2019 Local Government Community Satisfaction Survey

Surf Coast Shire Council

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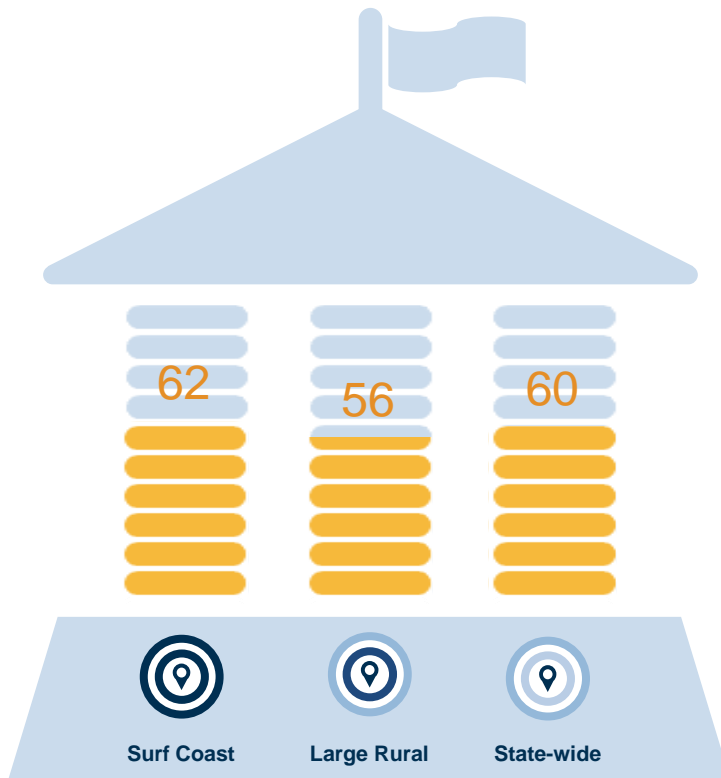
JWS RESEARCH

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Results shown are index scores out of 100.

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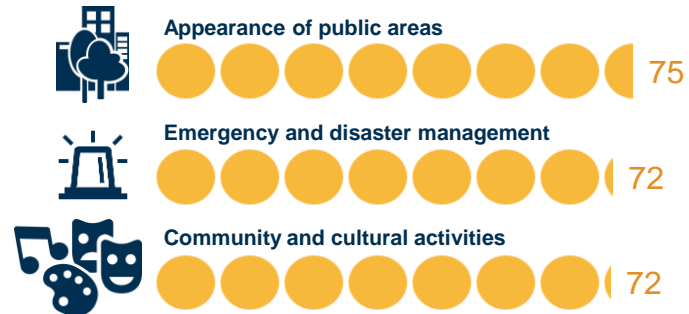
Bottom 3 performing areas

Planning for population growth
48

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Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

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Background and objectives

Background and objectives

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

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

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

• councils' overall performance with benchmarking against State-wide and council group results

• community consultation and engagement

• advocacy and lobbying on behalf of the community

• customer service, local infrastructure, facilities and

• overall council direction.

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

Serving Victoria for 20 years

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

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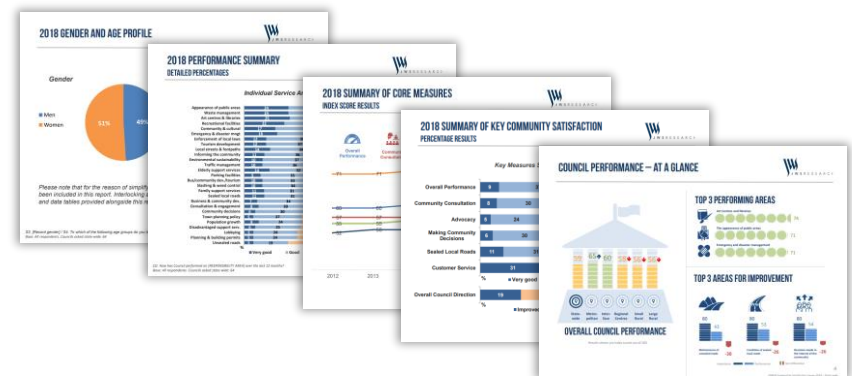
Key findings and recommendations

Overall performance

The overall performance of Surf Coast Shire Council is tracking steadily, with an index score of 62 (the same as last year).

- Overall performance is only four points down on Council's 2015 peak result of 66.

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

- Those aged 18 to 34 years, from Lorne, and non-resident ratepayers gave significantly higher scores than the Council average (index scores of 70, 68 and 67 respectively). There are no other significant differences across the demographic or geographic cohorts compared to the Council average.

- People from Lorne gave a significantly higher overall performance score this year compared to 2018 (up twelve points to 68).

The majority of people rate Surf Coast Shire Council's overall performance as 'very good' or 'good' (51%), while only 12% rate it as 'very poor' or 'poor'. A further 35% sit mid-scale, rating Council's overall performance as 'average'; the remaining 2% 'can't say'.

Overall Council performance

Surf Coast	Large Rural	State-wide
62	56	60
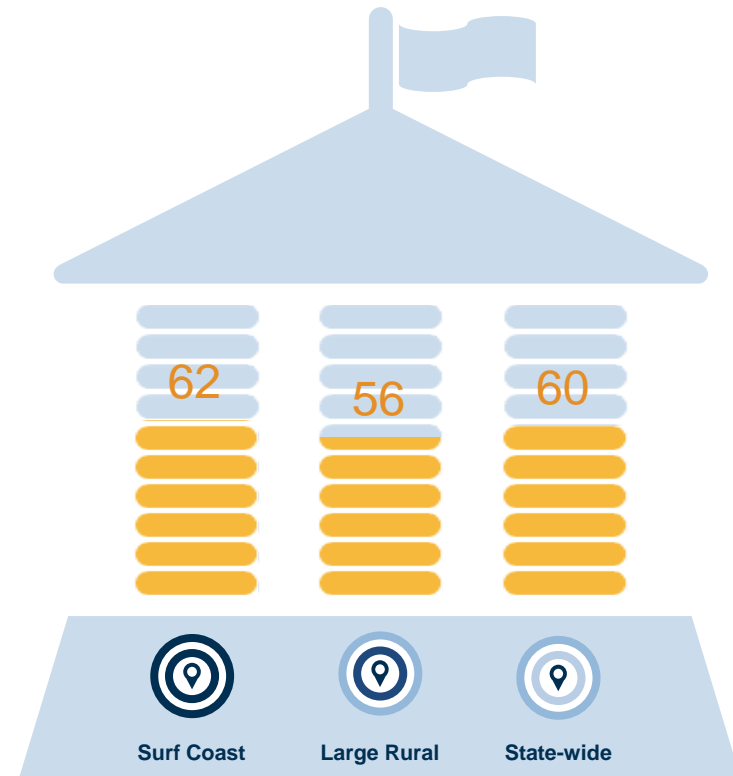
Results shown are index scores out of 100.

Customer contact and service

Contact with council

Contact with Council remains steady, around two-thirds (64%) of Surf Coast Shire Council residents and non-residents have had contact with Council in the last 12 months. This is not significantly different to the 2018 result (61%).

- There are no significant differences across the demographic or geographic cohorts compared to the Council average.

- Non-resident ratepayers had significantly more contact with Council in 2019 compared to last year (up fourteen points to 61%).

The main methods of contacting Council are 'by telephone' (39%) and 'in person' (27%). These were also the primary methods most recently used.

Customer service

Surf Coast Shire Council's customer service index is 77, which represents a significant eight-point increase from last year. Performance on this measure is also rated higher than the State-wide and Large Rural group council averages (index scores of 71 and 69 respectively).

- Those aged 18 to 34 years gave the highest customer service rating (index score of 83), which is a significantly higher score than the Council average and up a significant 18 points from 2018.

- There are a number of other significant increases from last year, namely 35 to 49 year olds and people from Torquay (both with index scores of 79 and both up 11 points from 2018), 'residents' generally (index score of 77, up eight points), and men (index score of 75, up 10 points).

Just over a third of the community (37%) rate Council's customer service as 'very good', with 40% rating it as 'good', representing an 11 point increase in positive ratings ('very good' plus 'good') compared to last year. This year only 6% of people rated their customer service experience negatively ('poor' or 'very poor') – compared to 17% last year.

Customer service ratings based on the method used in the most recent contact are highest for 'telephone' (index score of 81). This is significantly higher than 2018 results (up eight points from 73).

Top performing areas and areas for improvement

Top performing areas

The top three performing service areas for Surf Coast Shire Council are:

- Appearance of public areas (index score of 75)

- Emergency and disaster management (index score of 72)

- Community and cultural (index score of 72).

Notably, the appearance of public areas and community and cultural areas are both rated significantly higher than the State-wide and Large Rural group council averages.

Those aged 18 to 34 years and non-resident ratepayers both gave significantly higher scores for the appearance of public areas than the Council average (index scores of 81 and 79 respectively).

People from Winchelsea gave significantly lower index scores for emergency and disaster management performance (index score of 66).

Areas for improvement

The lowest performing service areas are:

- Unsealed roads (index score of 47)

- Planning and building permits (index score of 47)

- Population growth (index score of 48).

This is despite Surf Coast Shire Council having a significantly higher score for unsealed roads than the State-wide and Large Rural group council averages (index scores of 44 and 41 respectively).

Non-resident ratepayers and people from Lorne gave significantly higher scores for unsealed roads than the Council average (index scores of 59 and 57 respectively). People in Winchelsea gave a significantly lower score than the Council average (index score of 38).

People in Torquay and 'residents' generally gave significantly lower scores for unsealed roads compared to last year (down nine points to 48 and down five points to 43 respectively).

Influences on perceptions of overall performance

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

• Community consultation and engagement

• Decisions made in the interest of the community.

Other service areas with a moderate to strong influence on overall performance include:

• Town planning

• Maintenance of unsealed roads.

Looking at key service areas only, the appearance of public areas has the strongest positive performance index and a moderately positive influence on the overall performance rating. Currently, Surf Coast Shire Council is performing very well in this area (index score of 75) and in waste management (index score of 68) and they should remain a focus of attention.

Recreational facilities and community and cultural activities each have a slightly weaker influence on the overall performance rating, but with relatively high performance ratings they should also remain a focus of attention.

Surf Coast Shire Council's decisions made in the community's interest as well as community consultation and engagement have lower (though still positive) performance ratings overall. However, given their strong influence, continuing efforts in these areas has the capacity to lift Council's overall performance rating.

Council's general town planning and maintenance of unsealed roads have some of the lowest performance ratings (49 and 47 respectively) but a moderately strong influence on overall performance. Areas like these, with index scores with scope for improvement and an influence on overall performance perceptions present an opportunity for overall performance ratings gains if improvements are made.

In summary, good communication and transparency with residents about decisions the Council has made in the community's interest as well as improved town planning and maintenance of unsealed roads could help drive up overall opinion of the Council's performance.

Focus areas for coming 12 months

Perceptions of Council's performance in individual service areas mainly held steady or increased significantly in the past year. There were only two instances where performance decreased significantly (waste management and lobbying). Perceptions of Council's overall direction also holds steady. This is a positive result for council.

In terms of priorities for the year ahead, Surf Coast Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

• Community consultation and engagement

• Decisions made in the interest of the community.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Large Rural group council averages.

• An area that stands out as being most in need of Council attention is town planning policy (index score of 49).

More generally, consideration should also be given to those aged 50 to 64 years and people from Winchelsea, who appear to be driving negative opinion in a number of areas in 2019.

• It is also important not to ignore, and to learn from, what is working amongst other groups, especially people from Lorne and 'non-resident ratepayers', and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on community consultation and engagement and making community decisions as well as focus on town planning policy over the next 12 months.

Further areas of exploration

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

Please note that the category descriptions for the coded open-ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

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

03 8685 8555

Summary of findings

Summary of core measures

Index scores

Legend icons:
- **Overall Performance**
- **Community Consultation**
- **Advocacy**
- **Making Community Decisions**
- **Sealed Local Roads**
- **Customer Service**
- **Overall Council Direction**

Measure	2012	2013	2014	2015	2016	2017	2018	2019
Sealed Local Roads	70	71	71	78	70	72	69	77
Overall Performance	59	61	64	66	60	61	62	62
Customer Service	56	—	57	63	61	59	59	60
Community Consultation	56	58	59	60	54	59	55	58
Advocacy	51	53	57	58	51	56	52	51
Overall Council Direction	51	57	54	57	52	56	52	51
Making Community Decisions	—	—	—	57	50	56	52	54
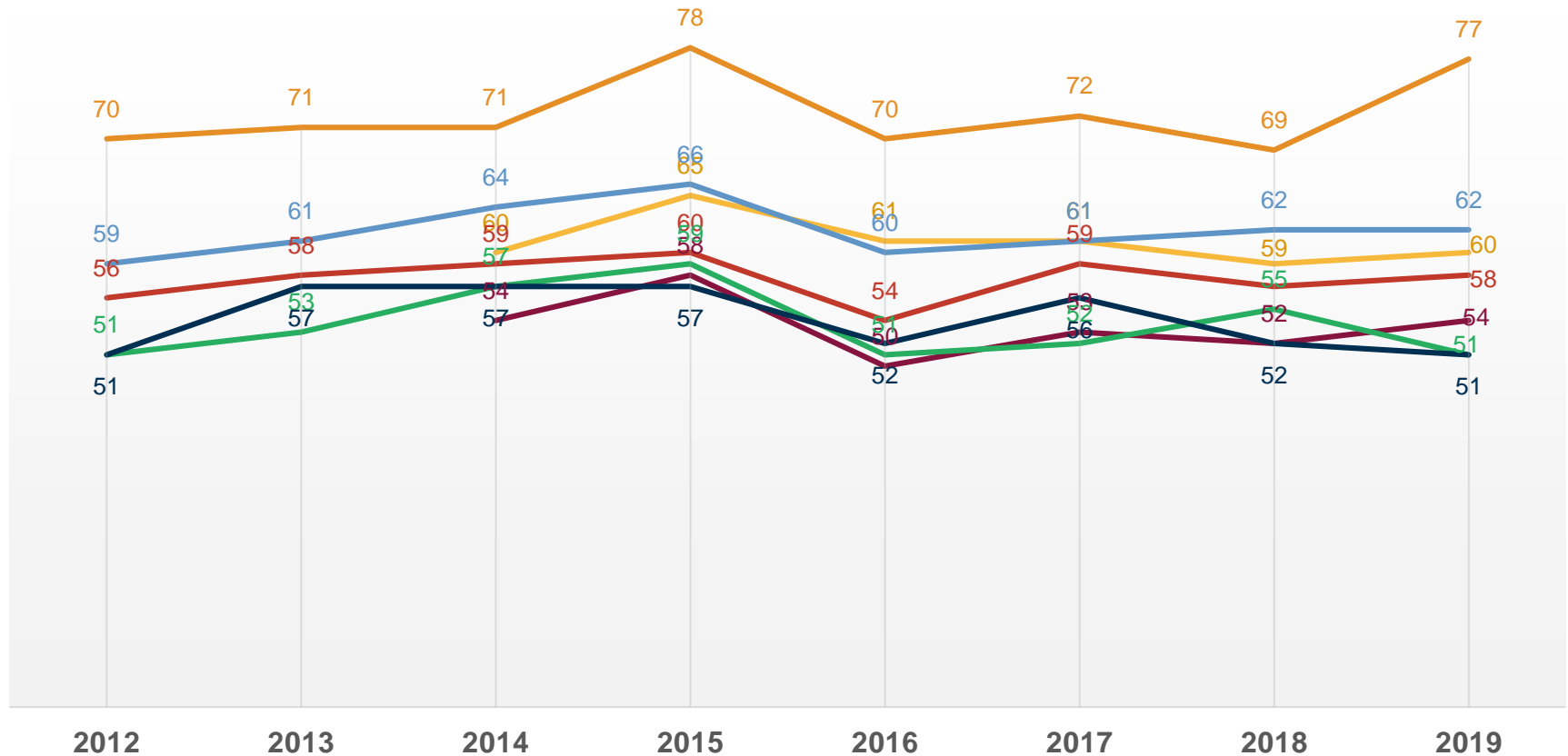
Summary of core measures

Performance Measures	Surf Coast 2019	Surf Coast 2018	Large Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	**62**	62	56	60	Aged 18-34 years	Aged 50-64 years
Community Consultation (Community consultation and engagement)	**58**	57	54	56	Lorne	Winchelsea
Advocacy (Lobbying on behalf of the community)	**51**	55	52	54	Non-Residents	Winchelsea
Making Community Decisions (Decisions made in the interest of the community)	**54**	52	52	55	Non-Residents	Torquay
Sealed Local Roads (Condition of sealed local roads)	**60**	59	47	56	Non-Residents, Lorne	Winchelsea
Customer Service	**77**	69	69	71	Aged 18-34 years	Aged 50-64 years
Overall Council Direction	**51**	52	51	53	Lorne	Aged 50-64 years

Summary of key community satisfaction

Key measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	10	41	35	8	4	2
Community Consultation	9	33	29	13	4	12
Advocacy	5	18	27	13	5	31
Making Community Decisions	5	30	32	16	5	12
Sealed Local Roads	12	43	22	15	7	2
Customer Service	37	40	13	3	3	4

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	14	67	13	6

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

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 charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

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

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

Influence on overall performance: all service areas

2019 regression analysis (all service areas)
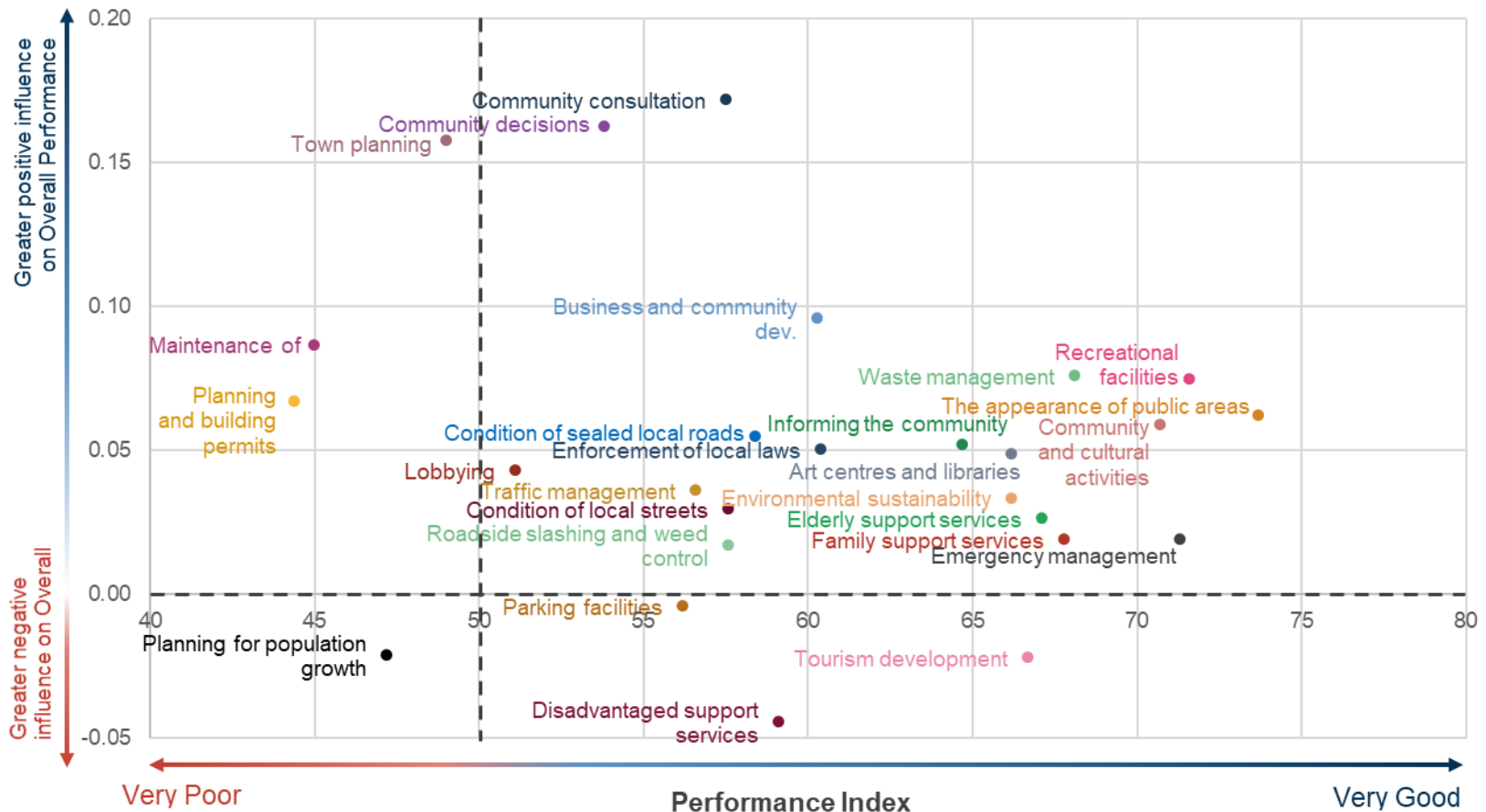
The multiple regression analysis model above (all service areas) has an R-squared value of 0.663 and adjusted R-square value of 0.639, which means that 66% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 28.18. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2019 regression analysis (key service areas)

The chart plots service areas on axes of Performance Index (x-axis, from Very Poor at left to Very Good at right, scale 40 to 80) against influence on Overall Performance (y-axis, from Greater negative influence at bottom to Greater positive influence at top, scale -0.10 to 0.30).

- Community consultation
- Community decisions
- Town planning
- Maintenance of unsealed roads
- Business and community dev.
- Planning and building permits
- Waste management
- The appearance of public areas
- Community and cultural activities
- Recreational facilities

Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Key negative influence on overall rating. Should remain a focus and currently performing 'poorly' here. Improvements will have a moderate influence on overall perceptions.

Key positive influences on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

Very Poor — **Performance Index** — Very Good

The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.643 and adjusted R-square value of 0.5634, which means that 64% 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 = 70.04.

Individual service area performance

2019 individual service area performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	75	76	73	73	76	75	n/a	n/a
Emergency & disaster mngt	72	74	73	75	73	71	70	68
Community & cultural	72	70	67	65	69	70	66	64
Recreational facilities	71	72	70	69	73	72	70	70
Tourism development	68	68	66	66	70	68	n/a	n/a
Family support services	68	66	64	65	68	68	63	62
Waste management	68	72	74	72	75	75	n/a	n/a
Art centres & libraries	68	65	65	61	65	64	n/a	n/a
Elderly support services	67	66	66	65	69	69	64	64
Environmental sustainability	66	65	63	63	66	64	65	64
Informing the community	64	63	62	61	66	63	63	62
Enforcement of local laws	64	61	62	60	67	65	64	64
Business & community dev.	62	63	59	60	62	62	n/a	n/a
Sealed local roads	60	59	61	61	65	60	n/a	n/a
Local streets & footpaths	59	62	63	62	65	63	59	56
Slashing & weed control	59	61	58	59	64	60	60	65
Traffic management	59	55	57	56	57	58	n/a	n/a
Parking facilities	59	57	57	56	58	59	n/a	n/a
Consultation & engagement	58	57	59	54	60	59	58	56
Disadvantaged support serv.	58	56	58	58	63	63	n/a	n/a
Community decisions	54	52	53	50	58	54	n/a	n/a
Lobbying	51	55	52	51	59	57	53	51
Town planning policy	49	51	49	50	58	54	n/a	n/a
Population growth	48	49	51	52	58	54	55	51
Planning & building permits	47	50	48	50	56	53	55	50
Unsealed roads	47	50	50	51	57	52	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2019 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	25	54	16	2	1	1
Recreational facilities	21	48	21	5	1	4
Waste management	20	47	18	9	4	3
Community & cultural	17	45	22	4		12
Tourism development	16	43	25	6	1	8
Emergency & disaster mngt	14	44	12	5		25
Informing the community	13	43	27	11	2	3
Environmental sustainability	15	40	23	9	2	11
Sealed local roads	12	43	22	15	7	2
Art centres & libraries	12	43	18	8	1	19
Local streets & footpaths	14	38	21	15	7	5
Slashing & weed control	10	42	25	12	7	5
Traffic management	7	43	27	15	4	3
Parking facilities	7	42	29	15	4	4
Enforcement of local laws	13	35	23	9	3	17
Consultation & engagement	9	33	29	13	4	12
Business & community dev.	4	38	30	7	1	20
Elderly support services	7	28	16	4	1	44
Community decisions	5	30	32	16	5	12
Family support services	6	27	14	3		50
Town planning policy	3	28	24	17	10	19
Population growth	5	24	26	21	11	12
Unsealed roads	4	26	27	19	13	12
Planning & building permits	4	19	22	13	11	30
Lobbying	5	18	27	13	5	31
Disadvantaged support serv.	3	15	17	6	1	58

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

J W S R E S E A R C H

Individual service area performance vs State-wide average

**Significantly Higher than
State-wide Average**

- Informing the community
- Parking facilities
- Appearance of public areas
- Community & cultural
- Environmental sustainability
- Slashing & weed control
- Unsealed roads
- Sealed local roads
- Tourism development

**Significantly Lower than
State-wide Average**

- Lobbying
- Disadvantaged support serv.
- Art centres & libraries
- Town planning policy
- Planning permits
- Population growth

Individual service area performance vs group average

Significantly Higher than Group Average

- Consultation & engagement
- Informing the community
- Local streets & footpaths
- Family support services
- Recreational facilities
- Appearance of public areas
- Community & cultural
- Waste management
- Environmental sustainability
- Slashing & weed control
- Unsealed roads
- Sealed local roads
- Business & community dev.
- Tourism development

Significantly Lower than Group Average

- Disadvantaged support serv.
- Art centres & libraries
- Town planning policy

Best things about Council

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

	2019	2018	2017	2016	2015	2014	2013	2012
Recreational/Sporting Facilities	10	14	10	12	6	11	n/a	n/a
Waste Management	8	9	6	6	3	7	n/a	n/a
Customer Service	8	5	8	4	n/a	n/a	n/a	n/a
Parks and Gardens	7	5	7	5	5	4	n/a	n/a
Beach/Foreshore/Waterfront/Lake/River/Creek/Port	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental	6	5	6	5	6	7	n/a	n/a
Public areas	6	5	5	6	7	6	n/a	n/a
Community Engagement/Involvement	6	7	4	n/a	n/a	n/a	n/a	n/a
Community Support Services	5	5	3	7	4	6	n/a	n/a
Community Facilities	4	5	3	2	3	5	n/a	n/a
Development	4	4	6	4	4	7	n/a	n/a
Location	4	3	4	1	3	2	n/a	n/a

Q16. Please tell me what is the ONE BEST thing about Surf Coast Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
Note: Significant differences have not been applied to this chart.
A verbatim listing of responses to this question can be found within the accompanying dashboard.

Areas for improvement

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

	2019	2018	2017	2016	2015	2014	2013	2012
Sealed Road Maintenance	13	14	11	6	8	10	n/a	n/a
Development - Inappropriate/Over Development	11	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community Consultation	9	14	7	9	10	9	n/a	n/a
Town Planning/Permits/Red Tape	8	8	10	5	3	4	n/a	n/a
Waste Management	8	4	3	5	5	4	n/a	n/a
Infrastructure	7	4	5	5	6	8	n/a	n/a
Recreational/Sporting Facilities	5	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Communication	5	6	8	8	9	9	n/a	n/a
Treat All The Same /All Areas	5	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nothing	6	5	10	9	7	11	n/a	n/a

Q17. What does Surf Coast Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 43 Councils asked group: 12
Note: Significant differences have not been applied to this chart.
A verbatim listing of responses to this question can be found within the accompanying dashboard.

