



2023 Local Government Community Satisfaction Survey

South Gippsland Shire Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



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Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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 solid dark blue color.

Key findings and recommendations



South Gippsland Shire Council – at a glance

Overall council performance

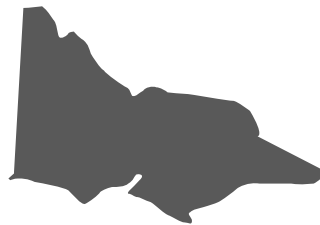
Results shown are index scores out of 100.



South Gippsland 53



Large Rural 52



State-wide 56

Council performance compared to group average

Top performing areas		
	Waste management	▼ lower
	Community decisions	▲ higher
Lowest performing area		
	Sealed local roads	= on par
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

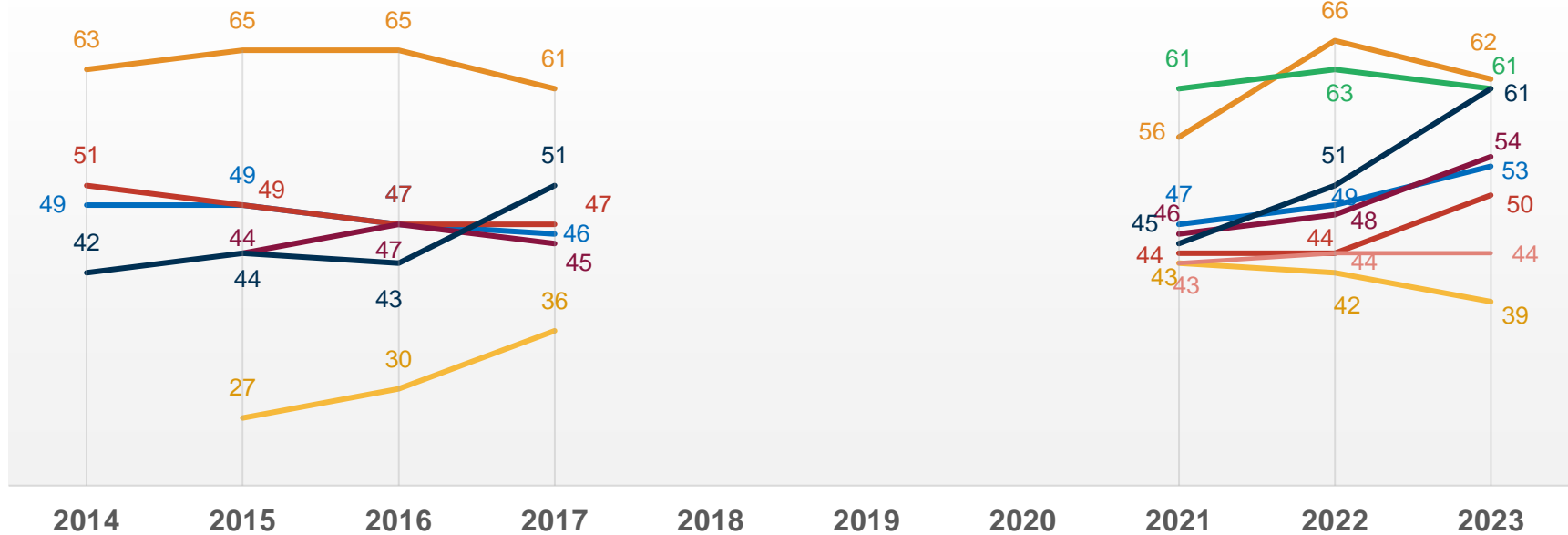
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

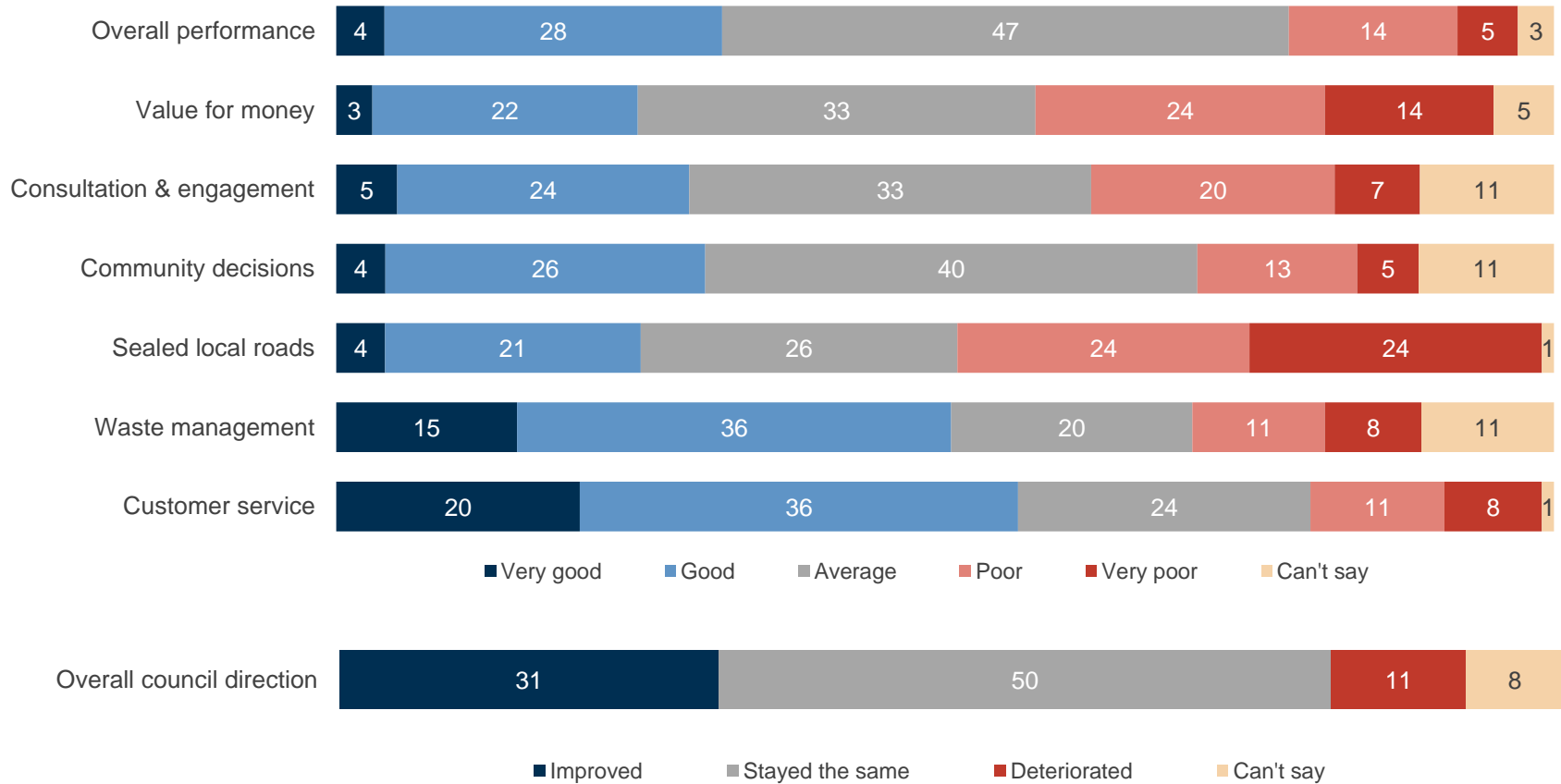
Overall Council Direction














Summary of core measures

Core measures summary results (%)





Summary of South Gippsland Shire Council performance

Services	South Gippsland 2023	South Gippsland 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	53	49	52	56	Aged 18-34 years	Aged 50-64 years
 Value for money	44	44	45	49	Aged 65+ years, Aged 18-34 years	Aged 35-49 years, Aged 50-64 years
 Overall council direction	61	51	44	46	Tarwin Valley Ward residents	Strzelecki Ward residents, Aged 35-49 years
 Customer service	62	66	65	67	Coastal Promontory Ward residents	Strzelecki Ward residents, Aged 50-64 years
 Waste management	61	63	65	66	Strzelecki Ward residents	Aged 35-49 years, Coastal Promontory Ward residents
 Community decisions	54	48	48	51	Aged 18-34 years	Aged 35-49 years
 Consultation & engagement	50	44	49	52	Aged 18-34 years	Aged 35-49 years
 Lobbying	47	45	49	51	Aged 18-34 years	Aged 35-49 years
 Sealed local roads	39	42	40	48	Aged 65+ years	Aged 50-64 years, Aged 35-49 years



Focus areas for the next 12 months

Overview

Overall perceptions of performance (index score of 53) significantly increased from 2022 continuing the upwards trend from 2021. Overall performance is now in line with the Large Rural group average but still significantly below the State-wide group average. Perceptions of Council performance on the five individual service areas evaluated have either improved or stayed in line with 2022 perceptions. This is a positive result for Council given general declines on overall performance and individual service areas for most councils State-wide.

Focus areas

Over the next 12 months, Council should focus on improving perceptions on areas where it performs lower than the Large Rural group average, namely waste management (where Council also performs below the State-wide average). In addition, focus needs to be paid to Council's worst performing area of sealed local roads, noting it was volunteered as the area most in need to improvement.

Comparison to state and area grouping

Compared with the Large Rural and State-wide group averages, perceptions of Council performance for the five individual service areas measured are mixed. Perceptions of waste management are significantly below both the Large Rural and State-wide group averages, while community decisions is significantly higher than both and consultation and engagement is in line with both. Lobbying and sealed local roads are in line with the Large Rural group but significantly below the State-wide average.

Maintain gains achieved to date

Perceptions of Council's overall performance and direction improved significantly this year, as did perceptions of community decisions (which continue to trend upwards and are now at their highest level to date), and consultation and engagement. Council should endeavor to maintain or even improve on these positive results. Information provision will be important to ensure the community are aware of the initiatives and actions Council is undertaking, as well as keeping the community aware of any engagement opportunities.

DETAILED FINDINGS



Overall performance



Overall performance

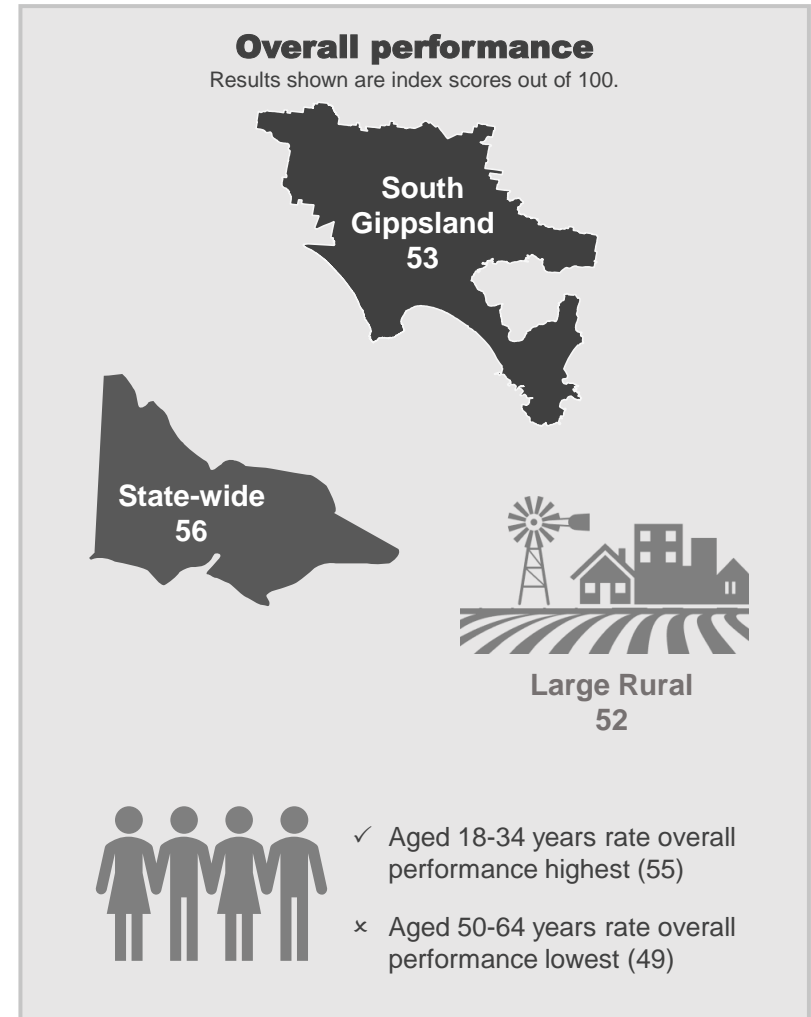
The overall performance index score of 53 for South Gippsland Shire Council represents a significant four-point improvement from 2022 (index score of 49) and the highest score across the seven years where overall performance has been measured.

