

2024 Local Government Community Satisfaction Survey

Northern Grampians Shire Council

Coordinated by the Department of
Government Services 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-fifth year, this survey provides insight into the community's views on:

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

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

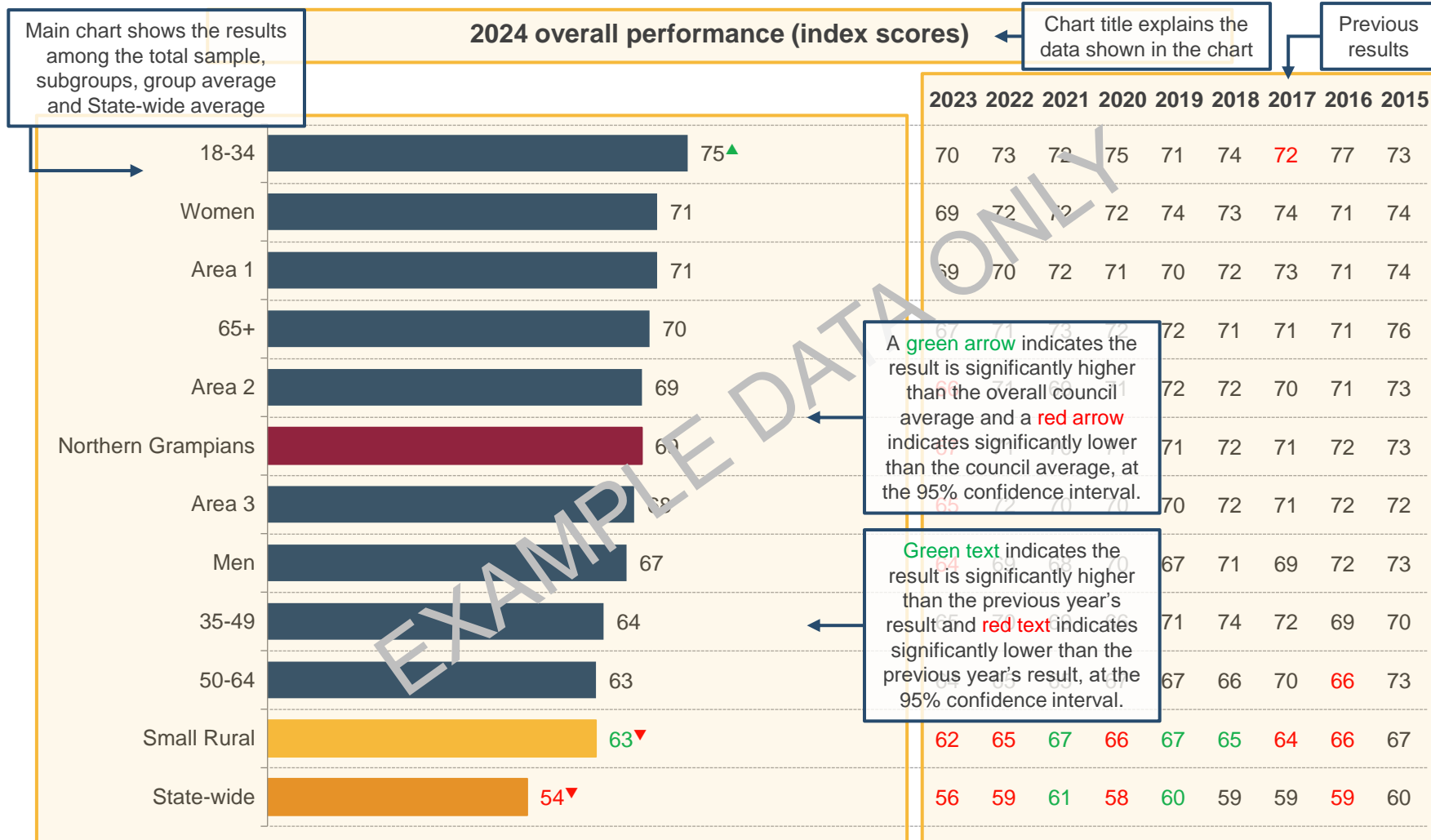
Serving Victoria for 25 years

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

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



How to read index score charts in this report

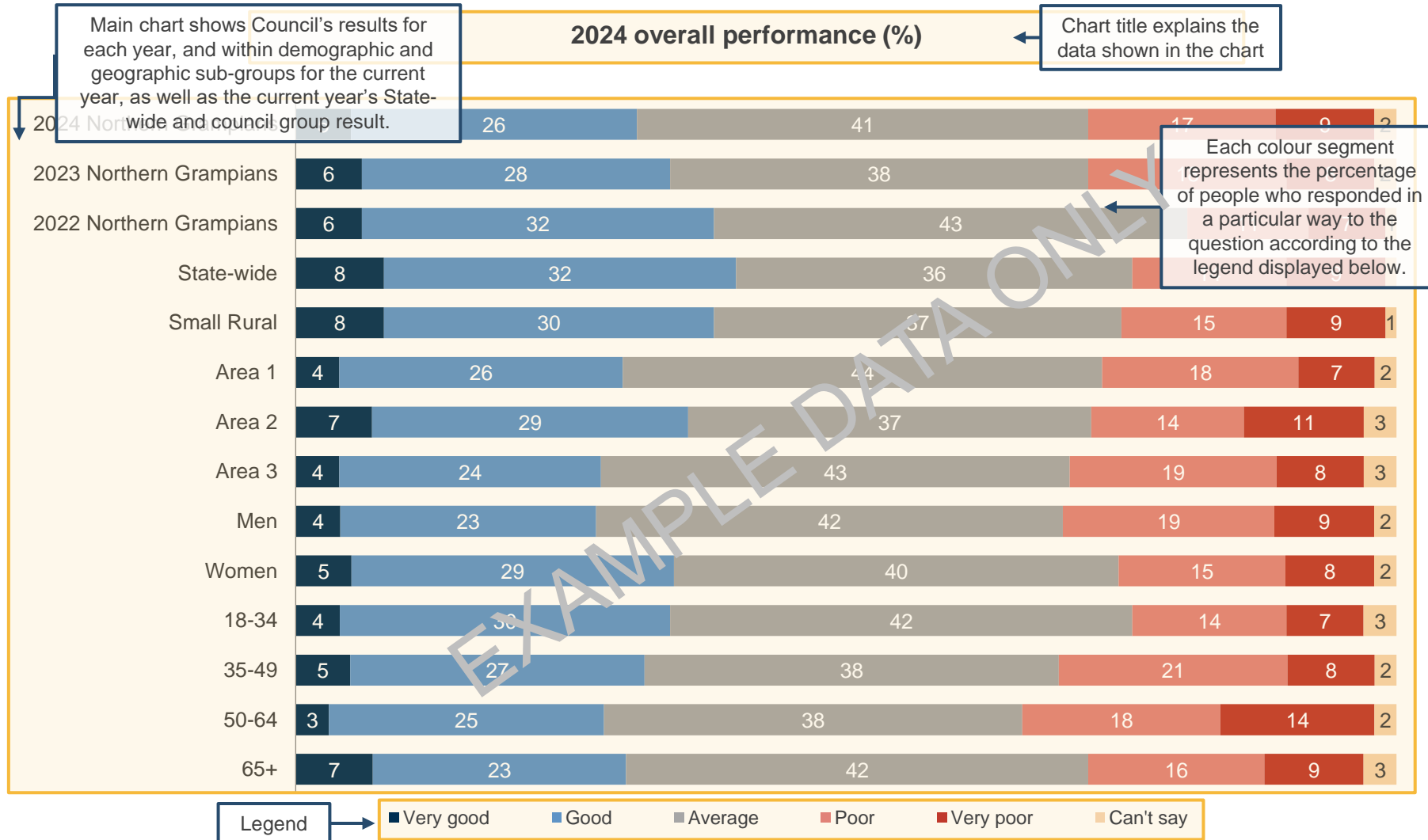


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 62 Councils asked group: 9



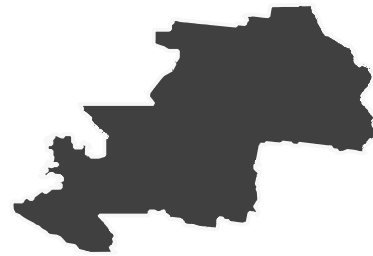
Key findings and recommendations



Northern Grampians Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Northern Grampians 56



Small Rural 53



State-wide 54

Council performance compared to group average

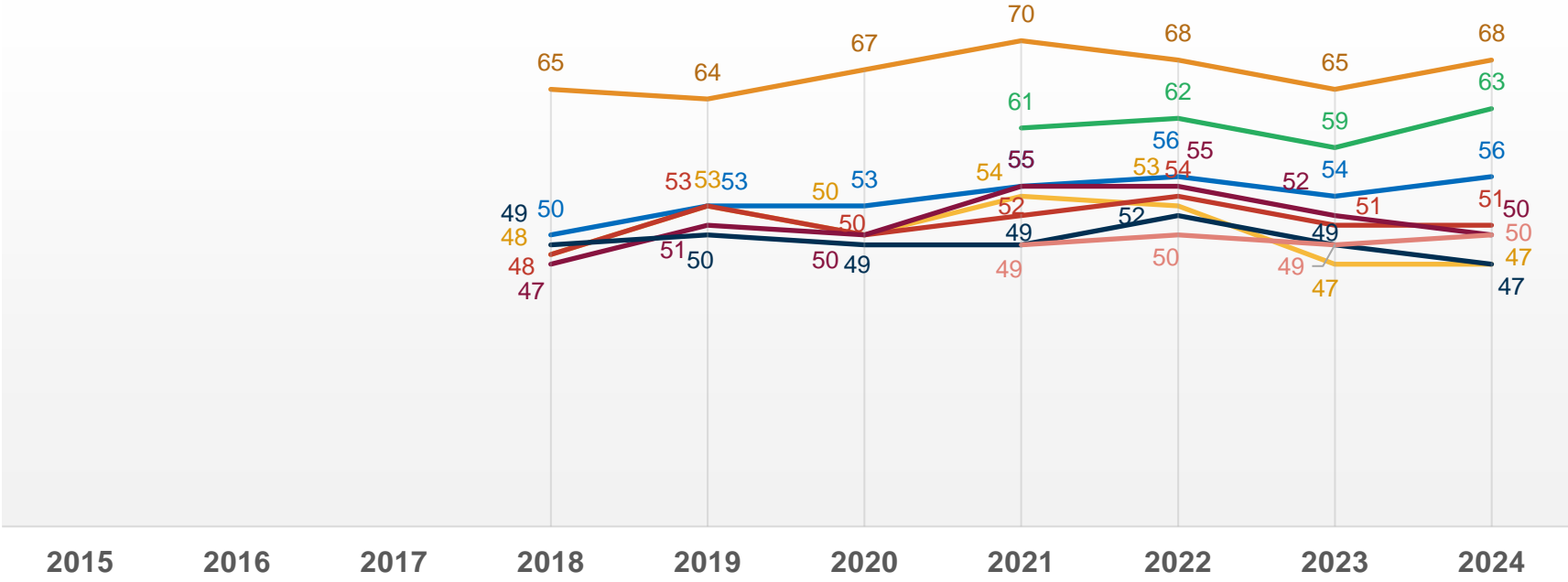
Top performing areas		
	Waste management	▼ lower
	Consultation & engagement	= on par
	Community decisions	= on par
Lowest performing area		
	Sealed local roads	▲ higher
	Customer service	= on par



