



2022 Local Government Community Satisfaction Survey

Swan Hill Rural City 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-third year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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



Key findings and recommendations



Swan Hill Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Swan Hill 53



State-wide 59



Large Rural 55

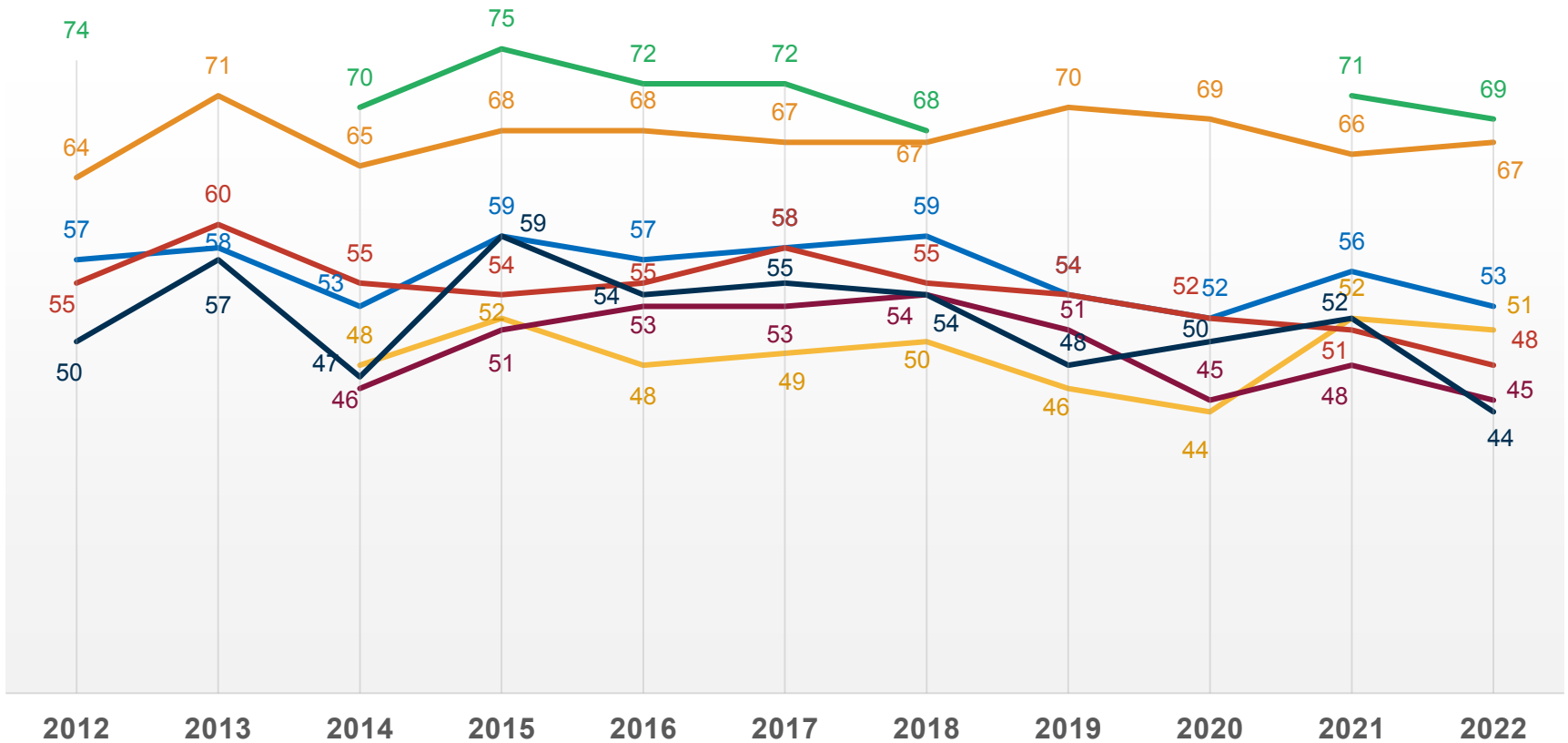
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<p>None</p>	<ul style="list-style-type: none"> Community decisions Informing the community Bus/community dev./tourism
Compared to group average	<ul style="list-style-type: none"> Sealed local roads Appearance of public areas Waste management 	<ul style="list-style-type: none"> Bus/community dev./tourism Community decisions Informing the community



Summary of core measures

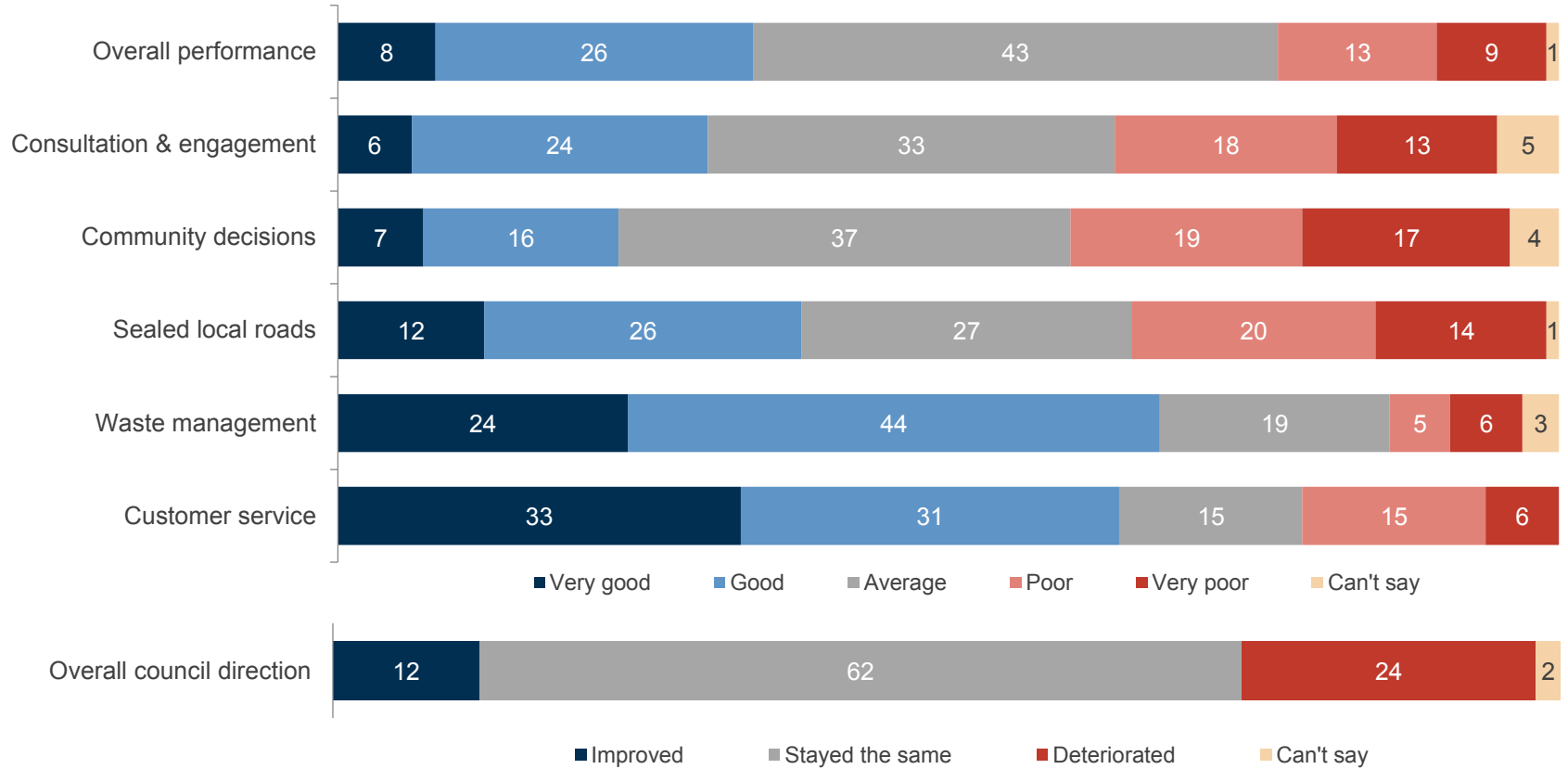
Index scores













Summary of core measures

Core measures summary results (%)













Summary of Swan Hill Rural City Council performance

Services	Swan Hill 2022	Swan Hill 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	53	56	55	59	Aged 65+ years	Aged 18-34 years
 Value for money	44	48	48	53	Aged 65+ years	Aged 18-34 years
 Overall council direction	44	52	47	50	Aged 35-49 years, Robinvale and Surrounds residents	Aged 50-64 years
 Customer service	67	66	67	68	Aged 65+ years	Aged 18-34 years, Robinvale and Surrounds residents
 Appearance of public areas	73	71	67	71	Aged 65+ years	Robinvale and Surrounds residents
 Waste management	69	71	65	68	Aged 65+ years	Aged 50-64 years
 Family support services	65	63	64	65	Aged 65+ years	Robinvale and Surrounds residents
 Elderly support services	64	65	65	67	Aged 65+ years	Robinvale and Surrounds residents
 Environmental sustainability	60	61	59	61	Aged 65+ years	Robinvale and Surrounds residents
 Community & cultural	59	63	63	65	Aged 65+ years	Robinvale and Surrounds residents



Summary of Swan Hill Rural City Council performance

Services		Swan Hill 2022	Swan Hill 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Local streets & footpaths	52	52	51	57	Men	Aged 50-64 years
	Bus/community dev./tourism	51	54	58	60	Aged 65+ years	Robinvale and Surrounds residents
	Sealed local roads	51	52	45	53	Aged 35-49 years, Aged 65+ years	Aged 50-64 years
	Informing the community	50	55	56	59	Aged 65+ years	Aged 18-34 years
	Consultation & engagement	48	51	51	54	Aged 50-64 years, Men, Swan Hill and Surrounds residents	Robinvale and Surrounds residents
	Community decisions	45	48	51	54	Aged 65+ years	Aged 18-34 years
	Planning & building permits	44	48	46	50	Swan Hill and Surrounds residents	Robinvale and Surrounds residents
	Unsealed roads	39	43	39	41	Aged 65+ years	Aged 18-34 years, Robinvale and Surrounds residents



Focus areas for the next 12 months

Overview

Perceptions of Swan Hill Rural City Council's overall performance declined by (a not significant) three points this year to an index score of 53. Much of the significant gains in overall performance achieved last year have not been maintained. Mixed results are seen across the individual service areas, where perceptions of performance declined significantly on some areas and remained stable on others. No significant improvements in perceptions were evident this year.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the service area of decisions made in the interest of the community. This is one of Council's lowest performing service areas and Council recorded its lowest index rating for this service area. Good communication and transparency about decisions Council has made in the community's interest provides the greatest opportunity to improve perceptions of Council's overall performance.

Comparison to state and area grouping

Importantly, Council performs significantly higher than the Large Rural council average on the appearance of public areas, waste management, and sealed local roads. Areas that stand out as being in need of attention include community and cultural activities, business community development and tourism, informing the community, consultation and engagement, and community decisions. Council rates significantly lower than the Large Rural group average and the State-wide averages for councils on these service areas.

Focus areas for improvement

Council should look to maintain and build upon its stable and relatively strong performance on appearance of public areas and waste management over the next 12 months. Particular attention should also be paid to unsealed roads, which is Council's lowest rated area despite being rated highly on importance. Community views in most service areas have been more favourable in the past, so there is evidence that Council can do better.

DETAILED FINDINGS



Overall performance



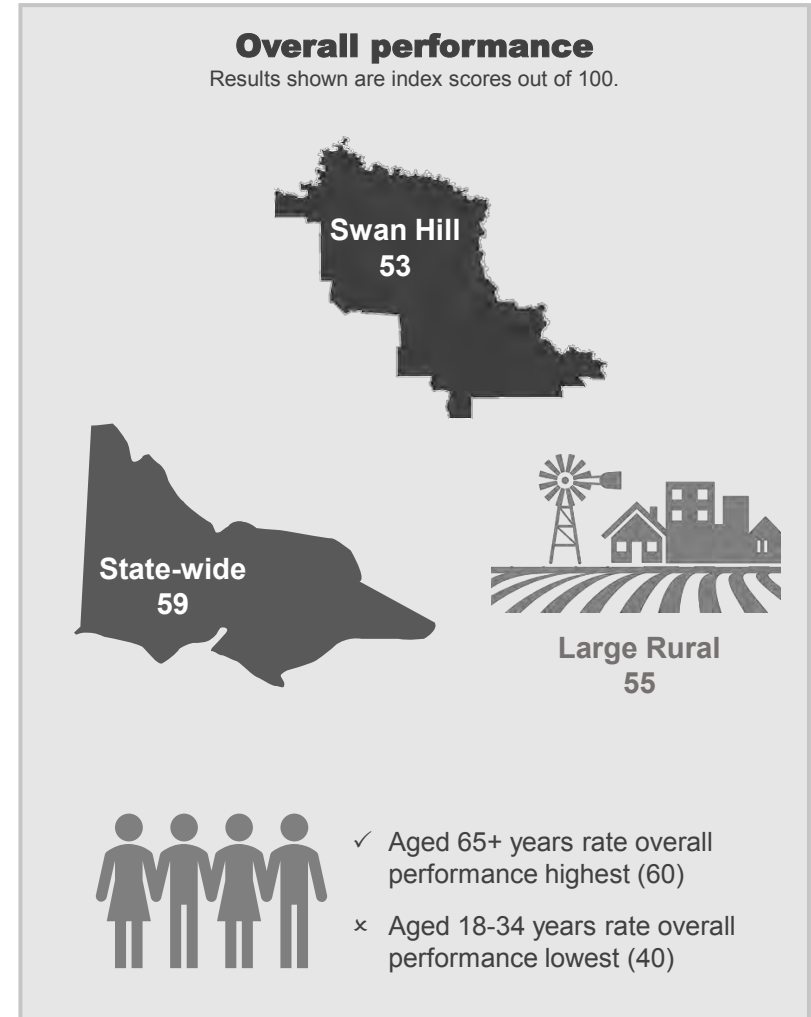
Overall performance

The overall performance index score of 53 for Swan Hill Rural City Council represents a three point decline (not significant) on the 2021 result. Perceptions of Council's overall performance have fluctuated in recent years and remain below its peak rating of 59 index points, last seen in 2018.

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

- Ratings among residents of Lakes and those aged 18 to 34 years are significantly lower than the Council average.
- Among residents aged 65 years and over, perceptions of Council's overall performance are significantly higher than average.

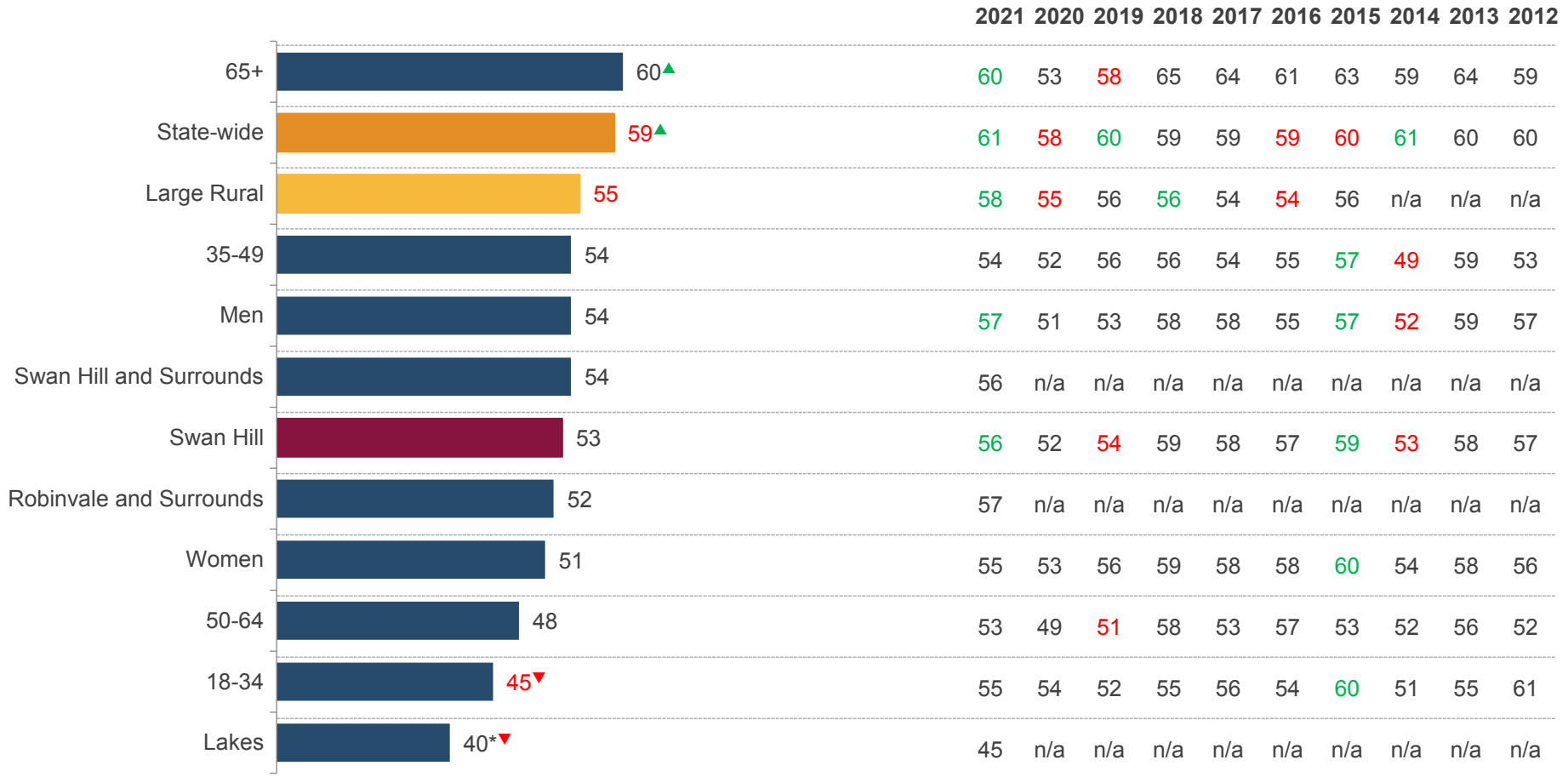
More than a quarter of residents (27%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is fewer than those who rate Council as 'very poor' or 'poor' (38%). A further 31% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)



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

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

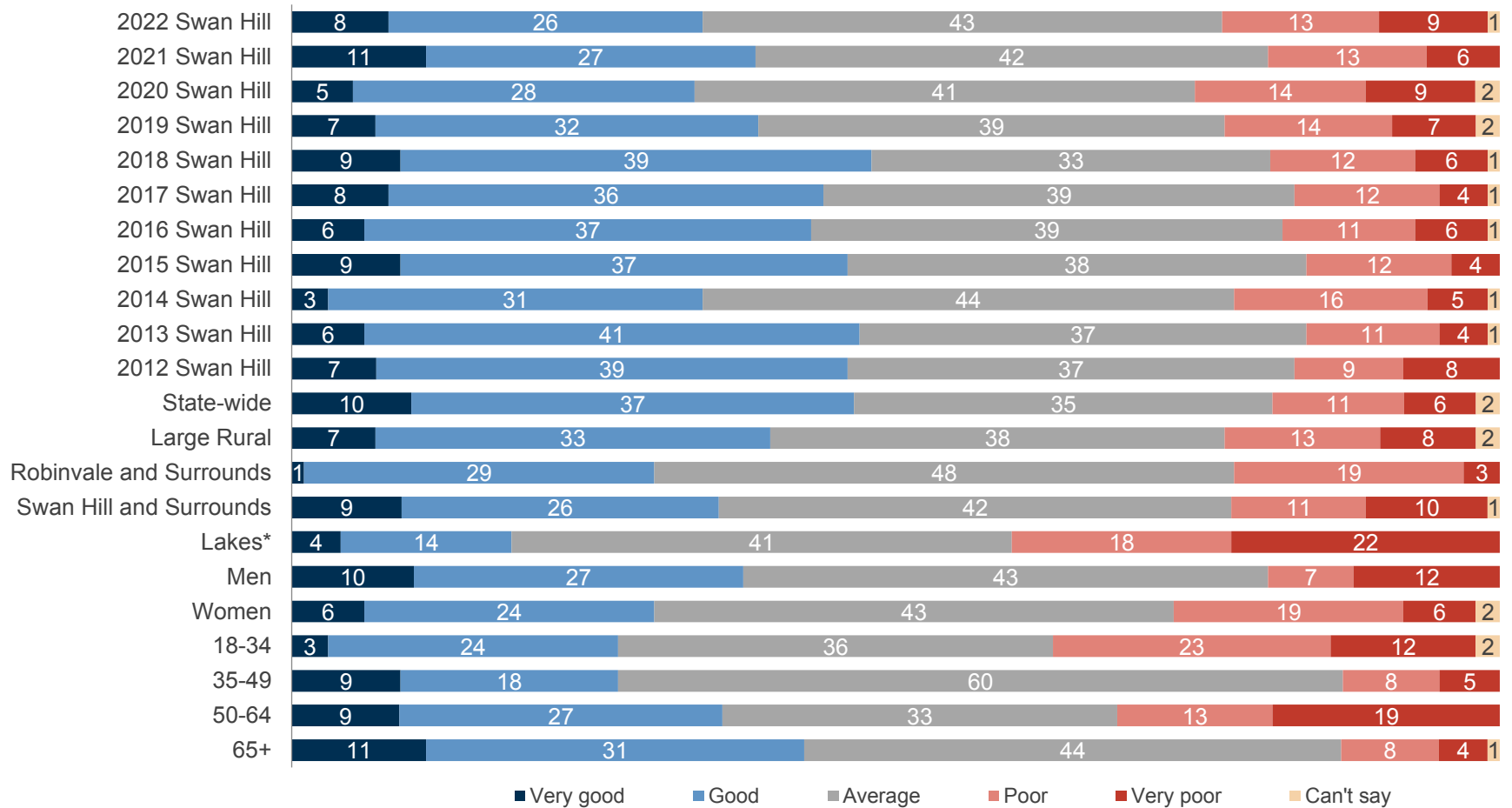
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2022 overall performance (%)



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

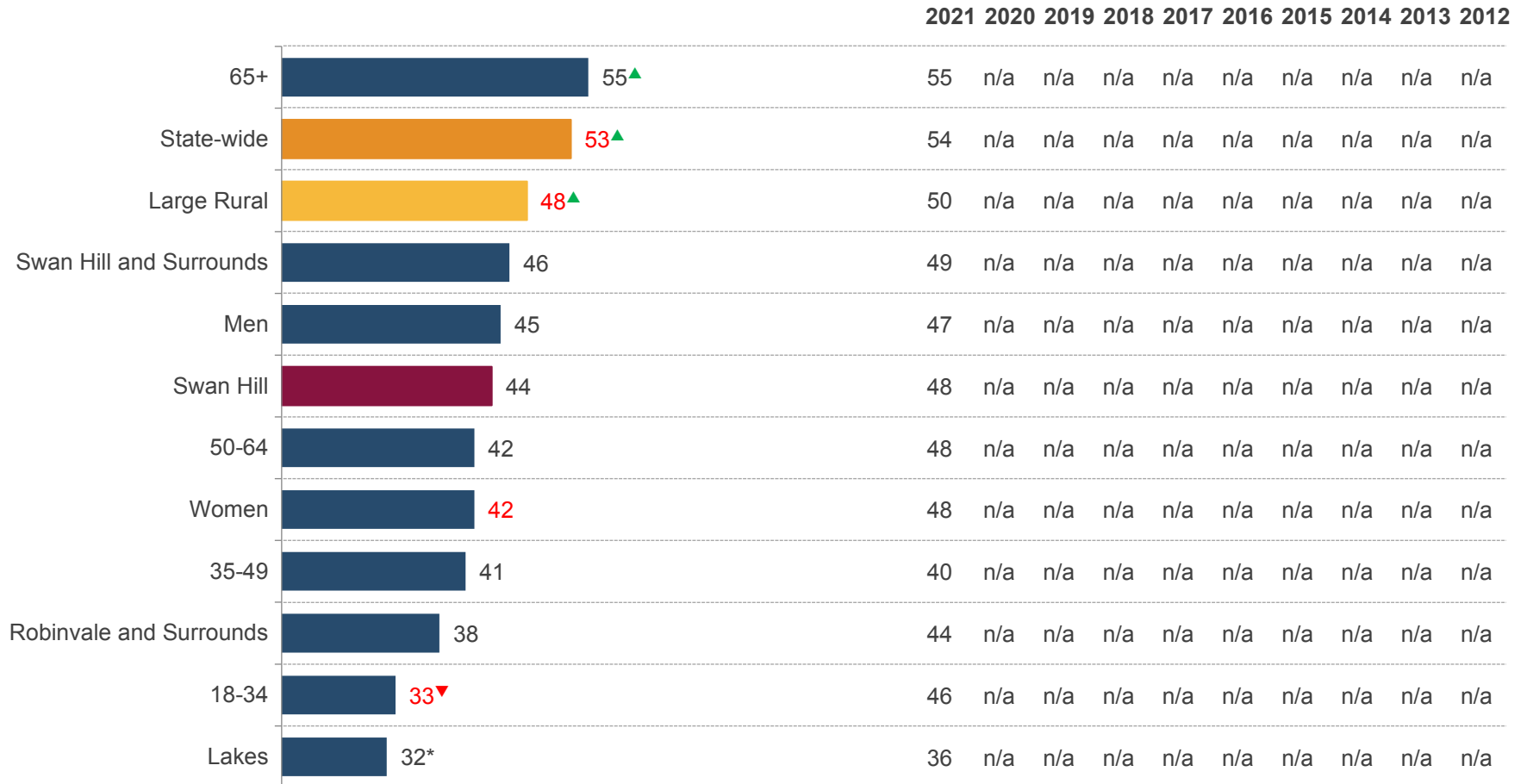
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 value for money (index scores)



Q3b. How would you rate Swan Hill Rural City 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

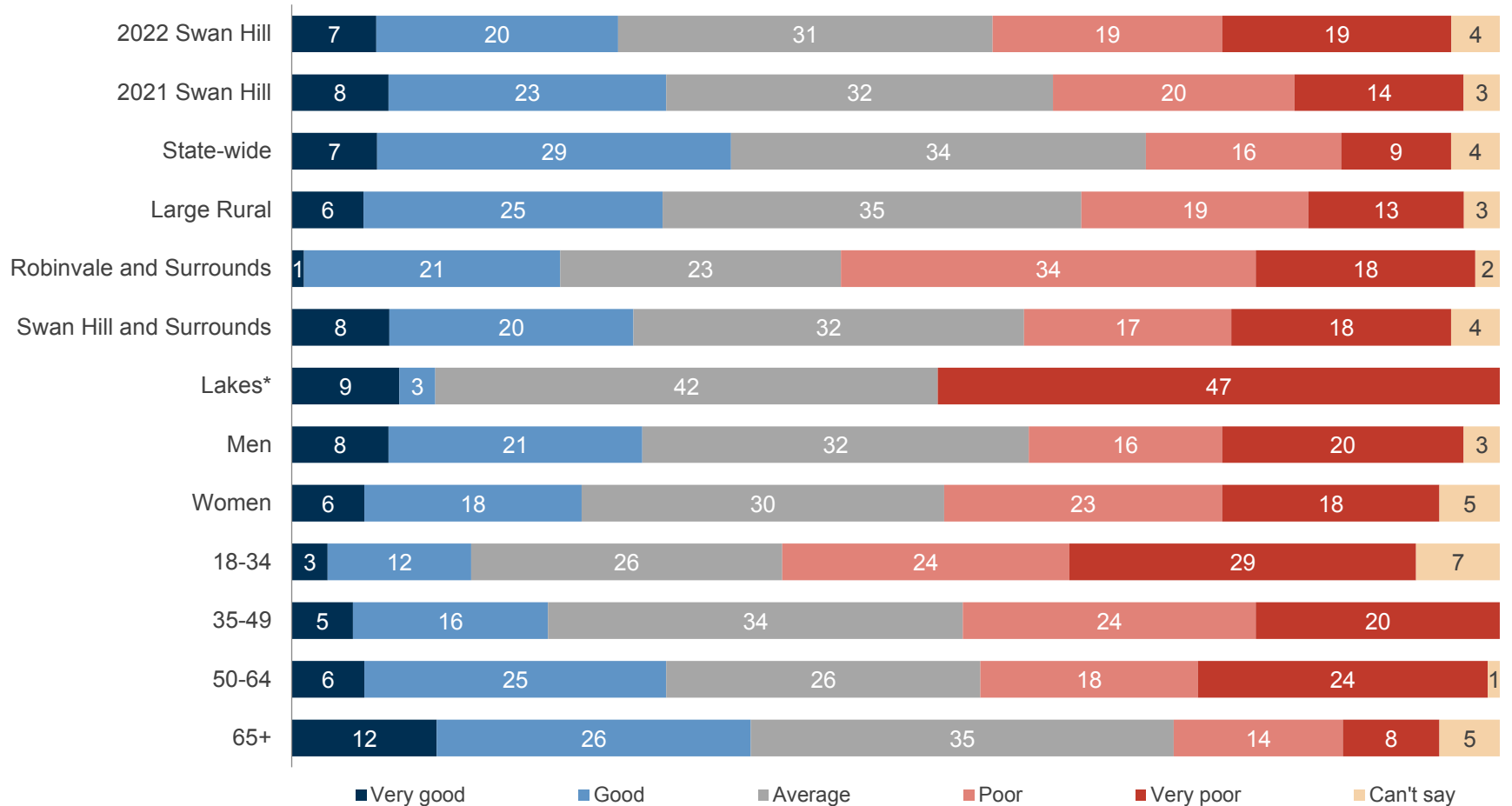
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 value for money (%)



Q3b. How would you rate Swan Hill Rural City 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

*Caution: small sample size < n=30



Top performing service areas

Appearance of public areas (index score of 73) is the area where Council performed best in 2022, up (a not significant) two index points on 2021.

- Among residents of Lakes (index score of 59) and Robinvale and Surrounds (index score of 65), perceptions of Council's performance on the appearance of public areas is significantly lower than the Council average.

Waste management is Council's next highest rated service area (index score of 69). Perceptions here are not significantly changed from last year.

- However, among 50 to 64 year olds, ratings have declined by a significant nine index points.

On these two highest rated service areas, Council performs significantly higher than the Large Rural group average and in line with the State-wide average for councils.

Council's next highest rated service areas are family support services and elderly support services (index scores of 65 and 64 respectively).

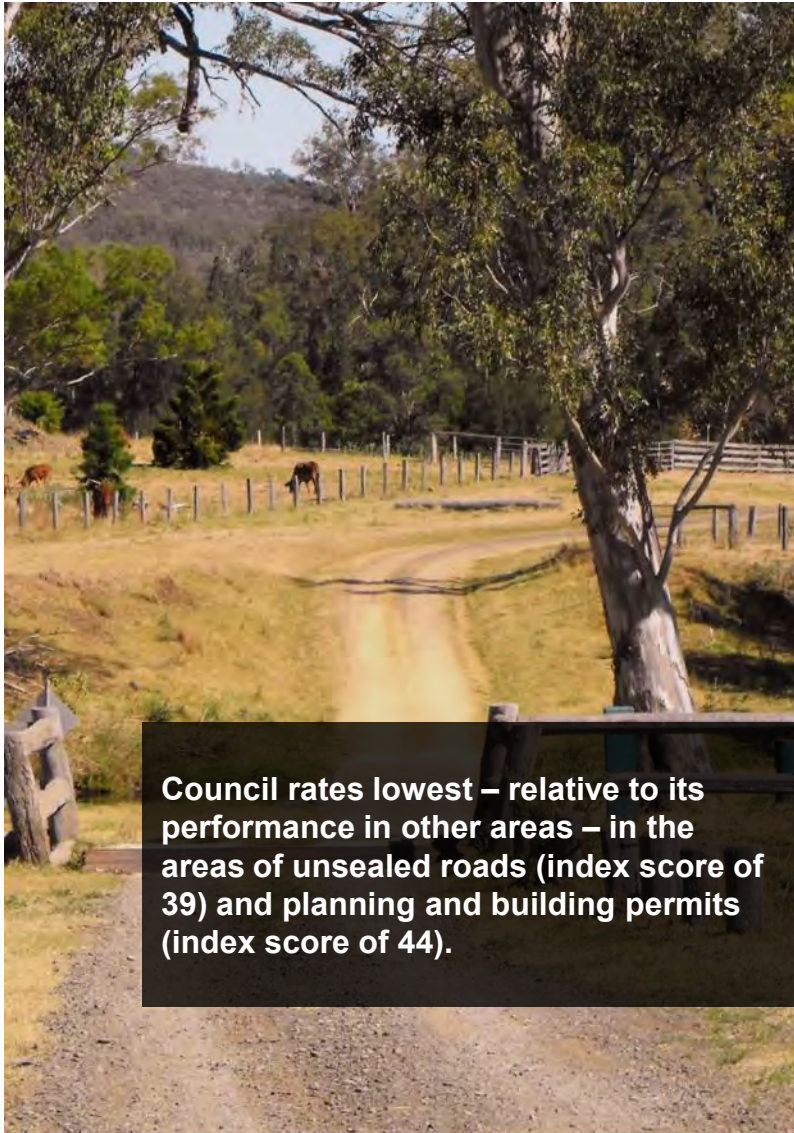
- Elderly support services is one of the service areas with a moderate to strong influence on the overall performance rating. Efforts to maintain this positive result in this service area are warranted.



Appearance of public areas (index score of 73) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 39) and planning and building permits (index score of 44).

Council rates lowest on unsealed roads (index score of 39). Perceptions of Council's performance in the area of unsealed roads declined significantly on 2021 (down four index points).

- Perceptions of Council's maintenance of unsealed roads are significantly higher than average among people aged 65 years and older.
- Conversely, views are significantly lower among residents of Lakes, Robinvale and Surrounds, and those aged 18 to 34 years. Council should look to focus attention in the aforementioned geographic locations first if it wishes to lift performance perceptions.

Council's next lowest rated area is planning and building permits (index score of 44). Perceptions of Council's performance in this area declined significantly over the past 12 months (also down four index points).

- Ratings of Council's performance on planning and building permits are lowest, and significantly lower than the Council average, among residents of Robinvale and Surrounds.

