

2020 Local Government Community Satisfaction Survey

Mildura Rural City 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**



Mildura Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mildura 55



State-wide 58



Regional Centres 56

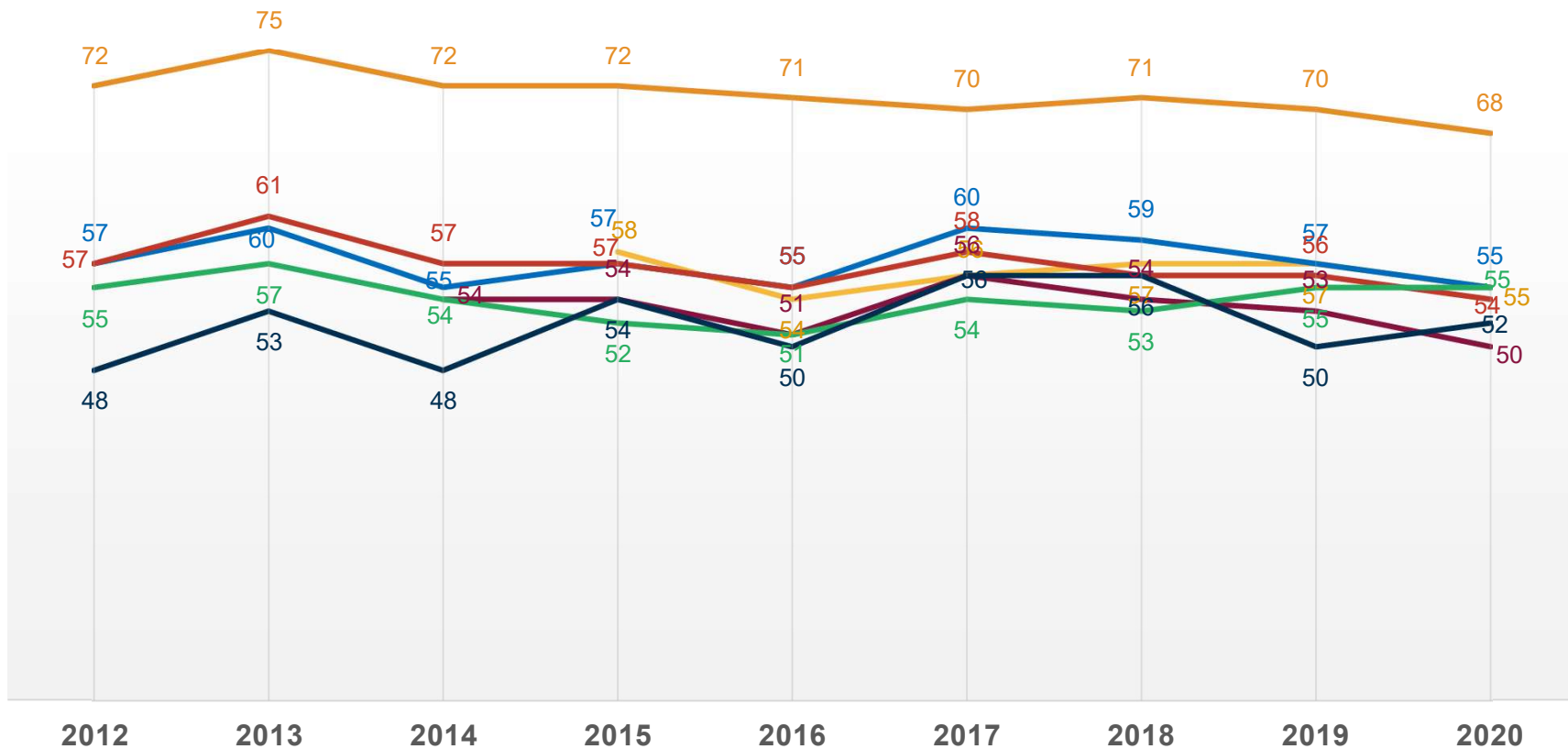
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	None	Community decisions
Compared to group average	Lobbying Consultation & engagement	None



Summary of core measures

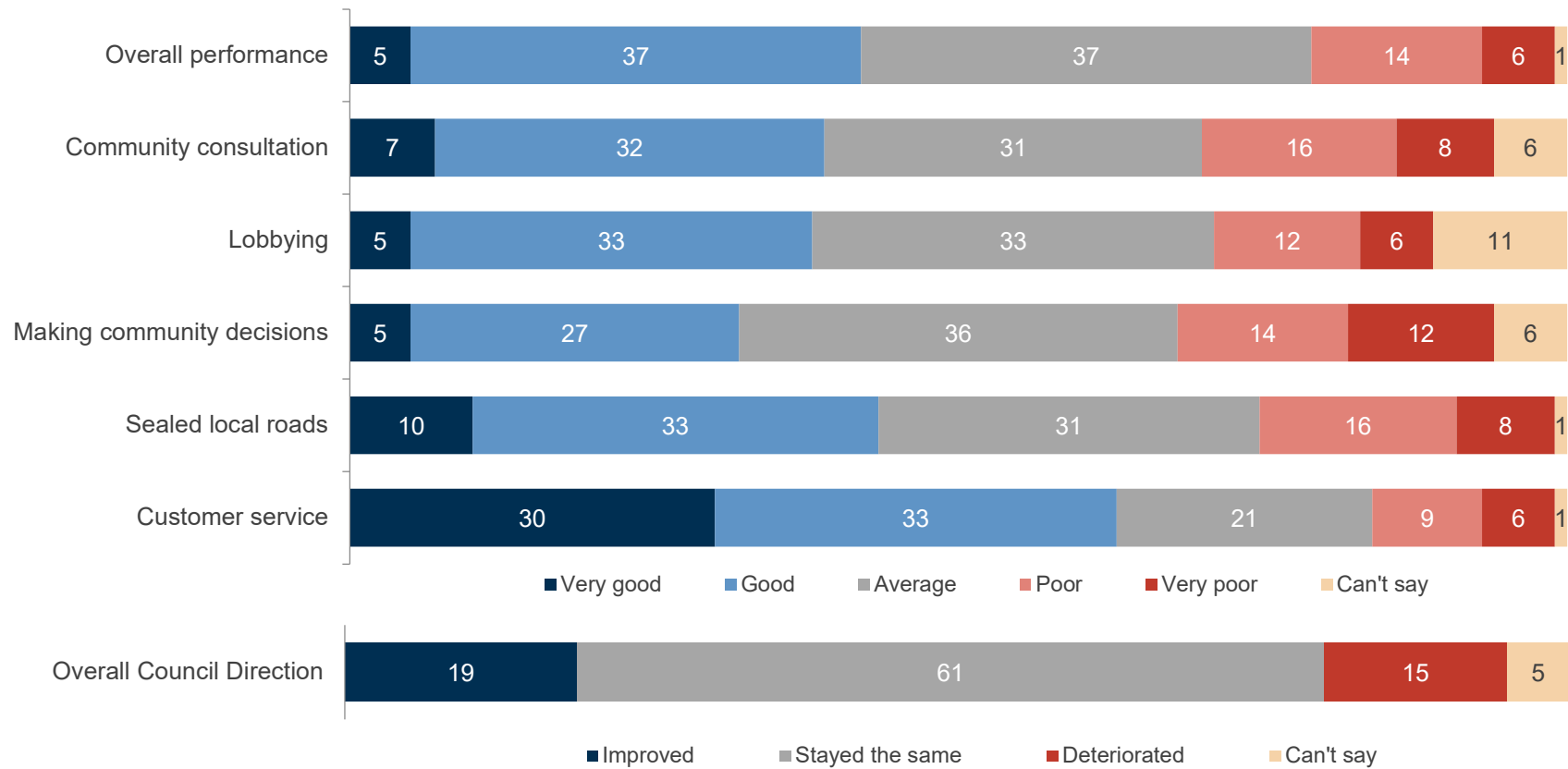
Index scores












Summary of core measures

Core measures summary results (%)





Summary of Mildura Rural City Council performance

Services	Mildura 2020	Mildura 2019	Regional Centres 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	55	57	56	58	Aged 65+ years	Aged 50-64 years
 Overall council direction	52	50	50	51	Aged 18-34 years	Aged 35-49 years
 Customer service	68	70	70	70	Aged 35-49 years	Aged 65+ years Aged 18-34 years
 Lobbying	55	55	52	53	Aged 18-34 years	Aged 50-64 years
 Sealed local roads	55	57	55	54	Aged 65+ years	Aged 35-49 years Aged 50-64 years
 Consultation & engagement	54	56	51	55	Aged 65+ years Aged 18-34 years	Aged 50-64 years
 Community decisions	50	53	50	53	Aged 65+ years Aged 18-34 years	Aged 35-49 years

Significantly higher / lower than Mildura Rural City 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

On all services areas, there are no significant differences in performance ratings compared with 2019 results. However, there are some downwards trends becoming apparent that attention should be drawn to. These multi-year declines have contributed to overall performance perceptions trending down to what is now the equal lowest level recorded (index score of 55, also recorded in 2016 and 2014).

Focus areas

Community decisions, and consultation and engagement, may warrant some extra attention in the coming 12 months. While neither service area has experienced statistically significant declines, performance ratings have been trending down and are at their lowest point to date. Customer service in another area that follows this same pattern. Improving perceptions in these areas could help to improve perceptions of Council overall.

Comparison to state and area grouping

Positively, Council performs significantly higher than the Regional Centre group average in the areas of community consultation and engagement and lobbying. Conversely, in the area of community decisions, Council's performance is rated significantly lower than the State-wide average.

Maintain gains achieved to date

Perceptions of Council's efforts in the area of lobbying have held firm and maintained the gains made in recent years, despite the Regional Centre group average significantly declining over the last 12 months. Council should endeavor to maintain, and even build upon, this positive result.

