



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
HINDMARSH SHIRE COUNCIL**

2018 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**



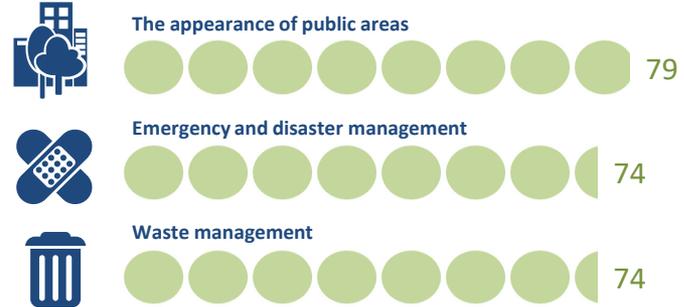
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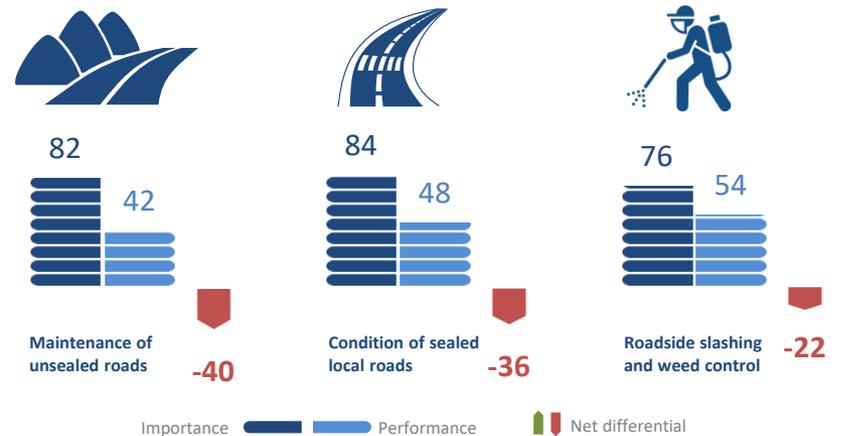
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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

The main objectives of the survey are to assess the performance of Hindmarsh Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

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

Survey sample matched to the demographic profile of Hindmarsh Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Hindmarsh Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Hindmarsh Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

SURVEY METHODOLOGY AND SAMPLING

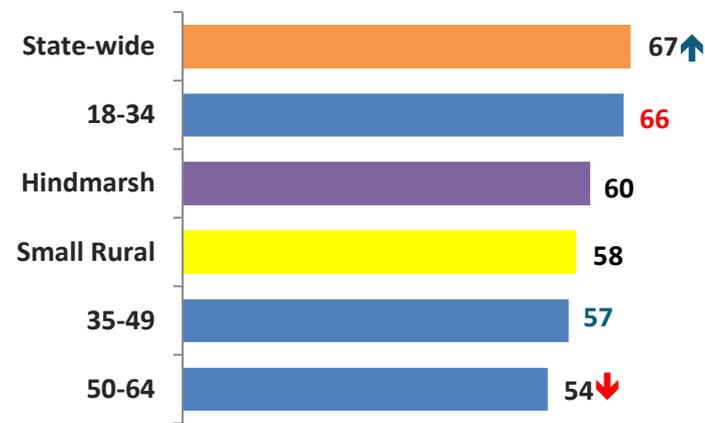
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 blue and red indicate significantly higher or lower results than in 2017. 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 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

**Overall Performance – Index Scores
(example extract only)**



FURTHER INFORMATION

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS

OVERALL PERFORMANCE

The **overall performance index score of 60** for Hindmarsh Shire Council represents a **three-point decline** on the 2017 result, and is Council's second-lowest rating in overall performance over the course of tracking.

- Hindmarsh Shire Council's overall performance is rated *statistically significantly higher* (at the 95% confidence interval) than the average rating for councils in the **Small Rural** group, but is not rated significantly different to the **State-wide** council average (index scores of 56 and 59 respectively).
- Residents aged **65+ years** (index score of 65) are *significantly more* favourable in their view of overall performance compared to the council average. Conversely, residents aged **35 to 49 years** (index score of 50) are *significantly less* favourable in their view of overall performance.
- **Women** (index score of 62) are *significantly less* favourable in their view of Council's overall performance compared to 2017 (index score of 69).

Four times as many residents rate Hindmarsh Shire Council's overall performance as 'good' (40%), than those who rate it as 'poor' (10%).



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 18) shows that Hindmarsh Shire Council's **performance increased on most measures** compared to Council's own results in 2017.

- Although there were no *significant* improvements in 2018, Council improved on four of the seven core measures, with results in these areas generally *significantly higher* than the **State-wide** and **Small Rural** group council averages.
- While not *significant* improvements, Council's performance increased on **customer service** (index score of 72), **advocacy** (index score of 62), **making community decisions** (index score of 60), and **community consultation and engagement** (index score of 60).
- Hindmarsh Shire Council's performance on **sealed local roads** (index score of 48) is *significantly lower* than the 2017 result (down four points), and is also rated *significantly lower* than the **State-wide** council average (index score of 53).
- While not a *significant* decline, Hindmarsh Shire Council's performance on **overall council direction** (index score of 51) decreased four points, but is still rated similarly to the **State-wide** and **Small Rural** group council averages (index scores of 52 and 50 respectively).

There are also notable differences across demographic cohorts within Hindmarsh Shire Council.

- On the measure of **advocacy** (index score of 62), residents aged **18 to 34 years** rate council *significantly higher* than average (index score of 69), whereas residents aged **35 to 49 years** rate council *significantly lower* than average (index score of 56).
- On the measure of **sealed local roads** (index score of 48), residents aged **65+ years** rate council *significantly higher* than average (index score of 56). Conversely, residents aged **35 to 49 years** rate council *significantly lower* than average (index score of 35).

In the area of **customer service** (index score of 72), Hindmarsh Shire Council is rated similarly to the **State-wide** and **Small Rural** group council averages (index scores of 70 and 69). This core performance measure is also Hindmarsh Shire Council's best performing area.

CUSTOMER CONTACT AND SERVICE

Just under two-thirds (64%) of Hindmarsh Shire Council residents have had recent contact with Council, which is the same result as 2017. Contact levels have remained relatively stable since 2014.

Residents aged **50 to 64 years** had the most contact with council (72%) in 2018. Conversely, residents aged **65+ years** had the least contact with council (57%).

- There are no *significant* differences across the demographic cohorts compared to the council average or compared with 2017.

Hindmarsh Shire Council's **customer service** index of 72 is one point up (not a *significant* change) on the result for 2017, with ratings remaining relatively stable over the course of the tracking. As mentioned previously, performance in this area is rated similarly to the **State-wide** and **Small Rural** group council averages (index scores of 70 and 69).

Just over a third of residents (35%) rate Council's **customer service** as 'very good', with the same proportion (35%) rating it as 'good', generally consistent with 2017.

- Of note, perceptions of **customer service** among residents of **West ward** are *significantly higher* than the council average (index score of 77) and compared to 2017 (index score of 71).

AREAS WHERE COUNCIL IS PERFORMING WELL

Positively, nearly two-thirds (64%) of residents think Hindmarsh Shire council is heading in the right direction (15% definitely and 49% probably), with only a quarter (25%) who think it is heading in the wrong direction (13% probably and 11% definitely).

Overall, **customer service** is the core area where Hindmarsh Shire Council has **performed the best** (index score of 72).

Other core areas where Council is performing comparatively well are the measures of **advocacy, making community decisions** and **community consultation and engagement**. While not *significant* increases, performance improved on all three measures, and all are rated *significantly higher* than the **State-wide** and **Small Rural** group council averages.

Outside of the core performance measures, the **top performing** service areas for Hindmarsh Shire Council are:

- **Appearance of public areas** (index score of 79)
- **Emergency and disaster management** (index score of 74)

- **Waste management** (index score of 74)
- **Elderly support services** (index score of 73)
- **Recreational facilities** (index score of 73)

Notably, with the exception of **emergency and disaster management**, these top-performing service areas are also rated *significantly higher* than the **State-wide** and **Small Rural** group council averages.

Two other well-regarded areas that residents most frequently cite as the 'best aspects' about Council are **parks and gardens** (11%) and **customer service** (16%).

FOCUS AREAS FOR COMING 12 MONTHS

In terms of priorities for the coming 12 months, Council should focus attention on service areas where current performance levels *significantly* declined, or remain *significantly lower* than the **State-wide** and **Small Rural** group council averages.

The area that stands out as being most in need of Council attention is **sealed local roads** (index score of 48), which declined *significantly* compared to 2017 (down four points) and is rated *significantly lower* than the **State-wide** council average (index score of 53).

Further highlighting the need to focus on this area, **sealed road maintenance** (29%) and **unsealed road maintenance** (10%) were the most frequently cited priority areas for improvement by residents and also represent the areas where stated importance exceeds rated performance by the greatest margin.

In service areas **outside of the core performance measures**, Council should pay particular attention to areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

- **Slashing and weed control** (margin of 22 points)
- **Community decisions** (margin of 17 points)
- **Local streets and footpaths** (margin of 17 points)

On the issue of either **rate rises** to improve local services or **service cuts** to keep council rates the same, just under half of residents (46%) state they would prefer 'service cuts', with just over a third of residents (36%) stating a preference for a 'rate rise'.

More generally, consideration should also be given to residents aged **35 to 49 years**, who appear to be driving negative opinion in a number of areas in 2018.

On the positive side, Council should look to **build** upon its improved performance on the core measures of **advocacy, making community decisions** and **community consultation and engagement** over the next 12 months.

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

The **regression analysis on pages 29-33** shows the maintenance of unsealed roads has the lowest performance rating and is an area that could have somewhat of an influence on overall performance.

Good communication and transparency with residents about decisions the Council has made in the Hindmarsh community's interest could also help drive up overall opinion of Council's performance.

FURTHER AREAS OF EXPLORATION

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

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS

Higher results in 2018

(Significantly *higher* result than 2017)

- *None applicable*

Lower results in 2018

(Significantly *lower* result than 2017)

- Sealed local roads

Most favourably disposed towards Council

- 65+ year olds

Least favourably disposed towards Council

- 35-49 year olds

A satellite night view of the United States, showing city lights and a network of glowing lines representing infrastructure or data connections. The text "SUMMARY OF FINDINGS" is overlaid in white on the left side of the image.

SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



Overall
Performance



Community
Consultation



Advocacy



Making
Community
Decisions



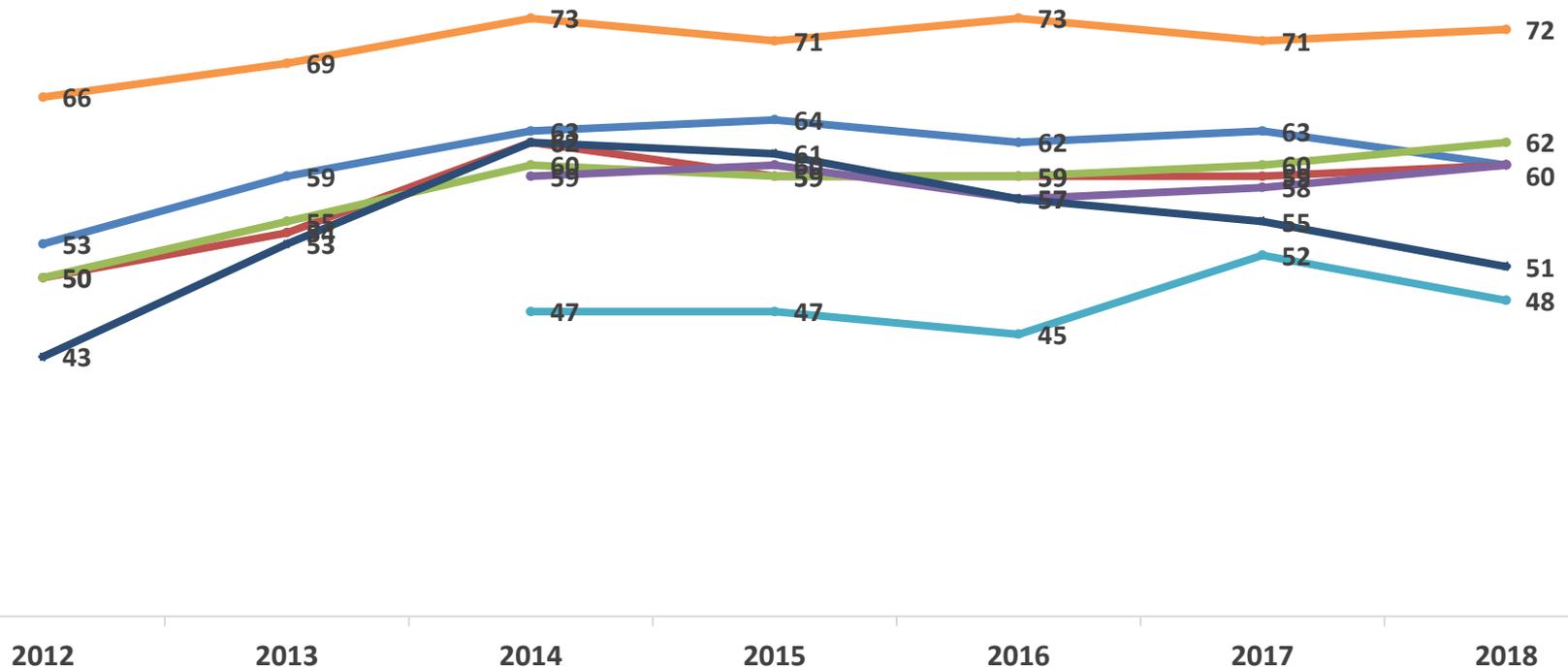
Sealed
Local
Roads



Customer
Service



Overall
Council
Direction



2018 SUMMARY OF CORE MEASURES

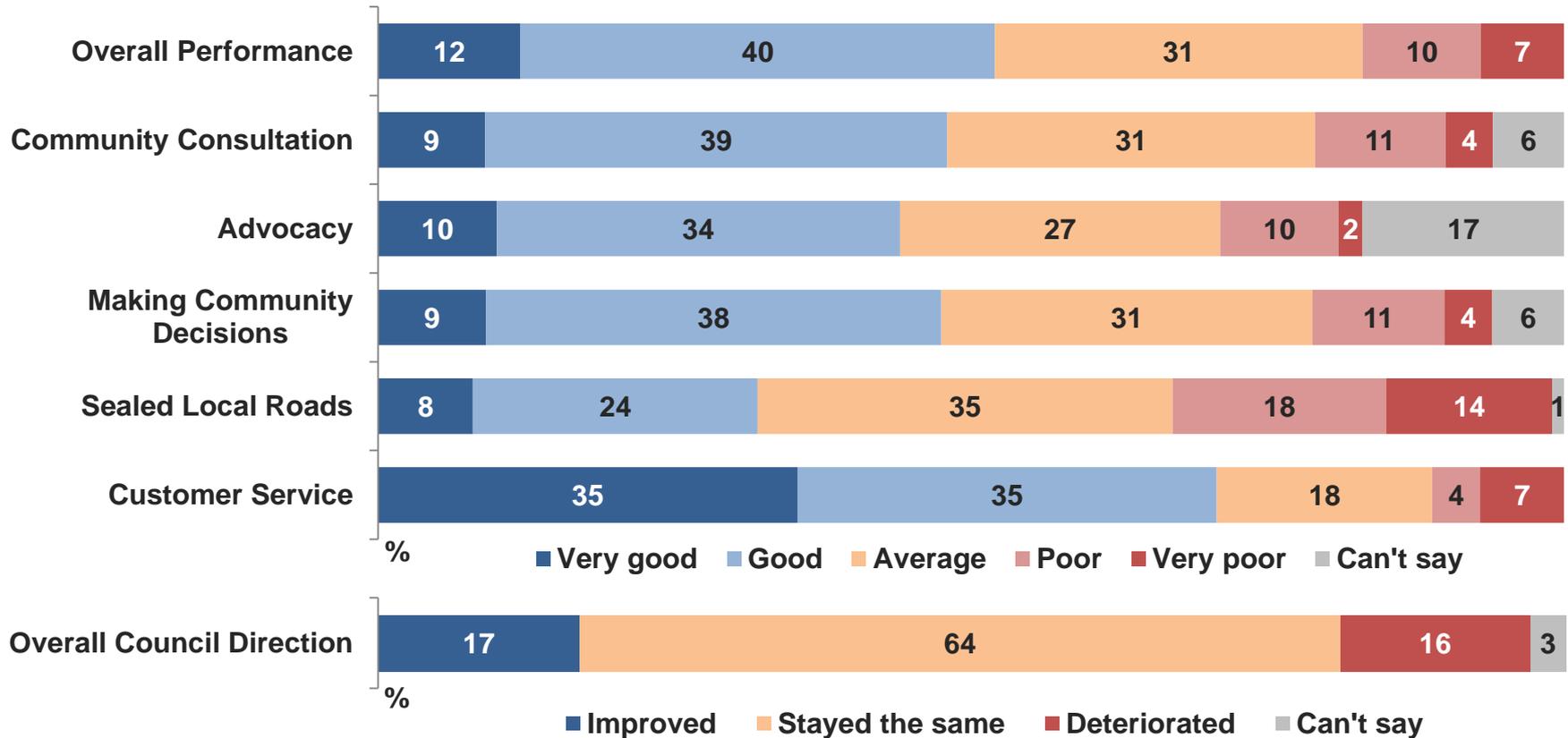
DETAILED ANALYSIS

Performance Measures	Hindmarsh 2018	Hindmarsh 2017	Small Rural 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	60	63	56	59	Aged 65+ years	Aged 35-49 years
COMMUNITY CONSULTATION (Community consultation and engagement)	60	59	54	55	Women	Aged 35-49 years
ADVOCACY (Lobbying on behalf of the community)	62	60	53	54	Aged 18-34 years	Aged 35-49 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	58	52	54	Aged 18-34 years	Aged 35-49 years
SEALED LOCAL ROADS (Condition of sealed local roads)	48	52	49	53	Aged 65+ years	Aged 35-49 years
CUSTOMER SERVICE	72	71	69	70	West Ward	North Ward
OVERALL COUNCIL DIRECTION	51	55	50	52	Aged 18-34 years	Aged 35-49 years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS

Key Measures Summary Results

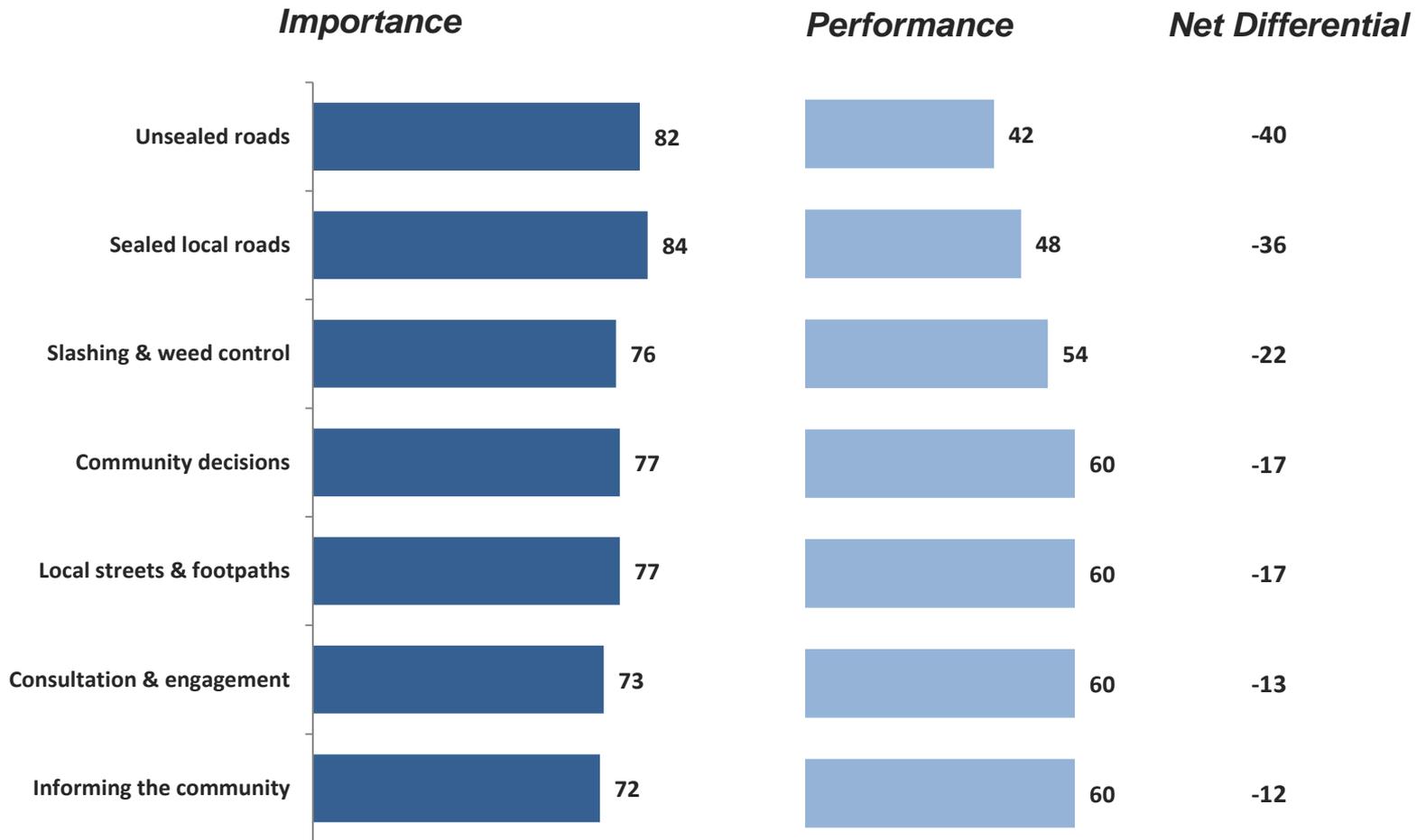


INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



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



2018 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME

2018 Priority Area Importance

		2017	2016	2015	2014	2013	2012
Sealed local roads	84	81	n/a	n/a	n/a	n/a	n/a
Unsealed roads	82	79	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	80	n/a	n/a	n/a	n/a	n/a
Community decisions	77	78	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	77	76	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	77	78	n/a	n/a	n/a	n/a	n/a
Waste management	76	75	n/a	n/a	n/a	n/a	n/a
Slashing & weed control	76	76	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	73	74	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	73	n/a	n/a	n/a	n/a	n/a
Informing the community	72	74	n/a	n/a	n/a	n/a	n/a
Lobbying	71	72	n/a	n/a	n/a	n/a	n/a
Recreational facilities	70	72	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	69	74	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	68	70	n/a	n/a	n/a	n/a	n/a
Planning & building permits	61	64	n/a	n/a	n/a	n/a	n/a

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

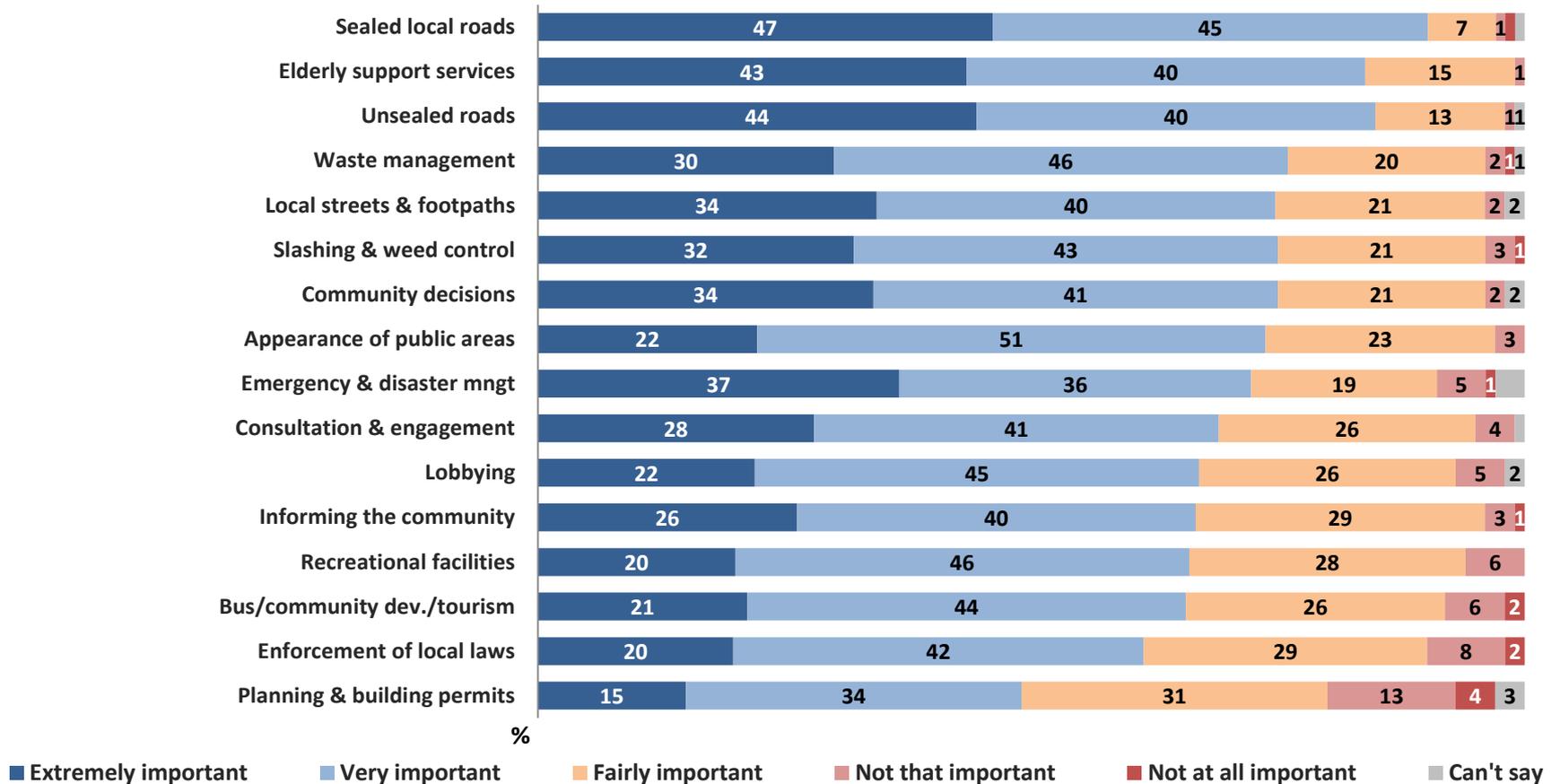
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Note: Please see page 6 for explanation of significant differences.

2018 IMPORTANCE SUMMARY

DETAILED PERCENTAGES

Individual Service Areas Importance



2018 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME

2018 Priority Area Performance

		2017	2016	2015	2014	2013	2012
Appearance of public areas	79	78	74	77	76	71	71
Emergency & disaster mngt	74	75	n/a	n/a	n/a	n/a	n/a
Waste management	74	75	68	71	73	73	70
Elderly support services	73	75	72	74	76	72	71
Recreational facilities	73	73	67	71	71	69	67
Enforcement of local laws	64	65	63	66	68	64	64
Lobbying	62	60	59	59	60	55	50
Bus/community dev./tourism	61	61	58	59	61	57	54
Informing the community	60	64	62	63	66	59	53
Local streets & footpaths	60	62	59	61	58	53	51
Consultation & engagement	60	59	59	59	62	54	50
Community decisions	60	58	57	60	59	n/a	n/a
Planning & building permits	54	54	47	53	53	n/a	n/a
Slashing & weed control	54	53	n/a	n/a	n/a	n/a	n/a
Sealed local roads	48	52	45	47	47	n/a	n/a
Unsealed roads	42	46	n/a	n/a	n/a	n/a	n/a

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

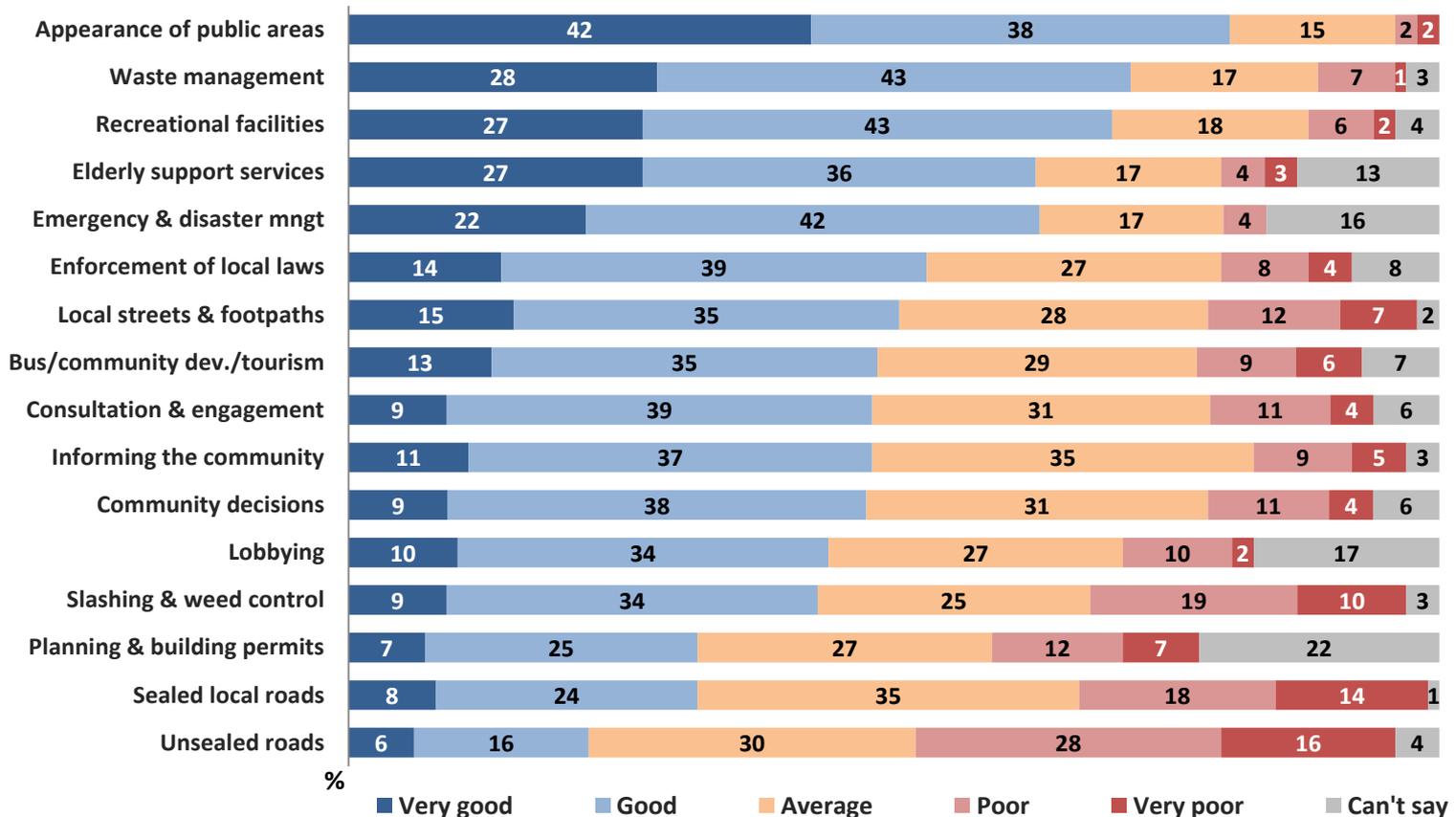
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation of significant differences.