Summary of core measures

Index scores

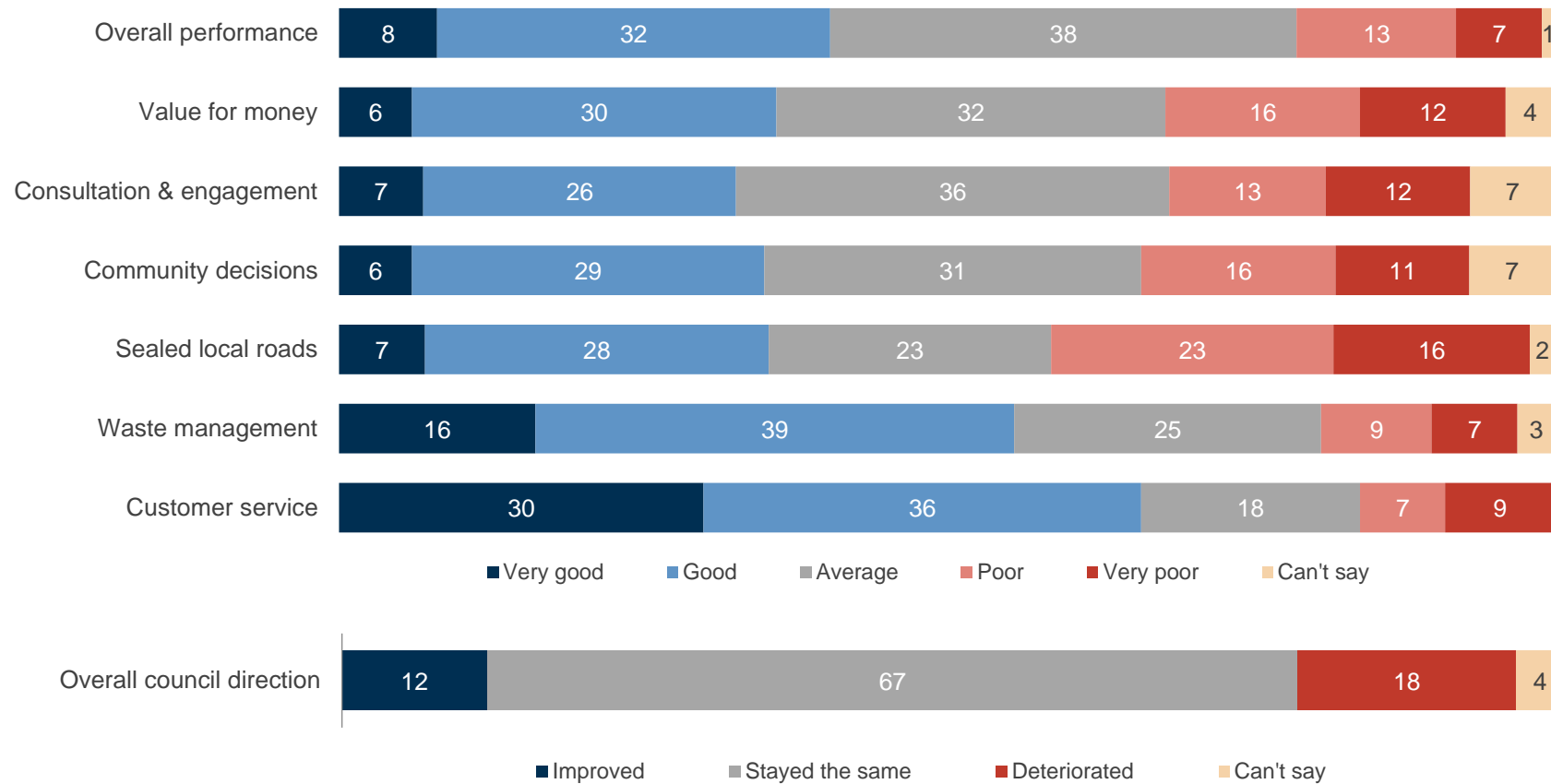
- Overall Performance
- Value for money
- Community Consultation
- Making Community Decisions
- Sealed Local Roads
- Waste management
- Customer Service
- Overall Council Direction





Summary of core measures

Core measures summary results (%)



Summary of Northern Grampians Shire Council performance



Services	Northern Grampians 2024	Northern Grampians 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
Overall performance	56	54	53	54	Stawell residents	St Arnaud residents
Value for money	50	49	47	48	65+ years	35-49 years
Overall council direction	47	49	44	45	Stawell residents	St Arnaud residents
Customer service	68	65	66	67	65+ years	St Arnaud residents
Waste management	63	59	67	67	65+ years	50-64 years
Consultation & engagement	51	51	51	51	Stawell residents	St Arnaud residents
Community decisions	50	52	50	50	Stawell residents	St Arnaud residents
Sealed local roads	47	47	41	45	Stawell residents	St Arnaud residents

Significantly higher / lower than Northern Grampians Shire Council 2024 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Northern Grampians Shire Council's overall performance index score of 56 reflects a slight two point increase from last year, returning to 2022 higher levels and restarting a trend of growth that began in 2018. Council now rates significantly higher than the Small Rural group average for overall performance. In addition to overall performance, Council's ratings on other measures are in line with 2023 results. Waste management comprises the exception in that Council's rating increased significantly from last year.

Focus areas

Council should focus on improving the condition of sealed local roads. This is Council's lowest performing service area. Council's overall rating in this area is unchanged from 2023, but it has performed better in this area previously (with a peak rating in 2021). It is the only measure on which Council's rating declined significantly in the past seven years, including a current-year decline in St Arnaud. Residents of St Arnaud and the 'Surrounding areas' rate Council significantly lower than average in this area.

Comparison to state and area grouping

Council performs in line with or higher than the Small Rural group and State-wide averages for councils in three of the four service areas evaluated. However, it performs significantly lower than both in the area of waste management. Council performs significantly higher than the Small Rural group average on overall performance, value for the money and council direction (and has run counter to the pattern of significant year on year declines evident across the group and the State) – a positive result for Council.

Shoring up stronger performing areas and rebuilding perceptions among key cohorts

Council should look to build upon its performance in the area of waste management. It is its top performing area, and perceptions of waste management improved significantly from 2023. Nonetheless, performance is significantly lower than the Small Rural group average; Council should endeavour to at least meet the group average. Council should also focus attention in the area of St Arnaud where Council rates lowest across most measures and where significant declines occurred from 2023, including in the area of council direction.

DETAILED FINDINGS



Overall performance





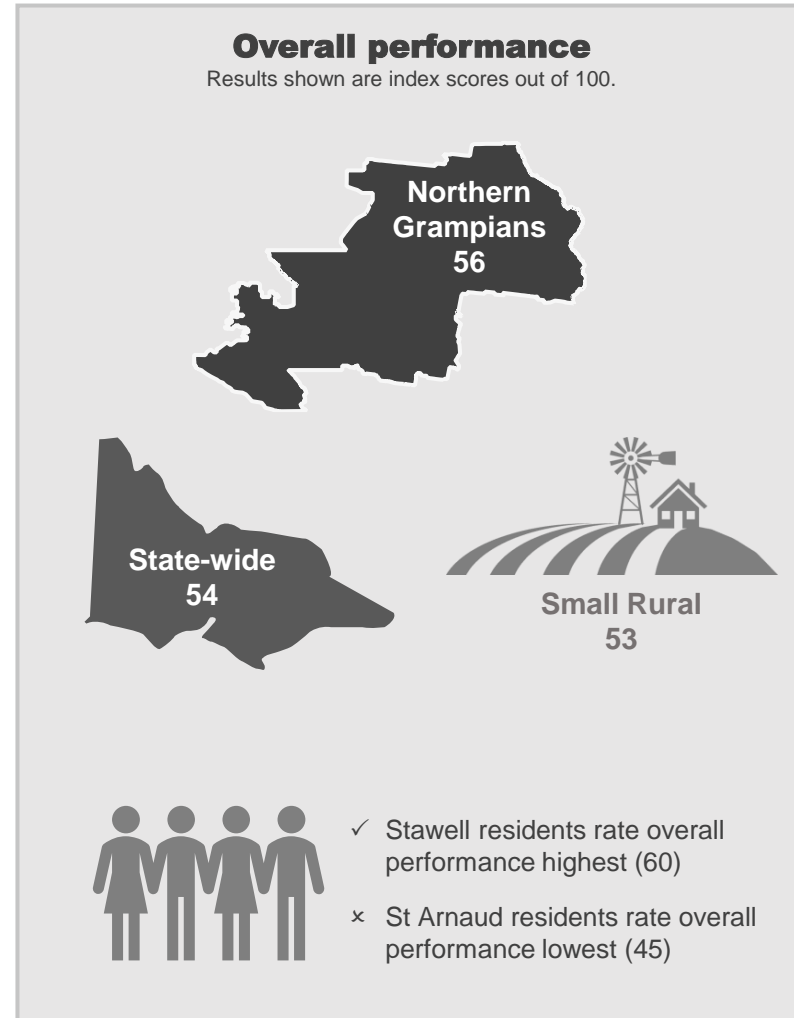
Overall performance

The overall performance index score of 56 for Northern Grampians Shire Council is up two points in the last 12 months. The increase is not statistically significant but reverts to a growth trend that started after the 2018 evaluation and continued uninterrupted until last year.

Northern Grampians Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence level) than the Small Rural group and in line with the State-wide average for councils (index scores of 53 and 54 respectively, both of which declined significantly for three consecutive years).

- Residents in the St Arnaud (index score of 45) rate overall performance lowest and significantly lower than the Council average.
- By contrast, residents in the Stawell region are the most favourable in their perceptions of Council (index score of 60), rating overall performance 15 index points higher than residents of St Arnaud. Perceptions in the 'Surrounding areas' (55) reflect the Council average.

Residents' perceptions of the value for money they receive from Council in infrastructure and services provided to their community are mixed. One-third of residents (36%) rate value for money as 'very good' or 'good' compared to 28% who rate value for the money as 'very poor' or 'poor'.