DETAILED FINDINGS





**Overall
performance**



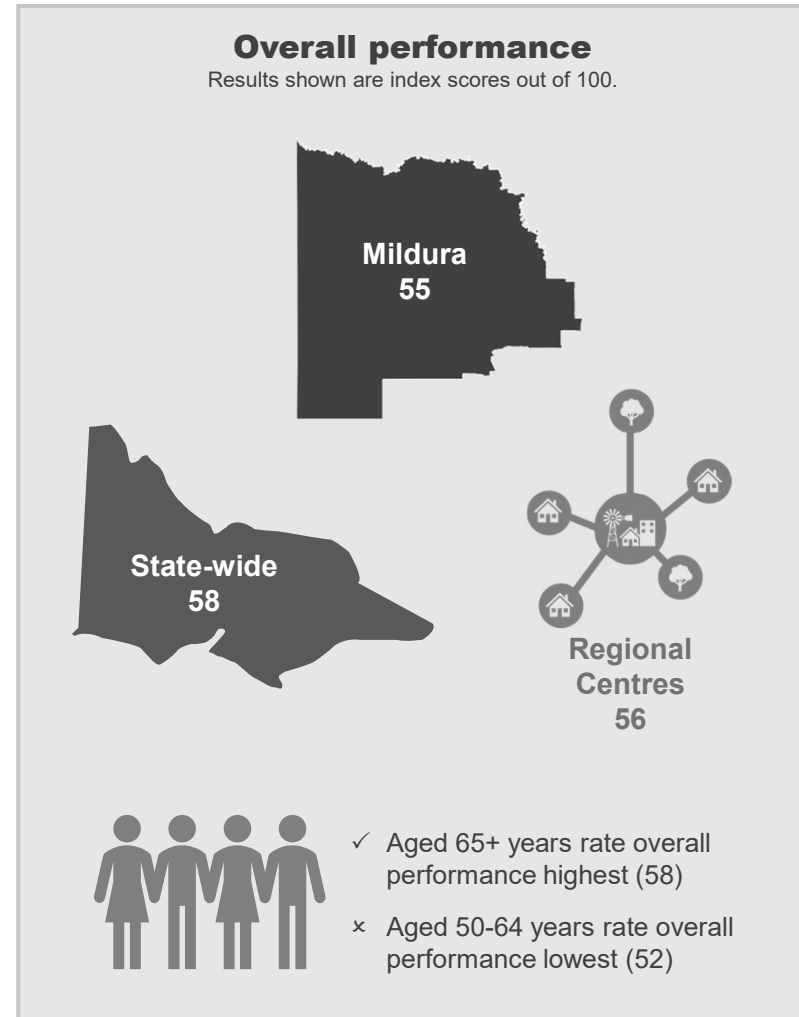
Overall performance

The overall performance index score of 55 for Mildura Rural City Council represents a two-point decline on the 2019 result, continuing a multi-year downward trend from 2017.

- Overall performance has returned to its lowest point, equal with 2016 and 2014 results.

Mildura Rural City Council's overall performance is rated in line with the average rating for councils in the Regional Centres group, and is statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index scores of 56 and 58 respectively).

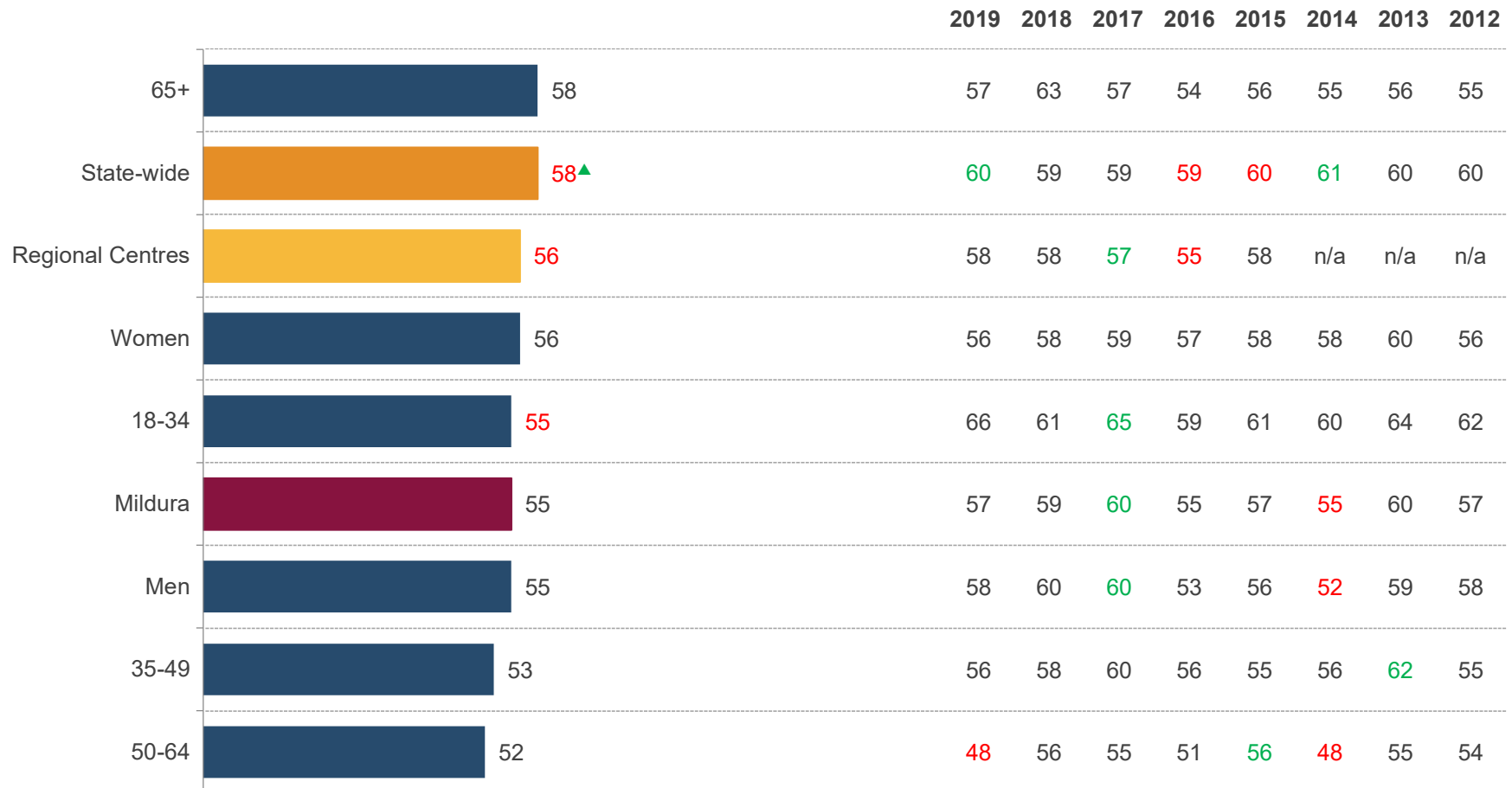
- Ratings among residents aged 65 years and older are highest (index score of 58, up one index point from 2019).
- The only significant difference in ratings relative to last year occurred among residents aged 18 to 34 years (index score of 55, down 11 index points from 2019).
- Twice as many residents rate Mildura Rural City Council's overall performance as 'very good' or 'good' (42%) as those who rate it as 'very poor' or 'poor' (20%). A further 37% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

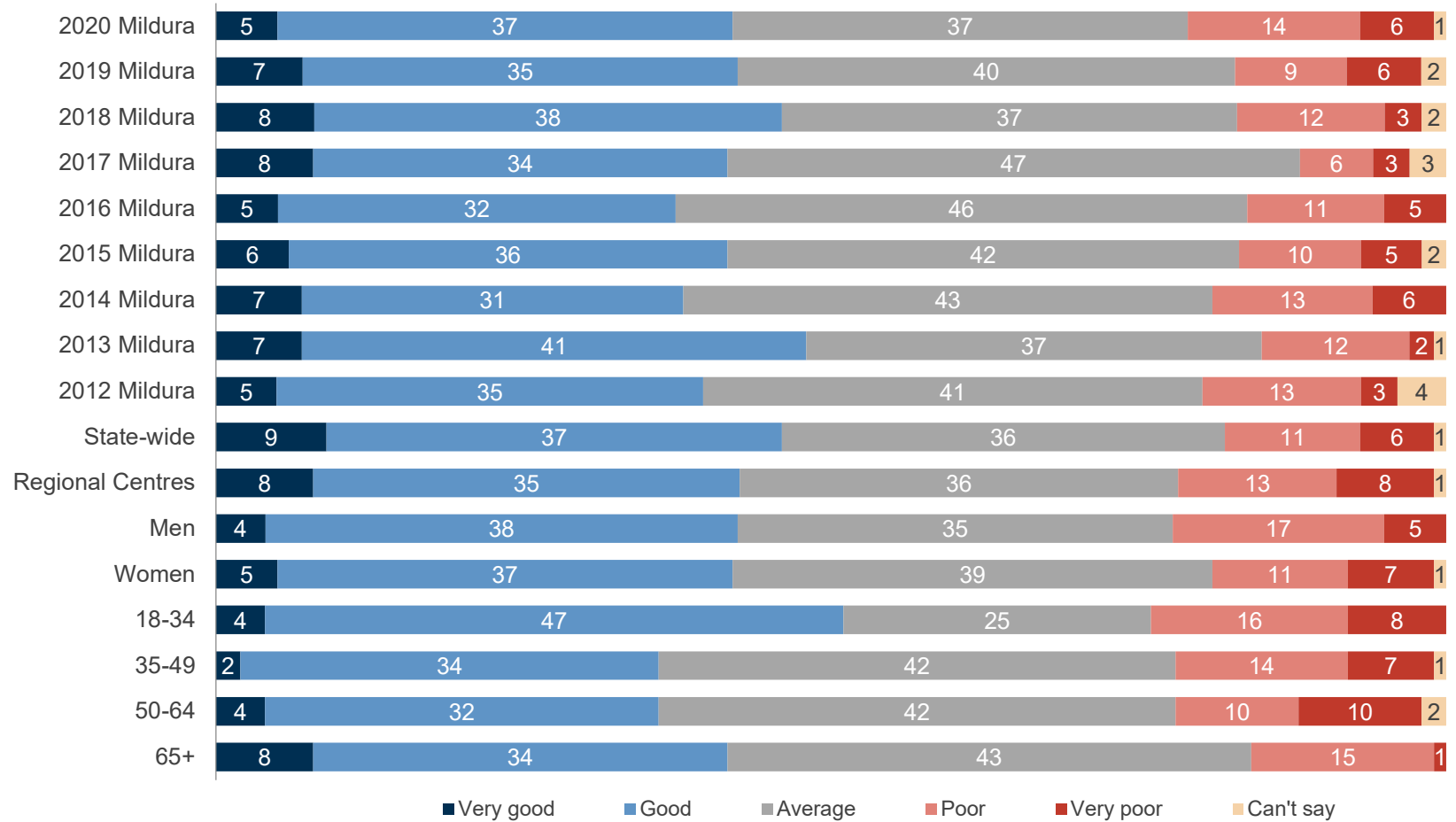


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mildura Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
 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 Mildura Rural City 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: 8



Top performing service areas

Lobbying and sealed local roads (index scores of 55) are the areas where Council performed best in 2020, followed by consultation and engagement (index score of 54).

