



# **2020 Local Government Community Satisfaction Survey**

## **Buloke Shire Council**

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





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## Background and objectives

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**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.



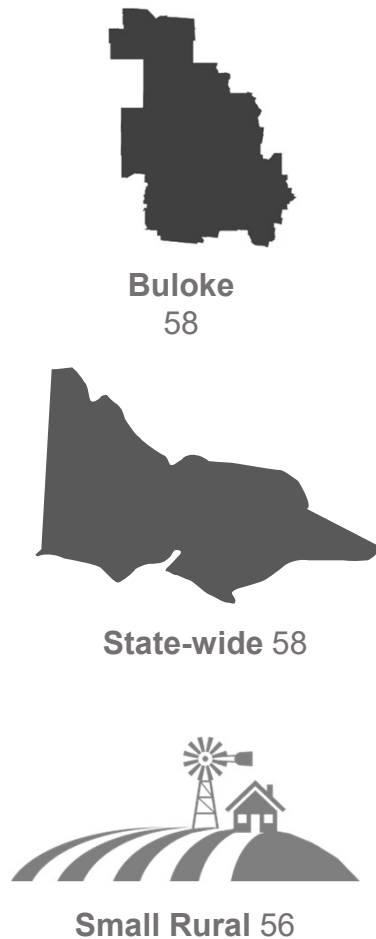
**Key findings and  
recommendations**



# Buloke Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



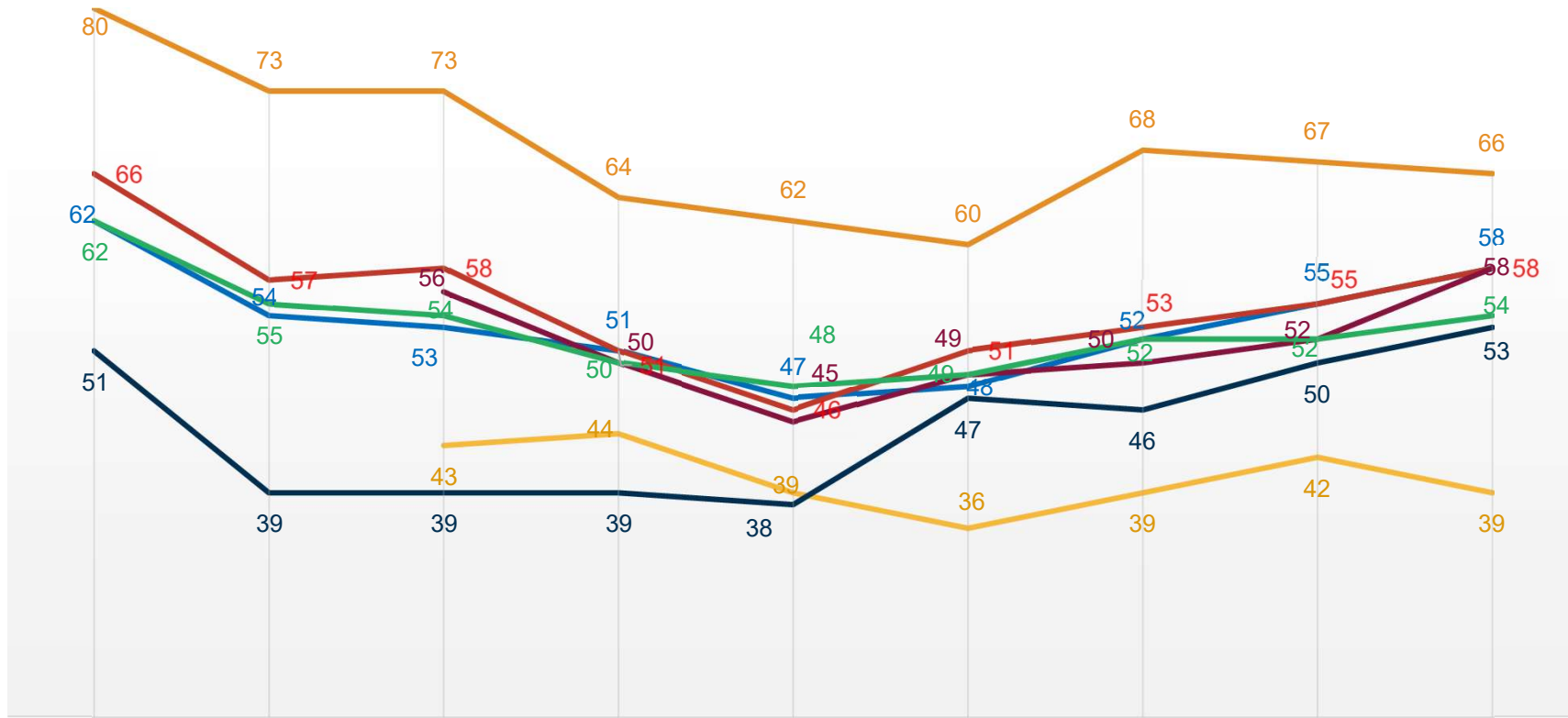
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> <li>Recreational facilities</li> <li>Community decisions</li> <li>Consultation &amp; engagement</li> </ul>	<ul style="list-style-type: none"> <li>Sealed local roads</li> <li>Unsealed roads</li> </ul>
Compared to group average	<ul style="list-style-type: none"> <li>Recreational facilities</li> <li>Community decisions</li> <li>Bus/community dev./tourism</li> </ul>	<ul style="list-style-type: none"> <li>Sealed local roads</li> <li>Unsealed roads</li> </ul>



# Summary of core measures

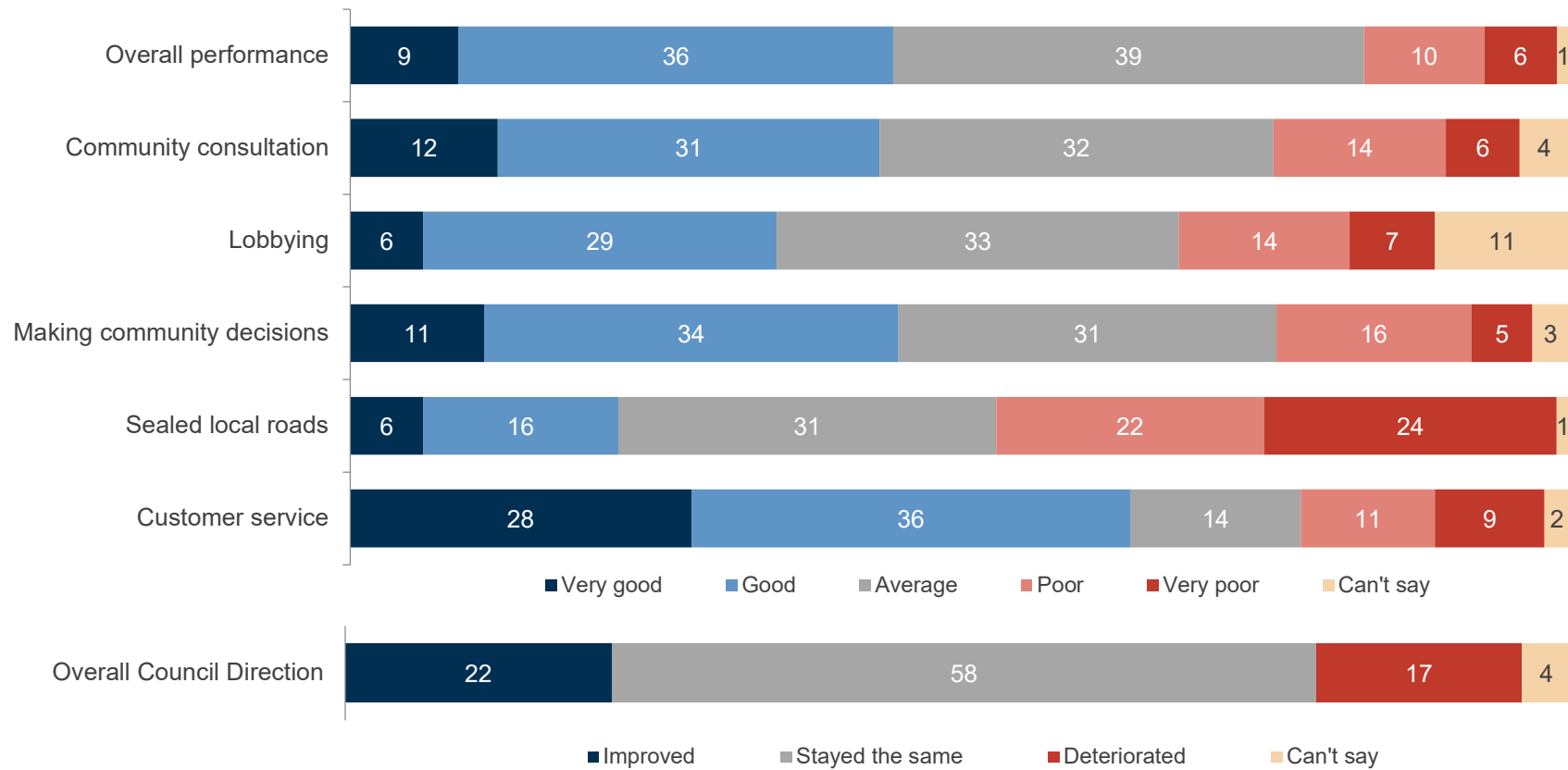
Index scores





# Summary of core measures

Core measures summary results (%)





## Summary of Buloke Shire Council performance






Services	Buloke 2020	Buloke 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
Overall performance	58	55	56	58	Aged 65+ years	Aged 50-64 years
Overall council direction	53	50	50	51	Charlton residents	Aged 50-64 years
Customer service	66	67	70	70	Aged 18-34 years	Aged 50-64 years
Recreational facilities	74	69	68	70	Charlton residents	Aged 50-64 years
Appearance of public areas	71	68	72	72	Charlton residents	Sea Lake residents
Elderly support services	69	67	71	68	Aged 18-34 years, Charlton residents, Aged 65 years	Sea Lake residents
Waste management	65	65	64	65	Aged 65+ years	Aged 50-64 years
Enforcement of local laws	62	61	62	63	Aged 18-34 years	Aged 50-64 years
Bus/community dev./tourism	62	56	58	59	Sea Lake residents	Aged 50-64 years
Environmental sustainability	59	57	57	60	Aged 18-34 years, Aged 65+ years	Aged 50-64 years

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





## Summary of Buloke Shire Council performance

Services		Buloke 2020	Buloke 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
	Consultation & engagement	58	55	54	55	Aged 18-34 years	Aged 50-64 years
	Community decisions	58	52	53	53	Aged 65+ years	Aged 50-64 years
	Lobbying	54	52	52	53	Charlton residents	Sea Lake residents
	Sealed local roads	39	42	51	54	Charlton residents	Aged 35-49 years
	Unsealed roads	35	37	43	44	Charlton residents	Sea Lake residents

Significantly *higher* / *lower* than Buloke 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 Council's performance largely improved or stayed the same across almost all service areas evaluated in the past year. This is a positive result for Council. Perceptions of Council's overall performance improved by three points from 2019, which is a continuing upward trend from a low in 2016 and brings Council into line with the Small Rural group and State-wide averages.

### Key influences on perceptions of overall performance

Buloke Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance: decisions made in the interest of the community and community consultation and engagement. Being a relatively low performing area, and one of the service areas with a significant influence on overall performance perceptions, maintaining the gains made on community decisions should be a focus over the next 12 months.

### Comparison to state and area grouping

Barring service areas relating to roads, Council performs in line with, or significantly higher than, the Small Rural group and State-wide averages on the service areas evaluated. Maintenance of unsealed roads and the condition of sealed roads are Council's lowest performing areas – given they are rated significantly lower than the Small Rural group average, attention should be paid to delivery of these services.

### Maintain gains achieved to date

Council should endeavor to consolidate the gains made on most service areas over the coming year. Council should also not lose sight of those areas in which it is currently performing well and is influential on overall perceptions, namely recreational facilities. Finally, as a cohort that is most consistently critical of Council's performance, it is recommended that extra attention be paid to interactions with residents aged 50 to 64 years (customer service among these).

# DETAILED FINDINGS





**Overall  
performance**



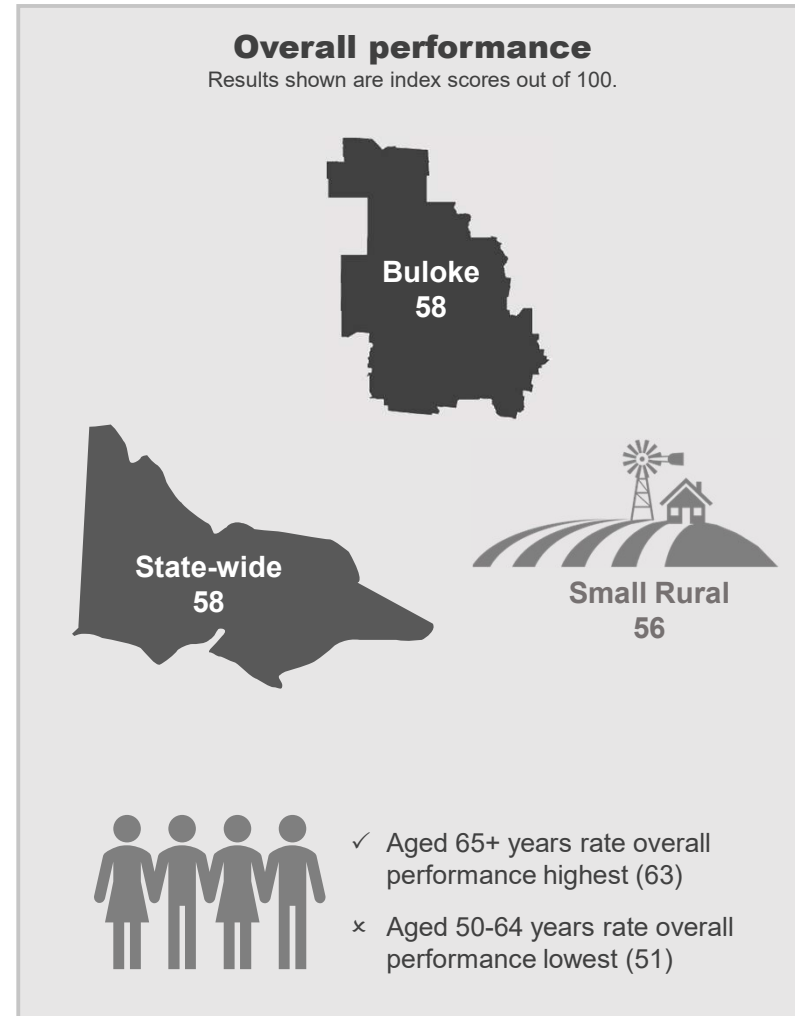
## Overall performance

The overall performance index score of 58 for Buloke Shire Council represents a three-point improvement on the 2019 result, continuing a multi-year trend of improvement from 2016. Overall performance is at its highest level since 2012.

Buloke Shire Council's overall performance is rated in line with the average rating for councils in the Small Rural group and the State-wide average (index scores of 56 and 58 respectively).

- Overall performance is rated statistically significantly higher (at the 95% confidence interval) among residents aged 65 years and over (index score of 63) than the Council average.
- The rating among residents aged 50 to 64 years (index score of 51) is significantly lower than average.
- The improvement in overall performance perceptions in 2020 have been driven by women (index score of 61, up a significant five points from 2019) and residents aged 35 to 49 years (55, up nine points).

Almost three times as many residents rate Buloke Shire Council's overall performance as 'very good' or 'good' (45%) as those who rate it as 'very poor' or 'poor' (16%). A further 39% sit mid-scale, rating Council's overall performance as 'average'.





# Overall performance

2020 overall performance (index scores)

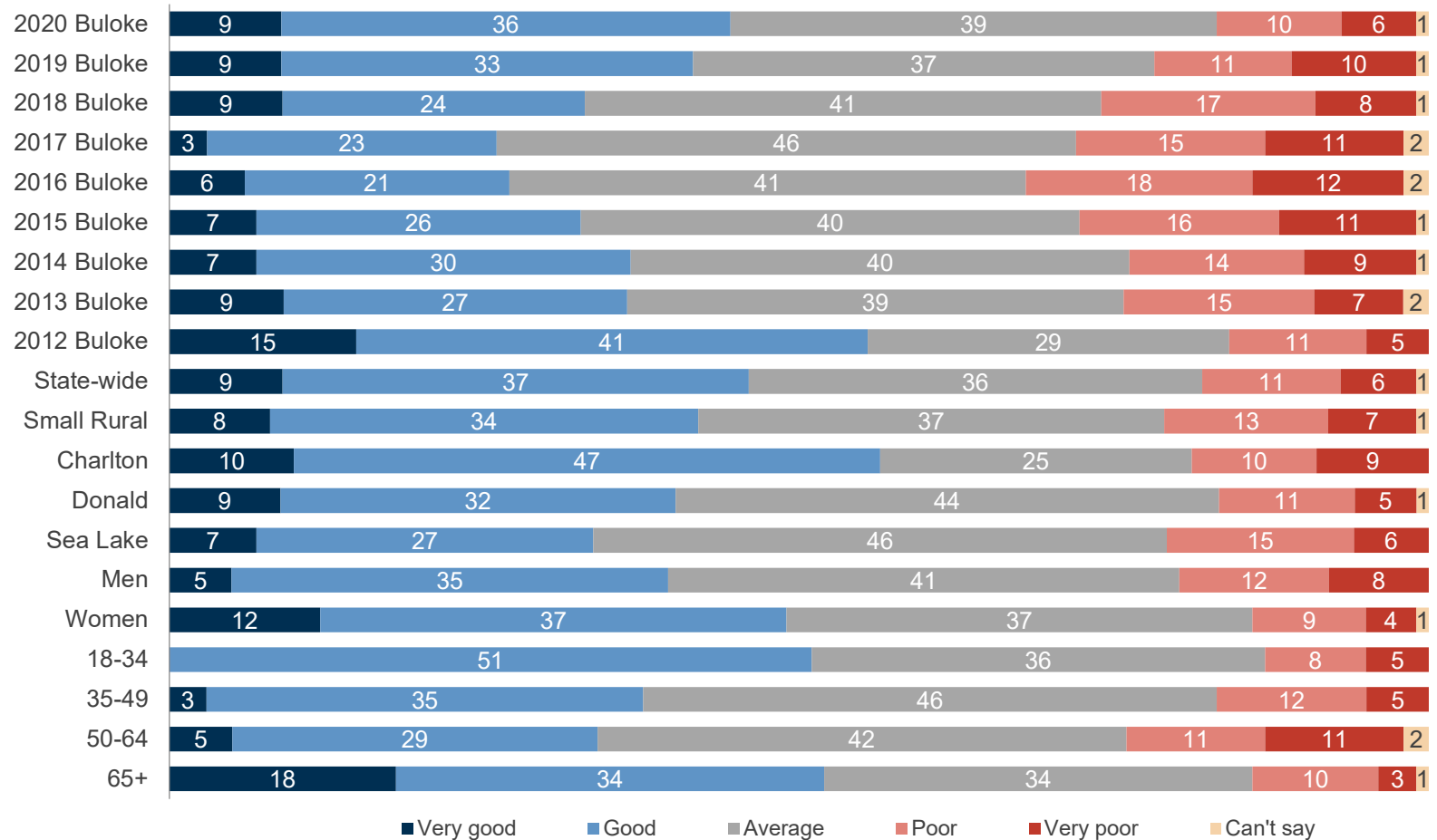
	2019	2018	2017	2016	2015	2014	2013	2012	
65+	63▲	62	55	51	51	56	58	58	71
Women	61	56	55	53	48	52	57	55	66
Charlton	60	57	51	46	n/a	n/a	n/a	n/a	n/a
18-34	58	57	55	49	47	56	59	60	67
State-wide	58	60	59	59	59	60	61	60	60
Buloke	58	55	52	48	47	51	53	54	62
Donald	57	54	48	48	n/a	n/a	n/a	n/a	n/a
Small Rural	56	58	56	58	57	59	n/a	n/a	n/a
35-49	55	46	59	50	50	48	46	47	54
Men	54	54	49	44	47	50	49	53	59
Sea Lake	53	55	52	51	n/a	n/a	n/a	n/a	n/a
50-64	51▼	50	42	44	41	44	48	53	59

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke 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: 18  
 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 Buloke 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: 18



## Top performing service areas

Recreational facilities (index score of 74) is the area where Council performed best in 2020, improving by a significant five index points from 2019. This is a positive result, and one to maintain, as recreational facilities is one of the service areas with a key influence in driving overall performance perceptions.