On both of these service areas, Council rates in line with the Large Rural group average.



Individual service area performance

2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Appearance of public areas	73	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Waste management	69	71	n/a	n/a	68	72	72	75	70	n/a	74
Family support services	65	63	n/a	n/a	64	65	67	63	64	n/a	69
Elderly support services	64	65	n/a	n/a	65	67	69	70	67	n/a	n/a
Environmental sustainability	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
Local streets & footpaths	52	52	n/a	n/a	54	52	53	55	50	n/a	52
Bus/community dev./tourism	51	54	n/a	n/a	60	59	62	55	48	n/a	50
Sealed local roads	51	52	44	46	50	49	48	52	48	n/a	n/a
Informing the community	50	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	55
Consultation & engagement	48	51	52	54	55	58	55	54	55	60	55
Community decisions	45	48	45	51	54	53	53	51	46	n/a	n/a
Planning & building permits	44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	39	43	n/a	n/a	n/a	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?

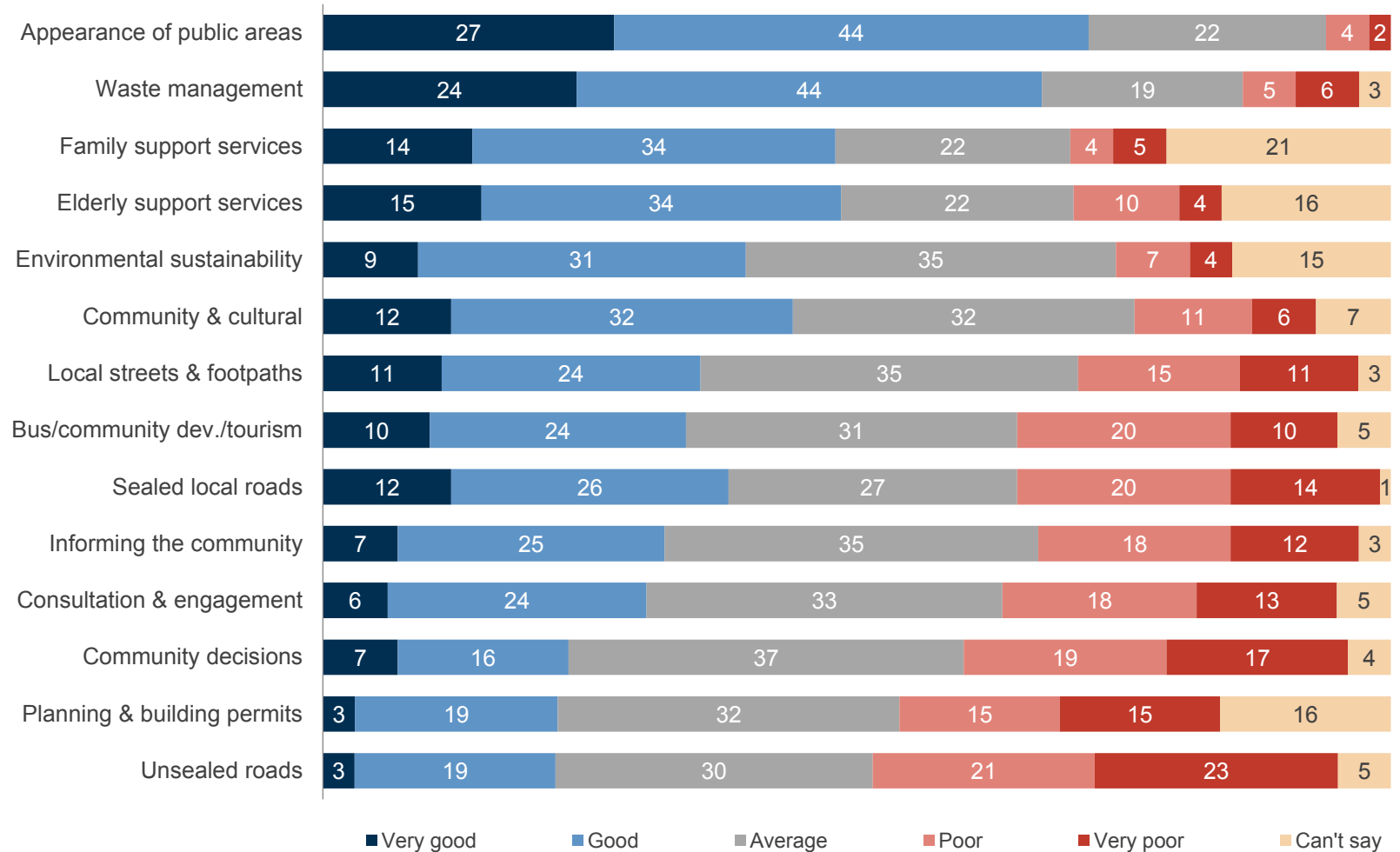
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Individual service area importance

2022 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Local streets & footpaths	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	81	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	81	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	78	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	77	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	66	64	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?

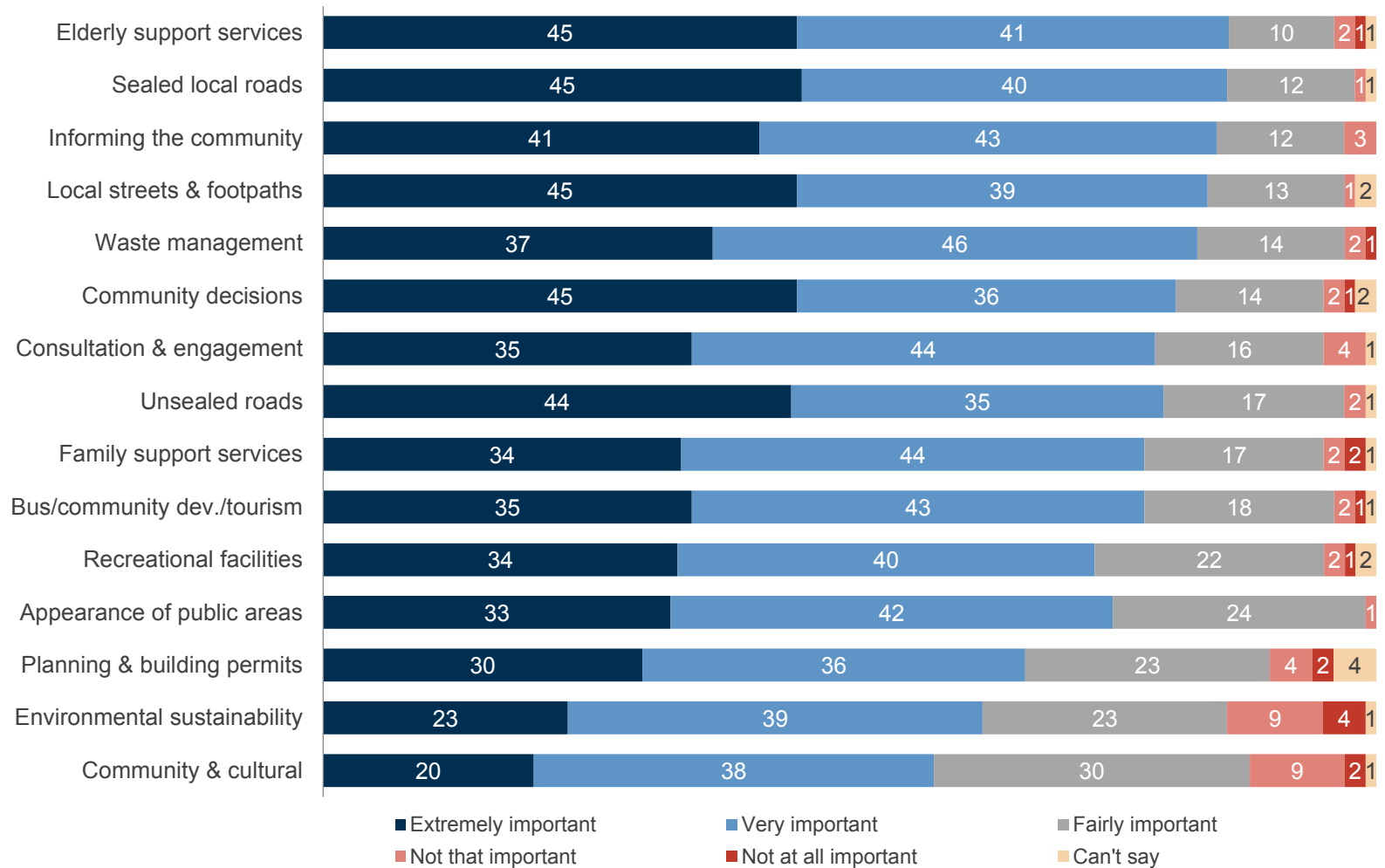
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



Individual service area importance

2022 individual service area importance (%)

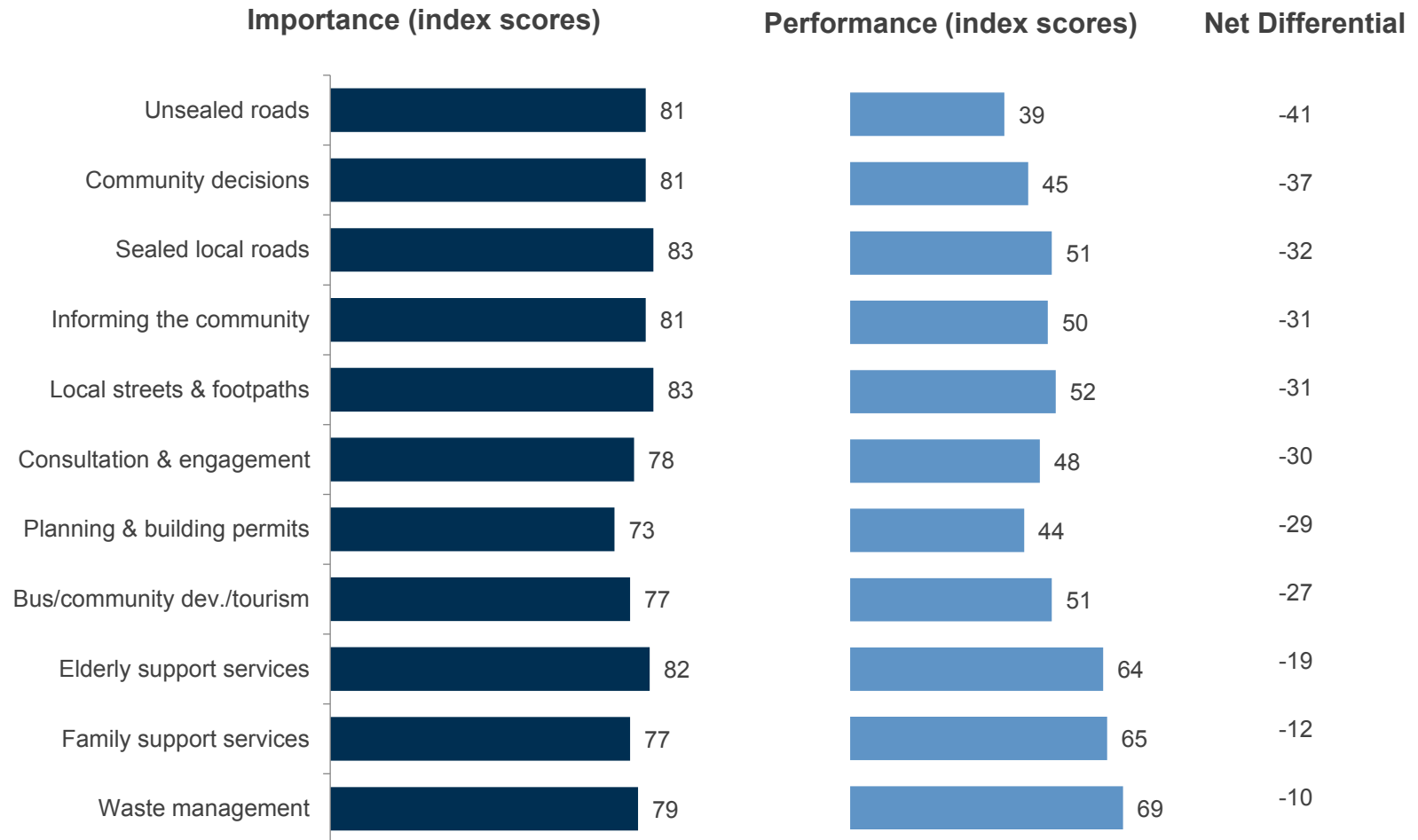


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



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 area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

Currently, this is one of Council's poorest performing areas (index score of 45).

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

- Informing the community
- Condition of sealed local roads
- Elderly support services
- Business, community development and tourism
- Environmental sustainability.

Looking at these key service areas only, elderly support services and environmental sustainability both have a relatively high performance index (64 and 60 respectively) and a moderate influence on the overall performance rating.

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate to strong influence on overall perceptions, but perform less well, are business, community development and tourism development, and the condition of sealed local roads (index of 51 for each).

A focus on opportunities for local businesses and the community, and ensuring sealed roads are well maintained, can also help shore up positive overall perceptions of Council.

In addition to its decision making, Council's approach to keeping its residents well informed is most in need of attention, rated as just 'average' (index of 50) but a strong influence on overall community opinion.

It will be important to improve communication with residents, so they feel better informed about key local issues and Council activities, to help improve overall ratings of Council performance.



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.

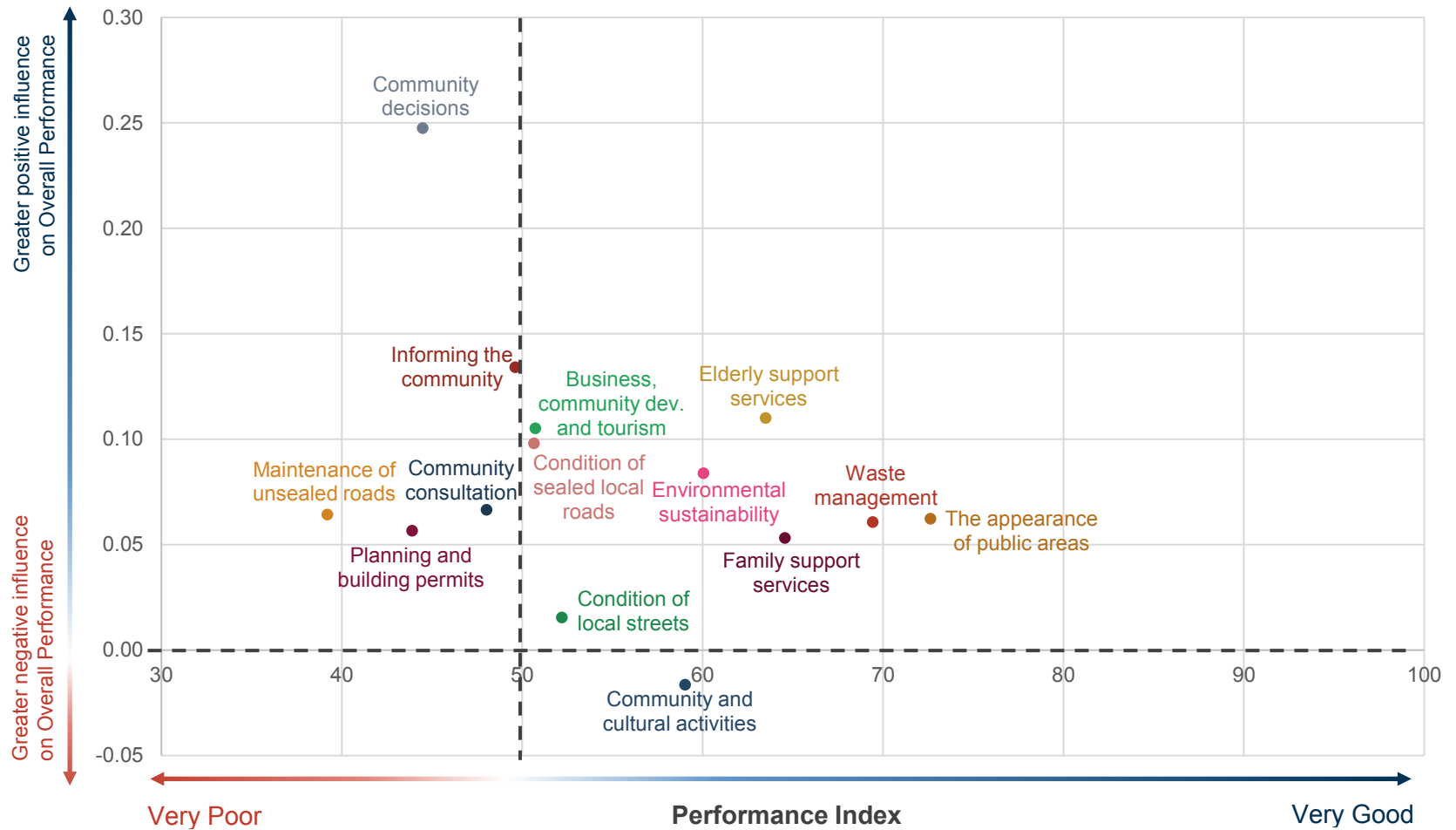
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak 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

2022 regression analysis (all service areas)

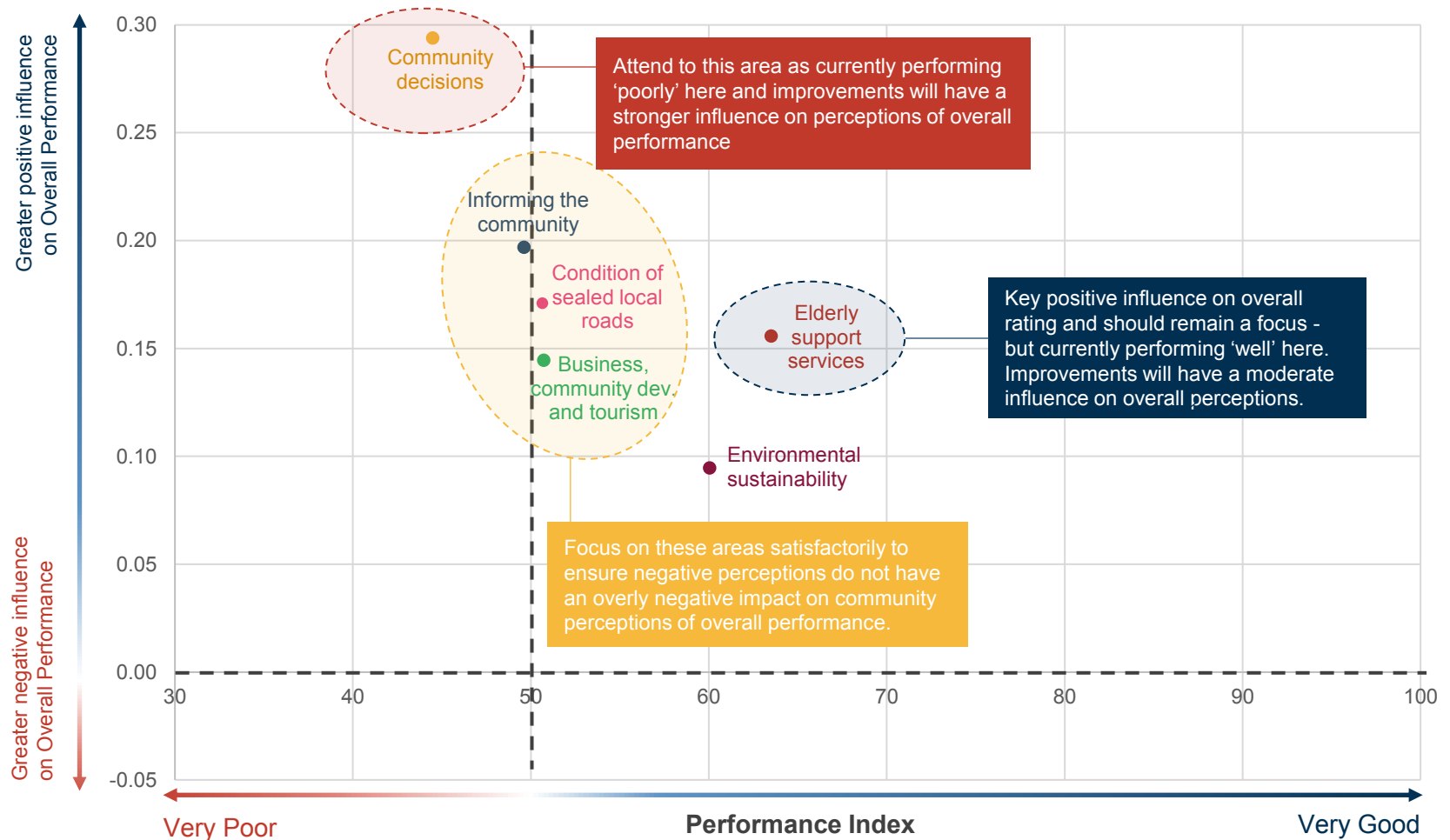


The multiple regression analysis model above (all service areas) has an R^2 value of 0.621 and adjusted R^2 value of 0.607, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 44.98$. 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

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.604 and adjusted R^2 value of 0.597, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 99.71$.



Areas for improvement

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



Q17. What does Swan Hill Rural City Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Six in ten Council residents (61%) have had contact with Council in the last 12 months. Rate of contact is two percentage points lower than last year.

- Contact is highest, and significantly higher than average, among Lakes residents and those aged 35 to 49 years.
- The main methods of contacting Council are by telephone (31%) and in person (26%), with use of email increasing over time (20%).



Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 67 is in line with the 2021 result. Customer service is rated in line with the Large Rural group and State-wide averages (index scores of 67 and 68 respectively).

- Perceptions of customer service are not significantly different from the Council average across demographic and geographic cohorts.

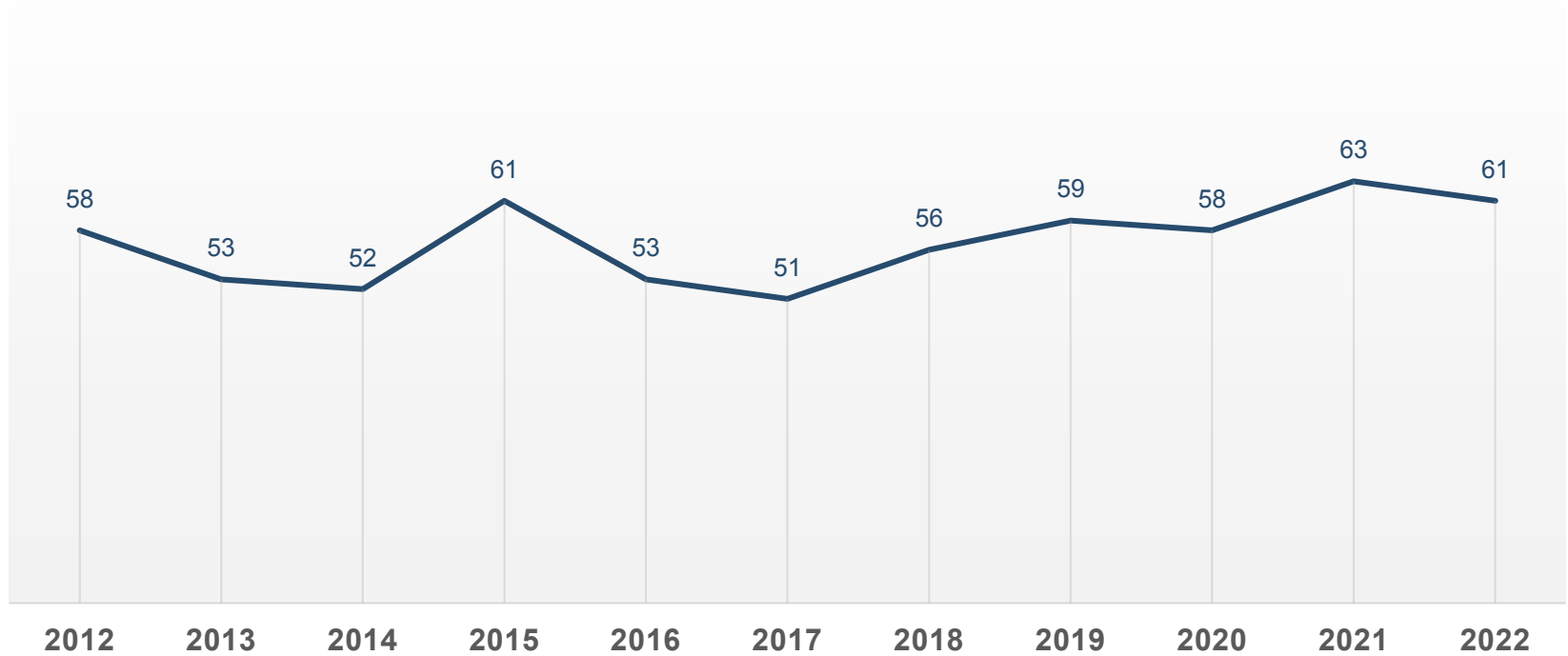
Nearly two thirds of residents (64%) provide a positive customer service rating of 'very good' or 'good'.

Customer service ratings are highest among residents who communicated with council by telephone (index score of 73, representing a significant 13 point increase on 2021). This is a positive result for Council, given it is the most frequently used form of contacting Council. In person contact (index score of 72) is similarly well regarded.



Contact with council

2022 contact with council (%)
Have had contact



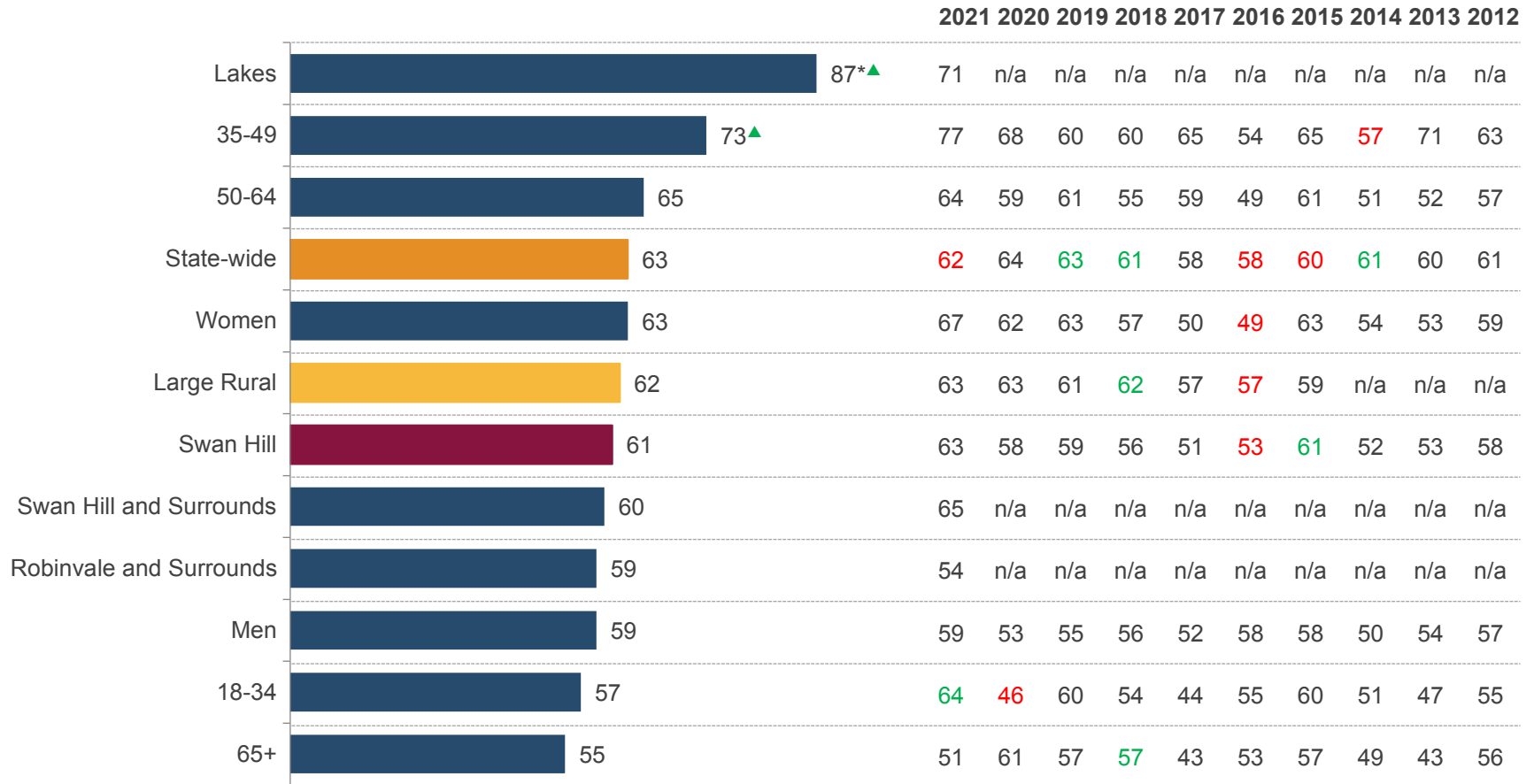
Q5a. Have you or any member of your household had any recent contact with Swan Hill Rural City Council in any of the following ways?

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



Contact with council

2022 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Swan Hill Rural City Council in any of the following ways?

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

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

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	72	70	65	70	70	71	70	75	67	81	74
Women	69	67	69	74	69	71	73	69	64	73	68
State-wide	68	70	70	71	70	69	69	70	72	71	71
Swan Hill and Surrounds	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	65	72	71	72	70	73	70	68	68	58
Swan Hill	67	66	69	70	67	67	68	68	65	71	64
Lakes	67*	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	67	68	68	69	67	66	67	67	n/a	n/a	n/a
50-64	66	69	70	63	66	65	65	65	67	69	62
Men	65	64	68	65	64	63	65	66	65	70	60
Robinvale and Surrounds	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	61	68	75	59	59	66	62	57	70	65

Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

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

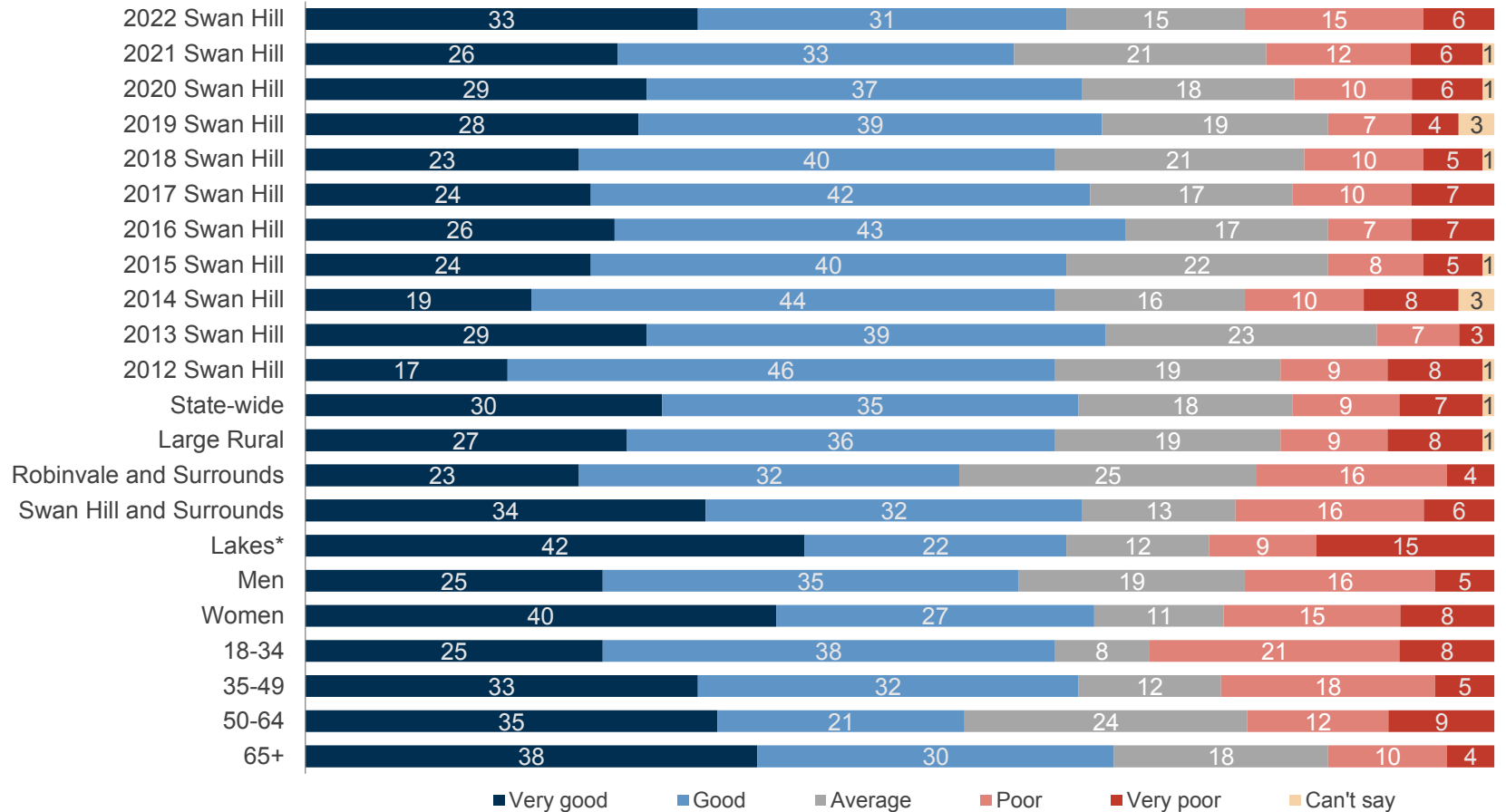
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

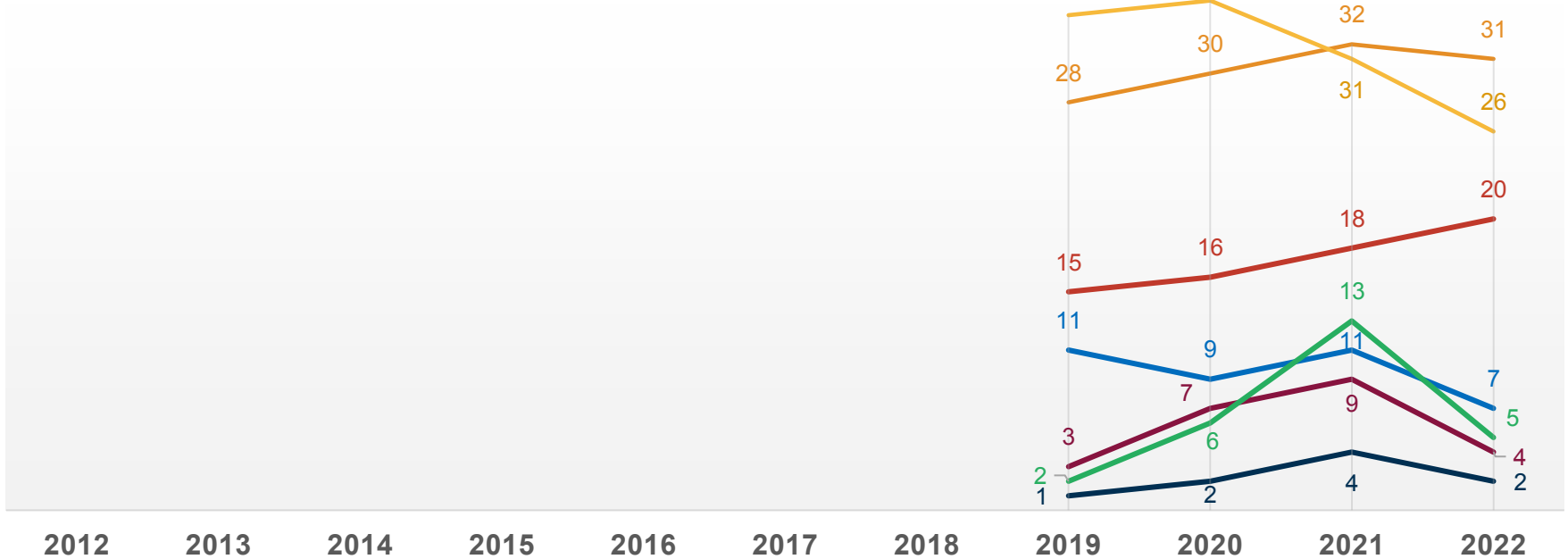
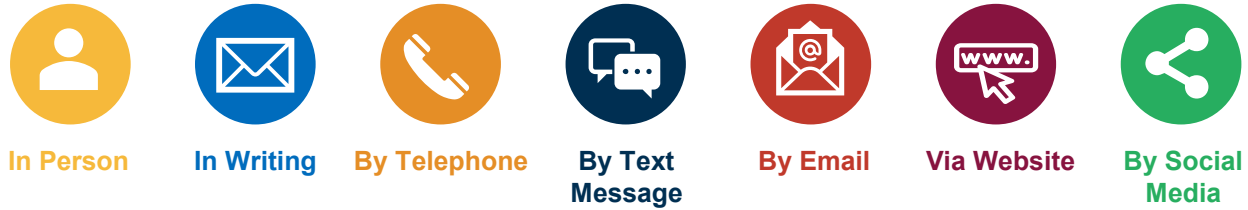
Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Method of contact with council

2022 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Swan Hill Rural City Council in any of the following ways?

