



2022 Local Government Community Satisfaction Survey

Golden Plains Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>
<u>Key findings and recommendations</u>	<u>4</u>
<u>Detailed findings</u>	<u>10</u>
<u>Overall performance</u>	<u>11</u>
<u>Customer service</u>	<u>25</u>
<u>Council direction</u>	<u>31</u>
<u>Individual service areas</u>	<u>35</u>
<u>Community consultation and engagement</u>	<u>36</u>
<u>Lobbying on behalf of the community</u>	<u>40</u>
<u>Decisions made in the interest of the community</u>	<u>44</u>
<u>Condition of sealed local roads</u>	<u>48</u>
<u>Waste management</u>	<u>52</u>
<u>Maintenance of unsealed roads</u>	<u>54</u>
<u>Detailed demographics</u>	<u>58</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>60</u>
<u>Appendix B: Further project information</u>	<u>65</u>



Background and objectives

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

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

Now in its twenty-third 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 23 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 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, light blue network pattern of interconnected lines and nodes, resembling a neural network or a complex web.

Key findings and recommendations



Golden Plains Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Golden Plains 51



State-wide 59



Large Rural 55

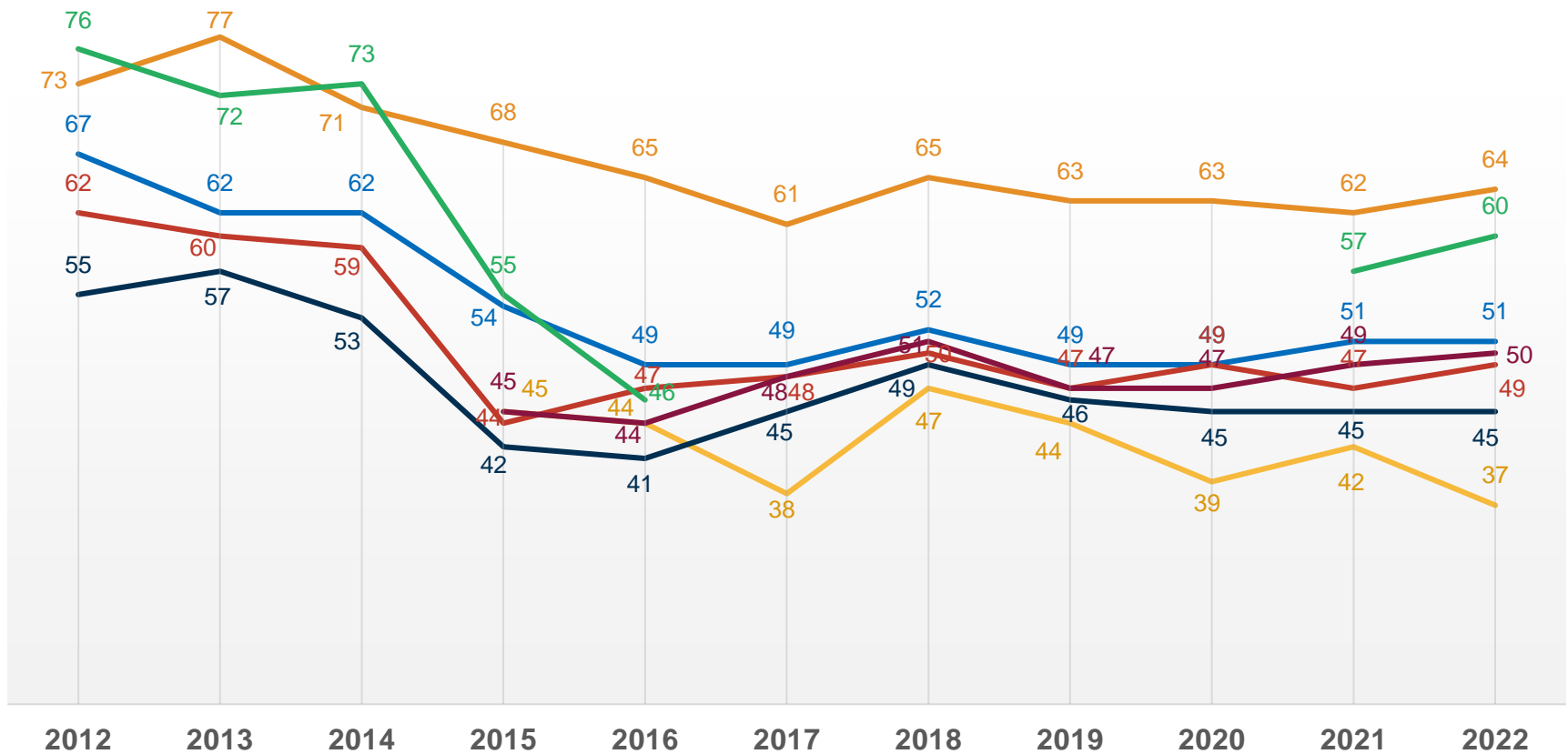
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	 Sealed local roads  Waste management  Unsealed roads
Compared to group average	None	 Sealed local roads  Unsealed roads  Waste management



Summary of core measures

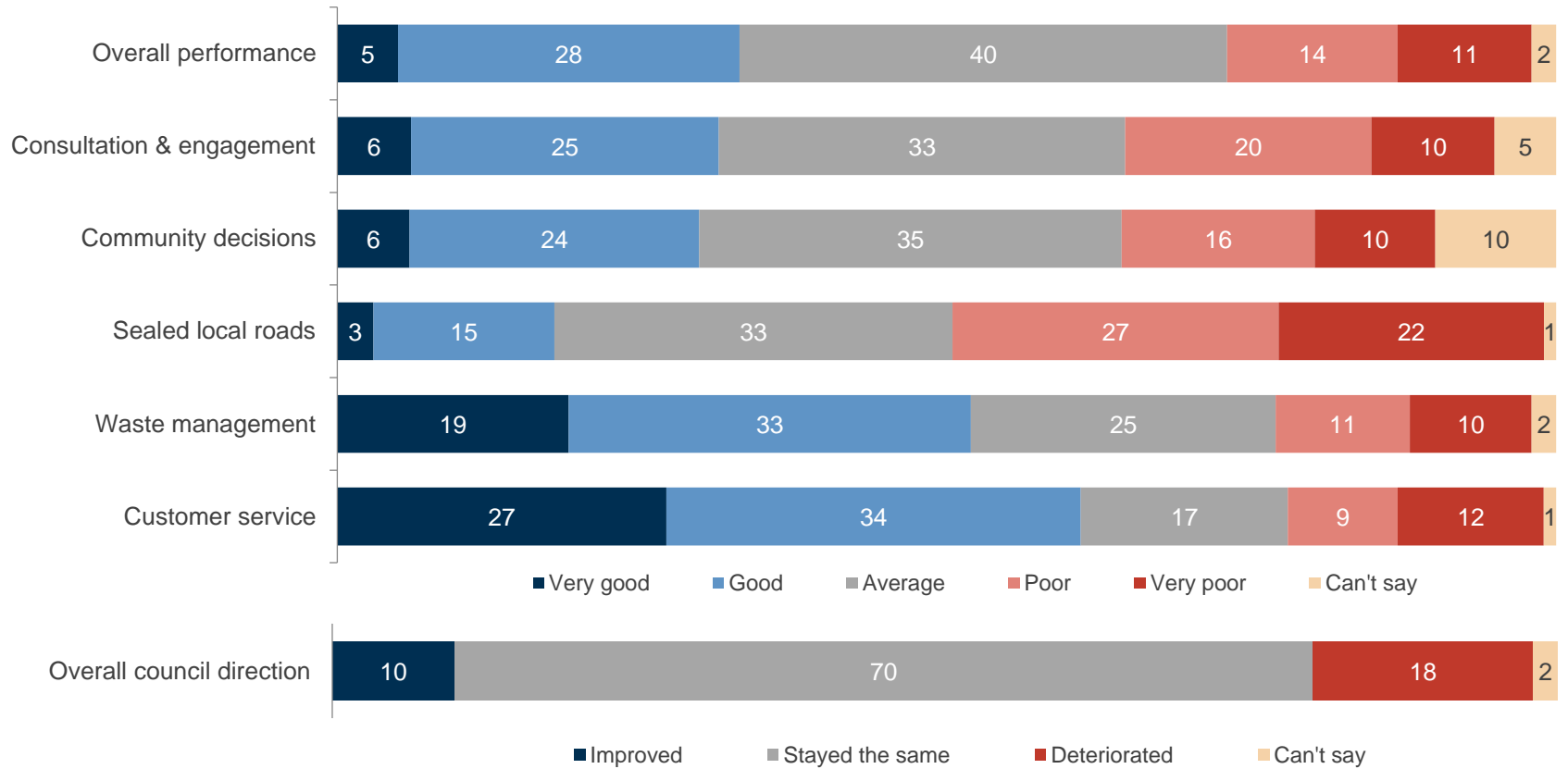
Index scores















Summary of core measures

Core measures summary results (%)





Summary of Golden Plains Shire Council performance

Services		Golden Plains 2022	Golden Plains 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	51	51	55	59	Aged 65+ years	Aged 50-64 years
	Value for money	42	40	48	53	North-West residents	South-East residents
	Overall council direction	45	45	47	50	Aged 18-34 years	Central residents
	Customer service	64	62	67	68	North-West residents	Central residents
	Waste management	60	57	65	68	North-West residents	South-East residents
	Lobbying	51	50	51	53	North-West residents	Aged 50-64 years, Central residents
	Community decisions	50	49	51	54	North-West residents	Aged 50-64 years
	Consultation & engagement	49	47	51	54	North-West residents	Aged 50-64 years
	Sealed local roads	37	42	45	53	Aged 65+ years	Aged 18-34 years
	Unsealed roads	33	36	39	41	Aged 65+ years	Central residents, Aged 18-34 years, Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Golden Plains Shire Council's overall performance are unchanged from 2021. Council's performance on most individual service areas has stayed the same or improved slightly in the past year, with North-West residents generally more favourable than other residents towards Council.

Focus areas

Unsealed roads and sealed local roads continue to be the lowest performing areas for Golden Plains Shire Council. Perceptions of Council's performance in both these areas have declined further over the past 12 months, to the lowest ratings ever recorded. Perceived importance of unsealed roads and sealed local roads continues to exceed performance by the widest margins, highlighting the need for a focus in these areas.

Comparison to state and area grouping

Council performs as well as the Large Rural group average on lobbying, community decisions and consultation and engagement and lower than the group average on waste management, sealed local roads and unsealed roads. Council performs significantly lower than the State-wide average for councils on all service areas except lobbying.

Maintain gains achieved to date

Council should look to build upon its relatively strong performance on waste management and customer service. Endeavours should be made to consolidate performance in the service areas where ratings are stable and to ensure ratings in other areas do not slip. Community views of Council's performance in most service areas have been more favourable in the past, so there is evidence Council can do better.

DETAILED FINDINGS

Overall performance



Overall performance

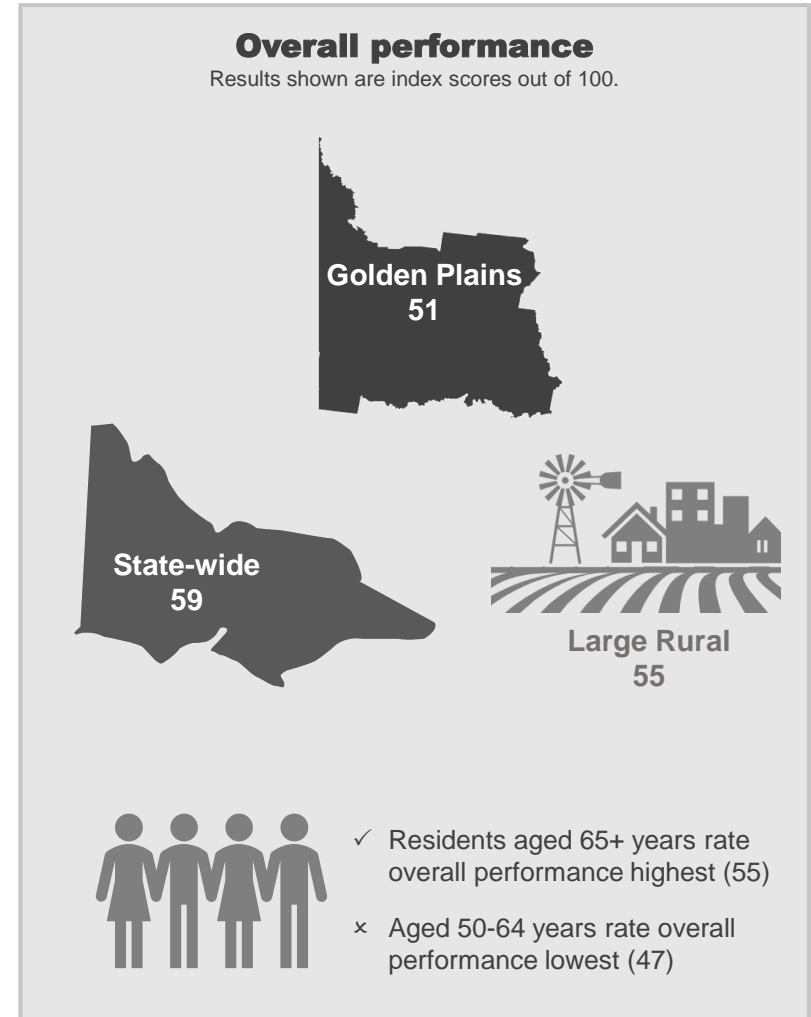
The overall performance index score of 51 for Golden Plains Shire Council remains unchanged from the 2021 result, noting that the Large Rural group declined significantly, by three index points to 55.

- Overall performance for Golden Plains Shire Council is at its highest level since 2018 but remains well below its 2012 peak of 67 index points.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Large Rural group and the State-wide average for councils (index scores of 55 and 59 respectively).

- Perceptions of Council's overall performance are consistent across demographic and geographic cohorts.

