



# **2024 Local Government Community Satisfaction Survey**

## **Surf Coast Shire Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 25 years

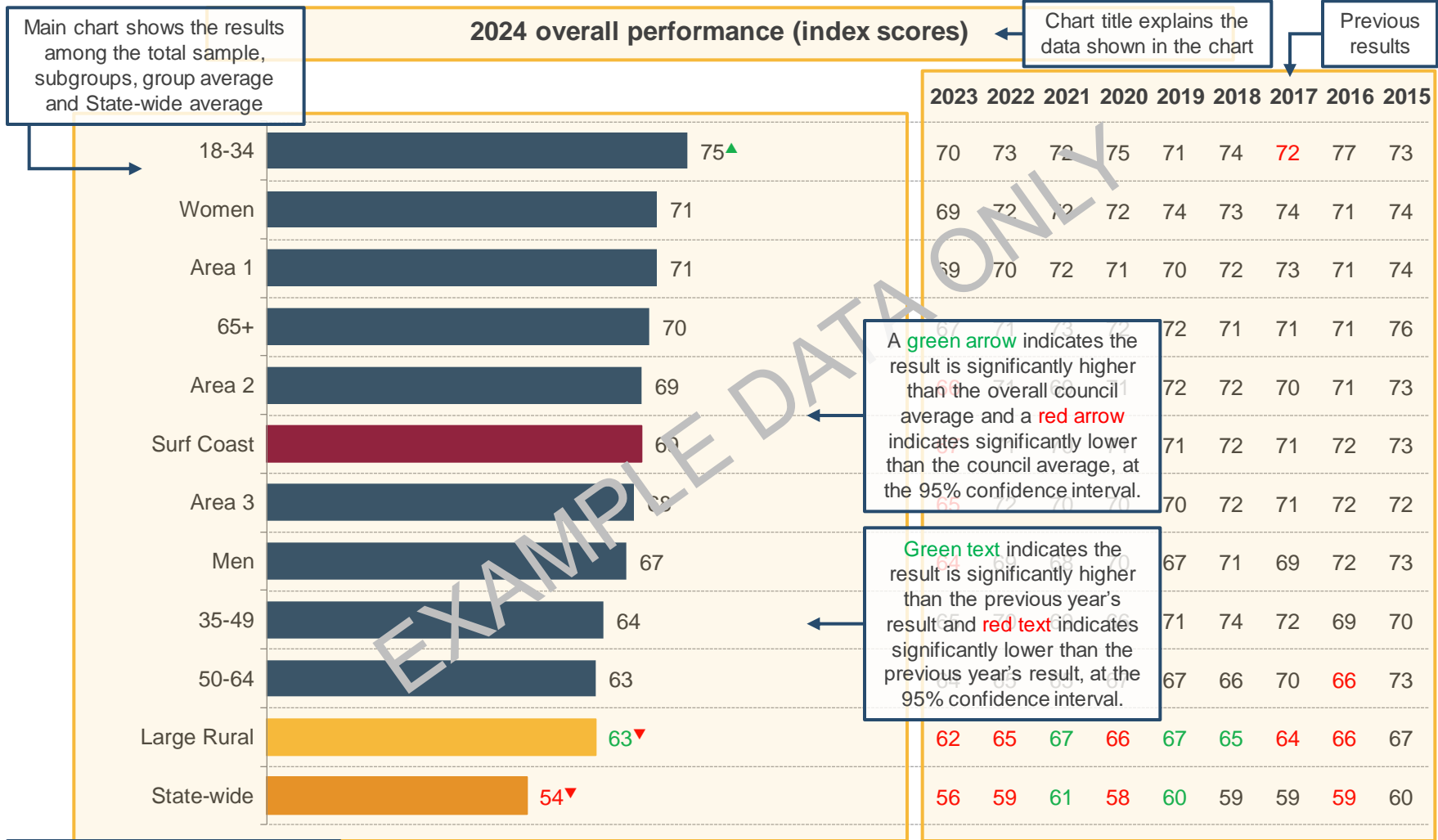
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



# How to read index score charts in this report

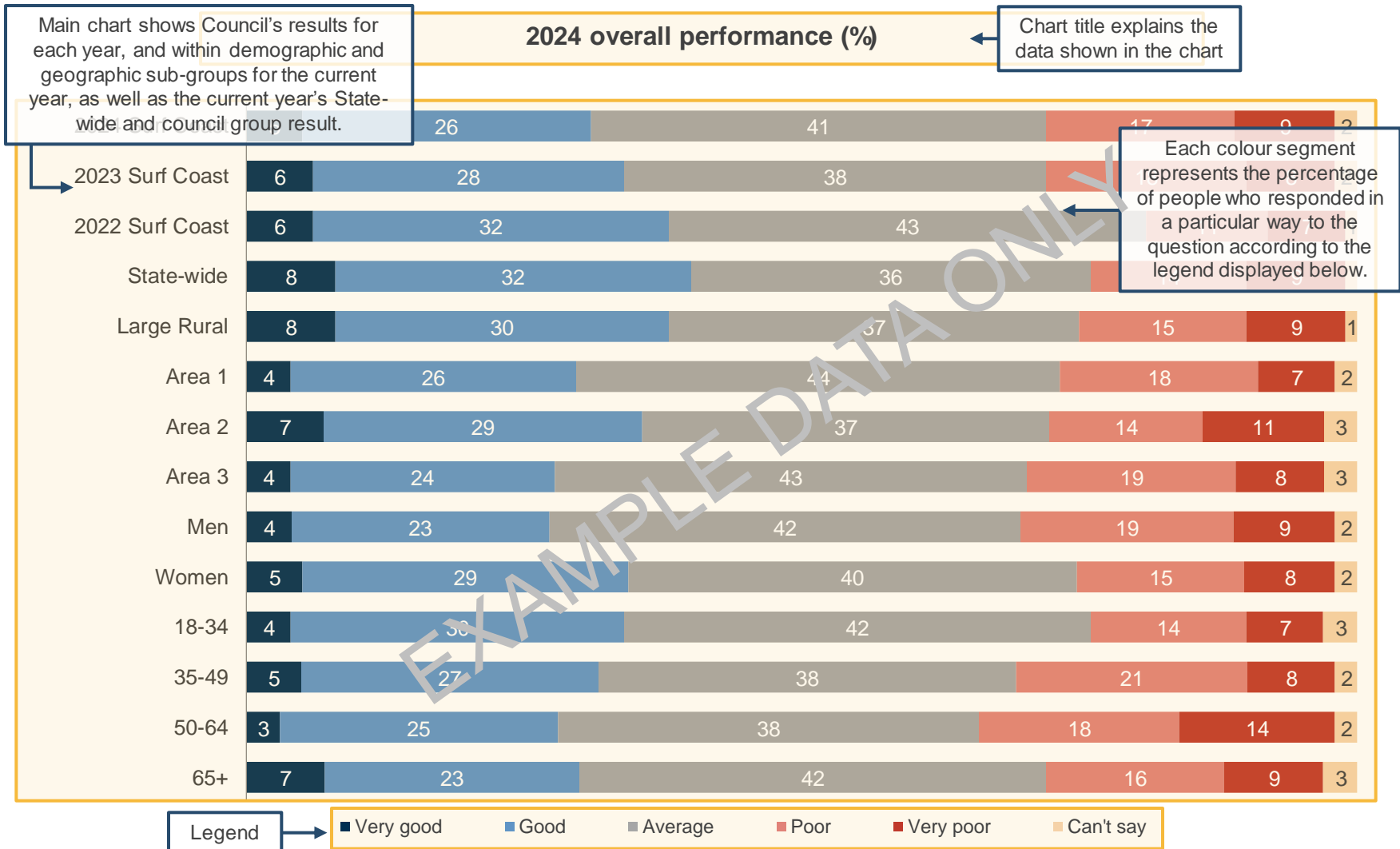


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a lighter blue gradient.

# **Key findings and recommendations**



# Surf Coast Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Surf Coast 57





Large Rural 50



State-wide 54

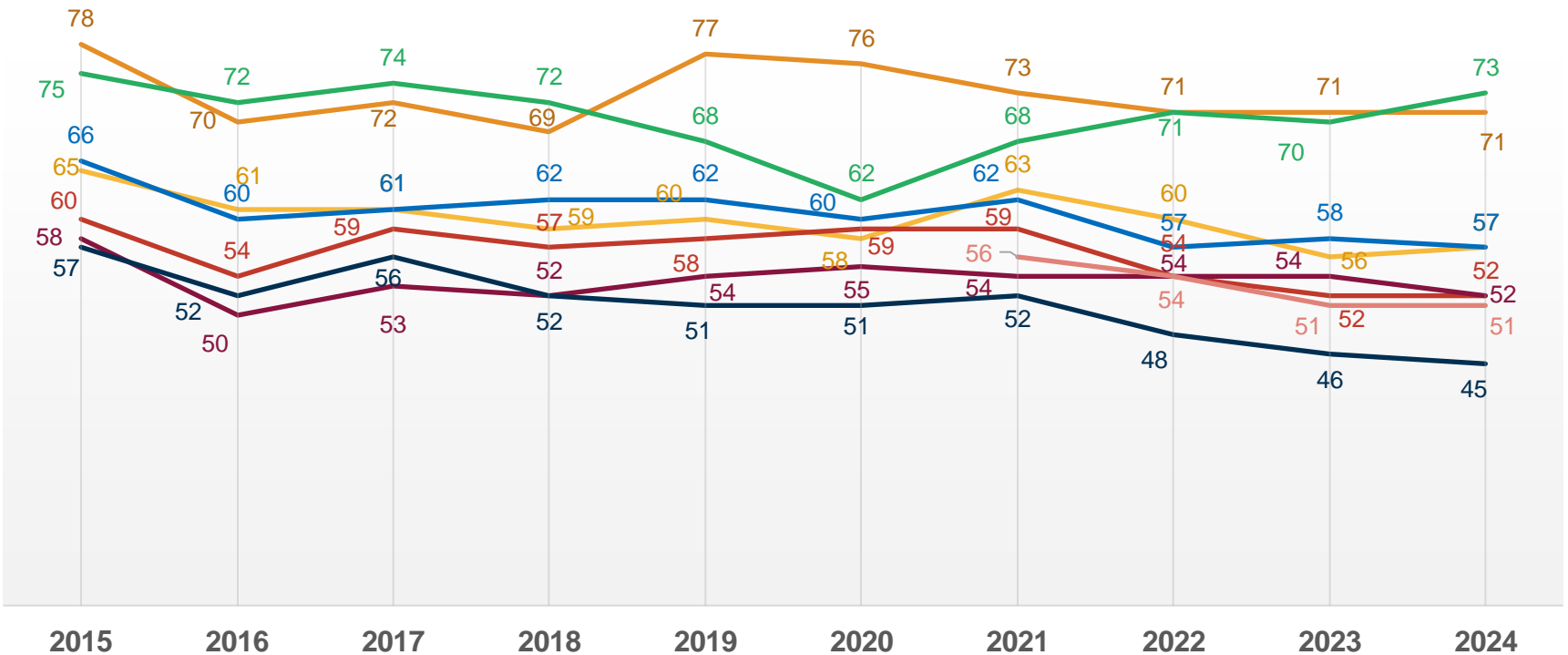
## Council performance compared to group average

Top performing area		
	Waste management	▲ higher
Lowest performing area		
	Unsealed roads	▲ higher
	Customer service	▲ higher



