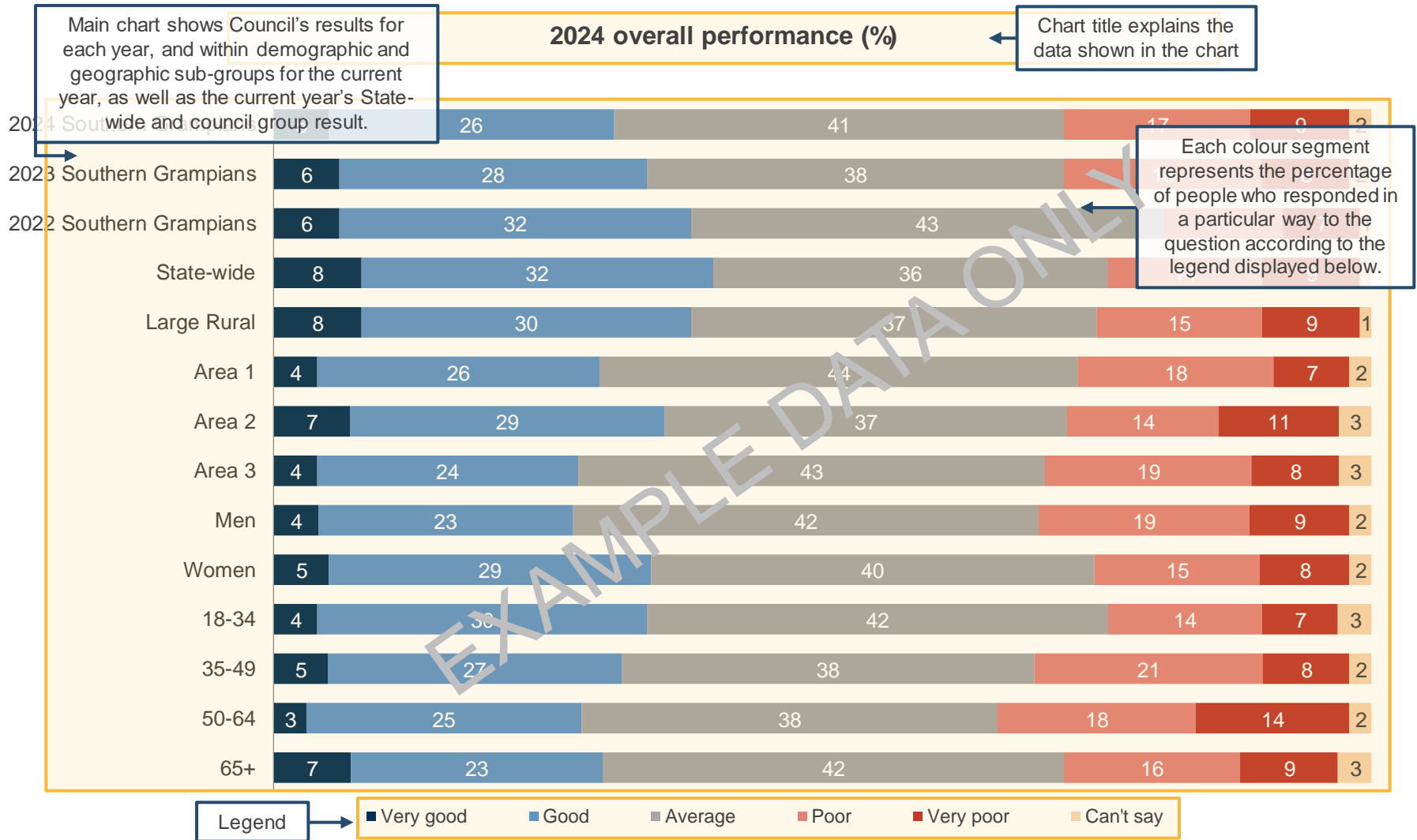


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Southern Grampians 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: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Southern Grampians 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: 9

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a lighter blue gradient.

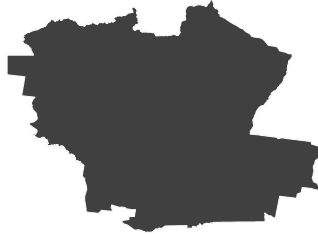
Key findings and recommendations



Southern Grampians Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Southern Grampians 44



Large Rural 50



State-wide 54

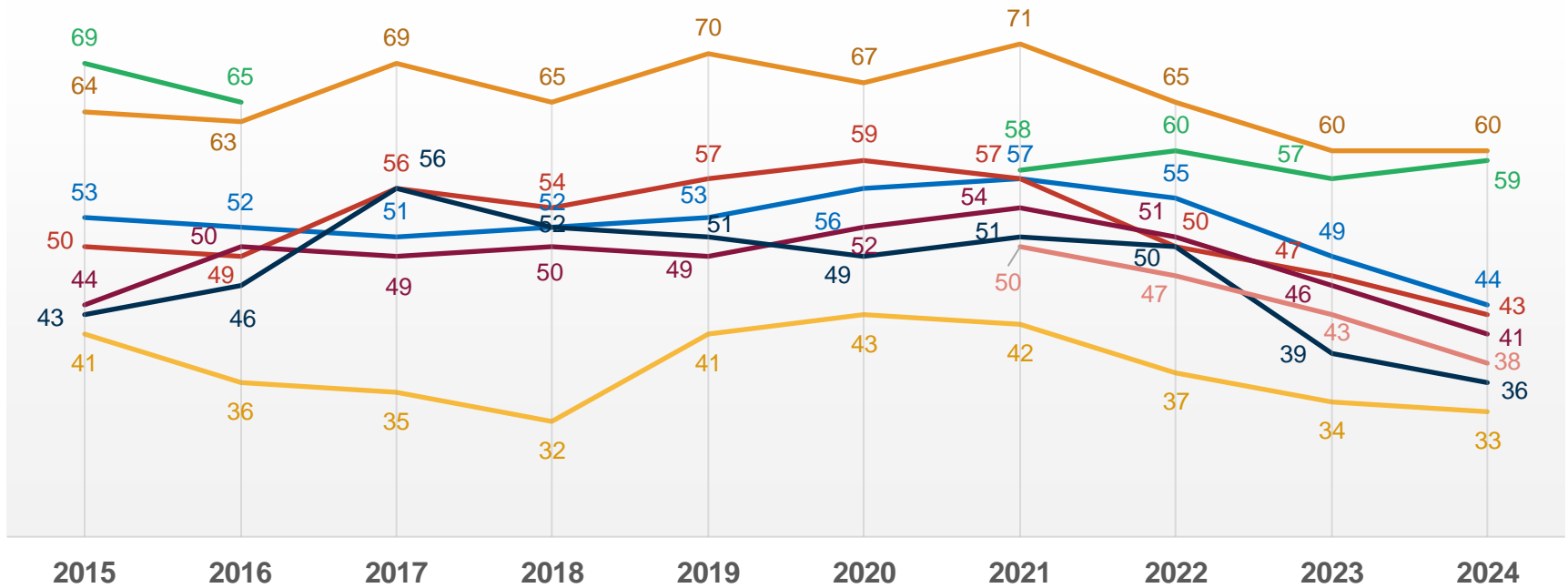
Council performance compared to group average

Top performing areas		
	Waste management	▼ lower
	Consultation & engagement	▼ lower
Lowest performing areas		
	Sealed local roads	▼ lower
	Community decisions	▼ lower
	Customer service	▼ lower



Summary of core measures

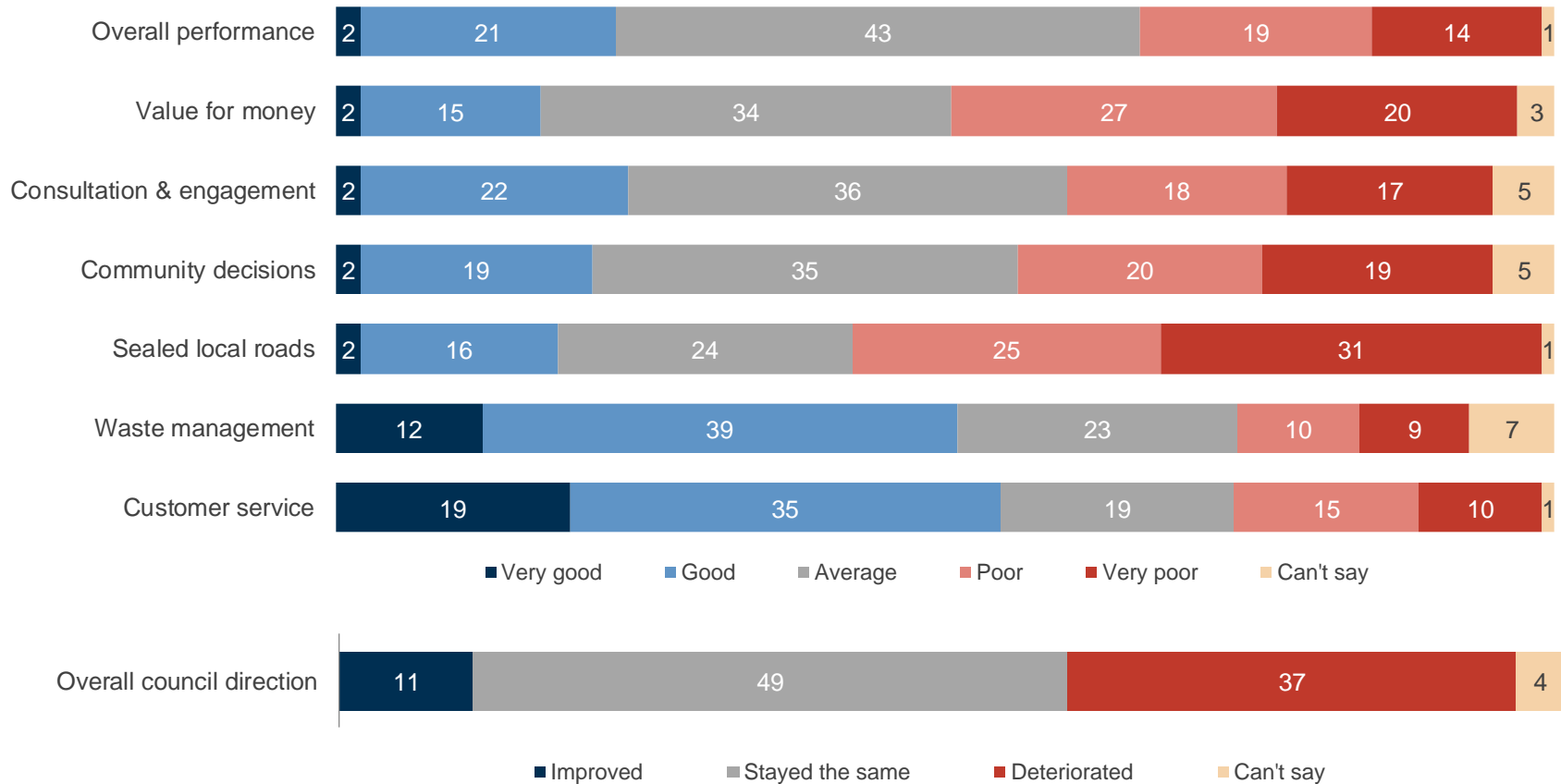
Index scores













Summary of core measures

Core measures summary results (%)



Summary of Southern Grampians Shire Council performance



Services	Southern Grampians 2024	Southern Grampians 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	44	49	50	54	65+ years	35-49 years
 Value for money	38	43	43	48	65+ years	35-49 years
 Overall council direction	36	39	42	45	35-49 years, 65+ years	50-64 years
 Customer service	60	60	65	67	18-34 years	35-49 years
 Waste management	59	57	65	67	65+ years	35-49 years
 Consultation & engagement	43	47	48	51	65+ years	18-34 years
 Community decisions	41	46	46	50	65+ years	35-64 years
 Sealed local roads	33	34	38	45	Men, 65+ years	35-49 years



Focus areas for the next 12 months

Overview

Southern Grampians Shire Council's 2024 overall performance index score of 44 is both a significant five-point decline since 2023 and significantly lower than the Large Rural Group and State-wide averages (index scores of 50 and 54 respectively). Resident perceptions on half of the measures evaluated declined significantly this year. This will require a concerted effort from Council to correct.

Focus areas

Perceptions of consultation and engagement, and decisions made in the interest of the community, have been trending down over time and are at their lowest levels in many years. Good communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues. Information provision will be important to ensure the community are aware of the actions Council is undertaking.

