



2022 Local Government Community Satisfaction Survey

Surf Coast Shire Council

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



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Background and objectives

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

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

Now in its twenty-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

Key findings and recommendations



Surf Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Surf Coast 57








State-wide 59



Large Rural 55

Council performance compared to State-wide and group averages

| | The three areas where Council performance is significantly higher by the widest margin | Areas where Council performance is significantly lower |
|--------------------------------|--|--|
| Compared to State-wide average |  Unsealed roads  Sealed local roads  Waste management | None |
| Compared to group average |  Sealed local roads  Unsealed roads  Waste management | None |



Summary of core measures

Index scores


Overall
performance


Consultation &
engagement

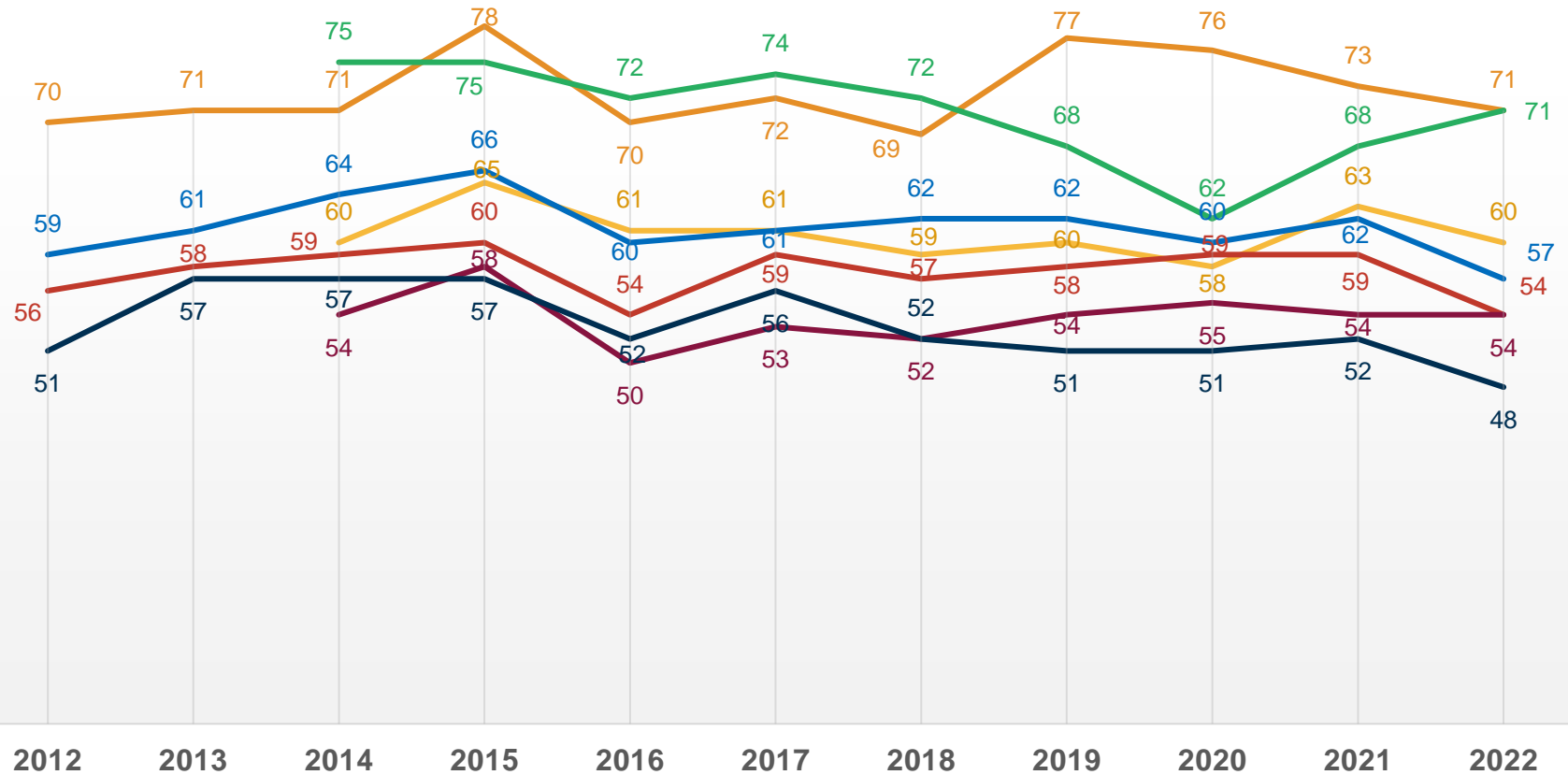

Community
decisions


Sealed
local
roads


Waste
management


Customer
service

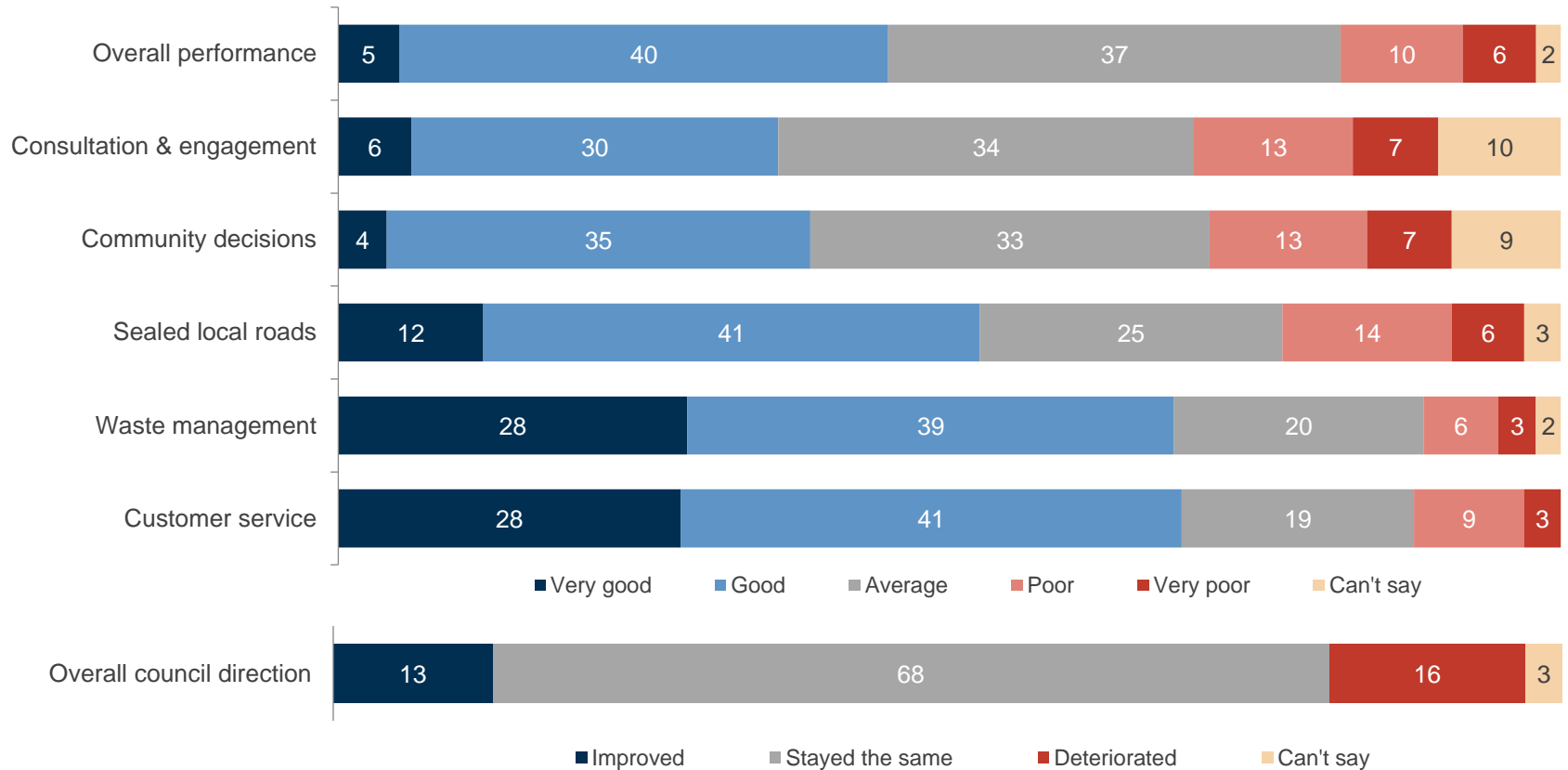

Overall
council
direction














Summary of core measures

Core measures summary results (%)





Summary of Surf Coast Shire Council performance

| Services | | Surf Coast 2022 | Surf Coast 2021 | Large Rural 2022 | State-wide 2022 | Highest score | Lowest score |
|---|---------------------------|-----------------|-----------------|------------------|-----------------|-------------------------------------|----------------------|
|  | Overall performance | 57 | 62 | 55 | 59 | Anglesea residents, Non-residents | Winchelsea residents |
|  | Value for money | 54 | 56 | 48 | 53 | Non-Residents | Winchelsea residents |
|  | Overall council direction | 48 | 52 | 47 | 50 | Aged 18-34 years | Aged 50-64 years |
|  | Customer service | 71 | 73 | 67 | 68 | Anglesea residents, Lorne residents | Winchelsea residents |
|  | Waste management | 71 | 68 | 65 | 68 | Anglesea residents | Aged 18-34 years |
|  | Sealed local roads | 60 | 63 | 45 | 53 | Non-Residents | Winchelsea residents |
|  | Community decisions | 54 | 54 | 51 | 54 | Lorne residents | Winchelsea residents |
|  | Consultation & engagement | 54 | 59 | 51 | 54 | Anglesea residents | Aged 35-49 years |
|  | Unsealed roads | 50 | 54 | 39 | 41 | Non-Residents | Winchelsea residents |



Focus areas for the next 12 months

Overview

Perceptions of Council performance on many core and individual service areas are stable and this is a positive result for Council. However, there is work to do to address significant declines on Council direction, consultation and engagement, and unsealed roads, as well as overall perceptions of Council performance which is now at a series low.

Focus areas

The maintenance of unsealed roads is Council's lowest rated service area and particular attention is needed in the Winchelsea area, where residents are highly critical of Council performance. Council recorded its largest performance decline on consultation and engagement and this is the leading unprompted suggestion for Council improvement. Engaging with ratepayers on key local issues, policies and decisions will be important, particularly in the Torquay area, where residents are more critical of this aspect of Council.

Comparison to state and area grouping

Despite some declines since 2021, Council performance ratings are significantly higher than the Large Rural council group average on most core and individual service measures, and in line with or higher than the State-wide average.

Opportunity to engage with key cohorts

In the year ahead, Council should look to maintain and build upon its strong performance in waste management and among Lorne and Anglesea ratepayers. Winchelsea ratepayers are more critical of Council's performance across most areas evaluated and addressing key concerns in this locality should be a focus over the next year.

DETAILED FINDINGS

Overall performance



Overall performance

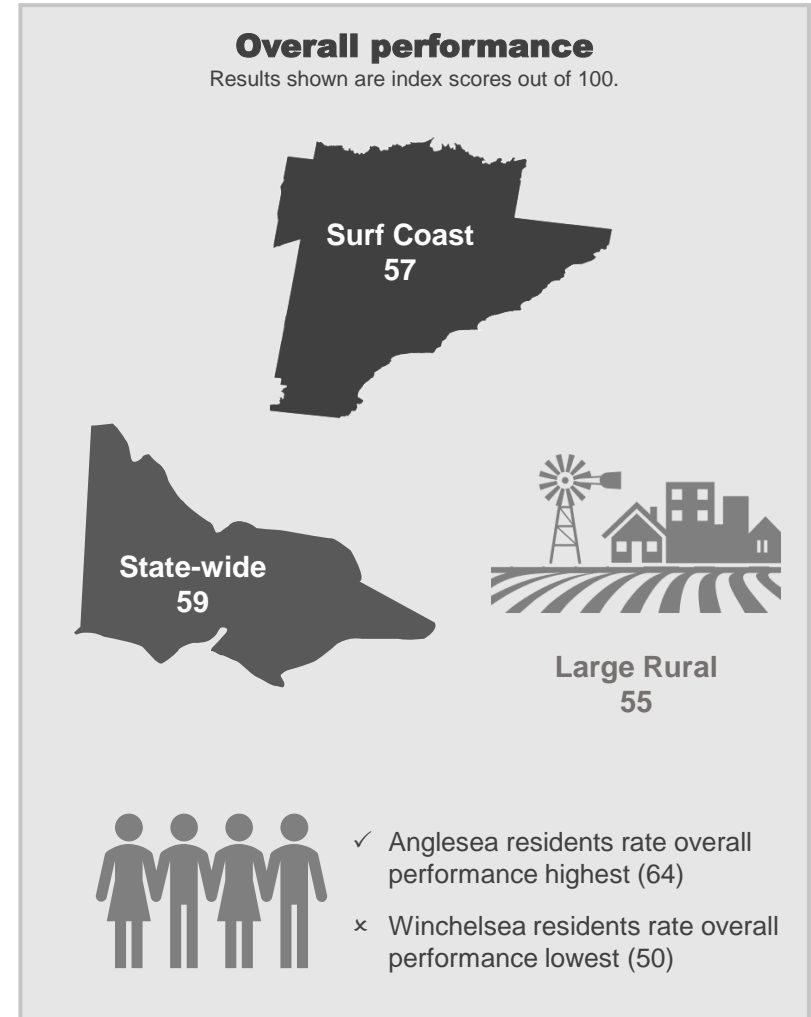
The overall performance index score of 57 for Surf Coast Shire Council represents a significant five-point decline on the 2021 result, interrupting many years of stability and recording a series low result (since 2012).