2018 PERFORMANCE SUMMARY

DETAILED PERCENTAGES

Individual Service Areas Performance



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



Significantly Higher than State-wide Average

- Consultation & engagement
- Lobbying
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Waste management
- Emergency & disaster mngt
- Making community decisions

Significantly Lower than State-wide Average

- Sealed local roads
- 

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



Significantly Higher than Group Average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Waste management
- Planning permits
- Making community decisions

Significantly Lower than Group Average

- None Applicable
- 

2018 IMPORTANCE SUMMARY

BY COUNCIL GROUP

Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Sealed roads 2. Unsealed roads 3. Elderly support services 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Community decisions 	<ol style="list-style-type: none"> 1. Traffic management 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions 	<ol style="list-style-type: none"> 1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Community decisions

Bottom Three Least Important Service Areas (Lowest to highest, i.e. 1. = least important)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Planning permits 2. Enforcement of local laws 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Lobbying 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2018 PERFORMANCE SUMMARY

BY COUNCIL GROUP

Top Three Performing Service Areas (Highest to lowest, i.e. 1. = highest performance)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

Bottom Three Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Population growth 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Population growth 3. Traffic management 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side 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 variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

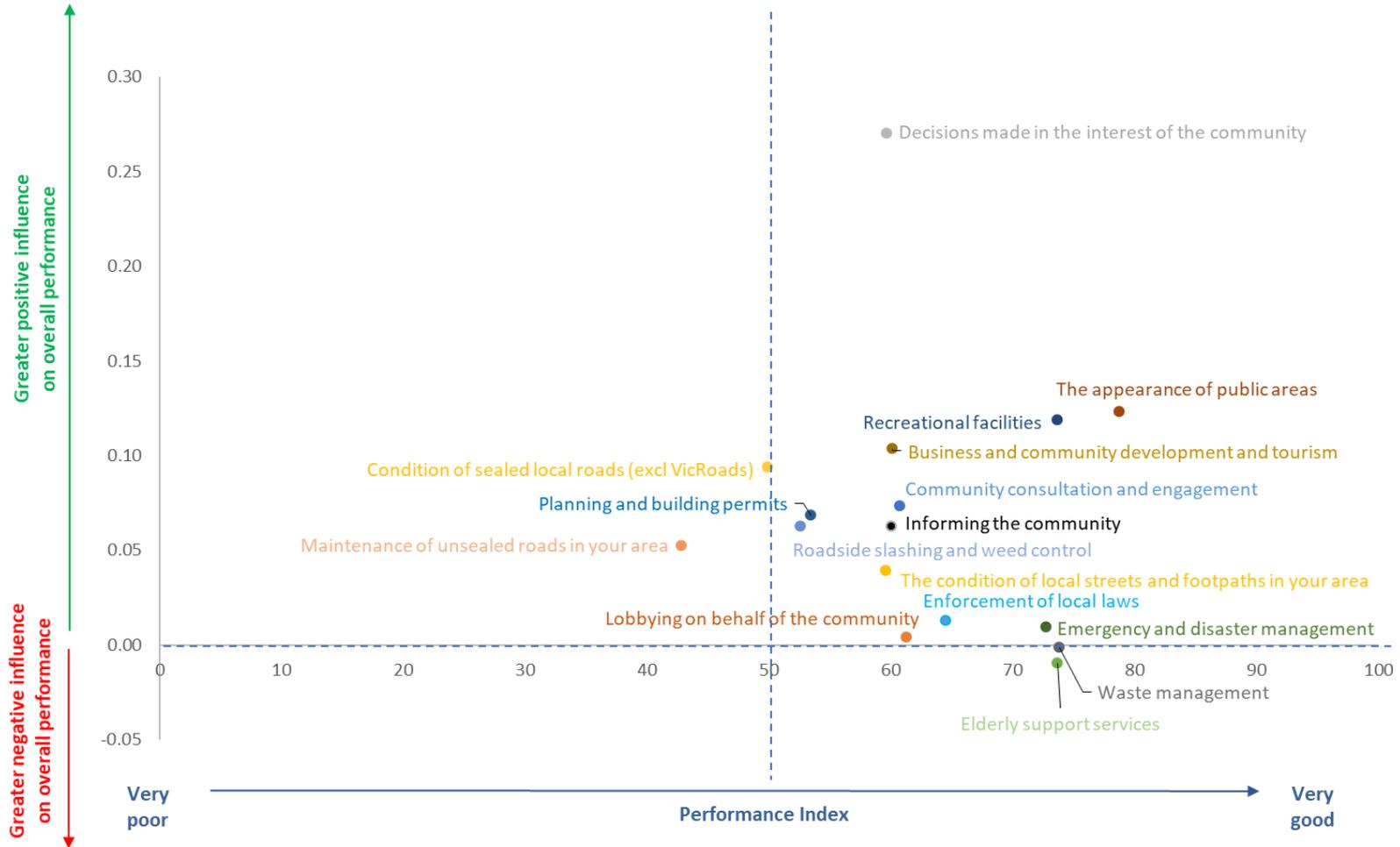
Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ± 0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

ALL SERVICE AREAS

Hindmarsh Shire Council (n=400)

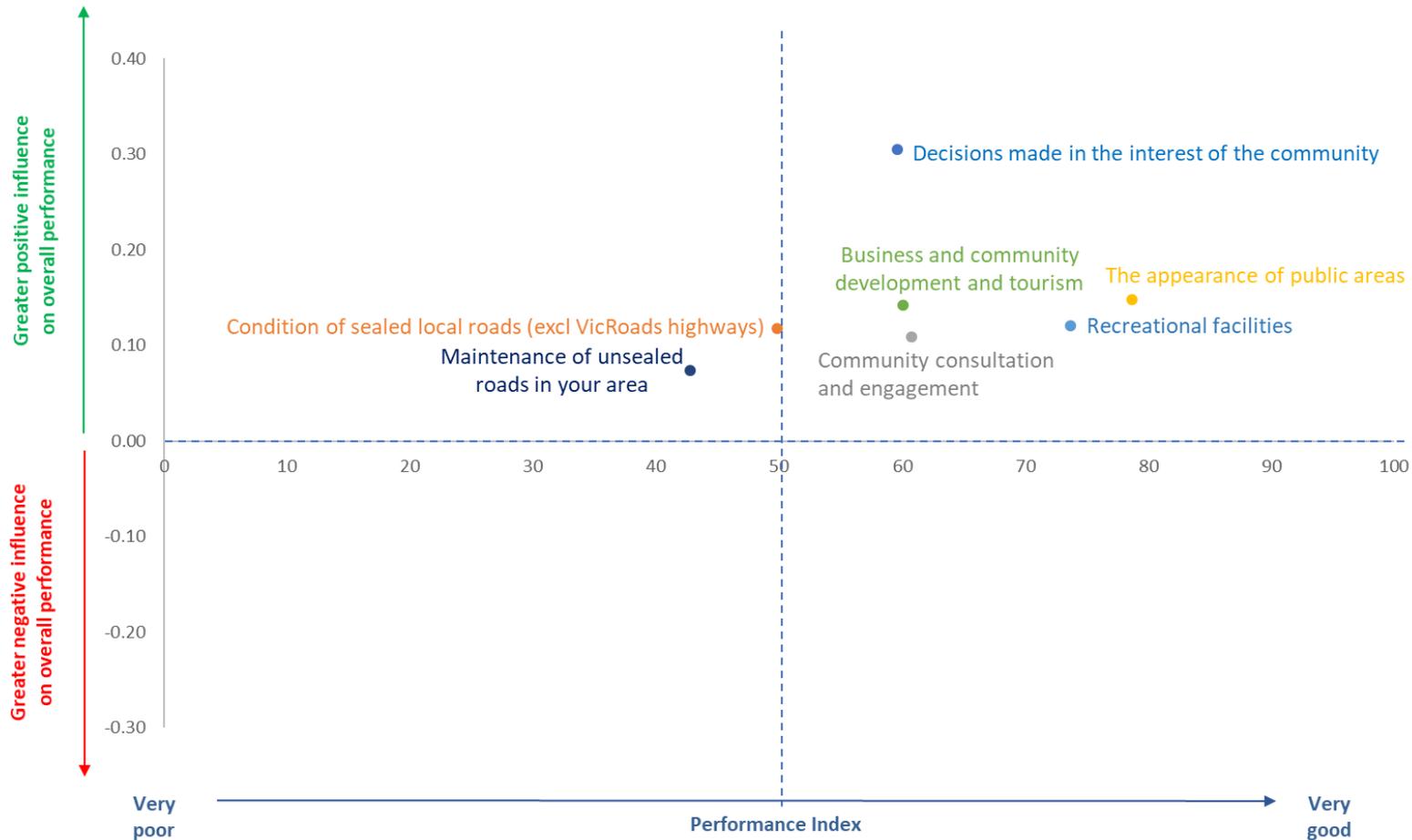


The multiple regression analysis model of all question items above has an R-squared value of 0.545 and adjusted R-square value of 0.526, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 28.68$. However, this model should be interpreted with caution because not all service areas had linear correlations. We recommend you use the regression model of reduced factors as follows.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

KEY SERVICE AREAS

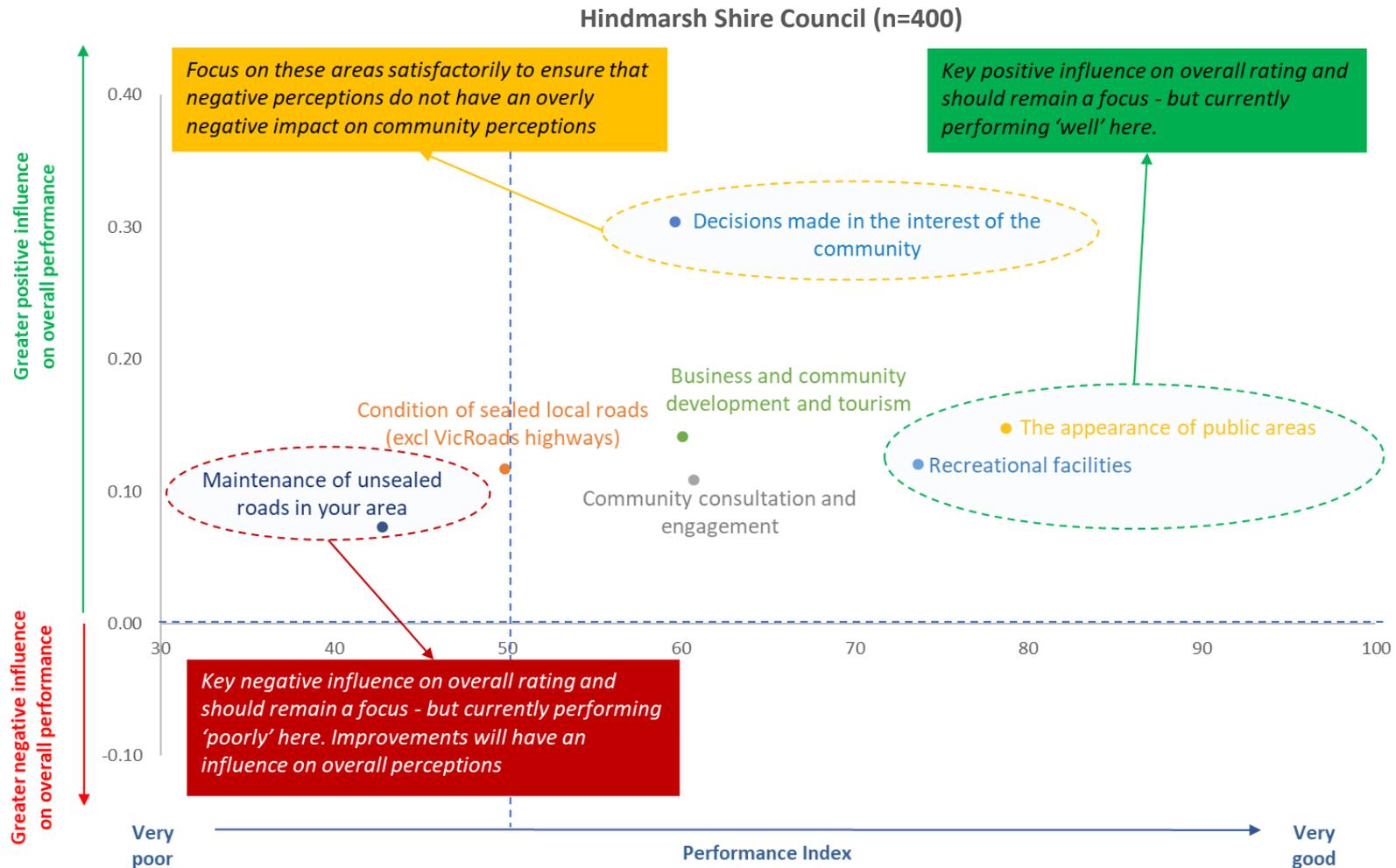
Hindmarsh Shire Council (n=400)



The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.532 and adjusted R-square value of 0.524, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 63.78$.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

KEY SERVICE AREAS - ENLARGED RIGHT QUADRANT



The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.532 and adjusted R-square value of 0.524, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 63.78$.

REGRESSION ANALYSIS – KEY RESULTS CONSIDERATIONS

The individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- The appearance of public areas

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

- Recreational facilities
- Community consultation and engagement
- Business and community development and tourism

Looking specifically at key service areas, the appearance of public areas and recreational facilities have the strongest positive performance indices and a positive influence on the overall performance rating. Currently, Hindmarsh Shire Council is performing *very well* in these areas (performance indices of 79 and 73) and, while they should remain a focus, there is greater work to be done elsewhere.

Emergency and disaster management; waste management and elderly support also have fairly high performance ratings, but have a negligible influence on the overall performance rating.

Hindmarsh Shire Council's decisions made in the community's interest, business and community development and tourism, as well as community consultation and engagement have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Hindmarsh Shire Council's overall performance rating. (These areas have performance indices of 60 to 61).

Maintenance of unsealed roads has the lowest performance rating (42), and is an area that could have somewhat of an influence on overall performance perceptions if attended to.

Good communication and transparency with residents about decisions the Council has made in the Hindmarsh community's interest could help drive up overall opinion of the Council's performance.

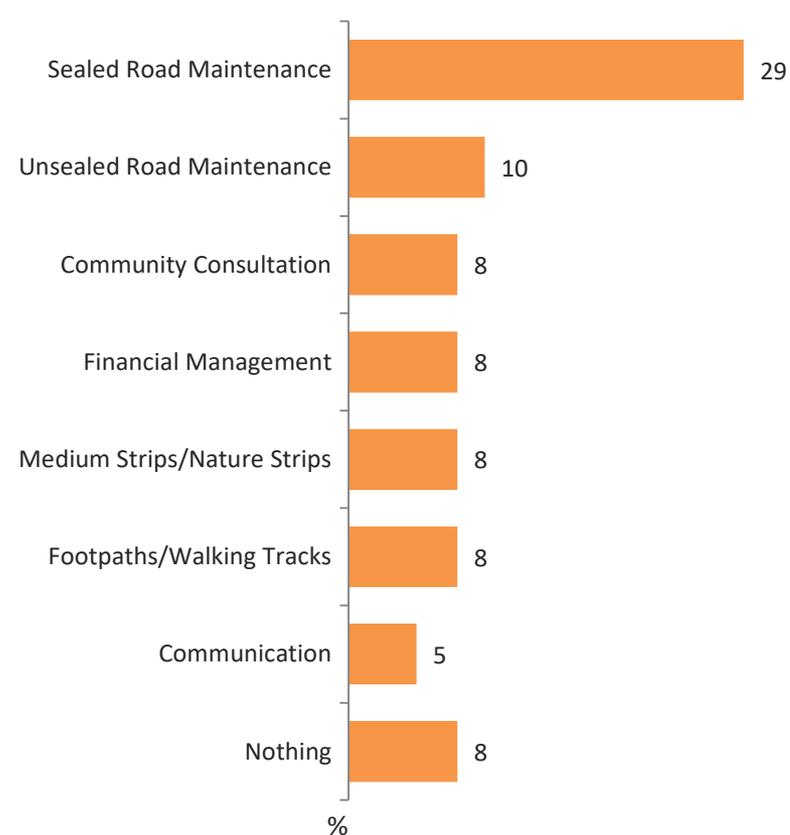
2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2018 SERVICES TO IMPROVE DETAILED PERCENTAGES

2018 Best Aspects



2018 Areas for Improvement



Q16. Please tell me what is the ONE BEST thing about Hindmarsh 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: 20 Councils asked group: 4

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

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

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY

Best Things

- Customer Service: 16% (up 4 points from 2017)
- Parks and Gardens: 11% (up 3 points from 2017)
- Road/Street Maintenance: 8% (up 3 points from 2017)

Areas for Improvement

- Sealed Road Maintenance: 29% (up 11 points from 2017)
- Un-Sealed Road Maintenance: 10% (up 4 points from 2017)
- Community Consultation: 8% (down 1 point from 2017)
- Financial Management: 8% (up 2 points from 2017)
- Medium Strips/Nature Strips: 8% (up 3 points from 2017)
- Footpaths/Walking Tracks: 8% (up 2 points from 2017)

A satellite night view of the United States, showing city lights and a glowing network of lines across the landmass, possibly representing a transportation or utility network. The text "DETAILED FINDINGS" is overlaid on the left side of the image.

DETAILED FINDINGS

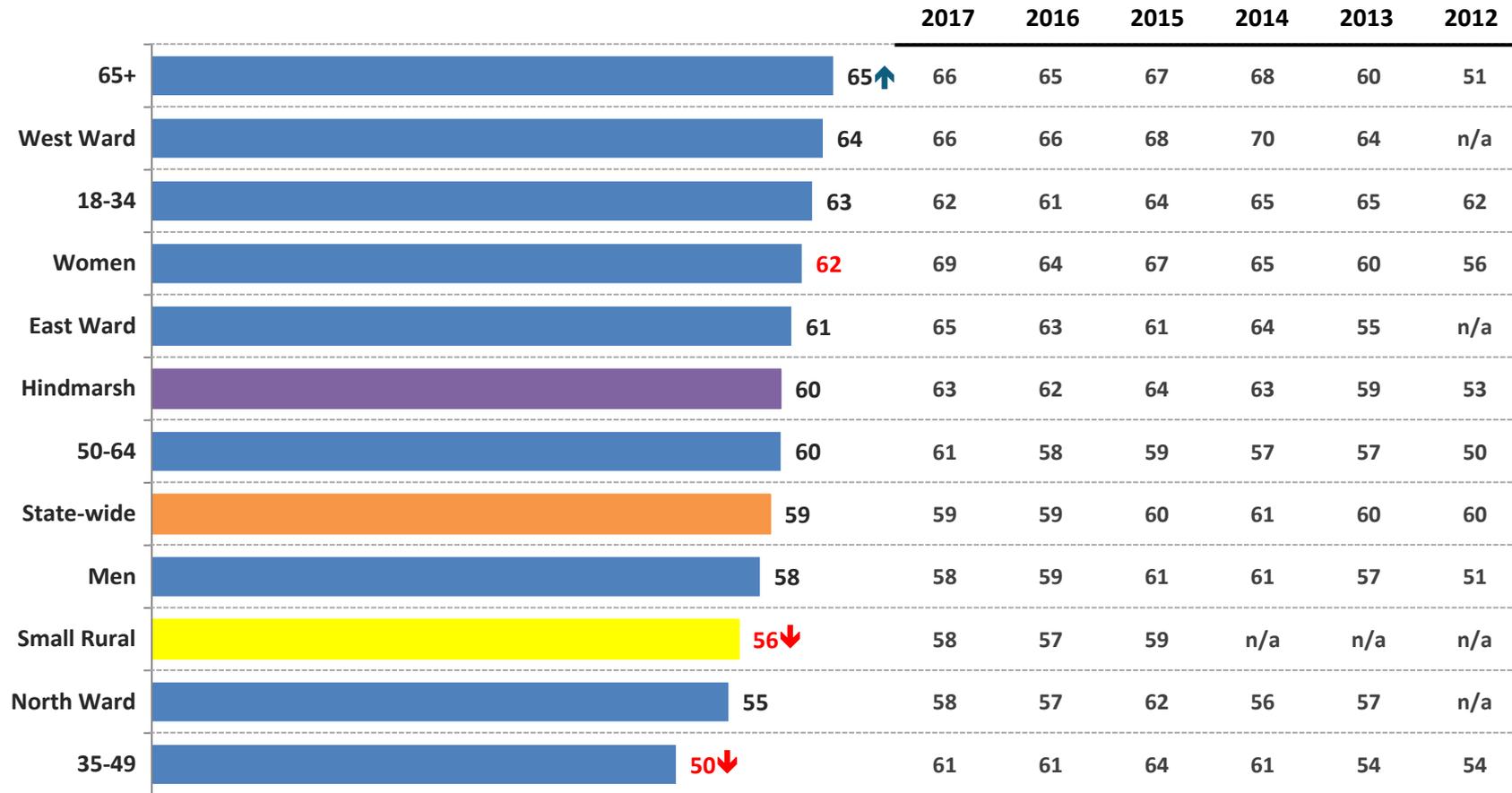
A satellite-style map of the United States at night, showing city lights and a glowing network of lines across the landmass. The text is overlaid on the left side of the map.

KEY CORE MEASURE OVERALL PERFORMANCE

OVERALL PERFORMANCE

INDEX SCORES

2018 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh 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?

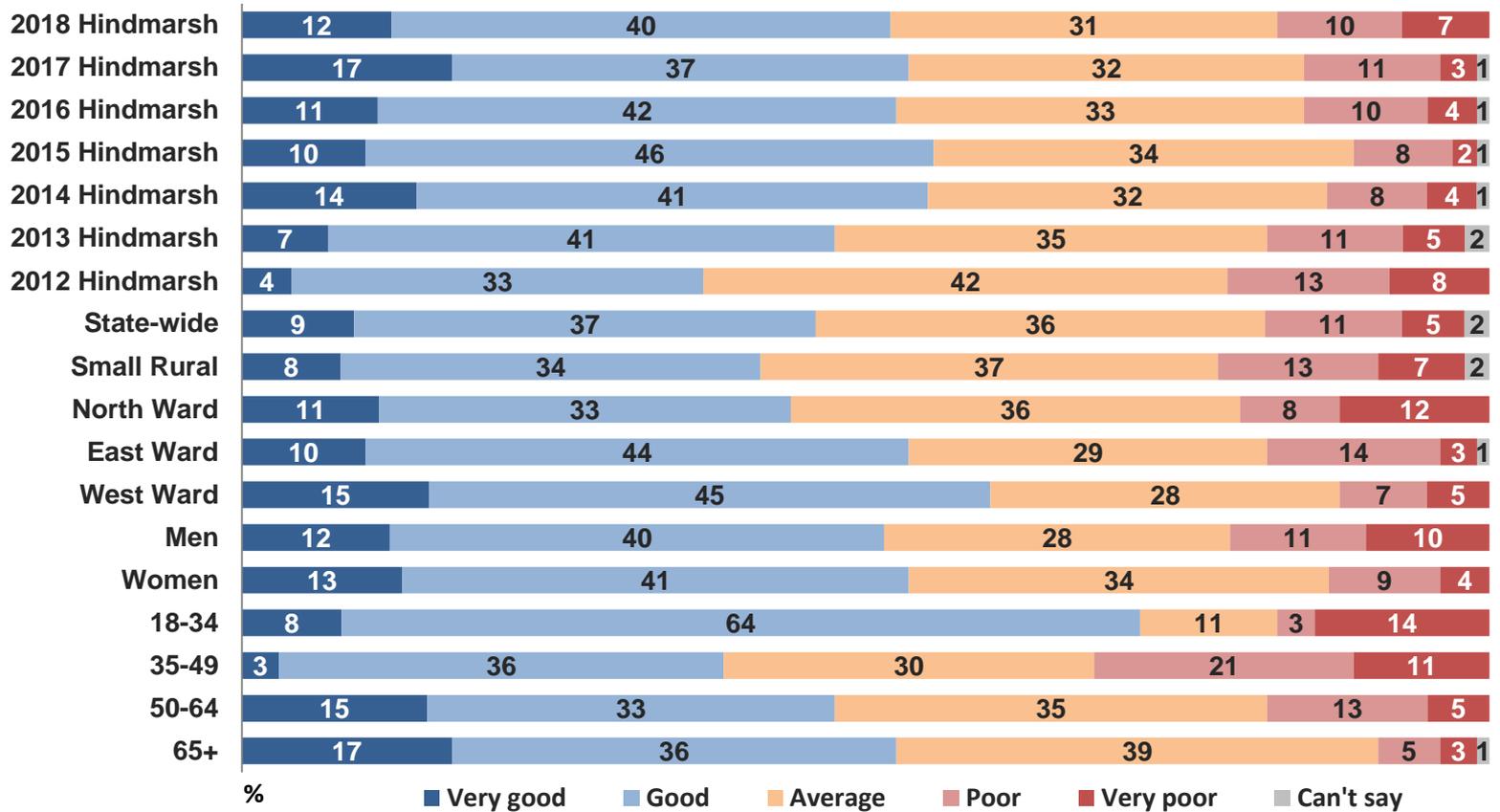
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2018 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh 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: 64 Councils asked group: 18



**KEY CORE MEASURE
CUSTOMER SERVICE**

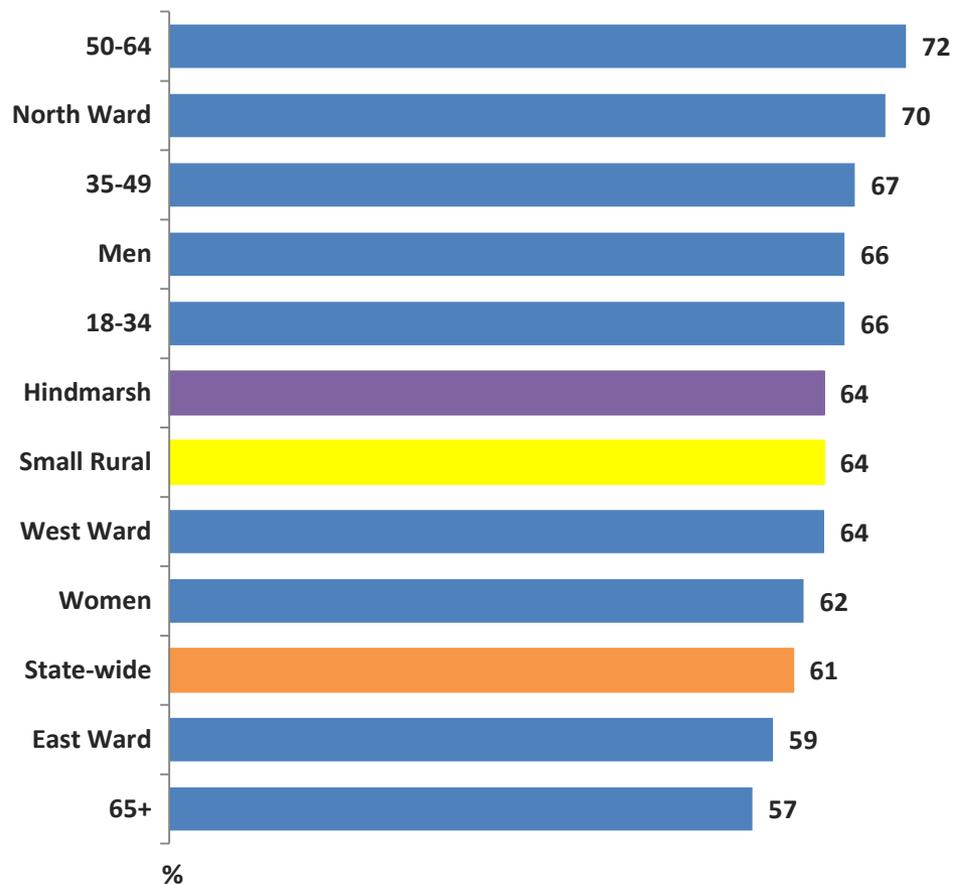
CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Hindmarsh Shire Council	<ul style="list-style-type: none">• 64%, equal to 2017
Most contact with Hindmarsh Shire Council	<ul style="list-style-type: none">• Aged 50-64 years
Least contact with Hindmarsh Shire Council	<ul style="list-style-type: none">• Aged 65+ years
Customer service rating	<ul style="list-style-type: none">• Index score of 72, up 1 point on 2017
Most satisfied with customer service	<ul style="list-style-type: none">• West Ward
Least satisfied with customer service	<ul style="list-style-type: none">• North Ward

2018 CONTACT WITH COUNCIL

2018 Contact with Council



Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh 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?

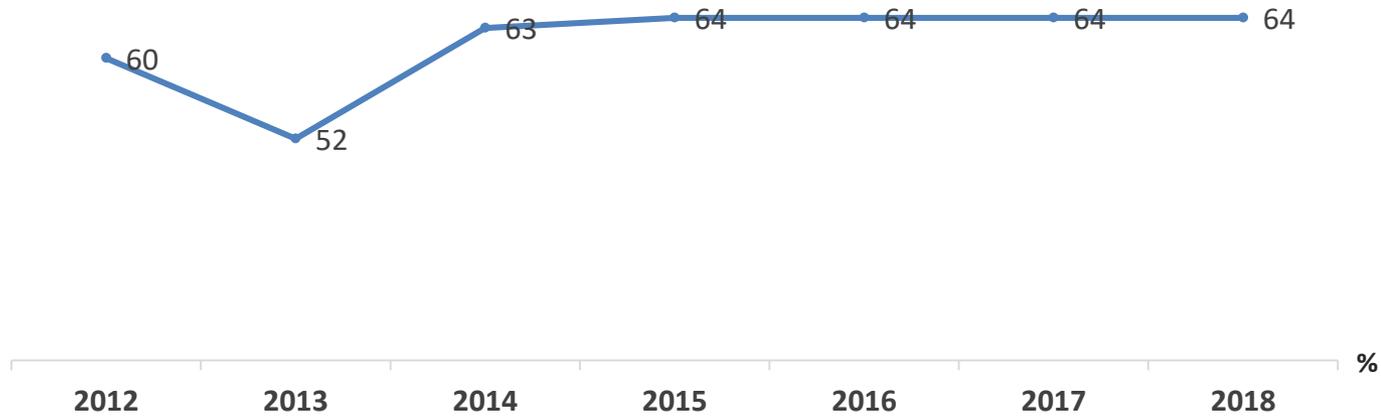
Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13

Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL

2018 Contact with Council

Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh 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: 43 Councils asked group: 13

2018 CONTACT CUSTOMER SERVICE INDEX SCORES



2018 Customer Service Rating

	2017	2016	2015	2014	2013	2012	
West Ward	79↑	71	75	75	80	73	n/a
65+	74	67	69	75	74	66	68
Women	74	77	76	71	74	69	69
35-49	73	71	75	69	71	74	69
18-34	73	79	74	67	82	70	70
Hindmarsh	72	71	73	71	73	69	66
Men	71	66	69	71	72	70	64
State-wide	70	69	69	70	72	71	71
East Ward	69	70	66	69	67	67	n/a
Small Rural	69	69	69	70	n/a	n/a	n/a
50-64	69	72	74	71	71	70	61
North Ward	67	73	75	69	73	68	n/a

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

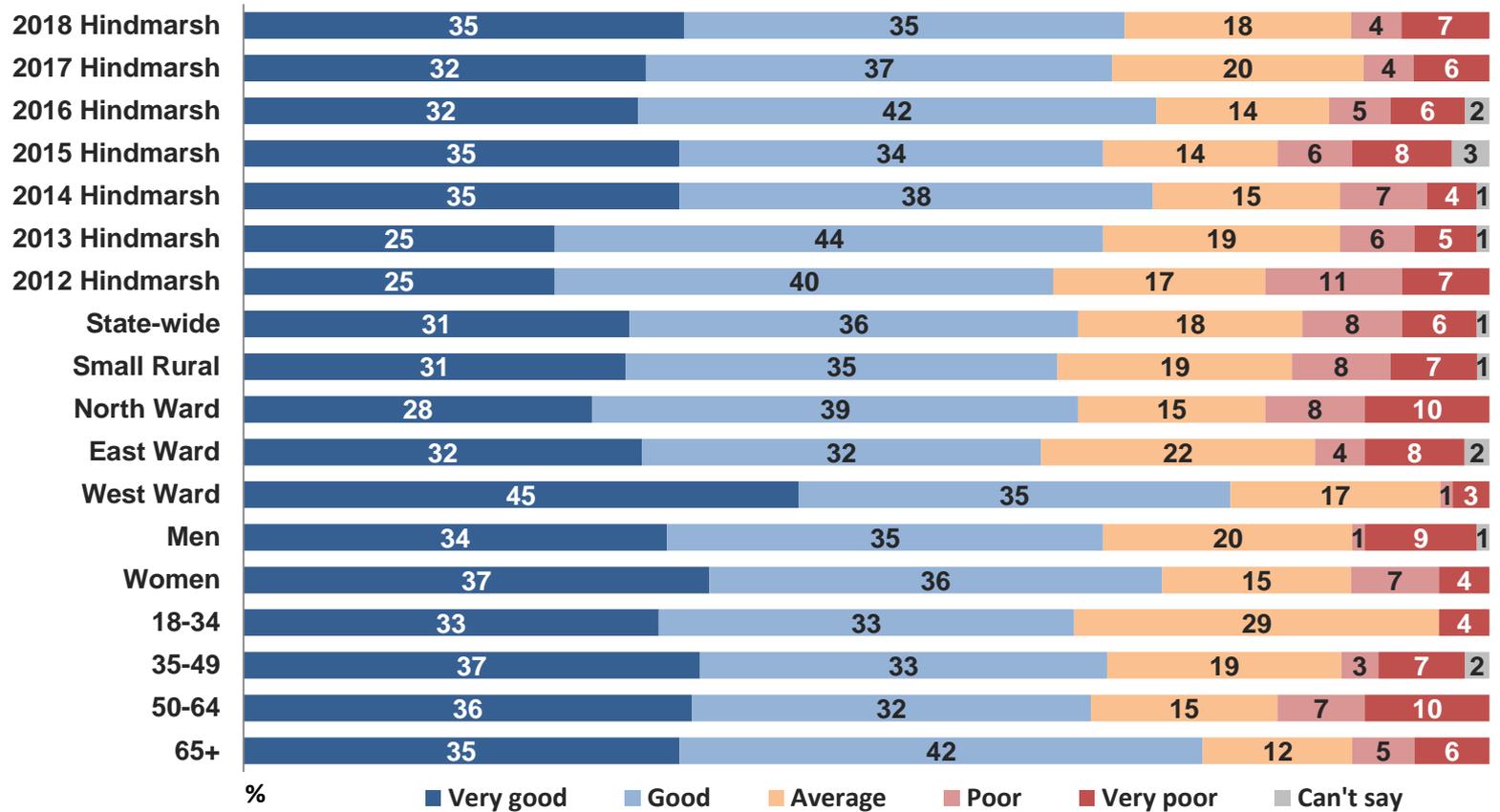
Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2018 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Hindmarsh 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: 64 Councils asked group: 18



KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION

SUMMARY

Council direction

- 64% stayed about the same, up 2 points on 2017
- 17% improved, down 5 points on 2017
- 16% deteriorated, up 3 points on 2017

Most satisfied with council direction

- Aged 18-34 years
- Women

Least satisfied with council direction

- Aged 35-49 years
- Aged 50-64 years

Direction headed

- 64% right direction (15% definitely and 49% probably)
- 25% wrong direction (13% probably and 11% definitely)