- Council performs significantly higher than the Small Rural group and State-wide averages in this service area (index scores of 68 and 70 respectively).
- With an index score of 83, Charlton residents rate Council significantly higher than average.

Appearance of public areas is Council’s next highest rated service area (index score of 71).

- Here, Council performs in line with the Small Rural group and State-wide averages (index score of 72 for each).

Elderly support services is Council’s next highest rated service area (index score of 69). The significant gains made here last year have been maintained.

- Residents aged 18 to 34 years and 65 years and over (both with an index score of 74) provide significantly higher than average ratings.
- Sea Lake residents and those aged 35 to 49 years (index scores of 58 and 61 respectively) rate Council lower than average.



**Recreational facilities (index score of 74) is the area where Council performed best in 2020, improving by a significant five index points from 2019.**





## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 35) and sealed local roads (index score of 39).**

Council rates lowest in the areas of the maintenance of unsealed roads (index score of 35) and the condition of sealed local roads (index score of 39).

- For both of these service areas, Council rates significantly lower than the Small Rural group and State-wide averages.
- Charlton residents are most complimentary of Council's performance on roads, significantly so for sealed local roads.
- Residents aged 35 to 49 years give Council a significantly lower than average rating for the condition of sealed local roads (index score of 31). Conversely, those aged 65 years and over are significantly more positive (index score of 48).

Both sealed and unsealed roads should remain a focus over the coming twelve months, as Council is currently performing 'poorly' here and improvements will have a moderate influence on overall perceptions.

- The maintenance of unsealed roads also exhibits the greatest disparity between perceived importance and performance (a net differential of -48).



# Individual service area performance

2020 individual service area performance (index scores)

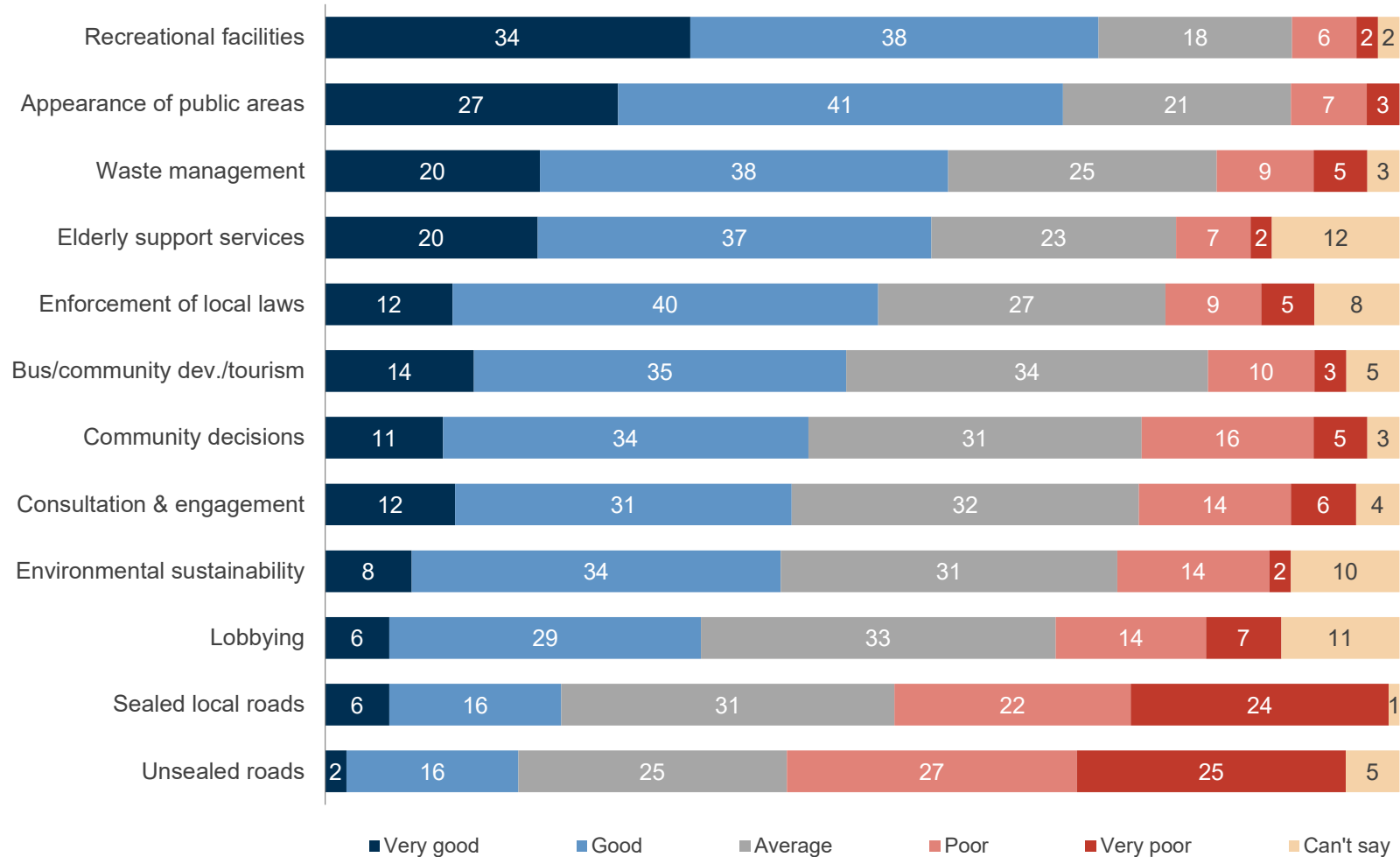
	2019	2018	2017	2016	2015	2014	2013	2012
Recreational facilities	69	67	n/a	n/a	63	69	70	72
Appearance of public areas	68	67	n/a	n/a	71	74	74	76
Elderly support services	67	63	n/a	n/a	64	71	71	72
Waste management	65	69	n/a	n/a	70	73	74	74
Enforcement of local laws	61	58	n/a	n/a	63	65	63	66
Bus/community dev./tourism	56	54	n/a	n/a	56	60	58	62
Environmental sustainability	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	55	53	51	46	51	58	57	66
Community decisions	52	50	49	45	50	56	n/a	n/a
Lobbying	52	52	49	48	50	54	55	62
Sealed local roads	42	39	36	39	44	43	n/a	n/a
Unsealed roads	37	35	n/a	n/a	40	41	39	43

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 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: 18



# Individual service area importance

2020 individual service area importance (index scores)

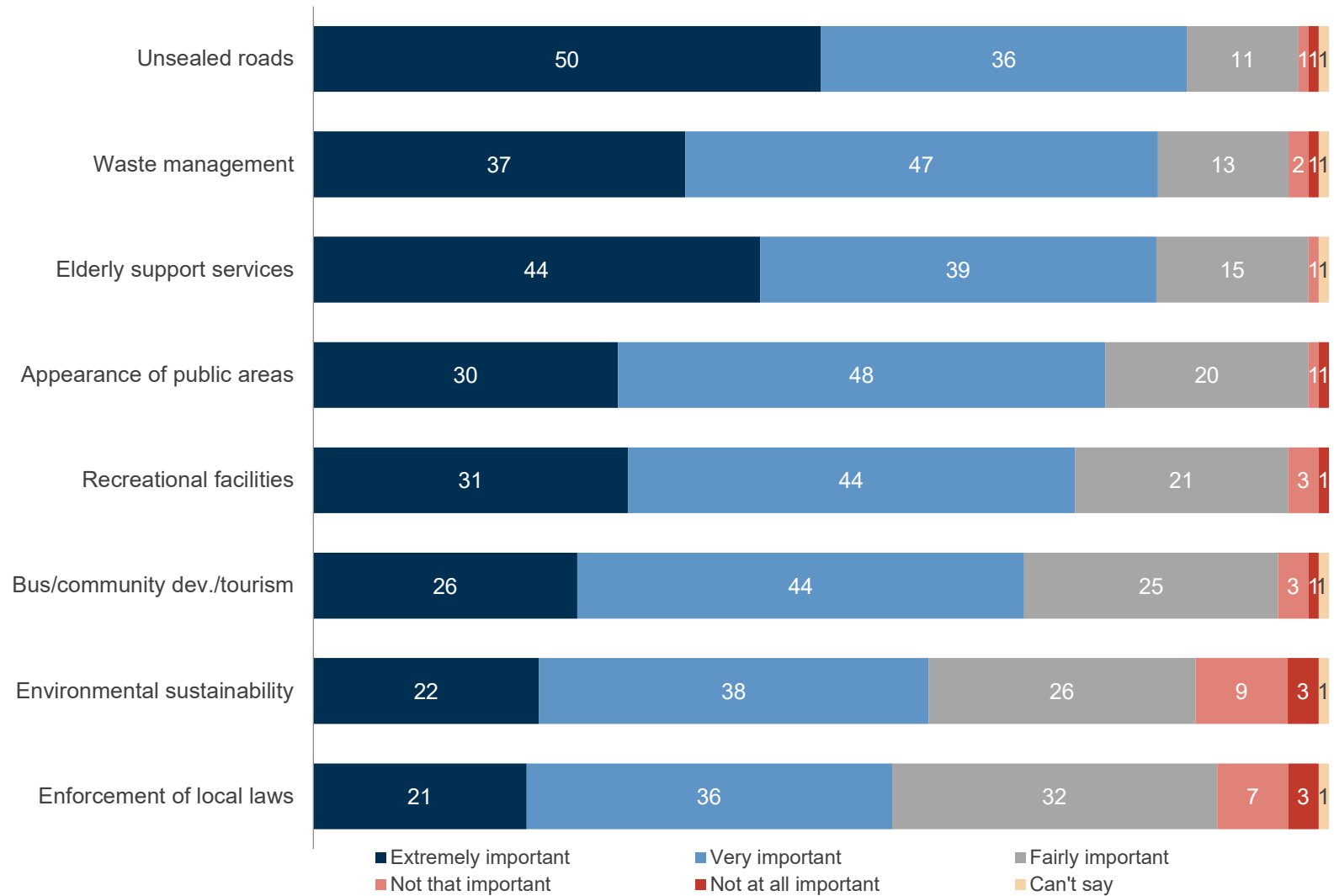
		2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	84	82	85	n/a	n/a	81	82	81	83
Elderly support services	82	81	83	n/a	n/a	83	82	81	82
Waste management	80	77	78	n/a	n/a	76	76	76	76
Appearance of public areas	76	75	74	n/a	n/a	74	74	74	75
Recreational facilities	76	74	77	n/a	n/a	75	76	73	77
Bus/community dev./tourism	73	72	76	n/a	n/a	72	72	71	73
Environmental sustainability	67	65	65	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	66	64	n/a	n/a	69	70	69	71

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Individual service area importance

2020 individual service area importance (%)

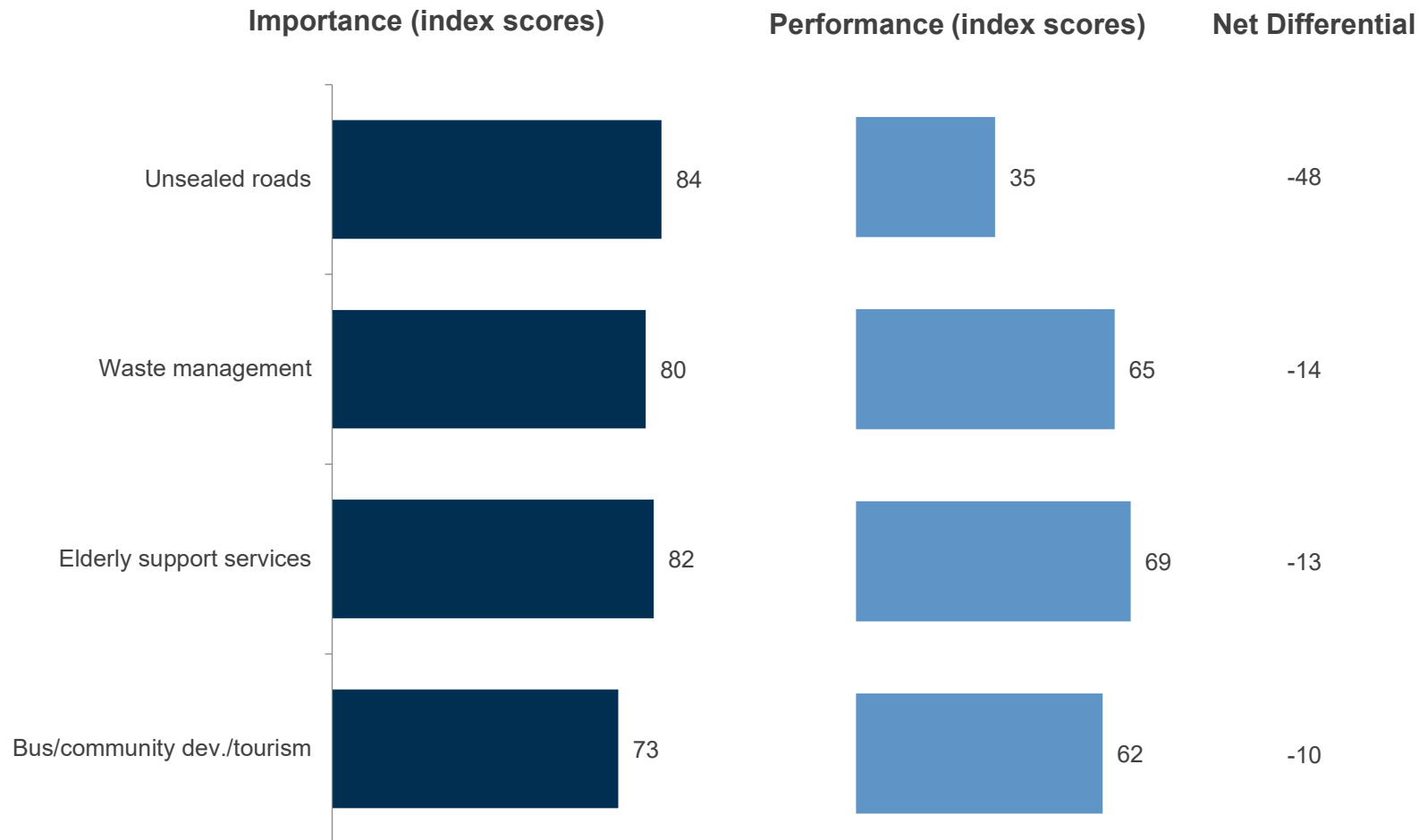


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6



## Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



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



## Influences on perceptions of overall performance

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

- Community consultation and engagement.

**Good communication and consultation with residents as part of Council decision making provides the greatest opportunity to drive up overall opinion of Council performance.**

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

- Recreational facilities
- Decisions made in the interest of the community
- Environmental sustainability
- The condition of sealed local roads (excl VicRoads)
- Maintenance of unsealed roads
- Lobbying on behalf of the community

Looking at these key service areas, recreational facilities has a high performance index (74) and a moderate positive influence on the overall performance rating, so maintaining this positive result should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform relatively less well, are environmental sustainability, community decisions, and lobbying (performance index of 59, 58 and 54 respectively).

**A focus on transparency about Council decisions, as well as demonstrating Council's efforts to advance and defend the interests of its residents, can also help shore up positive opinion of Council overall. Promoting sustainability initiatives can also contribute to perceptions of overall performance.**

However, most in need of Council attention are the condition of sealed local roads and maintenance of unsealed roads, which are poorly rated (performance index of 39 and 35 respectively) and have a moderate influence on perceptions of overall performance.

**It will be important to attend to resident concerns about local roads to help improve perceptions of Council's performance.**



## Regression analysis explained

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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.

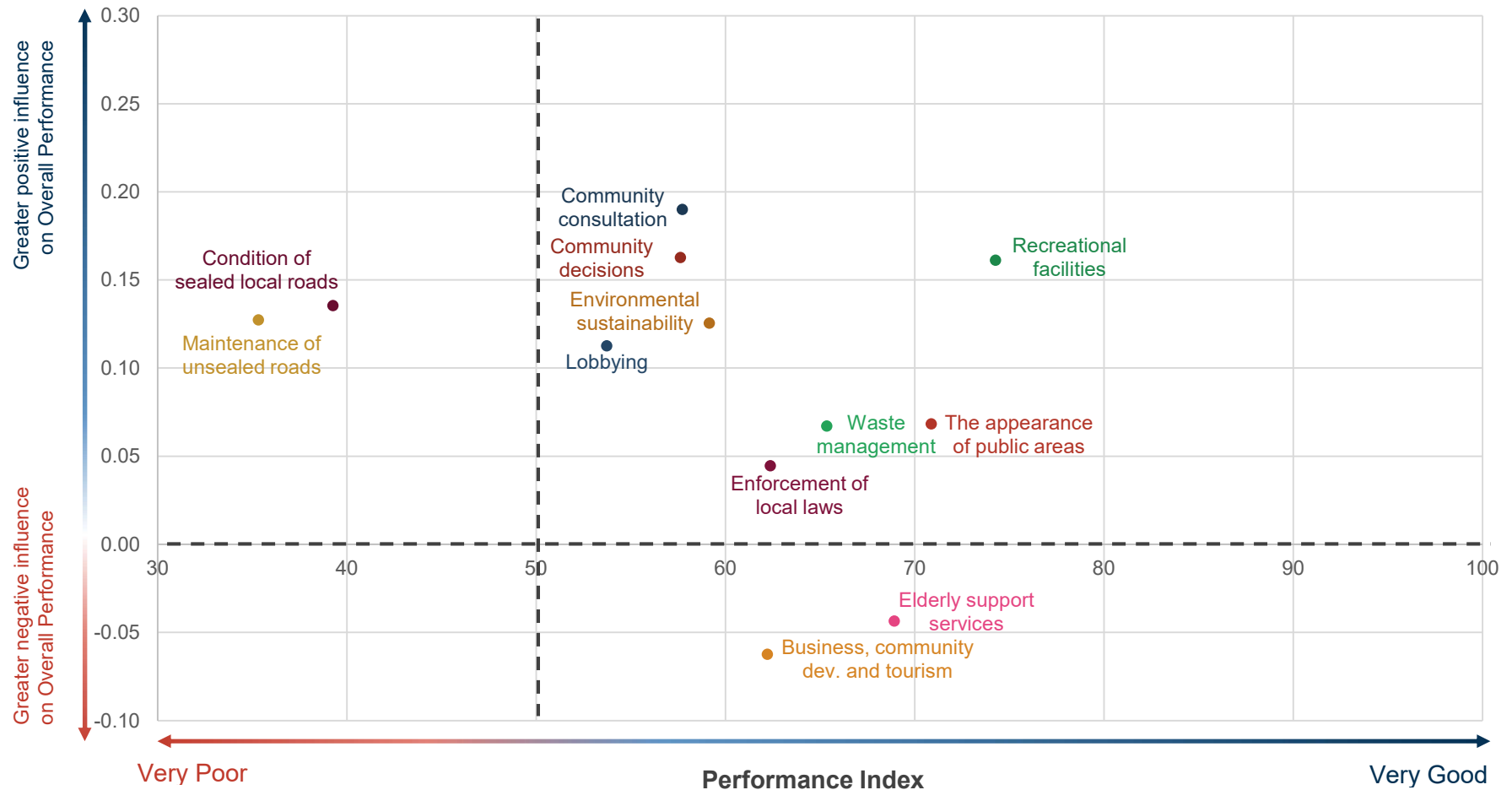
**Key insights from this analysis are derived from the second chart.**





# Influence on overall performance: all service areas

2020 regression analysis (all service areas)