Overall performance

2024 overall performance (index scores)

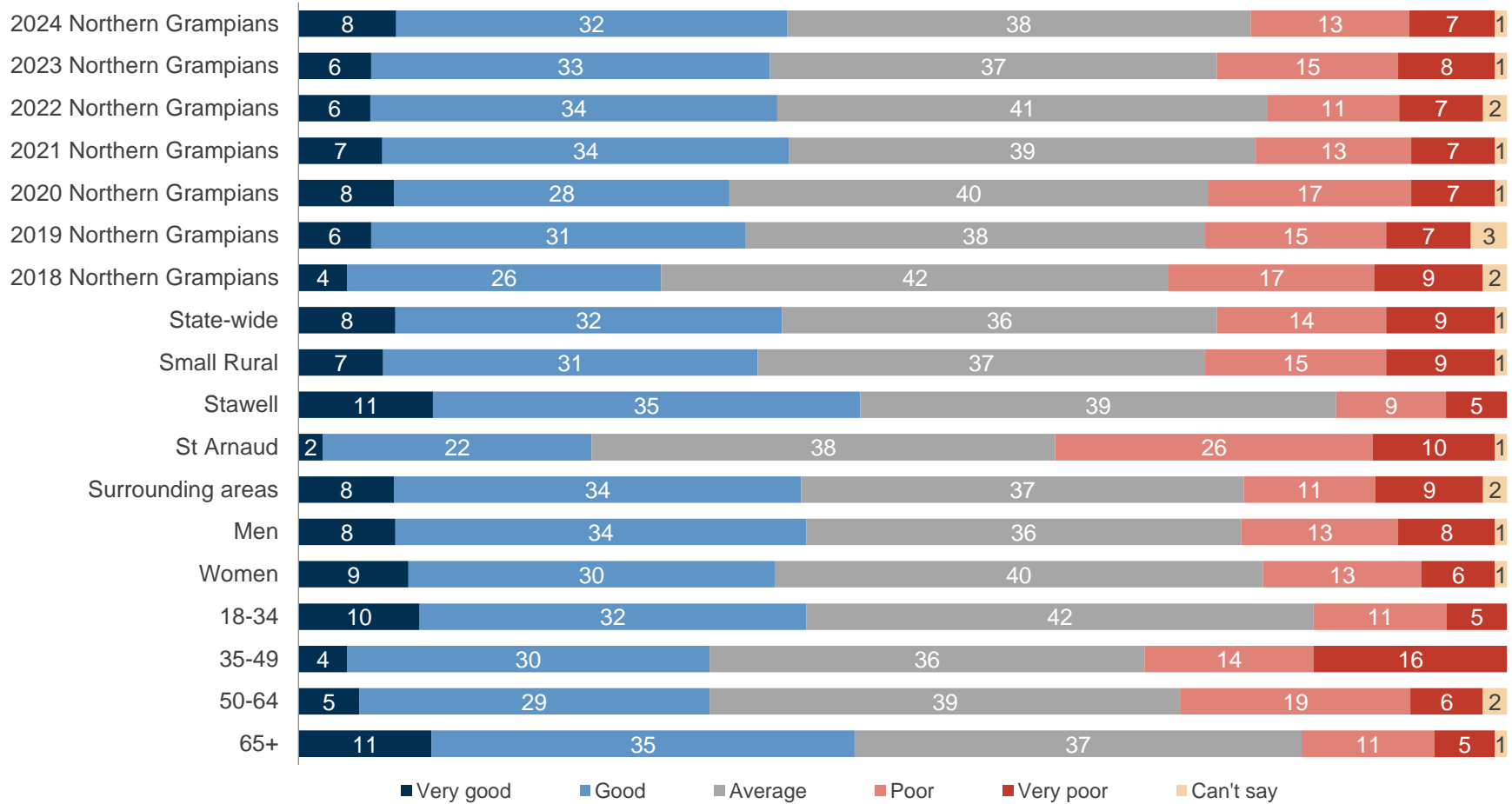
	2023	2022	2021	2020	2019	2018	2017	2016	2015
Stawell	60	58	61	61	57	55	n/a	n/a	n/a
65+	59	56	57	56	56	57	54	n/a	n/a
18-34	58	53	57	61	60	57	49	n/a	n/a
Men	56	51	54	55	52	53	48	n/a	n/a
Northern Grampians	56	54	56	55	53	53	50	n/a	n/a
Women	56	56	57	56	54	54	53	n/a	n/a
Surrounding areas	55	49	52	52	53	53	n/a	n/a	n/a
State-wide	54	56	59	61	58	60	59	59	60
Small Rural	53	55	58	60	56	58	56	58	57
50-64	52	50	51	51	45	49	46	n/a	n/a
35-49	48	51	57	53	49	48	50	n/a	n/a
St Arnaud	45	52	49	49	45	47	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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2024 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 62 Councils asked group: 19



Value for money in services and infrastructure

2024 value for money (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	57▲	53	50	n/a	n/a	n/a	n/a	n/a	n/a
Stawell	54	51	54	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	52	52	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	50	49	49	n/a	n/a	n/a	n/a	n/a	n/a
18-34	50	51	53	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	46	46	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48	49	53	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	47▼	49	51	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	46	45	45	43	n/a	n/a	n/a	n/a	n/a
St Arnaud	46	52	44	47	n/a	n/a	n/a	n/a	n/a
50-64	46	43	44	45	n/a	n/a	n/a	n/a	n/a
35-49	40▼	41	46	47	n/a	n/a	n/a	n/a	n/a

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

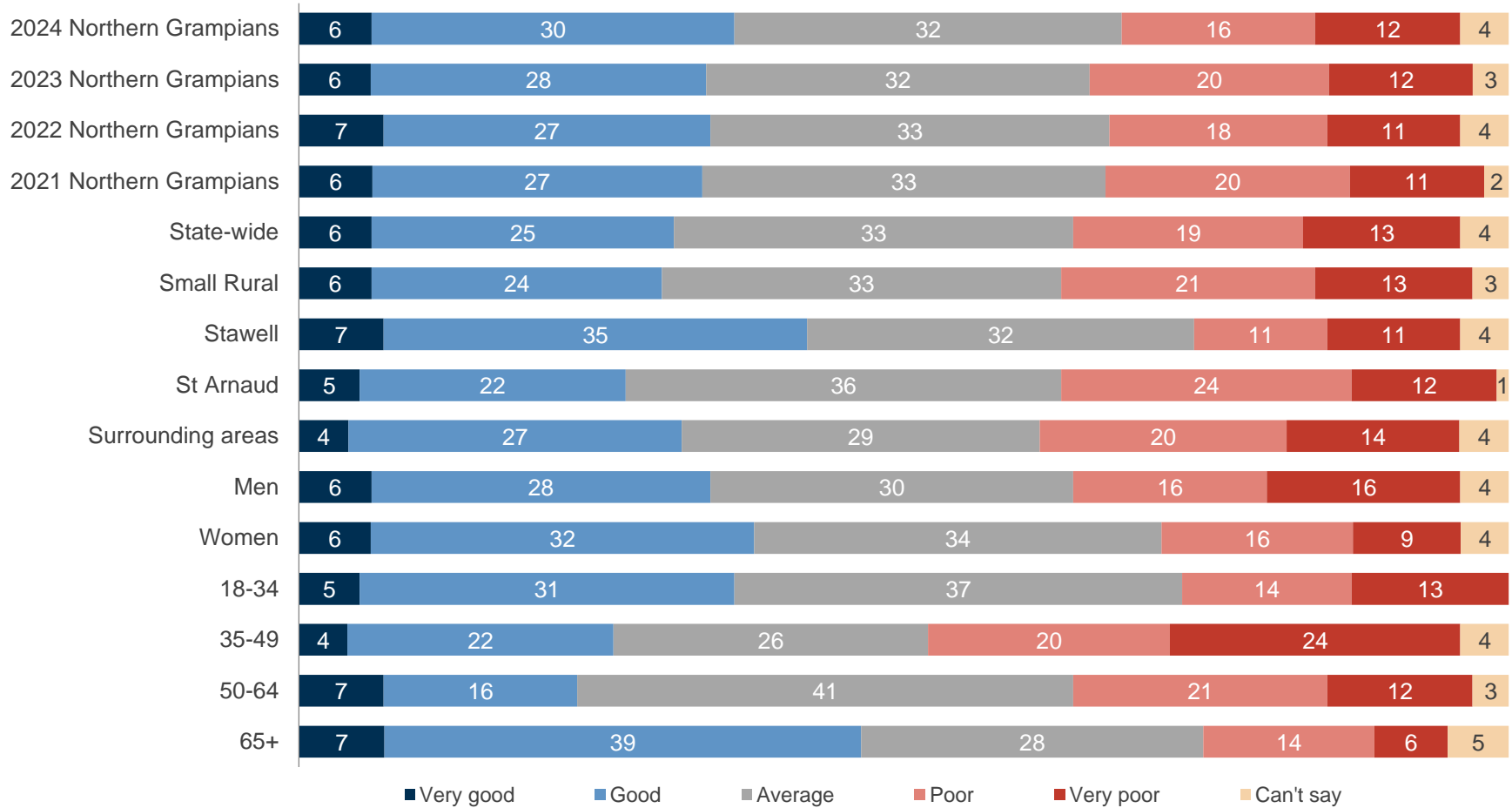
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19

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



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate 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: 61 Councils asked group: 19



Top performing service areas

Perceptions improved significantly from 2023 in Council's top-rated service area – waste management (index score of 63, up four points).

- Perceptions of waste management improved this year across most demographic and geographic subgroups, including a significant increase in the 'Surrounding areas' (index score of 65, up seven points).
- Despite being Council's highest performing service area, Council performs significantly lower than the Small Rural group and the State-wide average for councils (index scores of 67 each).
- Performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

There is a 12-point gap between waste management and Council's next-rated service area – community consultation and engagement (index score of 51).

- In the area of consultation and engagement, residents of Stawell (index score of 56) rate Council's performance significantly higher than average. St Arnaud residents (index score of 36) rate Council's performance significantly lower than average.
- A similar pattern exists when it comes to making decisions in the interest of the community.



Waste management (index score of 63) is the area where Council performed best in 2024, improving by a significant four index points from 2023.



Low performing service areas



Council performs lowest for the condition of its sealed local roads (index score of 47). Council's rating is unchanged in this area from 2023. However, ratings the past two years are significantly lower than previously achieved higher levels, declining from an index score of 54 in 2021.

Despite this, Council rates significantly higher than the Small Rural group and in line with the State-wide average (index scores of 41 and 45 respectively). Ratings for both the group and State-wide averages declined each year for the past three years.