In the case of lobbying, ratings have held firm with 2019 and Council is now just two index points away from returning to the high of 57 seen in 2013.

- Council performs significantly higher than the Regional Centres group average and in line with the State-wide average in this service area (index scores of 52 and 53 respectively).

Perceptions of sealed local roads have remained relatively steady (down two points on the 2019 result), while State-wide and Regional Centre group averages in this service area declined significantly.

- Ratings among residents aged 35 to 49 years (index score of 52) declined significantly, down eight points on the 2019 result.

Despite being at its lowest point to date, Council's performance rating on consultation and engagement is significantly higher than the Regional Centres group average (index scores of 54 and 51 respectively).



Lobbying and sealed local roads (with index scores of 55) 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 area of community decisions (index score of 50).

Council rates lowest – relative to its performance in other areas – in the area of community decisions (index score of 50, down three points from 2019).

- Council rates significantly lower than State-wide and in line with Regional Centres group averages for community decisions (index scores of 53 and 50 respectively).

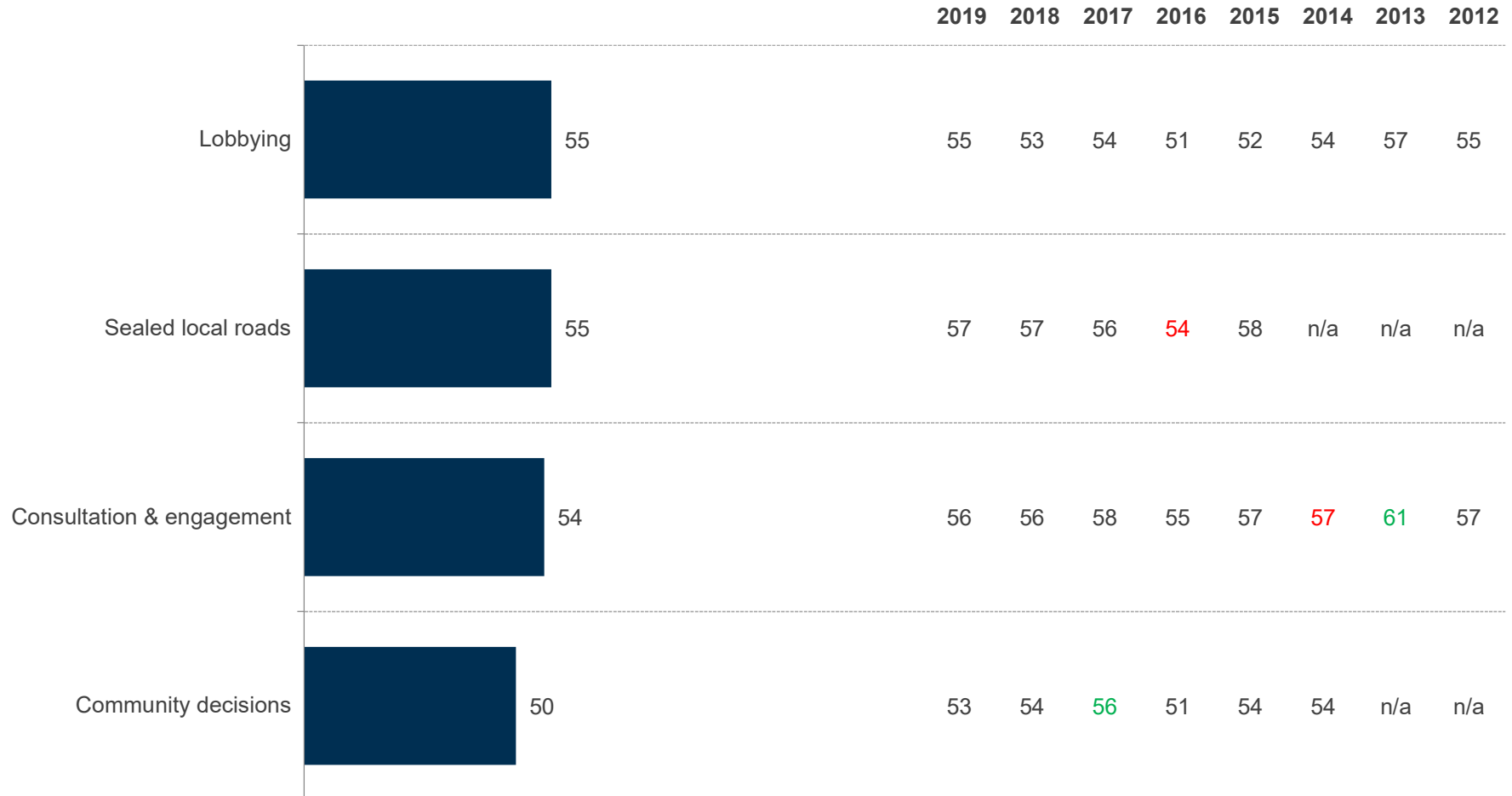
Ratings for community decisions declined across all demographic cohorts, with the exception of residents aged 50 to 64 years whose ratings have improved by two index points since 2019. However, none of these changes over the last 12 months are statistically significant.

- That said, residents aged 50 to 64 years appear to be the most critical of Council performance, often with the lowest rating relative to other demographic cohorts.



Individual service area performance

2020 individual service area performance (index scores)

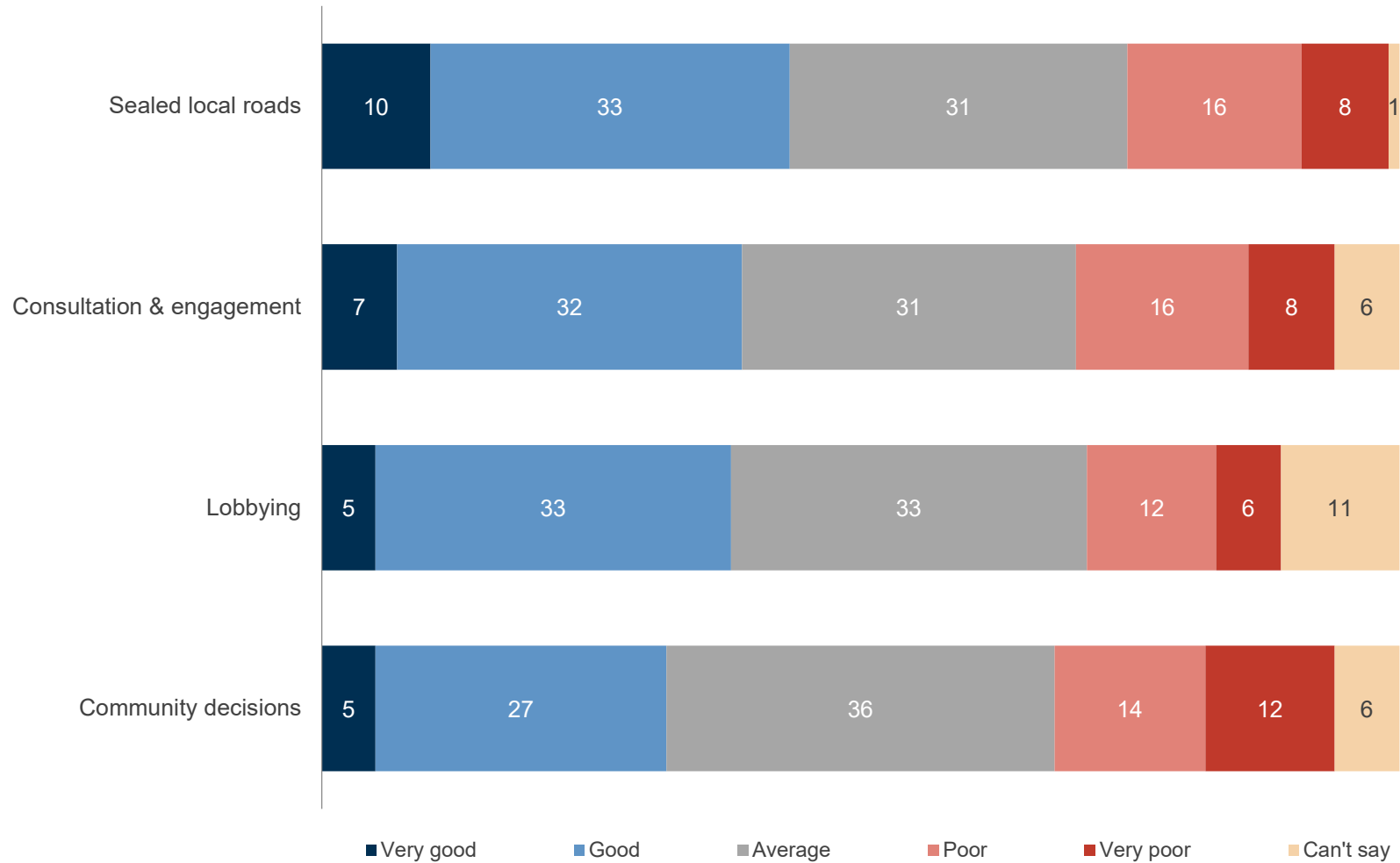


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2020 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: 8

Customer service





Contact with council and customer service

Contact with council

More than half of Council residents (56%) have had contact with Council in the last 12 months. Rate of contact is eight percentage points higher than last year and is at the same level evident in 2018.

