

Local Government Community Satisfaction Survey

Golden Plains Shire Council 2023 Tailored Questions

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





Communication channels – best way to communicate

2023 communication channels – best way to communicate (%)

		2022	2021	2020	2019
Email newsletters	27	23	22	11	14
The Gazette	23	30	26	32	28
Social media	21	19	22	21	24
Community newsletters	12	7	9	13	15
Golden Plains Times Newspaper	5	5	4	5	5
Phone call	4	N/A	N/A	N/A	N/A
Regional papers such as the Geelong Advertiser and Ballarat Courier	2	6	6	7	3
Council website	2	3	1	1	2
Direct mail	<0.5	N/A	N/A	N/A	N/A
Other	9	7	8	9	8
Don't know / can't say	2	1	2	1	1

GPQ13. If Golden Plains Shire Council was going to get in touch with you to inform you about Council news, information and upcoming events, which ONE of the following is the BEST way to communicate and engage with you?

Base: All respondents (n=400).

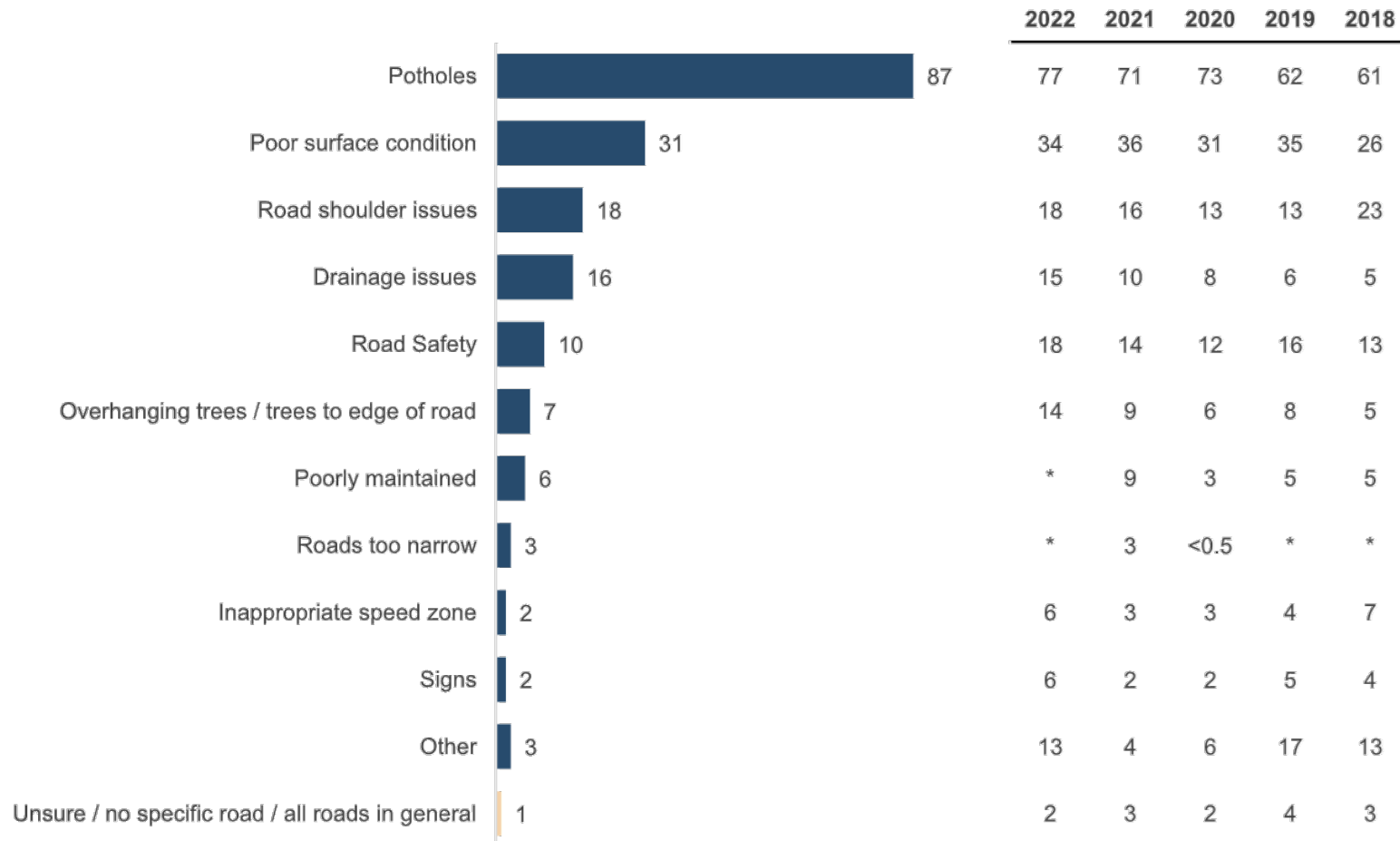
To further investigate the 9% 'Other' responses, please refer to verbatim responses in additional data file.

Major complaint that influences rating of local sealed roads



2023 major complaint that influences rating of local sealed roads (%)

Multiple response allowed



GP5. You earlier rated the performance of sealed local roads as [average / poor / very poor], what is your major complaint that influenced your rating of sealed local roads?

Base: Respondents who rated sealed local roads as average / poor / very poor (n=323).

To further investigate the 3% 'Other' responses, please refer to verbatim responses in additional data file.