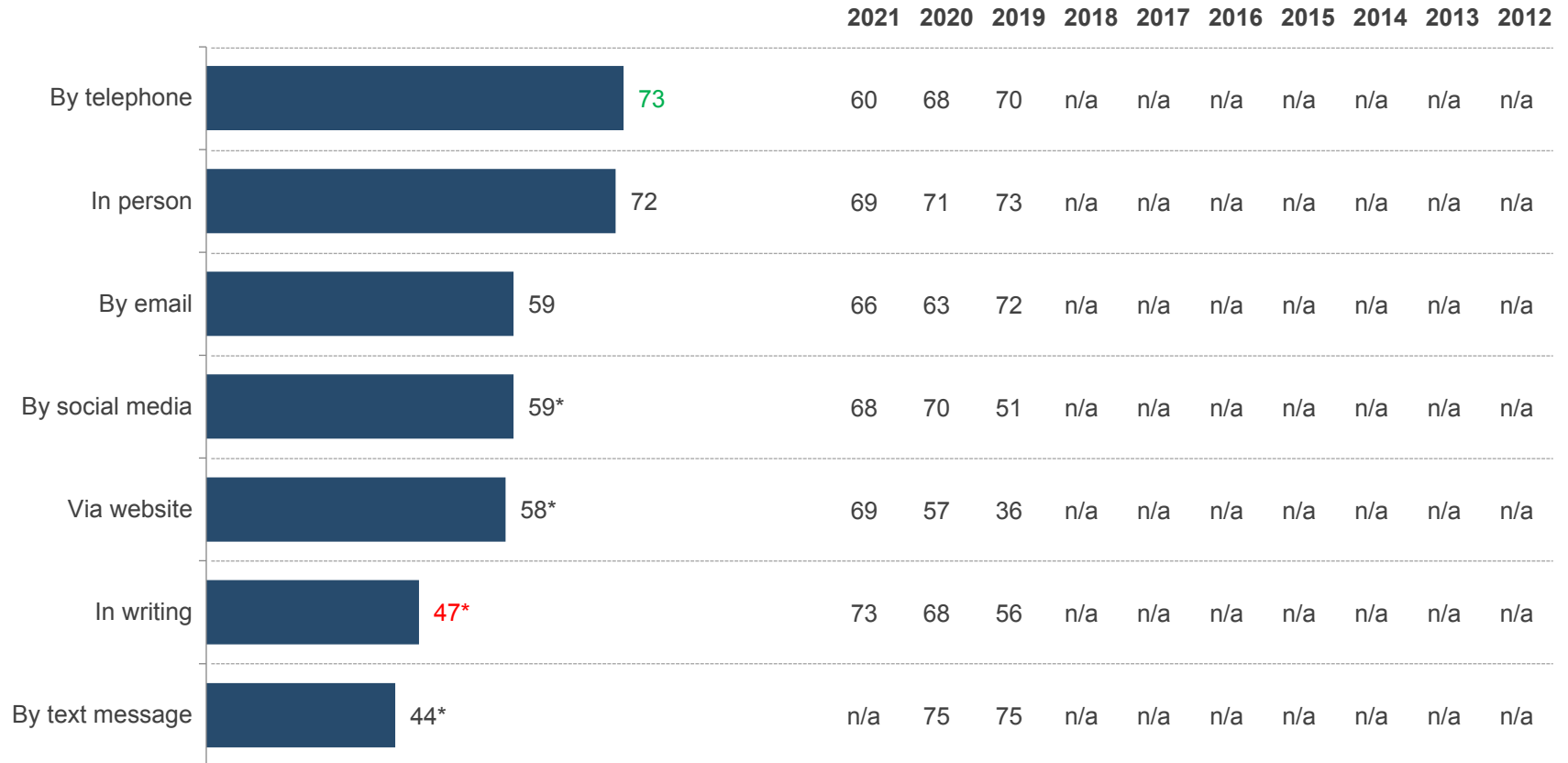
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City 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: 25 Councils asked group: 8

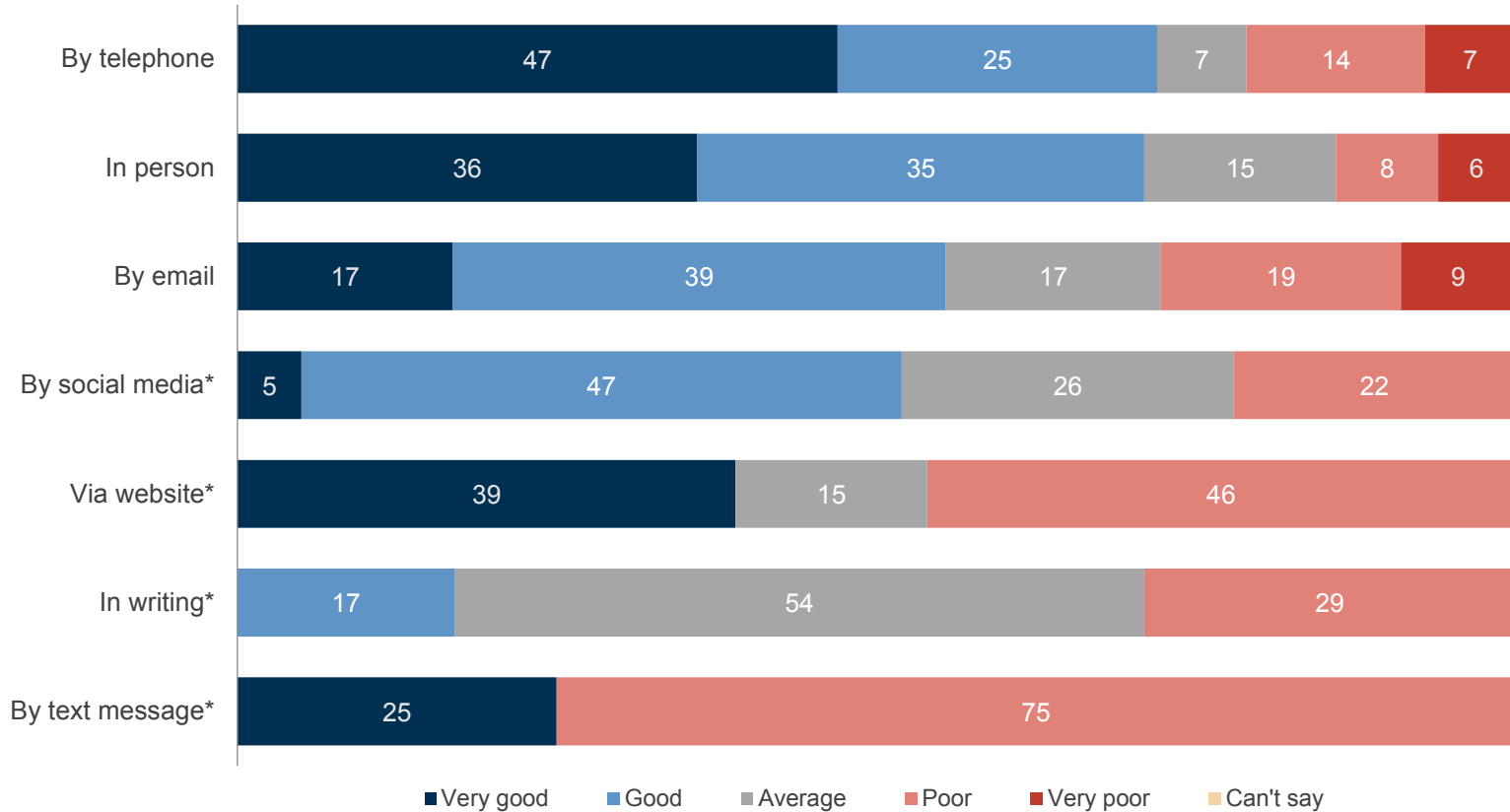
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City 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: 25 Councils asked group: 8

*Caution: small sample size < n=30



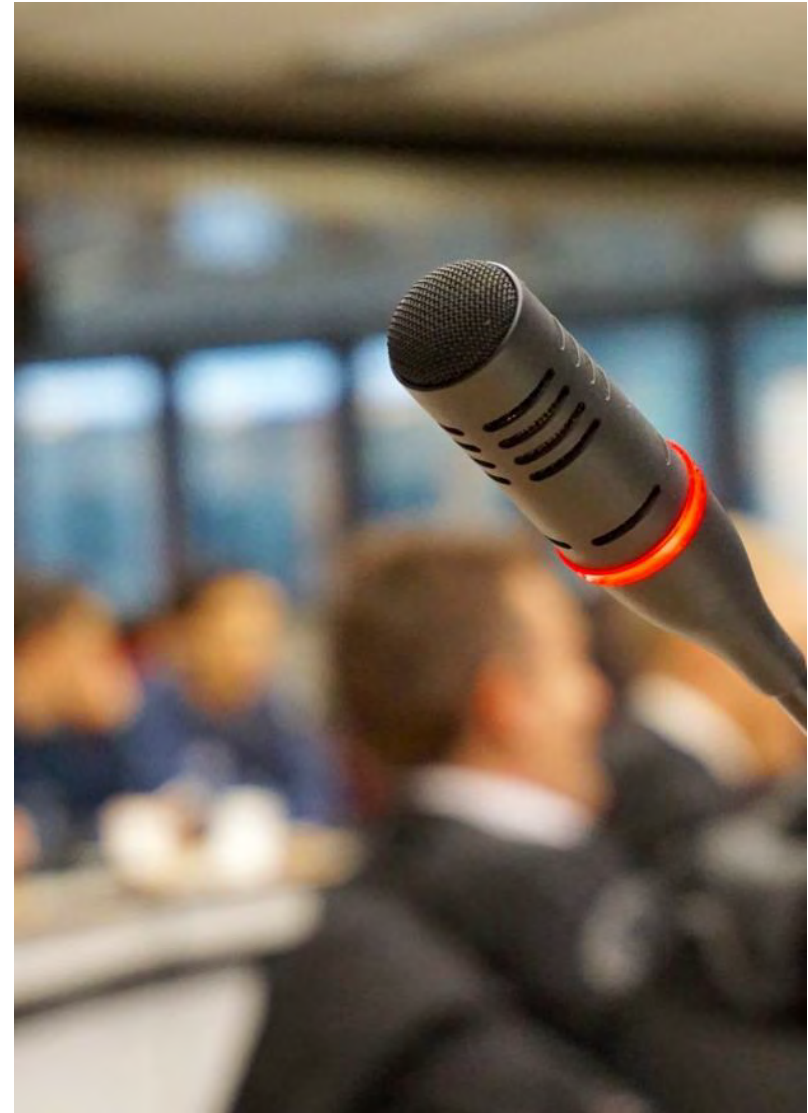
Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is via newsletters sent via email or mail (23% for each), followed by advertising in a local newspaper (17%). Social media follows behind this (16%).

The greatest change on 2021 results is the five percentage point increase in preference for a newsletter via mail.

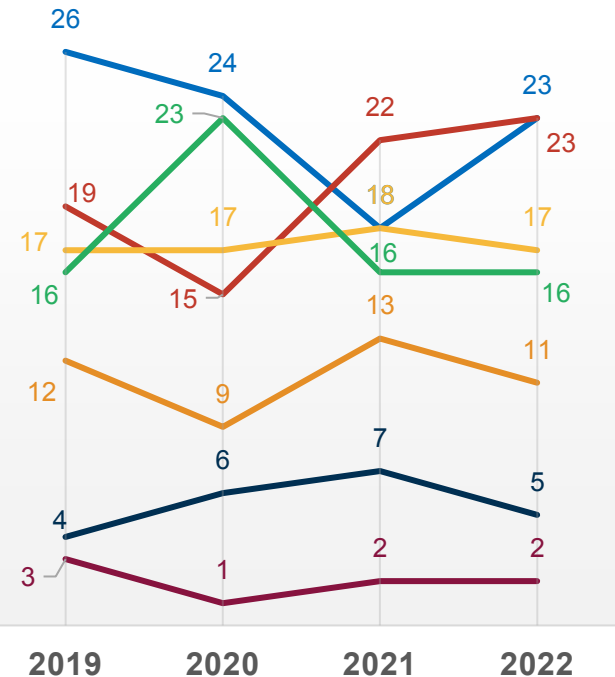
- The preferred form of communication among residents aged under 50 years is a newsletter sent via email (29%), followed by social media (26%).
- The preferred form of communication among residents aged over 50 years is a newsletter sent via mail (33%), followed by advertising in a local newspaper (23%). Preference for newsletter via mail is up eight percentage points on 2021 among residents over 50 years.





Best form of communication

2022 best form of communication (%)

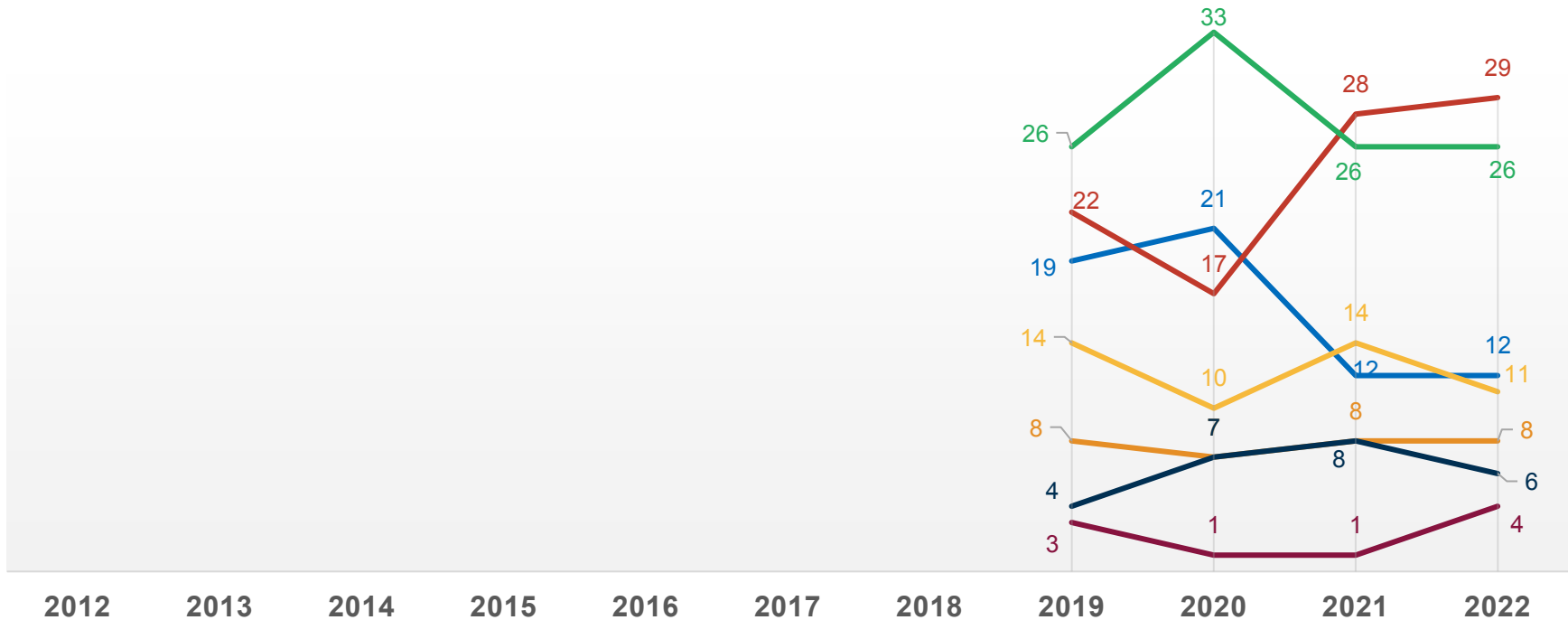


Q13. If Swan Hill Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10



Best form of communication: under 50s

2022 under 50s best form of communication (%)

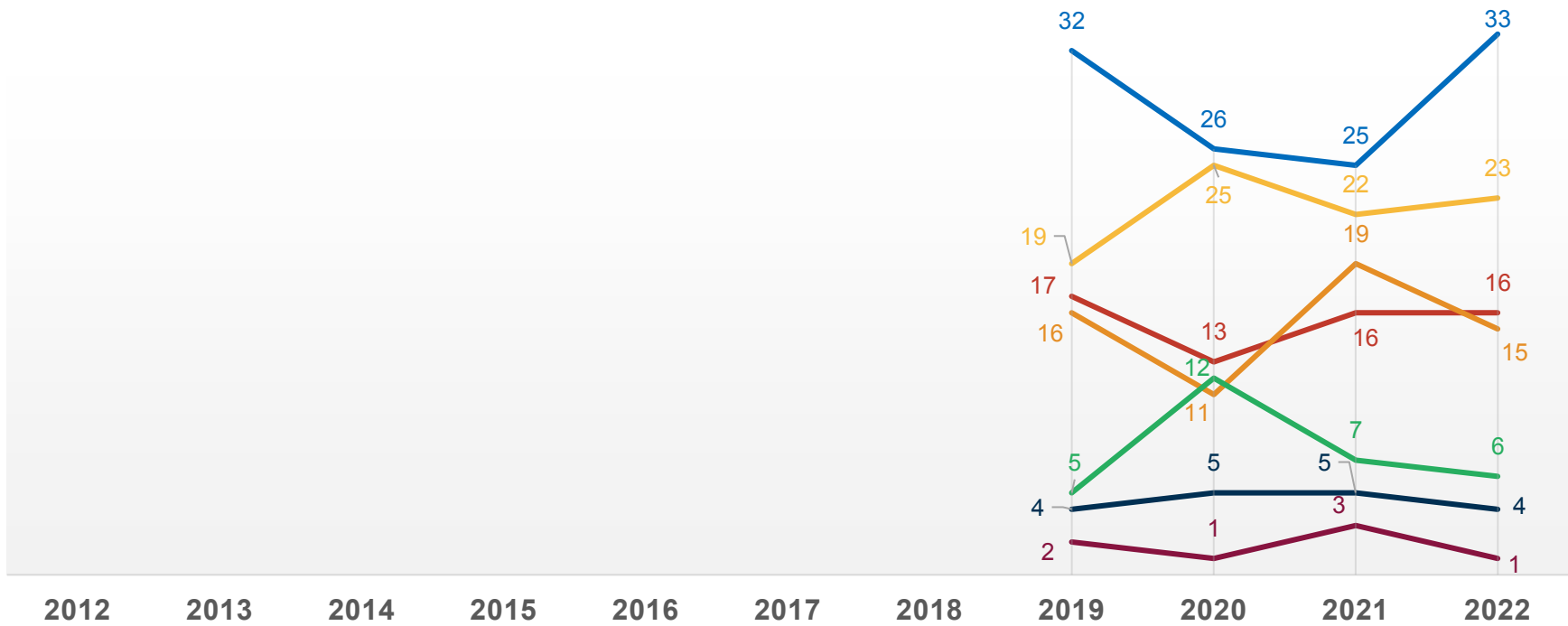


Q13. If Swan Hill Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Q13. If Swan Hill Rural City 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: 39 Councils asked group: 10



Council direction



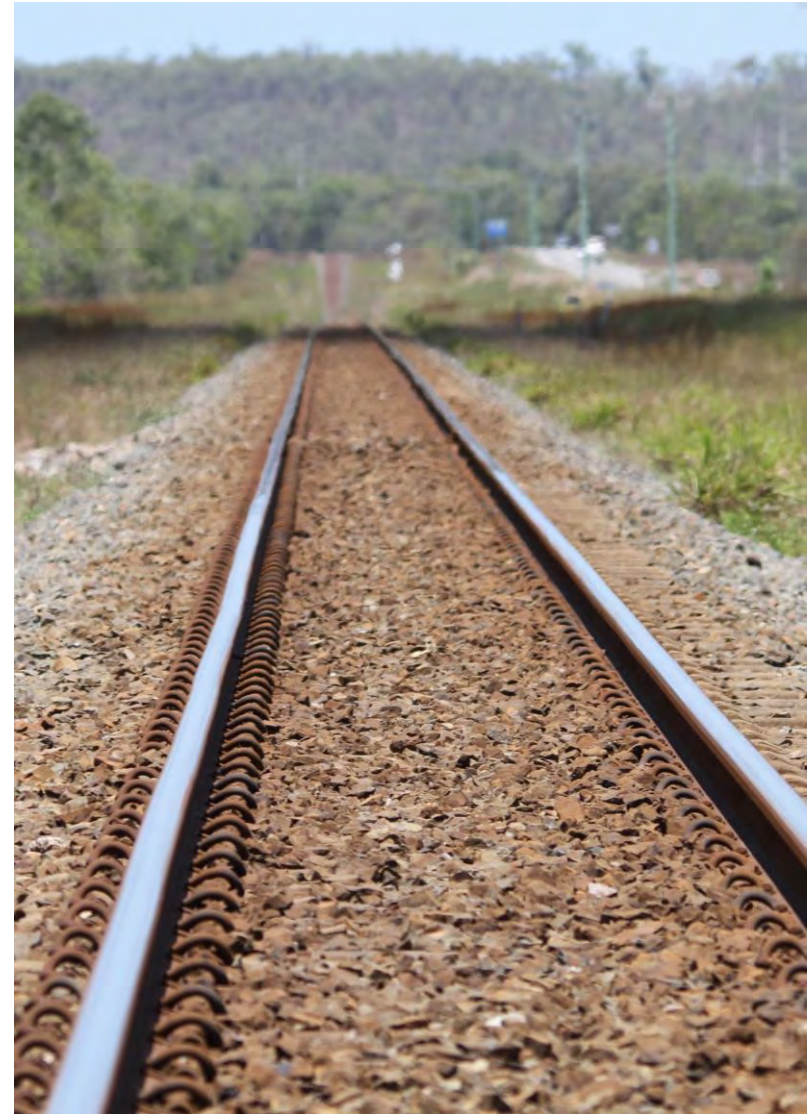
Council direction

Perceptions of the direction of Council's overall performance declined significantly this year (index score of 44, down eight points on 2021).

More than six in 10 residents (62%) believe the direction of Council's overall performance has stayed the same over the last 12 months (down four points on 2021).

- 12% believe the direction has improved (down five points on 2021).
- 24% believe it has deteriorated (up 10 points).
- The most satisfied with council direction are residents aged 35 to 49 years and those in Robinvale and Surrounds.
- The least satisfied with council direction are residents aged 50 to 64. Among this cohort, perceptions of Council's overall direction are significantly lower than average.

When it comes to the trade off between rates and services, residents' preference is for service cuts to keep council rates at the same level as they are now (52%) rather than rate rises to improve local services (only 26% prefer this).





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50▲	53	51	53	52	53	51	53	53	53	52
35-49	49	51	44	50	50	53	52	61	39	55	46
Robinvale and Surrounds	49	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	53	47	48	57	55	54	59	54	60	50
Large Rural	47	51	50	51	52	52	48	51	n/a	n/a	n/a
Lakes	46*	37	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	44	50	50	49	53	57	54	59	51	57	48
Swan Hill	44	52	50	48	54	55	54	59	47	57	50
Men	44	53	49	47	55	52	55	59	44	56	52
Swan Hill and Surrounds	43	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	42	55	59	49	57	57	60	62	51	58	60
50-64	34▼	44	47	45	50	53	50	51	43	54	43

Q6. Over the last 12 months, what is your view of the direction of Swan Hill Rural City Council's overall performance?

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

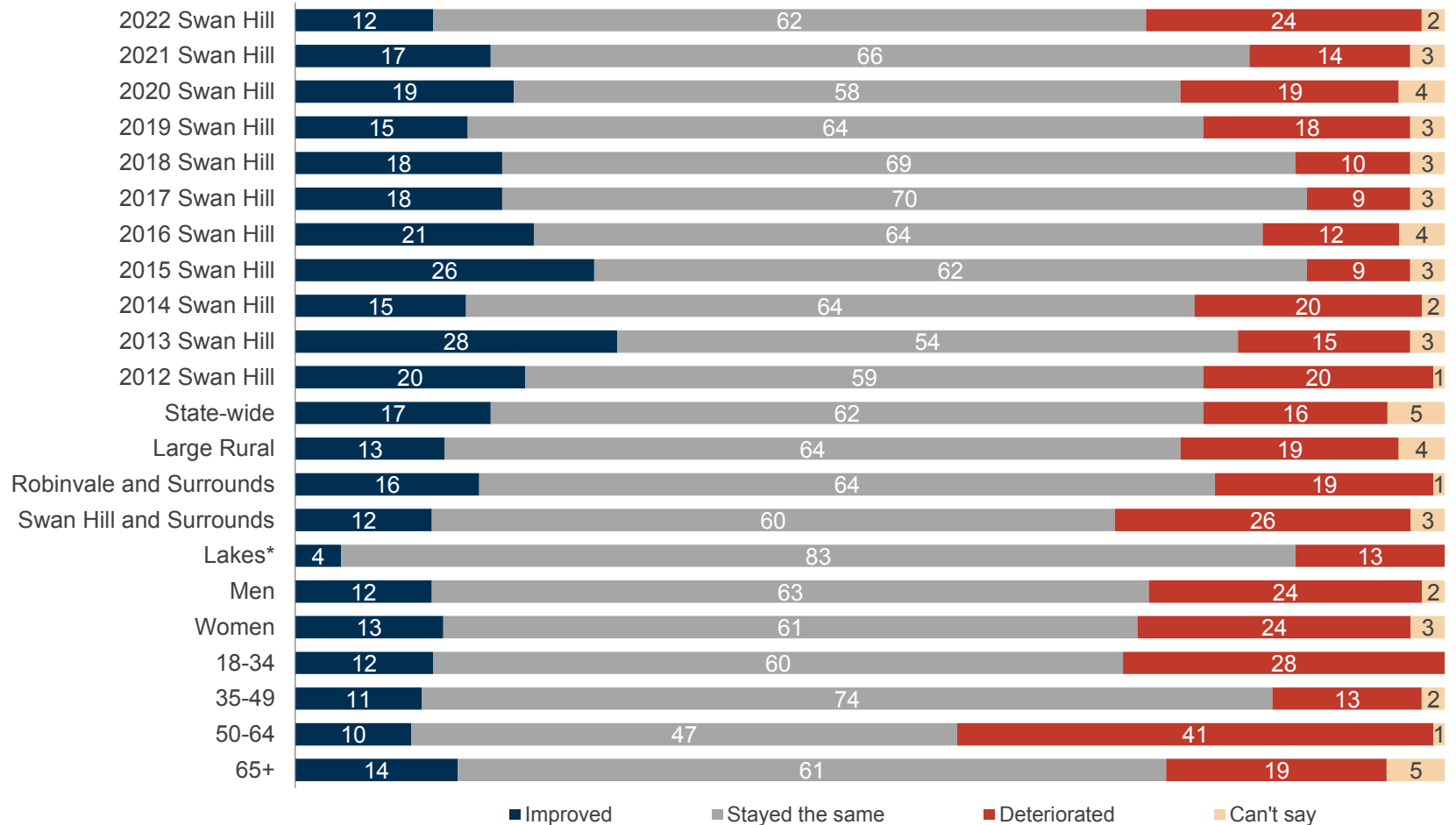
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2022 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Swan Hill Rural City Council's overall performance?