South Gippsland Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide group average (index score of 56) but in line with the Large Rural group average (index score of 52).

- Perceptions of overall performance have improved significantly from 2022 among a number of cohorts: those aged 35 to 49 and 50 to 64 years, women and Coastal Promontory Ward residents.

Value for money perceptions (index score 44) are in line with 2022 ratings and the Large Rural group average (45), however significantly lower than the State-wide group average (index score of 49).

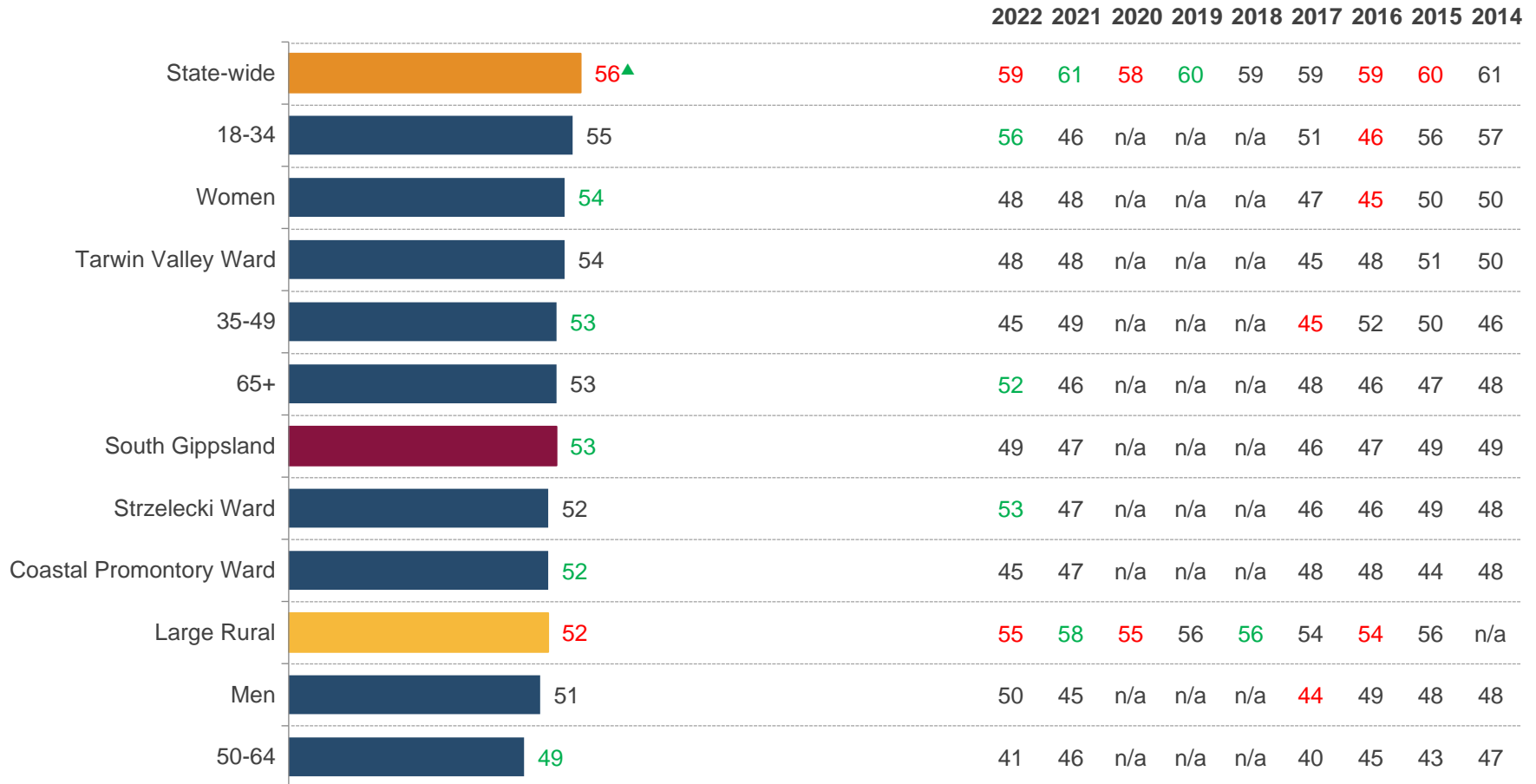
One in four residents (25%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. However, almost two in five rate Council as 'very poor' or 'poor' (38%) and a further 33% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)

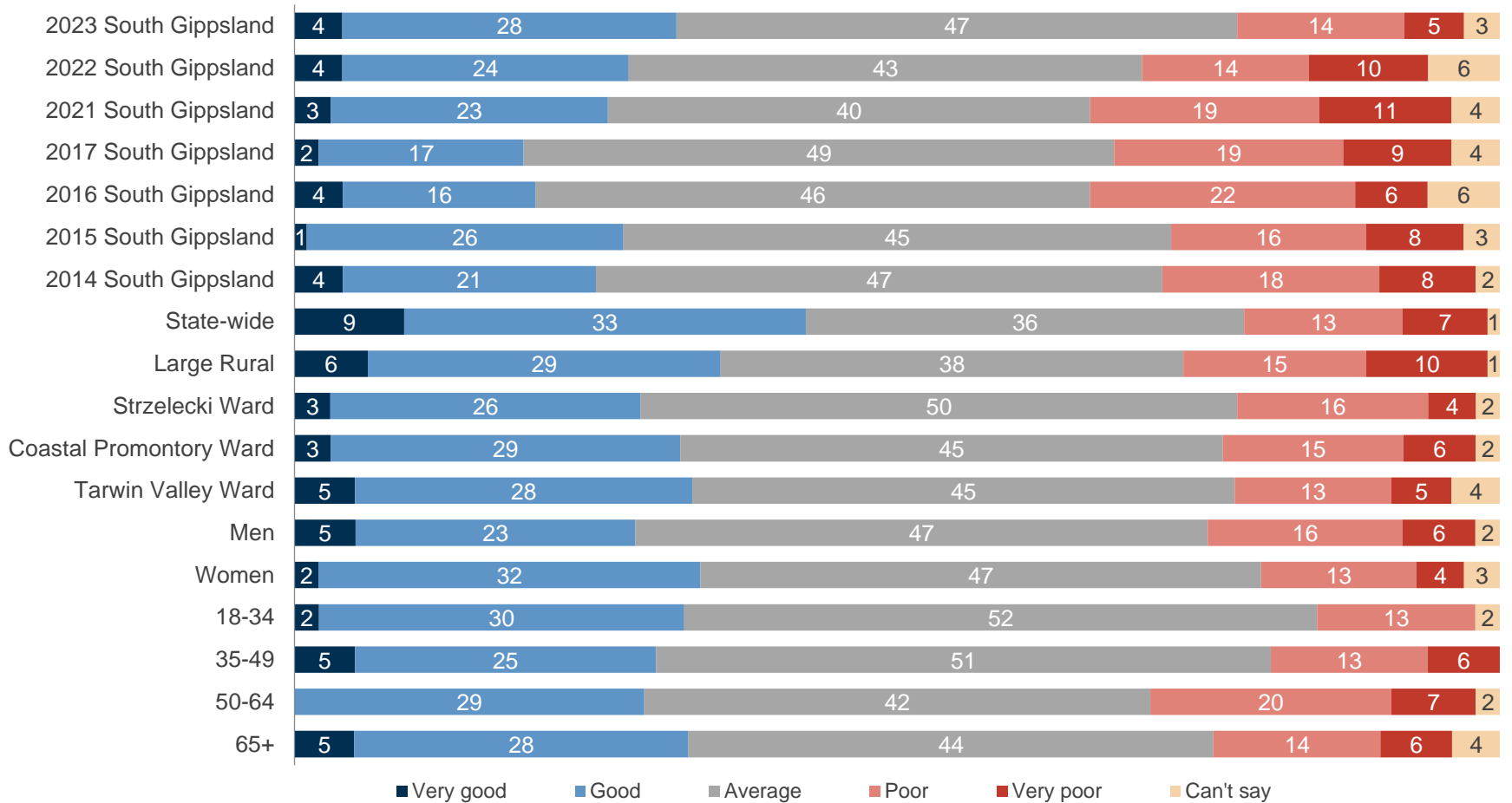


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66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



Overall performance

2023 overall performance (%)

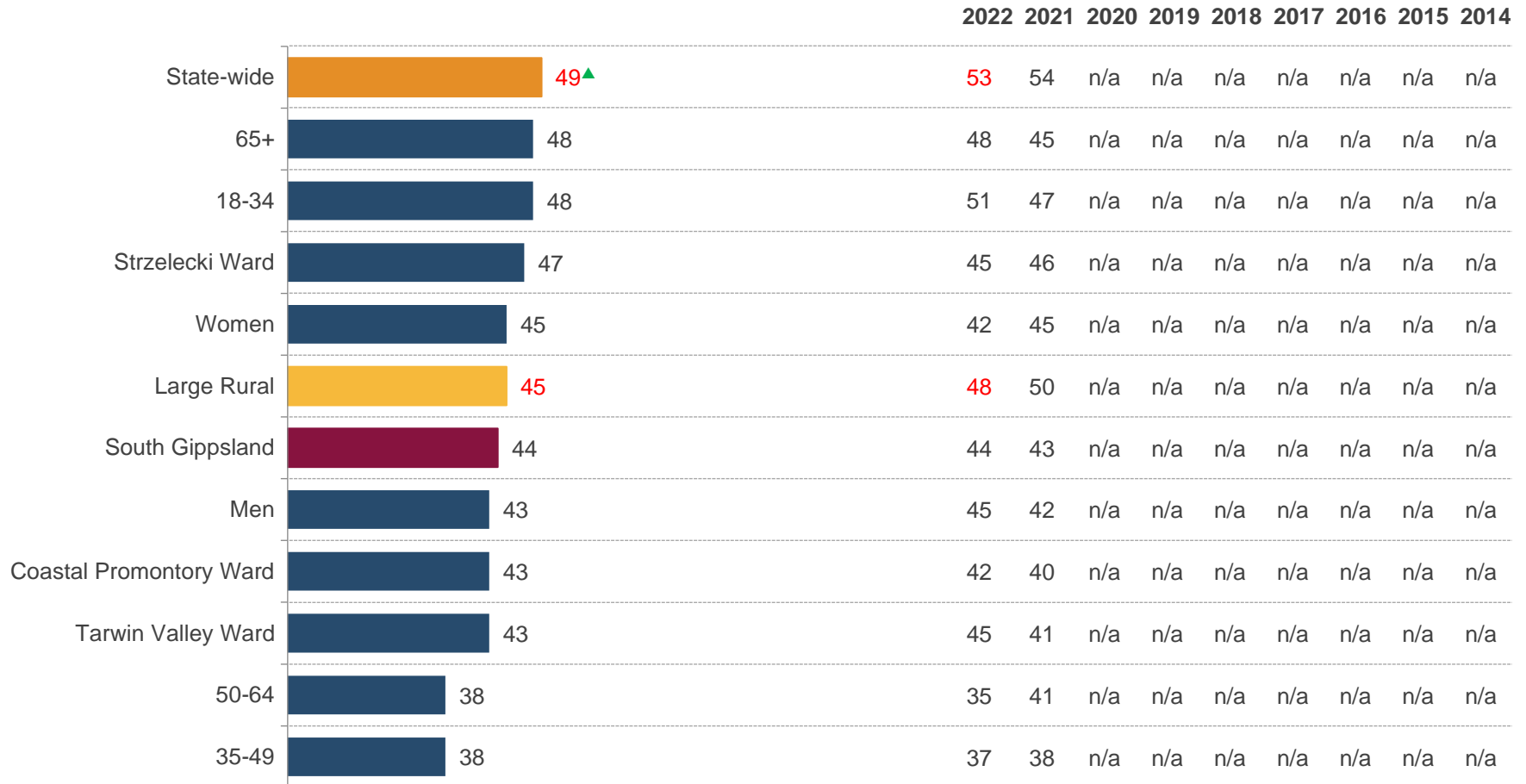


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66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



Value for money in services and infrastructure

2023 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?