- Council's overall performance is rated in line with the average rating for councils in the Large Rural group and State-wide (index scores of 55 and 59 respectively).

Ratings vary by location and type of rate-payer:

- Non-residents and ratepayers in the Lorne and Anglesea areas are most positive about Council's overall performance.
- Shire residents and ratepayers in the Winchelsea and Torquay areas rate Council's overall performance significantly lower than in 2021, with Winchelsea area ratings significantly lower than the Council average for 2022.

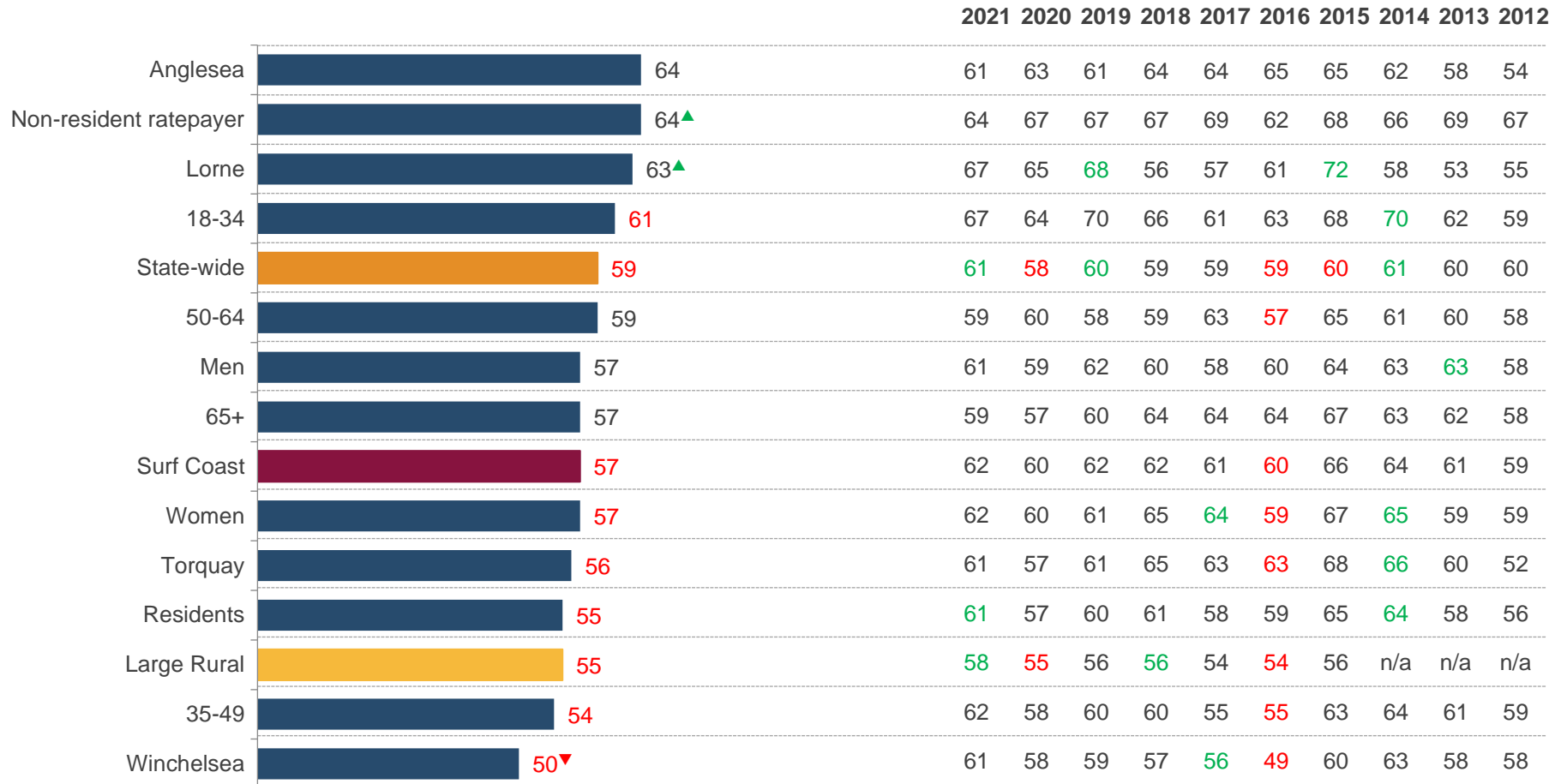
Almost four in ten residents (37%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Just two in ten rate Council as 'very poor' or 'poor' (21%). A further 40% rate Council as 'average'.





Overall performance

2022 overall performance (index scores)



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?

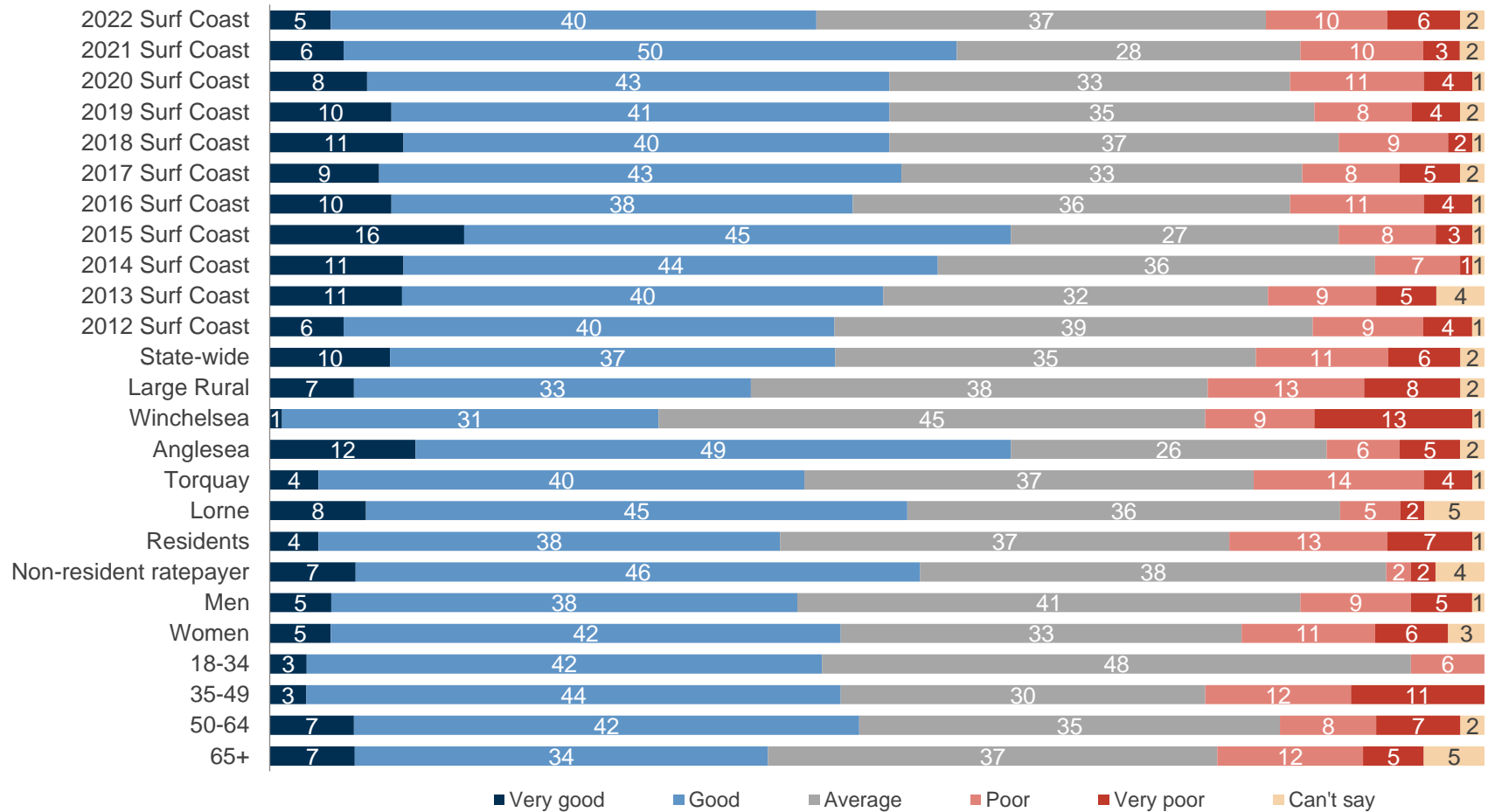
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall performance

2022 overall performance (%)

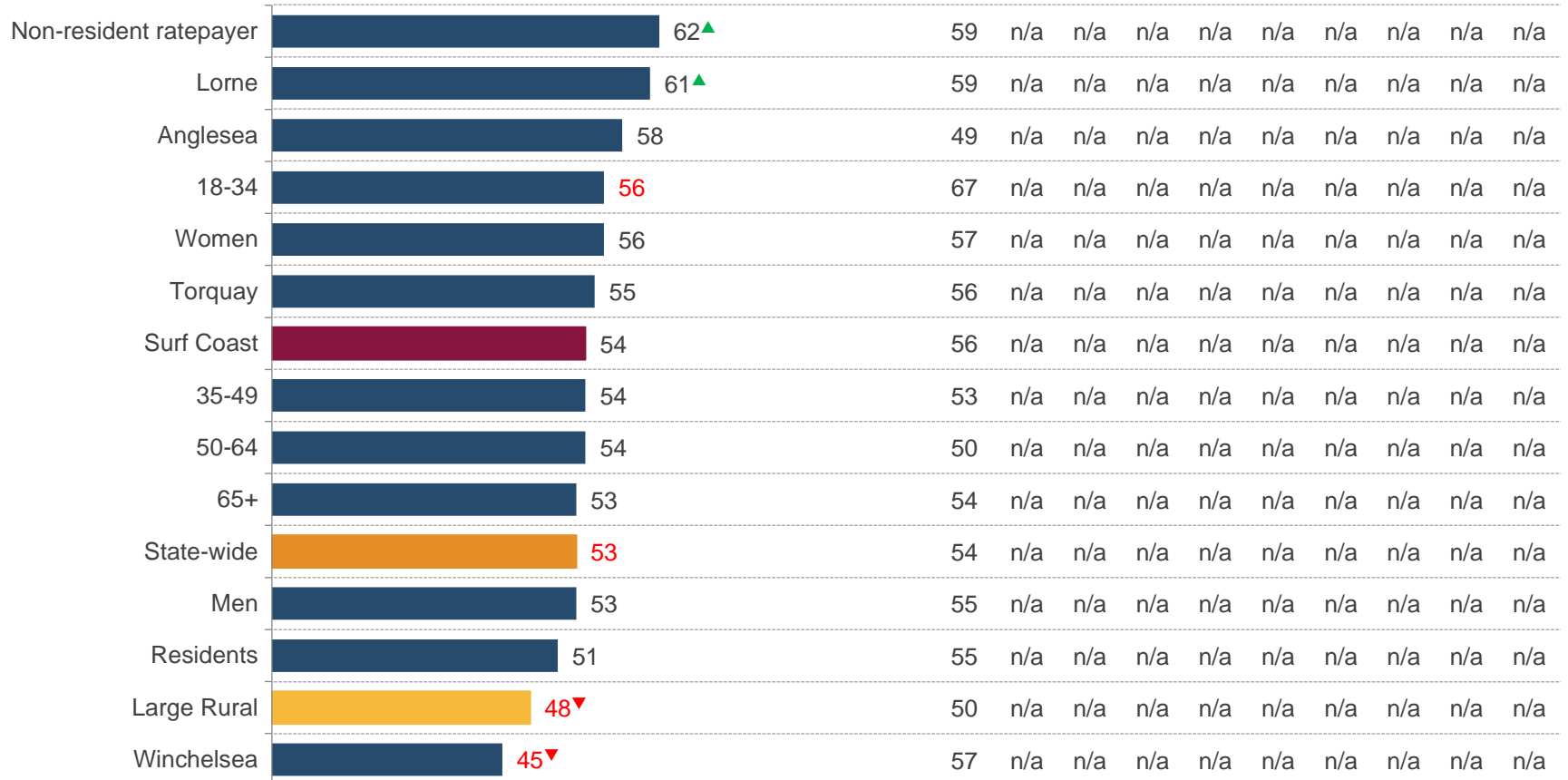




Value for money in services and infrastructure

2022 value for money (index scores)

