



2023 Local Government Community Satisfaction Survey

Surf Coast Shire Council

Coordinated by the Department of
Government Services 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-fourth 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 24 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 24 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.

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Key findings and recommendations



Surf Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Surf Coast 58






Large Rural 52



State-wide 56

Council performance compared to group average

Top performing area		
	Waste management	▲ higher
Lowest performing area		
	Unsealed roads	▲ higher
	Customer service	▲ higher



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

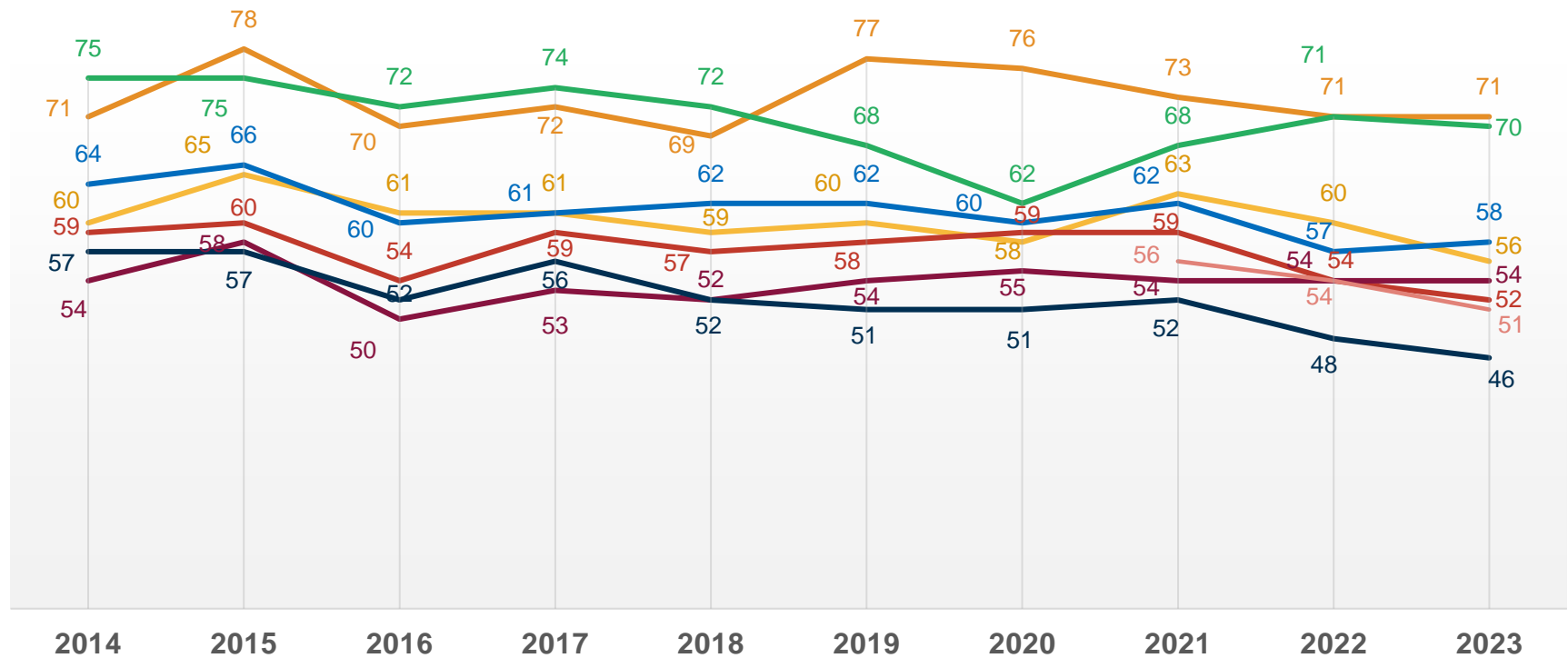

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

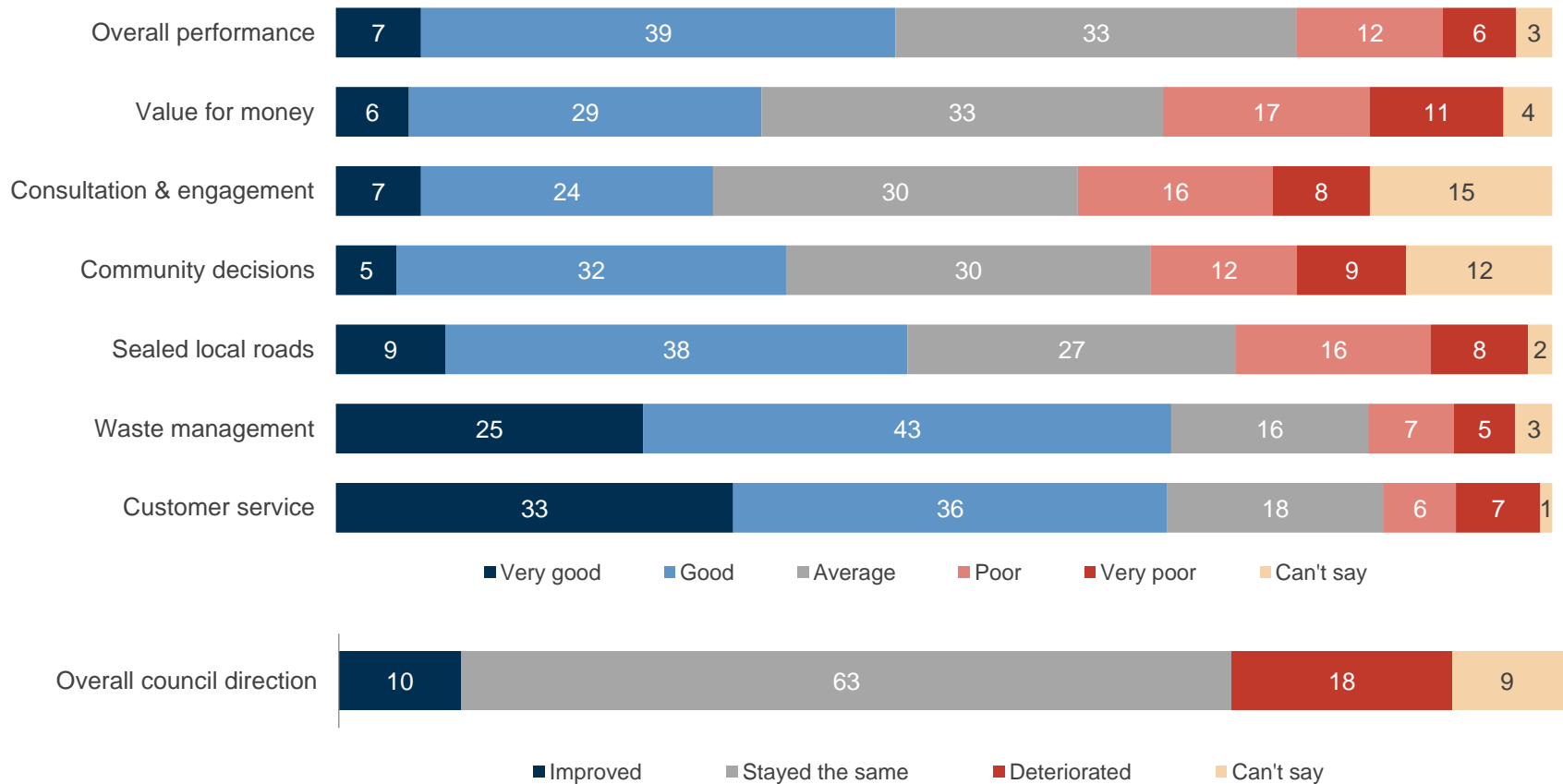

Overall
Council
Direction














Summary of core measures

Core measures summary results (%)





Summary of Surf Coast Shire Council performance

Services		Surf Coast 2023	Surf Coast 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	58	57	52	56	Non-Residents	Lorne residents
	Value for money	51	54	45	49	Non-Residents, Anglesea residents	Lorne residents
	Overall council direction	46	48	44	46	Anglesea residents	Lorne residents
	Customer service	71	71	65	67	Women	Men
	Waste management	70	71	65	66	Anglesea residents	Lorne residents
	Sealed local roads	56	60	40	48	Non-Residents	Winchelsea residents
	Community decisions	54	54	48	51	Anglesea residents	Winchelsea residents, Lorne residents
	Consultation & engagement	52	54	49	52	Anglesea residents	Winchelsea residents
	Unsealed roads	46	50	35	37	Aged 18-34 years, Torquay residents	Winchelsea residents



Focus areas for the next 12 months

Overview

Perceptions of Surf Coast Shire Council's overall performance have stabilised following a significant decline in perceptions last year. Nevertheless, the 2023 rating of Council's overall performance remains among the lowest seen in a decade. That said, it is important to note that the plateauing of perceptions here is in contrast to the State-wide trend of decline over the past two years. Council's overall performance score is also significantly higher than the Large Rural group average for councils.

Focus areas

Surf Coast Shire Council should focus on abating patterns of decline in the service areas relating to roads. Maintenance of unsealed roads and sealed local roads are the only areas where significant declines in performance ratings were recorded in the last 12 months. Moreover, Council should direct its focus to Winchelsea in the first instance, as perceptions of roads are significantly lower than average in this geographic region.

Comparison to state and area grouping

Council performs significantly higher than the Large Rural group across all service areas evaluated. Council also performs significantly higher than the State-wide average for councils across four of the five service areas evaluated. On the core measures, Council performs significantly higher or in line with the Large Rural group and the State-wide average for councils. This is a positive result for Council.

Maintain stronger performing areas

Perception of Council's performance on waste management are relatively stable over time and remains Council's strongest performing service area evaluated. Indeed, 15% of people volunteer waste management as the best thing about Council. While performance in this area is relatively strong, people in Lorne rate Council's performance here significantly lower than average, and so improvement in this geographic area would assist in lifting overall perceptions of waste management.

