



2022 Local Government Community Satisfaction Survey

South Gippsland Shire Council

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



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Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a dark blue gradient.

Key findings and recommendations



South Gippsland Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



South Gippsland 49



State-wide
59



Large Rural 55

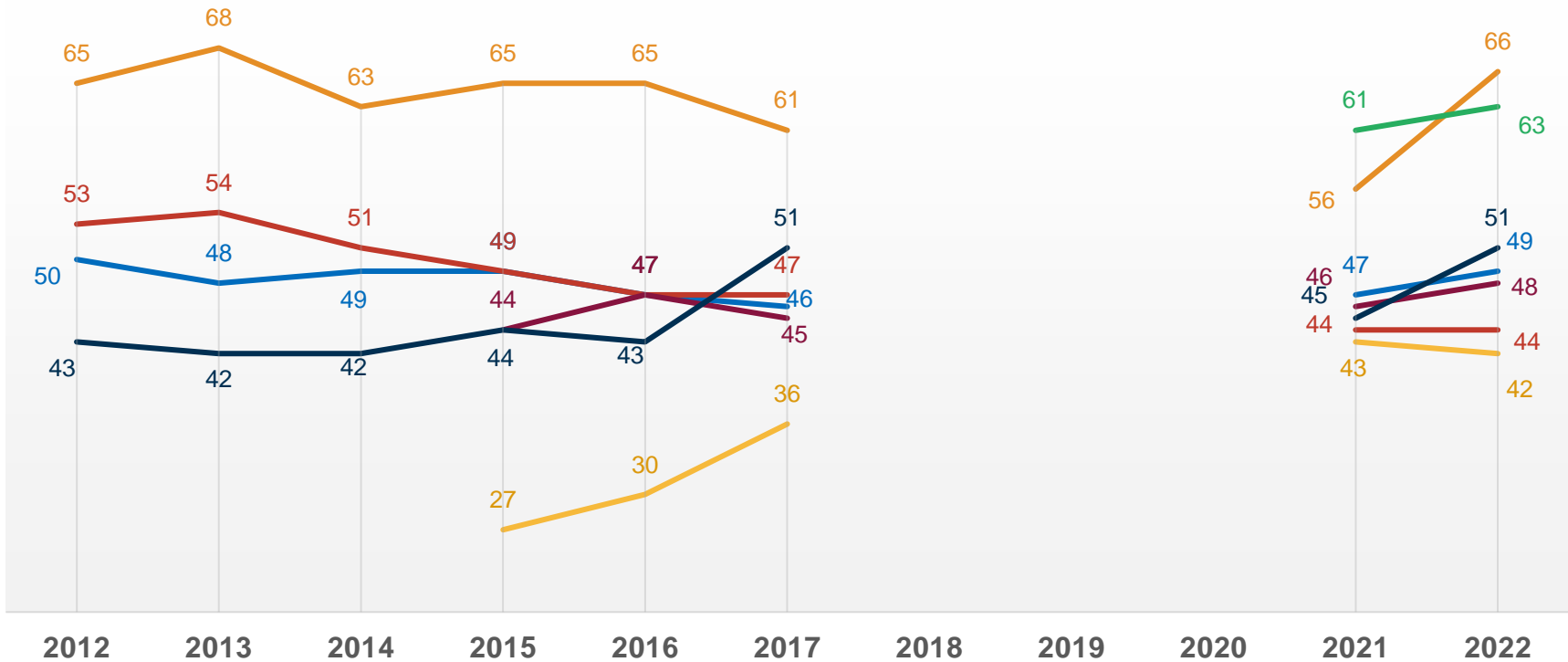
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<ul style="list-style-type: none"> Sealed local roads Consultation & engagement Lobbying
Compared to group average	None	<ul style="list-style-type: none"> Consultation & engagement Lobbying Sealed local roads



Summary of core measures

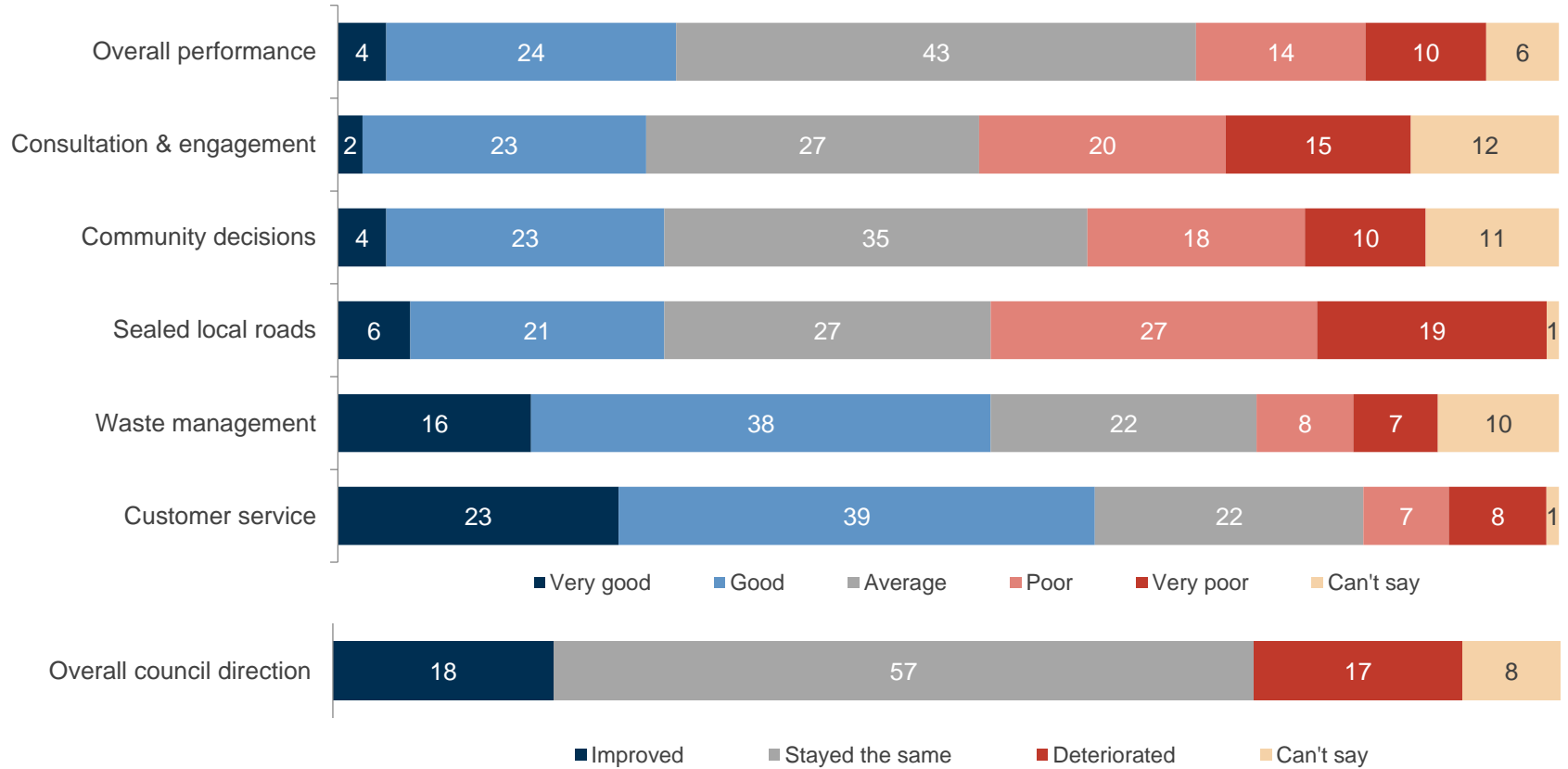
Index scores











Summary of core measures

Core measures summary results (%)





Summary of South Gippsland Shire Council performance

Services	South Gippsland 2022	South Gippsland 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	49	47	55	59	Aged 18-34 years	Aged 50-64 years
 Value for money	44	43	48	53	Aged 18-34 years	Aged 50-64 years
 Overall council direction	51	45	47	50	Strzelecki Ward residents	Tarwin Valley Ward residents
 Customer service	66	56	67	68	Tarwin Valley Ward residents	Coastal Promontory Ward residents, Aged 50-64 years
 Waste management	63	61	65	68	Aged 65+ years	Aged 50-64 years
 Community decisions	48	46	51	54	Strzelecki Ward residents, Aged 18-34 years	Coastal Promontory Ward residents
 Lobbying	45	46	51	53	Aged 18-34 years	Aged 50-64 years
 Consultation & engagement	44	44	51	54	Aged 18-34 years, Tarwin Valley Ward residents	Aged 50-64 years
 Sealed local roads	42	43	45	53	Aged 65+ years, Strzelecki Ward residents	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have been largely stable over time. On the four service areas evaluated, perceptions of performance have not changed significantly in the last 12 months. Council experienced a significant ten point increase in perceptions of customer service and a six point increase in perceptions of the direction of its overall performance. This is a positive result for Council. Residents of Strzelecki Ward and those aged 18 to 34 years tend to view Council more favourably compared to other cohorts.

Focus areas

Over the next 12 months, Council should focus on consulting and engaging with the community, and maintaining and improving the condition of sealed local roads. These are currently Council's lowest performing areas and ratings are significantly lower than the Large Rural group averages. Moreover, residents volunteer sealed local roads and consultation and engagement as areas most in need of improvement.

Comparison to state and area grouping

Council performs significantly lower than the Large Rural group and State-wide averages for councils on most service areas, with the exception of customer service and waste management. Council performs in line with the Large Rural group average for waste management and in line with both the group and State-wide average ratings for customer service. When it comes to the direction of Council's overall performance, here Council performs significantly higher than the Large Rural group average.

Maintain and build upon consistent performance

Endeavours should be made to consolidate and build upon performance in the service areas where ratings are stable or have improved. Particular attention should be paid to residents of the Coastal Promontory Ward and those aged 50 to 64 years, as these cohorts rate Council's performance lower than average across multiple service areas.

DETAILED FINDINGS



Overall performance



Overall performance

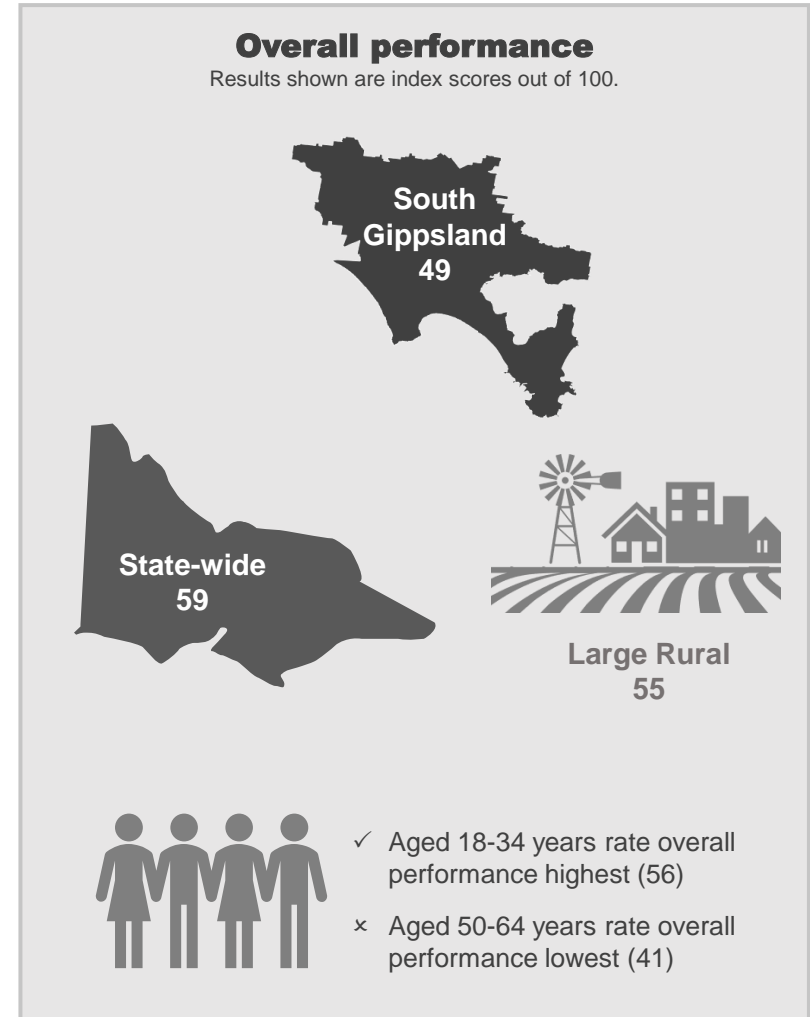
The overall performance index score of 49 for South Gippsland Shire Council represents a (not significant) two-point improvement on the 2021 result.

- Overall performance is at its equal highest level since 2012.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Large Rural group and the State-wide average for councils (index scores of 55 and 59 respectively).

- Perceptions of Council's overall performance improved significantly among people aged 65 years or over (up six points), residents of Strzelecki Ward (up six points) and those aged 18 to 34 years (up 10 points).
- Residents aged 18 to 34 years rate Council significantly higher than average (index score of 56). Conversely, residents aged 50 to 64 years rate Council significantly lower (index score of 41).

