



2021 Local Government Community Satisfaction Survey

Surf Coast Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Recreational facilities</u>	<u>66</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Appearance of public areas</u>	<u>68</u>
<u>Detailed findings</u>	<u>12</u>	<u>Art centres and libraries</u>	<u>70</u>
<u>Overall performance</u>	<u>13</u>	<u>Community and cultural activities</u>	<u>72</u>
<u>Customer service</u>	<u>28</u>	<u>Waste management</u>	<u>74</u>
<u>Council direction</u>	<u>37</u>	<u>General town planning policy</u>	<u>76</u>
<u>Individual service areas</u>	<u>41</u>	<u>Planning and building permits</u>	<u>78</u>
<u>Community consultation and engagement</u>	<u>42</u>	<u>Environmental sustainability</u>	<u>80</u>
<u>Lobbying on behalf of the community</u>	<u>44</u>	<u>Emergency and disaster management</u>	<u>82</u>
<u>Decisions made in the interest of the community</u>	<u>46</u>	<u>Planning for population growth</u>	<u>84</u>
<u>Condition of sealed local roads</u>	<u>48</u>	<u>Roadside slashing and weed control</u>	<u>86</u>
<u>Informing the community</u>	<u>50</u>	<u>Maintenance of unsealed roads</u>	<u>88</u>
<u>Condition of local streets and footpaths</u>	<u>52</u>	<u>Business and community development</u>	<u>90</u>
<u>Traffic management</u>	<u>54</u>	<u>Tourism development</u>	<u>92</u>
<u>Parking facilities</u>	<u>56</u>	<u>Response to Covid-19</u>	<u>94</u>
<u>Enforcement of local laws</u>	<u>58</u>	<u>Detailed demographics</u>	<u>96</u>
<u>Family support services</u>	<u>60</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>98</u>
<u>Elderly support services</u>	<u>62</u>	<u>Appendix B: Further project information</u>	<u>103</u>
<u>Disadvantaged support services</u>	<u>64</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

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

Key findings and recommendations



Surf Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Surf Coast 62



State-wide 61



Large Rural 58

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none">  Slashing & weed control  Unsealed roads  Local streets & footpaths 	<ul style="list-style-type: none">  Art centres & libraries  Disadvantaged support serv.  Elderly support services
Compared to group average	<ul style="list-style-type: none">  Sealed local roads  Slashing & weed control  Local streets & footpaths 	<ul style="list-style-type: none">  Disadvantaged support serv.  Art centres & libraries  Town planning policy



Summary of core measures

Index scores

Overall performance

Consultation & engagement

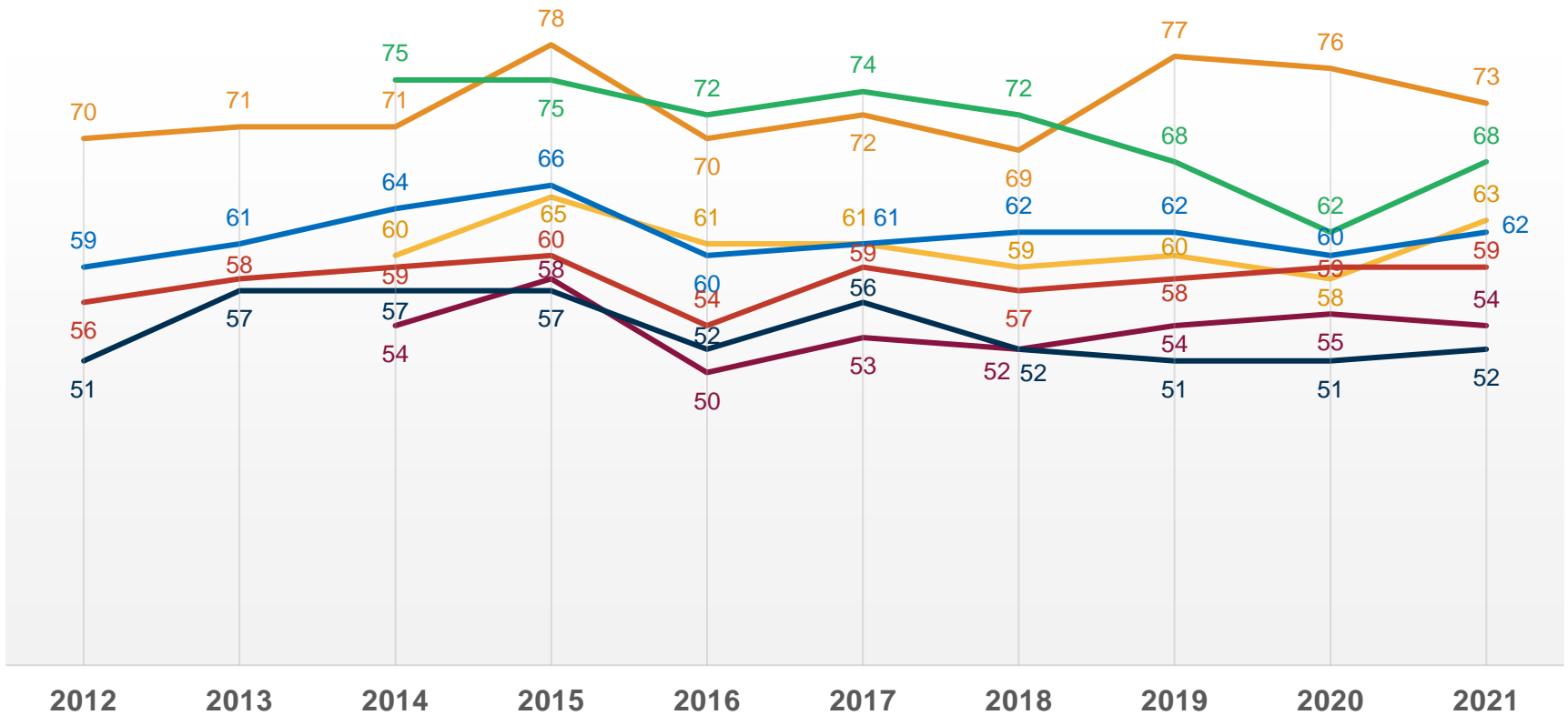
Community decisions

Sealed local roads

Waste management

Customer service

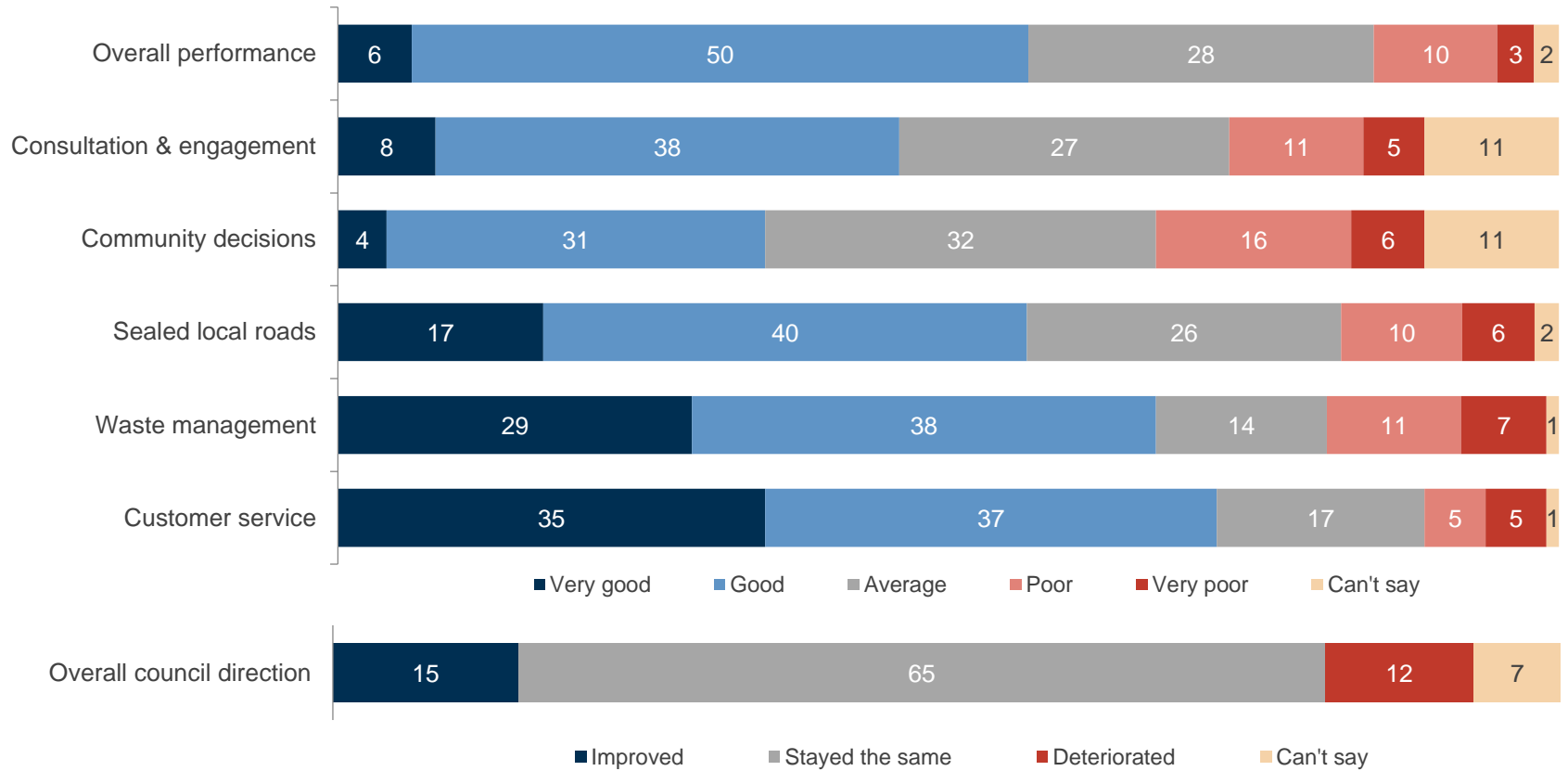
Overall council direction















Summary of core measures

Core measures summary results (%)





Summary of Surf Coast Shire Council performance

Services	Surf Coast 2021	Surf Coast 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	62	60	58	61	Aged 18-34 years, Lorne residents, Aged 50+ years	Aged 50-64 years
 Value for money	56	-	50	54	Aged 18-34 years	Anglesea residents
 Overall council direction	52	51	51	53	Aged 18-34 years	Aged 35-49 years
 Customer service	73	76	68	70	Aged 18-34 years	Anglesea residents
 Appearance of public areas	77	75	70	73	Aged 18-34 years	Aged 50+ years
 COVID-19 response	74	-	74	73	Torquay residents, Aged 18-34 years	Winchelsea residents
 Emergency & disaster mngt	73	68	71	71	Aged 18-34 years	Aged 50-64 years
 Recreational facilities	71	72	68	71	Non-Residents	Aged 50-64 years, Women, Residents, Anglesea residents
 Waste management	68	62	66	69	Aged 18-34 years	Aged 35-49 years
 Art centres & libraries	68	66	73	73	Aged 18-34 years	Anglesea residents









Summary of Surf Coast Shire Council performance

Services		Surf Coast 2021	Surf Coast 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Tourism development	67	66	64	62	Aged 18-34 years	Aged 65+ years
	Community & cultural	67	70	65	65	Lorne residents	Torquay residents
	Family support services	66	66	66	66	Winchelsea residents	Anglesea residents
	Local streets & footpaths	66	60	55	59	Aged 18-34 years	Aged 65+ years
	Informing the community	66	63	59	60	Non-Residents	Aged 50-64 years, Torquay residents
	Environmental sustainability	65	61	61	62	Non-Residents, Lorne residents	Torquay residents
	Elderly support services	65	66	68	69	Lorne residents	Anglesea residents
	Enforcement of local laws	64	60	64	64	Aged 18-34 years	Anglesea residents
	Business & community dev.	63	60	60	60	Aged 18-34 years	Aged 65+ years
	Sealed local roads	63	58	50	57	Aged 18-34 years	Winchelsea residents
	Slashing & weed control	61	56	51	51	Aged 18-34 years	Winchelsea residents



Summary of Surf Coast Shire Council performance

Services		Surf Coast 2021	Surf Coast 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Disadvantaged support serv.	59	57	64	63	Men	Anglesea residents
	Consultation & engagement	59	59	54	56	Lorne residents	Torquay residents, Aged 50+ years, Winchelsea residents, Residents
	Traffic management	59	58	59	59	Lorne residents	Anglesea residents
	Parking facilities	58	57	56	58	Lorne residents	Aged 65+ years, Torquay residents
	Lobbying	55	54	54	55	Lorne residents	Aged 35-49 years, Torquay residents
	Unsealed roads	54	50	44	45	Aged 18-34 years	Winchelsea residents
	Community decisions	54	55	54	56	Lorne residents	Aged 35-49 years
	Population growth	51	49	51	53	Aged 18-34 years	Aged 35-49 years
	Town planning policy	51	50	55	55	Aged 18-34 years	Aged 35-49 years
	Building & planning permits	48	49	48	51	Aged 18-34 years	Anglesea residents



Focus areas for the next 12 months

Overview

Perceptions of Surf Coast Shire Council's overall performance improved marginally over the last 12 months, recovering from the slight decline in the previous evaluation. Performance perceptions have also improved across most individual service areas. Out of the 27 areas evaluated, seven experienced significant improvements over the past year and six have either returned to or for the first time have recorded their highest ratings to date. This is a positive result for Council.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance, namely decisions made in the interest of the community. Following this, the more moderately influential but lower performing service areas of community consultation and engagement and planning for population growth should be prioritised as areas for improvement in the coming 12 months.

Comparison to state and area grouping

Importantly, Council rates significantly higher than the Large Rural group and State-wide averages in several areas (10 of the 27 service areas evaluated). However, Council continues to rate significantly lower than both the Large Rural and State-wide group averages in town planning policy, disadvantaged and elderly support services and arts centres and libraries.

Maintain gains achieved to date

Council did experience any significant declines in performance ratings in 2021, and the opportunity to consolidate and build upon perceptions in the year ahead should be taken. Council should also look to maintain its strong performance in response to COVID-19, which has a moderate influence on overall performance perceptions. Perceptions of Council's customer service have declined (not significantly) over the last two years, so attention should be focused here to ensure this trend does not continue.

DETAILED FINDINGS



Overall performance

Overall performance

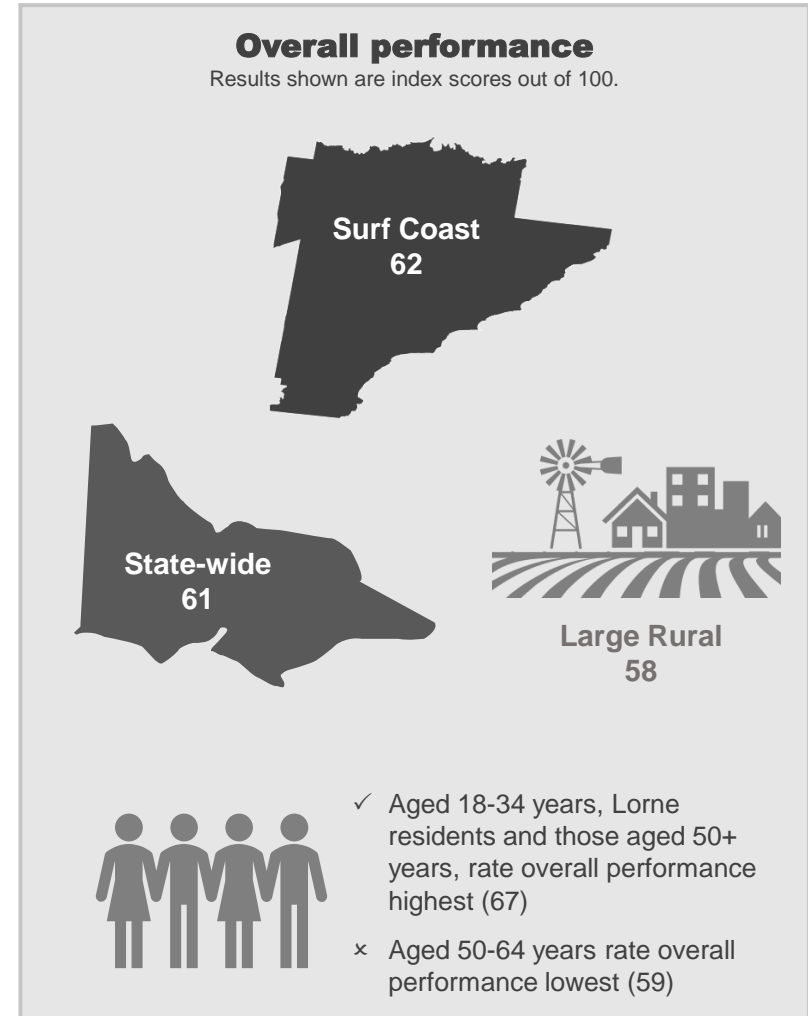
The overall performance index score of 62 for Surf Coast Shire Council marks a two-point improvement on the 2020 result.

Council's overall performance continues to be rated statistically significantly higher (at the 95% confidence interval) than the Large Rural group average for councils (index score of 58).

- Overall performance ratings are highest among 18 to 34 year-olds and those in Lorne (both with an index score of 67 – significantly higher among 18 to 34 year-olds). Conversely, those aged 50 years and over return the lowest ratings (59).
- The greatest improvements are among residents, 35 to 49 year-olds and those in Torquay. Among these cohorts, ratings increased by four index points on the 2020 result (a significant increase among residents).

More than two in five (43%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further 33% rate Council as 'average', while one in five (20%) rate the value for money as 'very poor' or 'poor'.

- Perceptions of Council's value for money are significantly more positive among 18 to 34 year-olds, and significantly less positive among those in Anglesea.





Overall performance

2021 overall performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67▲	64	70	66	61	63	68	70	62	59
Lorne	67	65	68	56	57	61	72	58	53	55
Non-resident ratepayer	64	67	67	67	n/a	n/a	n/a	66	69	67
35-49	62	58	60	60	55	55	63	64	61	59
Women	62	60	61	65	64	59	67	65	59	59
Surf Coast	62	60	62	62	61	60	66	64	61	59
Men	61	59	62	60	58	60	64	63	63	58
State-wide	61	58	60	59	59	59	60	61	60	60
Winchelsea	61	58	59	57	56	49	60	63	58	58
Anglesea	61	63	61	64	64	65	65	62	58	54
Residents	61	57	60	61	n/a	n/a	n/a	64	58	56
Torquay	61	57	61	65	63	63	68	66	60	52
65+	59	57	60	64	64	64	67	63	62	58
50-64	59	60	58	59	63	57	65	61	60	58
Large Rural	58▼	55	56	56	54	54	56	n/a	n/a	n/a

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

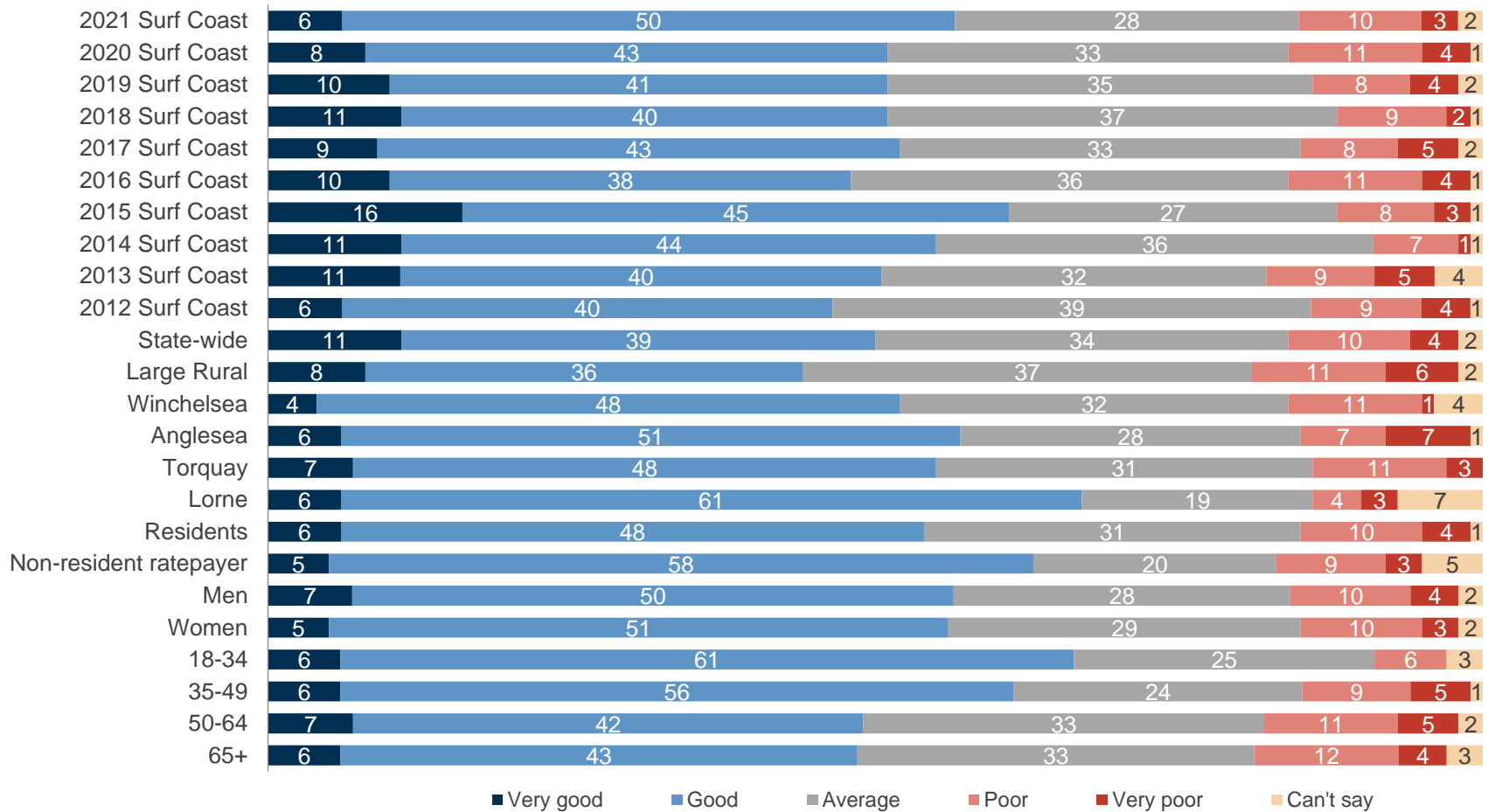
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 overall performance (%)

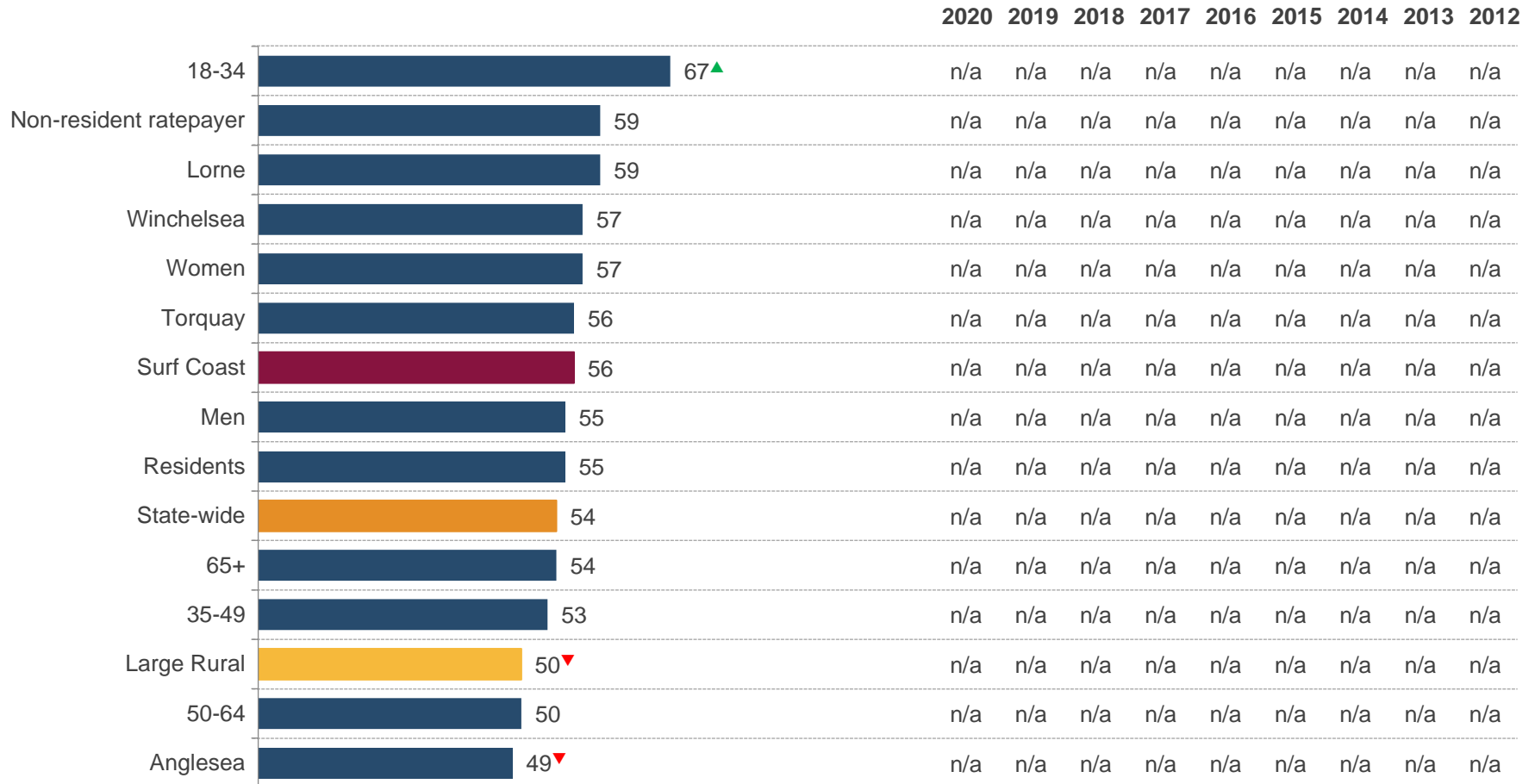


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Value for money in services and infrastructure