DETAILED FINDINGS

Overall performance



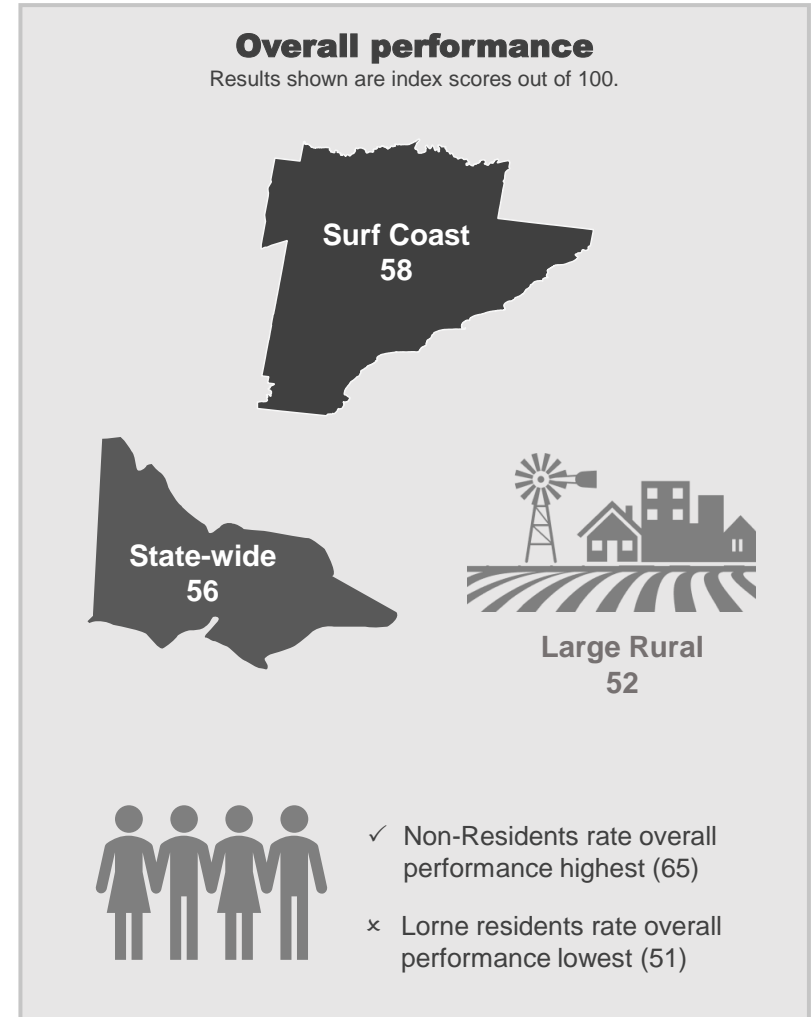
Overall performance

The overall performance index score of 58 for Surf Coast Shire Council is in line with last year. A significant decline in perceptions of performance was recorded in 2022, however no further decline was seen in the last 12 months (rather perceptions improved one index point).

Surf Coast Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the Large Rural group and is rated in line with the State-wide average for councils (index scores of 52 and 56 respectively).

- Non-residents ratepayers (index score of 65) rate Council's overall performance significantly higher than average. By contrast, residents rate Council's overall performance significantly lower than average (54).
- People in Lorne and Winchelsea rate Council's overall performance the lowest (index scores of 51 and 52 respectively), with people in Winchelsea having significantly lower than average perceptions of overall performance. People in Lorne rate Council's overall performance significantly lower than last year (down 12 index points).

Less than two in five ratepayers (35%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is slightly more than those who rate Council as 'very poor' or 'poor' (28%).





Overall performance

2023 overall performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	65▲	64	64	67	67	67	n/a	n/a	n/a	66
Anglesea	64	64	61	63	61	64	64	65	65	62
Torquay	61	56	61	57	61	65	63	63	68	66
18-34	60	61	67	64	70	66	61	63	68	70
Women	59	57	62	60	61	65	64	59	67	65
35-49	58	54	62	58	60	60	55	55	63	64
Surf Coast	58	57	62	60	62	62	61	60	66	64
50-64	57	59	59	60	58	59	63	57	65	61
Men	57	57	61	59	62	60	58	60	64	63
65+	57	57	59	57	60	64	64	64	67	63
State-wide	56	59	61	58	60	59	59	59	60	61
Residents	54▼	55	61	57	60	61	n/a	n/a	n/a	64
Large Rural	52▼	55	58	55	56	56	54	54	56	n/a
Winchelsea	52▼	50	61	58	59	57	56	49	60	63
Lorne	51	63	67	65	68	56	57	61	72	58

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

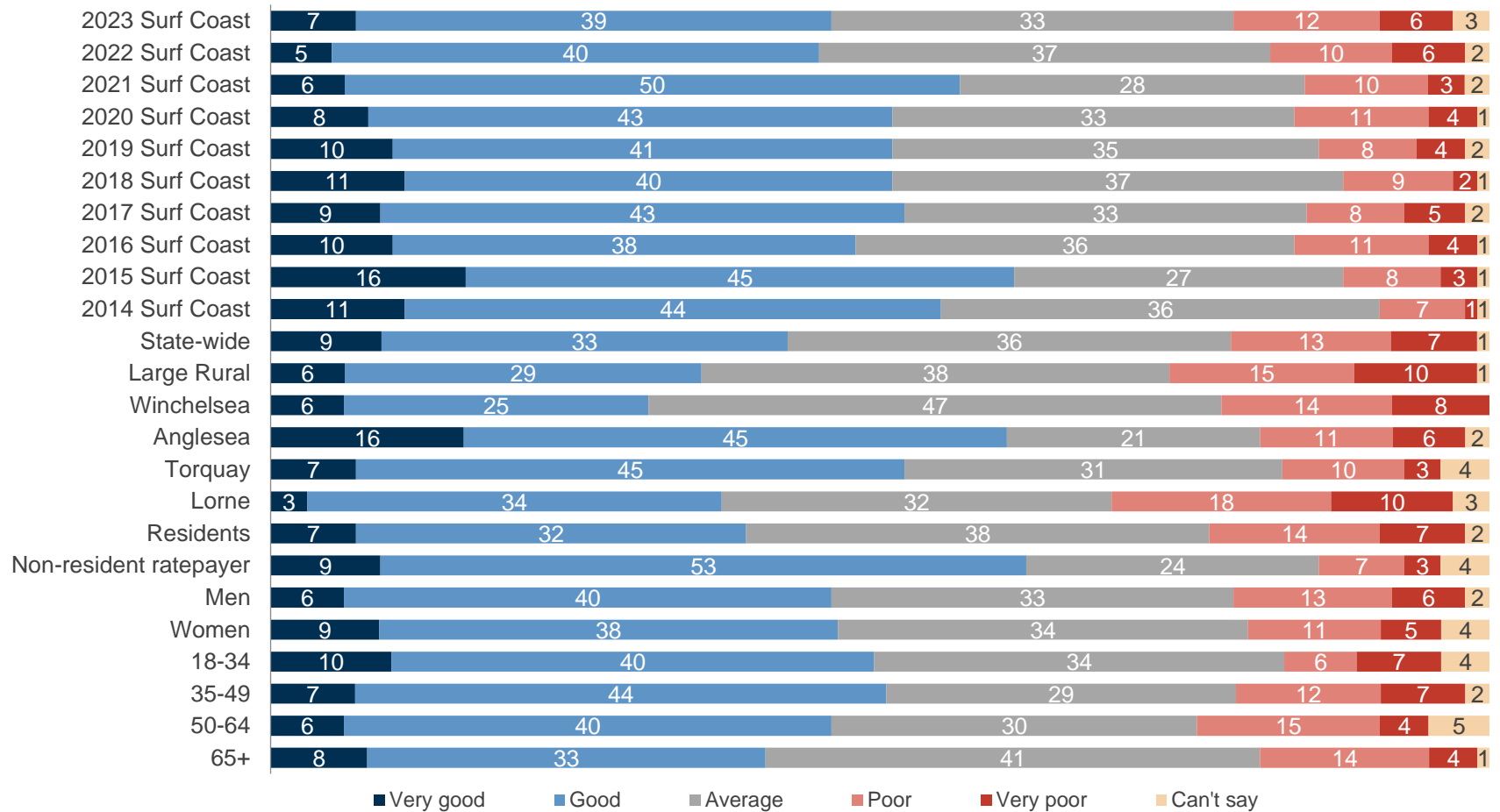
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall performance

2023 overall performance (%)

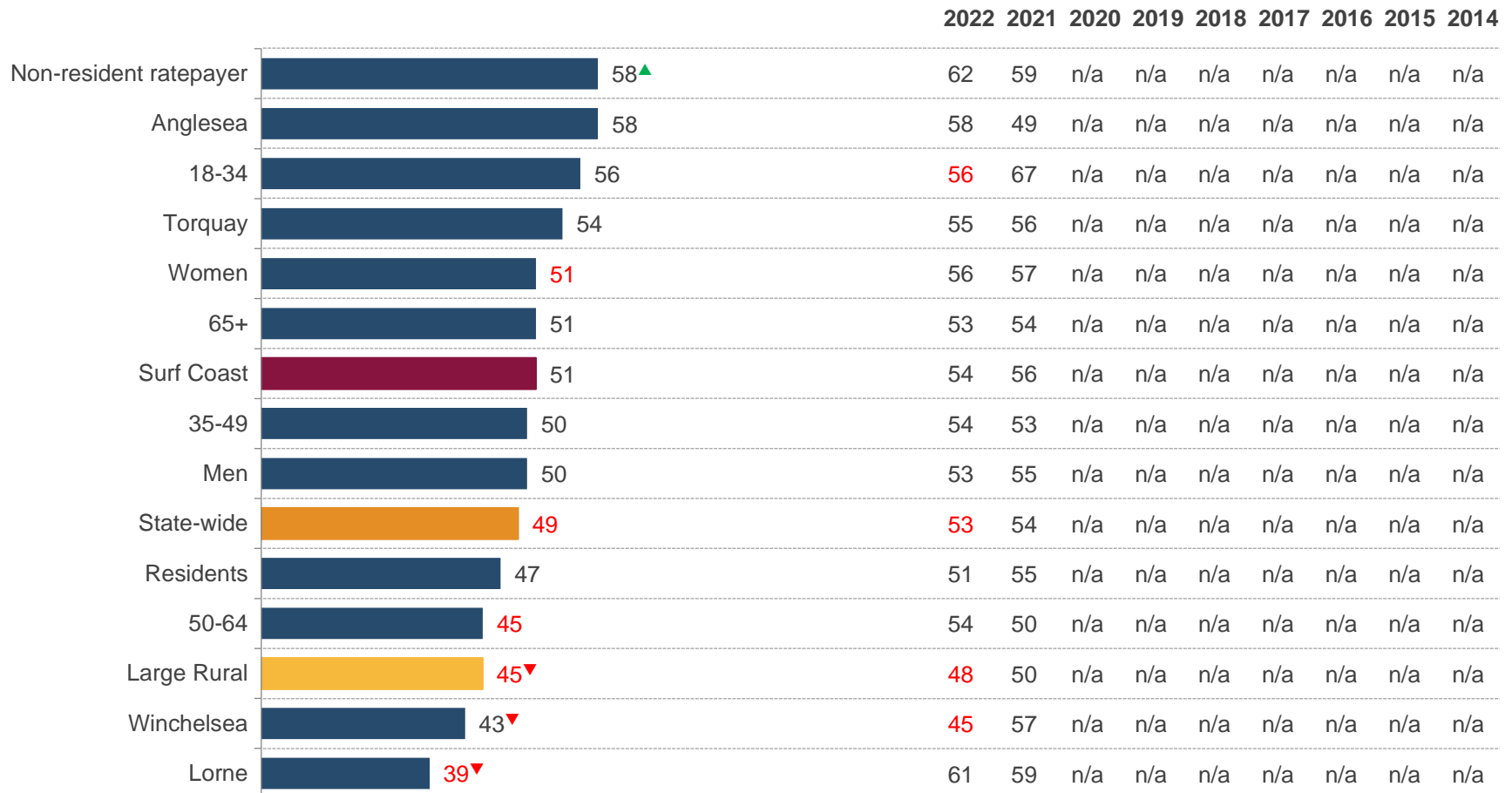


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Value for money in services and infrastructure

2023 value for money (index scores)



