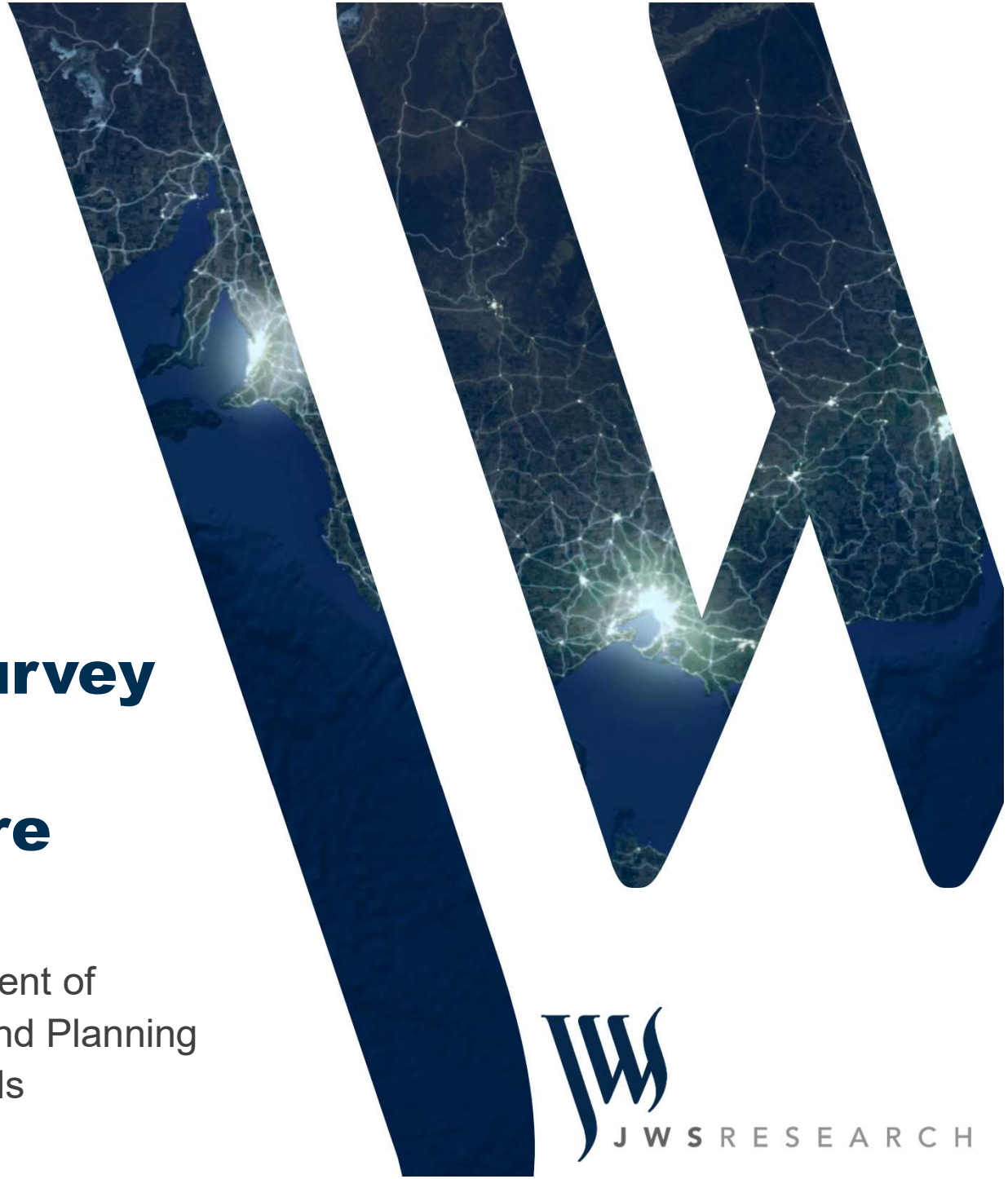
2020 Local Government Community Satisfaction Survey

Surf Coast Shire Council

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



JWS RESEARCH

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Background and objectives

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

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

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

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Surf Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Surf Coast 60

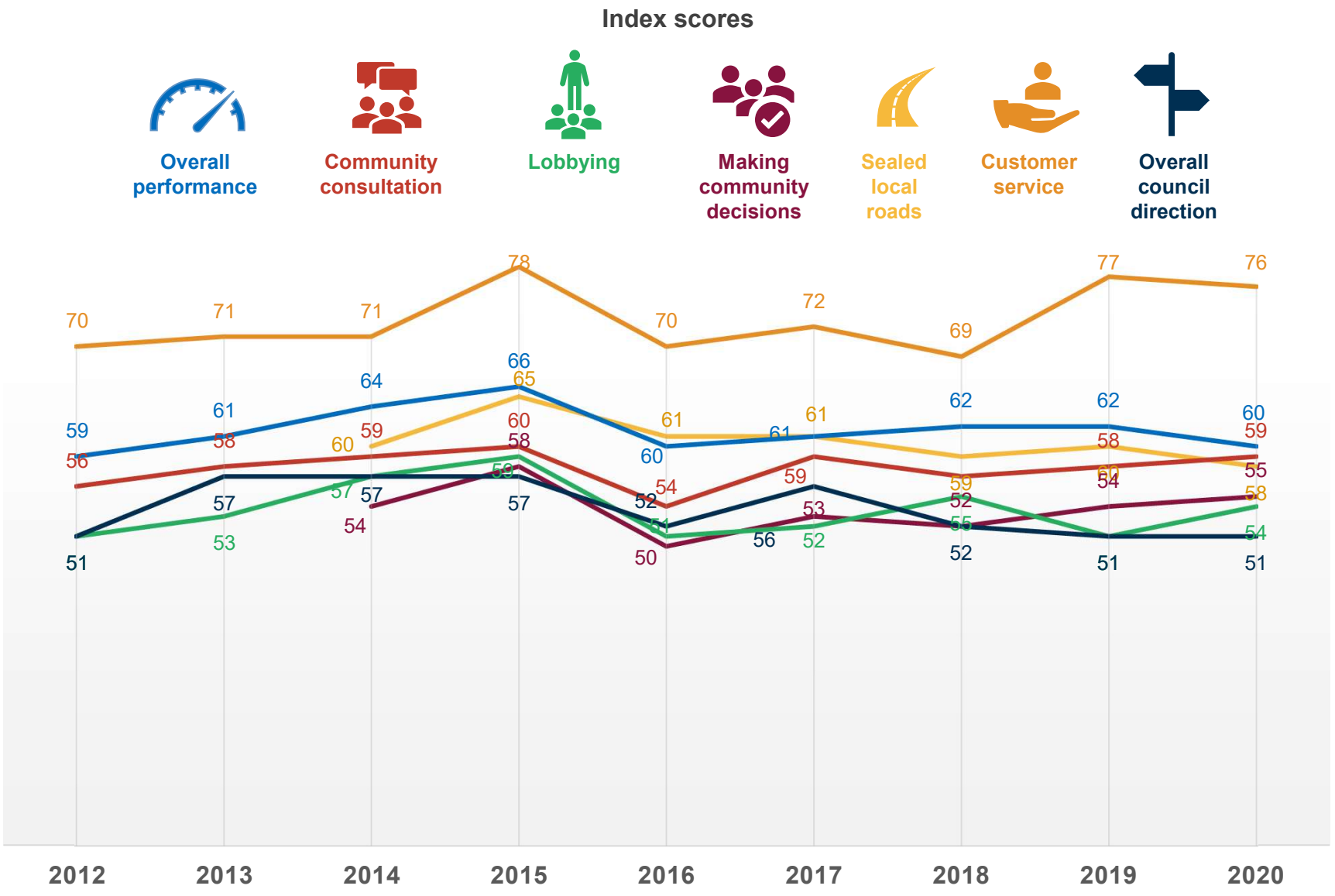
State-wide 58

Large Rural 55

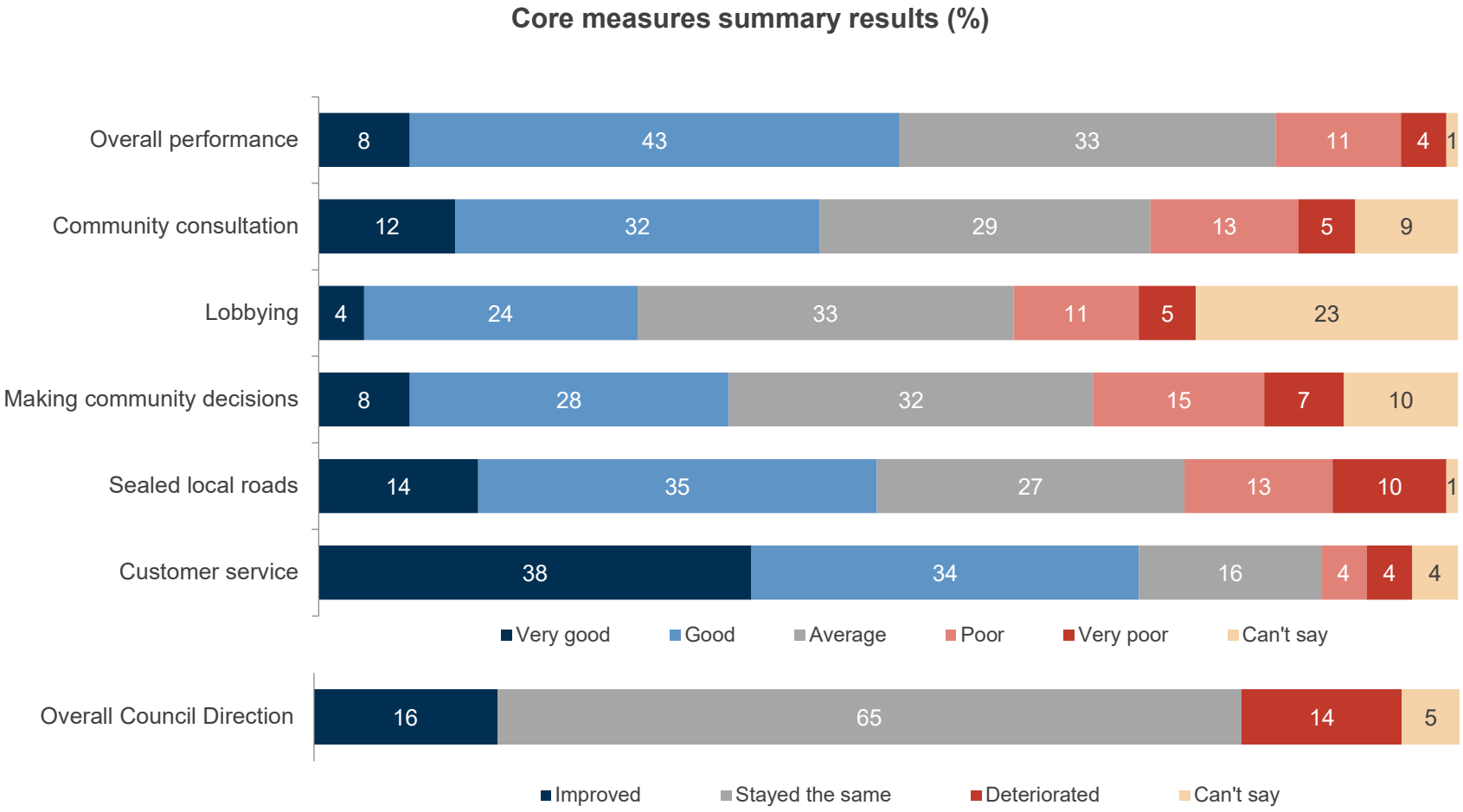
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	Slashing & weed control	Art centres & libraries
	Unsealed roads	Waste management
	Consultation & engagement	Town planning policy
Compared to group average	Sealed local roads	Art centres & libraries
	Unsealed roads	Traffic management
	Slashing & weed control	Town planning policy

Summary of core measures



Summary of core measures



Summary of Surf Coast Shire Council performance

Services		Surf Coast 2020	Surf Coast 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	**60**	62	55	58	Non-Residents	Torquay residents, residents, Aged 65+ years
	Overall council direction	**51**	51	50	51	Lorne residents	Aged 35-49 years, Torquay residents, Aged 65+ years
	Customer service	**76**	77	68	70	Women	Men
	Appearance of public areas	**75**	75	71	72	Aged 18-34 years	Aged 65+ years
	Recreational facilities	**72**	71	67	70	Non-Residents	Residents, Torquay residents, Aged 35-49 years
	Community & cultural	**70**	72	67	68	Aged 18-34 years	Aged 65+ years
	Emergency & disaster mngt	**68**	72	69	68	Aged 18-34 years	Aged 35-49 years
	Family support services	**66**	68	64	66	Aged 18-34 years	Lorne residents
	Elderly support services	**66**	67	67	68	Lorne residents	Anglesea residents, Women
	Art centres & libraries	**66**	68	72	74	Anglesea residents	Torquay residents

Significantly higher / lower than Surf Coast Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.

Summary of Surf Coast Shire Council performance

Services		Surf Coast 2020	Surf Coast 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Tourism development	**66**	68	62	62	Non-Residents, Winchelsea residents	Anglesea residents
	Informing the community	**63**	64	59	59	Lorne residents	Winchelsea residents
	Waste management	**62**	68	62	65	Non-Residents	Aged 35-49 years
	Environmental sustainability	**61**	66	60	60	Non-Residents	Winchelsea residents
	Local streets & footpaths	**60**	59	54	58	Non-Residents	Winchelsea residents
	Enforcement of local laws	**60**	64	64	63	Aged 18-34 years	Torquay residents, Aged 65+ years
	Business & community dev.	**60**	62	60	59	Aged 18-34 years	Aged 35-49 years
	Consultation & engagement	**59**	58	54	55	Anglesea residents, Non-Residents Lorne residents	Winchelsea residents
	Traffic management	**58**	59	62	58	Aged 18-34 years	Aged 35-49 years
	Sealed local roads	**58**	60	47	54	Non-Residents	Winchelsea residents

Significantly higher / lower than Surf Coast Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.

Summary of Surf Coast Shire Council performance

Services		Surf Coast 2020	Surf Coast 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Parking facilities	**57**	59	57	55	Aged 18-34 years	Aged 65+ years
	Disadvantaged support serv.	**57**	58	61	60	Non-Residents	Torquay residents, Aged 18-34 years, Women
	Slashing & weed control	**56**	59	48	49	Non-Residents	Winchelsea residents
	Community decisions	**55**	54	52	53	Non-Residents	Aged 65+ years
	Lobbying	**54**	51	53	53	Lorne residents	Aged 35-49 years, Torquay residents
	Town planning policy	**50**	49	54	54	Non-Residents	Torquay residents
	Unsealed roads	**50**	47	42	44	Lorne residents	Winchelsea residents
	Building & planning permits	**49**	47	49	51	Aged 18-34 years	Aged 65+ years
	Population growth	**49**	48	47	51	Non-Residents, Winchelsea residents	Torquay residents

Significantly higher / lower than Surf Coast Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.

Focus areas for the next 12 months

Overview

Perceptions of Surf Coast Shire Council's overall performance declined marginally over the past year. Overall performance perceptions had been gradually increasing year on year from 2017 – these gains have now stabilised. While Council has been rated more favourably on overall performance in the past (back in 2015), the current rating however is significantly higher than the average for the Large Rural group.

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. Other service areas which may warrant extra attention in the coming 12 months include planning and building permits, which is poorly rated but has a moderate influence on overall performance perceptions; and disadvantaged support services, which currently has a negative influence on overall community opinion.

Comparison to state and area grouping

Importantly, Council significantly outperforms the State-wide and Large Rural averages on several areas, including customer service, appearance of public areas, tourism development and informing the community. Two areas that stand out as being most in need of Council attention are town planning policy and disadvantaged support services. Council performs lower in these relative to other service areas, and significantly underperforms both the State-wide and Large Rural group council averages.

Maintain gains achieved to date

Surf Coast Shire Council should look to consolidate and build upon the service areas where performance is relatively strong and are also shown to be key influencers of overall perceptions, namely, family support services, art centres and libraries and tourism development. As the foremost influencer of overall performance perceptions, Council should also strive to demonstrate decisions are made in the community's interest moving forward.

DETAILED FINDINGS

Overall performance

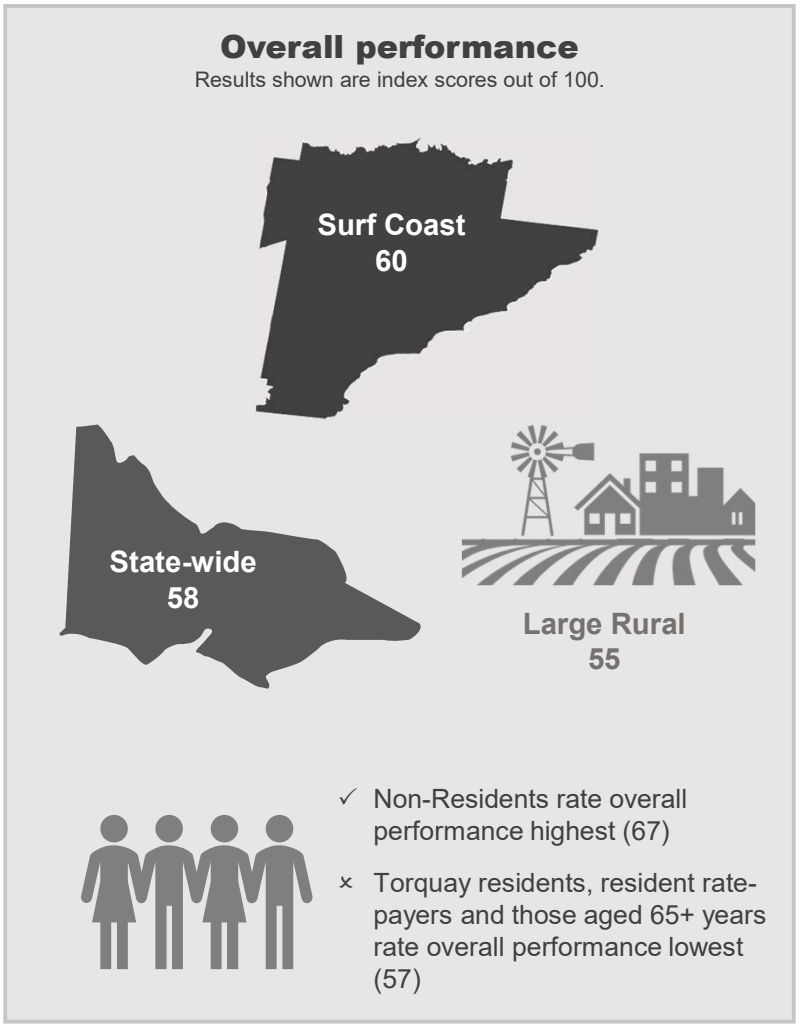
Overall performance

The overall performance index score of 60 for Surf Coast Shire Council represents a two-point (not significant) decline on the 2019 result.

Positively, Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the Large Rural group average for councils (index score of 55).

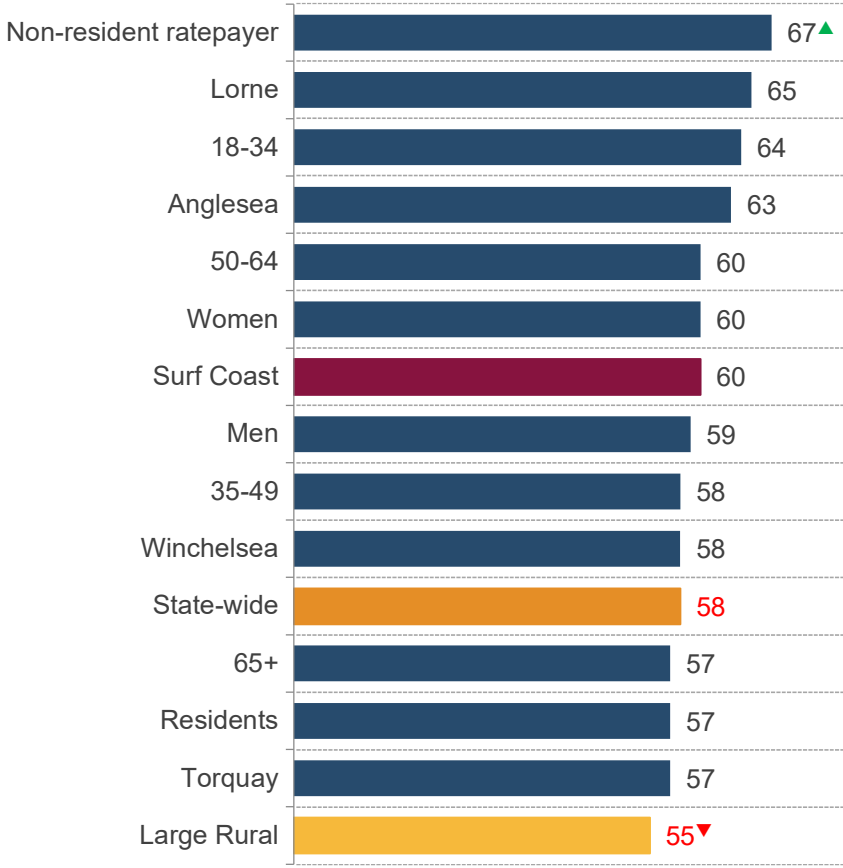
- Overall performance is rated significantly higher among non-resident rate-payers (index score of 67). Aside from this, there are no significant differences in ratings among the different demographic or geographic cohorts compared to the Council average.

More than three times as many households rate Surf Coast Shire Council's overall performance as 'very good' or 'good' (51%) as those who rate it as 'very poor' or 'poor' (15%). A further 33% sit mid-scale, rating Council's overall performance as 'average'.



Overall performance

2020 overall performance (index scores)

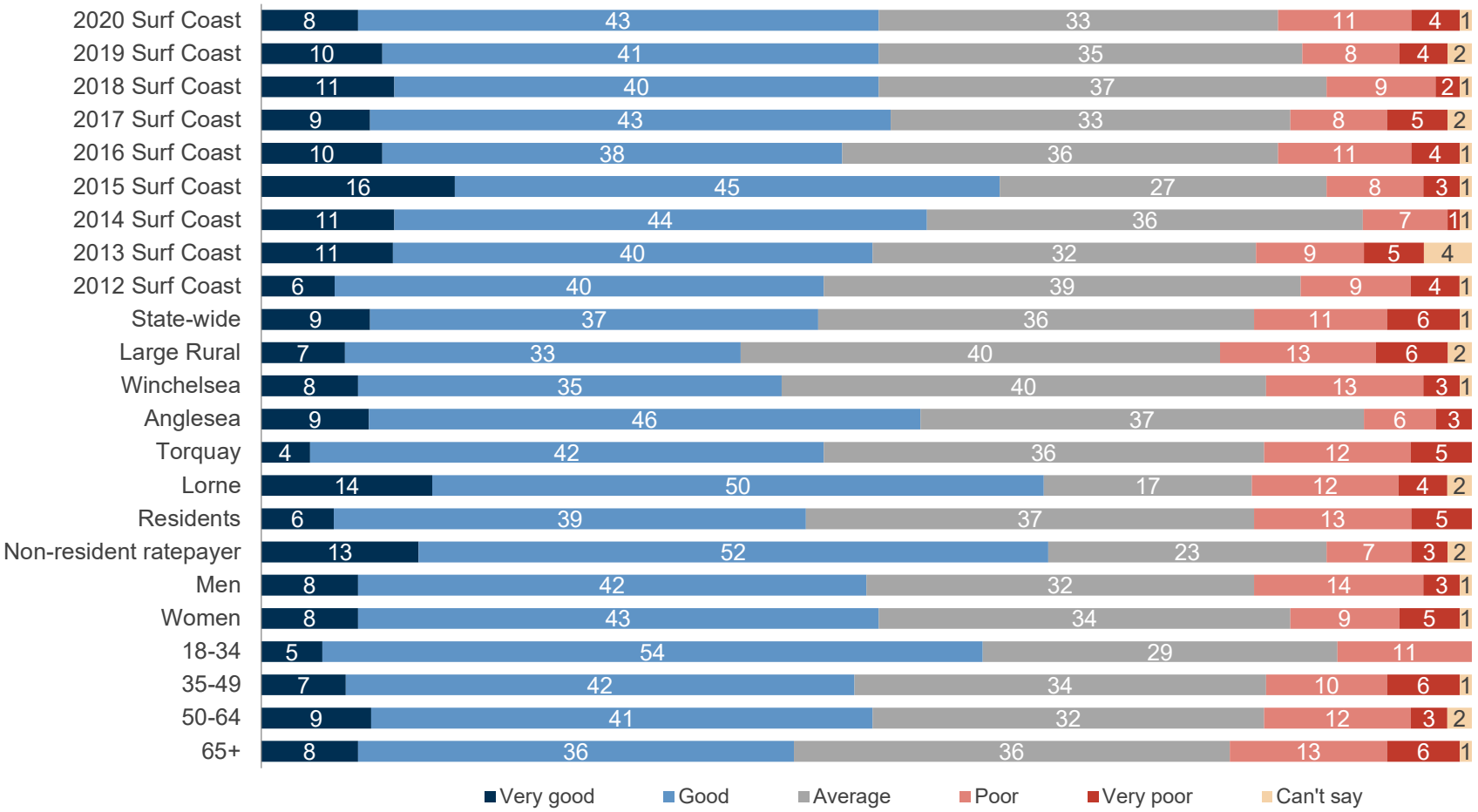


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	67	67	69	n/a	n/a	66	69	67
Lorne	68	56	57	61	72	58	53	55
18-34	70	66	61	63	68	70	62	59
Anglesea	61	64	64	65	65	62	58	54
50-64	58	59	63	57	65	61	60	58
Women	61	65	64	59	67	65	59	59
Surf Coast	62	62	61	60	66	64	61	59
Men	62	60	58	60	64	63	63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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 62 Councils asked group: 17

Top performing service areas

Council continues to perform best on the appearance of public areas (index score of 75, unchanged from 2019).

Positively, Council still performs significantly higher than both the State-wide and Large Rural group council averages in this service area (index scores of 72 and 71 respectively).

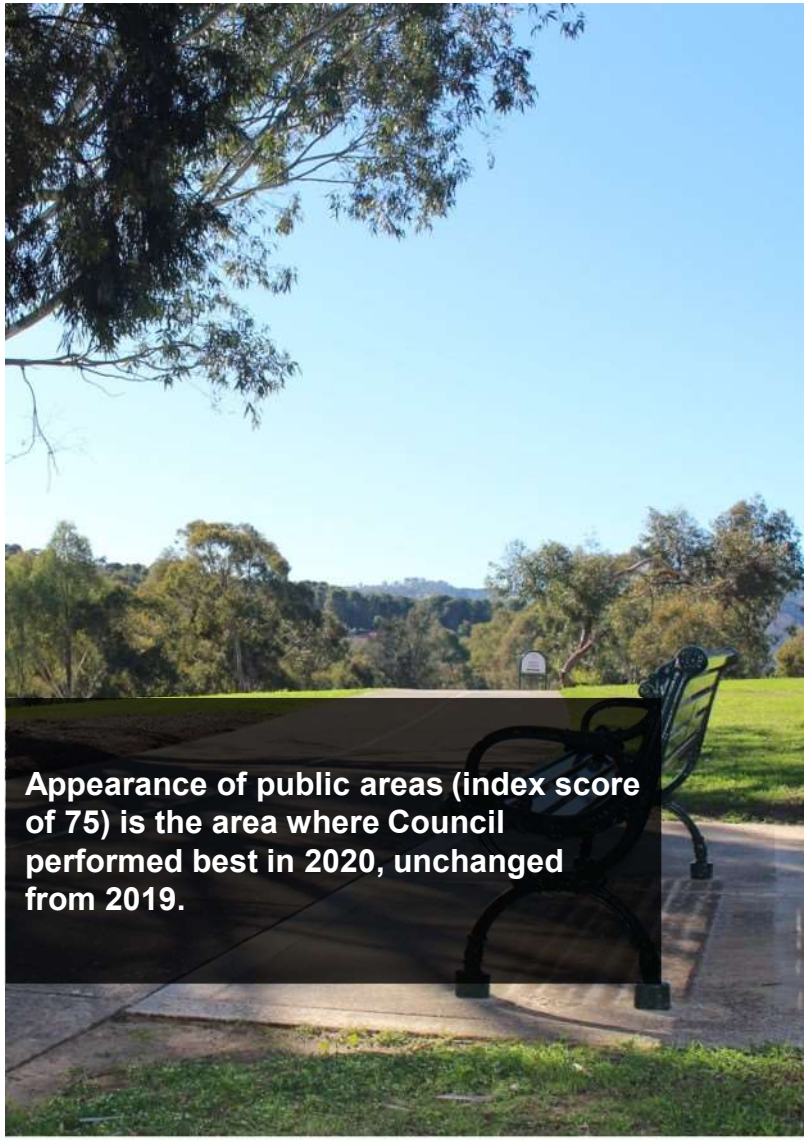
- Performance ratings are significantly higher among 18 to 39 year olds (index score of 81).

Recreational facilities and community and cultural activities are Council's next highest rated service areas (index scores of 72 and 70 respectively). Council also performs significantly higher than the Large Rural group average in these areas.

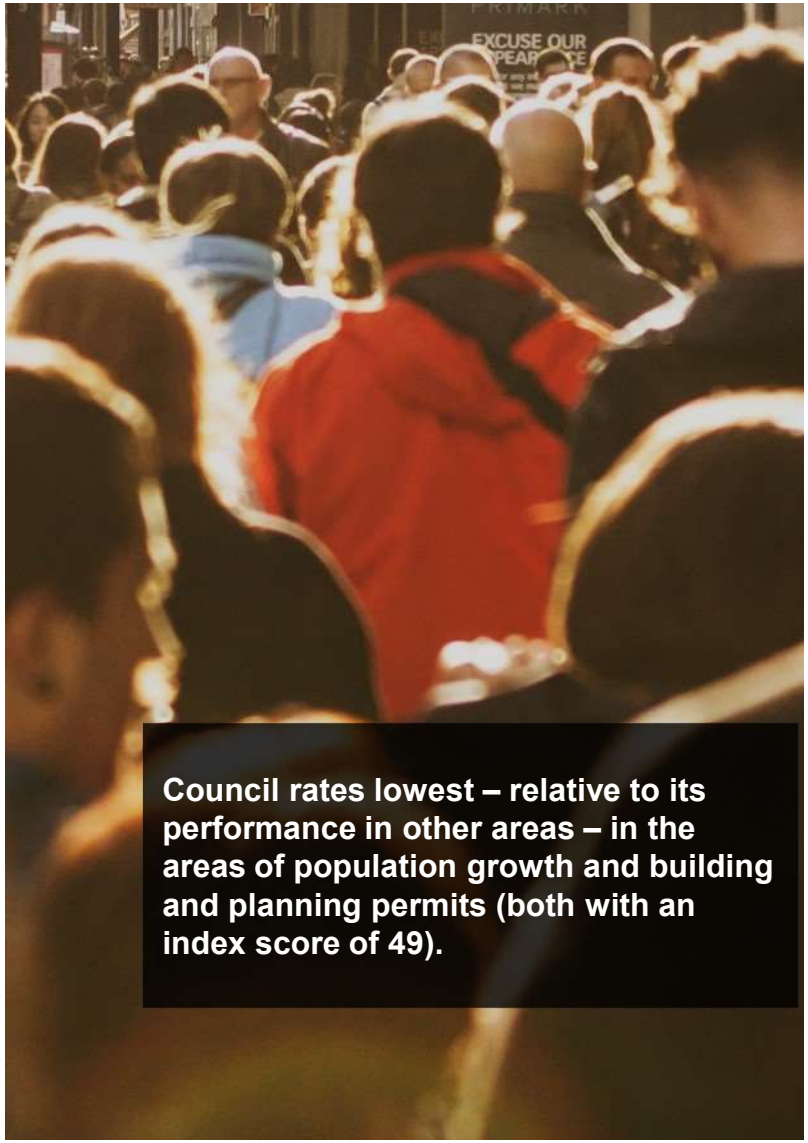
- Performance ratings of recreational facilities are significantly higher among non-resident rate-payers (index score of 78).

Moreover, 10% of people volunteer recreational or sporting facilities as the best thing about Surf Coast Shire Council.

Emergency and disaster management is Council's next highest rated service area (index score of 68). Performance ratings in this area experienced a significant four-point decrease in the last 12 months, however a decline in ratings (not significant) also occurred at a Large Rural group-level.



Low performing service areas



Council rates lowest in population growth and building and planning permits (both with an index score of 49).

- Council's performance in planning for population growth is rated significantly lower among Torquay households (index score of 43). Non-resident ratepayers rate Council significantly higher (58).
- Building and planning permits performance is rated significantly lower among people aged 65 years and over (index score of 43).
- People aged 18 to 34 years rate Council significantly higher than average on both of these service areas.

General town planning is Council's next equal lowest rated service area (with an index score of 50).

- Again here, it is the people of Torquay who have significantly lower than average views of Council (index score of 45). People aged 18 to 34 years and non-resident ratepayers are significantly more positive (index scores of 58 and 59 respectively).
- In town planning policy, Council performs significantly lower than both the State-wide and Large Rural group averages (both with an index score of 54).
- Town planning, permits or red tape is nominated by 9% of people as most in need of improvement, 7% nominate inappropriate development.