# Summary of core measures

## Index scores

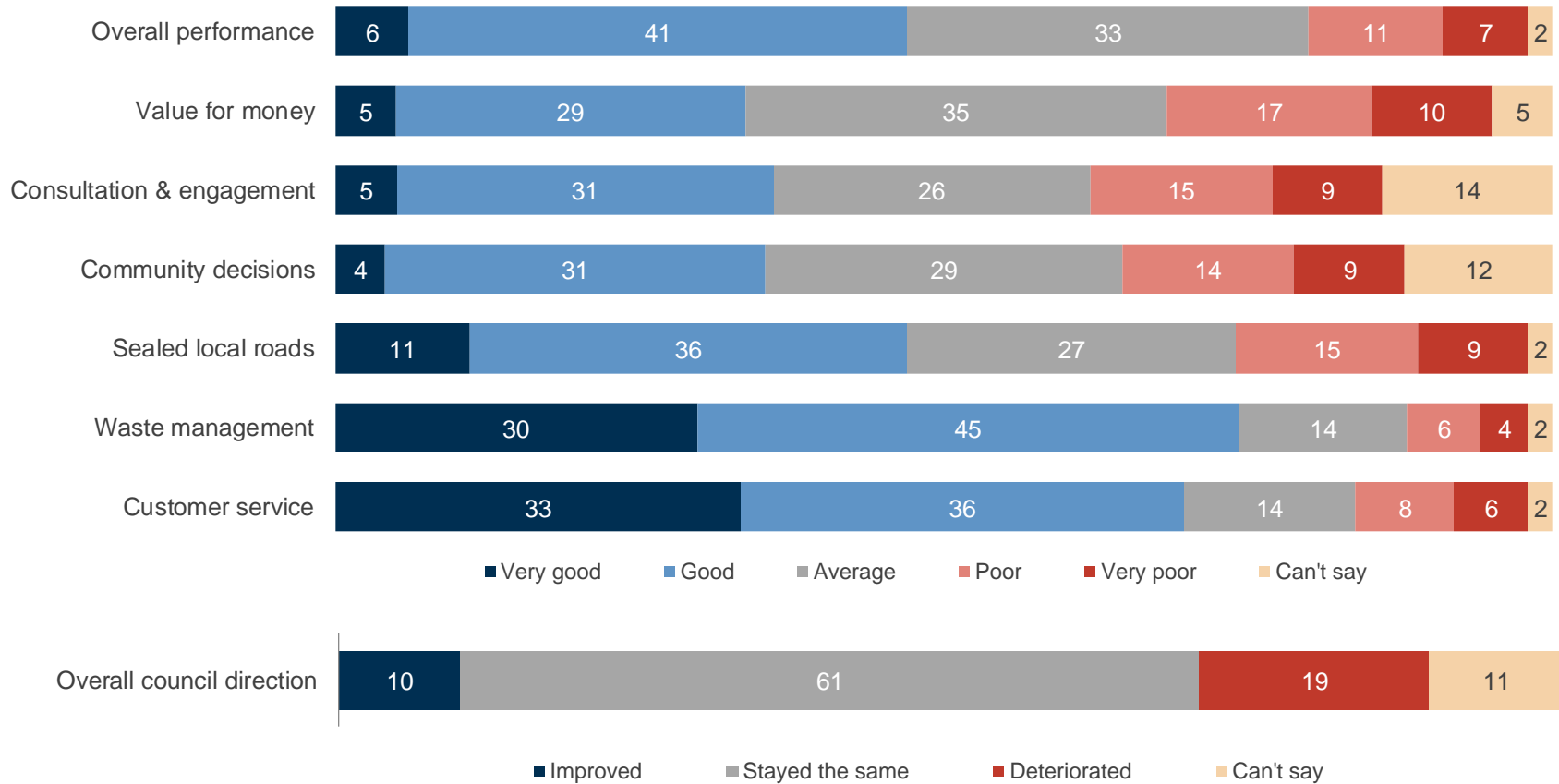















# Summary of core measures

Core measures summary results (%)





## Summary of Surf Coast Shire Council performance

Services	Surf Coast 2024	Surf Coast 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	57	58	50	54	Non-residents	Winchelsea
 Value for money	51	51	43	48	Non-residents	Winchelsea
 Overall council direction	45	46	42	45	Non-residents	65+ years
 Customer service	71	71	65	67	Non-residents, Anglesea	Winchelsea
 Waste management	73	70	65	67	18-34 years	Lorne
 Sealed local roads	57	56	38	45	Non-residents	Lorne
 Consultation & engagement	52	52	48	51	Non-residents	Winchelsea
 Community decisions	52	54	46	50	Non-residents	Winchelsea
 Unsealed roads	48	46	34	36	Non-residents	Winchelsea



## Focus areas for the next 12 months

### Overview

Perceptions of Surf Coast Shire Council's overall performance have been relatively stable for the second year running. However, rating of Council's overall performance is among the equal lowest rating seen in a decade – meaning Council has done better in the past. That said, this pattern of stability for Council is counter to perceptions of overall performance across the State which have declined significantly for three years running. Council's performance on all measures evaluated are in line with last year.

### Focus areas

Perceptions of consultation and engagement, and decisions made in the interest of the community, are at their equal lowest levels in many years. Efforts to shore up these areas are warranted. Good communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues. Information provision will be important to ensure the community are aware of the actions Council is undertaking.

### Comparison to state and area grouping

Council continues to perform significantly higher than the Large Rural group across all areas evaluated. Council also performs significantly higher State-wide averages on the majority of metrics evaluated. The exceptions are Council's overall direction, consultation and engagement, and community decisions, where Council performs in line with the State-wide average. This is a positive result for Council.

### Maintain and shore up stronger performing areas

Perceptions of Council's performance on waste management and customer service remain Council's strongest performing areas. Historically, Council has performed more strongly in both of these areas – suggesting there is potential to further improve these areas and, in the area of customer service, abate the downward trend in perceptions. Encouragingly, the tangible nature of waste management makes it possible for changes to be noticed, thus positively impacting perceptions of Council performance in this area.

# DETAILED FINDINGS



# Overall performance



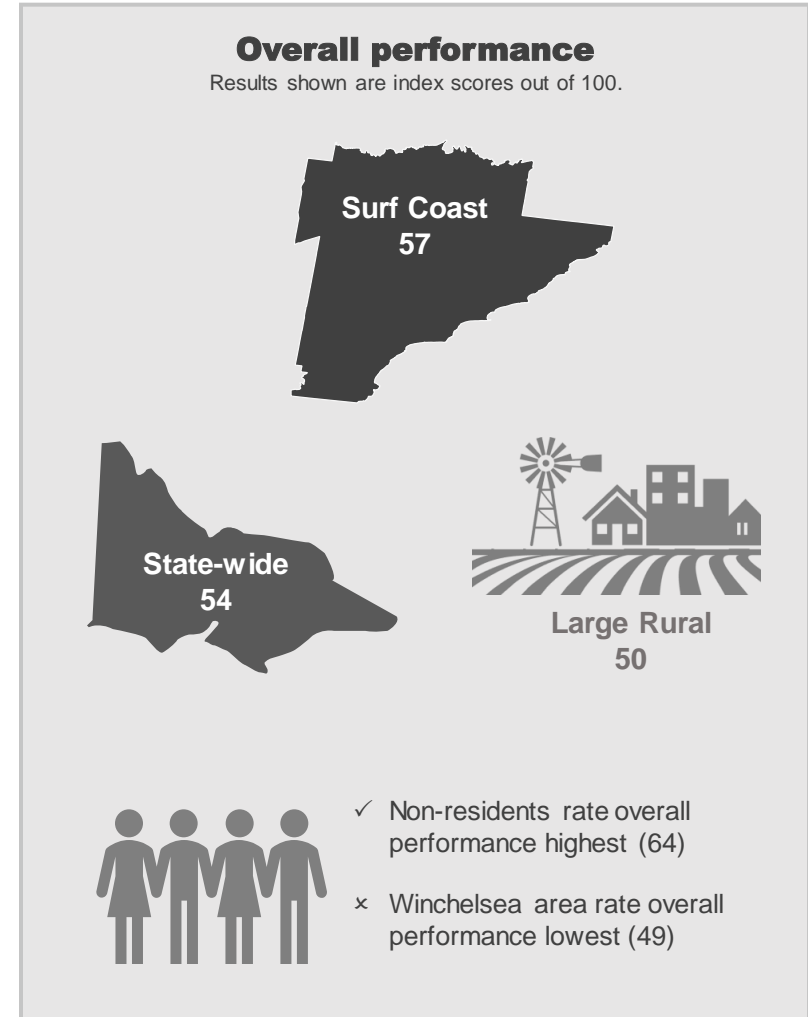
## Overall performance

The overall performance index score of 57 for Surf Coast Shire Council is in line with the 2023 result. However, this year's index score is the equal lowest in 10 years, matching that observed in 2022.

That said, Surf Coast Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Large Rural and State-wide groups (index scores of 50 and 54 respectively).

- Like last year, non-resident ratepayers (index score of 64) rate Council's overall performance significantly higher than average. In contrast, residents rate Council's overall performance significantly lower than Council's average (53).
- People in Winchelsea (index score of 49) continue to rate overall performance significantly lower than the Council average.

Just more than one in three people (34%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is more than those who rate Council as 'very poor' or 'poor' (27%). A further 35% rate Council as 'average' in terms of providing value for money.





# Overall performance

## 2024 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	64▲	65	64	64	67	67	n/a	n/a	n/a
Anglesea	63	64	64	61	63	61	64	64	65
18-34	60	60	61	67	64	70	66	61	63
35-49	58	58	54	62	58	60	60	55	63
Women	58	59	57	62	60	61	65	64	59
Torquay	58	61	56	61	57	61	65	63	63
Surf Coast	57	58	57	62	60	62	62	61	60
50-64	56	57	59	59	60	58	59	63	57
Men	55	57	57	61	59	62	60	58	60
State-wide	54▼	56	59	61	58	60	59	59	59
65+	53	57	57	59	57	60	64	64	64
Lorne	53	51	63	67	65	68	56	57	61
Residents	53▼	54	55	61	57	60	61	n/a	n/a
Large Rural	50▼	52	55	58	55	56	56	54	54
Winchelsea	49▼	52	50	61	58	59	57	56	49

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

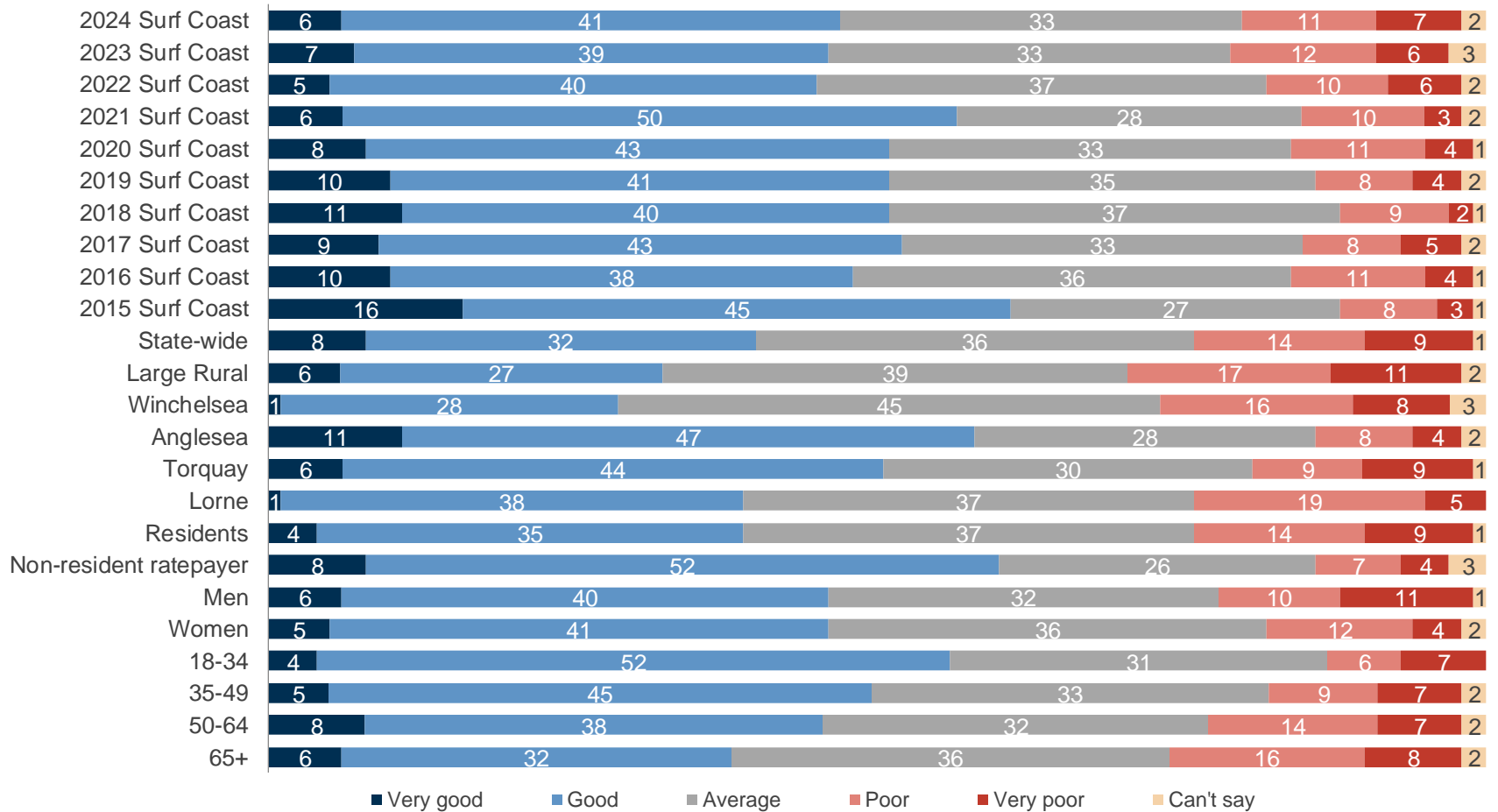
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