One in four residents (25%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is substantially fewer than the number who rate Council as 'very poor' or 'poor' (42%). A further 31% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59▲	61	58	60	59	59	59	60	61	60	60
65+	55	55	51	54	53	52	51	59	66	63	69
Large Rural	55▲	58	55	56	56	54	54	56	n/a	n/a	n/a
North-West	54	52	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	51	57	52	55	54	50	54	57	67	64	71
Women	51	51	49	48	55	53	49	56	65	65	68
Golden Plains	51	51	49	49	52	49	49	54	62	62	67
Men	50	51	48	50	50	46	49	52	60	59	65
Central	49	49	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	45	45	43	52	48	43	49	59	61	66
South-East	48	51	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47	46	46	48	50	46	49	54	58	60	63

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

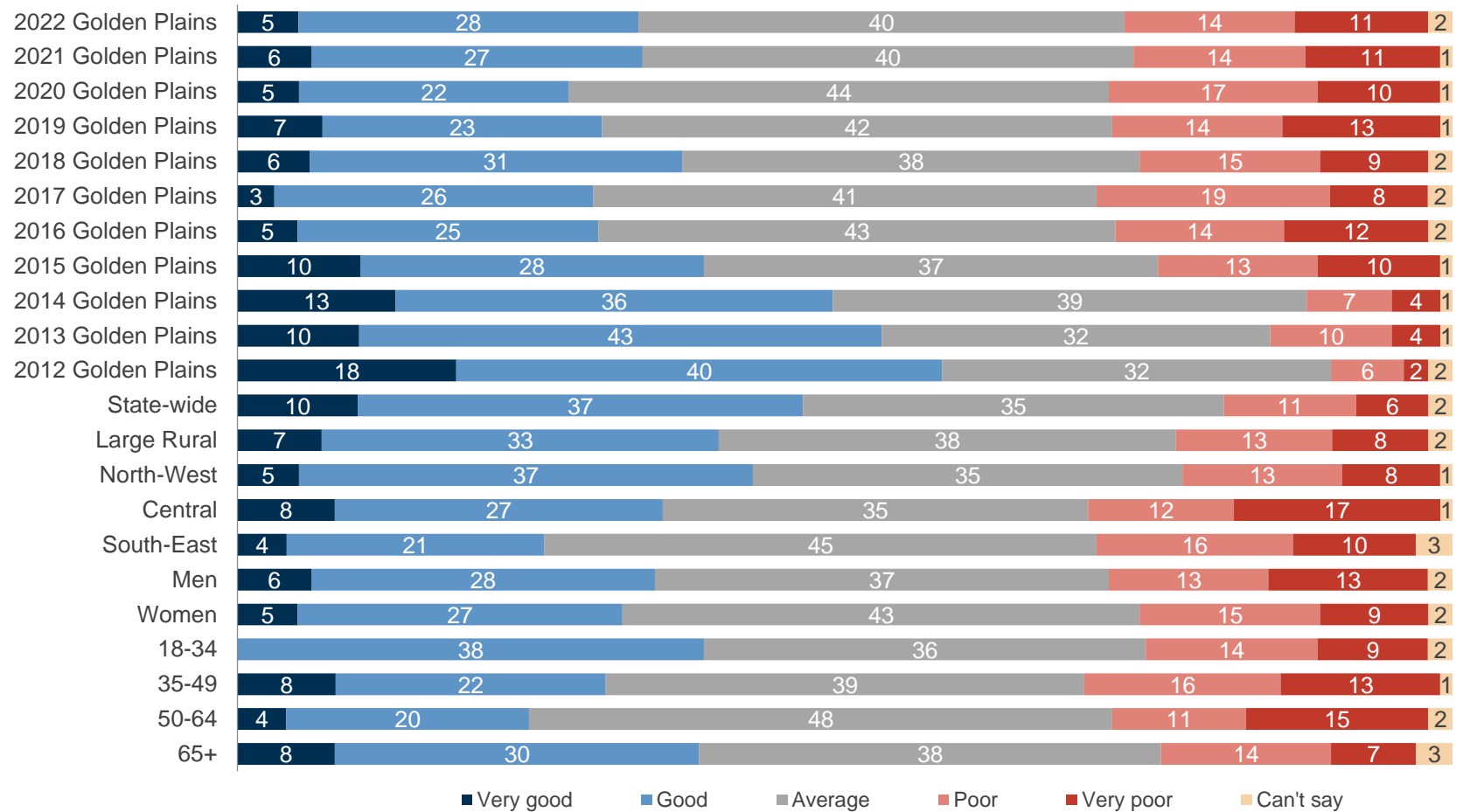
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall performance

2022 overall performance (%)



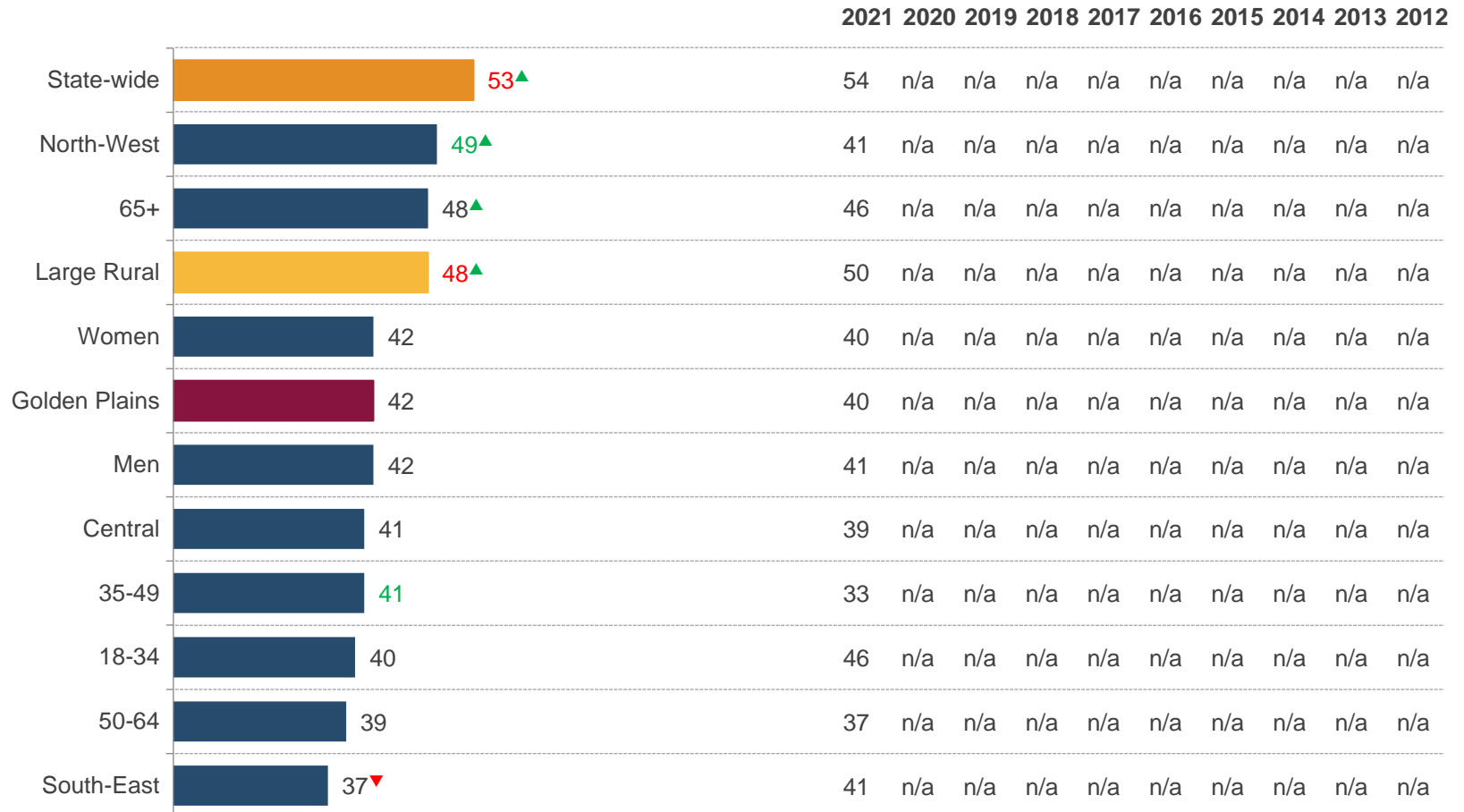
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Golden Plains Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Value for money in services and infrastructure

2022 value for money (index scores)



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

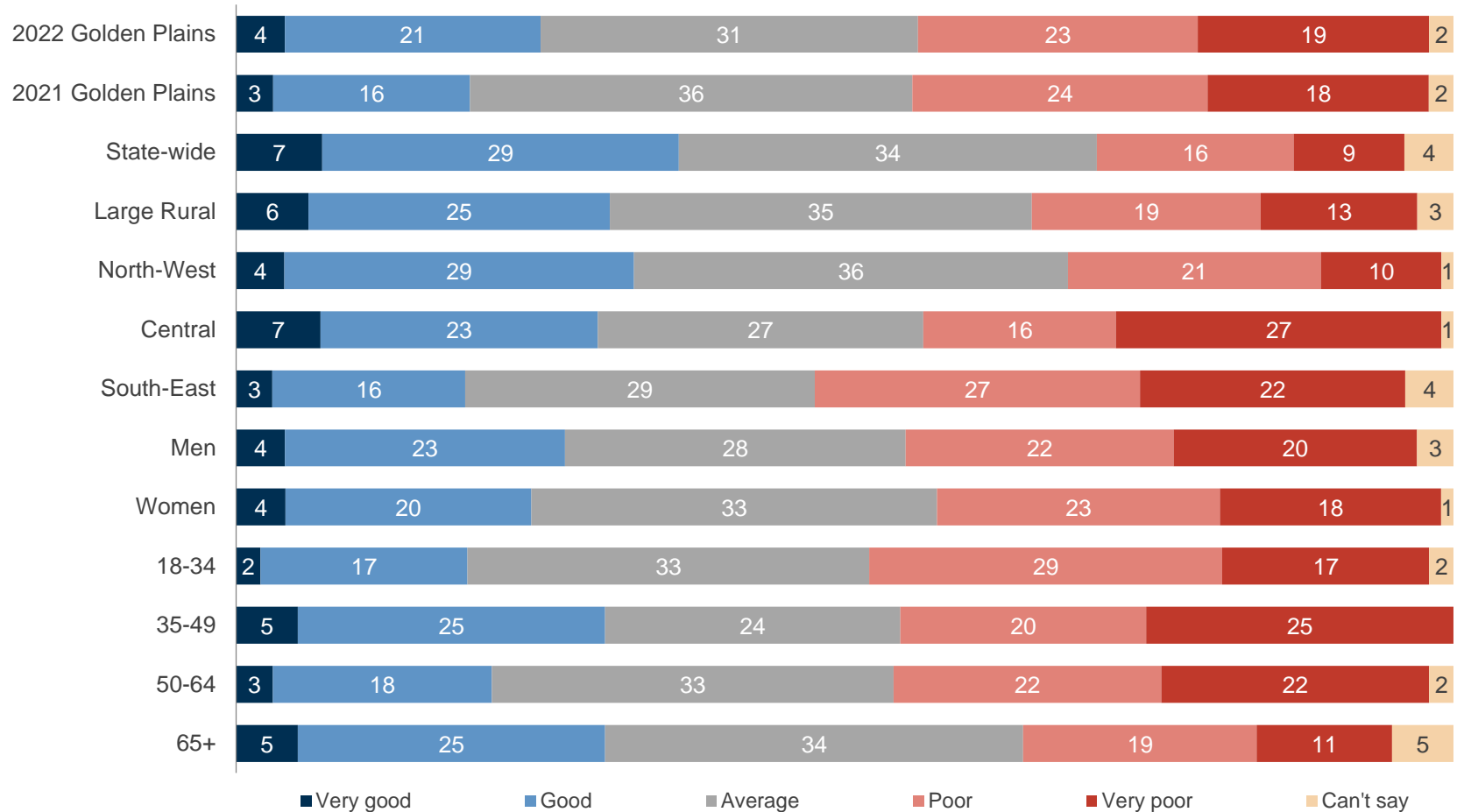
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 value for money (%)



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

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



Top performing service areas

Waste management (index score of 60) is the area where Council performed best in 2022, improving by three index points from 2021.

- Council performs significantly lower than the Large Rural group and State-wide average on waste management.
- Among women, perceptions of Council's performance on waste management have increased by a significant nine index points on 2021.

Council's next highest rated service areas are lobbying (index score of 51) and community decisions (index score of 50), each up one point on last year.

- Council performs in line with the Large Rural group average on both lobbying and community decisions, and below the State-wide average for councils on community decisions.

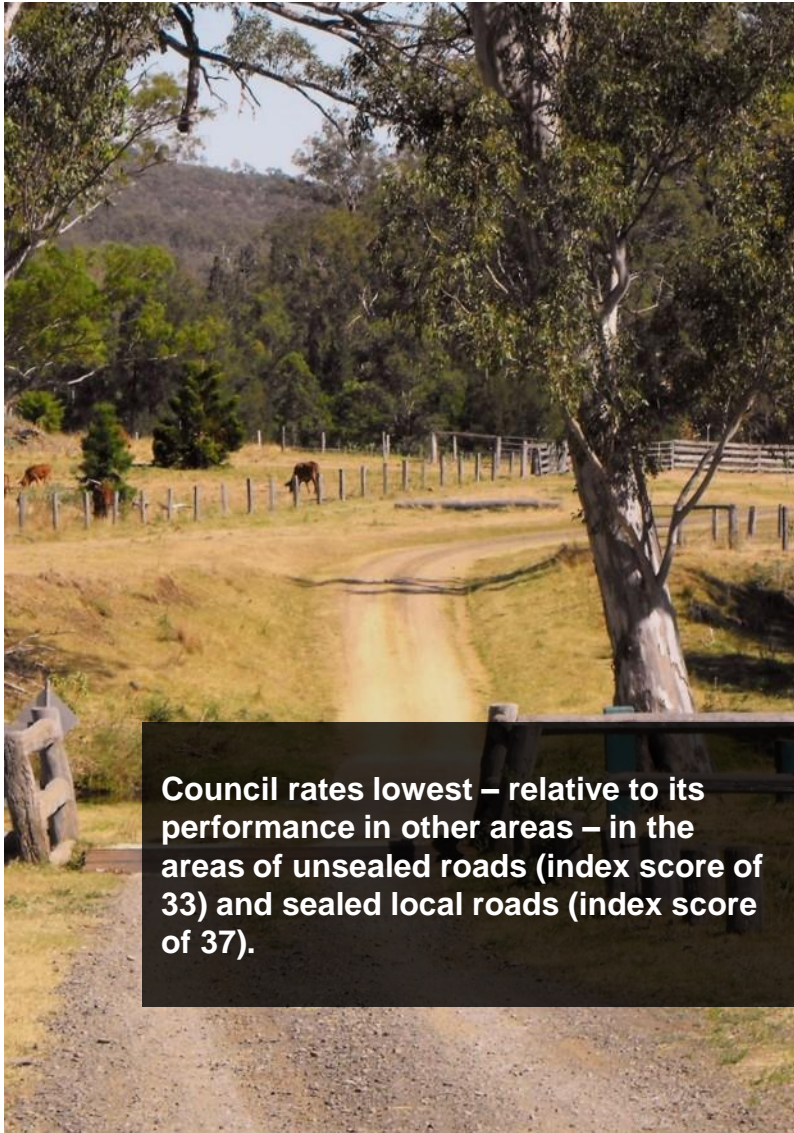
Ratings among North-West residents are above average on Council's top three performing service areas (significantly above average for waste management and lobbying). This suggests that attention should be focused in other geographic areas first if Council's wishes to further improve perceptions in these service areas.



Waste management (index score of 60) is the area where Council performed best in 2022, improving by three index points from 2021.



Low performing service areas



Council continues to rates lowest on unsealed roads (index score of 33), down three index points from 2021. Unsealed roads continues to be the area where perceived importance (index score 85) exceeds performance by the widest margin (a 52-point differential).

- Significant decreases in performance ratings are seen among residents aged 18 to 34 years.
- Ratings among residents 65 years and older are significantly higher than the average for Council.