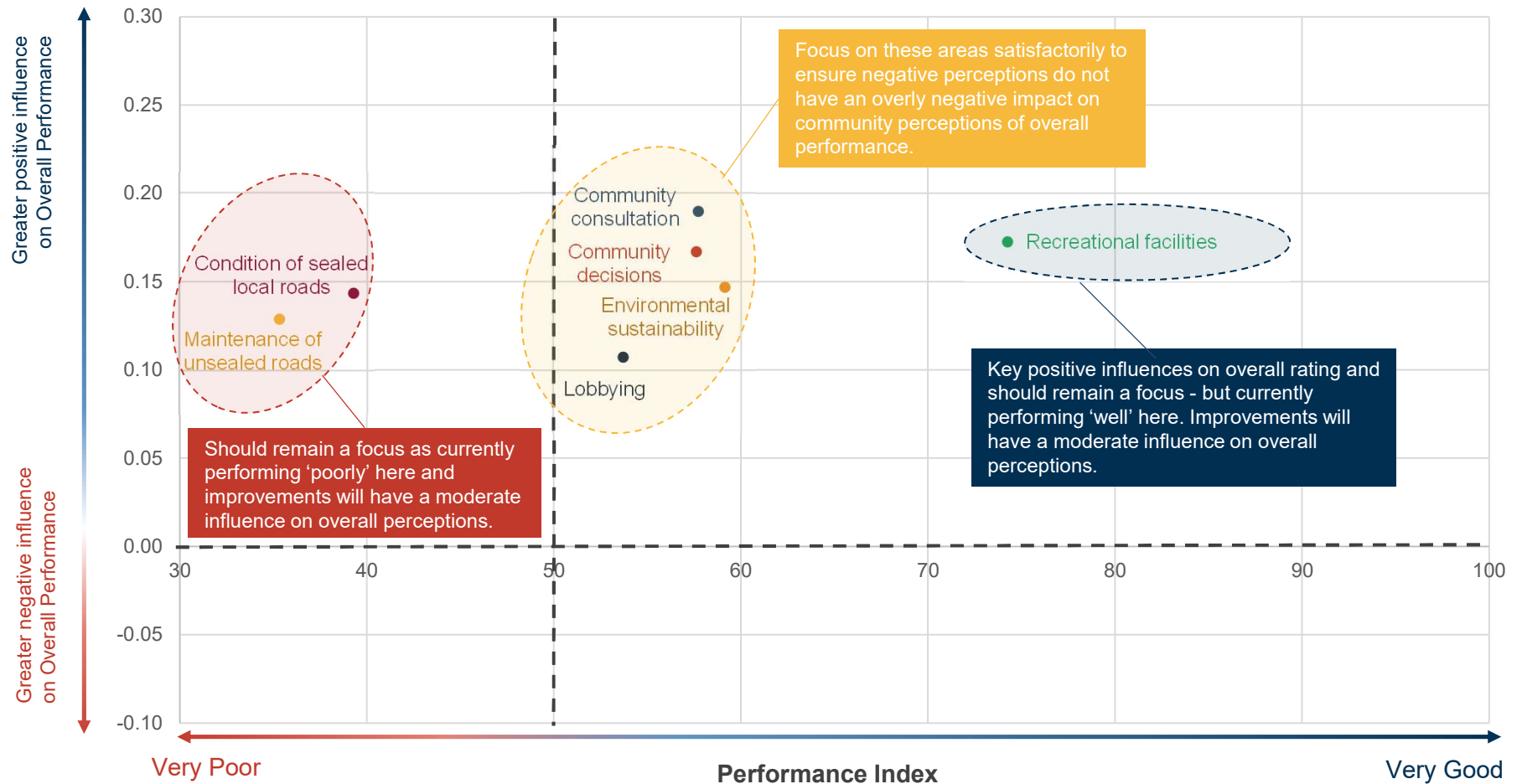


The multiple regression analysis model above (all service areas) has an R-squared value of 0.558 and adjusted R-square value of 0.544, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 40.7$ . 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.545 and adjusted R-square value of 0.537, which means that 55% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 67.2$ .

# Customer service





## Contact with council and customer service

### Contact with council

More than three in five Council residents (65%) have had contact with Council in the last 12 months. Rate of contact is up four percentage points on last year, trending up over time from a low point in 2016.

- Residents aged 35 to 49 years (78%) had significantly more contact with Council than average.
- Residents aged 65 years and over had the least contact with Council (53%).



**Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 66 is significantly lower than both the Small Rural group and State-wide averages (index scores of 70 each).

- This score marks a small slide from a recent peak of 68 in 2018.

Perceptions of customer service are significantly more positive among residents aged 18 to 34 years (index score of 77, up four points from 2019).

- There are no other significant differences across the demographic and geographic cohorts compared to the 2020 Council average.

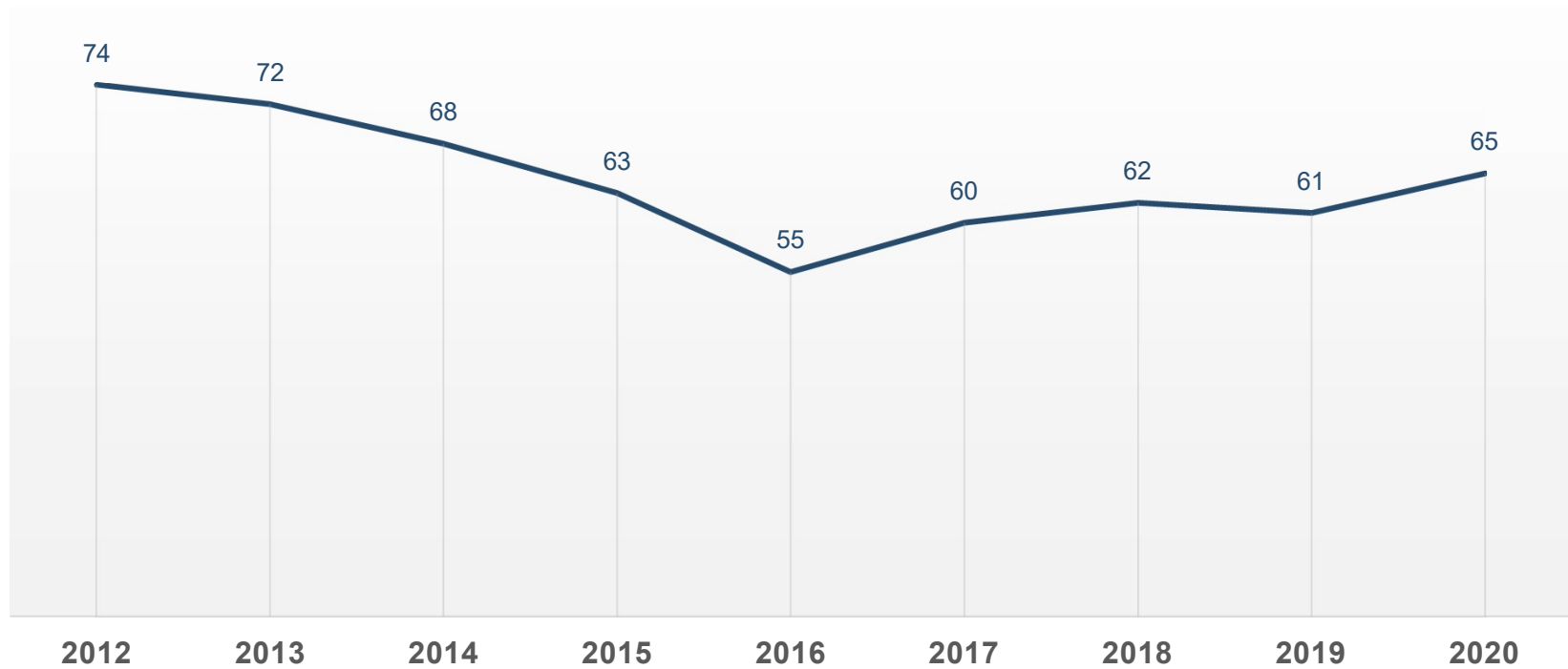
Customer service ratings are higher for those who contact council via telephone and in person (index score of 69 and 67 respectively) compared to those who contacted Council via email (index score of 55).

Contact by telephone (41%) and in person (30%) are the main methods of contacting Council. Council should focus on the efficacy of contact via email – this is increasing as a method of contact (18%, up three points), but as mentioned, holds a lower customer service rating.



## Contact with council

2020 contact with council (%)  
Have had contact



Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?  
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6



## Contact with council

2020 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	71	73	74▲	58	75	85	83	87
50-64	71	70	66	62	68	71	71	76
Donald	61	60	64	n/a	n/a	n/a	n/a	n/a
Women	66	66	62	54	61	65	75	72
Small Rural	66	66	62	61	64	n/a	n/a	n/a
Buloke	61	62	60	55	63	68	72	74
18-34	60	60	54	44	59	67	81	71
State-wide	63	63	58	58	60	61	60	61
Charlton	66	63	63	n/a	n/a	n/a	n/a	n/a
Men	57	58	59	55	64	71	70	77
Sea Lake	49	70	67	n/a	n/a	n/a	n/a	n/a
65+	51	51	50	52	52	55	62	63

Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?  
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6  
 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
18-34	77▲	73	72	63	60	68	81	76	81
Sea Lake	76*	68	73	60	n/a	n/a	n/a	n/a	n/a
Charlton	71	72	73	62	n/a	n/a	n/a	n/a	n/a
State-wide	70▲	71	70	69	69	70	72	71	71
Small Rural	70▲	70	69	69	69	70	n/a	n/a	n/a
Women	69	72	72	65	62	70	73	77	81
Buloke	66	67	68	60	62	64	73	73	80
65+	66	78	70	58	67	67	75	76	81
35-49	65	57	77	59	58	66	71	70	78
Donald	63	60	63	61	n/a	n/a	n/a	n/a	n/a
Men	62	63	64	53	61	58	74	69	79
50-64	60	62	57	61	60	57	69	73	81

Q5c. Thinking of the most recent contact, how would you rate Buloke 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: 18

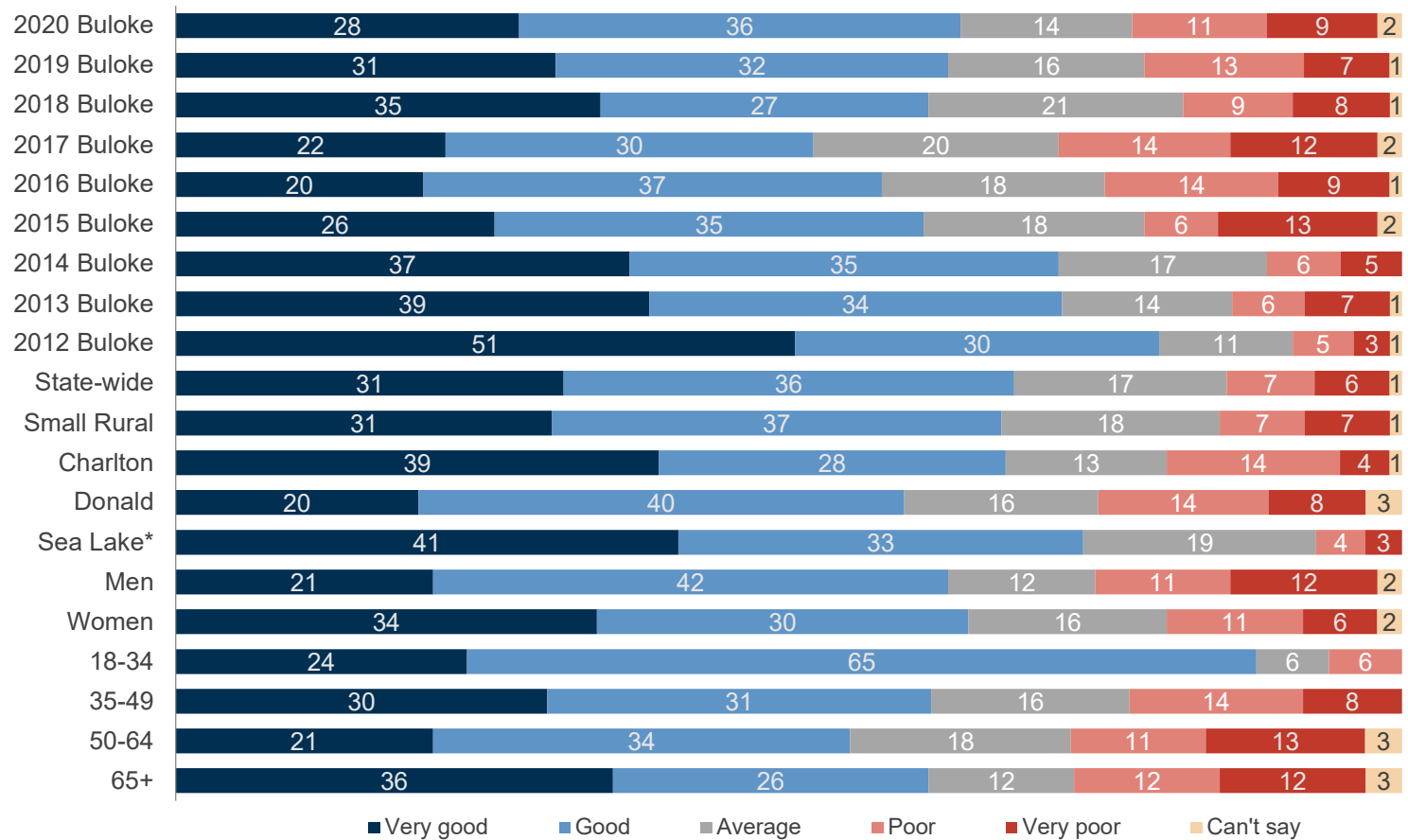
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating

2020 customer service rating (%)



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# Method of contact with council

2020 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6

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)

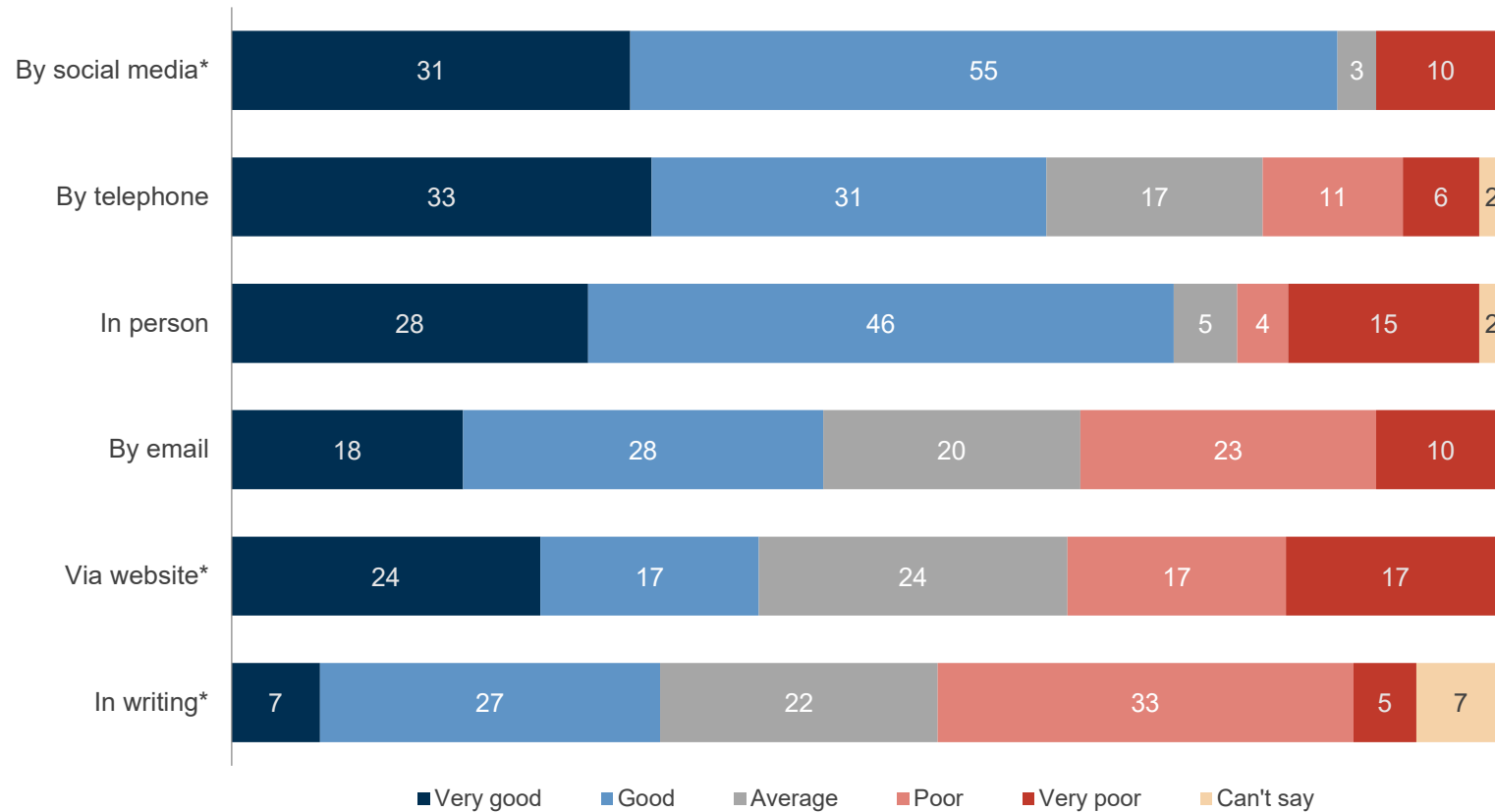


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# Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?  
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# Council direction



## Council direction

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Over the last 12 months, 58% of residents believe the direction of Council's overall performance has stayed the same, down six percentage points on 2019 – a shift from the proportion who view Council's direction as improving.

- 22% believe the direction has improved in the last 12 months (up six points on 2019) .
- 17% believe it has deteriorated, in line with 2019.
- The most satisfied with council direction are Charlton residents and those aged 18 to 34 years.
- The least satisfied with council direction are those aged 50 to 64 years and Donald residents.