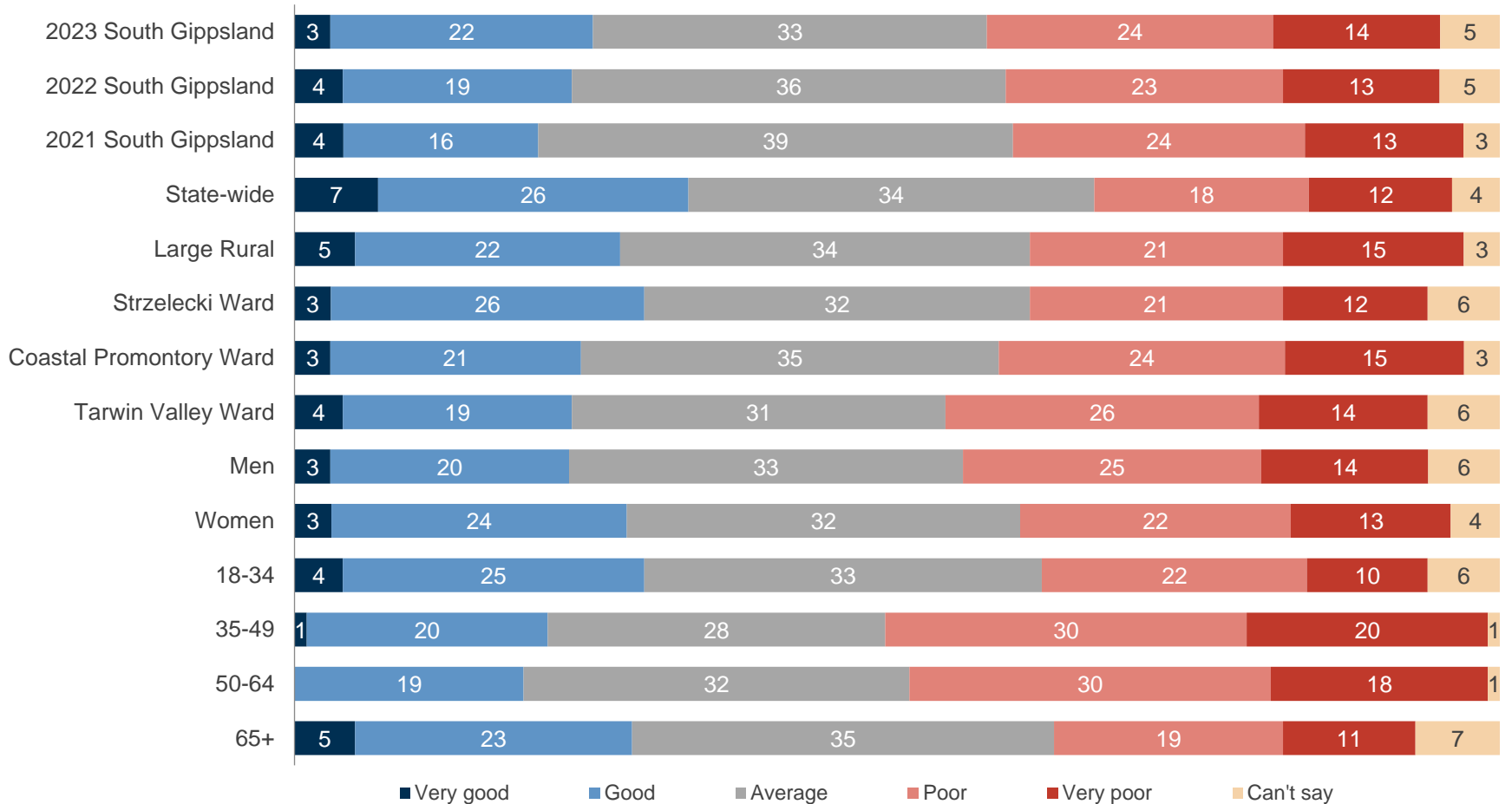
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

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



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate 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: 65 Councils asked group: 18



Top performing service areas

Waste management (index score of 61) is the area where Council performed best in 2023, decreasing by two index points (but not significantly) from 2022.

Council performed significantly lower than the Large Rural (index score of 65) and the State-wide (index score of 66) group averages in this service area.

- Of note is that the waste management rating is significantly lower from 2022 among those aged 35 to 49 years (returning to 2021 levels after a significant rise last year) and significantly below the Council average for Coastal Promontory Ward residents.

Making decisions in the interest of the community is Council's next highest rated service area (index score of 54) which is significantly higher than for 2022 (index score of 48) and both the Large Rural and State-wide group averages (48 and 51 respectively).

- Ratings for community decisions significantly increased from 2022 among those aged 50 to 64 years, Coastal Promontory Ward residents and women.

Council also improved performance perceptions for consultation and engagement (index score of 50), with a significant increase of six index points.

Separately, over 11% of residents volunteer parks and gardens as one of the best things about Council.



Waste management (index score of 61) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of sealed local roads (index score of 39) and lobbying (index score of 47).

Council did not experience significant declines in performance perceptions for any service areas measured in 2023.

Council rates lowest in the areas of sealed local roads (index score of 39) and lobbying (index score of 47).

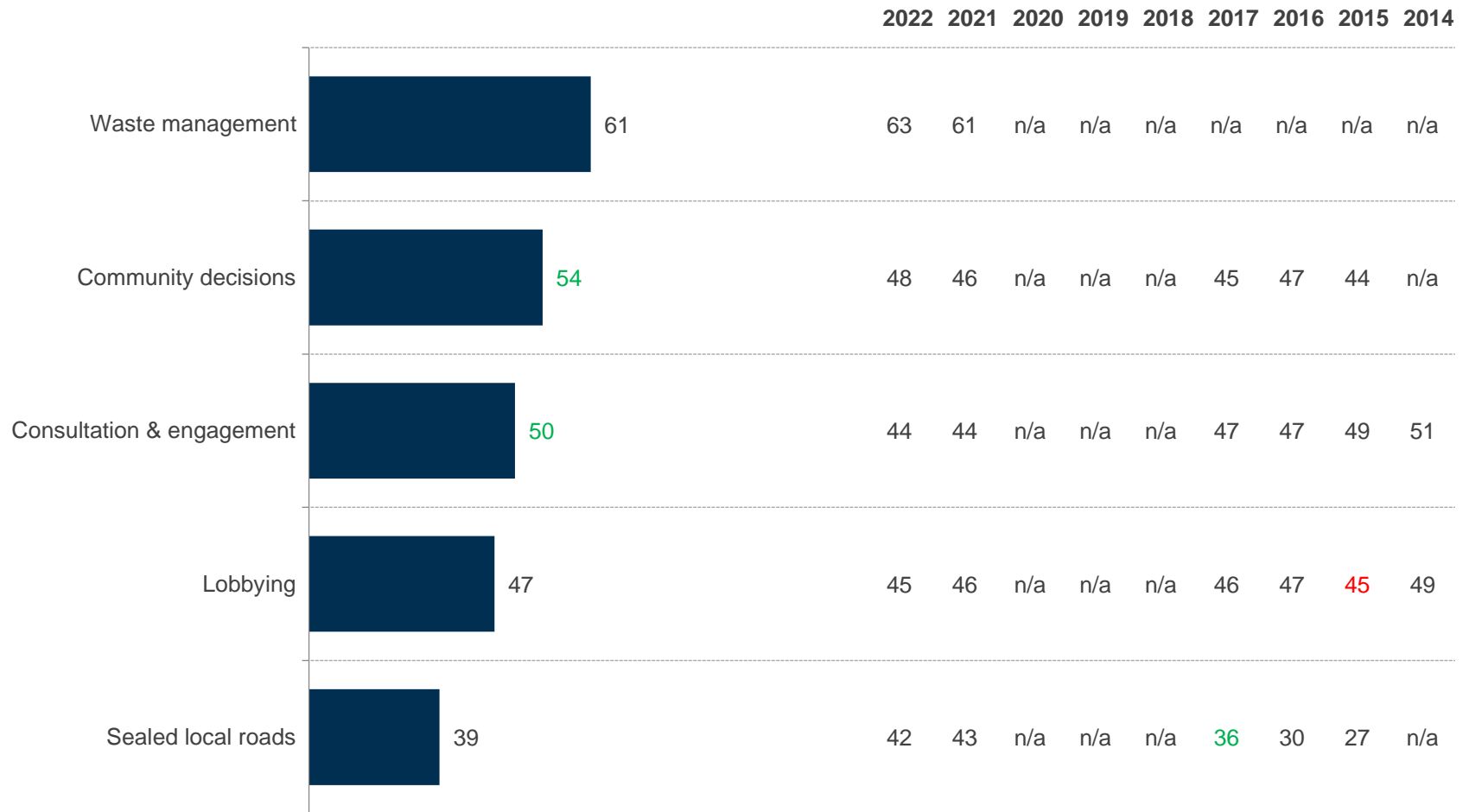
- These results are not significantly different to 2022 ratings.
- Council rates significantly lower than the State-wide group averages for both service areas but in line with the Large Rural group averages.
- The sealed local roads rating is significantly decreased from 2022 among Strzelecki Ward residents.
- Of note is that lobbying ratings significantly increased from 2022 among Coastal Promontory Ward residents, those aged 50 to 64 years and women.

Sealed road maintenance is volunteered as the top area in need of improvement by over one in four residents (26%).



