



2021 Local Government Community Satisfaction Survey

Strathbogie 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, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, light blue network pattern of interconnected lines and nodes, resembling a neural network or a data network. The background of the 'W' is a dark blue gradient.

Key findings and recommendations



Strathbogie Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Strathbogie 57



State-wide 61



Small Rural 60

Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<ul style="list-style-type: none"> Local streets & footpaths Sealed local roads Art centres & libraries
Compared to group average	None	<ul style="list-style-type: none"> Local streets & footpaths Community decisions Informing the community



Summary of core measures

Index scores

Overall performance

Consultation & engagement

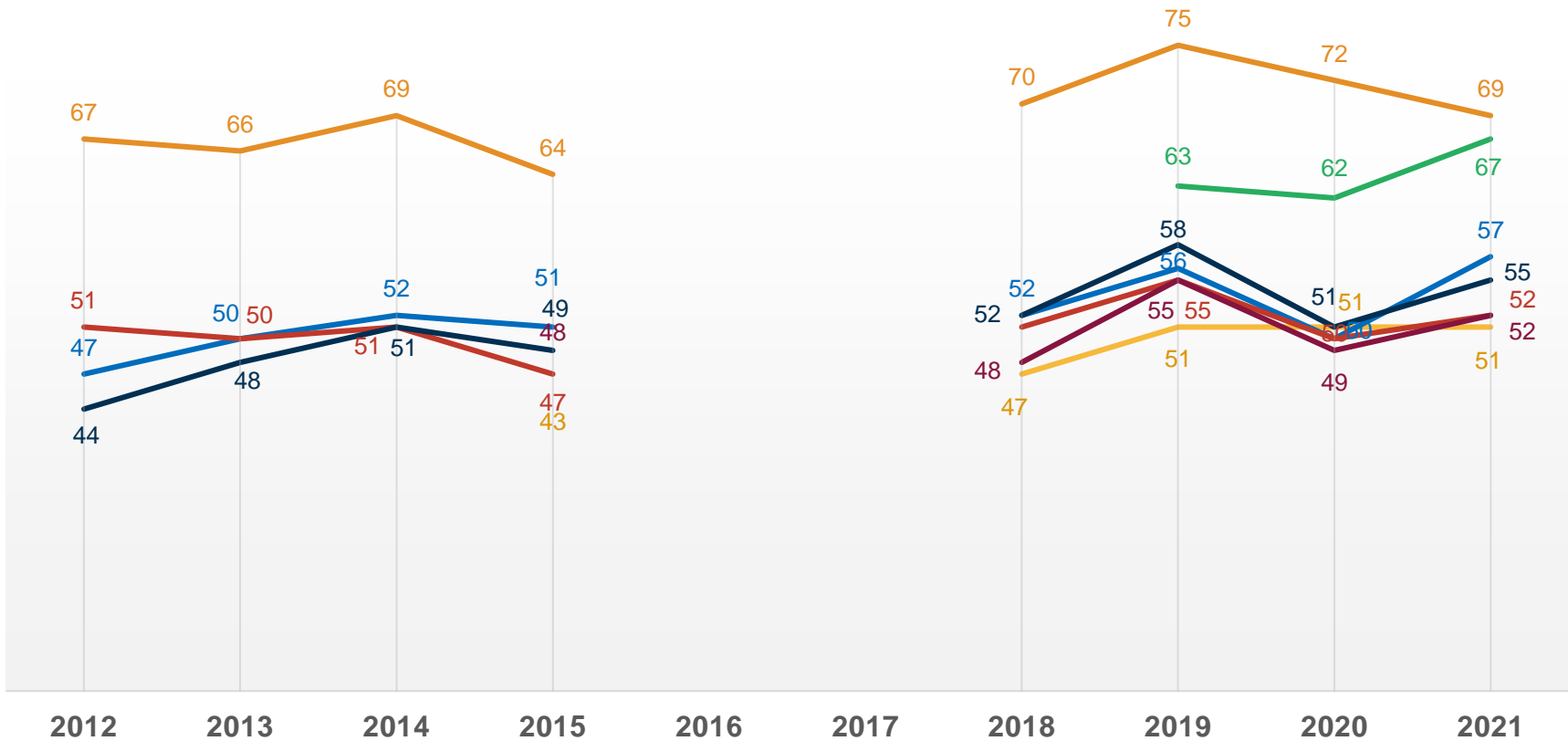
Community decisions

Sealed local roads

Waste management

Customer service

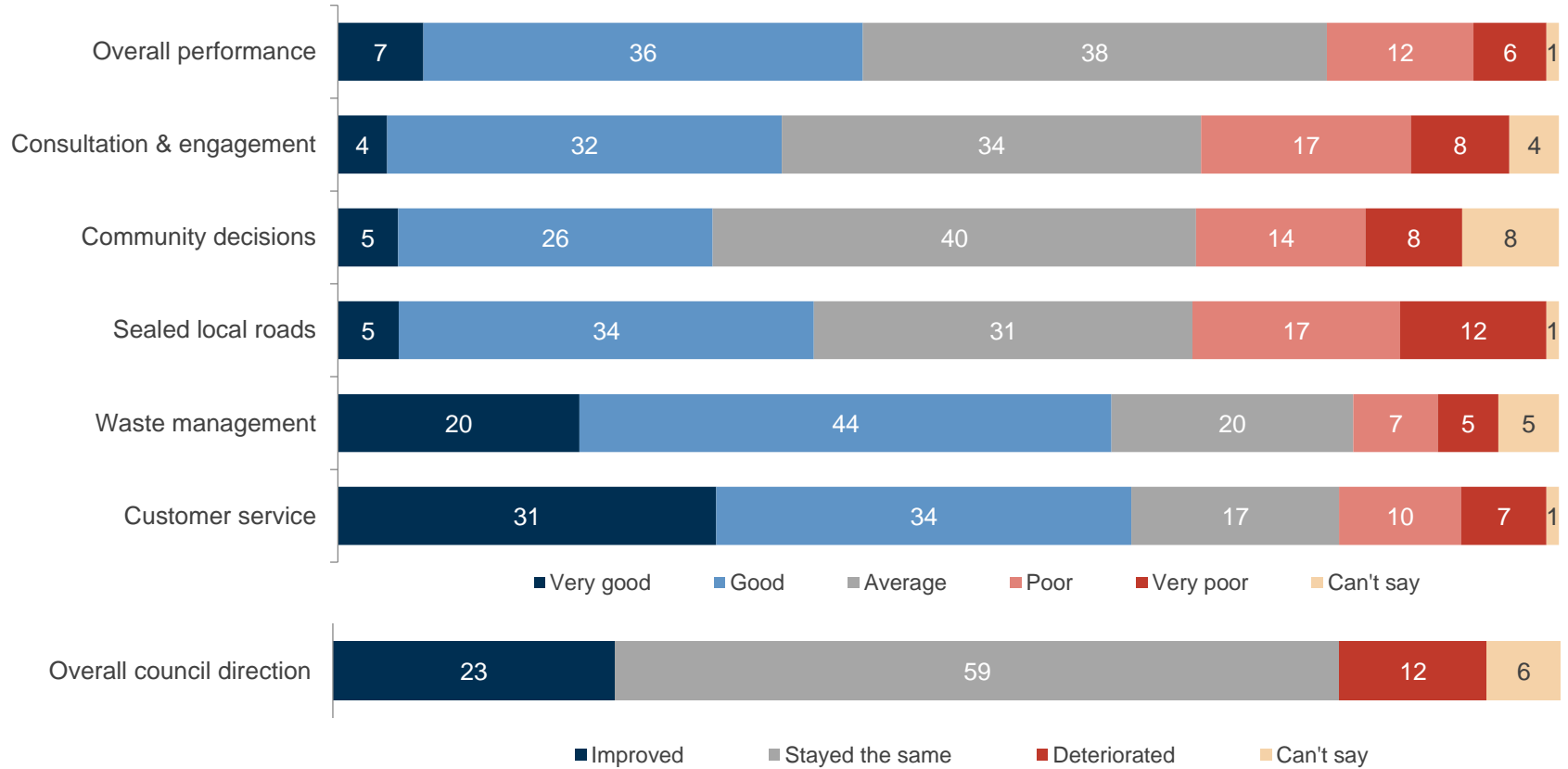
Overall council direction














Summary of core measures

Core measures summary results (%)












Summary of Strathbogie Shire Council performance

Services	Strathbogie 2021	Strathbogie 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	57	50	60	61	Aged 65+ years, Honeysuckle Creek residents, Women	Mount Wombat residents
 Value for money	41	-	52	54	Honeysuckle Creek residents	Aged 35-49 years
 Overall council direction	55	51	53	53	Women	Aged 50-64 years
 Customer service	69	72	69	70	Aged 65+ years	Aged 18-34 years
 Appearance of public areas	74	-	75	73	Aged 50-64 years	Aged 65+ years, Men, Aged 18-34 years
 Waste management	67	62	68	69	Honeysuckle Creek residents	Aged 35-49 years
 Art centres & libraries	67	-	72	73	Aged 65+ years	Aged 18-34 years
 Recreational facilities	65	-	69	71	Aged 65+ years	Mount Wombat residents
 Enforcement of local laws	61	59	63	64	Aged 18-34 years	Seven Creeks residents, Aged 65+ years







Summary of Strathbogie Shire Council performance

Services		Strathbogie 2021	Strathbogie 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Tourism development	61	62	63	62	Lake Nagambie, Hughes Creek residents	Mount Wombat residents
	Bus/community dev./tourism	59	-	62	61	Lake Nagambie, Hughes Creek residents	Mount Wombat residents, Seven Creeks residents
	Environmental sustainability	57	56	61	62	Aged 18-34 years	Mount Wombat residents
	Informing the community	56	55	61	60	Aged 18-34 years	Mount Wombat residents
	Consultation & engagement	52	50	56	56	Aged 18-34 years, Honeysuckle Creek residents	Seven Creeks residents, Aged 50-64 years
	Local streets & footpaths	52	46	58	59	Mount Wombat residents	Seven Creeks residents
	Community decisions	52	49	56	56	Aged 18-34 years	Aged 50-64 years



Summary of Strathbogie Shire Council performance

Services		Strathbogie 2021	Strathbogie 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Lobbying	51	50	55	55	Lake Nagambie, Hughes Creek residents	Mount Wombat residents
	Building & planning permits	51	-	49	51	Aged 18-34 years	Aged 50-64 years, Seven Creeks residents, Aged 35-49 years
	Sealed local roads	51	51	53	57	Honeysuckle Creek residents	Mount Wombat residents
	Unsealed roads	42	41	44	45	Honeysuckle Creek residents	Aged 18-34 years



Focus areas for the next 12 months

Overview

Perceptions of Strathbogie Shire Council's overall performance increased significantly on 2020 and is now at its highest level to date. On most individual service areas, performance ratings have remained the same. The exceptions are waste management, and local streets and footpaths where ratings have significantly improved in the past year. Overall, this is a positive result for Council.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance but where Council currently performs relatively less well: lobbying, informing the community and the condition of sealed local roads are key here. Council should look to further improve and consolidate the gains made on these areas in recent years. Focus is particularly needed on informing the community where Council has not yet recovered the significant losses seen in 2020.

Comparison to state and area grouping

Council performs in line with the Small Rural group council averages on seven out of 16 individual service areas and in line with the State-wide averages for councils on five out of 16 areas. Council performs significantly below the Small Rural and State-wide average on all remaining measures.

Maintain gains achieved to date

Council should look to maintain and build upon its significantly improved performance on waste management, and local streets and footpaths over the next 12 months. Although there were no significant declines in performance ratings in 2020, there is an opportunity to consolidate and build upon perceptions in the year ahead. Council should also seek to consolidate the small gains made in perceptions of community decisions, as this service area is also influential in driving perceptions of Council's overall performance.

DETAILED FINDINGS



Overall performance



Overall performance

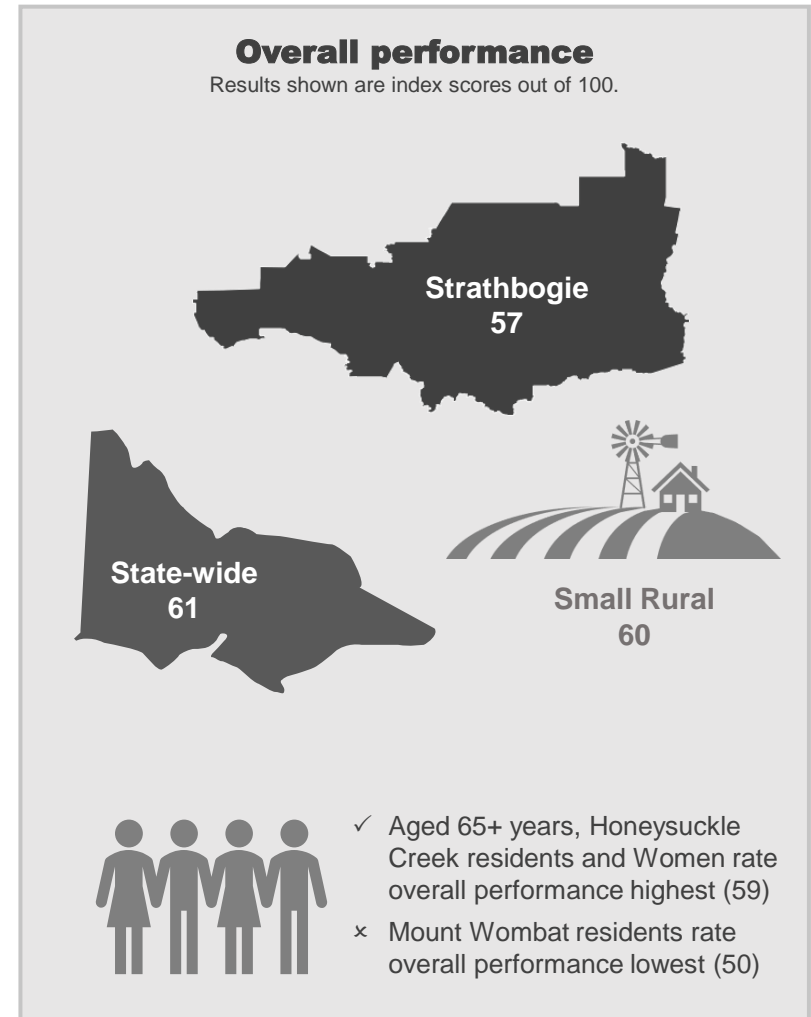
The overall performance index score of 57 for Strathbogie Shire Council represents a statistically significant (at the 95% confidence interval) seven-point improvement on the 2020 result. This is Council's highest rating on overall performance in 10 years.

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

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year. For residents aged 65 years and over and people living in Lake Nagambie, Hughes Creek, the increases are significant.

One in five residents (20%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is around half the proportion who rate Council as 'very poor' or 'poor' (39%). A further 38% rate Council as 'average' in terms of providing value for money.

- Perceptions of value for money in services and infrastructure (index score of 41) are significantly lower than the Small Rural group average (index score of 52) and the State-wide average (index score of 54).





Overall performance

2021 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	58	60	59	59	59	60	61	60	60
Small Rural	56	58	56	58	57	59	n/a	n/a	n/a
65+	46	56	54	n/a	n/a	51	53	50	49
Honeysuckle Creek	48	51	44	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	56	52	n/a	n/a	53	52	50	48
Lake Nagambie, Hughes Creek	50	57	55	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	50	56	52	n/a	n/a	51	52	50	47
18-34	57	60	59	n/a	n/a	54	60	55	54
35-49	54	54	52	n/a	n/a	50	51	48	40
Seven Creeks	50	56	53	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	56	52	n/a	n/a	48	53	50	47
50-64	48	54	46	n/a	n/a	48	47	48	47
Mount Wombat	n/a	n/a	51	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 Strathbogie 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?

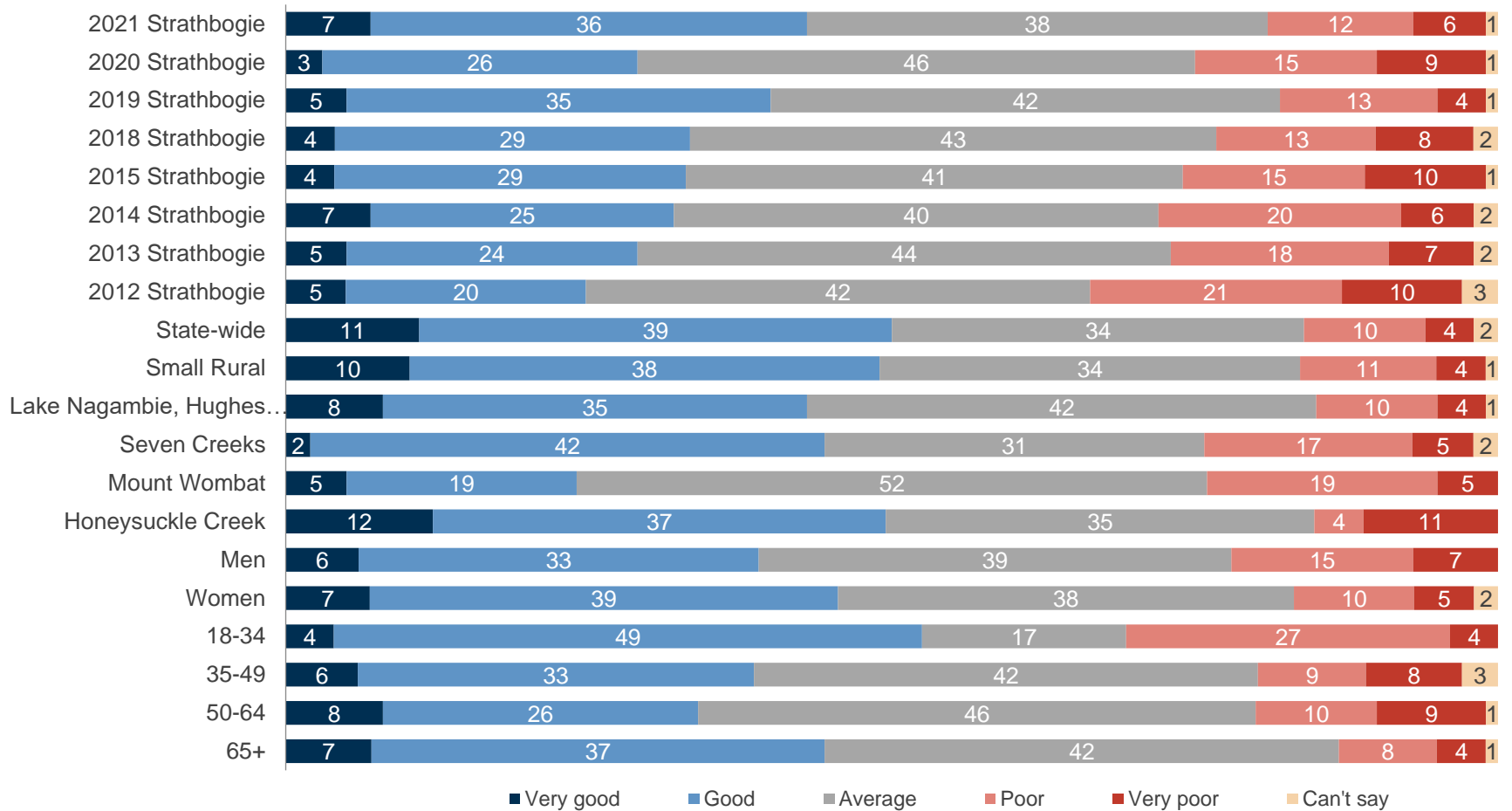
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 overall performance (%)

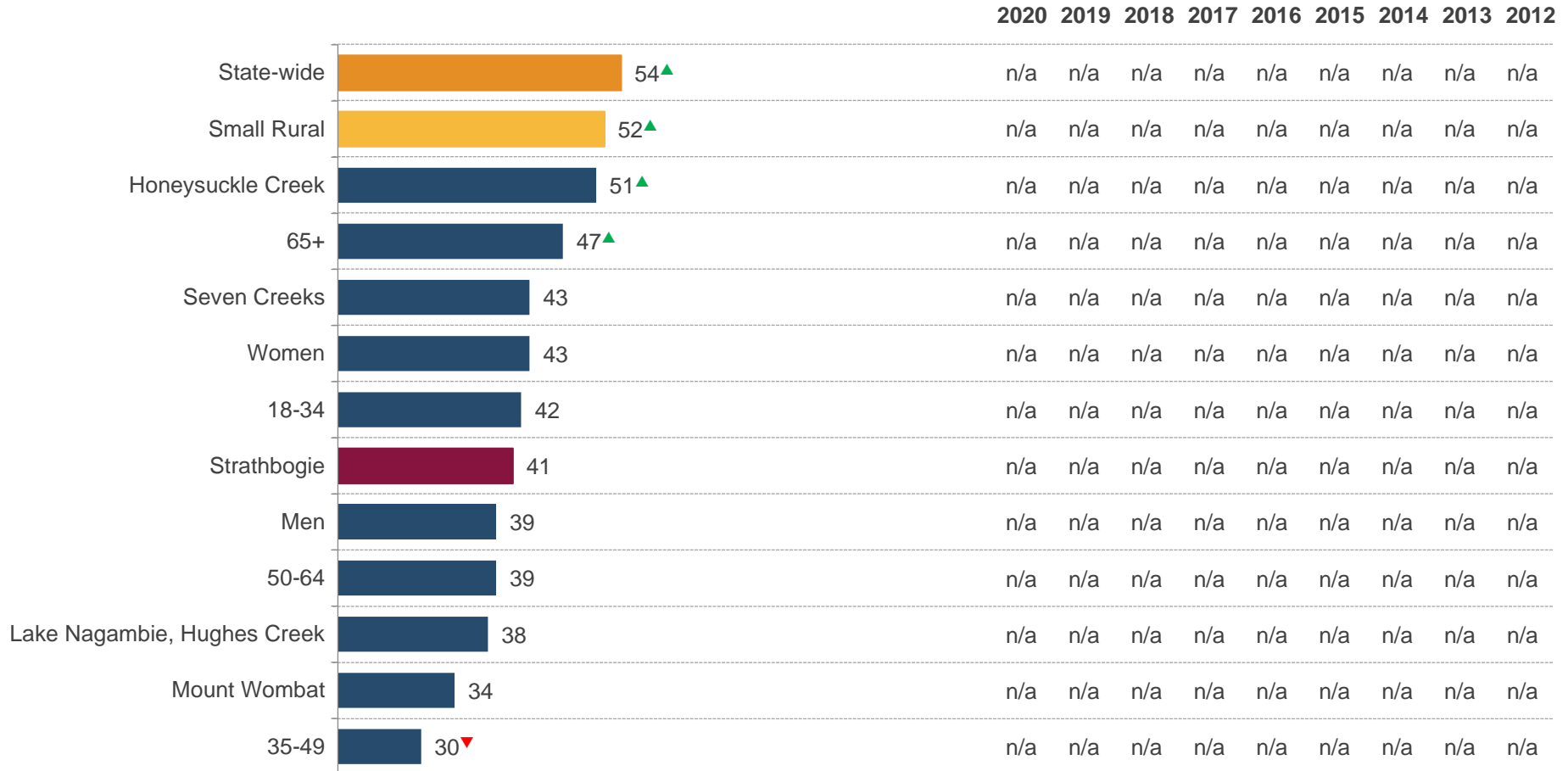


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Strathbogie Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils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



Value for money in services and infrastructure

2021 value for money (index scores)



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

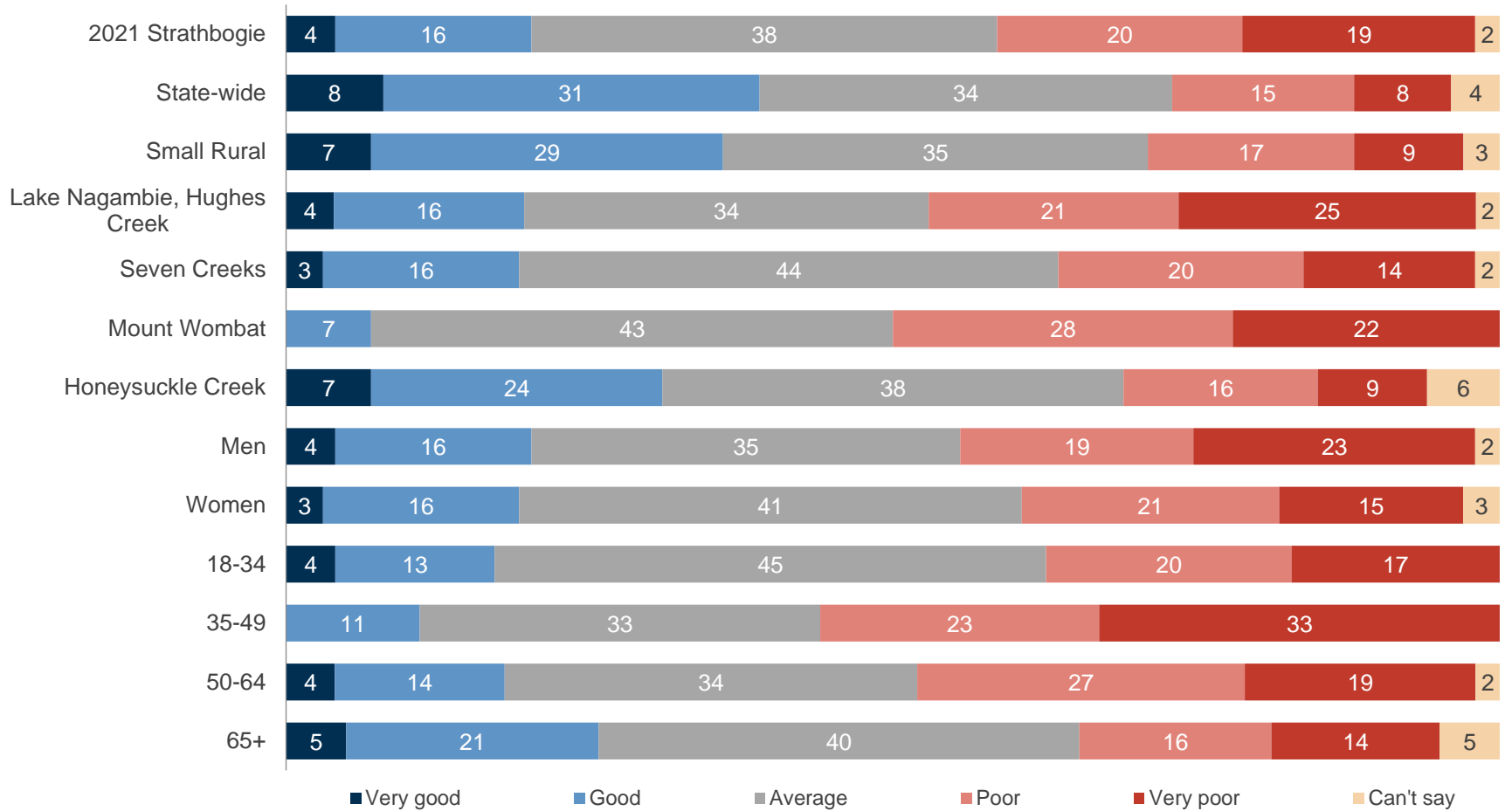
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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 Strathbogie 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

Appearance of public areas (index score of 74) is the area where Council performed best in 2021.

- Council performs in line with the Small Rural and State-wide averages in this service area.
- Among residents aged 50 to 64 years, perceptions of Council's performance are significantly higher than the Council average.
- Additionally, one in ten residents (11%) nominate parks and gardens as the best thing about Council.

Waste management is Council's next highest rated service area (index score of 67, up a significant five points – following the State-wide trend).

- Council performs in line with the Small Rural and State-wide average on waste management.
- Perceptions among residents aged 35 to 49 years are significantly lower than the Council average.

Council also performs relatively well in the area of art centres and libraries (index score of 67).

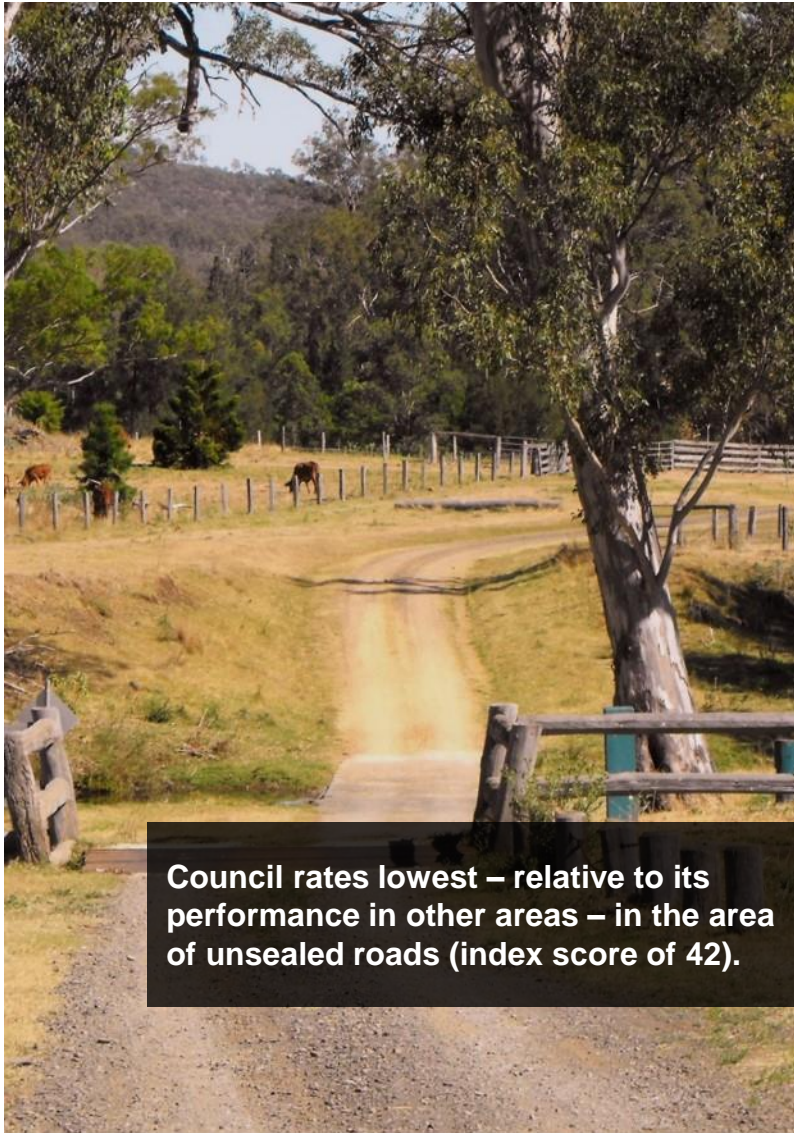
- However, council is rated significantly lower than the Small Rural and State-wide average on this measure.
- Perceptions among residents aged 65 years and over are significantly higher than the Council average, while among those aged 18 to 34 years, perceptions are significantly lower.



Appearance of public areas (index score of 74) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 42).

Council did not experience any significant declines in performance ratings in 2021.

Council rates lowest in the area of maintenance of unsealed roads (index score of 42, up one point).

Council's next lowest rated areas are sealed local roads, building and planning permits and lobbying, each with an index score of 51.

- Council rates in line with the Small Rural group average on unsealed and sealed local roads, and building and planning permits, but significantly lower than the Small Rural group average on lobbying.
- Perceptions of Council's performance on sealed local roads, unsealed local roads and lobbying are significantly lower than the State-wide average.
- Ratings of Council's performance on sealed and unsealed roads are highest among residents of Honeysuckle Creek and relatively lower in Mount Wombat. This suggests attention should first be directed to the Mount Wombat area.
- Lobbying, the condition of sealed local roads, and planning and building permits each have a strong influence on perceptions of overall performance. Focusing efforts on these areas will help drive up Council's overall performance rating.