DETAILED FINDINGS

Overall performance

Overall performance

2019 overall performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70 ▲	66	61	63	68	70	62	59
Lorne	68 ▲	56	57	61	72	58	53	55
Non-resident ratepayer	67 ▲	67	69	n/a	n/a	66	69	67
Men	62	60	58	60	64	63	63	58
Surf Coast	62	62	61	60	66	64	61	59
Torquay	61	65	63	63	68	66	60	52
Women	61	65	64	59	67	65	59	59
Anglesea	61	64	64	65	65	62	58	54
35-49	60	60	55	55	63	64	61	59
Residents	60	61	58	n/a	n/a	64	58	56
State-wide	60	59	59	59	60	61	60	60
65+	60	64	64	64	67	63	62	58
Winchelsea	59	57	56	49	60	63	58	58
50-64	58	59	63	57	65	61	60	58
Large Rural	56 ▼	56	54	54	56	n/a	n/a	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall performance

Overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	10	41	35	8	4	2
2018 Surf Coast	11	40	37	9	2	1
2017 Surf Coast	9	43	33	8	5	2
2016 Surf Coast	10	38	36	11	4	1
2015 Surf Coast	16	45	27	8	3	1
2014 Surf Coast	11	44	36	7	1	1
2013 Surf Coast	11	40	32	9	5	4
2012 Surf Coast	6	40	39	9	4	1
State-wide	10	39	35	10	5	1
Large Rural	7	34	39	12	7	1
Winchelsea	7	36	41	10	4	2
Anglesea	11	39	37	6	7	1
Torquay	11	40	34	9	4	1
Lorne	10	52	27	4	1	6
Residents	10	37	38	9	5	1
Non-resident ratepayer	9	51	29	4	2	6
Men	9	42	37	7	3	1
Women	11	39	34	9	4	3
18-34	20	46	29		2	2
35-49	6	43	36	9	4	3
50-64	7	36	40	8	7	2
65+	9	38	36	11	4	2

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Customer service

Contact with council

2019 contact with council (%)
Have had contact

Q5a. Have you or any member of your household had any recent contact with Surf Coast Shire Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7

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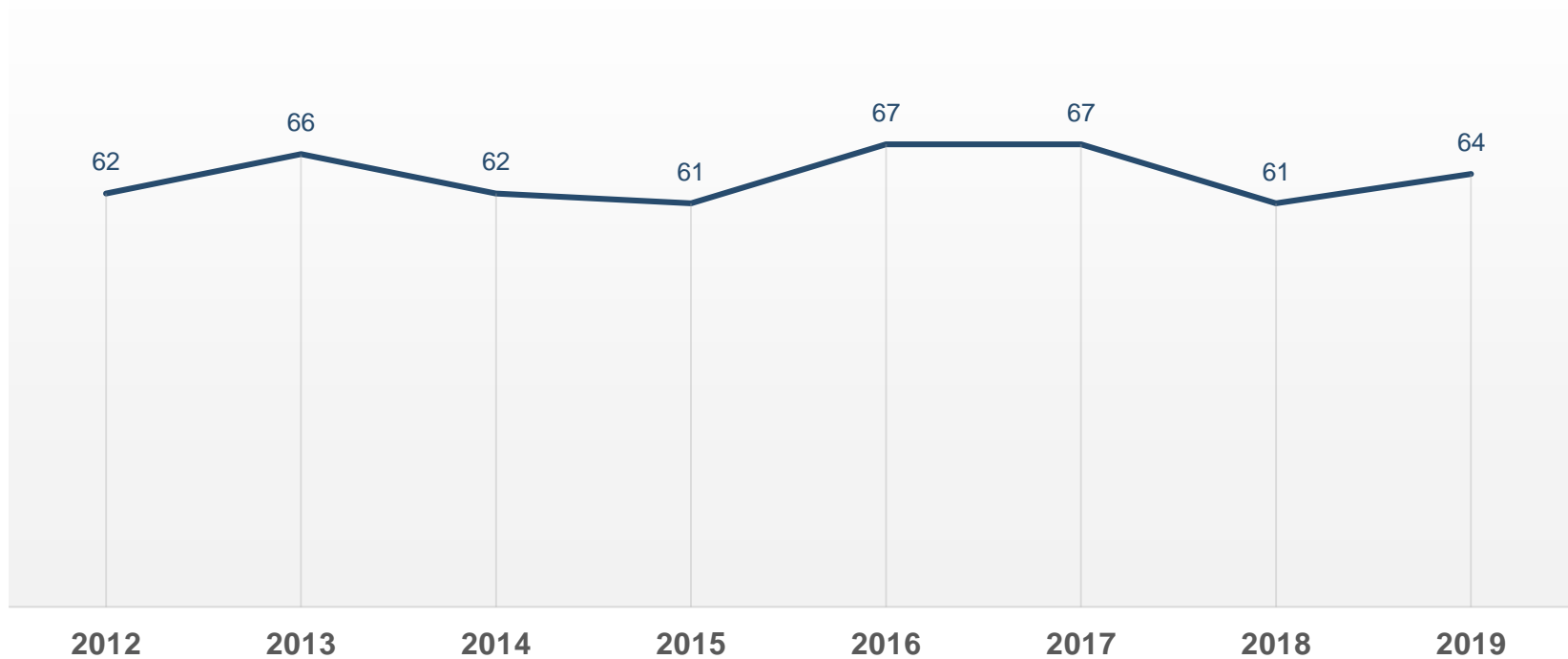
Contact with council

2019 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
50-64	71	63	66	65	60	60	66	67
35-49	70	64	75	68	69	72	76	66
Torquay	67	60	67	70	64	75	72	60
Women	67	59	67	69	61	65	66	64
Lorne	66	69	60	63	51	63	79	64
Anglesea	65	55	61	58	49	61	61	75
Residents	65	65	73	n/a	n/a	69	71	68
Surf Coast	64	61	67	67	61	62	66	62
State-wide	63	63	58	58	60	61	60	61
Large Rural	61	59	57	57	59	n/a	n/a	n/a
Non-resident ratepayer	61	47	48	n/a	n/a	44	51	46
Men	60	62	66	66	62	60	65	60
65+	59	61	61	61	60	61	57	55
18-34	56	54	65	77	54	52	59	58
Winchelsea	55	65	75	72	70	65	71	73

Q5a. Have you or any member of your household had any recent contact with Surf Coast Shire Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2019 customer service rating (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	83▲	65	77	72	80	77	70	65
35-49	79	68	67	65	78	68	70	74
Women	79	74	77	70	82	73	70	70
Torquay	79	68	74	75	82	72	70	64
Residents	77	69	71	n/a	n/a	72	70	71
Surf Coast	77	69	72	70	78	71	71	70
Non-resident ratepayer	77	71	75	n/a	n/a	65	73	68
Lorne	77	73	65	64	76	66	73	72
Anglesea	76	74	75	71	72	66	73	69
Winchelsea	75	67	68	64	77	76	69	72
65+	75	73	73	73	77	71	70	69
Men	75	65	66	70	74	69	71	71
50-64	73	70	72	73	78	69	73	71
State-wide	71▼	70	69	69	70	72	71	71
Large Rural	69▼	67	66	67	67	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
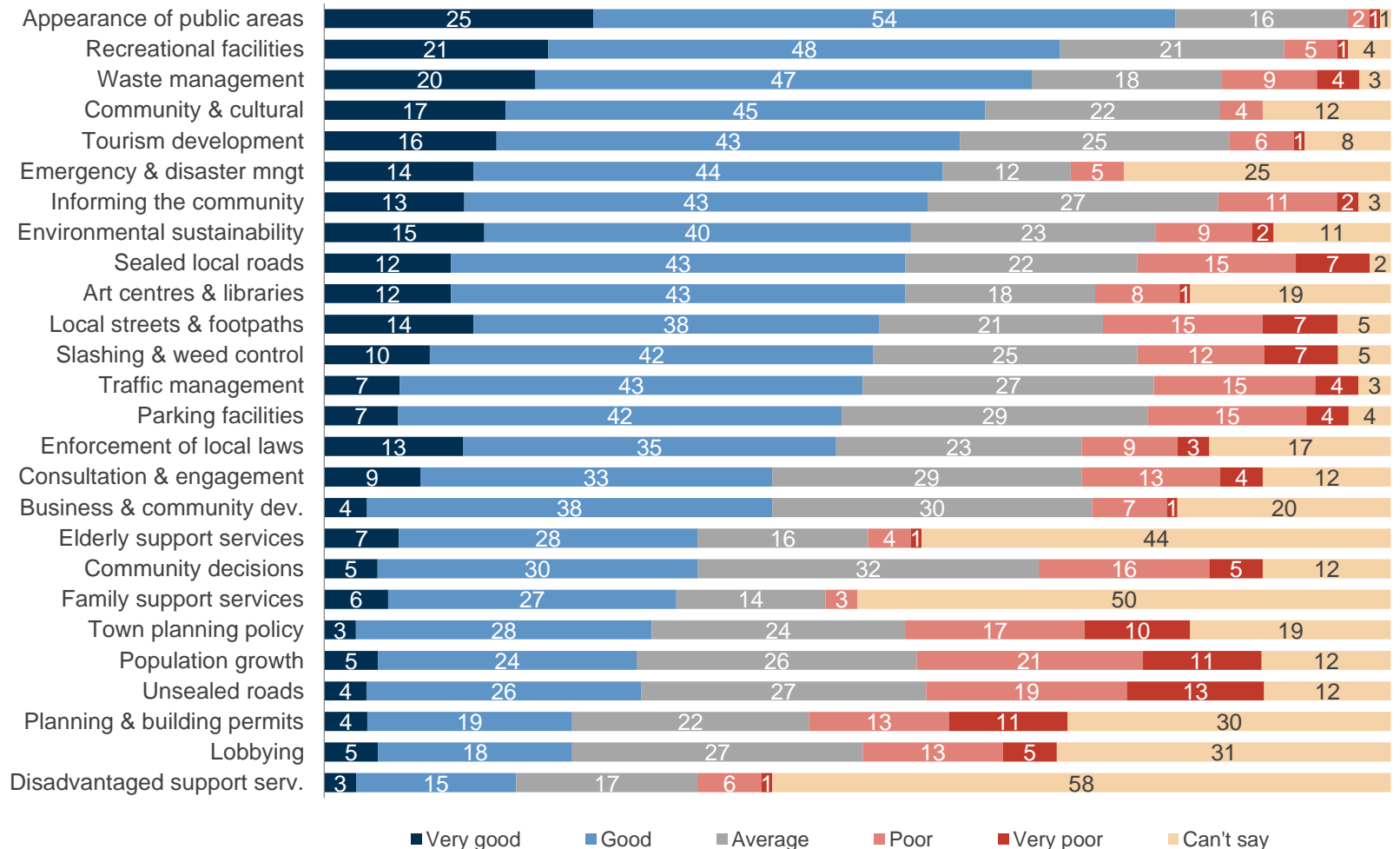*Base: All respondents who have had contact with Council in the last 12 months.*
Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

Customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	37	40	13	3	3	4
2018 Surf Coast	35	31	17	8	9	1
2017 Surf Coast	35	33	17	7	6	2
2016 Surf Coast	33	35	17	9	6	1
2015 Surf Coast	43	35	12	7	1	2
2014 Surf Coast	32	38	14	10	5	1
2013 Surf Coast	31	40	15	7	6	
2012 Surf Coast	28	39	18	9	3	3
State-wide	33	36	17	7	6	1
Large Rural	29	36	18	8	7	1
Winchelsea	31	38	18	1	3	9
Anglesea	36	40	16	2	4	1
Torquay	42	36	11	4	3	5
Lorne	32	52	7	5	3	1
Residents	38	38	13	2	4	4
Non-resident ratepayer	33	46	10	5	1	4
Men	31	44	14	2	4	4
Women	42	36	12	4	2	4
18-34	35	39	9			17
35-49	41	41	15	1		2
50-64	35	41	11	5	8	1
65+	36	39	14	6	3	2

Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 63 Councils asked group: 18

Method of contact with council

2019 method of contact (%)

In Person   In Writing   By Telephone   By Text Message   By Email   Via Website   By Social Media
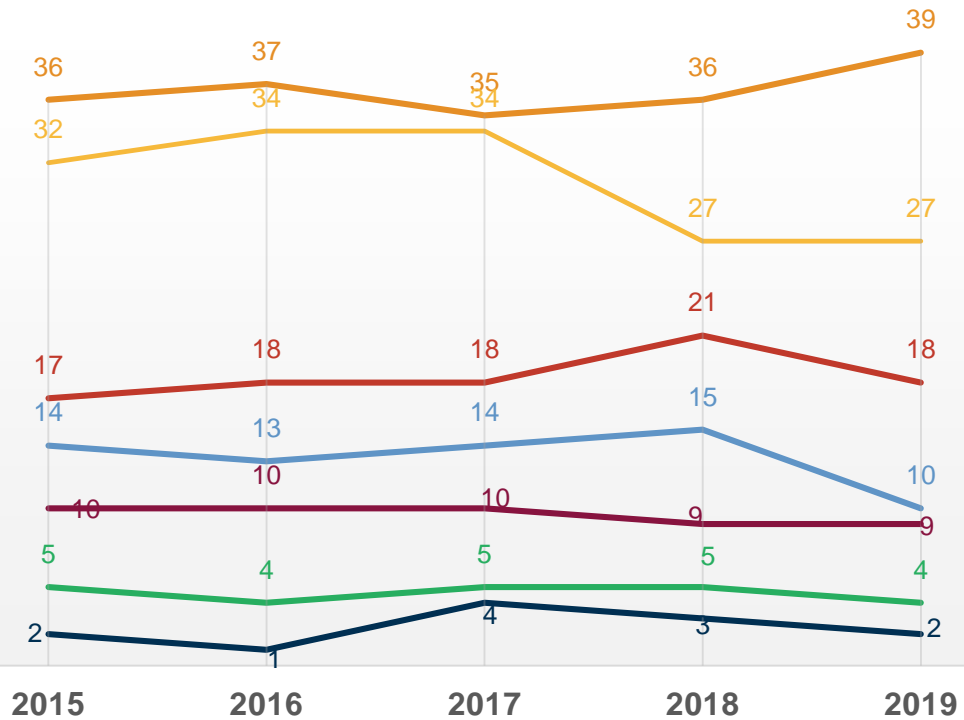
Q5a. Have you or any member of your household had any recent contact with Surf Coast Shire Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

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Customer service rating by method of last contact

2019 customer service rating (index score by method of last contact)
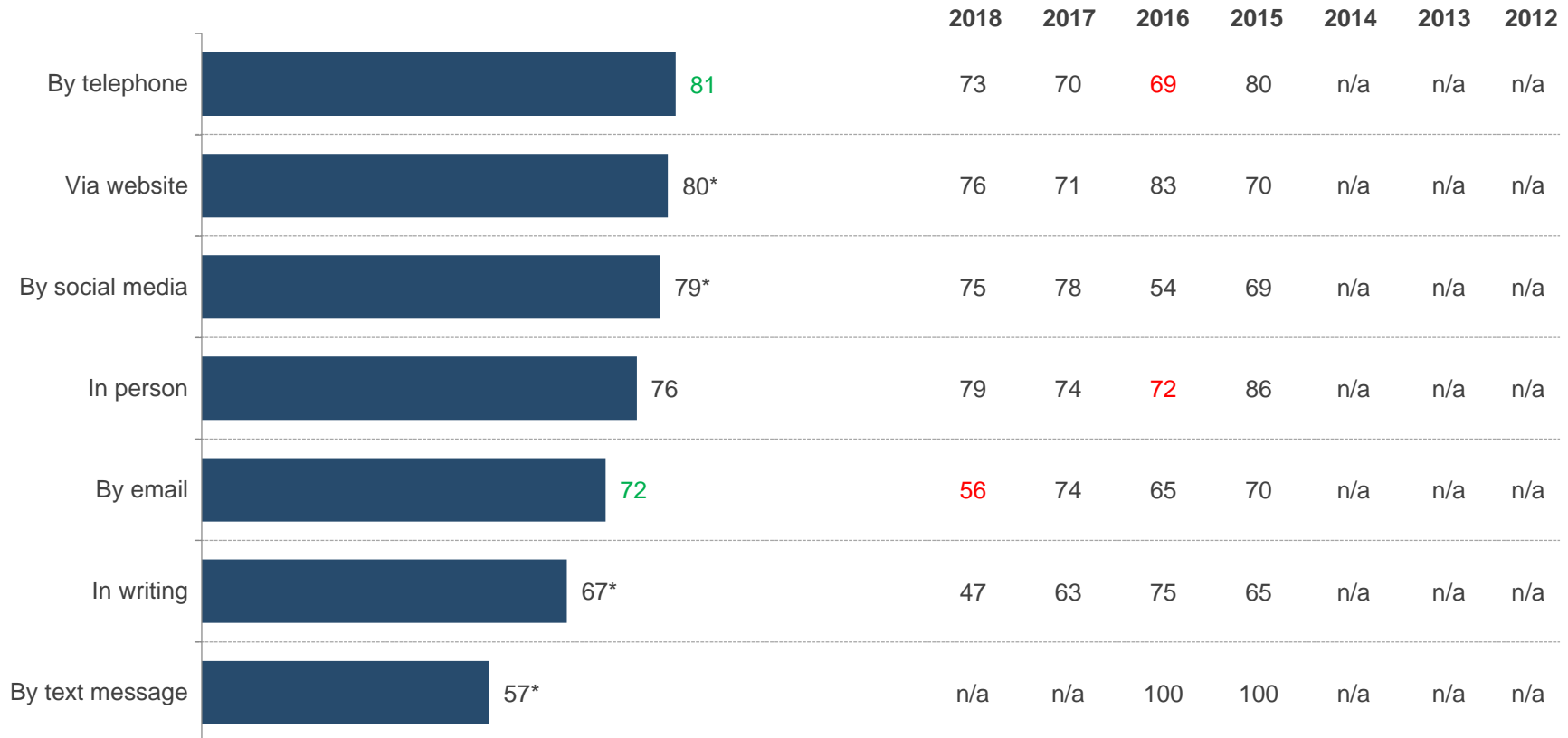
	2019	2018	2017	2016	2015	2014	2013	2012
By telephone	81	73	70	69	80	n/a	n/a	n/a
Via website	80*	76	71	83	70	n/a	n/a	n/a
By social media	79*	75	78	54	69	n/a	n/a	n/a
In person	76	79	74	72	86	n/a	n/a	n/a
By email	72	56	74	65	70	n/a	n/a	n/a
In writing	67*	47	63	75	65	n/a	n/a	n/a
By text message	57*	n/a	n/a	100	100	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2019 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
By telephone	42	43	10	2	1	3
Via website*	35	24	20			21
By social media*	30	54	16			
In person	39	37	13	3	5	3
By email	27	47	16	4	5	1
In writing*	32	32	13	15	7	2
By text message*	33	33			35	

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
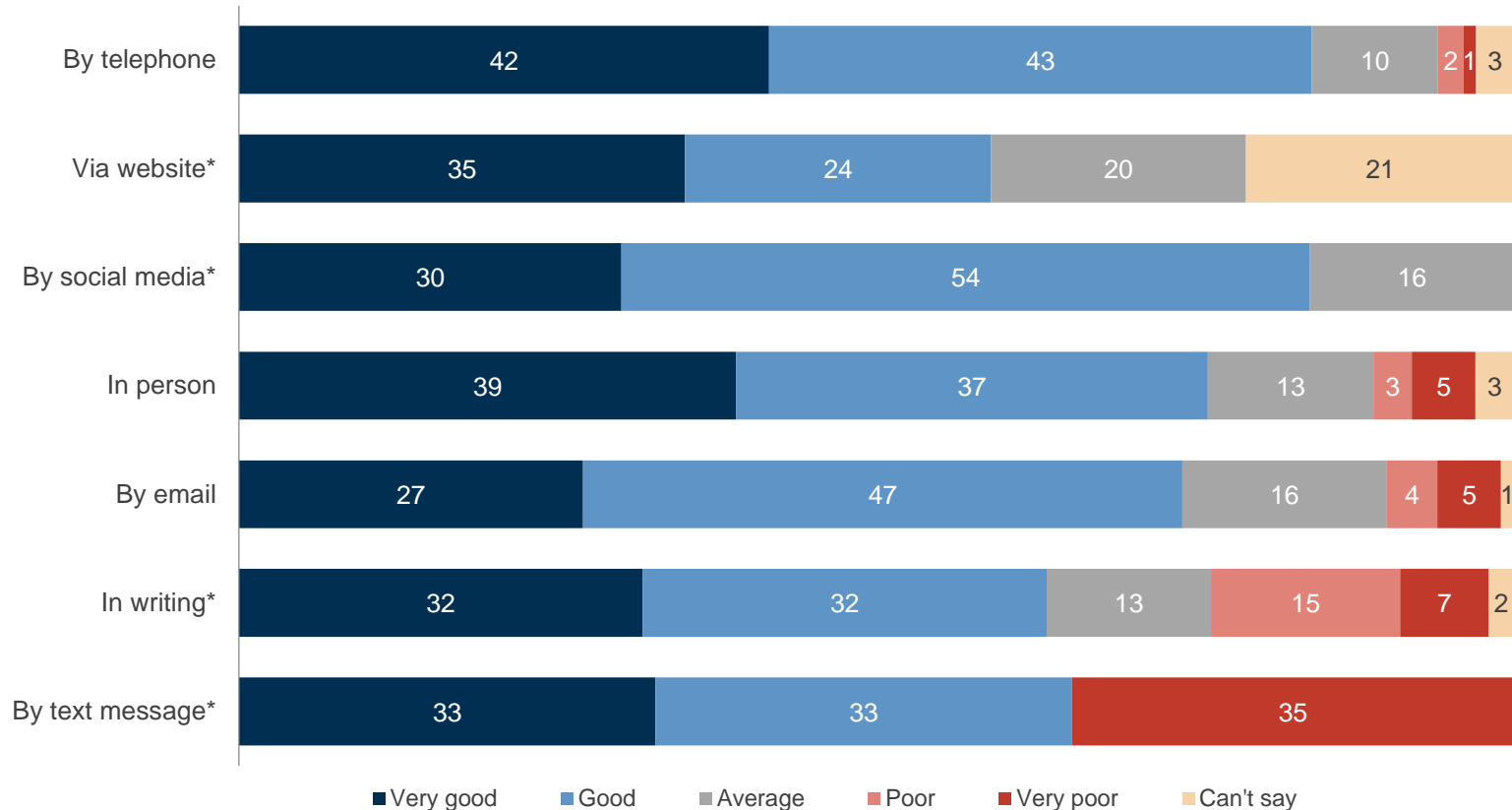
Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 25 Councils asked group: 7
*Caution: small sample size < n=30

Council direction

Council direction summary

Council direction	• 67% stayed about the same, up 4 points on 2018 • 14% improved, down 4 points on 2018 • 13% deteriorated, down 2 points on 2018
Most satisfied with Council direction	• Lorne residents
Least satisfied with Council direction	• Aged 50-64 years

Overall council direction last 12 months

2019 overall direction (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	58 ▲	54	56	52	64	42	53	51
Non-resident ratepayer	54	54	56	n/a	n/a	56	66	55
65+	53	52	56	56	58	59	59	52
State-wide	53	52	53	51	53	53	53	52
18-34	53	59	63	55	60	60	57	54
Men	51	50	52	53	53	55	57	48
Surf Coast	51	52	56	52	57	57	57	51
Women	51	53	59	52	61	59	57	55
Large Rural	51	52	52	48	51	n/a	n/a	n/a
Residents	50	51	56	n/a	n/a	58	54	50
Winchelsea	50	51	54	45	54	58	54	53
35-49	50	46	52	47	52	57	55	50
Anglesea	50	51	58	59	58	59	61	48
Torquay	49	52	56	55	56	59	53	38
50-64	47	50	52	52	59	54	59	50

Q6. Over the last 12 months, what is your view of the direction of Surf Coast Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2019 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2019 Surf Coast	14	67	13	6
2018 Surf Coast	18	63	15	5
2017 Surf Coast	20	62	10	8
2016 Surf Coast	15	68	11	5
2015 Surf Coast	21	66	8	6
2014 Surf Coast	23	63	9	4
2013 Surf Coast	23	59	10	8
2012 Surf Coast	15	65	13	7
State-wide	19	62	14	5
Large Rural	17	62	16	5
Winchelsea	15	64	15	6
Anglesea	13	67	13	7
Torquay	13	72	14	2
Lorne	20	58	6	17
Residents	14	68	14	3
Non-resident ratepayer	15	62	8	14
Men	15	67	13	5
Women	14	67	12	7
18-34	15	71	10	5
35-49	11	74	11	4
50-64	13	62	19	6
65+	18	60	12	9

Q6. Over the last 12 months, what is your view of the direction of Surf Coast Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Individual
service areas

Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	67 ▲	58	60	58	67	52	57	53
Non-resident ratepayer	65 ▲	64	65	n/a	n/a	60	67	66
18-34	62	57	58	54	60	60	57	52
Anglesea	61	63	62	61	63	61	59	59
Men	59	56	57	56	58	57	59	57
Surf Coast	58	57	59	54	60	59	58	56
35-49	57	53	54	48	57	57	58	59
Women	57	57	60	53	63	61	57	55
50-64	57	56	61	54	63	60	59	55
65+	57	61	62	62	62	59	58	57
Torquay	57	53	59	59	60	59	58	52
Residents	56	55	57	n/a	n/a	59	55	53
State-wide	56	55	55	54	56	57	57	57
Large Rural	54 ▼	54	52	52	54	n/a	n/a	n/a
Winchelsea	52 ▼	56	55	42	58	59	50	50

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2019 Consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	9	33	29	13	4	12
2018 Surf Coast	8	32	34	13	5	8
2017 Surf Coast	8	35	33	11	4	9
2016 Surf Coast	11	29	26	19	8	7
2015 Surf Coast	9	38	29	11	3	9
2014 Surf Coast	11	31	35	13	3	6
2013 Surf Coast	10	33	26	13	6	11
2012 Surf Coast	7	30	34	13	5	10
State-wide	9	30	31	15	6	9
Large Rural	8	30	31	16	7	8
Winchelsea	7	22	27	24	2	17
Anglesea	12	34	34	8	5	7
Torquay	7	36	30	12	6	9
Lorne	13	41	23	7	1	15
Residents	7	33	30	15	5	10
Non-resident ratepayer	13	34	26	9	1	17
Men	10	34	25	13	5	13
Women	7	33	32	14	4	10
18-34	10	32	32	7	2	17
35-49	7	37	27	14	5	9
50-64	8	36	25	18	4	9
65+	10	29	31	14	5	12

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	60 ▲	59	57	n/a	n/a	59	61	60
Lorne	57	57	50	51	63	39	43	49
State-wide	54 ▲	54	54	53	55	56	55	55
Anglesea	54	58	54	55	53	63	52	53
18-34	53	61	52	53	64	61	55	51
Women	53	54	54	51	59	58	53	52
65+	52	55	56	57	59	56	54	53
Torquay	52	54	52	55	63	57	53	42
Large Rural	52	52	51	50	53	n/a	n/a	n/a
Surf Coast	51	55	52	51	59	57	53	51
35-49	51	51	47	46	57	55	50	52
Men	50	55	51	52	59	56	53	51
Residents	49	54	51	n/a	n/a	57	51	49
50-64	48	52	57	50	59	56	54	50
Winchelsea	45 ▼	52	52	45	57	57	50	50

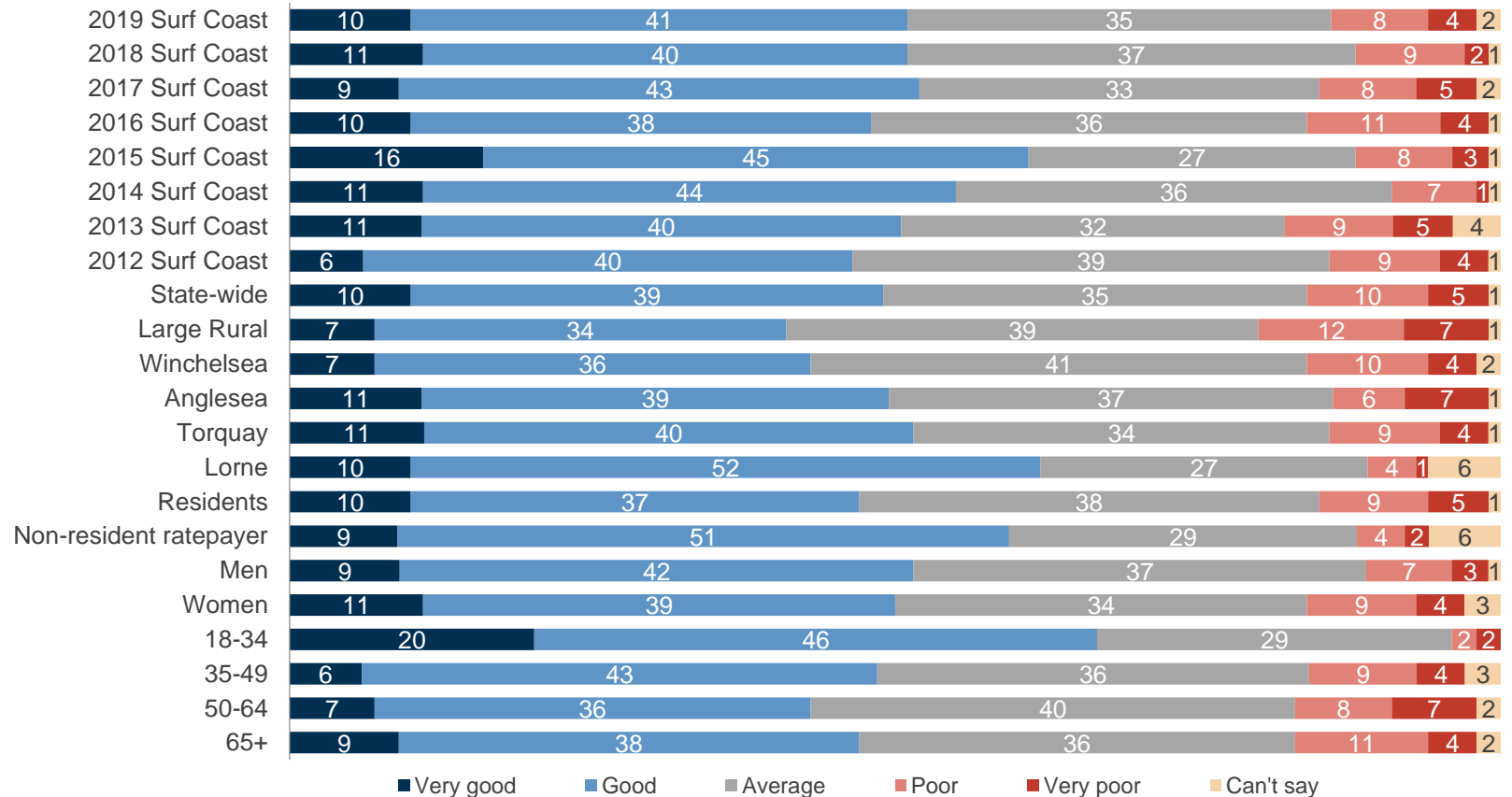*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2019 Lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	5	18	27	13	5	31
2018 Surf Coast	5	23	31	13	3	24
2017 Surf Coast	4	21	30	12	6	27
2016 Surf Coast	5	20	27	15	5	29
2015 Surf Coast	8	27	31	8	3	23
2014 Surf Coast	6	28	32	10	4	21
2013 Surf Coast	6	19	35	11	5	25
2012 Surf Coast	3	23	27	16	5	26
State-wide	6	25	31	13	5	20
Large Rural	5	24	32	14	7	18
Winchelsea	1	15	24	18	6	36
Anglesea	4	28	22	15	5	26
Torquay	6	18	33	13	6	25
Lorne	8	13	25	6	4	44
Residents	4	19	30	15	7	25
Non-resident ratepayer	8	16	20	8	1	47
Men	3	18	29	15	5	31
Women	6	19	26	12	6	31
18-34	5	17	32	10	5	32
35-49	5	22	27	18	5	24
50-64	5	15	24	16	7	32
65+	4	17	26	11	5	37