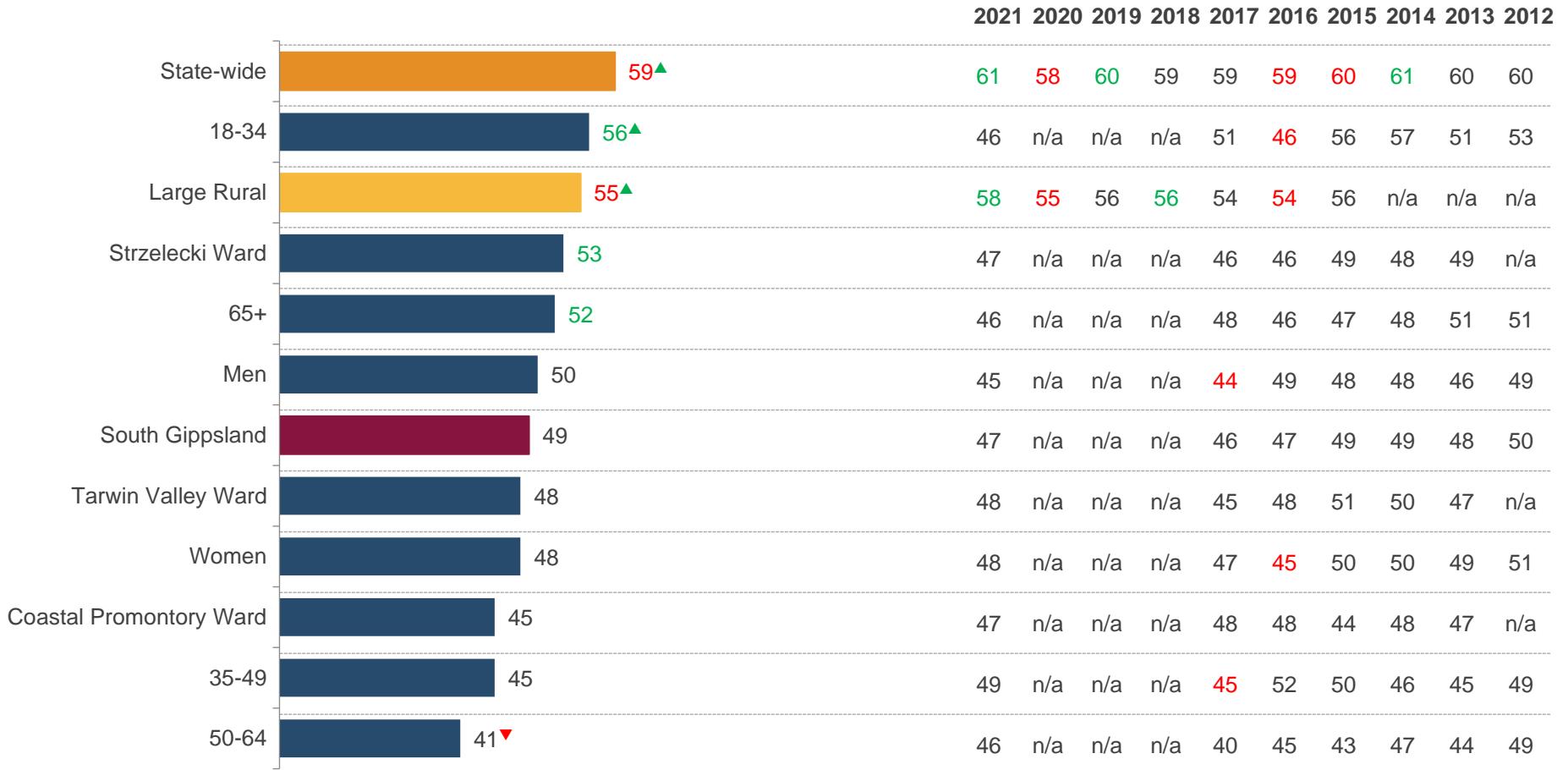
Almost a quarter of residents (24%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is substantially fewer than those who rate Council as 'very poor' or 'poor' (36%). A further 36% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)

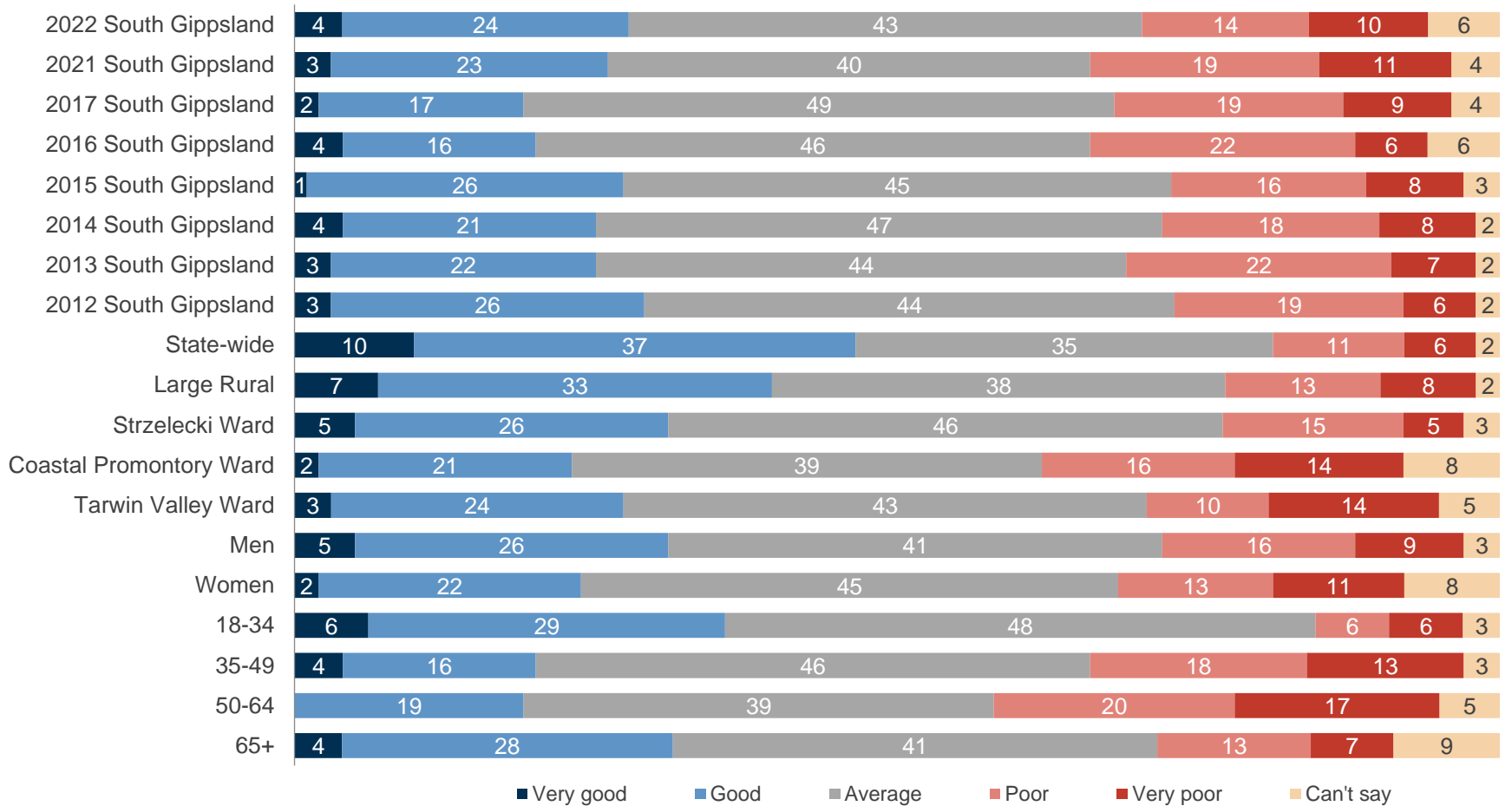


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2022 overall performance (%)

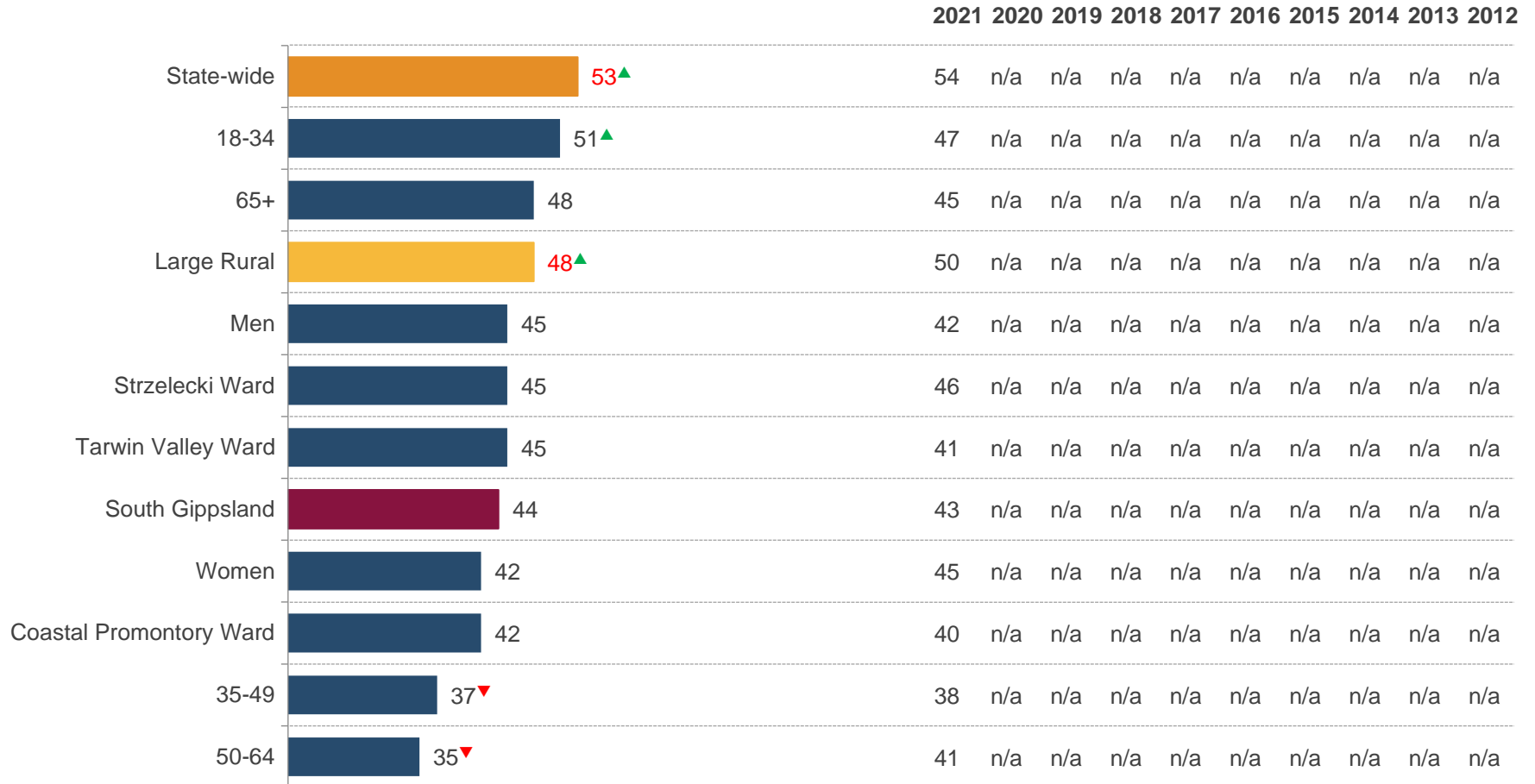


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Value for money in services and infrastructure

2022 value for money (index scores)



