



2023 Local Government Community Satisfaction Survey

Northern Grampians Shire Council

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



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Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-fourth 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 24 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 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

Key findings and recommendations



Northern Grampians Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Northern Grampians 54



Small Rural 55



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Waste management	▼ lower
	Community decisions	= on par
	Consultation & engagement	= on par
Lowest 3 performing areas		
	Sealed local roads	= on par
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

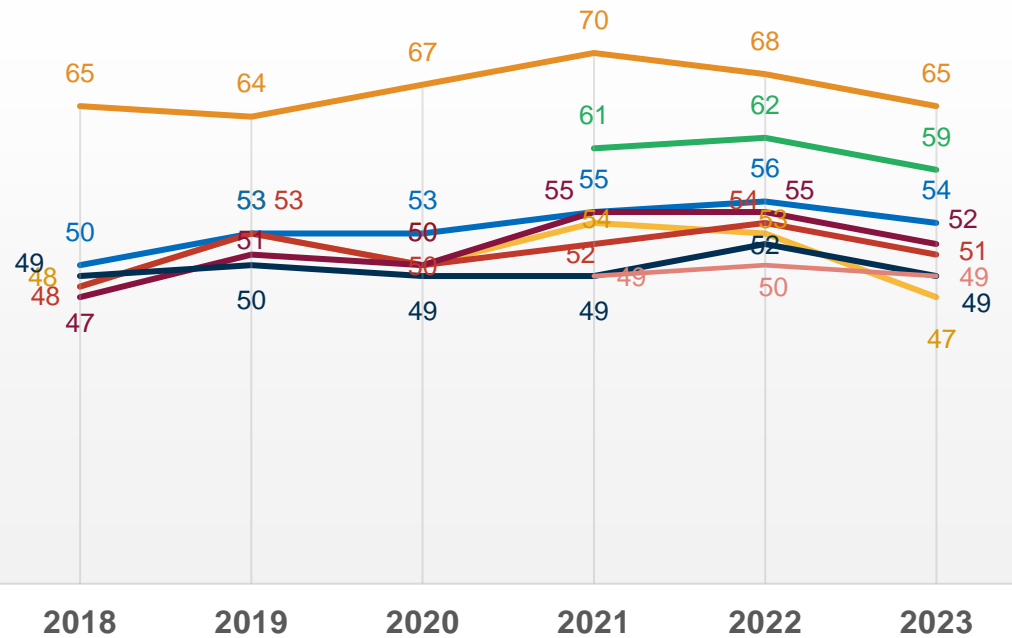
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

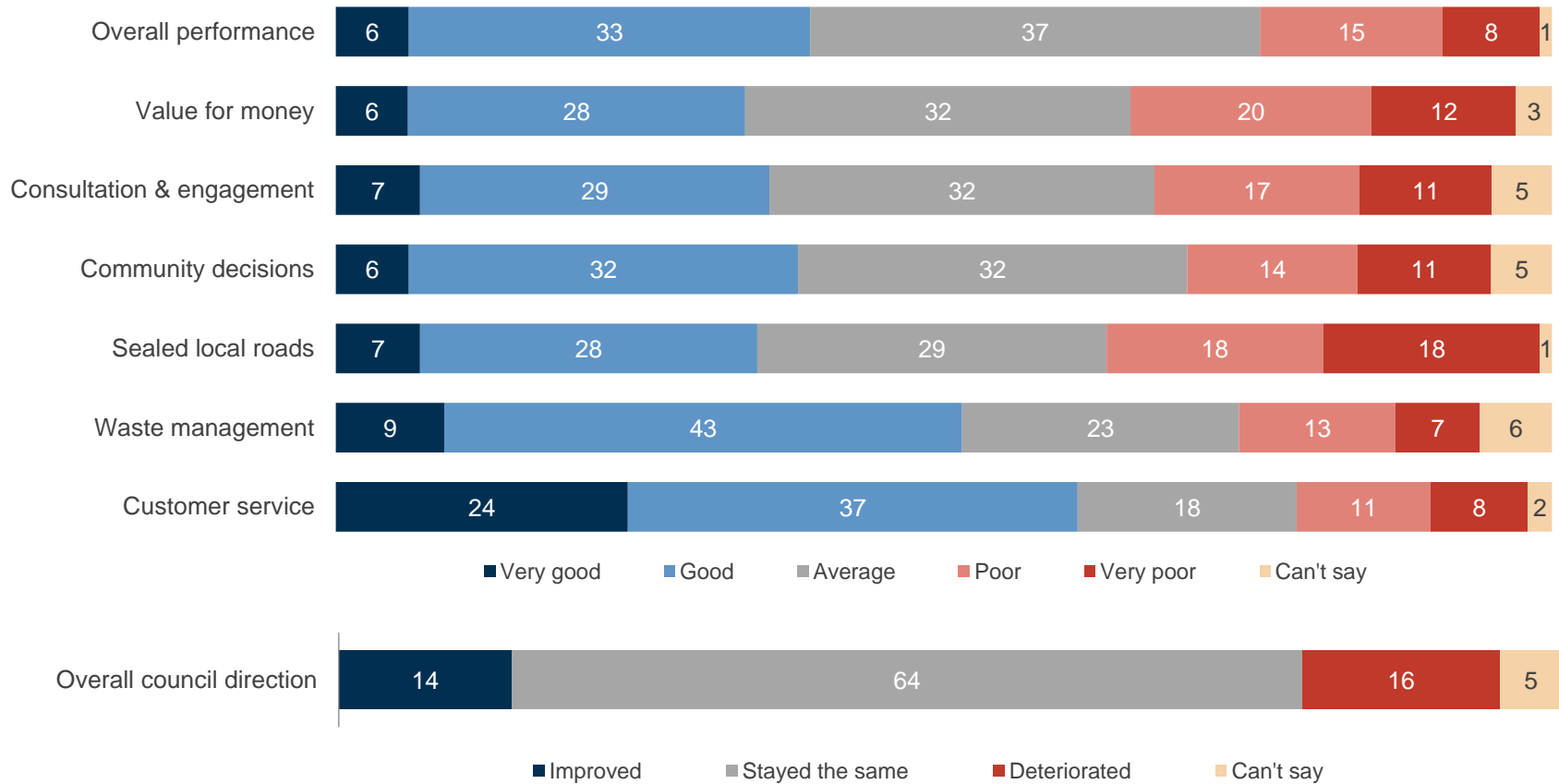
Overall Council Direction













Summary of core measures

Core measures summary results (%)



Summary of Northern Grampians Shire Council performance



Services	Northern Grampians 2023	Northern Grampians 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	54	56	55	56	Stawell residents	Surrounding areas residents
 Value for money	49	50	49	49	Aged 65+ years	Aged 35-49 years
 Overall council direction	49	52	47	46	Aged 18-34 years	Aged 50-64 years
 Customer service	65	68	65	67	Aged 18-34 years, Aged 65+ years	Aged 50-64 years
 Waste management	59	62	66	66	Aged 18-34 years	Aged 50-64 years, Aged 50-64 years
 Community decisions	52	55	52	51	Stawell residents, Women, Aged 18-34 years	Aged 50-64 years
 Consultation & engagement	51	54	53	52	Women	Aged 50-64 years
 Sealed local roads	47	53	44	48	Aged 65+ years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Northern Grampians Shire Council's overall performance index score of 54 marks its first year of decline following four years of trend growth since 2018, although this two-point drop is not significant. Council's overall performance is rated in line with the Small Rural group and the State-wide average for councils. Residents aged 50 to 64 years consistently rate Council lower than other demographic and geographic cohorts.

Focus areas

Council should focus on improving the condition of sealed local roads. This is Council's lowest performing service area and the only measure on which Council is rated significantly lower than last year. Significant declines were recorded on sealed local roads among Stawell residents, men and those aged 18 to 34 years, with all falling to new lows.

Comparison to state and area grouping

Council performs in line with the Small Rural group and the State-wide average for councils in three of the four service areas evaluated. However, it performs significantly lower than the Small Rural group and the State-wide average for councils in the area of waste management. Council performs in line with group averages on customer service and value for money but above the State-wide average on overall direction.

Stronger performing areas

Council should look to improve performance in the area of waste management. It is its top performing service area, but performance is significantly lower than the Small Rural group and the State-wide average, so Council should focus on raising perceptions to be at least on par with group averages. Council performs relatively well on customer service, but a trend decline is emerging which should be attended to.