2021 value for money (index scores)



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

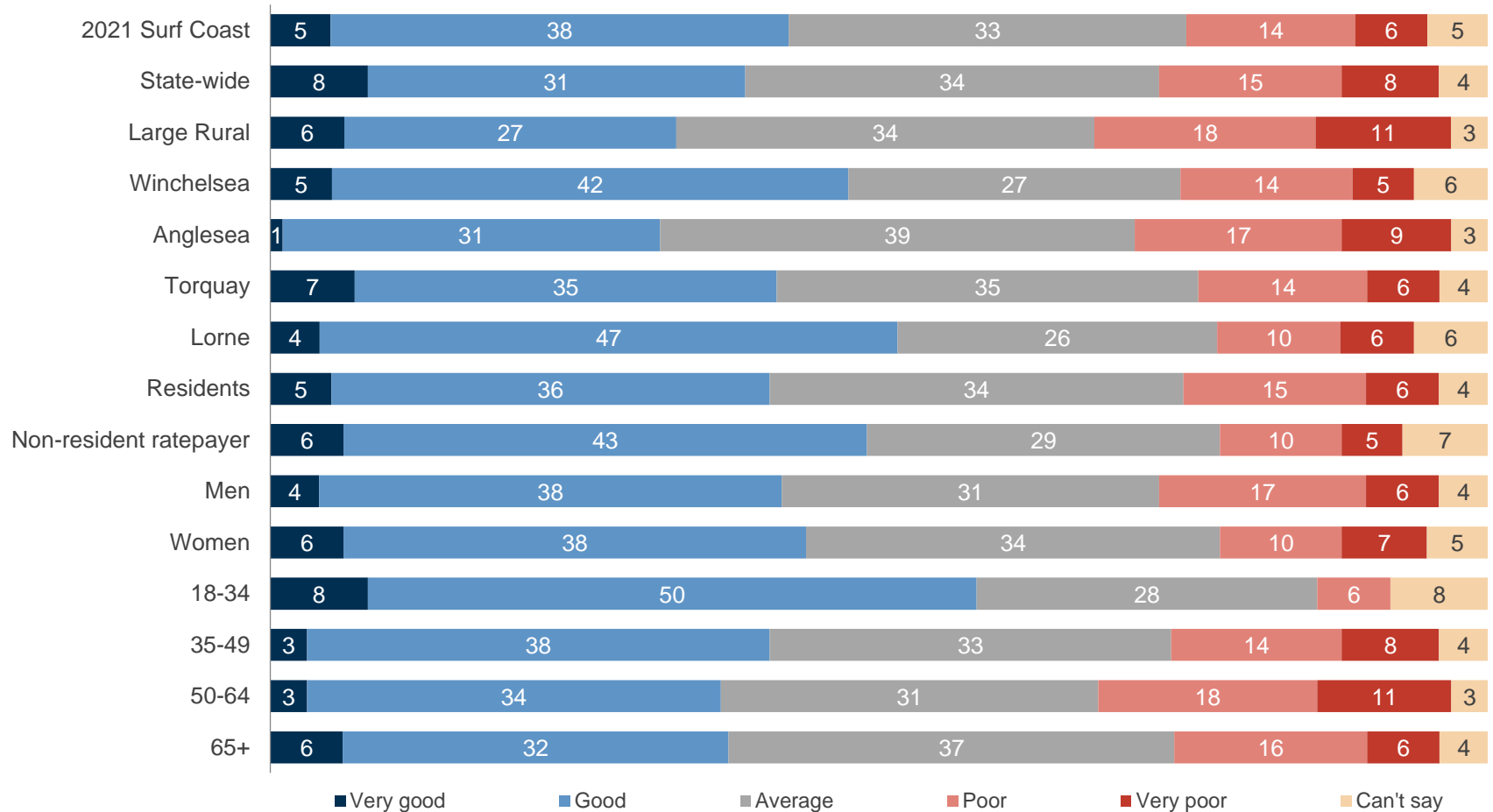
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2021 value for money (%)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Top performing service areas

The appearance of public areas remains the area where Surf Coast Shire Council performs best, up two index points on 2020 to a peak rating of 77.

Council continues to perform significantly higher than both the Large Rural group and State-wide council averages in this service area.

- In the last year, ratings of this service area improved significantly among Torquay households, up five points to a peak index score (79).
- Public areas (6%) is among the areas nominated by people as the best thing about Council; 5% nominate parks and gardens.

Council's COVID-19 response is the next highest rated service area (index score of 74). This is a promising result for Council, as this area is shown to have a moderate influence on perceptions of Council's overall performance.

Another service area where Council is relatively well regarded is emergency and disaster management (index score of 73). Perceptions of Council performance here have improved significantly among most cohorts.

In all of the abovementioned areas, performance ratings are highest among 18 to 34 year-olds (significantly higher in the appearance of public areas and a series high among this cohort).



Appearance of public areas (index score of 77) is the area where Council performed best in 2021, improving by two index points from 2020.



Low performing service areas



Council continues to rate lowest in the area of planning and building permits (index score of 48 – down one point on 2020).

- Ratings are significantly higher among Lorne households – suggesting attention needs to be focused elsewhere as a priority for performance improvement. Those in Anglesea are least satisfied.

Town planning policy and planning for population growth are Council's next lowest-rated service areas (both with an index score of 51).

Both town planning policy and planning for population growth have an influence on the overall performance rating. Thus, Council should strive to bolster performance perceptions here in the next 12 months.

- Furthermore, in town planning policy, Council performs significantly lower than both the Large Rural group and State-wide averages.
- Perceptions of town planning policy are significantly lower than average among 35 to 49 year olds (45).
- On the measure of population growth, ratings are significantly higher among those in Winchelsea (index score of 57) – so Council should prioritise improving performance perceptions elsewhere first.

Moreover, 11% cite inappropriate or over-development as the Council area most in need of improvement.



Individual service area performance

2021 individual service area performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Appearance of public areas	77	75	75	76	73	73	76	75	n/a	n/a
COVID-19 response	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	73	68	72	74	73	75	73	71	70	68
Recreational facilities	71	72	71	72	70	69	73	72	70	70
Waste management	68	62	68	72	74	72	75	75	n/a	n/a
Art centres & libraries	68	66	68	65	65	61	65	64	n/a	n/a
Tourism development	67	66	68	68	66	66	70	68	n/a	n/a
Community & cultural	67	70	72	70	67	65	69	70	66	64
Family support services	66	66	68	66	64	65	68	68	63	62
Local streets & footpaths	66	60	59	62	63	62	65	63	59	56
Informing the community	66	63	64	63	62	61	66	63	63	62
Environmental sustainability	65	61	66	65	63	63	66	64	65	64
Elderly support services	65	66	67	66	66	65	69	69	64	64
Enforcement of local laws	64	60	64	61	62	60	67	65	64	64
Business & community dev.	63	60	62	63	59	60	62	62	n/a	n/a
Sealed local roads	63	58	60	59	61	61	65	60	n/a	n/a
Slashing & weed control	61	56	59	61	58	59	64	60	60	65
Disadvantaged support serv.	59	57	58	56	58	58	63	63	n/a	n/a
Consultation & engagement	59	59	58	57	59	54	60	59	58	56
Traffic management	59	58	59	55	57	56	57	58	n/a	n/a
Parking facilities	58	57	59	57	57	56	58	59	n/a	n/a
Lobbying	55	54	51	55	52	51	59	57	53	51
Unsealed roads	54	50	47	50	50	51	57	52	n/a	n/a
Community decisions	54	55	54	52	53	50	58	54	n/a	n/a
Population growth	51	49	48	49	51	52	58	54	55	51
Town planning policy	51	50	49	51	49	50	58	54	n/a	n/a
Planning & building permits	48	49	47	50	48	50	56	53	55	50

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

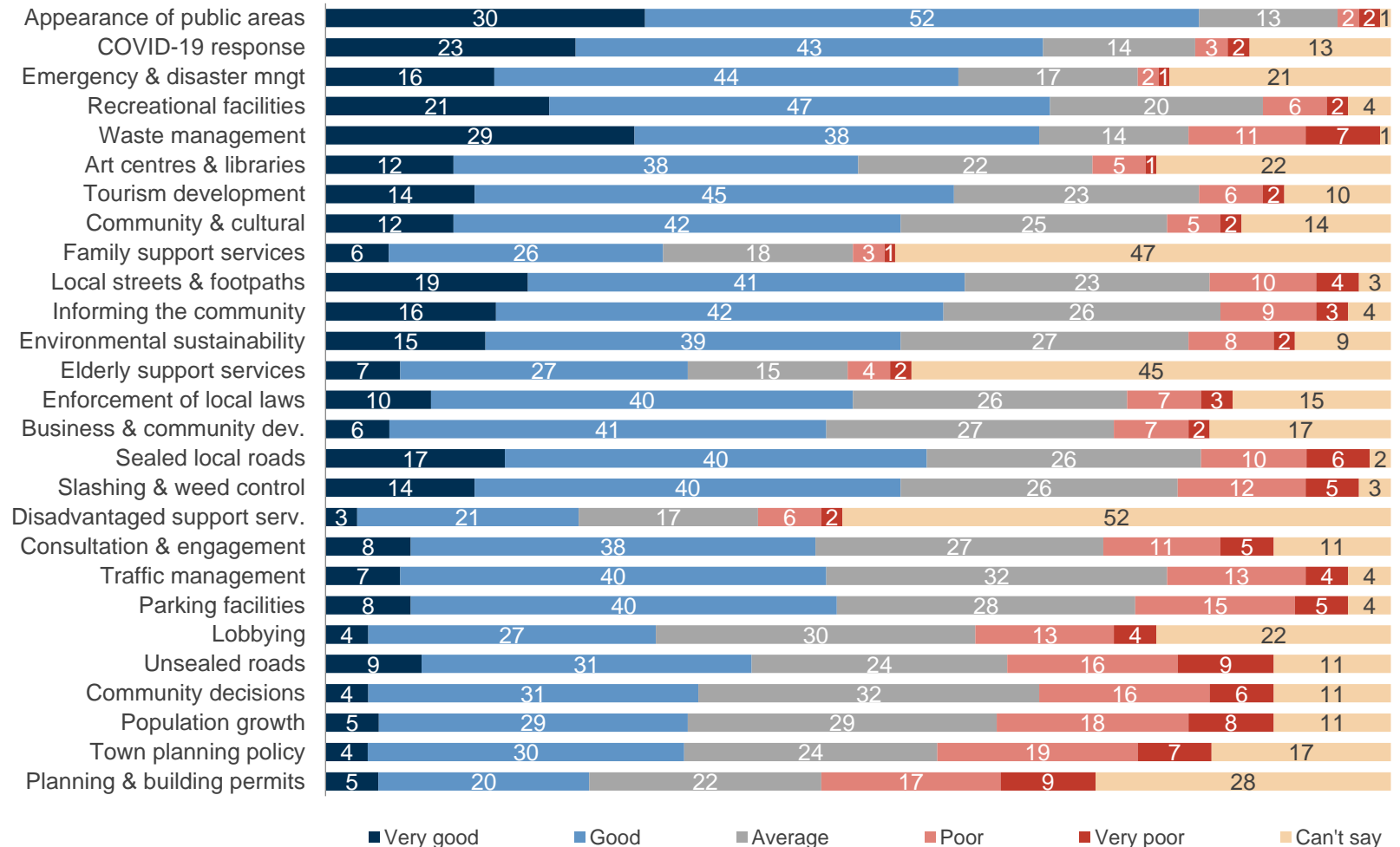
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 individual service area performance (%)





Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Community consultation and engagement
- Planning for population growth
- Waste management
- Council's COVID-19 response
- Family support services
- Recreational facilities
- Business and community development
- Lobbying
- Town planning.

Looking at these key service areas, Council's COVID-19 response and recreational facilities have a high performance index (74 and 71 respectively) and a moderate influence on the overall performance rating. Council also performs relatively well on waste management, family support services and business and community development (performance index score of 68, 66 and 63 respectively).

Maintaining these positive results should remain a focus but there is greater work to be done elsewhere

Service areas that have a moderate influence on overall perceptions, but where Council performs less well, include lobbying and community consultation (performance index score of 55 and 59 respectively).

Consulting with residents on key local issues and demonstrating efforts to advocate on their behalf can also help shore up positive opinion of Council.

However, most in need of attention is Council's town planning and planning for population growth, which are rated only slightly above 'average' (performance index score of 51 for each).

It will be important to address residents' concerns about planning issues and growth in the Surf Coast Shire to improve Council's overall performance rating.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

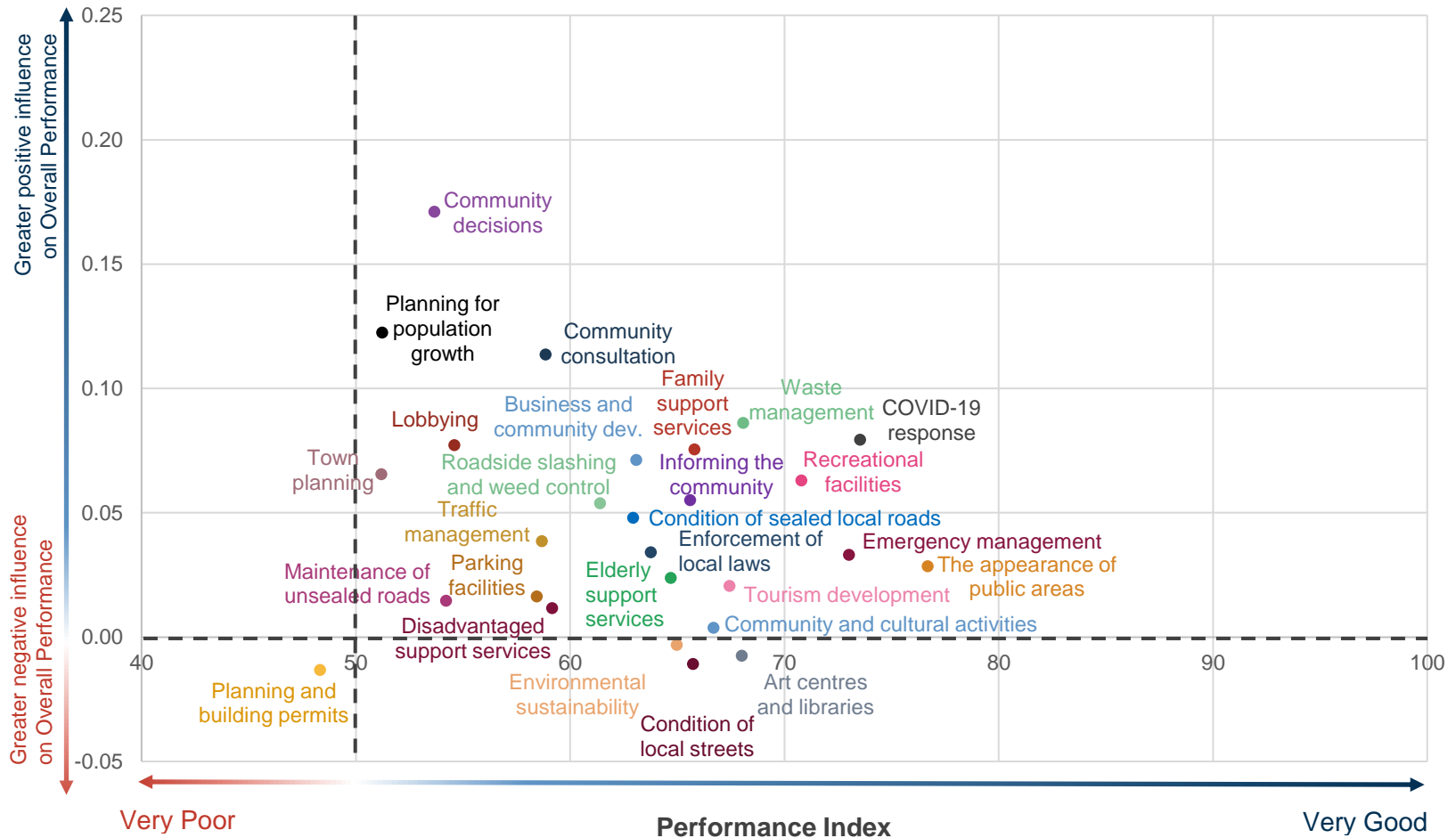
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

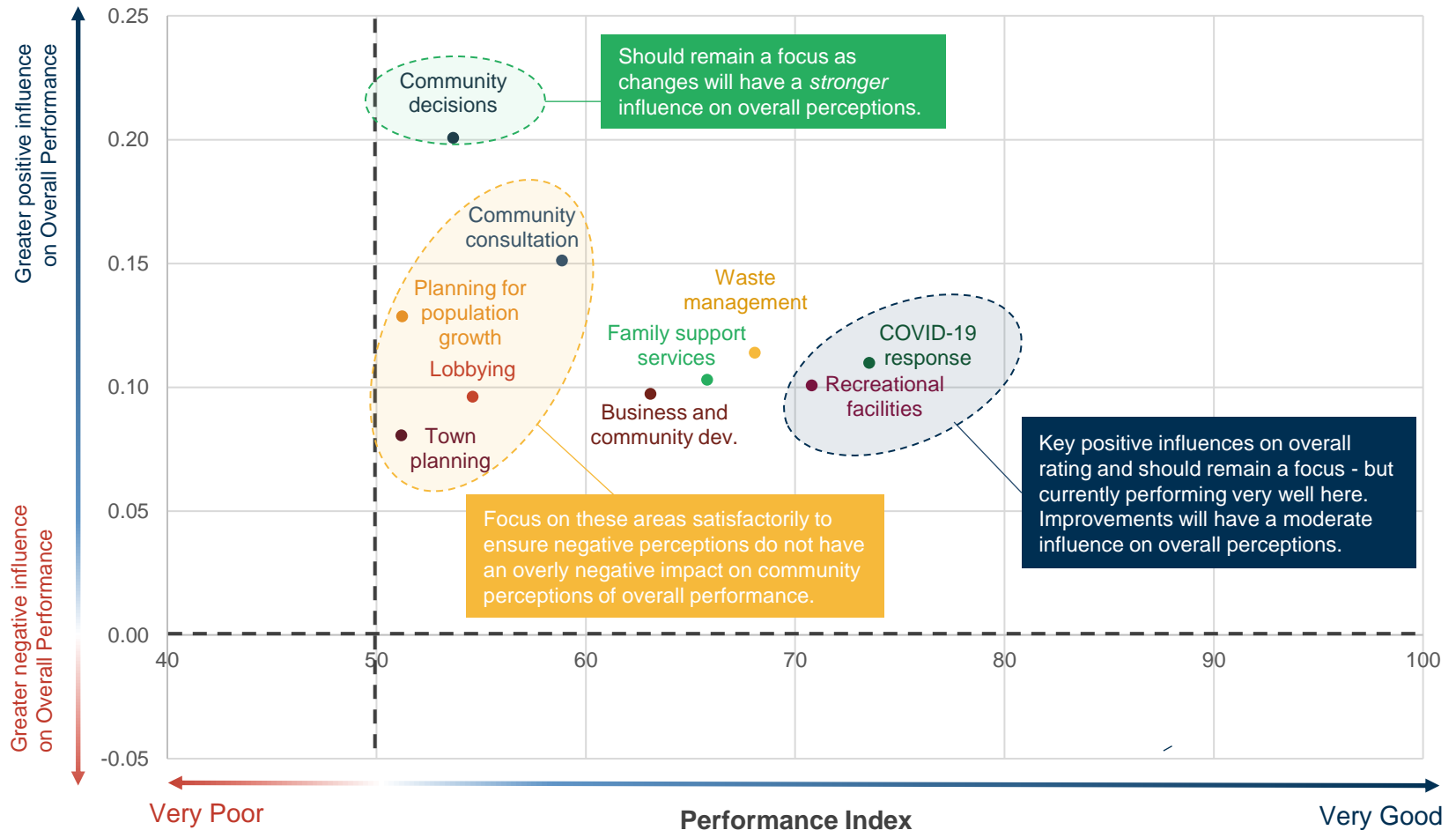


The multiple regression analysis model above (all service areas) has an R^2 value of 0.629 and adjusted R^2 value of 0.611, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 35.90$. 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

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.610 and adjusted R^2 value of 0.603, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 92.14$.



Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -



2021 areas for improvement (%)
- Top mentions only -



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: 28 Councils asked group: 9

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 12

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Two thirds of Council households (66%) have had contact with Council in the last 12 months – two percentage points lower than last year. Contact rates are highest among 35 to 49 year-olds (71%) and significantly lower among 18 to 34 year-olds (50%).

Telephone (43%) remains the most common contact method and is has been increasing over time, followed by email (28%). Since last year, the rate of in-person contact decreased (15% compared to 26% in 2020), likely a result of lockdown and COVID-19 restrictions.



Among those who have had contact with Council, (72%) provide a positive customer service rating of 'very good' or 'good', including 35% of residents who rate Council's customer service as 'very good'.

Customer service

Surf Coast Shire Council's customer service index of 73 marks a three-point decrease on the 2020 result.

- Council's customer service is rated in line with the State-wide average and significantly higher than the Large Rural group average (index scores of 70 and 68 respectively).
- Perceptions of customer service are most positive among 18 to 34 year-olds (index score of 78), and least positive among those in Anglesea (70).

Positively, among those who have had contact with Council, more than seven in ten (72%) provide a positive customer service rating.

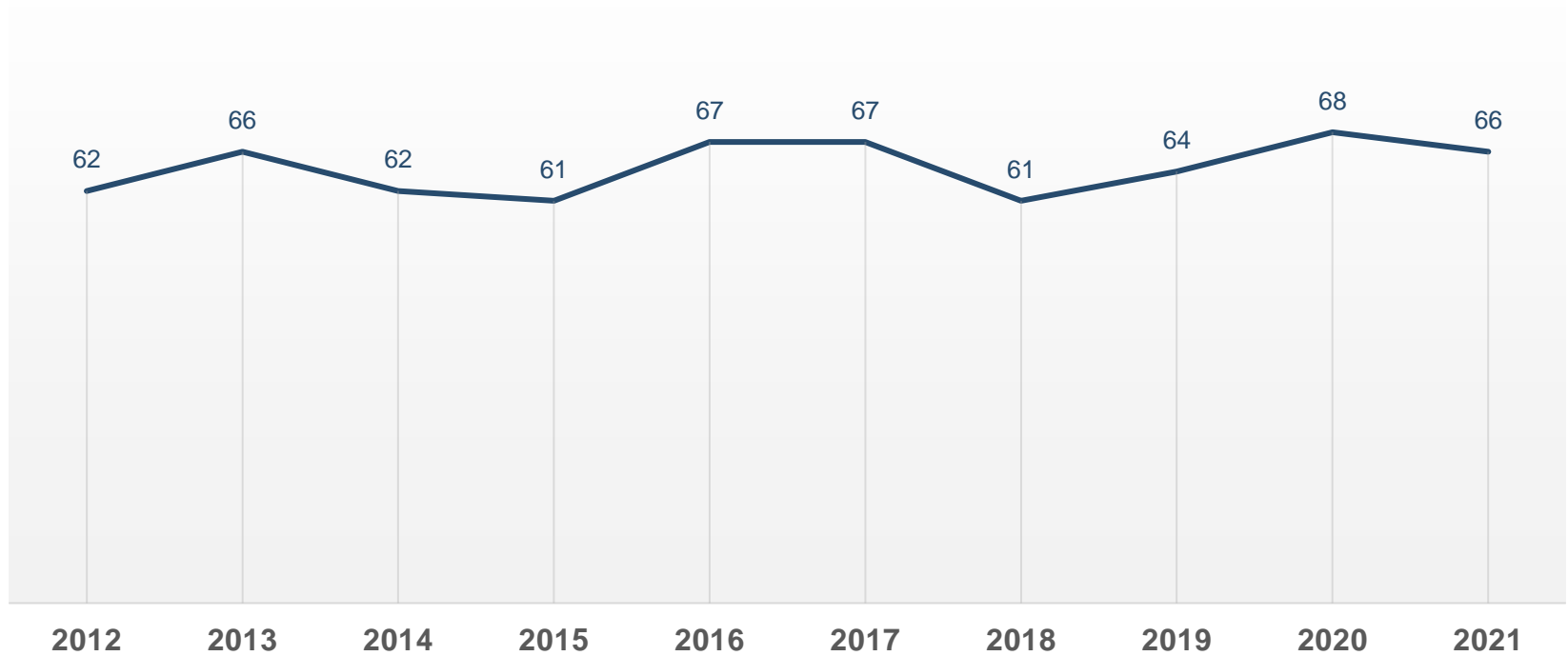
Customer service ratings are highest among those who communicated with Council by text message (though a small sample size – index score of 85) or in person (79).

That said, as telephone and email are the most frequently used methods to contact Council, the focus should be on bolstering customer service that occurs in these settings (index scores of 76 and 69 respectively).



