



# **2019 Local Government Community Satisfaction Survey**

## **Hindmarsh Shire Council**

Coordinated by the Department of  
Environment, Land, Water and Planning  
on behalf of Victorian councils

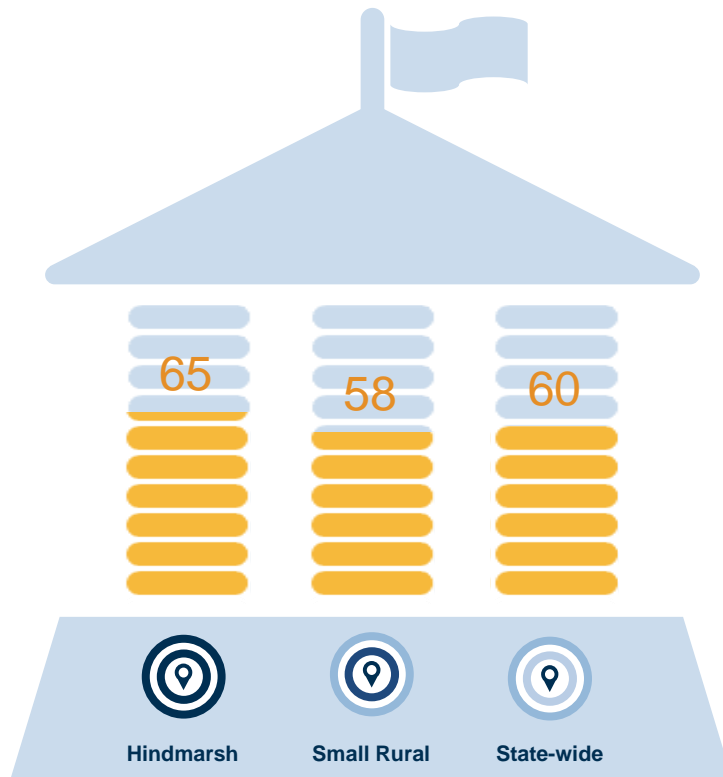


# Contents

<b><u>Background and objectives</u></b>	<b><u>4</u></b>	<b><u>Business and community development and tourism</u></b>	<b><u>89</u></b>
<b><u>Key findings and recommendations</u></b>	<b><u>6</u></b>	<b><u>Planning and building permits</u></b>	<b><u>93</u></b>
<b><u>Summary of findings</u></b>	<b><u>13</u></b>	<b><u>Roadside slashing and weed control</u></b>	<b><u>97</u></b>
<b><u>Detailed findings</u></b>	<b><u>29</u></b>	<b><u>Maintenance of unsealed roads</u></b>	<b><u>99</u></b>
<u>Overall performance</u>	<u>30</u>	<b><u>Detailed demographics</u></b>	<b><u>103</u></b>
<u>Customer service</u>	<u>33</u>	<b><u>Appendix A: Index scores, margins of error and significant differences</u></b>	<b><u>105</u></b>
<u>Council direction</u>	<u>38</u>	<b><u>Appendix B: Further project information</u></b>	<b><u>110</u></b>
<u>Individual service areas</u>	<u>44</u>		
<u>Community consultation and engagement</u>	<u>45</u>		
<u>Lobbying on behalf of the community</u>	<u>49</u>		
<u>Decisions made in the interest of the community</u>	<u>53</u>		
<u>Condition of sealed local roads</u>	<u>57</u>		
<u>Informing the community</u>	<u>61</u>		
<u>Condition of local streets and footpaths</u>	<u>65</u>		
<u>Enforcement of local laws</u>	<u>69</u>		
<u>Elderly support services</u>	<u>73</u>		
<u>Recreational facilities</u>	<u>77</u>		
<u>Appearance of public areas</u>	<u>81</u>		
<u>Waste management</u>	<u>85</u>		



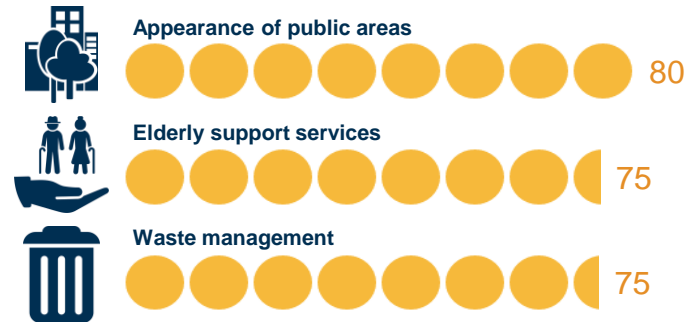
# Hindmarsh Shire Council – at a glance



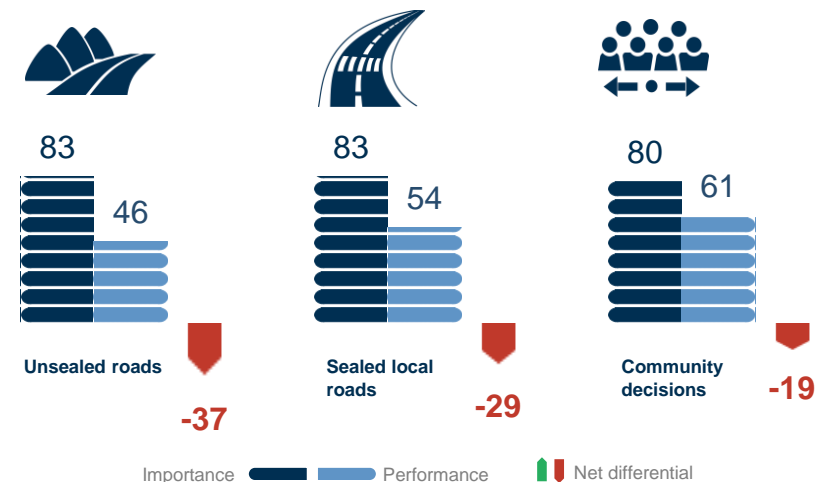
## Overall Council performance

Results shown are index scores out of 100.

## Top 3 performing areas



## Top 3 areas for improvement





# **Background and objectives**



# 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 twentieth year, this survey provides insight into the community's views on:

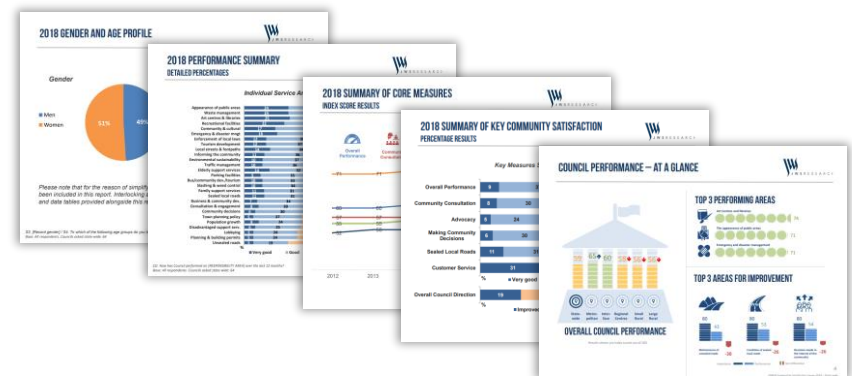
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

## Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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.





# **Key findings and recommendations**





## Overall performance

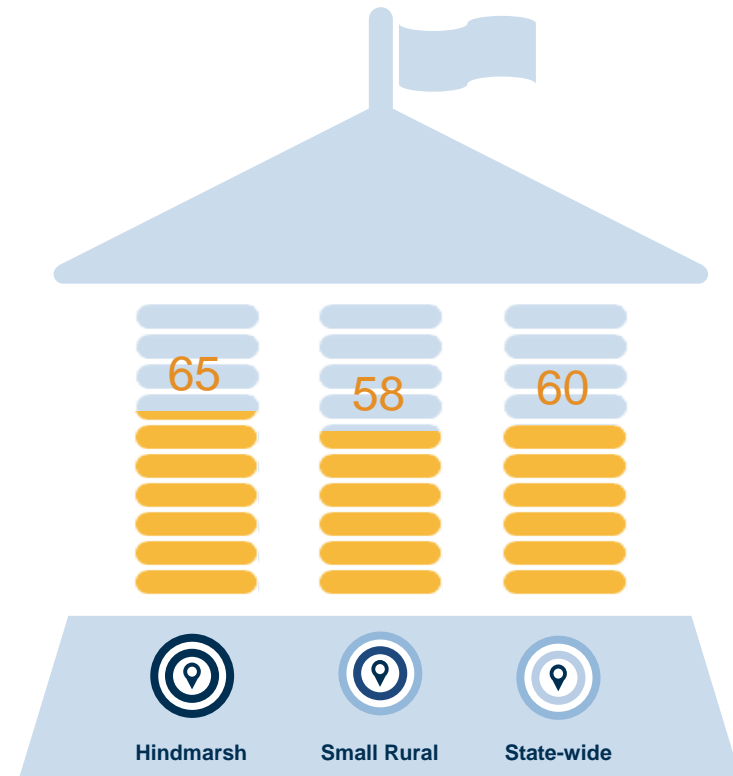
Hindmarsh Shire Council's overall performance rating increased significantly – by five index points from 2018 – to an index score of 65. Overall performance is at its highest level since tracking began in 2012, having climbed 12 points in the intervening years.

Hindmarsh Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide and in the Small Rural group (index scores of 60 and 58 respectively).

- All groups, with the exception of West Ward residents, improved in their perceptions of Council's overall performance in the past year. Significant increases occurred among East (index score of 70, up nine index points from 2018) and North Ward residents (64, up nine points), men (64, up six points), and residents aged 35 to 49 years (60, up 10 points).
- East Ward residents rate overall performance highest relative to other demographic groups and significantly higher than the Council average.

More than half of residents (56%) rate Hindmarsh Shire Council's overall performance as 'very good' or 'good' compared to just 9% who rate it as 'very poor' or 'poor'. A further 35% sit mid-scale, rating it as 'average'.

### Overall Council performance



Results shown are index scores out of 100.



# Customer contact and service

## Contact with council

Around two-thirds of Hindmarsh Shire Council residents (63%) have had contact with Council in the last 12 months. This is not significantly different to 2018 (64%). Rates of contact have been largely consistent through the years with the exception of 2013 (52%) which saw a drop in residents' level of contact with Council.

- Residents aged 50 to 64 years had the most contact with Council (76%) in 2019. Contact amongst this group was significantly higher than the Council average.
- Conversely, residents aged 18 to 34 years had the least contact with Council (50%), significantly lower than average.
- Residents of the North (68%) and West (66%) Ward were more likely to contact Council than residents of the East Ward (56%).

## Customer service

Hindmarsh Shire Council's customer service index of 70 is just two points lower than in 2018. Performance on this measure is rated in line with the State-wide and Small Rural group averages (index scores of 71 and 70 respectively).

Just under a third of residents (31%) rate Council's customer service as 'very good' with another 37% rating it as 'good'. One in five residents (20%) rate customer service as 'average'; a further 11% rate it as 'very poor' or 'poor'.

- Residents aged 65+ years (index score of 80) rate Council's customer service highest and significantly higher than average.
- There were no other significant differences in rating of customer service among other demographic or geographic cohorts compared to the Council average.





# Top performing areas and areas for improvement

## Top performing areas

The top three performing service areas for Hindmarsh Shire Council are:

- Appearance of public areas (index score of 80)
- Elderly support services (index score of 75)
- Waste management (index score of 75).

Notably, these top performing service areas are also rated significantly higher than the State-wide and Small Rural group council averages.

In keeping with these ratings, 13% of residents volunteer 'parks and gardens' as one of the best things about Hindmarsh Shire Council.

The most improved service area in 2019 is sealed local roads (index score of 54) which increased a significant six index points compared to 2018. Council's rating in this area is at its highest level since 2014.

Additional areas where Hindmarsh Shire Council has improved significantly are local streets and footpaths (index score of 65, up five index points from 2018) and the maintenance of unsealed roads (46, up four index points). Council rates significantly higher than Small Rural group averages for both service areas.

## Areas for improvement

The most (and only) significant decline in 2019 was a four-point drop on the measure of planning and building permits (index score of 50). However, Council's performance is still in line with State-wide and Small Rural group averages on this measure.

- The decline is largely driven by significantly lower ratings among West Ward residents (index score of 46, down nine index points) and women (54, down six index points).
- Residents in the East Ward (index score of 57) rate Council 11 index points higher in this area, significantly higher than the Council average.
- Residents aged 18 to 34 years (index score of 57) also rate Council significantly higher than average.

Unsealed roads (index score of 46) rates lowest of all council service areas despite experiencing a significant improvement in ratings from 2018 (up four index points).

- When asked what Council most needs to do to improve performance, residents mention the condition of local roads – sealed (18%) or unsealed (8%) – as an area in need of improvement.



## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

- The condition of sealed local roads
- Maintenance of unsealed roads.
- The appearance of public areas.

Looking at key service areas only, the appearance of public areas and waste management have relatively higher performance index scores. These service areas have a moderately positive influence on Council's overall performance rating (somewhat low to negligible in the area of waste management).

- Currently, Hindmarsh Shire Council is performing *very well* in these areas (performance index scores of 80 and 75 respectively) – maintaining these positive results should remain a focus. However, in terms of driving positive perceptions of overall performance, there is greater work to be done elsewhere.

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

Decisions in the community's interest has the strongest positive influence on perceptions of overall performance, therefore improving performance in this area is an opportunity to lift overall performance ratings.

Further to this, **focusing attention on condition of sealed local roads and the maintenance of unsealed roads, could also help to drive up opinion of Hindmarsh Shire Council's overall performance**, as these areas have a moderate influence on overall perceptions and index scores with scope for improvement (performance indices of 54 and 46 respectively).

- In the service area of sealed local roads, it is the North Ward that requires greatest attention. Residents here rate Council performance significantly lower (index score of 47) than the Council average.



## Focus areas for coming 12 months

**Council's performance ratings improved or stayed the same across almost all areas compared to 2018. This is a positive result for Council. In addition, Council performs significantly higher than State-wide and Small Rural group averages in a number of areas.**

- Further, the vast majority of residents (67%) believe Council is headed in the right direction (either 'definitely' or 'probably the right direction') compared to 21% who believe Council is headed in the wrong direction. A further 13% 'can't say' at this time.
- Faced with a hypothetical situation, just over half of residents (51%) would prefer service cuts to keep rates at current levels over rate increases to improve local services (33%). A further 16% are unable or unwilling to choose.

In terms of priorities for the year ahead, Hindmarsh Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Decisions made in the interest of the community
- The condition of sealed local roads
- Maintenance of unsealed roads
- The appearance of public areas.

Currently, significant perception gaps exist with regard to views of the first three afore-mentioned areas. In each case, stated importance exceeds rated performance by a wide margin:

- Unsealed roads (margin of 37 points)
- Sealed local roads (margin of 29 points)
- Community decisions (margin of 19 points).

On the positive side, Council has made some gains in the areas of sealed and unsealed roads and should look to maintain and build upon these gains over the next 12 months.

More generally, consideration should be given to residents aged 35 to 64 years and residents of the North Ward, who appear to be driving more negative opinion in a number of areas in 2019.

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



## Further areas of exploration

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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.

Please note that the category descriptions for the coded open-ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

**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**

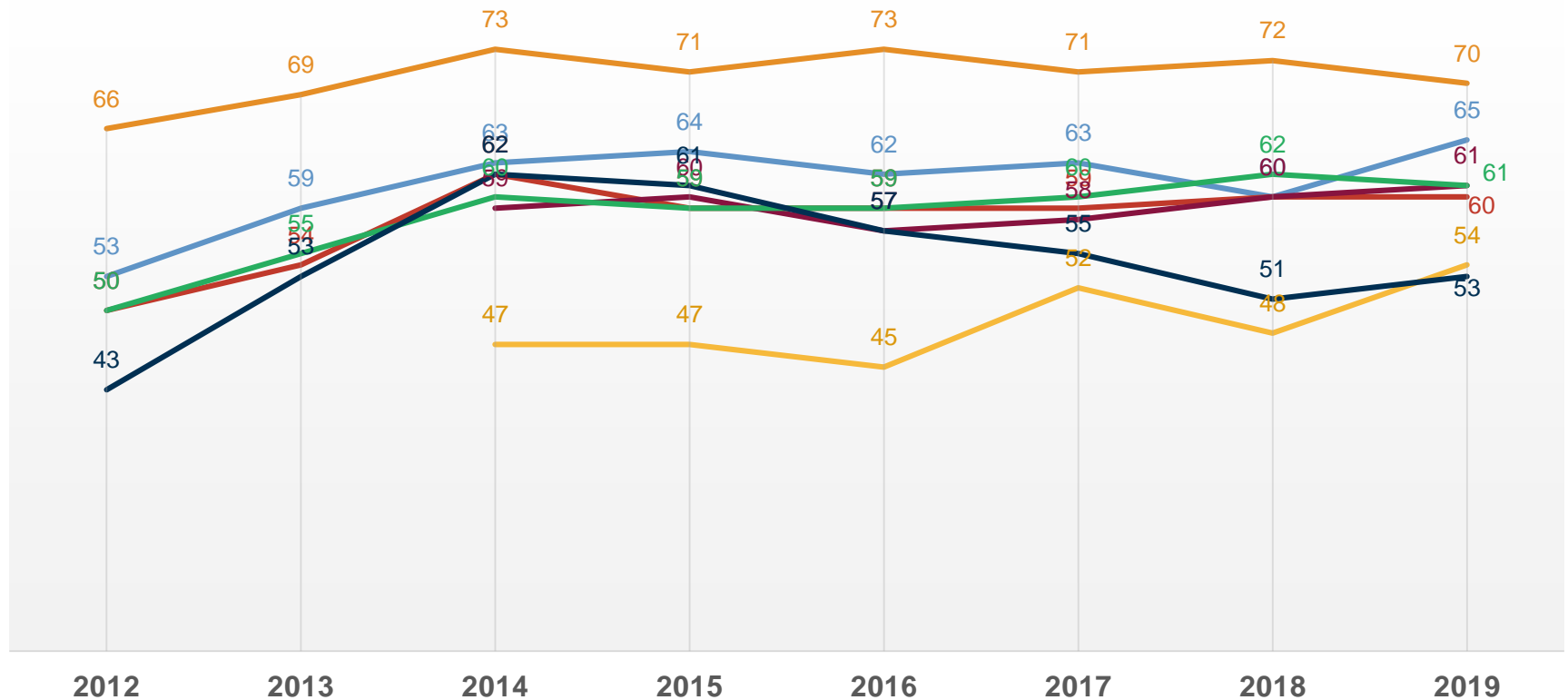
A large, stylized letter 'W' graphic that serves as a background element. It is filled with a satellite night map of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

# **Summary of findings**



## Summary of core measures

### Index scores





## Summary of core measures

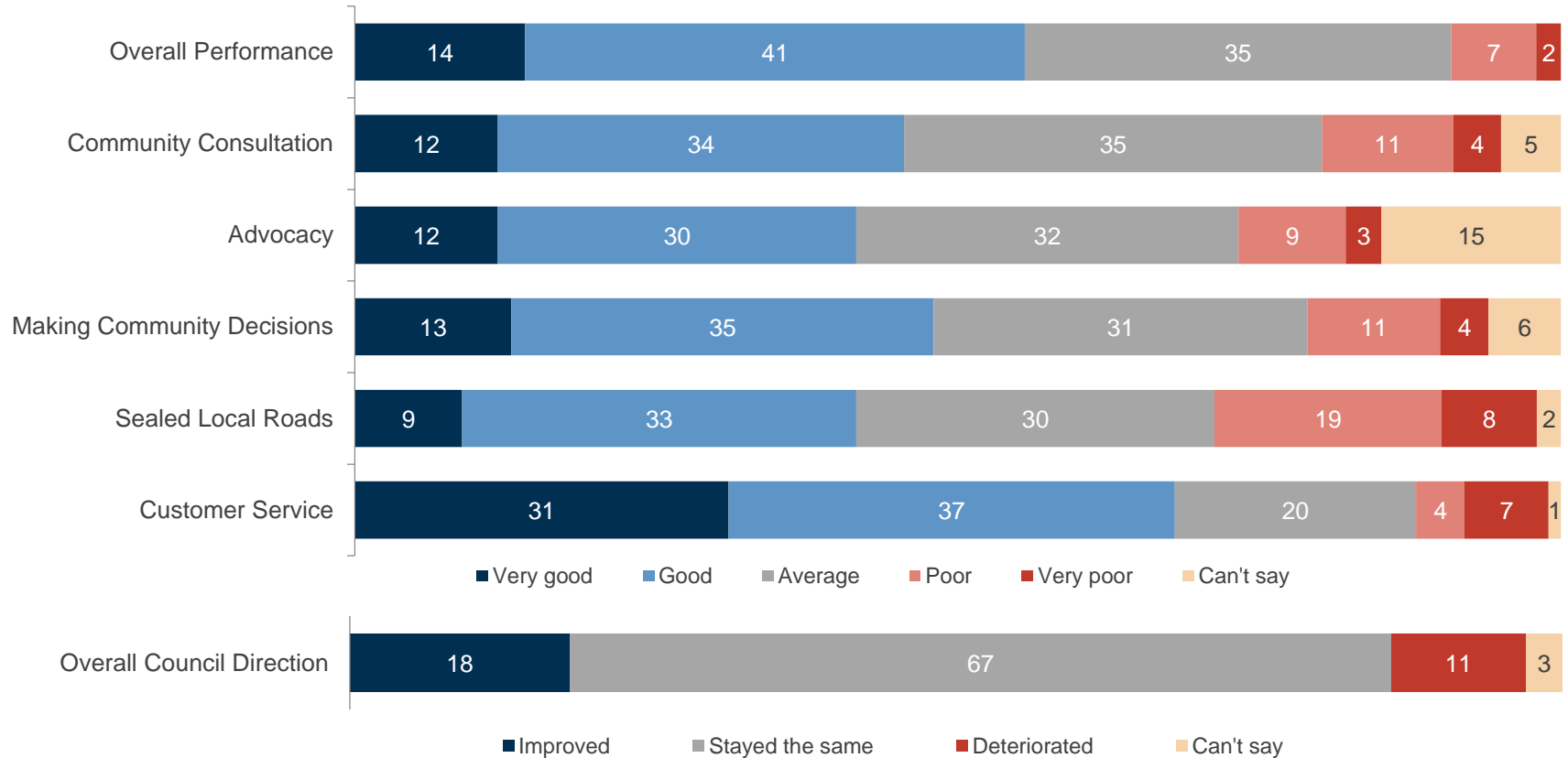
Performance Measures	Hindmarsh 2019	Hindmarsh 2018	Small Rural 2019	State-wide 2019	Highest score	Lowest score
<b>Overall Performance</b>	<b>65</b>	60	58	60	East Ward	Aged 35-49 years
<b>Community Consultation</b> (Community consultation and engagement)	<b>60</b>	60	56	56	Aged 65+ years	North Ward
<b>Advocacy</b> (Lobbying on behalf of the community)	<b>61</b>	62	55	54	Aged 65+ years	Aged 35-49 years
<b>Making Community Decisions</b> (Decisions made in the interest of the community)	<b>61</b>	60	55	55	Aged 65+ years	Aged 35-49 years
<b>Sealed Local Roads</b> (Condition of sealed local roads)	<b>54</b>	48	53	56	East Ward	North Ward
<b>Customer Service</b>	<b>70</b>	72	70	71	Aged 65+ years	Aged 35-49 years
<b>Overall Council Direction</b>	<b>53</b>	51	53	53	Aged 18-34 years	North Ward, Aged 50-64 years





# Summary of key community satisfaction

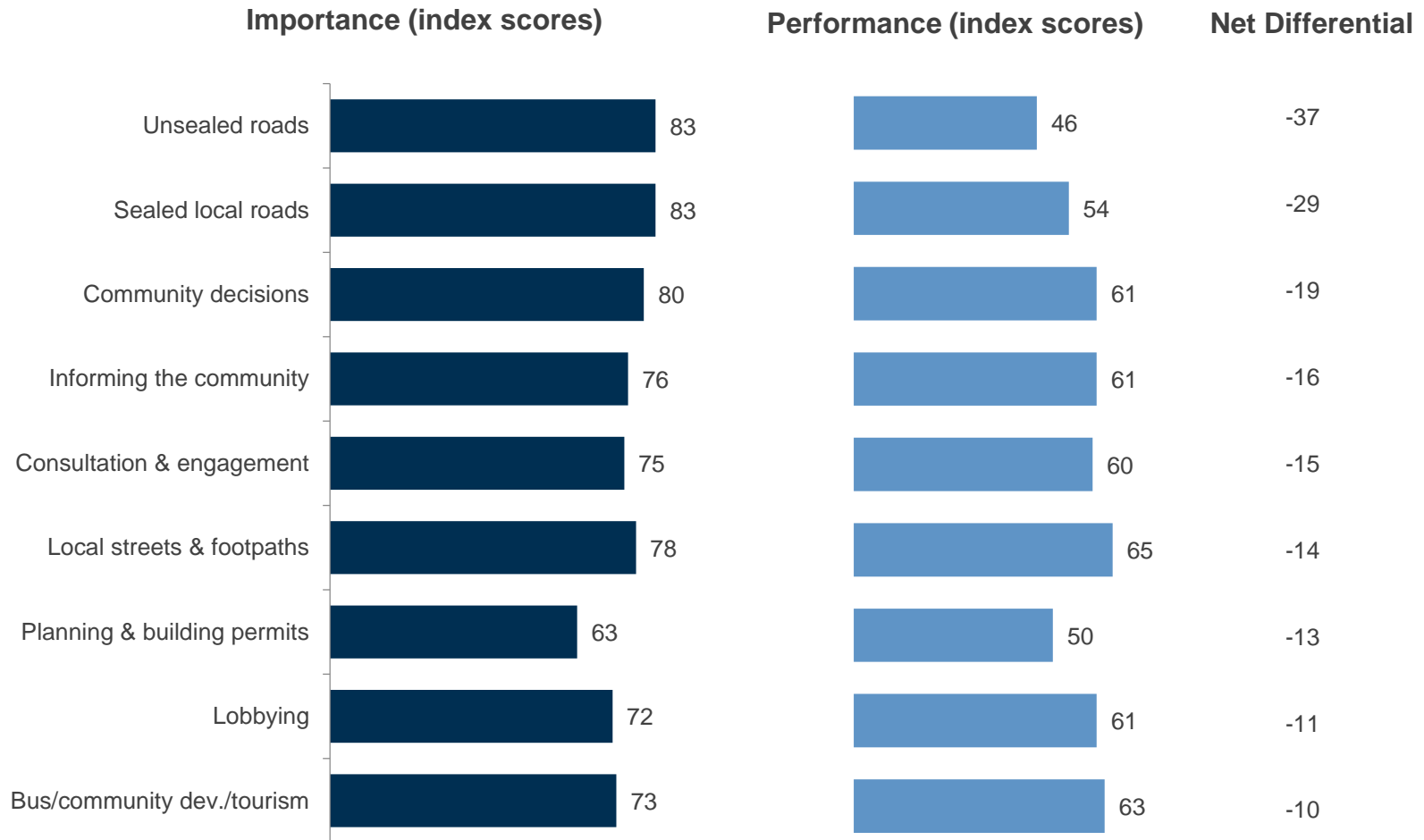
## Key measures summary results (%)





## Individual service areas importance vs performance

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





## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.
- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

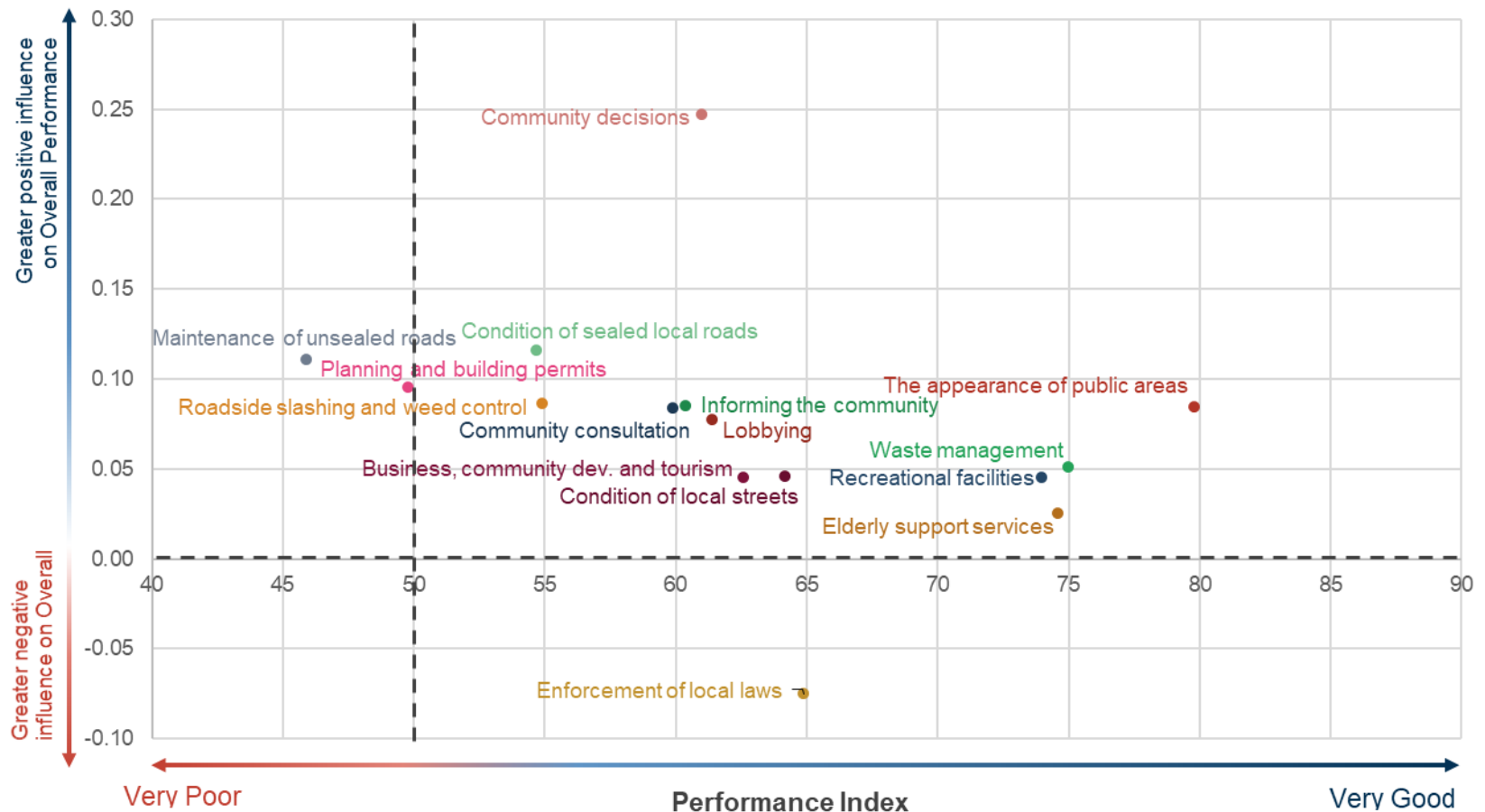
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

**Key insights from this analysis are derived from the second chart.**



# Influence on overall performance: all service areas

## 2019 regression analysis (all service areas)

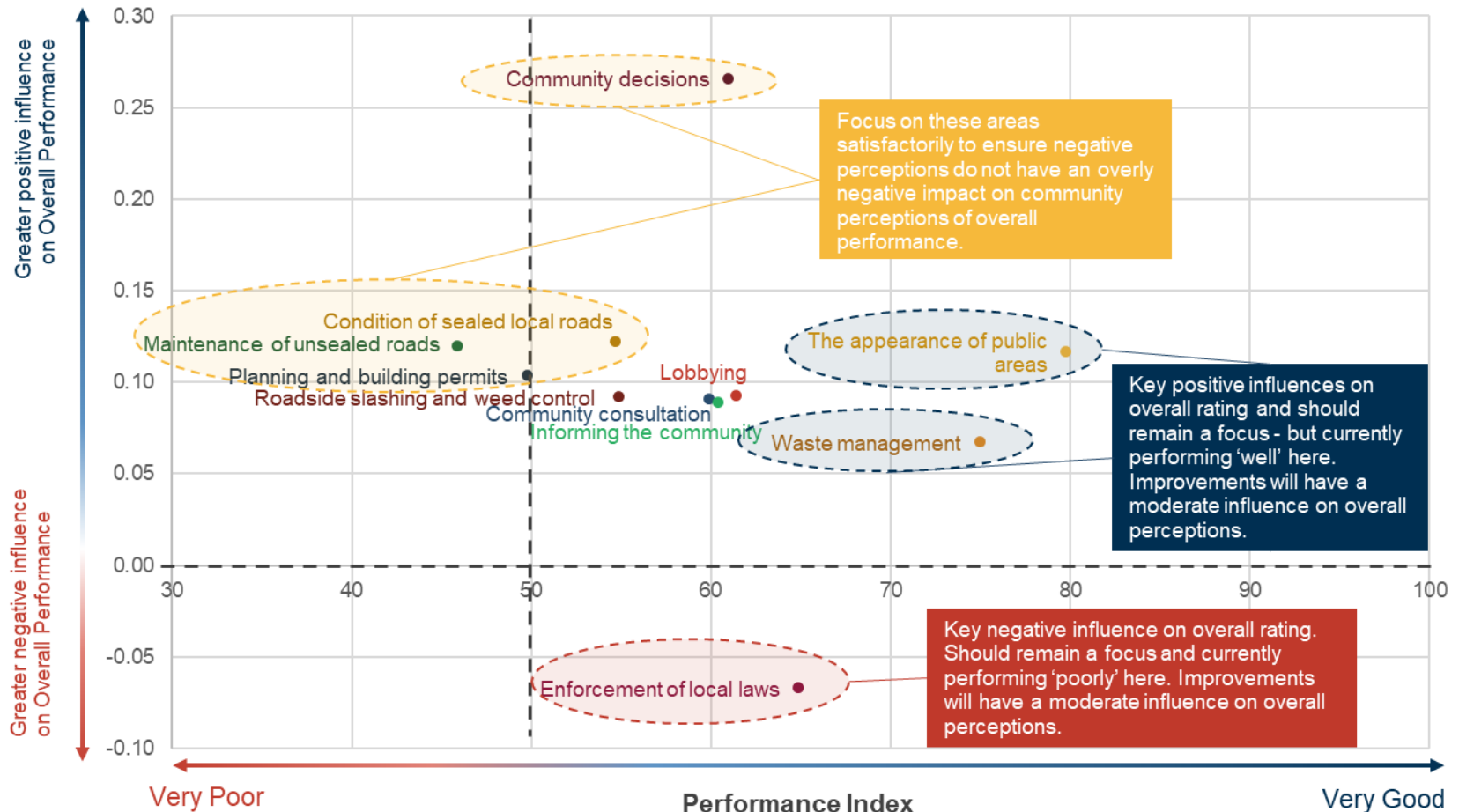


The multiple regression analysis model above (all service areas) has an R-squared value of 0.544 and adjusted R-square value of 0.526, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 30.54$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

## 2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.538 and adjusted R-square value of 0.524, 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  $p = 0.0001$ ,  $F = 41.00$ .



# Individual service area importance

## 2019 individual service area importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Sealed local roads	83	84	81	n/a	n/a	n/a	n/a	n/a
Unsealed roads	83	82	79	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	82	80	n/a	n/a	n/a	n/a	n/a
Community decisions	80	77	78	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	77	76	n/a	n/a	n/a	n/a	n/a
Informing the community	76	72	74	n/a	n/a	n/a	n/a	n/a
Waste management	75	76	75	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	75	73	74	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	74	73	73	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	73	69	74	n/a	n/a	n/a	n/a	n/a
Lobbying	72	71	72	n/a	n/a	n/a	n/a	n/a
Recreational facilities	71	70	72	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	67	68	70	n/a	n/a	n/a	n/a	n/a
Planning & building permits	63	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?