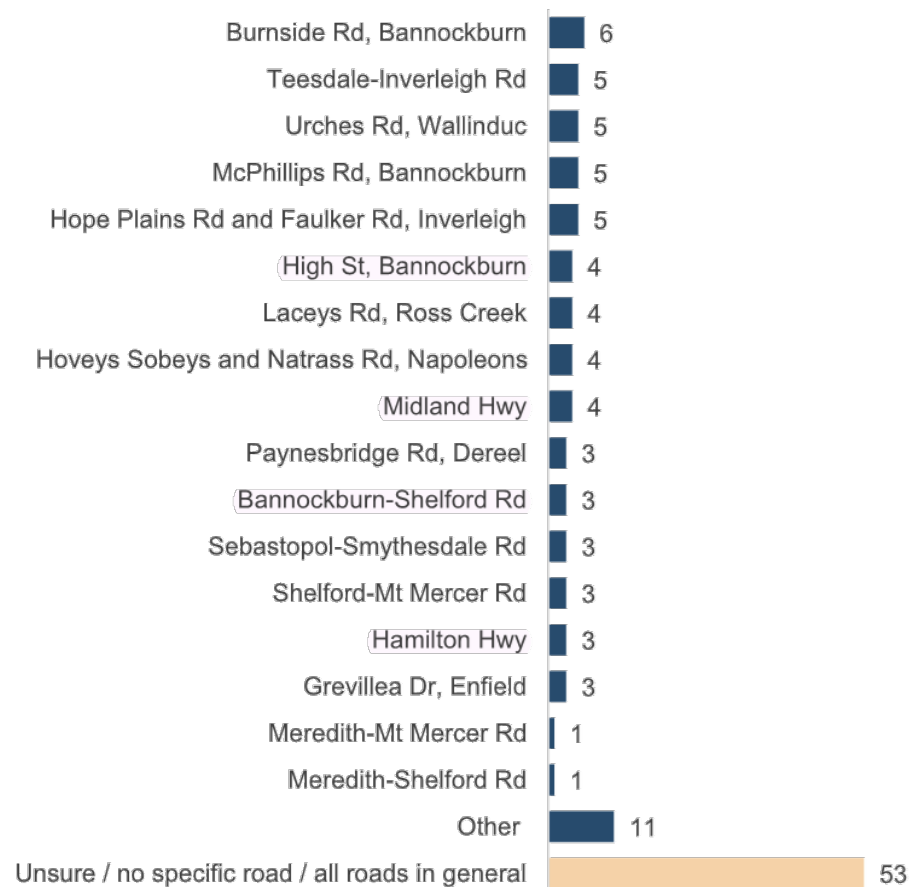
* Any mentions of this complaint included in 'Other'.

J W S R E S E A R C H 3



Sealed local roads of concern

2023 sealed local roads of concern (%)



GP5A. Can you specify which particular sealed local road or roads are of concern?

Base: Respondents who rated sealed local roads as average / poor / very poor (n=178).

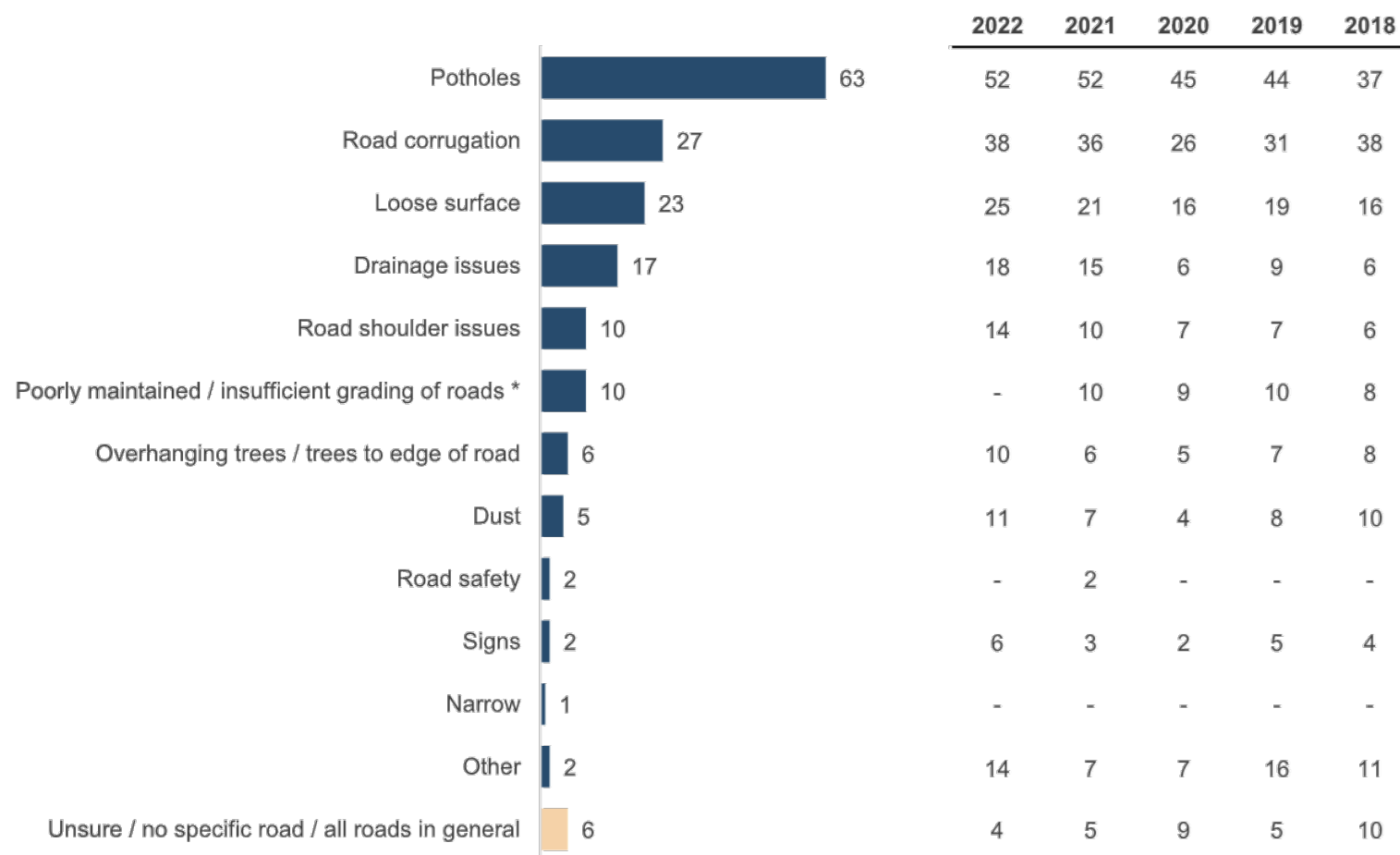
To further investigate the 11% 'Other' responses, please refer to verbatim responses in additional data file.