# Overall performance

## 2024 overall performance (%)



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





# Value for money in services and infrastructure

## 2024 value for money (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	59▲	58	62	59	n/a	n/a	n/a	n/a	n/a
18-34	55	56	56	67	n/a	n/a	n/a	n/a	n/a
Anglesea	54	58	58	49	n/a	n/a	n/a	n/a	n/a
Torquay	53	54	55	56	n/a	n/a	n/a	n/a	n/a
Women	51	51	56	57	n/a	n/a	n/a	n/a	n/a
Surf Coast	51	51	54	56	n/a	n/a	n/a	n/a	n/a
35-49	50	50	54	53	n/a	n/a	n/a	n/a	n/a
Men	50	50	53	55	n/a	n/a	n/a	n/a	n/a
50-64	50	45	54	50	n/a	n/a	n/a	n/a	n/a
65+	48	51	53	54	n/a	n/a	n/a	n/a	n/a
State-wide	48▼	49	53	54	n/a	n/a	n/a	n/a	n/a
Residents	47	47	51	55	n/a	n/a	n/a	n/a	n/a
Lorne	47	39	61	59	n/a	n/a	n/a	n/a	n/a
Winchelsea	43▼	43	45	57	n/a	n/a	n/a	n/a	n/a
Large Rural	43▼	45	48	50	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Surf Coast Shire Council at providing good value for money in infrastructure and services provided to your community?

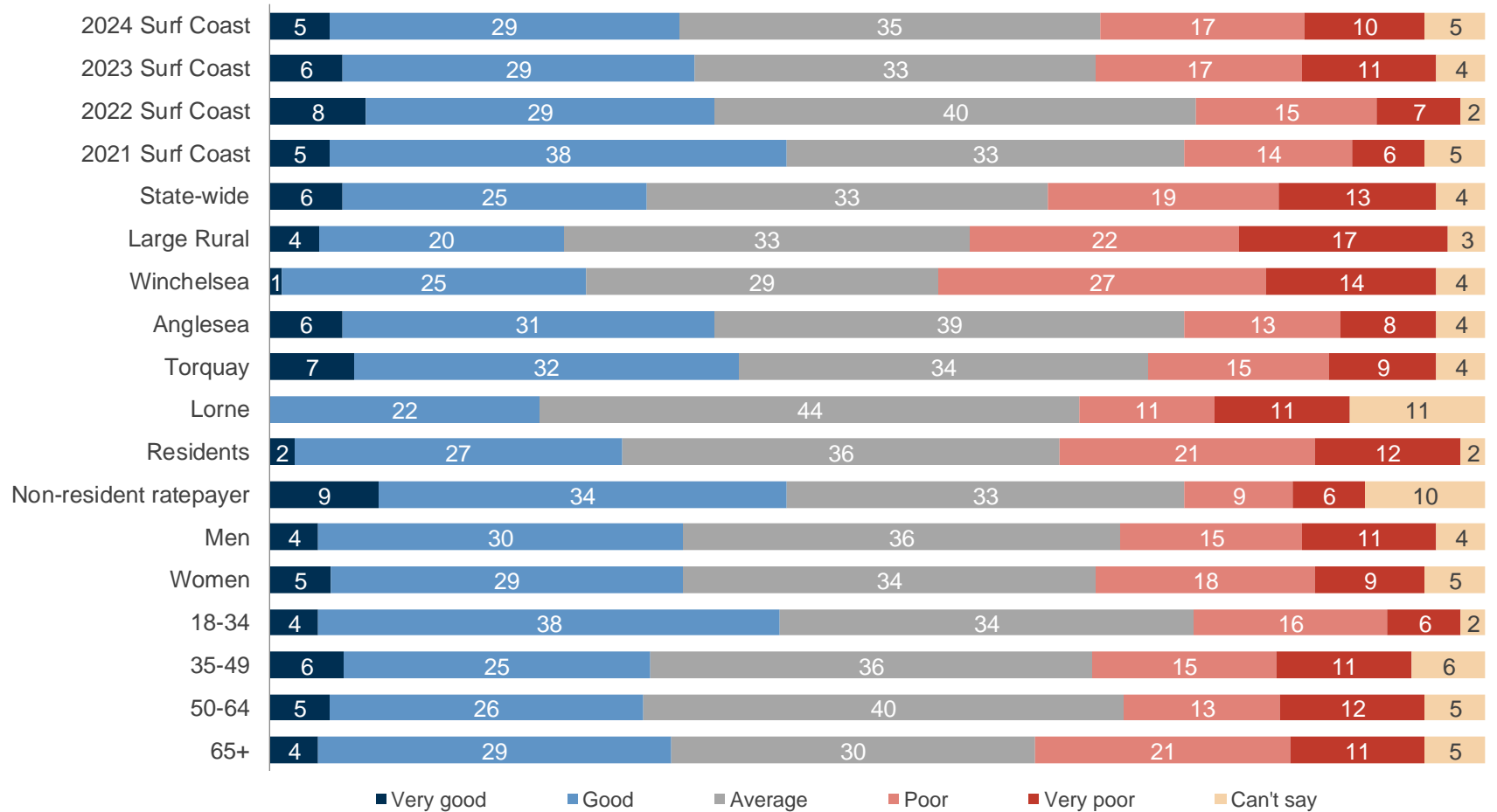
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

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



# Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Surf Coast Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18



## Top performing service areas

Waste management (index score of 73) is the area where Council continues to perform best. Performance perceptions have improved incrementally year-on-year following a significant increase in perceptions in 2021.

- People aged 18 to 34 years rate waste management the highest (index score of 77), a significant increase since the previous year (up 10 index points).
- Close to one in five people (17%) volunteer waste management as one of the best things about Council, although 10% nominate this as an area for improvement.

The condition of sealed local roads (index score of 57) is Council's next best performing service area.

- People in Winchelsea and Lorne (48 and 47 respectively) rate sealed local roads significantly lower than average. This would suggest that any improvements should be focused in these areas first.
- Additionally, sealed road maintenance is mentioned as an area for improvement by 16% of people.

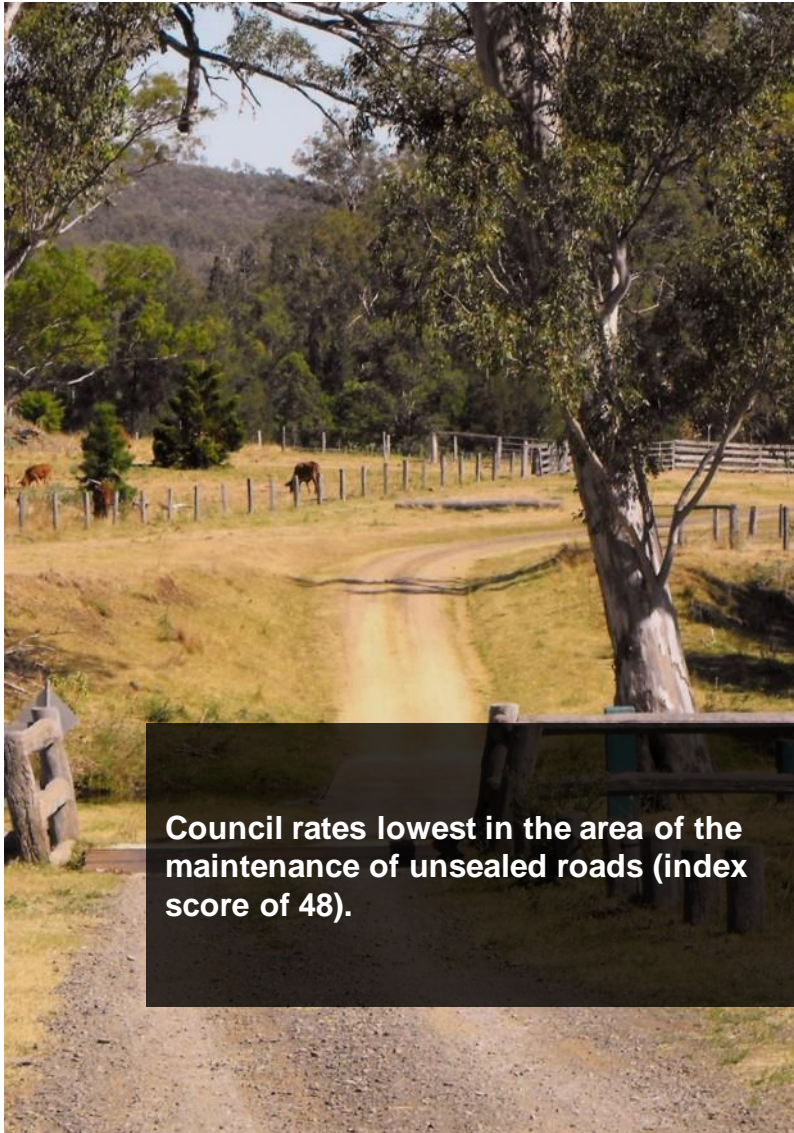
Council performs significantly higher than the Large Rural group and the State-wide average for councils in both of these service areas. State-wide perceptions of sealed local roads have significantly declined for three years running, counter to the trend in Surf Coast Shire where perceptions have held steady this year.



**Waste management (index score of 73) is the area where Council performed best in 2024.**



## Low performing service areas



**Council rates lowest in the area of the maintenance of unsealed roads (index score of 48).**

The maintenance of unsealed roads (index score of 48) continues to be Council's lowest performing service area. That said, Council performs significantly higher than the Large Rural group and the State-wide average for councils in this service area (index scores of 34 and 36 respectively).

- People in Winchelsea (index score of 39) continue to rate Council's performance on unsealed roads significantly lower than average – suggesting attention for the maintenance of unsealed roads should remain a priority in this area.