Comparison to state and area grouping

Council rates significantly lower than the Large Rural group and the State-wide average for Councils in all areas measured in 2024. These two comparative groups experienced significant declines in performance on many measures, although the magnitude of change was not as great as the declines reported for Southern Grampians Shire Council.

A renewed focus on customer service

Perceptions of Council's performance on customer service stabilised this year following a downward trend in perceptions from a peak index score of 71 in 2021. Historically, customer service has been one of Council's strongest performing areas. Attention is warranted to shore up and rebuild perceptions. Residents aged 50 to 64 years and women rate customer service lower, but have higher rates of contact with Council. It is recommended that extra attention be paid to interactions with these cohorts over the next year.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 44 for Southern Grampians Shire Council represents a significant five-point decline on the 2023 result. Overall performance is at its lowest level in a decade.

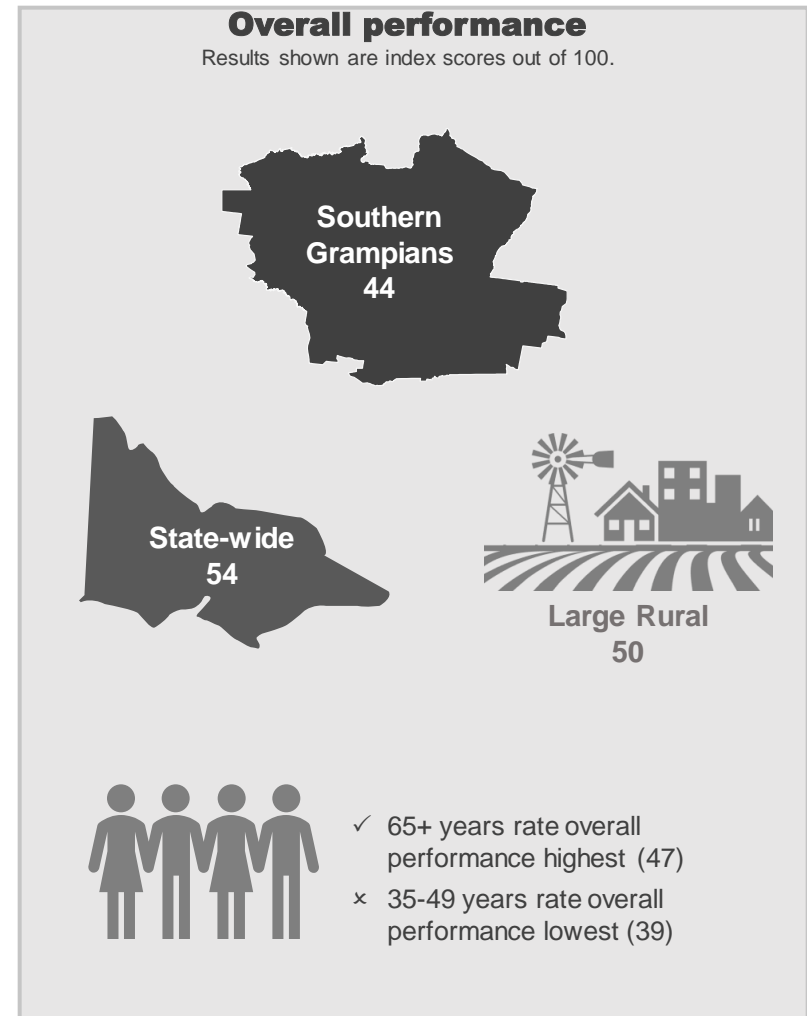
Southern Grampians Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average for the Large Rural group and the State-wide average for councils (index scores of 50 and 54 respectively).

- Perceptions of Council's overall performance declined significantly among men (index score of 45, down five index points).
- Overall performance index scores for all other demographics groups also trended down this year, although not to a statistically significant degree.

Council's index score for value for money in infrastructure and services provided to the community fell a significant five points to an index score of 38, the lowest since measurement began in 2021.

- Residents aged 35 to 49 years (index score of 31) rate Council significantly lower than average on this measure.

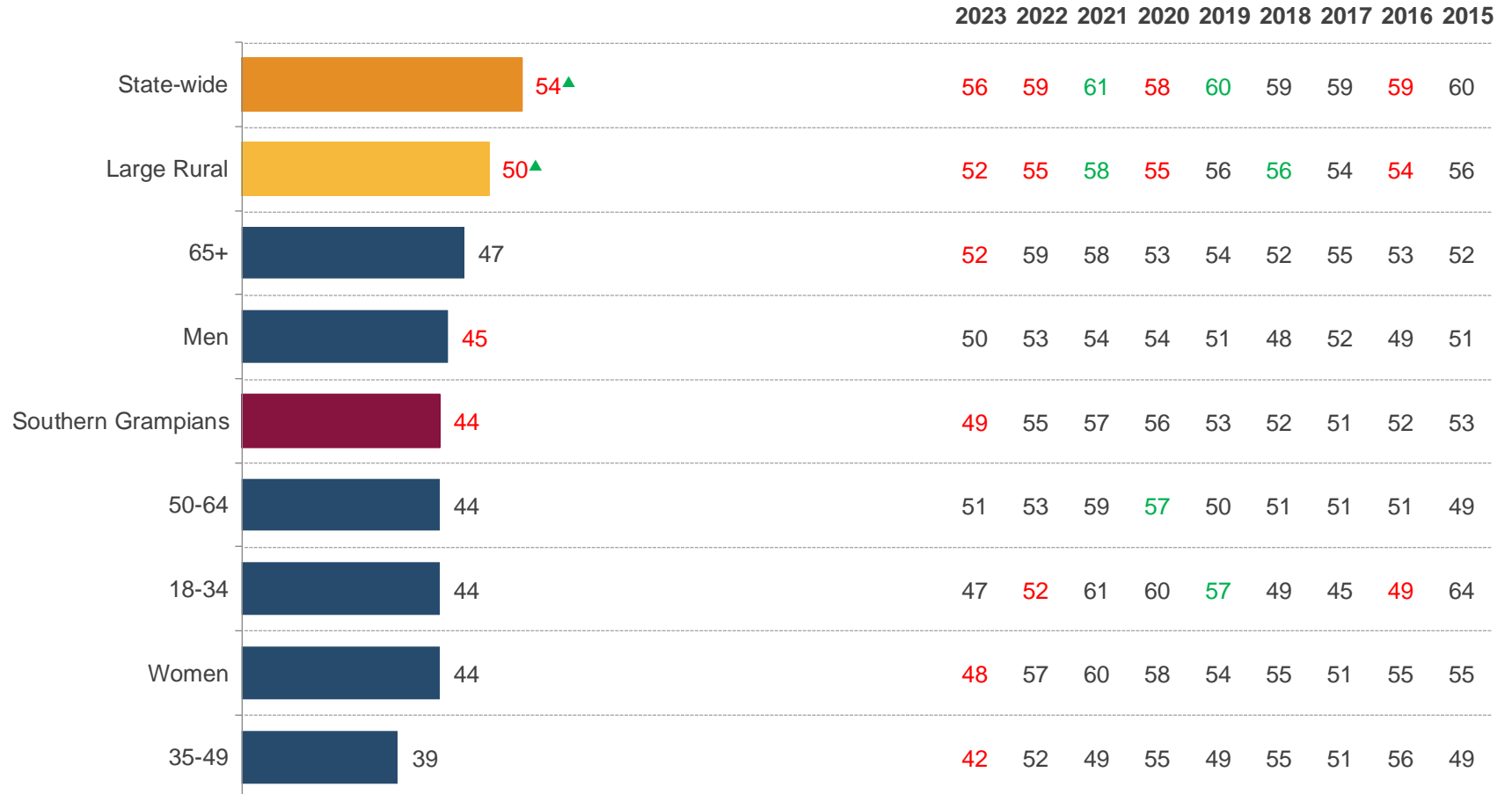
Less than one in five residents (17%) rate value for money as 'very good' or 'good'. Far more residents rate Council as 'very poor' or 'poor' (47%).





Overall performance

2024 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Southern Grampians 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?

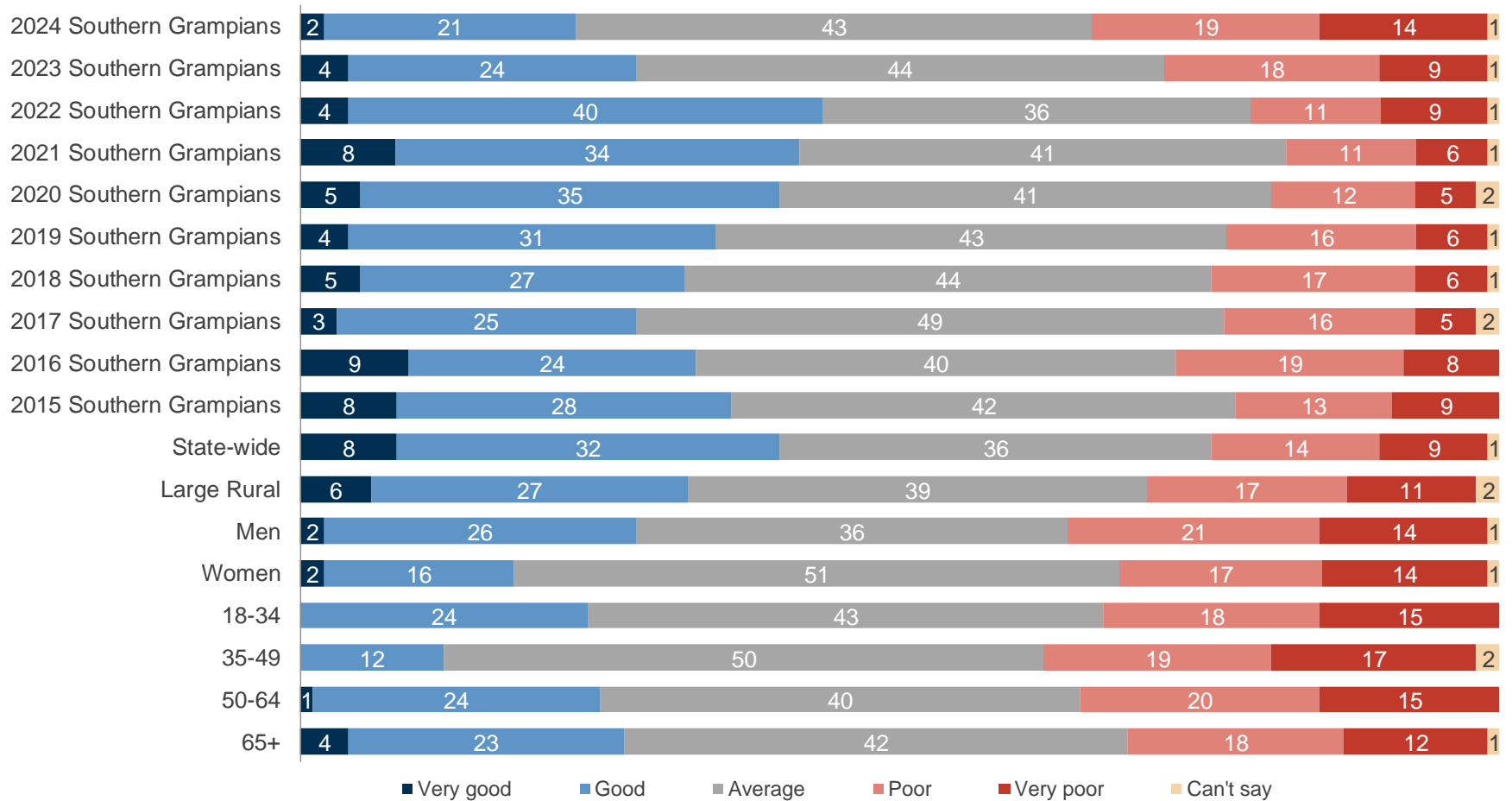
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall performance

2024 overall performance (%)