Sealed local roads remains a low rated area for Council (index score of 37, down a significant five points on 2021), and is another area that residents rate as of high importance (index score of 84 points)

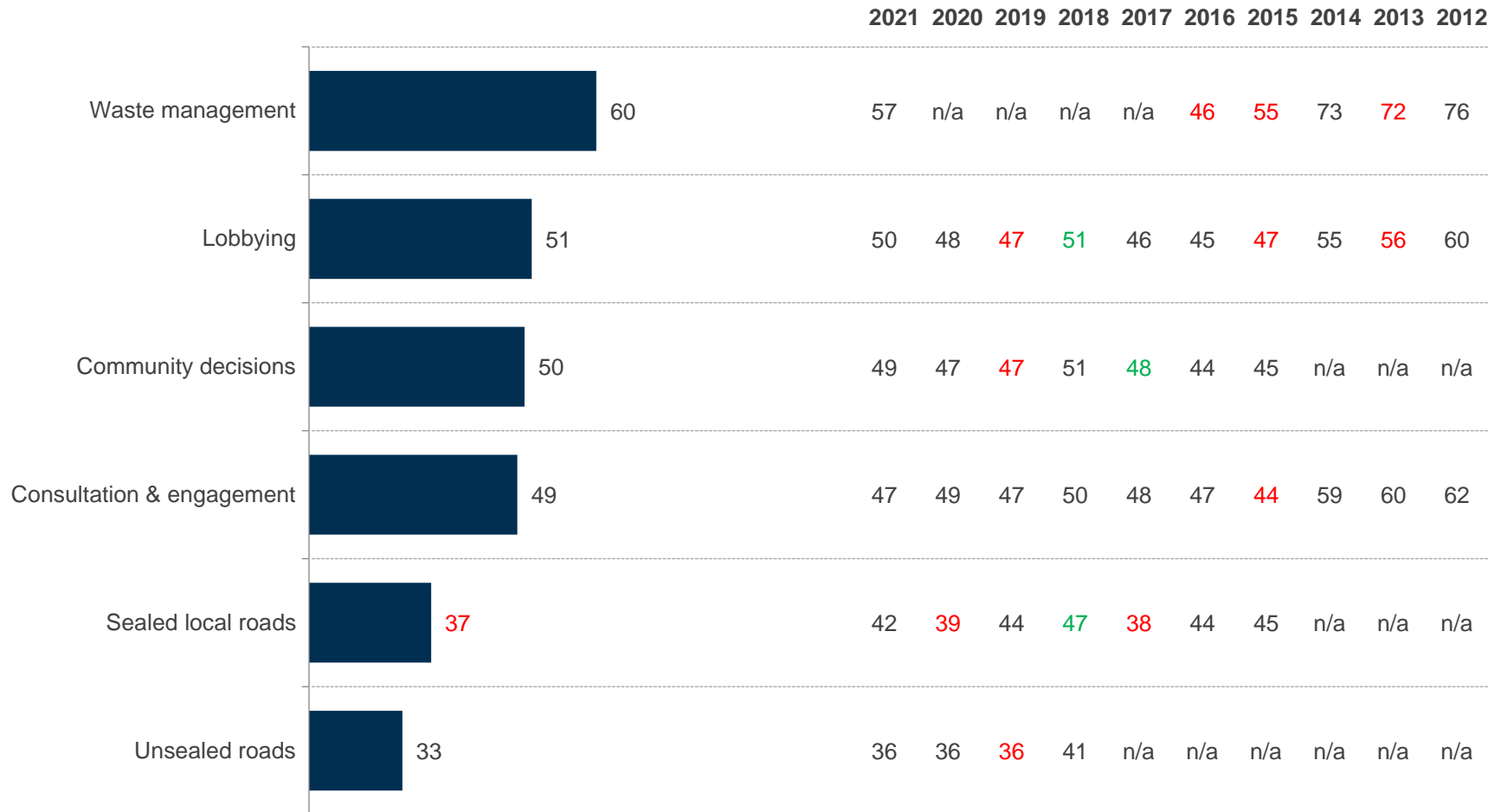
- Residents aged 65 years and over rate the condition of sealed local roads higher than average.
- Significant decreases in performance ratings are seen among residents in the North-West, women, and those aged 18 to 34 years.
- Close to a third of residents (31%) volunteer sealed road maintenance as the area Council most needs to attend to improve performance.

Council rates significantly lower than the Large Rural group average and the State-wide average for councils on both of these service areas.



Individual service area performance

2022 individual service area performance (index scores)



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

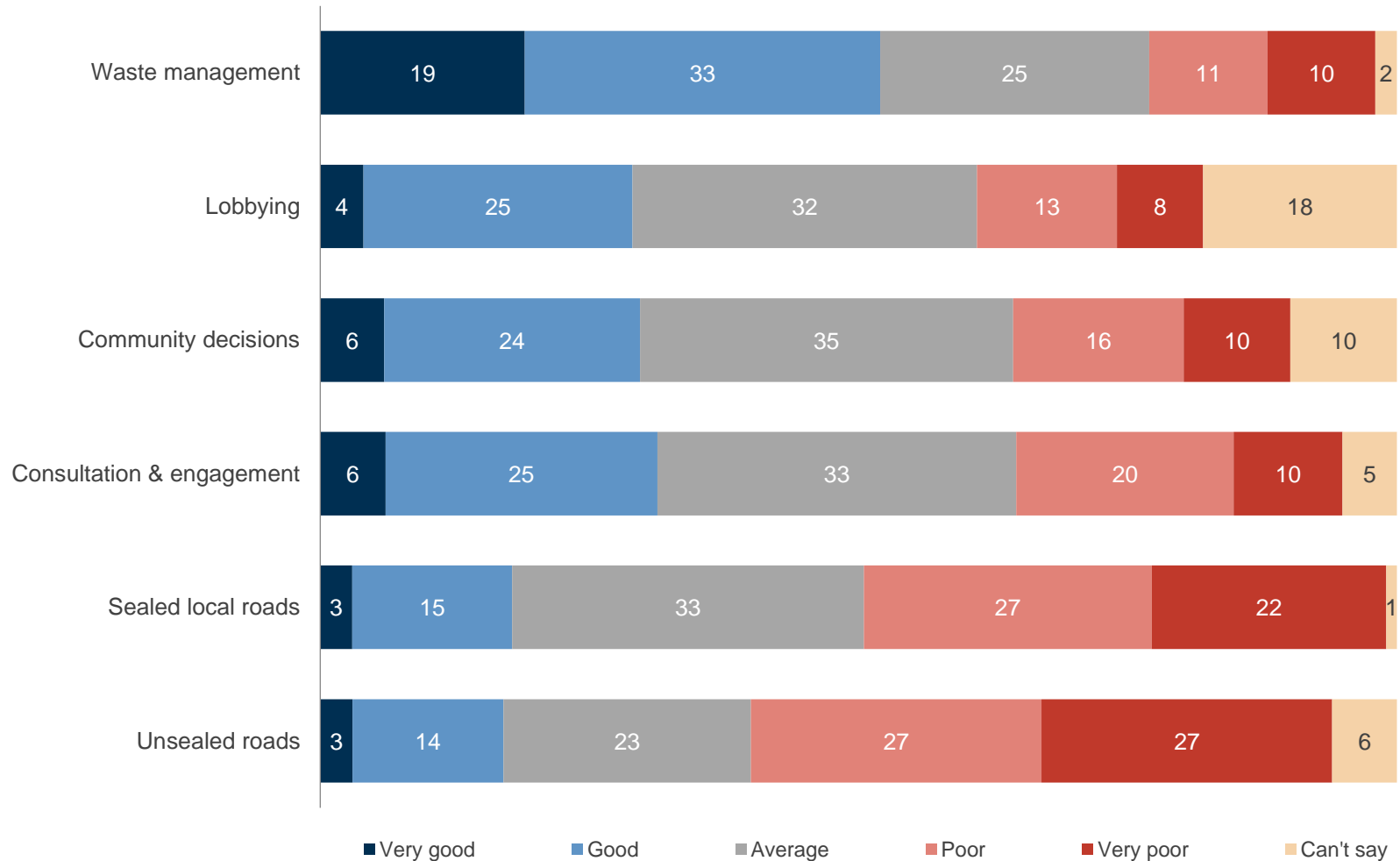
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

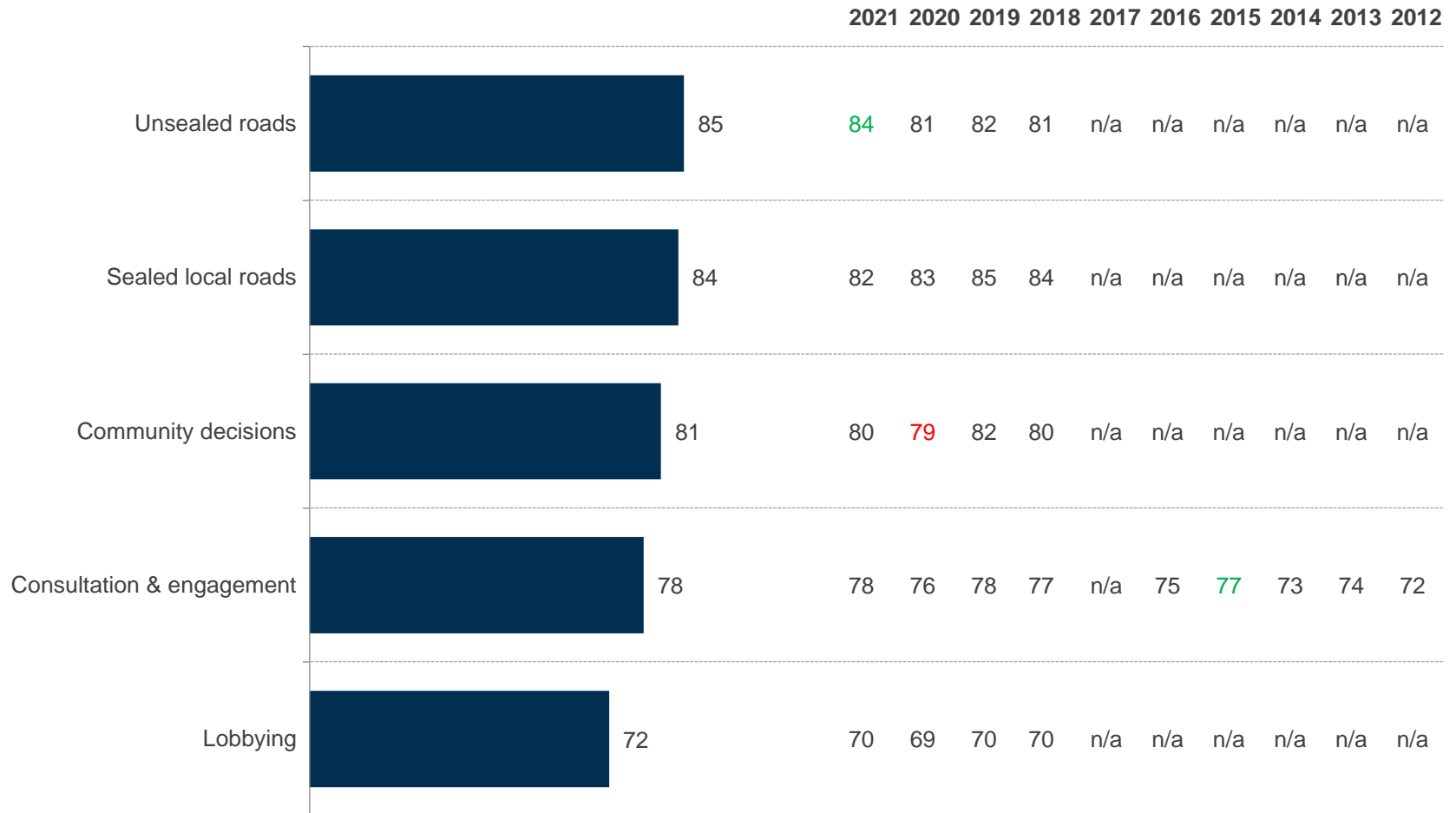
2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)



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

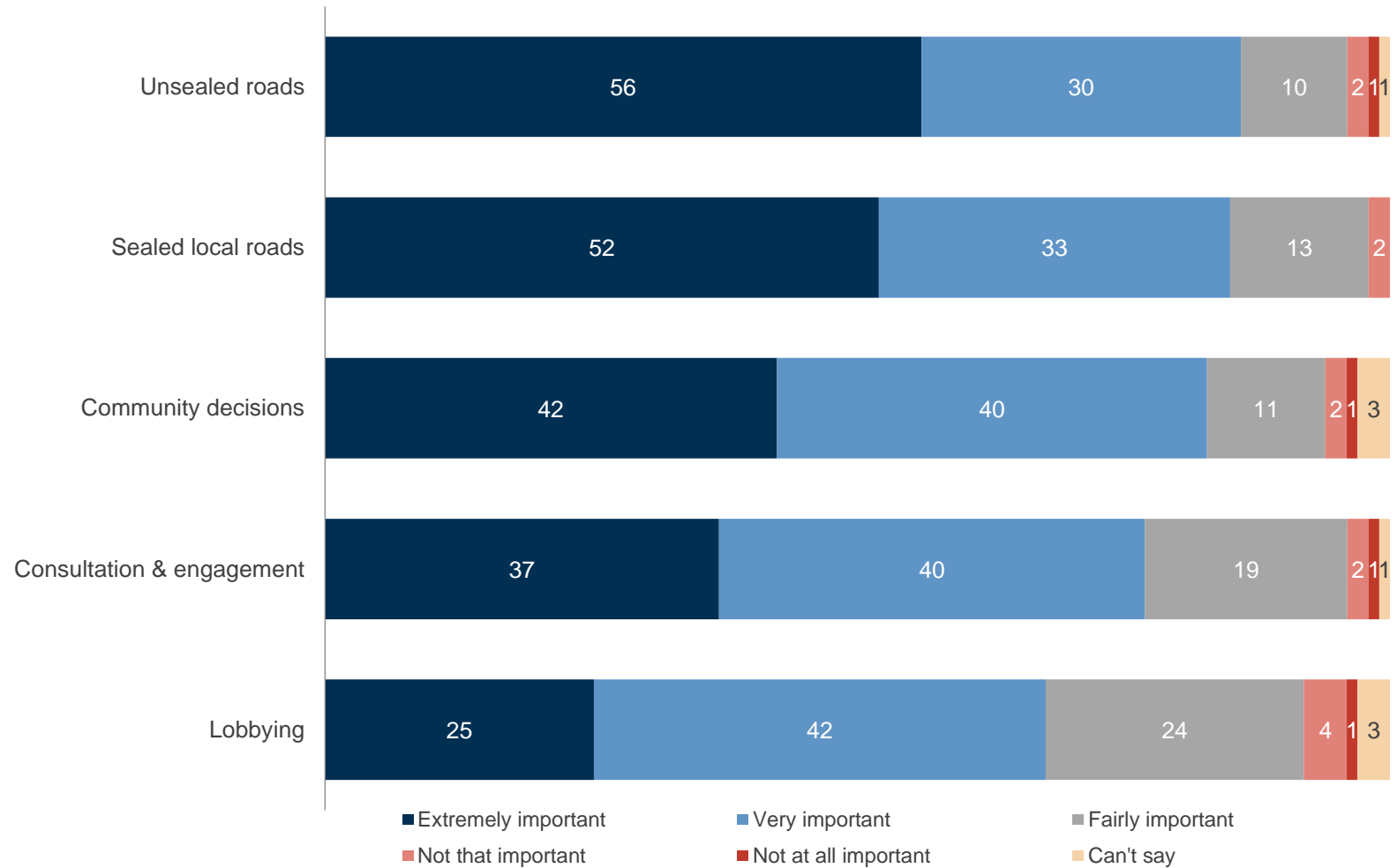
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



