



2022 Local Government Community Satisfaction Survey

Moira Shire Council

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



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Background and objectives

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

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

Now in its twenty-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.

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

Key findings and recommendations



Moira Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Moira 48



State-wide 59



Large Rural 55

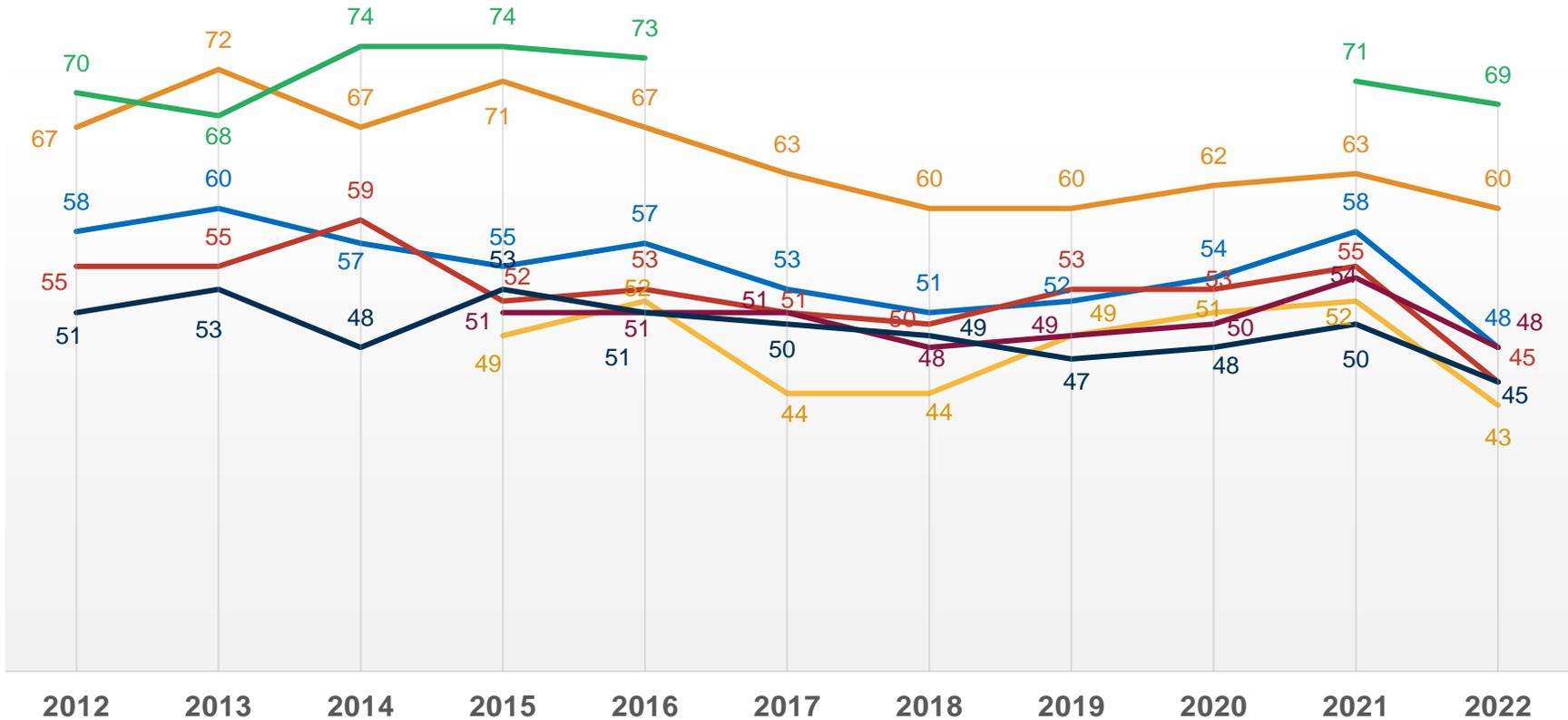
Council performance compared to State-wide and group averages

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



Summary of core measures

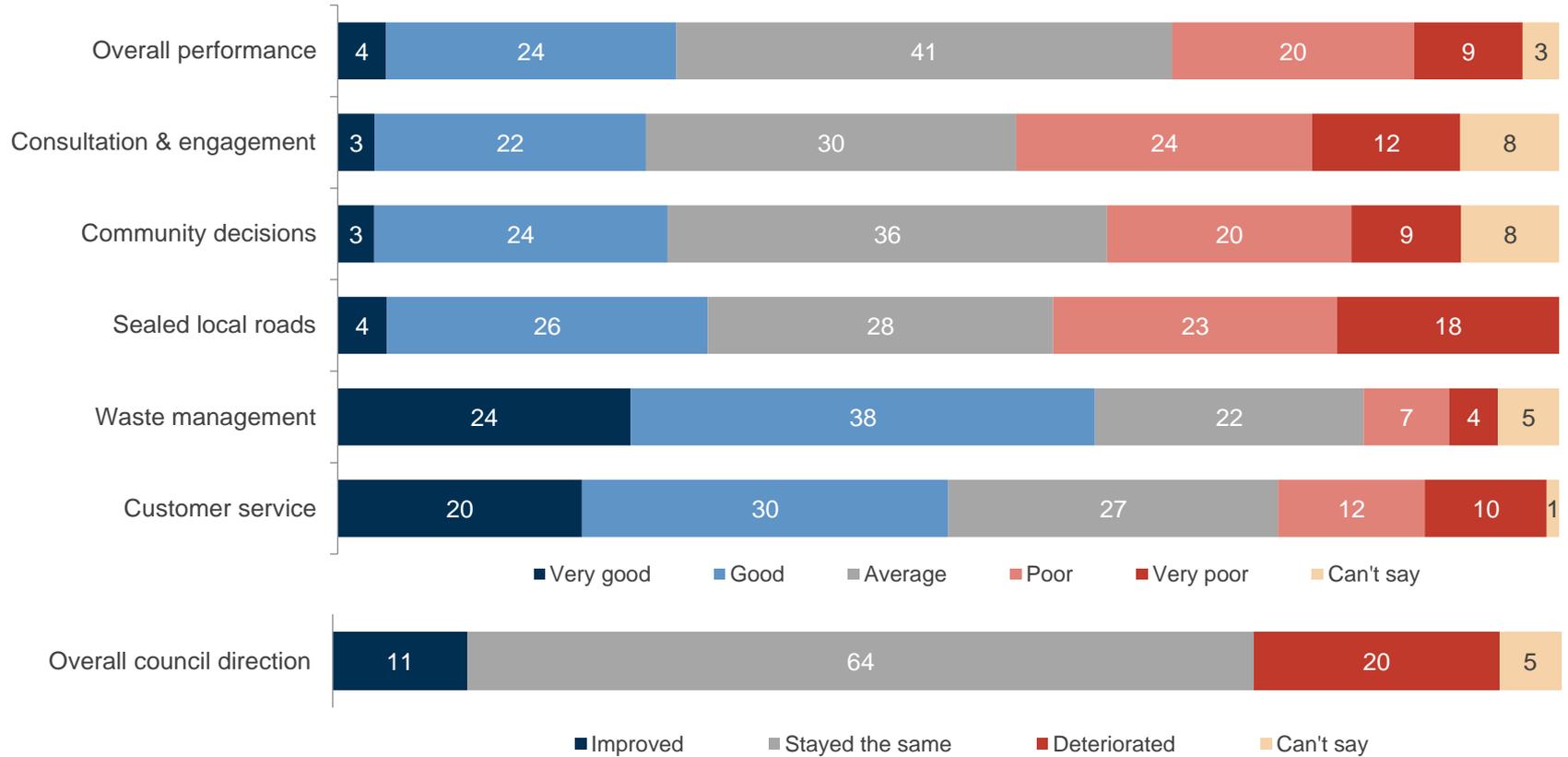
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Moira Shire Council performance

Services	Moira 2022	Moira 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	48	58	55	59	Cobram residents	Yarrawonga residents
 Value for money	45	50	48	53	Nathalia/ Numurkah residents	Yarrawonga residents
 Overall council direction	45	50	47	50	Aged 18-34 years	Aged 65+ years Aged 50-64 years
 Customer service	60	63	67	68	Other residents	Cobram residents
 Waste management	69	71	65	68	Cobram residents	Aged 50-64 years
 Community decisions	48	54	51	54	Aged 18-34 years	Yarrawonga residents
 Lobbying	46	54	51	53	Aged 18-34 years	Aged 35-49 years
 Consultation & engagement	45	55	51	54	Women, Cobram residents	Men
 Sealed local roads	43	52	45	53	Cobram residents	Other residents



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have declined significantly over the past year, following several years of consecutive, incremental improvements. The extent of decline means that ratings in most service areas have either reached or returned to a series low. Council's overall performance rating follows suit and is now at its lowest point.

Focus areas

While Council should look to improve perceptions among all service areas, particular attention should be paid to those areas where the most significant declines have occurred. Consultation and engagement suffered the most, though the other related areas of lobbying and community decisions also fared poorly. Council needs to demonstrate that it has the interests of residents in mind and that it advocates on their behalf, consulting with residents on relevant priorities.

Comparison to state and area grouping

Council performs significantly lower than both the State-wide and Large Rural council averages on most service areas, including overall performance. Positively, however, waste management is an exception where Council's performance is rated significantly higher than the Large Rural group average. On sealed local roads and overall council direction, Council's performance is in line with the Large Rural group average.

Build positive perceptions back up

Over the last 12 months, community sentiment toward Council performance has deteriorated. Significant declines occurred across most service areas, including overall performance. In the year ahead, it will be important to rebuild positive perceptions of Council among residents and demonstrate that Council is moving in the right direction. At the same time, Council should not lose sight of the areas in which it is currently performing well. Positive perceptions on waste management need to be maintained.