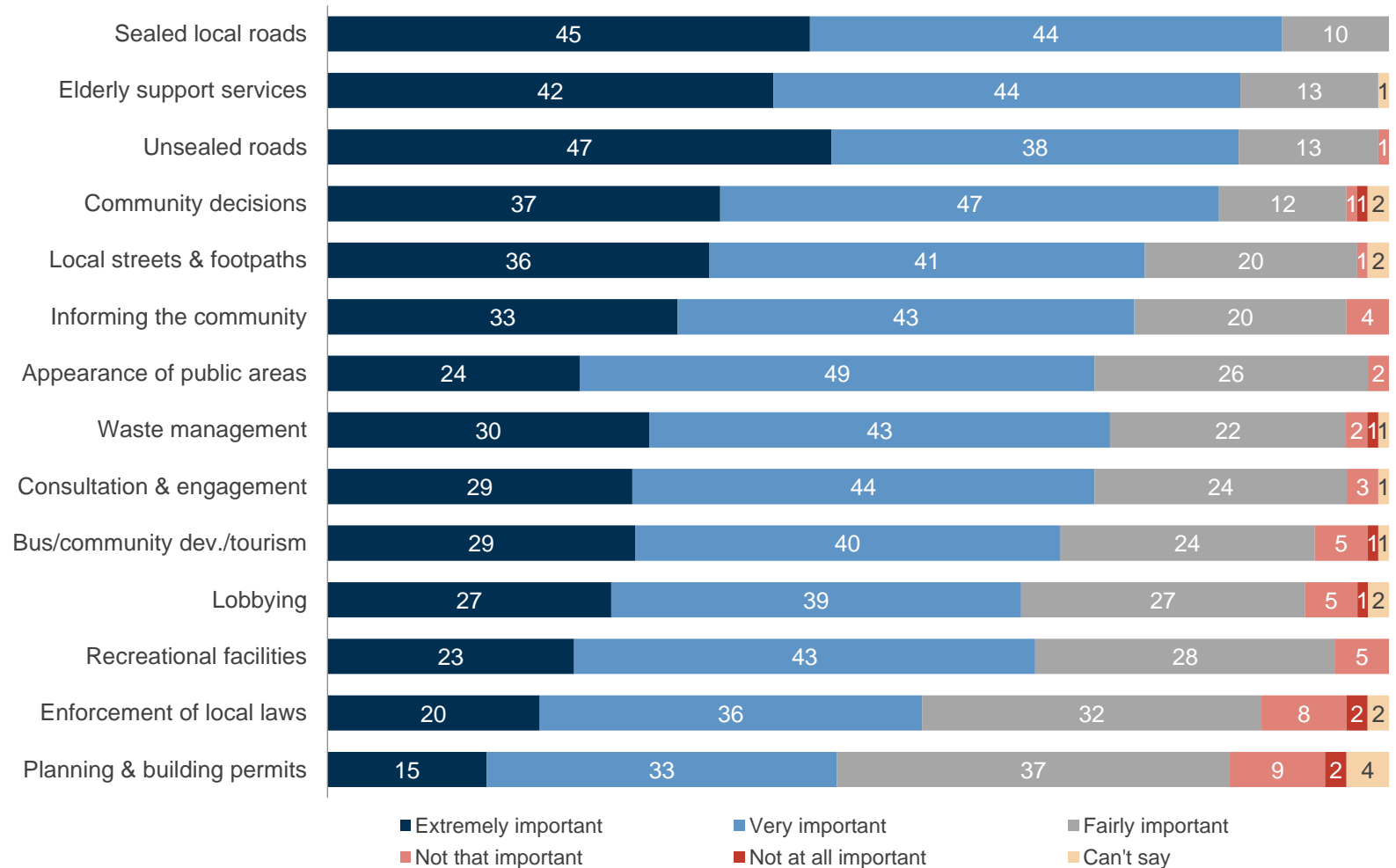
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

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



## Individual service area importance

2019 individual service area importance (%)







# Individual service area performance

## 2019 individual service area performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	80	79	78	74	77	76	71	71
Elderly support services	75	73	75	72	74	76	72	71
Waste management	75	74	75	68	71	73	73	70
Recreational facilities	73	73	73	67	71	71	69	67
Enforcement of local laws	65	64	65	63	66	68	64	64
Local streets & footpaths	65	60	62	59	61	58	53	51
Bus/community dev./tourism	63	61	61	58	59	61	57	54
Lobbying	61	62	60	59	59	60	55	50
Community decisions	61	60	58	57	60	59	n/a	n/a
Informing the community	61	60	64	62	63	66	59	53
Consultation & engagement	60	60	59	59	59	62	54	50
Slashing & weed control	56	54	53	n/a	n/a	n/a	n/a	n/a
Sealed local roads	54	48	52	45	47	47	n/a	n/a
Planning & building permits	50	54	54	47	53	53	n/a	n/a
Unsealed roads	46	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?

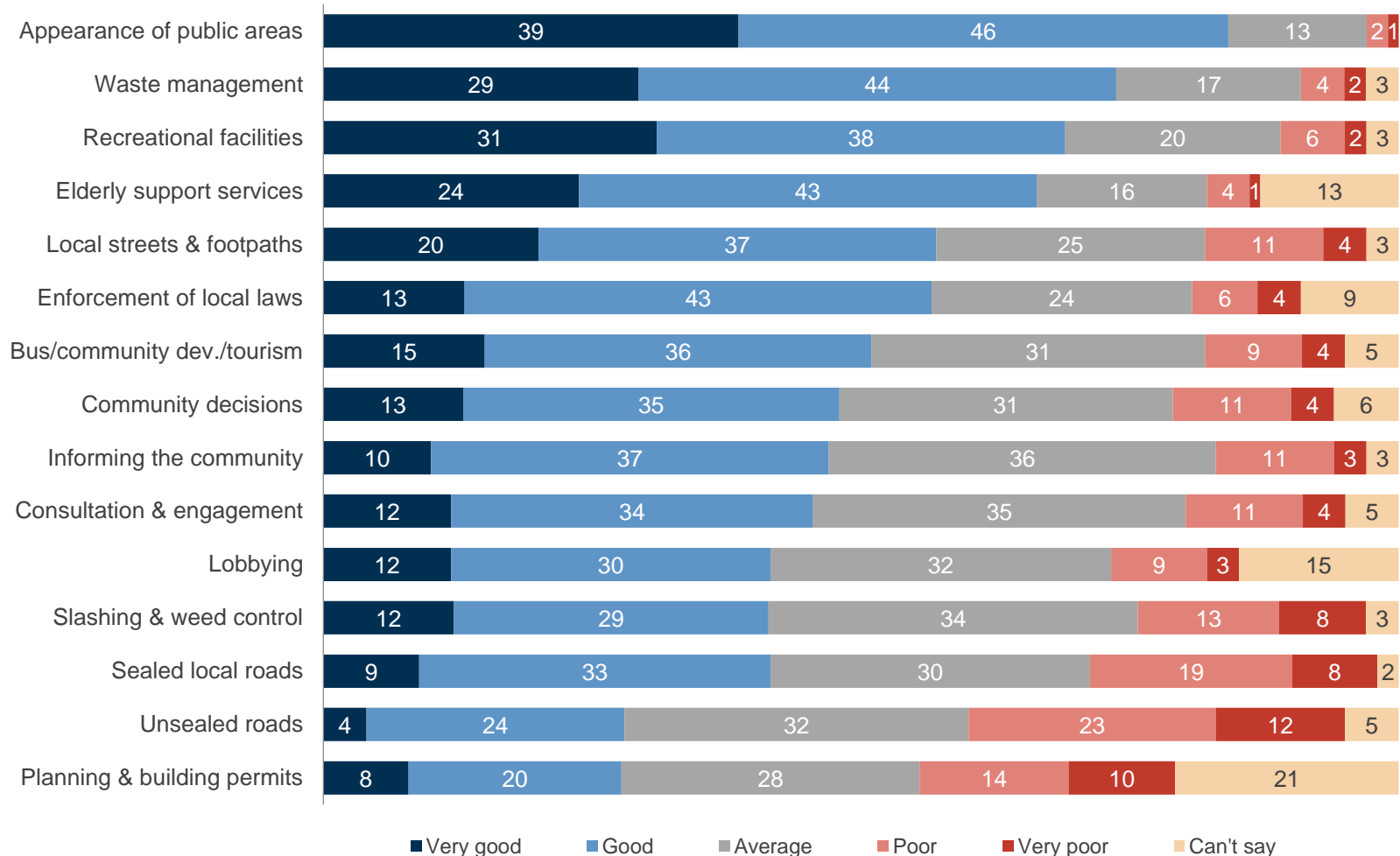
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Individual service area performance

## 2019 individual service area performance (%)



## Individual service area performance vs State-wide average



### Significantly Higher than State-wide Average

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

### Significantly Lower than State-wide Average

- Not applicable



## Individual service area 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
- Bus/community dev./tourism
- Unsealed roads
- Making community decisions

### Significantly Lower than Group Average

- Not applicable



## Best things about Council

### 2019 best things about Council (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Parks and Gardens	13	11	8	10	8	7	n/a	n/a
Customer Service	12	16	12	8	n/a	n/a	n/a	n/a
Recreational/Sporting Facilities	8	5	3	5	3	4	n/a	n/a
Road/Street Maintenance	8	8	5	5	5	6	n/a	n/a
Generally Good	8	6	8	5	n/a	n/a	n/a	n/a
Public Areas	7	5	3	5	9	7	n/a	n/a
Community Support Services	5	4	5	5	5	6	n/a	n/a
Tourism	5	4	2	2	5	4	n/a	n/a
Community engagement/Involvement	5	6	5	n/a	n/a	n/a	n/a	n/a
Aged Support Services	4	4	3	3	3	6	n/a	n/a
Waste Management	4	4	2	1	3	2	n/a	n/a
Community/Public Events/Activities	4	2	3	2	1	3	n/a	n/a

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: 21 Councils asked group: 4

Note: Significant differences have not been applied to this chart.

A verbatim listing of responses to this question has been provided within the accompanying dashboard.



## Areas for improvement

### 2019 areas for improvement (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Sealed Road Maintenance	18	29	18	22	18	22	n/a	n/a
Community Consultation	12	8	9	9	10	11	n/a	n/a
Un-Sealed Road Maintenance	8	10	6	6	n/a	n/a	n/a	n/a
Footpaths/Walking Tracks	7	8	6	7	7	9	n/a	n/a
Town Planning/Permits/Red Tape	6	2	2	2	2	1	n/a	n/a
Roads/Bypasses/Tunnels/Bridges - Better	6	1	1	1	n/a	n/a	n/a	n/a
Communication	6	5	7	8	8	9	n/a	n/a
Financial Management	5	8	6	7	4	9	n/a	n/a
Informing The Community	5	1	n/a	1	n/a	n/a	n/a	n/a
Nothing	9	8	10	8	10	16	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 10

Note: Significant differences have not been applied to this chart.

A verbatim listing of responses to this question has been provided within the accompanying dashboard.

# DETAILED FINDINGS



A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the United States, showing state boundaries and major cities. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

# **Overall performance**



## Overall performance

### 2019 overall performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
East Ward	70▲	61	65	63	61	64	55	n/a
65+	69	65	66	65	67	68	60	51
18-34	68	63	62	61	64	65	65	62
Women	66	62	69	64	67	65	60	56
Hindmarsh	65	60	63	62	64	63	59	53
North Ward	64	55	58	57	62	56	57	n/a
Men	64	58	58	59	61	61	57	51
West Ward	62	64	66	66	68	70	64	n/a
50-64	61	60	61	58	59	57	57	50
35-49	60	50	61	61	64	61	54	54
State-wide	60▼	59	59	59	60	61	60	60
Small Rural	58▼	56	58	57	59	n/a	n/a	n/a

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?

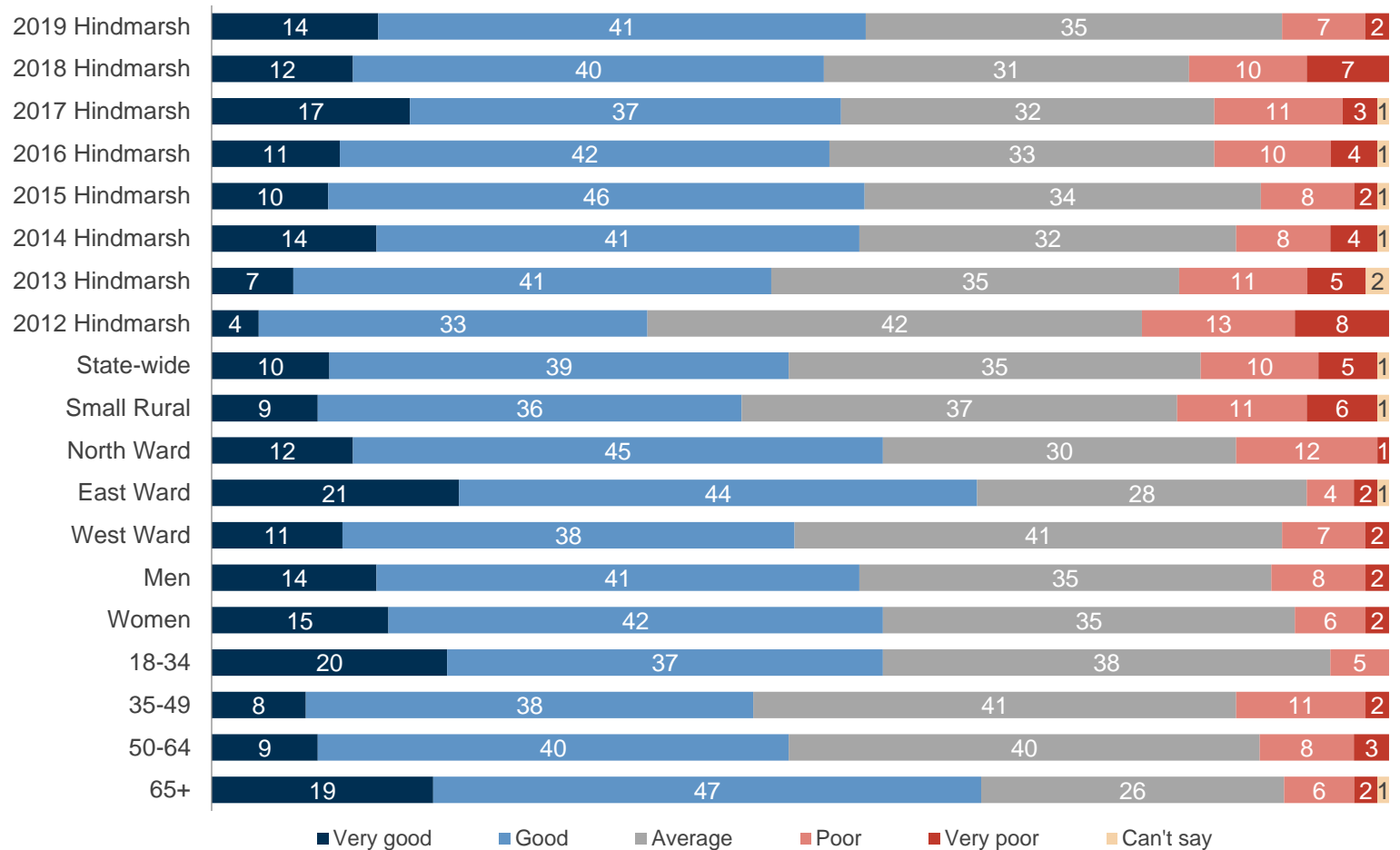
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Overall performance

## 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: 63 Councils asked group: 18

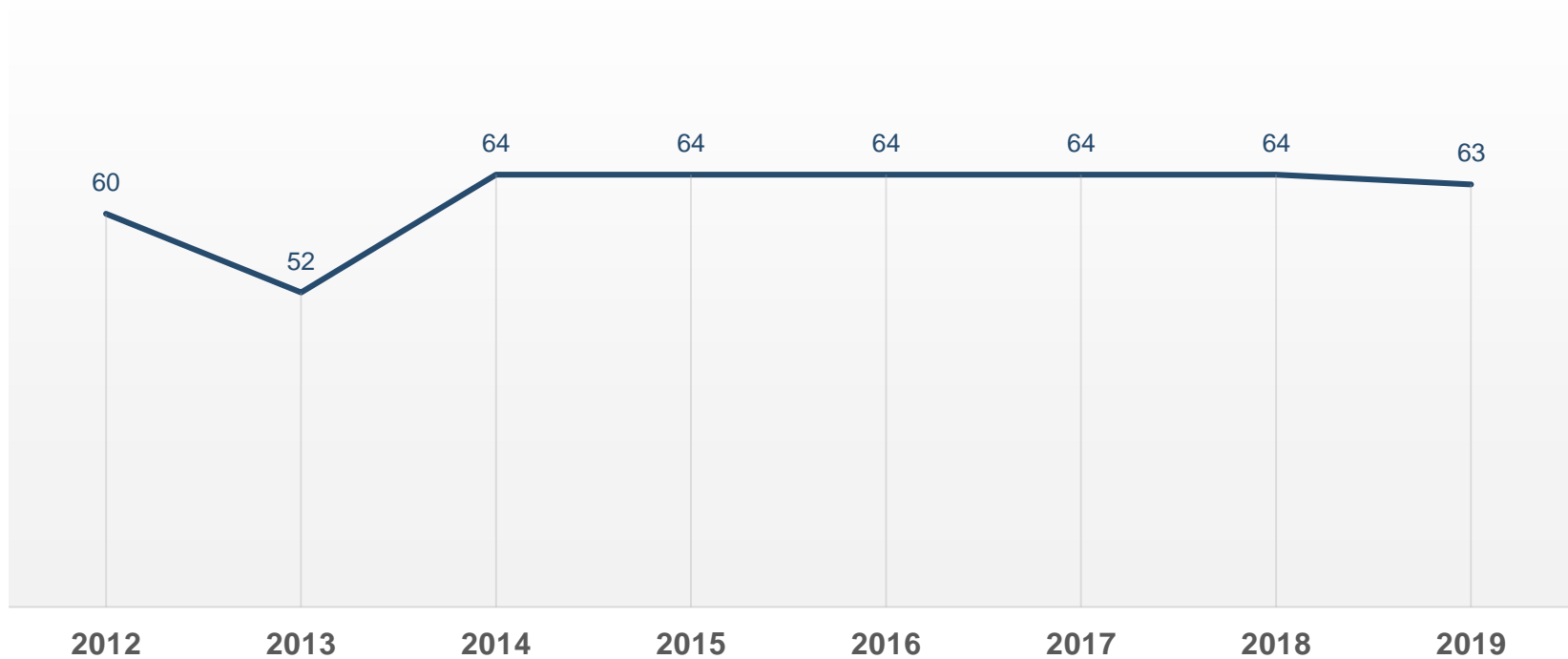


# **Customer service**



## Contact with council

2019 contact with council (%)  
Have had contact





## Contact with council

### 2019 contact with council (%)

		2018	2017	2016	2015	2014	2013	2012
50-64	76▲	72	75	74	66	67	54	67
North Ward	68	70	68	69	71	64	56	n/a
West Ward	66	64	59	64	64	60	48	n/a
Men	65	66	64	62	65	65	52	58
Hindmarsh	63	64	64	64	64	63	52	60
Small Rural	63	64	62	61	64	n/a	n/a	n/a
35-49	63	67	73	79	72	70	54	58
State-wide	61	61	58	58	60	61	60	61
Women	61	62	64	66	64	62	53	61
65+	60	57	58	53	56	65	53	62
East Ward	56	59	64	57	55	66	53	n/a
18-34	50▼	66	53	52	69	47	49	48

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?

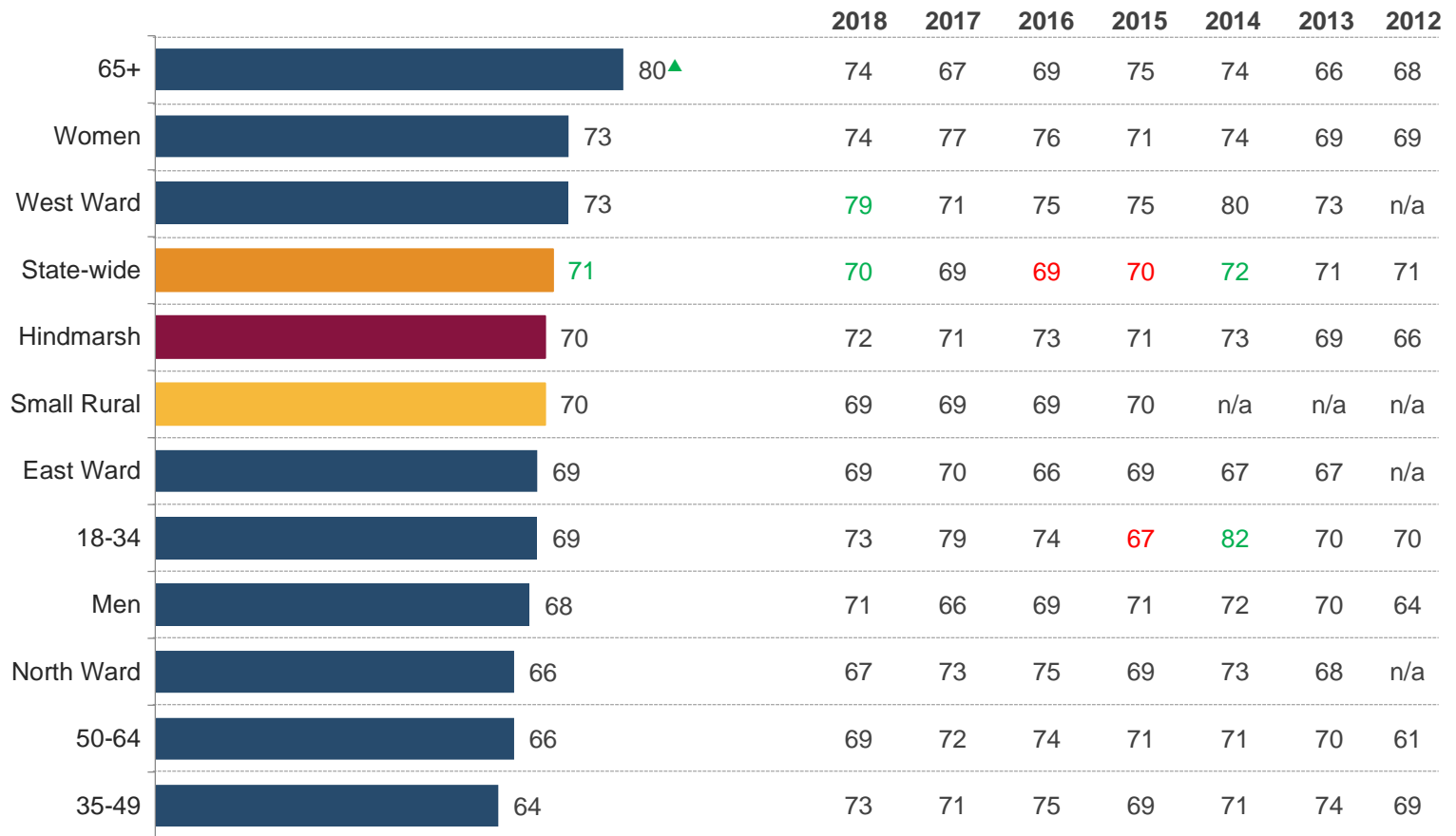
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12

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



# Customer service rating

## 2019 customer service rating (index scores)



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: 63 Councils asked group: 18

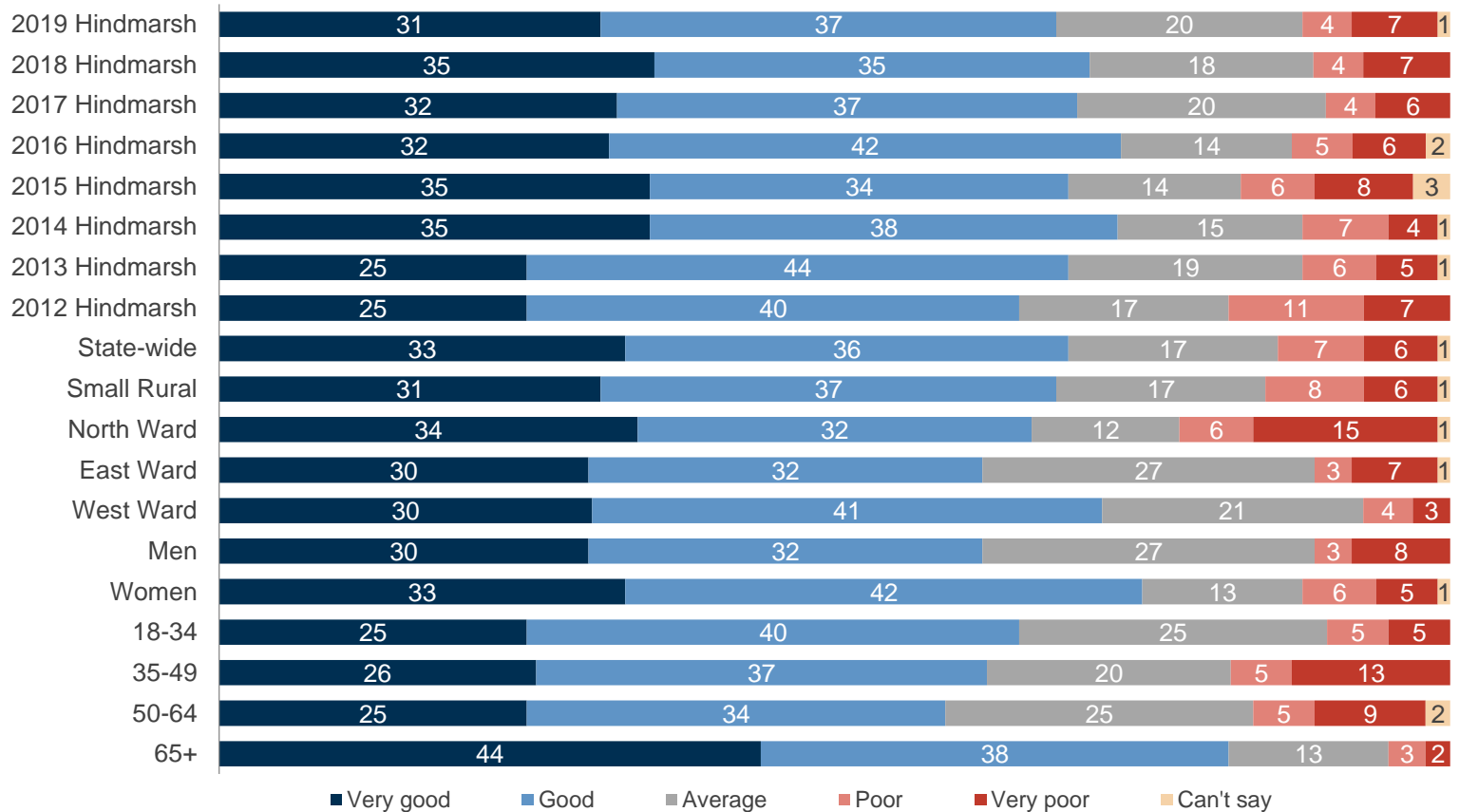
Note: Please see Appendix A for explanation of significant differences.





## Customer service rating

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: 63 Councils asked group: 18



# Council direction



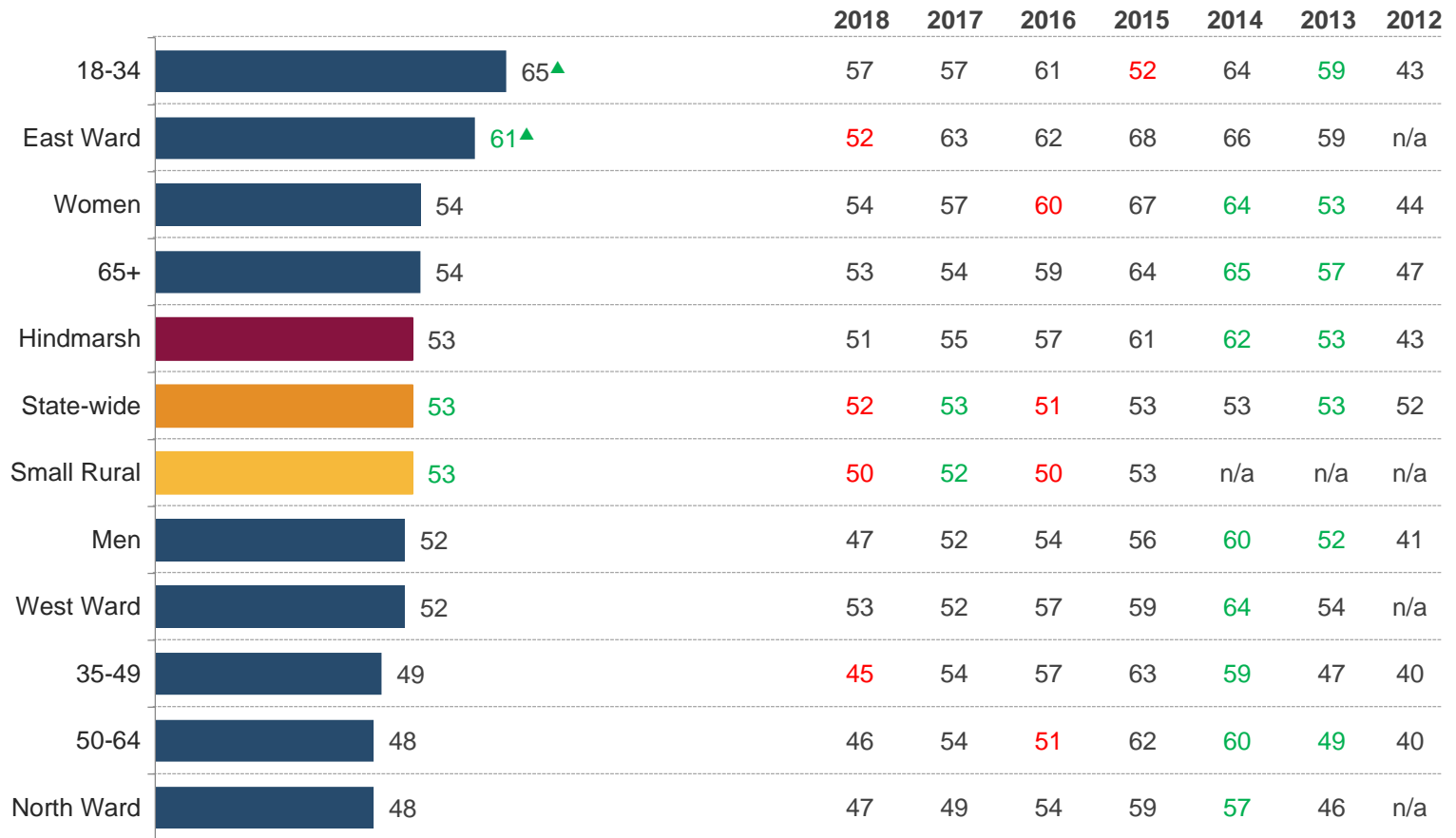
## Council direction summary

<b>Council direction</b>	<ul style="list-style-type: none"> <li>• 67% stayed about the same, up 3 points on 2018</li> <li>• 18% improved, up 1 point on 2018</li> <li>• 11% deteriorated, down 5 points on 2018</li> </ul>
<b>Most satisfied with Council direction</b>	<ul style="list-style-type: none"> <li>• Aged 18-34 years</li> </ul>
<b>Least satisfied with Council direction</b>	<ul style="list-style-type: none"> <li>• North Ward residents</li> <li>• Aged 50-64 years</li> </ul>
<b>Direction headed</b>	<ul style="list-style-type: none"> <li>• 67% right direction (18% definitely and 49% probably)</li> <li>• 21% wrong direction (10% probably and 10% definitely)</li> </ul>
<b>Rates vs services trade-off</b>	<ul style="list-style-type: none"> <li>• 33% prefer rate rise, down 3 points on 2018</li> <li>• 51% prefer service cuts, up 5 points on 2018</li> </ul>



## Overall council direction last 12 months

### 2019 overall direction (index scores)



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

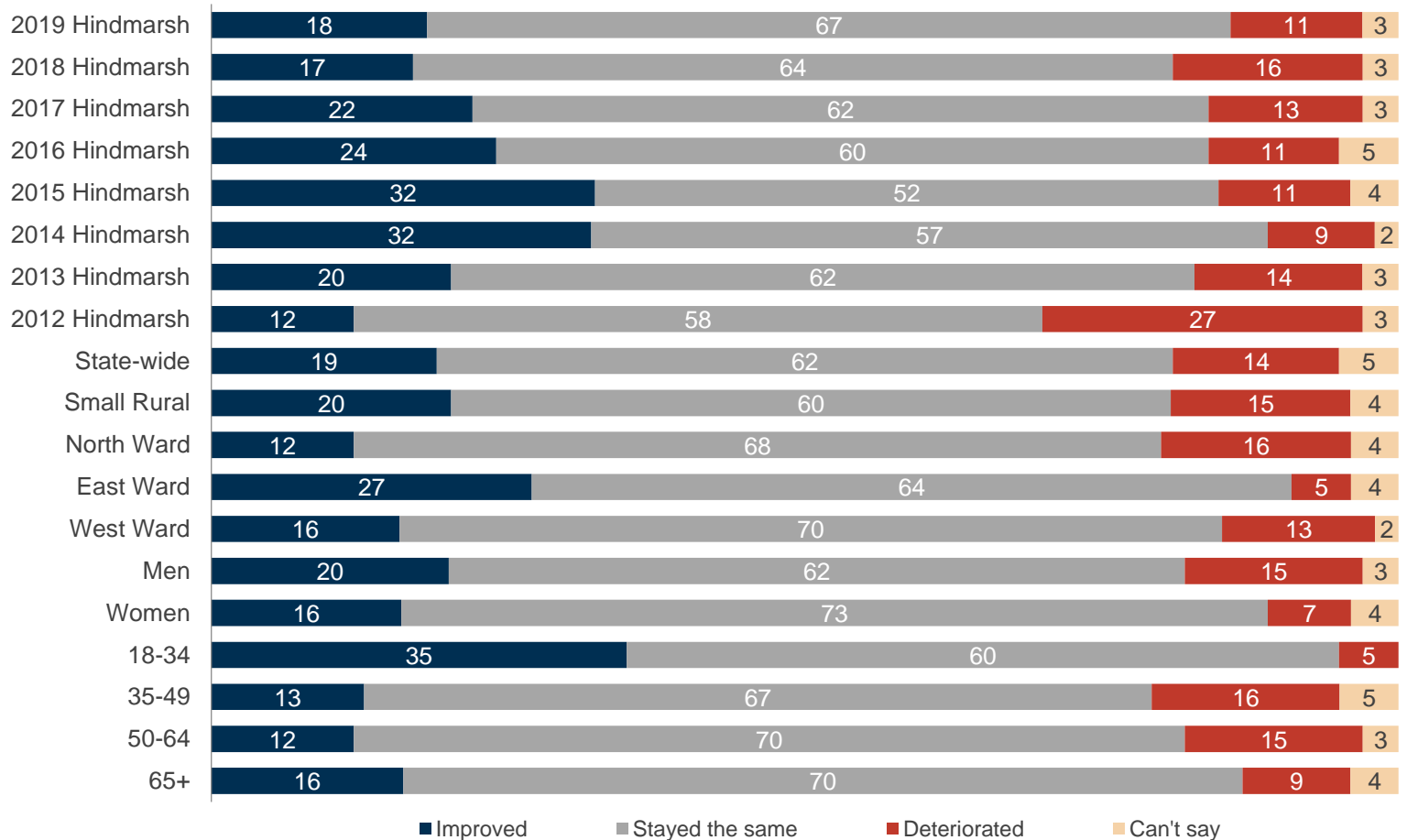
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



## Overall council direction last 12 months

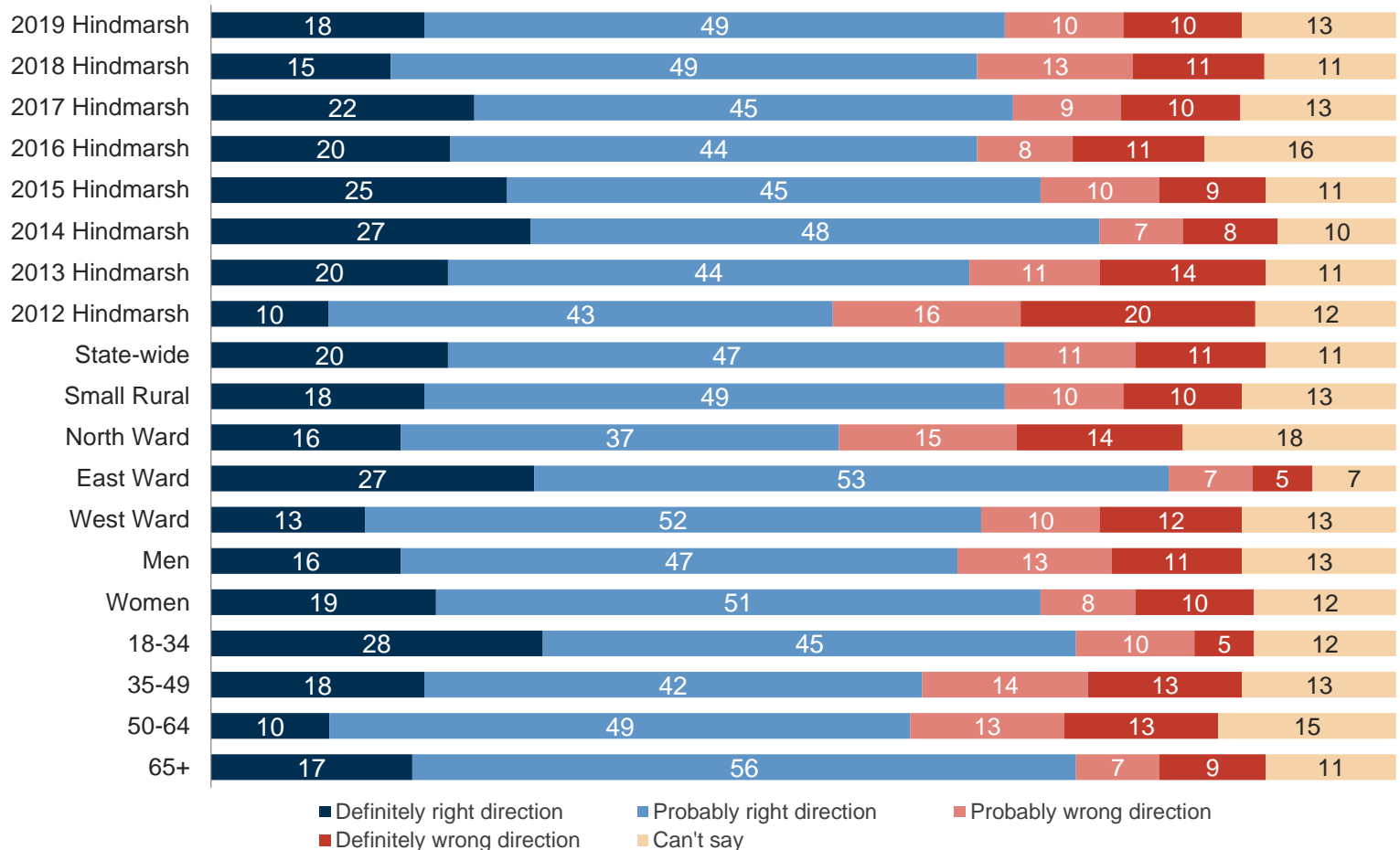
### 2019 overall council direction (%)





## Right / wrong direction

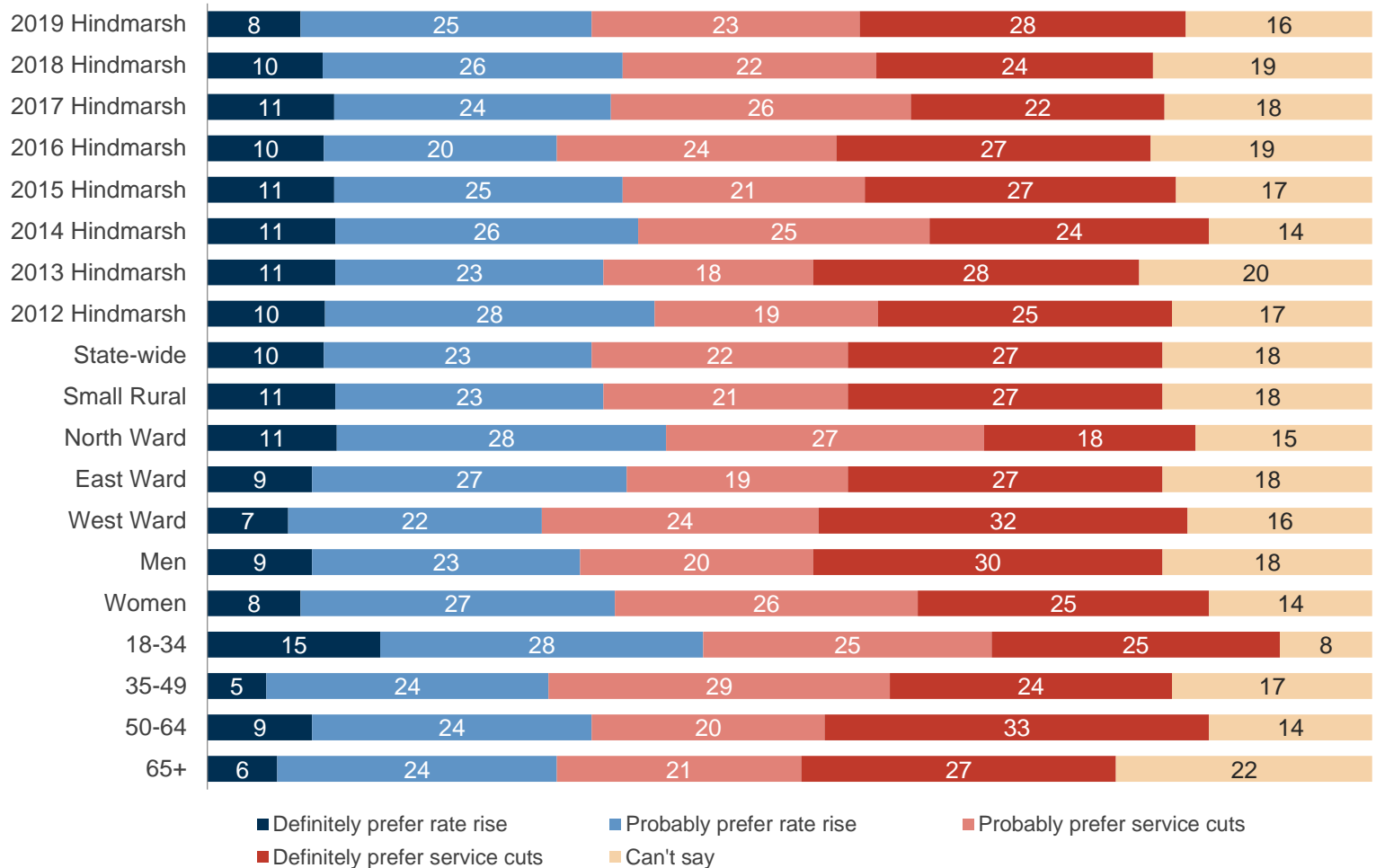
### 2019 right / wrong direction (%)





## Rates / services trade-off

### 2019 rates / services trade-off (%)



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

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4

A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the Western United States, showing state boundaries and major cities. The 'W' is dark blue and black, with the satellite imagery in shades of green, blue, and white. The text 'Individual service areas' is positioned in the lower-left quadrant of the slide.