Major complaint that influences rating of unsealed roads

2023 major complaint that influences rating of unsealed roads (%)

Multiple response allowed



GP7. You earlier rated the performance of unsealed local roads as [average / poor / very poor], what is your major complaint that influenced your rating of unsealed roads?

Base: Respondents who rated unsealed local roads as average / poor / very poor (n=340).

* 2018-2020 data shows 'insufficient grading of roads' responses

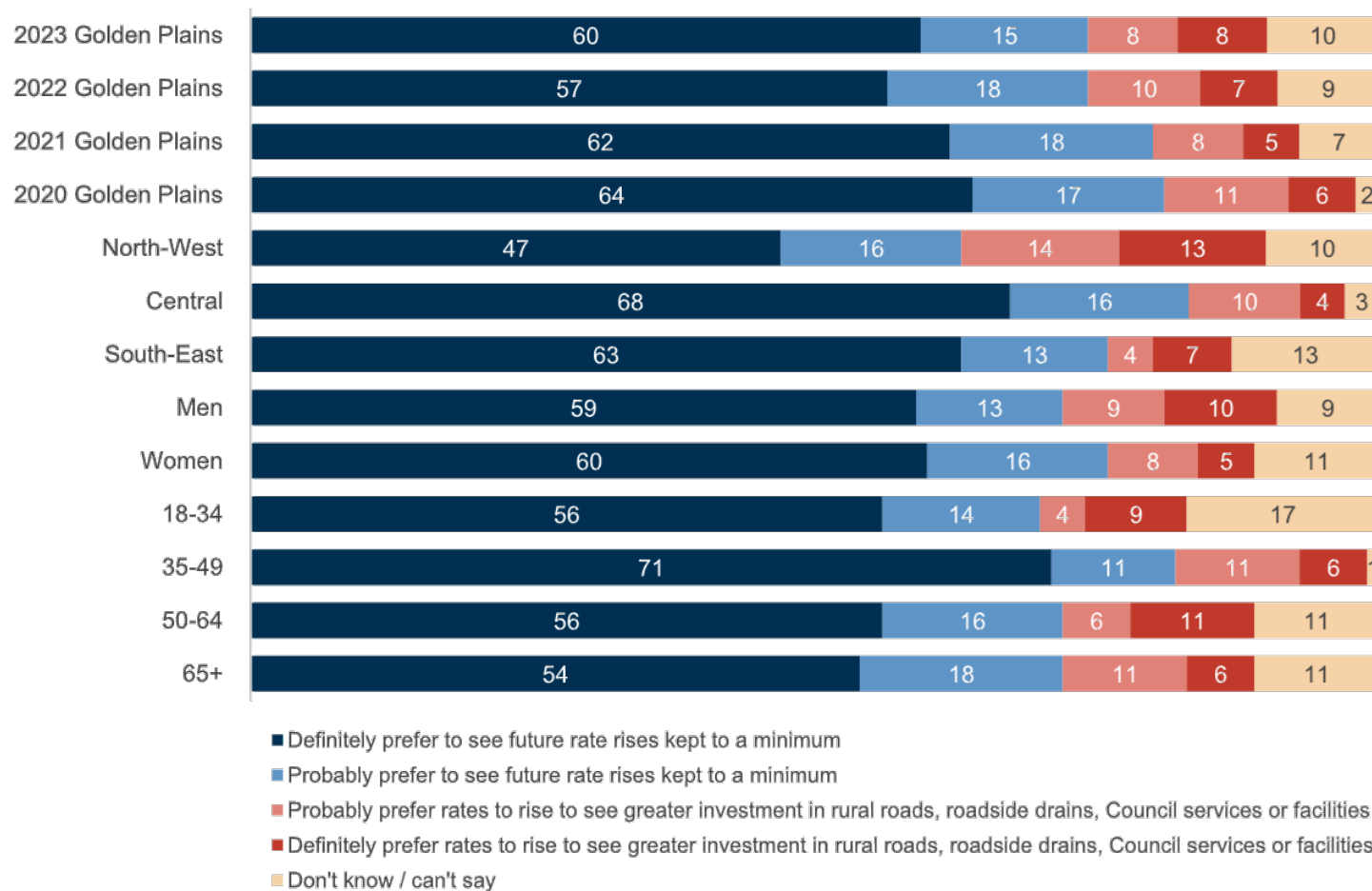
To further investigate the 2% 'Other' responses, please refer to verbatim responses in additional data file.