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	67	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	61	59	59	56	n/a	n/a	n/a	n/a	n/a	n/a
Tourism development	61	62	64	63	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	56	55	59	55	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	52	50	55	51	n/a	n/a	47	51	50	51
Local streets & footpaths	52	46	48	46	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	52	49	55	48	n/a	n/a	48	n/a	n/a	n/a
Lobbying	51	50	54	48	n/a	n/a	49	52	50	50
Planning & building permits	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	51	51	51	47	n/a	n/a	43	n/a	n/a	n/a
Unsealed roads	42	41	43	37	n/a	n/a	n/a	n/a	n/a	n/a

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

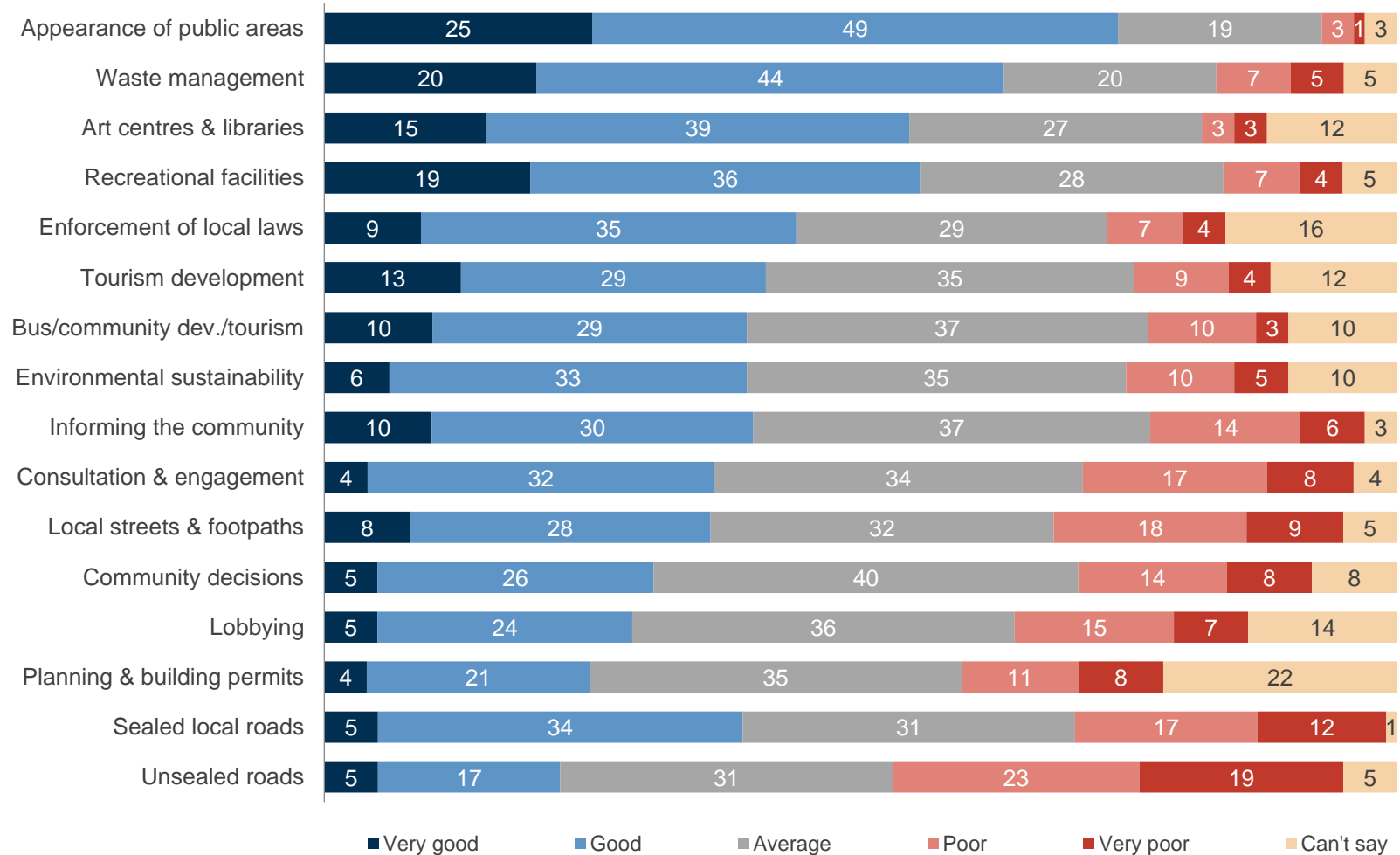
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area importance

2021 individual service area importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

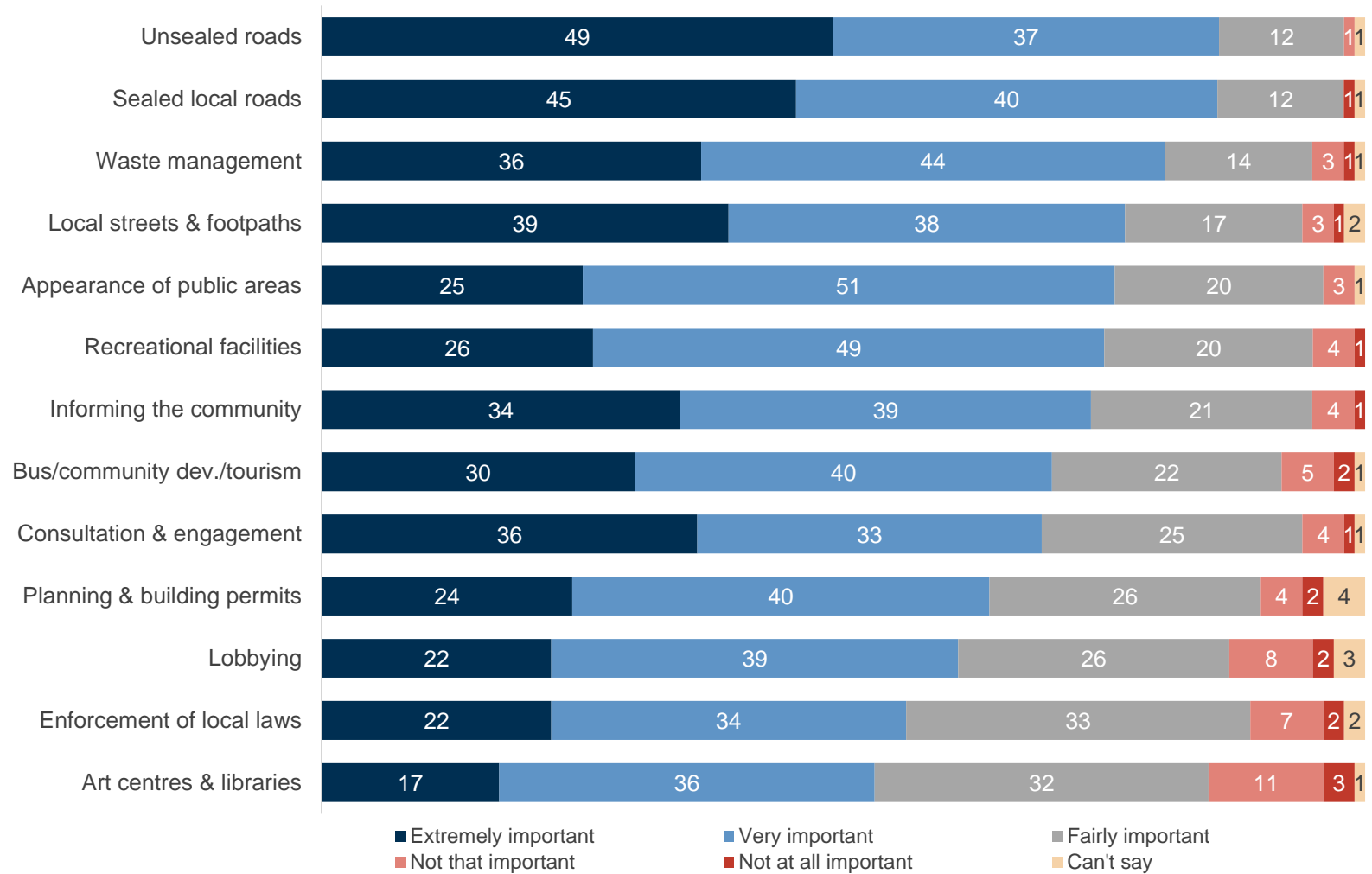
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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



Individual service area importance

2021 individual service area importance (%)

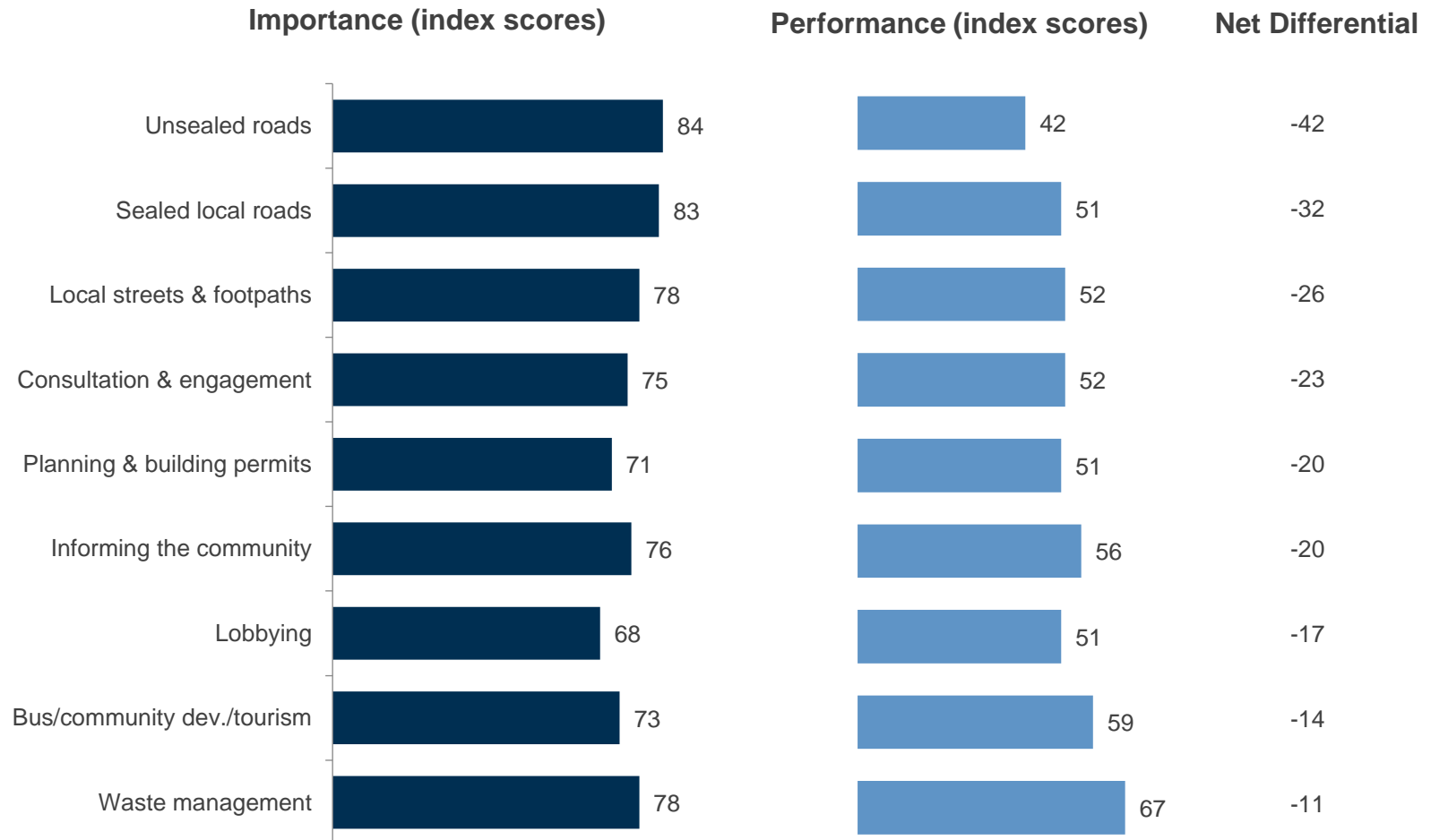


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Lobbying on behalf of the community
- Informing the community
- The condition of sealed local roads.

Council performance is currently rated only slightly above 'average' on lobbying and sealed roads (index score of 51 for each) but higher on informing the community (index score of 56).

Good communication with residents and demonstrating efforts to advocate on their behalf, as well as attending to the maintenance of sealed roads, provide the greatest opportunities to drive up Council's overall performance rating.

Following on from that, other individual service areas with a more moderate influence on the overall performance rating are:

- Decisions made in the interest of the community
- Planning and building permits.

Council performance is also rated just above 'average' in these areas – index scores of 52 and 51 respectively.

A greater focus on transparency in Council decision making, and on its approach to planning and building permits, will also be important to help improve overall performance ratings.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2021 regression analysis (all service areas)

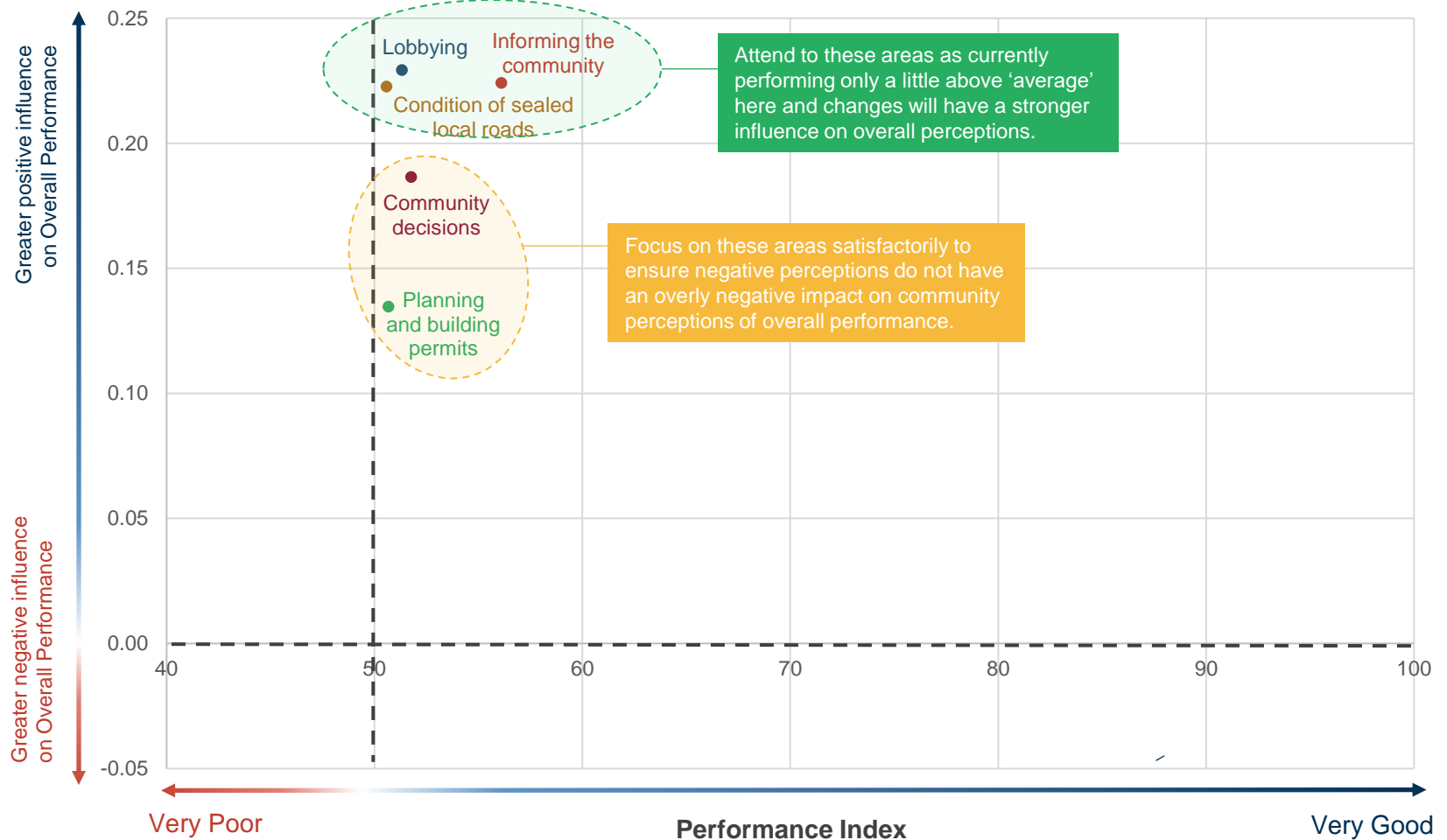


The multiple regression analysis model above (all service areas) has an R^2 value of 0.497 and adjusted R^2 value of 0.475, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 23.61$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2021 regression analysis (key service areas)

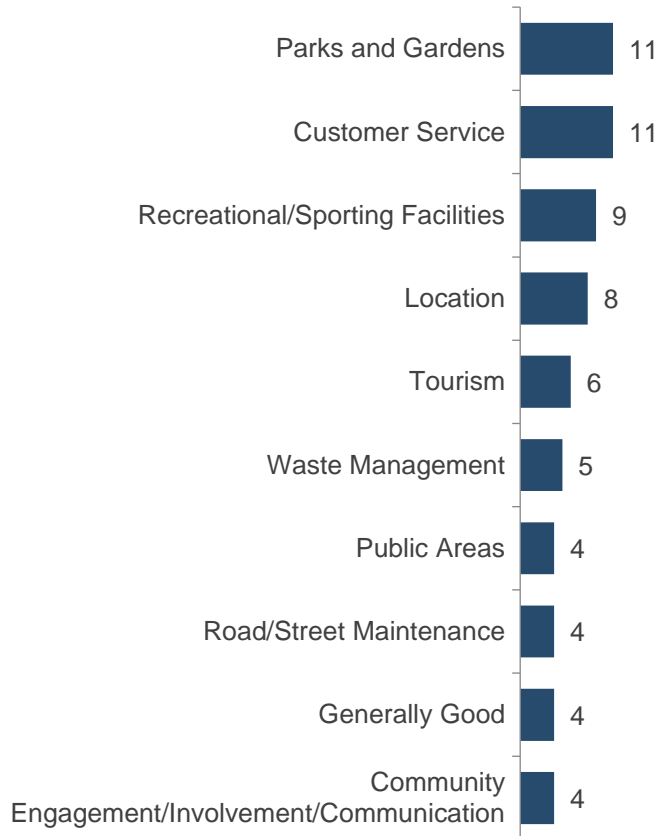


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.480 and adjusted R² value of 0.473, which means that 48% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 72.65.



Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -



2021 areas for improvement (%)
- Top mentions only -



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 13

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



Customer service

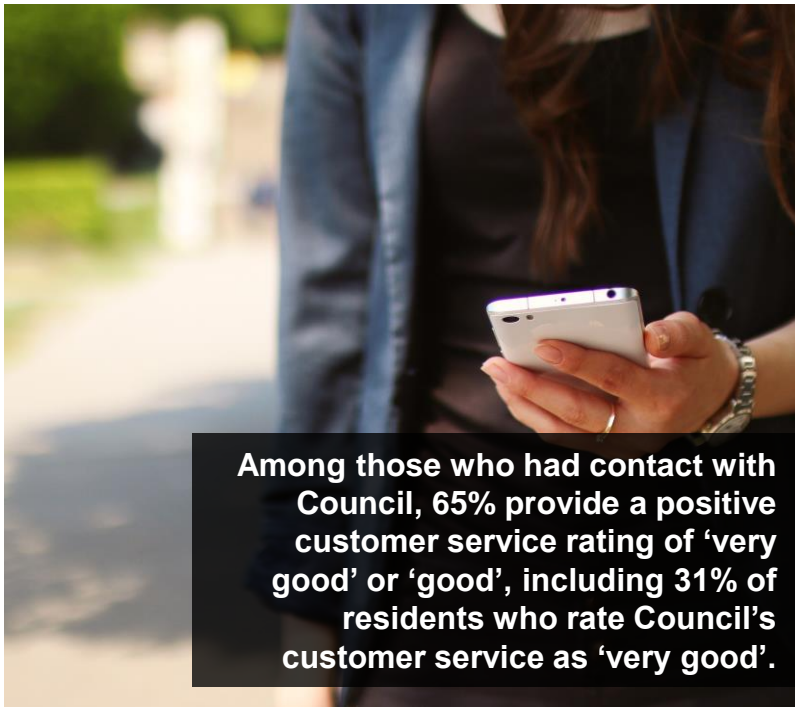


Contact with council and customer service

Contact with council

More than two thirds of Council residents (68%) have had contact with Council in the last 12 months. Rate of contact is two percentage points lower than last year. Residents aged 35 to 49 years (80%) and 50 to 64 years (79%) had the most contact with Council, both significantly higher than average.

The main methods of contacting Council are by telephone (43%, up five percentage points) and in person (30%, down seven percentage points).



Among those who had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is down three points on 2020 (not a significant decline). Customer service is rated in line with the Small Rural and State-wide average (index scores of 69 and 70 respectively).

Among those who have had contact with Council, almost two thirds (65%) of residents provide a positive customer service rating of 'very good' or 'good'.

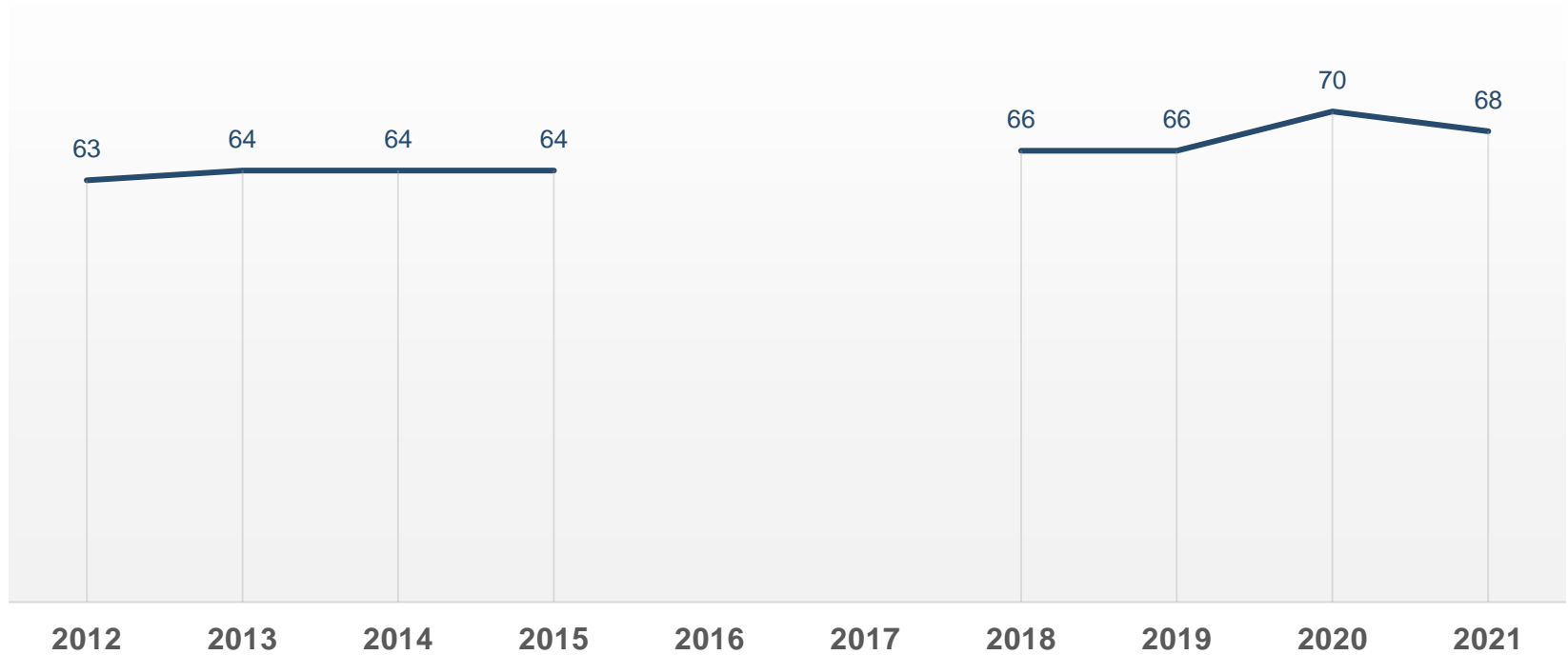
- Ratings among residents aged 18 to 49 years have declined significantly on 2020. Residents aged 35 to 49 years had the most contact with Council in the past year and so extra attention may be warranted here.
- Differences in customer service ratings across demographic and geographic cohorts are not significantly different from the Council average.

Customer service ratings are highest among residents who communicated with Council via the website (index score of 79) and lowest among those who communicated via text message (index score of 41). (Note the small sample size for both.)



Contact with council

2021 contact with council (%)
Have had contact



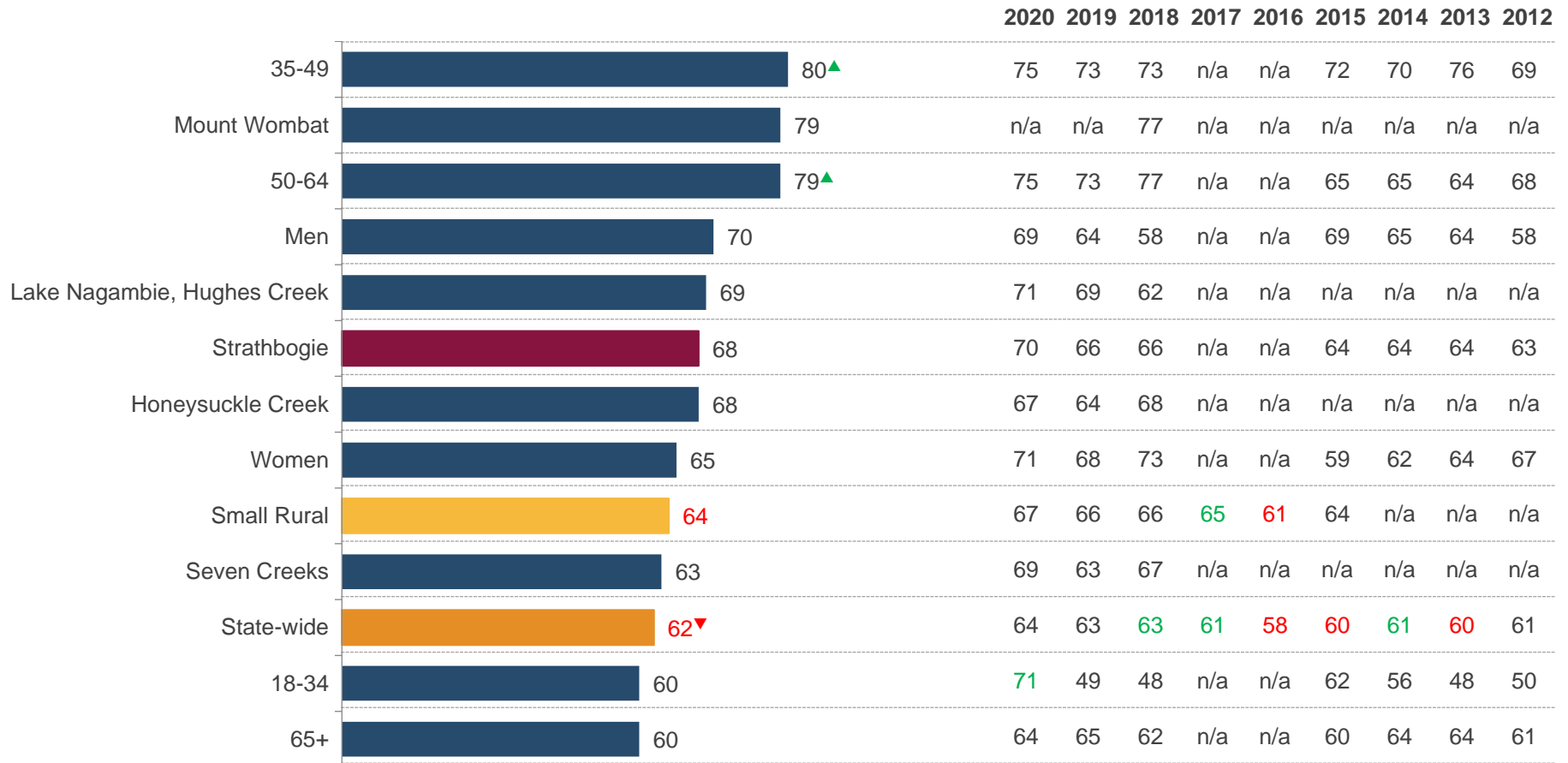
Q5a. Have you or any member of your household had any recent contact with Strathbogie Shire Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4



Contact with council

2021 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Strathbogie Shire Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

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
Mount Wombat	74*	n/a	n/a	67	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	68	72	70	n/a	n/a	69	71	68	71
Seven Creeks	72	72	75	68	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	68	75	69	n/a	n/a	68	64	67	60
Honeysuckle Creek	71	77	75	65	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	73	78	71	n/a	n/a	69	67	66	67
State-wide	70	70	71	70	69	69	70	72	71	71
Small Rural	69	70	70	69	69	69	70	n/a	n/a	n/a
Strathbogie	69	72	75	70	n/a	n/a	64	69	66	67
Men	66	70	71	68	n/a	n/a	60	72	66	67
Lake Nagambie, Hughes Creek	65	70	75	74	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	78	77	70	n/a	n/a	63	69	65	63
18-34	62	78	81	69	n/a	n/a	50	76	58	75

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

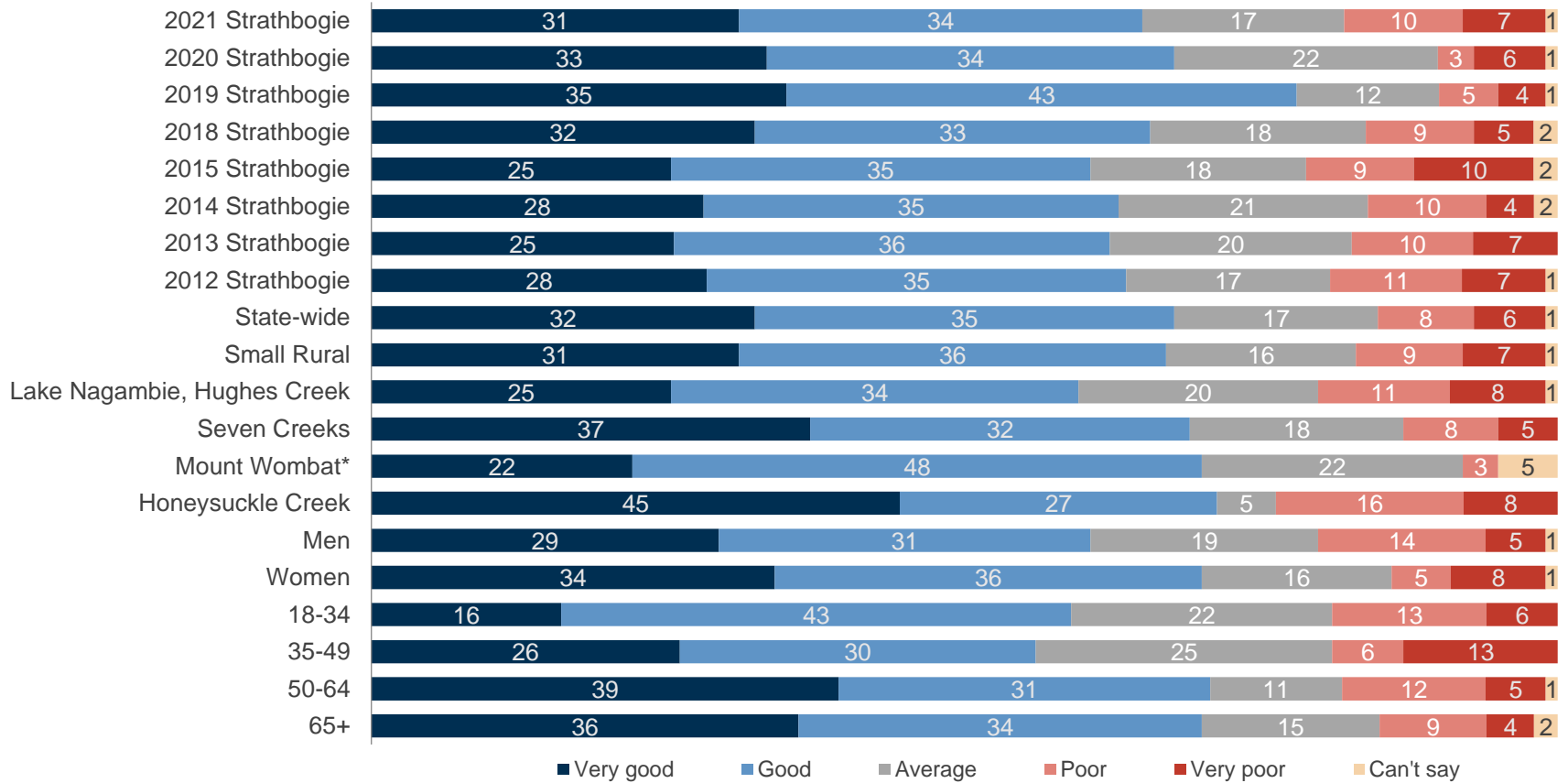
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Strathbogie 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
 *Caution: small sample size < n=30



Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



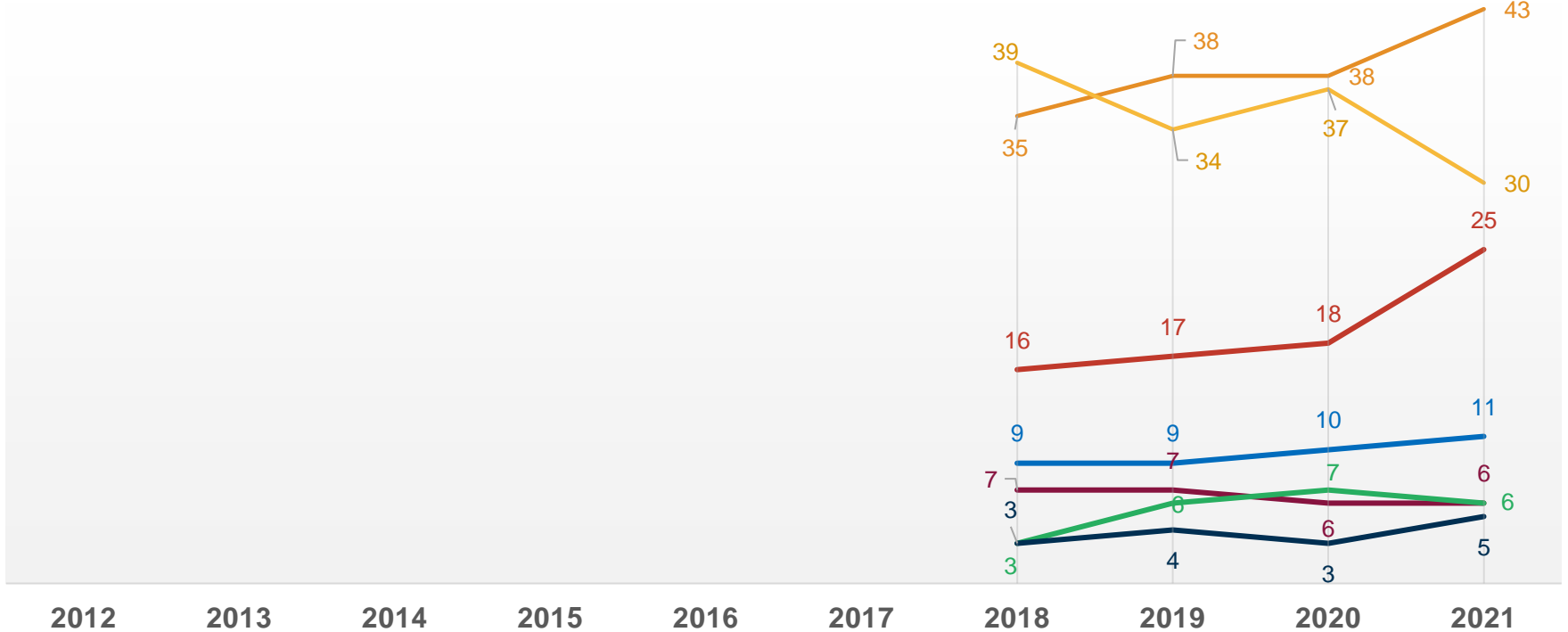
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Strathbogie Shire Council in any of the following ways?

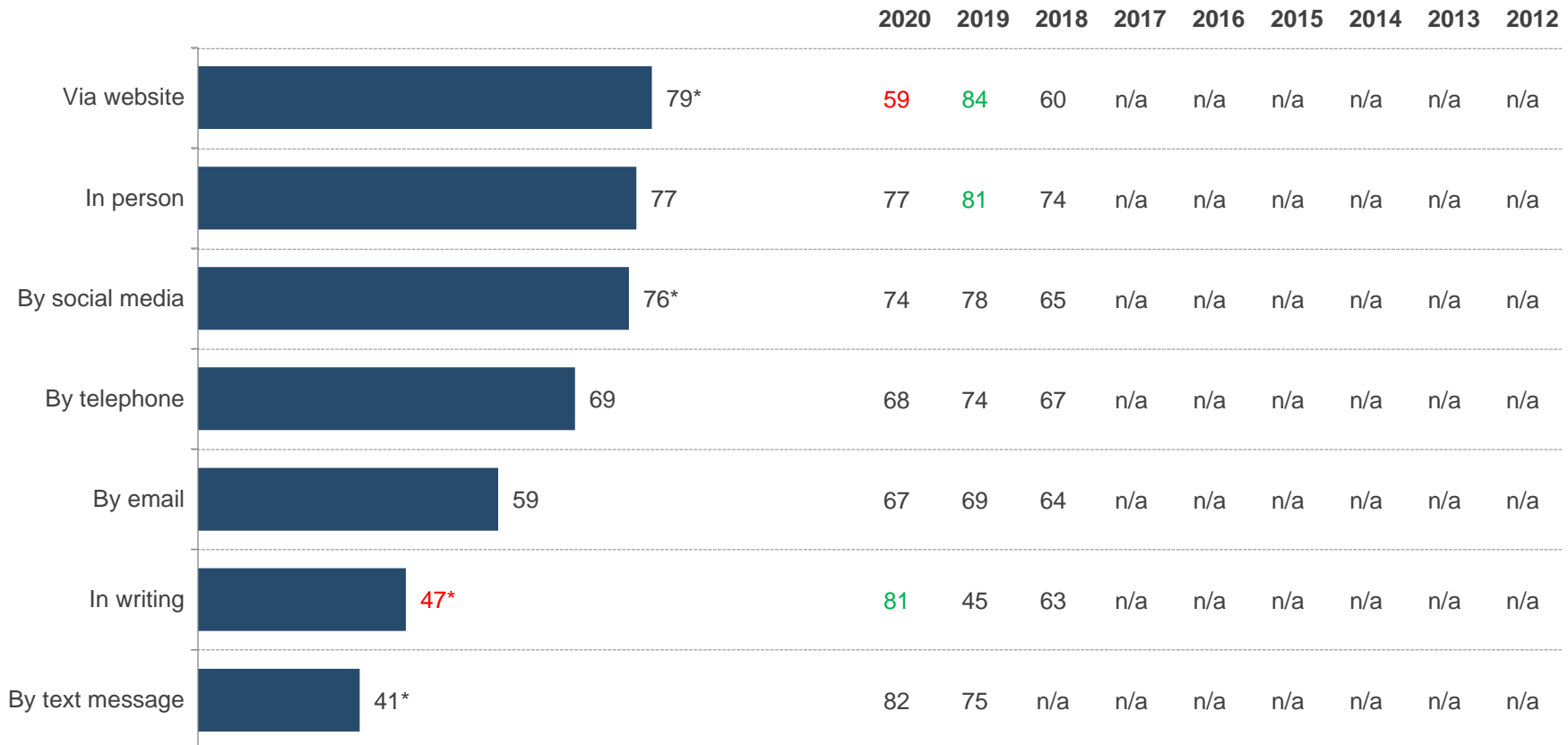
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2021 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Strathbogie 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: 27 Councils asked group: 4

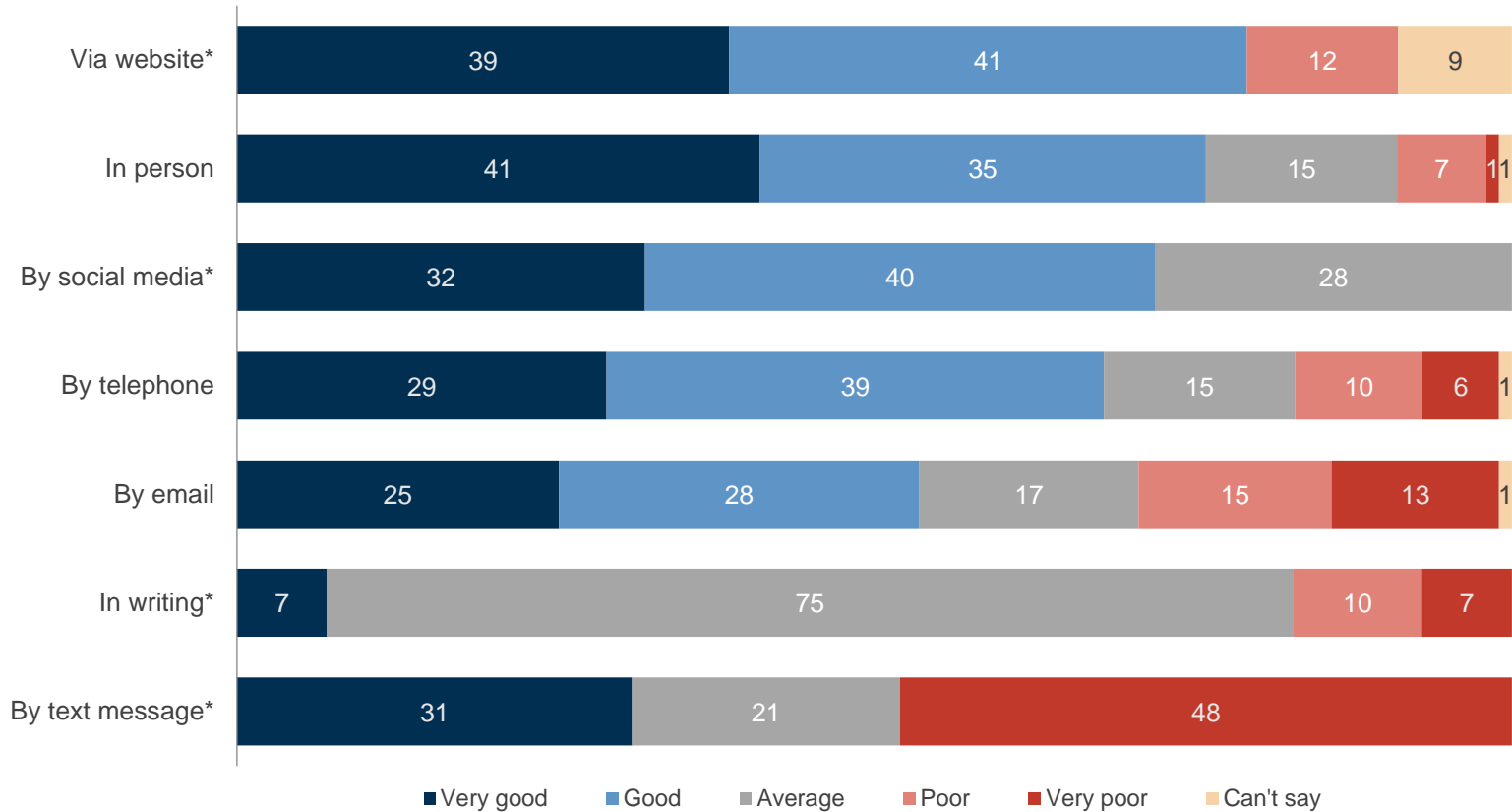
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Strathbogie 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: 27 Councils asked group: 4
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council is newsletters sent via mail (28%) followed by newsletters via email (24%). The greatest change since 2020 is the six point increase in preference for newsletter as an insert in a local newspaper, although preference for this form of communication remains relatively low (14%).