# Overall council direction last 12 months

2020 overall direction (index scores)

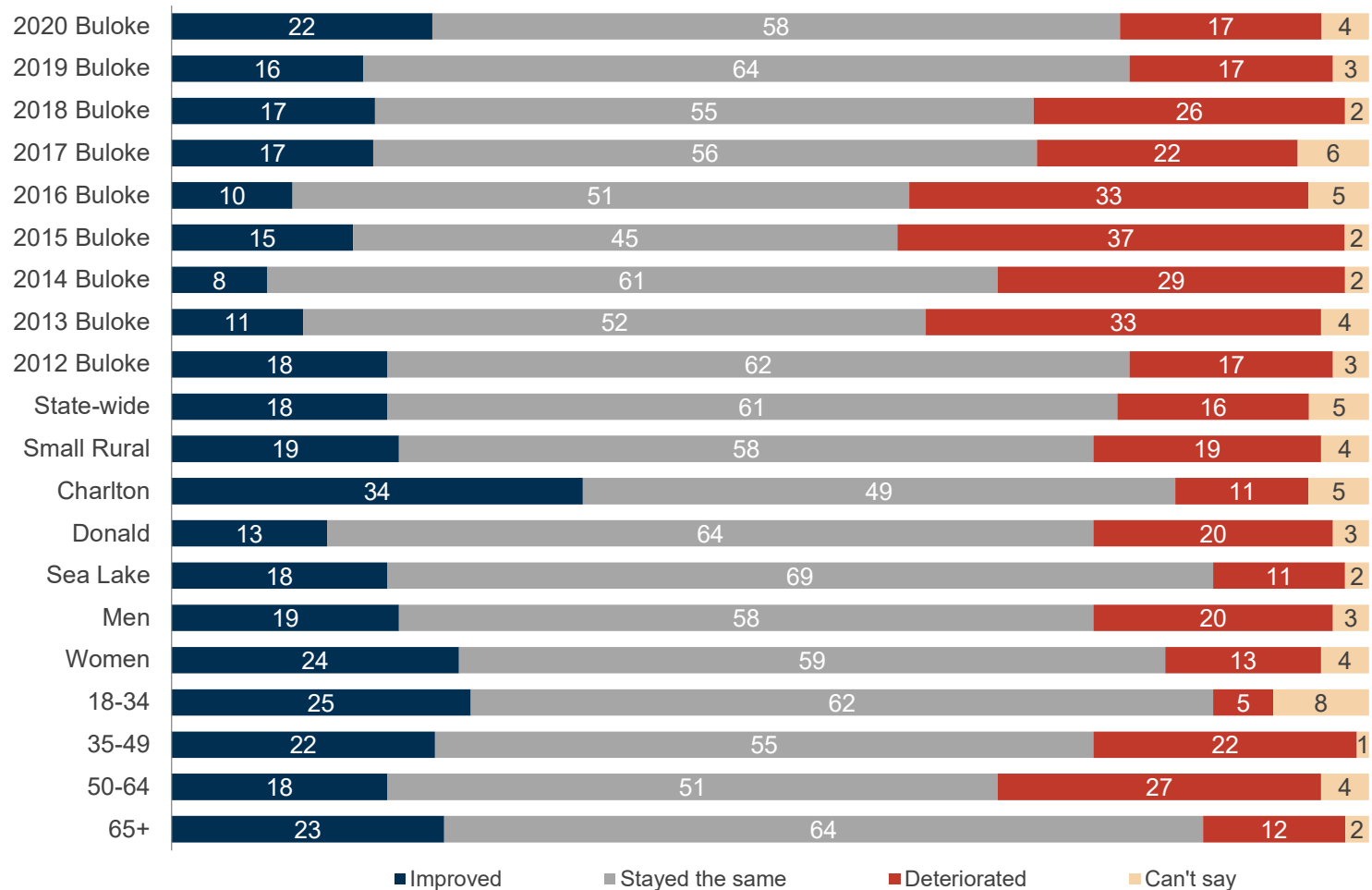
	2019	2018	2017	2016	2015	2014	2013	2012
Charlton	54	46	47	n/a	n/a	n/a	n/a	n/a
18-34	47	46	52	35	43	47	49	51
Women	51	49	52	38	38	41	42	54
65+	55	50	48	46	39	41	37	56
Sea Lake	42	42	43	n/a	n/a	n/a	n/a	n/a
Buloke	50	46	47	38	39	39	39	51
State-wide	53	52	53	51	53	53	53	52
Small Rural	53	50	52	50	53	n/a	n/a	n/a
35-49	42	48	51	37	36	36	33	48
Men	48	42	42	38	39	37	36	47
Donald	52	42	44	n/a	n/a	n/a	n/a	n/a
50-64	50	37	40	30	37	36	39	46

Q6. Over the last 12 months, what is your view of the direction of Buloke Shire Council's overall performance?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 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 Buloke Shire Council's overall performance?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



**Individual service areas**





# Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	59▲	49	44	58	61	63	66
Sea Lake	53	48	58	n/a	n/a	n/a	n/a	n/a
Charlton	50	51	46	n/a	n/a	n/a	n/a	n/a
Women	56	55	54	48	51	57	59	67
65+	60	57	52	49	53	61	59	71
Buloke	55	53	51	46	51	58	57	66
Donald	57	54	51	n/a	n/a	n/a	n/a	n/a
35-49	50	55	55	50	48	55	50	62
Men	53	51	47	44	50	58	56	64
State-wide	56	55	55	54	56	57	57	57
Small Rural	56	54	55	55	56	n/a	n/a	n/a
50-64	48	43	45	41	45	55	56	62

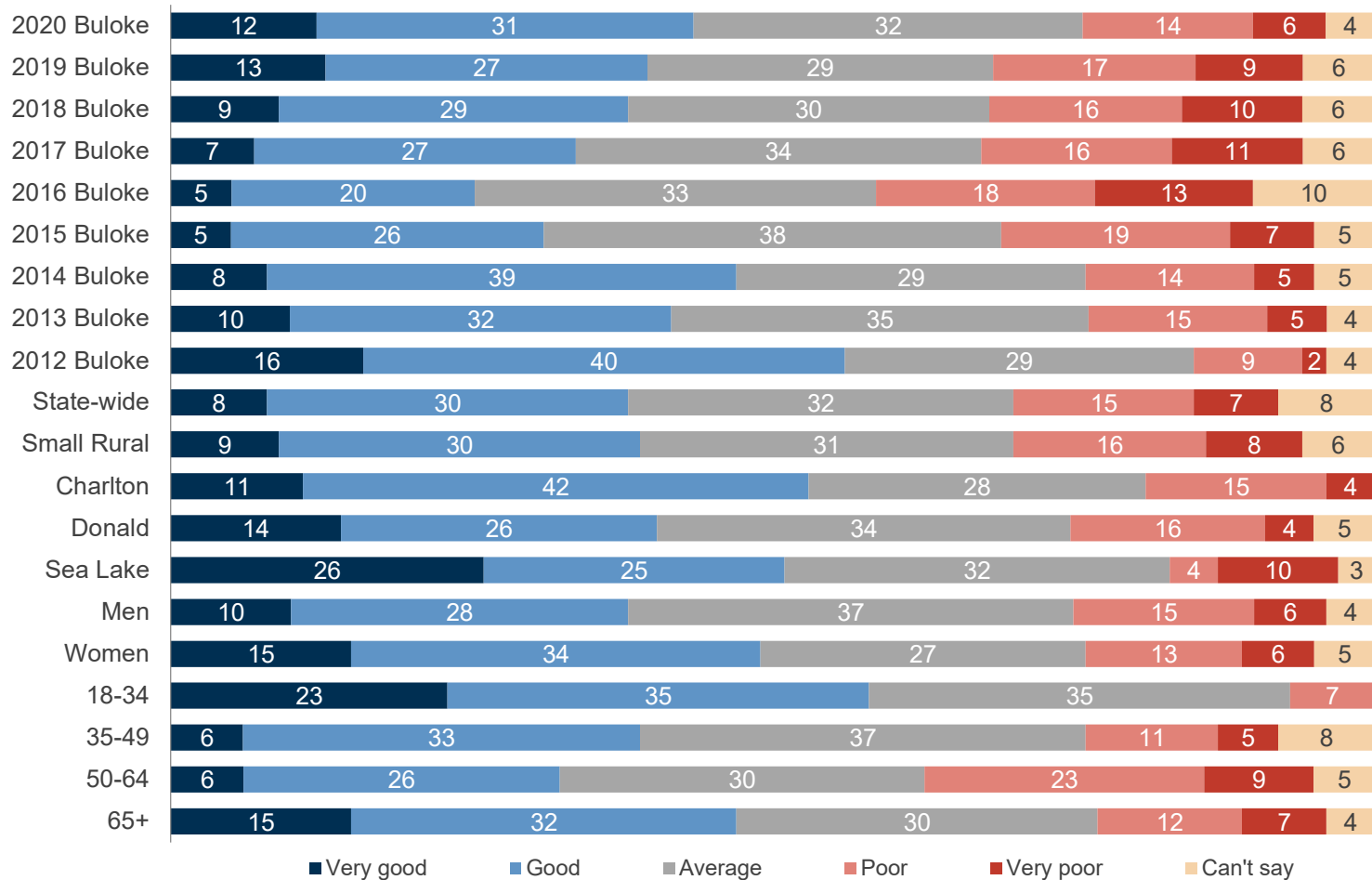
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 18



# Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Charlton	52	51	46	n/a	n/a	n/a	n/a	n/a
18-34	55	56	48	46	49	56	58	62
65+	60	56	53	53	57	59	59	69
Women	55	54	52	49	52	56	58	63
Buloke	52	52	49	48	50	54	55	62
Donald	52	49	49	n/a	n/a	n/a	n/a	n/a
State-wide	54	54	54	53	55	56	55	55
35-49	44	58	50	48	47	52	48	58
Men	49	50	46	46	48	52	52	61
Small Rural	55	53	55	54	56	n/a	n/a	n/a
50-64	46	42	44	41	45	50	54	58
Sea Lake	52	56	48	n/a	n/a	n/a	n/a	n/a

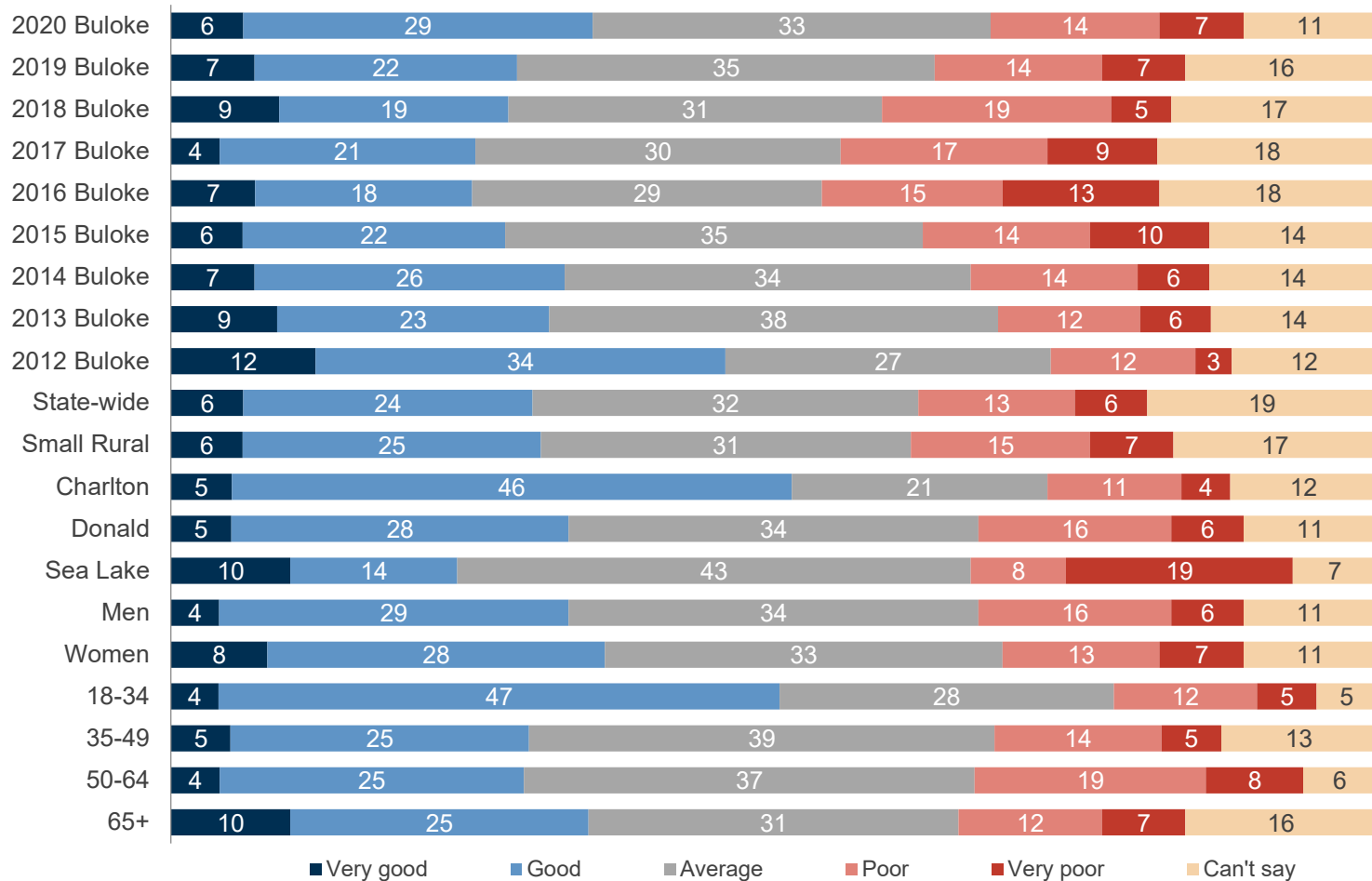
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 18

# Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

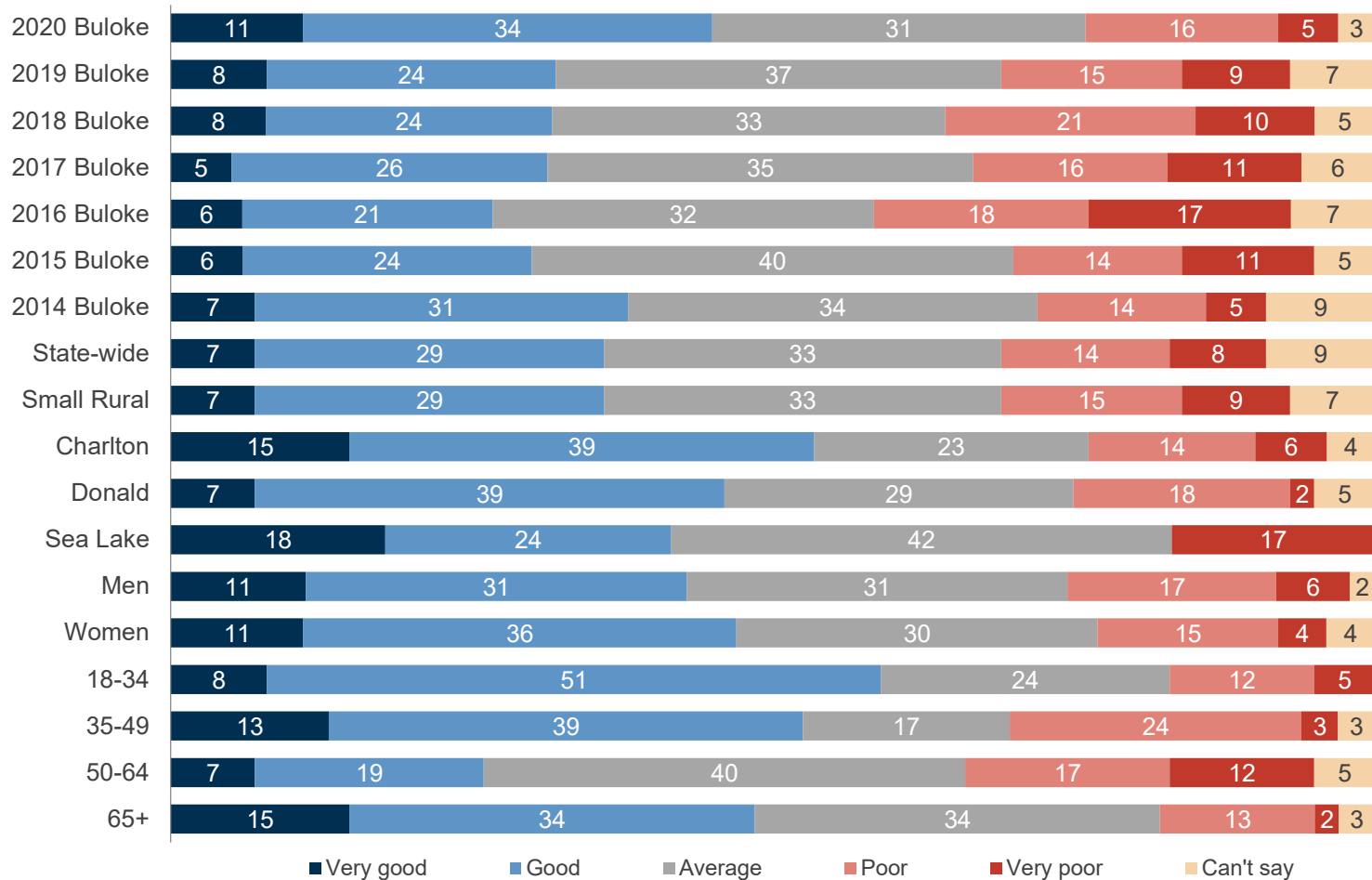
	2019	2018	2017	2016	2015	2014	2013	2012
65+	59	54	51	49	56	60	n/a	n/a
18-34	58	47	48	43	57	61	n/a	n/a
Charlton	52	47	43	n/a	n/a	n/a	n/a	n/a
Women	56	52	52	46	50	57	n/a	n/a
35-49	43	56	52	48	46	49	n/a	n/a
Donald	54	47	51	n/a	n/a	n/a	n/a	n/a
Buloke	52	50	49	45	50	56	n/a	n/a
Sea Lake	52	45	50	n/a	n/a	n/a	n/a	n/a
Men	49	48	47	44	50	54	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Small Rural	55	52	55	53	56	n/a	n/a	n/a
50-64	46	41	46	39	42	52	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: 18  
 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: 18

# The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

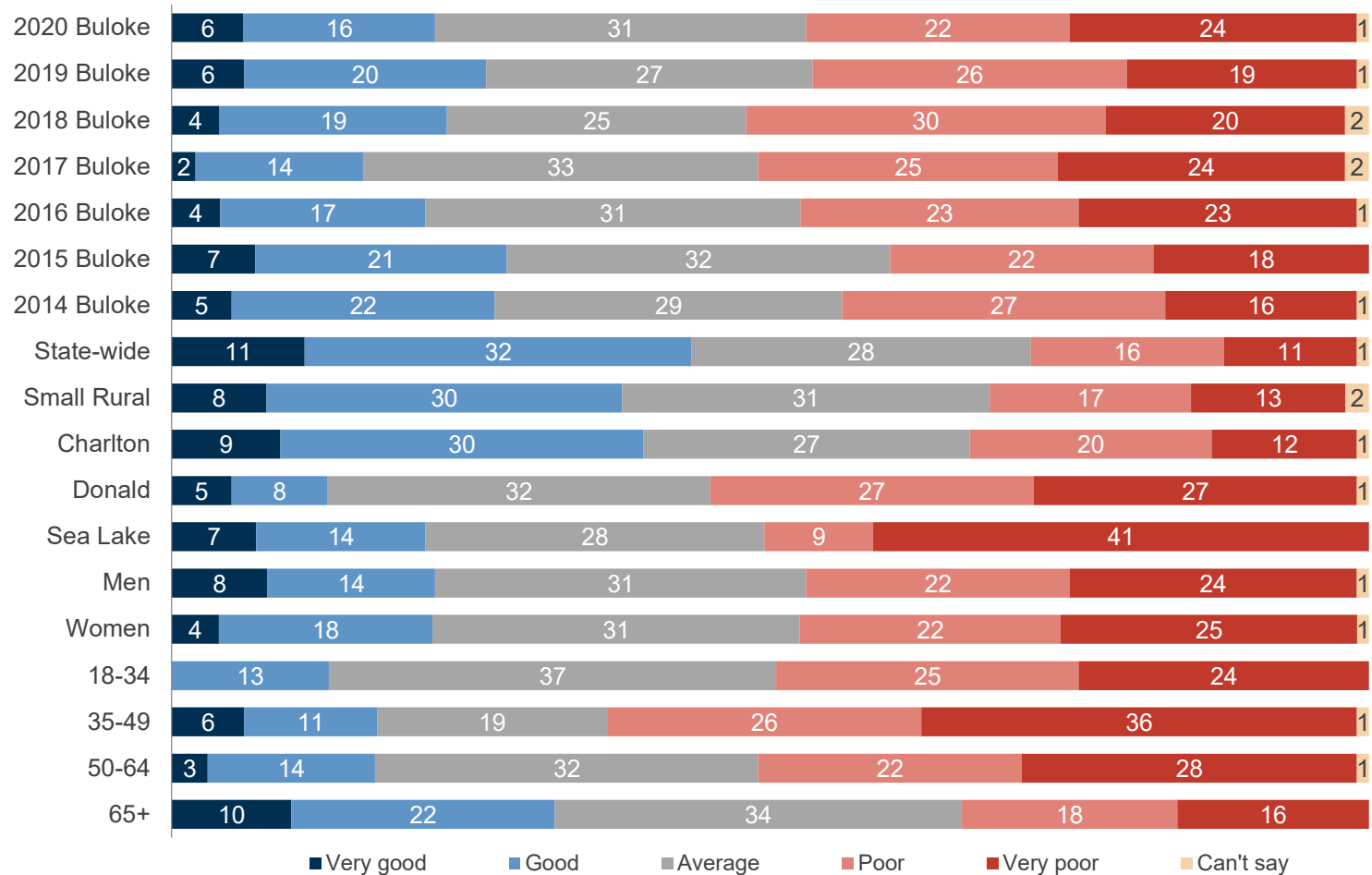
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56▲	53	53	54	55	55	n/a	n/a
Charlton	51▲	45	38	n/a	n/a	n/a	n/a	n/a
Small Rural	53▲	49	50	52	52	n/a	n/a	n/a
65+	48▲	47	41	46	53	54	n/a	n/a
Men	40	38	34	41	42	41	n/a	n/a
Buloke	39	39	36	39	44	43	n/a	n/a
Women	39	40	39	38	46	44	n/a	n/a
50-64	35	35	33	36	42	41	n/a	n/a
18-34	35	32	39	32	41	40	n/a	n/a
Sea Lake	34	38	38	n/a	n/a	n/a	n/a	n/a
Donald	34	35	35	n/a	n/a	n/a	n/a	n/a
35-49	31▼	36	32	38	34	31	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: 18  
 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: 18