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012



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

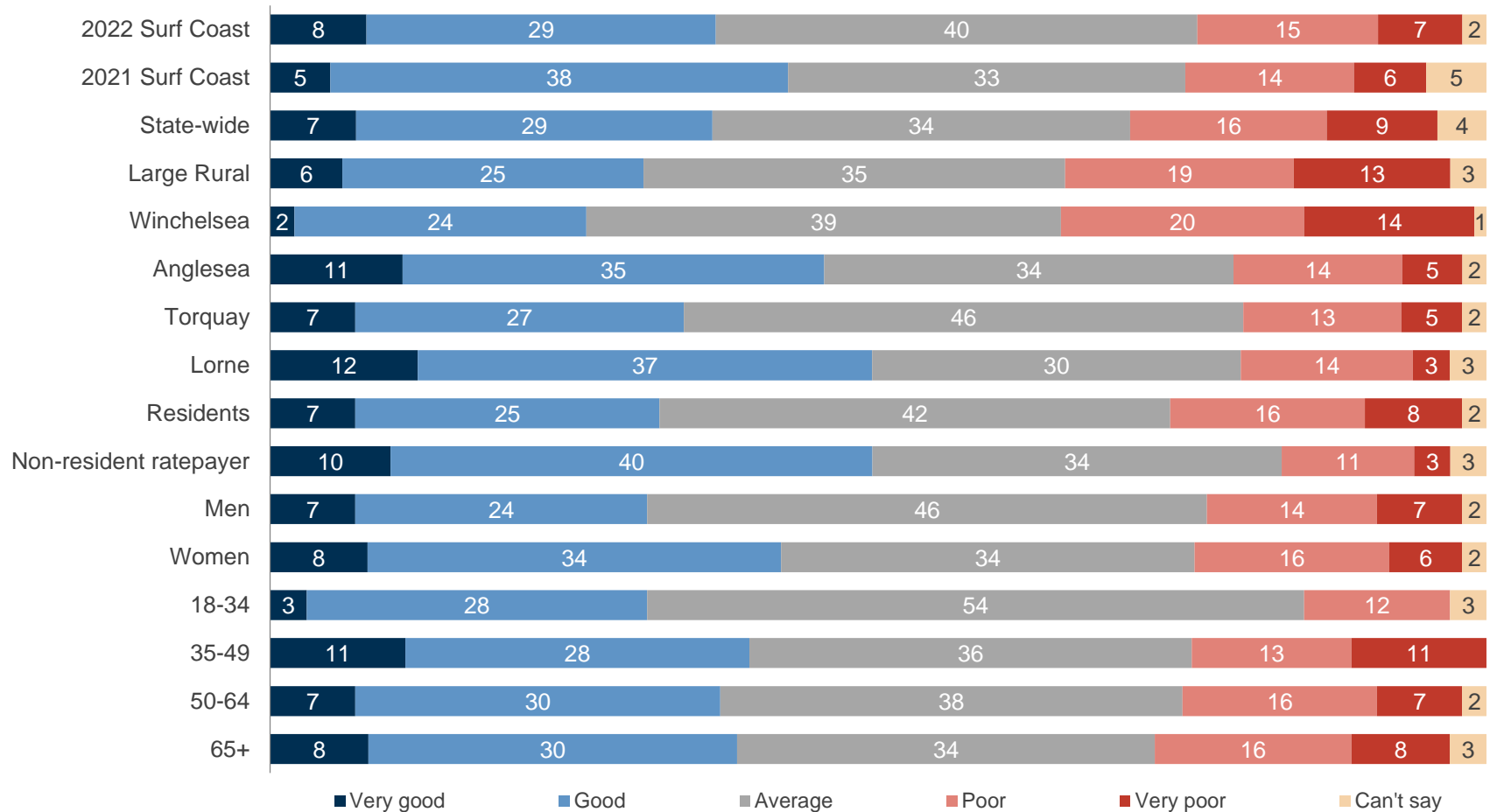
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 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

Waste management (index score of 71) is the area where Council performed best in 2022 and is the only area showing a slight improvement from 2021 (up three index points).

- Council has been able to maintain and build upon significant gains made in this service area in 2021, and rates significantly higher than the Large Rural council group and State-wide averages.
- Moreover, 17% of residents volunteer waste management as one of the best things about Council – the leading response overall.

Sealed local roads is Council's next highest rated service area (index score of 60). Despite a slight decline on the 2021 result (down three points), Council has maintained some gains made between 2020 and 2021.

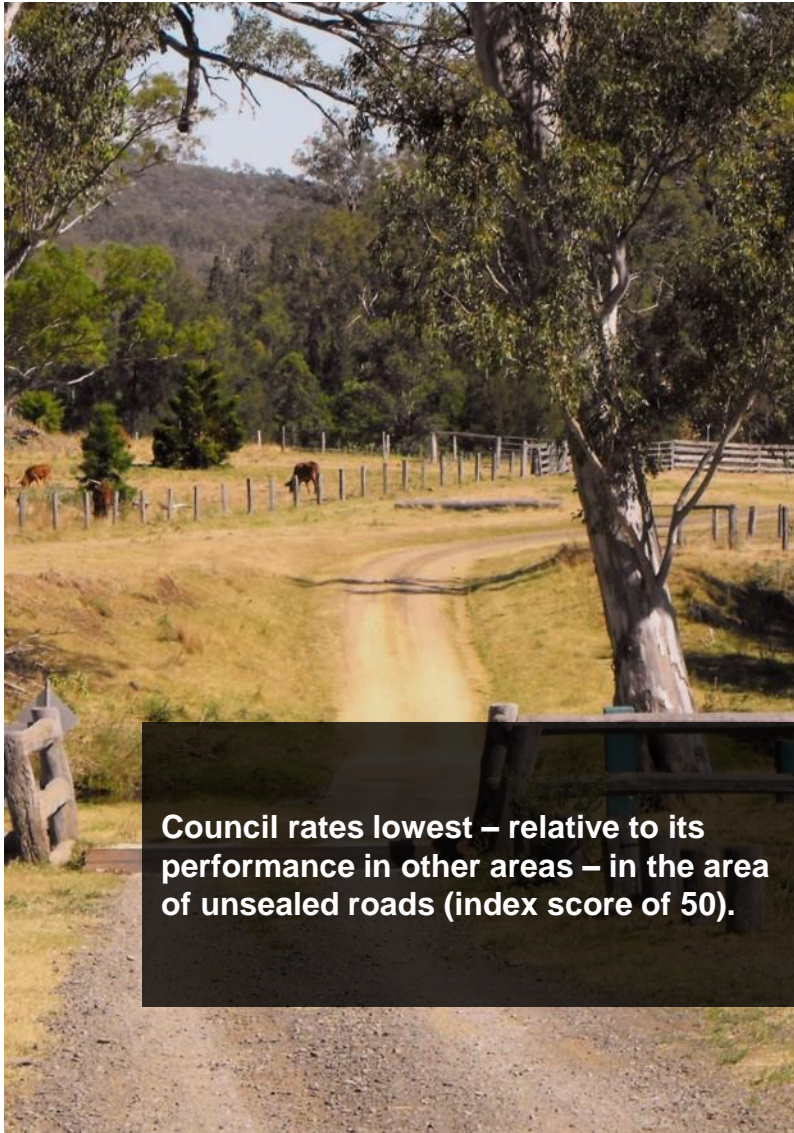
- Council rates significantly higher on sealed roads than the Large Rural council group and State-wide averages, which declined significantly this year.
- With positive ratings in the Lorne, Torquay and Anglesea areas but a decline recorded among Winchelsea ratepayers since 2021, there appear to be specific road concerns to attend to in the Winchelsea area to help shore up Council's overall rating.



Waste management (index score of 71) is the area where Council performed best in 2022, improving by 3 index points from 2021.



Lower performing service areas



Council rates lowest on its maintenance of unsealed roads (index score of 50).

- While its performance has declined significantly over the past 12 months (down four points), Council continues to rate significantly higher than the Large Rural group and State-wide averages.
- Similar to sealed roads, performance on unsealed roads has declined significantly among Winchelsea ratepayers to a series low (index score of 32, down 13 points). More positive ratings in other localities further highlight the need to attend to road conditions in Winchelsea as a priority.

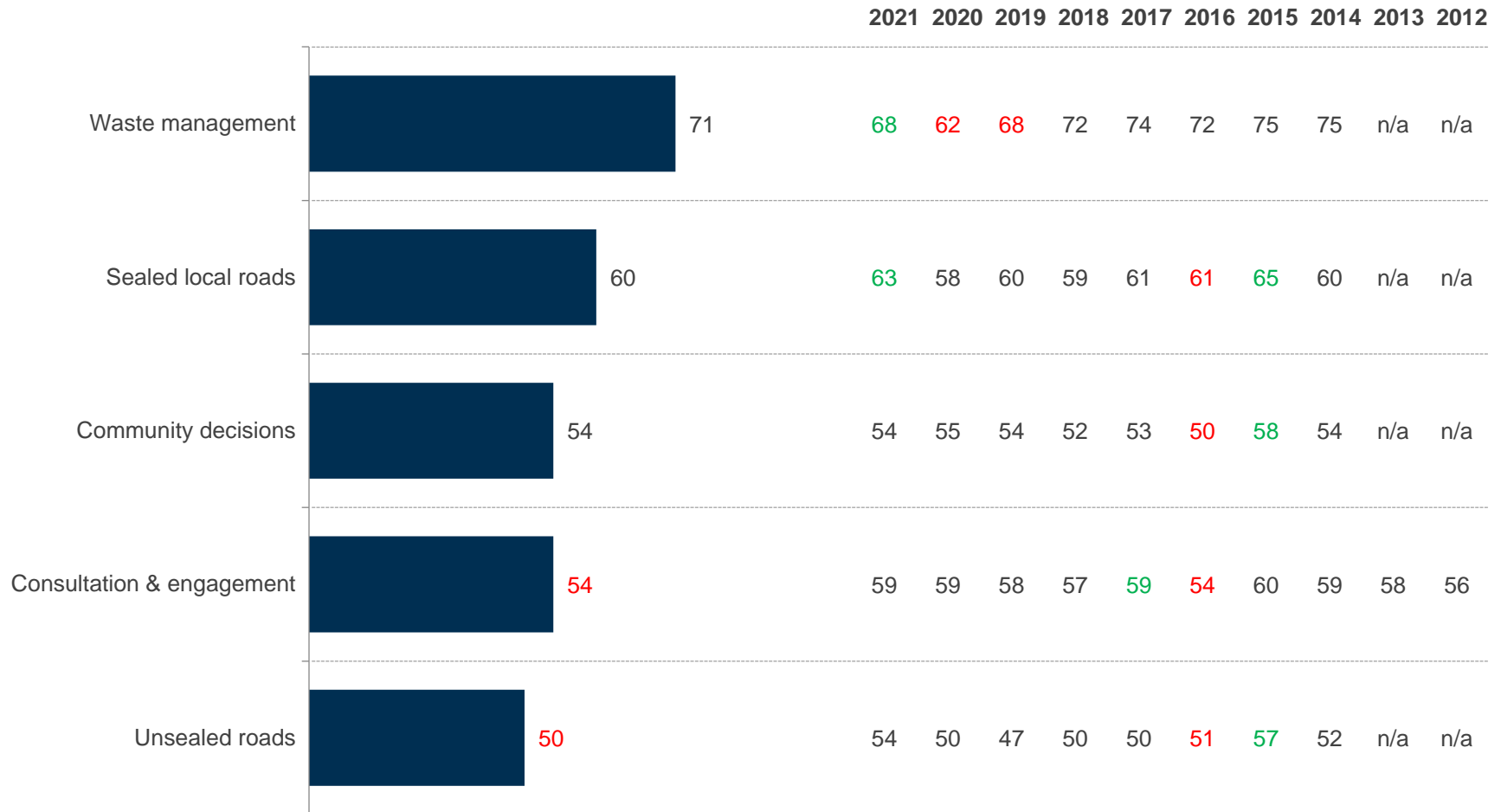
Council performance has also declined significantly on community consultation and engagement (index score of 54), down four points from 2021 to its equal lowest rating in the series, last seen in 2016.

