



2021 Local Government Community Satisfaction Survey

Northern Grampians Shire Council

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



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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-second 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 22 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 22 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.

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



Northern Grampians Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Northern Grampians 55



State-wide 61



Small Rural 60

Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	None	<ul style="list-style-type: none"> Waste management Consultation & engagement Sealed local roads
Compared to group average	None	<ul style="list-style-type: none"> Waste management Consultation & engagement



Summary of core measures

Index scores

Overall performance

Consultation & engagement

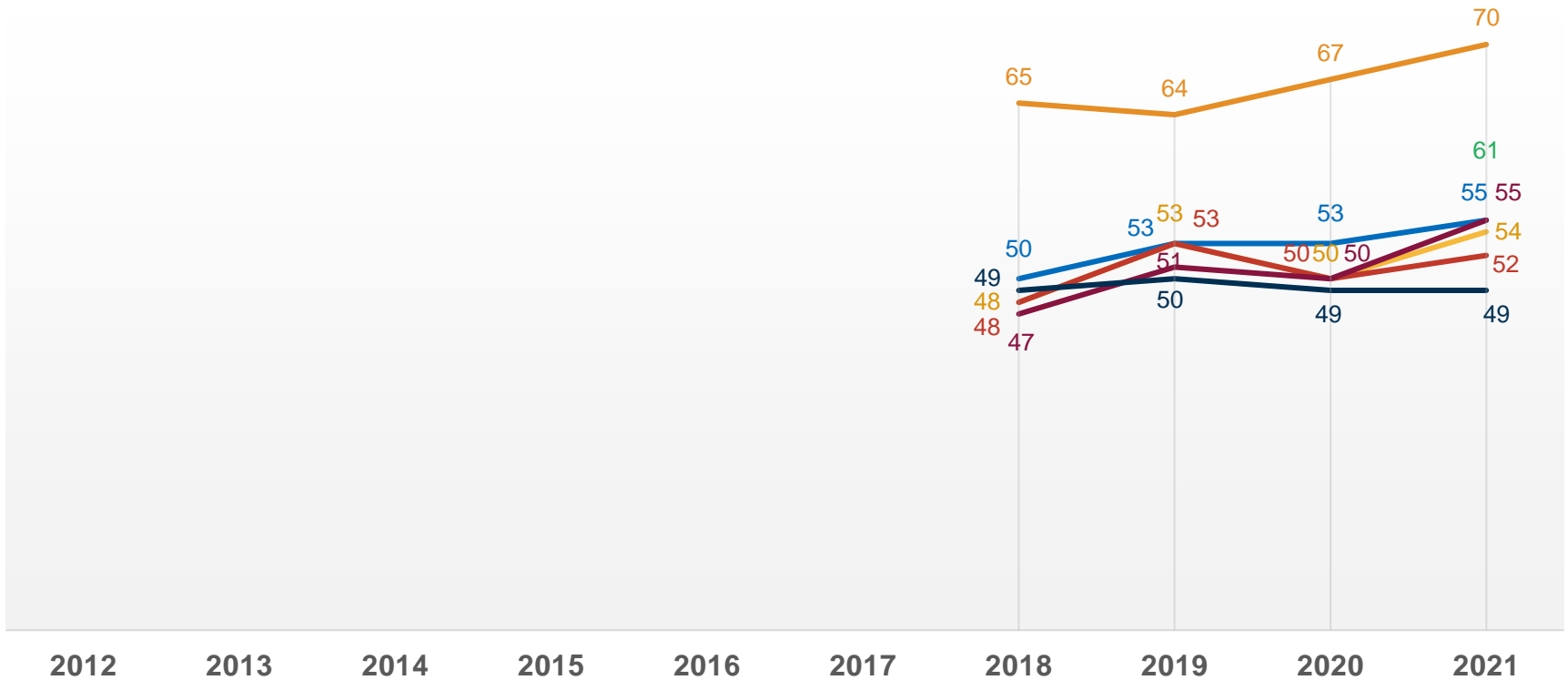
Community decisions

Sealed local roads

Waste management

Customer service

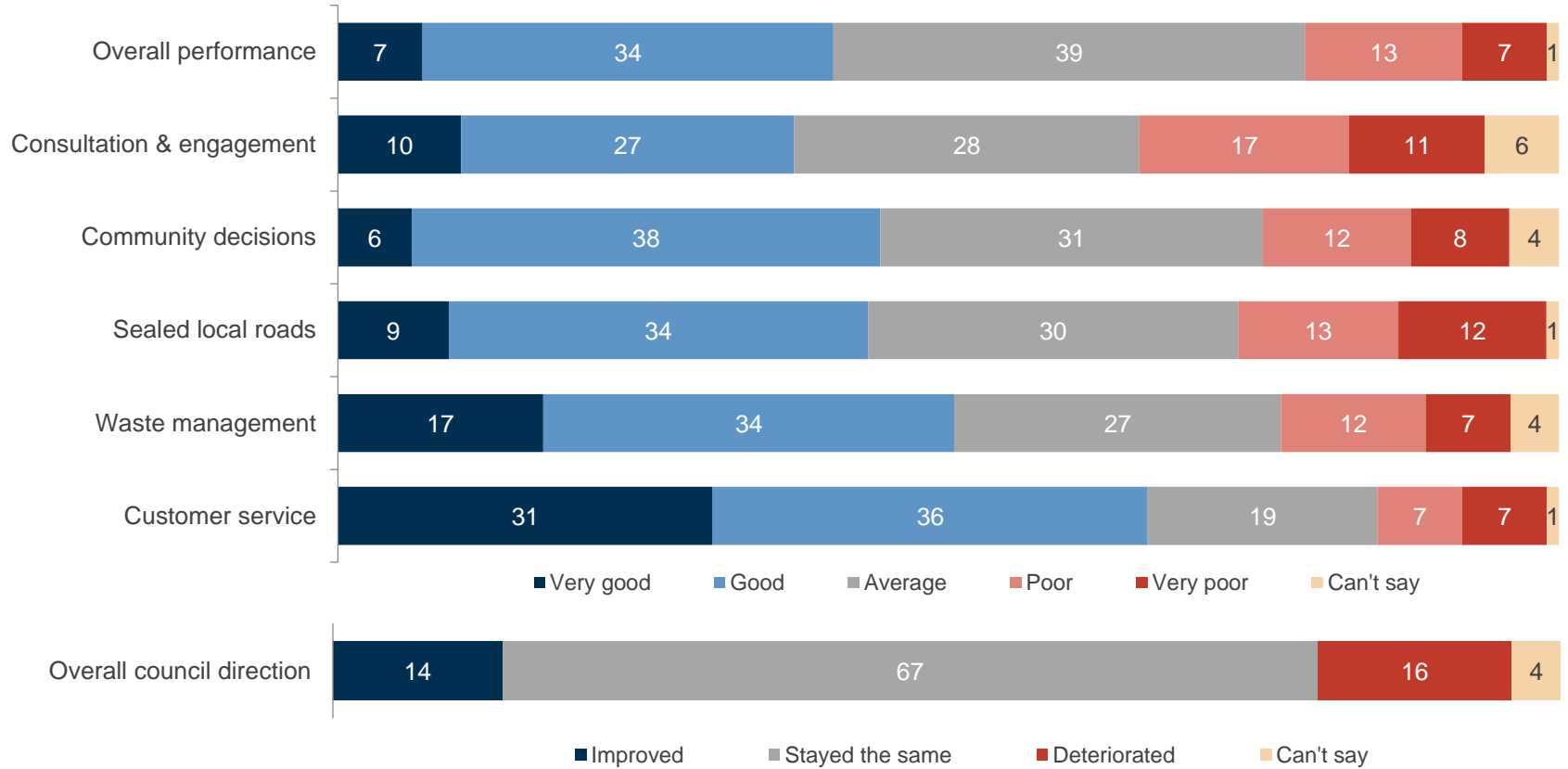
Overall council direction













Summary of core measures

Core measures summary results (%)



Summary of Northern Grampians Shire Council performance



Services		Northern Grampians 2021	Northern Grampians 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	55	53	60	61	Aged 18-34 years, Stawell residents	St Arnaud residents
	Value for money	49	-	52	54	Stawell residents	Surrounding areas residents
	Overall council direction	49	49	53	53	Stawell residents	St Arnaud residents
	Customer service	70	67	69	70	Aged 18-34 years	Aged 35-49 years
	Waste management	61	-	68	69	Stawell residents	Aged 50-64 years, Surrounding areas residents
	Community decisions	55	50	56	56	Stawell residents	St Arnaud residents
	Sealed local roads	54	50	53	57	Stawell residents	Surrounding areas residents
	Consultation & engagement	52	50	56	56	Stawell residents	St Arnaud residents



Focus areas for the next 12 months

Overview

After stabilising last year, perceptions of Council's performance across most service areas improved in 2021. Overall performance is rated at its highest level to date, suggesting Council is consolidating the gains made in 2019. Strong performance in waste management (first measured in 2021) and significant improvement in decisions made in the interests of the community underpin these positive results.

Focus areas

Despite some improvement in perceptions in 2021, consultation and engagement with the community remains Council's lowest performing area. Vigilance in this area over the next 12 months will be crucial to improve upon current performance. Similarly, strengthening gains made in 2021 with sealed local roads will help improve overall perceptions of Council's performance.