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Decisions made in the interest of the community performance

2019 Community decisions made performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	62 ▲	58	59	n/a	n/a	55	n/a	n/a
Lorne	61 ▲	55	51	46	61	37	n/a	n/a
Anglesea	59	54	58	58	59	56	n/a	n/a
18-34	58	56	53	51	62	58	n/a	n/a
Men	56	51	51	52	55	53	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Surf Coast	54	52	53	50	58	54	n/a	n/a
65+	54	55	57	57	59	55	n/a	n/a
Women	53	54	55	49	61	55	n/a	n/a
35-49	53	49	48	46	54	51	n/a	n/a
Winchelsea	53	52	53	41	52	57	n/a	n/a
50-64	53	51	55	47	59	54	n/a	n/a
Residents	52	51	51	n/a	n/a	54	n/a	n/a
Large Rural	52	52	51	50	52	n/a	n/a	n/a
Torquay	51	52	51	54	62	53	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
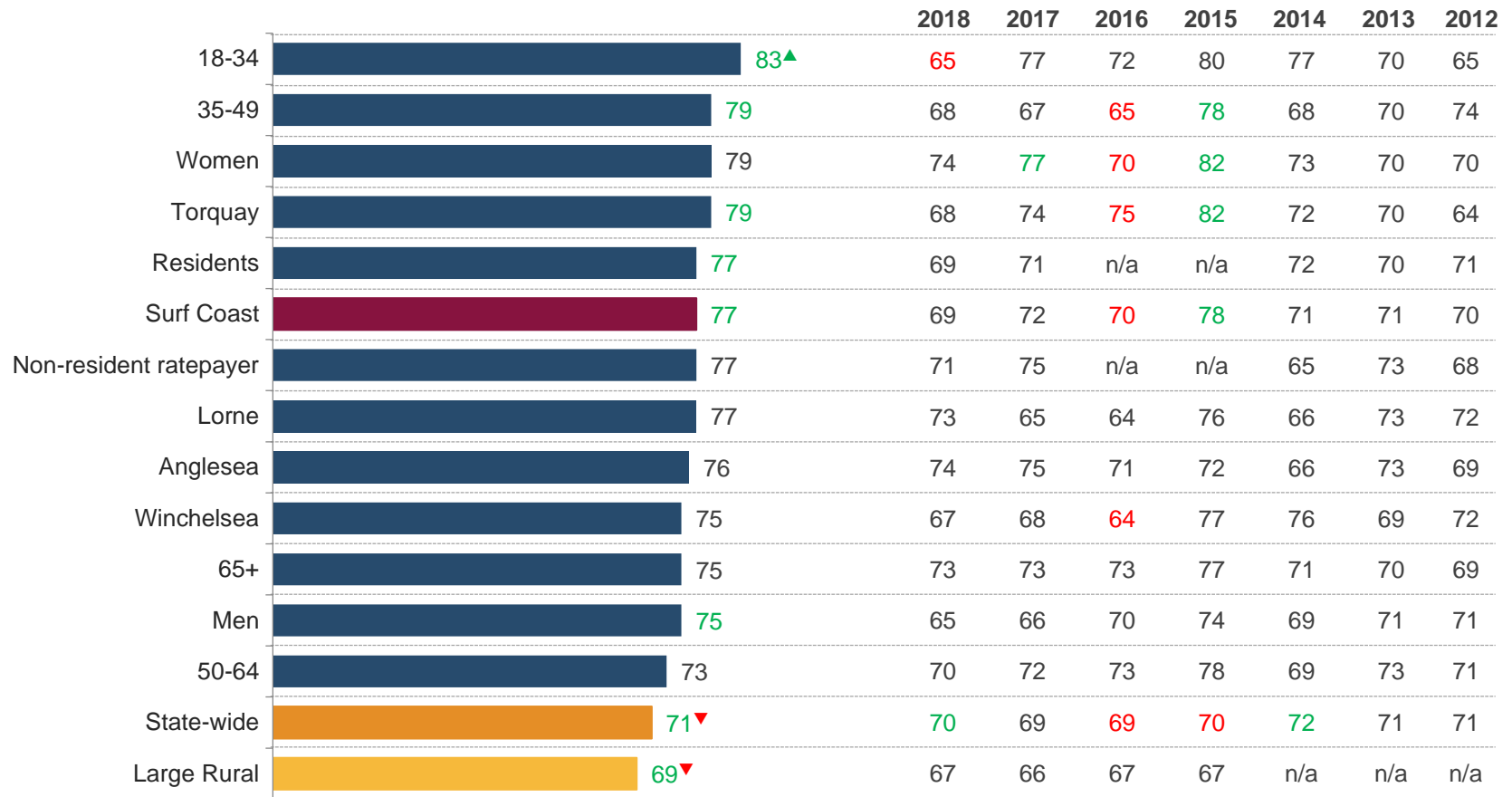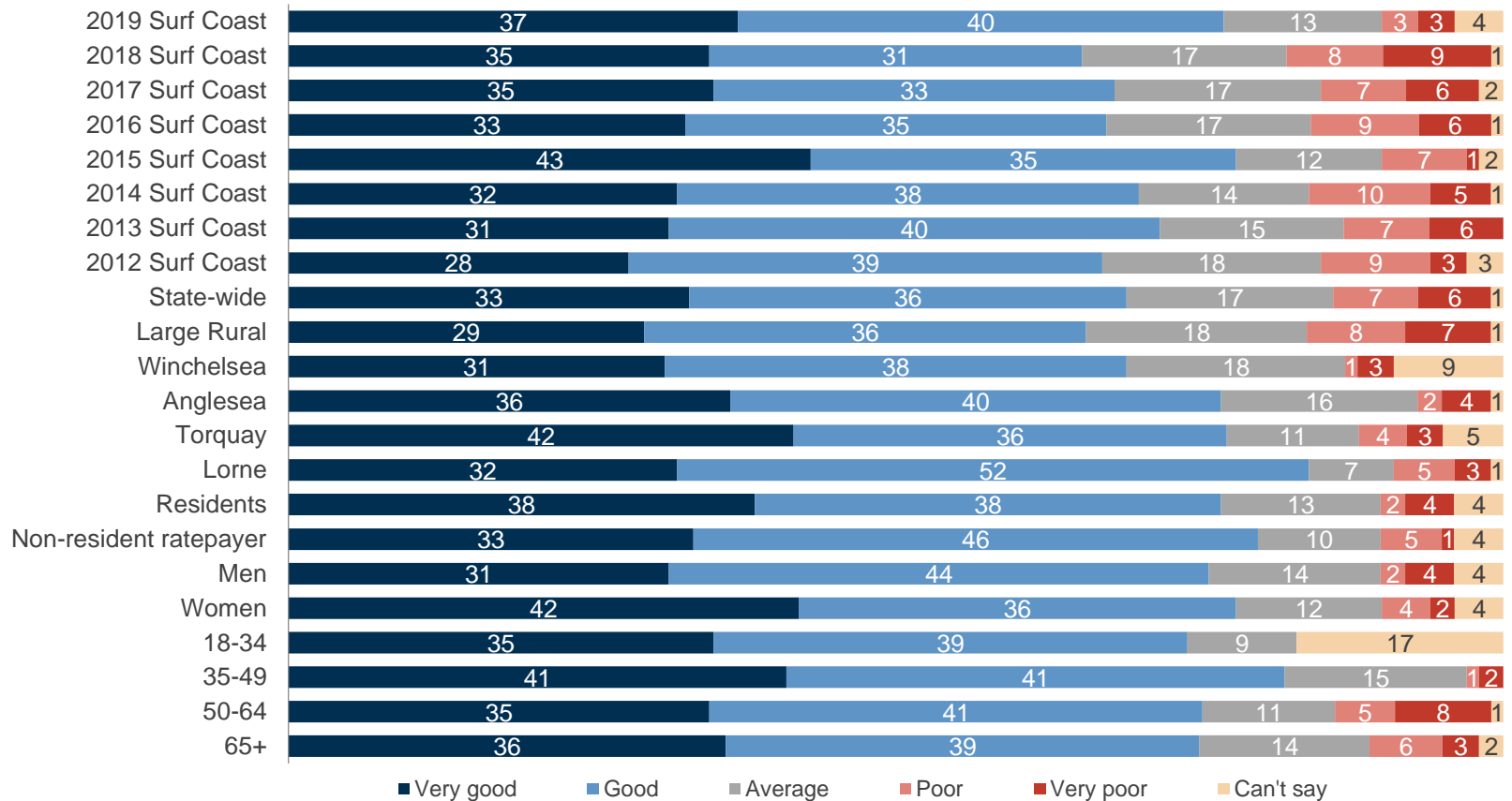Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2019 Community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	5	30	32	16	5	12
2018 Surf Coast	6	25	36	15	7	11
2017 Surf Coast	4	30	33	13	7	13
2016 Surf Coast	5	24	36	16	8	10
2015 Surf Coast	9	32	31	12	4	11
2014 Surf Coast	4	30	38	14	4	9
State-wide	7	30	33	14	7	10
Large Rural	5	28	34	16	9	8
Winchelsea	2	27	36	17	2	15
Anglesea	8	39	27	15	3	7
Torquay	7	25	34	18	8	8
Lorne	4	38	24	8	2	24
Residents	5	27	34	18	6	10
Non-resident ratepayer	7	38	26	9	1	19
Men	6	31	29	15	5	14
Women	4	29	35	17	5	10
18-34	7	34	29	20		10
35-49	4	33	29	15	7	11
50-64	5	28	31	18	5	14
65+	5	26	36	13	5	14

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	68 ▲	70	70	n/a	n/a	68	n/a	n/a
Lorne	68 ▲	64	59	59	71	50	n/a	n/a
18-34	63	61	56	60	66	54	n/a	n/a
Torquay	62	66	69	68	74	67	n/a	n/a
Anglesea	61	64	63	64	66	61	n/a	n/a
Women	61	57	64	60	66	58	n/a	n/a
35-49	61	56	62	58	65	61	n/a	n/a
Surf Coast	60	59	61	61	65	60	n/a	n/a
65+	60	63	64	66	66	64	n/a	n/a
Men	58	62	58	62	64	62	n/a	n/a
Residents	57	56	58	n/a	n/a	57	n/a	n/a
State-wide	56 ▼	53	53	54	55	55	n/a	n/a
50-64	54	56	61	60	62	60	n/a	n/a
Winchelsea	48 ▼	40	46	48	49	44	n/a	n/a
Large Rural	47 ▼	45	43	44	45	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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	12	43	22	15	7	2
2018 Surf Coast	13	41	22	12	10	2
2017 Surf Coast	13	41	25	10	8	3
2016 Surf Coast	13	41	27	9	7	2
2015 Surf Coast	17	45	22	9	5	2
2014 Surf Coast	11	39	29	13	5	2
State-wide	13	33	28	16	10	1
Large Rural	8	26	29	20	16	1
Winchelsea	7	22	33	25	10	3
Anglesea	12	50	18	5	12	1
Torquay	14	46	19	15	5	1
Lorne	13	57	15	11	1	3
Residents	12	38	24	16	9	1
Non-resident ratepayer	13	57	16	11	1	3
Men	10	43	24	16	7	1
Women	14	43	19	14	7	2
18-34	20	39	22	12	7	
35-49	9	50	19	16	5	2
50-64	7	42	20	21	9	1
65+	12	40	25	12	8	4

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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Informing the community performance

2019 Informing community performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	73 ▲	67	70	n/a	n/a	64	70	n/a
Lorne	73 ▲	67	62	62	72	57	56	60
Anglesea	67	66	66	65	70	65	66	60
65+	67	67	66	66	67	65	65	63
35-49	66	58	58	57	63	60	62	63
Men	66	63	61	62	66	61	66	64
Surf Coast	64	63	62	61	66	63	63	62
Torquay	63	62	61	66	65	61	63	56
Women	63	64	64	60	66	64	60	59
18-34	61	66	61	60	69	63	62	59
Residents	61	62	59	n/a	n/a	62	60	n/a
50-64	61	61	63	61	65	64	62	62
Large Rural	61 ▼	59	60	56	59	n/a	n/a	n/a
State-wide	60 ▼	59	59	59	61	62	61	60
Winchelsea	58 ▼	62	60	50	61	64	57	57

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2019 Informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	13	43	27	11	2	3
2018 Surf Coast	19	32	32	11	4	2
2017 Surf Coast	10	45	27	10	4	4
2016 Surf Coast	14	37	26	15	4	4
2015 Surf Coast	15	43	29	8	2	3
2014 Surf Coast	11	43	32	9	3	2
2013 Surf Coast	16	37	27	10	5	4
2012 Surf Coast	11	40	31	10	3	6
State-wide	13	35	31	14	5	3
Large Rural	13	38	30	13	4	3
Winchelsea	9	35	32	17	2	5
Anglesea	20	43	24	7	5	1
Torquay	11	44	29	13	1	2
Lorne	19	52	18	4	1	6
Residents	10	41	30	14	2	2
Non-resident ratepayer	22	49	18	5		6
Men	16	42	26	11	1	4
Women	11	44	28	12	2	3
18-34	7	46	29	12	2	2
35-49	14	48	23	11	1	3
50-64	12	35	33	12	2	5
65+	19	41	26	10	1	3

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 6

The condition of local streets and footpaths in your area performance

2019 Streets and footpaths performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	66 ▲	62	66	n/a	n/a	69	66	65
18-34	64	71	65	62	67	66	62	55
Lorne	63	59	60	58	72	39	43	60
Torquay	61	68	71	70	73	68	65	58
35-49	61	61	63	60	68	64	61	56
Women	60	62	65	60	65	62	59	55
Surf Coast	59	62	63	62	65	63	59	56
State-wide	59	58	57	57	58	58	58	57
Men	59	63	61	64	64	64	59	58
65+	58	60	63	64	61	61	57	58
Anglesea	57	60	62	61	61	58	61	50
Residents	57	62	62	n/a	n/a	61	57	53
Large Rural	55 ▼	54	53	53	54	n/a	n/a	n/a
Winchelsea	54	55	51	51	53	58	49	42
50-64	54	58	61	62	63	62	57	56

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
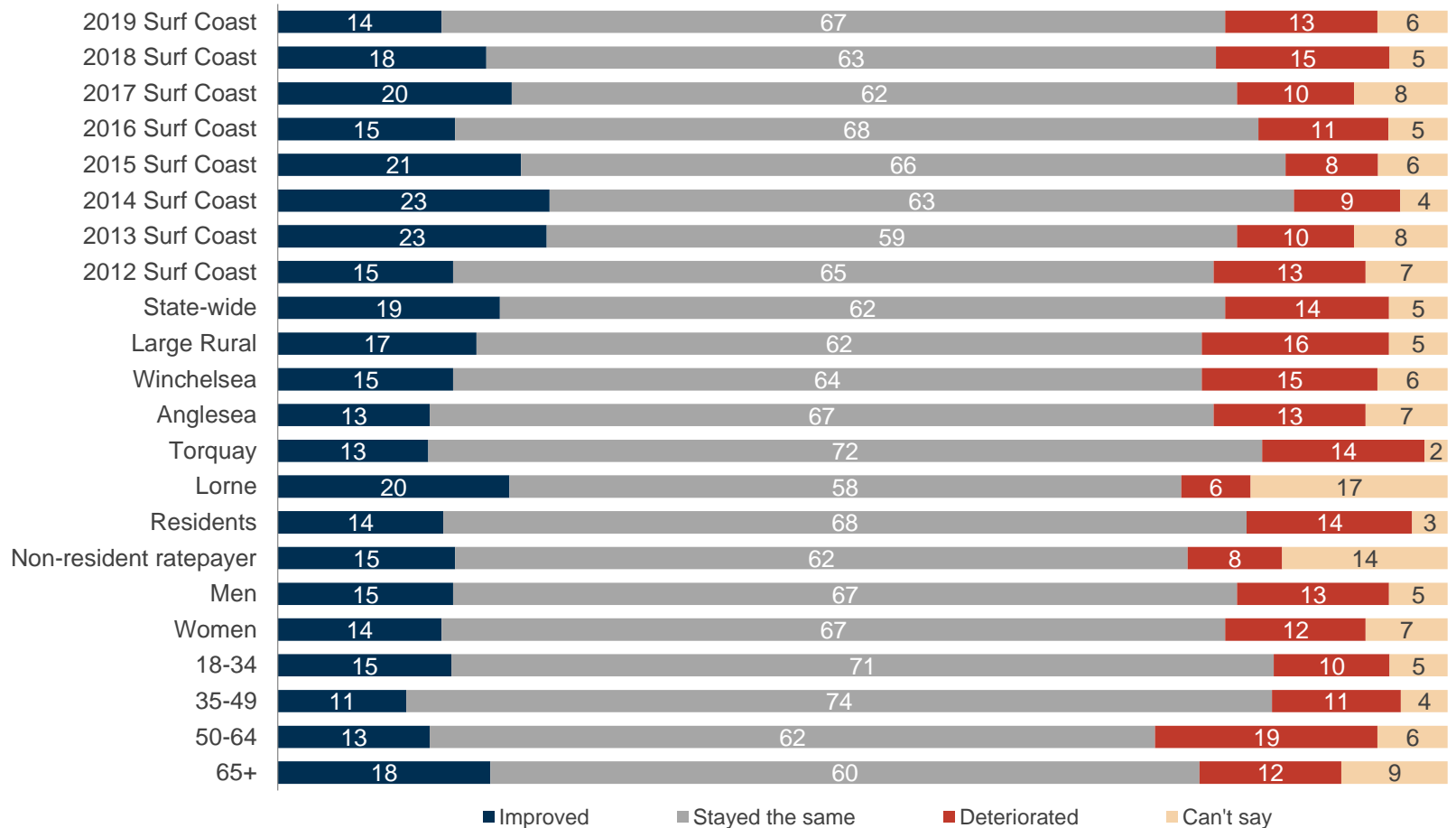*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance
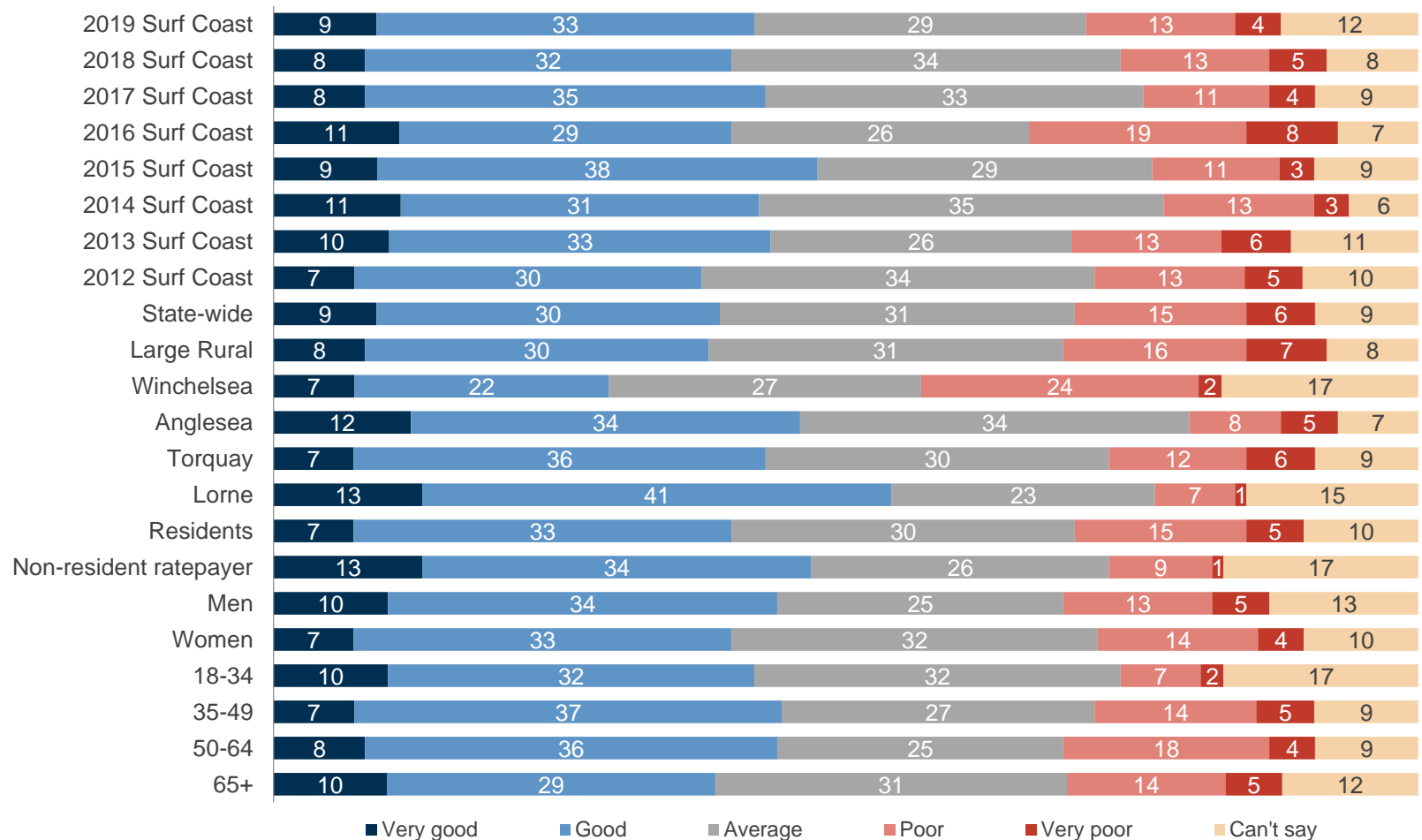
2019 Streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	14	38	21	15	7	5
2018 Surf Coast	14	43	24	11	5	2
2017 Surf Coast	15	40	26	9	5	4
2016 Surf Coast	15	41	23	11	7	4
2015 Surf Coast	18	40	24	10	4	3
2014 Surf Coast	12	44	27	10	4	3
2013 Surf Coast	19	33	22	15	9	2
2012 Surf Coast	11	37	26	13	11	2
State-wide	14	35	28	14	7	2
Large Rural	11	31	28	17	9	4
Winchelsea	11	30	21	18	9	10
Anglesea	9	41	24	8	12	5
Torquay	15	41	20	18	5	2
Lorne	19	37	23	12	6	4
Residents	12	36	22	17	9	4
Non-resident ratepayer	17	42	21	10	3	8
Men	11	39	23	15	7	4
Women	16	36	19	15	8	6
18-34	25	34	15	20	5	2
35-49	12	47	13	16	8	4
50-64	10	33	25	14	13	7
65+	9	35	31	13	5	7

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

Traffic management performance

2019 Traffic management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68▲	58	56	60	57	60	n/a	n/a
Non-resident ratepayer	62	59	60	n/a	n/a	61	n/a	n/a
Winchelsea	62	58	57	55	56	58	n/a	n/a
Large Rural	59	60	62	62	59	n/a	n/a	n/a
Men	59	57	57	57	56	57	n/a	n/a
Torquay	59	54	58	59	59	59	n/a	n/a
Lorne	59	54	52	53	69	61	n/a	n/a
Surf Coast	59	55	57	56	57	58	n/a	n/a
Women	58	53	57	56	59	60	n/a	n/a
State-wide	58	57	59	59	60	60	60	58
Residents	57	54	56	n/a	n/a	58	n/a	n/a
65+	56	58	60	57	56	57	n/a	n/a
35-49	56	50	53	53	58	59	n/a	n/a
50-64	55	55	60	57	58	58	n/a	n/a
Anglesea	53	54	57	54	50	52	n/a	n/a

Q2. How has Council performed on 'Traffic management' over the last 12 months?
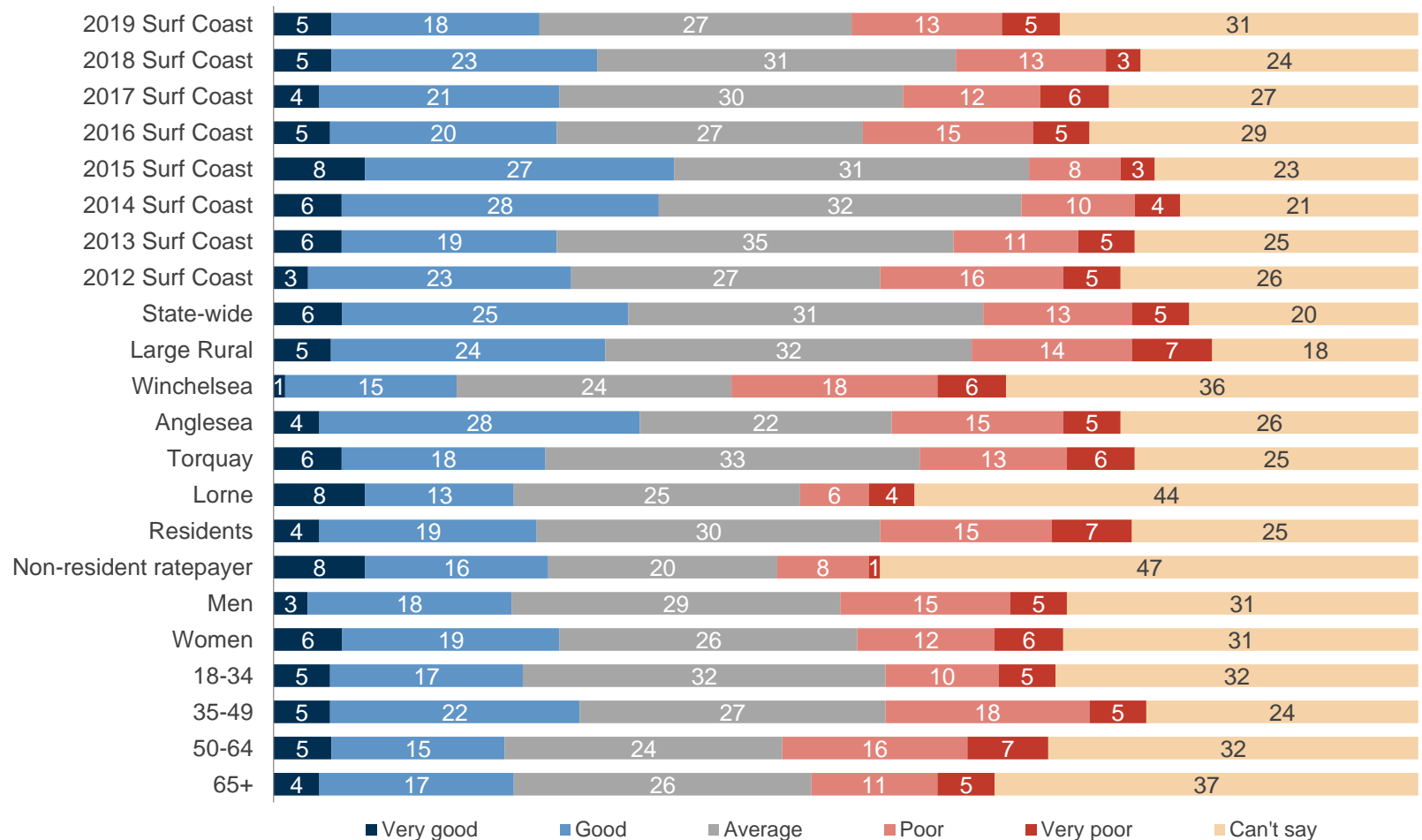*Base: All respondents. Councils asked state-wide: 16 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

2019 Traffic management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	7	43	27	15	4	3
2018 Surf Coast	8	32	34	16	6	4
2017 Surf Coast	7	35	32	13	5	8
2016 Surf Coast	9	34	31	16	6	5
2015 Surf Coast	7	37	31	17	3	4
2014 Surf Coast	7	42	29	16	3	4
State-wide	9	37	31	13	6	3
Large Rural	9	42	29	12	5	3
Winchelsea	5	51	27	11	2	3
Anglesea	8	31	29	20	8	4
Torquay	6	47	25	17	3	1
Lorne	9	36	32	11	5	7
Residents	5	46	26	17	4	2
Non-resident ratepayer	13	36	30	9	4	8
Men	6	48	24	14	5	3
Women	7	39	31	16	3	4
18-34	7	66	20	7		
35-49	5	43	22	21	5	4
50-64	5	37	33	17	6	2
65+	9	31	35	14	5	5

Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 3

Parking facilities performance

2019 Parking performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65 ▲	58	52	66	58	66	n/a	n/a
35-49	61	59	60	51	60	57	n/a	n/a
Non-resident ratepayer	60	59	61	n/a	n/a	55	n/a	n/a
Women	60	57	58	56	57	59	n/a	n/a
Lorne	60	44	43	59	64	49	n/a	n/a
Torquay	60	61	60	57	57	59	n/a	n/a
Surf Coast	59	57	57	56	58	59	n/a	n/a
Large Rural	58	59	60	58	59	n/a	n/a	n/a
Residents	58	57	55	n/a	n/a	60	n/a	n/a
50-64	57	56	59	54	60	56	n/a	n/a
Men	57	57	55	56	60	59	n/a	n/a
Winchelsea	57	55	55	55	61	64	n/a	n/a
Anglesea	56	57	57	55	56	60	n/a	n/a
State-wide	56 ▼	56	55	56	57	57	57	56
65+	52 ▼	56	56	55	56	57	n/a	n/a