Contact with council

2021 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: 27 Councils asked group: 9



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	71	76	70	64	75	68	69	72	76	66
50-64	70	70	71	63	66	65	60	60	66	67
Torquay	69	68	67	60	67	70	64	75	72	60
Women	69	69	67	59	67	69	61	65	66	64
65+	69	65	59	61	61	61	60	61	57	55
Residents	68	70	65	65	n/a	n/a	n/a	69	71	68
Surf Coast	66	68	64	61	67	67	61	62	66	62
Large Rural	63	63	61	59	62	63	59	n/a	n/a	n/a
Anglesea	63	66	65	55	61	58	49	61	61	75
Lorne	63	73	66	69	60	63	51	63	79	64
State-wide	62	64	63	63	61	60	63	61	60	61
Winchelsea	62	64	55	65	75	72	70	65	71	73
Men	62	66	60	62	66	66	62	60	65	60
Non-resident ratepayer	58	60	61	47	n/a	n/a	n/a	44	51	46
18-34	50	60	56	54	65	77	54	52	59	58

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: 27 Councils asked group: 9

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



Customer service rating

2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	78	79	83	65	77	72	80	77	70	65
Lorne	75	78	77	73	65	64	76	66	73	72
Women	75	80	79	74	77	70	82	73	70	70
Torquay	74	74	79	68	74	75	82	72	70	64
Non-resident ratepayer	74	75	77	71	n/a	n/a	n/a	65	73	68
50-64	74	73	73	70	72	73	78	69	73	71
Surf Coast	73	76	77	69	72	70	78	71	71	70
Residents	73	76	77	69	n/a	n/a	n/a	72	70	71
65+	72	73	75	73	73	73	77	71	70	69
Men	71	71	75	65	66	70	74	69	71	71
35-49	71	78	79	68	67	65	78	68	70	74
Winchelsea	71	75	75	67	68	64	77	76	69	72
State-wide	70	70	71	70	69	69	70	72	71	71
Anglesea	70	78	76	74	75	71	72	66	73	69
Large Rural	68▼	68	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.

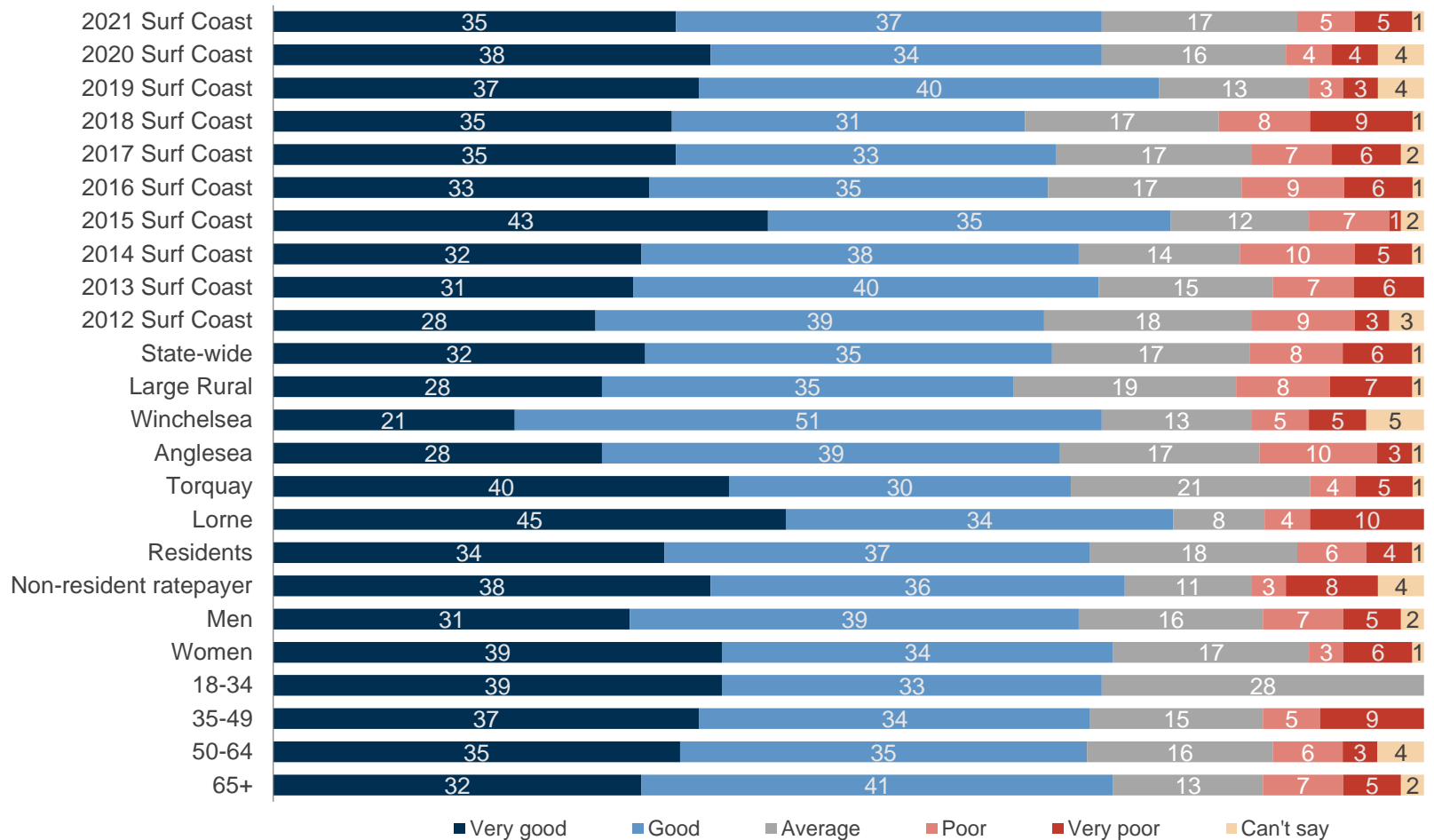
Councils asked state-wide: 66 Councils asked group: 19

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



Customer service rating

2021 customer service rating (%)



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: 66 Councils asked group: 19



Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



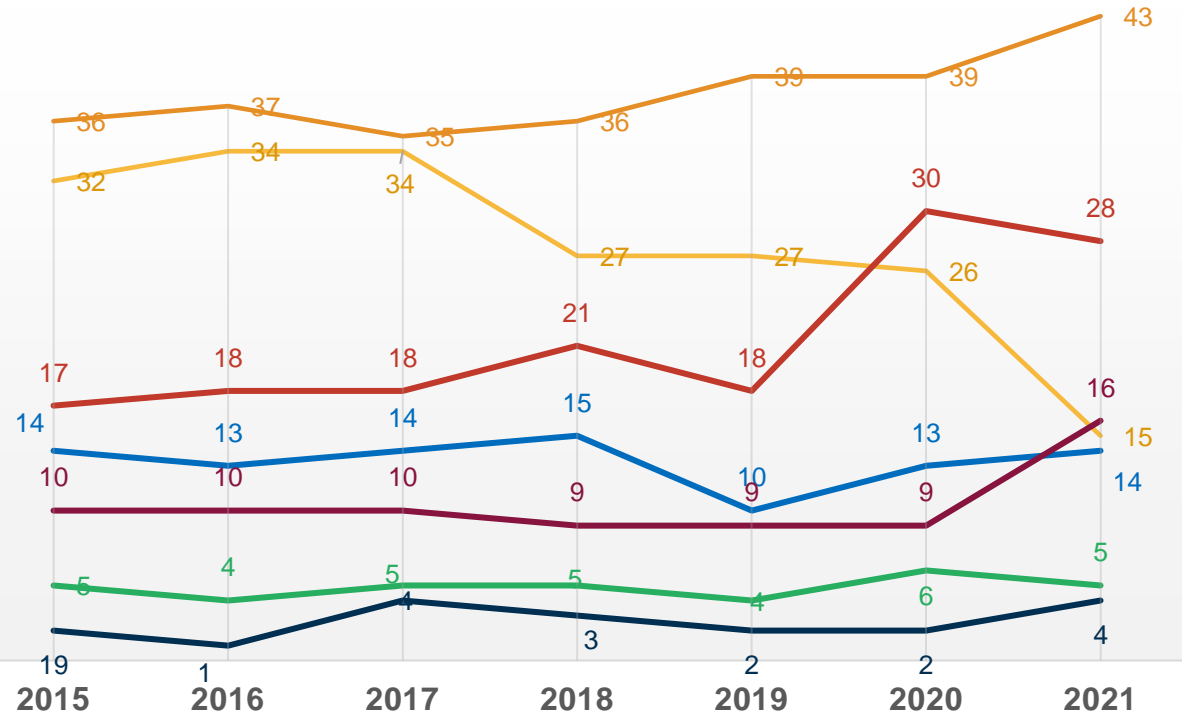
By Email



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: 27 Councils asked group: 9

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2021 customer service rating (index score by method of last contact)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
By text message	n/a	57	n/a	n/a	100	100	n/a	n/a	n/a
In person	75	76	79	74	72	86	n/a	n/a	n/a
By telephone	77	81	73	70	69	80	n/a	n/a	n/a
By social media	89	79	75	78	54	69	n/a	n/a	n/a
By email	74	72	56	74	65	70	n/a	n/a	n/a
Via website	73	80	76	71	83	70	n/a	n/a	n/a
In writing	69	67	47	63	75	65	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: 27 Councils asked group: 9

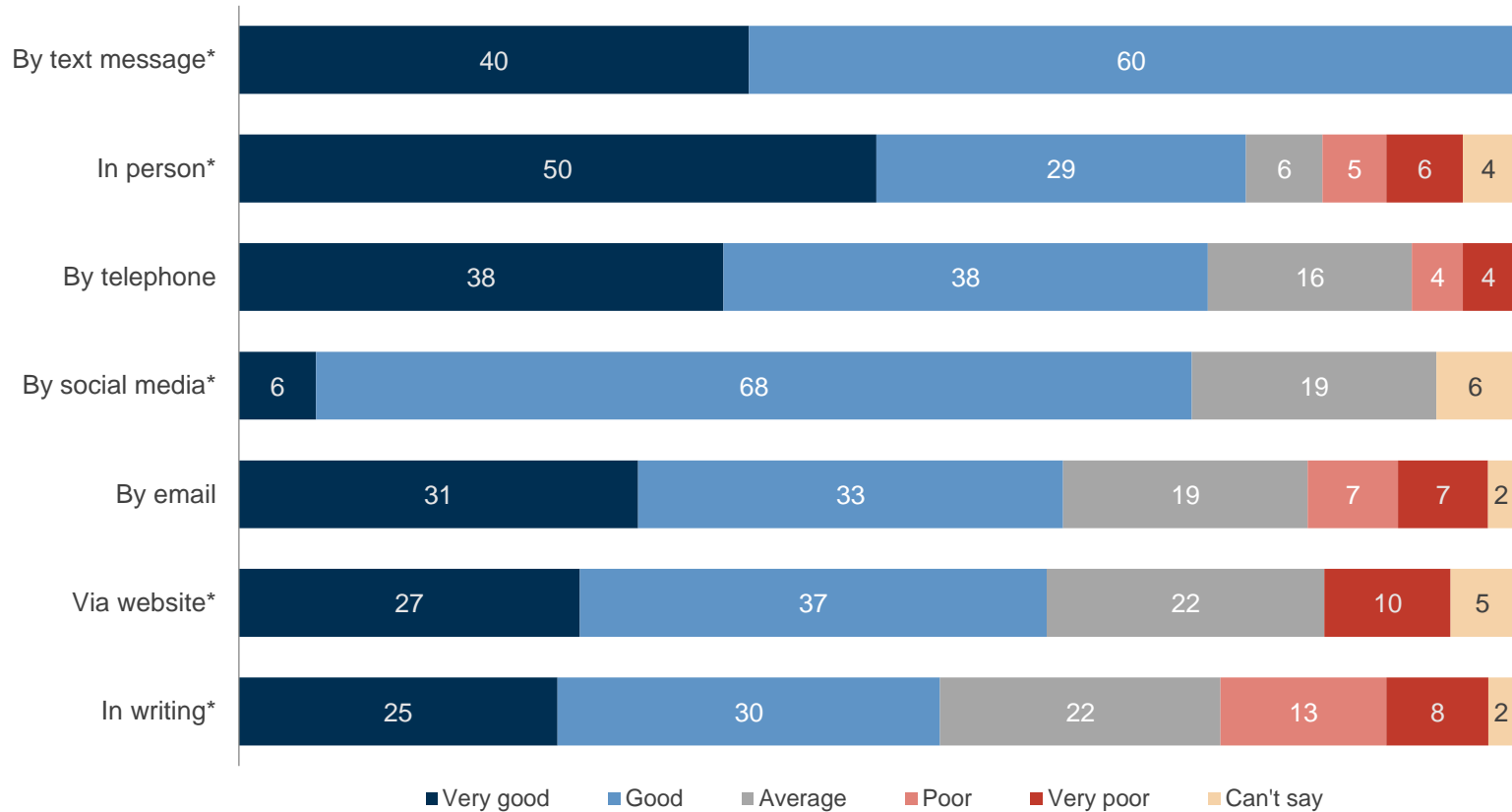
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



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: 27 Councils asked group: 9
 *Caution: small sample size < n=30



Council direction

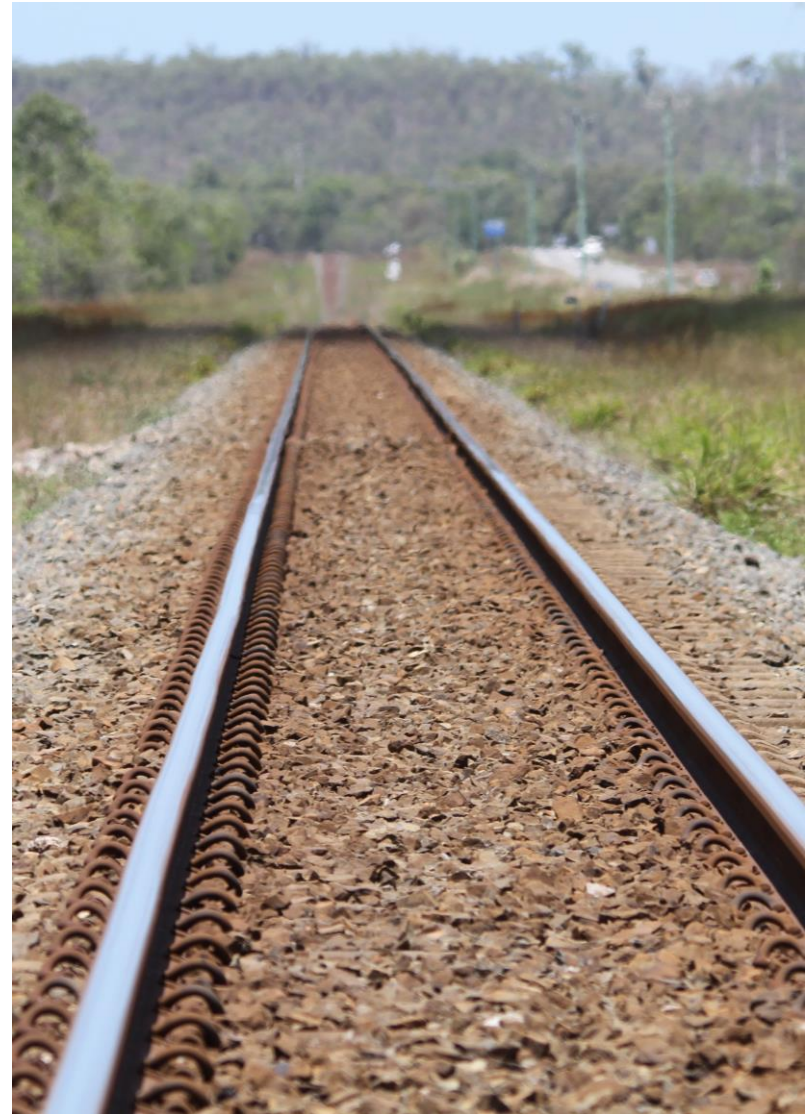
Council direction

Perceptions of the direction of Surf Coast Shire Council's overall performance is similar to recent years.

- 15% of households believe the direction of Council's overall performance has improved over the last 12 months (compared to 16% in 2020).

A majority think the direction of Council's overall performance has stayed the same (65%, unchanged from 2020), while a further 12% believe it has deteriorated (down two percentage points).

- The most satisfied with Council direction are those aged 18 to 34 years, and significantly more so.
- The least satisfied with Council direction are those aged 35 to 49 years, significantly less compared to the Council average.





Overall council direction last 12 months

2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58▲	57	53	59	63	55	60	60	57	54
Lorne	55	58	58	54	56	52	64	42	53	51
Non-resident ratepayer	54	56	54	54	n/a	n/a	n/a	56	66	55
65+	54	49	53	52	56	56	58	59	59	52
Anglesea	53	50	50	51	58	59	58	59	61	48
Women	53	53	51	53	59	52	61	59	57	55
State-wide	53	51	53	52	53	51	53	53	53	52
Winchelsea	52	52	50	51	54	45	54	58	54	53
Surf Coast	52	51	51	52	56	52	57	57	57	51
Large Rural	51	50	51	52	52	48	51	n/a	n/a	n/a
Residents	51	50	50	51	n/a	n/a	n/a	58	54	50
Men	50	50	51	50	52	53	53	55	57	48
Torquay	50	49	49	52	56	55	56	59	53	38
50-64	49	51	47	50	52	52	59	54	59	50
35-49	46▼	49	50	46	52	47	52	57	55	50

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

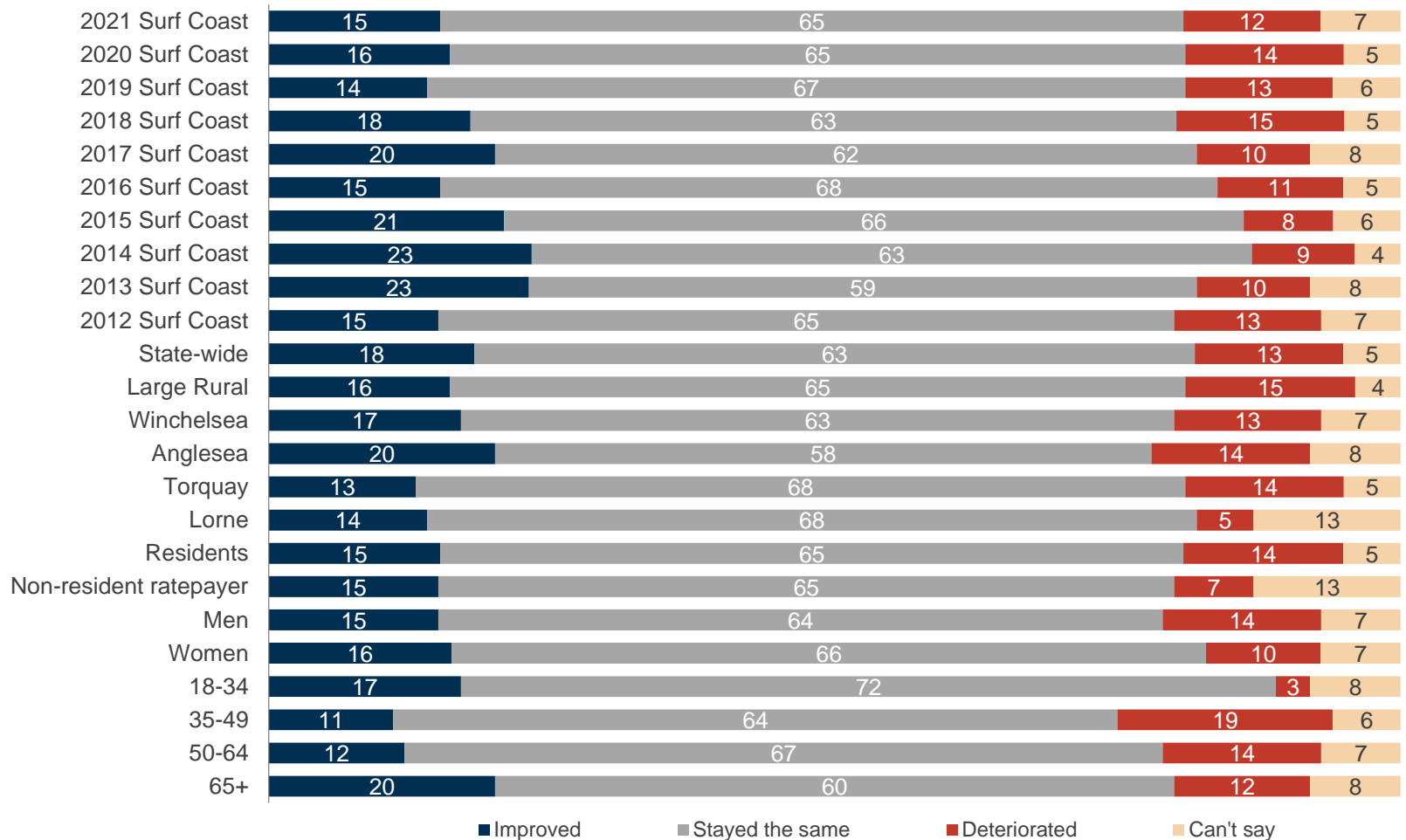
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 overall council direction (%)



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: 66 Councils asked group: 19

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

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012		
Lorne	65	66	67	58	60	58	67	52	57	53	
Non-resident ratepayer	64	66	65	64	n/a	n/a	n/a	60	67	66	
Anglesea	63	66	61	63	62	61	63	61	59	59	
18-34	63	63	62	57	58	54	60	60	57	52	
Men	60	59	59	56	57	56	58	57	59	57	
Surf Coast	59	59	58	57	57	59	54	60	59	58	56
50-64	59	56	57	56	56	61	54	63	60	59	55
35-49	58	58	57	53	54	54	48	57	57	58	59
Women	58	59	57	57	60	53	63	61	57	55	
Residents	57	57	56	55	n/a	n/a	n/a	59	55	53	
Winchelsea	57	54	52	56	55	42	58	59	50	50	
65+	57	58	57	61	62	62	62	59	58	57	
Torquay	57	57	57	53	59	59	60	59	58	52	
State-wide	56▼	55	56	55	55	54	56	57	57	57	
Large Rural	54▼	54	54	54	52	52	54	n/a	n/a	n/a	

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

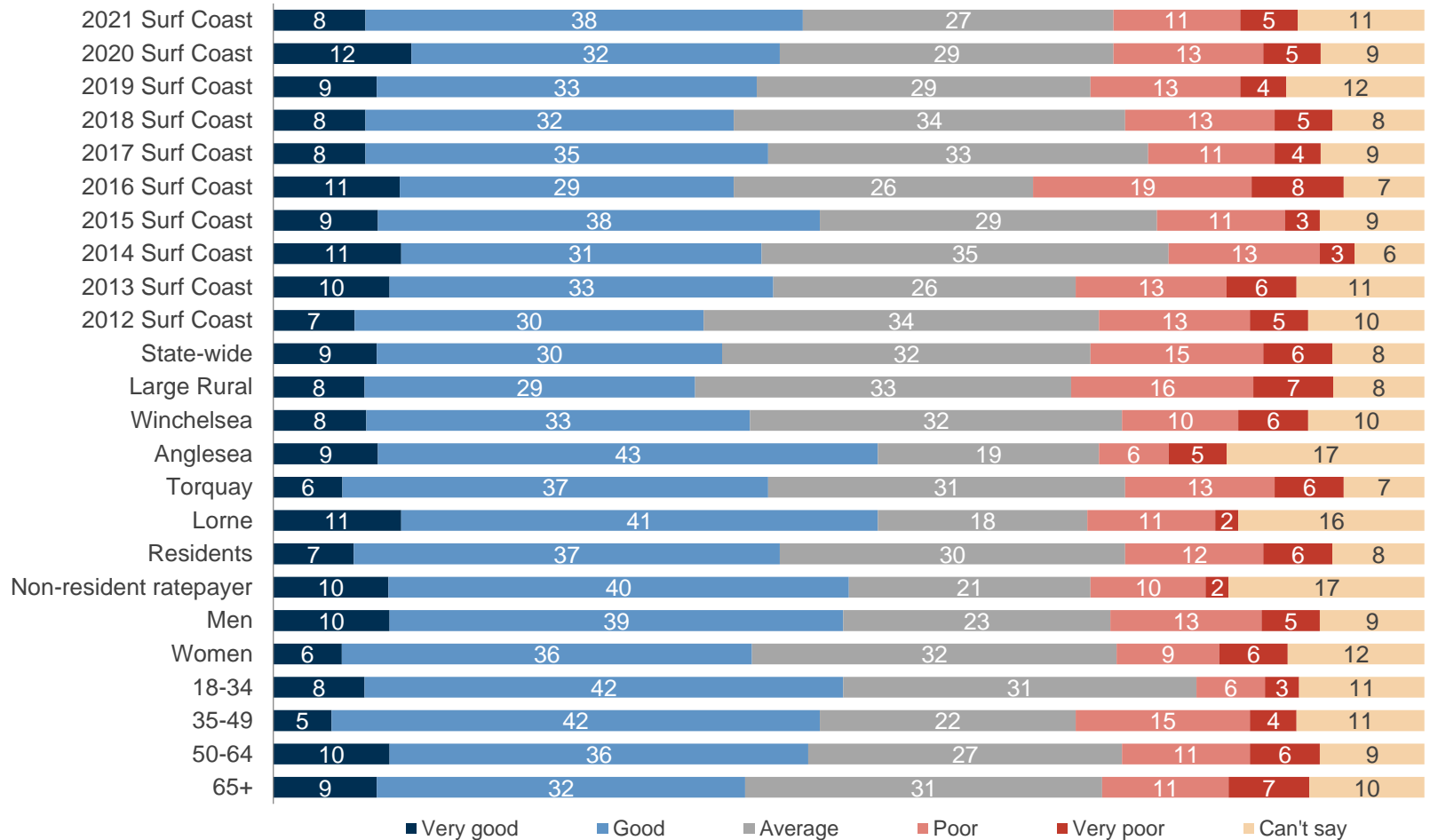
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	61	57	57	50	51	63	39	43	49
18-34	60▲	53	61	52	53	64	61	55	51
Non-resident ratepayer	58	60	59	n/a	n/a	n/a	59	61	60
Winchelsea	57	45	52	52	45	57	57	50	50
Men	56	50	55	51	52	59	56	53	51
State-wide	55	54	54	54	53	55	56	55	55
Surf Coast	55	51	55	52	51	59	57	53	51
Large Rural	54	52	52	51	50	53	n/a	n/a	n/a
Residents	54	49	54	n/a	n/a	n/a	57	51	49
65+	54	52	55	56	57	59	56	54	53
Anglesea	54	54	58	54	55	53	63	52	53
Women	54	53	54	54	51	59	58	53	52
50-64	53	48	52	57	50	59	56	54	50
Torquay	52	52	54	52	55	63	57	53	42
35-49	52	51	51	47	46	57	55	50	52