Individual service area performance

2023 individual service area performance (index scores)



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

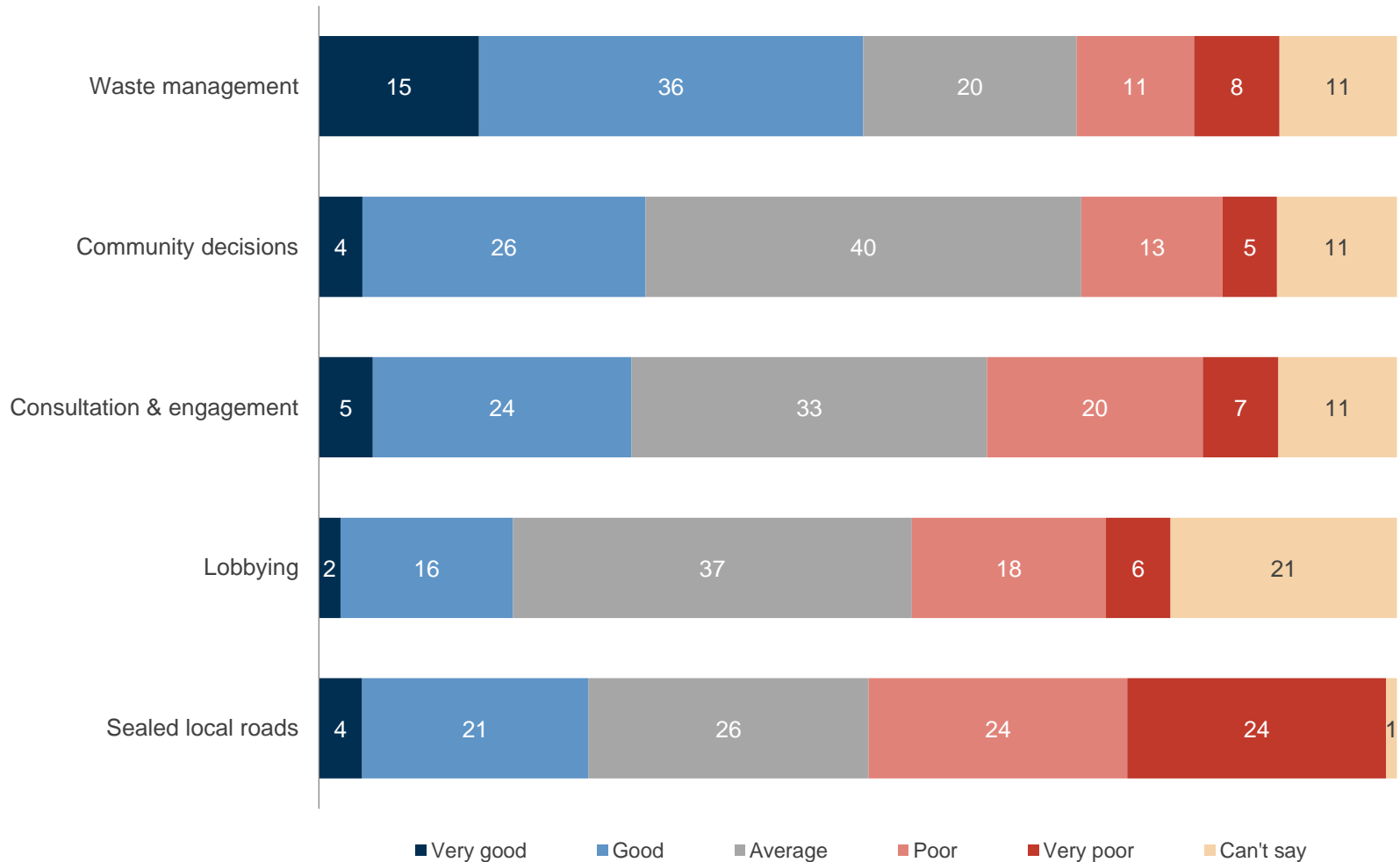
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

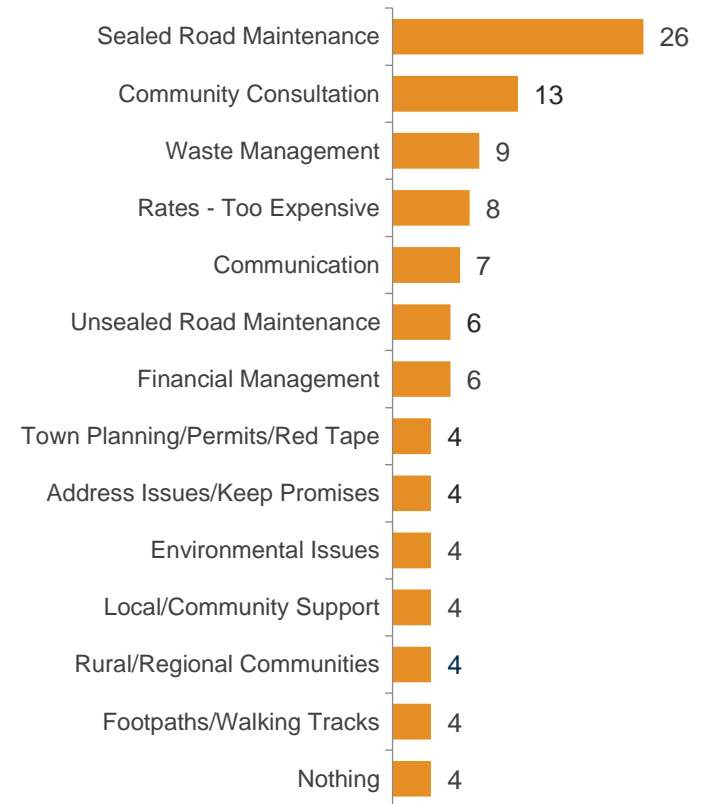


Best things about Council and areas for improvement

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



2023 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about 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: 33 Councils asked group: 12

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

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

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



Customer service



Contact with council and customer service

Contact with council

Over half of Council residents (55%) have had contact with Council in the last 12 months, in line with contact rates in 2022 (56%) and 2021 (53%).

- Rate of contact is significantly lower than for the Large Rural and State-wide group averages.
- Rate of contact is highest among residents aged 35 to 49 years (67%) and is significantly higher than the Council average.



Among those residents who have had contact with Council, 56% provide a positive customer service rating of 'very good' or 'good', including 20% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 62 is four index points lower than for 2022 (index score of 66), although this is not a significant decline.

Customer service rates in line with the Large Rural group average (index score of 65) but is significantly lower than the State-wide group average (index score of 67).

- Perceptions of customer service are significantly decreased from 2022 among Tarwin Valley Ward residents.

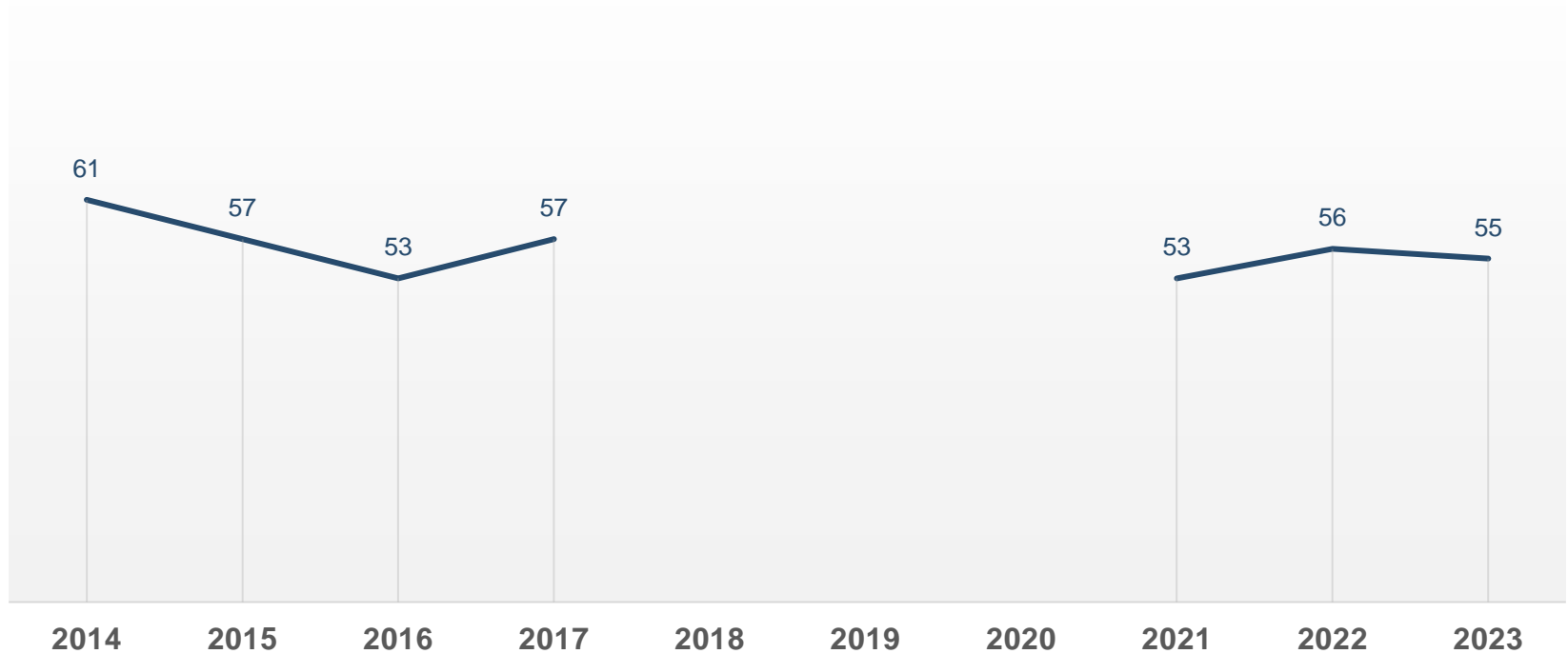
Over half of residents (56%) provide a positive customer service rating of 'very good' or 'good', including 20% of residents who rate Council's customer service as 'very good'. Almost one in five (19%) gave a 'poor' or 'very poor' rating for customer service.

Customer service is volunteered as the best thing about Council by 6% of residents.



Contact with council

2023 contact with council (%)
Have had contact



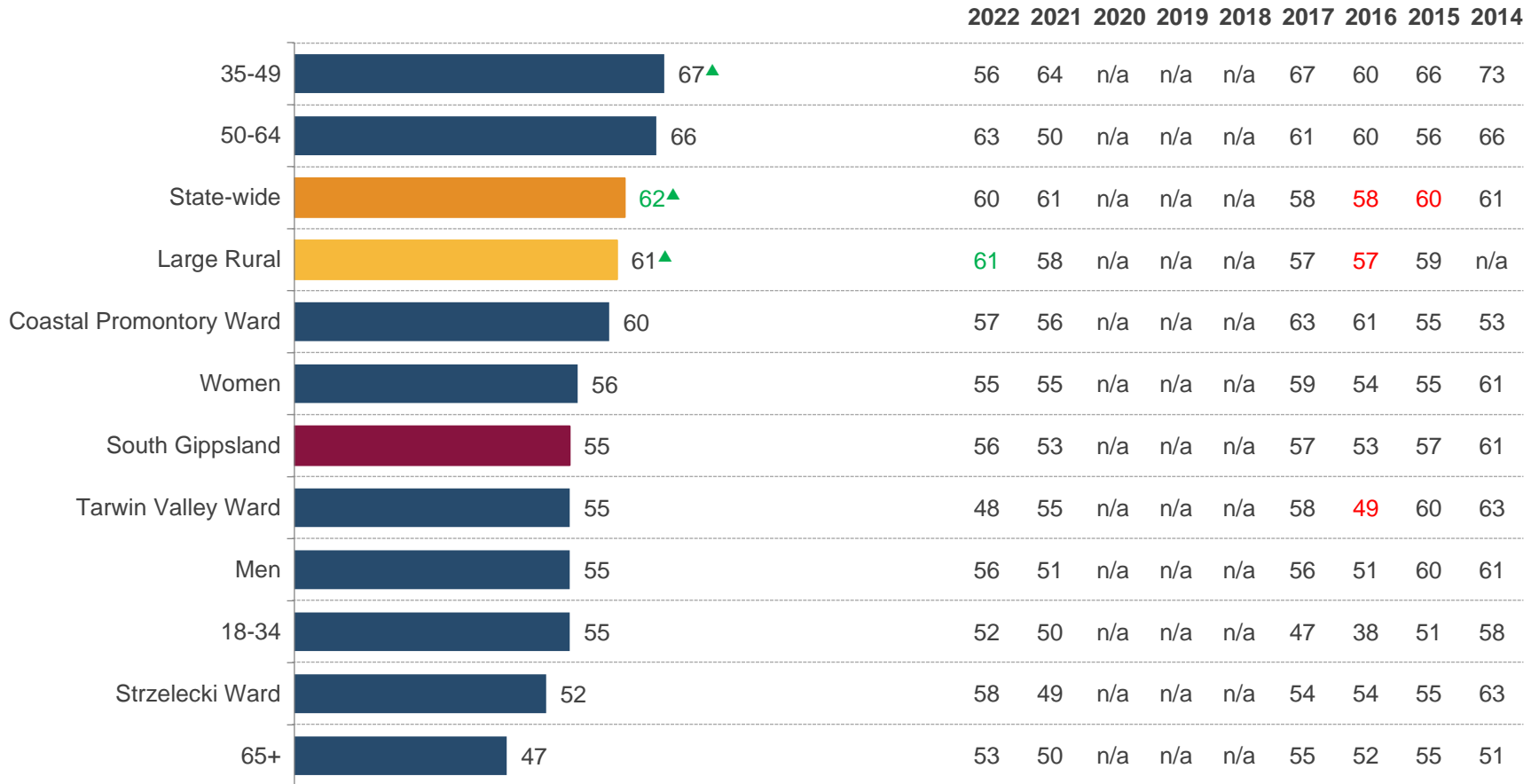
Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with 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: 41 Councils asked group: 10