Individual service area performance

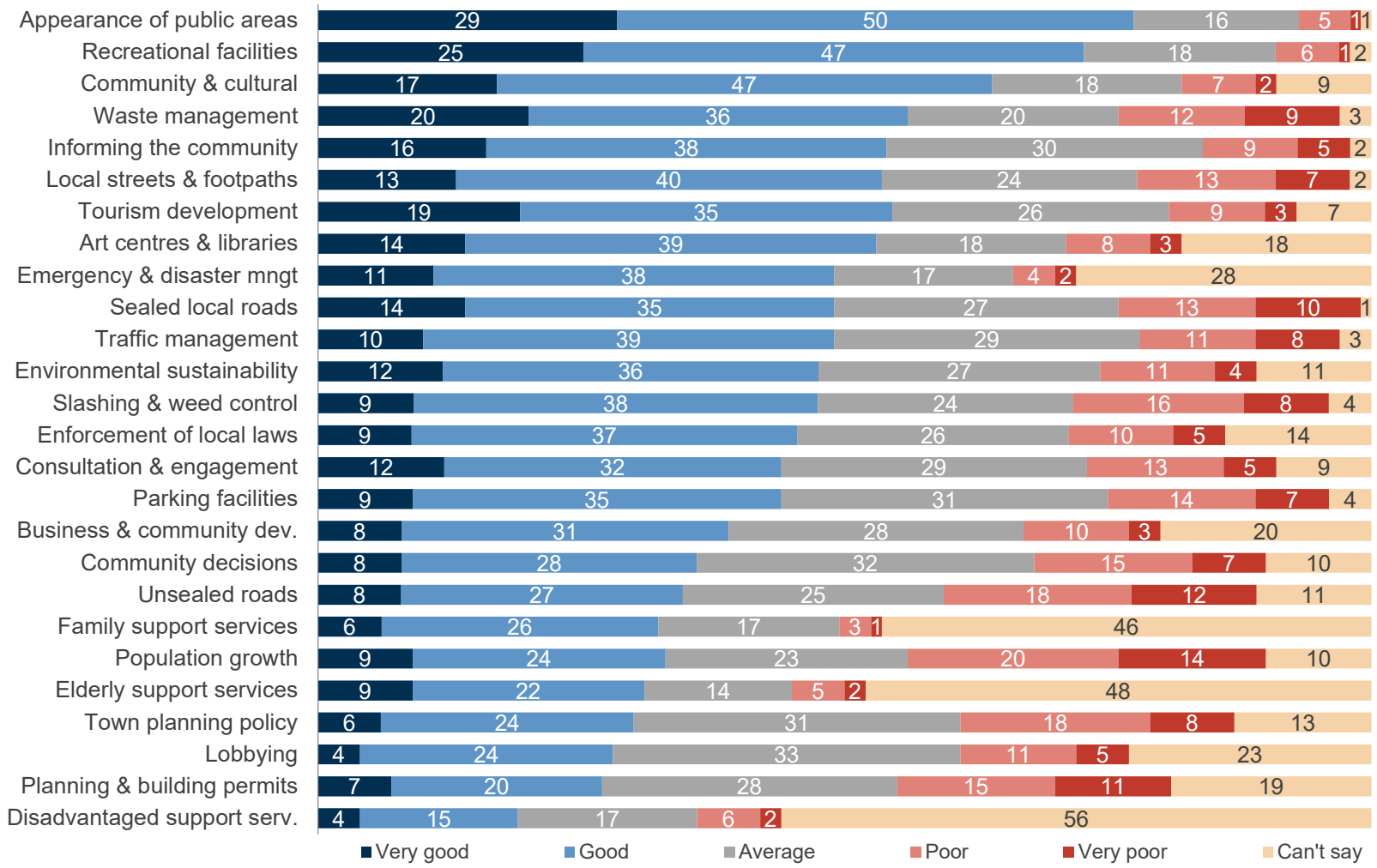
2020 individual service area performance (index scores)

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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 people about the 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 moderate to strong influence on the overall performance rating are:

- Community consultation and engagement
- Planning and building permits
- Art centres and libraries
- Environmental sustainability
- Family support services
- Tourism development
- Enforcement of local laws
- Disadvantaged support services.

Looking at these key service areas, art centres and libraries, family support services and tourism development have a relatively high performance index (66 each) and a moderate positive influence on the overall performance rating, so maintaining these positive results should remain a focus.

However, community consultation and engagement is a stronger positive influence on overall perceptions of Council but currently performs less well (performance index of 59).

Therefore consulting residents and non-residents alike in Council decision making is also important to help shore up positive opinion of Council overall.

In need of closer attention are Council's handling of planning and building permits, which is poorly rated (performance index of 49) and a moderate influence on overall community opinion, and Council's disadvantaged support services, which currently have a negative influence on overall performance ratings.

It is important to improve Council's handling of planning and building permits and perceptions of its support for disadvantaged people to help improve overall ratings of Council performance.

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.

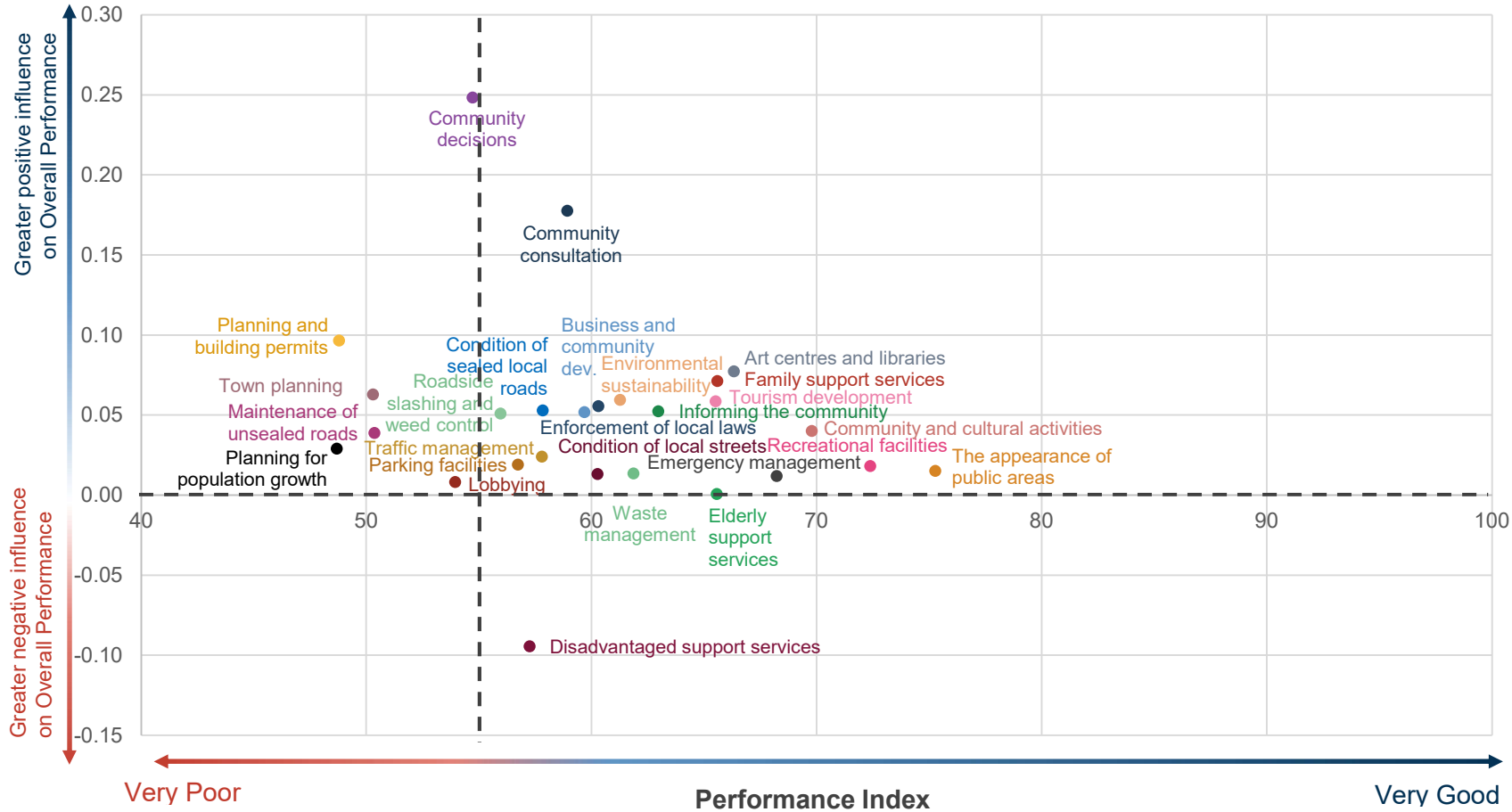
The regressions are shown on the following two charts.

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 weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

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

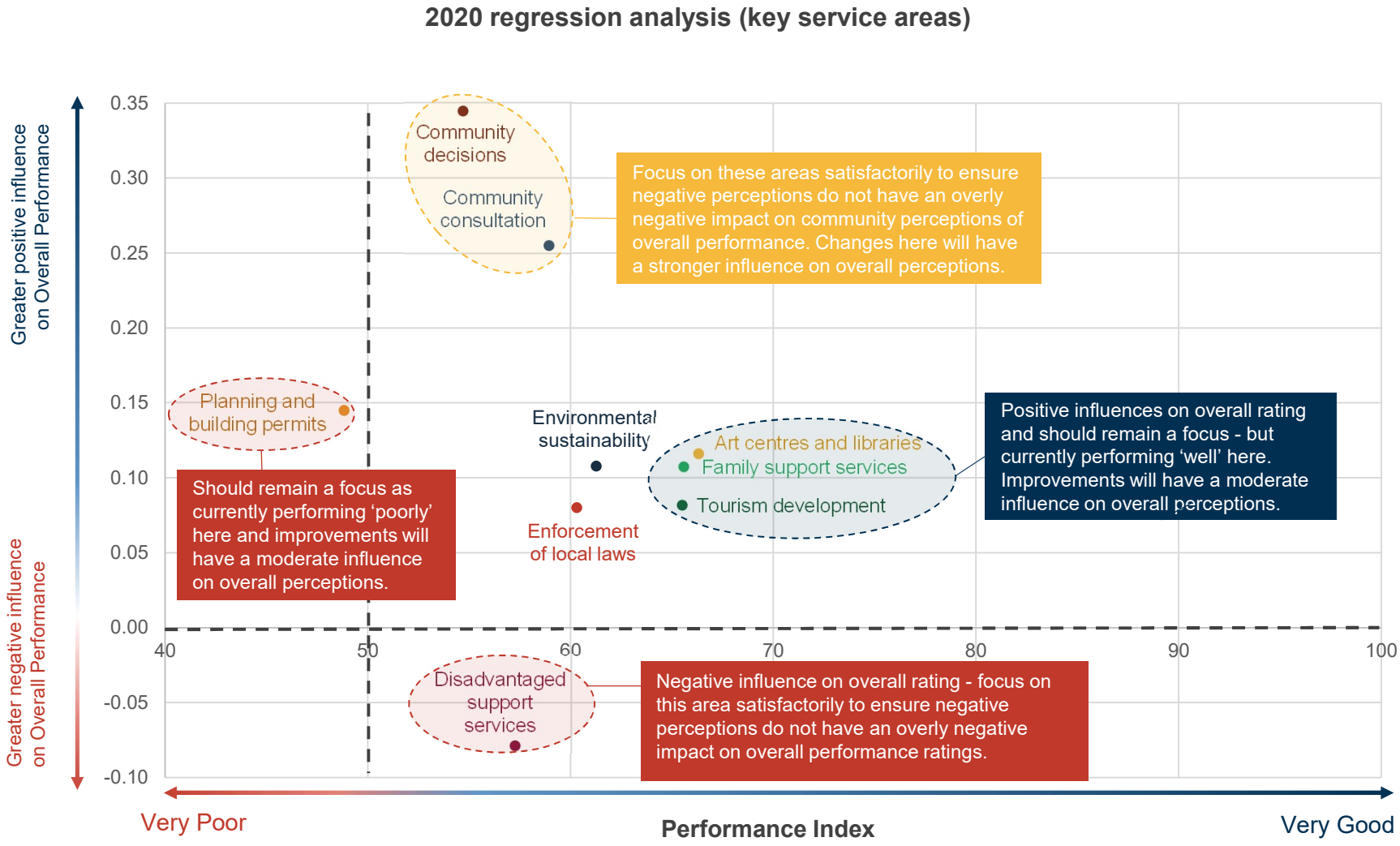
Influence on overall performance: all service areas

2020 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R-squared value of 0.715 and adjusted R-square value of 0.702, which means that 71% 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 = 55.3. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

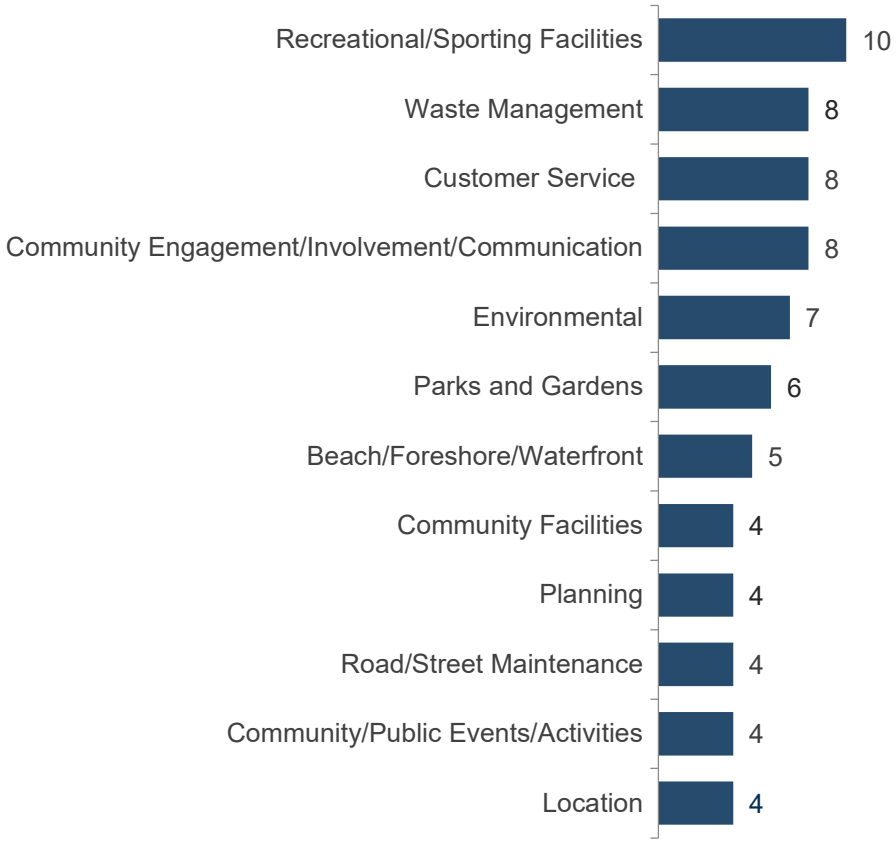
Influence on overall performance: key service areas



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.684 and adjusted R-square value of 0.679, which means that 68% 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 = 142.1.

Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 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: 25 Councils asked group: 7
Q17. What does Surf Coast Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8
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

More than two-thirds of Council households (68%) had contact with Council in the last 12 months – four percentage points higher than 2019. Contact rates are highest among 35 to 49 year olds and Lorne households (76% and 73% respectively).

Telephone (39%) remains the most common contact method, followed by email (30%) and in person (26%). Compared to last year, the rate of contact via email increased significantly by 12 percentage points.

Customer service

Council's customer service index of 76 is a slight decline but comparable to the 2019 result. Positively, Council's customer service is rated significantly higher than both the State-wide and Large Rural group averages (index scores of 70 and 68 respectively).

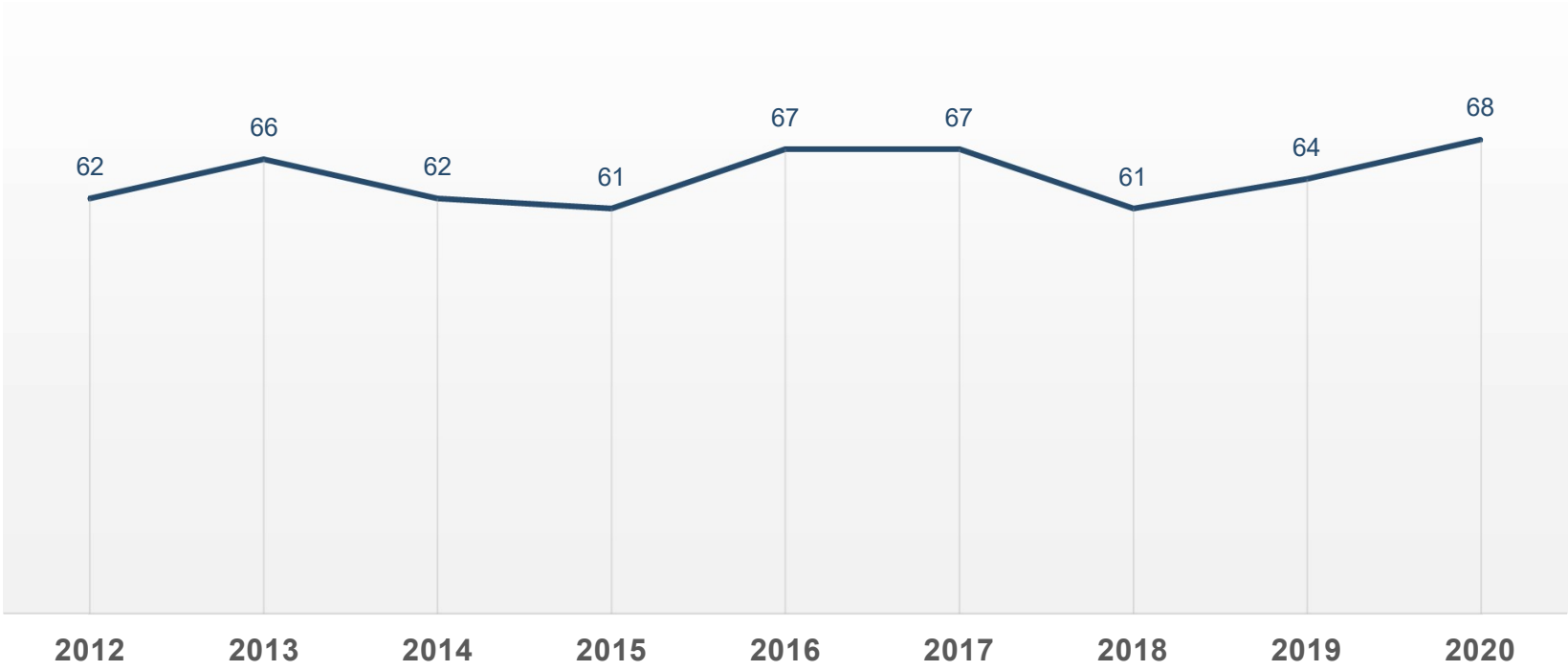
Of those who had contact with Council, more than seven in ten (72%) provide a positive customer service rating of 'very good' or 'good.

Customer service ratings are highest among those who communicated with Council by social media or telephone (index scores of 89 and 77 respectively). Given contact occurs most commonly via telephone, this is an encouraging result which Council should look to uphold.

Considering rate of contact with Council is highest among those aged 35 to 49 years and Lorne households, perceptions of customer service should continue to be monitored and maintained among these cohorts.

Contact with council

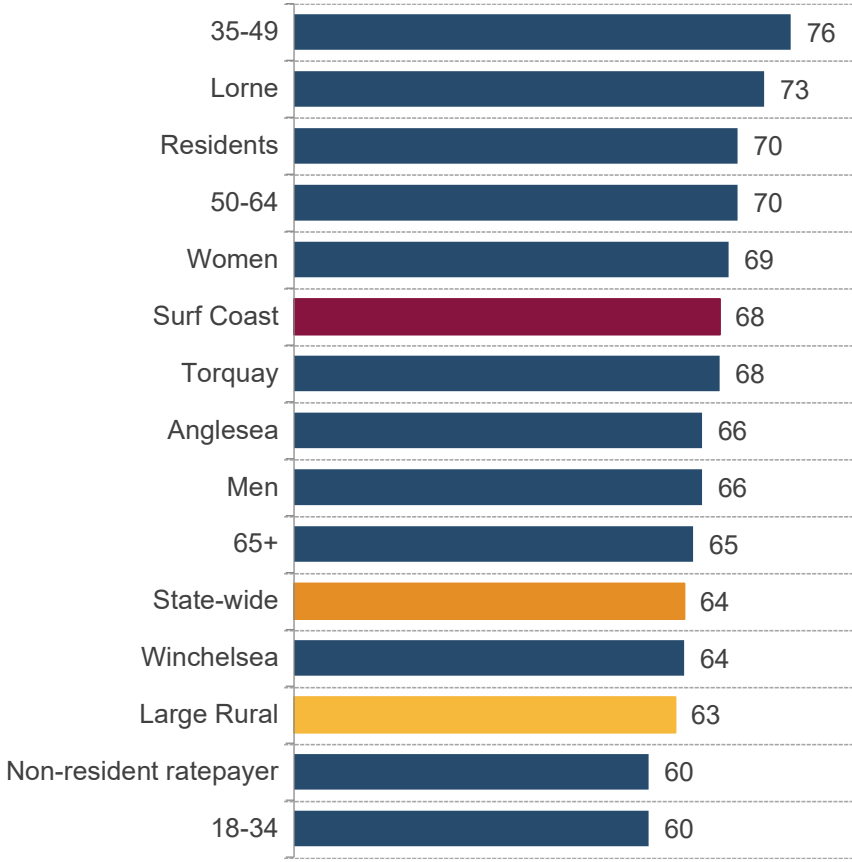
2020 contact with council (%)
Have had contact



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: 26 Councils asked group: 7

Contact with council

2020 contact with council (%)

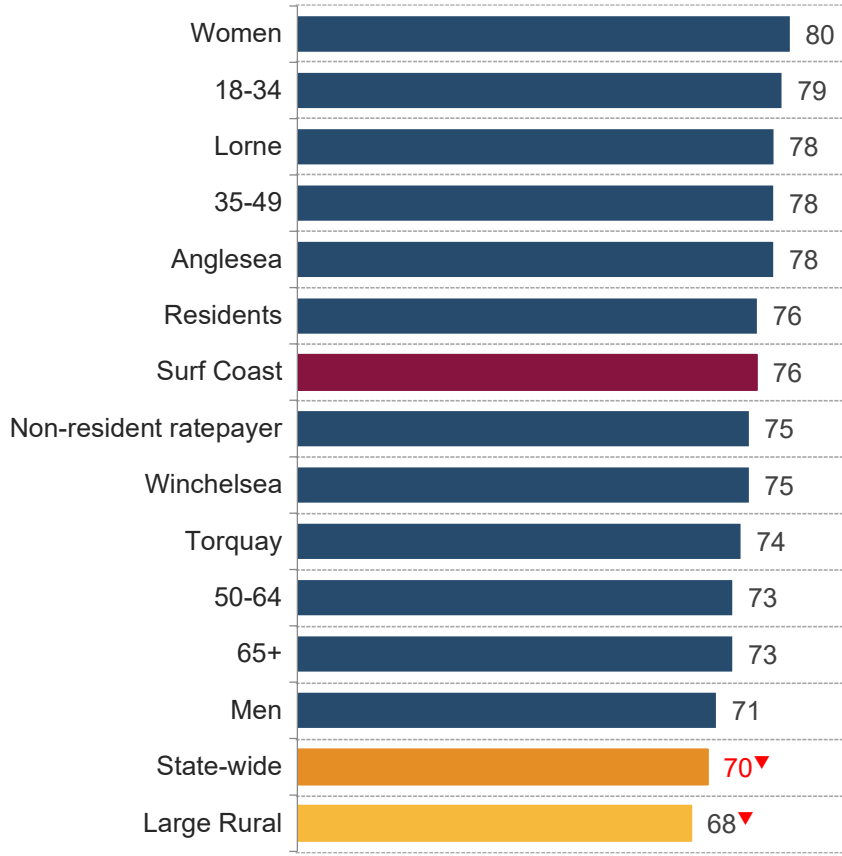


	2019	2018	2017	2016	2015	2014	2013	2012
35-49	70	64	75	68	69	72	76	66
Lorne	66	69	60	63	51	63	79	64
Residents	65	65	73	n/a	n/a	69	71	68
50-64	71	63	66	65	60	60	66	67
Women	67	59	67	69	61	65	66	64
Surf Coast	64	61	67	67	61	62	66	62
Torquay	67	60	67	70	64	75	72	60
Anglesea	65	55	61	58	49	61	61	75
Men	60	62	66	66	62	60	65	60
65+	59	61	61	61	60	61	57	55
State-wide	63	63	61	60	63	61	60	61
Winchelsea	55	65	75	72	70	65	71	73
Large Rural	61	59	62	63	59	n/a	n/a	n/a
Non-resident ratepayer	61	47	48	n/a	n/a	44	51	46
18-34	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: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2020 customer service rating (index scores)

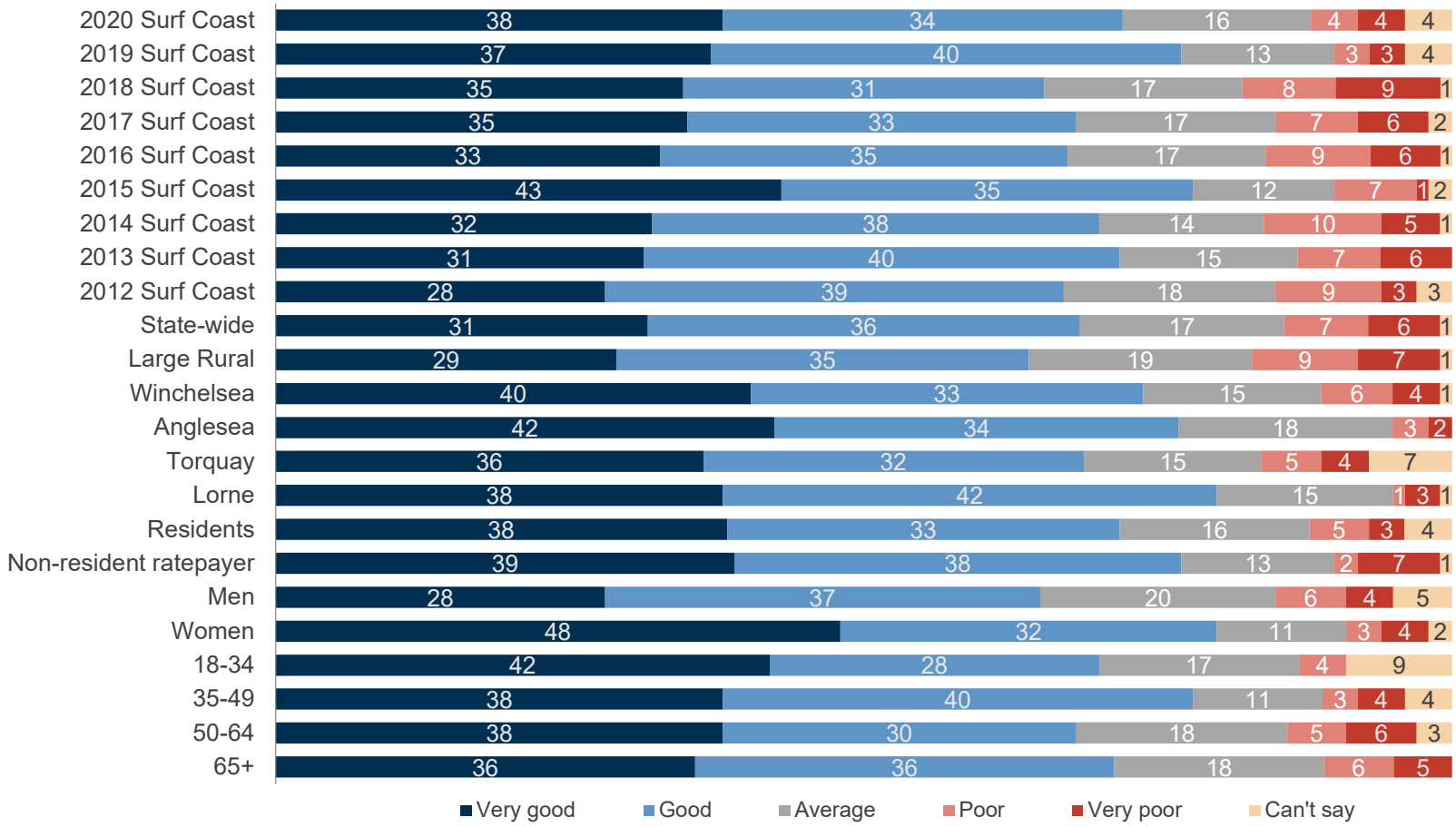


	2019	2018	2017	2016	2015	2014	2013	2012
Women	79	74	77	70	82	73	70	70
18-34	83	65	77	72	80	77	70	65
Lorne	77	73	65	64	76	66	73	72
35-49	79	68	67	65	78	68	70	74
Anglesea	76	74	75	71	72	66	73	69
Residents	77	69	71	n/a	n/a	72	70	71
Surf Coast	77	69	72	70	78	71	71	70
Non-resident ratepayer	77	71	75	n/a	n/a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

Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

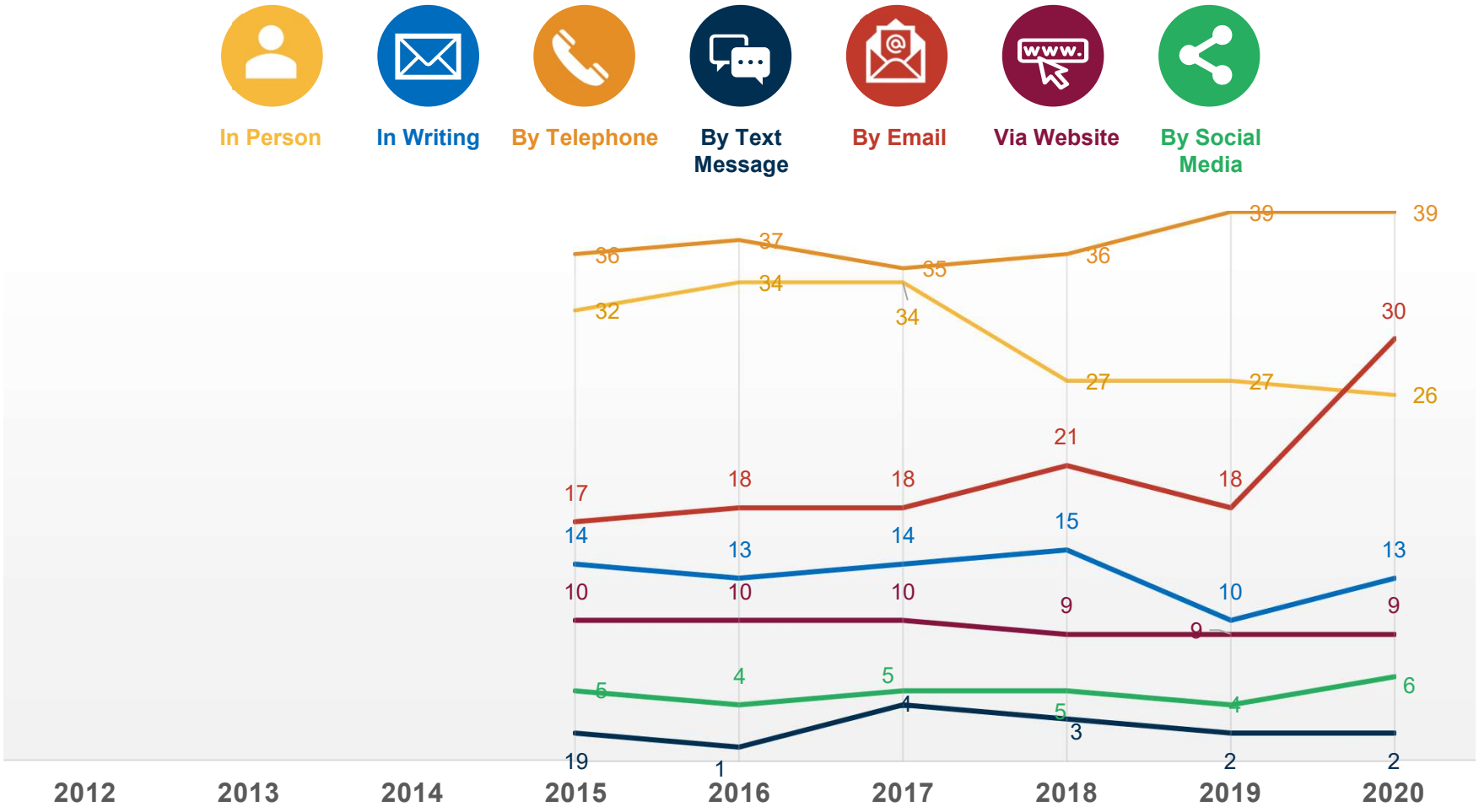
2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 62 Councils asked group: 17

Method of contact with council

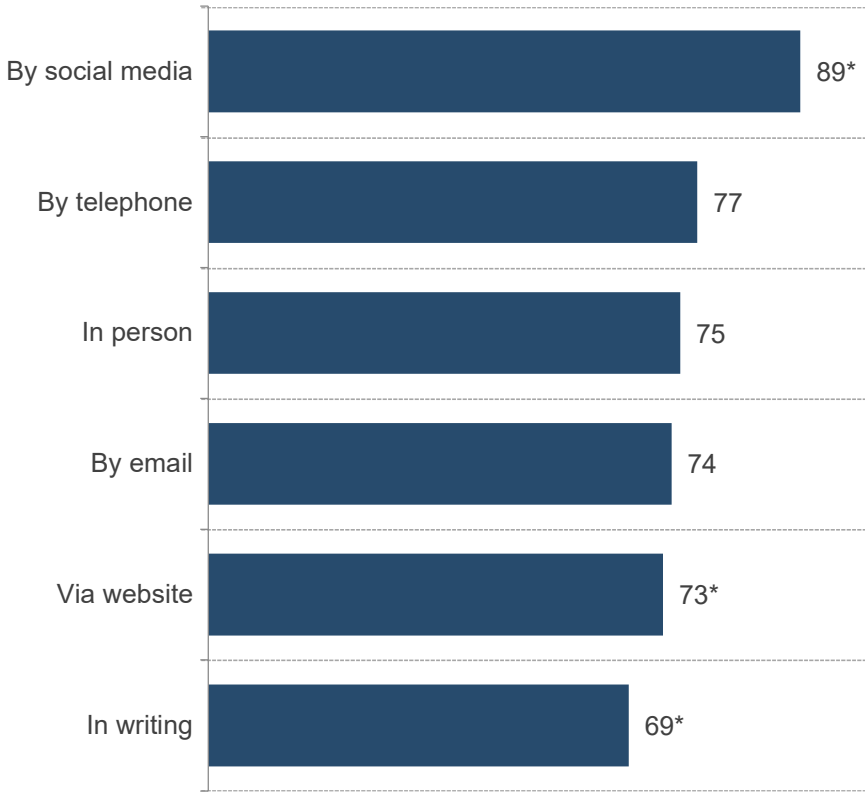
2020 method of contact (%)



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: 26 Councils asked group: 7
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

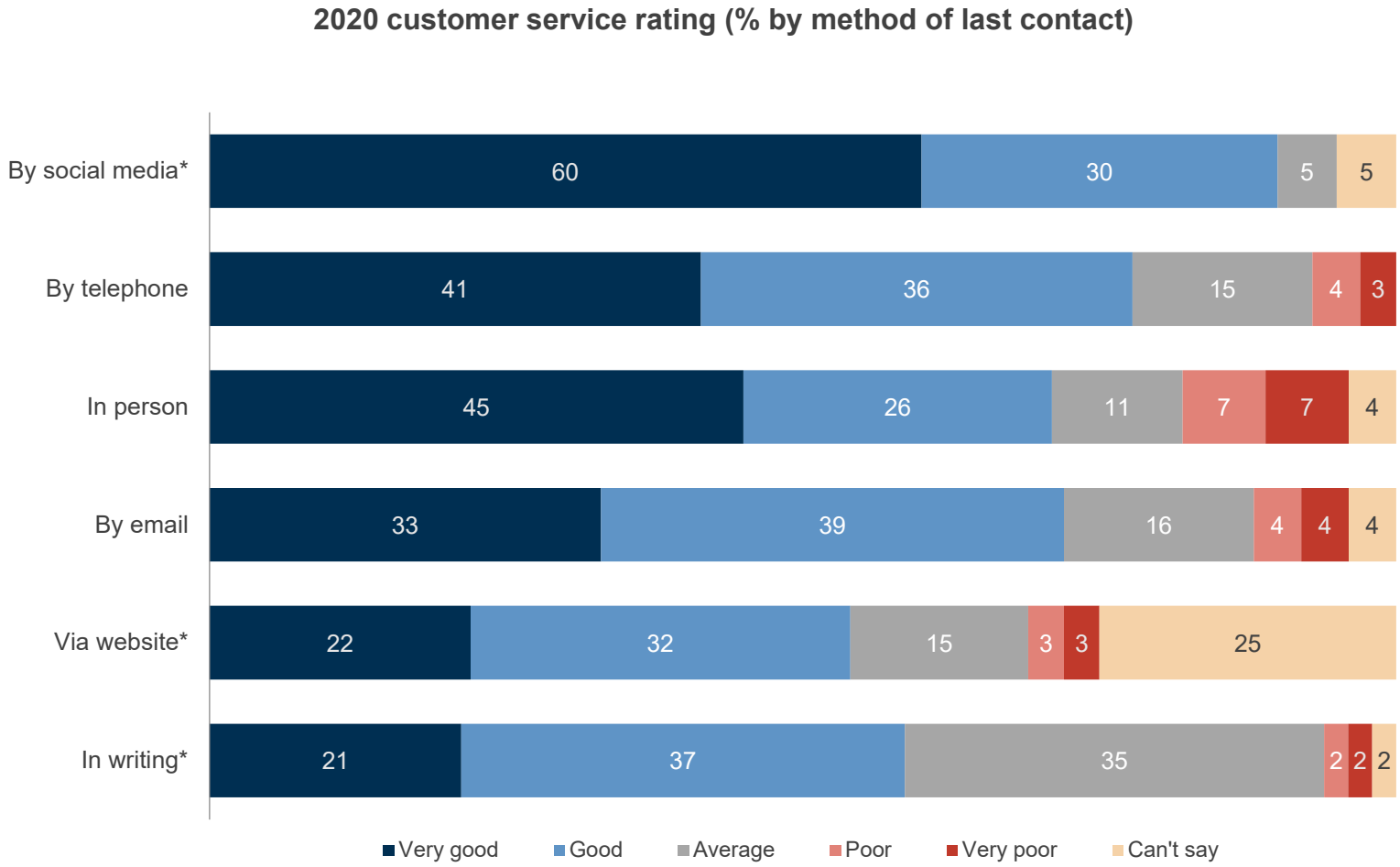
2020 customer service rating (index score by method of last contact)



	2019	2018	2017	2016	2015	2014	2013	2012
By social media	79	75	78	54	69	n/a	n/a	n/a
By telephone	81	73	70	69	80	n/a	n/a	n/a
In person	76	79	74	72	86	n/a	n/a	n/a
By email	72	56	74	65	70	n/a	n/a	n/a
Via website	80	76	71	83	70	n/a	n/a	n/a
In writing	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: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.
**Caution: small sample size < n=30*

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: 26 Councils asked group: 7
**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 last year.