Individual service area importance

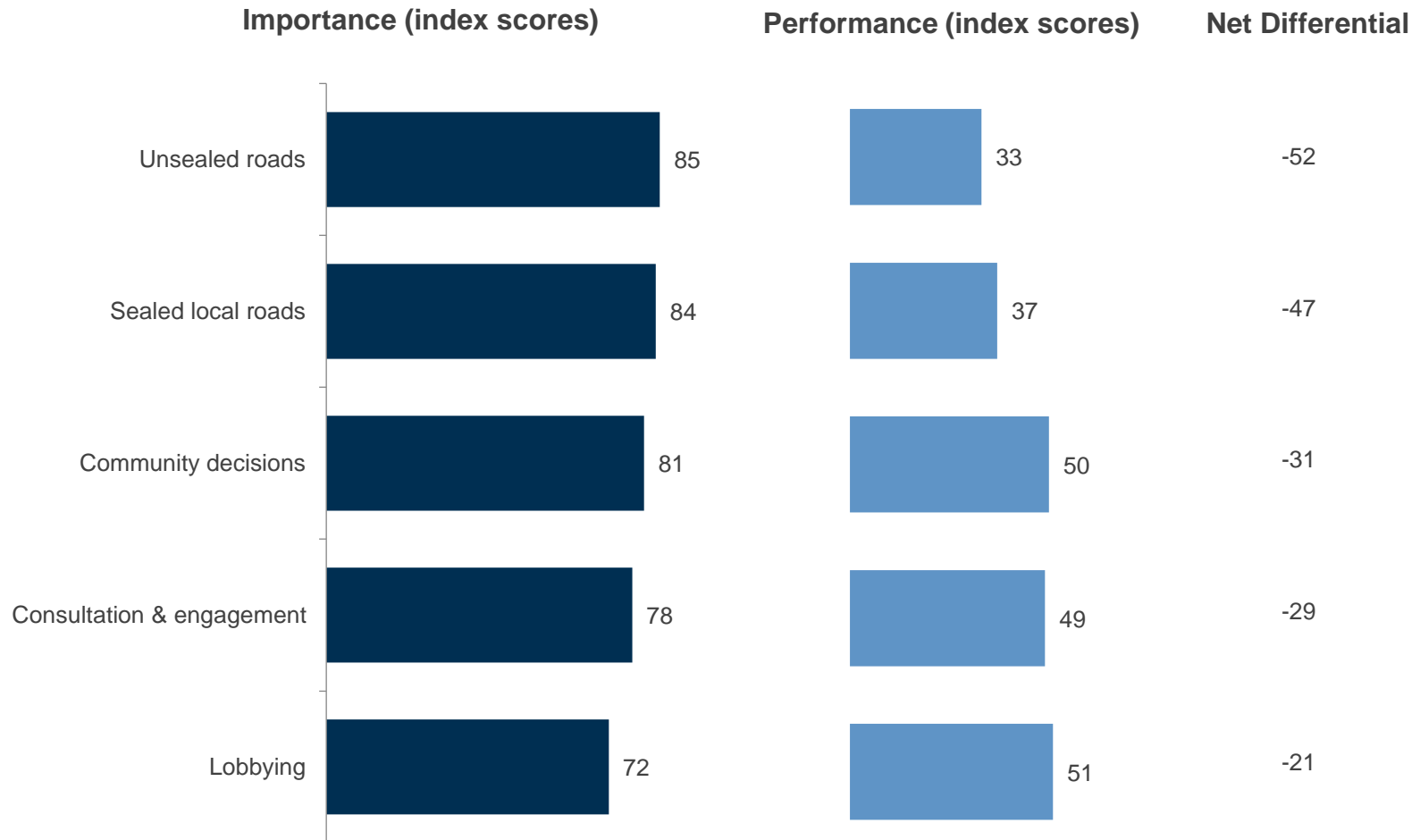
2022 individual service area importance (%)





Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the unrounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -



2022 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Golden Plains 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: 30 Councils asked group: 9

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

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13

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



Customer service



Contact with council and customer service

Contact with council

Around two thirds of council residents (67%) have had contact with Council in the last 12 months. Rate of contact is four percentage points higher than last year.

- Rate of contact has increased significantly among residents aged 18 to 34 years (from 52% to 67%) and among people in the North-West of the Shire (from 57% to 70%)



Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

Customer service

Golden Plains Shire Council's customer service index of 64 is in line with 2021 results (index score of 62). Customer service is rated in line with the Large Rural group average (index score of 67) and significantly below the State-wide average for councils (index score of 68).

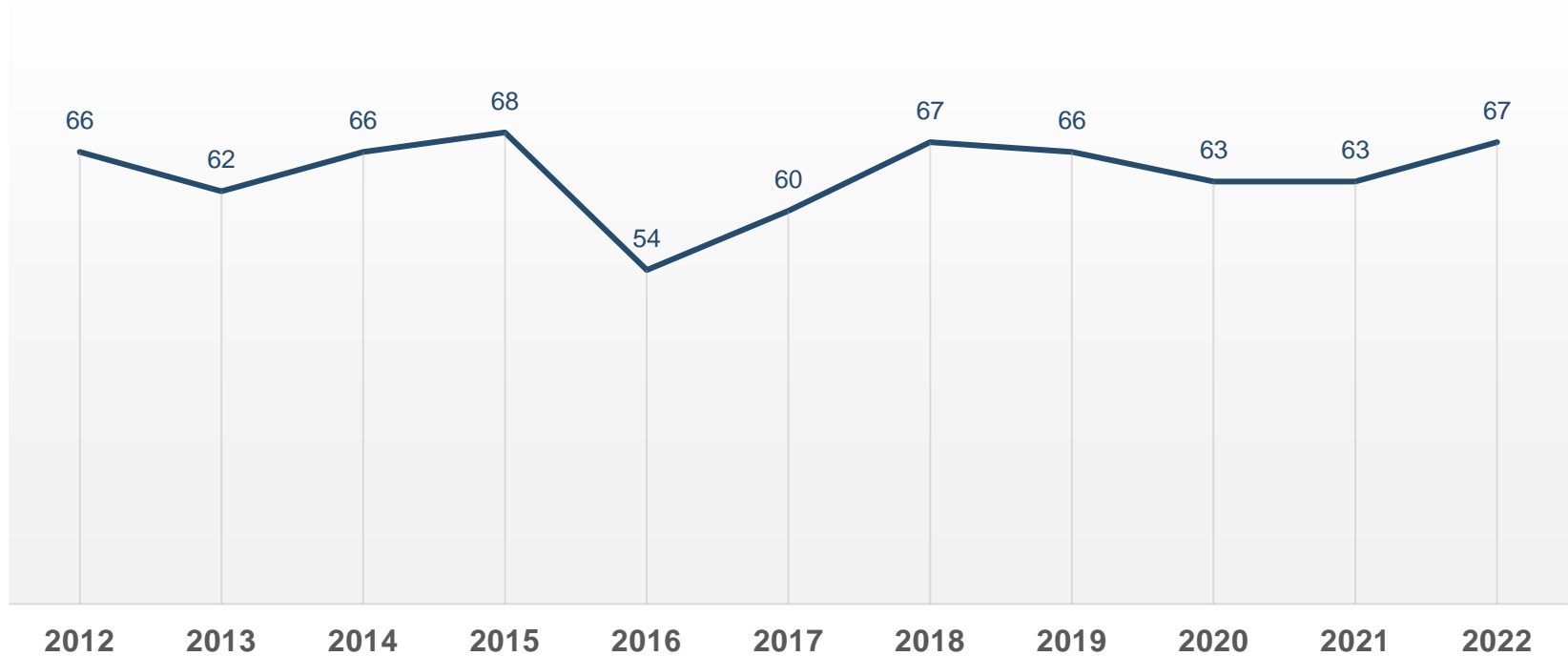
Six in ten residents (61%) provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

- Perceptions of customer service are significantly higher among residents in the North-West of the Shire. North-West residents also have a higher rate of contact with Council than other cohorts.



Contact with council

2022 contact with council (%)
Have had contact



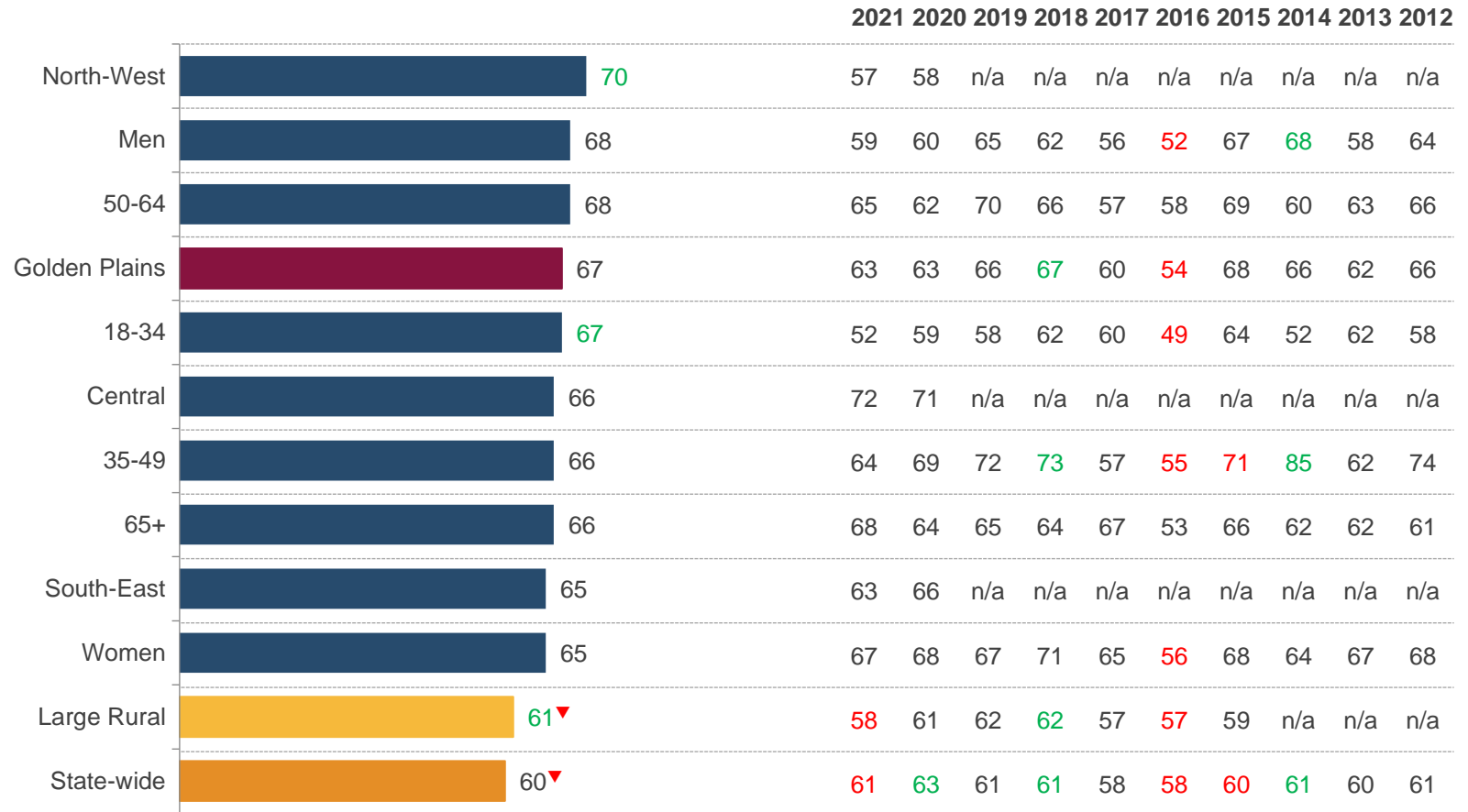
Q5. Over the last 12 months, have you or any member of your household had any contact with Golden Plains Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11



Contact with council

2022 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Golden Plains 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: 42 Councils asked group: 11

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



Customer service rating

2022 customer service rating (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North-West	73▲	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	65	62	67	70	65	66	72	72	79	72
State-wide	68▲	70	70	71	70	69	69	70	72	71	71
18-34	68	66	64	62	60	66	62	66	75	78	71
65+	67	68	66	69	70	64	69	69	75	76	77
Large Rural	67	68	68	69	67	66	67	67	n/a	n/a	n/a
Golden Plains	64	62	63	63	65	61	65	68	71	77	73
50-64	63	55	57	61	67	55	68	70	68	71	68
South-East	61	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	57	64	62	65	57	61	67	69	82	77
Men	59	58	64	60	60	55	63	64	70	75	74
Central	58	62	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

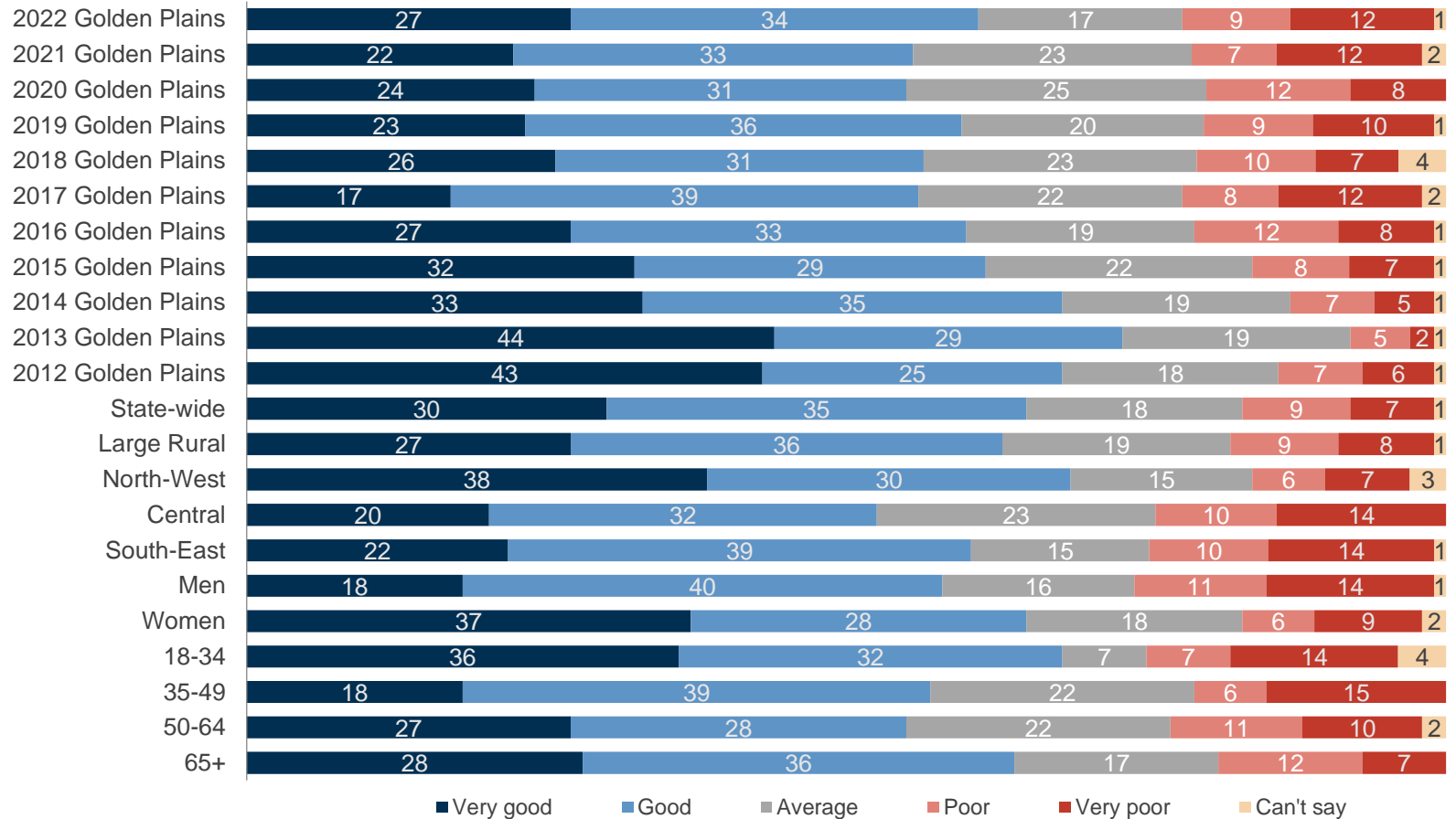
Councils asked State-wide: 67 Councils asked group: 19

