



## **Appendix 6**

### **16.2 Community Satisfaction Survey Results 2021**

*2021 Community Satisfaction Survey Results*

# **Ordinary Meeting of Council**

Wednesday 28 July 2021 at 7:00pm

Via videoconference (Zoom)



# **2021 Local Government Community Satisfaction Survey**

## **Borough of Queenscliffe**

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



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<u>Recreational facilities</u>	<u>65</u>		



## Background and objectives

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

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

Now in its twenty-second 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 22 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 22 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, light blue network pattern of interconnected lines and nodes, resembling a neural network or a data network. The background of the 'W' is a dark blue gradient.

# **Key findings and recommendations**



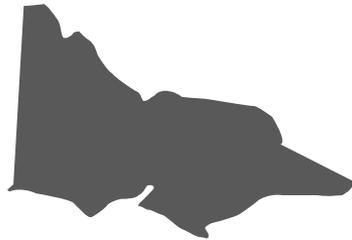
# Borough of Queenscliffe – at a glance

## Overall council performance

Results shown are index scores out of 100.



Borough of Queenscliffe 66



State-wide 61



Small Rural 60

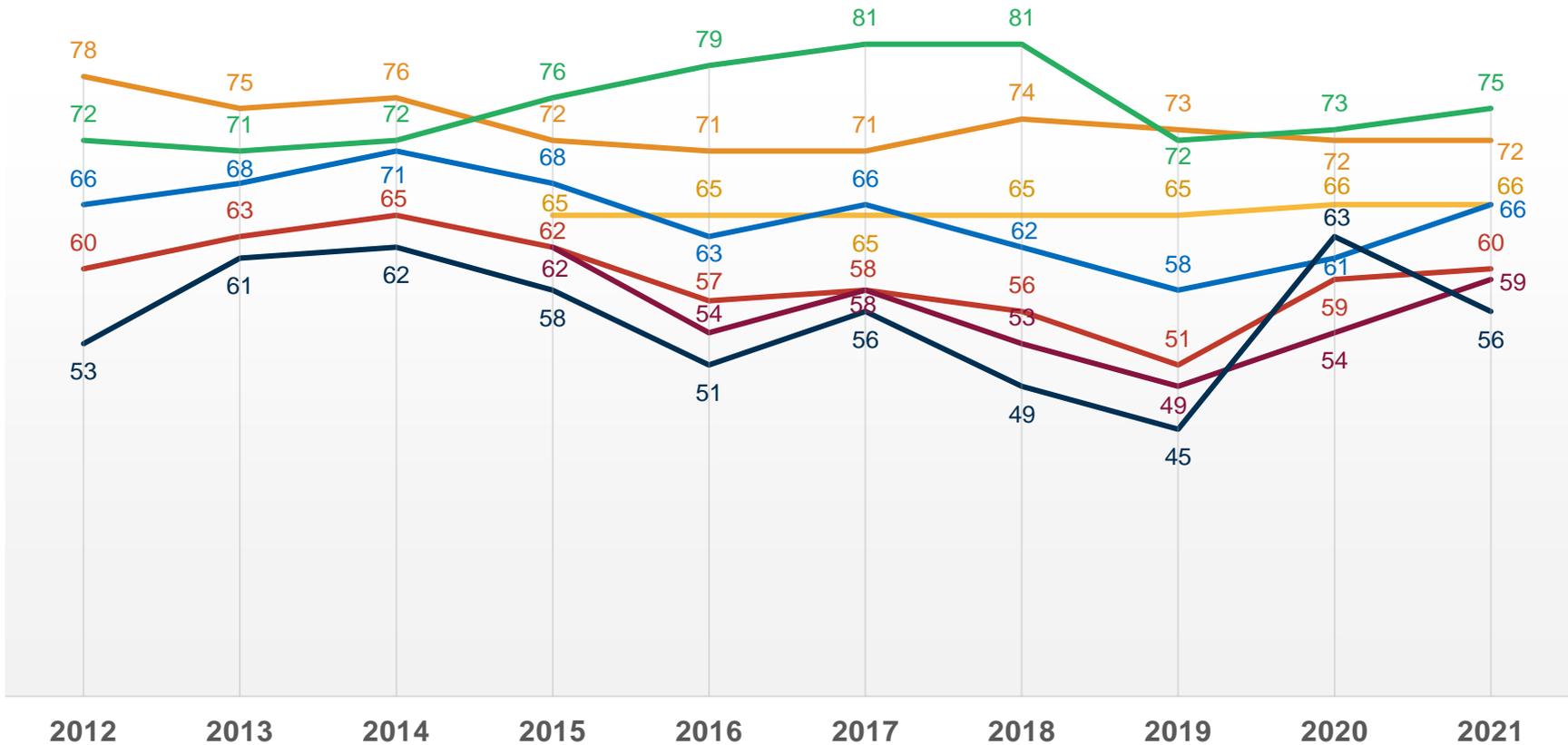
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> <li>Sealed local roads</li> <li>Traffic management</li> <li>Elderly support services</li> </ul>	<ul style="list-style-type: none"> <li>Enforcement of local laws</li> </ul>
Compared to group average	<ul style="list-style-type: none"> <li>Sealed local roads</li> <li>Waste management</li> <li>Environmental sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Enforcement of local laws</li> </ul>



# Summary of core measures

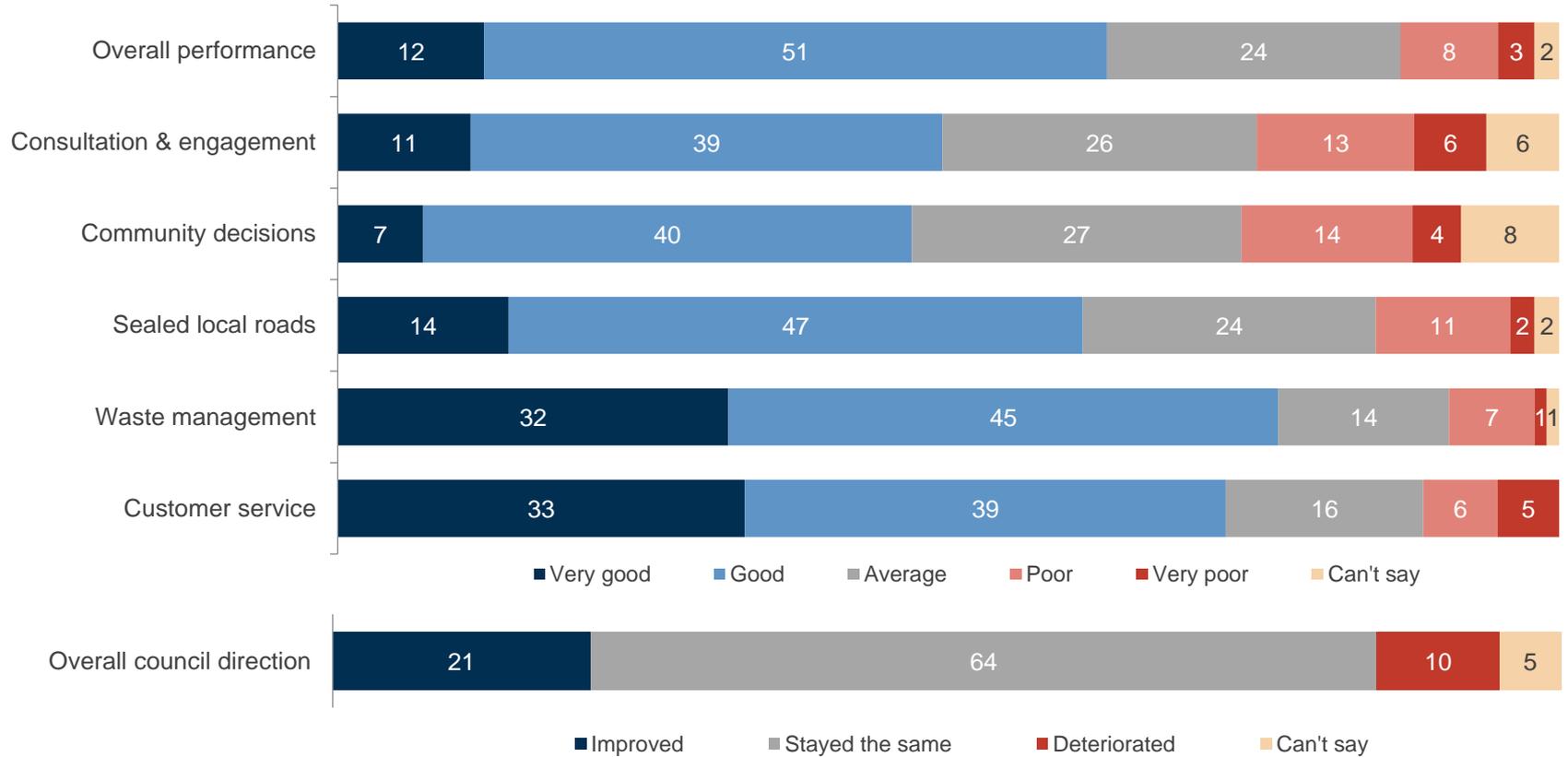
Index scores





# Summary of core measures

Core measures summary results (%)





## Summary of Borough of Queenscliffe performance

Services	Borough of Queenscliffe 2021	Borough of Queenscliffe 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	66	61	60	61	Aged 18-34 years	Aged 50-64 years
 Value for money	59	-	52	54	Aged 18-34 years	Aged 50-64 years
 Overall council direction	56	63	53	53	Aged 18-34 years	Aged 35-49 years
 Customer service	72	72	69	70	Aged 18-34 years	Aged 50-64 years
 Elderly support services	76	75	72	69	Aged 35-49 years	Non-Residents
 Waste management	75	73	68	69	Aged 18-34 years	Aged 50-64 years
 Appearance of public areas	74	74	75	73	Aged 18-34 years	Women, Aged 65+ years
 Art centres & libraries	73	73	72	73	Aged 18-34 years	Aged 50-64 years
 Recreational facilities	72	73	69	71	Aged 35-49 years	Aged 50-64 years
 Community & cultural	70	73	67	65	Aged 35-49 years	Aged 50-64 years



## Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2021	Borough of Queenscliffe 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Environmental sustainability	67	62	61	62	Aged 18-34 years	Aged 50-64 years
	Traffic management	67	64	67	59	Aged 18-34 years	Aged 50-64 years
	Informing the community	67	65	61	60	Aged 18-34 years	Aged 65+ years
	Family support services	66	70	66	66	Non-Residents, Aged 65+ years	Aged 35-49 years
	Sealed local roads	66	66	53	57	Aged 18-34 years	Aged 50+ years
	Parking facilities	63	64	62	58	Aged 35-49 years	Aged 65+ years
	Bus/community dev./tourism	61	59	62	61	Aged 35-49 years	Aged 50-64 years
	Consultation & engagement	60	59	56	56	Aged 18-34 years	Aged 65+ years
	Enforcement of local laws	59	62	63	64	Aged 18-34 years	Aged 50-64 years
	Community decisions	59	54	56	56	Aged 18-34 years	Aged 65+ years



## Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2021	Borough of Queenscliffe 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Lobbying	57	56	55	55	Aged 18-34 years	Aged 50-64 years
	Town planning policy	56	53	55	55	Aged 18-34 years	Aged 50-64 years
	Building & planning permits	52	47	49	51	Aged 18-34 years	Aged 50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of the Borough of Queenscliffe's overall performance experienced a significant five-point improvement over the last year, progressing further towards returning to previous highs seen between 2013 and 2015. Promisingly, Council has maintained performance ratings in most individual service areas and improved significantly on environmental sustainability, community decisions, and planning and building permits. Family support services is the only area where ratings declined significantly.

### Key influences on perceptions of overall performance

Council should look to maintain and improve its performance in the areas that most influence overall performance perceptions: community decisions, consultation and engagement, waste and traffic management, town planning, appearance of public areas, and informing the community. A focus on good communication and transparency with residents about decisions made in the community's interest, and consulting them on relevant issues, particularly those related to town planning, can help boost overall community opinion.

### Comparison to state and area grouping

Council is rated significantly higher than both the Small Rural group and State-wide averages on overall performance, value for money and several of the individual service areas evaluated. On most of the balance, and on customer service, Council rates in line with the group and State-wide averages. The exception is the enforcement of local laws, where Council performs significantly lower than the Small Rural group and State-wide averages.

### Maintain gains achieved to date

In the year ahead, Council should endeavour to consolidate and build upon its strong performance in elderly support services and waste management – the latter is shown to be a key influencer of overall performance perceptions. Council should also look to customer service, where small patterns of declining perceptions over time may be emerging, and work toward ensuring this is addressed.

# DETAILED FINDINGS



# Overall performance



## Overall performance

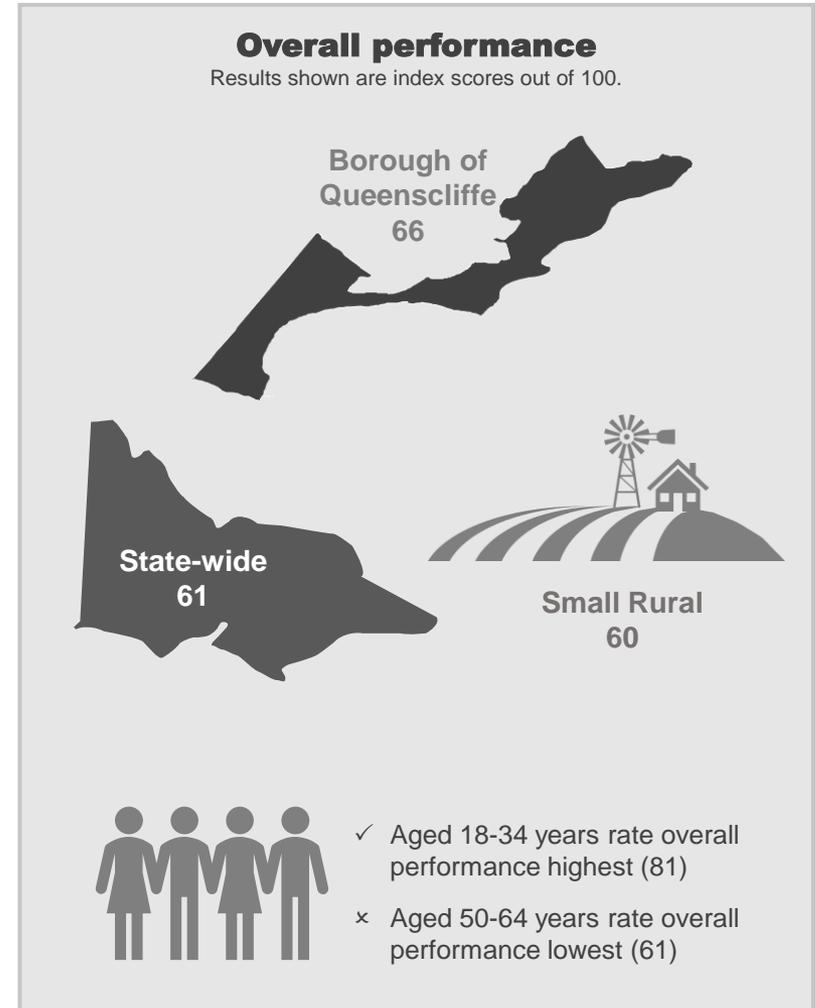
The overall performance index score of 66 for the Borough of Queenscliffe represents a significant five-point improvement on the 2020 result. While this is a positive result for Council, it has proven capable of stronger performance, as was seen in the 2014 evaluation (index score of 71). Positively, the 2021 result means that Council is moving towards this again.

- Contributing to this increase are significant improvements in performance perceptions among 18 to 49 year-olds, men and residents.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the Small Rural group and State-wide averages for councils (index scores of 60 and 61 respectively).

Nearly half of the community (48%) rate the value for money they receive from Council in infrastructure and services provided as 'very good' or 'good'. A further one in three (33%) rate Council as 'average', while just 17% rate Council as 'very poor' or 'poor' in terms of providing value for money.

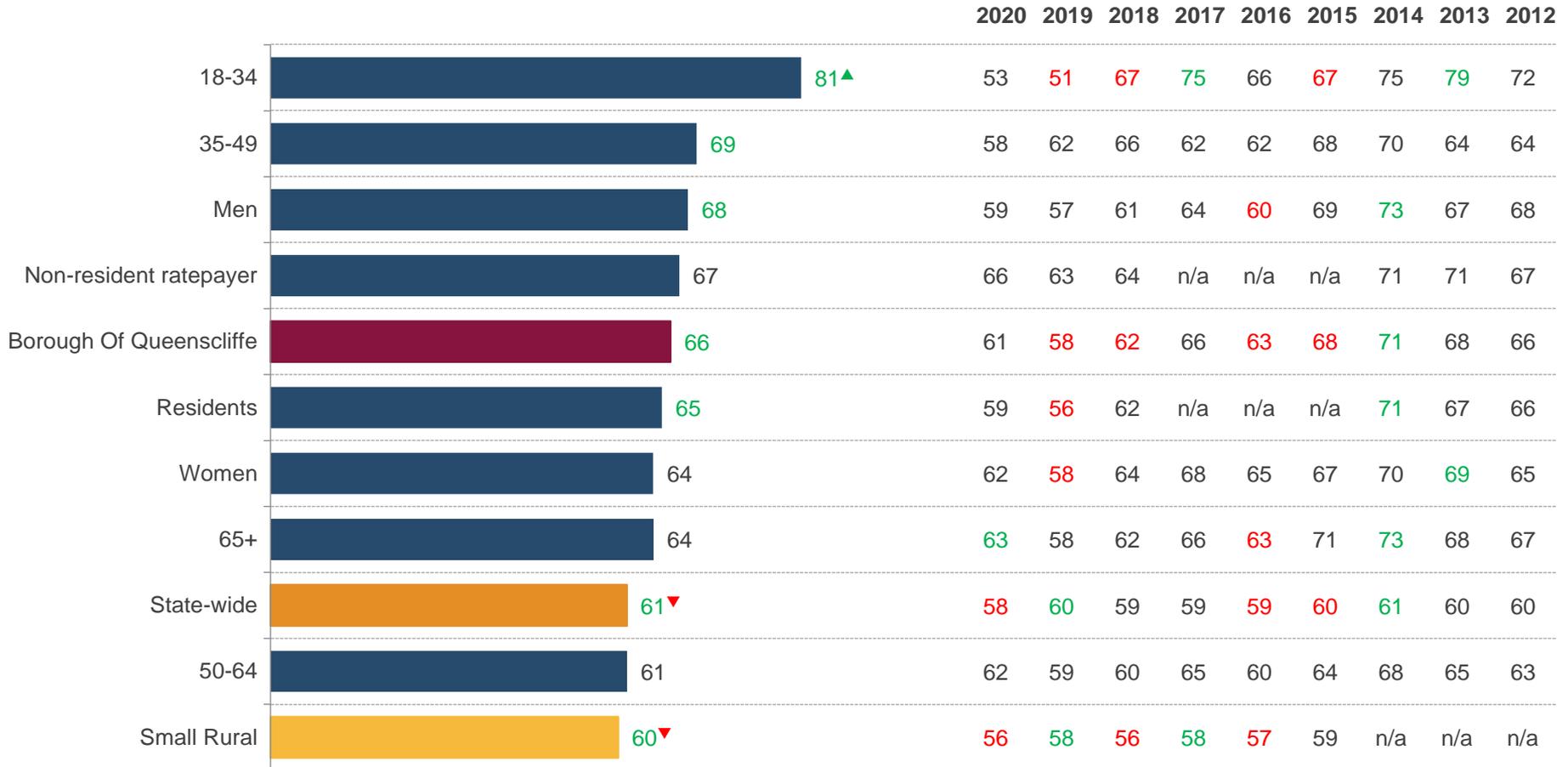
- Ratings of both Council's overall performance and perceived value for money are highest among 18 to 34 year-olds (noting this a small sample size and should be treated with caution). Conversely, 50 to 64 year-olds provide the lowest ratings.