Comparison to state and area grouping

Decisions made in the interests of the community and customer service are the areas where Council performs in line with the Small Rural group and State-wide averages. On waste management and consultation and engagement however, Council rates significantly lower than the Small Rural group and State-wide averages. Attention could be focused in these areas to bring them into line with the Small Rural group average.

Maintain gains achieved to date

Council should seek to reinforce and build upon gains made in 2021. Strengthening significant improvements in perceptions of decisions made in the interests of the community and maintaining the current peak ratings on sealed local roads (particularly in areas other than Stawell) and customer service, will be important to continue improving overall opinions of Council. Despite some improvement in perceptions in 2021, residents of St Arnaud, Surrounding areas and those aged 50 to 64 years remain cohorts of concern for Council.

DETAILED FINDINGS



Overall performance

Overall performance

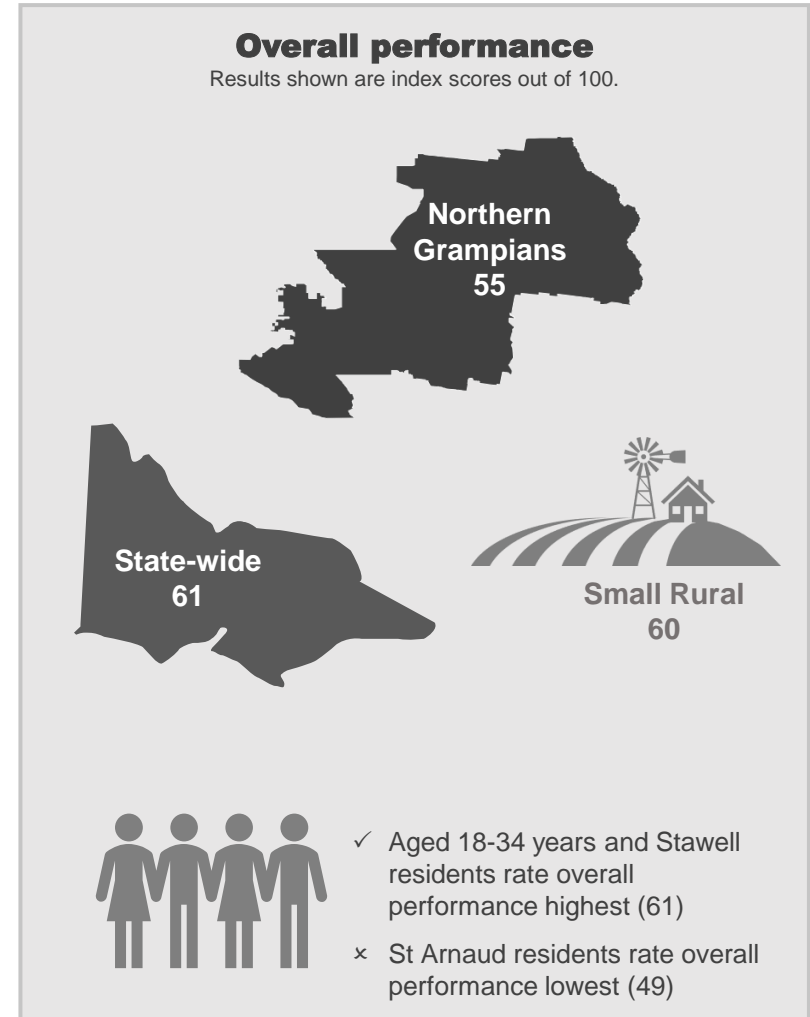
The overall performance index score of 55 for Northern Grampians Shire Council represents a two-point improvement on its 2020 result. While not a statistically significant increase (at the 95% confidence interval), this signals a return to the upward trend in performance observed in 2019.

- Overall performance is now at its highest level since measurement began in 2018.

Council's overall performance is rated significantly lower than the Small Rural Group and State-wide averages (index scores of 60 and 61 respectively).

- In line with the overall trend, ratings across most demographic and geographic cohorts improved moderately in the past year.
- Perceptions of performance are significantly higher among residents aged 18 to 34 years and those in Stawell (index score of 61 for both).
- Ratings of performance among St Arnaud residents (index score of 49) remain significantly lower than the Council average.

Perceptions of value for money received from Council in infrastructure and services provided to community are mixed. One in three residents equally rate value for money as either 'very good' or 'good' (33%), average (33%), or 'very poor' or 'poor' (31%).





Overall performance

2021 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61▲	60	57	49	n/a	n/a	n/a	n/a	n/a
Stawell	61▲	57	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61▲	58	60	59	59	60	61	60	60
Small Rural	60▲	56	58	56	58	57	59	n/a	n/a
Women	56	54	54	53	n/a	n/a	n/a	n/a	n/a
65+	56	56	57	54	n/a	n/a	n/a	n/a	n/a
Northern Grampians	55	53	53	50	n/a	n/a	n/a	n/a	n/a
Men	55	52	53	48	n/a	n/a	n/a	n/a	n/a
35-49	53	49	48	50	n/a	n/a	n/a	n/a	n/a
Surrounding areas	52	53	53	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	45	49	46	n/a	n/a	n/a	n/a	n/a
St Arnaud	49▼	45	47	n/a	n/a	n/a	n/a	n/a	n/a

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

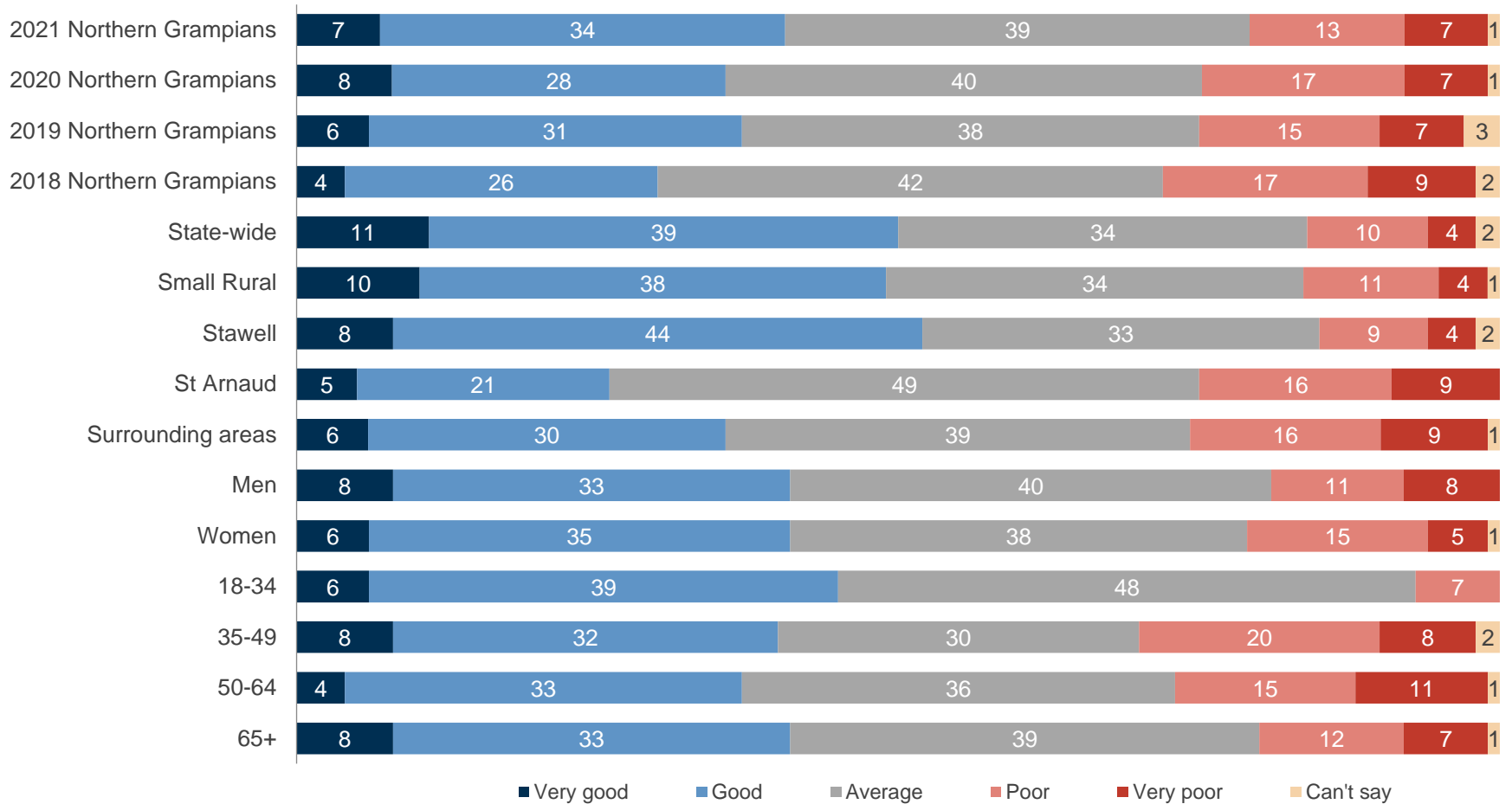
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 overall performance (%)