- Significant declines among men, 35-49 year olds and Torquay ratepayers are contributing to this overall decrease.
- Further, 13% of residents cite community consultation as an area Council most needs to improve – the leading response overall.



Individual service area performance

2022 individual service area performance (index scores)



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

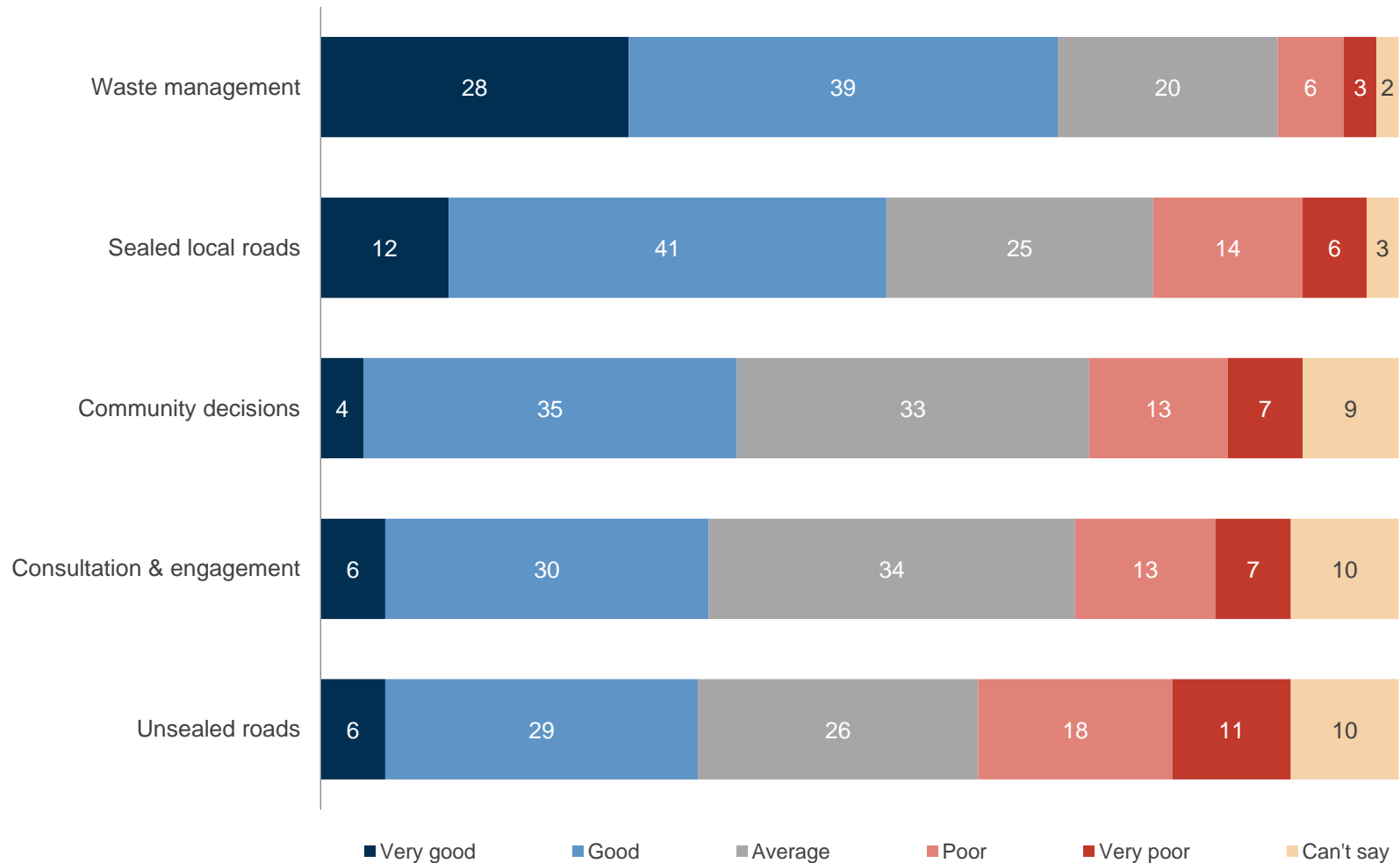
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)





Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -



2022 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: 30 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: 47 Councils asked group: 13

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

Six in ten Council residents (63%) have had contact with Council in the last 12 months.

- Rate of contact is slightly down on 2021 (66%), marking the second annual decline after peaking at 68% in 2020.
- Contact remains highest among 35 to 49 year-olds (68%), while non-resident ratepayers have had the least contact with Council (59%).



Among those residents who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 71 has declined slightly from 2021 (down two points), following a previous slight decline from 2020 (down three points).

- Positively, Council's customer service continues to be rated significantly higher than the Large Rural group average and in line with the State-wide average.

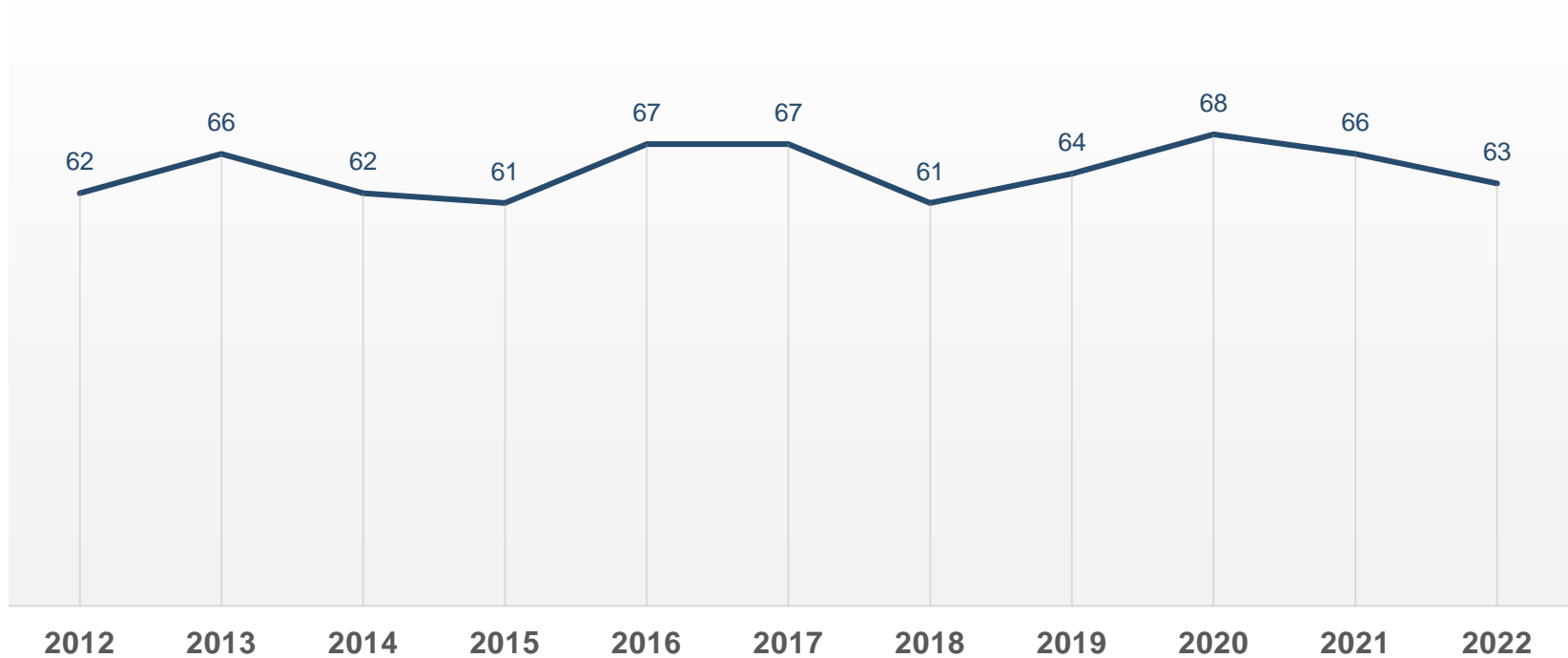
Almost seven in ten residents (69%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are most positive in the Anglesea and Lorne areas (index score of 76 for each) and least positive in the Winchelsea area (index score of 65).



Contact with council

2022 contact with council (%)
Have had contact



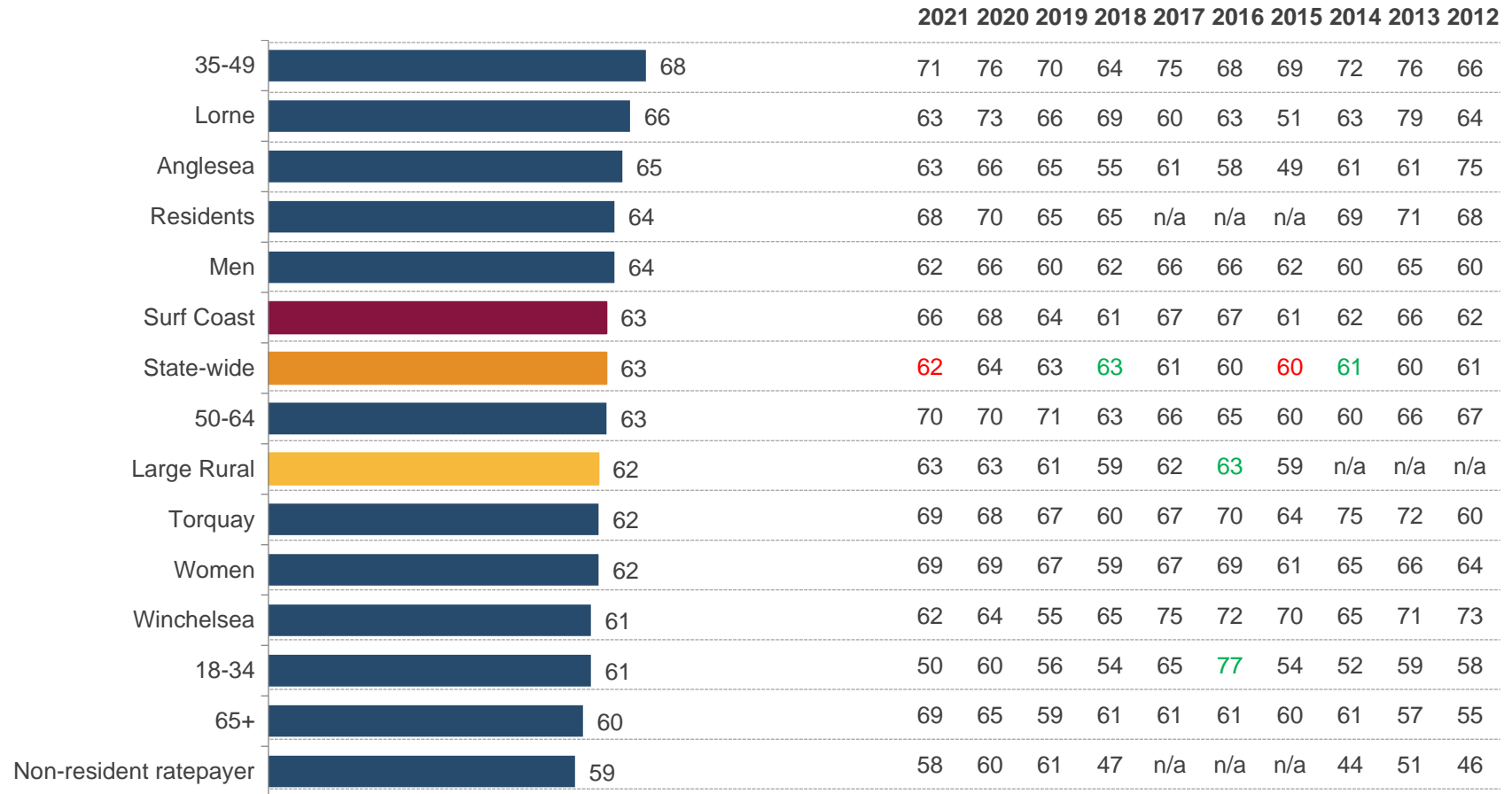
Q5. Over the last 12 months, have you or any member of your household had any contact with Surf Coast Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11