DETAILED FINDINGS



Overall performance

Overall performance

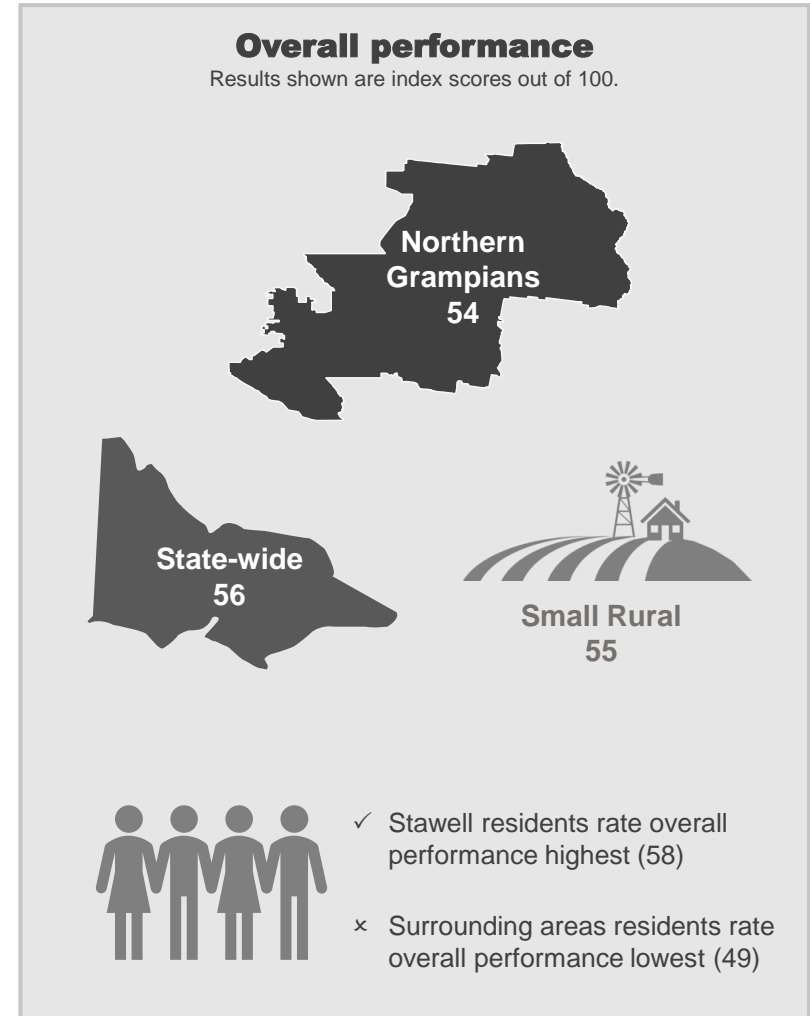
The overall performance index score of 54 for Northern Grampians Shire Council is down two points in the last 12 months. This is Council's first year of decline since records began in 2018, however the decline is not statistically significant and so performance is still in line with previous years.

Northern Grampians Shire Council's overall performance is rated in line with the Small Rural group and the State-wide average for councils (index scores of 55 and 56 respectively, both of which declined significantly).

Residents in the 'Surrounding areas' (index score of 49) rate lowest and statistically significantly lower (at the 95% confidence interval) than the Council average.

- Residents in the Stawell region are the most favourable in their perceptions of Council (index score of 58), although this is not significantly different to the Council average.
- There are no significant differences between demographic cohorts in the last 12 months.

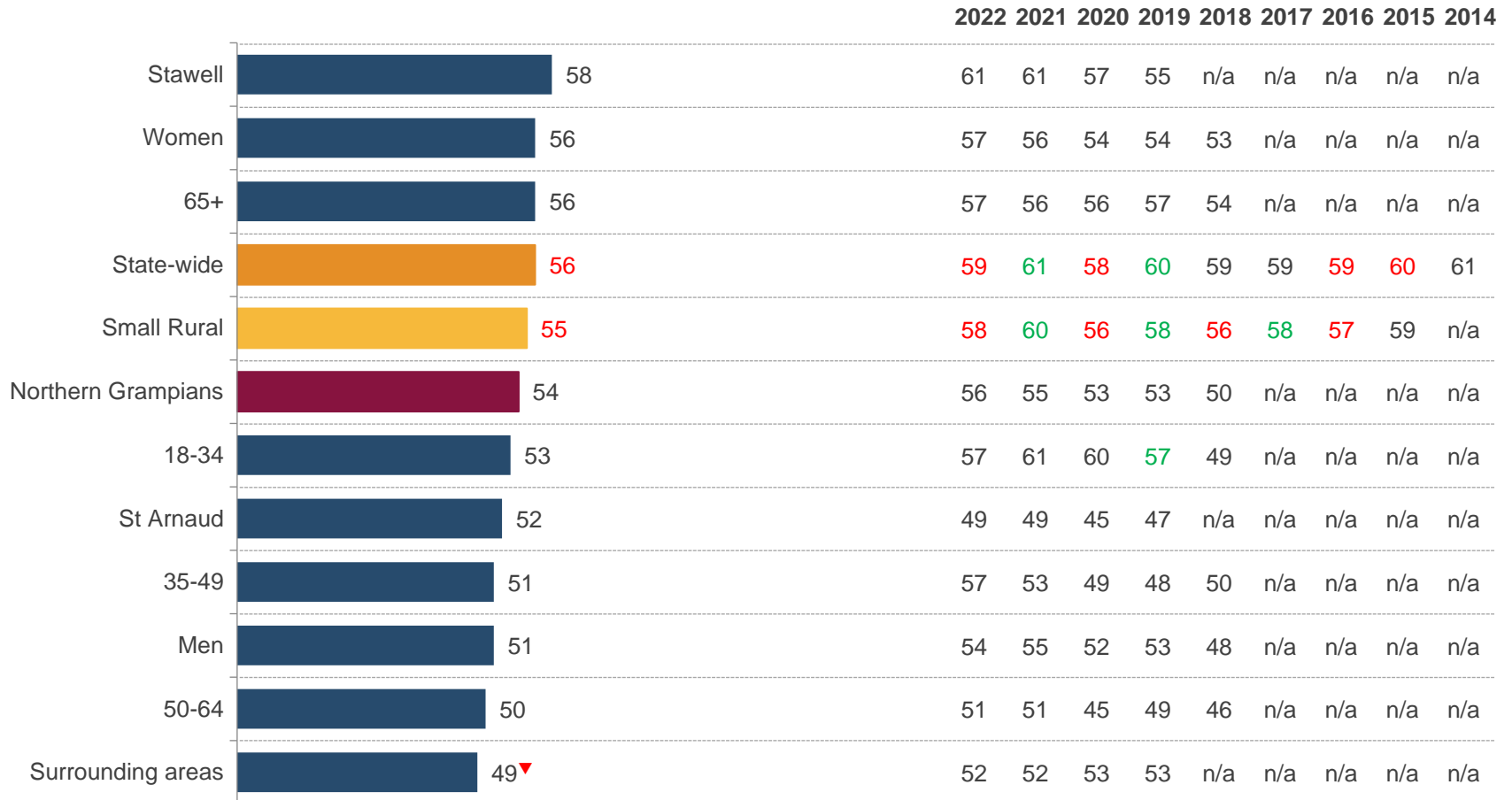
Residents' perceptions of value for money they receive from Council in infrastructure and services provided to their community are divided. A third of residents (34%) rate value for money as 'very good' or 'good'. Similarly, 32% rate value for money as 'very poor' or 'poor'.





Overall performance

2023 overall performance (index scores)



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

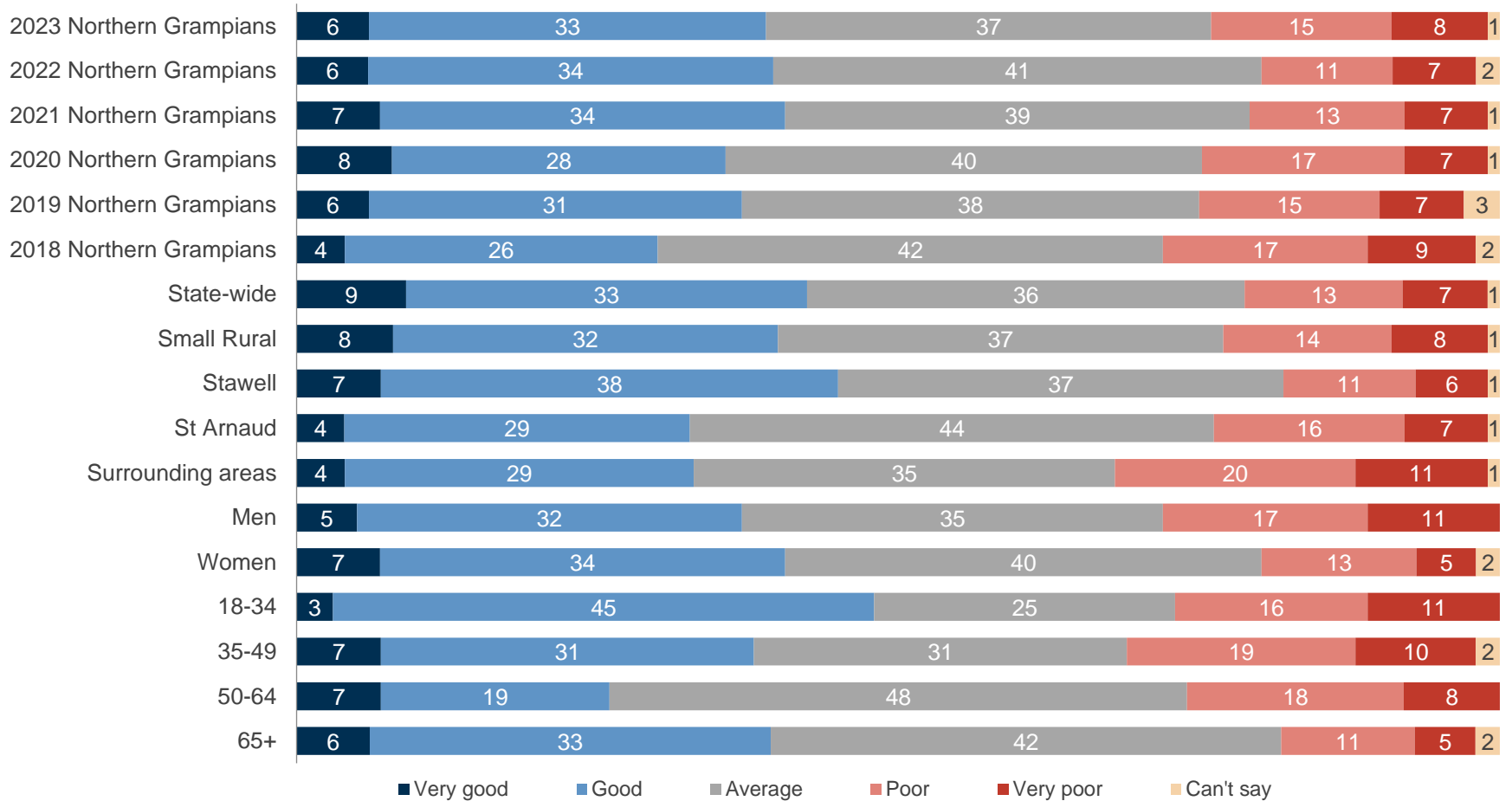
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall performance