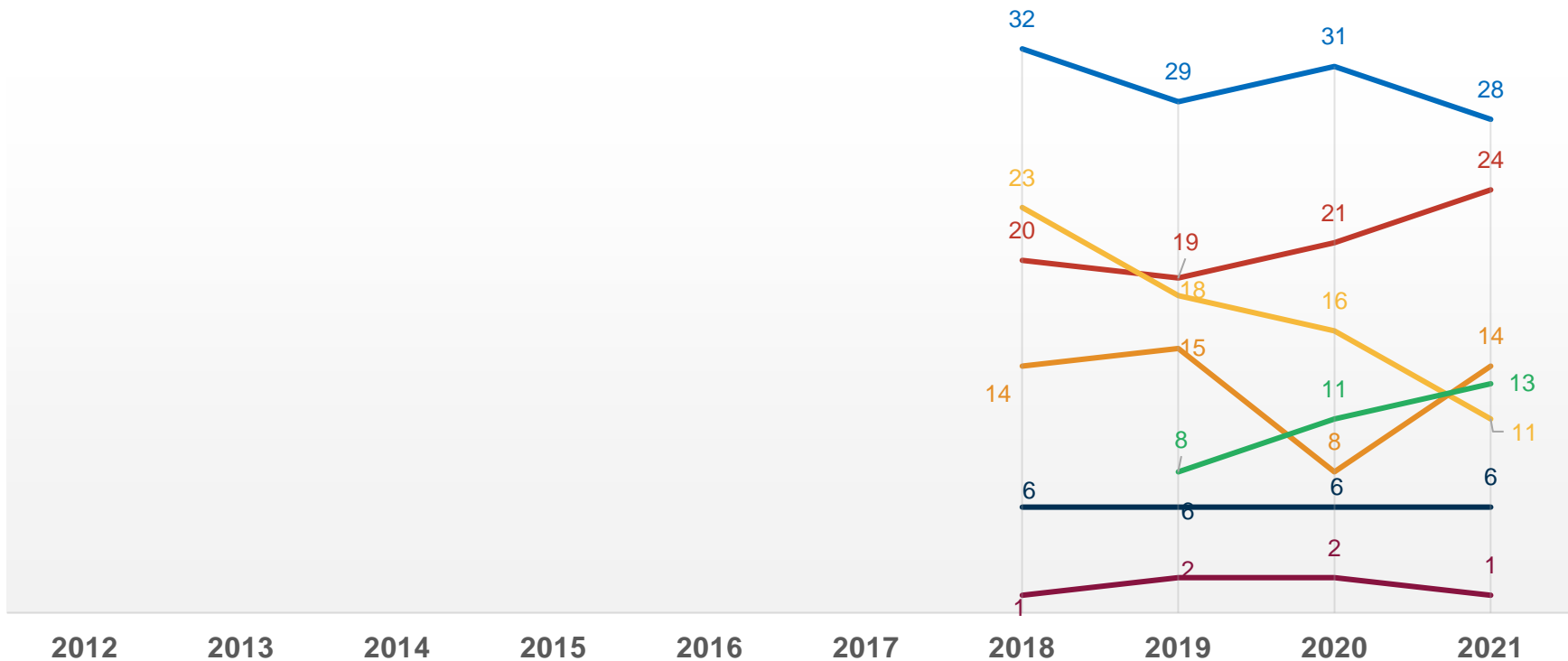
- The preferred form of communication among under 50s is social media (29%) followed by newsletters via mail (26%) and email (24%).
- The preferred form of communication among over 50s is newsletters sent via mail (29%) followed by newsletters via email (24%).





Best form of communication

2021 best form of communication (%)

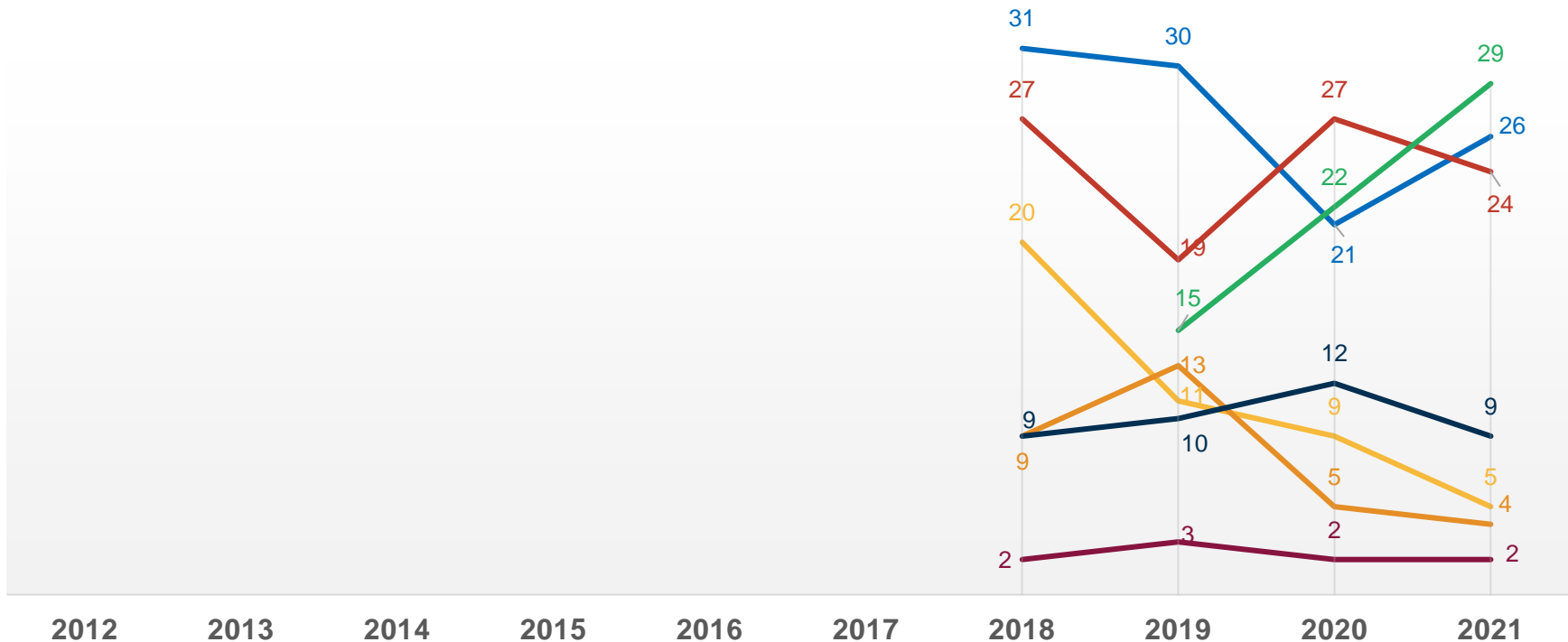


Q13. If Strathbogie Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2021 under 50s best form of communication (%)

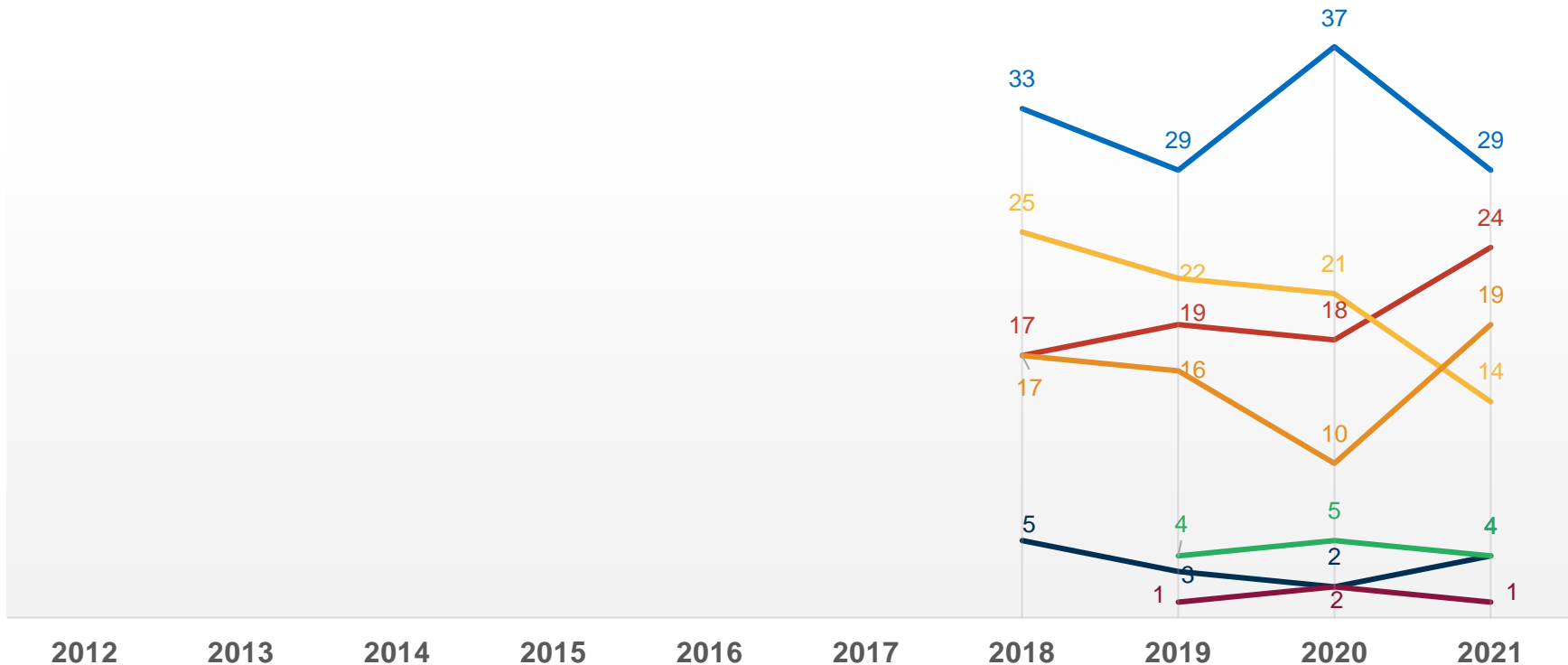


Q13. If Strathbogie Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2021 over 50s best form of communication (%)



Q13. If Strathbogie Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked state-wide: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Council direction



Council direction

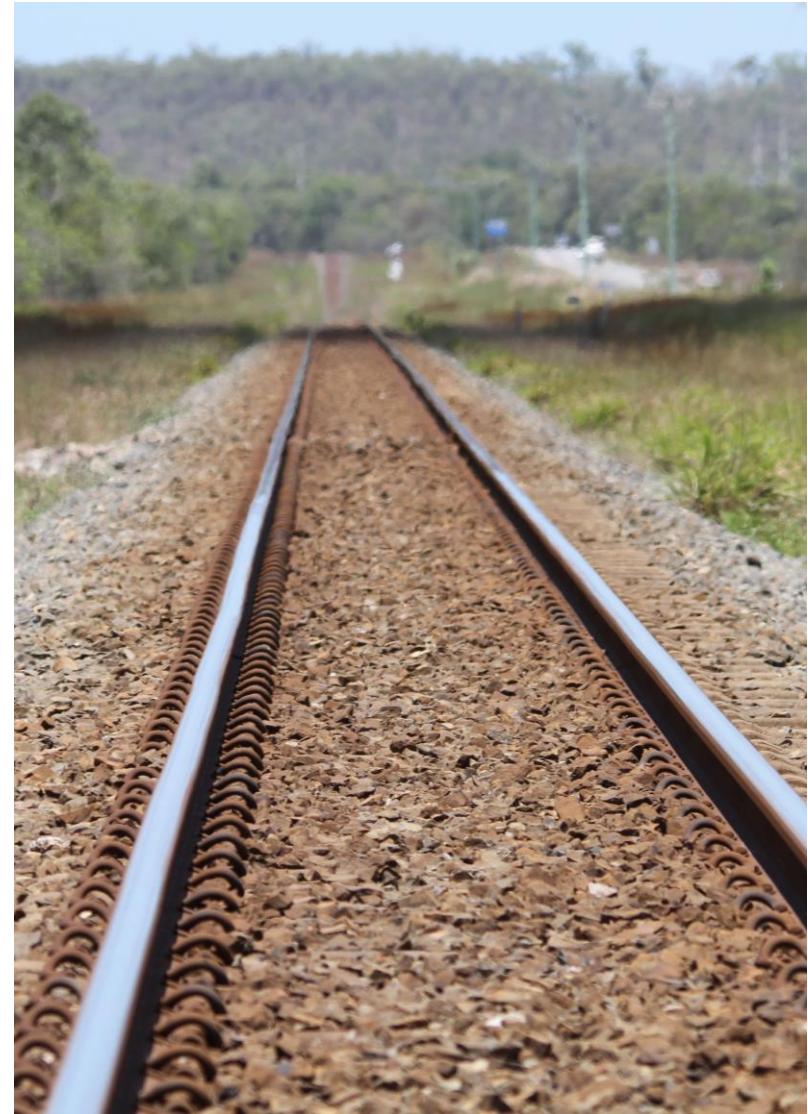
Perceptions of Council's overall direction have increased by four points (index score of 55).

- Perceptions of Council's overall direction are in line with the Small Rural group and State-wide average for councils.

Over the last 12 months, 59% of residents believe the direction of Council's overall performance has stayed the same, up two points on 2020.

- 23% believe the direction has improved in the last 12 months, up two points.
- 12% believe it has deteriorated, down six points.
- The most satisfied with Council direction are women, significantly more so than average.
- The least satisfied with Council direction are those aged 50 to 64 years, who rate Council's direction significantly lower than the average.

Most residents (64%) believe Council is generally heading in the 'right' direction compared to only 23% who think Council is heading in the 'wrong' direction.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	61▲	53	59	54	n/a	n/a	51	50	49	45
65+	60	46	60	50	n/a	n/a	47	53	54	49
Honeysuckle Creek	58	42	56	49	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	58	54	57	49	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	67	62	57	n/a	n/a	50	57	43	46
Strathbogrie	55	51	58	52	n/a	n/a	49	51	48	44
35-49	54	52	56	51	n/a	n/a	55	42	45	40
Lake Nagambie, Hughes Creek	54	51	59	56	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53	51	53	52	53	51	53	53	53	52
Small Rural	53	50	53	50	52	50	53	n/a	n/a	n/a
Mount Wombat	53	n/a	n/a	52	n/a	n/a	n/a	n/a	n/a	n/a
Men	50	50	57	51	n/a	n/a	47	51	47	43
50-64	47▼	47	54	52	n/a	n/a	46	51	48	40

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

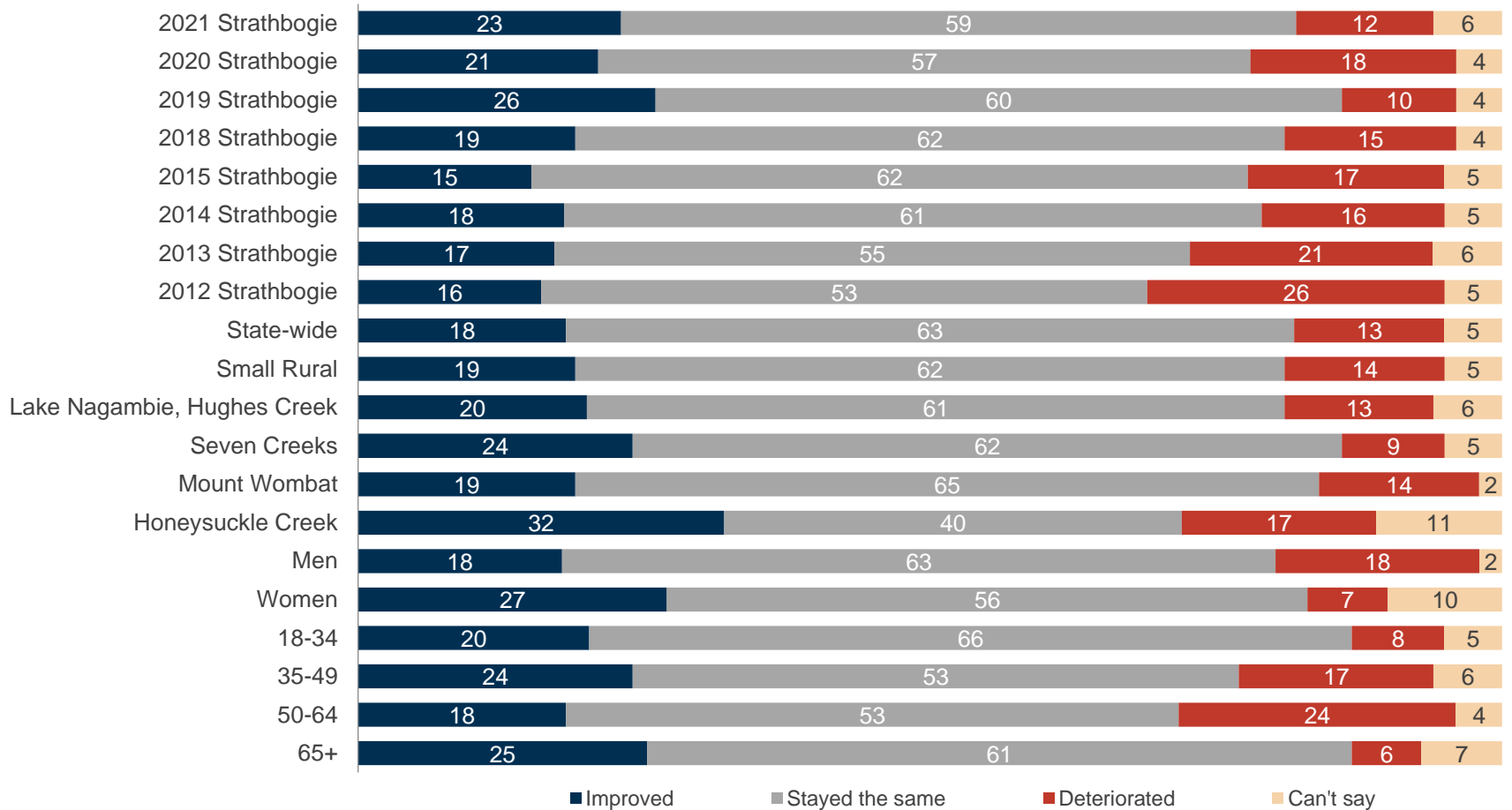
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 overall council direction (%)

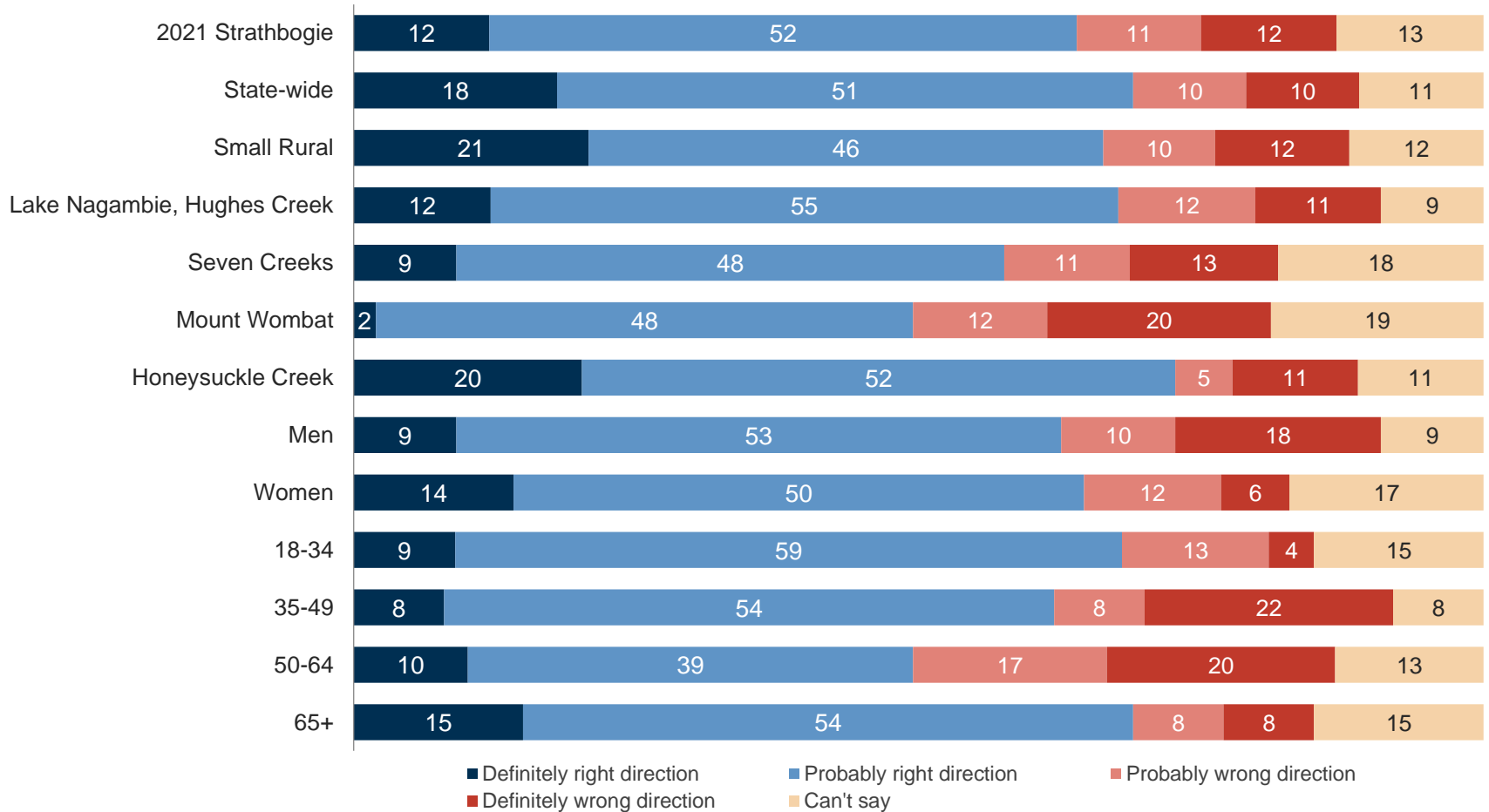


Q6. Over the last 12 months, what is your view of the direction of Strathbogrie Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Right / wrong direction

2021 right / wrong direction (%)



Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3

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 page, extending from the top to the bottom.

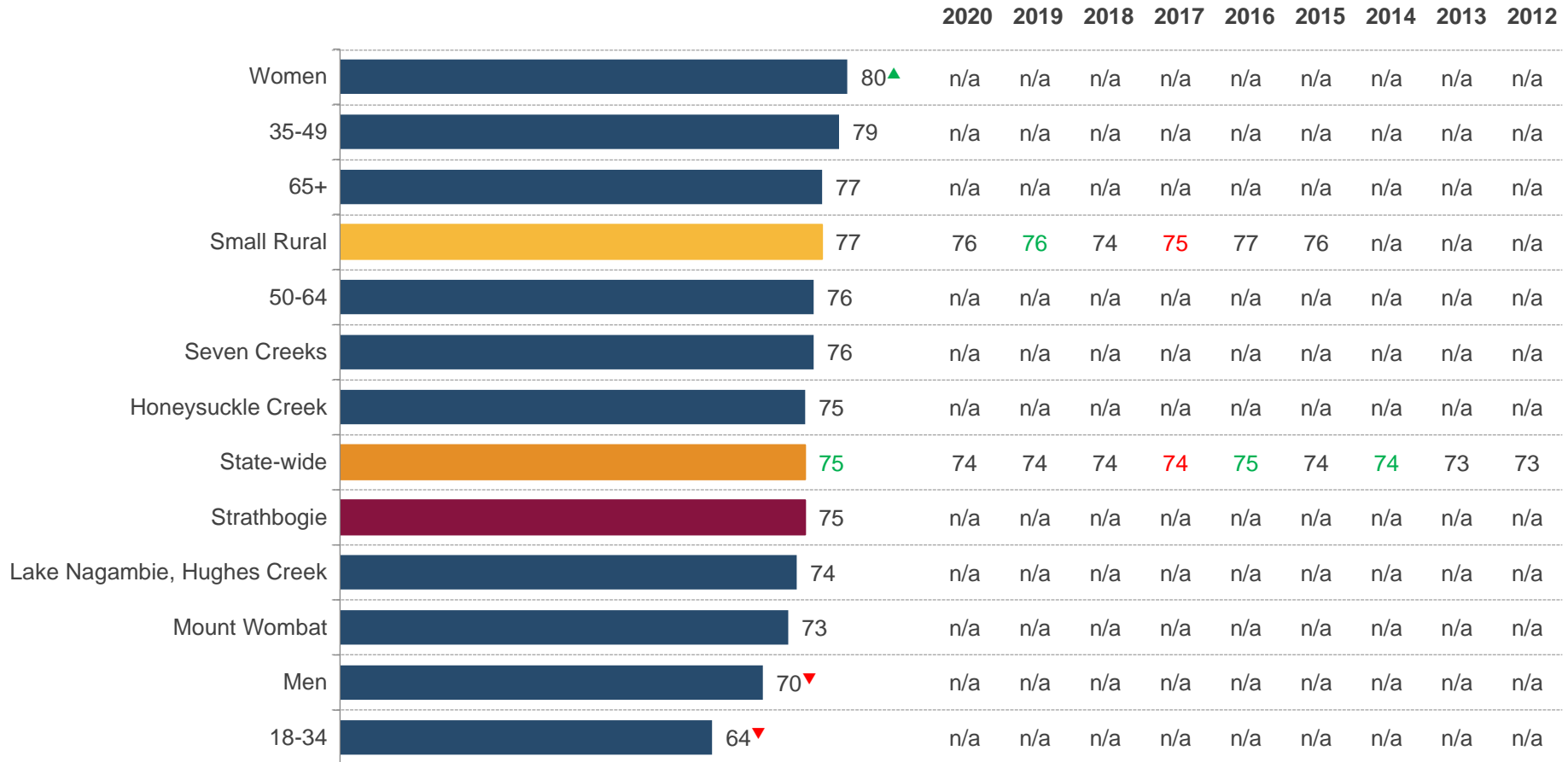
Individual service areas



Community consultation and engagement importance



2021 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

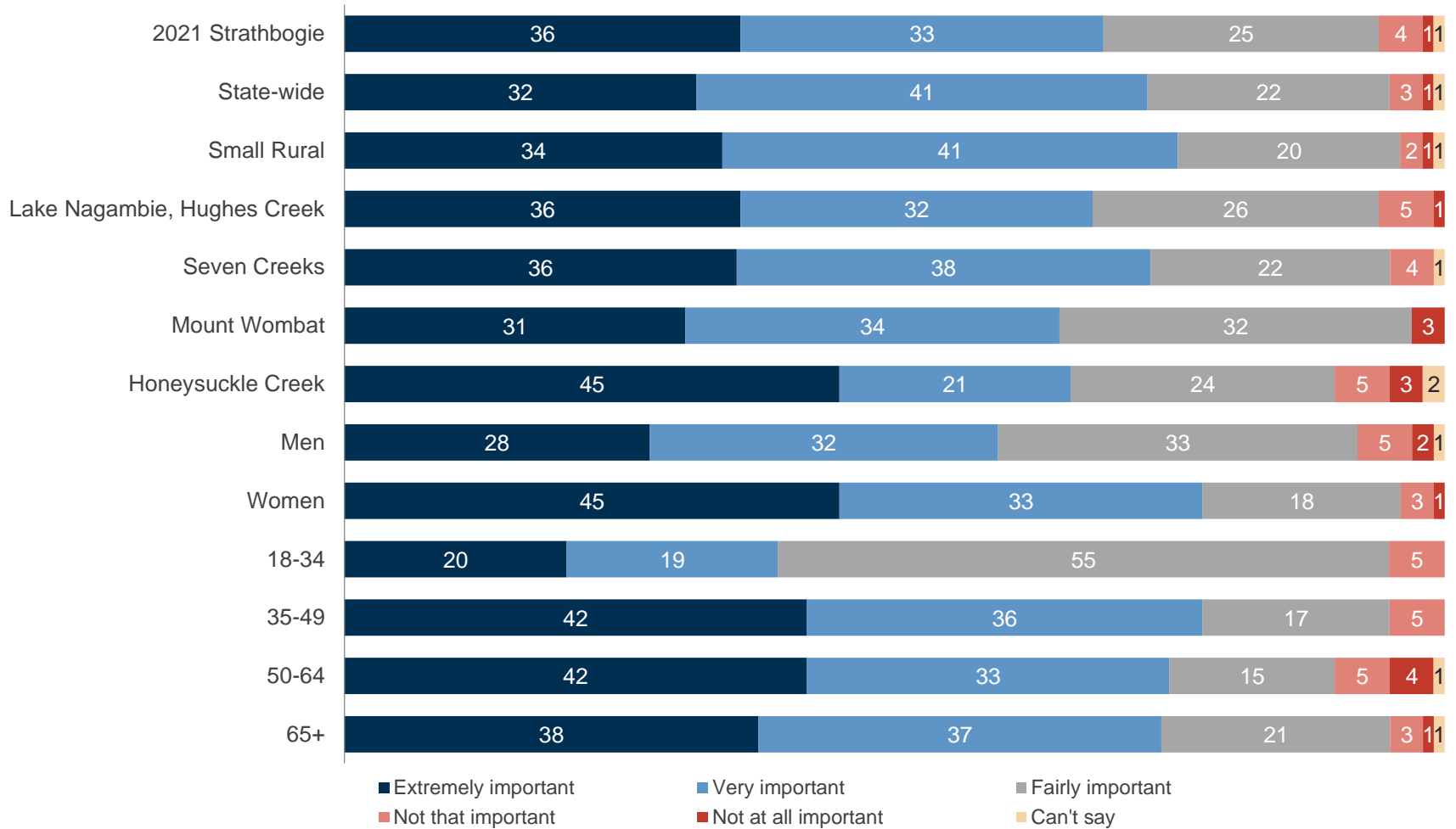
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2021 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	58	56	57	58	n/a	n/a	51	60	48	60
Honeysuckle Creek	58	48	55	51	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	56▲	54	56	54	55	55	56	n/a	n/a	n/a
State-wide	56▲	55	56	55	55	54	56	57	57	57
Women	55	51	57	53	n/a	n/a	50	54	50	53
Lake Nagambie, Hughes Creek	54	50	57	52	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	52	50	55	51	n/a	n/a	47	51	50	51
65+	52	47	55	50	n/a	n/a	45	51	55	52
35-49	51	57	57	50	n/a	n/a	49	51	47	46
Mount Wombat	49	n/a	n/a	48	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	50	54	49	n/a	n/a	44	49	51	49
50-64	48	46	53	47	n/a	n/a	46	47	48	48
Seven Creeks	48	51	53	50	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

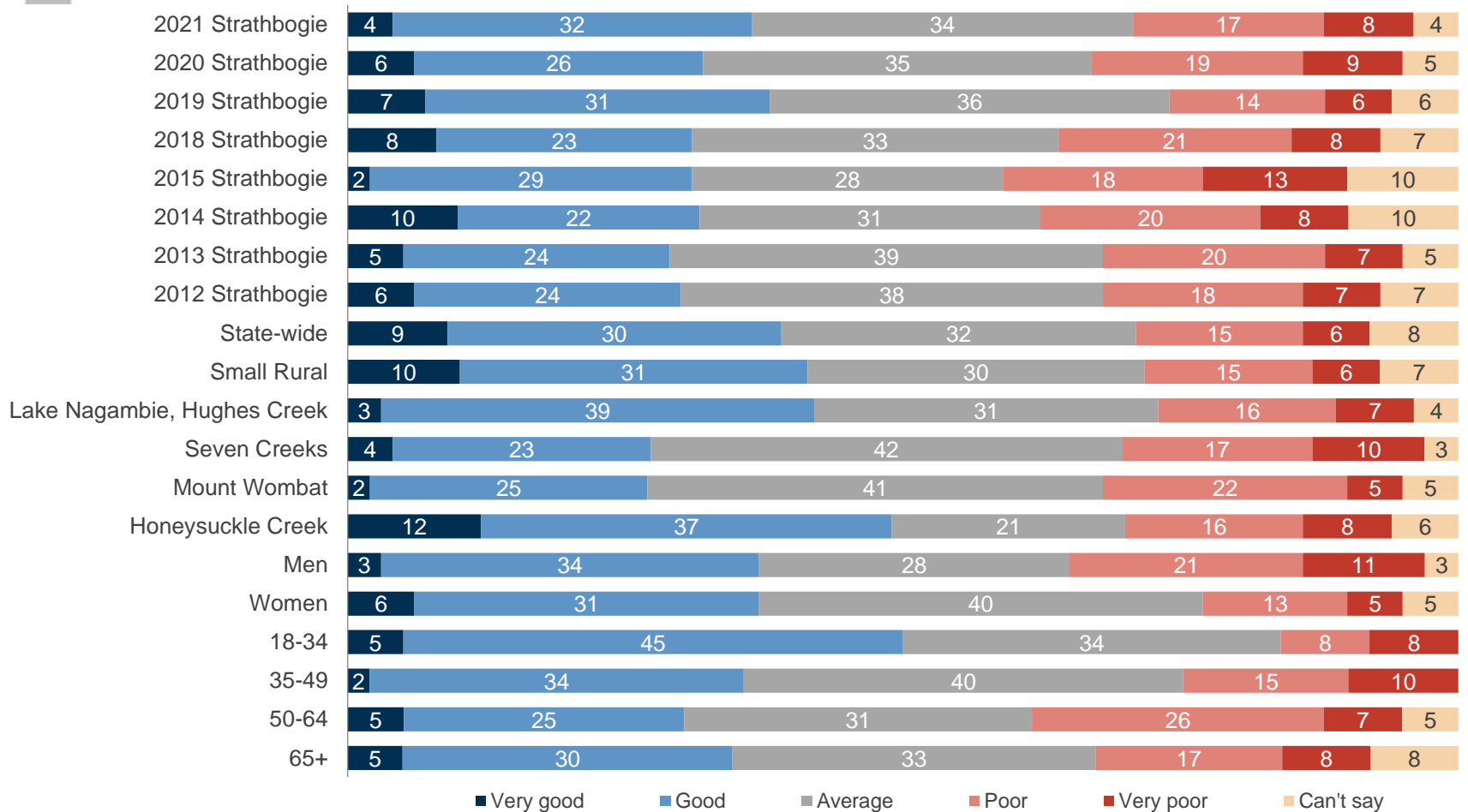
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)



