



2024 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-fifth 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 25 years

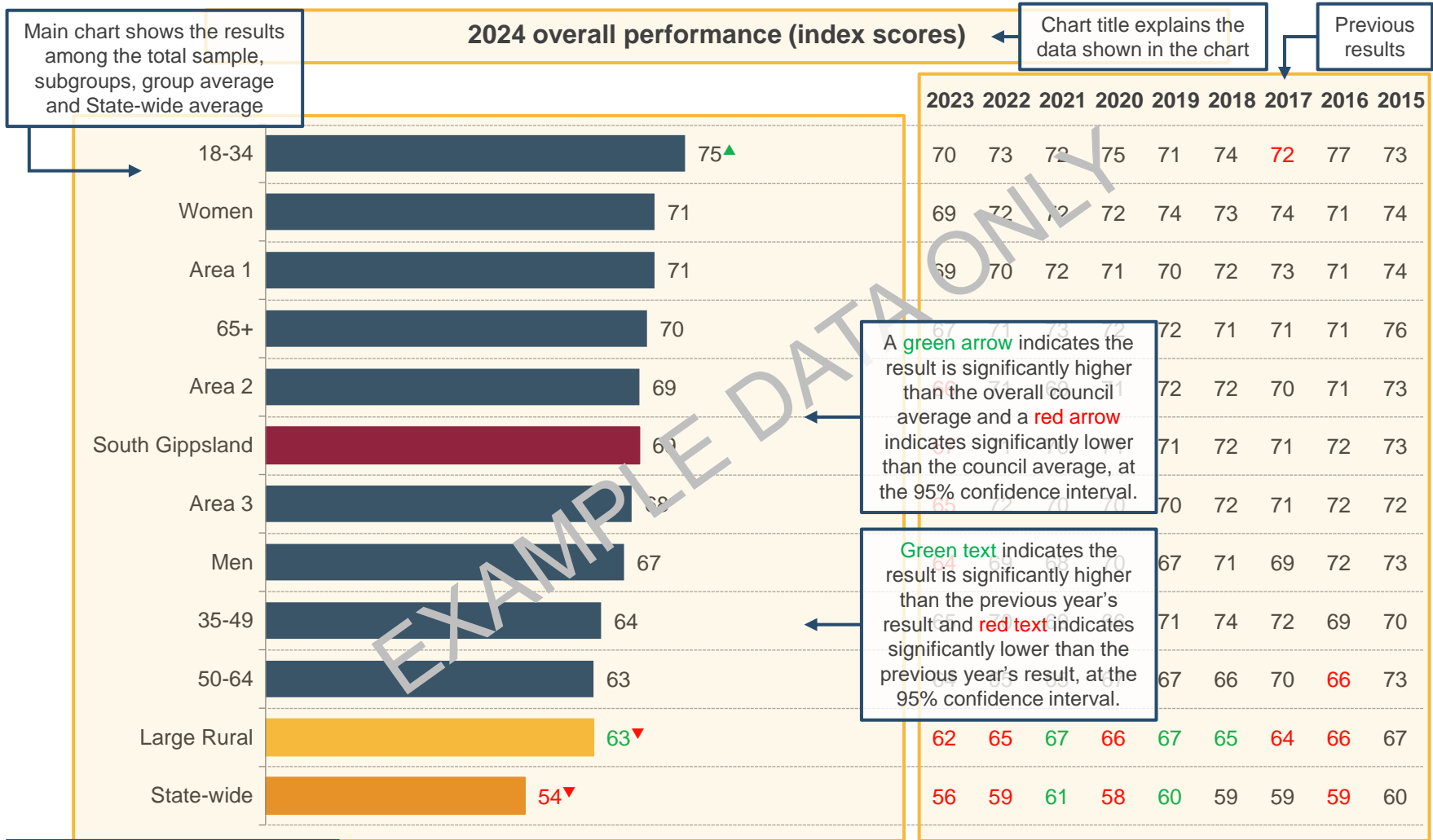
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



How to read index score charts in this report

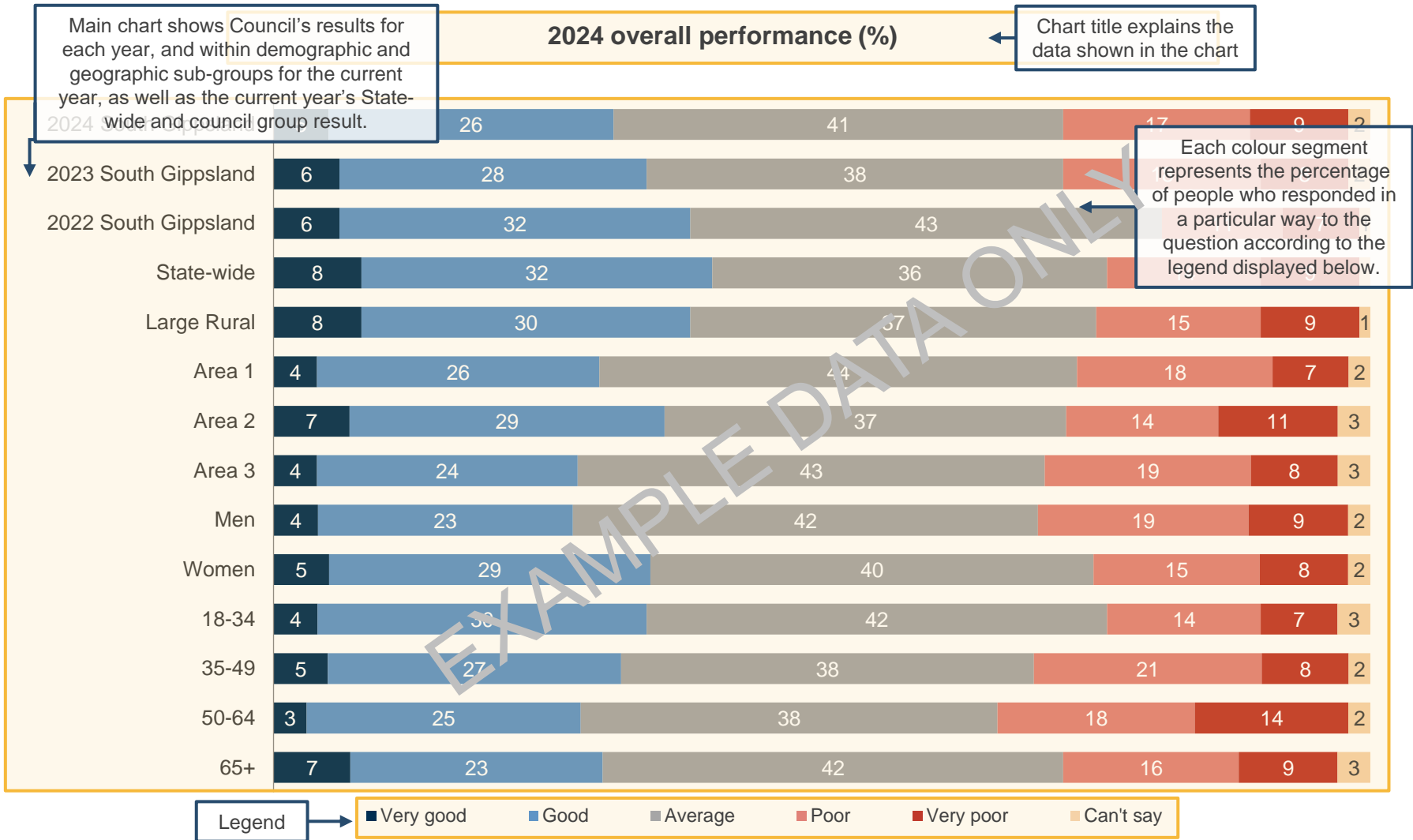


Question asked and base size(s)

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: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



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: 62 Councils asked group: 9

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 49



Large Rural 50



State-wide 54

Council performance compared to group average

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



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

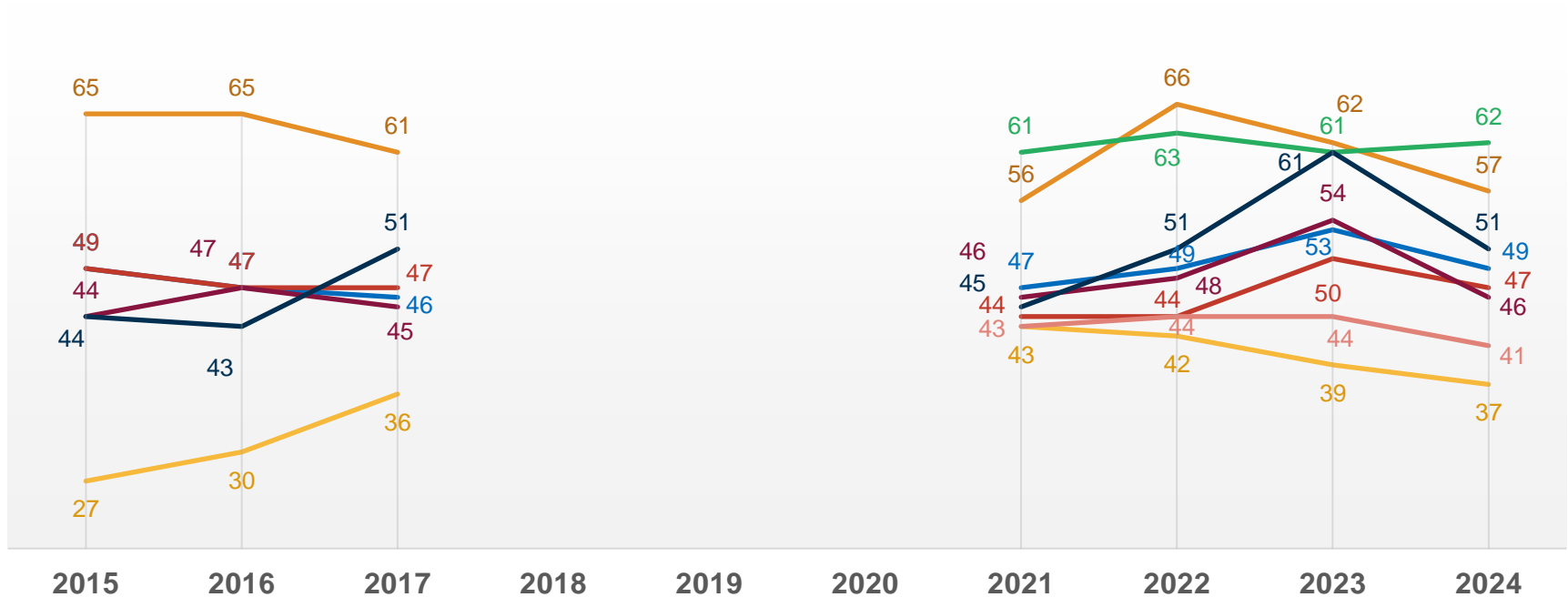
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

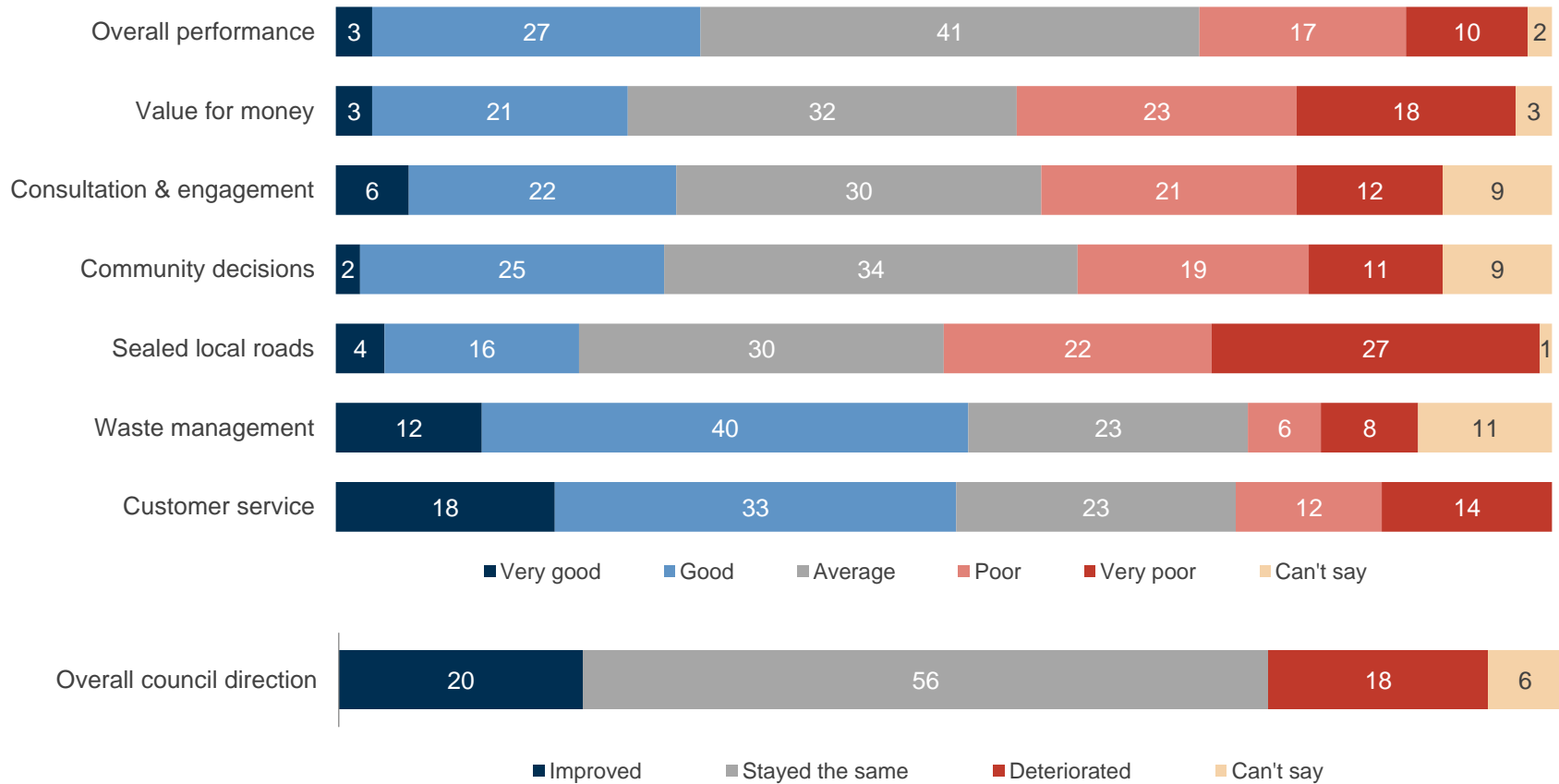
Overall Council Direction














Summary of core measures

Core measures summary results (%)





Summary of South Gippsland Shire Council performance

Services	South Gippsland 2024	South Gippsland 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	49	53	50	54	18-34 years	35-64 years
 Value for money	41	44	43	48	18-34 years	35-49 years
 Overall council direction	51	61	42	45	18-34 years	35-49 years
 Customer service	57	62	65	67	18-34 years	35-49 years
 Waste management	62	61	65	67	18-34 years	35-49 years
 Lobbying	48	47	47	50	18-34 years	50-64 years
 Consultation & engagement	47	50	48	51	18-34 years	50-64 years
 Community decisions	46	54	46	50	18-34 years	50-64 years
 Sealed local roads	37	39	38	45	Strzelecki Ward residents, 18-34 years	35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council's performance largely stayed the same across service areas in the past year. Nevertheless, there has been a downward trend in perceptions of Council's overall performance and direction, and in the service area of making decisions in the interest of the community. It is worth noting declines in these particular areas follow significant increases in positive perceptions experienced last year.