J W S R E S E A R C H 5



Rate and investment trade-off

2023 rate and investment trade-off (%)

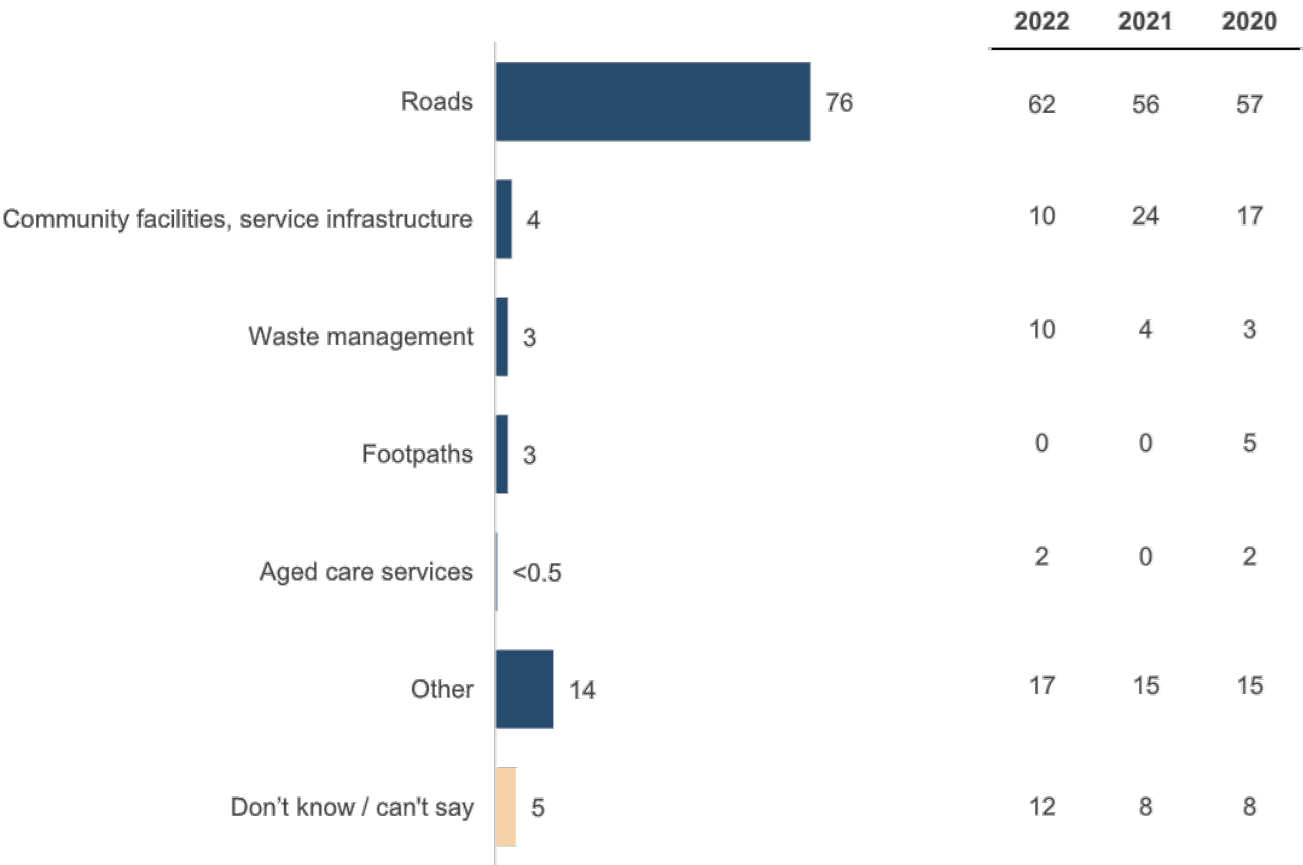


GP30. If you had to choose, would you prefer to see council rates rise to improve rural roads, roadside drains, council services or facilities OR would you prefer to see future rate rises kept to a minimum?
 Base: All respondents (n=400).