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



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	68	70	70	71	70	69	69	70	72
Coastal Promontory Ward	66	61	54	n/a	n/a	n/a	64	64	65	55
35-49	65	67	55	n/a	n/a	n/a	59	61	68	62
Large Rural	65	67	68	68	69	67	66	67	67	n/a
Women	64	68	56	n/a	n/a	n/a	65	62	64	64
South Gippsland	62	66	56	n/a	n/a	n/a	61	65	65	63
65+	62	67	59	n/a	n/a	n/a	65	67	67	64
18-34	61	67	42	n/a	n/a	n/a	60	67	66	63
Tarwin Valley Ward	61	73	52	n/a	n/a	n/a	60	67	64	64
Men	60	64	56	n/a	n/a	n/a	57	69	67	62
50-64	59	61	64	n/a	n/a	n/a	59	68	59	63
Strzelecki Ward	59	67	60	n/a	n/a	n/a	61	64	67	66

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.

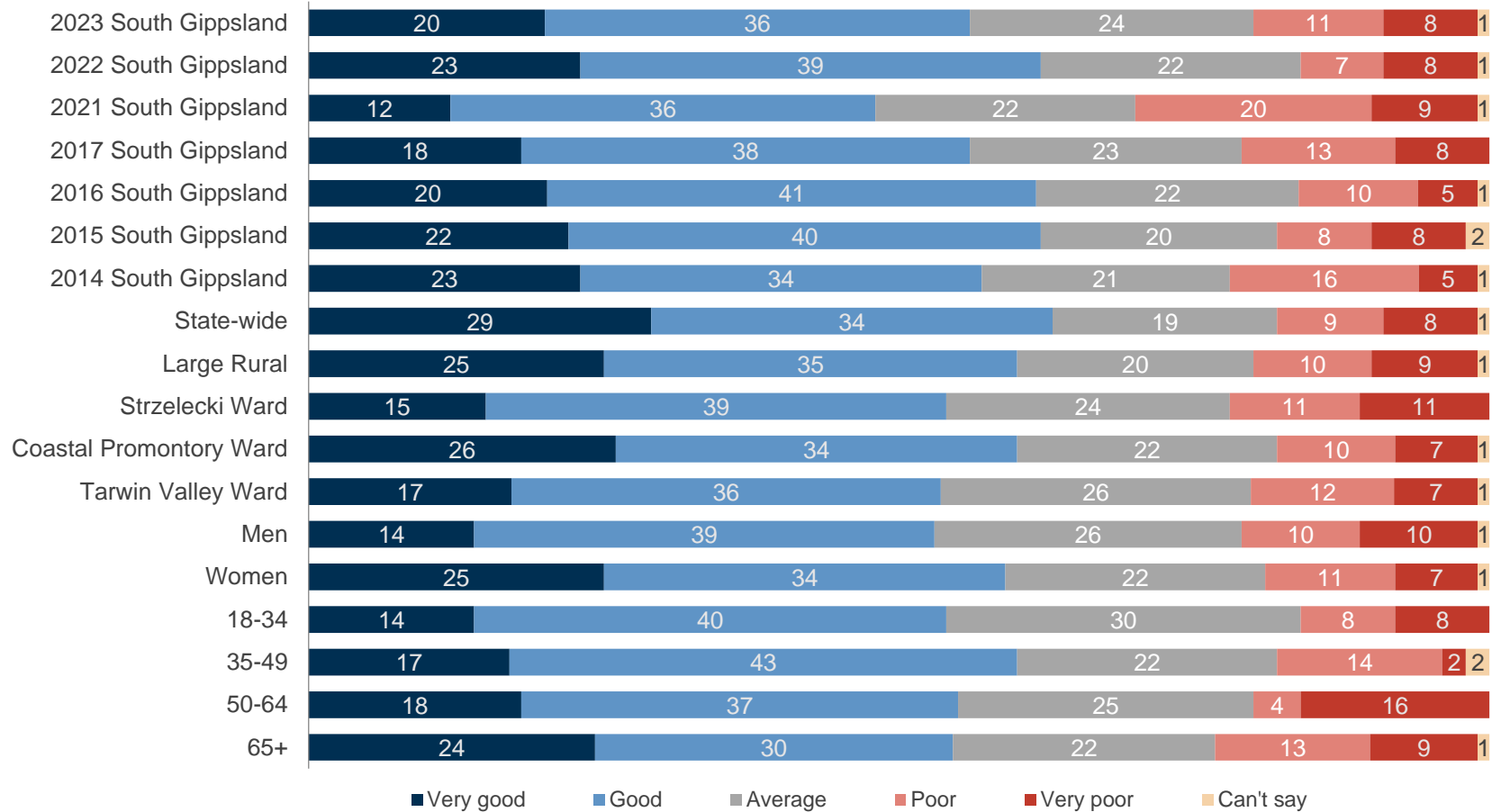
Councils asked State-wide: 66 Councils asked group: 18

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 66 Councils asked group: 18



Council direction



Council direction

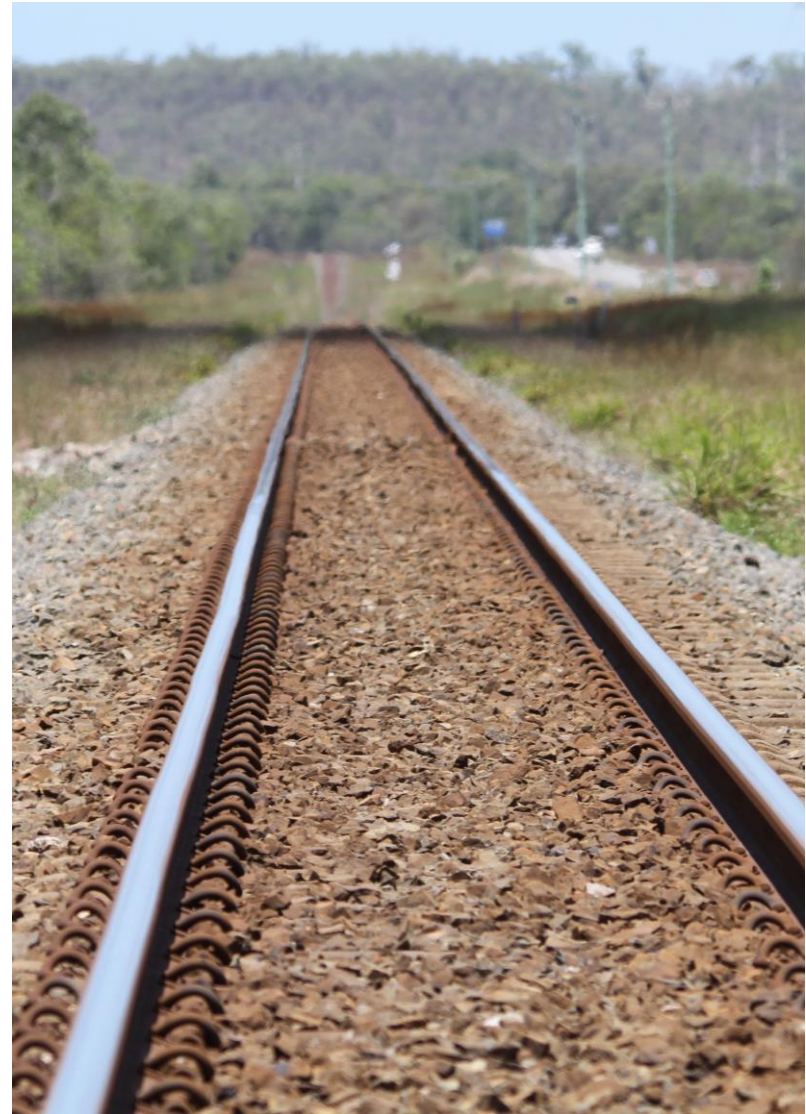
Perceptions of Council's overall direction (index score of 61) is significantly higher than for 2022 (index score of 51).

This is Council's highest performance rating for overall direction across the years measured since 2014 and is significantly higher than for both Large Rural and State-wide group averages (index scores of 44 and 46 respectively).

- Across all cohorts, perceptions of Council direction are significantly increased from 2022, with the exception of Strzelecki residents and those aged 35 to 49 years.

Over the last 12 months, 50% believe the direction of Council's overall performance has stayed the same, down seven points from 2022, with more saying it has improved and less saying it has deteriorated.

- 31% believe the direction has improved (up from 18% in 2022 and 15% in 2021).
- 11% believe it has deteriorated (down from 17% in 2022 and 25% in 2021).





Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Tarwin Valley Ward	64	44	42	n/a	n/a	n/a	53	41	44	43
Women	62	49	44	n/a	n/a	n/a	53	40	42	42
65+	62	52	44	n/a	n/a	n/a	57	43	39	43
18-34	61	52	46	n/a	n/a	n/a	51	46	56	52
South Gippsland	61	51	45	n/a	n/a	n/a	51	43	44	42
50-64	60	47	48	n/a	n/a	n/a	47	36	39	39
Coastal Promontory Ward	60	46	46	n/a	n/a	n/a	54	42	37	42
Men	59	52	45	n/a	n/a	n/a	50	46	46	43
35-49	58	50	42	n/a	n/a	n/a	49	47	43	36
Strzelecki Ward	58	58	45	n/a	n/a	n/a	49	45	47	41
State-wide	46▼	50	53	51	53	52	53	51	53	53
Large Rural	44▼	47	51	50	51	52	52	48	51	n/a