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



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Golden Plains 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: 67 Councils asked group: 19



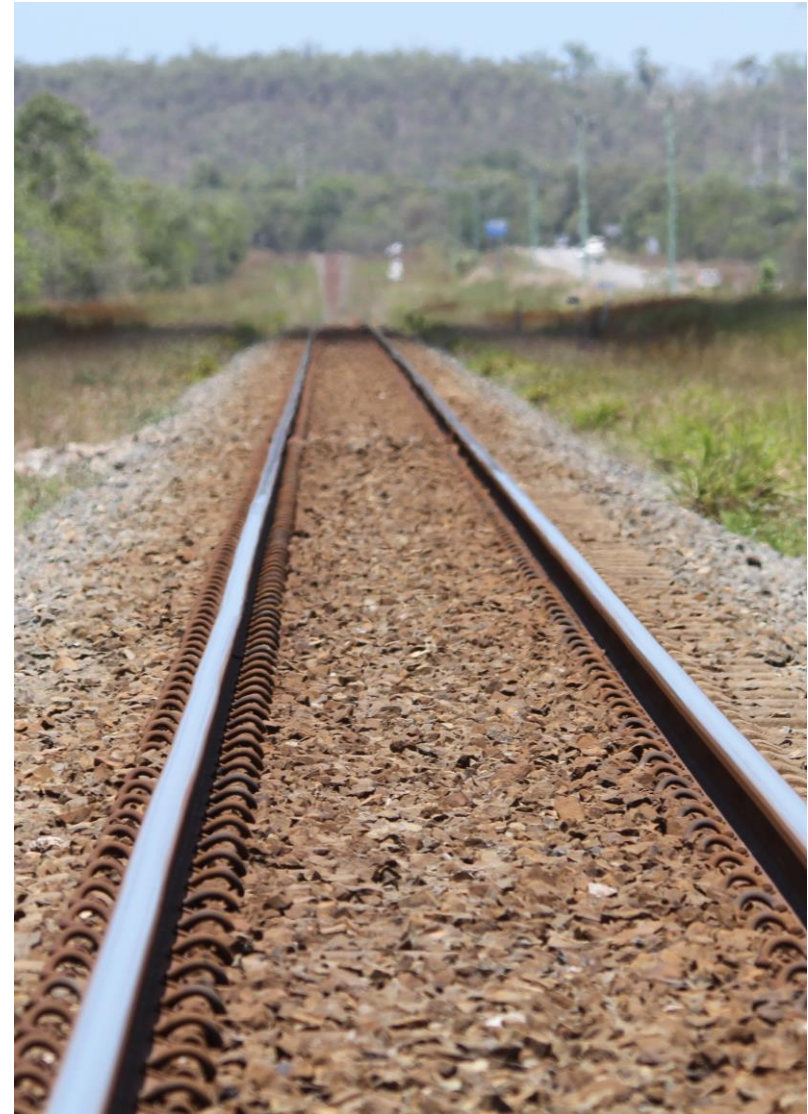
Council direction



Council direction

Perceptions of Council's overall direction have improved slightly in 2022. Seven in ten residents (70%) believe the direction of Council's overall performance over the last 12 months has stayed the same, up five percentage points on 2021.

- 10% believe the direction has improved in the last 12 months (equal to 2020 and 2021).
- 18% believe it has deteriorated, down three points on 2021.
- The most satisfied with council direction are those aged 18 to 34 years and North-West residents. Index ratings for both groups are significantly higher than average.
- The least satisfied with council direction are Central residents and those aged 50 to 64 years, though ratings among these cohorts are not significantly different to average.





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	52▲	45	50	58	53	45	47	38	57	61	57
North-West	51▲	45	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50▲	53	51	53	52	53	51	53	53	53	52
Large Rural	47	51	50	51	52	52	48	51	n/a	n/a	n/a
Women	47	47	44	45	50	46	41	45	54	60	54
Golden Plains	45	45	45	46	49	45	41	42	53	57	55
65+	44	48	42	48	50	49	44	44	55	64	56
Men	44	42	46	47	48	43	41	39	53	55	56
South-East	44	46	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	43	43	44	38	47	43	34	40	51	54	56
50-64	42	42	44	41	47	43	42	45	50	54	54
Central	40	41	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

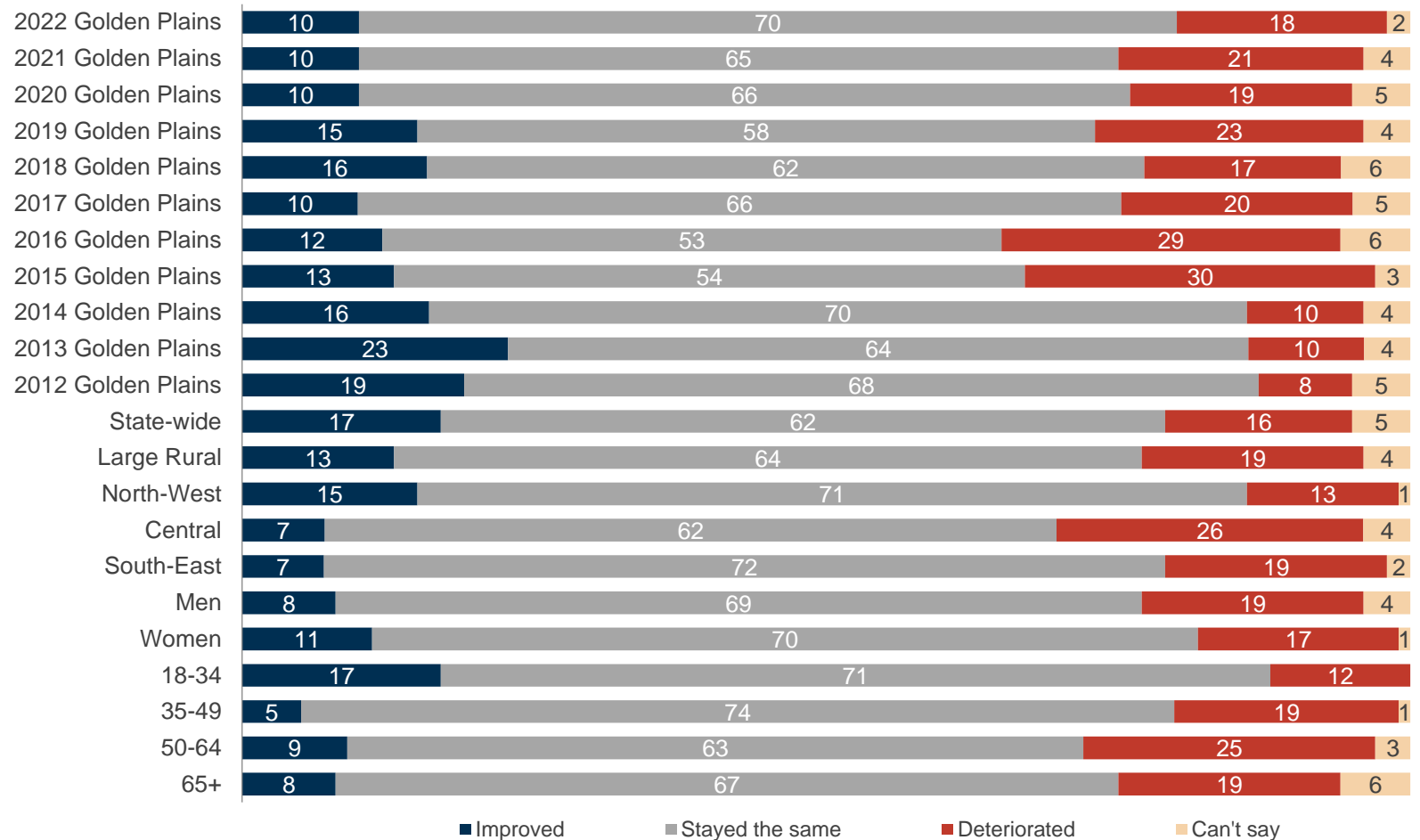
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81	80	79	80	80	n/a	78	77	74	75	75
50-64	80	80	80	82	80	n/a	75	79	78	76	73
18-34	79	67	68	68	72	n/a	69	67	68	72	66
Central	79	78	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South-East	78	80	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Golden Plains	78	78	76	78	77	n/a	75	77	73	74	72
65+	77	80	76	79	77	n/a	73	78	72	73	74
North-West	77	74	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	76	75	76	75	76	75	n/a	n/a	n/a
35-49	76	84	80	84	77	n/a	81	83	73	75	73
State-wide	76	75	74	74	74	74	75	74	74	73	73
Men	74▼	76	73	77	73	n/a	72	77	72	73	68

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

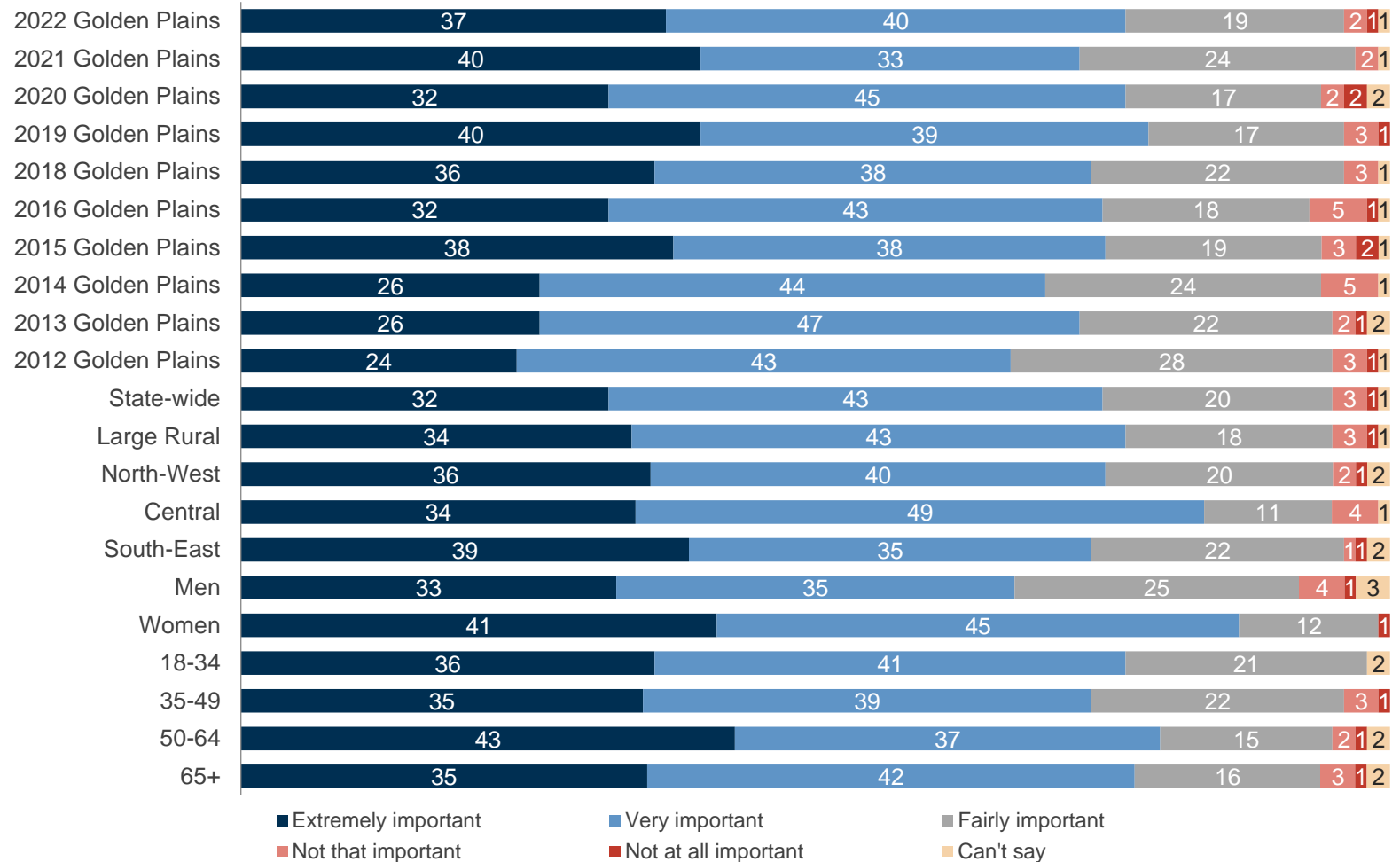
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)





Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North-West	56▲	47	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54▲	56	55	56	55	55	54	56	57	57	57
18-34	53	50	48	52	49	47	57	48	61	64	68
Women	52	48	49	48	55	52	50	46	61	64	64
Large Rural	51	54	54	54	54	52	52	54	n/a	n/a	n/a
65+	51	51	49	49	51	49	48	48	60	64	63
Golden Plains	49	47	49	47	50	48	47	44	59	60	62
35-49	49	43	50	44	53	49	40	40	59	60	60
Men	47	46	49	46	45	44	44	43	56	56	60
Central	47	45	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South-East	46	48	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	44	50	45	46	44	47	44	54	56	59