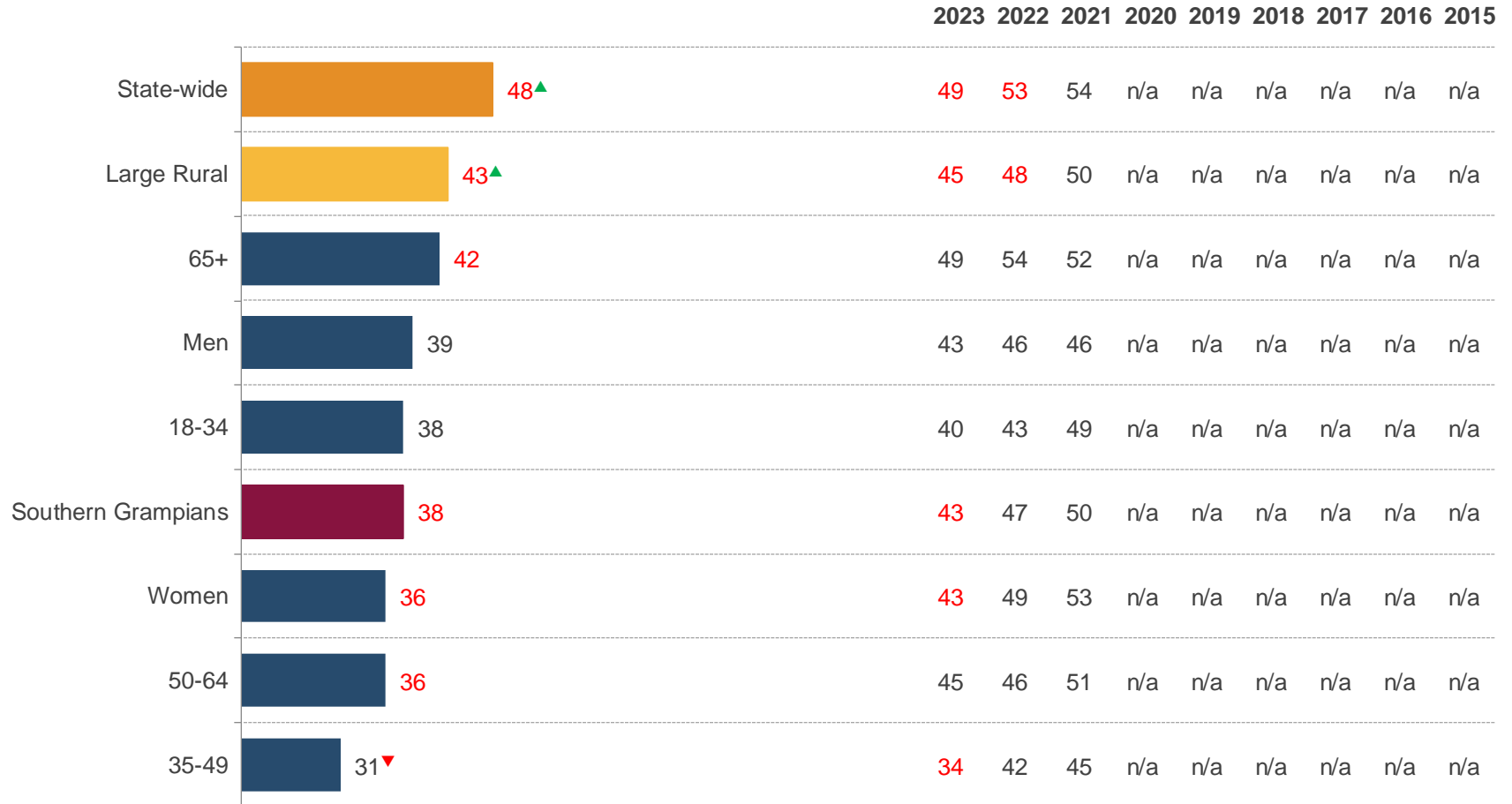


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Southern Grampians Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Value for money in services and infrastructure

2024 value for money (index scores)



Q3b. How would you rate Southern Grampians Shire Council at providing good value for money in infrastructure and services provided to your community?

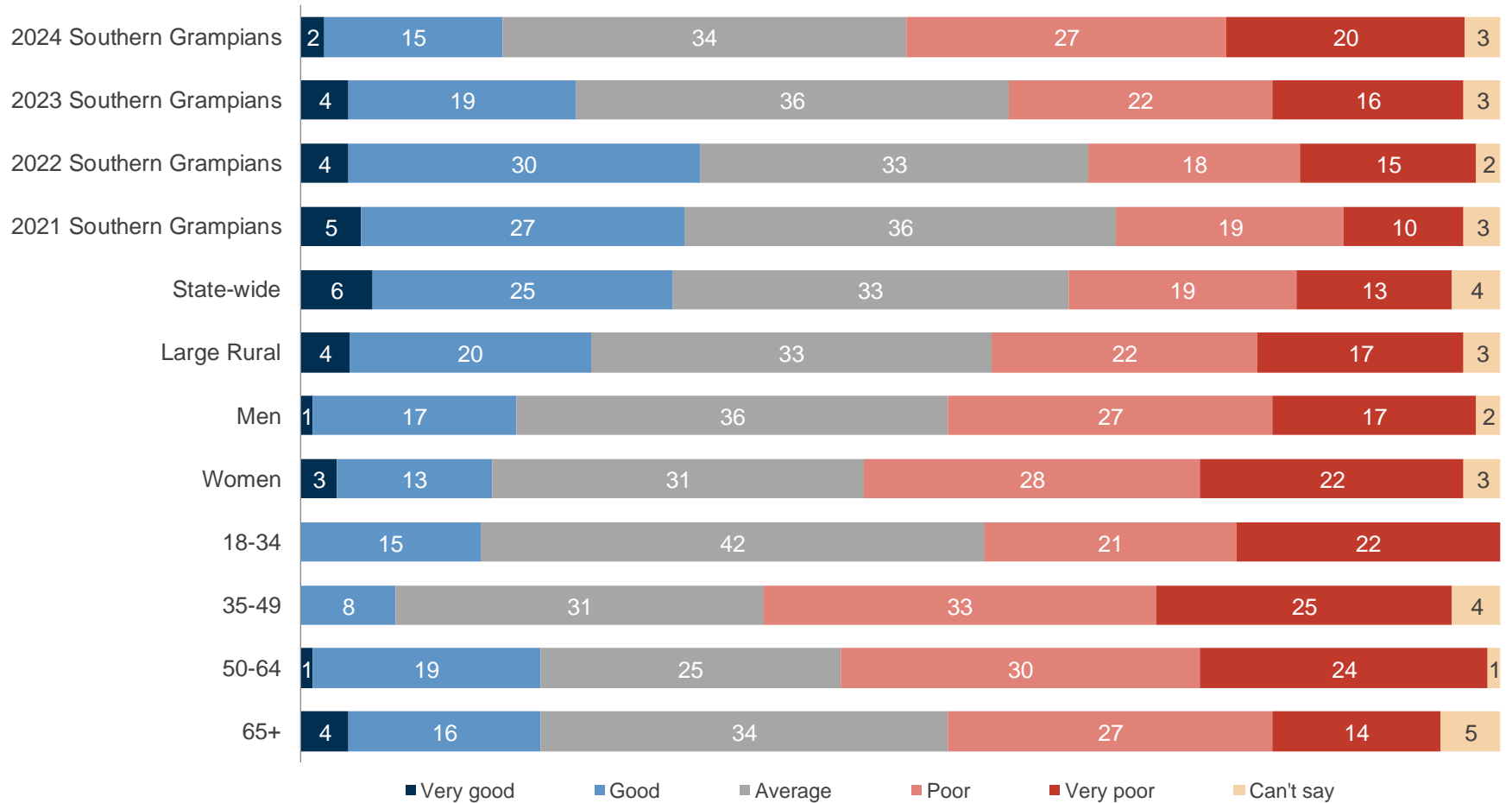
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

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



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Southern Grampians Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18



Top performing service areas

Waste management (index score of 59) is the area where Council performs best in 2024, increasing by two (not significant) index points from 2023.

Perceptions of Council's performance in this area has been relatively stable in recent years.

Perceptions of Council's waste management performance differ by age group:

- residents aged 65 years, with an index score of 67, rate Council higher than average
- residents aged 35 to 49 years, with an index score of 51, rate Council lower than average.

Perceptions of waste management improved significantly this year among men (index score of 62, up seven index points).

Consultation and engagement is Council's next highest rated service area (index score of 43), although perceptions declined significantly (down four index points) this year.

- Performance ratings across demographic cohorts are not significantly different from the Council average.

Council performs significantly lower than the Large Rural group and the State-wide average in both of these service areas.



Waste management (index score of 59) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of sealed local roads (index score of 33) and community decisions (index score of 41).

Council rates lowest in the area of the condition of sealed local roads, with a (not significant) one point decline to an index score of 33.

- Close to one in five residents (18%) provide a rating of 'very good' or 'good' for Council's performance on sealed local roads. Almost three times as many residents (56%) provide a rating of 'very poor' or 'poor'.

Council's next lowest rated service area is decisions made in the interest of the community with an index score of 41. Perceptions of this service area declined by a significant five index points this year, bringing this year's result to a 10 year low.

In both of these service areas, perceptions declined significantly in both the Large Rural group and State-wide.

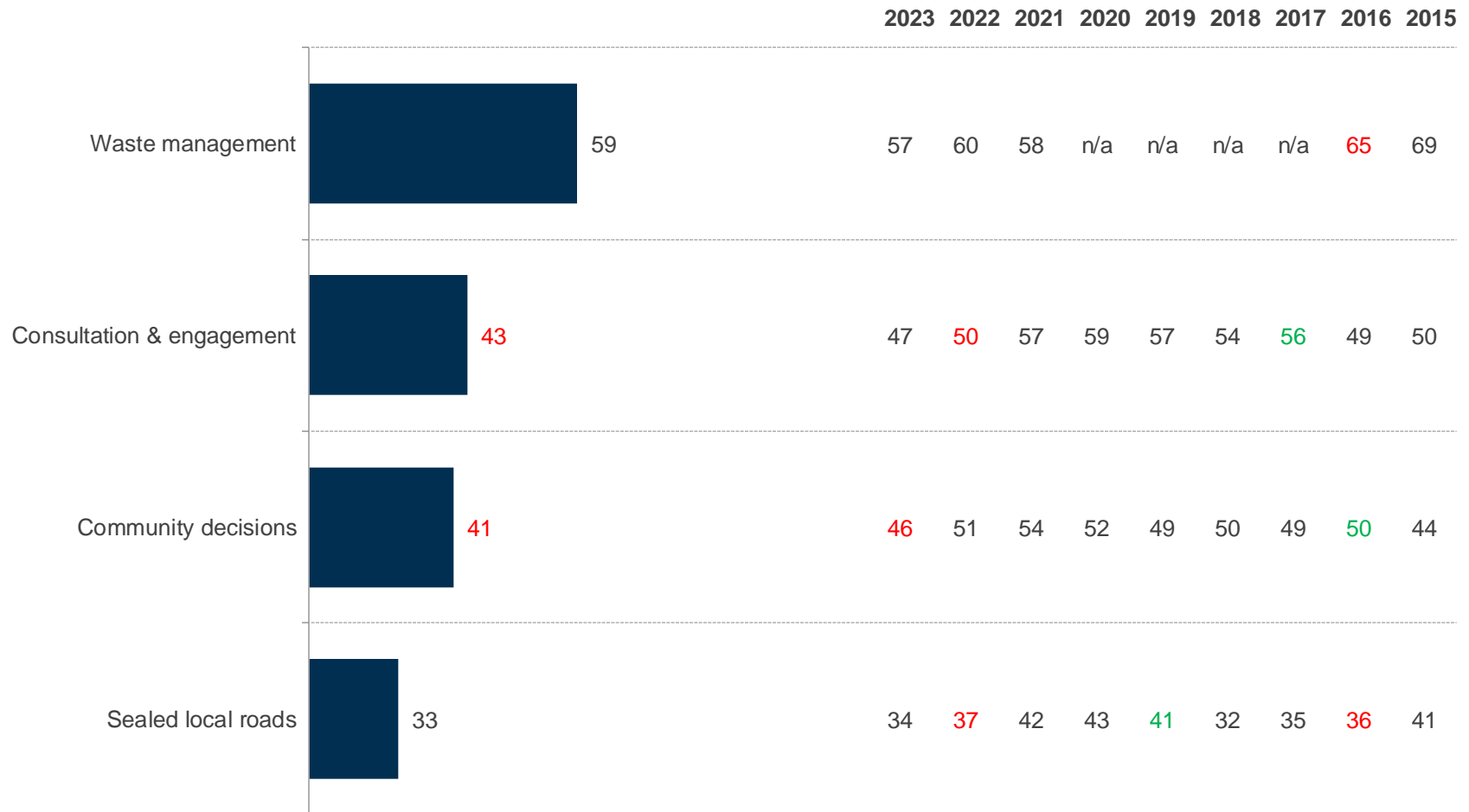
- Notwithstanding this, Council performs significantly lower than the Large Rural group and the State-wide average for both these service areas.

No demographic cohorts in the Southern Grampians Shire provide ratings that are significantly different from the Council average on these two service areas.