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

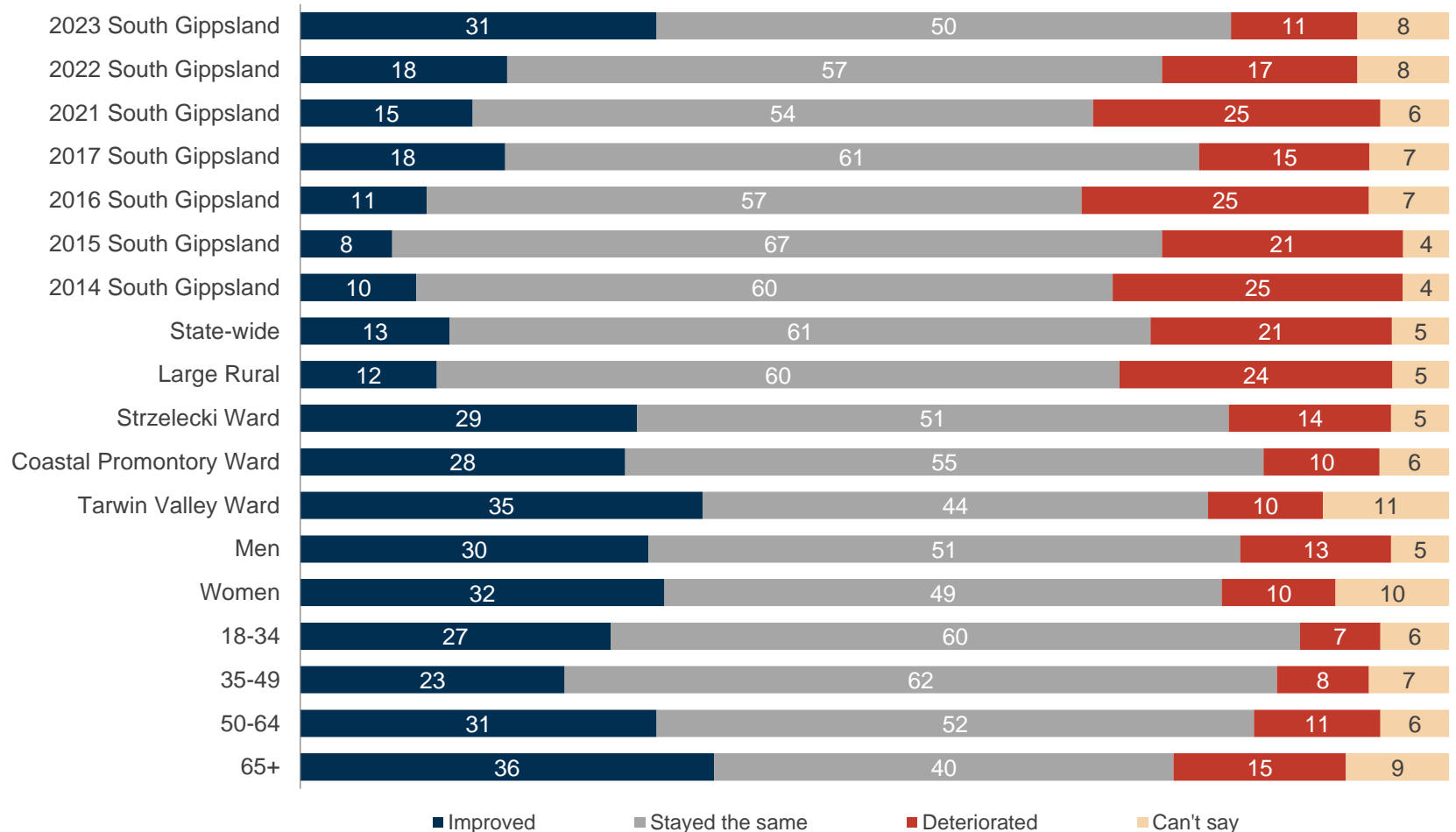
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall council direction last 12 months

2023 overall council direction (%)



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: 66 Councils asked group: 18



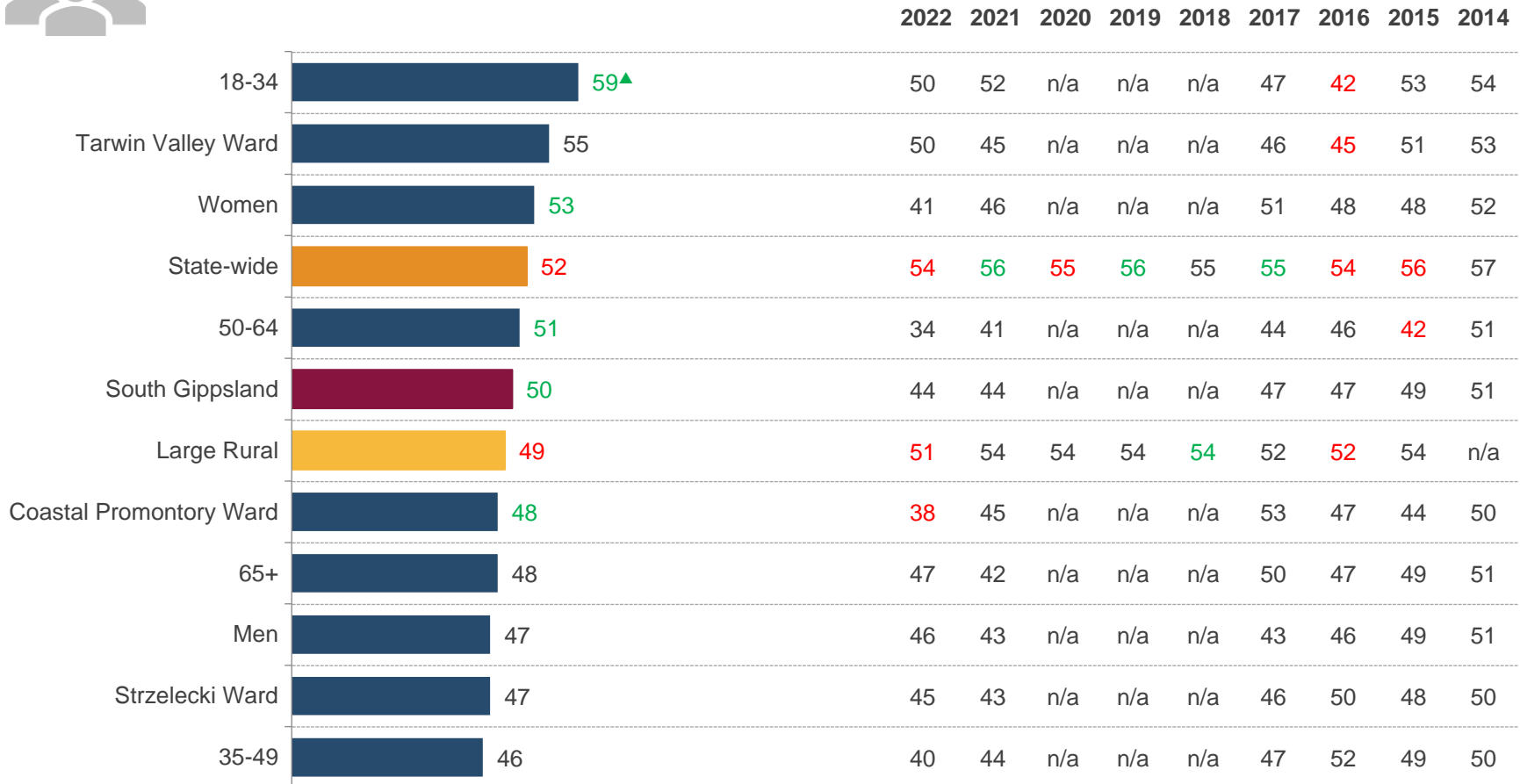
Individual service areas



Community consultation and engagement performance



2023 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: 66 Councils asked group: 18

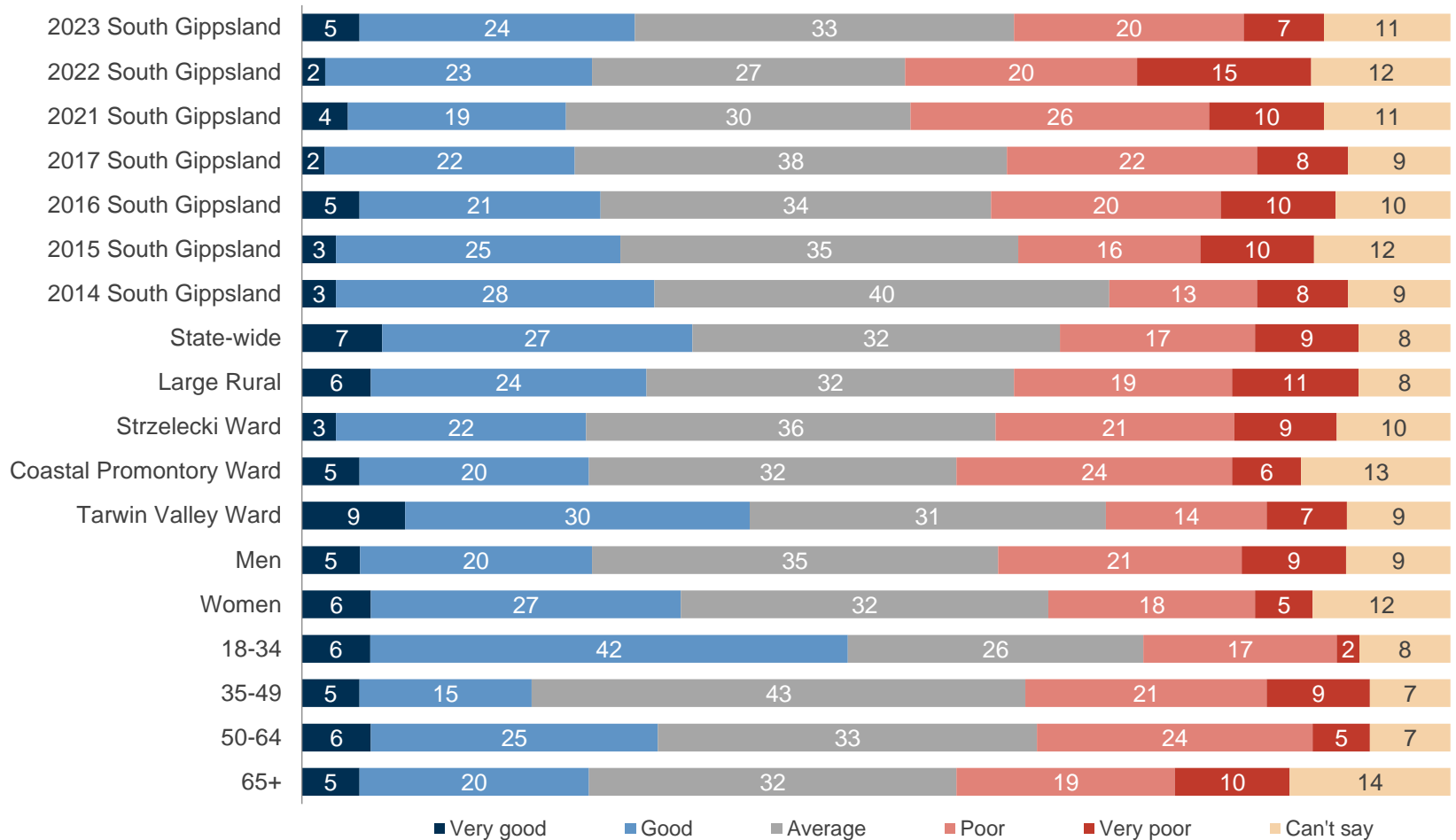
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