- Rate of contact has increased significantly among residents aged 18 to 34 years (almost doubling, up from 32% in 2019 to 63% currently) and men (up from 45% to 58%) over the past 12 months.



Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 68 represents a two-point decline on the 2019 result. This is Council's lowest customer service rating experienced to date. Customer service is rated in line with the State-wide and Regional Centres group averages (index scores of 70).

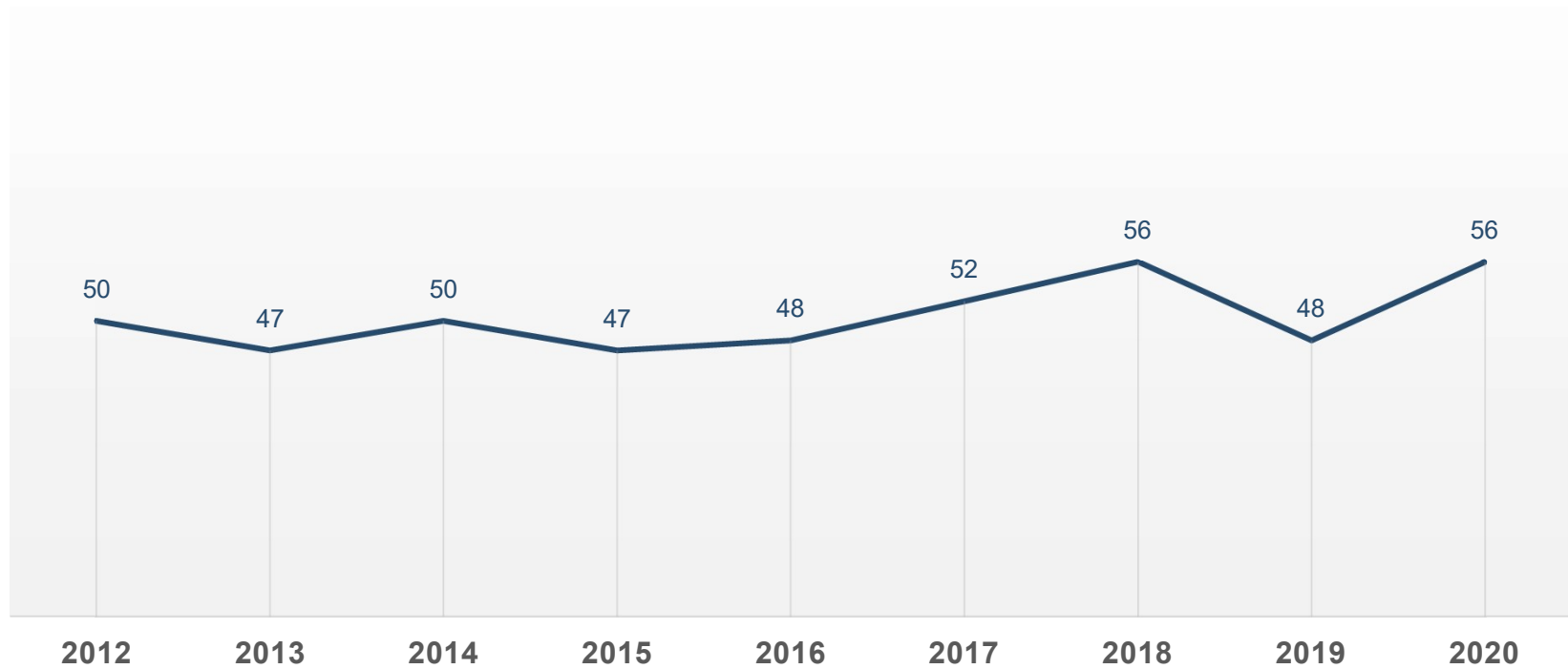
Six in ten residents (63%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are highest among 35 to 49 year olds for the second year in a row.
- While 18 to 34 year olds had the most contact with council over the past 12 months, their rating of customer service is lowest (index score of 66).
- Residents aged 65 years and over have similar perceptions of customer service performance, also with an index score of 66. This is not however different to the Council average.



Contact with council

2020 contact with council (%)
Have had contact

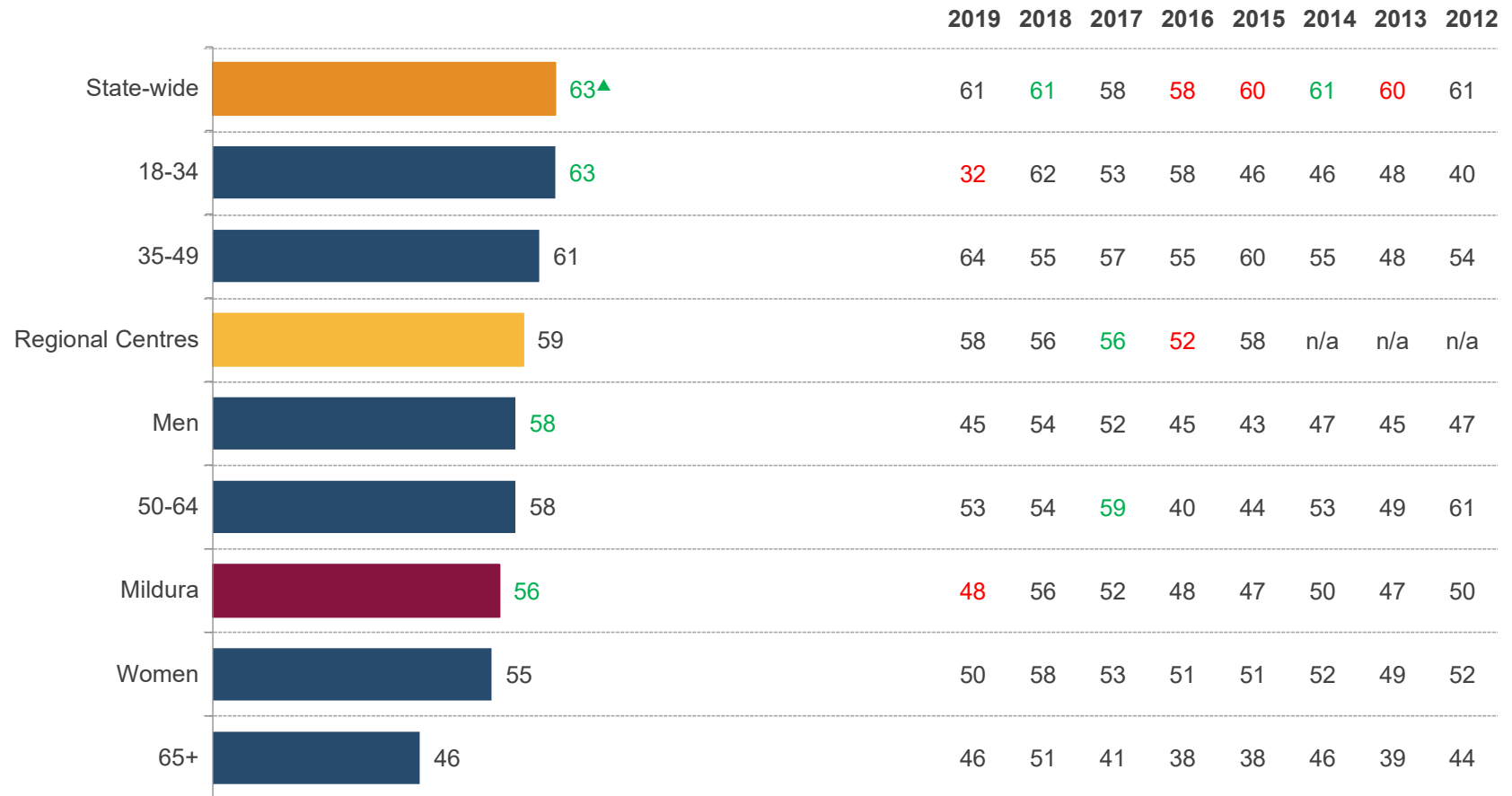


Q5. Over the last 12 months, have you or any member of your household had any contact with Mildura Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4



Contact with council

2020 contact with council (%)