Individual service area performance

2024 individual service area performance (index scores)

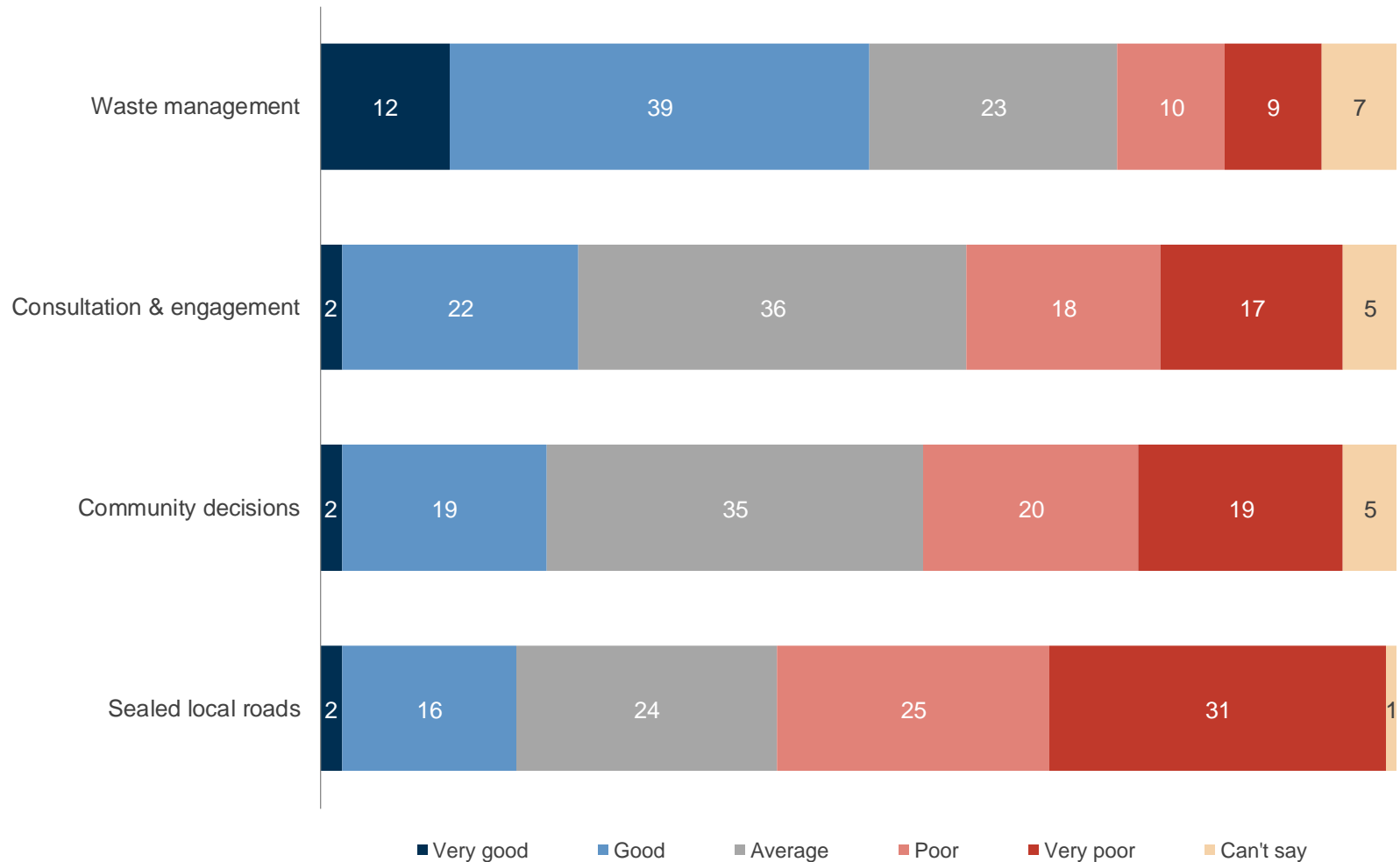


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Customer service



Contact with council and customer service

Contact with council

Nearly three in five residents (58%) had contact with Council in the last 12 months, unchanged from 2023.

- Residents aged 50 to 64 years or women had the highest rates of contact (65% and 64% respectively), not significantly higher than the average.
- Men or residents aged 18 to 34 years had the lowest rates of contact (52% and 49% respectively), not significantly lower than the average.



Among those residents who have had contact with Council, 54% provide a positive customer service rating of 'very good' or 'good', including 19% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 60 is unchanged from 2023, remaining at the lowest rate recorded in a decade (with a peak of 71 in 2021).

Customer service is rated significantly lower than both the Large Rural group and State-wide averages (index scores of 65 and 67 respectively).

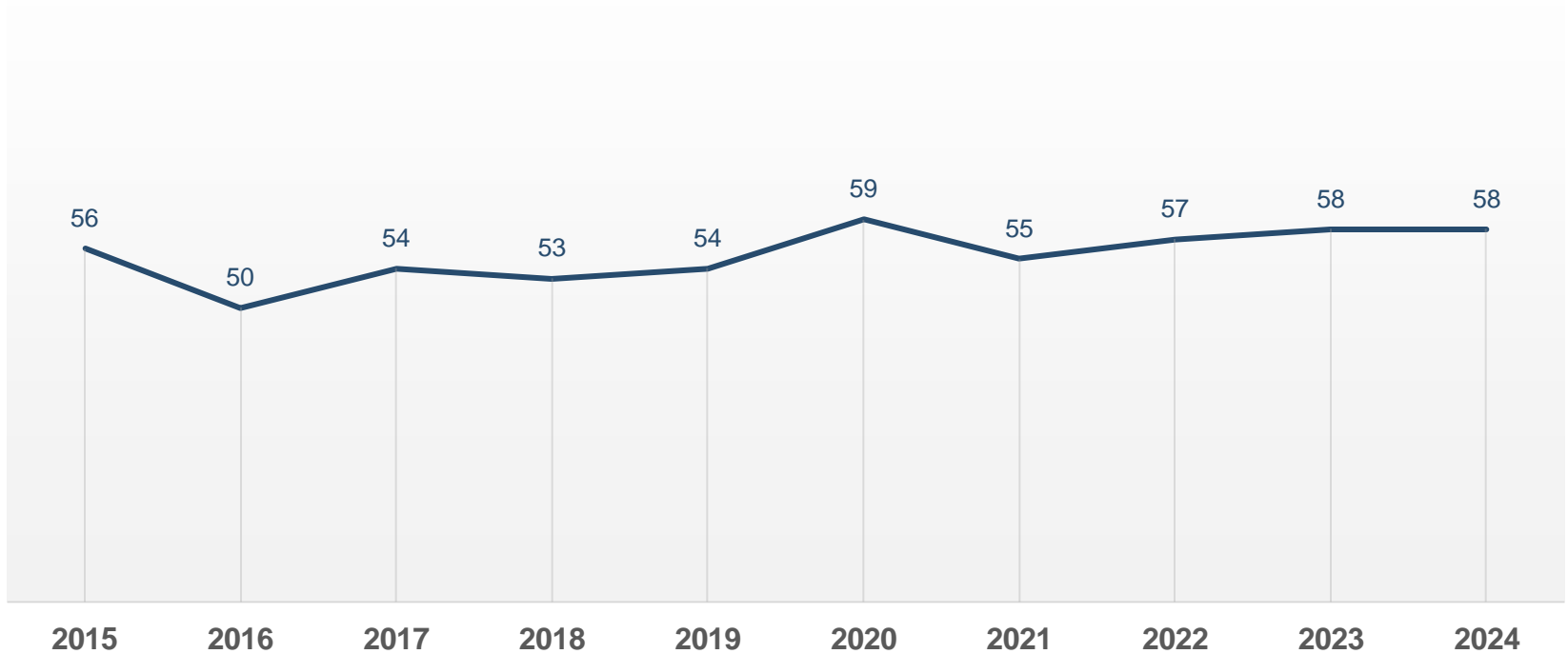
Nearly all demographic cohorts provide index scores for customer service that are not significantly different from Council's average.

- The exception is for residents aged 18 to 34 years. With an index score of 70, residents aged 18 to 34 years rate customer service significantly higher than the Council average. Perceptions among this age group also increased by a significant 10 index points on 2023.



Contact with council

2024 contact with council (%)
Have had contact



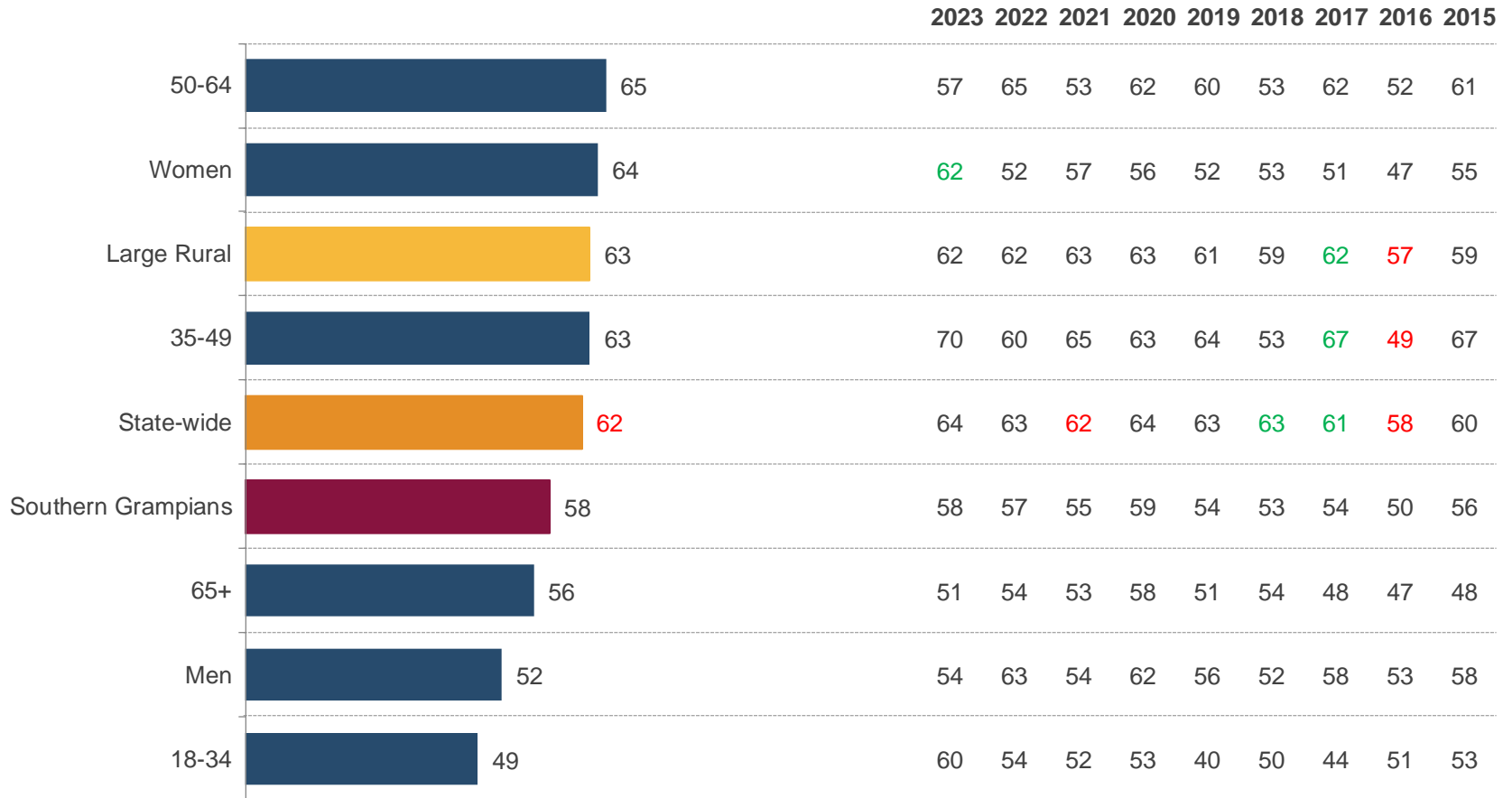
Q5. Over the last 12 months, have you or any member of your household had any contact with Southern Grampians Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9



Contact with council

2024 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Southern Grampians 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?