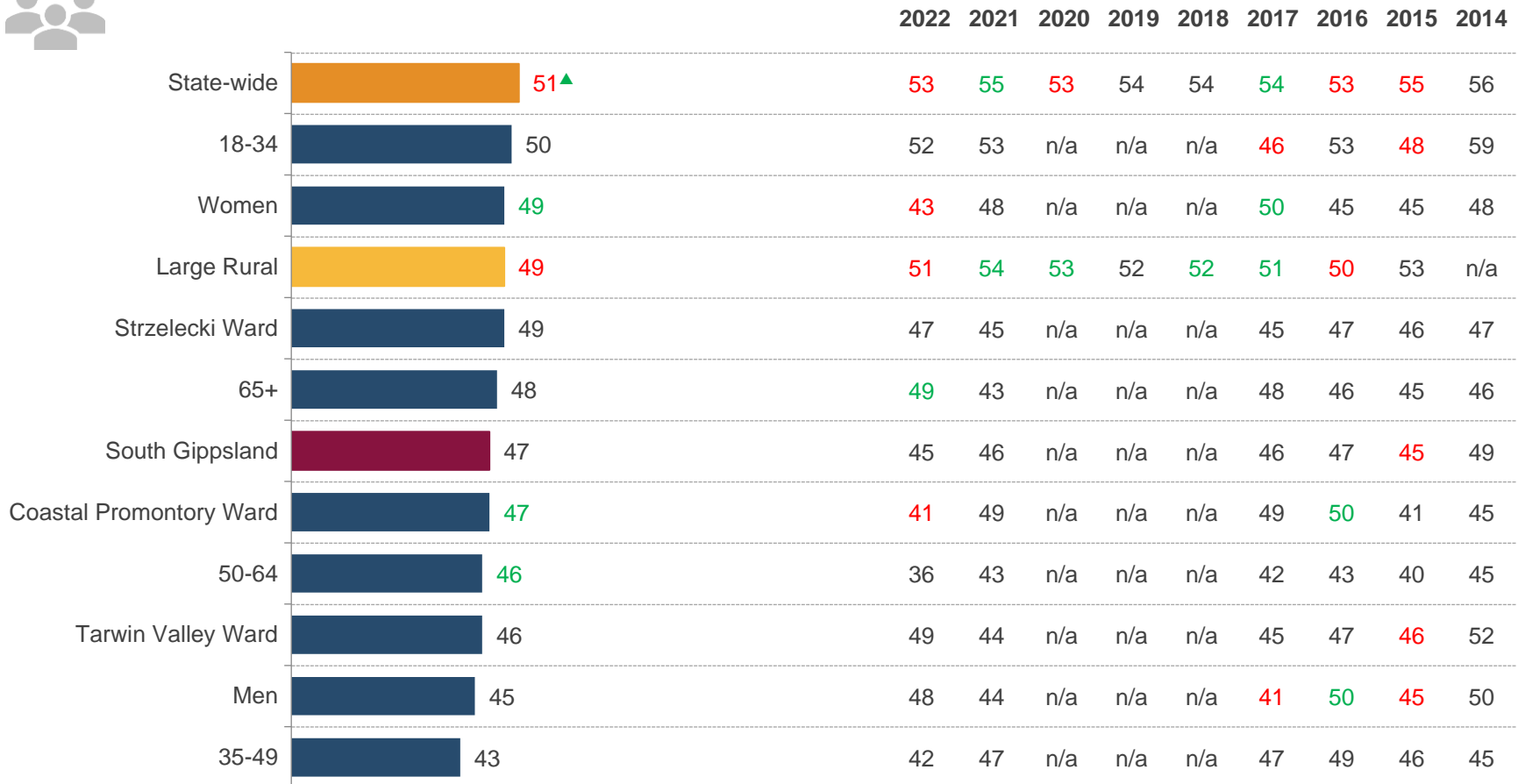
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Lobbying on behalf of the community performance



2023 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: 51 Councils asked group: 14

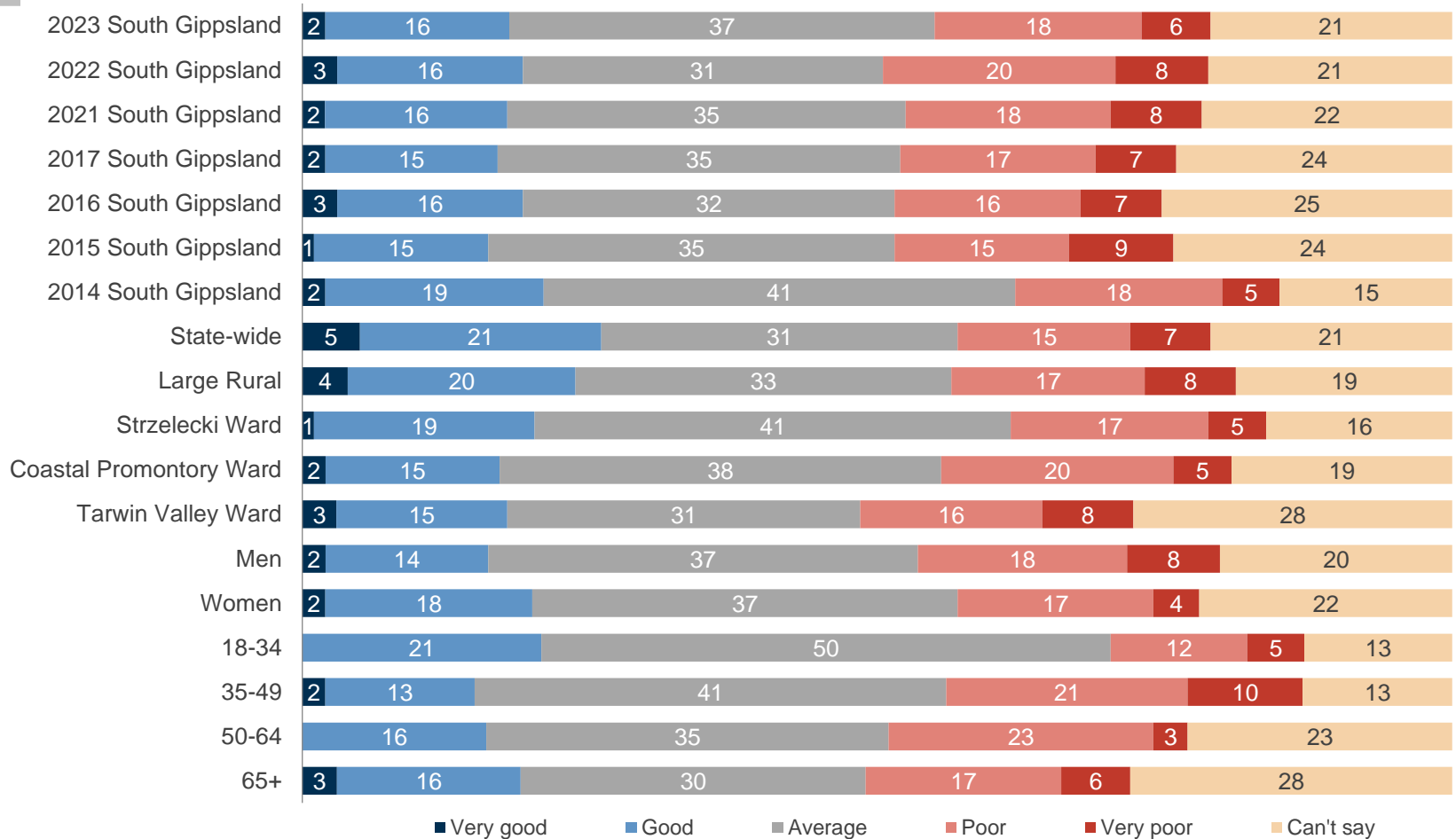
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 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: 51 Councils asked group: 14

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	59	54	49	n/a	n/a	n/a	47	51	47	n/a
Women	56	47	49	n/a	n/a	n/a	47	46	45	n/a
Strzelecki Ward	55	54	46	n/a	n/a	n/a	45	47	43	n/a
Coastal Promontory Ward	54	41	49	n/a	n/a	n/a	47	48	41	n/a
South Gippsland	54	48	46	n/a	n/a	n/a	45	47	44	n/a
65+	53	50	45	n/a	n/a	n/a	49	44	44	n/a
50-64	53	42	46	n/a	n/a	n/a	41	46	39	n/a
Tarwin Valley Ward	52	48	41	n/a	n/a	n/a	45	47	46	n/a
Men	51	50	43	n/a	n/a	n/a	44	49	42	n/a
State-wide	51	54	56	53	55	54	54	54	55	57
35-49	49	45	44	n/a	n/a	n/a	45	51	45	n/a
Large Rural	48	51	54	52	52	52	51	50	52	n/a

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

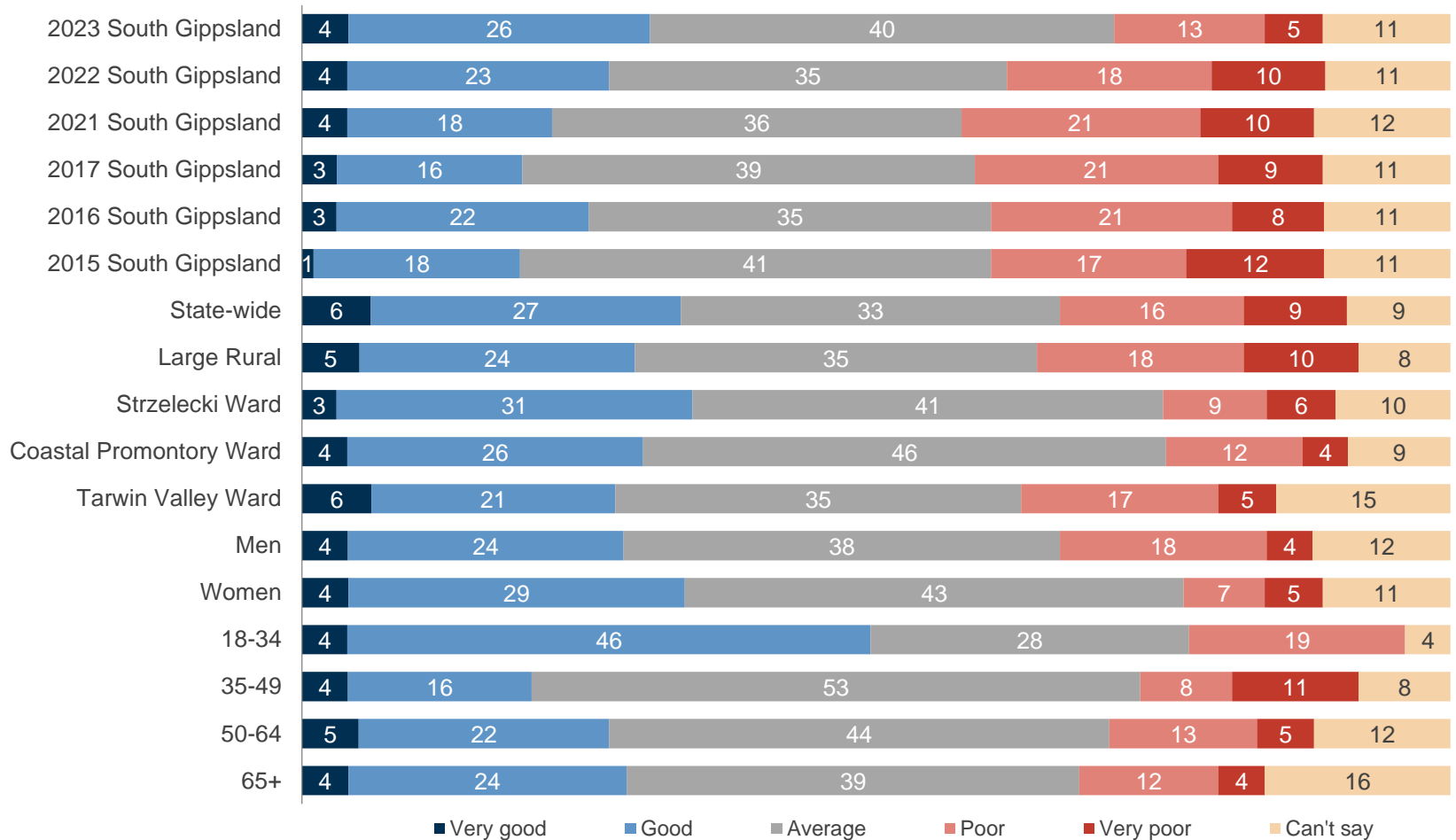
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	53	57	54	56	53	53	54	55	55
65+	47	48	n/a	n/a	n/a	39	36	32	n/a
Men	46	43	n/a	n/a	n/a	34	35	30	n/a
18-34	44	41	n/a	n/a	n/a	34	16	21	n/a
Coastal Promontory Ward	35	44	n/a	n/a	n/a	38	32	25	n/a
Large Rural	45	50	47	47	45	43	44	45	n/a
South Gippsland	42	43	n/a	n/a	n/a	36	30	27	n/a
Tarwin Valley Ward	43	44	n/a	n/a	n/a	35	30	28	n/a
Strzelecki Ward	47	42	n/a	n/a	n/a	36	29	26	n/a
Women	38	43	n/a	n/a	n/a	38	24	23	n/a
50-64	34	43	n/a	n/a	n/a	34	30	24	n/a
35-49	37	37	n/a	n/a	n/a	35	31	26	n/a