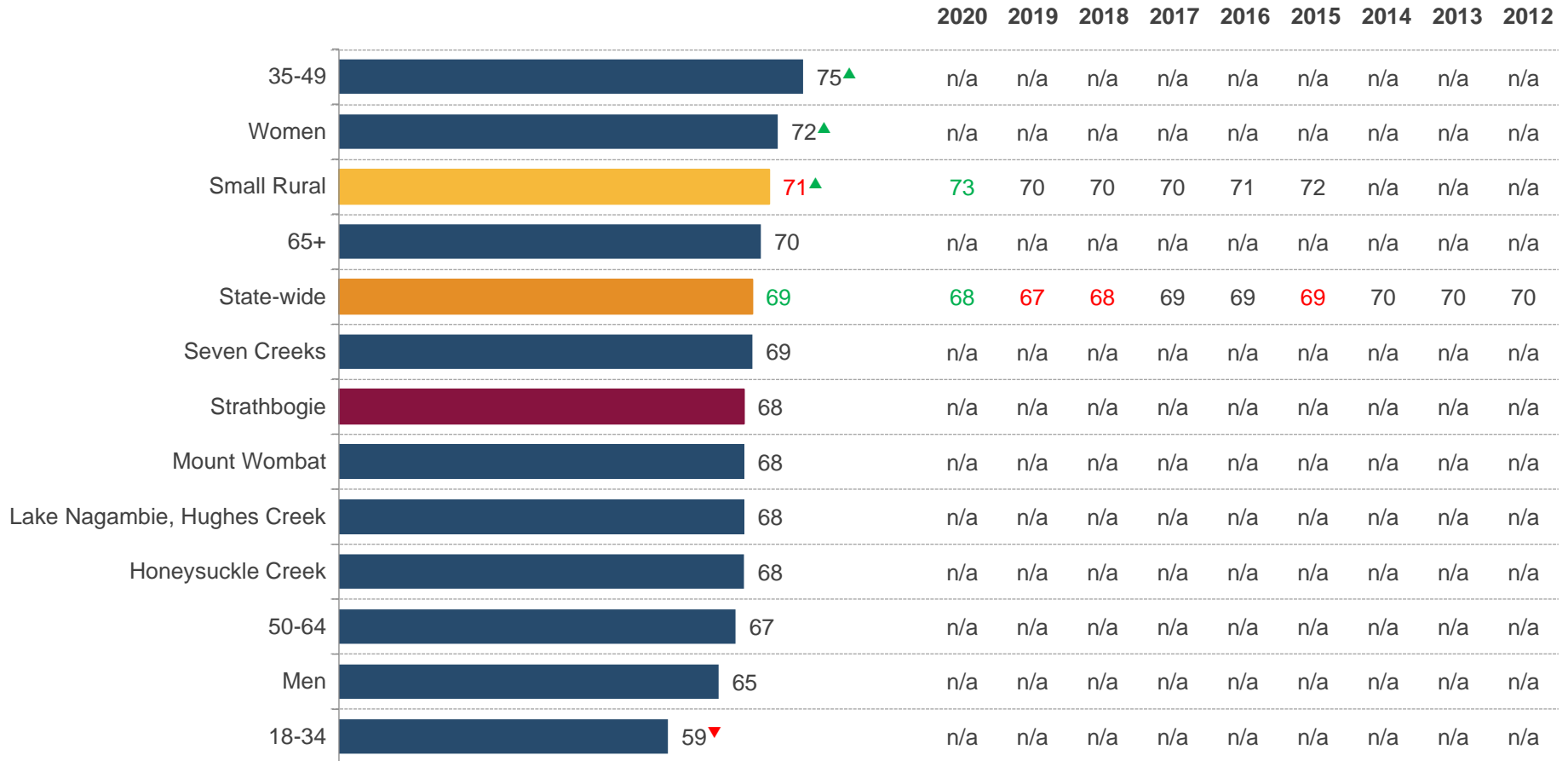
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Lobbying on behalf of the community importance



2021 lobbying importance (index scores)



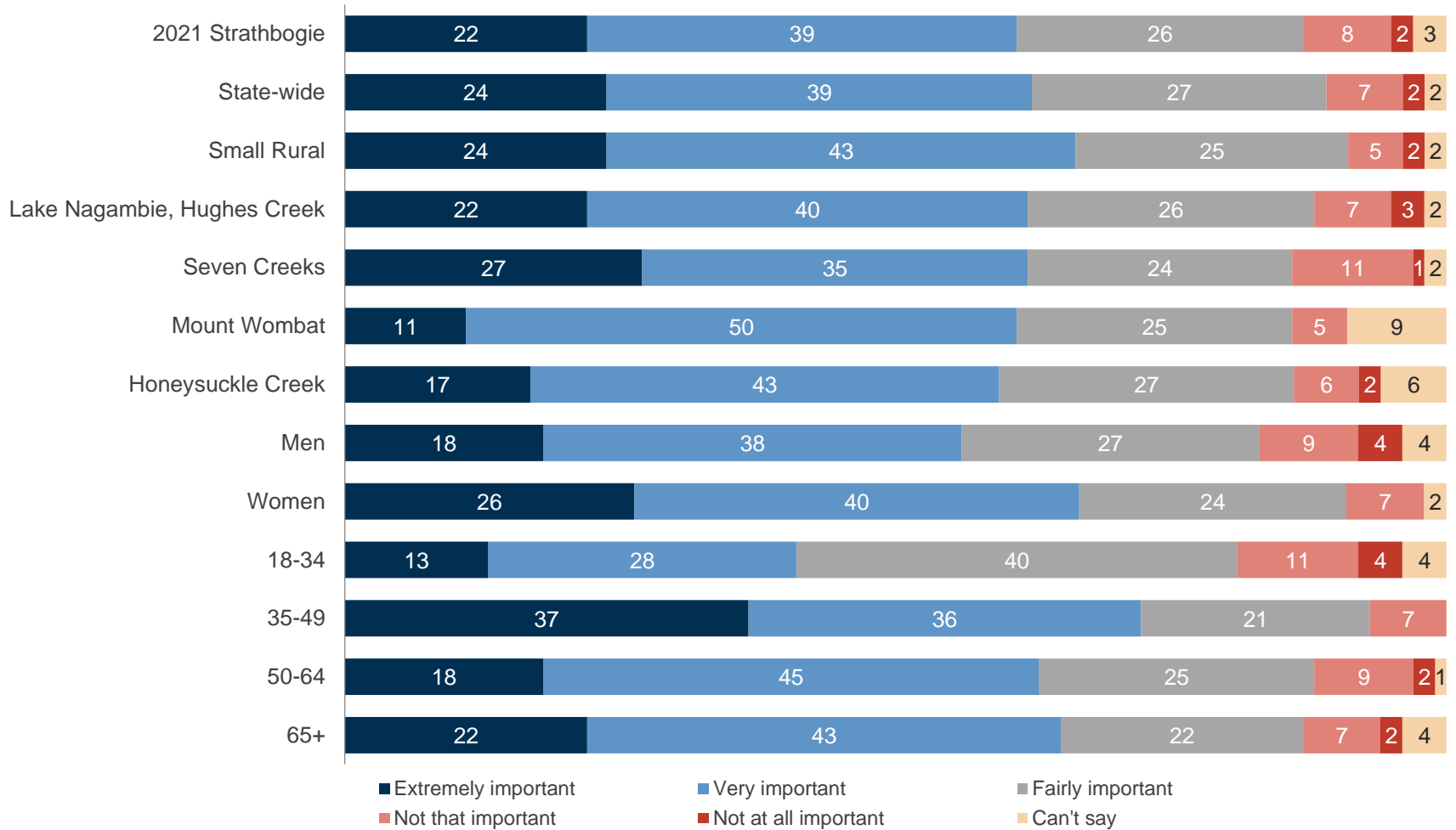
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2021 lobbying importance (%)



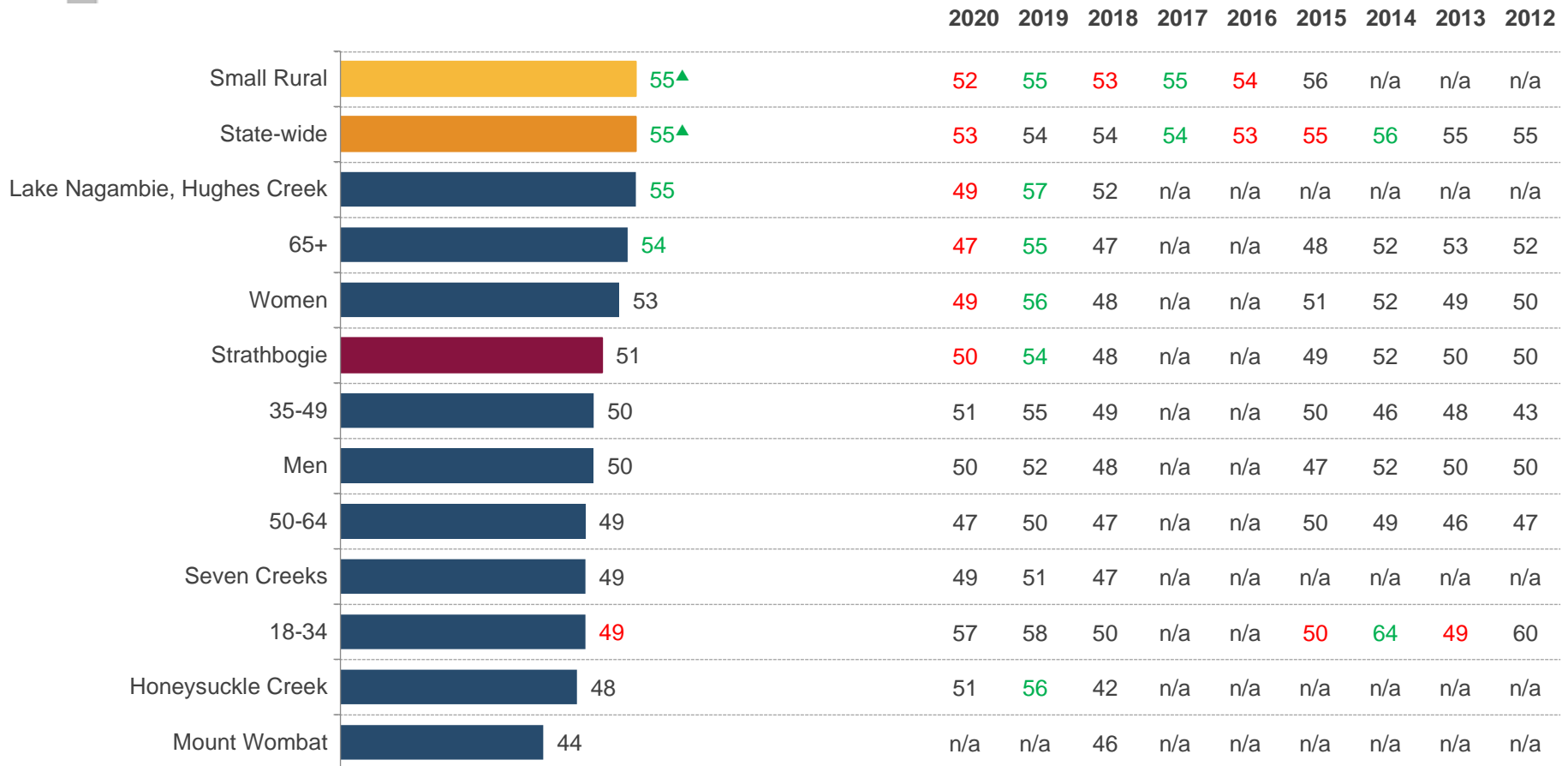
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)



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

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

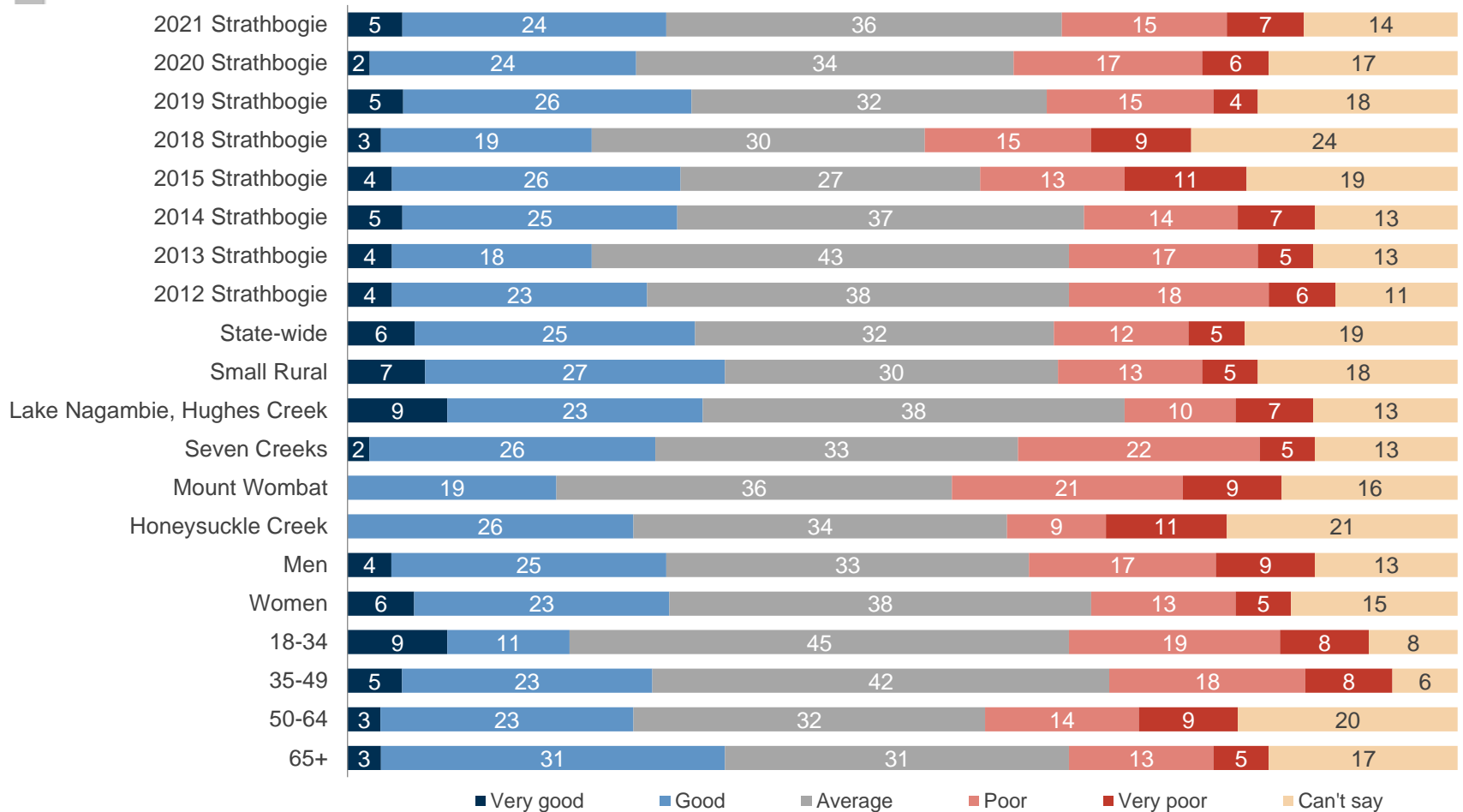
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

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
18-34	60	63	55	n/a	n/a	48	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
Lake Nagambie, Hughes Creek	50	57	51	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	55	48	n/a	n/a	50	n/a	n/a	n/a
65+	46	56	47	n/a	n/a	48	n/a	n/a	n/a
Strathbogie	49	55	48	n/a	n/a	48	n/a	n/a	n/a
Honeysuckle Creek	46	55	43	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	56	48	n/a	n/a	47	n/a	n/a	n/a
35-49	53	53	47	n/a	n/a	51	n/a	n/a	n/a
Seven Creeks	49	54	48	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	n/a	n/a	50	n/a	n/a	n/a	n/a	n/a	n/a
50-64	43	50	46	n/a	n/a	47	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?

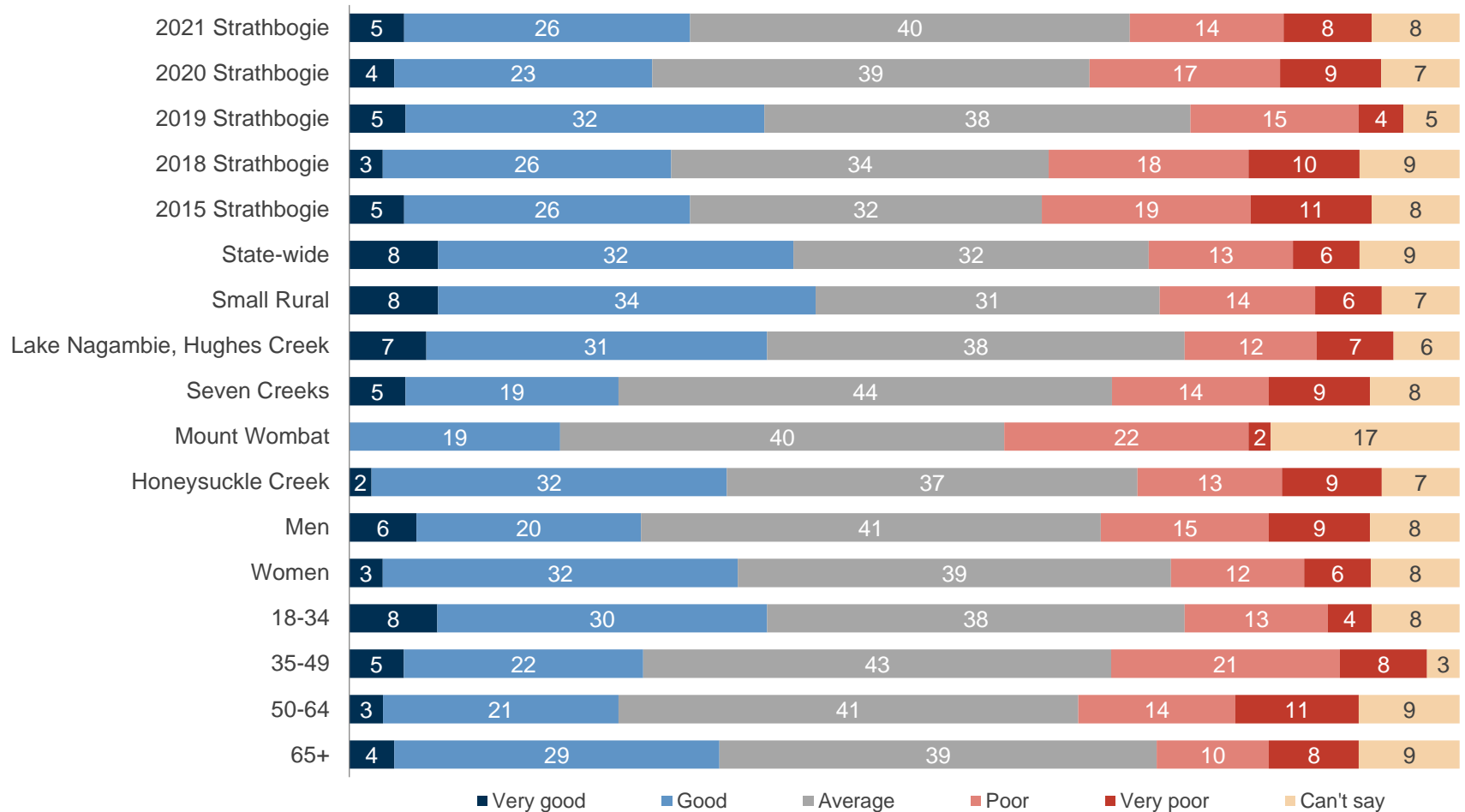
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 community decisions made performance (%)

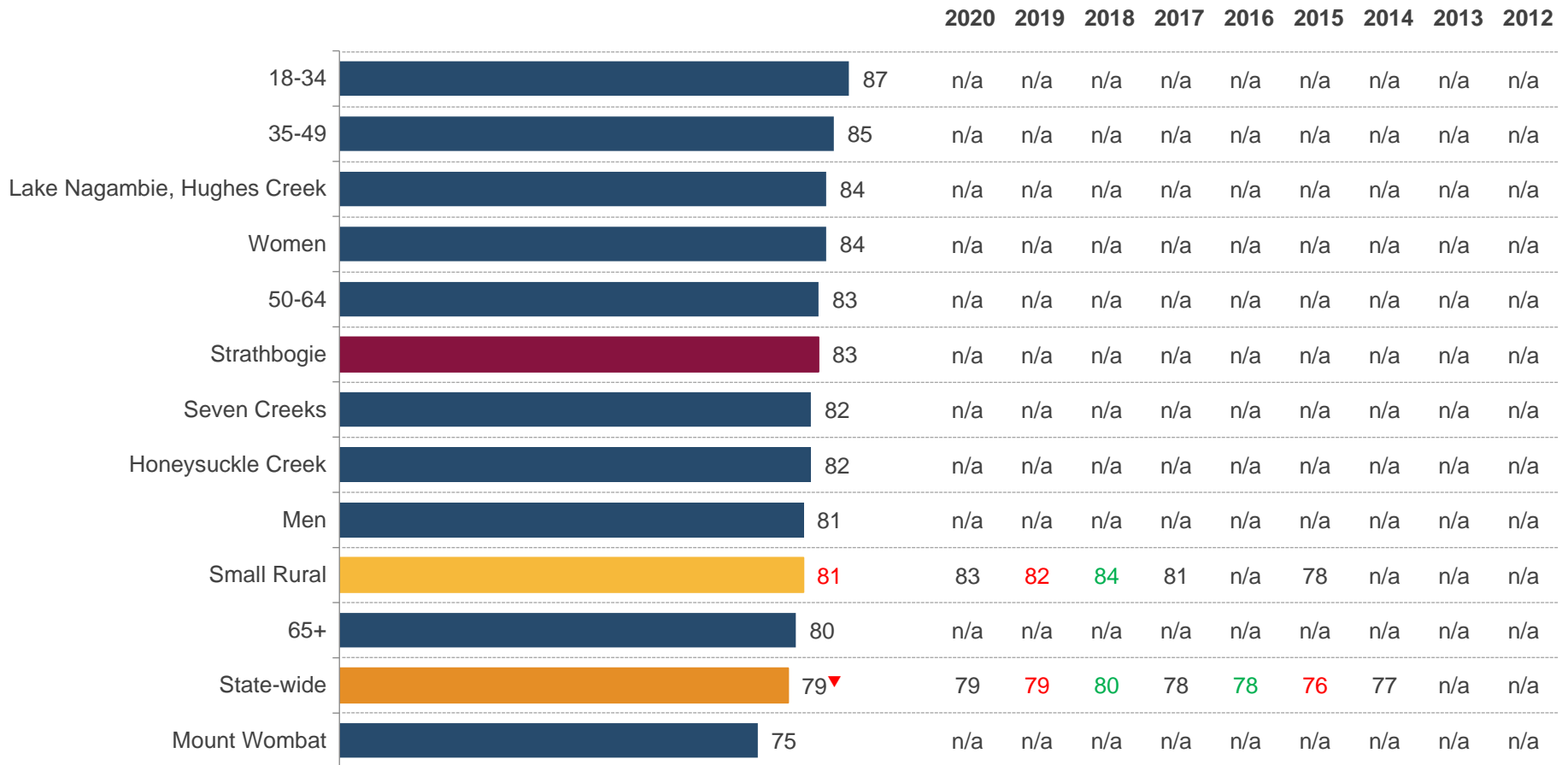


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)



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

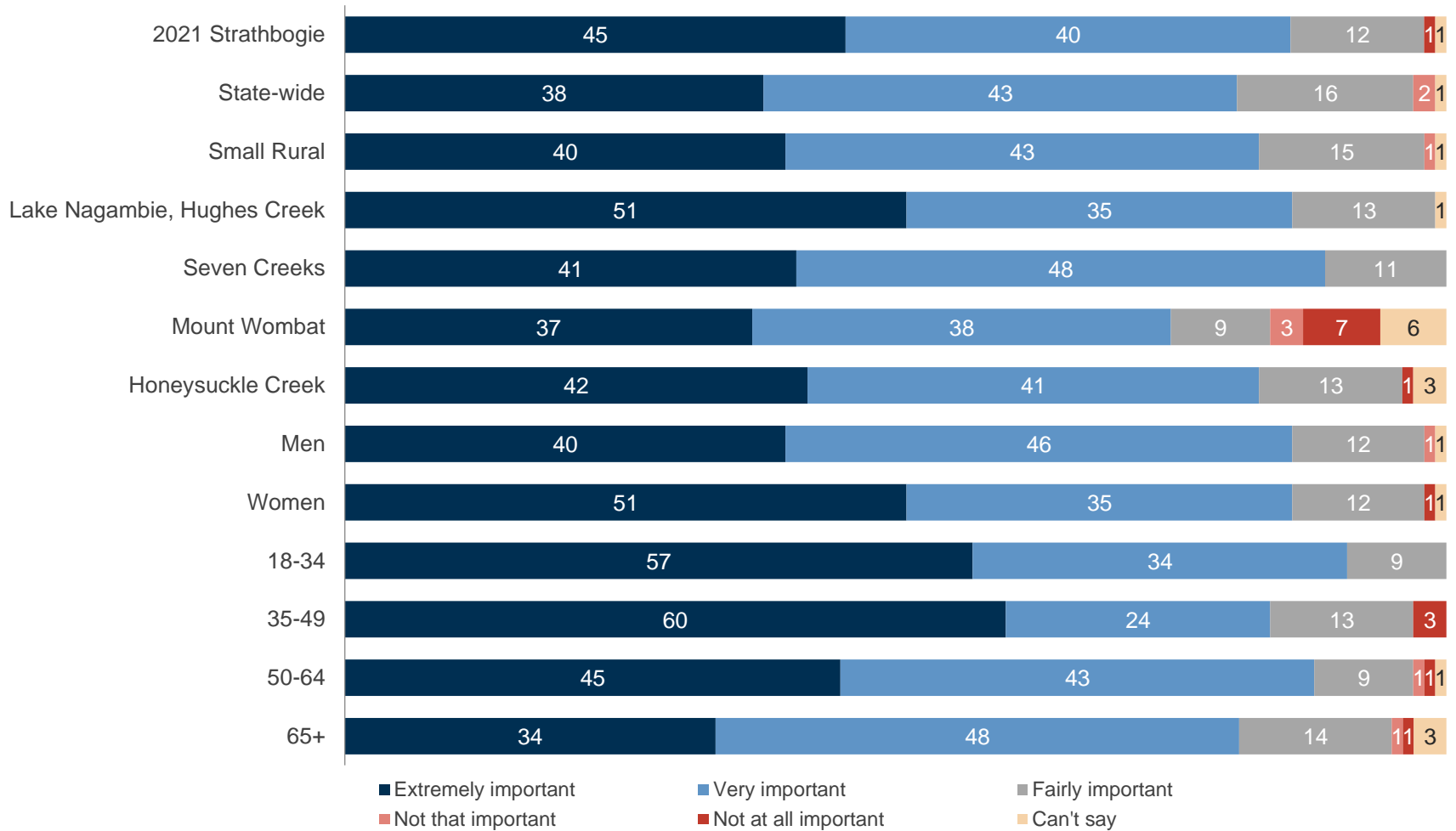
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2021 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

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
Honeysuckle Creek	54	47	41	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
Small Rural	51	53	49	50	52	52	n/a	n/a	n/a
65+	47	52	53	n/a	n/a	47	n/a	n/a	n/a
50-64	46	49	43	n/a	n/a	42	n/a	n/a	n/a
Women	52	50	48	n/a	n/a	44	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	50	53	50	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	51	51	47	n/a	n/a	43	n/a	n/a	n/a
Men	49	52	47	n/a	n/a	42	n/a	n/a	n/a
Seven Creeks	50	51	48	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58	55	49	n/a	n/a	36	n/a	n/a	n/a
35-49	54	48	42	n/a	n/a	41	n/a	n/a	n/a
Mount Wombat	n/a	n/a	45	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?

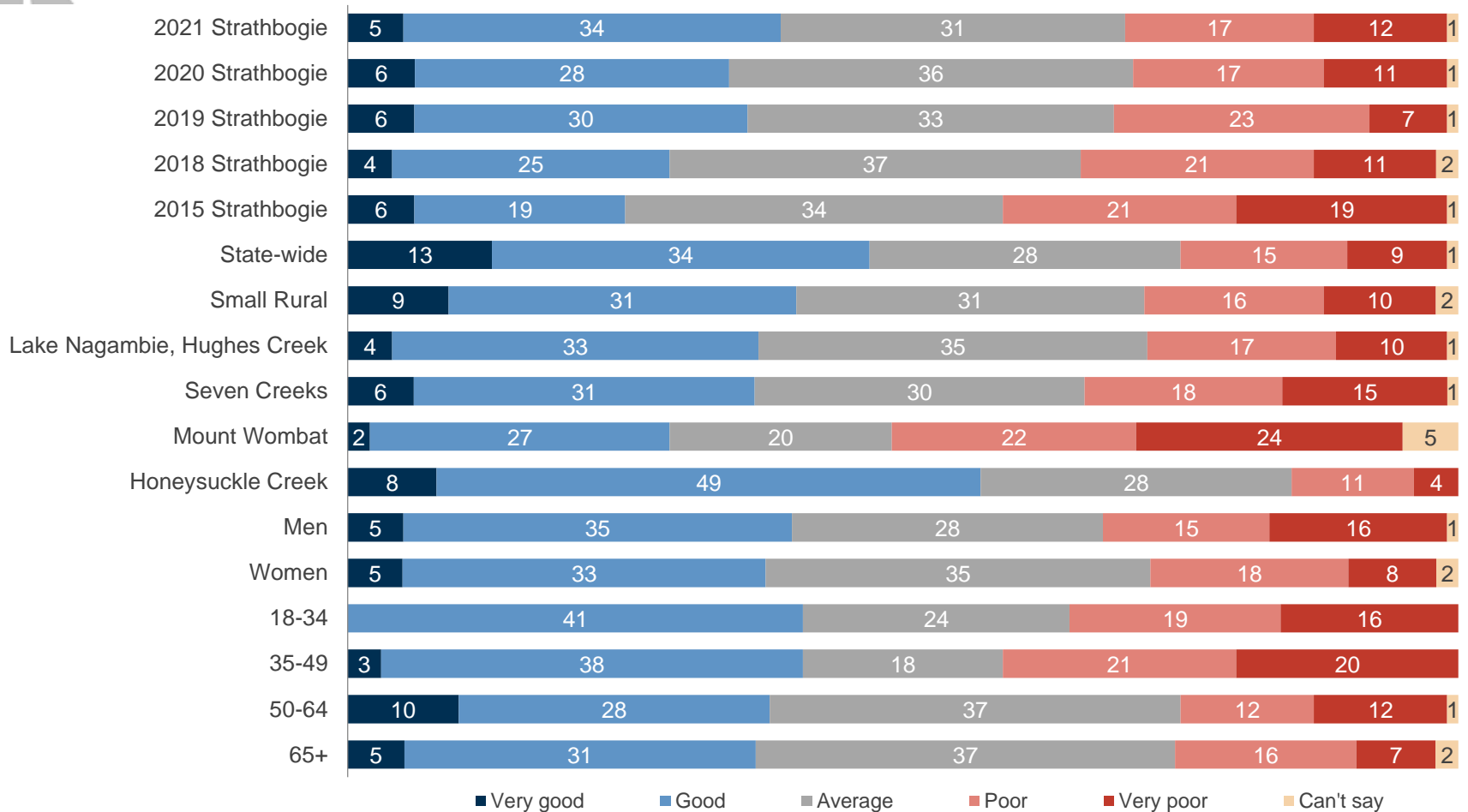
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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 (%)



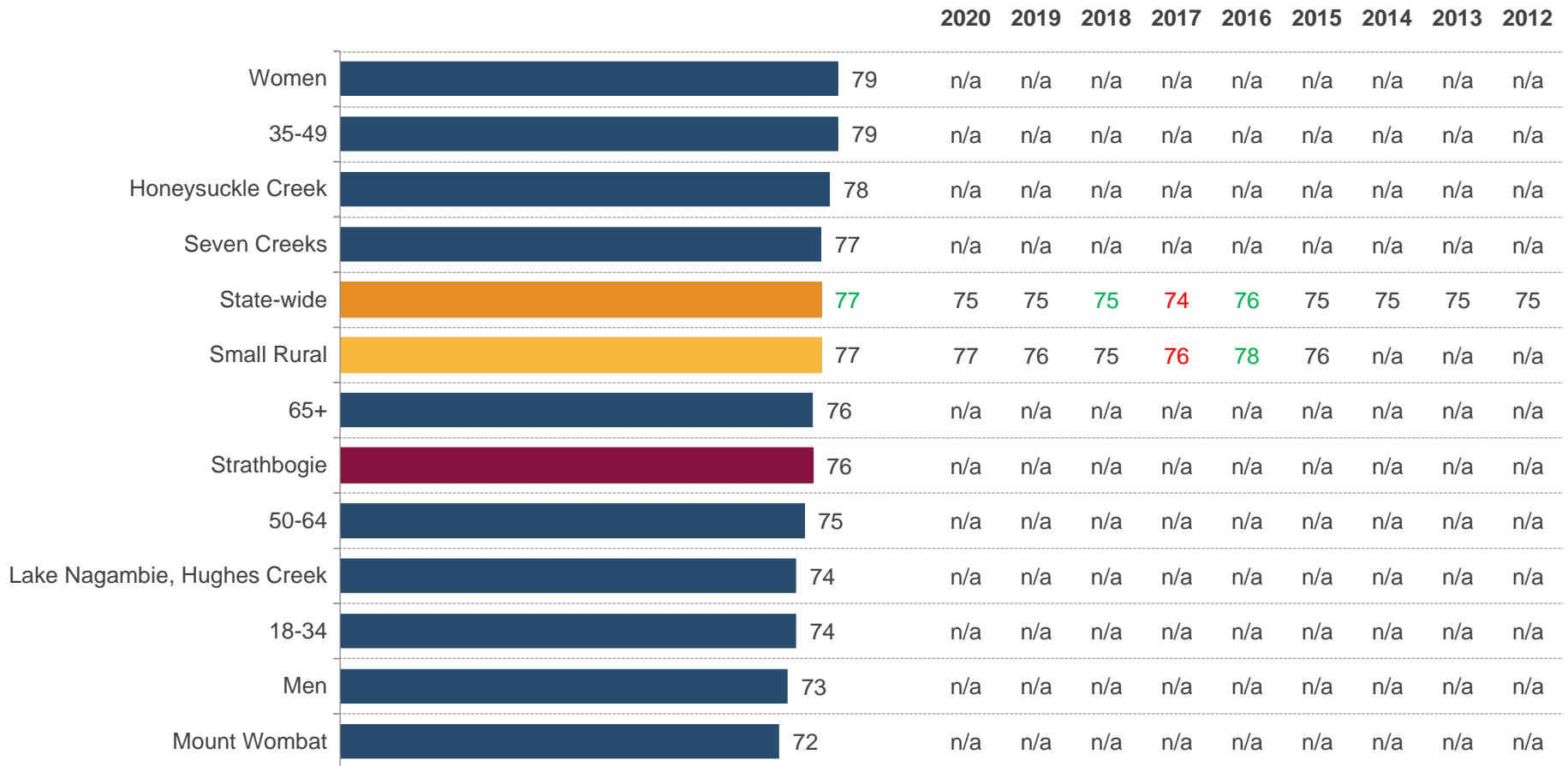
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Informing the community importance