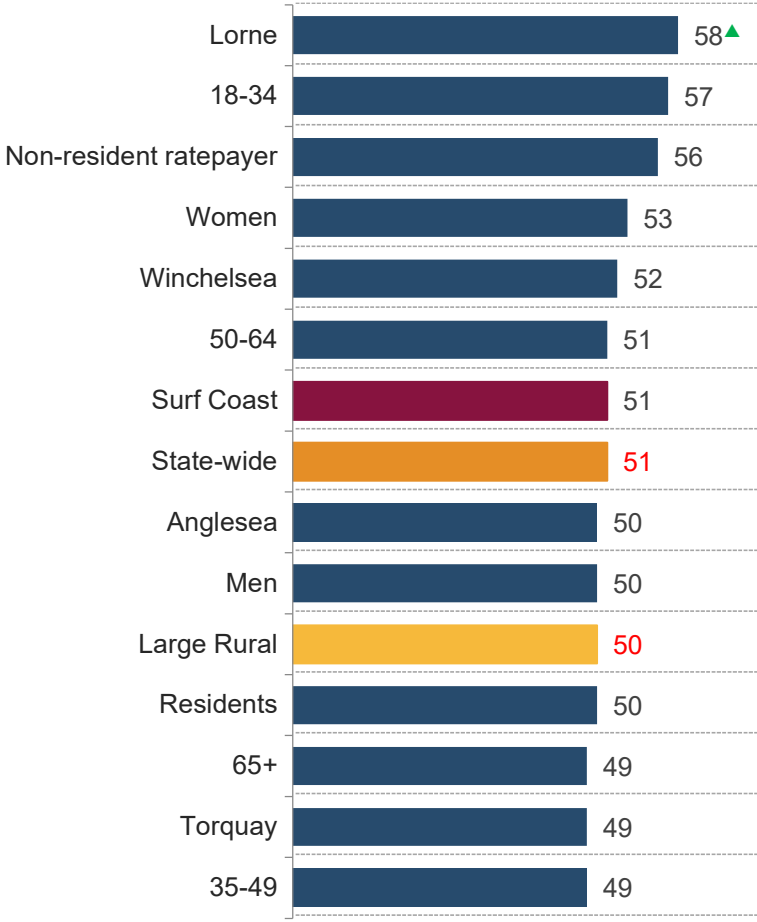
Promisingly, a greater proportion believe the direction of Council's overall performance has improved over the last 12 months (16%, up two percentage points from 2019).

Almost two thirds of people (65%, down two percentage points) believe the direction of Council's overall performance has stayed the same, while a further 14% believe it has deteriorated (compared with 13% in 2019).

- Relative to Surf Coast Shire Council overall, satisfaction with council direction is significantly higher among Lorne households (index score of 58 compared to 51 on average).
- Least satisfied with the direction of Council performance are Torquay households and people aged 35 to 49 years and 65 years and over. Among these cohorts, more think Council performance has deteriorated in the last year than think it has improved.

Overall council direction last 12 months

2020 overall direction (index scores)

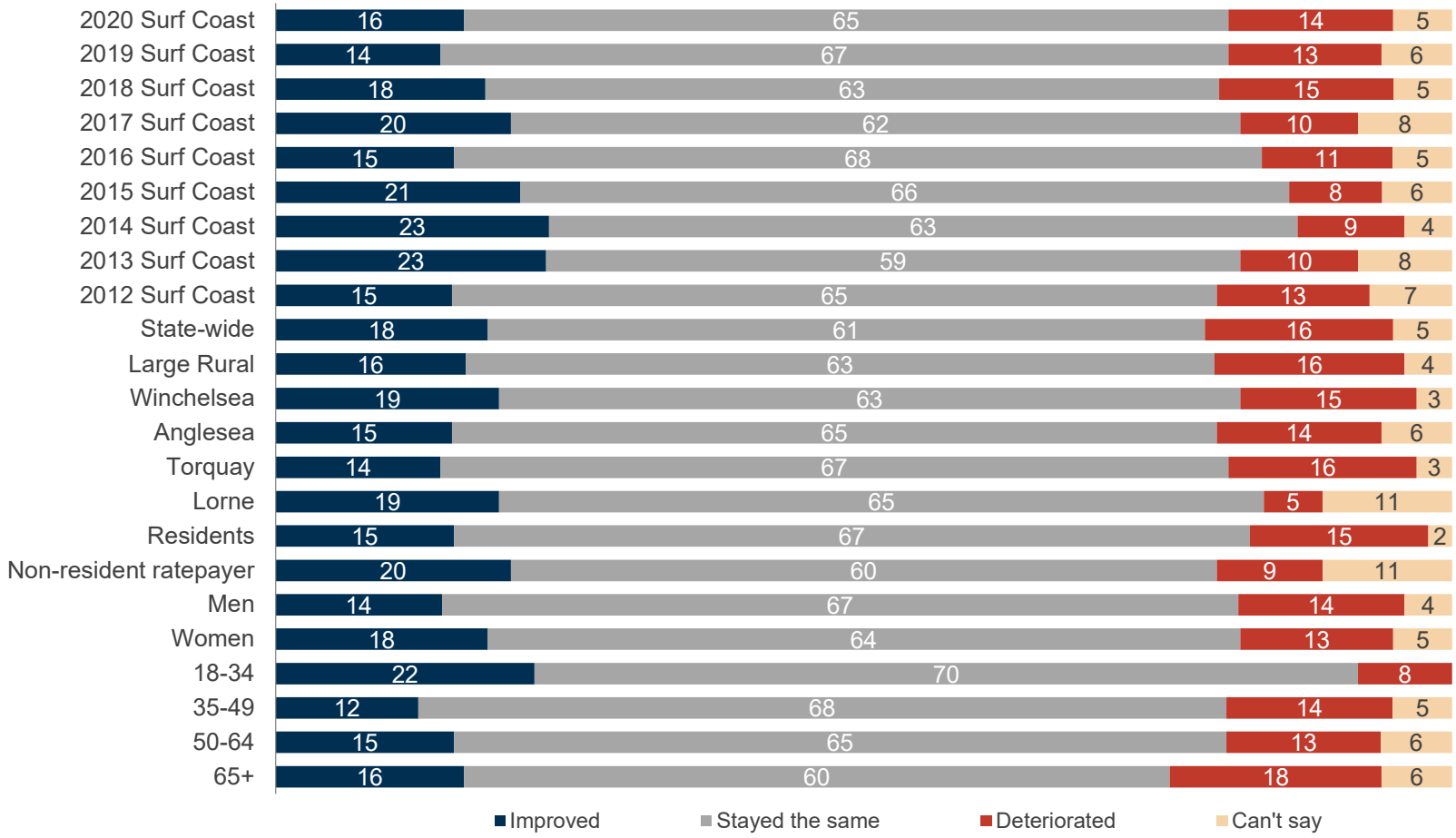


	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	58	54	56	52	64	42	53	51
18-34	53	59	63	55	60	60	57	54
Non-resident ratepayer	54	54	56	n/a	n/a	56	66	55
Women	51	53	59	52	61	59	57	55
Winchelsea	50	51	54	45	54	58	54	53
50-64	47	50	52	52	59	54	59	50
Surf Coast	51	52	56	52	57	57	57	51
State-wide	53	52	53	51	53	53	53	52
Anglesea	50	51	58	59	58	59	61	48
Men	51	50	52	53	53	55	57	48
Large Rural	51	52	52	48	51	n/a	n/a	n/a
Residents	50	51	56	n/a	n/a	58	54	50
65+	53	52	56	56	58	59	59	52
Torquay	49	52	56	55	56	59	53	38
35-49	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: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2020 overall council direction (%)

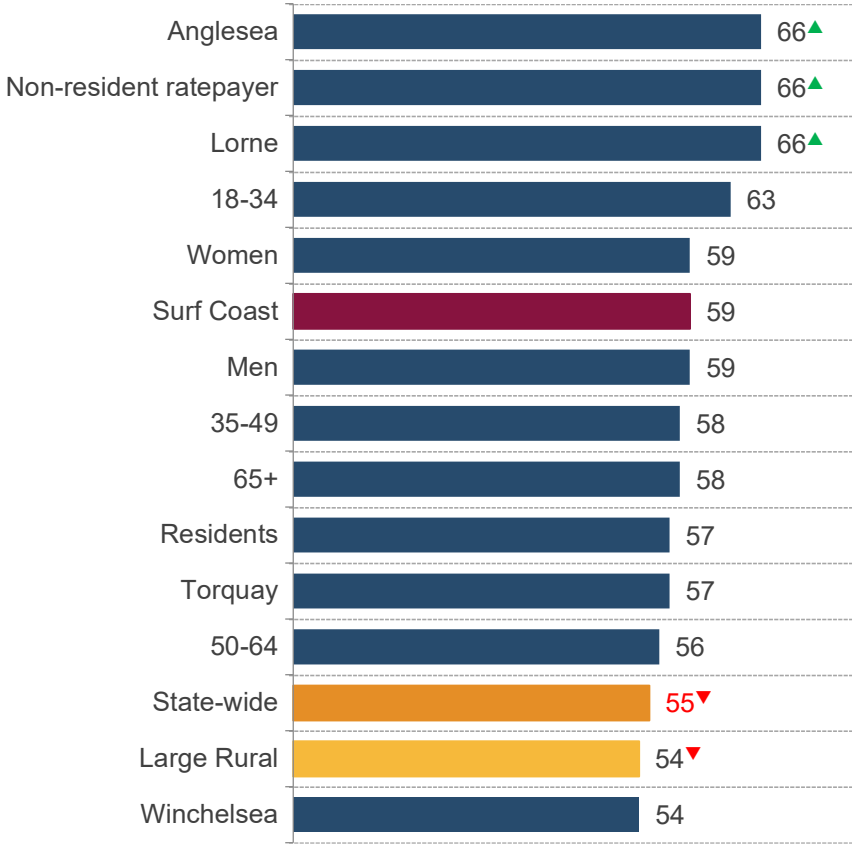


Q6. Over the last 12 months, what is your view of the direction of Surf Coast Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Individual service areas

Community consultation and engagement performance

2020 consultation and engagement performance (index scores)

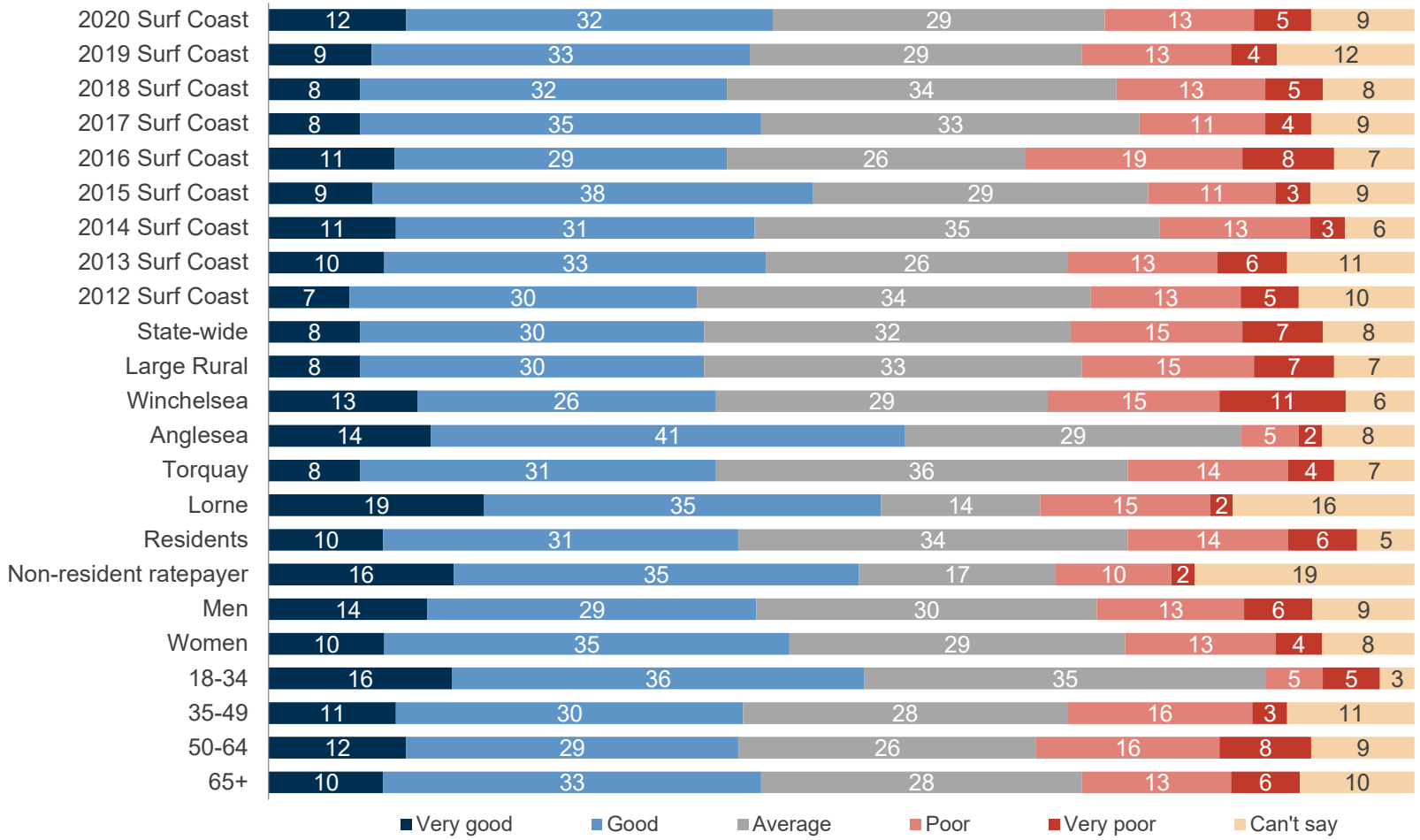


	2019	2018	2017	2016	2015	2014	2013	2012
Anglesea	61	63	62	61	63	61	59	59
Non-resident ratepayer	65	64	65	n/a	n/a	60	67	66
Lorne	67	58	60	58	67	52	57	53
18-34	62	57	58	54	60	60	57	52
Women	57	57	60	53	63	61	57	55
Surf Coast	58	57	59	54	60	59	58	56
Men	59	56	57	56	58	57	59	57
35-49	57	53	54	48	57	57	58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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

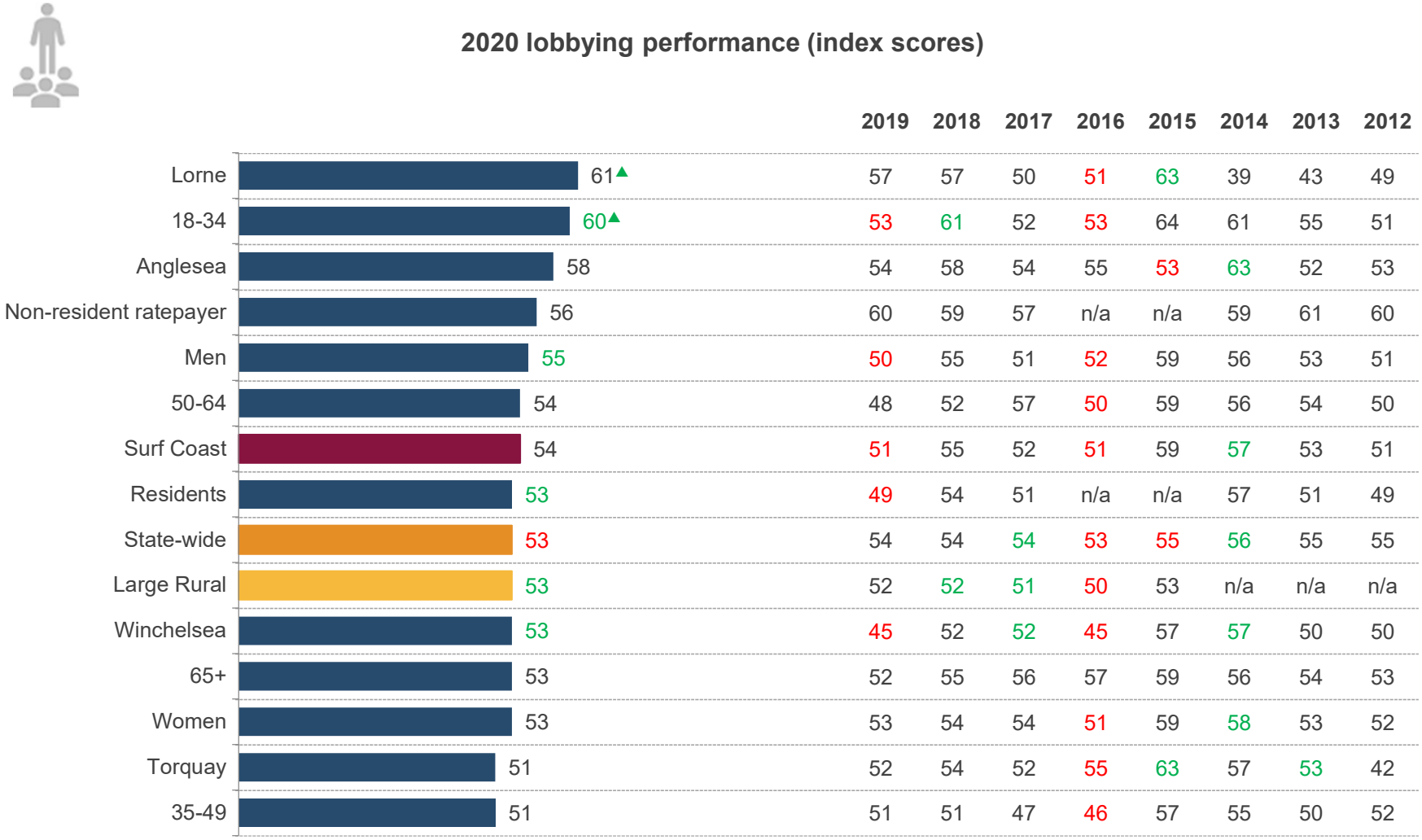
2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Lobbying on behalf of the community performance

2020 lobbying performance (index scores)

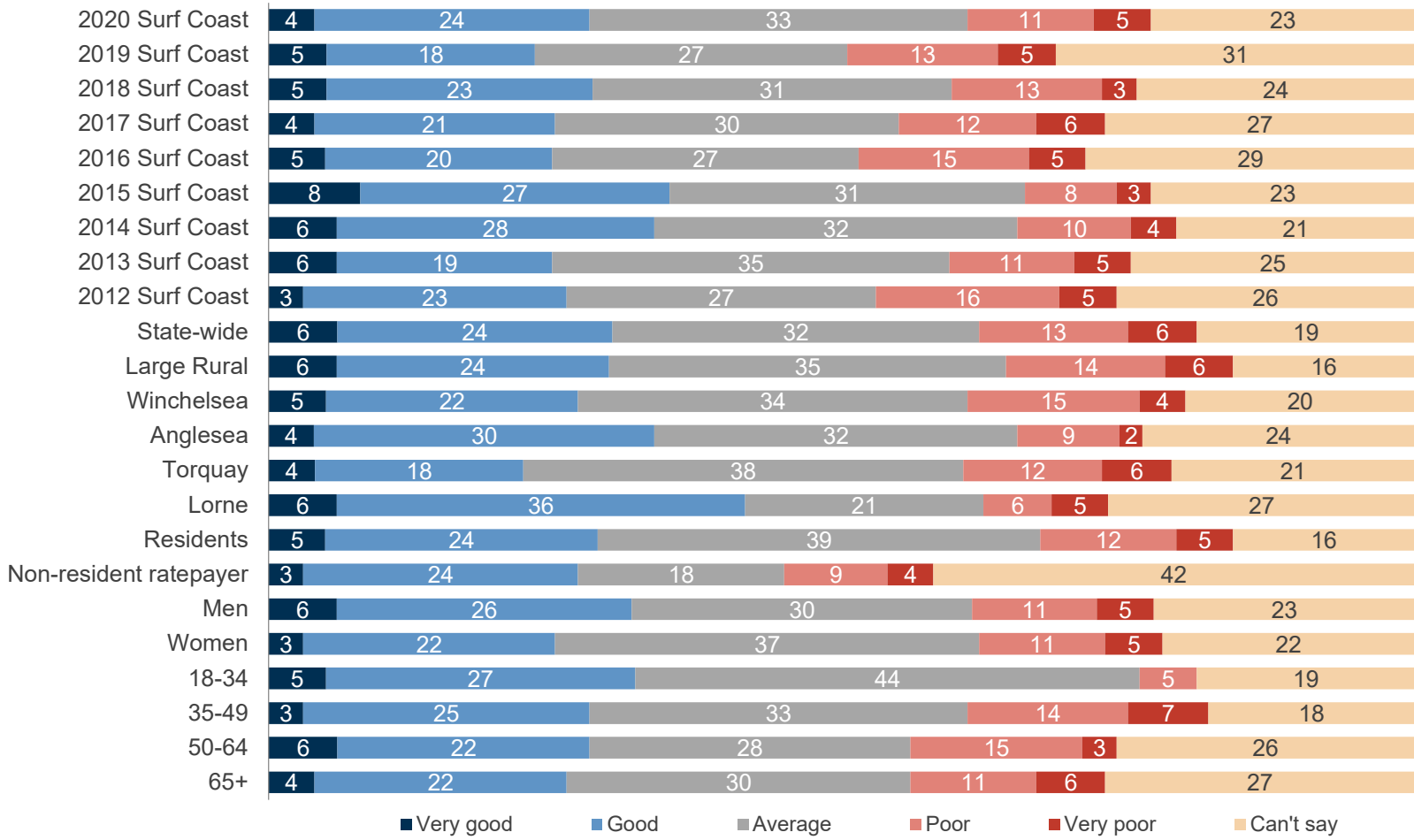


	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	61▲	57	57	50	51	63	39	43	49
18-34	60▲	53	61	52	53	64	61	55	51
Anglesea	58	54	58	54	55	53	63	52	53
Non-resident ratepayer	56	60	59	57	n/a	n/a	59	61	60
Men	55	50	55	51	52	59	56	53	51
50-64	54	48	52	57	50	59	56	54	50
Surf Coast	54	51	55	52	51	59	57	53	51
Residents	53	49	54	51	n/a	n/a	57	51	49
State-wide	53	54	54	54	53	55	56	55	55
Large Rural	53	52	52	51	50	53	n/a	n/a	n/a
Winchelsea	53	45	52	52	45	57	57	50	50
65+	53	52	55	56	57	59	56	54	53
Women	53	53	54	54	51	59	58	53	52
Torquay	51	52	54	52	55	63	57	53	42
35-49	51	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: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

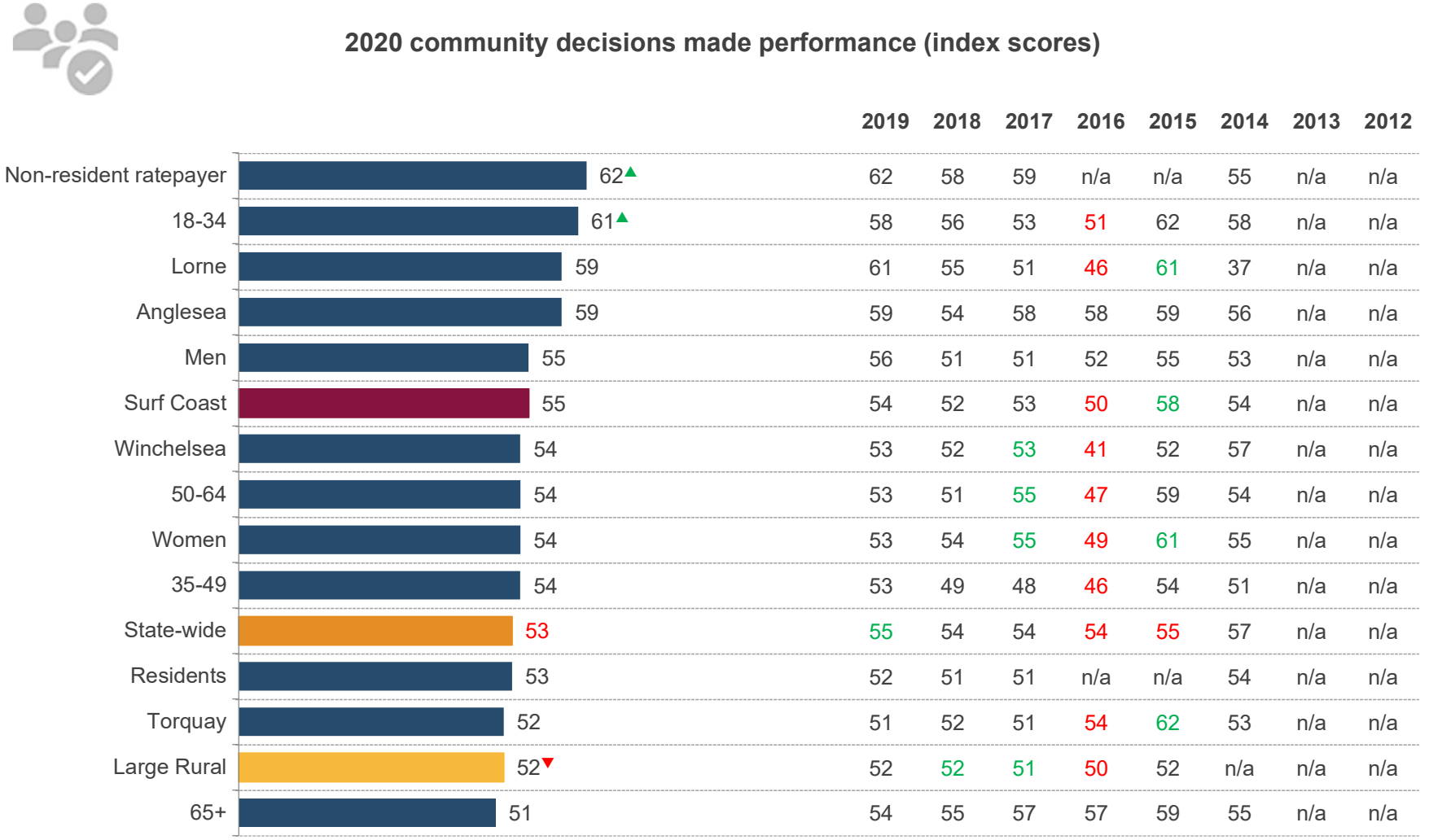
2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Decisions made in the interest of the community performance

2020 community decisions made performance (index scores)

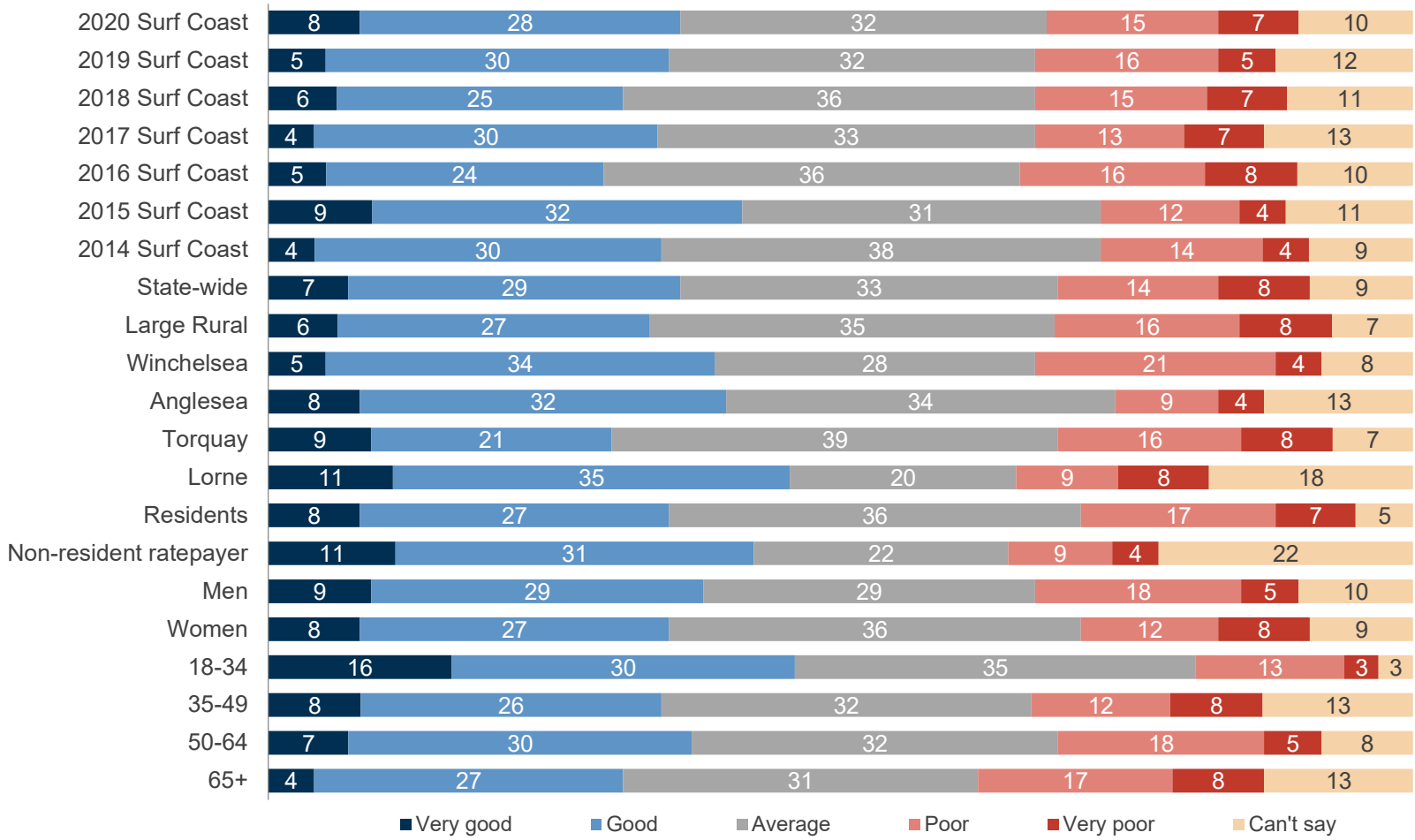


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	62	58	59	n/a	n/a	55	n/a	n/a
18-34	58	56	53	51	62	58	n/a	n/a
Lorne	61	55	51	46	61	37	n/a	n/a
Anglesea	59	54	58	58	59	56	n/a	n/a
Men	56	51	51	52	55	53	n/a	n/a
Surf Coast	54	52	53	50	58	54	n/a	n/a
Winchelsea	53	52	53	41	52	57	n/a	n/a
50-64	53	51	55	47	59	54	n/a	n/a
Women	53	54	55	49	61	55	n/a	n/a
35-49	53	49	48	46	54	51	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Residents	52	51	51	n/a	n/a	54	n/a	n/a
Torquay	51	52	51	54	62	53	n/a	n/a
Large Rural	52	52	51	50	52	n/a	n/a	n/a
65+	54	55	57	57	59	55	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: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