DETAILED FINDINGS



Overall performance



Overall performance

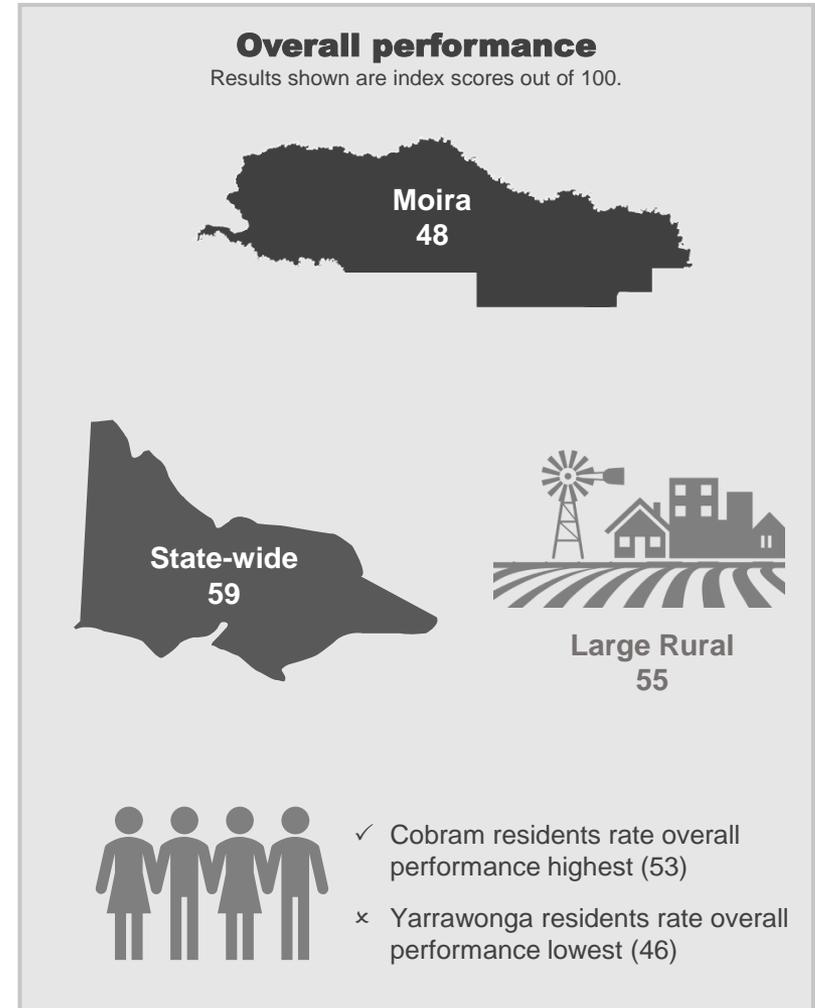
The overall performance index score of 48 for Moira Shire Council represents a significant 10-point decline on the 2021 result, more than reversing the significant gains made in the previous evaluation.

- The overall performance rating is at now at a series low.

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

- Perceptions among all demographic and geographic cohorts declined over the past 12 months, and most significantly so.
- Cobram residents are most positive about Council's overall performance (index score of 53), whereas residents in Yarrawonga and Other areas are most critical (index scores of 46 and 47 respectively).

More residents rate the value for money they receive from Council in infrastructure and services provided to their community as 'very poor' or 'poor' (36%) than rate it 'very good' or 'good' (26%). A further 36% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59▲	58	60	59	59	59	60	61	60	60
Large Rural	55▲	55	56	56	54	54	56	n/a	n/a	n/a
Cobram	53	56	55	53	56	57	56	59	62	62
18-34	50	58	58	56	58	58	62	56	61	61
Nathalia/Numurkah	49	58	57	54	53	60	61	64	64	59
Men	49	53	50	50	53	57	55	55	59	57
65+	49	56	50	52	54	58	56	60	60	61
Moira	48	54	52	51	53	57	55	57	60	58
Women	48	55	54	52	52	57	56	59	61	59
50-64	47	51	51	46	50	55	54	56	57	54
35-49	47	48	51	52	49	56	50	55	61	54
Other	47	50	49	47	51	n/a	n/a	n/a	n/a	n/a
Yarrawonga	46	51	49	48	51	58	51	49	54	53

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

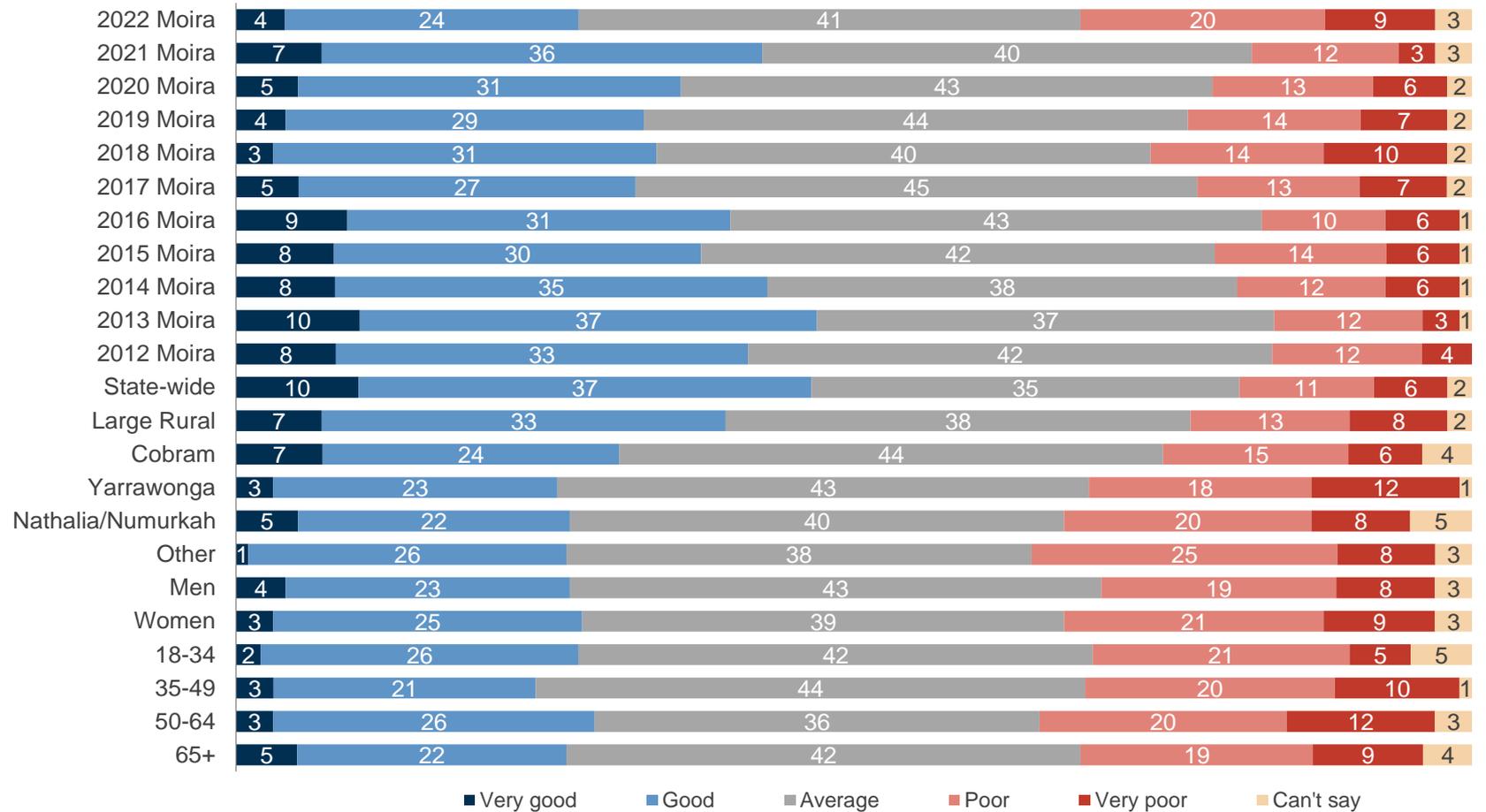
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall performance

2022 overall performance (%)

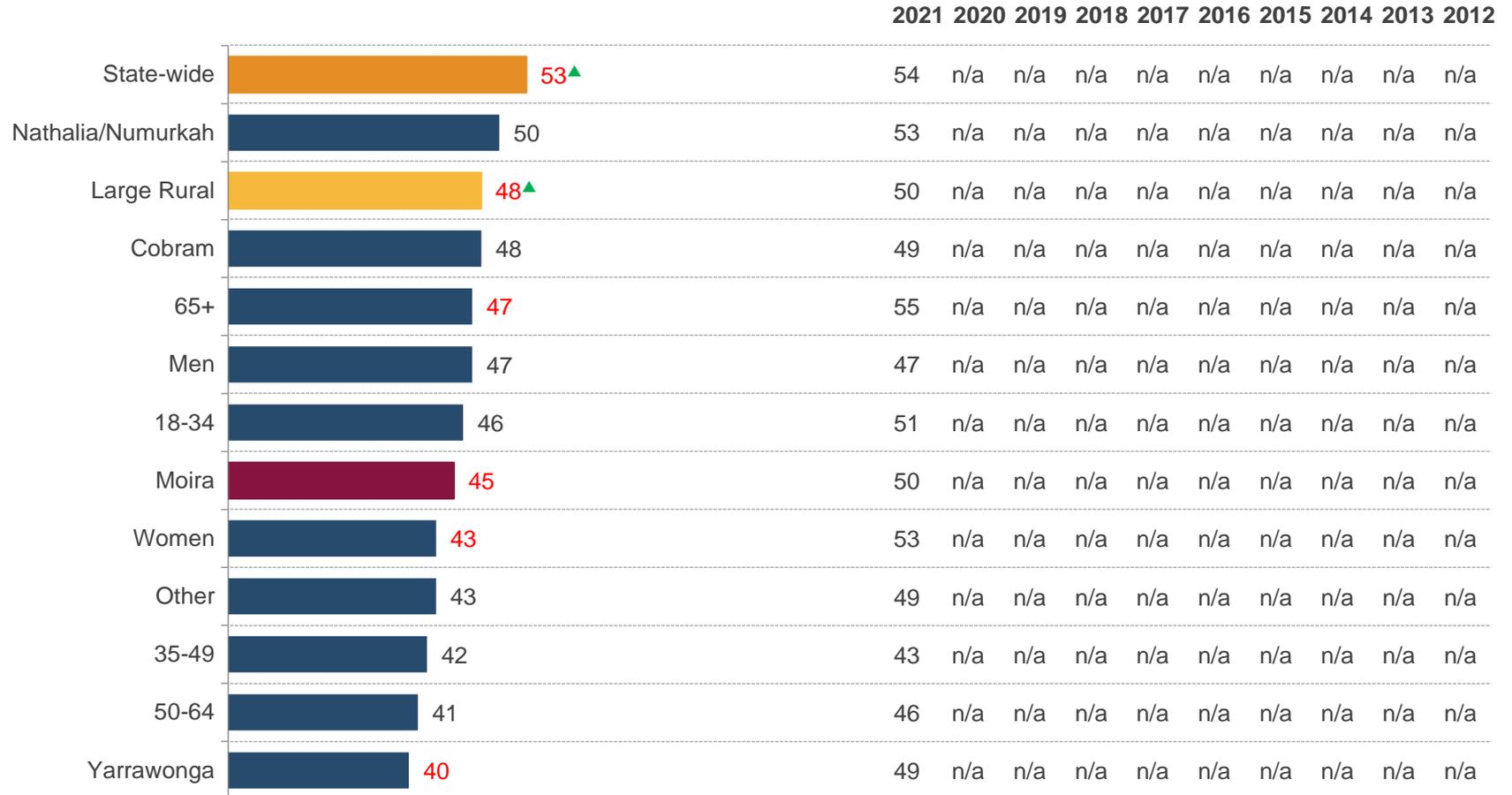


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moira Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Value for money in services and infrastructure

