



2019 Local Government Community Satisfaction Survey

Buloke Shire Council

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

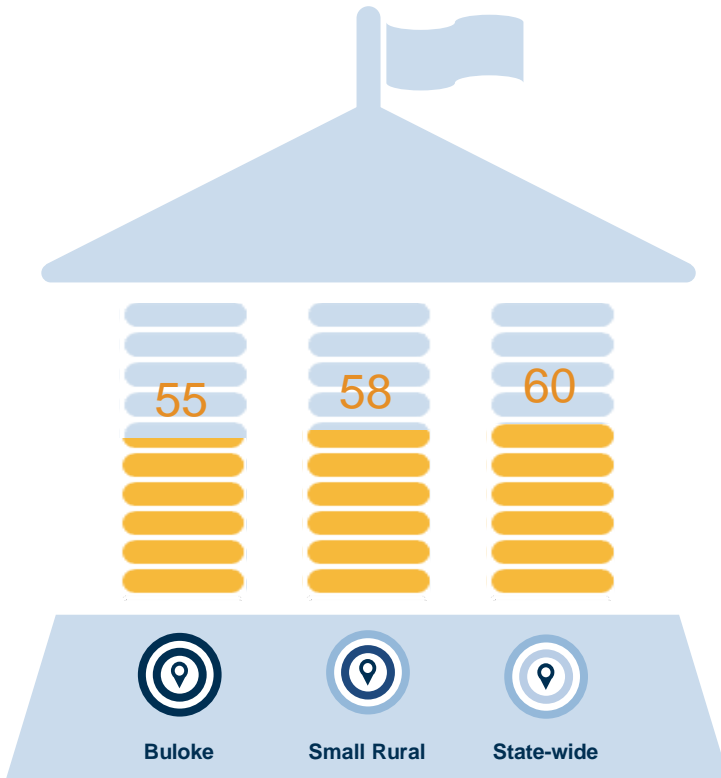


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Buloke Shire Council – at a glance



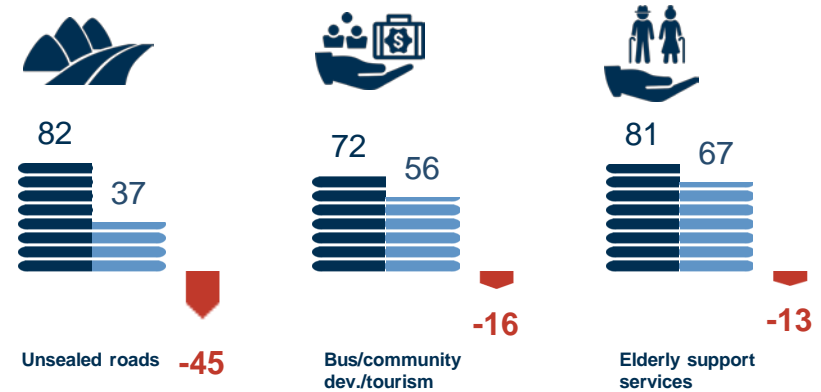
Overall Council performance

Results shown are index scores out of 100.

Top 3 performing areas



Top 3 areas for improvement



Importance Performance Net differential

The image features large, stylized letters 'N' and 'W' in a dark blue color. The letters are filled with a satellite night view of a city, showing a dense network of streets and bright spots representing city lights. The background is white.

Background and objectives



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 twentieth 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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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.



The image features a large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a satellite-style map of the United States, showing state boundaries and major cities. The background of the entire page is white.

Key findings and recommendations



Overall performance

The overall performance index score of 55 for Buloke Shire Council represents a three-point improvement on the 2018 result. Although this is not a significant improvement, it continues the trend across 2016 to 2018, where ratings have steadily increased.

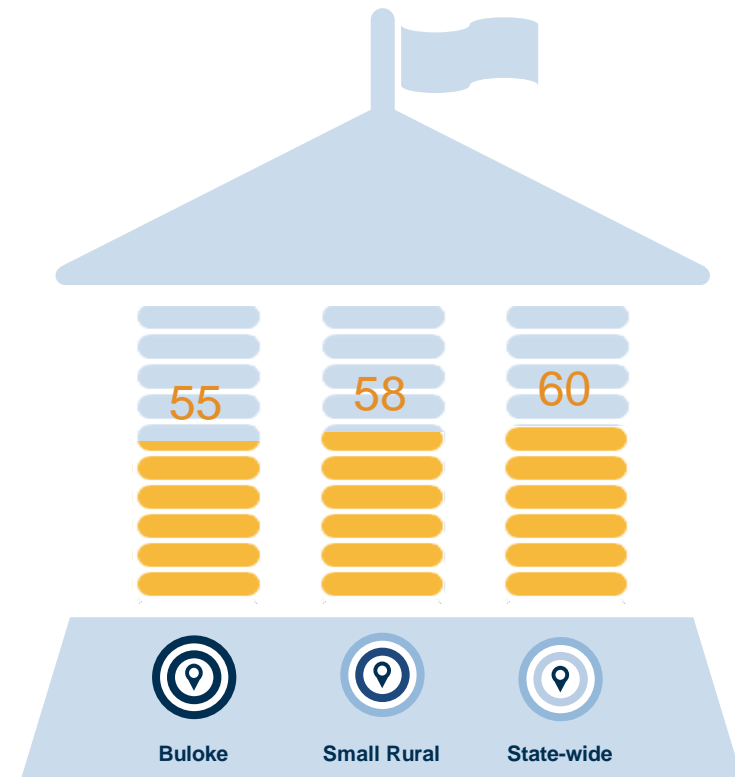
- Overall performance is now seven points down on Council's peak result of 62 achieved in 2012.

Buloke Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide, and for councils in the Small Rural group (index scores of 60 and 58 respectively).

- Residents aged 65+ years (index score of 62) rate Council's overall performance significantly higher than the Council-wide average.
- Residents aged 35 to 49 years (index score of 46) rate Council's overall performance significantly lower than the Council-wide average.

Almost twice as many residents rate Buloke Shire Council's overall performance as 'very good' or 'good' (41%) than those who rate it as 'very poor' or 'poor' (21%). A further 37% sit mid-scale, rating Council's overall performance as 'average'.

Overall Council performance



Results shown are index scores out of 100.



Customer contact and service

Contact with council

Around three-in-five Buloke Shire Council residents (61%) have had contact with Council in the last 12 months. This is not significantly different to 2018 (62%).

- Residents aged 35 to 64 years had the most contact with Council (71%) in 2019.
- Conversely, Sea Lake residents had the least contact with council (49%). Residents aged 65+ years also had relatively low contact with Council (51%), significantly lower than the Council average.

The main methods of contacting Council are by telephone (37%) and in person (26%).

Customer service

Buloke Shire Council's customer service index of 67 is a one-point decline on the result for 2018, remaining six points down on Council's highest result of 73 achieved across 2013 and 2014. Performance on this measure is rated below the Small Rural group average (but not significantly so), and significantly lower than the average for councils State-wide (index scores of 70 and 71 respectively).

Just under a third of residents (31%) rate Council's customer service as 'very good', with approximately another third (32%) rating it as 'good', representing a four-point decrease in 'very good' ratings compared with 2018.

- Residents aged 65+ years (index score of 78) rate customer service significantly higher than the Council-wide average.
- Residents aged 35 to 49 years (index score of 57) rate customer service significantly lower than the Council-wide average. Ratings among this cohort have also declined significantly in the past year by 20 index points.



Top performing areas and areas for improvement

Top performing areas

Recreational facilities is the area where Buloke Shire Council has performed most strongly overall (index score of 69), with this area performing at a similar level to the State-wide and Small Rural group council averages (index scores of 70 and 68 respectively).

Other top performing service areas for Buloke Shire Council are:

- Appearance of public areas (index score of 68)
- Elderly support services (index score of 67)
- Waste management (index score of 65)

However, Council is rated significantly lower than the Small Rural group council average for appearance of public areas and elderly support services.

Positively, the most improved measure in 2019 is elderly support services which increased significantly by four index points compared to 2018.

Areas for improvement

The most significant decline in 2019 was a four point drop on the measure of waste management (index score of 65). This is the lowest rating recorded on this measure (peak of 74 in 2013 and 2014). Council's performance on waste management is significantly lower than the average ratings for councils State-wide and similar to the average for councils in the Small Rural group (index scores of 68 and 66 respectively).

- Impressions of waste management declined significantly among Charlton residents and residents aged 18 to 49 years in the past year.

Other areas that stand out as in need of Council attention, are areas where performance is rated low and significantly below the average for Small Rural councils. Namely, unsealed local roads (index score of 37), sealed local roads (42), lobbying and community decisions (52).

Positively, performance on sealed local roads is trending upwards with ratings increasing steadily since 2017. Ratings are just two points below the 2015 peak (44).

Lobbying and community decisions are also trending in the right direction. Performance ratings in both areas have seen steady increases since 2016. However, perceptions of lobbying have plateaued in 2019, with ratings consistent with last year.



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community
- Lobbying on behalf of the community
- Community consultation and engagement.

Other service areas with a positive influence on overall performance include:

- Condition of sealed local roads
- The appearance of public areas
- Maintenance of unsealed roads
- Waste management
- Recreational activities
- Business, community development and tourism.

In terms of the key service areas, the appearance of public areas, waste management and recreational activities have the highest performance index and a moderate positive relationship to the overall performance rating.

- Currently, Buloke Shire Council is performing reasonably well in these areas and maintaining these results should remain a focus for Council.

Buloke Shire Council's maintenance of unsealed roads and the condition of sealed local roads have lower performance ratings. Efforts in these areas have the capacity to lift Council's overall performance rating – they have a moderate positive influence on overall perceptions.

Good communication and transparency with residents about lobbying efforts, decisions the Council has made in the Buloke community's interest as well as better community engagement and consultation could help drive up overall opinion of Council's performance as they have the strongest influence on overall performance rating.



Focus areas for coming 12 months

Perceptions of Council only experienced significant declines in performance index scores in one service area, waste management, in the past year. This is a positive result for council.

In terms of priorities for the year ahead, Buloke Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Lobbying on behalf of the community
- Decisions made in the interest of the community
- Community consultation and engagement

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Small Rural group council averages.

Areas that stand out as being most in need of Council attention are unsealed roads (index score of 37), sealed local roads (index score of 42), lobbying and community decisions (index scores of 52). Despite remaining stable in 2019, performance on these measures is low. These areas also have a moderate to strong influence on perception of overall performance.

Service areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

- Unsealed roads (margin of 45 points)
- Business and community development and tourism (margin of 16 points)
- Elderly support services (margin of 13 points)
- Waste management (margin of 11 points)

More generally, consideration should also be given to residents aged 35 to 64 years, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65+ years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on elderly support services over the next 12 months.



Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:

03 8685 8555

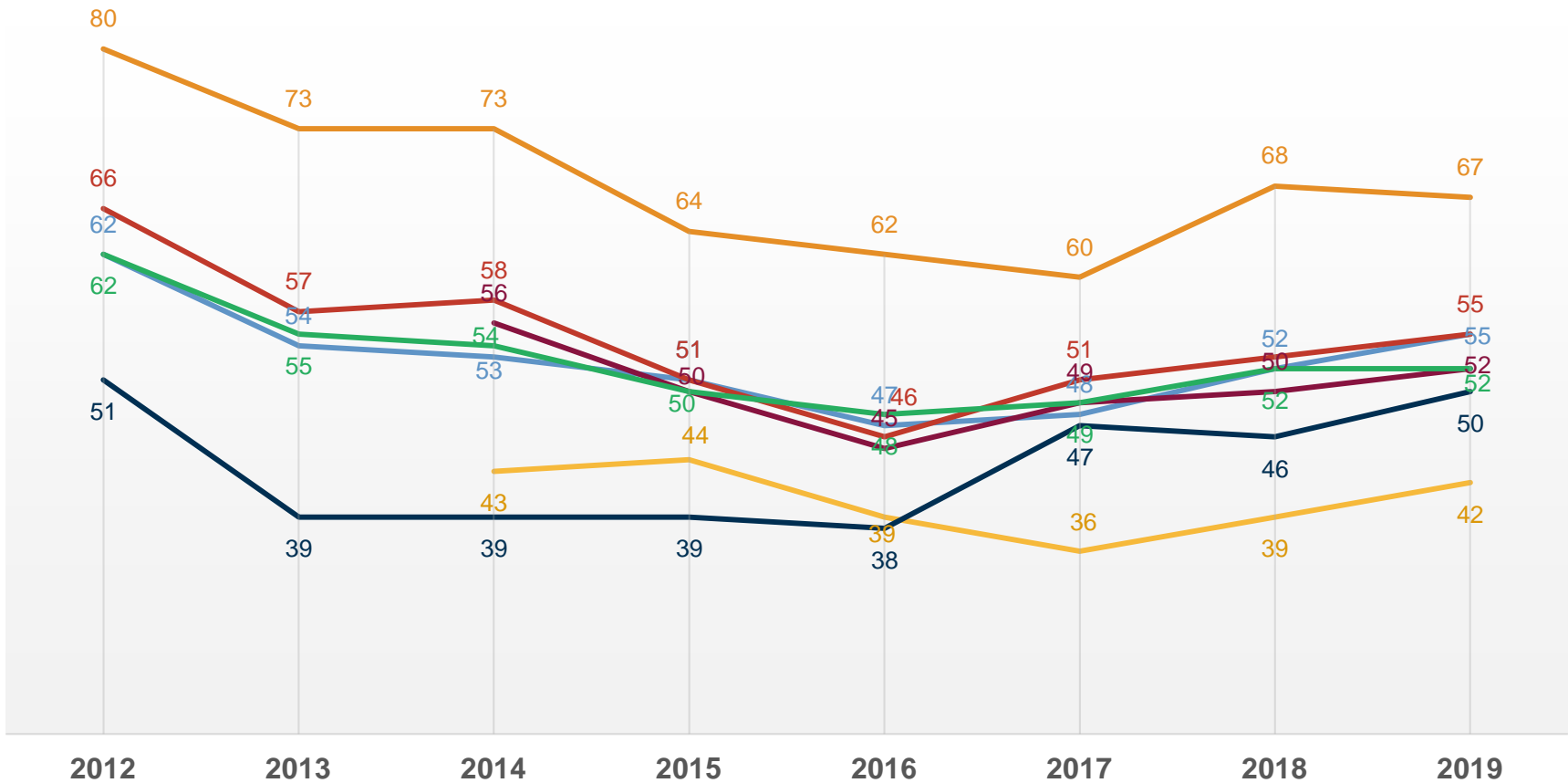


Summary of findings



Summary of core measures

Index scores





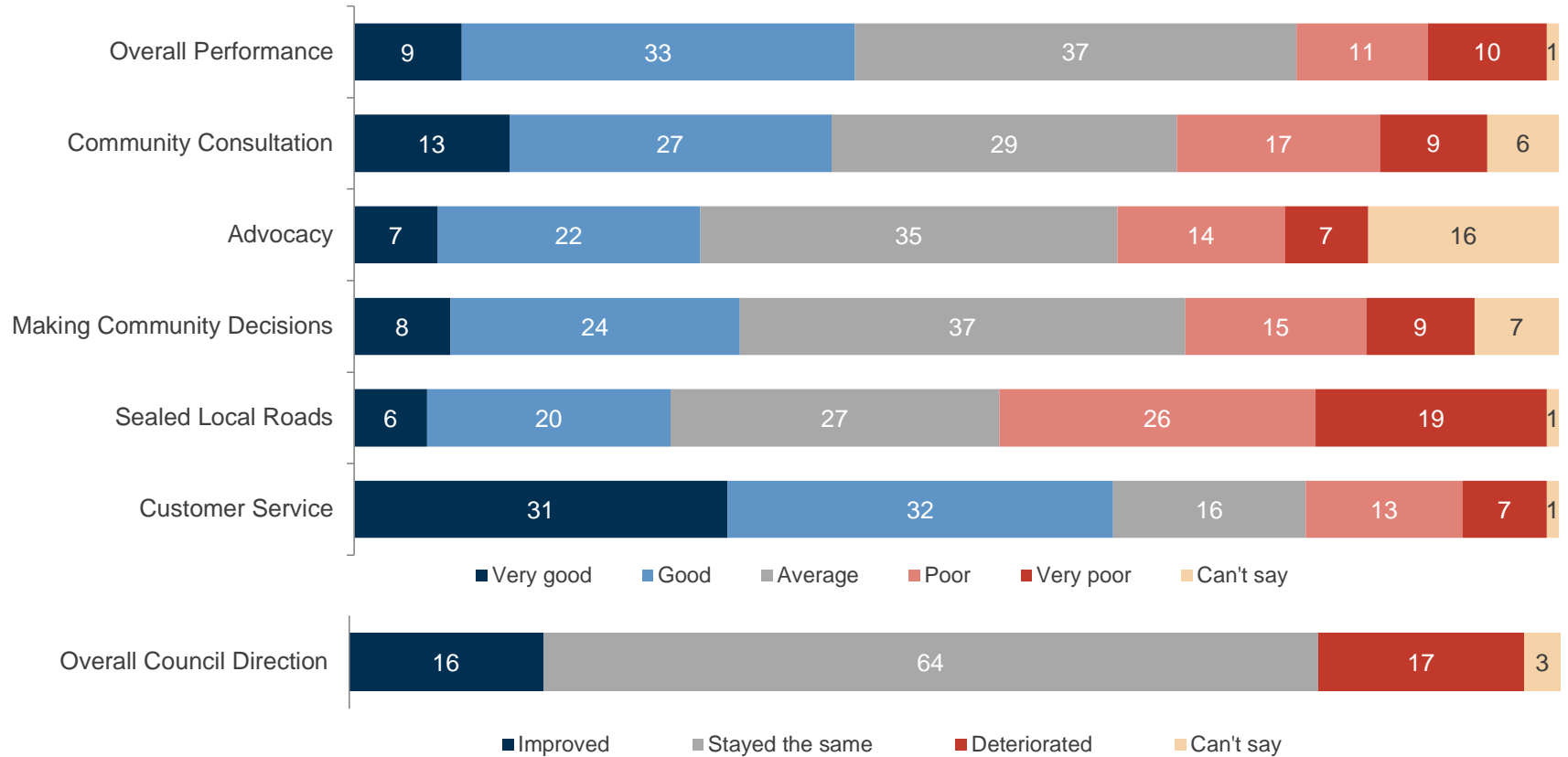
Summary of core measures

Performance Measures	Buloke 2019	Buloke 2018	Small Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	55	52	58	60	Aged 65+ years	Aged 35-49 years
Community Consultation (Community consultation and engagement)	55	53	56	56	Aged 18-34 years	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	52	52	55	54	Aged 65+ years	Aged 35-49 years
Making Community Decisions (Decisions made in the interest of the community)	52	50	55	55	Aged 65+ years	Aged 35-49 years
Sealed Local Roads (Condition of sealed local roads)	42	39	53	56	Aged 65+ years	Aged 35-49 years
Customer Service	67	68	70	71	Aged 65+ years	Aged 35-49 years
Overall Council Direction	50	46	53	53	Aged 65+ years	Aged 35-49 years, Sea Lake



Summary of key community satisfaction

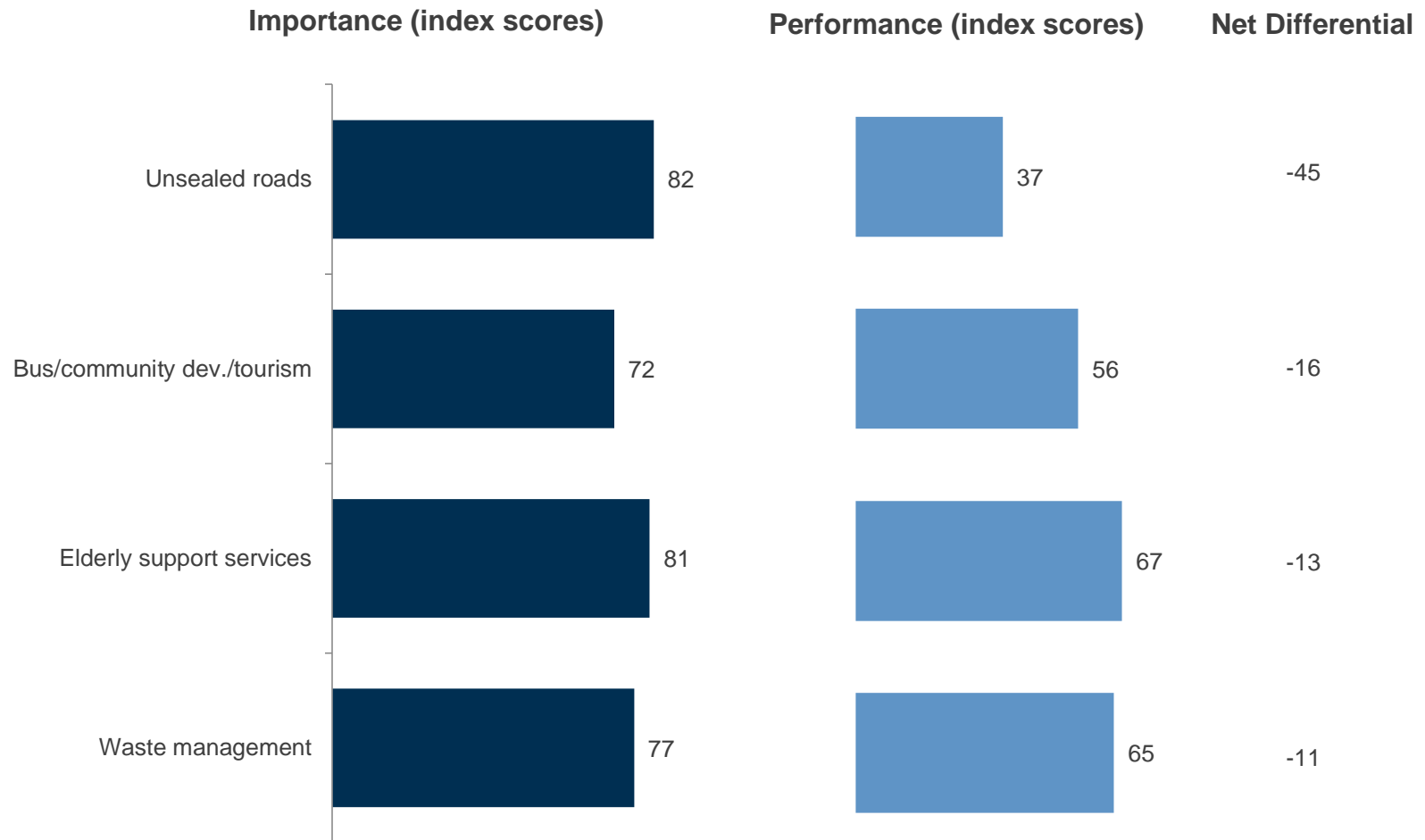
Key measures summary results (%)