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

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 15

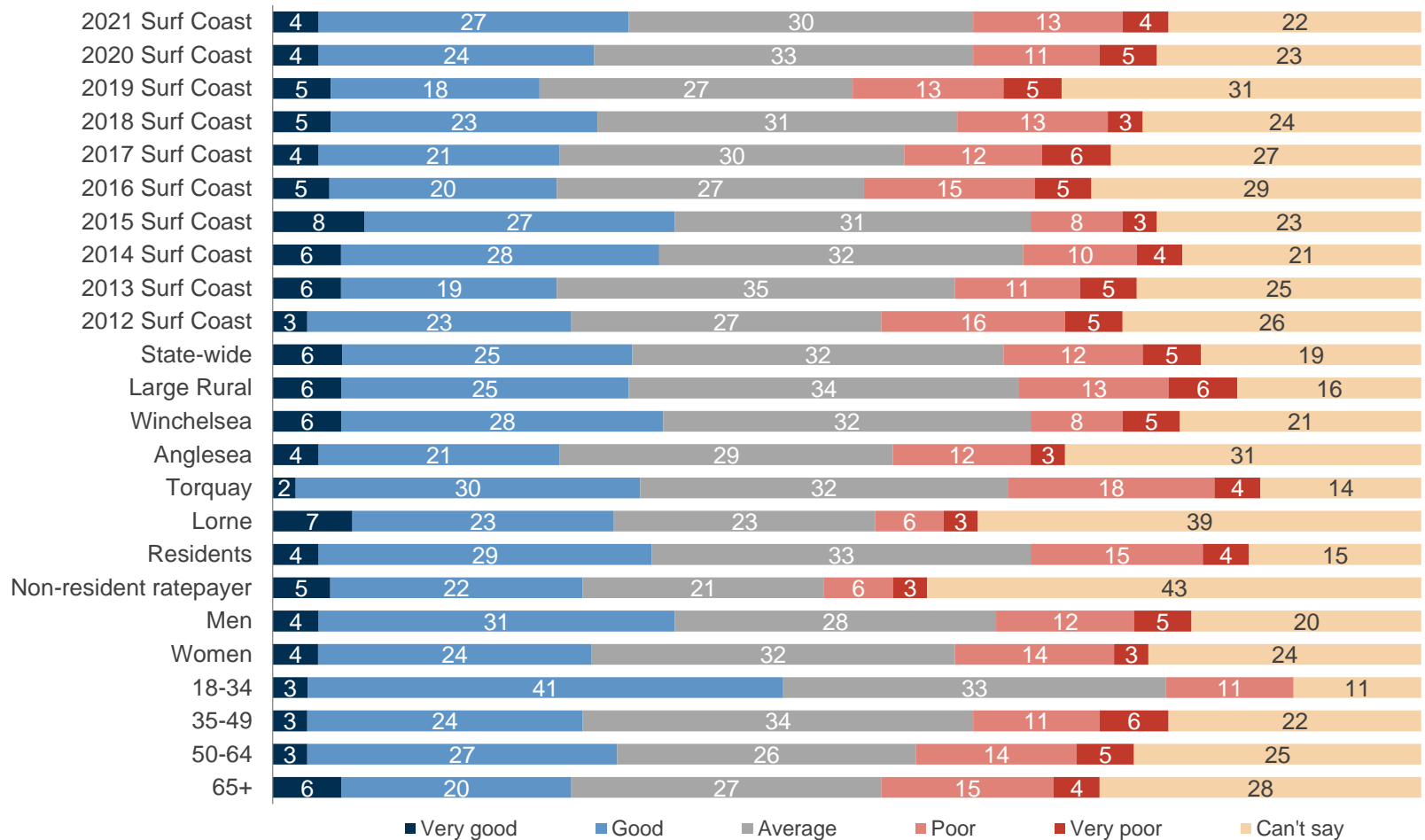
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 15

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	60	59	61	55	51	46	61	37	n/a	n/a
Non-resident ratepayer	59	62	62	58	n/a	n/a	n/a	55	n/a	n/a
18-34	59	61	58	56	53	51	62	58	n/a	n/a
State-wide	56	53	55	54	54	54	55	57	n/a	n/a
Women	54	54	53	54	55	49	61	55	n/a	n/a
Winchelsea	54	54	53	52	53	41	52	57	n/a	n/a
Large Rural	54	52	52	52	51	50	52	n/a	n/a	n/a
Surf Coast	54	55	54	52	53	50	58	54	n/a	n/a
Anglesea	53	59	59	54	58	58	59	56	n/a	n/a
Men	53	55	56	51	51	52	55	53	n/a	n/a
65+	53	51	54	55	57	57	59	55	n/a	n/a
50-64	53	54	53	51	55	47	59	54	n/a	n/a
Residents	52	53	52	51	n/a	n/a	n/a	54	n/a	n/a
Torquay	52	52	51	52	51	54	62	53	n/a	n/a
35-49	51	54	53	49	48	46	54	51	n/a	n/a

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

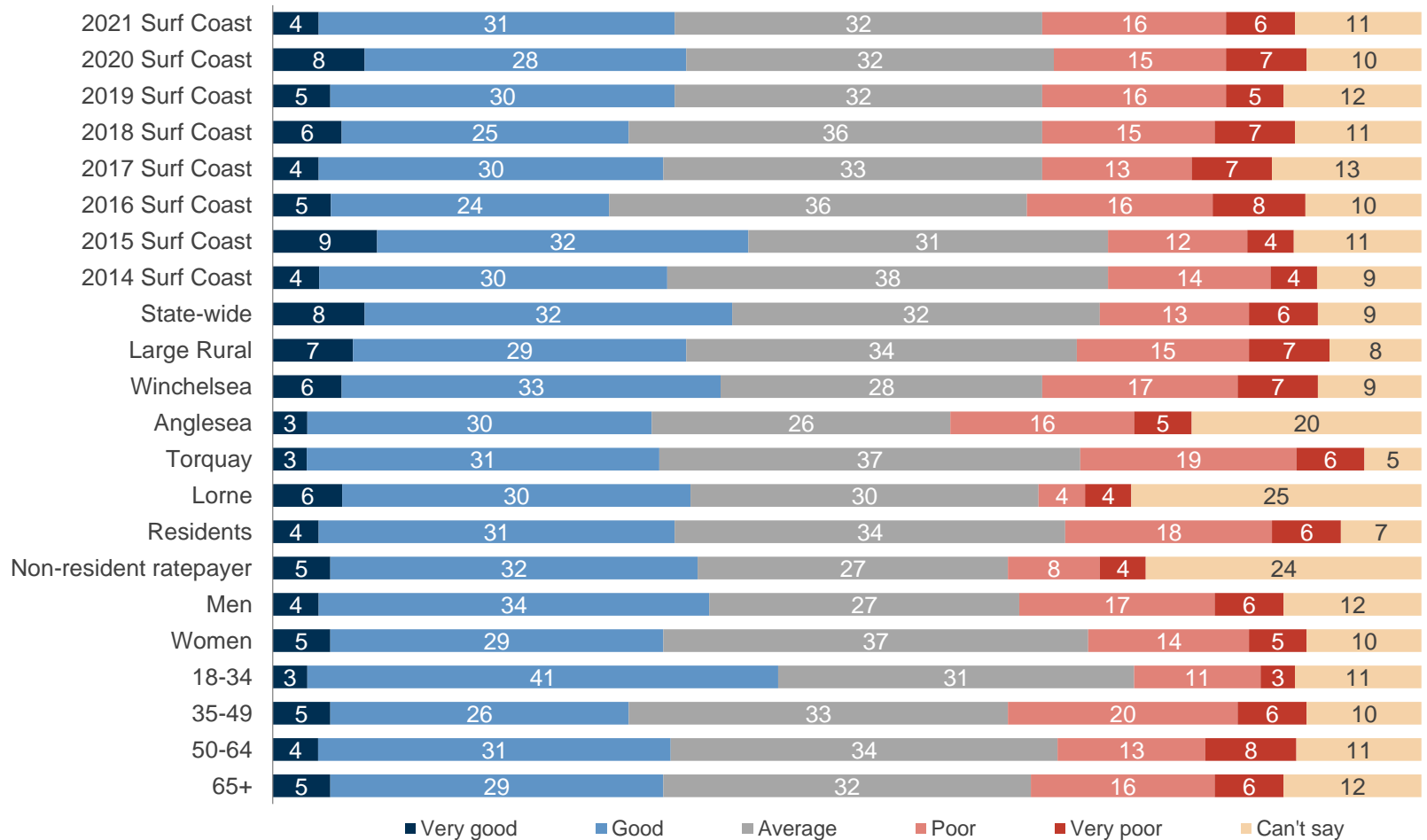
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	72▲	55	63	61	56	60	66	54	n/a	n/a
Non-resident ratepayer	69▲	72	68	70	n/a	n/a	n/a	68	n/a	n/a
Lorne	68	66	68	64	59	59	71	50	n/a	n/a
Torquay	66	58	62	66	69	68	74	67	n/a	n/a
Anglesea	65	65	61	64	63	64	66	61	n/a	n/a
Men	64	61	58	62	58	62	64	62	n/a	n/a
Surf Coast	63	58	60	59	61	61	65	60	n/a	n/a
Women	62	54	61	57	64	60	66	58	n/a	n/a
35-49	61	58	61	56	62	58	65	61	n/a	n/a
Residents	61	53	57	56	n/a	n/a	n/a	57	n/a	n/a
50-64	60	62	54	56	61	60	62	60	n/a	n/a
65+	59	57	60	63	64	66	66	64	n/a	n/a
State-wide	57▼	54	56	53	53	54	55	55	n/a	n/a
Winchelsea	53▼	47	48	40	46	48	49	44	n/a	n/a
Large Rural	50▼	47	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?

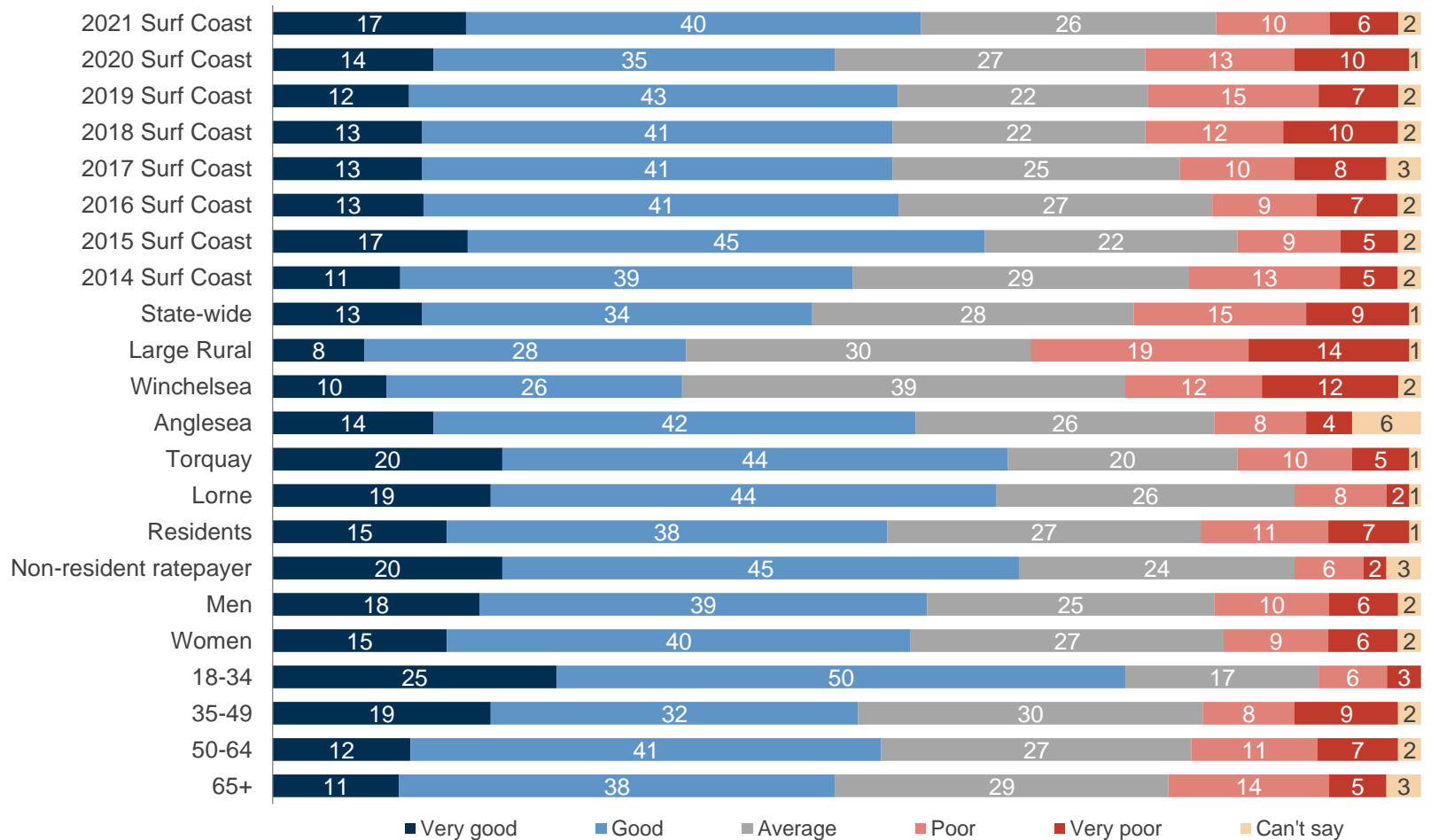
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Informing the community performance



2021 informing community performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Non-resident ratepayer	71▲	71	73	67	n/a	n/a	n/a	64	70	n/a
Lorne	70	72	73	67	62	62	72	57	56	60
Anglesea	69	70	67	66	66	65	70	65	66	60
Men	67	65	66	63	61	62	66	61	66	64
18-34	67	65	61	66	61	60	69	63	62	59
65+	66	65	67	67	66	66	67	65	65	63
Winchelsea	66	58	58	62	60	50	61	64	57	57
35-49	66	59	66	58	58	57	63	60	62	63
Surf Coast	66	63	64	63	62	61	66	63	63	62
Women	64	61	63	64	64	60	66	64	60	59
Residents	64	60	61	62	n/a	n/a	n/a	62	60	n/a
Torquay	63	60	63	62	61	66	65	61	63	56
50-64	63	63	61	61	63	61	65	64	62	62
State-wide	60▼	59	60	59	59	59	61	62	61	60
Large Rural	59▼	59	61	59	60	56	59	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 8

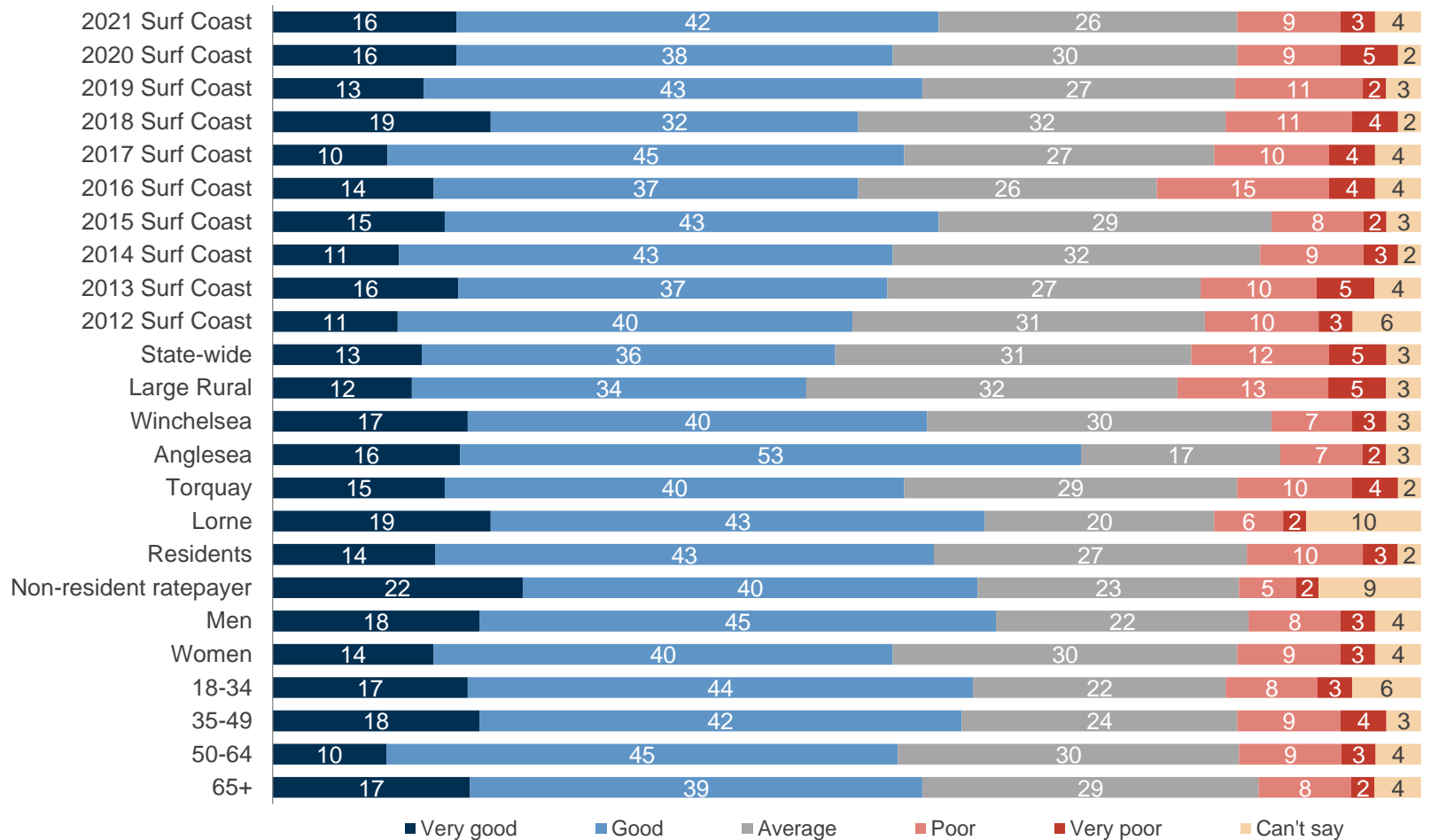
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 8

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	81▲	58	64	71	65	62	67	66	62	55
Torquay	69	60	61	68	71	70	73	68	65	58
Non-resident ratepayer	69	71	66	62	n/a	n/a	n/a	69	66	65
Lorne	67	67	63	59	60	58	72	39	43	60
Women	66	57	60	62	65	60	65	62	59	55
Surf Coast	66	60	59	62	63	62	65	63	59	56
Men	65	64	59	63	61	64	64	64	59	58
35-49	65	65	61	61	63	60	68	64	61	56
Residents	65	57	57	62	n/a	n/a	n/a	61	57	53
50-64	61	62	54	58	61	62	63	62	57	56
Winchelsea	61	54	54	55	51	51	53	58	49	42
Anglesea	60	64	57	60	62	61	61	58	61	50
State-wide	59▼	58	59	58	57	57	58	58	58	57
65+	58▼	57	58	60	63	64	61	61	57	58
Large Rural	55▼	54	55	54	53	53	54	n/a	n/a	n/a

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

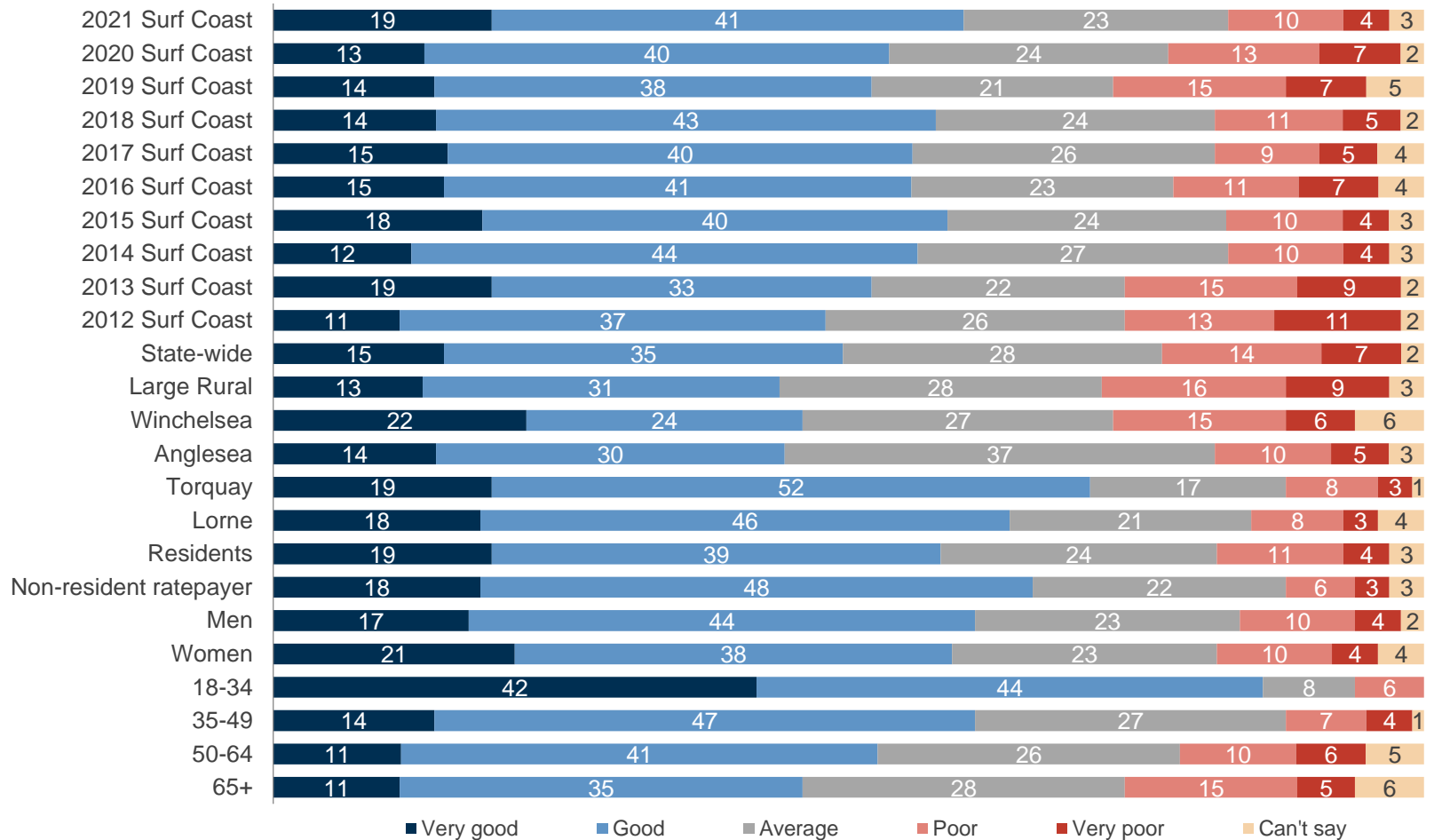
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10



Traffic management performance



2021 traffic management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Lorne	66▲	62	59	54	52	53	69	61	n/a	n/a
Non-resident ratepayer	65▲	62	62	59	n/a	n/a	n/a	61	n/a	n/a
18-34	62	64	68	58	56	60	57	60	n/a	n/a
35-49	61	53	56	50	53	53	58	59	n/a	n/a
Women	60	56	58	53	57	56	59	60	n/a	n/a
State-wide	59	58	58	57	59	59	60	60	60	58
Surf Coast	59	58	59	55	57	56	57	58	n/a	n/a
Large Rural	59	62	59	60	62	62	59	n/a	n/a	n/a
Torquay	58	57	59	54	58	59	59	59	n/a	n/a
Winchelsea	58	57	62	58	57	55	56	58	n/a	n/a
Men	57	60	59	57	57	57	56	57	n/a	n/a
Residents	56	57	57	54	n/a	n/a	n/a	58	n/a	n/a
65+	56	58	56	58	60	57	56	57	n/a	n/a
50-64	56	58	55	55	60	57	58	58	n/a	n/a
Anglesea	54	57	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: 13 Councils asked group: 1