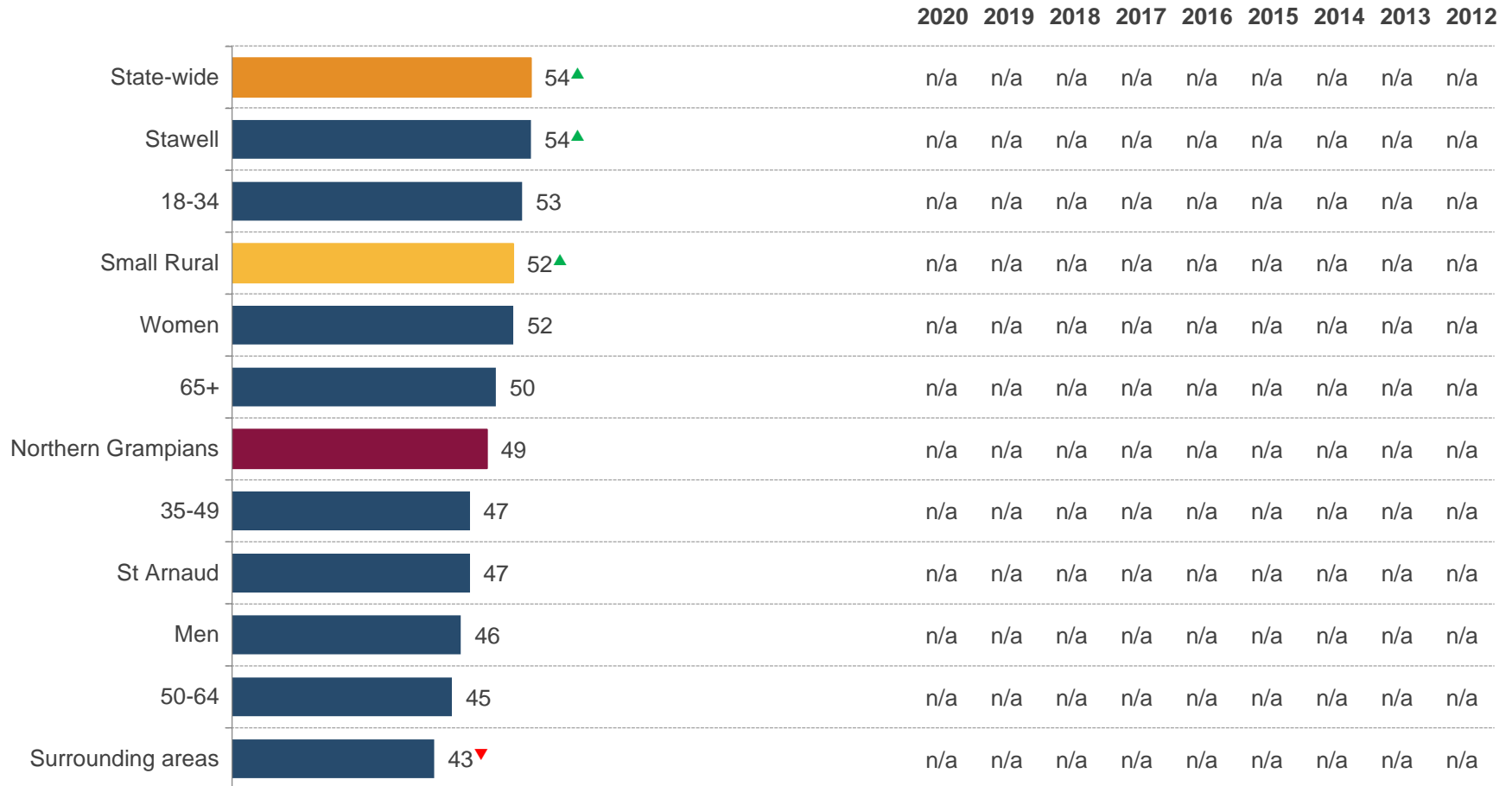


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Northern Grampians Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Value for money in services and infrastructure

2021 value for money (index scores)



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

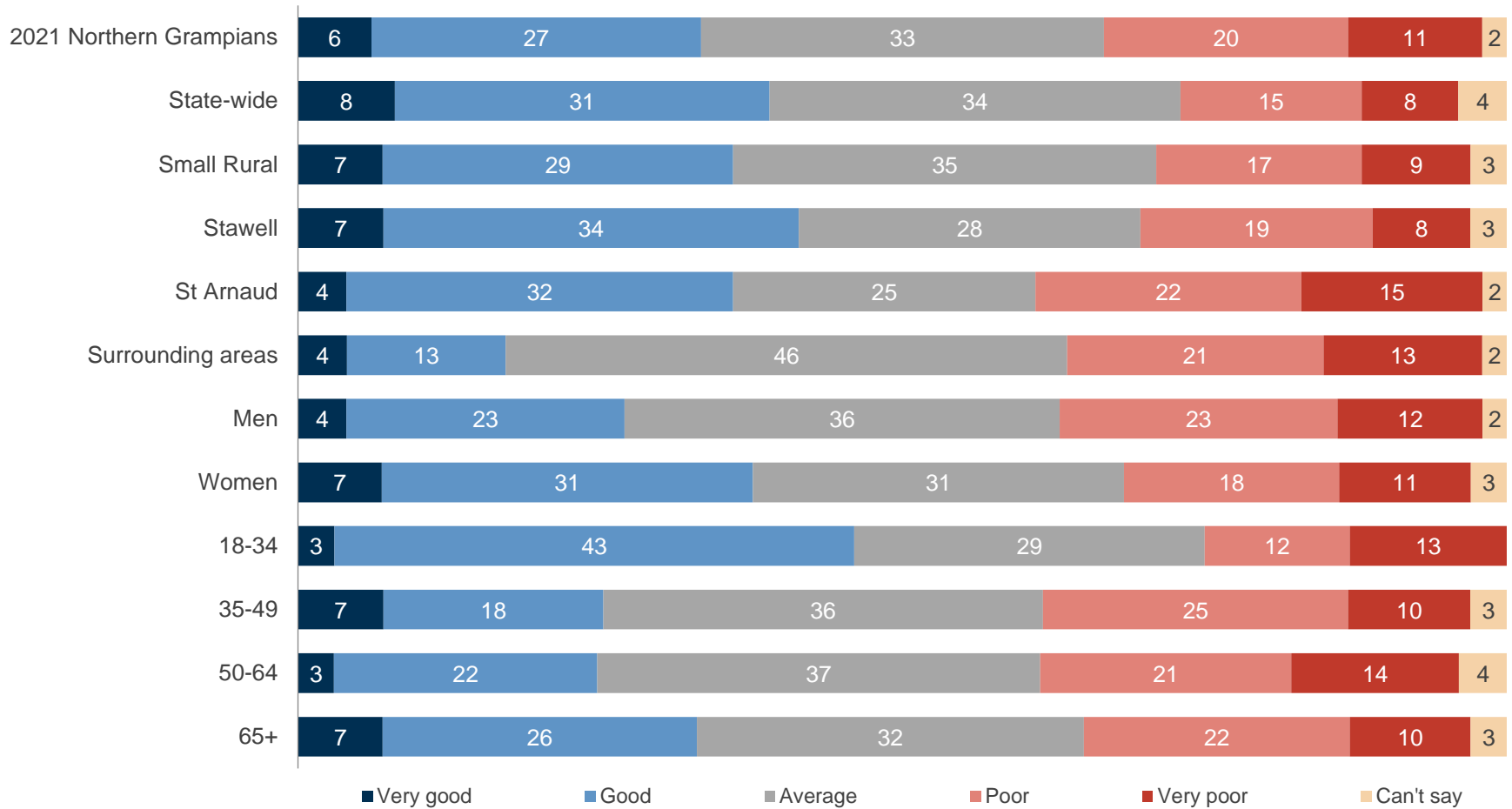
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Northern Grampians 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

Measured for the first time this year, waste management (index score of 61) is the highest performing area in 2021. Ratings here are significantly lower than the Small Rural group and State-wide averages (68 and 69 respectively).

Decisions made in the interests of the community is the next highest rated service area, with perceptions of performance increasing significantly in the past year (index score of 55, up five points from 2020).

- Performance on community decisions is now in line with both the Small Rural Group and State-wide averages.
- Stawell residents (index score of 61) rate Council's performance in this area significantly higher than average. Perceptions also improved significantly in 2021 among this group, and men, those aged 35 to 64 years, and residents in St Arnaud.

Comparable performance overall is seen for sealed local roads (index score of 54). While not significant, ratings have improved on last year's result.

- Performance in this area remains in line with the Small Rural group average, but significantly lower than the State-wide average.
- Residents in St Arnaud (index score of 48) and Surrounding areas (47) rate this area significantly lower than average, while those in Stawell rate Council's performance significantly higher (61).



Waste management (index score of 61) is the area where Council performed best in 2021. Significant improvement recorded for decisions made in the interests of the community (index score of 55, up five points on 2020).

Lowest performing service area



Despite being Council's lowest rated area in 2021, performance on consultation and engagement (index score of 52) increased by two points in the last year, returning to the upward trend and close to the previous high seen in 2019.