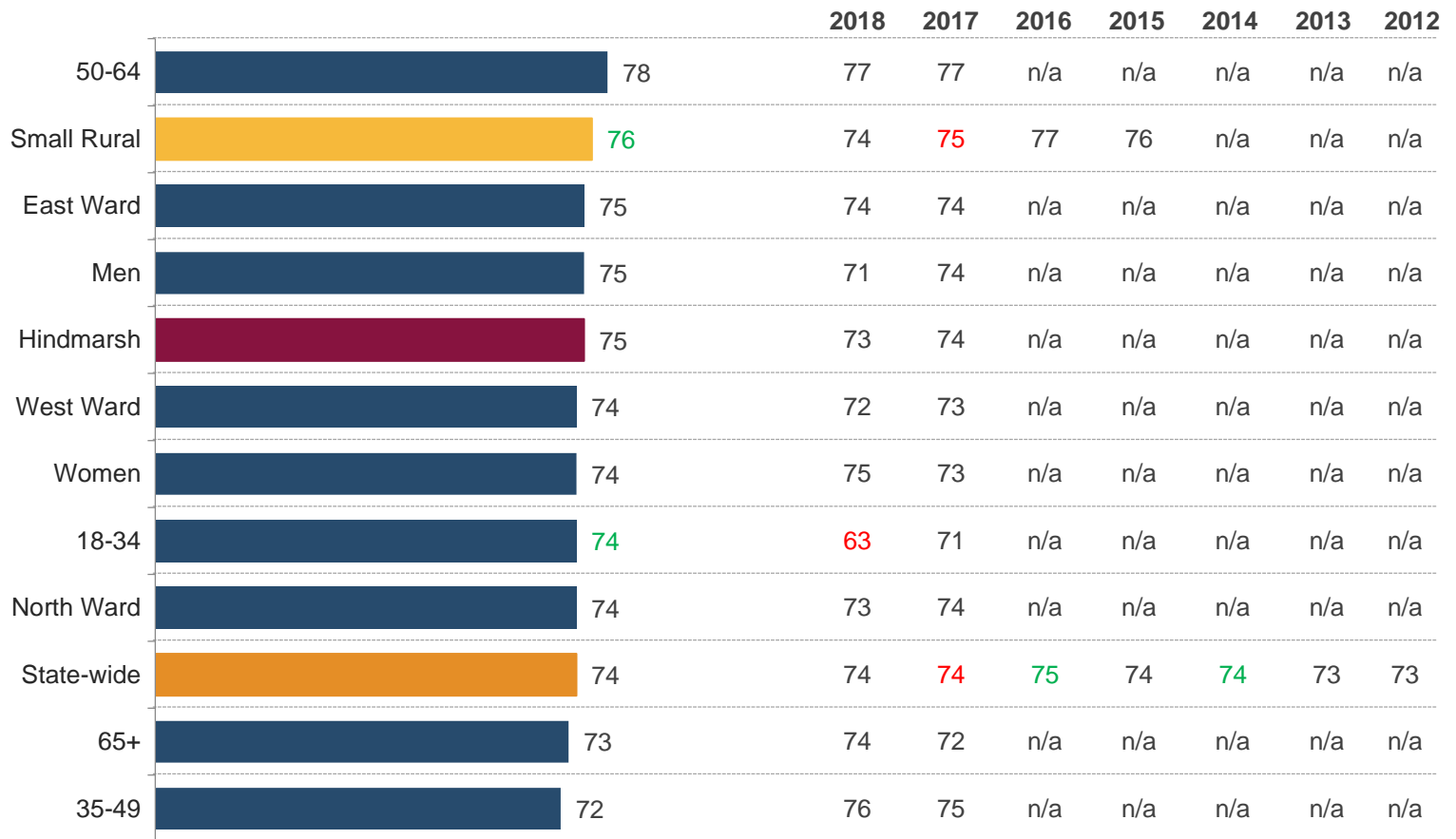
# **Individual service areas**





# Community consultation and engagement importance

## 2019 Consultation and engagement importance (index scores)



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

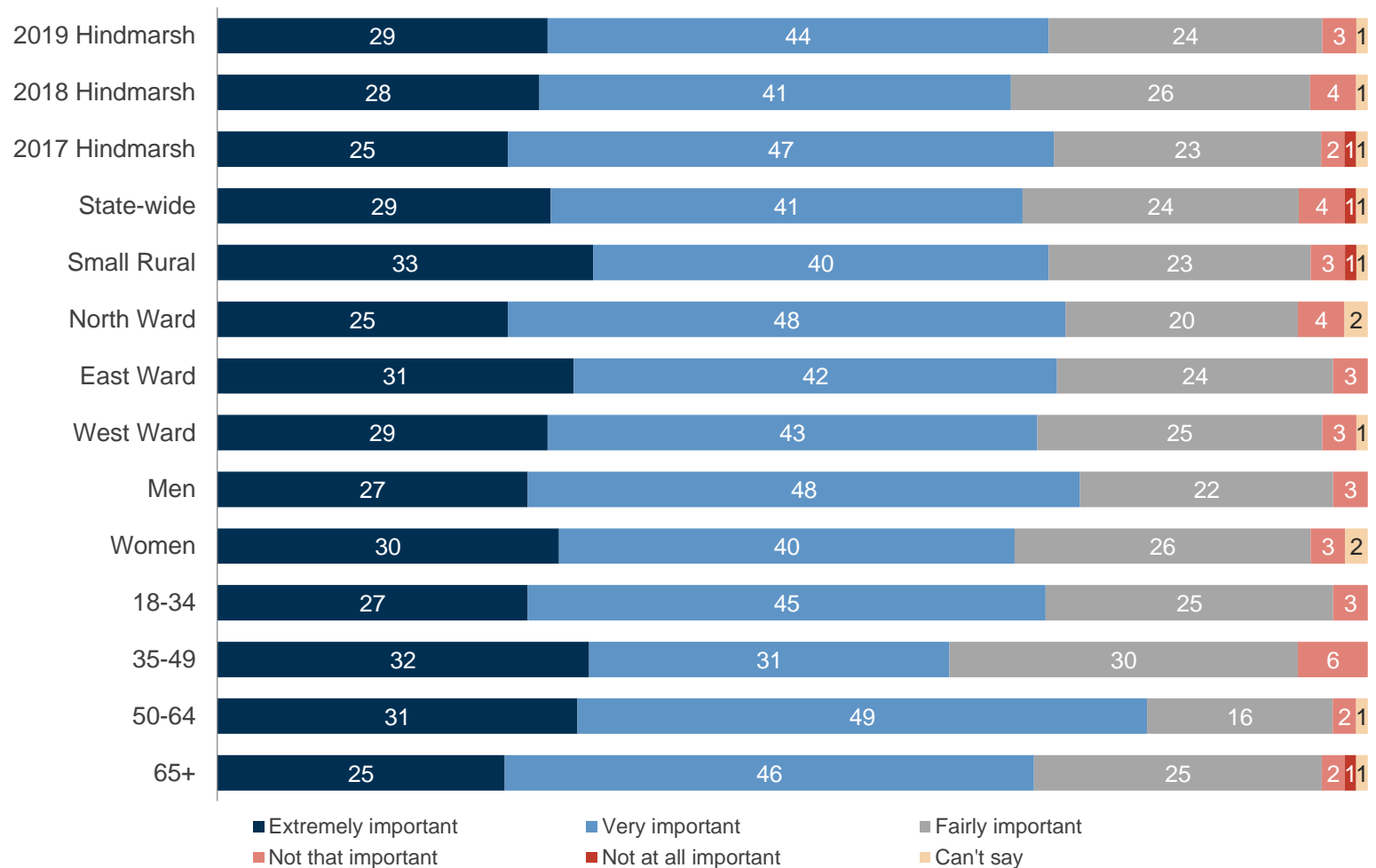
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

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



# Community consultation and engagement importance

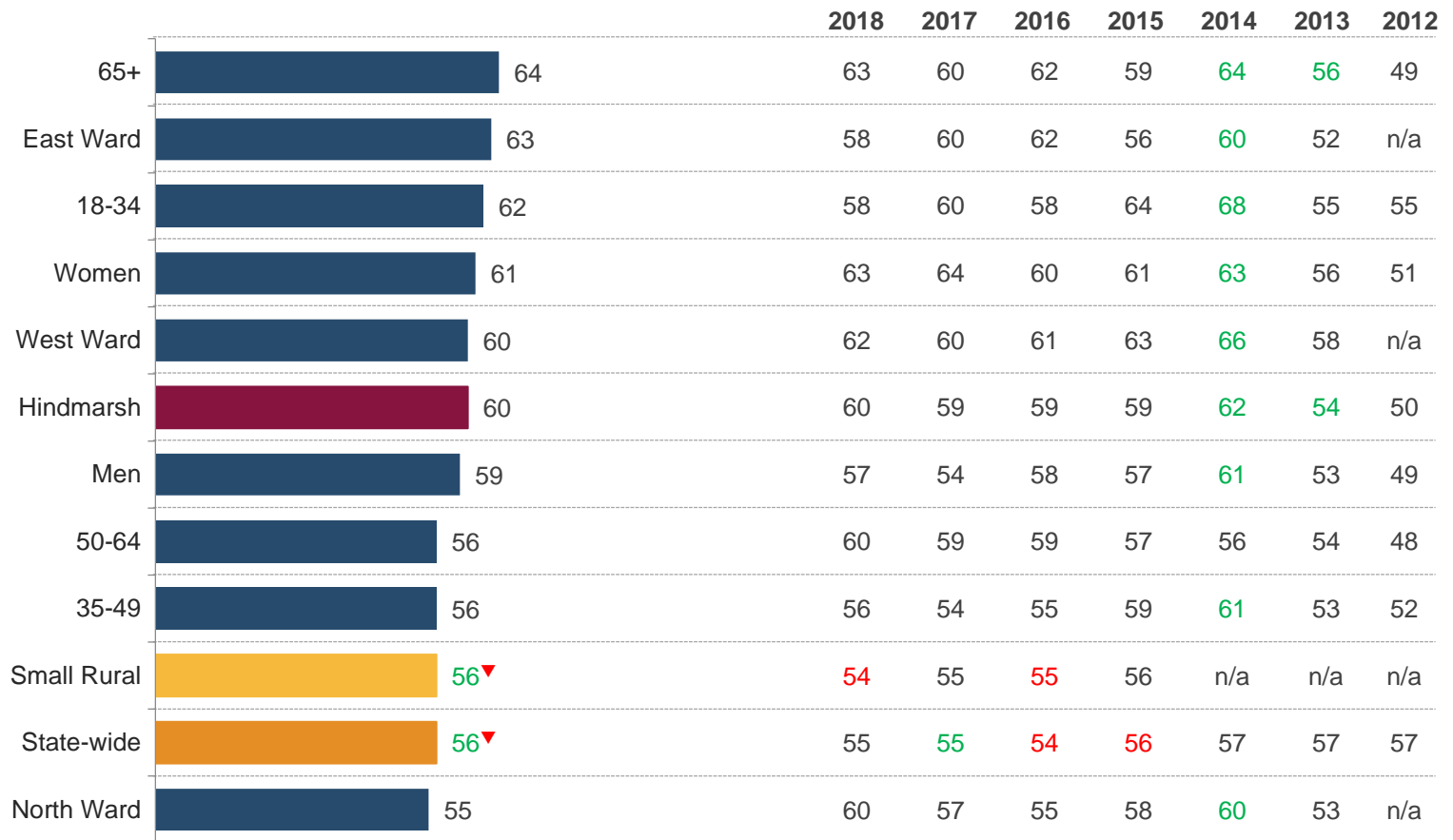
## 2019 Consultation and engagement importance (%)





# Community consultation and engagement performance

## 2019 Consultation and engagement performance (index scores)



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

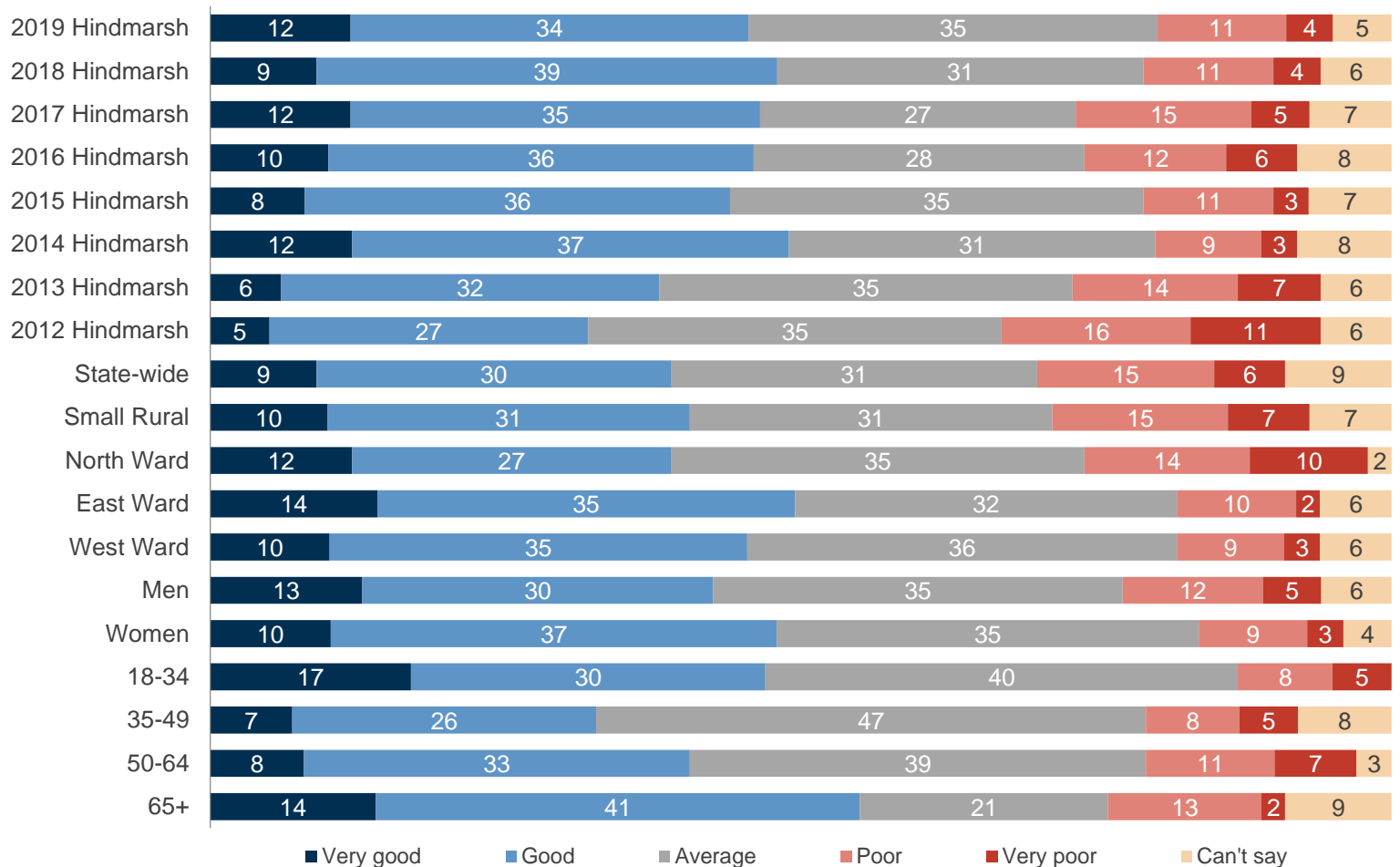
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Community consultation and engagement performance

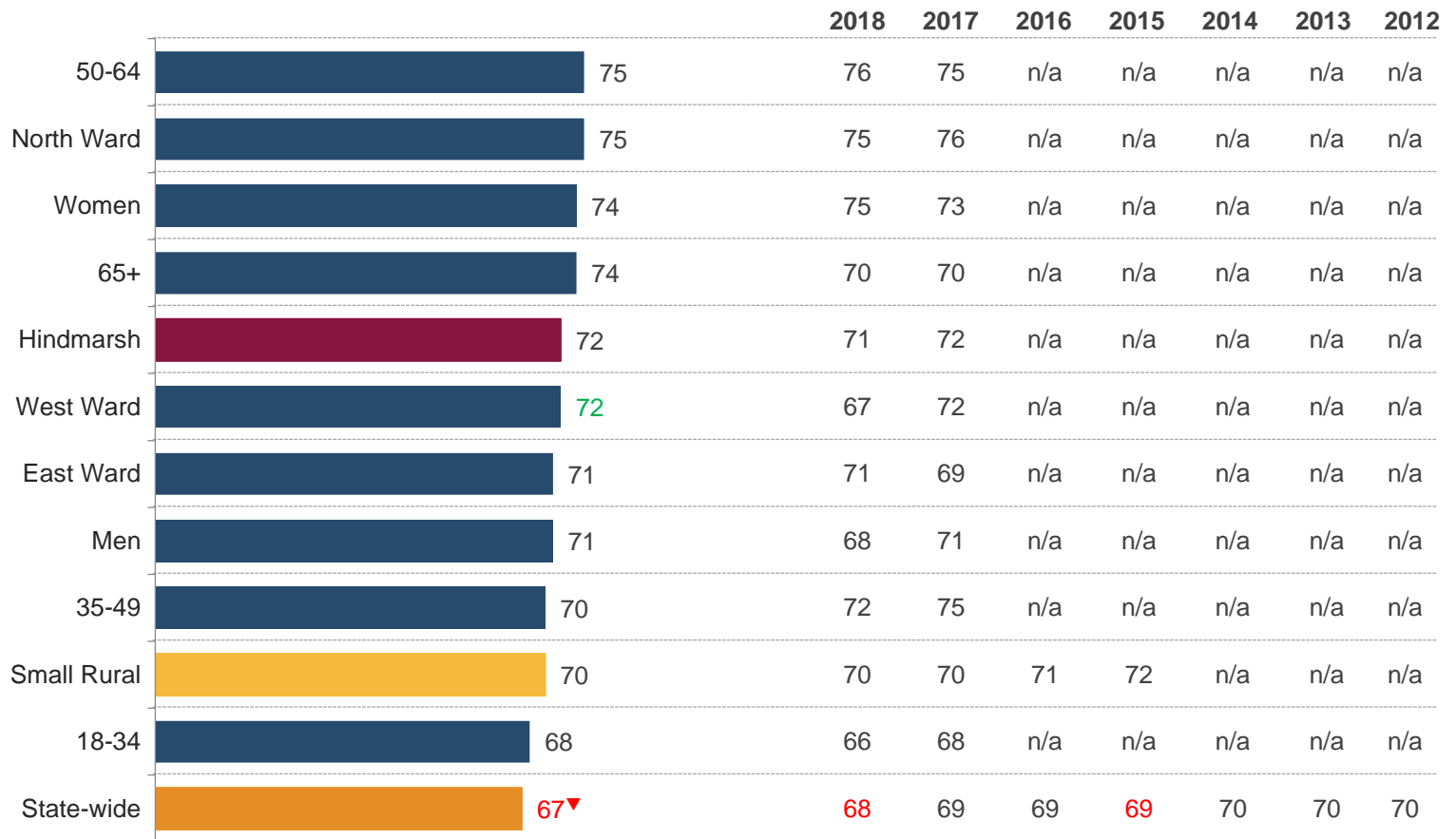
## 2019 Consultation and engagement performance (%)





# Lobbying on behalf of the community importance

## 2019 Lobbying importance (index scores)



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

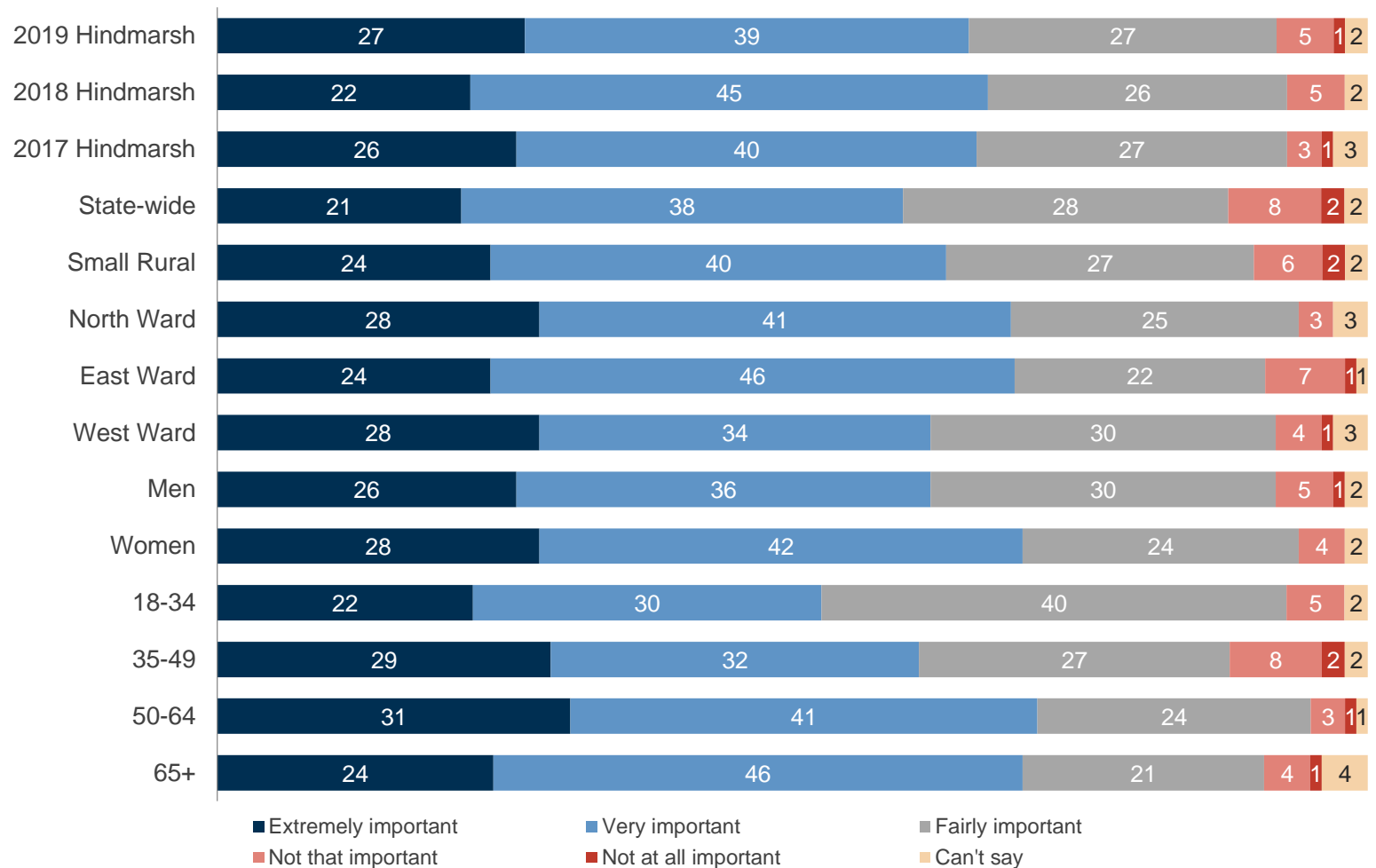
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

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



# Lobbying on behalf of the community importance

## 2019 Lobbying importance (%)





# Lobbying on behalf of the community performance

## 2019 Lobbying performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	67▲	62	66	62	62	64	59	52
East Ward	66▲	60	61	59	56	60	56	n/a
18-34	62	69	54	63	62	61	54	61
Men	62	59	56	59	59	58	53	50
Hindmarsh	61	62	60	59	59	60	55	50
Women	61	65	65	58	60	62	56	50
West Ward	60	66	61	64	65	65	58	n/a
50-64	58	61	58	54	55	56	53	47
North Ward	57	59	60	53	57	56	51	n/a
35-49	56	56	59	55	59	59	53	44
Small Rural	55▼	53	55	54	56	n/a	n/a	n/a
State-wide	54▼	54	54	53	55	56	55	55

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

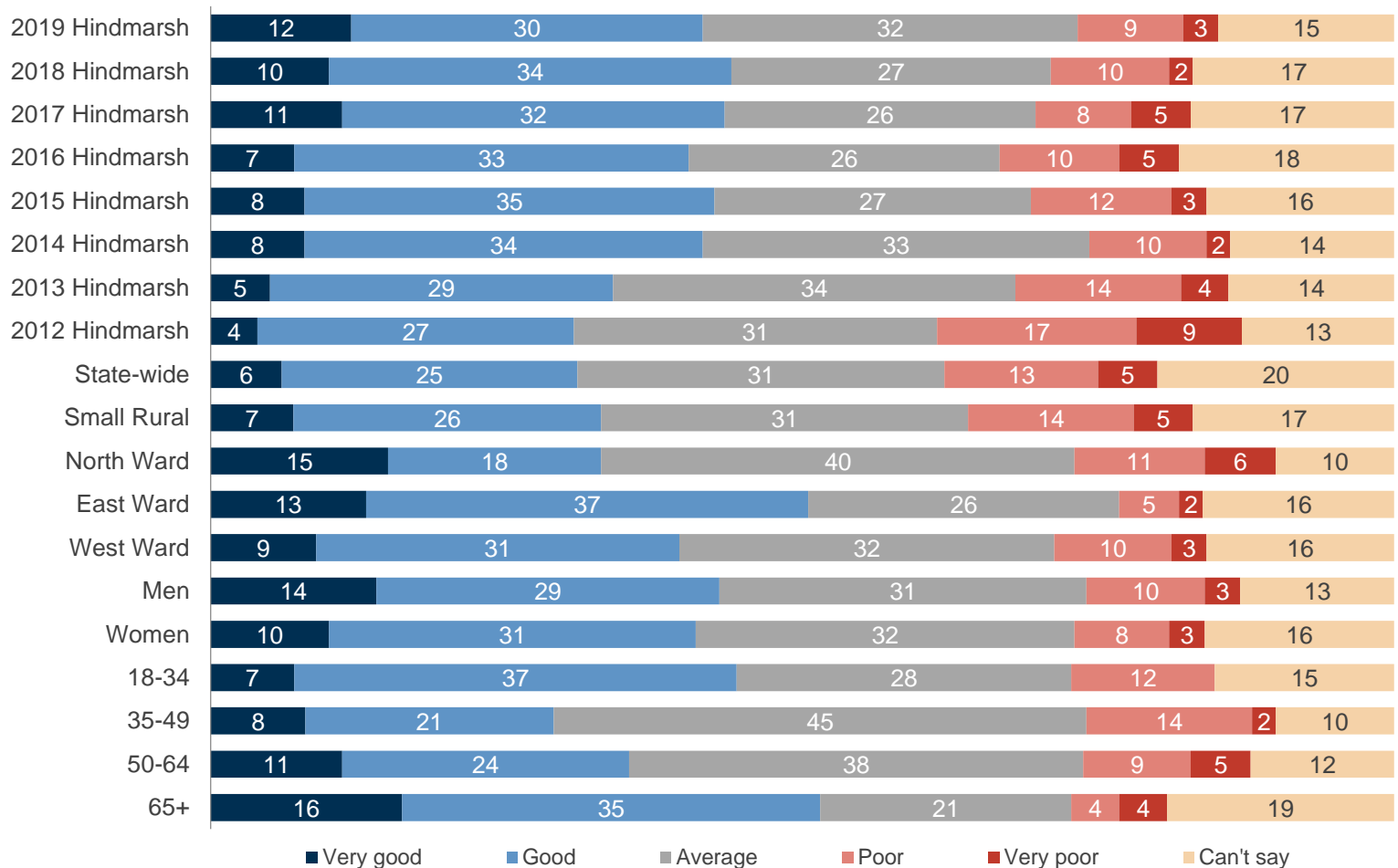
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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



# Lobbying on behalf of the community performance

## 2019 Lobbying performance (%)

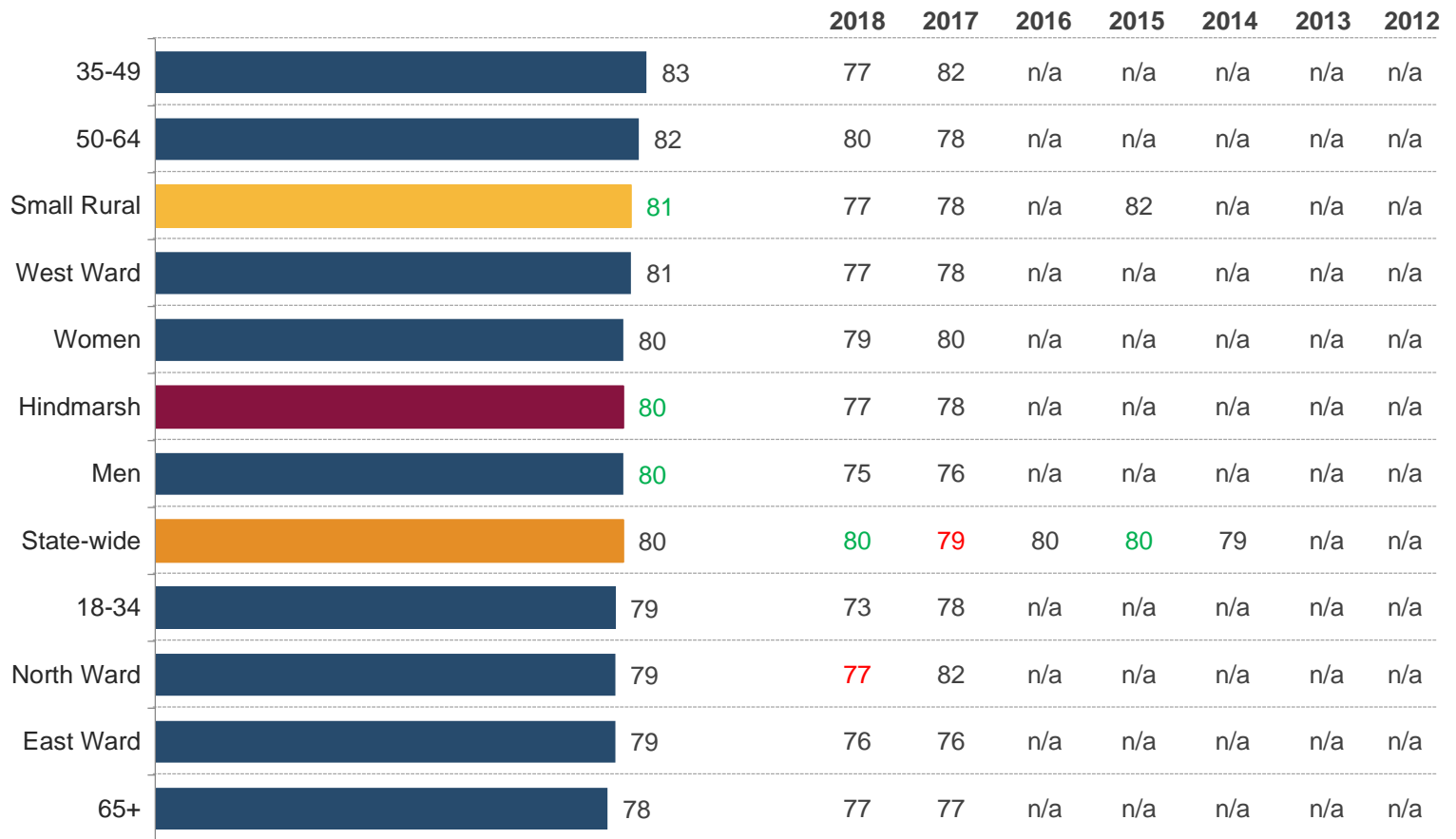




# Decisions made in the interest of the community importance



## 2019 Community decisions made importance (index scores)



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

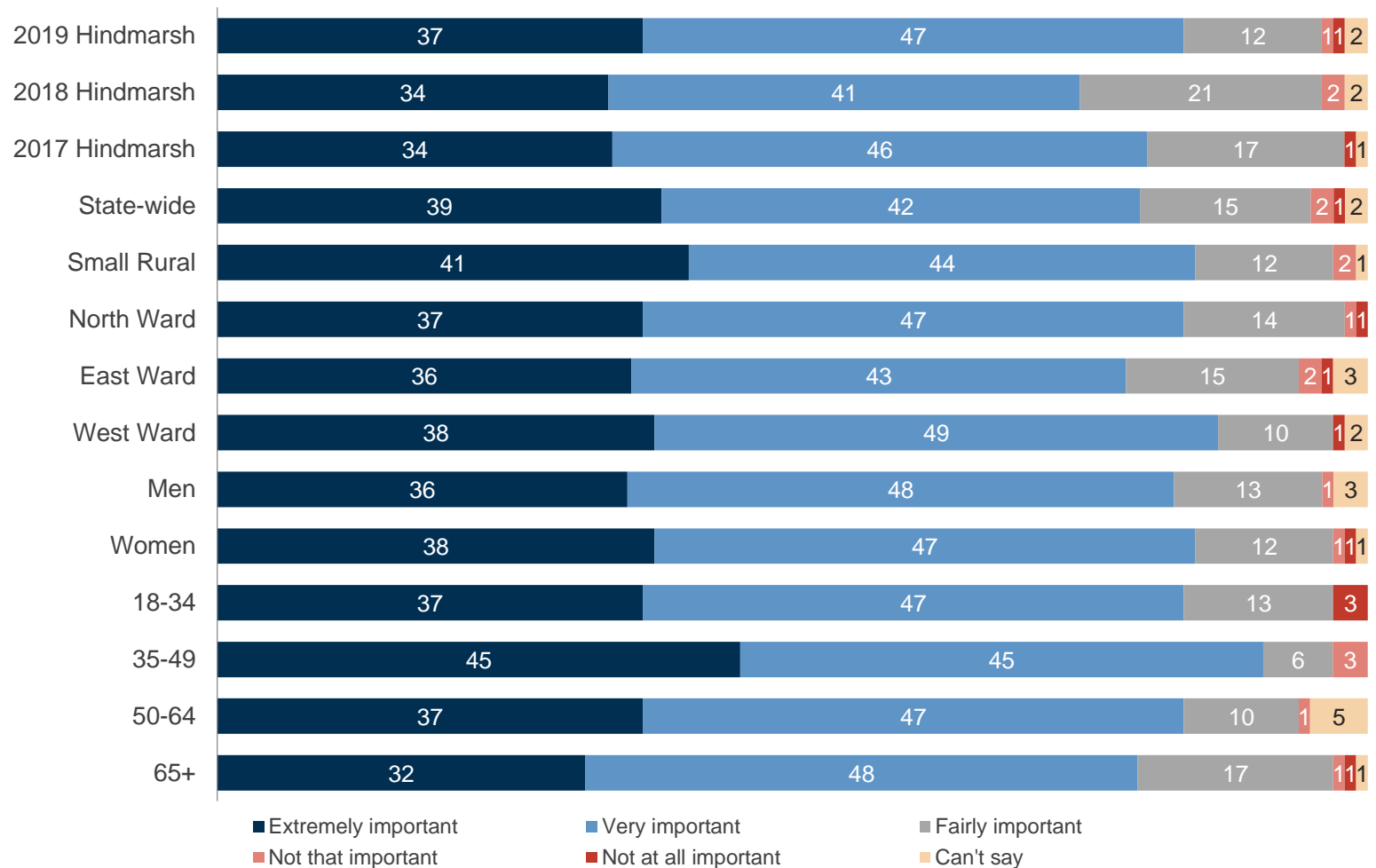
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