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

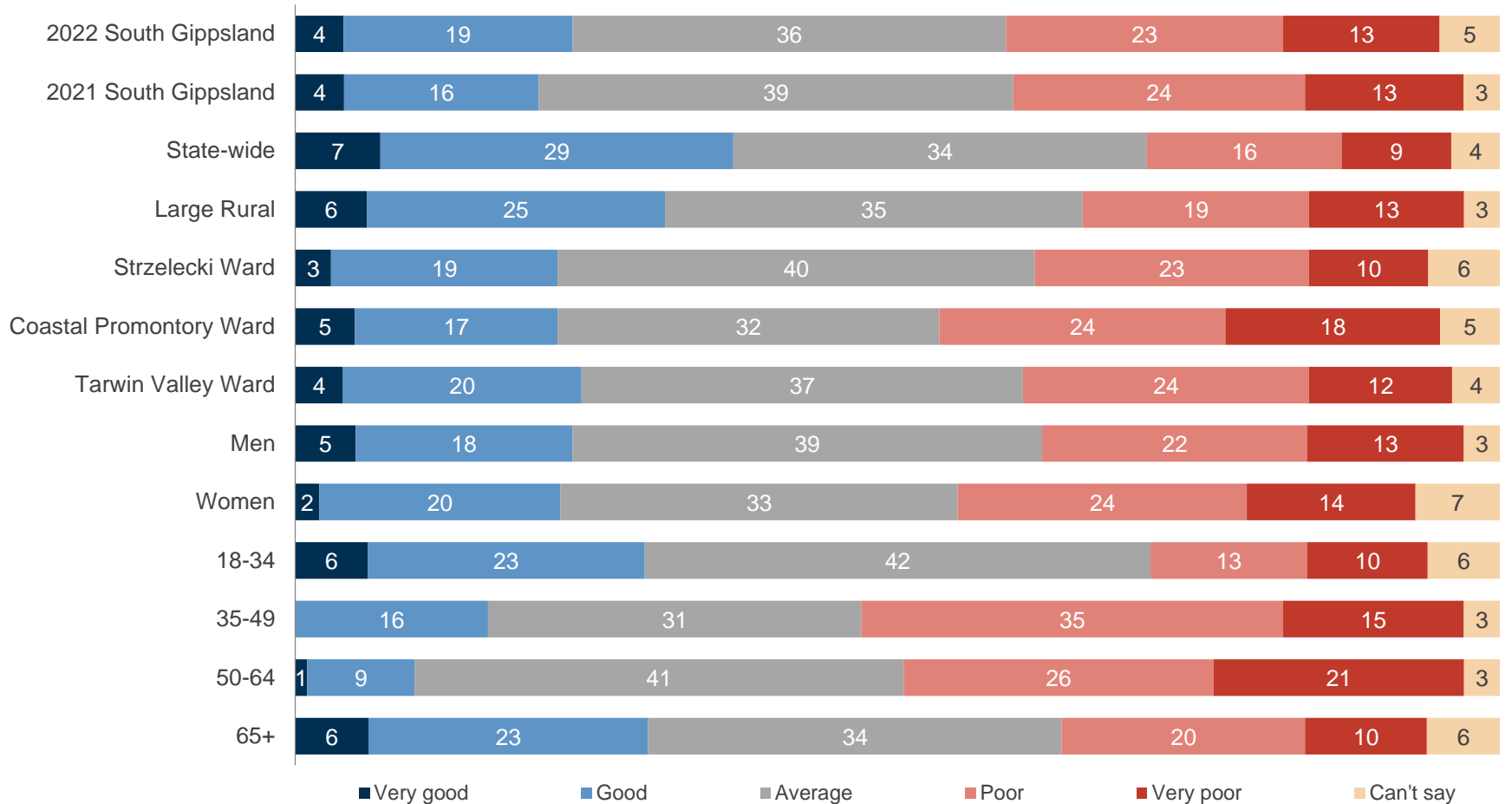
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 value for money (%)



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

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



Top performing service areas

Waste management (index score of 63) is the area where Council performed best in 2022, improving by two index points from 2021 (noting this is not a significant change).

- Council performs in line with the Large Rural group average and significantly lower than the State-wide average for councils in this service area.
- People aged 50 to 64 years rate Council's performance significantly lower than average. Those aged 65 years or over rate it significantly higher than average.
- Perceptions have improved significantly among residents of Strzelecki Ward (up seven points) and among those aged 35 to 49 years (up nine points).

Community decisions is Council's next highest rated service area (index score of 48, up two points).

- Perceptions of Council's performance on decisions made in the interests of the community are at their highest level recorded.
- Ratings among residents of Strzelecki Ward are significantly higher than average and significantly lower than average among residents of the Coastal Promontory Ward.



Waste management (index score of 63) is the area where Council performed best in 2022.



Lower performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of sealed local roads (index score of 42) and consultation and engagement (index score of 44).

Council rates lowest in the areas of sealed local roads (index score of 42, down one point on last year) and consultation and engagement (index score of 44, unchanged).

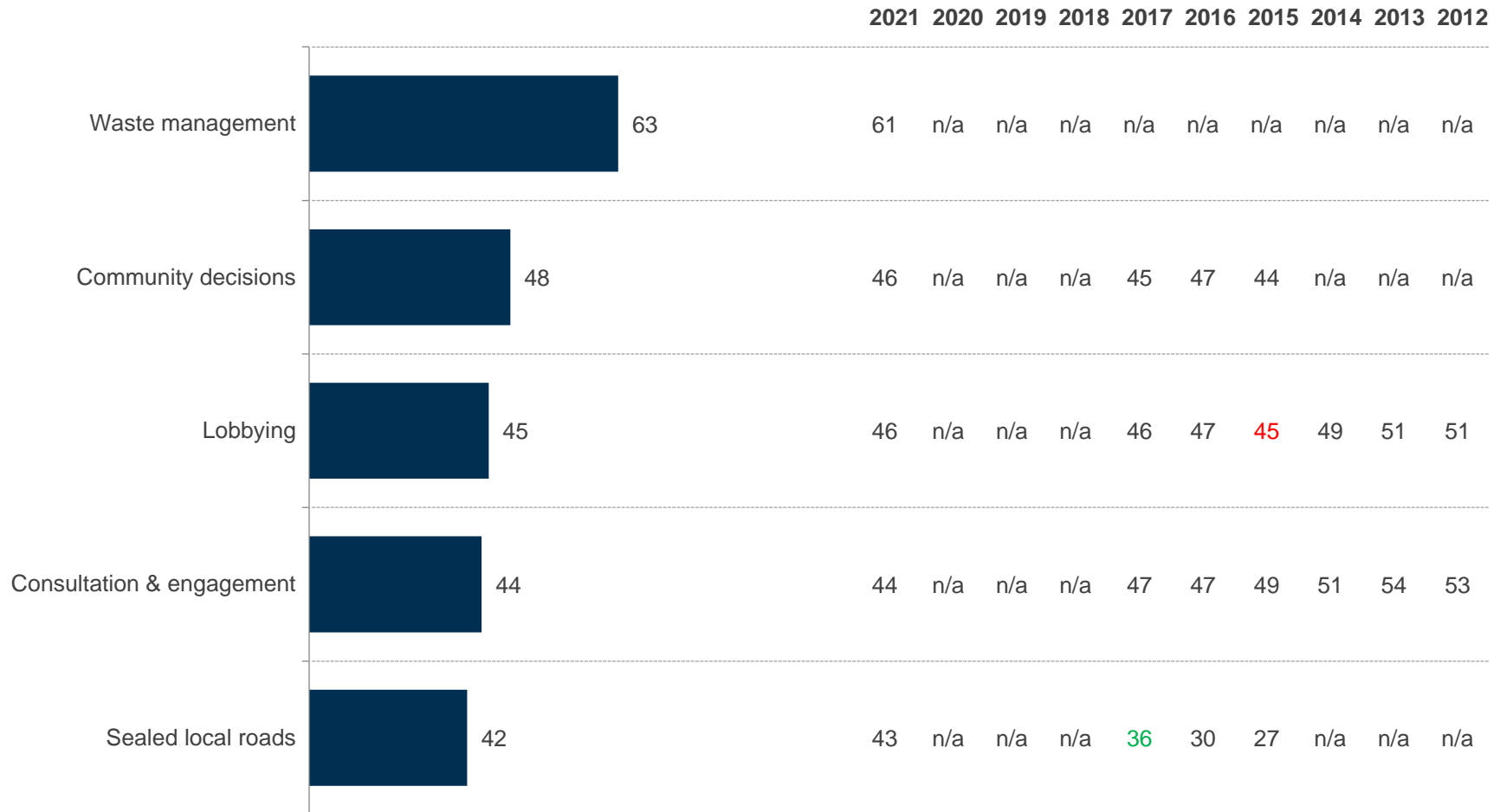
- Council rates significantly lower than the Large Rural group and the State-wide council averages in both of these service areas.
- Residents of the Coastal Promontory Ward and those aged 50 to 64 years rate Council's performance in these service areas significantly lower than average. It is among these cohorts that Council should focus attention as the first priority.

One in five residents (21%) volunteer sealed road maintenance as an area in need of improvement. One in six residents (16%) volunteer community consultation as an area in need of improvement.



Individual service area performance

2022 individual service area performance (index scores)

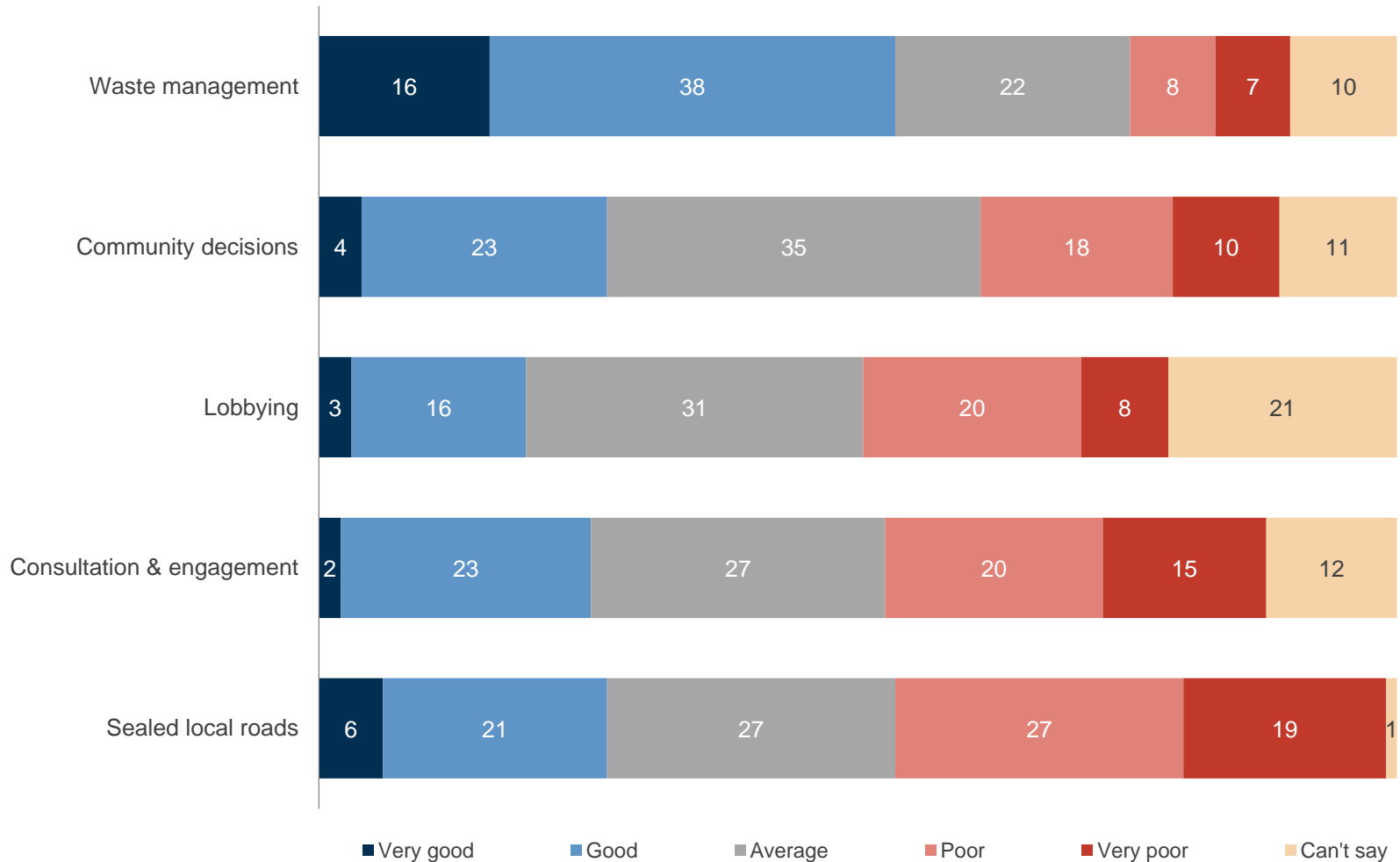


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2022 individual service area performance (%)