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

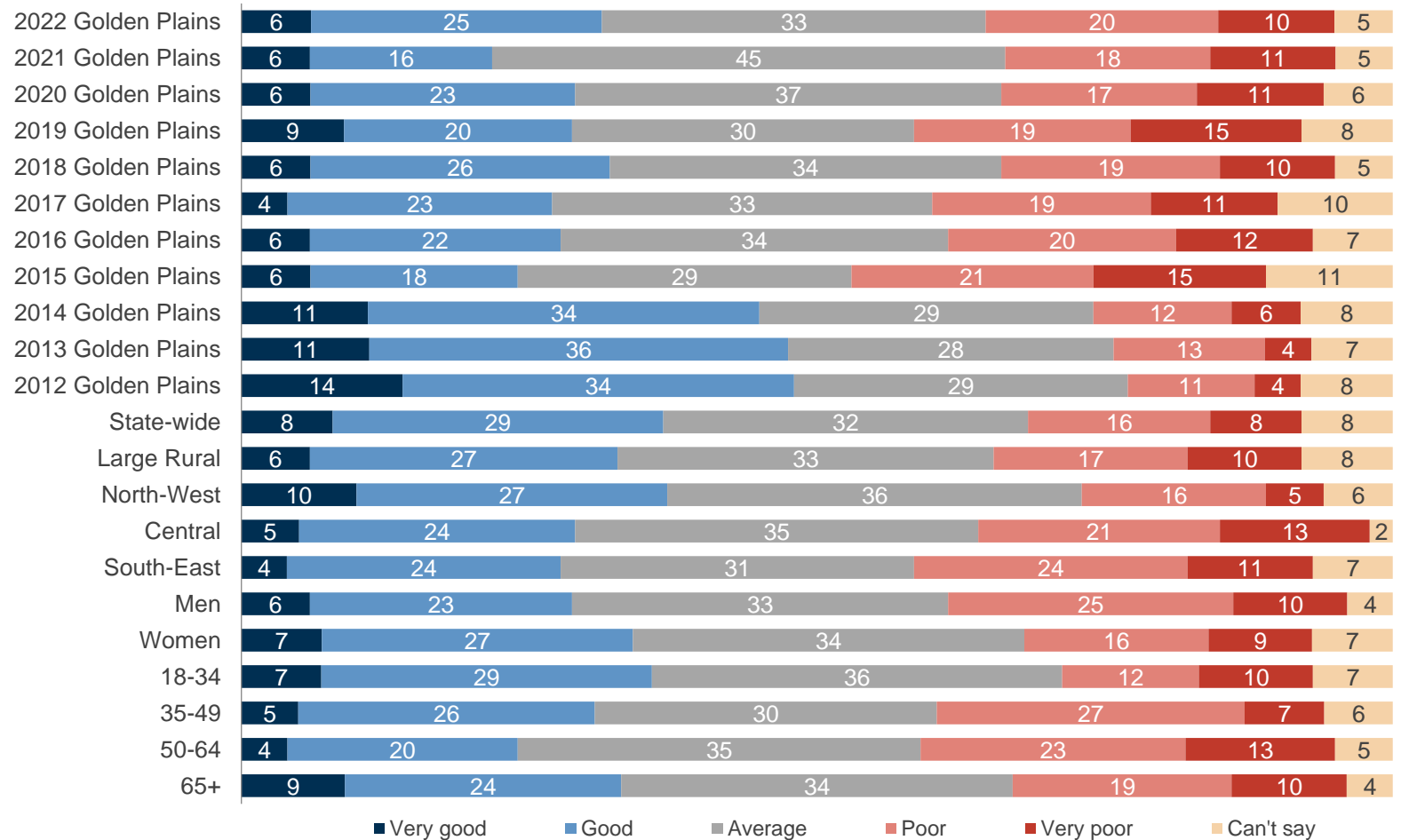
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2022 lobbying importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	75	74	71	74	73	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	65	60	62	66	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	69	75	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Central	73	68	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North-West	72	69	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Golden Plains	72	70	69	70	70	n/a	n/a	n/a	n/a	n/a	n/a
South-East	72	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	72	68	70	69	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	69	68	67	68	69	69	69	70	70	70
Large Rural	71	71	69	67	68	69	70	70	n/a	n/a	n/a
Men	70	65	67	65	67	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	74	71	72	69	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

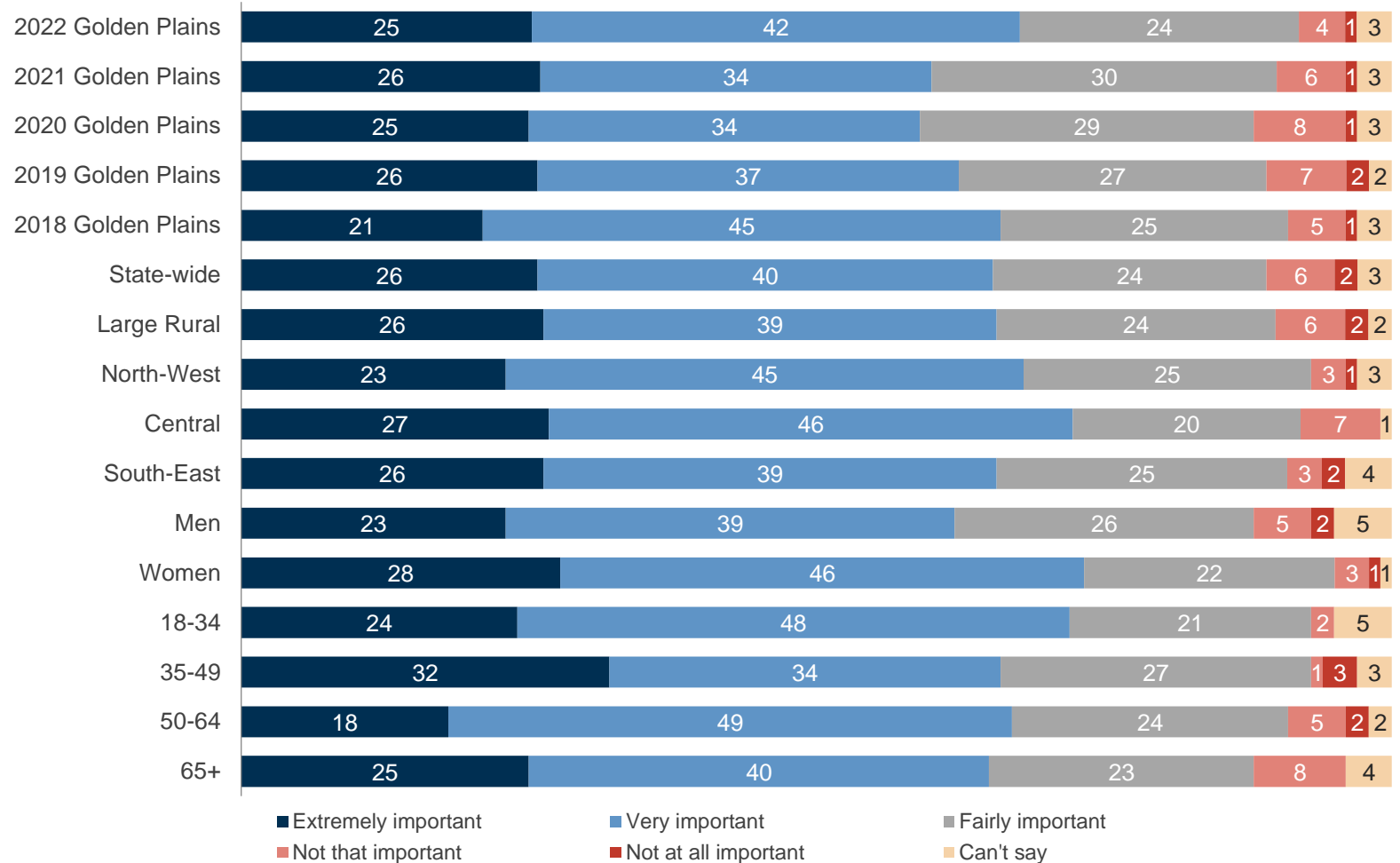
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)





Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North-West	56▲	53	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	51	47	51	50	49	48	53	60	60	64
State-wide	53	55	53	54	54	54	53	55	56	55	55
Men	52	49	49	50	48	45	43	47	53	54	58
35-49	52	51	47	42	51	46	35	43	53	55	57
Golden Plains	51	50	48	47	51	46	45	47	55	56	60
18-34	51	50	50	50	52	47	54	48	57	59	66
Large Rural	51	54	53	52	52	51	50	53	n/a	n/a	n/a
Women	51	50	48	45	54	47	47	48	57	58	64
South-East	50	48	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	48	45	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	46	48	48	51	42	45	46	52	53	57

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

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

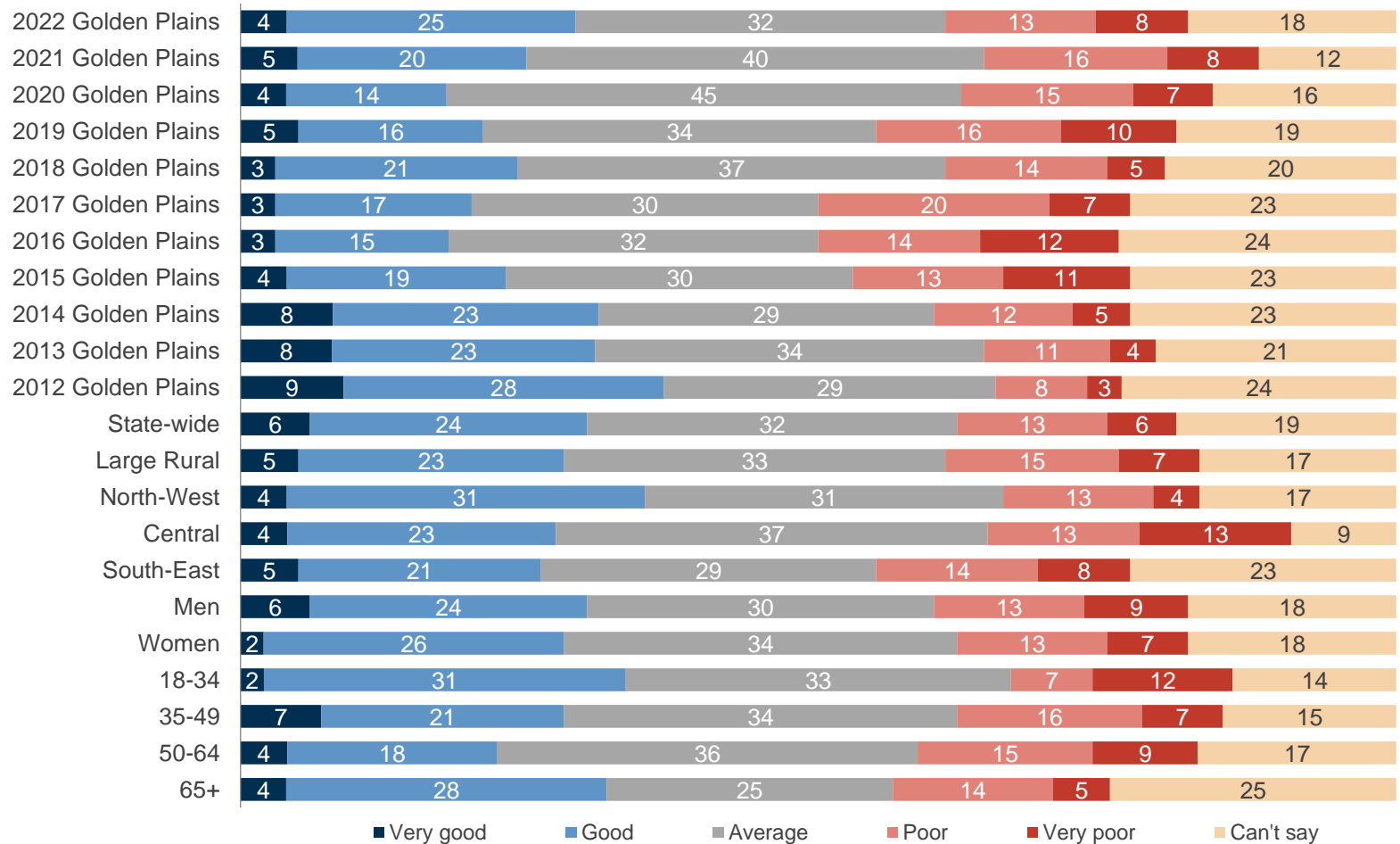
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	84	73	69	76	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	82	79	85	82	n/a	n/a	n/a	n/a	n/a	n/a
South-East	82	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	81	84	85	88	84	n/a	n/a	n/a	n/a	n/a	n/a
Golden Plains	81	80	79	82	80	n/a	n/a	n/a	n/a	n/a	n/a
Central	81	79	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	80	80	80	79	80	80	79	n/a	n/a
50-64	81	83	81	83	83	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	81	82	79	80	80	80	80	80	n/a	n/a	n/a
North-West	80	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	79	80	80	78	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	81	81	81	76	n/a	n/a	n/a	n/a	n/a	n/a

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

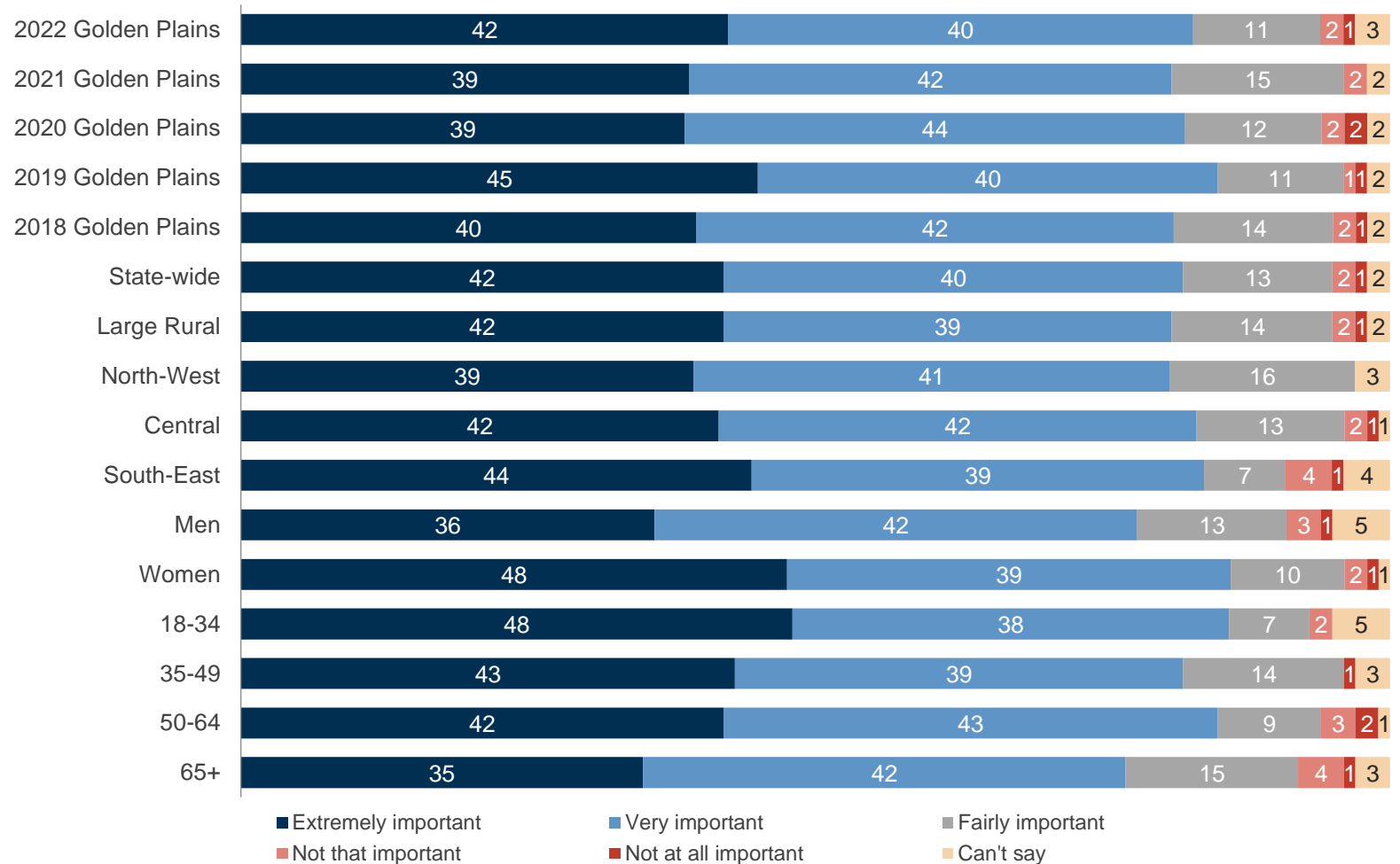
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54▲	56	53	55	54	54	54	55	57	n/a	n/a
North-West	54	49	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	52	47	47	52	51	43	45	n/a	n/a	n/a
18-34	51	53	55	55	47	48	50	47	n/a	n/a	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a	n/a	n/a
Women	51	48	46	46	51	50	44	47	n/a	n/a	n/a
Golden Plains	50	49	47	47	51	48	44	45	n/a	n/a	n/a
Men	49	49	48	47	50	46	44	43	n/a	n/a	n/a
35-49	48	45	43	40	55	47	38	42	n/a	n/a	n/a
South-East	48	51	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	47	45	38	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	46	44	46	47	45	47	46	n/a	n/a	n/a