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

# Decisions made in the interest of the community importance



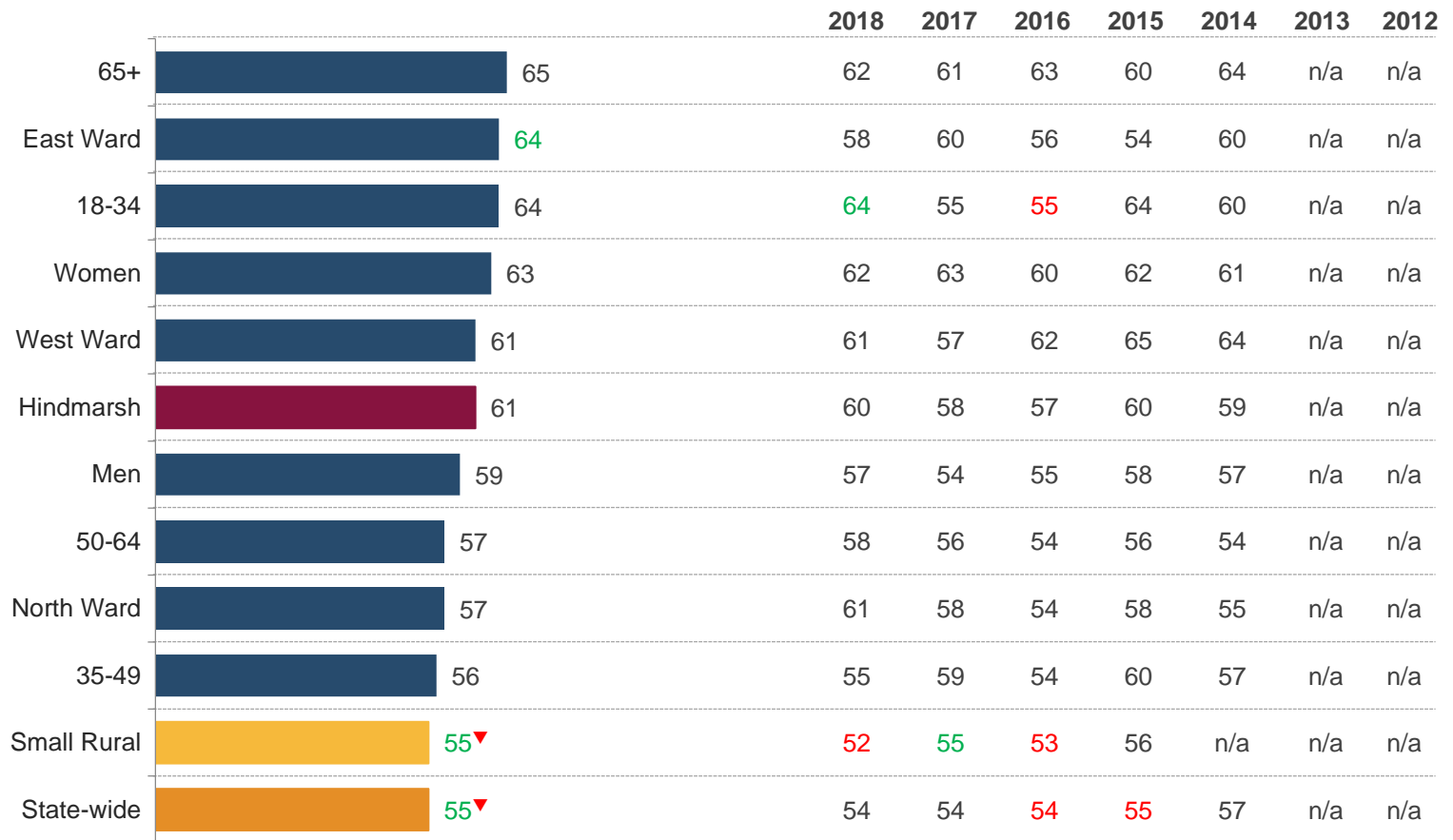
2019 Community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2019 Community decisions made performance (index scores)



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

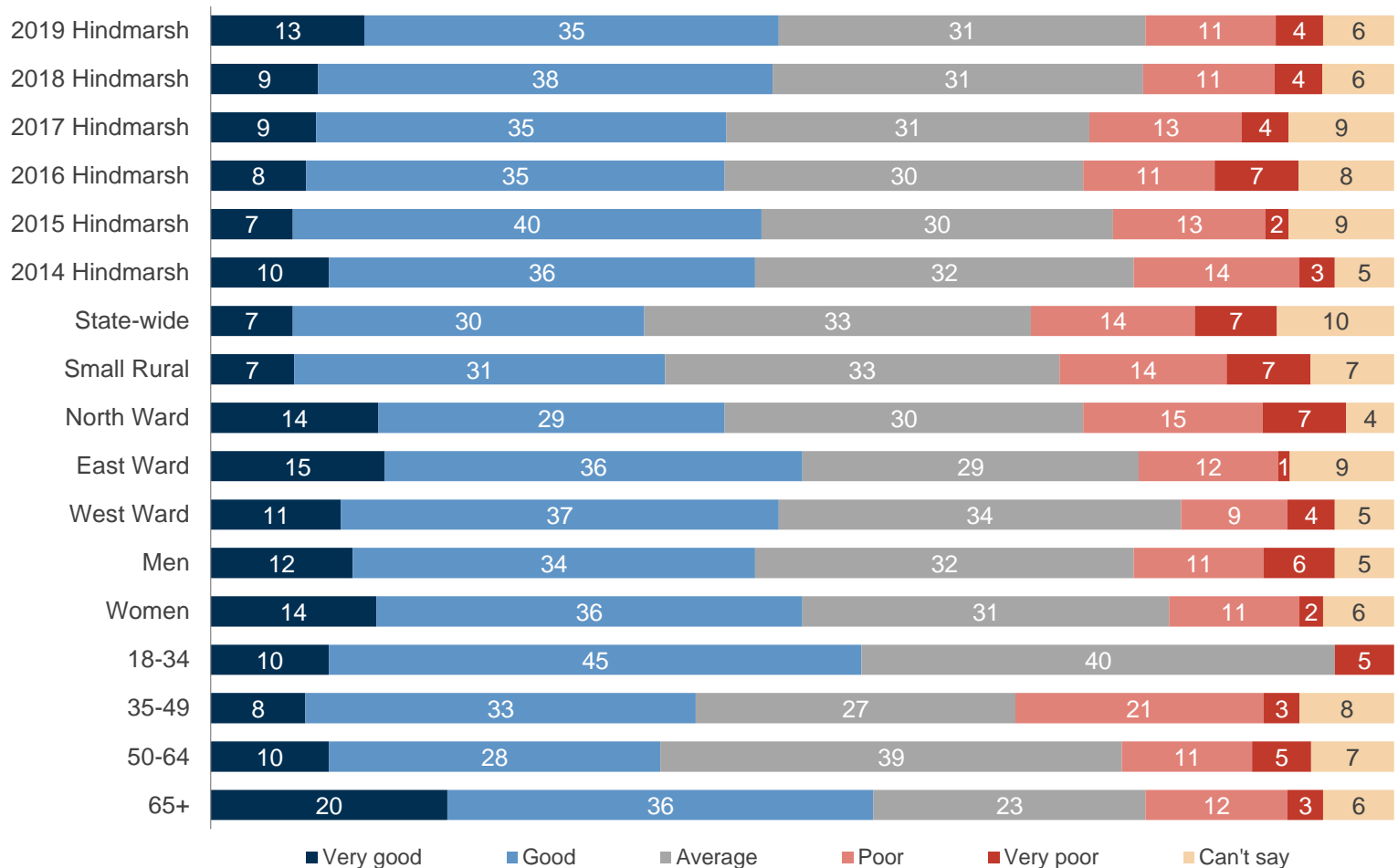
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

# Decisions made in the interest of the community performance



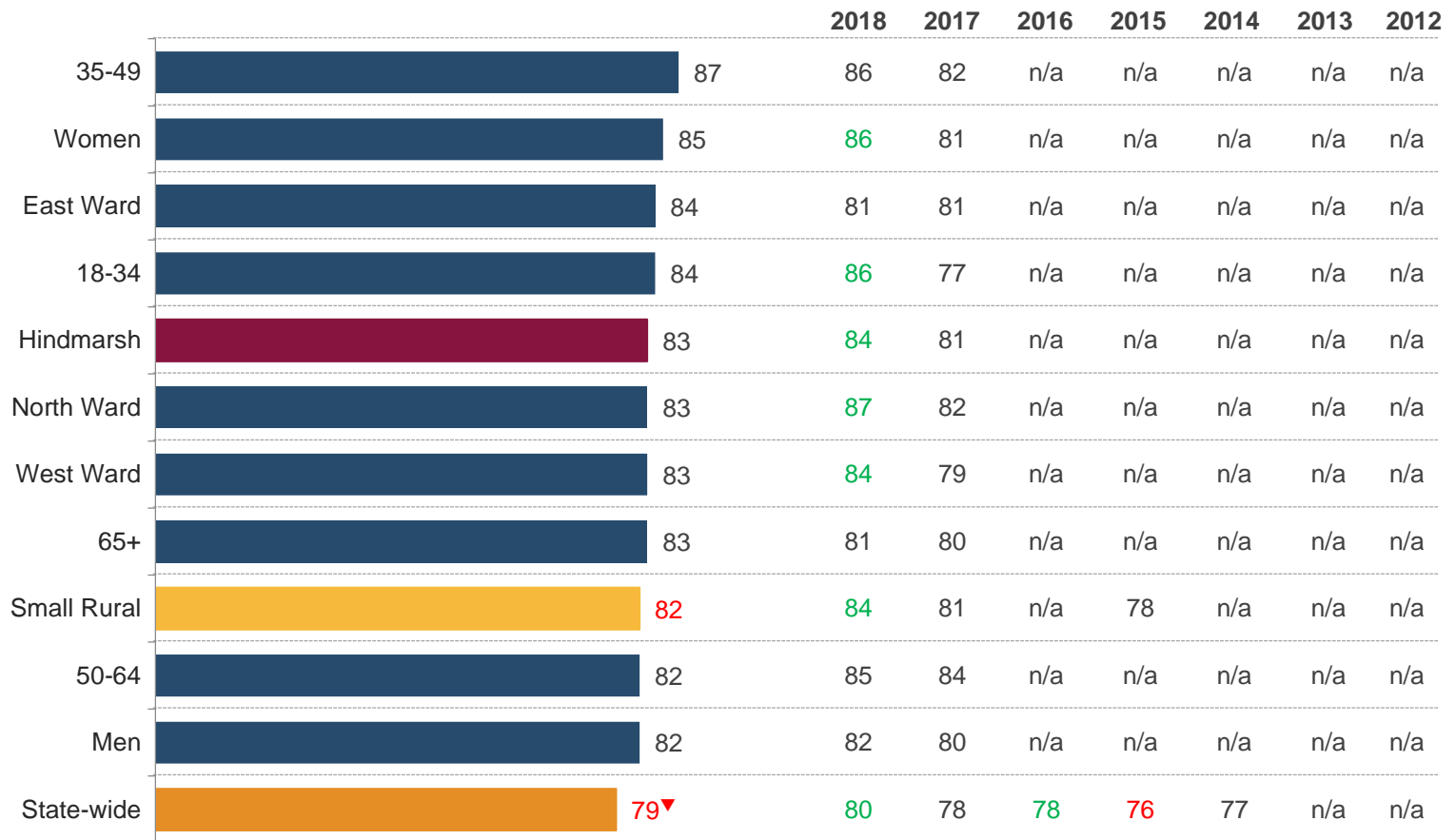
2019 Community decisions made performance (%)



# The condition of sealed local roads in your area importance



## 2019 Sealed local roads importance (index scores)



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

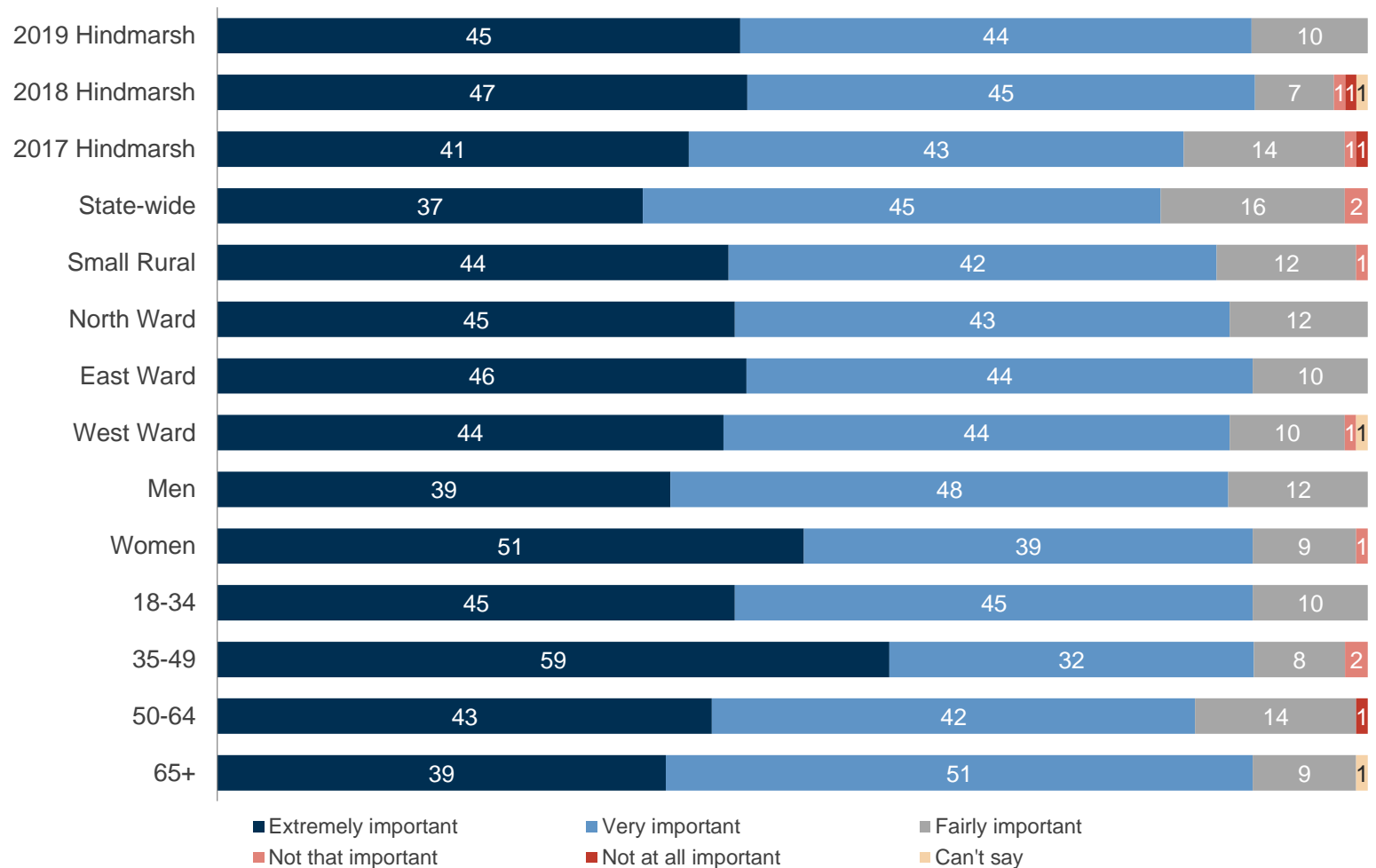
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3

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

# The condition of sealed local roads in your area importance



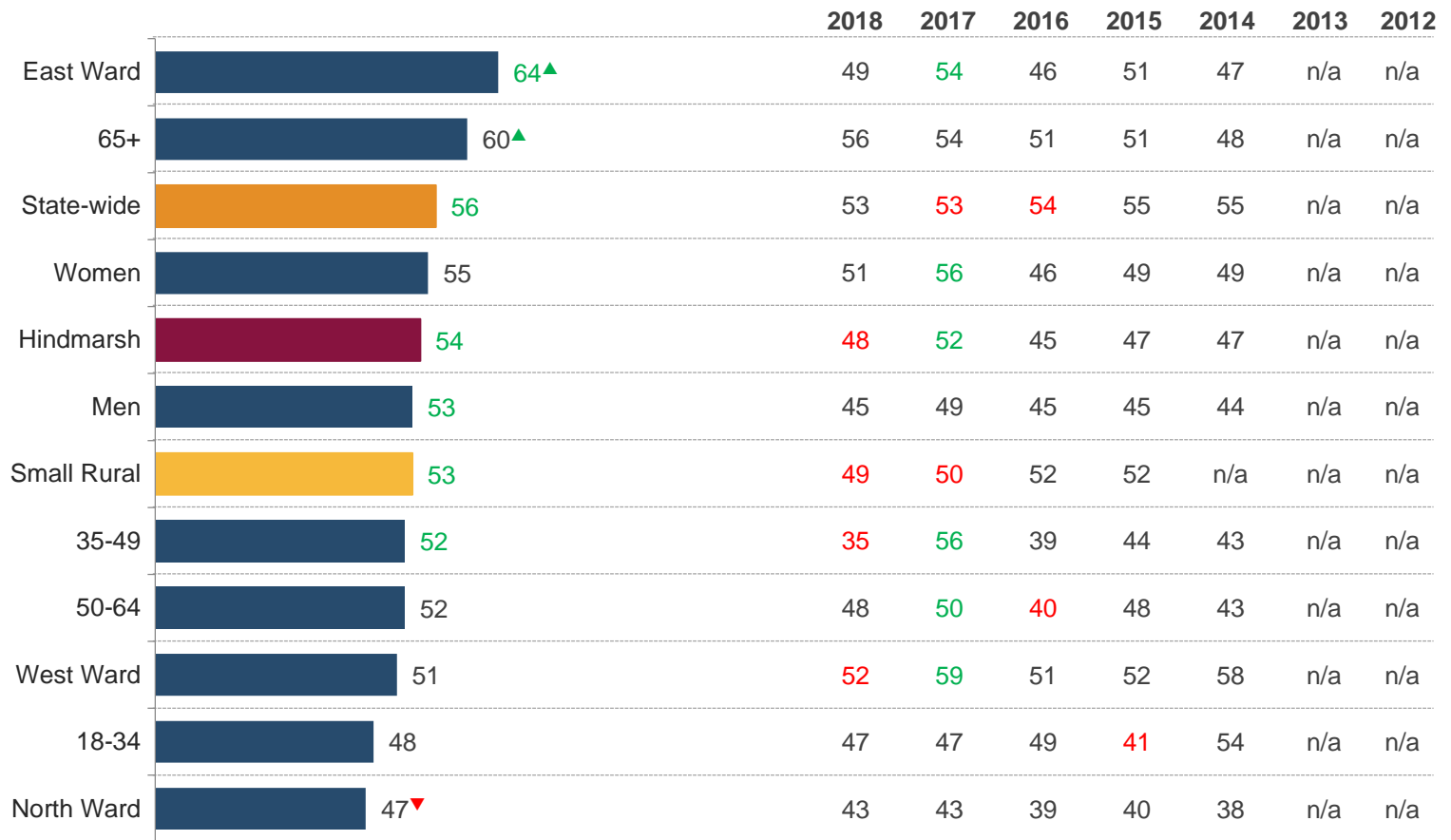
## 2019 Sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2019 Sealed local roads performance (index scores)



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

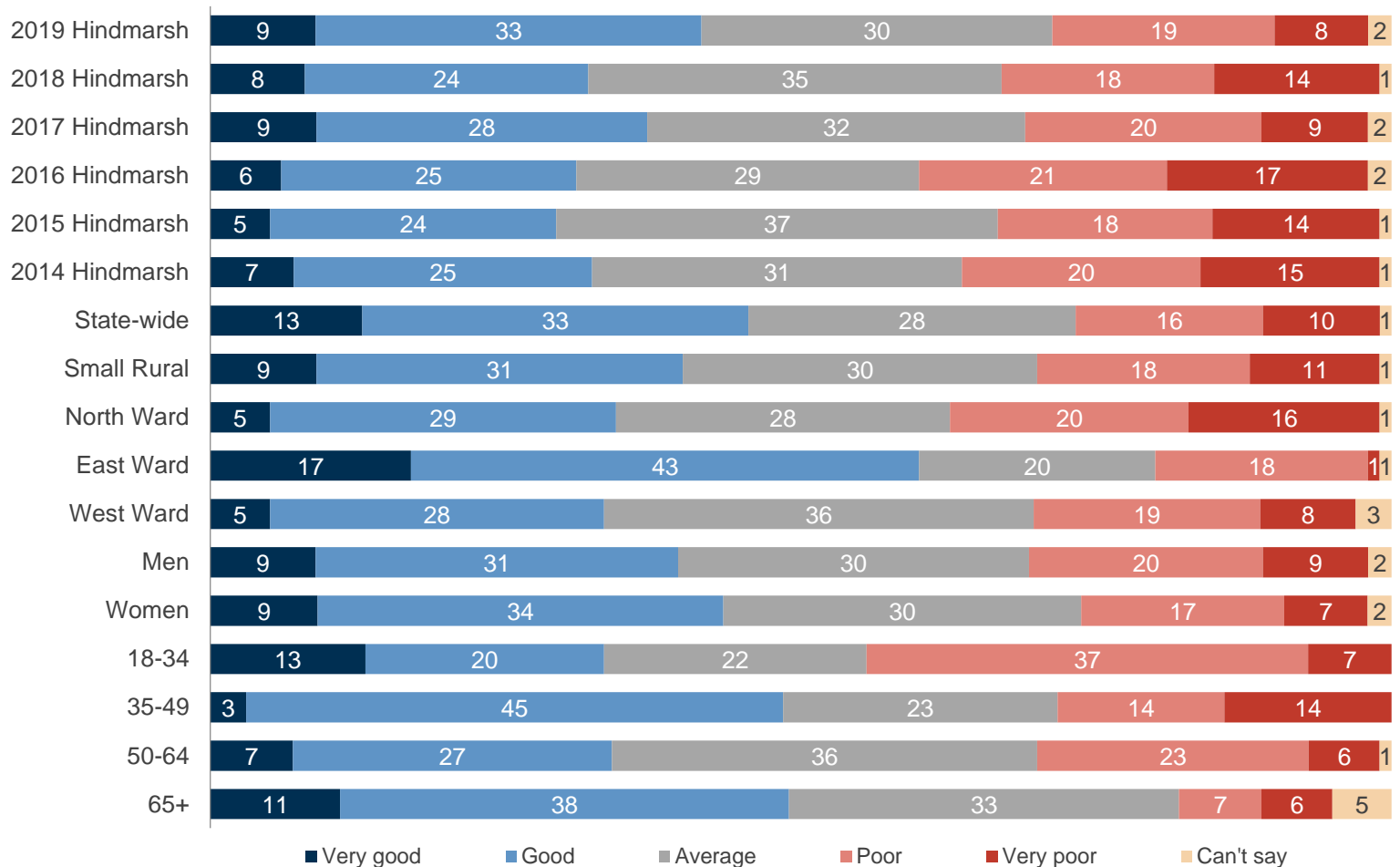
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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

# The condition of sealed local roads in your area performance



## 2019 Sealed local roads performance (%)

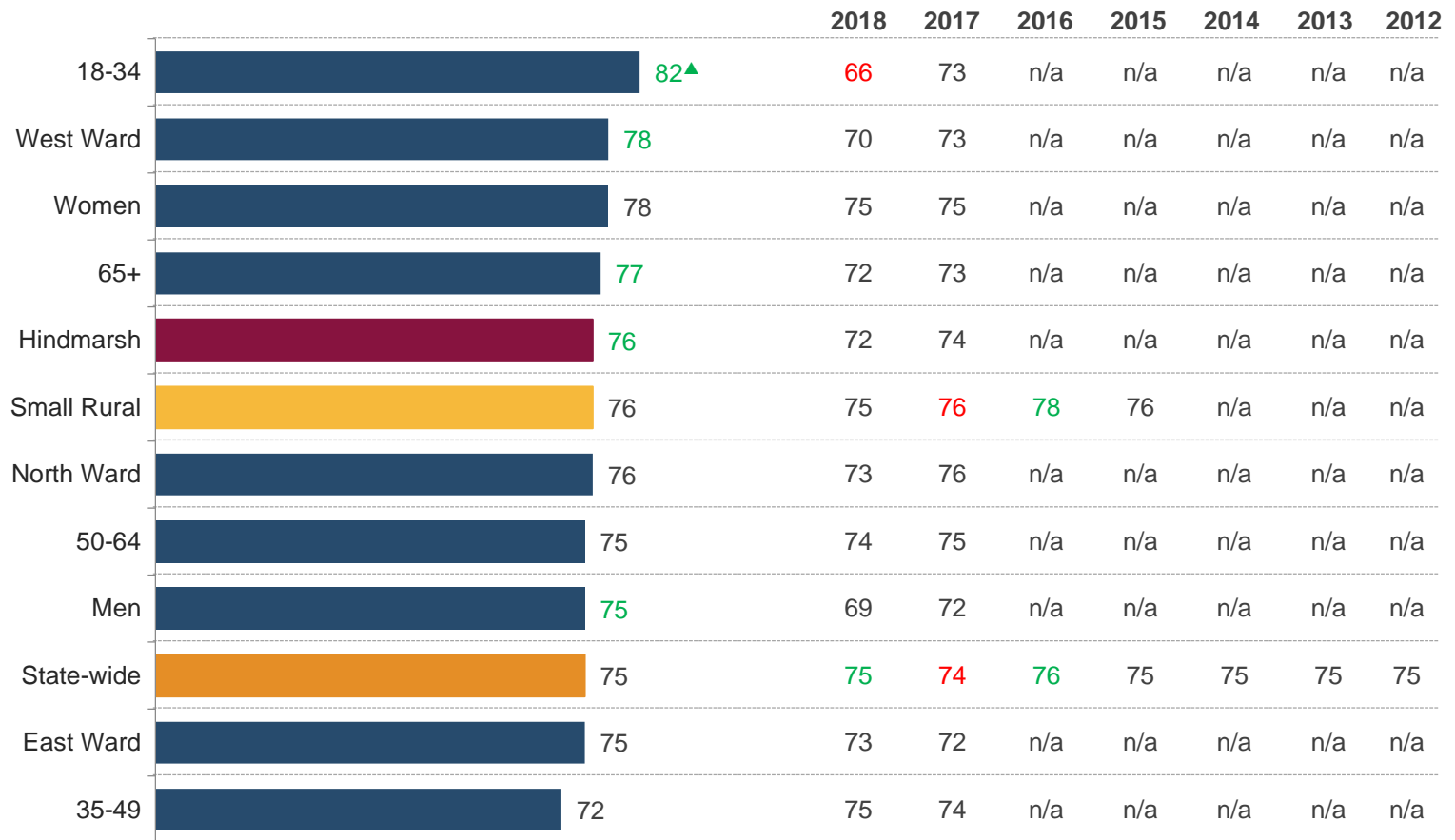






# Informing the community importance

## 2019 Informing community importance (index scores)



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

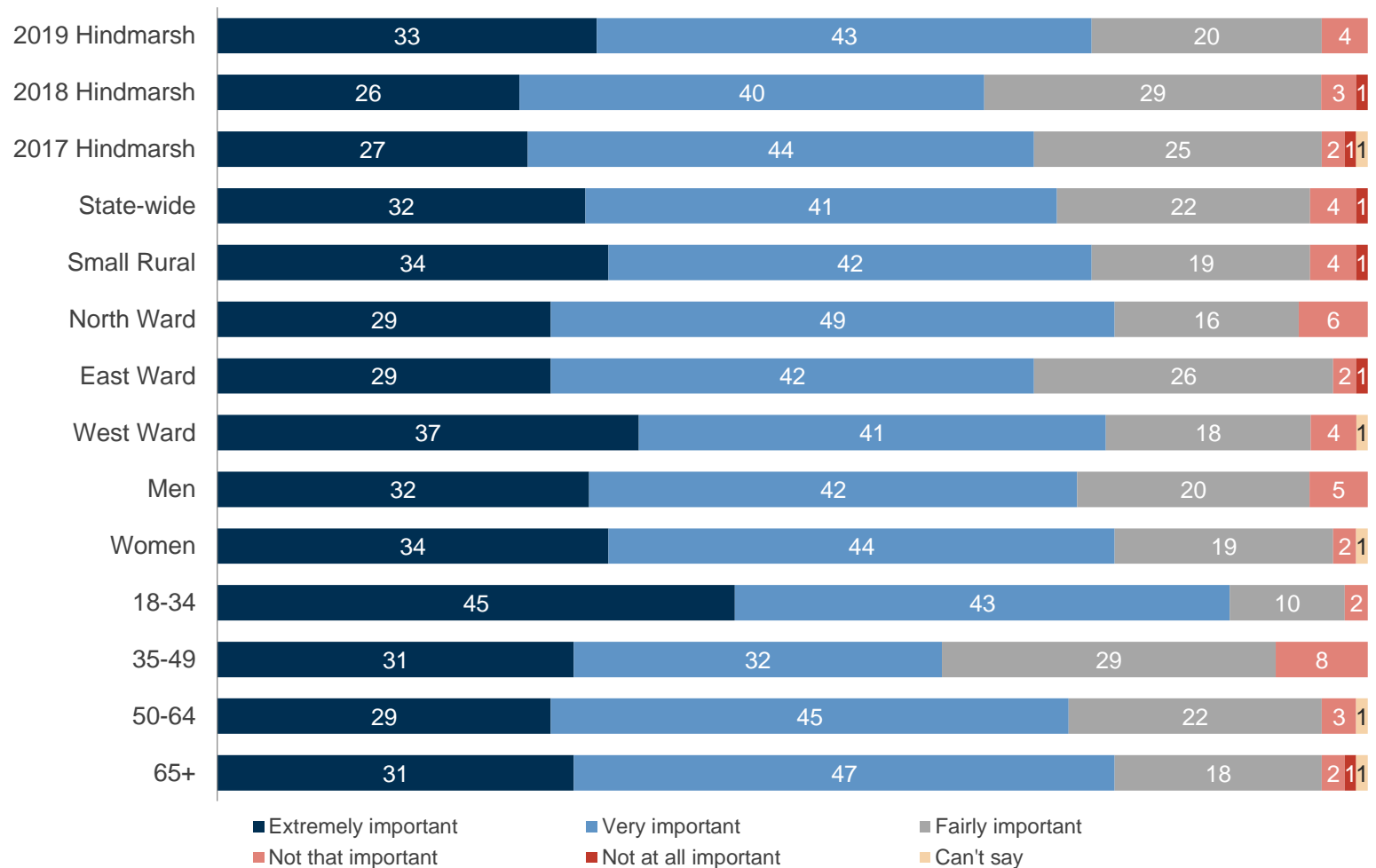
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

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



# Informing the community importance

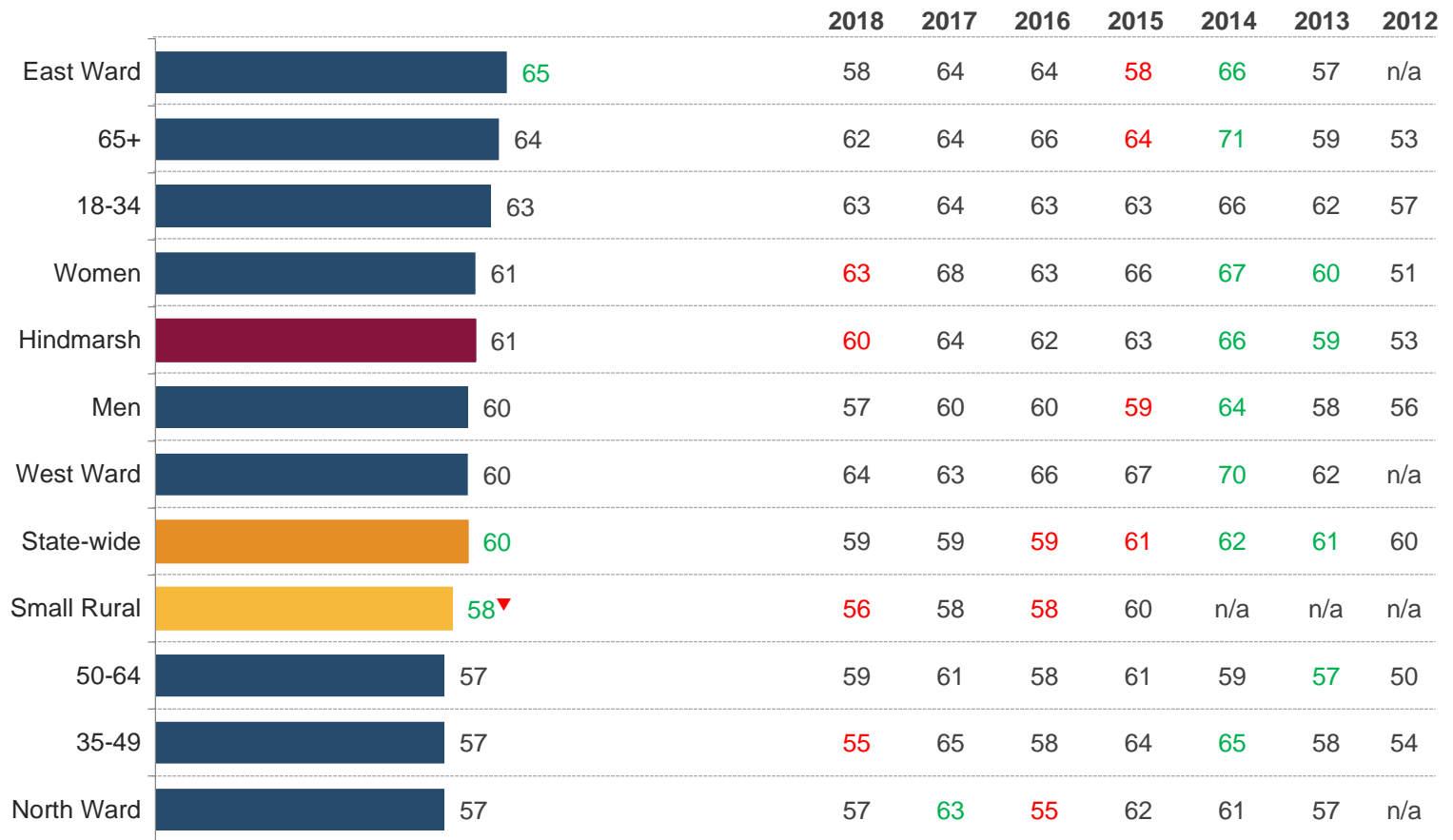
## 2019 Informing community importance (%)