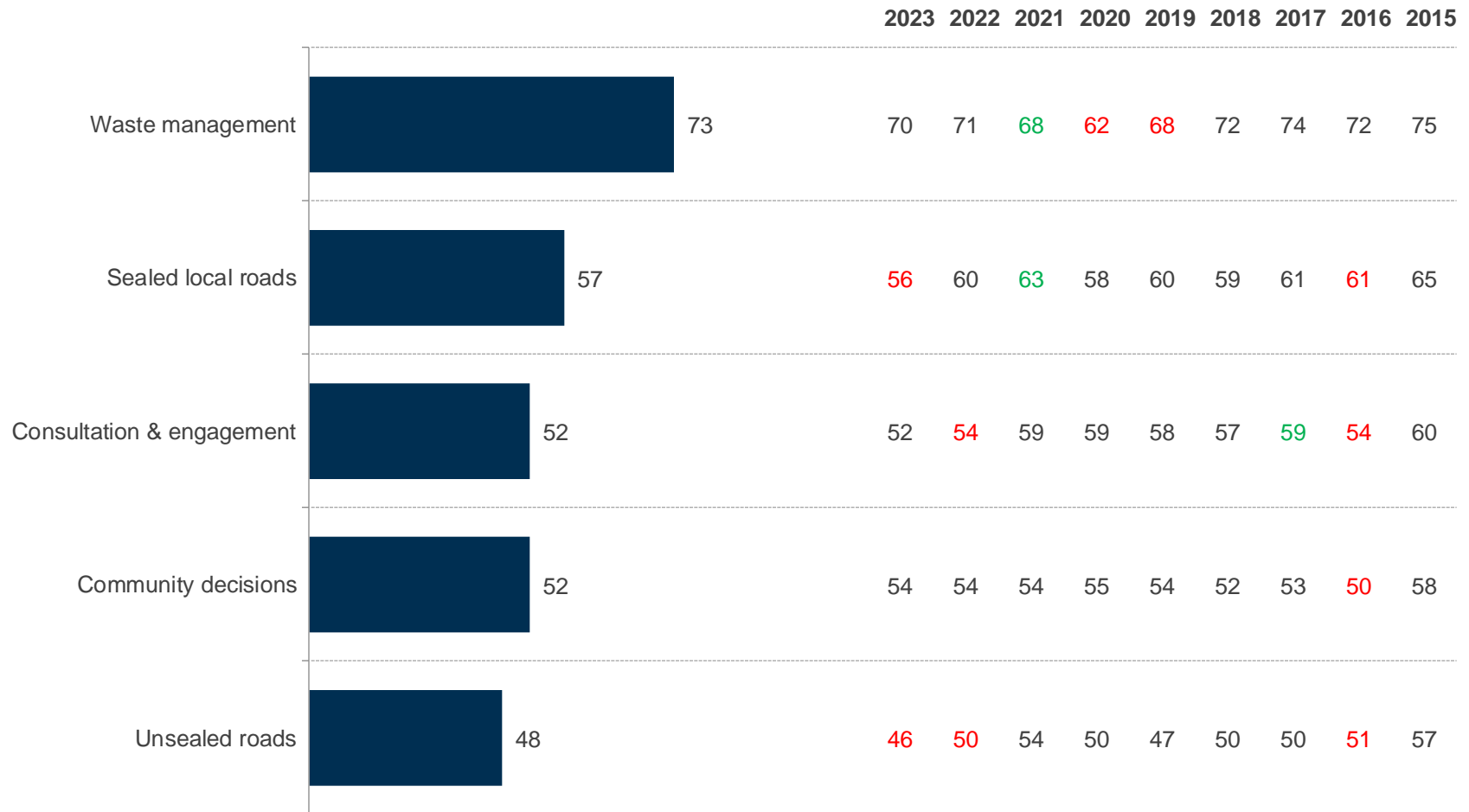
Decisions made in the interest of the community, and consultation and engagement, are Council's next lowest performing service areas (index score of 52 for each). Council performs significantly higher than the Large Rural group and in line with the State-wide average for councils in these service areas.

- People in Anglesea rate Council significantly higher than average in the area of community decisions. In contrast, perceptions are significantly lower than average among people in Winchelsea for both of these service areas.
- Non-resident ratepayers rate Council's performance in both areas significantly higher than the average. Resident ratepayers rate Council's performance in community decisions significantly lower than average.



# Individual service area performance

2024 individual service area performance (index scores)

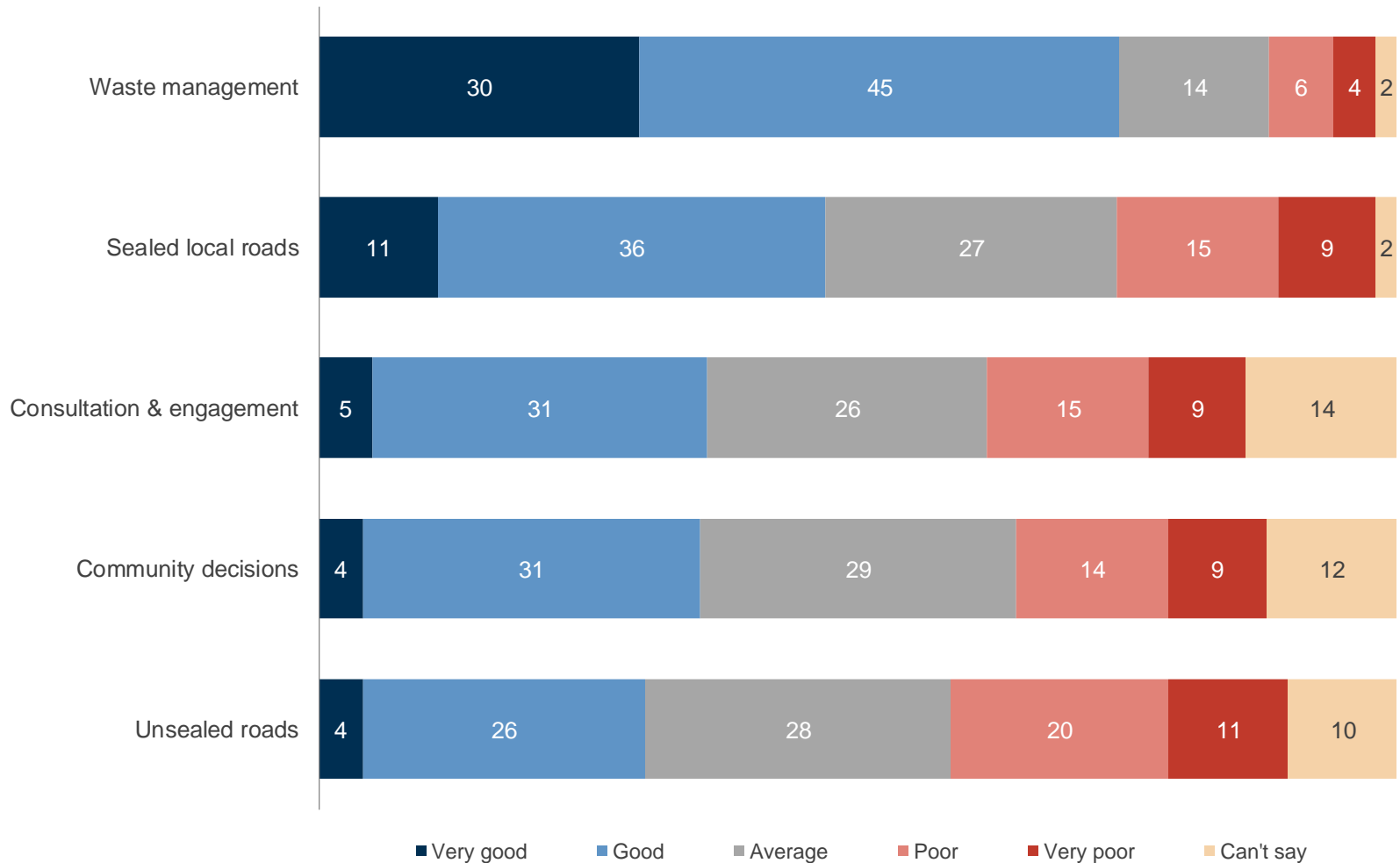


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Individual service area performance

2024 individual service area performance (%)

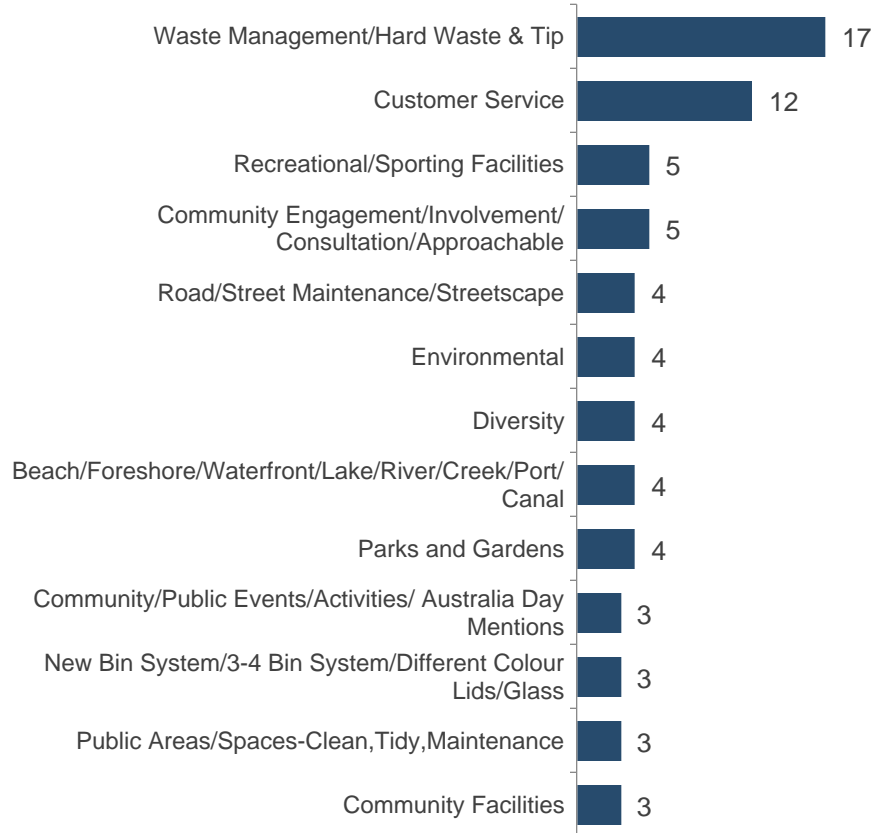


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



# Best things about Council and areas for improvement

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



**2024 areas for improvement (%)**  
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Surf Coast Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

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

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

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



# Customer service





## Contact with council and customer service

### Contact with council

Just over two in three Council ratepayers (67%) have had contact with Council in the last 12 months. Rate of contact is largely stable and remains in line with the 2023 result.

- Non-resident rate payers (76%) have a significantly higher rate of contact than the Council average. This cohort is also contacting Council at a significantly higher rate than last year (up 13 percentage points).



**Among people who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 71 has held steady in recent years. The current result however is yet to recover from the incremental declines in perceptions that occurred over the 2020 to 2022 period from a peak rating of 77 in 2019 .

As was the case in 2023, perceptions of Council's customer service are rated significantly higher than the Large Rural group and the State-wide average (index scores of 65 and 67 respectively).