2022 value for money (index scores)



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

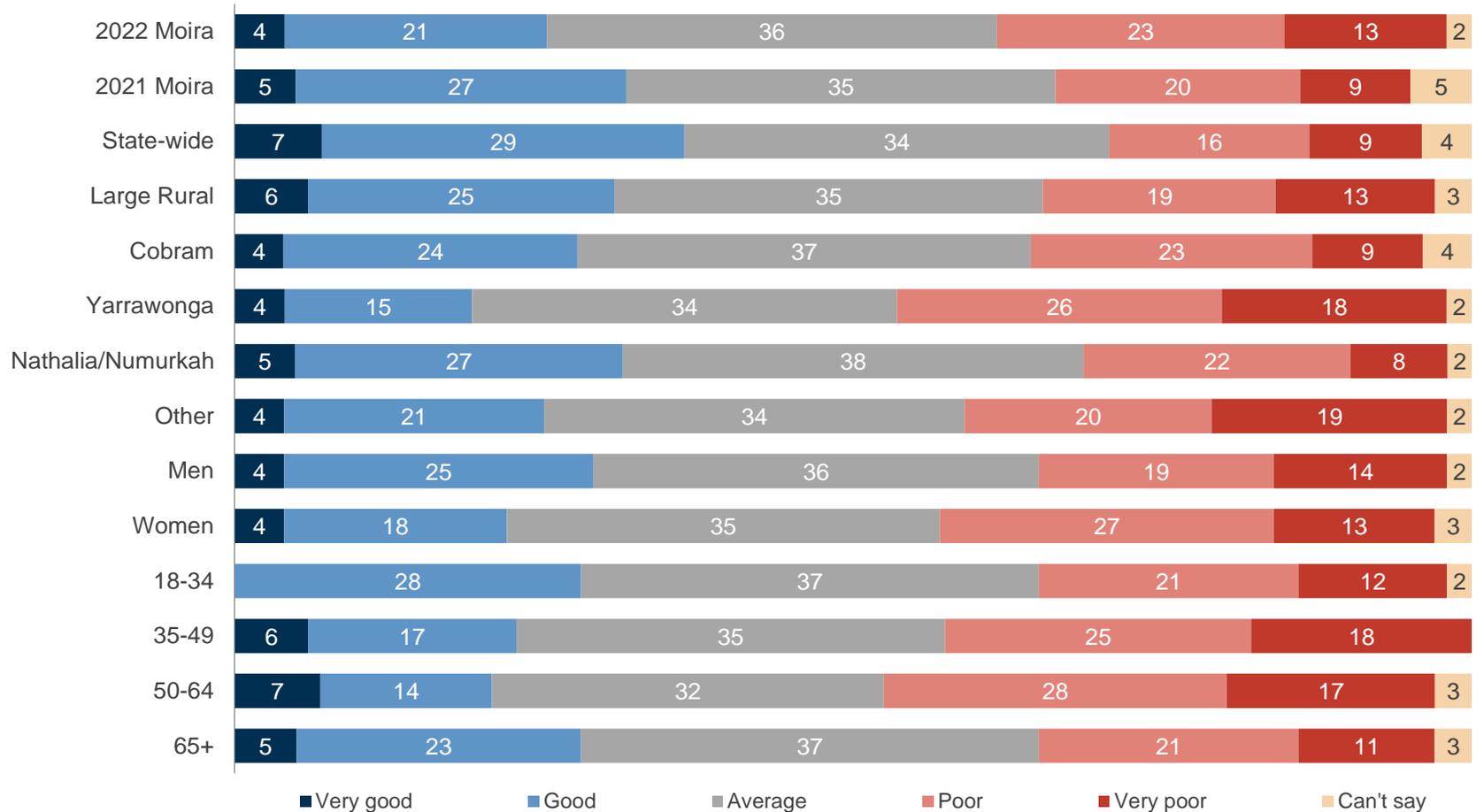
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 value for money (%)



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

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



Top performing service areas

Waste management (index score of 69) is the area where Council performed best in 2022, despite declining two index points from 2021 (not a statistically significant change). In 2022, waste management is the only service area where Council did not experience a significant decline.

- Perceptions of Council's waste management performance are highest among Cobram residents. In the last 12 months, their rating of Council's waste management went up significantly by nine index points (to 75). The improvement sees Cobram residents rate waste management significantly higher than the Council average.
- In contrast, ratings in the Yarrawonga and Nathalia/Nurmurkah areas are significantly lower this year compared to 2021. That said, Yarrawonga residents (index score of 71) remain one of the more complimentary groups when it comes to Council performance on waste management.

Council performs significantly higher than the Large Rural group and is line with the State-wide average in this service area (index scores of 65 and 68 respectively).



Waste management (index score of 69) 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 sealed local roads (index score of 43), consultation and engagement (45), lobbying (46) and community decisions (48).

Perceptions of Council performance in the areas of sealed local roads, consultation and engagement, lobbying and community decisions all declined significantly in 2022.

- The rating for each area has now reached or returned to a series low.

In the case of community decisions, 2022 marks the first year in this series of evaluation that perceptions have significantly declined. Prior to now, ratings had typically been stable, only fluctuating one or two points each year, excepting a significant improvement in 2021.

- Council's performance in this service area is now rated significantly lower compared to both the Large Rural group and State-wide averages.

Consultation and engagement experienced the greatest decline of all service areas (10 points down).

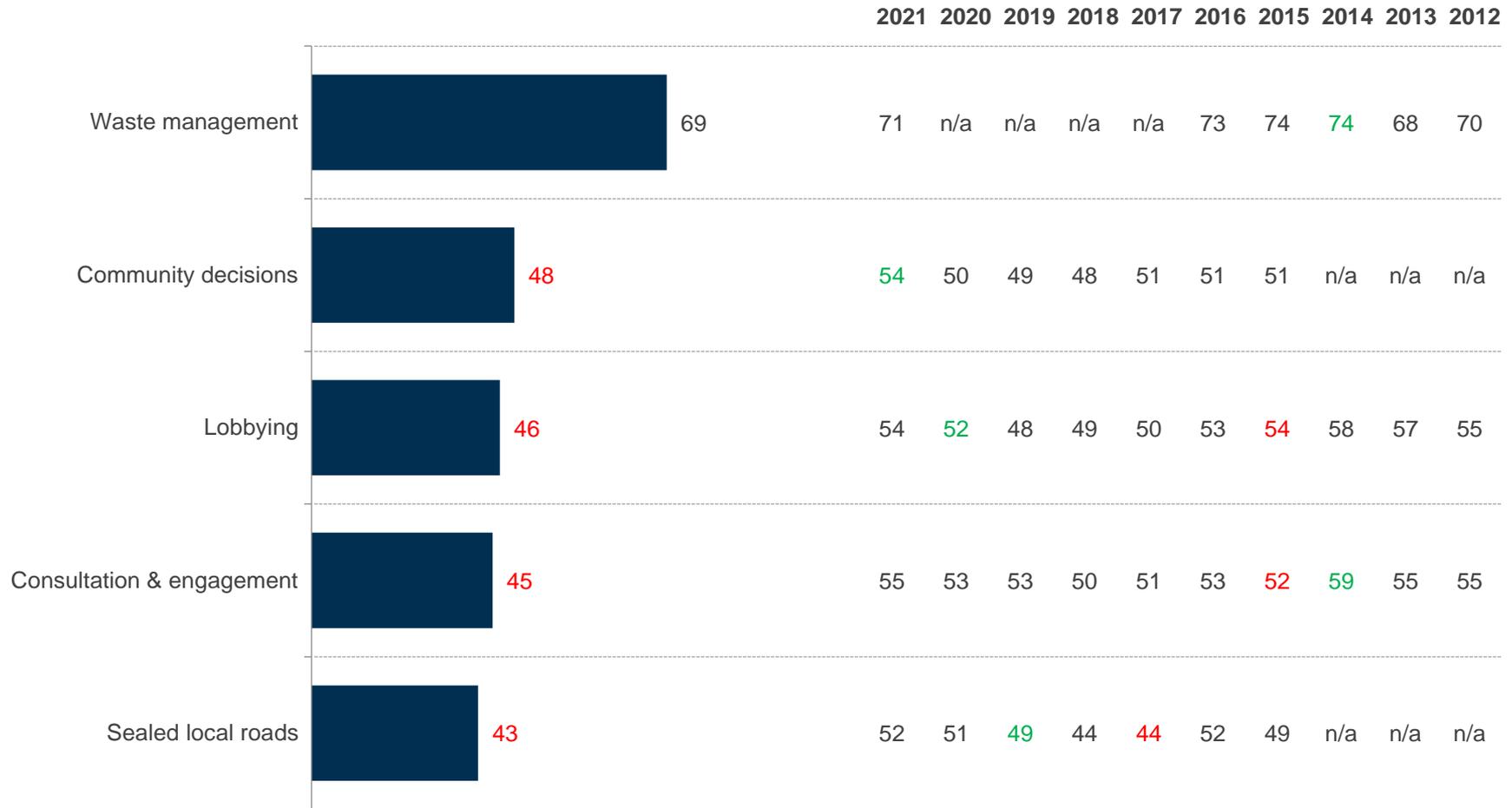
- Council's consultation and engagement rating is also significantly lower compared to the Large Rural and State-wide group averages, and the same is also true for lobbying.

When it comes to sealed local roads, those in the Other area are most critical. They rate Council's sealed local road performance significantly lower compared to average (33 compared to 43). In contrast, ratings among Cobram residents are significantly higher (52).