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
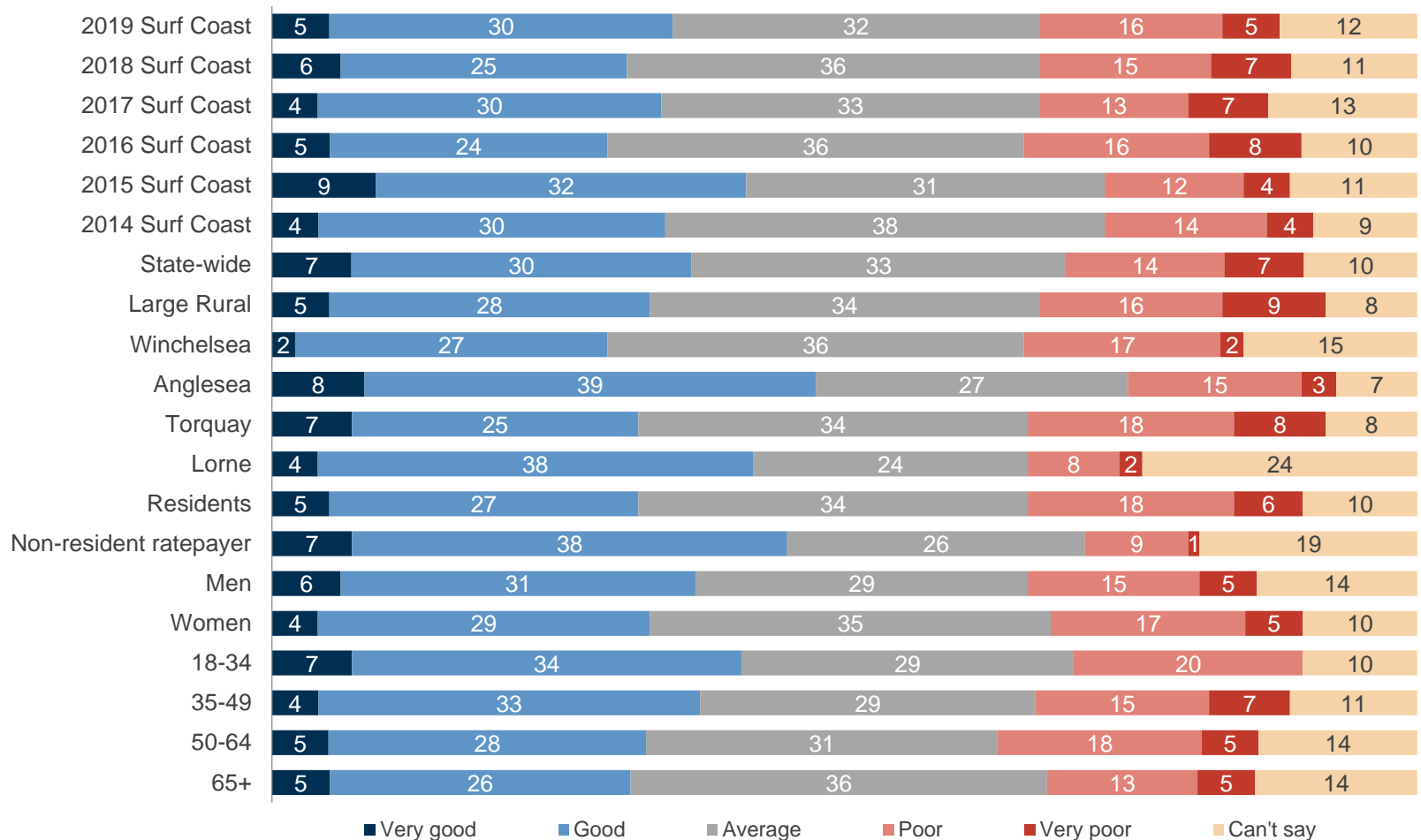*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2019 Parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	7	42	29	15	4	4
2018 Surf Coast	7	36	36	13	4	4
2017 Surf Coast	8	37	29	14	7	4
2016 Surf Coast	5	38	33	14	6	5
2015 Surf Coast	8	36	34	14	3	5
2014 Surf Coast	8	39	33	13	3	5
State-wide	9	34	32	16	7	2
Large Rural	10	38	31	13	6	3
Winchelsea	4	37	33	16	2	7
Anglesea	3	48	23	18	5	4
Torquay	10	43	27	15	4	1
Lorne	8	40	34	9	5	4
Residents	7	42	27	16	4	3
Non-resident ratepayer	6	42	33	10	3	5
Men	5	40	30	15	4	5
Women	8	43	28	14	4	2
18-34	7	59	20	15		
35-49	8	47	27	12	3	2
50-64	9	30	36	13	4	7
65+	4	32	33	18	8	5

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

Enforcement of local laws performance

2019 Law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74 ▲	67	69	67	79	66	66	63
35-49	67	61	59	59	63	68	66	66
Lorne	66	59	66	59	72	48	60	64
Women	66	64	64	61	70	66	64	64
Winchelsea	65	64	66	58	69	67	62	61
Non-resident ratepayer	65	61	64	n/a	n/a	66	70	71
Surf Coast	64	61	62	60	67	65	64	64
Torquay	64	60	58	61	65	66	64	67
Large Rural	64	64	63	63	65	n/a	n/a	n/a
Residents	64	61	61	n/a	n/a	65	63	62
State-wide	64	64	64	63	66	66	65	65
Men	62	58	60	58	64	64	64	64
Anglesea	61	62	63	60	66	64	60	55
50-64	59	57	62	57	63	63	61	65
65+	56 ▼	59	58	56	62	62	61	61

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
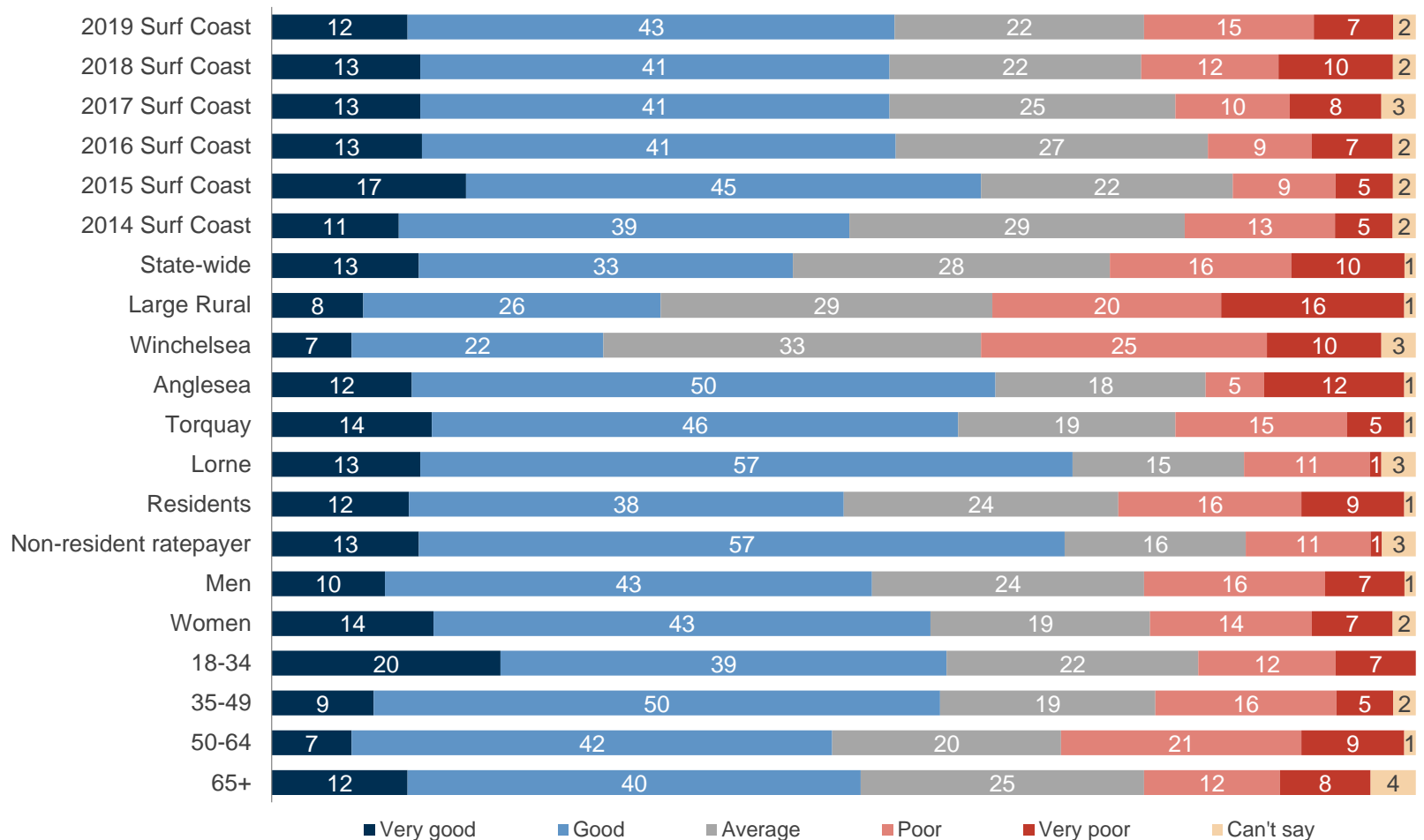*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.
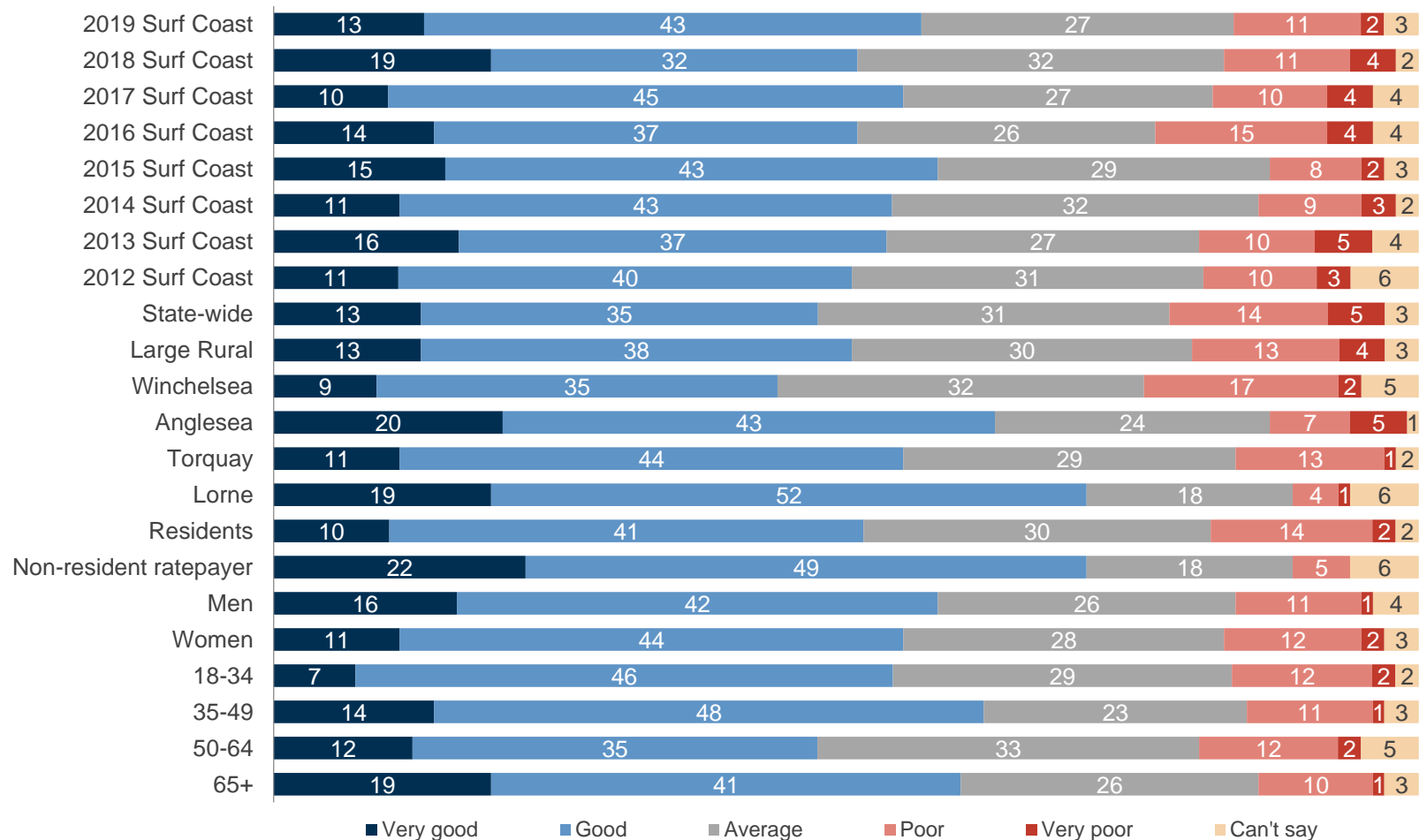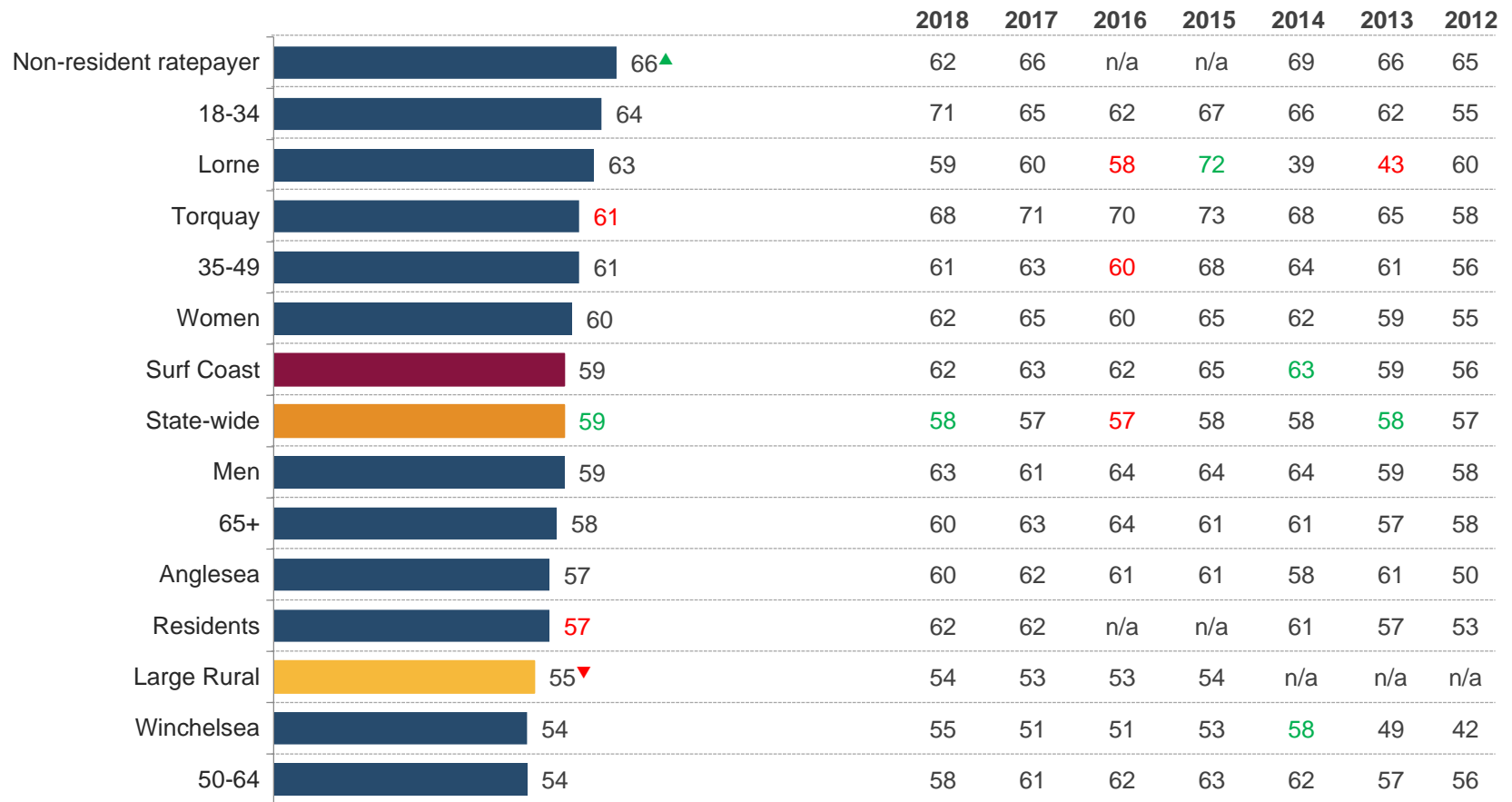
Enforcement of local laws performance

2019 Law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	13	35	23	9	3	17
2018 Surf Coast	12	31	30	9	4	14
2017 Surf Coast	8	38	24	10	3	16
2016 Surf Coast	10	31	27	9	5	18
2015 Surf Coast	15	37	23	7	2	16
2014 Surf Coast	14	36	24	7	3	15
2013 Surf Coast	14	36	23	9	4	14
2012 Surf Coast	12	36	25	7	4	17
State-wide	12	38	26	8	3	12
Large Rural	11	39	26	7	3	13
Winchelsea	11	37	22	8	1	20
Anglesea	11	33	22	9	5	20
Torquay	15	38	23	11	3	10
Lorne	10	29	26	5		29
Residents	14	38	22	11	3	12
Non-resident ratepayer	9	28	27	4	1	31
Men	11	35	23	9	4	17
Women	14	36	23	9	1	17
18-34	22	44	17	5		12
35-49	16	40	19	9	2	15
50-64	10	29	29	10	5	17
65+	5	29	28	12	4	23

■ Very good　■ Good　■ Average　■ Poor　■ Very poor　■ Can't say

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

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Family support services performance

2019 Family support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	73 ▲	63	59	65	74	68	56	64
65+	71	66	66	71	68	67	64	68
Non-resident ratepayer	70	62	65	n/a	n/a	64	65	n/a
Torquay	70	69	64	69	69	72	64	53
Women	69	68	64	63	69	68	64	63
18-34	69	71	60	65	68	70	70	62
Surf Coast	68	66	64	65	68	68	63	62
Residents	68	66	64	n/a	n/a	69	63	n/a
State-wide	67	66	67	66	67	68	67	67
Men	67	63	63	67	66	68	63	61
35-49	67	63	65	63	67	70	60	61
Large Rural	65 ▼	65	65	64	67	n/a	n/a	n/a
Winchelsea	65	60	64	60	63	64	64	58
Anglesea	65	67	64	64	67	71	61	61
50-64	62 ▼	61	64	62	68	63	60	60

Q2. How has Council performed on 'Family support services' over the last 12 months?
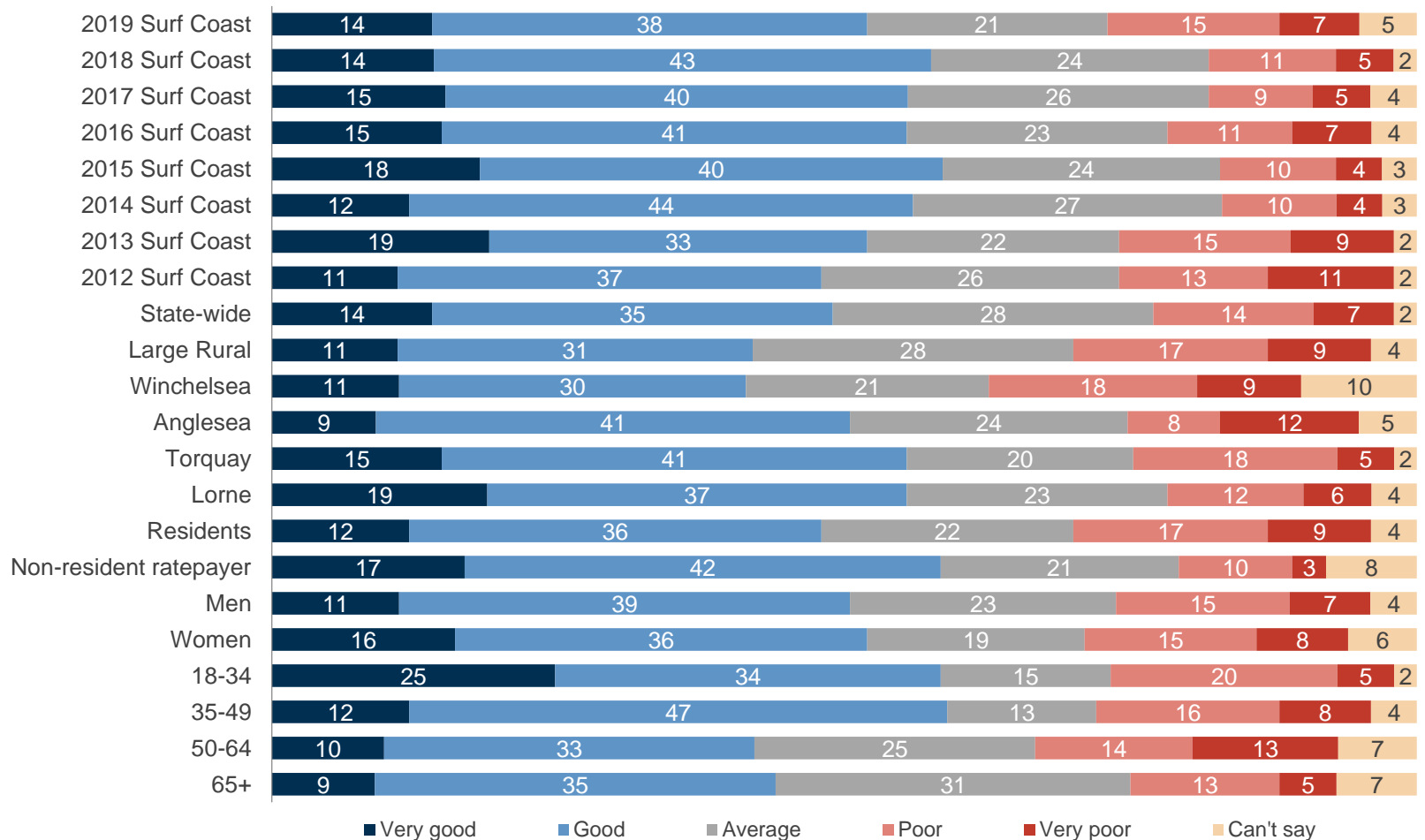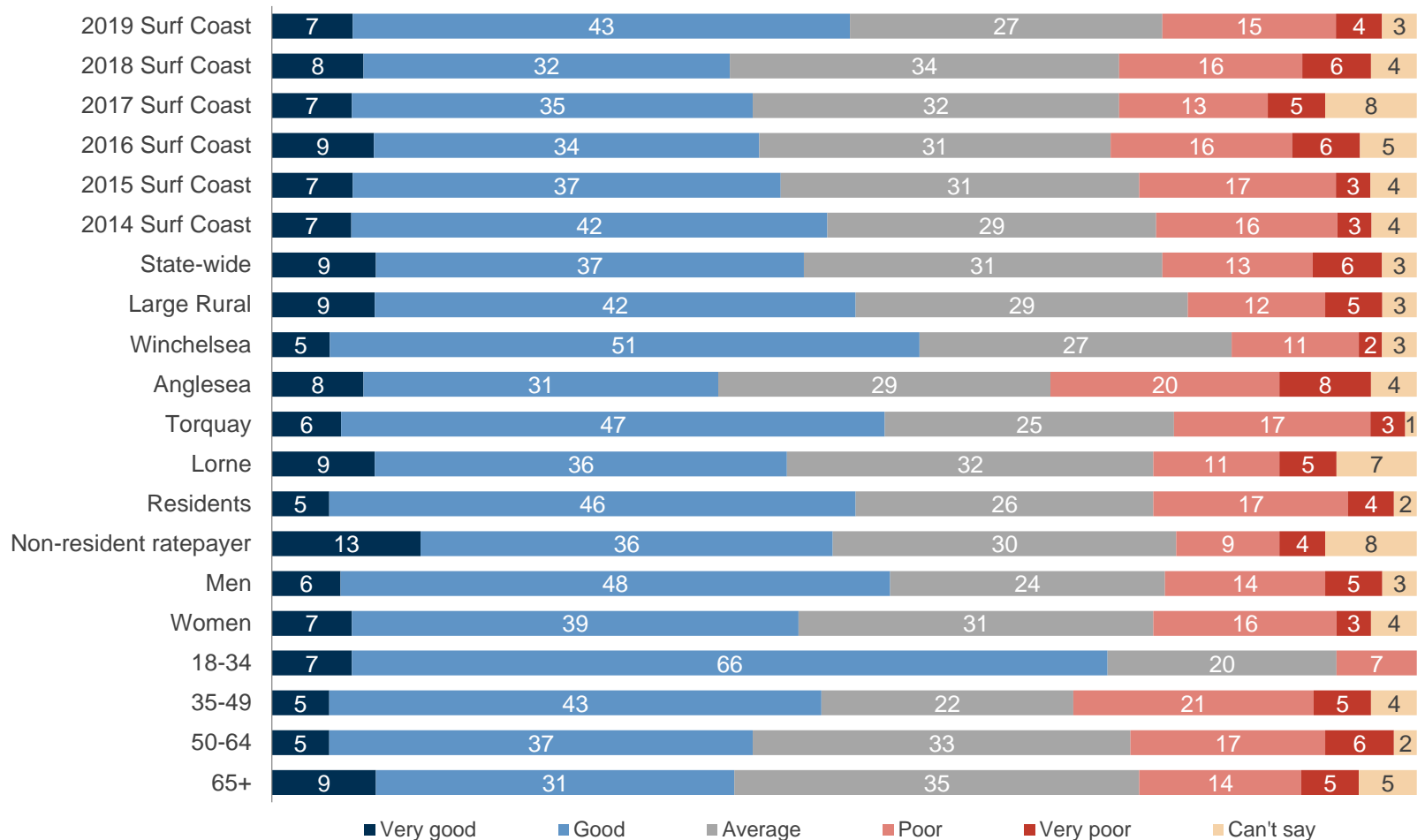*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2019 Family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	6	27	14	3		50
2018 Surf Coast	8	27	19	3	1	42
2017 Surf Coast	6	28	22	5	1	39
2016 Surf Coast	9	27	20	6	1	37
2015 Surf Coast	7	33	19	3		38
2014 Surf Coast	10	33	19	3	1	34
2013 Surf Coast	9	26	26	3	3	33
2012 Surf Coast	7	29	21	7	2	34
State-wide	11	32	20	4	1	31
Large Rural	10	32	22	4	2	31
Winchelsea	5	26	18	4		47
Anglesea	3	23	18	1	1	54
Torquay	9	33	15	3		40
Lorne	3	19	5			73
Residents	7	31	17	3		41
Non-resident ratepayer	2	17	7			73
Men	5	29	13	4		49
Women	7	25	15	1		51
18-34	10	37	22	2		29
35-49	3	34	12	4		47
50-64	5	14	14	4	1	61
65+	6	22	11	1		60

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

Elderly support services performance

2019 Elderly support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	72 ▲	68	65	64	77	76	60	63
Non-resident ratepayer	70	68	66	n/a	n/a	66	n/a	n/a
Torquay	69	65	65	67	70	71	63	70
65+	69	68	67	73	72	70	67	68
State-wide	68	68	68	68	69	70	69	69
Anglesea	67	64	65	65	72	73	67	62
Women	67	66	68	64	71	70	64	64
Large Rural	67	67	67	66	69	n/a	n/a	n/a
Surf Coast	67	66	66	65	69	69	64	64
Men	66	65	64	67	68	69	64	64
35-49	66	64	64	58	66	72	60	63
Residents	66	65	66	n/a	n/a	70	n/a	n/a
18-34	66	67	64	65	70	69	68	64
50-64	66	61	69	64	69	67	62	62
Winchelsea	59 ▼	67	69	64	65	68	63	63