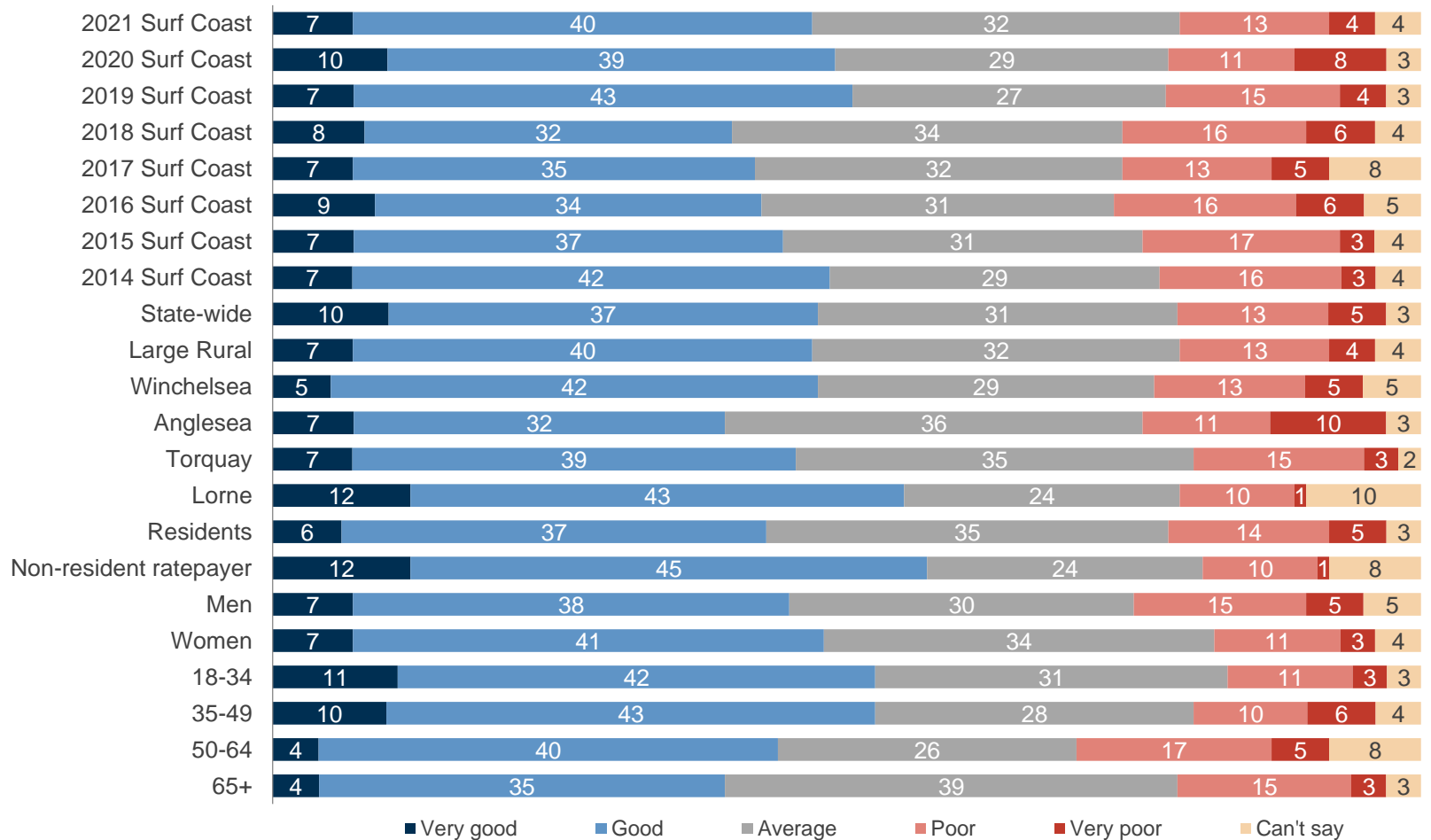
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2021 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1



Parking facilities performance



2021 parking performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Lorne	66▲	57	60	44	43	59	64	49	n/a	n/a
Non-resident ratepayer	65▲	61	60	59	n/a	n/a	n/a	55	n/a	n/a
18-34	63	62	65	58	52	66	58	66	n/a	n/a
Anglesea	61	58	56	57	57	55	56	60	n/a	n/a
Men	60	56	57	57	55	56	60	59	n/a	n/a
35-49	59	57	61	59	60	51	60	57	n/a	n/a
Winchelsea	59	58	57	55	55	61	64	n/a	n/a	
50-64	59	59	57	56	59	54	60	56	n/a	n/a
Surf Coast	58	57	59	57	57	56	58	59	n/a	n/a
State-wide	58	55	56	56	55	56	57	57	57	56
Women	57	57	60	57	58	56	57	59	n/a	n/a
Residents	56	55	58	57	n/a	n/a	n/a	60	n/a	n/a
Large Rural	56	57	58	59	60	58	59	n/a	n/a	n/a
Torquay	55	56	60	61	60	57	57	59	n/a	n/a
65+	55	51	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: 19 Councils asked group: 3

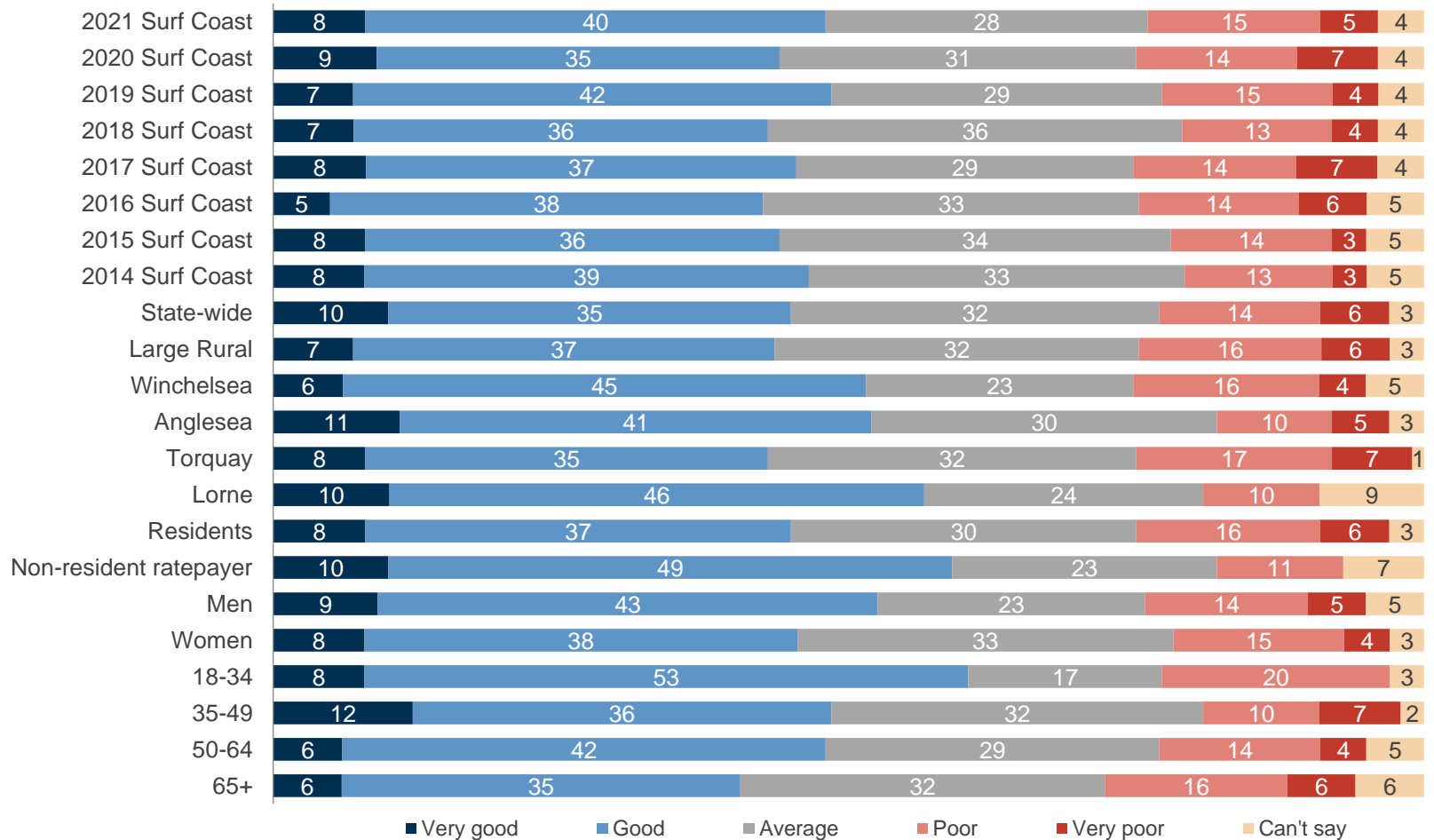
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2021 parking performance (%)



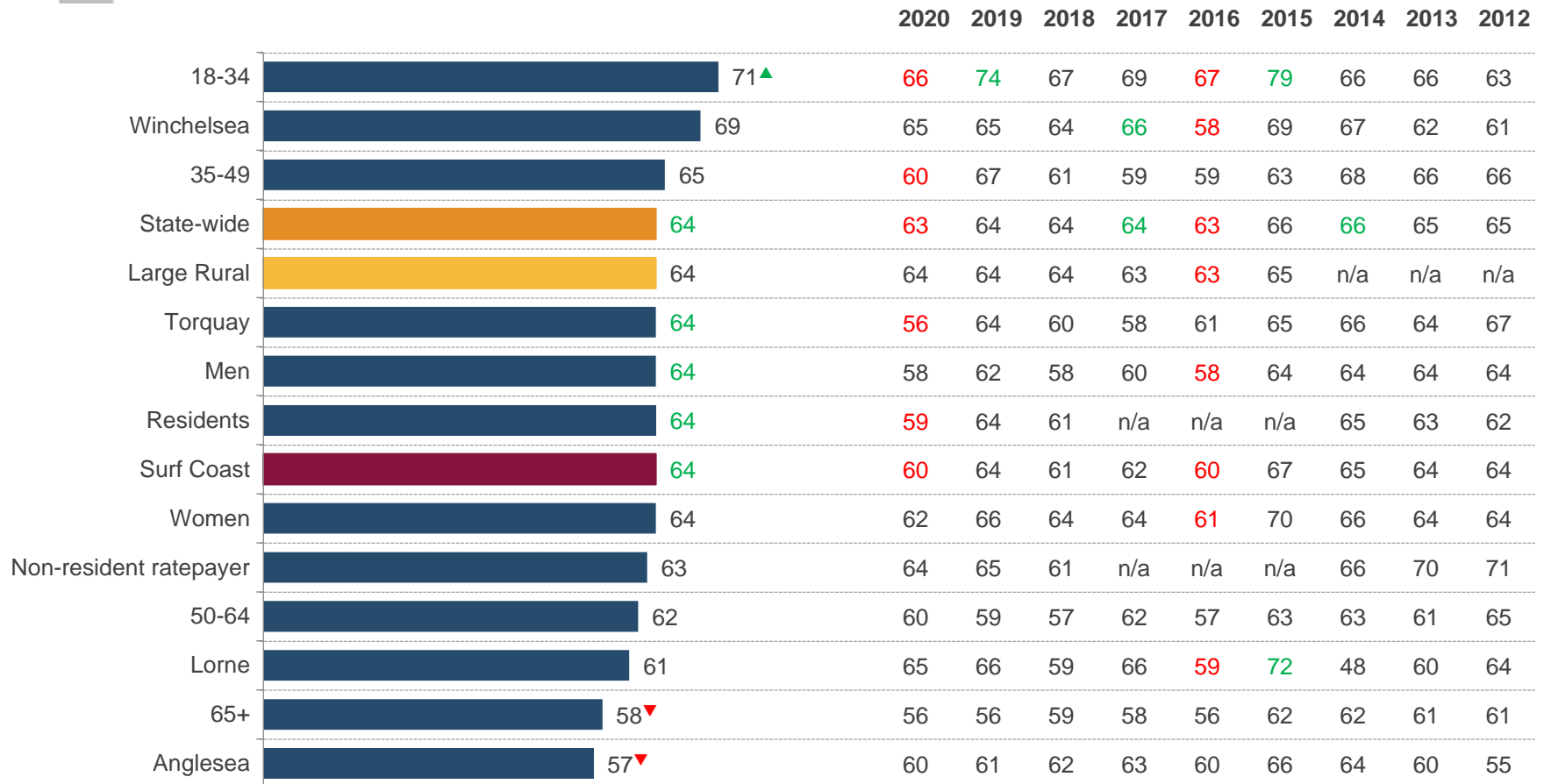
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3



Enforcement of local laws performance



2021 law enforcement performance (index scores)



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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

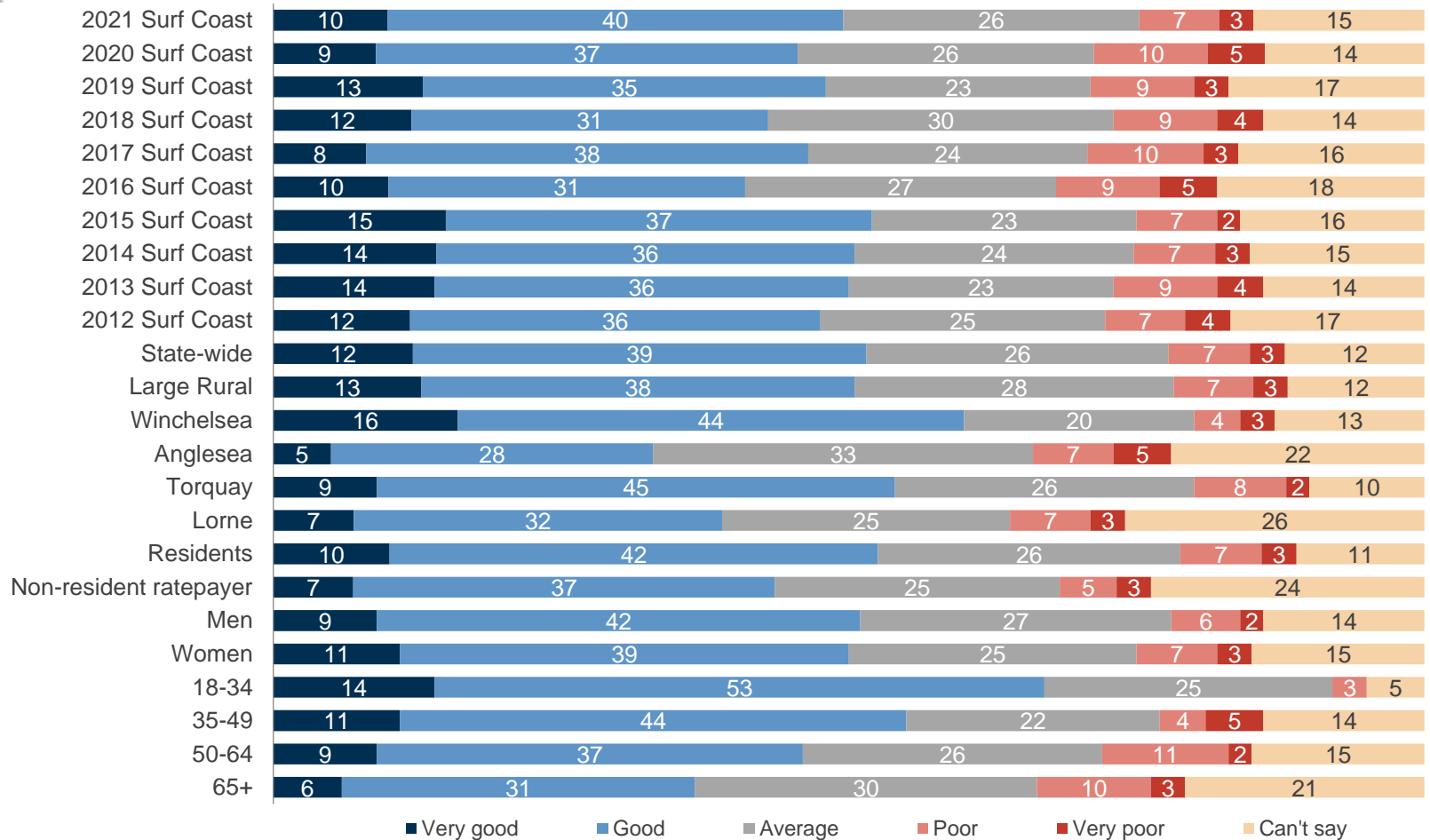
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9



Family support services performance



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Winchelsea	72 [▲]	65	65	60	64	60	63	64	58
Lorne	68	62	73	63	59	65	74	68	56
Non-resident ratepayer	67	66	70	62	n/a	n/a	n/a	64	65
18-34	67	70	69	71	60	65	68	70	62
35-49	67	63	67	63	65	63	67	70	60
Women	66	64	69	68	64	63	69	68	64
State-wide	66	66	67	66	67	66	67	68	67
Surf Coast	66	66	68	66	64	65	68	68	63
Large Rural	66	64	65	65	65	64	67	n/a	n/a
Residents	65	66	68	66	n/a	n/a	n/a	69	63
Men	65	67	67	63	63	67	66	68	63
50-64	64	66	62	61	64	62	68	63	60
65+	64	64	71	66	66	71	68	67	64
Torquay	64	67	70	69	64	69	69	72	64
Anglesea	62	67	65	67	64	64	67	71	61

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

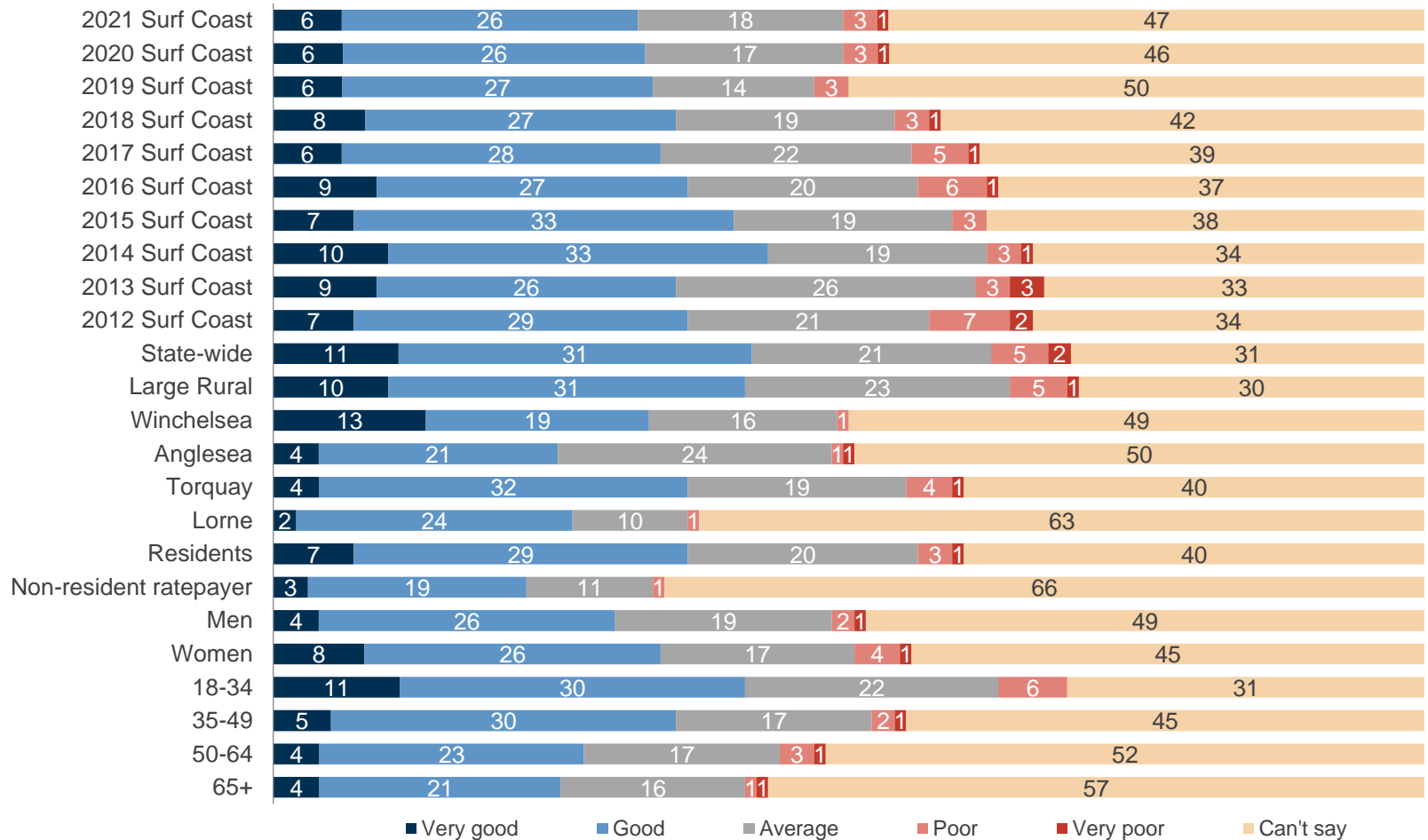
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2021 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



Elderly support services performance



2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	71▲	72	68	65	64	77	76	60	63
State-wide	69▲	68	68	68	68	69	70	69	69
Winchelsea	68	59	67	69	64	65	68	63	63
Large Rural	68▲	67	67	67	66	69	n/a	n/a	n/a
18-34	67	66	67	64	65	70	69	68	64
Non-resident ratepayer	66	70	68	n/a	n/a	n/a	66	n/a	n/a
Men	65	66	65	64	67	68	69	64	64
65+	65	69	68	67	73	72	70	67	68
Surf Coast	65	67	66	66	65	69	69	64	64
Residents	64	66	65	n/a	n/a	n/a	70	n/a	n/a
35-49	64	66	64	64	58	66	72	60	63
Women	64	67	66	68	64	71	70	64	64
Torquay	64	69	65	65	67	70	71	63	70
50-64	60	66	61	69	64	69	67	62	62
Anglesea	58	67	64	65	65	72	73	67	62

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: 8

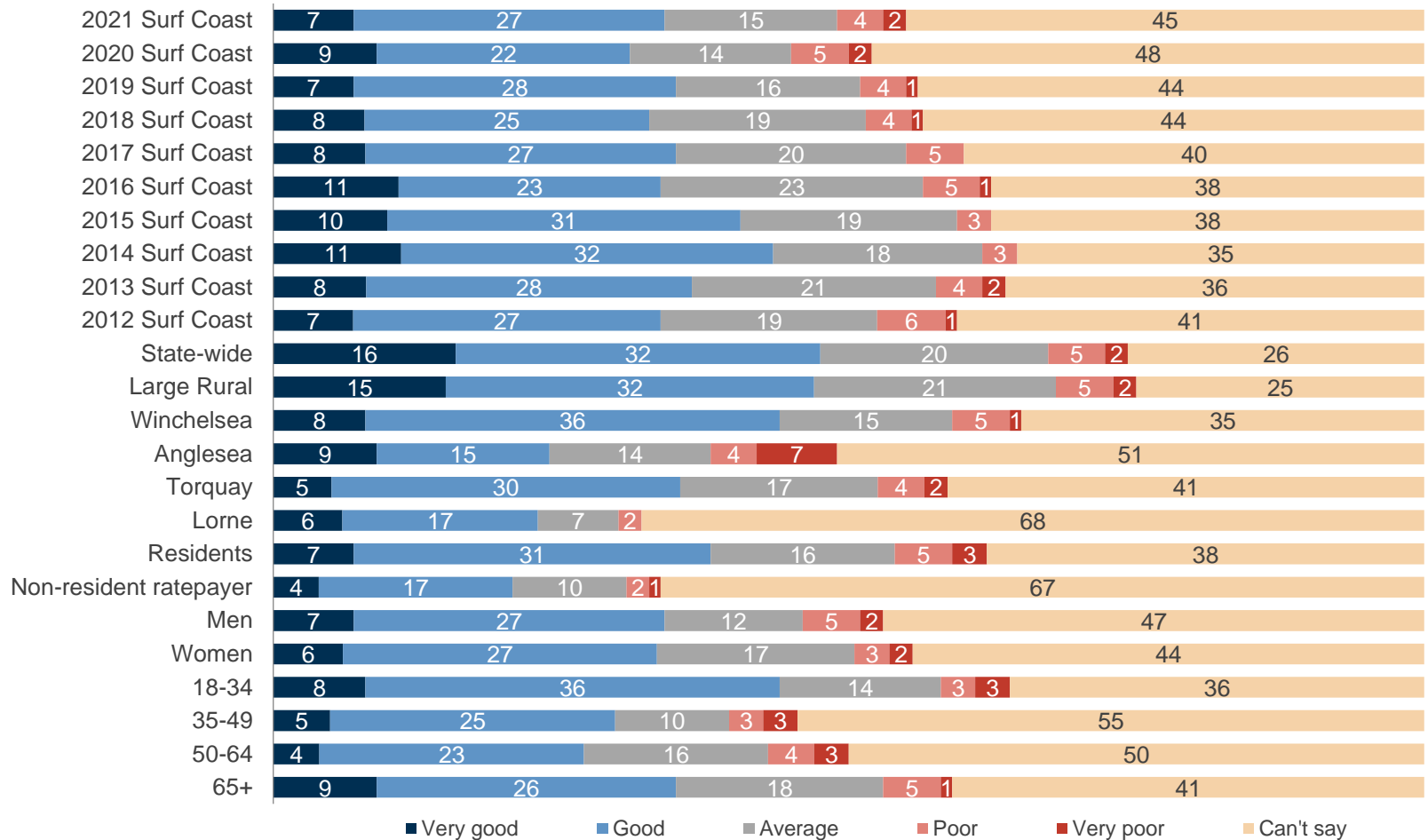
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 elderly support performance (%)



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: 8



Disadvantaged support services performance



2021 disadvantaged support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	59	60	57	59	62	61	64	n/a	n/a
Large Rural	61	61	61	61	61	62	n/a	n/a	n/a
State-wide	60	62	61	61	61	62	64	62	63
Lorne	65	66	51	55	59	64	64	n/a	n/a
Winchelsea	57	55	51	58	50	61	59	n/a	n/a
18-34	55	55	56	53	59	64	64	n/a	n/a
Non-resident ratepayer	67	67	60	n/a	n/a	n/a	64	n/a	n/a
35-49	58	56	49	59	53	61	63	n/a	n/a
65+	58	64	60	59	64	65	64	n/a	n/a
Surf Coast	57	58	56	58	58	63	63	n/a	n/a
Torquay	55	57	61	59	66	65	65	n/a	n/a
Residents	56	56	55	n/a	n/a	n/a	63	n/a	n/a
Women	55	56	54	56	54	65	62	n/a	n/a
50-64	59	54	58	61	56	63	61	n/a	n/a
Anglesea	61	59	51	54	58	61	64	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: 12 Councils asked group: 3