2023 overall performance (%)

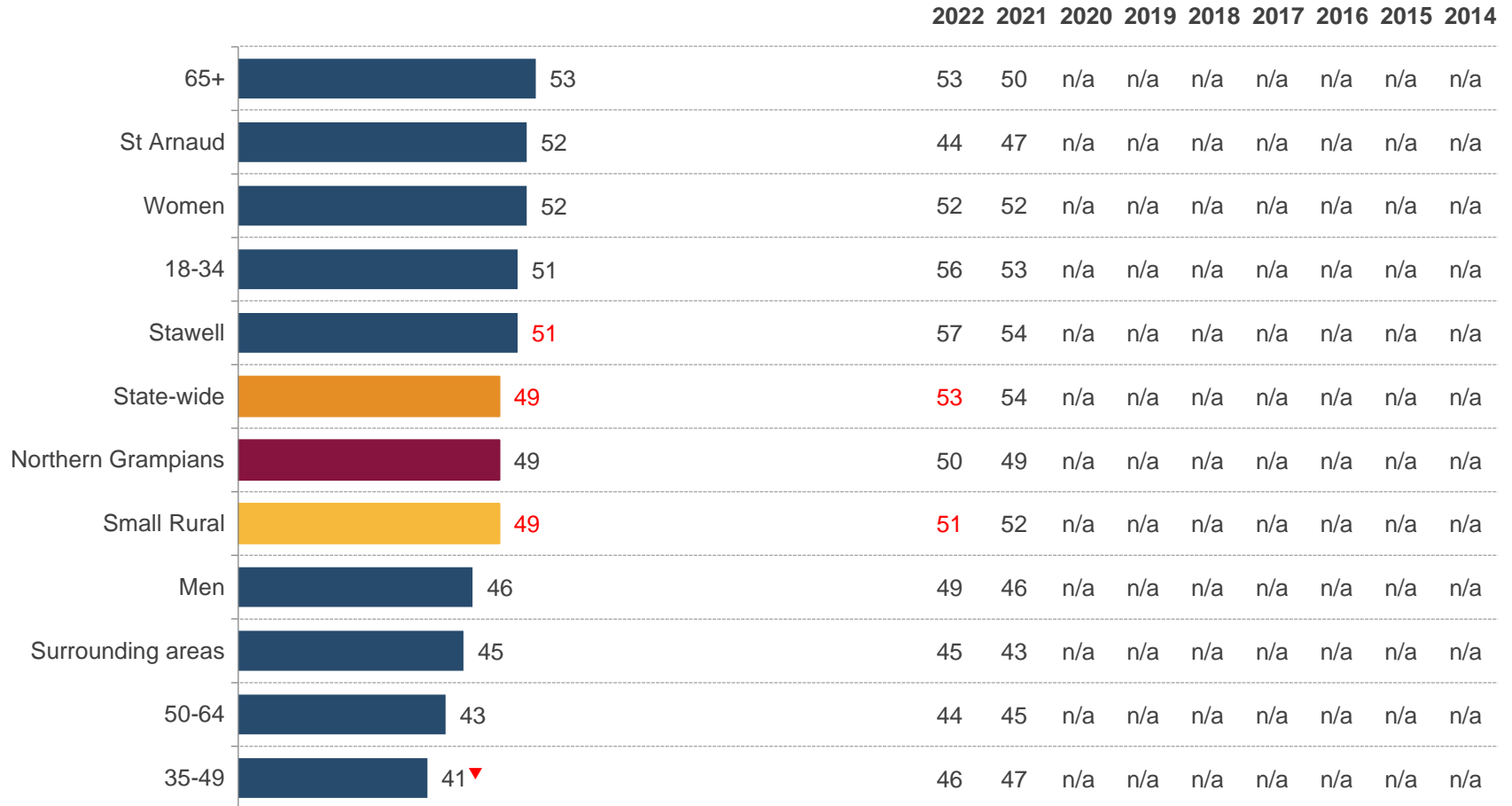


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Northern Grampians Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: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



Value for money in services and infrastructure

2023 value for money (index scores)



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

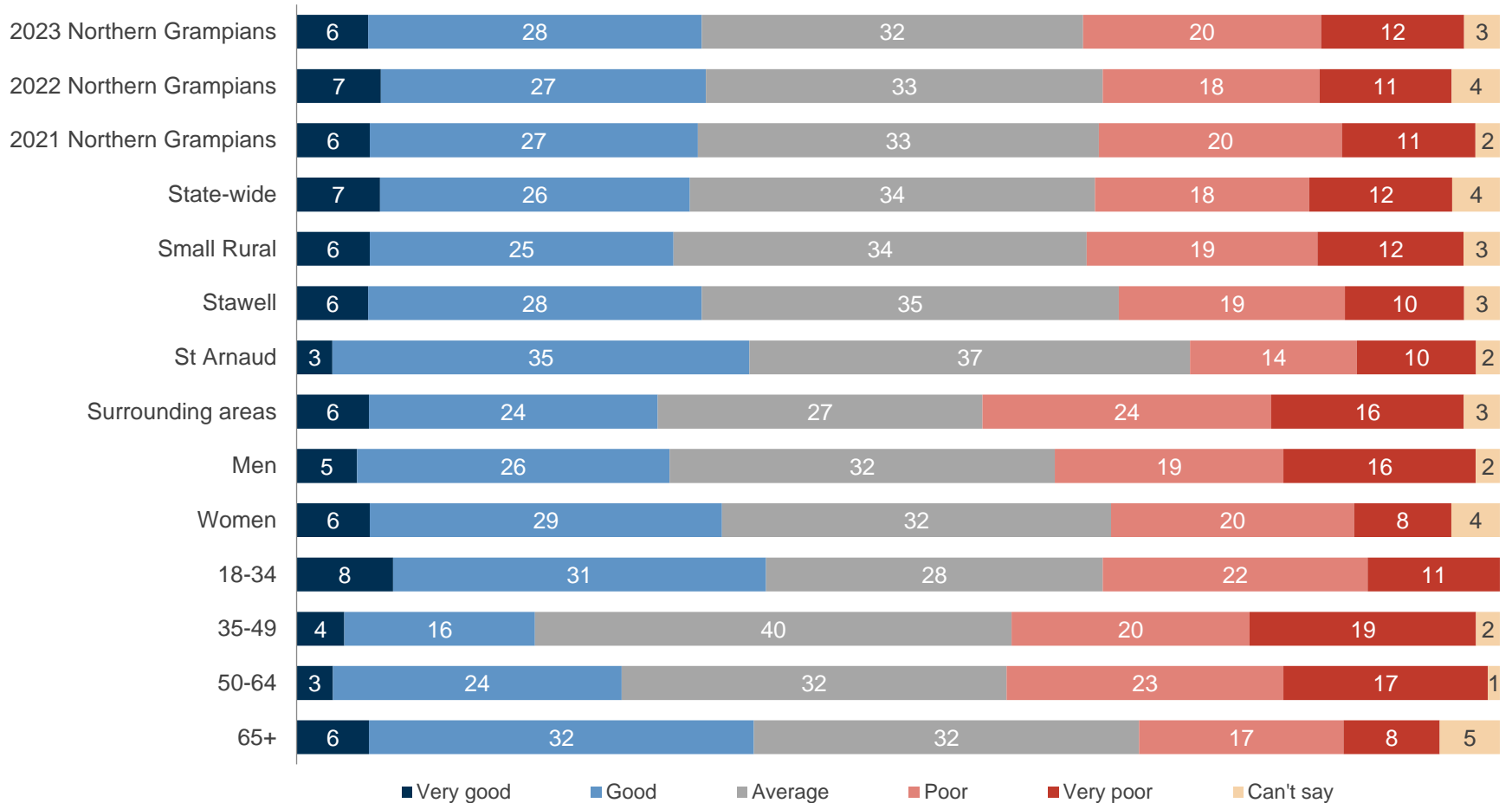
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19



Top performing service areas

Waste management (index score of 59) is the area in which Council performed best in 2023.

- Despite being Council's highest performing service area, Council performs significantly lower than the Small Rural group and the State-wide average for councils (index scores of 66 each).
- Residents aged 18 to 34 rate Council's performance on waste management the highest (index score of 64), while residents aged 35 to 64 years rate waste management the lowest (index score of 54) – although neither result is significantly different to the Council average.

Council's next best performing service areas are decisions made in the interest of the community (index score of 52) and community consultation and engagement (index score of 51).

- Council performs in line with the Small Rural group and the State-wide average for councils in both of these service areas.
- Performance ratings in these service areas have not changed significantly in the last 12 months, with each down by three index points.



Waste management (index score of 59) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest in performance on the condition of sealed local roads (index score of 47).

Council performs lowest on the condition of sealed local roads (index score of 47). This is significantly lower than last year (index score of 53 in 2022).