Individual service area performance

2022 individual service area performance (index scores)



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

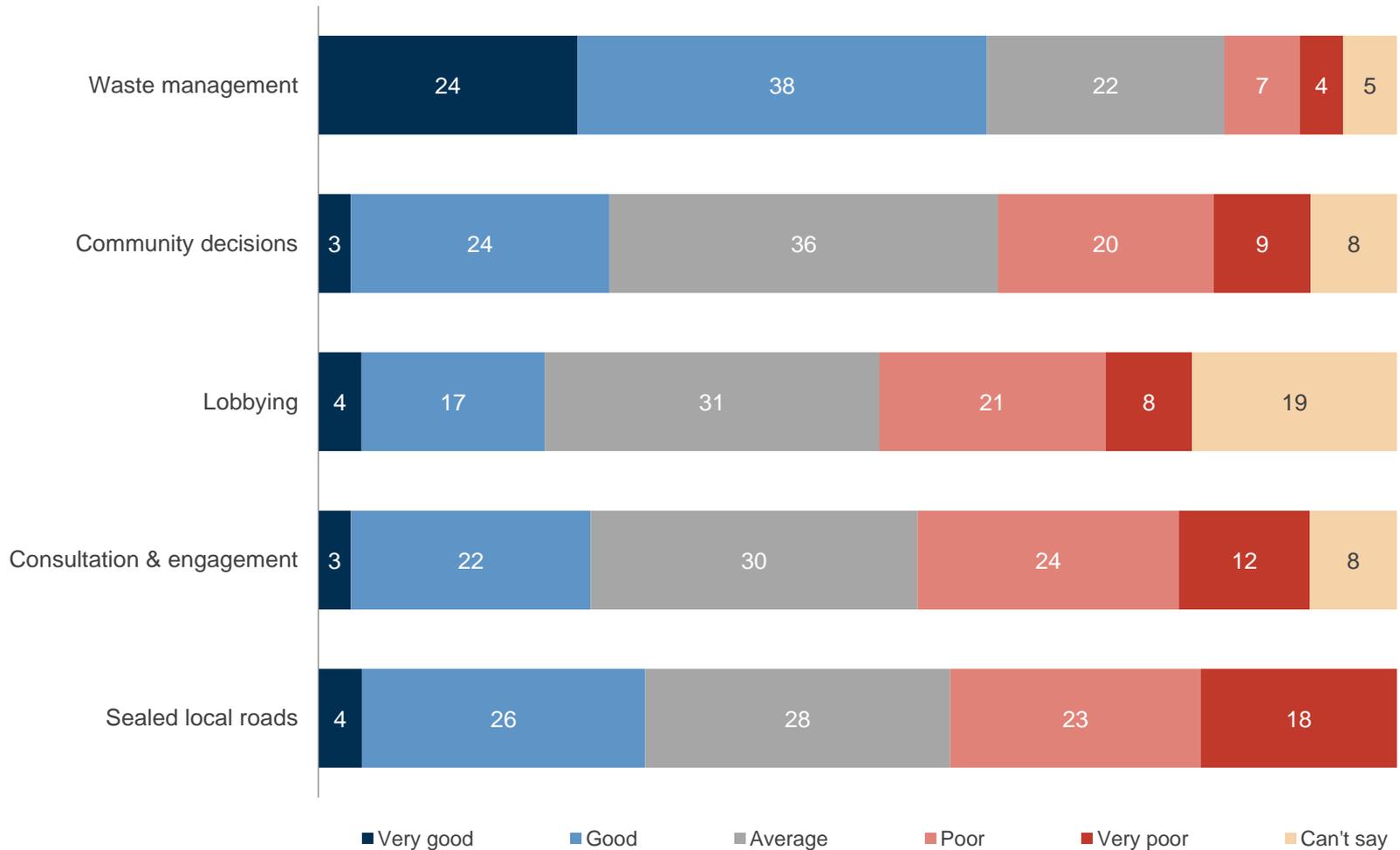
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Customer service



Contact with council and customer service

Contact with council

Just over half of Council residents (53%) have had contact with Council in the last 12 months. Rate of contact is in line with results for 2019-2021.

- Moira residents have a significantly lower rate of contact with Council compared to the Large Rural group and State-wide averages.
- Residents aged 35 to 49 years had the most contact with Council in the last 12 months (65%).
- Residents aged 65 years had the least amount of contact (43%), and are significantly less likely to have had contact with Council compared to average.



Among those residents who have had contact with Council, 51% provide a positive customer service rating of 'very good' or 'good', including 20% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 60 is down three points on the 2021 result (not a significant change).

Though performance in this service area is relatively stable, Council's customer service continues to rate significantly lower than both the State-wide and Large Rural group averages (index scores of 68 and 67 respectively).

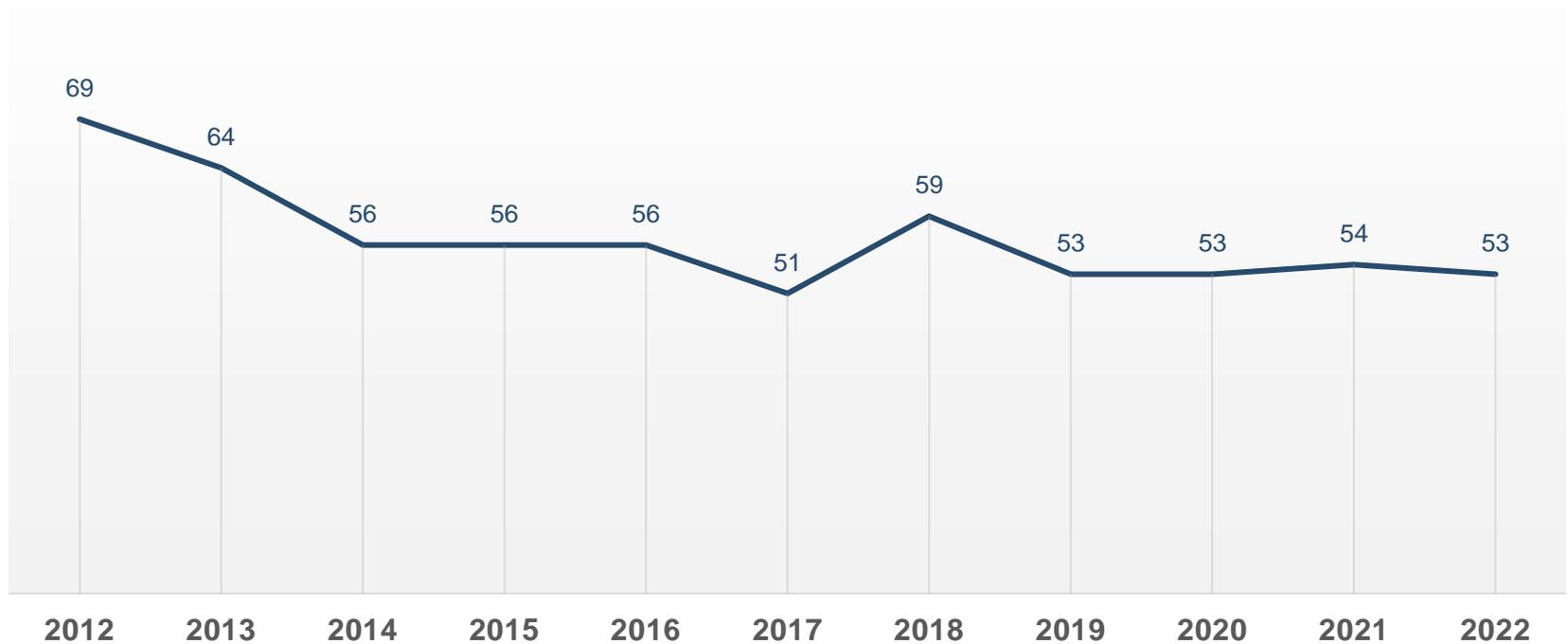
Positively, half of Council residents (51%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are lowest among Cobram residents (index score of 53) – who also had significantly less contact with Council in 2022 compared to the previous 12-month period (down 17 percentage points in 2022 to 44%).
- Residents in the Other area are most positive about Council's customer service performance (index score of 67).



Contact with council

2022 contact with council (%)
Have had contact



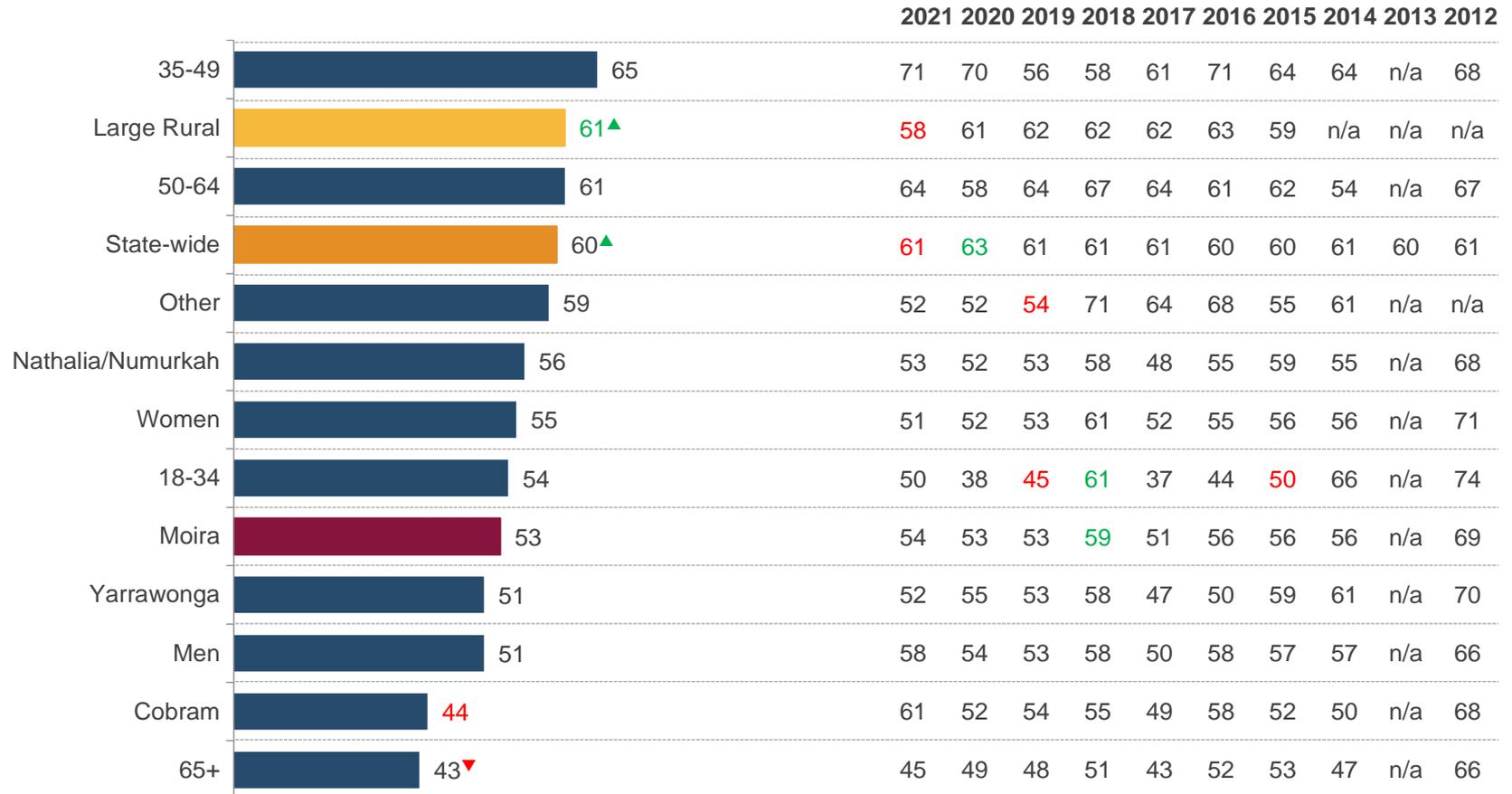
Q5. Over the last 12 months, have you or any member of your household had any contact with Moira Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11



Contact with council

2022 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Moira 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: 42 Councils asked group: 11

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

Note: Some data may be missing for 2013 due to a change in demographic analysis.