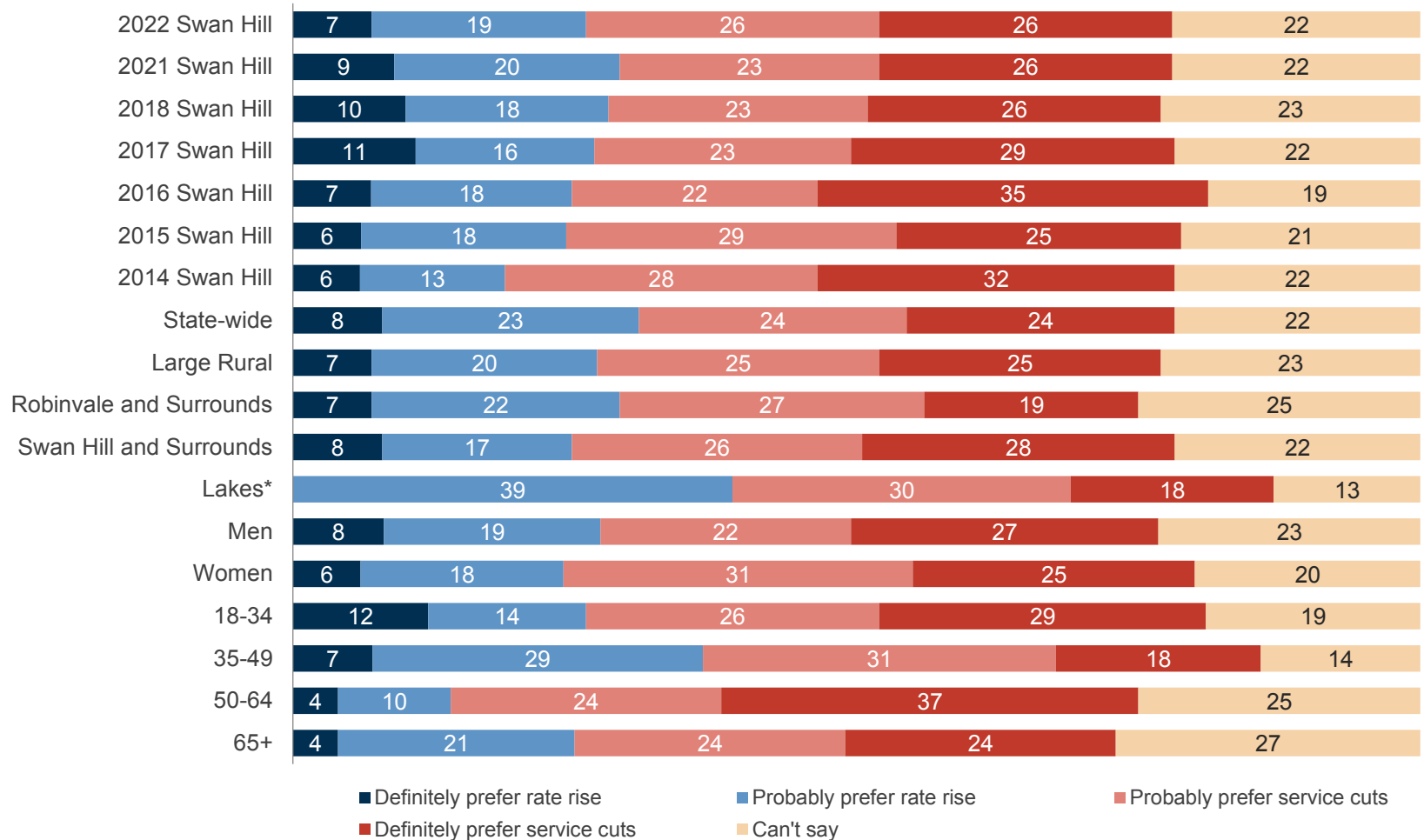
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Rates / services trade-off

2022 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

*Caution: small sample size < n=30



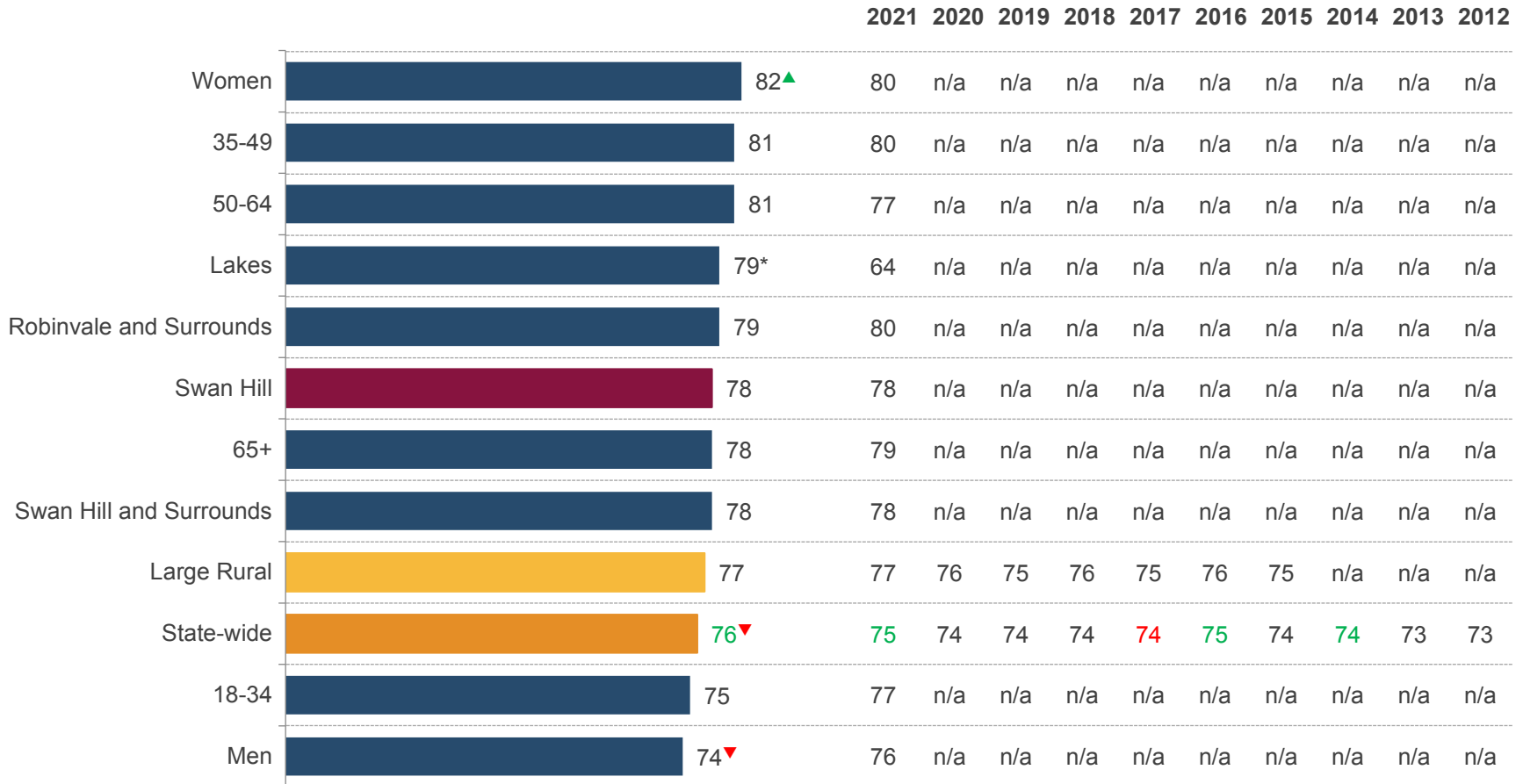
Individual service areas



Community consultation and engagement importance



2022 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: 30 Councils asked group: 10

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

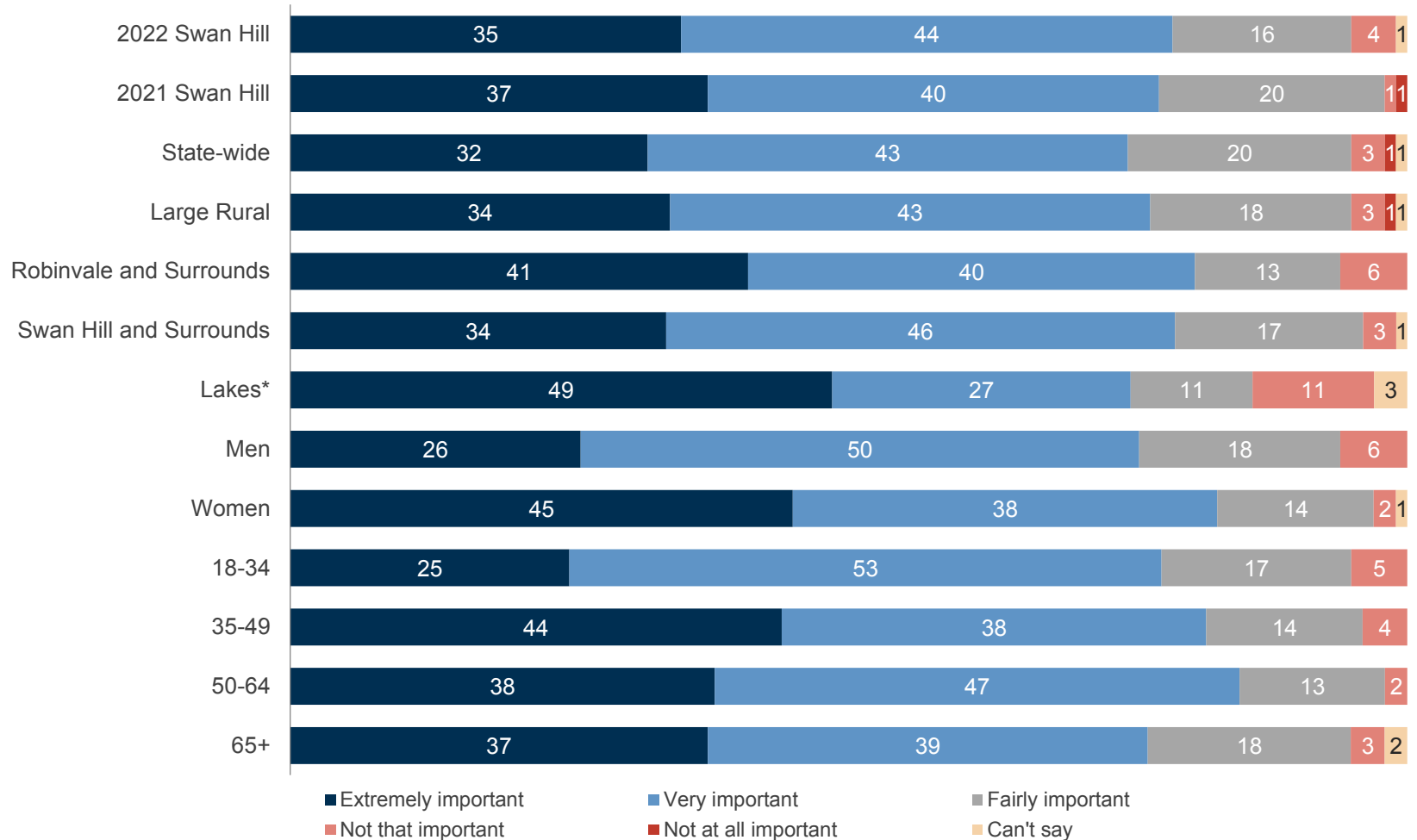
*Caution: small sample size < n=30



Community consultation and engagement importance



2022 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: 30 Councils asked group: 10

*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56	55	56	55	55	54	56	57	57	57
Large Rural	54	54	54	54	52	52	54	n/a	n/a	n/a
50-64	50	47	53	53	51	55	52	54	56	50
Swan Hill and Surrounds	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	52	53	54	59	54	52	53	58	58
65+	50	50	54	61	59	56	57	56	61	56
Swan Hill	51	52	54	55	58	55	54	55	60	55
35-49	49	51	55	56	57	58	57	49	61	52
18-34	53	57	54	53	61	52	53	59	61	61
Women	47	51	55	57	56	56	57	56	62	53
Robinvale and Surrounds	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

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

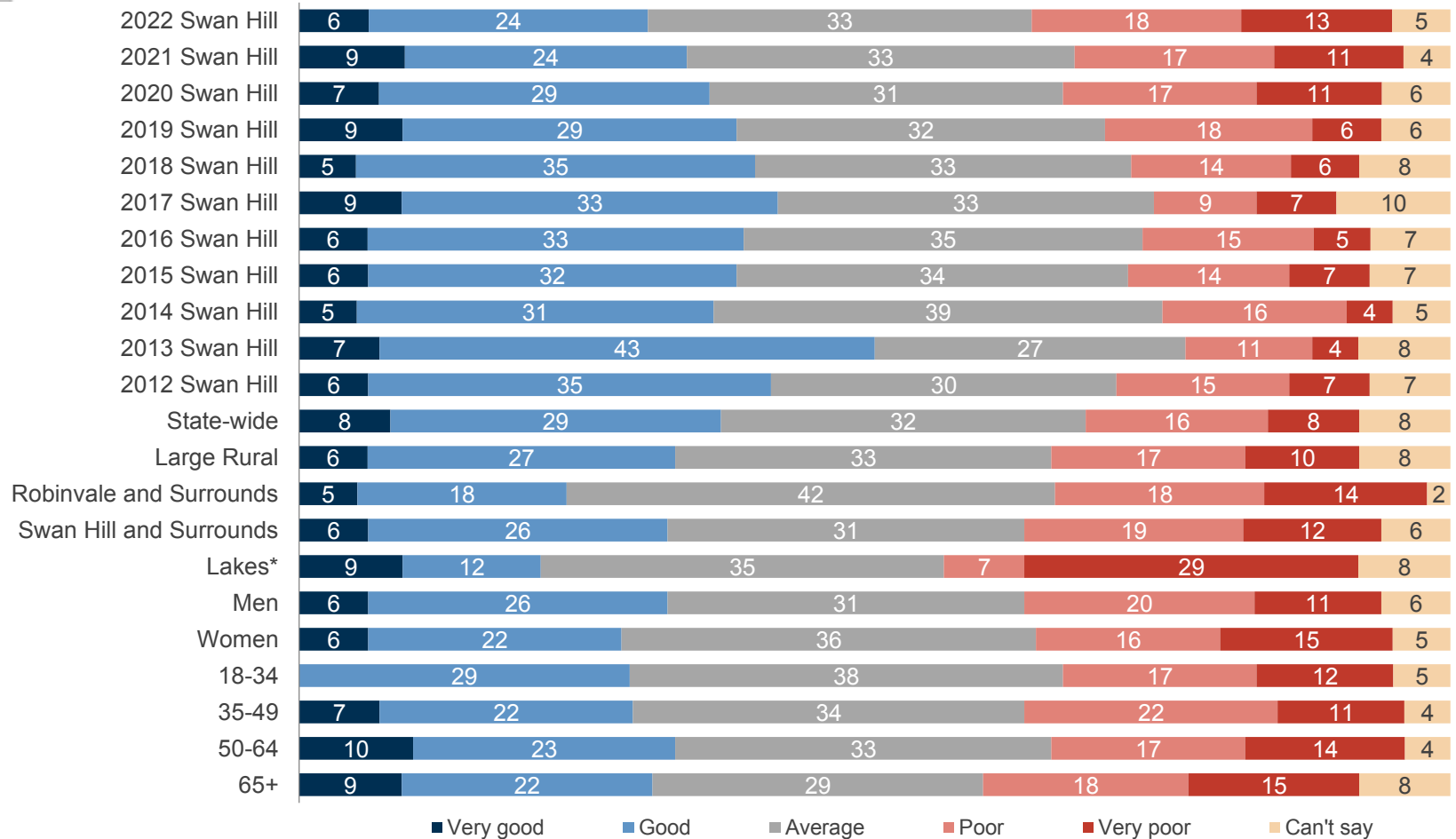
*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (%)



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

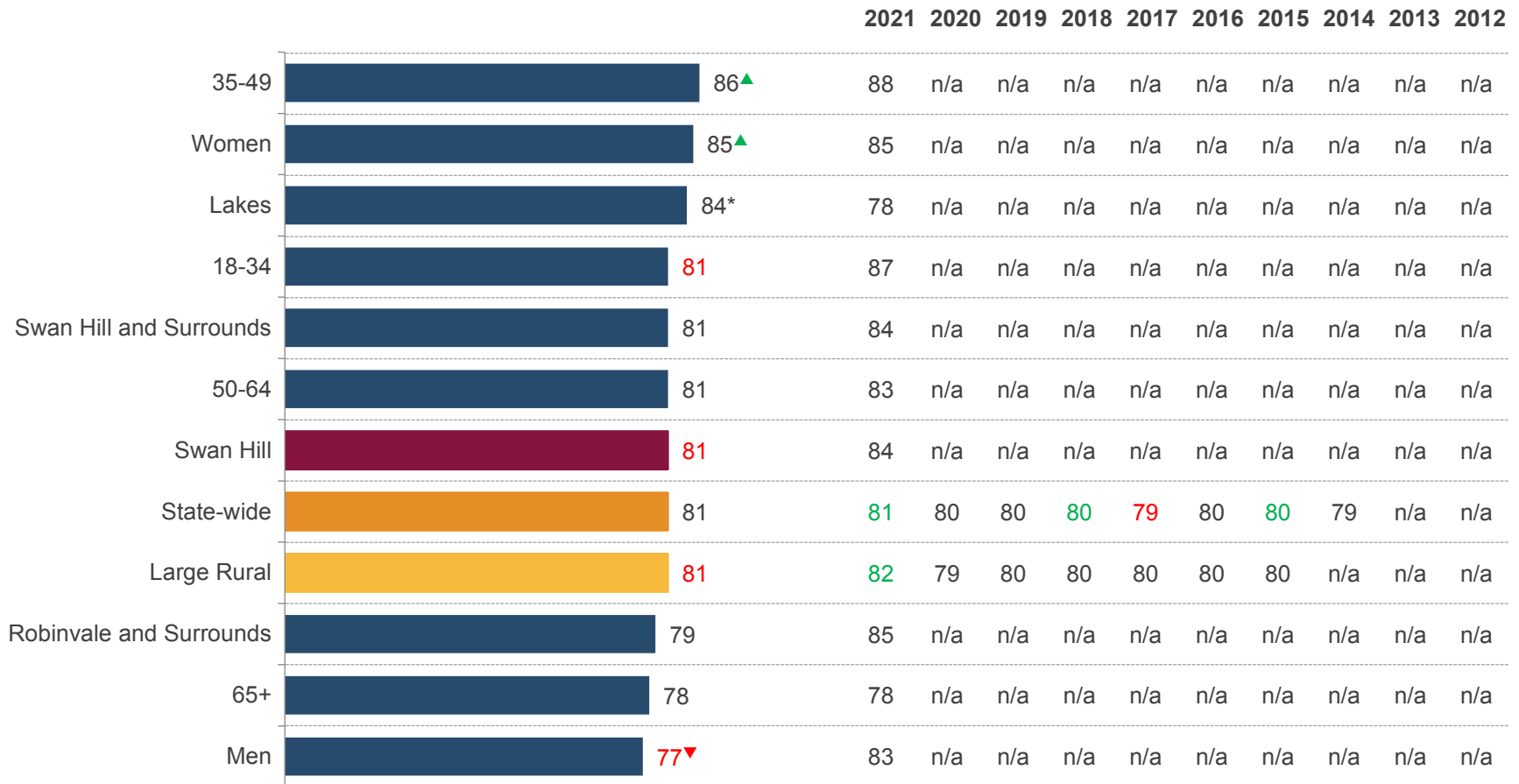
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)



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

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

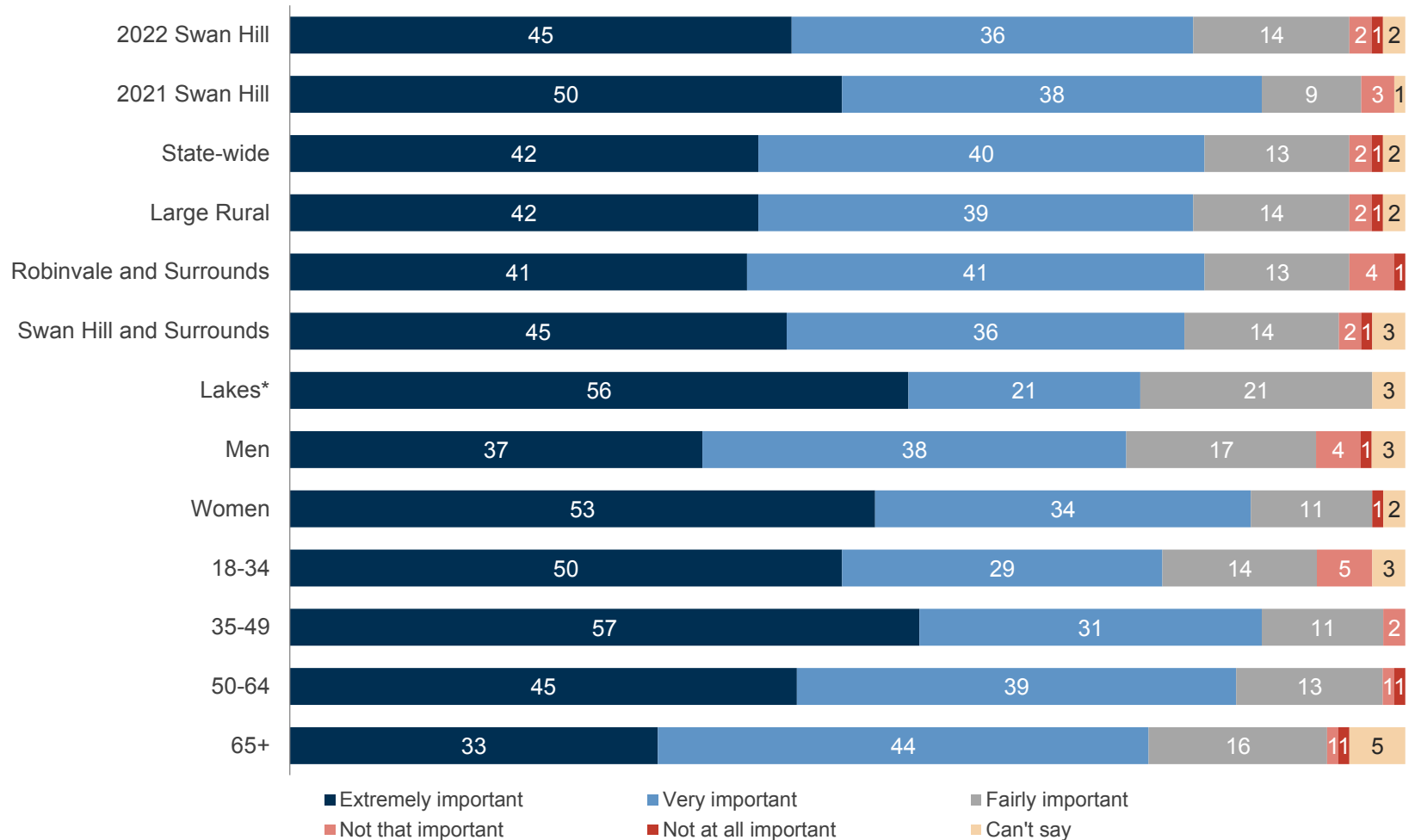
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



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

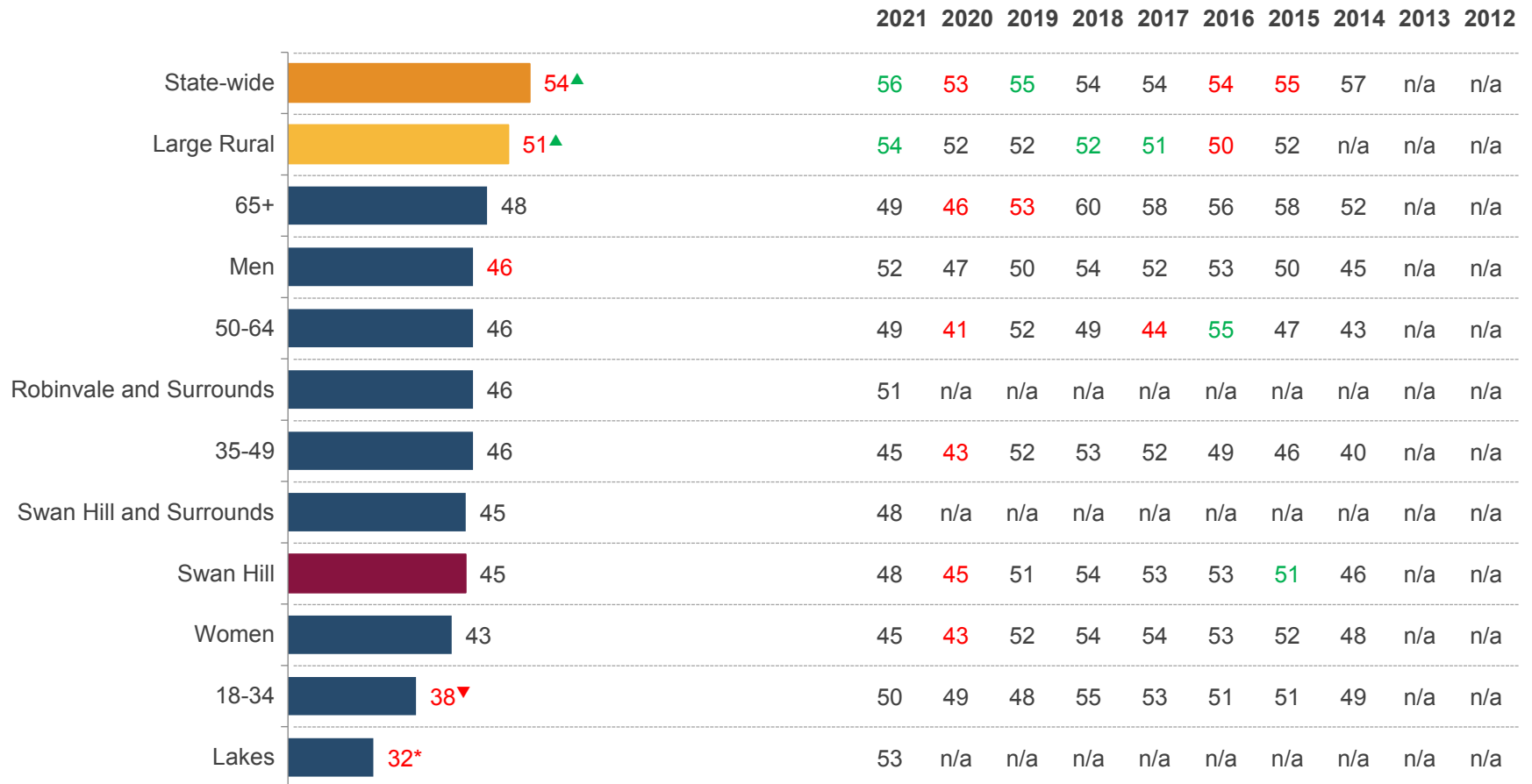
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)



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

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

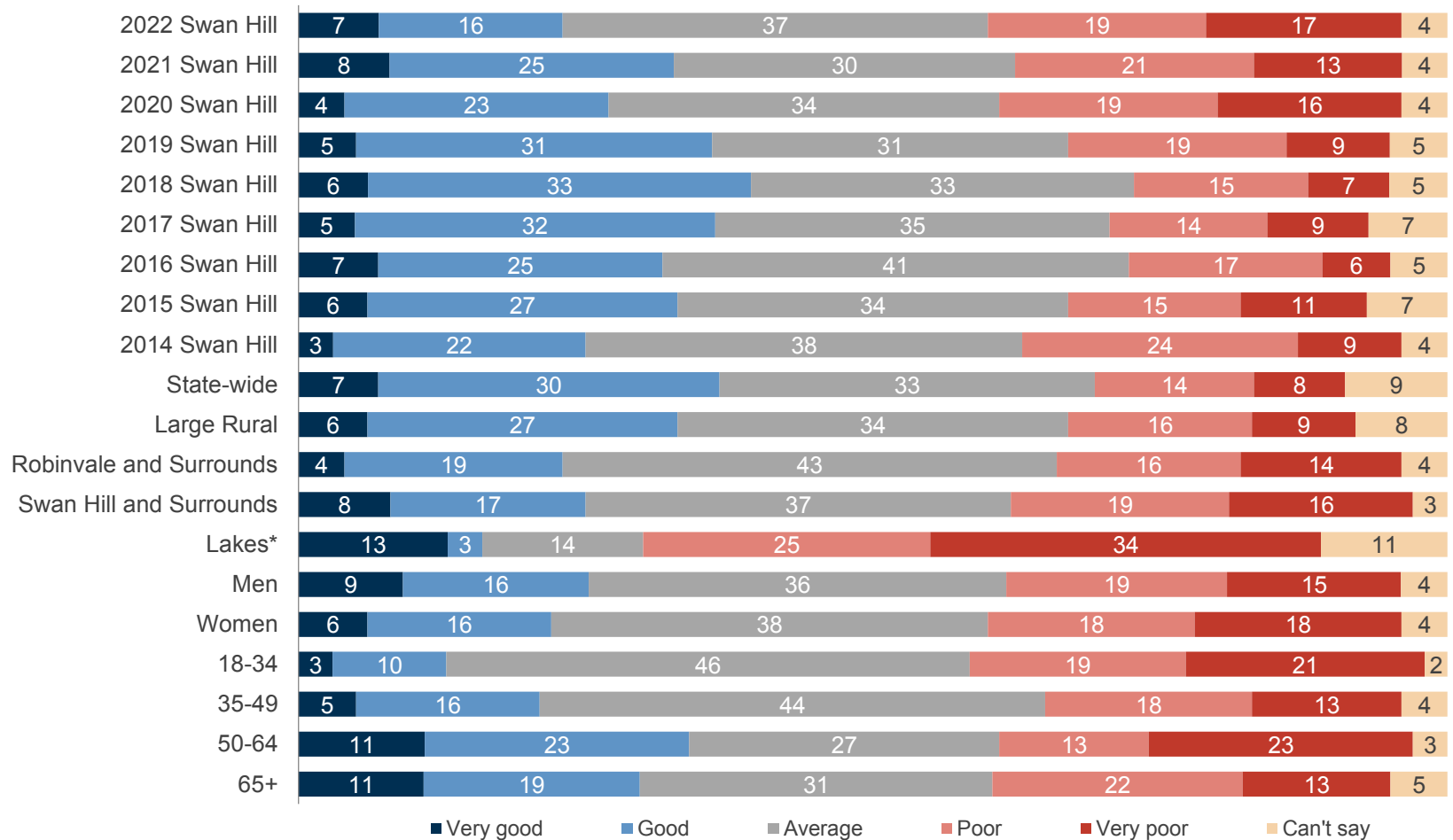
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2022 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: 67 Councils asked group: 19

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lakes	92*▲	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	86	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	84	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83	80	81	80	80	77	80	78	n/a	n/a
18-34	83	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	82	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	79	79	79	80	78	78	76	77	n/a
Men	81	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

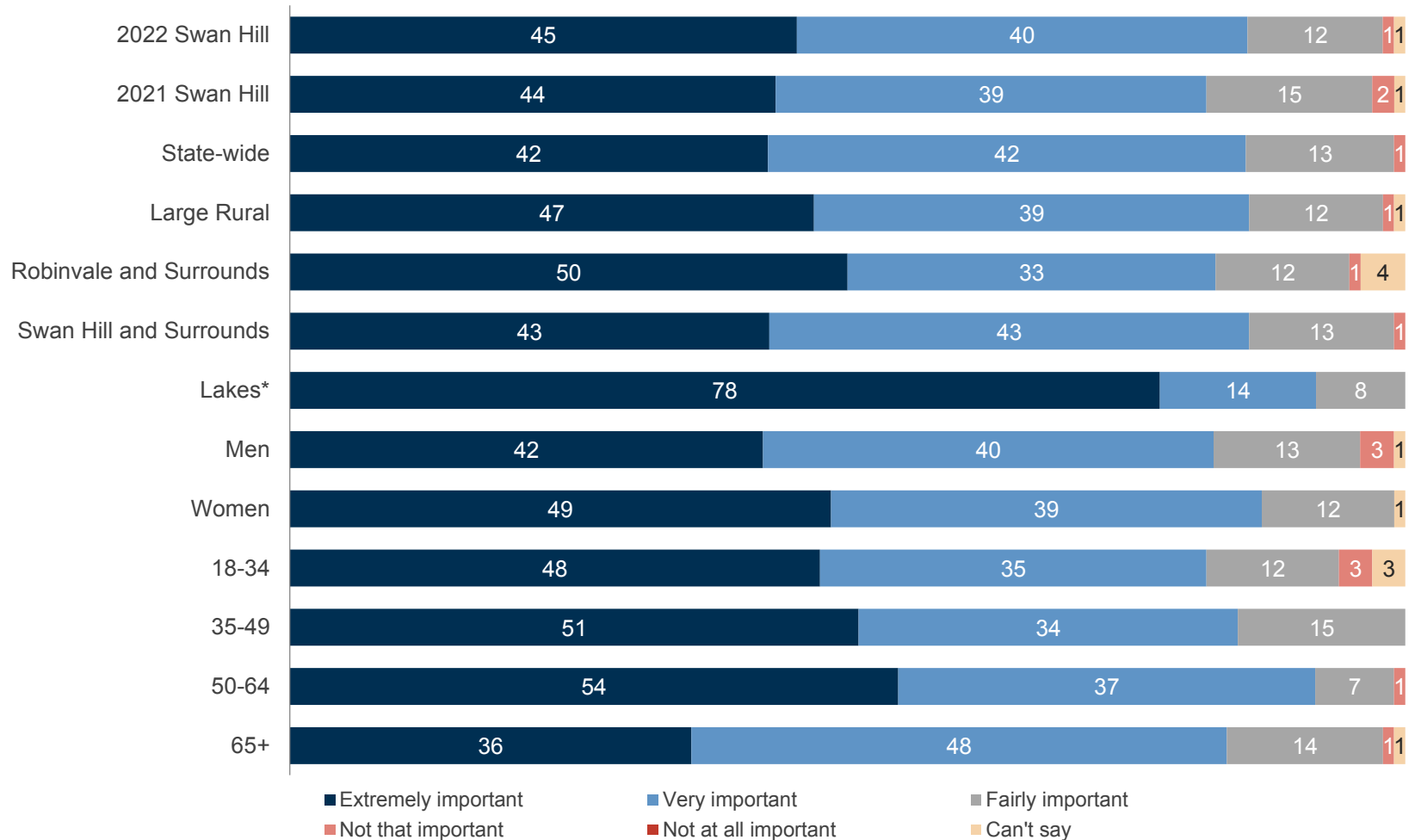
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 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: 23 Councils asked group: 7

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	56	45	40	45	44	44	41	52	38	n/a	n/a
65+	56	56	49	53	58	57	58	60	57	n/a	n/a
Swan Hill and Surrounds	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53	57	54	56	53	53	54	55	55	n/a	n/a
Men	51	53	42	47	52	49	45	50	48	n/a	n/a
Swan Hill	51	52	44	46	50	49	48	52	48	n/a	n/a
Women	50	50	46	45	49	49	51	55	49	n/a	n/a
18-34	45	51	48	43	50	47	43	50	48	n/a	n/a
Large Rural	45▼	50	47	47	45	43	44	45	n/a	n/a	n/a
Robinvale and Surrounds	44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	42▼	54	36	43	47	42	49	47	49	n/a	n/a
Lakes	23*▼	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

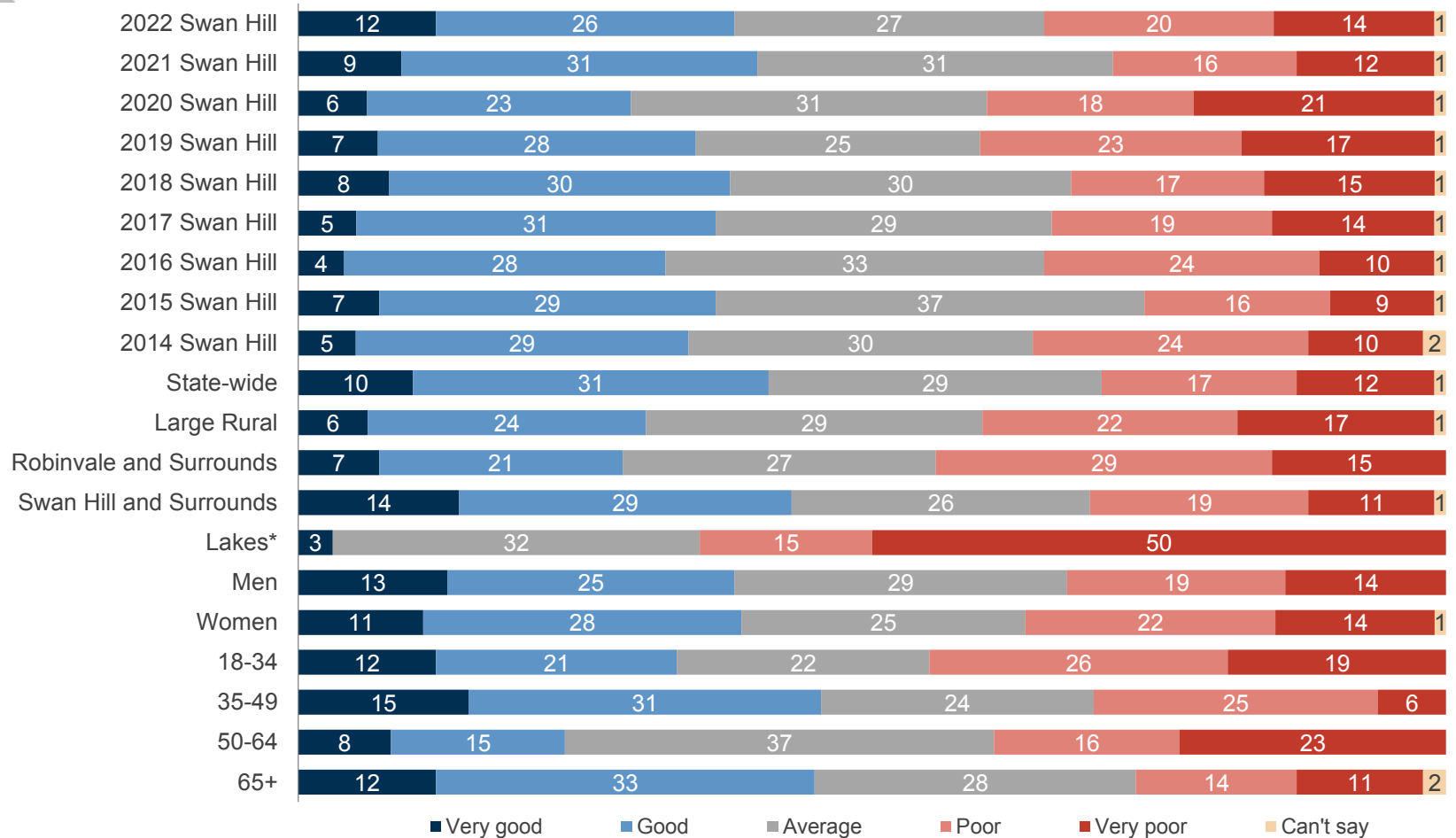
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2022 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: 67 Councils asked group: 19