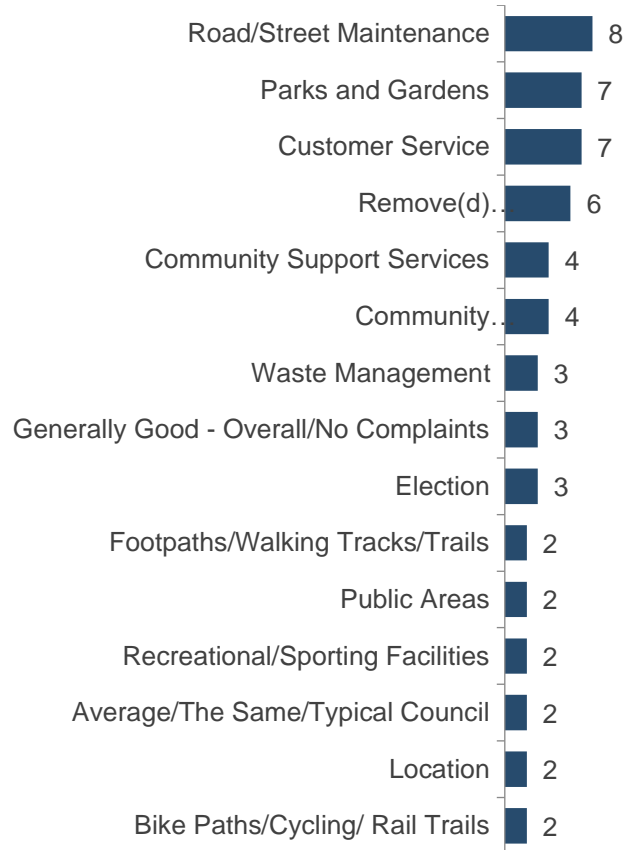


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

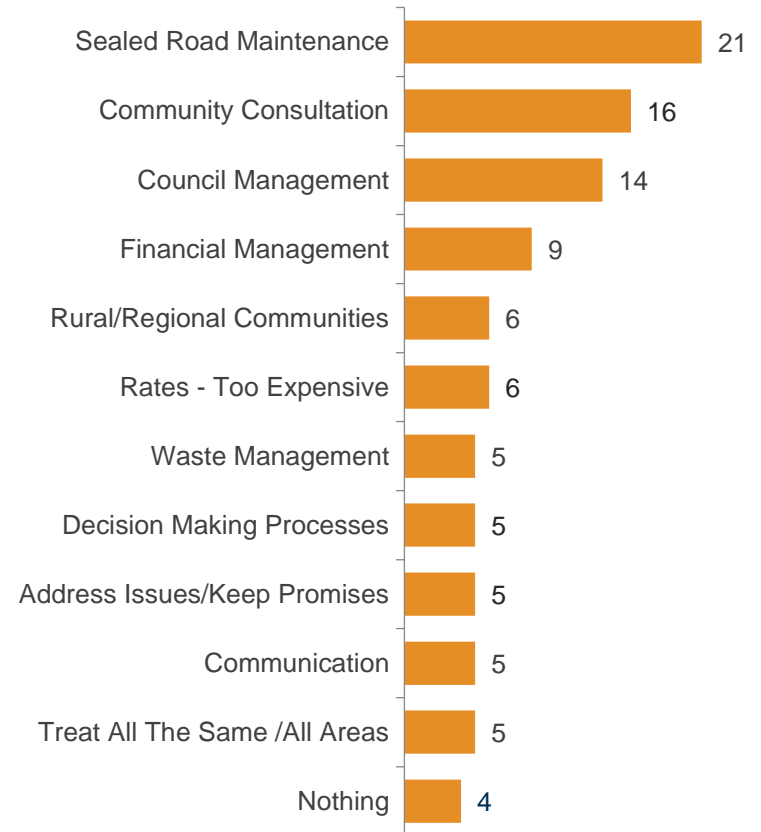


Best things about Council and areas for improvement

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



2022 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about South Gippsland Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 9

Q17. What does South Gippsland Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Fewer than three in five Council residents (56%) have had contact with Council in the last 12 months. Rate of contact is three percentage points higher than last year.

- Rate of contact is highest among people aged 50 to 64 and lowest among residents of Tarwin Valley Ward, though not significantly different to the average.



Among those residents who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good', including 23% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 represents a significant improvement of ten index points on 2021. Customer service is rated in line with the Large Rural group average and the State-wide average for councils (index scores of 67 and 68 respectively).

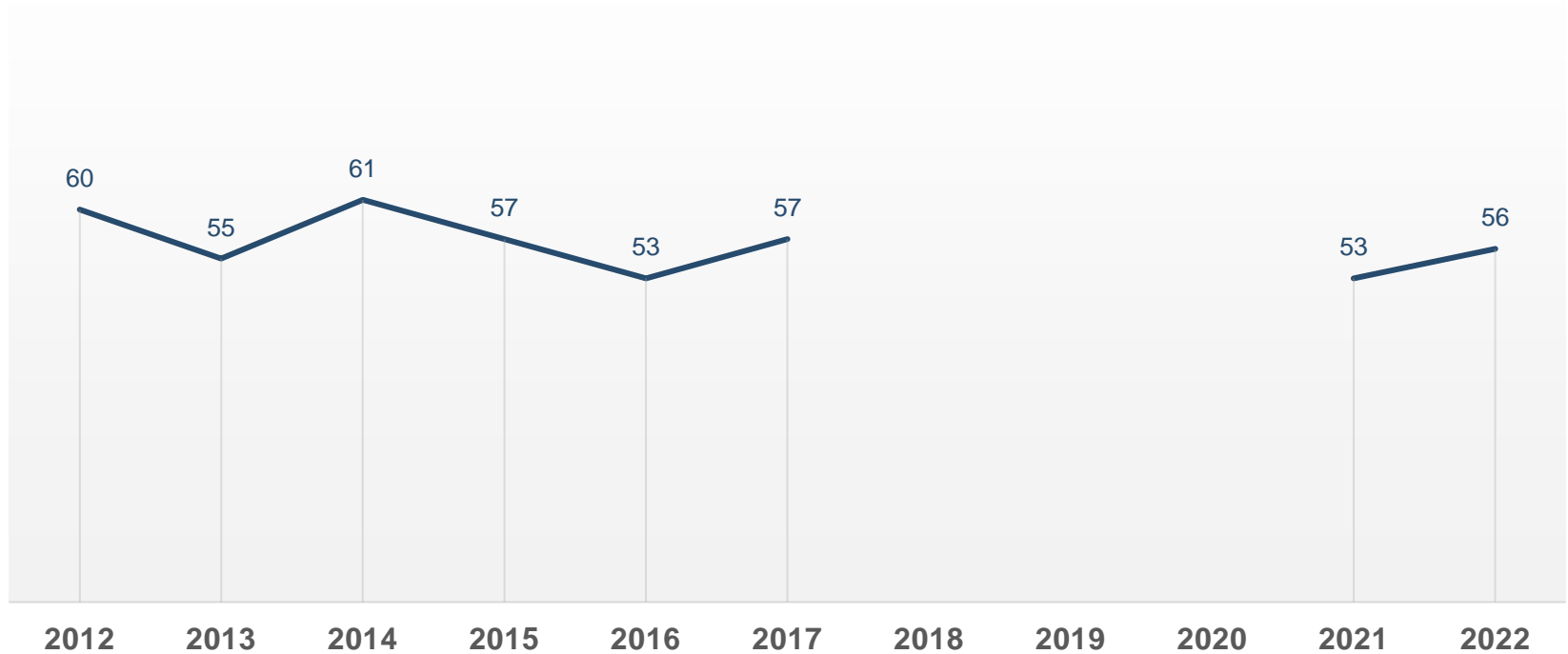
Six in ten residents (62%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service have improved significantly among residents of Tarwin Valley Ward (up 19 index points), women (up 12 points) people aged 18 to 34 years (up 25 points) and those aged 35 to 49 years (up 12 points).
- Council's current rating of customer service is close to the peak level achieved in 2013 (index score of 68).



Contact with council

2022 contact with council (%)
Have had contact



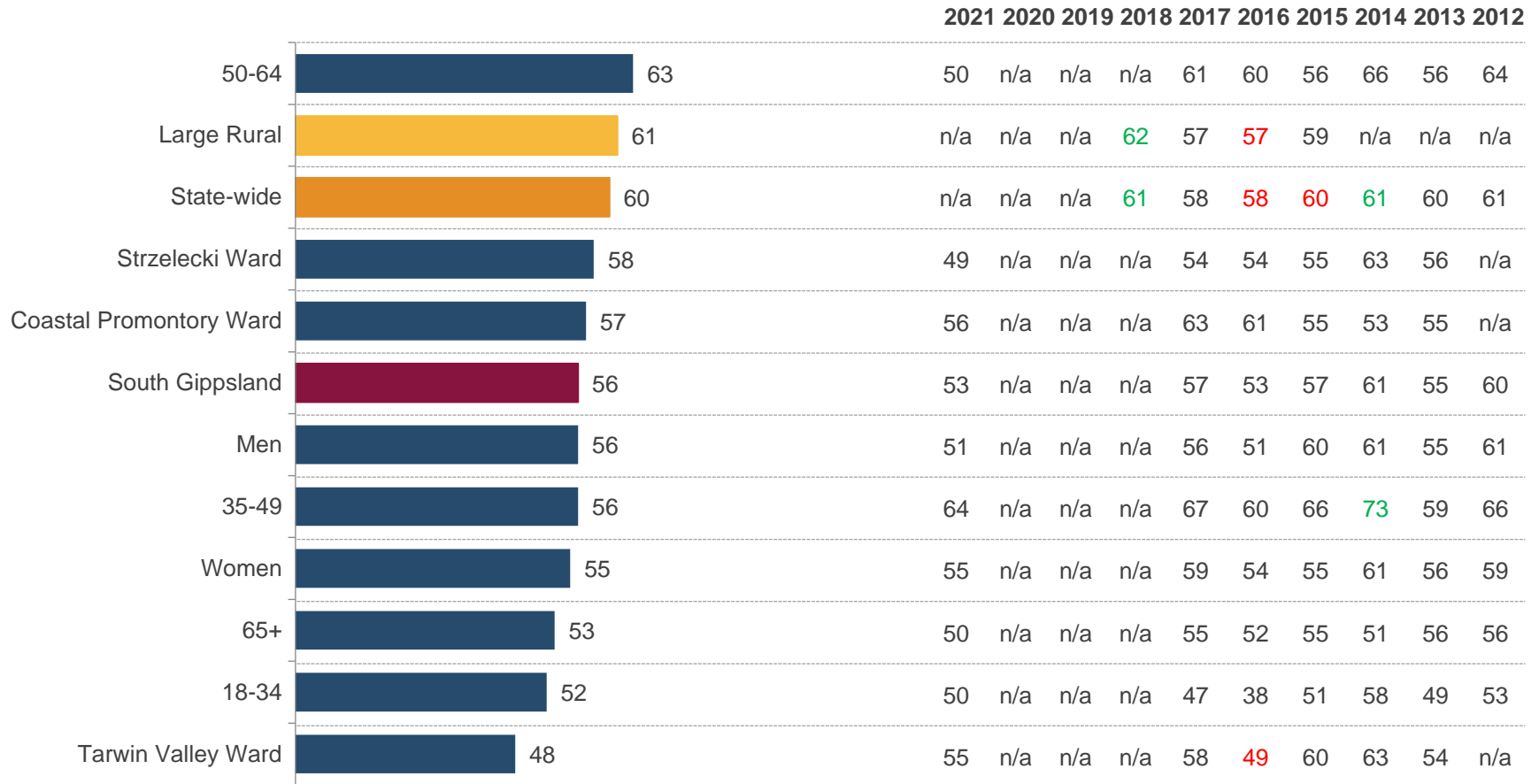
Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



Contact with council

2022 contact with council (%)



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

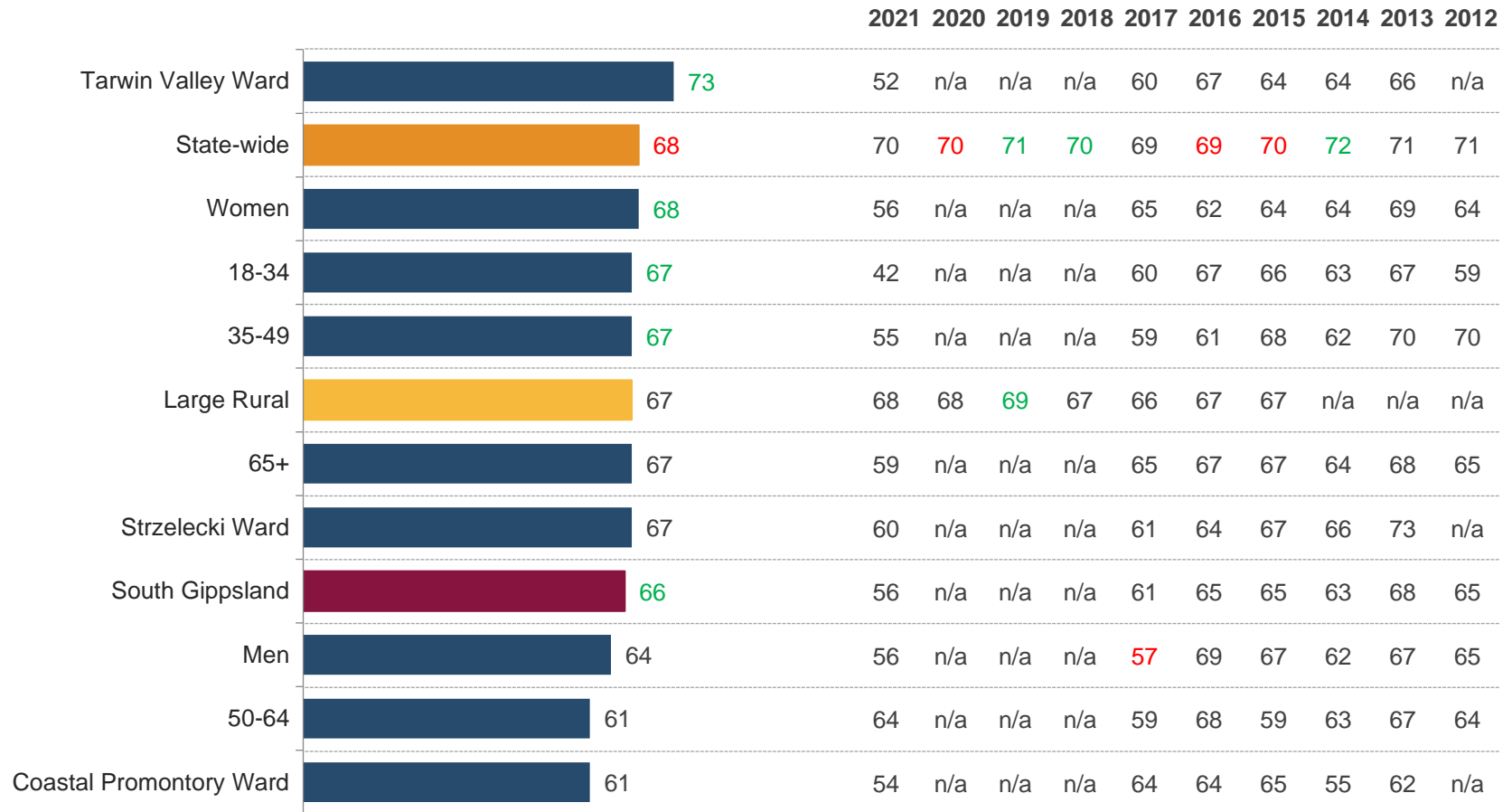
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11