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

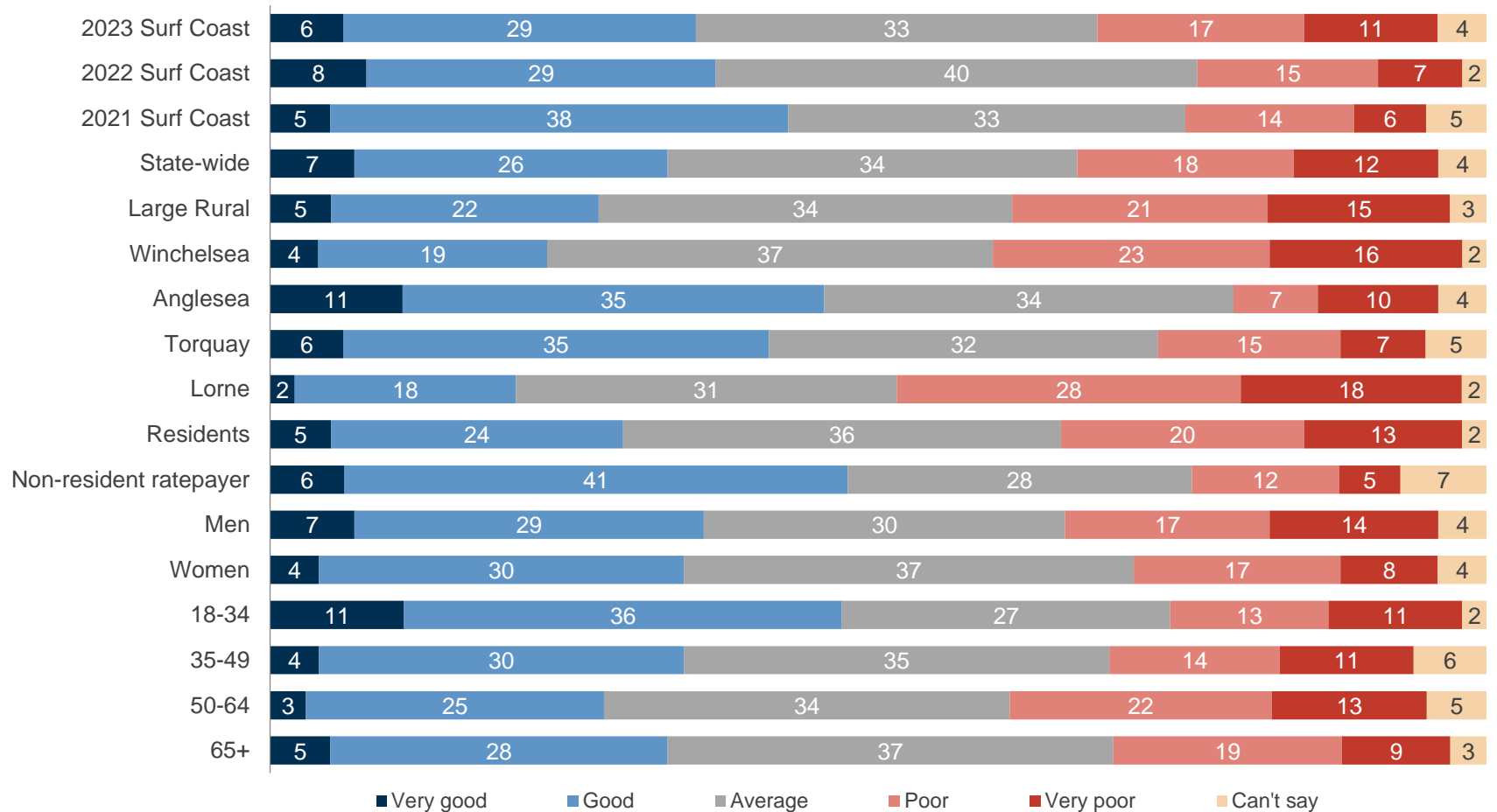
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

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



Value for money in services and infrastructure

2023 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: 65 Councils asked group: 18



Top performing service areas

Waste management (index score of 70) is the area where Council performed best in 2023. Views of Council's waste management performance have largely been consistently high over time.

Council performs significantly higher than the Large Rural group and the State-wide average for councils in this service area (index scores of 65 and 66 respectively).

- People in Anglesea rate Council's performance on waste management the highest (index score of 79), and significantly higher than the Council average.
- People in Lorne rate waste management performance the lowest (55, down a significant 20 index points from last year), and significantly lower than average.
- 15% of people volunteer waste management as one of the best things about Council, although 10% nominate this as an area for improvement.

Sealed local roads is Council's next best performing service area (index score of 56). That said, perceptions of performance in this area declined by a significant four index points in the last 12 months and is at an all time low.

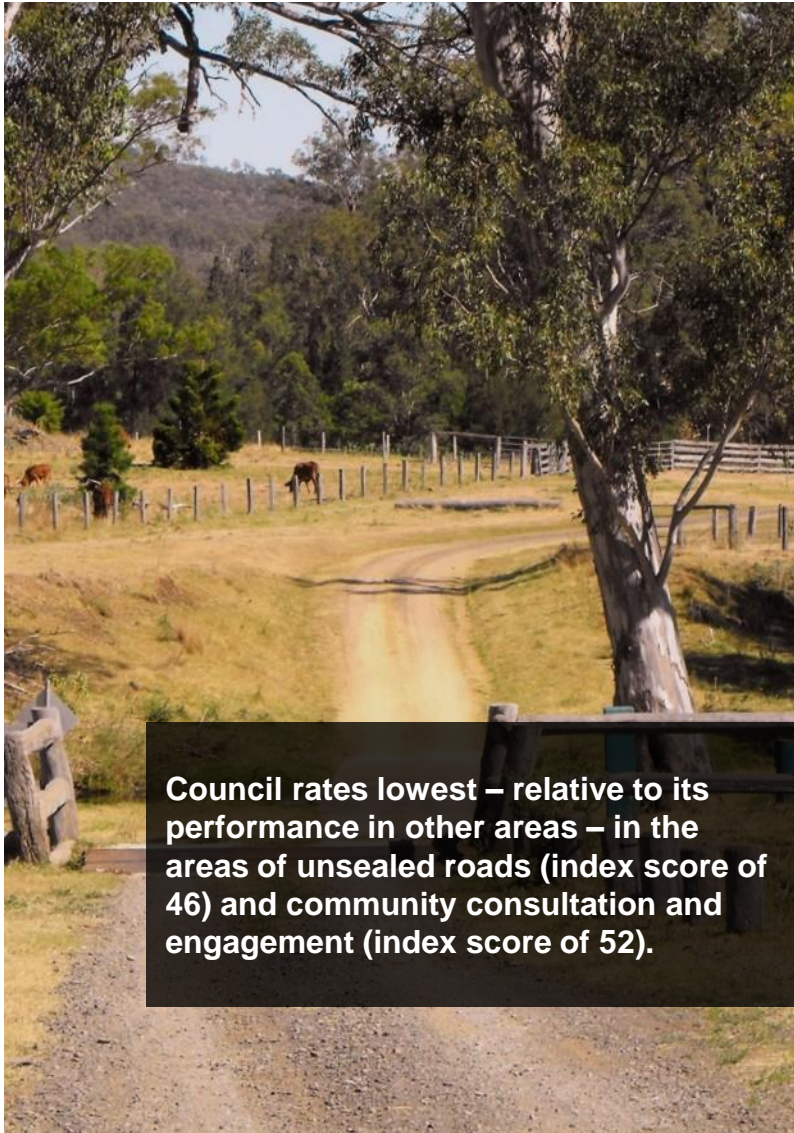
- Non-resident ratepayers and people in Torquay (63 and 61 respectively) rate sealed local roads performance significantly higher than average. People in Winchelsea (index score of 44) rate this service area significantly lower than average.



Waste management (index score of 70) is the area where Council performed best in 2023.



Low performing service areas



Maintenance of unsealed roads (index score of 46) is the area where Council performed lowest in 2023.

Performance on unsealed roads declined significantly for the second year running, and marks Council's lowest score in this service area for 10 years.

- That said, Council performs significantly higher than the Large Rural group and the State-wide average for councils in this service area (35 and 37 respectively).
- People in Torquay (52) rate Council's performance on unsealed roads significantly higher than average.
- People in Winchelsea (index score of 34) rate Council's performance on unsealed roads significantly lower than average – suggesting attention for the maintenance of unsealed roads should be focused first in this area.

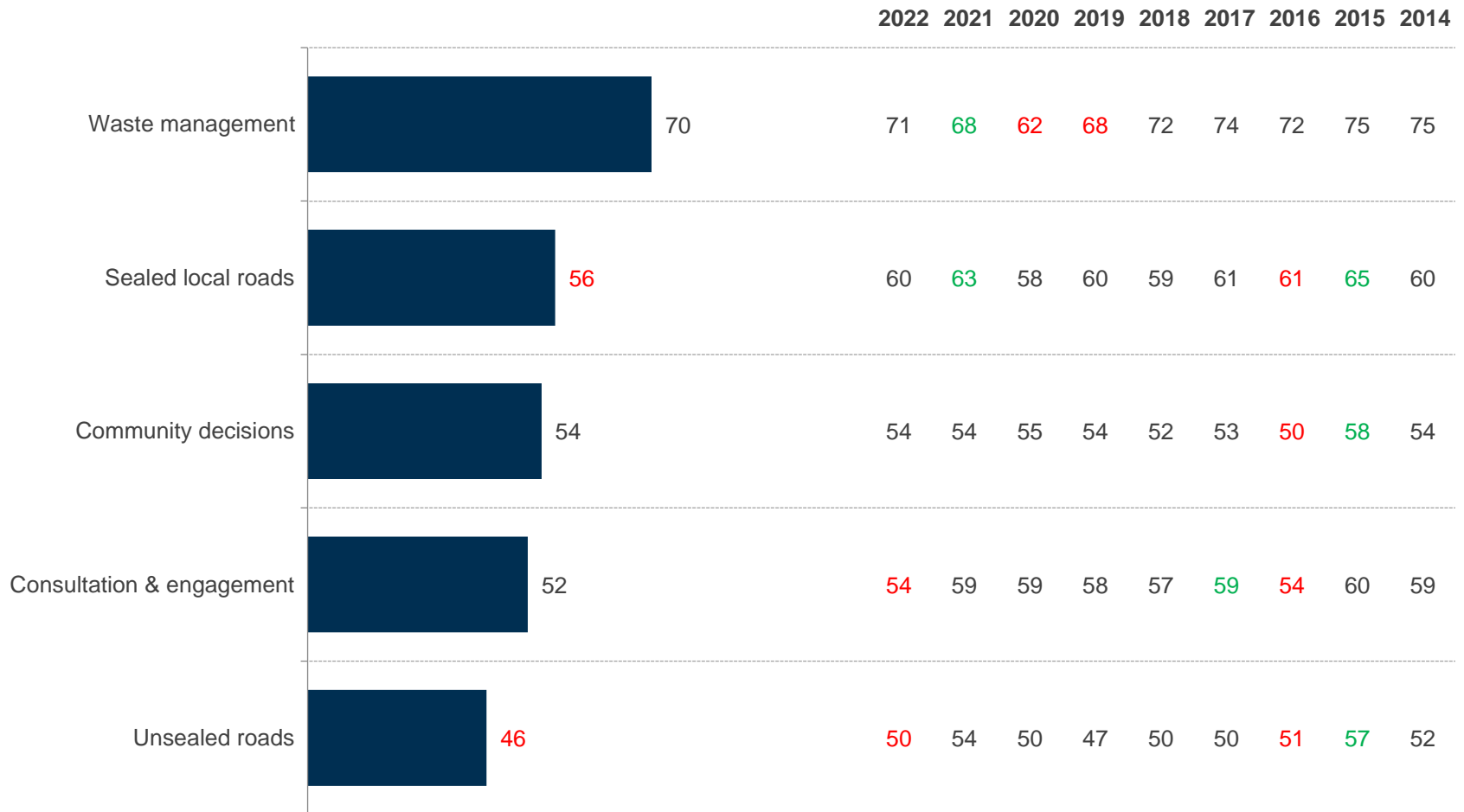
Community consultation and engagement is Council's next lowest performing service area (index score of 52).