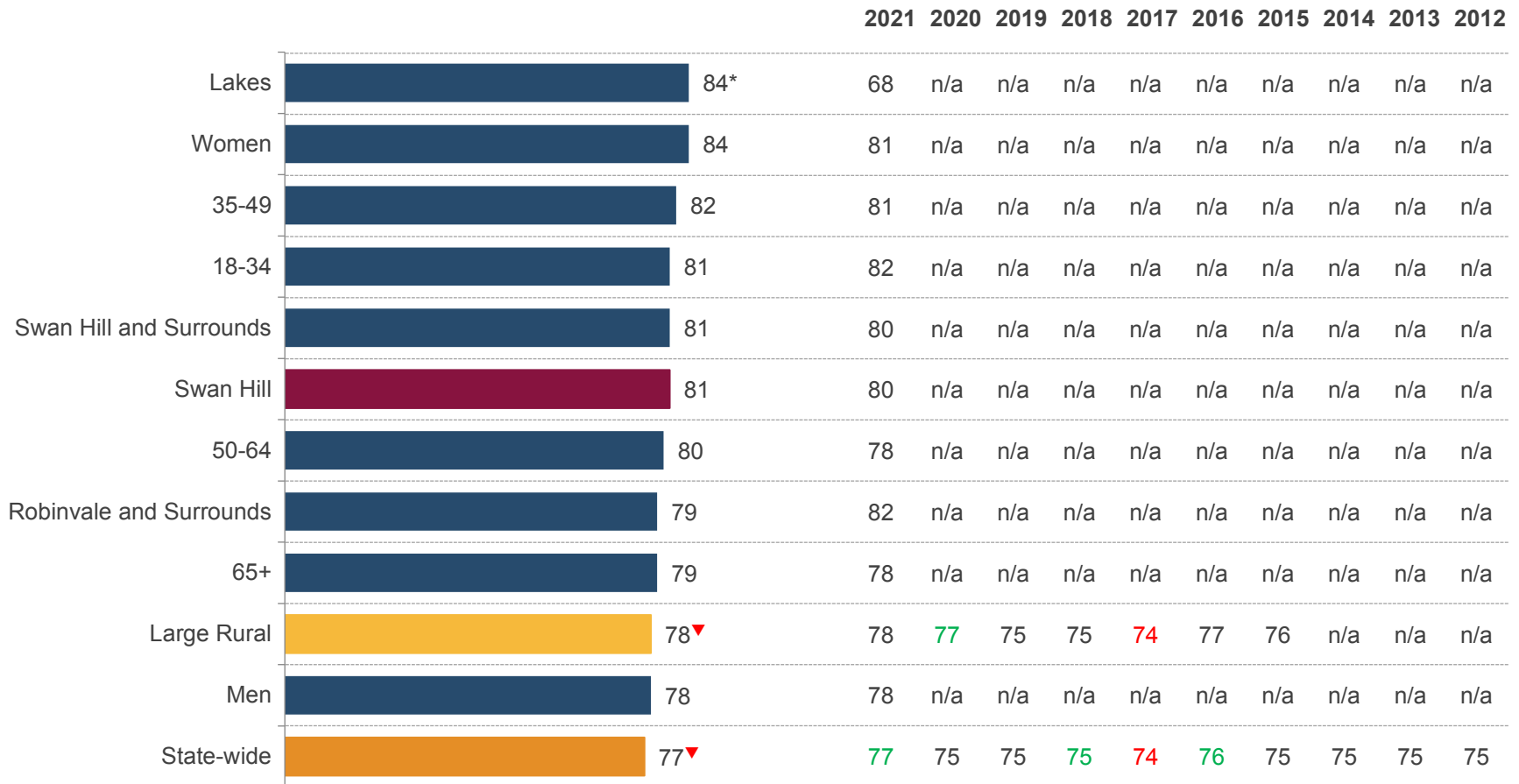
*Caution: small sample size < n=30



Informing the community importance



2022 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: 25 Councils asked group: 6

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

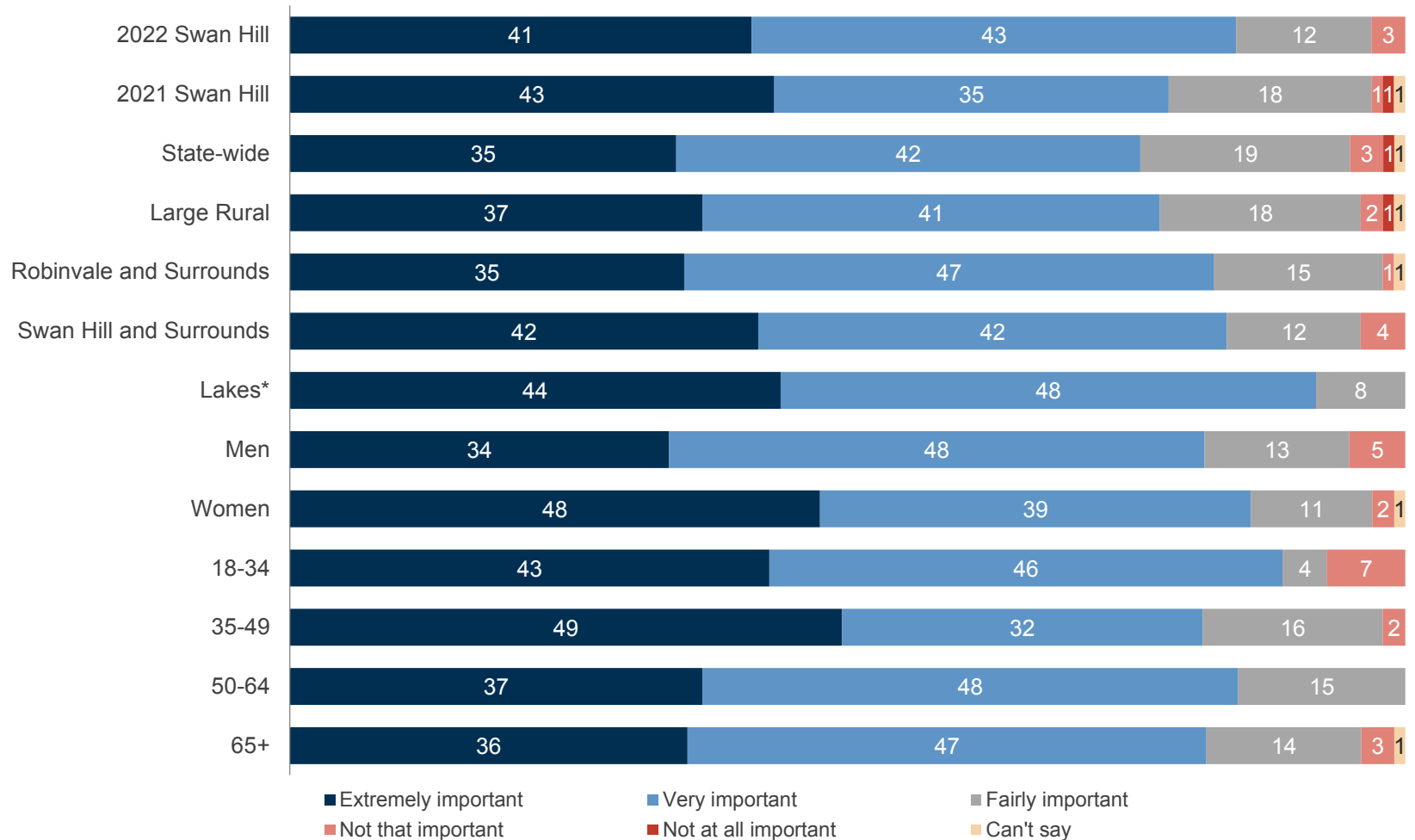
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (%)



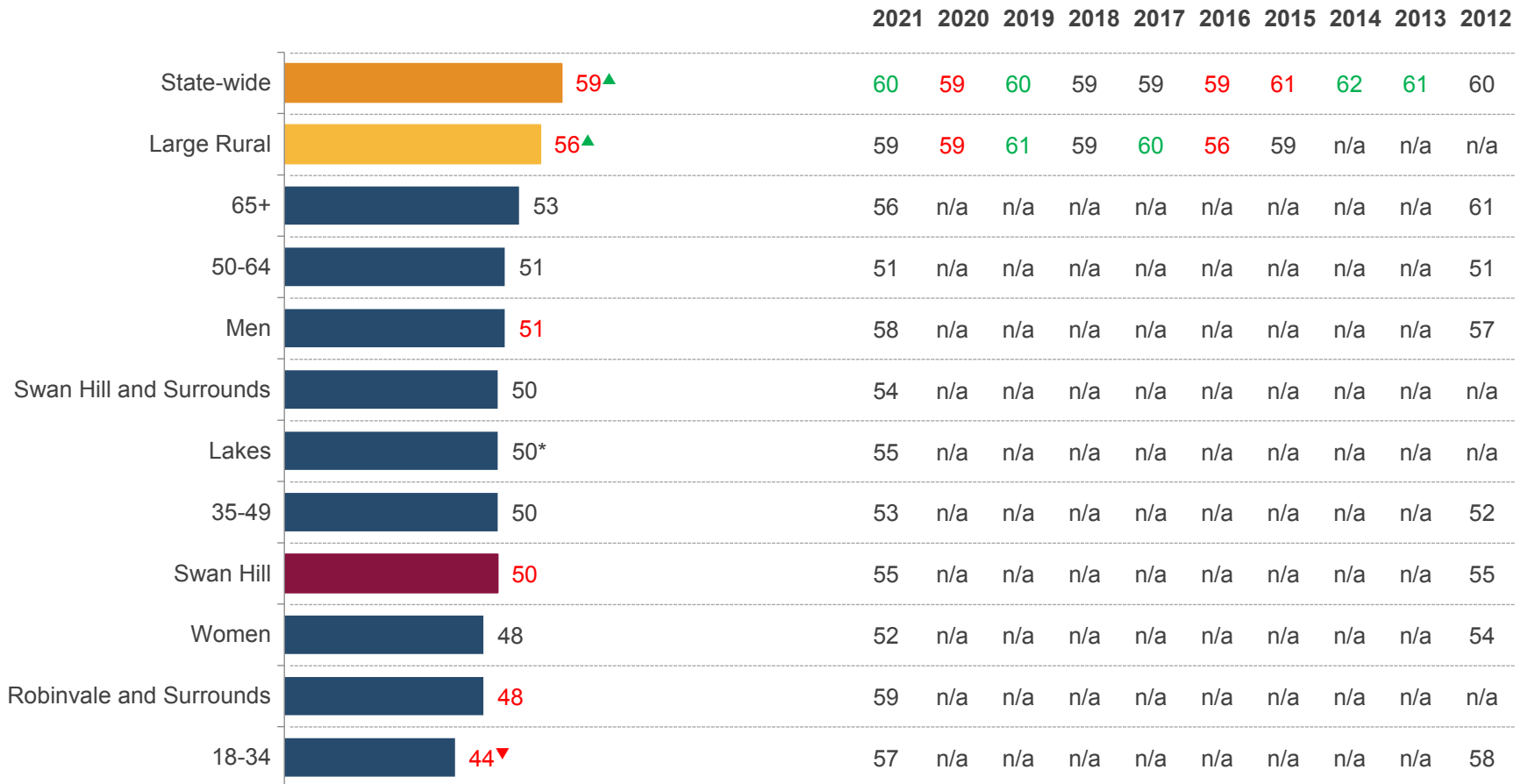
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 *Caution: small sample size < n=30



Informing the community performance



2022 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: 36 Councils asked group: 7

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

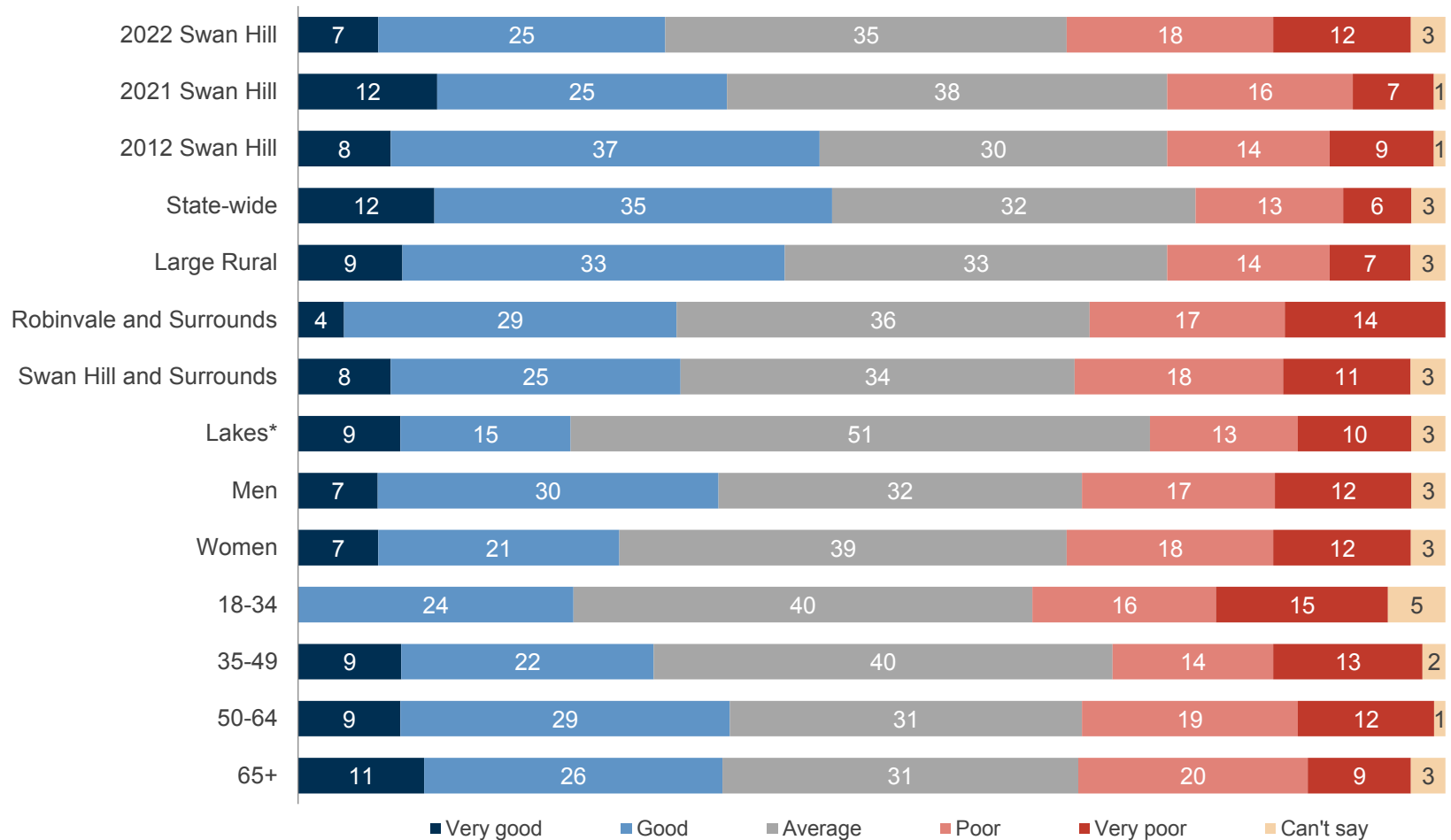
*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 7
 *Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	87▲	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	85	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	84	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	81*	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	79	78	77	78	77	77	77	77	78
Large Rural	80▼	79	78	77	77	75	77	77	n/a	n/a
65+	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78▼	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 7

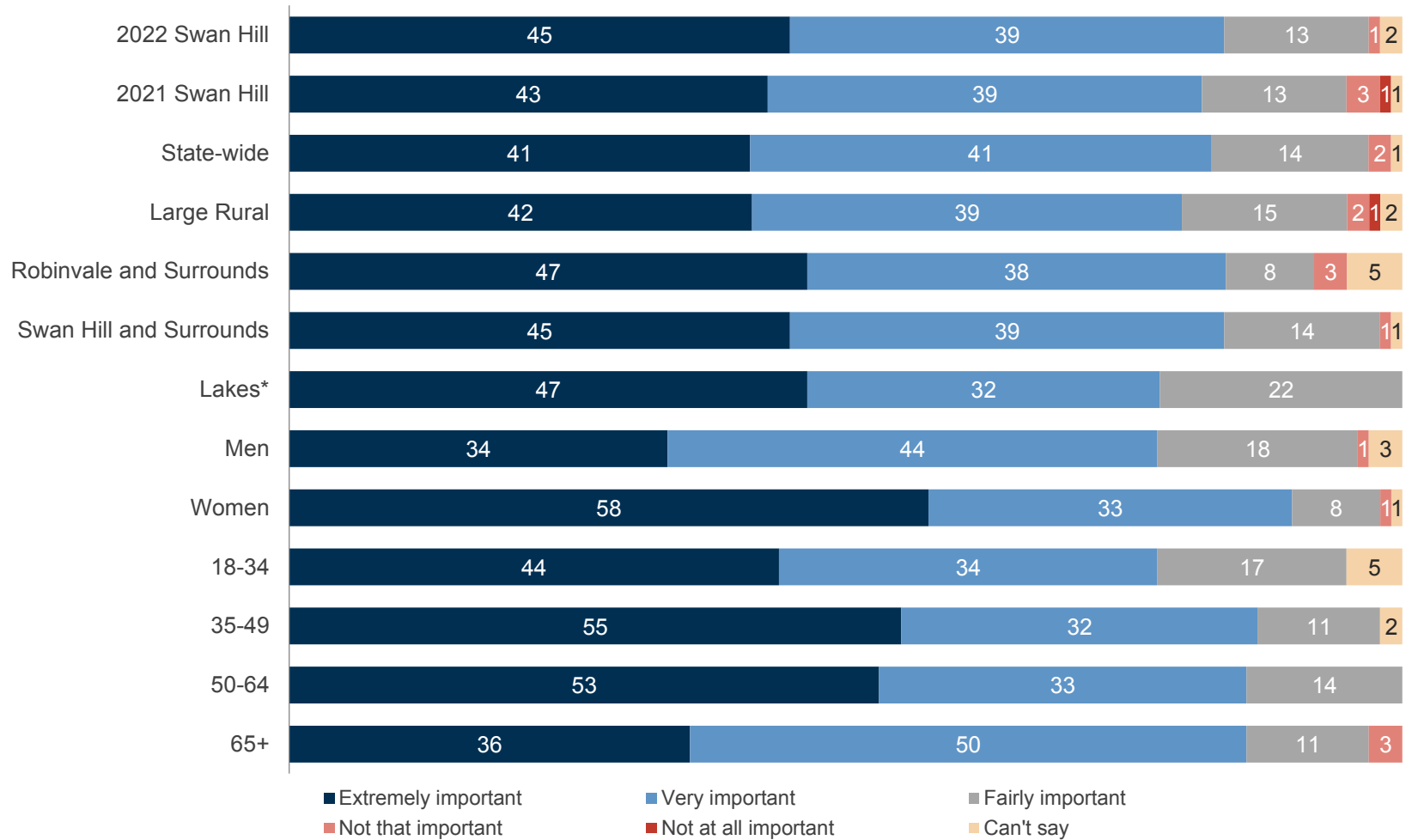
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2022 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: 7

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	57▲	59	58	59	58	57	57	58	58	58	57
Men	57▲	54	n/a	n/a	56	54	53	53	50	n/a	52
Swan Hill and Surrounds	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	48	n/a	n/a	59	54	53	57	52	n/a	51
65+	54	54	n/a	n/a	53	58	56	56	53	n/a	57
35-49	53	54	n/a	n/a	51	46	51	56	47	n/a	53
Swan Hill	52	52	n/a	n/a	54	52	53	55	50	n/a	52
Large Rural	51	55	54	55	54	53	53	54	n/a	n/a	n/a
Robinvale and Surrounds	50	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	48	50	n/a	n/a	52	50	53	58	51	n/a	53
50-64	45	53	n/a	n/a	50	47	52	52	48	n/a	50
Lakes	26*▼	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

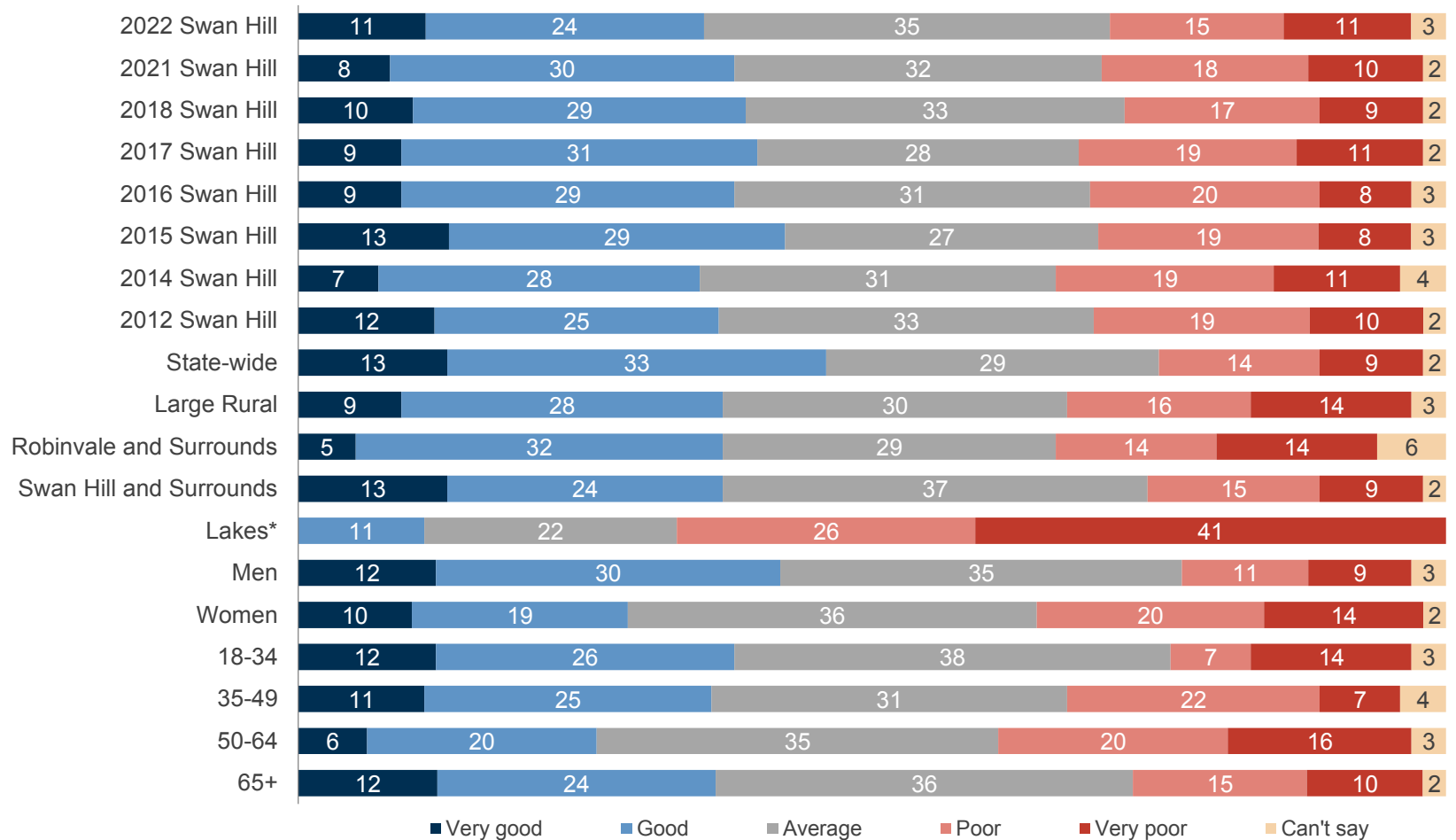
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



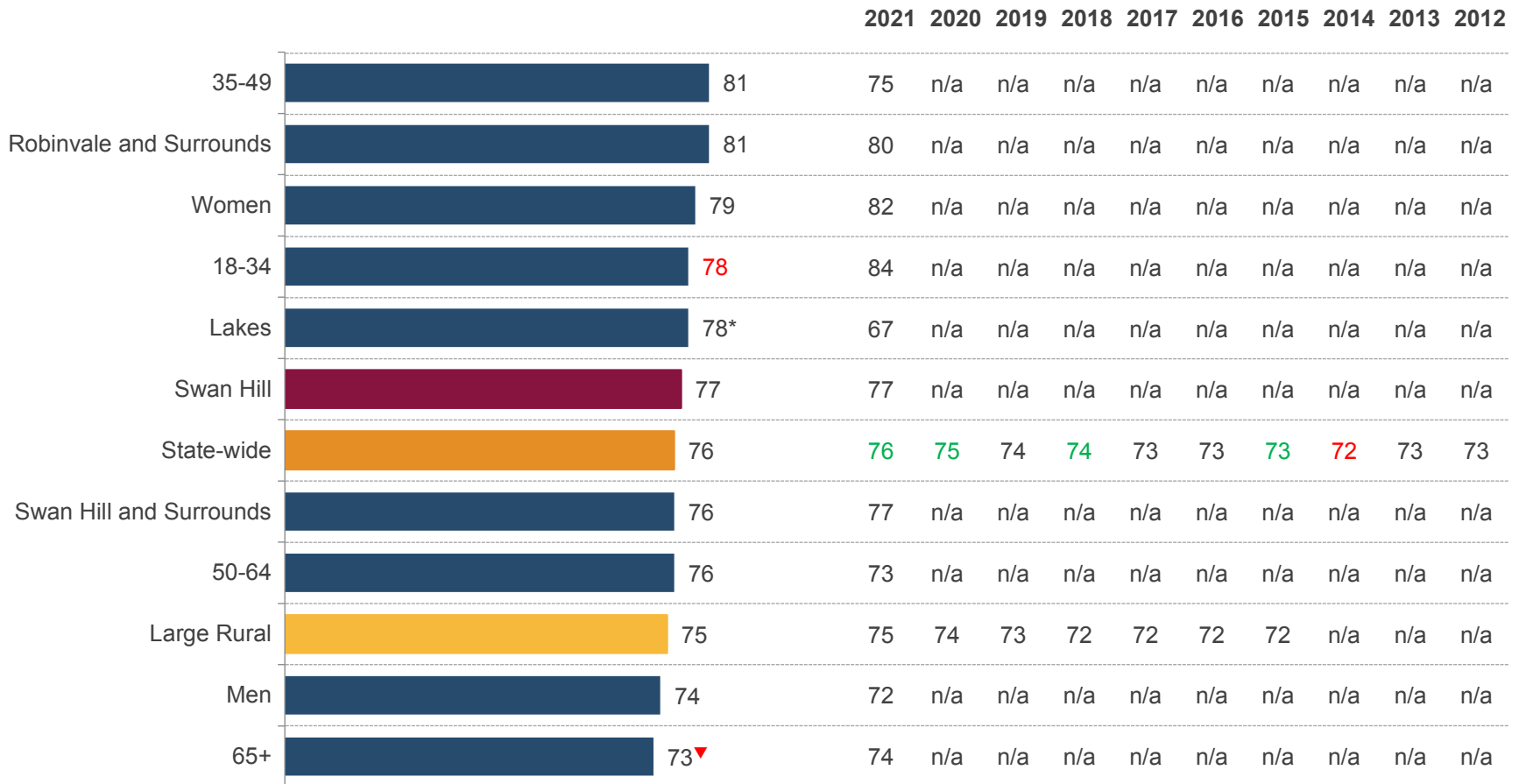
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9
 *Caution: small sample size < n=30



Family support services importance



2022 family support importance (index scores)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5

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

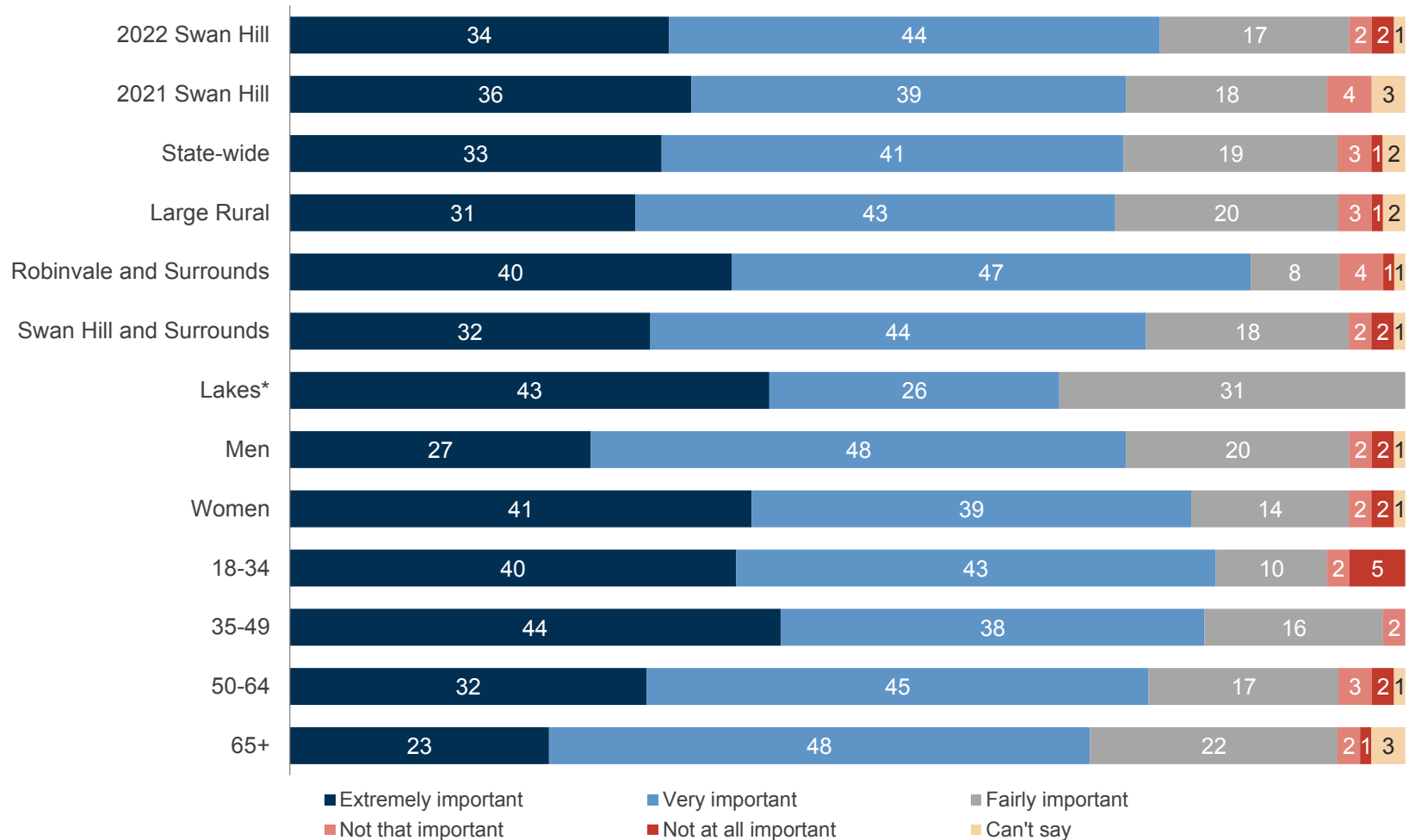
*Caution: small sample size < n=30



Family support services importance



2022 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5
 *Caution: small sample size < n=30



Family support services performance



2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	68	n/a	n/a	67	73	74	68	71	n/a	75
Men	67	n/a	n/a	66	69	67	62	62	n/a	71
Swan Hill and Surrounds	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	66	67	66	67	66	67	68	67	67
Swan Hill	65	n/a	n/a	64	65	67	63	64	n/a	69
Large Rural	64	66	64	65	65	64	67	n/a	n/a	n/a
50-64	64	n/a	n/a	64	59	64	60	67	n/a	66
35-49	63	n/a	n/a	60	66	67	63	56	n/a	65
18-34	62	n/a	n/a	66	61	64	60	63	n/a	72
Women	61	n/a	n/a	63	62	68	63	66	n/a	68
Lakes	61*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	57▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Family support services' 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.