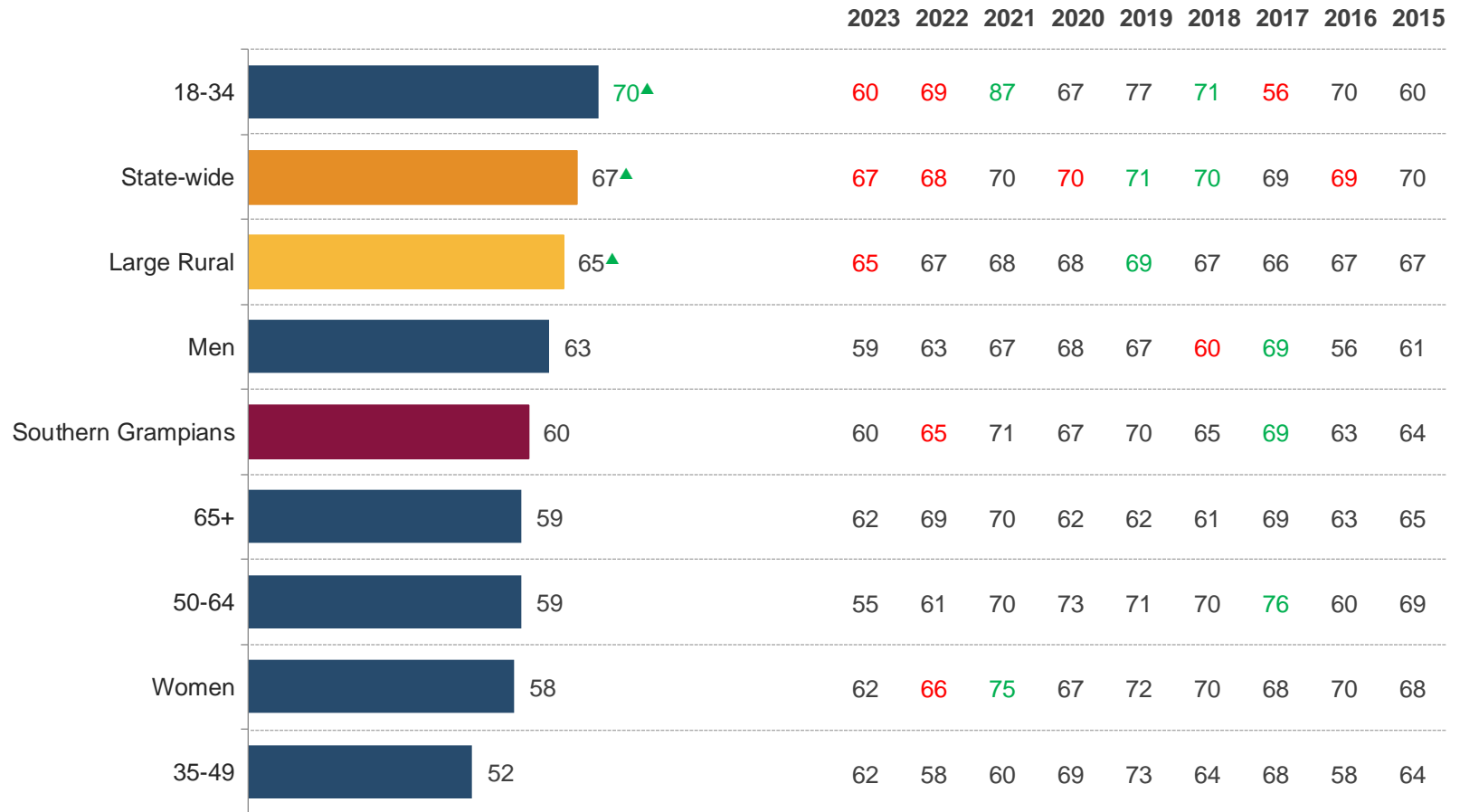
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9

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



Customer service rating

2024 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Southern Grampians 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.

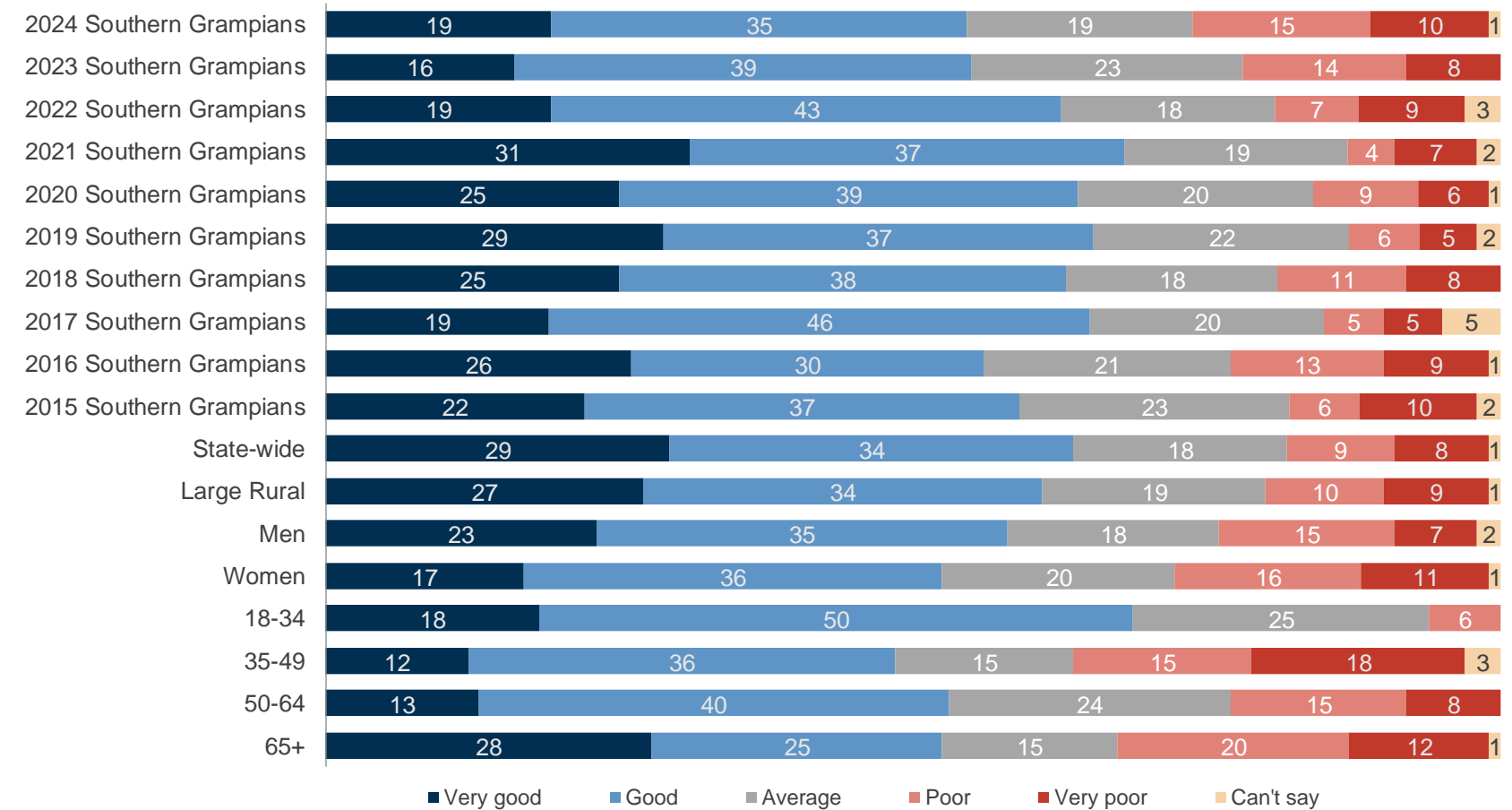
Councils asked State-wide: 62 Councils asked group: 18

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



Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Southern Grampians 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: 18



Council direction



Council direction

Perceptions of the direction of Council's overall performance (index score of 36) declined by (a not significant) three index points in 2024. It is the lowest score recorded since 2015.

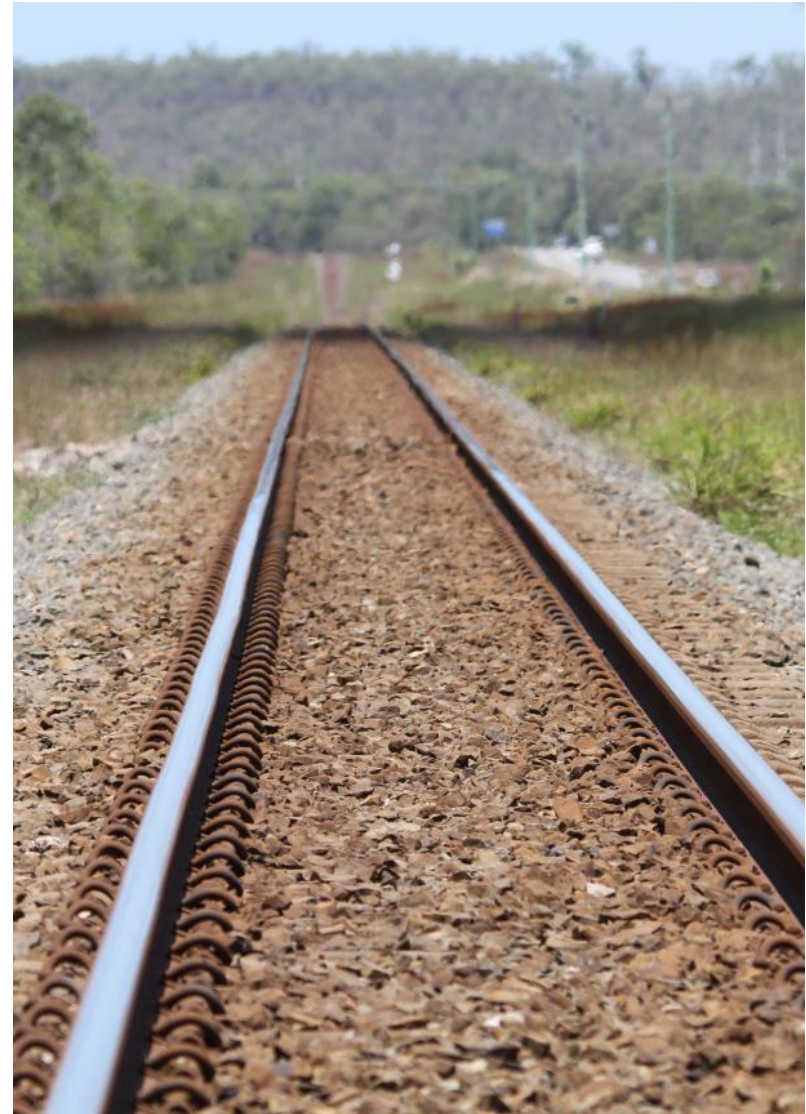
Council's performance is rated significantly lower than the Large Rural group and State-wide averages (index scores of 42 and 45 respectively).

Over the last 12 months, 49% believe the direction of Council's overall performance has stayed the same, down nine percentage points on 2023.

- Just 11% believe the direction has improved in the last 12 months (up three percentage points on 2023).
- More than one third of residents (37%) believe it has deteriorated, up seven percentage points on 2023.

No significant differences were found among residents from different demographic groups compared to the average.