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

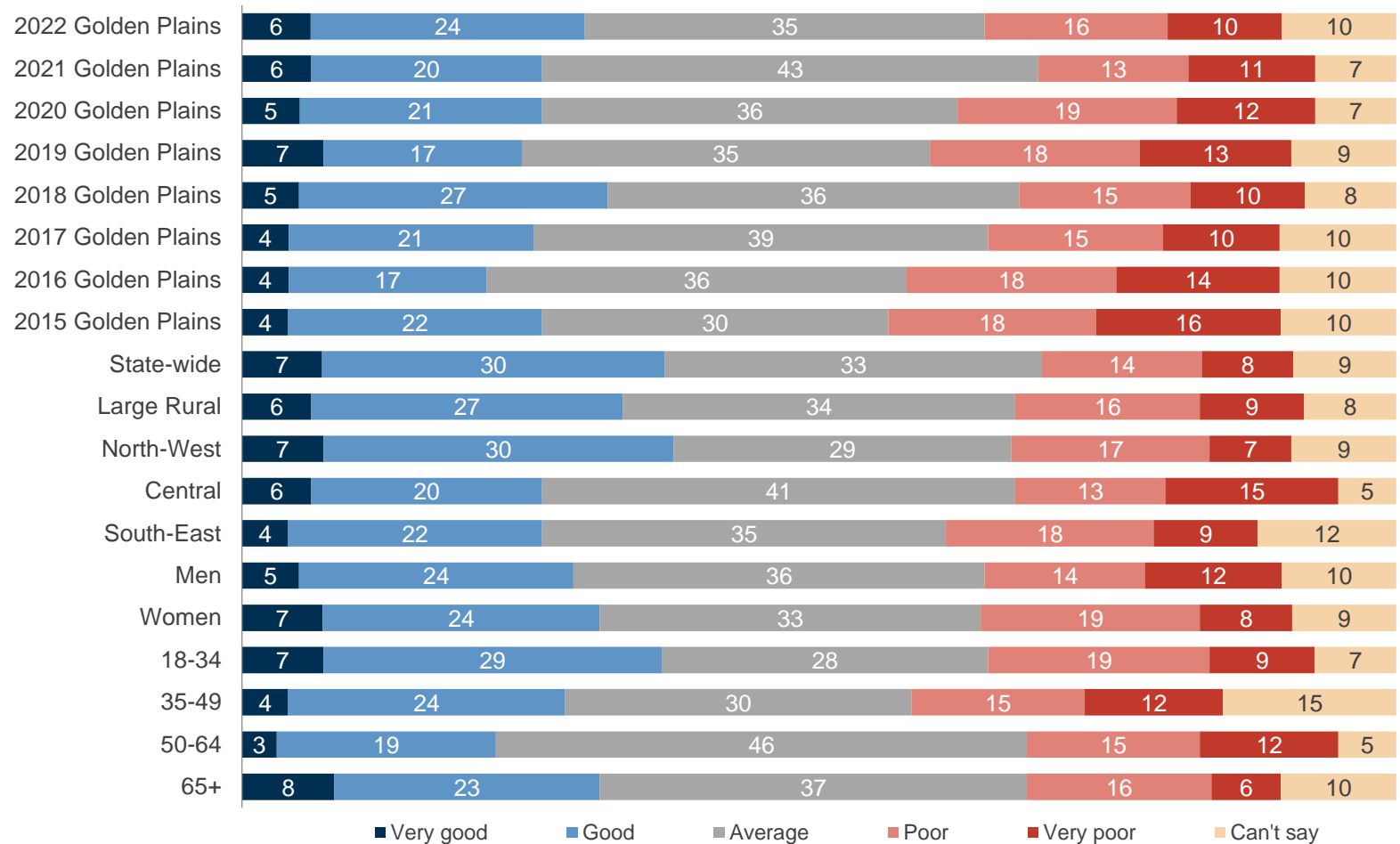
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	88▲	84	82	87	86	n/a	n/a	n/a	n/a	n/a	n/a
North-West	87	82	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	85	85	86	86	85	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	85	85	86	83	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	74	78	83	84	n/a	n/a	n/a	n/a	n/a	n/a
Golden Plains	84	82	83	85	84	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83	80	81	80	80	77	80	78	n/a	n/a	n/a
South-East	83	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	83	85	82	83	83	n/a	n/a	n/a	n/a	n/a	n/a
Central	82	83	90	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	79	79	79	80	78	78	76	77	n/a	n/a
Men	80▼	80	84	83	81	n/a	n/a	n/a	n/a	n/a	n/a

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

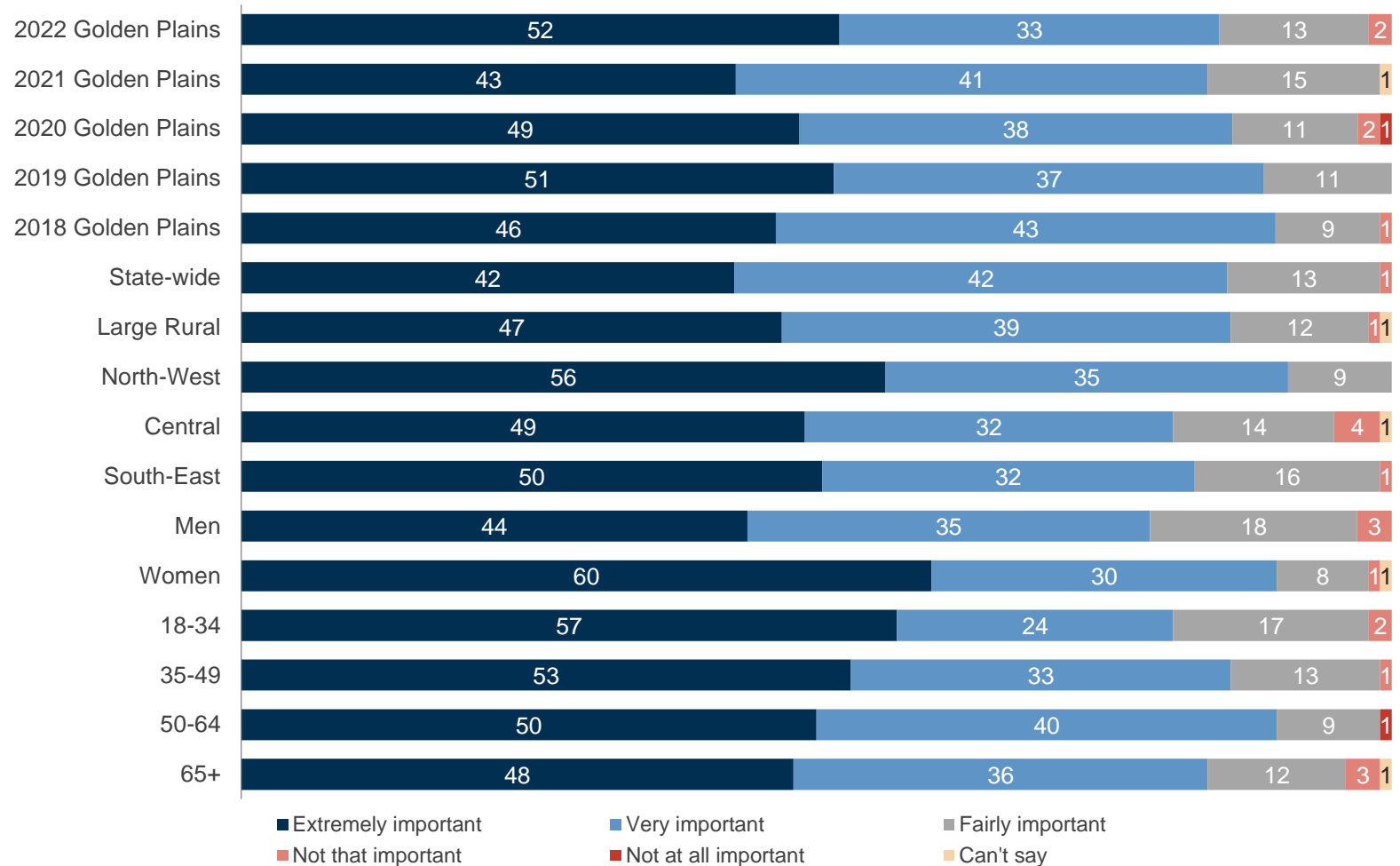
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	57	54	56	53	53	54	55	55	n/a	n/a
Large Rural	45▲	50	47	47	45	43	44	45	n/a	n/a	n/a
65+	45▲	44	44	48	46	47	45	51	n/a	n/a	n/a
South-East	40	44	40	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	39	44	38	43	45	39	45	46	n/a	n/a	n/a
Golden Plains	37	42	39	44	47	38	44	45	n/a	n/a	n/a
35-49	36	39	41	42	49	37	44	40	n/a	n/a	n/a
50-64	36	40	38	43	45	34	44	43	n/a	n/a	n/a
Central	35	40	29	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	35	41	39	44	49	38	44	44	n/a	n/a	n/a
North-West	35	42	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	32	47	31	42	49	36	45	48	n/a	n/a	n/a

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

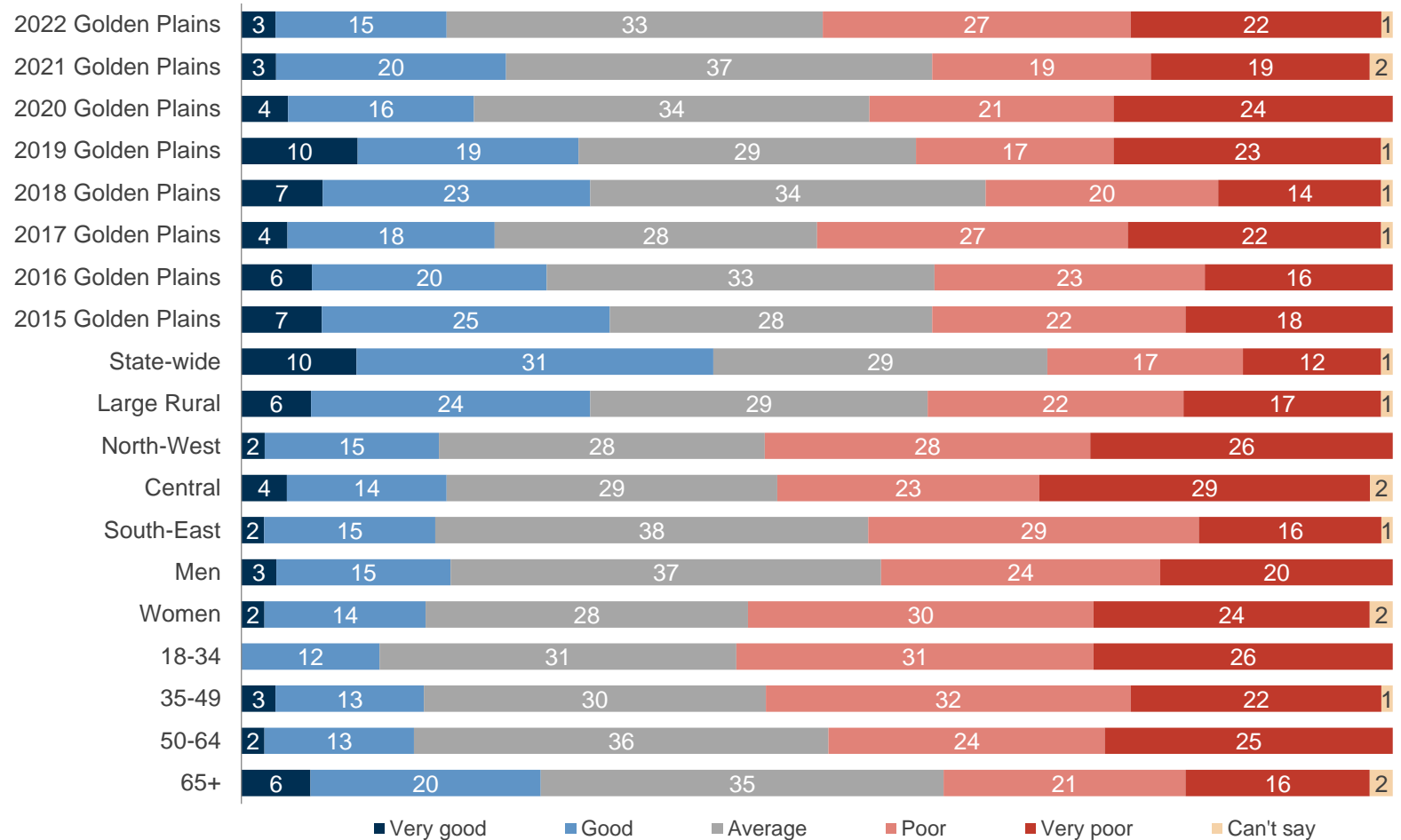
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)





Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North-West	68▲	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68▲	69	65	68	70	71	70	72	73	71	72
Large Rural	65▲	66	62	64	67	68	66	68	n/a	n/a	n/a
65+	63	63	n/a	n/a	n/a	n/a	51	62	78	72	80
Central	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	59	n/a	n/a	n/a	n/a	49	53	75	75	74
Women	62	53	n/a	n/a	n/a	n/a	43	53	74	72	73
Golden Plains	60	57	n/a	n/a	n/a	n/a	46	55	73	72	76
Men	58	62	n/a	n/a	n/a	n/a	49	57	73	72	78
35-49	57	53	n/a	n/a	n/a	n/a	37	49	72	72	76
50-64	57	55	n/a	n/a	n/a	n/a	50	58	71	71	74
South-East	53▼	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