# Enforcement of local laws importance



2020 law enforcement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	71▲	75	71	n/a	n/a	76	74	71	77
Sea Lake	70	61	63	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70▲	71	71	71	70	71	70	71	70
65+	68	70	67	n/a	n/a	67	68	73	69
50-64	66	62	65	n/a	n/a	70	70	69	73
Buloke	66	66	64	n/a	n/a	69	70	69	71
Small Rural	66	68	66	67	69	68	n/a	n/a	n/a
18-34	66	69	56	n/a	n/a	72	76	70	76
Donald	65	69	62	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	64	69	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	65	65	n/a	n/a	66	67	62	69
Men	61▼	59	57	n/a	n/a	61	66	66	65

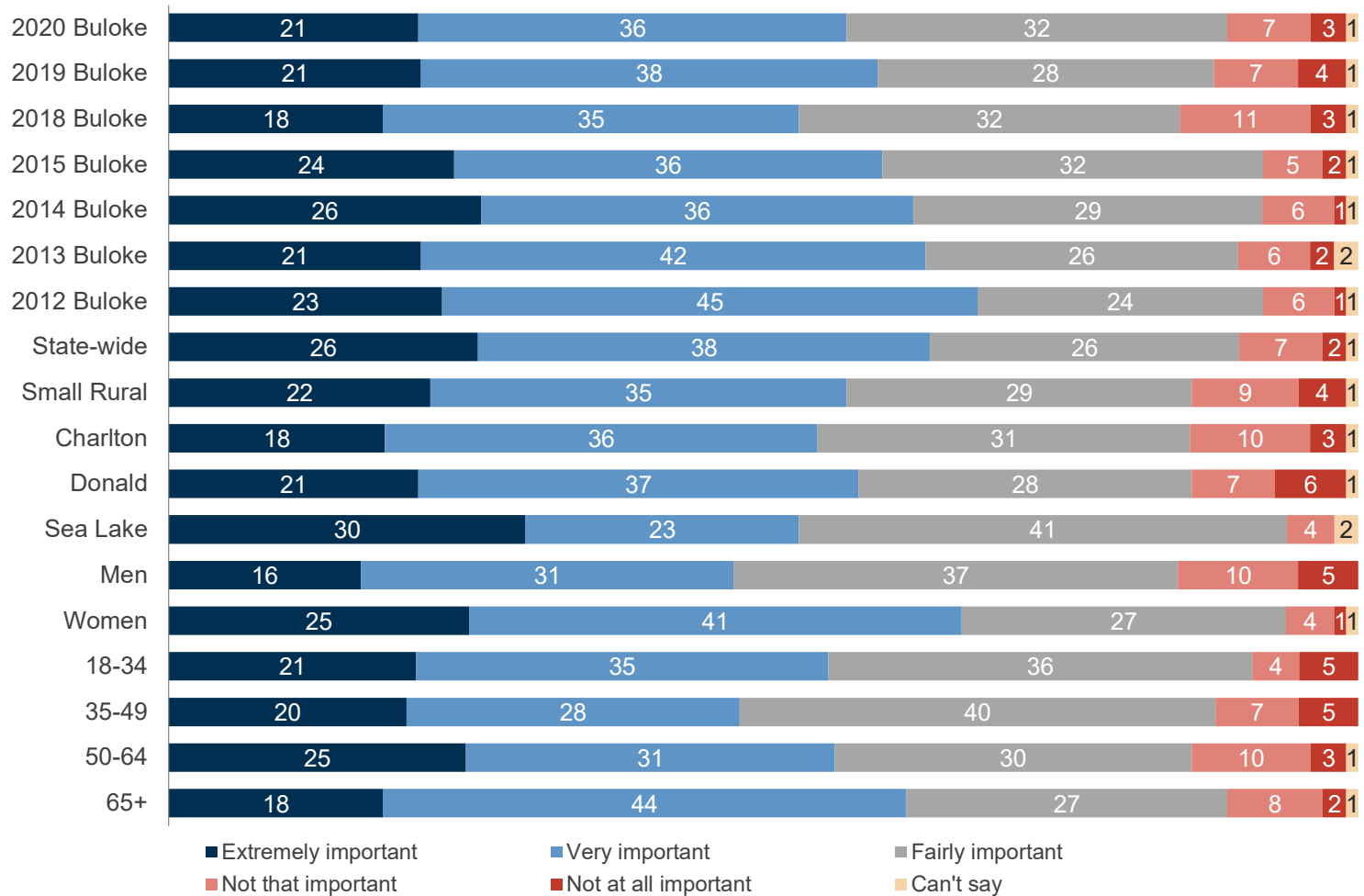
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



# Enforcement of local laws performance



2020 law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	54	n/a	n/a	72	70	70	73
State-wide	64	64	64	63	66	66	65	65
Charlton	60	50	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	61	n/a	n/a	63	62	66	68
Men	58	56	n/a	n/a	61	65	60	63
Buloke	61	58	n/a	n/a	63	65	63	66
Small Rural	63	63	65	64	66	n/a	n/a	n/a
Women	63	61	n/a	n/a	66	65	66	68
Sea Lake	59	58	n/a	n/a	n/a	n/a	n/a	n/a
Donald	60	61	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	65	n/a	n/a	61	68	57	61
50-64	56	52	n/a	n/a	59	62	62	64

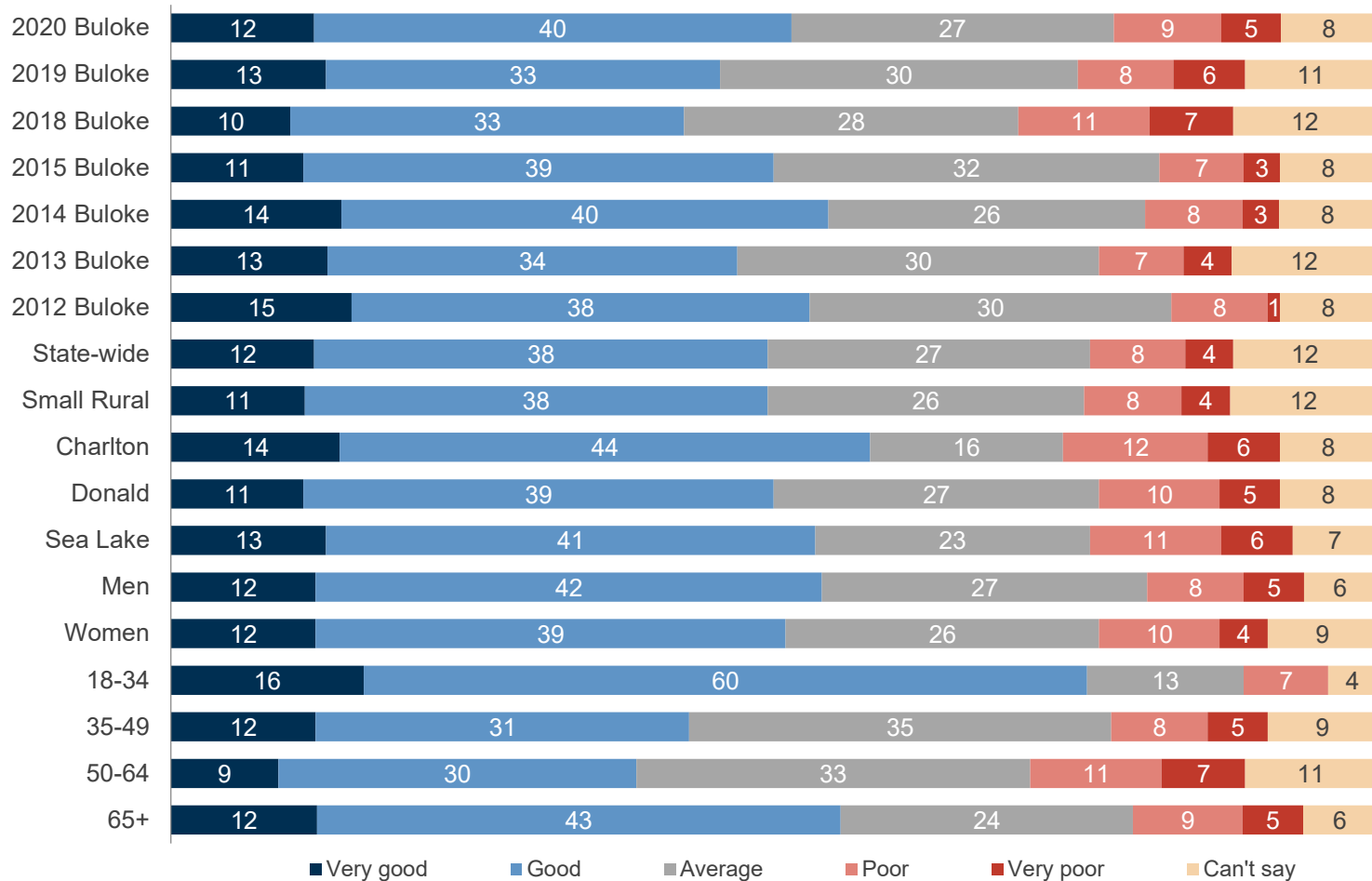
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 10



# Elderly support services importance



2020 elderly support importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
Women	87▲	85	87	n/a	n/a	88	87	85	84
35-49	85	80	85	n/a	n/a	86	84	85	84
65+	84	80	80	n/a	n/a	81	80	78	79
Sea Lake	83	80	83	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	81	83	n/a	n/a	85	82	80	83
Buloke	82	81	83	n/a	n/a	83	82	81	82
Small Rural	81	80	80	79	79	80	n/a	n/a	n/a
Donald	81	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	80	80	83	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80▼	80	79	78	78	79	79	79	80
Men	77▼	76	79	n/a	n/a	77	78	78	80
18-34	73▼	82	86	n/a	n/a	80	84	84	80

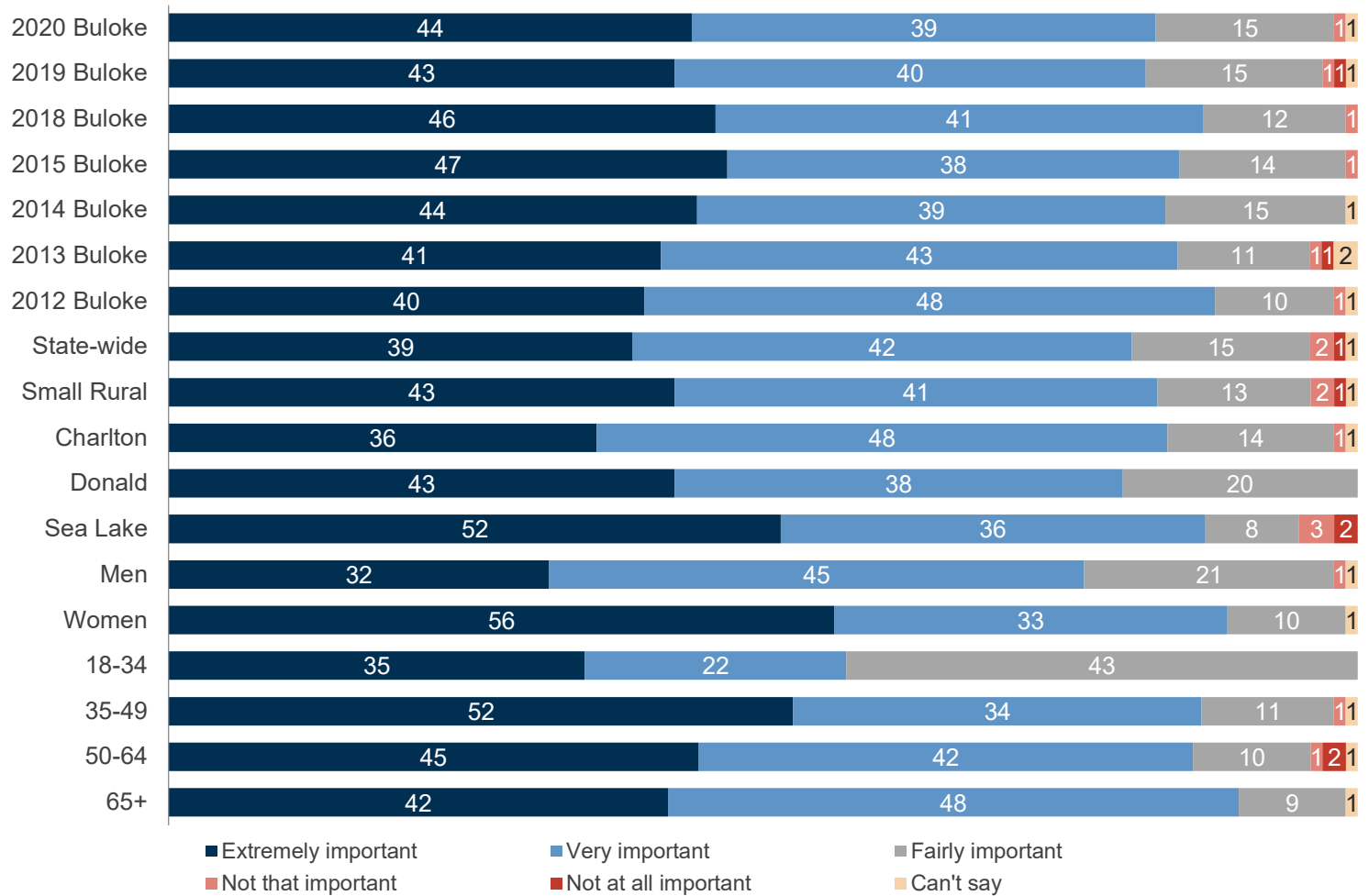
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



2020 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4



# Elderly support services performance



2020 elderly support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74▲	66	61	n/a	n/a	73	75	80	69
Charlton	74	66	60	n/a	n/a	n/a	n/a	n/a	n/a
65+	74▲	70	65	n/a	n/a	67	73	75	80
Donald	73	74	59	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	71	71	69	71	70	72	n/a	n/a	n/a
Women	69	67	60	n/a	n/a	64	70	71	75
Buloke	69	67	63	n/a	n/a	64	71	71	72
Men	69	68	66	n/a	n/a	65	72	71	69
State-wide	68	68	68	68	69	70	69	69	69
50-64	64	64	57	n/a	n/a	58	67	67	71
35-49	61▼	68	70	n/a	n/a	61	69	63	65
Sea Lake	58▼	56	66	n/a	n/a	n/a	n/a	n/a	n/a

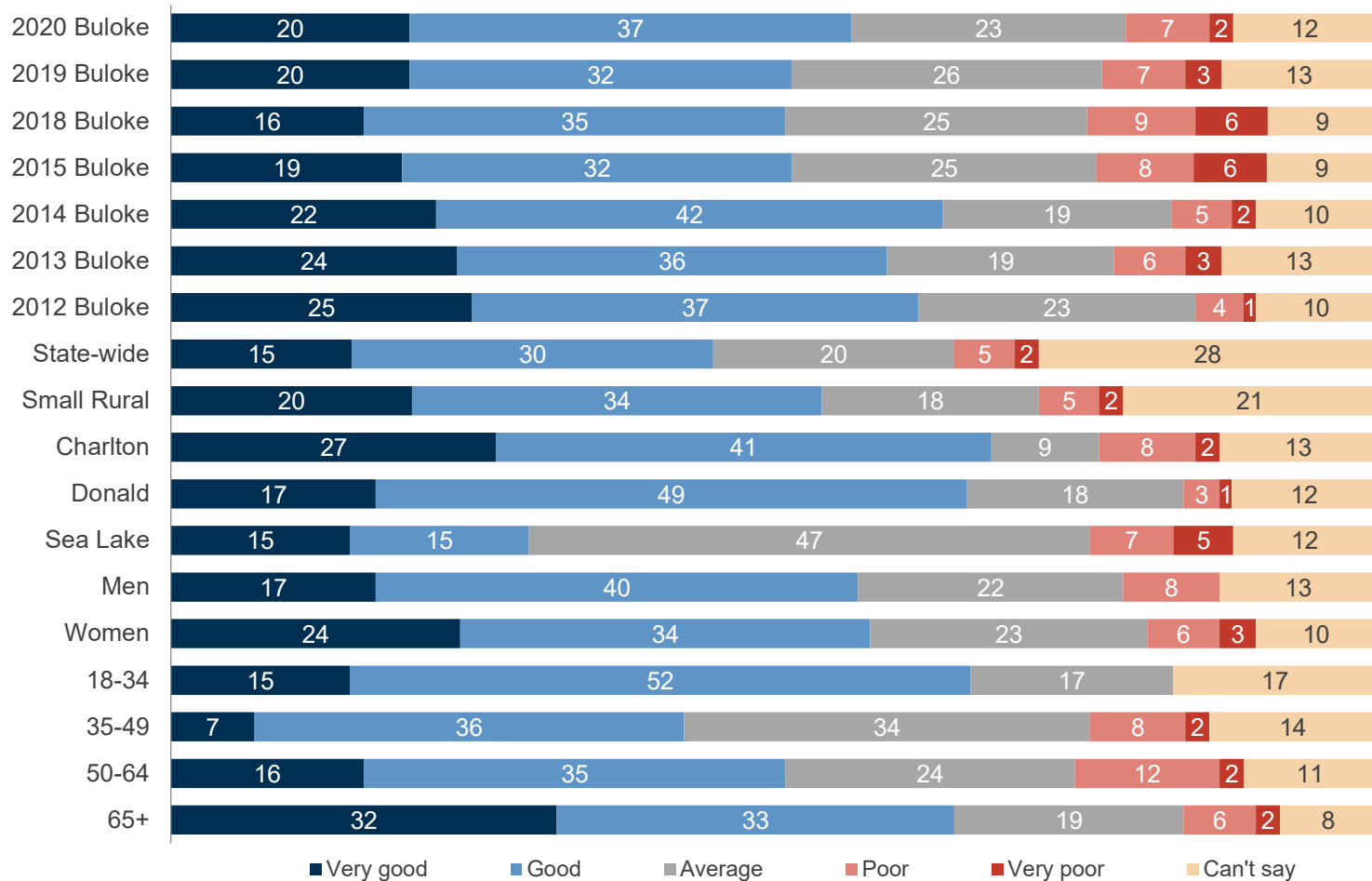
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 9





# Recreational facilities importance



2020 recreational facilities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	80	82	n/a	n/a	80	75	76	79
Sea Lake	78	76	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	77	75	n/a	n/a	78	78	75	80
Buloke	76	74	77	n/a	n/a	75	76	73	77
50-64	76	72	74	n/a	n/a	77	77	72	75
18-34	75	76	82	n/a	n/a	78	76	75	80
65+	74	72	73	n/a	n/a	70	74	70	74
Men	74	72	78	n/a	n/a	73	73	71	73
Charlton	73	73	74	n/a	n/a	n/a	n/a	n/a	n/a
Donald	73	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	73	72	72	71	72	73	n/a	n/a	n/a
State-wide	72	72	73	72	73	72	72	72	72