Rates vs services trade-off

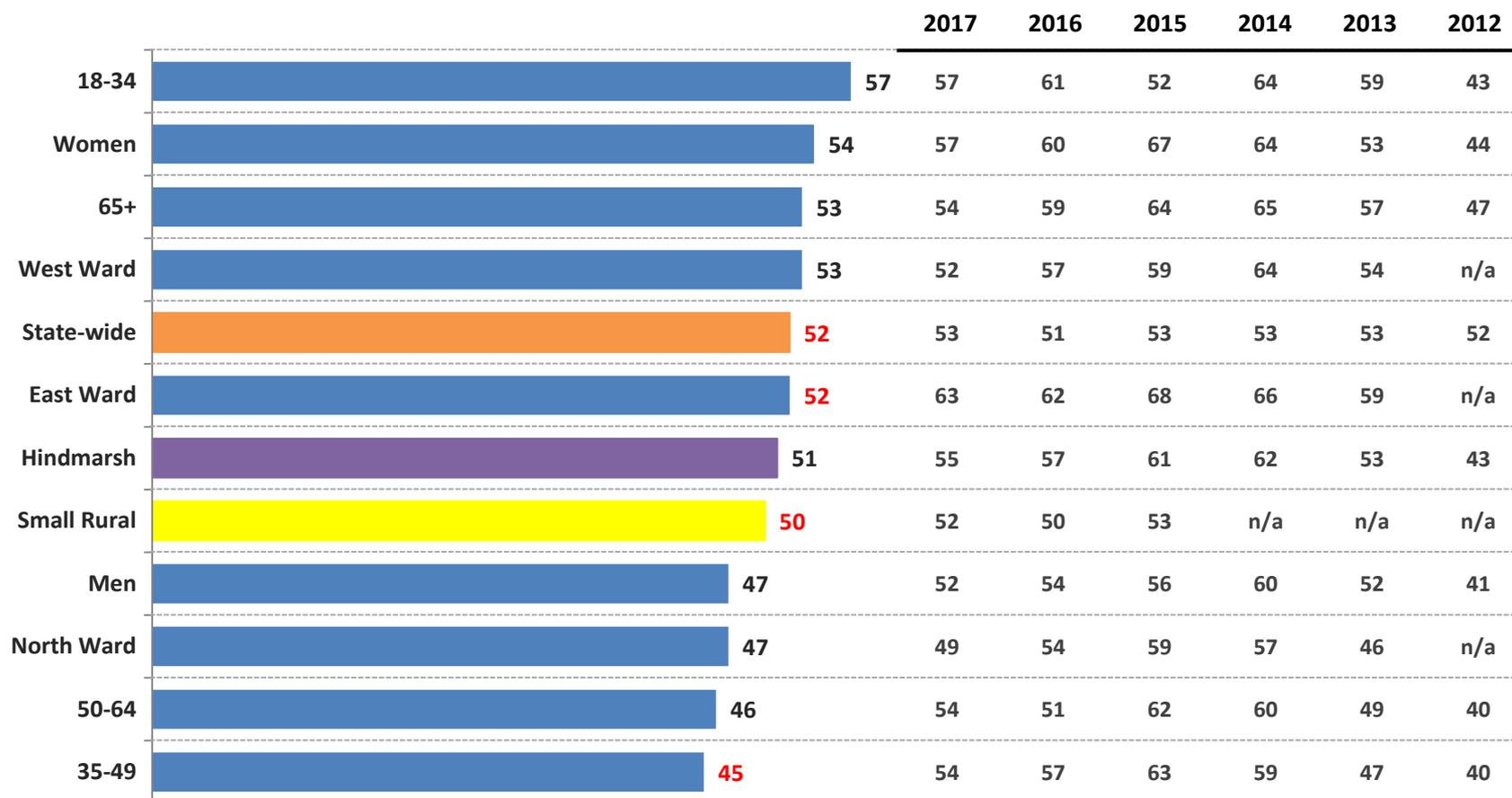
- 36% prefer rate rise, up 1 point on 2017
- 46% prefer service cuts, down 1 point on 2017

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



2018 Overall Direction



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

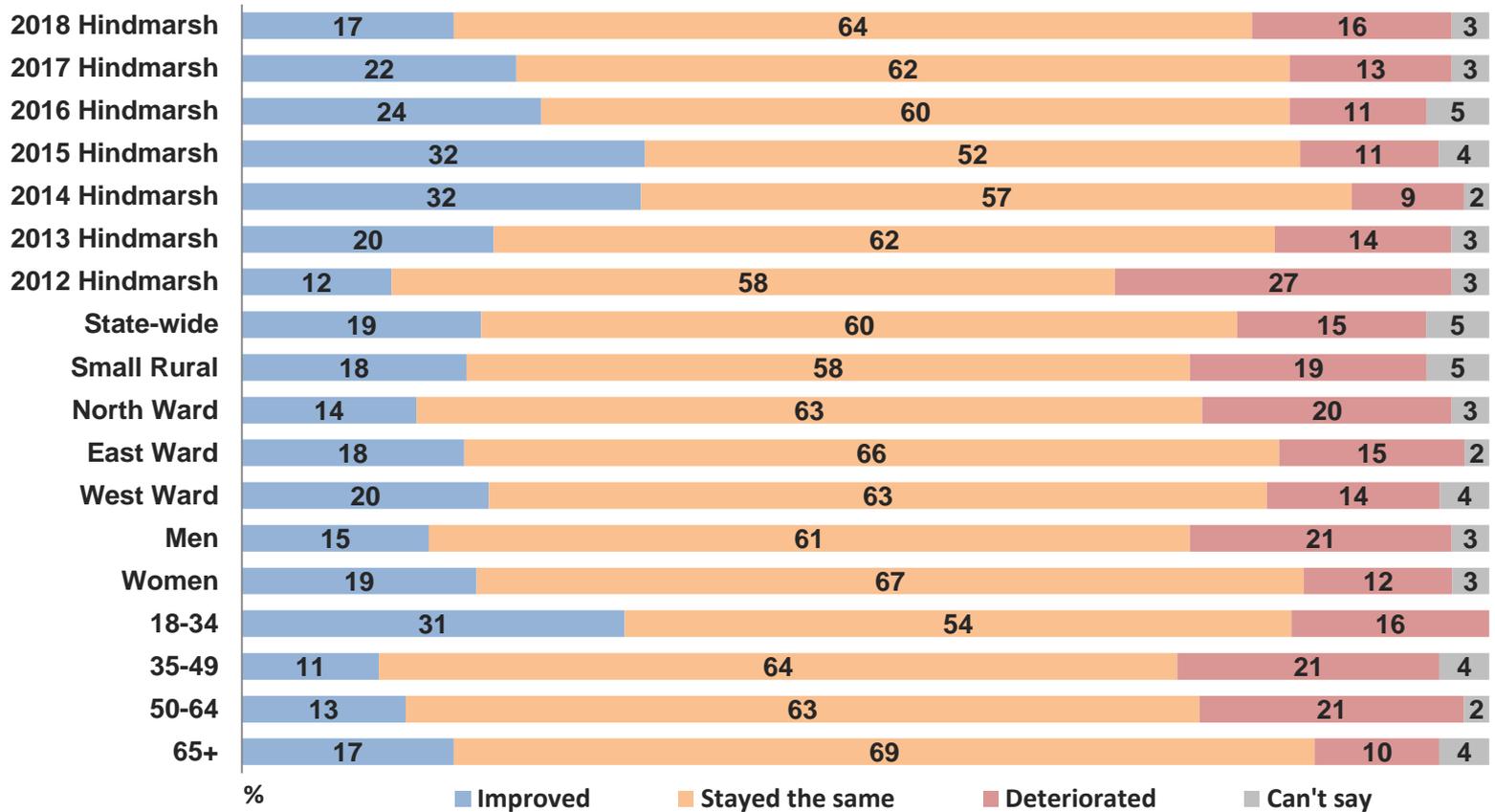
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2018 Overall Direction

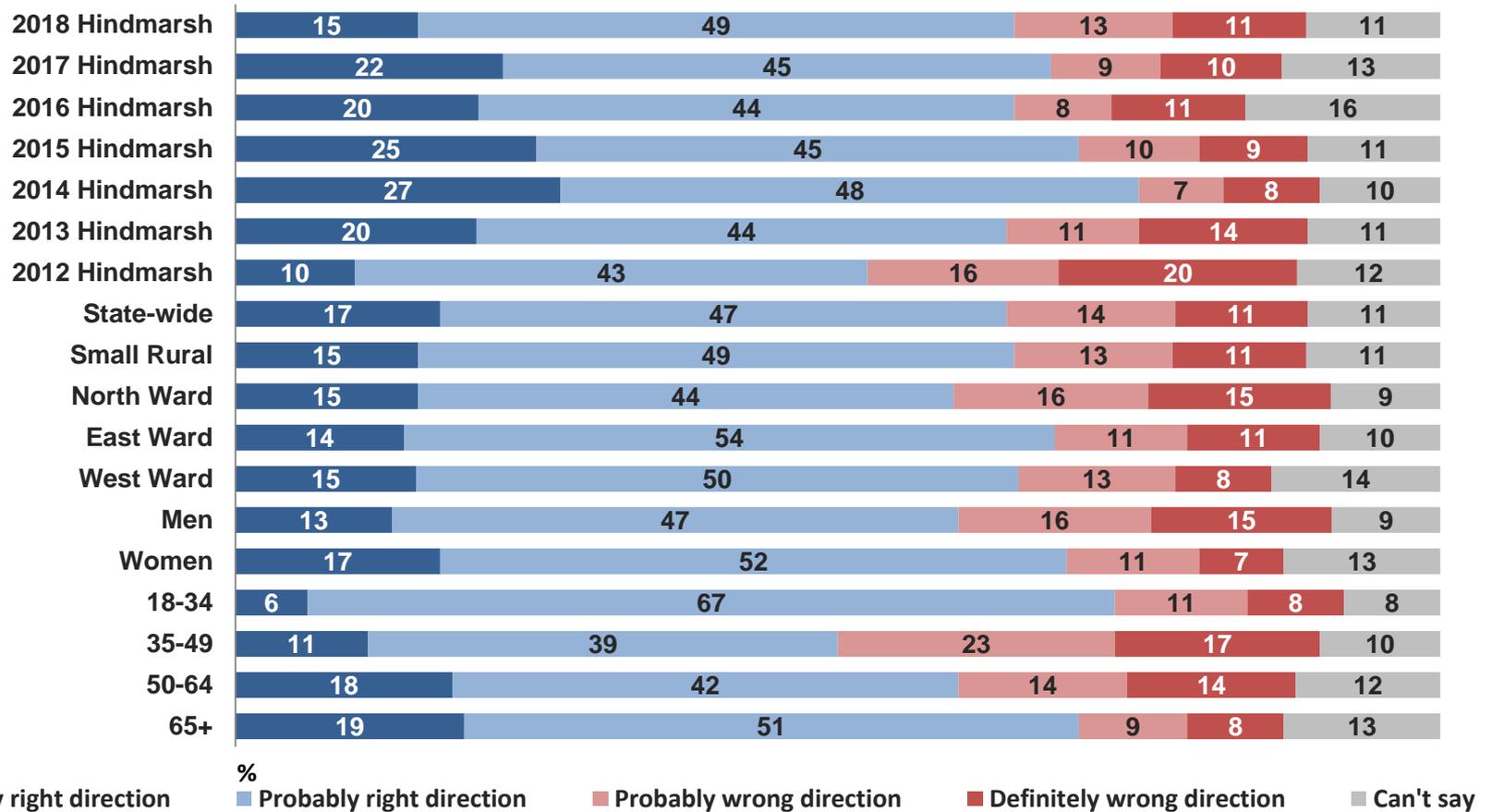


Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

2018 Future Direction



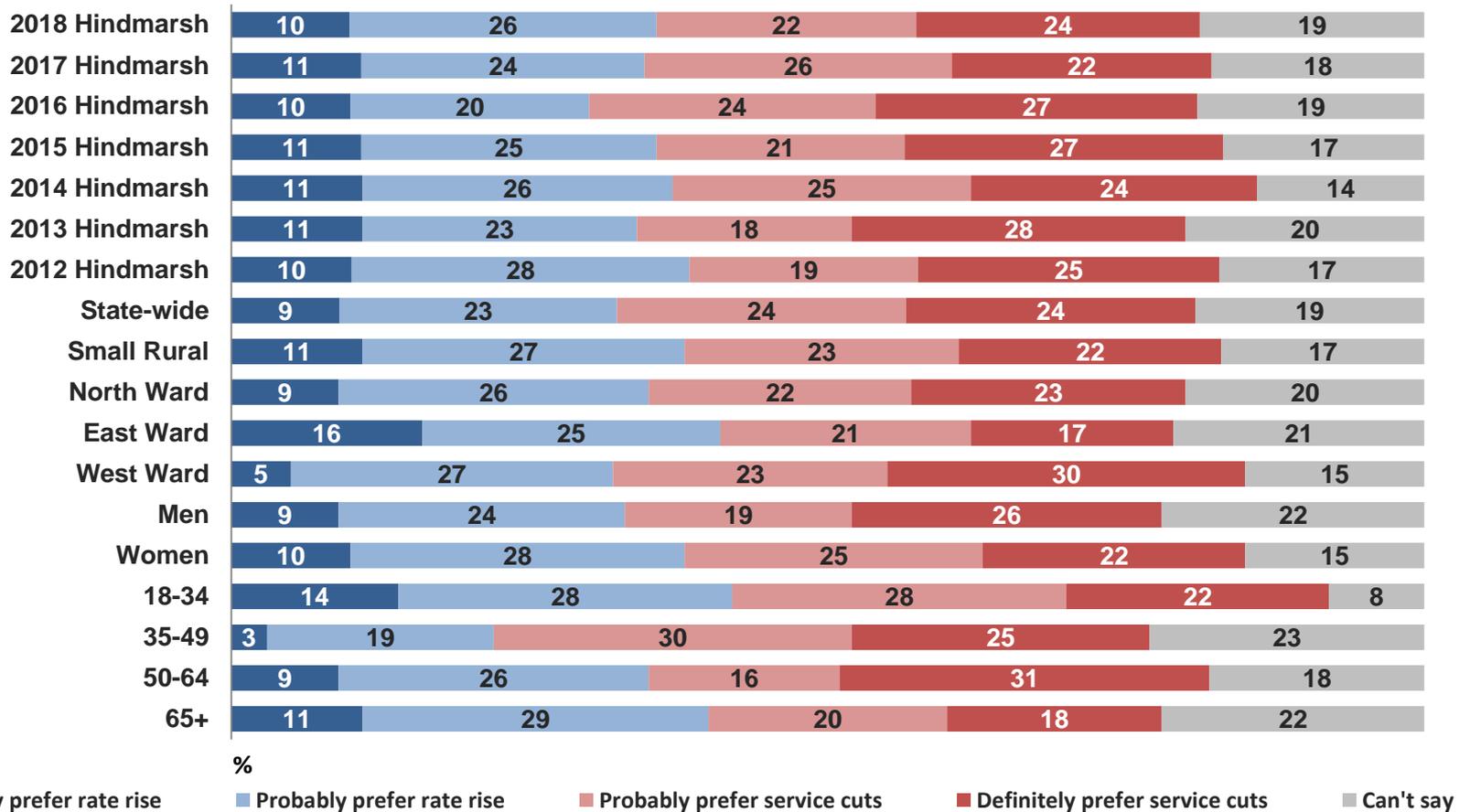
Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?

Base: All respondents. Councils asked state-wide: 9 Councils asked group: 1

2018 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES

2018 Rate Rise v Service Cut



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: 15 Councils asked group: 4



INDIVIDUAL SERVICE AREAS

2018 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2018 Consultation and Engagement Importance

	2017	2016	2015	2014	2013	2012
50-64	77	n/a	n/a	n/a	n/a	n/a
35-49	76	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a
Small Rural	74	77	76	n/a	n/a	n/a
65+	74	n/a	n/a	n/a	n/a	n/a
East Ward	74	n/a	n/a	n/a	n/a	n/a
State-wide	74	75	74	74	73	73
North Ward	73	n/a	n/a	n/a	n/a	n/a
Hindmarsh	73	n/a	n/a	n/a	n/a	n/a
West Ward	72	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a
18-34	63↓	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

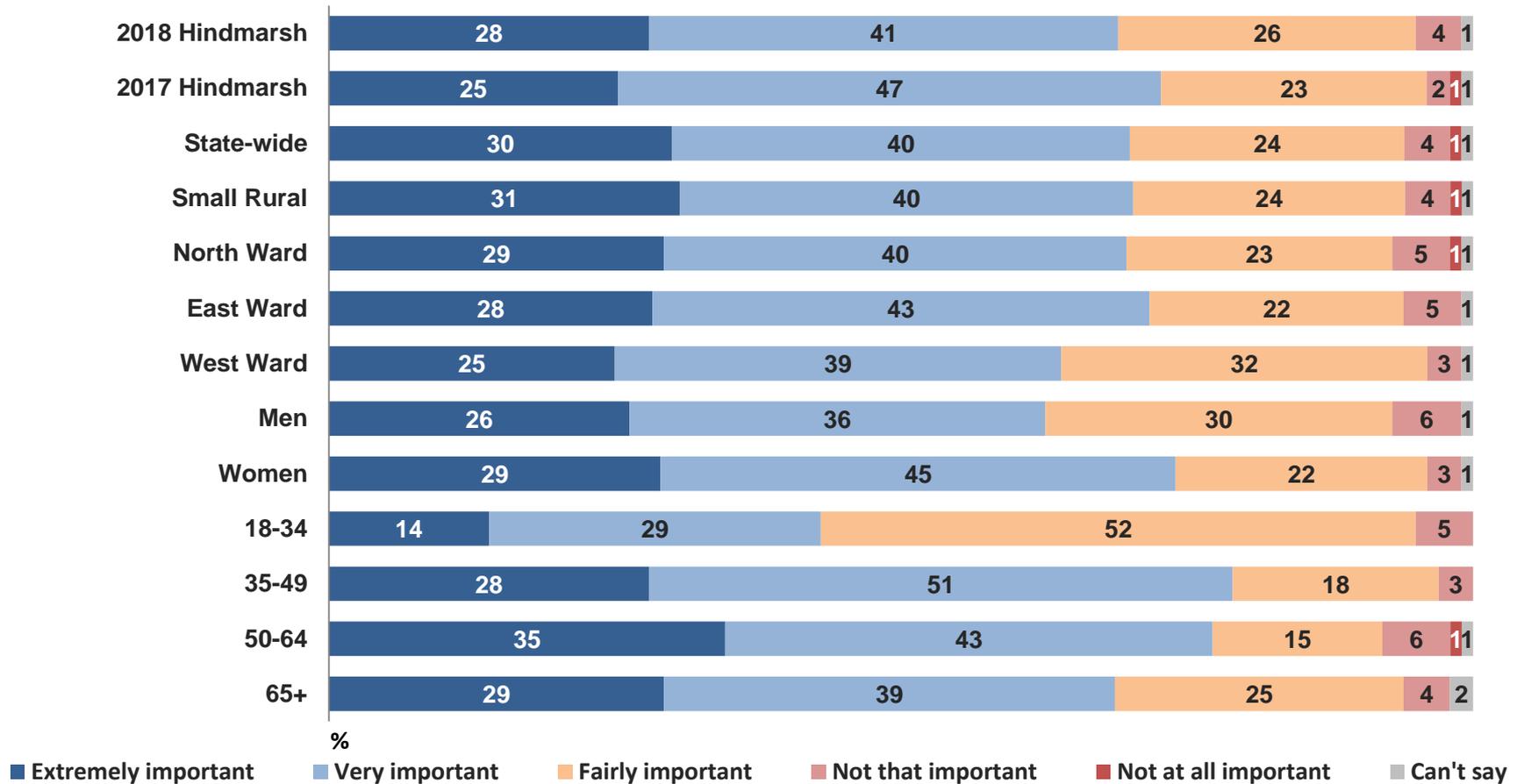
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE DETAILED PERCENTAGES

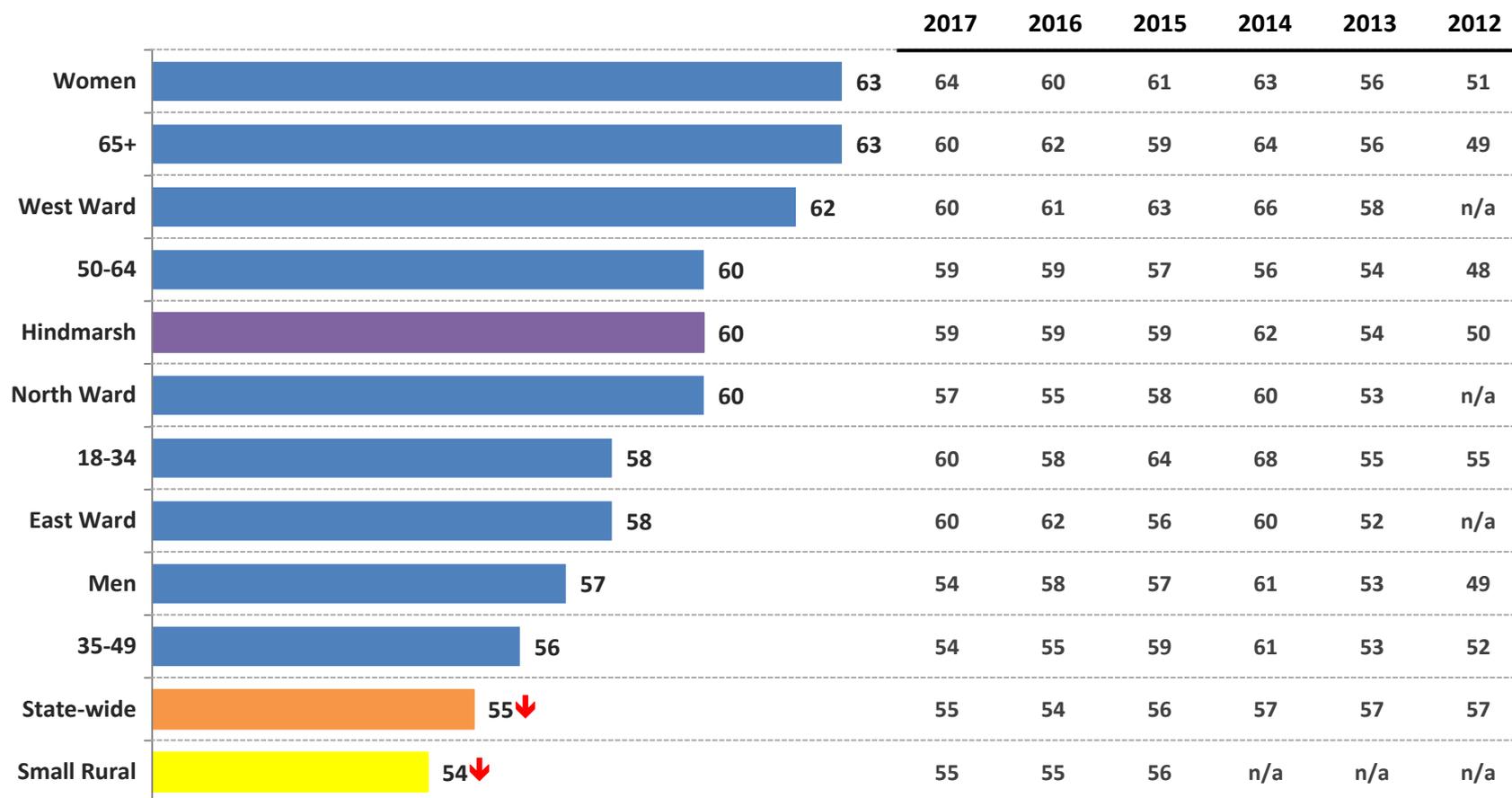
2018 Consultation and Engagement Importance



Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2018 Consultation and Engagement Performance



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

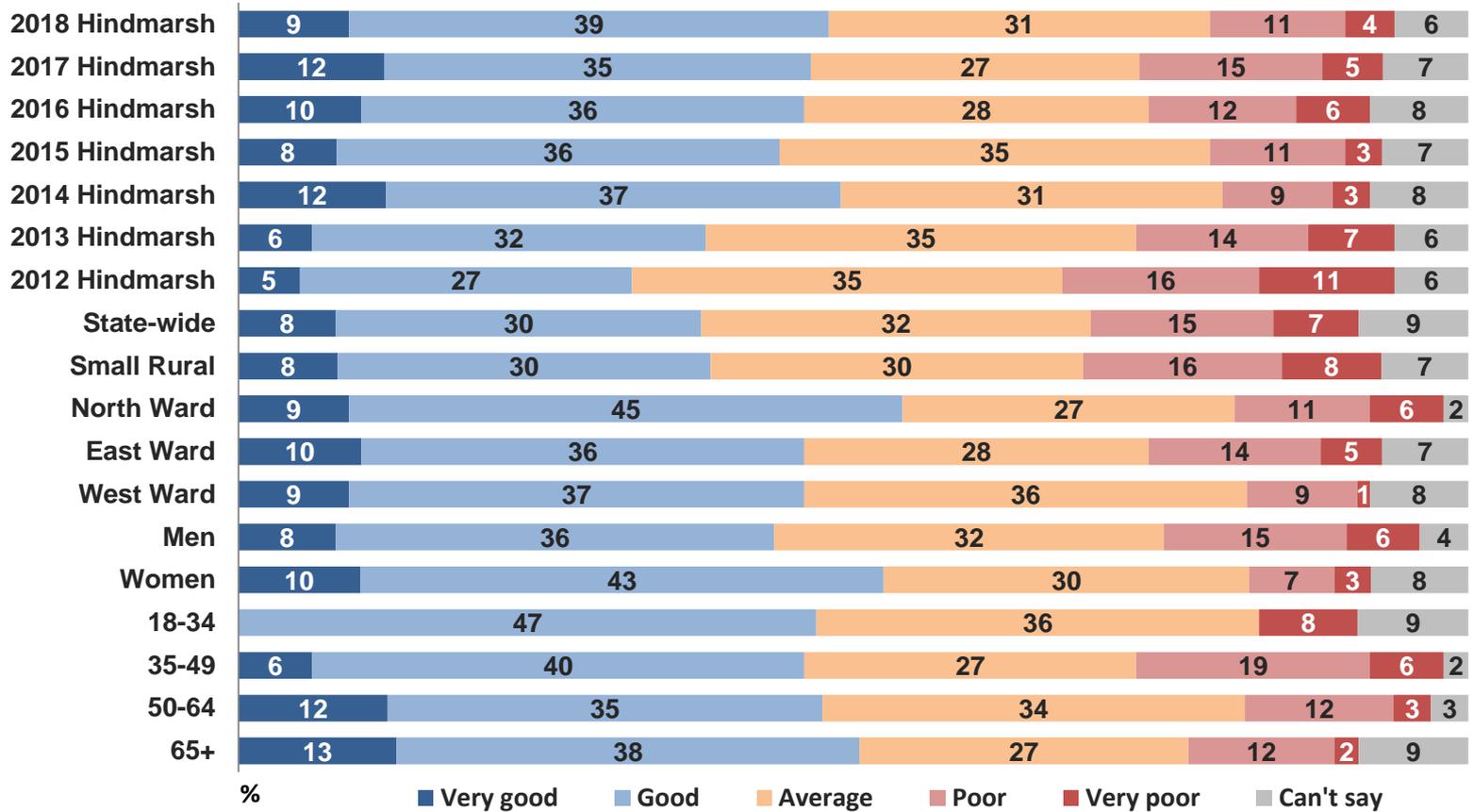
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2018 Consultation and Engagement Performance



2018 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2018 Lobbying Importance

	2017	2016	2015	2014	2013	2012
50-64	76↑	75	n/a	n/a	n/a	n/a
North Ward	75	76	n/a	n/a	n/a	n/a
Women	75↑	73	n/a	n/a	n/a	n/a
35-49	72	75	n/a	n/a	n/a	n/a
East Ward	71	69	n/a	n/a	n/a	n/a
Hindmarsh	71	72	n/a	n/a	n/a	n/a
Small Rural	70	70	71	72	n/a	n/a
65+	70	70	n/a	n/a	n/a	n/a
State-wide	68↓	69	69	69	70	70
Men	68	71	n/a	n/a	n/a	n/a
West Ward	67↓	72	n/a	n/a	n/a	n/a
18-34	66↓	68	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?

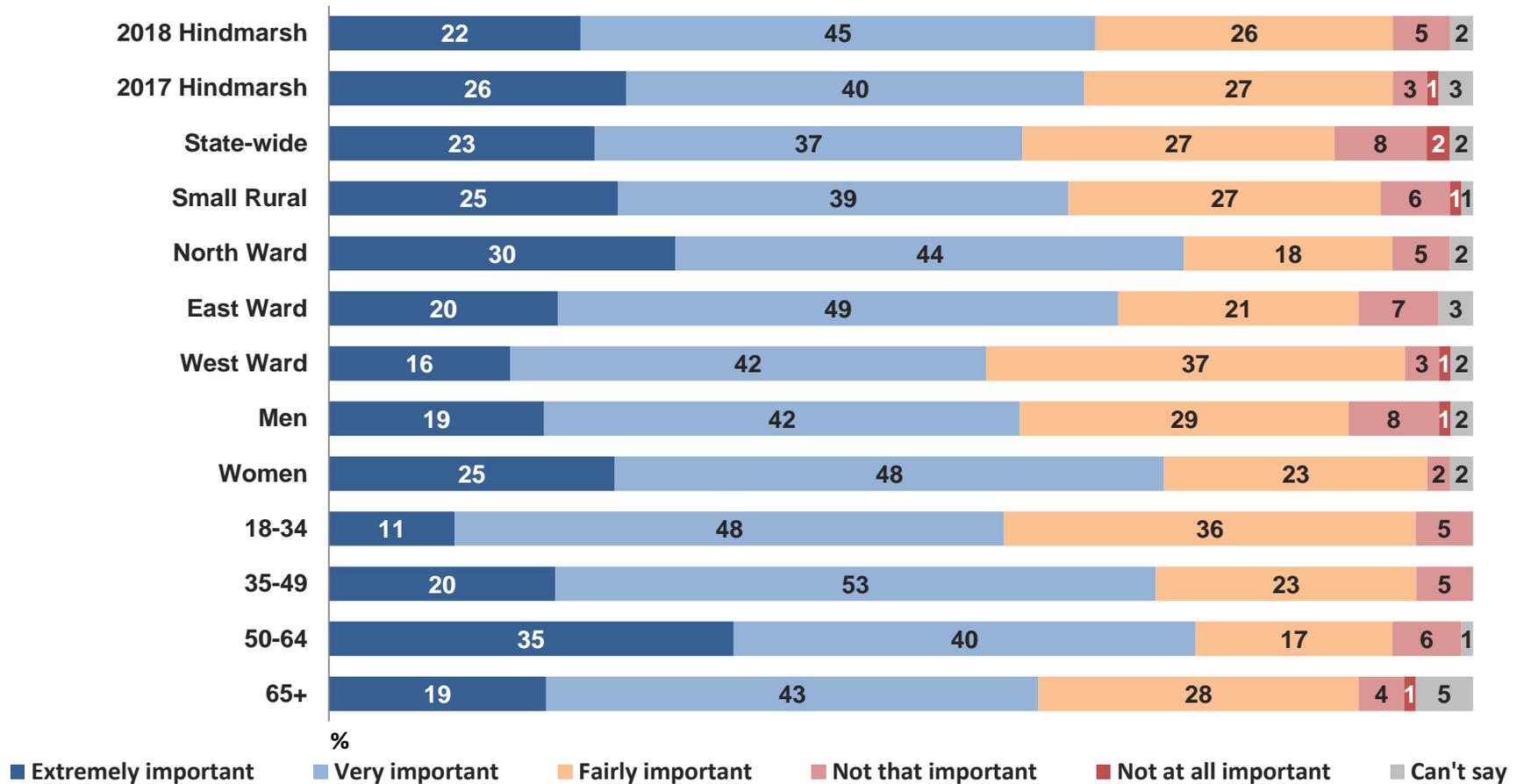
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2018 Lobbying Importance