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

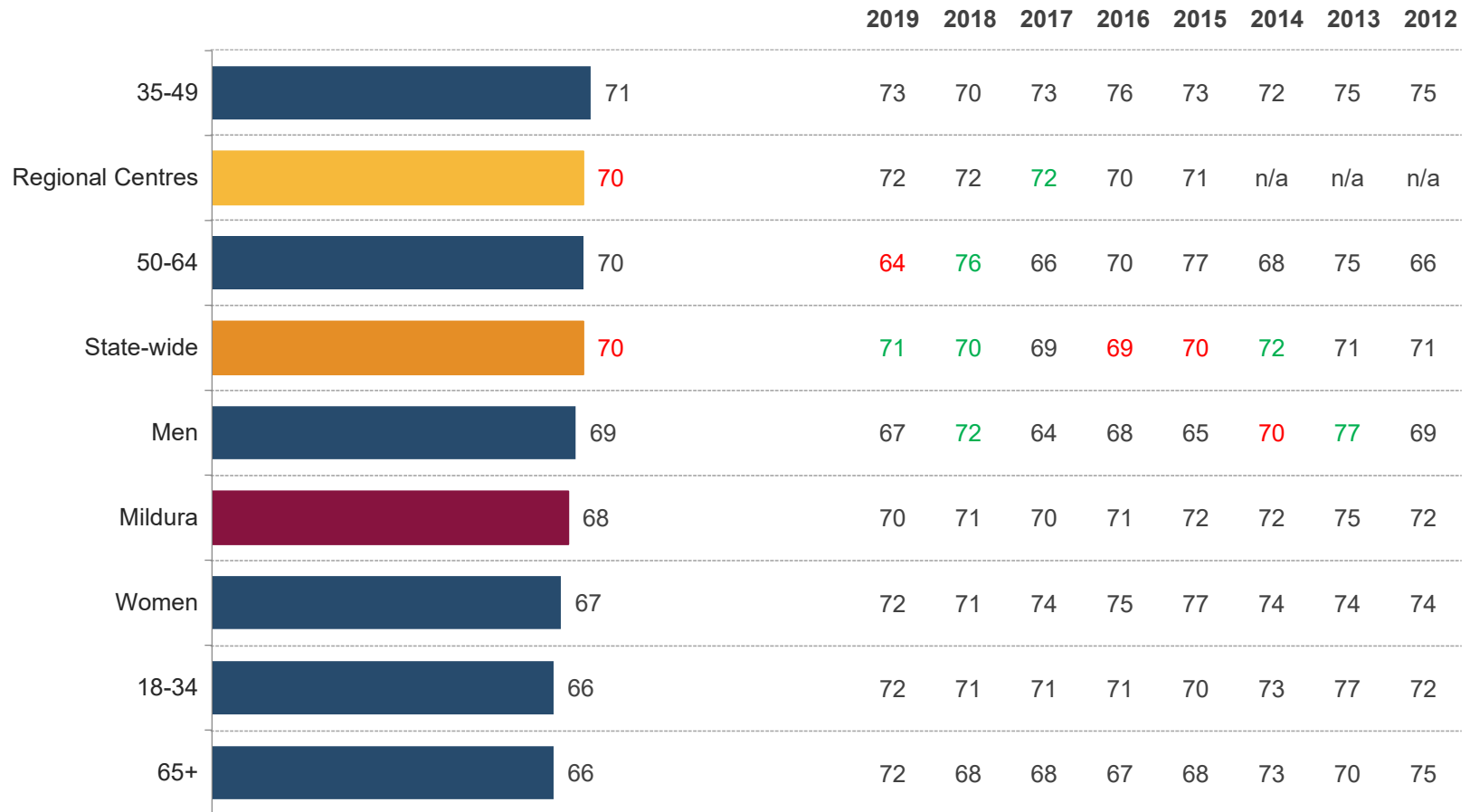
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

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



Customer service rating

2020 customer service rating (index scores)

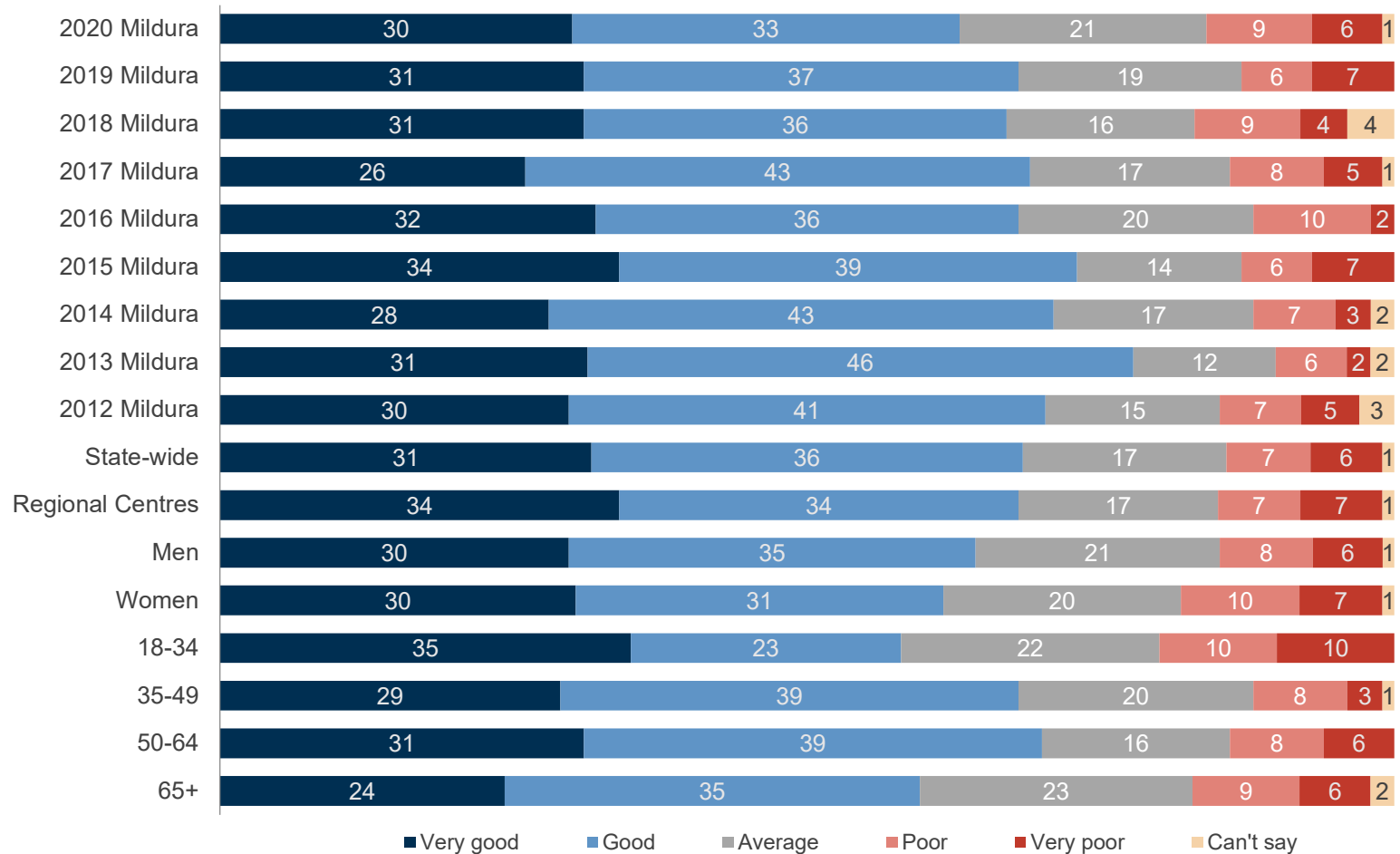


Q5c. Thinking of the most recent contact, how would you rate Mildura Rural City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 62 Councils asked group: 8
 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 Mildura Rural City 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: 8



Council direction



Council direction

Perceptions of Council's overall direction has improved by two points to an index score of 52. Over the last 12 months, 61% of people believe the direction of Council's overall performance has stayed the same, down five percentage points on 2019.

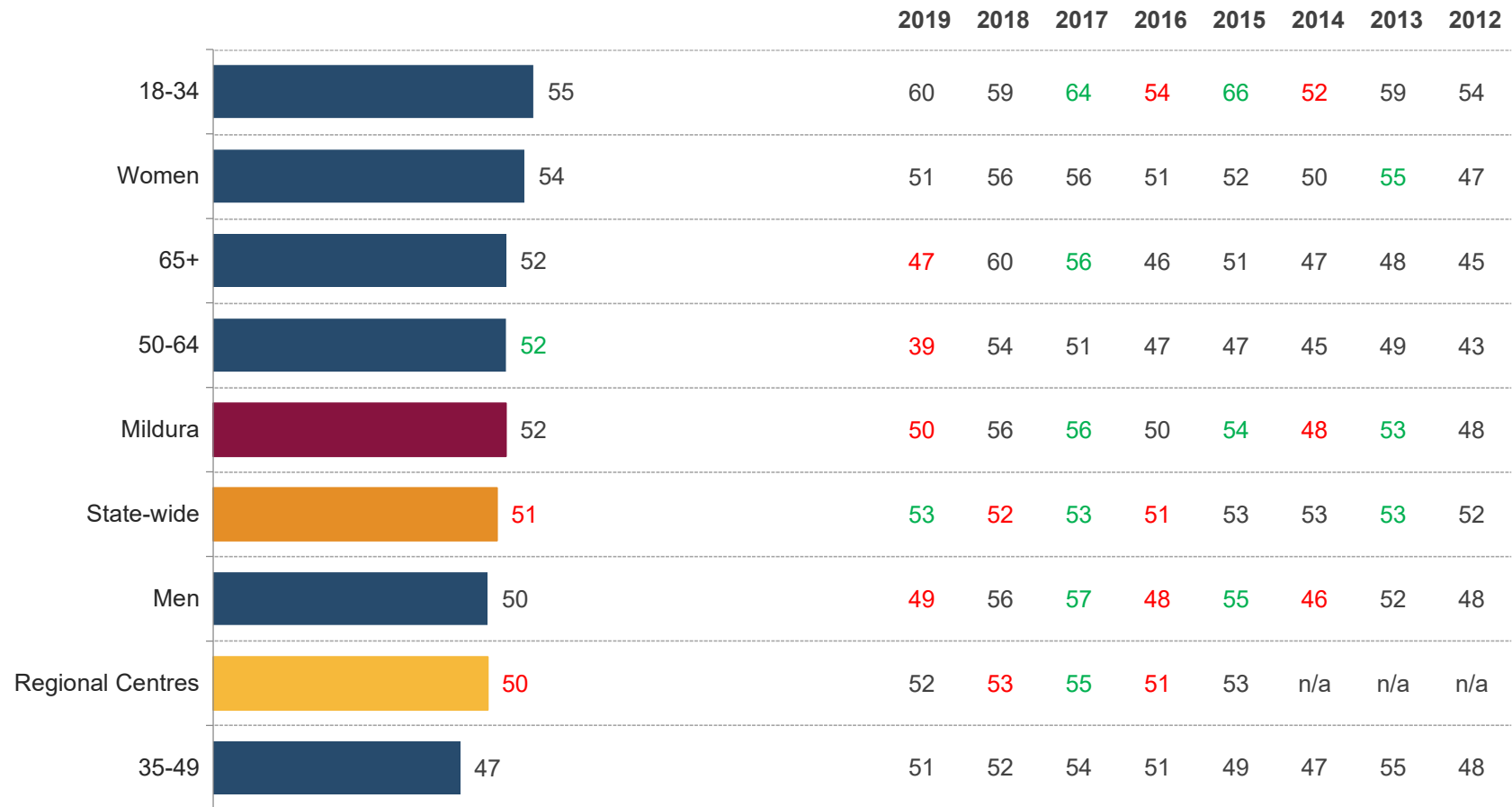
- 19% believe the direction has improved in the last 12 months (up four points on 2019).
- 15% believe it has deteriorated, down one point on 2019.
- The most satisfied with council direction are those aged 18-34 years and women.
- The least satisfied with council direction are those aged 35-49 years and men.
- Perceptions of Council's overall direction improved significantly among residents aged 50 to 64 years (up 13 index points to 52).