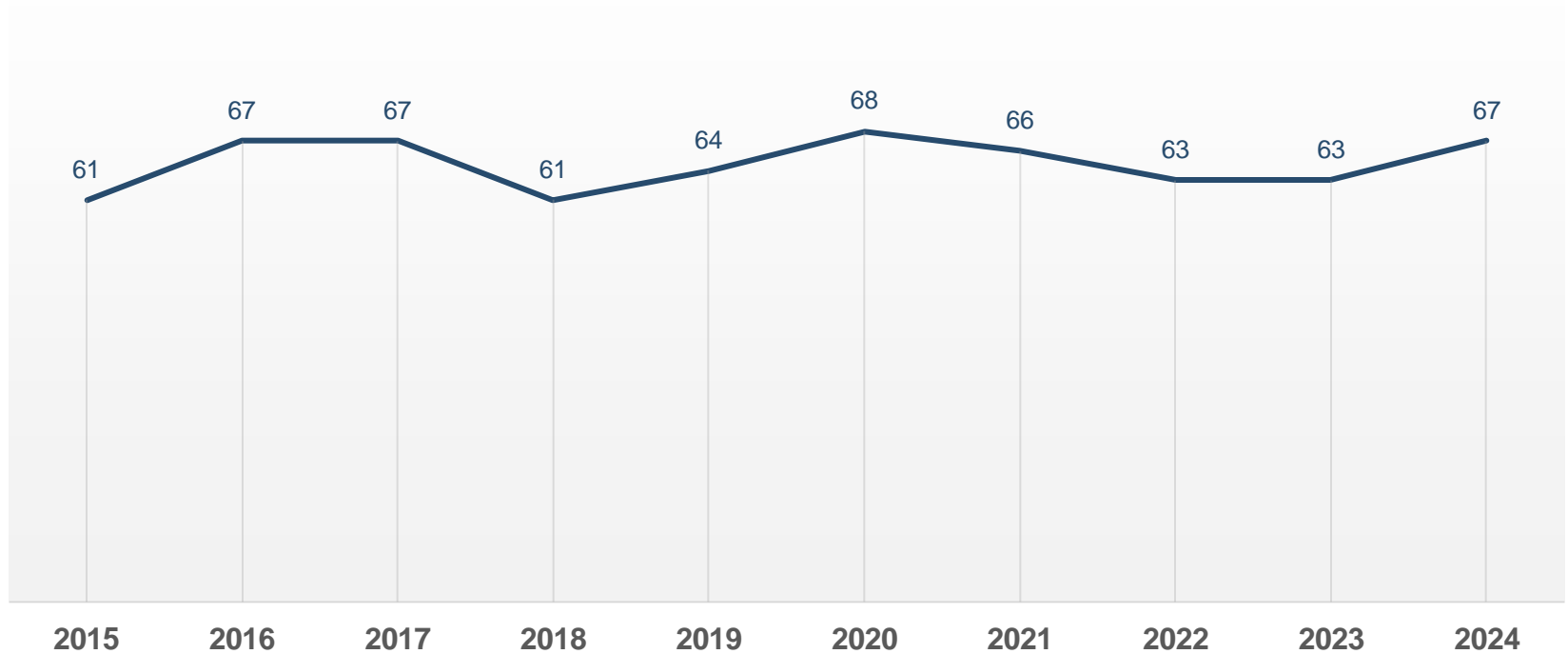
- Customer service is rated highest among non-resident ratepayers (index score of 77), and significantly higher than the Council average.

Close to seven in 10 residents (69%) provide a positive customer service rating of 'very good' or 'good', far outweighing the 14% of people who rate customer service as 'very poor' or 'poor'. A further 14% rate Council's customer service as 'average'.



# Contact with council

**2024 contact with council (%)**  
Have had contact

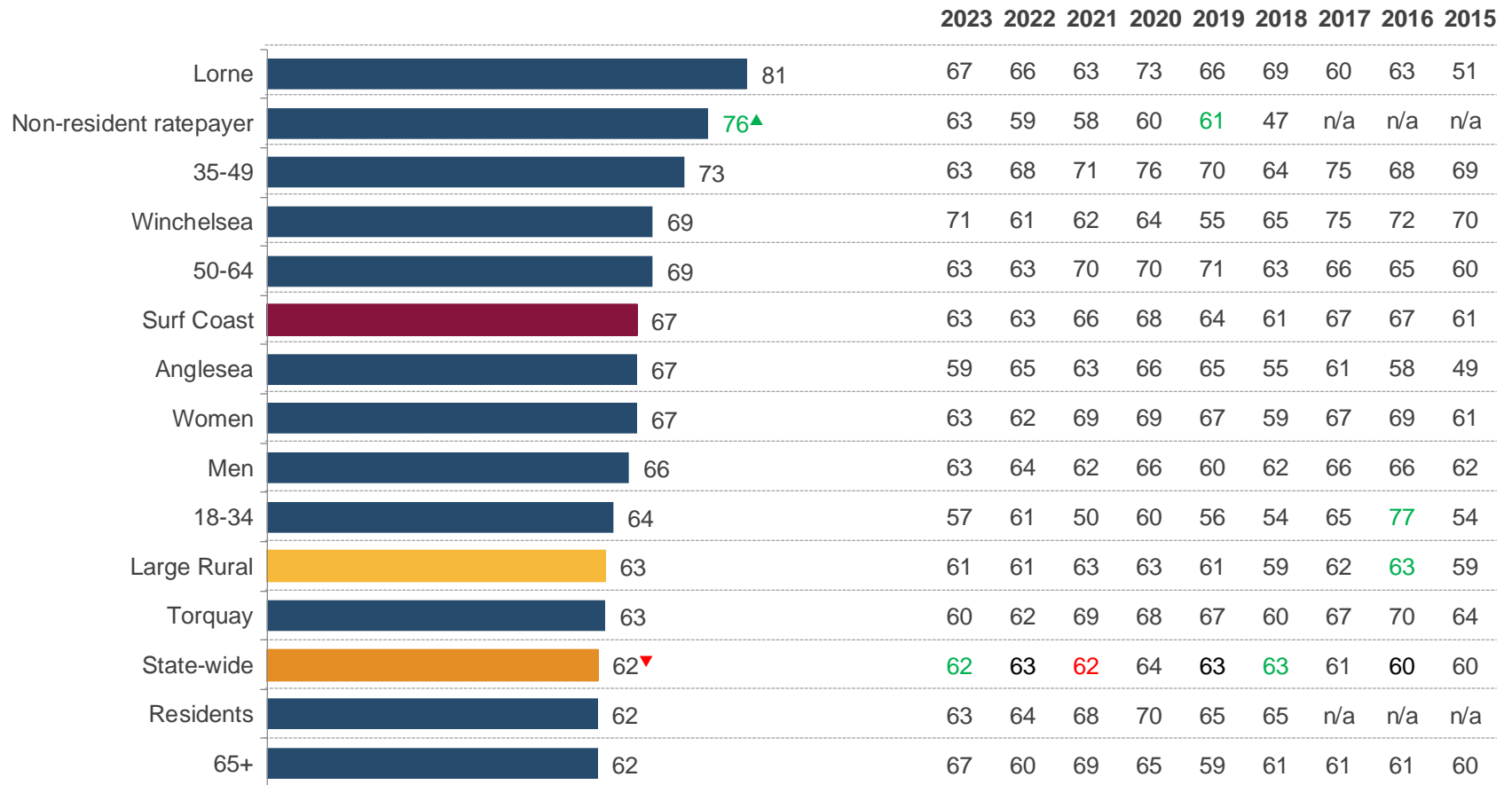


Q5. Over the last 12 months, have you or any member of your household had any contact with Surf Coast Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9



# Contact with council

## 2024 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Surf Coast Shire Council?  
 This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating

## 2024 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	77▲	73	73	74	75	77	71	n/a	n/a
Anglesea	77	73	76	70	78	76	74	75	71
Women	75	76	74	75	80	79	74	77	70
50-64	73	67	73	74	73	73	70	72	73
35-49	71	72	70	71	78	79	68	67	65
Torquay	71	73	69	74	74	79	68	74	75
Surf Coast	71	71	71	73	76	77	69	72	70
65+	70	71	69	72	73	75	73	73	73
Lorne	69	67	76	75	78	77	73	65	64
18-34	69	72	71	78	79	83	65	77	72
State-wide	67▼	67	68	70	70	71	70	69	69
Residents	67	69	70	73	76	77	69	n/a	n/a
Men	67	65	67	71	71	75	65	66	70
Winchelsea	66	66	65	71	75	75	67	68	64
Large Rural	65▼	65	67	68	68	69	67	66	67

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

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

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

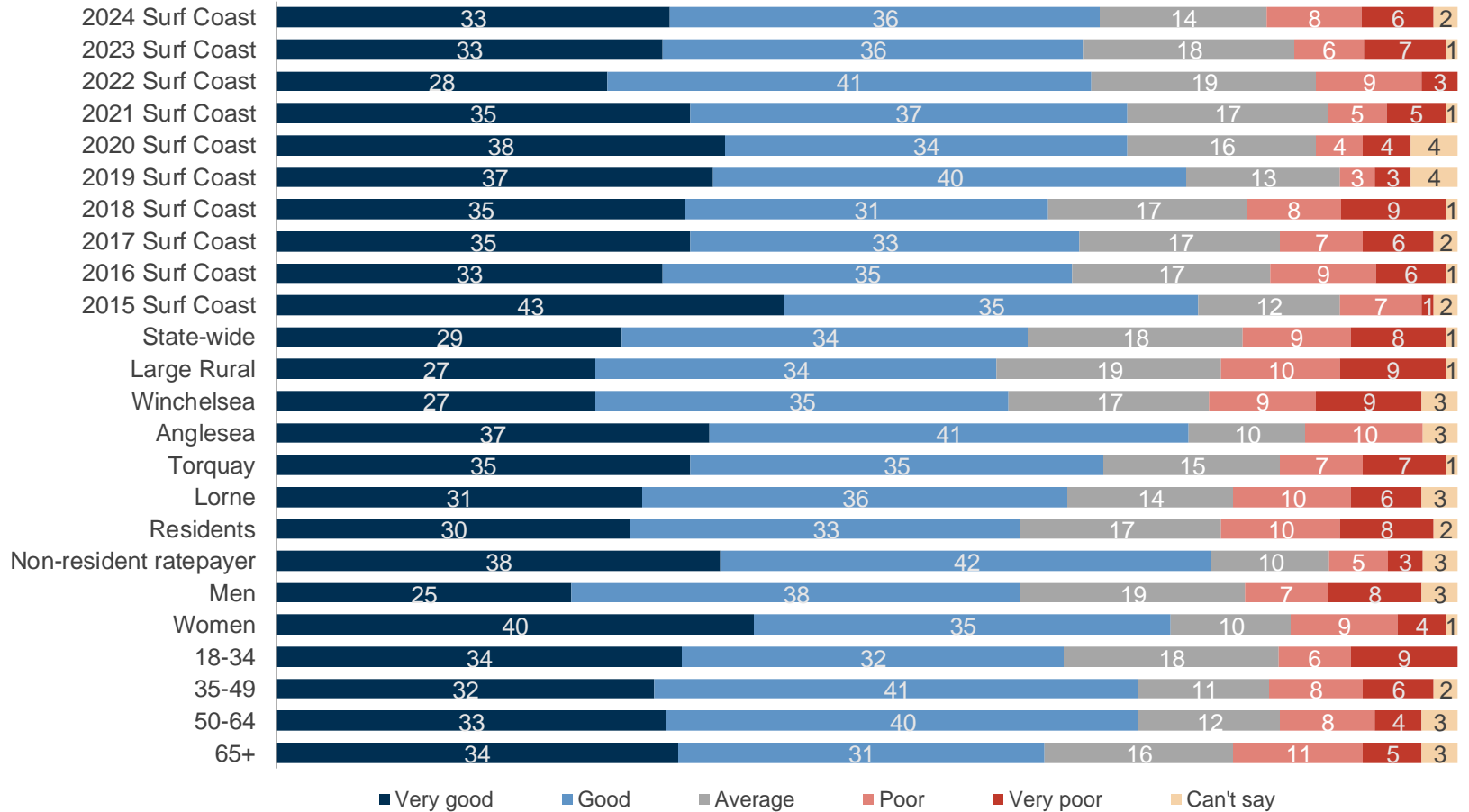
Councils asked State-wide: 62 Councils asked group: 18

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



# Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Surf Coast Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked State-wide: 62 Councils asked group: 18