- Council performs significantly higher than the Large Rural group and in line with the State-wide average for councils in this service area (49 and 52 respectively).
- Perceptions of Council's performance in consultation and engagement among people in Anglesea (index score of 62) is significantly higher than average. Meanwhile perceptions are significantly lower than average among people in Winchelsea (42).



Individual service area performance

2023 individual service area performance (index scores)



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

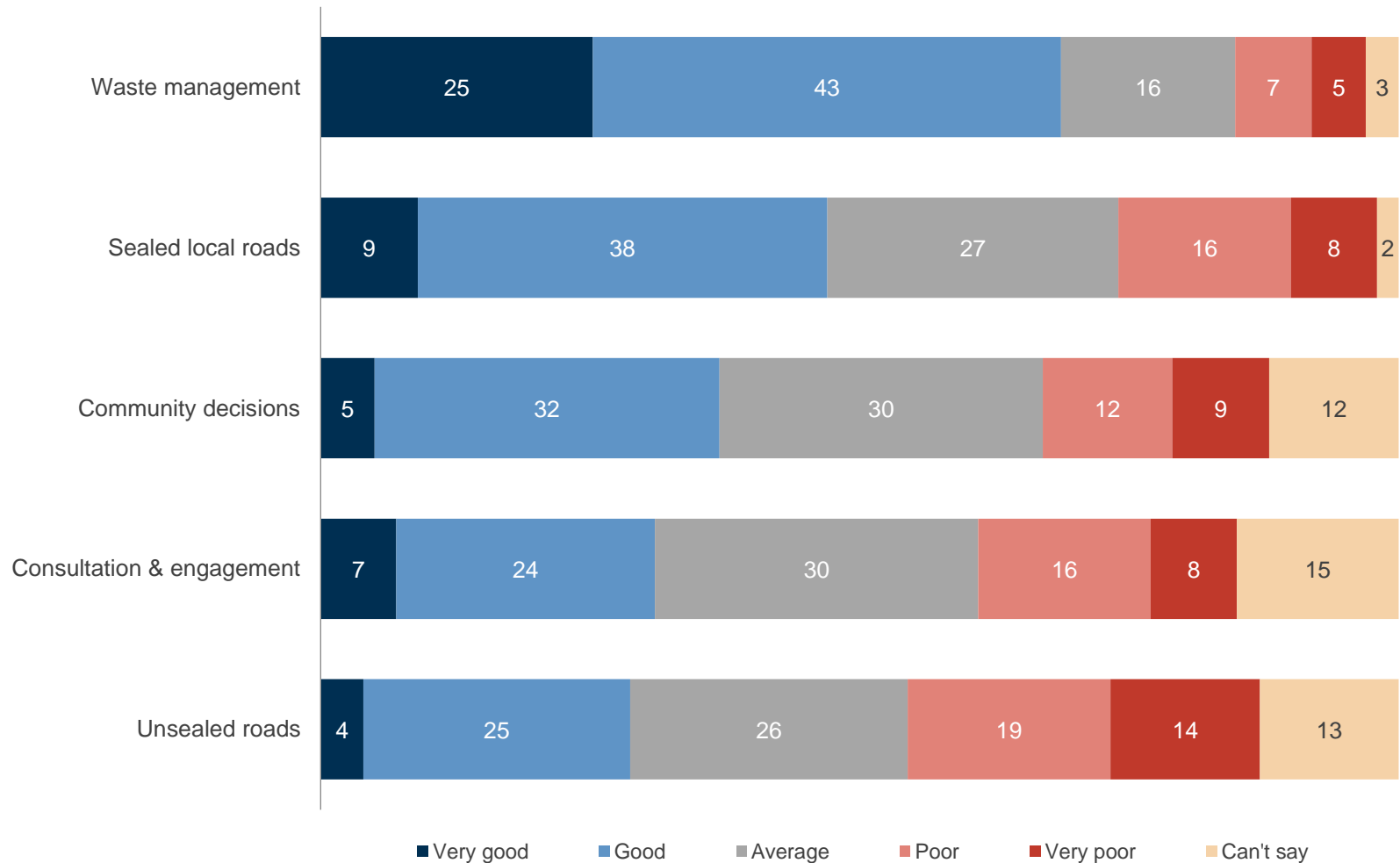
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Individual service area performance

2023 individual service area performance (%)



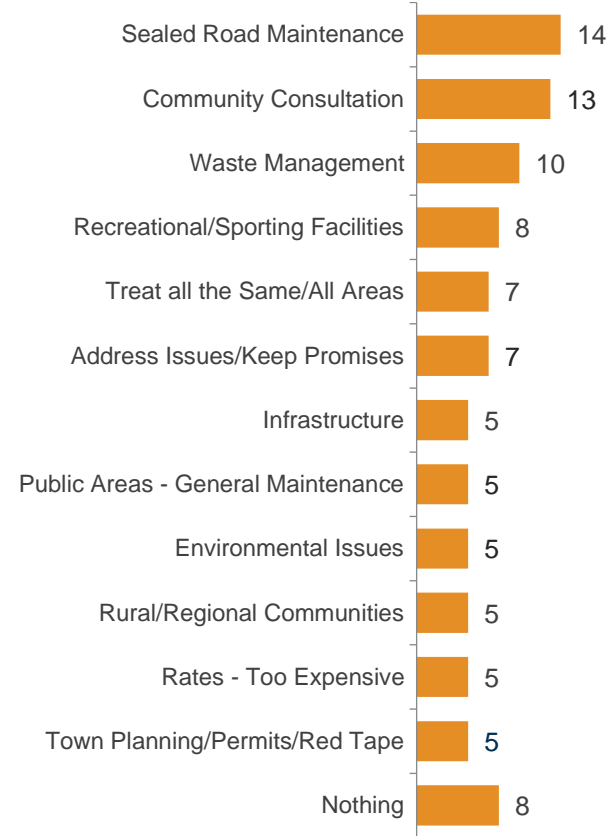


Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



2023 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: 33 Councils asked group: 12

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

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16

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 three in five Council ratepayers (63%) have had contact with Council in the last 12 months. Rate of contact is unchanged from last year.

- Rate of contact is highest among people from Winchelsea (71%) and Lorne (67%), and those aged 65+ years (67%).
- Rate of contact is lowest among people aged 18 to 34 years (57%) and those in Anglesea (59%).



Among those residents who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 71 is unchanged from 2022. This abates a slight downward trend evident in perceptions of Council's customer service rating, which had been declining slightly year on year since 2019 (index score of 77 in 2019).

Positively, customer service is rated significantly higher than the Large Rural group and the State-wide average for councils (index scores of 65 and 67 respectively).

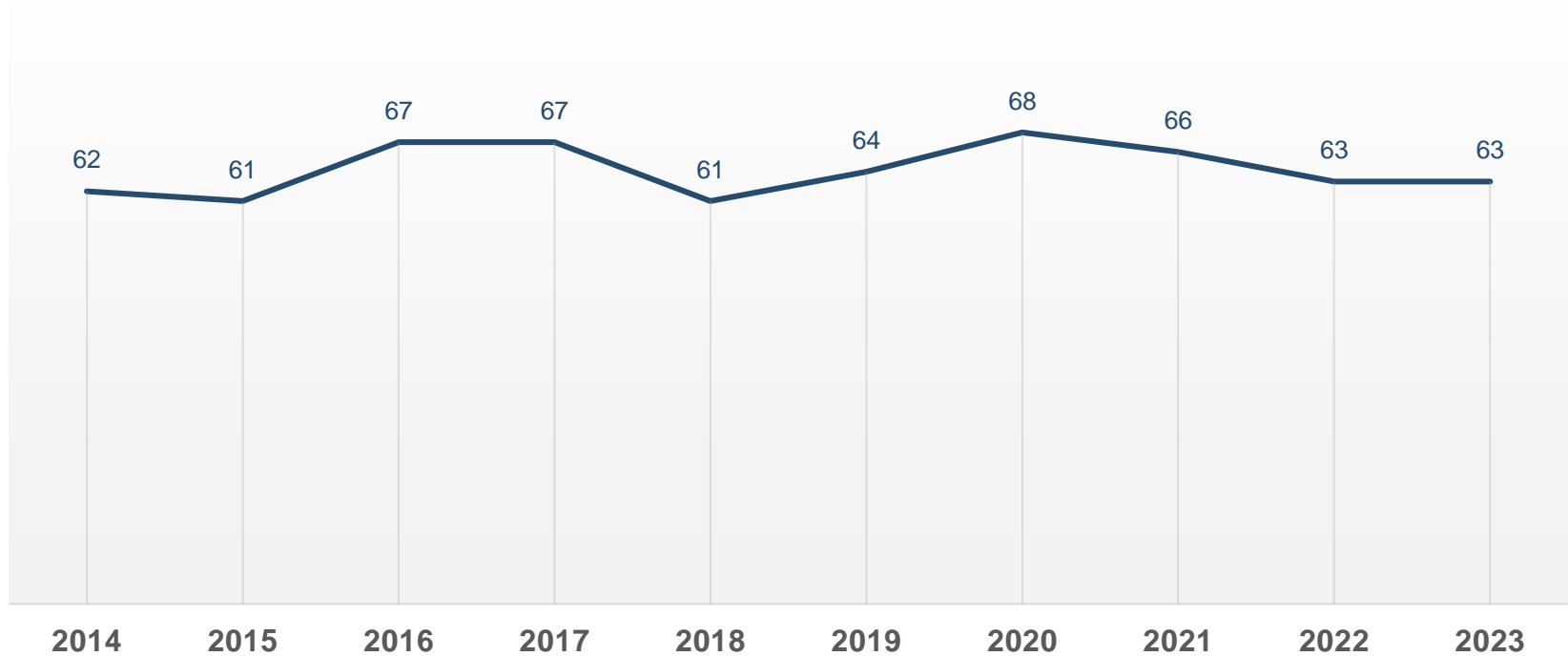
- Customer service is rated highest among women (index score of 76) and lowest among men (index score of 65) – although not significantly different to the Council average in each instance.

Almost seven in ten ratepayers (69%) provide a customer service rating of 'very good' or 'good', meanwhile only 13% of ratepayers rate customer service as 'very poor' or 'poor'. A further 18% rate Council's customer service as 'average'.