Overall council direction last 12 months

2020 overall direction (index scores)

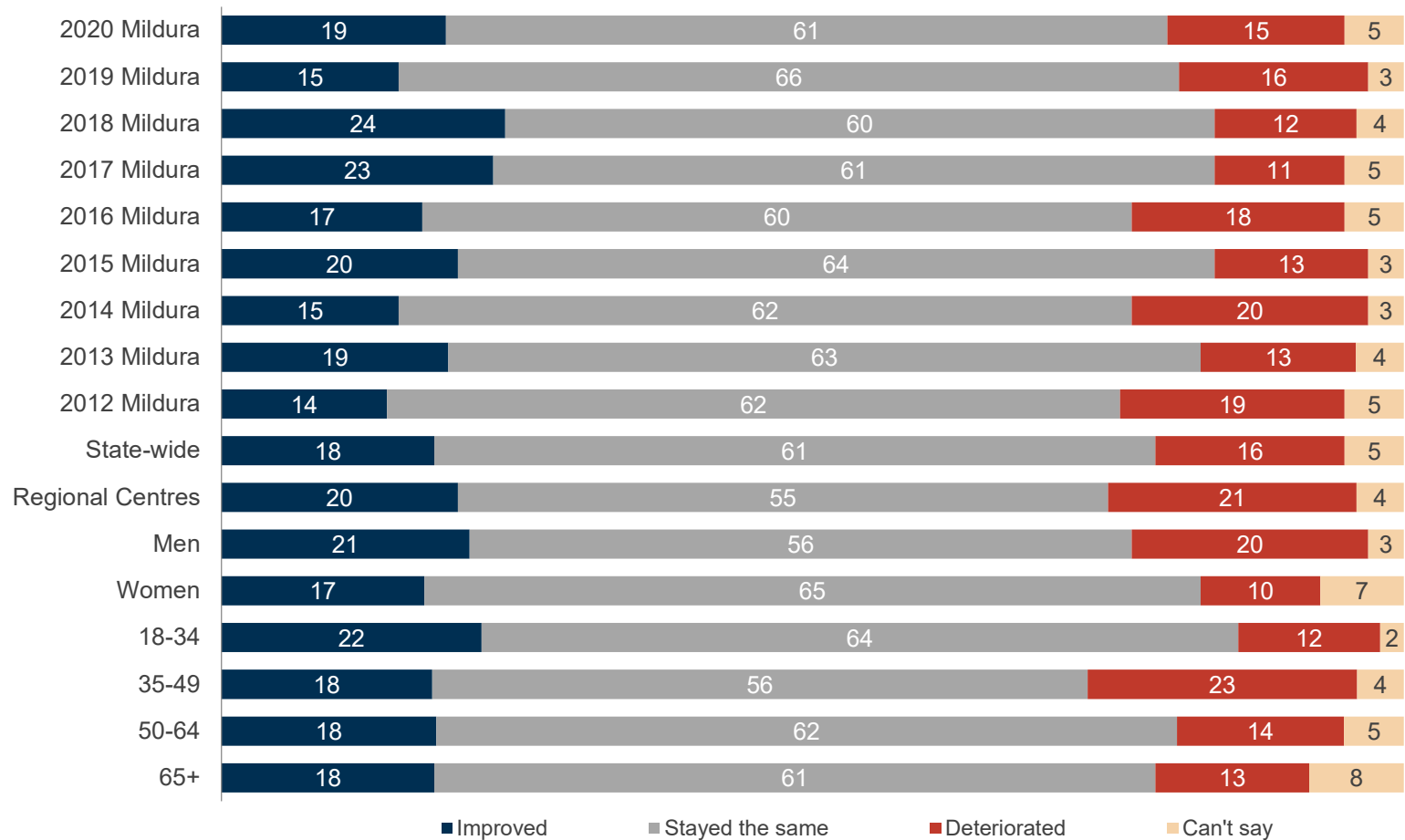


Q6. Over the last 12 months, what is your view of the direction of Mildura Rural City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Mildura Rural City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8



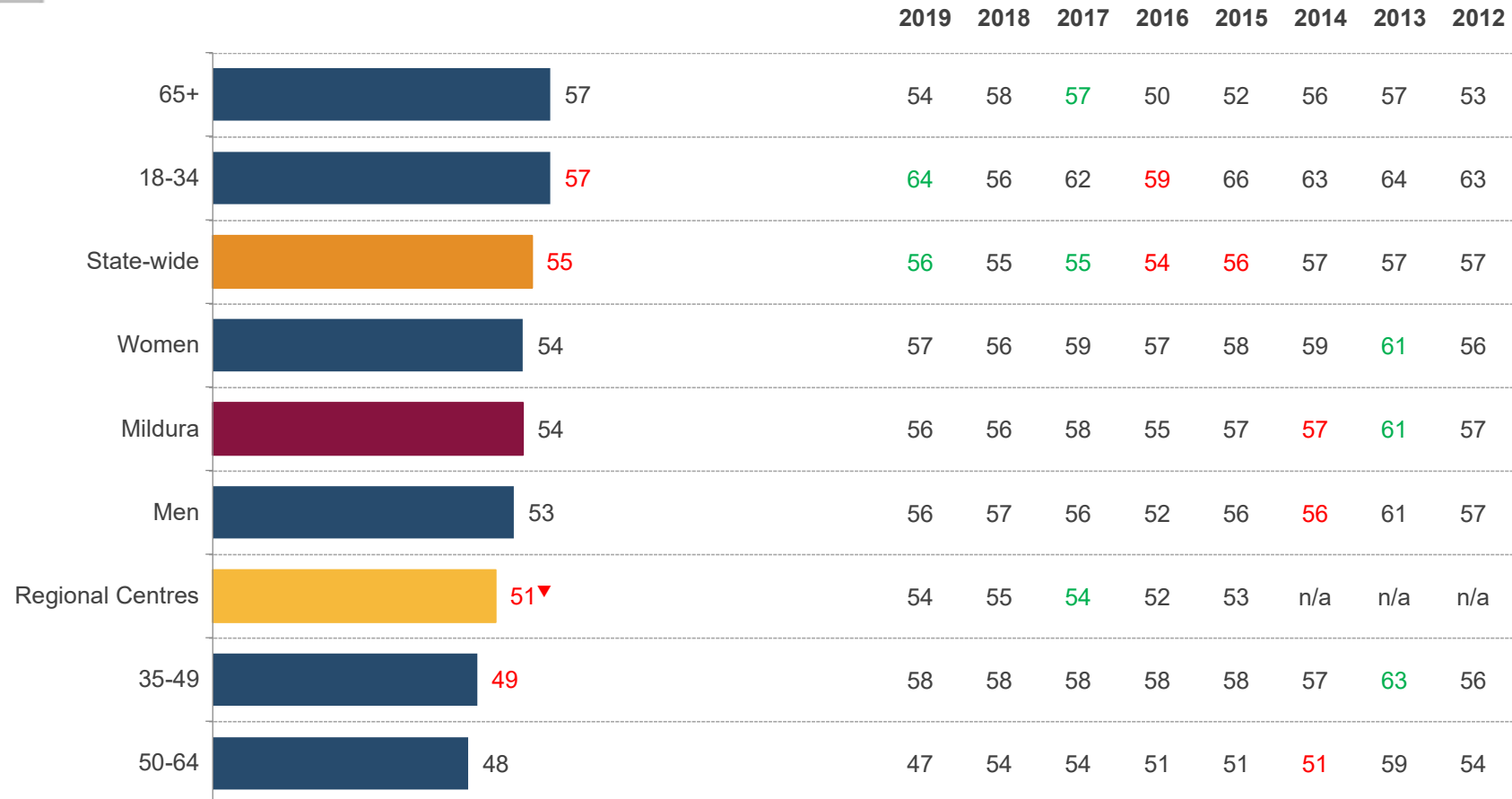
Individual service areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)