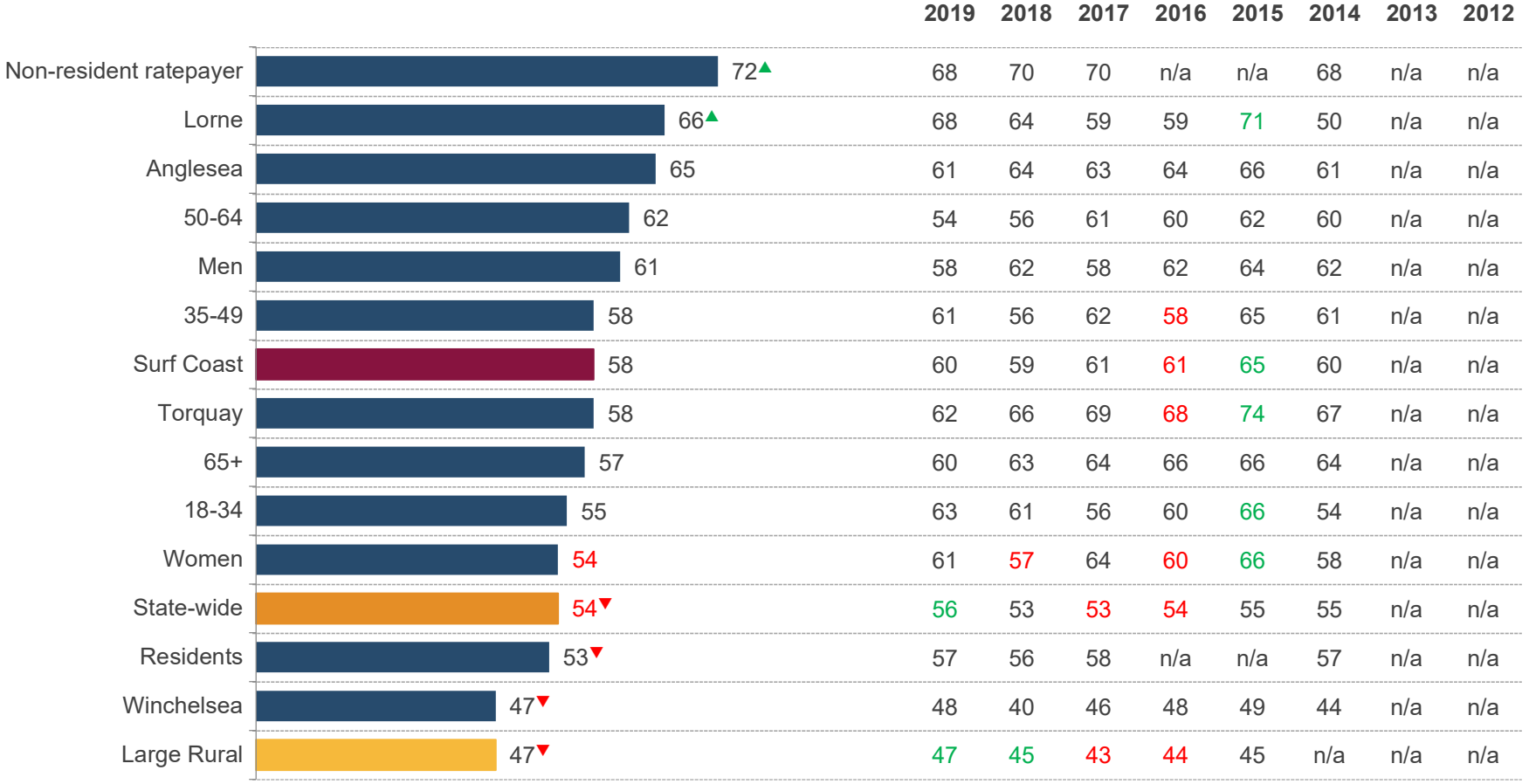
2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

The condition of sealed local roads in your area performance

2020 sealed local roads performance (index scores)

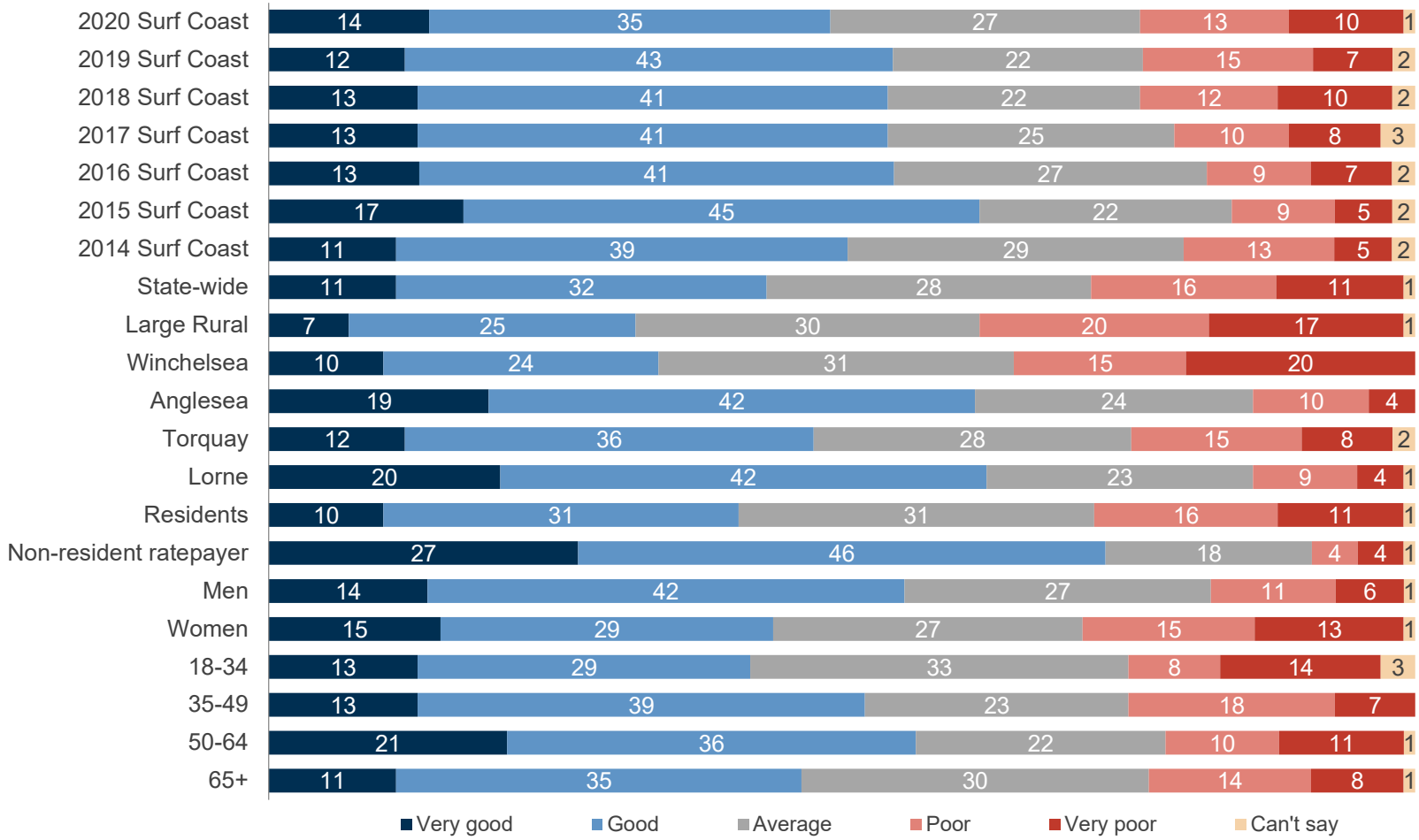


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	68	70	70	n/a	n/a	68	n/a	n/a
Lorne	68	64	59	59	71	50	n/a	n/a
Anglesea	61	64	63	64	66	61	n/a	n/a
50-64	54	56	61	60	62	60	n/a	n/a
Men	58	62	58	62	64	62	n/a	n/a
35-49	61	56	62	58	65	61	n/a	n/a
Surf Coast	60	59	61	61	65	60	n/a	n/a
Torquay	62	66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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

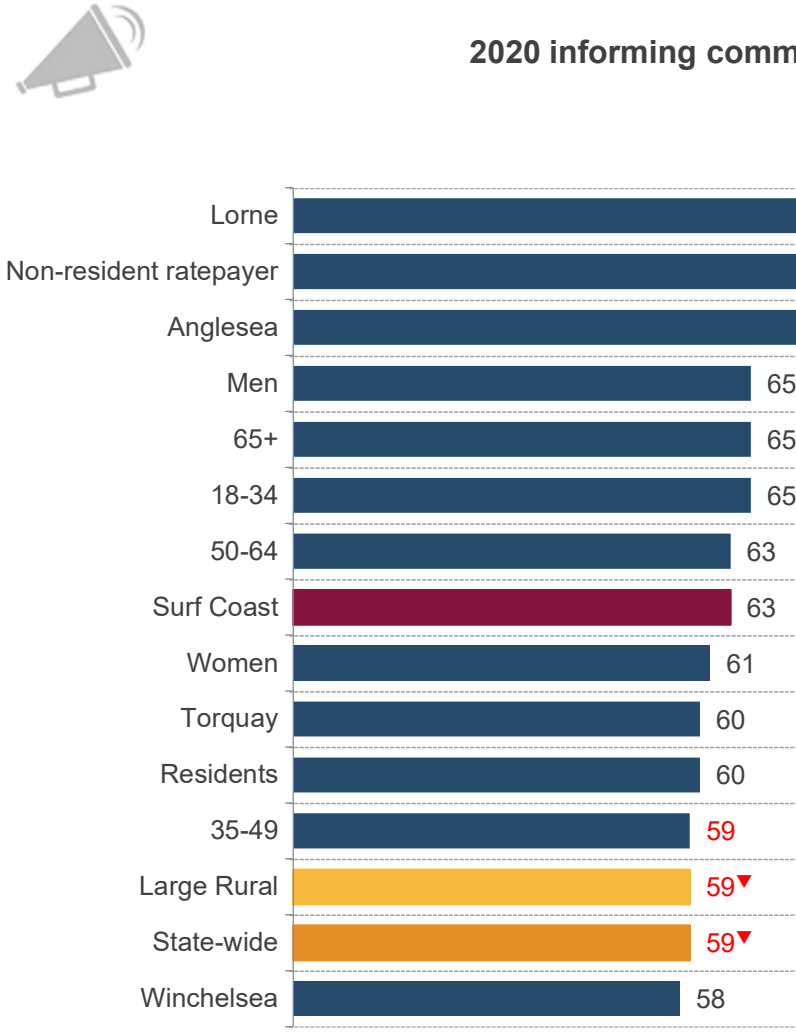
2020 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Informing the community performance

2020 informing community performance (index scores)

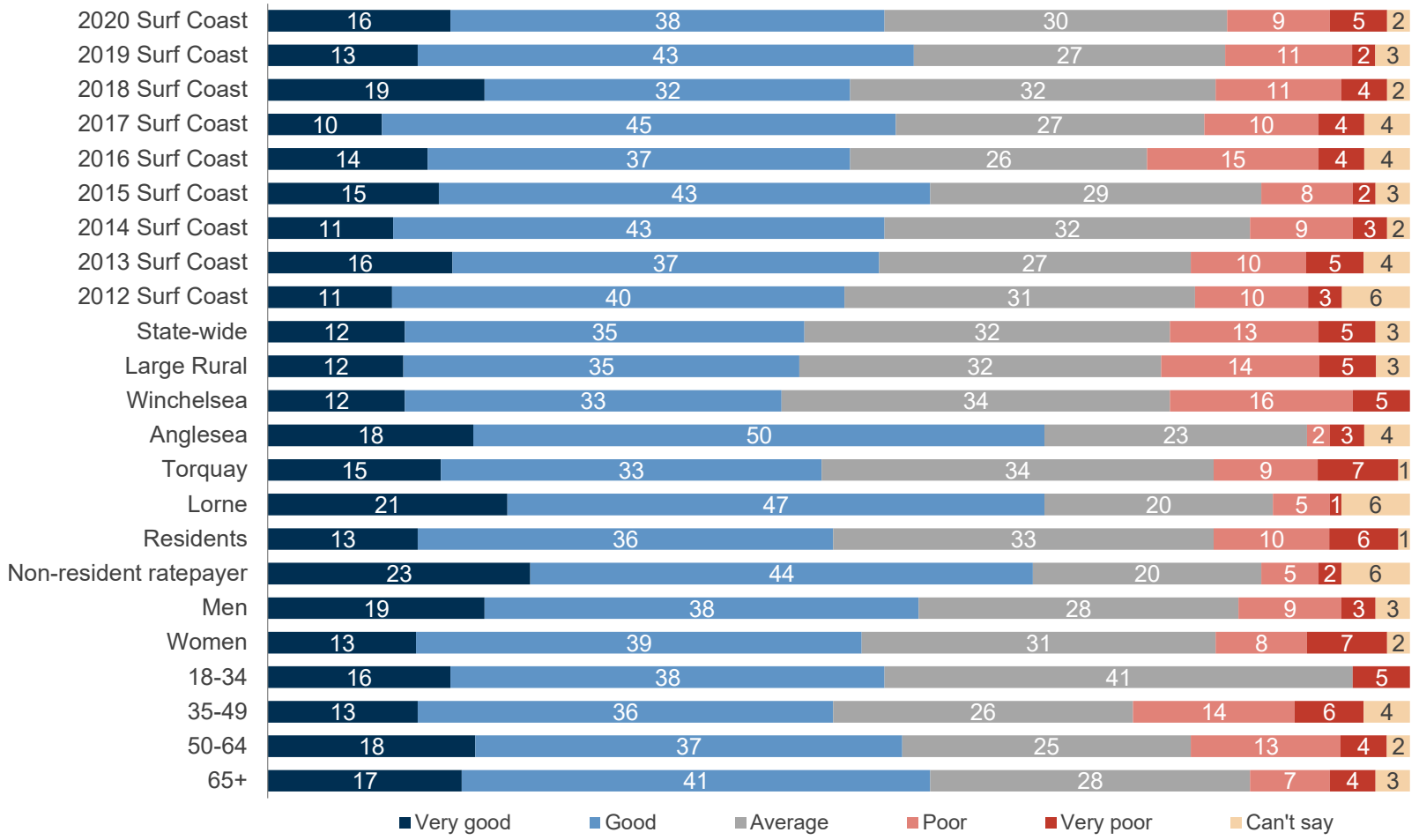


	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	73	67	62	62	72	57	56	60
Non-resident ratepayer	73	67	70	n/a	n/a	64	70	n/a
Anglesea	67	66	66	65	70	65	66	60
Men	66	63	61	62	66	61	66	64
65+	67	67	66	66	67	65	65	63
18-34	61	66	61	60	69	63	62	59
50-64	61	61	63	61	65	64	62	62
Surf Coast	64	63	62	61	66	63	63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

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

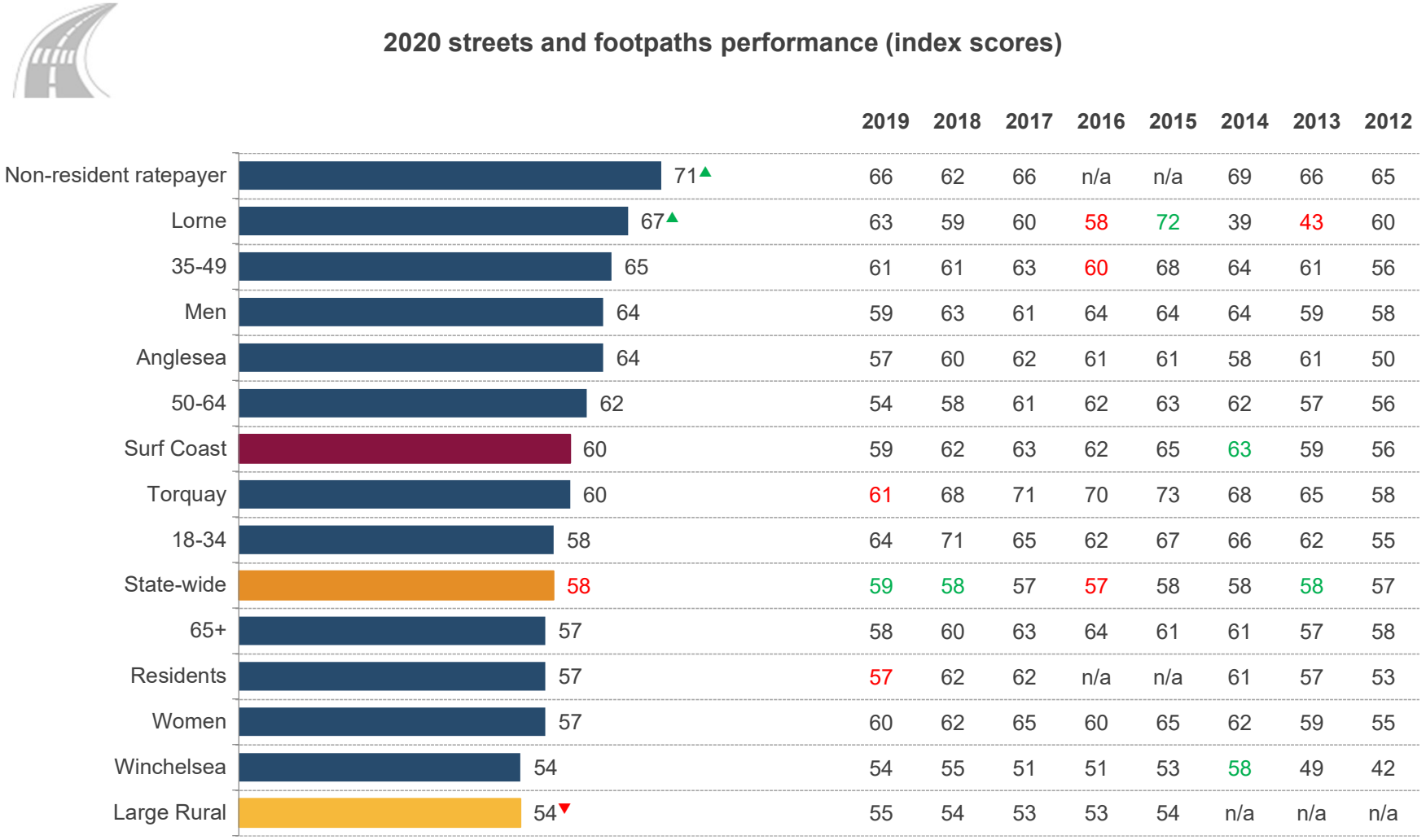
2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

The condition of local streets and footpaths in your area performance

2020 streets and footpaths performance (index scores)

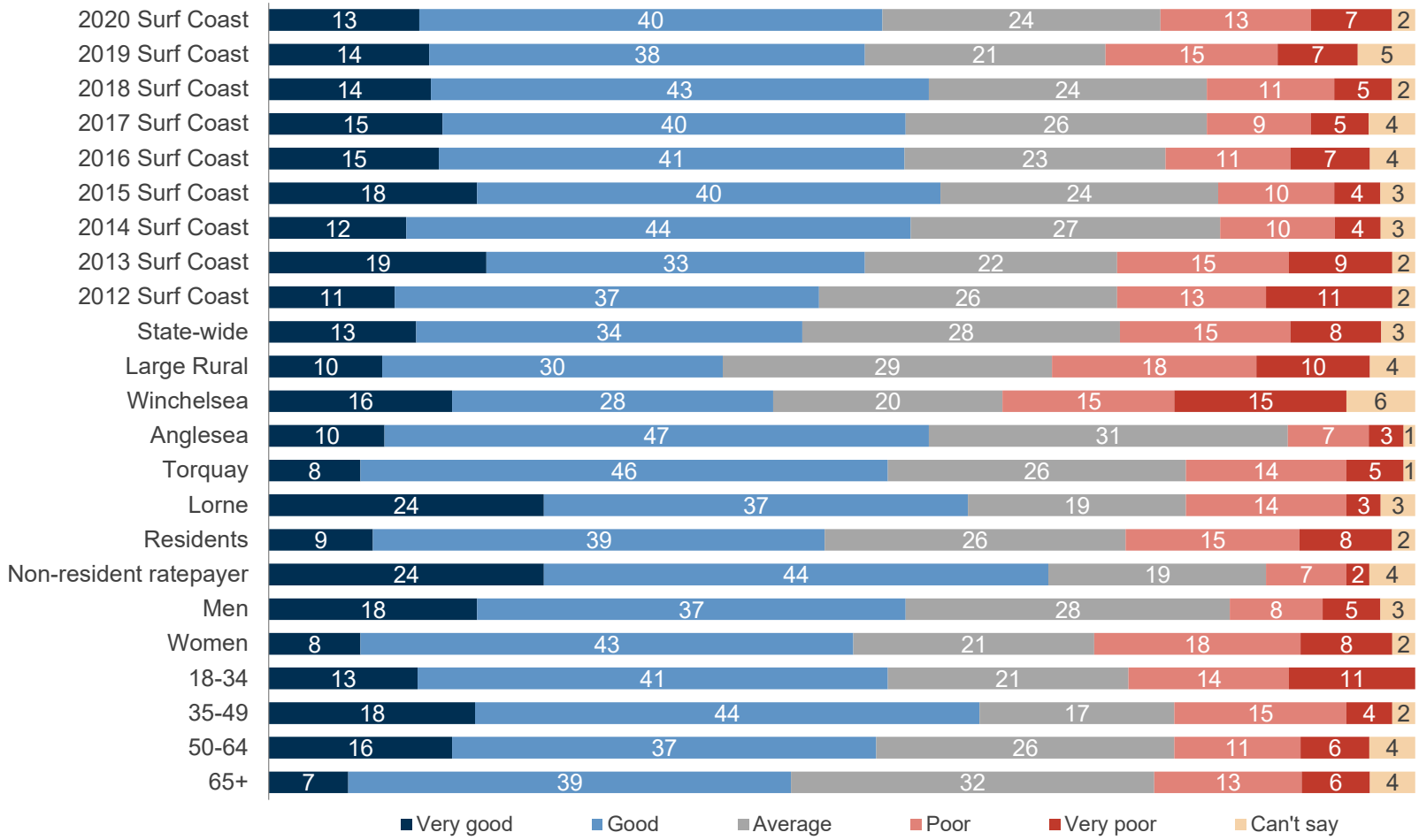


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	66	62	66	n/a	n/a	69	66	65
Lorne	63	59	60	58	72	39	43	60
35-49	61	61	63	60	68	64	61	56
Men	59	63	61	64	64	64	59	58
Anglesea	57	60	62	61	61	58	61	50
50-64	54	58	61	62	63	62	57	56
Surf Coast	59	62	63	62	65	63	59	56
Torquay	61	68	71	70	73	68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

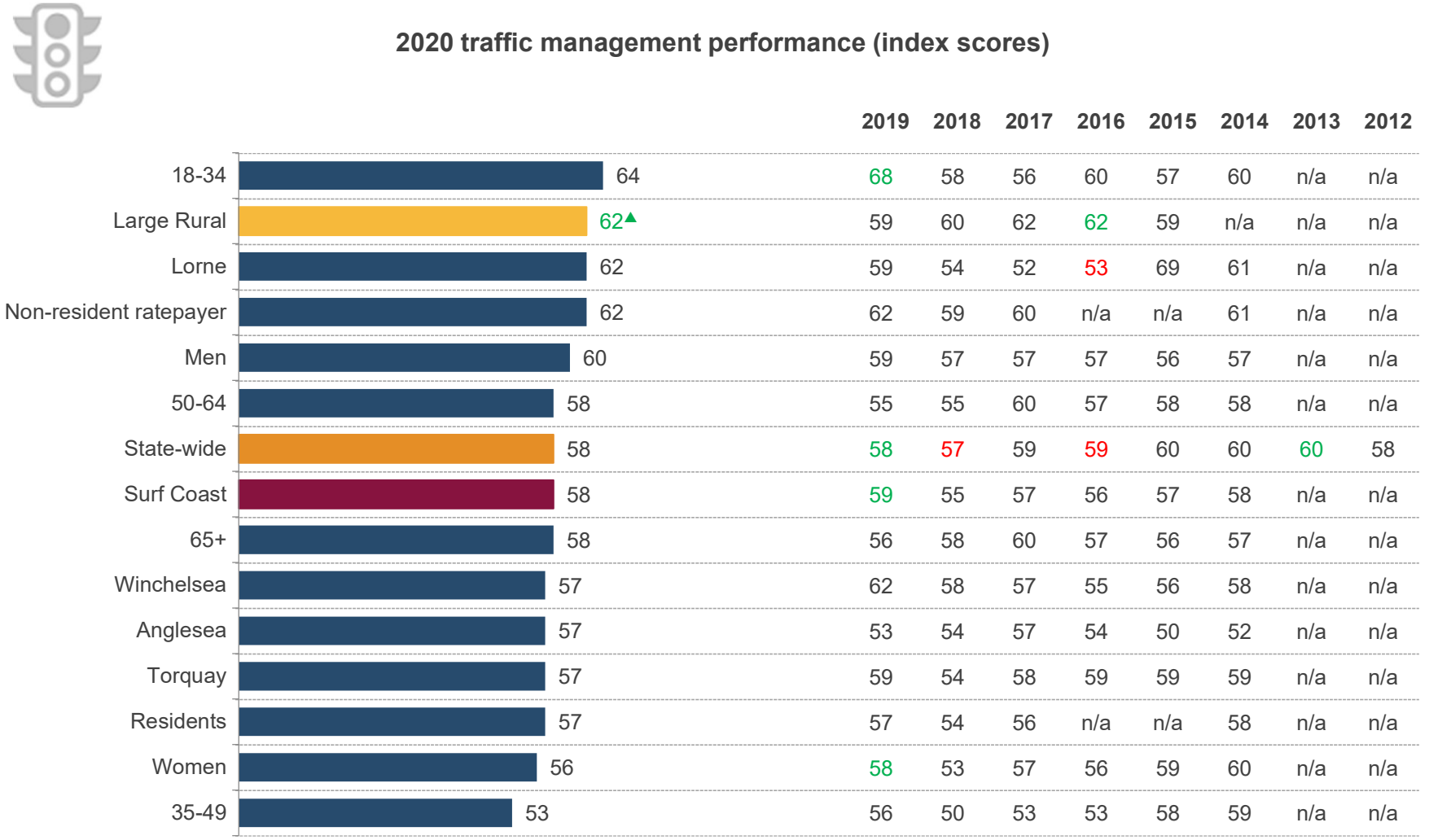
2020 streets and footpaths performance (%)



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: 35 Councils asked group: 10

Traffic management performance

2020 traffic management performance (index scores)

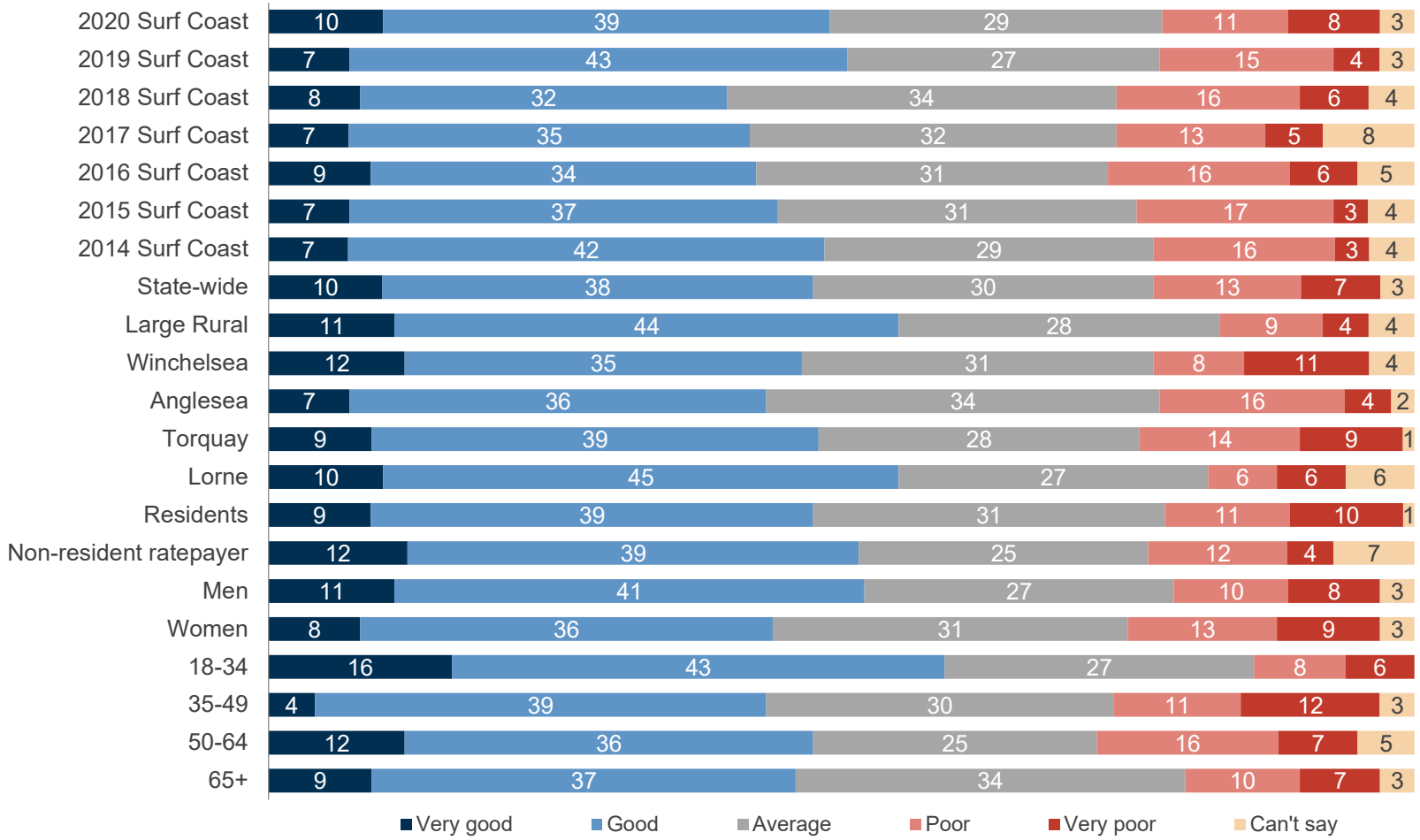


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	58	56	60	57	60	n/a	n/a
Large Rural	59	60	62	62	59	n/a	n/a	n/a
Lorne	59	54	52	53	69	61	n/a	n/a
Non-resident ratepayer	62	59	60	n/a	n/a	61	n/a	n/a
Men	59	57	57	57	56	57	n/a	n/a
50-64	55	55	60	57	58	58	n/a	n/a
State-wide	58	57	59	59	60	60	60	58
Surf Coast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

Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

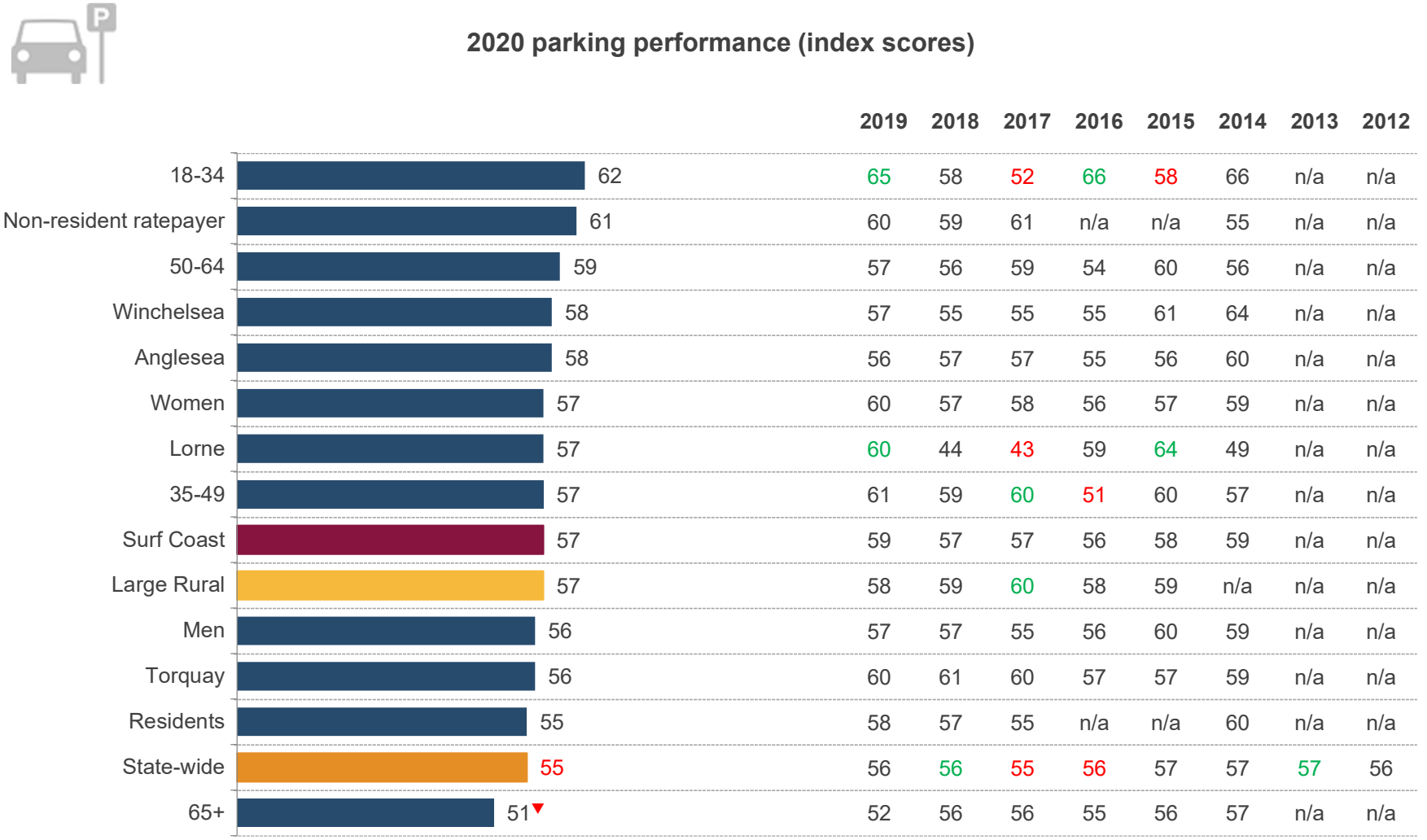
2020 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

Parking facilities performance

2020 parking performance (index scores)