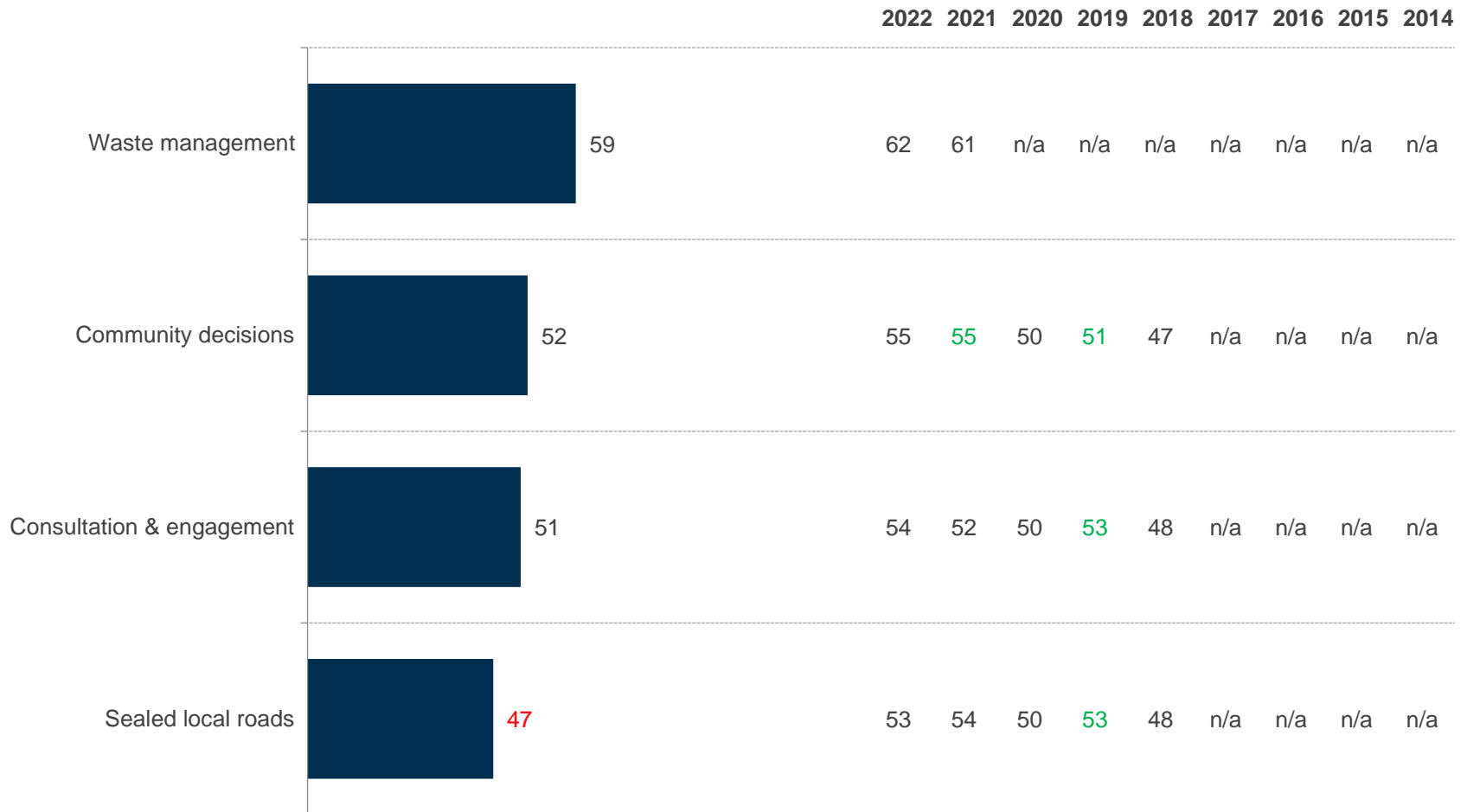
Council rates in line with the Small Rural group and the State-wide average for councils (index scores of 44 and 48 respectively).

- Residents aged 65+ years (index score of 52) rate Council's performance on sealed local roads the highest, meanwhile residents aged 50 to 64 years (index score of 41) rate performance the lowest, but neither result is significantly different to the Council average.
- Residents aged 18 to 34 years returned a 14-point significant decline on sealed local roads this year (down to an index score of 43).
- Residents in the Stawell region (index score of 51, down nine points from 2022) and men (44, down six points) also recorded significant declines in their perceptions of Council performance on sealed local roads.



Individual service area performance

2023 individual service area performance (index scores)

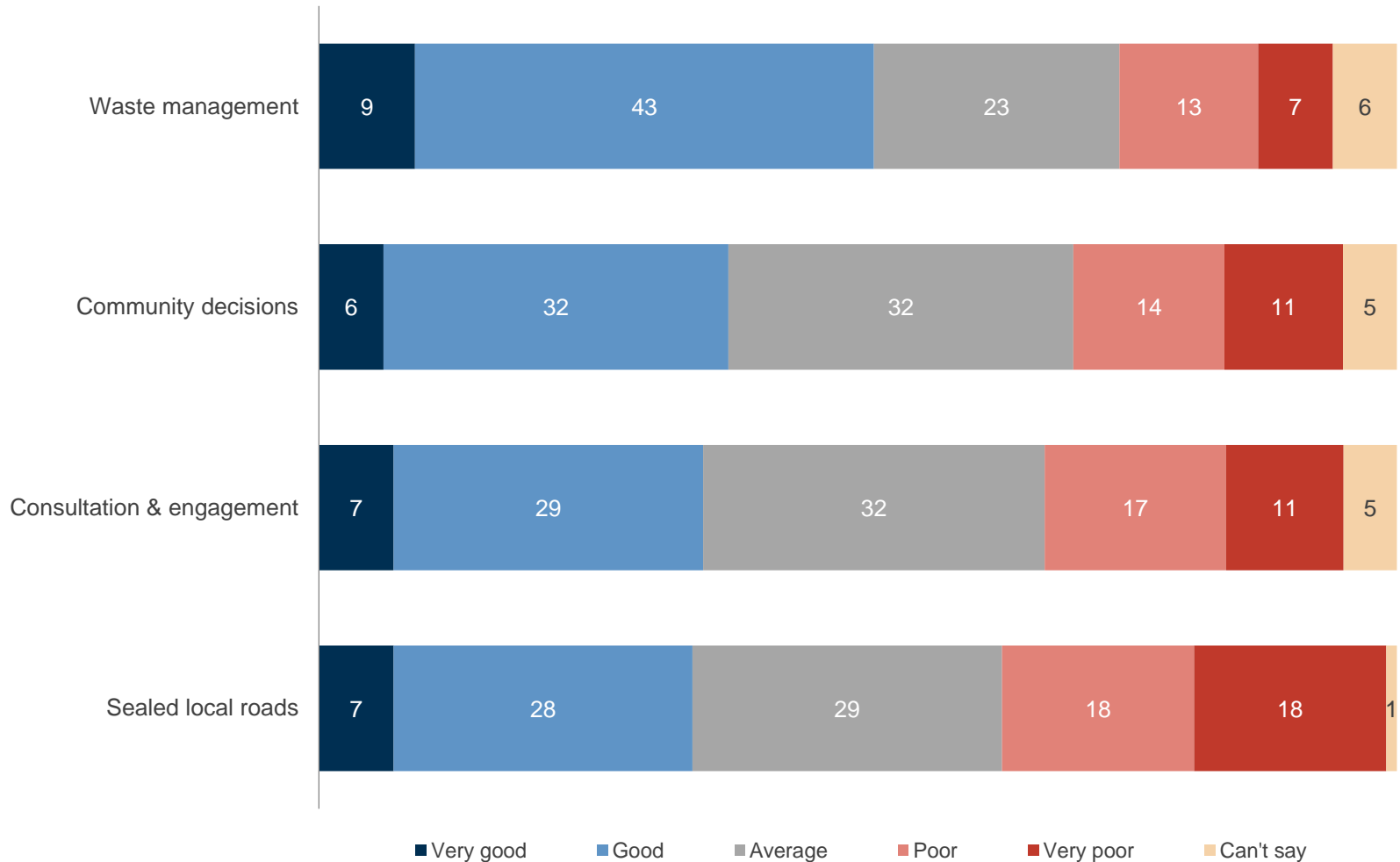


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)



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



Customer service



Contact with council and customer service

Contact with council

More than three in five Council residents (62%) have had contact with Council in the last 12 months. This rate of contact is in line with previous years.

- Residents in the 'Surrounding areas' (74%) have the highest rate of contact with Council – significantly higher than Council average.
- Residents in the St Arnaud region (50%) have the lowest rate of contact with Council, while men increased their level of contact significantly (up ten points to 65%).



Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 24% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 65 is down three points from last year and while this in itself does not represent a significant decline it establishes a downward trend of five points since 2021.

Customer service is rated in line with the Small Rural group and the State-wide average for councils (index scores of 65 and 67 respectively).