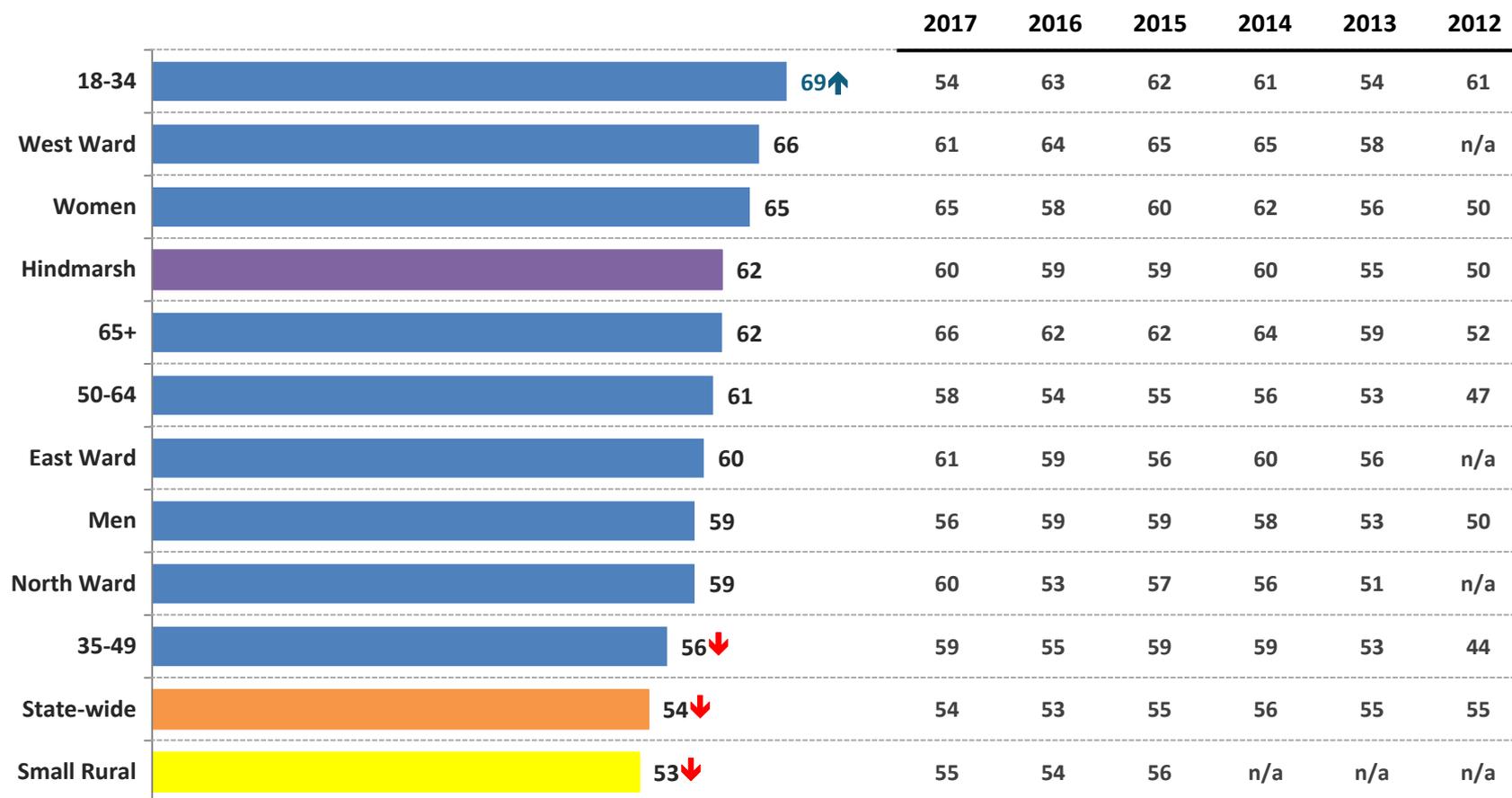


Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES

2018 Lobbying Performance



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

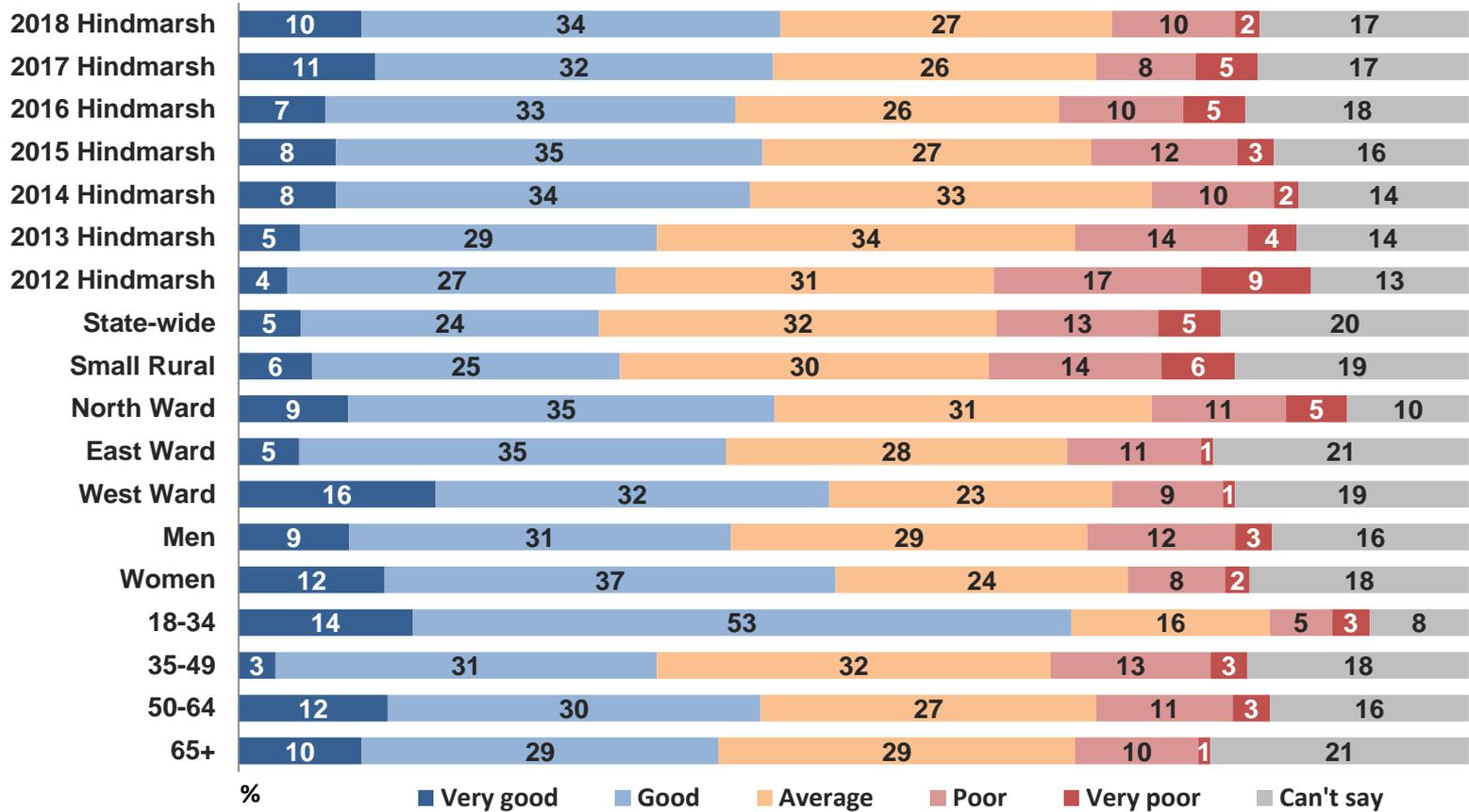
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2018 Lobbying Performance



2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE INDEX SCORES



2018 Community Decisions Made Importance

	2017	2016	2015	2014	2013	2012
50-64	80	78	n/a	n/a	n/a	n/a
State-wide	80↑	79	80	80	79	n/a
Women	79	80	n/a	n/a	n/a	n/a
35-49	77	82	n/a	n/a	n/a	n/a
West Ward	77	78	n/a	n/a	n/a	n/a
North Ward	77	82	n/a	n/a	n/a	n/a
Hindmarsh	77	78	n/a	n/a	n/a	n/a
Small Rural	77	78	n/a	82	n/a	n/a
65+	77	77	n/a	n/a	n/a	n/a
East Ward	76	76	n/a	n/a	n/a	n/a
Men	75	76	n/a	n/a	n/a	n/a
18-34	73	78	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

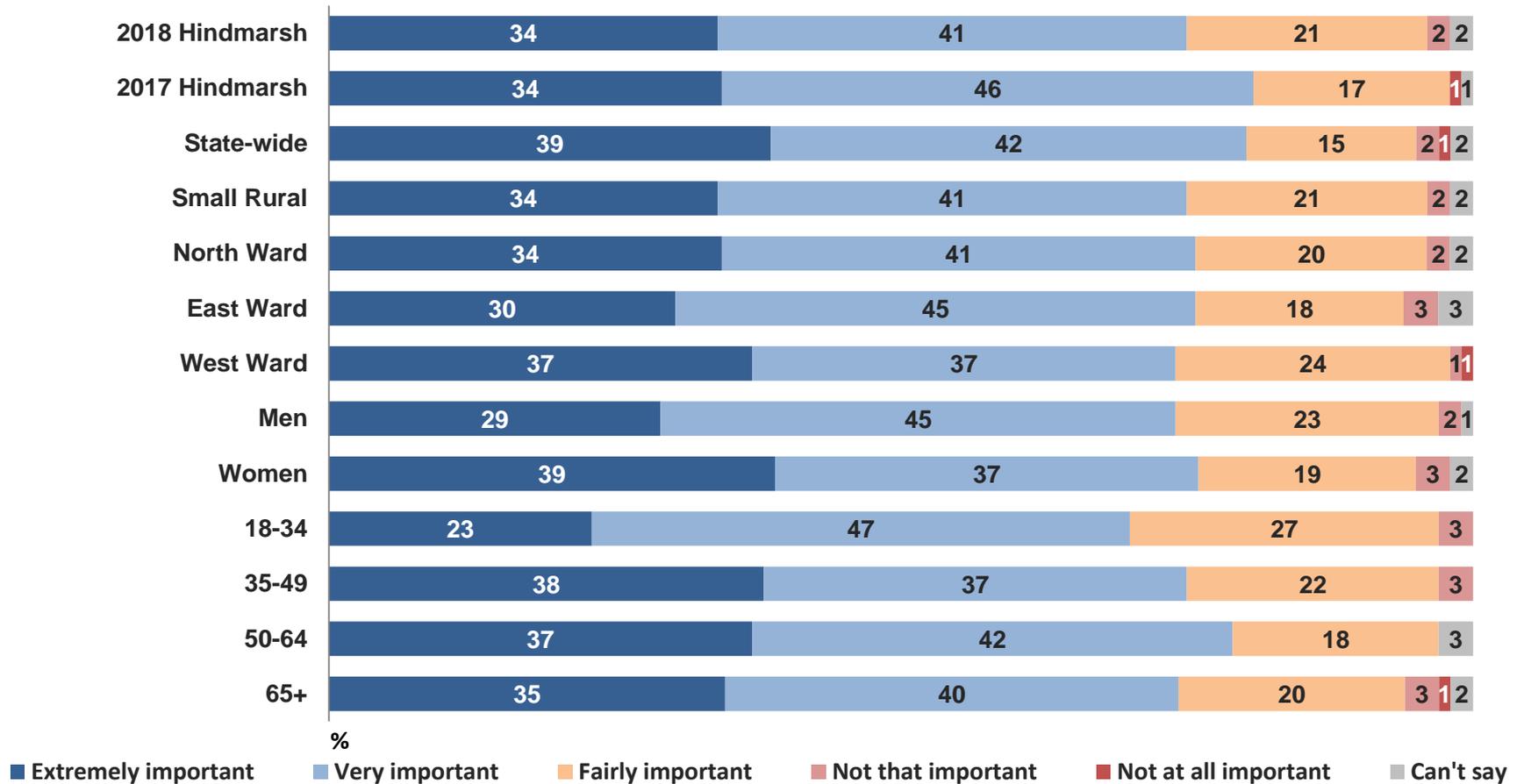
Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES



2018 Community Decisions Made Importance



Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

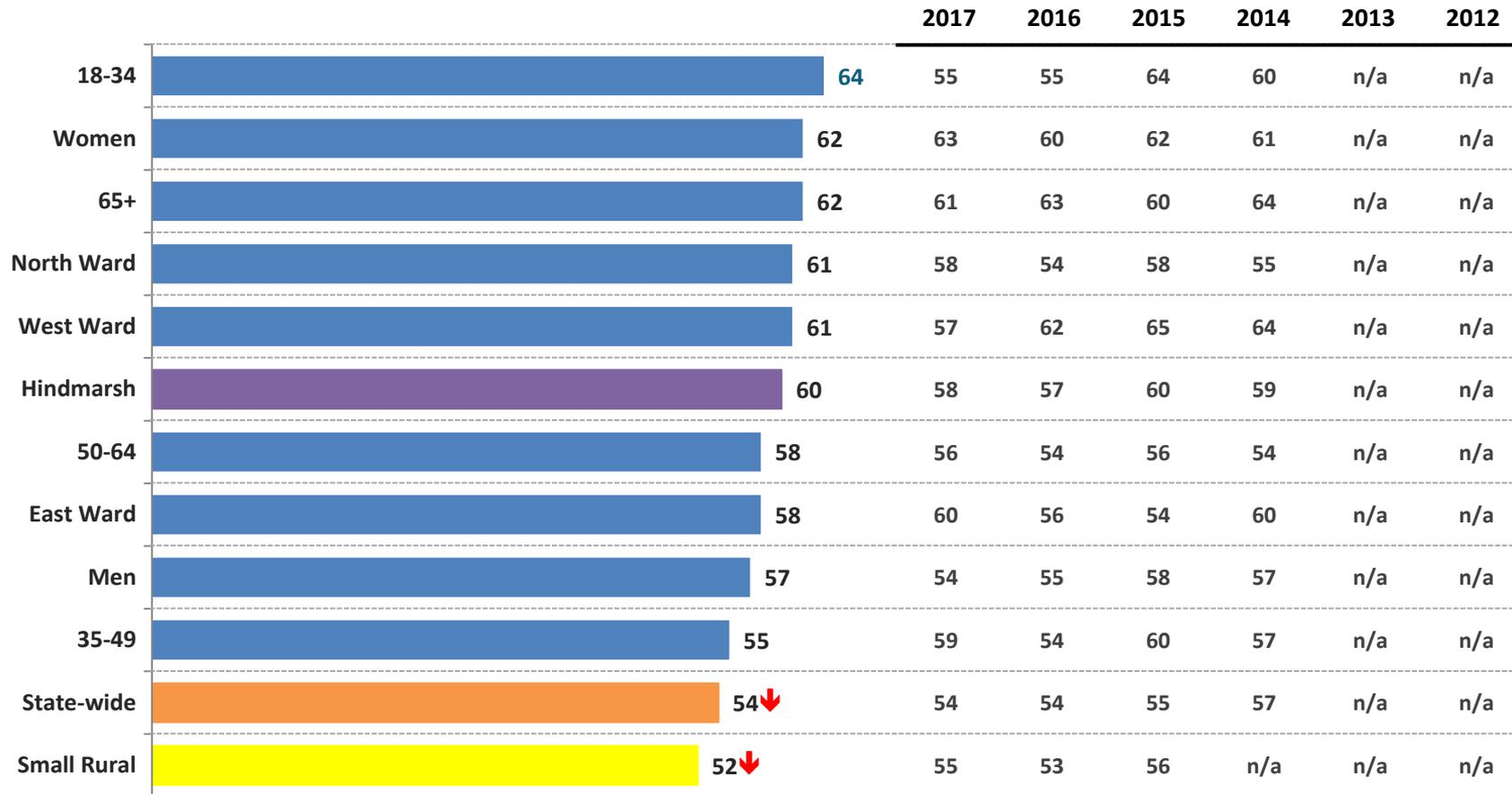
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 Community Decisions Made Performance



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

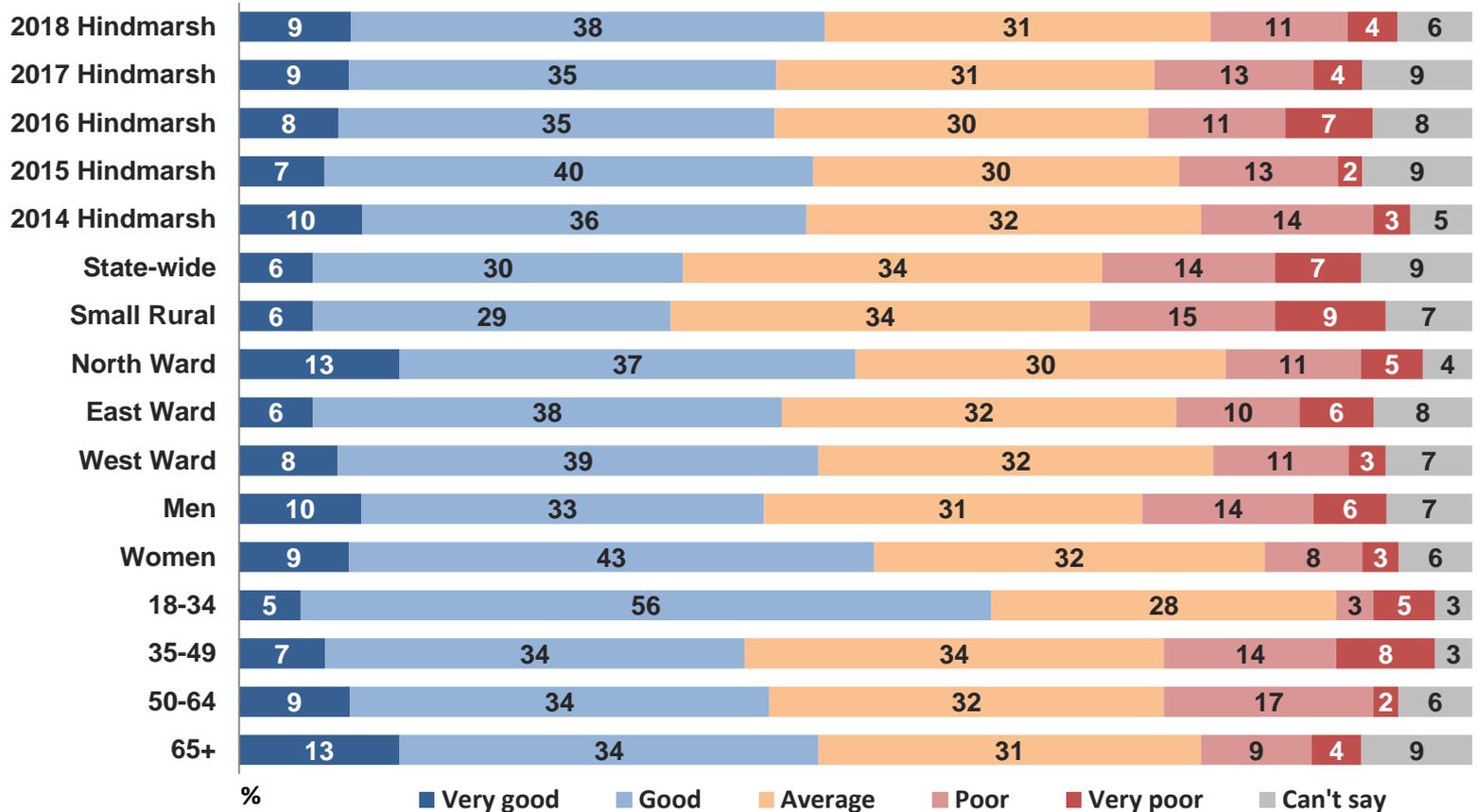
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2018 Community Decisions Made Performance



2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2018 Sealed Local Roads Importance

	2017	2016	2015	2014	2013	2012
North Ward	87	82	n/a	n/a	n/a	n/a
35-49	86	82	n/a	n/a	n/a	n/a
18-34	86	77	n/a	n/a	n/a	n/a
Women	86	81	n/a	n/a	n/a	n/a
50-64	85	84	n/a	n/a	n/a	n/a
Hindmarsh	84	81	n/a	n/a	n/a	n/a
Small Rural	84	81	78	n/a	n/a	n/a
West Ward	84	79	n/a	n/a	n/a	n/a
Men	82	80	n/a	n/a	n/a	n/a
East Ward	81	81	n/a	n/a	n/a	n/a
65+	81	80	n/a	n/a	n/a	n/a
State-wide	80↓	78	76	77	n/a	n/a

Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 1

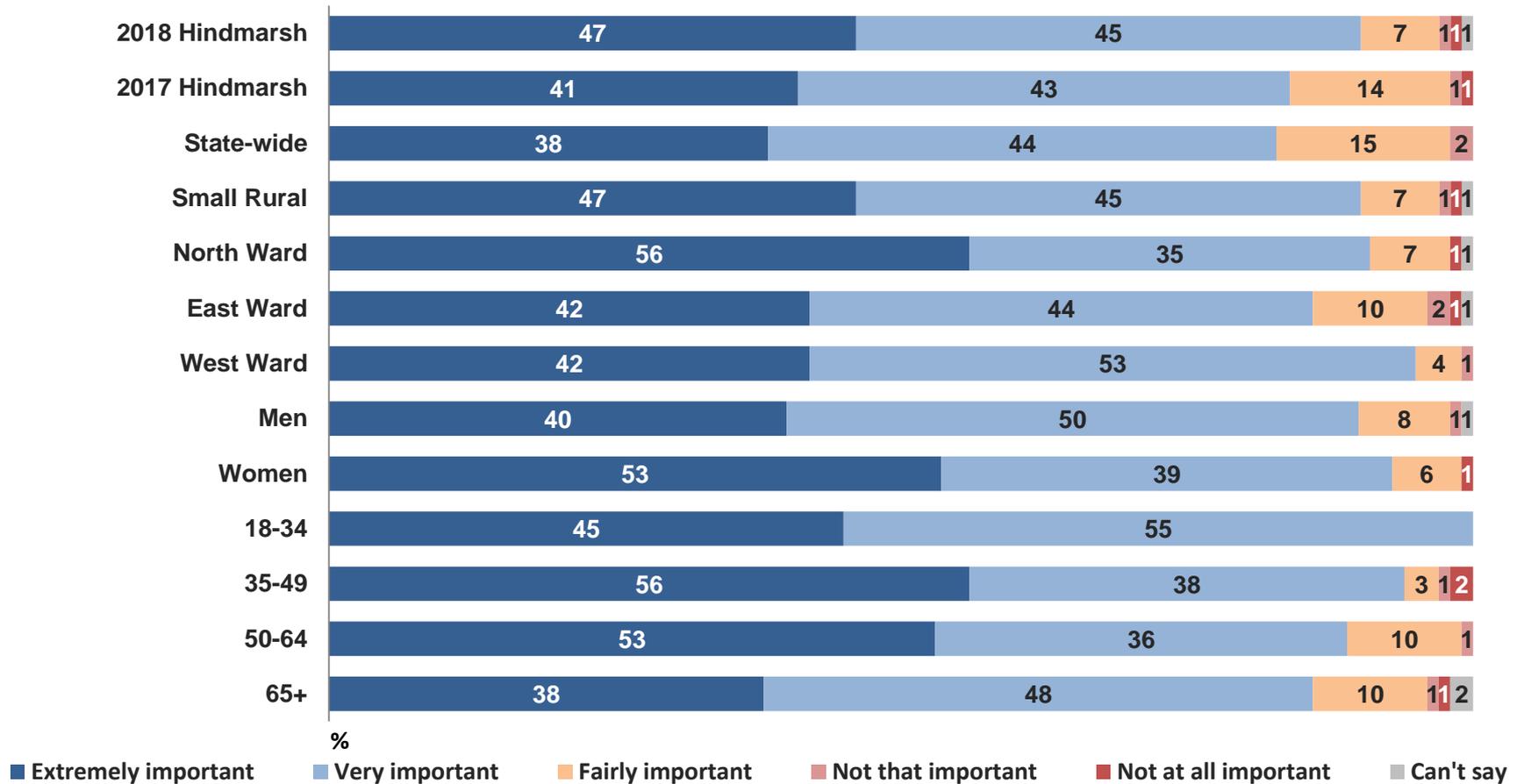
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Importance



Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

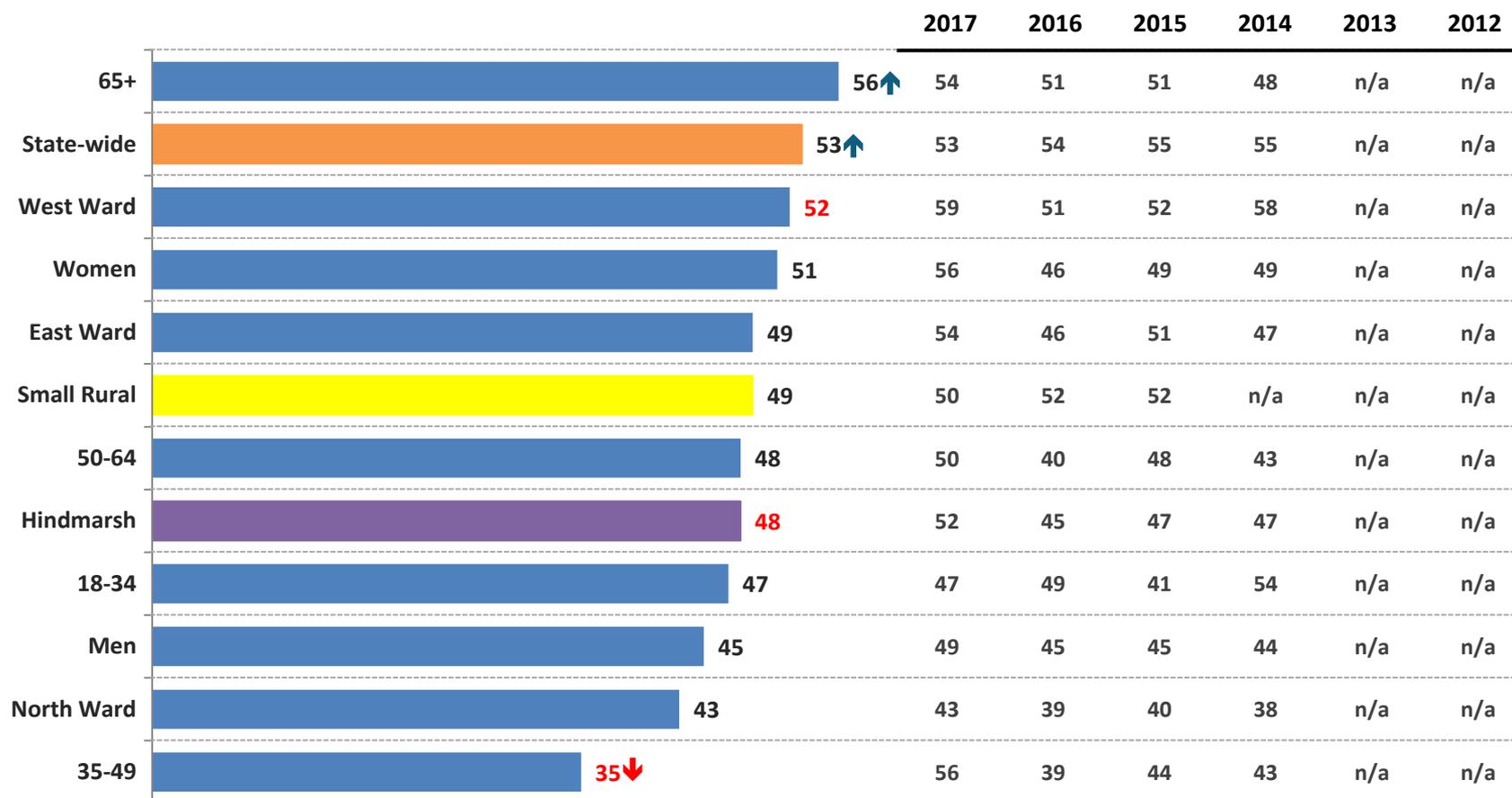
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 1

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 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: 64 Councils asked group: 18

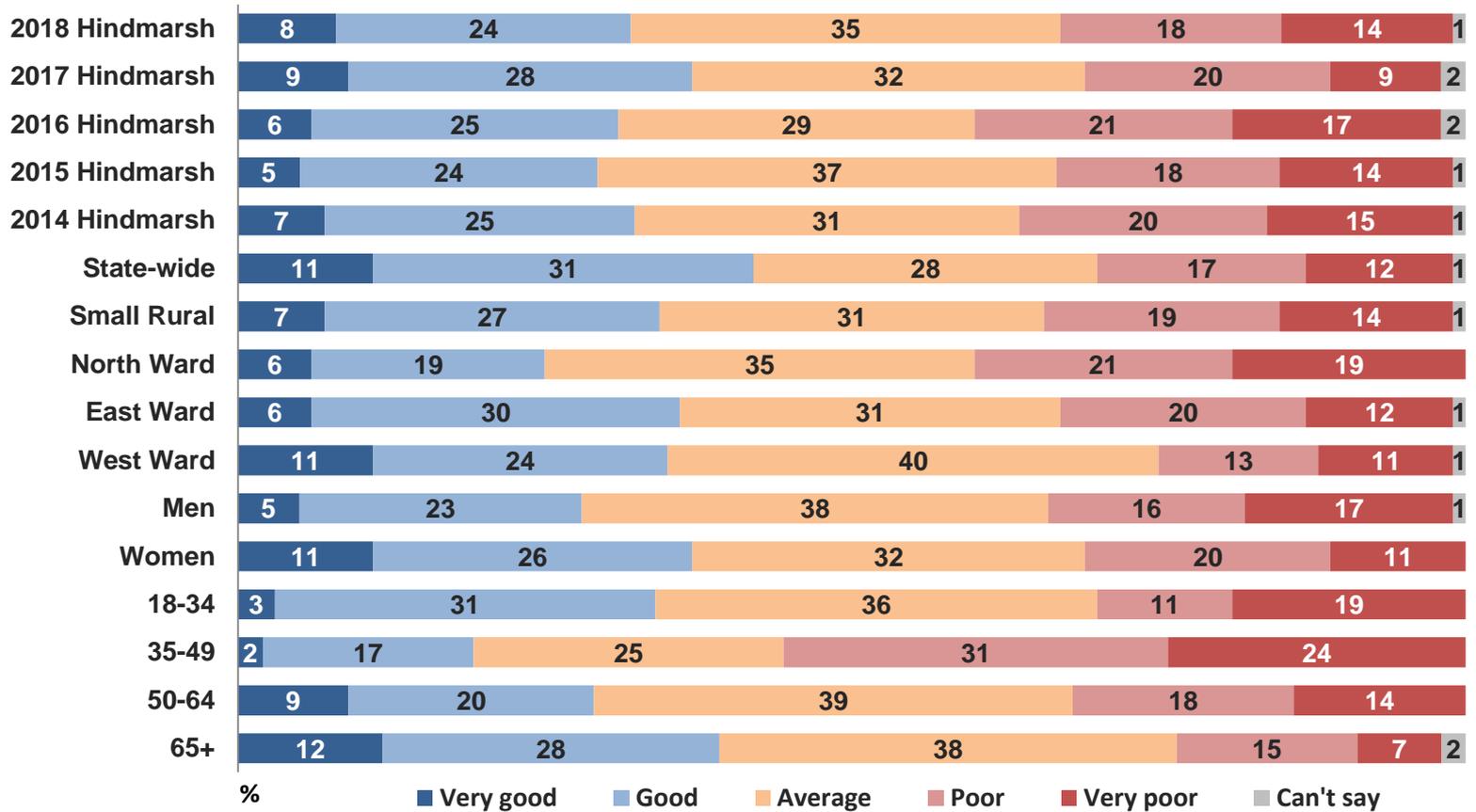
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Performance