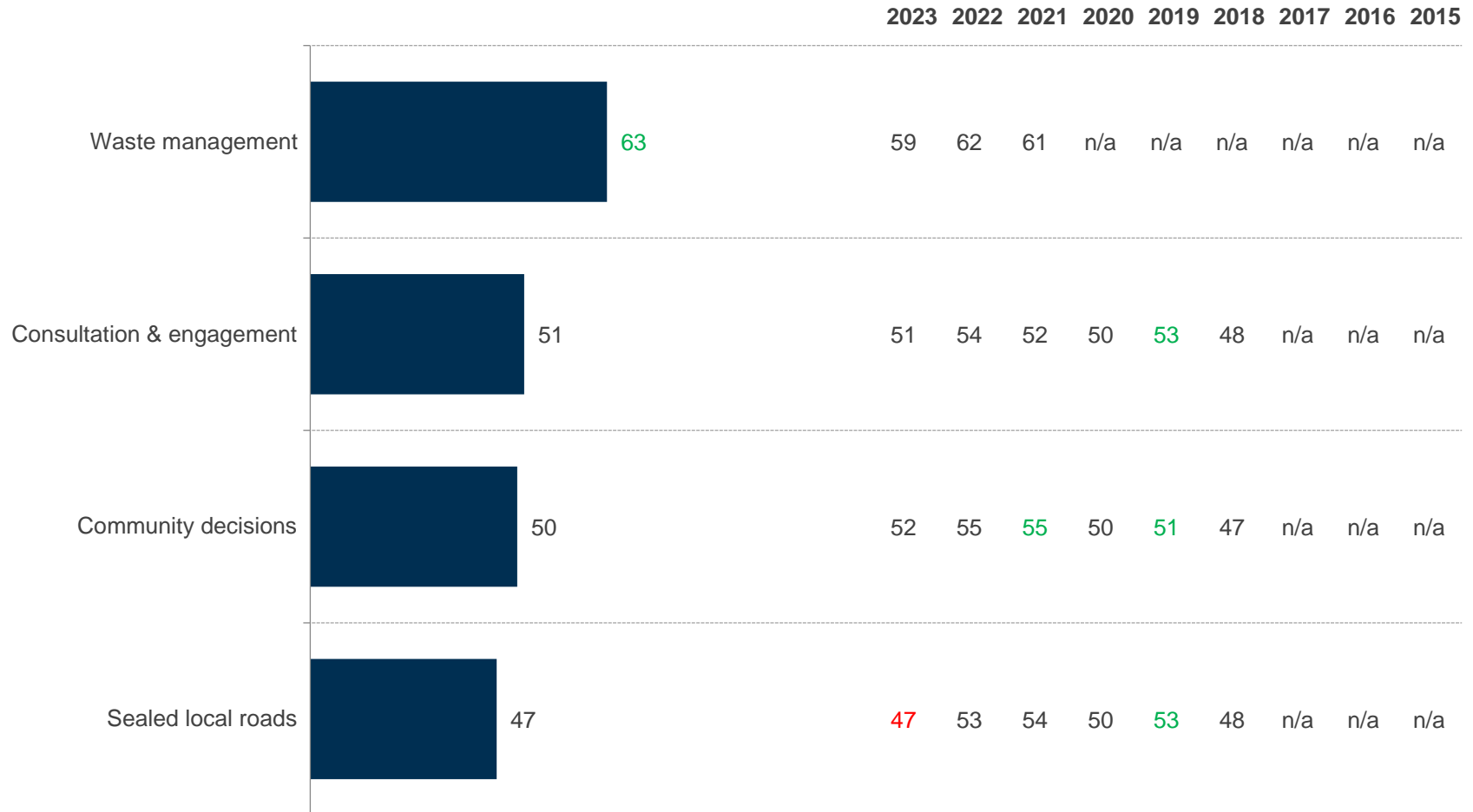
- Significant geographic differences exist. Residents of Stawell (index score of 54) rate performance in the area of sealed local roads highest and significantly higher than the Council average.
- Residents of St Arnaud and the 'Surrounding areas' rate sealed roads significantly lower than the average (index scores of 37 and 40 respectively). St Arnaud residents rate sealed local roads 10 points lower than in 2023, comprising the only group to decline significantly in their impressions.

One in five residents (19%) volunteer community consultation and 15% volunteer sealed road maintenance as the council areas most in need of improvement.



Individual service area performance

2024 individual service area performance (index scores)

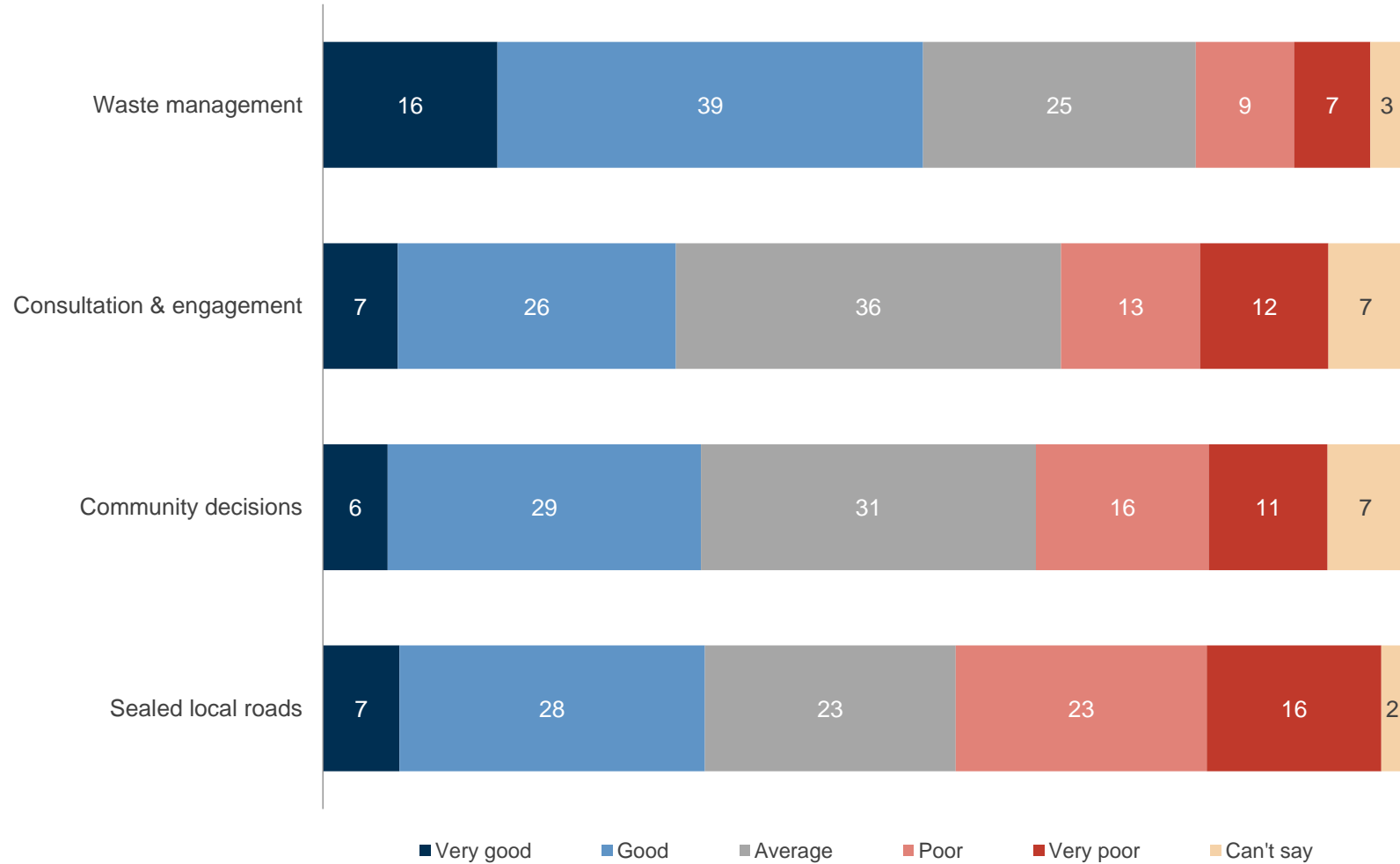


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Areas for improvement

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



Q17. What does Northern Grampians Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

More than three in five Council residents (62%) had contact with Council in the previous 12 months. Rate of contact has been largely consistent since 2018.

- Residents in the 'Surrounding areas' (74%) had the highest rate of contact with Council – significantly higher than Council average.
- Residents in Stawell (55%) had the lowest rate of contact with Council.



Among those residents who had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 68 is up three points from last year and while this in itself does not represent a significant increase, it re-establishes previously achieved higher ratings.

Customer service is rated in line with the Small Rural group and the State-wide average for councils (index scores of 66 and 67 respectively).

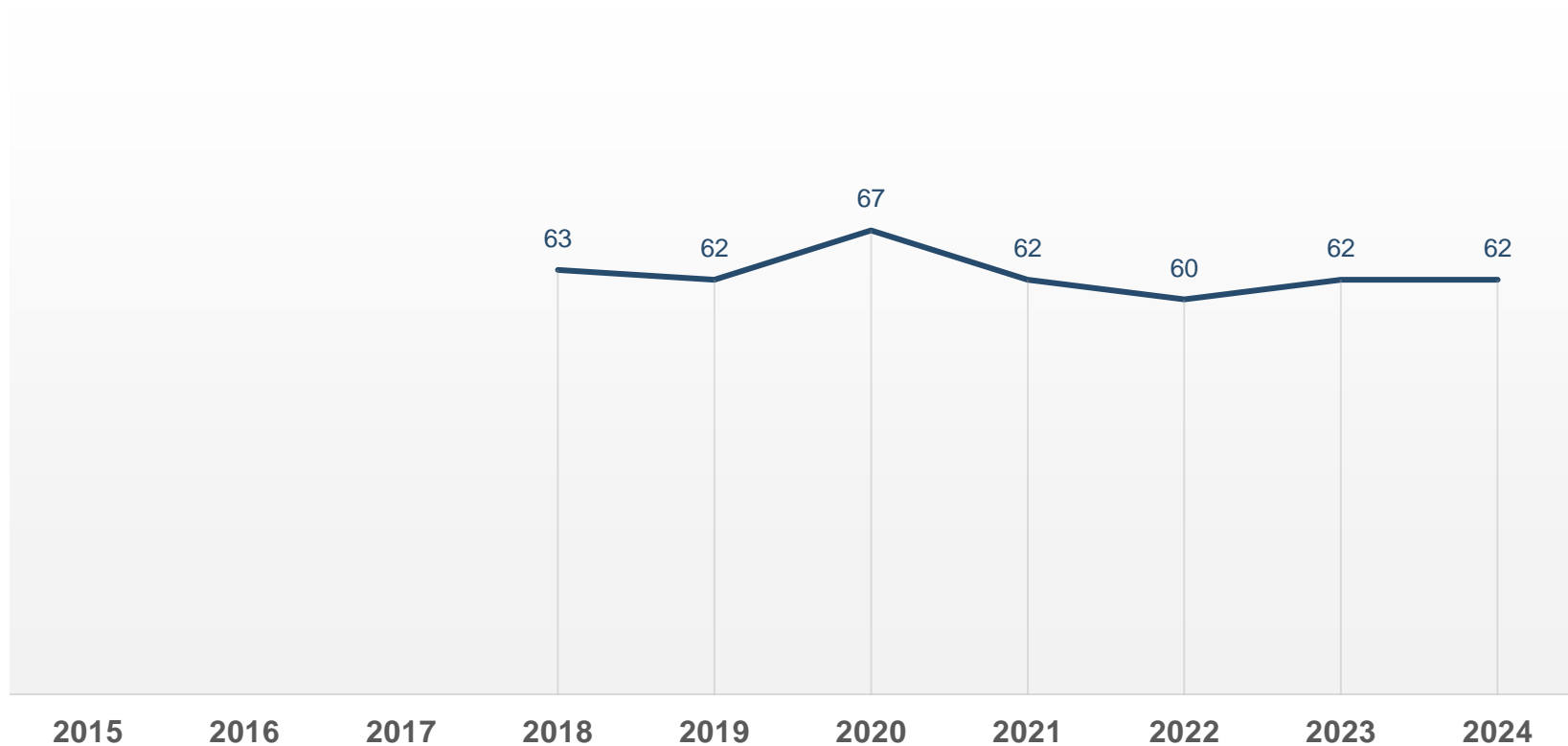
- Residents aged 65 years or over rate customer service highest (index score of 74).
- Residents of St Arnaud rate customer service lowest and significantly lower than the Council average (index score of 56).