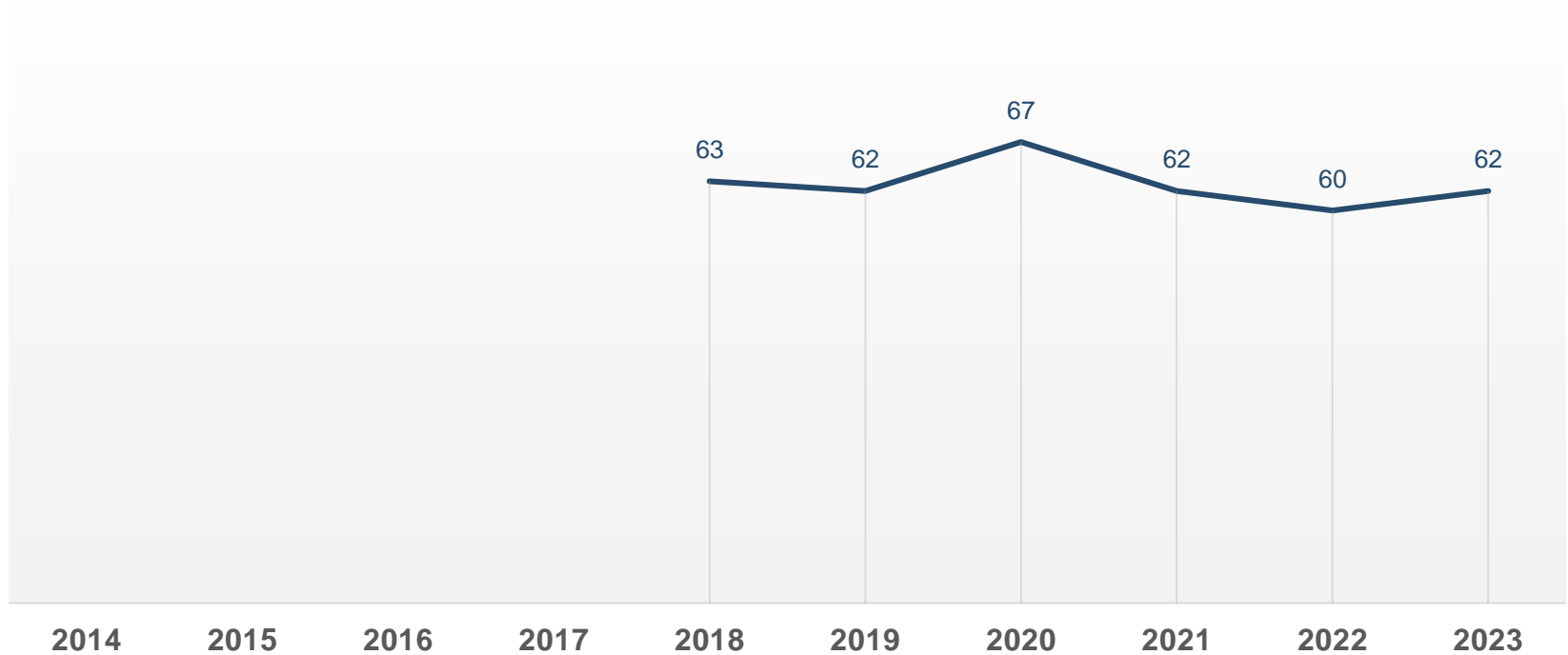
- Residents aged 18 to 34 years and 65+ years rate customer service highest (index scores of 69 each).
- Residents aged 50 to 64 years rate customer service lowest (index score of 56).
- It should be noted that there are no significant differences from the Council average across demographic and geographic cohorts and no significant differences on last year.

Among those who have had contact with Council, 61% provide a customer service rating of 'very good' or 'good'. This is more than three times the amount who rate customer service as 'very poor' or 'poor' (19%). A further 18% rate Council's customer service as 'average'.



Contact with council

2023 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16



Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Surrounding areas	74▲	68	68	67	67	n/a	n/a	n/a	n/a	n/a
35-49	71	56	67	73	75	67	n/a	n/a	n/a	n/a
Small Rural	66	63	63	66	63	64	62	61	64	n/a
Men	65	55	60	67	62	65	n/a	n/a	n/a	n/a
50-64	64	63	62	69	72	64	n/a	n/a	n/a	n/a
Northern Grampians	62	60	62	67	62	63	n/a	n/a	n/a	n/a
State-wide	62	60	61	63	61	61	58	58	60	61
Women	59	65	64	66	61	61	n/a	n/a	n/a	n/a
65+	59	60	62	60	56	52	n/a	n/a	n/a	n/a
18-34	58	61	59	69	45	74	n/a	n/a	n/a	n/a
Stawell	57	57	63	67	56	n/a	n/a	n/a	n/a	n/a
St Arnaud	50	57	52	67	69	n/a	n/a	n/a	n/a	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16

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



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	69	75	74	69	60	64	n/a	n/a	n/a	n/a
65+	69	68	69	72	65	68	n/a	n/a	n/a	n/a
Women	67	71	73	67	64	64	n/a	n/a	n/a	n/a
Stawell	67	74	71	72	66	n/a	n/a	n/a	n/a	n/a
State-wide	67	68	70	70	71	70	69	69	70	72
Small Rural	65	67	69	70	70	69	69	69	70	n/a
Northern Grampians	65	68	70	67	64	65	n/a	n/a	n/a	n/a
Surrounding areas	65	66	68	65	66	n/a	n/a	n/a	n/a	n/a
Men	64	65	66	67	63	66	n/a	n/a	n/a	n/a
St Arnaud	62	58	69	58	56	n/a	n/a	n/a	n/a	n/a
35-49	62	68	64	64	66	61	n/a	n/a	n/a	n/a
50-64	56	61	71	61	63	66	n/a	n/a	n/a	n/a

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

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

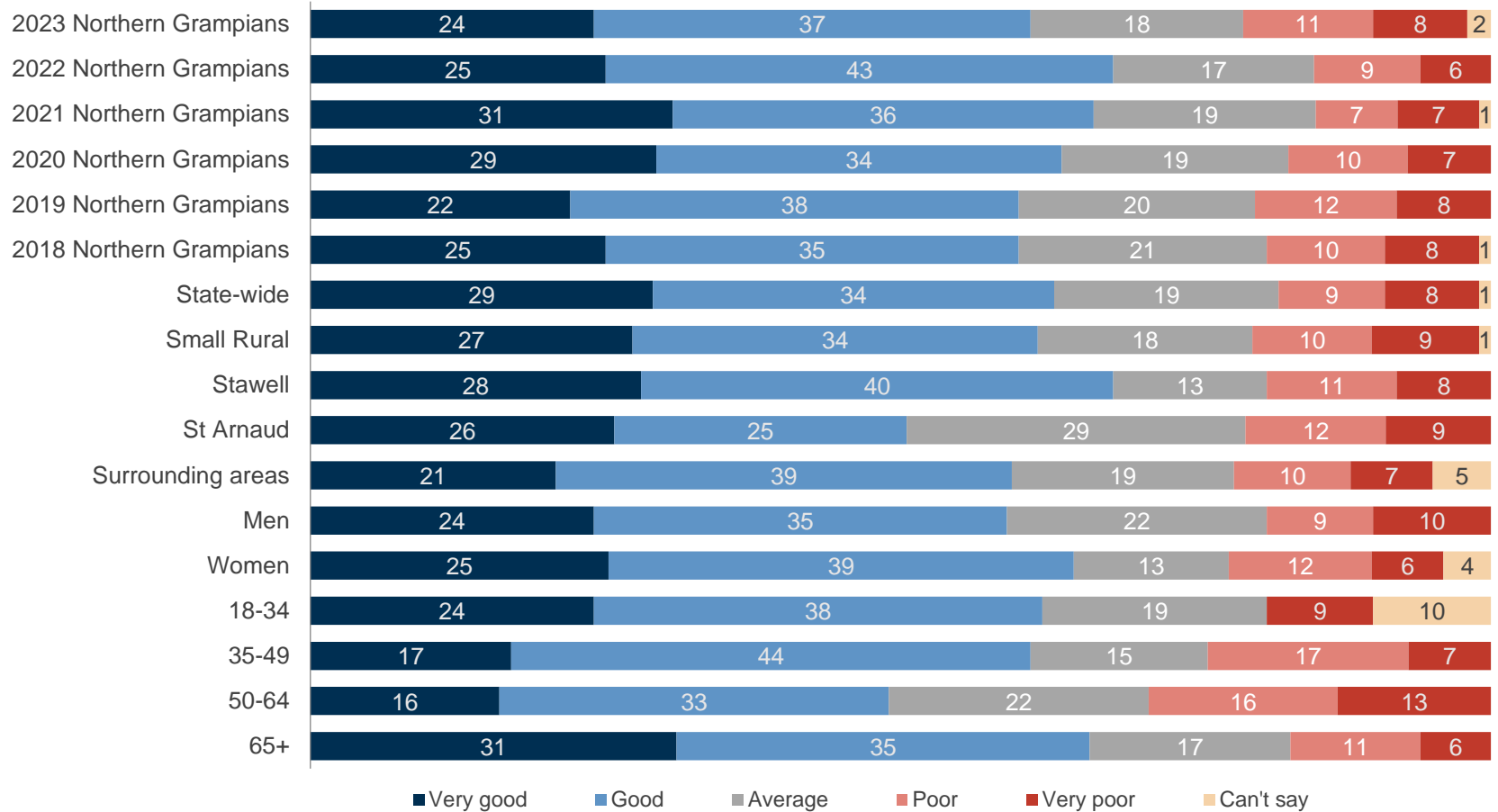
Councils asked State-wide: 66 Councils asked group: 19

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



Customer service rating

2023 customer service rating (%)



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

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 19



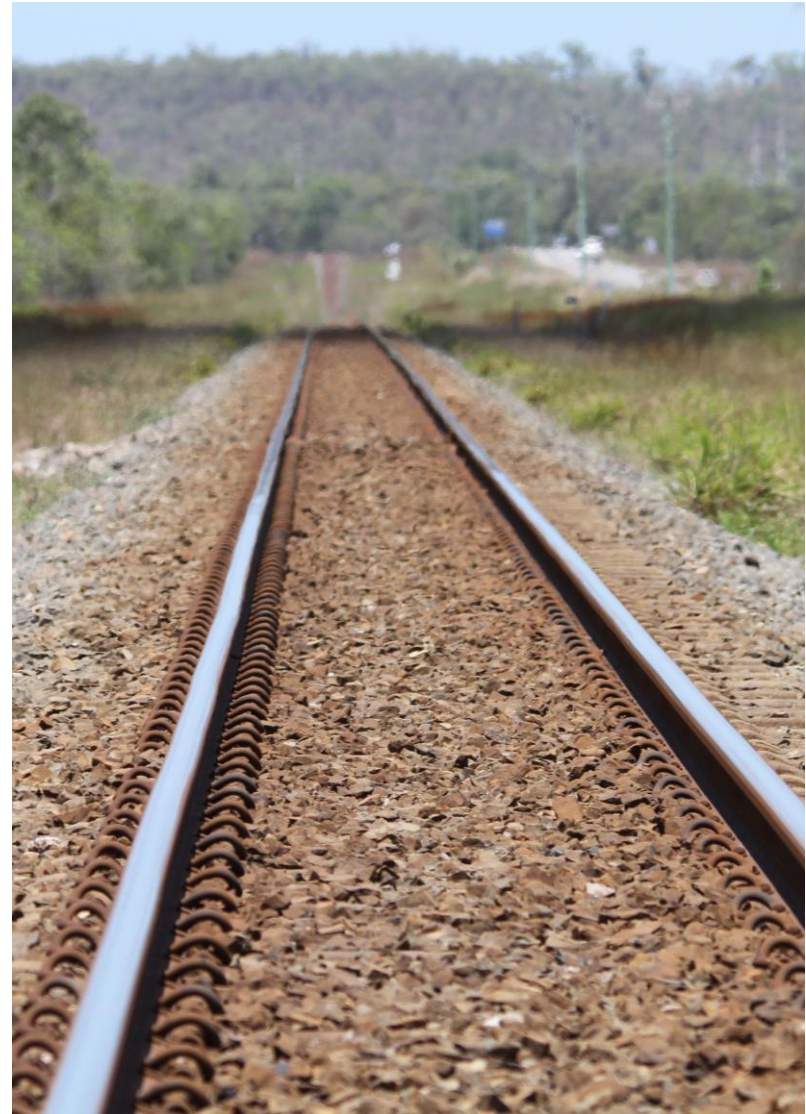
Council direction

Council direction

Council's overall direction index score of 49 is three index points lower than last year, however this is not a significant decline and so is in line with previous years.