# Council direction



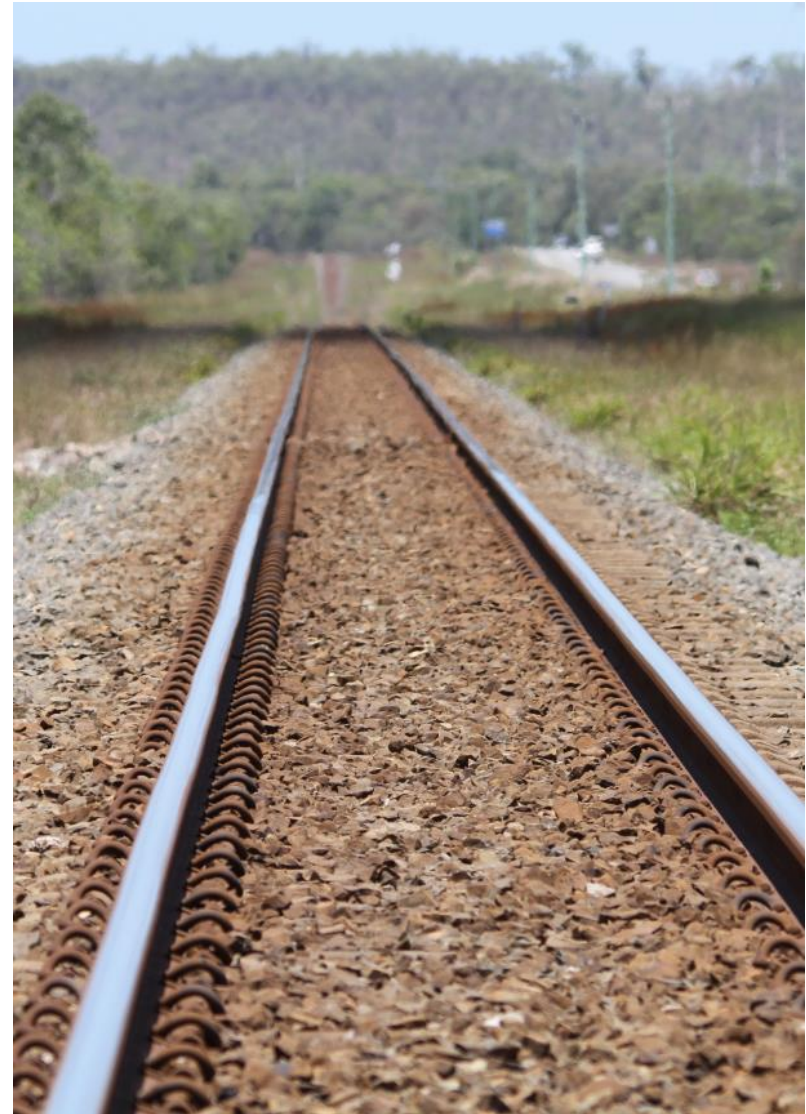
## Council direction

Perceptions of the direction of Council's overall performance are rated at a 10 year low (index score of 45). Council has yet to recover from a significant decline in perceptions in 2022, after which perceptions have continued to decline incrementally year-on-year.

- That said, Council rates in line with the State-wide average (index score of 45) and is rated significantly higher than the Large Rural group average (index score of 42).

Most people (61%) believe Council's overall direction has stayed the same over the last 12 months, down two percentage points. Belief that Council's overall direction has improved remains unchanged since last year (10%). More people (19%) believe Council's overall direction has deteriorated, up one percentage point from last year.

- Non-resident ratepayers are the most satisfied with the overall council direction (index score of 52) and are significantly more satisfied than the Council average.
- Views of Council's overall direction have improved significantly in the last 12 months among people in Lorne (index score of 50, up 16 index points), recovering from the significant decline perceptions in 2023.





# Overall council direction last 12 months

2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	52▲	47	51	54	56	54	54	n/a	n/a	n/a
Anglesea	51	54	48	53	50	50	51	58	59	58
18-34	50	49	58	58	57	53	59	63	55	60
Lorne	50	34	49	55	58	58	54	56	52	64
35-49	46	48	46	46	49	50	46	52	47	52
Women	46	47	50	53	53	51	53	59	52	61
Winchelsea	46	43	47	52	52	50	51	54	45	54
Surf Coast	45	46	48	52	51	51	52	56	52	57
State-wide	45	46	50	53	51	53	52	53	51	53
50-64	45	41	44	49	51	47	50	52	52	59
Men	44	44	47	50	50	51	50	52	53	53
Large Rural	42▼	44	47	51	50	51	52	52	48	51
Residents	42	45	47	51	50	50	51	n/a	n/a	n/a
Torquay	42	47	49	50	49	49	52	56	55	56
65+	41	45	45	54	49	53	52	56	56	58

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

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

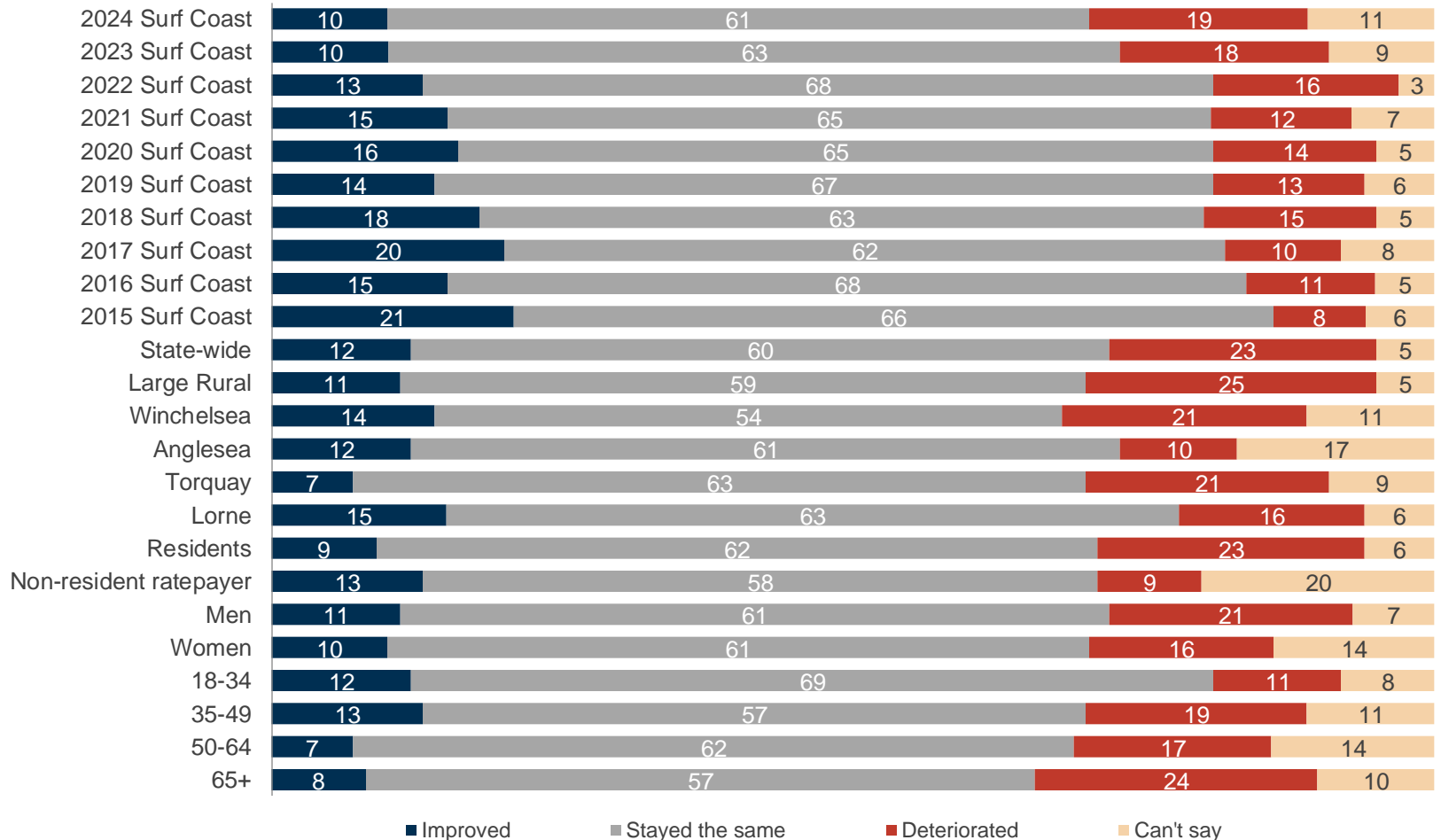
Note: Please see Appendix A for explanation of significant differences.





# Overall council direction last 12 months

2024 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Surf Coast Shire Council's overall performance?  
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

# Individual service areas



# Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Non-resident ratepayer	60▲	56	58	64	66	65	64	n/a	n/a	n/a
Anglesea	56	62	60	63	66	61	63	62	61	63
18-34	56	53	58	63	63	62	57	58	54	60
Lorne	55	50	59	65	66	67	58	60	58	67
Torquay	53	54	52	57	57	57	53	59	59	60
Men	52	51	53	60	59	59	56	57	56	58
35-49	52	53	49	58	58	57	53	54	48	57
Surf Coast	52	52	54	59	59	58	57	59	54	60
Women	52	53	55	58	59	57	57	60	53	63
50-64	52	50	55	59	56	57	56	61	54	63
State-wide	51	52	54	56	55	56	55	55	54	56
65+	50	52	55	57	58	57	61	62	62	62
Residents	49	50	53	57	57	56	55	n/a	n/a	n/a
Large Rural	48▼	49	51	54	54	54	54	52	52	54
Winchelsea	46▼	42	50	57	54	52	56	55	42	58

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

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

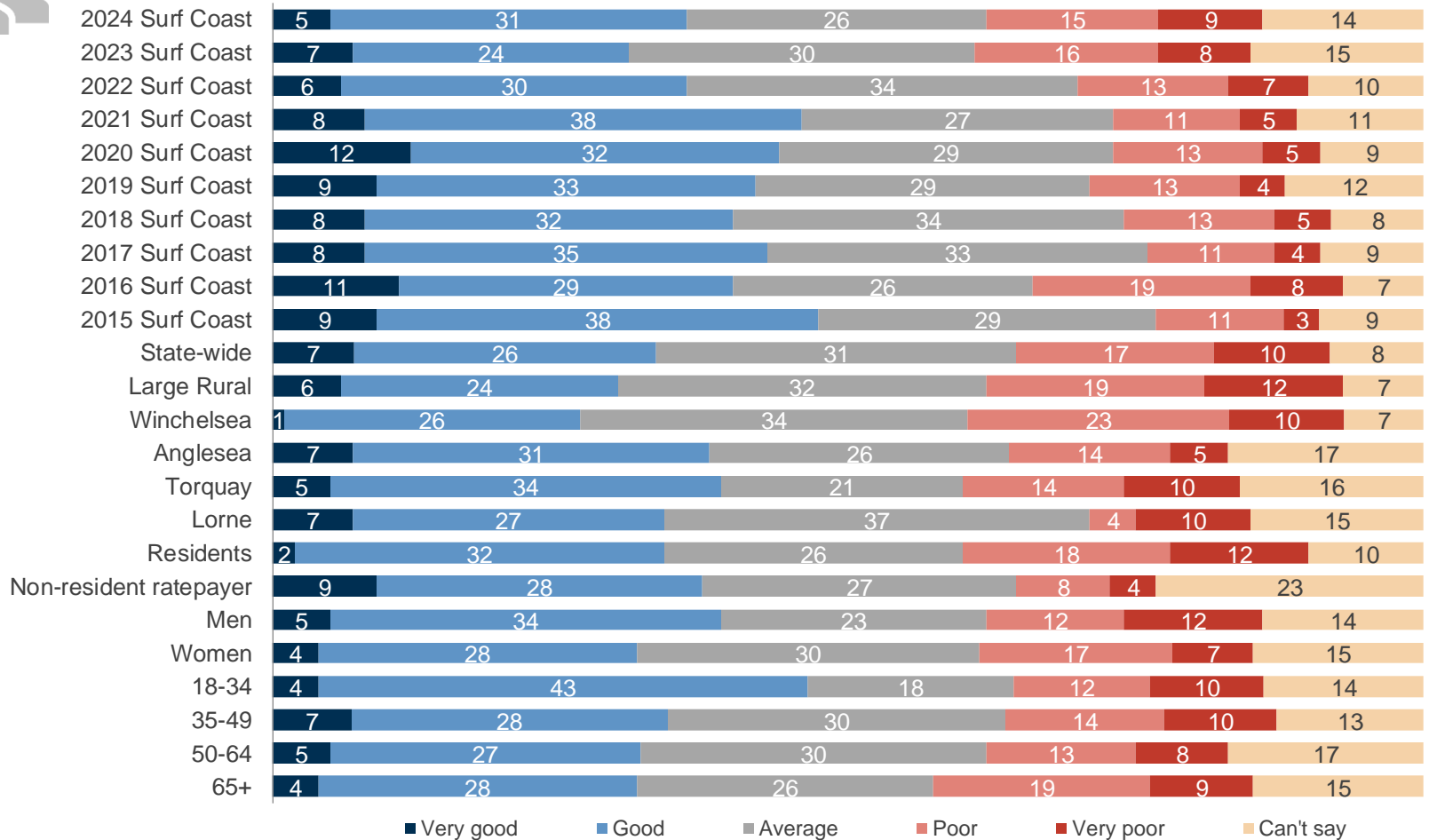
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2024 consultation and engagement performance (%)