Among those who have had contact with Council, 66% provide a customer service rating of 'very good' or 'good'. This is more than four times the amount who rate customer service as 'very poor' or 'poor' (16%). A further 18% rate Council's customer service as 'average'.



Contact with council

2024 contact with council (%)
Have had contact

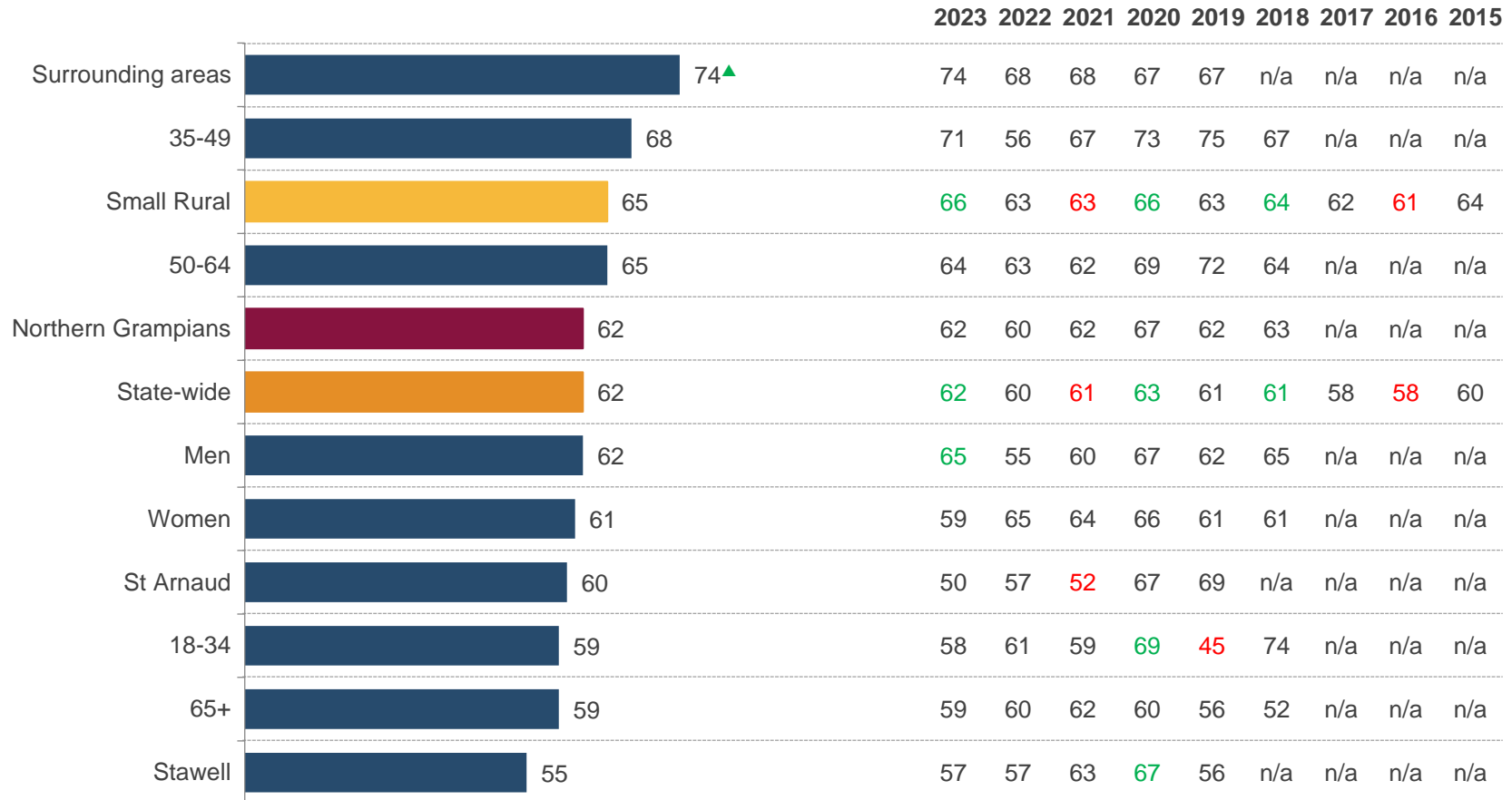


Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15



Contact with council

2024 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with 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?

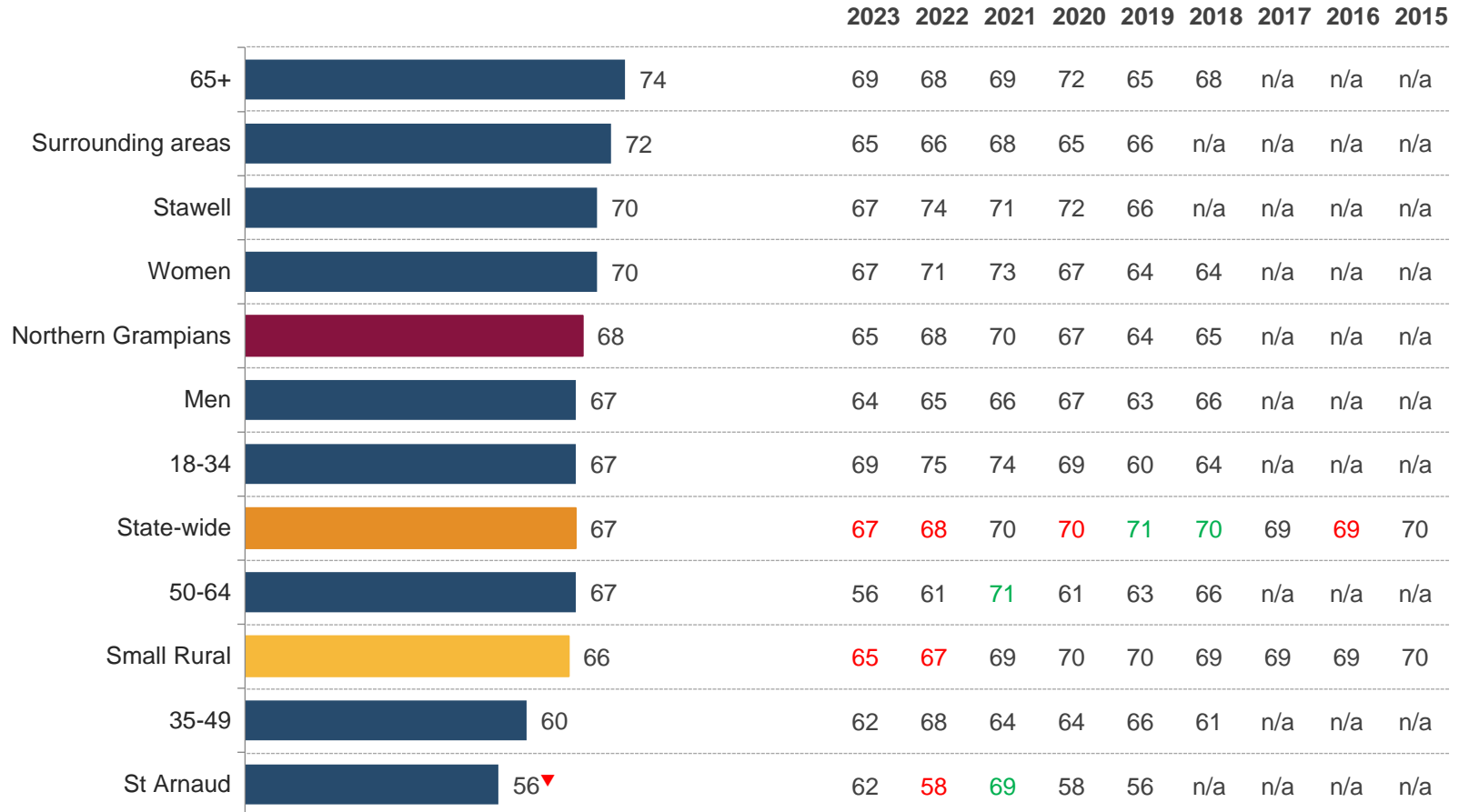
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15

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



Customer service rating

2024 customer service rating (index scores)



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.