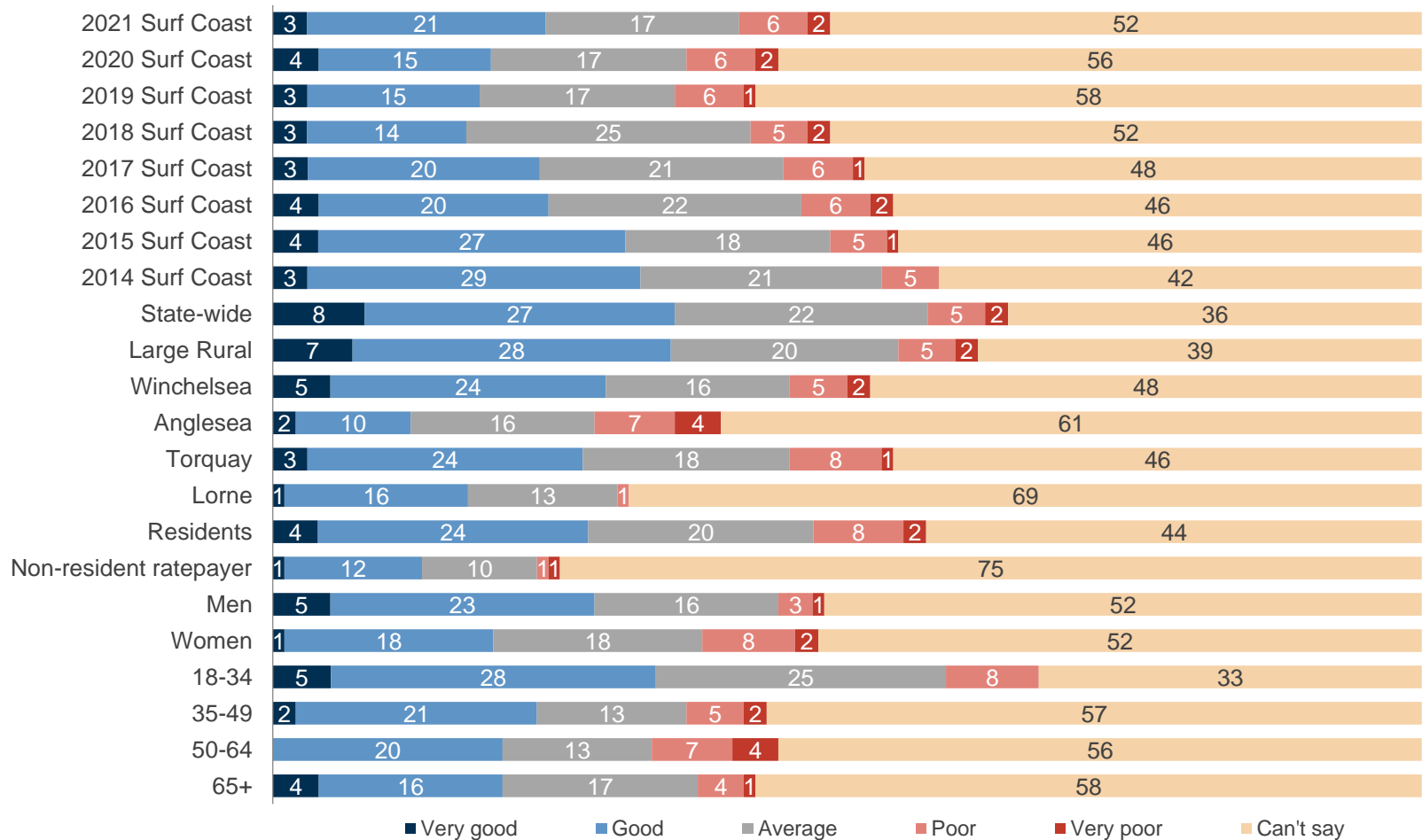
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2021 disadvantaged support performance (%)



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



Recreational facilities performance



2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Non-resident ratepayer	76▲	78	76	76	n/a	n/a	n/a	72	74	75
Lorne	74	76	76	68	68	66	78	67	57	76
Men	73	73	73	71	70	70	73	72	72	71
18-34	73	74	71	72	63	70	70	76	72	66
35-49	71	71	72	69	70	65	71	72	68	71
State-wide	71	70	70	69	70	69	70	71	70	70
Surf Coast	71	72	71	72	70	69	73	72	70	70
Torquay	71	71	71	76	72	73	74	73	71	58
65+	70	72	72	73	74	74	75	70	69	71
Winchelsea	70	73	70	66	66	64	71	76	70	64
Anglesea	69	72	69	70	70	68	70	65	64	56
Residents	69	71	70	71	n/a	n/a	n/a	72	69	68
Women	69	72	70	73	69	68	73	72	69	69
50-64	69	72	70	73	70	67	75	70	71	70
Large Rural	68▼	67	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: 42 Councils asked group: 10

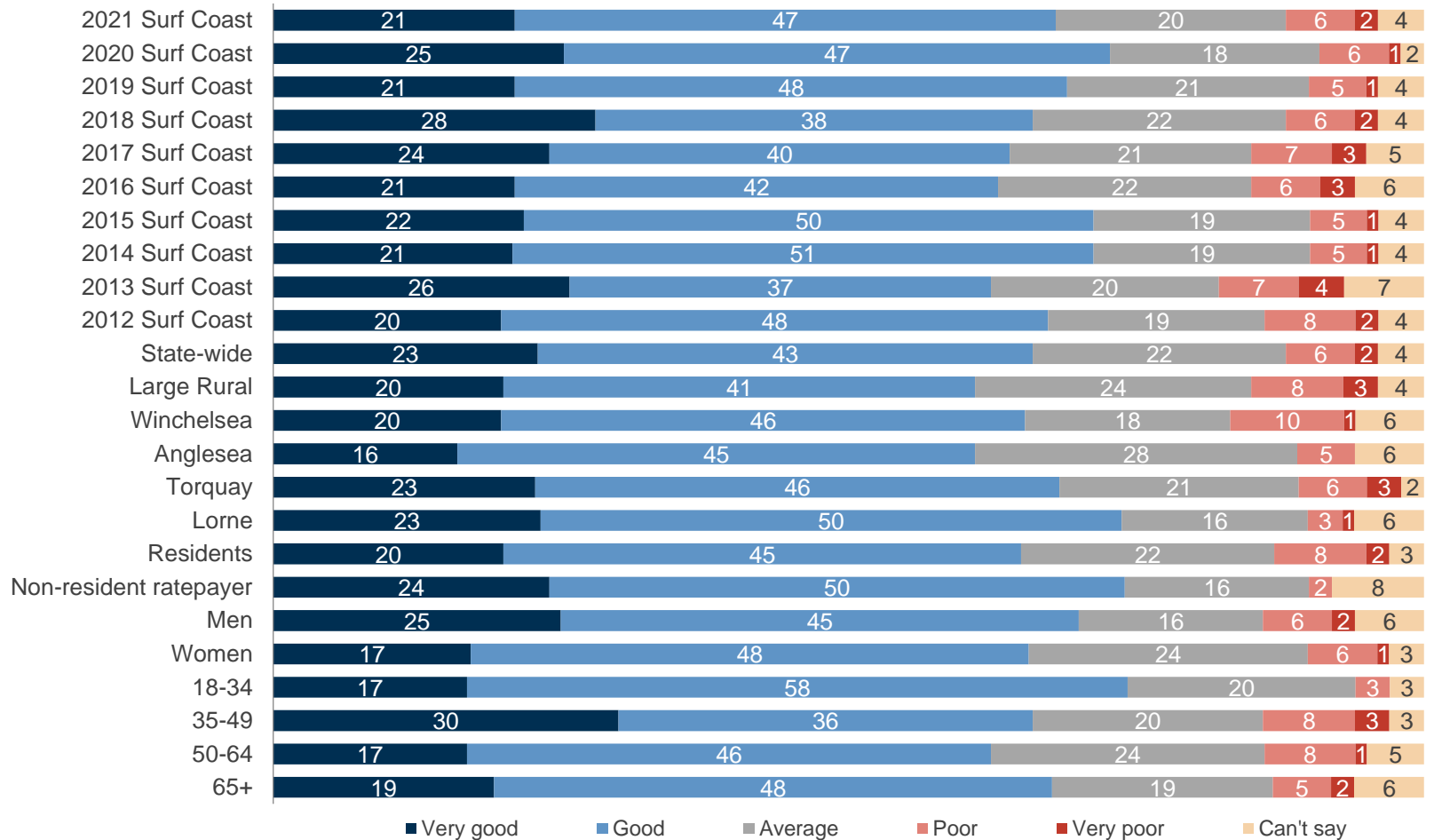
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 10



The appearance of public areas performance



2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	85▲	81	81	84	75	77	77	75	n/a	n/a
Torquay	79	74	75	78	77	78	77	76	n/a	n/a
35-49	78	75	74	75	73	68	77	77	n/a	n/a
Non-resident ratepayer	78	79	79	78	n/a	n/a	n/a	78	n/a	n/a
Men	77	75	75	76	70	73	74	75	n/a	n/a
Lorne	77	76	77	76	69	72	82	69	n/a	n/a
Surf Coast	77	75	75	76	73	73	76	75	n/a	n/a
Residents	76	74	74	75	n/a	n/a	n/a	73	n/a	n/a
Women	76	75	75	76	77	73	78	74	n/a	n/a
Winchelsea	74	76	73	72	68	64	72	71	n/a	n/a
Anglesea	73	76	75	75	72	74	77	73	n/a	n/a
State-wide	73▼	72	72	71	71	71	72	72	71	71
65+	72▼	72	73	72	73	74	74	73	n/a	n/a
50-64	72	75	72	72	72	76	72	n/a	n/a	n/a
Large Rural	70▼	71	70	69	69	69	69	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

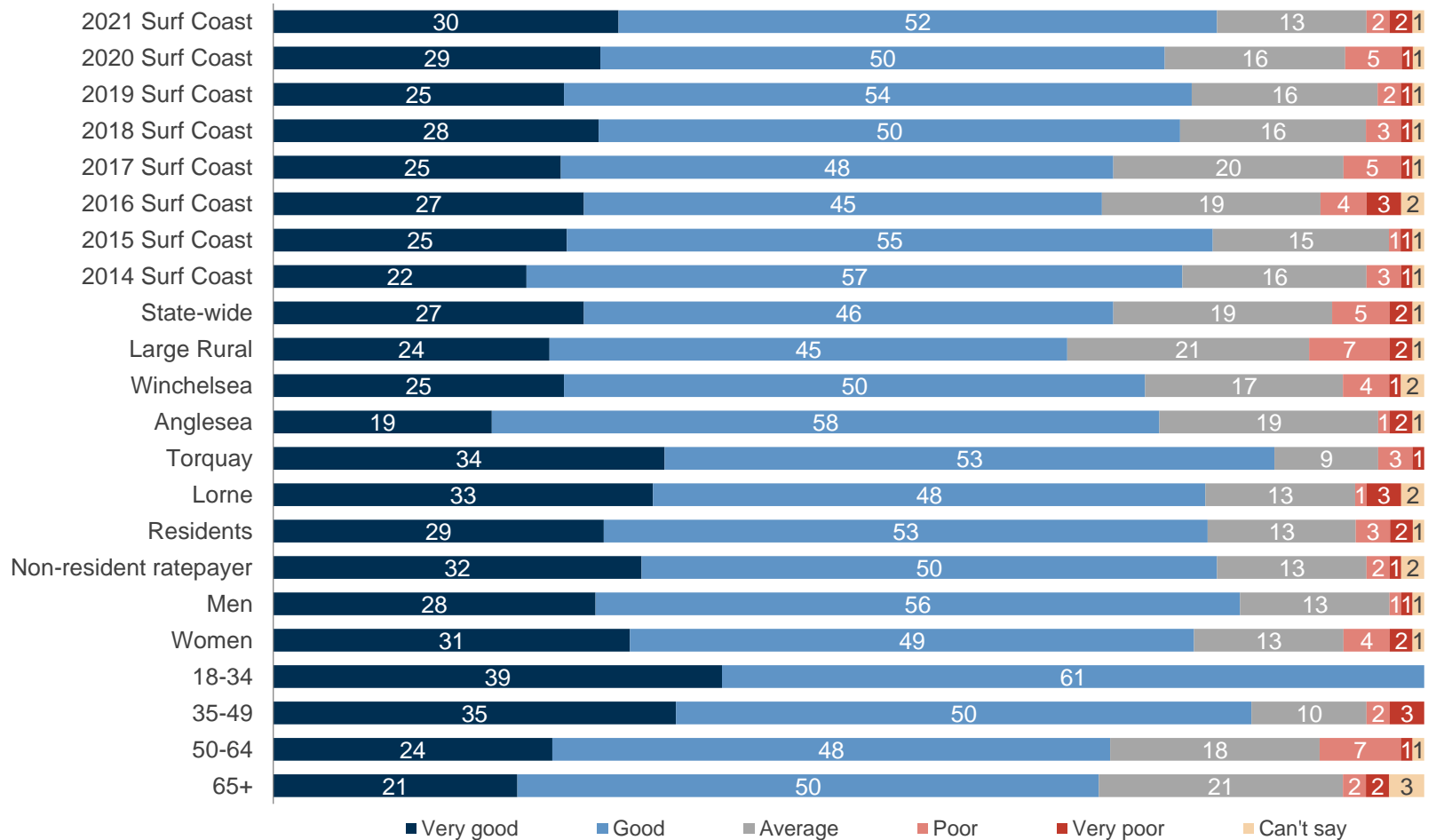
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11



Art centres and libraries performance



2021 art centres and libraries performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	73▲	74	74	74	73	72	73	75	73
Large Rural	73▲	72	73	71	70	70	73	n/a	n/a
18-34	71	66	73	69	65	58	64	65	n/a
Winchelsea	69	66	66	62	64	59	62	60	n/a
Torquay	69	64	68	66	65	63	66	69	n/a
Men	69	67	67	67	64	58	64	63	n/a
Residents	69	65	68	65	n/a	n/a	n/a	65	n/a
65+	68	65	67	67	66	66	67	64	n/a
Surf Coast	68	66	68	65	65	61	65	64	n/a
Lorne	68	68	68	64	61	62	72	62	n/a
Women	67	66	68	63	65	64	66	66	n/a
50-64	66	68	62	63	64	64	64	63	n/a
35-49	66	67	67	60	65	57	65	65	n/a
Non-resident ratepayer	65	70	67	66	n/a	n/a	n/a	62	n/a
Anglesea	64	72	68	66	68	60	66	65	n/a

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

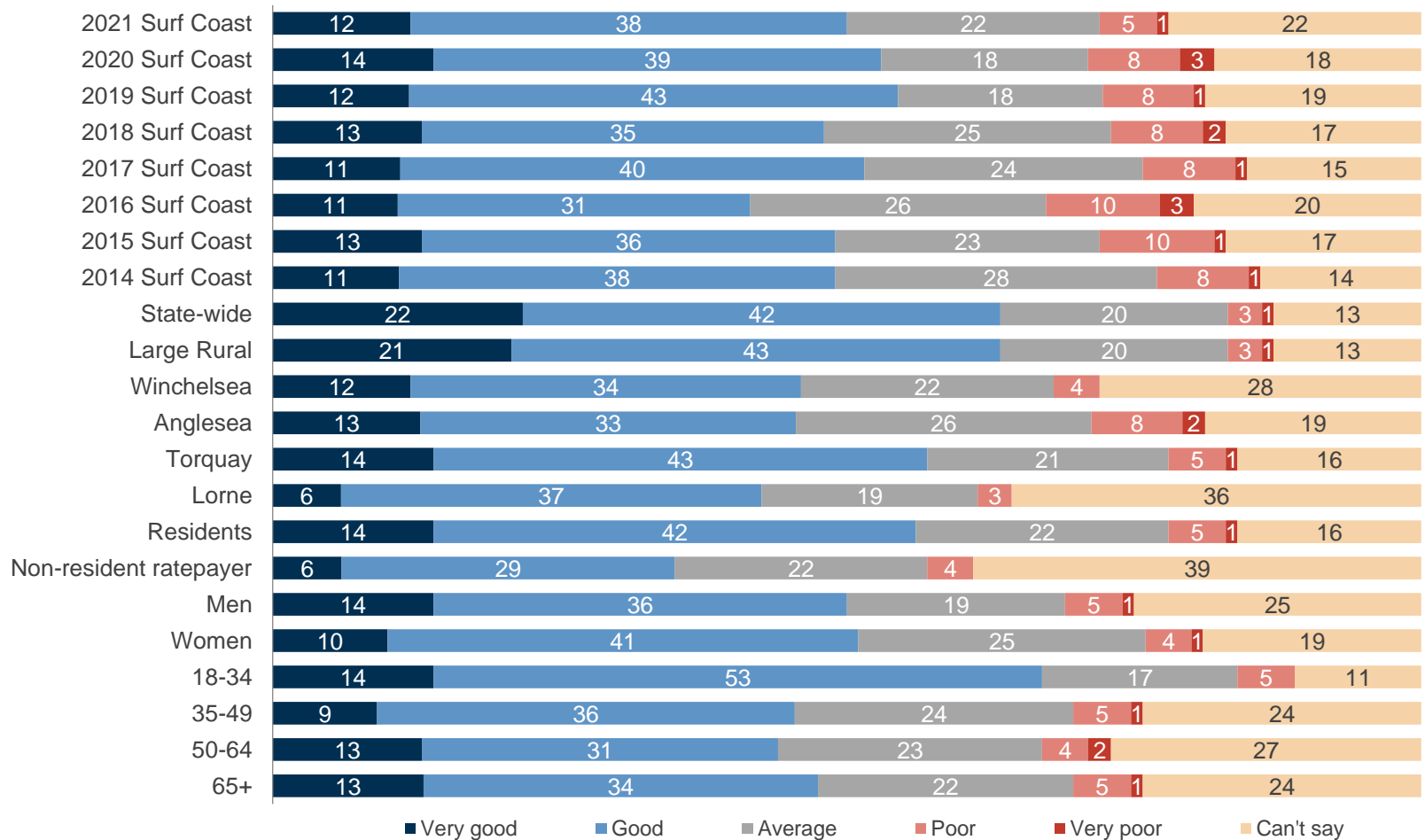
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6



Community and cultural activities performance



2021 community and cultural activities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	71	72	72	68	62	62	73	59	49	65
Non-resident ratepayer	70	73	73	74	n/a	n/a	n/a	68	71	72
Anglesea	70	72	72	70	68	64	69	66	70	62
Winchelsea	69	68	68	67	64	59	64	68	62	59
35-49	69	69	71	67	68	61	69	72	70	66
65+	67	67	72	70	68	68	69	68	61	65
Men	67	69	69	68	63	63	68	66	66	63
Surf Coast	67	70	72	70	67	65	69	70	66	64
Women	66	70	74	72	70	66	71	73	67	65
Residents	66	69	71	69	n/a	n/a	n/a	70	65	62
18-34	65	74	74	76	64	66	68	70	66	63
State-wide	65	68	69	69	69	69	69	70	69	68
50-64	65	71	68	67	66	64	70	67	65	63
Large Rural	65	67	67	67	69	67	69	n/a	n/a	n/a
Torquay	64	69	73	72	68	69	72	74	68	56

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

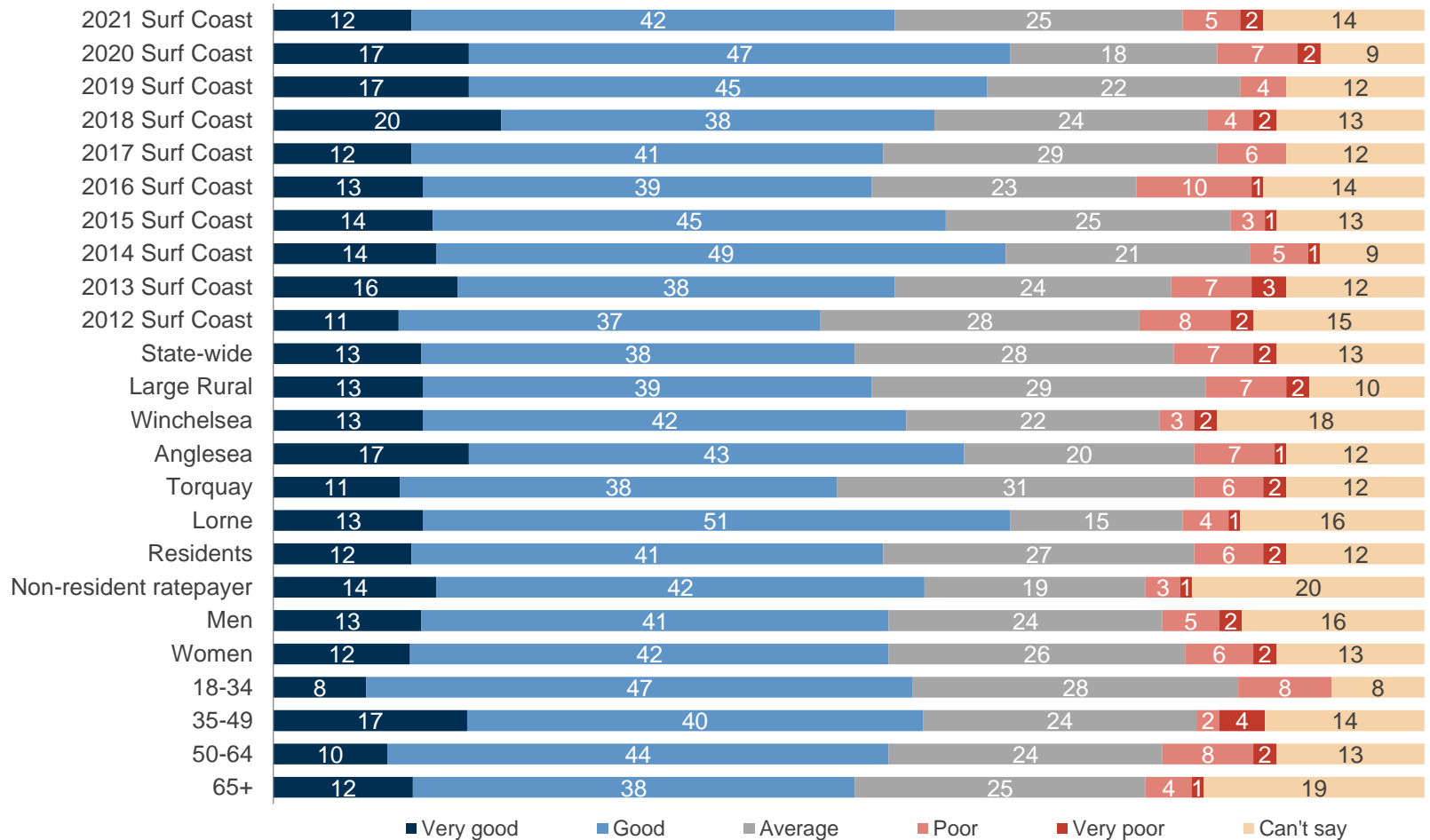
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2021 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	59	69	72	70	74	74	n/a	n/a
Anglesea	72	72	74	78	73	74	78	n/a	n/a
65+	72	67	74	78	75	77	75	n/a	n/a
State-wide	69	65	68	71	70	72	73	71	72
Residents	69	58	66	n/a	n/a	n/a	75	n/a	n/a
Women	68	57	67	71	75	73	72	74	n/a
Surf Coast	68	62	68	72	74	72	75	75	n/a
Men	68	67	69	73	72	72	77	75	n/a
Torquay	68	57	67	75	75	78	78	78	n/a
Winchelsea	67	62	66	67	71	68	73	72	n/a
Non-resident ratepayer	67	73	72	74	n/a	n/a	n/a	73	n/a
Lorne	67	66	70	63	64	61	71	64	n/a
Large Rural	66	62	64	67	68	66	68	n/a	n/a
50-64	64	66	65	72	72	72	76	74	n/a
35-49	62	55	66	72	72	72	72	75	n/a

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

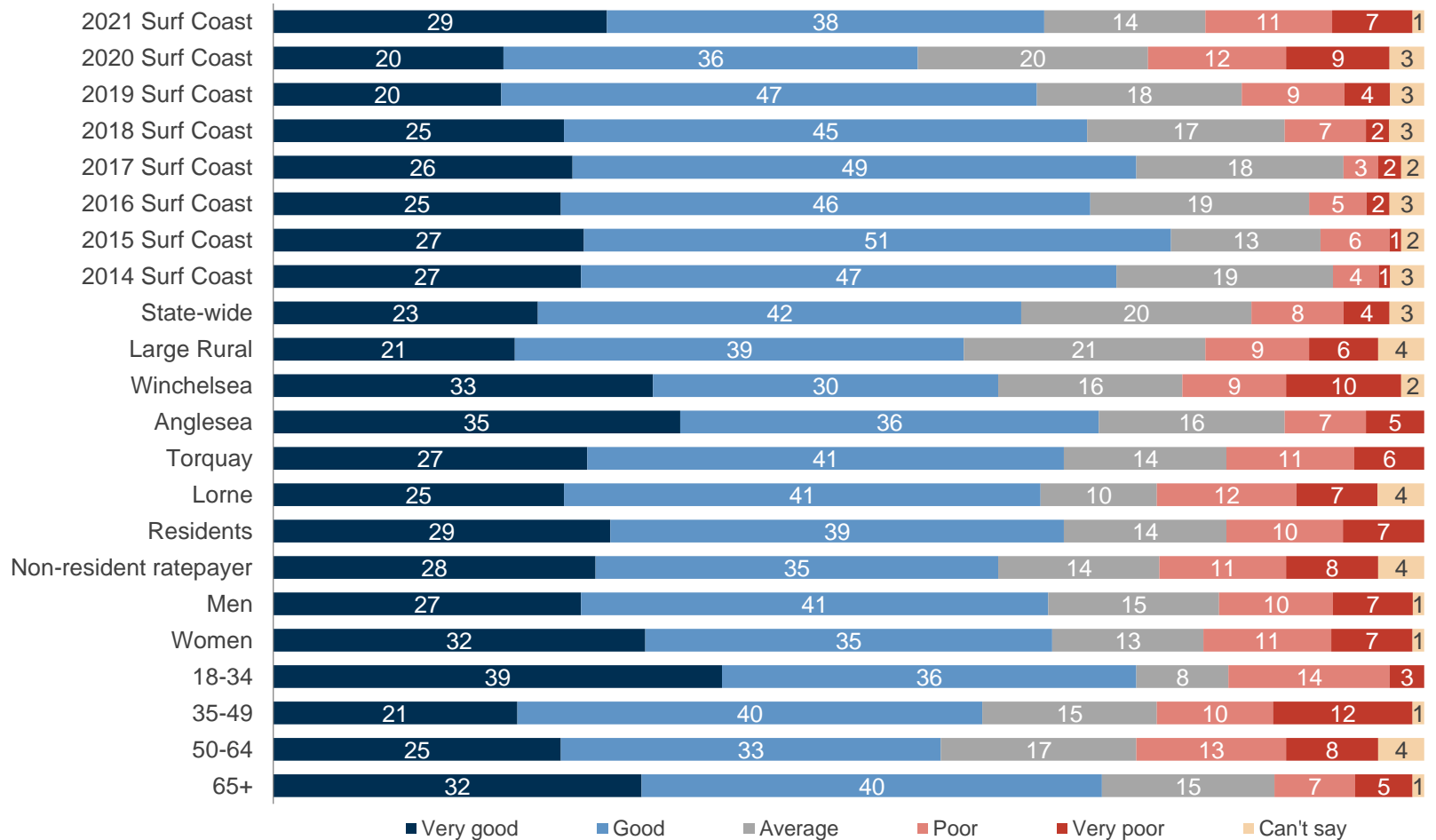
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Council's general town planning policy performance