Customer service rating

2022 customer service rating (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	68▲	70	70	71	70	69	69	70	72	71	71
Other	67	67	57	58	n/a						
Large Rural	67▲	68	68	69	67	66	67	67	n/a	n/a	n/a
18-34	65	58	68	57	62	67	63	80	54	72	72
Yarrawonga	62	66	56	61	63	67	69	67	66	72	64
Women	61	63	65	66	64	67	70	73	69	71	70
Moira	60	63	62	60	60	63	67	71	67	72	67
65+	59	68	66	57	56	61	68	73	71	75	72
Men	59	63	60	54	56	60	63	69	66	72	63
50-64	59	67	65	64	60	63	67	67	73	66	59
35-49	58	58	51	61	63	64	67	64	70	73	63
Nathalia/Numurkah	57	59	65	63	60	57	65	71	69	68	68
Cobram	53	61	69	57	57	61	72	75	66	82	69

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

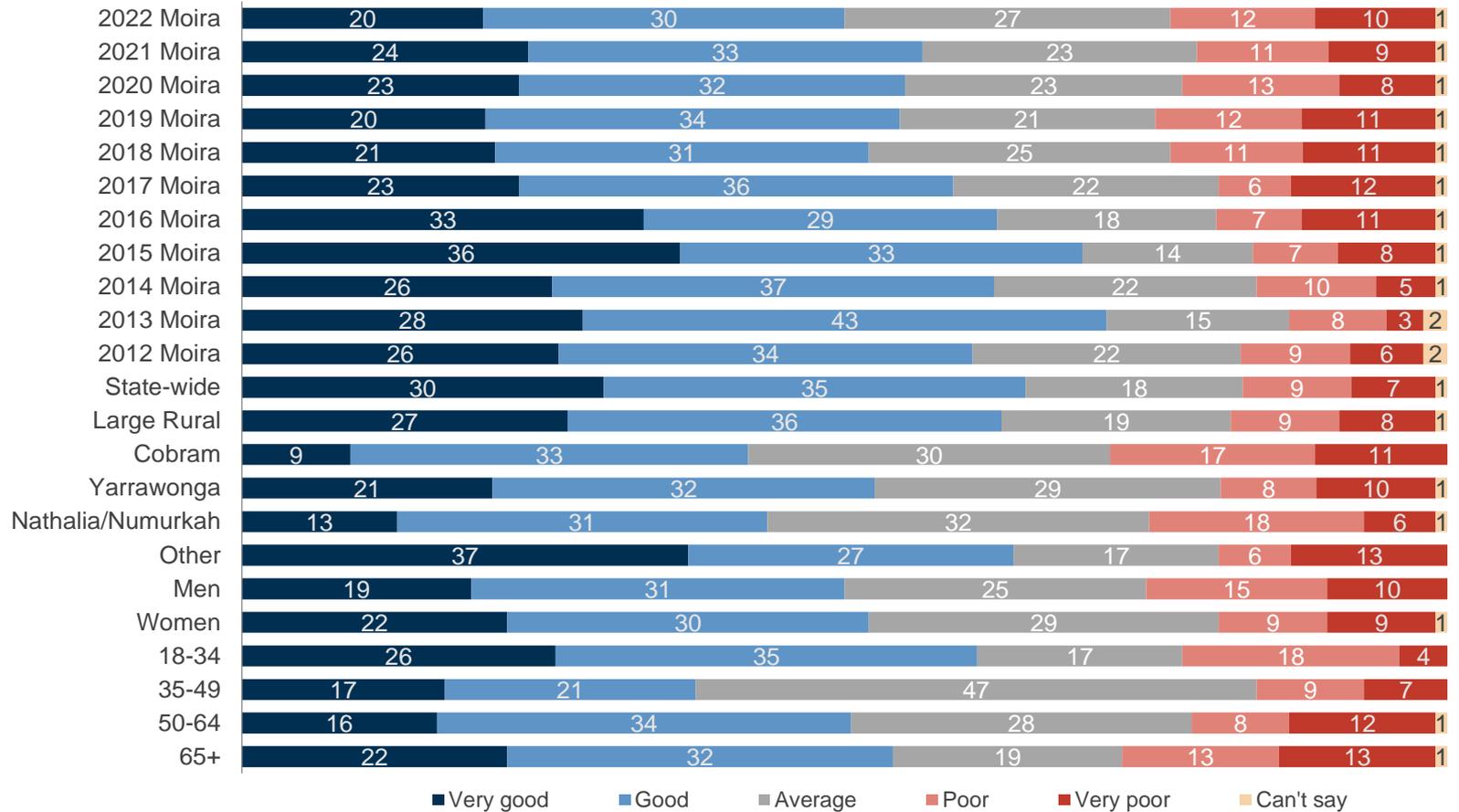
Councils asked State-wide: 67 Councils asked group: 19

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



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Moira 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: 67 Councils asked group: 19



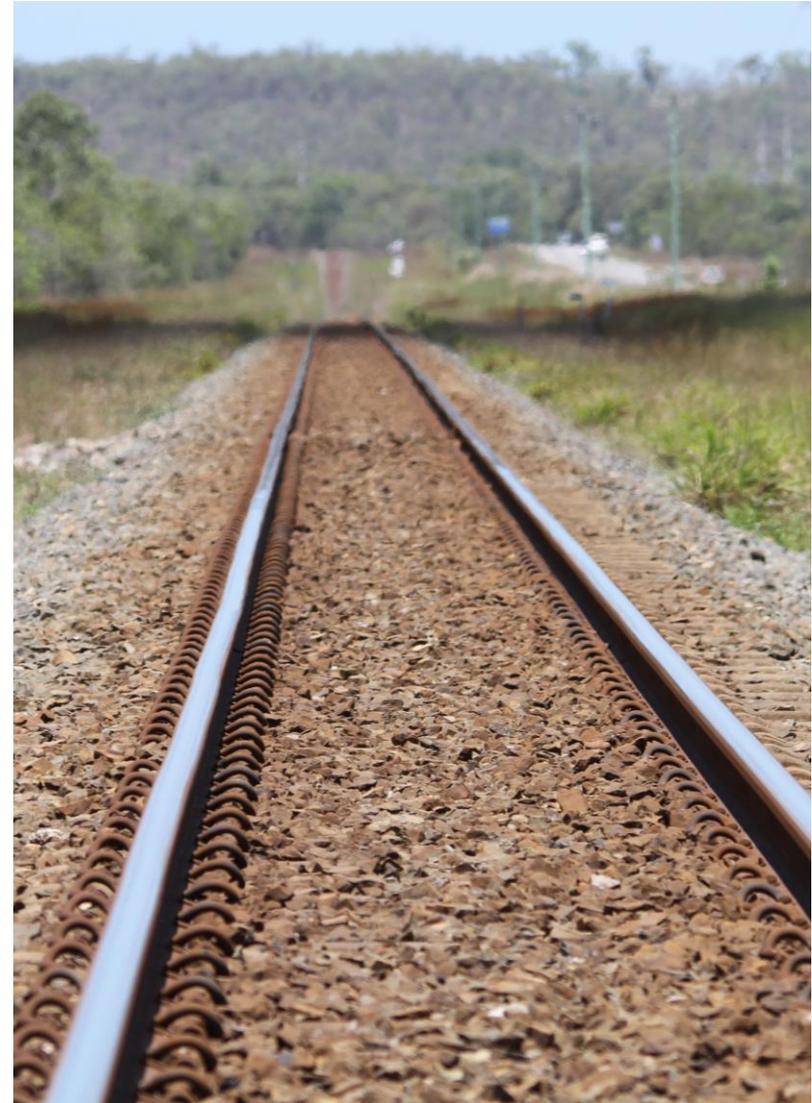
Council direction

Council direction

Over the last 12 months, perceptions of the direction of Moira Shire Council's overall performance have followed the general trend of individual service areas and declined significantly.

A majority of residents (64%) believe the direction of Council's overall performance has stayed the same, down five points on 2021. However, almost twice as many residents say the direction of Moira Shire Council's overall performance has deteriorate compared to those who say it has improved.

- 11% believe the direction has improved (down two points on 2021) in the last 12 months.
- 20% believe the direction has deteriorated, up six points on 2021.
- The most satisfied with council direction are residents aged 18 to 34 years – significantly moreso compared to the Council average.
- The least satisfied with council direction are resident aged 50 to 64 years and 65 years and over. Perceptions among the latter have declined significantly over the past 12 months (down 11 points).