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

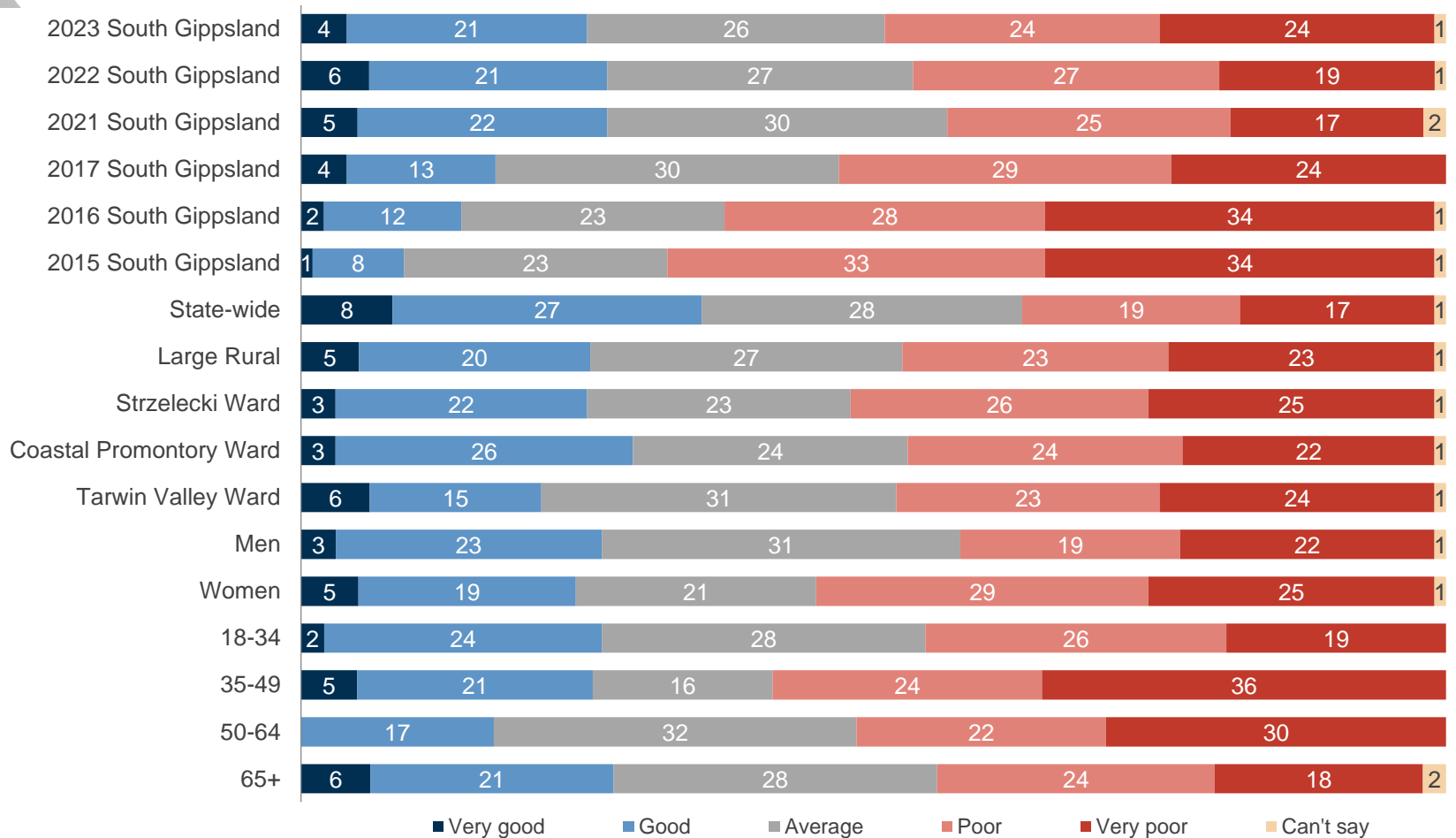
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	66▲	68	69	65	68	70	71	70	72	73
Strzelecki Ward	66	67	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65▲	65	66	62	64	67	68	66	68	n/a
65+	64	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tarwin Valley Ward	62	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Gippsland	61	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	65	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Promontory Ward	54▼	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	65	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

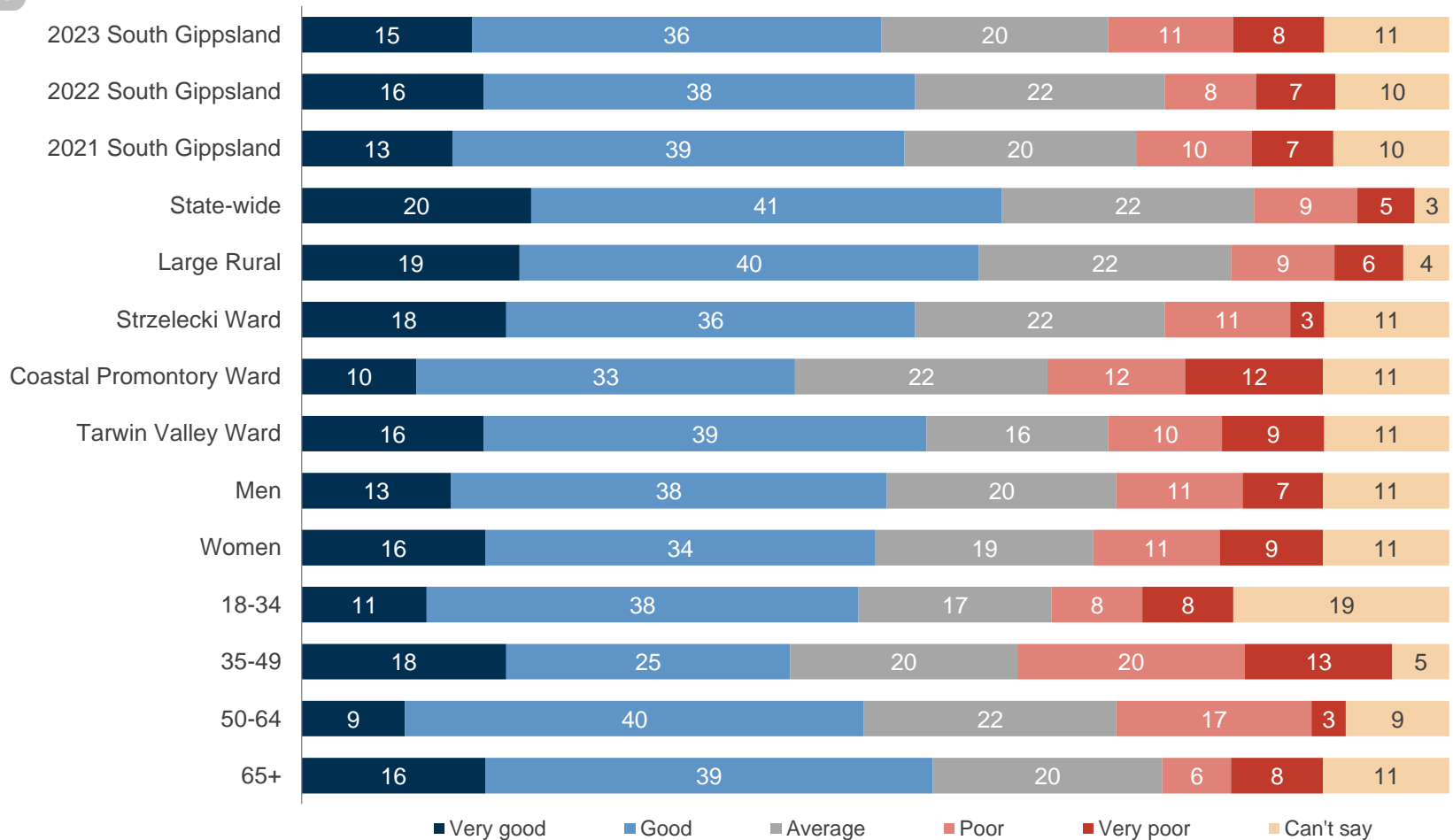
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



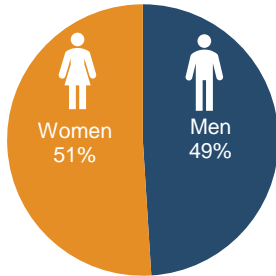
Detailed demographics



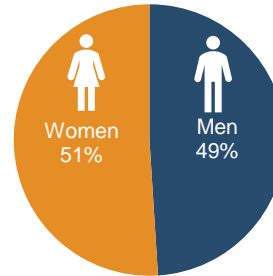
Gender and age profile

2023 gender

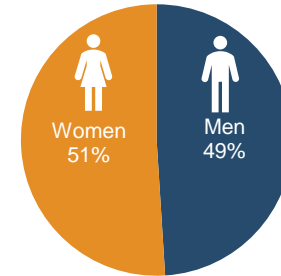
South Gippsland



Large Rural

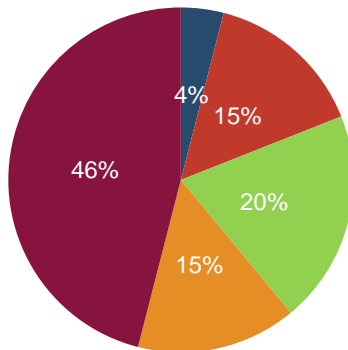


State-wide

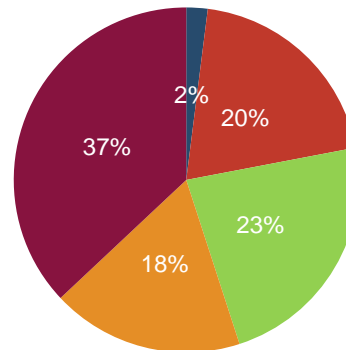


2023 age

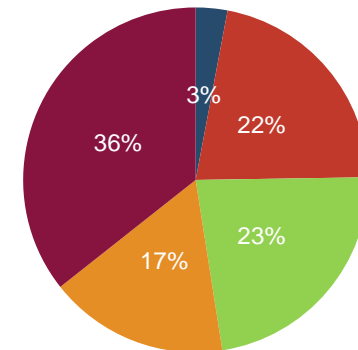
South Gippsland



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: 66 Councils asked group: 18

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for South Gippsland Shire Council was n=401. 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=401 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 24,200 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	401	400	+/-4.9
Men	222	196	+/-6.6
Women	179	204	+/-7.3
Strzelecki Ward	138	135	+/-8.3
Coastal Promontory Ward	128	128	+/-8.7
Tarwin Valley Ward	135	137	+/-8.4
18-34 years	49	75	+/-14.1
35-49 years	65	82	+/-12.2
50-64 years	70	59	+/-11.8
65+ years	217	184	+/-6.6



Appendix A: Significant difference reporting notation

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

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

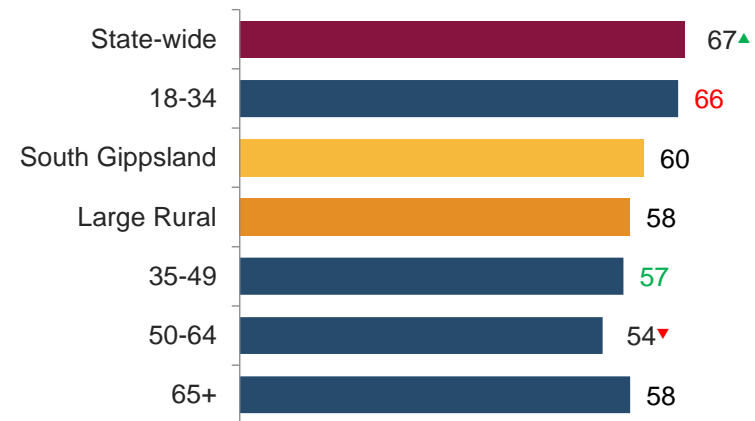
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th 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=401 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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=401 completed interviews were achieved in South Gippsland Shire Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

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

Council Groups

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, 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 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents 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 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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