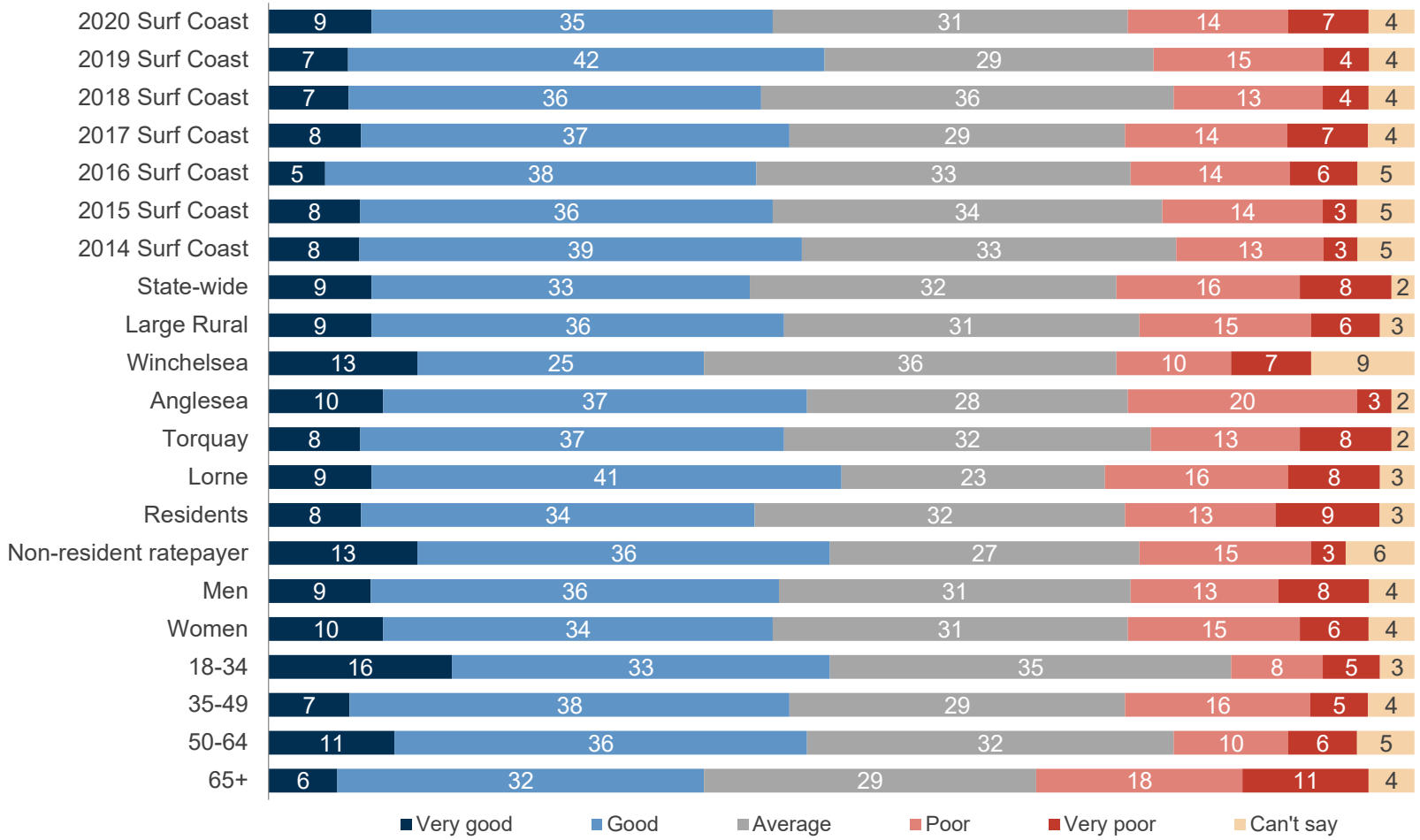


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65	58	52	66	58	66	n/a	n/a
Non-resident ratepayer	60	59	61	n/a	n/a	55	n/a	n/a
50-64	57	56	59	54	60	56	n/a	n/a
Winchelsea	57	55	55	55	61	64	n/a	n/a
Anglesea	56	57	57	55	56	60	n/a	n/a
Women	60	57	58	56	57	59	n/a	n/a
Lorne	60	44	43	59	64	49	n/a	n/a
35-49	61	59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

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

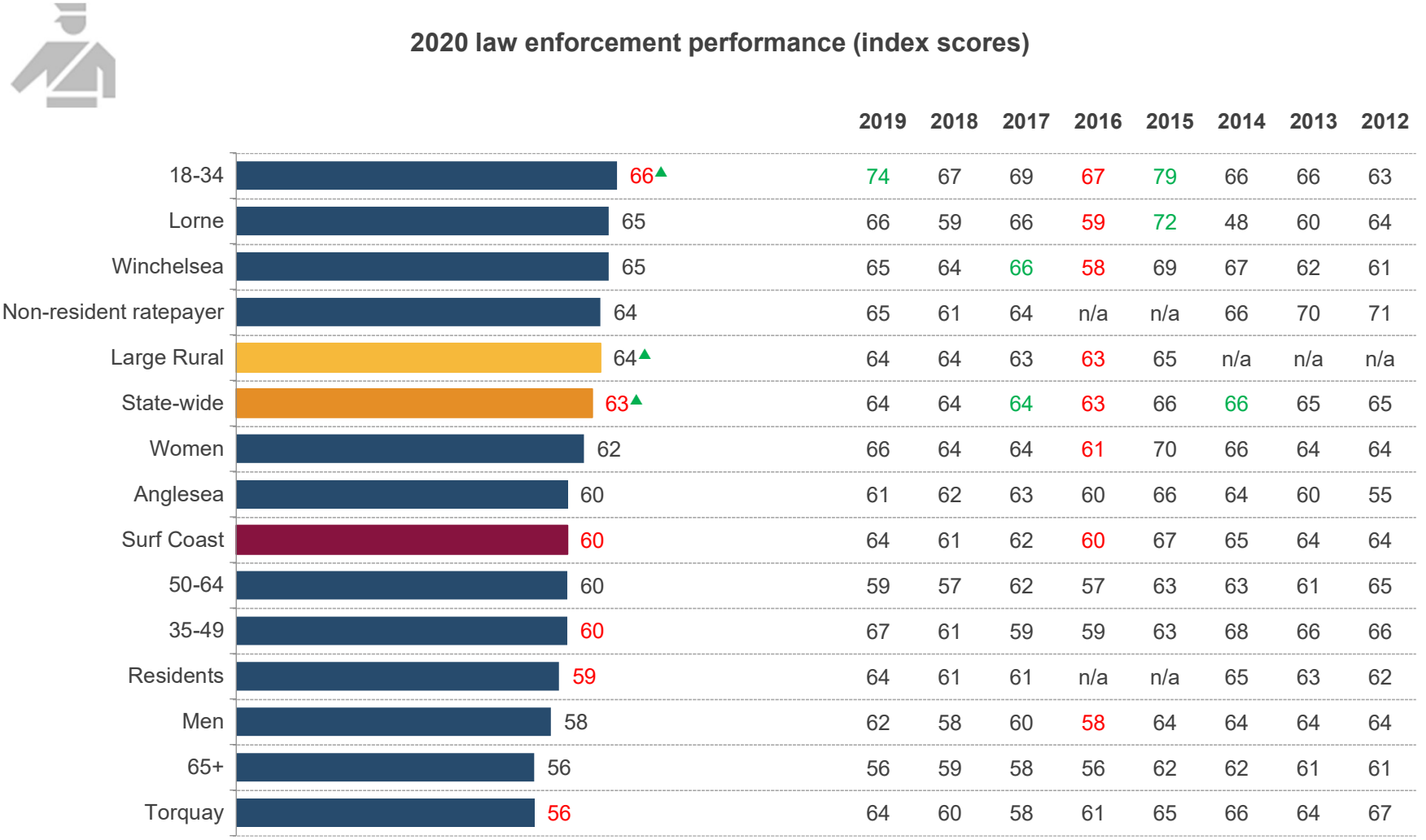
2020 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

Enforcement of local laws performance

2020 law enforcement performance (index scores)

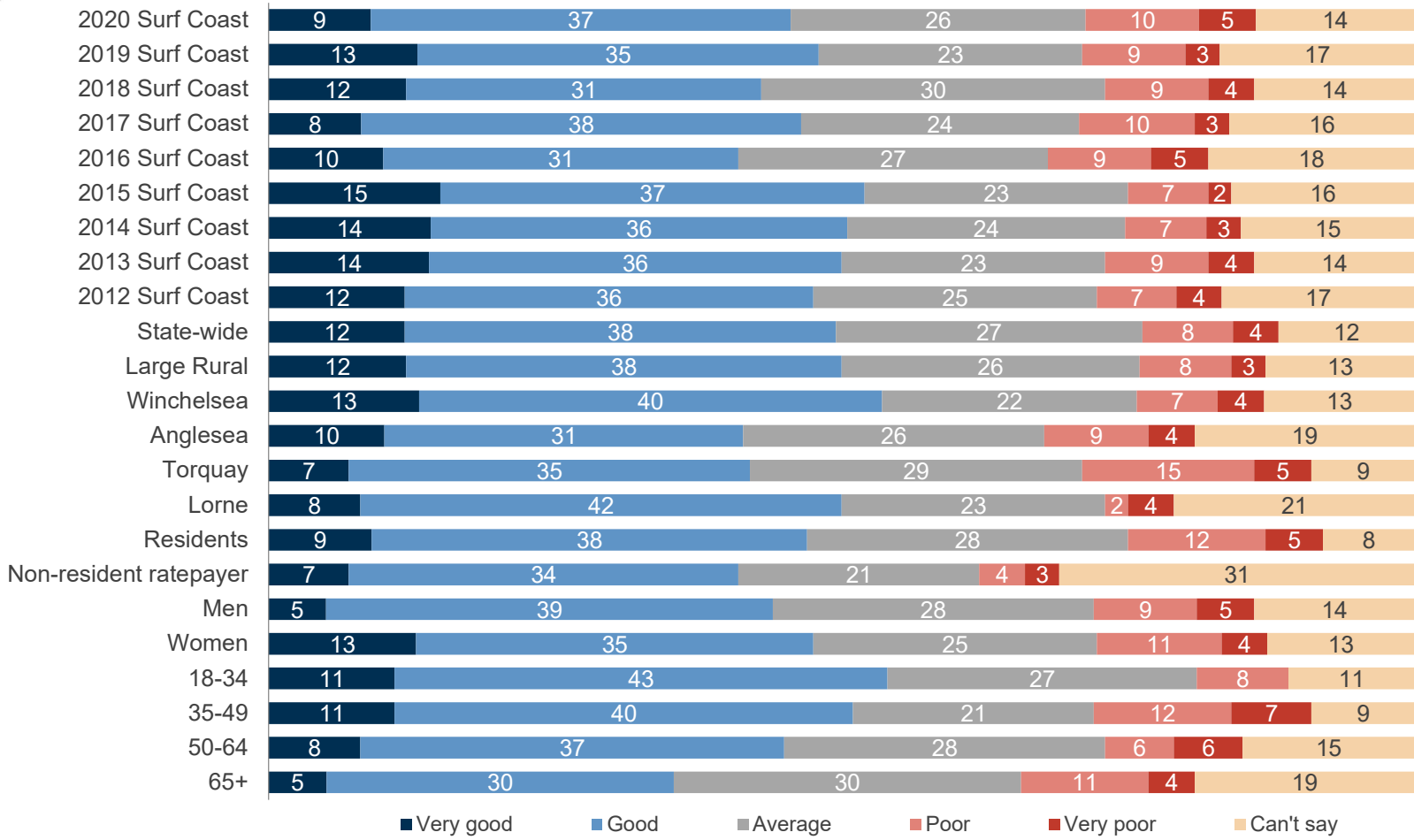


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	67	69	67	79	66	66	63
Lorne	66	59	66	59	72	48	60	64
Winchelsea	65	64	66	58	69	67	62	61
Non-resident ratepayer	65	61	64	n/a	n/a	66	70	71
Large Rural	64	64	63	63	65	n/a	n/a	n/a
State-wide	64	64	64	63	66	66	65	65
Women	66	64	64	61	70	66	64	64
Anglesea	61	62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

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

Enforcement of local laws performance

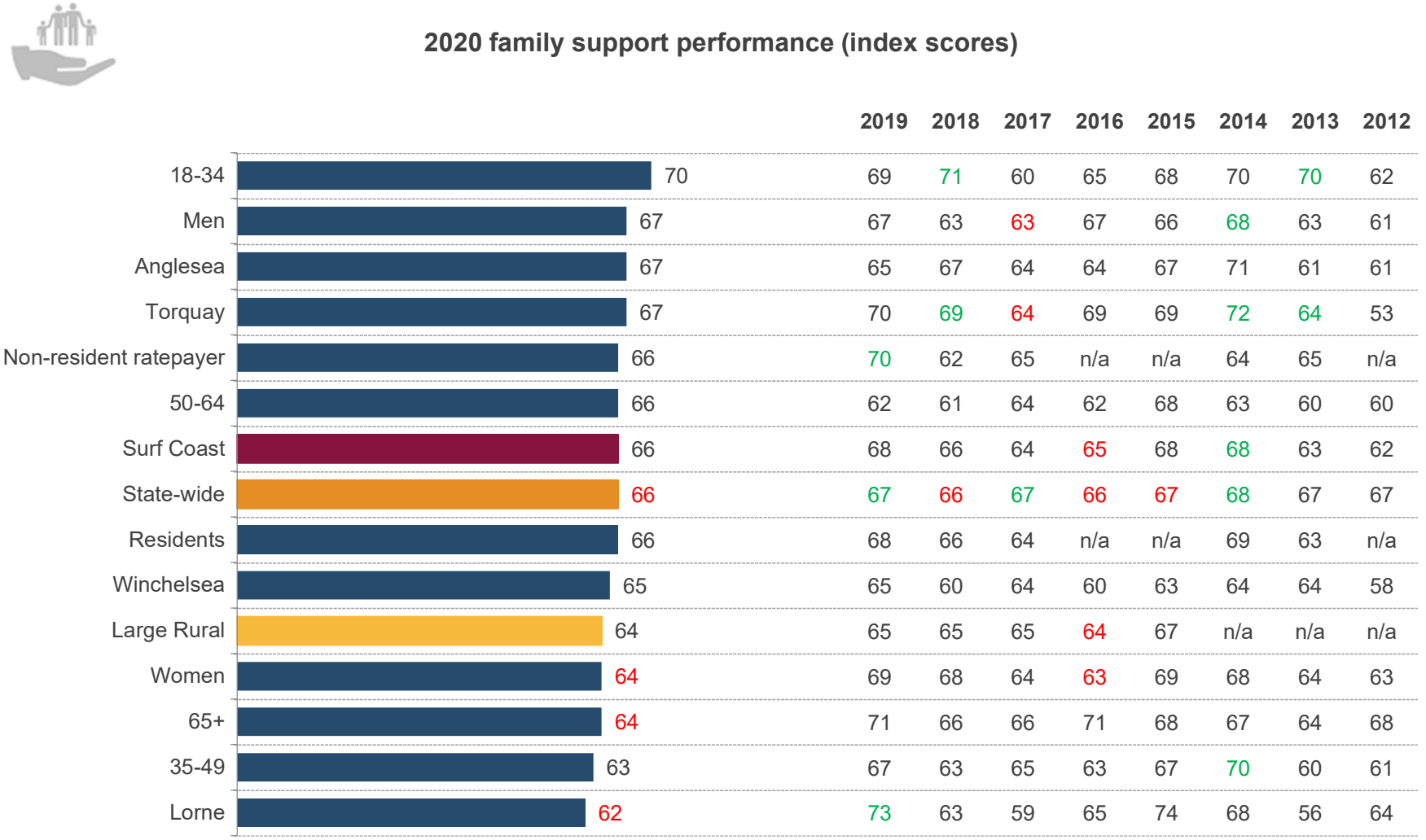
2020 law enforcement performance (%)



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: 8

Family support services performance

2020 family support performance (index scores)

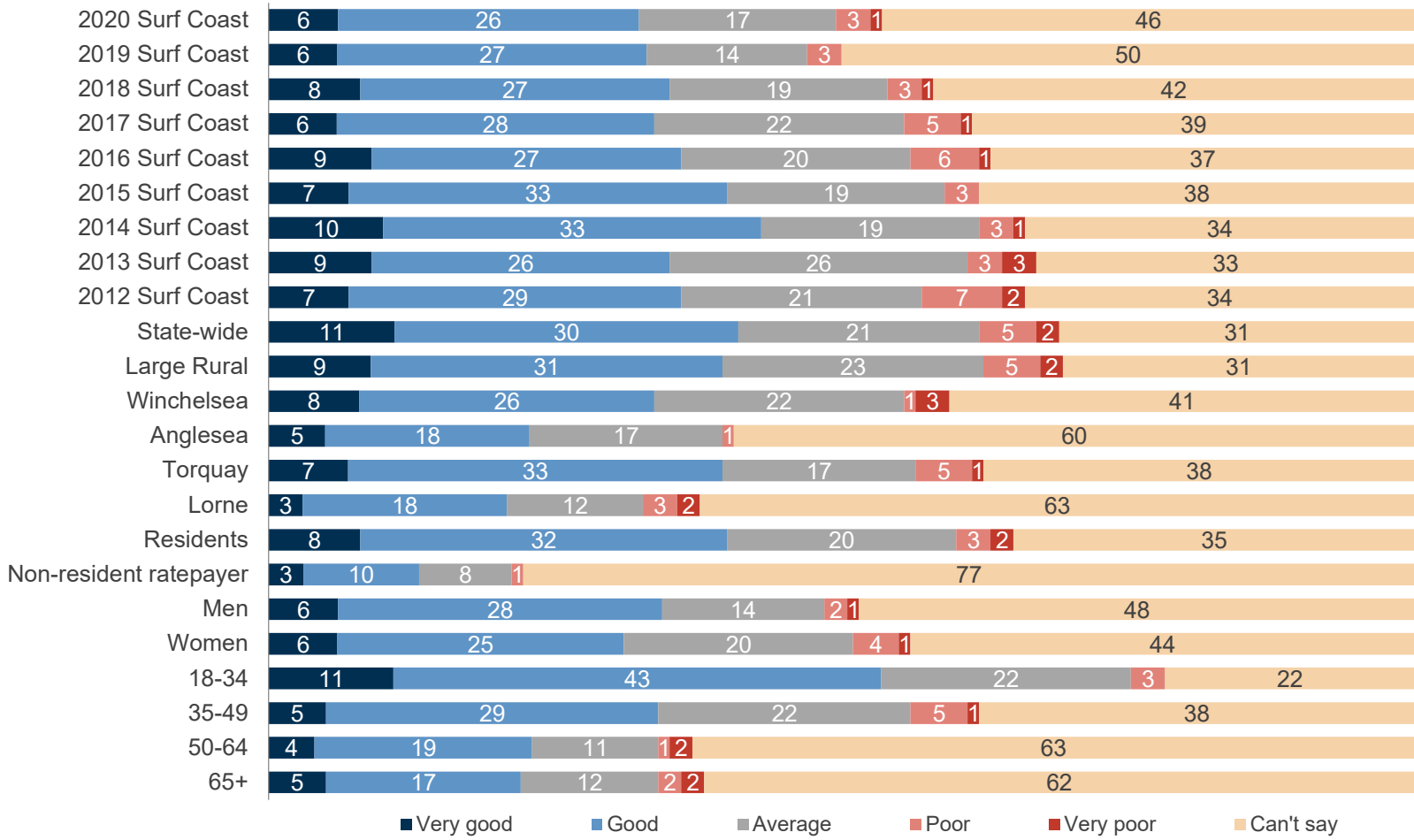


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69	71	60	65	68	70	70	62
Men	67	63	63	67	66	68	63	61
Anglesea	65	67	64	64	67	71	61	61
Torquay	70	69	64	69	69	72	64	53
Non-resident ratepayer	70	62	65	n/a	n/a	64	65	n/a
50-64	62	61	64	62	68	63	60	60
Surf Coast	68	66	64	65	68	68	63	62
State-wide	67	66	67	66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

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2020 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

Elderly support services performance

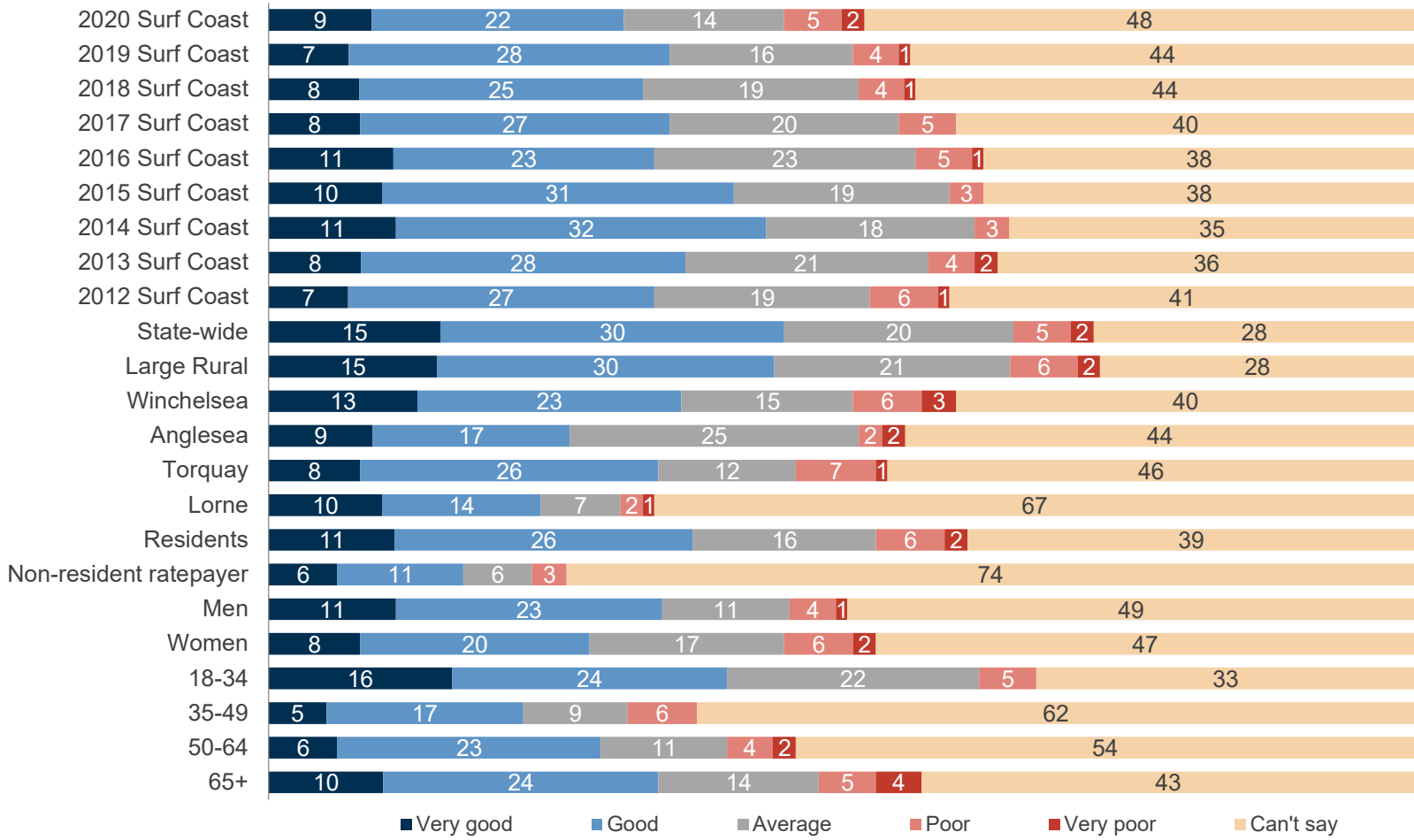
2020 elderly support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	72	68	65	64	77	76	60	63
18-34	66	67	64	65	70	69	68	64
Men	66	65	64	67	68	69	64	64
Non-resident ratepayer	70	68	66	n/a	n/a	66	n/a	n/a
State-wide	68	68	68	68	69	70	69	69
Large Rural	67	67	67	66	69	n/a	n/a	n/a
Winchelsea	59	67	69	64	65	68	63	63
Surf Coast	67	66	66	65	69	69	64	64
Torquay	69	65	65	67	70	71	63	70
Residents	66	65	66	n/a	n/a	70	n/a	n/a
50-64	66	61	69	64	69	67	62	62
65+	69	68	67	73	72	70	67	68
35-49	66	64	64	58	66	72	60	63
Women	67	66	68	64	71	70	64	64
Anglesea	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: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

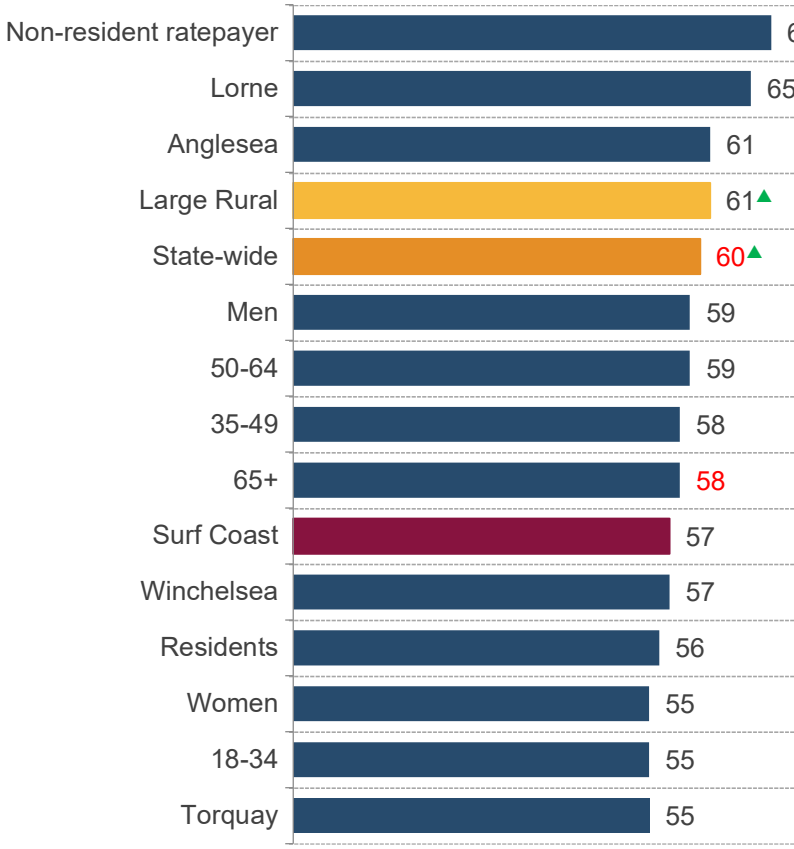
2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

Disadvantaged support services performance

2020 disadvantaged support performance (index scores)

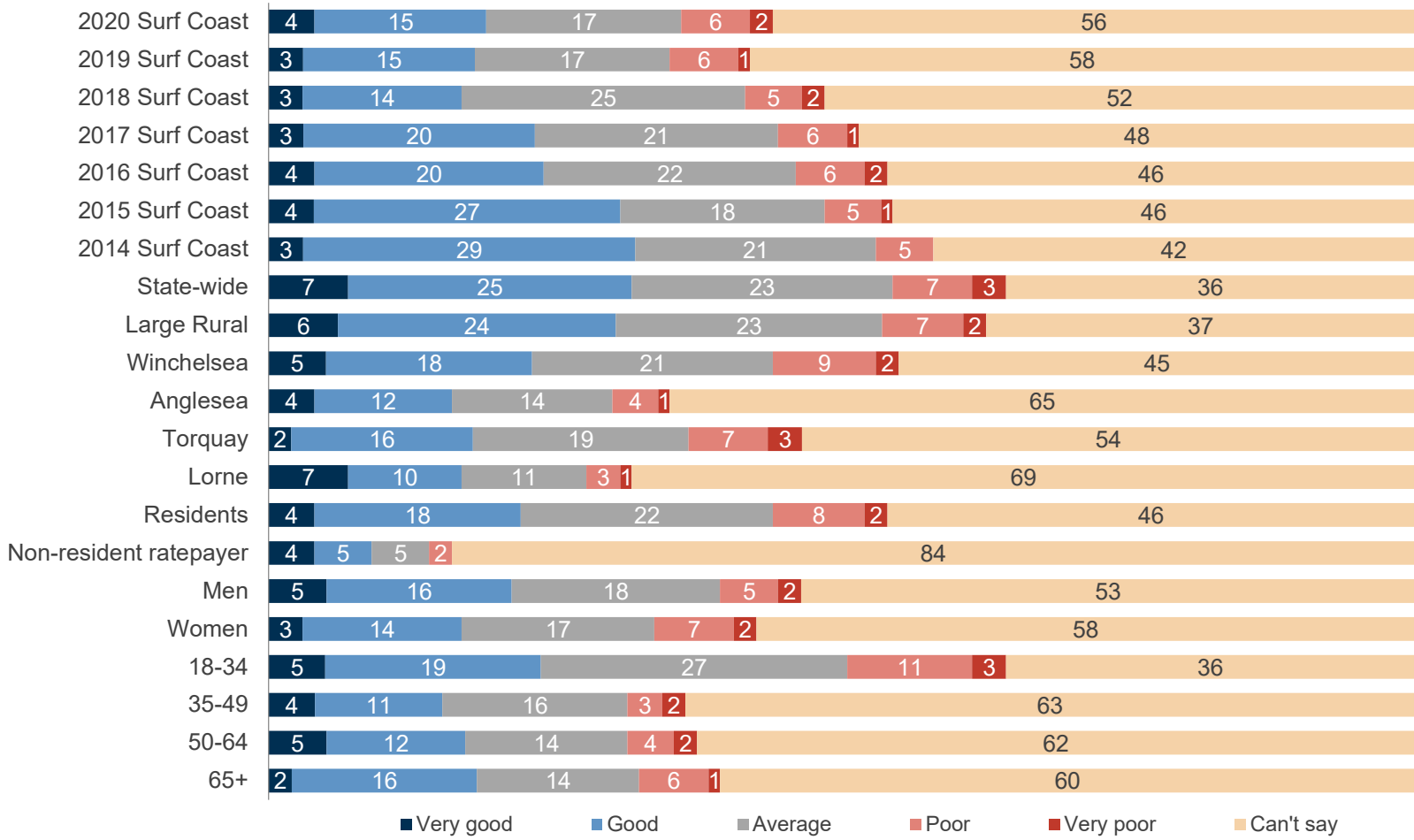


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	67	60	60	n/a	n/a	64	n/a	n/a
Lorne	66	51	55	59	64	64	n/a	n/a
Anglesea	59	51	54	58	61	64	n/a	n/a
Large Rural	61	61	61	61	62	n/a	n/a	n/a
State-wide	62	61	61	61	62	64	62	63
Men	60	57	59	62	61	64	n/a	n/a
50-64	54	58	61	56	63	61	n/a	n/a
35-49	56	49	59	53	61	63	n/a	n/a
65+	64	60	59	64	65	64	n/a	n/a
Surf Coast	58	56	58	58	63	63	n/a	n/a
Winchelsea	55	51	58	50	61	59	n/a	n/a
Residents	56	55	57	n/a	n/a	63	n/a	n/a
Women	56	54	56	54	65	62	n/a	n/a
18-34	55	56	53	59	64	64	n/a	n/a
Torquay	57	61	59	66	65	65	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: 15 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Disadvantaged support services performance

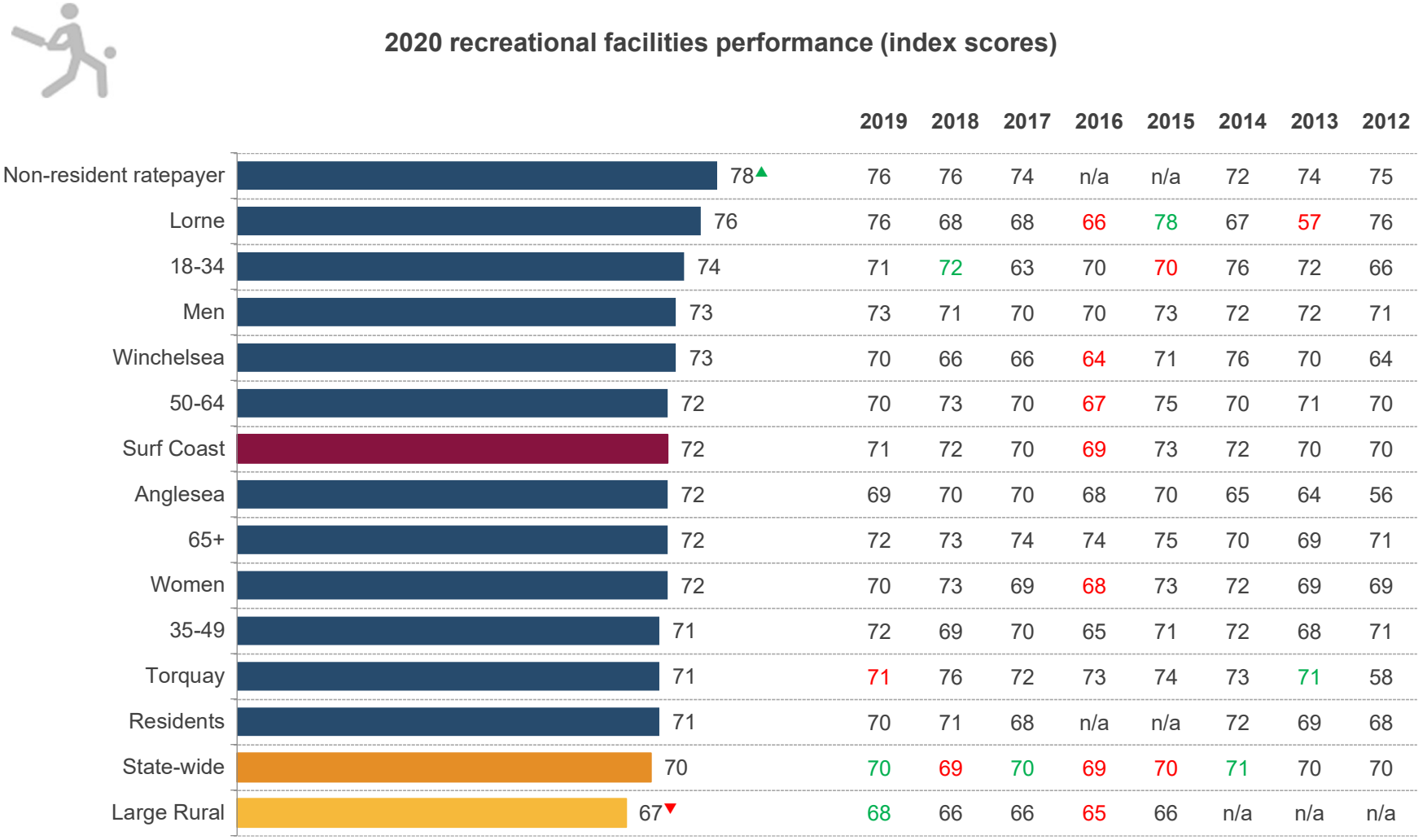
2020 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4