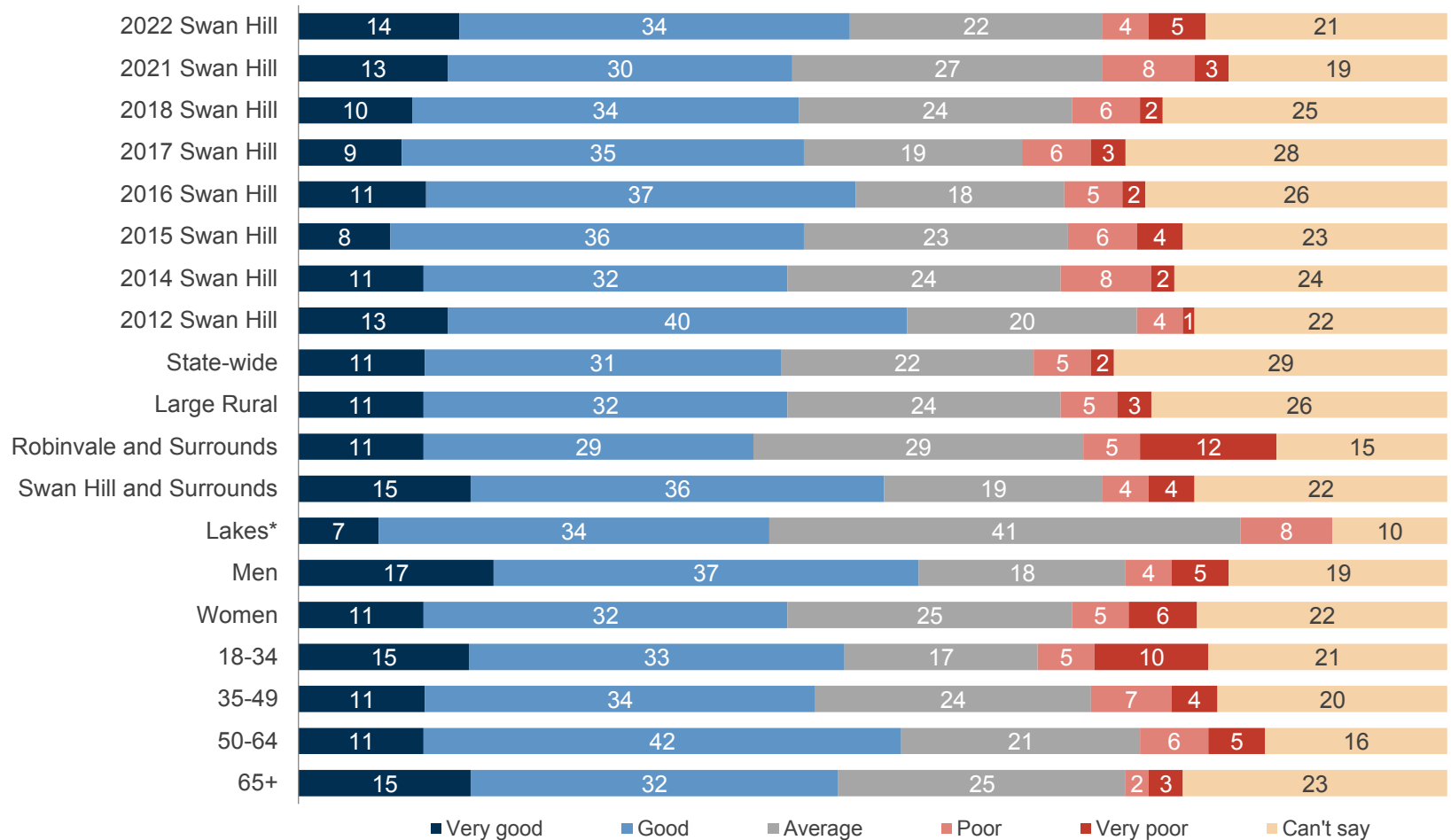
*Caution: small sample size < n=30



Family support services performance



2022 family support performance (%)



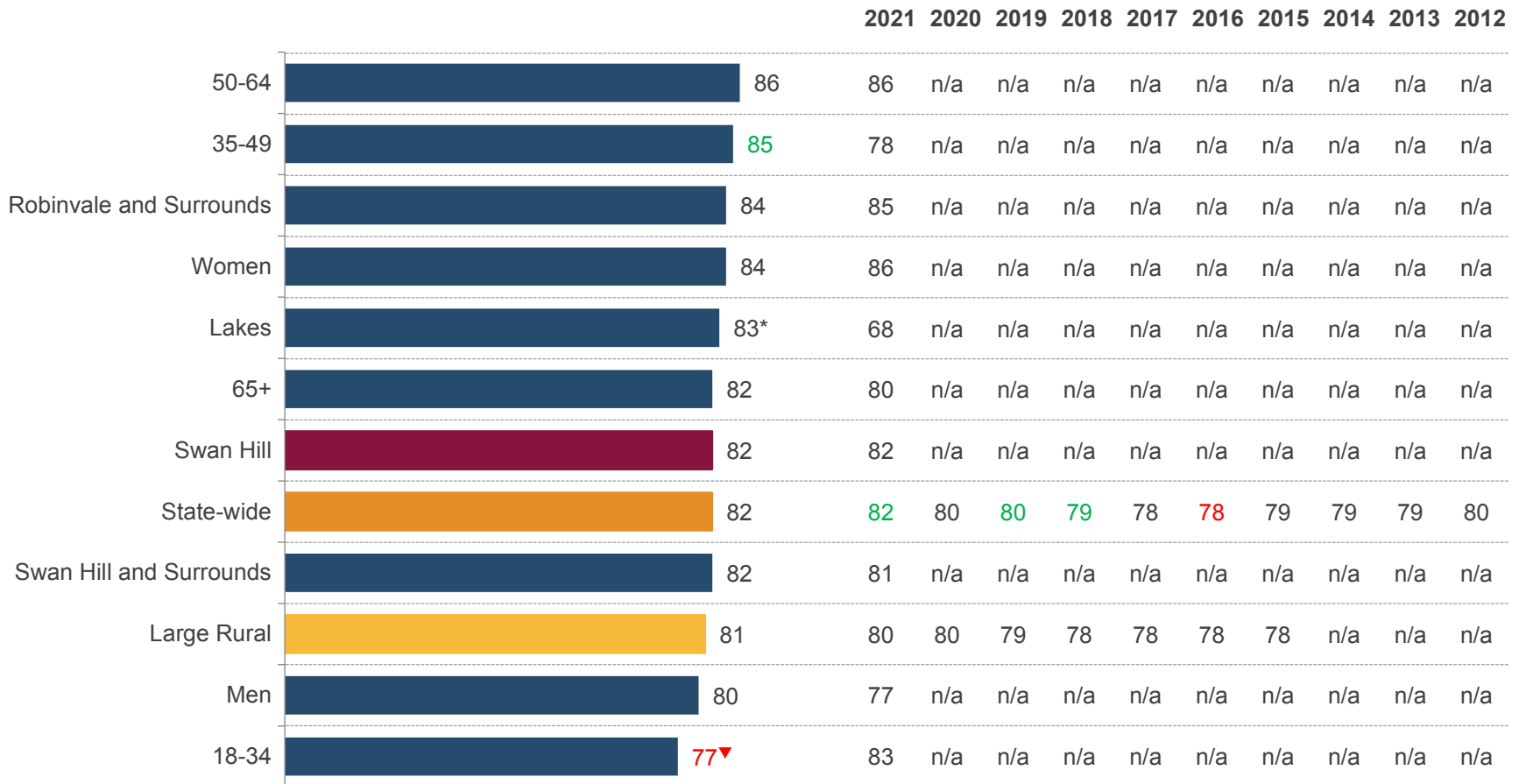
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7
 *Caution: small sample size < n=30



Elderly support services importance



2022 elderly support importance (index scores)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

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

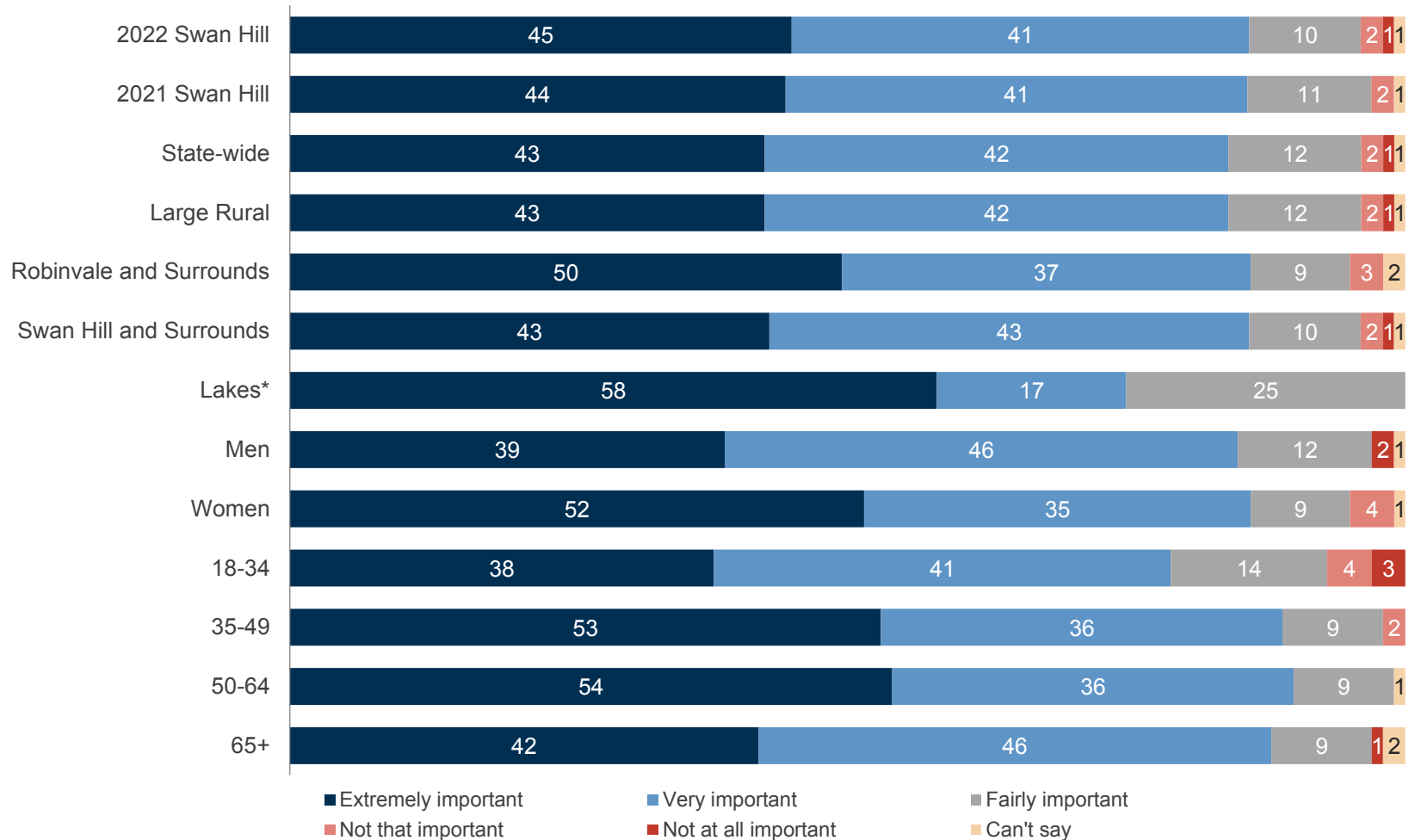
*Caution: small sample size < n=30



Elderly support services importance



2022 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4
 *Caution: small sample size < n=30



Elderly support services performance



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	69▲	n/a	n/a	69	76	75	74	73	n/a	n/a
State-wide	67▲	68	68	68	68	68	69	70	69	69
Swan Hill and Surrounds	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	n/a	n/a	67	70	66	69	68	n/a	n/a
Large Rural	65	67	67	67	67	66	69	n/a	n/a	n/a
Swan Hill	64	n/a	n/a	65	67	69	70	67	n/a	n/a
35-49	62	n/a	n/a	60	65	66	65	59	n/a	n/a
Women	61	n/a	n/a	63	65	71	70	66	n/a	n/a
50-64	60	n/a	n/a	61	59	65	68	68	n/a	n/a
18-34	59	n/a	n/a	66	64	67	70	66	n/a	n/a
Robinvale and Surrounds	56▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	50*▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Elderly support services' 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.

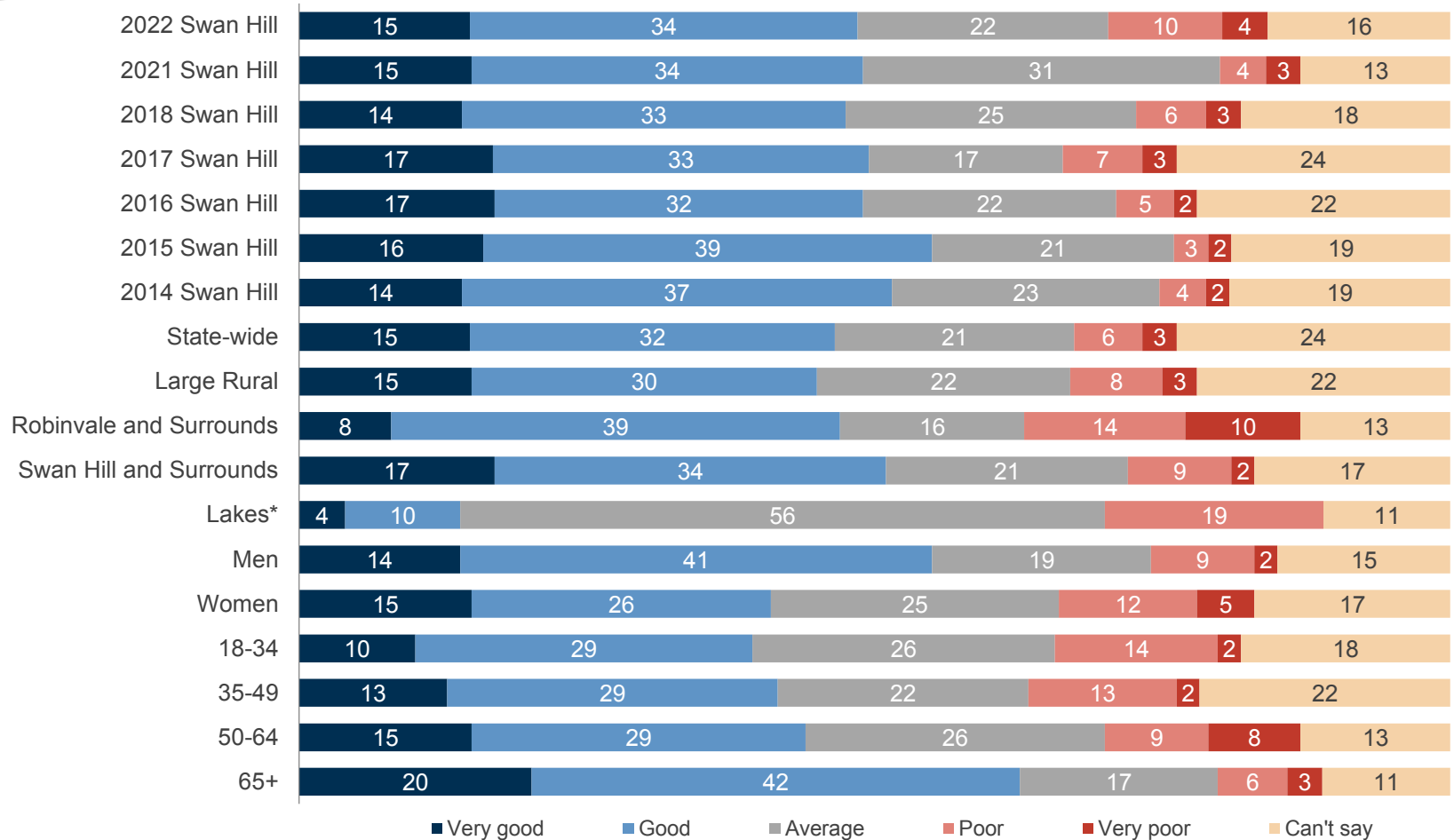
*Caution: small sample size < n=30



Elderly support services performance



2022 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7
 *Caution: small sample size < n=30



Recreational facilities importance



2022 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	79	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	79*	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	77	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▼	74	72	72	73	72	73	72	72	72
Large Rural	74▼	73	72	72	74	72	72	72	n/a	n/a
Men	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

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

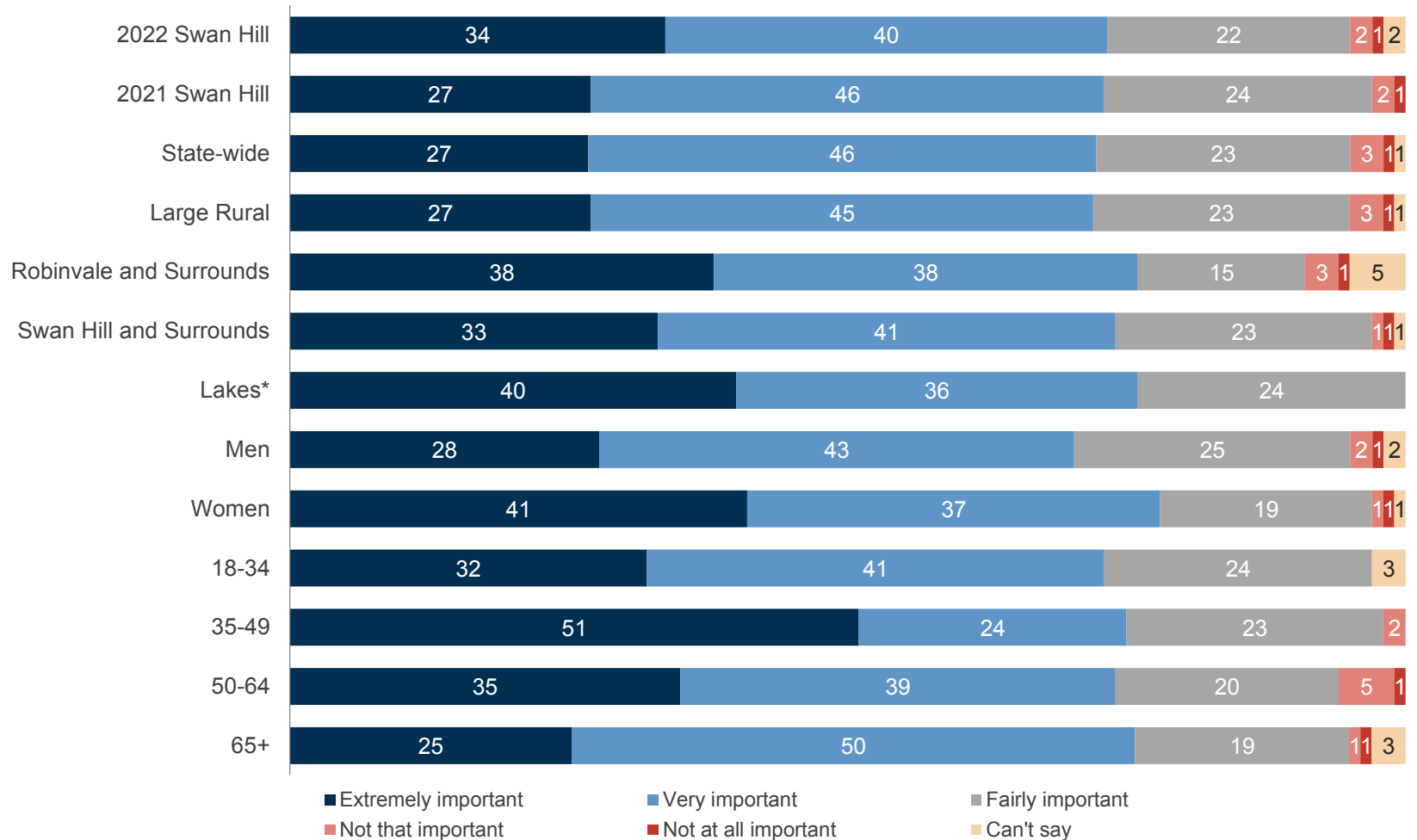
*Caution: small sample size < n=30



Recreational facilities importance



2022 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: 9
 *Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	80*	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	75▼	75	74	73	74	74	74	73	73	74
Large Rural	75▼	75	73	73	73	73	74	73	n/a	n/a
Men	73▼	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

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

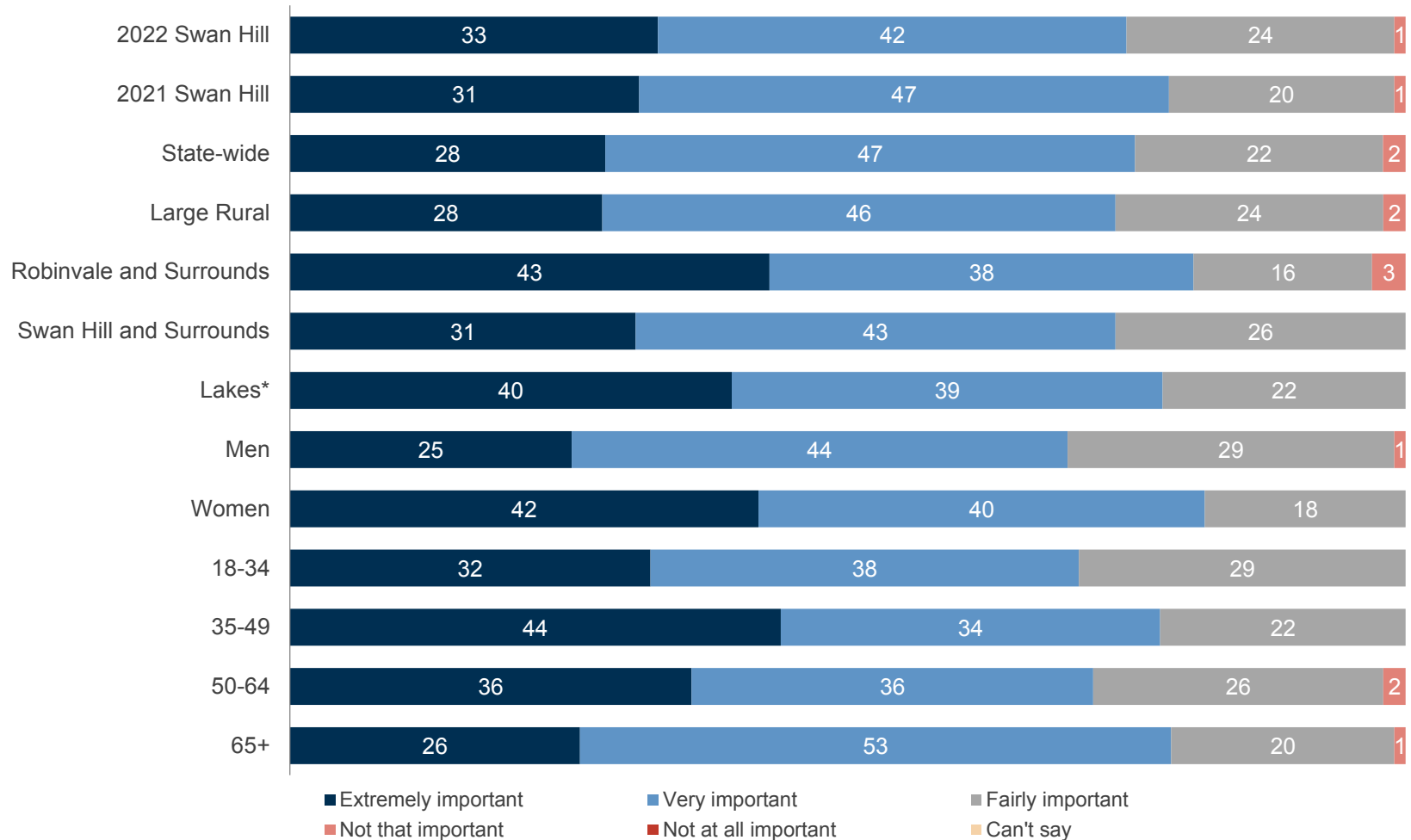
*Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (%)



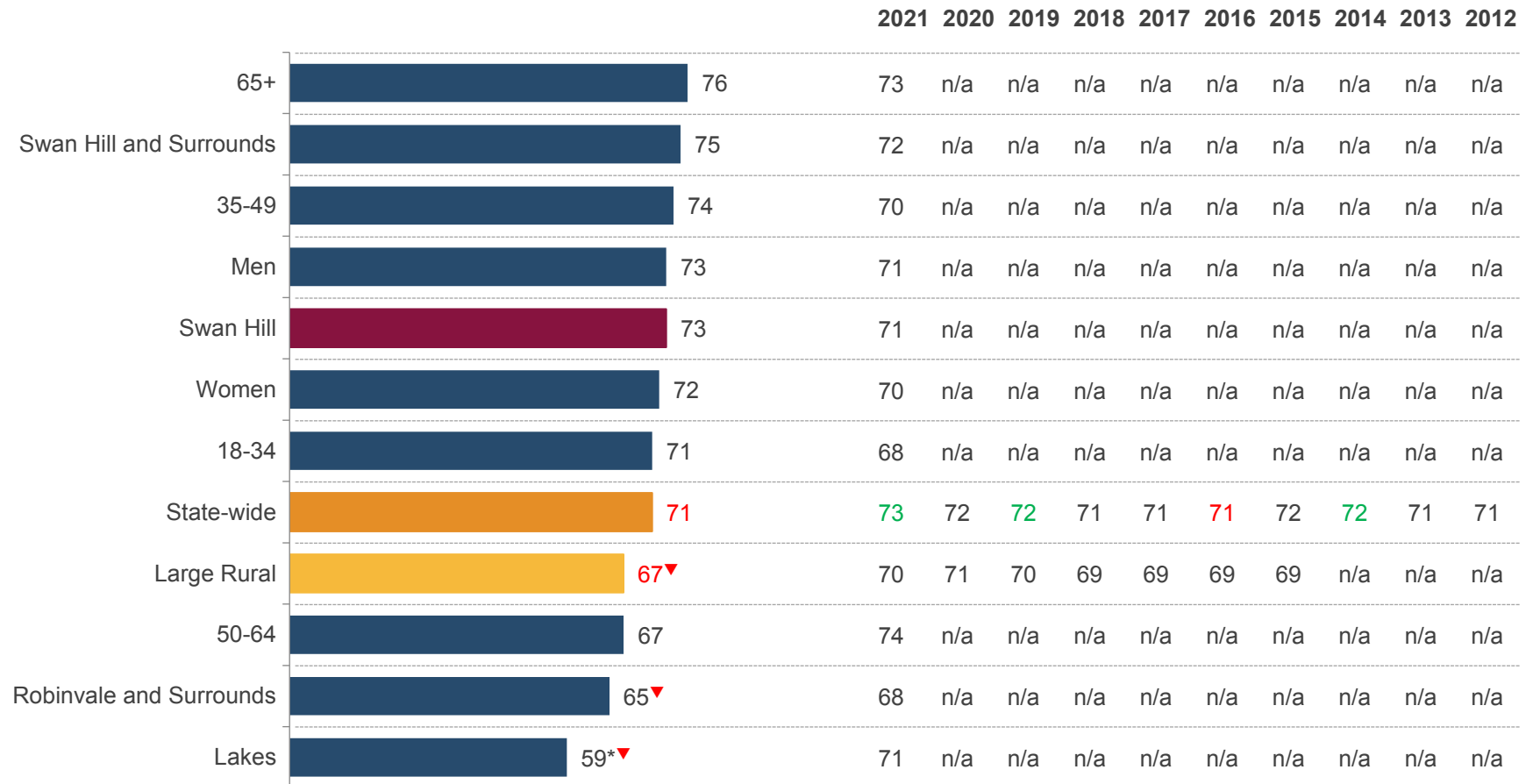
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
 *Caution: small sample size < n=30



The appearance of public areas performance



2022 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: 43 Councils asked group: 11

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

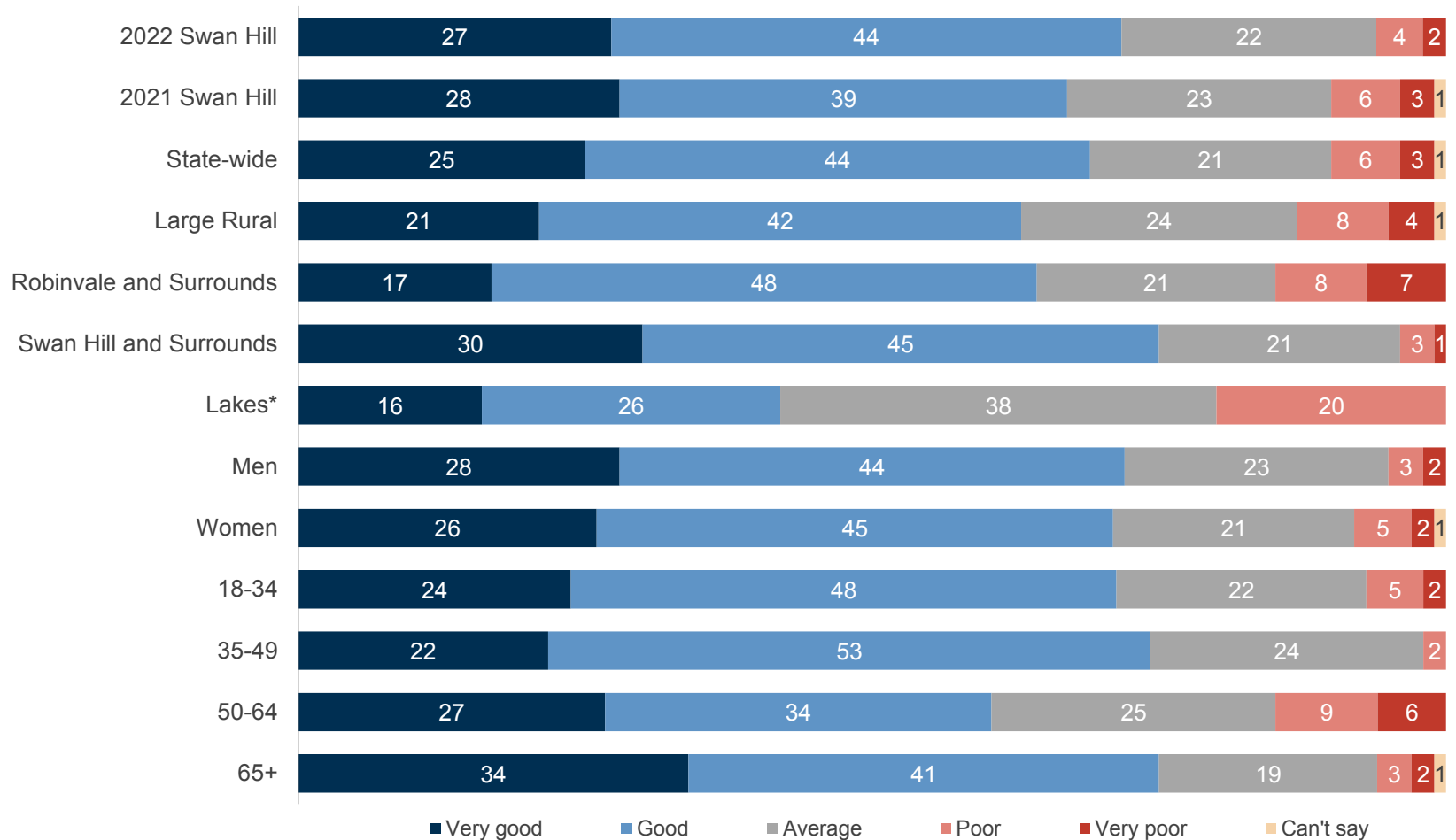
*Caution: small sample size < n=30



The appearance of public areas performance



2022 public areas performance (%)



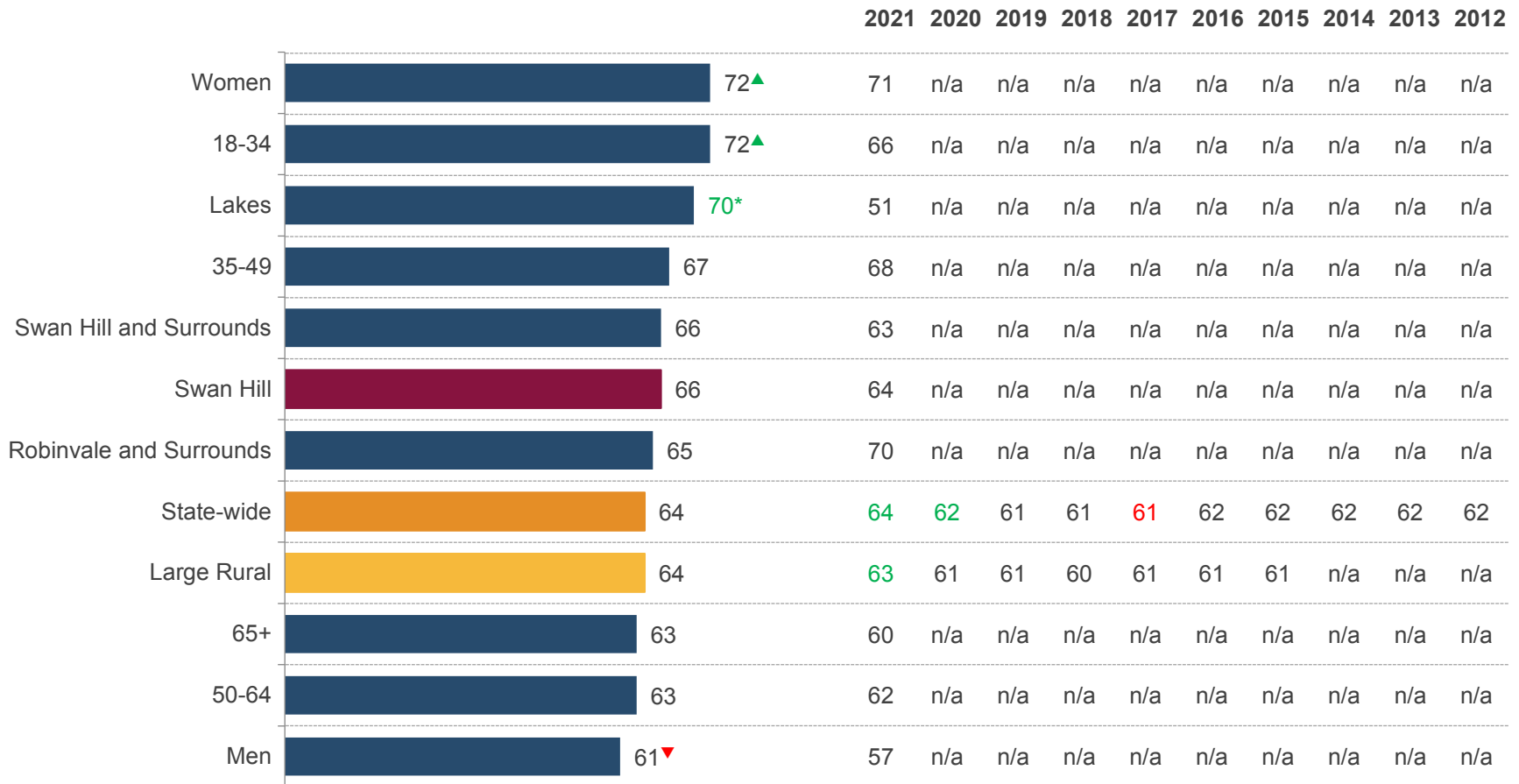
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11
 *Caution: small sample size < n=30