Individual service areas importance vs performance

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





Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.
- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

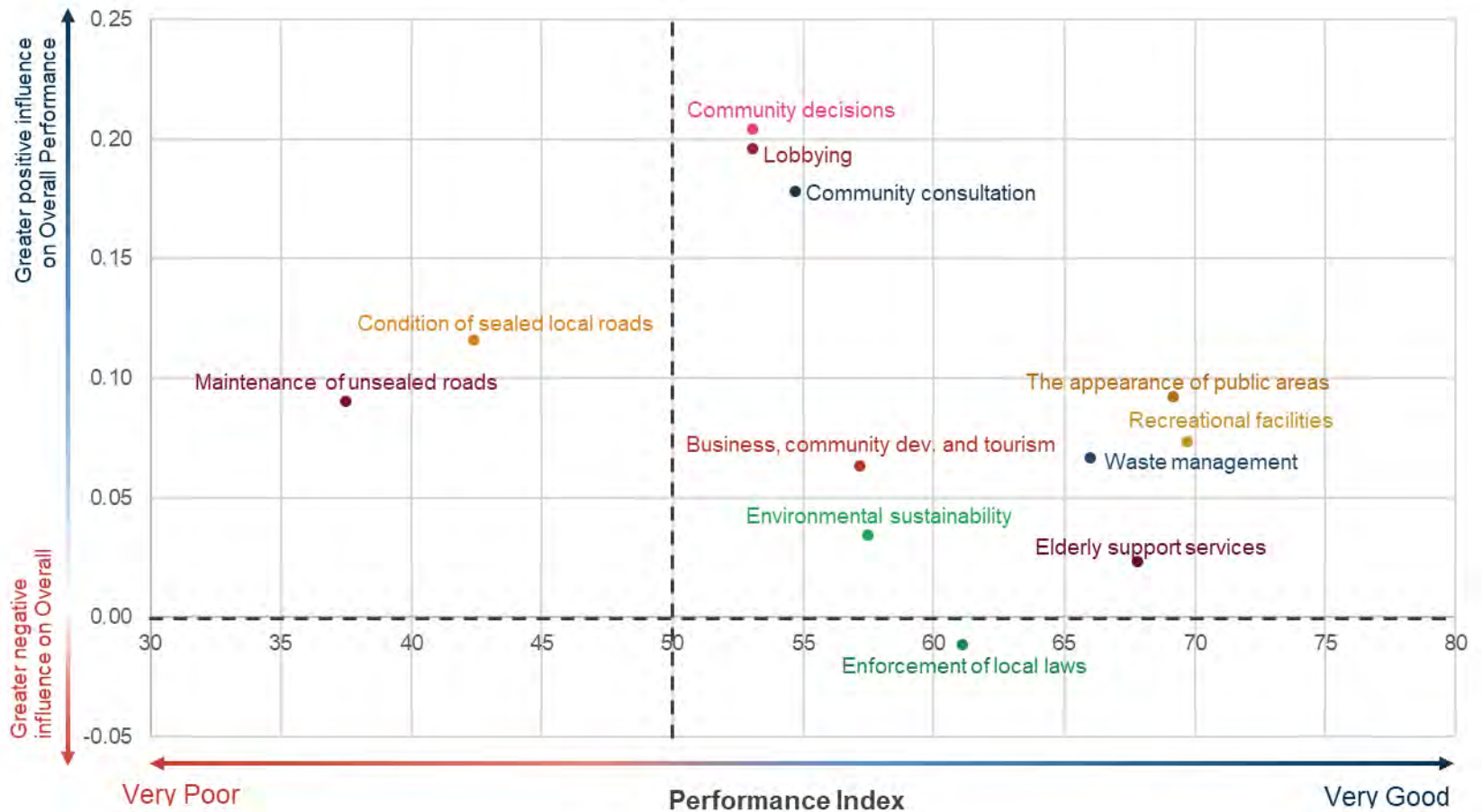
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2019 regression analysis (all service areas)

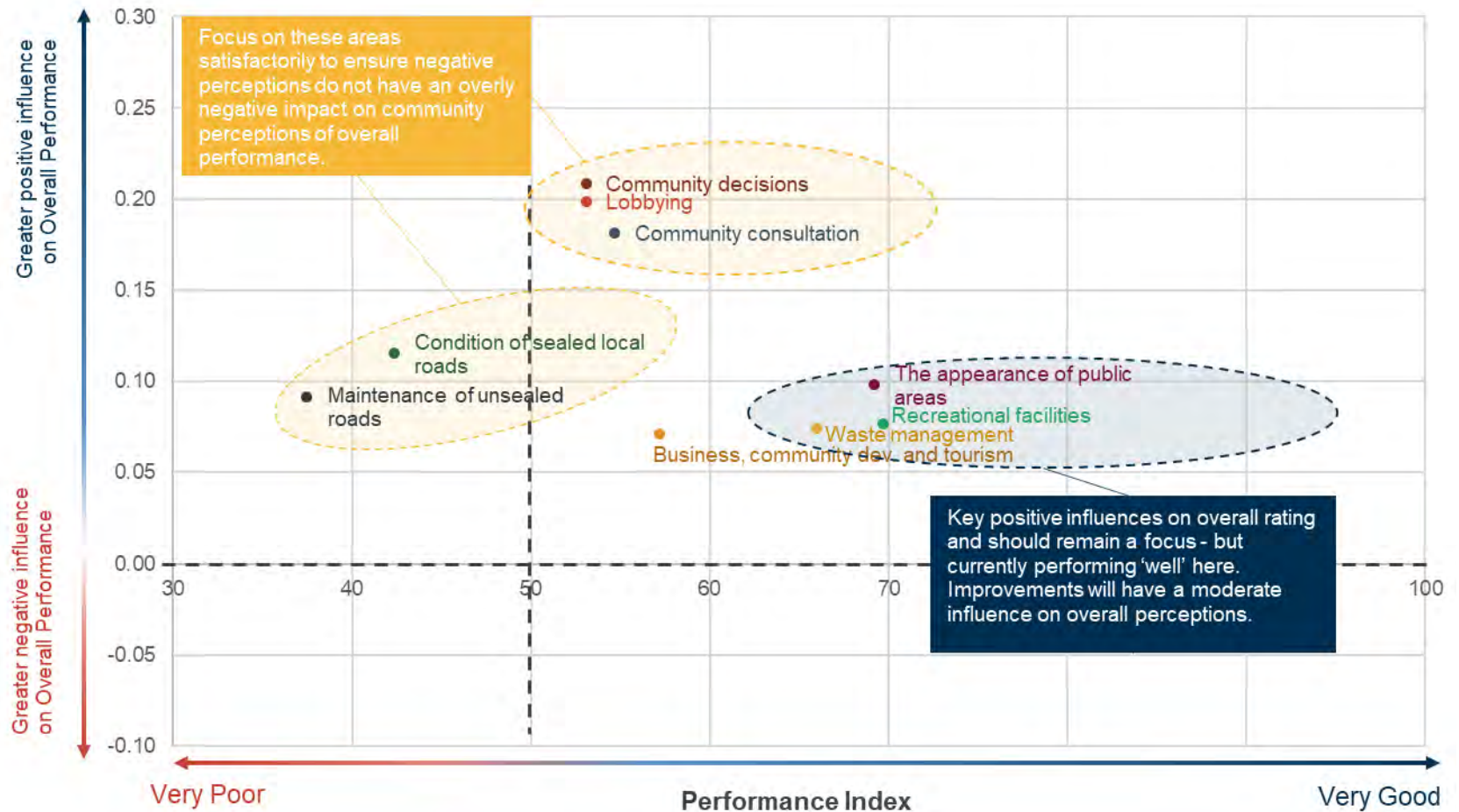


The multiple regression analysis model above (all service areas) has an R-squared value of 0.628 and adjusted R-square value of 0.616, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 54.44$. 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

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.627 and adjusted R-square value of 0.618, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 72.75$.



Individual service area importance

2019 individual service area importance (index scores)

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

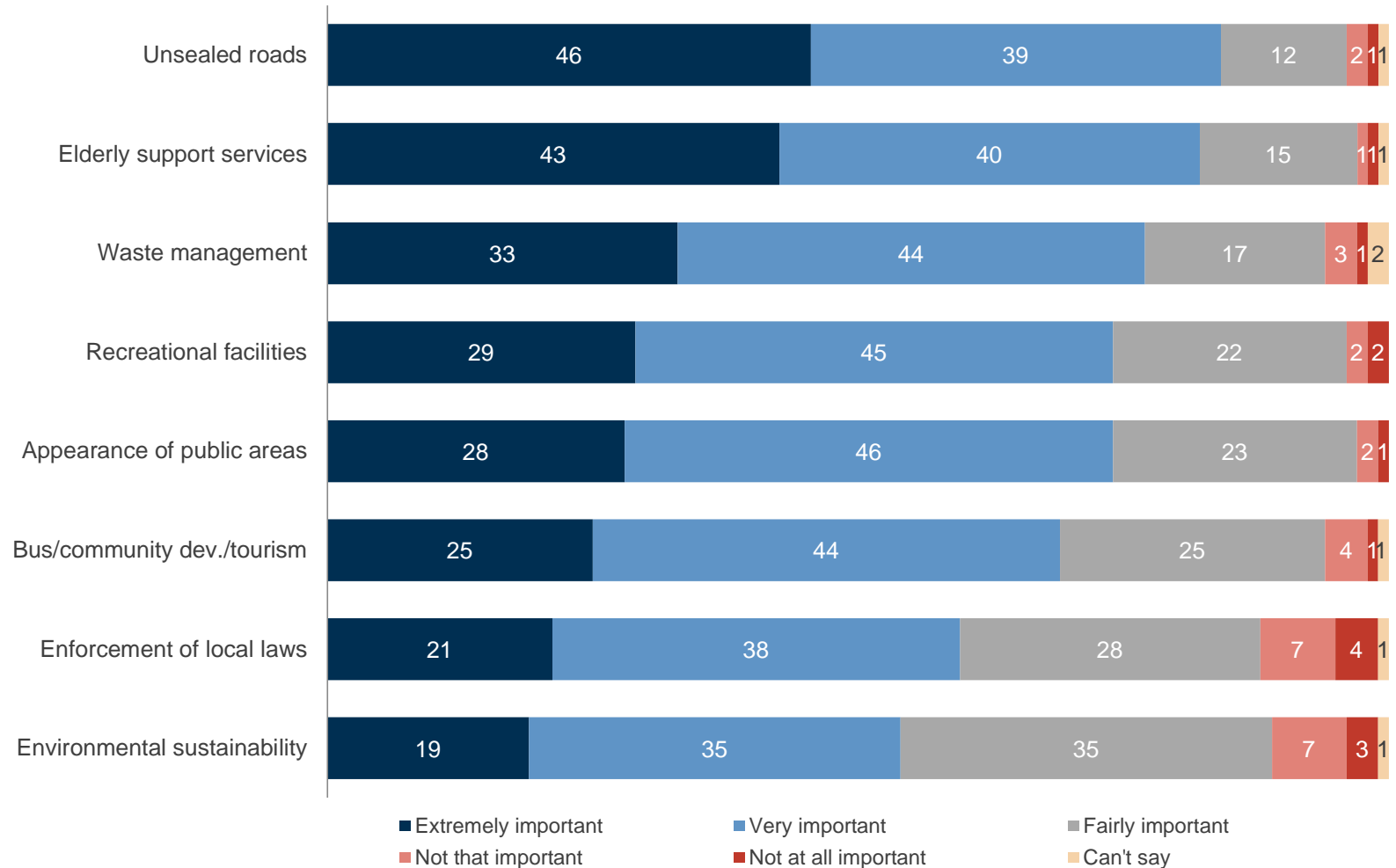
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

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



Individual service area importance

2019 individual service area importance (%)



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



Individual service area performance

2019 individual service area performance (index scores)

		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
Environmental sustainability	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	56	54	n/a	n/a	56	60	58	62
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?

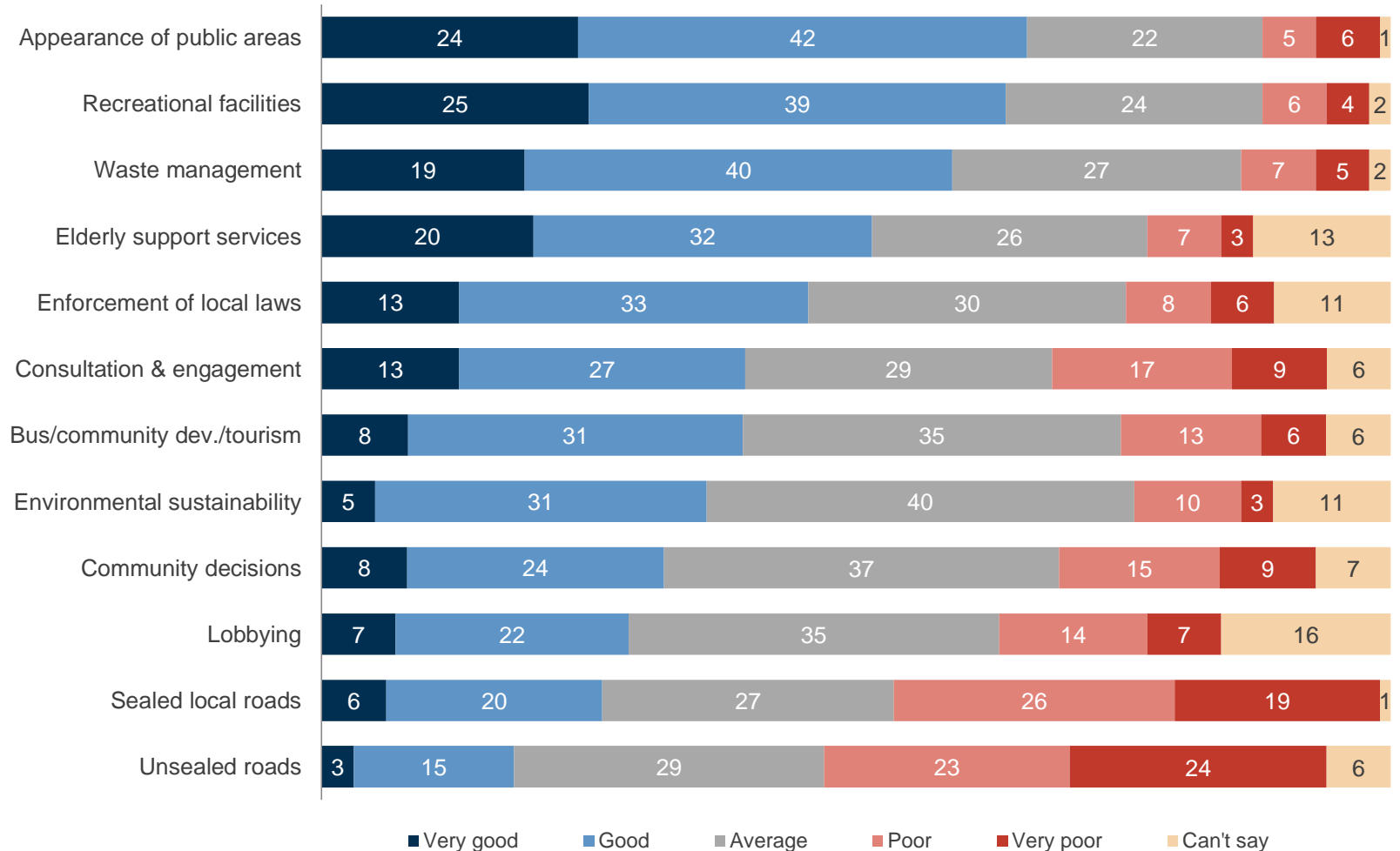
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Individual service area performance

2019 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18



Individual service area performance vs State-wide average

Significantly Higher than State-wide Average

- Not applicable

Significantly Lower than State-wide Average

- Enforcement of local laws
- Appearance of public areas
- Waste management
- Bus/community dev./tourism
- Environmental sustainability
- Unsealed roads
- Making community decisions
- Sealed local roads



Individual service area performance vs group average

Significantly Higher than Group Average

- Not applicable

Significantly Lower than Group Average

- Lobbying
- Elderly support services
- Appearance of public areas
- Bus/community dev./tourism
- Unsealed roads
- Making community decisions
- Sealed local roads

DETAILED FINDINGS



Overall
performance



Overall performance

2019 overall performance (index scores)

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

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?