Services or facilities needing greater investment

2023 services or facilities needing greater investment (%)

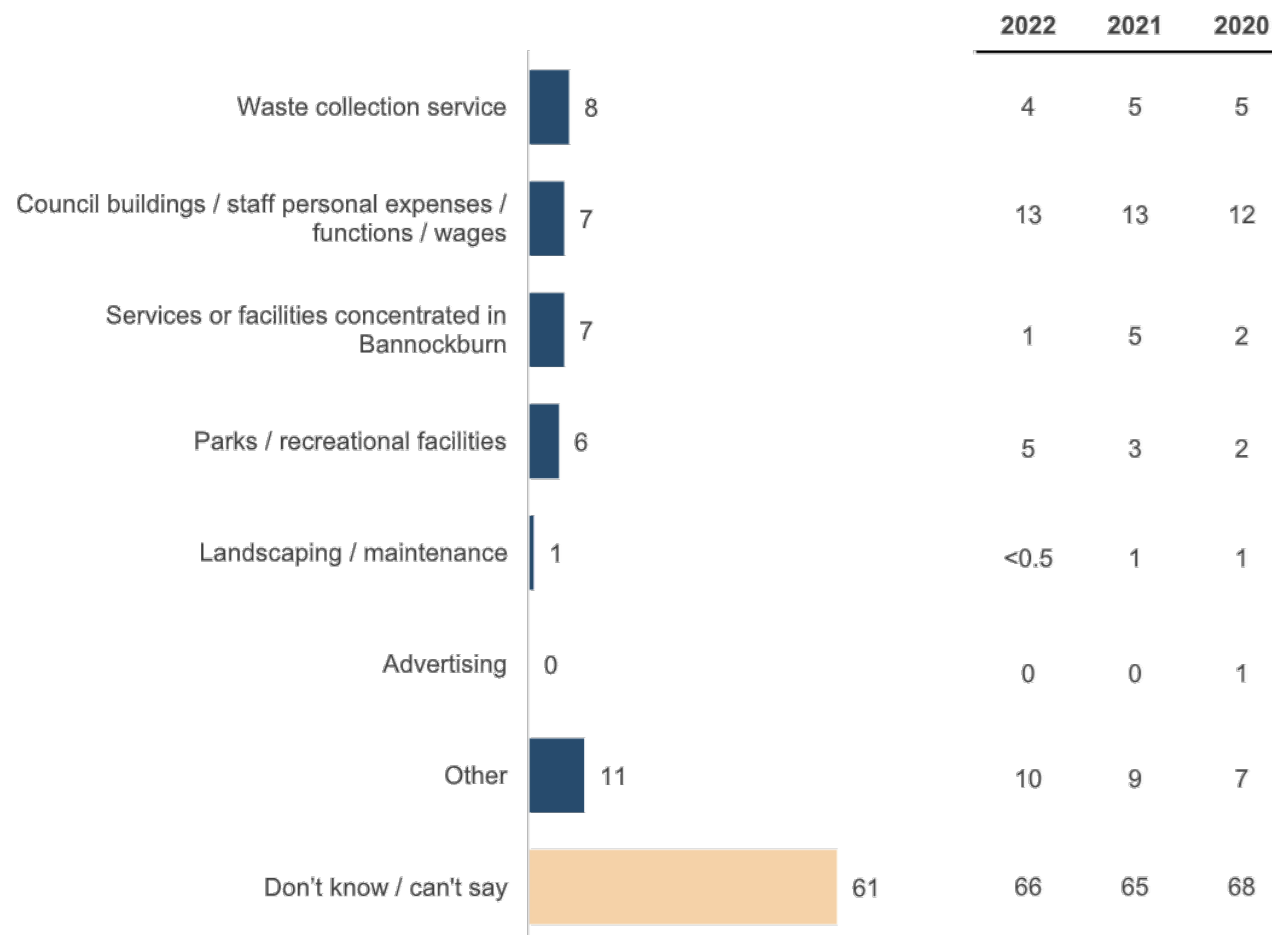


GP30A. Where would you like to see this greater investment?
Base: Respondents who would prefer to see council rates rise to improve rural roads, council services or facilities (n=67).
To further investigate the 14% 'Other' responses, please refer to verbatim responses in additional data file.

Services or facilities where investment could be reduced



2023 services or facilities where investment could be reduced (%)



GP30B. What services or facilities would you be prepared to see reduced?

Base: Respondents who would prefer to see future rate rises kept to a minimum (n=294).