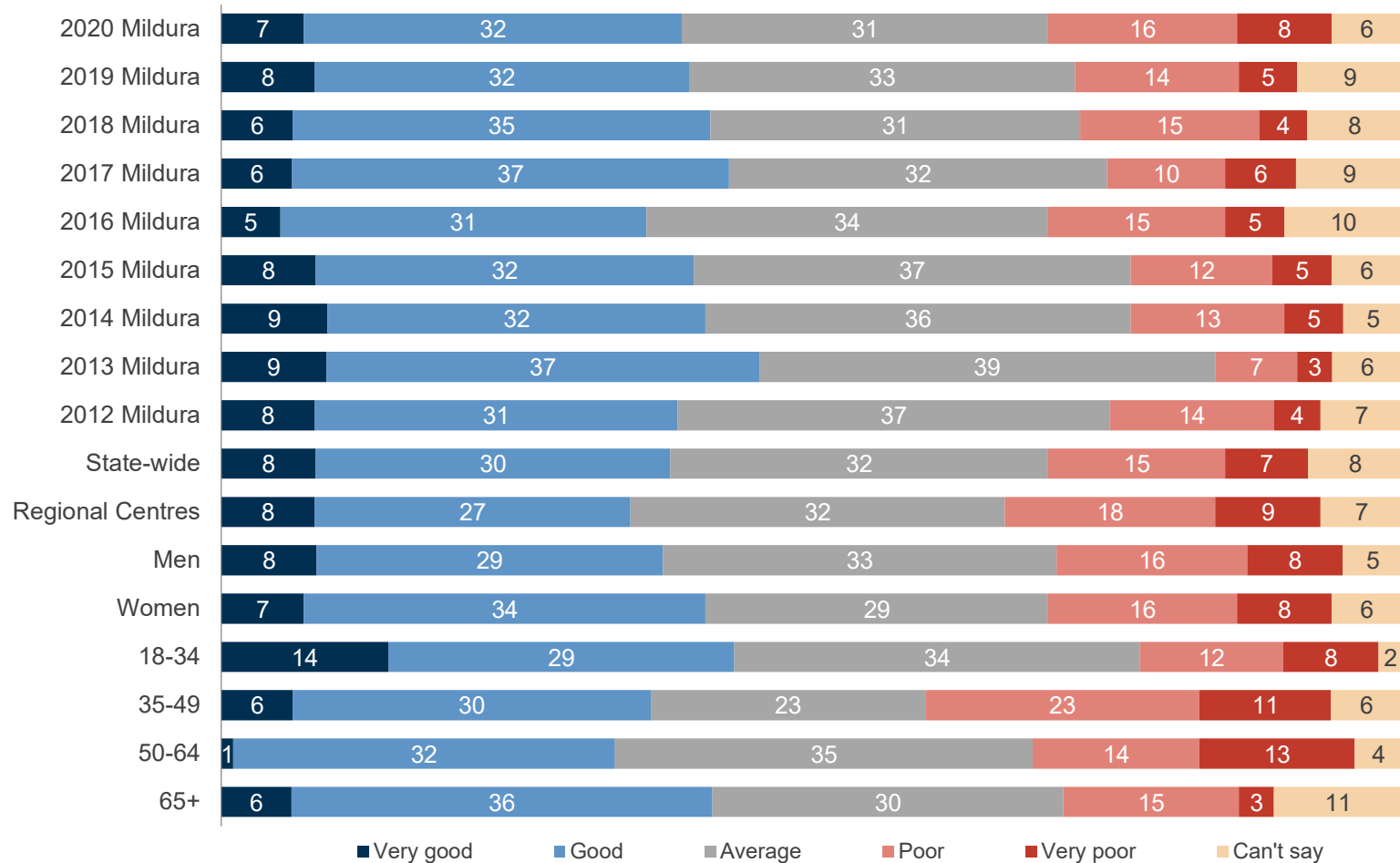
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



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: 8



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	53	62	50	58	62	63	63
65+	57	55	51	50	51	53	59	52
Women	55	51	54	53	53	56	58	54
Mildura	55	53	54	51	52	54	57	55
Men	55	54	55	49	51	53	57	55
State-wide	54	54	54	53	55	56	55	55
35-49	55	52	53	52	52	52	57	53
Regional Centres	54	54	54	52	55	n/a	n/a	n/a
50-64	46	50	50	51	49	48	51	50

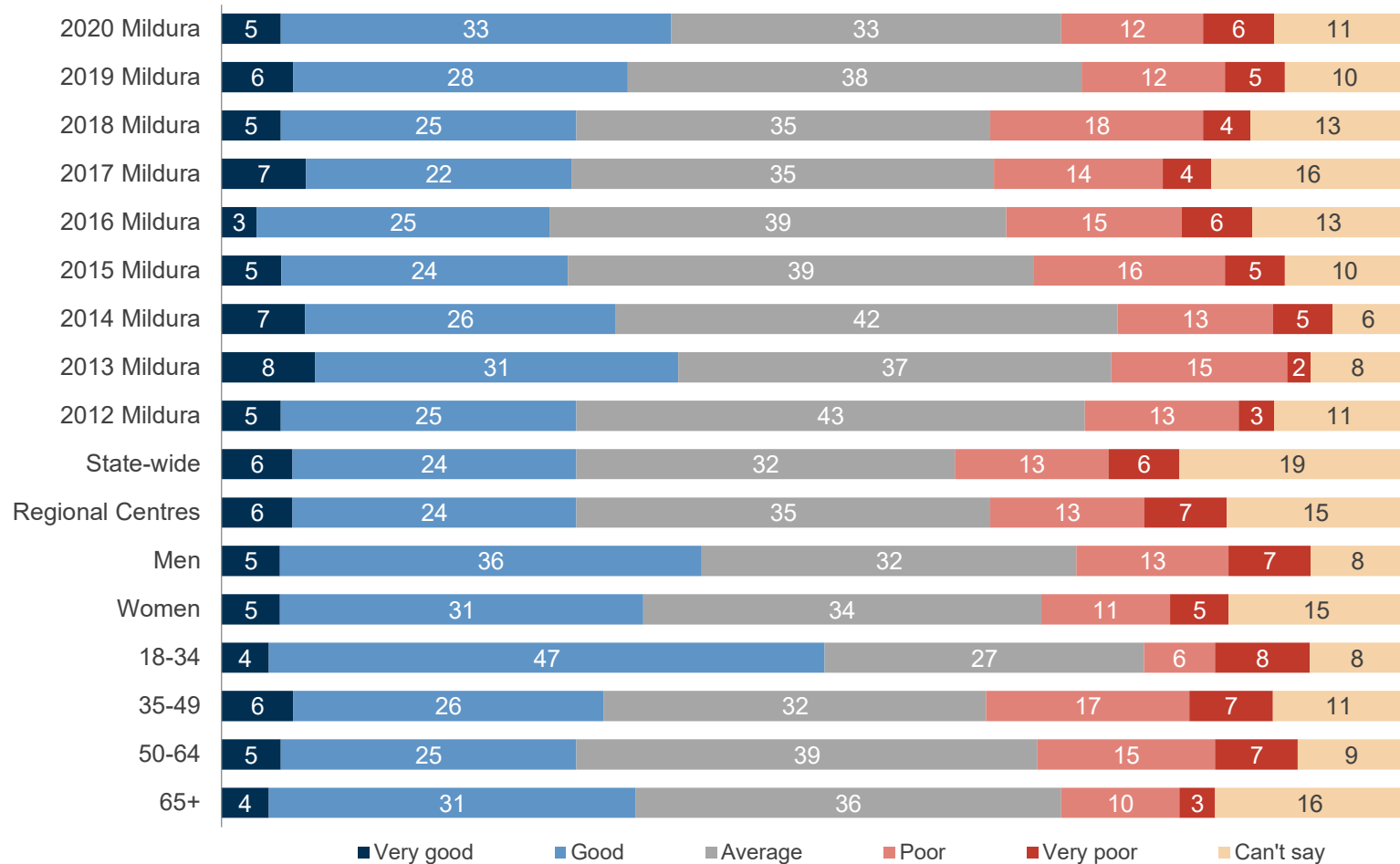
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



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: 8

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

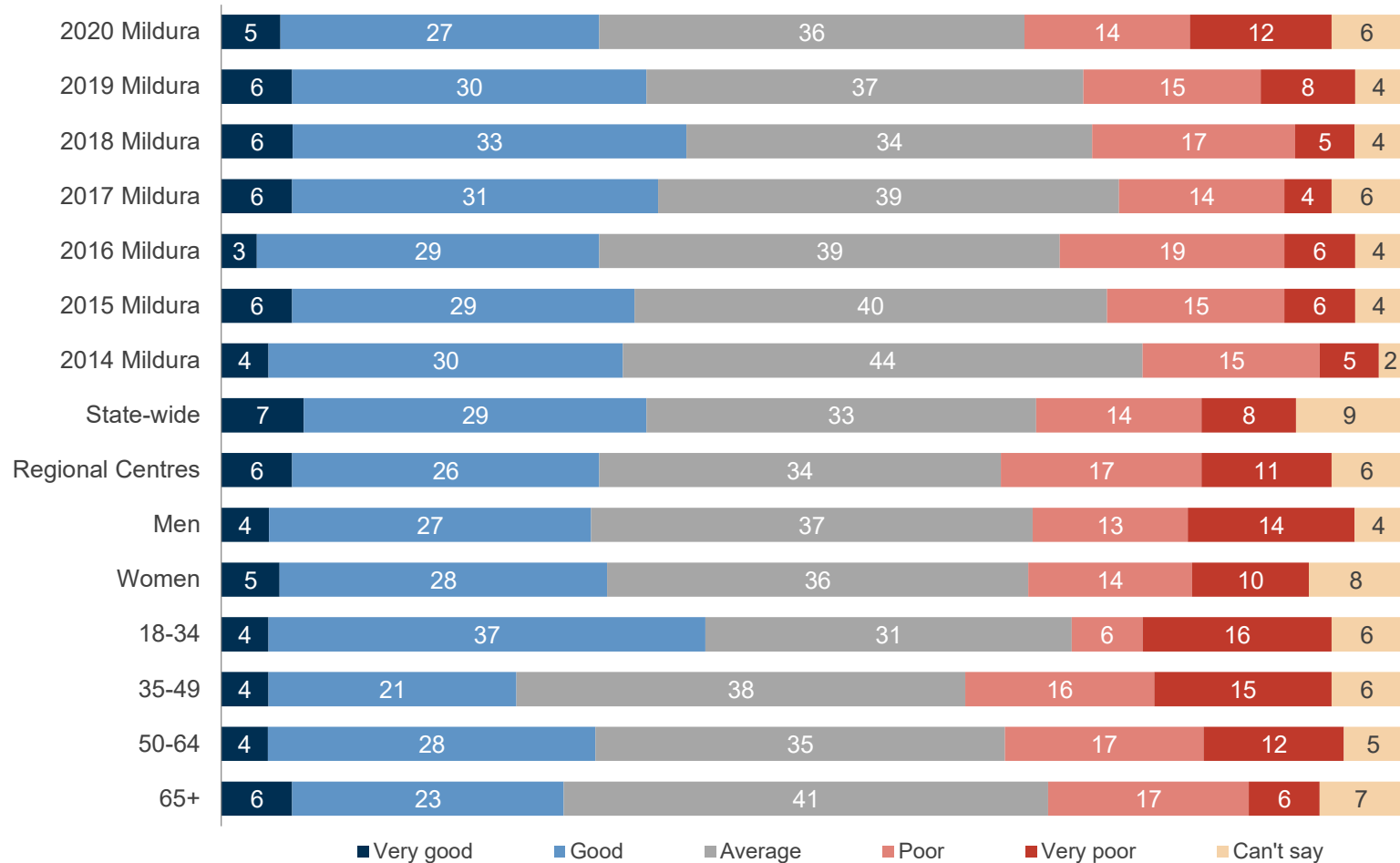
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	55	54	54	54	57	n/a	n/a
65+	52	56	61	55	49	53	52	n/a
18-34	52	58	54	59	51	59	58	n/a
Women	51	53	54	54	53	54	56	n/a
Regional Centres	50	52	52	52	51	52	n/a	n/a
Mildura	50	53	54	56	51	54	54	n/a
50-64	49	47	52	53	50	49	48	n/a
Men	48	53	55	57	49	53	51	n/a
35-49	45	51	53	56	54	54	55	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: 8
 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: 8