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
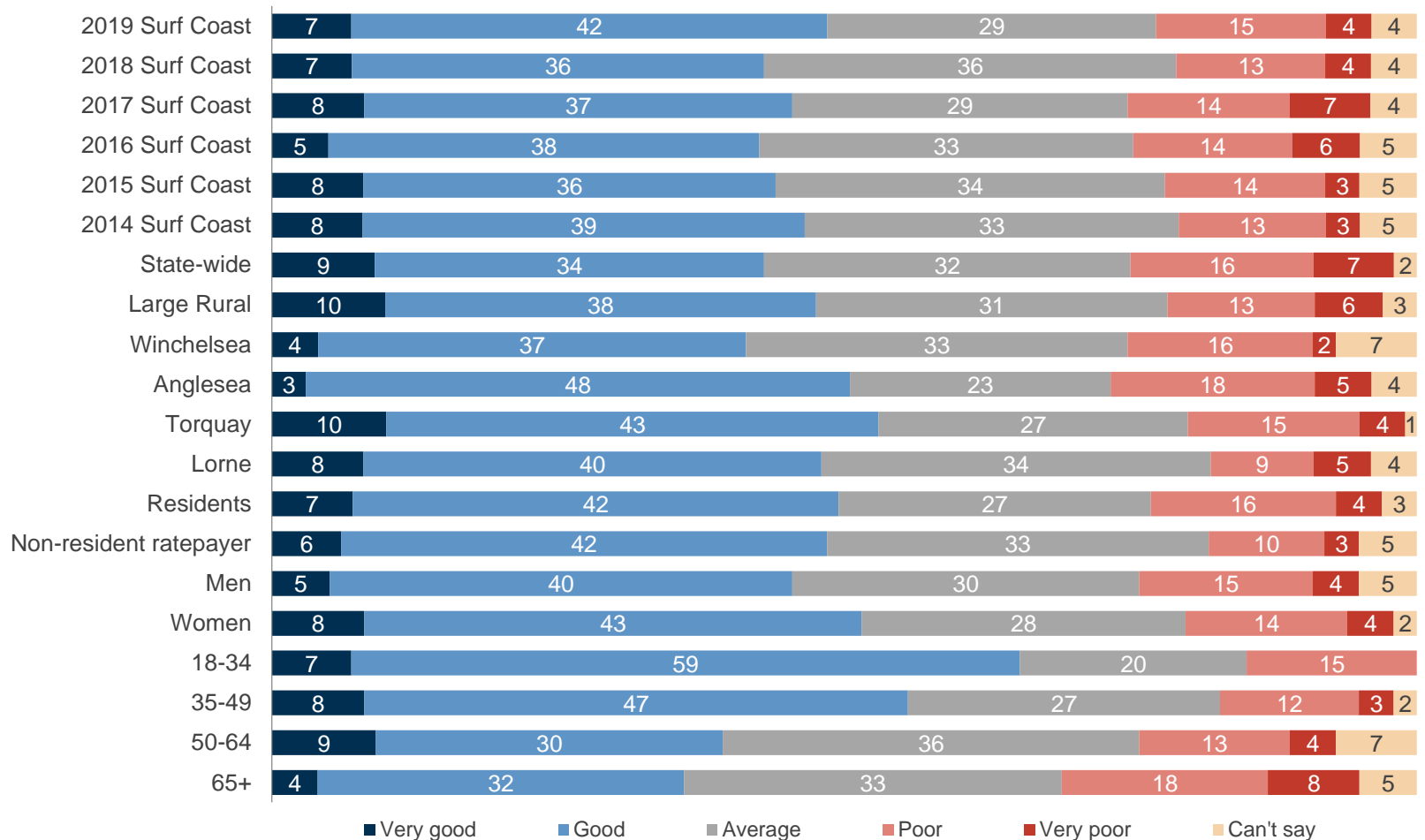*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9*
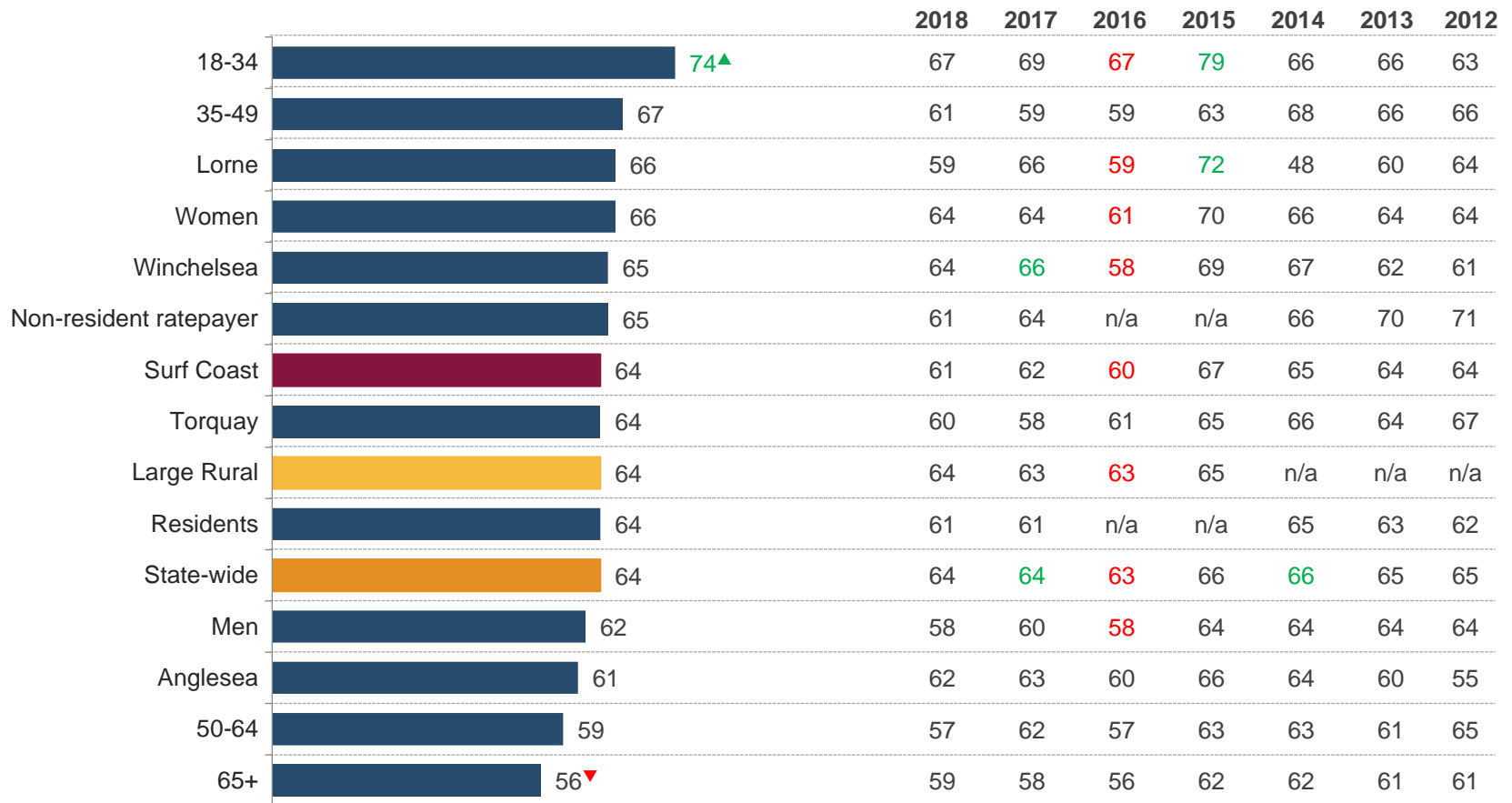*Note: Please see Appendix A for explanation of significant differences.*

Elderly support services performance

2019 Elderly support performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	7	28	16	4	1	44
2018 Surf Coast	8	25	19	4	1	44
2017 Surf Coast	8	27	20	5		40
2016 Surf Coast	11	23	23	5	1	38
2015 Surf Coast	10	31	19	3		38
2014 Surf Coast	11	32	18	3		35
2013 Surf Coast	8	28	21	4	2	36
2012 Surf Coast	7	27	19	6	1	41
State-wide	14	33	19	5	2	28
Large Rural	13	32	20	5	2	27
Winchelsea	5	22	24	7	1	40
Anglesea	5	32	11	4	1	47
Torquay	9	32	18	2	1	38
Lorne	6	25	6	3		61
Residents	8	30	20	4	1	37
Non-resident ratepayer	3	23	6	2		66
Men	5	29	17	3	1	46
Women	9	27	16	4	1	42
18-34	5	37	20	5		34
35-49	5	29	14	5		48
50-64	9	22	13	3	3	51
65+	10	25	18	3		44

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

Disadvantaged support services performance

2019 Disadvantaged support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	67 ▲	60	60	n/a	n/a	64	n/a	n/a
Lorne	66 ▲	51	55	59	64	64	n/a	n/a
65+	64 ▲	60	59	64	65	64	n/a	n/a
State-wide	62 ▲	61	61	61	62	64	62	63
Large Rural	61 ▲	61	61	61	62	n/a	n/a	n/a
Men	60	57	59	62	61	64	n/a	n/a
Anglesea	59	51	54	58	61	64	n/a	n/a
Surf Coast	58	56	58	58	63	63	n/a	n/a
Torquay	57	61	59	66	65	65	n/a	n/a
35-49	56	49	59	53	61	63	n/a	n/a
Residents	56	55	57	n/a	n/a	63	n/a	n/a
Women	56	54	56	54	65	62	n/a	n/a
18-34	55	56	53	59	64	64	n/a	n/a
Winchelsea	55	51	58	50	61	59	n/a	n/a
50-64	54	58	61	56	63	61	n/a	n/a

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
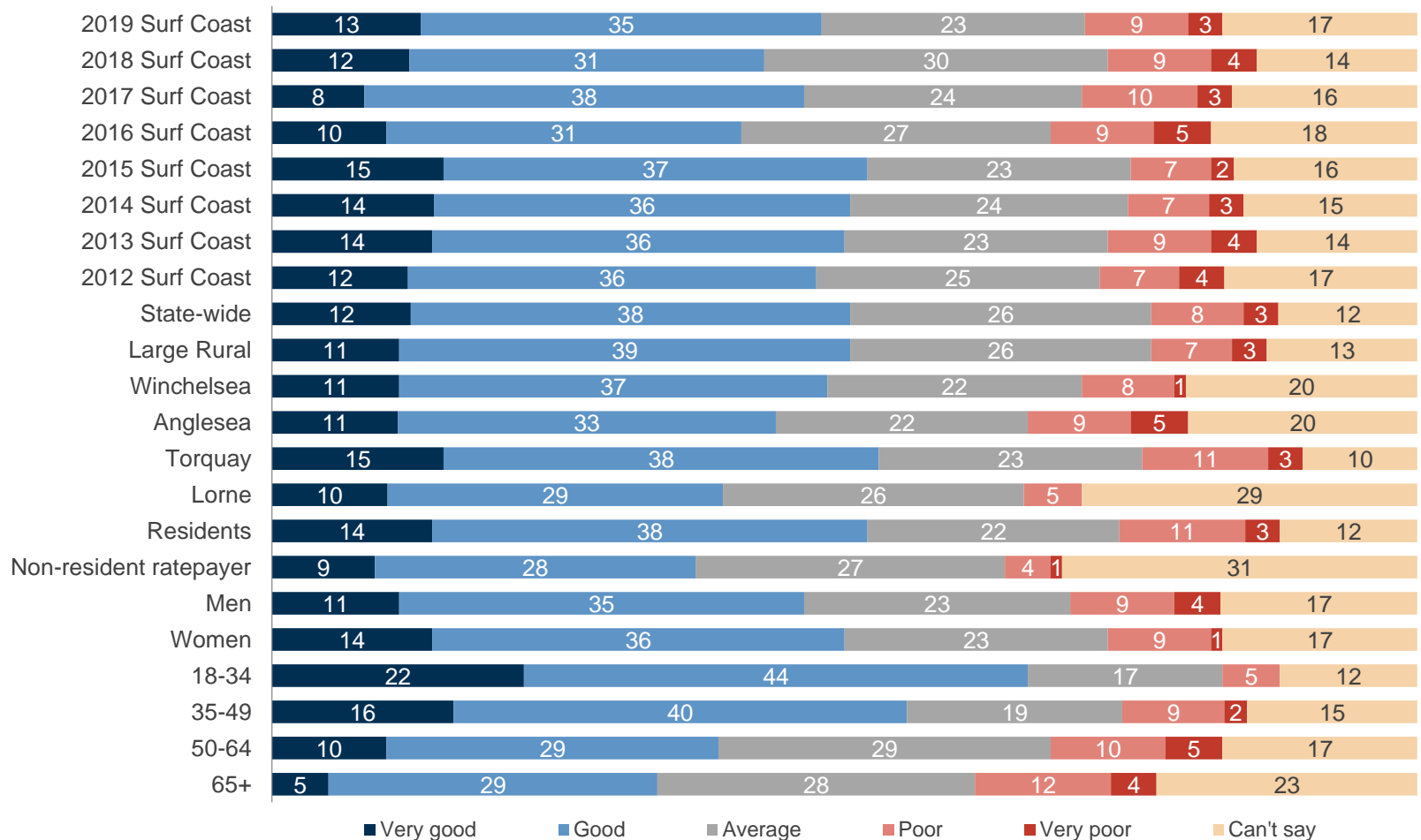*Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5*
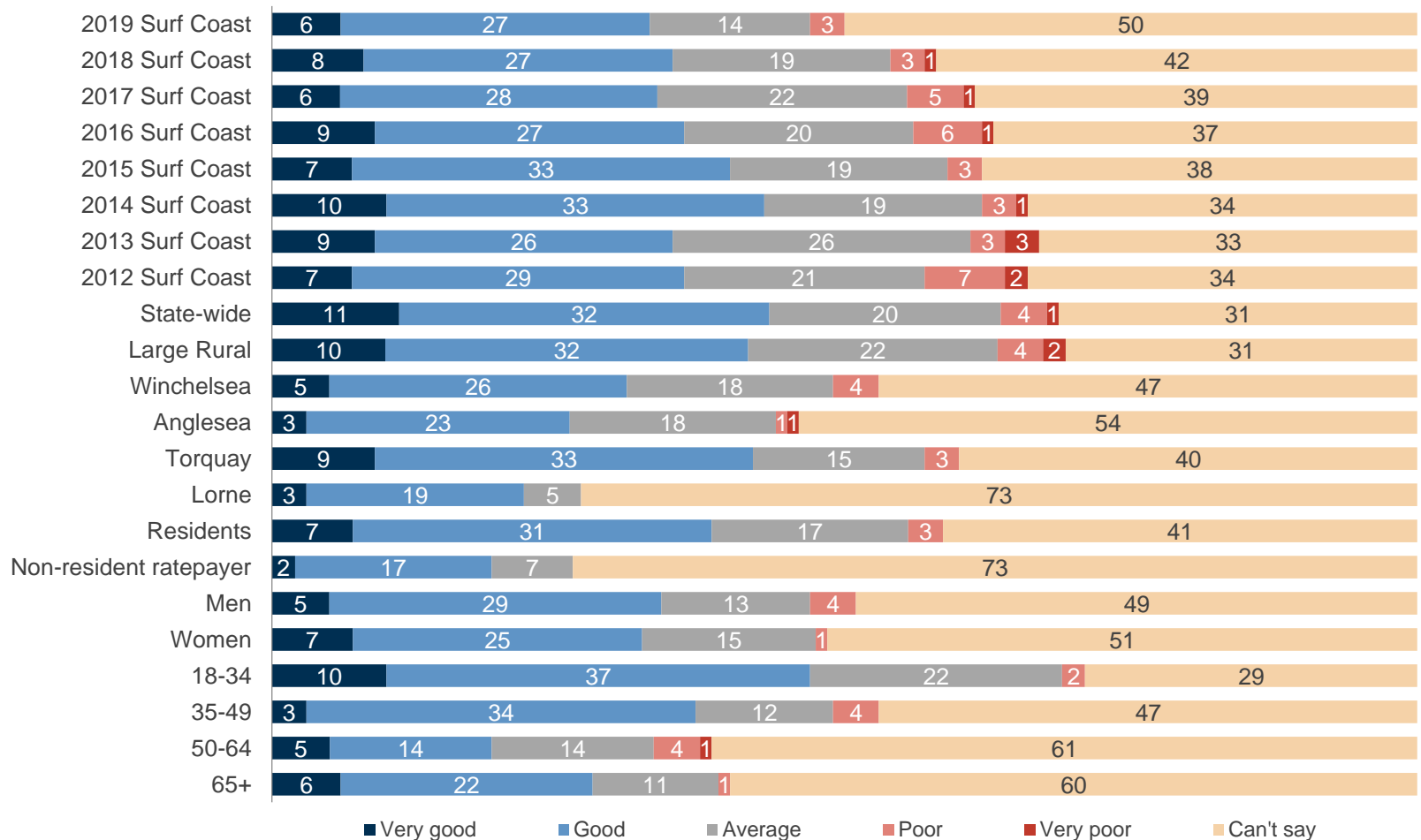*Note: Please see Appendix A for explanation of significant differences.*
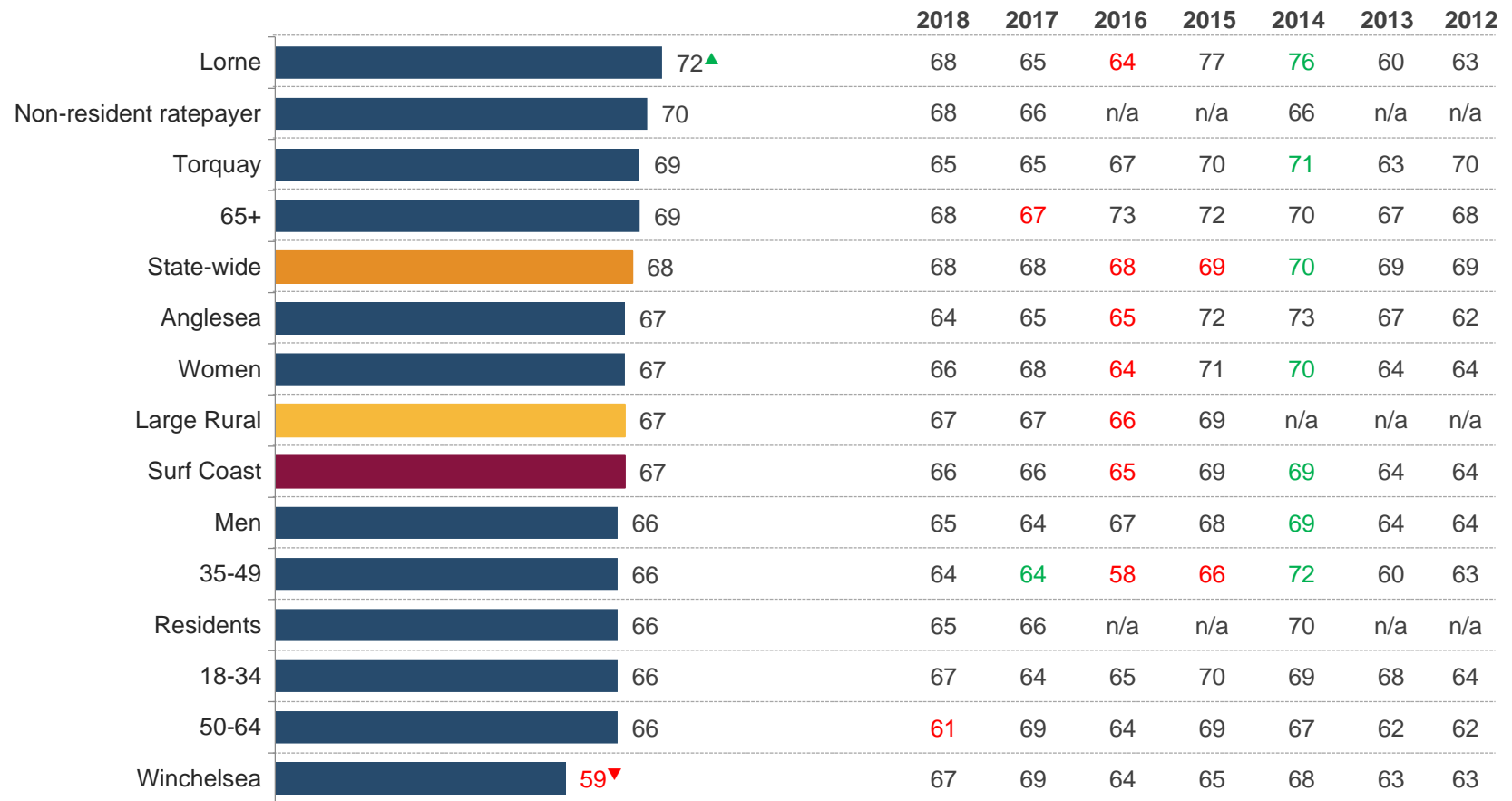
Disadvantaged support services performance

2019 Disadvantaged support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	3	15	17	6	1	58
2018 Surf Coast	3	14	25	5	2	52
2017 Surf Coast	3	20	21	6	1	48
2016 Surf Coast	4	20	22	6	2	46
2015 Surf Coast	4	27	18	5	1	46
2014 Surf Coast	3	29	21	5		42
State-wide	7	25	23	6	2	37
Large Rural	7	23	24	6	2	38
Winchelsea	1	14	19	8		57
Anglesea	3	19	14	3	4	57
Torquay	4	14	20	7	1	54
Lorne	2	17	6	3		72
Residents	3	15	20	7	2	52
Non-resident ratepayer	2	15	6	2		75
Men	3	17	20	4		56
Women	4	14	13	7	2	60
18-34	2	15	22	5	2	54
35-49	2	20	13	10	1	54
50-64	3	11	16	6	2	62
65+	5	14	16	2		63

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5

Recreational facilities performance

2019 Recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	76 ▲	68	68	66	78	67	57	76
Non-resident ratepayer	76 ▲	76	74	n/a	n/a	72	74	75
Men	73	71	70	70	73	72	72	71
65+	72	73	74	74	75	70	69	71
35-49	72	69	70	65	71	72	68	71
Surf Coast	71	72	70	69	73	72	70	70
Torquay	71	76	72	73	74	73	71	58
18-34	71	72	63	70	70	76	72	66
State-wide	70	69	70	69	70	71	70	70
Women	70	73	69	68	73	72	69	69
50-64	70	73	70	67	75	70	71	70
Residents	70	71	68	n/a	n/a	72	69	68
Winchelsea	70	66	66	64	71	76	70	64
Anglesea	69	70	70	68	70	65	64	56
Large Rural	68 ▼	66	66	65	66	n/a	n/a	n/a

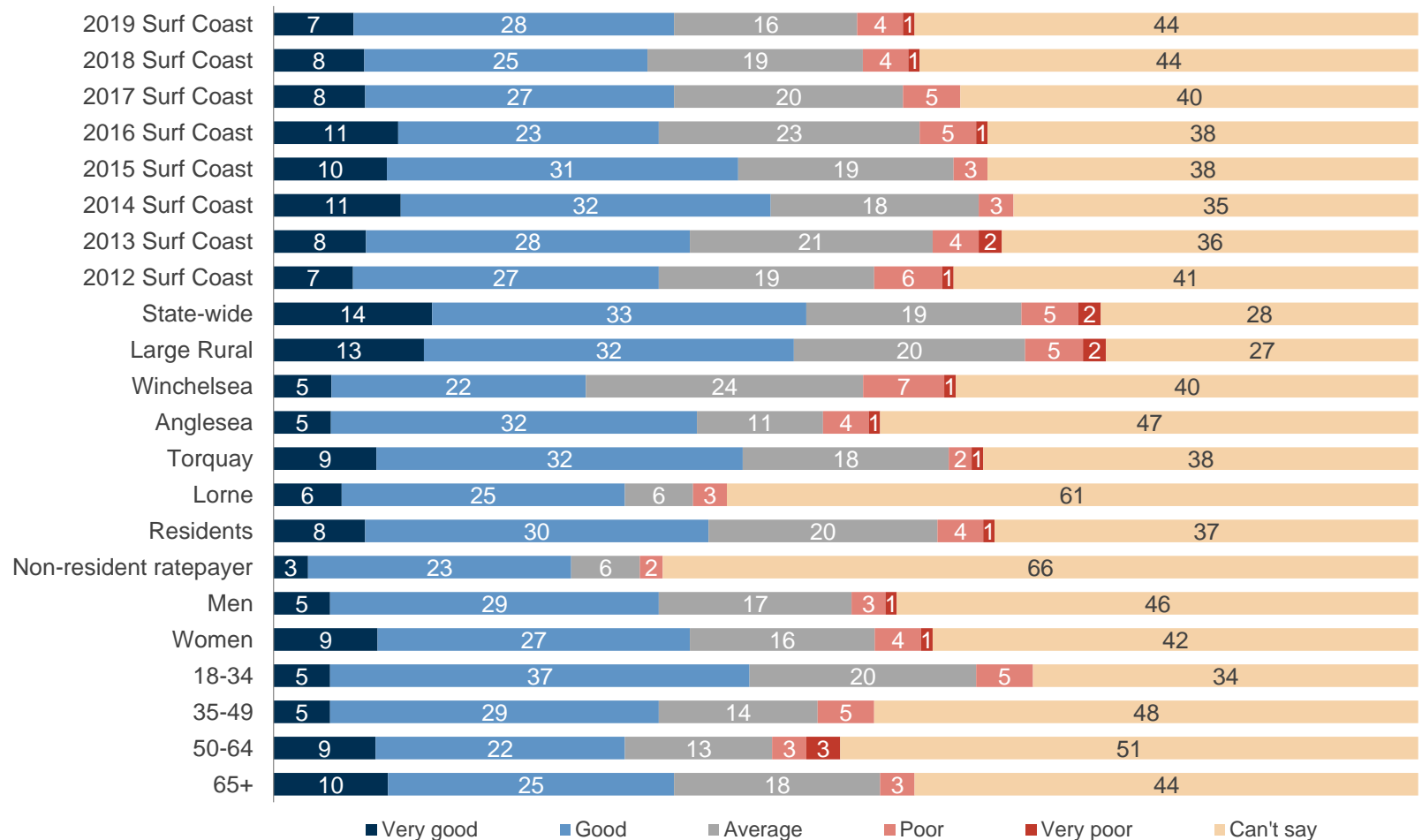*Q2. How has Council performed on 'Recreational facilities' over the last 12 months?*
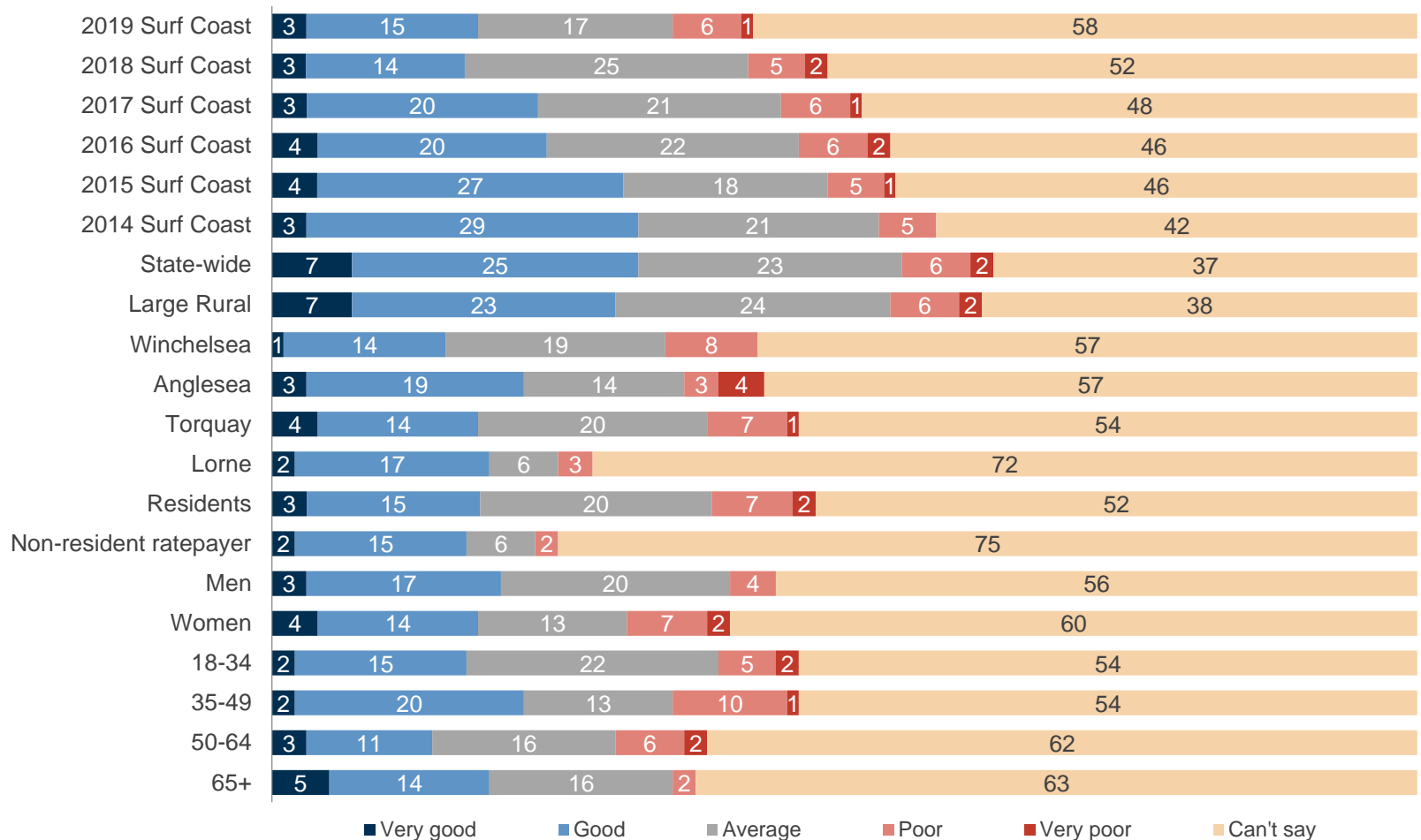*Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2019 Recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	21	48	21	5	1	4
2018 Surf Coast	28	38	22	6	2	4
2017 Surf Coast	24	40	21	7	3	5
2016 Surf Coast	21	42	22	6	3	6
2015 Surf Coast	22	50	19	5	1	4
2014 Surf Coast	21	51	19	5	1	4
2013 Surf Coast	26	37	20	7	4	7
2012 Surf Coast	20	48	19	8	2	4
State-wide	23	44	21	6	2	4
Large Rural	19	43	24	7	3	4
Winchelsea	18	44	26	4	1	6
Anglesea	21	40	26	7	1	4
Torquay	20	53	17	6	2	2
Lorne	25	51	17	1	1	5
Residents	20	48	22	7	2	3
Non-resident ratepayer	23	50	18		1	7
Men	24	44	25	3	1	4
Women	18	52	17	8	2	4
18-34	20	49	27			5
35-49	21	49	19	5	2	4
50-64	19	48	20	5	2	5
65+	22	47	18	5	1	6

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

The appearance of public areas performance

2019 Public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81 ▲	84	75	77	77	75	n/a	n/a
Non-resident ratepayer	79 ▲	78	75	n/a	n/a	78	n/a	n/a
Lorne	77	76	69	72	82	69	n/a	n/a
Torquay	75	78	77	78	77	76	n/a	n/a
Women	75	76	77	73	78	74	n/a	n/a
Surf Coast	75	76	73	73	76	75	n/a	n/a
Anglesea	75	75	72	74	77	73	n/a	n/a
Men	75	76	70	73	74	75	n/a	n/a
35-49	74	75	73	68	77	77	n/a	n/a
Residents	74	75	73	n/a	n/a	73	n/a	n/a
65+	73	72	73	74	74	73	n/a	n/a
Winchelsea	73	72	68	64	72	71	n/a	n/a
State-wide	72 ▼	71	71	71	72	72	71	71
50-64	72	72	72	72	76	72	n/a	n/a
Large Rural	70 ▼	69	69	69	69	n/a	n/a	n/a