Council's overall direction is rated in line with the Small Rural group and is significantly higher than the State-wide average for councils (index scores of 47 and 46 respectively).

- The most satisfied with overall council direction are residents aged 18 to 34 years (index score of 53).
- The least satisfied with overall council direction are residents aged 50 to 64 years (index score of 42).
- Residents in the 'Surrounding areas' (index score of 43) rate overall council direction significantly lower than Council average.
- 14% of residents believe Council's overall direction has improved in the last 12 months (down four percentage points since 2022).
- 16% of residents believe Council's overall direction has deteriorated in the last 12 months (up two percentage points since 2022).
- 64% of residents describe the direction of Council's overall performance as having 'stayed the same'.





Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53	61	52	57	52	53	n/a	n/a	n/a
Women	52	56	51	50	51	49	n/a	n/a	n/a
Stawell	52	57	54	52	54	n/a	n/a	n/a	n/a
St Arnaud	51	49	45	39	40	n/a	n/a	n/a	n/a
65+	50	52	49	53	52	50	n/a	n/a	n/a
Northern Grampians	49	52	49	49	50	49	n/a	n/a	n/a
Small Rural	47	51	53	50	53	50	52	50	53
State-wide	46▼	50	53	51	53	52	53	51	53
Men	45	47	48	48	49	49	n/a	n/a	n/a
35-49	45	49	48	38	47	51	n/a	n/a	n/a
Surrounding areas	43▼	46	46	50	48	n/a	n/a	n/a	n/a
50-64	42	46	48	44	47	41	n/a	n/a	n/a

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

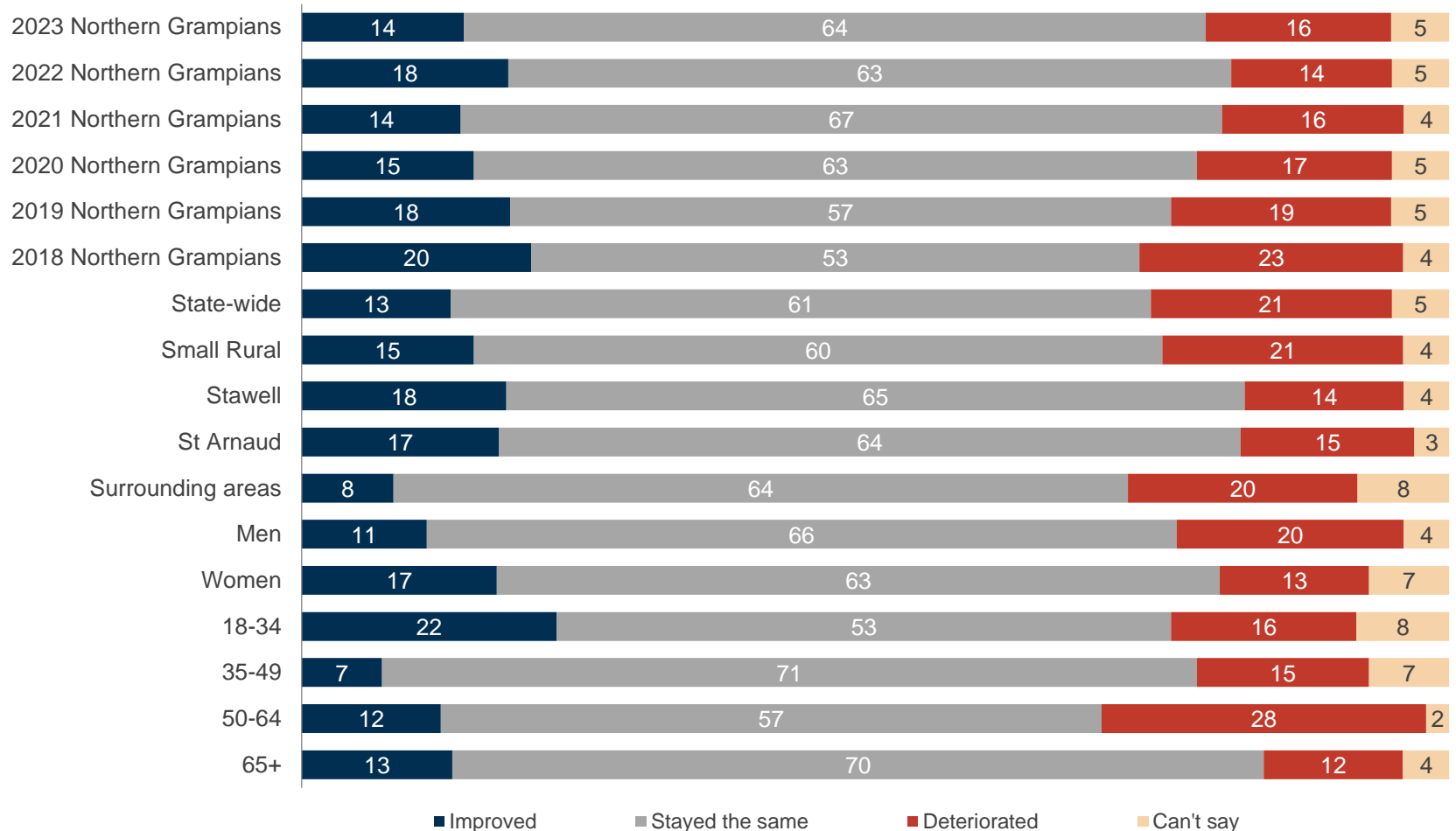
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2023 overall council direction (%)



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

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

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	54	54	52	54	50	n/a	n/a	n/a	n/a
Small Rural	53	56	54	56	54	55	55	56	n/a
Stawell	53	59	54	56	n/a	n/a	n/a	n/a	n/a
65+	52	51	53	53	53	n/a	n/a	n/a	n/a
18-34	52	58	60	61	45	n/a	n/a	n/a	n/a
State-wide	52	56	55	56	55	55	54	56	57
35-49	51	50	47	51	49	n/a	n/a	n/a	n/a
Northern Grampians	51	52	50	53	48	n/a	n/a	n/a	n/a
St Arnaud	51	46	40	46	n/a	n/a	n/a	n/a	n/a
Surrounding areas	49	47	50	53	n/a	n/a	n/a	n/a	n/a
Men	48	50	48	52	46	n/a	n/a	n/a	n/a
50-64	46	49	39	48	45	n/a	n/a	n/a	n/a

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

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

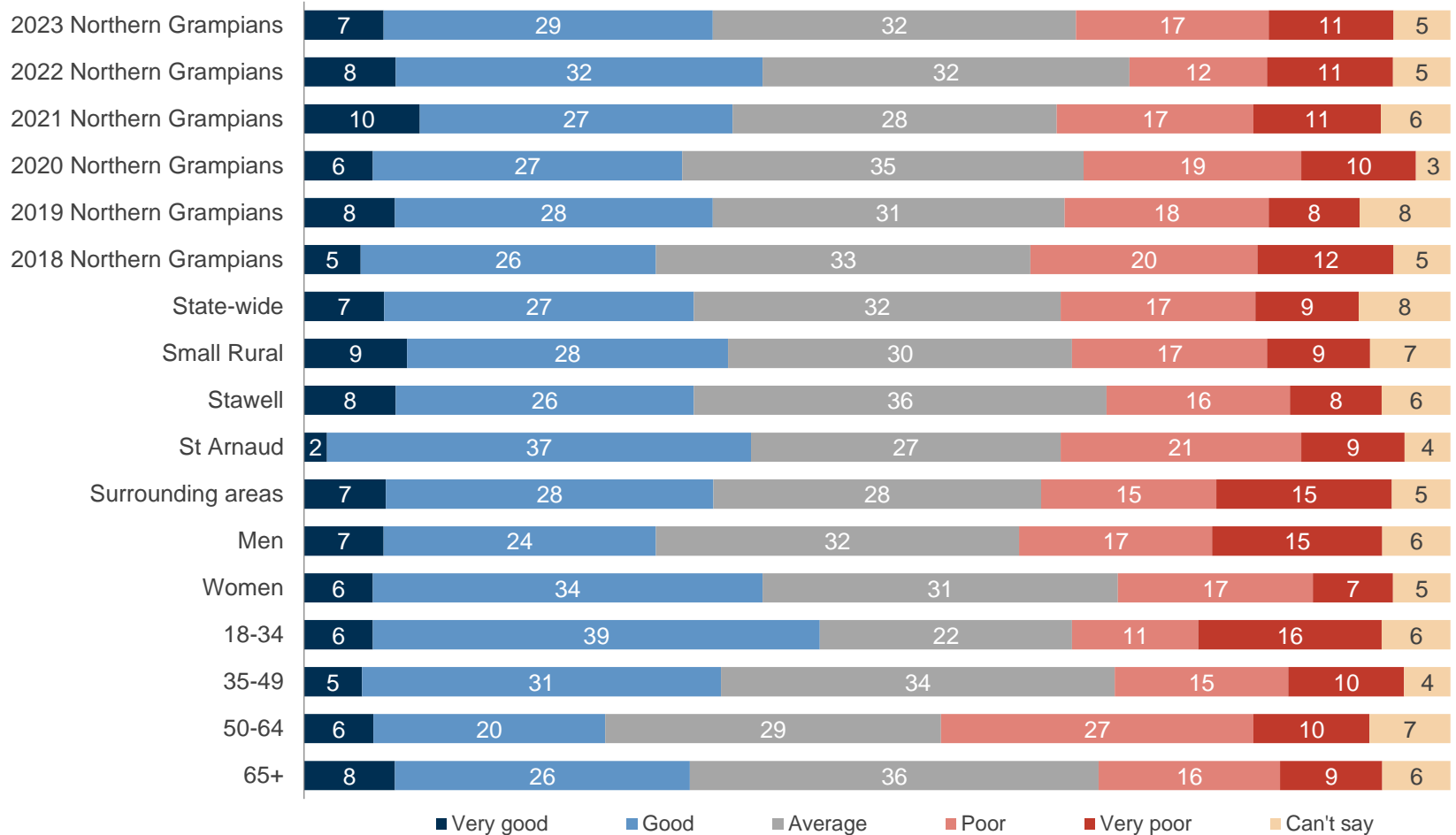
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