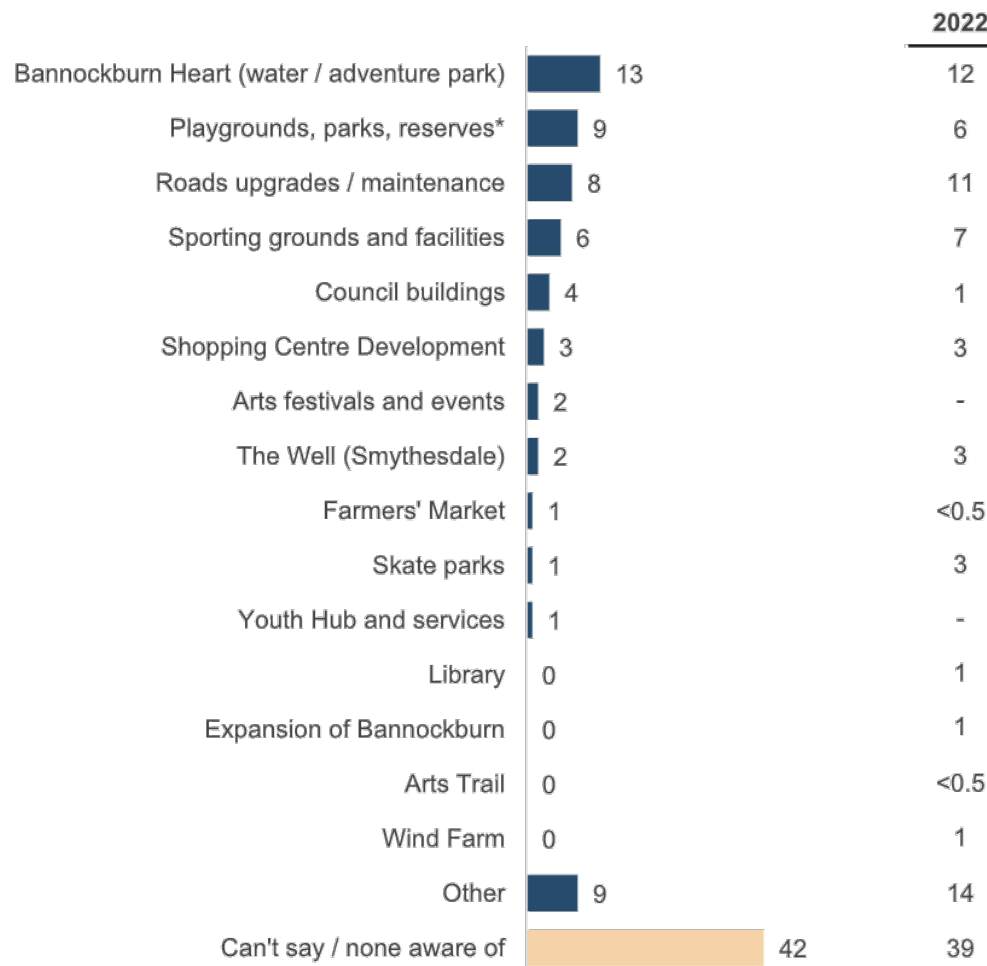
To further investigate the 11% 'Other' responses, please refer to verbatim responses in additional data file.

J W S R E S E A R C H 8

Best achievement or project that Council has delivered in recent years



2023 best achievement project that Council has delivered in recent years (%)



*Wording change from 2022 – previously 'Playgrounds, parks'.

GP31. What do you think is the best achievement or project that Golden Plains Shire Council has delivered in recent years?

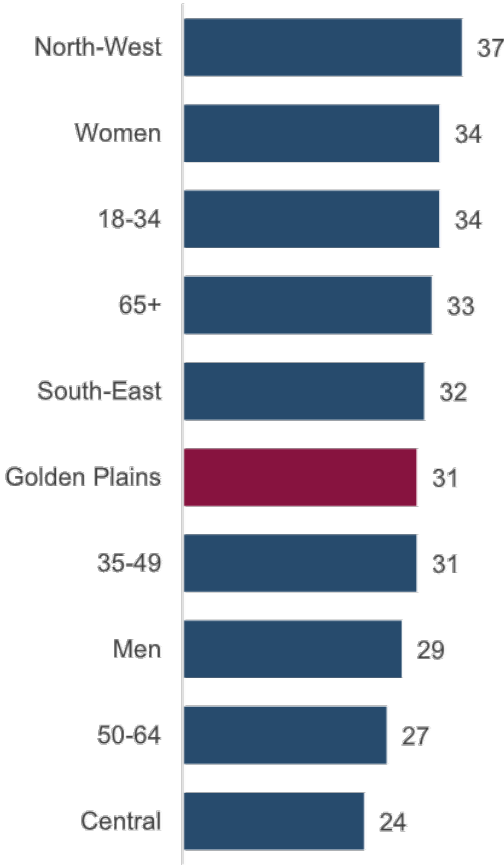
Base: All respondents (n=400).

To further investigate the 9% 'Other' responses, please refer to the verbatim responses in additional data file.



Roadside drains performance

2023 roadside drains performance (index scores)