2021 informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

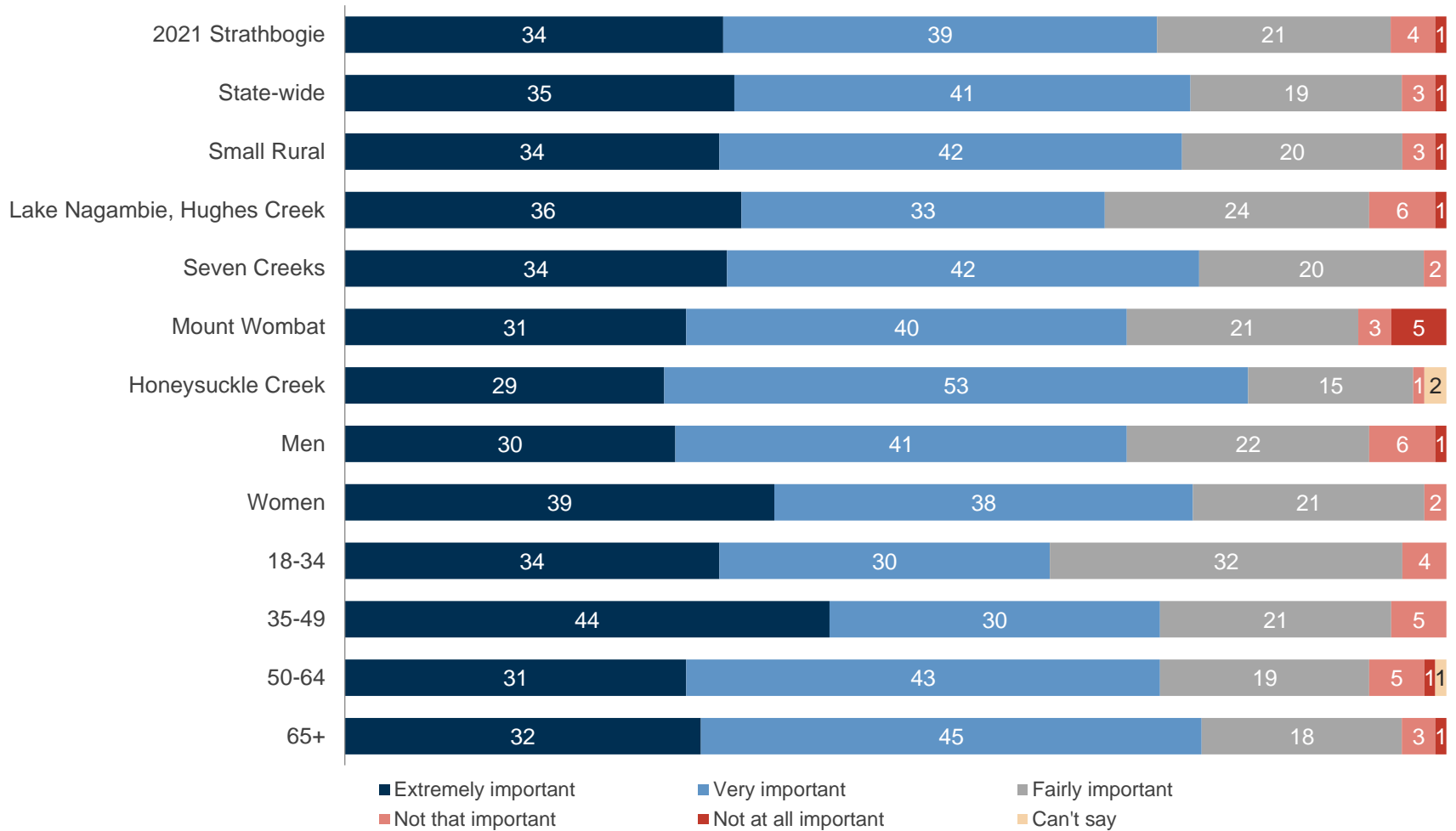
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2021 informing community importance (%)



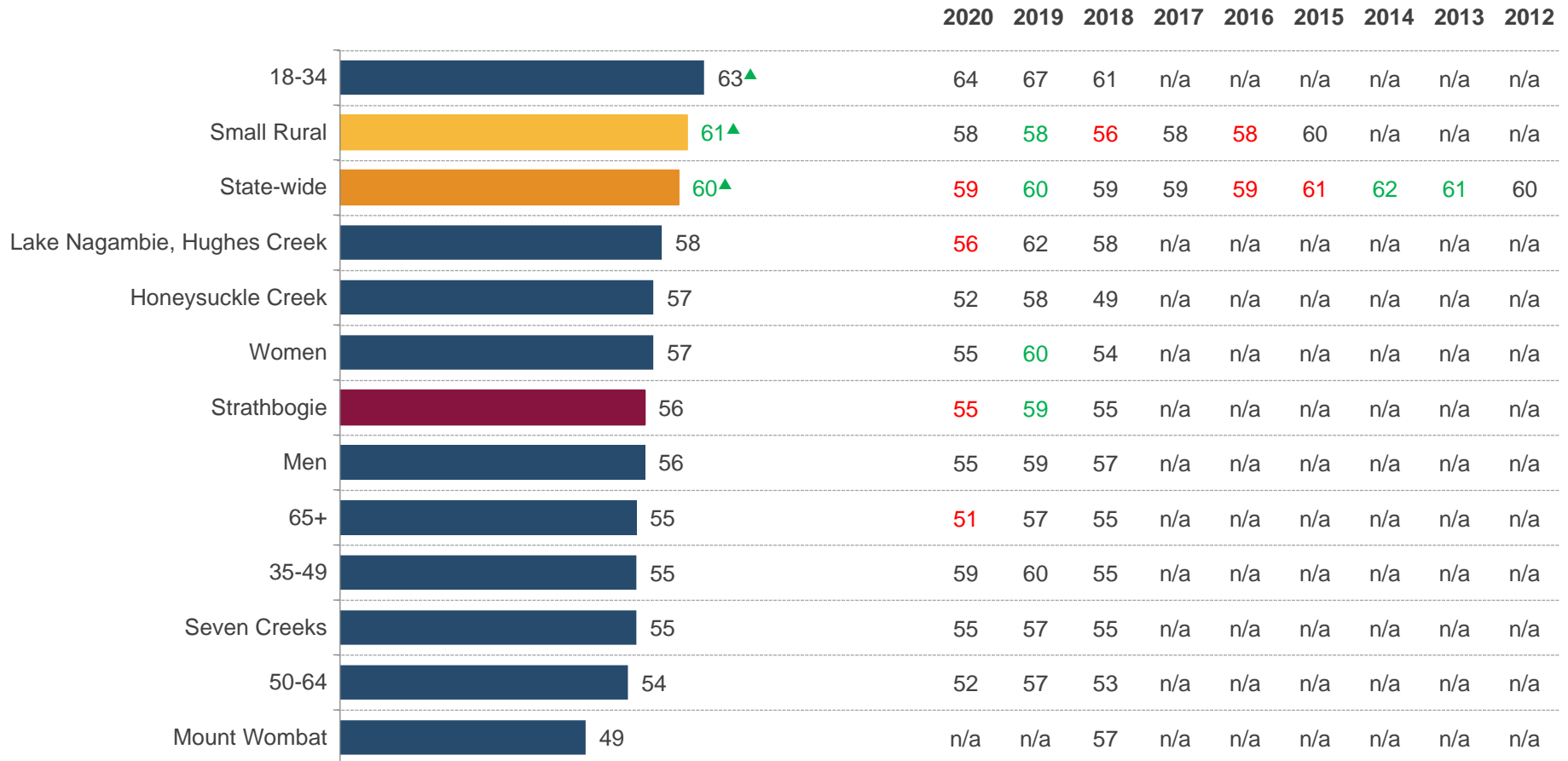
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5



Informing the community performance



2021 informing community performance (index scores)



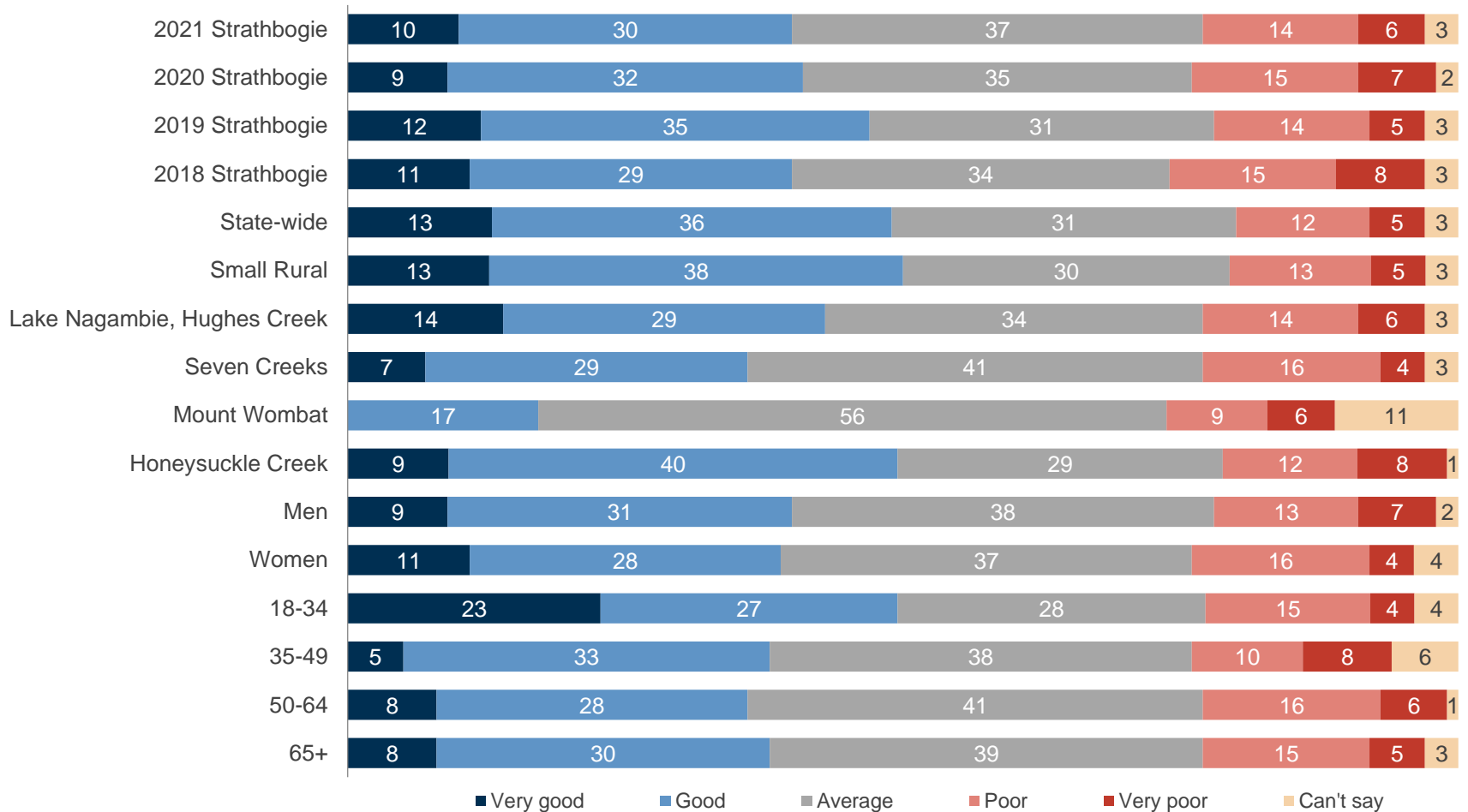
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)

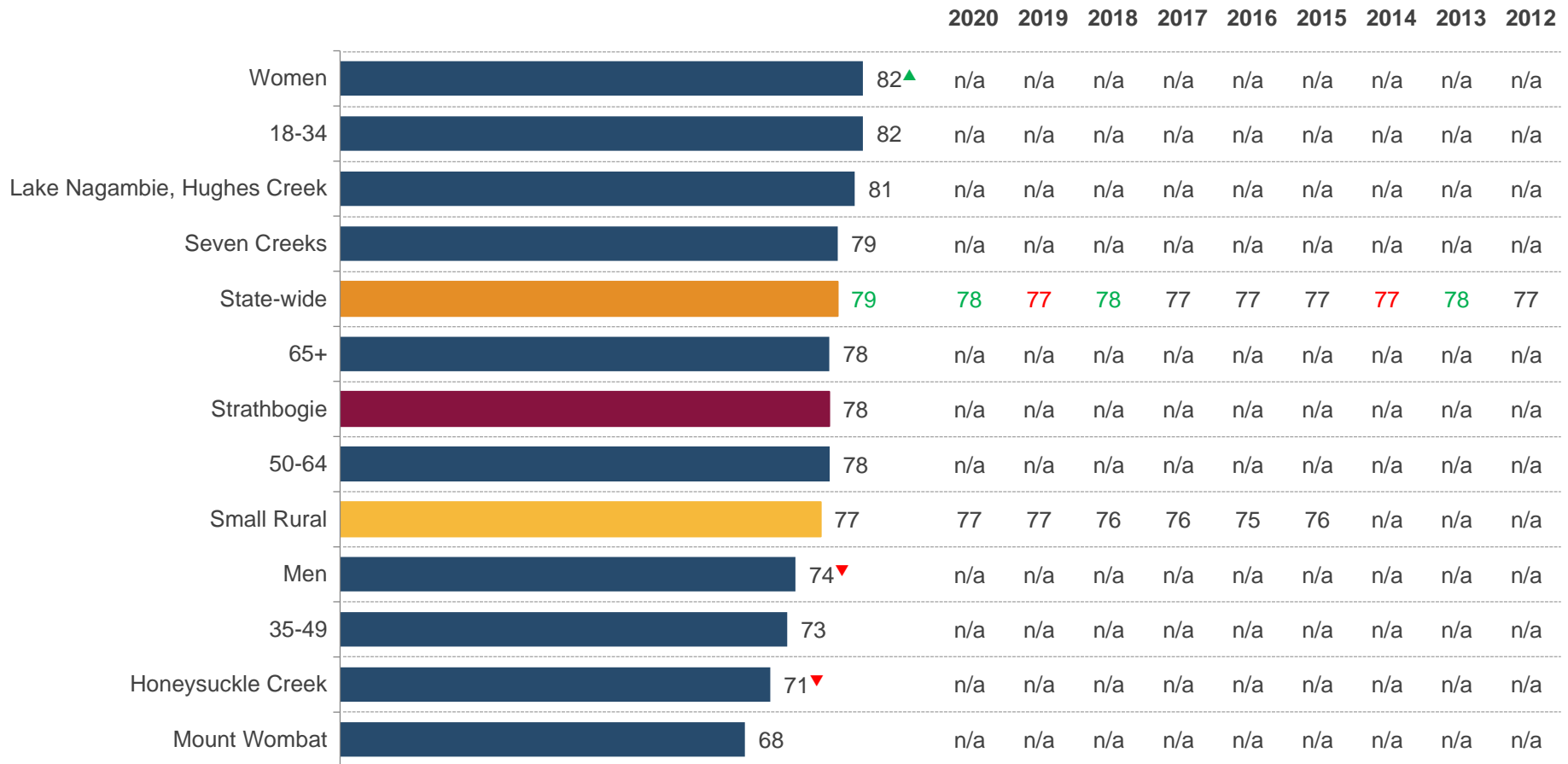


Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (index scores)



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

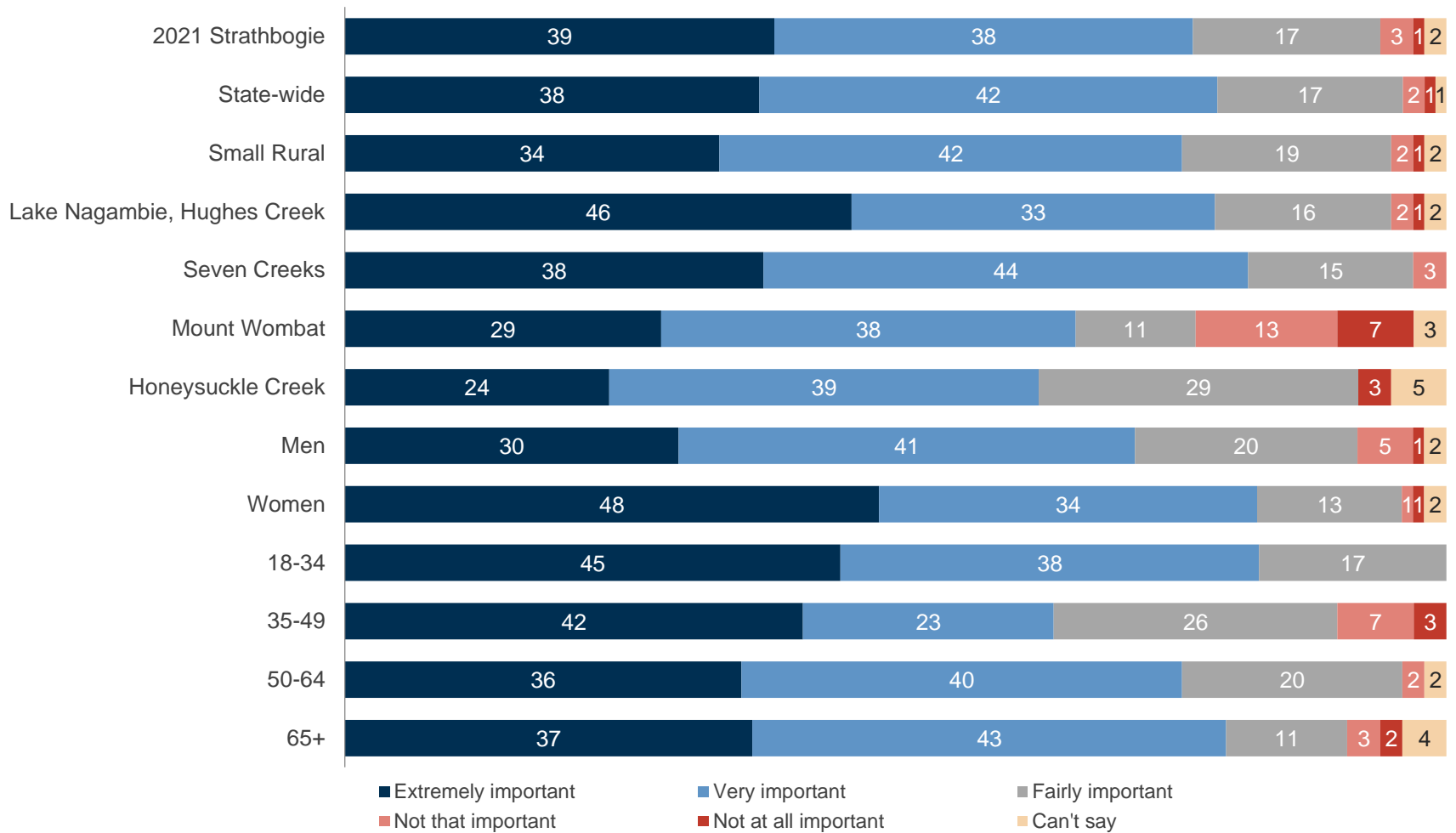
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Mount Wombat	64▲	n/a	n/a	53	n/a	n/a	n/a	n/a	n/a
18-34	59▲	56	53	51	n/a	n/a	n/a	n/a	n/a
State-wide	59▲	58	59	58	57	57	58	58	57
Honeysuckle Creek	59	51	46	42	n/a	n/a	n/a	n/a	n/a
Small Rural	58▲	57	57	57	57	58	59	n/a	n/a
Lake Nagambie, Hughes Creek	53	45	48	43	n/a	n/a	n/a	n/a	n/a
35-49	52	48	48	47	n/a	n/a	n/a	n/a	n/a
Women	52	45	45	43	n/a	n/a	n/a	n/a	n/a
Strathbogie	52	46	48	46	n/a	n/a	n/a	n/a	n/a
Men	52	46	51	49	n/a	n/a	n/a	n/a	n/a
50-64	51	44	47	43	n/a	n/a	n/a	n/a	n/a
65+	49	41	46	45	n/a	n/a	n/a	n/a	n/a
Seven Creeks	46▼	46	49	49	n/a	n/a	n/a	n/a	n/a

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

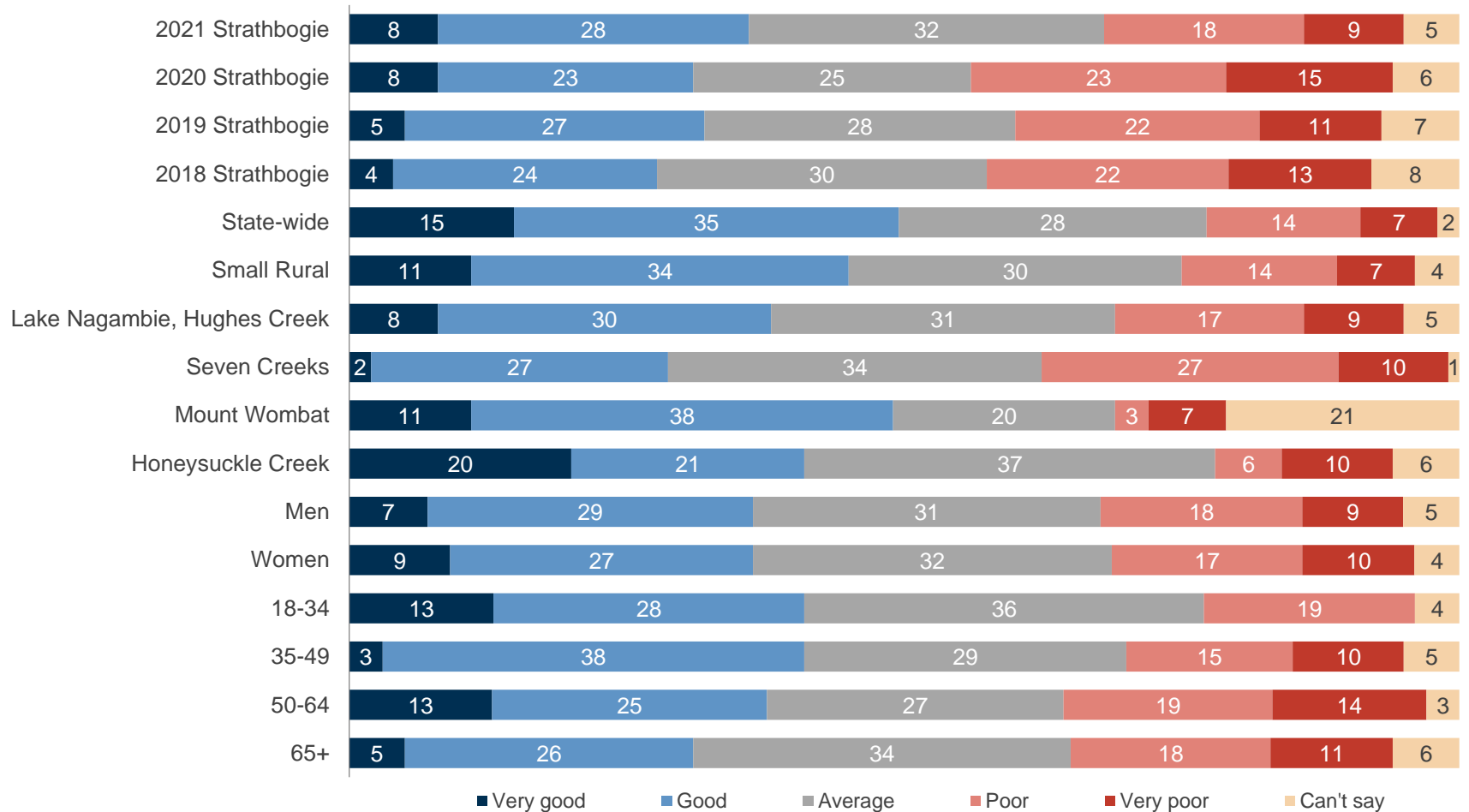
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)



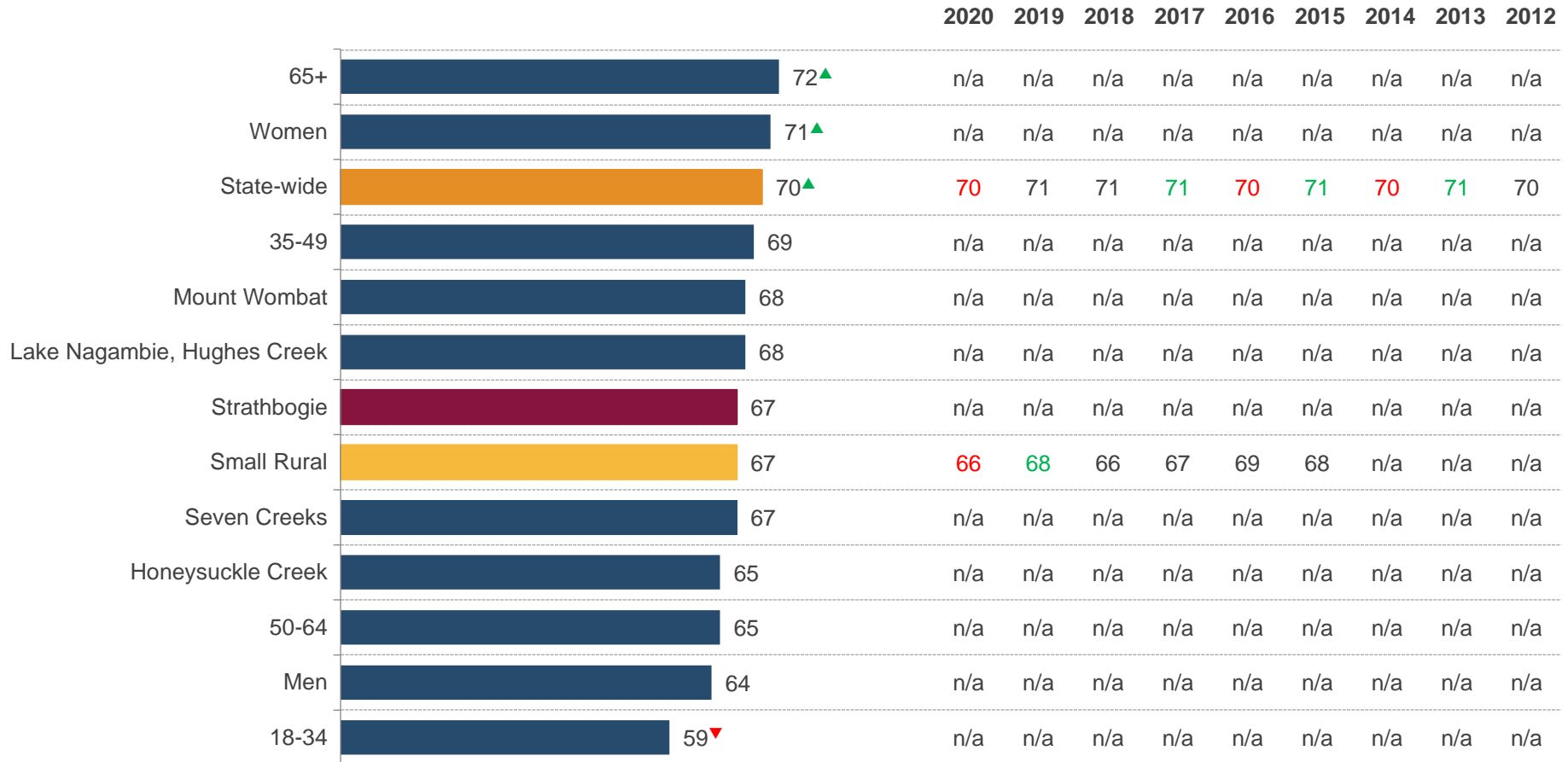
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7



Enforcement of local laws importance



2021 law enforcement importance (index scores)



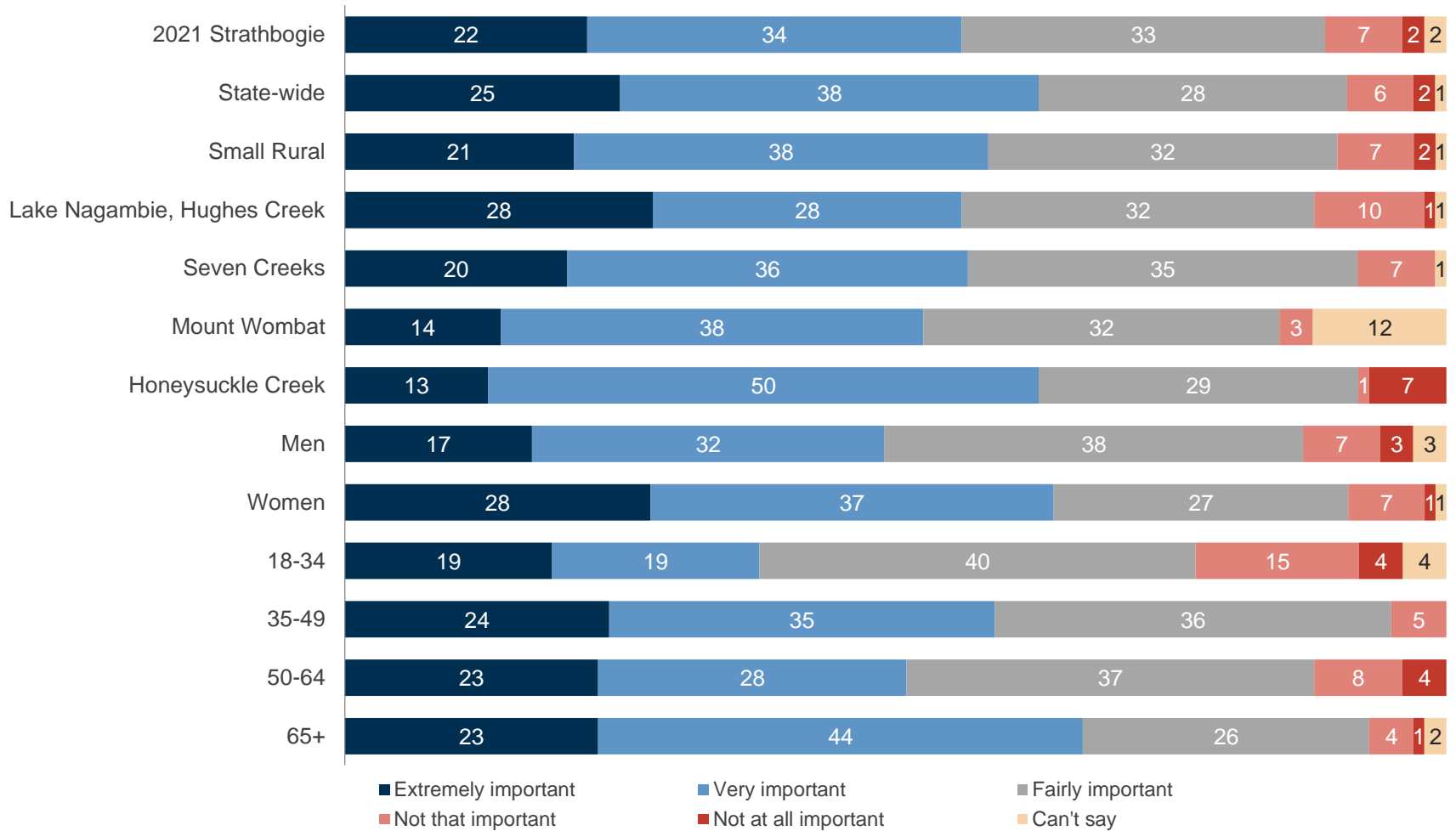
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2021 law enforcement importance (%)



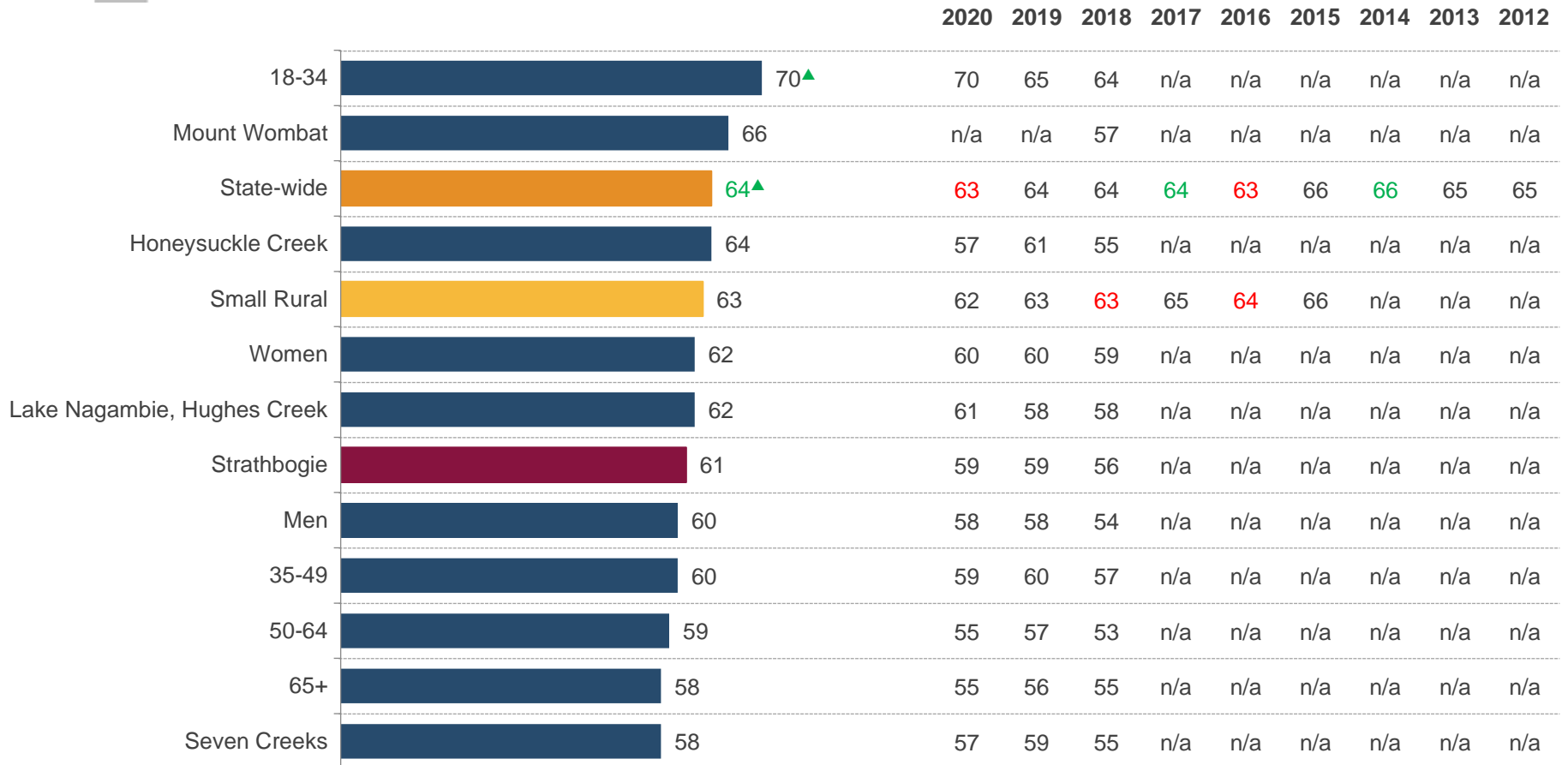
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7



Enforcement of local laws performance



2021 law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

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

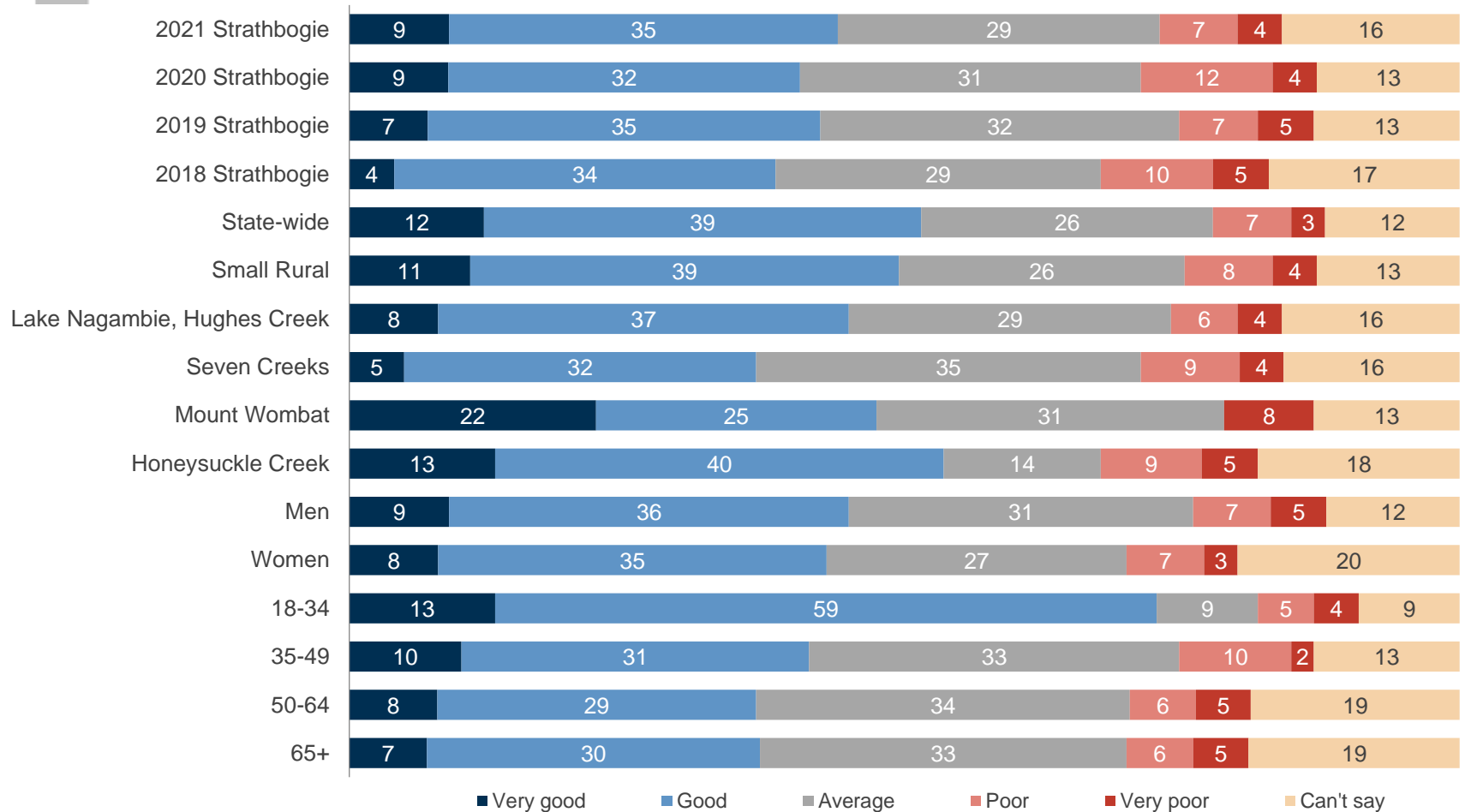
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 law enforcement performance (%)