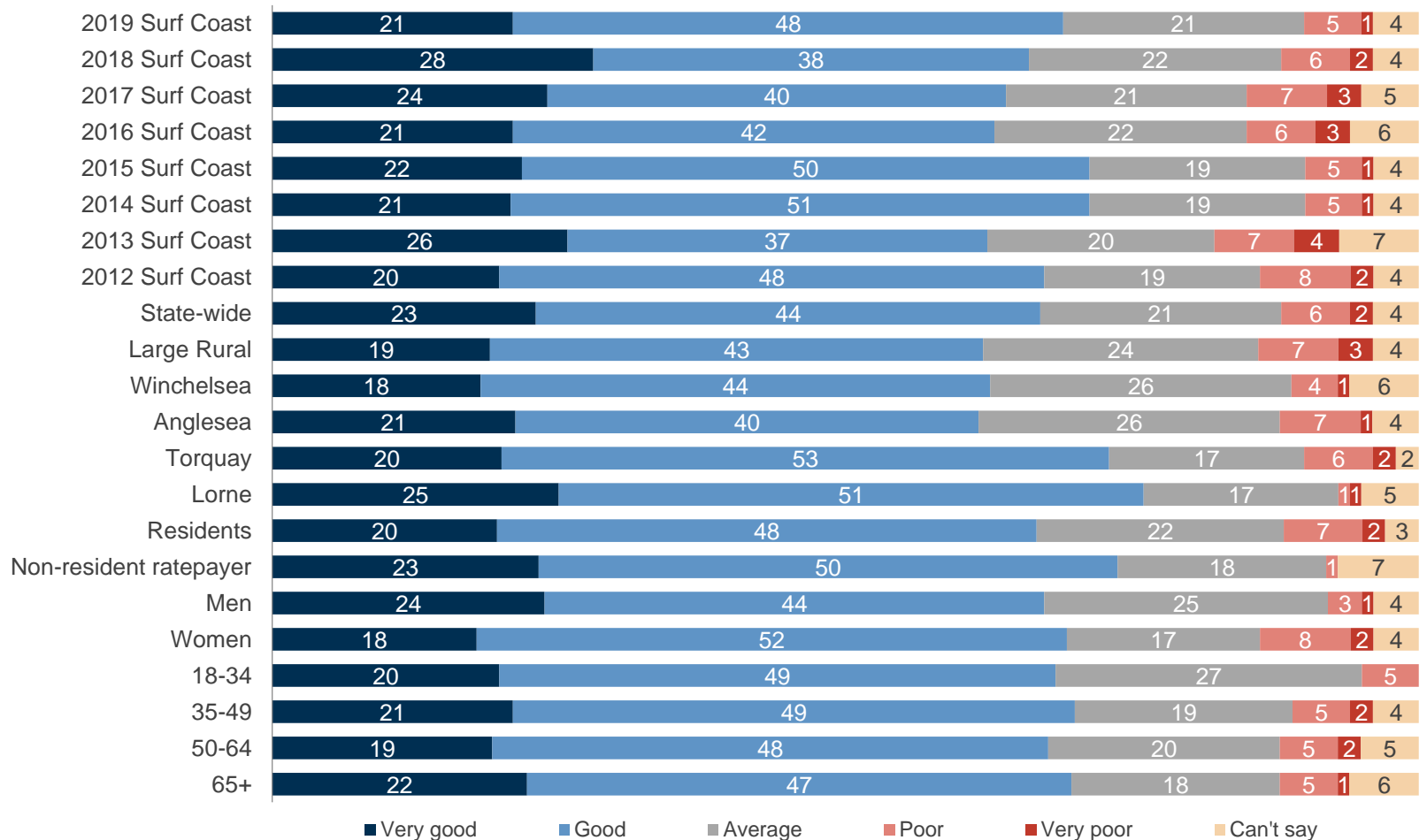*Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance
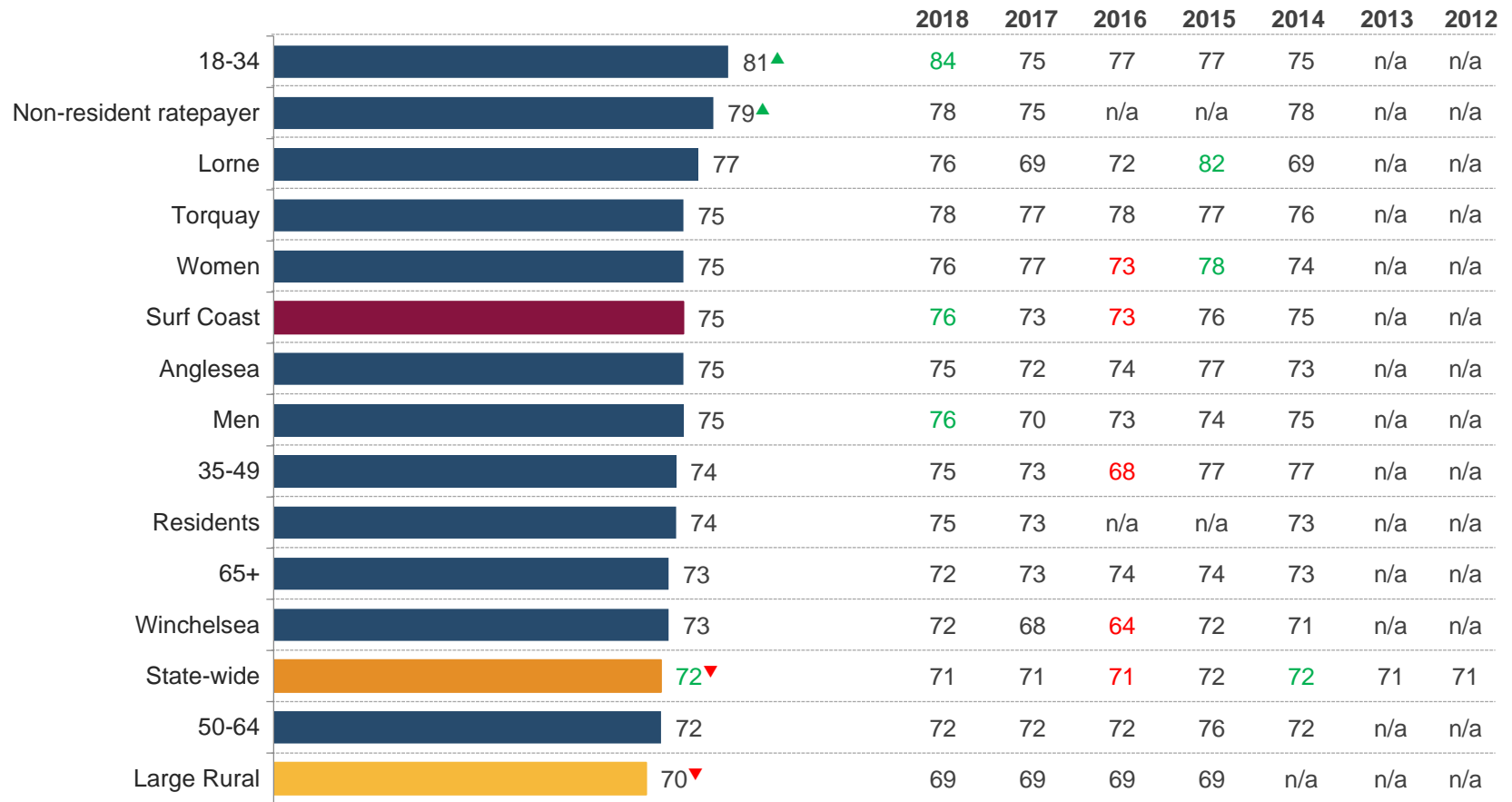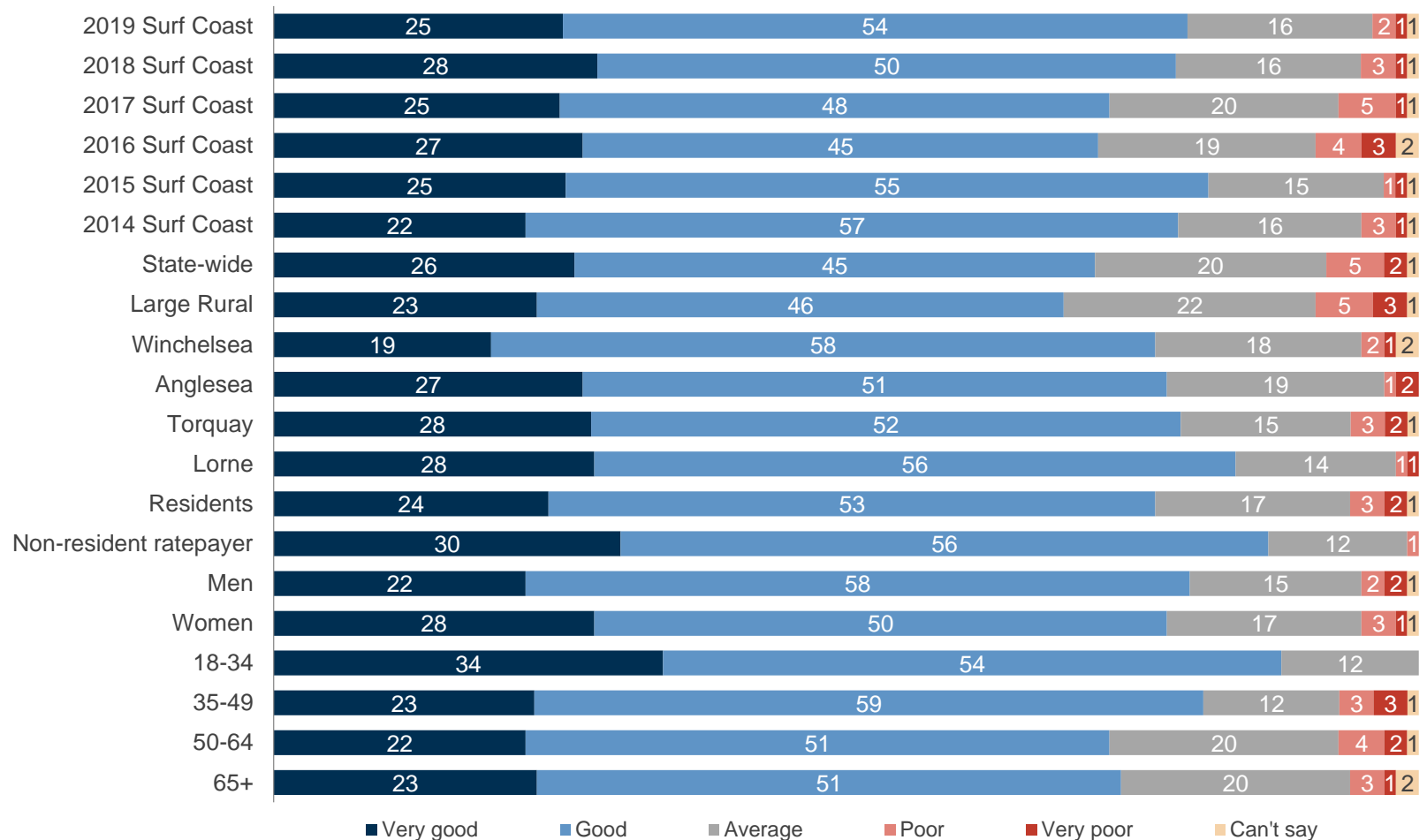
2019 Public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	25	54	16	2	1	1
2018 Surf Coast	28	50	16	3	1	1
2017 Surf Coast	25	48	20	5	1	1
2016 Surf Coast	27	45	19	4	3	2
2015 Surf Coast	25	55	15	1	1	1
2014 Surf Coast	22	57	16	3	1	1
State-wide	26	45	20	5	2	1
Large Rural	23	46	22	5	3	1
Winchelsea	19	58	18	2	1	2
Anglesea	27	51	19	1		2
Torquay	28	52	15	3	2	1
Lorne	28	56	14	1		1
Residents	24	53	17	3	2	1
Non-resident ratepayer	30	56	12			1
Men	22	58	15	2	2	1
Women	28	50	17	3	1	1
18-34	34	54	12			
35-49	23	59	12	3	3	1
50-64	22	51	20	4	2	1
65+	23	51	20	3	1	2

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

2019 Art centres and libraries performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	74 ▲	74	73	72	73	75	73	73
18-34	73 ▲	69	65	58	64	65	n/a	n/a
Large Rural	73 ▲	71	70	70	73	n/a	n/a	n/a
Women	68	63	65	64	66	66	n/a	n/a
Anglesea	68	66	68	60	66	65	n/a	n/a
Torquay	68	66	65	63	66	69	n/a	n/a
Lorne	68	64	61	62	72	62	n/a	n/a
Residents	68	65	65	n/a	n/a	65	n/a	n/a
Surf Coast	68	65	65	61	65	64	n/a	n/a
35-49	67	60	65	57	65	65	n/a	n/a
Men	67	67	64	58	64	63	n/a	n/a
Non-resident ratepayer	67	66	65	n/a	n/a	62	n/a	n/a
65+	67	67	66	66	67	64	n/a	n/a
Winchelsea	66	62	64	59	62	60	n/a	n/a
50-64	62 ▼	63	64	64	64	63	n/a	n/a

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
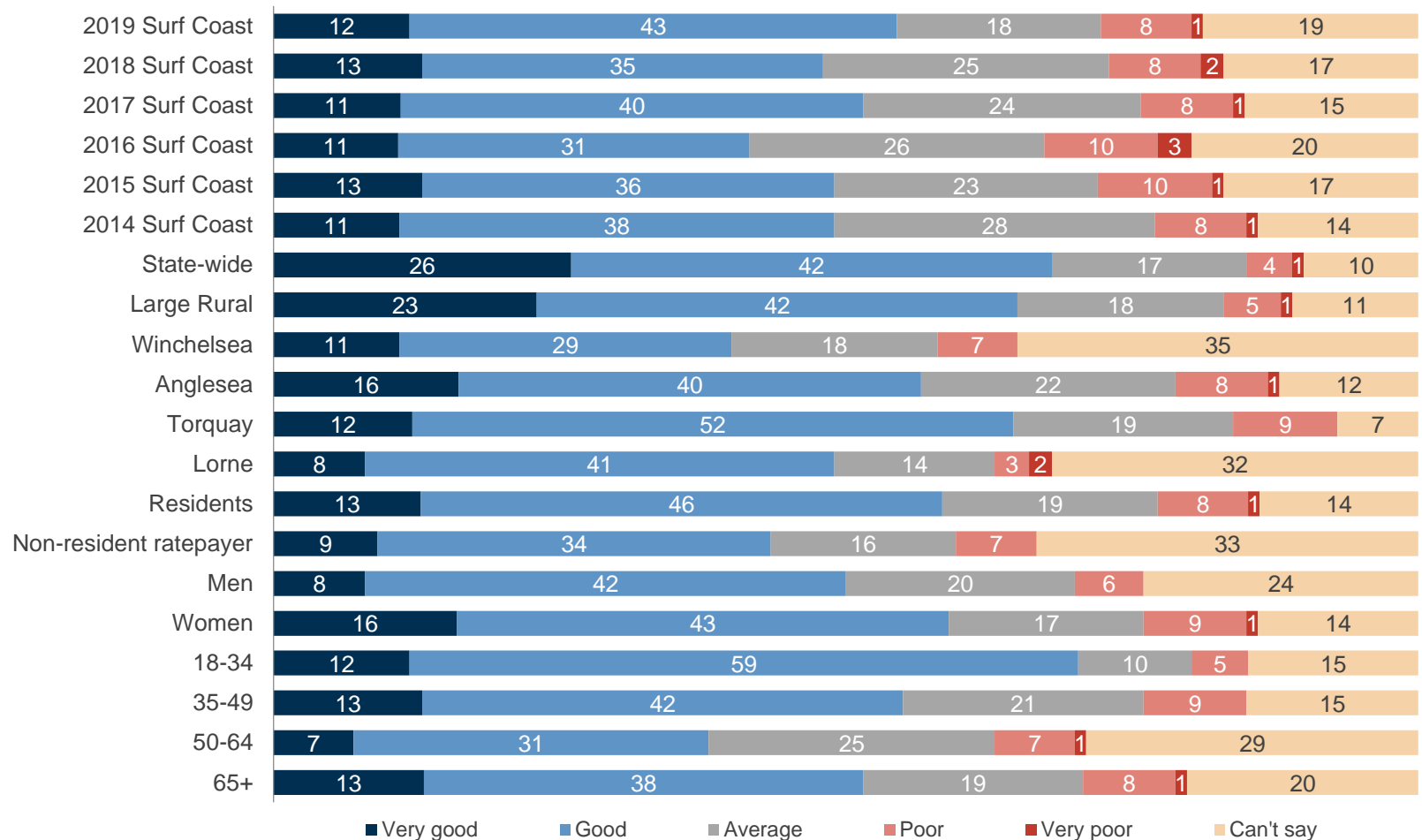*Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

2019 Art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	12	43	18	8	1	19
2018 Surf Coast	13	35	25	8	2	17
2017 Surf Coast	11	40	24	8	1	15
2016 Surf Coast	11	31	26	10	3	20
2015 Surf Coast	13	36	23	10	1	17
2014 Surf Coast	11	38	28	8	1	14
State-wide	26	42	17	4	1	10
Large Rural	23	42	18	5	1	11
Winchelsea	11	29	18	7		35
Anglesea	16	40	22	8	1	12
Torquay	12	52	19	9		7
Lorne	8	41	14	3	2	32
Residents	13	46	19	8	1	14
Non-resident ratepayer	9	34	16	7		33
Men	8	42	20	6		24
Women	16	43	17	9	1	14
18-34	12	59	10	5		15
35-49	13	42	21	9		15
50-64	7	31	25	7	1	29
65+	13	38	19	8	1	20

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

Community and cultural activities performance

2019 Community and cultural activities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	76	64	66	68	70	66	63
Women	74	72	70	66	71	73	67	65
Non-resident ratepayer	73	74	68	n/a	n/a	68	71	72
Torquay	73	72	68	69	72	74	68	56
Lorne	72	68	62	62	73	59	49	65
Anglesea	72	70	68	64	69	66	70	62
65+	72	70	68	68	69	68	61	65
Surf Coast	72	70	67	65	69	70	66	64
35-49	71	67	68	61	69	72	70	66
Residents	71	69	66	n/a	n/a	70	65	62
Men	69	68	63	63	68	66	66	63
State-wide	69 ▼	69	69	69	69	70	69	68
Winchelsea	68	67	64	59	64	68	62	59
50-64	68	67	66	64	70	67	65	63
Large Rural	67 ▼	67	69	67	69	n/a	n/a	n/a

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
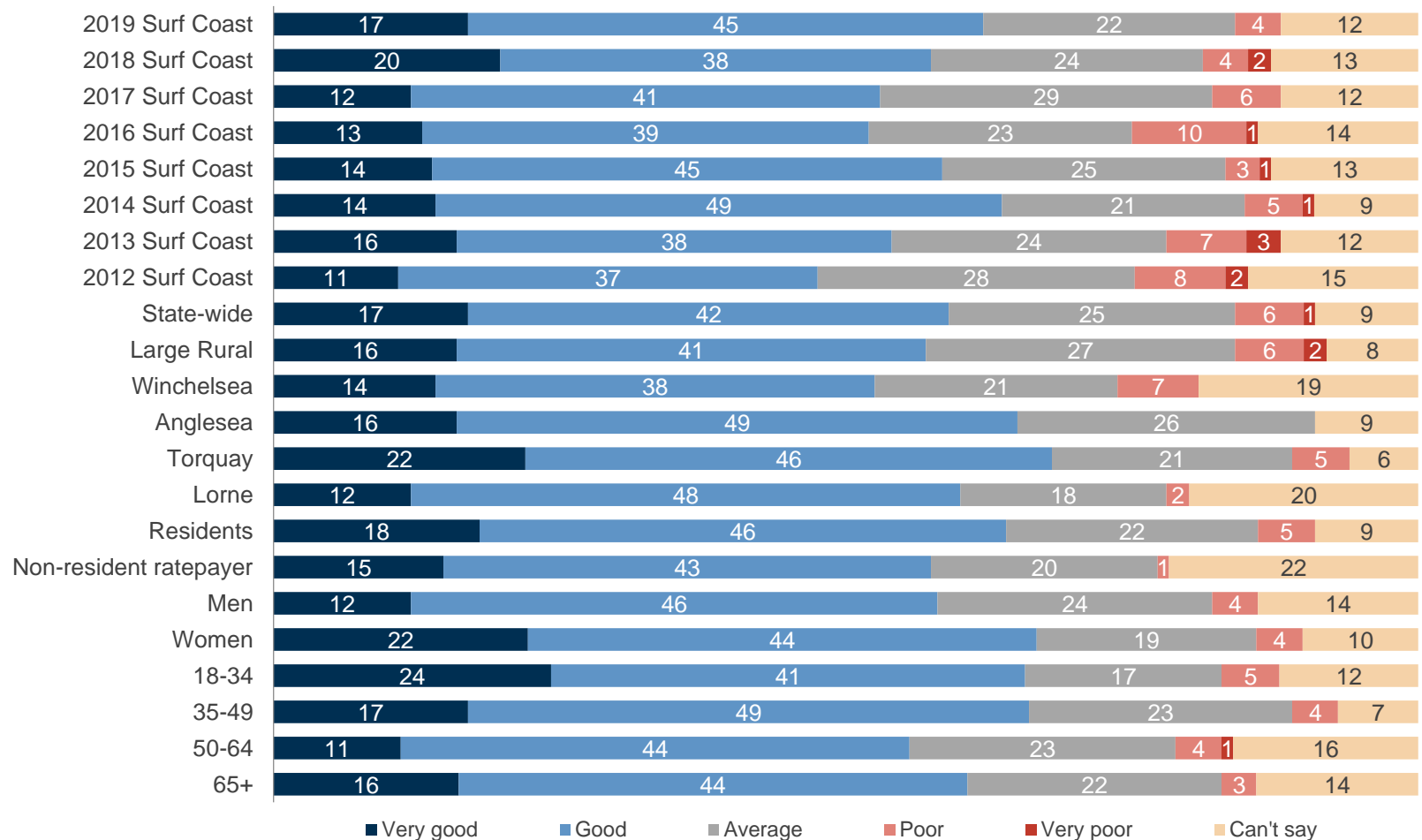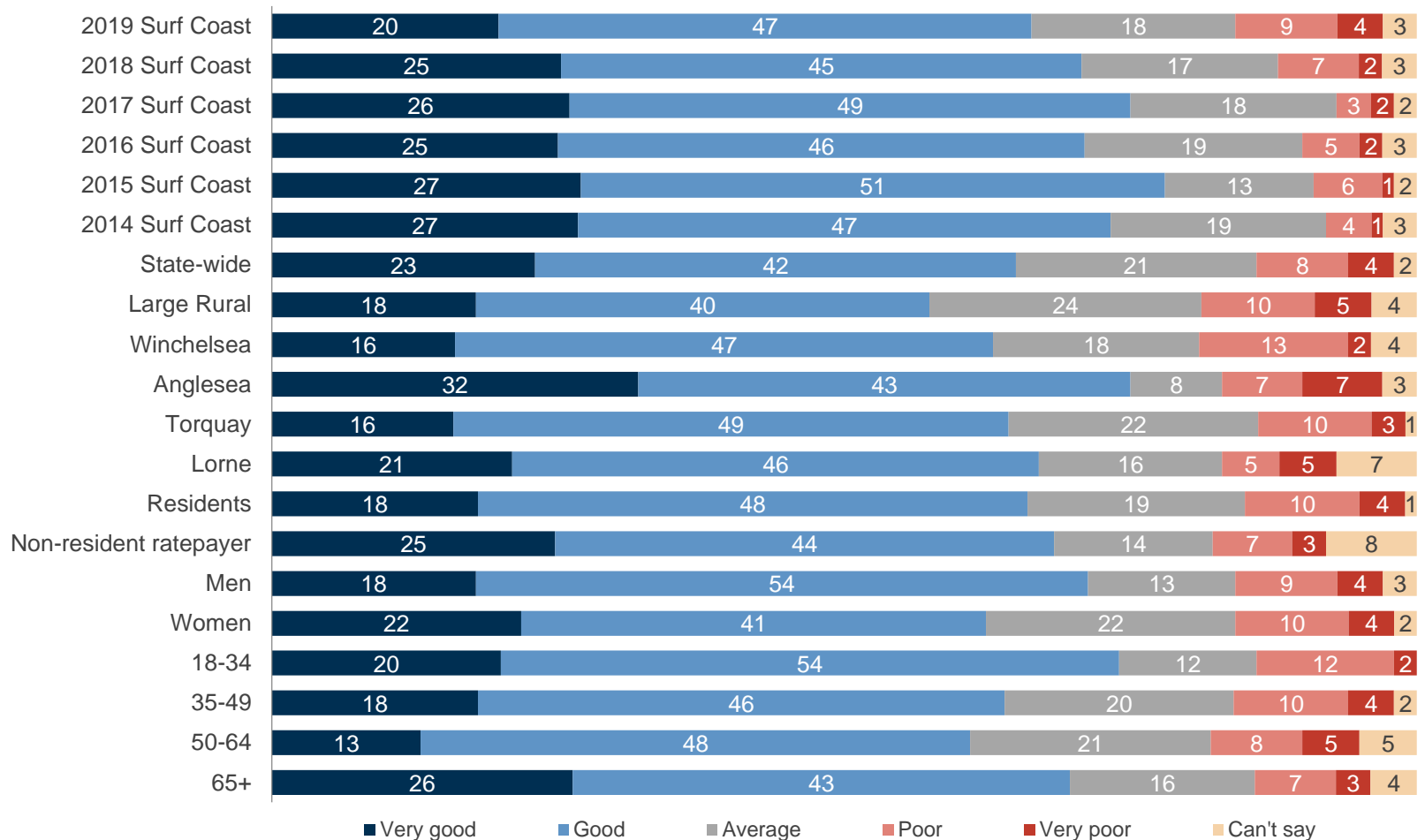*Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

2019 Community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	17	45	22	4		12
2018 Surf Coast	20	38	24	4	2	13
2017 Surf Coast	12	41	29	6		12
2016 Surf Coast	13	39	23	10	1	14
2015 Surf Coast	14	45	25	3	1	13
2014 Surf Coast	14	49	21	5	1	9
2013 Surf Coast	16	38	24	7	3	12
2012 Surf Coast	11	37	28	8	2	15
State-wide	17	42	25	6	1	9
Large Rural	16	41	27	6	2	8
Winchelsea	14	38	21	7		19
Anglesea	16	49	26			9
Torquay	22	46	21	5		6
Lorne	12	48	18	2		20
Residents	18	46	22	5		9
Non-resident ratepayer	15	43	20	1		22
Men	12	46	24	4		14
Women	22	44	19	4		10
18-34	24	41	17	5		12
35-49	17	49	23	4		7
50-64	11	44	23	4	1	16
65+	16	44	22	3		14

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

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Waste management performance