Contact with council

2023 contact with council (%)
Have had contact



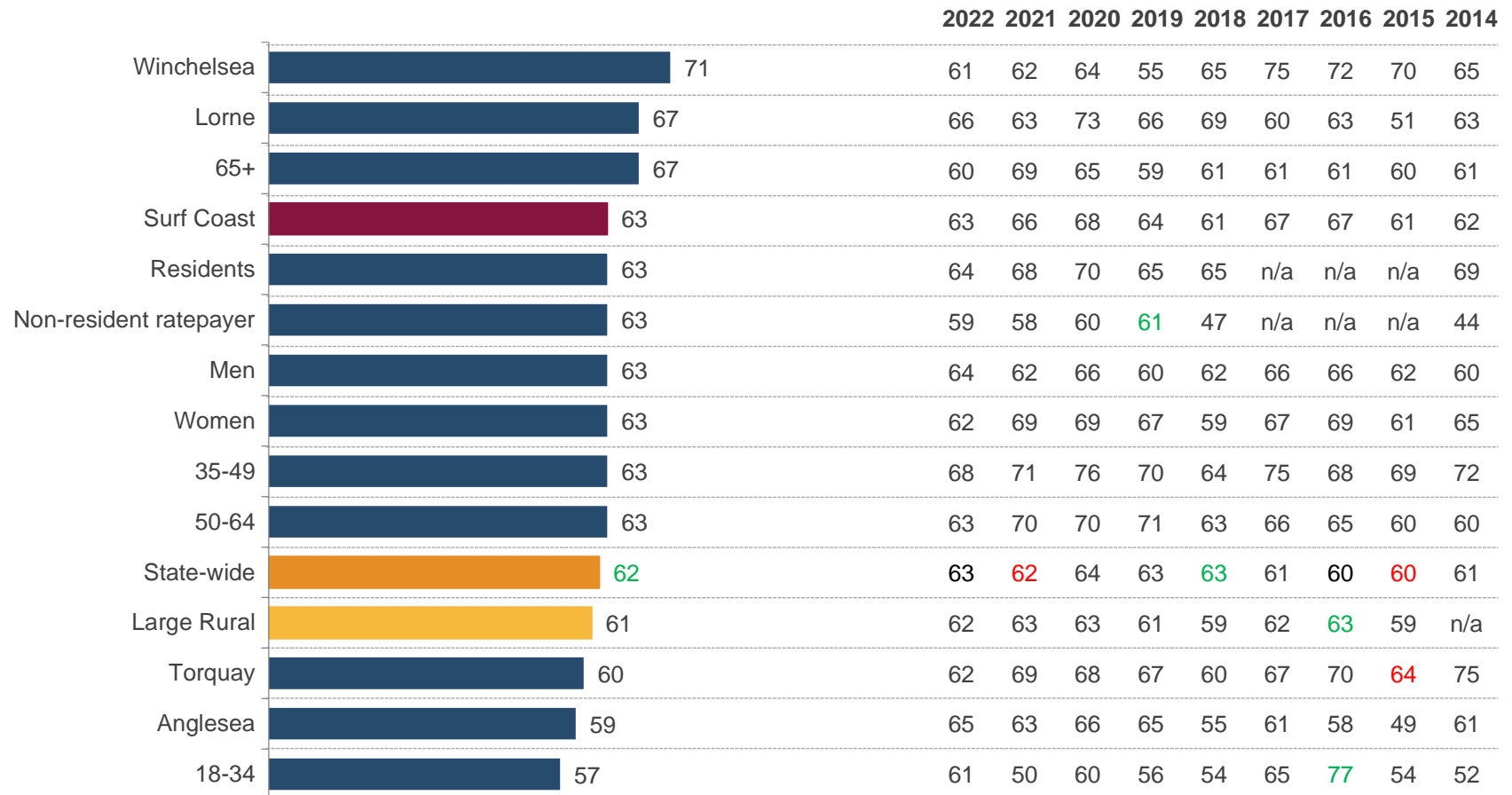
Q5. Over the last 12 months, have you or any member of your household had any contact with Surf Coast Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 10



Contact with council

2023 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: 41 Councils asked group: 10

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



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	76	74	75	80	79	74	77	70	82	73
Torquay	73	69	74	74	79	68	74	75	82	72
Non-resident ratepayer	73	73	74	75	77	71	n/a	n/a	n/a	65
Anglesea	73	76	70	78	76	74	75	71	72	66
35-49	72	70	71	78	79	68	67	65	78	68
18-34	72	71	78	79	83	65	77	72	80	77
65+	71	69	72	73	75	73	73	73	77	71
Surf Coast	71	71	73	76	77	69	72	70	78	71
Residents	69	70	73	76	77	69	n/a	n/a	n/a	72
Lorne	67	76	75	78	77	73	65	64	76	66
50-64	67	73	74	73	73	70	72	73	78	69
State-wide	67▼	68	70	70	71	70	69	69	70	72
Winchelsea	66	65	71	75	75	67	68	64	77	76
Large Rural	65▼	67	68	68	69	67	66	67	67	n/a
Men	65	67	71	71	75	65	66	70	74	69

Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

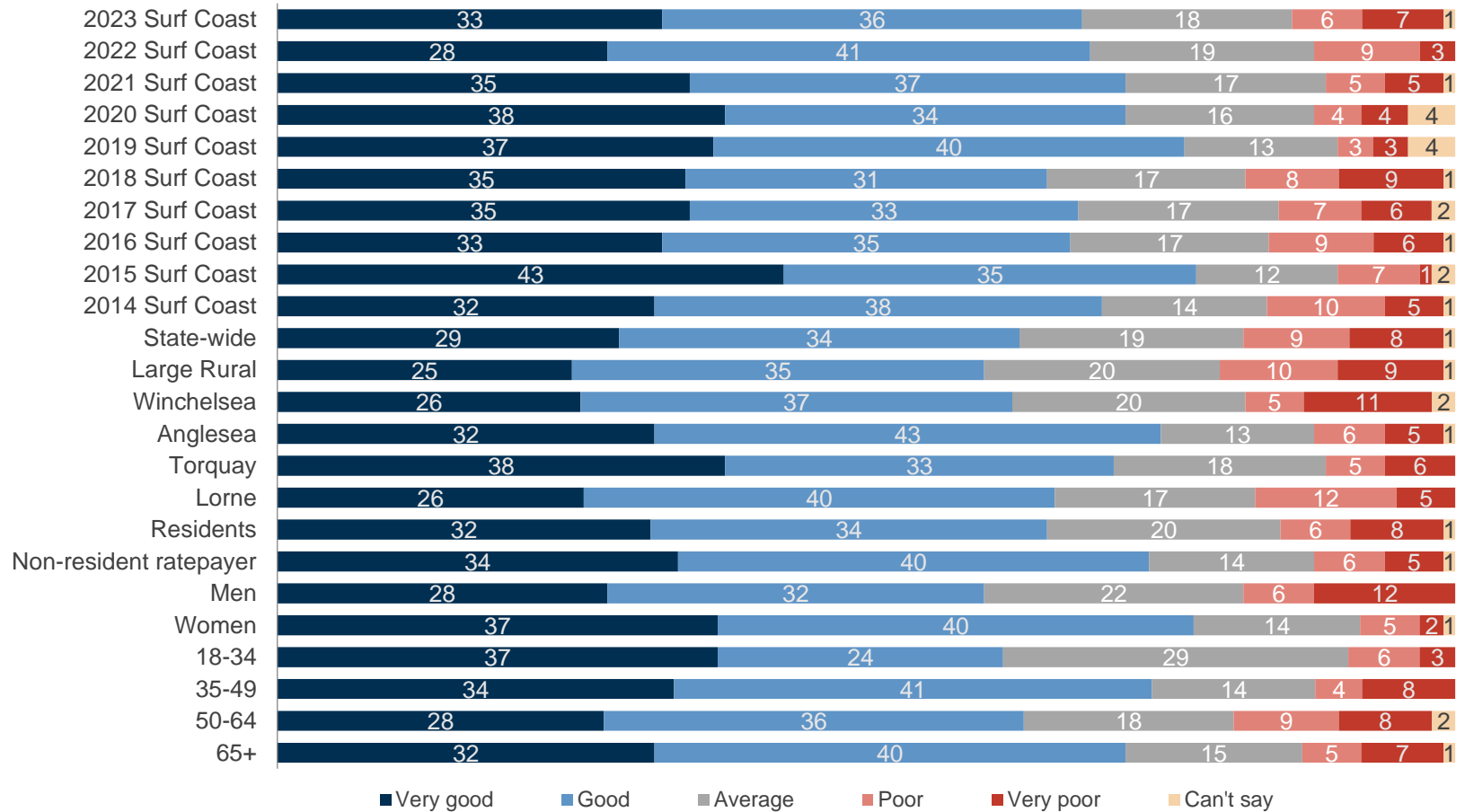
Councils asked State-wide: 66 Councils asked group: 18

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 66 Councils asked group: 18

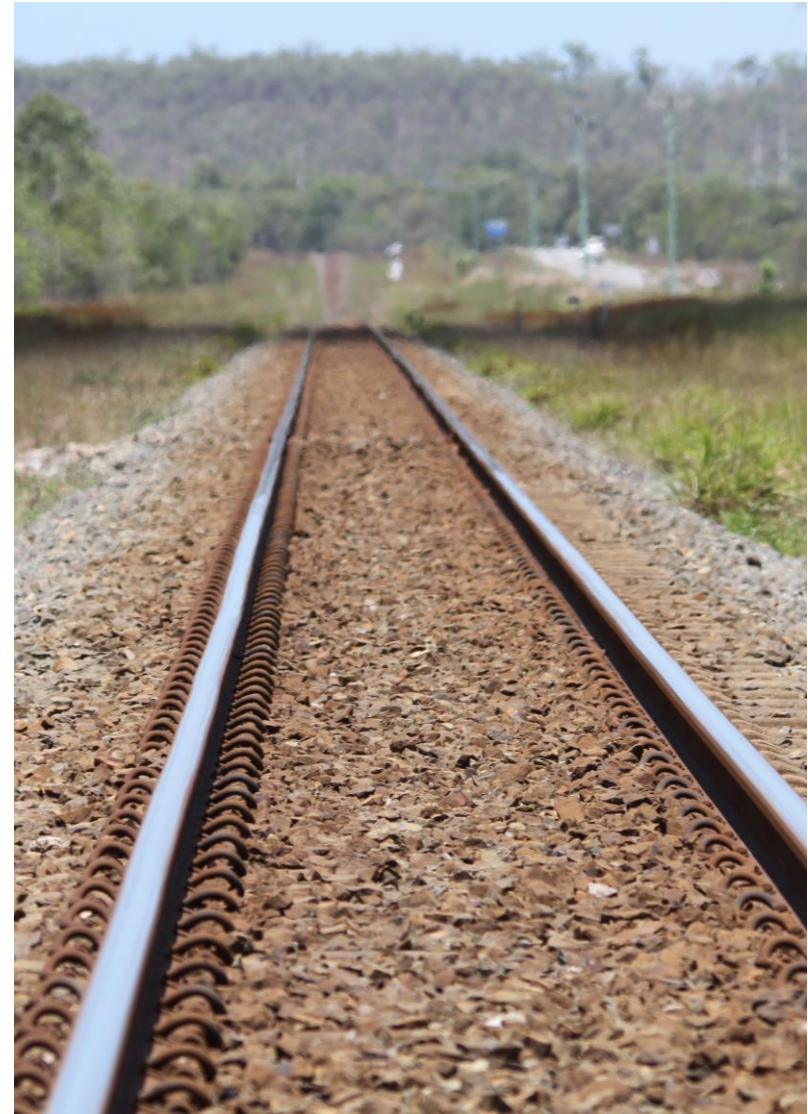


Council direction

Council direction

Perceptions of the direction of Council's overall performance is rated at an all time low (index score of 46). That said, Council rates in line with the Large Rural group and the State-wide average for councils on this measure (index scores of 44 and 46 respectively).