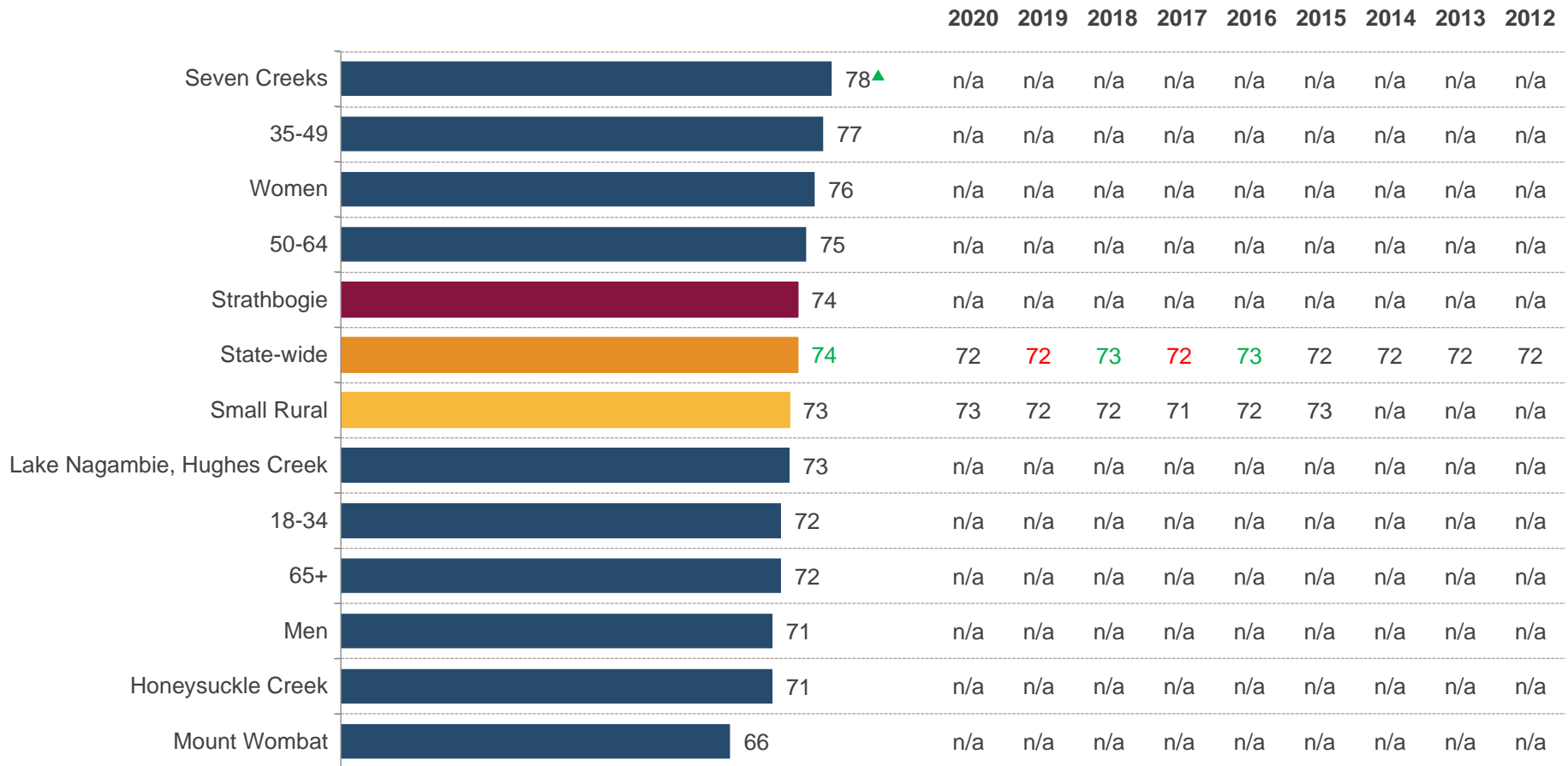
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Recreational facilities importance



2021 recreational facilities importance (index scores)



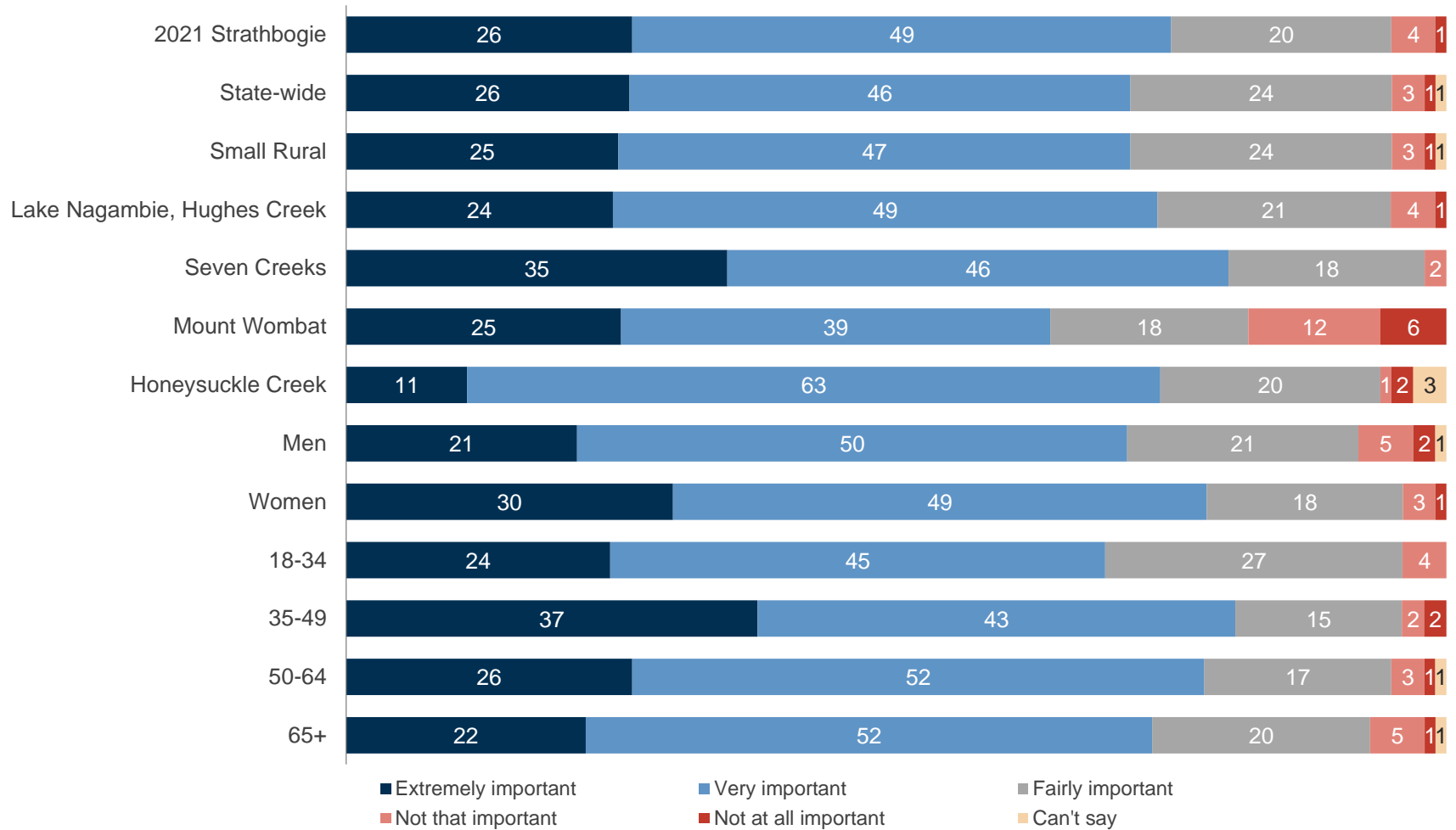
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)



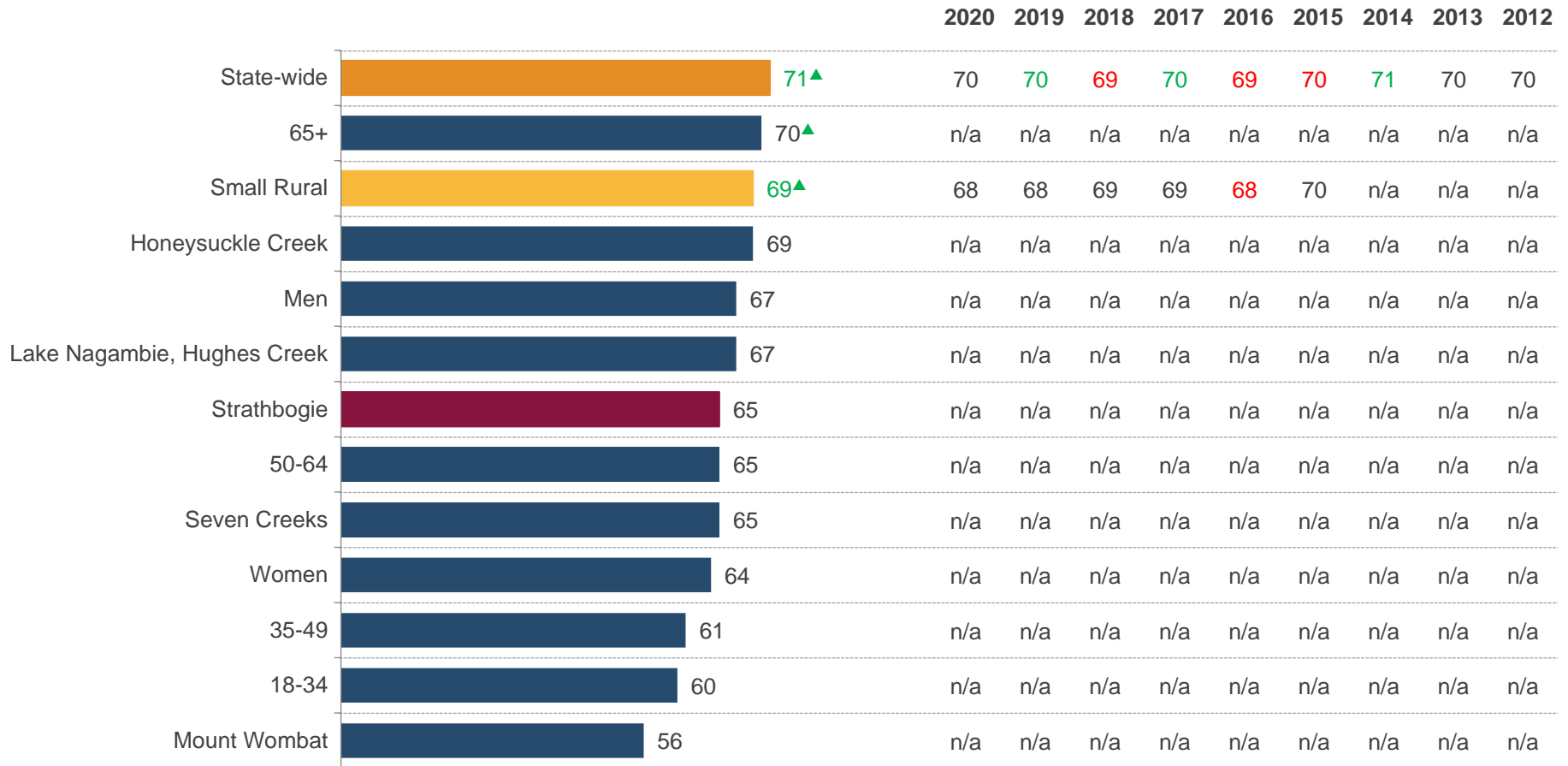
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8



Recreational facilities performance



2021 recreational facilities performance (index scores)



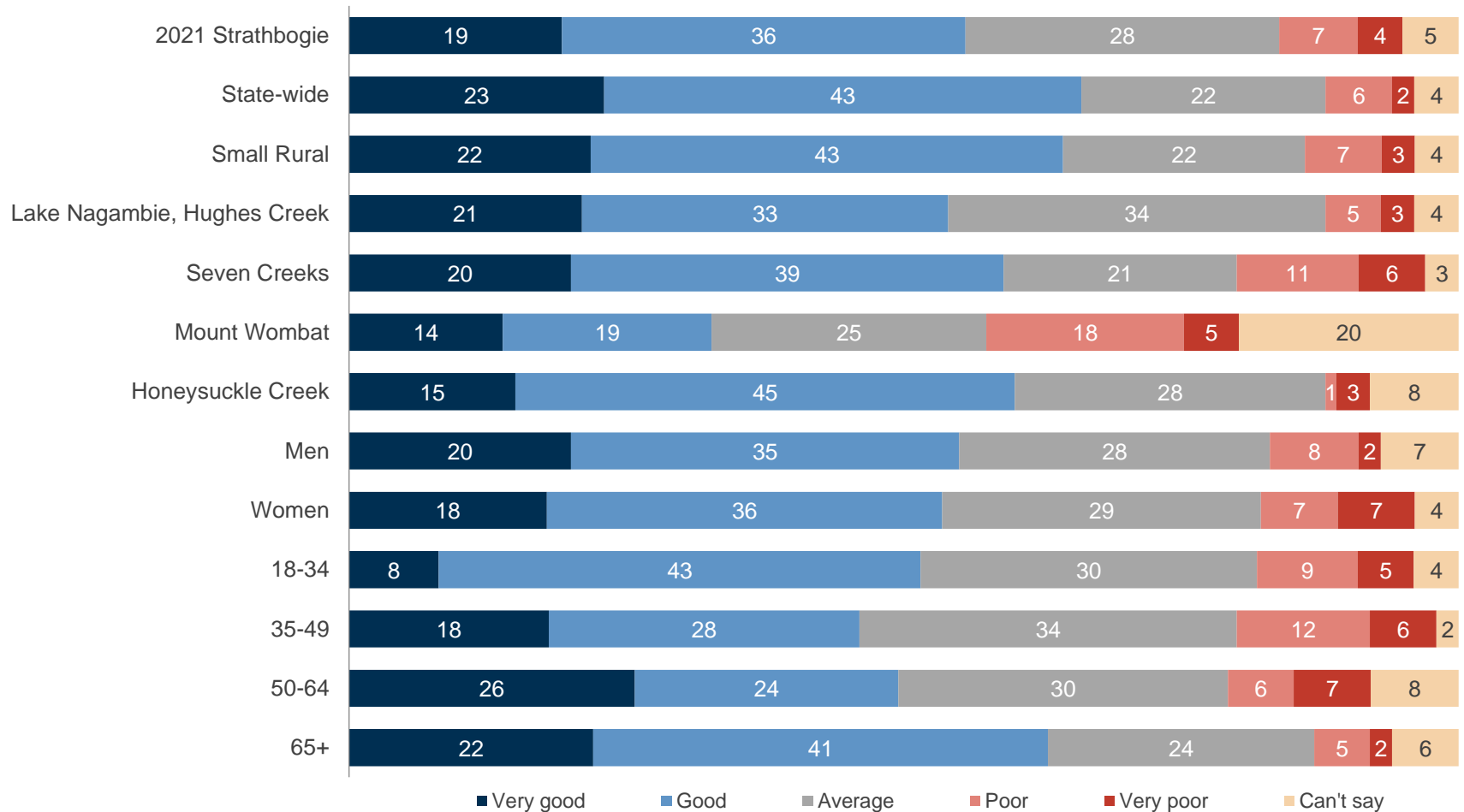
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



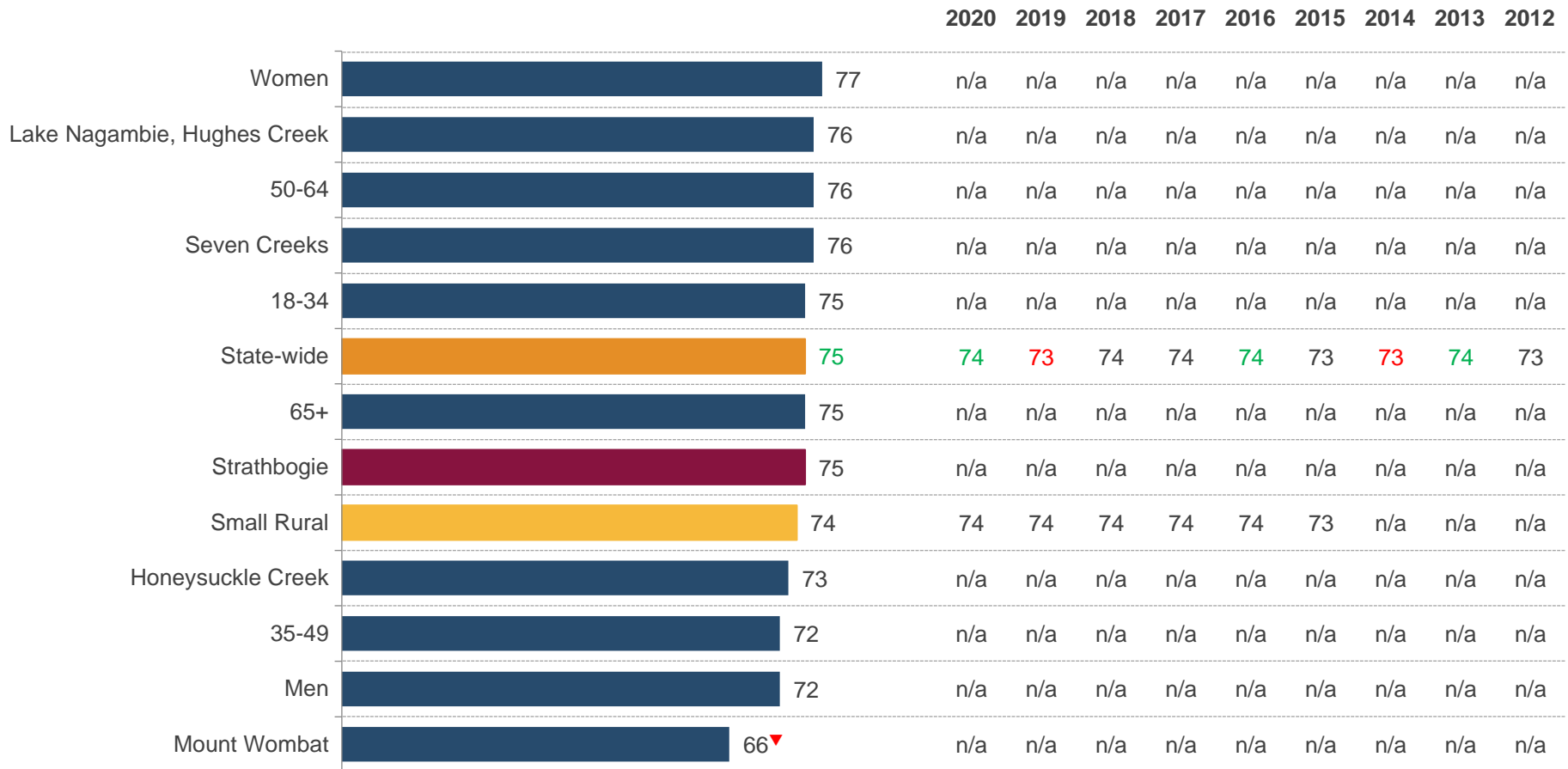
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13



The appearance of public areas importance



2021 public areas importance (index scores)



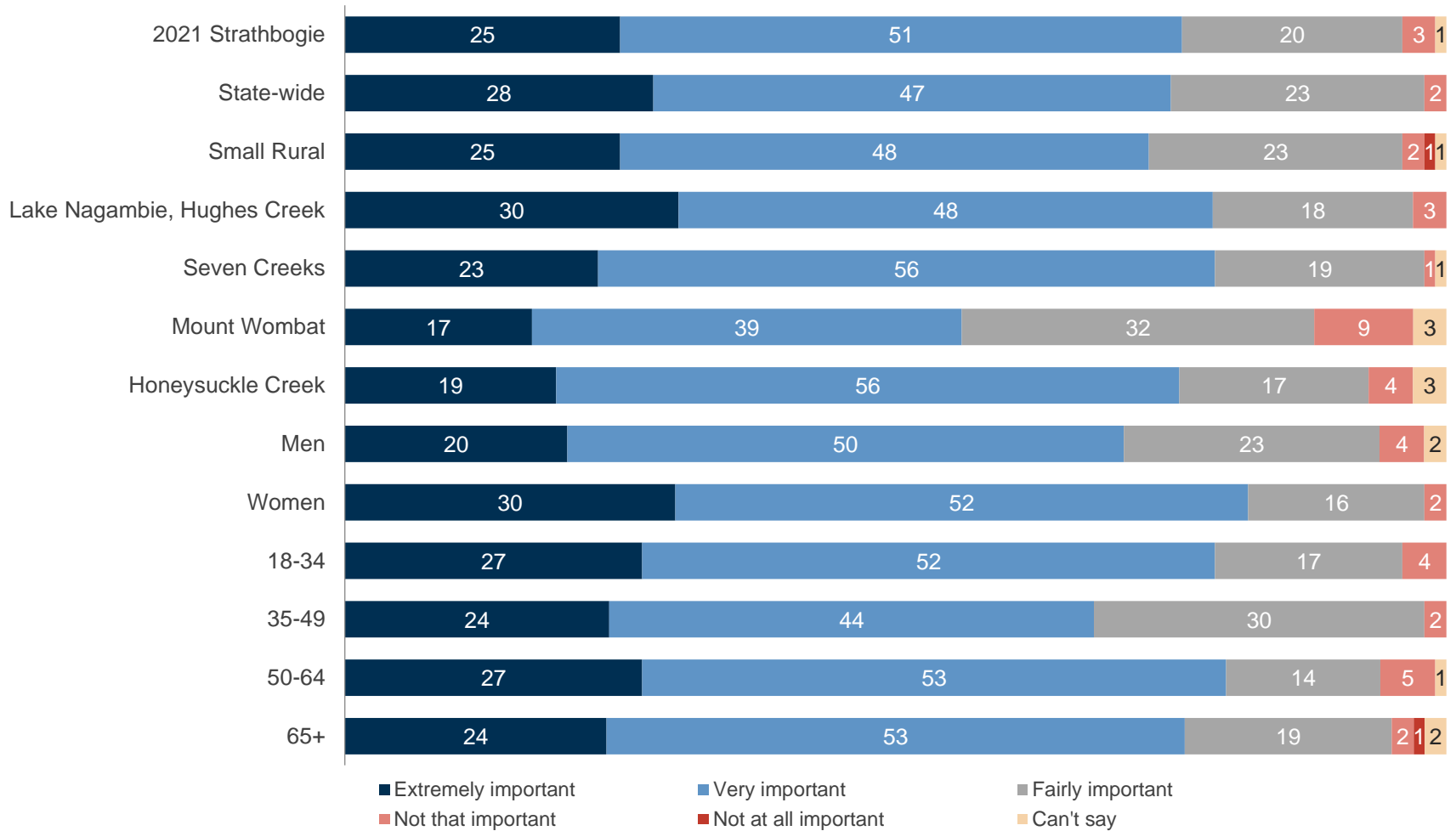
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 public areas importance (%)



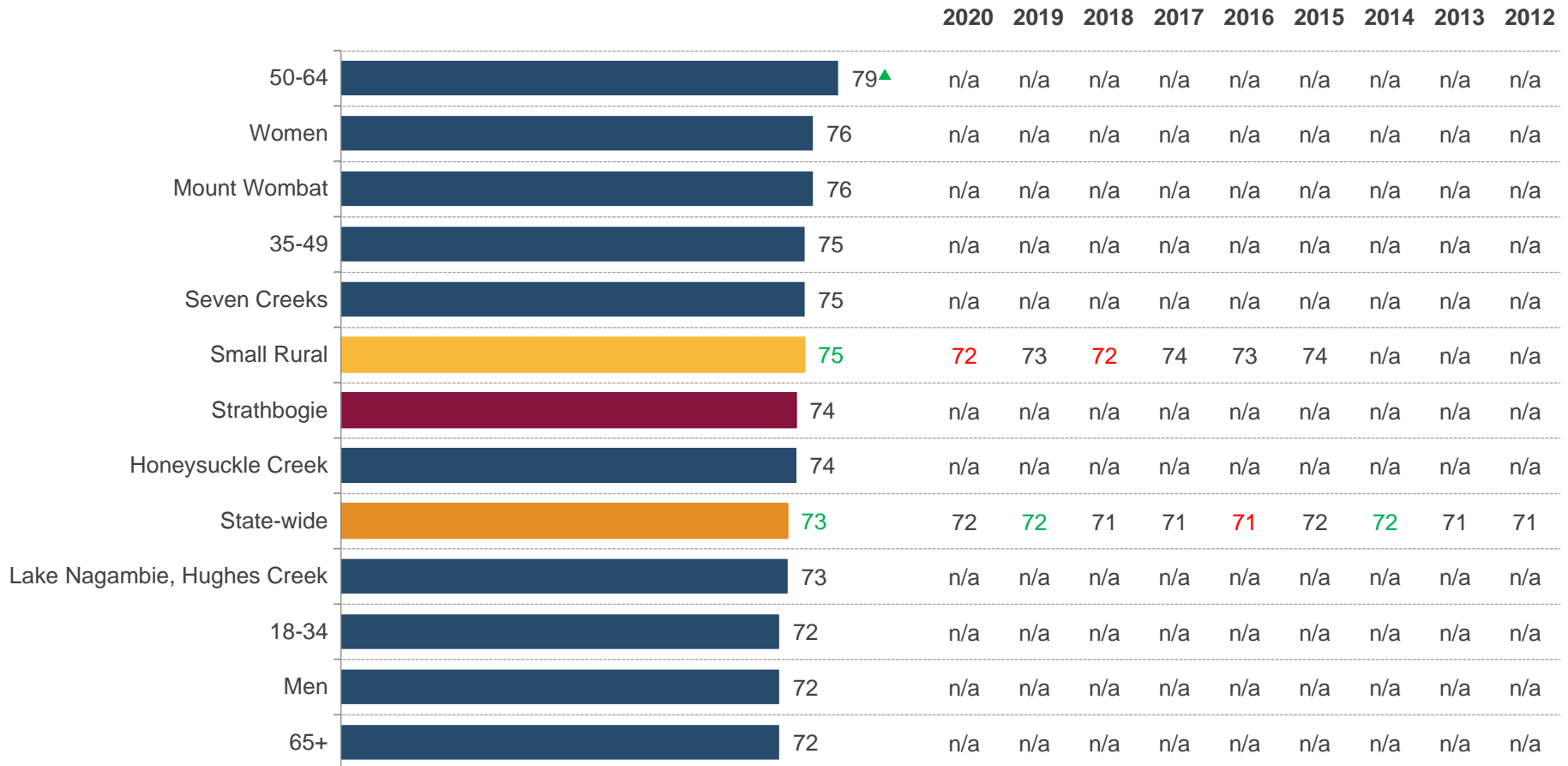
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



The appearance of public areas performance



2021 public areas performance (index scores)



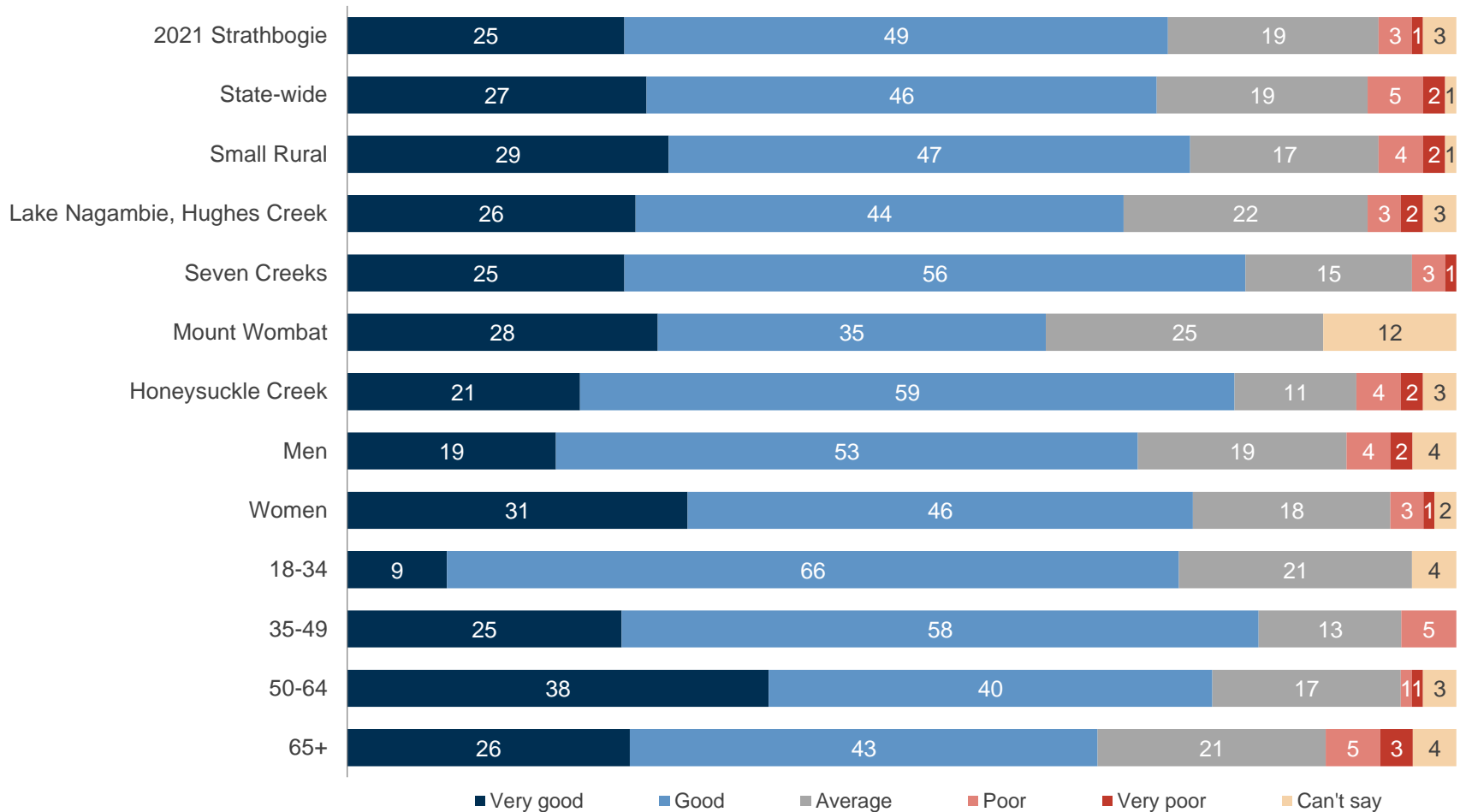
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)



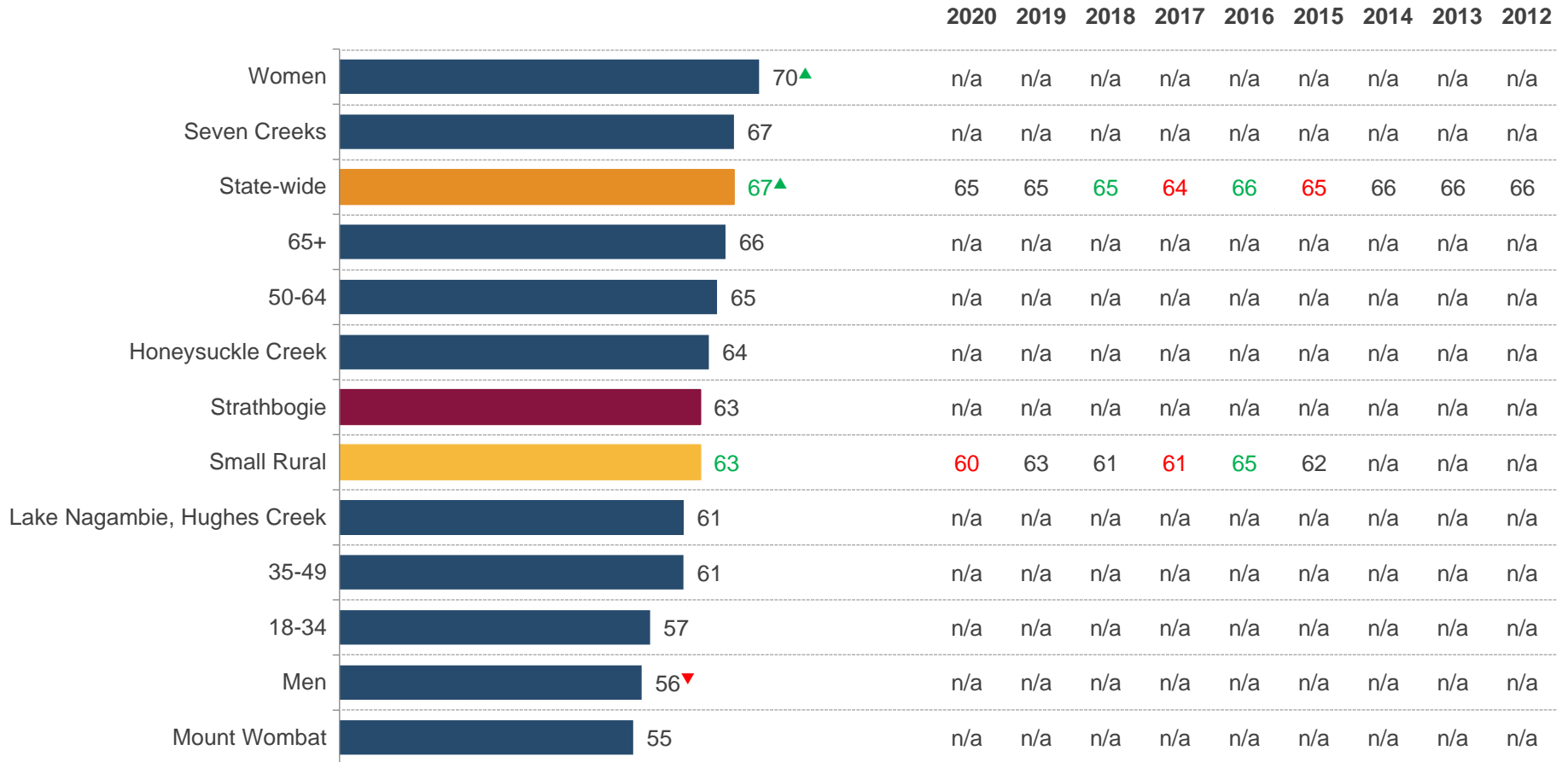
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13



Art centres and libraries importance



2021 art centres and libraries importance (index scores)