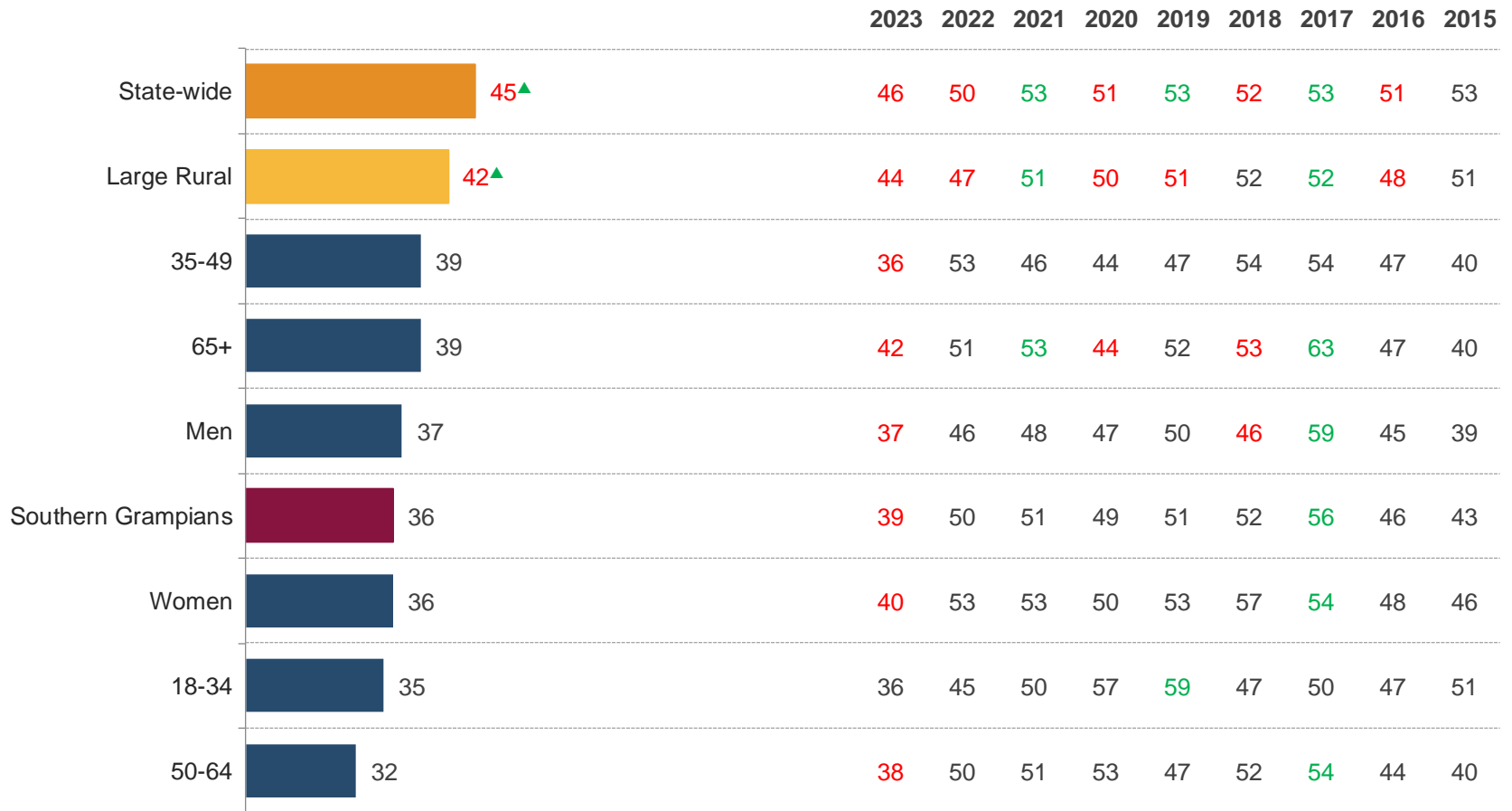
- The most satisfied with council direction are residents aged 35 to 49 years or 65 years and over (index scores of 39 for both).
- The least satisfied with council direction are residents aged 50 to 64 years or 18 to 34 years (index scores of 32 and 35 respectively).





Overall council direction last 12 months

2024 overall council direction (index scores)



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

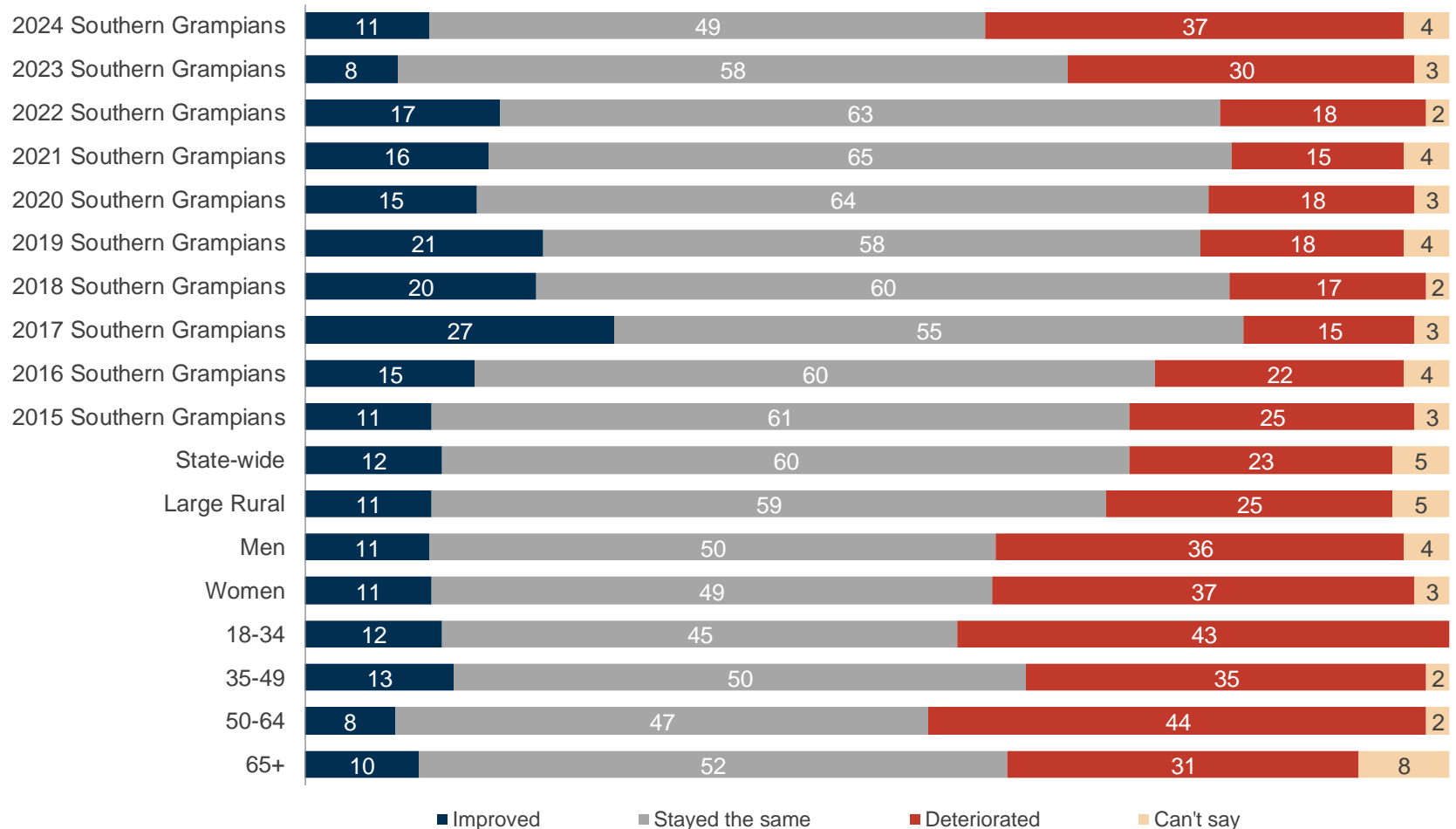
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall council direction last 12 months

2024 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Southern Grampians Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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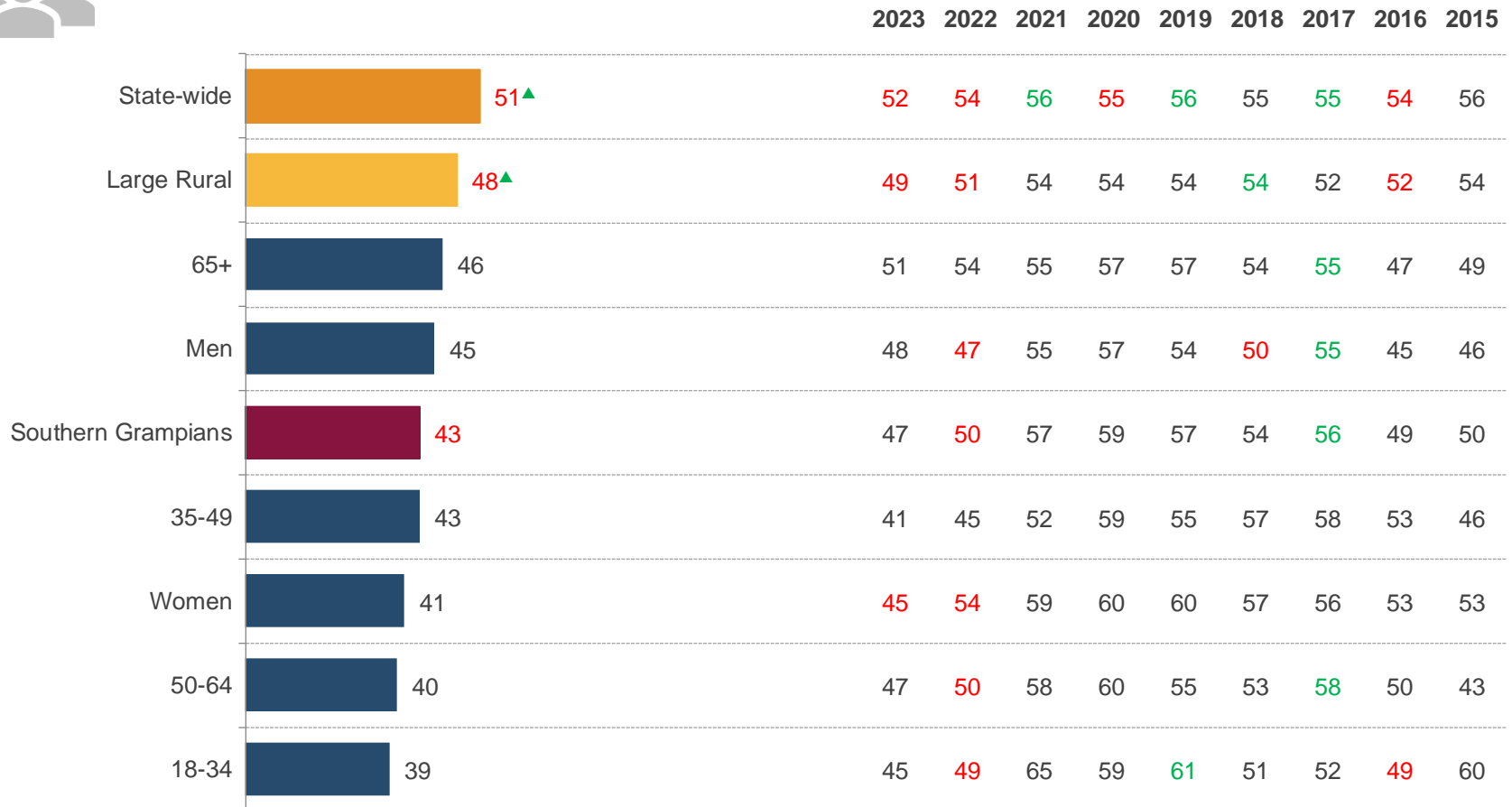
Individual service areas



Community consultation and engagement performance



2024 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: 62 Councils asked group: 18

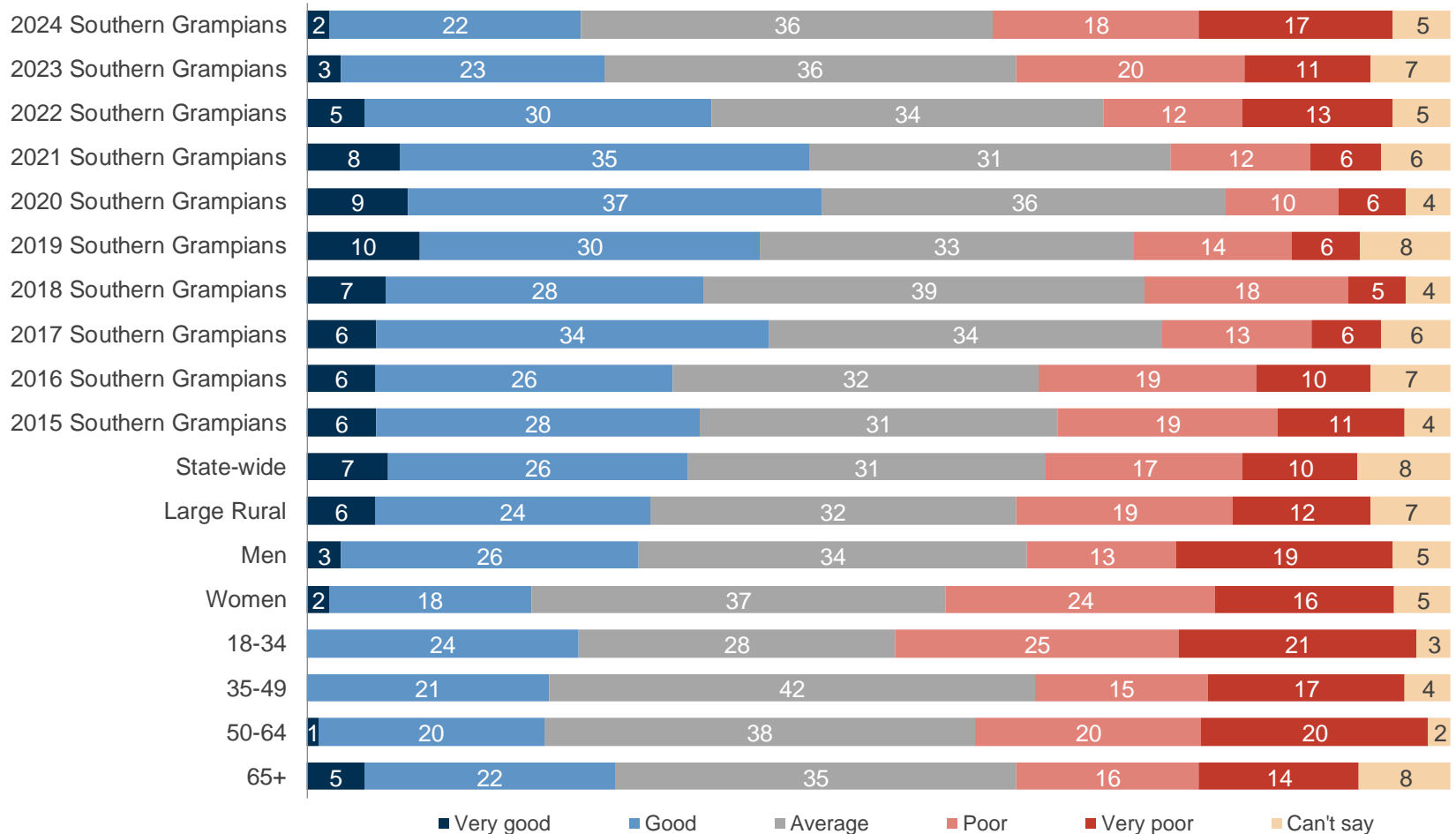
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)