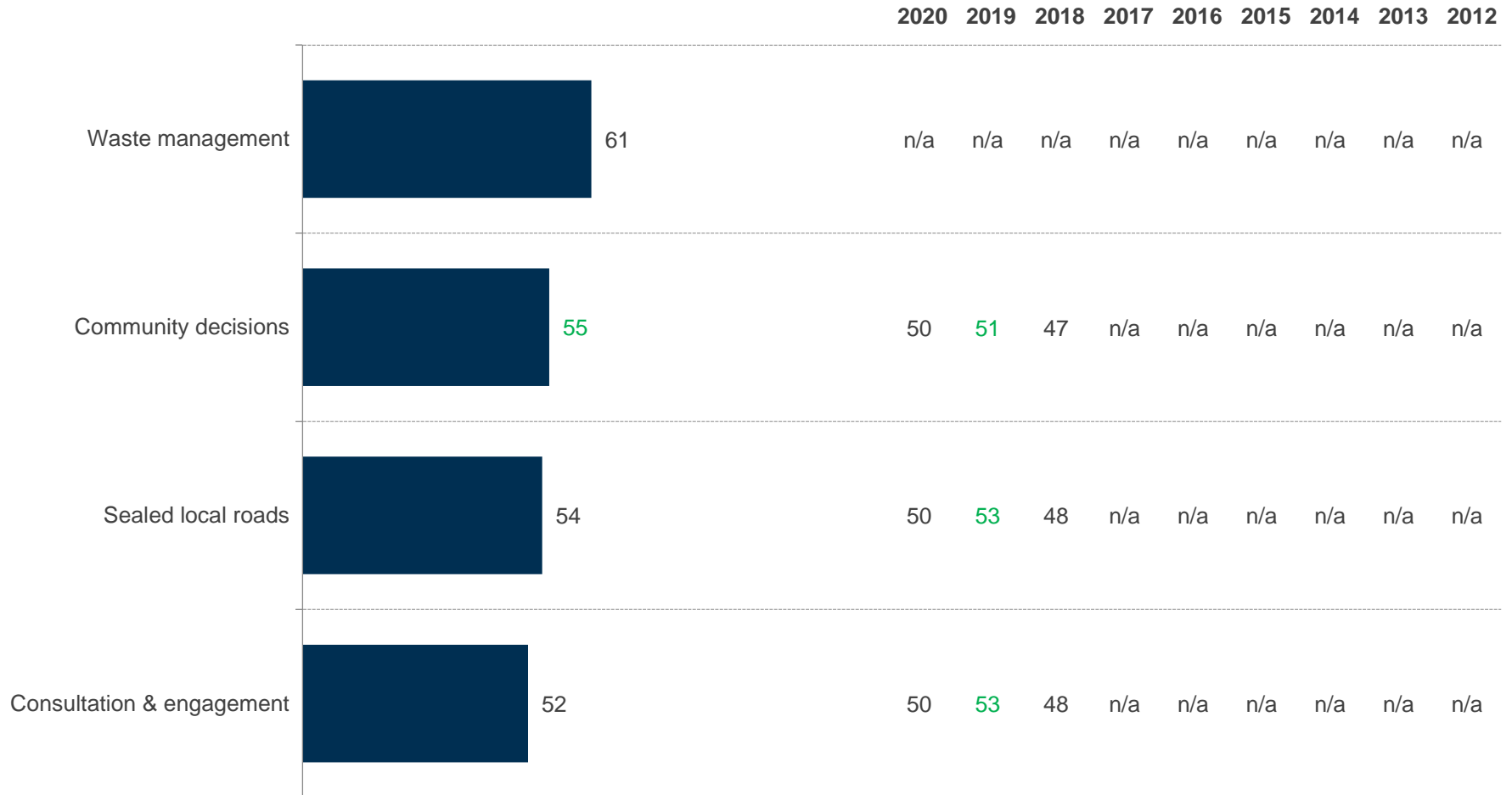
On consultation and engagement, Council rates significantly below the Small Rural and State-wide averages (both with index scores of 56).

- Residents in Stawell (index score of 59) rate Council's performance in this area significantly higher than average.
- Encouragingly, ratings of Council's performance among residents aged 50 to 64 years increased significantly this year (index score of 49, up 10 points from 2020), signaling a marked improvement in perceptions among this cohort since 2020.



Individual service area performance

2021 individual service area performance (index scores)



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

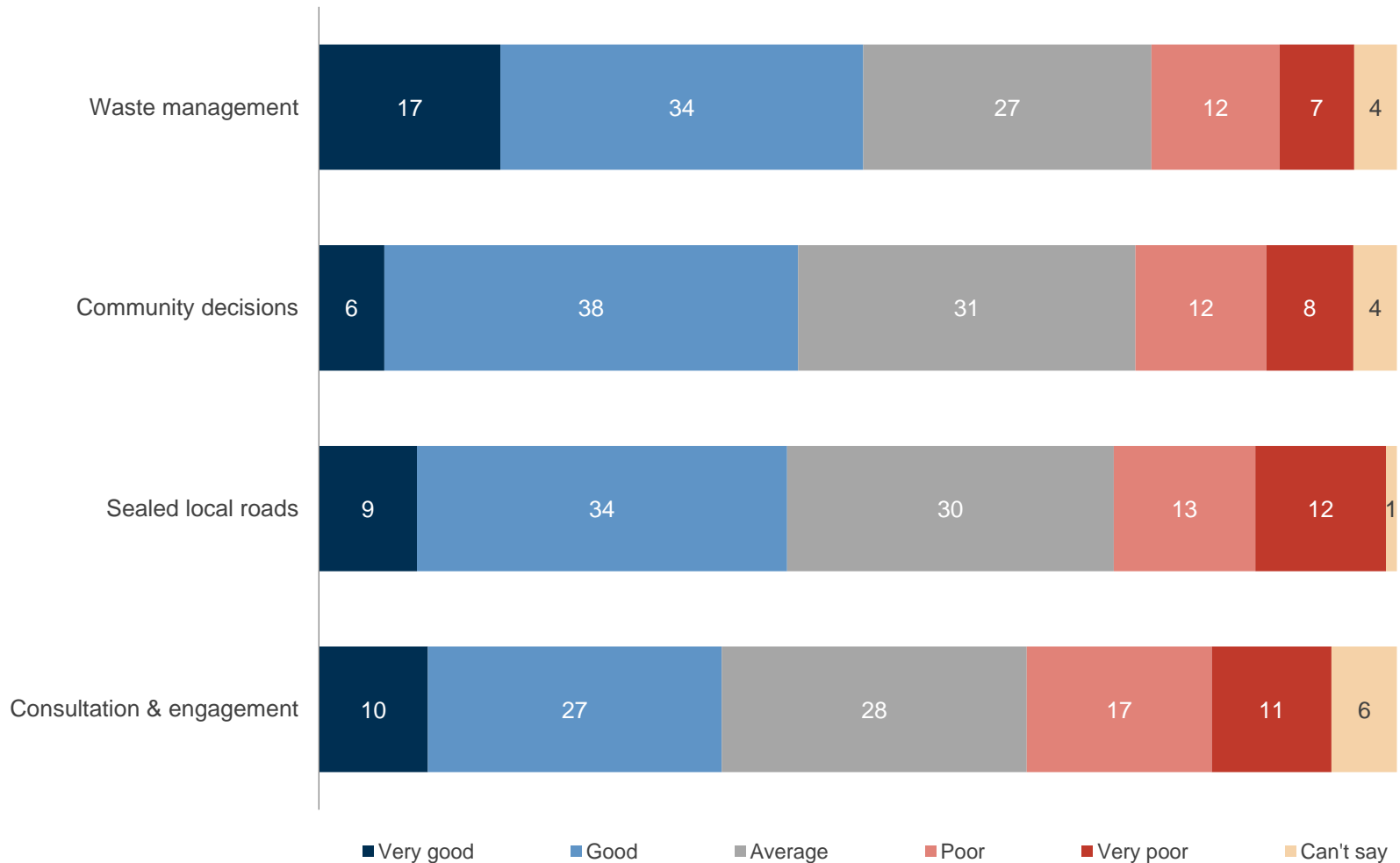
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Customer service



Contact with council and customer service

Contact with council

Just over three in five residents (62%) have had contact with Council over the last 12 months, slightly fewer than last year (67%).

- Rate of contact has fallen significantly among St Arnaud residents in the last 12 months.



Among those residents who have had contact with Council, 67% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate councils' customer service as 'very good'.