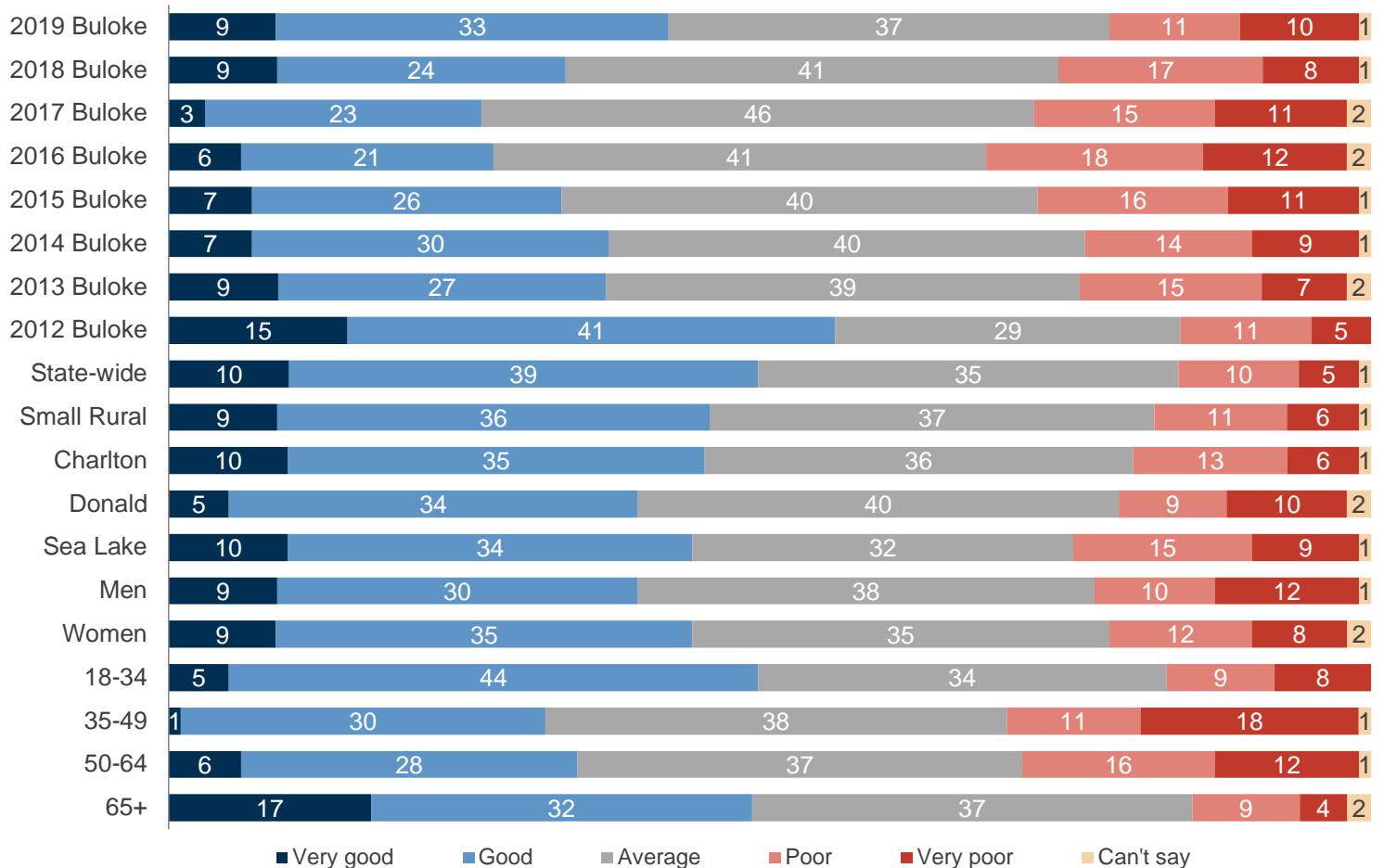
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Overall performance

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: 63 Councils asked group: 18

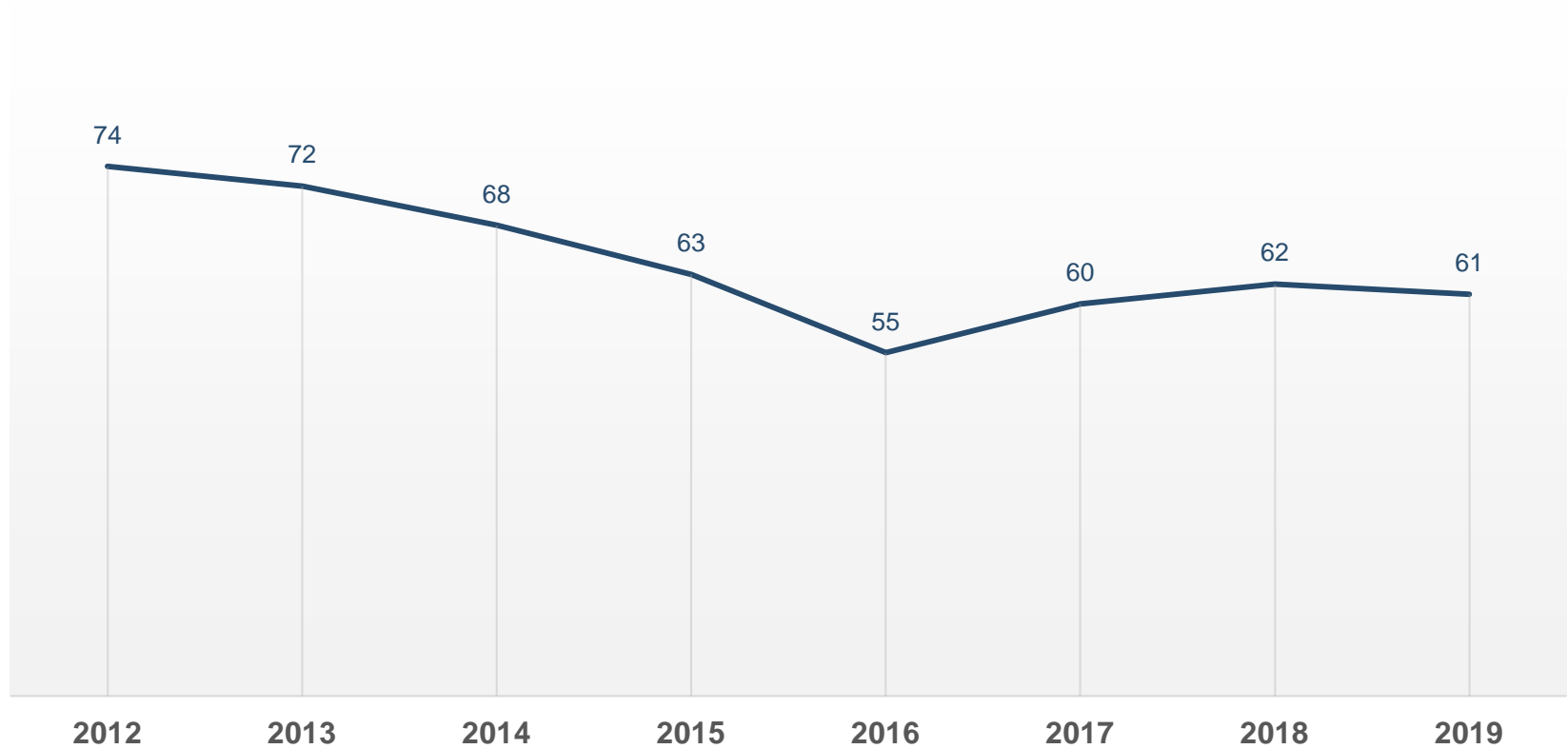


Customer service



Contact with council

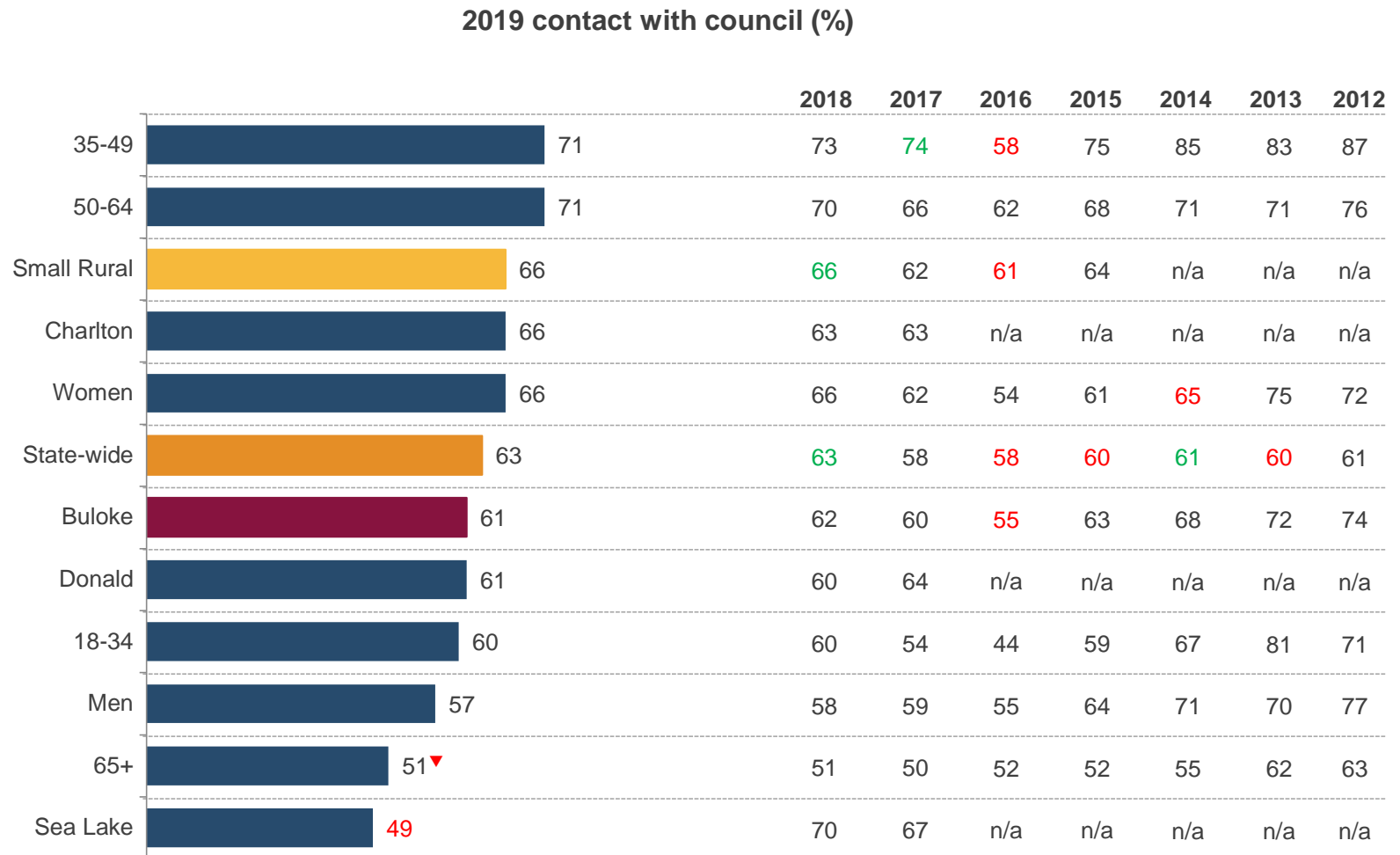
2019 contact with council (%)
Have had contact



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: 25 Councils asked group: 6



Contact with council



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: 25 Councils asked group: 6

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



Customer service rating

2019 customer service rating (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	78▲	70	58	67	67	75	76	81
18-34	73	72	63	60	68	81	76	81
Charlton	72	73	62	n/a	n/a	n/a	n/a	n/a
Women	72	72	65	62	70	73	77	81
State-wide	71▲	70	69	69	70	72	71	71
Small Rural	70	69	69	69	70	n/a	n/a	n/a
Sea Lake	68*	73	60	n/a	n/a	n/a	n/a	n/a
Buloke	67	68	60	62	64	73	73	80
Men	63	64	53	61	58	74	69	79
50-64	62	57	61	60	57	69	73	81
Donald	60	63	61	n/a	n/a	n/a	n/a	n/a
35-49	57▼	77	59	58	66	71	70	78

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: 63 Councils asked group: 18

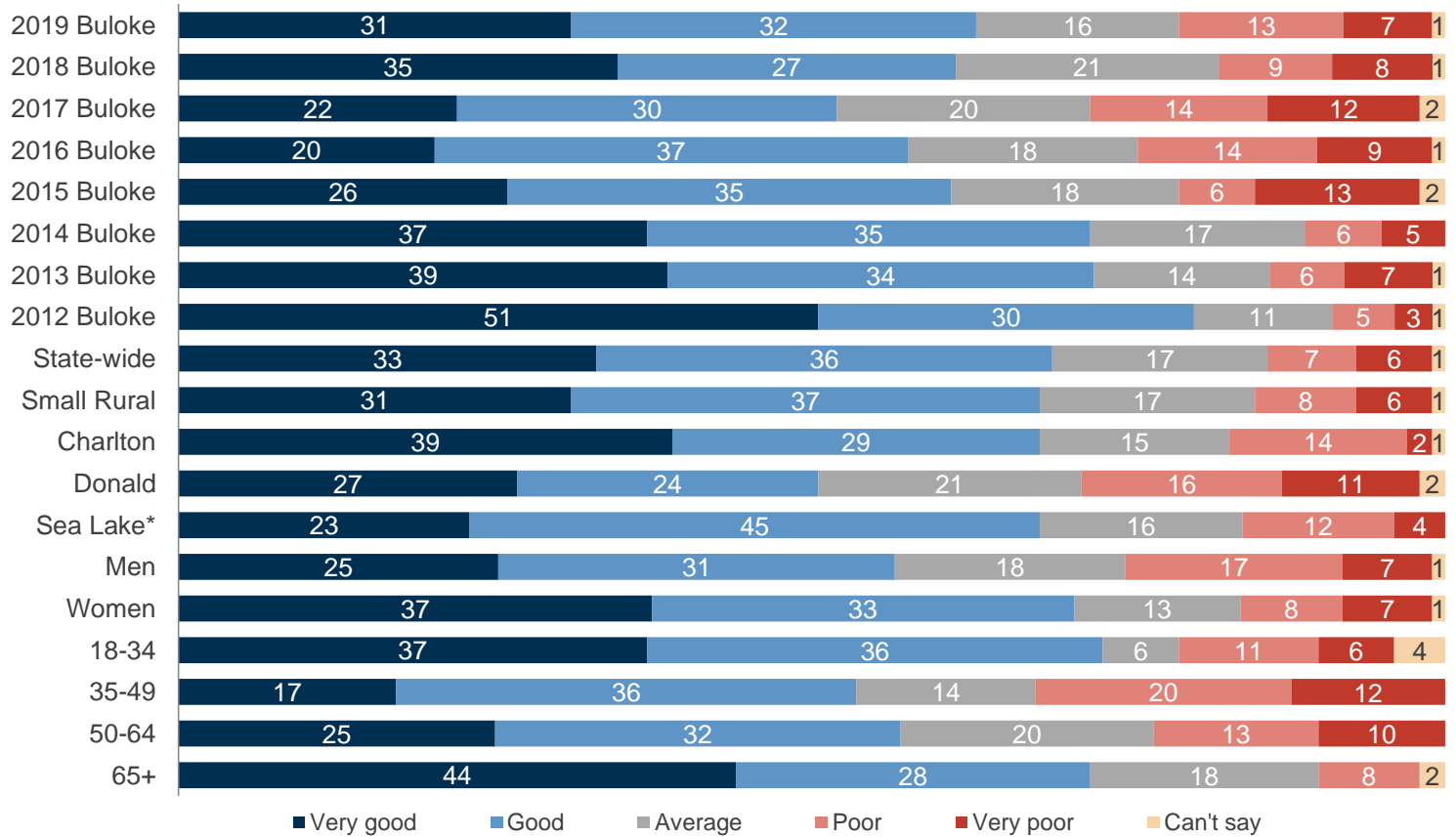
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

Customer service rating (%)



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.

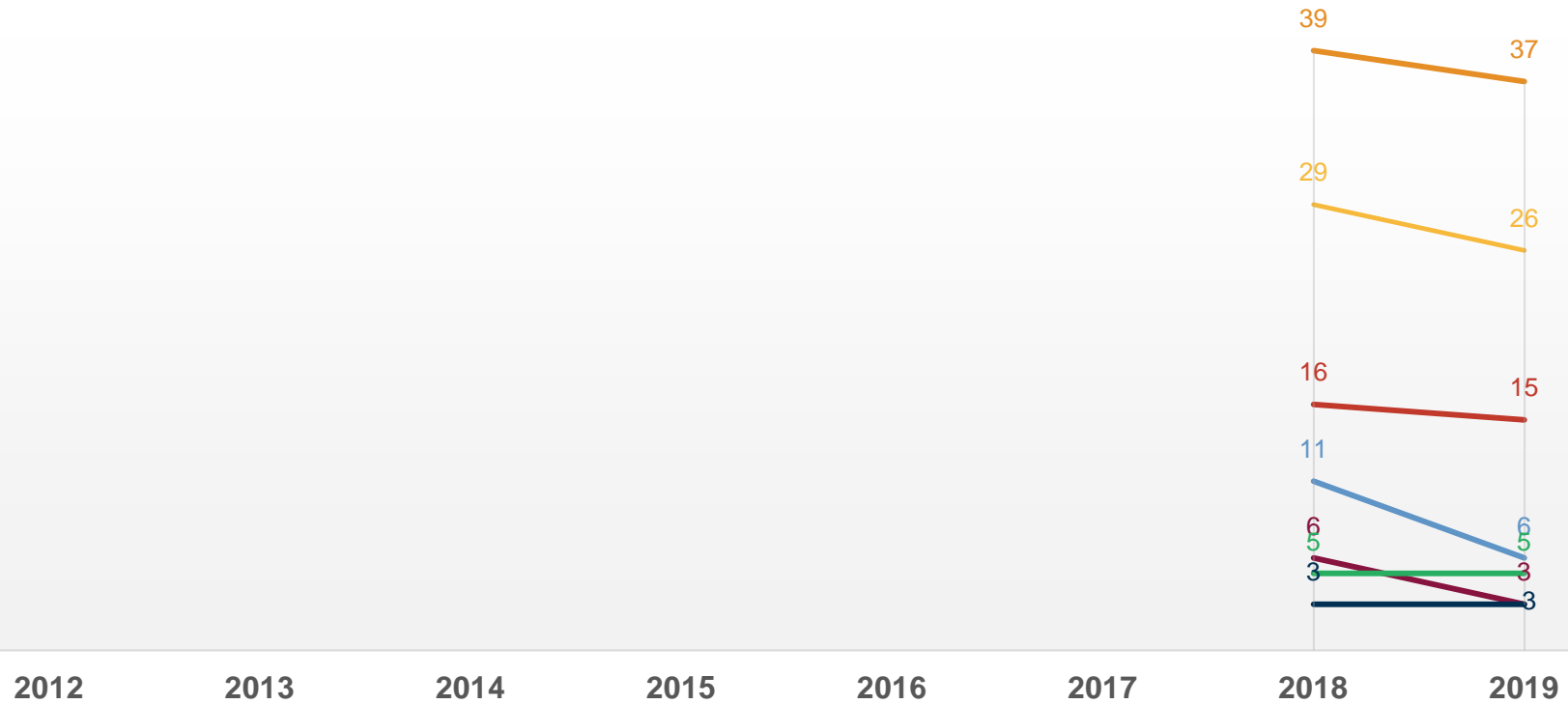
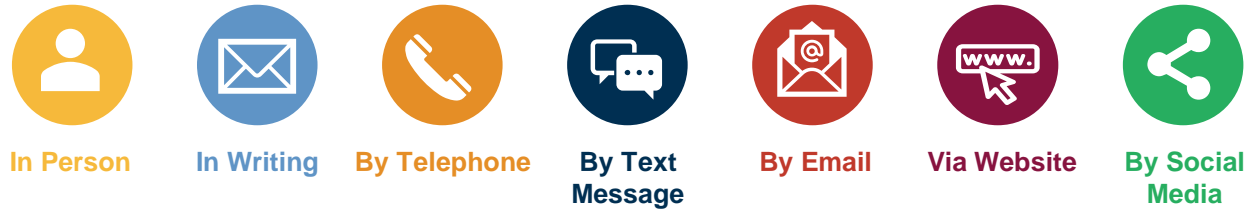
Councils asked state-wide: 63 Councils asked group: 18

*Caution: small sample size < n=30



Method of contact with council

2019 method of contact (%)



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

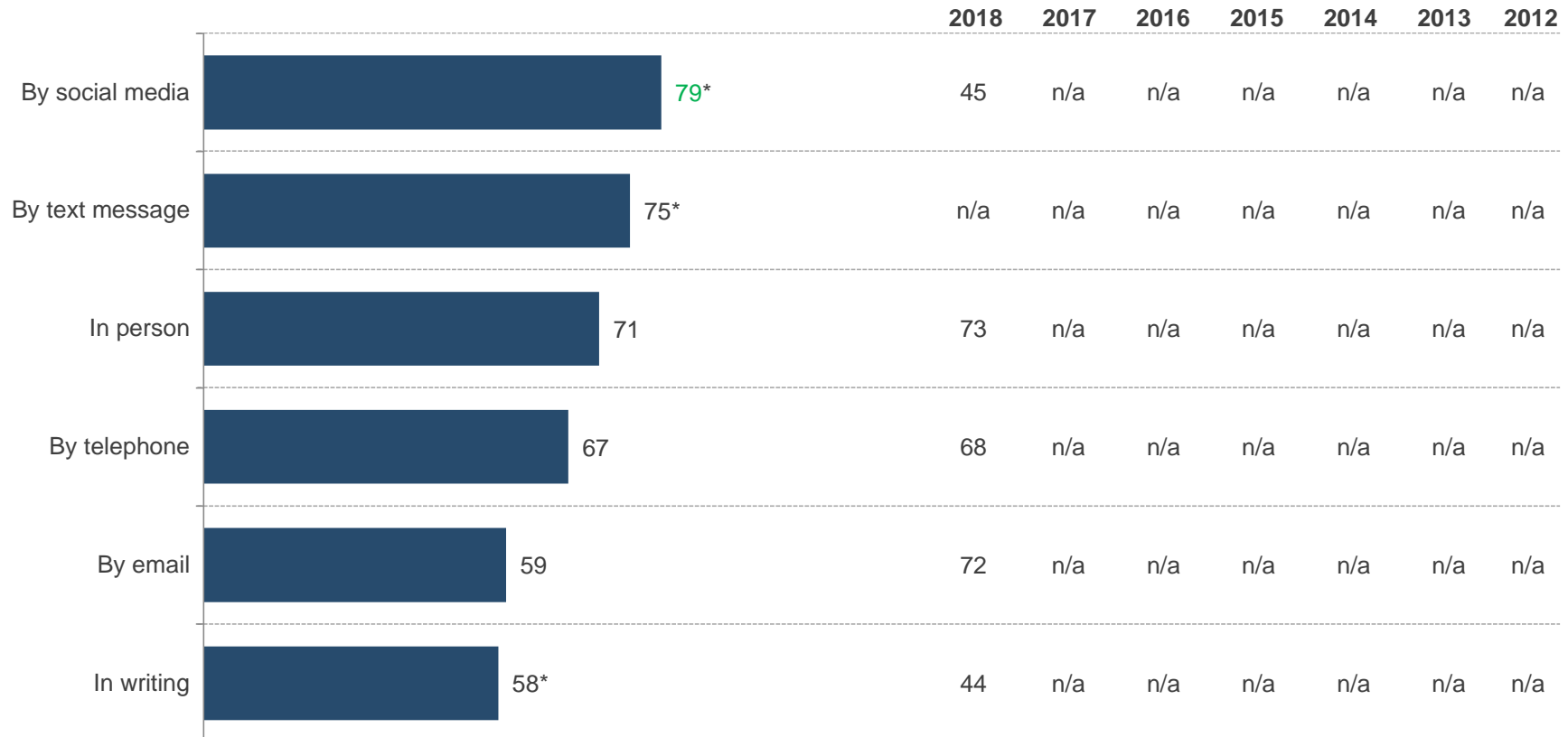
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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