Recreational facilities performance

2020 recreational facilities performance (index scores)

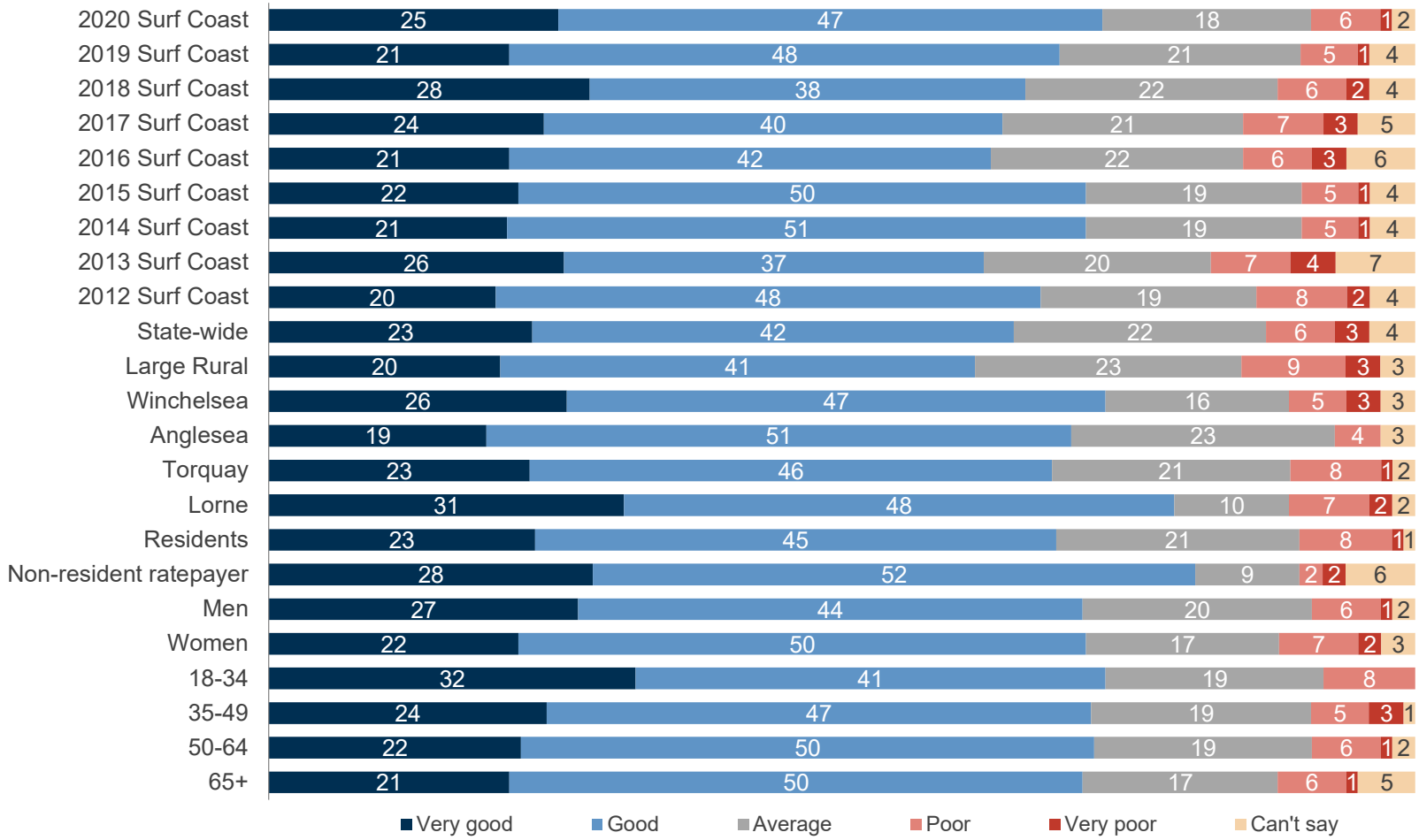


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	76	76	74	n/a	n/a	72	74	75
Lorne	76	68	68	66	78	67	57	76
18-34	71	72	63	70	70	76	72	66
Men	73	71	70	70	73	72	72	71
Winchelsea	70	66	66	64	71	76	70	64
50-64	70	73	70	67	75	70	71	70
Surf Coast	71	72	70	69	73	72	70	70
Anglesea	69	70	70	68	70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

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

Recreational facilities performance

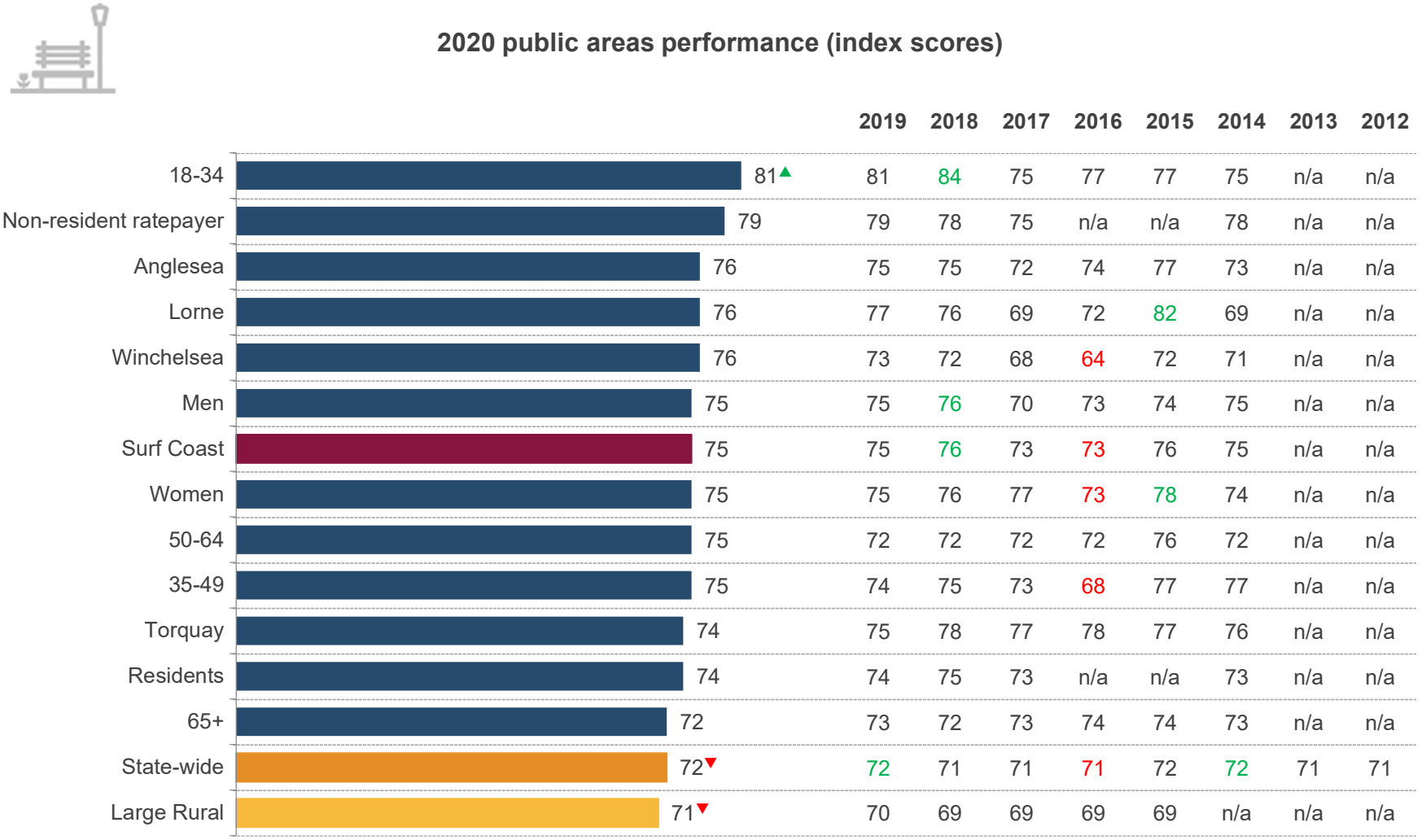
2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9

The appearance of public areas performance

2020 public areas performance (index scores)

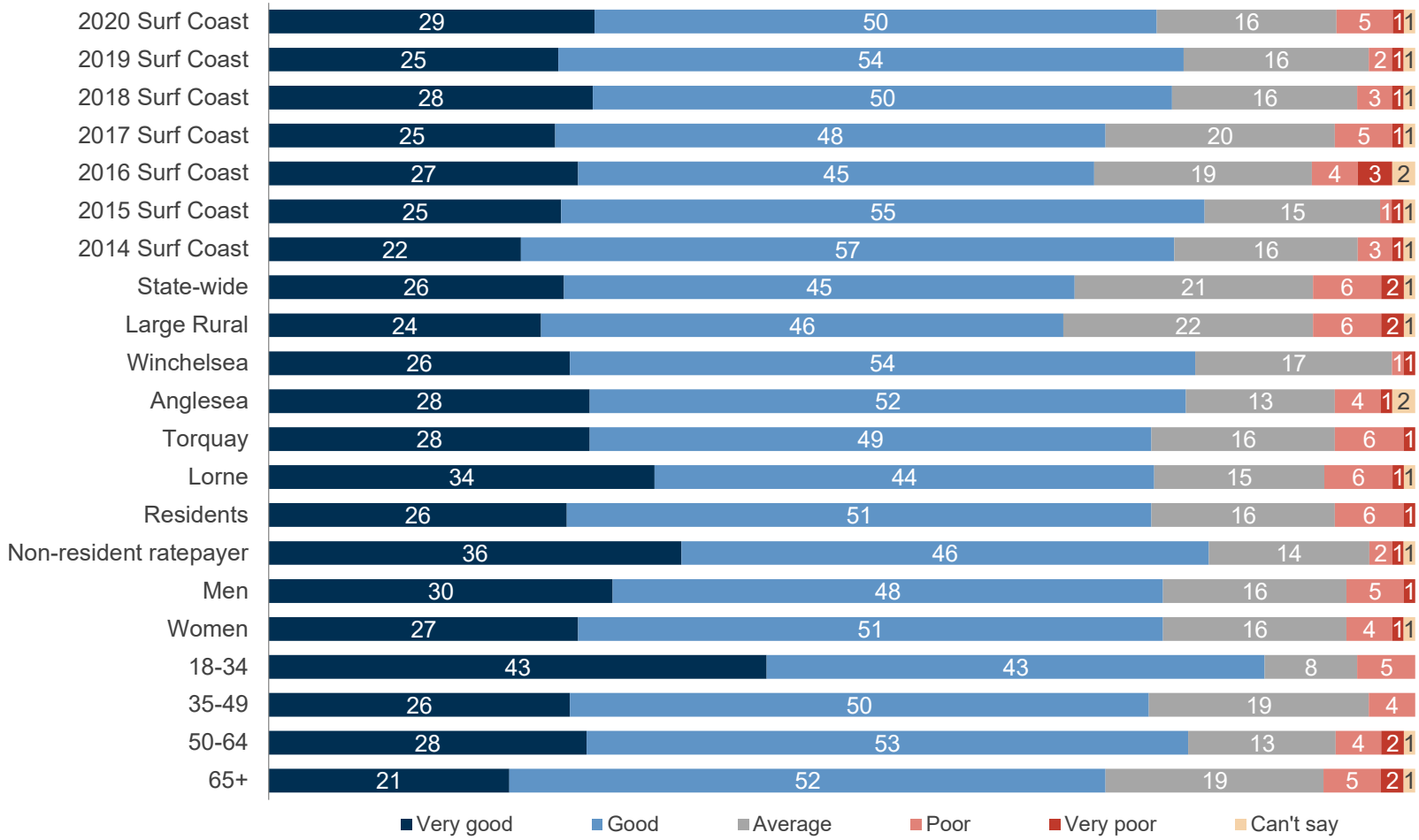


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81	84	75	77	77	75	n/a	n/a
Non-resident ratepayer	79	78	75	n/a	n/a	78	n/a	n/a
Anglesea	75	75	72	74	77	73	n/a	n/a
Lorne	77	76	69	72	82	69	n/a	n/a
Winchelsea	73	72	68	64	72	71	n/a	n/a
Men	75	76	70	73	74	75	n/a	n/a
Surf Coast	75	76	73	73	76	75	n/a	n/a
Women	75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

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

The appearance of public areas performance

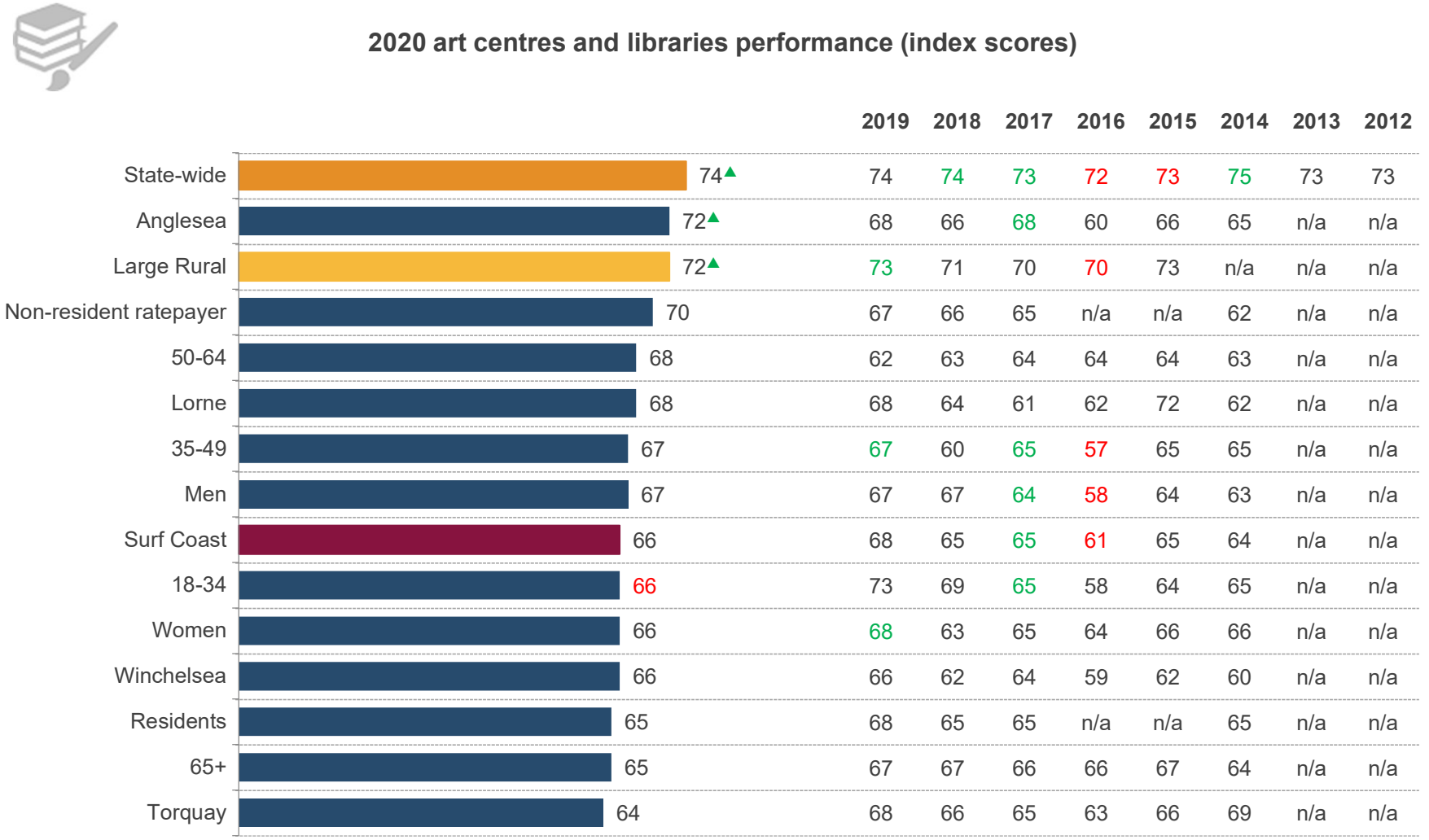
2020 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8

Art centres and libraries performance

2020 art centres and libraries performance (index scores)

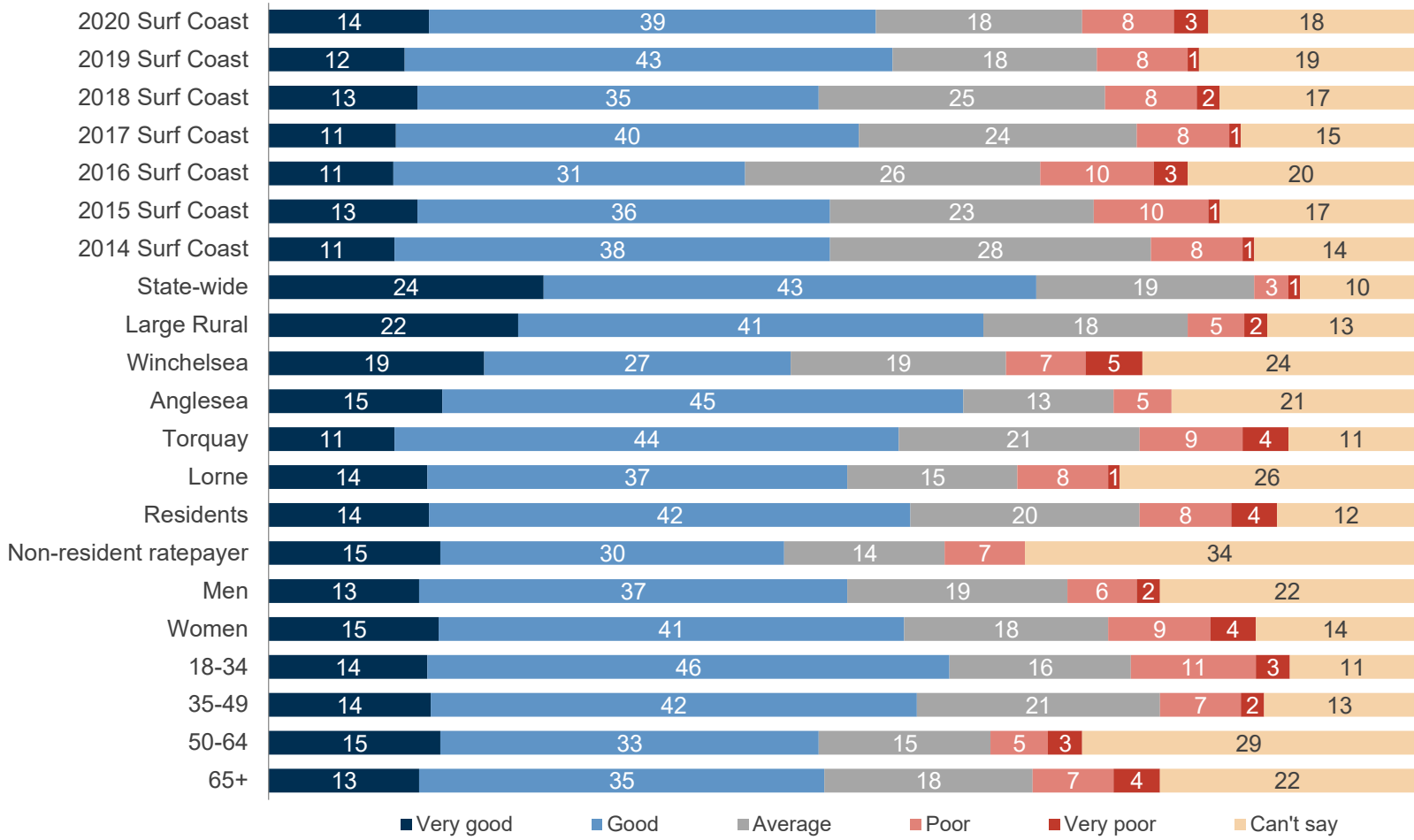


	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	74	74	73	72	73	75	73	73
Anglesea	68	66	68	60	66	65	n/a	n/a
Large Rural	73	71	70	70	73	n/a	n/a	n/a
Non-resident ratepayer	67	66	65	n/a	n/a	62	n/a	n/a
50-64	62	63	64	64	64	63	n/a	n/a
Lorne	68	64	61	62	72	62	n/a	n/a
35-49	67	60	65	57	65	65	n/a	n/a
Men	67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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

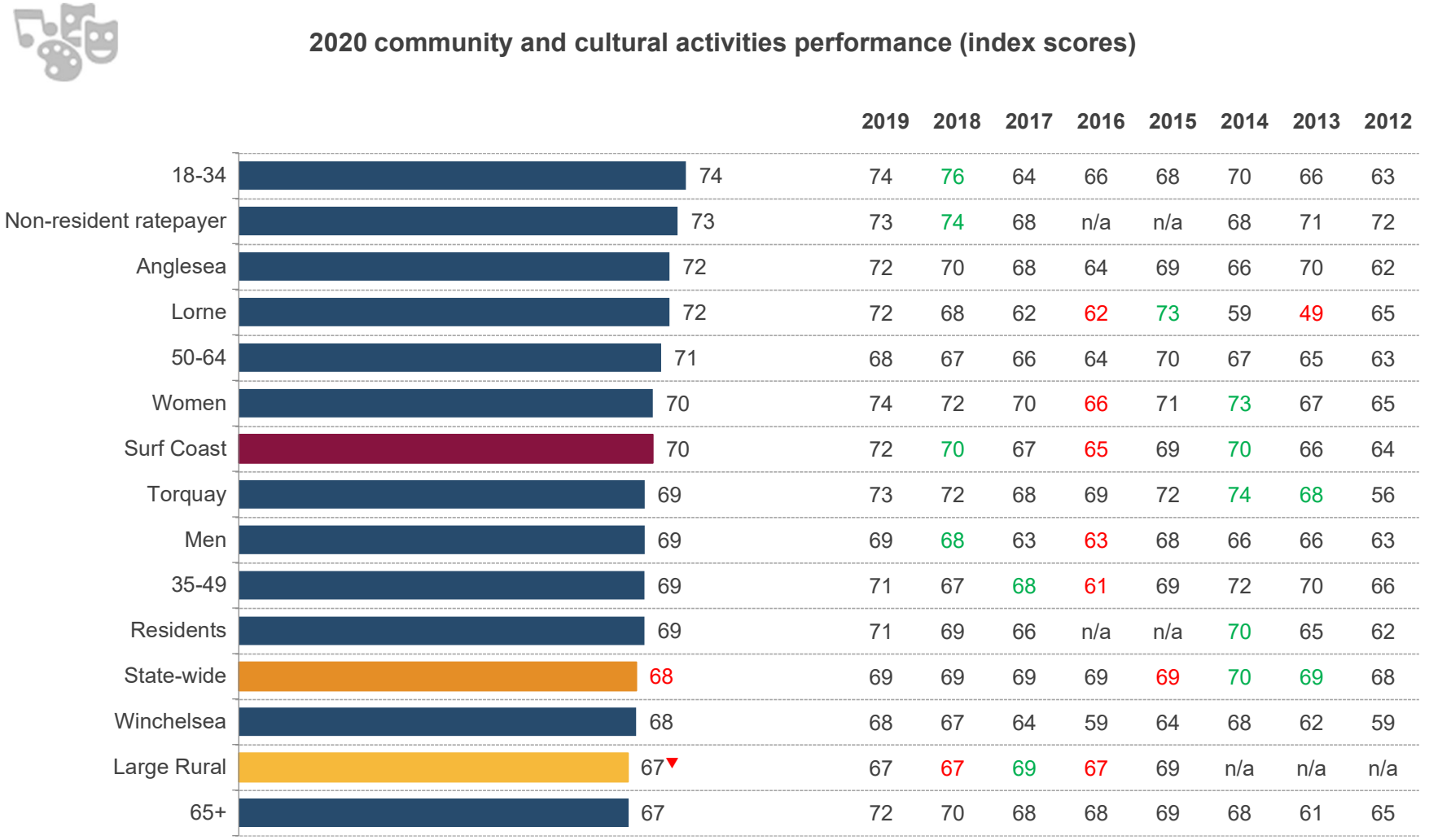
2020 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

Community and cultural activities performance

2020 community and cultural activities performance (index scores)

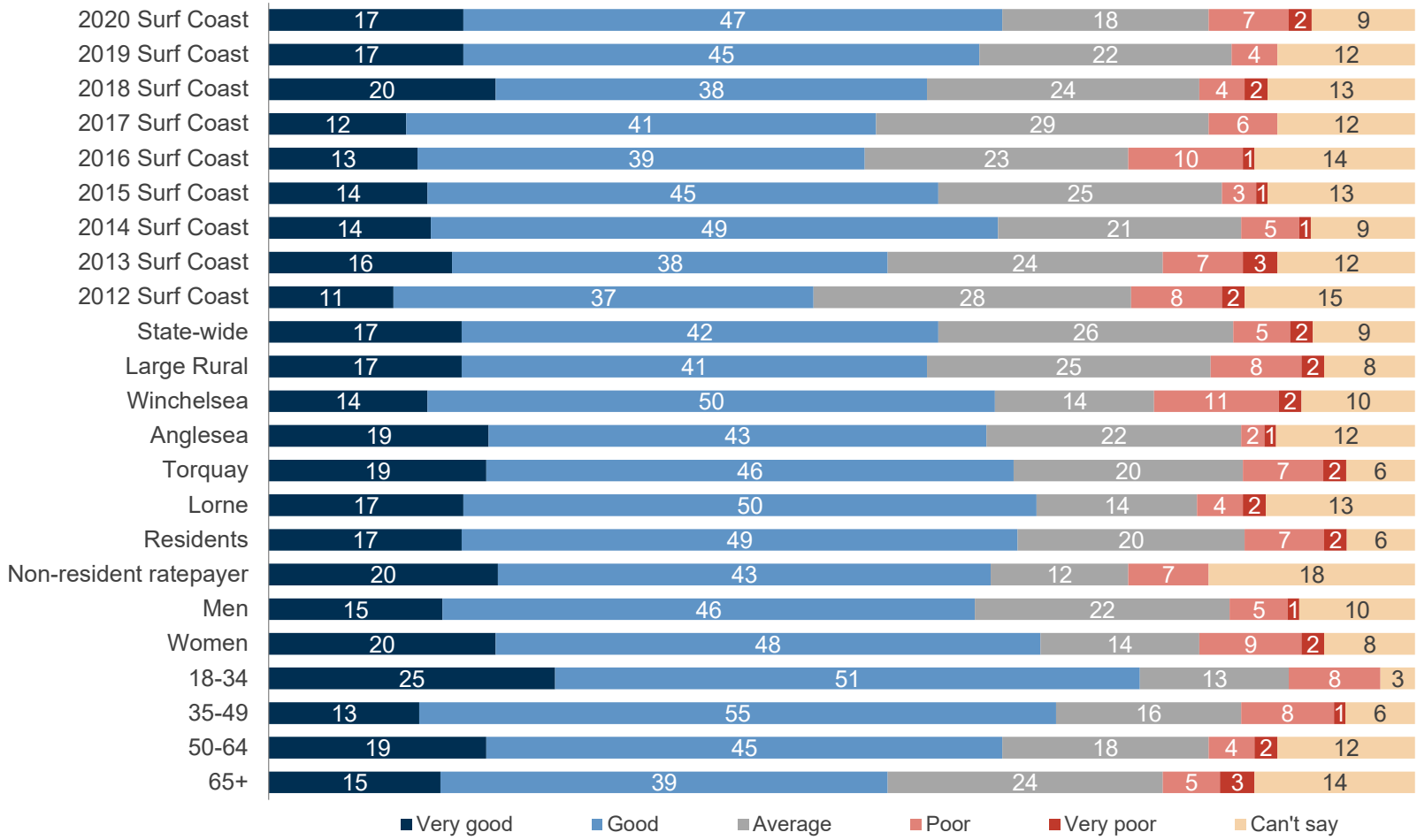


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	76	64	66	68	70	66	63
Non-resident ratepayer	73	74	68	n/a	n/a	68	71	72
Anglesea	72	70	68	64	69	66	70	62
Lorne	72	68	62	62	73	59	49	65
50-64	68	67	66	64	70	67	65	63
Women	74	72	70	66	71	73	67	65
Surf Coast	72	70	67	65	69	70	66	64
Torquay	73	72	68	69	72	74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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

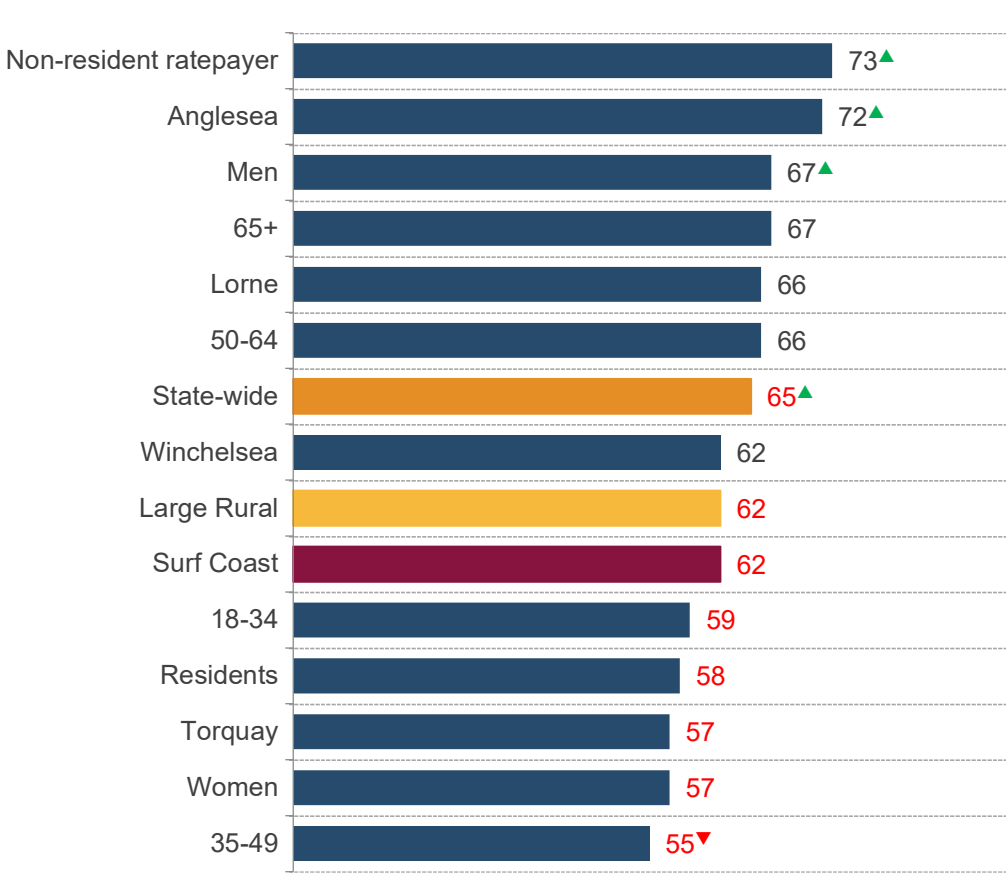
2020 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7

Waste management performance

2020 waste management performance (index scores)

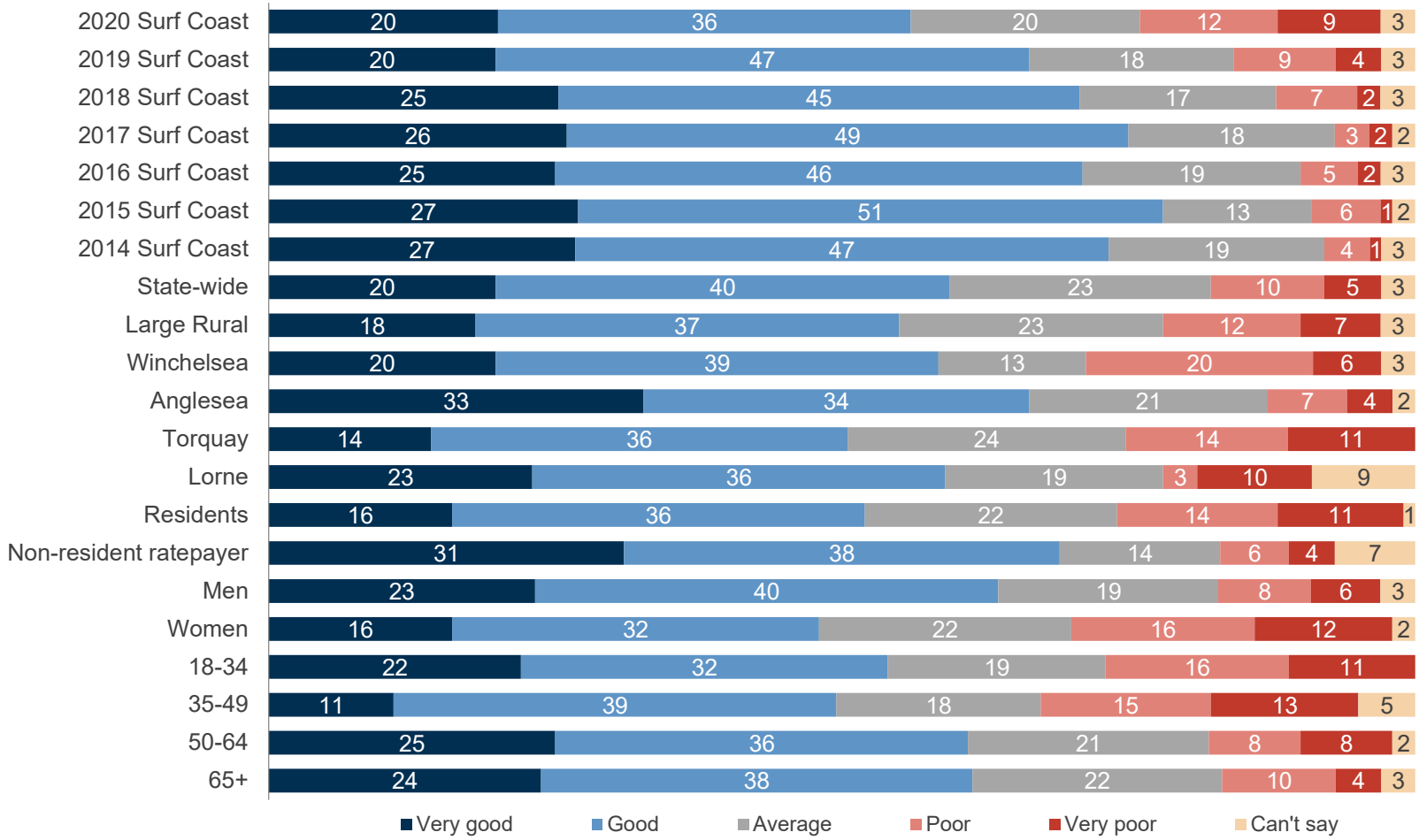


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	72	74	77	n/a	n/a	73	n/a	n/a
Anglesea	72	74	78	73	74	78	n/a	n/a
Men	69	73	72	72	77	75	n/a	n/a
65+	71	74	78	75	77	75	n/a	n/a
Lorne	70	63	64	61	71	64	n/a	n/a
50-64	65	72	72	72	76	74	n/a	n/a
State-wide	68	70	71	70	72	73	71	72
Winchelsea	66	67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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