Customer service

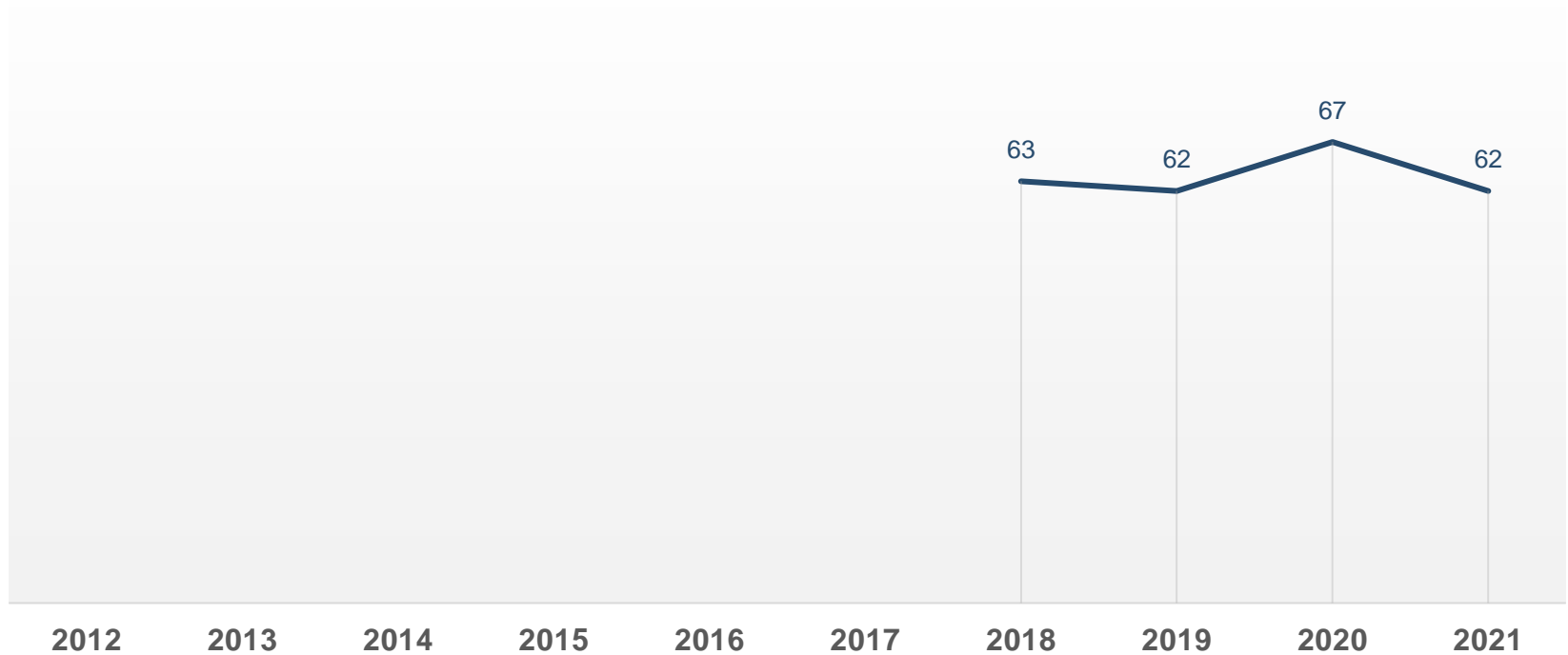
Council's customer service index strengthened in 2021, improving three points from 2020 and recording its highest rating to date (70). Council's performance here continues to rate in line with the State-wide and Small Rural group average (index scores of 70 and 69 respectively).

- Significant increases in the ratings of St Arnaud residents (69, up 11 points from 2020) and those aged 50 to 64 years (71, up 10 points from 2020) over the last 12 months are encouraging in view of these cohorts still being among those most critical of Council's performance across all evaluated areas.
- Women and residents aged 18 to 34 years rate Council's customer service more positively than men and those aged 35 to 49 years.



Contact with council

2021 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians 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: 39 Councils asked group: 15



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Surrounding areas	68	67	67	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	73	75	67	n/a	n/a	n/a	n/a	n/a
Women	64	66	61	61	n/a	n/a	n/a	n/a	n/a
Small Rural	63	66	63	64	62	61	64	n/a	n/a
Stawell	63	67	56	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	62	67	62	63	n/a	n/a	n/a	n/a	n/a
50-64	62	69	72	64	n/a	n/a	n/a	n/a	n/a
65+	62	60	56	52	n/a	n/a	n/a	n/a	n/a
State-wide	61	63	61	58	58	60	61	60	61
Men	60	67	62	65	n/a	n/a	n/a	n/a	n/a
18-34	59	69	45	74	n/a	n/a	n/a	n/a	n/a
St Arnaud	52	67	69	n/a	n/a	n/a	n/a	n/a	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians 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: 39 Councils asked group: 15

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



Customer service rating

2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	69	60	64	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	67	64	64	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	61	63	66	n/a	n/a	n/a	n/a	n/a	n/a
Stawell	71	72	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70	70	71	70	69	69	70	72	71	71
Northern Grampians	70	67	64	65	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69	70	70	69	69	69	70	n/a	n/a	n/a
St Arnaud	69	58	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	69	72	65	68	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	68	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	67	63	66	n/a	n/a	n/a	n/a	n/a	n/a
35-49	64	64	66	61	n/a	n/a	n/a	n/a	n/a	n/a

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

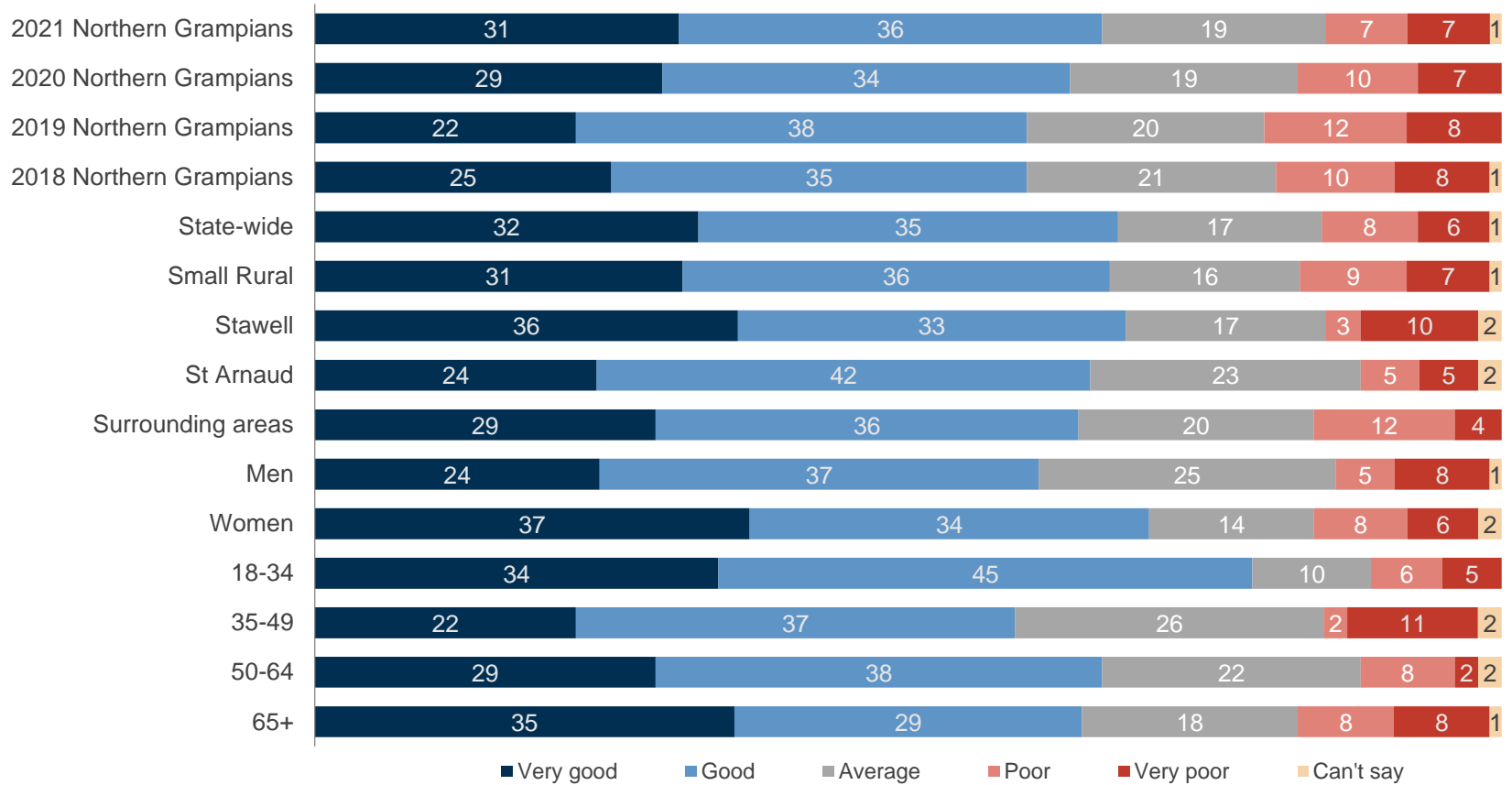
Councils asked state-wide: 66 Councils asked group: 19

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



Customer service rating

2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Northern Grampians 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: 66 Councils asked group: 19