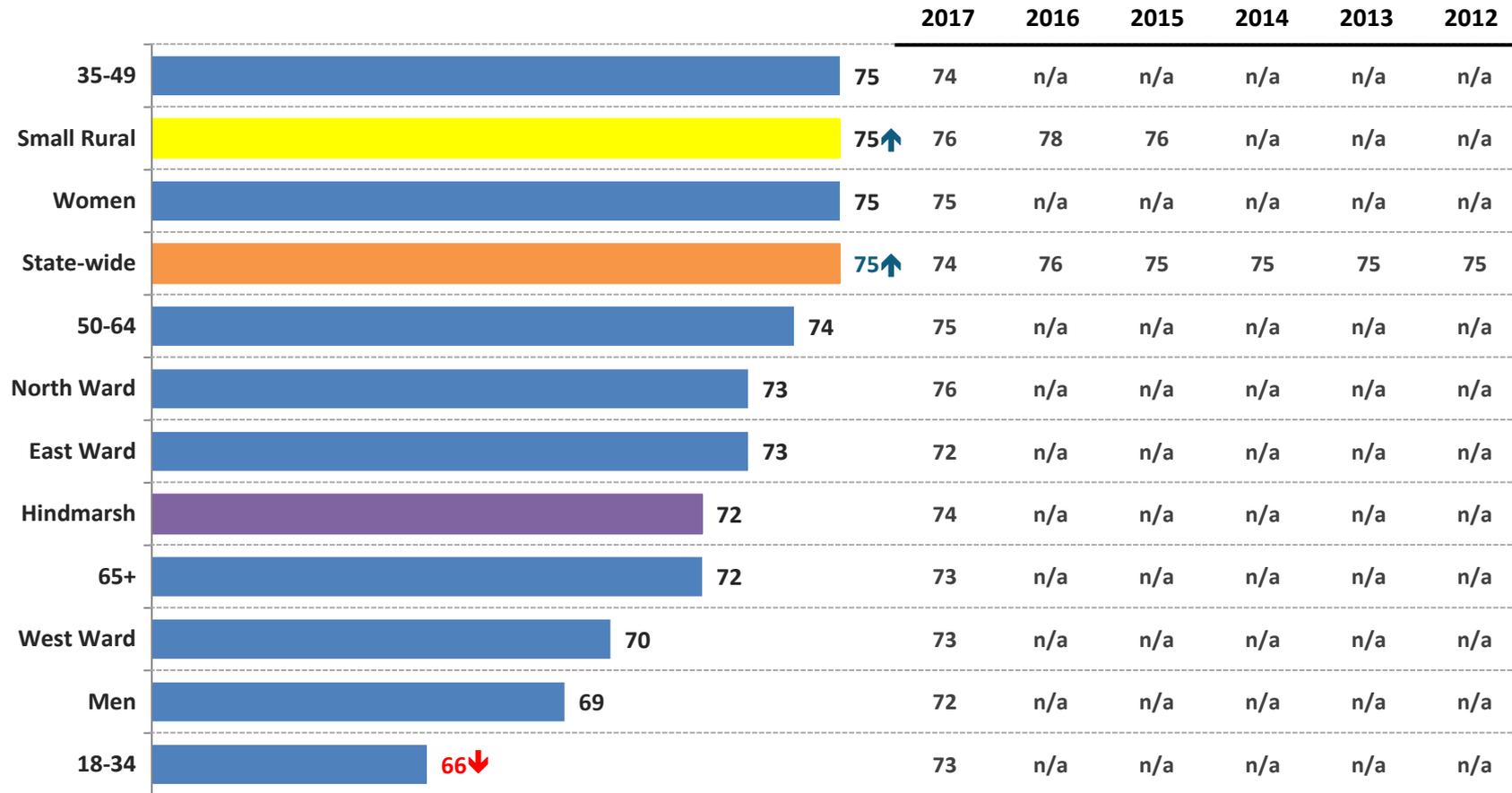


Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES

2018 Informing Community Importance



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

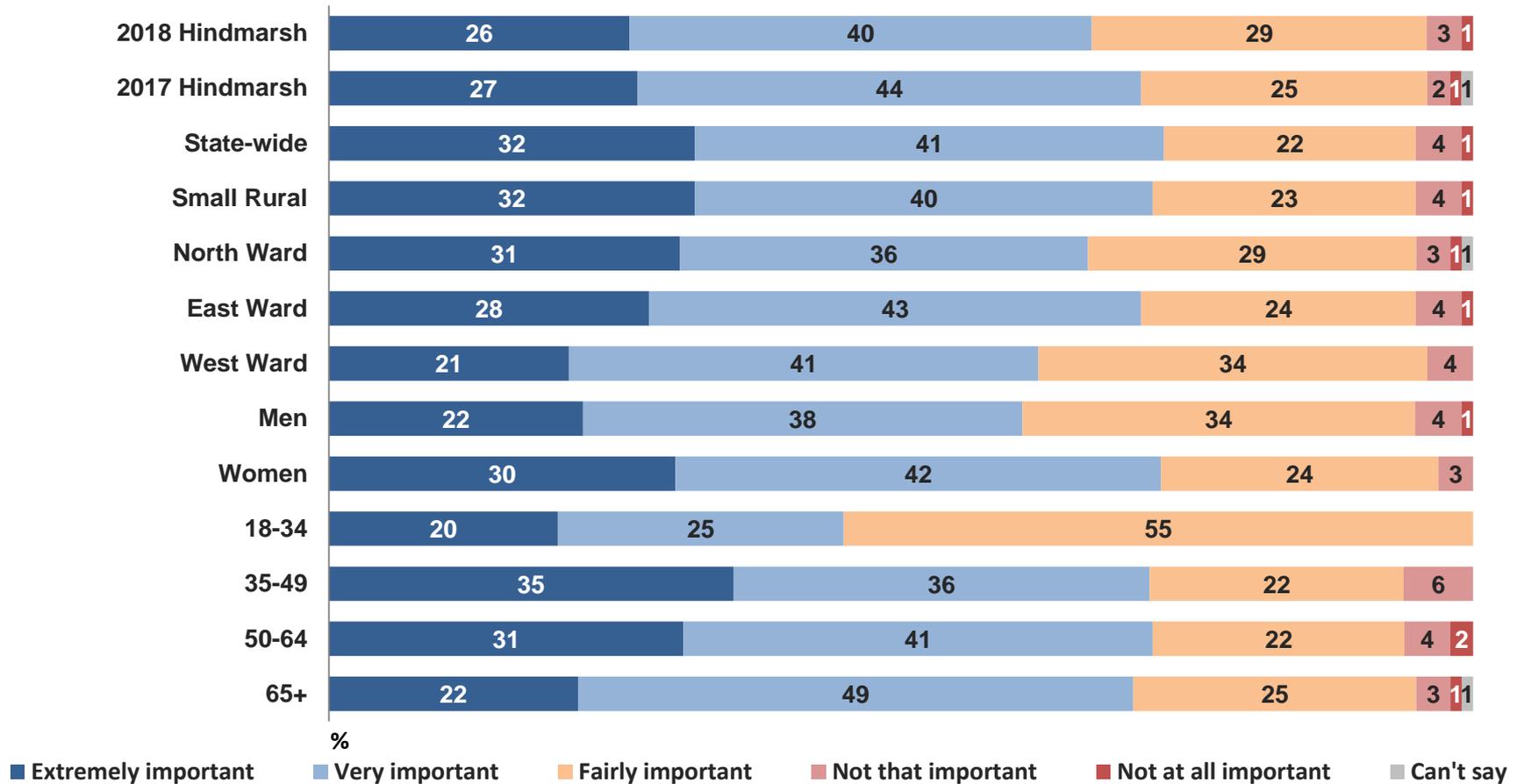
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2018 Informing Community Importance



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2018 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES

2018 Informing Community Performance

		2017	2016	2015	2014	2013	2012
West Ward	64	63	66	67	70	62	n/a
18-34	63	64	63	63	66	62	57
Women	63	68	63	66	67	60	51
65+	62	64	66	64	71	59	53
Hindmarsh	60	64	62	63	66	59	53
50-64	59	61	58	61	59	57	50
State-wide	59	59	59	61	62	61	60
East Ward	58	64	64	58	66	57	n/a
North Ward	57	63	55	62	61	57	n/a
Men	57	60	60	59	64	58	56
Small Rural	56↓	58	58	60	n/a	n/a	n/a
35-49	55	65	58	64	65	58	54

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

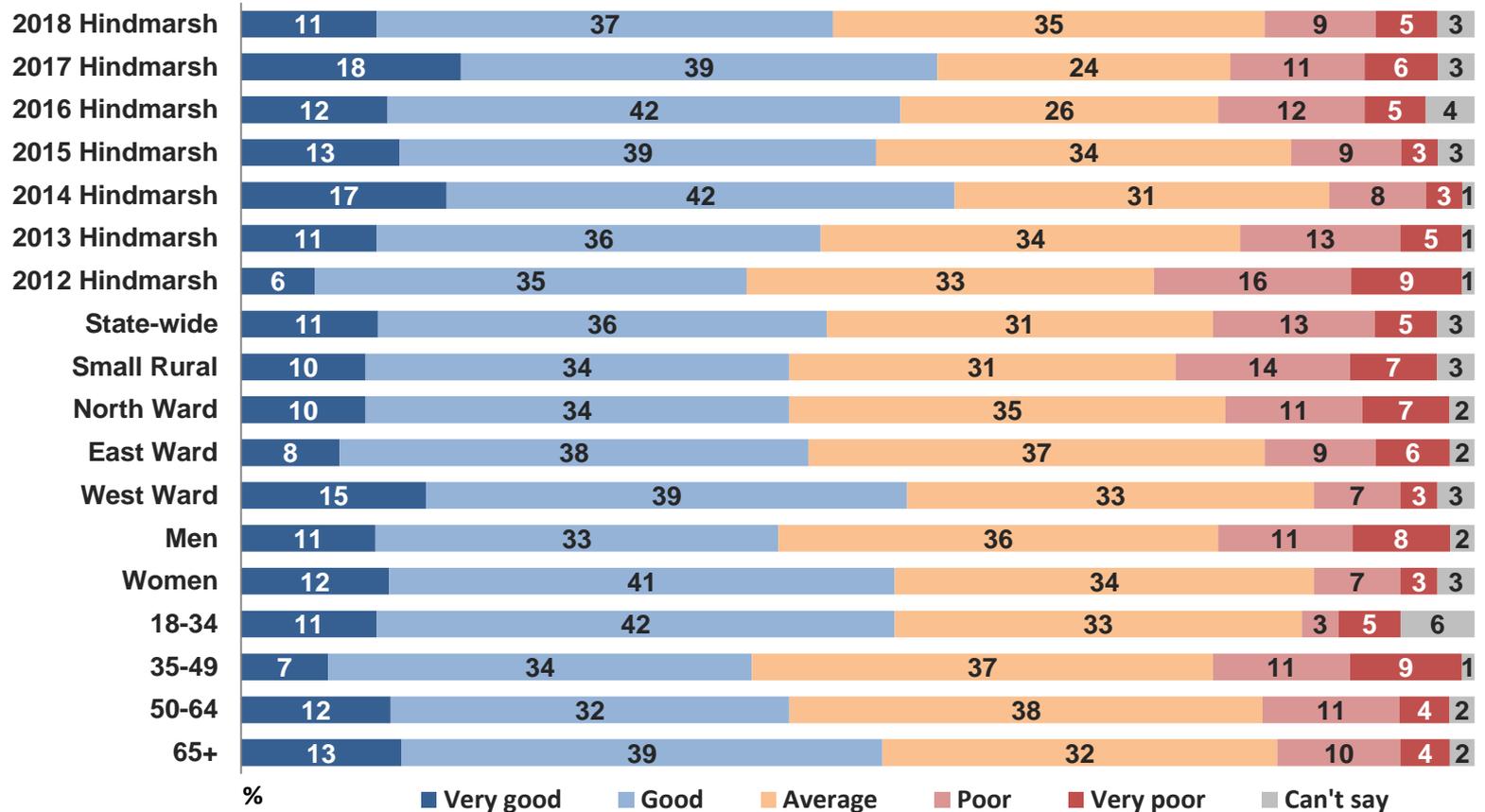
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2018 Informing Community Performance

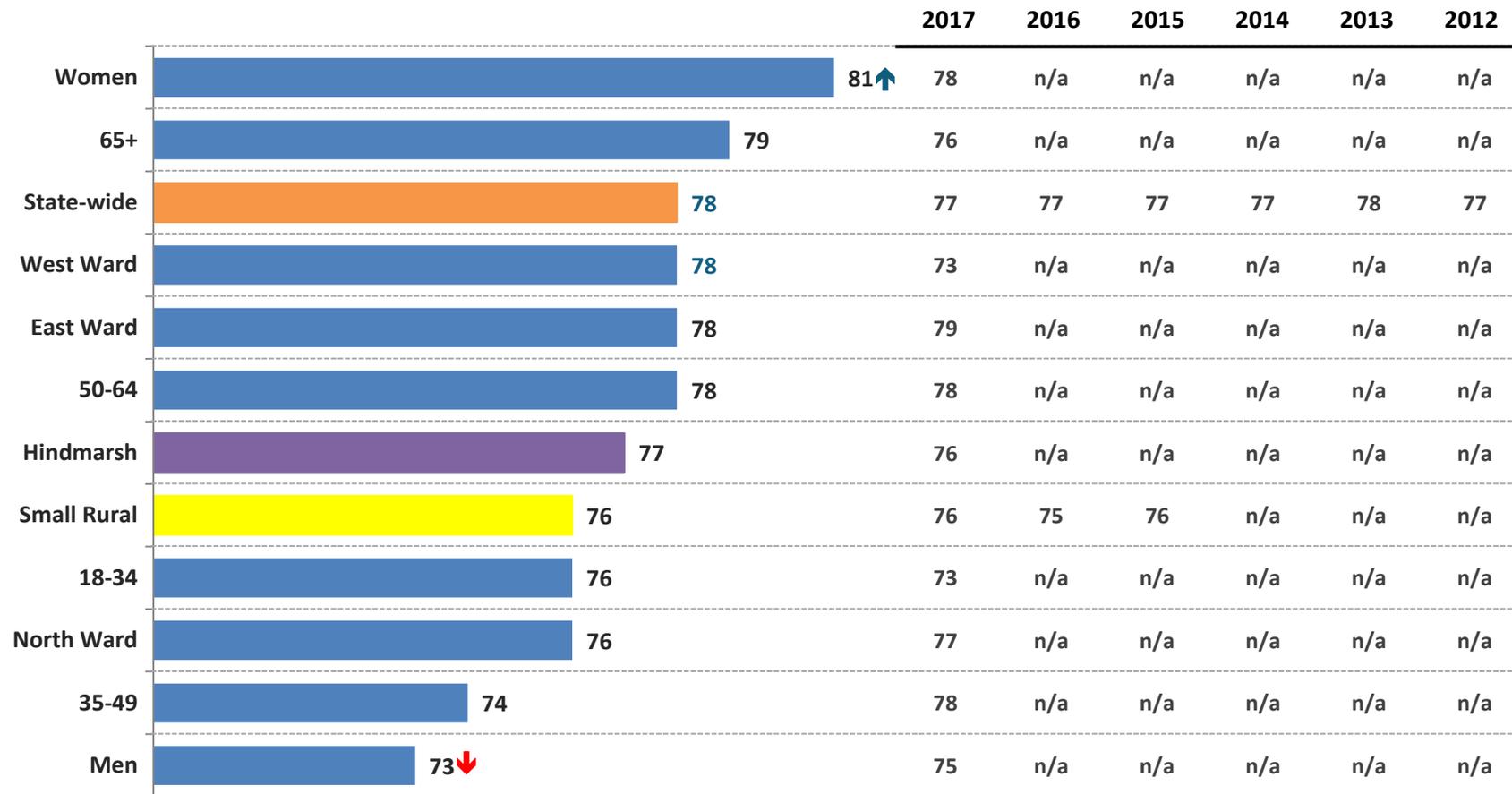


2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES



2018 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

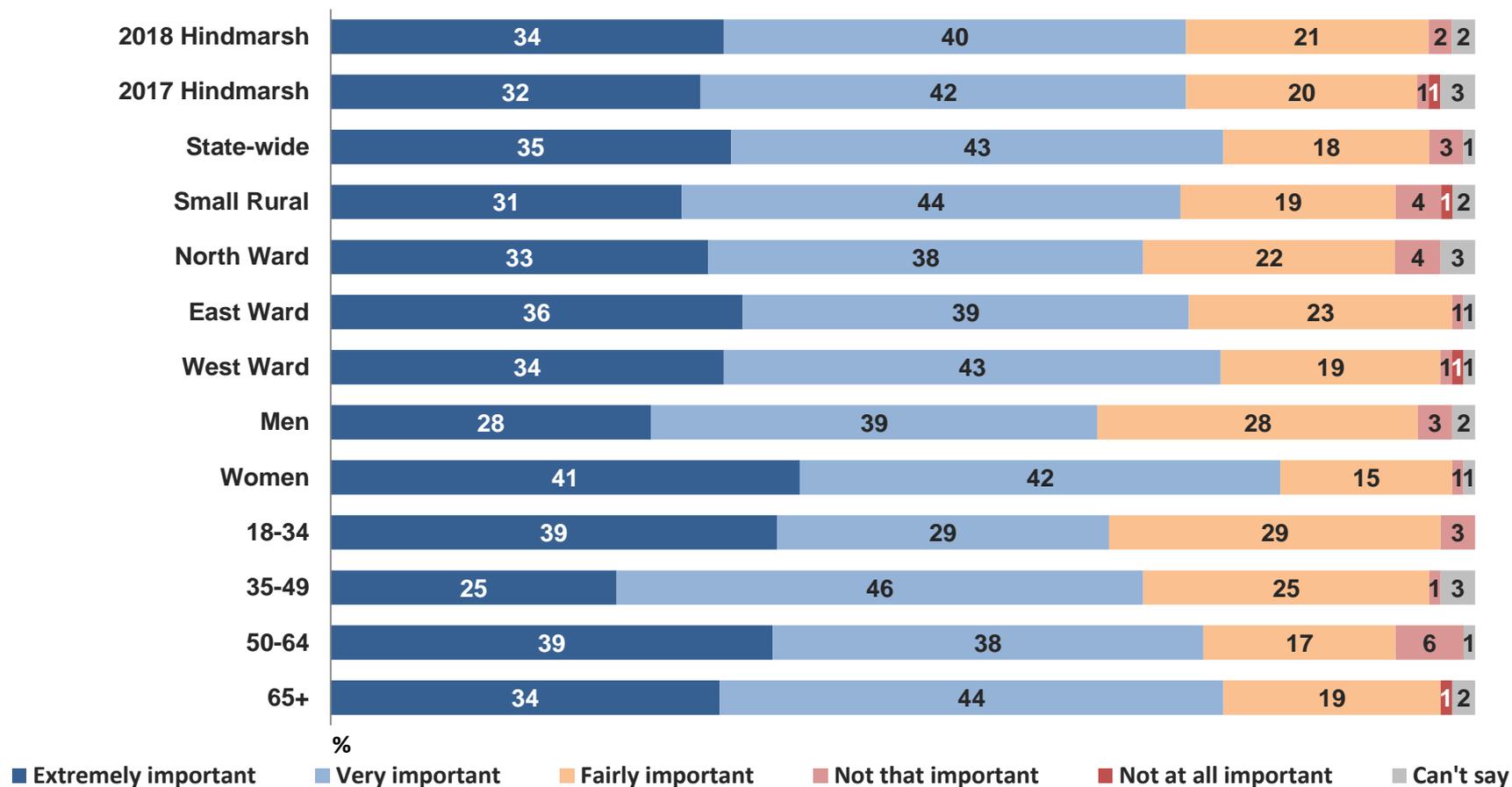
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 Streets and Footpaths Performance

	2017	2016	2015	2014	2013	2012
West Ward	70↑	66	68	66	65	n/a
18-34	65	67	63	67	57	56
Men	63	62	60	60	55	52
65+	61	59	60	58	53	54
Hindmarsh	60	59	61	58	53	51
50-64	59	54	59	51	51	43
State-wide	58	57	58	58	58	57
North Ward	57	57	58	57	54	n/a
Women	57	55	61	56	51	49
Small Rural	57↓	58	59	n/a	n/a	n/a
35-49	55	57	61	58	52	52
East Ward	52↓	51	54	50	40	n/a

Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

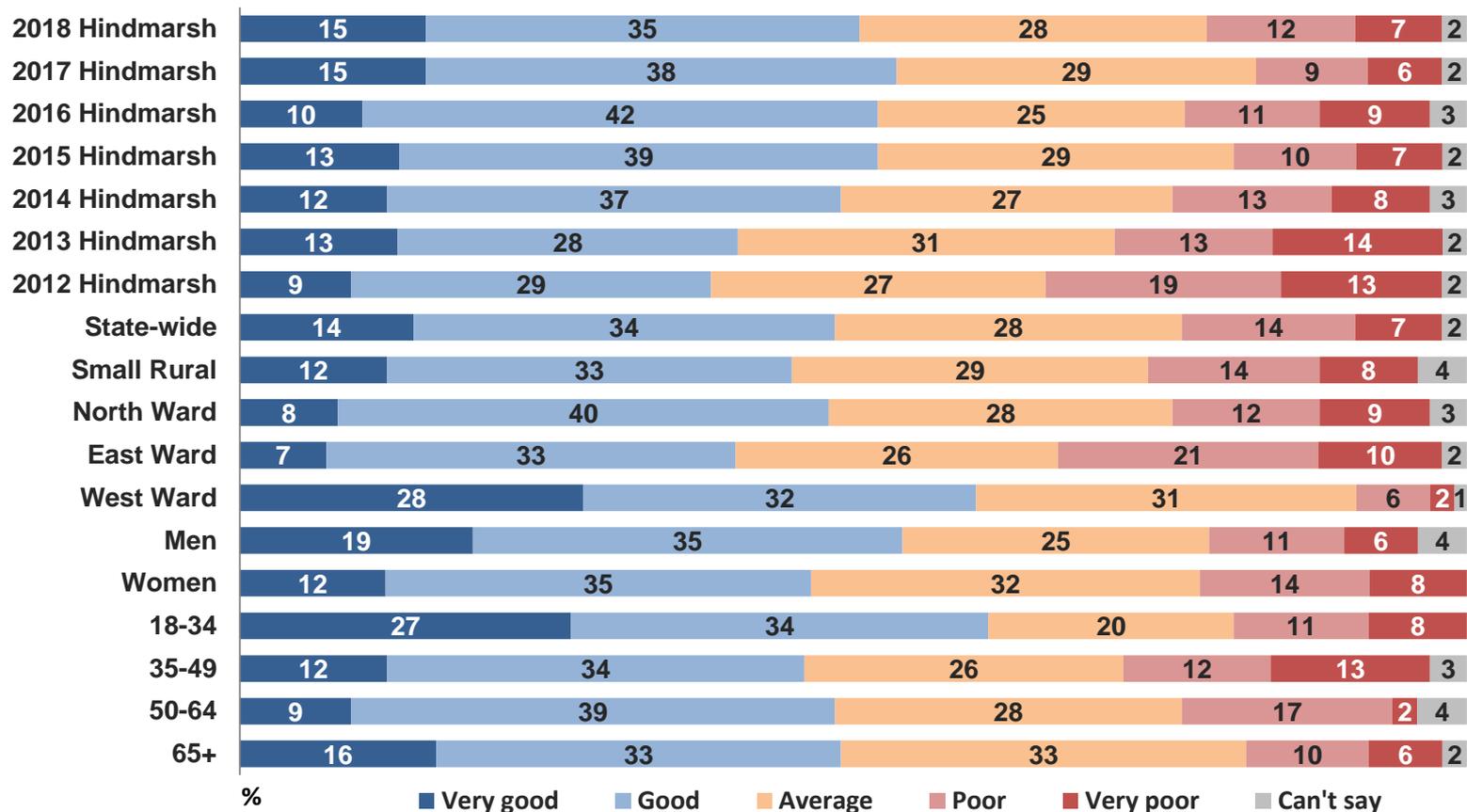
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2018 Streets and Footpaths Performance



Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2018 Law Enforcement Importance

	2017	2016	2015	2014	2013	2012
Women	74↑	72	n/a	n/a	n/a	n/a
East Ward	71	73	n/a	n/a	n/a	n/a
State-wide	71↑	71	70	71	70	71
65+	69	71	n/a	n/a	n/a	n/a
18-34	69	71	n/a	n/a	n/a	n/a
Hindmarsh	68	70	n/a	n/a	n/a	n/a
West Ward	67	67	n/a	n/a	n/a	n/a
50-64	66	71	n/a	n/a	n/a	n/a
Small Rural	66	67	69	68	n/a	n/a
North Ward	65	70	n/a	n/a	n/a	n/a
35-49	65	67	n/a	n/a	n/a	n/a
Men	62↓	68	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

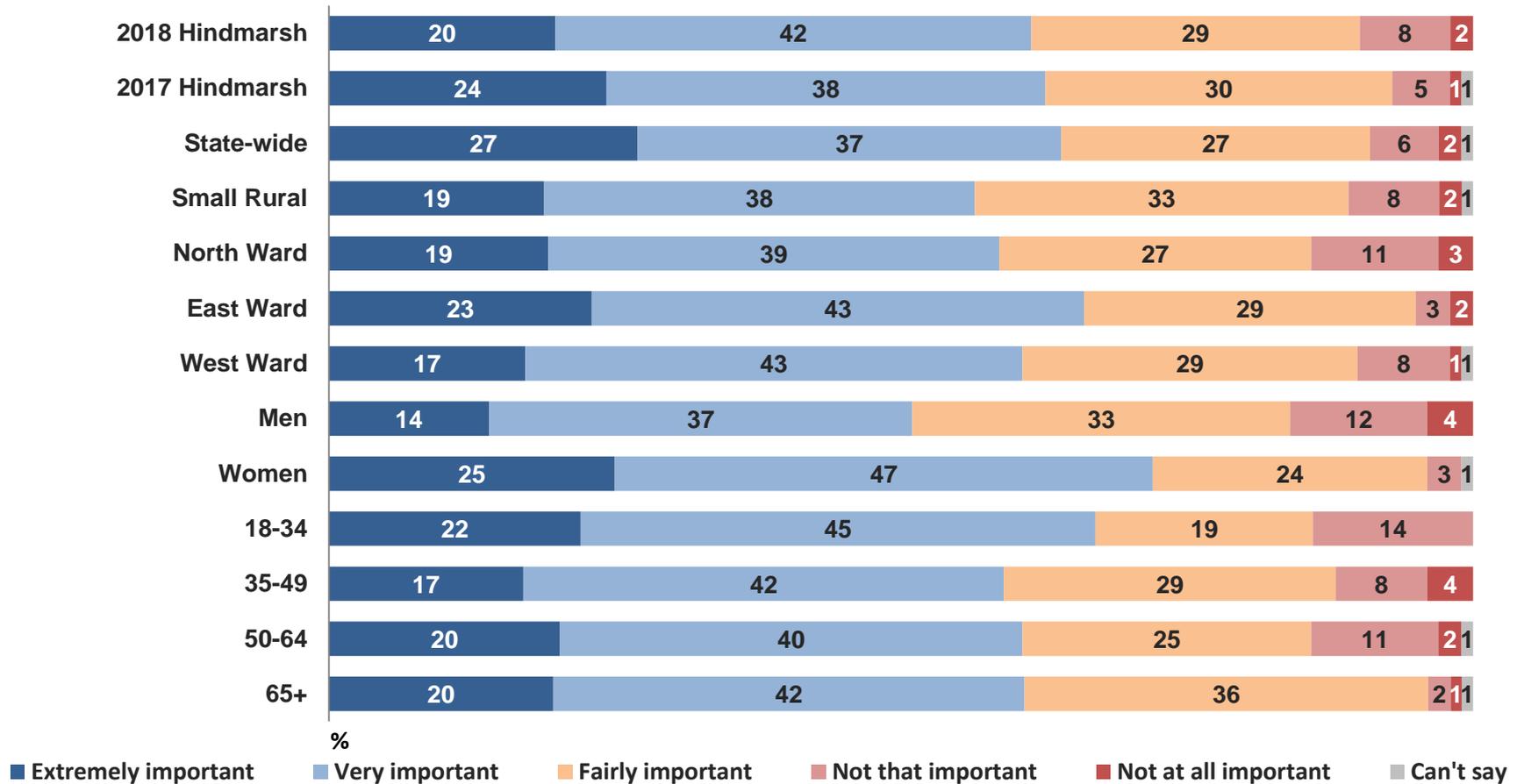
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

2018 Law Enforcement Importance



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2018 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2018 Law Enforcement Performance

		2017	2016	2015	2014	2013	2012
West Ward	68	70	64	70	72	69	n/a
50-64	66	63	63	66	65	63	60
Women	65	67	64	69	70	66	65
65+	65	65	60	66	66	63	63
Hindmarsh	64	65	63	66	68	64	64
State-wide	64	64	63	66	66	65	65
Small Rural	63	65	64	66	n/a	n/a	n/a
18-34	62	70	68	69	72	64	66
Men	62	63	61	63	66	62	63
North Ward	62	63	62	66	66	64	n/a
East Ward	61	63	62	60	65	60	n/a
35-49	60	63	61	64	70	68	67

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

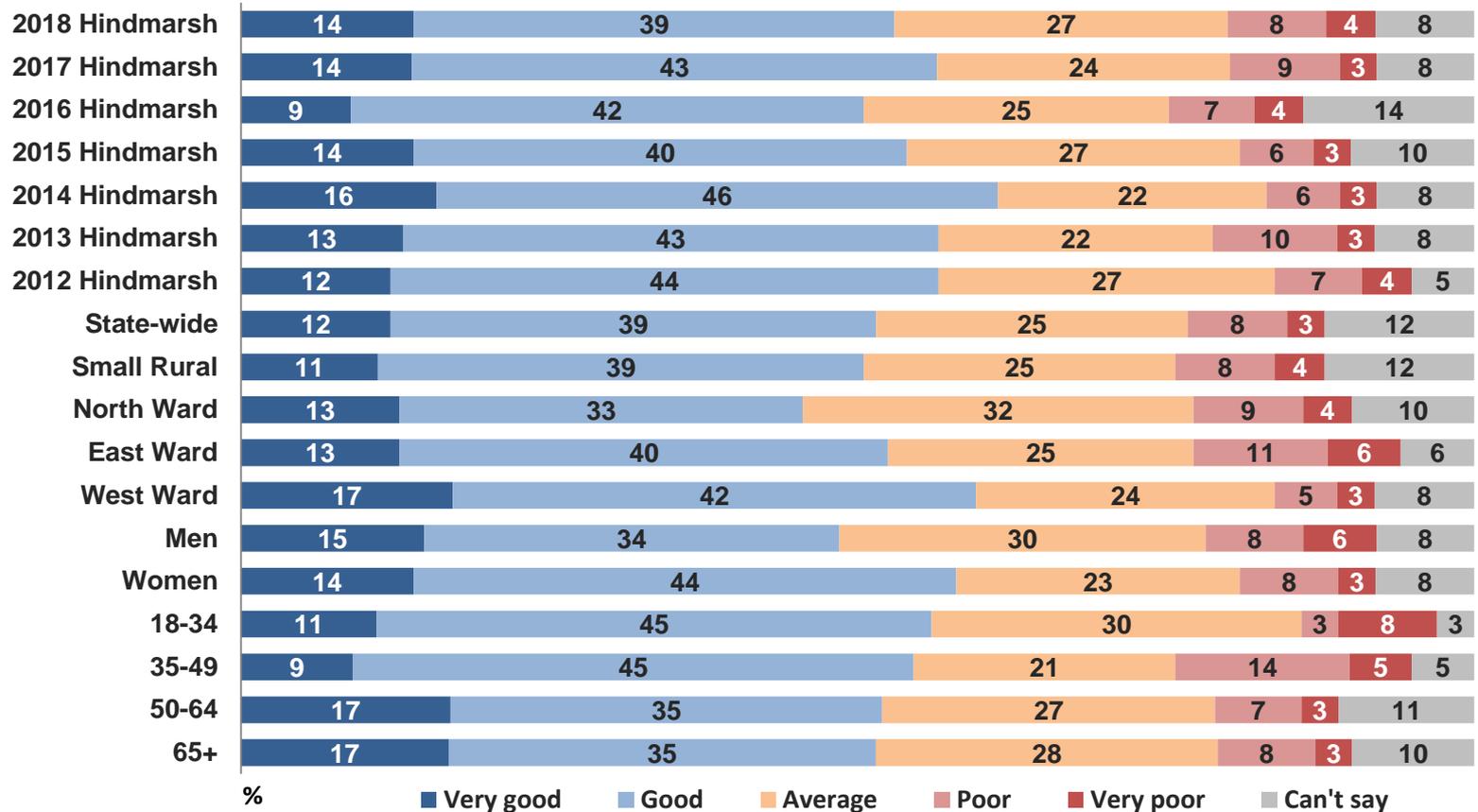
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

2018 Law Enforcement Performance



2018 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2018 Elderly Support Importance

	2017	2016	2015	2014	2013	2012
50-64	85	80	n/a	n/a	n/a	n/a
Women	85↑	83	n/a	n/a	n/a	n/a
East Ward	84	81	n/a	n/a	n/a	n/a
Hindmarsh	82	80	n/a	n/a	n/a	n/a
West Ward	82	77	n/a	n/a	n/a	n/a
65+	81	80	n/a	n/a	n/a	n/a
35-49	80	81	n/a	n/a	n/a	n/a
North Ward	80	81	n/a	n/a	n/a	n/a
Small Rural	80↓	79	79	80	n/a	n/a
18-34	79	77	n/a	n/a	n/a	n/a
State-wide	79↓	78	78	79	79	80
Men	79	77	n/a	n/a	n/a	n/a

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

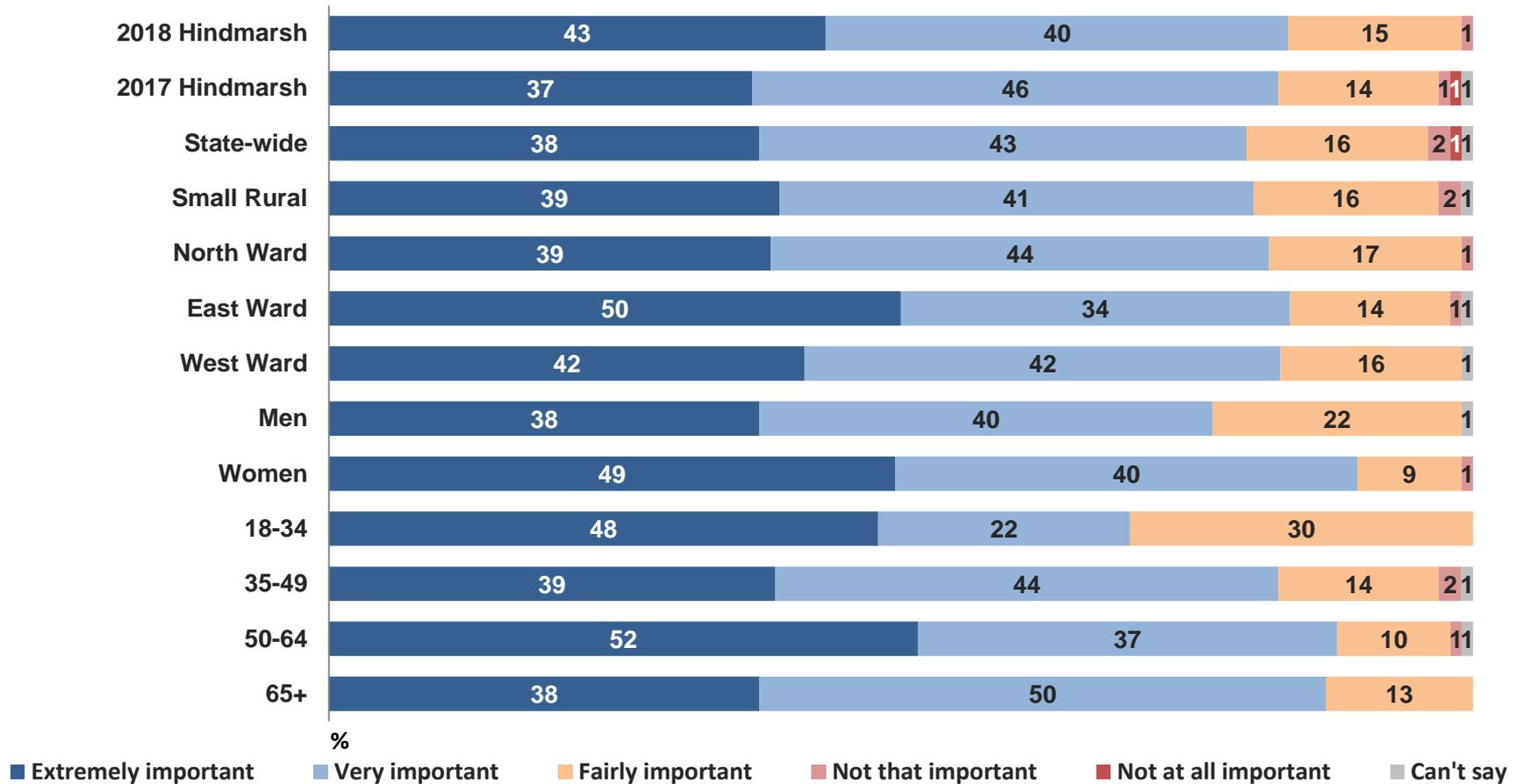
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2018 Elderly Support Importance



Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

2018 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2018 Elderly Support Performance

		2017	2016	2015	2014	2013	2012
West Ward	83↑	79	76	81	82	79	n/a
65+	76	78	76	78	79	74	73
Women	75	79	73	76	79	75	72
Hindmarsh	73	75	72	74	76	72	71
50-64	73	75	70	73	73	70	67
18-34	72	71	68	72	74	69	73
Men	72	72	71	73	73	70	70
North Ward	70	76	69	73	72	70	n/a
35-49	69	74	71	73	78	74	73
Small Rural	69↓	71	70	72	n/a	n/a	n/a
State-wide	68↓	68	68	69	70	69	69
East Ward	64↓	71	72	67	75	68	n/a

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

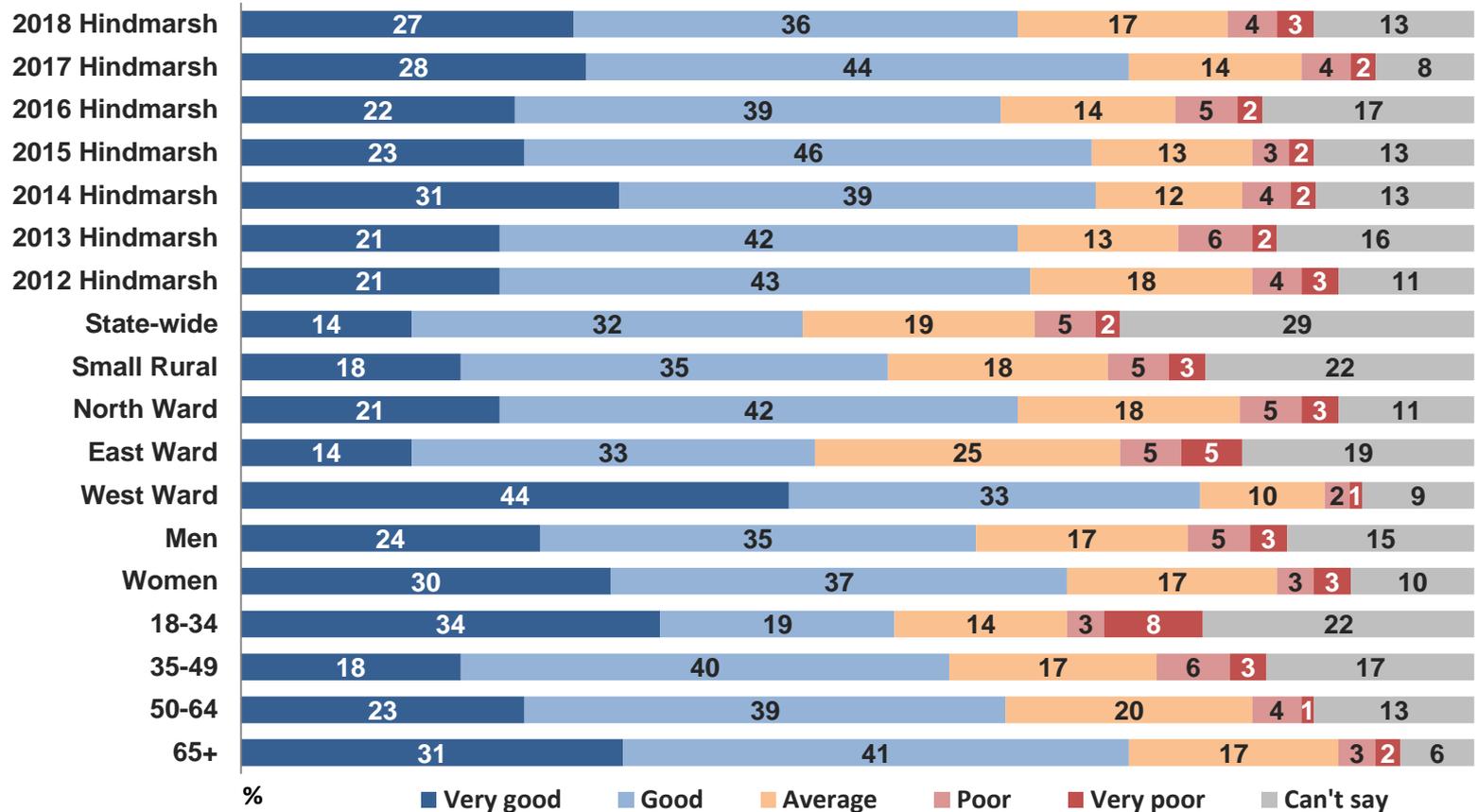
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2018 Elderly Support Performance



2018 RECREATIONAL FACILITIES

IMPORTANCE INDEX SCORES

2018 Recreational Facilities Importance

		2017	2016	2015	2014	2013	2012
State-wide	73↑	72	73	72	72	72	72
50-64	73	71	n/a	n/a	n/a	n/a	n/a
Small Rural	72	71	72	73	n/a	n/a	n/a
Women	72	71	n/a	n/a	n/a	n/a	n/a
North Ward	71	72	n/a	n/a	n/a	n/a	n/a
West Ward	70	70	n/a	n/a	n/a	n/a	n/a
Hindmarsh	70	72	n/a	n/a	n/a	n/a	n/a
65+	69	72	n/a	n/a	n/a	n/a	n/a
35-49	68	71	n/a	n/a	n/a	n/a	n/a
East Ward	68	74	n/a	n/a	n/a	n/a	n/a
18-34	68	72	n/a	n/a	n/a	n/a	n/a
Men	67	73	n/a	n/a	n/a	n/a	n/a

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

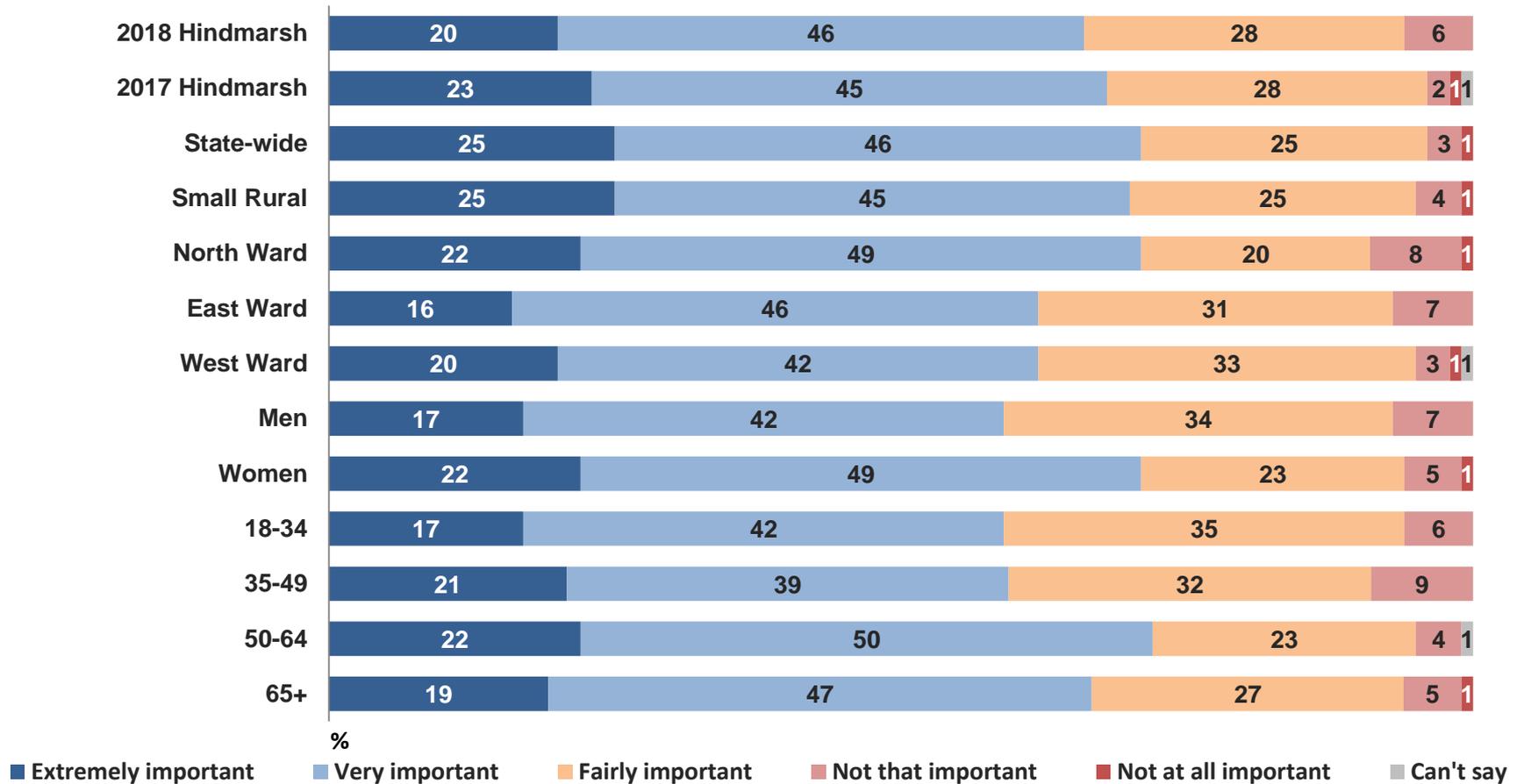
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2018 Recreational Facilities Importance



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

2018 RECREATIONAL FACILITIES

PERFORMANCE INDEX SCORES

2018 Recreational Facilities Performance

		2017	2016	2015	2014	2013	2012
65+	78↑	78	77	77	78	73	72
West Ward	78↑	76	71	74	73	71	n/a
Women	73	76	67	72	74	69	66
18-34	73	68	56	65	66	68	67
Hindmarsh	73	73	67	71	71	69	67
Men	73	70	66	70	68	69	68
East Ward	72	73	70	73	76	69	n/a
50-64	72	74	65	71	70	68	64
State-wide	69↓	70	69	70	71	70	70
Small Rural	69↓	69	68	70	n/a	n/a	n/a
North Ward	69	69	59	67	66	68	n/a
35-49	65↓	68	61	65	66	66	65

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

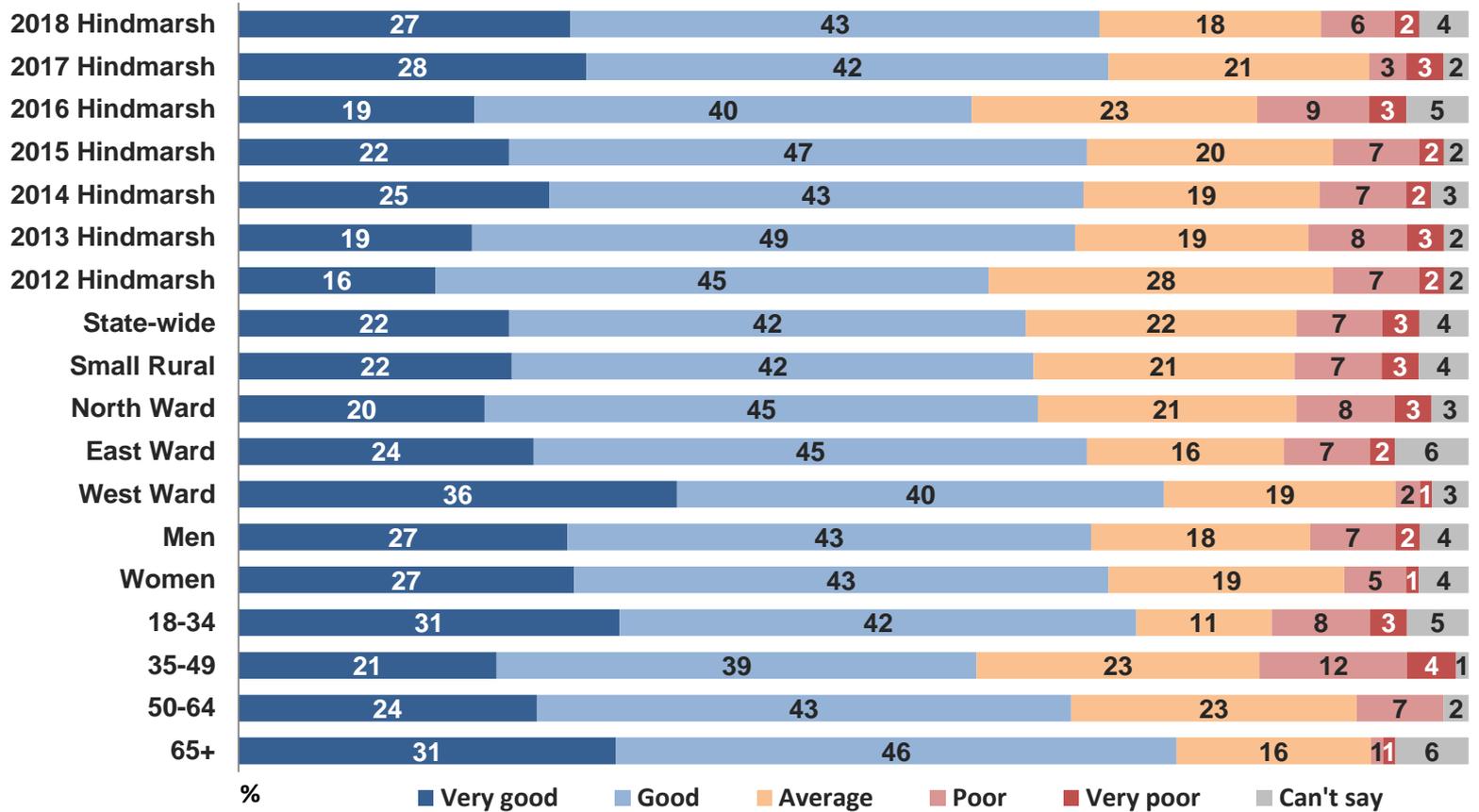
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2018 Recreational Facilities Performance



2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2018 Public Areas Importance

	2017	2016	2015	2014	2013	2012
Women	76	75	n/a	n/a	n/a	n/a
65+	75	74	n/a	n/a	n/a	n/a
Small Rural	74	74	73	n/a	n/a	n/a
State-wide	74	74	73	73	74	73
35-49	74	68	n/a	n/a	n/a	n/a
West Ward	73	73	n/a	n/a	n/a	n/a
50-64	73	79	n/a	n/a	n/a	n/a
East Ward	73	74	n/a	n/a	n/a	n/a
Hindmarsh	73	73	n/a	n/a	n/a	n/a
North Ward	72	73	n/a	n/a	n/a	n/a
Men	69↓	72	n/a	n/a	n/a	n/a
18-34	65↓	70	n/a	n/a	n/a	n/a

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

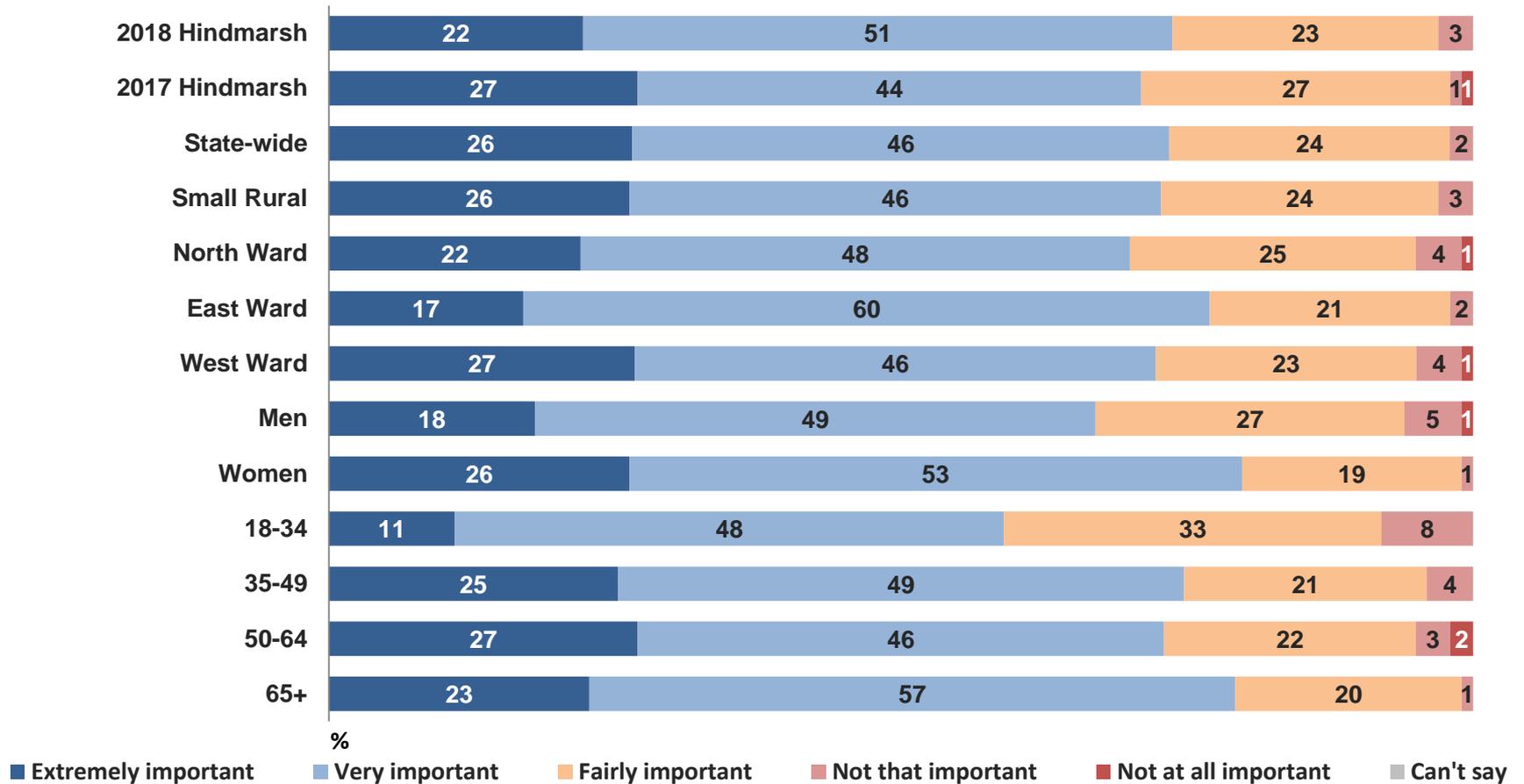
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2018 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2018 Public Areas Performance

		2017	2016	2015	2014	2013	2012
West Ward	88↑	86	82	85	83	82	n/a
18-34	86↑	75	70	77	78	71	70
65+	80	80	78	79	75	71	72
Men	80	77	74	75	73	71	69
Hindmarsh	79	78	74	77	76	71	71
Women	79	79	74	78	78	71	72
50-64	78	76	72	76	74	69	68
East Ward	75	74	68	66	70	64	n/a
North Ward	74↓	76	70	76	73	69	n/a
35-49	73	80	71	72	77	75	73
Small Rural	72↓	74	73	74	n/a	n/a	n/a
State-wide	71↓	71	71	72	72	71	71

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

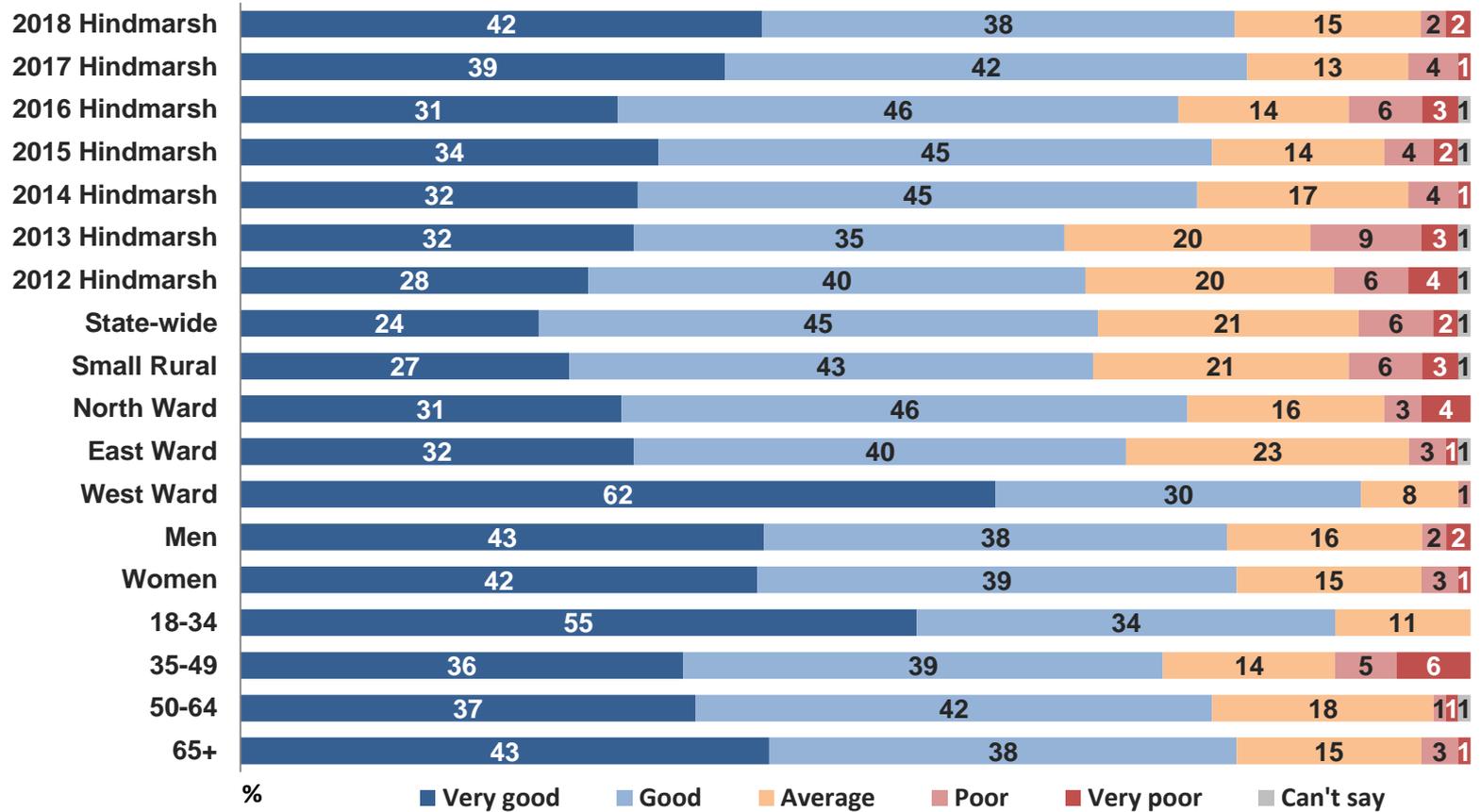
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS

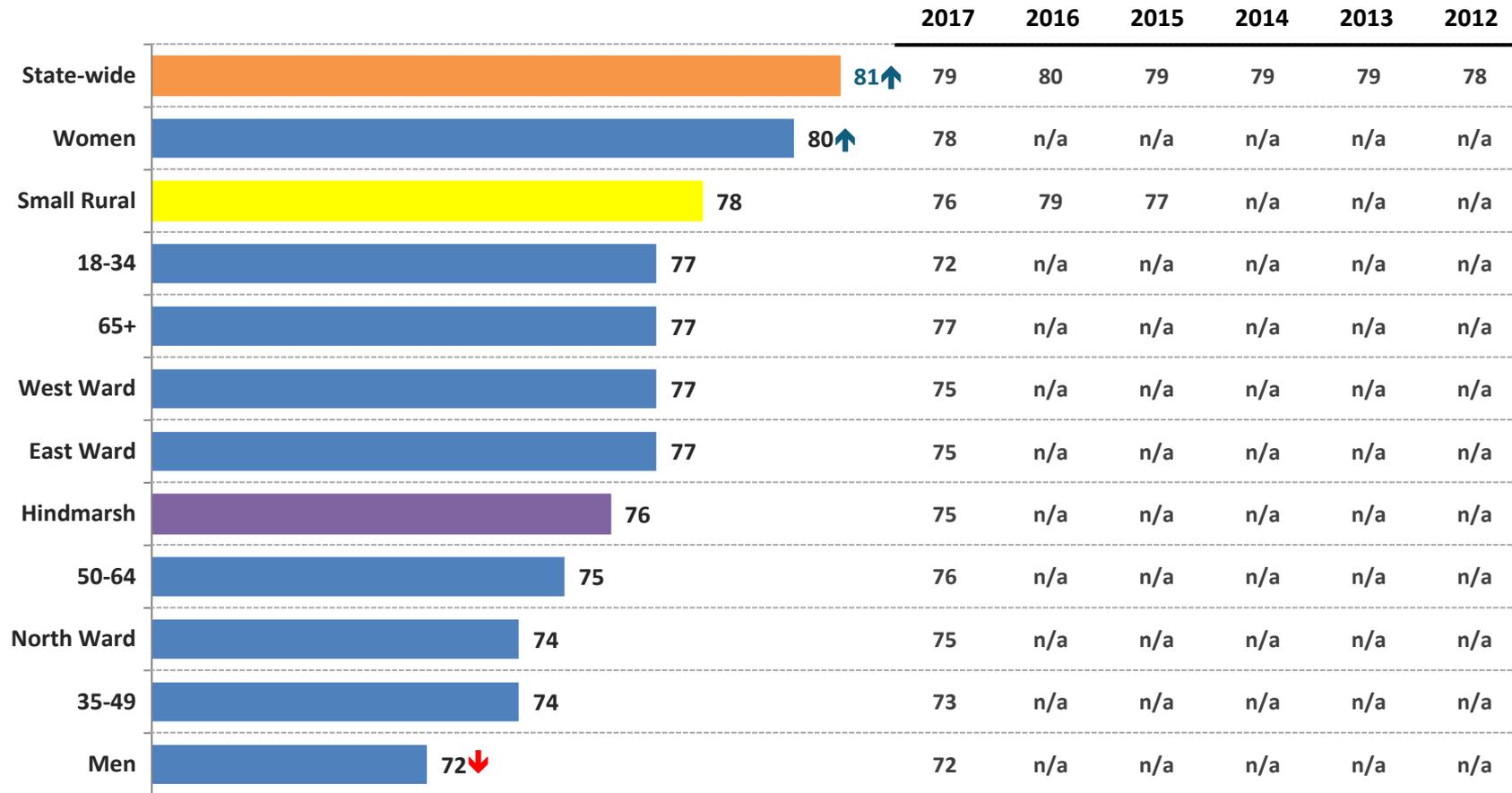
PERFORMANCE DETAILED PERCENTAGES

2018 Public Areas Performance



2018 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

2018 Waste Management Importance



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

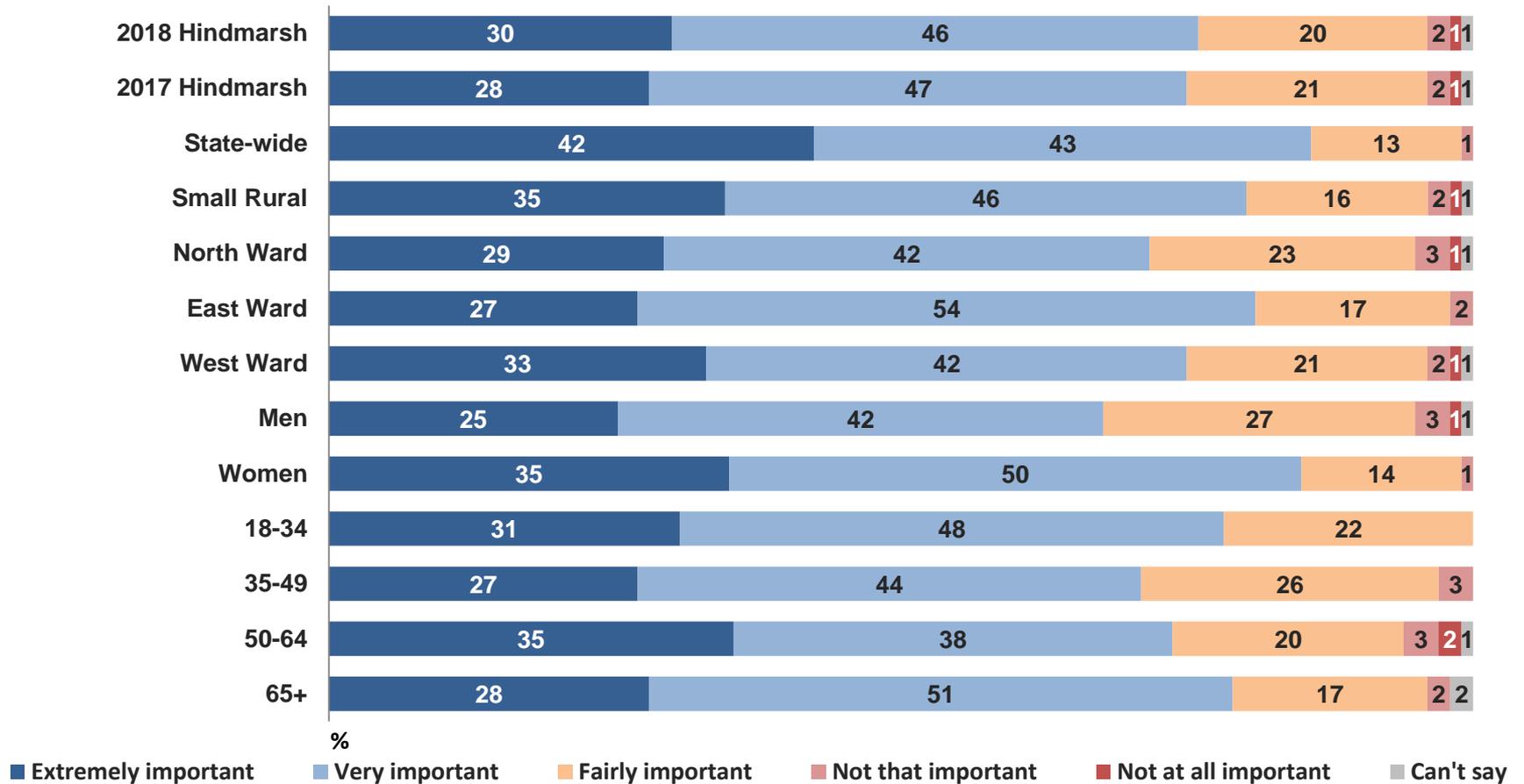
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2018 Waste Management Importance



Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

2018 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

2018 Waste Management Performance

	2017	2016	2015	2014	2013	2012	
West Ward	80↑	76	71	74	77	76	n/a
65+	76	78	76	77	80	78	73
35-49	75	72	57	63	70	68	68
Women	75	75	71	74	73	73	72
Hindmarsh	74	75	68	71	73	73	70
North Ward	72	72	65	71	69	70	n/a
Men	72	75	64	69	73	72	68
18-34	72	73	66	74	73	72	71
State-wide	70↓	71	70	72	73	71	72
50-64	70	74	66	68	68	72	70
Small Rural	69↓	70	69	71	n/a	n/a	n/a
East Ward	68↓	77	66	68	75	73	n/a

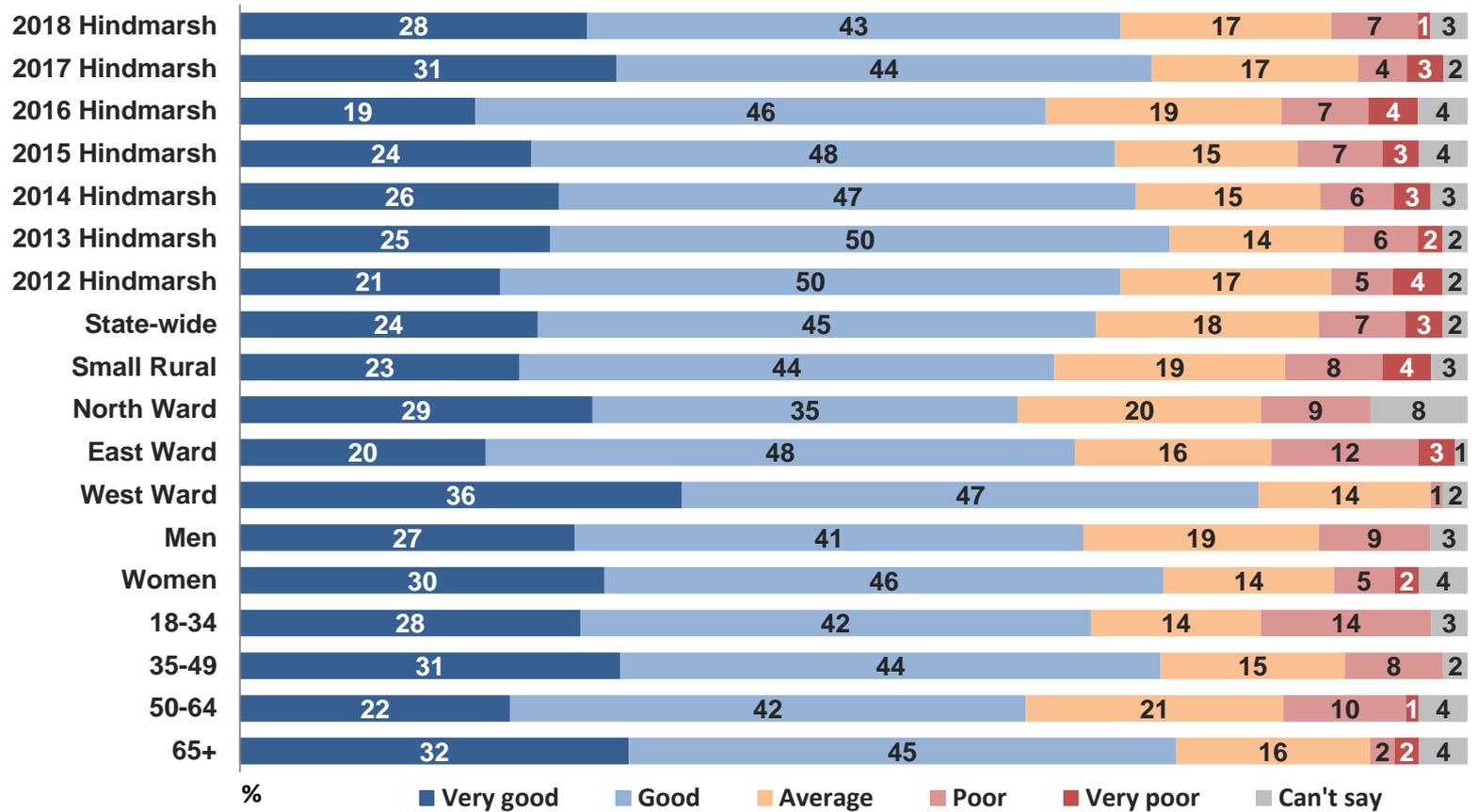
Q2. How has Council performed on 'waste management' over the last 12 months?