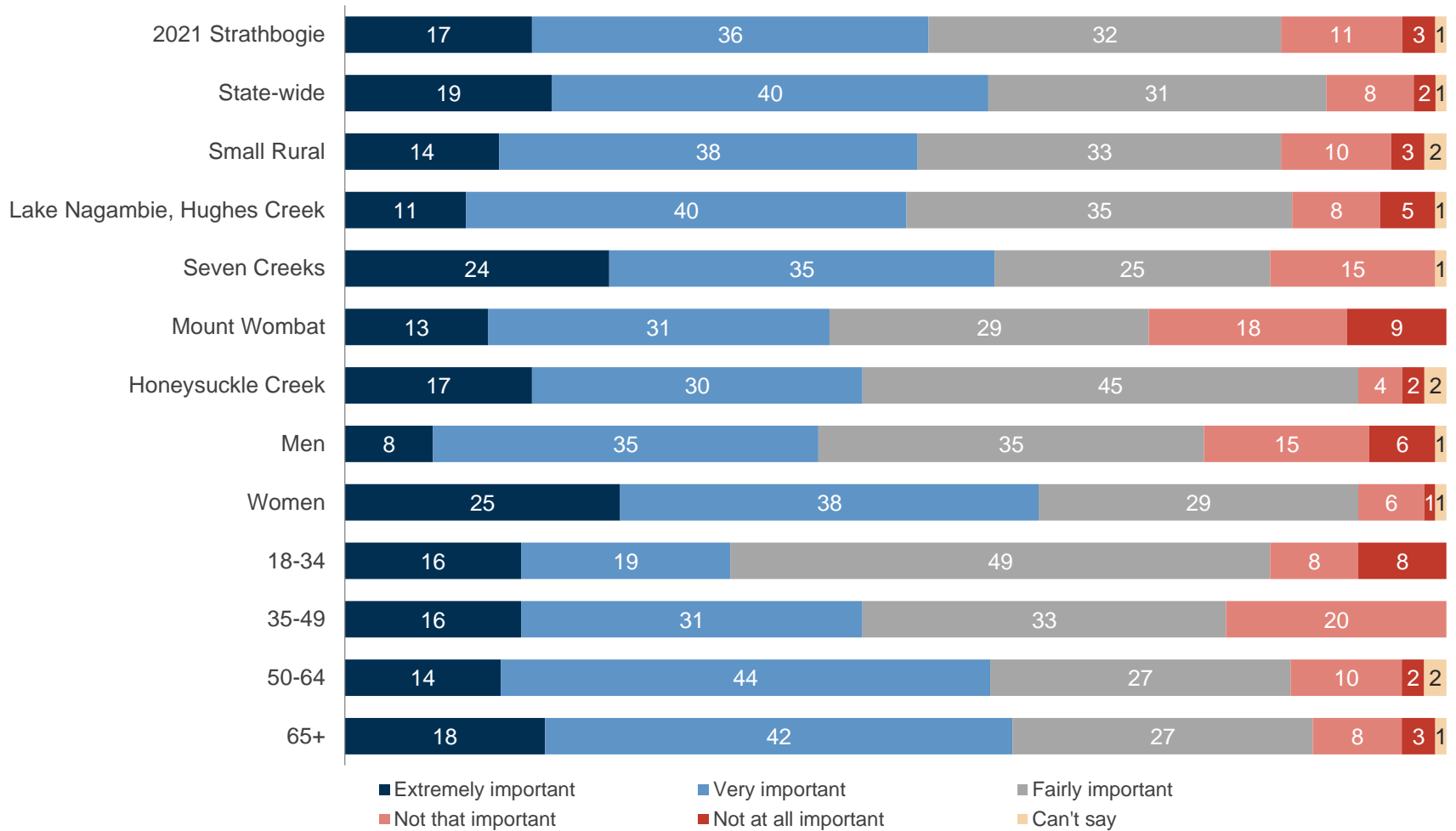
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2021 art centres and libraries importance (%)



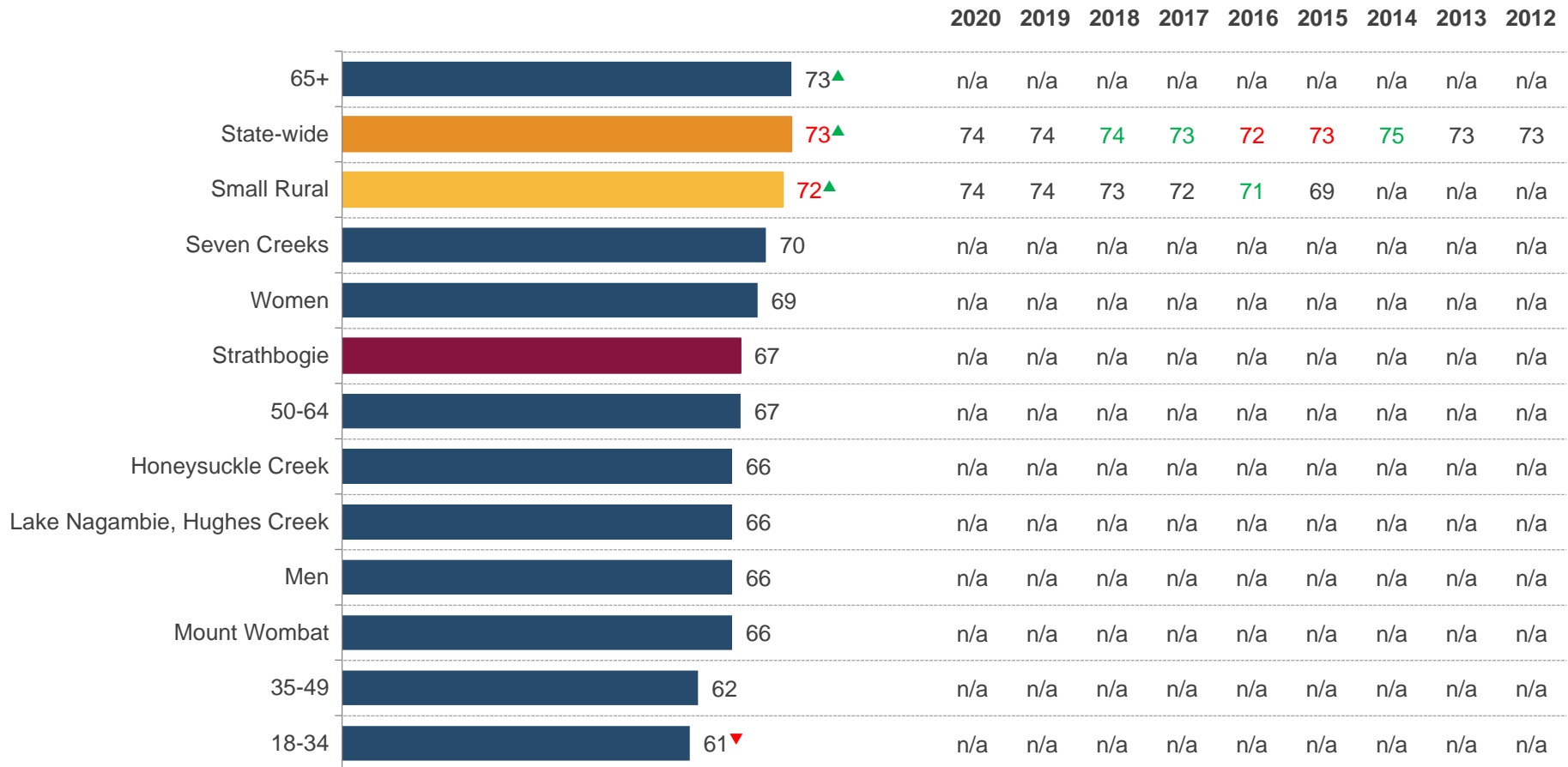
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



Art centres and libraries performance



2021 art centres and libraries performance (index scores)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

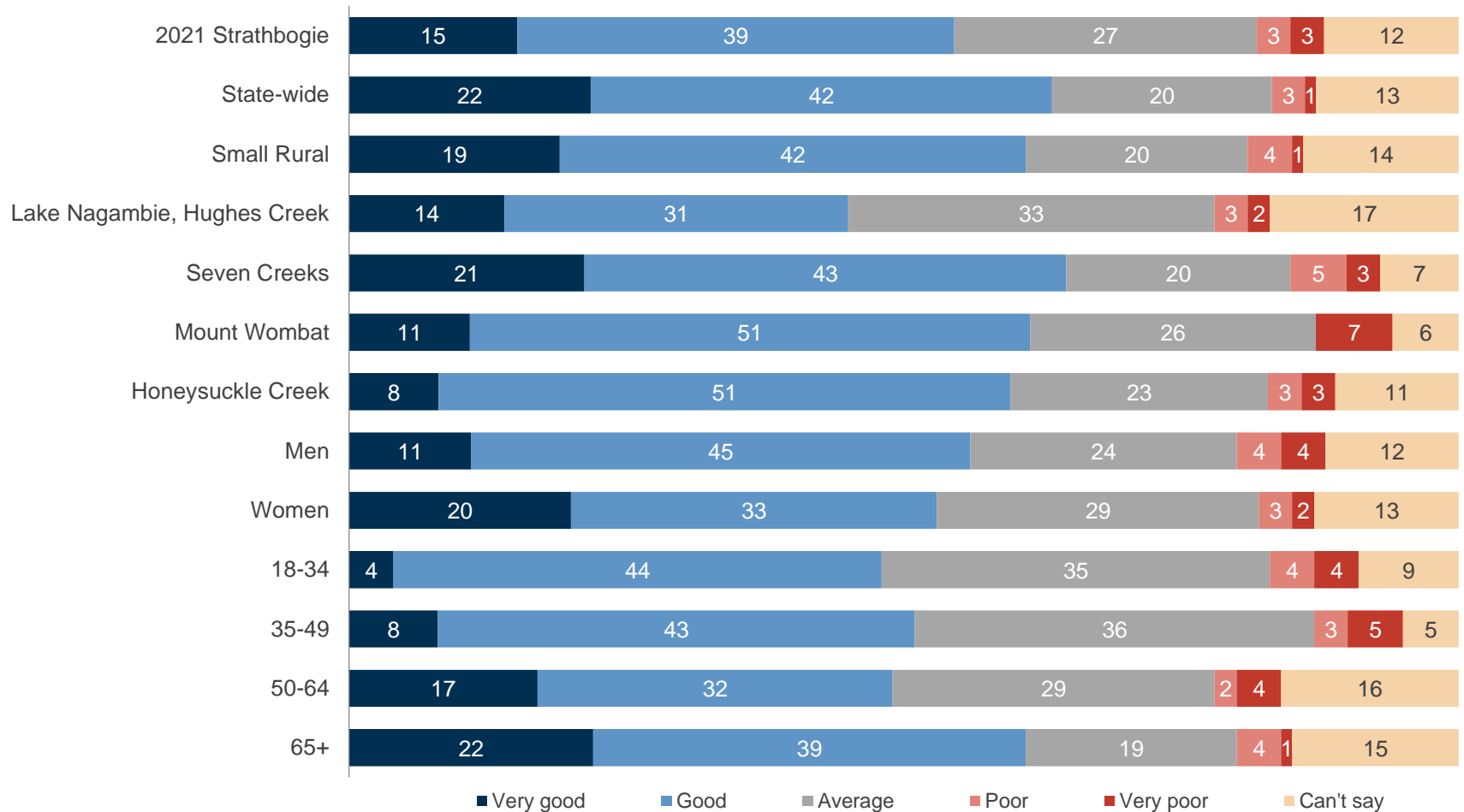
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 art centres and libraries performance (%)



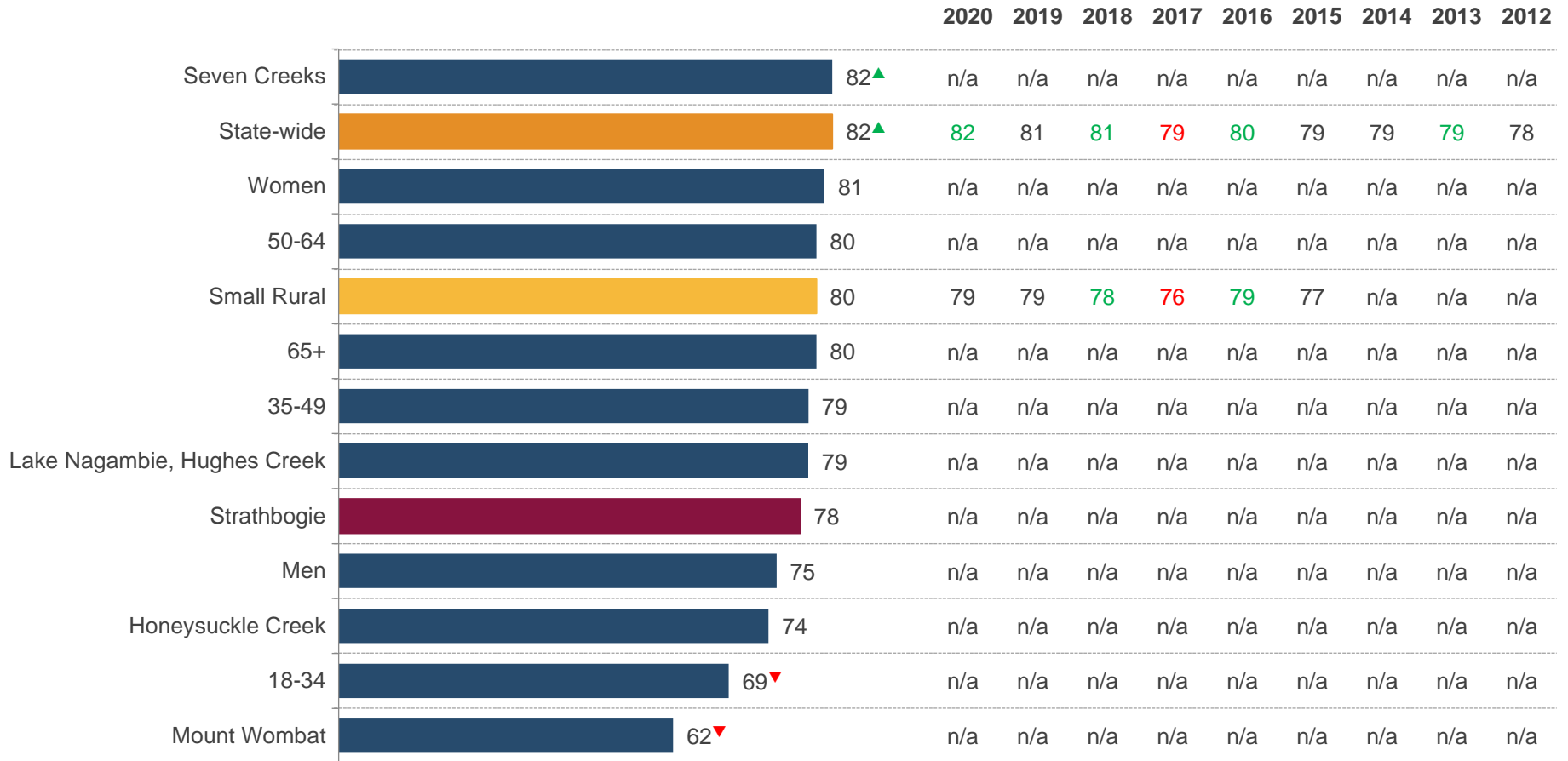
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6



Waste management importance



2021 waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

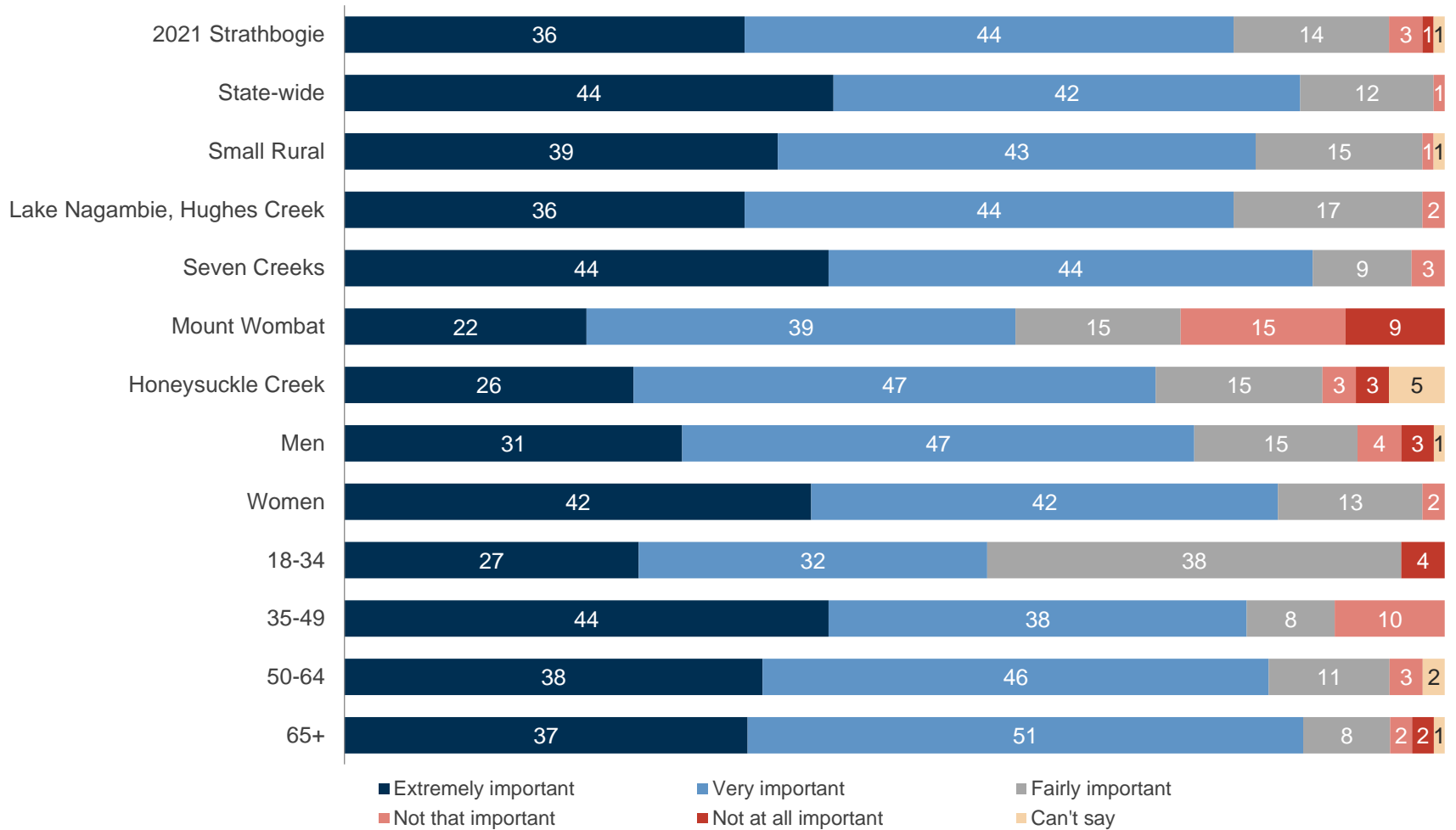
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2021 waste management importance (%)



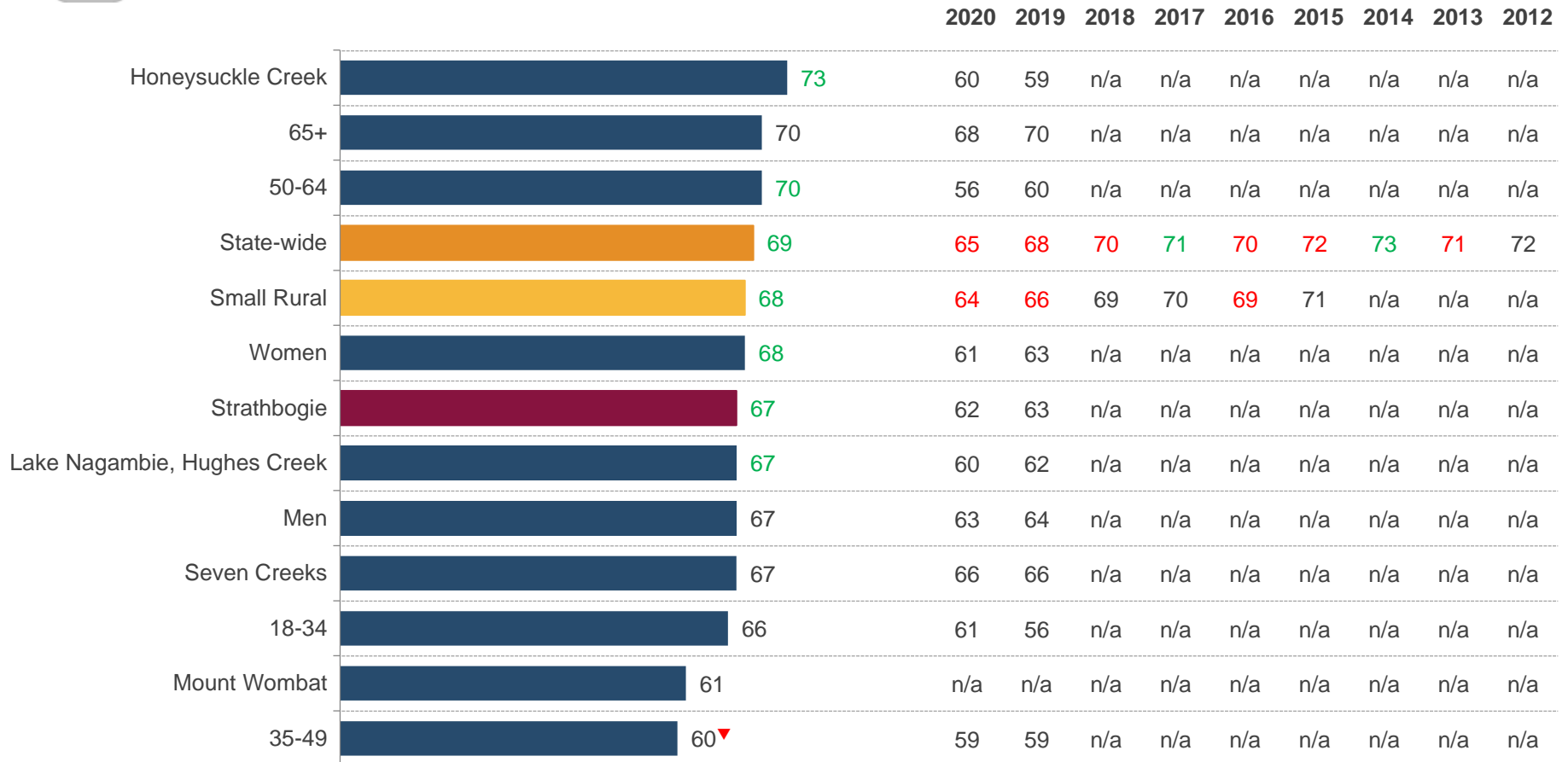
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7



Waste management performance



2021 waste management performance (index scores)



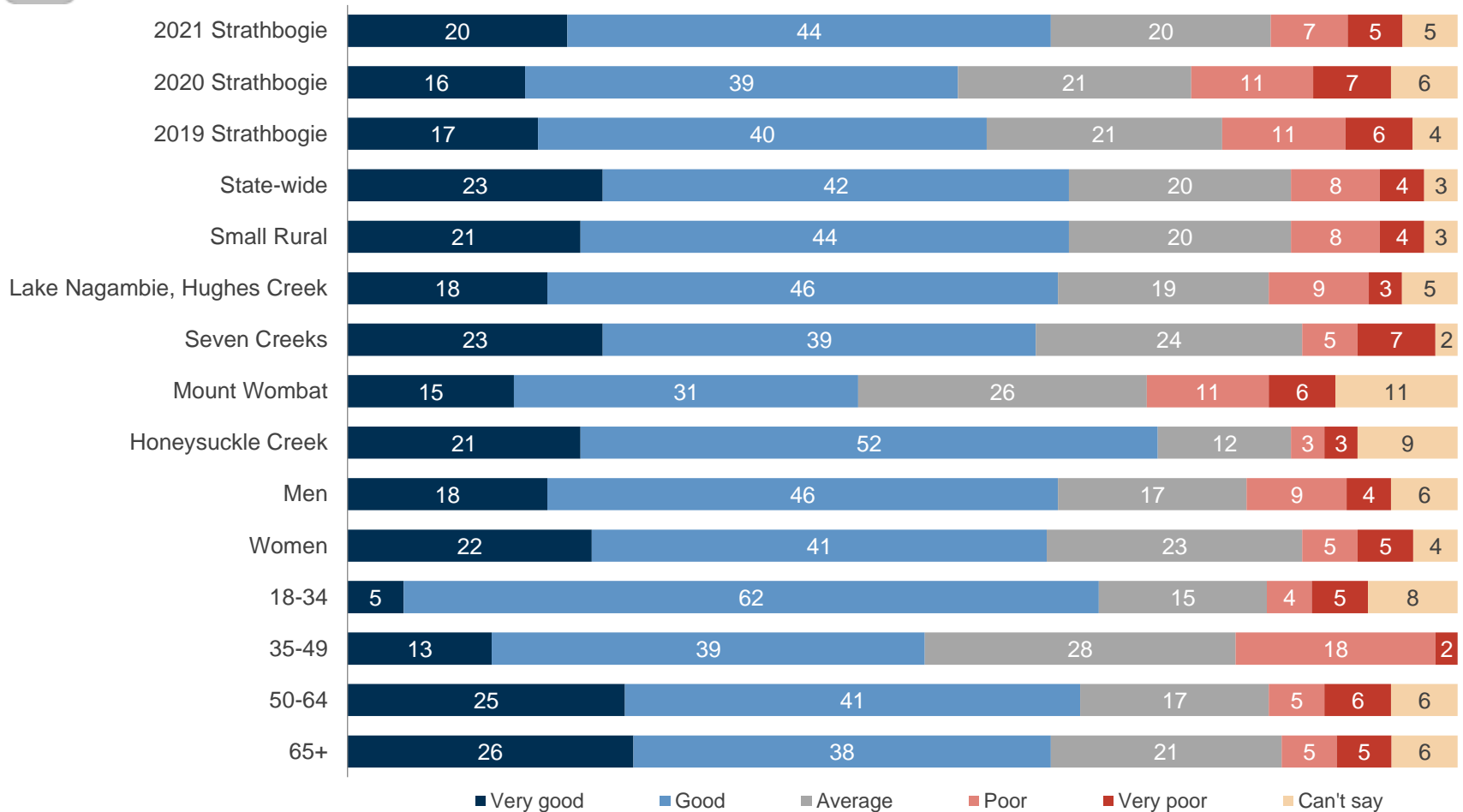
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)

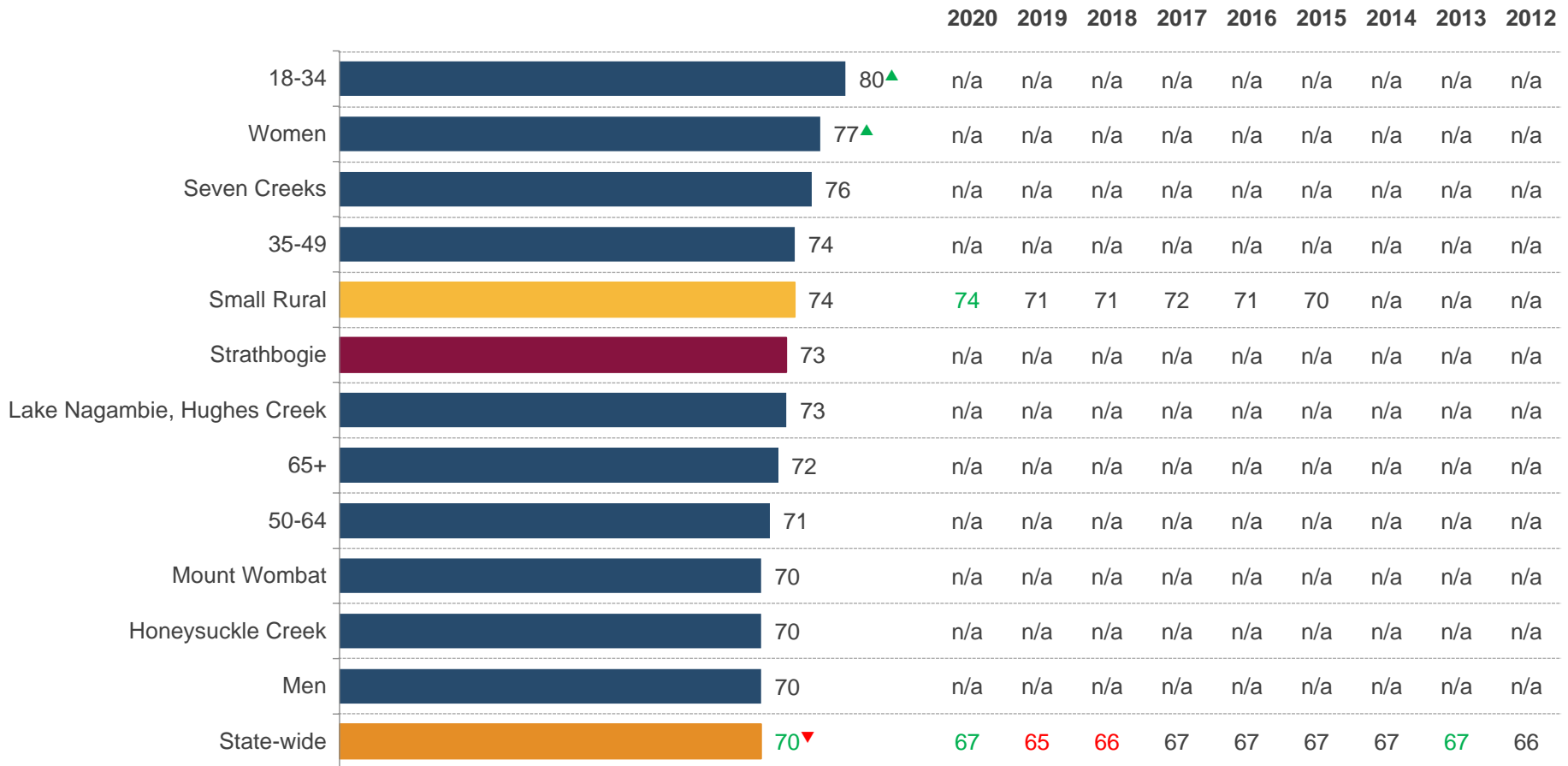


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Business and community development and tourism importance



2021 business/development/tourism importance (index scores)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

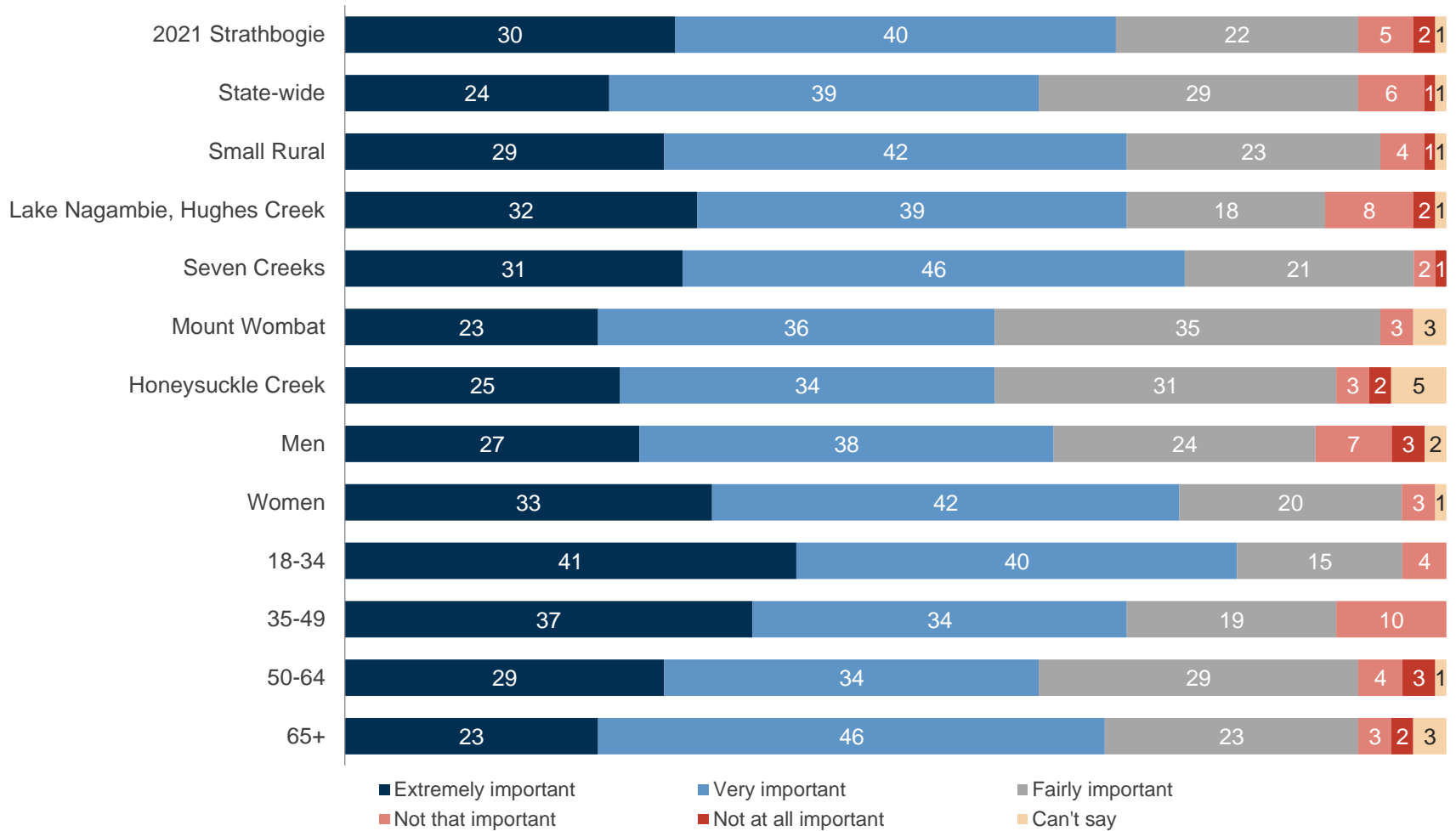
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism importance



2021 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Nagambie, Hughes Creek	66▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	62▲	58	59	64	61	63	n/a	n/a	n/a
Women	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	59	61	61	60	61	62	62	62
65+	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	52▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	52▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

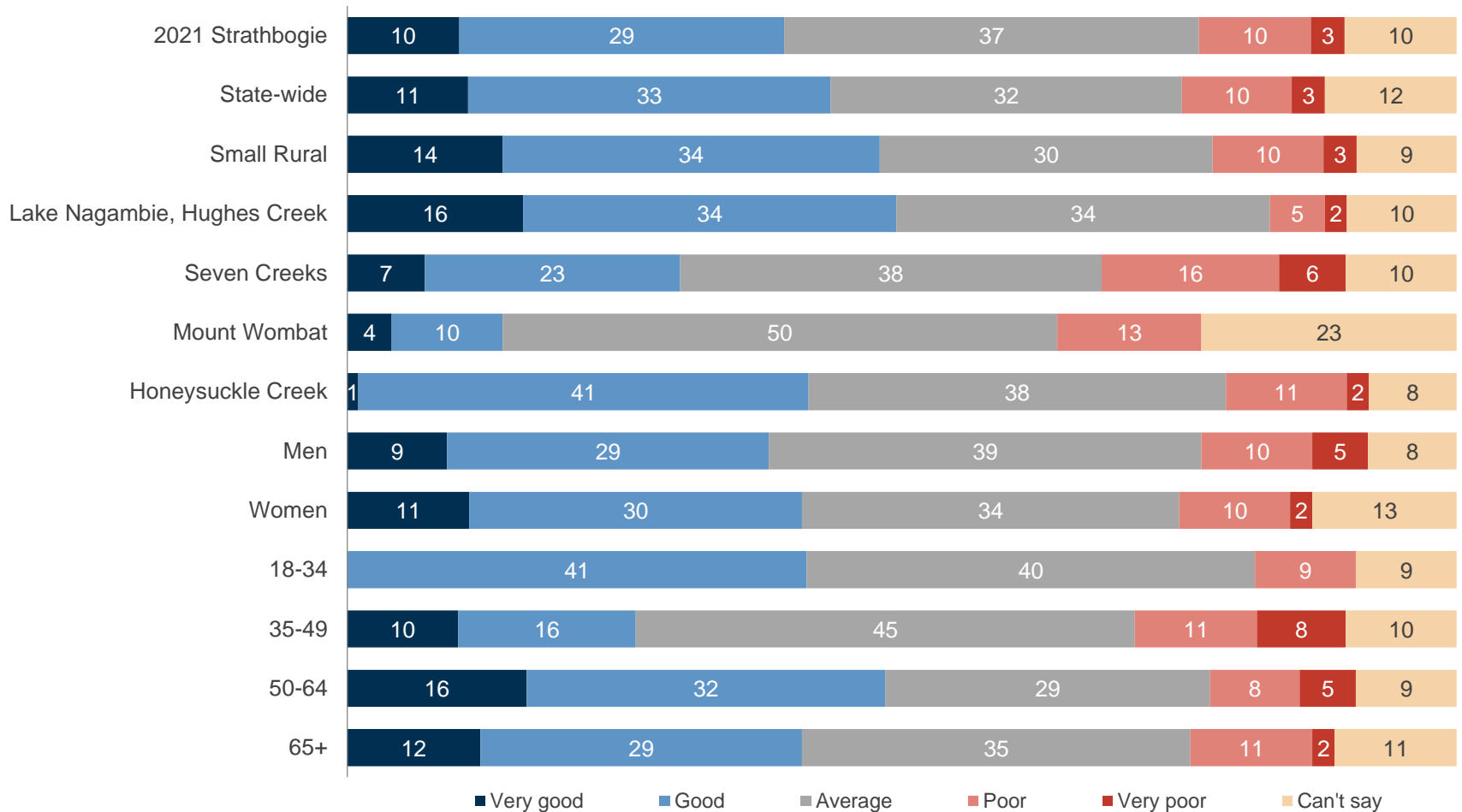
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