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

# Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Non-resident ratepayer	62▲	60	62	59	62	62	58	n/a	n/a	n/a
Anglesea	61▲	65	60	53	59	59	54	58	58	59
50-64	54	51	52	53	54	53	51	55	47	59
18-34	53	58	60	59	61	58	56	53	51	62
35-49	52	54	55	51	54	53	49	48	46	54
Women	52	54	54	54	53	54	55	49	61	
Torquay	52	56	52	52	51	52	51	54	62	
Surf Coast	52	54	54	54	55	54	52	53	50	58
Men	51	53	55	53	55	56	51	51	52	55
State-wide	50	51	54	56	53	55	54	54	54	55
Lorne	49	45	64	60	59	61	55	51	46	61
65+	49	52	52	53	51	54	55	57	57	59
Residents	47▼	51	52	52	53	52	51	n/a	n/a	n/a
Large Rural	46▼	48	51	54	52	52	52	51	50	52
Winchelsea	44▼	45	48	54	54	53	52	53	41	52

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

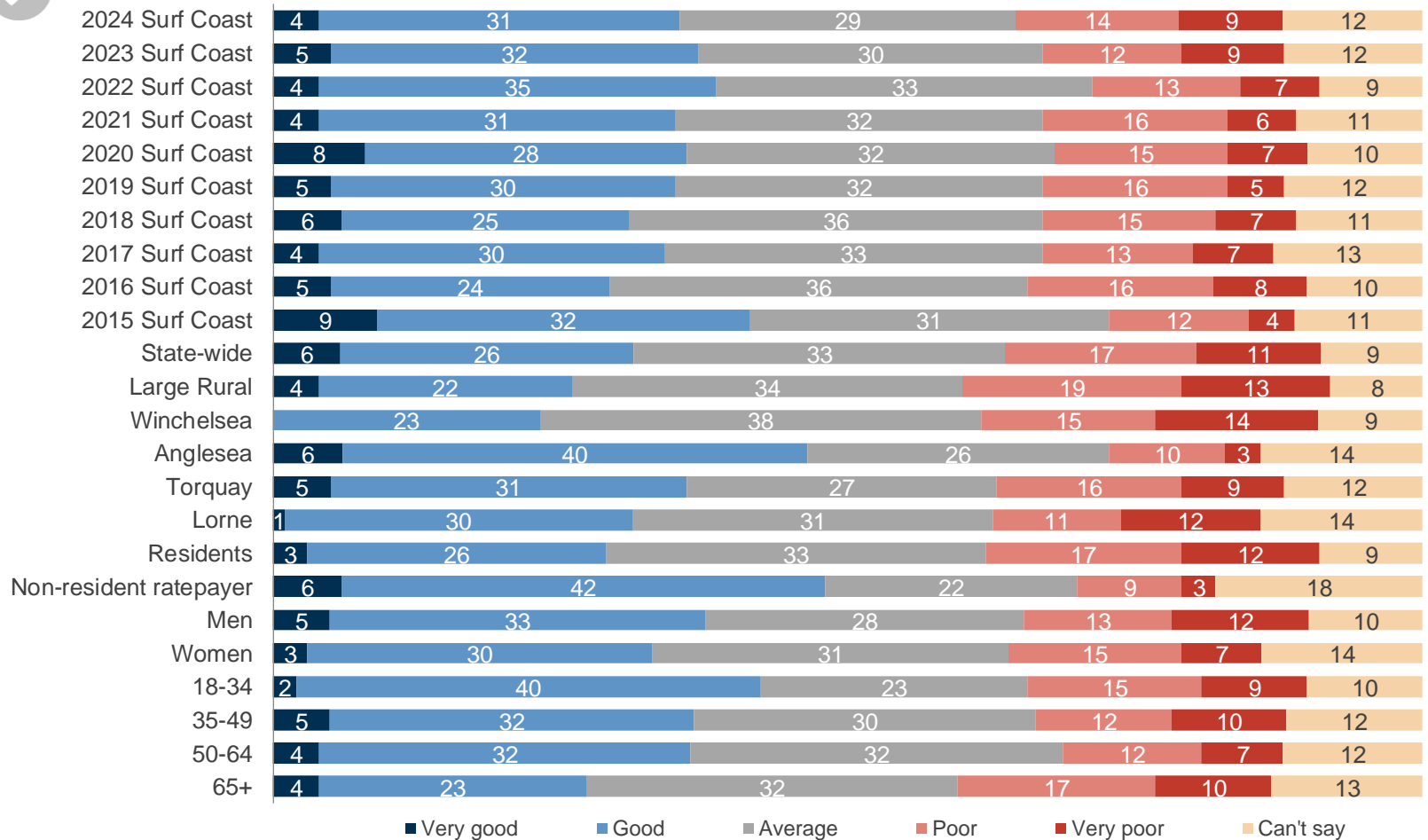
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

# Decisions made in the interest of the community performance



2024 community decisions made performance (%)



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

# The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Non-resident ratepayer	65▲	63	69	69	72	68	70	n/a	n/a	n/a
Anglesea	62	62	65	65	61	64	63	64	66	
Torquay	60	61	65	66	58	62	66	69	68	74
35-49	59	59	58	61	58	61	56	62	58	65
50-64	59	55	58	60	62	54	56	61	60	62
18-34	58	59	64	72	55	63	61	56	60	66
Men	58	56	60	64	61	58	62	58	62	64
Surf Coast	57	56	60	63	58	60	59	61	61	65
Women	56	56	60	62	54	61	57	64	60	66
Residents	53	52	57	61	53	57	56	n/a	n/a	n/a
65+	52	52	61	59	57	60	63	64	66	66
Winchelsea	48▼	44	45	53	47	48	40	46	48	49
Lorne	47▼	51	66	68	66	68	64	59	59	71
State-wide	45▼	48	53	57	54	56	53	53	54	55
Large Rural	38▼	40	45	50	47	47	45	43	44	45

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

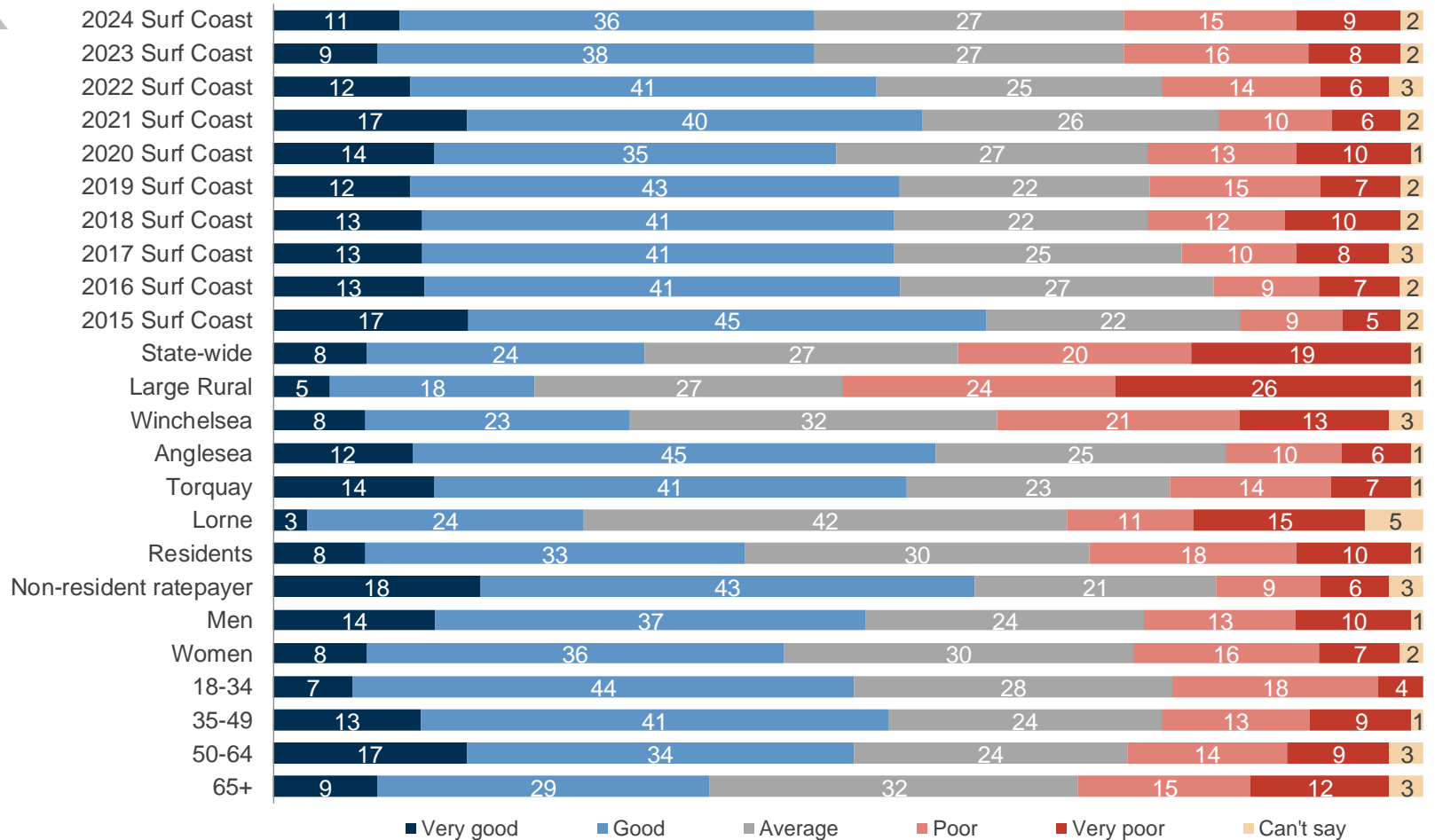
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

# The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



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





# Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	77	67	61	74	59	69	69	72	70	74
Torquay	76	72	70	68	57	67	75	75	78	78
Non-resident ratepayer	74	73	74	67	73	72	74	n/a	n/a	n/a
65+	74	74	75	72	67	71	74	78	75	77
Men	74	69	68	68	67	69	73	72	72	77
50-64	74	70	72	64	66	65	72	72	72	76
Surf Coast	73	70	71	68	62	68	72	74	72	75
Anglesea	72	79	77	72	72	72	74	78	73	74
Residents	72	69	70	69	58	66	71	n/a	n/a	n/a
Women	72	71	74	68	57	67	71	75	73	72
Winchelsea	71	67	68	67	62	66	67	71	68	73
35-49	69	69	75	62	55	66	72	72	72	72
State-wide	67	66	68	69	65	68	70	71	70	72
Lorne	65	55	75	67	66	70	63	64	61	71
Large Rural	65	65	65	66	62	64	67	68	66	68