Key focus

Council should prioritise improving its performance in the service area of sealed local roads, which has been on a downward (albeit not significant) trend since resuming measurement in 2021. Compared to other parts of the region, this is a pain point more so for Tarwin Valley Ward residents. Improving sealed roads in this area may serve as a prudent starting point. Other lower performing service areas for improvement include lobbying, consultation and engagement, and community decisions.

Comparison to state and area grouping

Notably, Council performs significantly higher than the State-wide and Large Rural group averages in its overall direction. Council performs in line with the Large Rural group average in four of five service areas evaluated, as well as overall performance and provision of value for money services. In contrast, Council performs significantly lower than the State-wide average in four of the five service areas evaluated, as well as overall performance, value for money and customer service.

Demonstrate that Council puts the community's interest at the forefront of its decision making

As the only service area with significant declines this year, Council should look to improve the manner in which it makes decisions in the interest of the community. Perceptions of those aged 18 to 34 years or 65+ years have remained consistent (and more positive among the younger residents) in the past four years. It may be worth exploring factors that contribute to perceptions that Council prioritises the community's interest in their decision making within these cohorts and applying these approaches to the other cohorts.

DETAILED FINDINGS



Overall performance



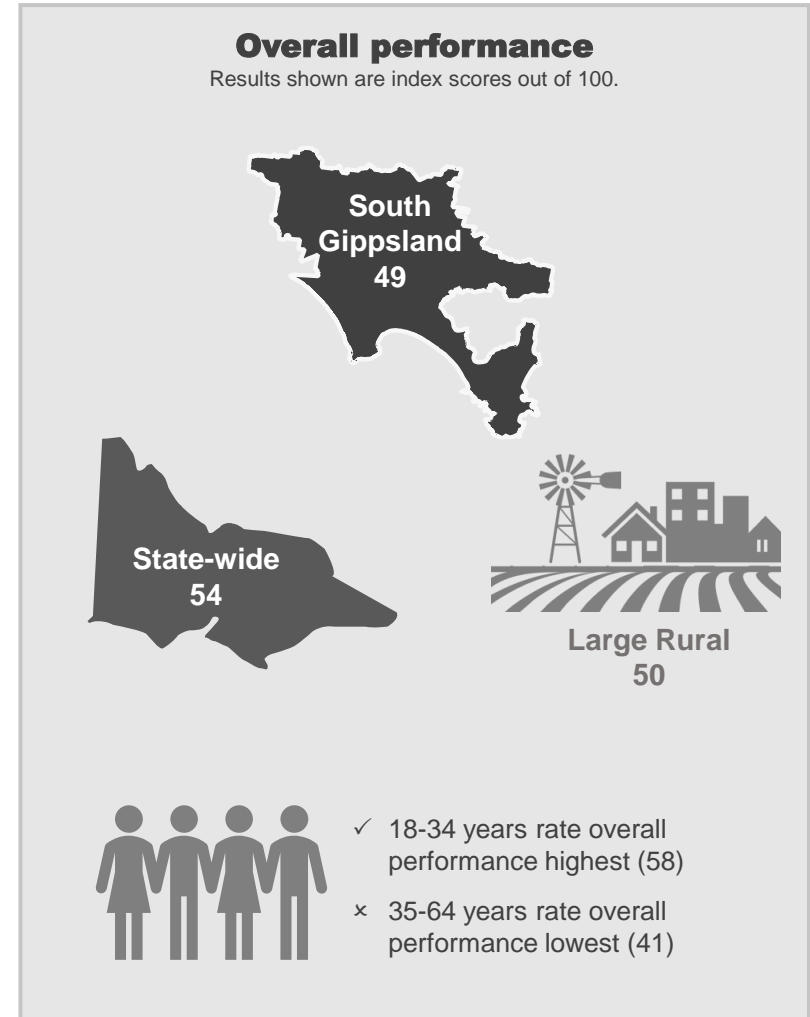
Overall performance

The overall performance index score of 49 for South Gippsland Shire Council represents a significant four-point decline on the 2023 result. It is worth noting that last year's result was a significant increase on the year before, with the result this year seeing a return of perceptions of Council performance to levels seen before 2023.

South Gippsland Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average and in line with the Large Rural group average (index scores of 54 and 50 respectively).

- Perceptions of Council's overall performance among residents aged 35 to 64 years (index score of 41) have significantly declined and are now rated significantly lower than the average.
- Ratings among residents aged 18 to 34 years (index score of 58) are significantly higher than average.

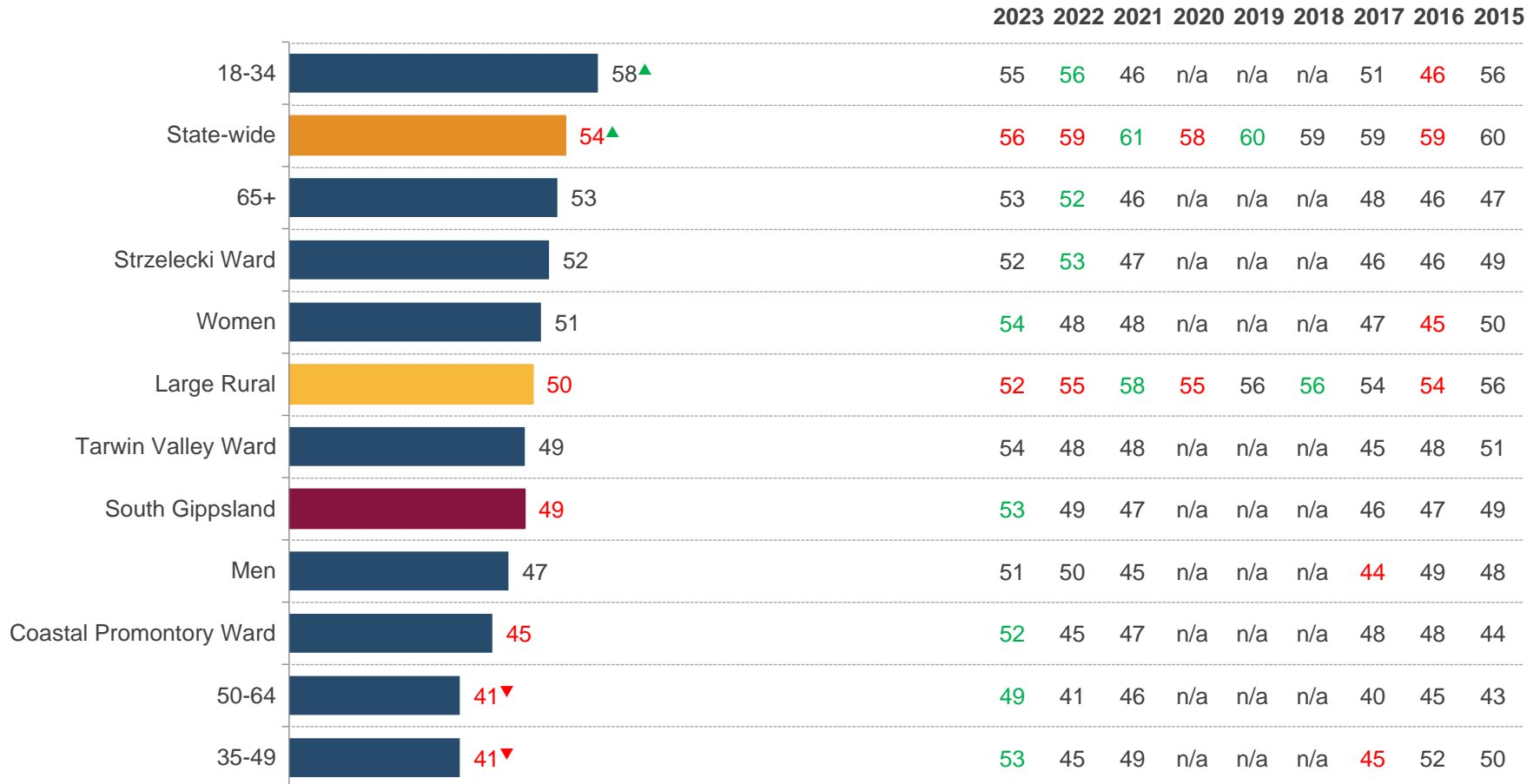
One in four residents (24%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Nearly twice as many rate Council as 'very poor' or 'poor' (41%). A further 32% rate Council as 'average' in terms of providing value for money.





Overall performance

2024 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?

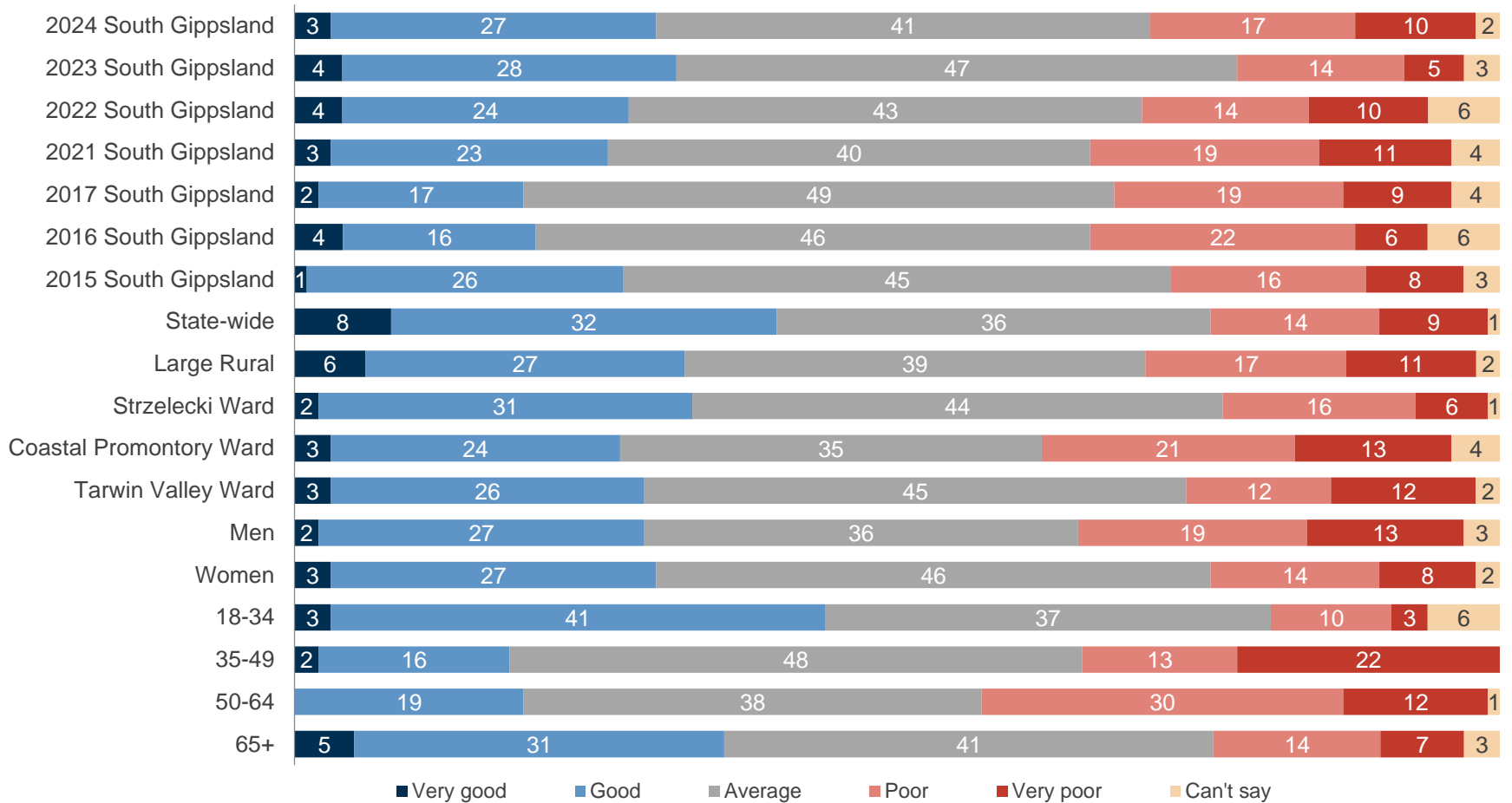
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall performance

2024 overall performance (%)