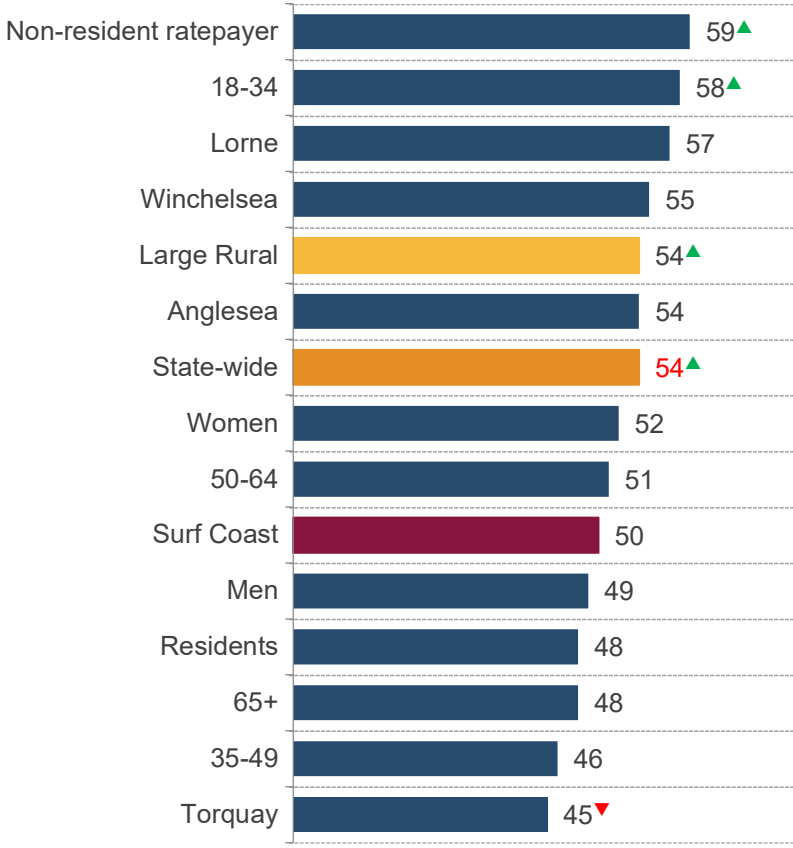
2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

Council's general town planning policy performance

2020 town planning performance (index scores)

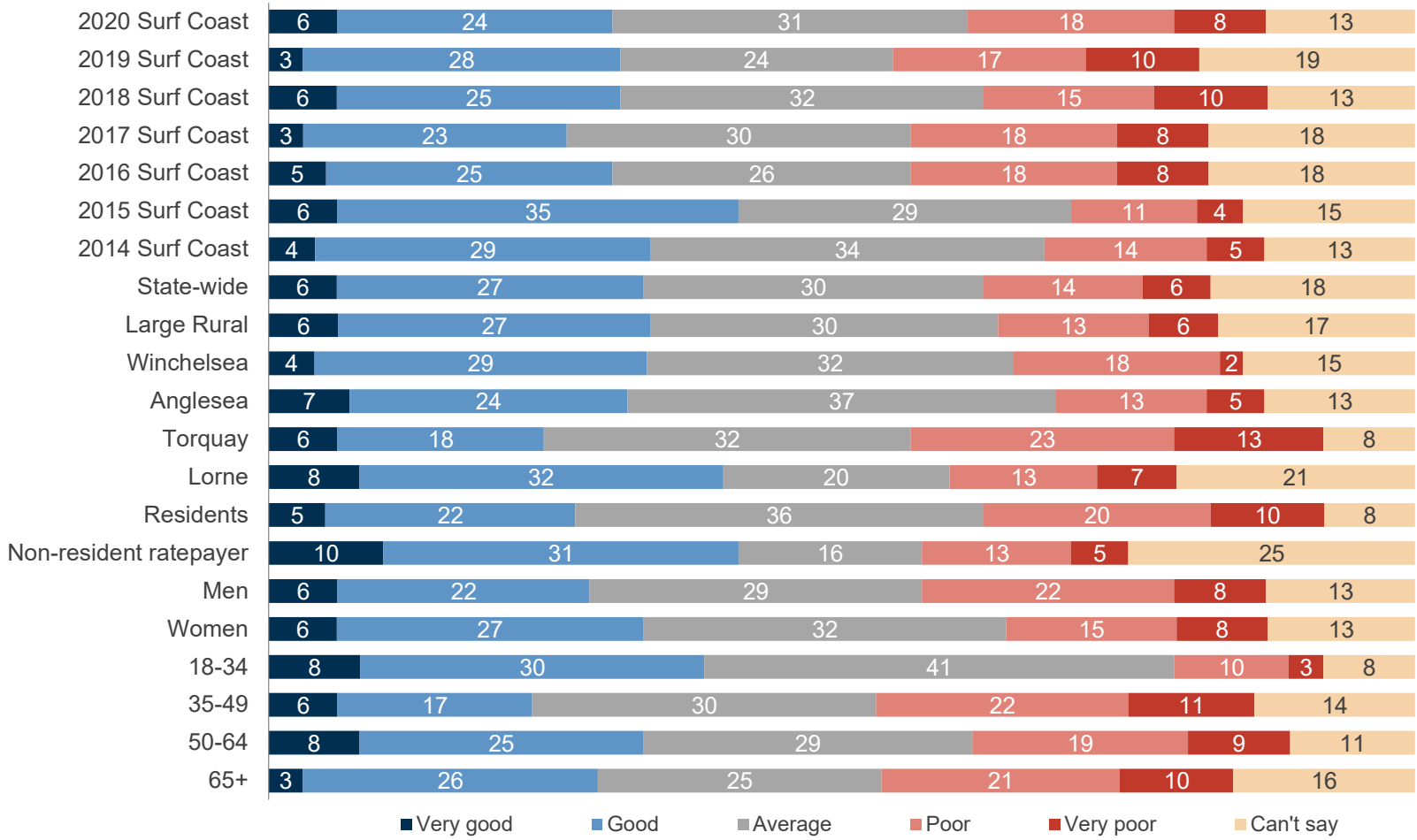


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	57	56	56	n/a	n/a	59	n/a	n/a
18-34	53	58	45	54	63	57	n/a	n/a
Lorne	60	50	46	53	67	48	n/a	n/a
Winchelsea	50	53	48	46	59	54	n/a	n/a
Large Rural	55	54	54	51	53	n/a	n/a	n/a
Anglesea	53	54	53	53	55	53	n/a	n/a
State-wide	55	54	53	52	54	55	55	54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

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

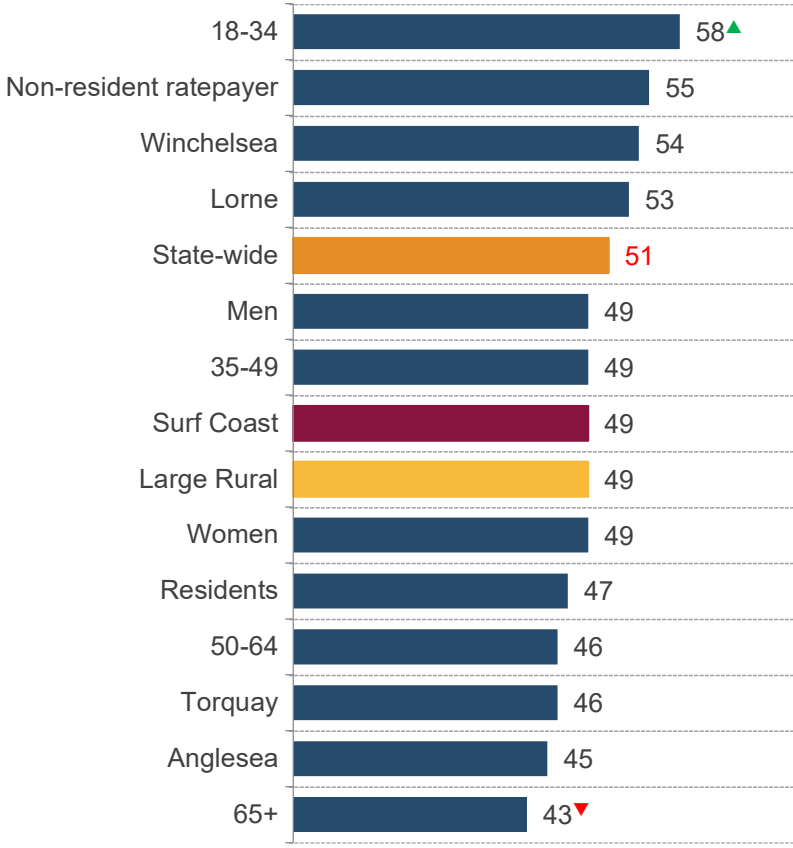
2020 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

Planning and building permits performance

2020 planning and building permits performance (index scores)

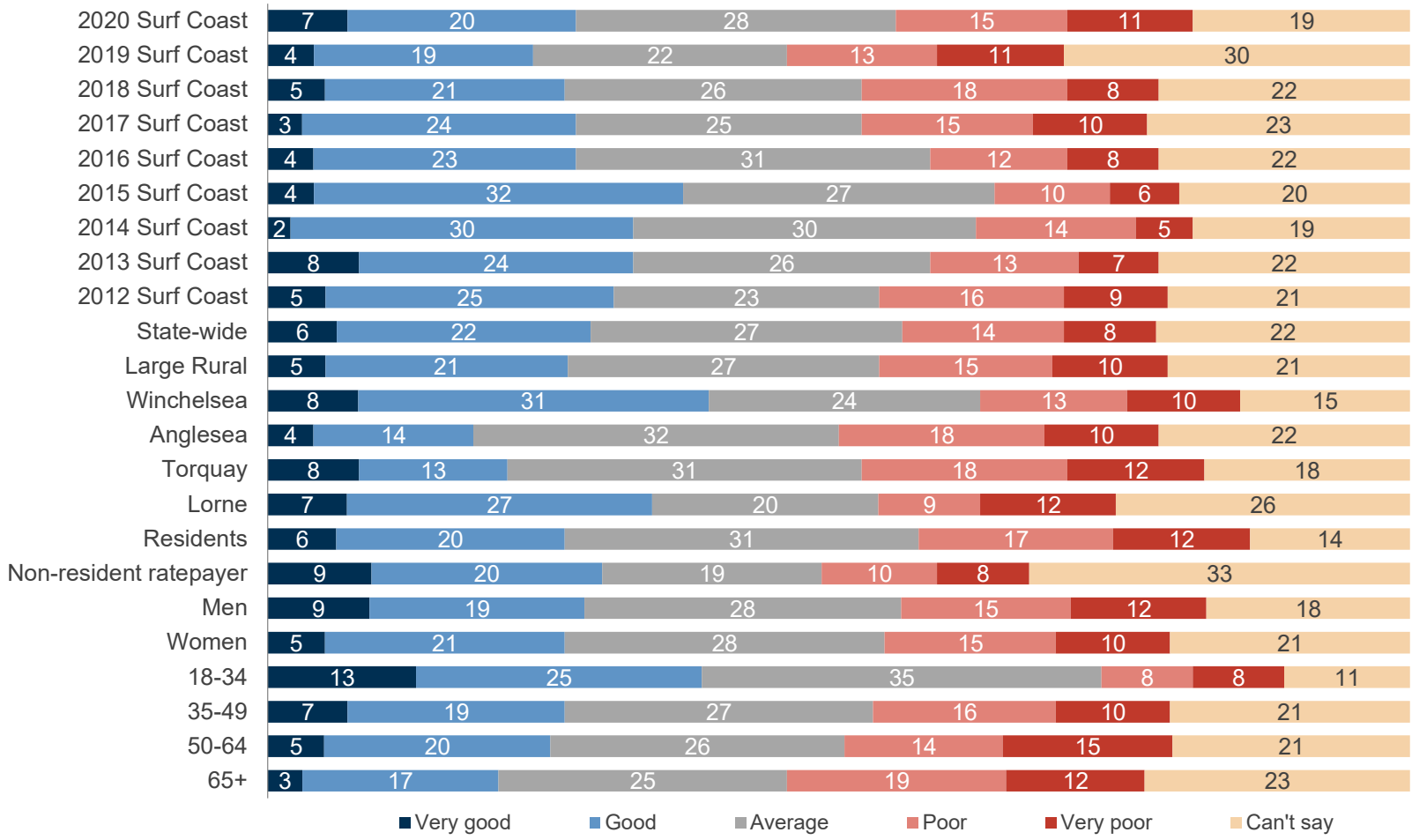


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	55	50	57	61	59	57	46
Non-resident ratepayer	54	52	55	n/a	n/a	55	57	57
Winchelsea	50	52	50	46	53	55	56	51
Lorne	56	50	47	49	61	54	48	48
State-wide	52	52	51	50	54	53	55	54
Men	47	49	47	49	54	52	56	50
35-49	48	45	42	45	54	51	54	53
Surf Coast	47	50	48	50	56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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

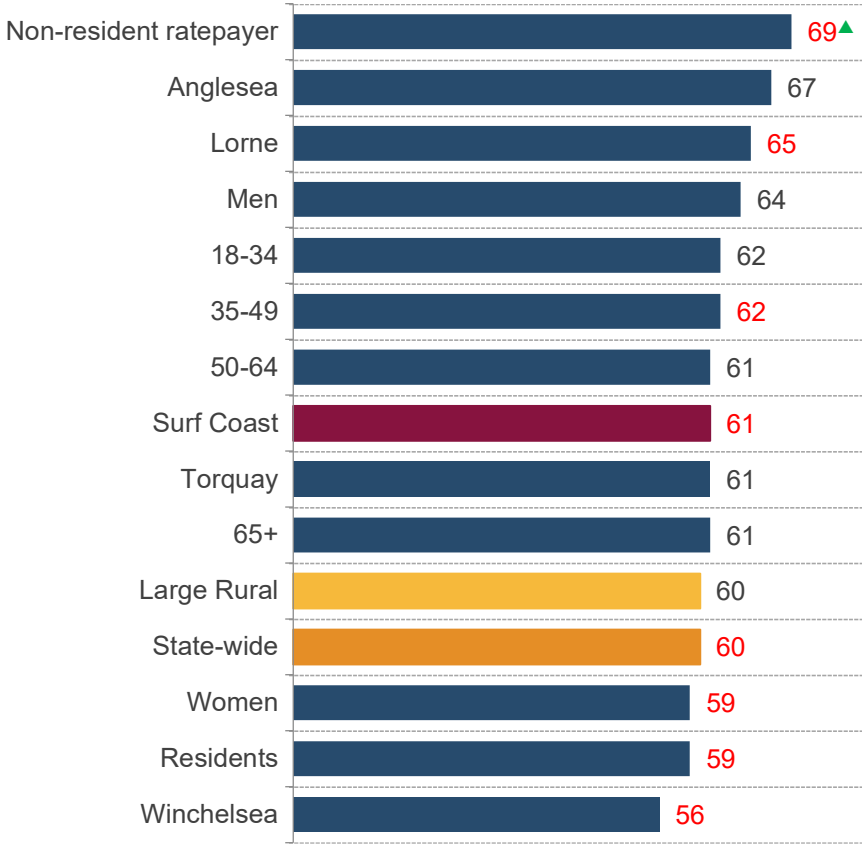
2020 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7

Environmental sustainability performance

2020 environmental sustainability performance (index scores)

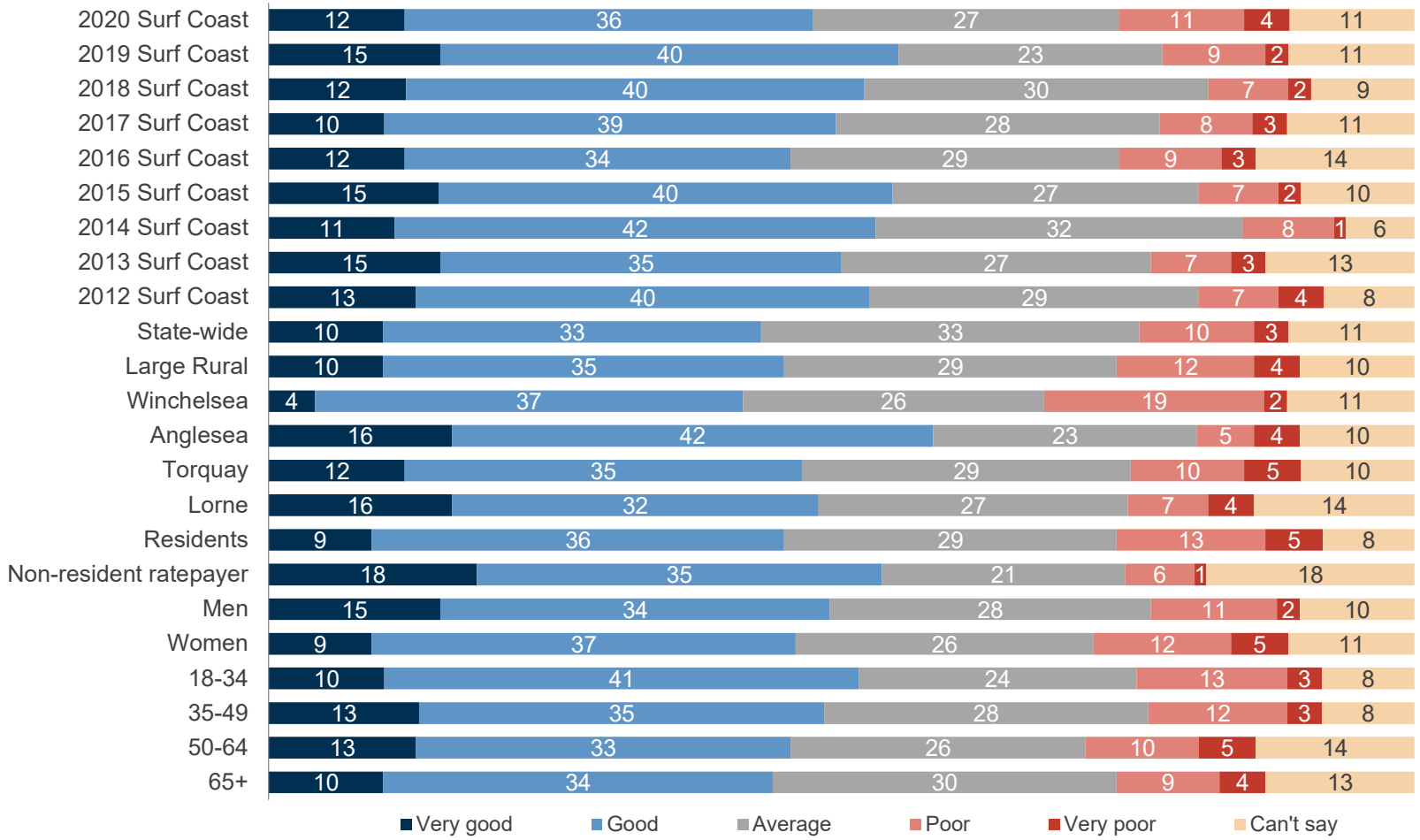


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	75	70	68	n/a	n/a	67	71	70
Anglesea	70	69	65	66	65	66	60	60
Lorne	74	63	64	57	73	57	58	64
Men	67	64	61	63	67	62	64	64
18-34	63	67	63	64	66	64	70	65
35-49	70	63	58	60	64	64	62	65
50-64	64	64	64	58	67	63	63	63
Surf Coast	66	65	63	63	66	64	65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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

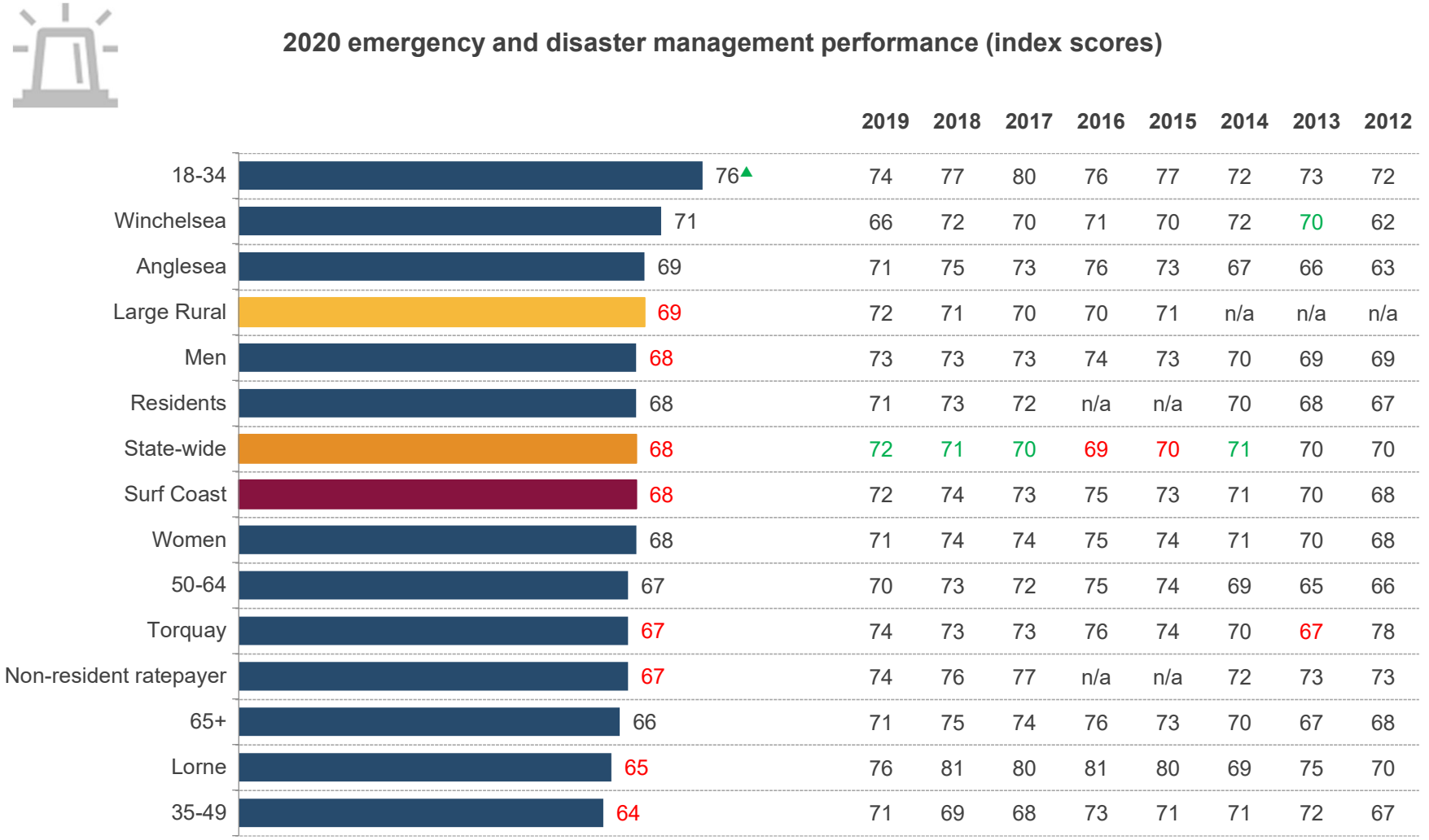
2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

Emergency and disaster management performance

2020 emergency and disaster management performance (index scores)

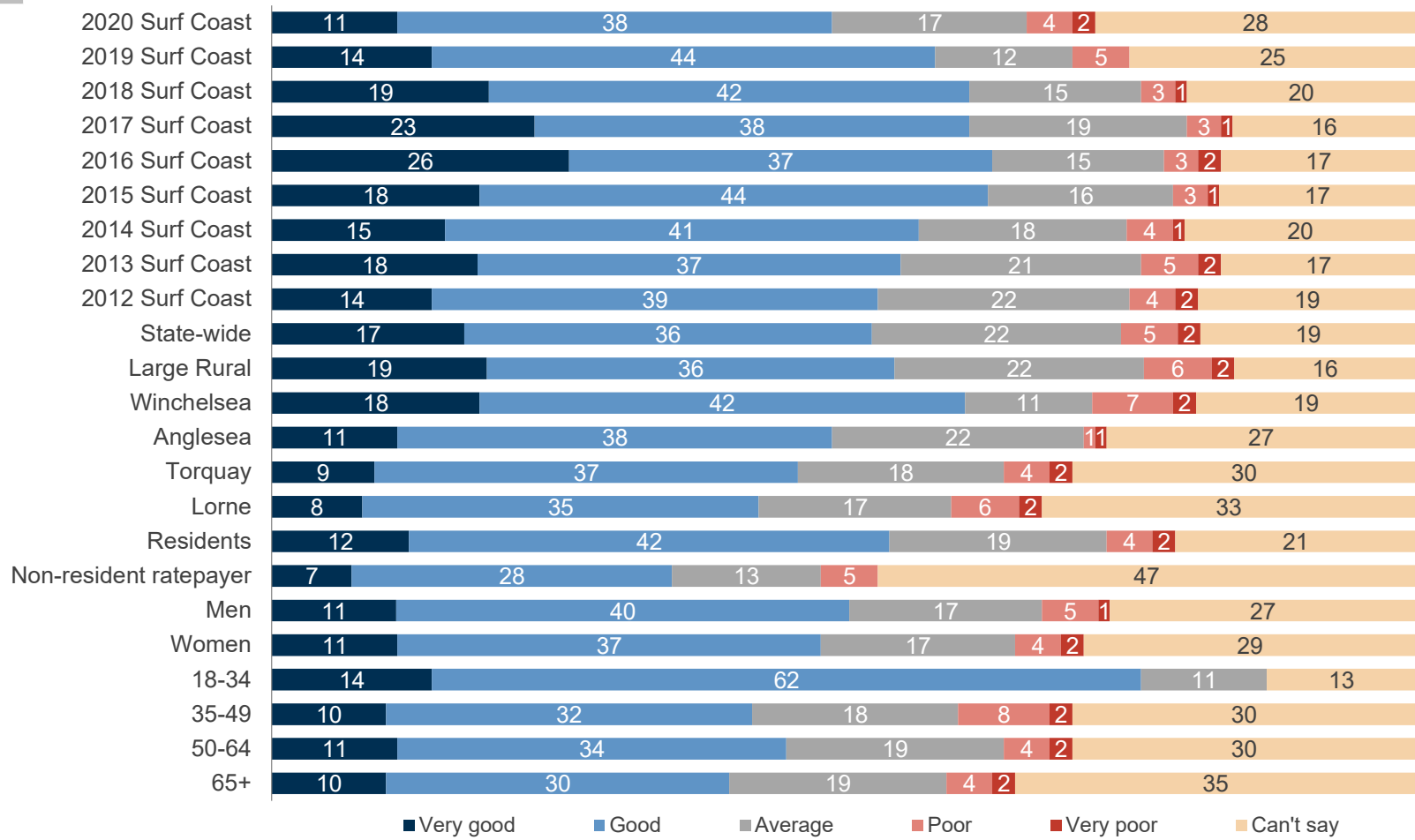


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	77	80	76	77	72	73	72
Winchelsea	66	72	70	71	70	72	70	62
Anglesea	71	75	73	76	73	67	66	63
Large Rural	72	71	70	70	71	n/a	n/a	n/a
Men	73	73	73	74	73	70	69	69
Residents	71	73	72	n/a	n/a	70	68	67
State-wide	72	71	70	69	70	71	70	70
Surf Coast	72	74	73	75	73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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

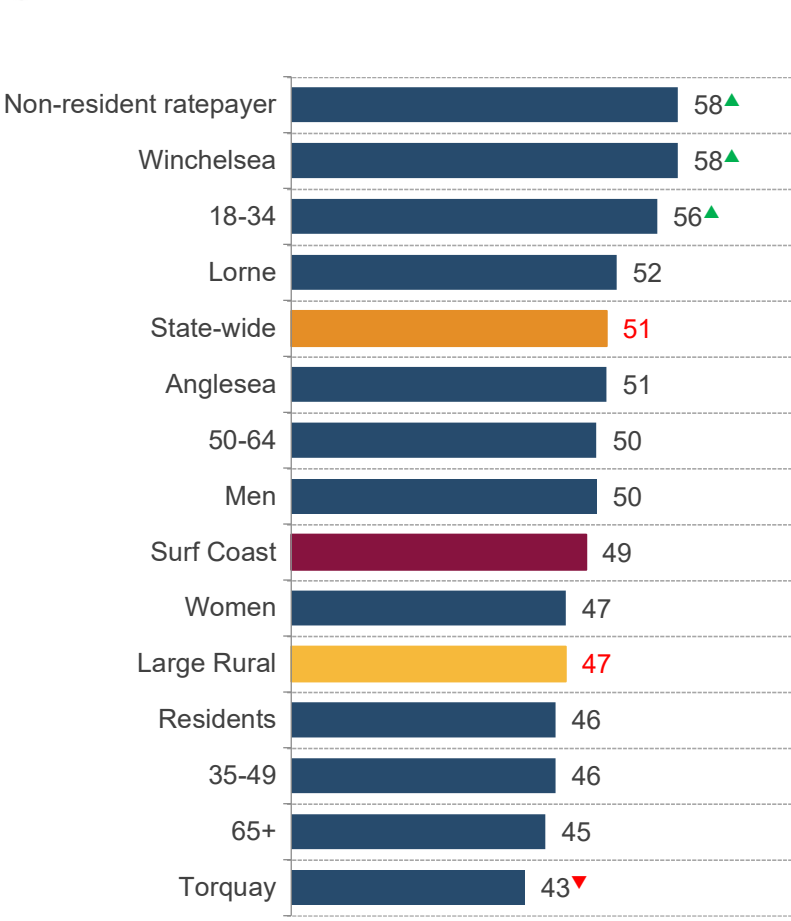
2020 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

Planning for population growth in the area performance

2020 population growth performance (index scores)

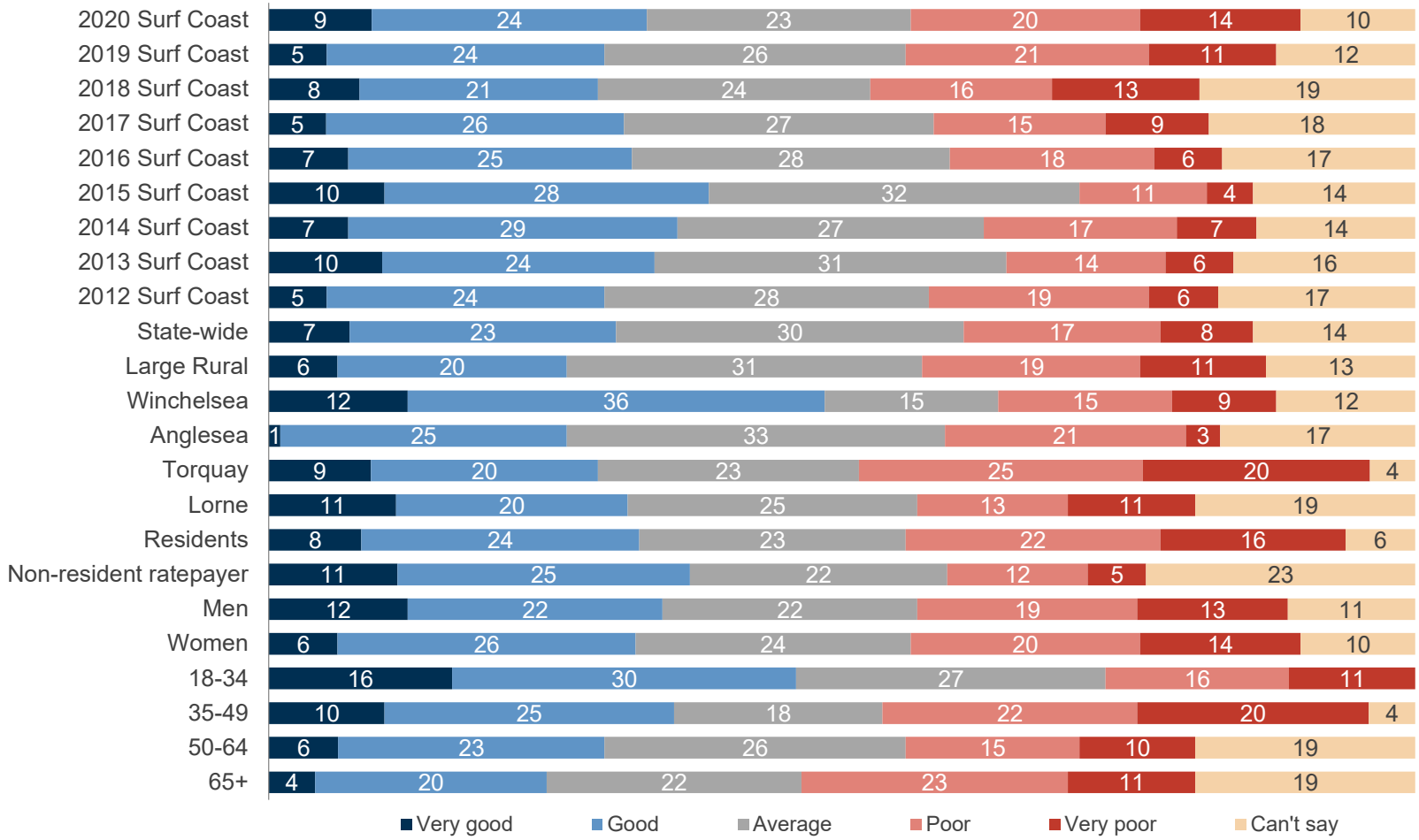


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	59	51	55	n/a	n/a	57	63	61
Winchelsea	50	53	51	53	61	55	57	53
18-34	54	52	48	52	68	59	54	54
Lorne	59	41	43	48	62	39	50	47
State-wide	52	52	52	51	54	54	54	52
Anglesea	53	51	57	57	60	53	51	50
50-64	45	46	54	48	58	52	55	51
Men	49	50	48	52	61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