# Overall performance

## 2021 overall performance (index scores)



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

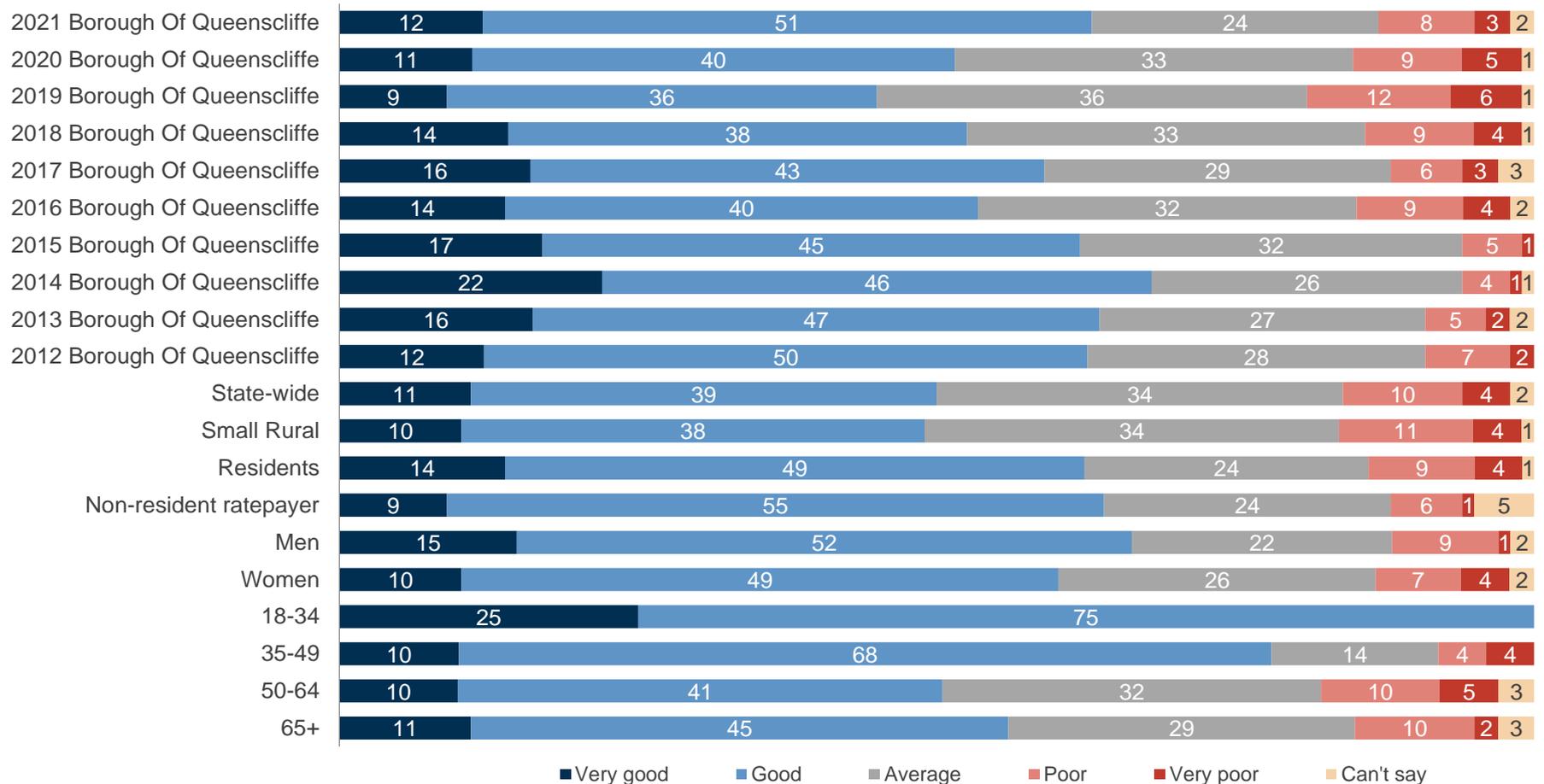
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



# Overall performance

## 2021 overall performance (%)

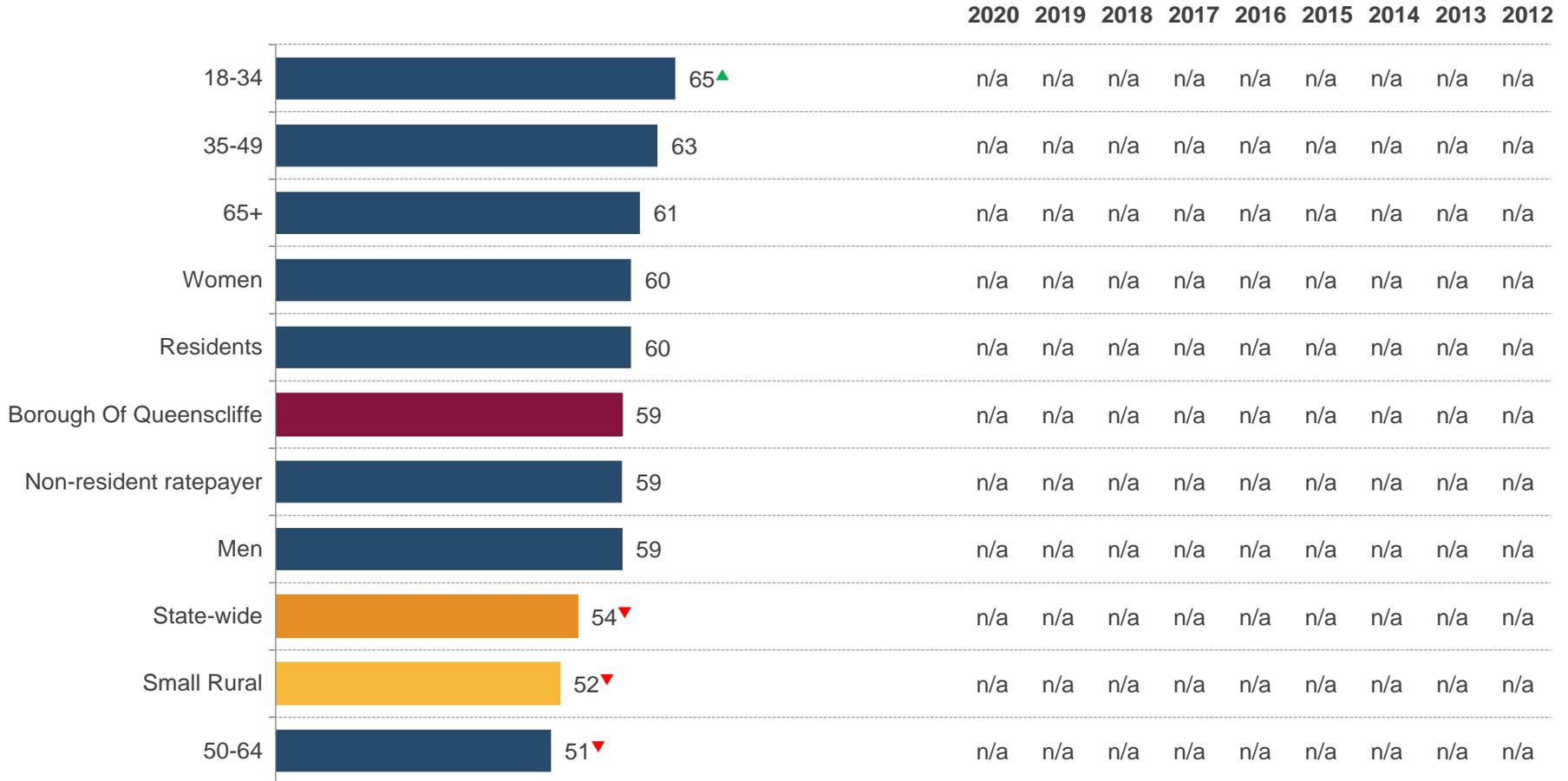


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



# Value for money in services and infrastructure

2021 value for money (index scores)



Q3b. How would you rate Borough of Queenscliffe at providing good value for money in infrastructure and services provided to your community?

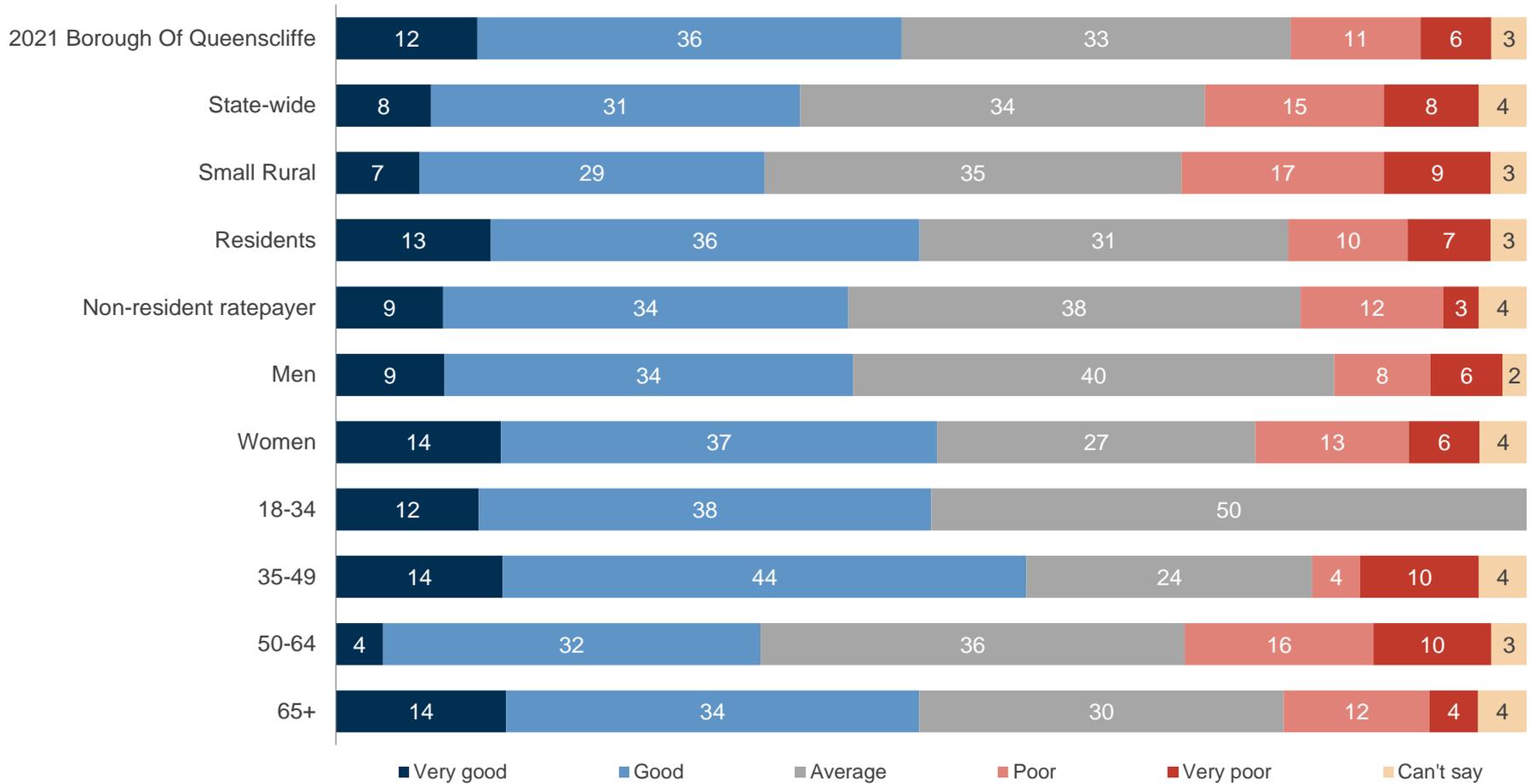
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



# Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Borough of Queenscliffe 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

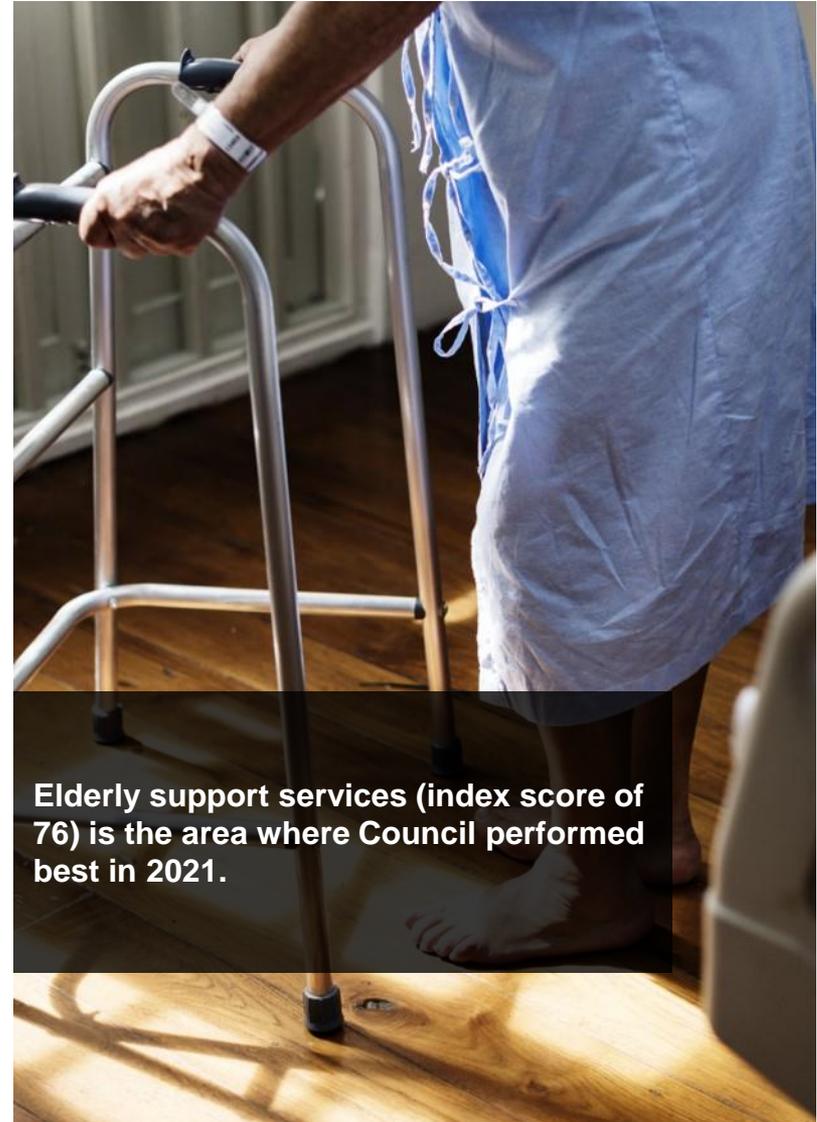
Elderly support services remains the area where Council performs best (index score of 76, up one point from 2020). Council is now just one point away from returning to its peak rating here last seen in 2013.

- Ratings among 35 to 49 year-olds are significantly higher than average in this service area (index score of 83). Conversely, ratings among non-resident ratepayers are significantly lower than average (71).
- The slight improvement in performance perceptions is driven by significantly increased ratings among 18 to 49 year-olds and men.

Waste management is Council's next highest rated service area (index score of 75, up two points from 2020), which is also shown to have a reasonably strong influence on Council's overall performance rating.

- This is the second consecutive year of improvement for waste management.
- 18 to 34 year-olds rate Council significantly higher than average in this service area (index score of 85 – noting this is a small sample size), while 50 to 64 year-olds rate Council significantly lower (68).
- Here again, performance perceptions increased significantly among men and 18 to 34 year-olds.

Notably, Council is rated significantly higher than the Small Rural group and State-wide averages in the abovementioned service areas.



**Elderly support services (index score of 76) is the area where Council performed best in 2021.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the area of planning and building permits (index score of 52).**

The Borough of Queenscliffe rates lowest in the area of planning and building permits (index score of 52).

That said, Council rates in line with the State-wide average and significantly higher than the Small Rural group average for its performance in this service area.

- A significant five point gain this year puts a halt to a multi-year trend of declining perceptions. As Council has proven capable of performing more strongly in this area, it should aim to continue progressing and return to peak ratings seen in 2013 to 2015.

Town planning policy (index score of 56) is another service area where Council performs relatively less well, despite a three-point increase in the last 12 months.

- It is important that Council focuses on further improving perceptions here, as this service area is also shown to have a reasonably strong influence on Council's overall performance rating.

In both of the aforementioned service areas, performance perceptions are lowest among 50 to 64 year-olds, who also rate Council lowest on overall performance and value for money.

The need for Council to recover its performance in these service areas is also underpinned by the fact that 4% cite inappropriate or overdevelopment as the Council area most in need of improvement.



# Individual service area performance

## 2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elderly support services	76	75	75	75	71	68	72	71	77	75
Waste management	75	73	72	81	81	79	76	72	71	72
Appearance of public areas	74	74	73	75	80	74	78	77	73	74
Art centres & libraries	73	73	71	73	72	69	71	71	70	73
Recreational facilities	72	73	70	74	72	72	75	70	73	72
Community & cultural	70	73	68	69	72	68	71	72	73	72
Environmental sustainability	67	62	60	66	66	63	64	67	66	63
Traffic management	67	64	66	65	66	65	69	68	66	66
Informing the community	67	65	57	59	60	63	65	69	68	60
Family support services	66	70	67	69	67	64	68	67	70	70
Sealed local roads	66	66	65	65	65	65	65	n/a	n/a	n/a
Parking facilities	63	64	62	63	63	61	64	64	62	60
Bus/community dev./tourism	61	59	57	62	66	63	67	67	68	64
Consultation & engagement	60	59	51	56	58	57	62	65	63	60
Enforcement of local laws	59	62	59	63	66	61	66	67	66	67
Community decisions	59	54	49	53	58	54	62	n/a	n/a	n/a
Lobbying	57	56	55	58	59	55	63	61	61	61
Town planning policy	56	53	53	54	57	55	57	59	59	56
Planning & building permits	52	47	51	51	53	50	55	55	55	54

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

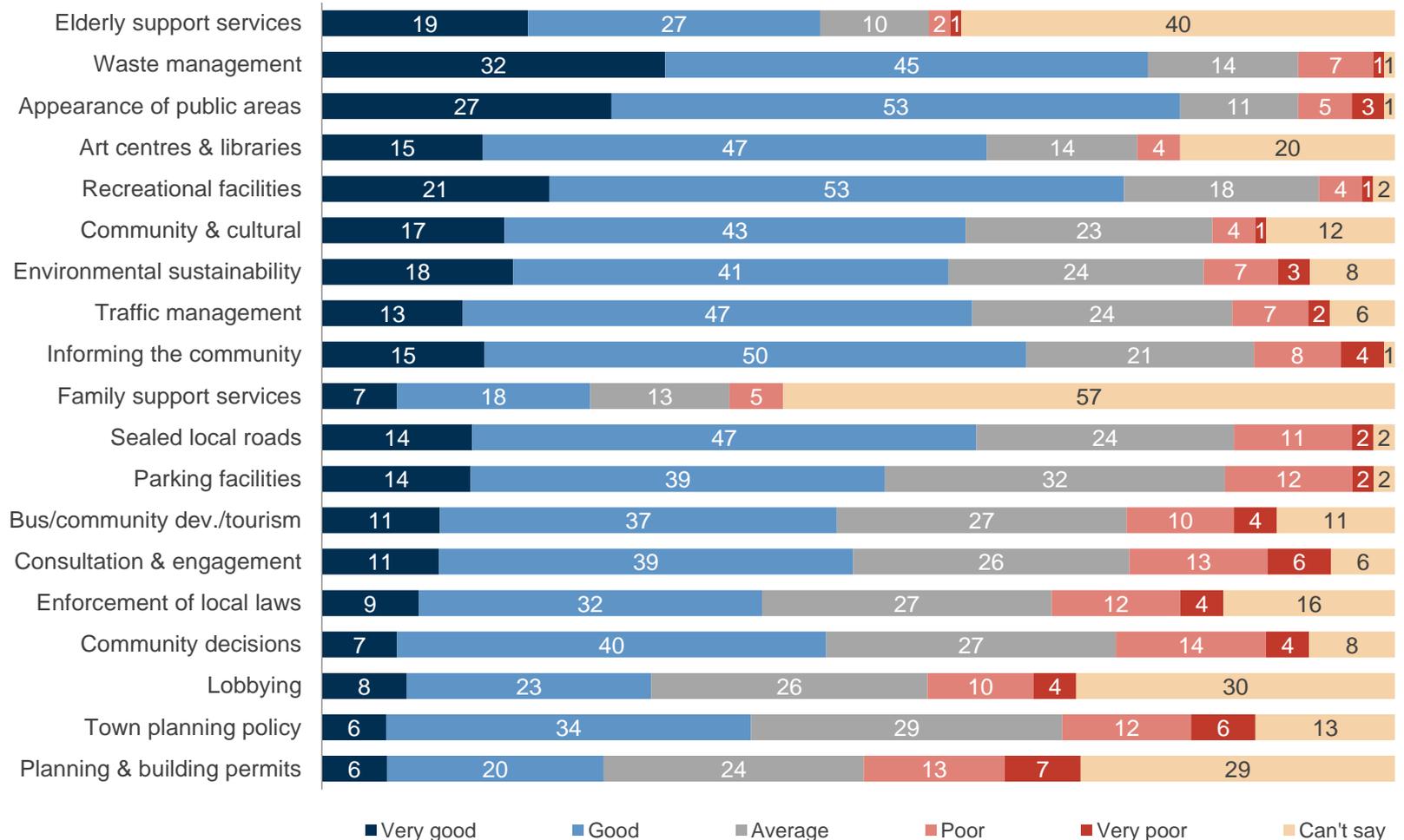
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



# Individual service area performance

2021 individual service area performance (%)





## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

**Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Community consultation and engagement
- Waste management
- Town planning
- The appearance of public areas
- Traffic management
- Informing the community.

Looking at these key service areas only, waste management and the appearance of public areas have a high performance index (75 and 74 respectively) and a reasonably strong influence on the overall performance rating.

Council is also performing well in the areas of traffic management and informing the community (index score of 67 for each).

Maintaining these positive results should remain a focus but there is greater work to be done elsewhere.

Other service areas that have a positive influence on overall perceptions, but perform less well, are town planning and community consultation (performance index score of 56 and 60 respectively).

**Engaging with residents on key local issues and Council activities, particularly those related to town planning, can also help shore up positive community opinion.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

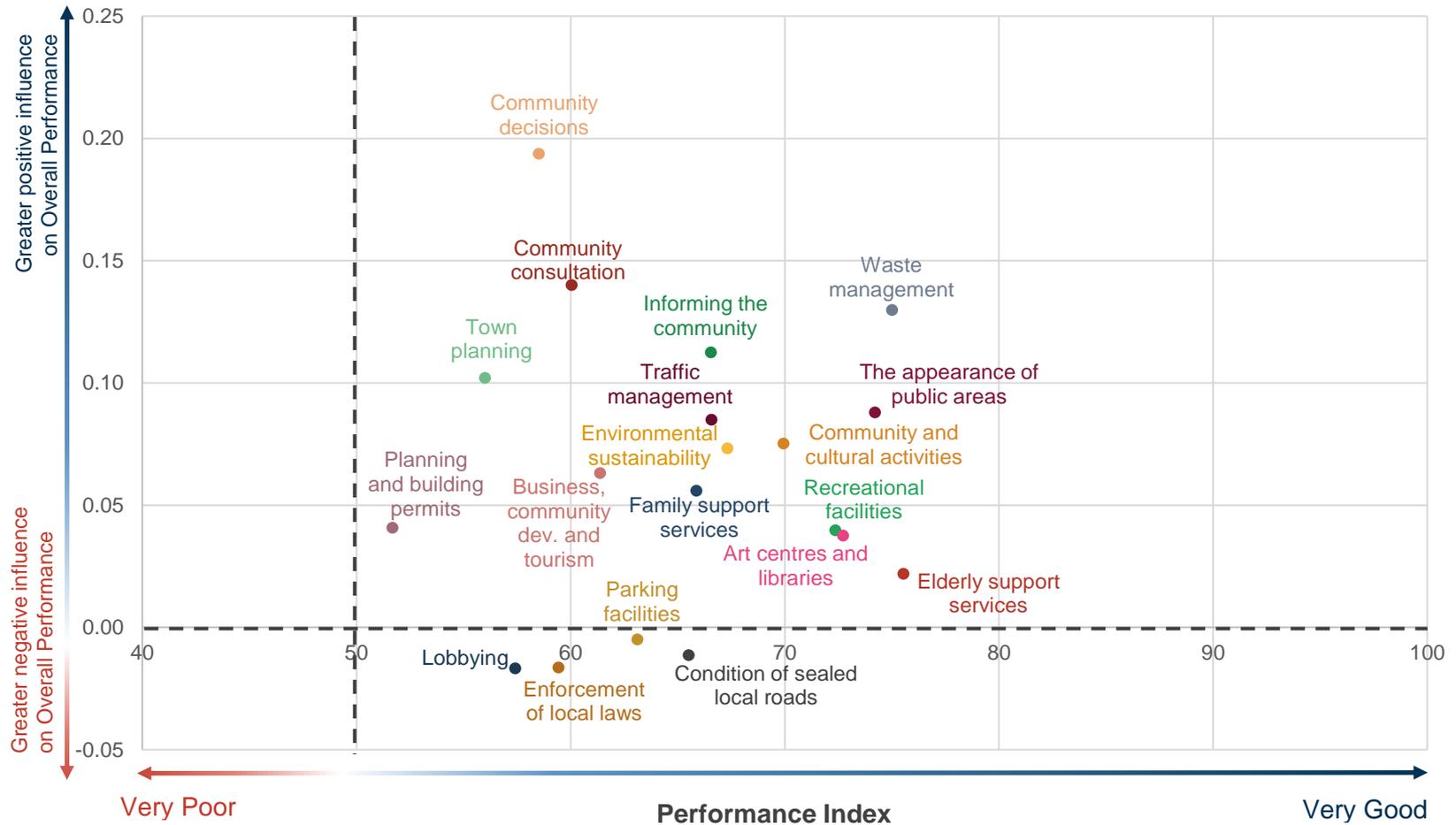
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