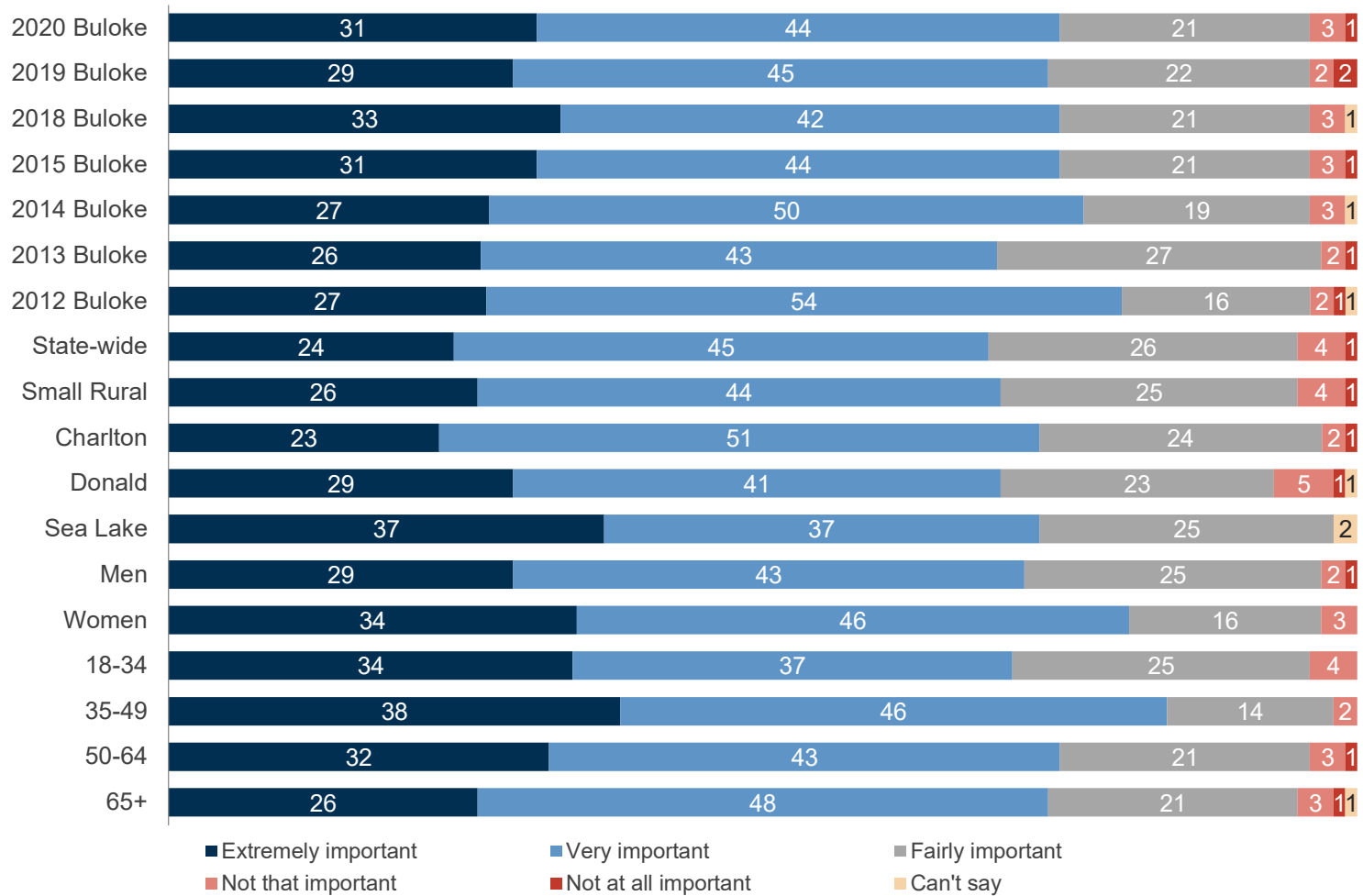
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5



## Recreational facilities performance



2020 recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Charlton	83▲	71	63	n/a	n/a	n/a	n/a	n/a
65+	80▲	75	72	n/a	n/a	74	74	78
18-34	78	70	61	n/a	n/a	52	73	73
Women	77	70	68	n/a	n/a	65	69	70
Buloke	74	69	67	n/a	n/a	63	69	70
Donald	72	68	60	n/a	n/a	n/a	n/a	n/a
Men	72	68	65	n/a	n/a	62	69	70
35-49	72	58	72	n/a	n/a	59	64	58
State-wide	70▼	70	69	70	69	70	71	70
Sea Lake	69	67	62	n/a	n/a	n/a	n/a	n/a
Small Rural	68▼	68	69	69	68	70	n/a	n/a
50-64	66▼	67	59	n/a	n/a	62	65	69

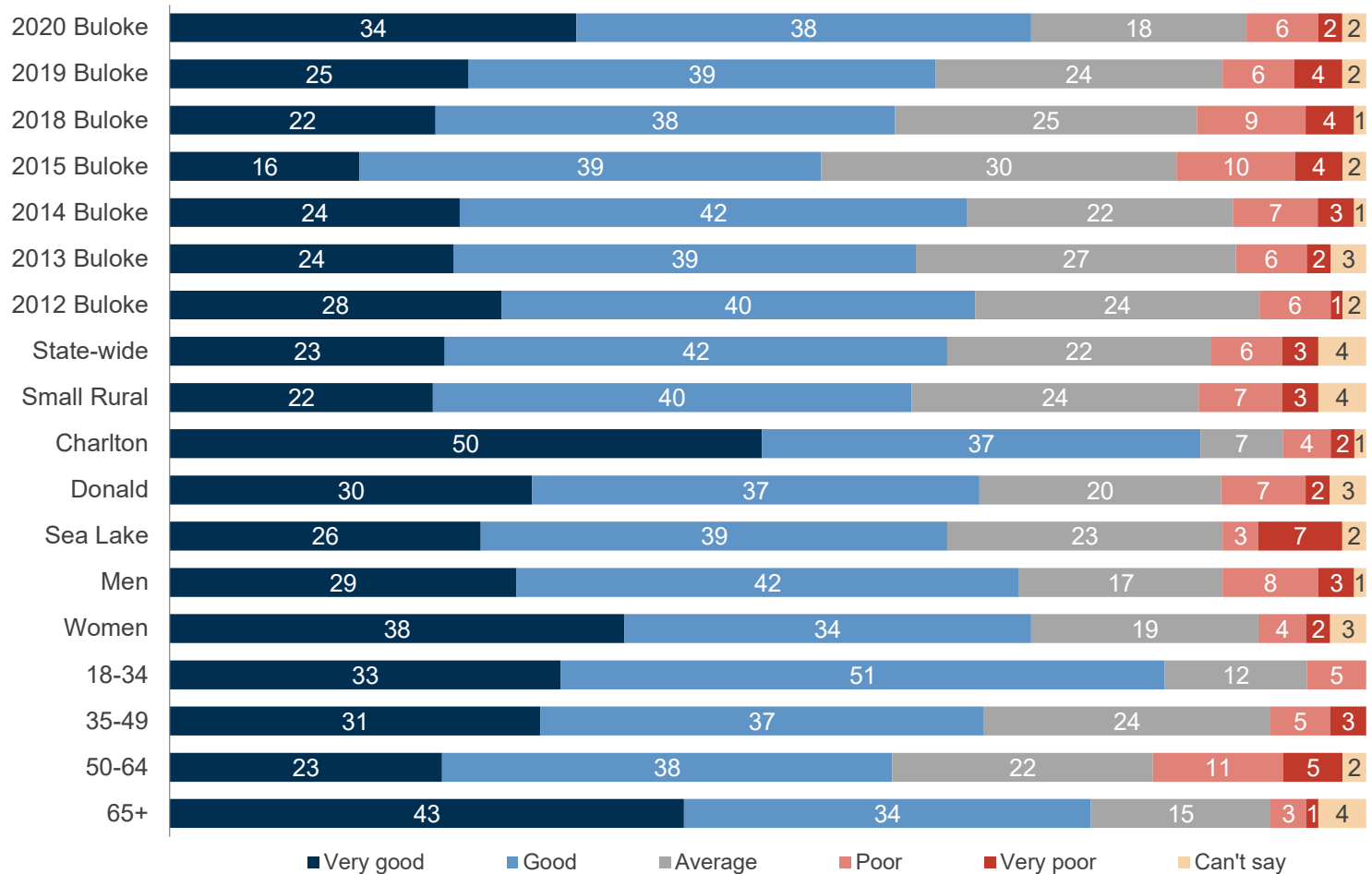
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 11



# The appearance of public areas importance



2020 public areas importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	81▲	73	79	n/a	n/a	75	78	71	77
Women	81▲	77	76	n/a	n/a	77	77	78	78
Sea Lake	80	75	73	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	77	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	76	75	74	n/a	n/a	74	74	74	75
50-64	75	71	74	n/a	n/a	78	77	76	74
65+	75	76	73	n/a	n/a	73	72	73	74
18-34	74	79	73	n/a	n/a	72	71	75	74
Small Rural	74	74	74	74	74	73	n/a	n/a	n/a
Donald	74	73	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▼	73	74	74	74	73	73	74	73
Men	72▼	73	73	n/a	n/a	72	72	69	72

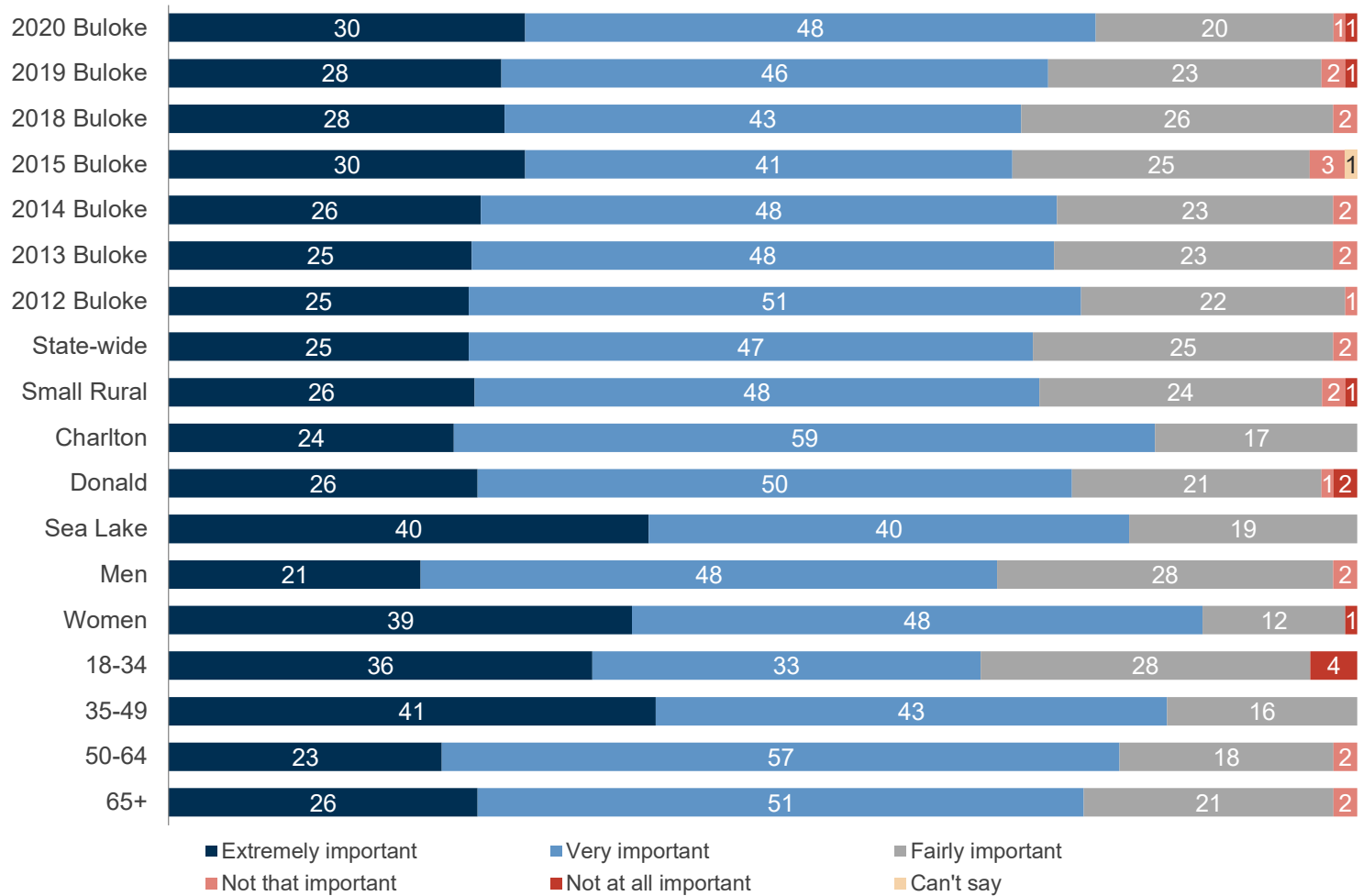
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5



# The appearance of public areas performance



2020 public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Charlton	75	70	67	n/a	n/a	n/a	n/a	n/a
65+	74	72	69	n/a	n/a	73	75	76
Small Rural	72	73	72	74	73	74	n/a	n/a
18-34	72	72	62	n/a	n/a	78	75	80
State-wide	72	72	71	71	71	72	72	71
Donald	71	70	62	n/a	n/a	n/a	n/a	n/a
Men	71	67	65	n/a	n/a	68	74	73
Buloke	71	68	67	n/a	n/a	71	74	74
Women	71	69	69	n/a	n/a	74	73	75
35-49	68	55	70	n/a	n/a	66	75	68
50-64	67	69	65	n/a	n/a	69	70	72
Sea Lake	64	58	60	n/a	n/a	n/a	n/a	n/a

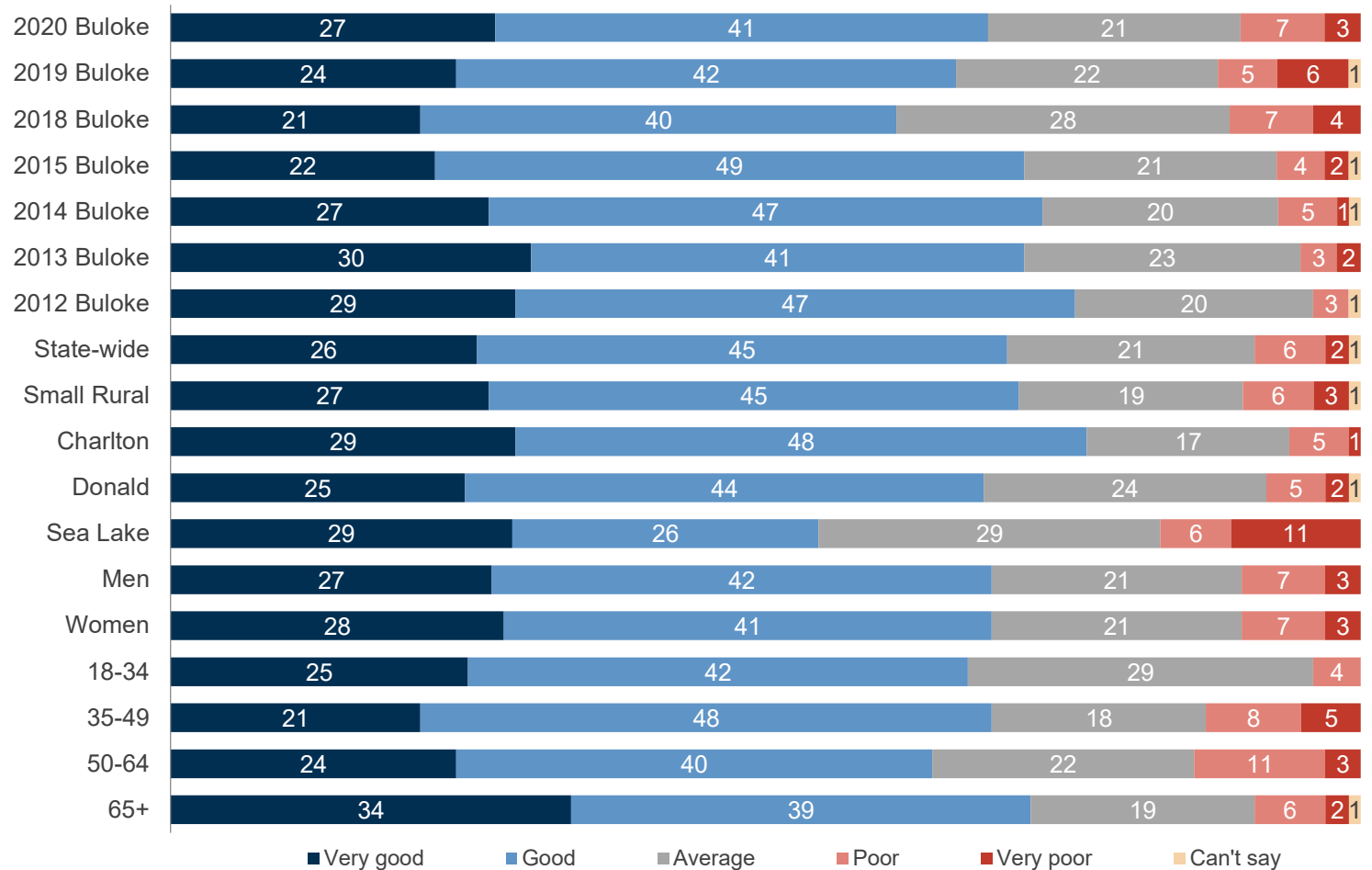
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 12





# Waste management importance



2020 waste management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	84▲	79	82	n/a	n/a	79	81	80	80
35-49	84	80	79	n/a	n/a	78	75	75	74
State-wide	82▲	81	81	79	80	79	79	79	78
Sea Lake	82	70	79	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	77	78	n/a	n/a	72	77	78	79
Donald	80	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	80	77	78	n/a	n/a	76	76	76	76
Small Rural	79	79	78	76	79	77	n/a	n/a	n/a
65+	79	78	79	n/a	n/a	76	75	77	75
Charlton	78	81	80	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	72	78	n/a	n/a	76	77	75	78
Men	75▼	74	75	n/a	n/a	73	71	72	73

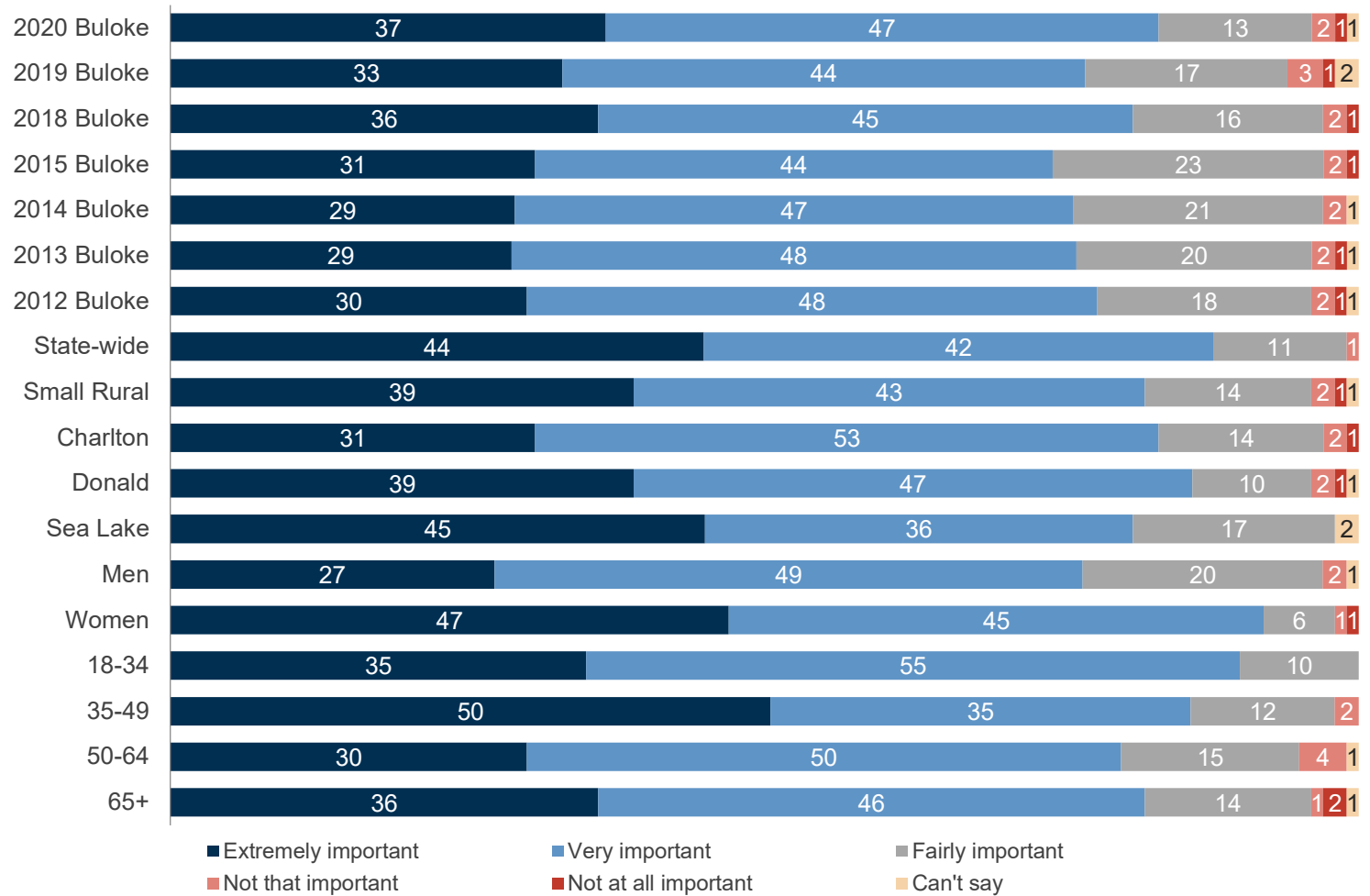
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5