2019 Waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	72	74	77	n/a	n/a	73	n/a	n/a
Anglesea	72	74	78	73	74	78	n/a	n/a
65+	71	74	78	75	77	75	n/a	n/a
Lorne	70	63	64	61	71	64	n/a	n/a
18-34	69	69	72	70	74	74	n/a	n/a
Men	69	73	72	72	77	75	n/a	n/a
State-wide	68	70	71	70	72	73	71	72
Surf Coast	68	72	74	72	75	75	n/a	n/a
Women	67	71	75	73	72	74	n/a	n/a
Torquay	67	75	75	78	78	78	n/a	n/a
Residents	66	71	73	n/a	n/a	75	n/a	n/a
Winchelsea	66	67	71	68	73	72	n/a	n/a
35-49	66	72	72	72	72	75	n/a	n/a
50-64	65	72	72	72	76	74	n/a	n/a
Large Rural	64▼	67	68	66	68	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8
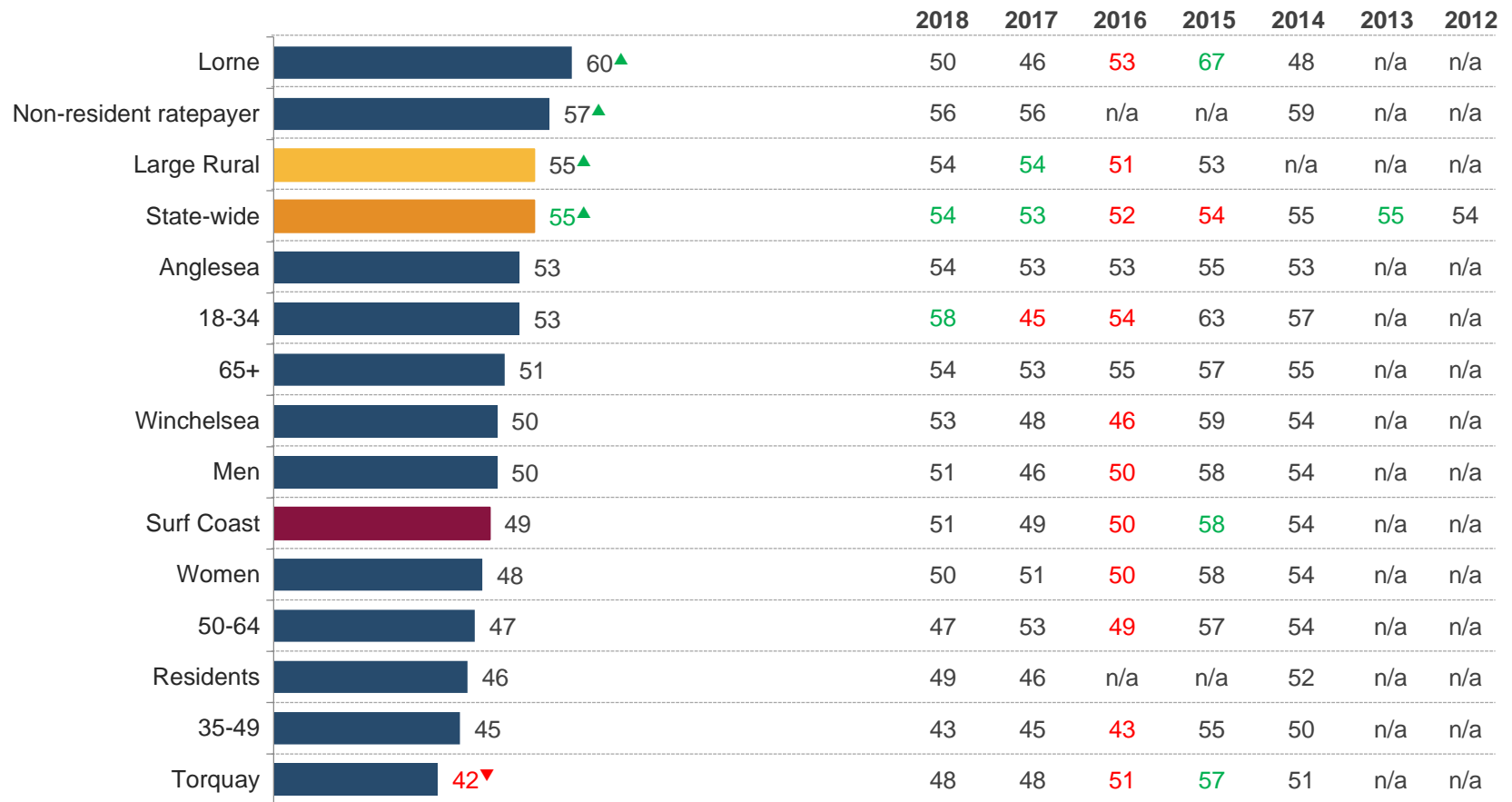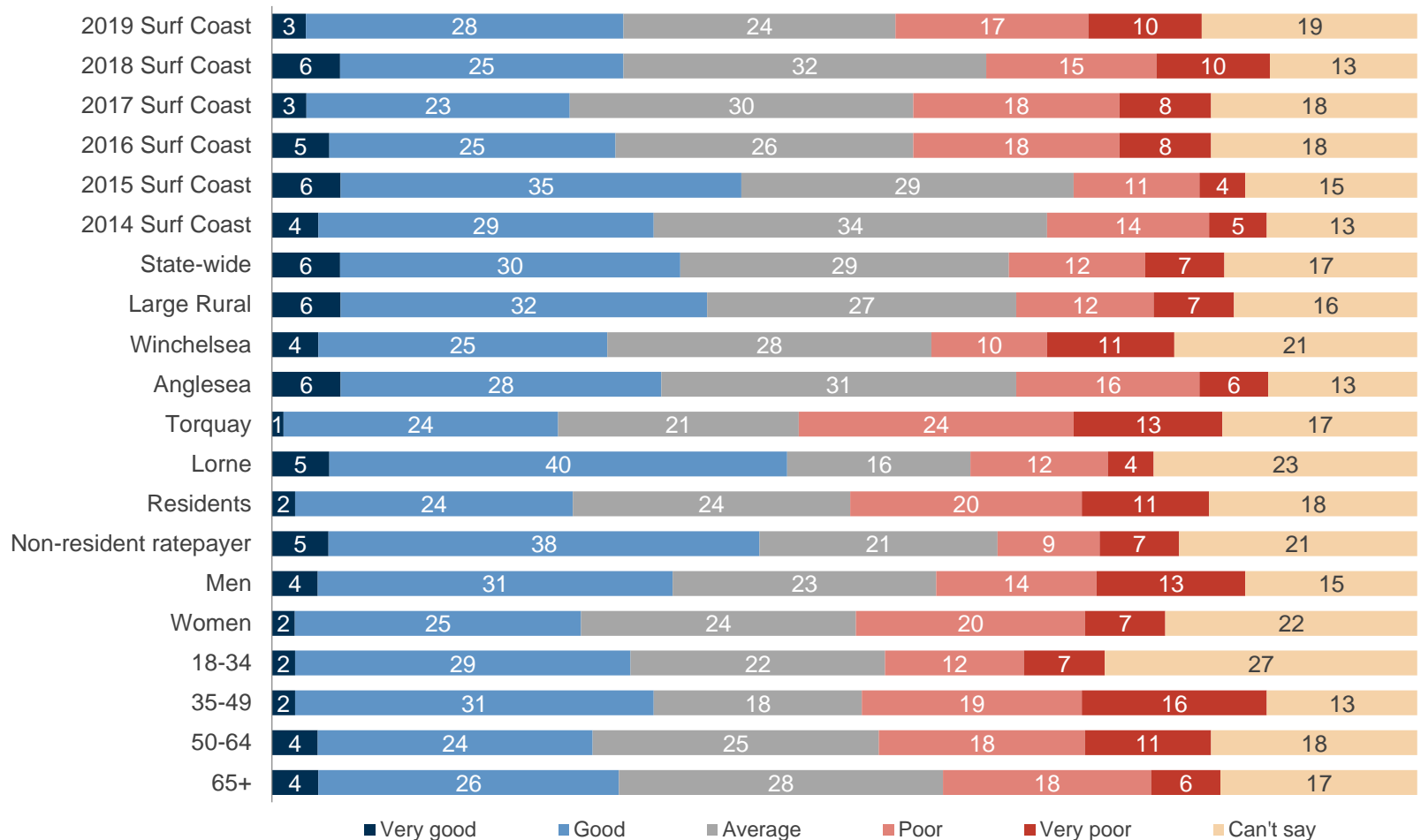*Note: Please see Appendix A for explanation of significant differences.*

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Waste management performance

2019 Waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	20	47	18	9	4	3
2018 Surf Coast	25	45	17	7	2	3
2017 Surf Coast	26	49	18	3	2	2
2016 Surf Coast	25	46	19	5	2	3
2015 Surf Coast	27	51	13	6	1	2
2014 Surf Coast	27	47	19	4	1	3
State-wide	23	42	21	8	4	2
Large Rural	18	40	24	10	5	4
Winchelsea	16	47	18	13	2	4
Anglesea	32	43	8	7	7	3
Torquay	16	49	22	10	3	1
Lorne	21	46	16	5	5	7
Residents	18	48	19	10	4	1
Non-resident ratepayer	25	44	14	7	3	8
Men	18	54	13	9	4	3
Women	22	41	22	10	4	2
18-34	20	54	12	12		2
35-49	18	46	20	10	4	2
50-64	13	48	21	8	5	5
65+	26	43	16	7	3	4

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

Council's general town planning policy performance

2019 Town planning performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	60 ▲	50	46	53	67	48	n/a	n/a
Non-resident ratepayer	57 ▲	56	56	n/a	n/a	59	n/a	n/a
Large Rural	55 ▲	54	54	51	53	n/a	n/a	n/a
State-wide	55 ▲	54	53	52	54	55	55	54
Anglesea	53	54	53	53	55	53	n/a	n/a
18-34	53	58	45	54	63	57	n/a	n/a
65+	51	54	53	55	57	55	n/a	n/a
Winchelsea	50	53	48	46	59	54	n/a	n/a
Men	50	51	46	50	58	54	n/a	n/a
Surf Coast	49	51	49	50	58	54	n/a	n/a
Women	48	50	51	50	58	54	n/a	n/a
50-64	47	47	53	49	57	54	n/a	n/a
Residents	46	49	46	n/a	n/a	52	n/a	n/a
35-49	45	43	45	43	55	50	n/a	n/a
Torquay	42 ▼	48	48	51	57	51	n/a	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
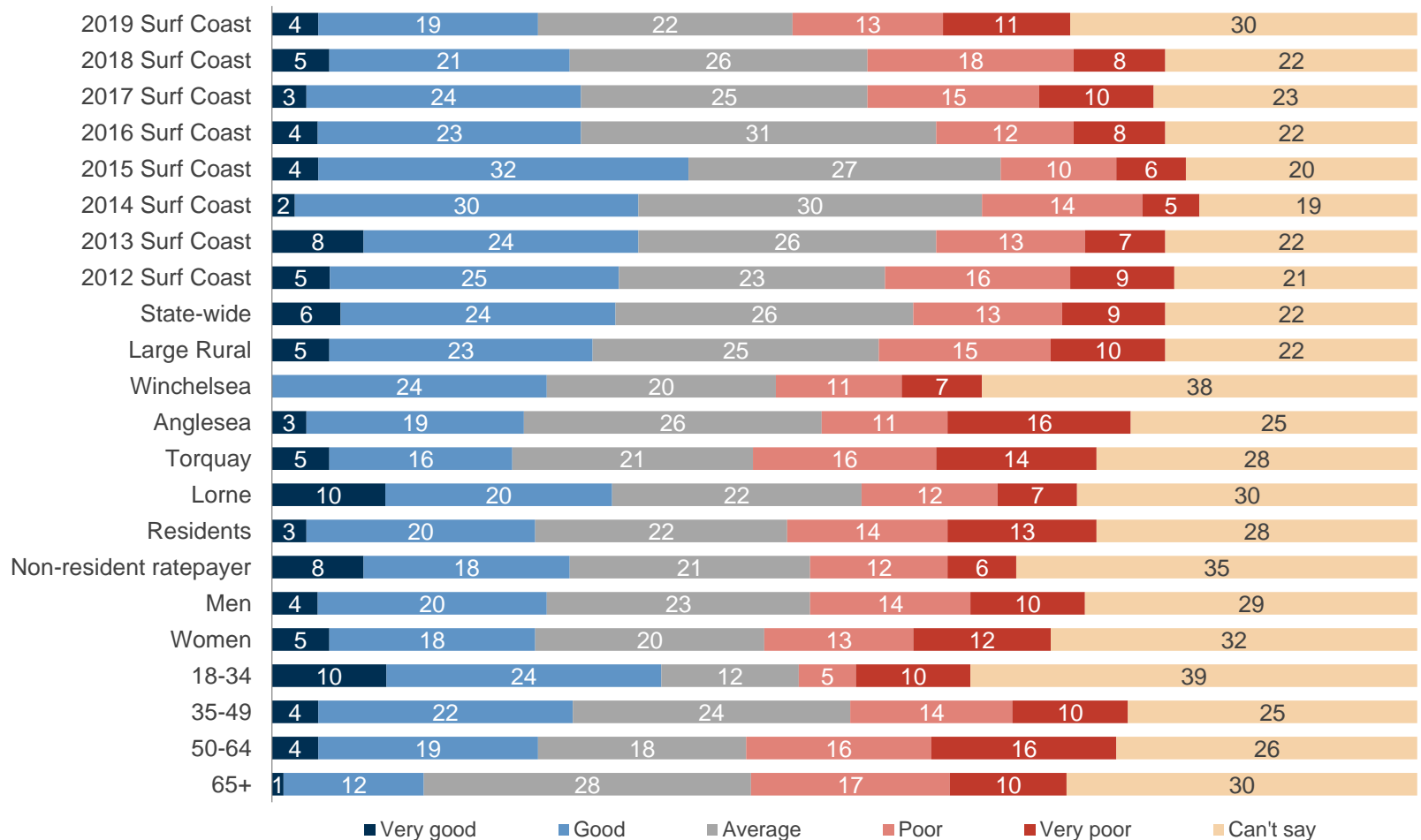*Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5*
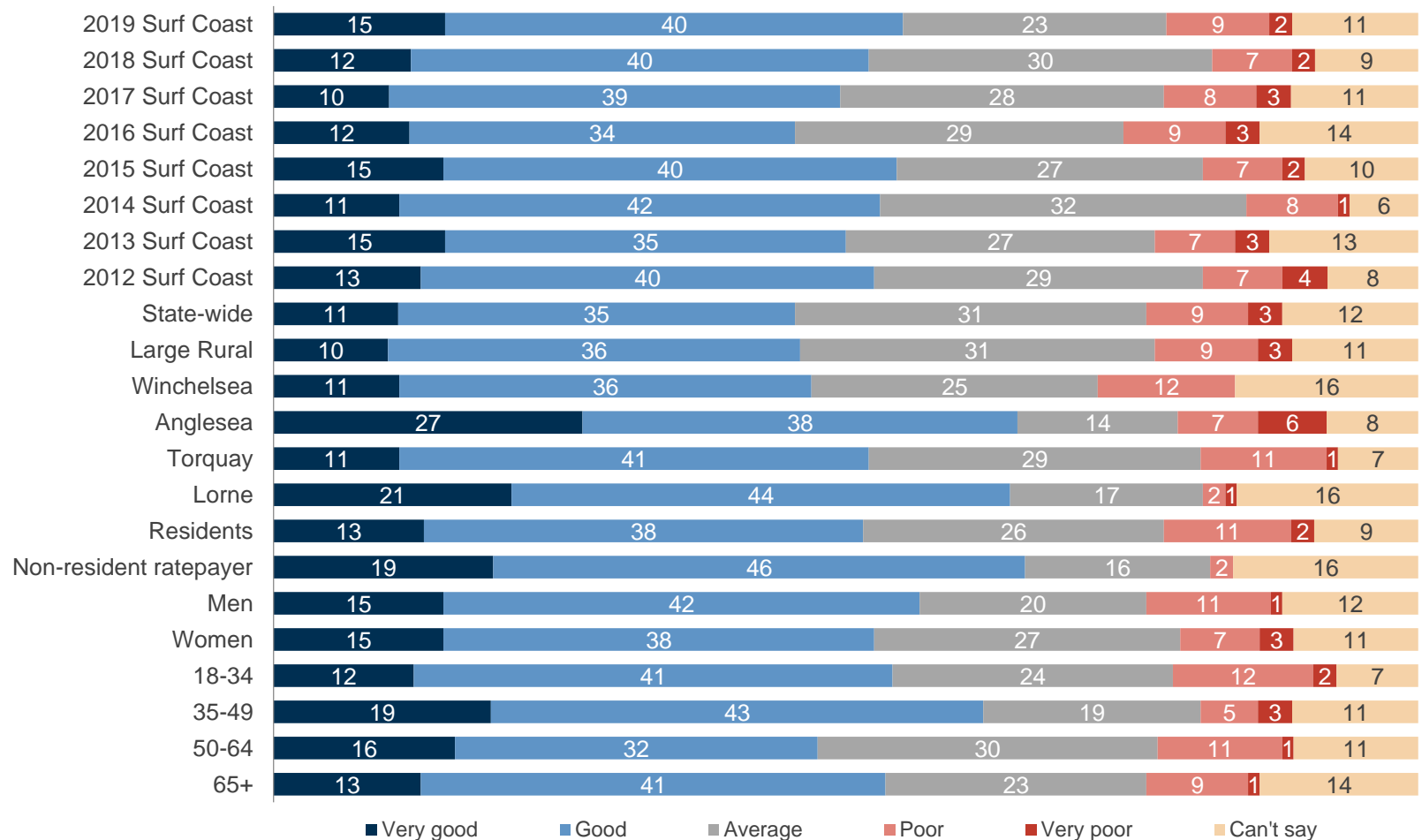*Note: Please see Appendix A for explanation of significant differences.*

Council's general town planning policy performance

2019 Town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	3	28	24	17	10	19
2018 Surf Coast	6	25	32	15	10	13
2017 Surf Coast	3	23	30	18	8	18
2016 Surf Coast	5	25	26	18	8	18
2015 Surf Coast	6	35	29	11	4	15
2014 Surf Coast	4	29	34	14	5	13
State-wide	6	30	29	12	7	17
Large Rural	6	32	27	12	7	16
Winchelsea	4	25	28	10	11	21
Anglesea	6	28	31	16	6	13
Torquay	1	24	21	24	13	17
Lorne	5	40	16	12	4	23
Residents	2	24	24	20	11	18
Non-resident ratepayer	5	38	21	9	7	21
Men	4	31	23	14	13	15
Women	2	25	24	20	7	22
18-34	2	29	22	12	7	27
35-49	2	31	18	19	16	13
50-64	4	24	25	18	11	18
65+	4	26	28	18	6	17

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

Planning and building permits performance

2019 Planning and building permits performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58 ▲	55	50	57	61	59	57	46
Lorne	56 ▲	50	47	49	61	54	48	48
Non-resident ratepayer	54 ▲	52	55	n/a	n/a	55	57	57
State-wide	52 ▲	52	51	50	54	53	55	54
Winchelsea	50	52	50	46	53	55	56	51
Large Rural	49	49	48	50	54	n/a	n/a	n/a
35-49	48	45	42	45	54	51	54	53
Men	47	49	47	49	54	52	56	50
Surf Coast	47	50	48	50	56	53	55	50
Women	47	50	50	52	57	54	53	51
Residents	45	49	46	n/a	n/a	52	54	48
Anglesea	44	47	52	48	51	48	59	44
Torquay	44	50	46	55	59	52	51	53
50-64	43	50	52	47	52	53	53	51
65+	42	50	52	52	56	50	53	52

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
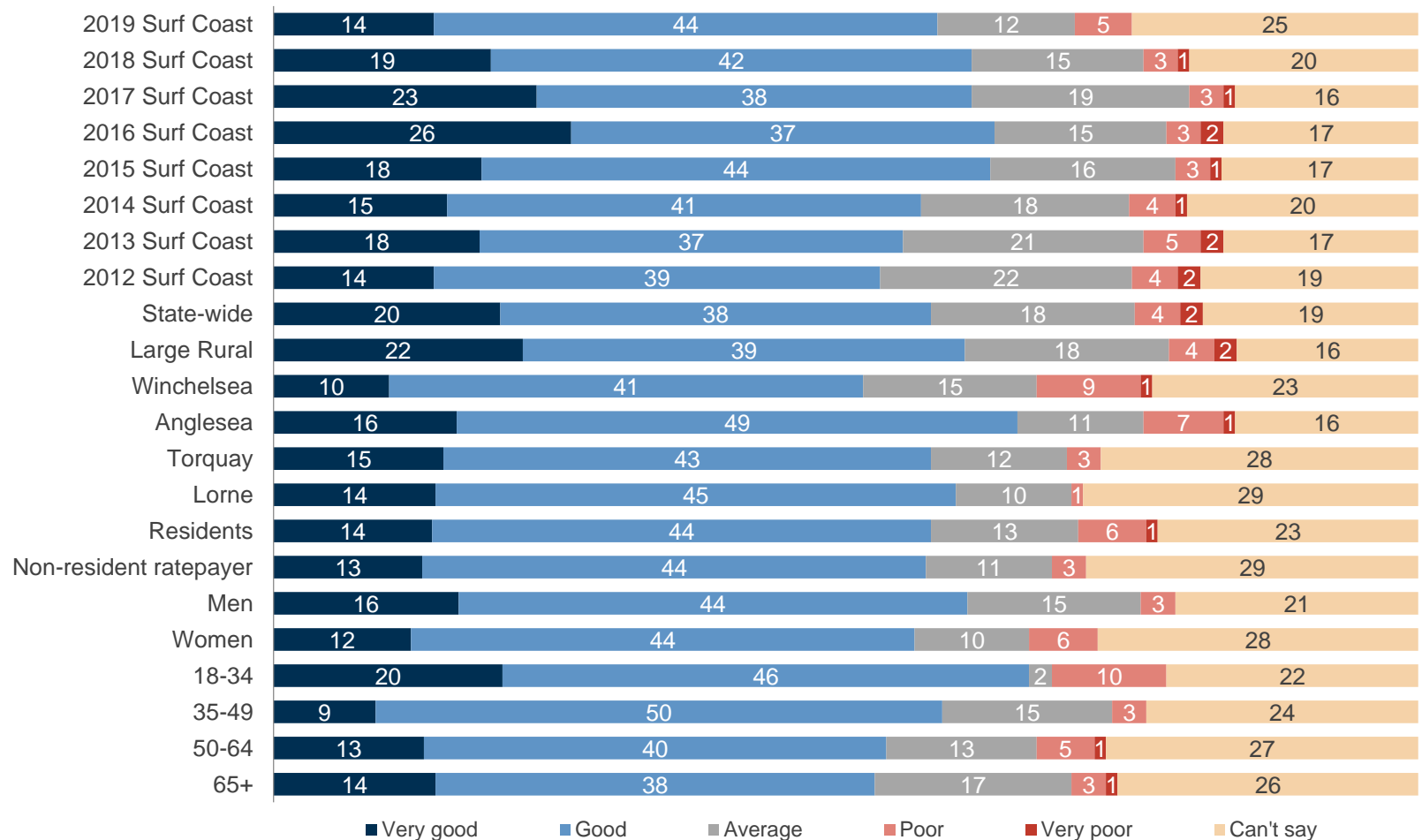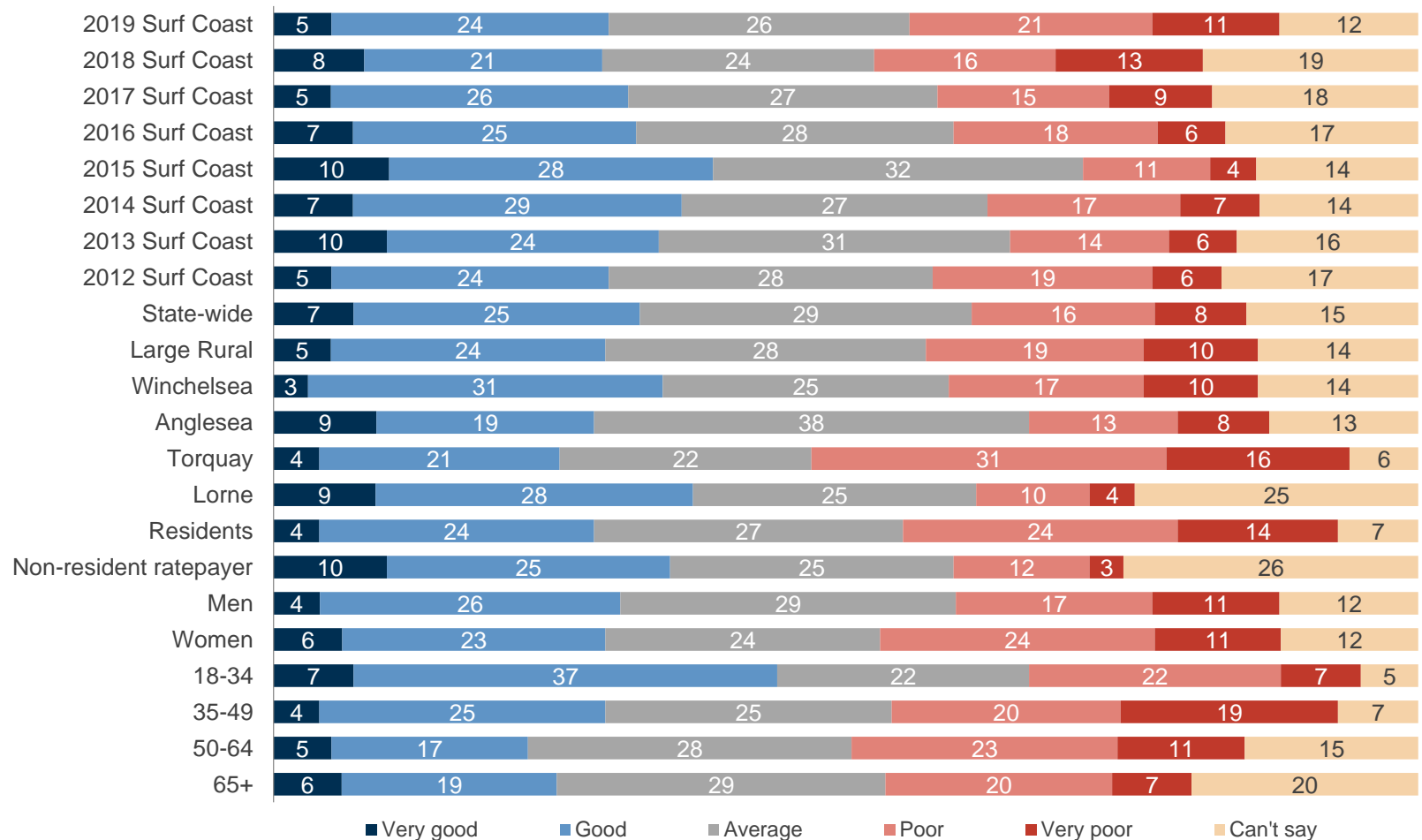*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2019 Planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	4	19	22	13	11	30
2018 Surf Coast	5	21	26	18	8	22
2017 Surf Coast	3	24	25	15	10	23
2016 Surf Coast	4	23	31	12	8	22
2015 Surf Coast	4	32	27	10	6	20
2014 Surf Coast	2	30	30	14	5	19
2013 Surf Coast	8	24	26	13	7	22
2012 Surf Coast	5	25	23	16	9	21
State-wide	6	24	26	13	9	22
Large Rural	5	23	25	15	10	22
Winchelsea		24	20	11	7	38
Anglesea	3	19	26	11	16	25
Torquay	5	16	21	16	14	28
Lorne	10	20	22	12	7	30
Residents	3	20	22	14	13	28
Non-resident ratepayer	8	18	21	12	6	35
Men	4	20	23	14	10	29
Women	5	18	20	13	12	32
18-34	10	24	12	5	10	39
35-49	4	22	24	14	10	25
50-64	4	19	18	16	16	26
65+	1	12	28	17	10	30

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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Environmental sustainability performance

2019 Environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	75▲	70	68	n/a	n/a	67	71	70
Lorne	74▲	63	64	57	73	57	58	64
Anglesea	70	69	65	66	65	66	60	60
35-49	70	63	58	60	64	64	62	65
Men	67	64	61	63	67	62	64	64
Surf Coast	66	65	63	63	66	64	65	64
65+	66	65	66	69	69	65	65	62
Women	66	65	64	64	66	66	66	64
50-64	64	64	64	58	67	63	63	63
Residents	63	63	61	n/a	n/a	63	63	62
Torquay	63	66	62	67	68	63	63	60
18-34	63	67	63	64	66	64	70	65
Winchelsea	63	58	61	56	62	64	64	60
State-wide	62▼	63	64	63	64	64	64	64
Large Rural	61▼	61	62	62	64	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

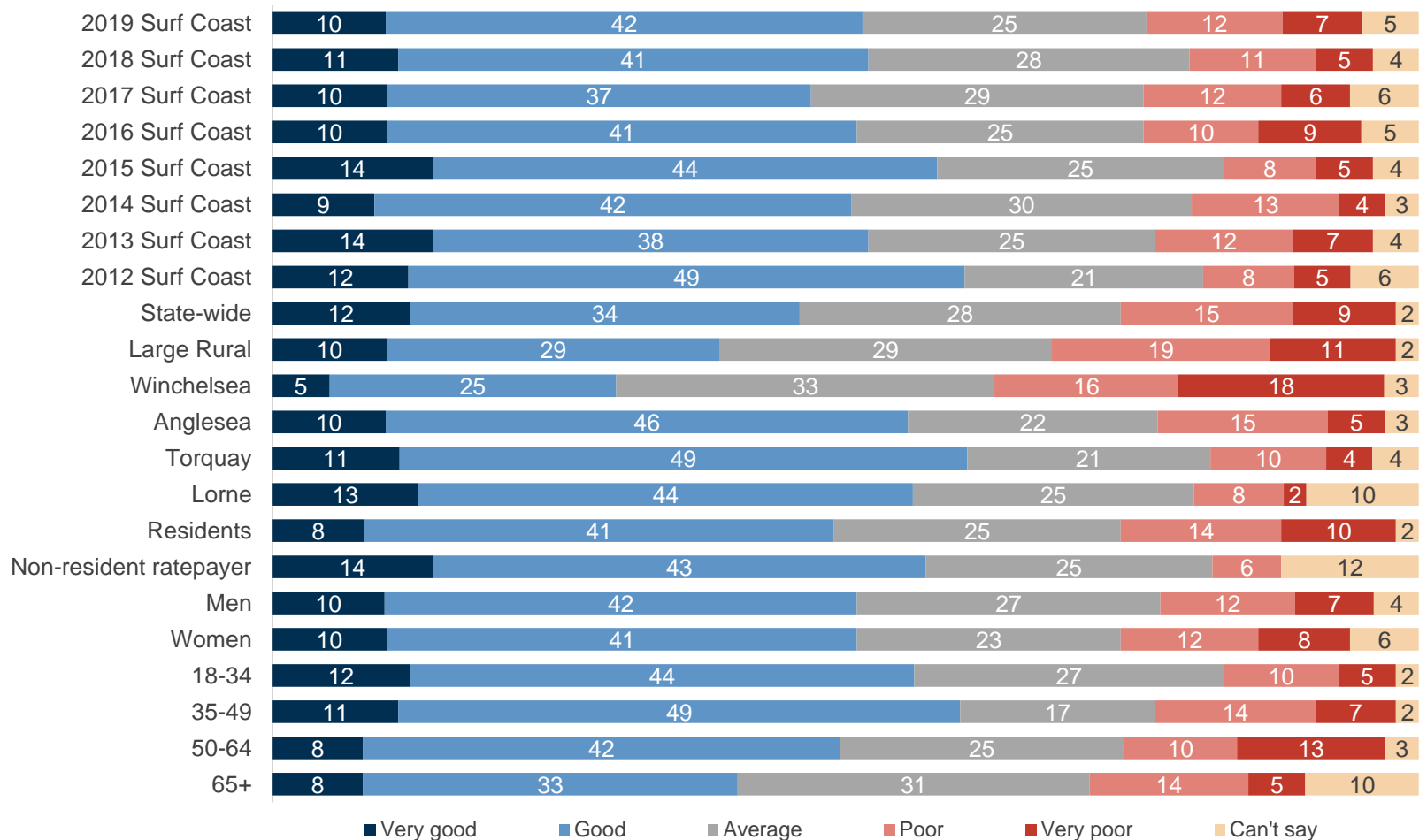## 2019 Environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	15	40	23	9	2	11
2018 Surf Coast	12	40	30	7	2	9
2017 Surf Coast	10	39	28	8	3	11
2016 Surf Coast	12	34	29	9	3	14
2015 Surf Coast	15	40	27	7	2	10
2014 Surf Coast	11	42	32	8	1	6
2013 Surf Coast	15	35	27	7	3	13
2012 Surf Coast	13	40	29	7	4	8
State-wide	11	35	31	9	3	12
Large Rural	10	36	31	9	3	11
Winchelsea	11	36	25	12		16
Anglesea	27	38	14	7	6	8
Torquay	11	41	29	11	1	7
Lorne	21	44	17	2	1	16
Residents	13	38	26	11	2	9
Non-resident ratepayer	19	46	16	2		16
Men	15	42	20	11	1	12
Women	15	38	27	7	3	11
18-34	12	41	24	12	2	7
35-49	19	43	19	5	3	11
50-64	16	32	30	11	1	11
65+	13	41	23	9	1	14