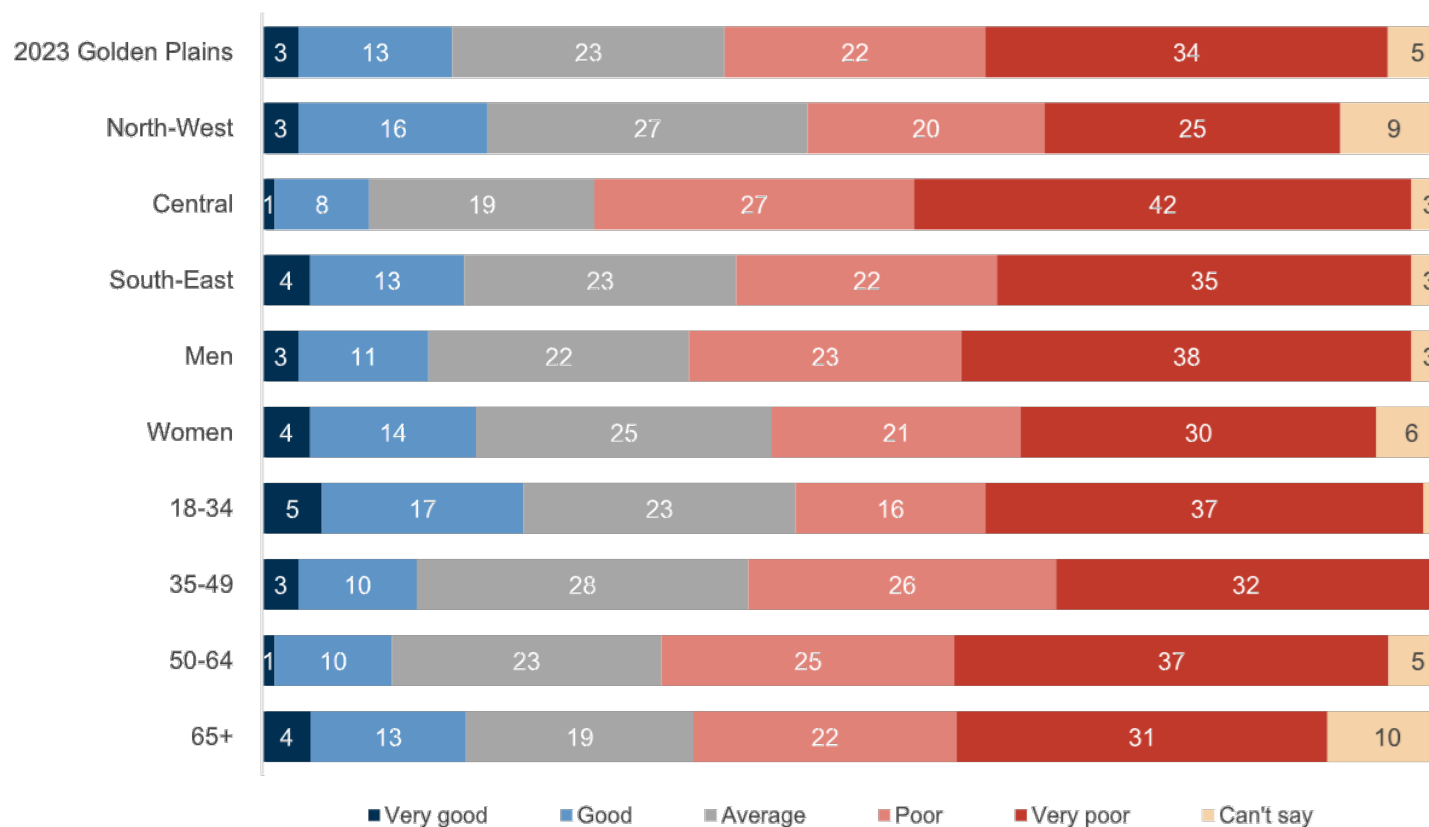


GP1. And how about Roadside drains in your area? Would you say that their performance on this has been very good, good, average, poor or very poor? J W S R E S E A R C H 10
Base: All respondents (n=400).



Roadside drains performance

2023 roadside drains performance (%)

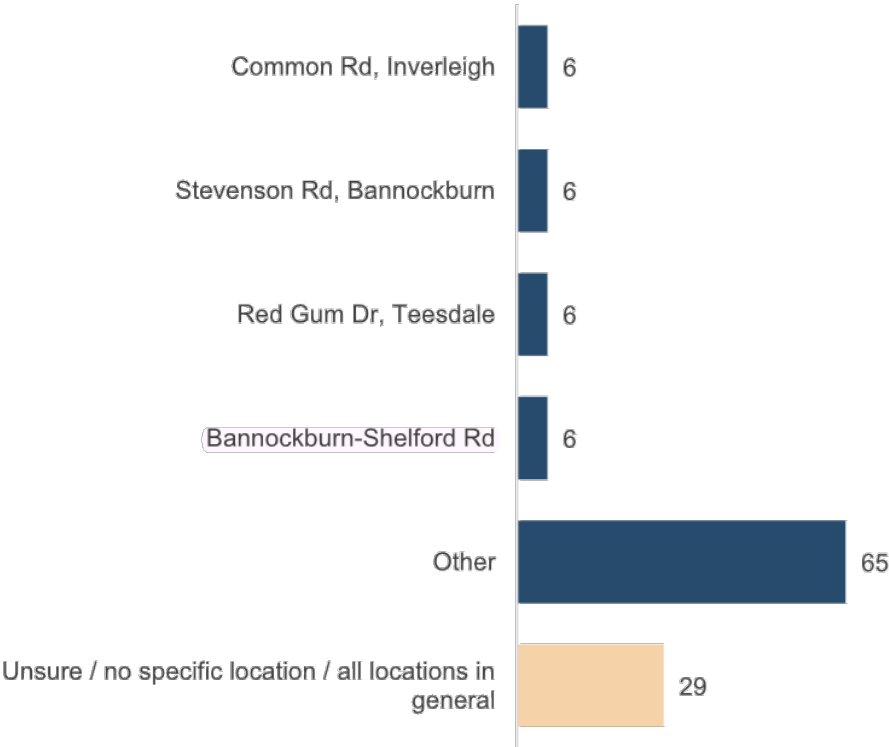


GP1. And how about Roadside drains in your area? Would you say that their performance on this has been very good, good, average, poor or very poor? **J W S R E S E A R C H** 11
 Base: All respondents (n=400).