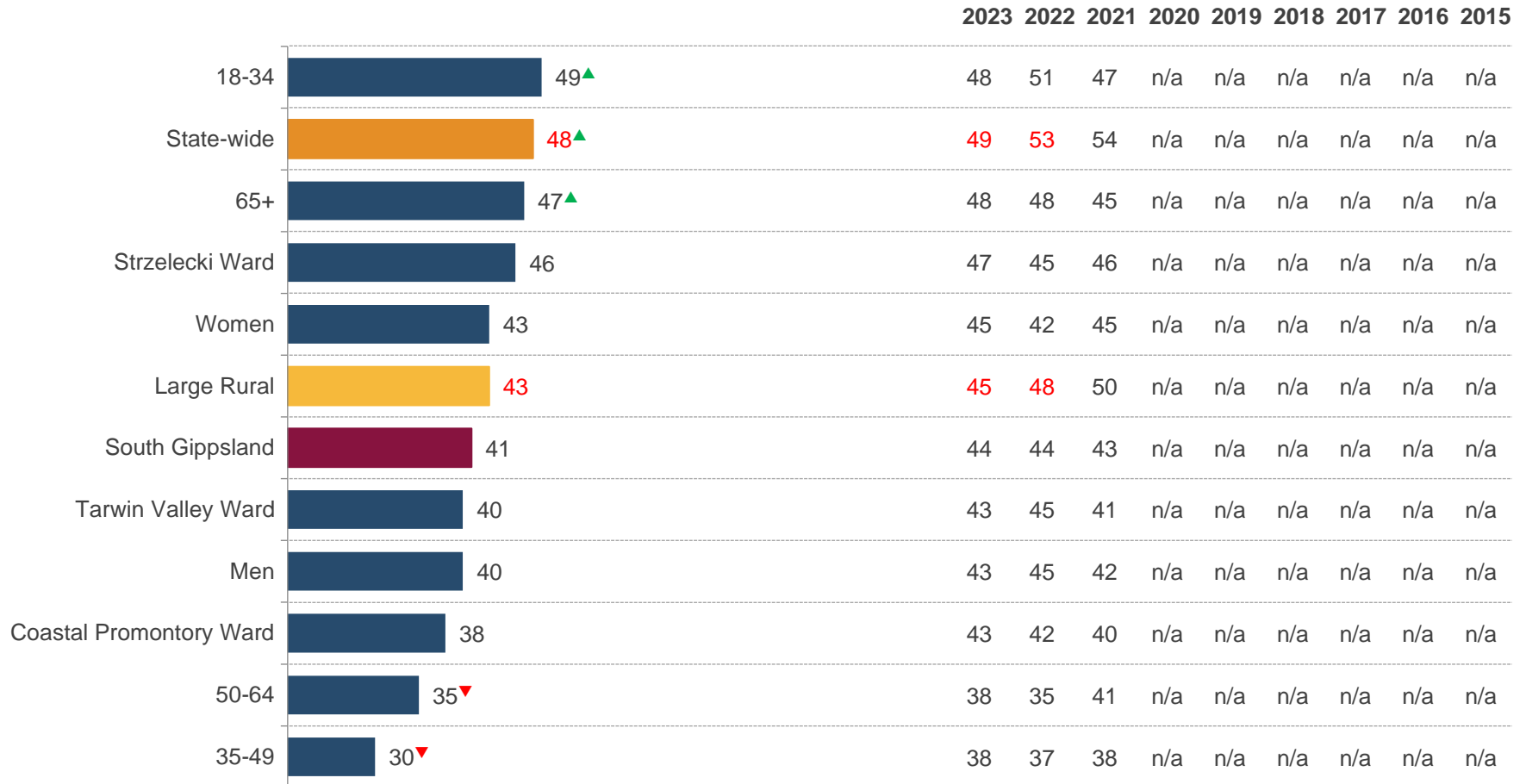


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Value for money in services and infrastructure

2024 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?

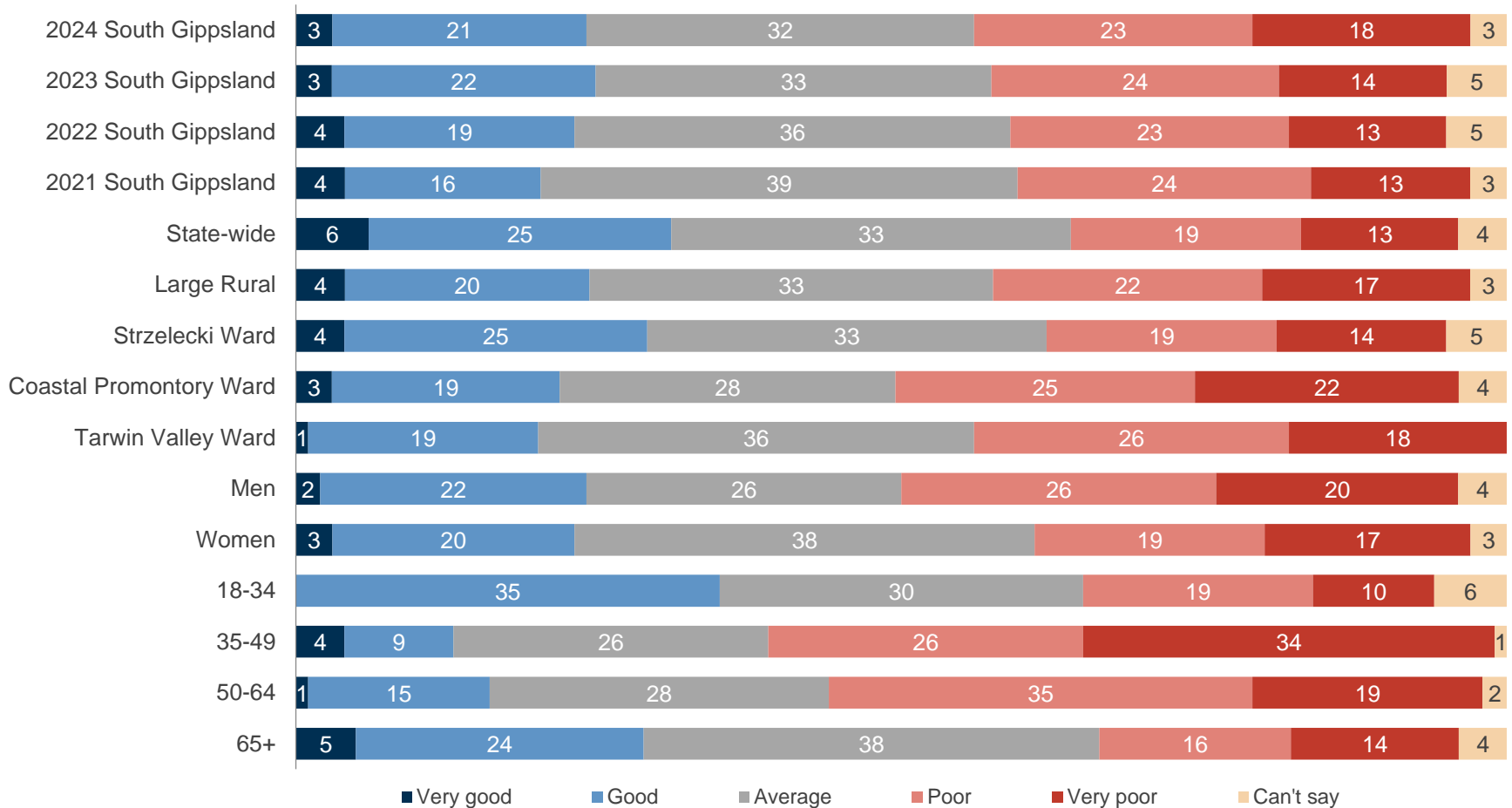
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Value for money in services and infrastructure

2024 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: 61 Councils asked group: 18



Top performing service areas

Waste management (index score of 62) is the service area where Council continues to perform best. Notwithstanding this, Council continues to perform significantly lower than the State-wide and Large Rural group averages (67 and 65 respectively).

Lobbying is Council's next highest rated service area (index score of 48). This is followed by consultation and engagement, and community decisions (index scores of 47 and 46 respectively).

- Of note is the significant eight-point decline in community decisions and declines are reflected across most regions and demography.
- Council performance in these three service areas is in line with the Large Rural group average (index scores of 47 for lobbying, 48 for consultation and engagement, and 46 for community decisions).
- Residents aged 18 to 34 years have significantly higher than average ratings of Council performance in all three service areas (index scores of 63 for lobbying, 56 for consultation and engagement, and 55 for community decisions).
- Ratings among residents aged 50 to 64 years are significantly lower than the average in the service areas of lobbying (index score of 38) and community decisions (index score of 37).



Waste management (index score of 62) is the area where Council performed best in 2024.



Lowest performing service area



Council rates lowest in the service area of sealed local roads (index score of 37).

Council rates lowest in the area of sealed local roads (index score of 37) and performs significantly lower than the State-wide average but in line with the Large Rural group average (index scores of 45 and 38 respectively).

Council performance does not differ significantly across demographic and geographic cohorts compared to the average, with the exception of Tarwin Valley Ward.

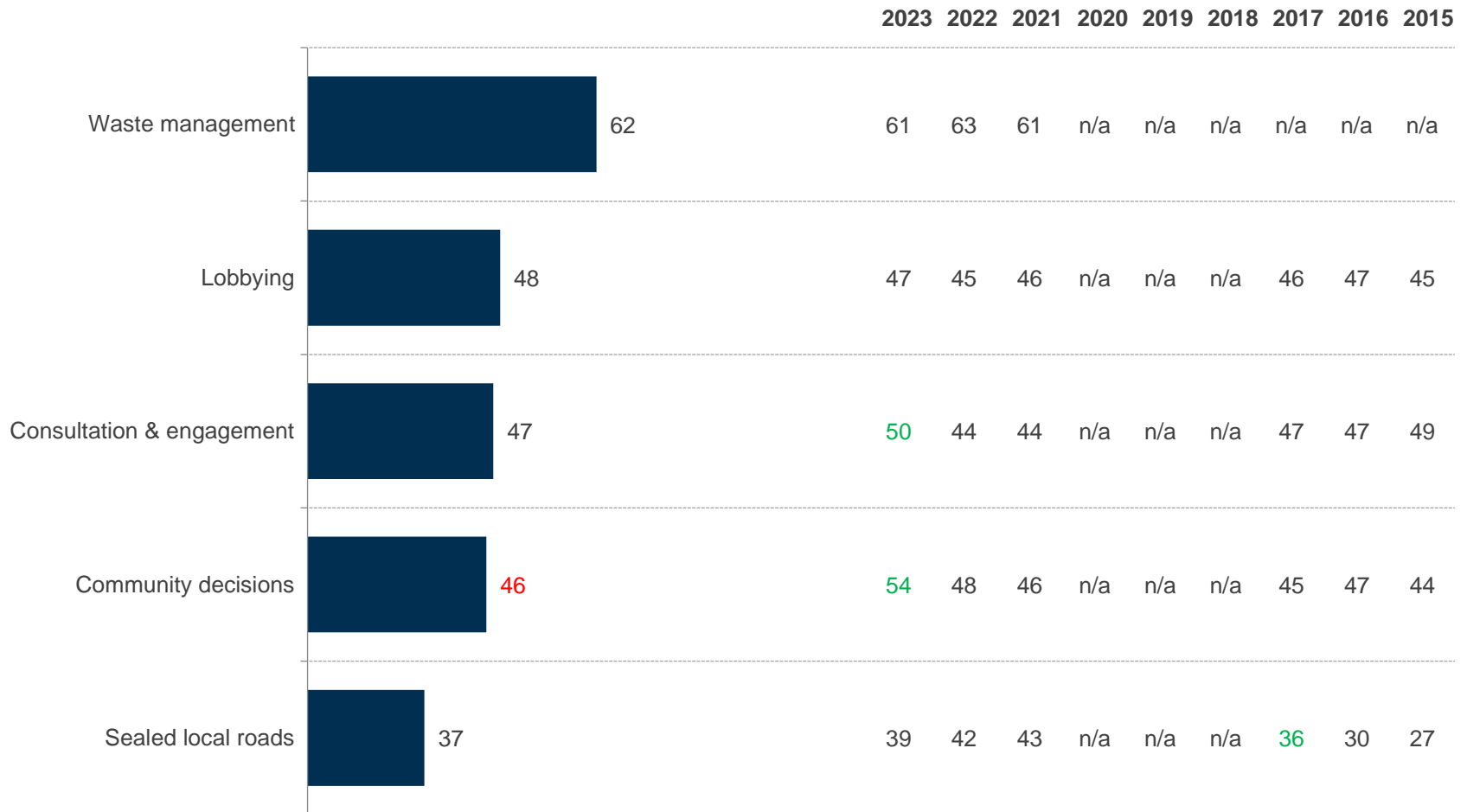
- There has been a significant decline in ratings among residents of this cohort (index score of 31, down a significant eight-points on the 2023 result), resulting in this cohort rating Council performance significantly lower than average.

More than one in four residents (26%) volunteer sealed road maintenance as an area that Council most need to improve on.