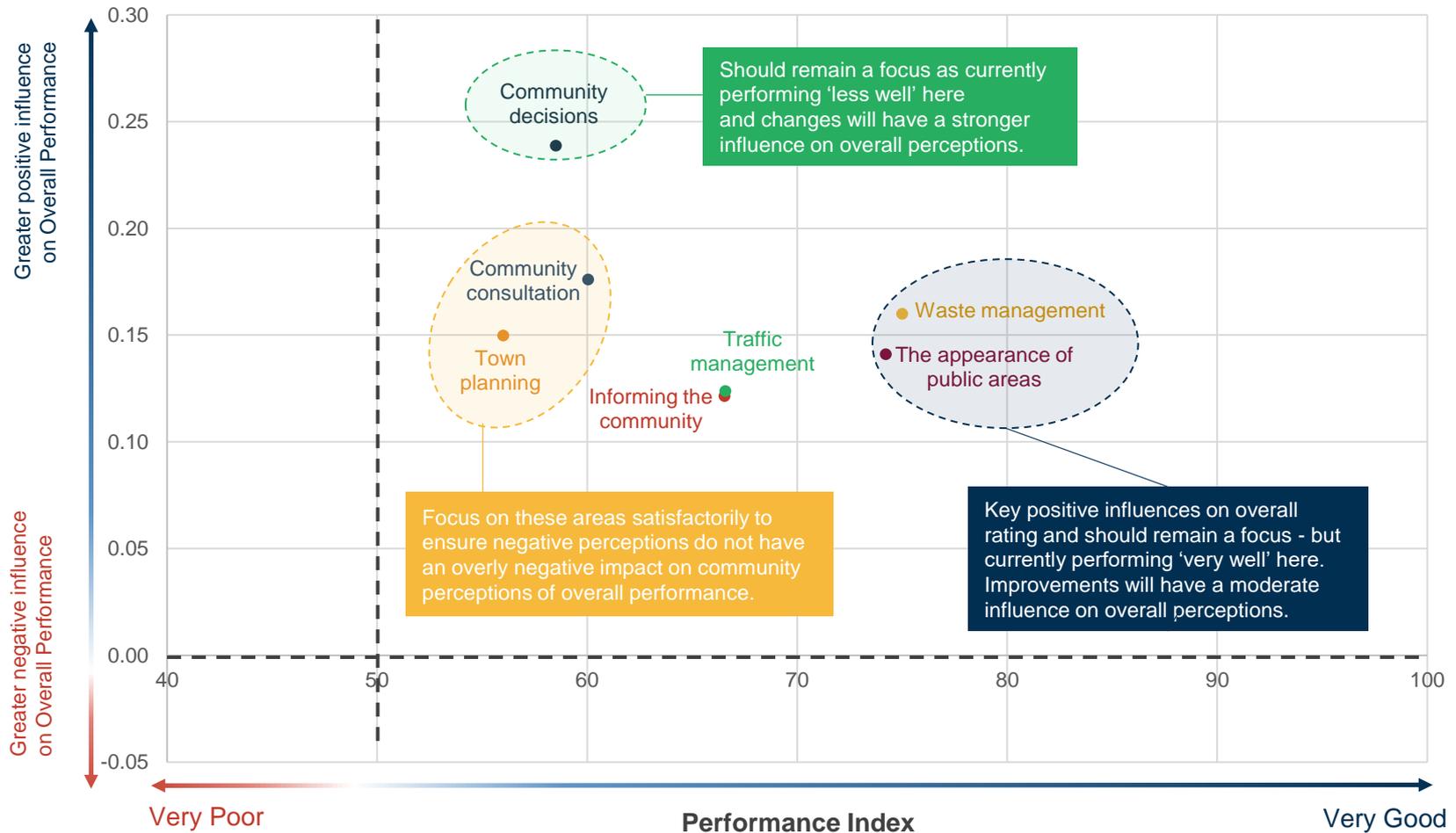


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.678 and adjusted  $R^2$  value of 0.662, which means that 68% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 42.17$ . 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

2021 regression analysis (key service areas)

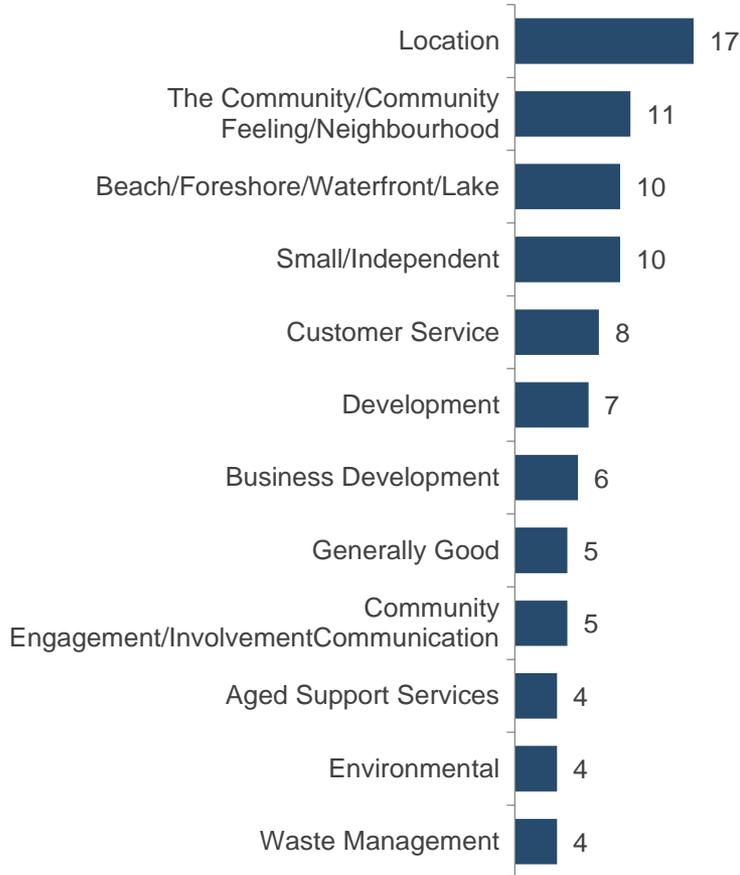


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.652 and adjusted  $R^2$  value of 0.646, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 105.12$ .



# Best things about Council and areas for improvement

2021 best things about Council (%)  
- Top mentions only -



2021 areas for improvement (%)  
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Borough of Queenscliffe? 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: 28 Councils asked group: 9

Q17. What does Borough of Queenscliffe MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 45 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

Almost three quarters of Council households (73%) have had contact with Council in the last 12 months. Rate of contact is two percentage points higher than 2020, and significantly higher than the State-wide and Small Rural group averages.

Rate of contact is highest among 18 to 34 year-olds (87% – noting this is a small sample size and should be interpreted with caution). This is in stark contrast to last year, when this cohort had the least amount of contact.



**Among those who have had contact, 72% provide a positive customer service rating of 'very good' or 'good', including 33% who rate Council's customer service as 'very good'.**

### Customer service

The Borough of Queenscliffe's customer service index of 72 is unchanged from 2020. Council's customer service is rated in line with the State-wide and Small Rural group averages (index scores of 70 and 69 respectively).

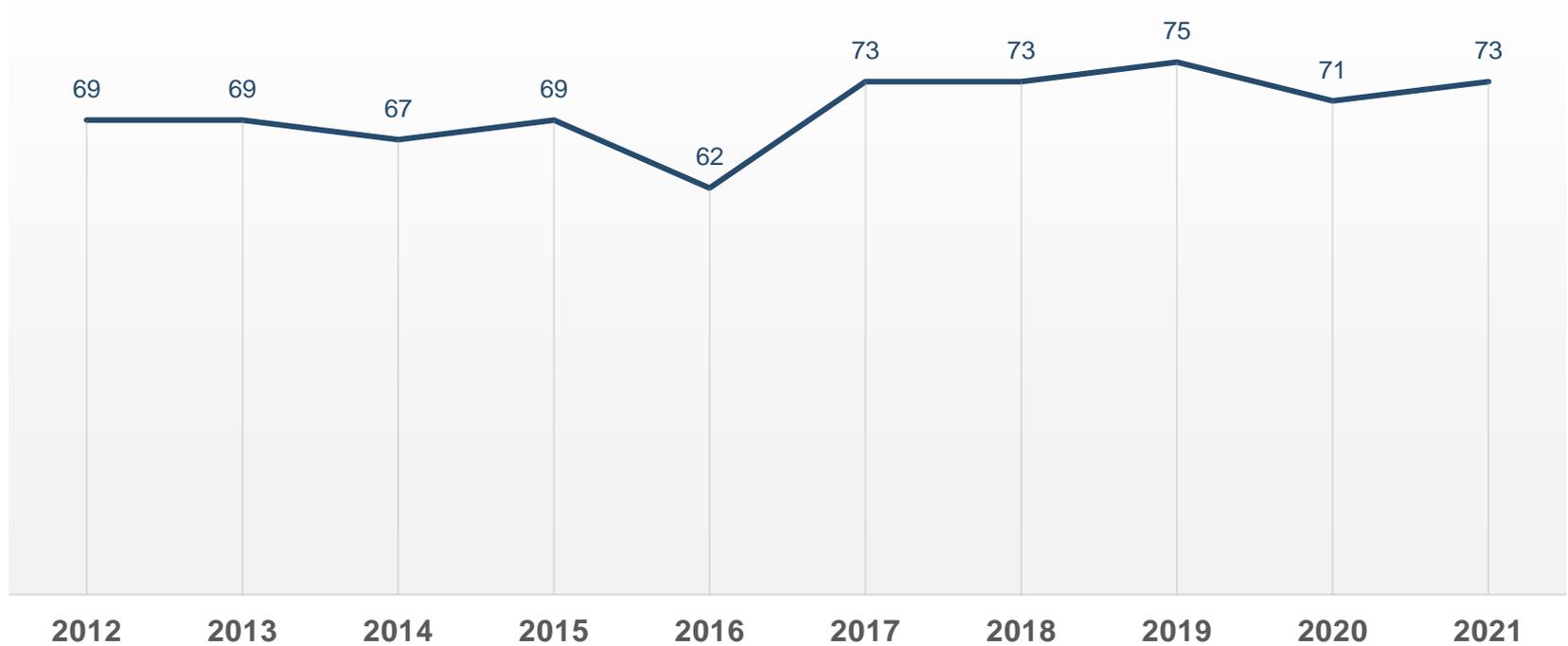
Positively, among those who have had contact, seven in ten (72%) provide a positive customer service rating.

- Perceptions of customer service are most positive among those aged 18 to 34 years and 35 to 49 years (index scores of 78 – significantly higher than average, and 77 respectively).
- Conversely, those aged 50 to 64 years provide the lowest customer service rating (index score of 66). This cohort is also most critical of Council's performance on a number of metrics, including overall performance, so will warrant extra attention in the coming 12 months.



# Contact with council

2021 contact with council (%)  
Have had contact



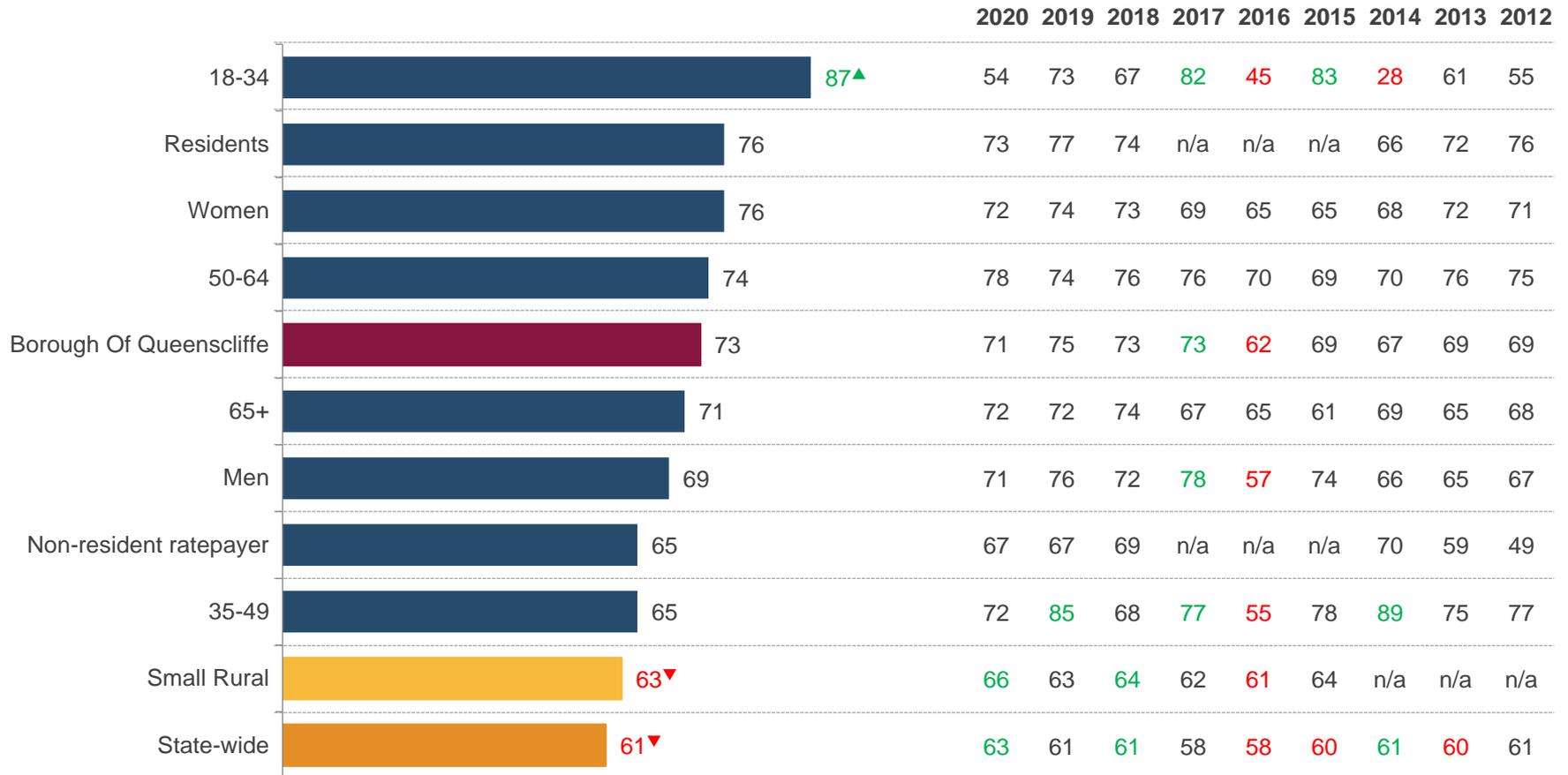
Q5. Over the last 12 months, have you or any member of your household had any contact with Borough of Queenscliffe?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15



# Contact with council

## 2021 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Borough of Queenscliffe? 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: 39 Councils asked group: 15

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



# Customer service rating

## 2021 customer service rating (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	78▲	62	69	69	61	73	75	69	89	70
35-49	77	67	77	78	73	77	73	74	68	78
Women	74	76	73	73	75	75	74	77	77	76
Residents	72	72	73	75	n/a	n/a	n/a	77	76	77
Borough Of Queenscliffe	72	72	73	74	71	71	72	76	75	78
65+	72	74	73	77	74	70	74	79	77	81
Non-resident ratepayer	71	72	74	72	n/a	n/a	n/a	73	74	81
State-wide	70	70	71	70	69	69	70	72	71	71
Men	70	67	73	75	66	65	70	75	73	80
Small Rural	69	70	70	69	69	69	70	n/a	n/a	n/a
50-64	66	74	75	67	71	68	67	75	73	75

Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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.

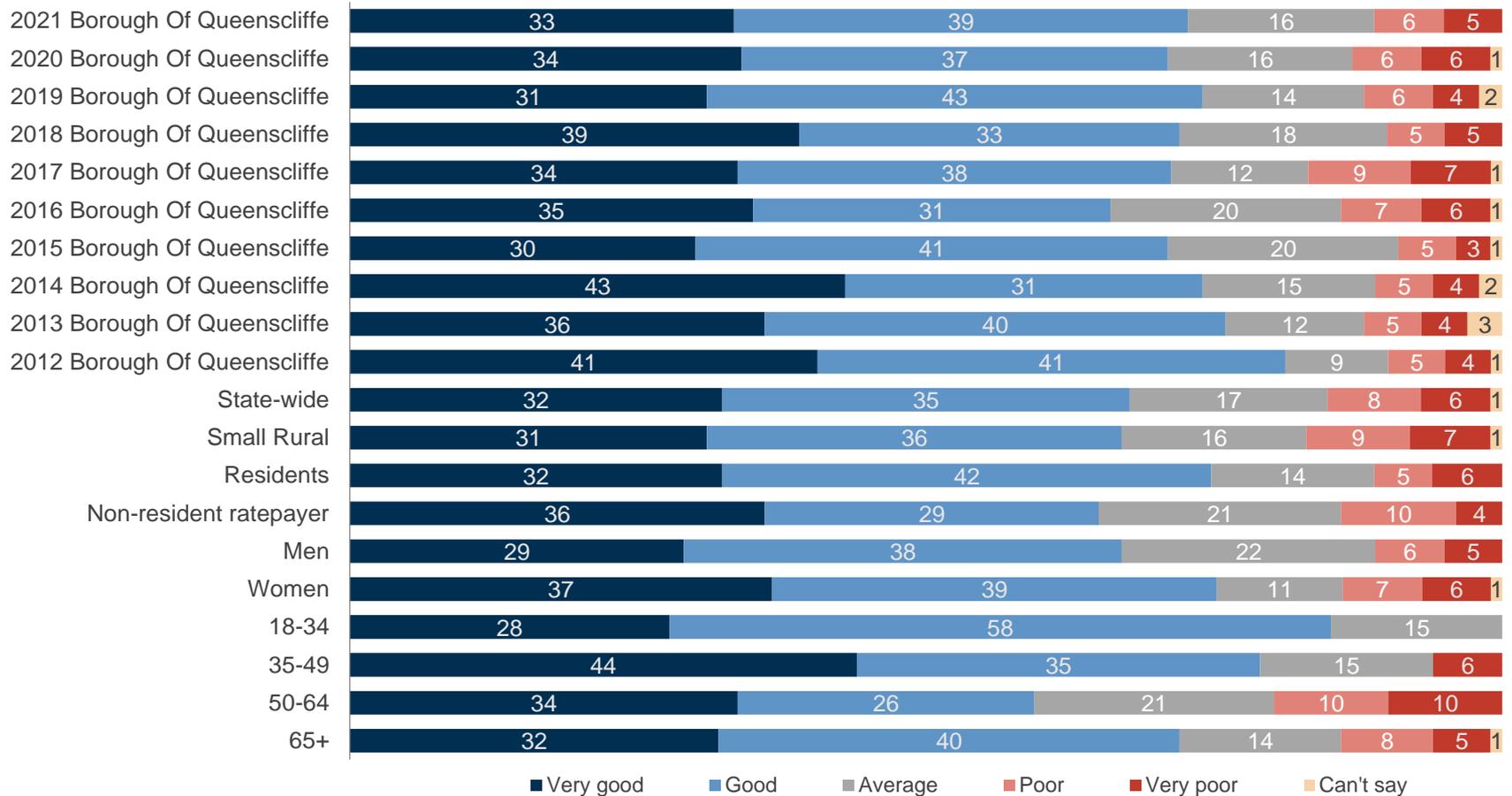
Councils asked state-wide: 66 Councils asked group: 19

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



# Customer service rating

2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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: 19



# Communication

## Communication

The preferred form of communication from Council about Council news and information and upcoming events remains newsletters sent via email (43%). Email popularity appears to have plateaued (preference unchanged from last year) after steadily increasing over the course of the past 10 years.

In contrast, demand for a newsletter via mail continues to decline (down from 46% in 2012 to 24% currently).

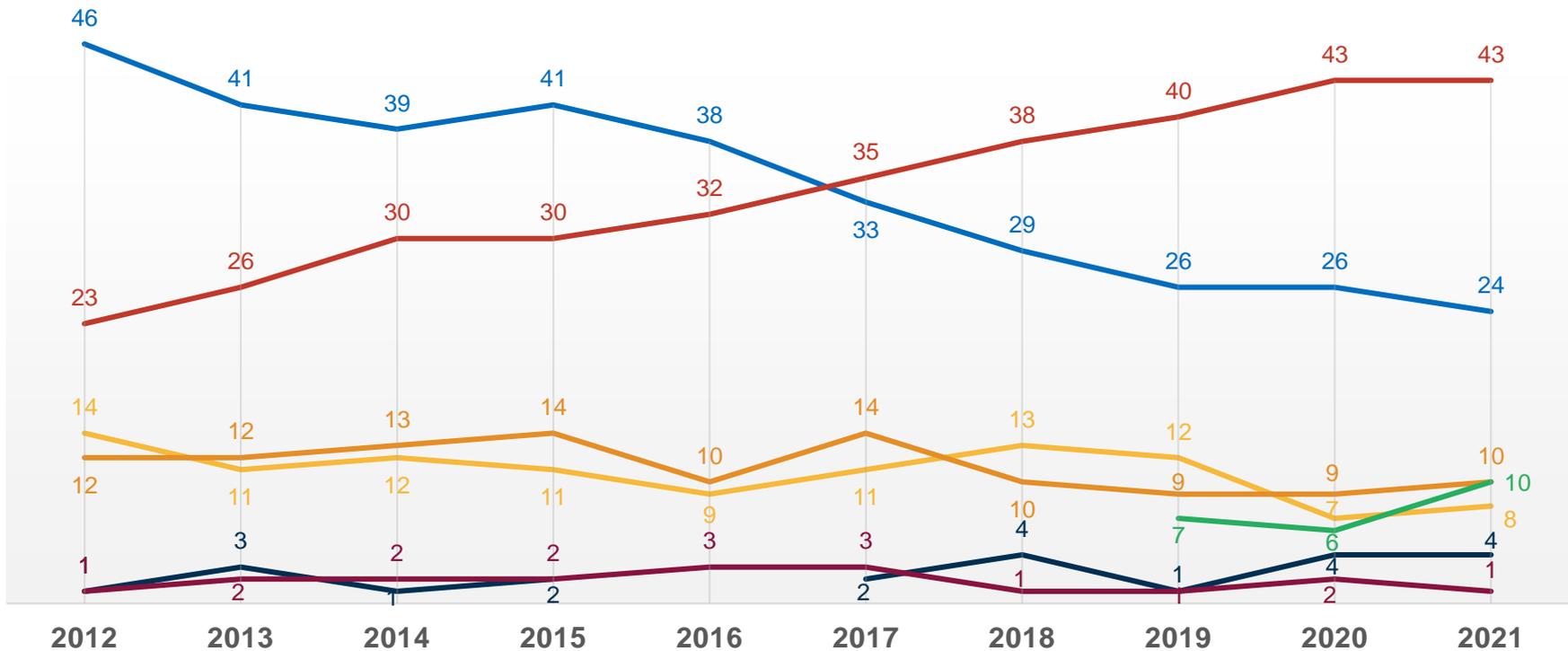
- The most preferred form of communication among people aged under 50 years is newsletters sent via email (43%). Social media is a clear second preference (24%) with appetite for this form of communication increasing sharply over the past year (up 13 percentage points).
- Newsletters sent via email also continue to be the most preferred form of communication among those aged over 50 years (43%), followed by mailed newsletters (30%).