# Informing the community performance

## 2019 Informing community performance (index scores)



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

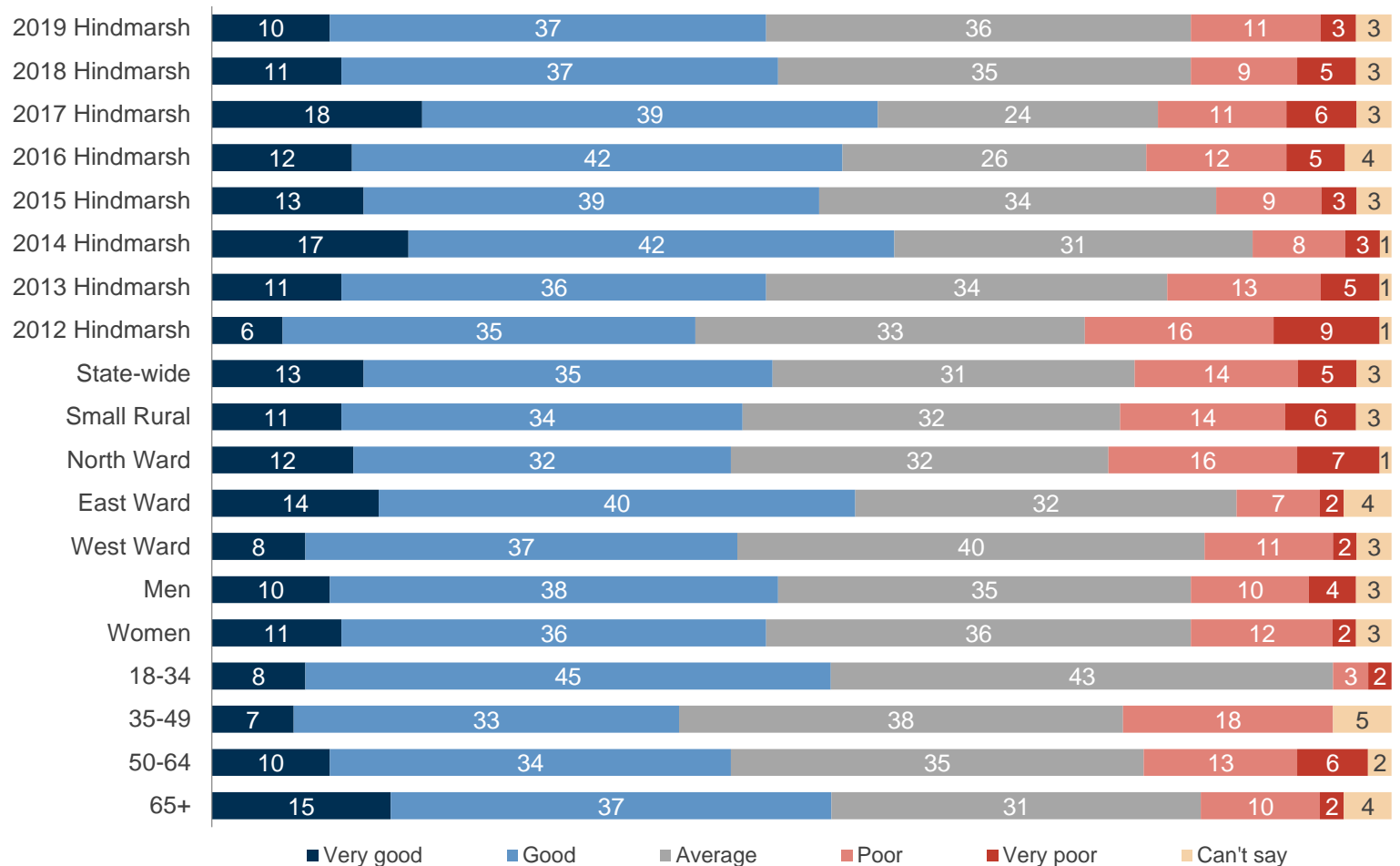
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

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



# Informing the community performance

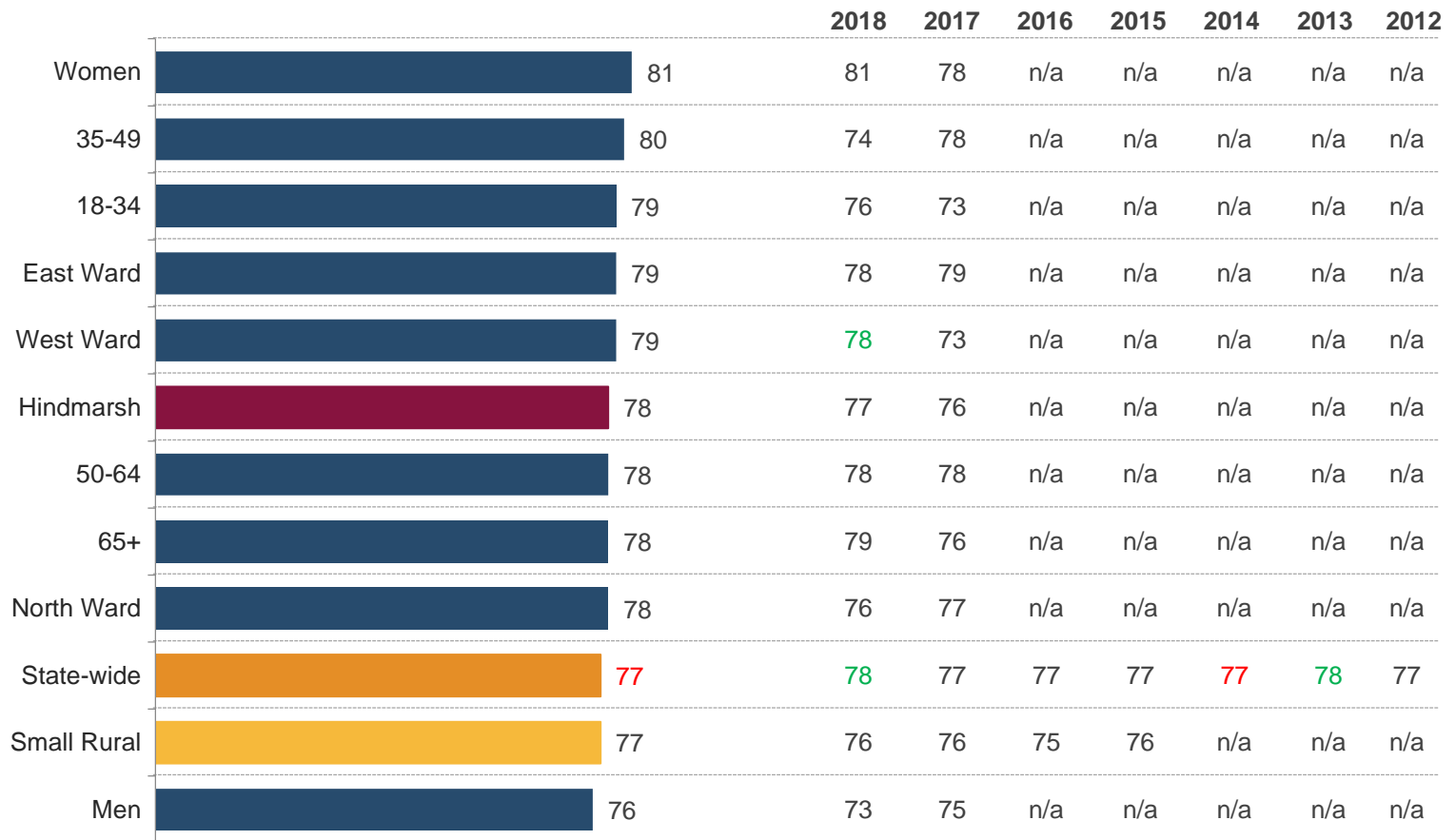
## 2019 Informing community performance (%)



# The condition of local streets and footpaths in your area importance



## 2019 Streets and footpaths importance (index scores)



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

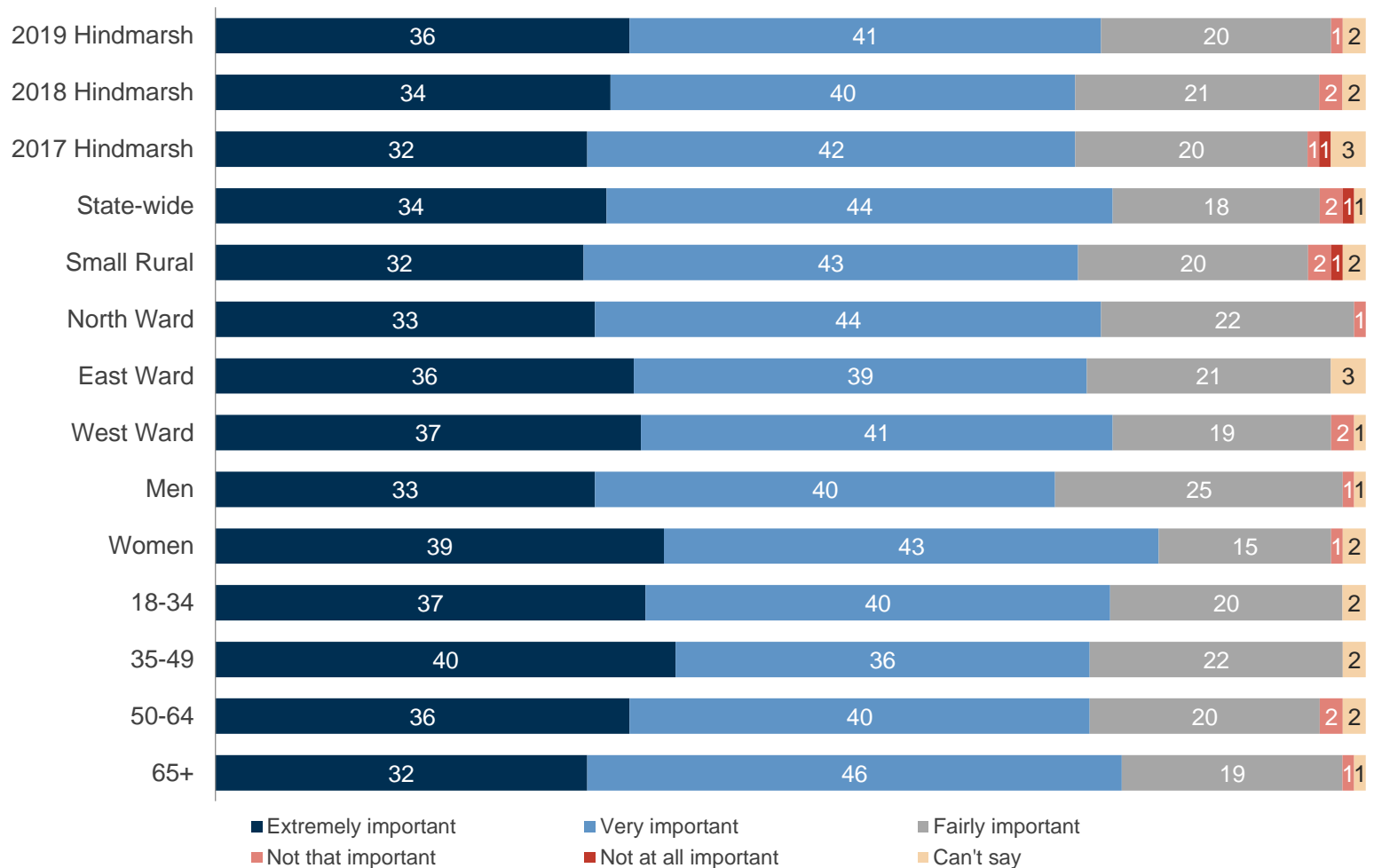
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

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

# The condition of local streets and footpaths in your area importance



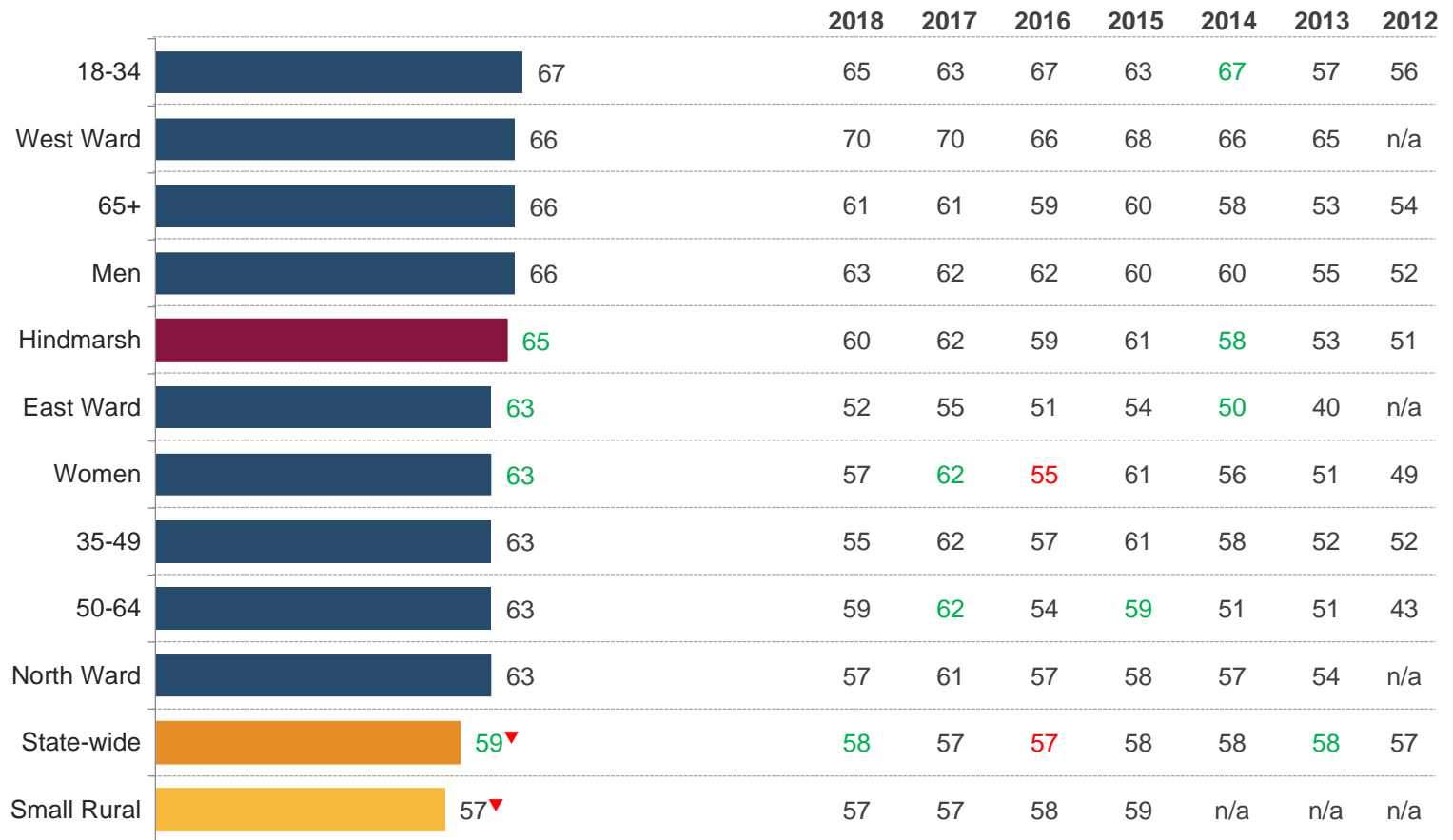
## 2019 Streets and footpaths importance (%)



# The condition of local streets and footpaths in your area performance



## 2019 Streets and footpaths performance (index scores)



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

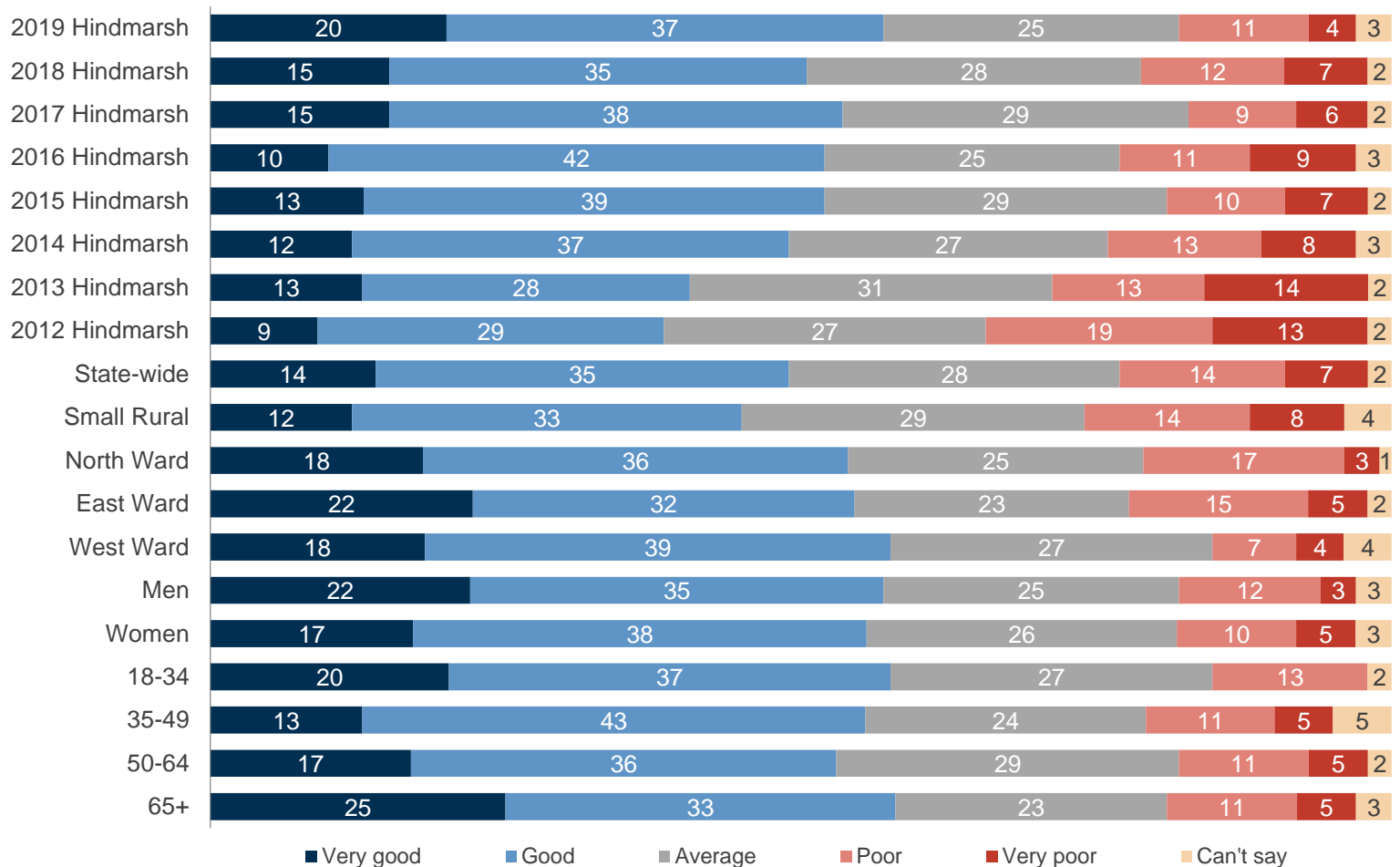
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

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

# The condition of local streets and footpaths in your area performance



## 2019 Streets and footpaths performance (%)

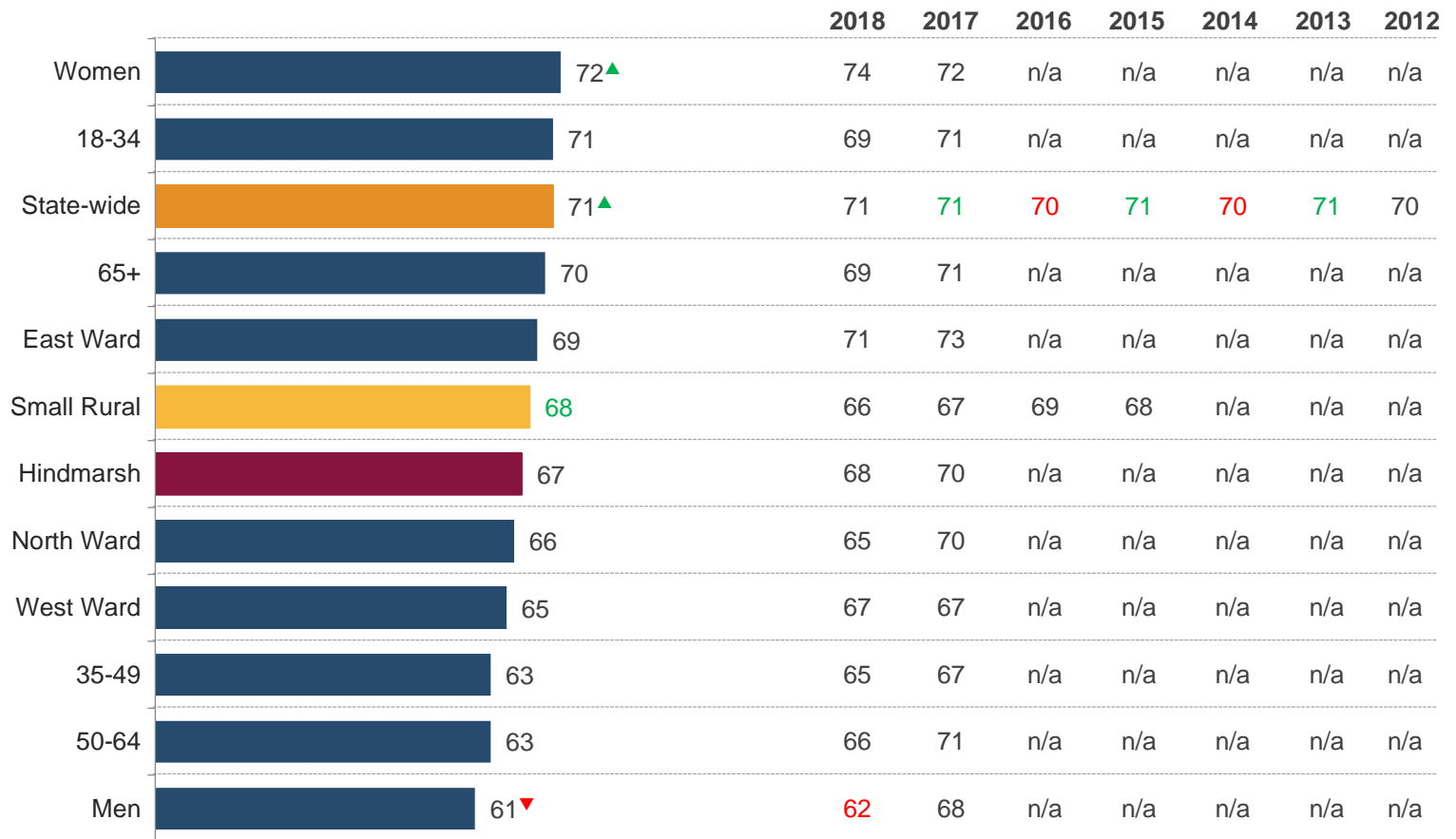






## Enforcement of local laws importance

### 2019 Law enforcement importance (index scores)



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

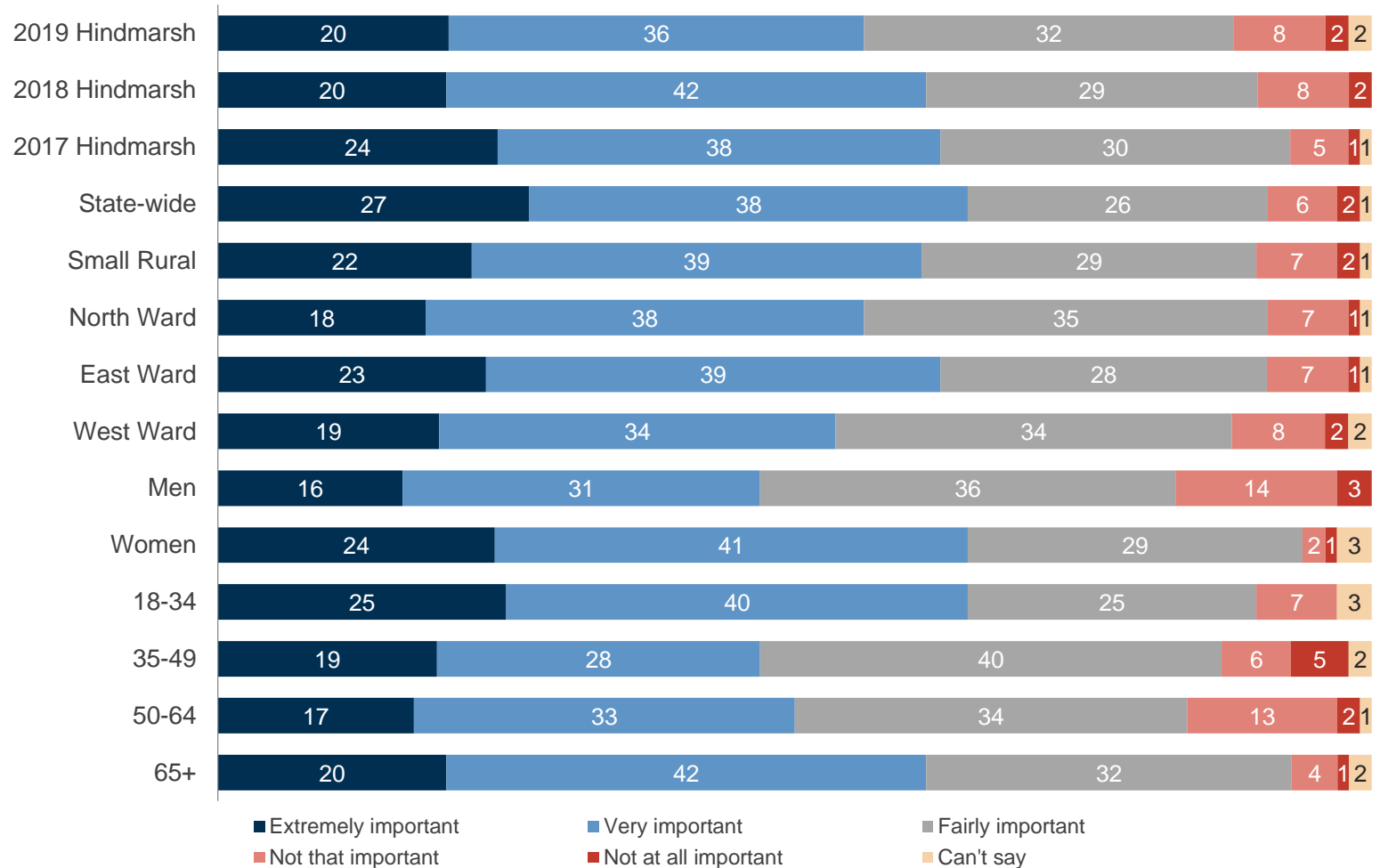
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

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



## Enforcement of local laws importance

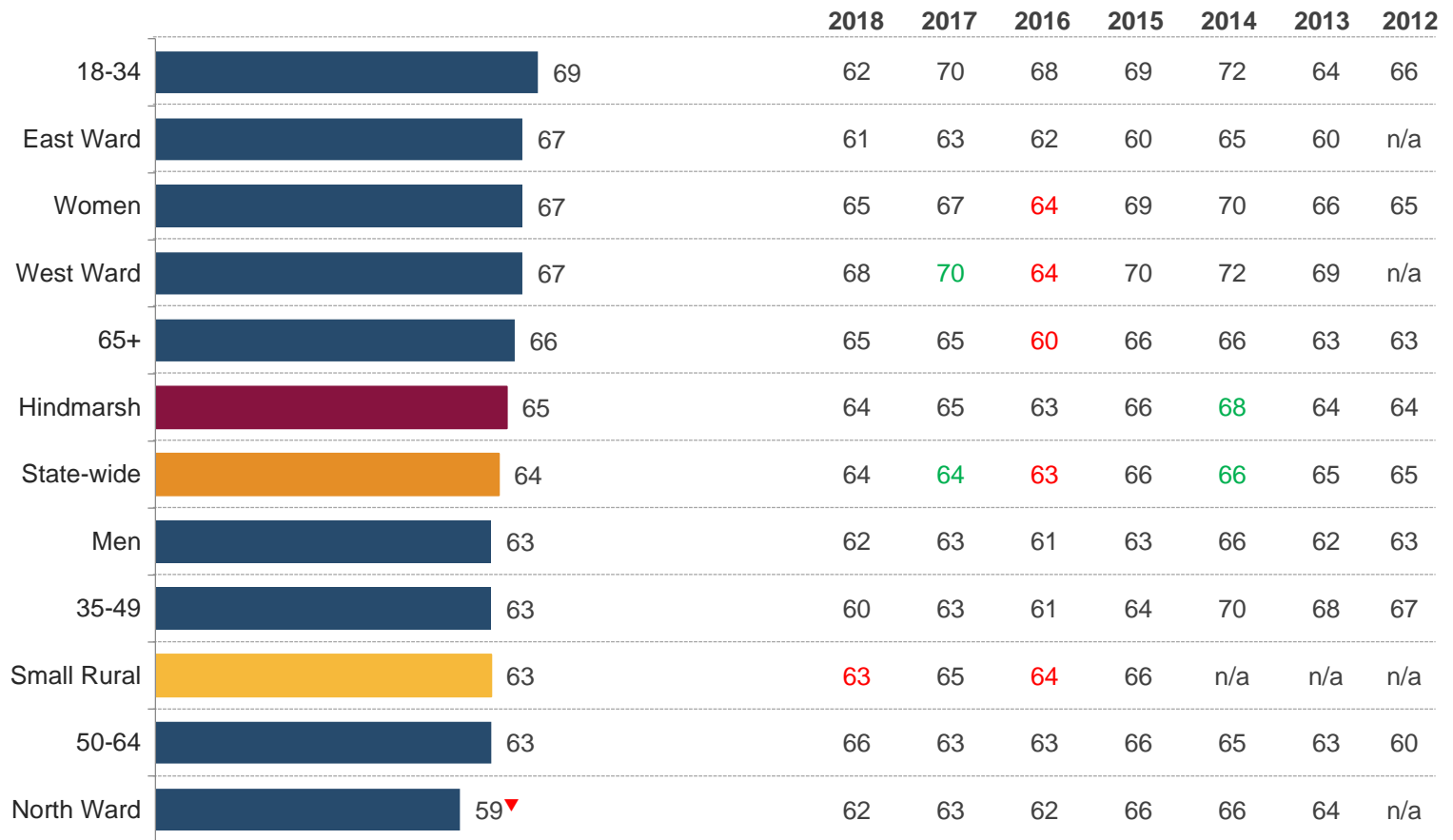
### 2019 Law enforcement importance (%)





# Enforcement of local laws performance

## 2019 Law enforcement performance (index scores)



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

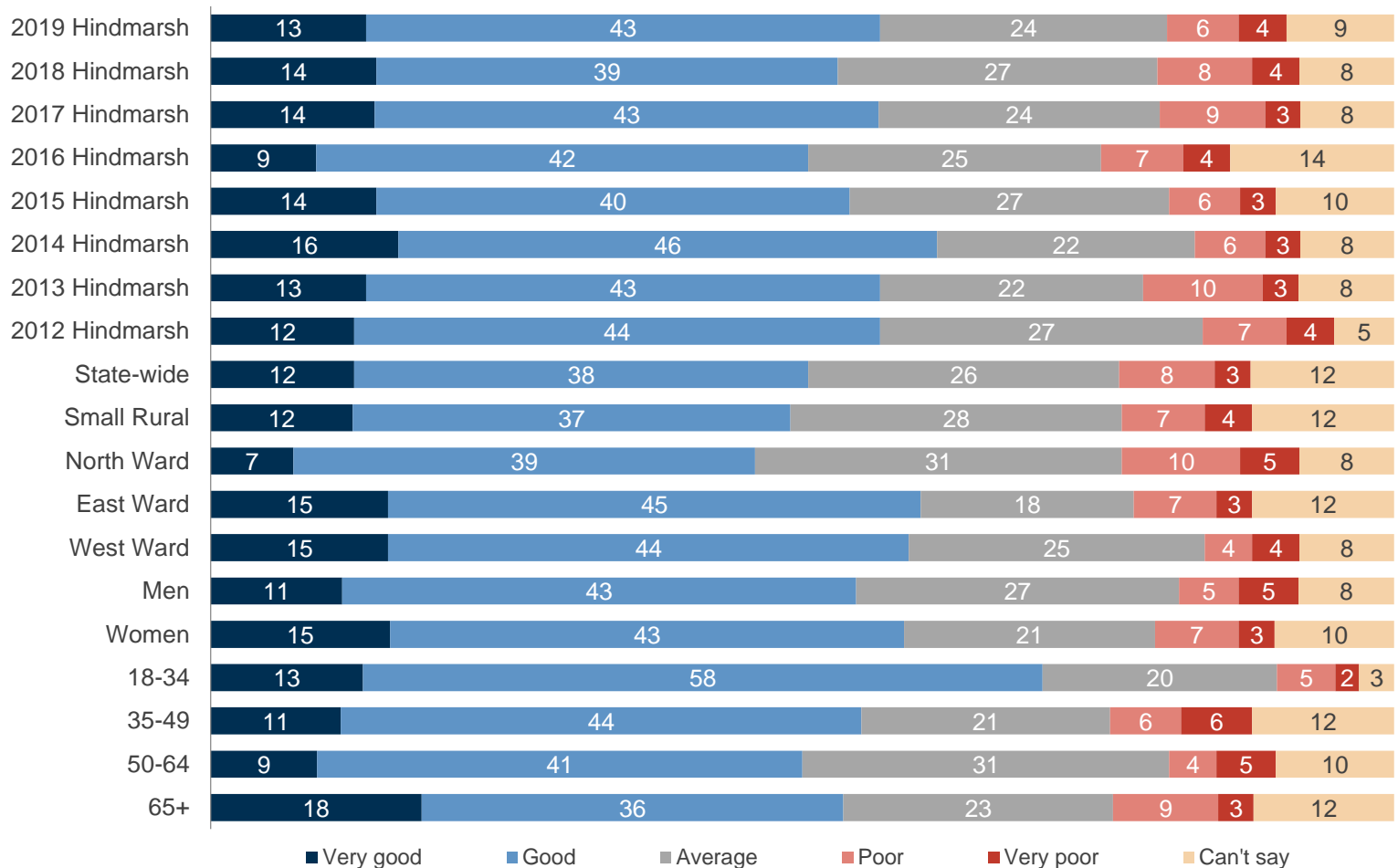
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



# Enforcement of local laws performance

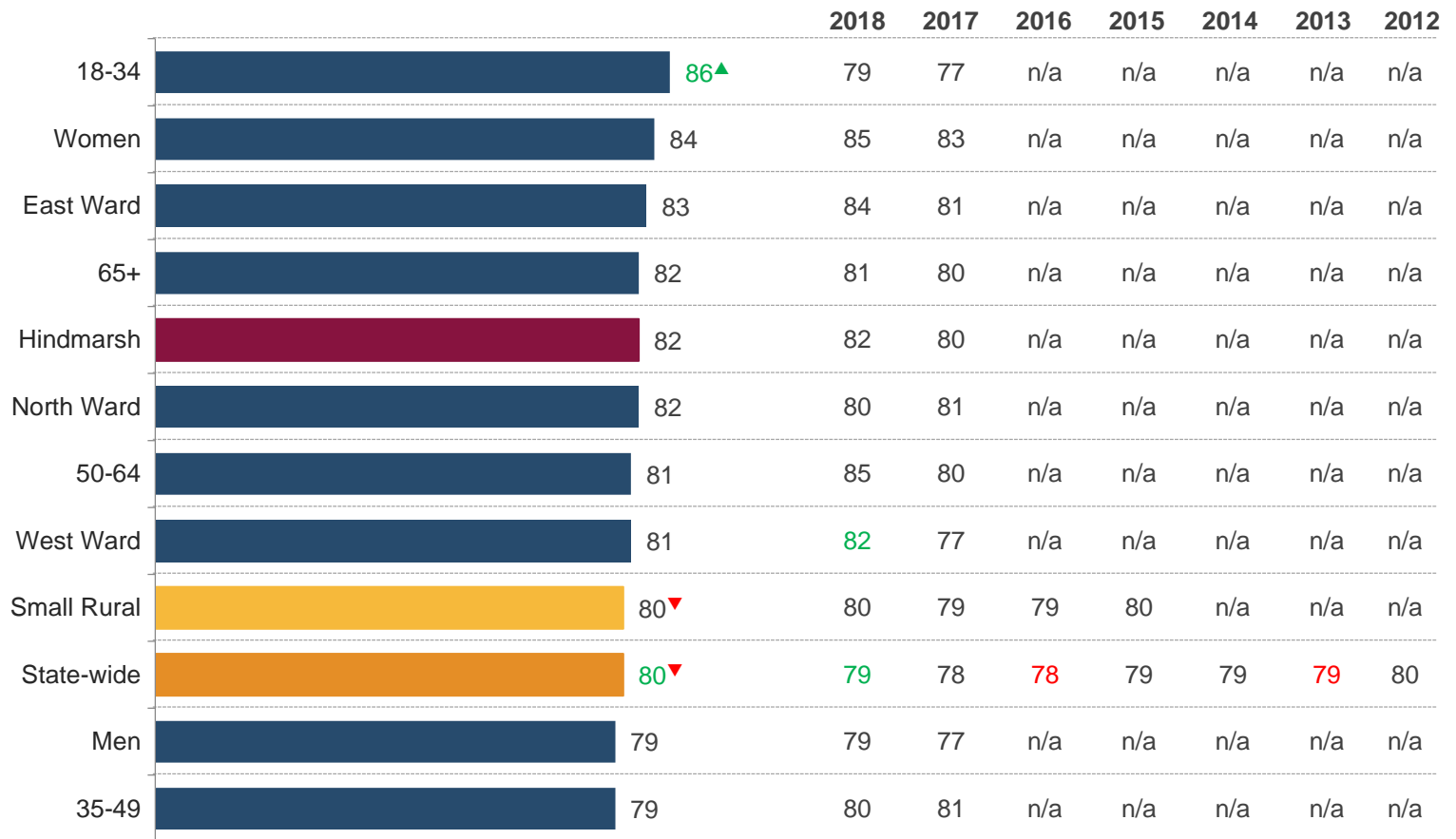
## 2019 Law enforcement performance (%)