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



Customer service rating

2022 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate South Gippsland Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

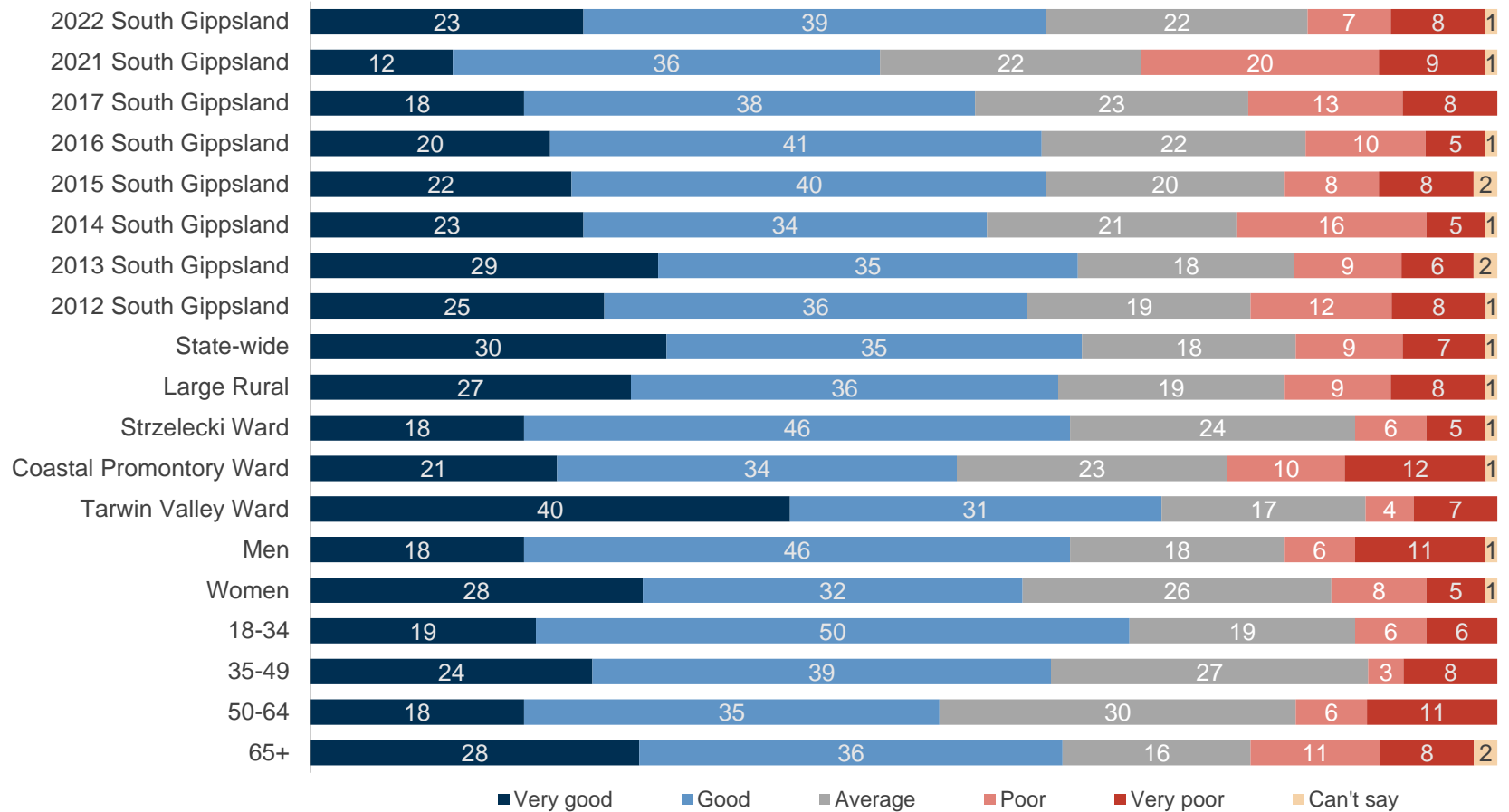
Councils asked State-wide: 67 Councils asked group: 19

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



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate South Gippsland Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 19



Council direction



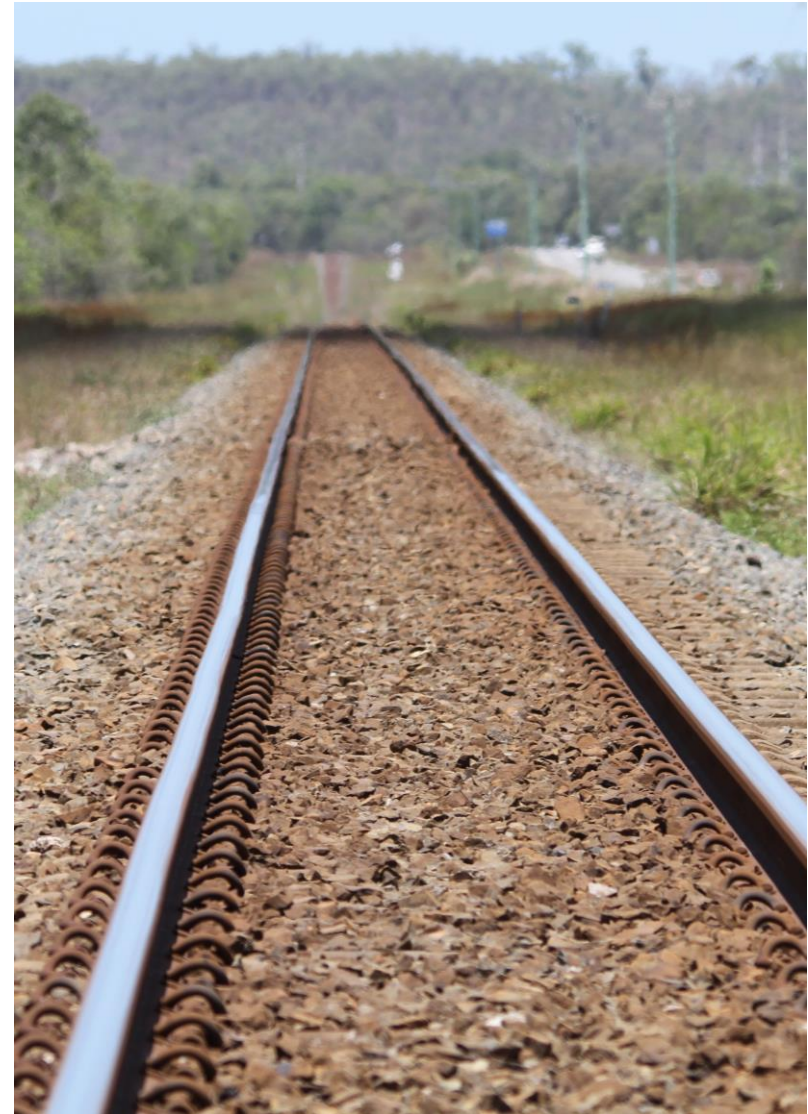
Council direction

Over the last 12 months, 57% of residents believe the direction of Council's overall performance has stayed the same compared to 18% who believe it has improved and 17% who think it has deteriorated.

Council achieved a rating of 51 index points on its overall direction, reflecting a significant six point increase on 2021. This is Council's equal highest rating recorded for performance of overall direction. The current rating is significantly higher than the Large Rural group average (index score of 47).

- The most satisfied with council direction are Strzelecki Ward residents (significantly higher than average).
- The least satisfied with council direction are Tarwin Valley Ward residents (significantly lower than average).

Perceptions of Council's overall direction increased significantly among men, residents of Strzelecki Ward and those aged 65 years and over.





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Strzelecki Ward	58 [▲]	45	n/a	n/a	n/a	49	45	47	41	45	n/a
65+	52	44	n/a	n/a	n/a	57	43	39	43	43	43
Men	52	45	n/a	n/a	n/a	50	46	46	43	41	42
18-34	52	46	n/a	n/a	n/a	51	46	56	52	48	44
South Gippsland	51	45	n/a	n/a	n/a	51	43	44	42	42	43
State-wide	50	53	51	53	52	53	51	53	53	53	52
35-49	50	42	n/a	n/a	n/a	49	47	43	36	40	43
Women	49	44	n/a	n/a	n/a	53	40	42	42	42	44
50-64	47	48	n/a	n/a	n/a	47	36	39	39	37	43
Large Rural	47 [▼]	51	50	51	52	52	48	51	n/a	n/a	n/a
Coastal Promontory Ward	46	46	n/a	n/a	n/a	54	42	37	42	40	n/a
Tarwin Valley Ward	44 [▼]	42	n/a	n/a	n/a	53	41	44	43	39	n/a

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

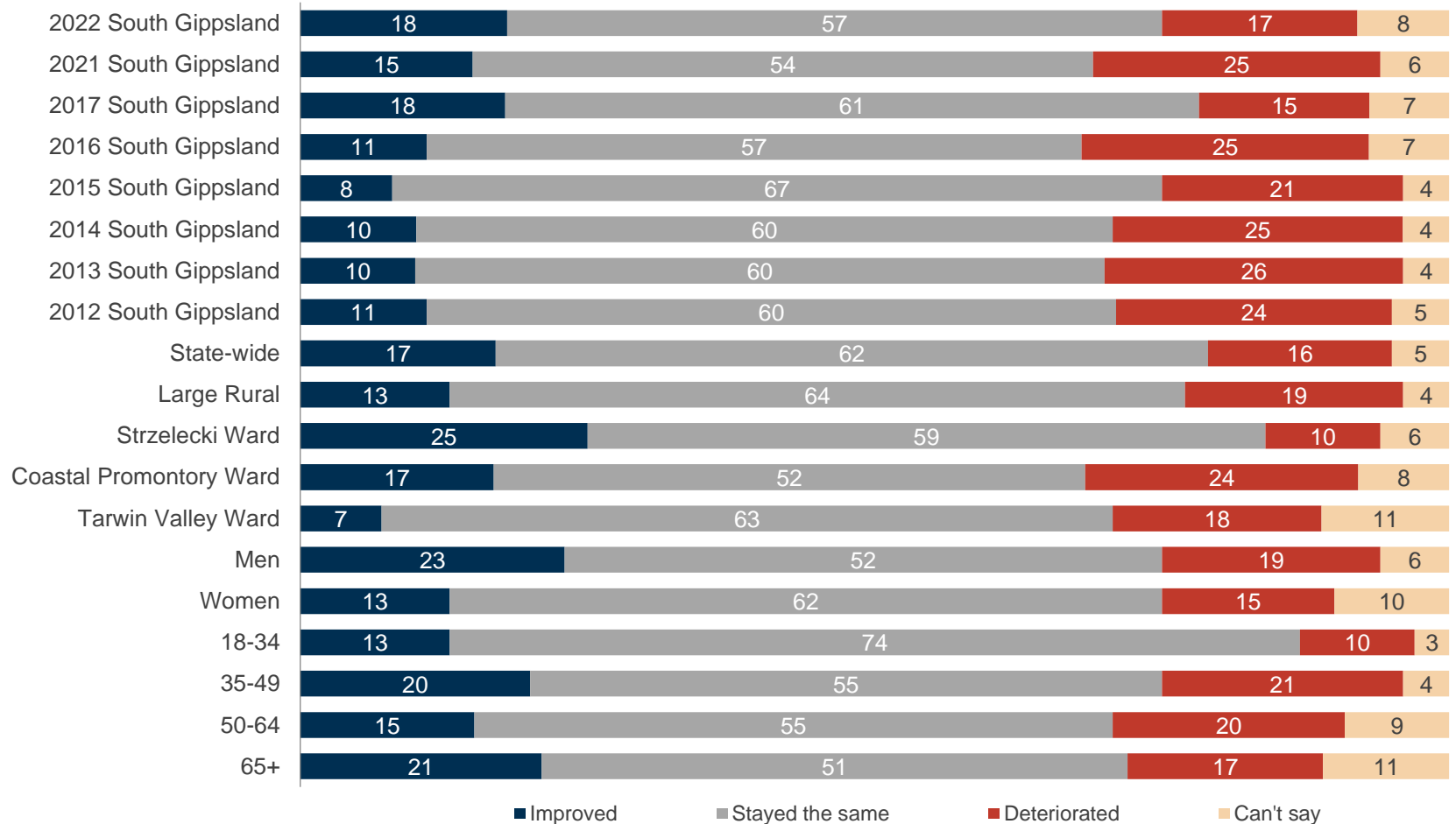
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of South Gippsland Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