# Best form of communication

2021 best form of communication (%)



Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

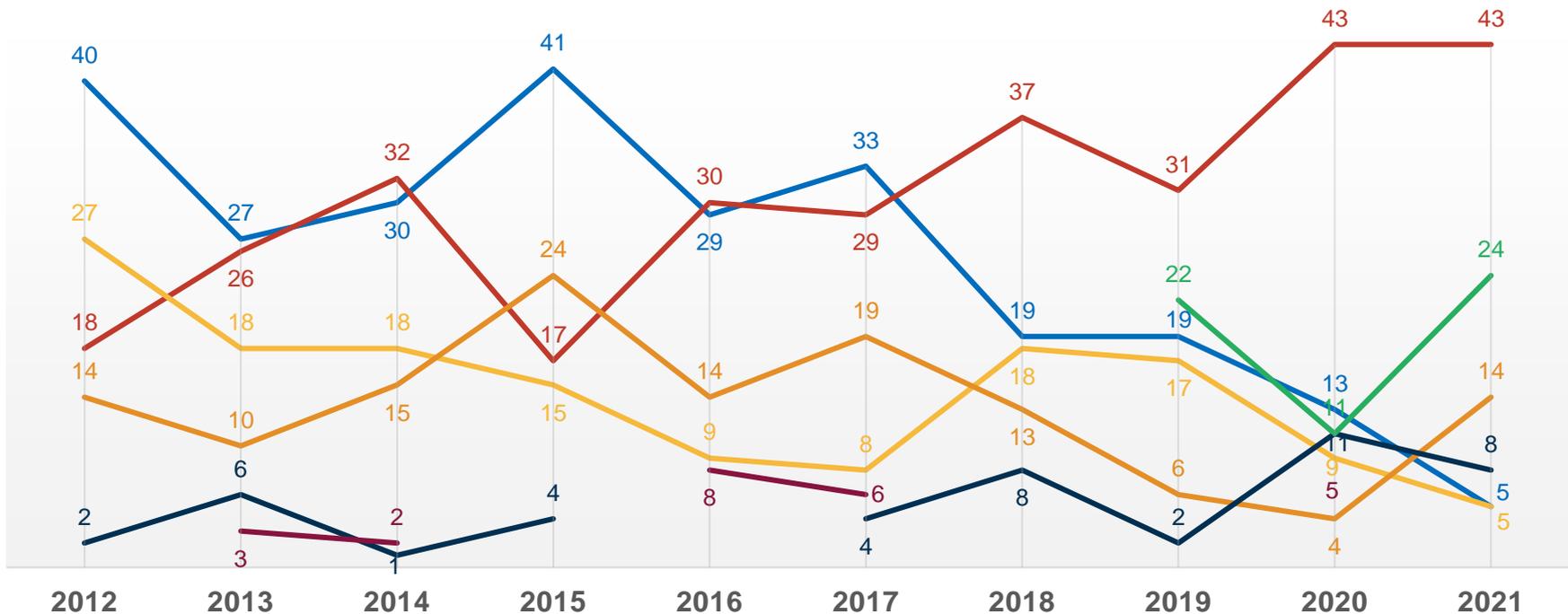
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

Note: 'Social Media' was included in 2019.



# Best form of communication: under 50s

2021 under 50s best form of communication (%)

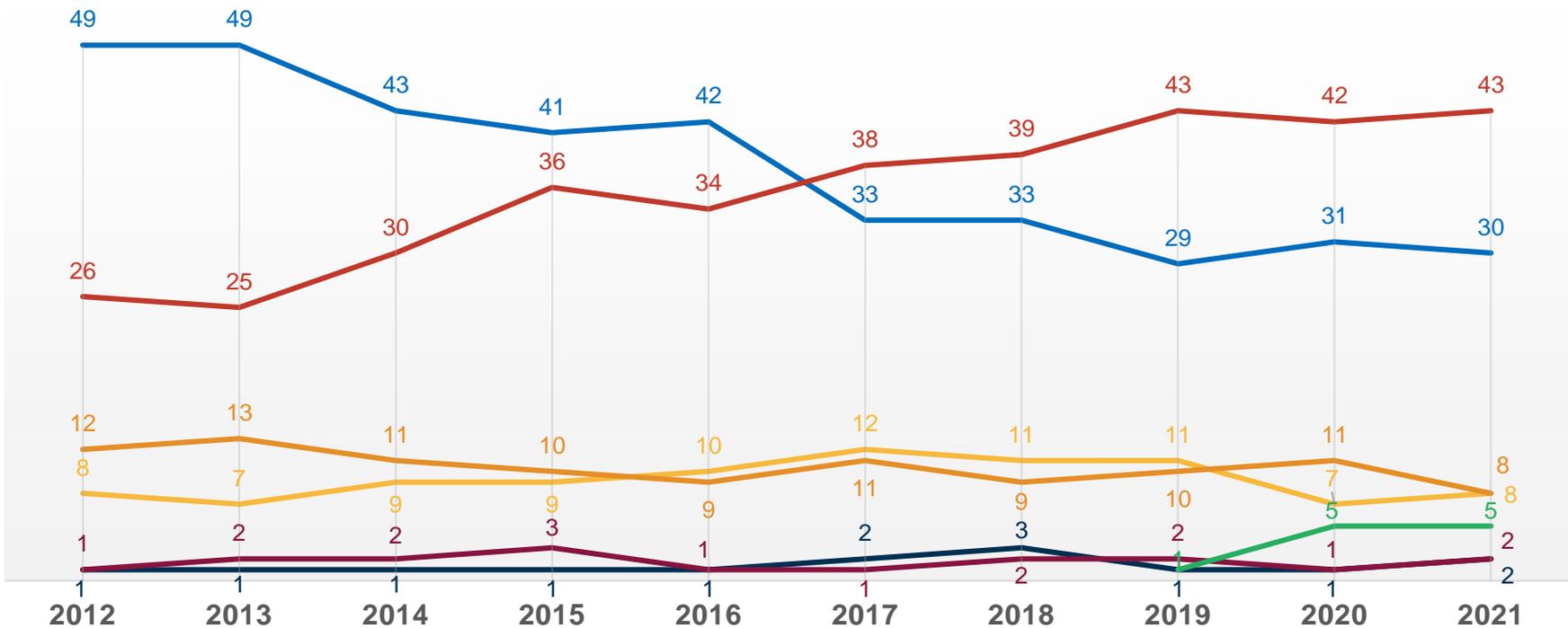


Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 10  
 Note: 'Social Media' was included in 2019.



# Best form of communication: over 50s

2021 over 50s best form of communication (%)



Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked state-wide: 35 Councils asked group: 10

Note: 'Social Media' was included in 2019.



# Council direction



## Council direction

Over the last 12 months, perceptions of the direction of Council's overall performance have declined significantly.

- Contributing to this decline are significantly decreased ratings among women, residents, those aged 65 years and over and 18 to 34 year-olds (noting this is a small sample size and should be treated with caution).

Fewer residents believe the direction of Council's overall performance has improved over the last 12 months (21% compared to 32% in 2020).

An increased majority believe it has stayed the same (64%, up seven percentage points), while a further 10% think it has deteriorated (compared to 7% in 2020).

Notably, despite these declines, the direction of Council's overall performance is rated significantly higher than both the State-wide and Small Rural group averages.

On the trade off between rates versus quality of Council services, there continues to be a preference for service cuts to maintain current rate levels (44%) over rate rises to improve services (33%).





# Overall council direction last 12 months

## 2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	75	49	55	55	54	50	53	58	60
Men	58	58	46	46	56	49	57	62	55	54
65+	56	62	44	49	58	50	58	66	61	54
Residents	56	64	44	48	n/a	n/a	n/a	63	61	52
Borough Of Queenscliffe	56	63	45	49	56	51	58	62	61	53
Non-resident ratepayer	55	61	50	55	n/a	n/a	n/a	59	59	55
50-64	54	62	46	48	54	50	58	61	55	49
Women	53	67	44	52	55	53	58	62	66	52
State-wide	53▼	51	53	52	53	51	53	53	53	52
Small Rural	53▼	50	53	50	52	50	53	n/a	n/a	n/a
35-49	51	60	43	52	53	53	65	63	67	50

Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe's overall performance?

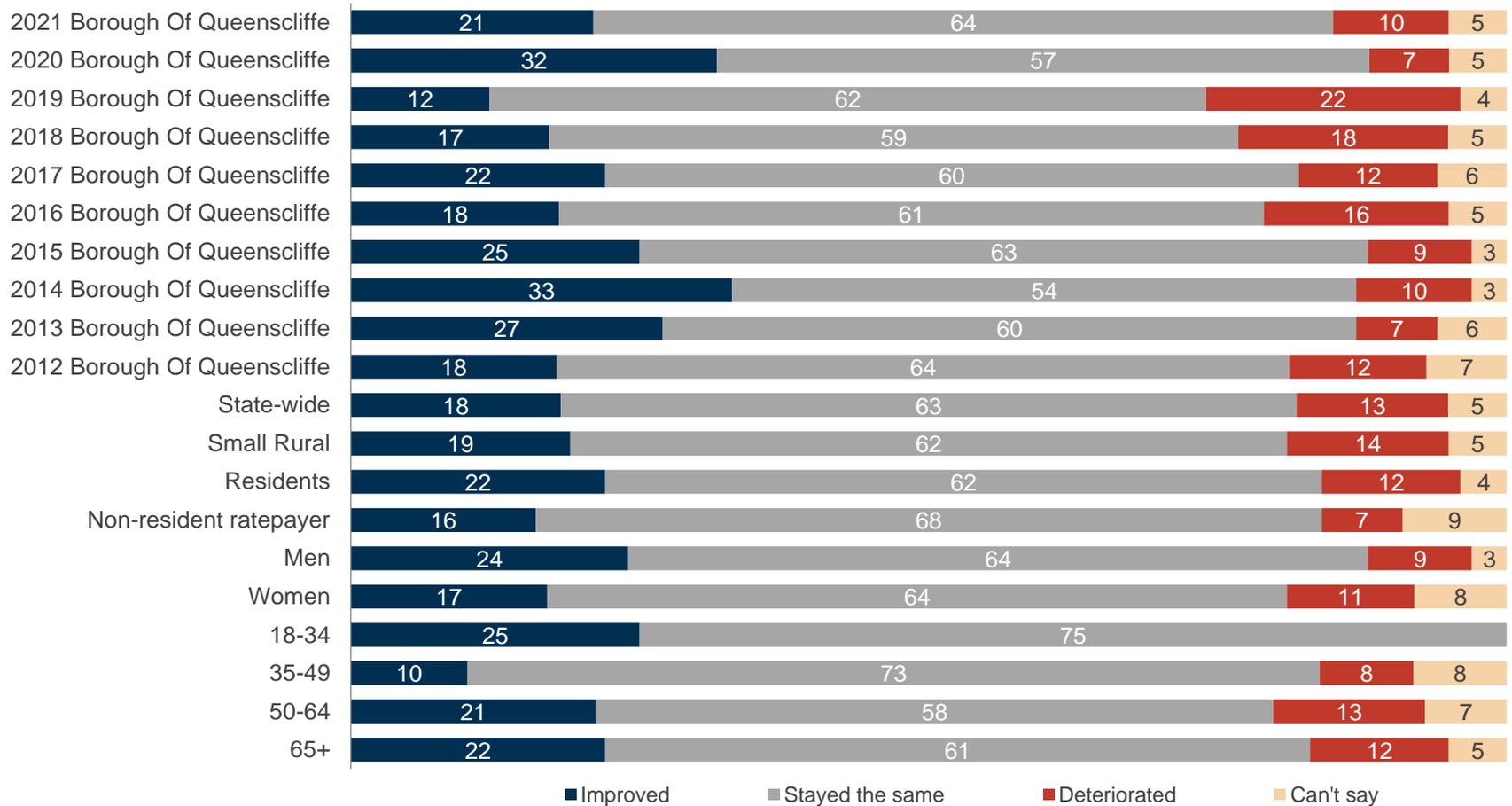
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



# Overall council direction last 12 months

2021 overall council direction (%)

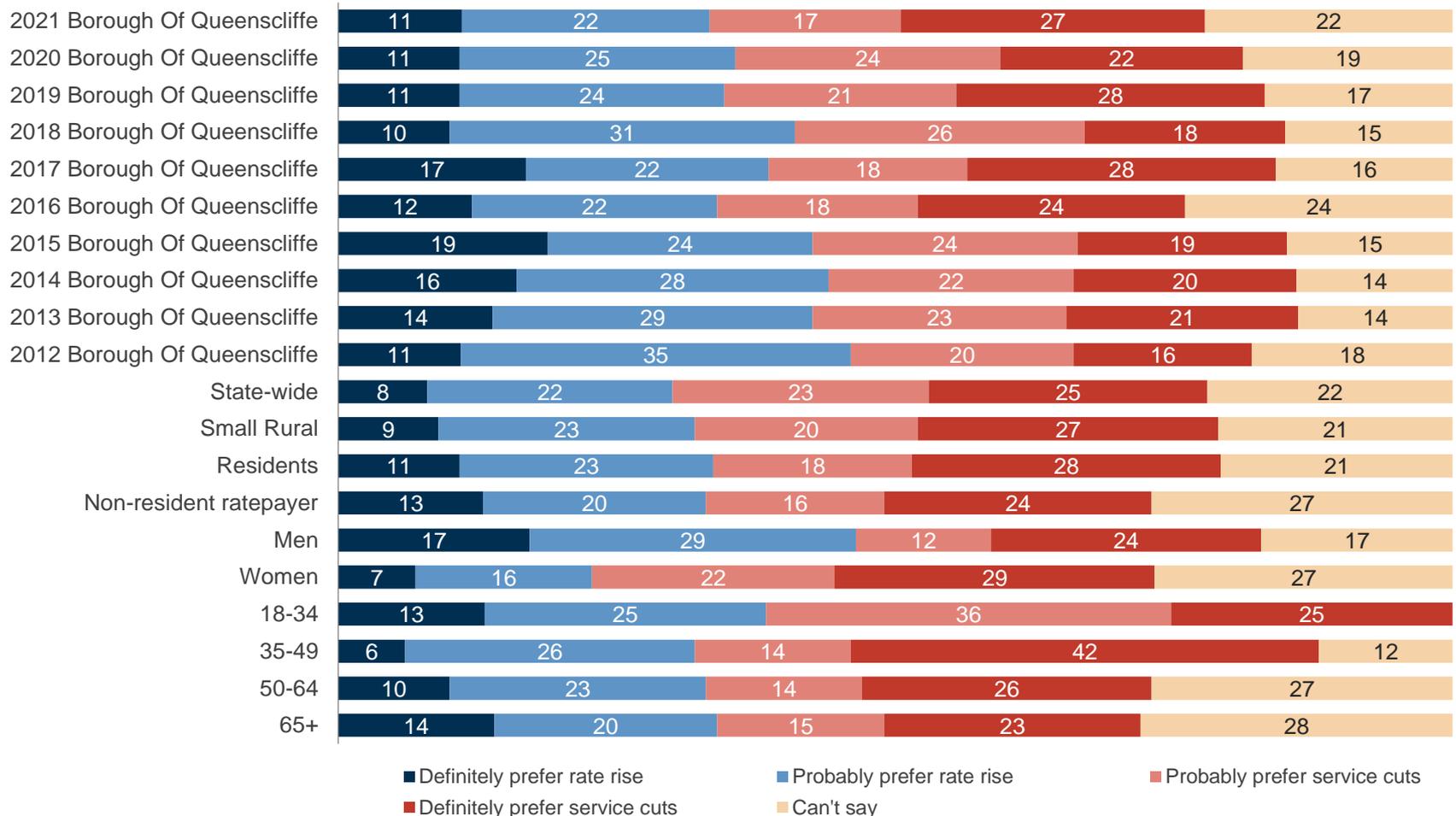


Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe's overall performance?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



# Rates / services trade-off

2021 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4



# Individual service areas



# Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	75▲	59	43	48	59	54	55	54	56	60
35-49	64	57	52	63	58	68	64	64	63	54
Non-resident ratepayer	62	66	61	60	n/a	n/a	n/a	65	67	61
Men	61	60	54	57	59	54	63	66	61	62
Borough Of Queenscliffe	60	59	51	56	58	57	62	65	63	60
Residents	59	56	49	55	n/a	n/a	n/a	65	62	60
Women	59	59	50	55	58	59	61	64	65	58
50-64	58	60	54	58	58	52	59	62	62	59
65+	56	60	52	54	59	57	64	70	67	63
Small Rural	56▼	54	56	54	55	55	56	n/a	n/a	n/a
State-wide	56▼	55	56	55	55	54	56	57	57	57

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: 19

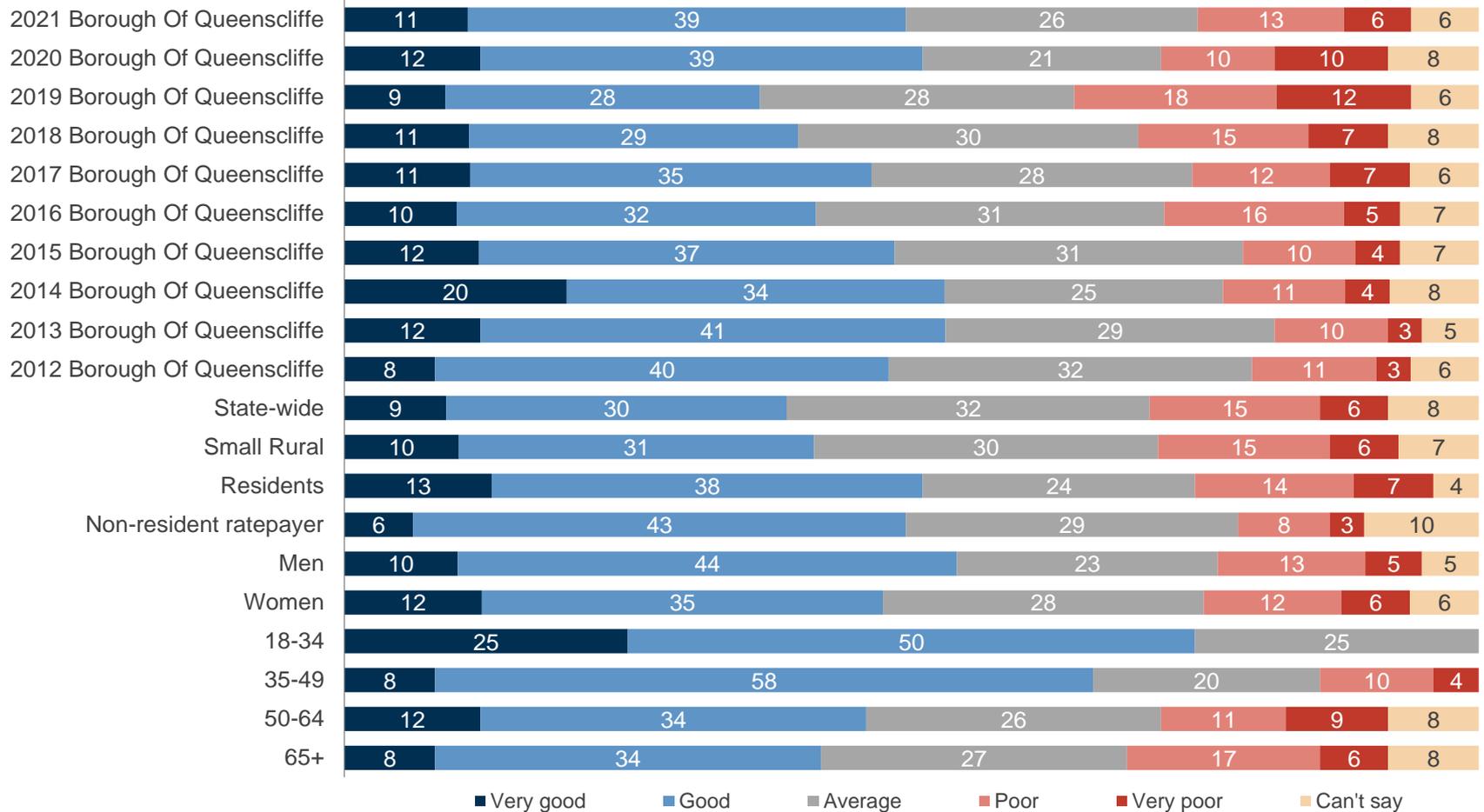
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2021 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: 19



# Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	47	68	62	54	64	61	60	64
Non-resident ratepayer	59	57	56	n/a	n/a	n/a	58	63	60
Men	56	55	58	59	52	64	64	61	64
Borough Of Queenscliffe	57	55	58	59	55	63	61	61	61
65+	57	55	58	59	56	65	66	65	64
Residents	55	54	58	n/a	n/a	n/a	62	60	62
Women	55	55	58	58	56	62	58	61	59
35-49	53	66	57	53	57	64	53	57	52
Small Rural	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	53	54	54	54	53	55	56	55	55
50-64	56	51	53	59	49	57	58	57	62