Contact with council

2022 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11

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



Customer service rating

2022 customer service rating (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|----|------|------|------|------|------|------|------|------|------|------|
| Anglesea | 76 | 70 | 78 | 76 | 74 | 75 | 71 | 72 | 66 | 73 | 69 |
| Lorne | 76 | 75 | 78 | 77 | 73 | 65 | 64 | 76 | 66 | 73 | 72 |
| Women | 74 | 75 | 80 | 79 | 74 | 77 | 70 | 82 | 73 | 70 | 70 |
| 50-64 | 73 | 74 | 73 | 73 | 70 | 72 | 73 | 78 | 69 | 73 | 71 |
| Non-resident ratepayer | 73 | 74 | 75 | 77 | 71 | 75 | 66 | 67 | 65 | 73 | 68 |
| 18-34 | 71 | 78 | 79 | 83 | 65 | 77 | 72 | 80 | 77 | 70 | 65 |
| Surf Coast | 71 | 73 | 76 | 77 | 69 | 72 | 70 | 78 | 71 | 71 | 70 |
| 35-49 | 70 | 71 | 78 | 79 | 68 | 67 | 65 | 78 | 68 | 70 | 74 |
| Residents | 70 | 73 | 76 | 77 | 69 | 71 | 71 | 80 | 72 | 70 | 71 |
| Torquay | 69 | 74 | 74 | 79 | 68 | 74 | 75 | 82 | 72 | 70 | 64 |
| 65+ | 69 | 72 | 73 | 75 | 73 | 73 | 73 | 77 | 71 | 70 | 69 |
| State-wide | 68 | 70 | 70 | 71 | 70 | 69 | 69 | 70 | 72 | 71 | 71 |
| Men | 67 | 71 | 71 | 75 | 65 | 66 | 70 | 74 | 69 | 71 | 71 |
| Large Rural | 67 | 68 | 68 | 69 | 67 | 66 | 67 | 67 | n/a | n/a | n/a |
| Winchelsea | 65 | 71 | 75 | 75 | 67 | 68 | 64 | 77 | 76 | 69 | 72 |

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.

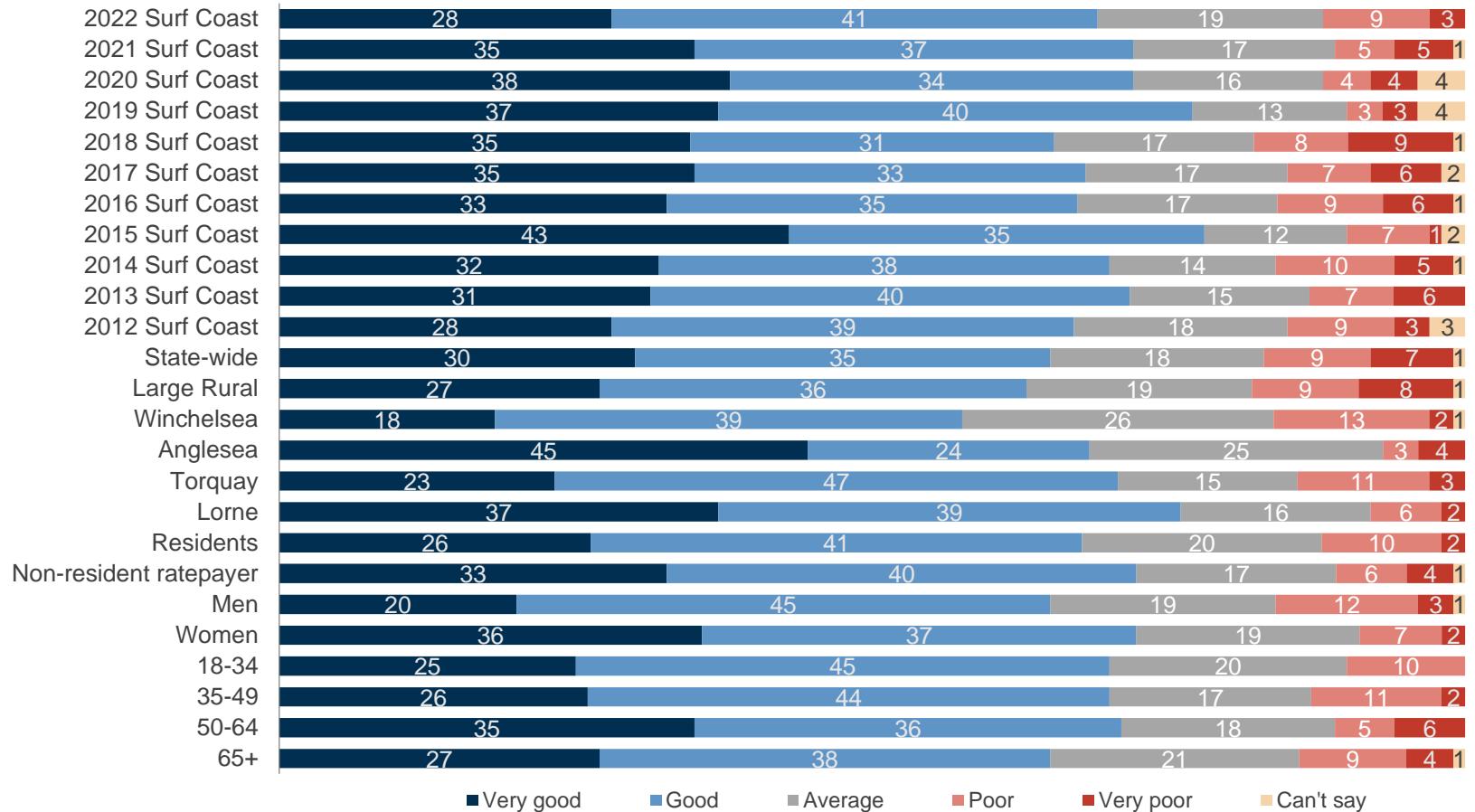
Councils asked State-wide: 67 Councils asked group: 19

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



Customer service rating

2022 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: 67 Councils asked group: 19



Council direction



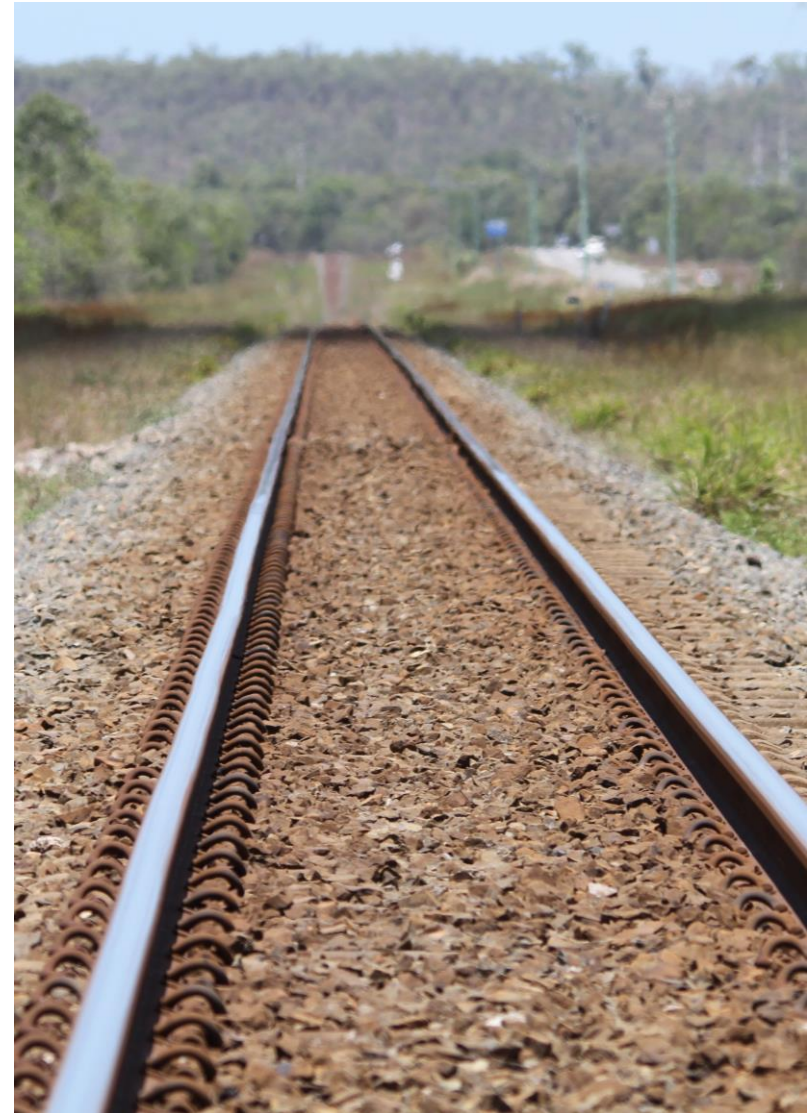
Council direction

Perceptions of Council's overall direction have declined significantly since 2021, down four points to an index score of 48.

- This result is in line with the Large Rural group and State-wide averages (index score of 47 and 50 respectively).

Around two thirds (68%) of residents believe the direction of Council's overall performance has stayed the same over the last 12 months, up three points on 2021.

- 13% believe the direction has improved in the last 12 months (down two points on 2021).
- 16% believe it has deteriorated (up four points on 2021).
- The most satisfied with council direction continue to be younger residents aged 18 to 34 years. They rate Council's overall direction significantly higher than average.
- The least satisfied with council direction are those aged 50 to 64 years.
- Perceptions have declined significantly over the past 12 months among those aged 65 years and older.





Overall council direction last 12 months

2022 overall council direction (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|-----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 58▲ | 58 | 57 | 53 | 59 | 63 | 55 | 60 | 60 | 57 | 54 |
| Non-resident ratepayer | 51 | 54 | 56 | 54 | 54 | 56 | 55 | 58 | 56 | 66 | 55 |
| State-wide | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 | 53 | 53 | 52 |
| Women | 50 | 53 | 53 | 51 | 53 | 59 | 52 | 61 | 59 | 57 | 55 |
| Lorne | 49 | 55 | 58 | 58 | 54 | 56 | 52 | 64 | 42 | 53 | 51 |
| Torquay | 49 | 50 | 49 | 49 | 52 | 56 | 55 | 56 | 59 | 53 | 38 |
| Anglesea | 48 | 53 | 50 | 50 | 51 | 58 | 59 | 58 | 59 | 61 | 48 |
| Surf Coast | 48 | 52 | 51 | 51 | 52 | 56 | 52 | 57 | 57 | 57 | 51 |
| Large Rural | 47 | 51 | 50 | 51 | 52 | 52 | 48 | 51 | n/a | n/a | n/a |
| Residents | 47 | 51 | 50 | 50 | 51 | 56 | 52 | 56 | 58 | 54 | 50 |
| Winchelsea | 47 | 52 | 52 | 50 | 51 | 54 | 45 | 54 | 58 | 54 | 53 |
| Men | 47 | 50 | 50 | 51 | 50 | 52 | 53 | 53 | 55 | 57 | 48 |
| 35-49 | 46 | 46 | 49 | 50 | 46 | 52 | 47 | 52 | 57 | 55 | 50 |
| 65+ | 45 | 54 | 49 | 53 | 52 | 56 | 56 | 58 | 59 | 59 | 52 |
| 50-64 | 44 | 49 | 51 | 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?