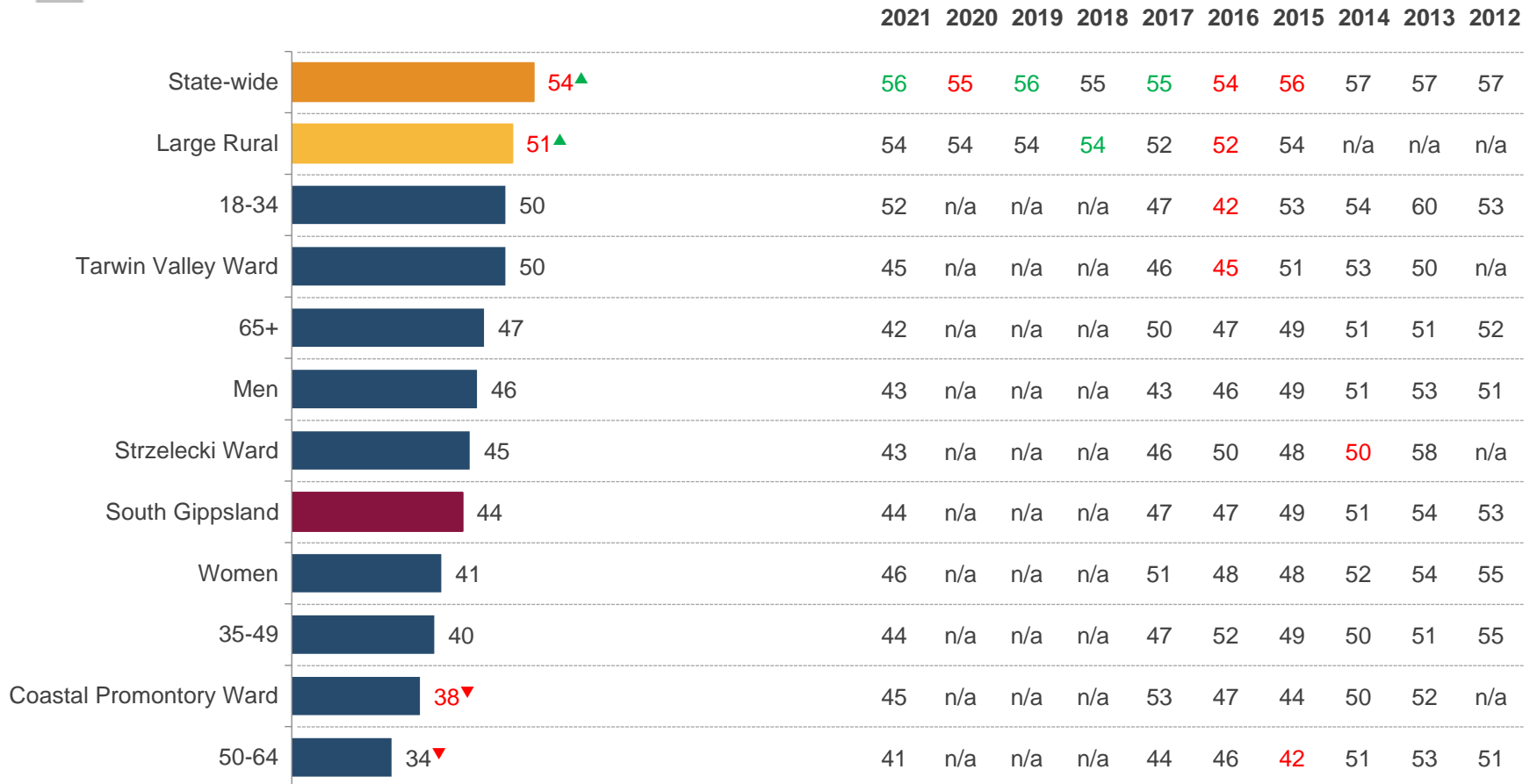
Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)



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

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

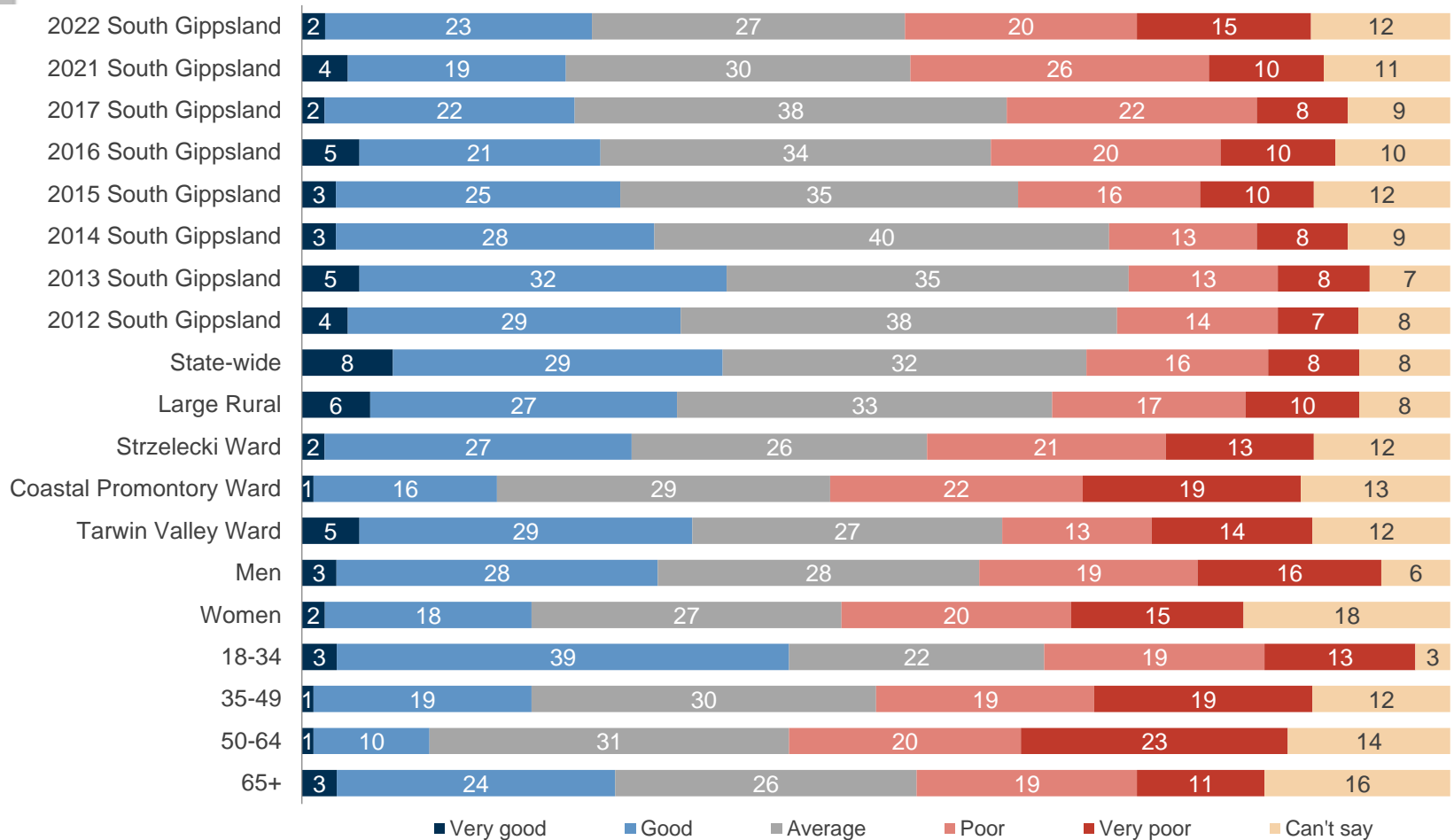
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



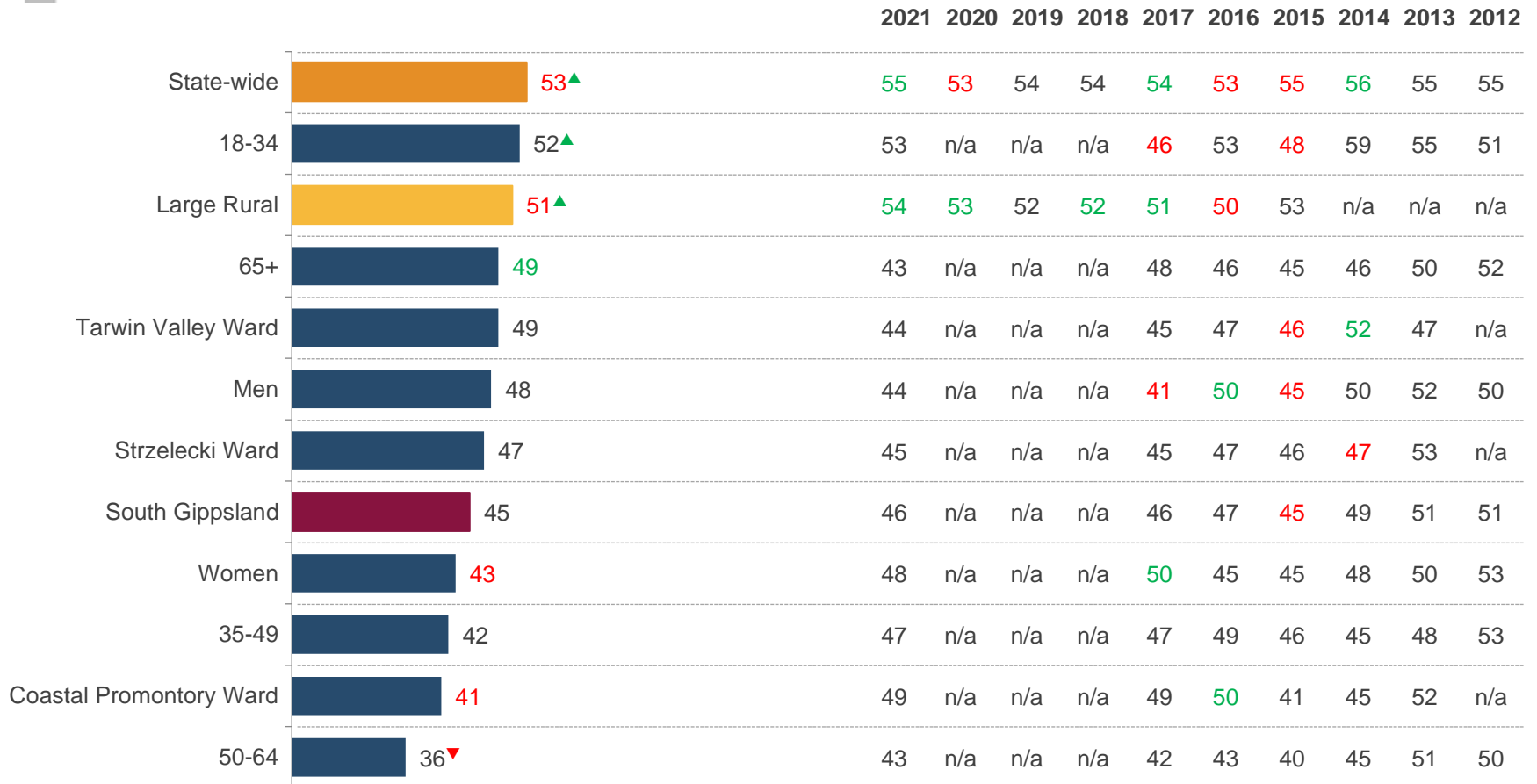
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Lobbying on behalf of the community performance



2022 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: 49 Councils asked group: 14