# Waste management performance



2020 waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	73	70	n/a	n/a	76	76	79	78
Women	65	69	n/a	n/a	71	73	75	76
Donald	67	65	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	71	70	72	73	71	72
Buloke	65	69	n/a	n/a	70	73	74	74
Sea Lake	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66	69	70	69	71	n/a	n/a	n/a
Men	66	68	n/a	n/a	68	73	73	73
Charlton	61	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	74	n/a	n/a	70	76	78	73
35-49	58	74	n/a	n/a	65	71	65	71
50-64	60	59	n/a	n/a	65	69	73	74

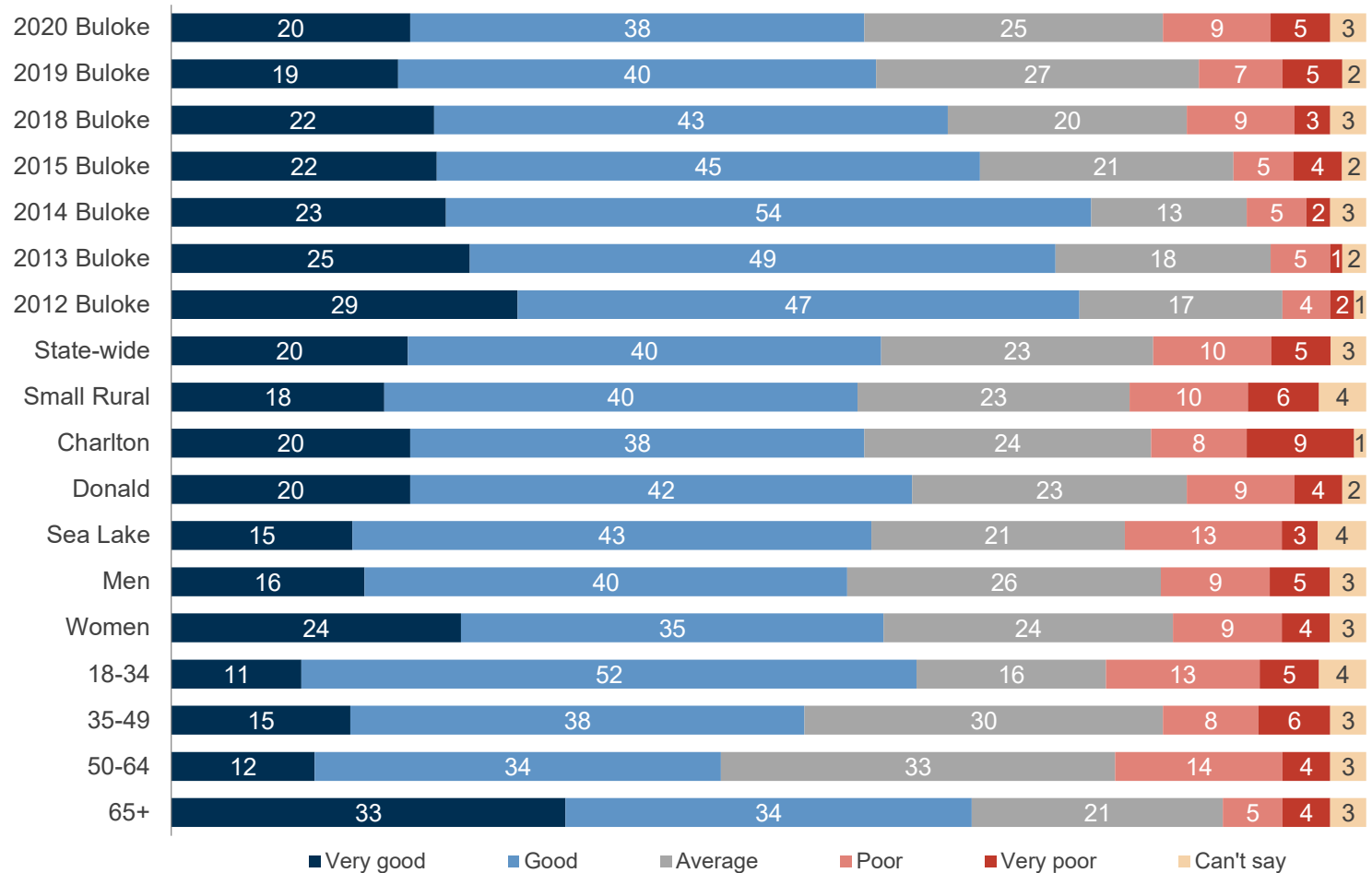
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 13

# Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

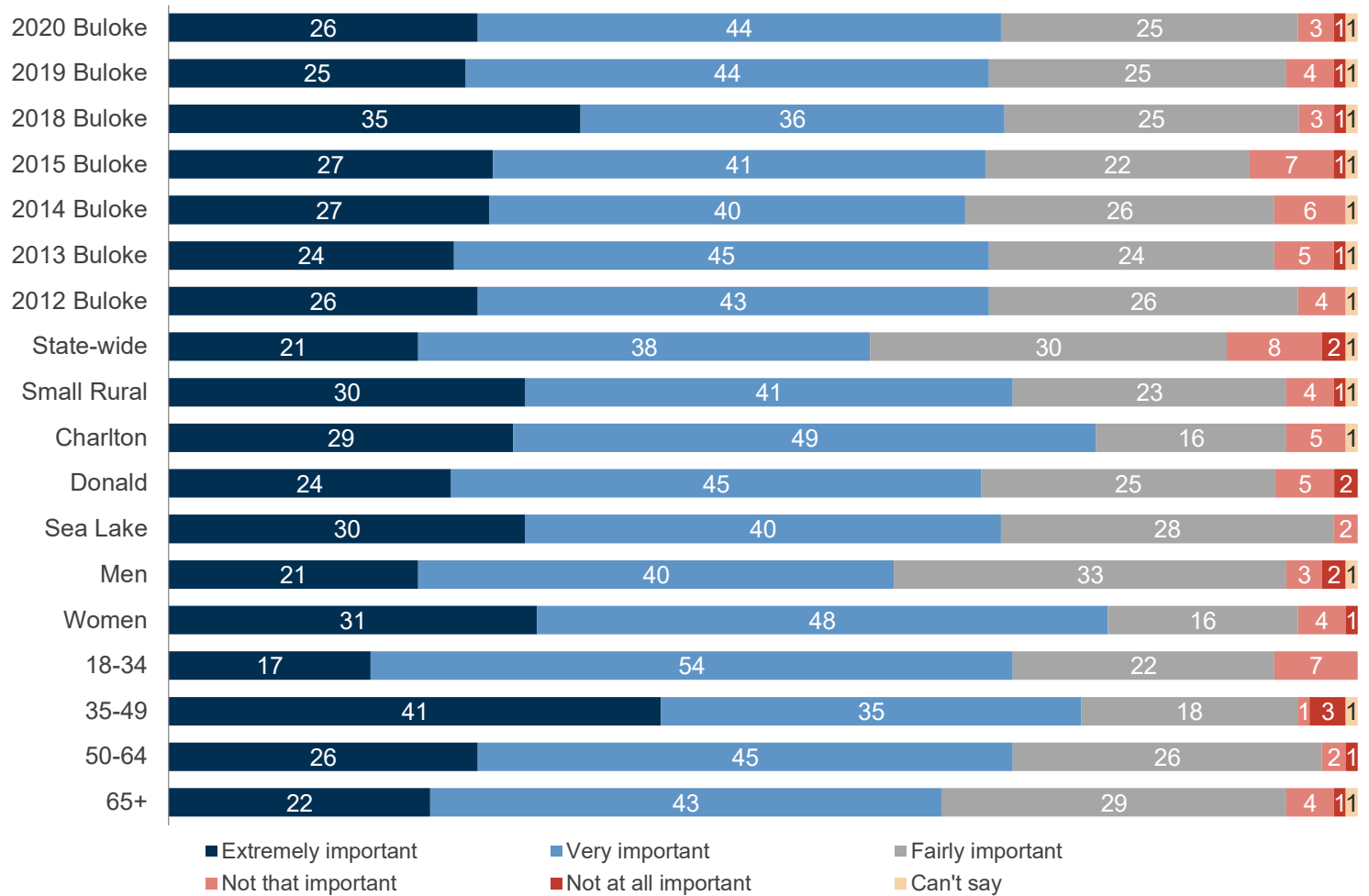
	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	77	78	n/a	n/a	72	73	76
Women	76	74	78	n/a	n/a	76	75	74
Charlton	76	75	78	n/a	n/a	n/a	n/a	n/a
Sea Lake	75	68	79	n/a	n/a	n/a	n/a	n/a
Small Rural	74	71	71	72	71	70	n/a	n/a
50-64	73	72	75	n/a	n/a	75	75	72
Buloke	73	72	76	n/a	n/a	72	72	71
Donald	71	75	77	n/a	n/a	n/a	n/a	n/a
65+	70	71	74	n/a	n/a	69	67	66
18-34	70	71	78	n/a	n/a	71	75	74
Men	69	70	74	n/a	n/a	67	70	68
State-wide	67	65	66	67	67	67	67	66

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.

# Business and community development and tourism importance



2020 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

# Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

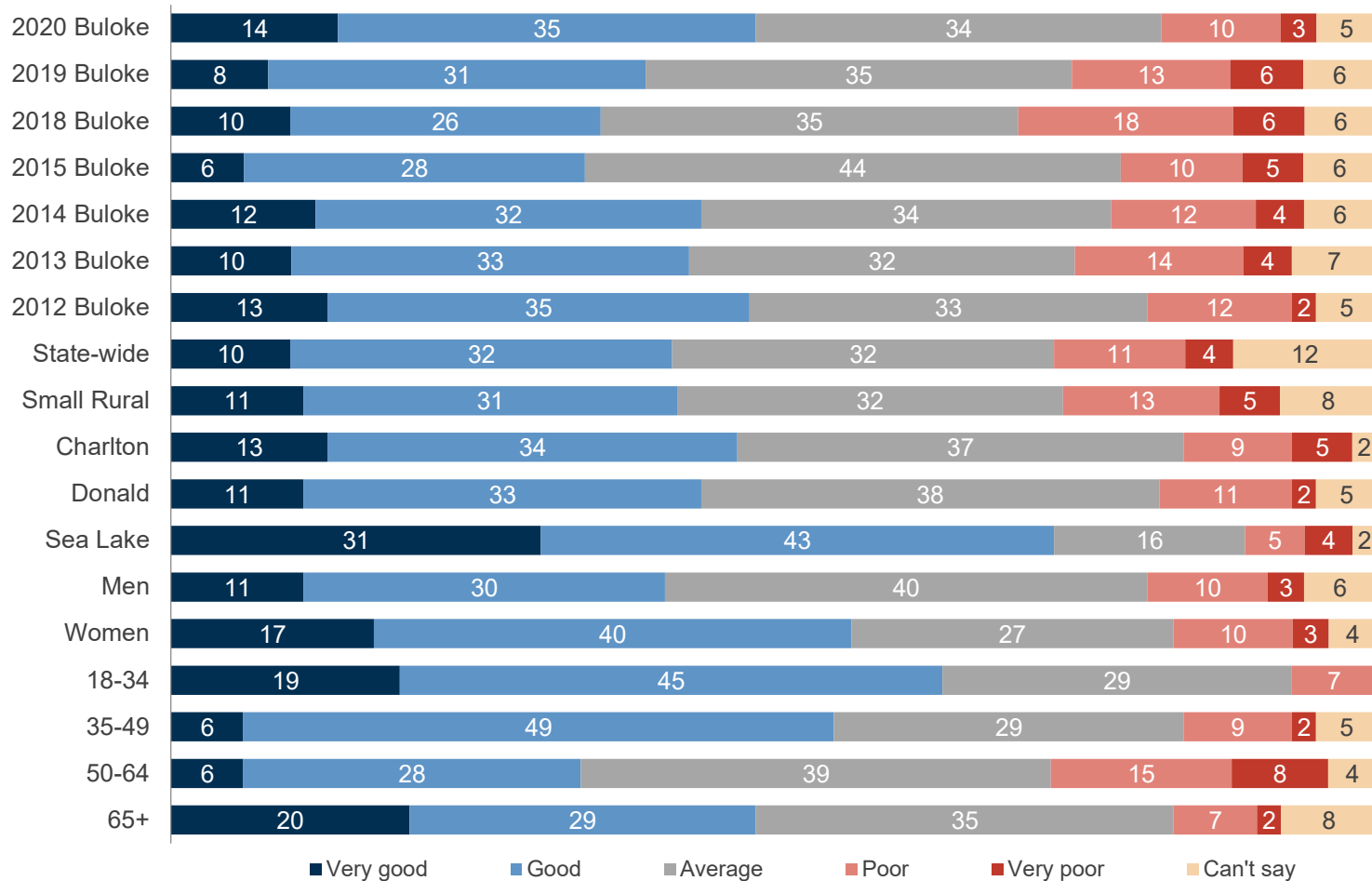
	2019	2018	2017	2016	2015	2014	2013	2012
Sea Lake	61	60	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	54	n/a	n/a	57	64	62	65
65+	60	56	n/a	n/a	60	63	65	67
Women	57	56	n/a	n/a	58	62	60	65
35-49	52	60	n/a	n/a	53	57	55	57
Buloke	56	54	n/a	n/a	56	60	58	62
Donald	56	53	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	54	46	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	60	61	60	61	62	62	62
Men	55	52	n/a	n/a	54	57	57	58
Small Rural	59	59	64	61	63	n/a	n/a	n/a
50-64	56	47	n/a	n/a	52	55	53	58

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.

# Business and community development and tourism performance



2020 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7





# Environmental sustainability importance



2020 environmental sustainability importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	74▲	73	72	73	73	73	72	71
Women	72▲	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	69	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	70▲	70	70	74	77	n/a	n/a	n/a
Donald	69	66	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	72	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	67	65	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	66	68	n/a	n/a	n/a	n/a	n/a	n/a
65+	66	63	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	62	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	62	66	n/a	n/a	n/a	n/a	n/a	n/a
Men	61▼	60	n/a	n/a	n/a	n/a	n/a	n/a

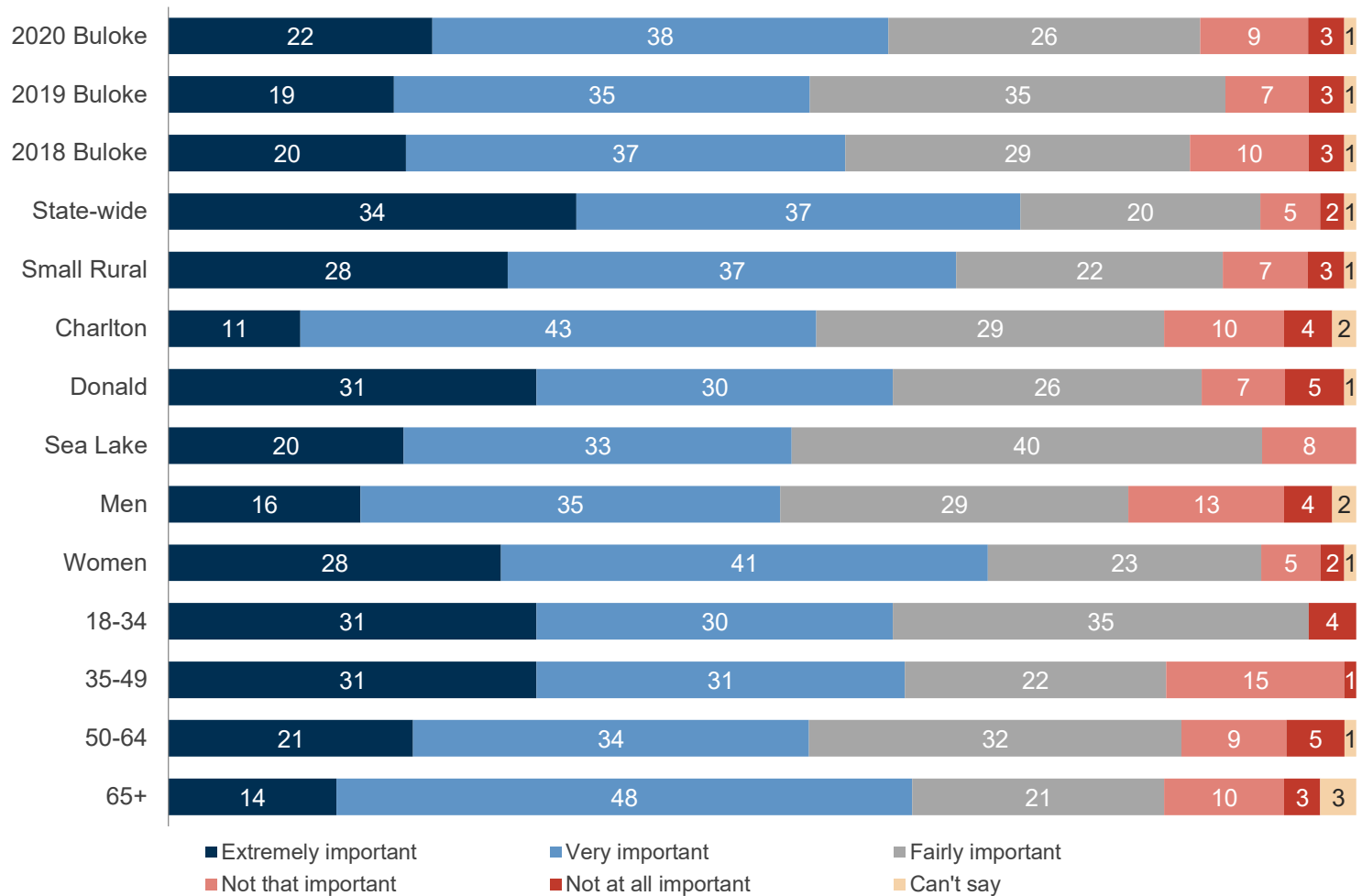
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4



# Environmental sustainability performance



2020 environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	57	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	61	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	58	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62	63	64	63	64	64	64	64
Sea Lake	57	55	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Donald	57	57	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	59	62	63	61	63	n/a	n/a	n/a
35-49	53	58	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	58	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	54	n/a	n/a	n/a	n/a	n/a	n/a