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

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Stawell	61	61	54	53	n/a	n/a	n/a	n/a	n/a
Women	55	54	53	51	49	n/a	n/a	n/a	n/a
18-34	65	57	55	51	41	n/a	n/a	n/a	n/a
65+	53	55	55	54	53	n/a	n/a	n/a	n/a
Northern Grampians	55	55	50	51	47	n/a	n/a	n/a	n/a
Small Rural	54	56	53	55	52	55	53	56	n/a
State-wide	54	56	53	55	54	54	54	55	57
35-49	53	57	47	46	46	n/a	n/a	n/a	n/a
Men	55	57	47	50	45	n/a	n/a	n/a	n/a
St Arnaud	47	49	40	45	n/a	n/a	n/a	n/a	n/a
Surrounding areas	51	52	51	50	n/a	n/a	n/a	n/a	n/a
50-64	51	52	41	50	46	n/a	n/a	n/a	n/a

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

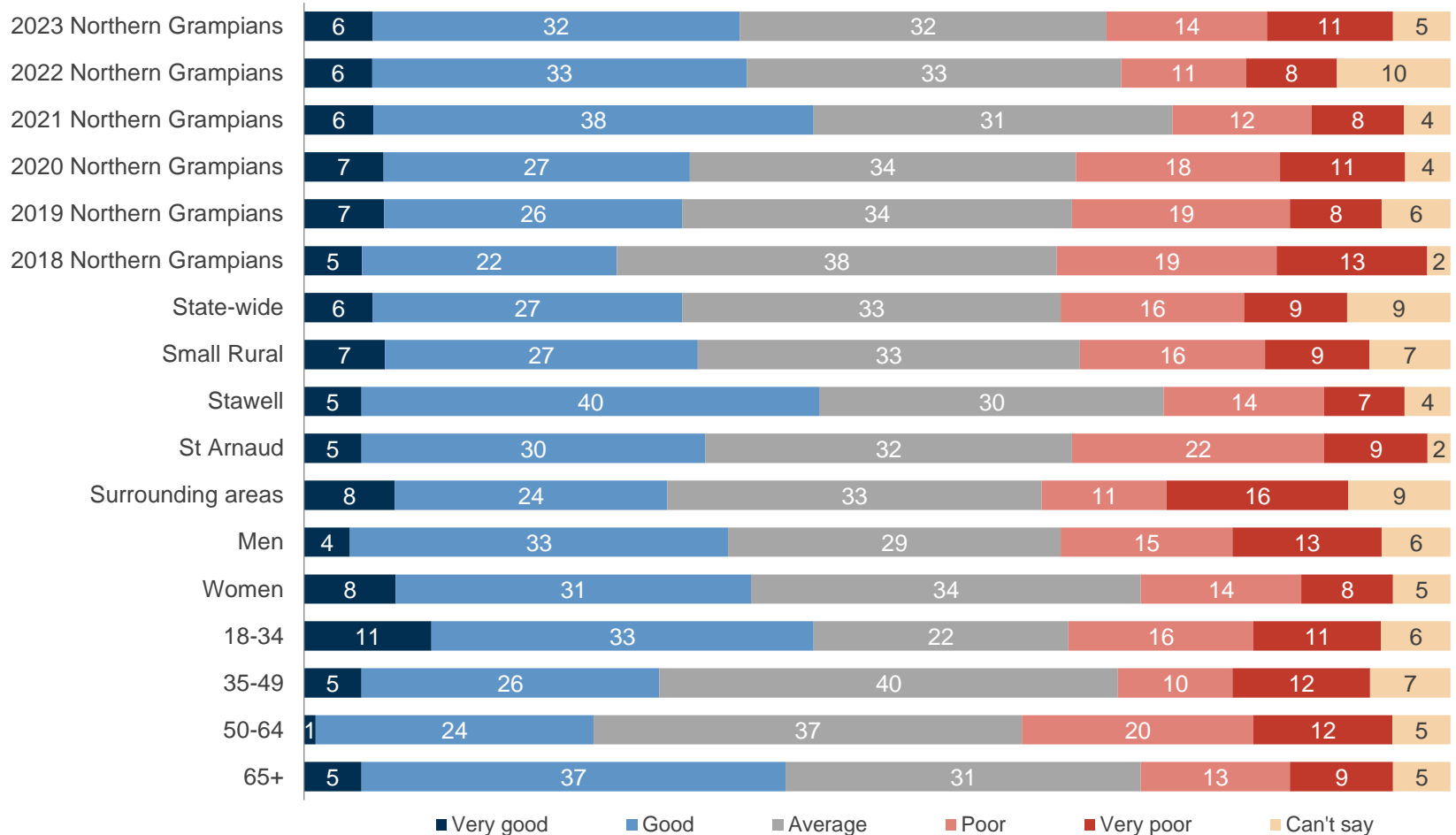
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	52	55	54	53	55	52	n/a	n/a	n/a
Stawell	51	60	61	56	57	n/a	n/a	n/a	n/a
Women	50	55	53	51	51	46	n/a	n/a	n/a
State-wide	48	53	57	54	56	53	53	54	55
Northern Grampians	47	53	54	50	53	48	n/a	n/a	n/a
St Arnaud	47	47	48	44	46	n/a	n/a	n/a	n/a
35-49	47	50	52	48	50	46	n/a	n/a	n/a
Men	44	50	54	50	55	50	n/a	n/a	n/a
Small Rural	44	50	53	51	53	49	50	52	52
18-34	43	57	58	57	56	47	n/a	n/a	n/a
Surrounding areas	43	45	47	46	50	n/a	n/a	n/a	n/a
50-64	41	45	51	42	51	45	n/a	n/a	n/a

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

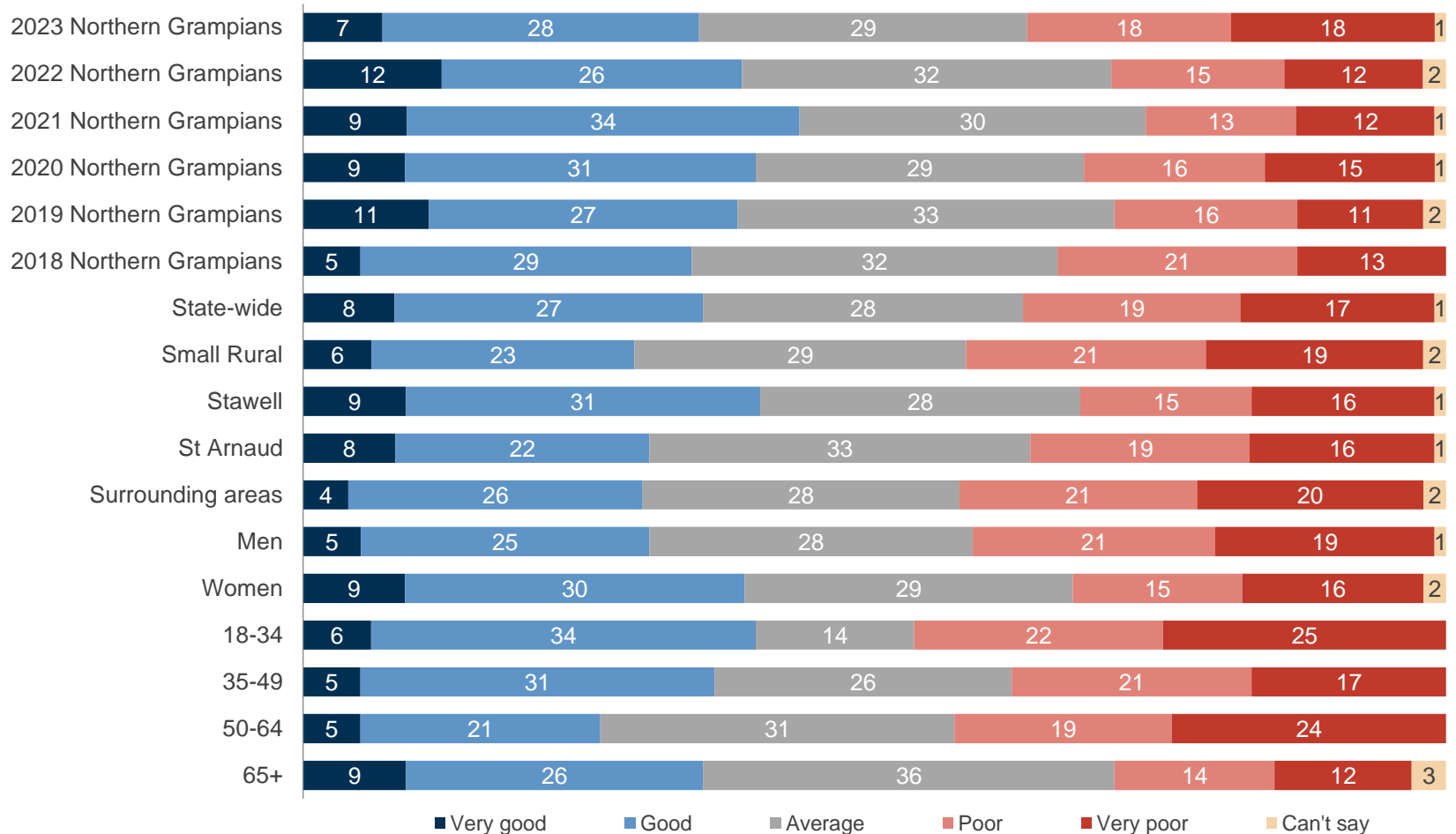
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