Individual service area performance

2024 individual service area performance (index scores)



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

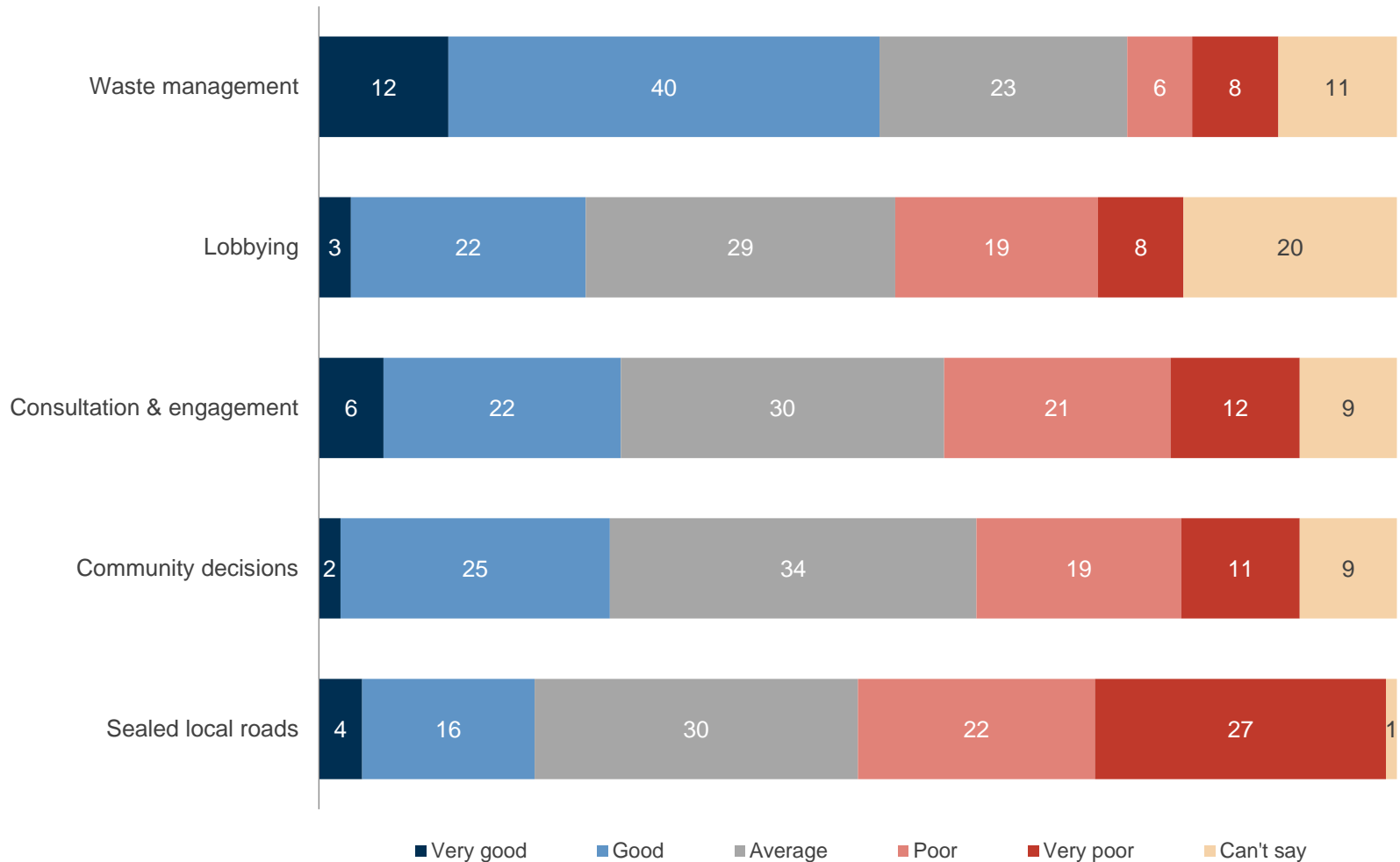
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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Individual service area performance

2024 individual service area performance (%)

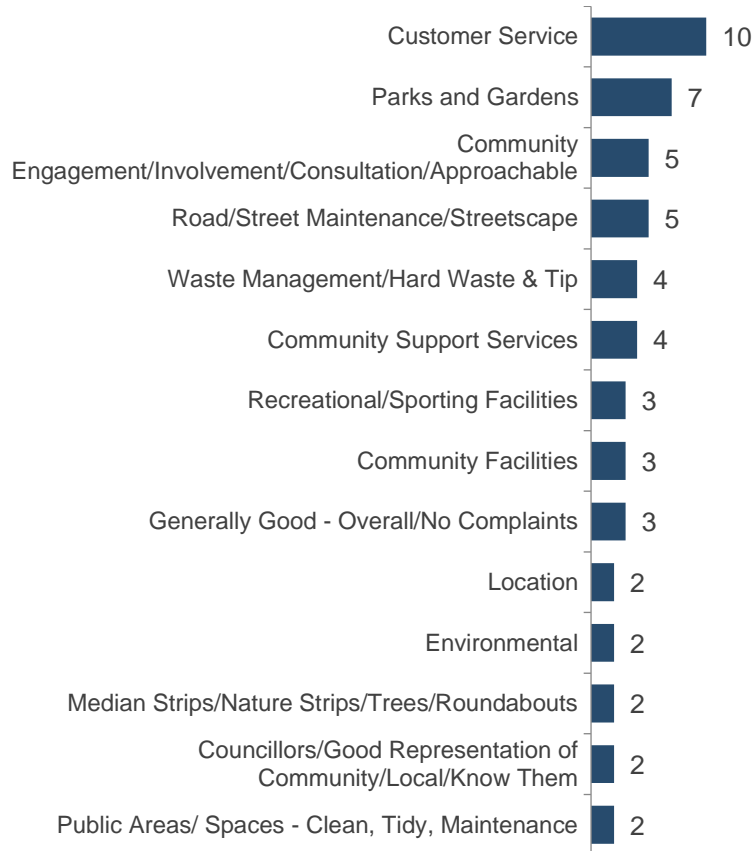


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

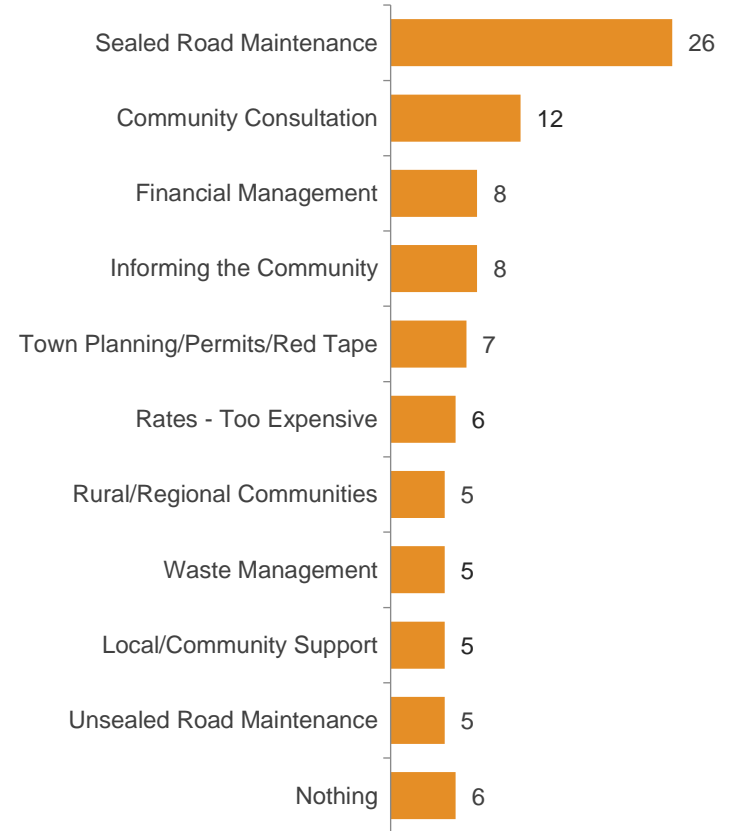


Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -



2024 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: 31 Councils asked group: 9

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

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

Nearly two in three residents (63%) have had contact with Council in the last 12 months. Rate of contact is higher by a significant eight-percentage points on the 2023 result.

Compared to last year, there has been a significant increase in the rate of contact among residents:

- living in the Tarwin Valley Ward (68%, up from 55%)
- aged 65+ years (59%, up from 47%).



Among those residents who have had contact with Council, 51% provide a positive customer service rating of 'very good' or 'good', including 18% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 57 remains steady from last year (62 in 2023, but this is not a significant change). That said, this continues a downward trend from Council's peak rating of 66 in 2022. Some attention may be required to ensure perceptions do not decline further.

Customer service is rated significantly lower than the State-wide and Large Rural group averages (index scores of 67 and 65 respectively).

Since last year, there has been a decline in ratings among residents aged 35 to 49 years, resulting in an index score (44, down a significant 21 points) that is significantly lower than the Council average.

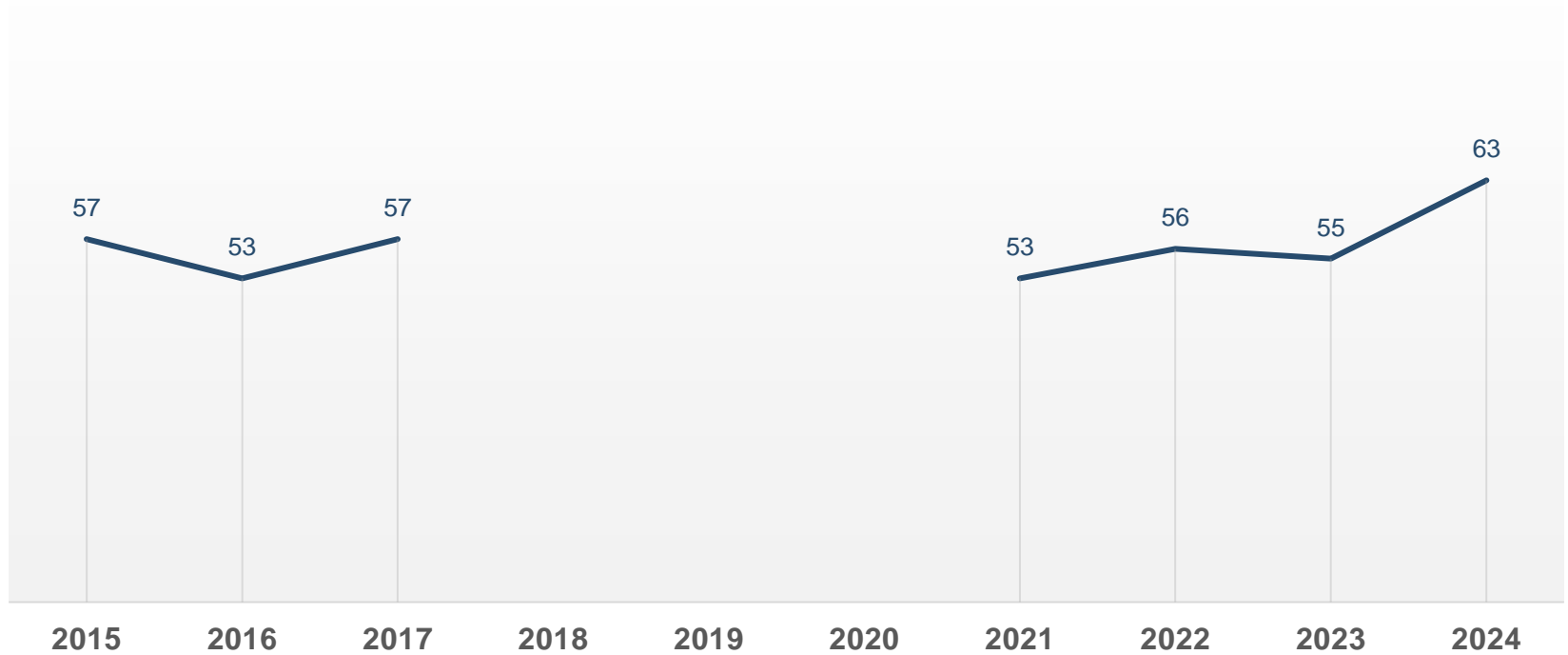
One in two residents (51%) provide a positive customer service rating of 'very good' or 'good'. This is nearly twice as many residents (26%) who rate Council's customer service with 'very poor' or 'poor'.

- One in ten residents (10%) volunteer customer service as the best thing about Council.



Contact with council

2024 contact with council (%)
Have had contact



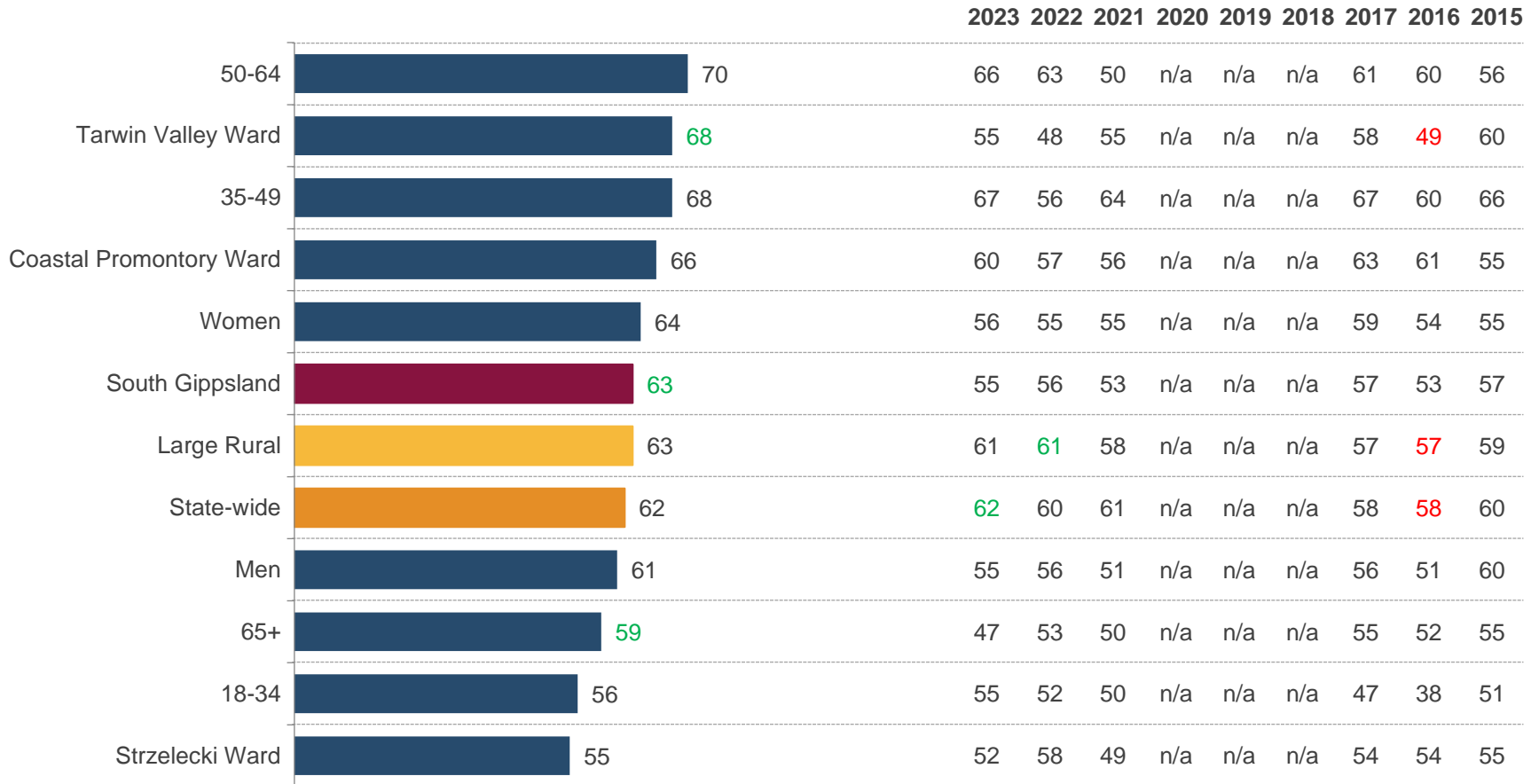
Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9



Contact with council

2024 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?