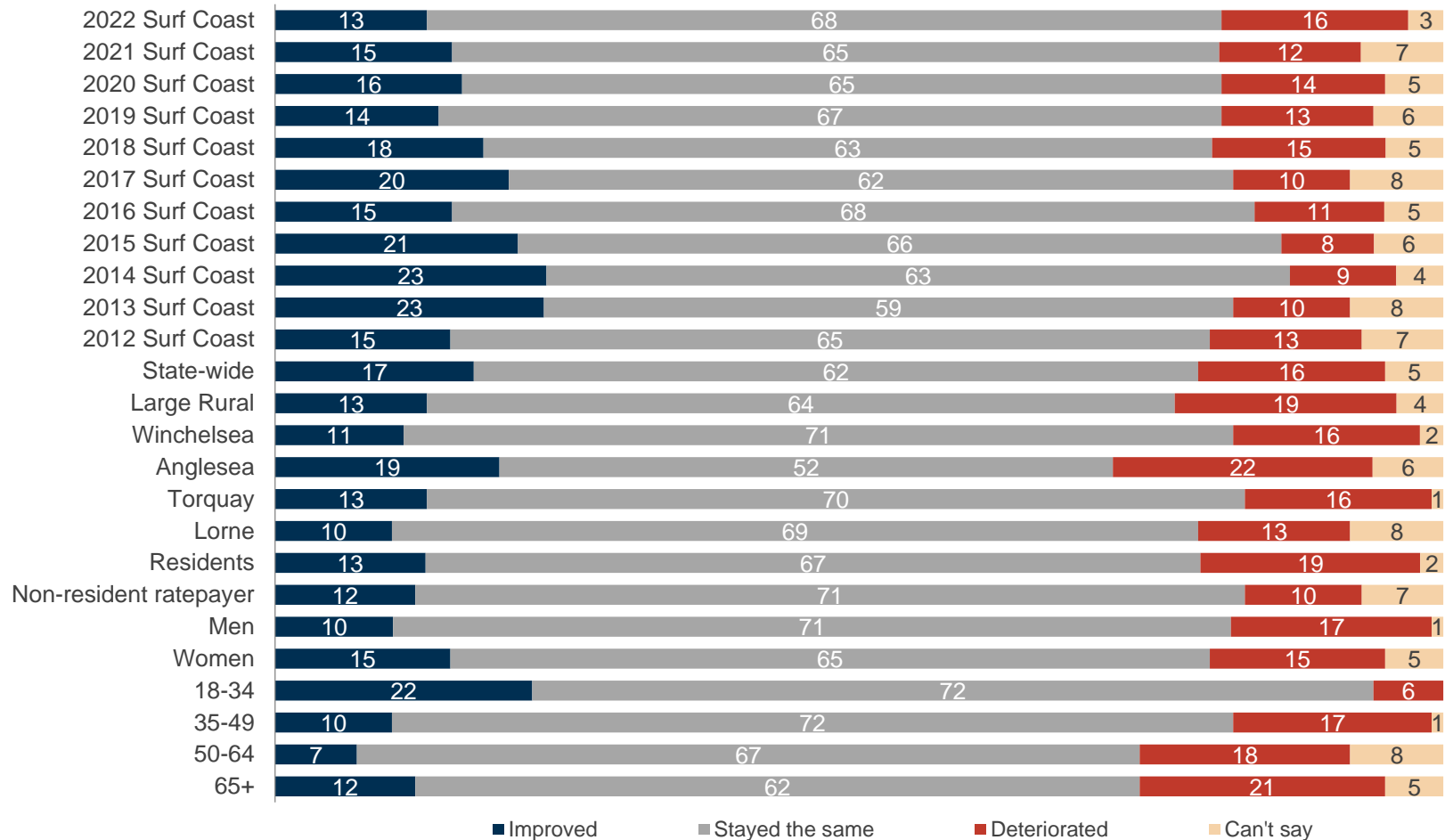
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data network, overlaid on its structure.

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|-----|------|------|------|------|------|------|------|------|------|------|
| Anglesea | 60 | 63 | 66 | 61 | 63 | 62 | 61 | 63 | 61 | 59 | 59 |
| Lorne | 59 | 65 | 66 | 67 | 58 | 60 | 58 | 67 | 52 | 57 | 53 |
| Non-resident ratepayer | 58 | 64 | 66 | 65 | 64 | 65 | 62 | 63 | 60 | 67 | 66 |
| 18-34 | 58 | 63 | 63 | 62 | 57 | 58 | 54 | 60 | 60 | 57 | 52 |
| 65+ | 55 | 57 | 58 | 57 | 61 | 62 | 62 | 62 | 59 | 58 | 57 |
| 50-64 | 55 | 59 | 56 | 57 | 56 | 61 | 54 | 63 | 60 | 59 | 55 |
| Women | 55 | 58 | 59 | 57 | 57 | 60 | 53 | 63 | 61 | 57 | 55 |
| Surf Coast | 54 | 59 | 59 | 58 | 57 | 59 | 54 | 60 | 59 | 58 | 56 |
| State-wide | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 | 57 | 57 |
| Men | 53 | 60 | 59 | 59 | 56 | 57 | 56 | 58 | 57 | 59 | 57 |
| Residents | 53 | 57 | 57 | 56 | 55 | 57 | 52 | 60 | 59 | 55 | 53 |
| Torquay | 52 | 57 | 57 | 57 | 53 | 59 | 59 | 60 | 59 | 58 | 52 |
| Large Rural | 51▼ | 54 | 54 | 54 | 54 | 52 | 52 | 54 | n/a | n/a | n/a |
| Winchelsea | 50 | 57 | 54 | 52 | 56 | 55 | 42 | 58 | 59 | 50 | 50 |
| 35-49 | 49 | 58 | 58 | 57 | 53 | 54 | 48 | 57 | 57 | 58 | 59 |

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

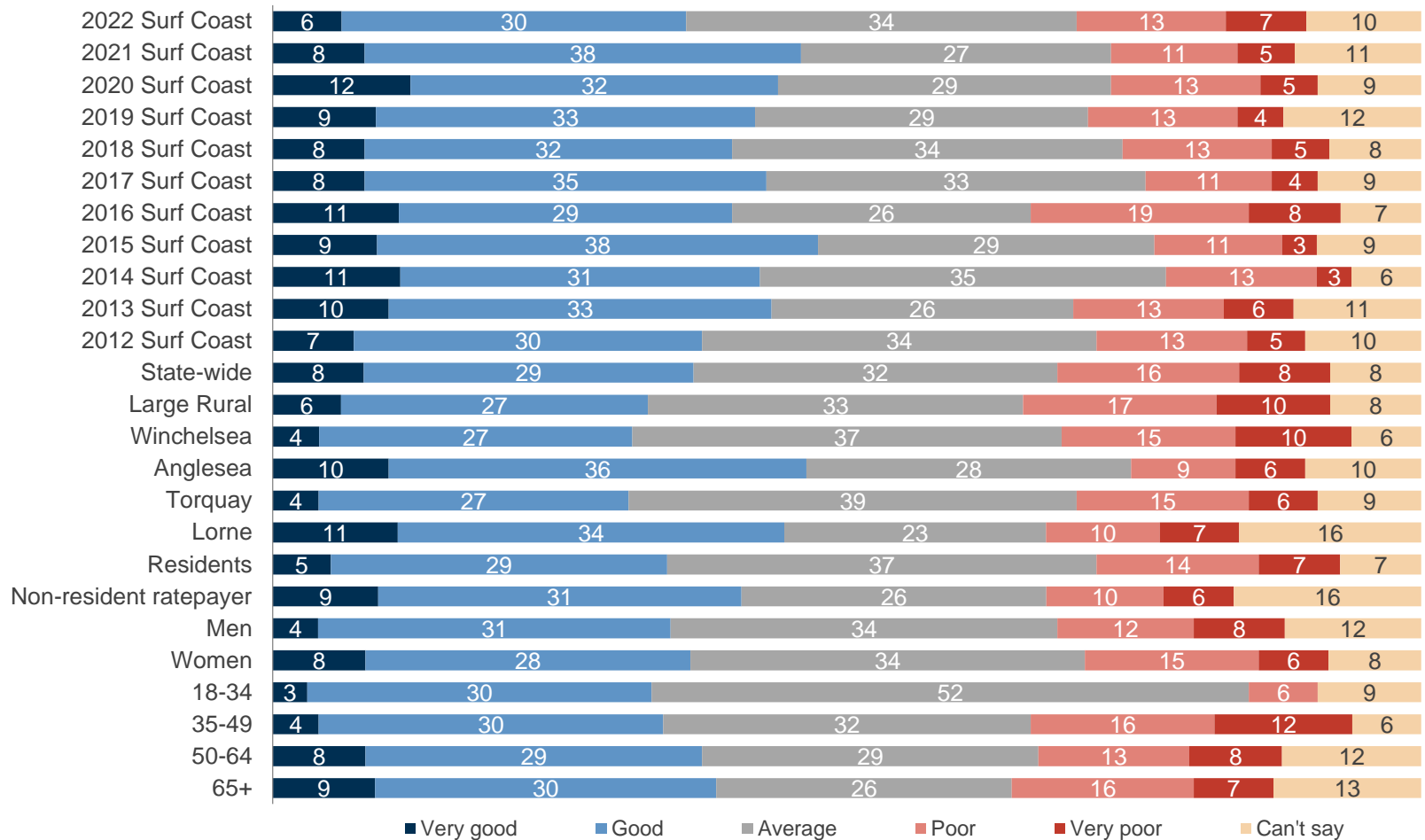
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|-----|------|------|------|------|------|------|------|------|------|------|
| Lorne | 64▲ | 60 | 59 | 61 | 55 | 51 | 46 | 61 | 37 | n/a | n/a |
| Non-resident ratepayer | 62▲ | 59 | 62 | 62 | 58 | 59 | 52 | 61 | 55 | n/a | n/a |
| Anglesea | 60 | 53 | 59 | 59 | 54 | 58 | 58 | 59 | 56 | n/a | n/a |
| 18-34 | 60▲ | 59 | 61 | 58 | 56 | 53 | 51 | 62 | 58 | n/a | n/a |
| Men | 55 | 53 | 55 | 56 | 51 | 51 | 52 | 55 | 53 | n/a | n/a |
| 35-49 | 55 | 51 | 54 | 53 | 49 | 48 | 46 | 54 | 51 | n/a | n/a |
| Surf Coast | 54 | 54 | 55 | 54 | 52 | 53 | 50 | 58 | 54 | n/a | n/a |
| State-wide | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 | n/a | n/a |
| Women | 54 | 54 | 54 | 53 | 54 | 55 | 49 | 61 | 55 | n/a | n/a |
| Torquay | 52 | 52 | 52 | 51 | 52 | 51 | 54 | 62 | 53 | n/a | n/a |
| Residents | 52 | 52 | 53 | 52 | 51 | 51 | 50 | 58 | 54 | n/a | n/a |
| 65+ | 52 | 53 | 51 | 54 | 55 | 57 | 57 | 59 | 55 | n/a | n/a |
| 50-64 | 52 | 53 | 54 | 53 | 51 | 55 | 47 | 59 | 54 | n/a | n/a |
| Large Rural | 51▼ | 54 | 52 | 52 | 52 | 51 | 50 | 52 | n/a | n/a | n/a |
| Winchelsea | 48▼ | 54 | 54 | 53 | 52 | 53 | 41 | 52 | 57 | n/a | n/a |