# Elderly support services importance

## 2019 Elderly support importance (index scores)



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

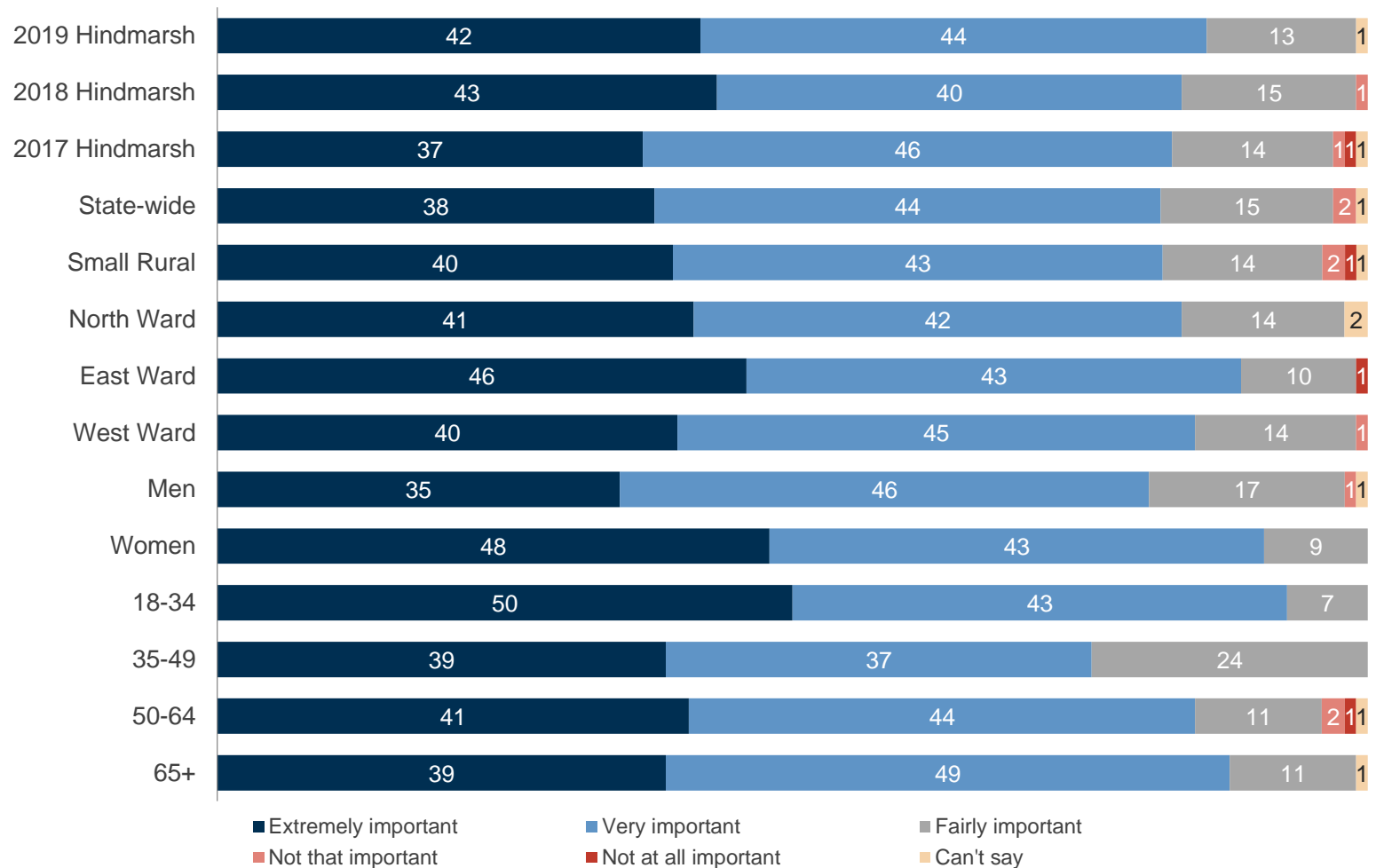
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

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



# Elderly support services importance

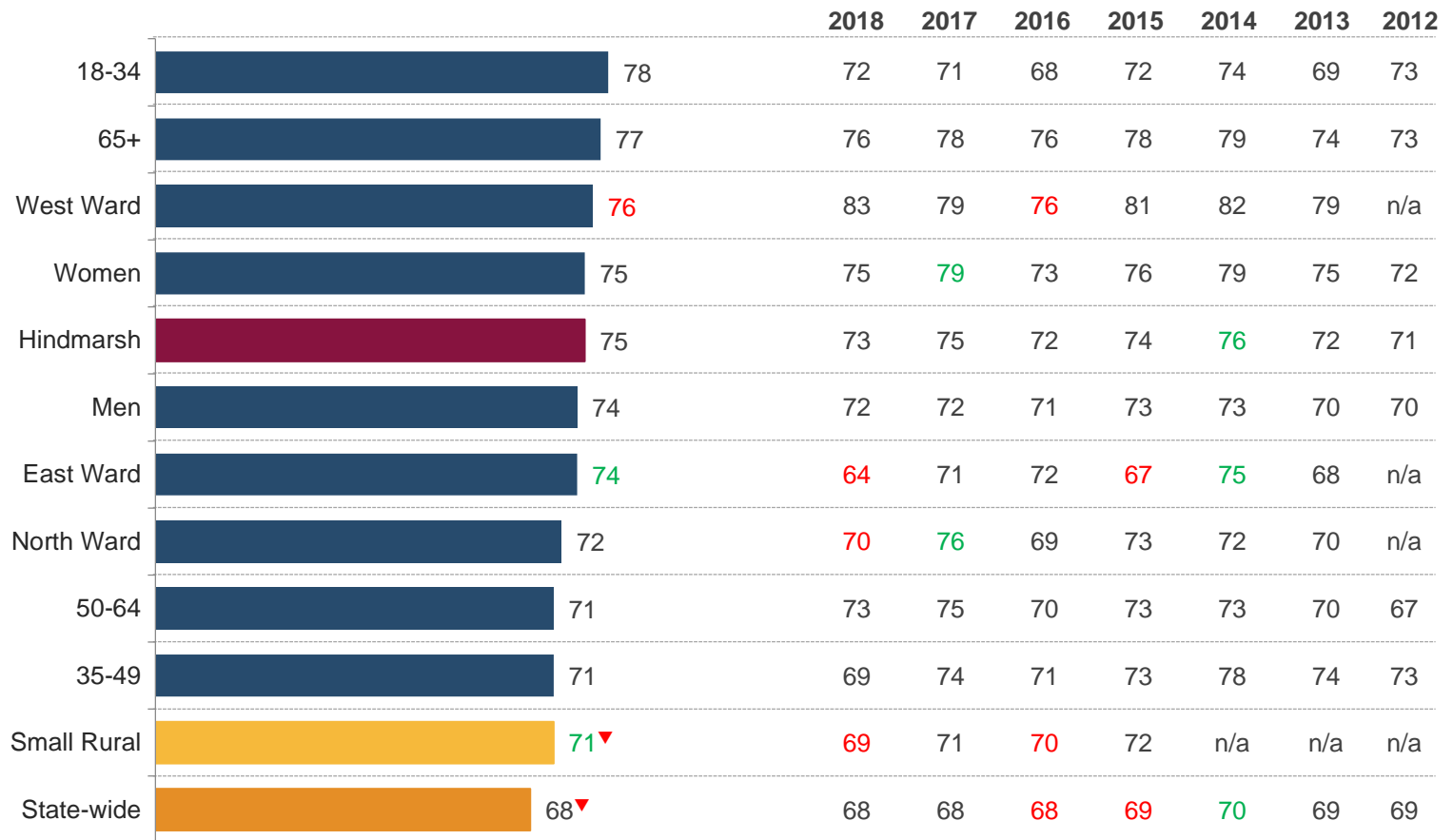
## 2019 Elderly support importance (%)





# Elderly support services performance

## 2019 Elderly support performance (index scores)



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

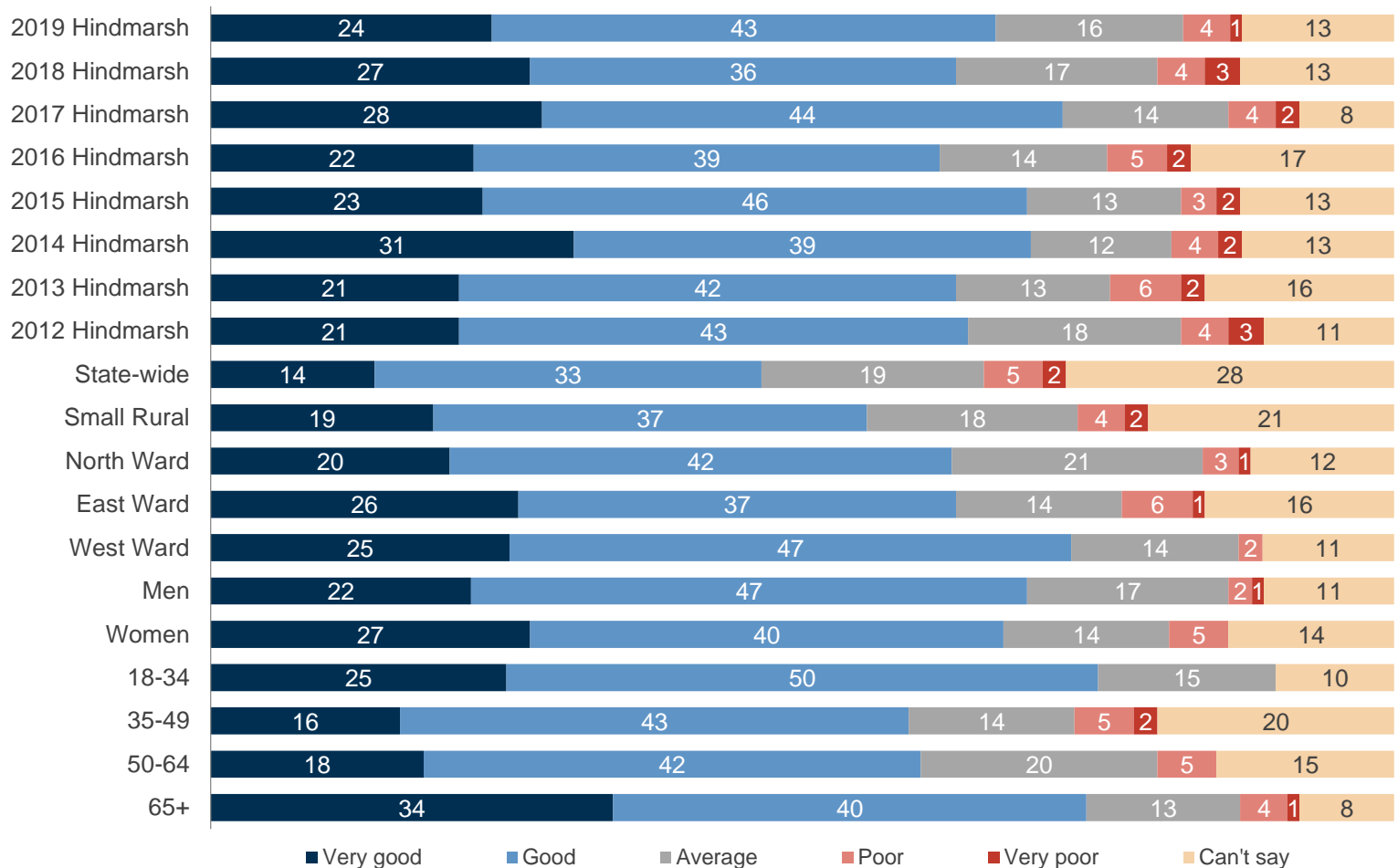
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10

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



# Elderly support services performance

## 2019 Elderly support performance (%)

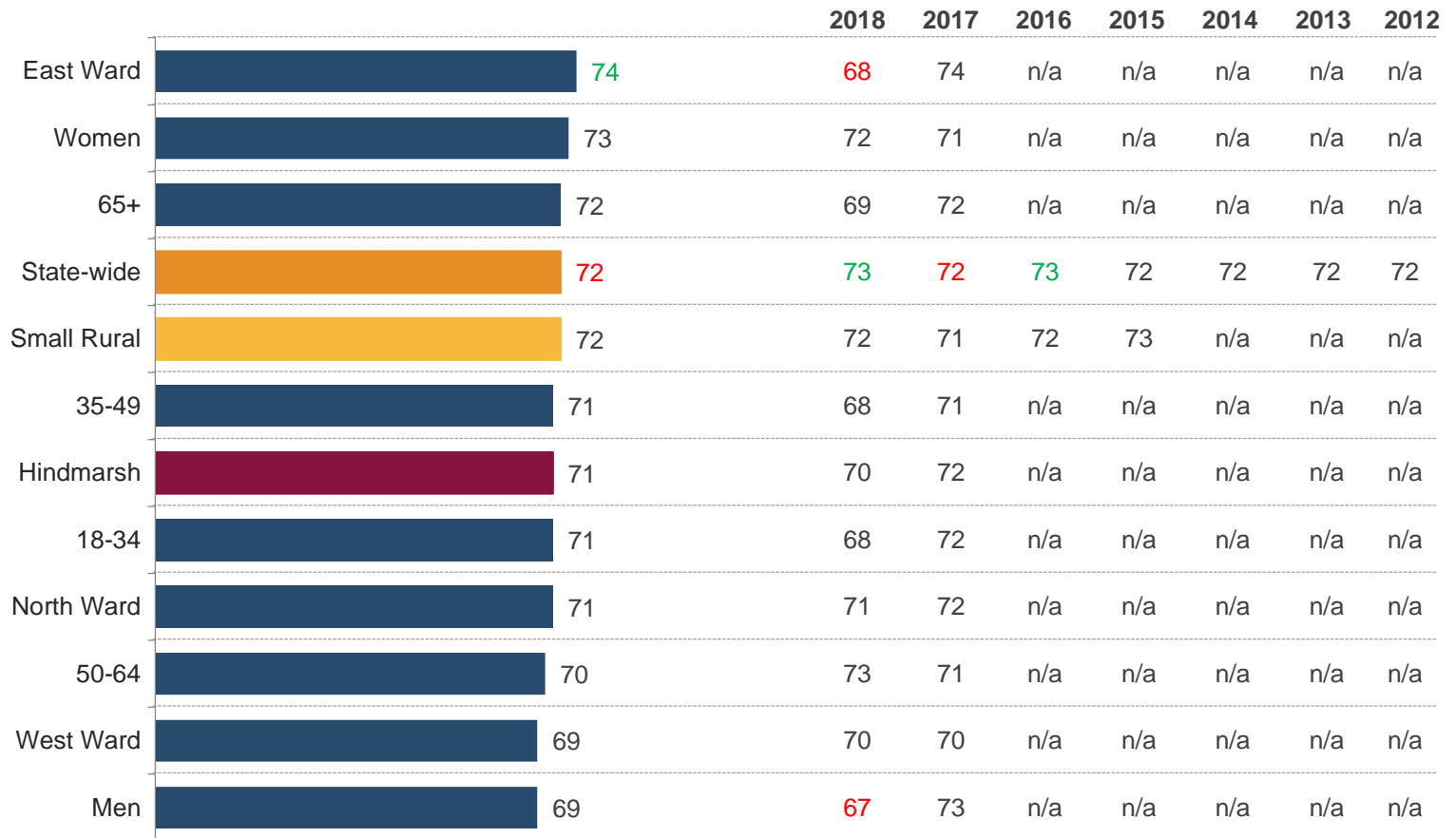






# Recreational facilities importance

## 2019 Recreational facilities importance (index scores)



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

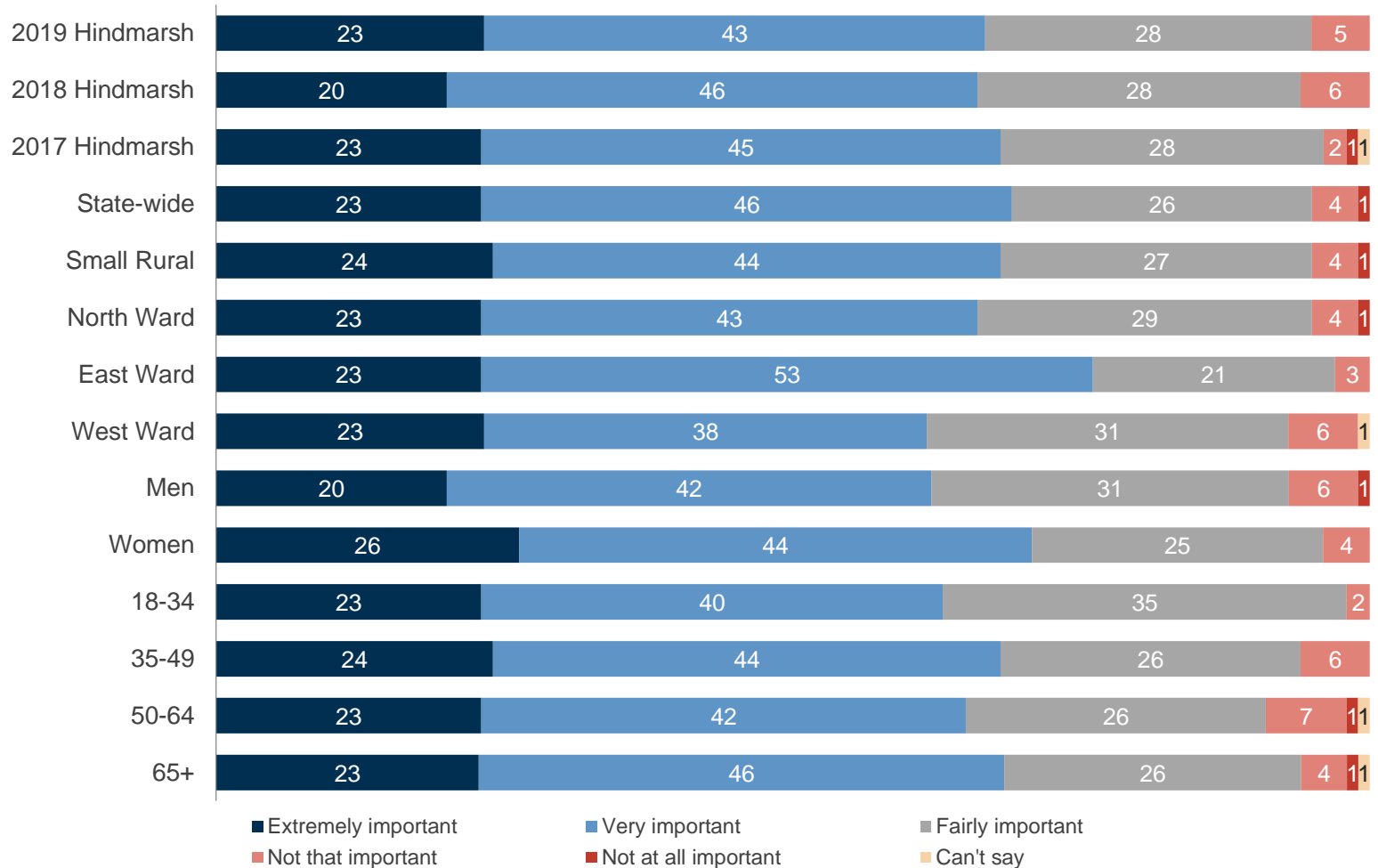
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

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



# Recreational facilities importance

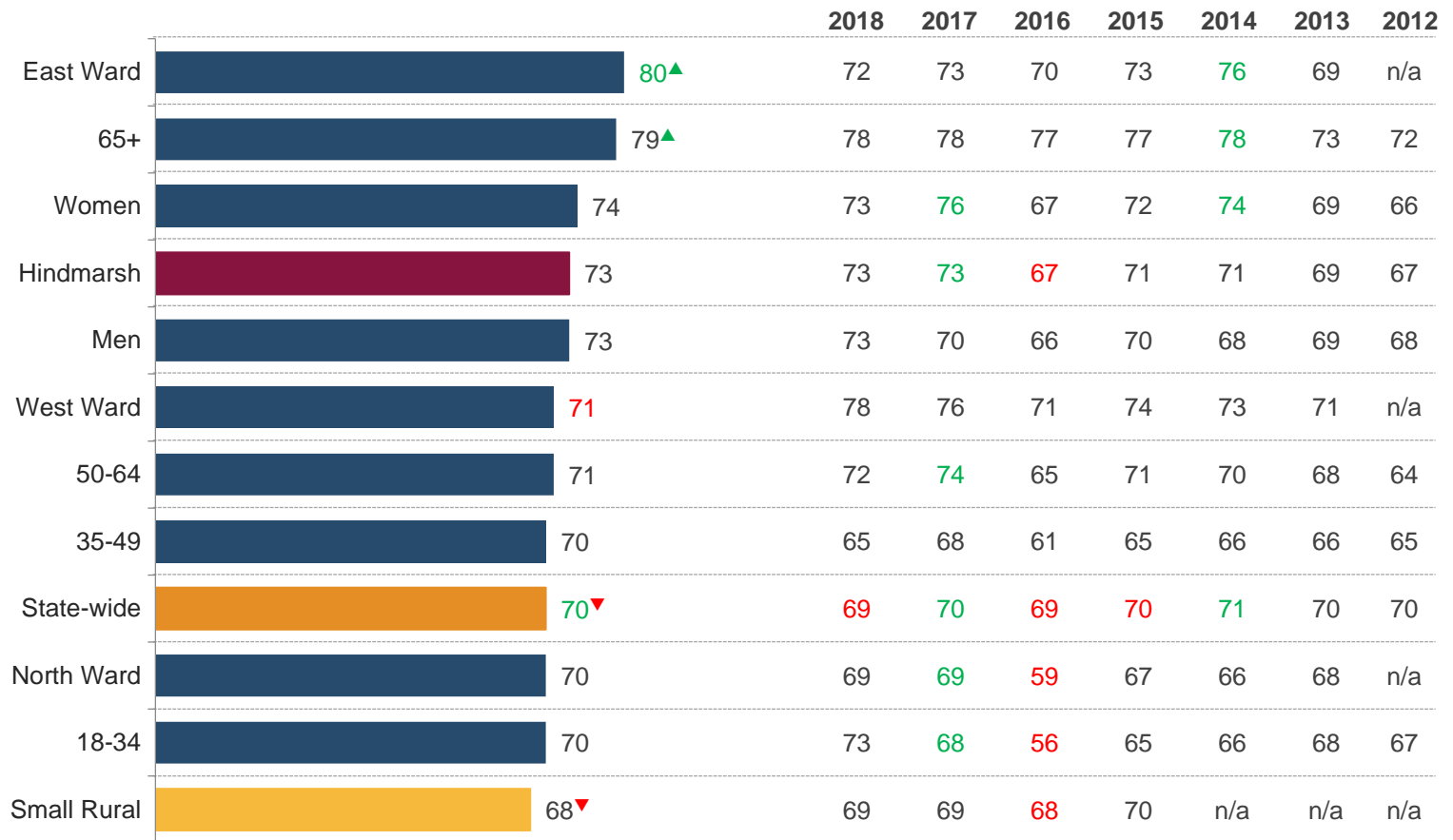
## 2019 Recreational facilities importance (%)





## Recreational facilities performance

2019 Recreational facilities performance (index scores)



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

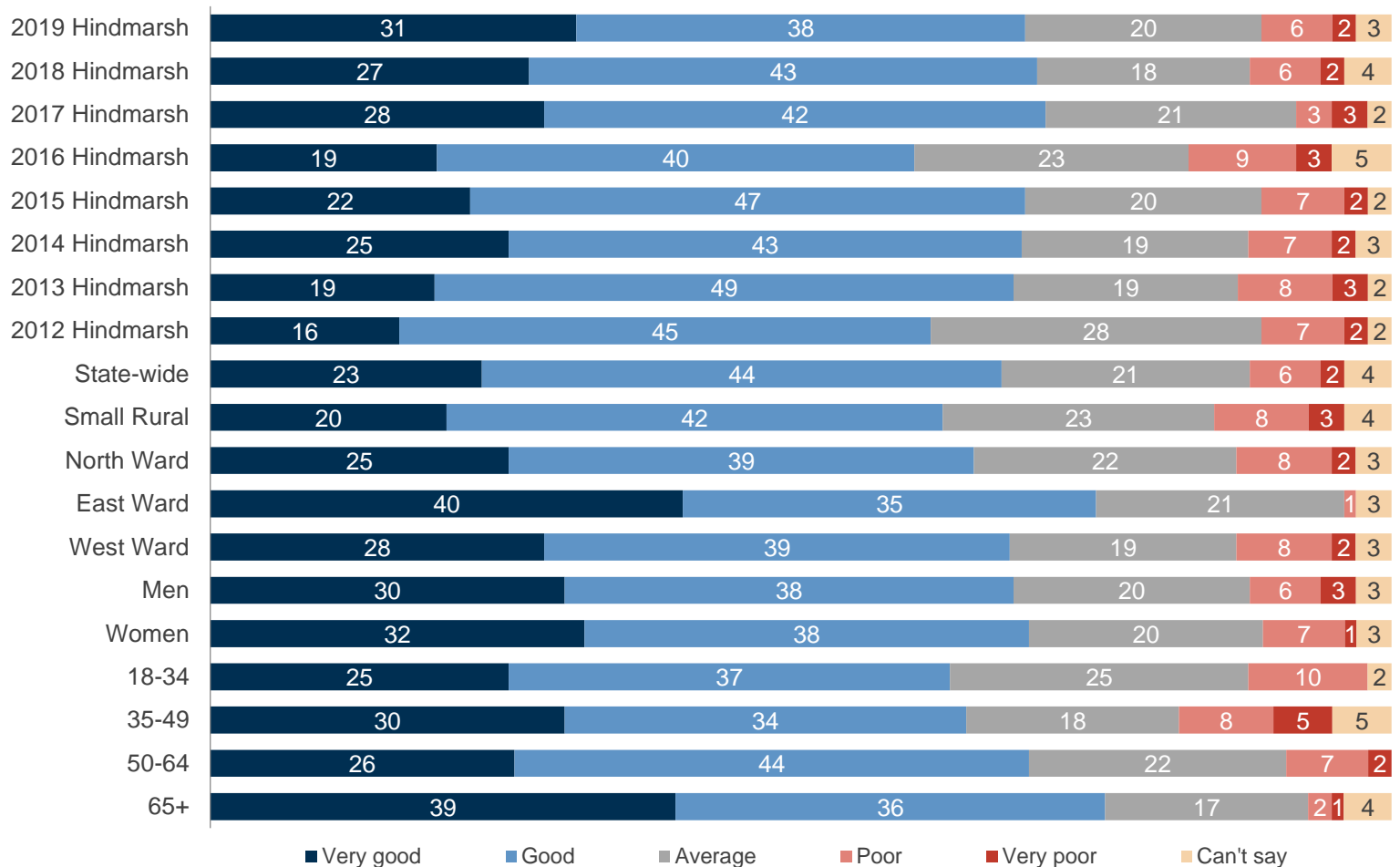
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

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



## Recreational facilities performance

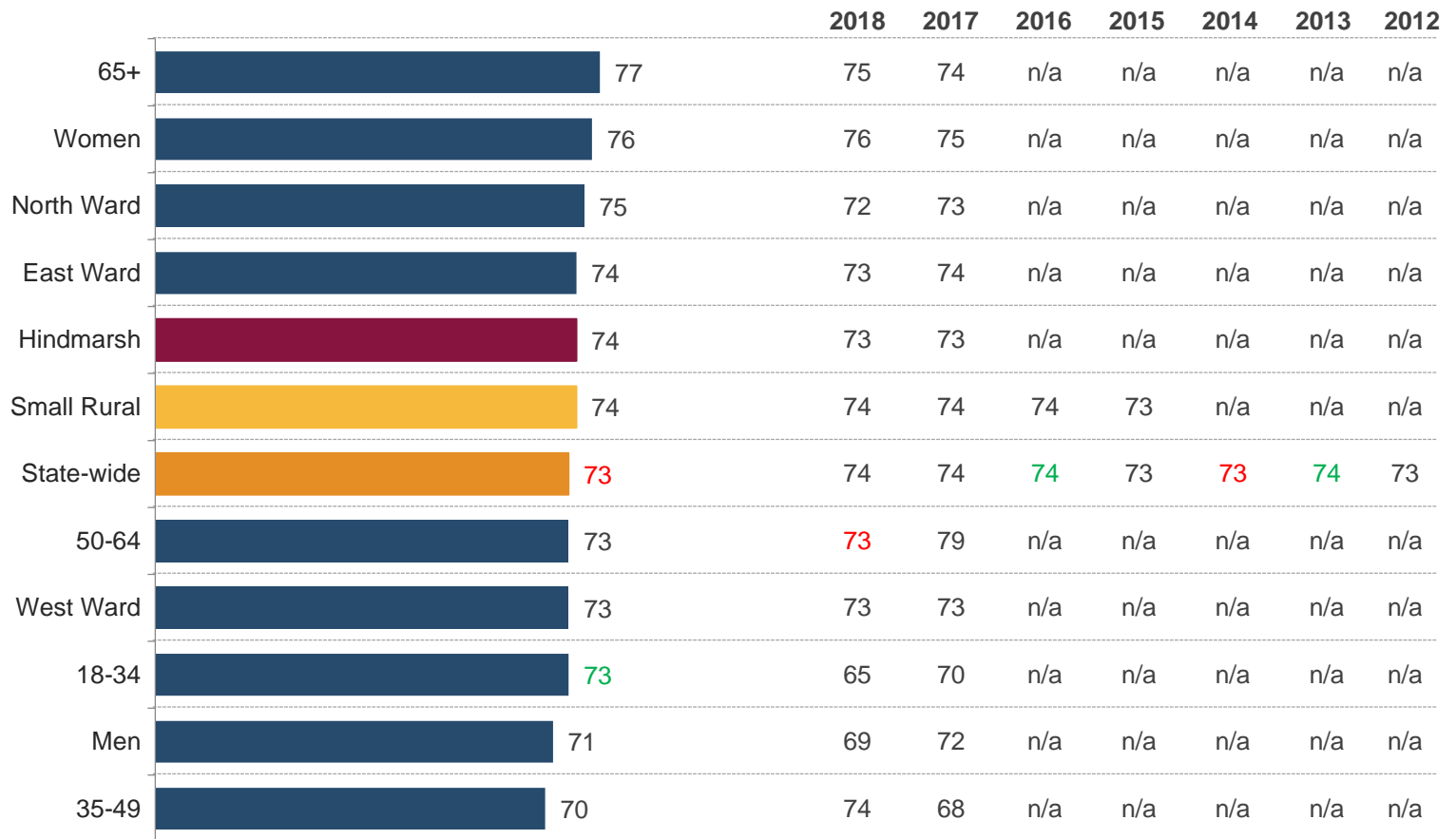
2019 Recreational facilities performance (%)





# The appearance of public areas importance

## 2019 Public areas importance (index scores)



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

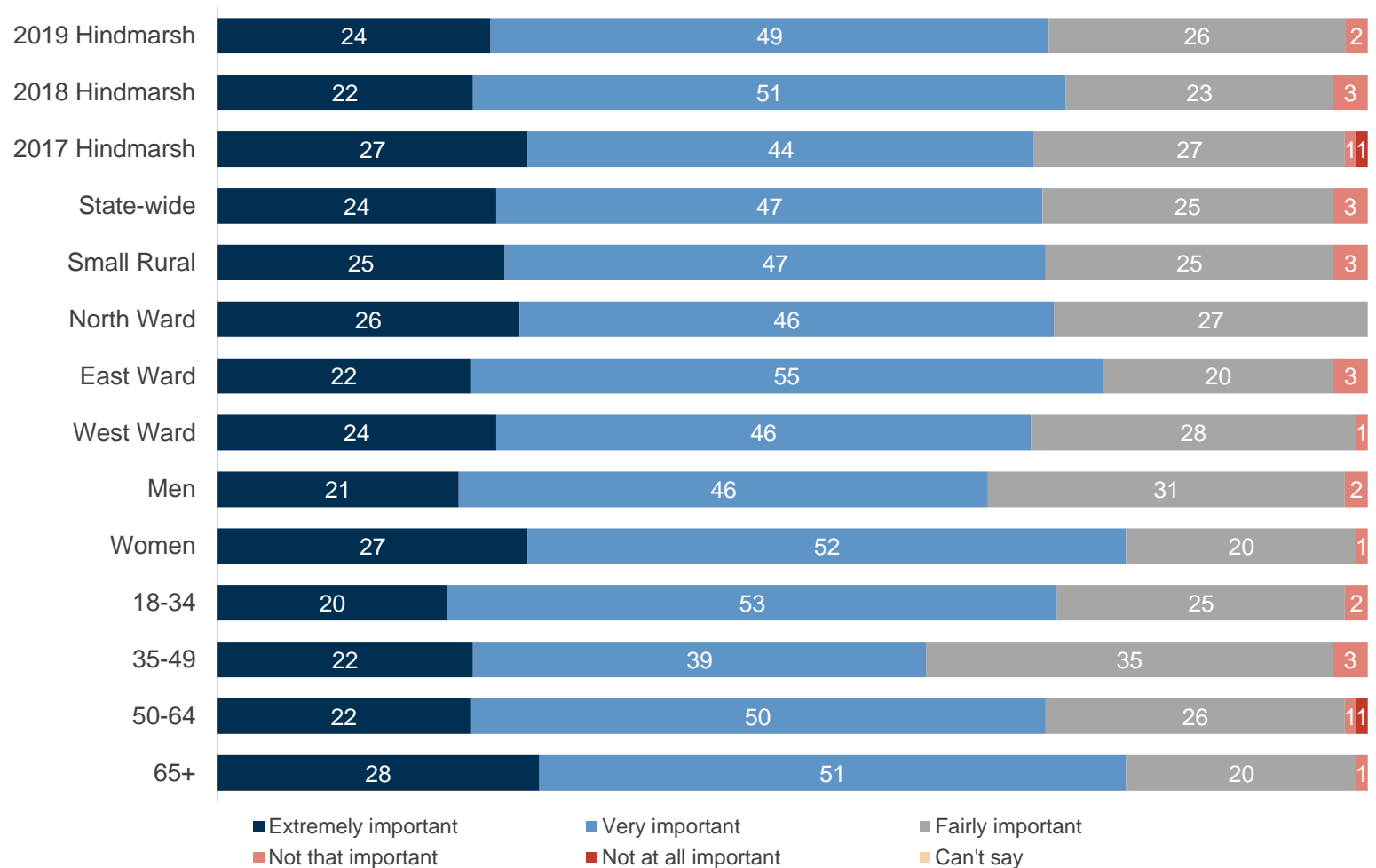
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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



# The appearance of public areas importance

## 2019 Public areas importance (%)





# The appearance of public areas performance

## 2019 Public areas performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
West Ward	85▲	88	86	82	85	83	82	n/a
65+	81	80	80	78	79	75	71	72
18-34	81	86	75	70	77	78	71	70
35-49	80	73	80	71	72	77	75	73
Men	80	80	77	74	75	73	71	69
Hindmarsh	80	79	78	74	77	76	71	71
Women	80	79	79	74	78	78	71	72
50-64	78	78	76	72	76	74	69	68
East Ward	77	75	74	68	66	70	64	n/a
Small Rural	73▼	72	74	73	74	n/a	n/a	n/a
North Ward	73▼	74	76	70	76	73	69	n/a
State-wide	72▼	71	71	71	72	72	71	71

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

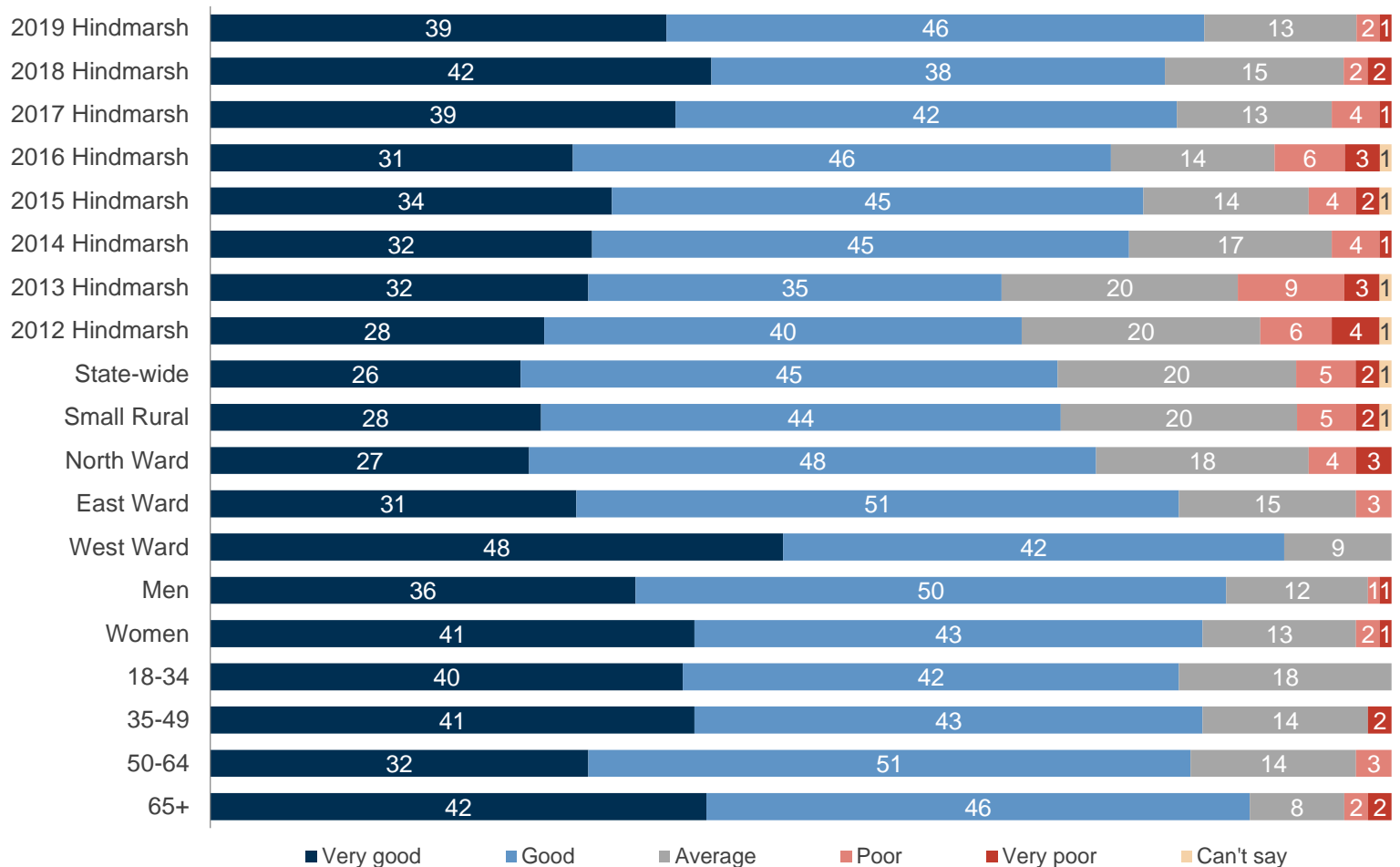
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12