- Views of Council's overall direction have declined significantly in the last 12 months among those aged 18 to 34 years (index score of 49, down nine points) and among those in Lorne (index score of 34, down 15 points).
- People in Lorne are the least satisfied with overall council direction (index score of 34) and are significantly less satisfied than the Council average.
- People in Anglesea are the most satisfied with overall council direction (index score of 54) and are significantly more satisfied than the Council average.
- 63% of people believe Council's overall direction has stayed the same, down five percentage points in the last 12 months.
- 10% of people believe Council's overall direction has improved, down three percentage points from last year.
- 18% of people believe Council's overall direction has deteriorated, up two percentage points from last year.





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Anglesea	54▲	48	53	50	50	51	58	59	58	59
18-34	49	58	58	57	53	59	63	55	60	60
35-49	48	46	46	49	50	46	52	47	52	57
Non-resident ratepayer	47	51	54	56	54	54	n/a	n/a	n/a	56
Women	47	50	53	53	51	53	59	52	61	59
Torquay	47	49	50	49	49	52	56	55	56	59
State-wide	46	50	53	51	53	52	53	51	53	53
Surf Coast	46	48	52	51	51	52	56	52	57	57
Residents	45	47	51	50	50	51	n/a	n/a	n/a	58
65+	45	45	54	49	53	52	56	56	58	59
Men	44	47	50	50	51	50	52	53	53	55
Large Rural	44	47	51	50	51	52	52	48	51	n/a
Winchelsea	43	47	52	52	50	51	54	45	54	58
50-64	41	44	49	51	47	50	52	52	59	54
Lorne	34▼	49	55	58	58	54	56	52	64	42

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

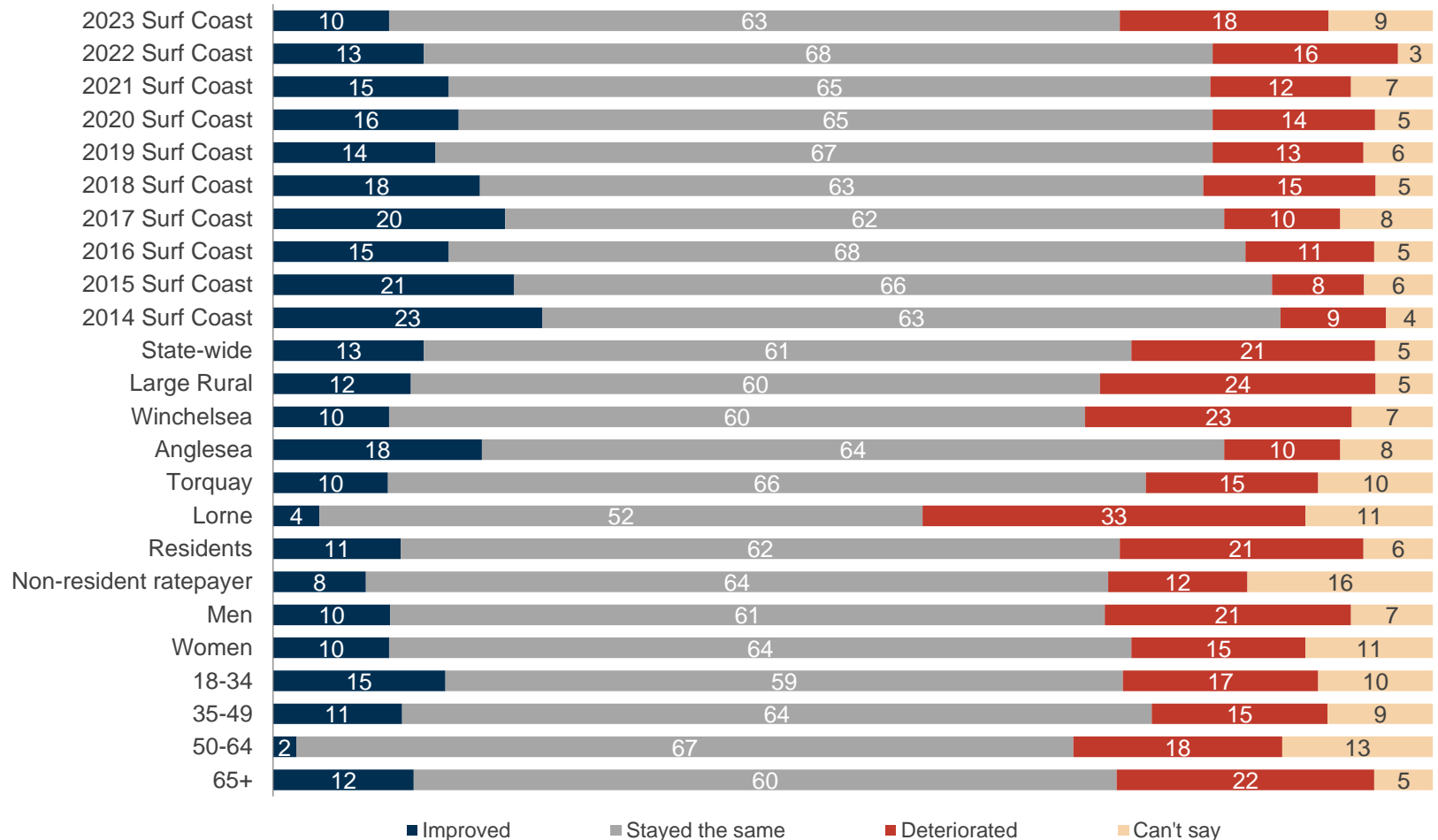
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall council direction last 12 months

2023 overall council direction (%)



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Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Anglesea	62▲	60	63	66	61	63	62	61	63	61
Non-resident ratepayer	56	58	64	66	65	64	n/a	n/a	n/a	60
Torquay	54	52	57	57	57	53	59	59	60	59
18-34	53	58	63	63	62	57	58	54	60	60
35-49	53	49	58	58	57	53	54	48	57	57
Women	53	55	58	59	57	57	60	53	63	61
Surf Coast	52	54	59	59	58	57	59	54	60	59
State-wide	52	54	56	55	56	55	55	54	56	57
65+	52	55	57	58	57	61	62	62	62	59
Men	51	53	60	59	59	56	57	56	58	57
Lorne	50	59	65	66	67	58	60	58	67	52
Residents	50	53	57	57	56	55	n/a	n/a	n/a	59
50-64	50	55	59	56	57	56	61	54	63	60
Large Rural	49▼	51	54	54	54	54	52	52	54	n/a
Winchelsea	42▼	50	57	54	52	56	55	42	58	59

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

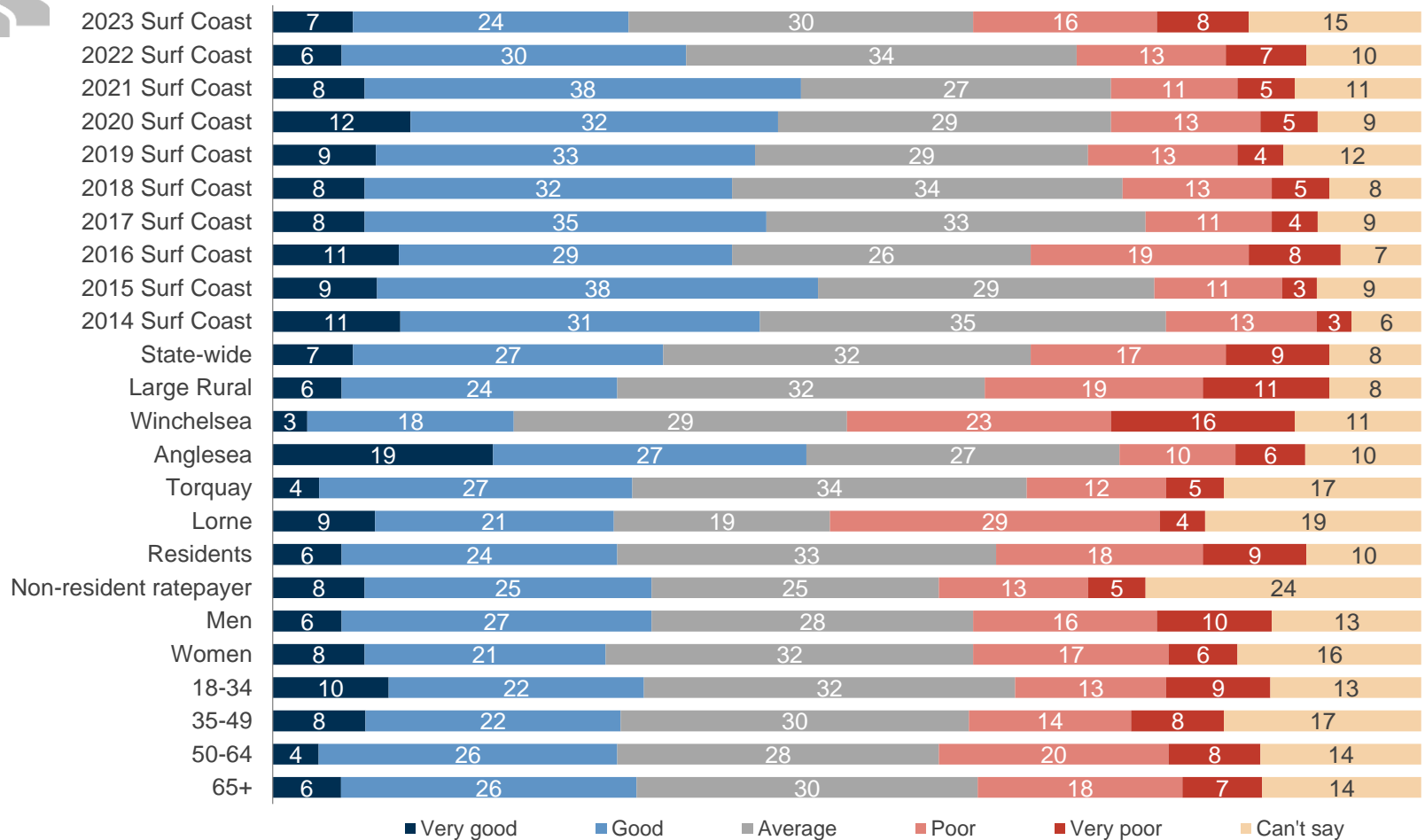
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Anglesea	65▲	60	53	59	59	54	58	58	59	56
Non-resident ratepayer	60▲	62	59	62	62	58	n/a	n/a	n/a	55
18-34	58	60	59	61	58	56	53	51	62	58
Torquay	56	52	52	52	51	52	51	54	62	53
Women	54	54	54	54	53	54	55	49	61	55
Surf Coast	54	54	54	55	54	52	53	50	58	54
35-49	54	55	51	54	53	49	48	46	54	51
Men	53	55	53	55	56	51	51	52	55	53
65+	52	52	53	51	54	55	57	57	59	55
State-wide	51▼	54	56	53	55	54	54	54	55	57
Residents	51	52	52	53	52	51	n/a	n/a	n/a	54
50-64	51	52	53	54	53	51	55	47	59	54
Large Rural	48▼	51	54	52	52	52	51	50	52	n/a
Lorne	45	64	60	59	61	55	51	46	61	37
Winchelsea	45▼	48	54	54	53	52	53	41	52	57