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

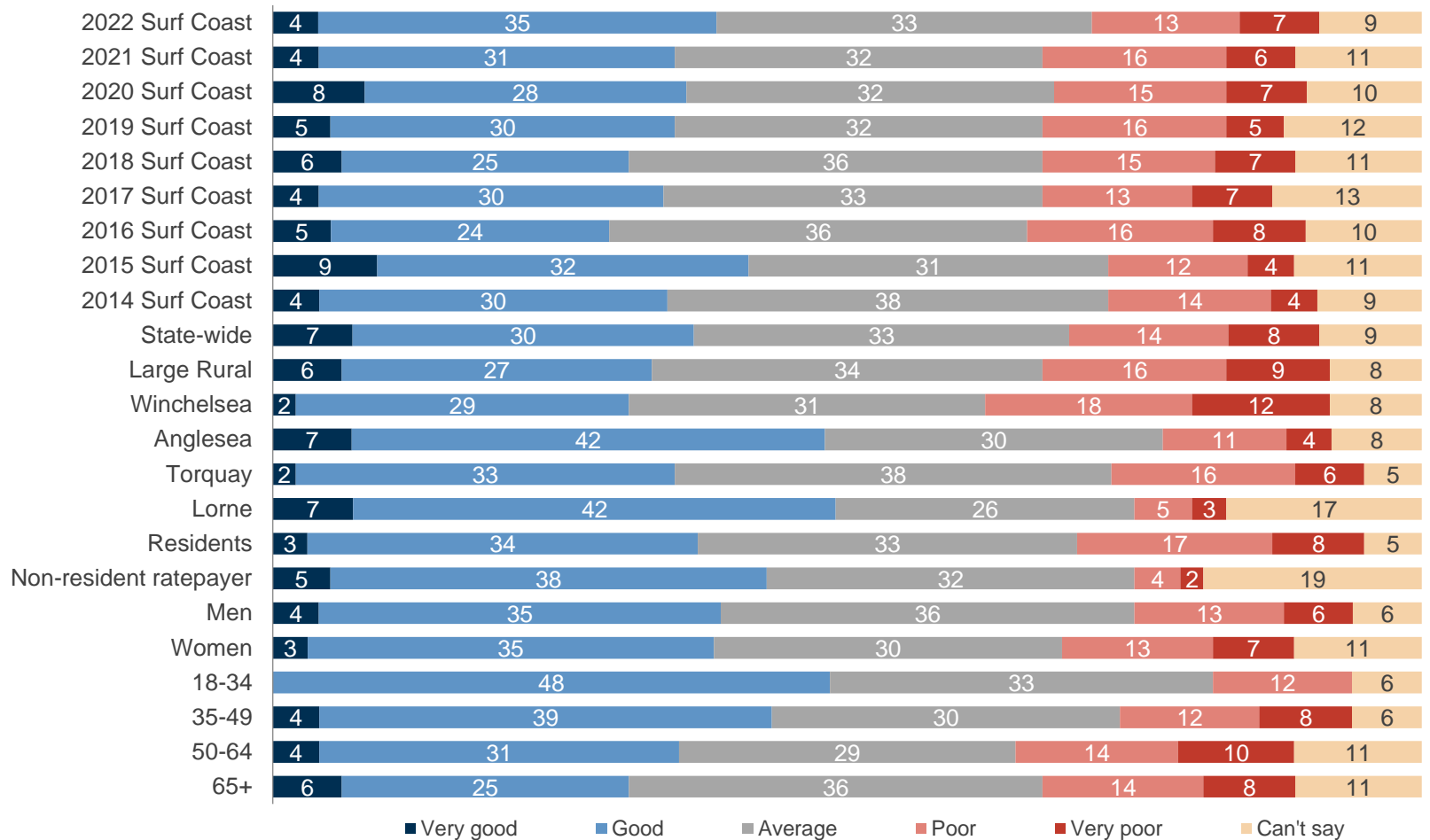
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|-----|------|------|------|------|------|------|------|------|------|------|
| Non-resident ratepayer | 69▲ | 69 | 72 | 68 | 70 | 70 | 67 | 73 | 68 | n/a | n/a |
| Lorne | 66▲ | 68 | 66 | 68 | 64 | 59 | 59 | 71 | 50 | n/a | n/a |
| Torquay | 65▲ | 66 | 58 | 62 | 66 | 69 | 68 | 74 | 67 | n/a | n/a |
| 18-34 | 64 | 72 | 55 | 63 | 61 | 56 | 60 | 66 | 54 | n/a | n/a |
| Anglesea | 62 | 65 | 65 | 61 | 64 | 63 | 64 | 66 | 61 | n/a | n/a |
| 65+ | 61 | 59 | 57 | 60 | 63 | 64 | 66 | 66 | 64 | n/a | n/a |
| Men | 60 | 64 | 61 | 58 | 62 | 58 | 62 | 64 | 62 | n/a | n/a |
| Surf Coast | 60 | 63 | 58 | 60 | 59 | 61 | 61 | 65 | 60 | n/a | n/a |
| Women | 60 | 62 | 54 | 61 | 57 | 64 | 60 | 66 | 58 | n/a | n/a |
| 35-49 | 58 | 61 | 58 | 61 | 56 | 62 | 58 | 65 | 61 | n/a | n/a |
| 50-64 | 58 | 60 | 62 | 54 | 56 | 61 | 60 | 62 | 60 | n/a | n/a |
| Residents | 57 | 61 | 53 | 57 | 56 | 58 | 59 | 63 | 57 | n/a | n/a |
| State-wide | 53▼ | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 | n/a | n/a |
| Large Rural | 45▼ | 50 | 47 | 47 | 45 | 43 | 44 | 45 | n/a | n/a | n/a |
| Winchelsea | 45▼ | 53 | 47 | 48 | 40 | 46 | 48 | 49 | 44 | n/a | n/a |

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

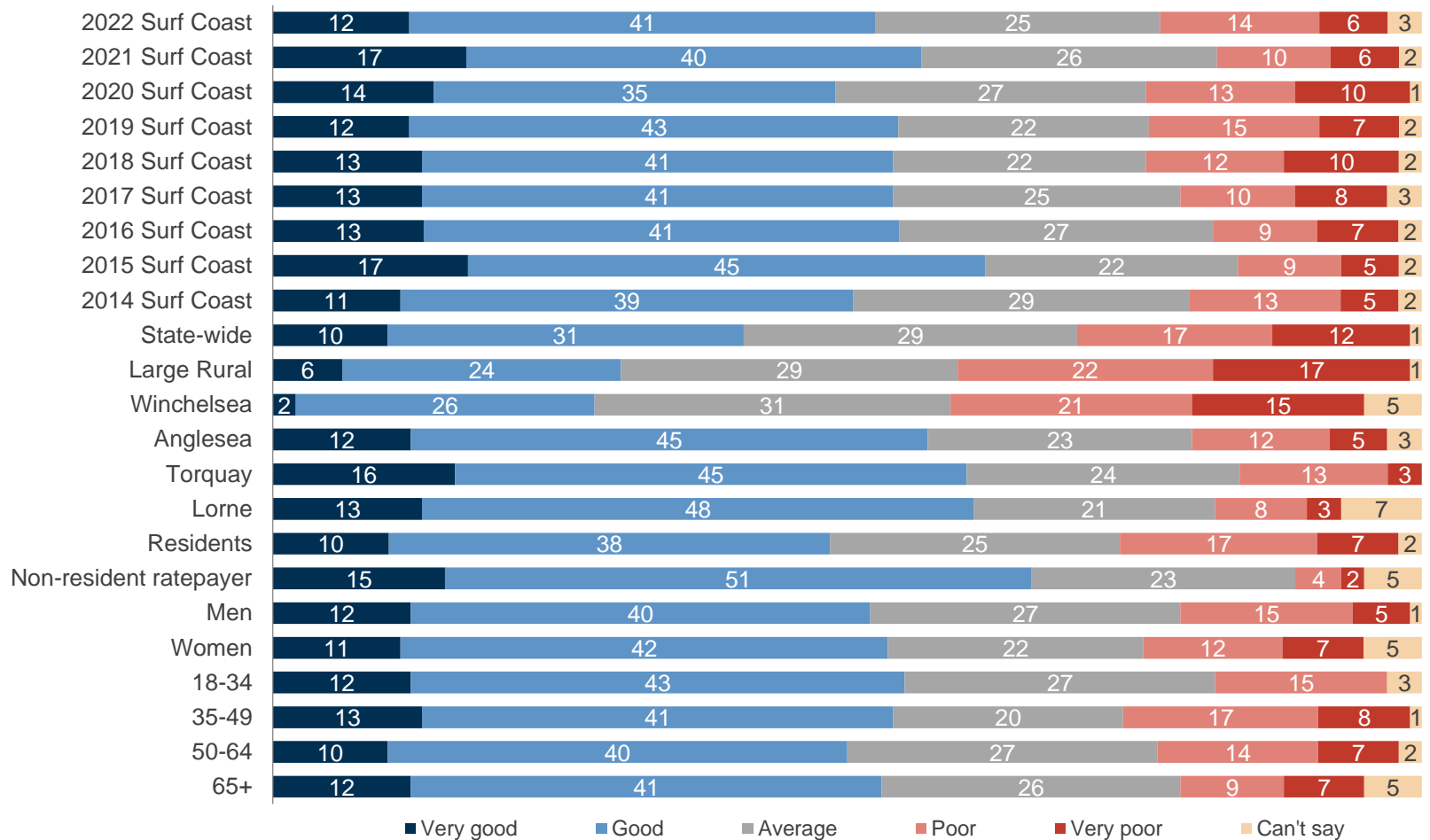
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)





Waste management performance



2022 waste management performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|-----|------|------|------|------|------|------|------|------|------|------|
| Anglesea | 77 | 72 | 72 | 72 | 74 | 78 | 73 | 74 | 78 | n/a | n/a |
| Lorne | 75 | 67 | 66 | 70 | 63 | 64 | 61 | 71 | 64 | n/a | n/a |
| 35-49 | 75 | 62 | 55 | 66 | 72 | 72 | 72 | 72 | 75 | n/a | n/a |
| 65+ | 75 | 72 | 67 | 71 | 74 | 78 | 75 | 77 | 75 | n/a | n/a |
| Women | 74 | 68 | 57 | 67 | 71 | 75 | 73 | 72 | 74 | n/a | n/a |
| Non-resident ratepayer | 74 | 67 | 73 | 72 | 74 | 77 | 72 | 74 | 73 | n/a | n/a |
| 50-64 | 72 | 64 | 66 | 65 | 72 | 72 | 72 | 76 | 74 | n/a | n/a |
| Surf Coast | 71 | 68 | 62 | 68 | 72 | 74 | 72 | 75 | 75 | n/a | n/a |
| Residents | 70 | 69 | 58 | 66 | 71 | 73 | 73 | 75 | 75 | n/a | n/a |
| Torquay | 70 | 68 | 57 | 67 | 75 | 75 | 78 | 78 | 78 | n/a | n/a |
| Men | 68 | 68 | 67 | 69 | 73 | 72 | 72 | 77 | 75 | n/a | n/a |
| State-wide | 68▼ | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 | 71 | 72 |
| Winchelsea | 68 | 67 | 62 | 66 | 67 | 71 | 68 | 73 | 72 | n/a | n/a |
| Large Rural | 65▼ | 66 | 62 | 64 | 67 | 68 | 66 | 68 | n/a | n/a | n/a |
| 18-34 | 61▼ | 74 | 59 | 69 | 69 | 72 | 70 | 74 | 74 | n/a | n/a |