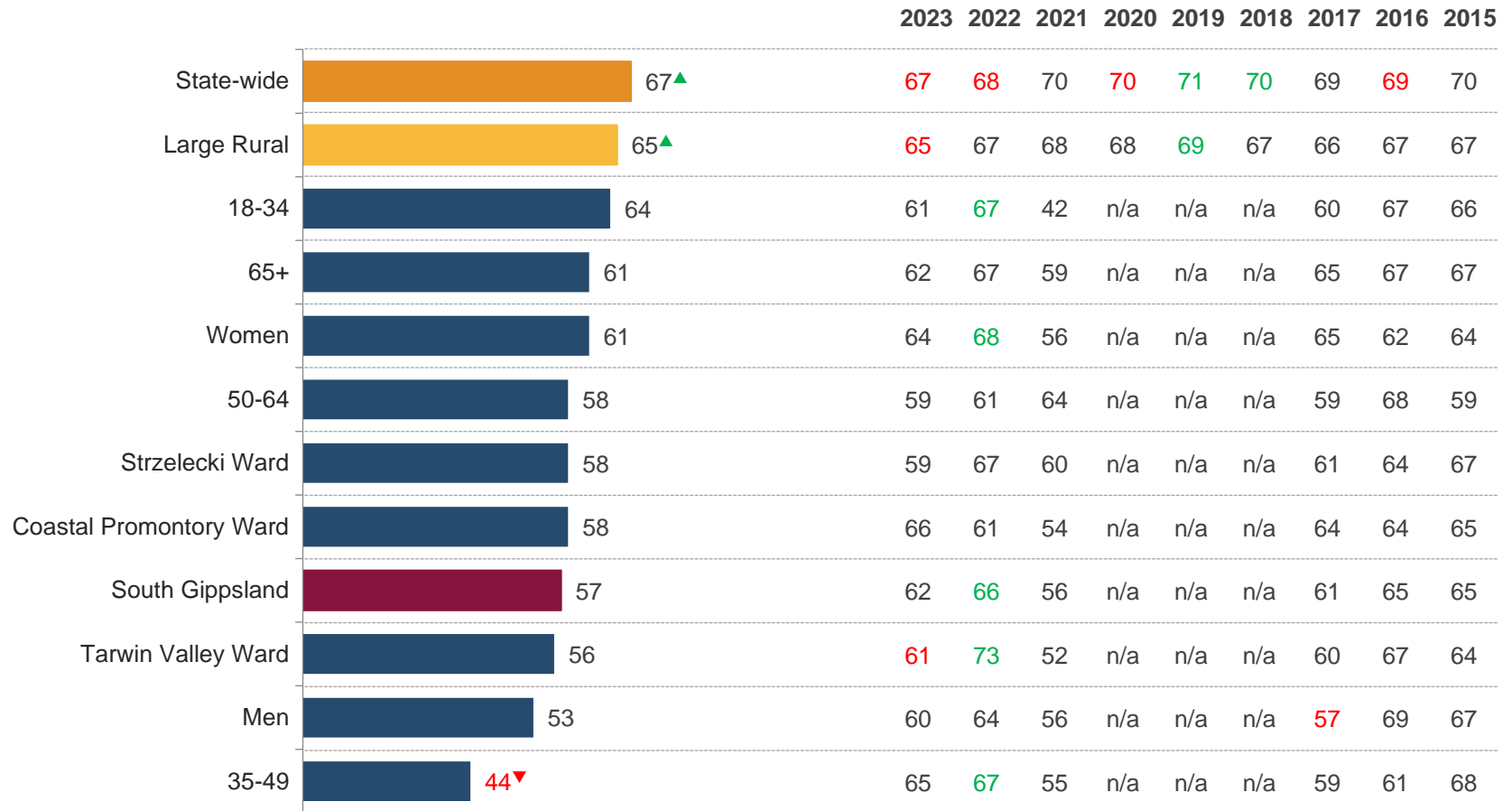
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9

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



Customer service rating

2024 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate South Gippsland Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

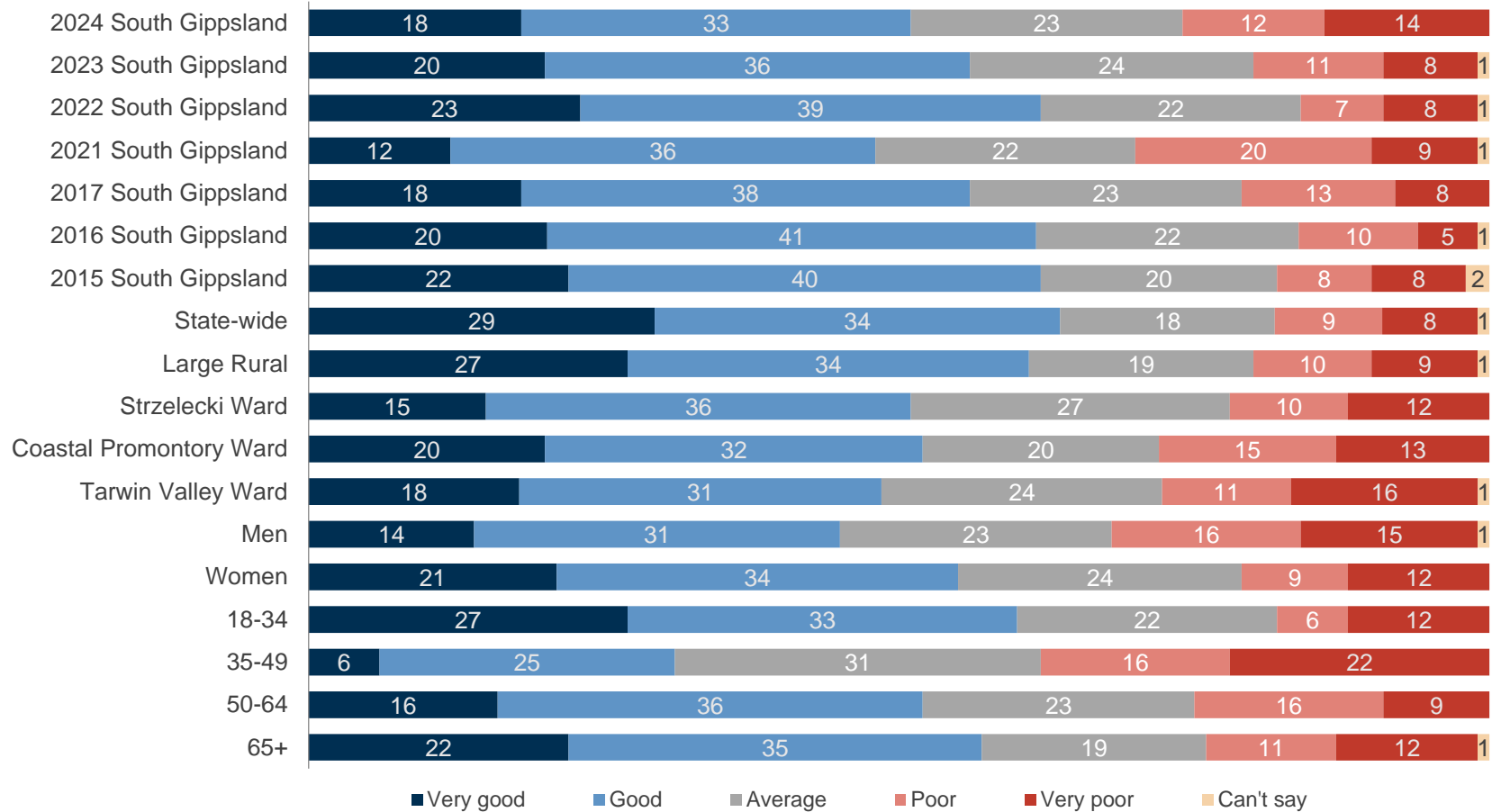
Councils asked State-wide: 62 Councils asked group: 18

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Customer service rating

2024 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: 62 Councils asked group: 18



Council direction



Council direction

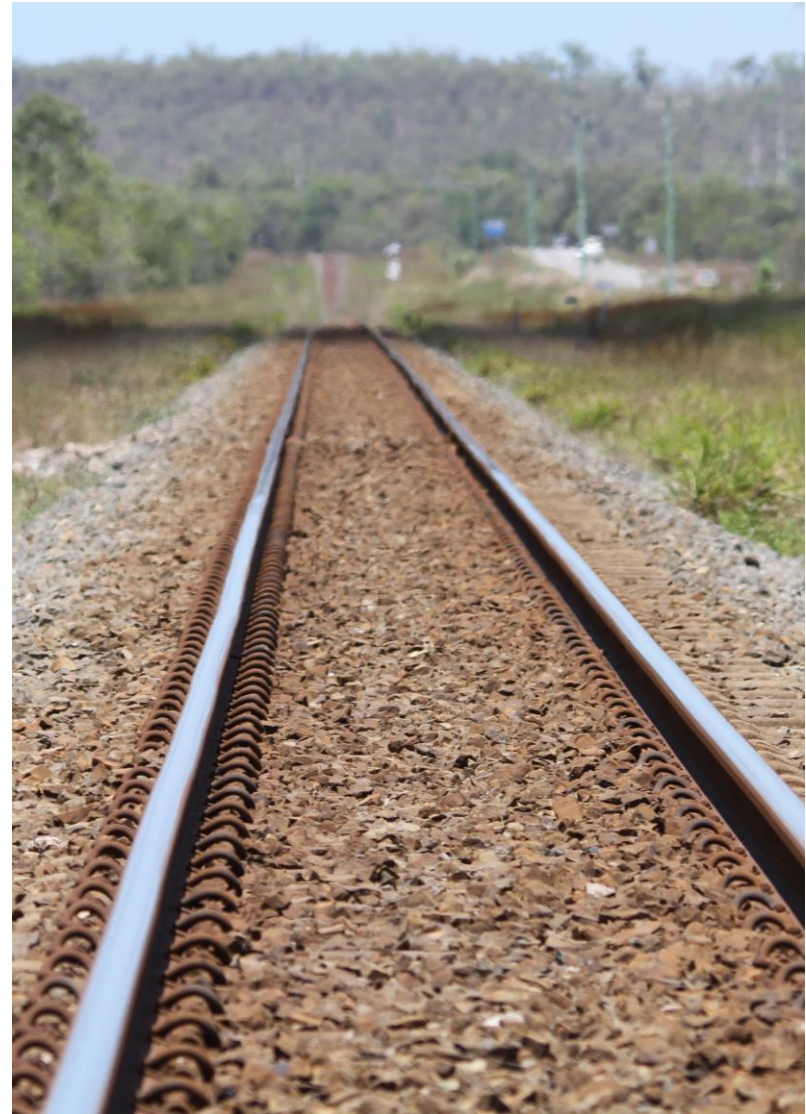
Over the last 12 months, 56% of residents believe the direction of Council's overall performance stayed the same, up six-percentage points on the 2023 result.

- Just 20% believe the direction has improved (down 11-percentage points) in the last 12 months.
- About the same proportion of residents (18%) believe it has deteriorated, up seven-percentage points on 2023.

The index score on the perceptions of the direction of Council's overall performance significantly declined on the 2023 result (51, down 10-points). This is reflected in the decrease of ratings across all regions and demography, with the exception of younger residents aged 18 to 34 years (index score of 60).

- This cohort maintained their ratings (index score of 61 in 2023) and are significantly more satisfied with council direction than the average.
- It is worth noting that last year's result represented a significant increase in satisfaction with Council's overall direction. This decrease brings levels back to that seen before 2023.

Council is rated significantly higher than the Large Rural group and State-wide averages on this measure.