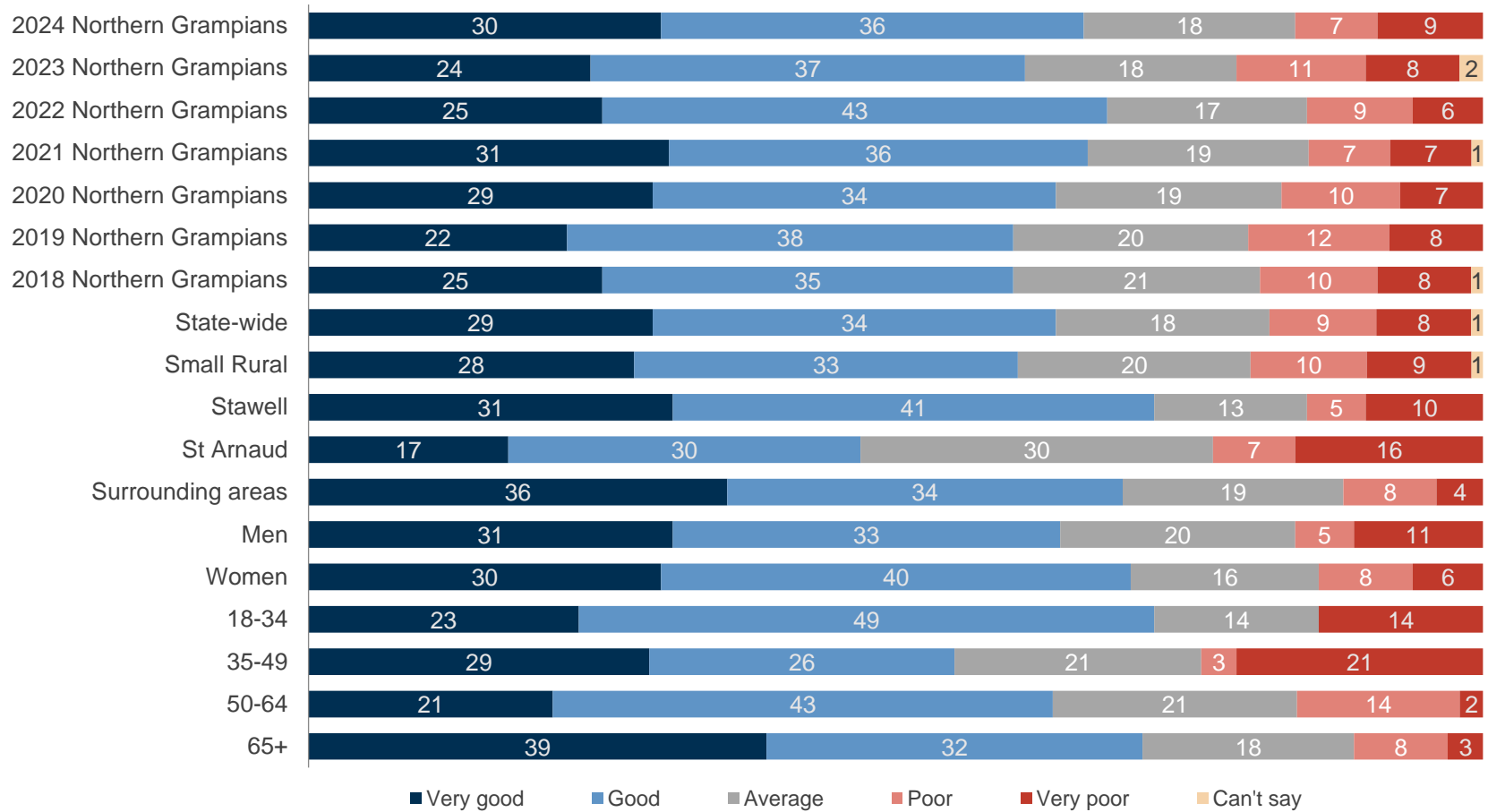
Councils asked State-wide: 62 Councils asked group: 19

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



Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 62 Councils asked group: 19



Council direction

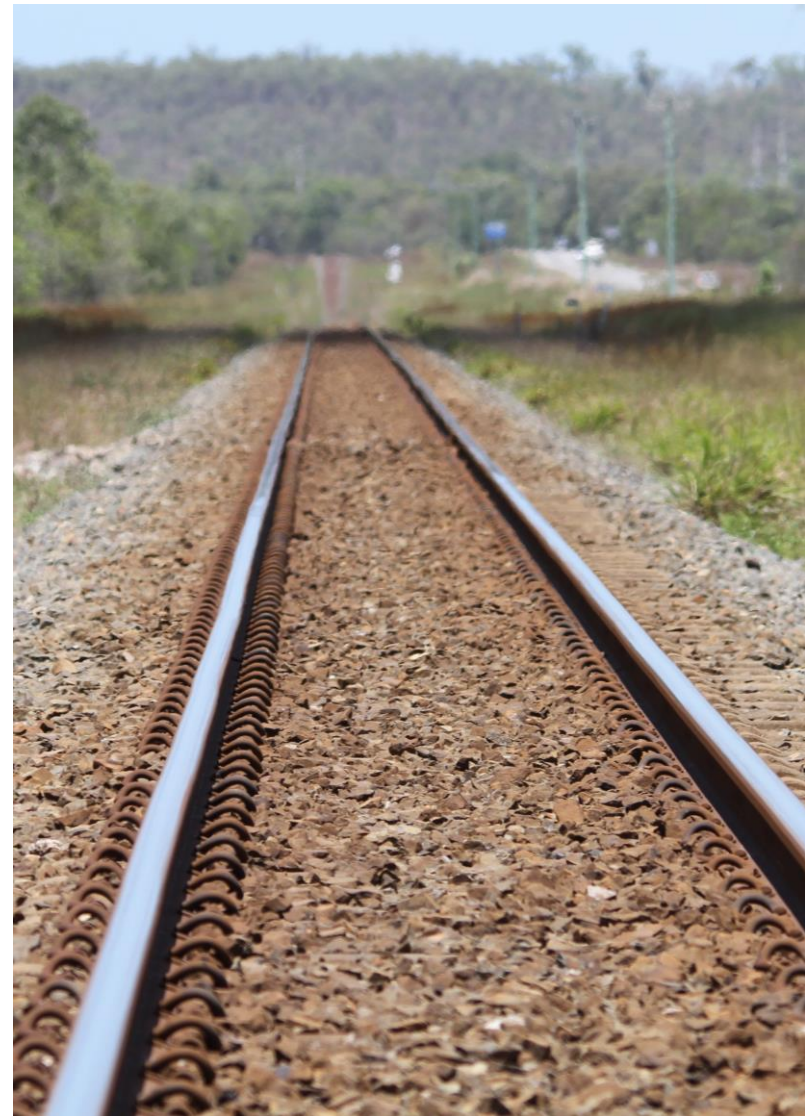


Council direction

Council's overall direction index score of 47 is two index points lower than last year. While this is not a significant decline, perceptions of the direction of Council's overall performance has declined year on year from a peak index score of 52 in 2022.

- The most satisfied with overall council direction are residents of Stawell (index score of 51).
- The least satisfied with overall council direction are residents of St Arnaud who rate council direction significantly lower than the average and where impressions deteriorated significantly over the past year (index score of 36, down 15 points).
- Residents in the 'Surrounding areas' (index score of 46) rate overall council direction in line with the average.

More than one in 10 residents (12%) believe Council's overall direction improved in the previous 12 months; 18% believe it has deteriorated; and 67% describe the direction of Council's overall performance as having 'stayed the same'.





Overall council direction last 12 months

2024 overall council direction (index scores)

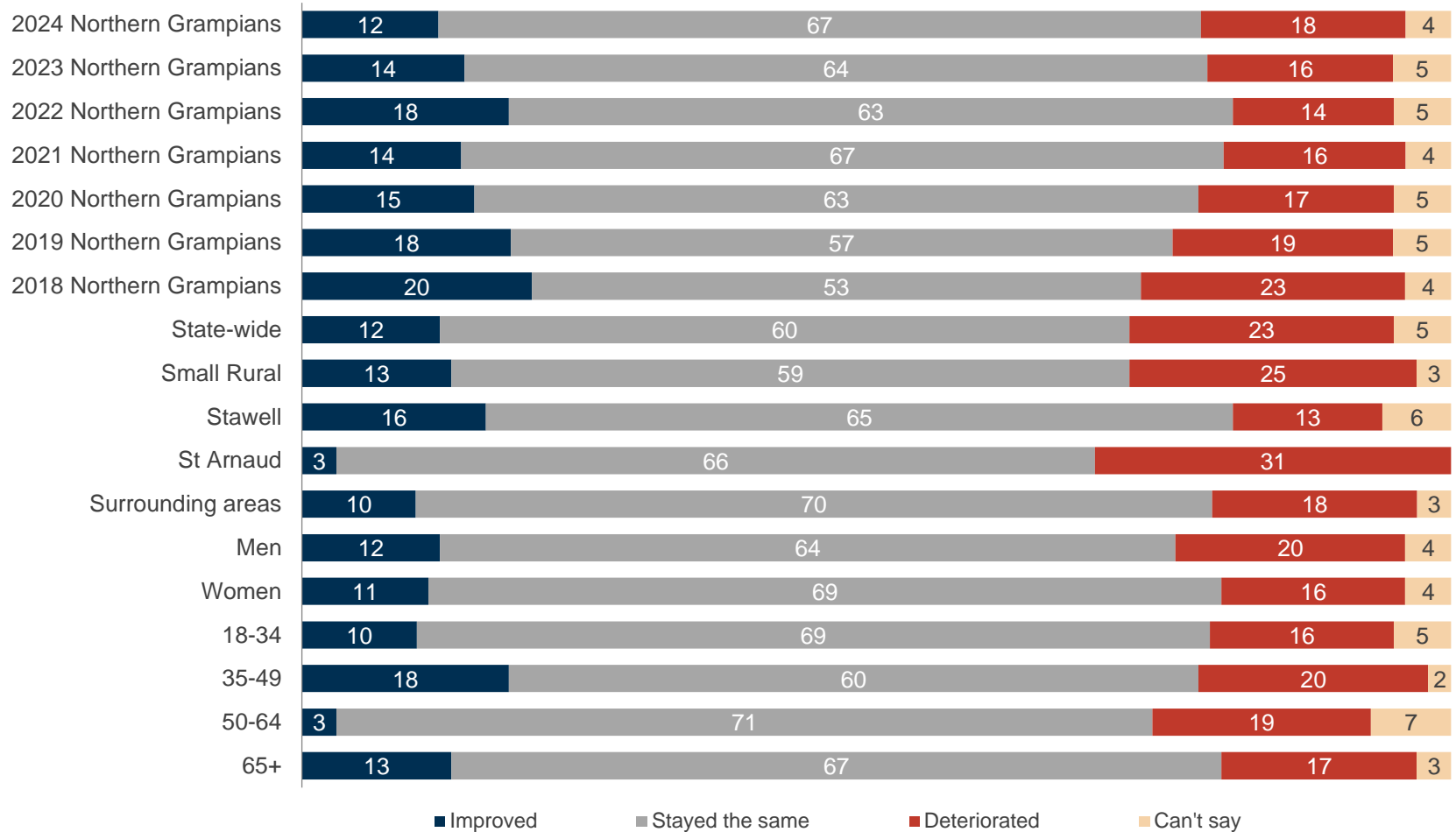
	2023	2022	2021	2020	2019	2018	2017	2016	2015
Stawell	51	52	57	54	52	54	n/a	n/a	n/a
35-49	49	45	49	48	38	47	51	n/a	n/a
65+	48	50	52	49	53	52	50	n/a	n/a
Women	48	52	56	51	50	51	49	n/a	n/a
18-34	47	53	61	52	57	52	53	n/a	n/a
Northern Grampians	47	49	52	49	49	50	49	n/a	n/a
Men	46	45	47	48	48	49	49	n/a	n/a
Surrounding areas	46	43	46	46	50	48	n/a	n/a	n/a
State-wide	45	46	50	53	51	53	52	53	51
Small Rural	44	47	51	53	50	53	50	52	50
50-64	42	42	46	48	44	47	41	n/a	n/a
St Arnaud	36	51	49	45	39	40	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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2024 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Northern Grampians Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