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

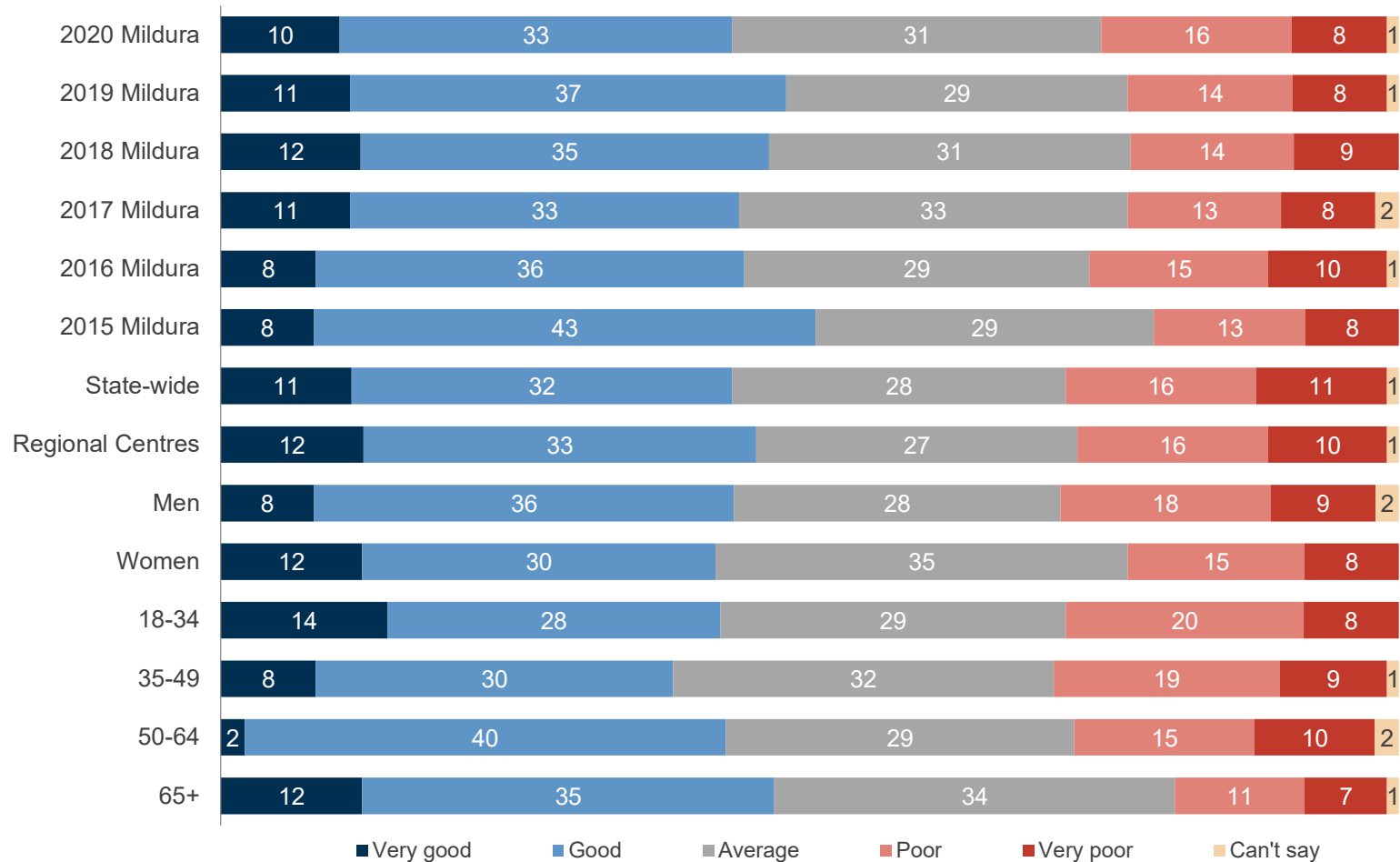
	2019	2018	2017	2016	2015	2014	2013	2012
65+	61	59	59	57	59	n/a	n/a	n/a
Women	56	56	56	55	58	n/a	n/a	n/a
Regional Centres	57	54	53	54	55	n/a	n/a	n/a
Mildura	57	57	56	54	58	n/a	n/a	n/a
18-34	58	60	60	55	60	n/a	n/a	n/a
State-wide	56	53	53	54	55	55	n/a	n/a
Men	59	58	56	54	58	n/a	n/a	n/a
50-64	52	54	51	51	57	n/a	n/a	n/a
35-49	60	55	55	53	54	n/a	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: 8
 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: 8



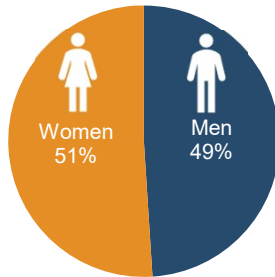
**Detailed
demographics**



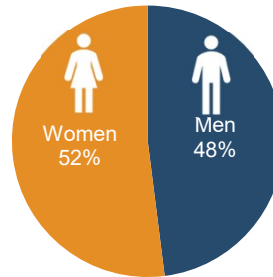
Gender and age profile

2020 gender

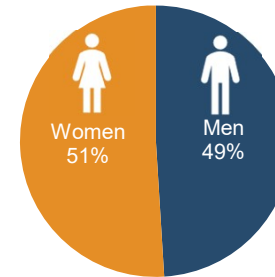
Mildura



Regional Centres

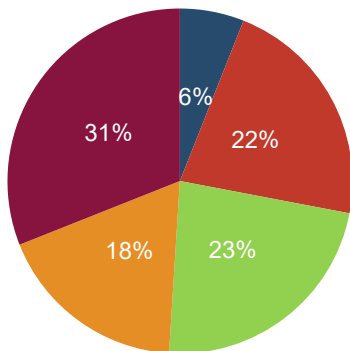


State-wide

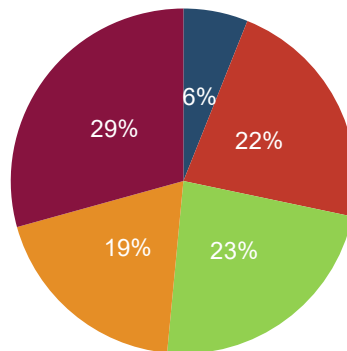


2020 age

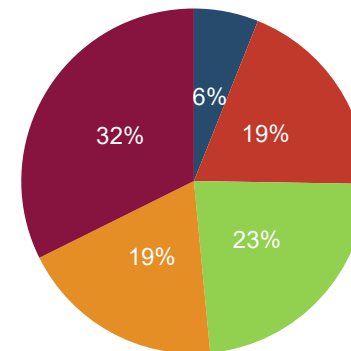
Mildura



Regional Centres



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: 8
 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 Mildura Rural City 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 +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 42,700 people aged 18 years or over for Mildura Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mildura Rural City Council	400	400	+/-4.9
Men	180	196	+/-7.3
Women	220	204	+/-6.6
18-34 years	49	115	+/-14.1
35-49 years	107	91	+/-9.5
50-64 years	87	70	+/-10.6
65+ years	157	124	+/-7.8



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:

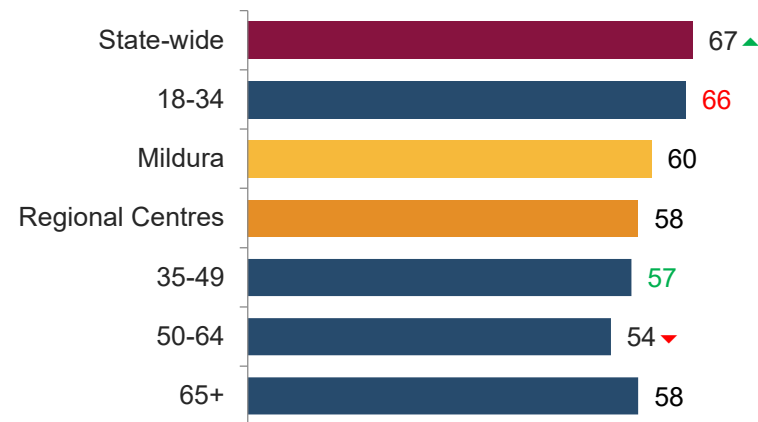
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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=400 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 Mildura Rural City 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 Mildura Rural City Council.

Survey sample matched to the demographic profile of Mildura Rural City 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 Mildura Rural City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Mildura Rural City 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

Mildura Rural City Council is classified as a Regional Centres council according to the following classification list:

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

Councils participating in the Regional Centres group are:

- Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Mildura Rural City Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres 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 Mildura Rural City 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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