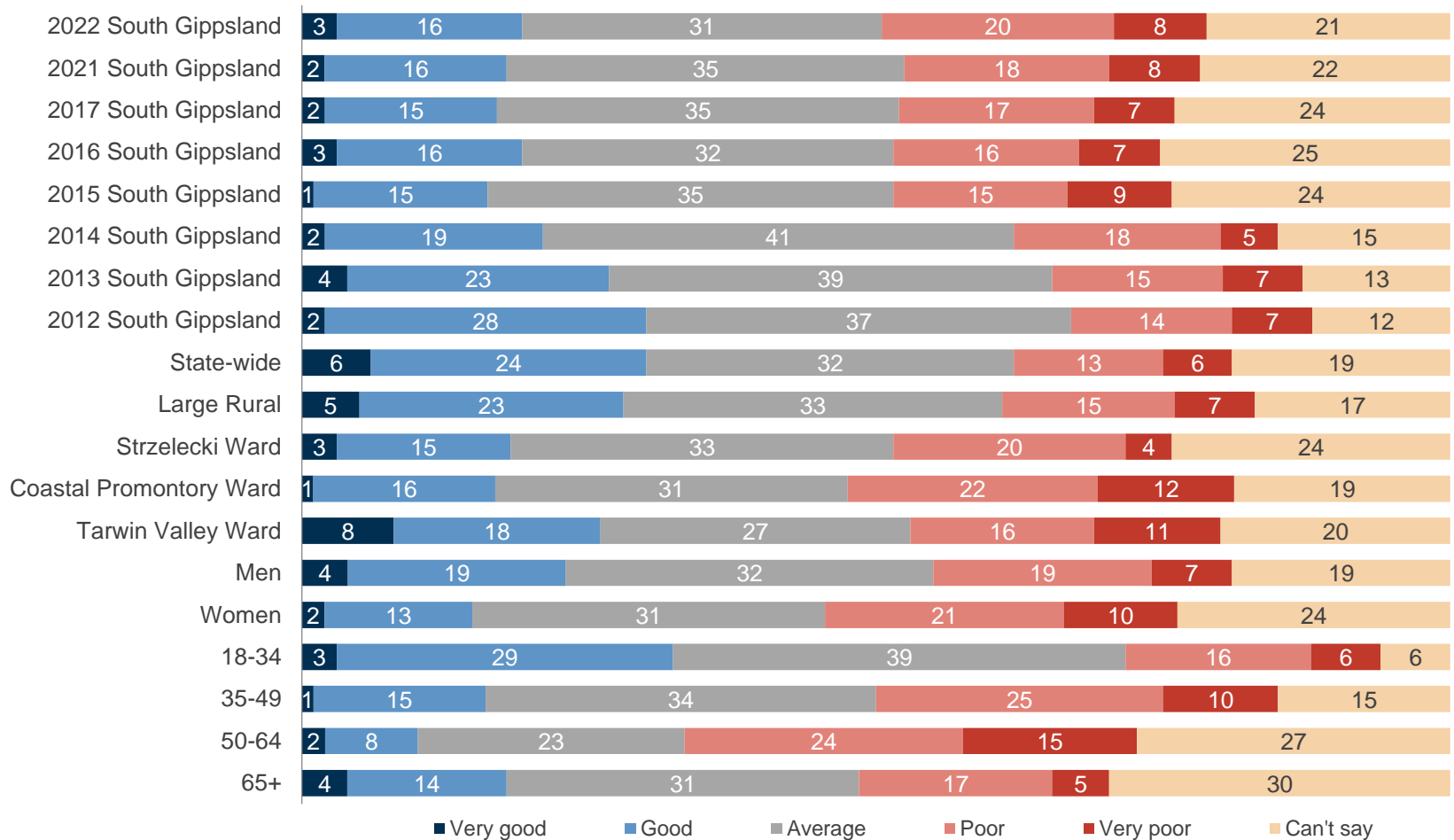
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)

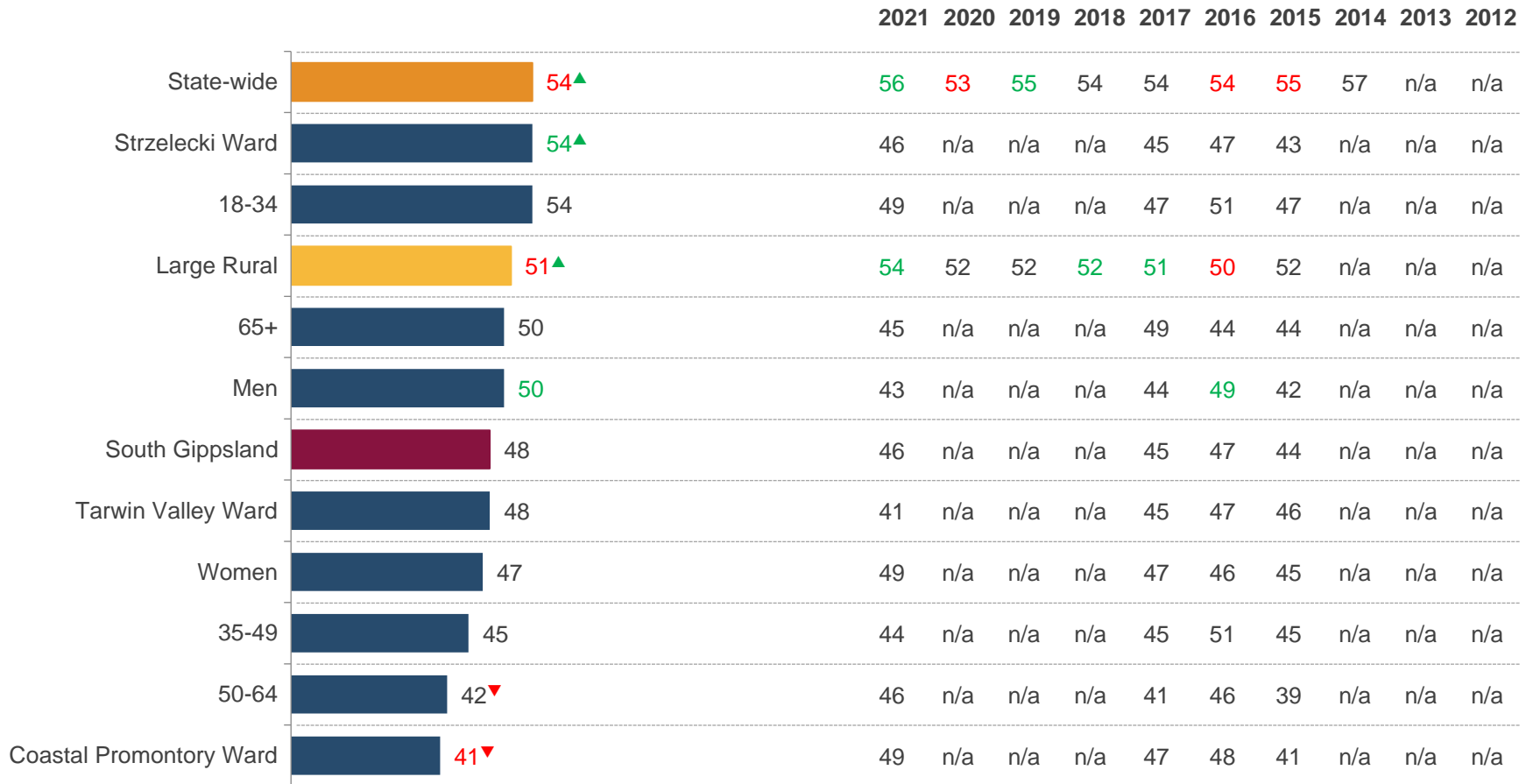


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

Decisions made in the interest of the community performance



2022 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?

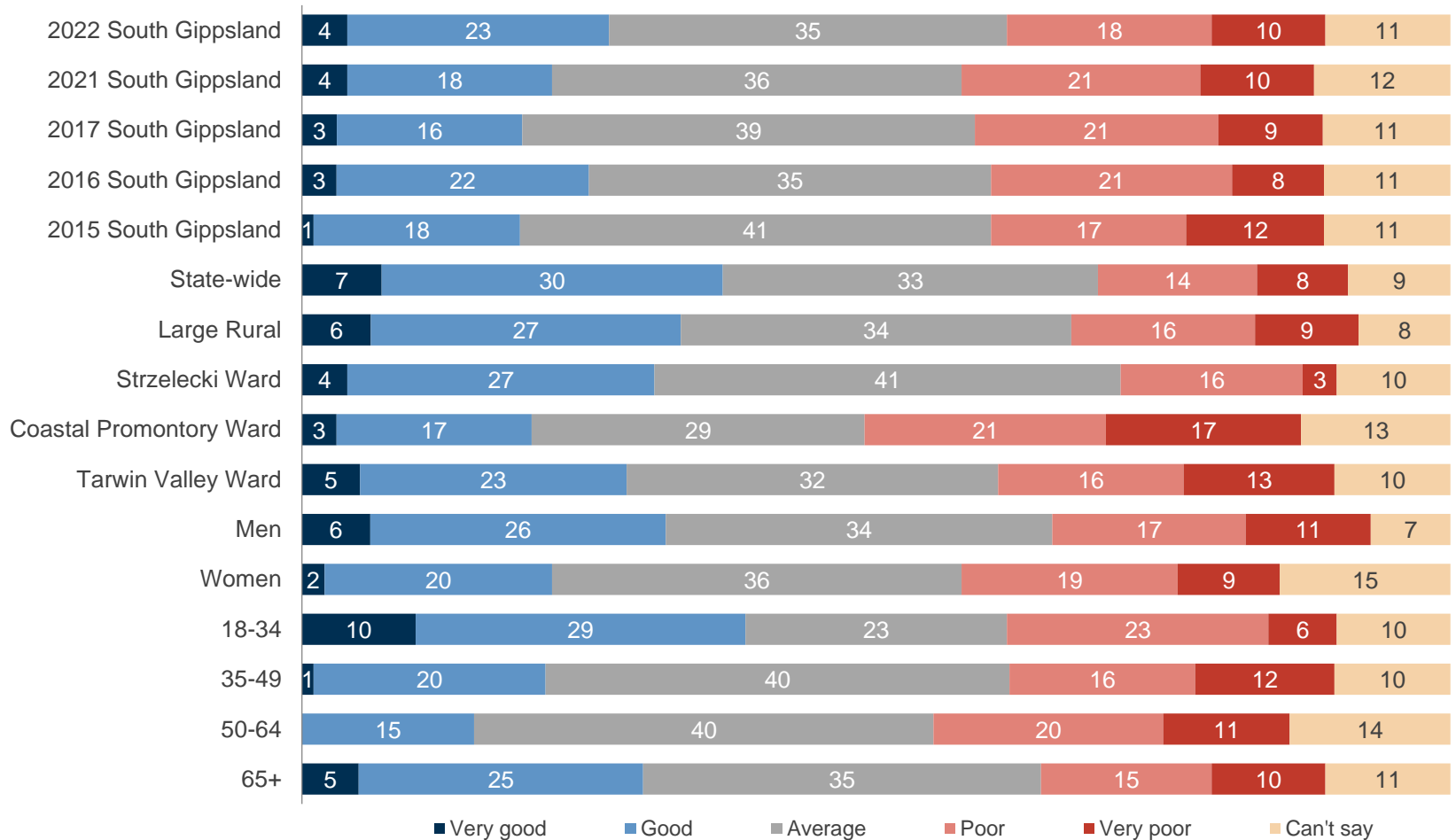
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
65+	47	n/a	n/a	n/a	39	36	32	n/a	n/a	n/a
Strzelecki Ward	47	n/a	n/a	n/a	36	29	26	n/a	n/a	n/a
Men	46	n/a	n/a	n/a	34	35	30	n/a	n/a	n/a
Large Rural	45	47	47	45	43	44	45	n/a	n/a	n/a
18-34	44	n/a	n/a	n/a	34	16	21	n/a	n/a	n/a
Tarwin Valley Ward	43	n/a	n/a	n/a	35	30	28	n/a	n/a	n/a
South Gippsland	42	n/a	n/a	n/a	36	30	27	n/a	n/a	n/a
Women	38	n/a	n/a	n/a	38	24	23	n/a	n/a	n/a
35-49	37	n/a	n/a	n/a	35	31	26	n/a	n/a	n/a
Coastal Promontory Ward	35	n/a	n/a	n/a	38	32	25	n/a	n/a	n/a
50-64	34	n/a	n/a	n/a	34	30	24	n/a	n/a	n/a

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

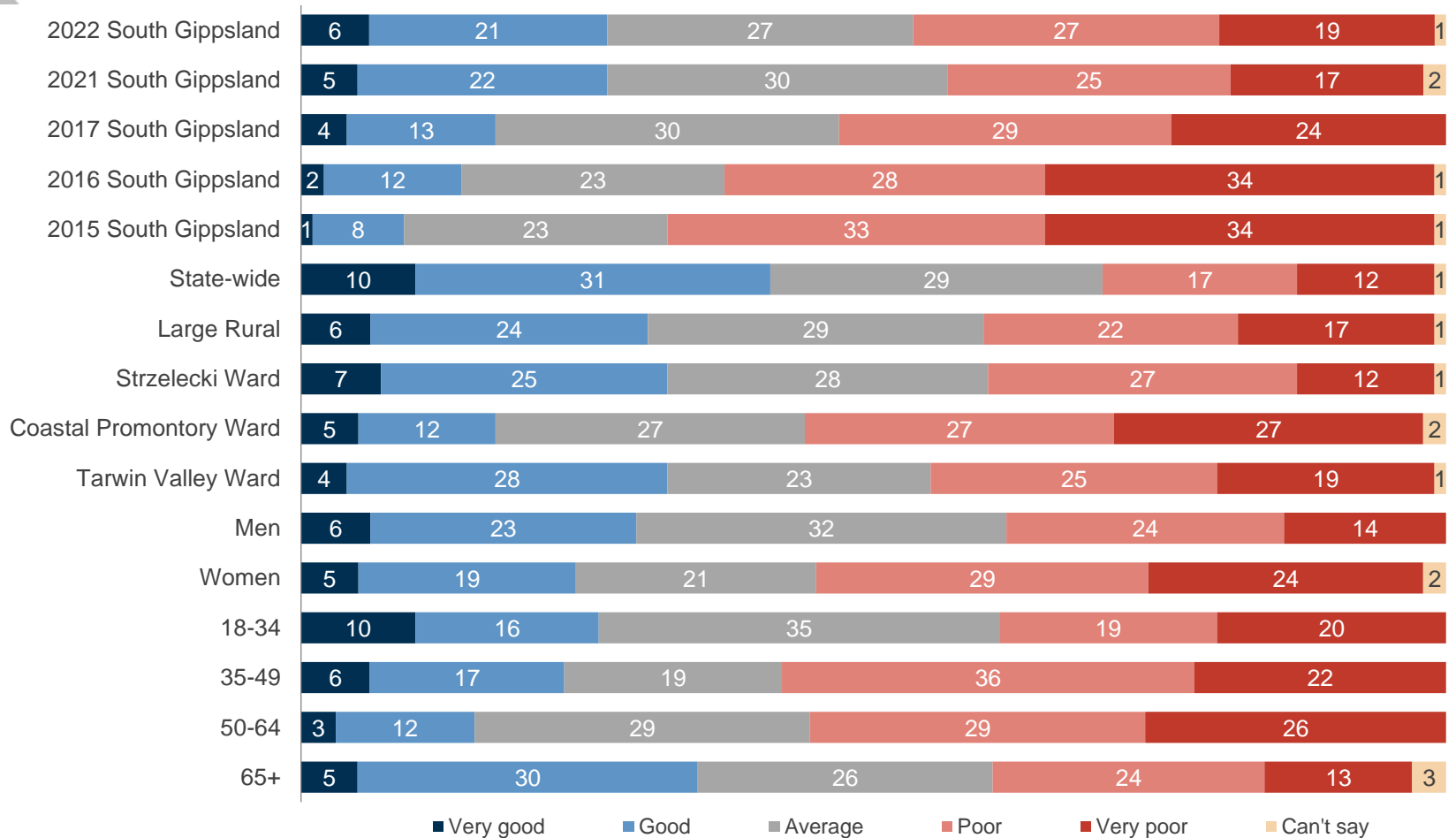
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