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	61	52	46	n/a	n/a	n/a	51	46	56
Women	62	49	44	n/a	n/a	n/a	53	40	42
Tarwin Valley Ward	64	44	42	n/a	n/a	n/a	53	41	44
65+	62	52	44	n/a	n/a	n/a	57	43	39
South Gippsland	61	51	45	n/a	n/a	n/a	51	43	44
Coastal Promontory Ward	60	46	46	n/a	n/a	n/a	54	42	37
Strzelecki Ward	58	58	45	n/a	n/a	n/a	49	45	47
Men	59	52	45	n/a	n/a	n/a	50	46	46
50-64	60	47	48	n/a	n/a	n/a	47	36	39
35-49	58	50	42	n/a	n/a	n/a	49	47	43
State-wide	46	50	53	51	53	52	53	51	53
Large Rural	44	47	51	50	51	52	52	48	51

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

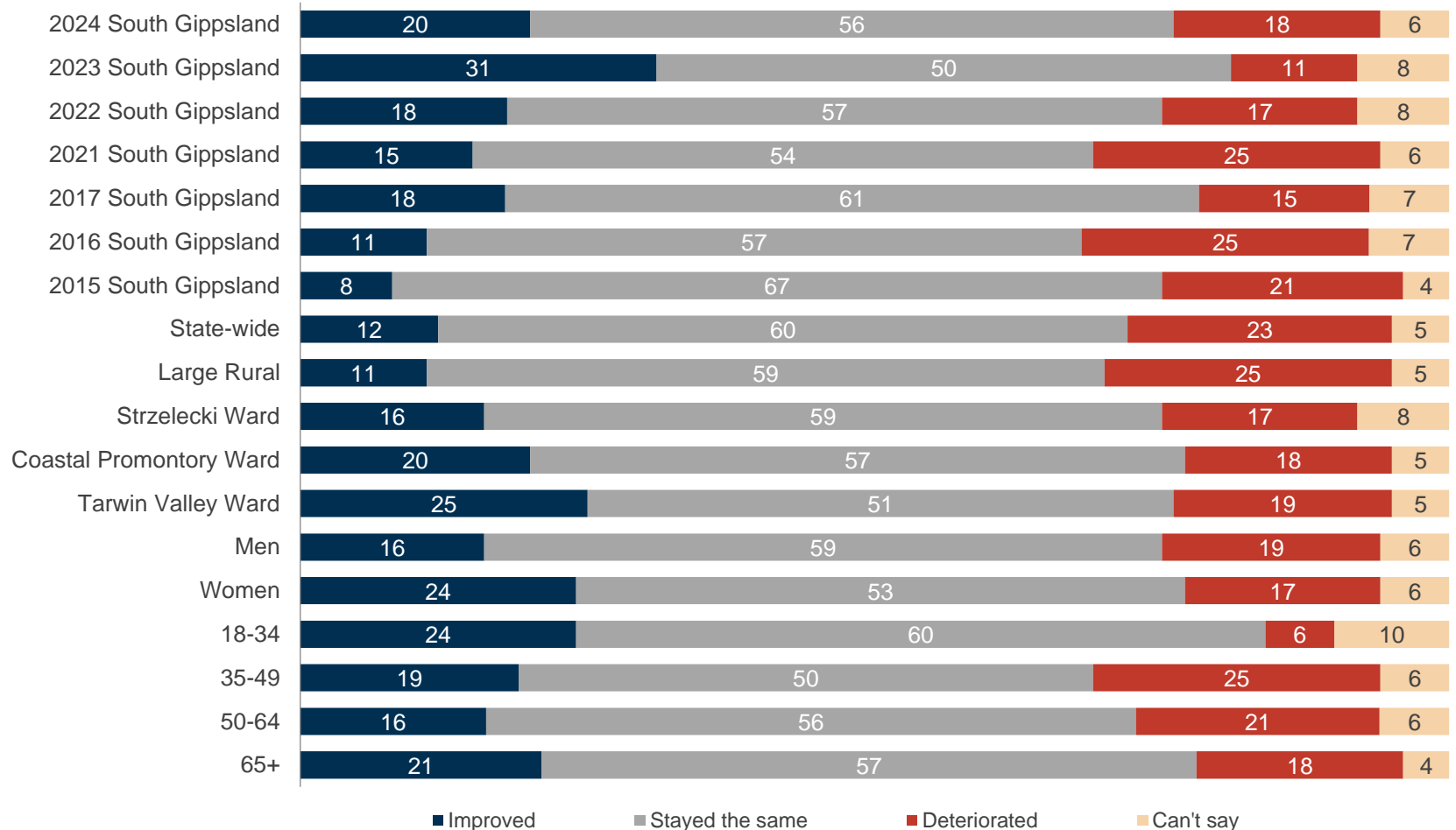
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall council direction last 12 months

2024 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: 62 Councils asked group: 18

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

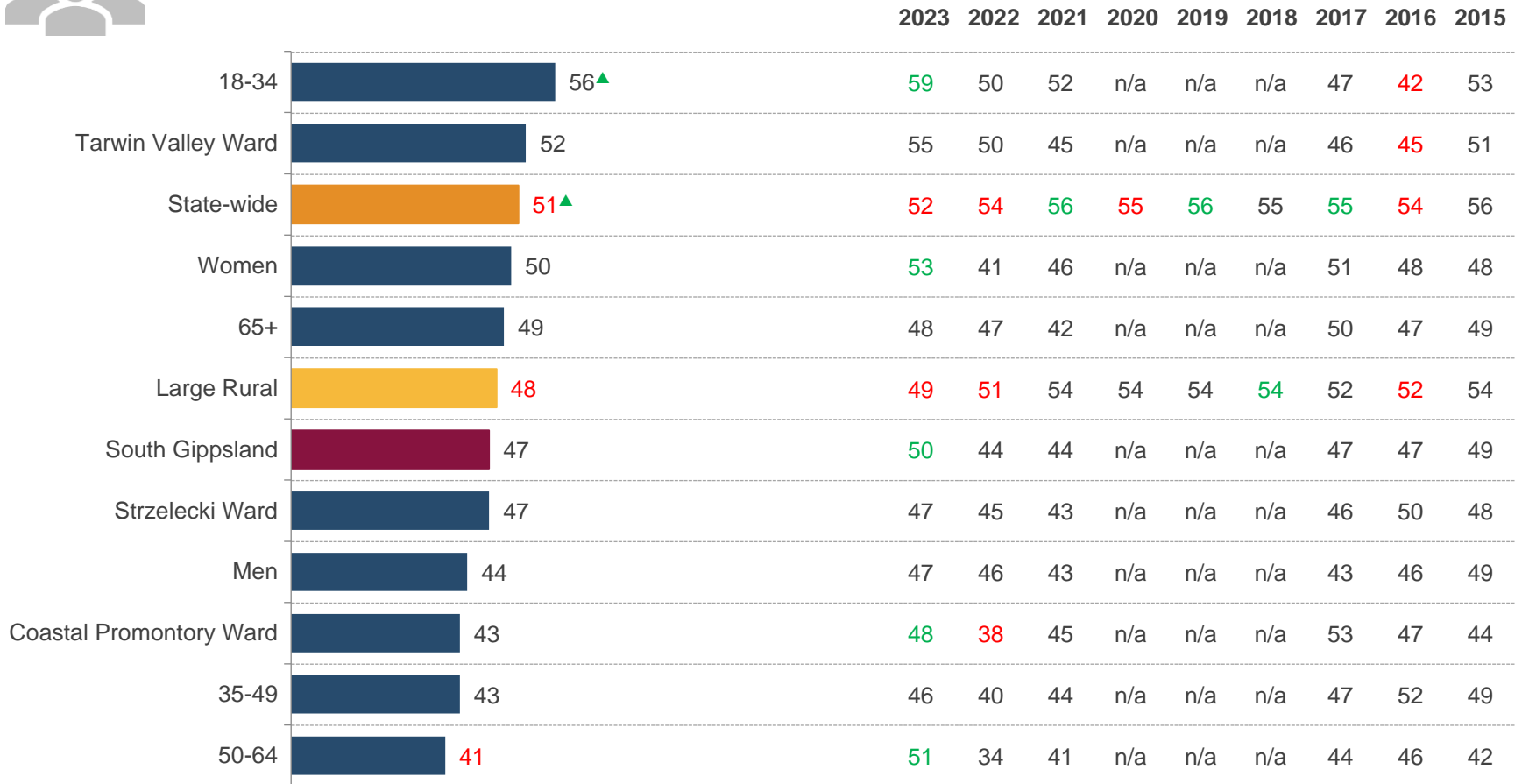
Individual service areas



Community consultation and engagement performance



2024 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: 62 Councils asked group: 18

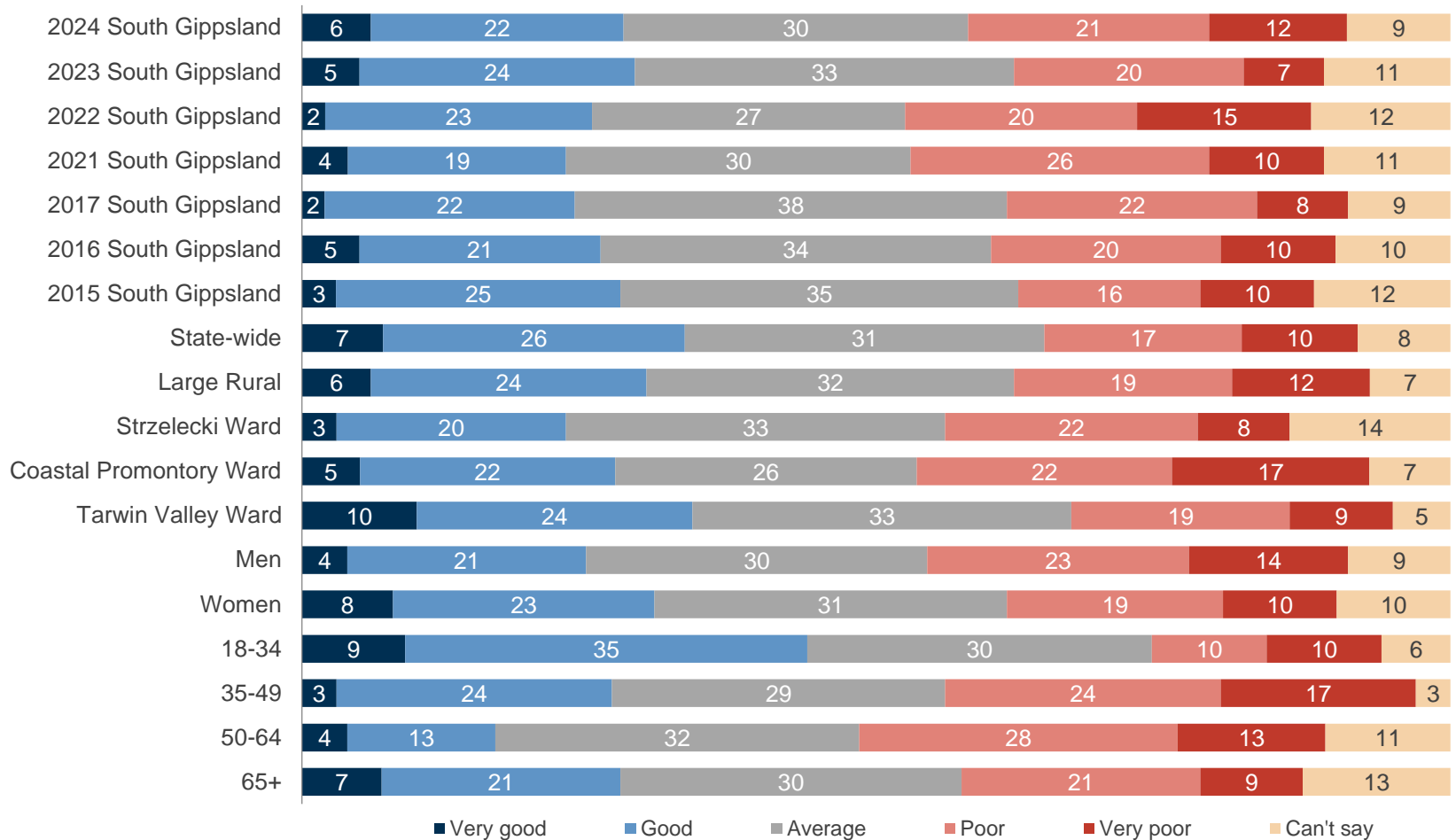
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



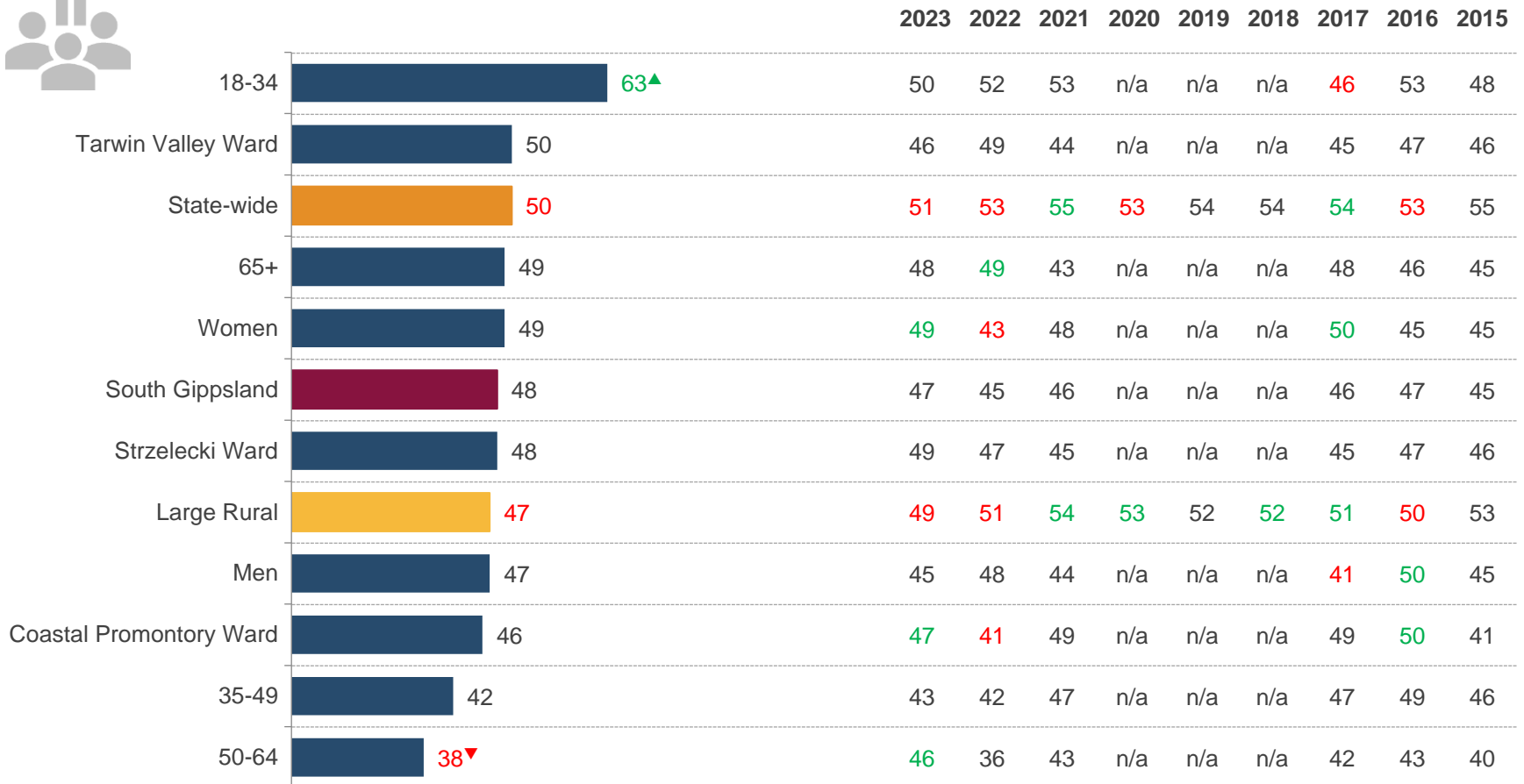
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Lobbying on behalf of the community performance