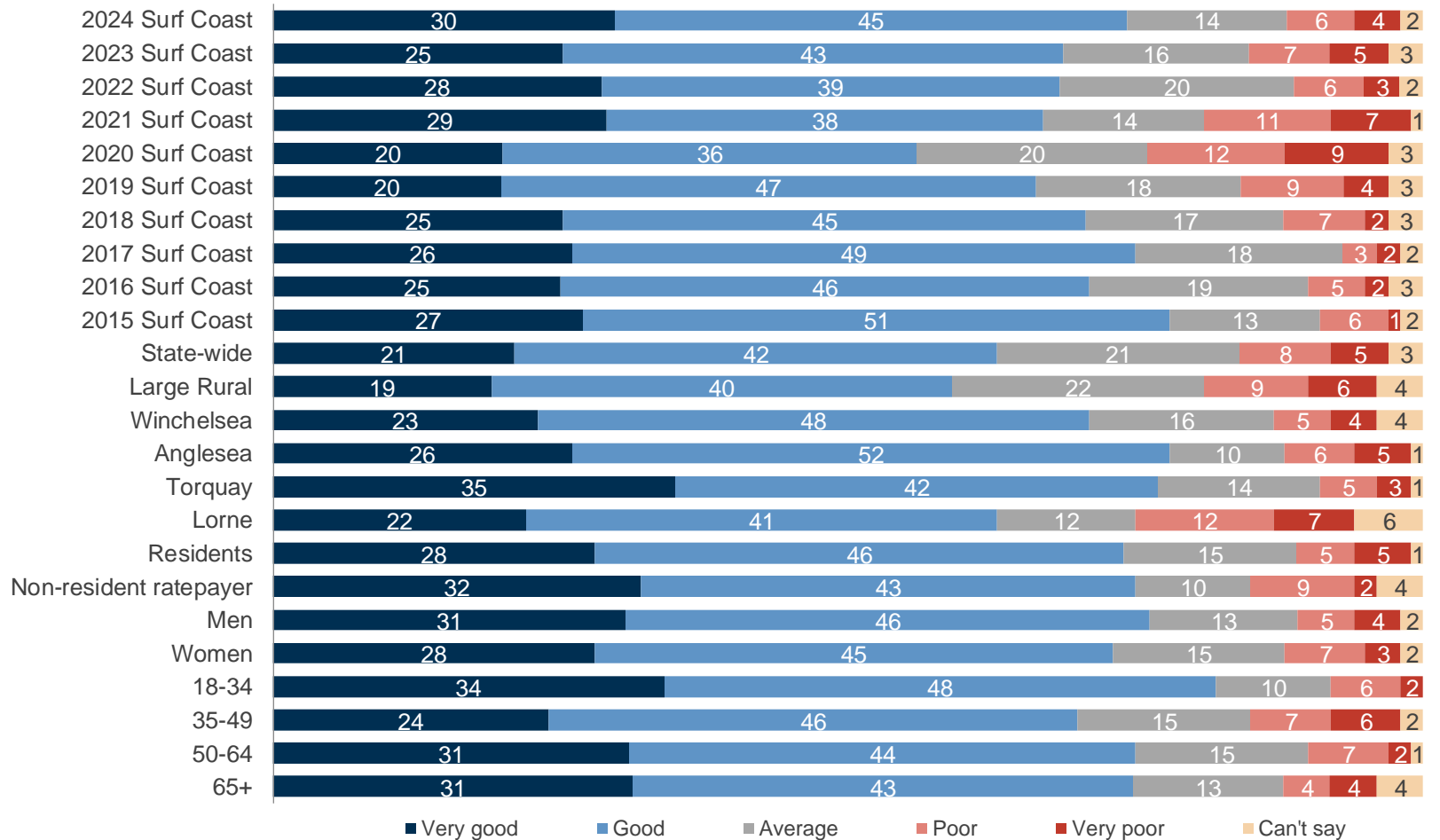
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2024 waste management performance (%)



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



# Maintenance of unsealed roads in your area performance



## 2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Non-resident ratepayer	56 <sup>▲</sup>	51	60	58	62	59	56	n/a	n/a	n/a
Anglesea	53	49	52	53	55	48	52	51	51	55
18-34	51	52	58	66	47	51	52	43	50	60
Torquay	51	52	56	58	50	48	57	56	58	65
35-49	50	46	47	55	54	48	49	53	47	57
Men	48	45	49	55	52	48	52	49	52	56
50-64	48	46	48	48	52	41	48	51	50	56
Surf Coast	48	46	50	54	50	47	50	50	51	57
Women	48	47	51	53	49	46	47	51	50	57
Lorne	44	42	58	59	63	57	54	50	49	64
Residents	44	43	47	53	47	43	48	n/a	n/a	n/a
65+	43	41	50	48	48	45	49	53	57	54
Winchelsea	39 <sup>▼</sup>	34	32	45	39	38	33	40	41	45
State-wide	36 <sup>▼</sup>	37	41	45	44	44	43	44	43	45
Large Rural	34 <sup>▼</sup>	35	39	44	42	41	41	42	43	44

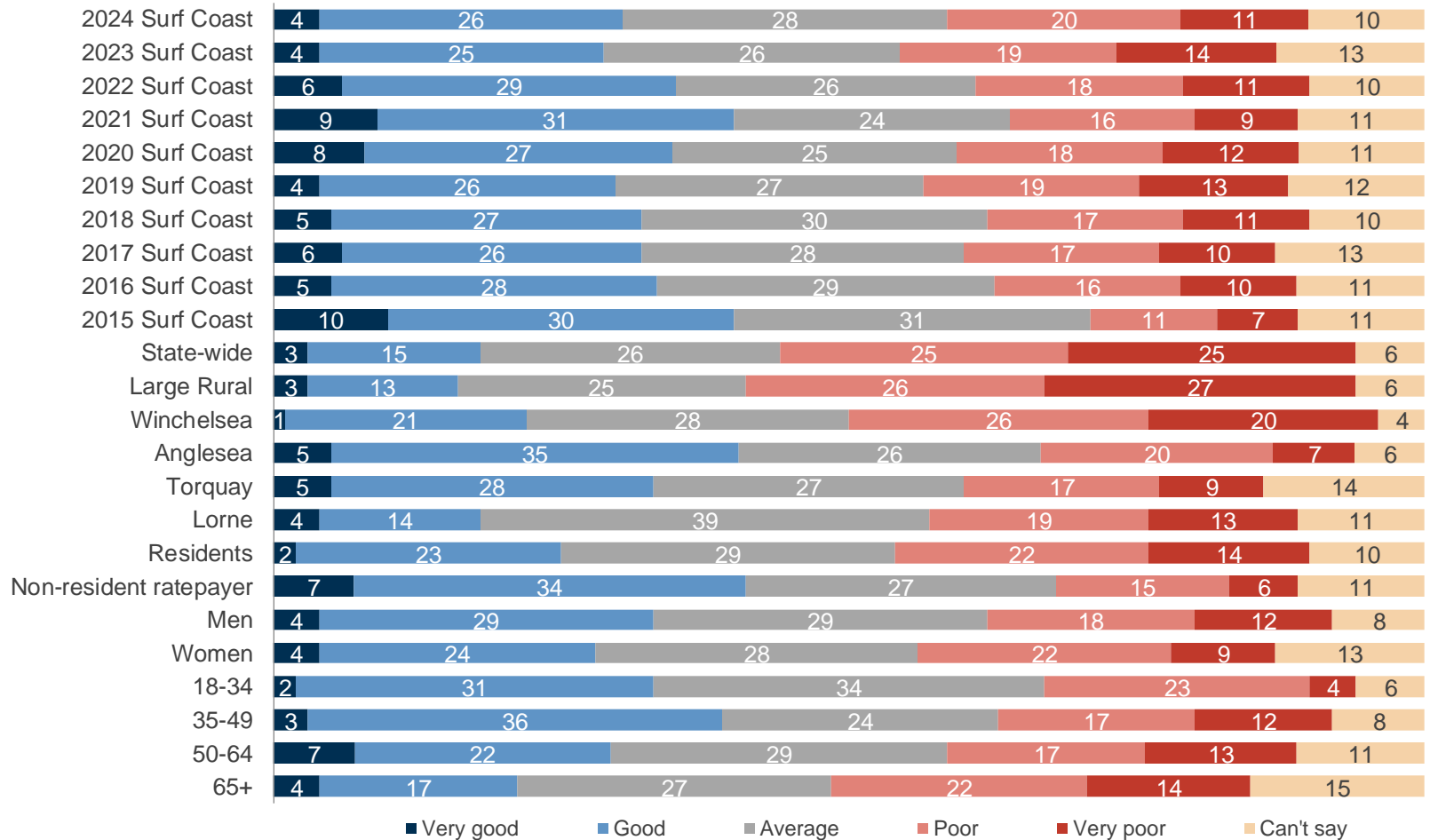
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 11  
 Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)



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: 27 Councils asked group: 11

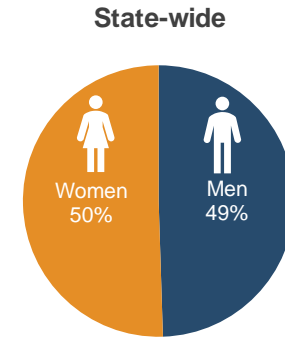
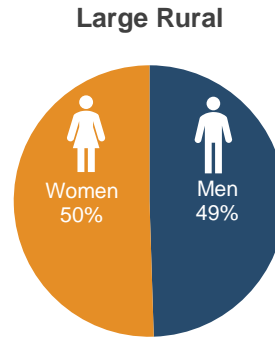
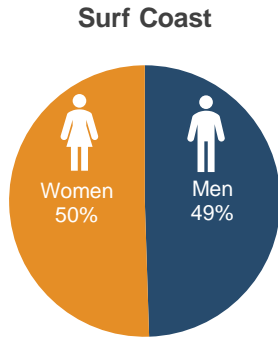


# **Detailed demographics**

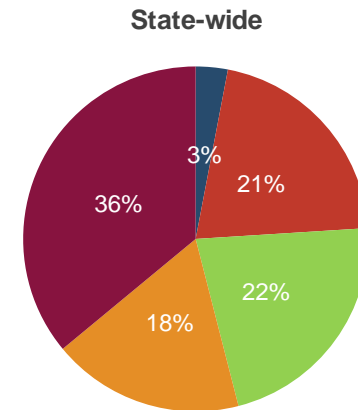
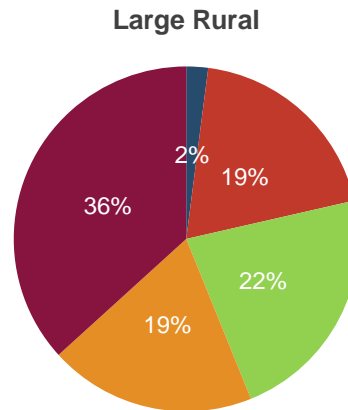
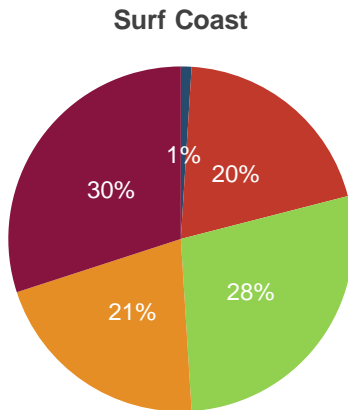


# Gender and age profile

## 2024 gender



## 2024 age



■ 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. How would you describe your gender? / S4. To which of the following age groups do you belong?

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

≤1% of respondents in each of Surf Coast Shire Council, Large Rural and State-wide did not describe their gender as male or female.

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

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





## Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Surf Coast Shire Council was n=600. 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=600 interviews is +/-4.0% 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 46.0% - 54.0%.

Maximum margins of error are listed in the table below, based on a population of 29,700 people aged 18 years or over for Surf Coast Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Surf Coast Shire Council	600	400	+/-4.0
Men	323	195	+/-5.4
Women	271	202	+/-5.9
Winchelsea	120	83	+/-9.0
Anglesea	124	73	+/-8.8
Torquay	288	205	+/-5.8
Lorne	68	40	+/-12.0
18-34 years	52	83	+/-13.7
35-49 years	134	112	+/-8.5
50-64 years	175	86	+/-7.4
65+ years	239	119	+/-6.3



## 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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background elements including a line graph with an upward trend, a bar chart with three bars of increasing height, and a grid pattern.

# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=600 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=601 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=600 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=601 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=600 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=600 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=601 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=601 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=600 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

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

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

A total of n=600 completed interviews were achieved in Surf Coast Shire Council. Survey fieldwork was conducted in the period of 29<sup>th</sup> January – 18<sup>th</sup> March, 2024.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

### Council Groups

Surf Coast Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Surf Coast Shire Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.



## Appendix B: Core, optional and tailored questions

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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 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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





## Appendix B: Glossary of terms

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

**CSS:** 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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