Council direction

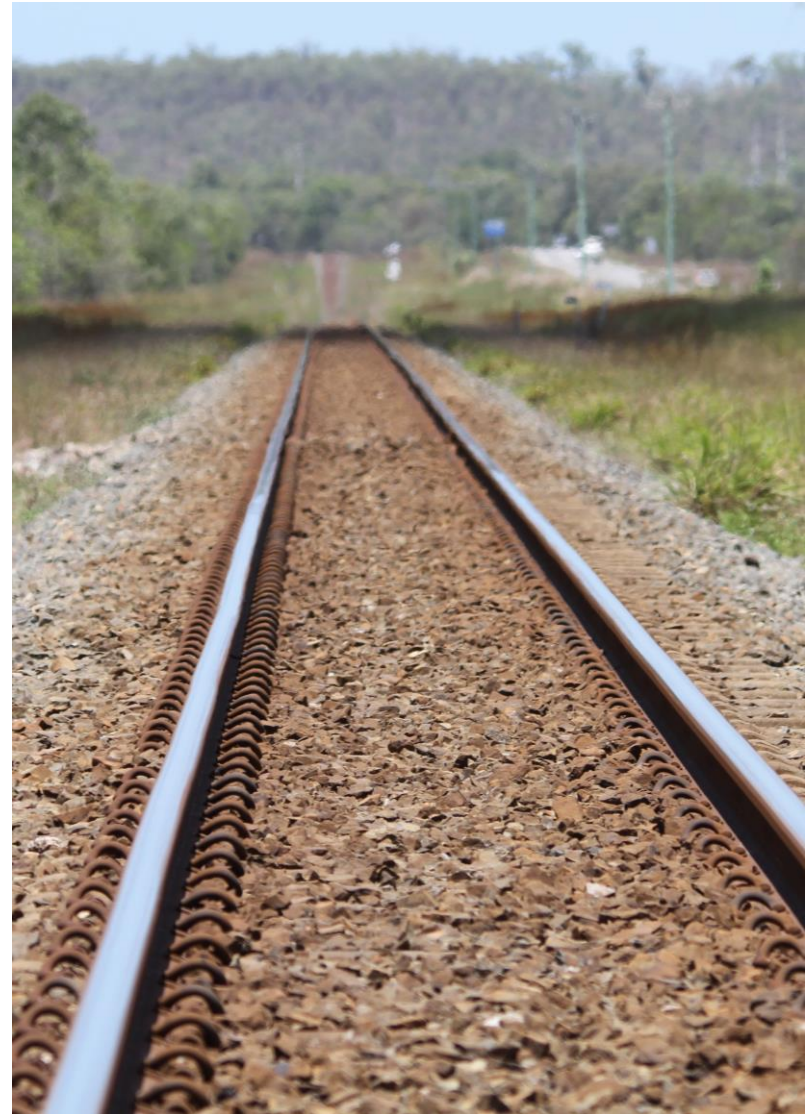


Council direction

Perceptions of Council's overall direction this year are unchanged (index score of 49) since 2020.

Two-thirds of residents (67%) over the last 12 months believe the direction of Council's overall performance has stayed the same, up four percentage points on 2020.

- 14% believe the direction has improved in the last 12 months (down one percentage point on 2020).
- 16% believe it has deteriorated, down one percentage point on 2020.
- The most satisfied with Council's overall direction are Stawell residents (index rating for overall council direction among this group is significantly higher than average).
- Satisfaction with Council's overall direction has increased significantly in the last 12 months among those aged 35 to 49 years (index score of 48, up 10 points on 2020).
- The least satisfied with Council direction are St Arnaud residents and those in Surrounding areas.
- Index rating for overall council direction is significantly lower than the Small Rural group and State-wide average (each 53).





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Stawell	52	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51	53	52	53	51	53	53	53	52
Small Rural	50	53	50	52	50	53	n/a	n/a	n/a
18-34	57	52	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	51	49	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	49	50	49	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	52	50	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	47	41	n/a	n/a	n/a	n/a	n/a	n/a
35-49	38	47	51	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	49	49	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	50	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	39	40	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 Northern Grampians Shire Council's overall performance?

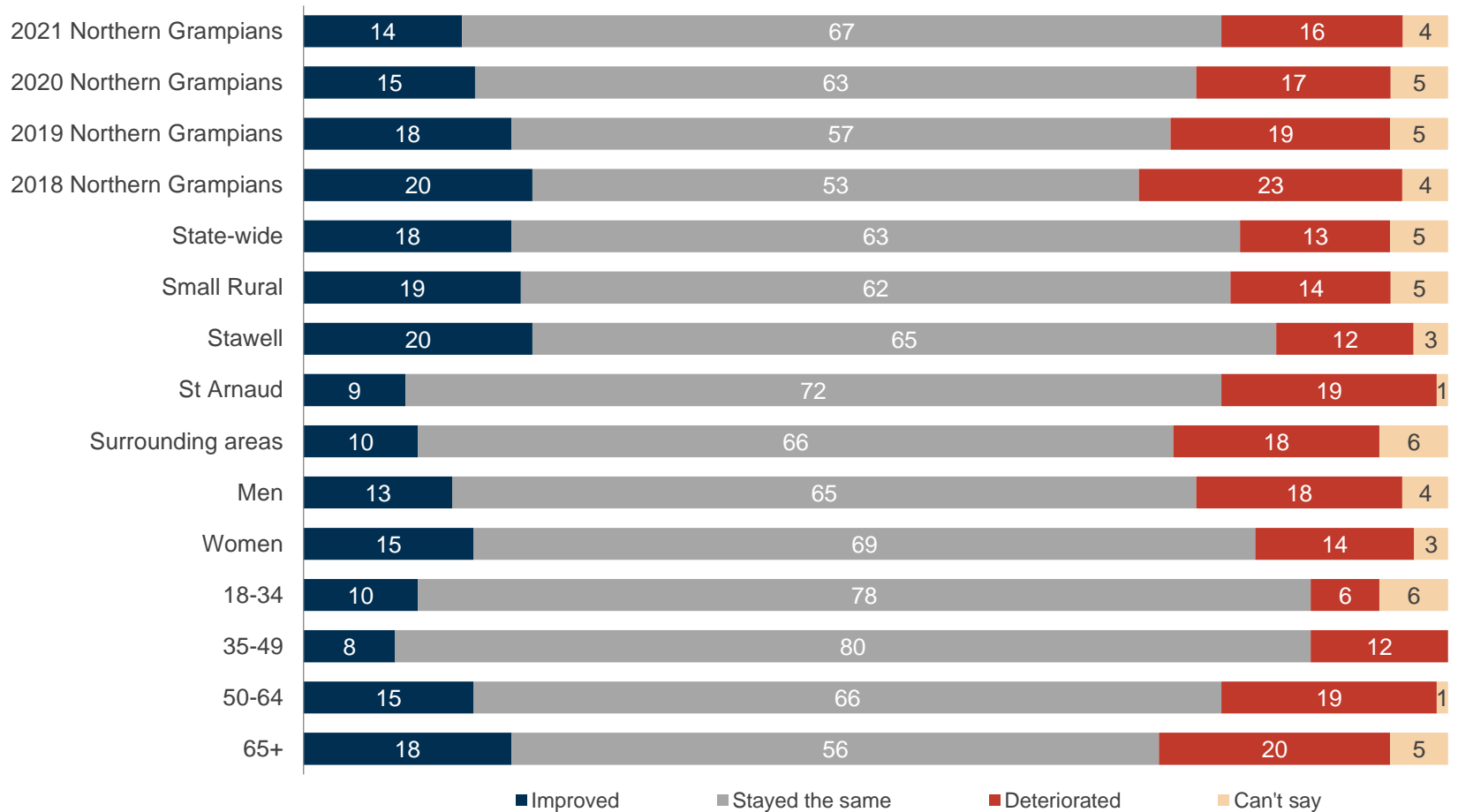
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Northern Grampians Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Stawell	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	61	45	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	54	56	54	55	55	56	n/a	n/a	n/a
State-wide	55	56	55	55	54	56	57	57	57
Women	52	54	50	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	50	53	48	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	53	53	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	51	49	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	52	46	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	48	45	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	50	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	40	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

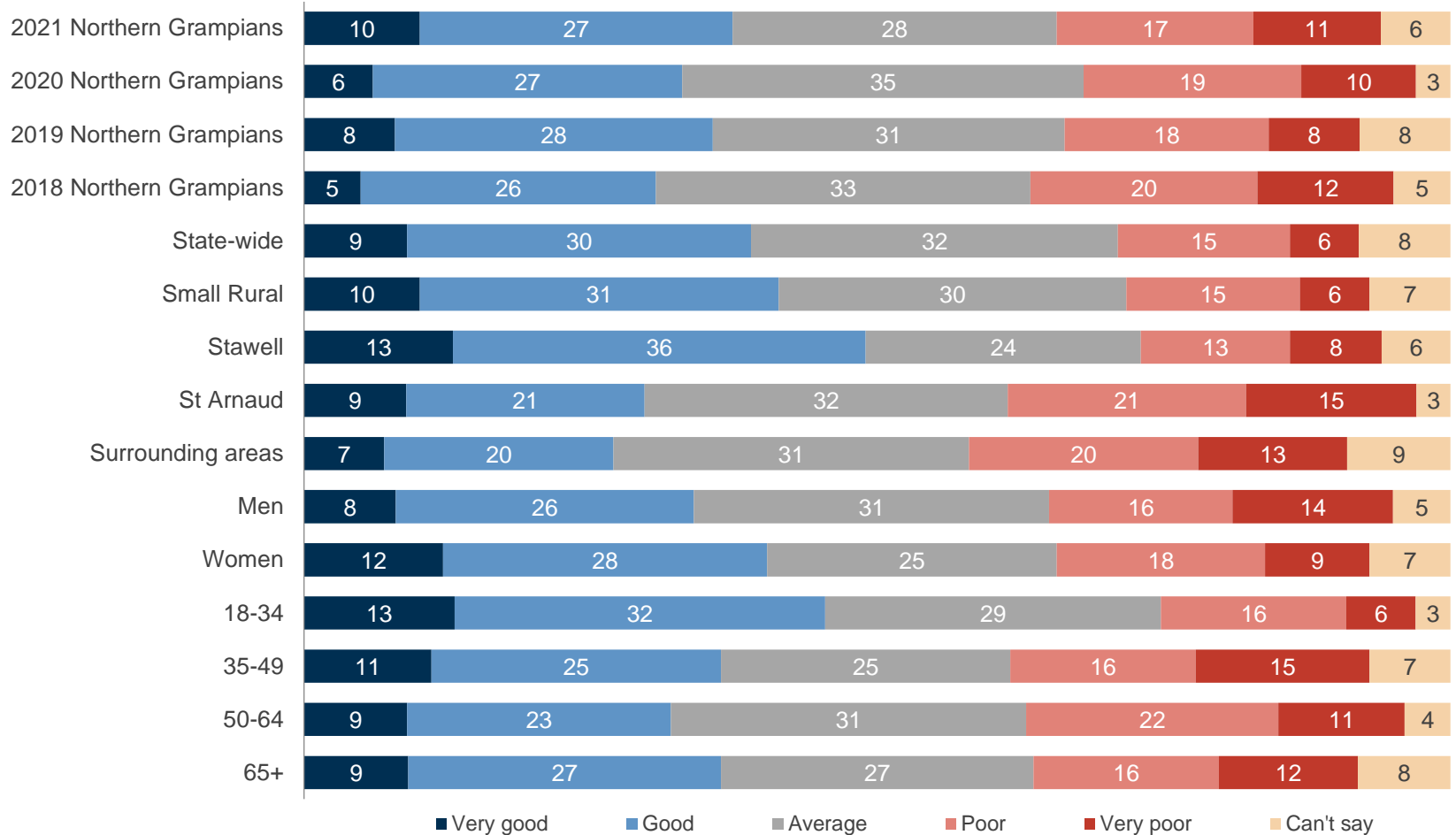
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 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: 66 Councils asked group: 19