2021 town planning performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	53	58▲	45	54	63	57	n/a	n/a
Non-resident ratepayer	59	57	56	n/a	n/a	n/a	59	n/a	n/a
Lorne	57	60	50	46	53	67	48	n/a	n/a
Winchelsea	55	50	53	48	46	59	54	n/a	n/a
State-wide	54	55	54	53	52	54	55	55	54
Large Rural	54	55	54	54	51	53	n/a	n/a	n/a
Men	49	50	51	46	50	58	54	n/a	n/a
Surf Coast	50	49	51	49	50	58	54	n/a	n/a
65+	48	51	54	53	55	57	55	n/a	n/a
Women	52	48	50	51	50	58	54	n/a	n/a
Anglesea	54	53	54	53	53	55	53	n/a	n/a
Residents	48	46	49	n/a	n/a	n/a	52	n/a	n/a
Torquay	45	42	48	48	51	57	51	n/a	n/a
50-64	51	47	47	53	49	57	54	n/a	n/a
35-49	46	45	43	45	43	55	50	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: 21 Councils asked group: 6

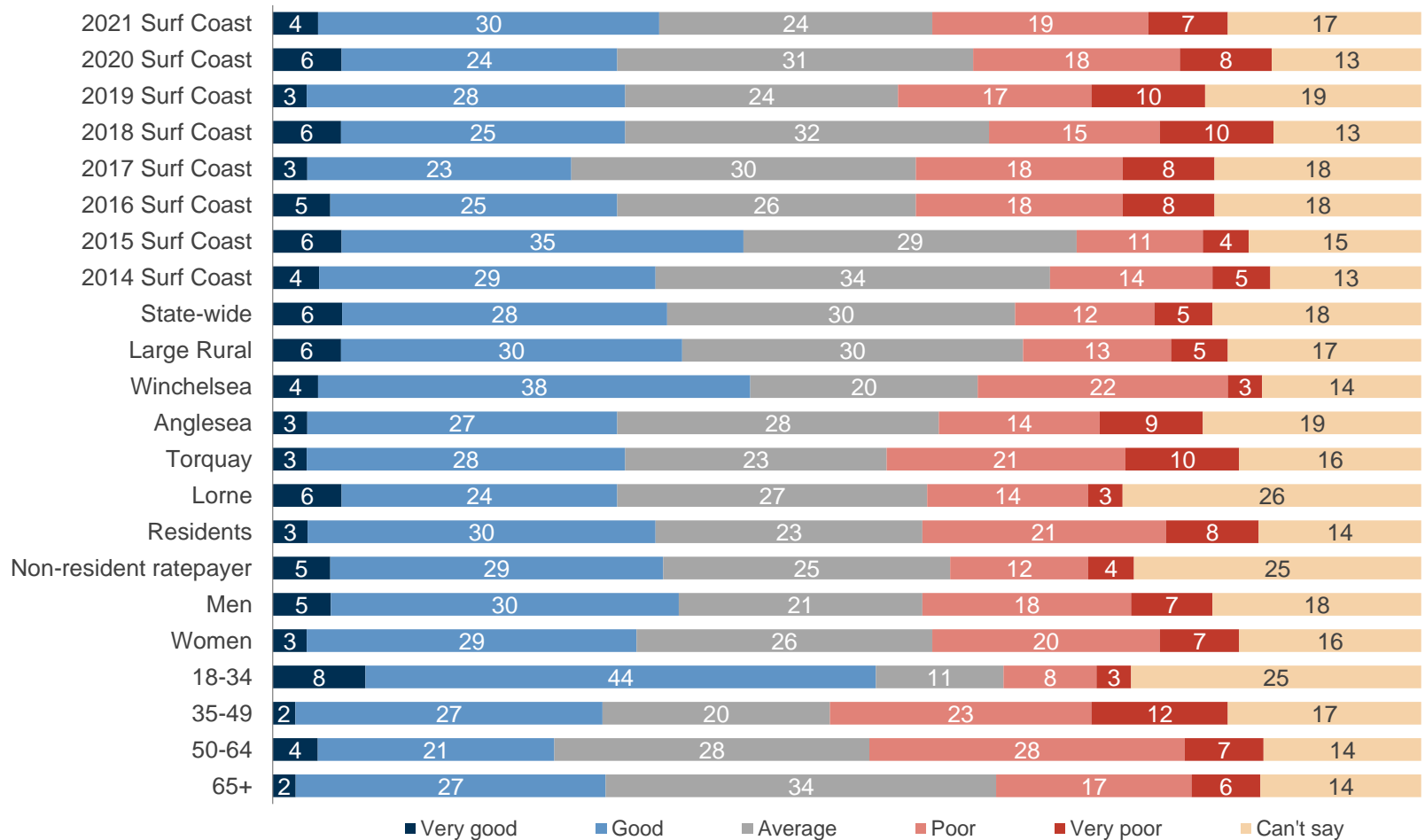
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2021 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6



Planning and building permits performance



2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	58	55	50	57	61	59	57	46
Lorne	53	56	50	47	49	61	54	48	48
Winchelsea	54	50	52	50	46	53	55	56	51
State-wide	51	52	52	51	50	54	53	55	54
Non-resident ratepayer	55	54	52	n/a	n/a	n/a	55	57	57
Men	49	47	49	47	49	54	52	56	50
Surf Coast	49	47	50	48	50	56	53	55	50
Large Rural	49	49	49	48	50	54	n/a	n/a	n/a
Residents	47	45	49	n/a	n/a	n/a	52	54	48
35-49	49	48	45	42	45	54	51	54	53
Torquay	46	44	50	46	55	59	52	51	53
Women	49	47	50	50	52	57	54	53	51
65+	43	42	50	52	52	56	50	53	52
50-64	46	43	50	52	47	52	53	53	51
Anglesea	45	44	47	52	48	51	48	59	44

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9

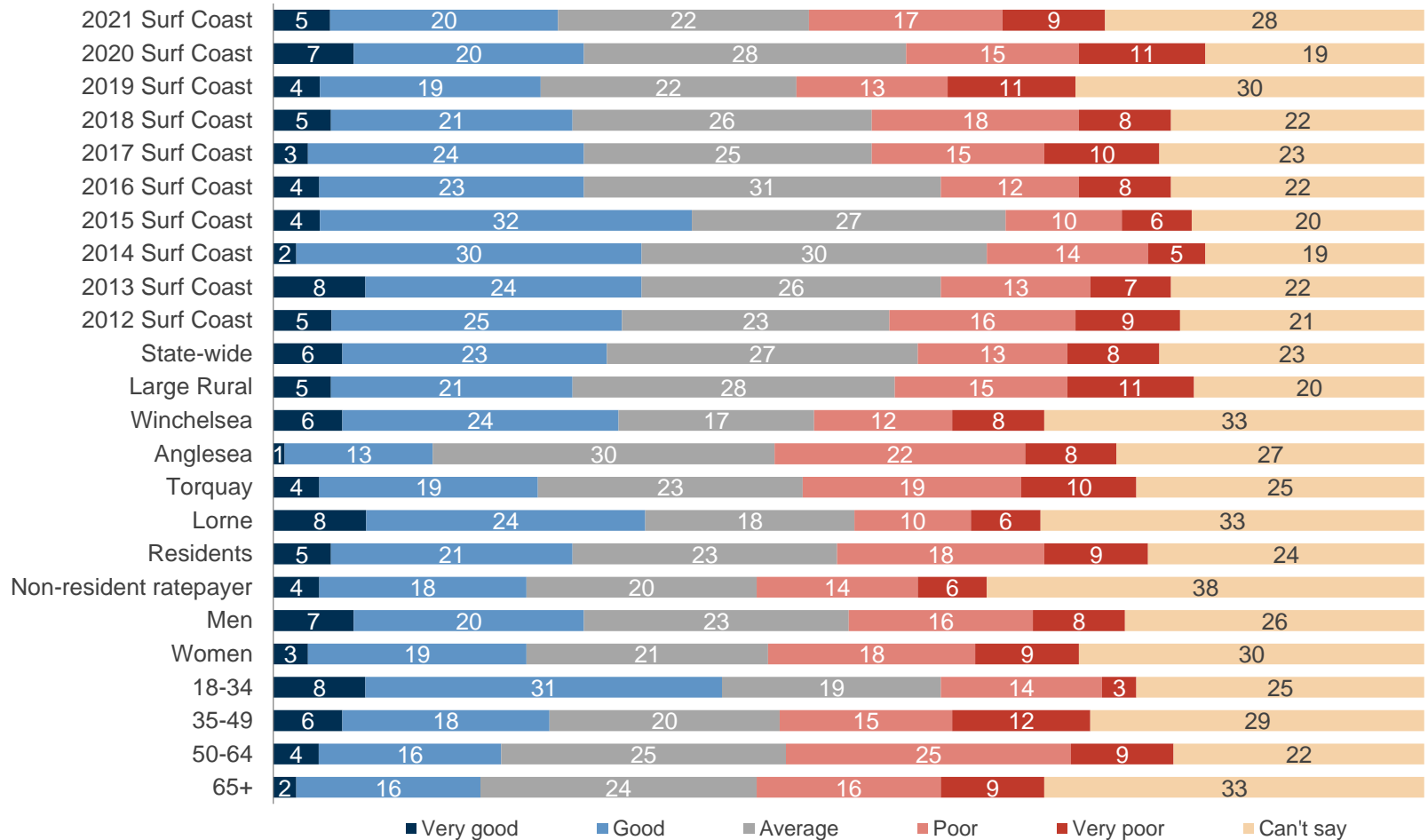
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2021 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9



Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Non-resident ratepayer	70	69	75	70	n/a	n/a	n/a	67	71	70
Lorne	70	65	74	63	64	57	73	57	58	64
Anglesea	68	67	70	69	65	66	65	66	60	60
50-64	66	61	64	64	64	58	67	63	63	63
Winchelsea	65	56	63	58	61	56	62	64	64	60
18-34	65	62	63	67	63	64	66	64	70	65
Men	65	64	67	64	61	63	67	62	64	64
35-49	65	62	70	63	58	60	64	64	62	65
Surf Coast	65	61	66	65	63	63	66	64	65	64
Women	65	59	66	65	64	64	66	66	66	64
65+	64	61	66	65	66	69	69	65	65	62
Residents	63	59	63	63	n/a	n/a	n/a	63	63	62
Torquay	62	61	63	66	62	67	68	63	63	60
State-wide	62	60	62	63	64	63	64	64	64	64
Large Rural	61	60	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: 34 Councils asked group: 10

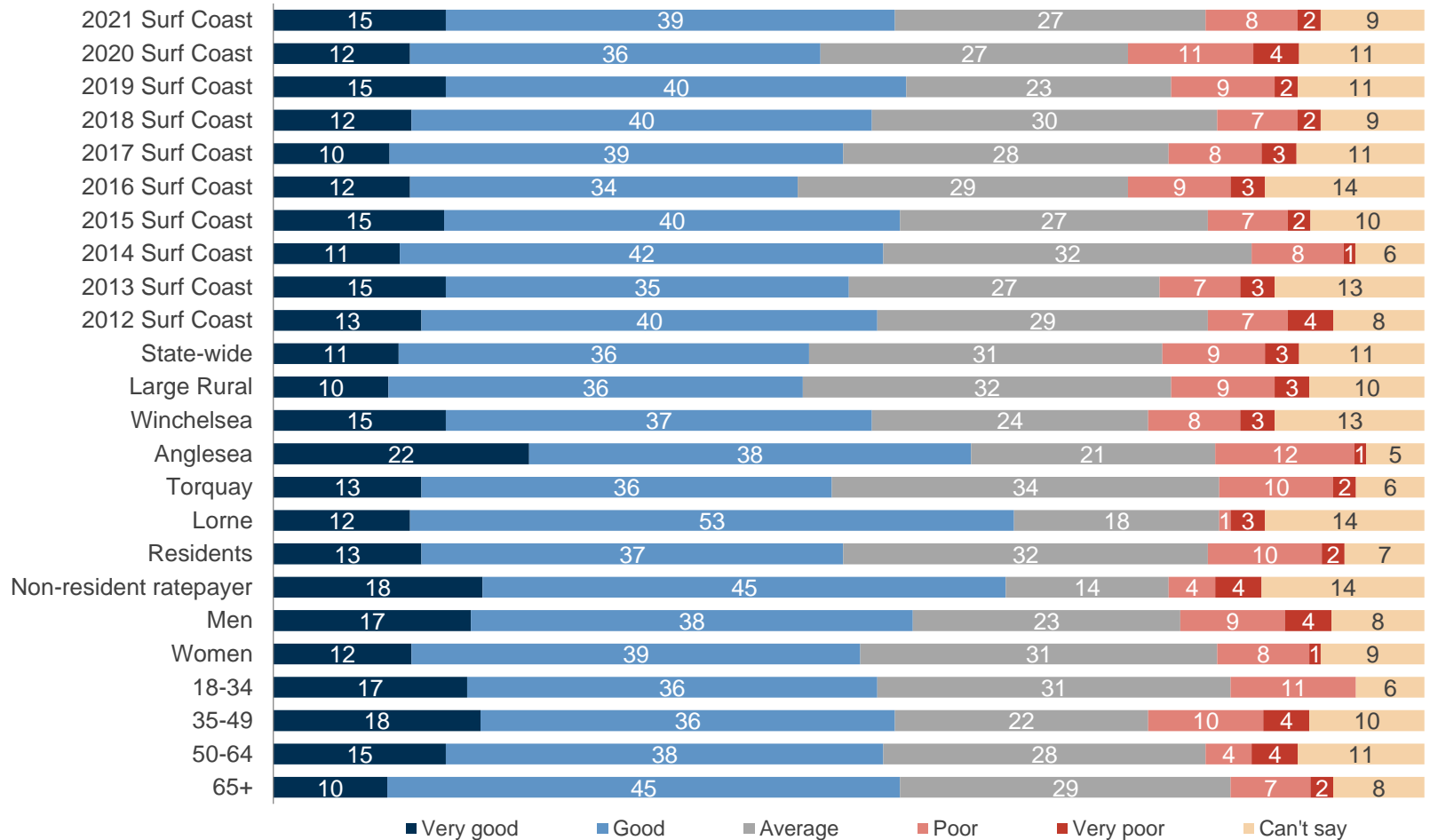
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	77	76	74	77	80	76	77	72	73	72
Non-resident ratepayer	75	67	74	76	n/a	n/a	n/a	72	73	73
Lorne	74	65	76	81	80	81	80	69	75	70
Winchelsea	73	71	66	72	70	71	70	72	70	62
Men	73	68	73	73	74	73	70	69	69	69
Anglesea	73	69	71	75	73	76	73	67	66	63
Surf Coast	73	68	72	74	73	75	73	71	70	68
Women	73	68	71	74	74	75	74	71	70	68
Torquay	73	67	74	73	73	76	74	70	67	78
Residents	72	68	71	73	n/a	n/a	n/a	70	68	67
35-49	72	64	71	69	68	73	71	71	72	67
65+	72	66	71	75	74	76	73	70	67	68
Large Rural	71	69	72	71	70	70	71	n/a	n/a	n/a
State-wide	71	68	72	71	70	69	70	71	70	70
50-64	71	67	70	73	72	75	74	69	65	66

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

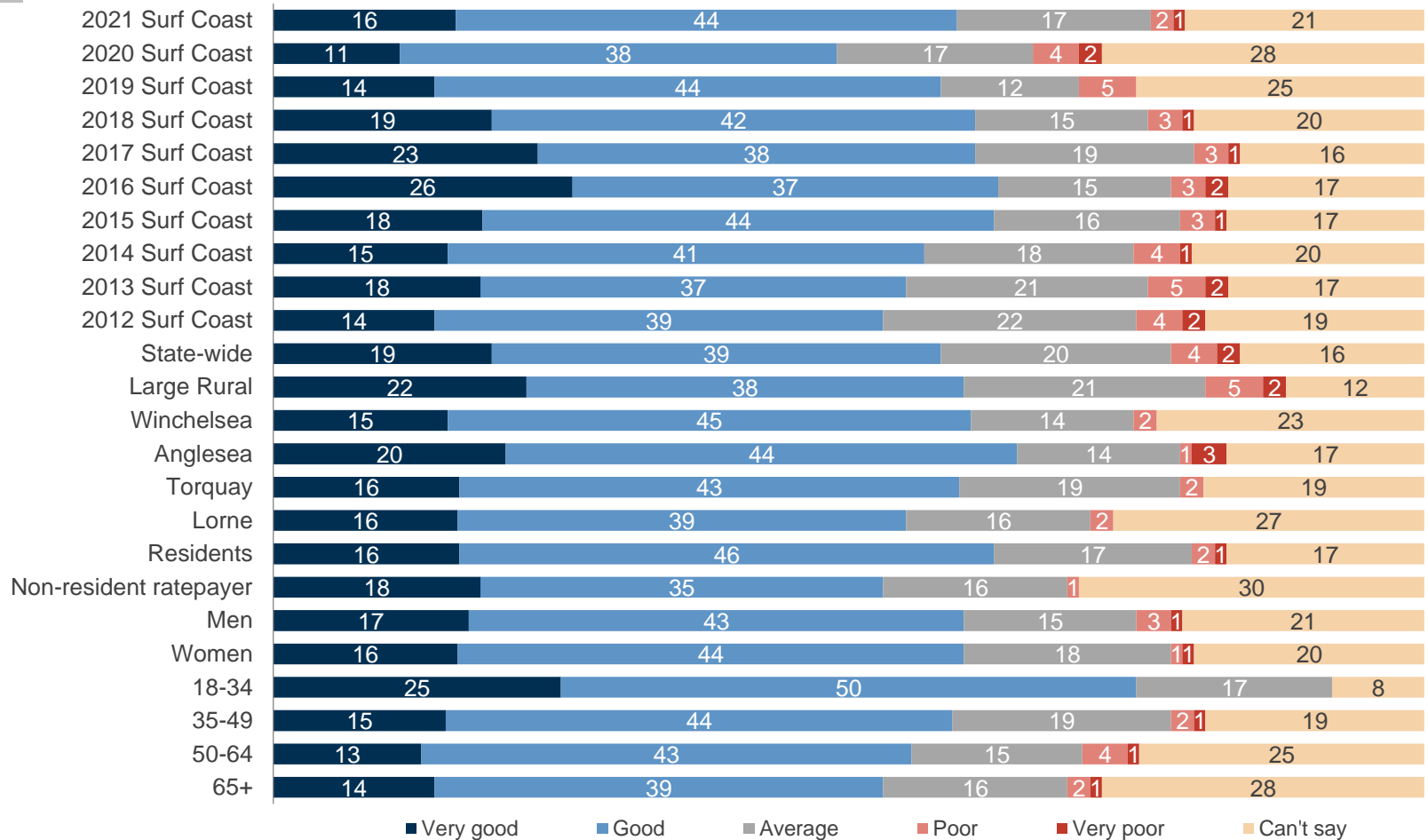
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9



Planning for population growth in the area performance



2021 population growth performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	54	52	48	52	68	59	54	54
Winchelsea	58	50	53	51	53	61	55	57	53
Non-resident ratepayer	58	59	51	n/a	n/a	n/a	57	63	61
Lorne	52	59	41	43	48	62	39	50	47
State-wide	51	52	52	52	51	54	54	54	52
Anglesea	51	53	51	57	57	60	53	51	50
Men	50	49	50	48	52	61	54	57	51
Surf Coast	49	48	49	51	52	58	54	55	51
Large Rural	47	49	48	48	47	50	n/a	n/a	n/a
Residents	46	45	48	n/a	n/a	n/a	52	53	48
Women	47	47	47	53	53	55	53	52	51
65+	45	49	53	55	58	59	54	57	53
50-64	50	45	46	54	48	58	52	55	51
Torquay	43	41	47	50	51	54	52	50	34
35-49	46	43	44	46	51	50	50	55	47

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: 18 Councils asked group: 5

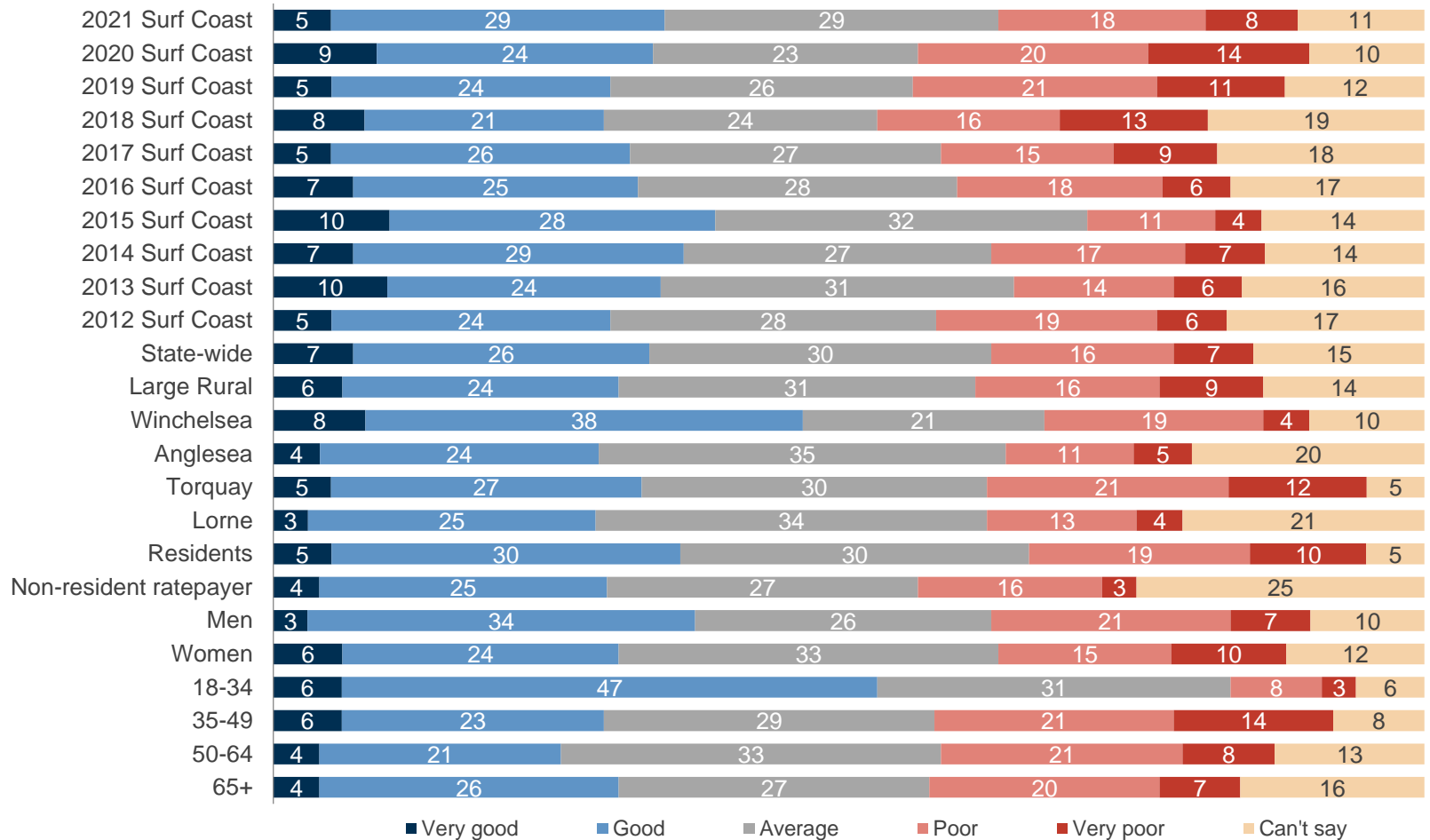
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2021 population growth performance (%)



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: 18 Councils asked group: 5



Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	70▲	56	63	66	63	56	69	61	64	71
Lorne	68▲	60	66	57	55	53	71	56	54	68
Non-resident ratepayer	66	63	68	64	n/a	n/a	n/a	61	66	69
Torquay	64	55	64	67	65	68	68	67	67	54
Anglesea	63	61	61	61	63	63	67	61	59	58
35-49	63	57	61	63	57	59	64	63	61	65
Women	62	55	59	62	60	60	65	59	60	66
Surf Coast	61	56	59	61	58	59	64	60	60	65
Men	60	57	59	60	57	59	63	61	61	64
Residents	60	54	56	60	n/a	n/a	n/a	59	59	63
50-64	59	59	56	54	54	61	64	56	58	61
65+	55▼	53	57	59	59	61	60	57	58	61
State-wide	51▼	49	56	55	53	56	55	55	56	61
Winchelsea	51▼	51	46	50	46	46	54	49	50	60
Large Rural	51▼	48	52	51	50	54	53	n/a	n/a	n/a