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

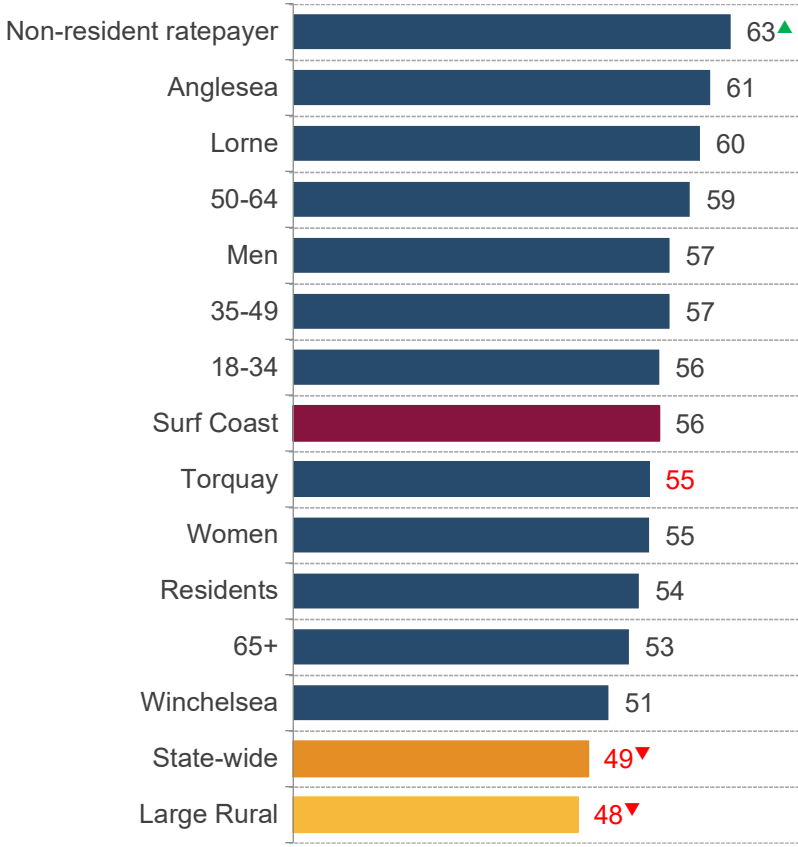
2020 population growth performance (%)



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: 16 Councils asked group: 4

Roadside slashing and weed control performance

2020 roadside slashing and weed control performance (index scores)

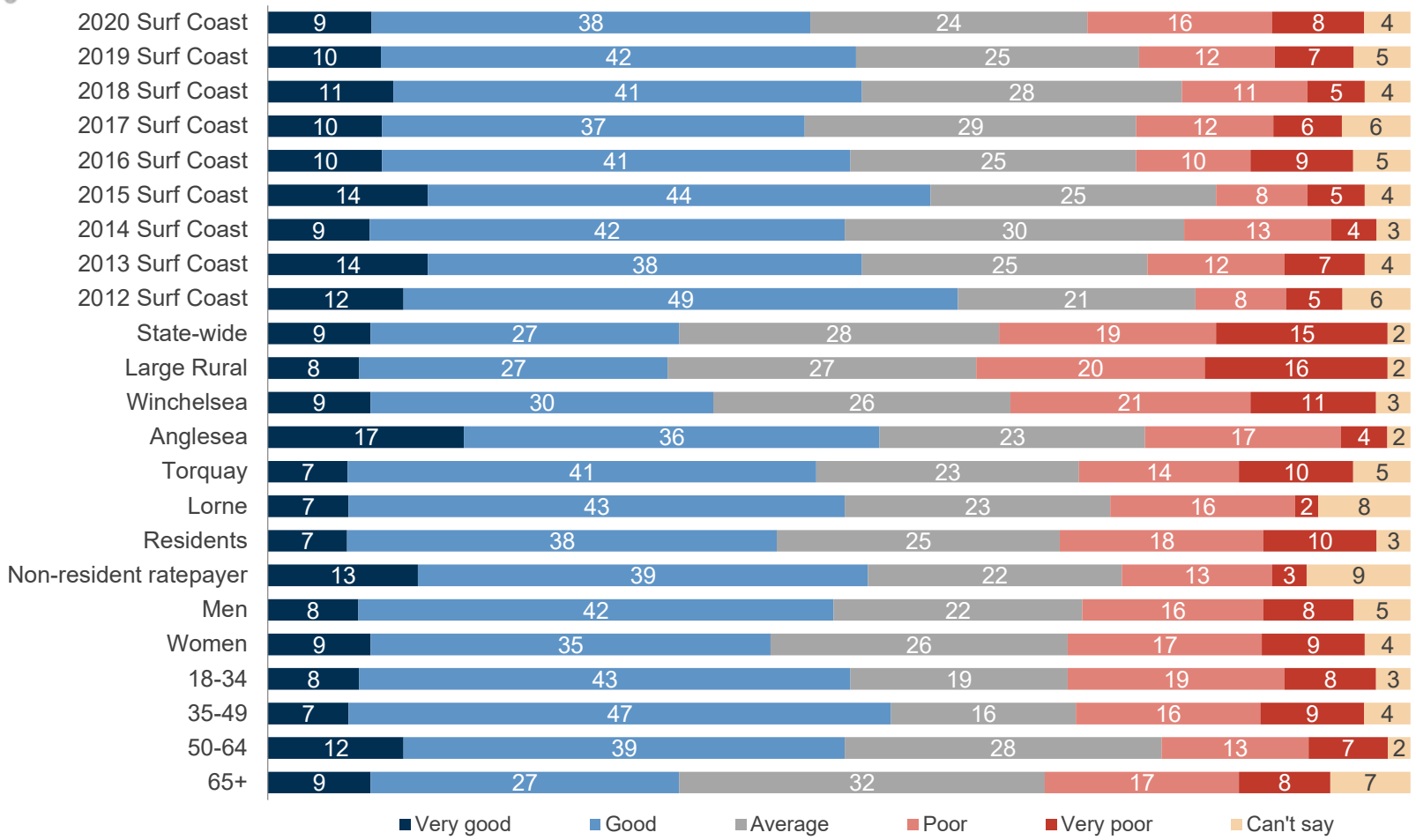


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	68	64	63	n/a	n/a	61	66	69
Anglesea	61	61	63	63	67	61	59	58
Lorne	66	57	55	53	71	56	54	68
50-64	56	54	54	61	64	56	58	61
Men	59	60	57	59	63	61	61	64
35-49	61	63	57	59	64	63	61	65
18-34	63	66	63	56	69	61	64	71
Surf Coast	59	61	58	59	64	60	60	65
Torquay	64	67	65	68	68	67	67	54
Women	59	62	60	60	65	59	60	66
Residents	56	60	57	n/a	n/a	59	59	63
65+	57	59	59	61	60	57	58	61
Winchelsea	46	50	46	46	54	49	50	60
State-wide	56	55	53	56	55	55	56	61
Large Rural	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: 10 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance

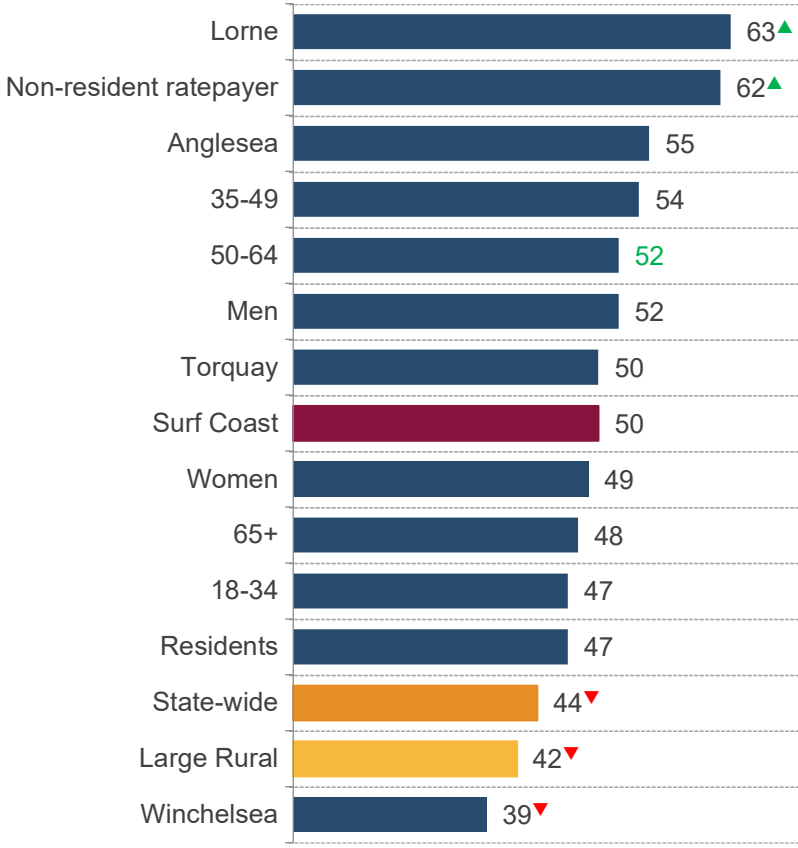
2020 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 5

Maintenance of unsealed roads in your area performance

2020 unsealed roads performance (index scores)

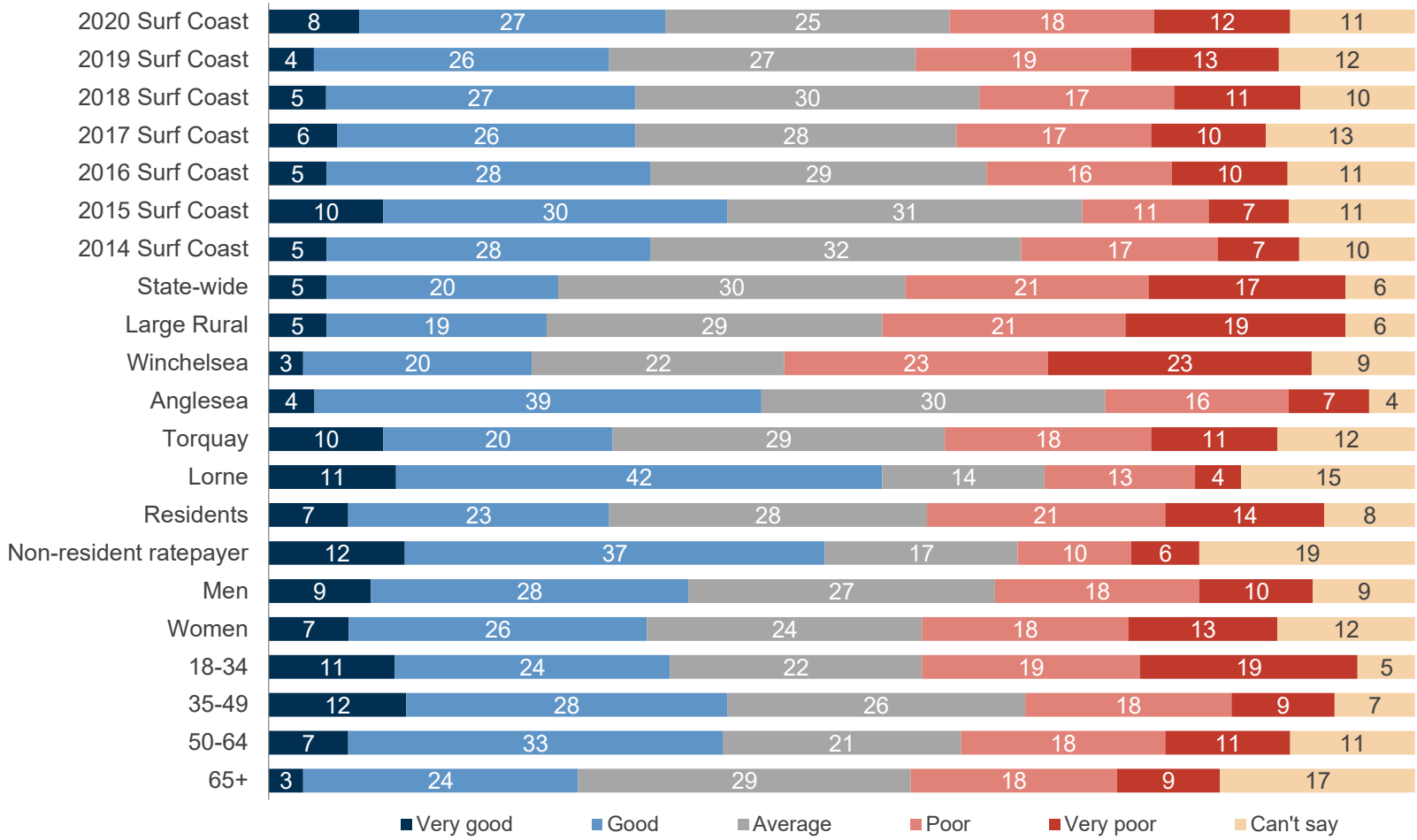


	2019	2018	2017	2016	2015	2014	2013	2012
Lorne	57	54	50	49	64	46	n/a	n/a
Non-resident ratepayer	59	56	59	n/a	n/a	57	n/a	n/a
Anglesea	48	52	51	51	55	52	n/a	n/a
35-49	48	49	53	47	57	56	n/a	n/a
50-64	41	48	51	50	56	53	n/a	n/a
Men	48	52	49	52	56	53	n/a	n/a
Torquay	48	57	56	58	65	60	n/a	n/a
Surf Coast	47	50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

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

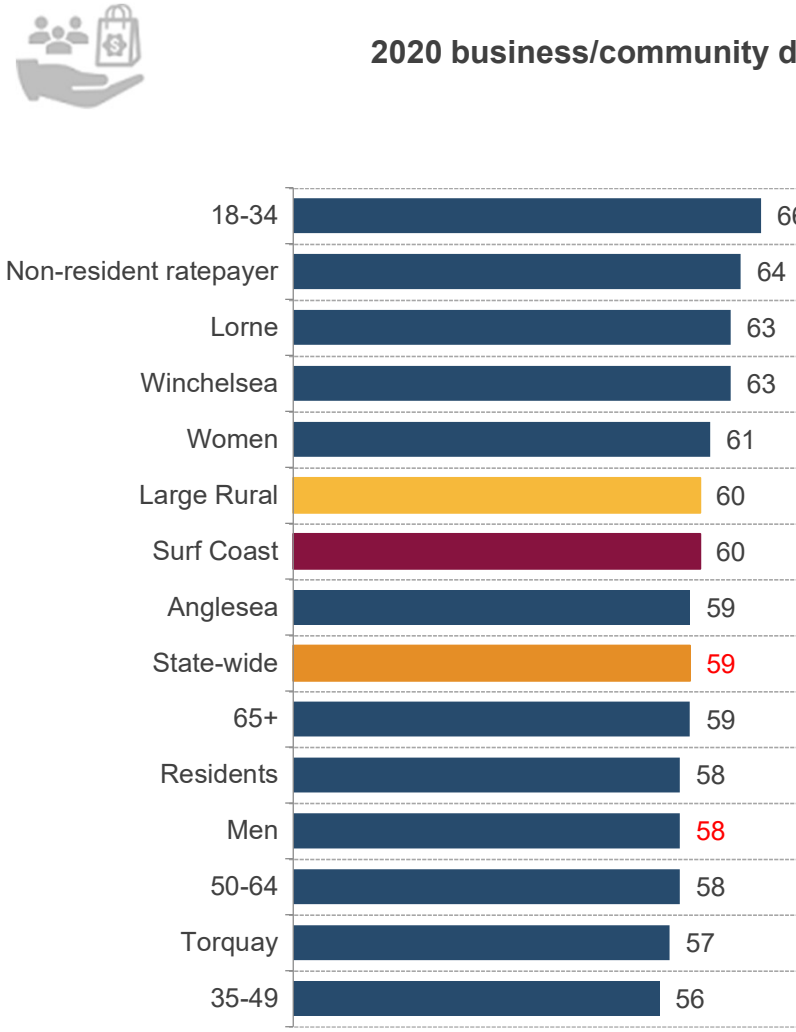
2020 unsealed roads performance (%)



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

2020 business/community development performance (index scores)

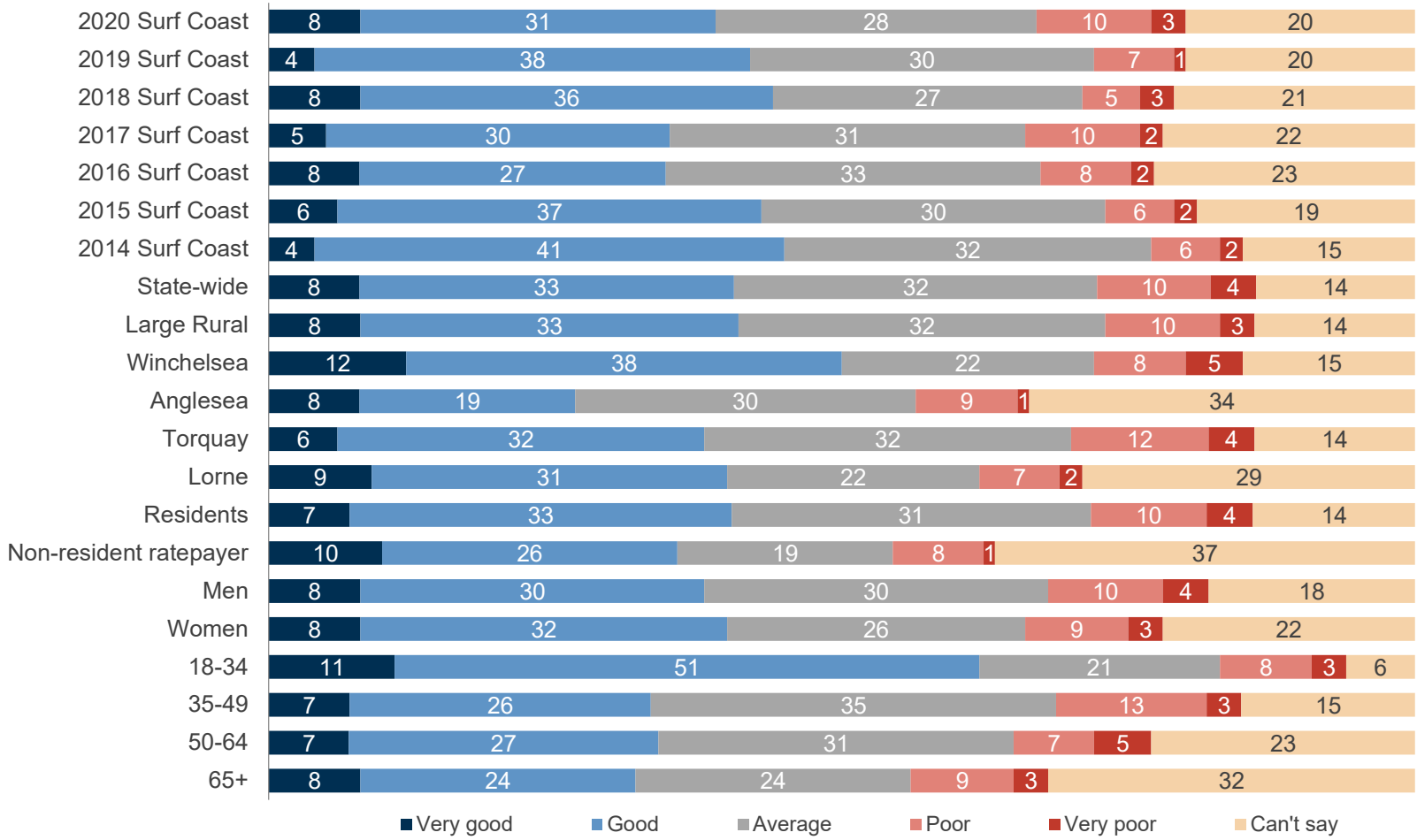


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67	67	57	61	66	67	n/a	n/a
Non-resident ratepayer	66	66	61	n/a	n/a	61	n/a	n/a
Lorne	67	53	49	54	66	57	n/a	n/a
Winchelsea	61	64	61	52	59	62	n/a	n/a
Women	61	64	60	58	64	63	n/a	n/a
Large Rural	59	58	59	58	60	n/a	n/a	n/a
Surf Coast	62	63	59	60	62	62	n/a	n/a
Anglesea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

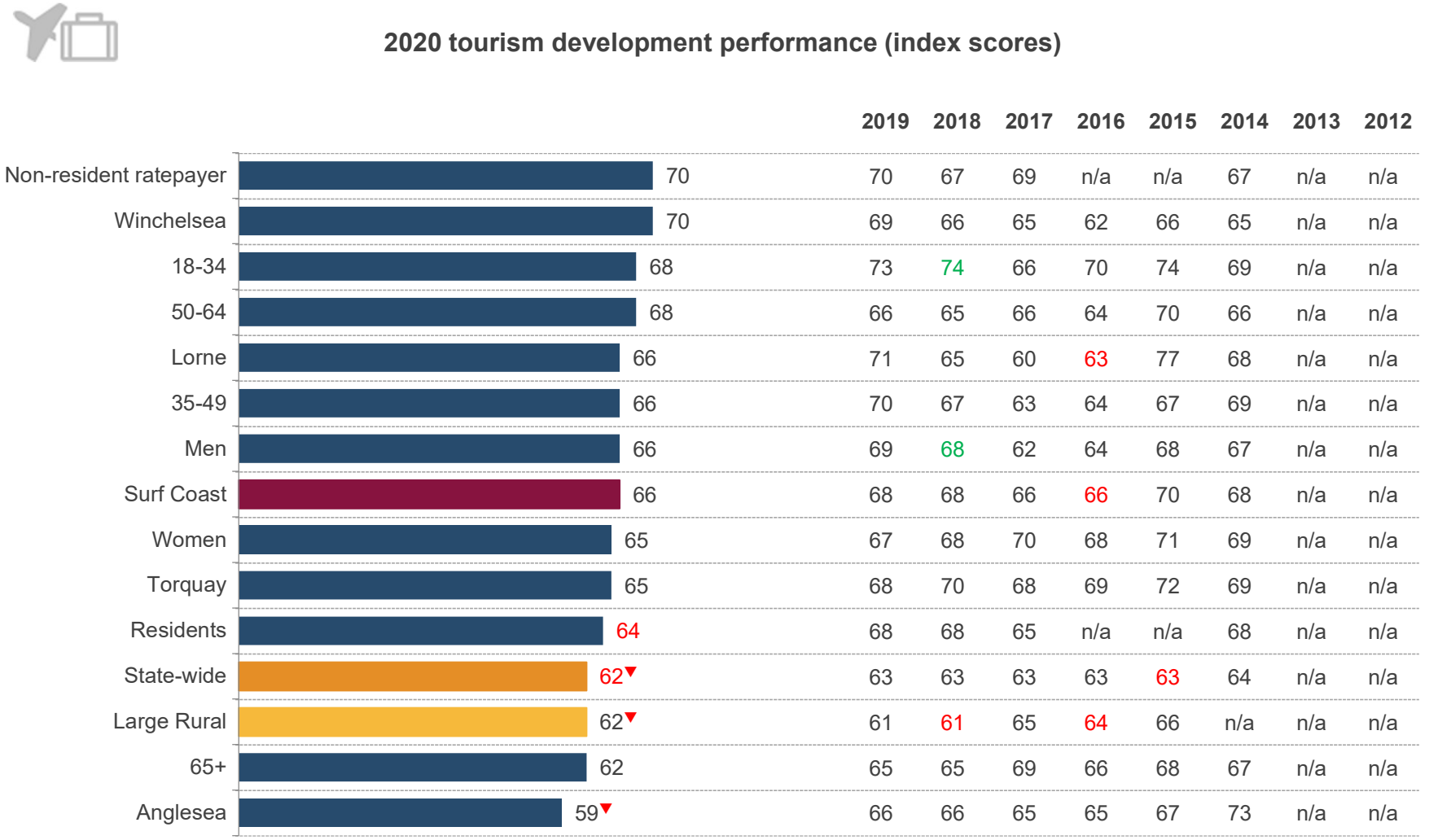
2020 business/community development performance (%)



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

2020 tourism development performance (index scores)

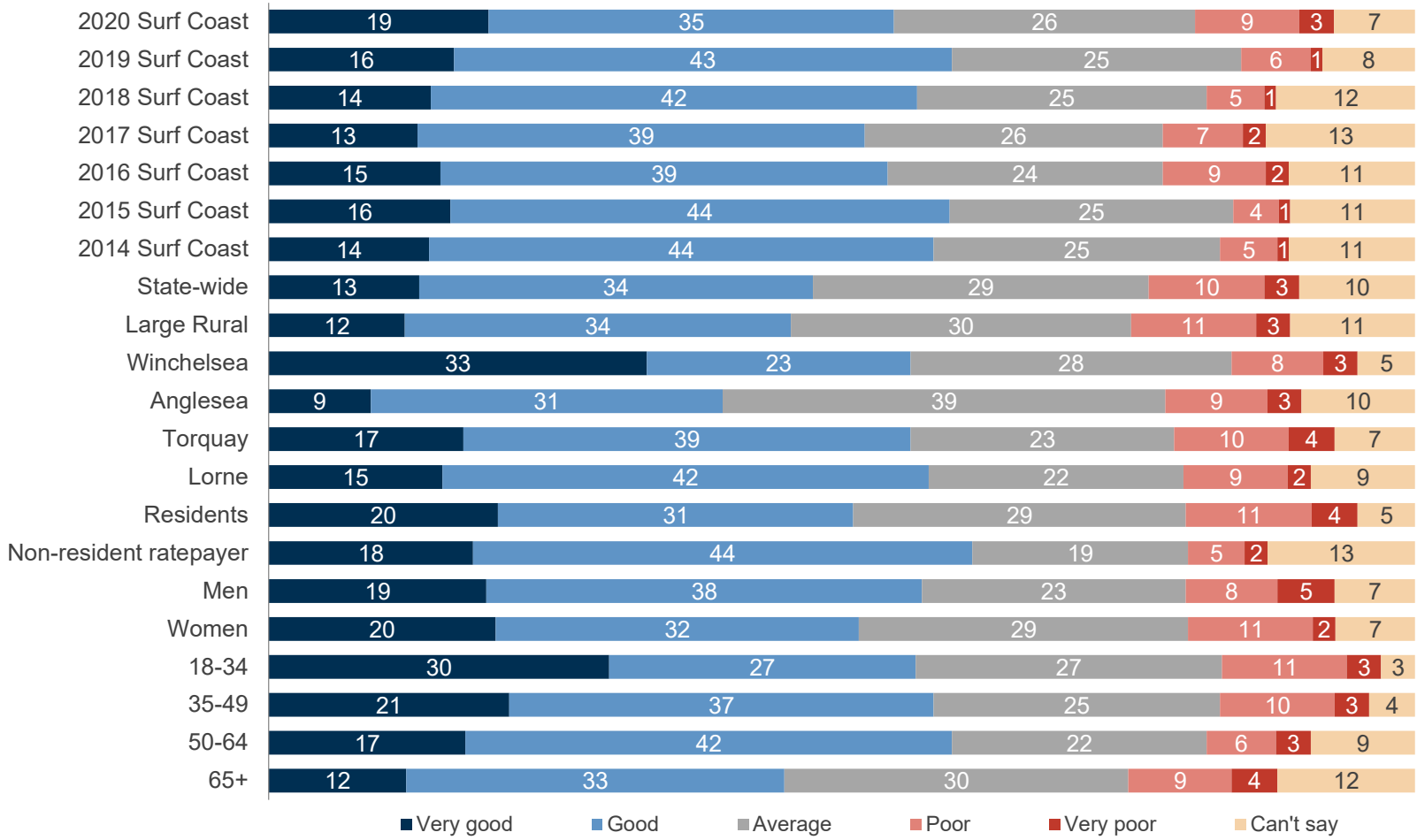


	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	70	67	69	n/a	n/a	67	n/a	n/a
Winchelsea	69	66	65	62	66	65	n/a	n/a
18-34	73	74	66	70	74	69	n/a	n/a
50-64	66	65	66	64	70	66	n/a	n/a
Lorne	71	65	60	63	77	68	n/a	n/a
35-49	70	67	63	64	67	69	n/a	n/a
Men	69	68	62	64	68	67	n/a	n/a
Surf Coast	68	68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

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2020 tourism development performance (%)

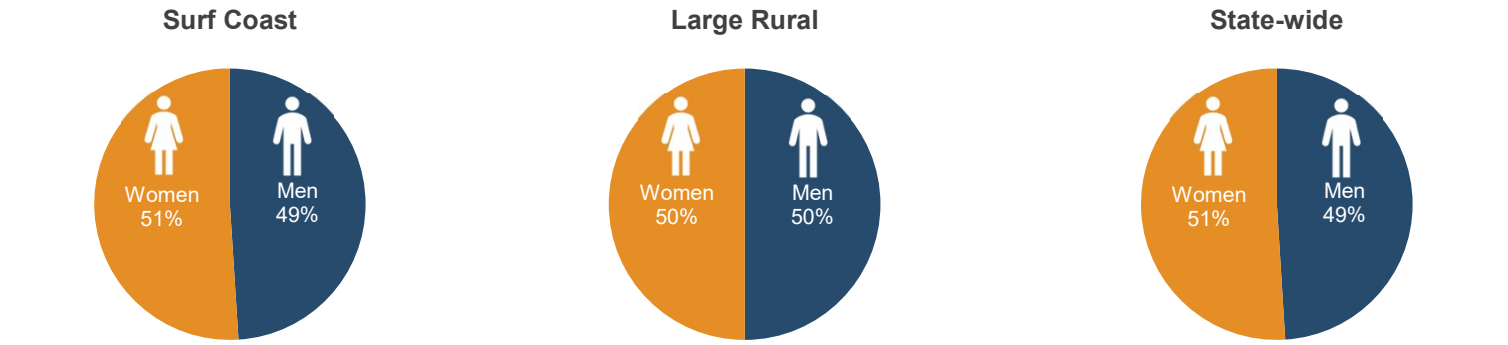


Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 6

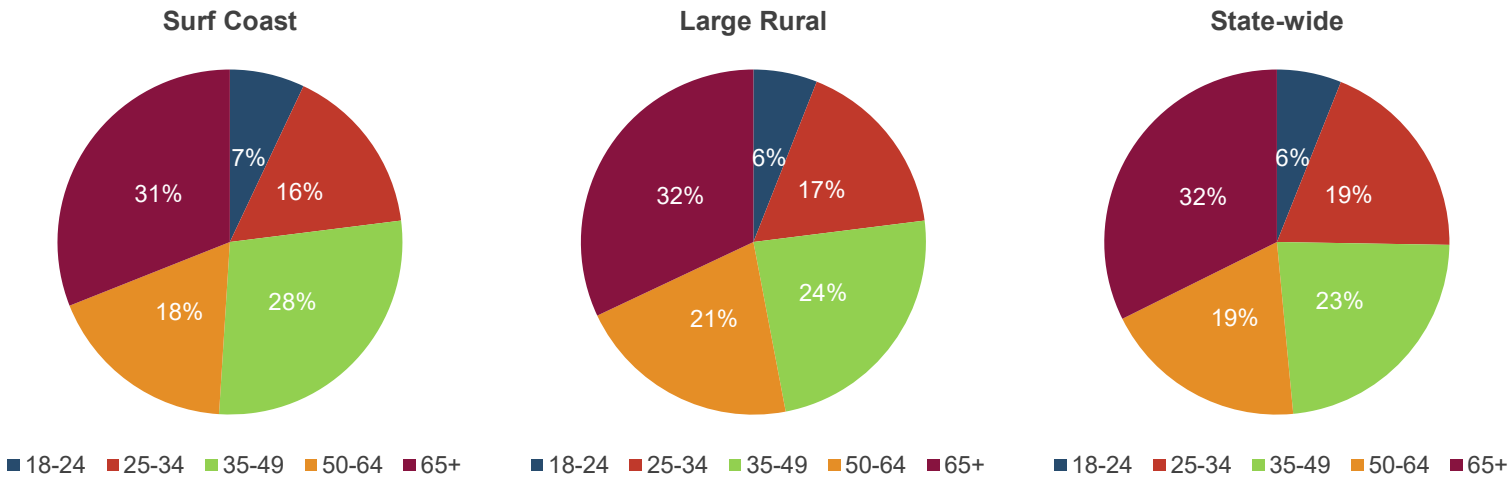
Detailed demographics

Gender and age profile

2020 gender



2020 age



S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A: Index Scores

Index Scores

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

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

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

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

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

Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for 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 24,500 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	304	197	+/-5.6
Women	297	203	+/-5.7
Winchelsea	128	92	+/-8.7
Anglesea	114	57	+/-9.2
Torquay	236	180	+/-6.4
Lorne	123	71	+/-8.9
18-34 years	37	88	+/-16.3
35-49 years	98	114	+/-9.9
50-64 years	171	72	+/-7.5
65+ years	295	125	+/-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 (▼).

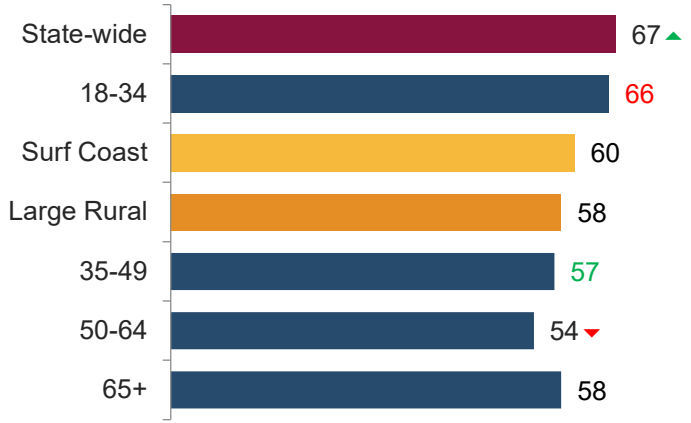
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- ▲ 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 2019. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2019.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2019.

Overall Performance – Index Scores (example extract only)



Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

Appendix B:
Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

- 2020, n=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=601 completed interviews were achieved in Surf Coast Shire Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 vary slightly.

Council Groups

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, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Surf Coast Shire Council for this 2020 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 2012-2020 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

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

Appendix B: Glossary of terms

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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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