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



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	66▲	68	69	65	68	70	71	70	72	73
Small Rural	66▲	68	68	64	66	69	70	69	71	n/a
18-34	64	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Stawell	61	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	65	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	59	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	62	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	58	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	56	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	56	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	58	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

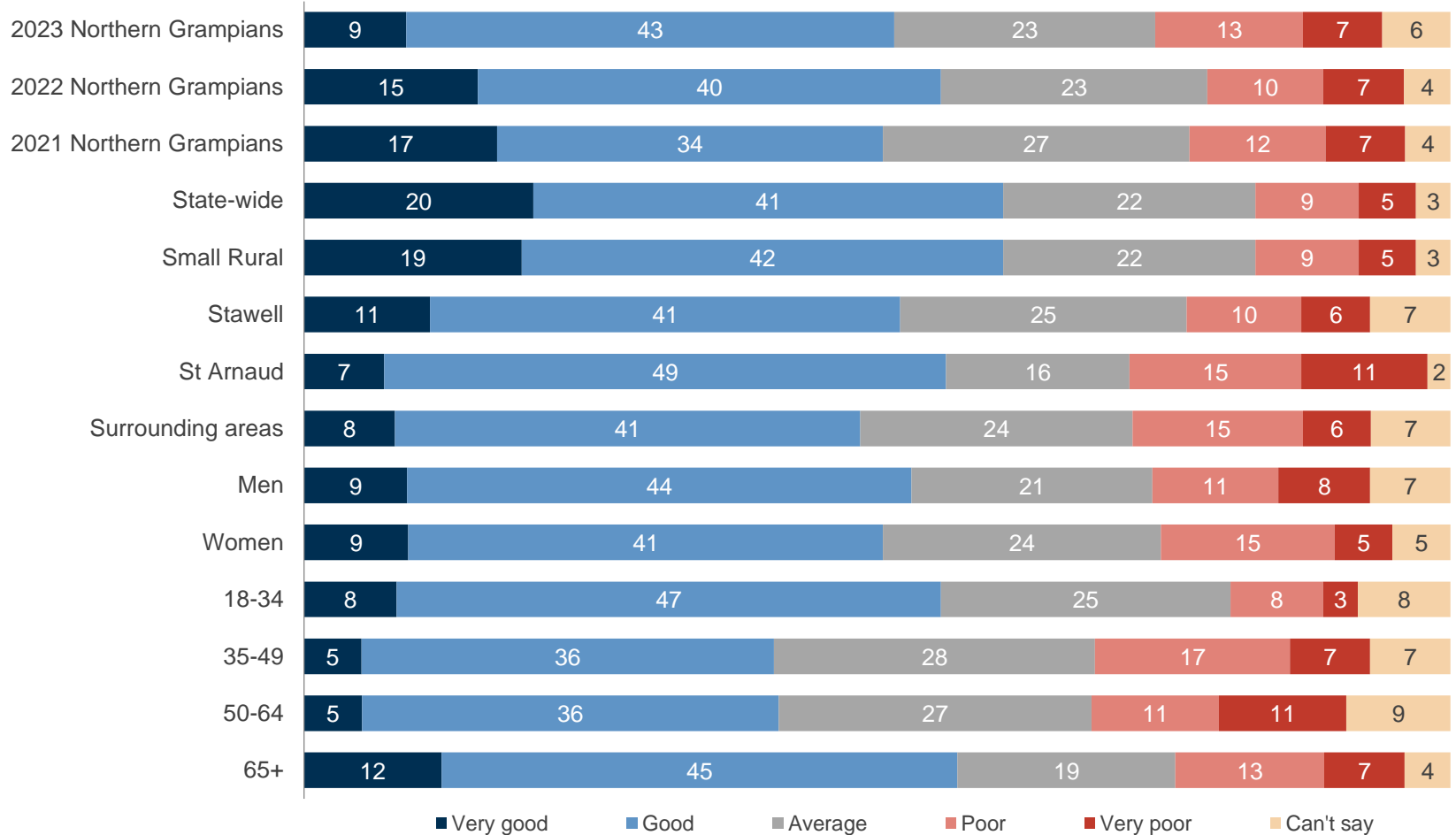
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



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



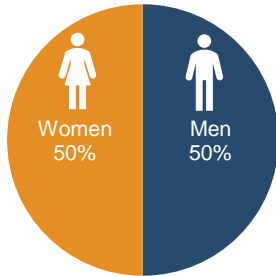
Detailed demographics



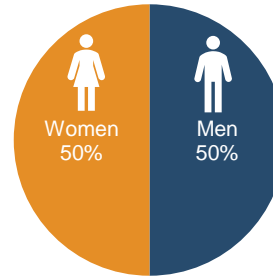
Gender and age profile

2023 gender

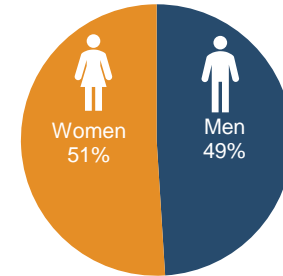
Northern Grampians



Small Rural

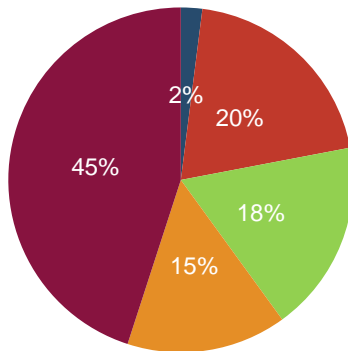


State-wide

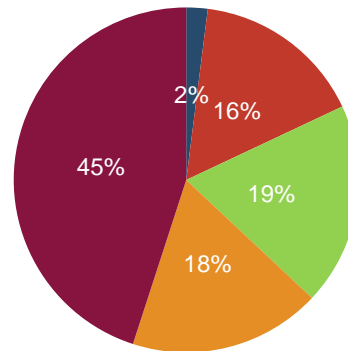


2023 age

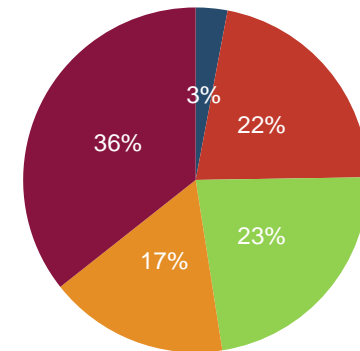
Northern Grampians



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



**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 2023 State-wide Local Government Community Satisfaction Survey for Northern Grampians Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 9,700 people aged 18 years or over for Northern Grampians Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Northern Grampians Shire Council	400	400	+/-4.8
Men	211	201	+/-6.7
Women	189	199	+/-7.1
Stawell	185	184	+/-7.2
St Arnaud	74	73	+/-11.4
Surrounding areas	141	143	+/-8.2
18-34 years	36	89	+/-16.5
35-49 years	58	72	+/-12.9
50-64 years	77	60	+/-11.2
65+ years	229	179	+/-6.4



Appendix A: Significant difference reporting notation

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

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

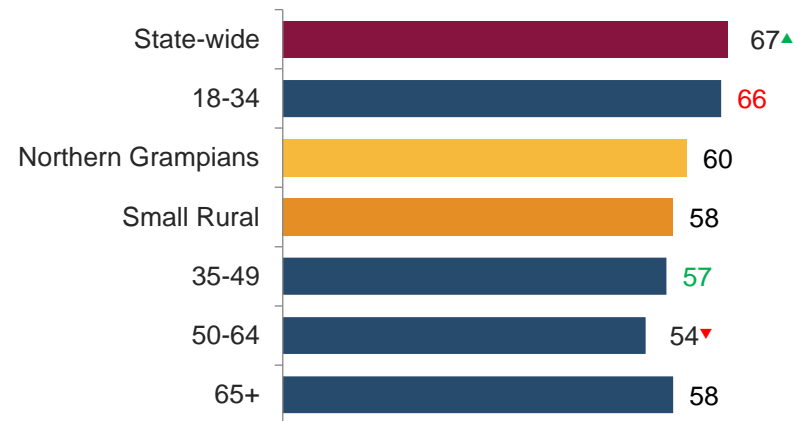
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Northern Grampians Shire Council.

Survey sample matched to the demographic profile of Northern Grampians Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Northern Grampians Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Northern Grampians Shire Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

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

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

Councils participating in the Small Rural group are:

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

Wherever appropriate, results for Northern Grampians Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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