**Individual service
areas**



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Stawell	53	58	59	54	56	n/a	n/a	n/a	n/a
18-34	52	63	58	60	61	45	n/a	n/a	n/a
65+	52	53	51	53	53	53	n/a	n/a	n/a
Surrounding areas	49	52	47	50	53	n/a	n/a	n/a	n/a
Women	54	54	54	52	54	50	n/a	n/a	n/a
Small Rural	53	54	56	54	56	54	55	55	56
Northern Grampians	51	54	52	50	53	48	n/a	n/a	n/a
Men	48	53	50	48	52	46	n/a	n/a	n/a
State-wide	52	54	56	55	56	55	55	54	56
50-64	46	48	49	39	48	45	n/a	n/a	n/a
35-49	51	49	50	47	51	49	n/a	n/a	n/a
St Arnaud	36	45	46	40	46	n/a	n/a	n/a	n/a

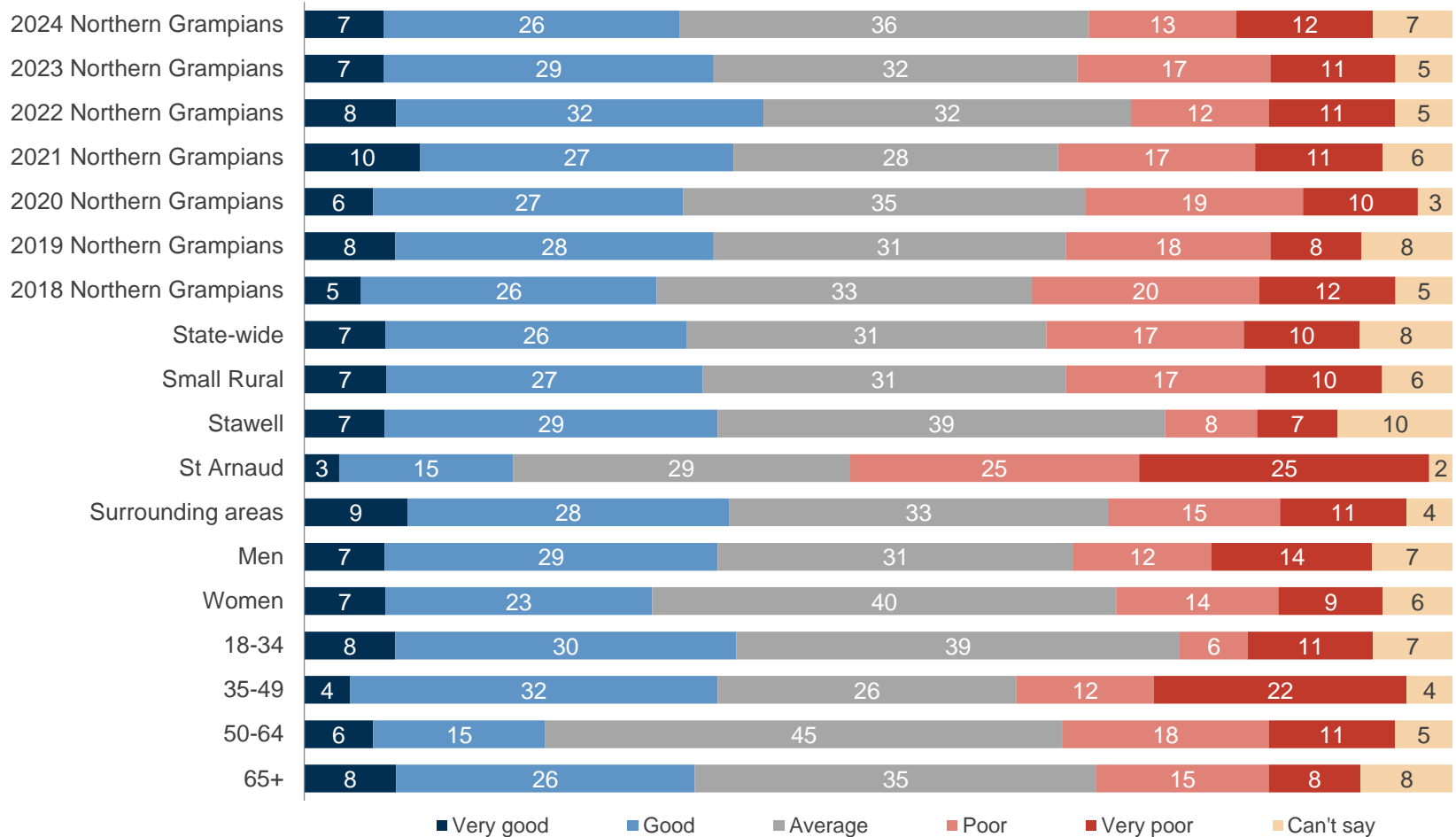
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

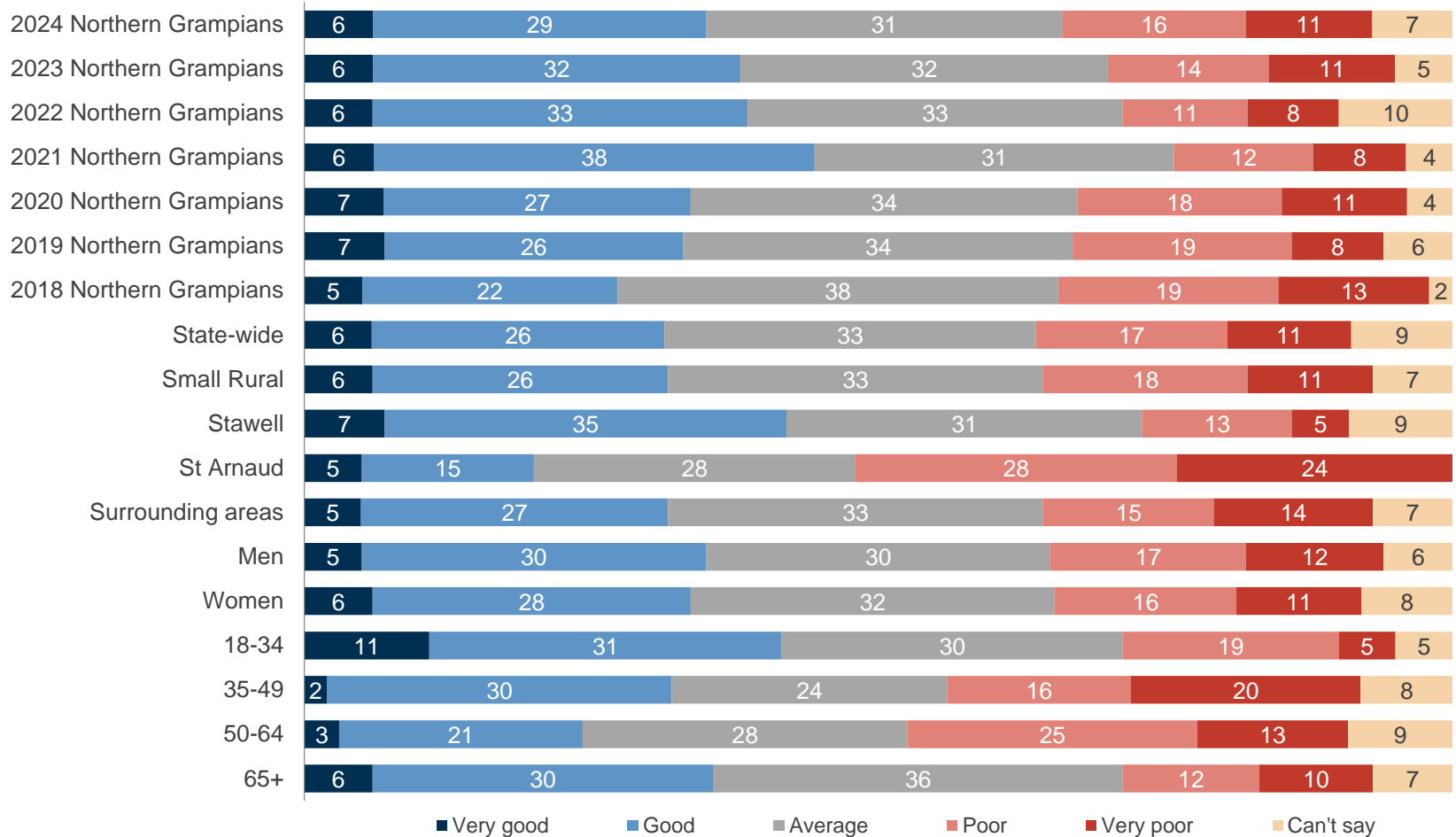
	2023	2022	2021	2020	2019	2018	2017	2016	2015
Stawell	57▲	55	61	61	54	53	n/a	n/a	n/a
18-34	56	55	65	57	55	51	41	n/a	n/a
65+	53	54	53	55	55	54	53	n/a	n/a
Women	51	55	55	54	53	51	49	n/a	n/a
Northern Grampians	50	52	55	55	50	51	47	n/a	n/a
Men	50	50	55	57	47	50	45	n/a	n/a
State-wide	50	51	54	56	53	55	54	54	55
Small Rural	50	52	54	56	53	55	52	55	53
Surrounding areas	48	49	51	52	51	50	n/a	n/a	n/a
35-49	44	50	53	57	47	46	46	n/a	n/a
50-64	43▼	46	51	52	41	50	46	n/a	n/a
St Arnaud	37▼	50	47	49	40	45	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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