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012		
18-34	60▲	53	51	57	58	57	50	60	50	54	58	
State-wide	50▲	53	51	53	52	53	51	53	53	53	52	
Cobram	50	54	55	48	56	50	54	55	51	53	55	
Large Rural	47	51	50	51	52	52	48	51	n/a	n/a	n/a	
Other	46	46	44	42	46	52	n/a	n/a	n/a	n/a	n/a	
Women	45	51	51	49	49	49	49	54	52	54	51	
Moira	45	50	48	47	49	50	51	53	48	53	51	
Men	45	48	46	46	50	50	53	52	45	52	50	
Nathalia/Numurkah	45	50	48	53	51	49	54	60	52	57	55	
35-49	42	48	49	43	49	48	49	47	47	49	47	
Yarrawonga	42	49	46	45	43	49	50	49	40	51	42	
50-64	41	44	45	45	44	44	44	53	48	45	51	46
65+	41	52	49	46	49	50	52	56	50	56	53	

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

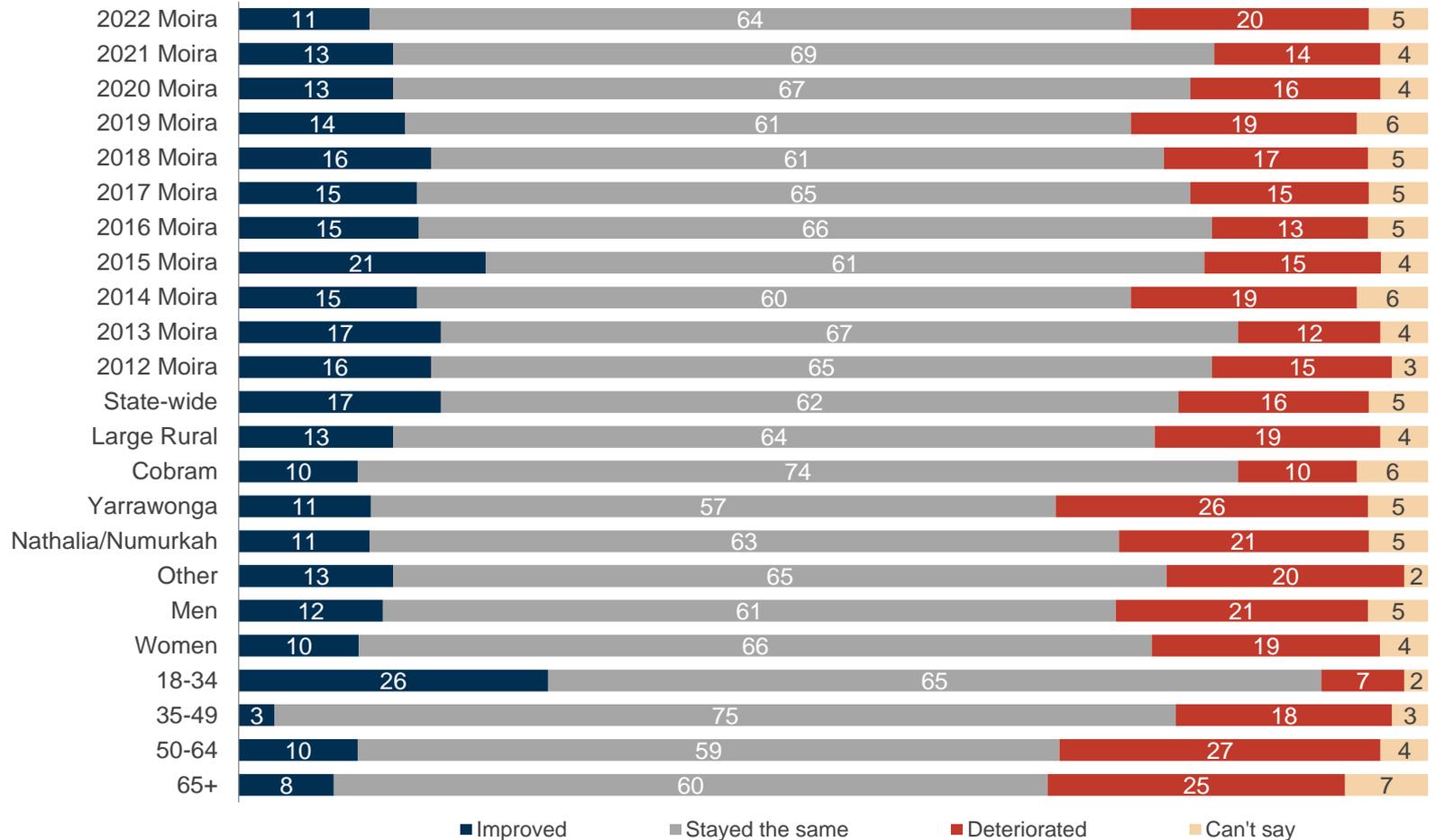
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Moira Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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Individual service areas



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
Women	55	55	53	52	49	54	55	58	55	55
Cobram	55	54	56	49	54	55	54	65	57	54
50-64	48	48	50	47	48	47	49	55	53	54
35-49	53	52	48	50	49	50	46	55	55	48
Yarrawonga	51	50	49	45	49	51	49	50	47	55
Moira	55	53	53	50	51	53	52	59	55	55
Nathalia/Numurkah	58	58	58	56	53	56	57	64	59	55
65+	56	55	49	49	51	51	53	63	56	56
18-34	62	57	65	56	55	63	60	61	57	62
Other	58	49	44	n/a						
Men	56	51	53	48	52	52	49	60	55	54

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

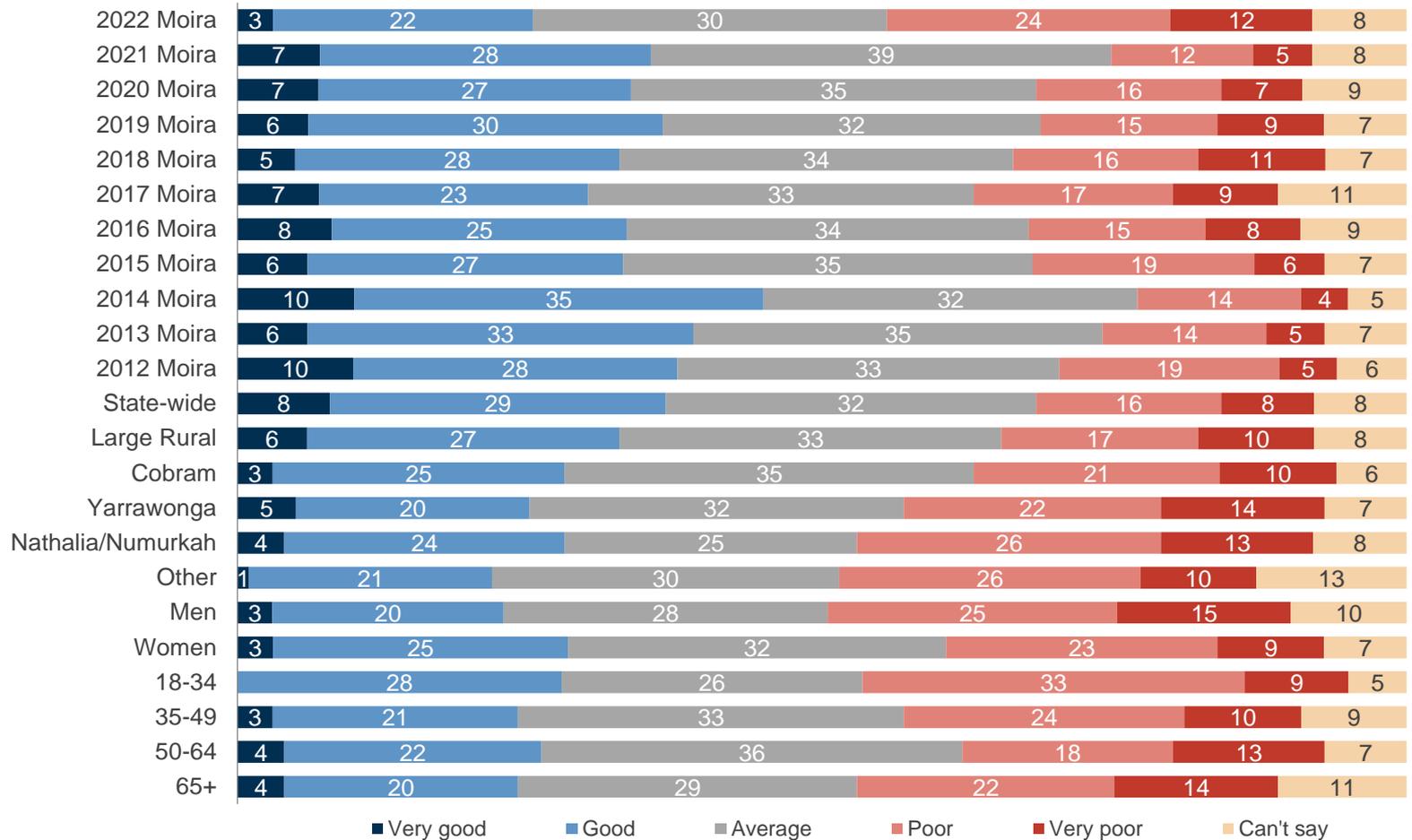
Note: Please see Appendix A for explanation of significant differences.



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



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	55	53	54	54	54	53	55	56	55
18-34	53▲	52	58	58	57	54	57	59	58	62
Large Rural	51▲	54	53	52	52	51	50	53	n/a	n/a
Nathalia/Numurkah	48	58	57	55	54	50	56	55	63	58
Cobram	48	55	52	49	54	54	52	59	59	62
Women	48	54	54	48	50	48	52	55	58	58
Moira	46	54	52	48	49	50	53	54	58	57
50-64	46	50	47	43	45	46	50	53	55	55
Yarrawonga	45	50	50	44	43	47	52	53	56	49
Men	45	54	50	48	49	52	53	54	59	55
65+	44	55	55	47	52	52	53	57	62	58
Other	44	53	47	43	n/a	n/a	n/a	n/a	n/a	n/a
35-49	42	56	46	45	46	49	50	47	58	52