Customer service rating by method of last contact

2019 customer service rating (index score by method of last contact)



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: 63 Councils asked group: 18

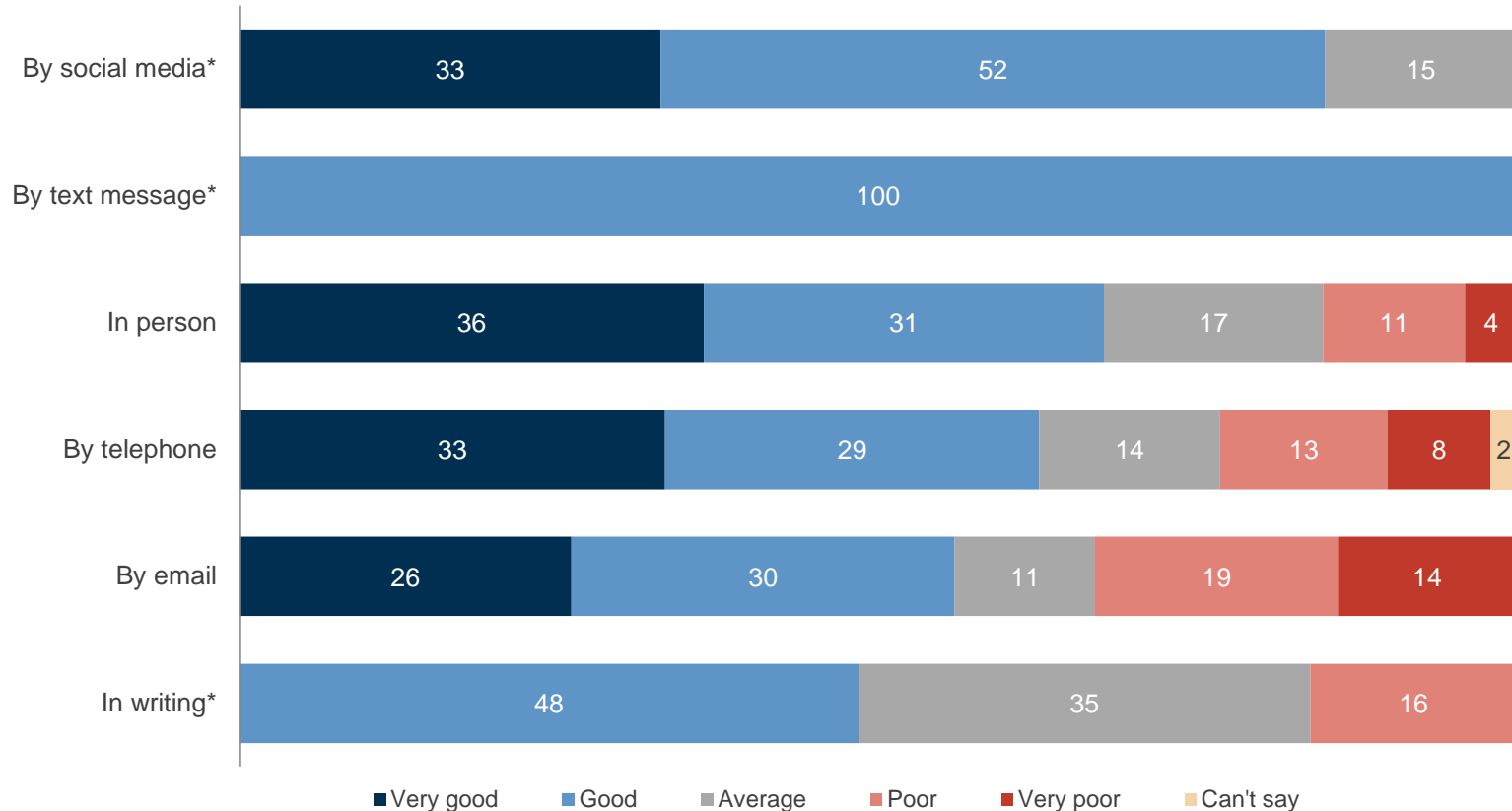
Note: Please see Appendix A for explanation of significant differences.

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Customer service rating by method of last contact

2019 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? 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: 25 Councils asked group: 6

*Caution: small sample size < n=30



Council direction



Council direction summary

Council direction	<ul style="list-style-type: none">• 64% stayed about the same, up 9 points on 2018• 16% improved, down 1 point on 2018• 17% deteriorated, down 9 points on 2018
Most satisfied with Council direction	<ul style="list-style-type: none">• Aged 65+ years
Least satisfied with Council direction	<ul style="list-style-type: none">• Aged 35-49 years• Sea Lake residents



Overall council direction last 12 months

2019 overall direction (index scores)

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

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

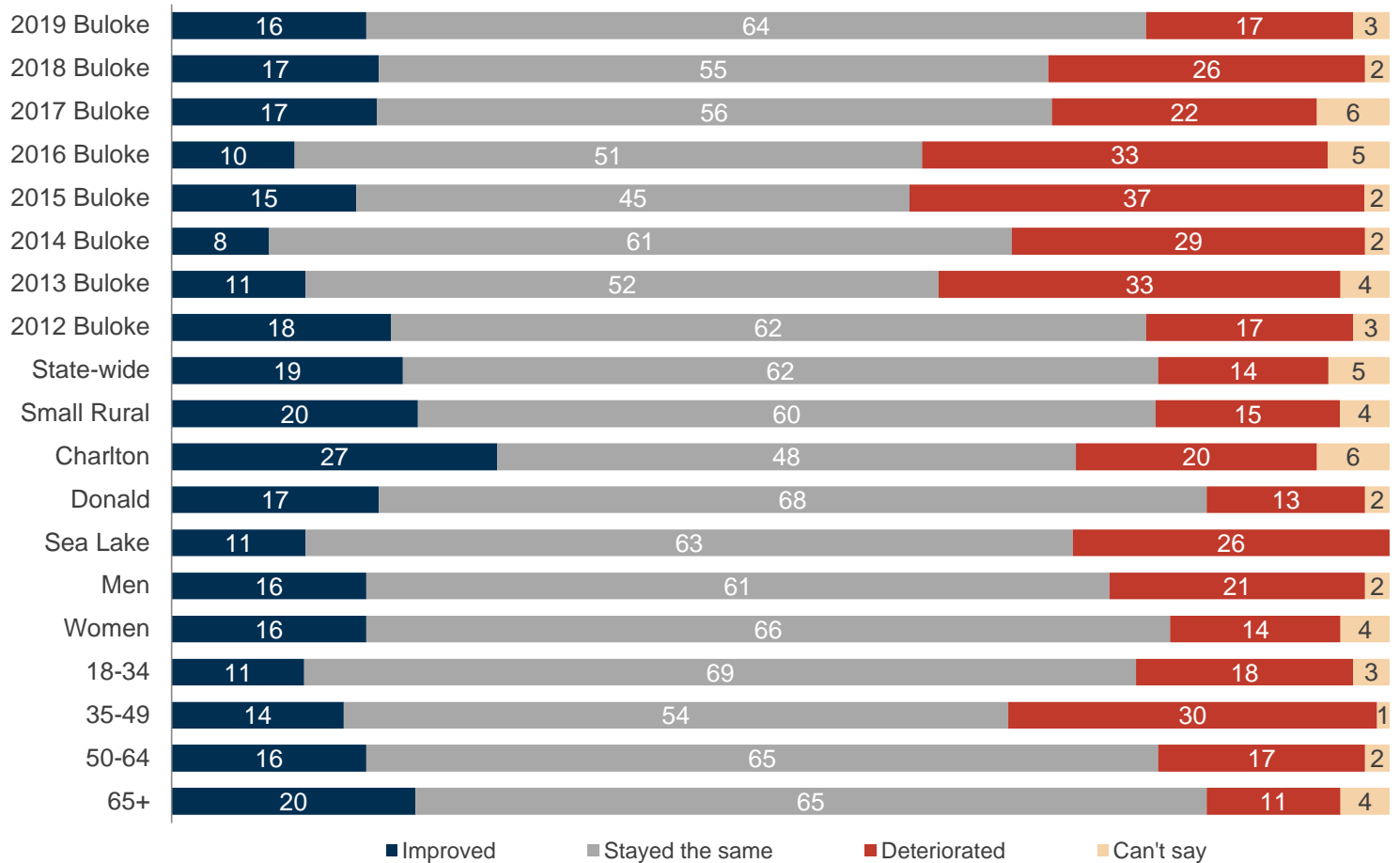
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Overall council direction last 12 months

2019 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: 63 Councils asked group: 18

The image features a large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a satellite-style map of North America, showing landmasses and a network of glowing white lines representing roads or infrastructure. The background is white.

Individual service areas



Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

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

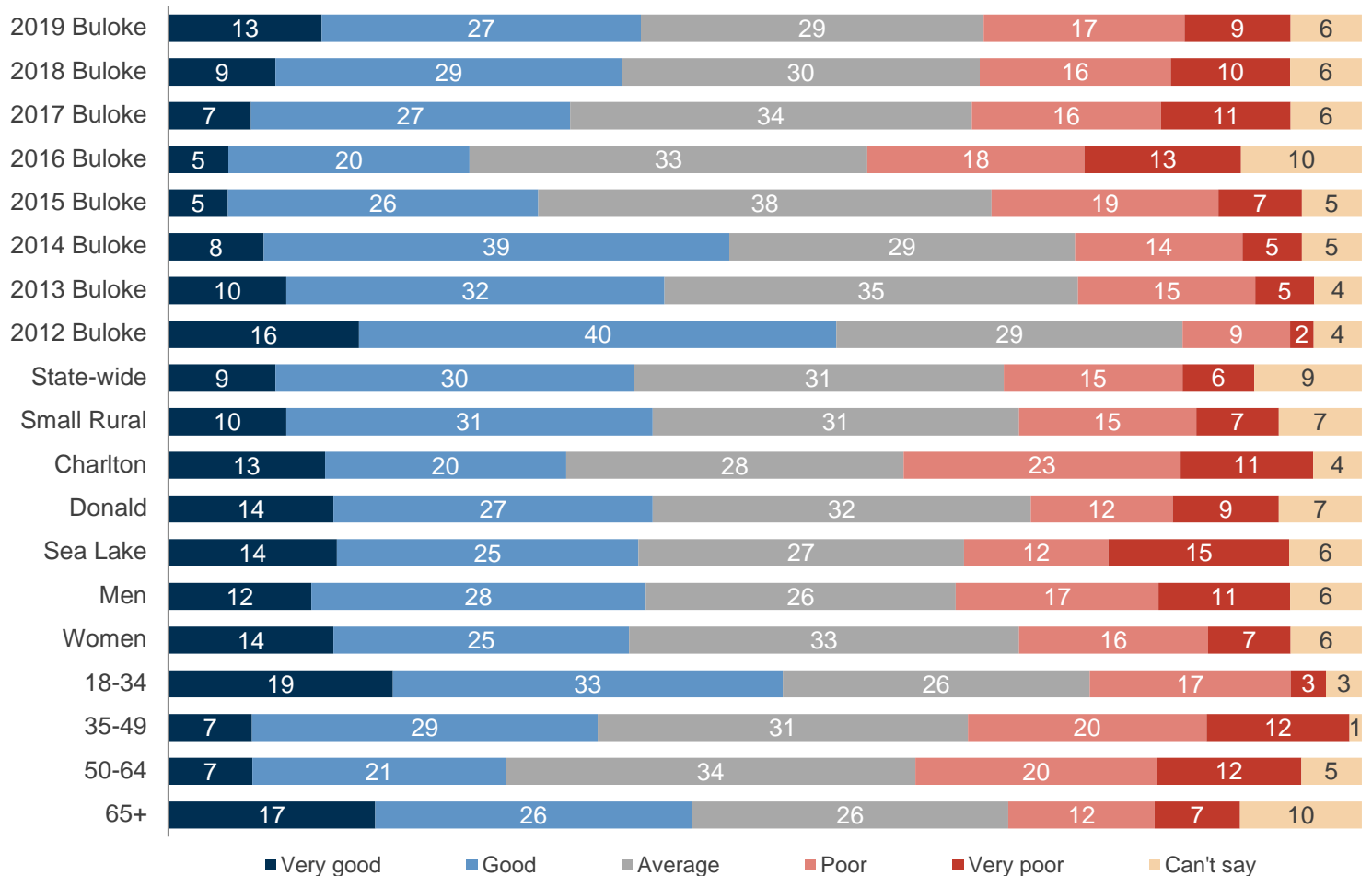
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Community consultation and engagement performance

2019 Consultation and engagement performance (%)

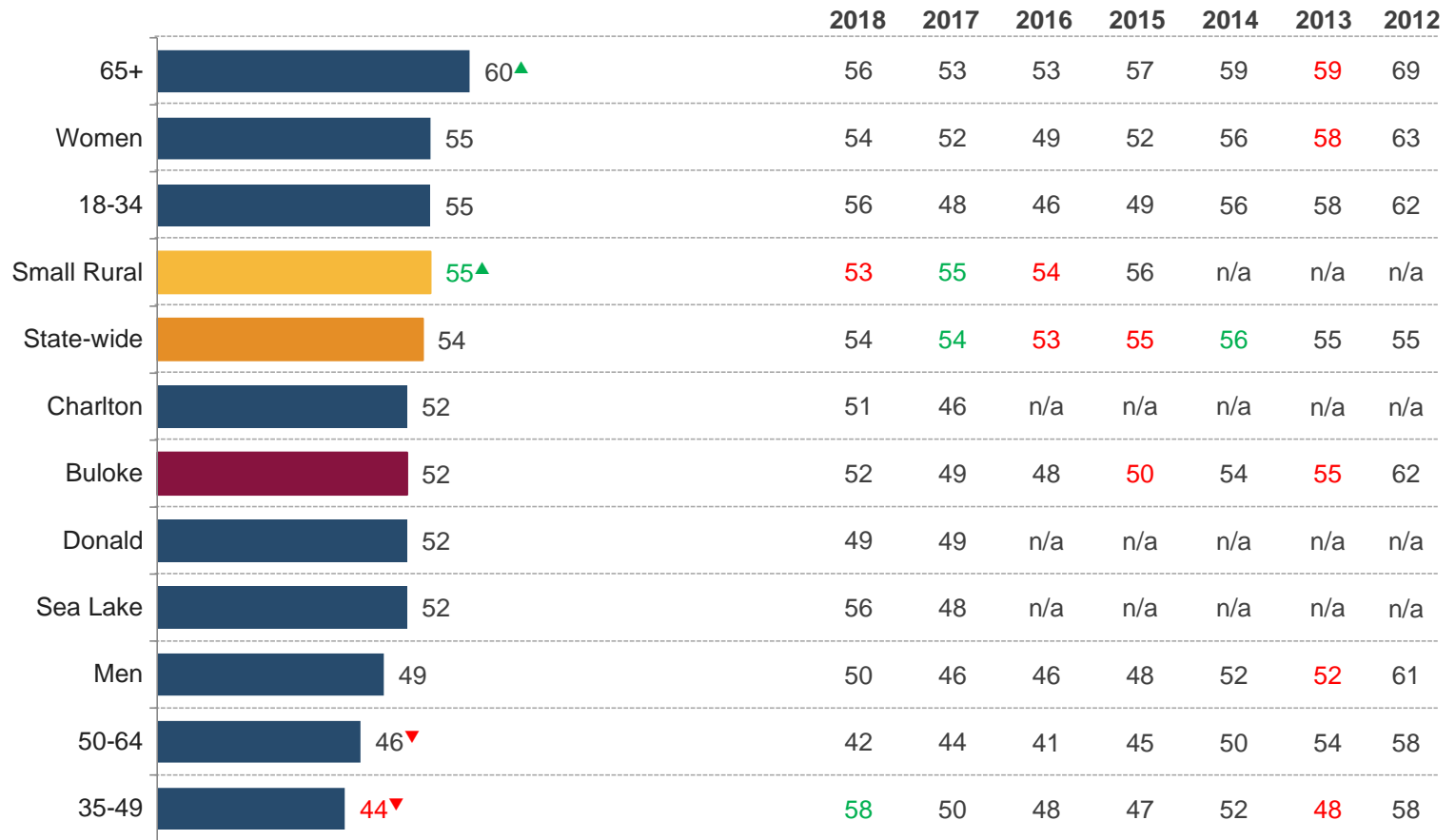


Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18



Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)



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

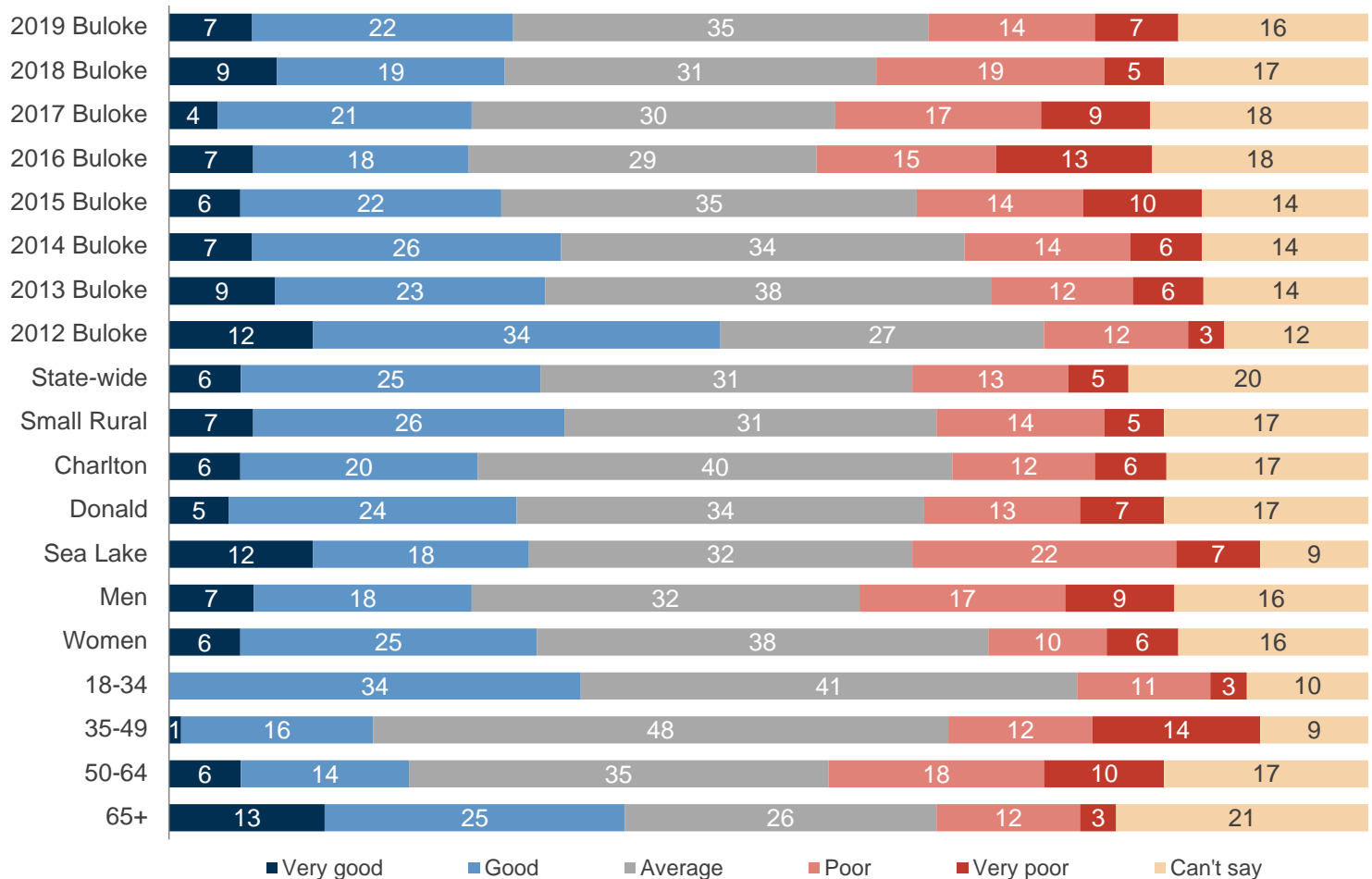
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