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

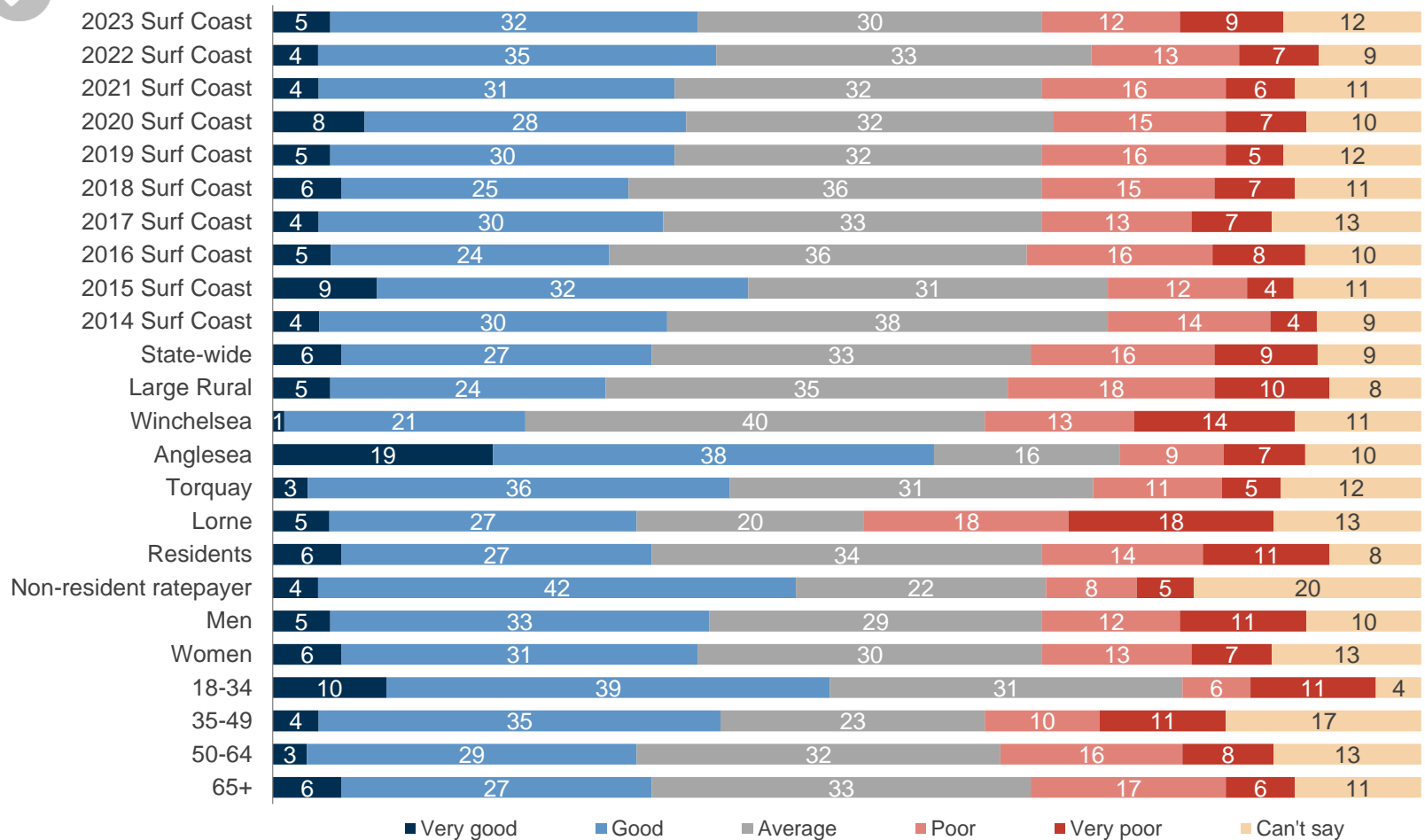
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	63▲	69	69	72	68	70	n/a	n/a	n/a	68
Anglesea	62	62	65	65	61	64	63	64	66	61
Torquay	61▲	65	66	58	62	66	69	68	74	67
35-49	59	58	61	58	61	56	62	58	65	61
18-34	59	64	72	55	63	61	56	60	66	54
Men	56	60	64	61	58	62	58	62	64	62
Surf Coast	56	60	63	58	60	59	61	61	65	60
Women	56	60	62	54	61	57	64	60	66	58
50-64	55	58	60	62	54	56	61	60	62	60
Residents	52	57	61	53	57	56	n/a	n/a	n/a	57
65+	52	61	59	57	60	63	64	66	66	64
Lorne	51	66	68	66	68	64	59	59	71	50
State-wide	48▼	53	57	54	56	53	53	54	55	55
Winchelsea	44▼	45	53	47	48	40	46	48	49	44
Large Rural	40▼	45	50	47	47	45	43	44	45	n/a

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

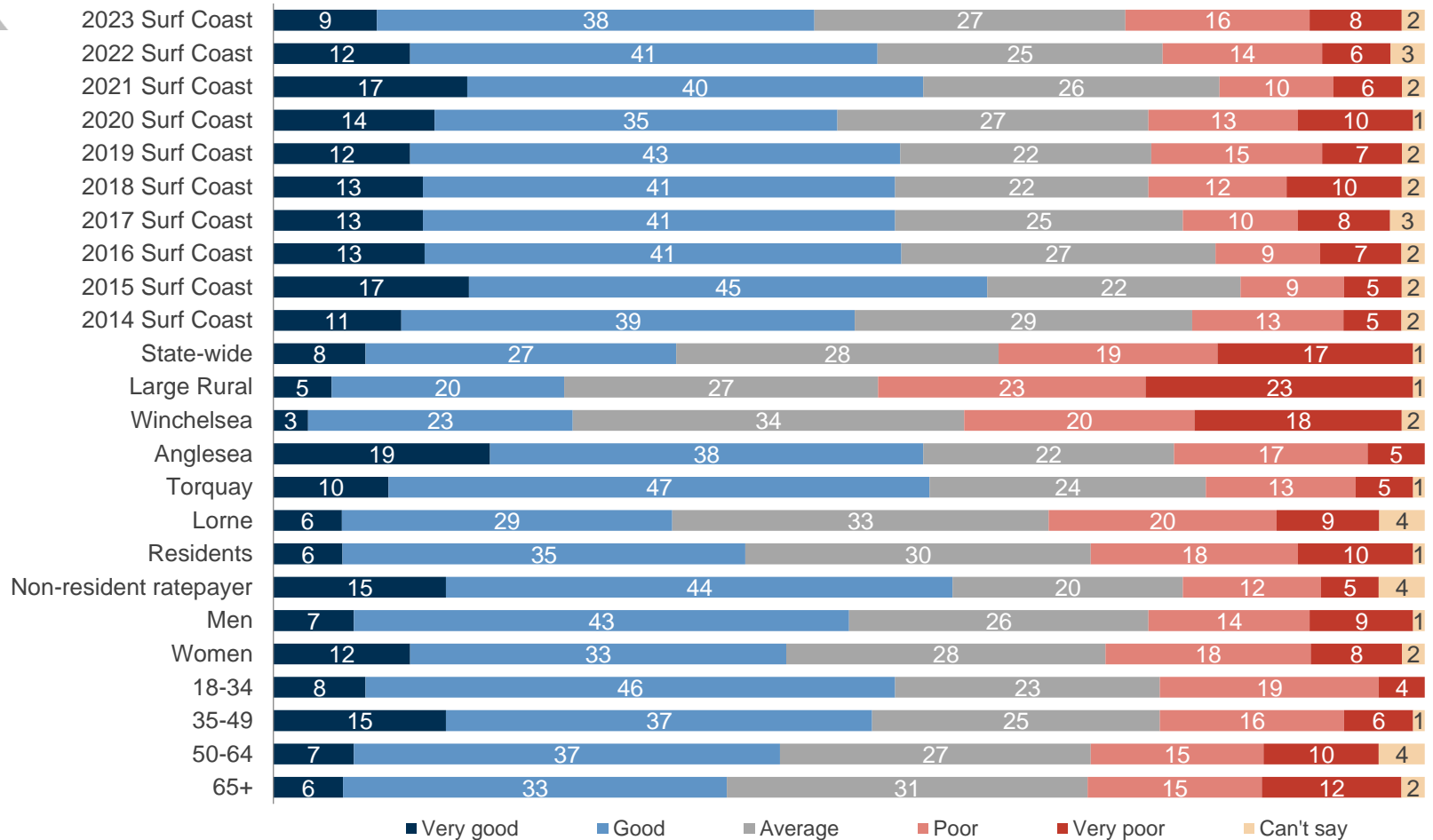
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Anglesea	79▲	77	72	72	72	74	78	73	74	78
65+	74	75	72	67	71	74	78	75	77	75
Non-resident ratepayer	73	74	67	73	72	74	n/a	n/a	n/a	73
Torquay	72	70	68	57	67	75	75	78	78	78
Women	71	74	68	57	67	71	75	73	72	74
Surf Coast	70	71	68	62	68	72	74	72	75	75
50-64	70	72	64	66	65	72	72	72	76	74
Men	69	68	68	67	69	73	72	72	77	75
35-49	69	75	62	55	66	72	72	72	72	75
Residents	69	70	69	58	66	71	n/a	n/a	n/a	75
Winchelsea	67	68	67	62	66	67	71	68	73	72
18-34	67	61	74	59	69	69	72	70	74	74
State-wide	66▼	68	69	65	68	70	71	70	72	73
Large Rural	65▼	65	66	62	64	67	68	66	68	n/a
Lorne	55▼	75	67	66	70	63	64	61	71	64