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

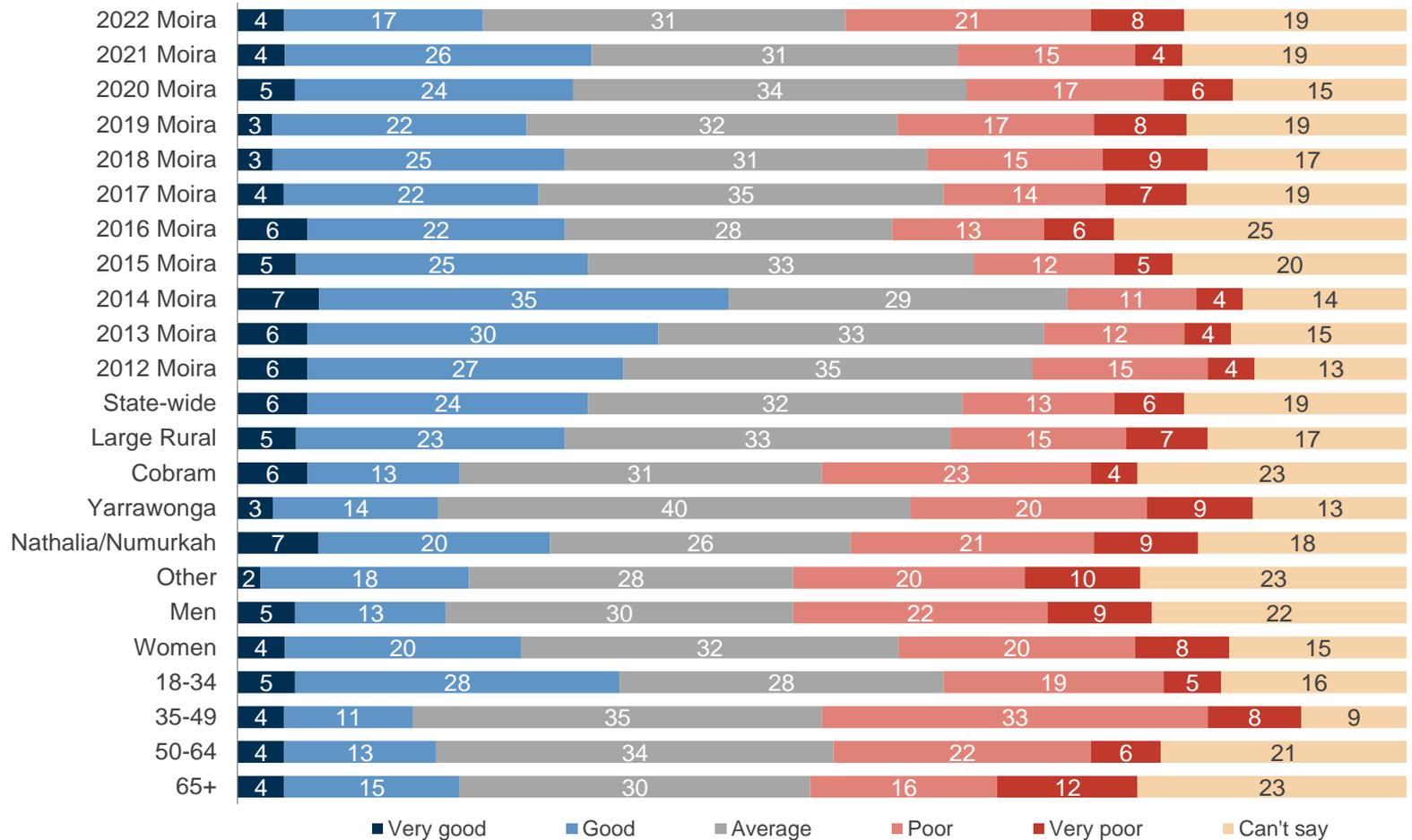
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	55▲	54	51	56	53	51	57	55	n/a	n/a
State-wide	54▲	56	53	55	54	54	54	55	57	n/a
Cobram	52	50	50	50	49	51	53	55	n/a	n/a
Nathalia/Numurkah	52	59	54	56	54	53	54	54	n/a	n/a
Large Rural	51▲	54	52	52	52	51	50	52	n/a	n/a
Men	49	53	47	49	48	52	50	50	n/a	n/a
Moira	48	54	50	49	48	51	51	51	n/a	n/a
Other	47	55	46	44	n/a	n/a	n/a	n/a	n/a	n/a
Women	47	54	53	48	49	49	52	51	n/a	n/a
50-64	46	52	47	47	45	45	46	47	n/a	n/a
65+	46	57	53	48	49	54	53	53	n/a	n/a
35-49	44	49	46	44	47	51	48	47	n/a	n/a
Yarrawonga	42▼	51	48	44	43	49	50	46	n/a	n/a

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

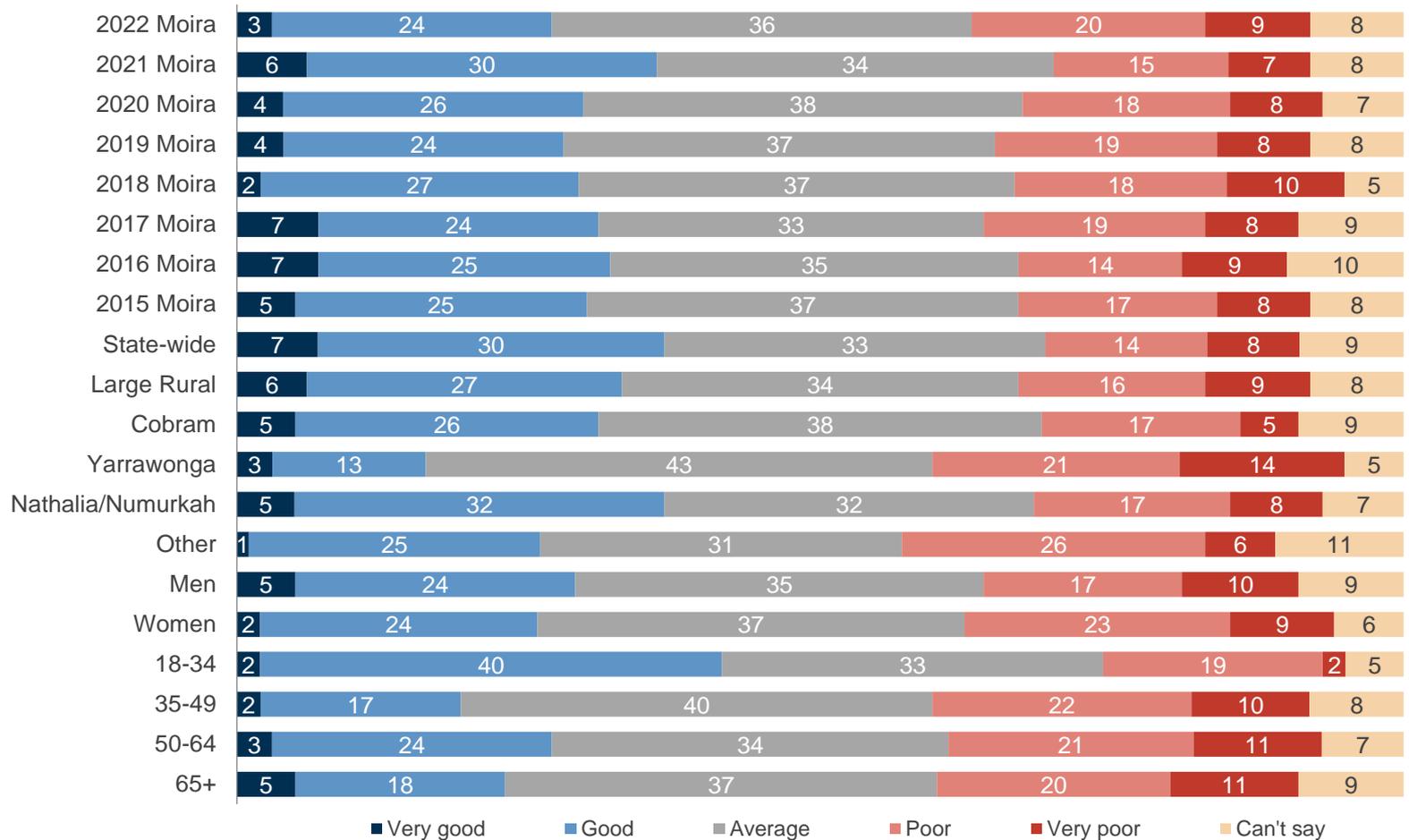
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

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

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
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
Cobram	54	56	51	49	48	57	52	n/a	n/a	n/a
Nathalia/Numurkah	52	50	49	42	43	54	51	n/a	n/a	n/a
65+	57	54	49	45	49	55	56	n/a	n/a	n/a
Large Rural	50	47	47	45	43	44	45	n/a	n/a	n/a
Women	53	50	50	43	43	52	47	n/a	n/a	n/a
Moira	52	51	49	44	44	52	49	n/a	n/a	n/a
Men	50	51	48	45	46	53	52	n/a	n/a	n/a
35-49	46	48	46	43	41	54	46	n/a	n/a	n/a
Yarrawonga	53	52	50	45	45	52	48	n/a	n/a	n/a
50-64	49	47	48	40	41	45	47	n/a	n/a	n/a
18-34	49	50	54	51	43	54	44	n/a	n/a	n/a
Other	46	42	45	n/a						

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

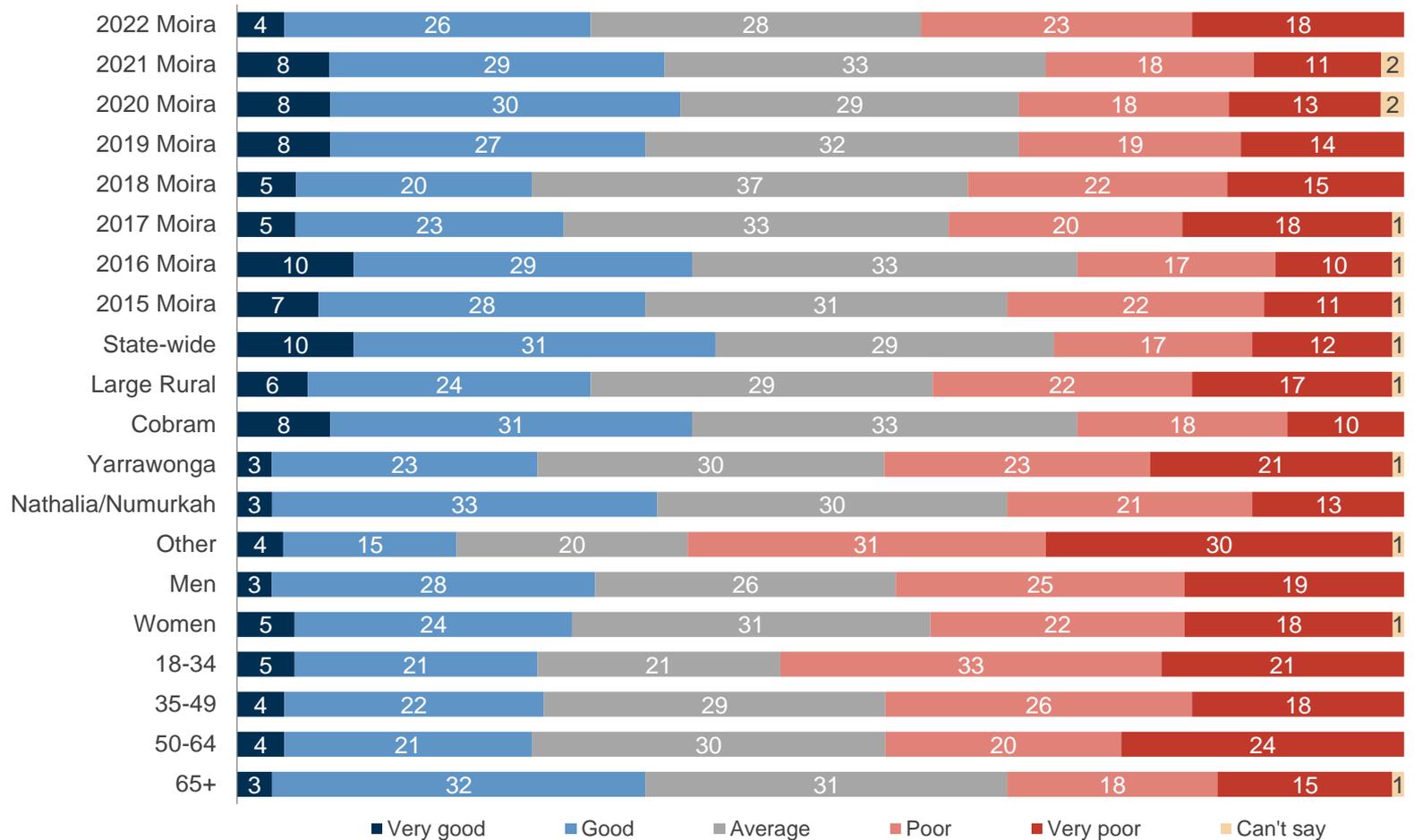
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