Lobbying on behalf of the community performance

2019 Lobbying performance (%)

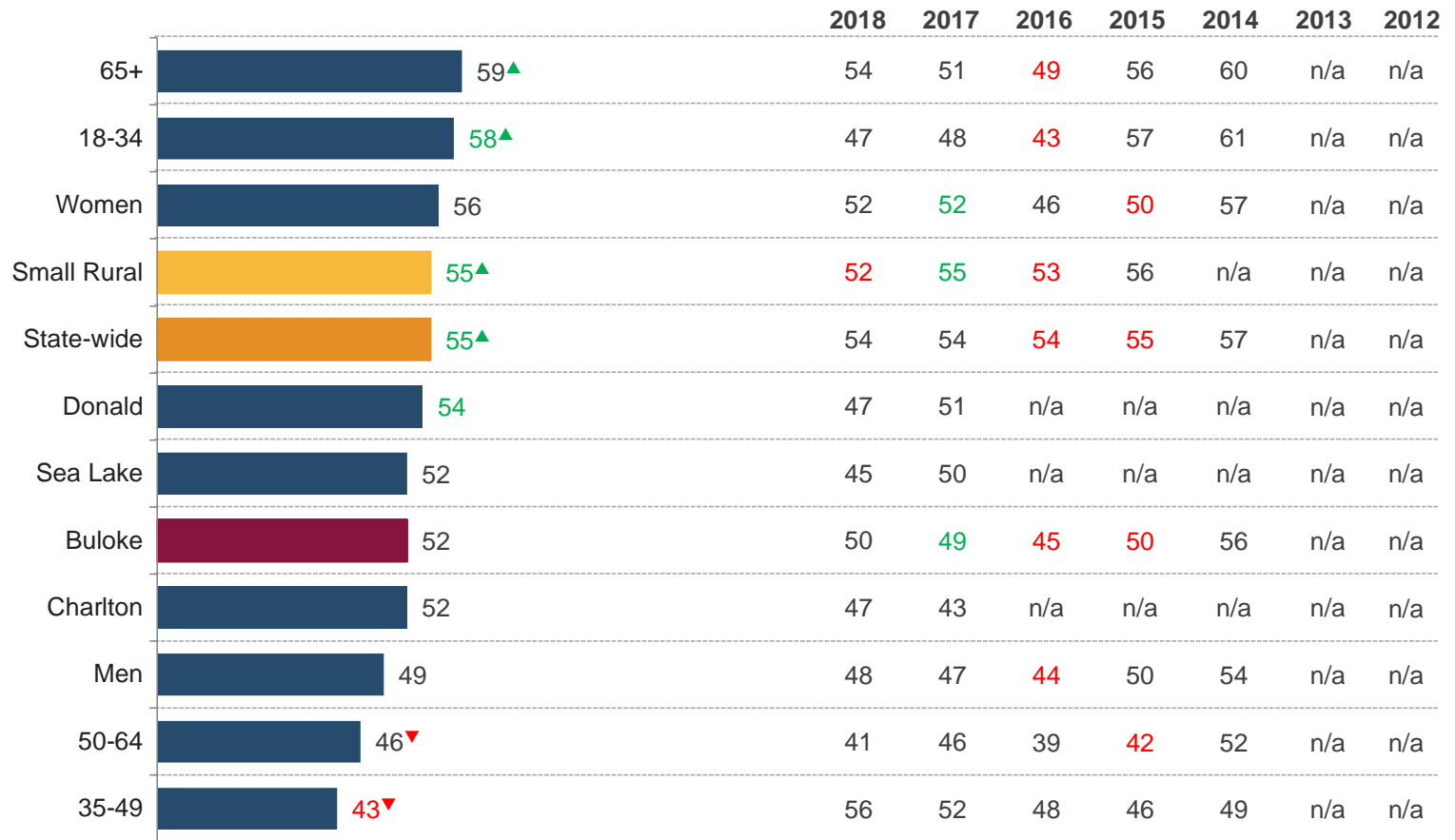


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Decisions made in the interest of the community performance



2019 Community decisions made performance (index scores)



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

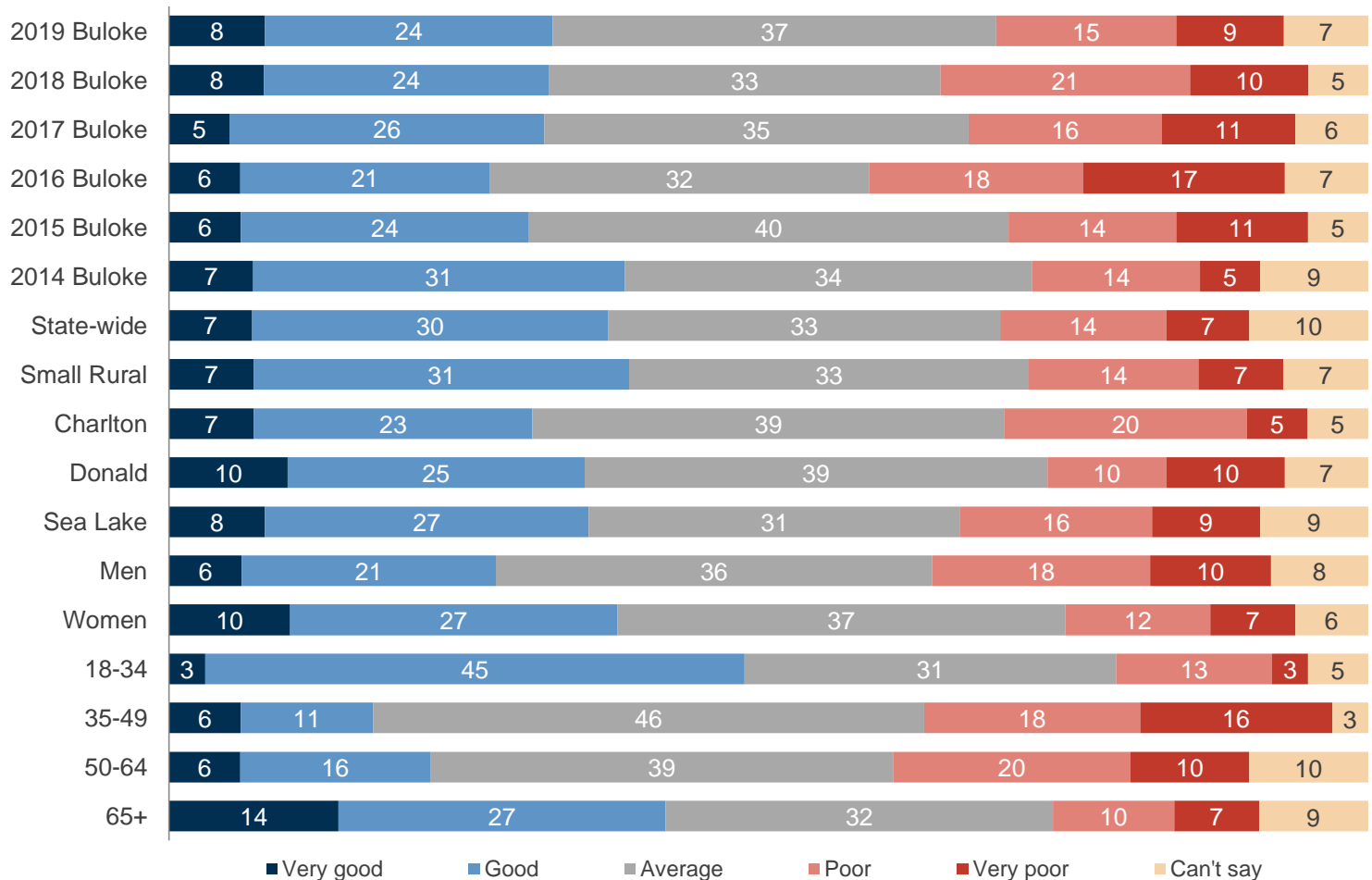
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

Decisions made in the interest of the community performance



2019 Community decisions made performance (%)

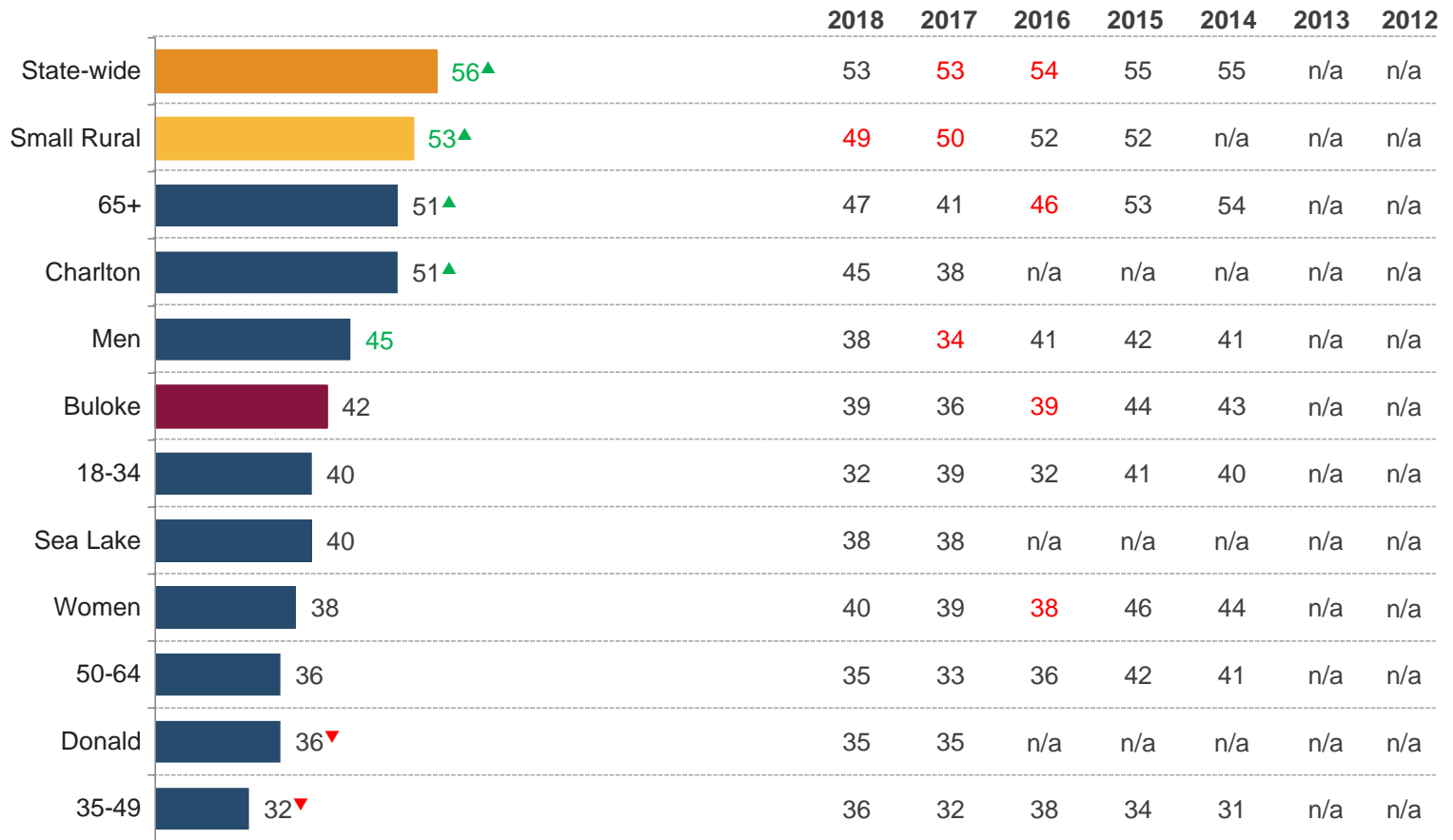


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

The condition of sealed local roads in your area performance



2019 Sealed local roads performance (index scores)



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

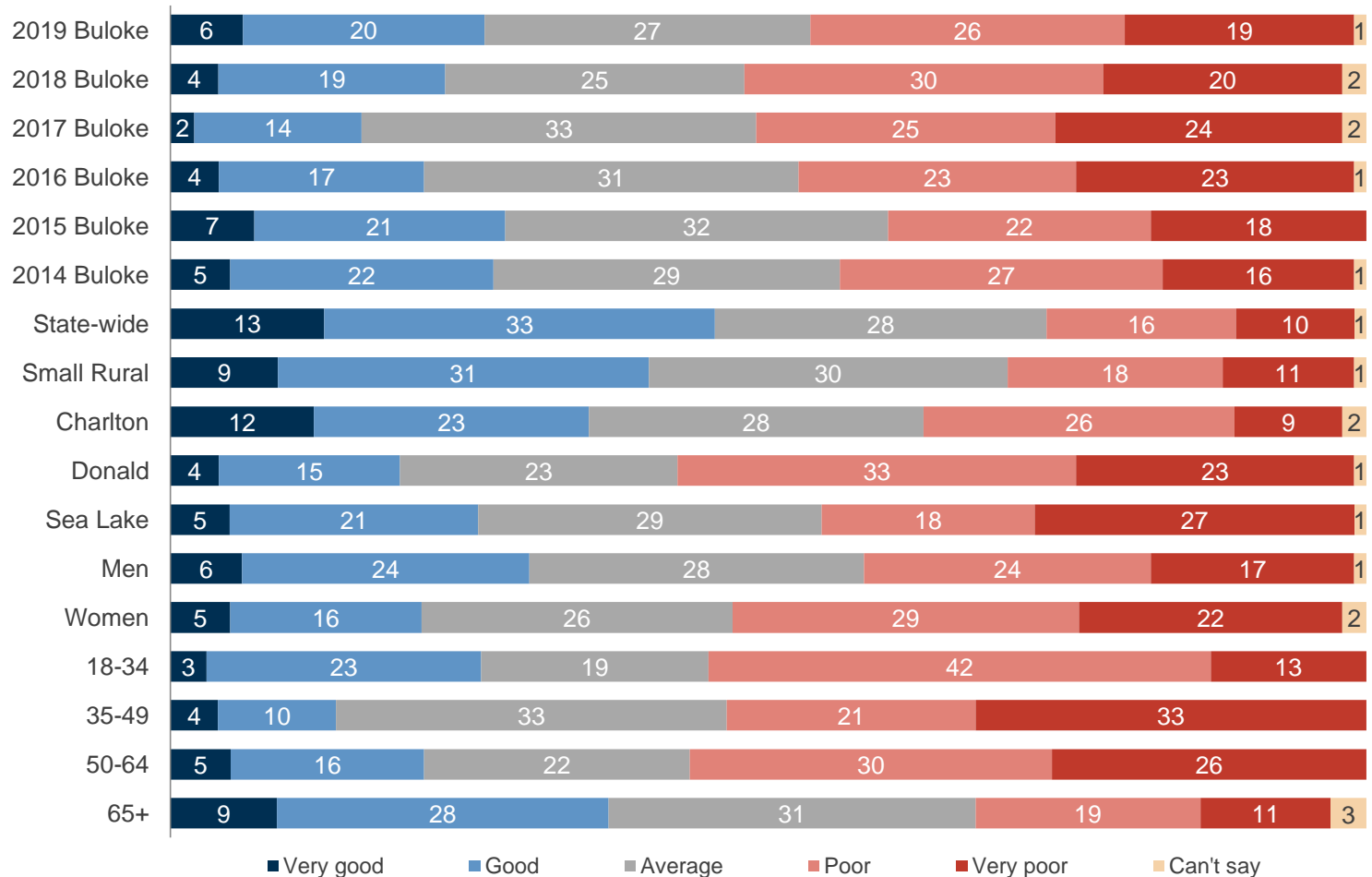
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2019 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: 63 Councils asked group: 18



Enforcement of local laws importance

2019 Law enforcement importance (index scores)

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

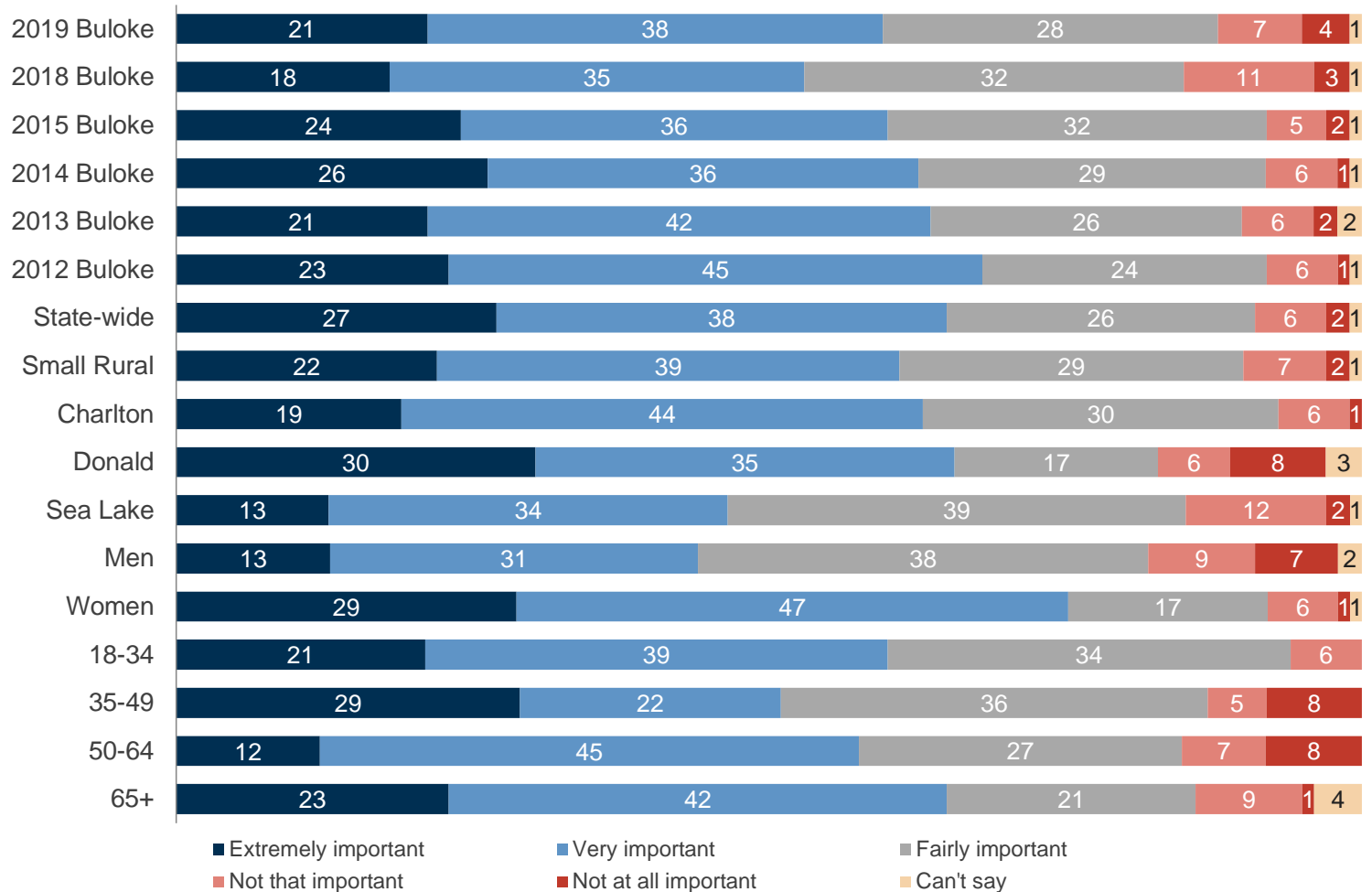
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

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



Enforcement of local laws importance

2019 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: 23 Councils asked group: 6



Enforcement of local laws performance

2019 Law enforcement performance (index scores)

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

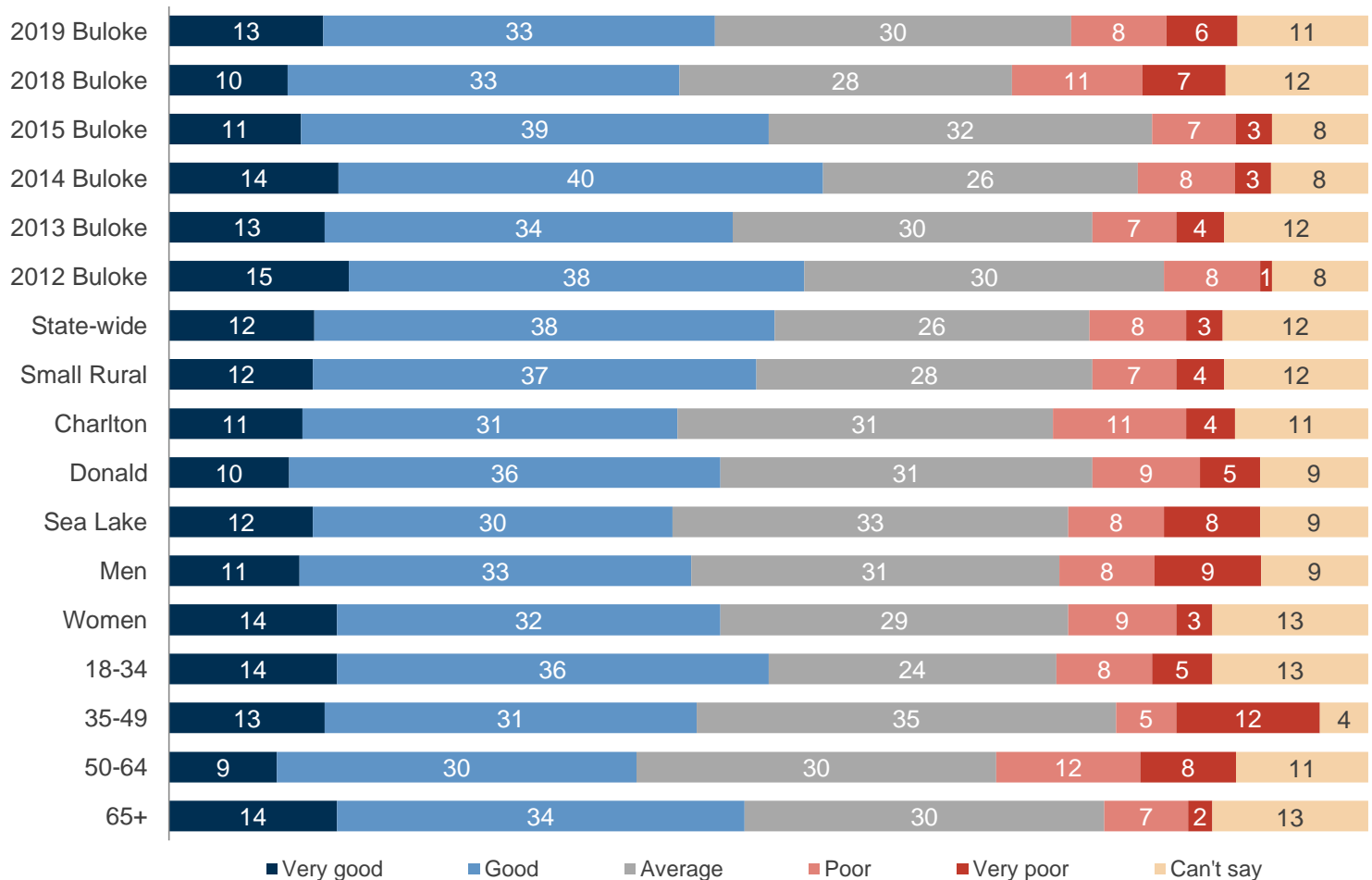
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