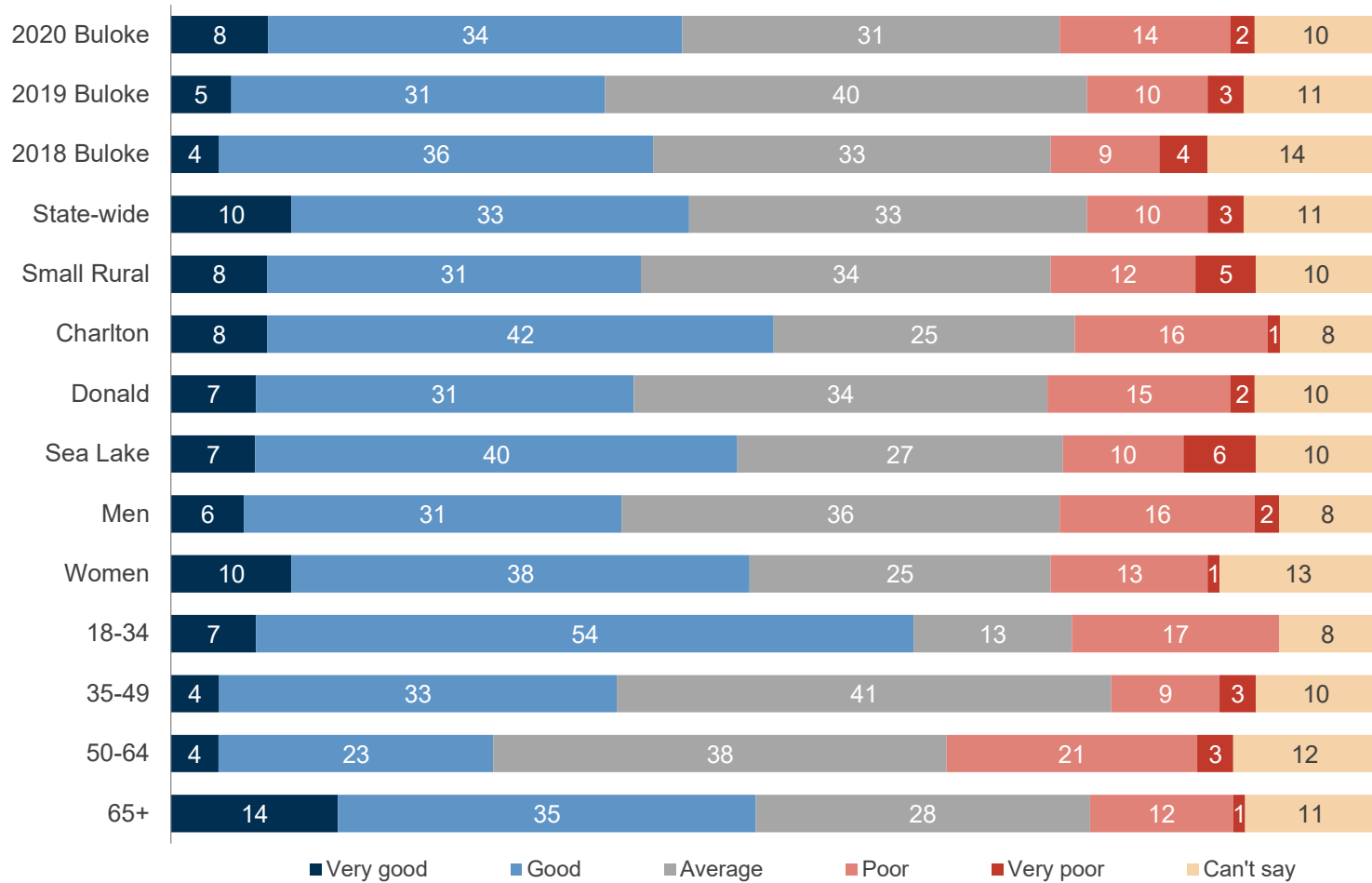
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



2020 environmental sustainability performance (%)



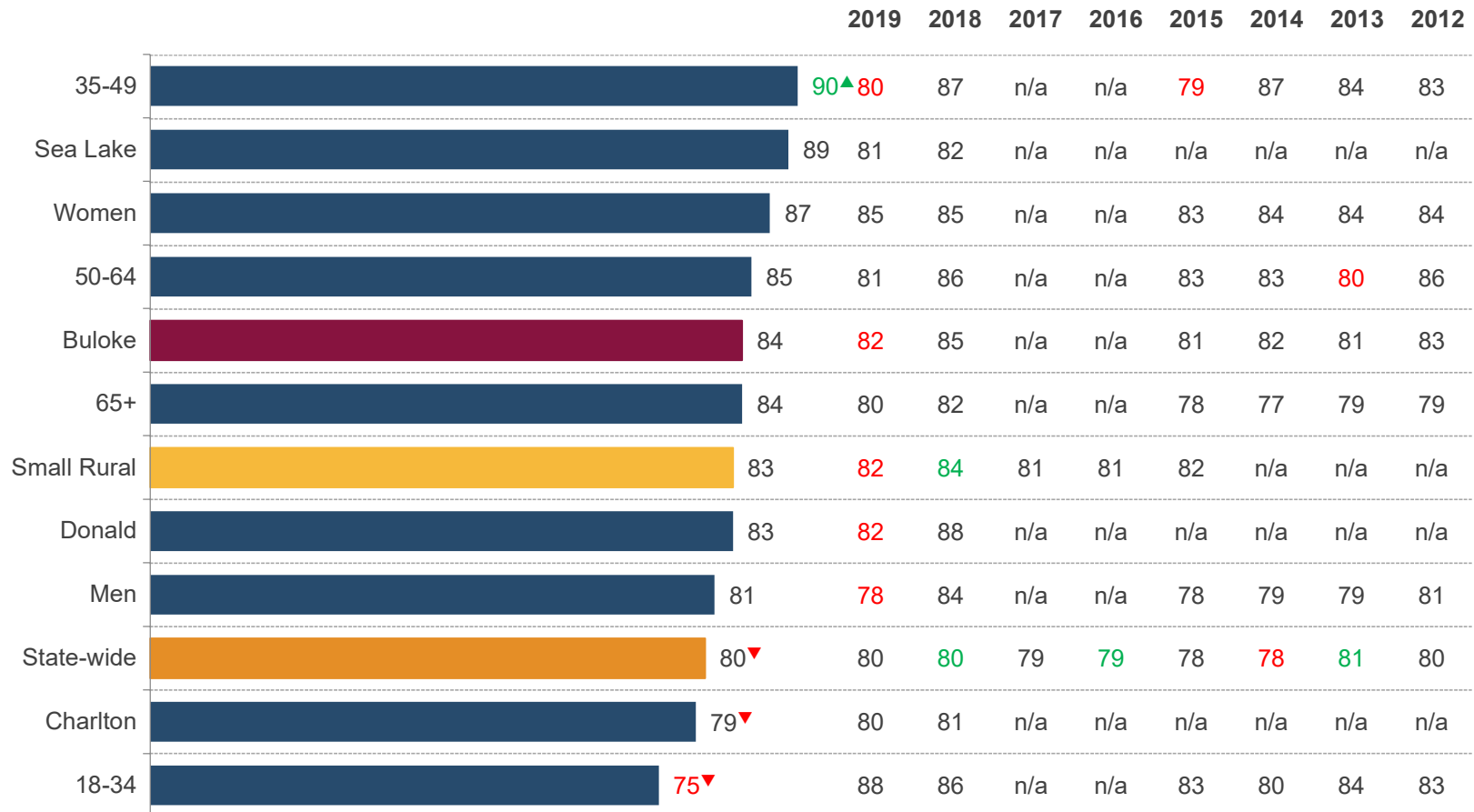
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5



# Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (index scores)



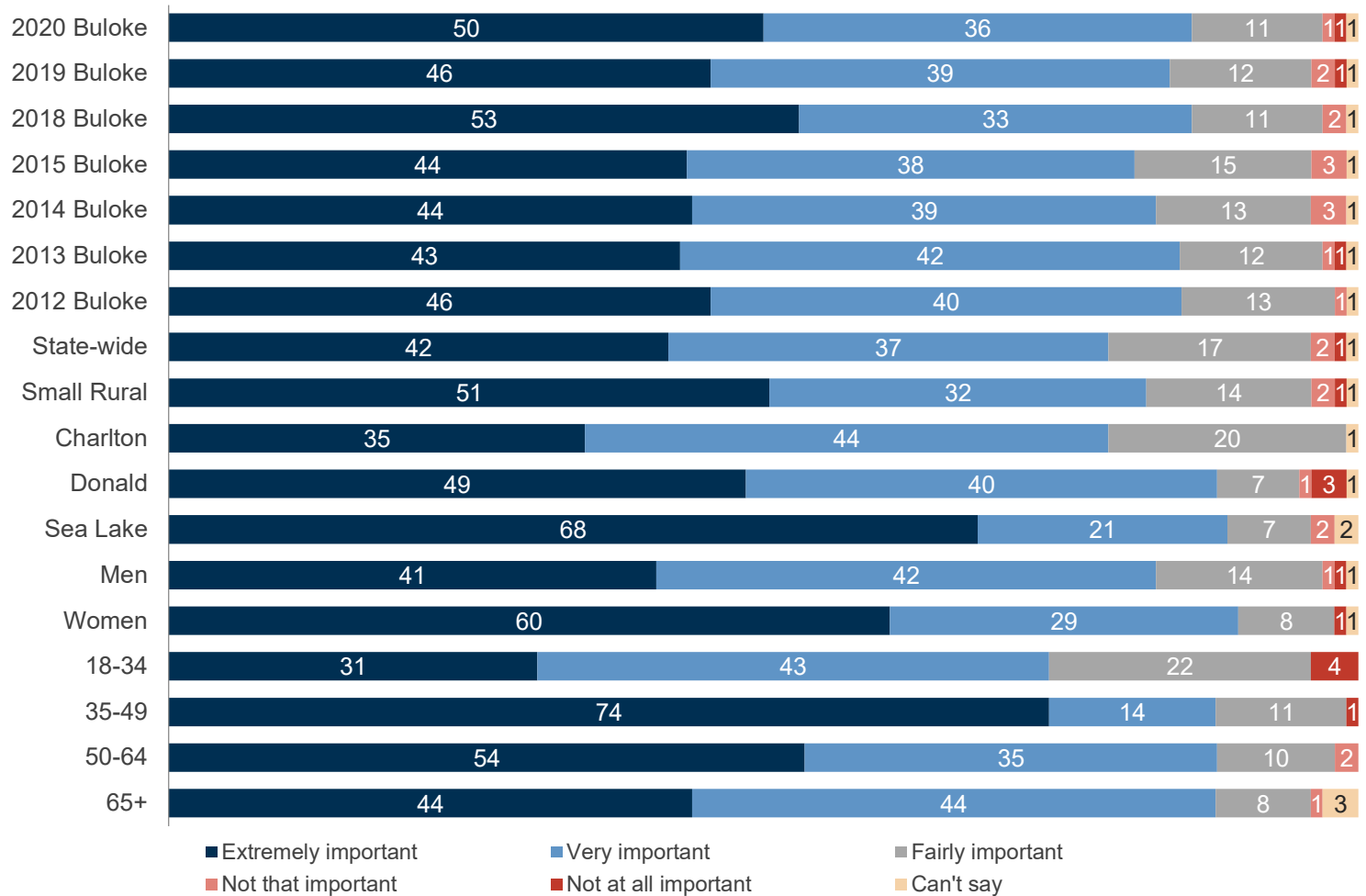
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3



# Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	44▲	43	44	43	45	45	44	46
Small Rural	43▲	40	43	44	45	n/a	n/a	n/a
Charlton	41	40	38	n/a	n/a	n/a	n/a	n/a
65+	39	44	38	n/a	n/a	44	48	44
18-34	37	34	36	n/a	n/a	41	40	41
Women	36	35	35	n/a	n/a	42	42	41
Buloke	35	37	35	n/a	n/a	40	41	39
Men	35	38	35	n/a	n/a	38	40	36
Donald	34	32	30	n/a	n/a	n/a	n/a	n/a
50-64	33	32	31	n/a	n/a	36	39	38
35-49	31	33	35	n/a	n/a	37	34	30
Sea Lake	29	36	37	n/a	n/a	n/a	n/a	n/a

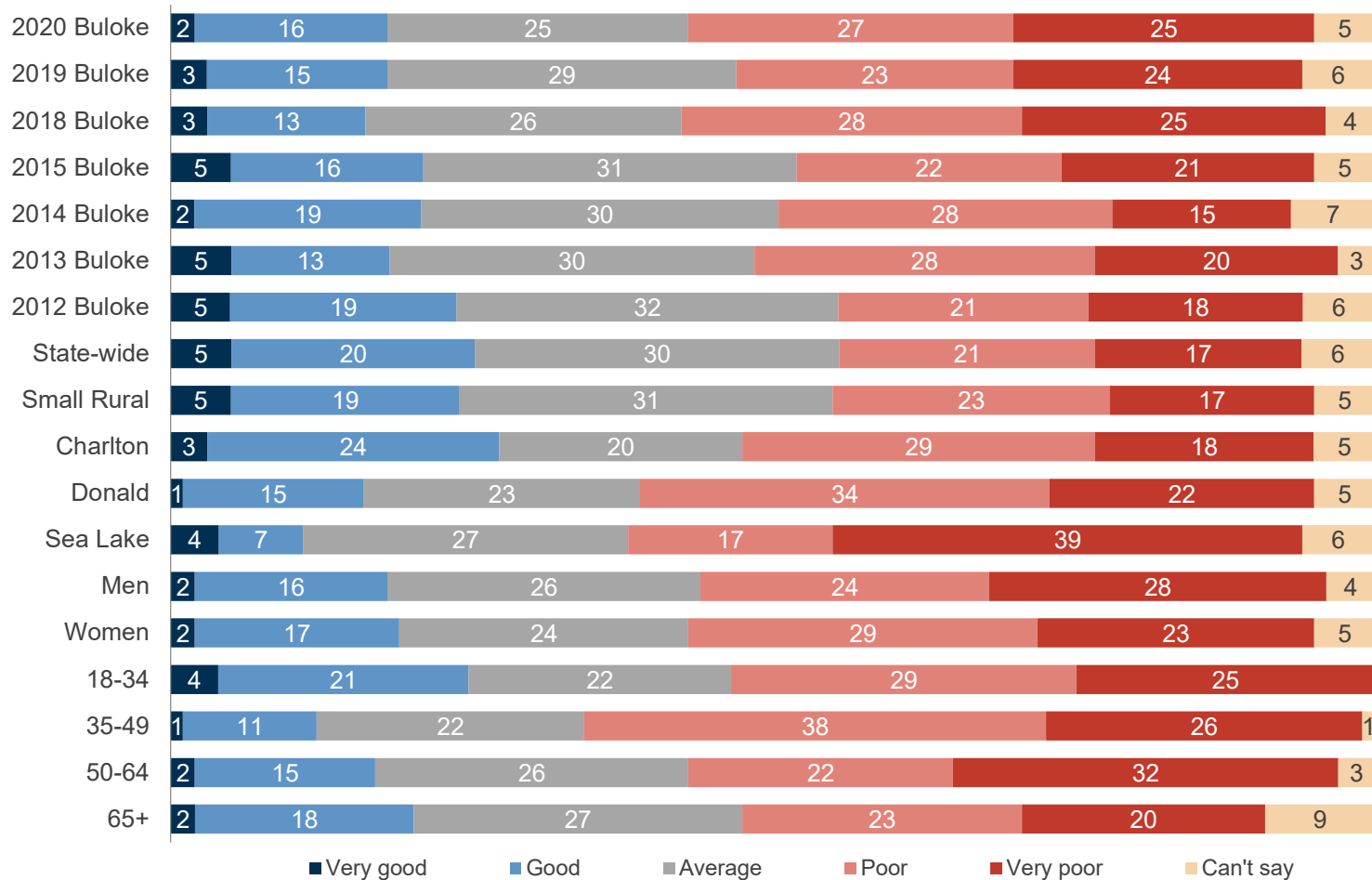
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# 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: 9





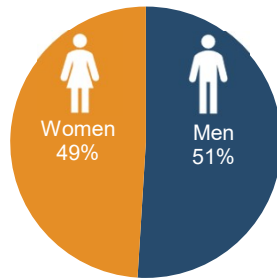
**Detailed  
demographics**



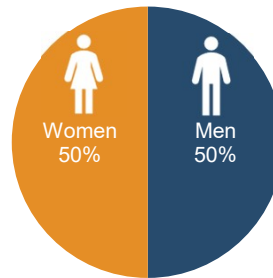
# Gender and age profile

## 2020 gender

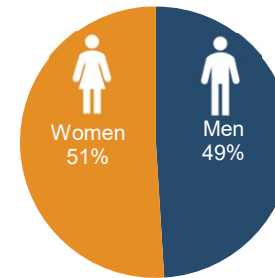
Buloke



Small Rural

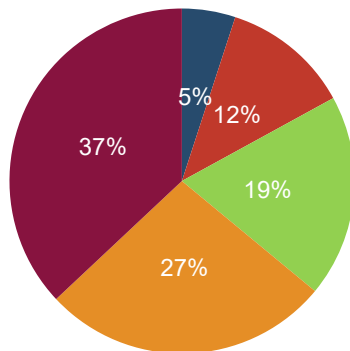


State-wide

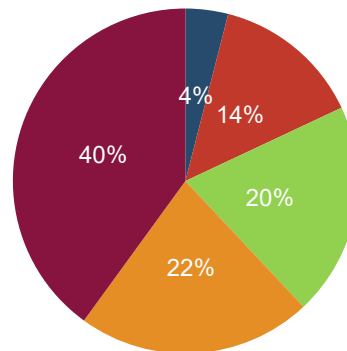


## 2020 age

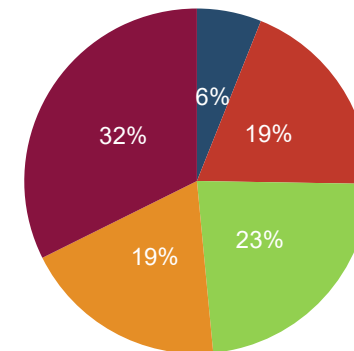
Buloke



Small 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: 62 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 2020 State-wide Local Government Community Satisfaction Survey for Buloke Shire Council was n=400. 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=400 interviews is +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 4,900 people aged 18 years or over for Buloke Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
<b>Buloke Shire Council</b>	400	400	+/-4.7
<b>Men</b>	181	206	+/-7.2
<b>Women</b>	219	194	+/-6.5
<b>Charlton</b>	86	85	+/-10.5
<b>Donald</b>	124	132	+/-8.7
<b>Sea Lake</b>	41	41	+/-15.4
<b>18-34 years</b>	24	67	+/-20.4
<b>35-49 years</b>	62	77	+/-12.5
<b>50-64 years</b>	129	107	+/-8.5
<b>65+ years</b>	185	149	+/-7.1



## 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:

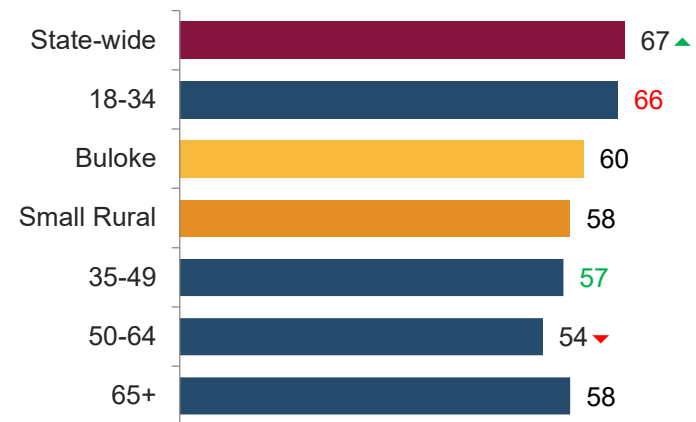
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

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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

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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](mailto:admin@jwsresearch.com)



## Appendix B: Survey methodology and sampling

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

- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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 Buloke 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 aged 18+ years in Buloke Shire Council.

Survey sample matched to the demographic profile of Buloke 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 within Buloke Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Buloke Shire Council. Survey fieldwork was conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March, 2020.



## Appendix B: Analysis and reporting

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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

Buloke Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Buloke Shire Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small 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

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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 Buloke 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

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### 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**

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### **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

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**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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