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Stawell	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	51	41	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	46	46	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	50	45	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
Northern Grampians	50	51	47	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	54	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	51	49	n/a	n/a	n/a	n/a	n/a	n/a
50-64	41	50	46	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	51	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	40	45	n/a	n/a	n/a	n/a	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?

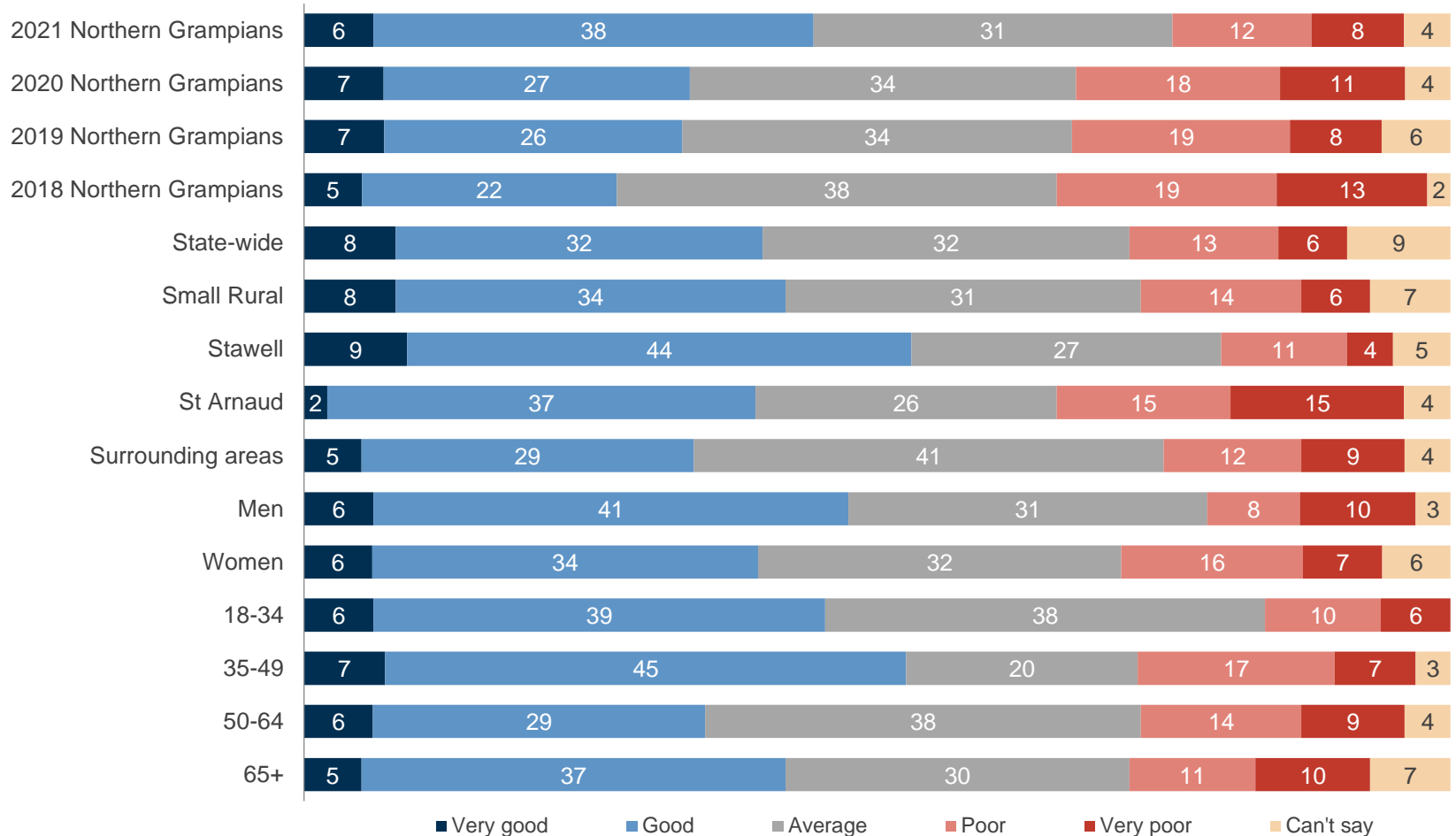
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 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: 66 Councils asked group: 19

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Stawell	56	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	56	47	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	56	53	53	54	55	55	n/a	n/a
Men	50	55	50	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	50	53	48	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	55	52	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51	53	49	50	52	52	n/a	n/a	n/a
Women	51	51	46	n/a	n/a	n/a	n/a	n/a	n/a
35-49	48	50	46	n/a	n/a	n/a	n/a	n/a	n/a
50-64	42	51	45	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	44	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	46	50	n/a	n/a	n/a	n/a	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?

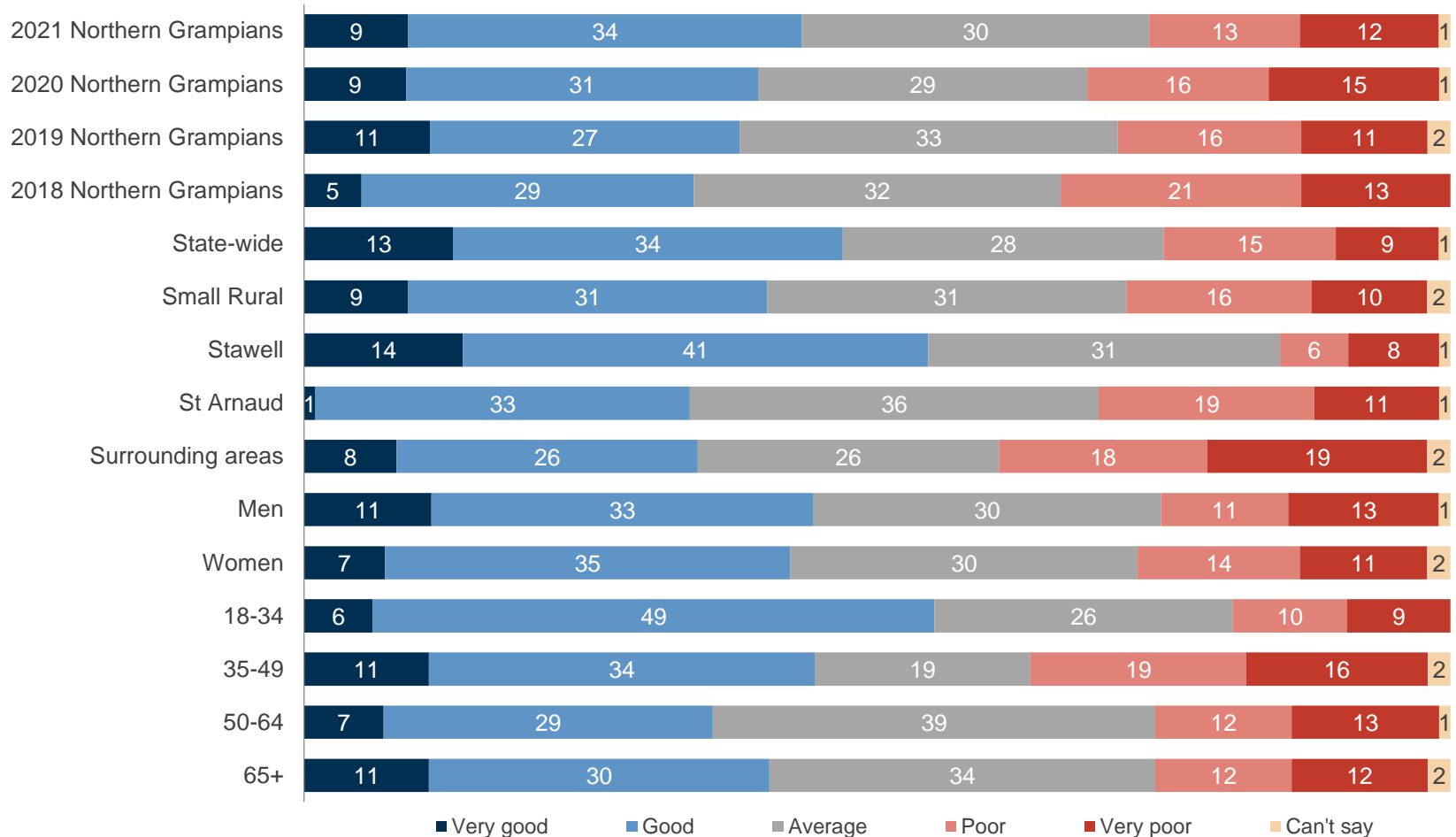
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 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: 66 Councils asked group: 19