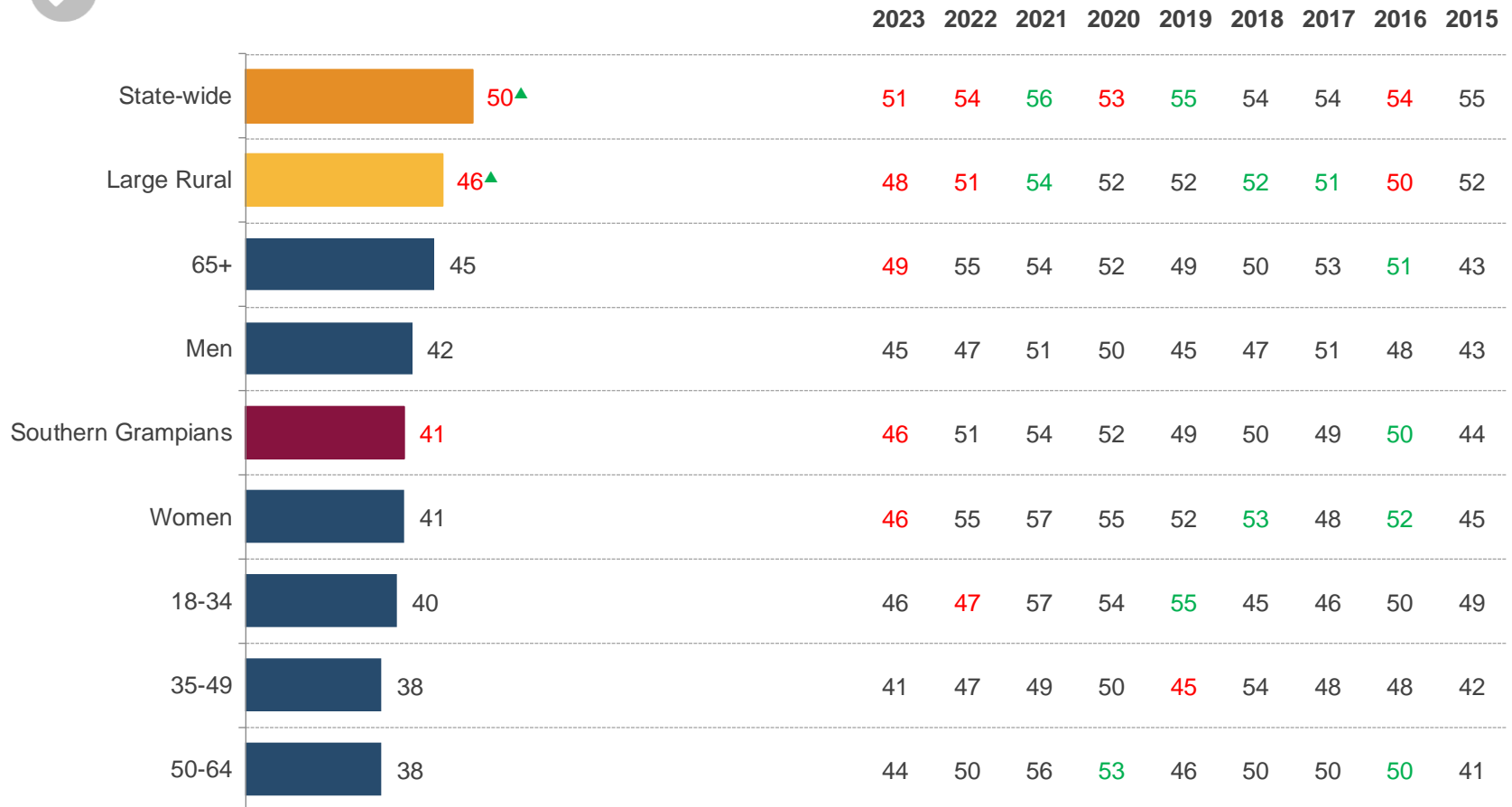


Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

Decisions made in the interest of the community performance



2024 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?

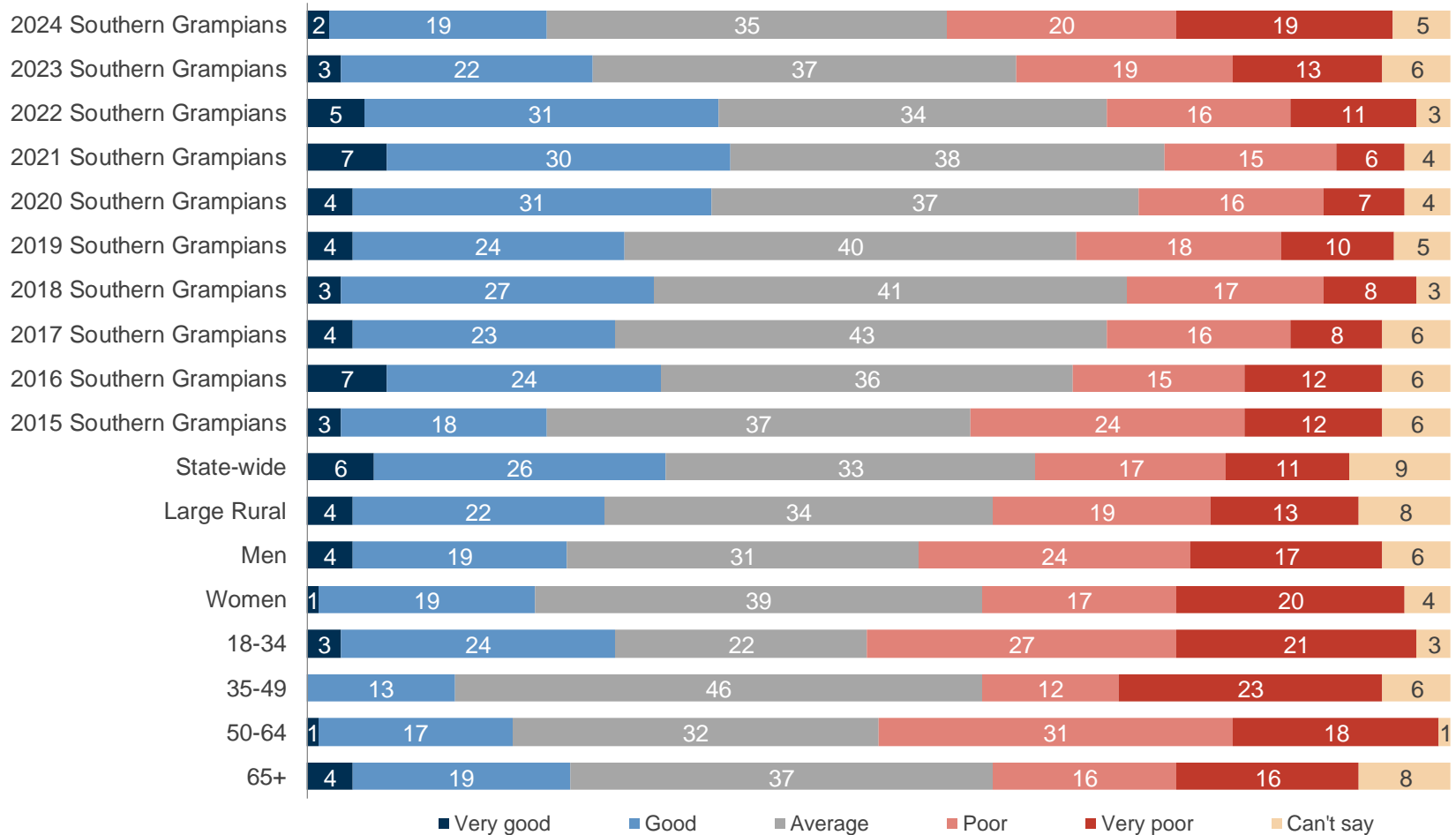
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

Decisions made in the interest of the community performance



2024 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: 18

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
State-wide	48	53	57	54	56	53	53	54	55	
Large Rural	40	45	50	47	47	45	43	44	45	
Men	37	34	37	41	42	42	32	38	34	41
65+	37	38	44	45	46	47	33	38	41	47
50-64	33	36	39	43	46	37	33	33	34	37
Southern Grampians	33	34	37	42	43	41	32	35	36	41
18-34	29	30	20	42	36	46	31	30	29	45
Women	29	34	36	43	44	41	32	32	37	42
35-49	28	30	38	37	42	33	30	38	37	36

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

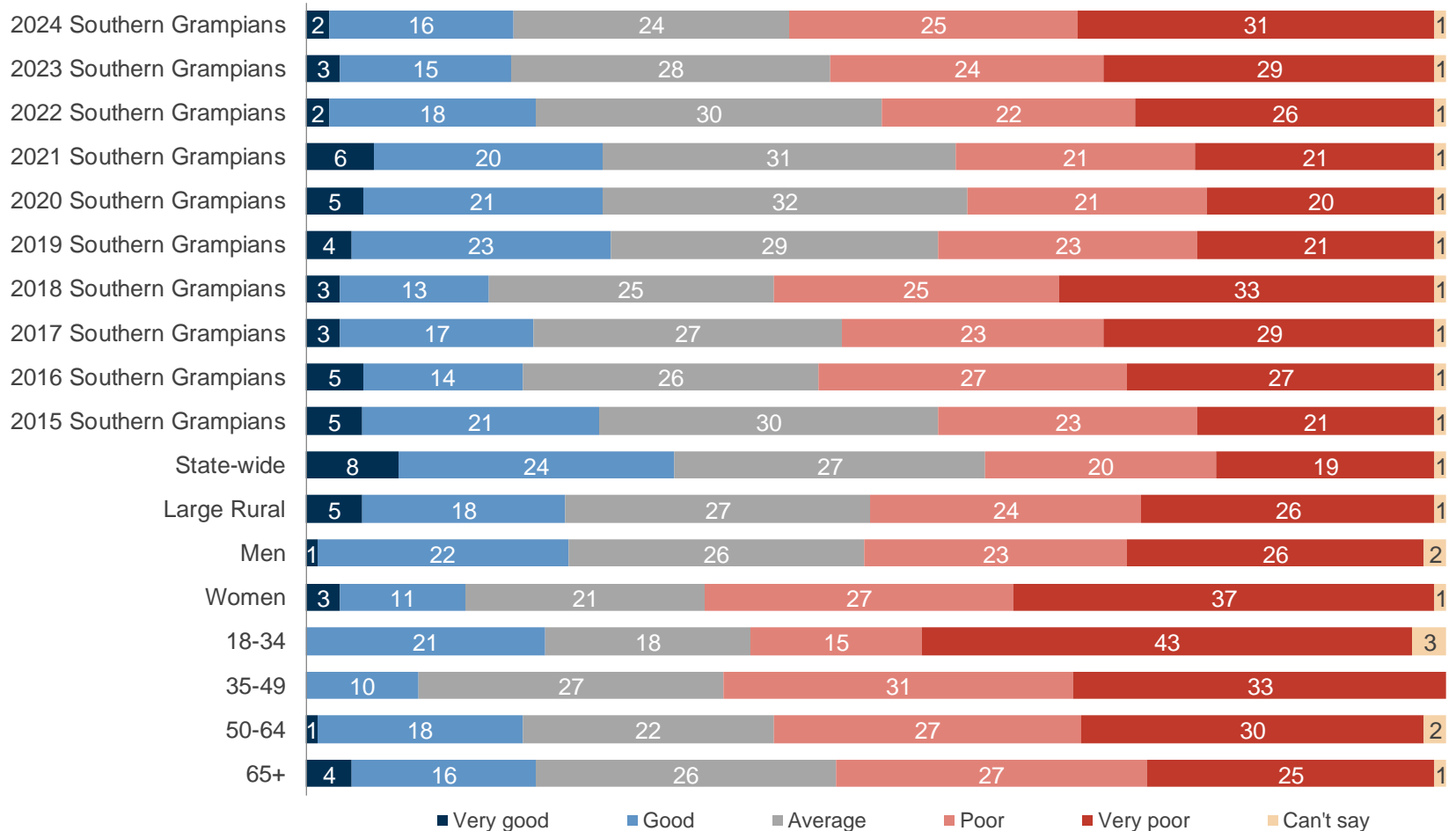
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