Enforcement of local laws performance

2019 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

2019 Elderly support importance (index scores)

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

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

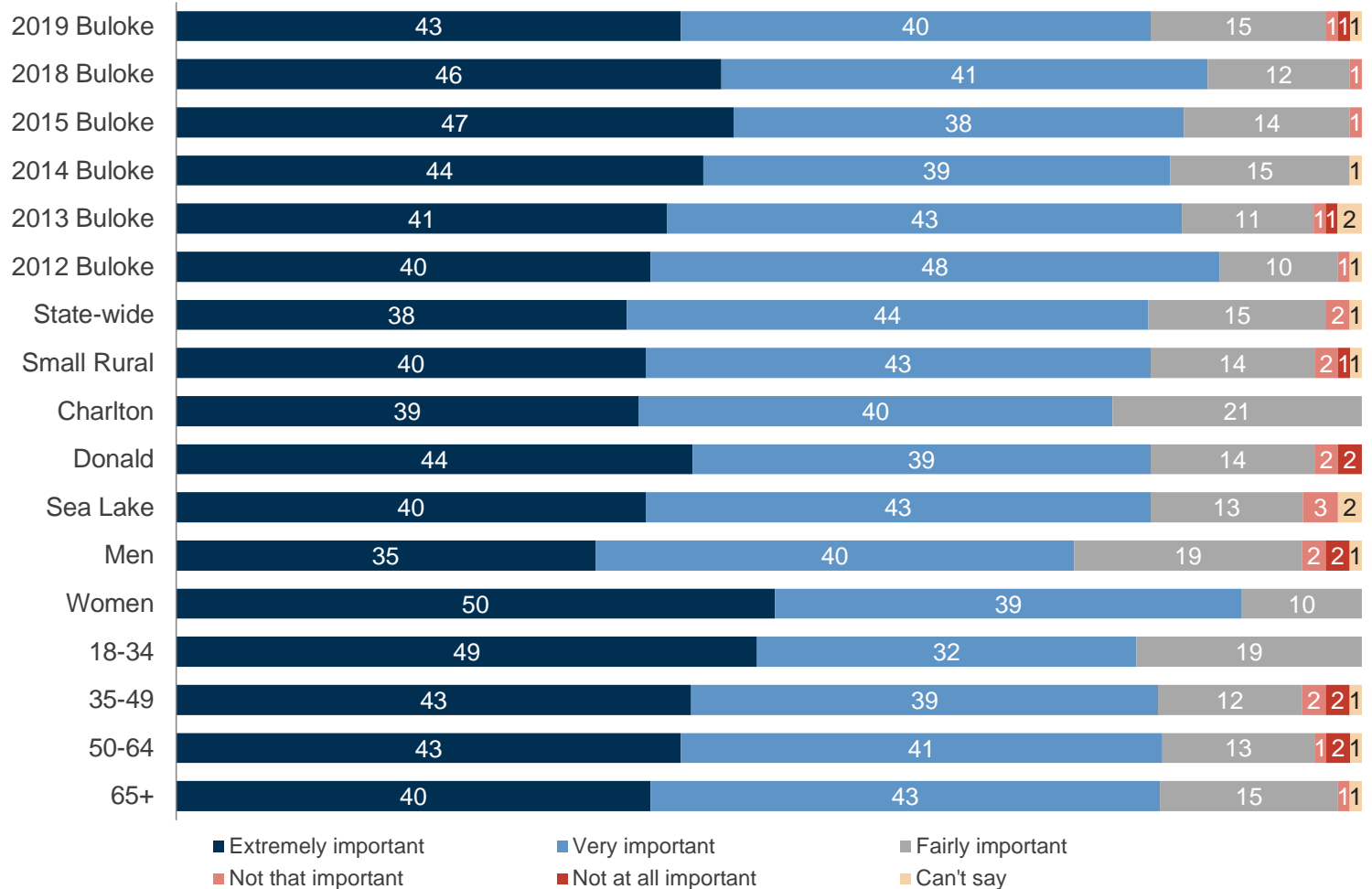
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

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



Elderly support services importance

2019 Elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6



Elderly support services performance

2019 Elderly support performance (index scores)

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

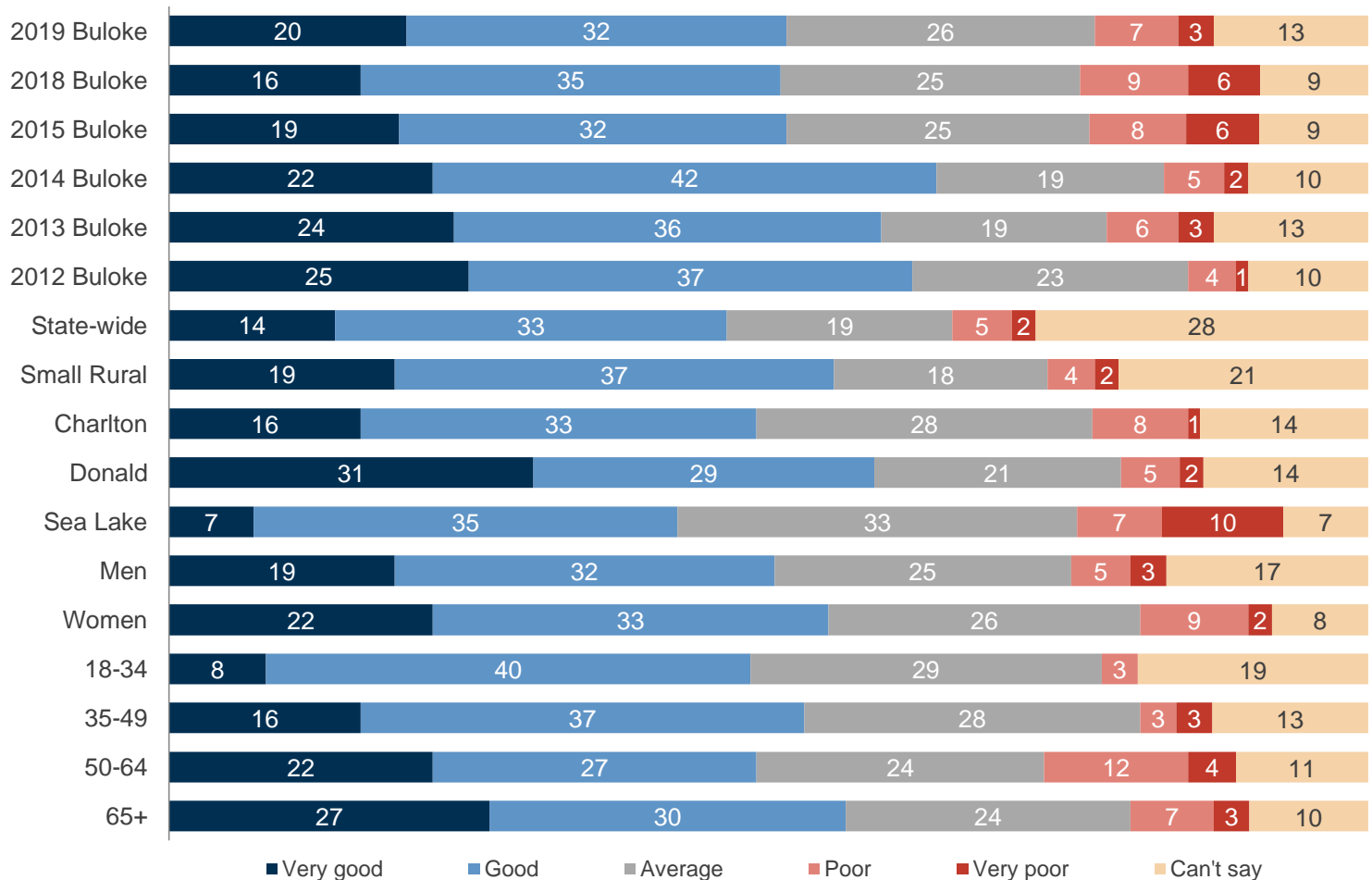
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10

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



Elderly support services performance

2019 Elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10



Recreational facilities importance

2019 Recreational facilities importance (index scores)

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

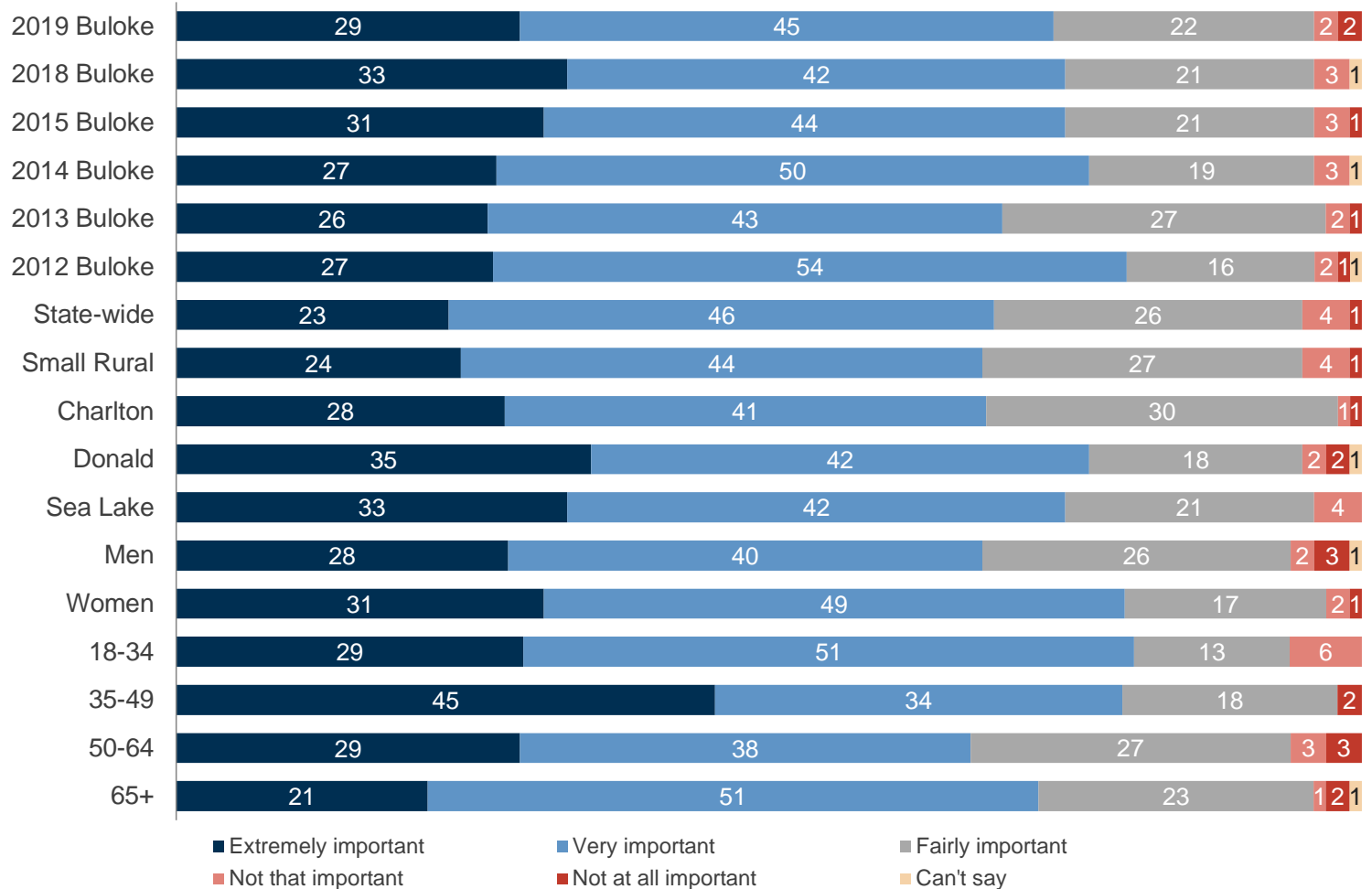
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

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



Recreational facilities importance

2019 Recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



Recreational facilities performance

2019 Recreational facilities performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	75▲	72	n/a	n/a	74	74	78	79
Charlton	71	63	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	61	n/a	n/a	52	73	73	73
State-wide	70	69	70	69	70	71	70	70
Women	70	68	n/a	n/a	65	69	70	74
Buloke	69	67	n/a	n/a	63	69	70	72
Small Rural	68	69	69	68	70	n/a	n/a	n/a
Men	68	65	n/a	n/a	62	69	70	71
Donald	68	60	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	59	n/a	n/a	62	65	69	73
Sea Lake	67	62	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58▼	72	n/a	n/a	59	64	58	65

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

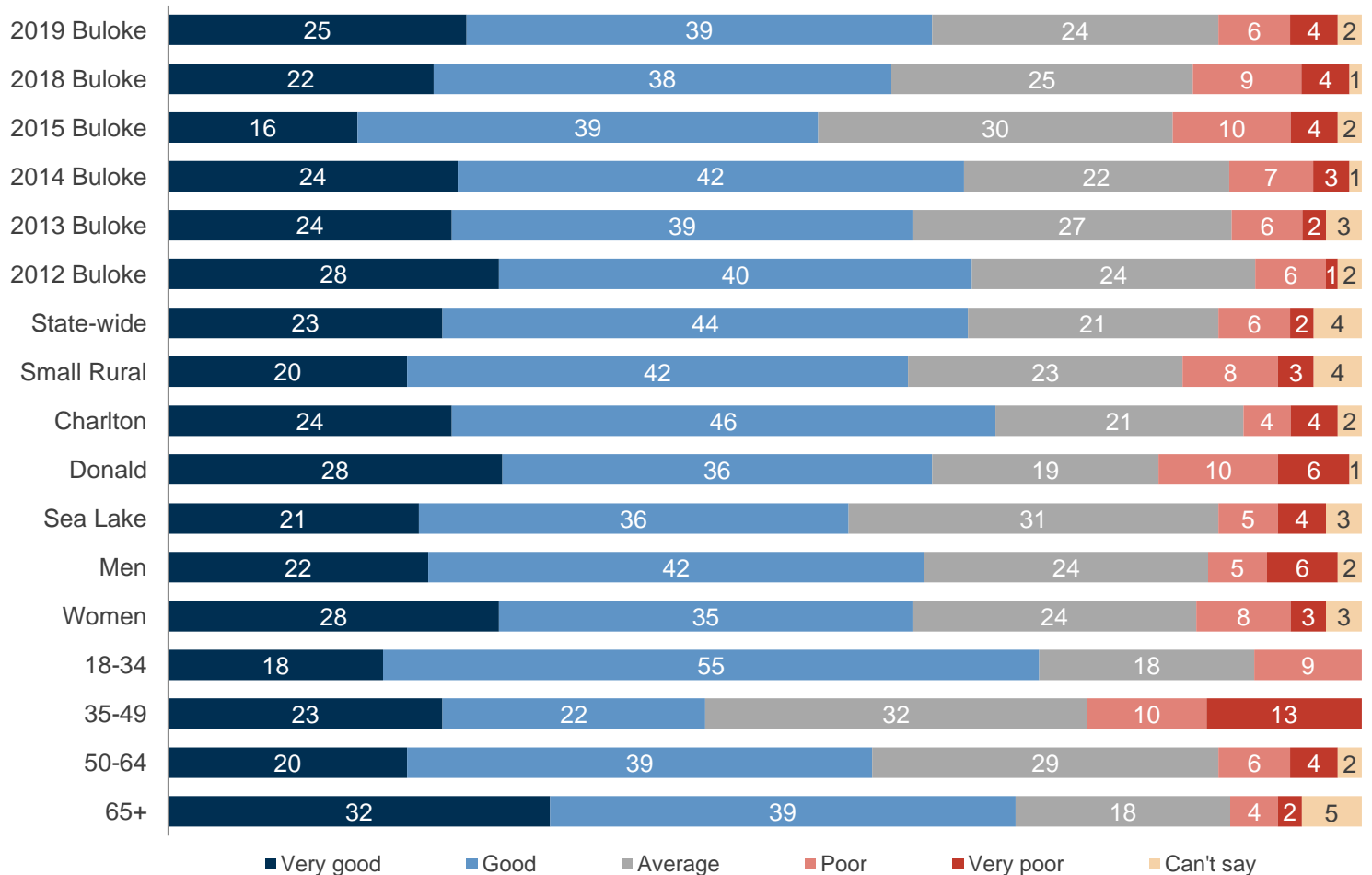
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

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



Recreational facilities performance

2019 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

2019 Public areas importance (index scores)

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

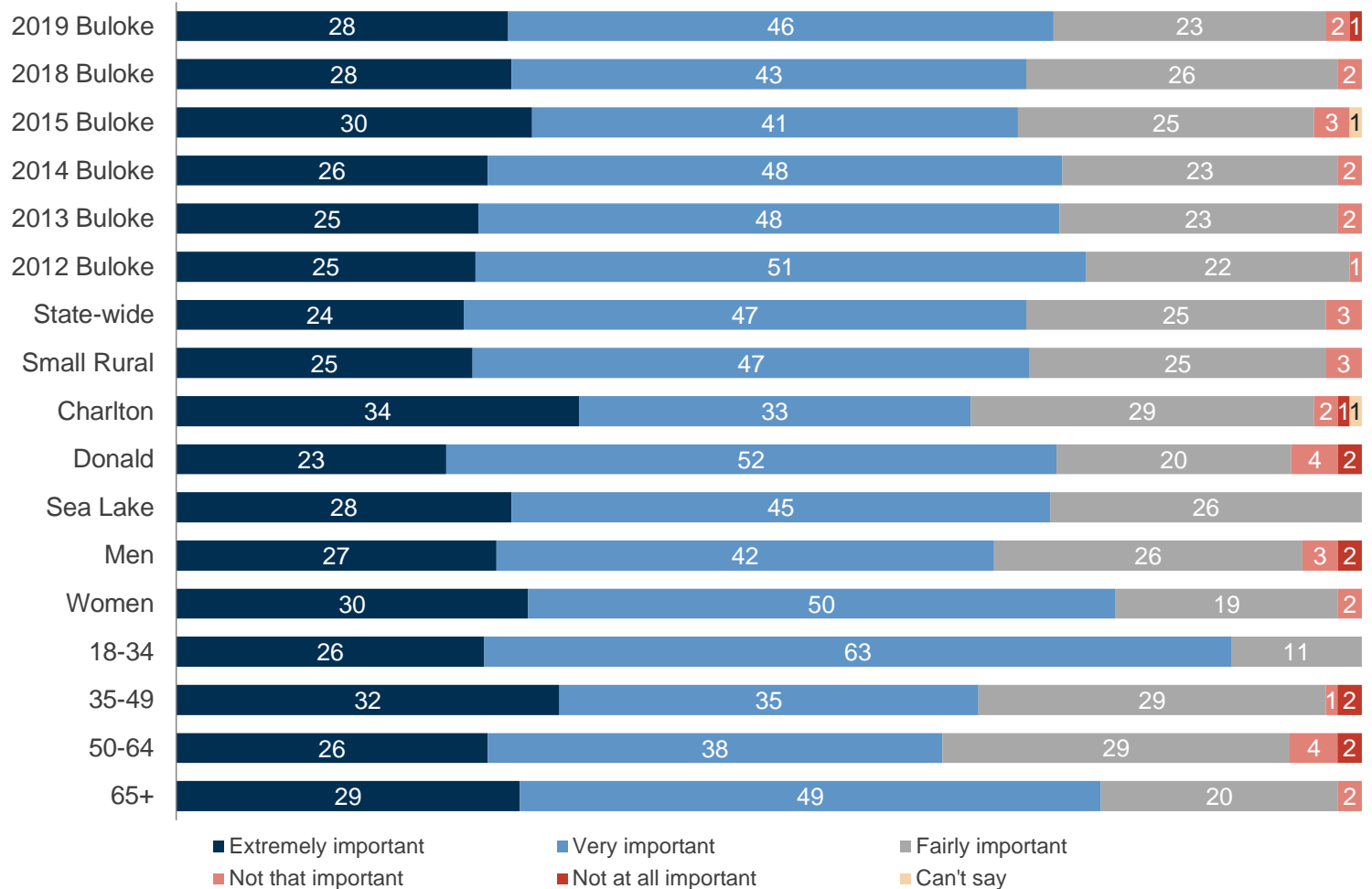
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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