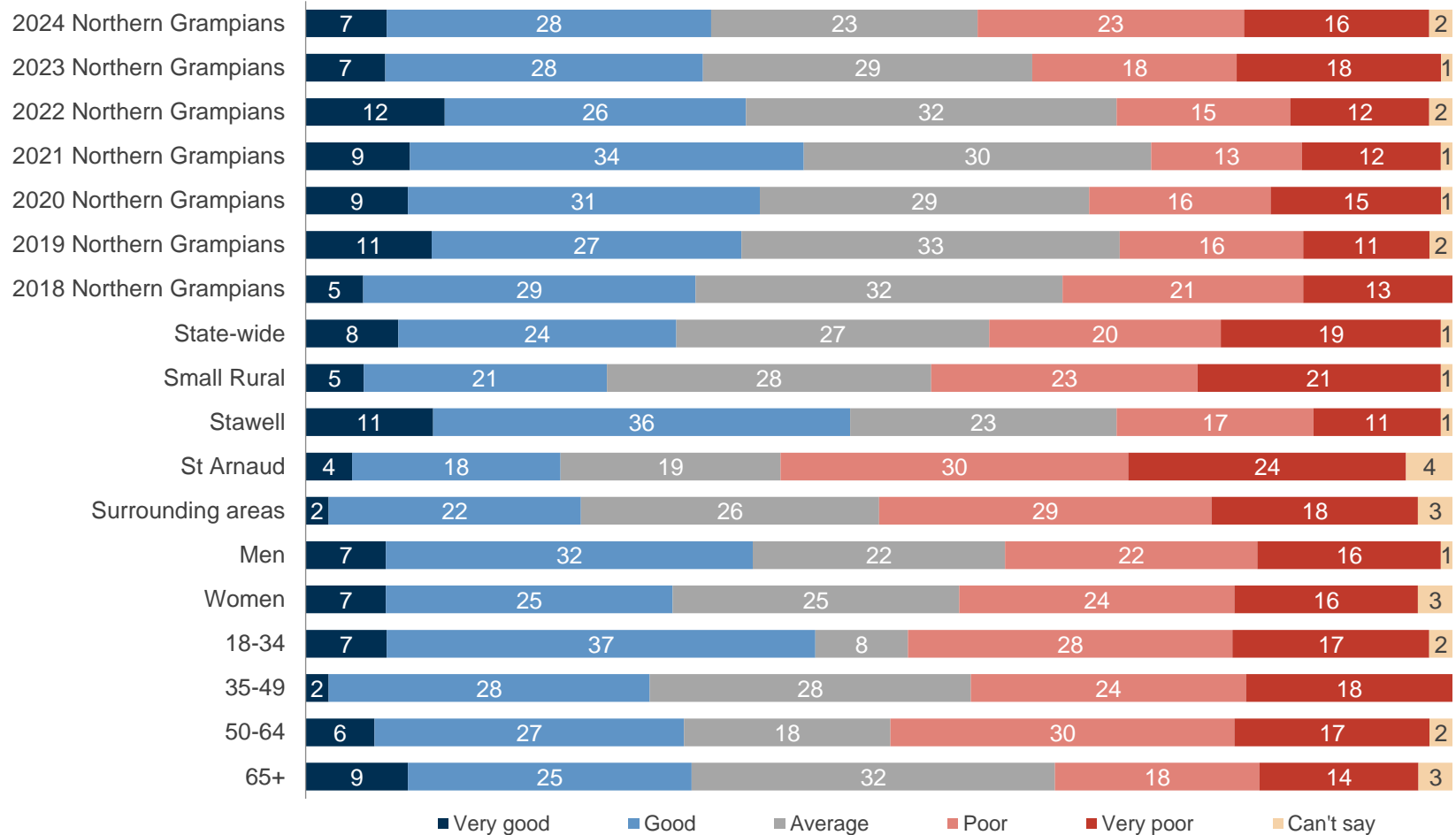
	2023	2022	2021	2020	2019	2018	2017	2016	2015
Stawell	54▲	60	61	56	57	n/a	n/a	n/a	n/a
65+	49	52	55	54	53	55	52	n/a	n/a
Men	48	44	50	54	50	55	50	n/a	n/a
18-34	47	43	57	58	57	56	47	n/a	n/a
Northern Grampians	47	47	53	54	50	53	48	n/a	n/a
Women	46	50	55	53	51	51	46	n/a	n/a
State-wide	45	48	53	57	54	56	53	53	54
50-64	43	41	45	51	42	51	45	n/a	n/a
35-49	43	47	50	52	48	50	46	n/a	n/a
Small Rural	41▼	44	50	53	51	53	49	50	52
Surrounding areas	40▼	43	45	47	46	50	n/a	n/a	n/a
St Arnaud	37▼	47	47	48	44	46	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: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Small Rural	67▲	66	68	68	64	66	69	70	69	71
State-wide	67▲	66	68	69	65	68	70	71	70	72
65+	66	61	65	60	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	65	58	60	56	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	63	56	59	58	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	59	62	57	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	63	59	62	61	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	59	62	64	n/a	n/a	n/a	n/a	n/a	n/a
Stawell	61	61	65	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	54	56	63	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	64	65	65	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	54	58	56	n/a	n/a	n/a	n/a	n/a	n/a

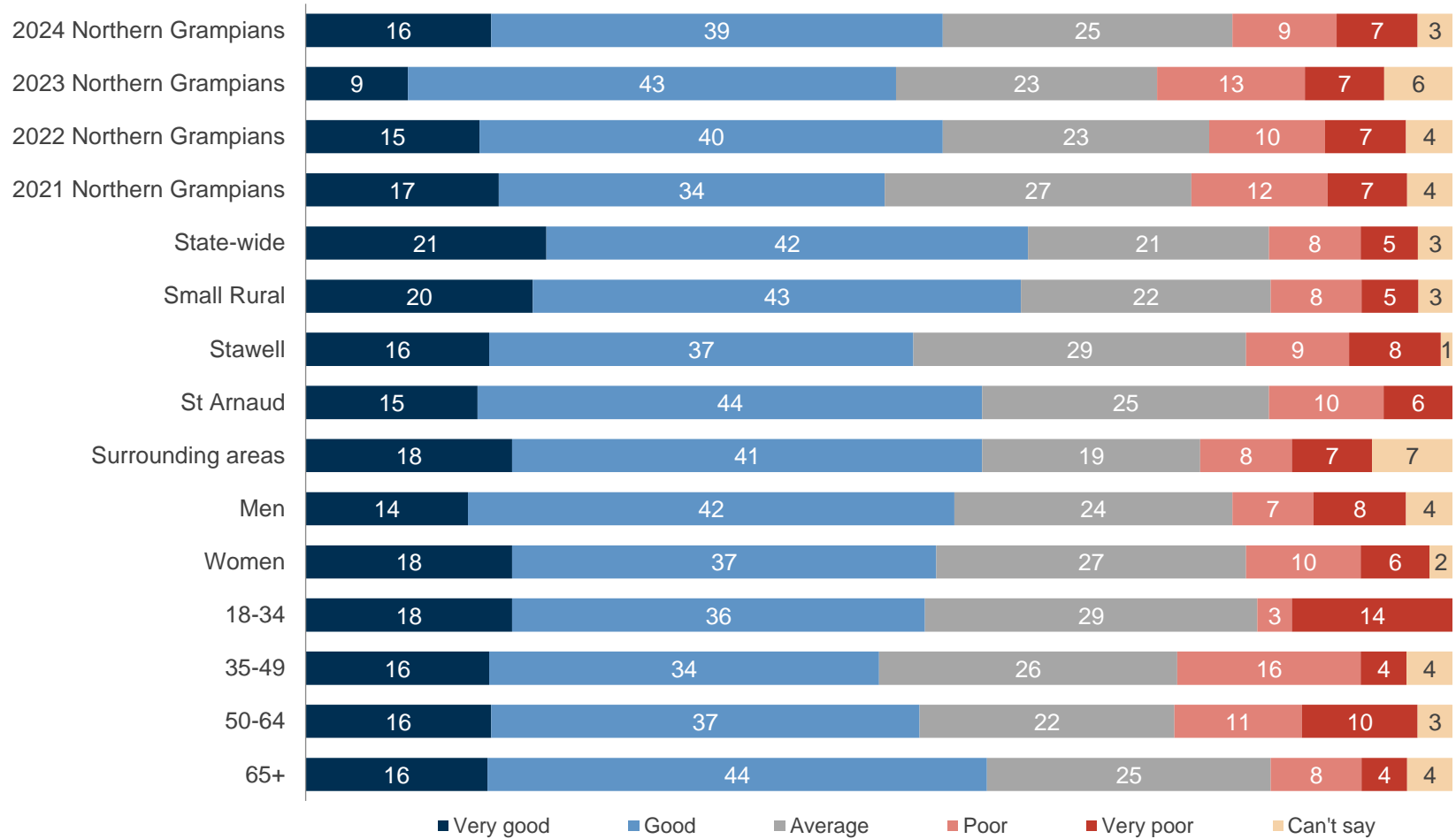
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



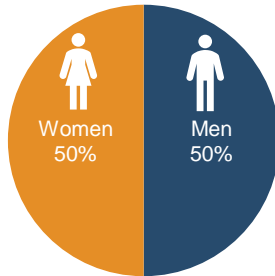
Detailed demographics



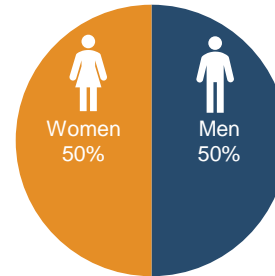
Gender and age profile

2024 gender

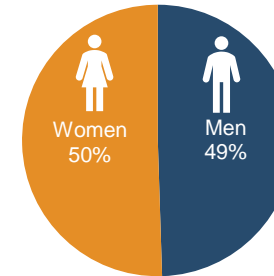
Northern Grampians



Small Rural

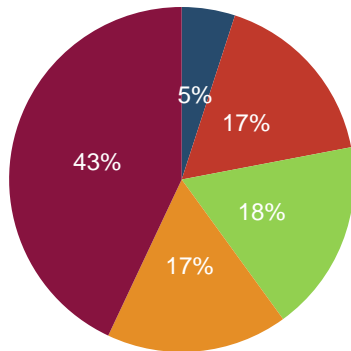


State-wide

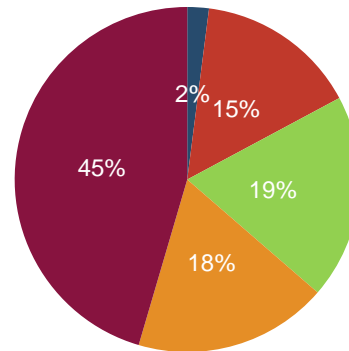


2024 age

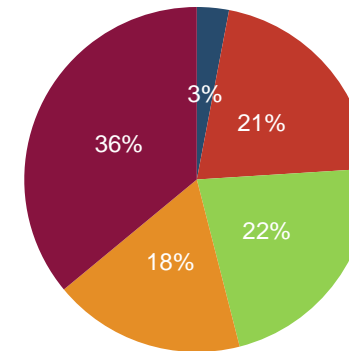
Northern Grampians



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: 62 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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Small Rural gender results may not add to 100%.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for 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 9,700 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	202	201	+/-6.8
Women	198	199	+/-6.9
Stawell	194	202	+/-7.0
St Arnaud	75	72	+/-11.3
Surrounding areas	131	126	+/-8.5
18-34 years	38	87	+/-16.1
35-49 years	50	74	+/-14.0
50-64 years	89	68	+/-10.4
65+ years	223	171	+/-6.5

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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 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=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 across four quarters from 1st June 2023 – 18th March 2024.

Appendix B: Analysis and reporting



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

Council Groups

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 2024 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 cannot be made within the reported charts.

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

These core questions comprised:

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

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

Appendix B: Analysis and reporting



Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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