2024 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: 46 Councils asked group: 14

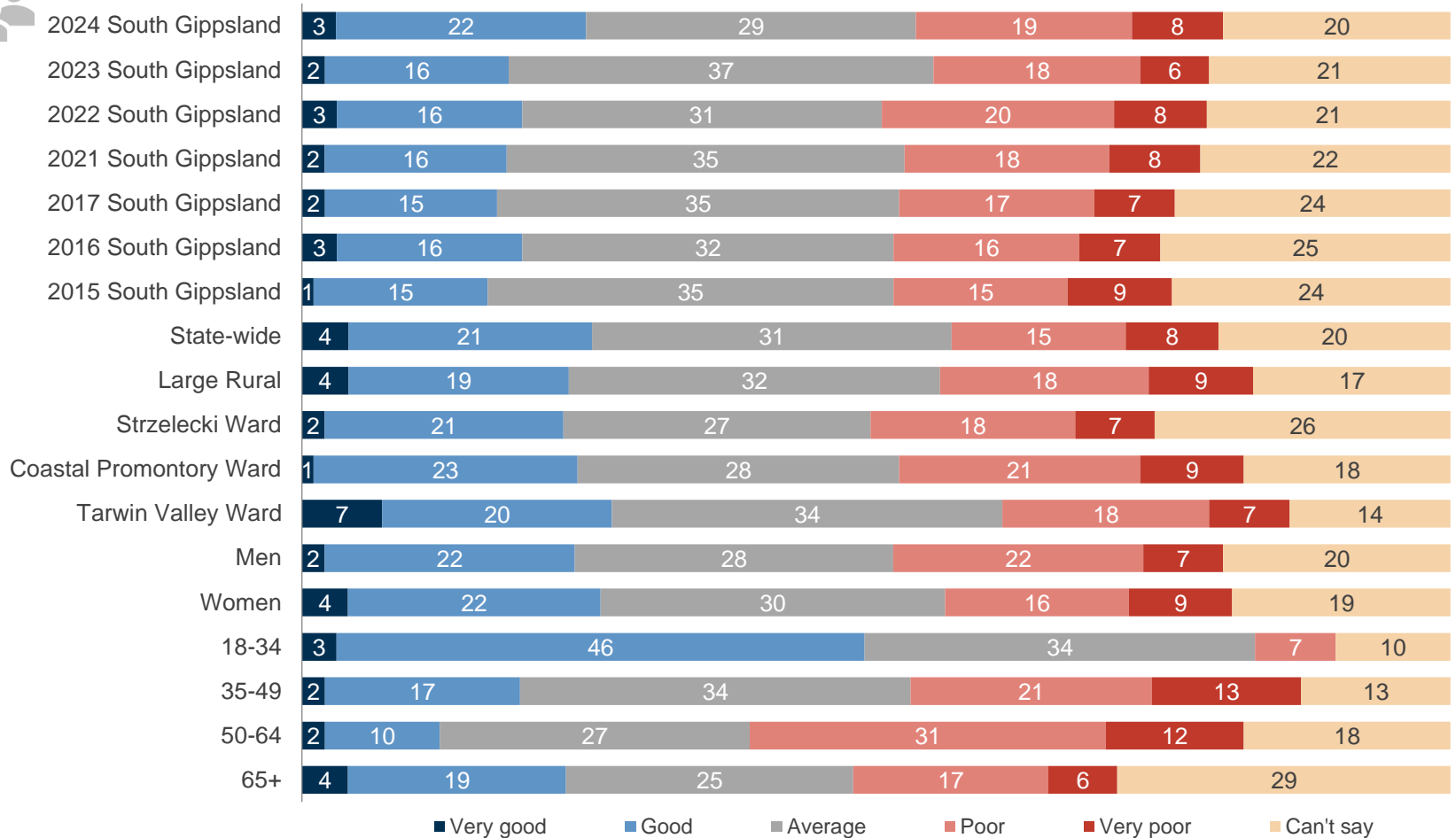
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)

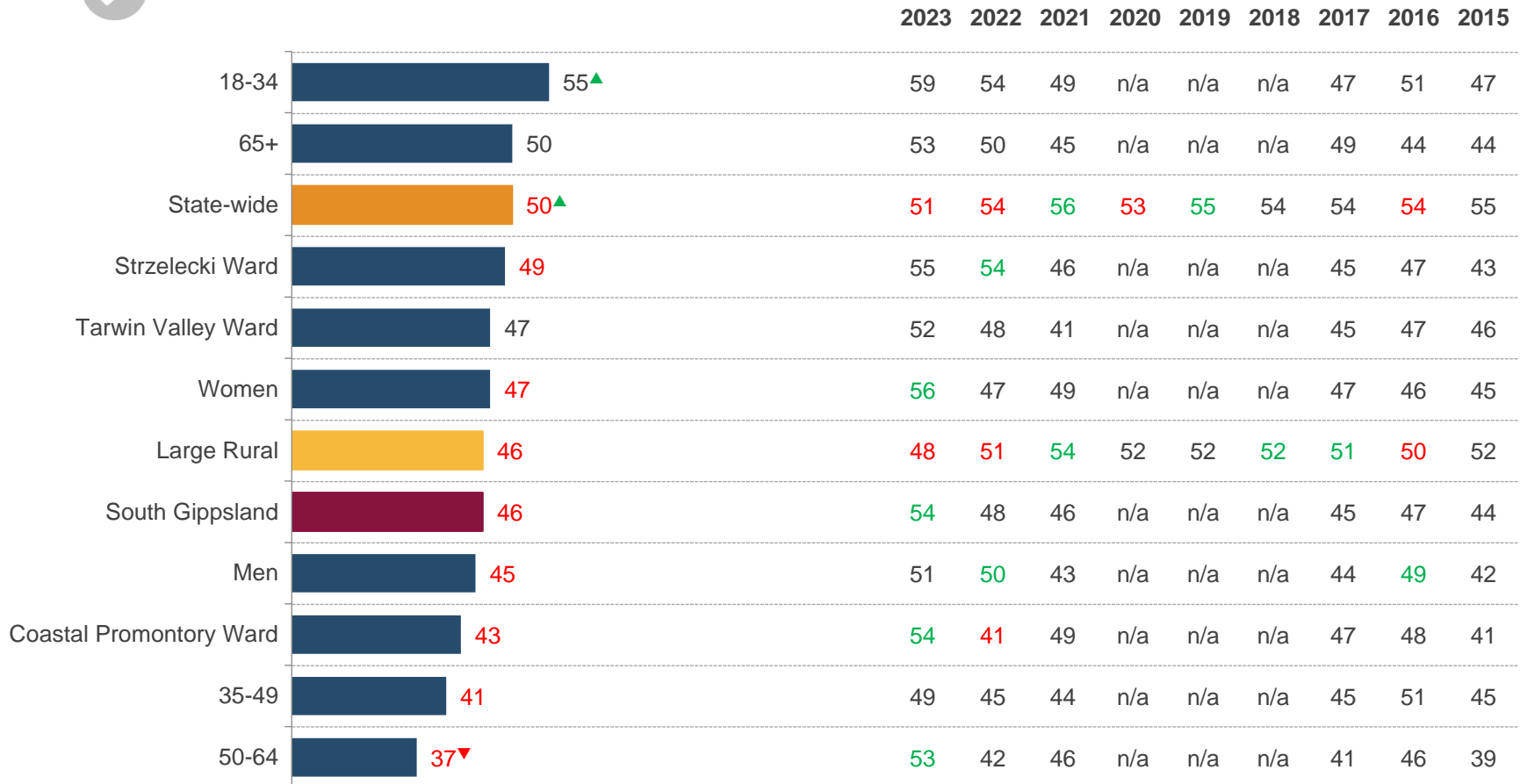


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)



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

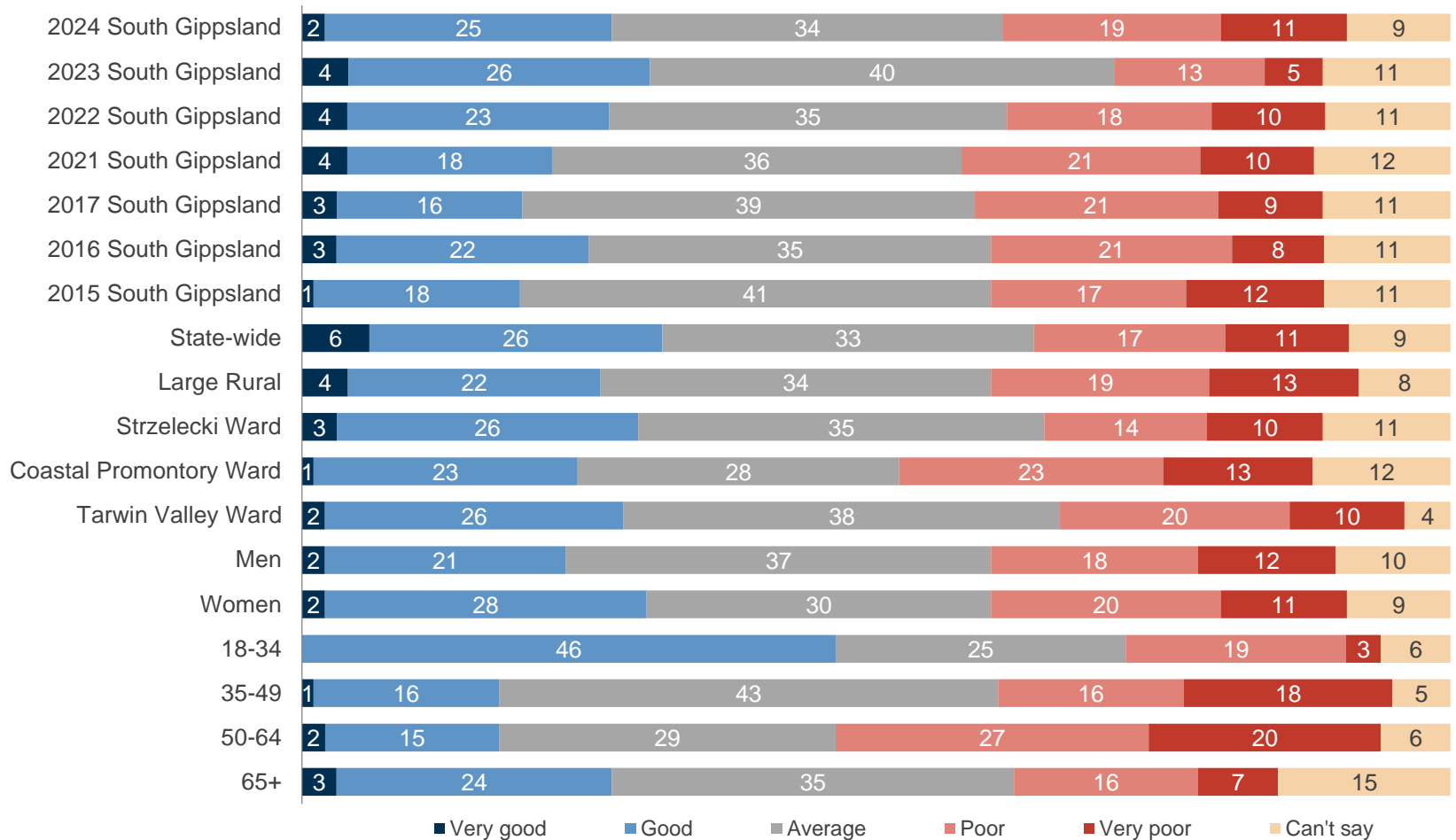
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Decisions made in the interest of the community performance



2024 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	48	53	57	54	56	53	53	54	55
Strzelecki Ward	38	47	42	n/a	n/a	n/a	36	29	26
18-34	41	44	41	n/a	n/a	n/a	34	16	21
65+	43	47	48	n/a	n/a	n/a	39	36	32
Large Rural	40	45	50	47	47	45	43	44	45
Men	42	46	43	n/a	n/a	n/a	34	35	30
South Gippsland	39	42	43	n/a	n/a	n/a	36	30	27
Women	37	38	43	n/a	n/a	n/a	38	24	23
Coastal Promontory Ward	41	35	44	n/a	n/a	n/a	38	32	25
50-64	34	34	43	n/a	n/a	n/a	34	30	24
Tarwin Valley Ward	39	43	44	n/a	n/a	n/a	35	30	28
35-49	34	37	37	n/a	n/a	n/a	35	31	26