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

Note: Please see page 6 for explanation about significant differences.

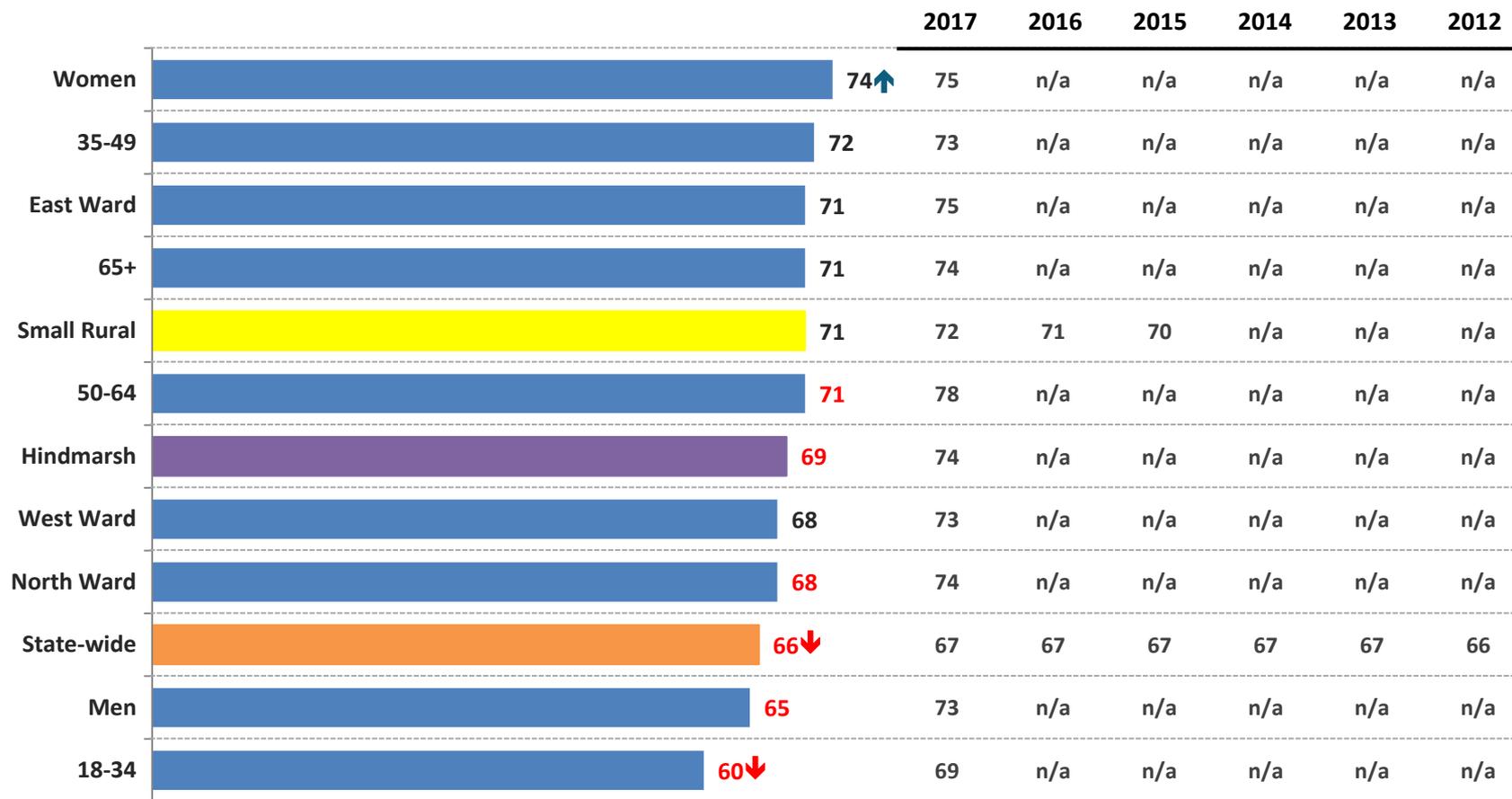
2018 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2018 Waste Management Performance



2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2018 Business/Development/Tourism Importance



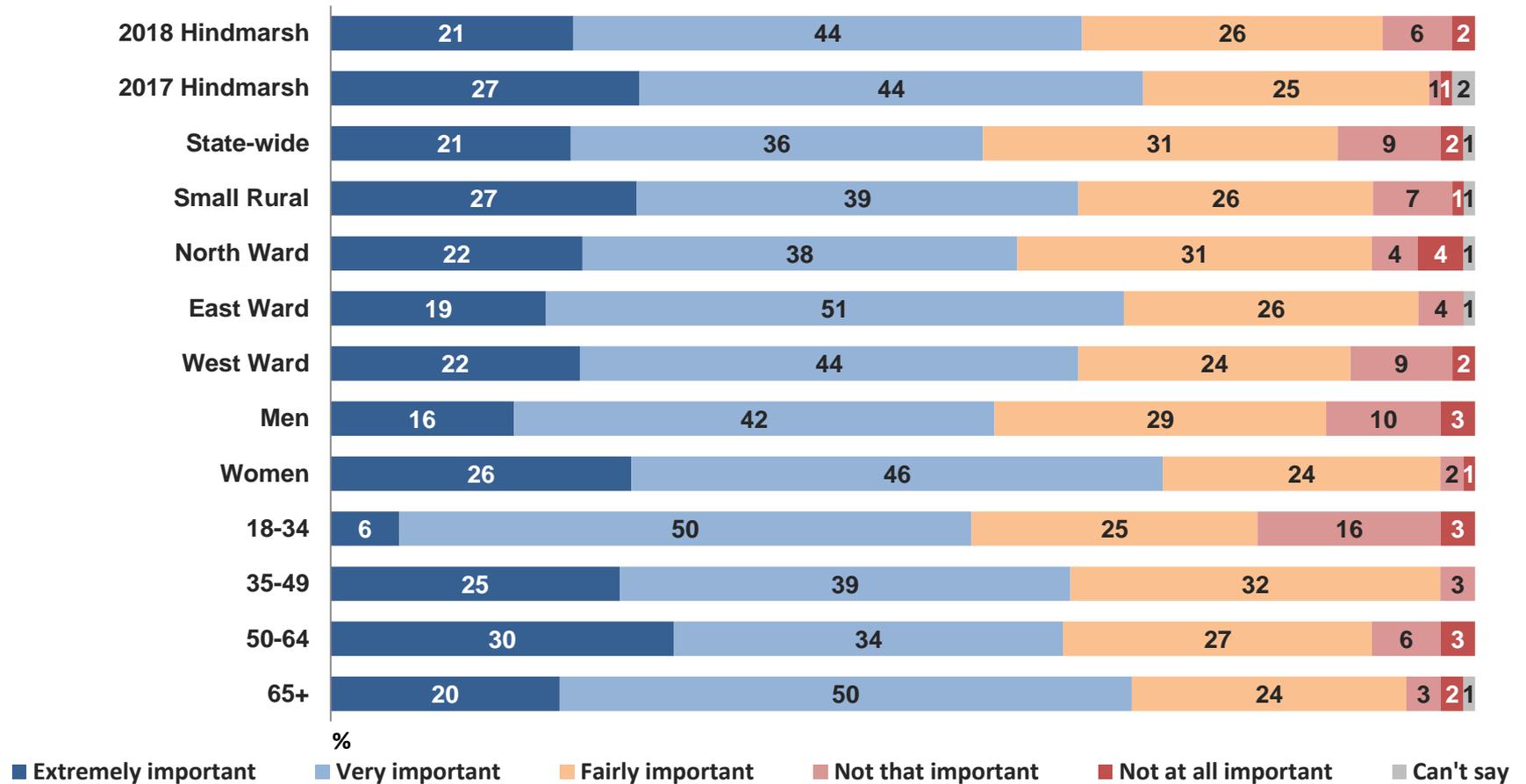
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2018 Business/Development/Tourism Importance

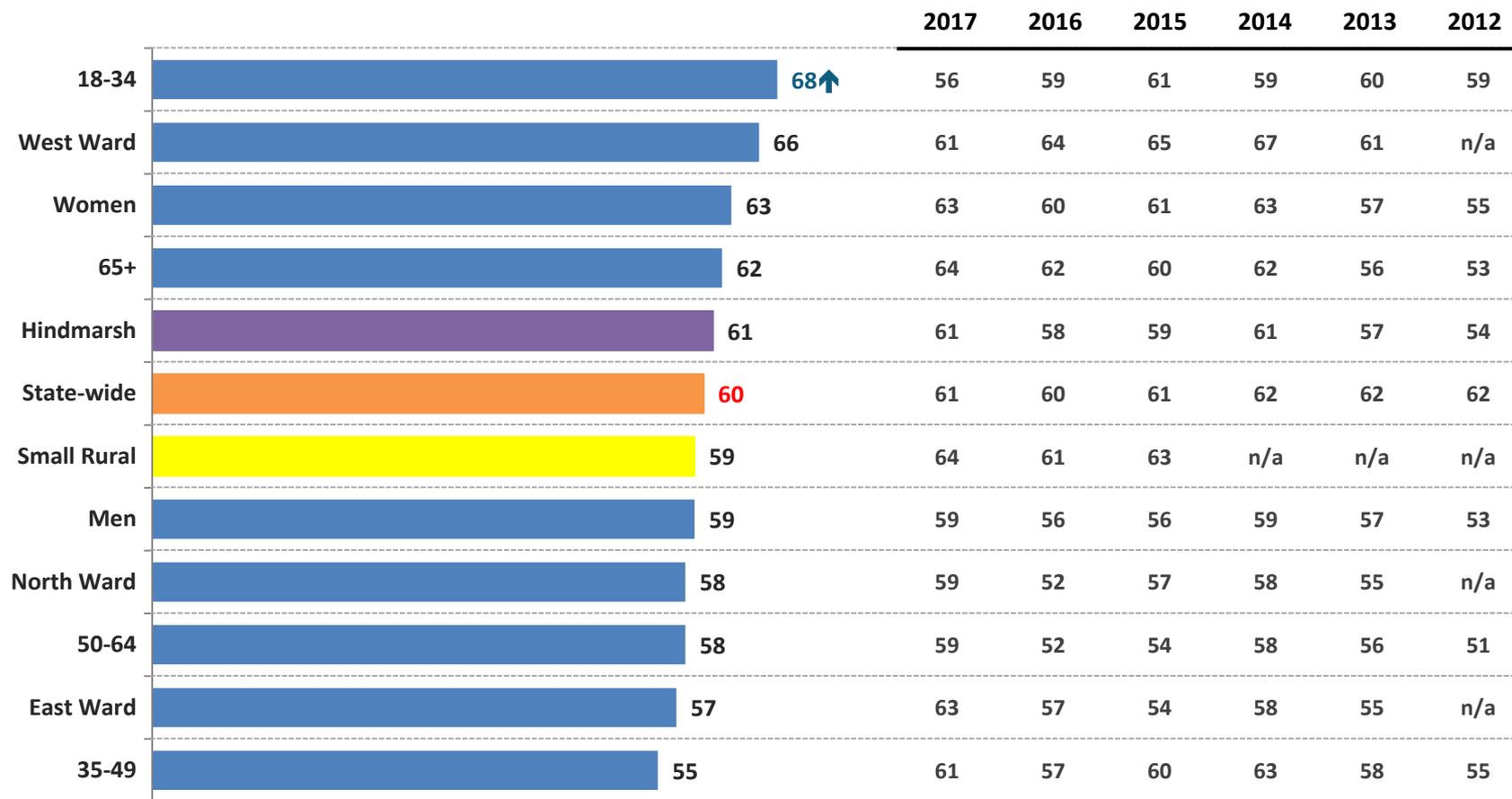


Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2018 Business/Development/Tourism Performance



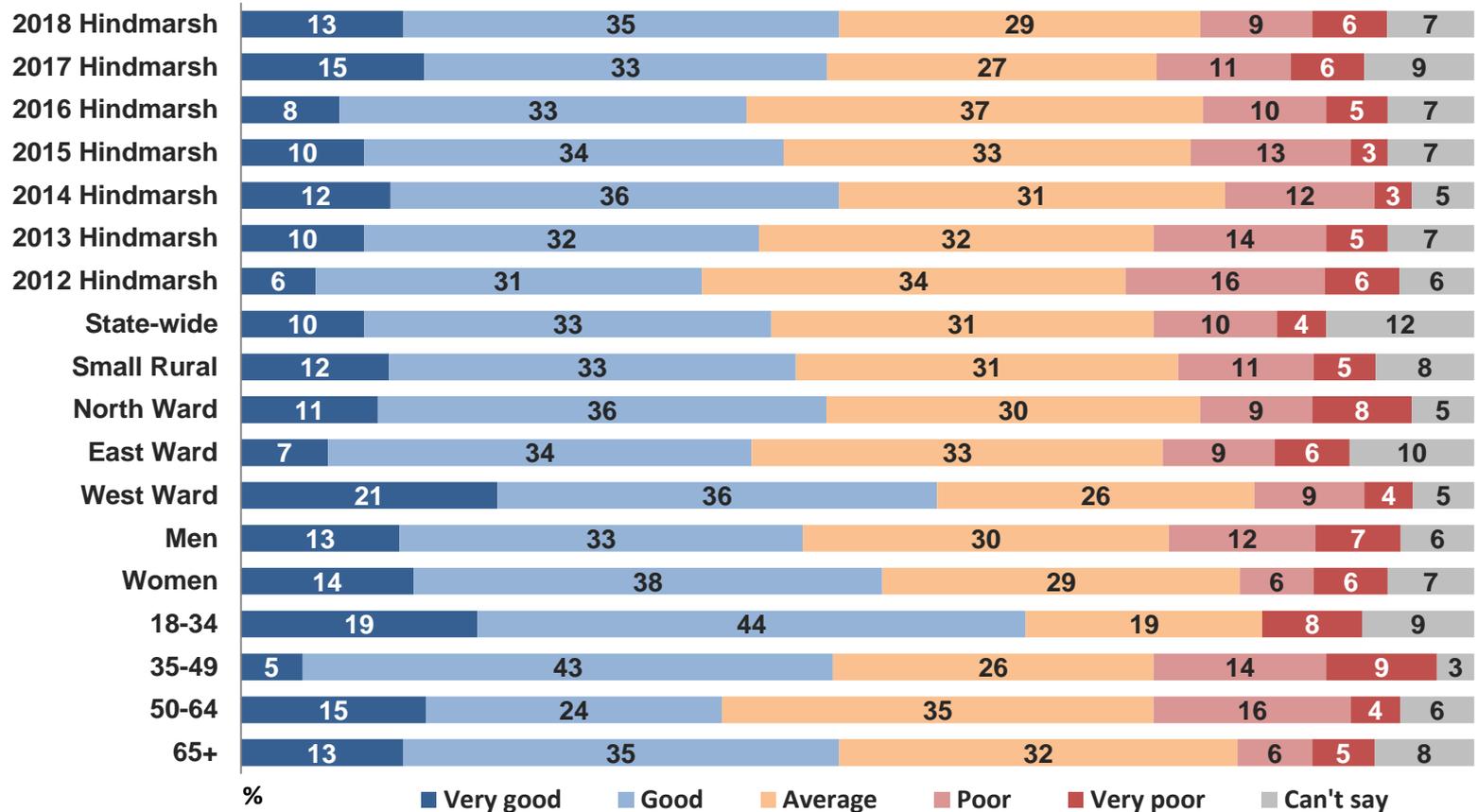
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

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

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES

2018 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: 23 Councils asked group: 6

2018 PLANNING AND BUILDING PERMITS

IMPORTANCE INDEX SCORES

2018 Planning & Building Permits Importance

	2017	2016	2015	2014	2013	2012
State-wide	72	71	71	71	71	71
Small Rural	68	71	70	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a
West Ward	67	n/a	n/a	n/a	n/a	n/a
65+	67	n/a	n/a	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a
Hindmarsh	64	n/a	n/a	n/a	n/a	n/a
North Ward	61	n/a	n/a	n/a	n/a	n/a
East Ward	64	n/a	n/a	n/a	n/a	n/a
35-49	59	n/a	n/a	n/a	n/a	n/a
18-34	61	n/a	n/a	n/a	n/a	n/a
Men	61	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?

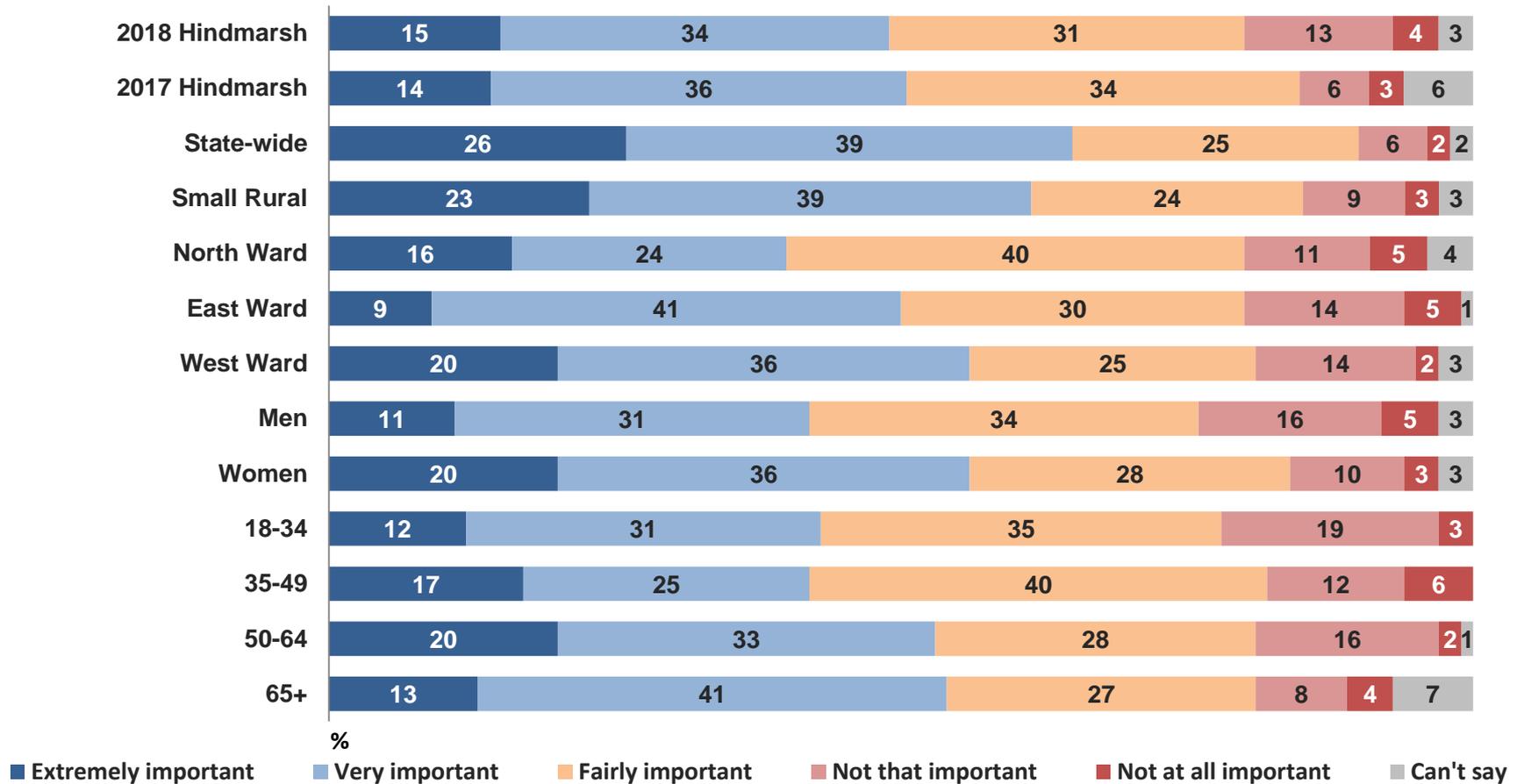
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

2018 PLANNING AND BUILDING PERMITS

IMPORTANCE DETAILED PERCENTAGES

2018 Planning & Building Permits Importance

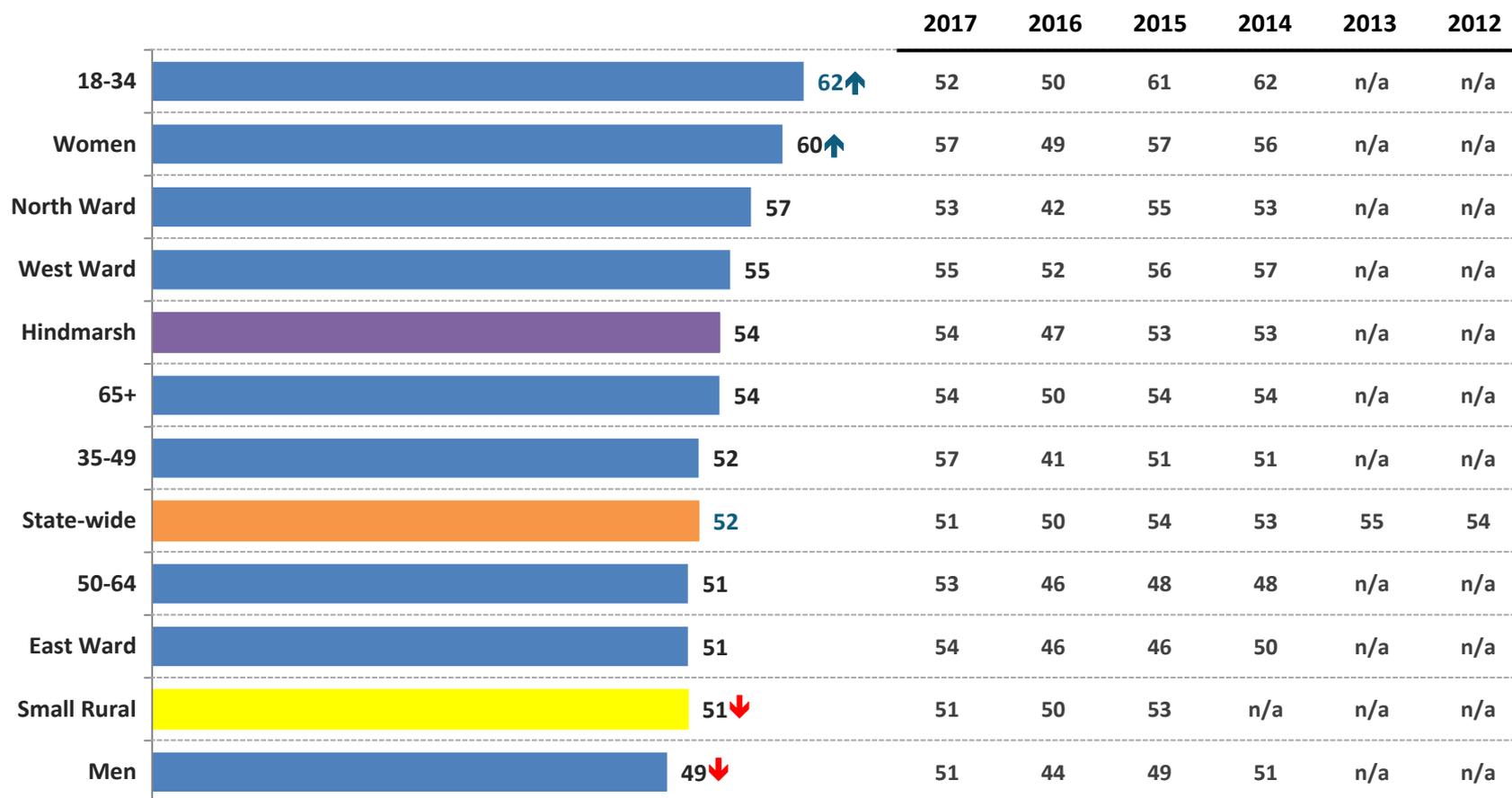


Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

2018 PLANNING AND BUILDING PERMITS

PERFORMANCE INDEX SCORES

2018 Planning & Building Permits Performance



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

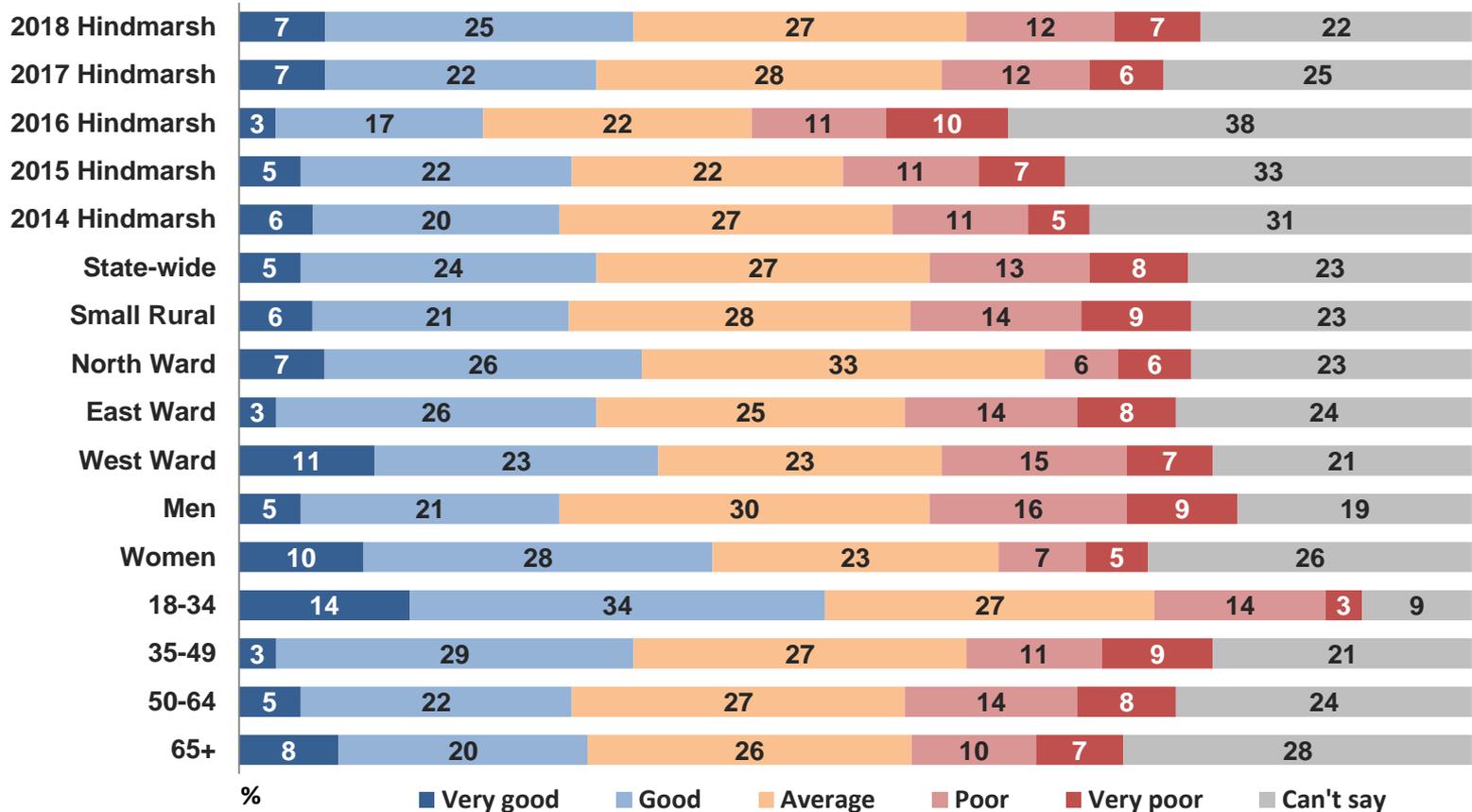
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

2018 PLANNING AND BUILDING PERMITS

PERFORMANCE DETAILED PERCENTAGES

2018 Planning & Building Permits Performance



2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2018 Disaster Management Importance

	2017	2016	2015	2014	2013	2012
Women	84↑	80	n/a	n/a	n/a	n/a
State-wide	81↑	80	80	80	80	80
East Ward	81	78	n/a	n/a	n/a	n/a
Small Rural	80↑	81	82	80	n/a	n/a
18-34	79	83	n/a	n/a	n/a	n/a
Hindmarsh	77	78	n/a	n/a	n/a	n/a
50-64	77	78	n/a	n/a	n/a	n/a
65+	77	78	n/a	n/a	n/a	n/a
West Ward	76	79	n/a	n/a	n/a	n/a
35-49	75	75	n/a	n/a	n/a	n/a
North Ward	74	78	n/a	n/a	n/a	n/a
Men	70↓	77	n/a	n/a	n/a	n/a

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

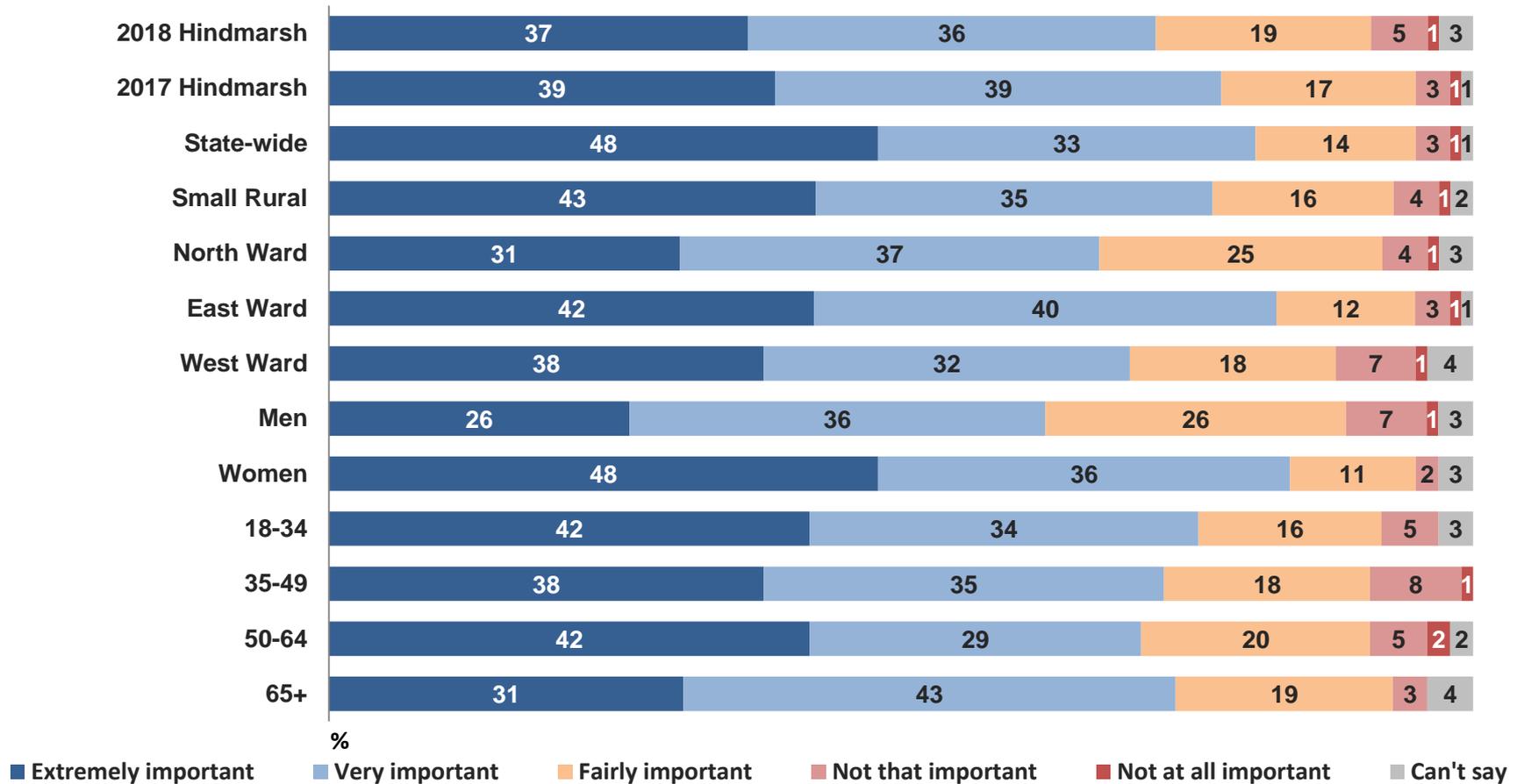
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