Community and cultural activities importance



2022 community and cultural activities importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

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

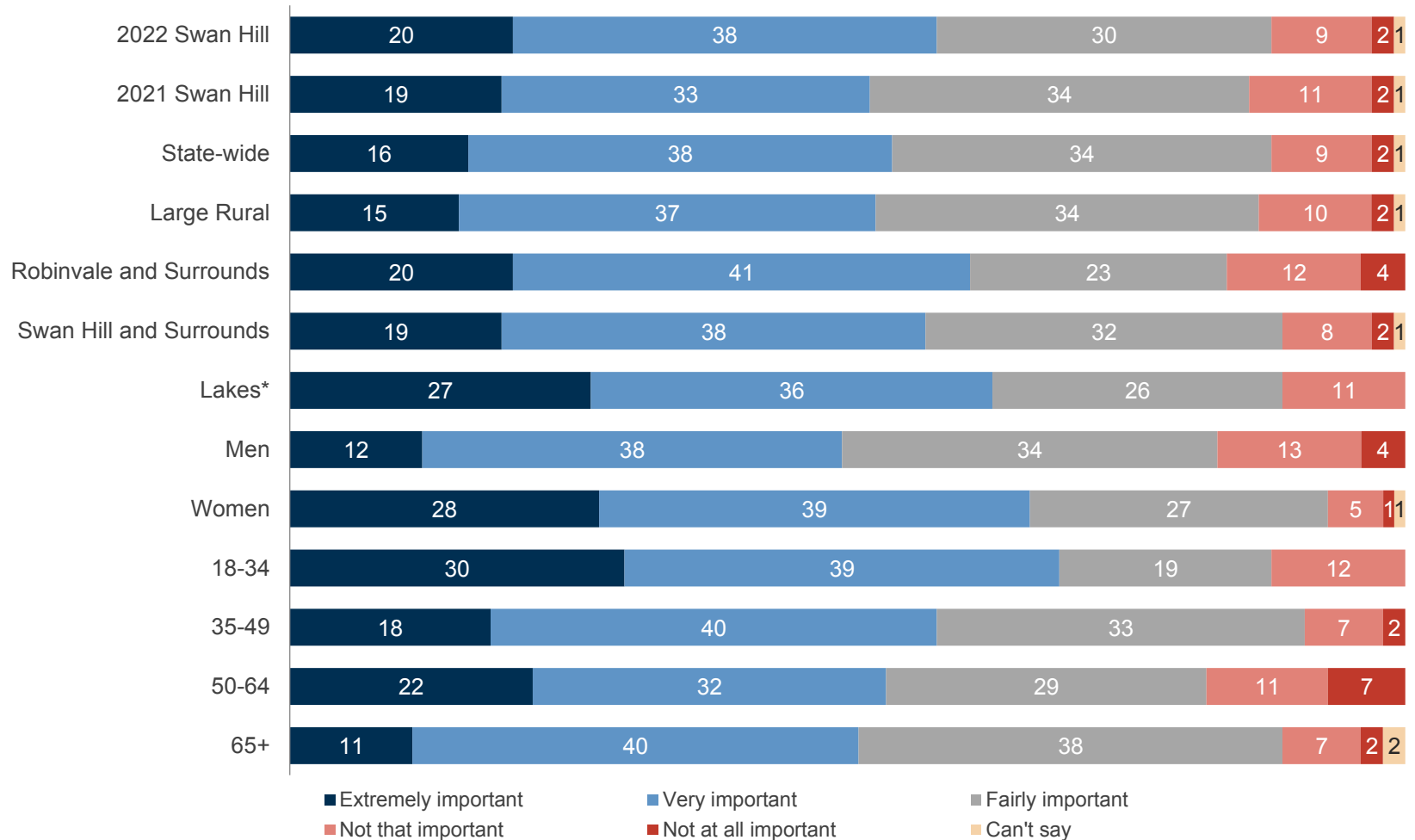
*Caution: small sample size < n=30



Community and cultural activities importance



2022 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 *Caution: small sample size < n=30



Community and cultural activities performance



2022 community and cultural activities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	65▲	65	68	69	69	69	69	70	69	68
65+	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
Large Rural	63▲	65	67	67	69	67	69	n/a	n/a	n/a
Men	60	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
Swan Hill and Surrounds	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
35-49	58	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
Women	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
18-34	57	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64
50-64	55	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
Lakes	55*	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	53	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

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

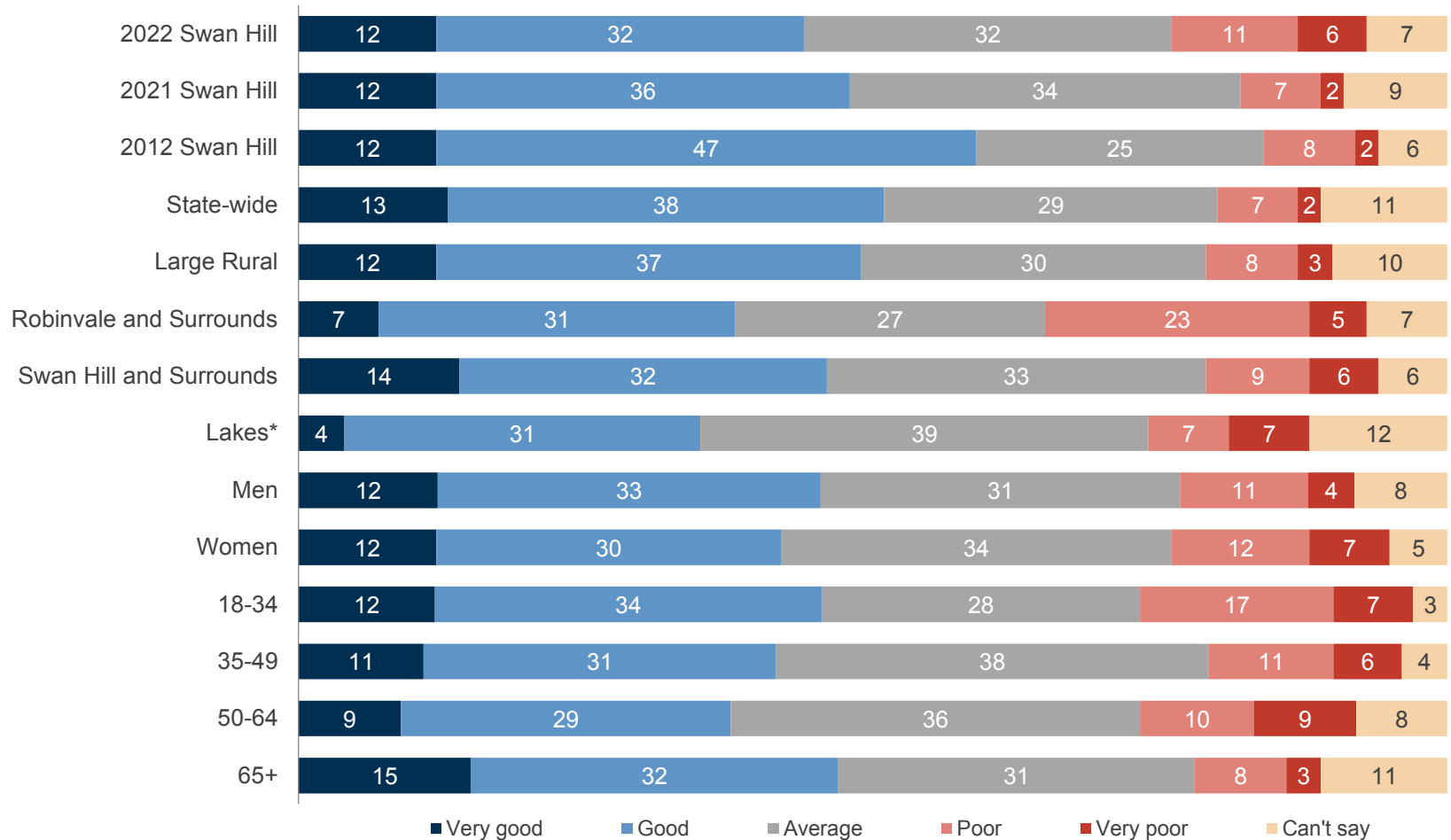
*Caution: small sample size < n=30



Community and cultural activities performance



2022 community and cultural activities performance (%)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	83▲	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82▲	82	81	81	79	80	79	79	79	78
Robinvale and Surrounds	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	81	81	80	81	78	79	78	n/a	n/a	n/a
50-64	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	78*	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75▼	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

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

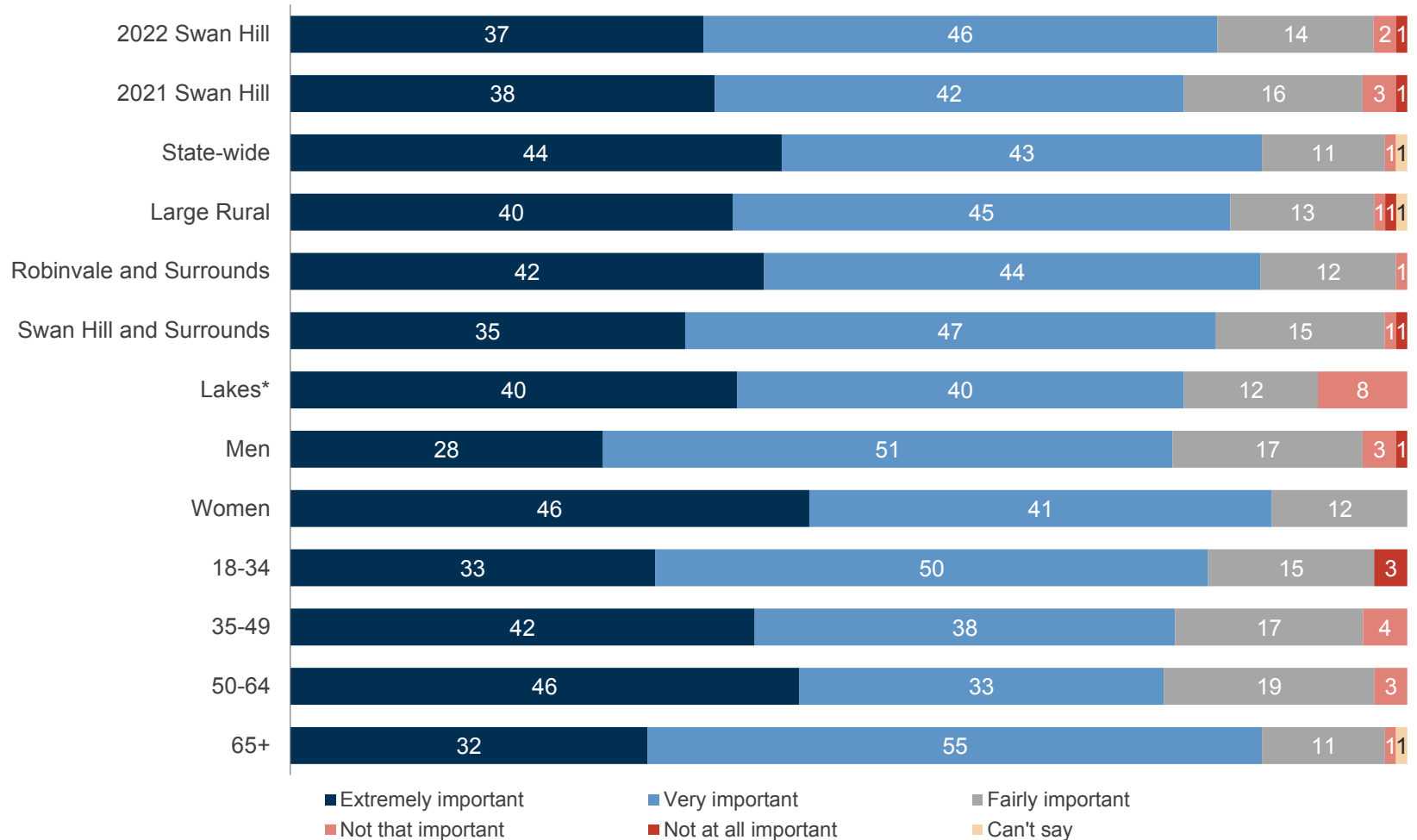
*Caution: small sample size < n=30



Waste management importance



2022 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: 9
 *Caution: small sample size < n=30



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	76▲	74	n/a	n/a	73	76	76	77	73	n/a	76
Lakes	75*	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	74	n/a	n/a	69	72	73	74	68	n/a	74
18-34	70	69	n/a	n/a	69	71	68	77	70	n/a	79
Swan Hill and Surrounds	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	69	71	n/a	n/a	68	72	72	75	70	n/a	74
State-wide	68	69	65	68	70	71	70	72	73	71	72
Women	67	68	n/a	n/a	67	72	71	76	72	n/a	74
Robinvale and Surrounds	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65▼	66	62	64	67	68	66	68	n/a	n/a	n/a
35-49	65	72	n/a	n/a	67	69	72	72	67	n/a	71
50-64	62	71	n/a	n/a	63	67	71	73	69	n/a	69

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

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

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

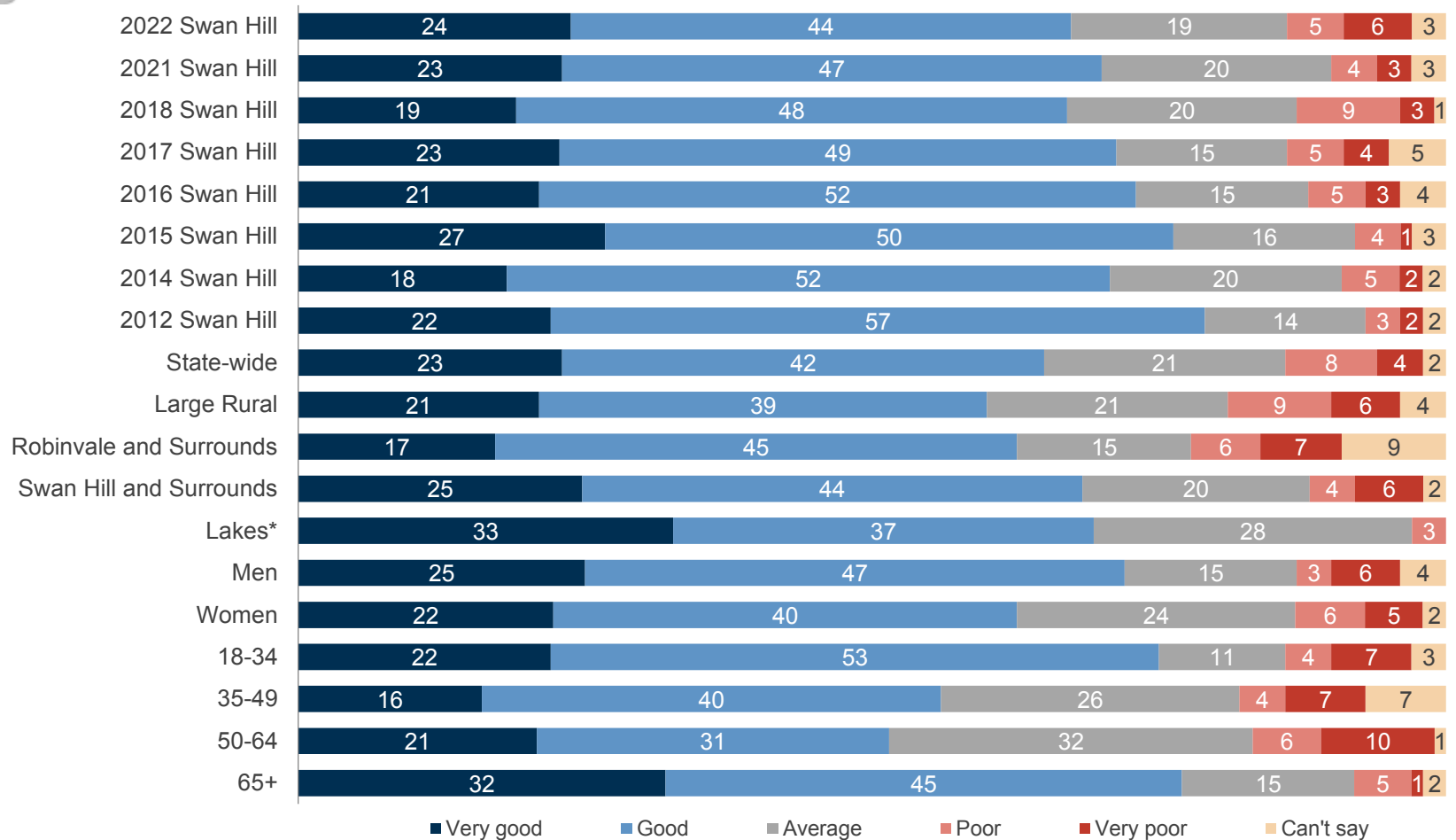
*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 *Caution: small sample size < n=30

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lakes	84*	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	81▲	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	79	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	70▼	71	68	64	65	67	69	70	n/a	n/a
State-wide	69▼	70	67	65	66	67	67	67	67	66

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

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

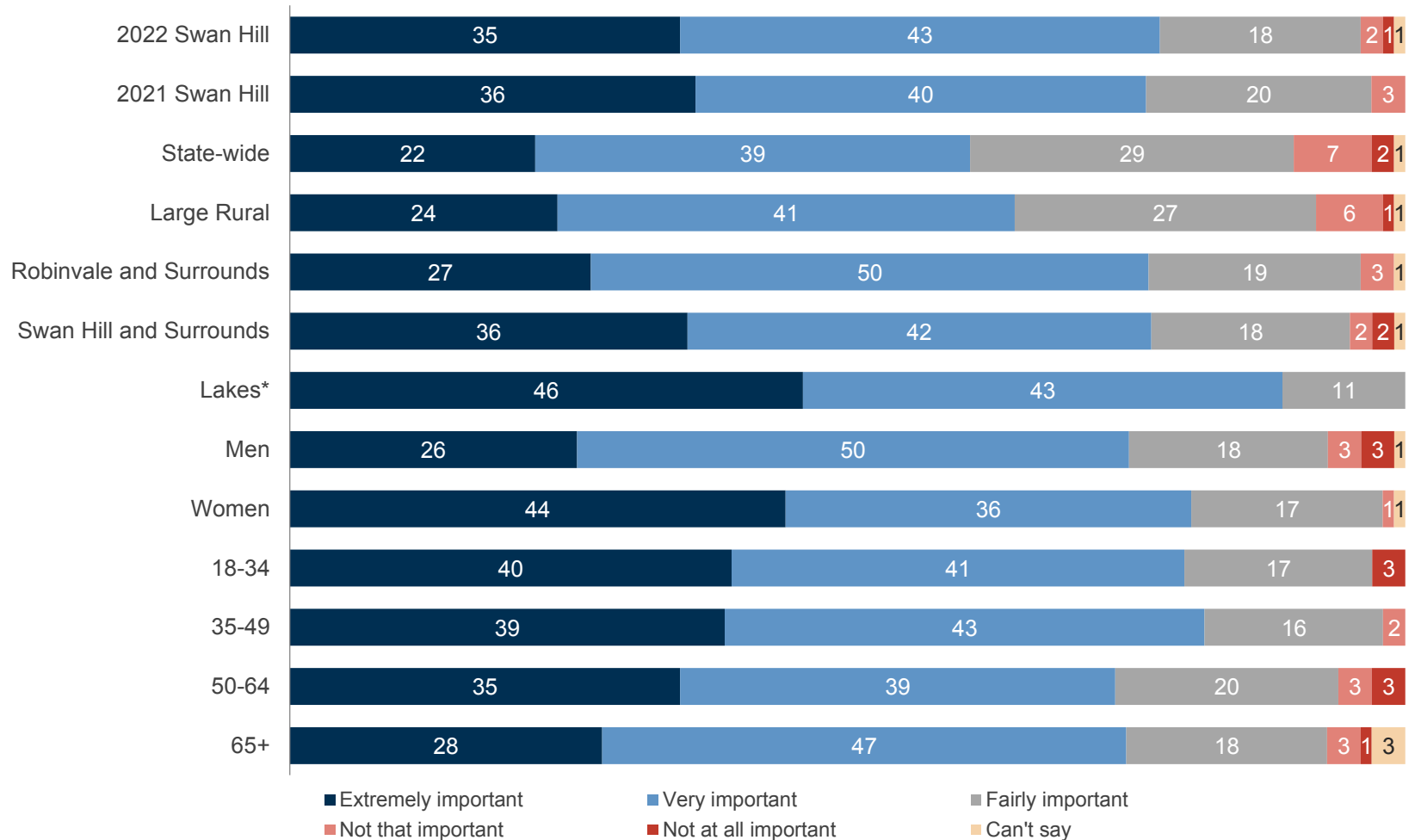
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism importance



2022 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: 23 Councils asked group: 7

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	60▲	61	59	61	60	61	60	61	62	62	62
65+	60▲	59	n/a	n/a	66	63	65	64	55	n/a	57
Large Rural	58▲	59	61	62	61	60	59	59	n/a	n/a	n/a
Swan Hill and Surrounds	53	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	52*	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	53	n/a	n/a	60	59	64	55	49	n/a	50
Swan Hill	51	54	n/a	n/a	60	59	62	55	48	n/a	50
Men	50	54	n/a	n/a	60	58	60	54	47	n/a	50
50-64	49	53	n/a	n/a	56	54	59	50	45	n/a	45
35-49	46	53	n/a	n/a	57	54	62	56	43	n/a	47
18-34	45	50	n/a	n/a	61	60	62	51	47	n/a	51
Robinvale and Surrounds	40▼	51	n/a	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: 30 Councils asked group: 10

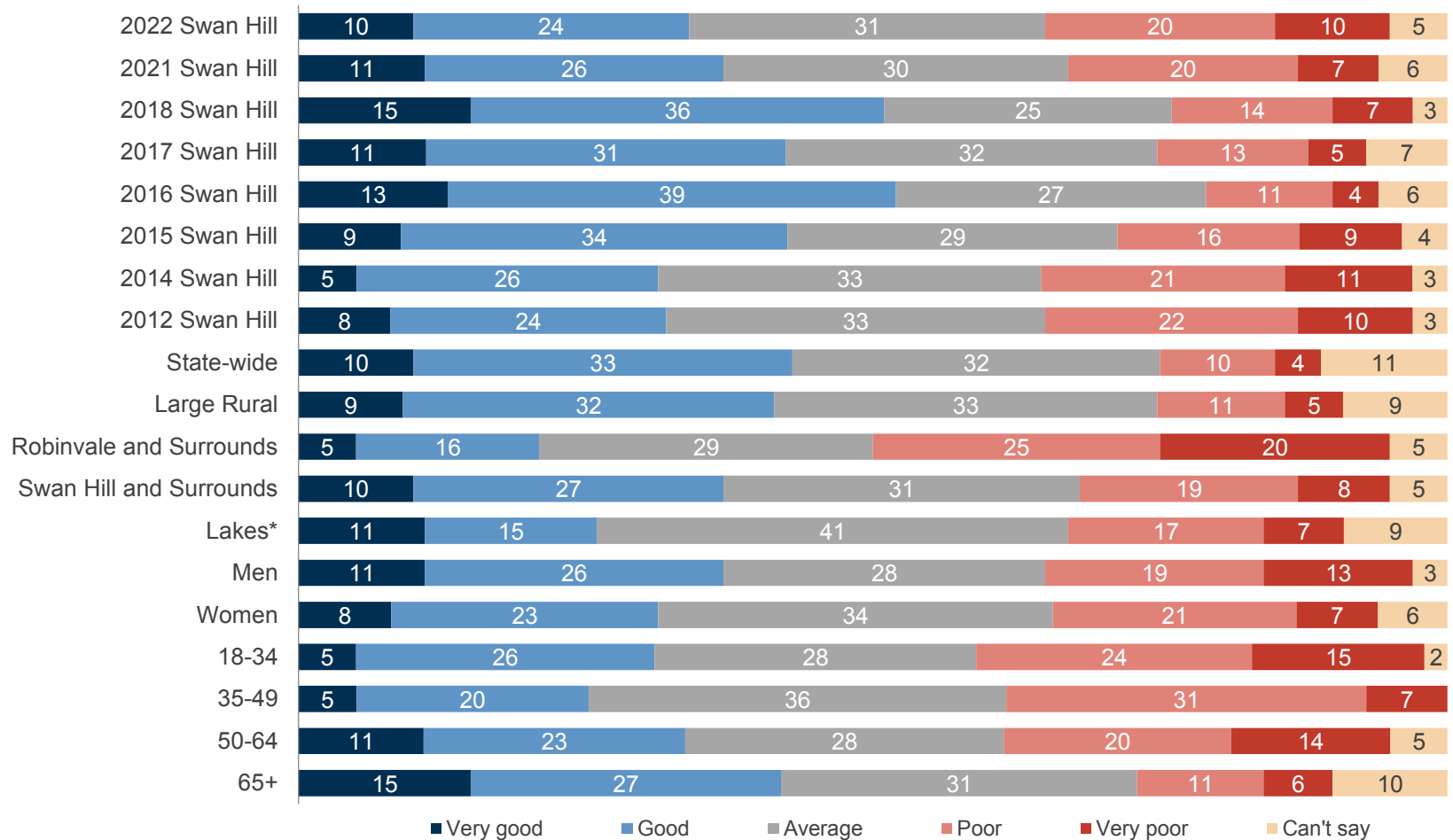
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 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: 30 Councils asked group: 10

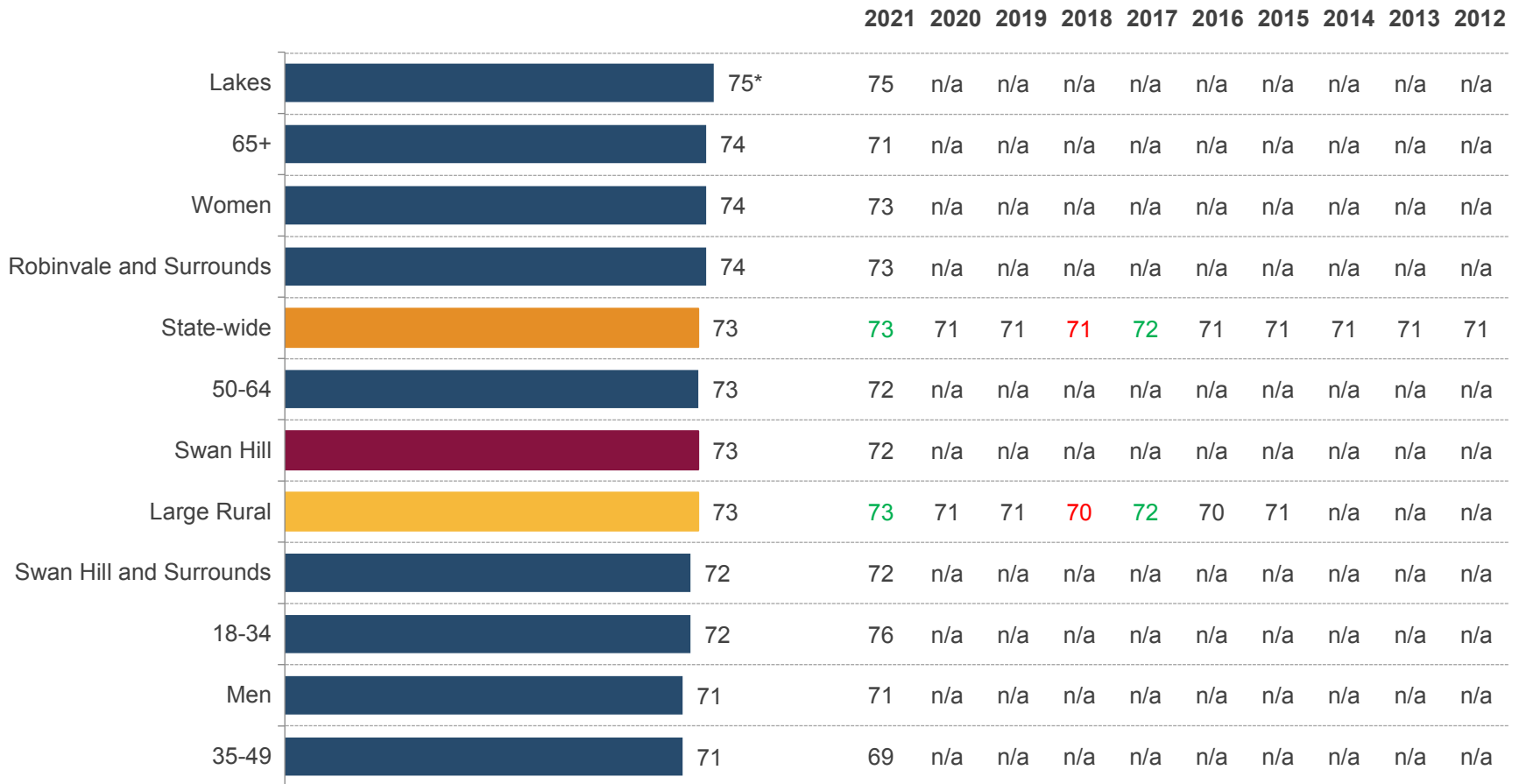
*Caution: small sample size < n=30



Planning and building permits importance



2022 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: 24 Councils asked group: 6

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

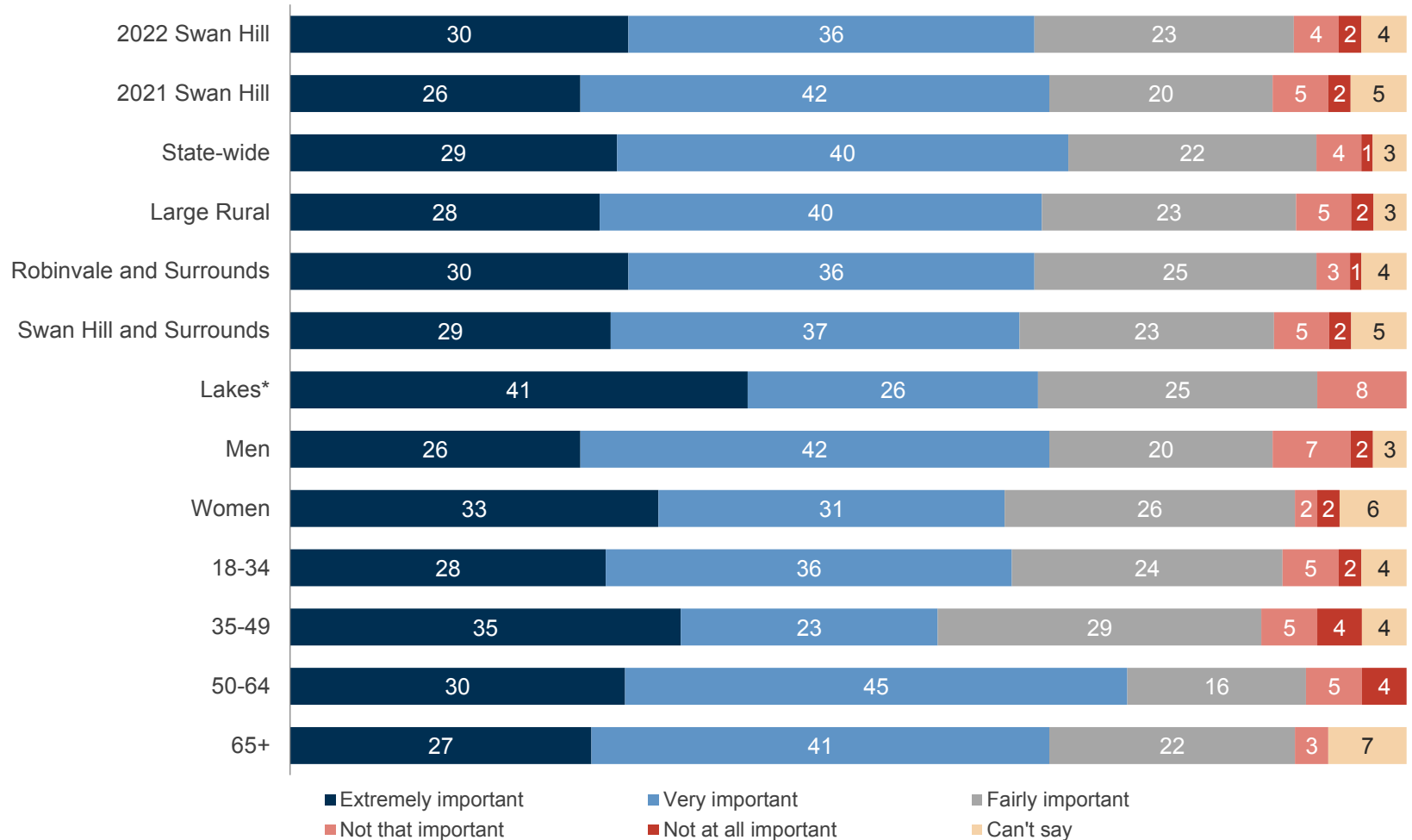
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (%)