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: 6

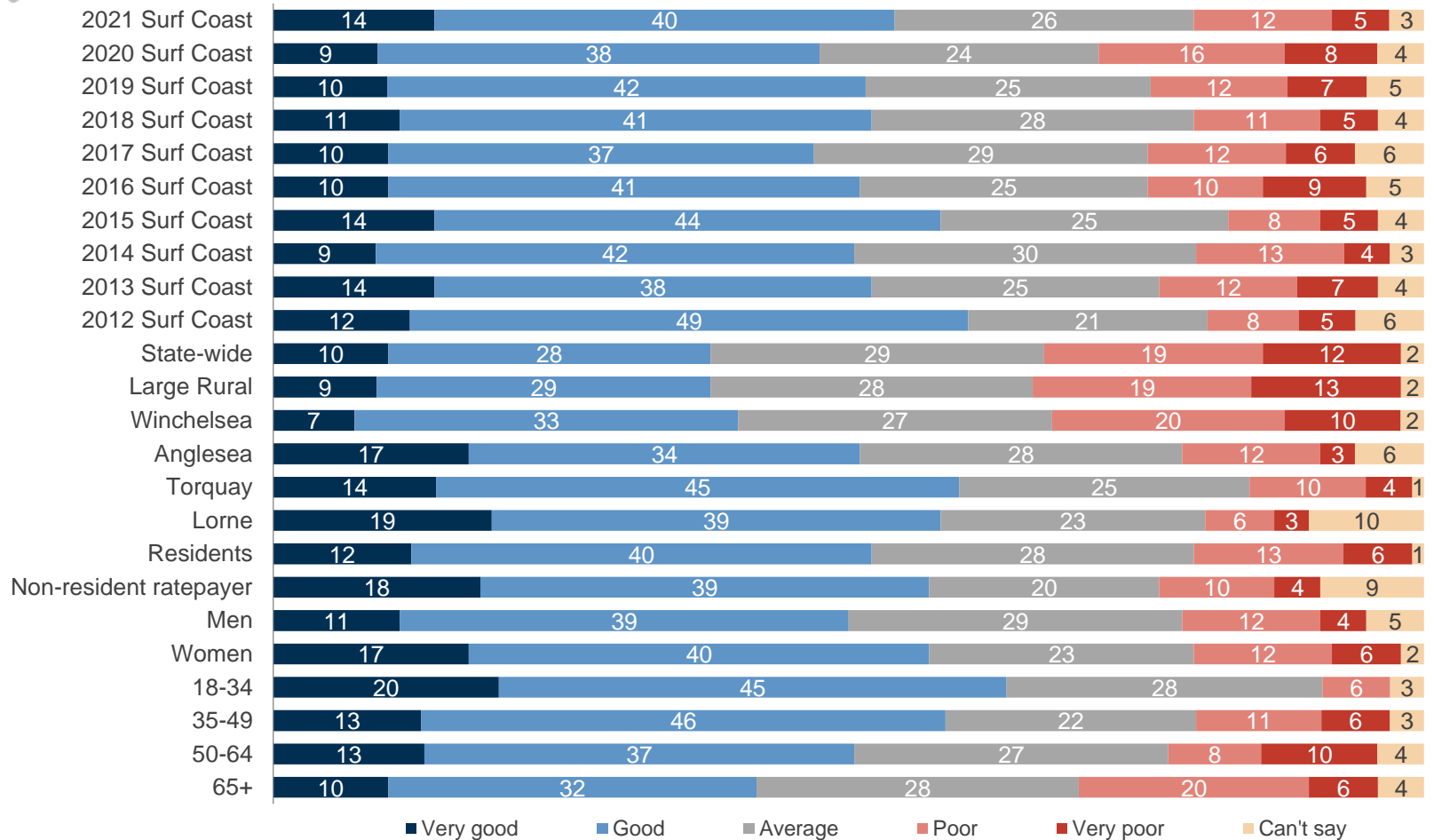
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 6



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	66▲	47	51	52	43	50	60	46	n/a	n/a
Lorne	59	63	57	54	50	49	64	46	n/a	n/a
Torquay	58	50	48	57	56	58	65	60	n/a	n/a
Non-resident ratepayer	58	62	59	56	n/a	n/a	n/a	57	n/a	n/a
Men	55	52	48	52	49	52	56	53	n/a	n/a
35-49	55	54	48	49	53	47	57	56	n/a	n/a
Surf Coast	54	50	47	50	50	51	57	52	n/a	n/a
Residents	53	47	43	48	n/a	n/a	n/a	51	n/a	n/a
Women	53	49	46	47	51	50	57	51	n/a	n/a
Anglesea	53	55	48	52	51	51	55	52	n/a	n/a
50-64	48	52	41	48	51	50	56	53	n/a	n/a
65+	48▼	48	45	49	53	57	54	53	n/a	n/a
Winchelsea	45▼	39	38	33	40	41	45	40	n/a	n/a
State-wide	45▼	44	44	43	44	43	45	45	44	46
Large Rural	44▼	42	41	41	42	43	44	n/a	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: 24 Councils asked group: 10

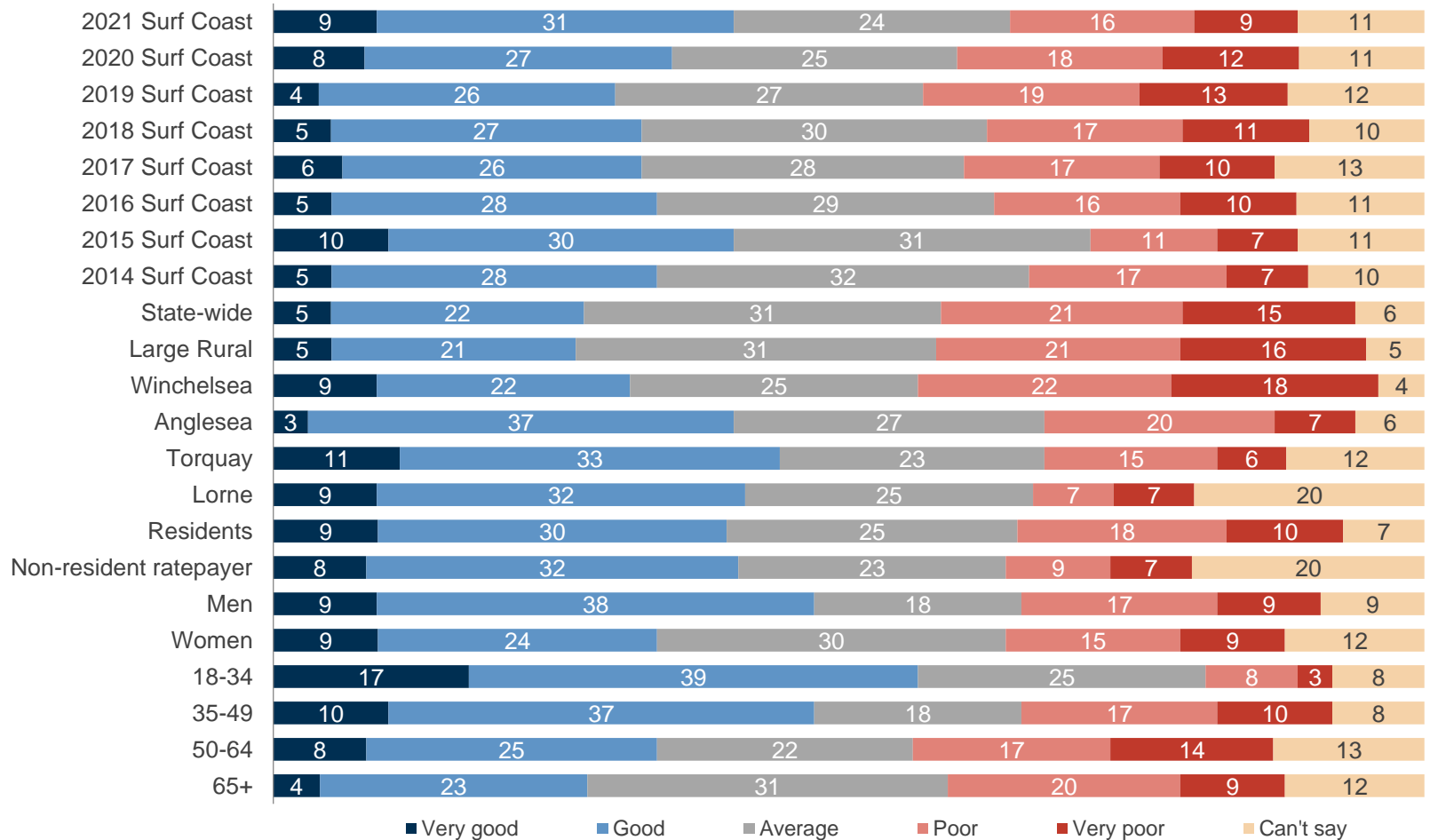
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10



Business and community development performance



2021 business/community development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68▲	66	67	67	57	61	66	67	n/a	n/a
Lorne	67	63	67	53	49	54	66	57	n/a	n/a
Non-resident ratepayer	66	64	66	66	n/a	n/a	n/a	61	n/a	n/a
35-49	65	56	61	63	57	59	57	61	n/a	n/a
Women	64	61	61	64	60	58	64	63	n/a	n/a
Surf Coast	63	60	62	63	59	60	62	62	n/a	n/a
Winchelsea	63	63	61	64	61	52	59	62	n/a	n/a
Men	63	58	63	62	57	61	61	60	n/a	n/a
Residents	62	58	61	62	n/a	n/a	n/a	62	n/a	n/a
Torquay	62	57	61	63	59	65	65	63	n/a	n/a
Anglesea	62	59	62	68	60	61	62	61	n/a	n/a
Large Rural	60▼	60	59	58	59	58	60	n/a	n/a	n/a
State-wide	60▼	59	61	60	60	60	60	62	n/a	n/a
50-64	60	58	60	58	60	57	66	60	n/a	n/a
65+	59	59	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: 12 Councils asked group: 4

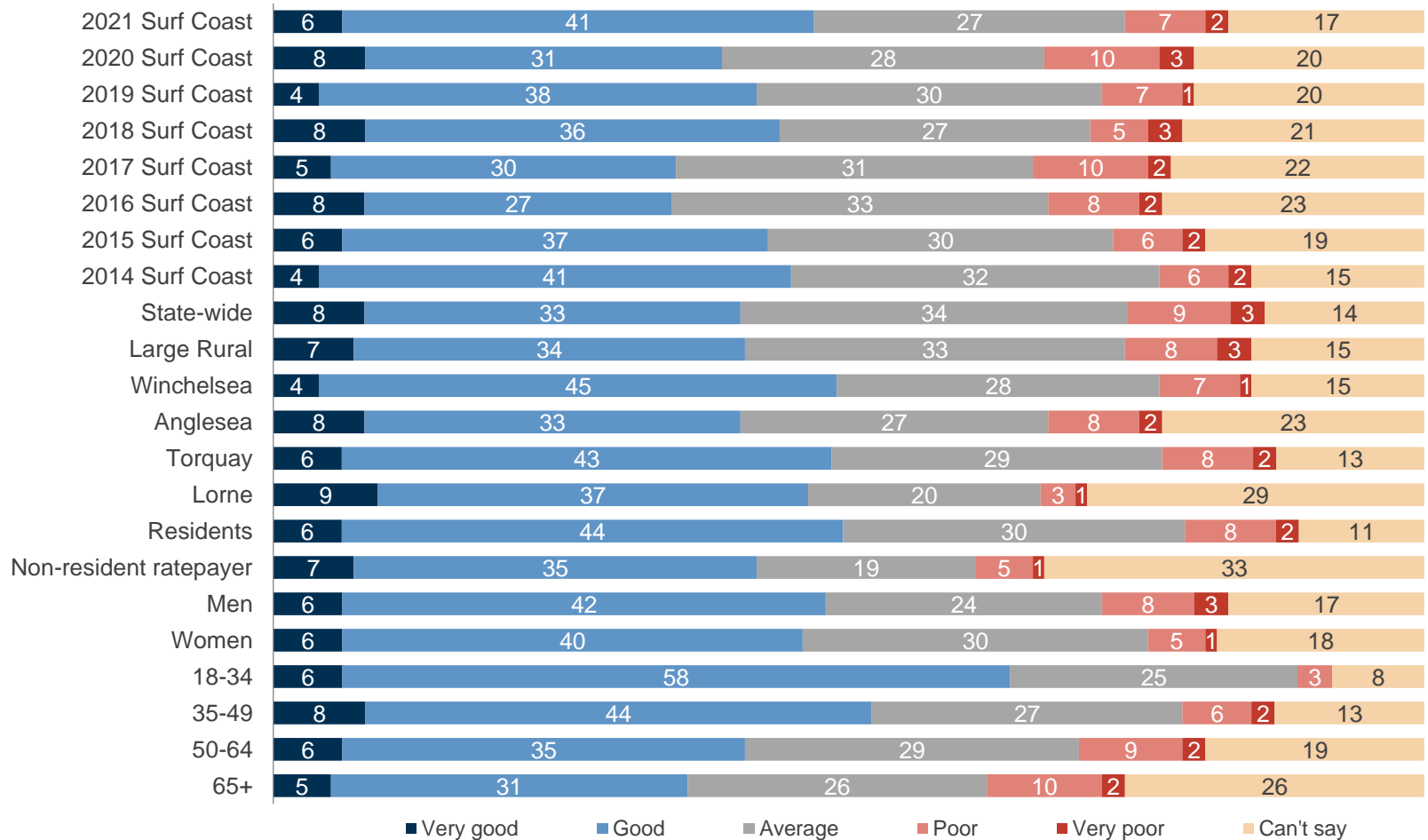
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2021 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 4



Tourism development performance



2021 tourism development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74▲	68	73	74	66	70	74	69	n/a	n/a
Lorne	71	66	71	65	60	63	77	68	n/a	n/a
Men	69	66	69	68	62	64	68	67	n/a	n/a
35-49	69	66	70	67	63	64	67	69	n/a	n/a
Winchelsea	69	70	69	66	65	62	66	65	n/a	n/a
Non-resident ratepayer	68	70	70	67	n/a	n/a	n/a	67	n/a	n/a
Surf Coast	67	66	68	68	66	66	70	68	n/a	n/a
Residents	67	64	68	68	n/a	n/a	n/a	68	n/a	n/a
Anglesea	66	59	66	66	65	65	67	73	n/a	n/a
Torquay	66	65	68	70	68	69	72	69	n/a	n/a
Women	66	65	67	68	70	68	71	69	n/a	n/a
50-64	65	68	66	65	66	64	70	66	n/a	n/a
Large Rural	64▼	62	61	61	65	64	66	n/a	n/a	n/a
65+	63	62	65	65	69	66	68	67	n/a	n/a
State-wide	62▼	62	63	63	63	63	63	64	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

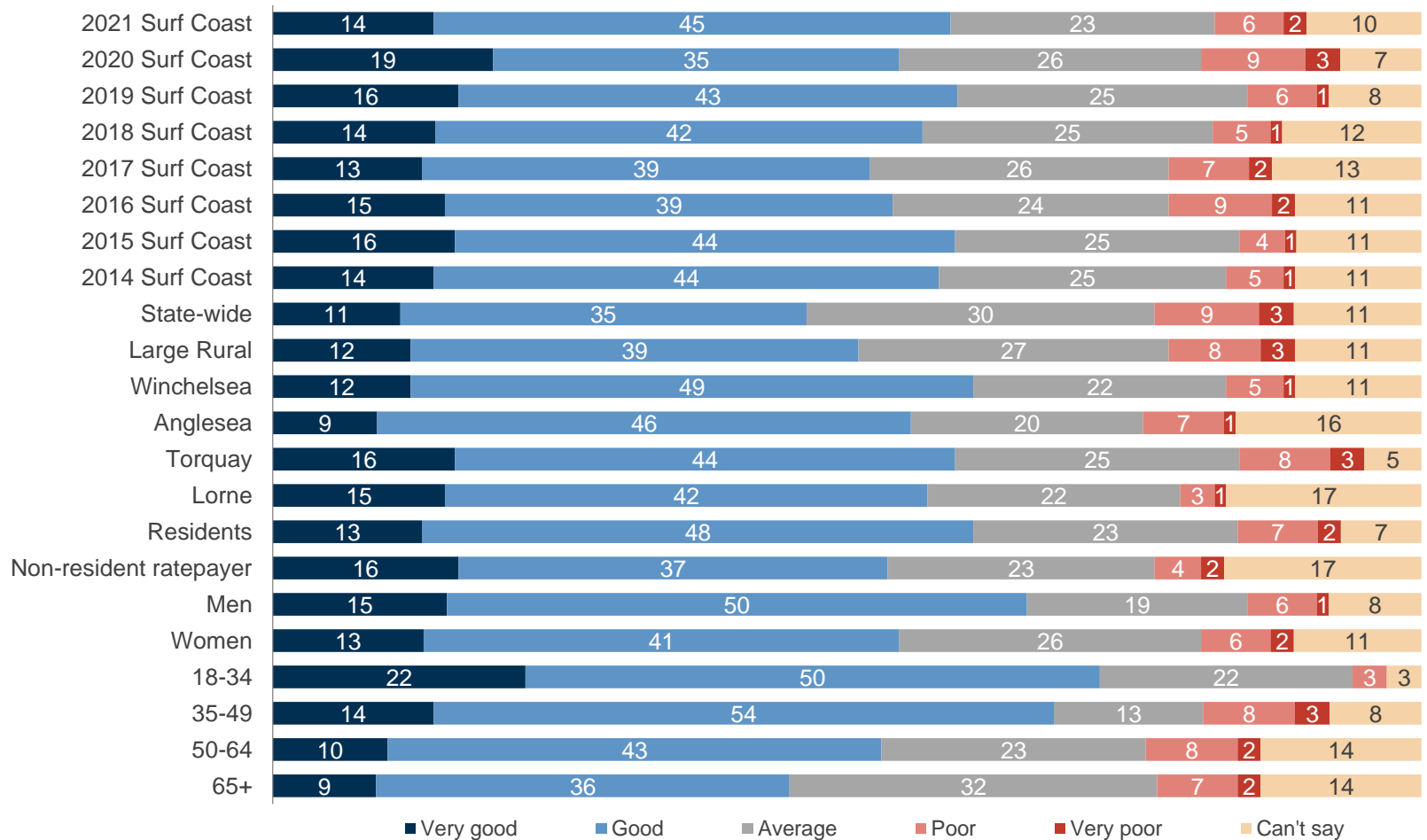
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2021 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4



COVID-19 response performance



2021 COVID-19 response performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Torquay	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lorne	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Surf Coast	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residents	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Anglesea	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Winchelsea	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

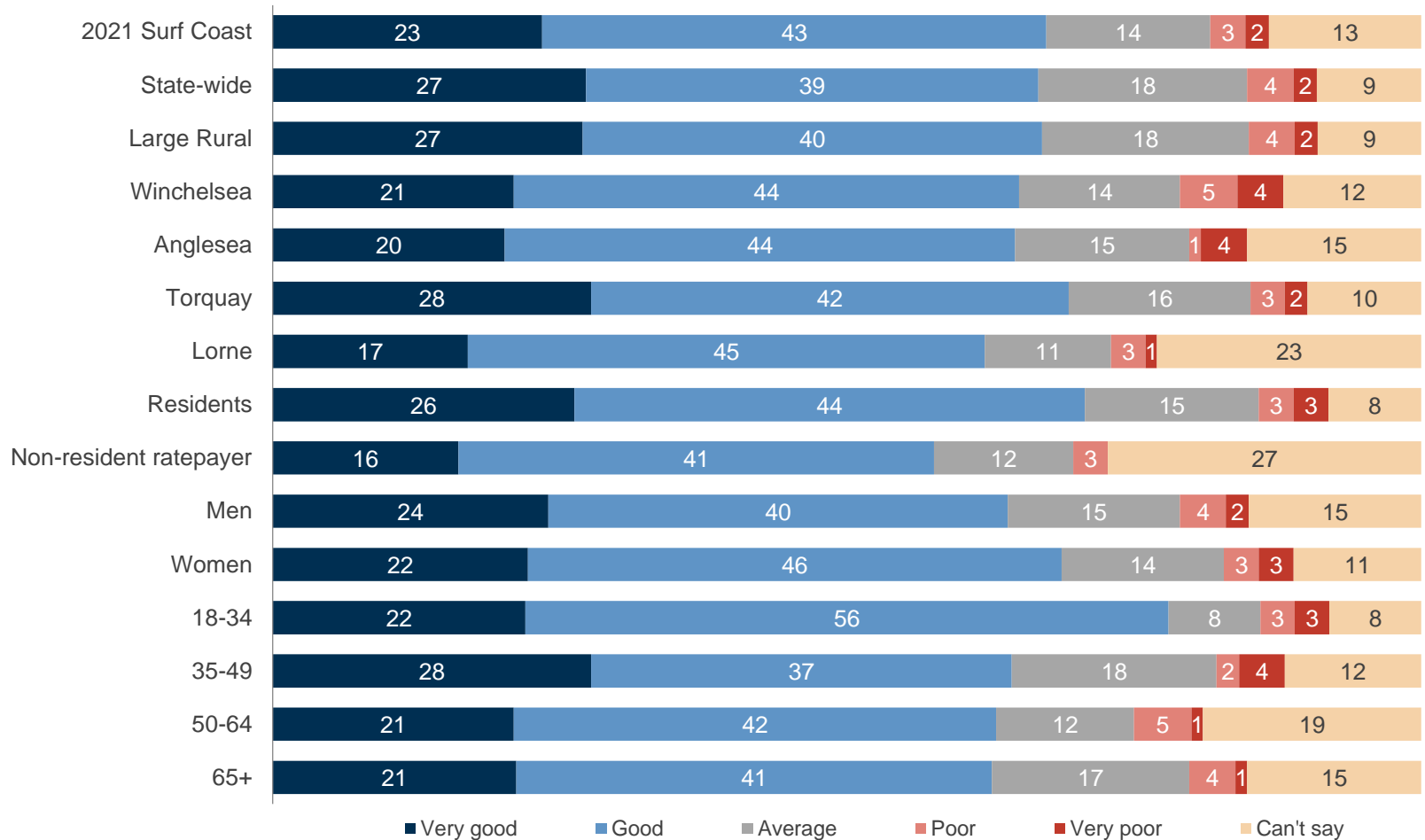
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2021 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

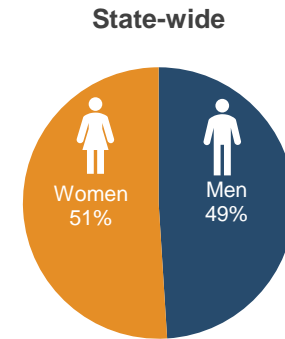
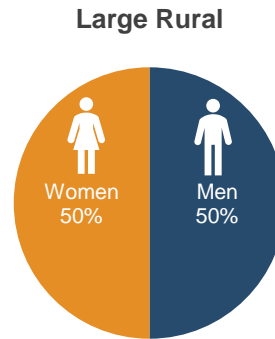
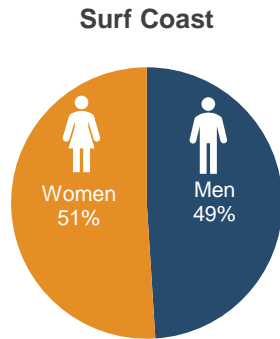


Detailed demographics

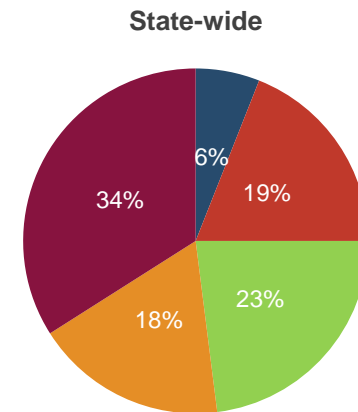
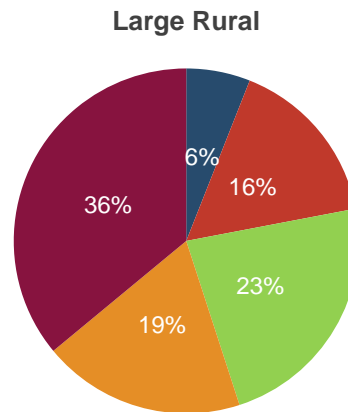
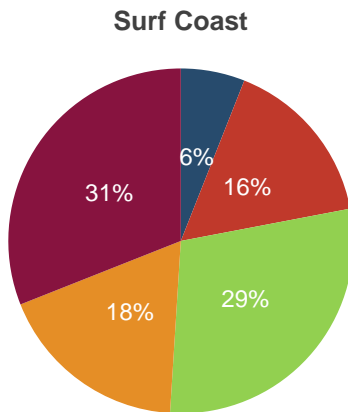


Gender and age profile

2021 gender



2021 age




■ 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: 66 Councils asked group: 19
 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 2021 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 25,400 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	295	197	+/-5.7
Women	305	203	+/-5.6
Winchelsea	138	92	+/-8.3
Anglesea	108	59	+/-9.5
Torquay	240	187	+/-6.3
Lorne	113	62	+/-9.2
18-34 years	36	87	+/-16.6
35-49 years	106	114	+/-9.5
50-64 years	167	72	+/-7.6
65+ years	291	126	+/-5.7



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:

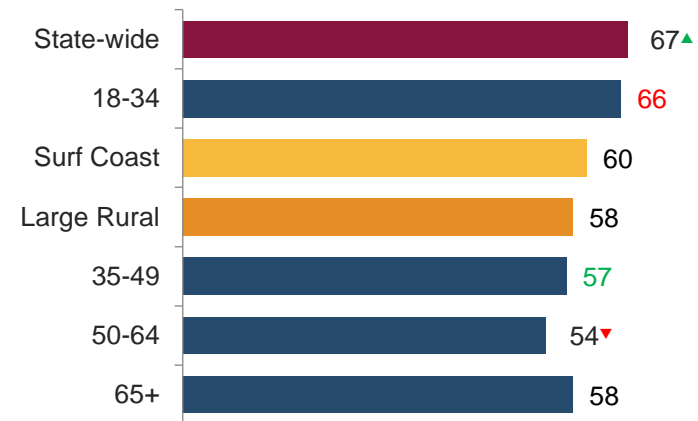
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 overall performance (index scores)
(example extract only)





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 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 2021 results are compared with previous years, as detailed below:

- 2020, n=601 completed interviews, conducted in the period of 30th January – 22nd March.
- 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 60% mobile phone numbers to cater to the diversity of residents and non-resident rate payers 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 – 20th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 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, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Surf Coast Shire Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2021 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 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 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

**THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