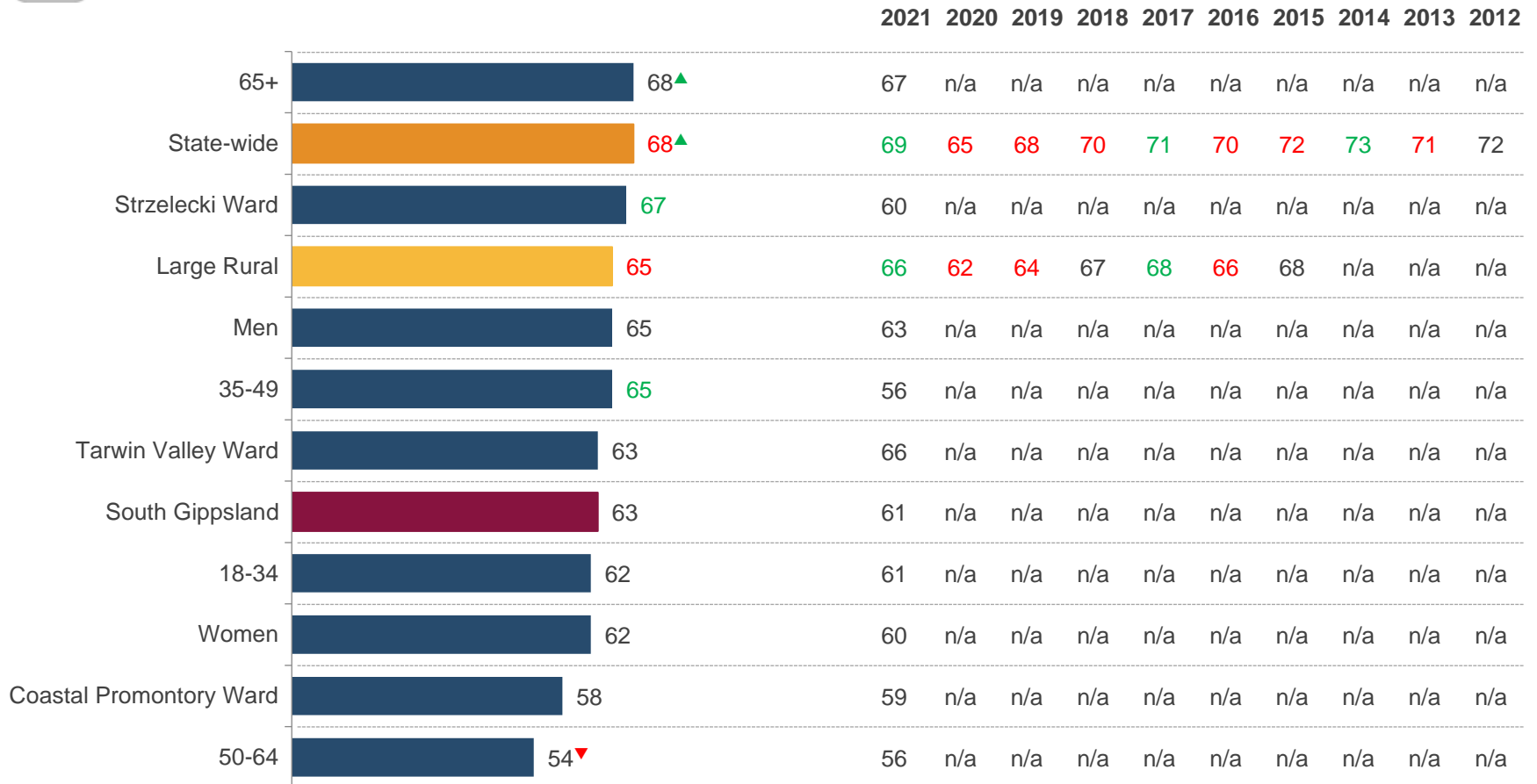
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Waste management performance



2022 waste management performance (index scores)



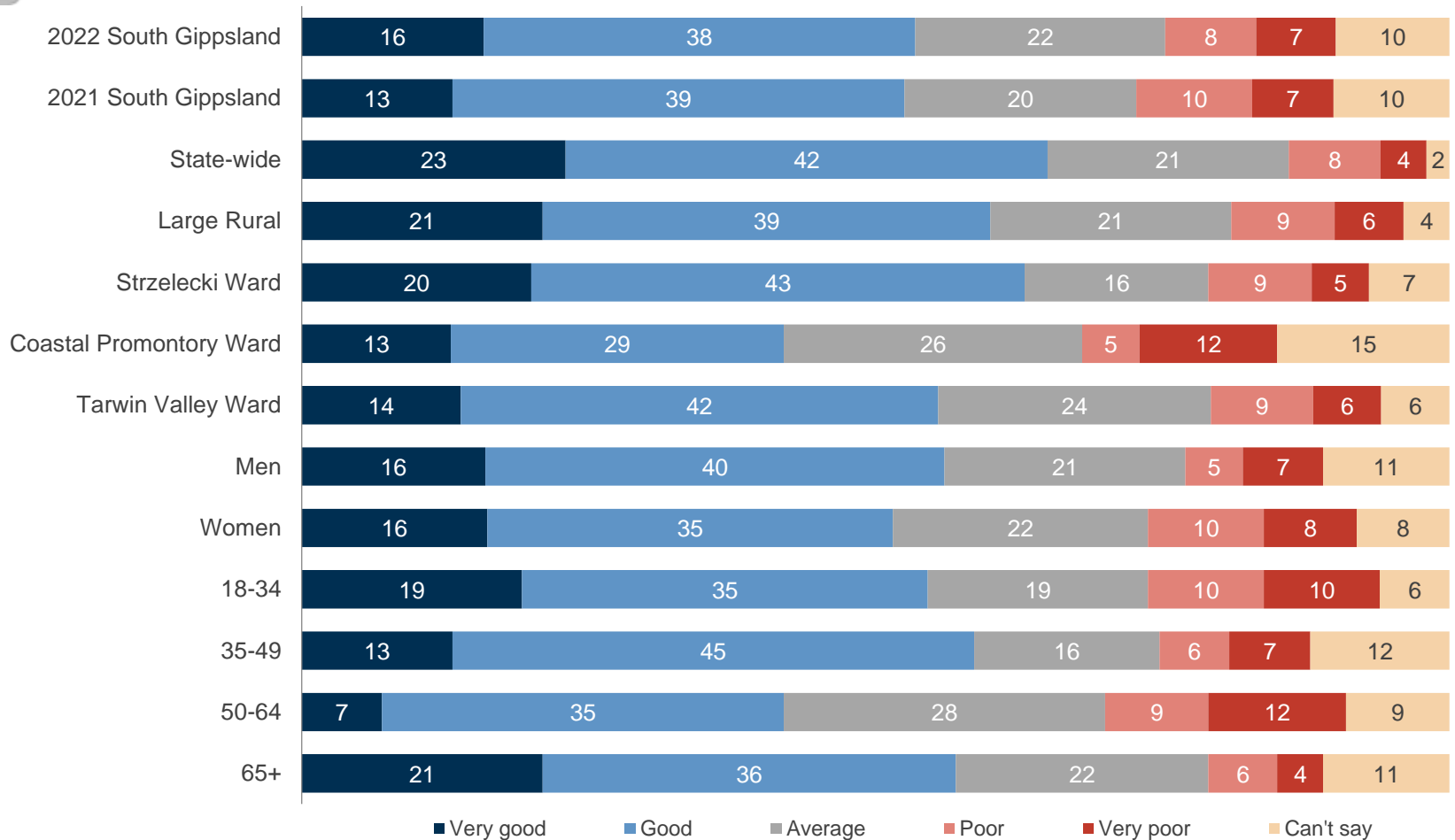
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



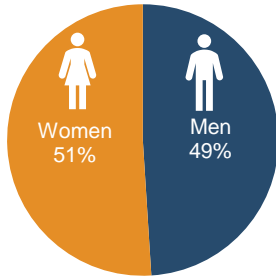
Detailed demographics



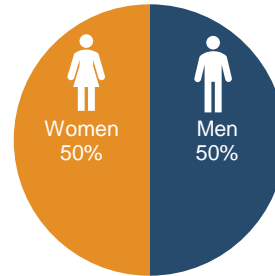
Gender and age profile

2022 gender

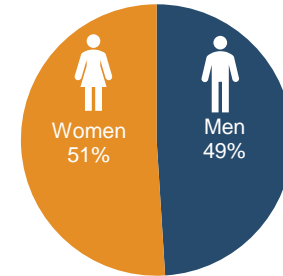
South Gippsland



Large Rural

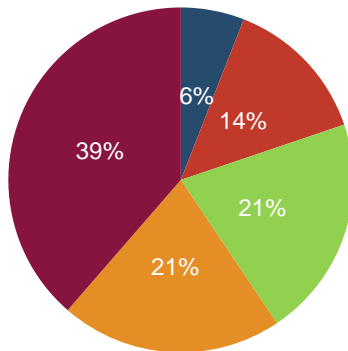


State-wide

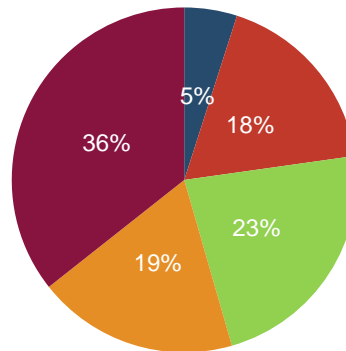


2022 age

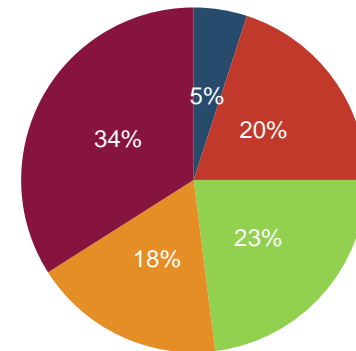
South Gippsland



Large Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for South Gippsland 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 +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 23,600 people aged 18 years or over for South Gippsland Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
South Gippsland Shire Council	400	400	+/-4.9
Men	190	195	+/-7.1
Women	210	205	+/-6.7
Strzelecki Ward	169	170	+/-7.5
Coastal Promontory Ward	149	149	+/-8.0
Tarwin Valley Ward	82	81	+/-10.9
18-34 years	31	78	+/-17.9
35-49 years	68	85	+/-12.0
50-64 years	105	83	+/-9.6
65+ years	196	154	+/-7.0



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

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

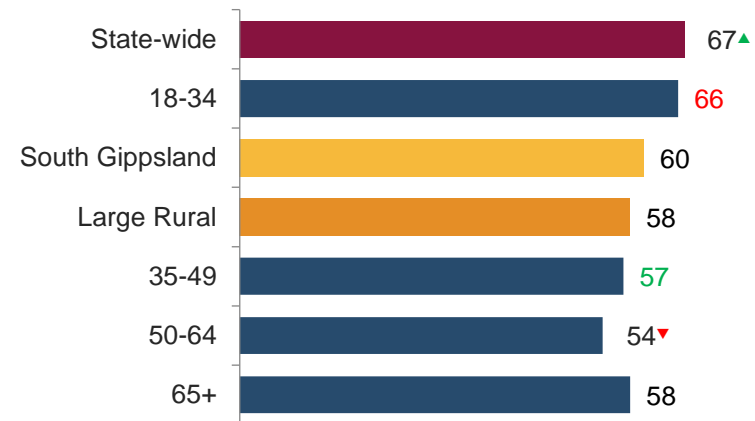
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. It is composed of three vertical strokes that curve at the bottom. Faint, light blue background graphics are visible within the strokes, including a line graph with a grid and a bar chart.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 1st February - January – 21st 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=401 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 South Gippsland 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 South Gippsland Shire Council.

Survey sample matched to the demographic profile of South Gippsland 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 South Gippsland Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in South Gippsland Shire Council. Survey fieldwork was conducted over four quarters across 9th June, 2021 – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

Council Groups

South Gippsland Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for South Gippsland Shire Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents 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 South Gippsland Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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