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

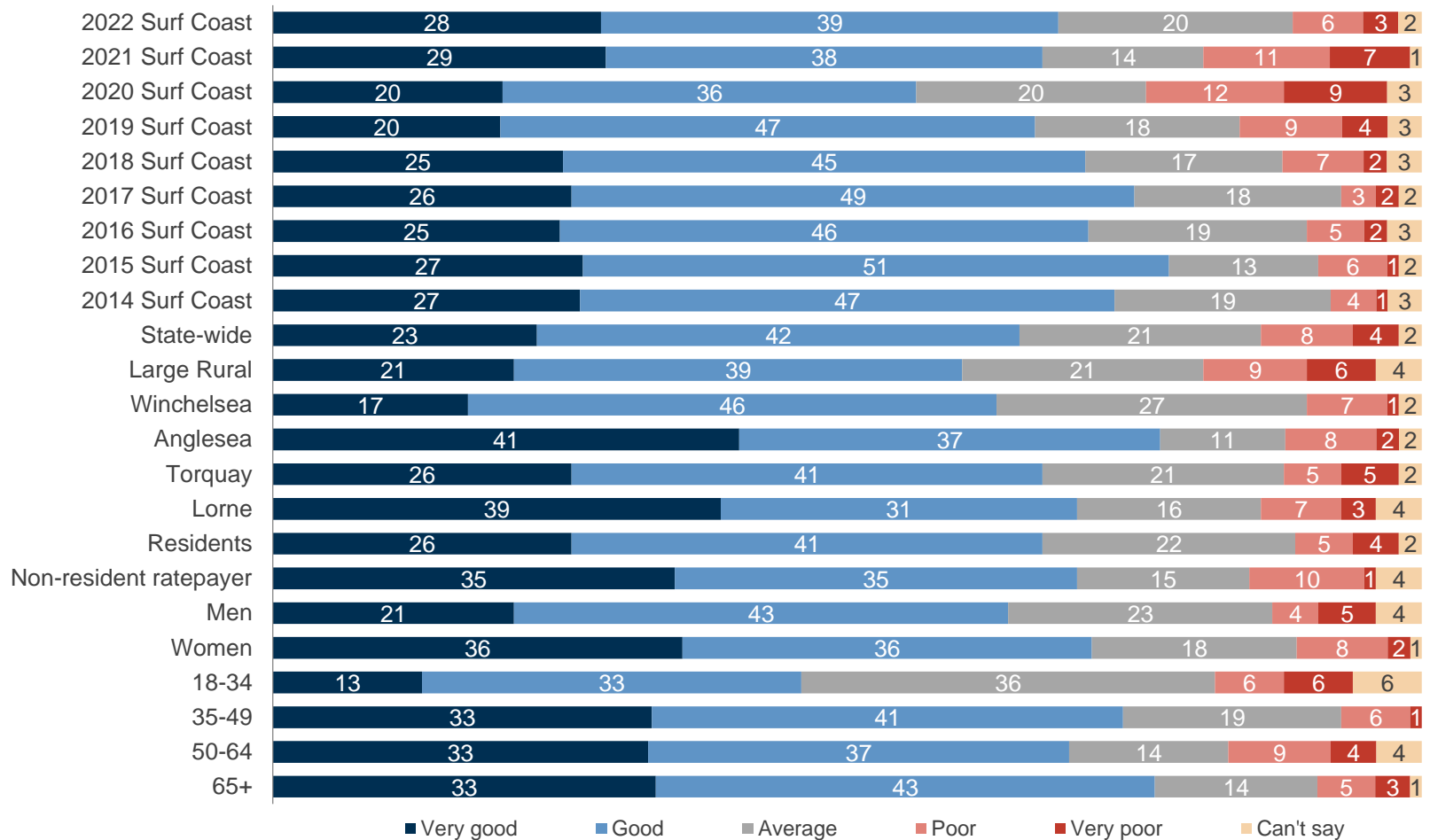
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)





Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------|-----------------|------|------|------|------|------|------|------|------|------|------|
| Non-resident ratepayer | <div></div> 60▲ | 58 | 62 | 59 | 56 | 59 | 58 | 62 | 57 | n/a | n/a |
| Lorne | <div></div> 58▲ | 59 | 63 | 57 | 54 | 50 | 49 | 64 | 46 | n/a | n/a |
| 18-34 | <div></div> 58▲ | 66 | 47 | 51 | 52 | 43 | 50 | 60 | 46 | n/a | n/a |
| Torquay | <div></div> 56▲ | 58 | 50 | 48 | 57 | 56 | 58 | 65 | 60 | n/a | n/a |
| Anglesea | <div></div> 52 | 53 | 55 | 48 | 52 | 51 | 51 | 55 | 52 | n/a | n/a |
| Women | <div></div> 51 | 53 | 49 | 46 | 47 | 51 | 50 | 57 | 51 | n/a | n/a |
| Surf Coast | <div></div> 50 | 54 | 50 | 47 | 50 | 50 | 51 | 57 | 52 | n/a | n/a |
| 65+ | <div></div> 50 | 48 | 48 | 45 | 49 | 53 | 57 | 54 | 53 | n/a | n/a |
| Men | <div></div> 49 | 55 | 52 | 48 | 52 | 49 | 52 | 56 | 53 | n/a | n/a |
| 50-64 | <div></div> 48 | 48 | 52 | 41 | 48 | 51 | 50 | 56 | 53 | n/a | n/a |
| Residents | <div></div> 47 | 53 | 47 | 43 | 48 | 48 | 49 | 55 | 51 | n/a | n/a |
| 35-49 | <div></div> 47 | 55 | 54 | 48 | 49 | 53 | 47 | 57 | 56 | n/a | n/a |
| State-wide | <div></div> 41▼ | 45 | 44 | 44 | 43 | 44 | 43 | 45 | 45 | 44 | 46 |
| Large Rural | <div></div> 39▼ | 44 | 42 | 41 | 41 | 42 | 43 | 44 | n/a | n/a | n/a |
| Winchelsea | <div></div> 32▼ | 45 | 39 | 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: 24 Councils asked group: 10

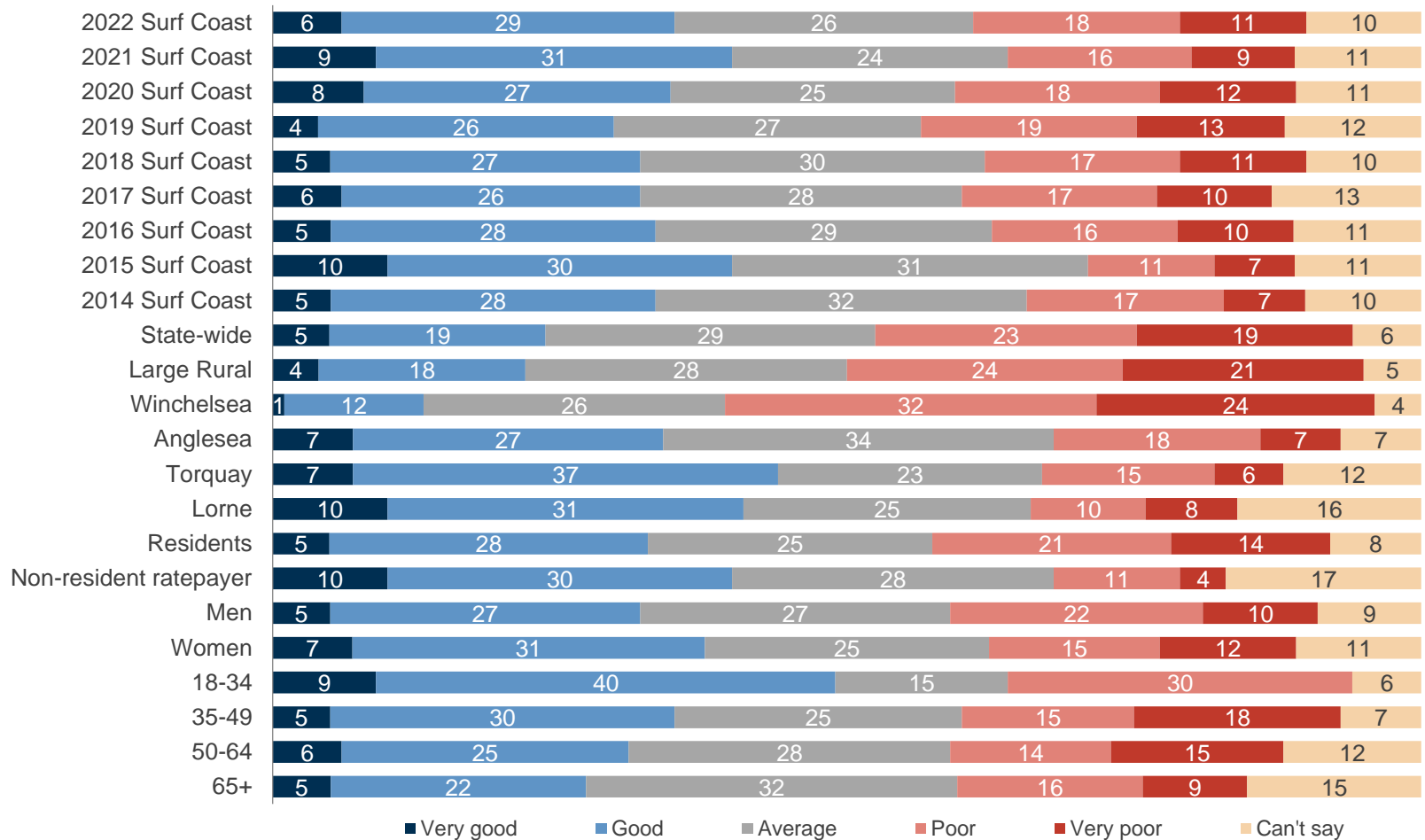
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing.

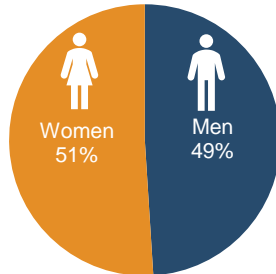
Detailed demographics



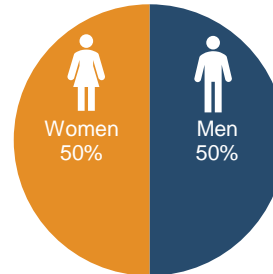
Gender and age profile

2022 gender

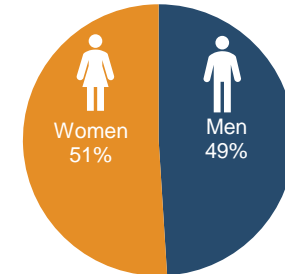
Surf Coast



Large Rural

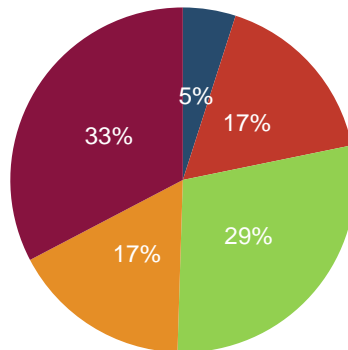


State-wide

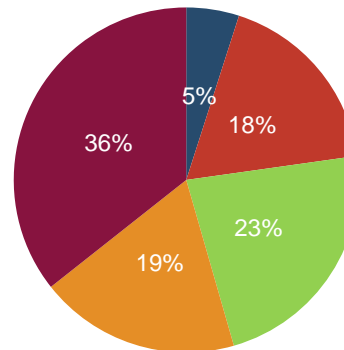


2022 age

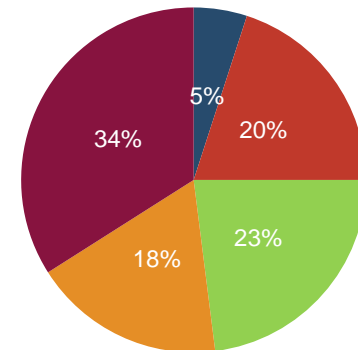
Surf Coast



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 67 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 2022 State-wide Local Government Community Satisfaction Survey for Surf Coast Shire Council was n=601. 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=601 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 26,100 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 | 601 | 400 | +/-4.0 |
| Men | 303 | 197 | +/-5.6 |
| Women | 298 | 203 | +/-5.7 |
| Winchelsea | 136 | 91 | +/-8.4 |
| Anglesea | 99 | 49 | +/-9.9 |
| Torquay | 222 | 176 | +/-6.6 |
| Lorne | 144 | 84 | +/-8.2 |
| 18-34 years | 33 | 87 | +/-17.3 |
| 35-49 years | 81 | 114 | +/-10.9 |
| 50-64 years | 166 | 68 | +/-7.6 |
| 65+ years | 321 | 131 | +/-5.4 |



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:

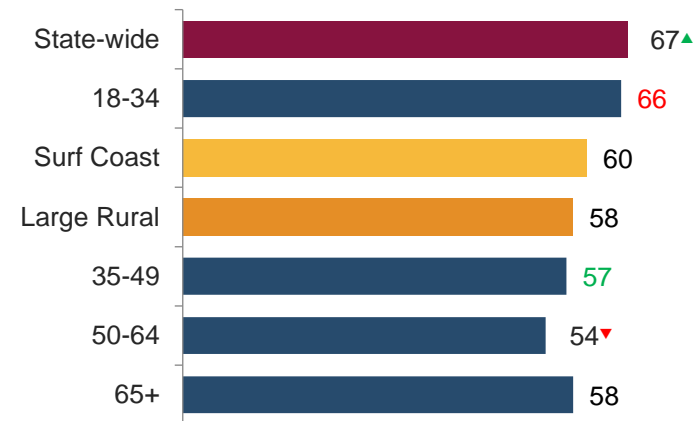
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 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 2022 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 2022 results are compared with previous years, as detailed below:

- 2021, n=601 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=600 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=601 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=600 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=601 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-residents 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-residents within Surf Coast Shire Council, particularly younger people.

A total of n=601 completed interviews were achieved in Surf Coast Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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 2022 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 and non-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 2012-2022 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 2022 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 2022 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 2022 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: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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