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

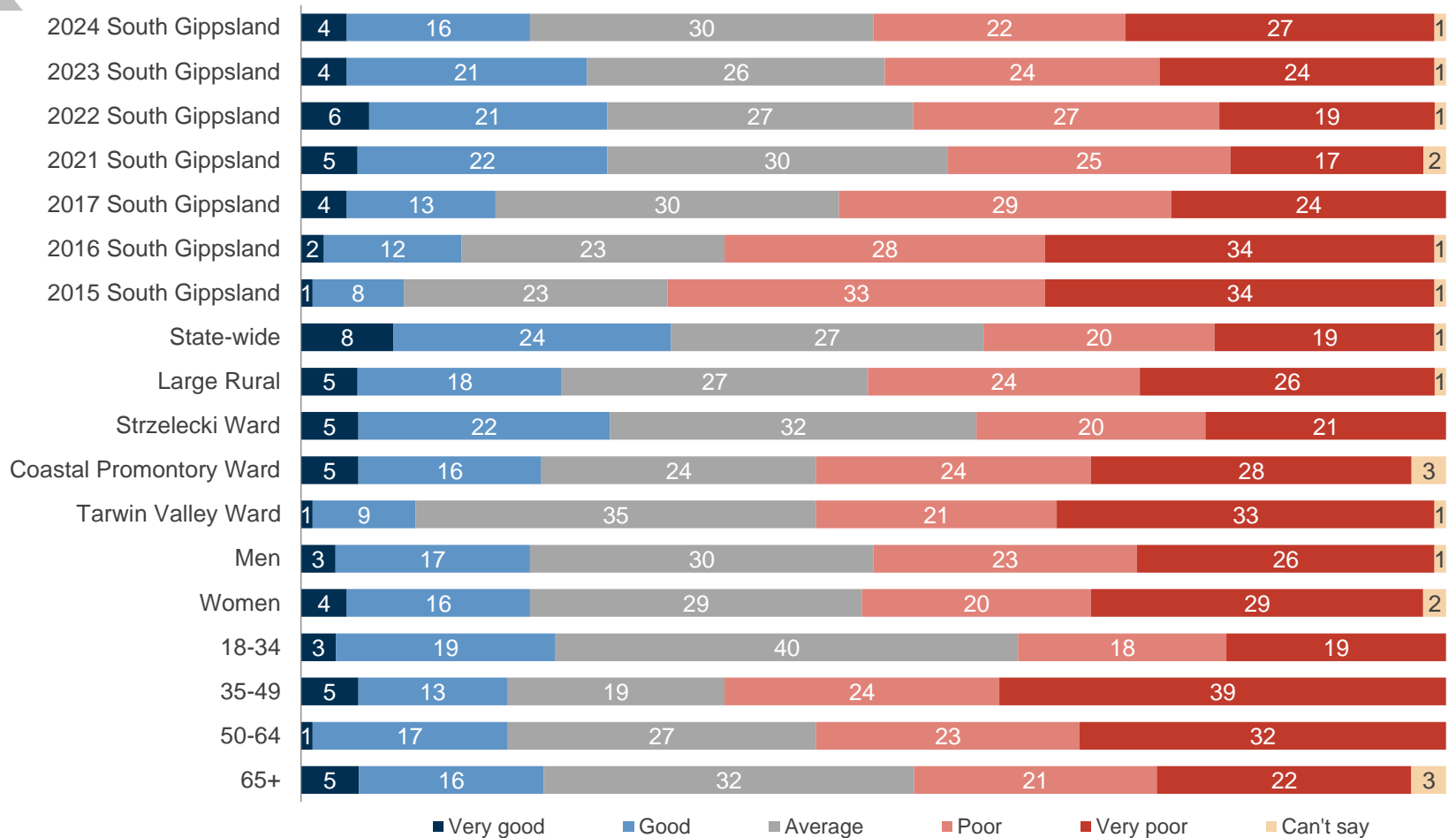
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The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



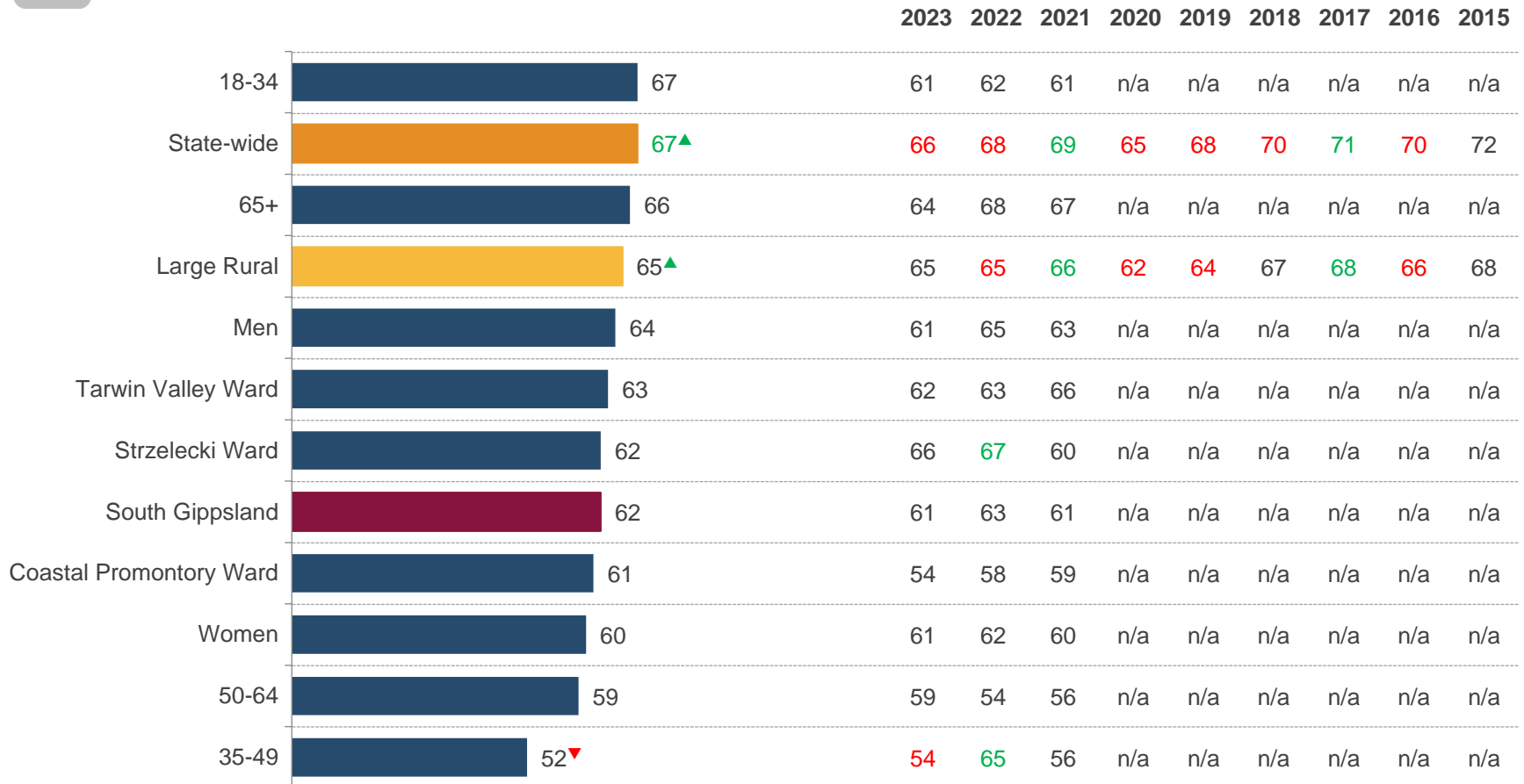
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Waste management performance



2024 waste management performance (index scores)



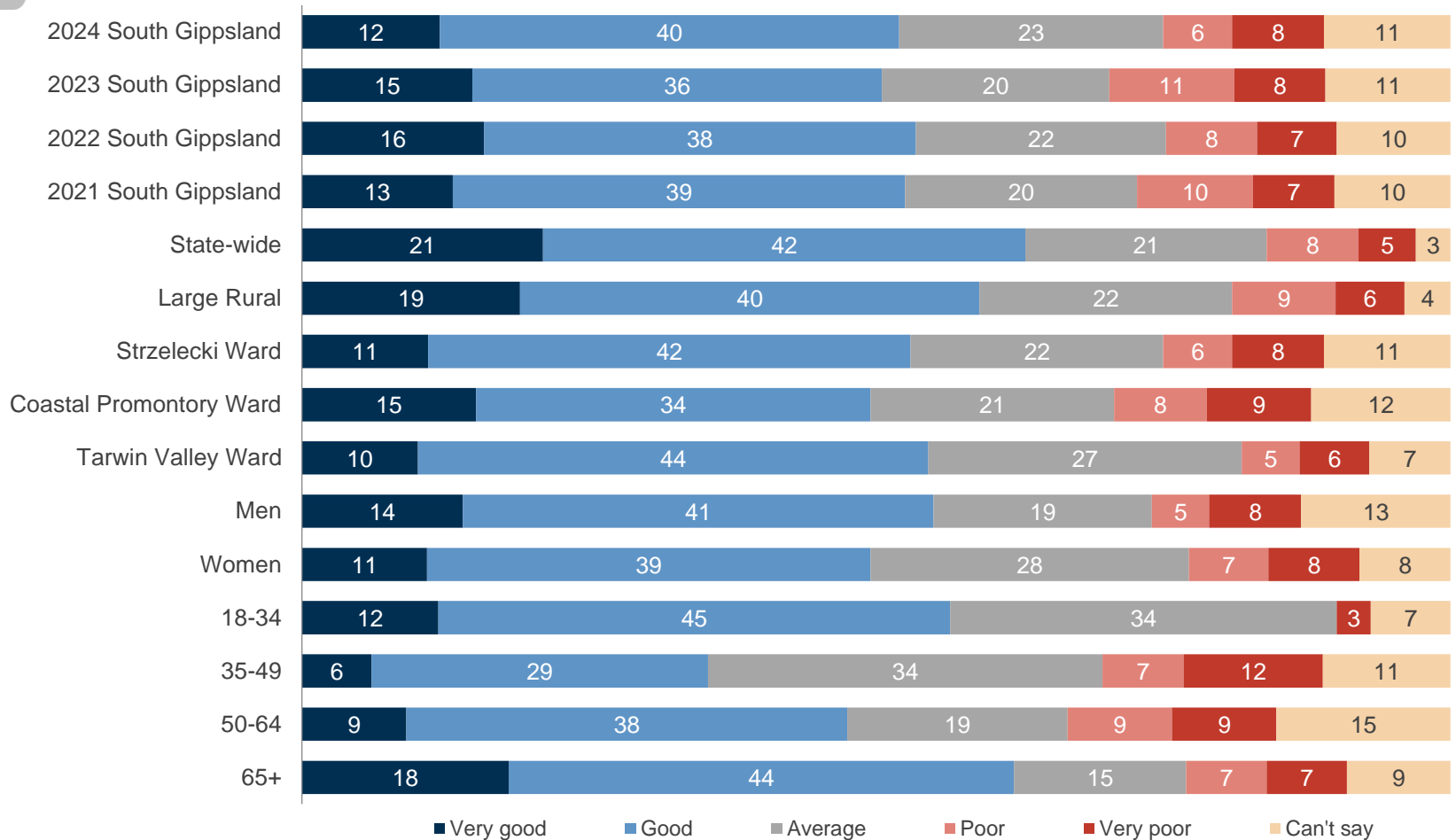
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



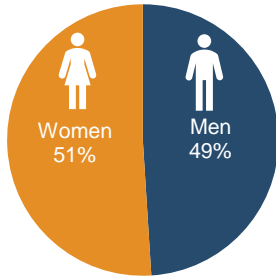
Detailed demographics



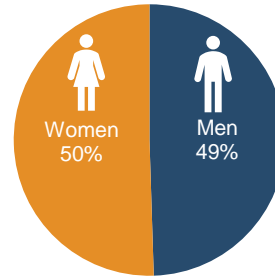
Gender and age profile

2024 gender

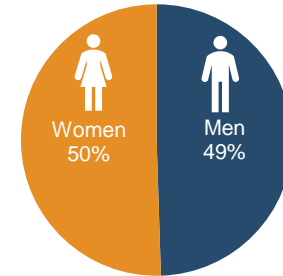
South Gippsland



Large Rural

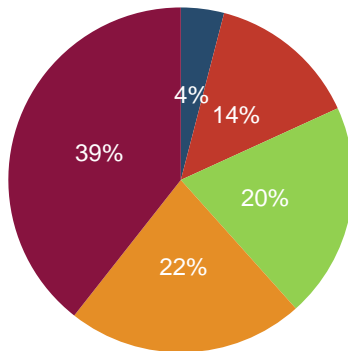


State-wide

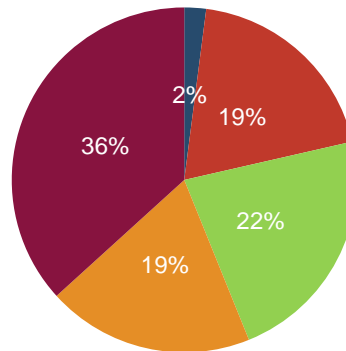


2024 age

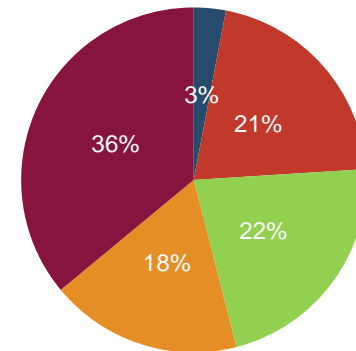
South Gippsland



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: 62 Councils asked group: 18

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Large Rural gender results may not add to 100%.



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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for South Gippsland Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 24,500 people aged 18 years or over for South Gippsland Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
South Gippsland Shire Council	400	400	+/-4.9
Men	200	197	+/-6.9
Women	200	203	+/-6.9
Strzelecki Ward	139	137	+/-8.3
Coastal Promontory Ward	144	148	+/-8.2
Tarwin Valley Ward	117	115	+/-9.1
18-34 years	32	73	+/-17.6
35-49 years	66	80	+/-12.1
50-64 years	110	90	+/-9.4
65+ years	192	157	+/-7.1



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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=401 completed interviews, conducted in the period of 27th January – 19th March.
- 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.

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

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

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in South Gippsland Shire Council.

Survey sample matched to the demographic profile of South Gippsland Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within South Gippsland Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in South Gippsland Shire Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 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, East Gippsland, 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 2024 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 cannot be made within the reported charts.



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 2024 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 2024 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 2024 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: 2024 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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