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: 13

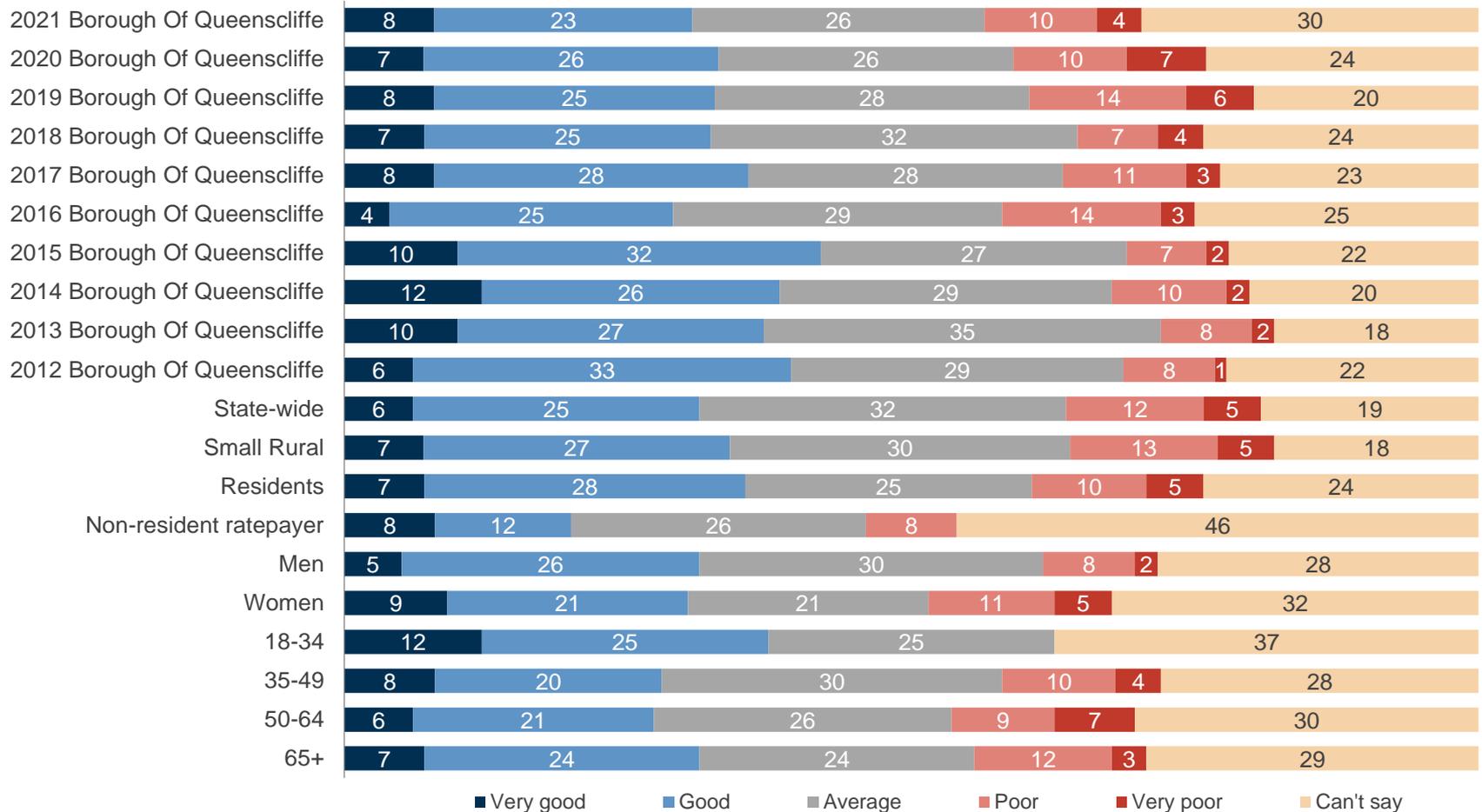
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2021 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: 13

# Decisions made in the interest of the community performance



## 2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	75▲	51	49	63	61	54	73	n/a	n/a	n/a
35-49	66▲	53	54	54	52	60	63	n/a	n/a	n/a
Men	60	54	50	51	55	50	63	n/a	n/a	n/a
Non-resident ratepayer	60	60	53	53	n/a	n/a	n/a	n/a	n/a	n/a
Borough Of Queenscliffe	59	54	49	53	58	54	62	n/a	n/a	n/a
Residents	58	51	48	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	54	48	54	59	56	61	n/a	n/a	n/a
Small Rural	56▼	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	56▼	53	55	54	54	54	55	57	n/a	n/a
50-64	55	55	50	52	56	48	56	n/a	n/a	n/a
65+	54▼	54	47	51	59	54	61	n/a	n/a	n/a

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

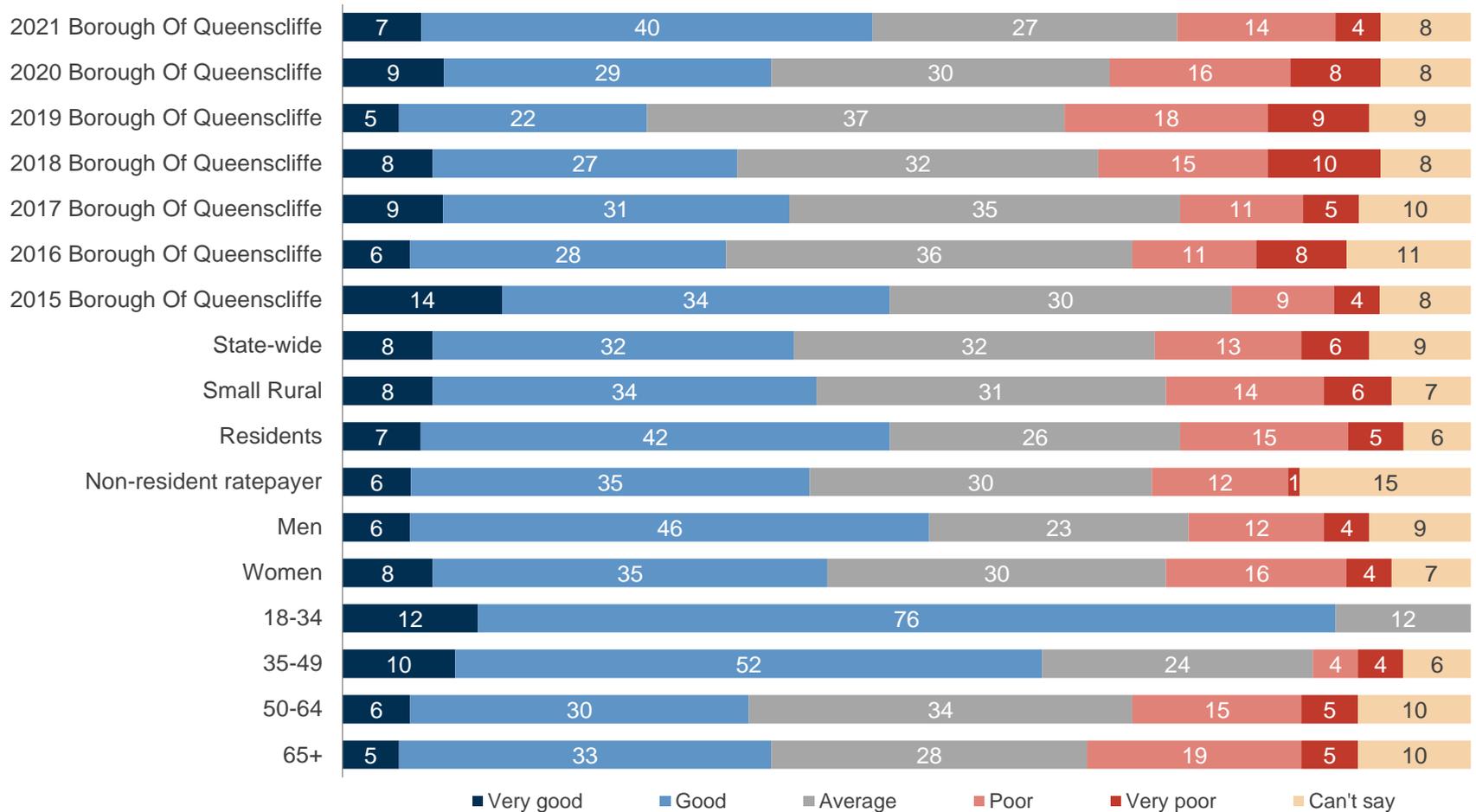
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2021 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: 19

# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	75▲	58	69	71	72	67	56	n/a	n/a
35-49	71	72	66	64	63	66	71	n/a	n/a
Non-resident ratepayer	68	73	69	68	n/a	n/a	n/a	n/a	n/a
Men	67	66	65	66	62	67	n/a	n/a	n/a
Borough Of Queenscliffe	66	66	65	65	65	65	n/a	n/a	n/a
Residents	65	63	64	64	n/a	n/a	n/a	n/a	n/a
Women	64	65	65	64	68	68	63	n/a	n/a
65+	63	64	63	64	62	65	64	n/a	n/a
50-64	63	69	65	65	69	65	65	n/a	n/a
State-wide	57▼	54	56	53	53	54	55	55	n/a
Small Rural	53▼	51	53	49	50	52	52	n/a	n/a

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

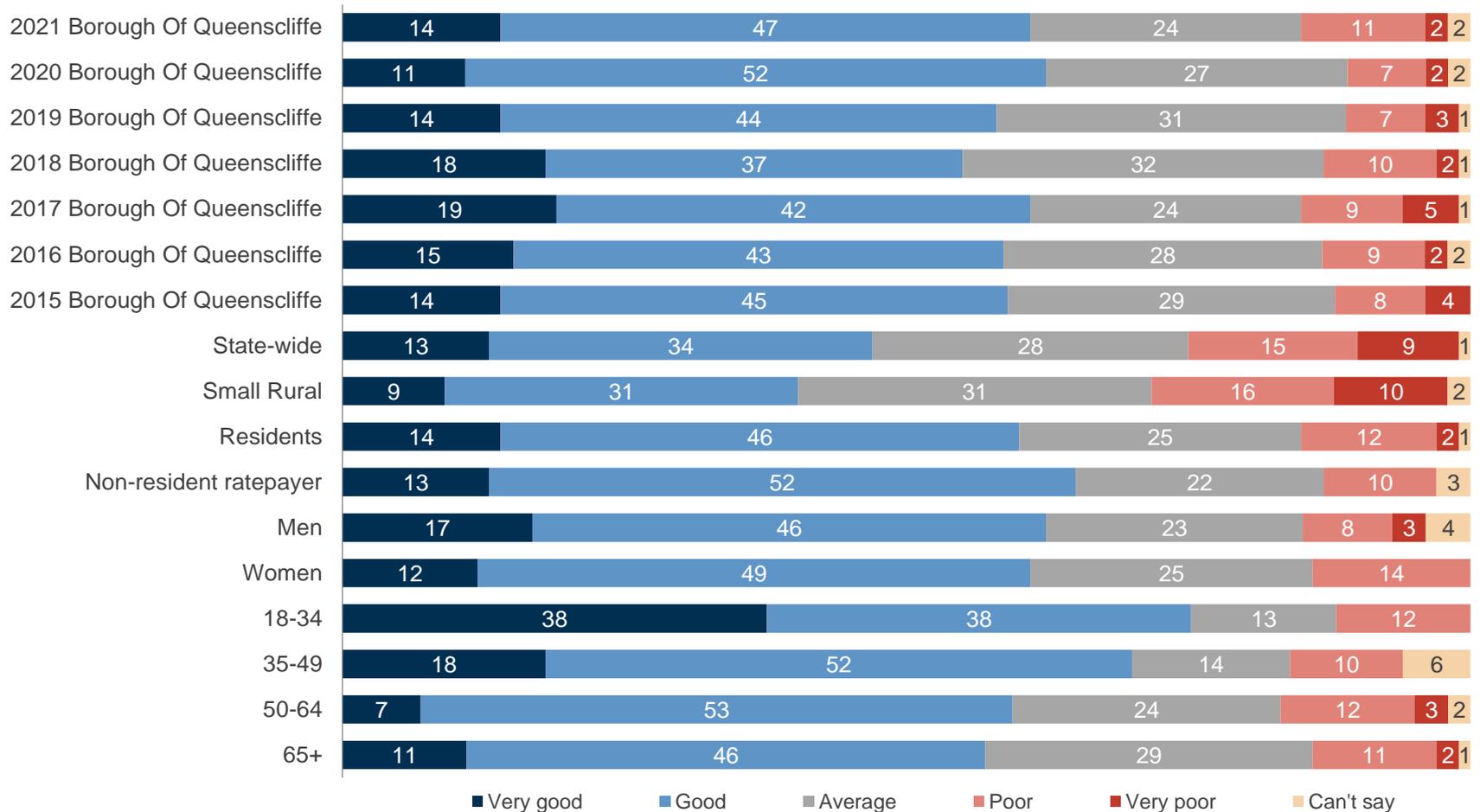
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



2021 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: 19



# Informing the community performance



## 2021 informing community performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	75▲	55	46	58	52	64	56	65	63	64
35-49	72	60	61	64	60	66	66	67	71	60
Non-resident ratepayer	72▲	72	67	64	n/a	n/a	n/a	69	74	64
Men	68	66	58	59	58	60	63	72	68	67
Borough Of Queenscliffe	67	65	57	59	60	63	65	69	68	65
50-64	66	67	62	56	59	59	63	69	64	65
Women	65	65	56	60	62	65	66	67	68	63
Residents	65	63	54	58	n/a	n/a	n/a	69	66	65
65+	63	68	56	60	64	63	68	72	70	67
Small Rural	61▼	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	60▼	59	60	59	59	59	61	62	61	60

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

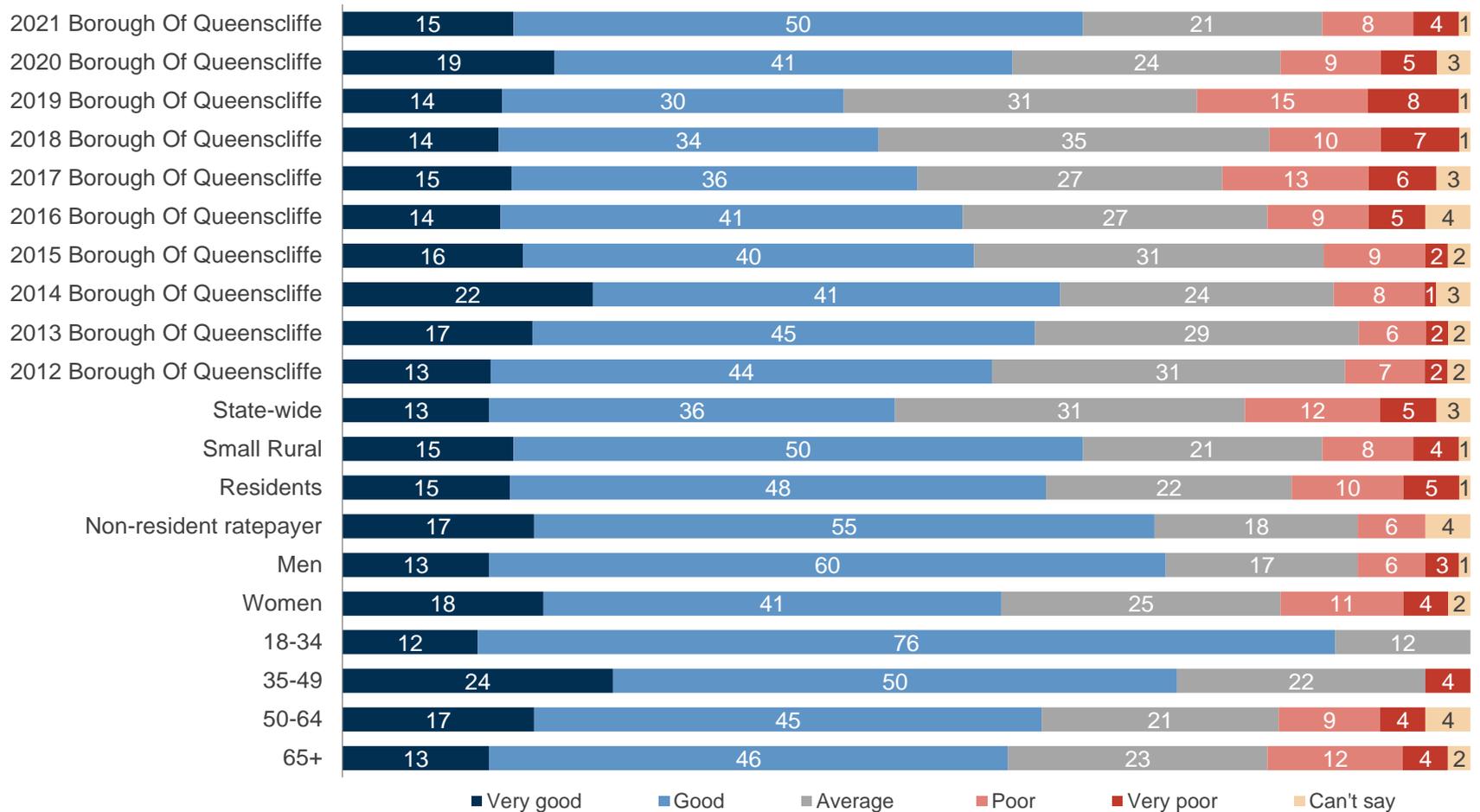
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2021 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9



# Traffic management performance



## 2021 traffic management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	78▲	60	58	54	65	64	71	74	71	71
35-49	76▲	57	72	70	64	65	69	69	61	61
Men	68	63	63	64	63	62	70	68	66	68
Non-resident ratepayer	68	68	69	68	n/a	n/a	n/a	69	66	65
Borough Of Queenscliffe	67	64	66	65	66	65	69	68	66	66
Small Rural	67	64	66	65	67	65	67	n/a	n/a	n/a
Residents	66	62	64	64	n/a	n/a	n/a	68	66	66
Women	65	64	68	66	69	68	69	69	66	64
65+	63▼	65	66	65	66	66	70	69	67	67
50-64	62▼	66	65	66	68	66	67	65	65	65
State-wide	59▼	58	58	57	59	59	60	60	60	58

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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

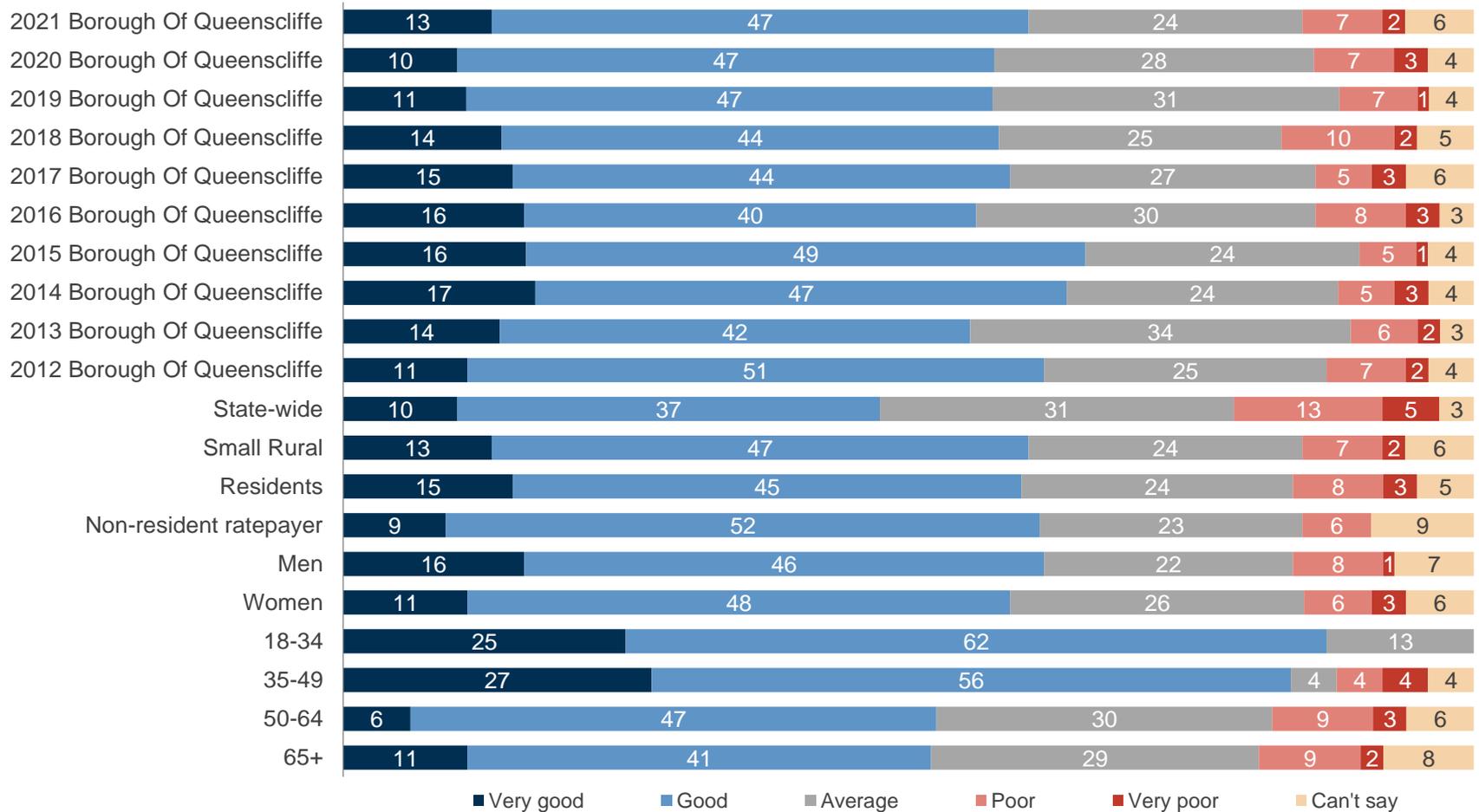
Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



2021 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1



# Parking facilities performance



## 2021 parking performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	73▲	65	71	65	62	64	66	67	60	56
Non-resident ratepayer	66	68	66	64	n/a	n/a	n/a	70	64	60
18-34	66	60	63	60	63	55	67	65	67	63
Men	64	64	62	61	58	60	64	62	63	61
50-64	63	68	63	65	67	64	65	62	64	60
Borough Of Queenscliffe	63	64	62	63	63	61	64	64	62	60
Residents	62	63	62	63	n/a	n/a	n/a	62	62	60
Women	62	64	63	65	66	63	64	65	62	60
Small Rural	62	60	60	60	63	61	62	n/a	n/a	n/a
65+	60	64	60	62	61	60	62	62	61	62
State-wide	58▼	55	56	56	55	56	57	57	57	56