Business and community development and tourism performance



2021 business/development/tourism performance (%)



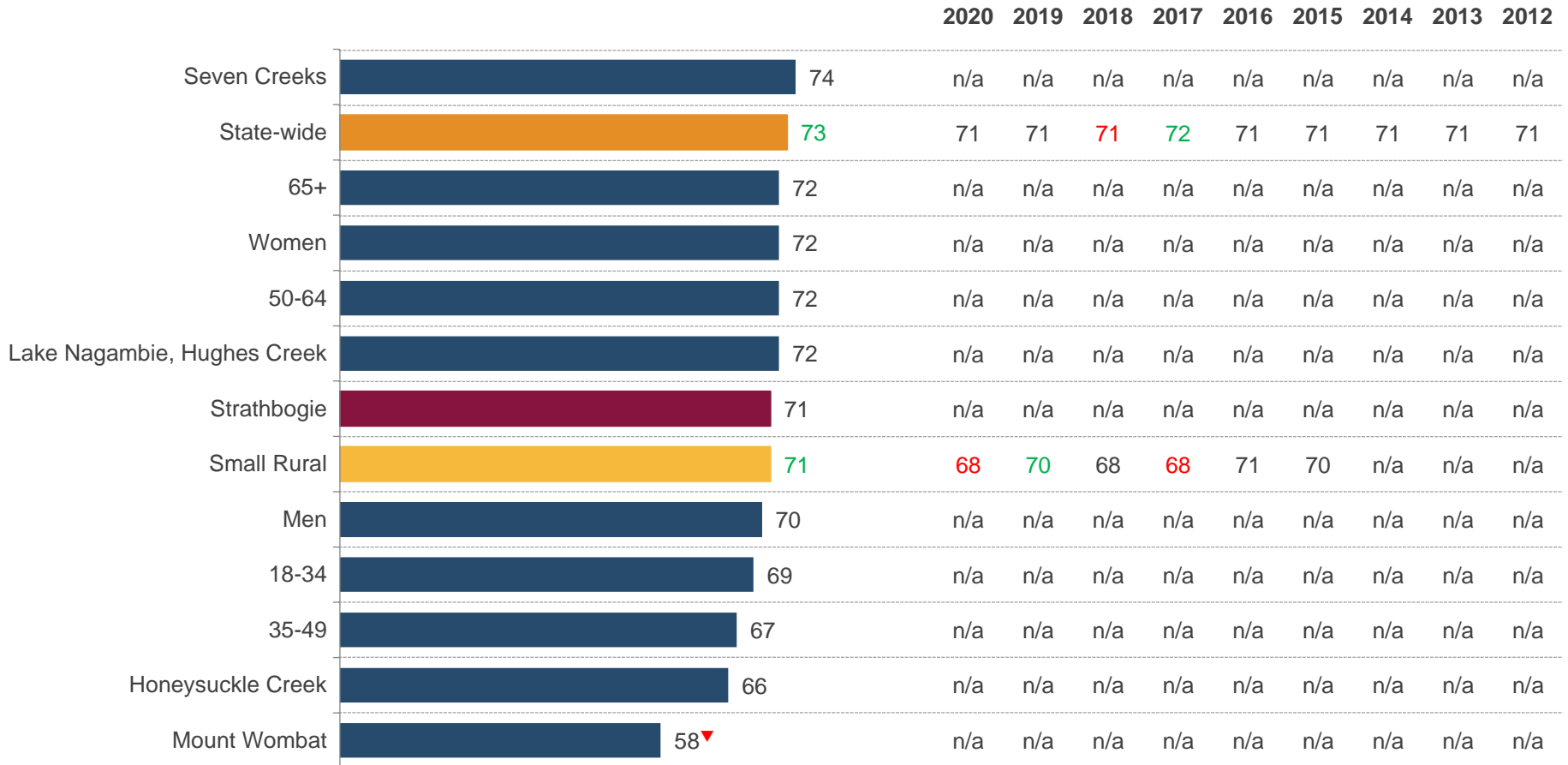
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8



Planning and building permits importance



2021 planning and building permits importance (index scores)



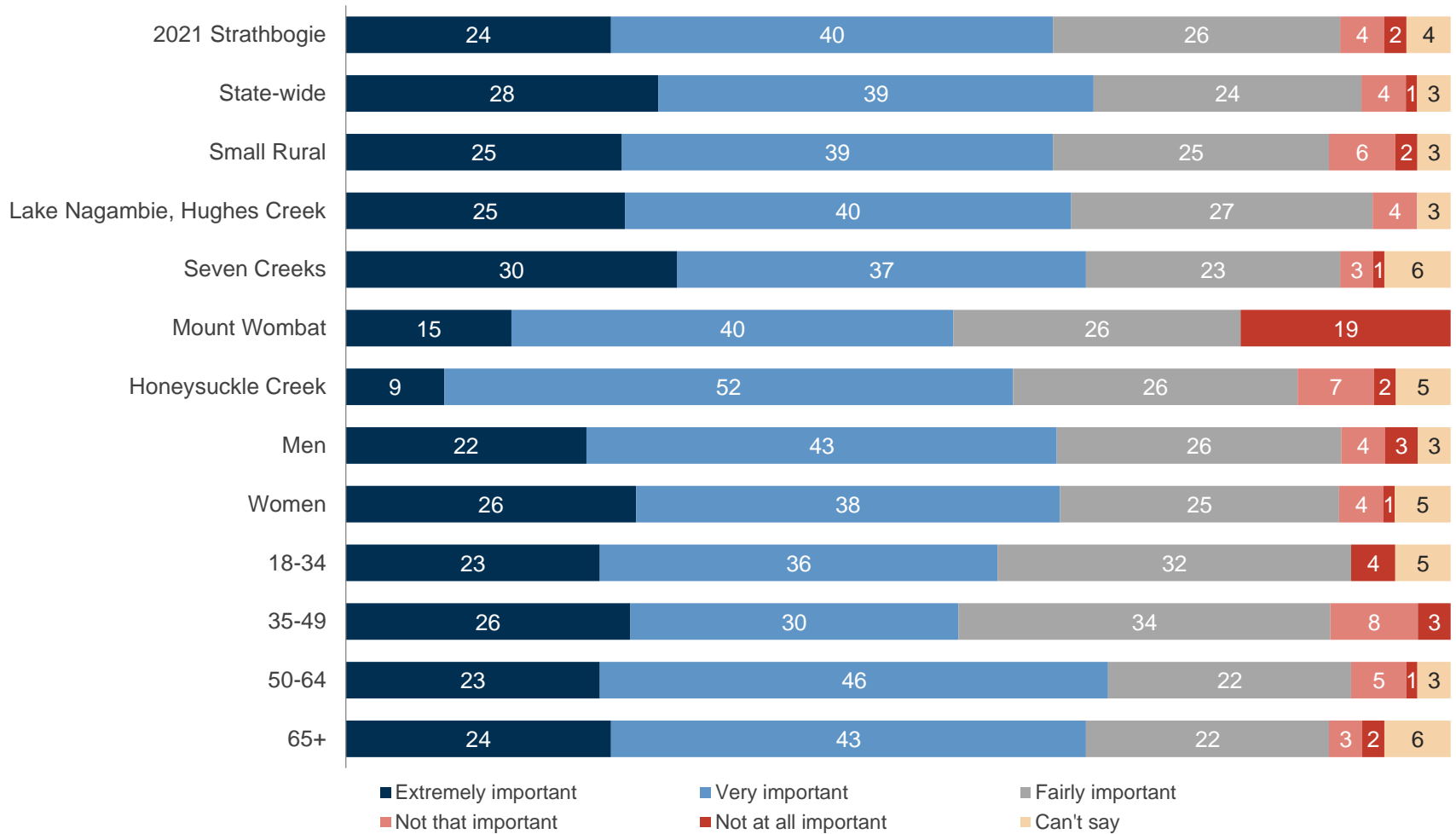
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2021 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6



Planning and building permits performance



2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51	51	52	51	50	54	53	55	54
Strathbogie	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	49	46	48	51	51	50	53	n/a	n/a
35-49	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7

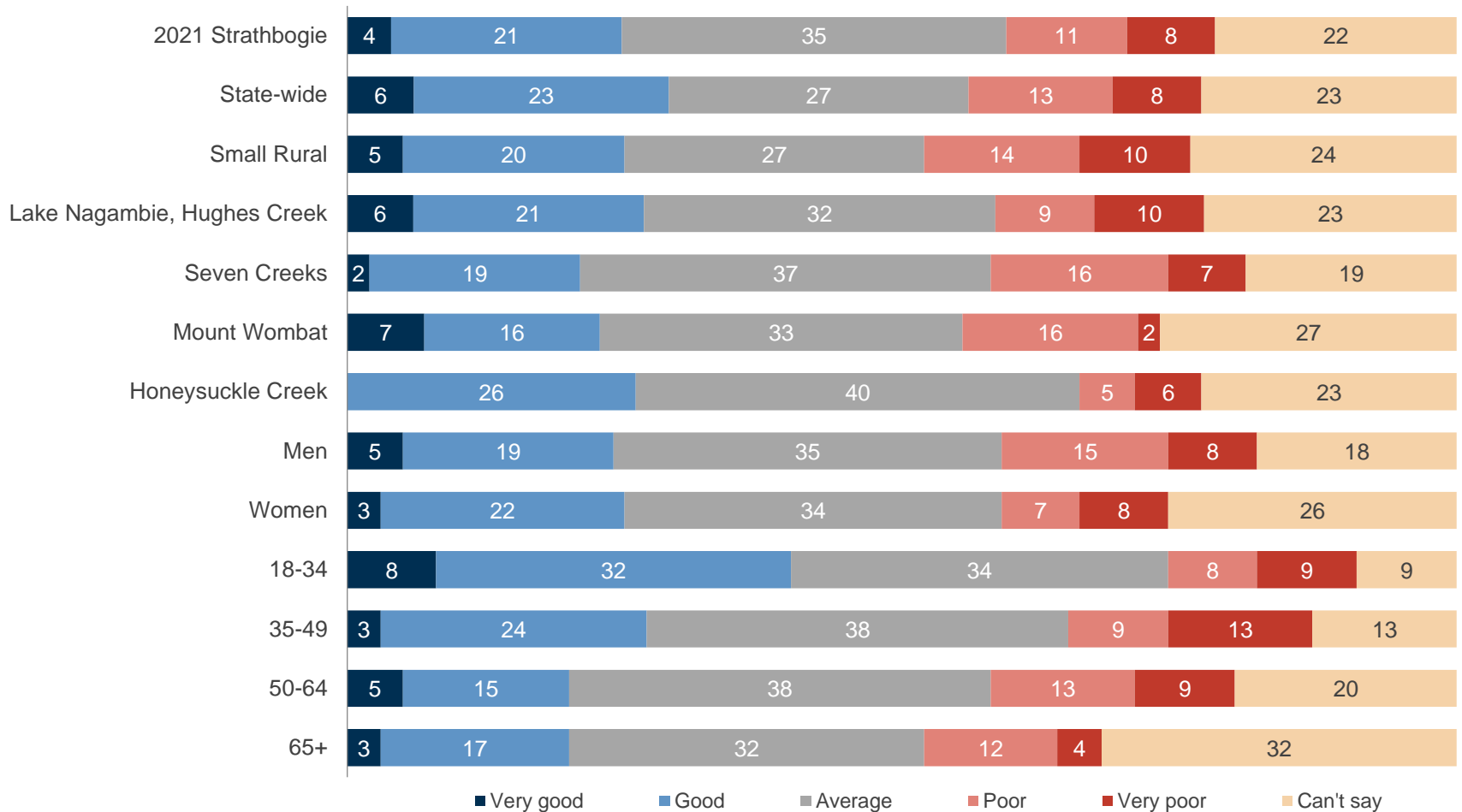
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2021 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7



Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	62	63	64	63	64	64	64	64
Small Rural	57	59	62	63	61	63	n/a	n/a	n/a
Honeysuckle Creek	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 6

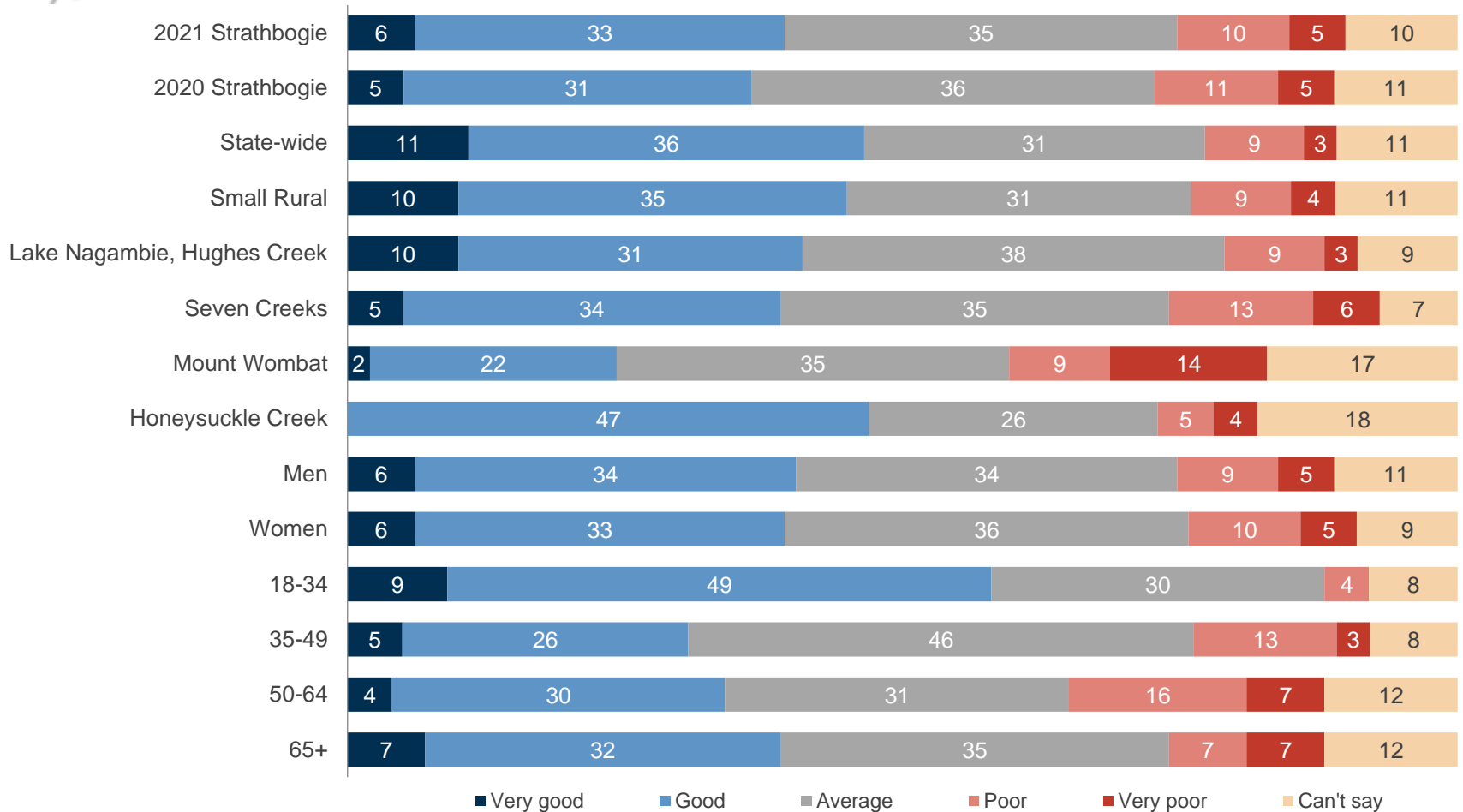
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



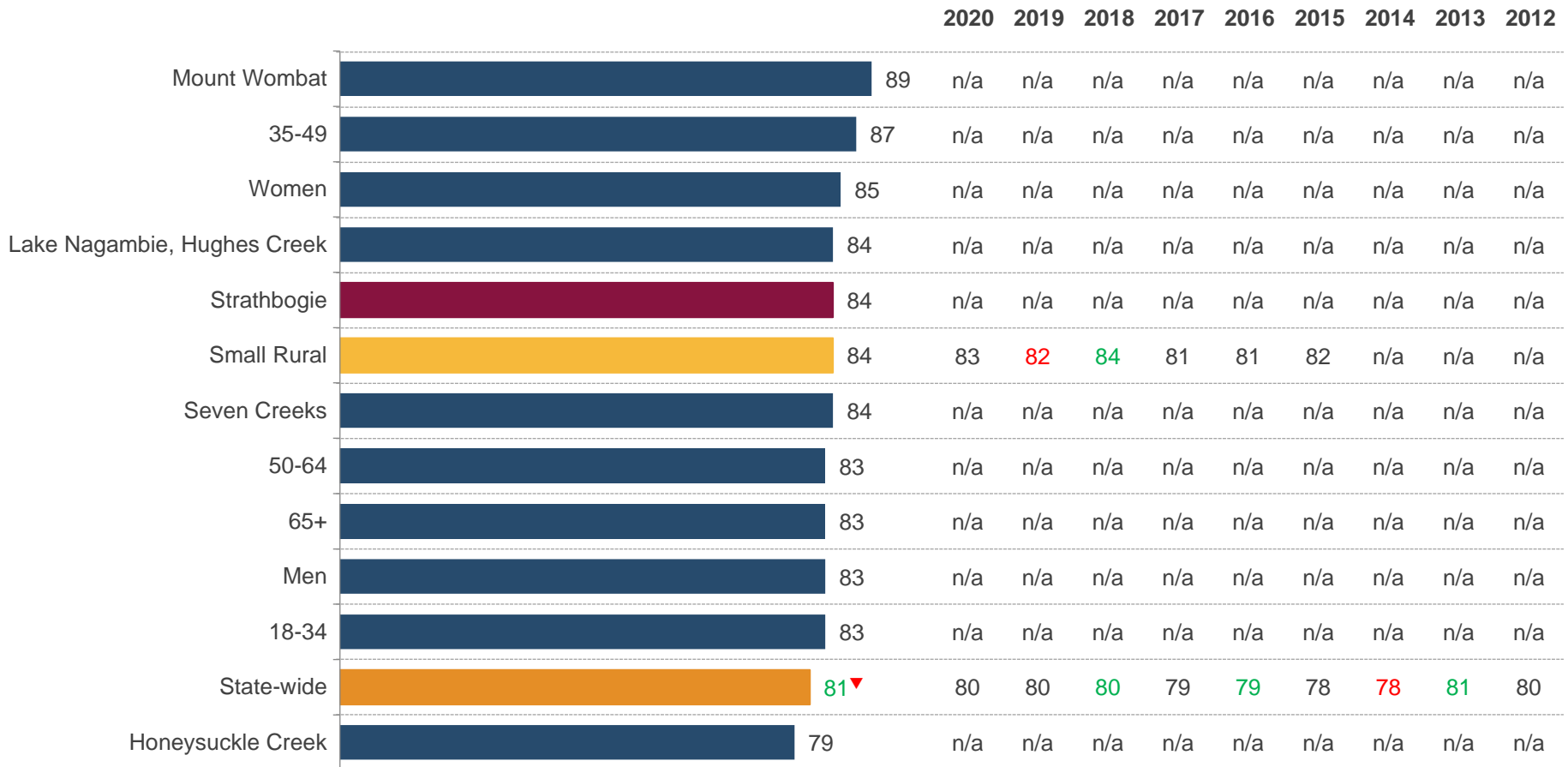
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 6



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (index scores)



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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

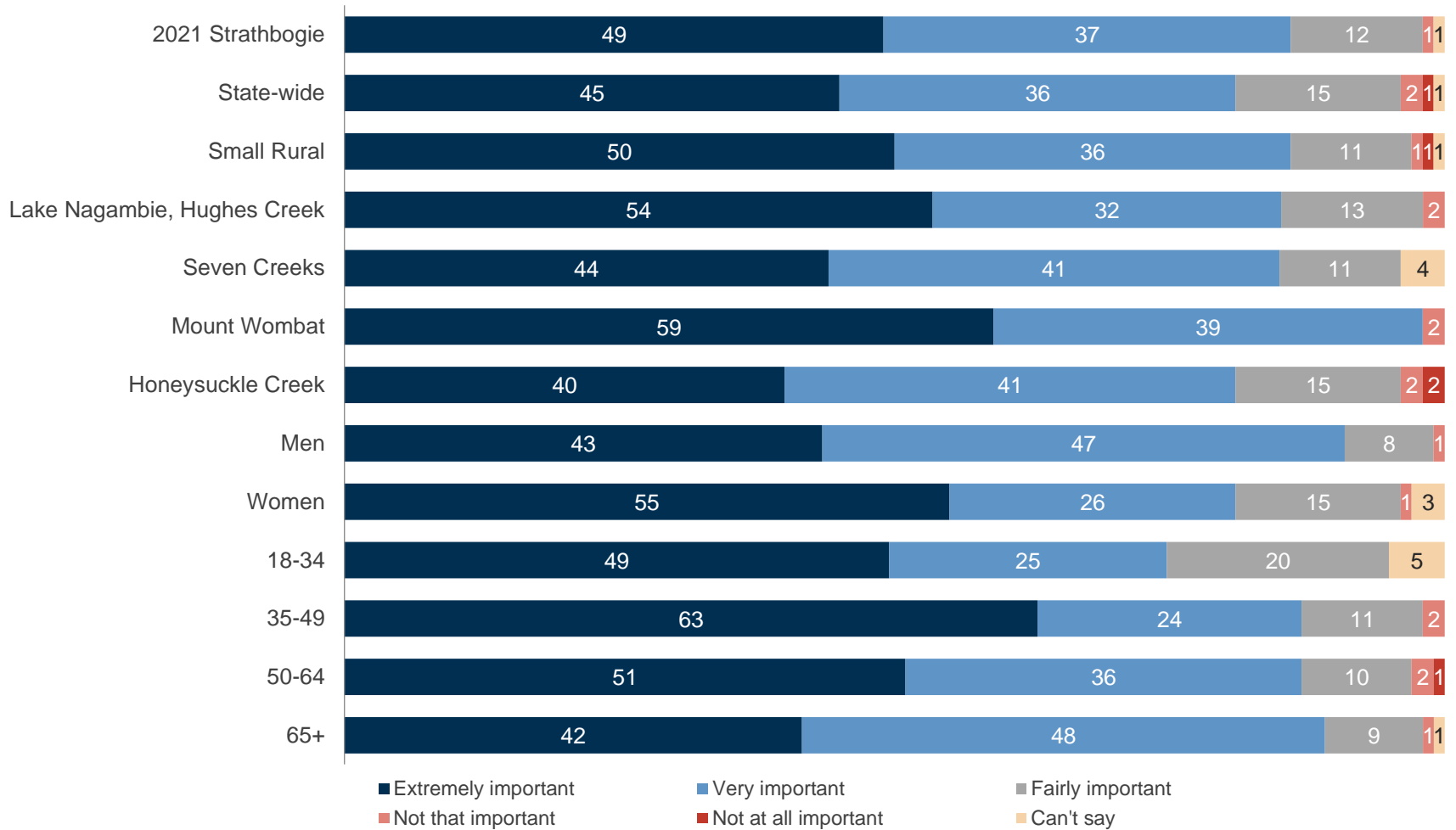
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Honeysuckle Creek	34	38	28	n/a	n/a	n/a	n/a	n/a	n/a
65+	41	44	43	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	44	44	43	44	43	45	45	44	46
Small Rural	43	43	40	43	44	45	n/a	n/a	n/a
50-64	38	43	32	n/a	n/a	n/a	n/a	n/a	n/a
Men	42	44	40	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	44	46	40	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	41	43	37	n/a	n/a	n/a	n/a	n/a	n/a
Women	40	41	35	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	40	40	38	n/a	n/a	n/a	n/a	n/a	n/a
35-49	45	39	31	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	n/a	n/a	41	n/a	n/a	n/a	n/a	n/a	n/a
18-34	42	45	42	n/a	n/a	n/a	n/a	n/a	n/a

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

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

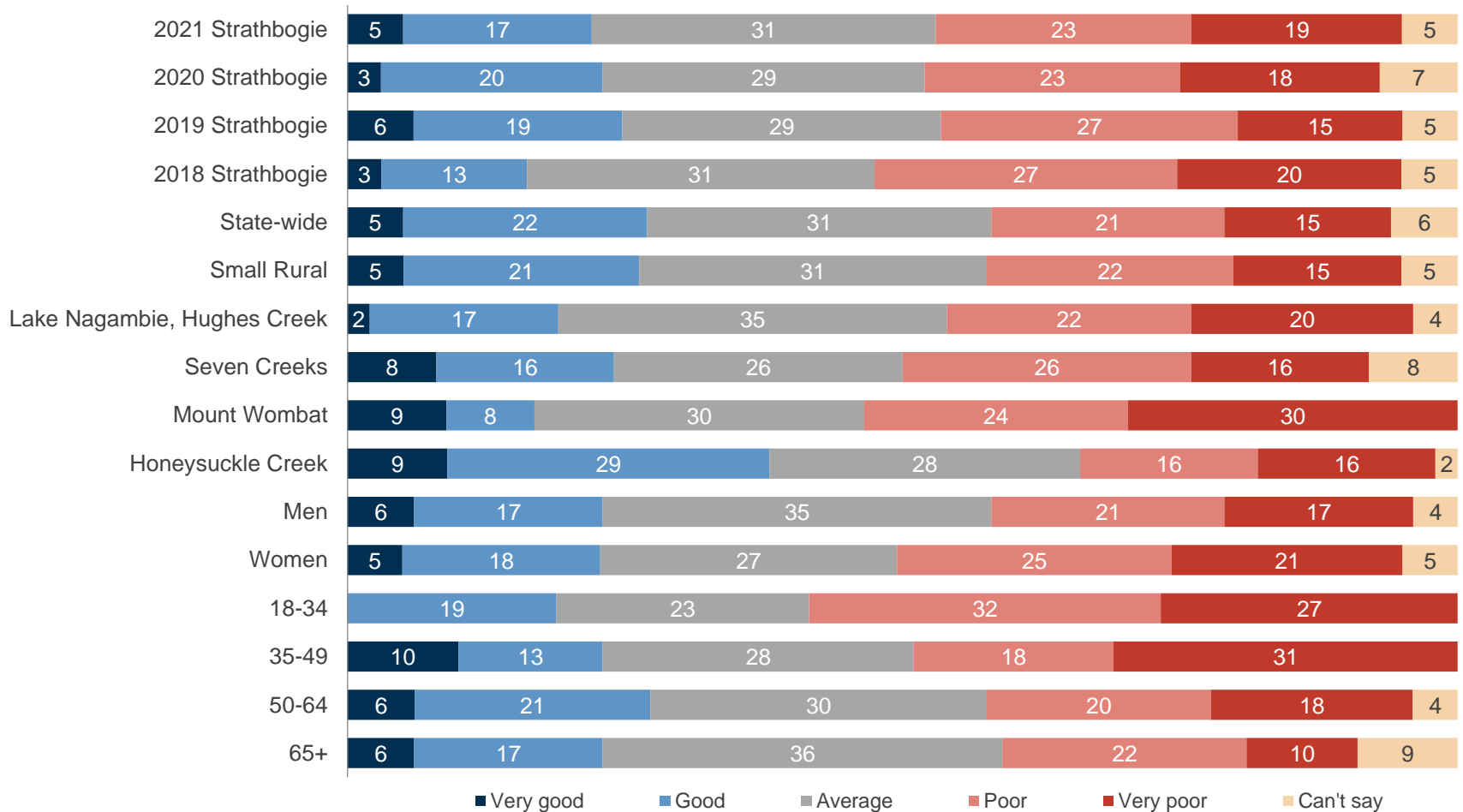
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10



Tourism development performance



2021 tourism development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Nagambie, Hughes Creek	69▲	68	69	68	n/a	n/a	n/a	n/a	n/a
18-34	64	74	69	74	n/a	n/a	n/a	n/a	n/a
50-64	63	60	62	59	n/a	n/a	n/a	n/a	n/a
Women	63	62	66	64	n/a	n/a	n/a	n/a	n/a
Small Rural	63	63	66	67	67	64	63	n/a	n/a
State-wide	62	62	63	63	63	63	63	64	n/a
Strathbogie	61	62	64	63	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	60	58	65	54	n/a	n/a	n/a	n/a	n/a
65+	59	57	63	61	n/a	n/a	n/a	n/a	n/a
Men	59	62	62	62	n/a	n/a	n/a	n/a	n/a
35-49	57	63	63	61	n/a	n/a	n/a	n/a	n/a
Seven Creeks	52▼	57	59	62	n/a	n/a	n/a	n/a	n/a
Mount Wombat	47▼	n/a	n/a	58	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

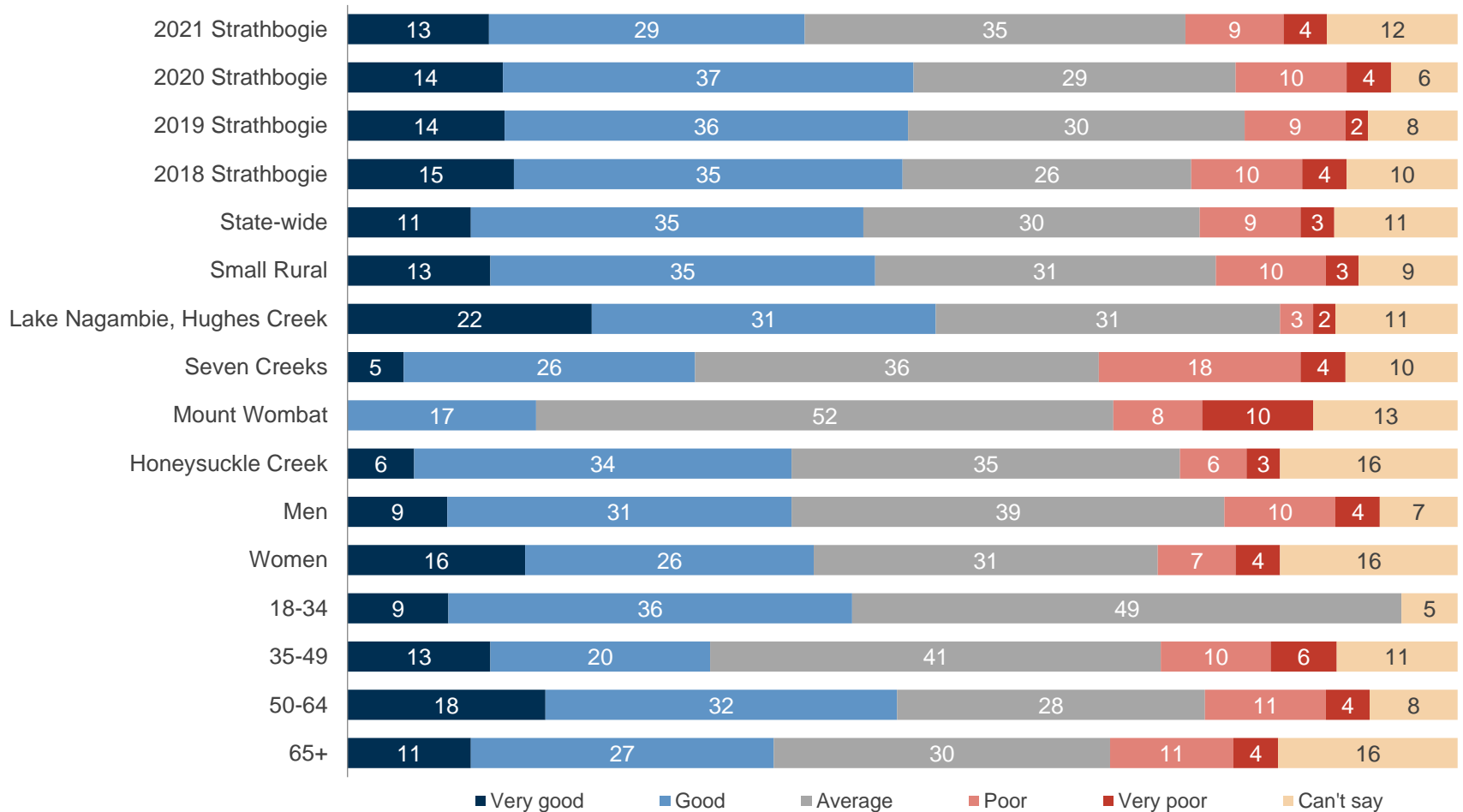
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2021 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5



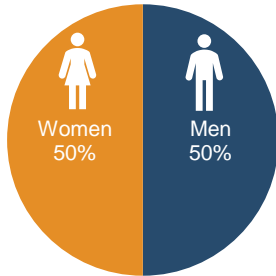
Detailed demographics



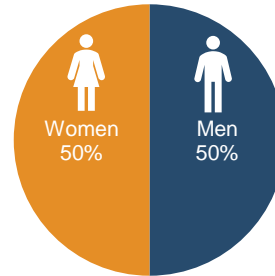
Gender and age profile

2021 gender

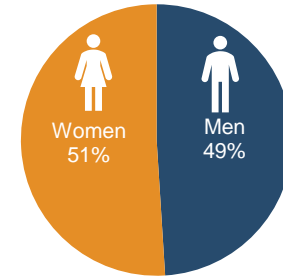
Strathbogie



Small Rural

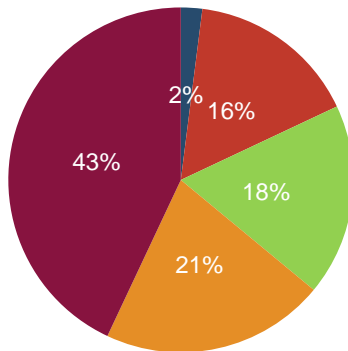


State-wide

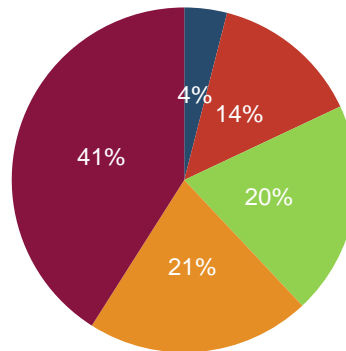


2021 age

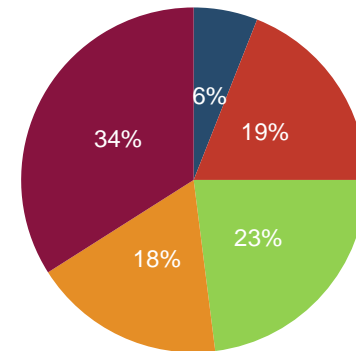
Strathbogie



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 visualization elements: a bar chart, a line graph with a downward trend, and a grid pattern.

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 Strathbogie 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 8,900 people aged 18 years or over for Strathbogie Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Strathbogie Shire Council	400	400	+/-4.8
Men	175	199	+/-7.4
Women	225	201	+/-6.5
Lake Nagambie, Hughes Creek	179	186	+/-7.3
Seven Creeks	139	132	+/-8.3
Mount Wombat	29	30	+/-18.5
Honeysuckle Creek	53	52	+/-13.5
18-34 years	22	73	+/-21.4
35-49 years	39	73	+/-15.9
50-64 years	112	84	+/-9.2
65+ years	227	170	+/-6.4



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:

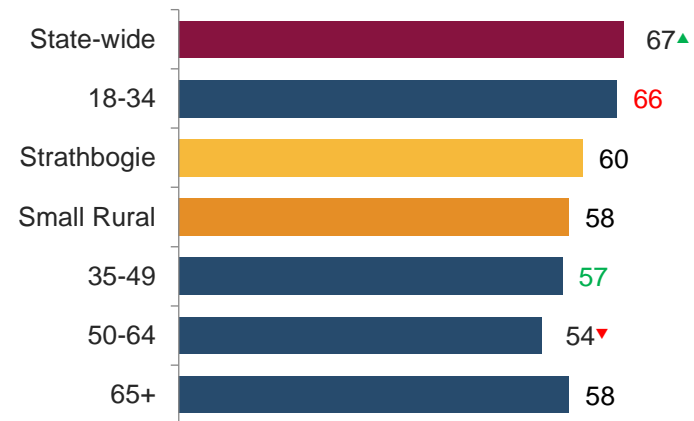
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

A total of n=400 completed interviews were achieved in Strathbogie Shire Council. Survey fieldwork was conducted in the period of 8th February – 18nd 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

Strathbogie 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 Strathbogie 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 Strathbogie 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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John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



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