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



# The appearance of public areas performance

## 2019 Public areas performance (%)

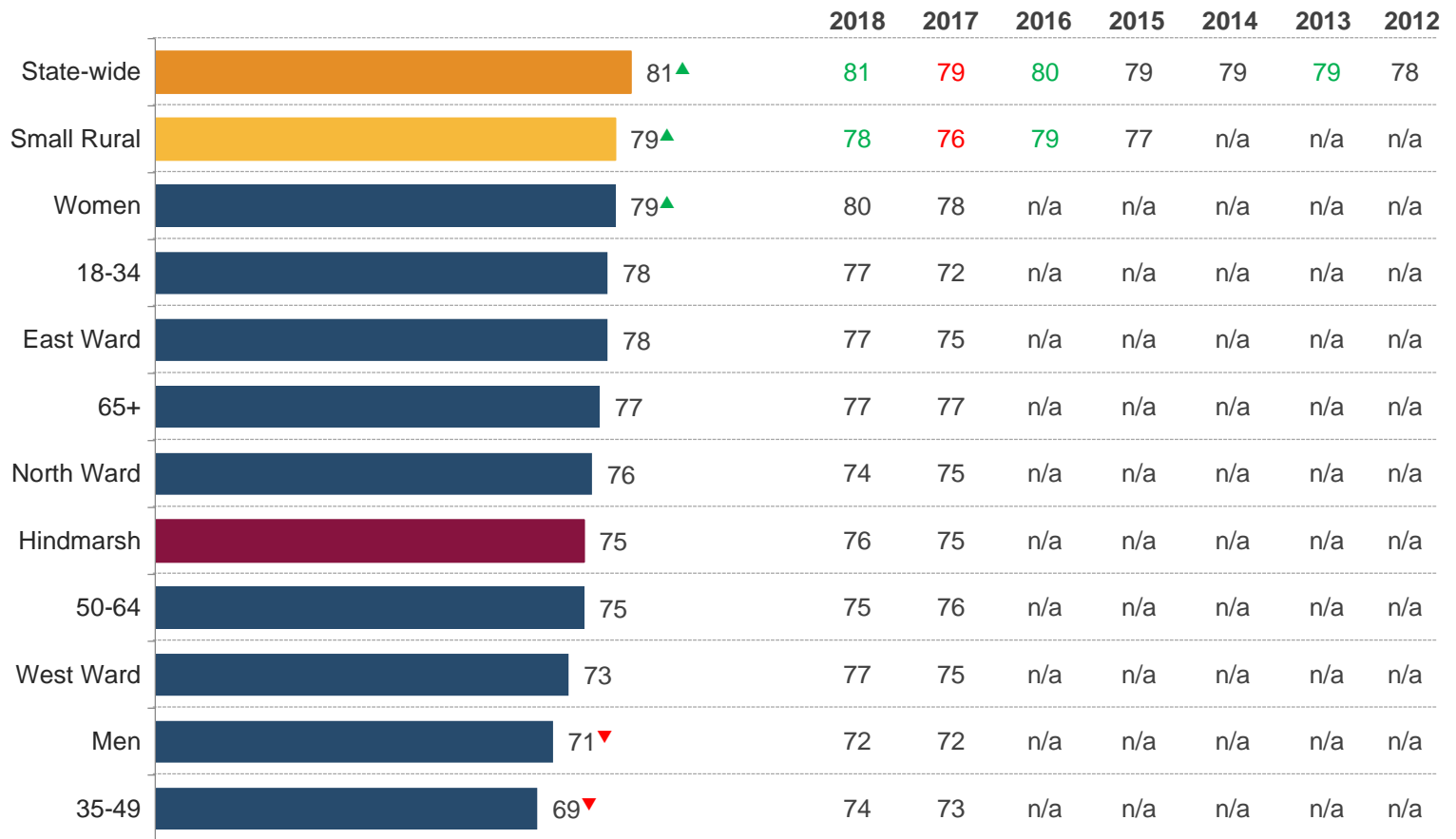






# Waste management importance

## 2019 Waste management importance (index scores)



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

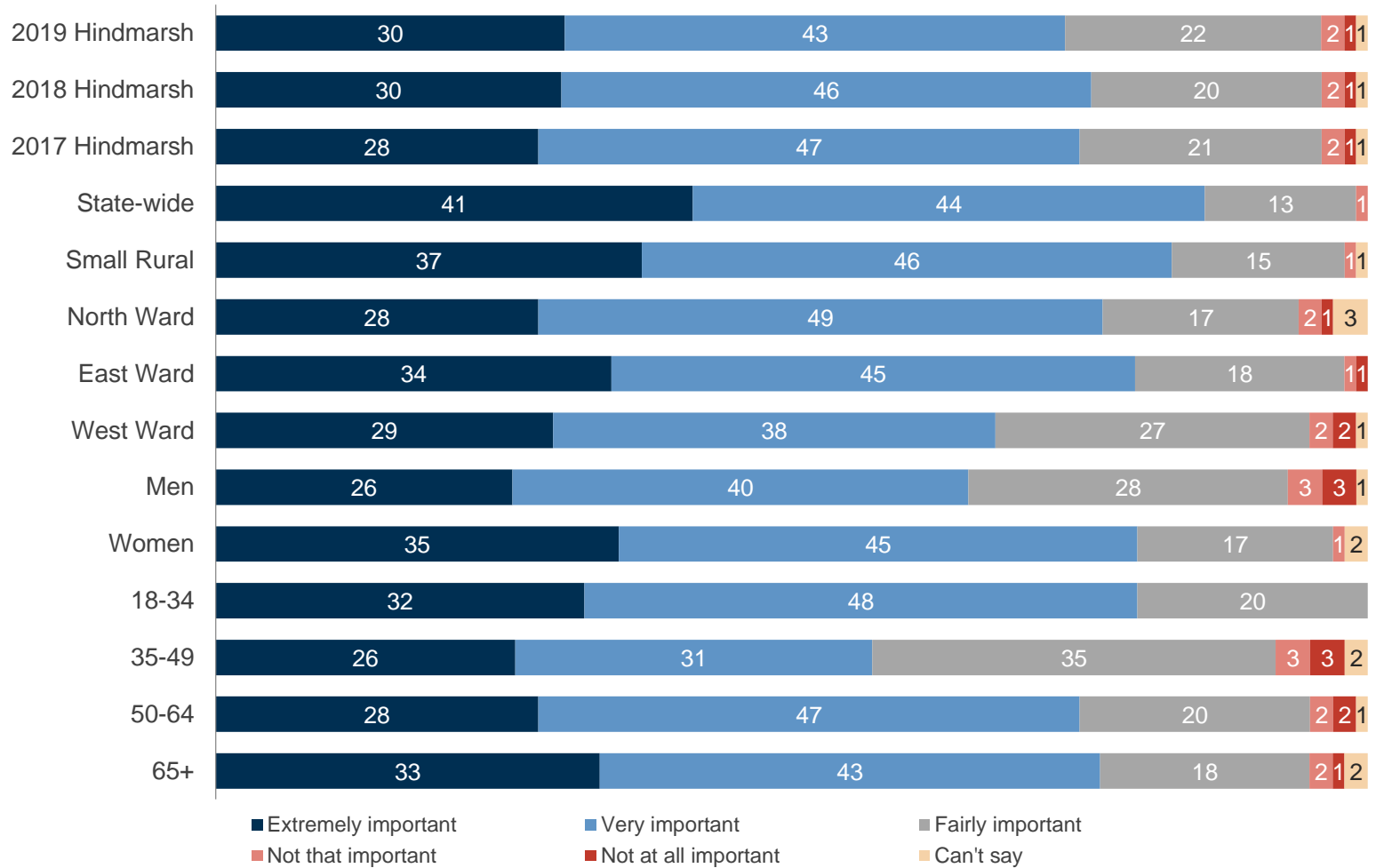
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

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



# Waste management importance

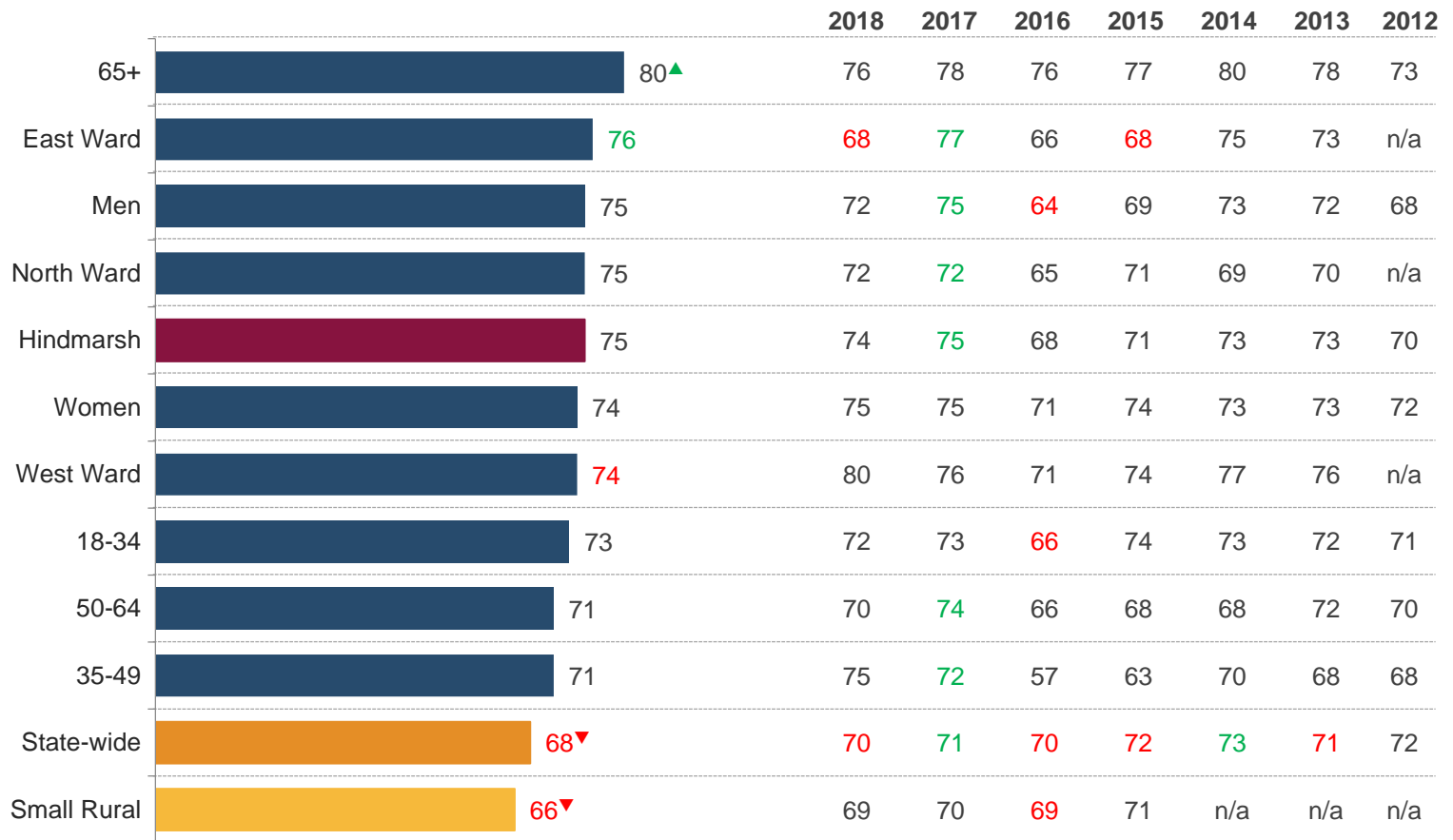
## 2019 Waste management importance (%)





# Waste management performance

## 2019 Waste management performance (index scores)



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

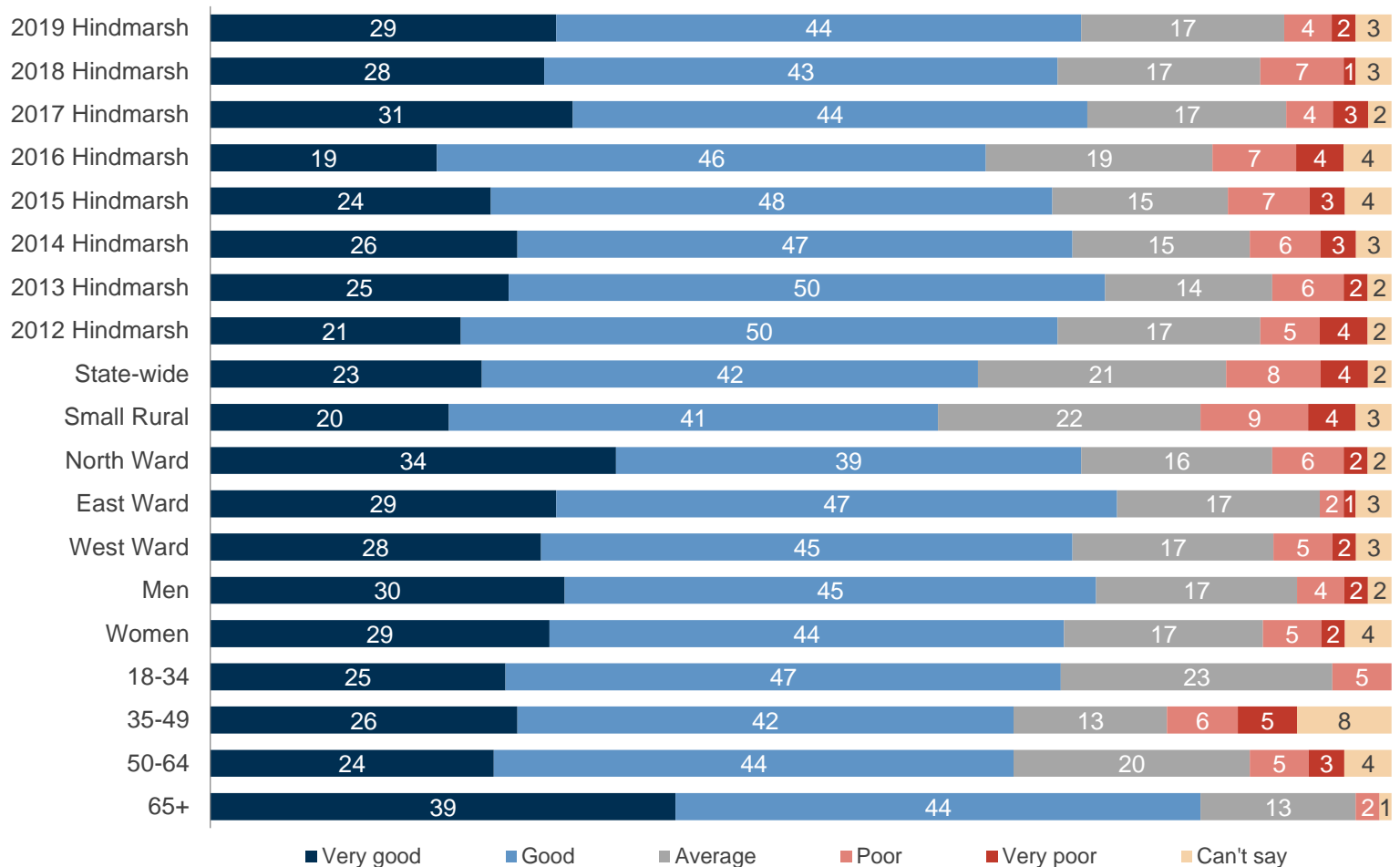
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

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



# Waste management performance

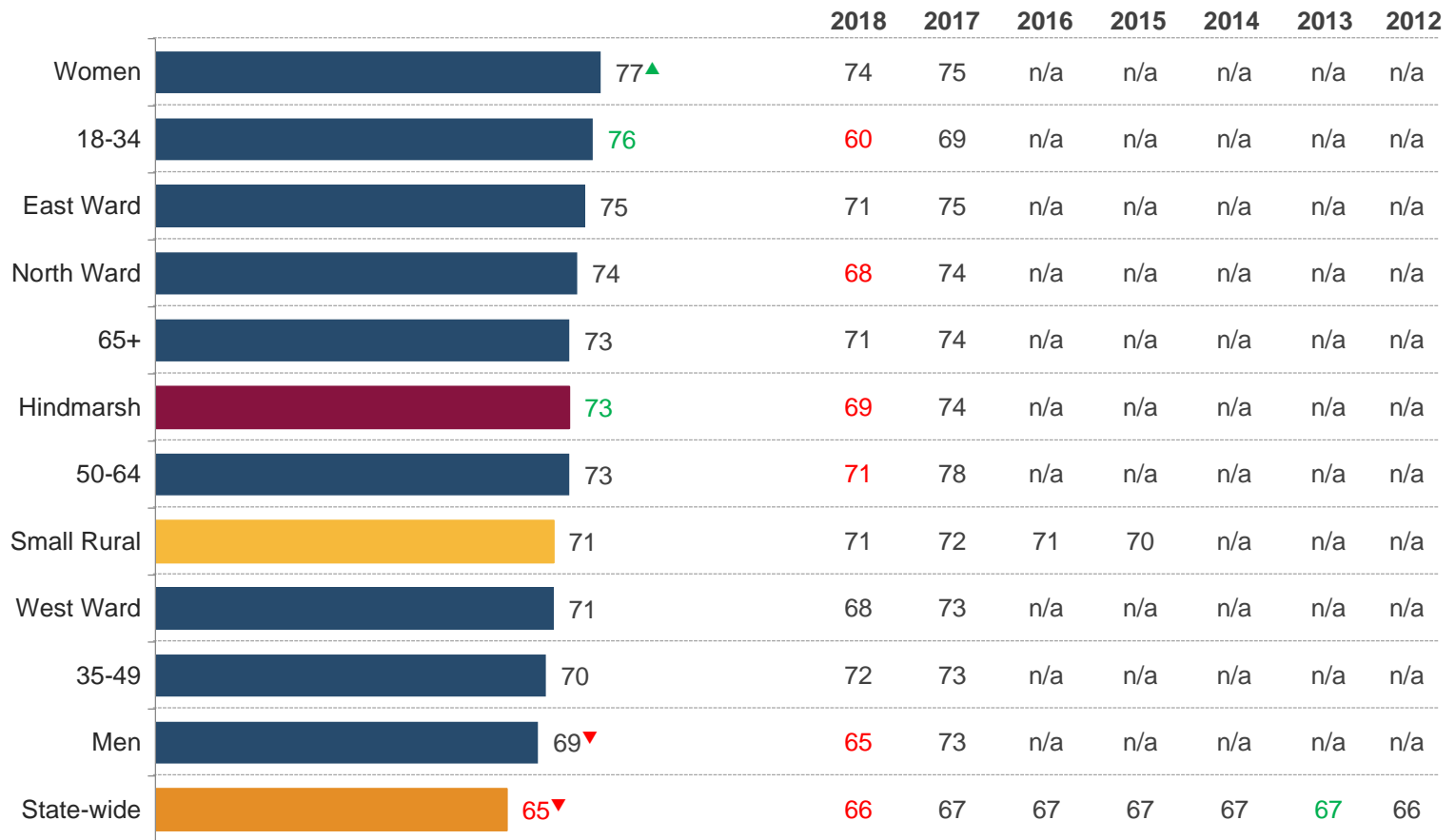
## 2019 Waste management performance (%)



# Business and community development and tourism importance



## 2019 Business/development/tourism importance (index scores)



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

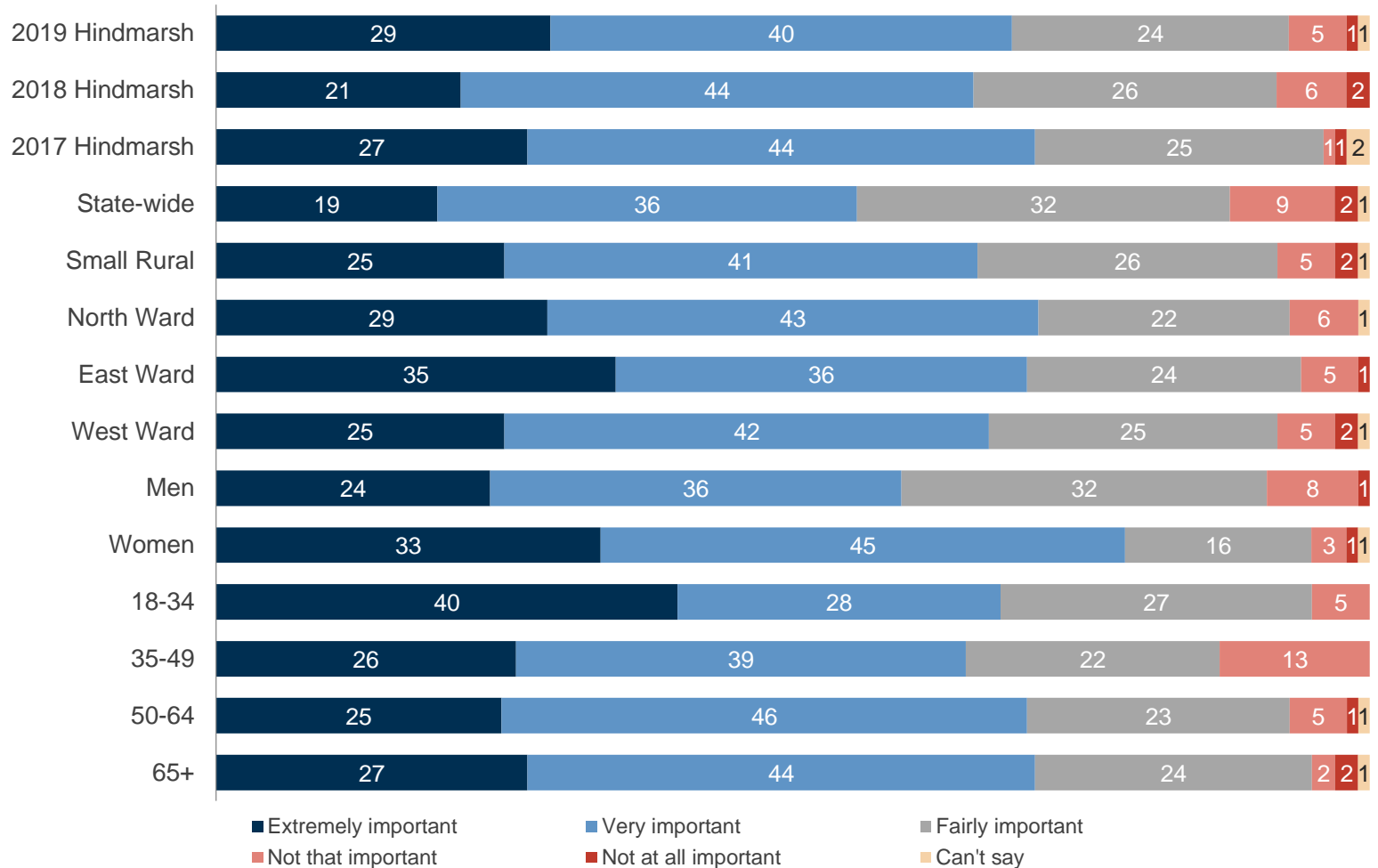
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

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

# Business and community development and tourism importance



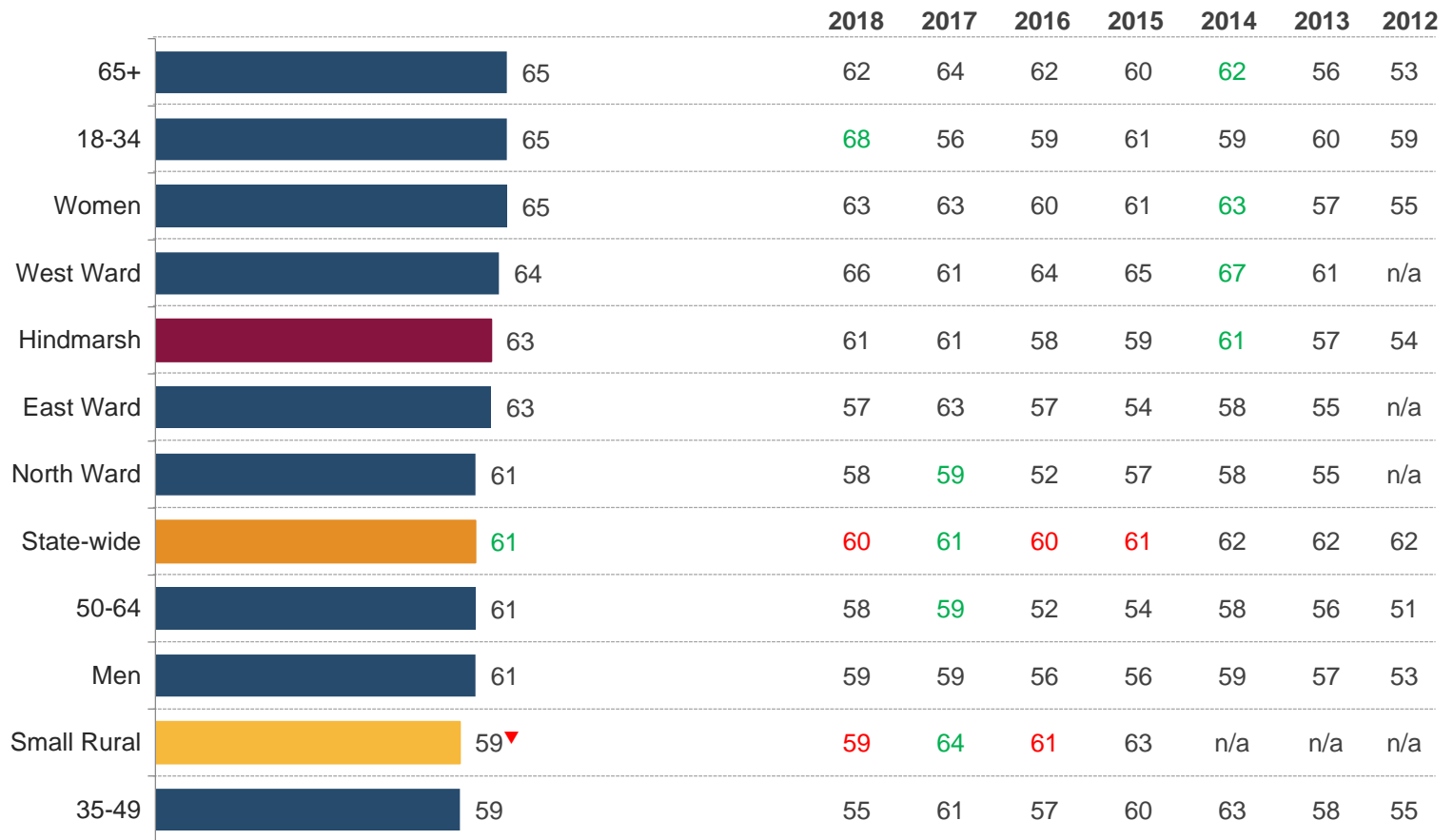
## 2019 Business/development/tourism importance (%)



# Business and community development and tourism performance



## 2019 Business/development/tourism performance (index scores)



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

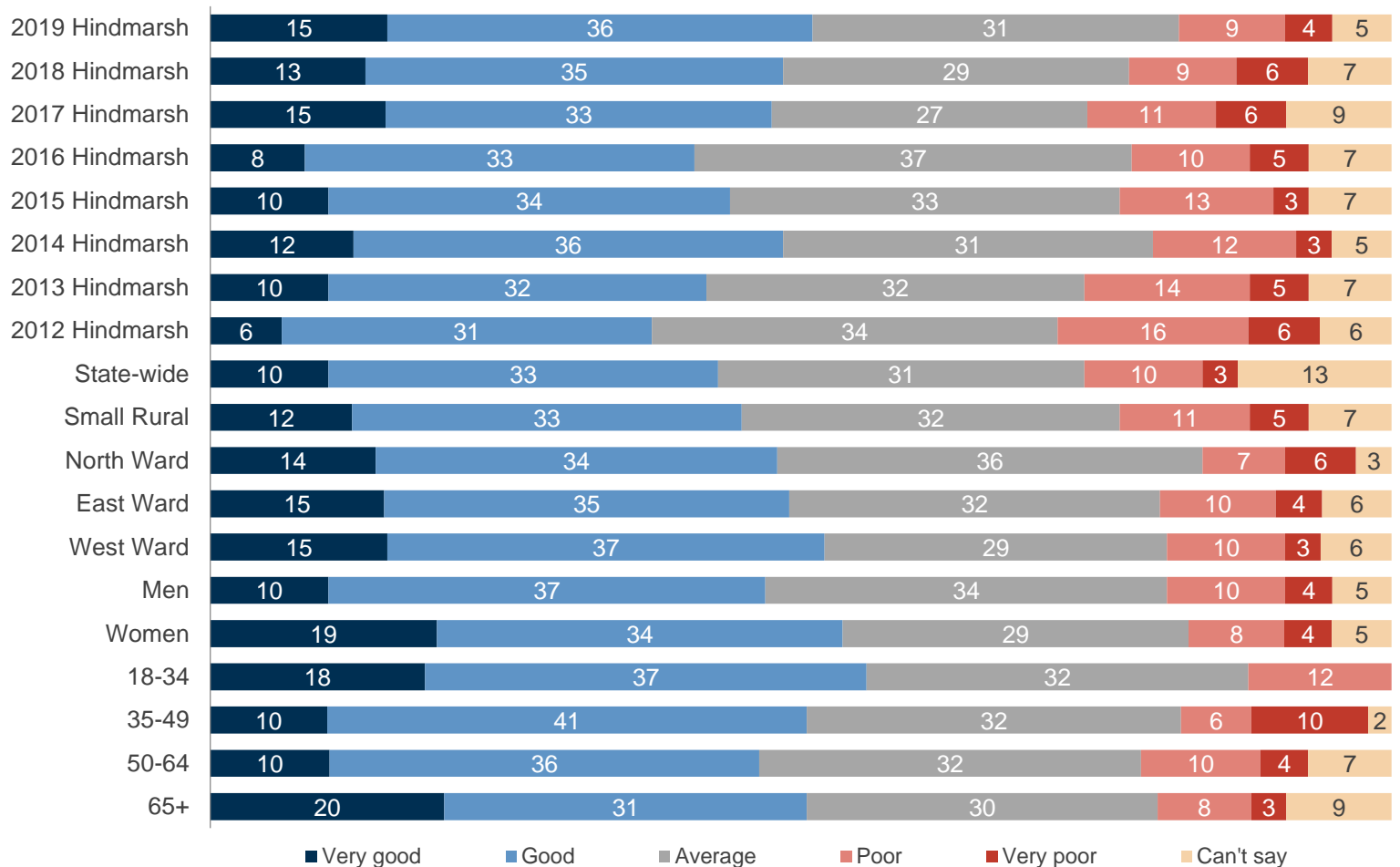
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

# Business and community development and tourism performance



## 2019 Business/development/tourism performance (%)

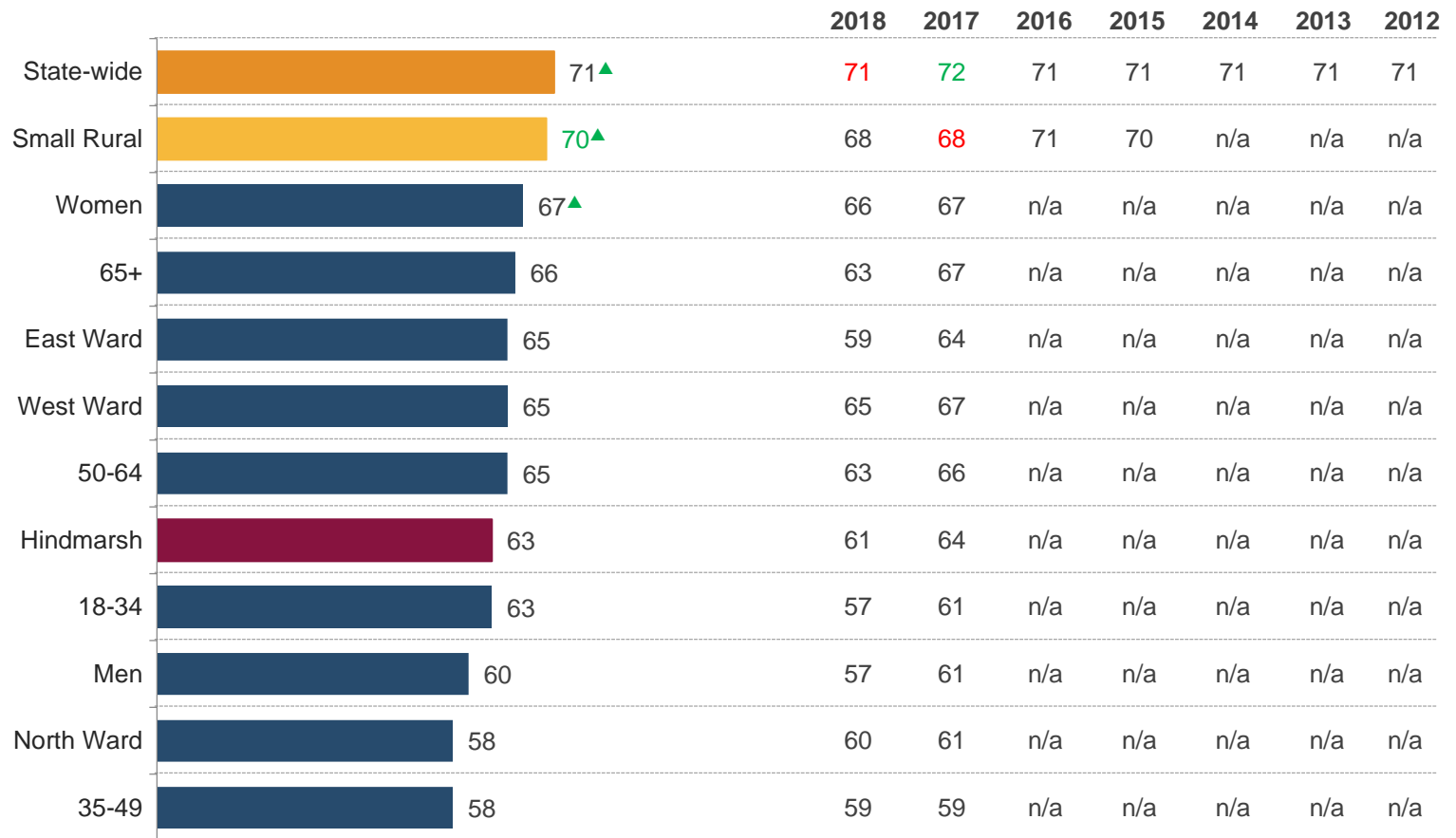






# Planning and building permits importance

## 2019 Planning and building permits importance (index scores)



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

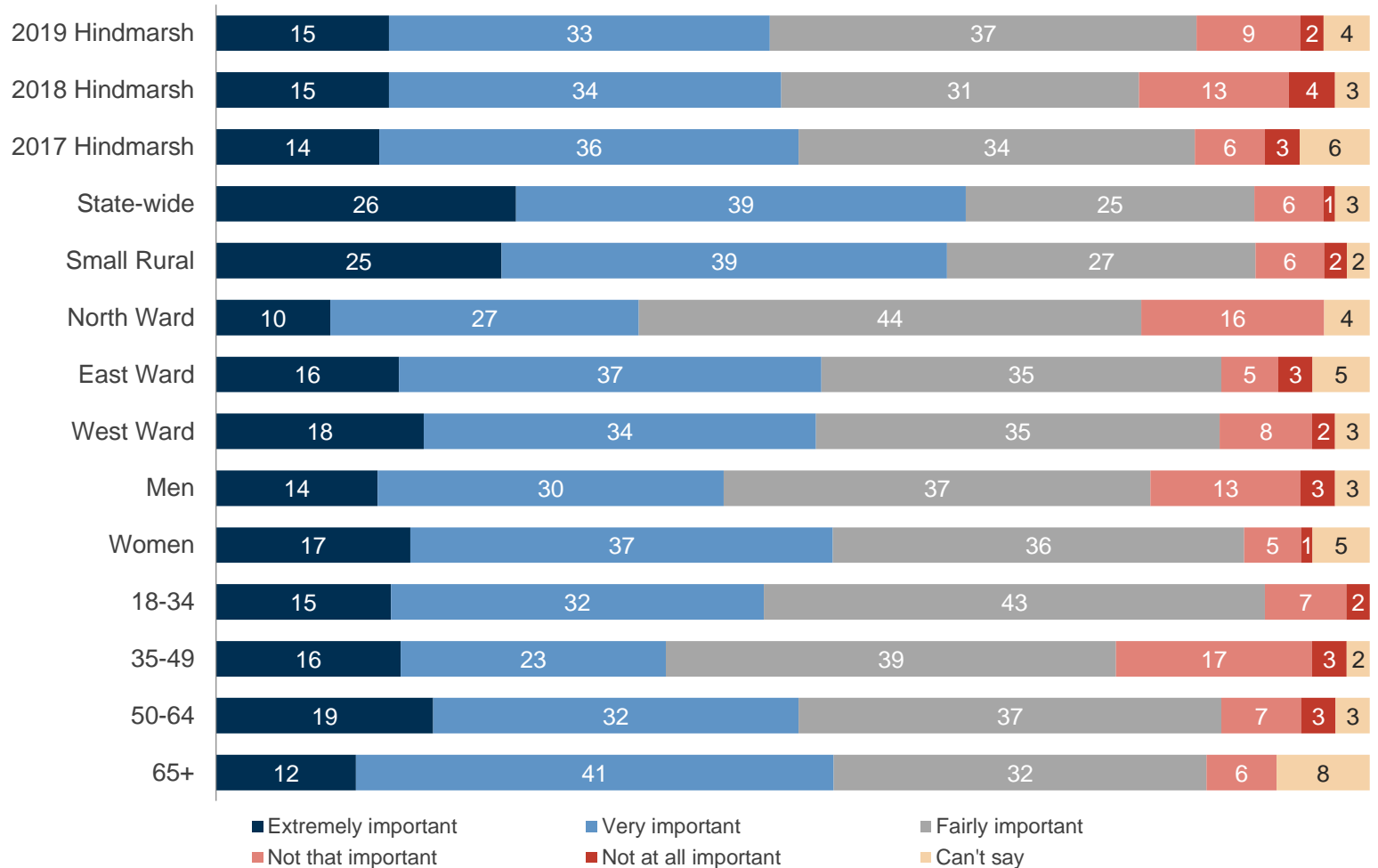
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 5