The appearance of public areas importance

2019 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: 28 Councils asked group: 8



The appearance of public areas performance

2019 Public areas performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Small Rural	73▲	72	74	73	74	n/a	n/a	n/a
State-wide	72▲	71	71	71	72	72	71	71
65+	72	69	n/a	n/a	73	75	76	80
18-34	72	62	n/a	n/a	78	75	80	76
Donald	70	62	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	69	n/a	n/a	74	73	75	77
50-64	69	65	n/a	n/a	69	70	72	74
Buloke	68	67	n/a	n/a	71	74	74	76
Men	67	65	n/a	n/a	68	74	73	74
Sea Lake	58▼	60	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55▼	70	n/a	n/a	66	75	68	72

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

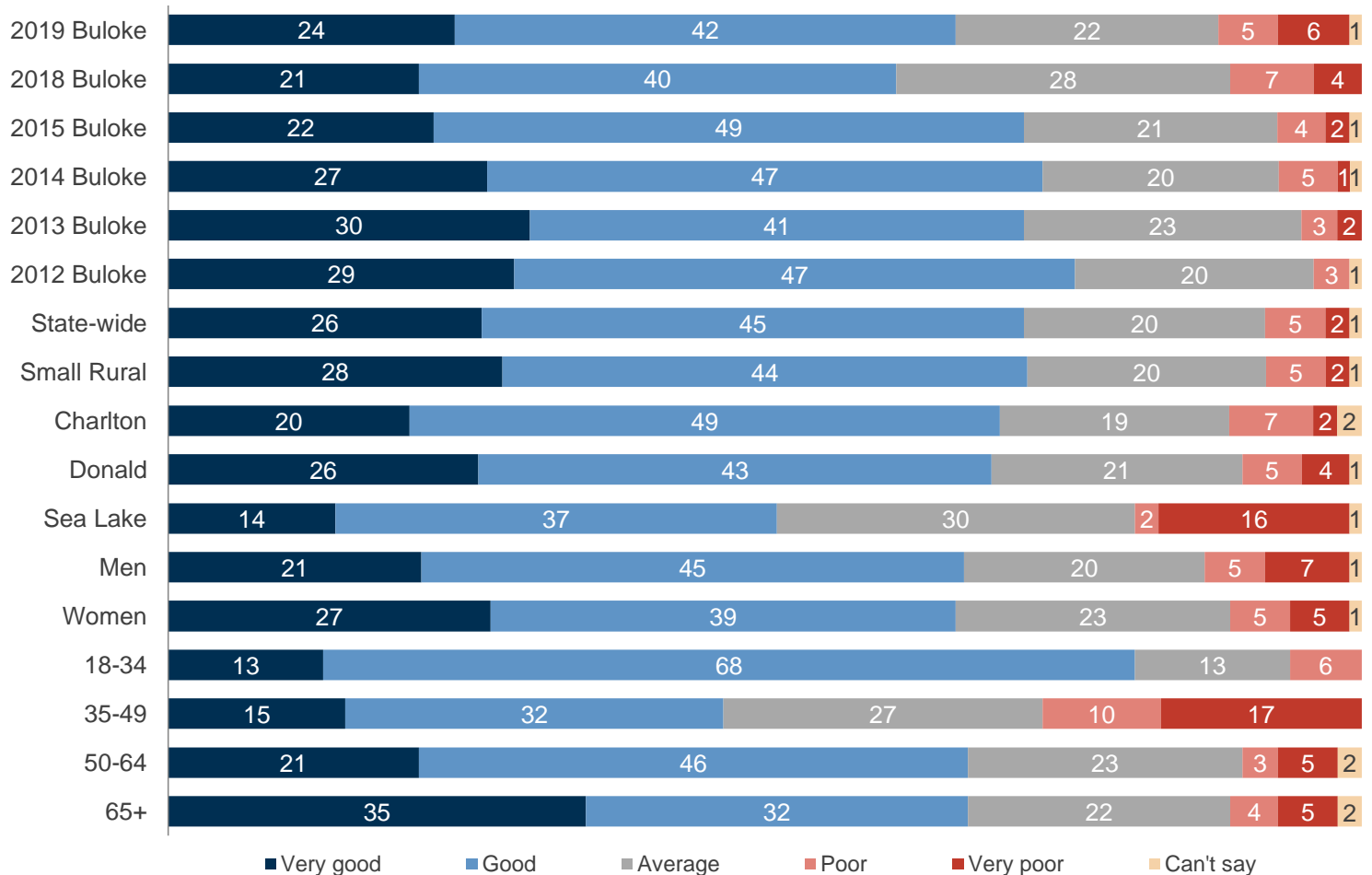
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12

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



The appearance of public areas performance

2019 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

2019 Waste management importance (index scores)

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

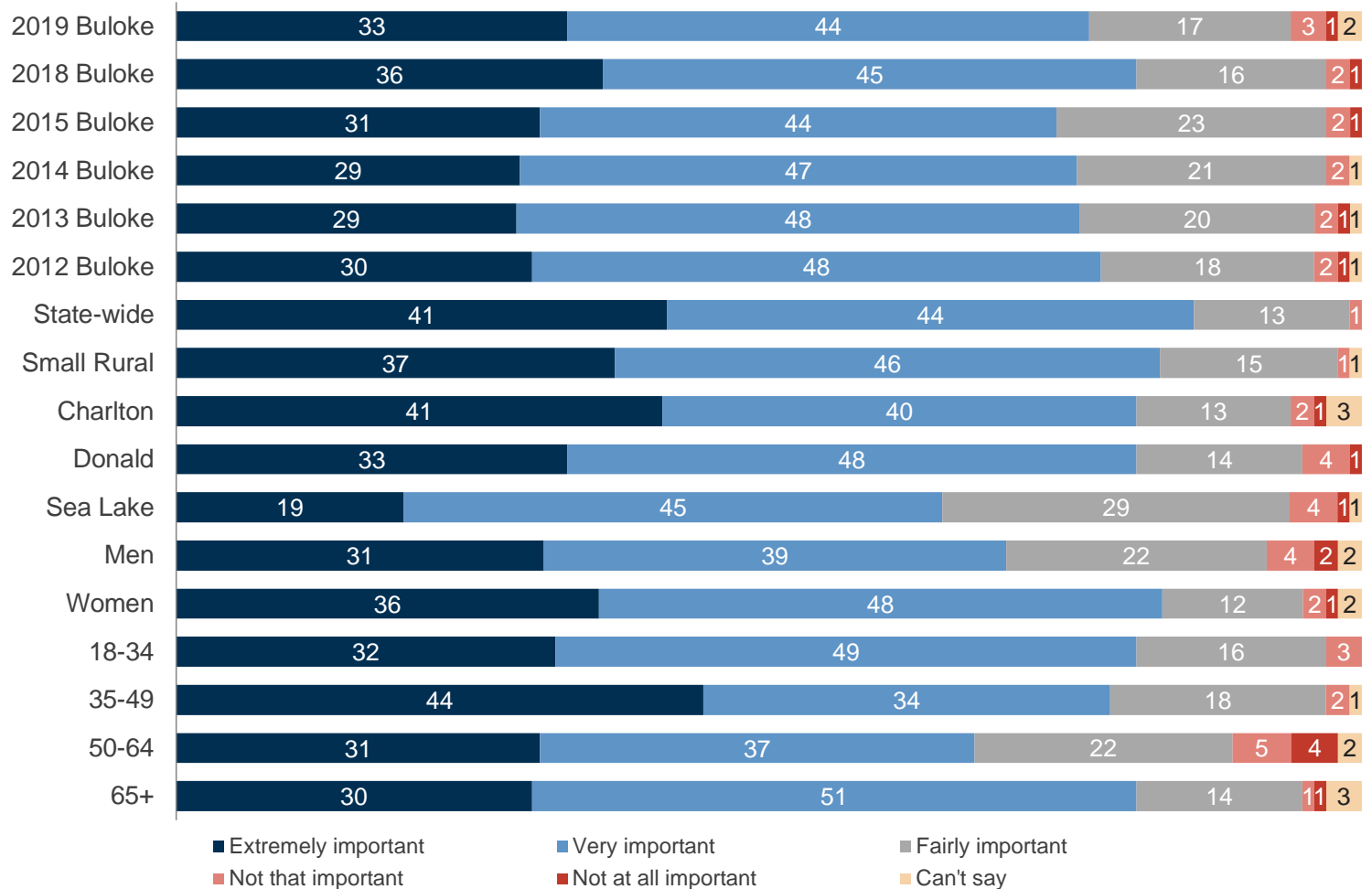
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

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



Waste management importance

2019 Waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



Waste management performance

2019 Waste management performance (index scores)

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

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

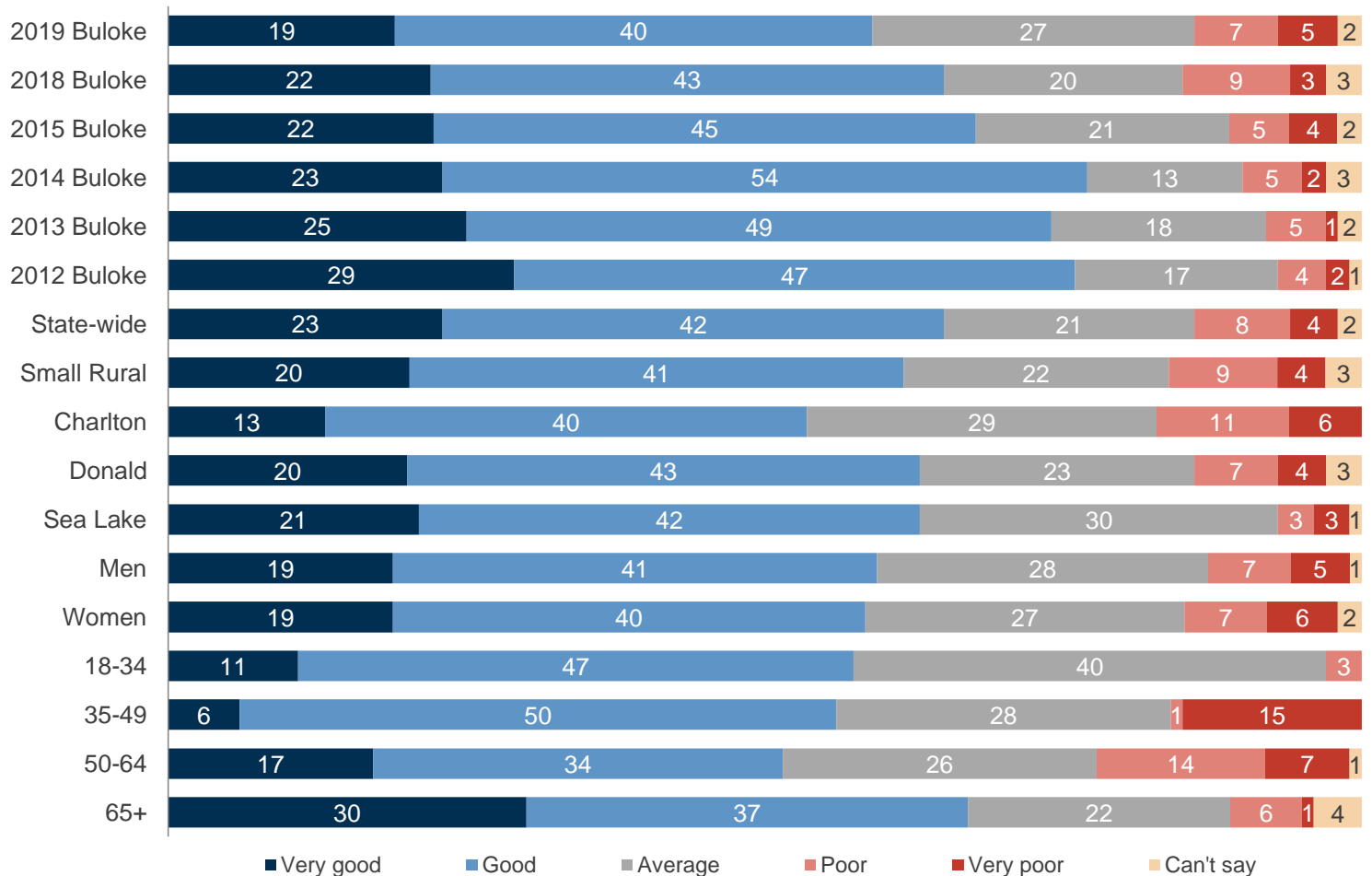
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

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



Waste management performance

2019 Waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

Business and community development and tourism importance



2019 Business/development/tourism importance (index scores)

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

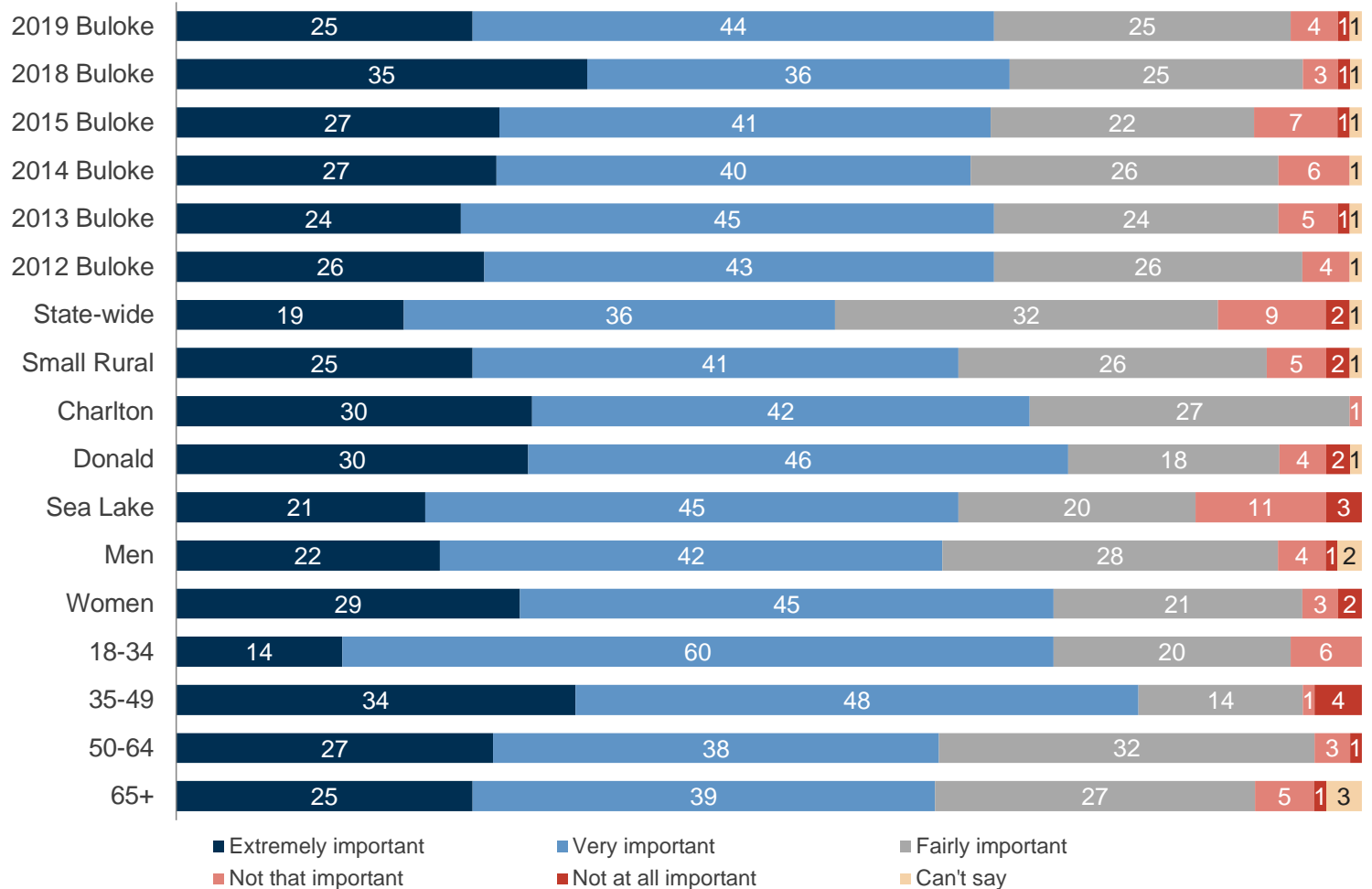
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

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

Business and community development and tourism importance



2019 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



2019 Business/development/tourism performance (index scores)

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

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

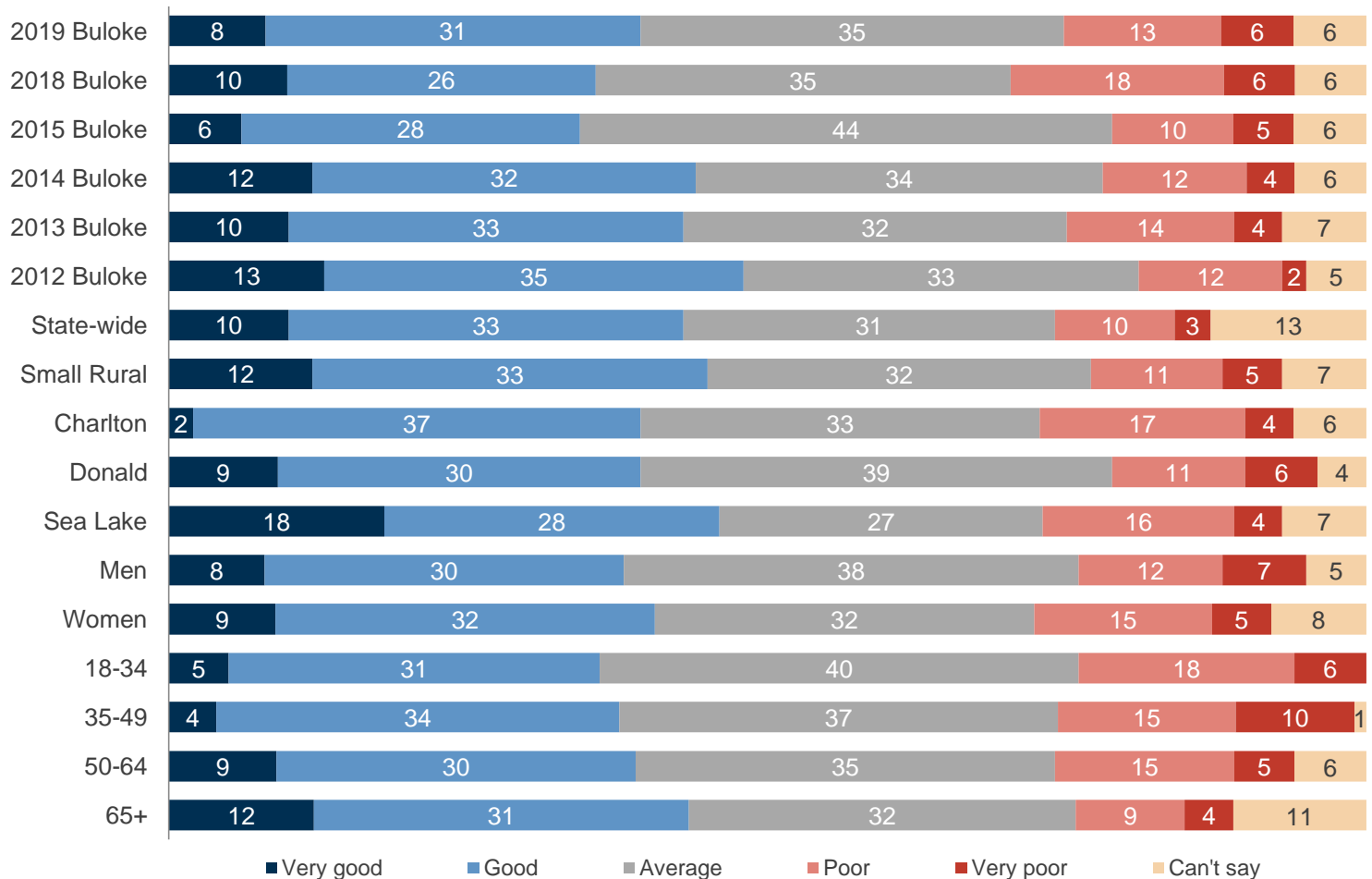
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism performance