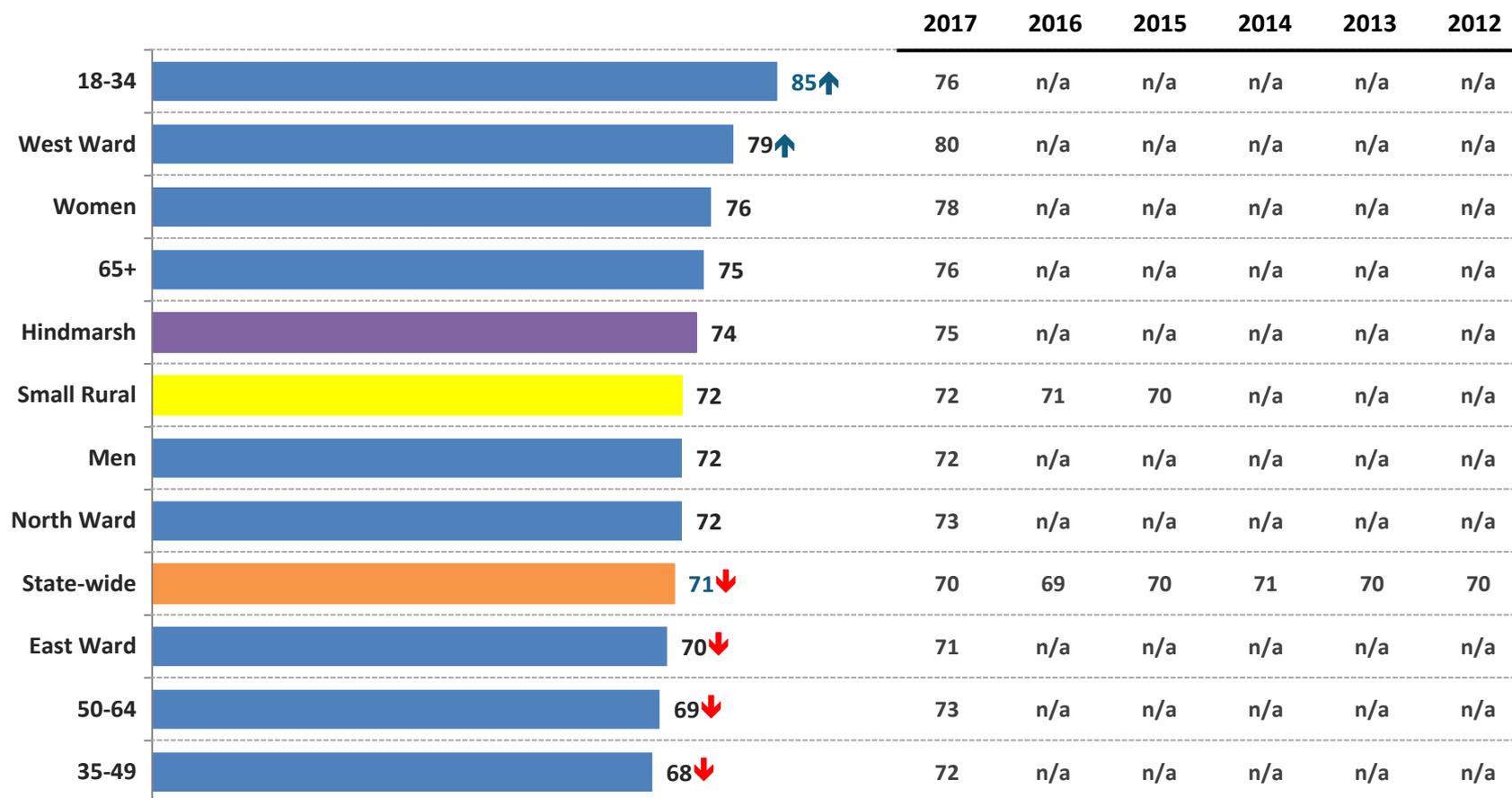
2018 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

2018 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2018 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

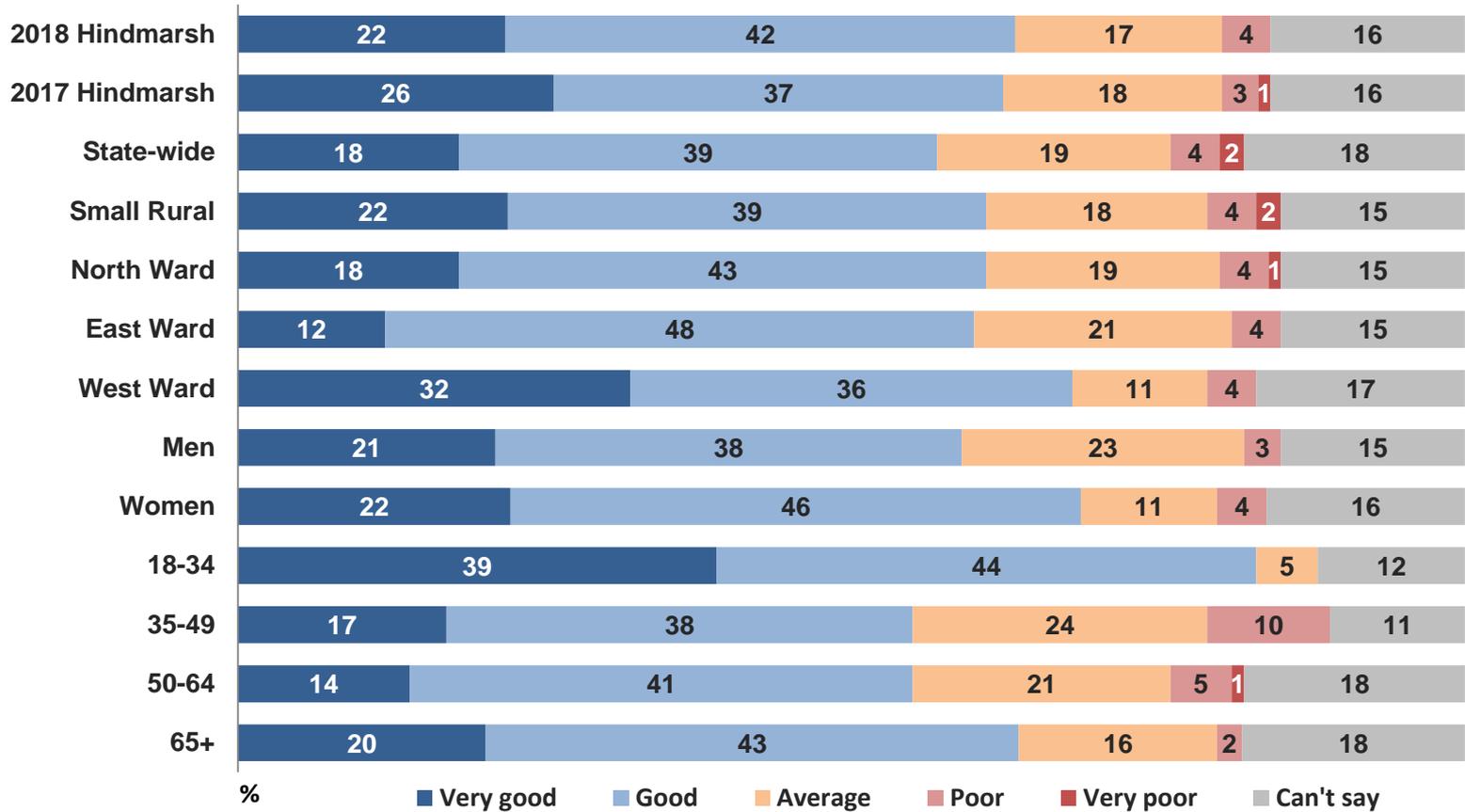
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

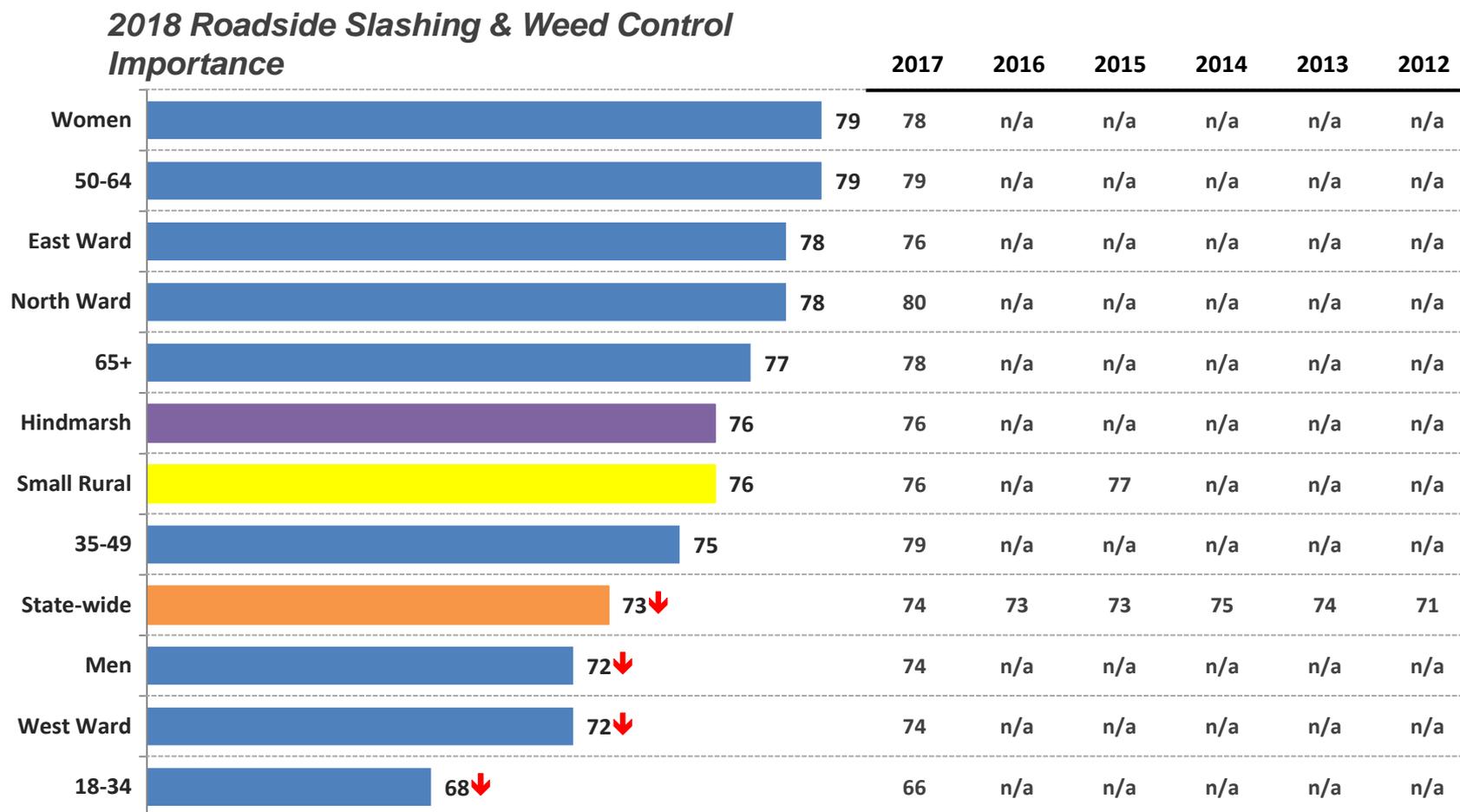
2018 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2018 Disaster Management Performance



2018 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?

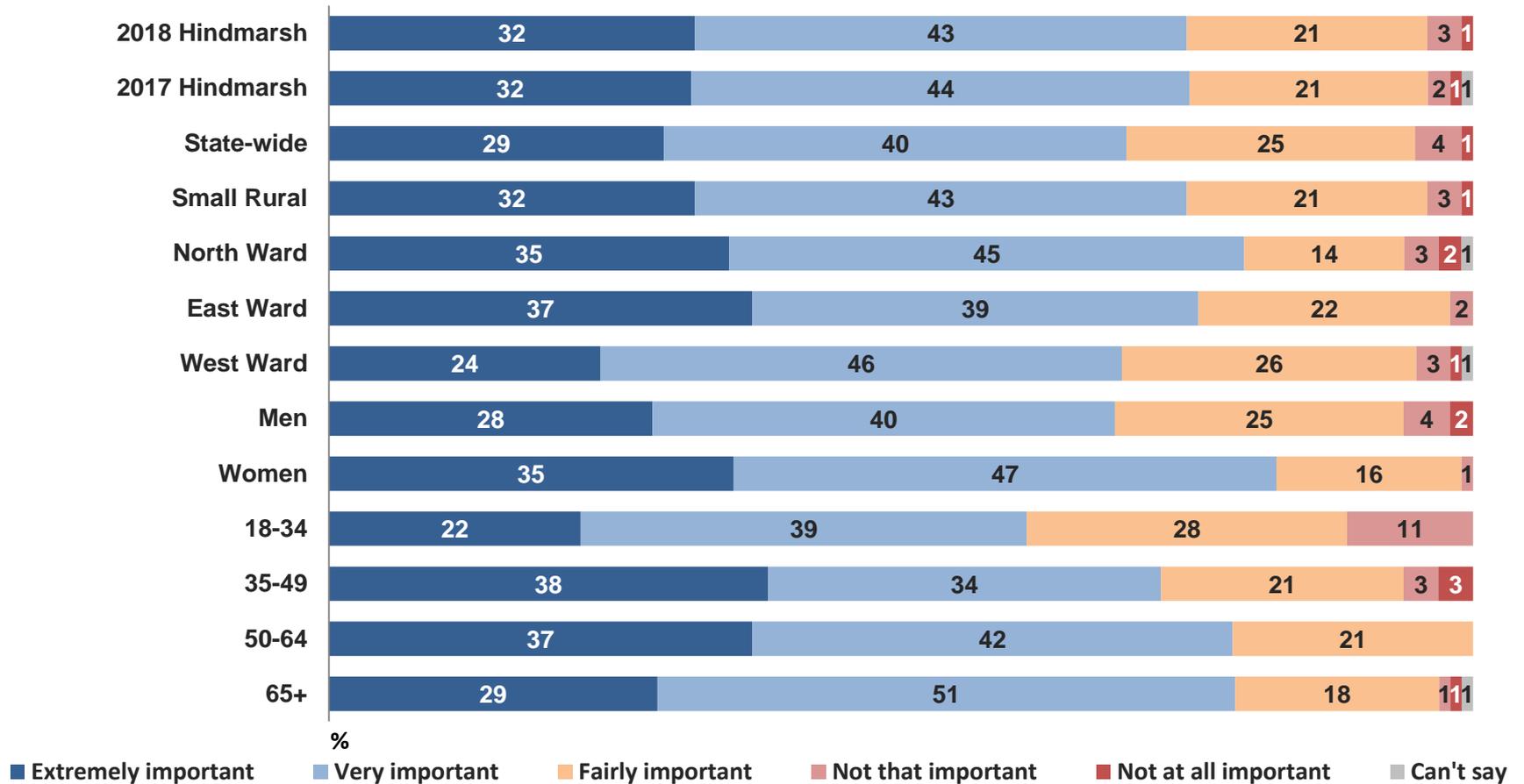
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 1

Note: Please see page 6 for explanation about significant differences.

2018 ROADSIDE SLASHING AND WEED CONTROL

IMPORTANCE DETAILED PERCENTAGES

2018 Roadside Slashing & Weed Control Importance



Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 7 Councils asked group: 1

2018 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

2018 Roadside Slashing & Weed Control Performance

	2017	2016	2015	2014	2013	2012
West Ward	67↑	63	n/a	n/a	n/a	n/a
18-34	65↑	54	n/a	n/a	n/a	n/a
Women	57	57	n/a	n/a	n/a	n/a
State-wide	55	53	56	55	56	61
65+	54	54	n/a	n/a	n/a	n/a
Small Rural	54	51	51	52	n/a	n/a
Hindmarsh	54	53	n/a	n/a	n/a	n/a
Men	51	49	n/a	n/a	n/a	n/a
50-64	50	51	n/a	n/a	n/a	n/a
East Ward	48↓	52	n/a	n/a	n/a	n/a
35-49	47↓	52	n/a	n/a	n/a	n/a
North Ward	44↓	43	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?

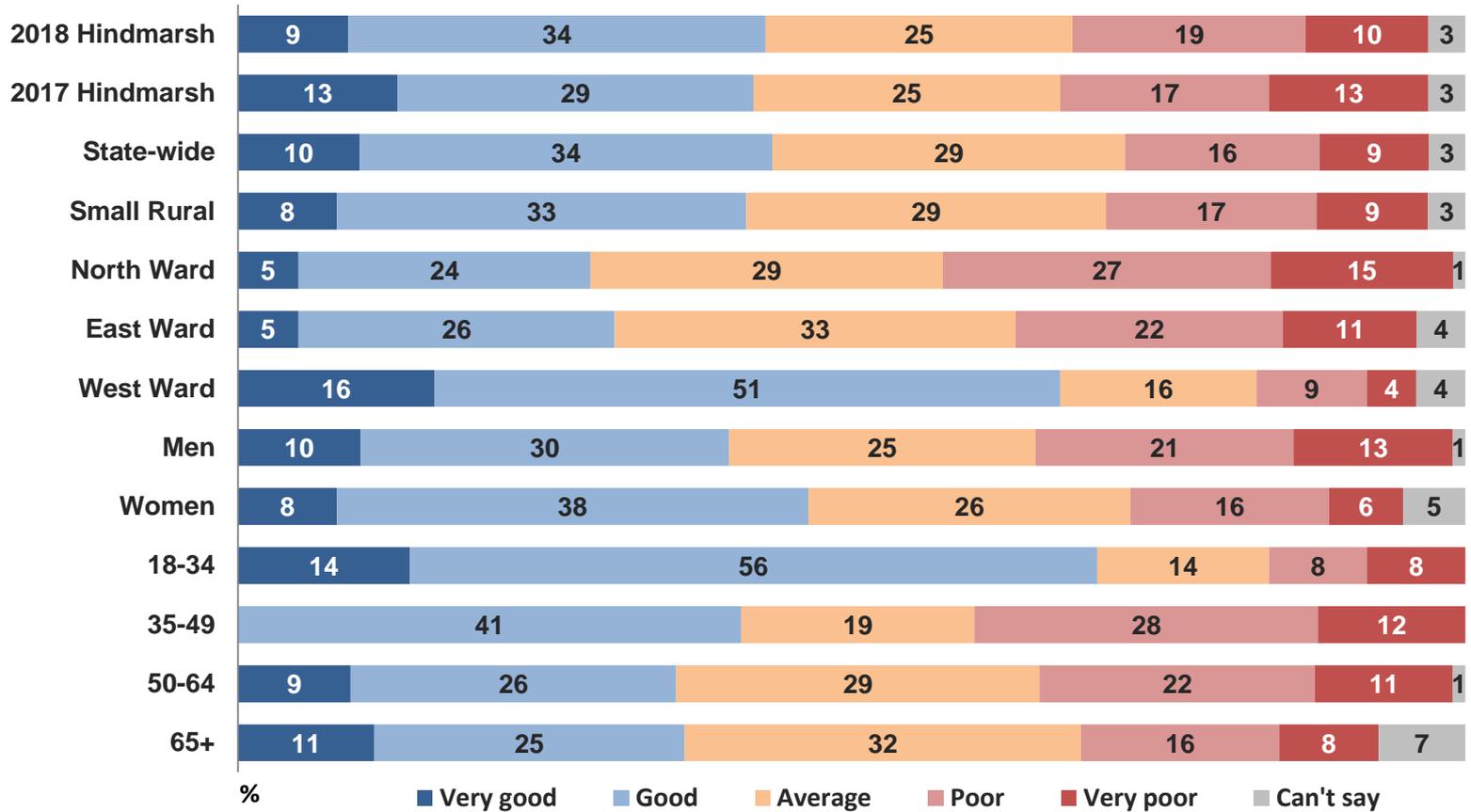
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE DETAILED PERCENTAGES

2018 Roadside Slashing & Weed Control Performance



2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2018 Unsealed Roads Importance

	2017	2016	2015	2014	2013	2012
50-64	85	82	n/a	n/a	n/a	n/a
North Ward	84	82	n/a	n/a	n/a	n/a
18-34	84	78	n/a	n/a	n/a	n/a
Small Rural	84	81	81	82	n/a	n/a
Women	83	79	n/a	n/a	n/a	n/a
Hindmarsh	82	79	n/a	n/a	n/a	n/a
West Ward	81	75	n/a	n/a	n/a	n/a
Men	81	80	n/a	n/a	n/a	n/a
State-wide	80↓	79	79	78	78	81
35-49	80	81	n/a	n/a	n/a	n/a
East Ward	80	81	n/a	n/a	n/a	n/a
65+	79	77	n/a	n/a	n/a	n/a

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

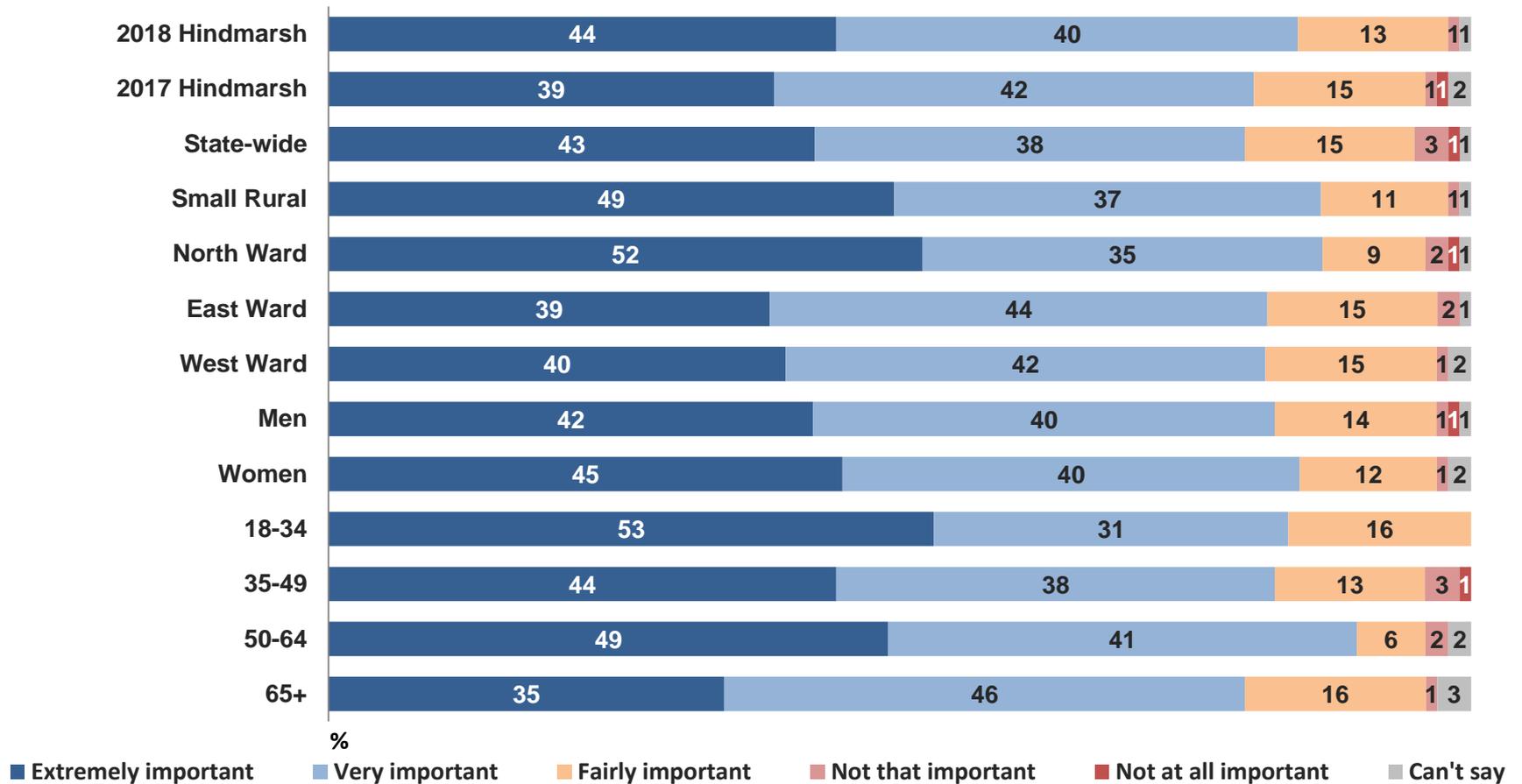
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2018 Unsealed Roads Importance



Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2018 Unsealed Roads Performance

	2017	2016	2015	2014	2013	2012
Women	45	50	n/a	n/a	n/a	n/a
West Ward	45	50	n/a	n/a	n/a	n/a
65+	43	46	n/a	n/a	n/a	n/a
50-64	43	43	n/a	n/a	n/a	n/a
35-49	43	54	n/a	n/a	n/a	n/a
State-wide	43	44	43	45	44	46
Hindmarsh	42	46	n/a	n/a	n/a	n/a
East Ward	41	49	n/a	n/a	n/a	n/a
North Ward	40	40	n/a	n/a	n/a	n/a
Small Rural	40	43	44	45	n/a	n/a
18-34	39	43	n/a	n/a	n/a	n/a
Men	39	43	n/a	n/a	n/a	n/a

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

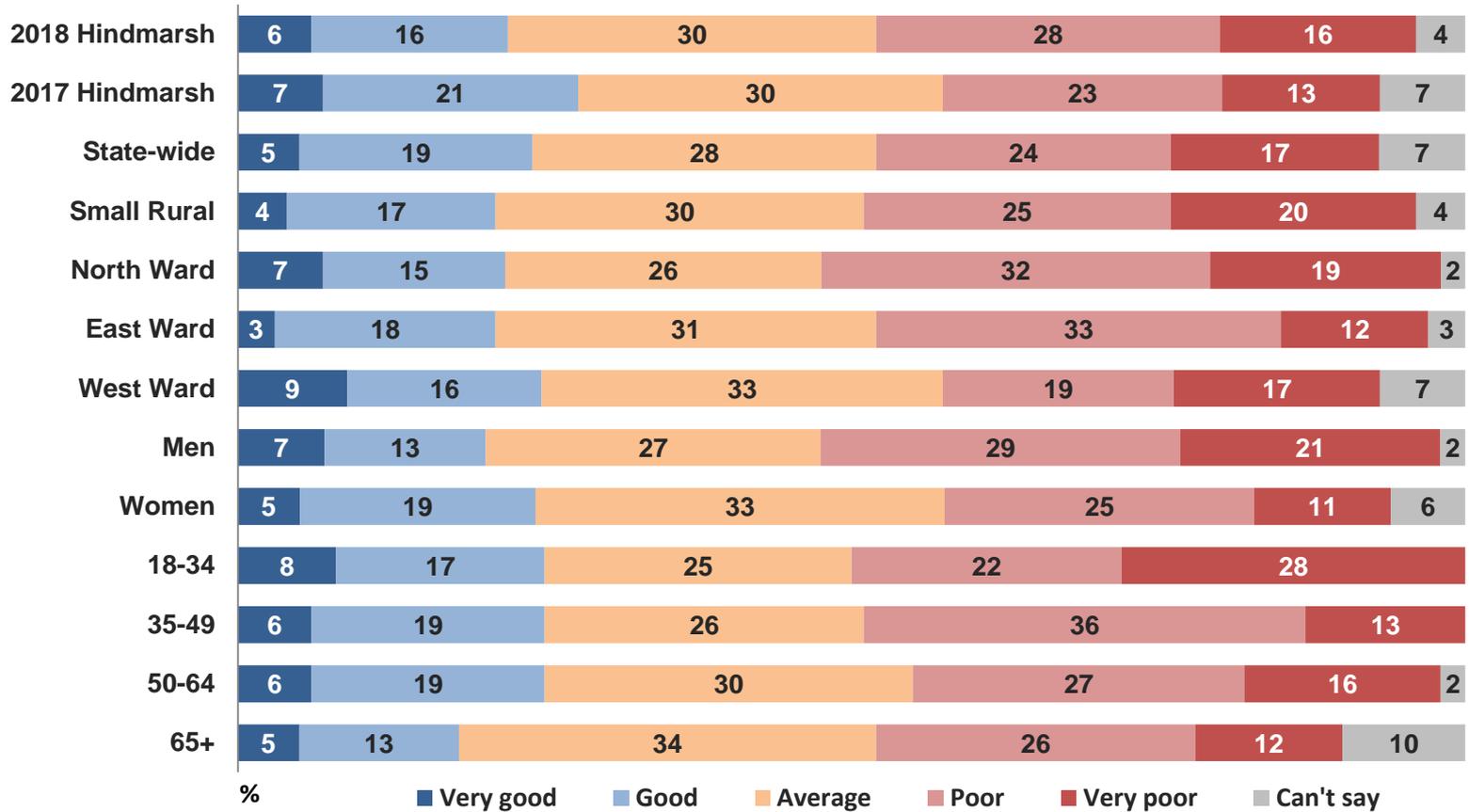
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2018 Unsealed Roads Performance

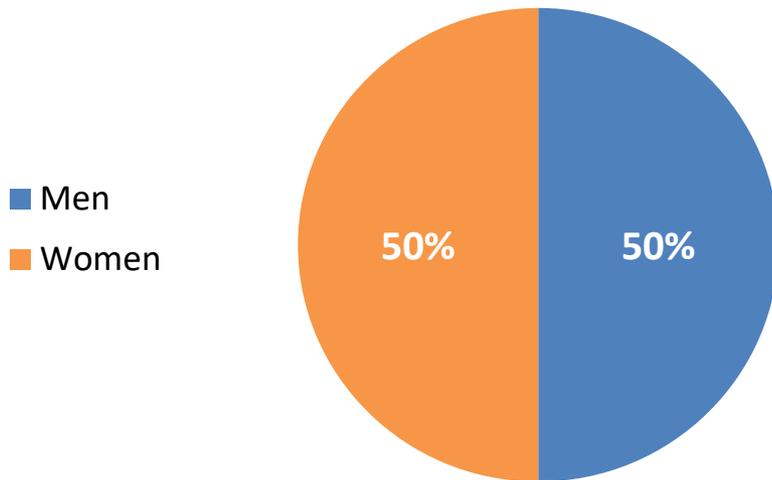




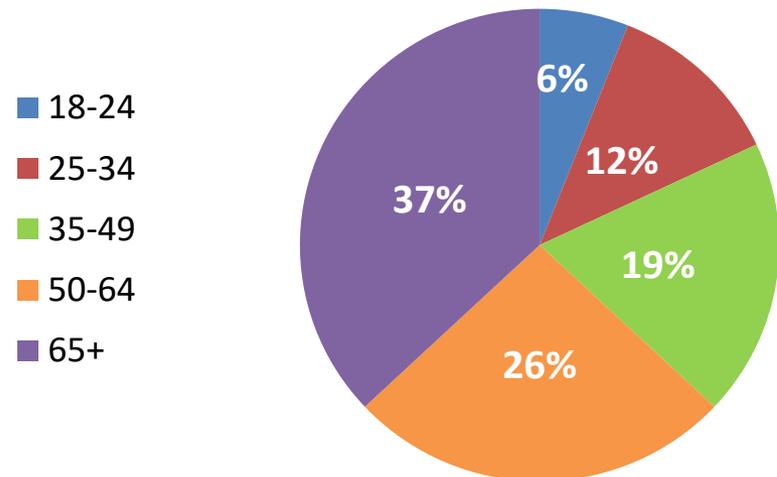
DETAILED DEMOGRAPHICS

2018 GENDER AND AGE PROFILE

Gender



Age



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:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE**



**APPENDIX B:
FURTHER PROJECT INFORMATION**

APPENDIX B:

BACKGROUND AND OBJECTIVES

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 Hindmarsh Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire Council was 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 400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 5,000 people aged 18 years or over for Hindmarsh Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Hindmarsh Shire Council	400	400	+/-4.7
Men	192	201	+/-6.9
Women	208	199	+/-6.7
North Ward	131	130	+/-8.5
East Ward	125	124	+/-8.7
West Ward	144	147	+/-8.1
18-34 years	26	74	+/-19.5
35-49 years	62	77	+/-12.5
50-64 years	127	102	+/-8.6
65+ years	185	147	+/-7.1

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 vary slightly.

Council Groups

Hindmarsh Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

Wherever appropriate, results for Hindmarsh Shire Council for this 2018 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B: ANALYSIS AND REPORTING

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.

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

APPENDIX B: ANALYSIS AND REPORTING

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

APPENDIX B:

INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$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:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2018 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 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

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

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2018 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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



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