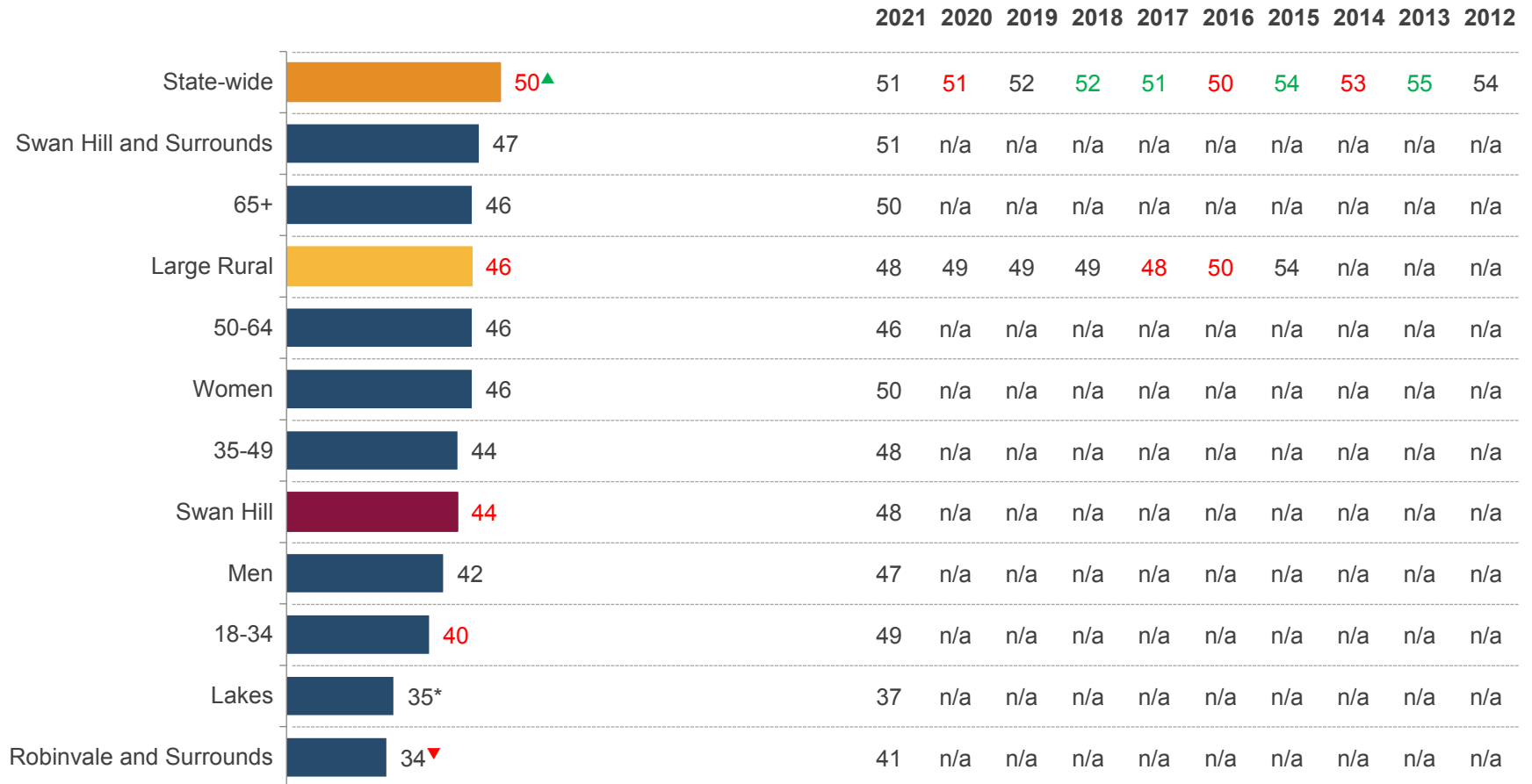
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 *Caution: small sample size < n=30



Planning and building permits performance



2022 planning and building permits performance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

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

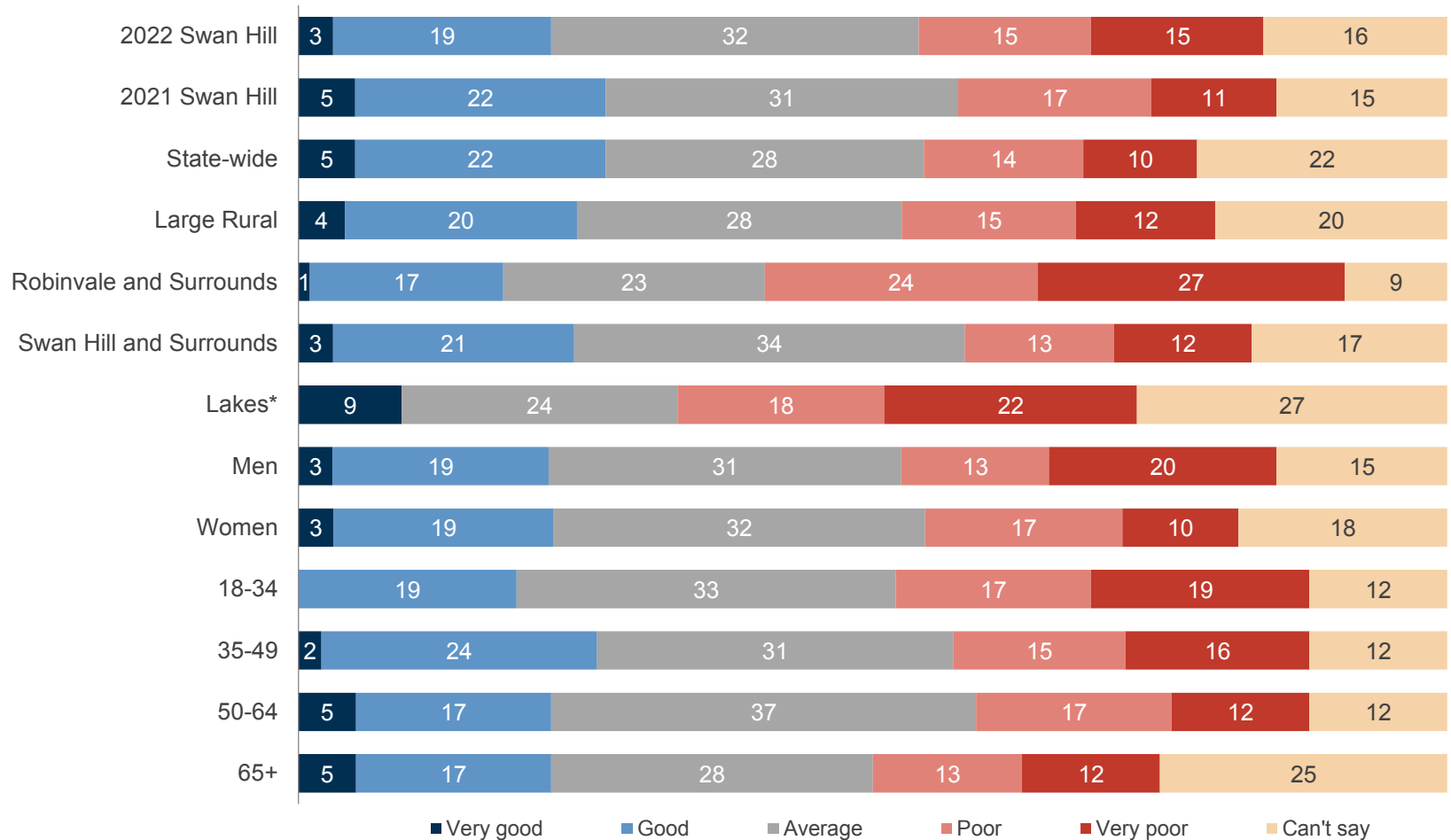
*Caution: small sample size < n=30



Planning and building permits performance



2022 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: 30 Councils asked group: 8

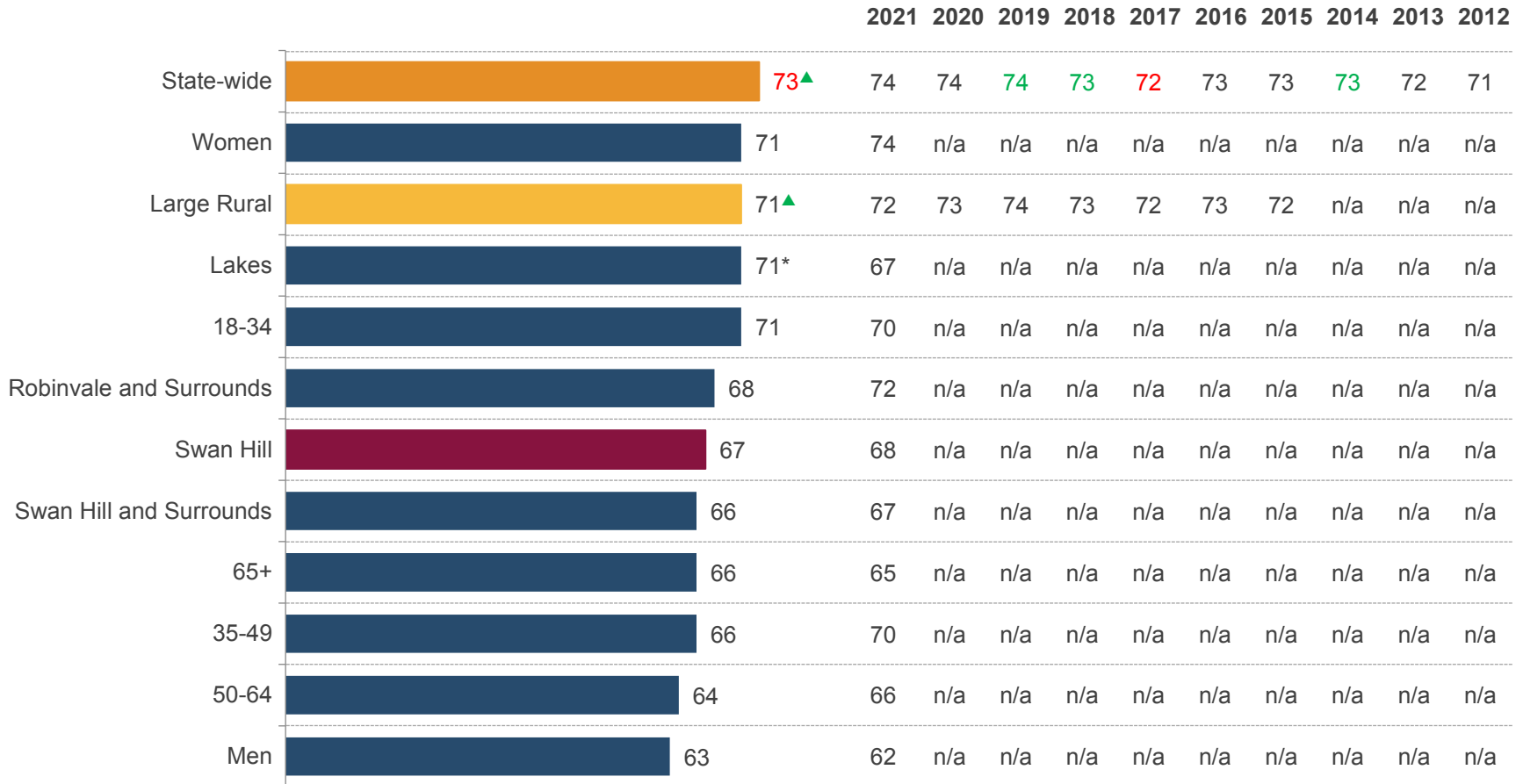
*Caution: small sample size < n=30



Environmental sustainability importance



2022 environmental sustainability importance (index scores)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

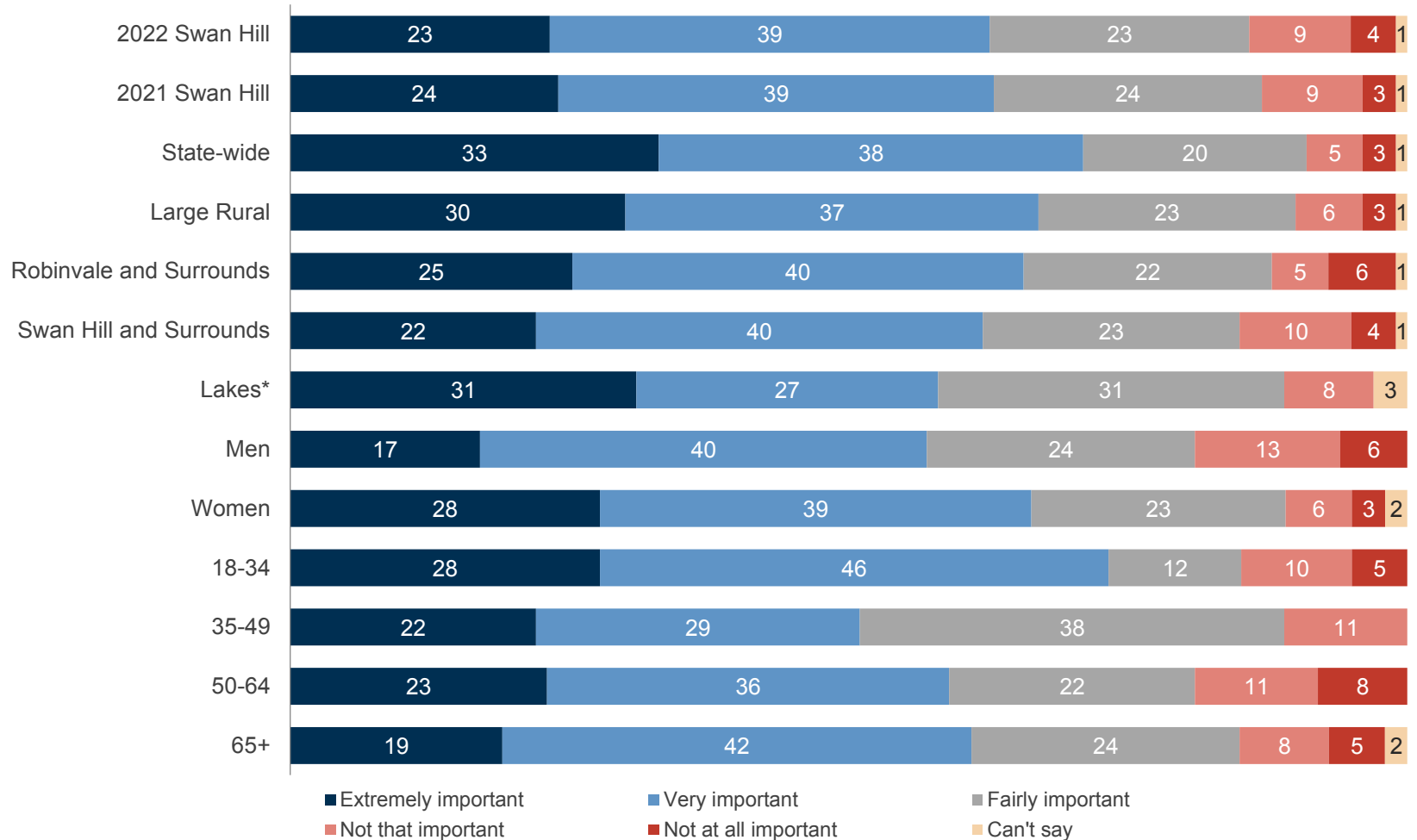
*Caution: small sample size < n=30



Environmental sustainability importance



2022 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
 *Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	62	60	62	63	64	63	64	64	64
35-49	61	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	60*	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	59	61	60	61	61	62	62	64	n/a	n/a
Men	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	56	60	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: 38 Councils asked group: 10

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

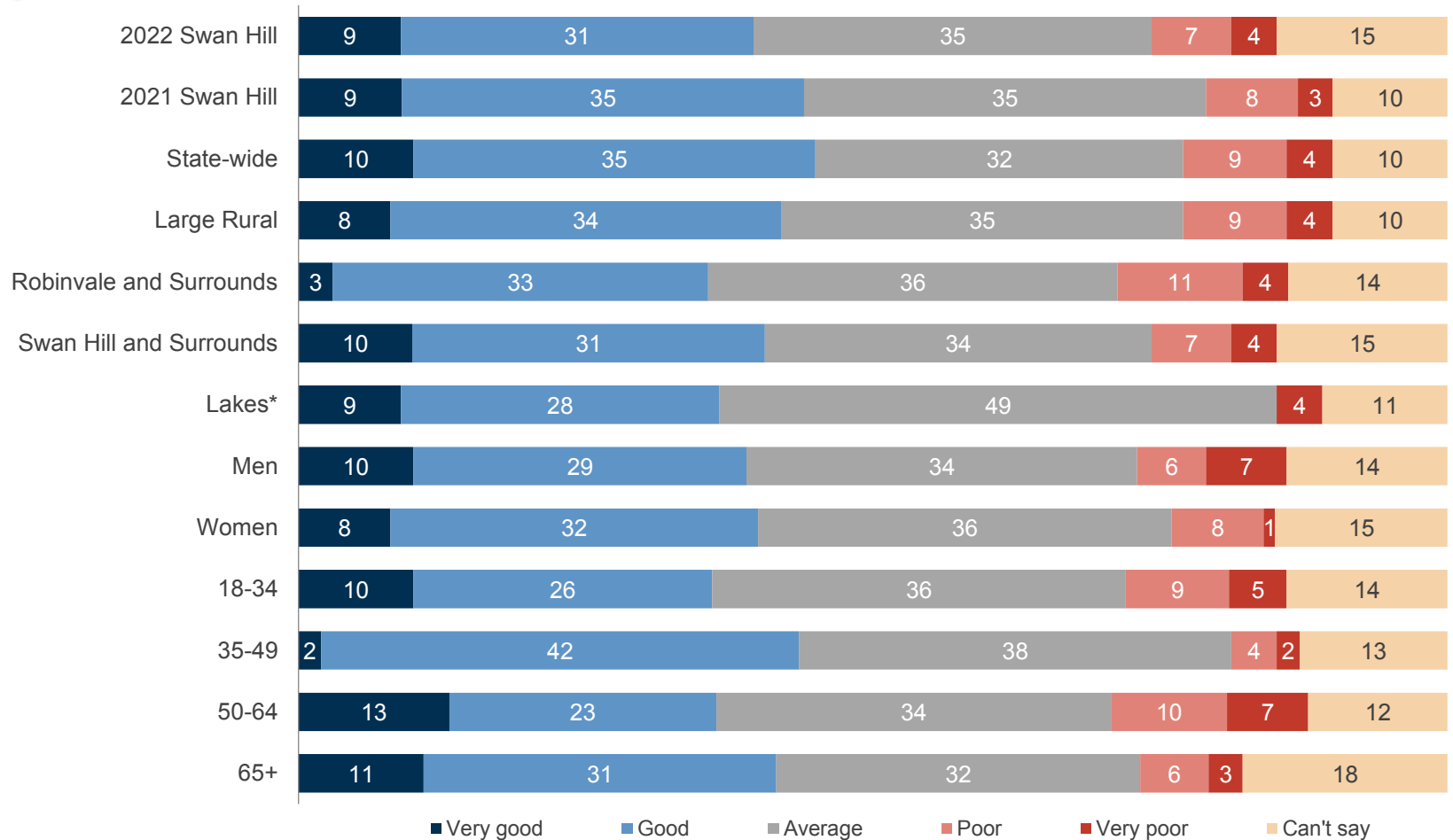
*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (%)



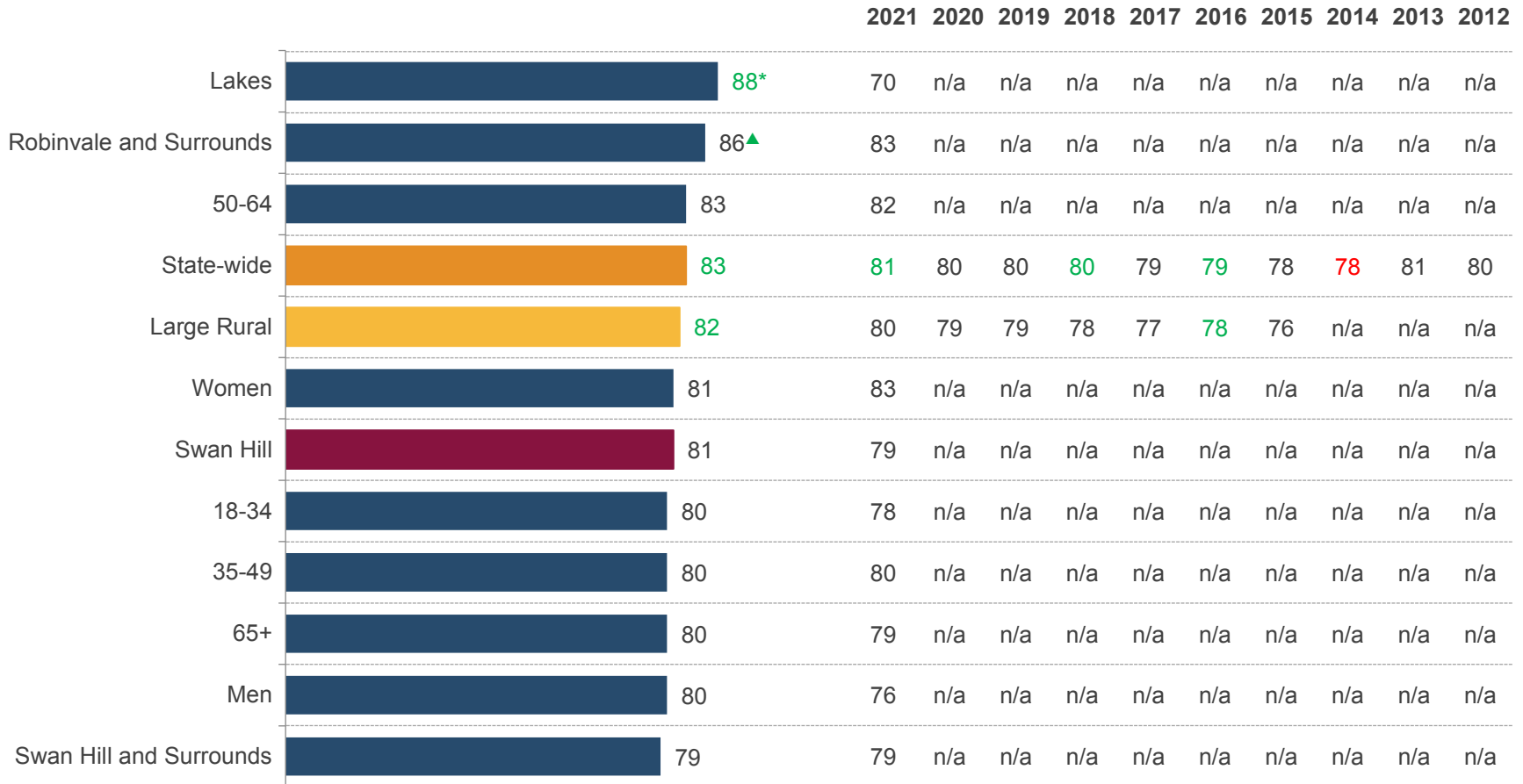
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10
 *Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2022 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: 15 Councils asked group: 6

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

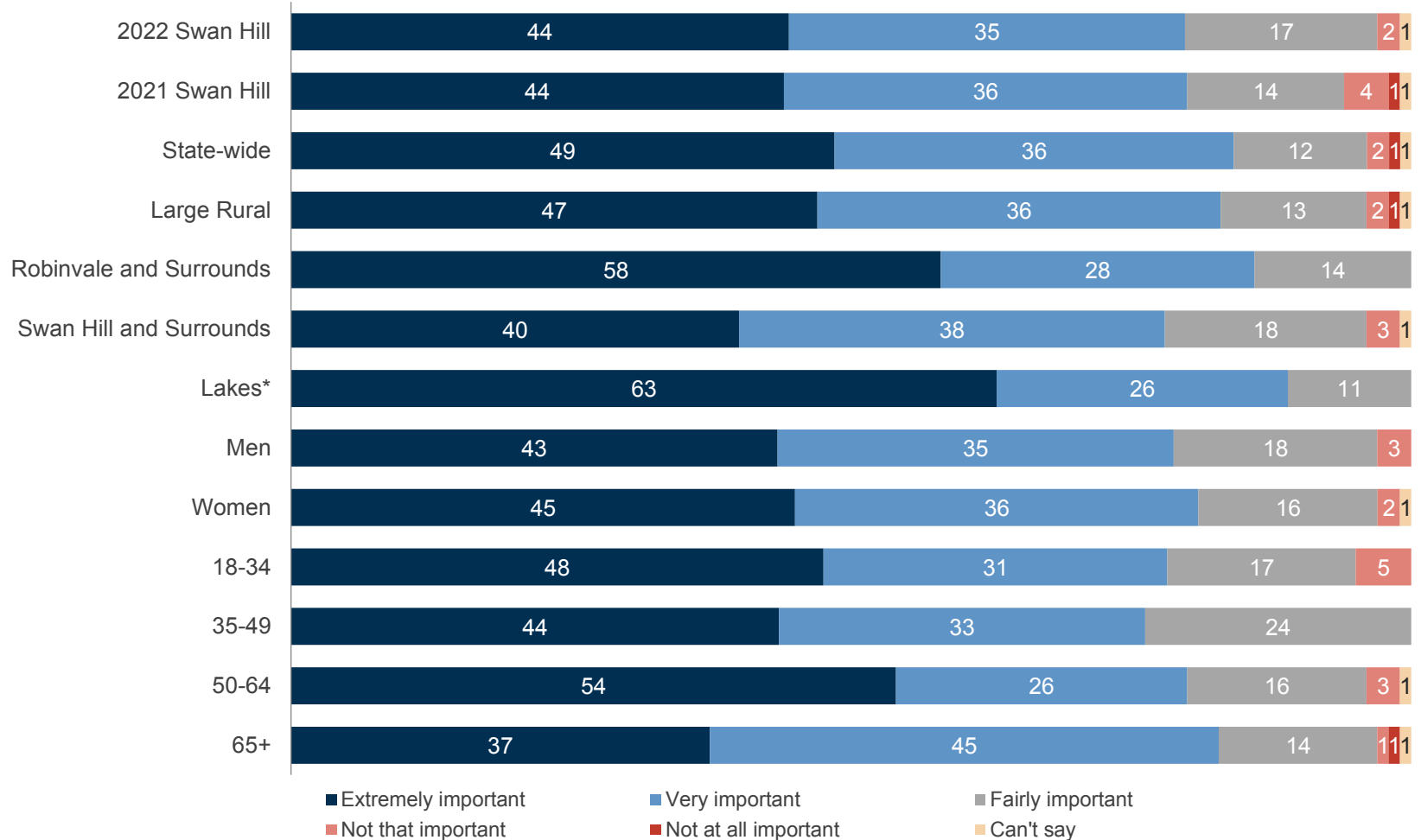
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2022 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: 15 Councils asked group: 6

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	46▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	41	45	44	44	43	44	43	45	45	44
Men	41	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	38	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	39	44	42	41	41	42	43	44	n/a	n/a
Swan Hill	39	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	38	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	31▼	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	31▼	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	21*▼	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

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

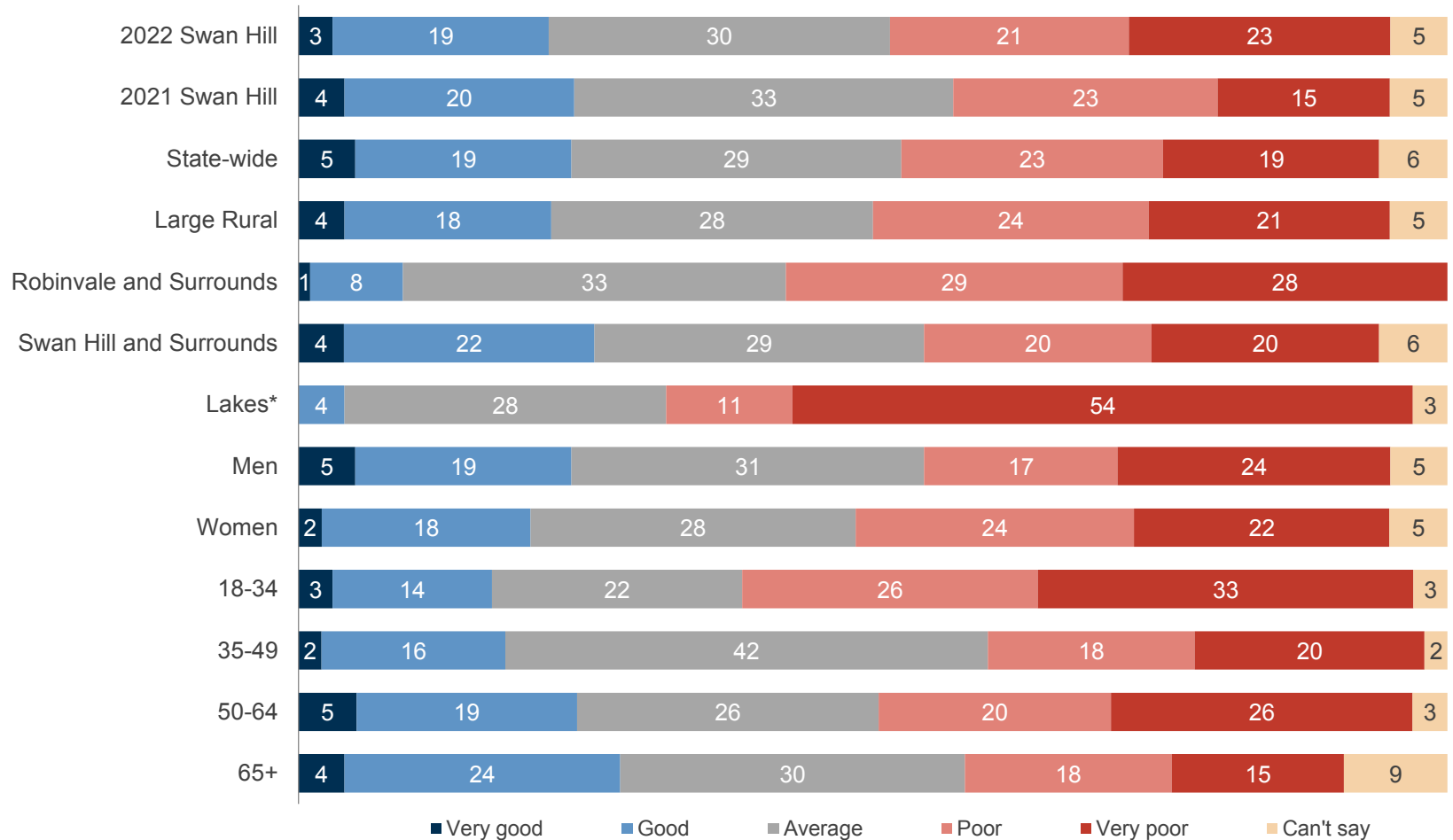
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2022 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
 *Caution: small sample size < n=30



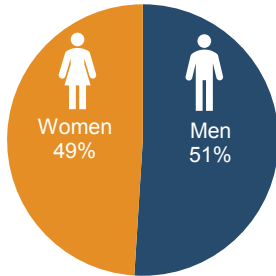
Detailed demographics



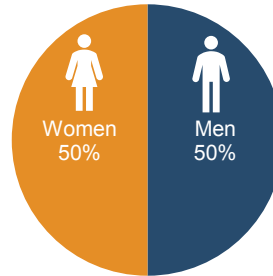
Gender and age profile

2022 gender

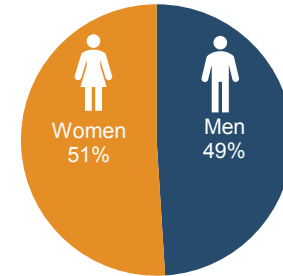
Swan Hill



Large Rural

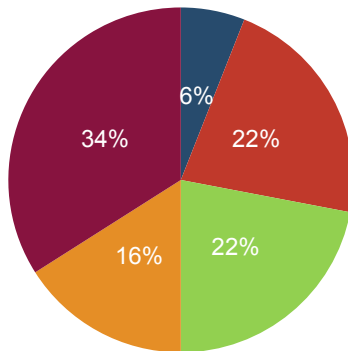


State-wide

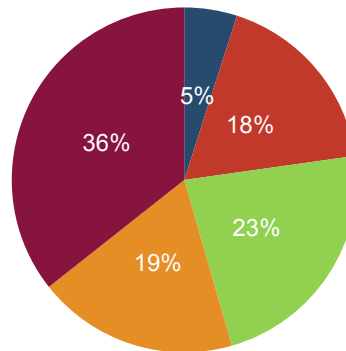


2022 age

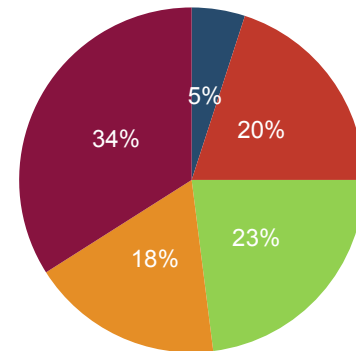
Swan Hill



Large Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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 another bar chart.

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Swan Hill Rural City 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 15,800 people aged 18 years or over for Swan Hill Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Swan Hill Rural City Council	400	400	+/-4.8
Men	170	204	+/-7.5
Women	230	196	+/-6.4
Robinvale and Surrounds	70	66	+/-11.8
Swan Hill and Surrounds	311	315	+/-5.5
Lakes	19	19	+/-23.1
18-34 years	42	111	+/-15.3
35-49 years	55	88	+/-13.3
50-64 years	95	65	+/-10.1
65+ years	208	136	+/-6.8



Appendix A: Significant difference reporting notation

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

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

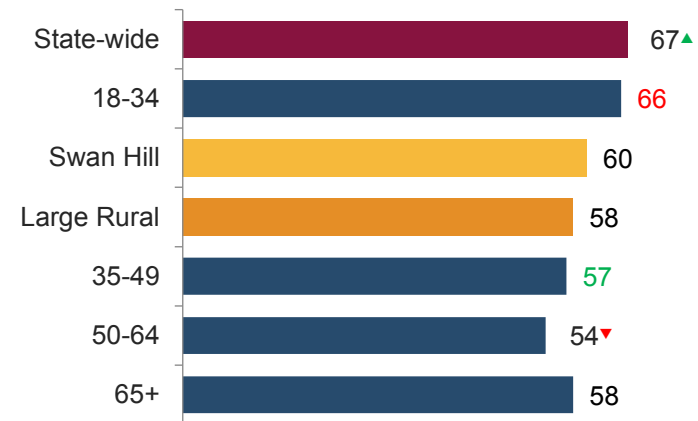
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. It is semi-transparent, revealing faint background elements: a line graph with a grid and data points, and a bar chart with several vertical bars of varying heights. The overall aesthetic is professional and data-oriented.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=401 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 Swan Hill Rural City 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 Swan Hill Rural City Council.

Survey sample matched to the demographic profile of Swan Hill Rural City 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 Swan Hill Rural City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Swan Hill Rural City Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

Council Groups

Swan Hill Rural City Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Swan Hill Rural City Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Swan Hill Rural City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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