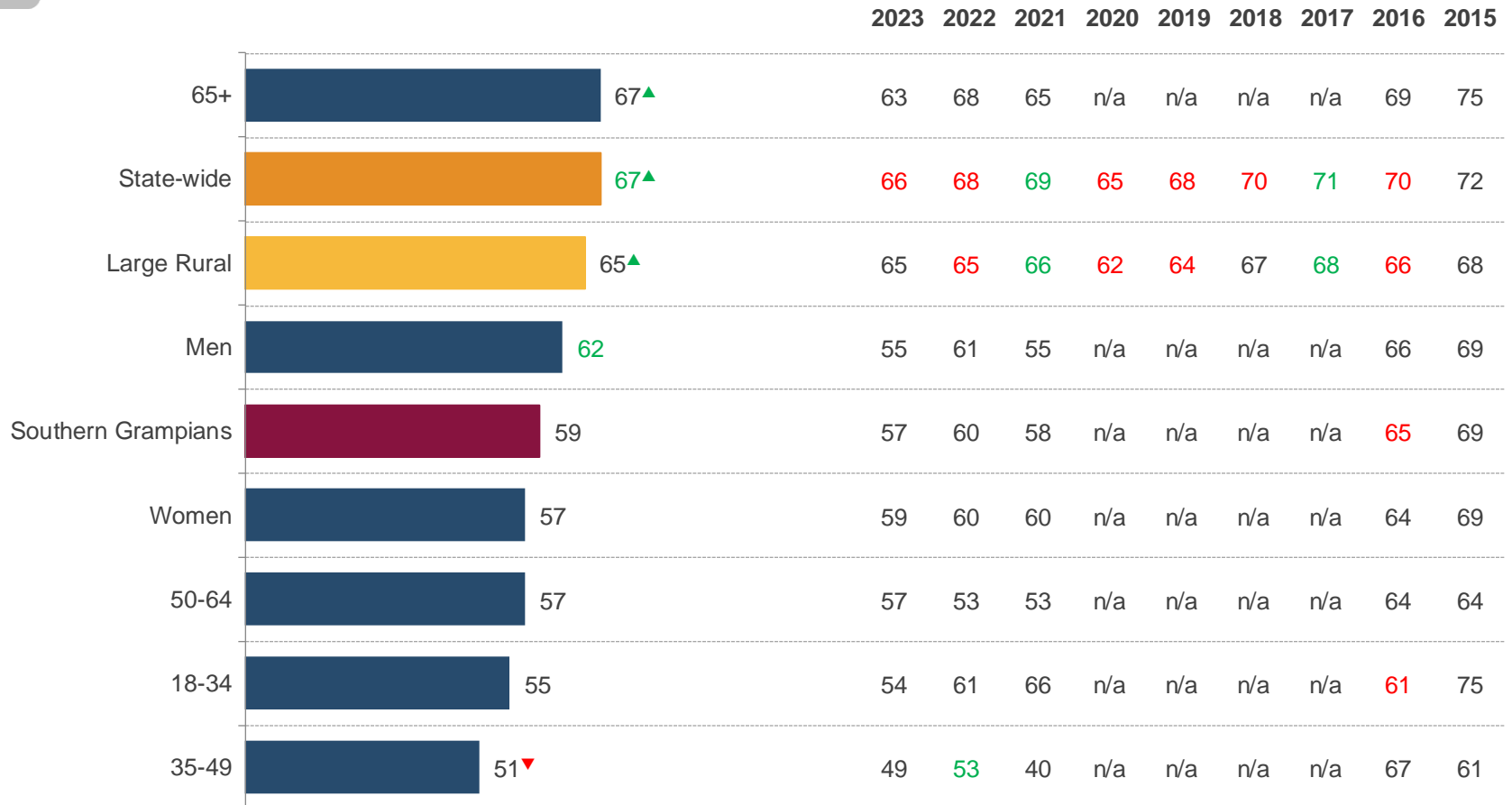
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Waste management performance



2024 waste management performance (index scores)



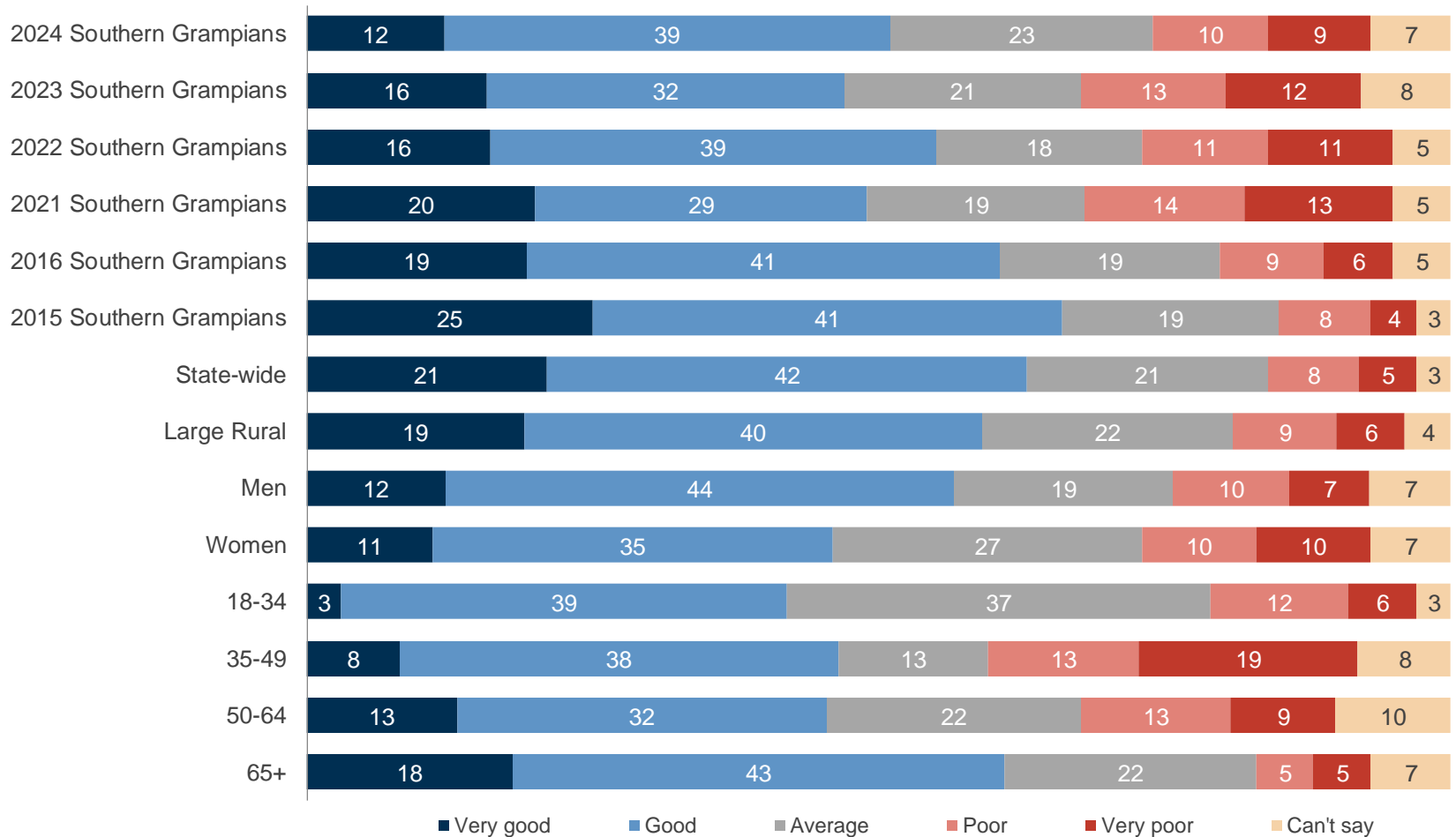
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



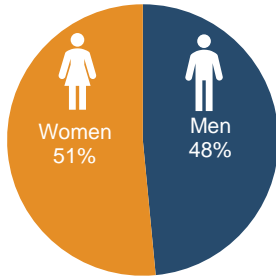
Detailed demographics



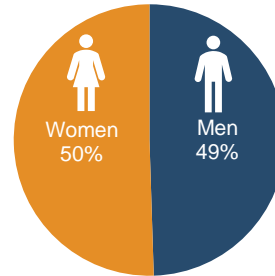
Gender and age profile

2024 gender

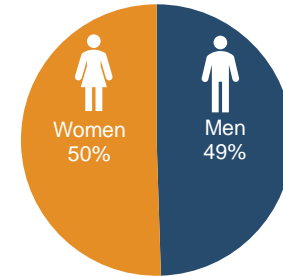
Southern Grampians



Large Rural

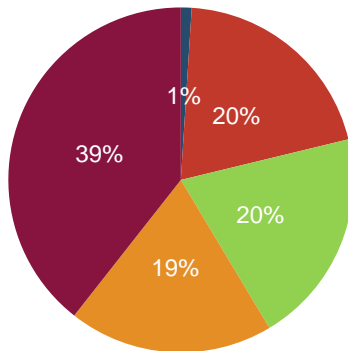


State-wide

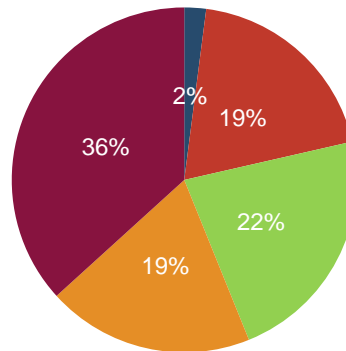


2024 age

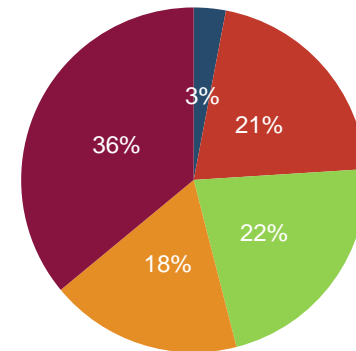
Southern Grampians



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

≤1% of respondents in each of Southern Grampians Shire Council, Large Rural and State-wide did not describe their gender as male or female.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, semi-transparent images of various data visualizations: a line graph with a downward trend, a bar chart with several bars of varying heights, and a grid pattern. The overall aesthetic is professional and data-oriented.

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Southern Grampians 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 13,000 people aged 18 years or over for Southern Grampians Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Southern Grampians Shire Council	400	400	+/-4.8
Men	200	193	+/-6.9
Women	196	203	+/-7.0
18-34 years	33	86	+/-17.3
35-49 years	52	80	+/-13.7
50-64 years	104	77	+/-9.6
65+ years	211	158	+/-6.7



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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background elements including a line graph with an upward trend and a bar chart with several bars of varying heights.

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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 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.

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 Southern Grampians 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 Southern Grampians Shire Council.

Survey sample matched to the demographic profile of Southern Grampians 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 Southern Grampians Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Southern Grampians Shire Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 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 2012-2024 vary slightly.

Council Groups

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

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

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for Southern Grampians Shire Council for this 2024 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 cannot be made within the reported charts.



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 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 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 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

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



Appendix B: Glossary of terms

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

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

State-wide average: The average result for all participating councils in the State.

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

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

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