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

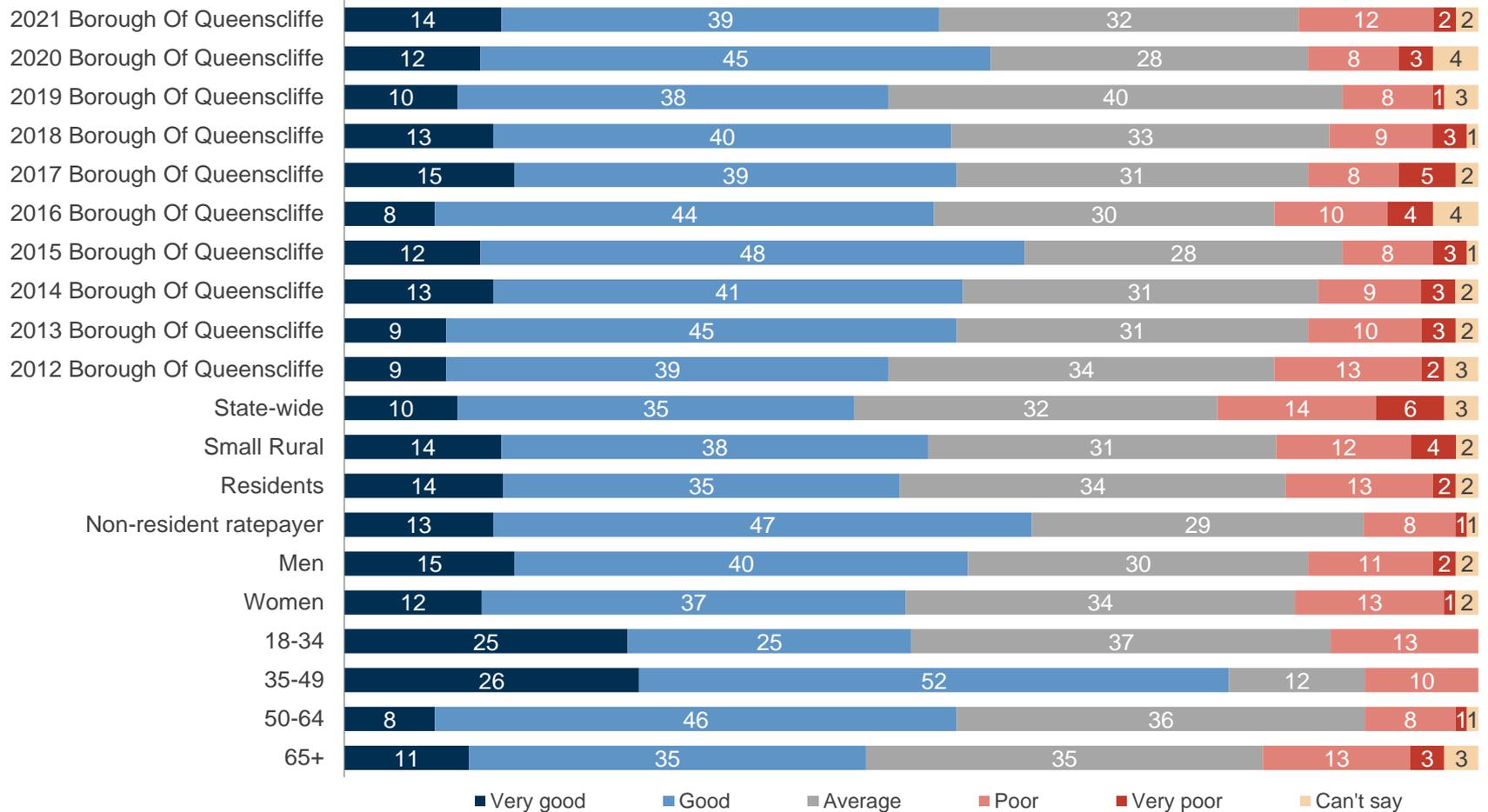
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



2021 parking performance (%)



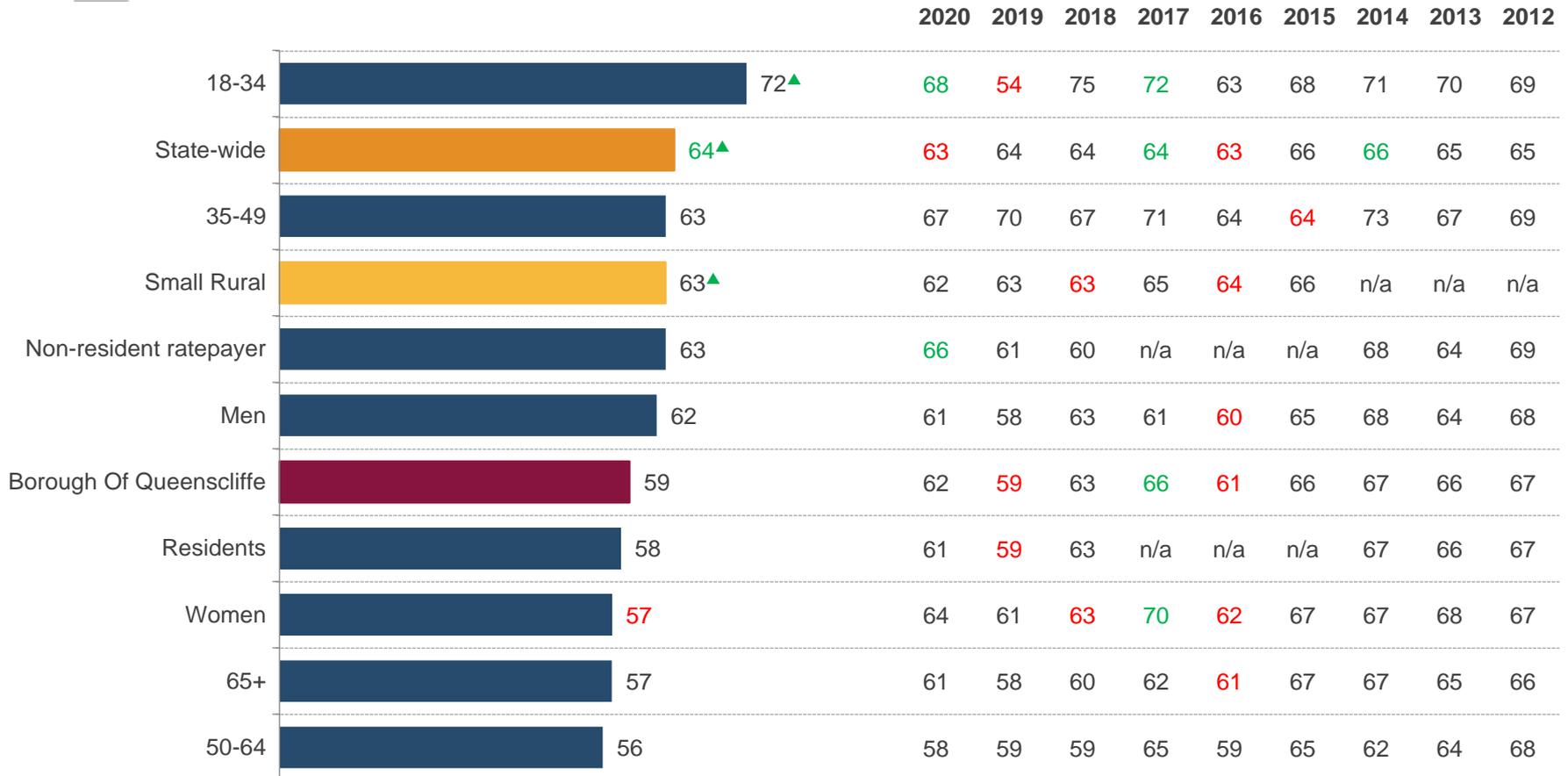
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3



# Enforcement of local laws performance



2021 law enforcement performance (index scores)



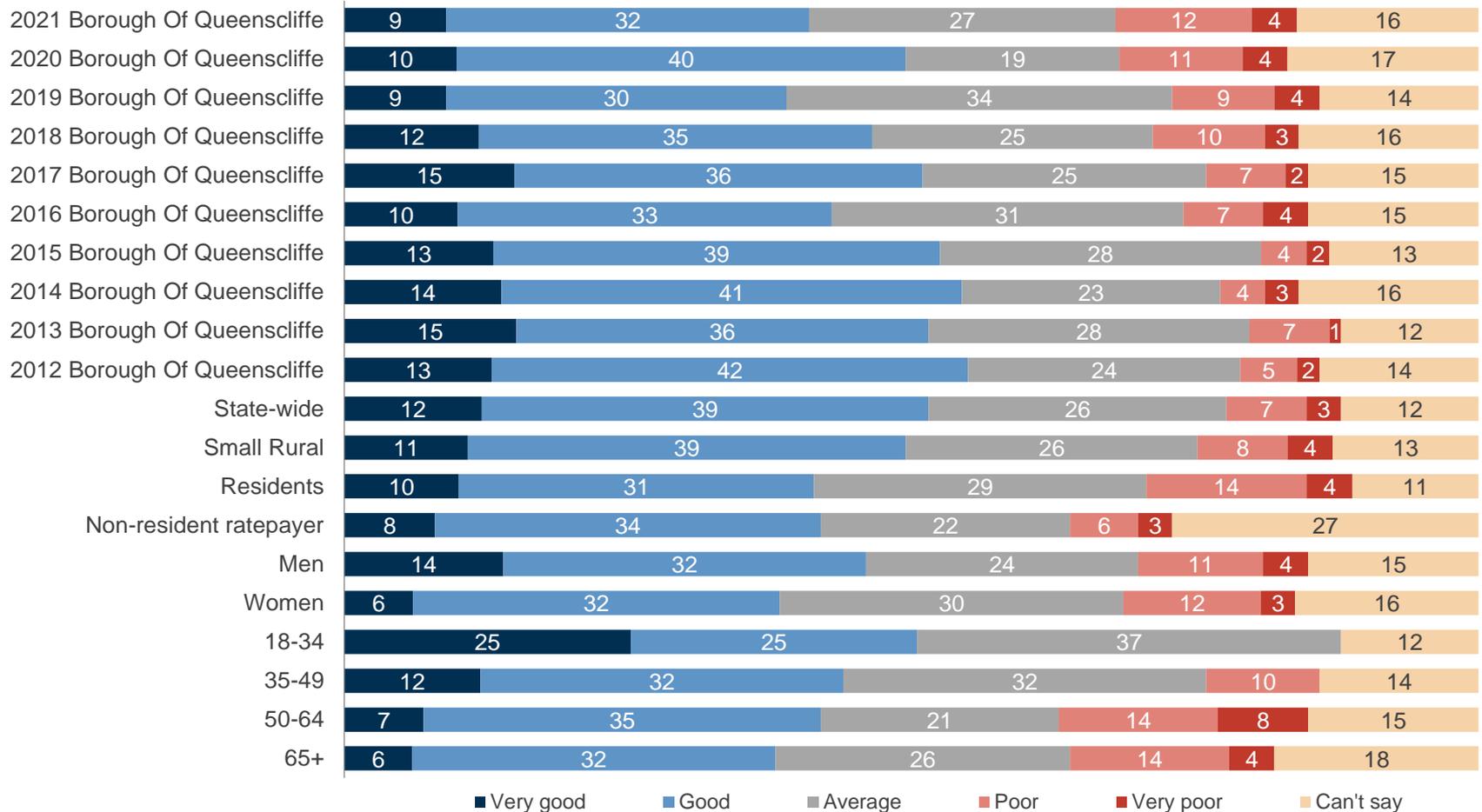
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2021 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



# Family support services performance



## 2021 family support performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	68	65	65	67	n/a	n/a	n/a	62	n/a	67
65+	68	75	71	70	73	71	74	75	75	73
Women	67	74	68	69	70	66	69	65	71	69
Small Rural	66	66	68	67	68	66	67	n/a	n/a	n/a
State-wide	66	66	67	66	67	66	67	68	67	67
Borough Of Queenscliffe	66	70	67	69	67	64	68	67	70	70
Residents	66	71	68	69	n/a	n/a	n/a	67	n/a	71
18-34	65	70	60	69	64	56	64	60	69	70
Men	65	66	66	68	64	62	67	69	68	72
50-64	64	63	61	69	65	58	66	62	68	69
35-49	63	63	70	64	62	61	59	61	61	68

Q2. How has Council performed on 'Family support services' over the last 12 months?

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

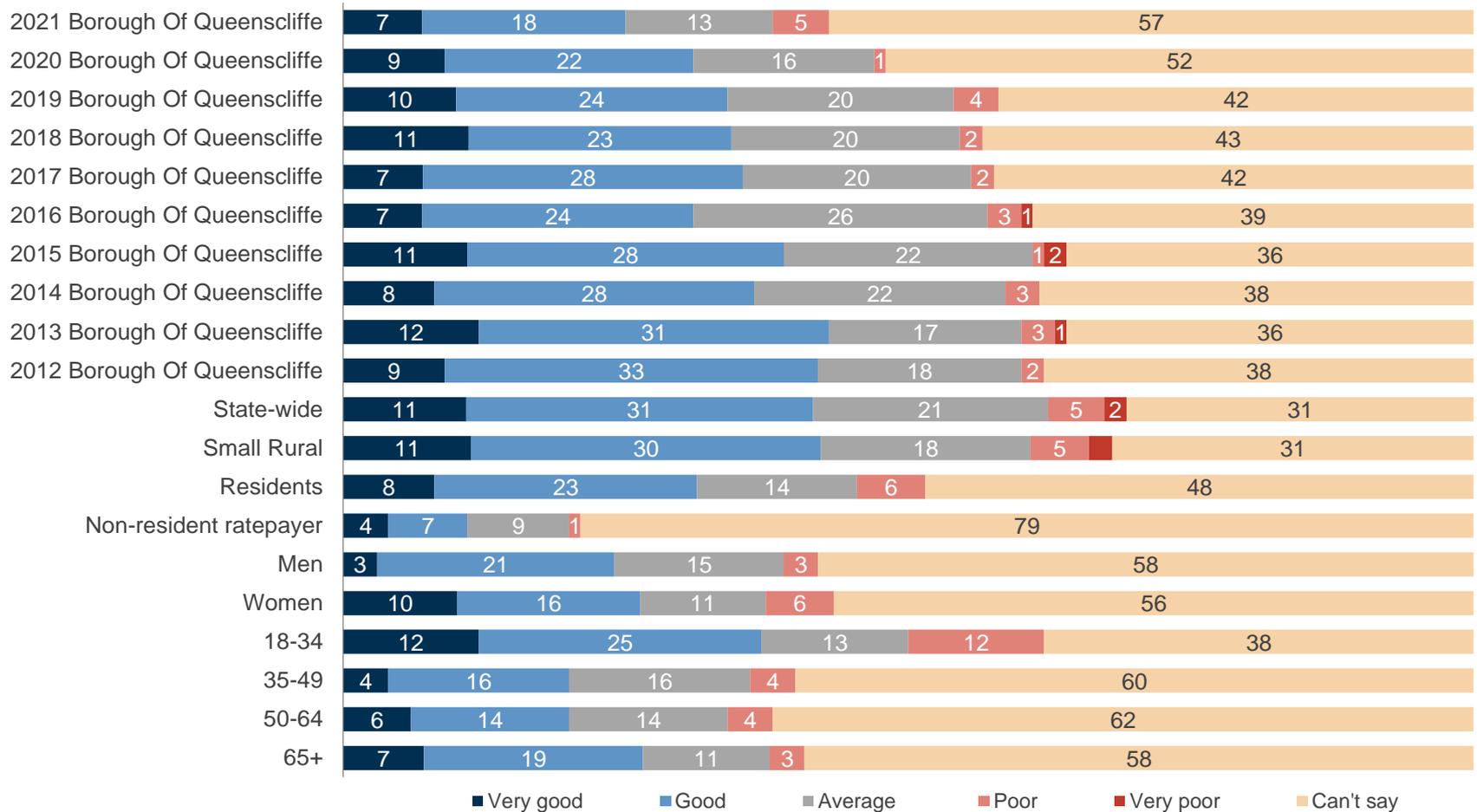
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2021 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



# Elderly support services performance



2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72	75	82	66	66	65	64	71	68
18-34	63	77	66	64	53	71	61	78	75
Men	74	74	73	69	64	72	69	74	74
Residents	75	76	75	n/a	n/a	n/a	72	n/a	76
Borough Of Queenscliffe	75	75	75	71	68	72	71	77	75
65+	78	76	76	78	76	78	78	80	78
Women	75	76	76	73	73	72	72	80	76
Small Rural	71	71	69	71	70	72	n/a	n/a	n/a
50-64	75	73	70	66	62	64	66	75	73
Non-resident ratepayer	74	72	74	n/a	n/a	n/a	63	n/a	68
State-wide	68	68	68	68	68	69	70	69	69

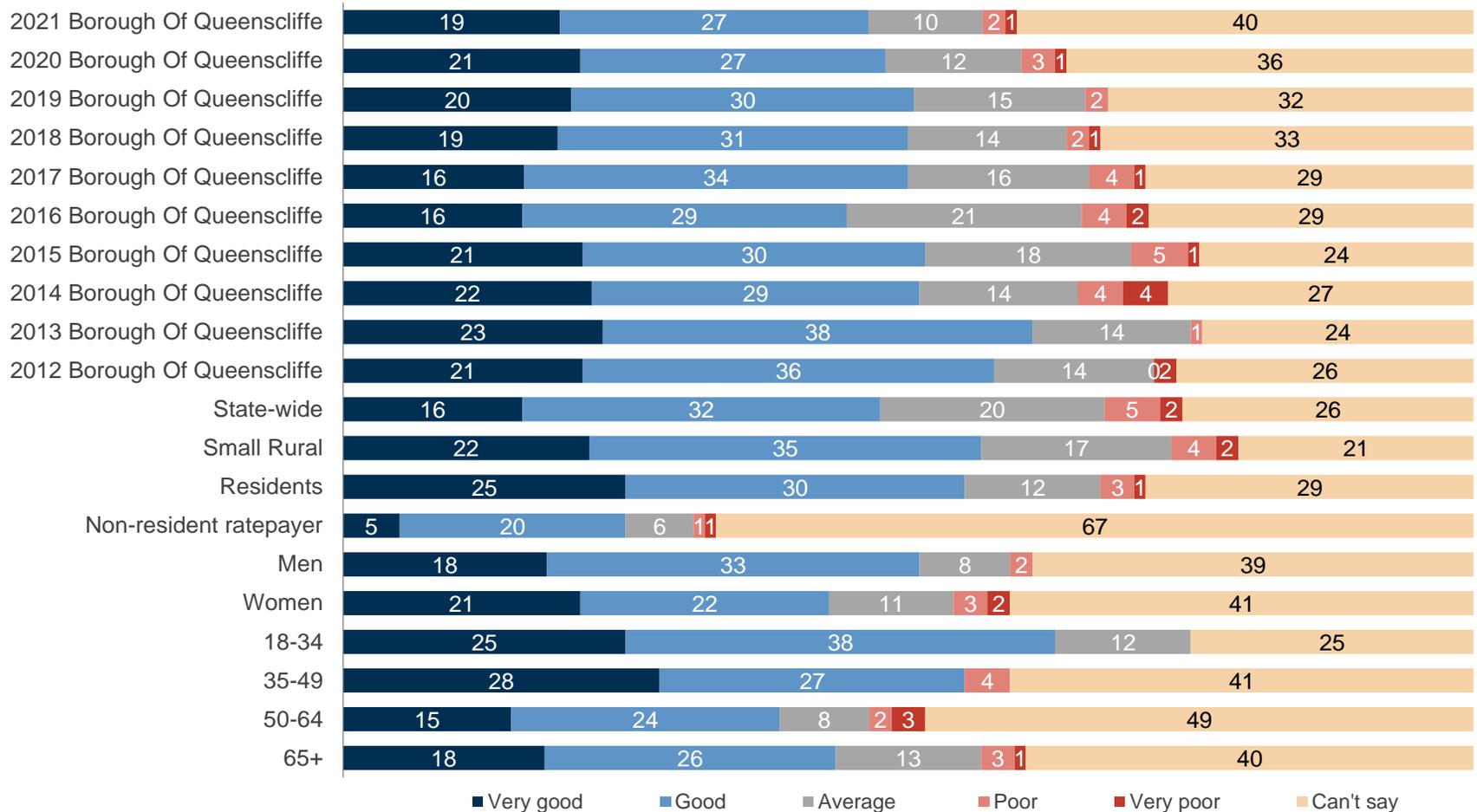
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2021 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: 11



## Recreational facilities performance



### 2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	75	75	70	69	62	73	74	71	66	67
65+	73	72	72	76	76	74	77	75	74	73
Residents	72	72	70	74	n/a	n/a	n/a	69	73	73
Borough Of Queenscliffe	72	73	70	74	72	72	75	70	73	72
Men	72	72	68	71	69	70	77	68	71	73
Women	72	73	72	77	74	74	74	71	75	72
Non-resident ratepayer	72	74	69	77	n/a	n/a	n/a	72	73	68
18-34	72	73	68	73	61	77	75	53	79	80
State-wide	71	70	70	69	70	69	70	71	70	70
50-64	70	72	68	73	76	66	72	70	72	70
Small Rural	69▼	68	68	69	69	68	70	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

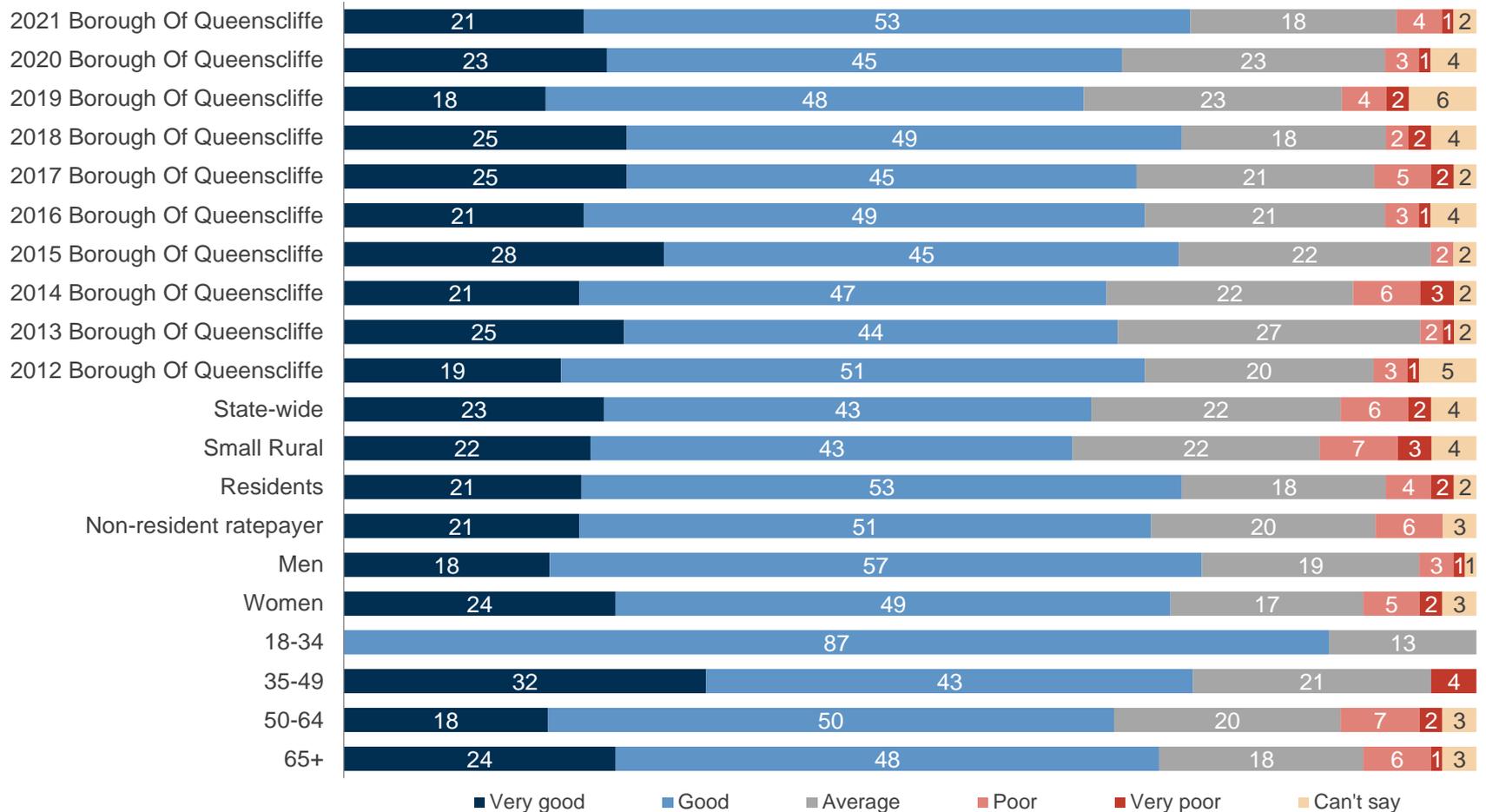
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2021 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13