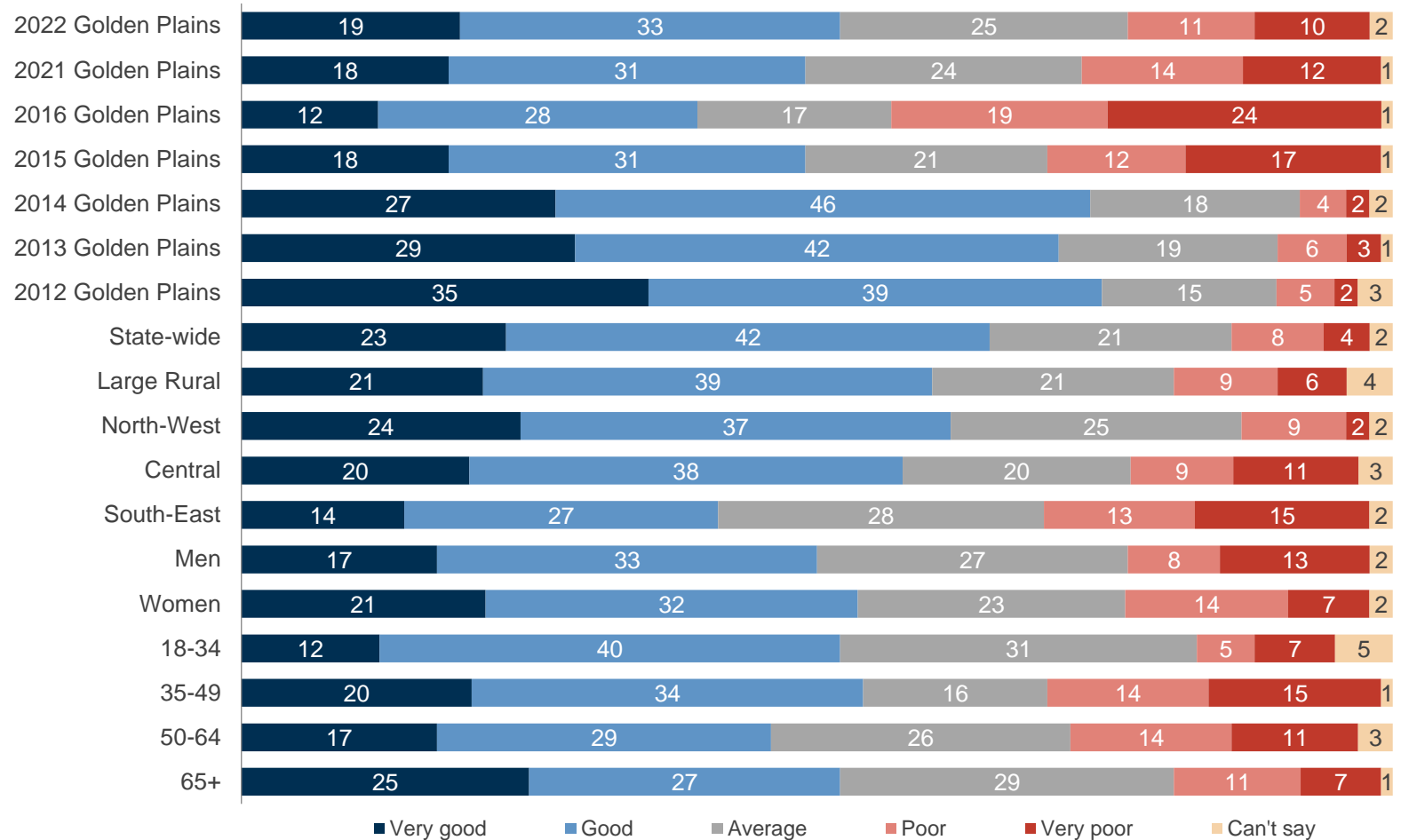
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)





Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	89▲	79	74	81	78	n/a	n/a	n/a	n/a	n/a	n/a
Women	88	87	83	84	86	n/a	n/a	n/a	n/a	n/a	n/a
Central	87	86	88	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North-West	86	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	86	83	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Golden Plains	85	84	81	82	81	n/a	n/a	n/a	n/a	n/a	n/a
50-64	85	86	84	84	82	n/a	n/a	n/a	n/a	n/a	n/a
South-East	84	83	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	83	81	80	80	80	79	79	78	78	81	80
Men	83	81	80	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	82▼	80	79	79	78	77	78	76	n/a	n/a	n/a
65+	82	84	84	81	84	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

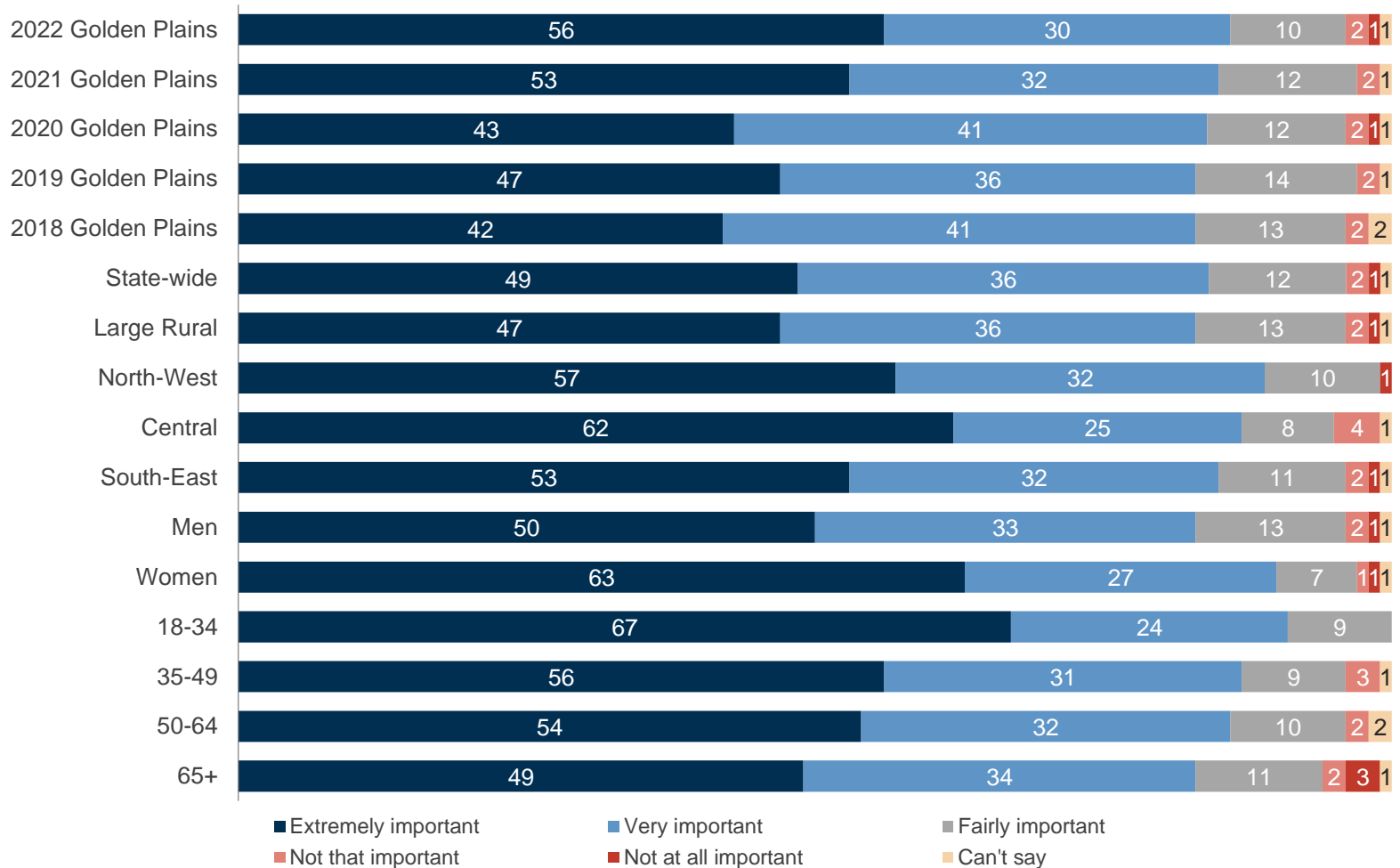
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	41▲	45	44	44	43	44	43	45	45	44	46
65+	41▲	39	37	44	42	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	39▲	44	42	41	41	42	43	44	n/a	n/a	n/a
Men	36	38	35	35	40	n/a	n/a	n/a	n/a	n/a	n/a
North-West	35	39	38	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South-East	35	38	36	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	34	32	39	34	42	n/a	n/a	n/a	n/a	n/a	n/a
Golden Plains	33	36	36	36	41	n/a	n/a	n/a	n/a	n/a	n/a
Women	31	35	37	38	42	n/a	n/a	n/a	n/a	n/a	n/a
50-64	29	34	35	35	38	n/a	n/a	n/a	n/a	n/a	n/a
18-34	29	40	32	34	42	n/a	n/a	n/a	n/a	n/a	n/a
Central	29	29	28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

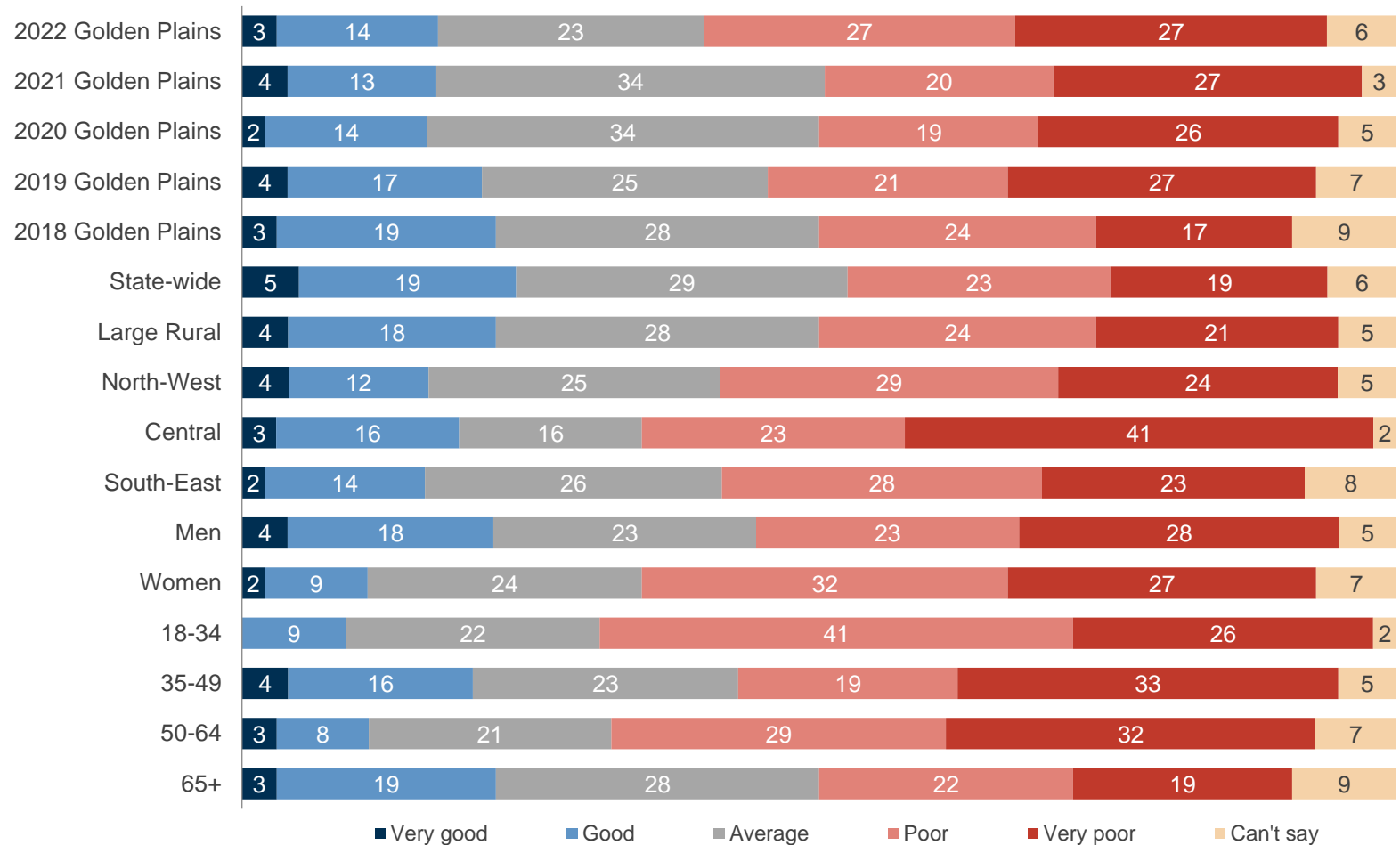
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

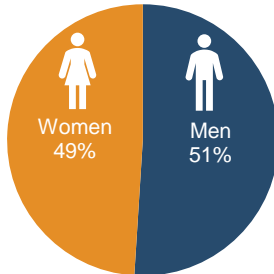
Detailed demographics



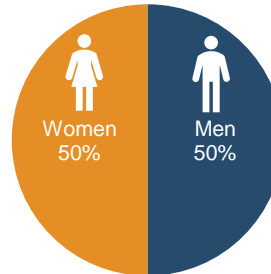
Gender and age profile

2022 gender

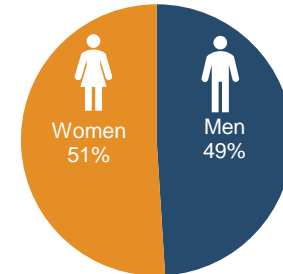
Golden Plains



Large Rural

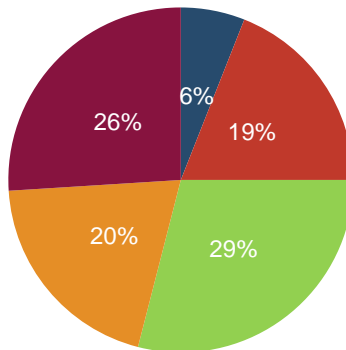


State-wide

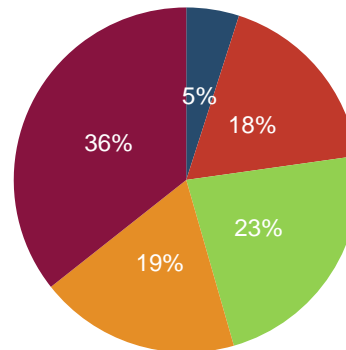


2022 age

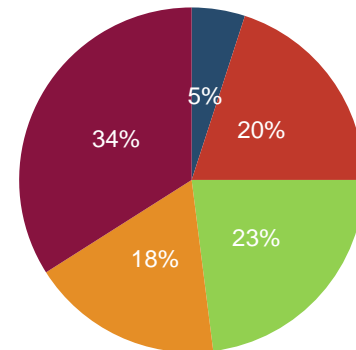
Golden Plains



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Golden Plains Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 17,800 people aged 18 years or over for Golden Plains Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Golden Plains Shire Council	400	400	+/-4.9
Men	181	203	+/-7.3
Women	219	197	+/-6.6
North-West	141	131	+/-8.2
Central	89	90	+/-10.4
South-East	170	179	+/-7.5
18-34 years	42	99	+/-15.3
35-49 years	79	116	+/-11.1
50-64 years	123	81	+/-8.8
65+ years	156	104	+/-7.8



Appendix A: Significant difference reporting notation

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

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

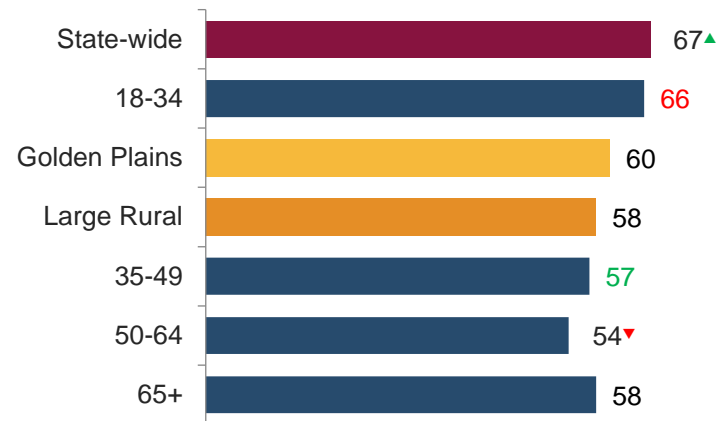
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the strokes of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the top left stroke, and a bar chart with several bars of varying heights in the bottom right stroke.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

A total of n=400 completed interviews were achieved in Golden Plains Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 vary slightly.

Council Groups

Golden Plains 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, Campaspe, Colac Otway, Corangamite, 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 Golden Plains Shire Council for this 2022 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 can not be made within the reported charts.



Appendix B: 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 Golden Plains 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 2012-2022 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 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 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2022 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.

**THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



J W S R E S E A R C H