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

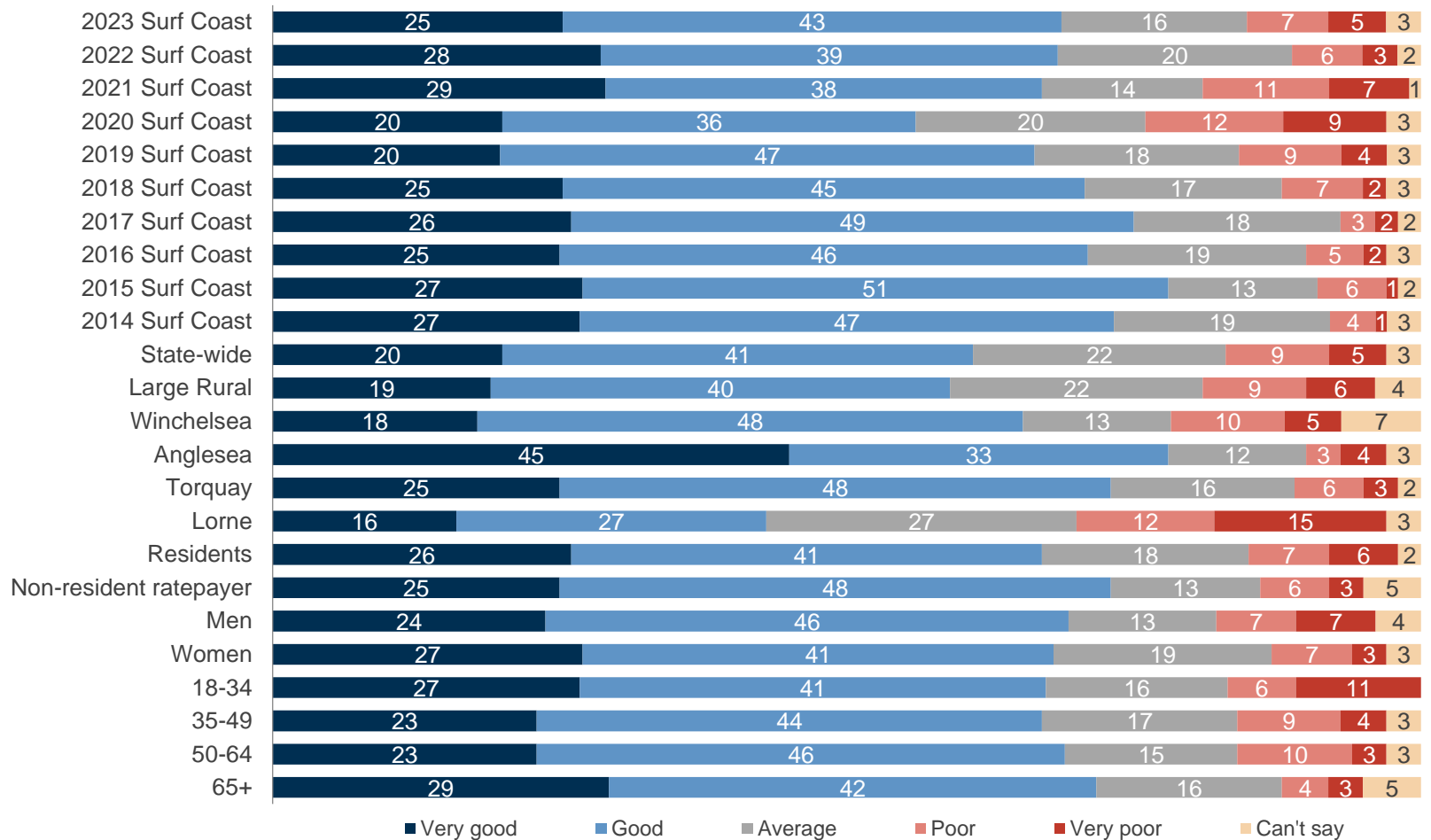
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)





Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	52	58	66	47	51	52	43	50	60	46
Torquay	52▲	56	58	50	48	57	56	58	65	60
Non-resident ratepayer	51	60	58	62	59	56	n/a	n/a	n/a	57
Anglesea	49	52	53	55	48	52	51	51	55	52
Women	47	51	53	49	46	47	51	50	57	51
50-64	46	48	48	52	41	48	51	50	56	53
Surf Coast	46	50	54	50	47	50	50	51	57	52
35-49	46	47	55	54	48	49	53	47	57	56
Men	45	49	55	52	48	52	49	52	56	53
Residents	43	47	53	47	43	48	n/a	n/a	n/a	51
Lorne	42	58	59	63	57	54	50	49	64	46
65+	41	50	48	48	45	49	53	57	54	53
State-wide	37▼	41	45	44	44	43	44	43	45	45
Large Rural	35▼	39	44	42	41	41	42	43	44	n/a
Winchelsea	34▼	32	45	39	38	33	40	41	45	40

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: 25 Councils asked group: 10

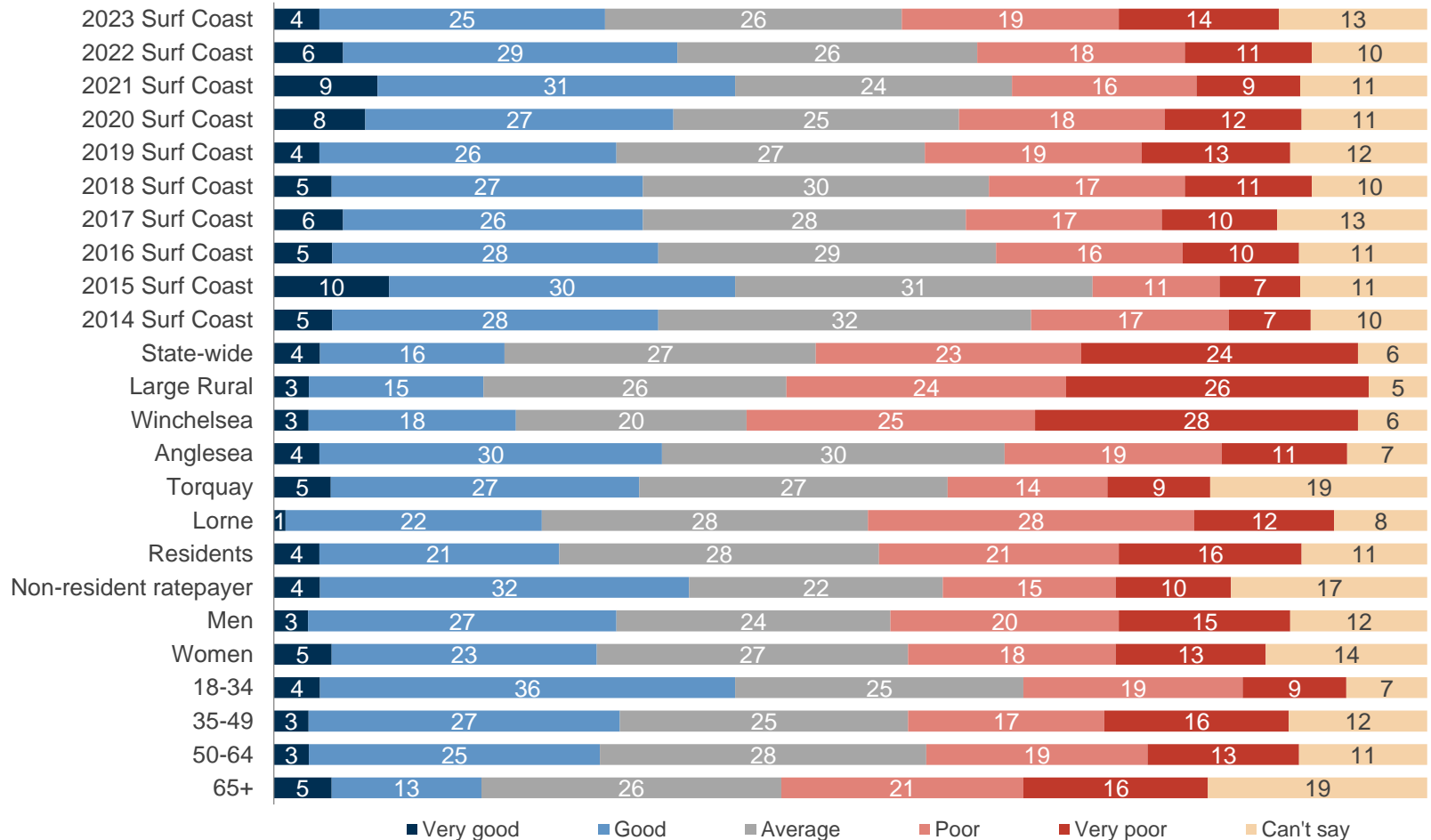
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2023 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 image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

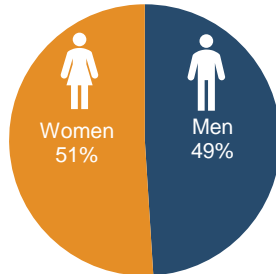
Detailed demographics



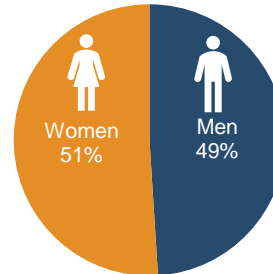
Gender and age profile

2023 gender

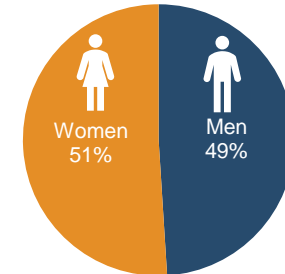
Surf Coast



Large Rural

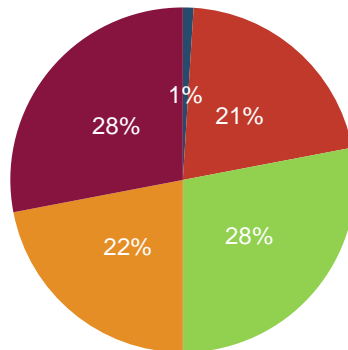


State-wide

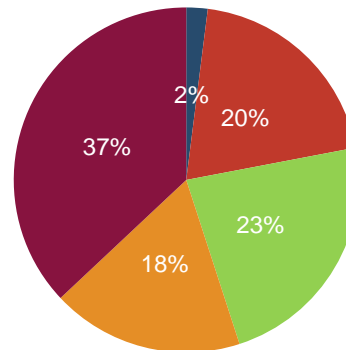


2023 age

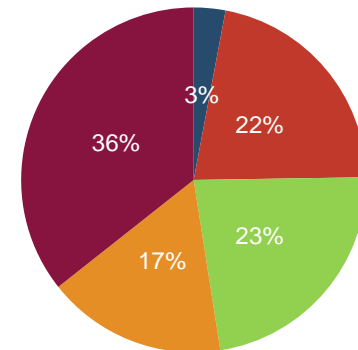
Surf Coast



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: 66 Councils asked group: 18

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Surf Coast Shire Council was n=600. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=600 interviews is +/-4.0% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 46.0% - 54.0%.

Maximum margins of error are listed in the table below, based on a population of 28,800 people aged 18 years or over for Surf Coast Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Surf Coast Shire Council	600	400	+/-4.0
Men	321	195	+/-5.4
Women	279	205	+/-5.8
Winchelsea	140	93	+/-8.3
Anglesea	99	61	+/-9.9
Torquay	289	202	+/-5.7
Lorne	72	44	+/-11.6
18-34 years	53	85	+/-13.6
35-49 years	141	112	+/-8.3
50-64 years	180	89	+/-7.3
65+ years	226	114	+/-6.5



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:

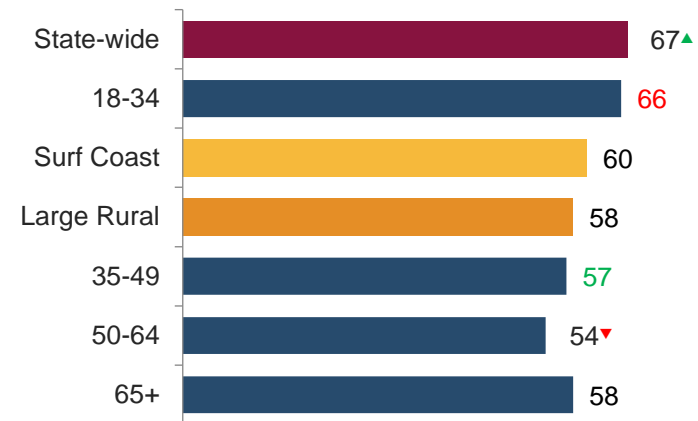
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=601 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=600 completed interviews, conducted in the period of 28th January – 18th March.
- 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.

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=600 completed interviews were achieved in the Surf Coast Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 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, Colac Otway, Corangamite, East Gippsland, 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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