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



# Planning and building permits importance

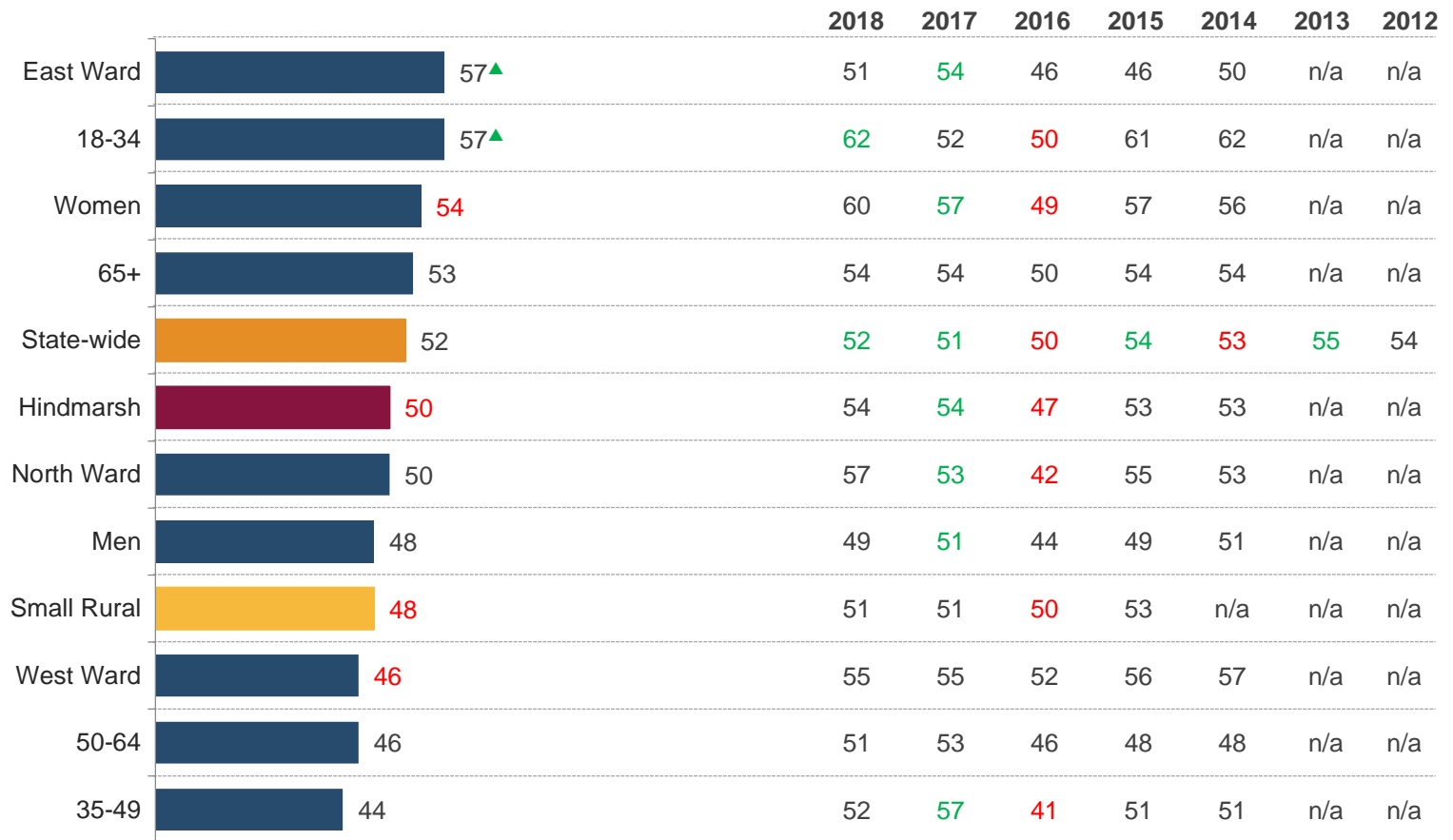
2019 Planning and building permits importance (%)





## Planning and building permits performance

2019 Planning and building permits performance (index scores)



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

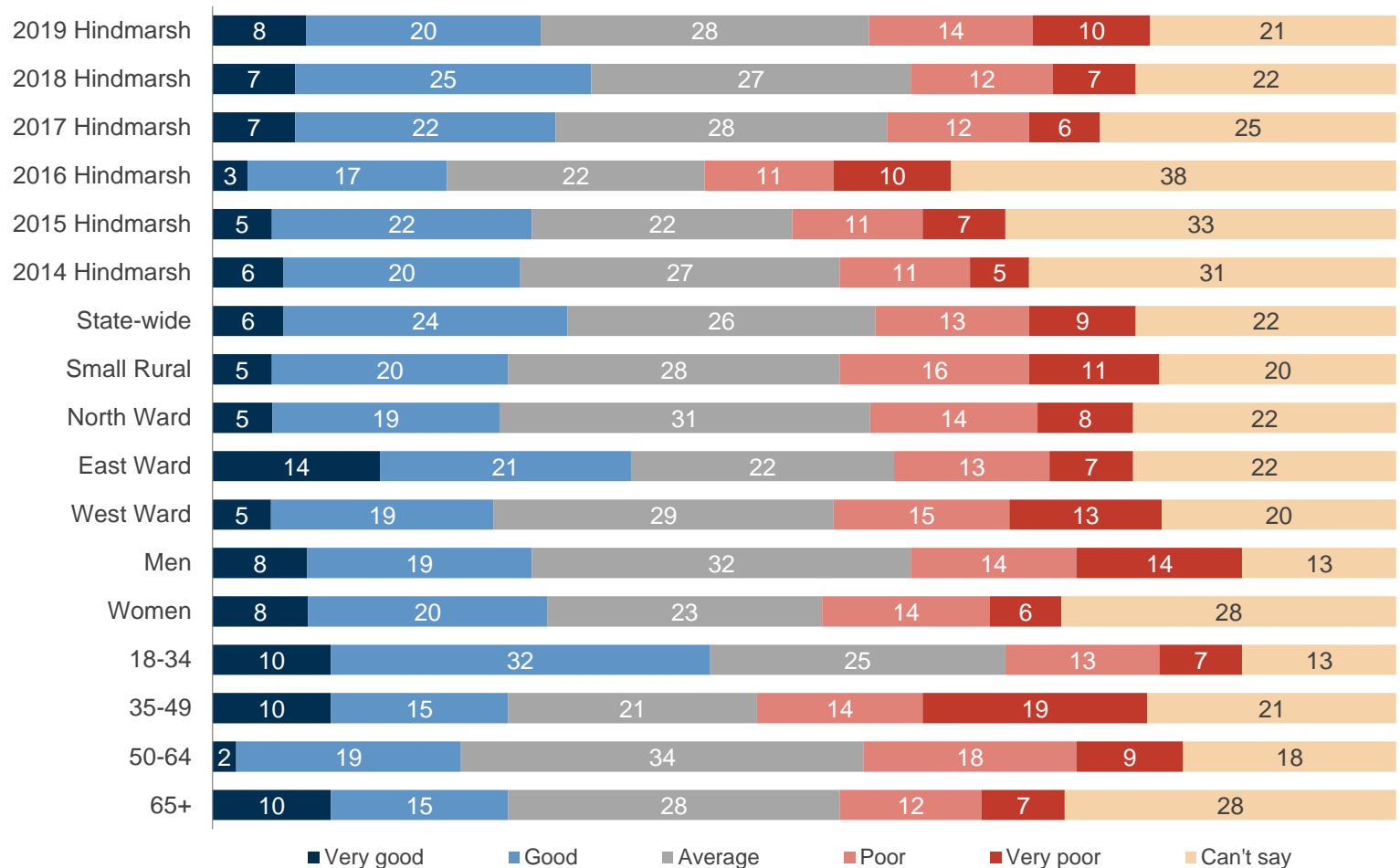
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 6

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



# Planning and building permits performance

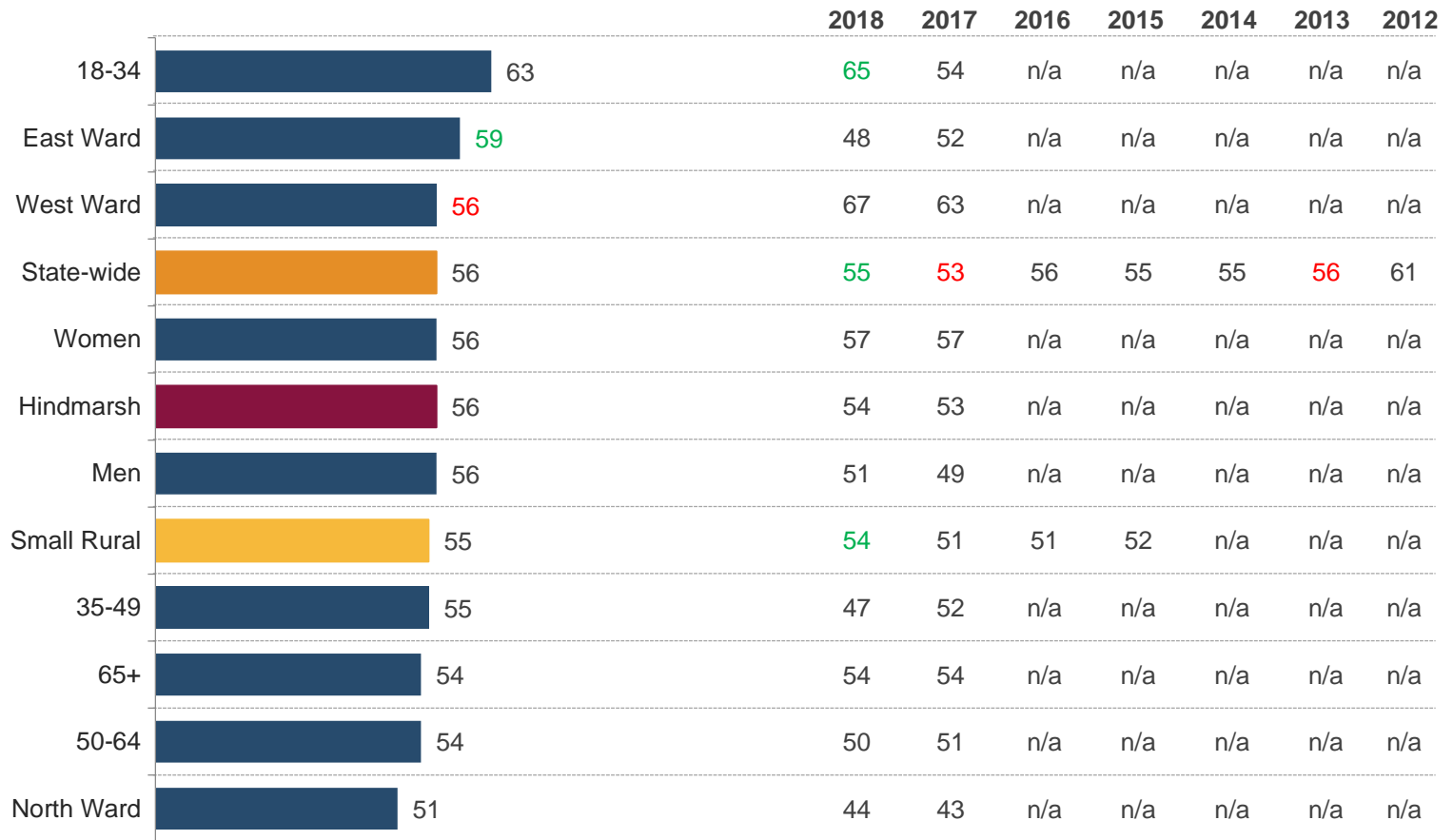
## 2019 Planning and building permits performance (%)





# Roadside slashing and weed control performance

## 2019 Roadside slashing and weed control performance (index scores)



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

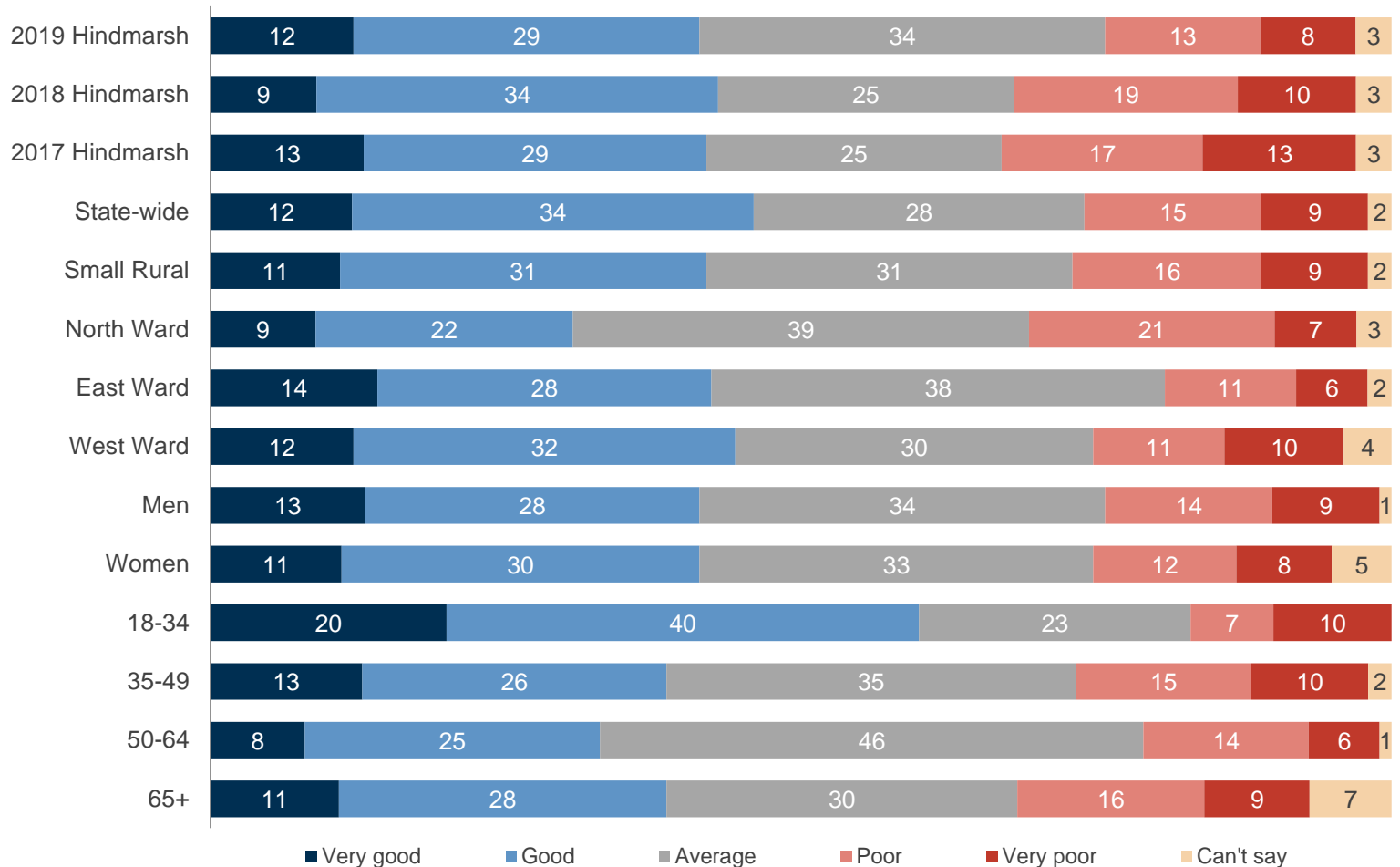
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

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



# Roadside slashing and weed control performance

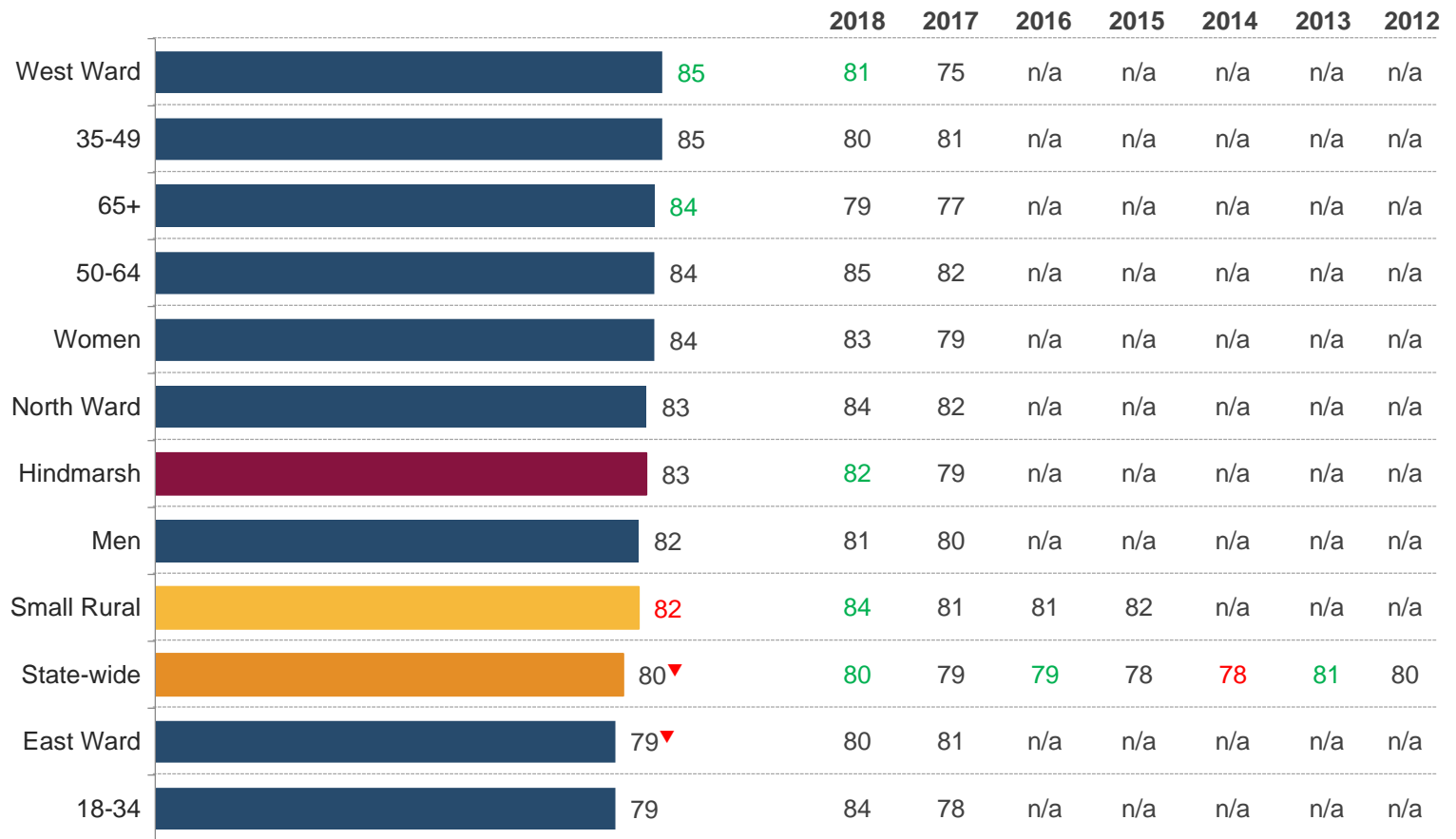
## 2019 Roadside slashing and weed control performance (%)





# Maintenance of unsealed roads in your area importance

## 2019 Unsealed roads importance (index scores)



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

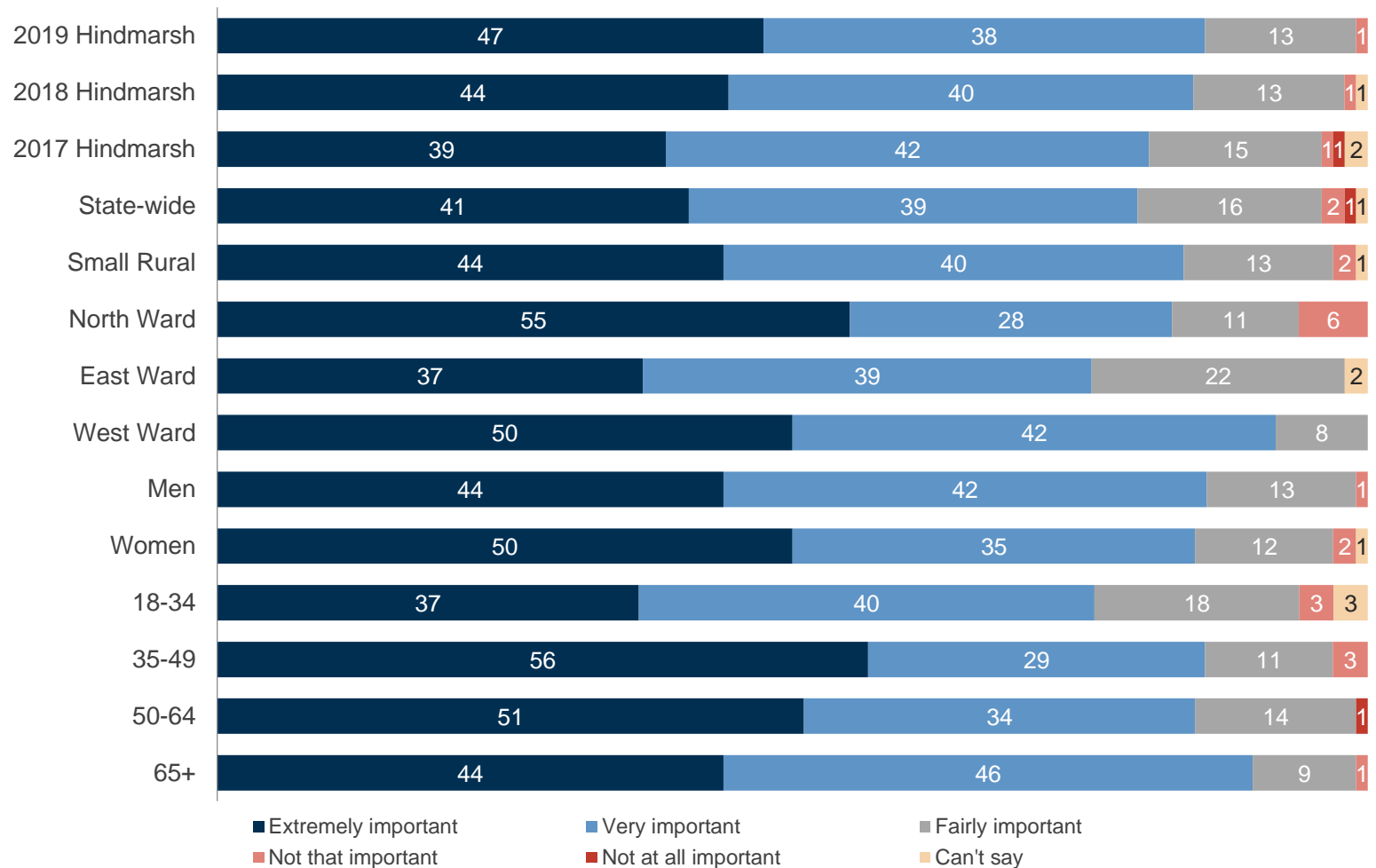
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

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



# Maintenance of unsealed roads in your area importance

## 2019 Unsealed roads importance (%)

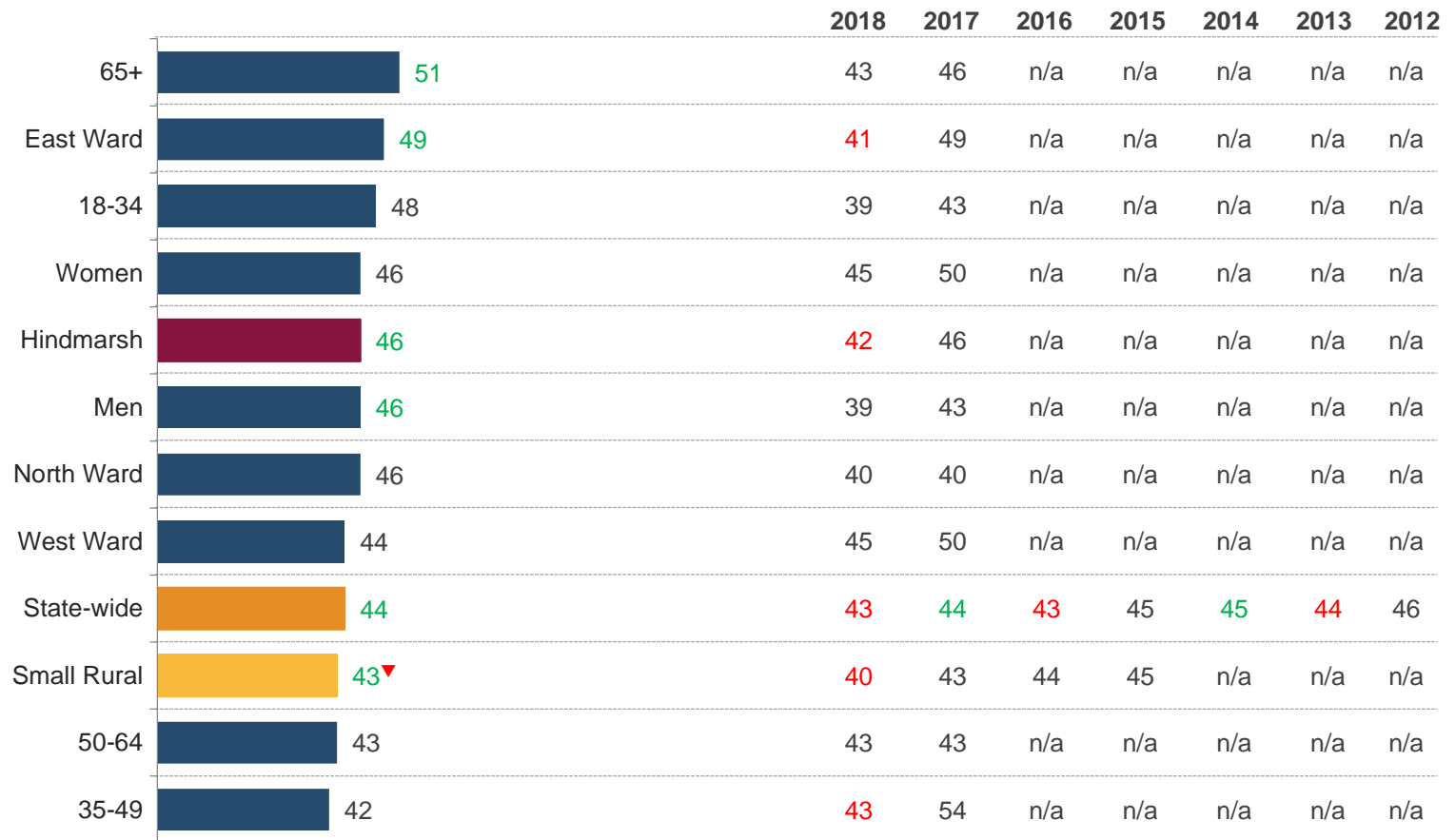






# Maintenance of unsealed roads in your area performance

## 2019 Unsealed roads performance (index scores)



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

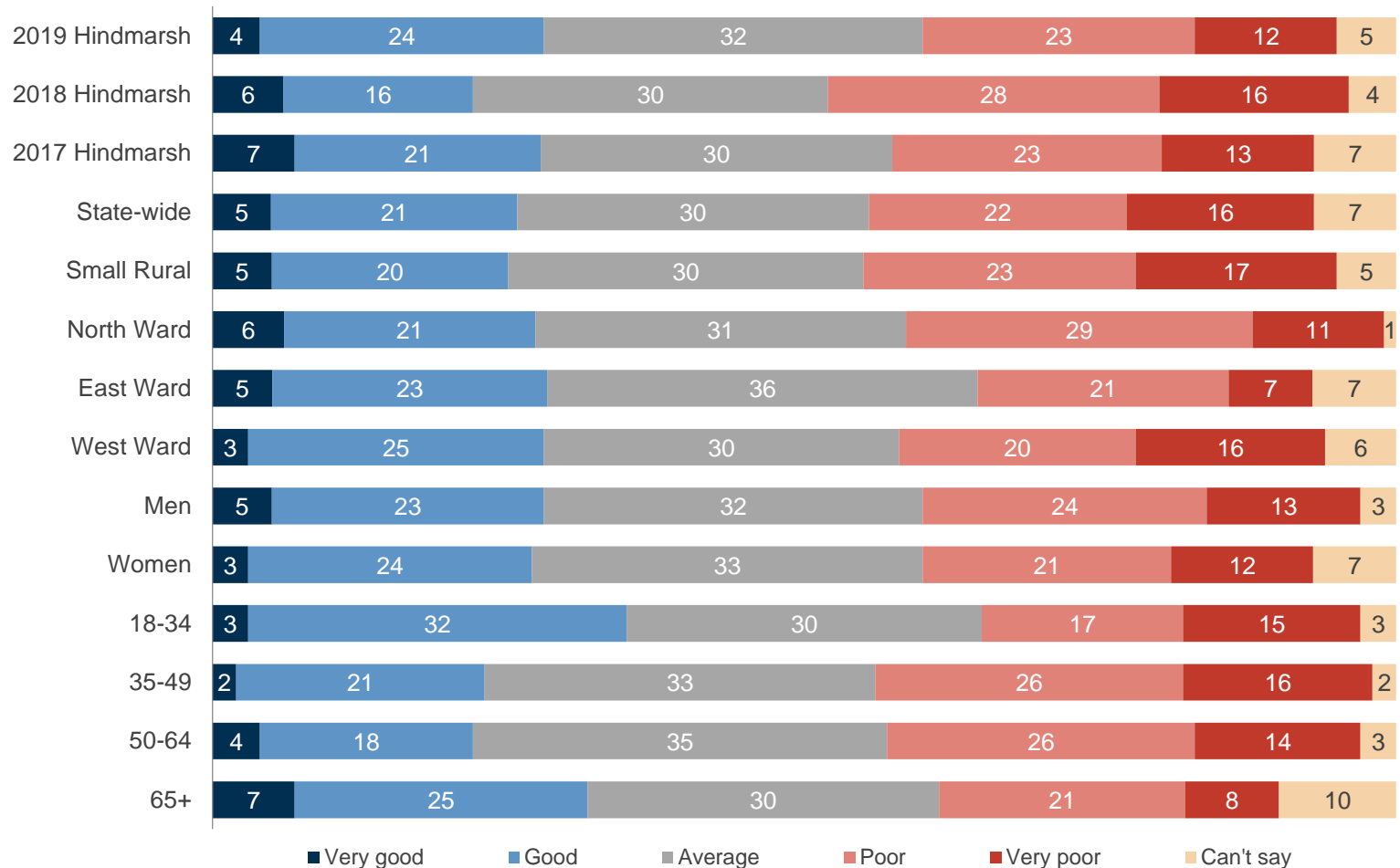
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

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



# Maintenance of unsealed roads in your area performance

## 2019 Unsealed roads performance (%)



A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night-time image of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

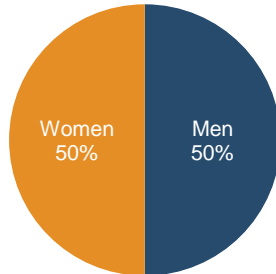
# **Detailed demographics**



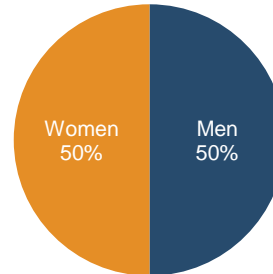
## Gender and age profile

### 2019 gender

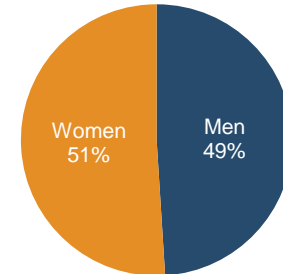
Hindmarsh



Small Rural

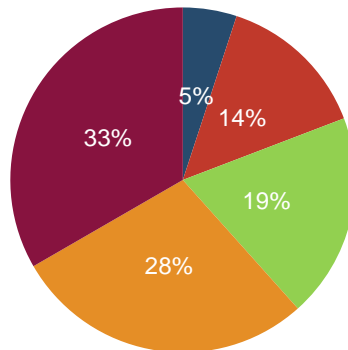


State-wide

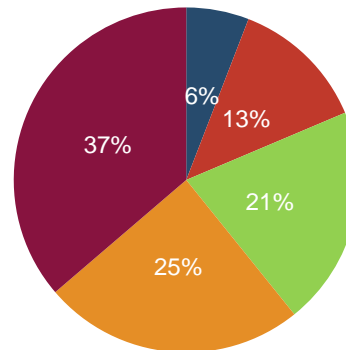


### 2019 age

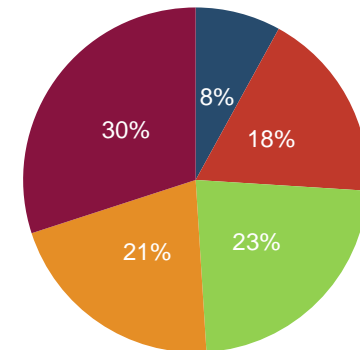
Hindmarsh



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.

Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Hindmarsh 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 +/-4.7% 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 4,600 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	199	+/-6.9
Women	208	201	+/-6.7
North Ward	91	88	+/-10.2
East Ward	117	114	+/-9.0
West Ward	192	199	+/-6.9
18-34 years	40	77	+/-15.6
35-49 years	62	77	+/-12.5
50-64 years	135	112	+/-8.3
65+ years	163	133	+/-7.6



## Appendix A: Significant difference reporting notation

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

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

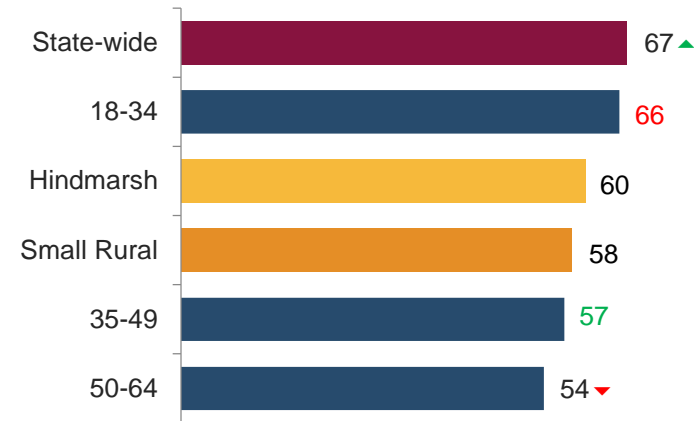
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

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







## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

- Survey methodology and sampling
- 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 2019 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

The 2019 results are compared with previous years, as detailed below:

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

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

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, 2019.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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 2019 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

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### 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2019 have been made throughout this report as appropriate.



## Appendix B: Analysis and reporting

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2019 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 2019 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2019 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

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

**CSS:** 2019 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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