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



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Cobram	75▲	66	n/a	n/a	n/a	n/a	74	73	76	76	74
Yarrawonga	71	77	n/a	n/a	n/a	n/a	72	74	71	65	66
65+	71	74	n/a	n/a	n/a	n/a	73	77	79	69	73
Men	70	70	n/a	n/a	n/a	n/a	73	75	76	72	71
Moira	69	71	n/a	n/a	n/a	n/a	73	74	74	68	70
18-34	69	72	n/a	n/a	n/a	n/a	76	78	73	69	73
35-49	69	68	n/a	n/a	n/a	n/a	74	70	71	67	69
State-wide	68	69	65	68	70	71	70	72	73	71	72
Women	68	72	n/a	n/a	n/a	n/a	72	73	72	64	70
Large Rural	65▼	66	62	64	67	68	66	68	n/a	n/a	n/a
Nathalia/Numurkah	65	74	n/a	n/a	n/a	n/a	77	78	77	65	72
Other	65	64	n/a	n/a							
50-64	64	67	n/a	n/a	n/a	n/a	68	70	72	66	66

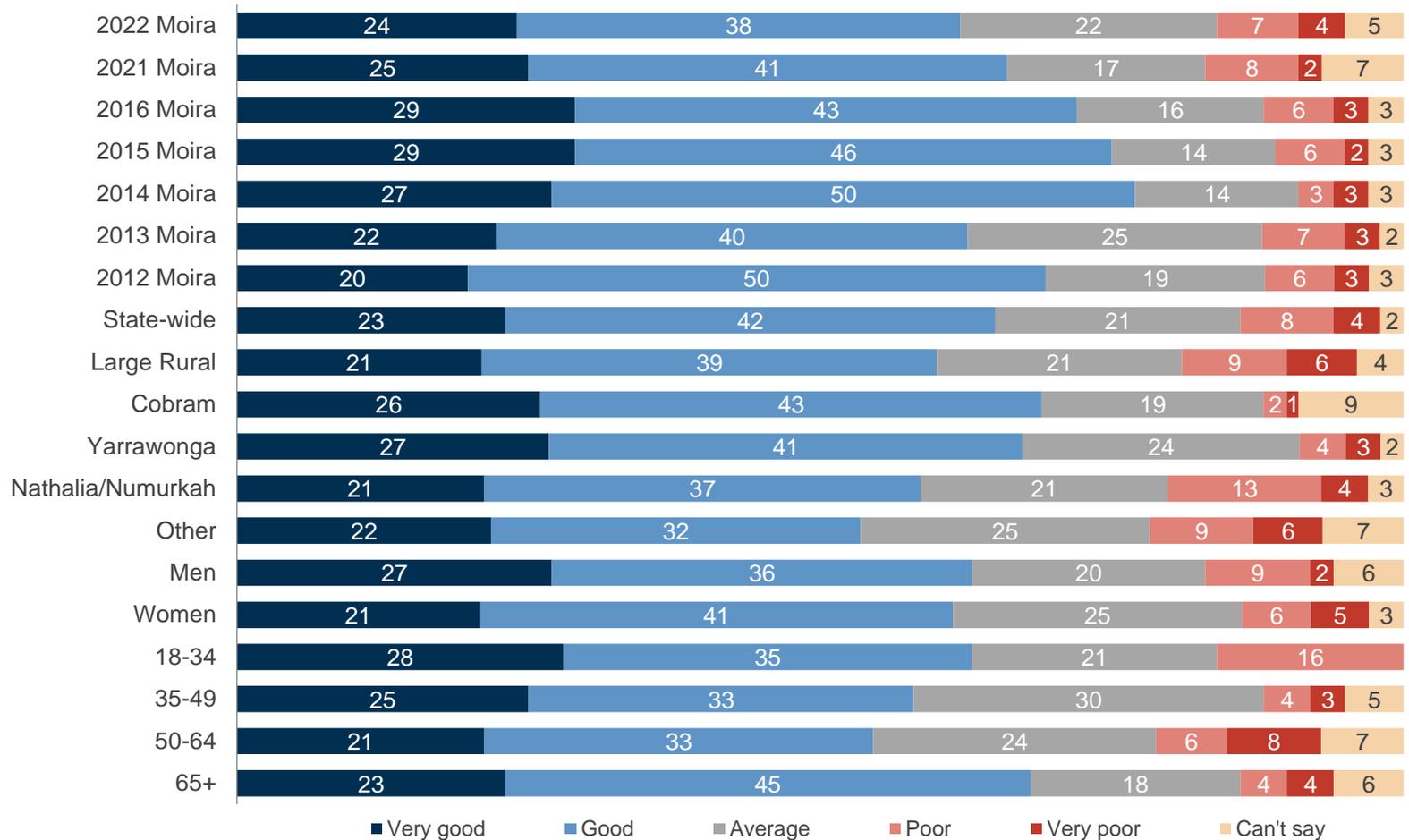
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



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



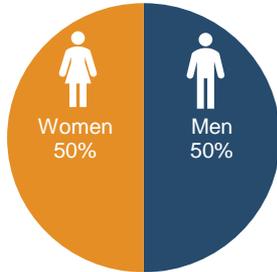
Detailed demographics



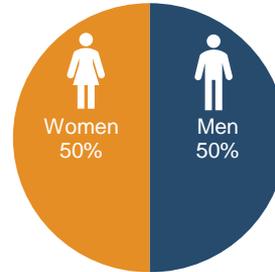
Gender and age profile

2022 gender

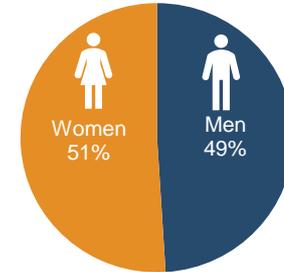
Moira



Large Rural

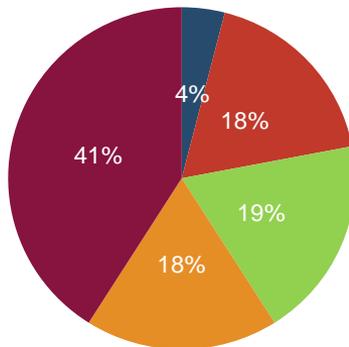


State-wide

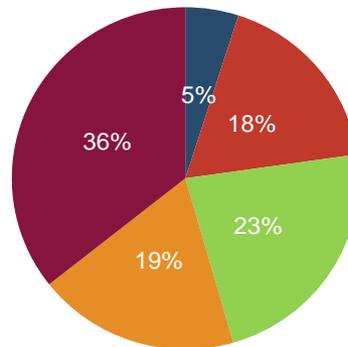


2022 age

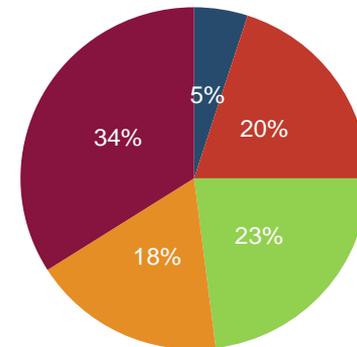
Moira



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.



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 Moira Shire Council was n=501. 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=501 interviews is +/-4.3% 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 45.7% - 54.3%.

Maximum margins of error are listed in the table below, based on a population of 23,700 people aged 18 years or over for Moira Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Moira Shire Council	501	400	+/-4.3
Men	212	199	+/-6.7
Women	289	201	+/-5.7
Cobram	99	75	+/-9.9
Yarrawonga	163	117	+/-7.7
Nathalia/Numurkah	142	118	+/-8.2
Other	97	90	+/-10.0
18-34 years	43	87	+/-15.1
35-49 years	67	77	+/-12.0
50-64 years	119	72	+/-9.0
65+ years	272	163	+/-5.9



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:

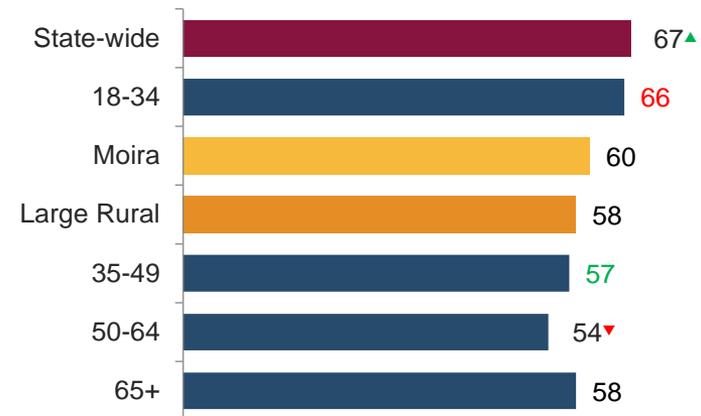
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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.



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=501 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=500 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=500 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 Moira 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 Moira Shire Council.

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

A total of n=501 completed interviews were achieved in Moira Shire 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

Moira Shire 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 Moira Shire 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 Moira 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 2012-2022 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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