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	69▲	65	68	70	71	70	72	73	71	72
Small Rural	68▲	64	66	69	70	69	71	n/a	n/a	n/a
Stawell	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

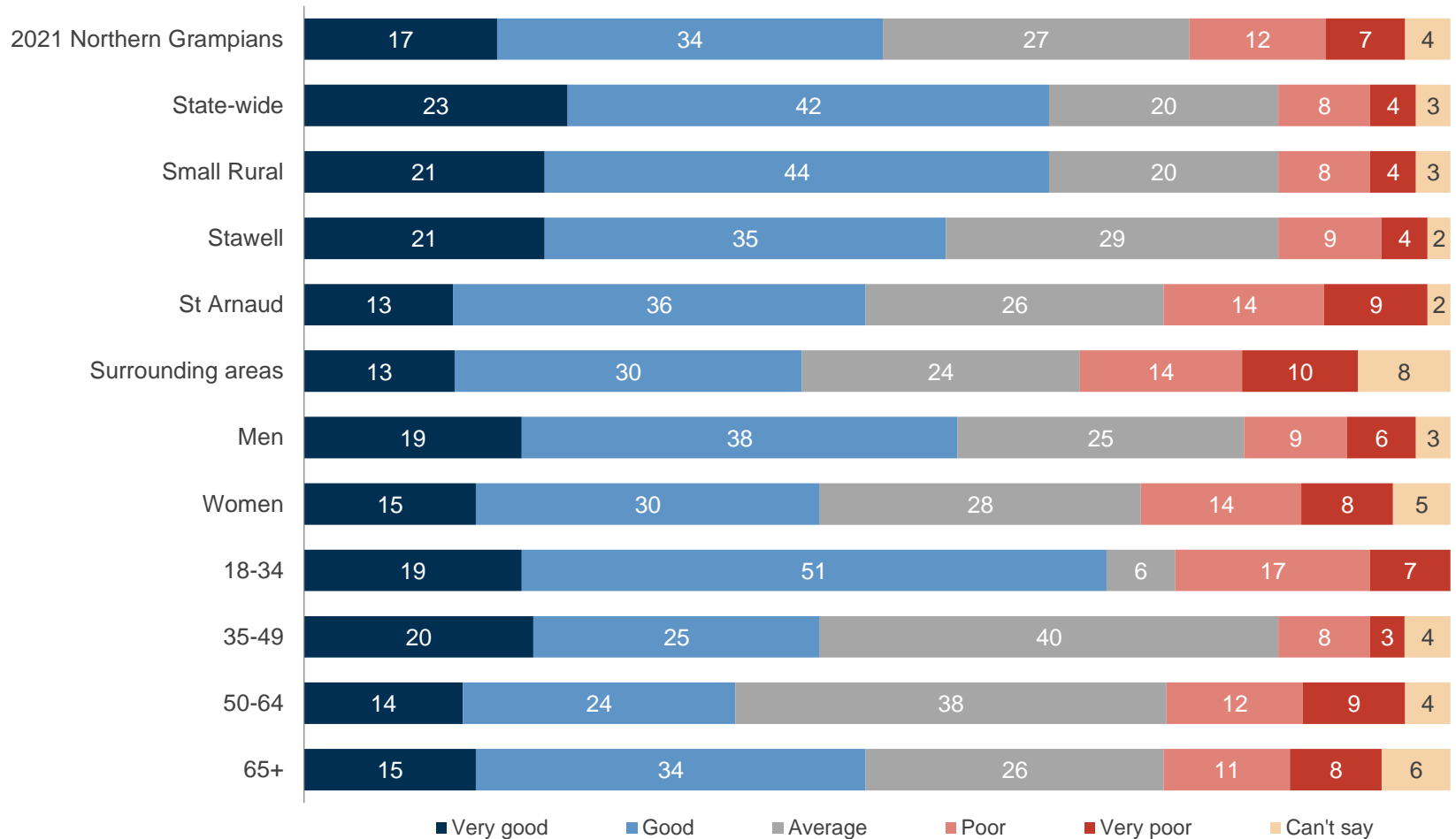
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

A large, stylized letter 'N' is positioned on the right side of the page. The letter is filled with a dark blue color and contains a blurred image of a crowd of people, likely at a sporting event or festival. The background of the entire page is white.

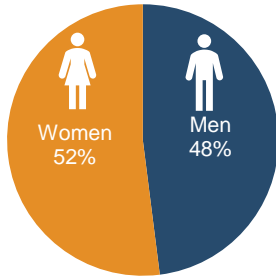
Detailed demographics



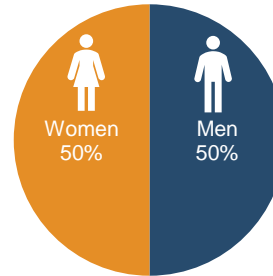
Gender and age profile

2021 gender

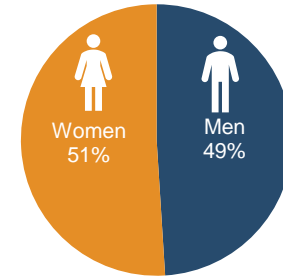
Northern Grampians



Small Rural

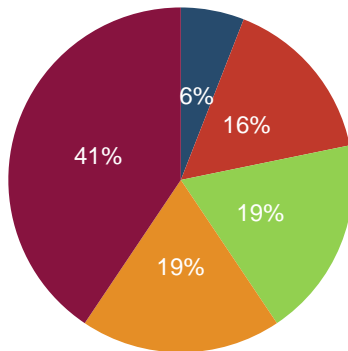


State-wide

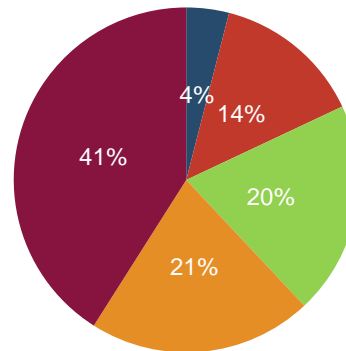


2021 age

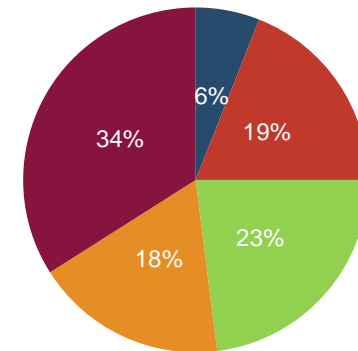
Northern Grampians



Small Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 66 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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualizations, including bar charts, line graphs, and grid patterns.

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 2021 State-wide Local Government Community Satisfaction Survey for Northern Grampians 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 +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 9,300 people aged 18 years or over for Northern Grampians Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Northern Grampians Shire Council	400	400	+/-4.8
Men	192	193	+/-7.0
Women	208	207	+/-6.7
Stawell	185	182	+/-7.2
St Arnaud	89	91	+/-10.4
Surrounding areas	126	127	+/-8.7
18-34 years	31	85	+/-17.9
35-49 years	51	75	+/-13.8
50-64 years	102	77	+/-9.7
65+ years	216	163	+/-6.6



Appendix A: Significant difference reporting notation

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

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

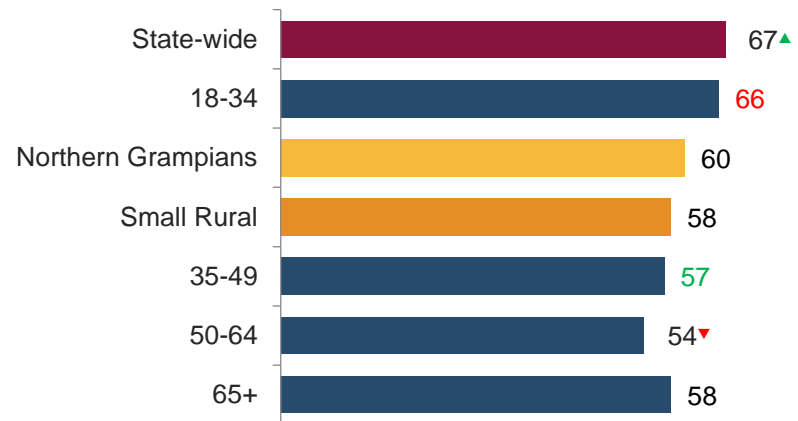
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 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.



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 2021 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 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 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.

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 Northern Grampians 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 Northern Grampians Shire Council.

Survey sample matched to the demographic profile of Northern Grampians 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 Northern Grampians Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Northern Grampians Shire Council. Survey fieldwork was conducted in the period of 10th February – 20th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 vary slightly.

Council Groups

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

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Northern Grampians Shire Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 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 Northern Grampians 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 2012-2021 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 2021 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 2021 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 2021 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: 2021 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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