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

Emergency and disaster management performance

2019 Emergency and disaster management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	76	81	80	81	80	69	75	70
Torquay	74	73	73	76	74	70	67	78
18-34	74	77	80	76	77	72	73	72
Non-resident ratepayer	74	76	77	n/a	n/a	72	73	73
Men	73	73	73	74	73	70	69	69
Large Rural	72	71	70	70	71	n/a	n/a	n/a
State-wide	72	71	70	69	70	71	70	70
Surf Coast	72	74	73	75	73	71	70	68
35-49	71	69	68	73	71	71	72	67
Anglesea	71	75	73	76	73	67	66	63
65+	71	75	74	76	73	70	67	68
Residents	71	73	72	n/a	n/a	70	68	67
Women	71	74	74	75	74	71	70	68
50-64	70	73	72	75	74	69	65	66
Winchelsea	66▼	72	70	71	70	72	70	62

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
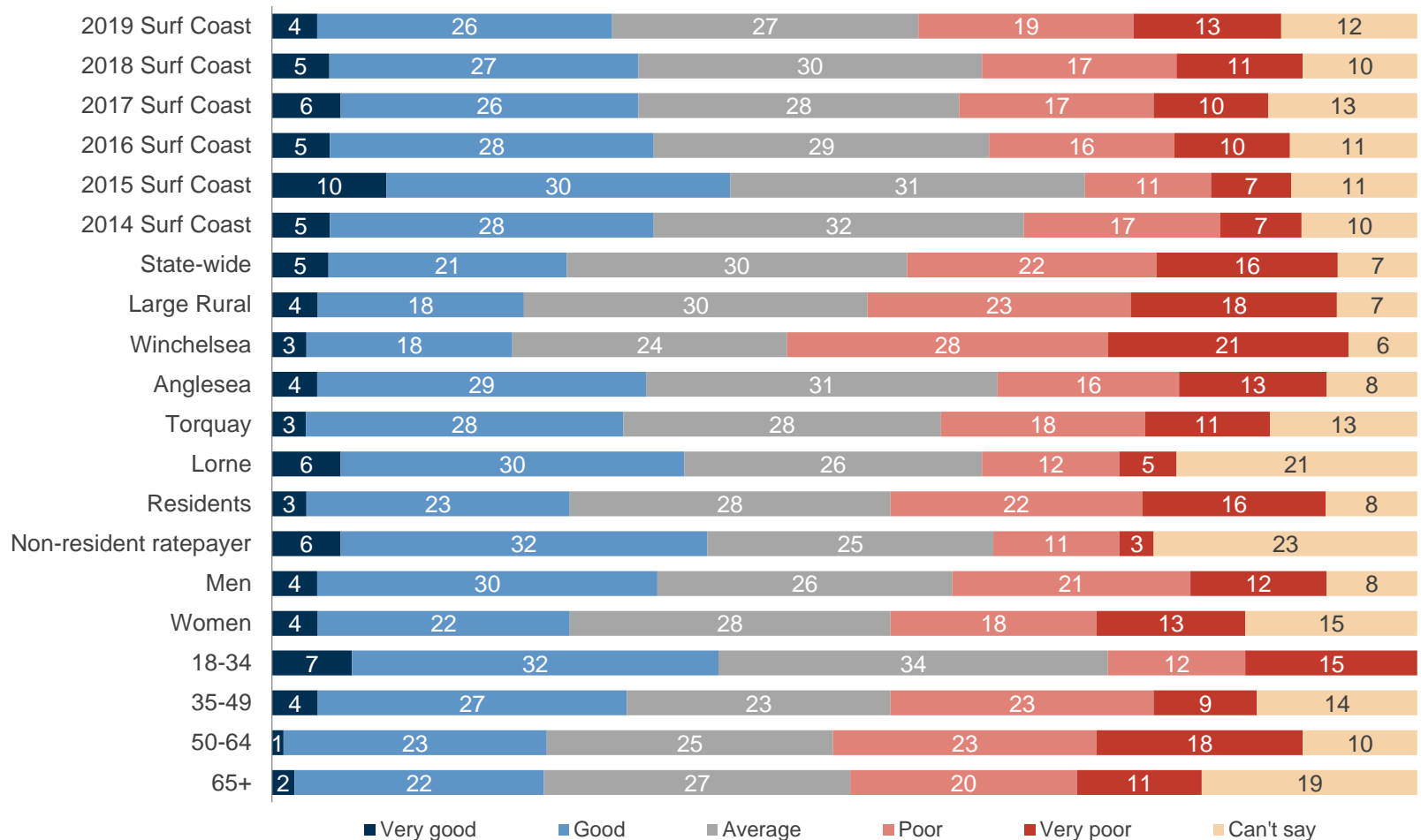*Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.
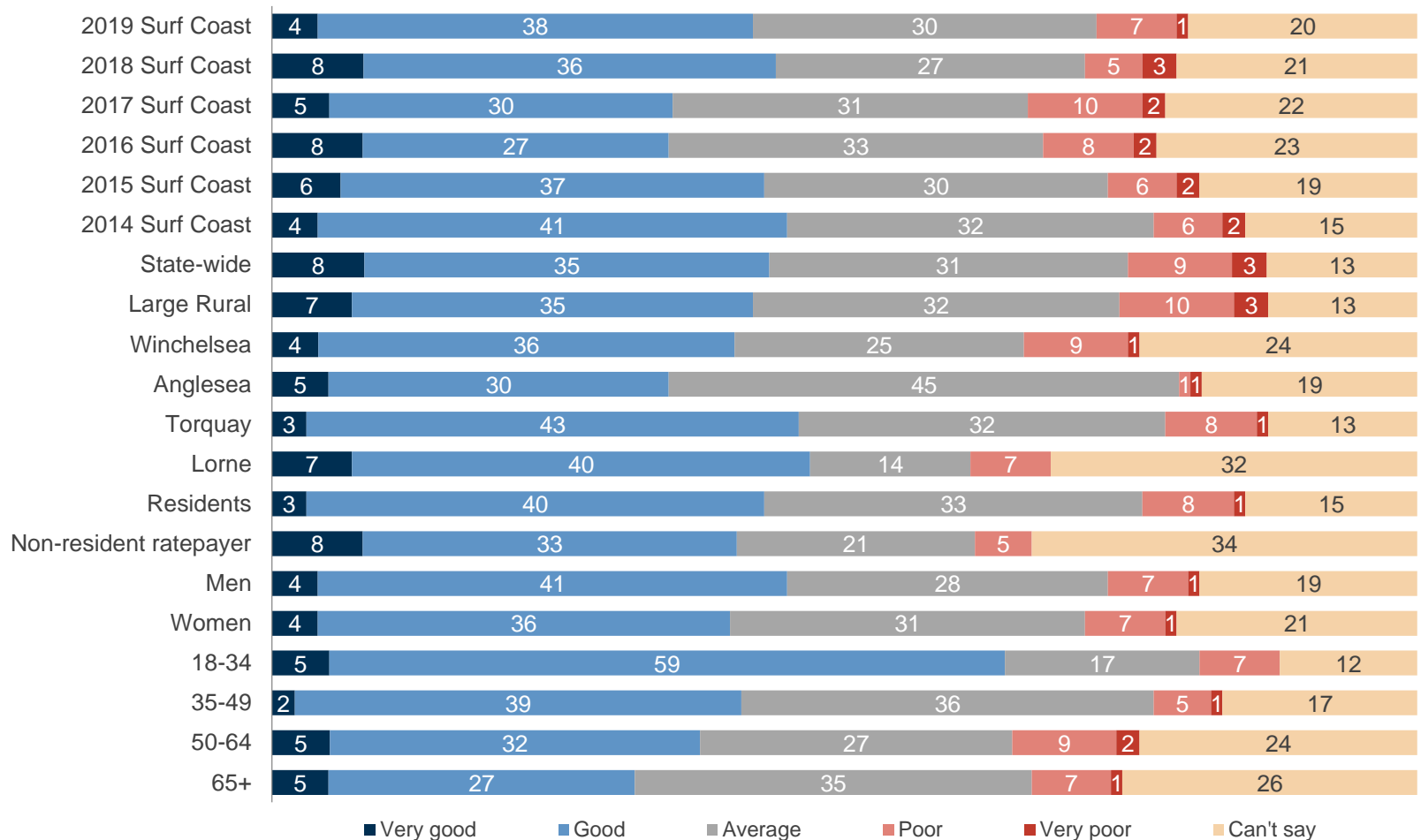
Emergency and disaster management performance

2019 Emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	14	44	12	5		25
2018 Surf Coast	19	42	15	3	1	20
2017 Surf Coast	23	38	19	3	1	16
2016 Surf Coast	26	37	15	3	2	17
2015 Surf Coast	18	44	16	3	1	17
2014 Surf Coast	15	41	18	4	1	20
2013 Surf Coast	18	37	21	5	2	17
2012 Surf Coast	14	39	22	4	2	19
State-wide	20	38	18	4	2	19
Large Rural	22	39	18	4	2	16
Winchelsea	10	41	15	9	1	23
Anglesea	16	49	11	7	1	16
Torquay	15	43	12	3		28
Lorne	14	45	10	1		29
Residents	14	44	13	6	1	23
Non-resident ratepayer	13	44	11	3		29
Men	16	44	15	3		21
Women	12	44	10	6		28
18-34	20	46	2	10		22
35-49	9	50	15	3		24
50-64	13	40	13	5	1	27
65+	14	38	17	3	1	26

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

Planning for population growth in the area performance

2019 Population growth performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	59 ▲	41	43	48	62	39	50	47
Non-resident ratepayer	59 ▲	51	55	n/a	n/a	57	63	61
18-34	54	52	48	52	68	59	54	54
Anglesea	53	51	57	57	60	53	51	50
State-wide	52 ▲	52	52	51	54	54	54	52
Winchelsea	50	53	51	53	61	55	57	53
65+	49	53	55	58	59	54	57	53
Large Rural	49	48	48	47	50	n/a	n/a	n/a
Men	49	50	48	52	61	54	57	51
Surf Coast	48	49	51	52	58	54	55	51
Women	47	47	53	53	55	53	52	51
50-64	45	46	54	48	58	52	55	51
Residents	45	48	50	n/a	n/a	52	53	48
35-49	43	44	46	51	50	50	55	47
Torquay	41 ▼	47	50	51	54	52	50	34

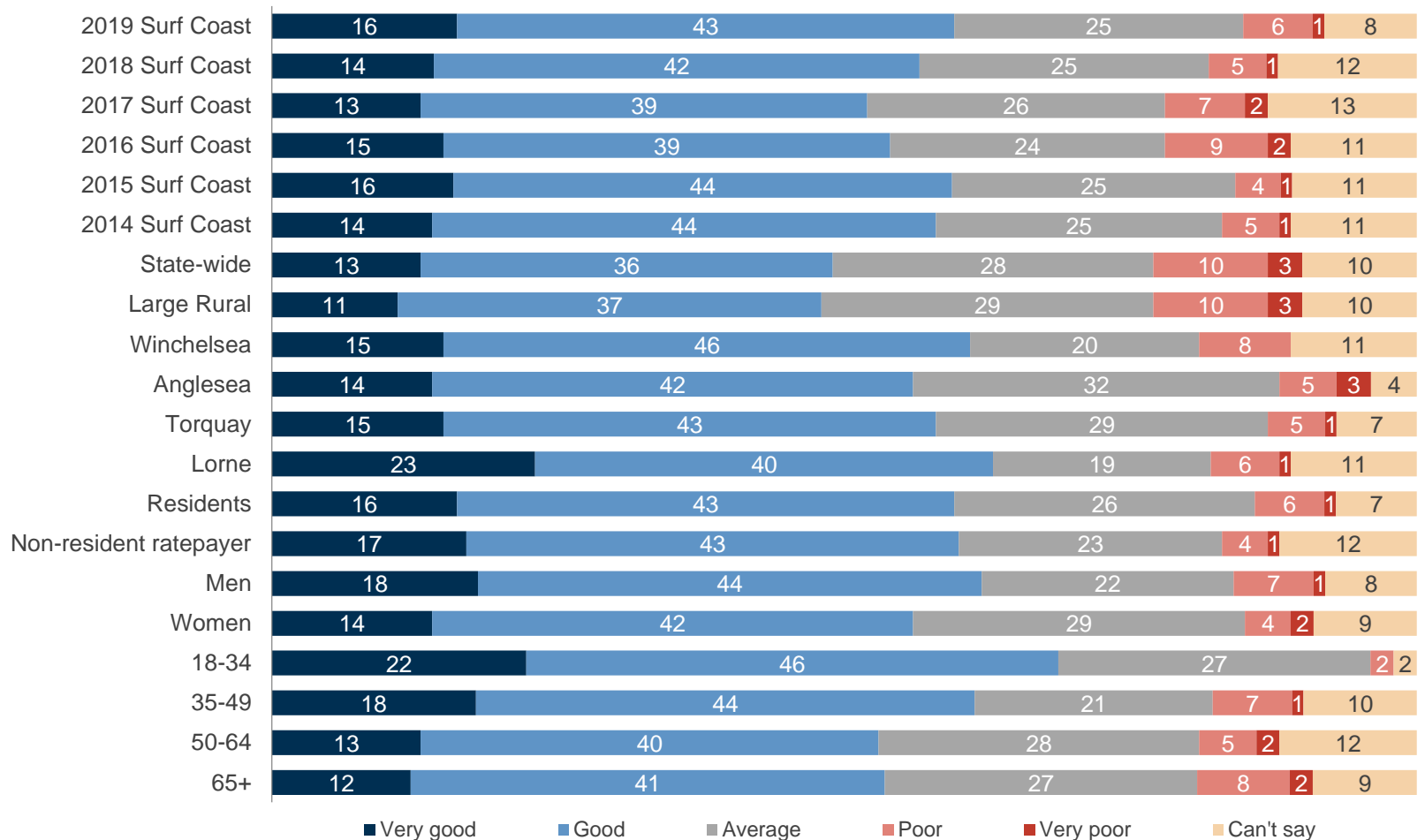*Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2019 Population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	5	24	26	21	11	12
2018 Surf Coast	8	21	24	16	13	19
2017 Surf Coast	5	26	27	15	9	18
2016 Surf Coast	7	25	28	18	6	17
2015 Surf Coast	10	28	32	11	4	14
2014 Surf Coast	7	29	27	17	7	14
2013 Surf Coast	10	24	31	14	6	16
2012 Surf Coast	5	24	28	19	6	17
State-wide	7	25	29	16	8	15
Large Rural	5	24	28	19	10	14
Winchelsea	3	31	25	17	10	14
Anglesea	9	19	38	13	8	13
Torquay	4	21	22	31	16	6
Lorne	9	28	25	10	4	25
Residents	4	24	27	24	14	7
Non-resident ratepayer	10	25	25	12	3	26
Men	4	26	29	17	11	12
Women	6	23	24	24	11	12
18-34	7	37	22	22	7	5
35-49	4	25	25	20	19	7
50-64	5	17	28	23	11	15
65+	6	19	29	20	7	20

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

Roadside slashing and weed control performance

2019 Roadside slashing and weed control performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	64	63	n/a	n/a	61	66	69
Lorne	57	55	53	71	56	54	68
Torquay	67	65	68	68	67	67	54
18-34	66	63	56	69	61	64	71
35-49	63	57	59	64	63	61	65
Anglesea	61	63	63	67	61	59	58
Men	60	57	59	63	61	61	64
Surf Coast	61	58	59	64	60	60	65
Women	62	60	60	65	59	60	66
65+	59	59	61	60	57	58	61
State-wide	55	53	56	55	55	56	61
Residents	60	57	n/a	n/a	59	59	63
50-64	54	54	61	64	56	58	61
Large Rural	51	50	54	53	n/a	n/a	n/a
Winchelsea	50	46	46	54	49	50	60

2019 bar values: Non-resident ratepayer 68▲, Lorne 66▲, Torquay 64▲, 18-34 63, 35-49 61, Anglesea 61, Men 59, Surf Coast 59, Women 59, 65+ 57, State-wide 56▼, Residents 56, 50-64 56, Large Rural 52▼, Winchelsea 46▼

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance

2019 Roadside slashing and weed control performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	10	42	25	12	7	5
2018 Surf Coast	11	41	28	11	5	4
2017 Surf Coast	10	37	29	12	6	6
2016 Surf Coast	10	41	25	10	9	5
2015 Surf Coast	14	44	25	8	5	4
2014 Surf Coast	9	42	30	13	4	3
2013 Surf Coast	14	38	25	12	7	4
2012 Surf Coast	12	49	21	8	5	6
State-wide	12	34	28	15	9	2
Large Rural	10	29	29	19	11	2
Winchelsea	5	25	33	16	18	3
Anglesea	10	46	22	15	5	3
Torquay	11	49	21	10	4	4
Lorne	13	44	25	8	2	10
Residents	8	41	25	14	10	2
Non-resident ratepayer	14	43	25	6		12
Men	10	42	27	12	7	4
Women	10	41	23	12	8	6
18-34	12	44	27	10	5	2
35-49	11	49	17	14	7	2
50-64	8	42	25	10	13	3
65+	8	33	31	14	5	10

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	59 ▲	56	59	n/a	n/a	57	n/a	n/a
Lorne	57 ▲	54	50	49	64	46	n/a	n/a
18-34	51	52	43	50	60	46	n/a	n/a
35-49	48	49	53	47	57	56	n/a	n/a
Anglesea	48	52	51	51	55	52	n/a	n/a
Torquay	48	57	56	58	65	60	n/a	n/a
Men	48	52	49	52	56	53	n/a	n/a
Surf Coast	47	50	50	51	57	52	n/a	n/a
Women	46	47	51	50	57	51	n/a	n/a
65+	45	49	53	57	54	53	n/a	n/a
State-wide	44 ▼	43	44	43	45	45	44	46
Residents	43	48	48	n/a	n/a	51	n/a	n/a
Large Rural	41 ▼	41	42	43	44	n/a	n/a	n/a
50-64	41	48	51	50	56	53	n/a	n/a
Winchelsea	38 ▼	33	40	41	45	40	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	4	26	27	19	13	12
2018 Surf Coast	5	27	30	17	11	10
2017 Surf Coast	6	26	28	17	10	13
2016 Surf Coast	5	28	29	16	10	11
2015 Surf Coast	10	30	31	11	7	11
2014 Surf Coast	5	28	32	17	7	10
State-wide	5	21	30	22	16	7
Large Rural	4	18	30	23	18	7
Winchelsea	3	18	24	28	21	6
Anglesea	4	29	31	16	13	8
Torquay	3	28	28	18	11	13
Lorne	6	30	26	12	5	21
Residents	3	23	28	22	16	8
Non-resident ratepayer	6	32	25	11	3	23
Men	4	30	26	21	12	8
Women	4	22	28	18	13	15
18-34	7	32	34	12		15
35-49	4	27	23	23	9	14
50-64	1	23	25	23	18	10
65+	2	22	27	20	11	19

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10

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Business and community development performance

2019 Business/community development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67 ▲	67	57	61	66	67	n/a	n/a
Lorne	67	53	49	54	66	57	n/a	n/a
Non-resident ratepayer	66	66	61	n/a	n/a	61	n/a	n/a
Men	63	62	57	61	61	60	n/a	n/a
Anglesea	62	68	60	61	62	61	n/a	n/a
Surf Coast	62	63	59	60	62	62	n/a	n/a
Women	61	64	60	58	64	63	n/a	n/a
State-wide	61	60	60	60	60	62	n/a	n/a
35-49	61	63	57	59	57	61	n/a	n/a
Torquay	61	63	59	65	65	63	n/a	n/a
Winchelsea	61	64	61	52	59	62	n/a	n/a
Residents	61	62	58	n/a	n/a	62	n/a	n/a
50-64	60	58	60	57	66	60	n/a	n/a
Large Rural	59 ▼	58	59	58	60	n/a	n/a	n/a
65+	59	62	61	61	62	58	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: 11 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

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Business and community development performance

2019 Business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	4	38	30	7	1	20
2018 Surf Coast	8	36	27	5	3	21
2017 Surf Coast	5	30	31	10	2	22
2016 Surf Coast	8	27	33	8	2	23
2015 Surf Coast	6	37	30	6	2	19
2014 Surf Coast	4	41	32	6	2	15
State-wide	8	35	31	9	3	13
Large Rural	7	35	32	10	3	13
Winchelsea	4	36	25	9	1	24
Anglesea	5	30	45	1	1	19
Torquay	3	43	32	8	1	13
Lorne	7	40	14	7		32
Residents	3	40	33	8	1	15
Non-resident ratepayer	8	33	21	5		34
Men	4	41	28	7	1	19
Women	4	36	31	7	1	21
18-34	5	59	17	7		12
35-49	2	39	36	5	1	17
50-64	5	32	27	9	2	24
65+	5	27	35	7	1	26

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 5

Tourism development performance

2019 Tourism development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	73 ▲	74	66	70	74	69	n/a	n/a
Lorne	71	65	60	63	77	68	n/a	n/a
Non-resident ratepayer	70	67	69	n/a	n/a	67	n/a	n/a
35-49	70	67	63	64	67	69	n/a	n/a
Men	69	68	62	64	68	67	n/a	n/a
Winchelsea	69	66	65	62	66	65	n/a	n/a
Surf Coast	68	68	66	66	70	68	n/a	n/a
Torquay	68	70	68	69	72	69	n/a	n/a
Residents	68	68	65	n/a	n/a	68	n/a	n/a
Women	67	68	70	68	71	69	n/a	n/a
50-64	66	65	66	64	70	66	n/a	n/a
Anglesea	66	66	65	65	67	73	n/a	n/a
65+	65	65	69	66	68	67	n/a	n/a
State-wide	63 ▼	63	63	63	63	64	n/a	n/a
Large Rural	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: 15 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2019 Tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Surf Coast	16	43	25	6	1	8
2018 Surf Coast	14	42	25	5	1	12
2017 Surf Coast	13	39	26	7	2	13
2016 Surf Coast	15	39	24	9	2	11
2015 Surf Coast	16	44	25	4	1	11
2014 Surf Coast	14	44	25	5	1	11
State-wide	13	36	28	10	3	10
Large Rural	11	37	29	10	3	10
Winchelsea	15	46	20	8		11
Anglesea	14	42	32	5	3	4
Torquay	15	43	29	5	1	7
Lorne	23	40	19	6	1	11
Residents	16	43	26	6	1	7
Non-resident ratepayer	17	43	23	4	1	12
Men	18	44	22	7	1	8
Women	14	42	29	4	2	9
18-34	22	46	27		2	2
35-49	18	44	21	7	1	10
50-64	13	40	28	5	2	12
65+	12	41	27	8	2	9

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7

Detailed demographics

Gender and age profile

2019 gender

Surf Coast

Large Rural

State-wide

Women 51% | Men 49%

Women 50% | Men 50%

Women 51% | Men 49%

2019 age

Surf Coast

Large Rural

State-wide

Surf Coast: 8%, 15%, 28%, 19%, 31%

Large Rural: 7%, 16%, 24%, 23%, 31%

State-wide: 8%, 18%, 23%, 21%, 30%
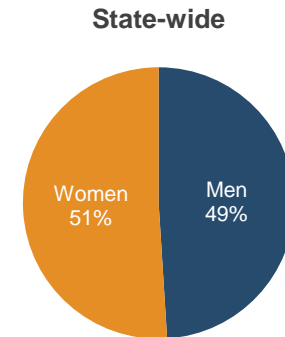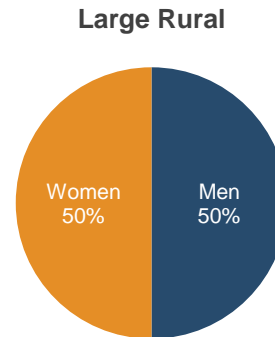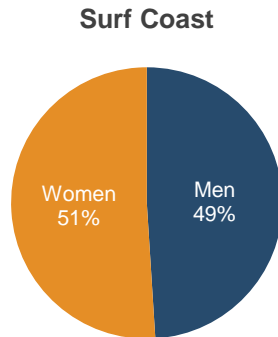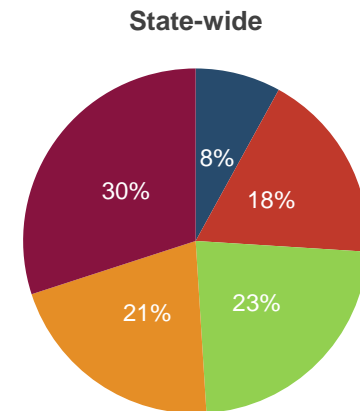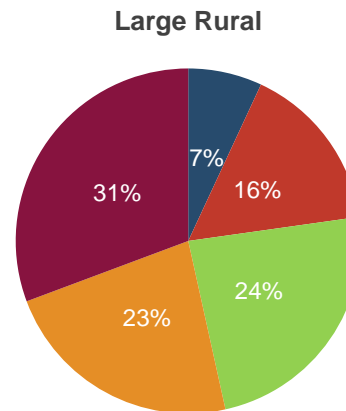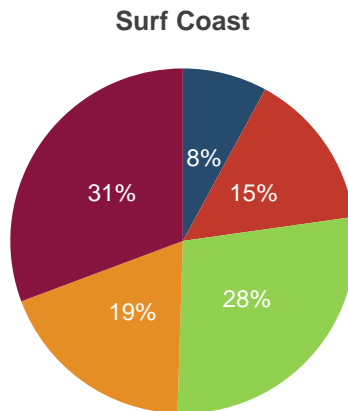
■18-24 ■25-34 ■35-49 ■50-64 ■65+
■18-24 ■25-34 ■35-49 ■50-64 ■65+
■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.
Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Surf Coast Shire Council was n=600. 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=600 interviews is +/-4.0% 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 46.0% - 54.0%.

Maximum margins of error are listed in the table below, based on a population of 23,800 people aged 18 years or over for Surf Coast Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Surf Coast Shire Council	600	400	+/-4.0
Men	294	197	+/-5.7
Women	306	203	+/-5.6
Winchelsea	127	97	+/-8.7
Anglesea	123	67	+/-8.8
Torquay	221	168	+/-6.6
Lorne	129	67	+/-8.6
18-34 years	41	90	+/-15.5
35-49 years	114	113	+/-9.2
50-64 years	168	74	+/-7.6
65+ years	277	123	+/-5.9

Appendix A:
Significant difference reporting notation

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

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

- ▲ The state-wide result is significantly higher than the overall result for the council.

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

Further, results shown in green and red indicate significantly higher or lower results than in 2018. Therefore in the example below:

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

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

**Overall Performance – Index Scores
(example extract only)**
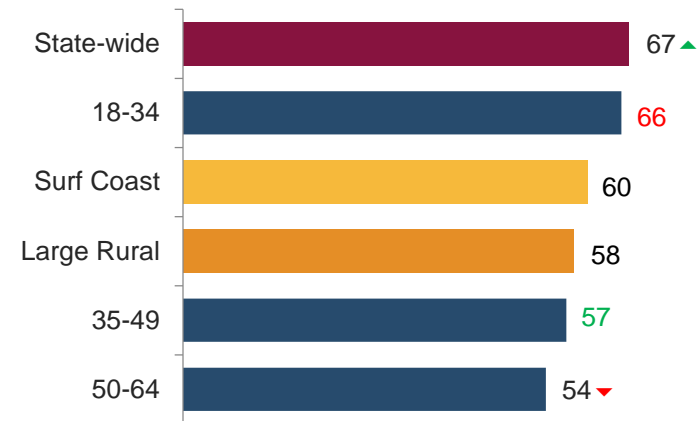
Appendix A:
Index score significant difference calculation

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

Z Score = ($1 - $2) / 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:

- Survey methodology and sampling

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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

Appendix B:
Survey methodology and sampling

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

- 2019, n=600 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=600 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=601 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=601 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=600 completed interviews, conducted in the period of 1st February – 30th March.

- 2014, n=600 completed interviews, conducted in the period of 31st January – 11th March.

- 2013, n=600 completed interviews, conducted in the period of 1st February – 24th March.

- 2012, n=600 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 Surf Coast 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 and non resident rate payers aged 18+ years in Surf Coast Shire Council.

Survey sample matched to the demographic profile of Surf Coast Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Surf Coast Shire Council, particularly younger people.

A total of n=600 completed interviews were achieved in Surf Coast Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

Appendix B:
Analysis and reporting

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

Council Groups

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

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

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

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

Appendix B:
Analysis and reporting

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 and non resident rate-payers 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 Surf Coast Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2019 have been made throughout this report as appropriate.

Appendix B:
Analysis and reporting

Core, optional and tailored questions

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

These core questions comprised:

• Overall performance last 12 months (Overall performance)

• Lobbying on behalf of community (Advocacy)

• Community consultation and engagement (Consultation)

• Decisions made in the interest of the community (Making community decisions)

• Condition of sealed local roads (Sealed local roads)

• Contact in last 12 months (Contact)

• Rating of contact (Customer service)

• Overall council direction last 12 months (Council direction)

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

Appendix B:
Analysis and reporting

Reporting

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

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

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

Appendix B:
Glossary of terms

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

CSS: 2019 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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Contact us
03 8685 8555

Follow us
@JWSResearch

John Scales
Managing Director
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzuker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

JWS RESEARCH