Roadside drains of concern

2023 roadside drains of concern (%)

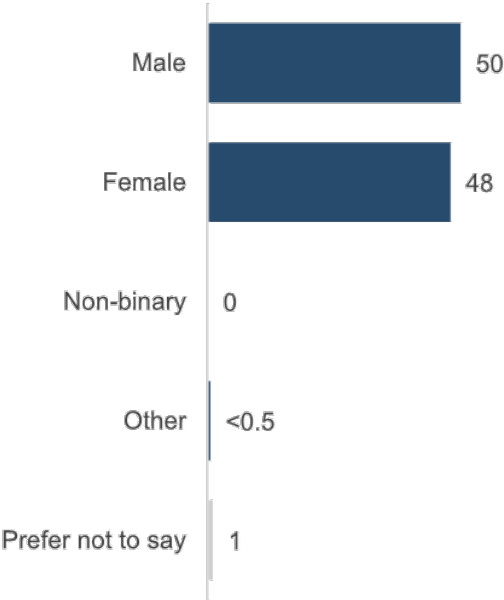


GP2. You earlier rated the performance of roadside drains in your area as [average / poor / very poor], can you specify which particular locations are of concern?
Base: Respondents who would prefer to see future rate rises kept to a minimum (n=279).
To further investigate the 65% 'Other' responses, please refer to verbatim responses in additional data file.



Gender identity

2023 gender identity (%)

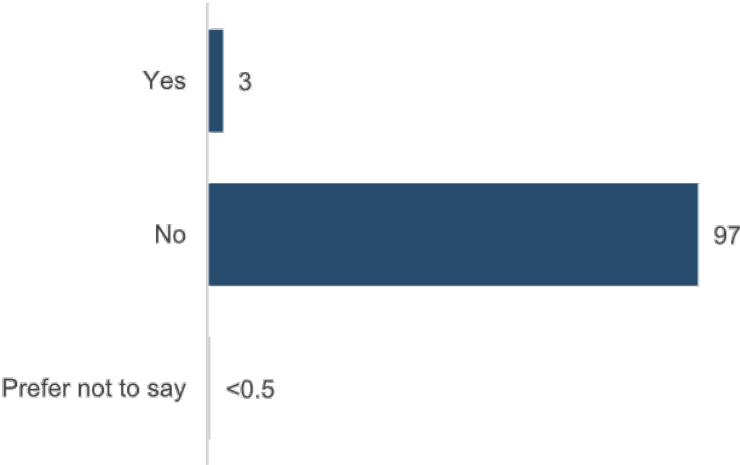


GP33. What gender do you identify with?
Base: All respondents (n=400).



Aboriginal or Torres Strait Islander

2023 Aboriginal or Torres Strait Islander (%)

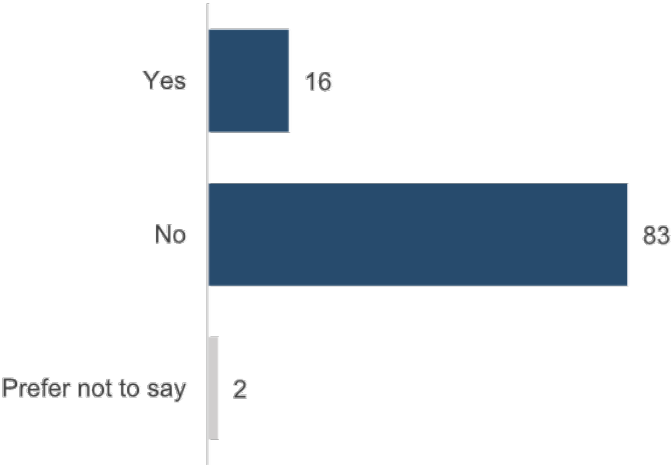


GP34. Do you identify as Aboriginal or Torres Strait Islander?
Base: All respondents (n=400).



Disability

2023 disability (%)

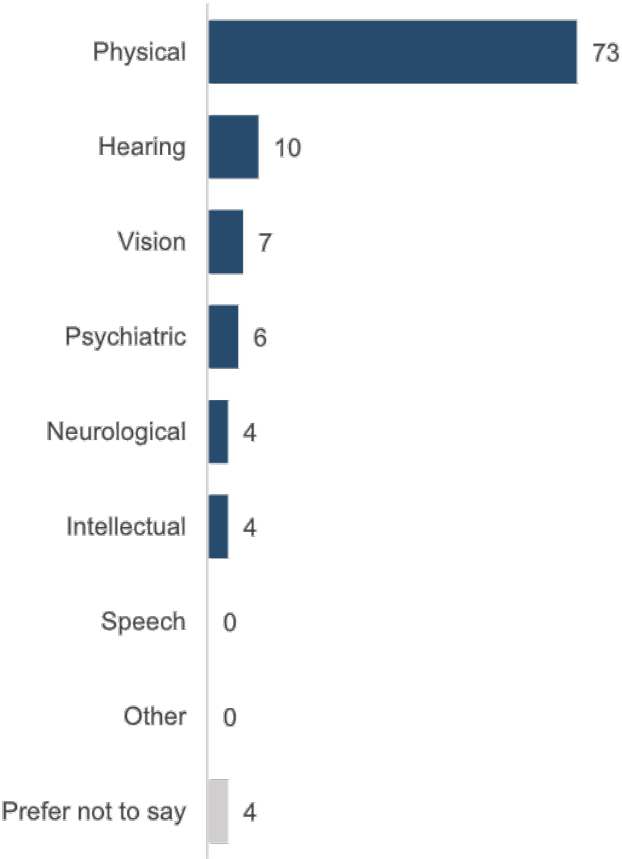


GP35. Do you have a disability, that is, any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months?
Base: All respondents (n=400).



Disability type

2023 disability type (%)



GP36. How would you best describe your disability?
Base: Respondents living with disability that limits, restricts or impairs everyday activities, that has lasted or will last six months (n=73).

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

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WHAT THEY'RE
THINKING.**



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