2019 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: 6



Environmental sustainability importance

2019 Environmental sustainability importance (index scores)

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

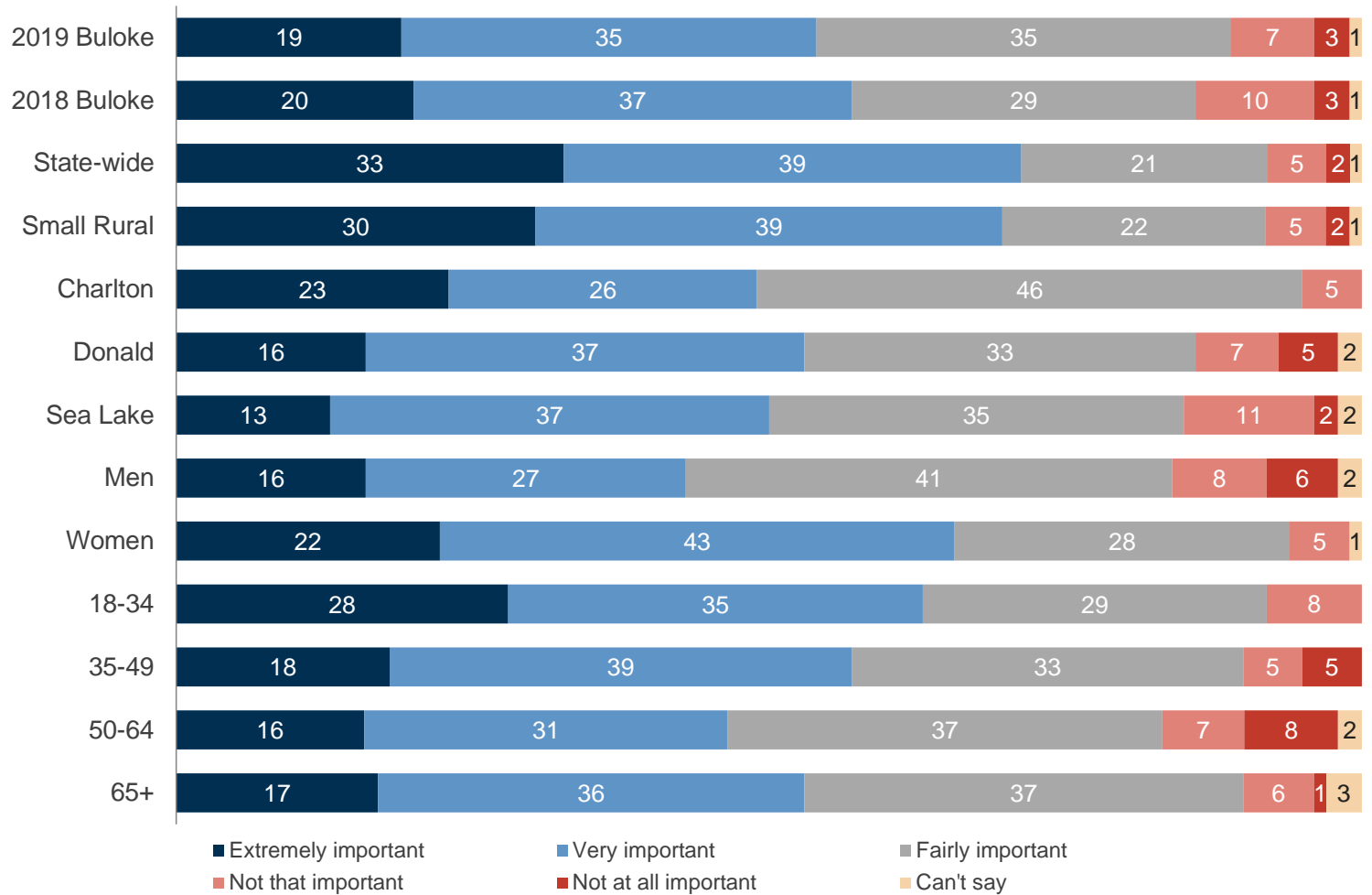
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

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



Environmental sustainability importance

2019 Environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5



Environmental sustainability performance

2019 Environmental sustainability performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
State-wide	62▲	63	64	63	64	64	64	64
65+	60	61	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
Charlton	58	55	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	57	55	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
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
18-34	56	57	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
35-49	53	58	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?

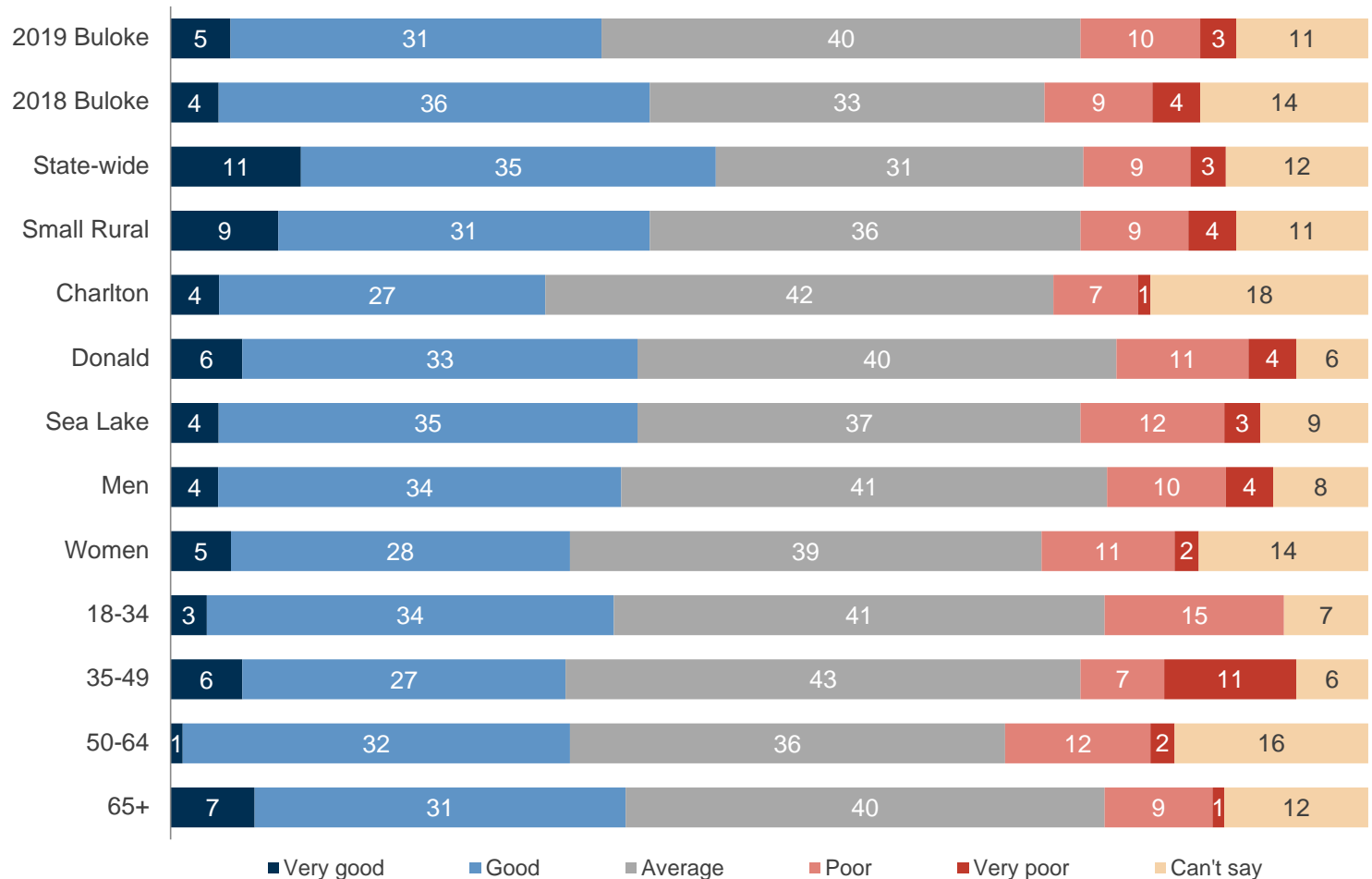
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

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



Environmental sustainability performance

2019 Environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5



Maintenance of unsealed roads in your area importance

2019 Unsealed roads importance (index scores)

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

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

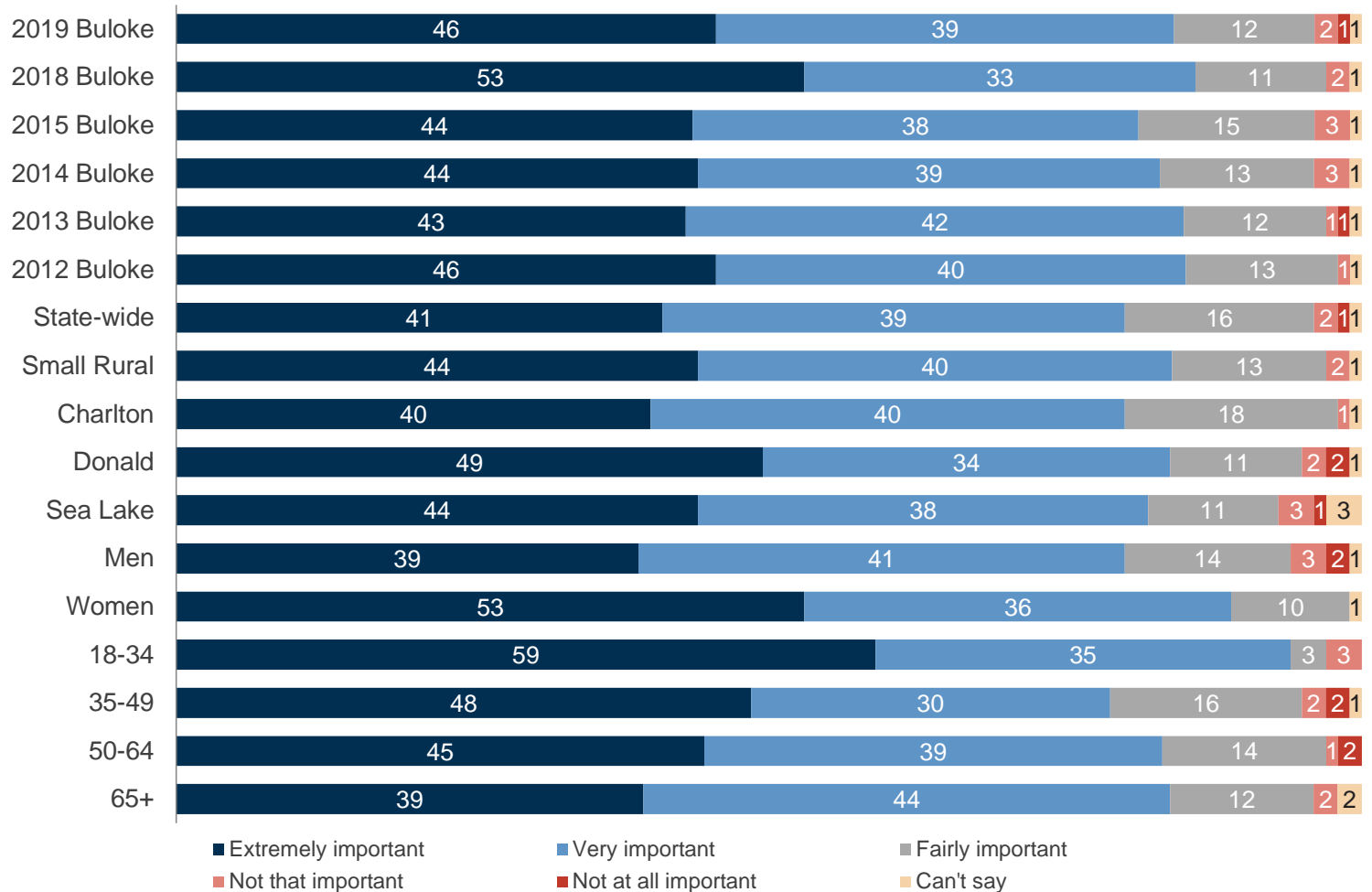
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

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



Maintenance of unsealed roads in your area importance

2019 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: 13 Councils asked group: 5



Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
65+	38	n/a	n/a	44	48	44	52
State-wide	43	44	43	45	45	44	46
Small Rural	40	43	44	45	n/a	n/a	n/a
Charlton	38	n/a	n/a	n/a	n/a	n/a	n/a
Men	35	n/a	n/a	38	40	36	42
Buloke	35	n/a	n/a	40	41	39	43
Sea Lake	37	n/a	n/a	n/a	n/a	n/a	n/a
Women	35	n/a	n/a	42	42	41	45
18-34	36	n/a	n/a	41	40	41	46
35-49	35	n/a	n/a	37	34	30	32
Donald	30	n/a	n/a	n/a	n/a	n/a	n/a
50-64	31	n/a	n/a	36	39	38	43

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

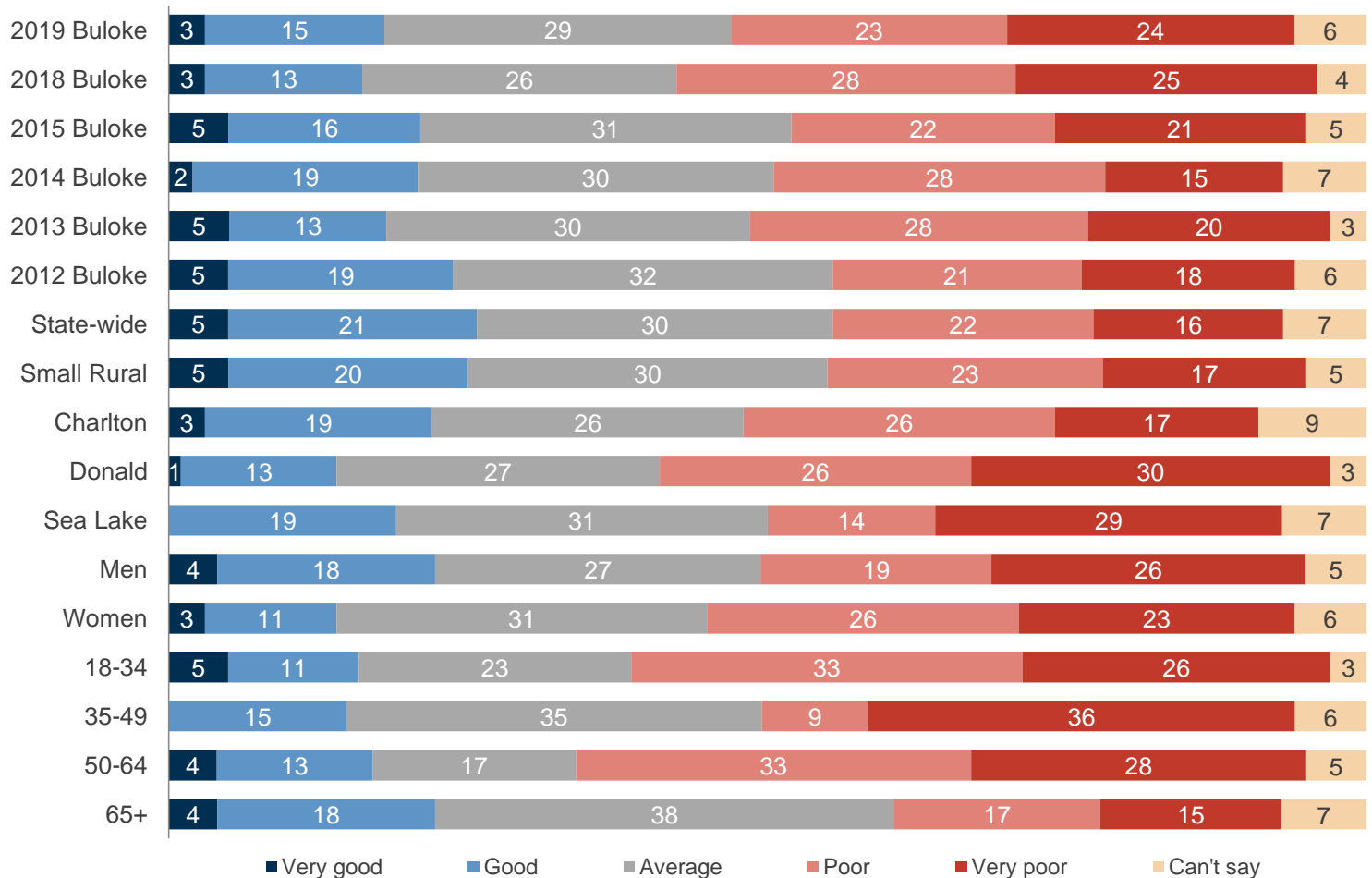
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

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



Maintenance of unsealed roads in your area performance

2019 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: 23 Councils asked group: 8

The image features large, stylized letters 'N' and 'W' in a dark blue color. The letters are filled with a satellite night view of a city, showing a dense network of streets and bright spots representing city lights. The background is white.

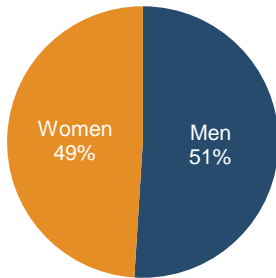
Detailed demographics



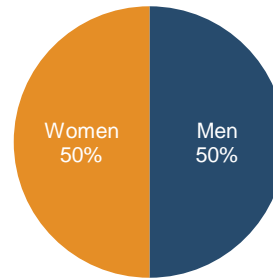
Gender and age profile

2019 gender

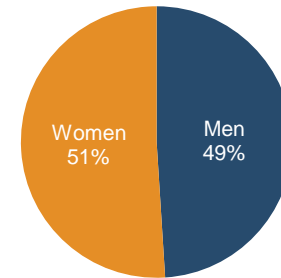
Buloke



Small Rural

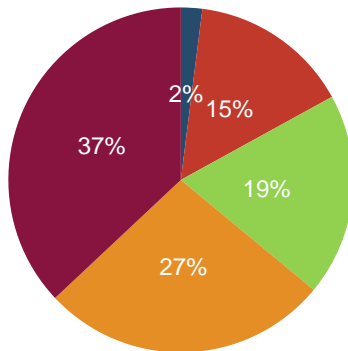


State-wide

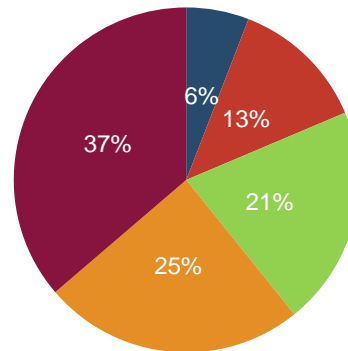


2019 age

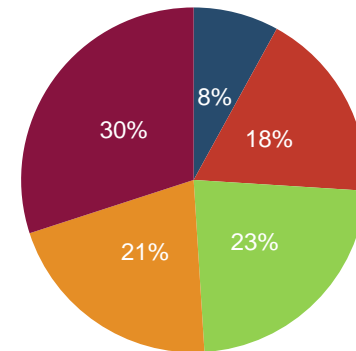
Buloke



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: 63 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 2019 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 5,000 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
Buloke Shire Council	400	400	+/-4.7
Men	167	205	+/-7.5
Women	233	195	+/-6.3
Charlton	86	87	+/-10.5
Donald	117	117	+/-9.0
Sea Lake	58	58	+/-12.9
18-34 years	35	67	+/-16.7
35-49 years	61	76	+/-12.6
50-64 years	126	109	+/-8.7
65+ years	178	148	+/-7.2



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:

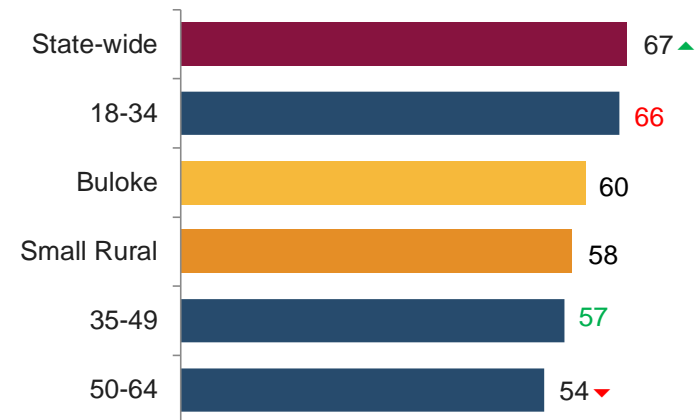
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

**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.

The image features a large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a satellite-style map of North America, showing landmasses and a network of glowing white lines representing roads or infrastructure. The background is white.

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:

- Survey methodology and sampling
- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 40% 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 1st February – 30th March, 2019.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

Wherever appropriate, results for Buloke Shire Council for this 2019 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: Analysis and reporting

2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2019 have been made throughout this report as appropriate.



Appendix B: Analysis and reporting

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 2019 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 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.



Appendix B: Glossary of terms

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

CSS: 2019 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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