# The appearance of public areas performance



## 2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	88▲	78	68	73	88	72	77	82	83	80
Non-resident ratepayer	78▲	77	79	78	n/a	n/a	n/a	79	76	74
Men	77	73	72	75	76	73	79	77	73	74
Small Rural	75	72	73	72	74	73	74	n/a	n/a	n/a
Borough Of Queenscliffe	74	74	73	75	80	74	78	77	73	74
State-wide	73	72	72	71	71	72	72	71	71	71
35-49	73	71	79	78	79	74	77	78	65	68
Residents	73	73	71	74	n/a	n/a	n/a	77	72	73
50-64	73	75	76	75	79	72	76	74	74	71
65+	72	74	71	74	78	75	79	78	73	75
Women	72	74	73	75	83	74	76	78	73	73

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

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

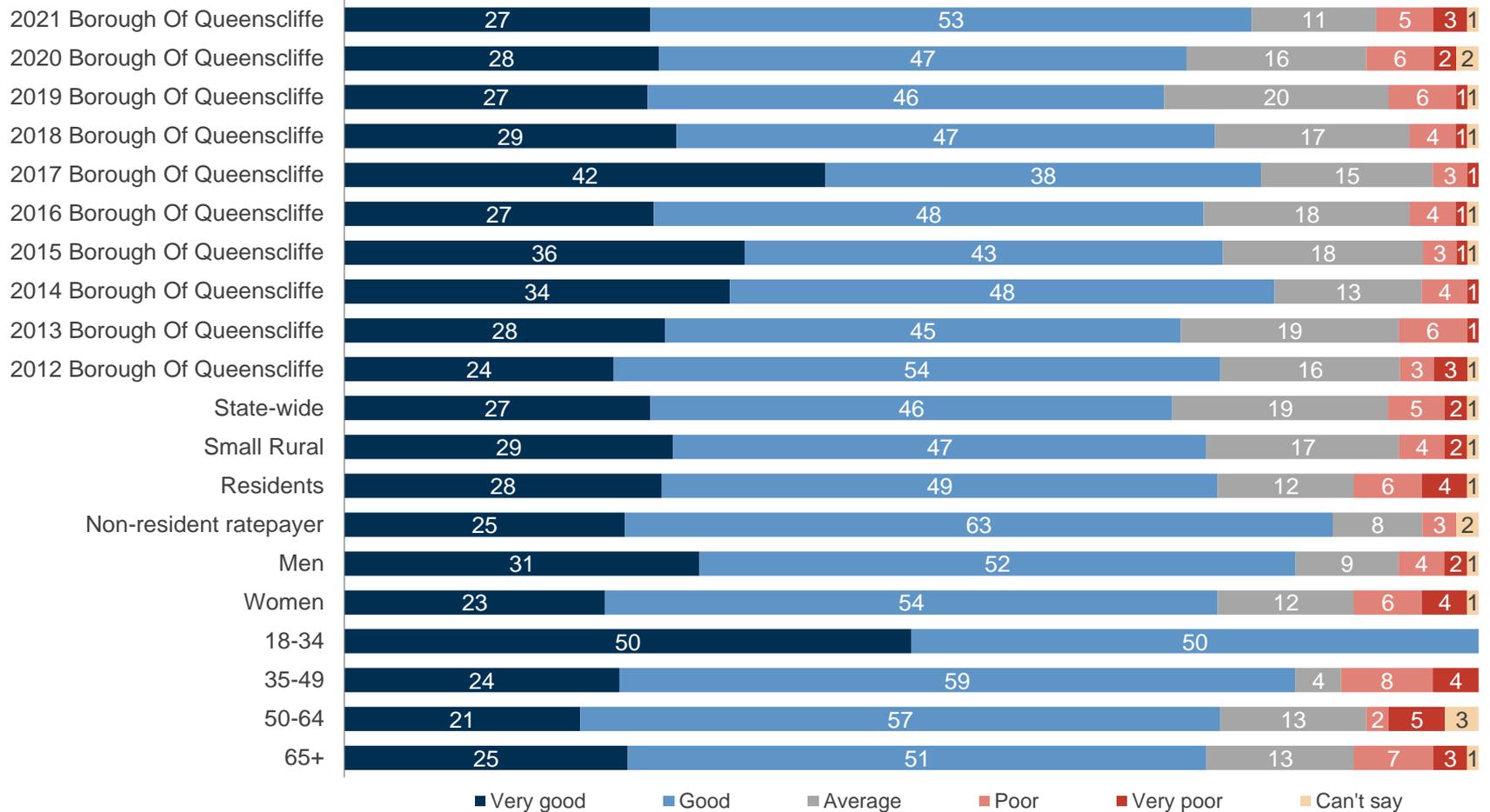
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2021 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: 40 Councils asked group: 13



# Art centres and libraries performance



## 2021 art centres and libraries performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	75	72	68	63	73	63	60	71	57	77
65+	74	76	72	78	76	73	75	75	74	75
Residents	73	74	72	73	n/a	n/a	n/a	72	n/a	74
State-wide	73	74	74	74	73	72	73	75	73	73
35-49	73	72	76	72	65	68	72	68	69	67
Women	73	75	71	74	75	72	70	72	72	73
Borough Of Queenscliffe	73	73	71	73	72	69	71	71	70	73
Men	73	71	72	71	70	66	72	71	68	72
Small Rural	72	74	74	73	72	71	69	n/a	n/a	n/a
Non-resident ratepayer	71	71	67	70	n/a	n/a	n/a	68	n/a	68
50-64	68	68	68	66	70	66	70	68	71	71

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

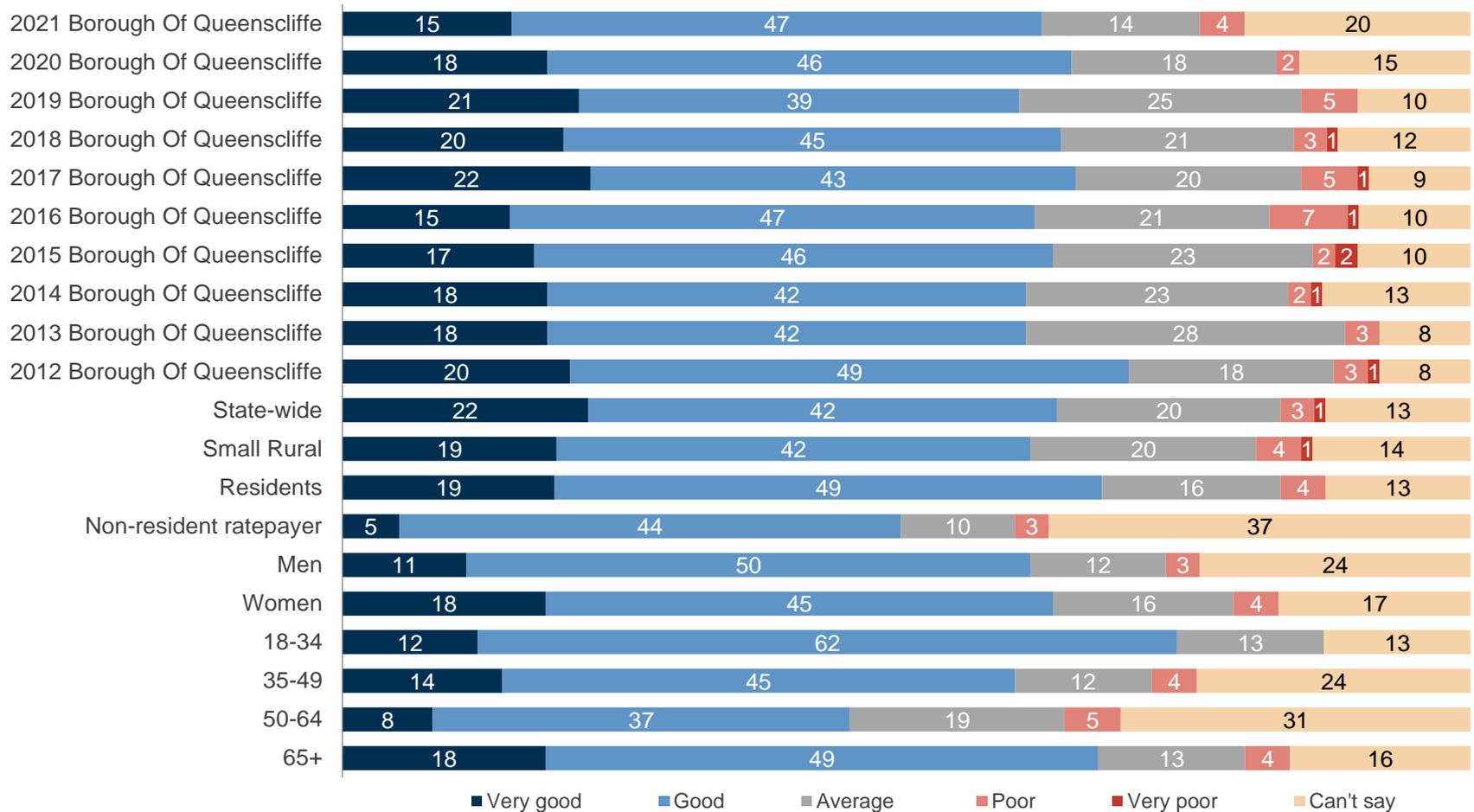
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2021 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6



# Community and cultural activities performance



## 2021 community and cultural activities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	77▲	72	74	68	72	66	72	72	76	70
18-34	72	53	54	59	70	66	57	68	67	70
Non-resident ratepayer	72	77	69	71	n/a	n/a	n/a	73	75	70
Men	71	71	67	66	70	65	69	72	70	71
Borough Of Queenscliffe	70	73	68	69	72	68	71	72	73	72
Residents	69	71	68	69	n/a	n/a	n/a	72	73	73
65+	69	77	70	72	73	69	74	75	73	73
Women	69	75	70	72	73	70	72	72	76	74
Small Rural	67▼	68	66	69	69	65	68	n/a	n/a	n/a
50-64	66	74	70	69	70	67	72	71	74	74
State-wide	65▼	68	69	69	69	69	69	70	69	68

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3

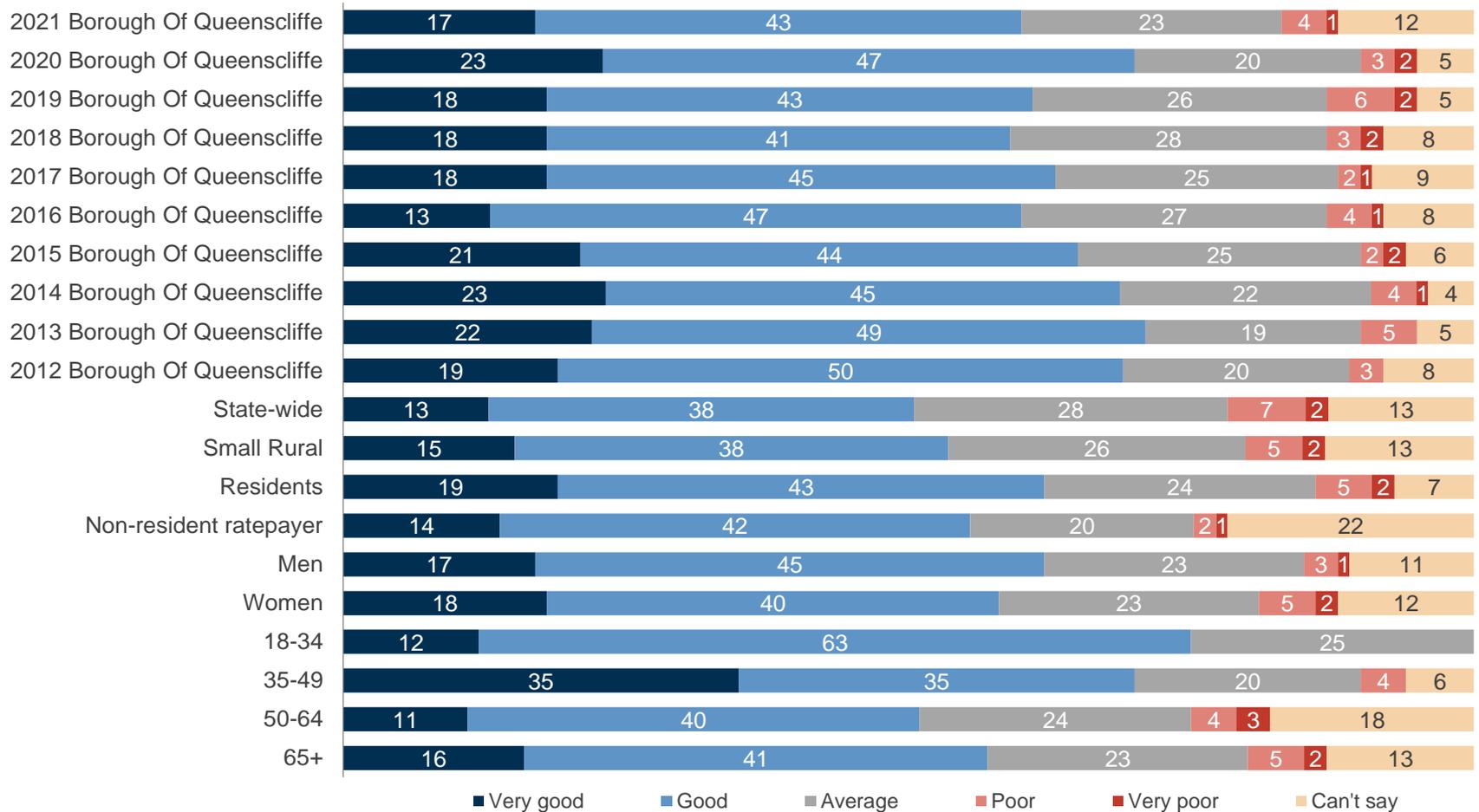
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2021 community and cultural activities performance (%)



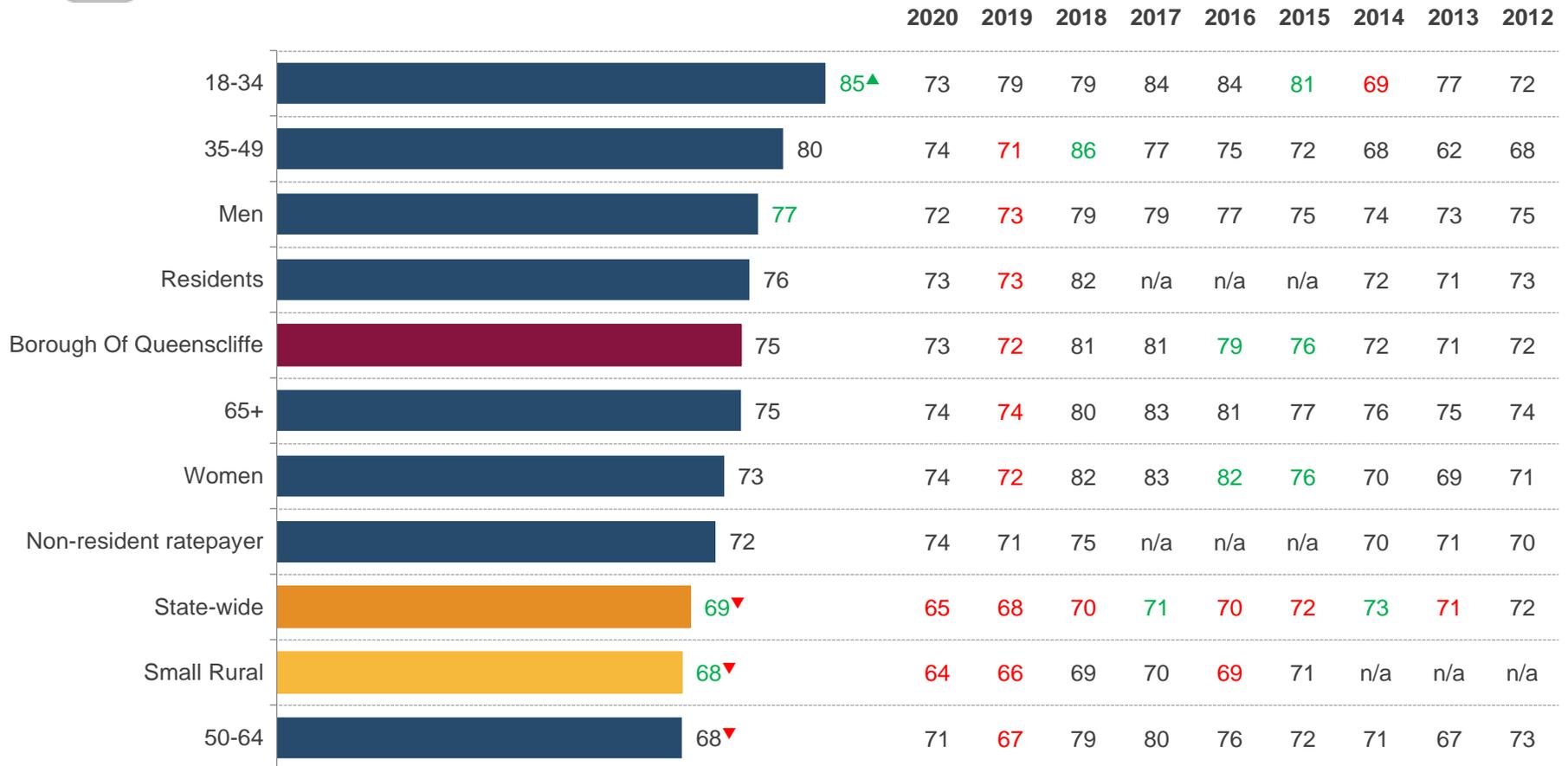
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3



# Waste management performance



2021 waste management performance (index scores)



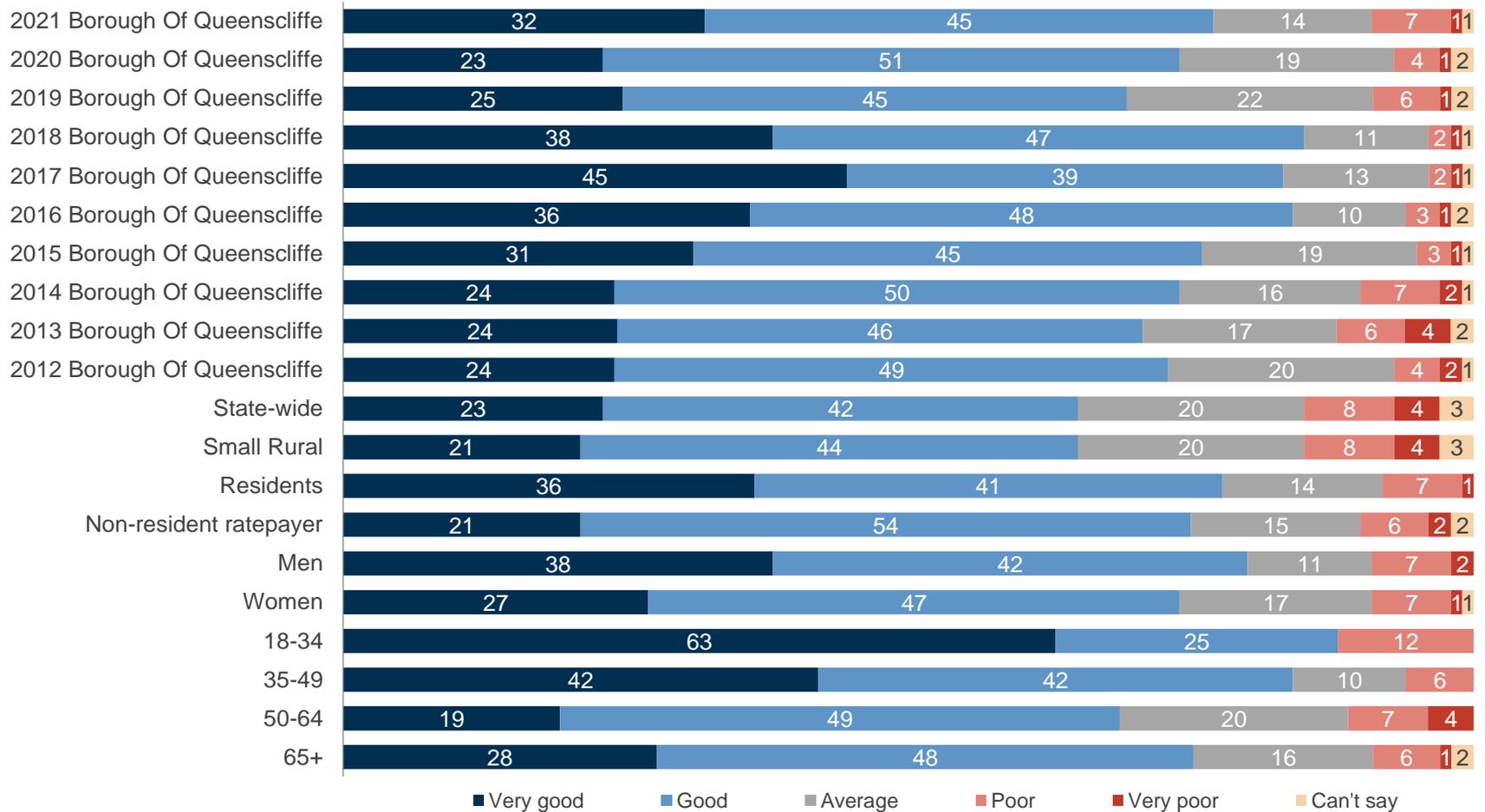
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2021 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: 19

# Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	57	54	63	65	67	62	67	66	57
18-34	51	56	71	68	62	75	71	77	70
Women	59	58	64	69	67	68	68	70	64
Small Rural	58	59	59	64	61	63	n/a	n/a	n/a
Residents	58	55	62	n/a	n/a	n/a	68	69	64
Borough Of Queenscliffe	59	57	62	66	63	67	67	68	64
State-wide	59	61	60	61	60	61	62	62	62
Non-resident ratepayer	60	62	63	n/a	n/a	n/a	63	65	63
65+	62	59	61	67	65	69	68	69	65
Men	58	55	61	62	59	66	65	66	63
50-64	56	54	60	63	57	62	62	62	63

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

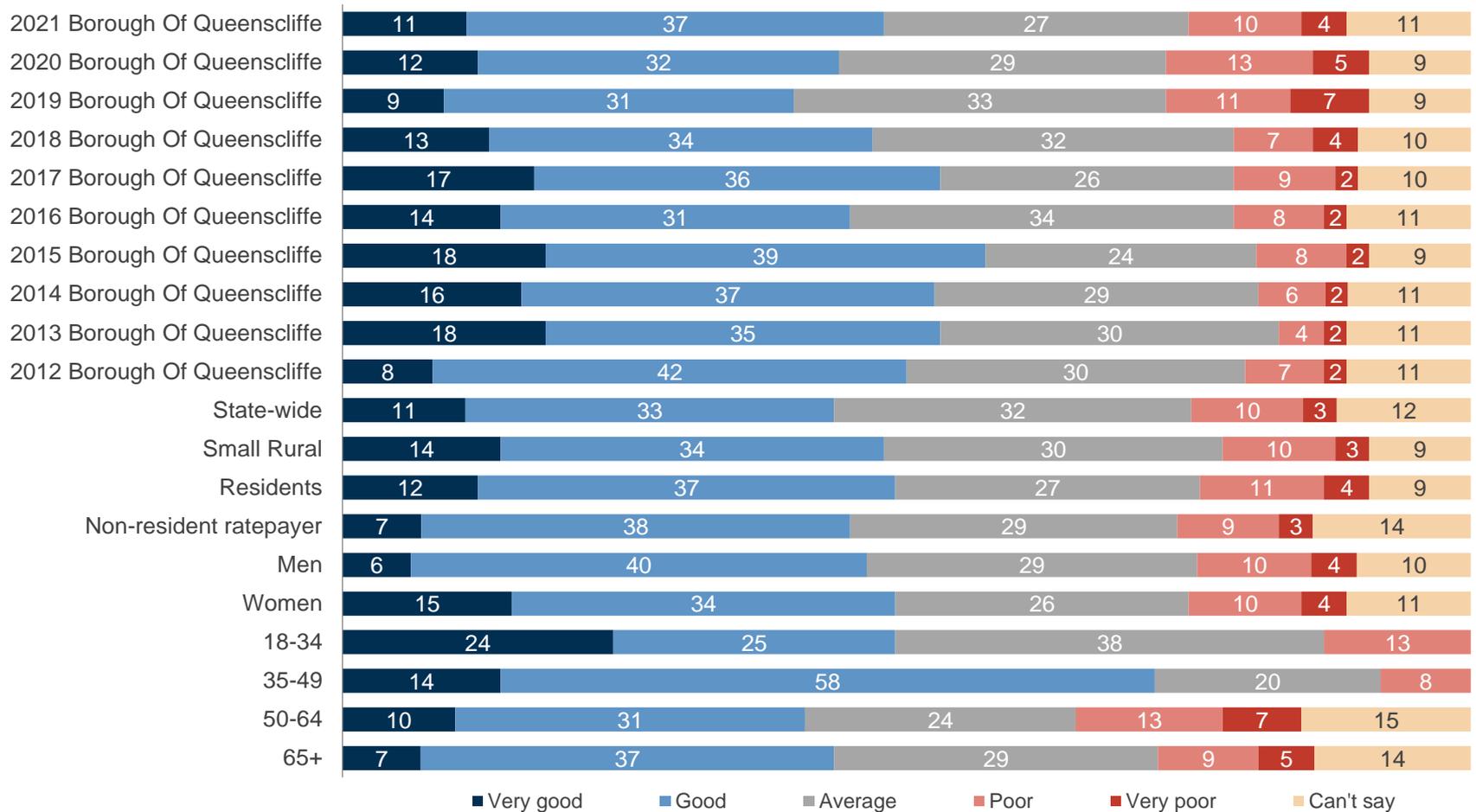
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

# Business and community development and tourism performance



2021 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: 28 Councils asked group: 8



# Council's general town planning policy performance



## 2021 town planning performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	72 <sup>▲</sup>	50	52	60	59	61	56	61	69	64
35-49	63	53	60	61	61	56	60	57	56	51
Non-resident ratepayer	58	57	55	55	n/a	n/a	n/a	57	60	55
Men	57	54	54	54	54	56	56	57	59	58
Borough Of Queenscliffe	56	53	53	54	57	55	57	59	59	56
Residents	55	51	52	54	n/a	n/a	n/a	60	59	56
State-wide	55	54	55	54	53	52	54	55	55	54
Small Rural	55	50	48	53	51	49	53	n/a	n/a	n/a
Women	55	52	51	54	59	54	57	61	59	54
65+	52	54	51	52	56	54	59	61	60	57
50-64	51	50	51	51	55	51	52	56	55	53

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

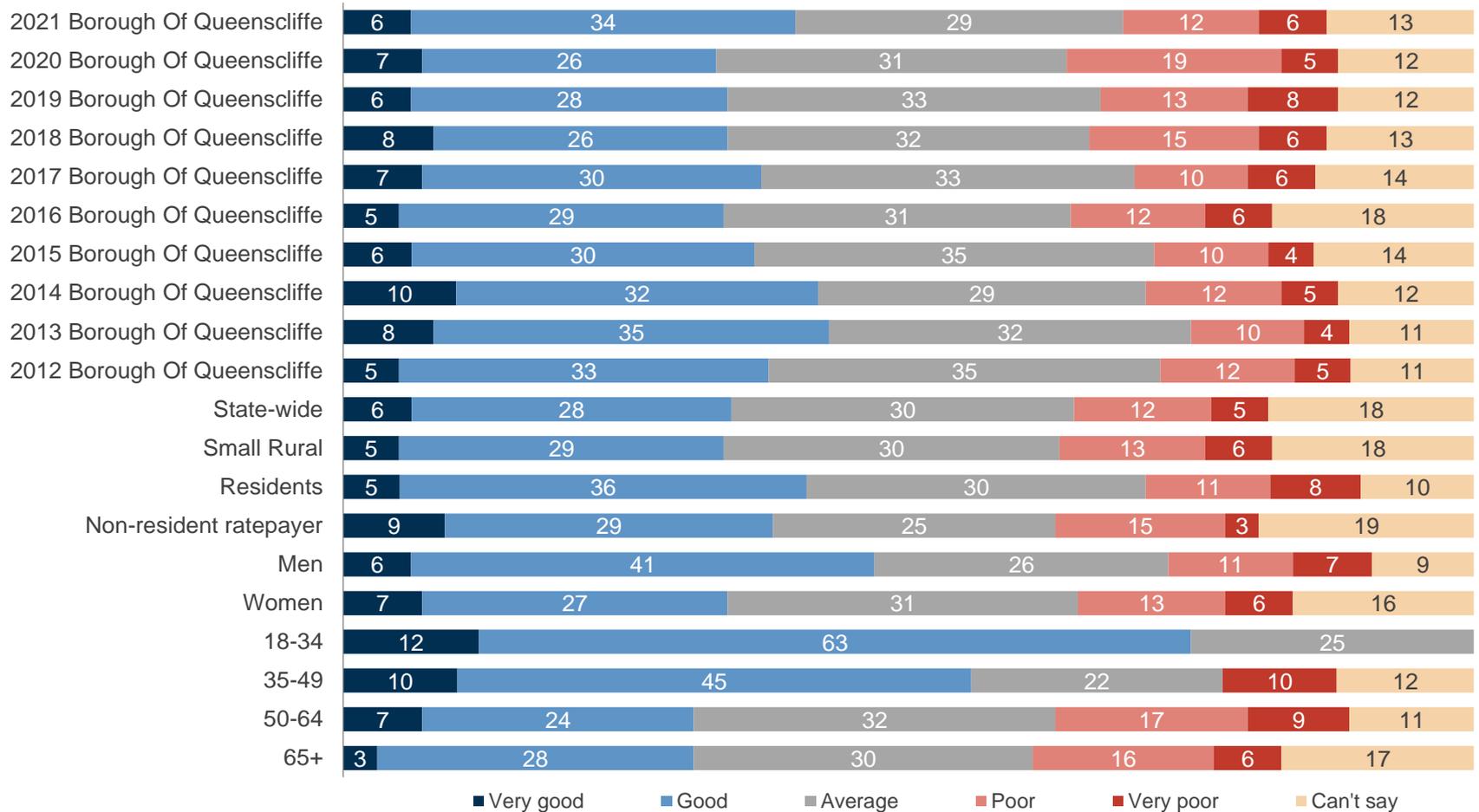
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2021 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2



# Planning and building permits performance



## 2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	62 <sup>▲</sup>	39	54	53	54	56	58	57	75	62
35-49	56	49	54	57	55	50	56	53	49	53
Men	53	49	51	50	50	47	55	56	56	54
Residents	52	44	51	52	n/a	n/a	n/a	55	55	54
Borough Of Queenscliffe	52	47	51	51	53	50	55	55	55	54
State-wide	51	51	52	52	51	50	54	53	55	54
Non-resident ratepayer	51	52	52	47	n/a	n/a	n/a	57	54	53
Women	51	45	51	52	55	53	54	55	54	53
65+	50	47	50	50	52	50	54	57	56	54
Small Rural	49 <sup>▼</sup>	46	48	51	51	50	53	n/a	n/a	n/a
50-64	46	49	48	48	52	47	53	54	47	48

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7

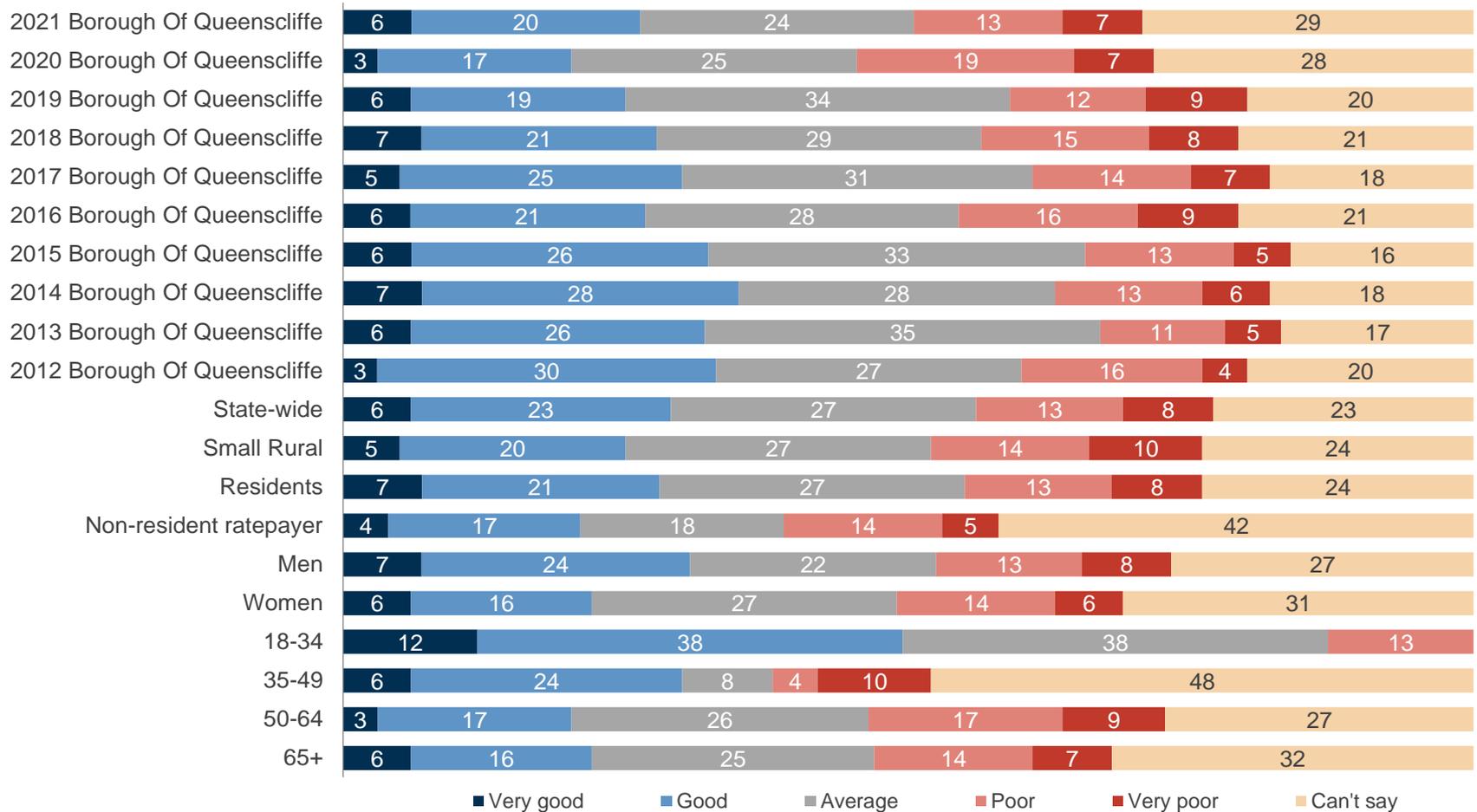
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2021 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7



# Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	81▲	52	59	56	64	56	57	68	69	69
35-49	74▲	62	63	72	68	68	59	67	65	56
Men	70	63	60	66	66	61	65	70	64	64
Residents	68	60	59	65	n/a	n/a	n/a	67	66	63
Borough Of Queenscliffe	67	62	60	66	66	63	64	67	66	63
Women	65	61	59	65	67	64	64	65	67	61
Non-resident ratepayer	65	65	62	70	n/a	n/a	n/a	69	65	62
65+	65	64	59	66	66	64	69	68	66	64
State-wide	62▼	60	62	63	64	63	64	64	64	64
50-64	62	61	61	65	66	61	64	66	62	61
Small Rural	61▼	57	59	62	63	61	63	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: 34 Councils asked group: 6

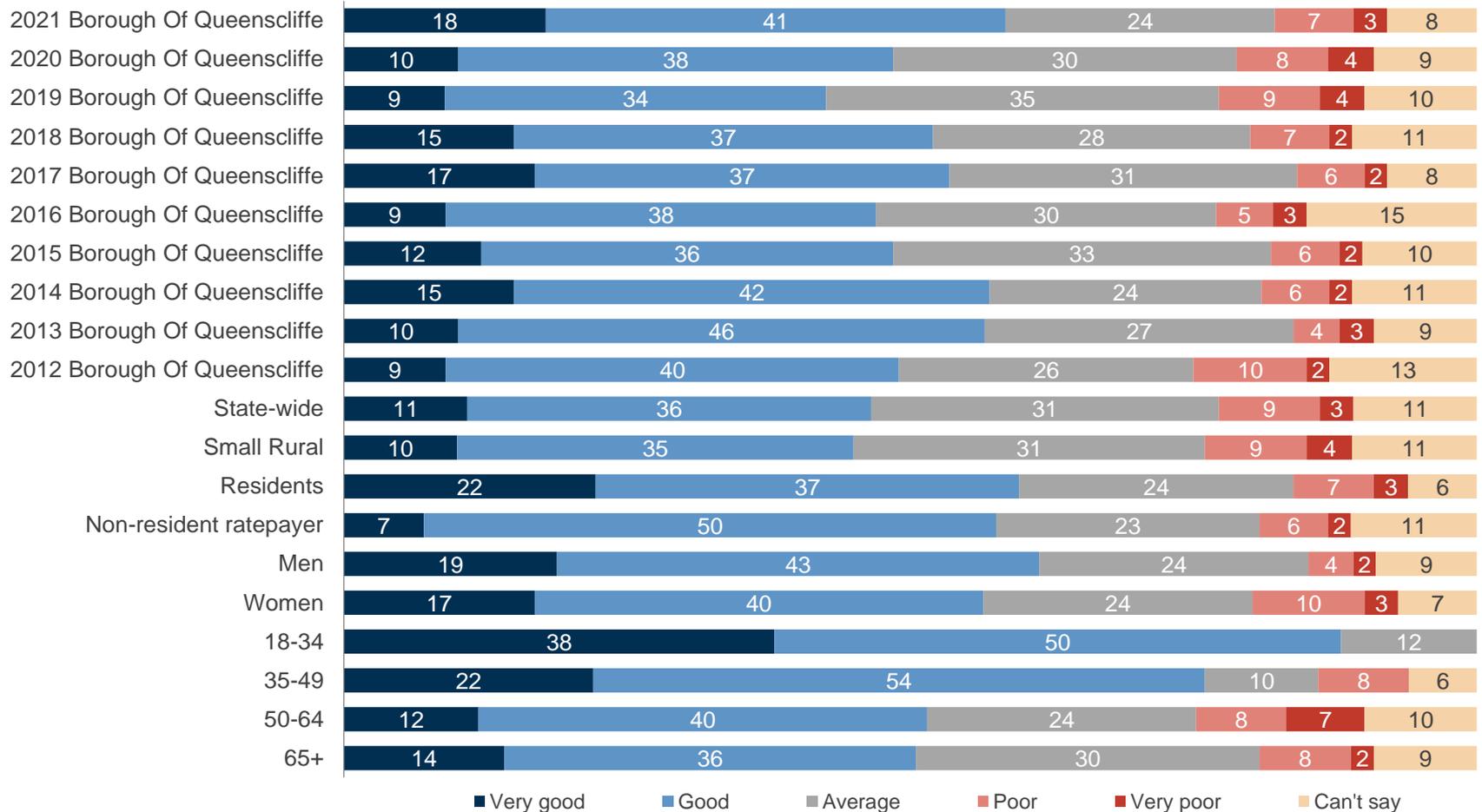
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



2021 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 6



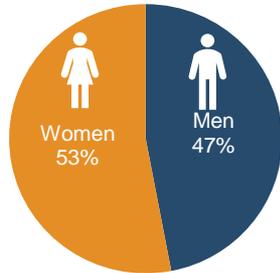
# Detailed demographics



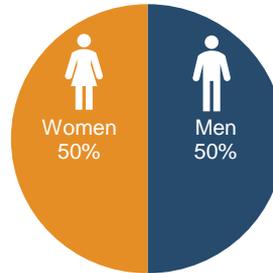
# Gender and age profile

## 2021 gender

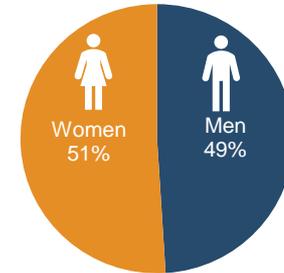
Borough of Queenscliffe



Small Rural

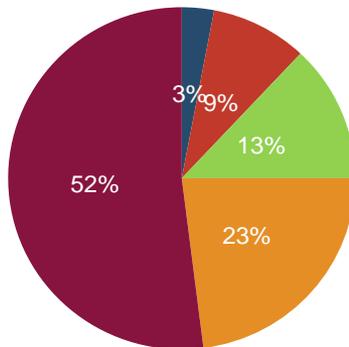


State-wide

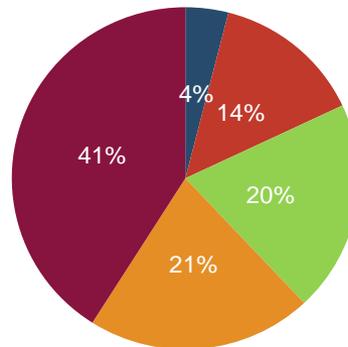


## 2021 age

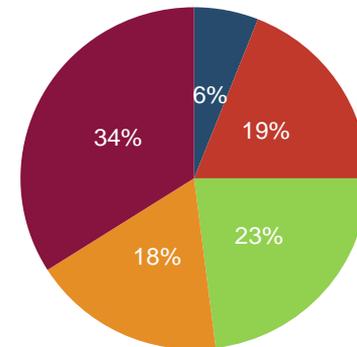
Borough of Queenscliffe



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: 66 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 2021 State-wide Local Government Community Satisfaction Survey for Borough of Queenscliffe 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 +/-4.5% 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 45.5% - 54.5%.

Maximum margins of error are listed in the table below, based on a population of 2,500 people aged 18 years or over for Borough of Queenscliffe, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Borough of Queenscliffe	400	400	+/-4.5
Men	196	189	+/-6.7
Women	204	211	+/-6.6
18-34 years	8	48	+/-37.0
35-49 years	21	54	+/-21.8
50-64 years	112	92	+/-9.1
65+ years	259	207	+/-5.8



## 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:

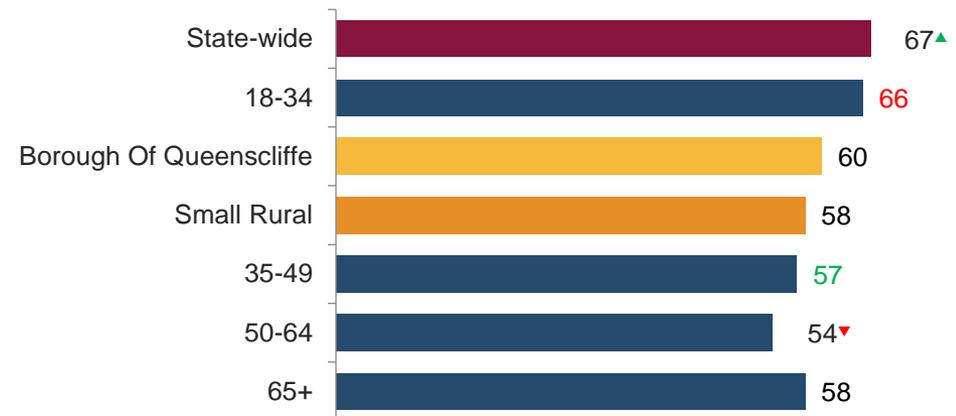
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 overall performance (index scores)  
(example extract only)





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

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The 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=402 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=401 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Borough of Queenscliffe area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents and non-resident rate payers aged 18+ years in Borough of Queenscliffe.

Survey sample matched to the demographic profile of Borough of Queenscliffe 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 the Borough of Queenscliffe, particularly younger people.

A total of n=400 completed interviews were achieved in Borough of Queenscliffe. Survey fieldwork was conducted in the period of 8<sup>th</sup> February – 20<sup>th</sup> March, 2021.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 vary slightly.

### Council Groups

Borough of Queenscliffe is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

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

Wherever appropriate, results for Borough of Queenscliffe for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B: 2012 survey revision

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The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Borough of Queenscliffe 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 2012-2021 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 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 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2021 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

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

**CSS:** 2021 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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