



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
MOIRA SHIRE COUNCIL**

2015 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2015 State-wide Local Government Community Satisfaction Survey for Moira Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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

The main objectives of the survey are to assess the performance of Moira Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

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 10% mobile phone numbers to cater to the diversity of residents within Moira Shire Council, particularly younger people.

A total of n=500 completed interviews were achieved in Moira Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2015.

The 2015 results are compared with previous years, as detailed below:

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

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

SURVEY METHODOLOGY AND SAMPLING

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue 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 blue and red indicate significantly higher or lower results than in 2014. 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 2014.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2014.

Overall Performance – Index Scores (example extract only)



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B.

FURTHER INFORMATION

Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite night view of the United Kingdom, showing the island's outline and the glowing network of roads and city lights. The text "KEY FINDINGS & RECOMMENDATIONS" is overlaid in white, bold, sans-serif font across the center of the image.

KEY FINDINGS & RECOMMENDATIONS

KEY FINDINGS AND RECOMMENDATIONS

- Moira Shire Council's **performance** in 2015 represents a **mixed bag** of results. While 'overall performance' is stable, 'community consultation' and 'advocacy' are significantly lower than 2014 while 'customer service' and 'overall council direction' are significantly improved compared with 2014.
- Council's **overall performance** index of 57 has **not changed significantly** compared with 2014 (index score of 55). The assessment of overall performance is stable among all demographic and geographic groups.
- The performance index on **overall council direction** has increased by a significant five points relative to last year (index score now at 53).
 - This increase is being driven in large part by significant improvements in the performance rating from several resident cohorts: 18-34 year olds (up 10 points), Yarrawonga residents (up nine points), Nathalia/Numurkah residents (up eight points) and male residents generally (up seven points).
- Despite these relatively good assessments of Moira's performance and direction, most residents would still prefer to see **service cuts as opposed to rate rises**, with 26% definitely preferring service cuts to 13% preferring rate rises.

KEY FINDINGS AND RECOMMENDATIONS

- The proportion of residents making **contact with Council** over the last 12 months has remained stable at 56%. Telephone and ‘in person’ are the most popular methods of contacting Moira Shire Council.
- **Customer service** ratings have **risen slightly** (by four points, to an index score of 71) but this rise is not statistically significant.
 - Of particular note though is that residents aged 18-34 year olds *have* given significantly improved assessments of customer service compared with last year (an improvement of 26 points, to an index score of 80). Other demographic groups have been consistent with their ratings.
- On the issue of **consultation and engagement**, Council’s performance rating has **declined significantly** (by seven points) to an index score of 52.
 - Much of this decline stems from less significantly lower ratings on this issue from Cobram residents (11 points lower), Nathalia/Numurkah residents (seven points lower), over 65s (10 points lower), men (11 points lower) and 35-49 year olds (nine points lower).
 - Community consultation is also singled out as a key area for Council to improve.
- **Advocacy** ratings are also down significantly, by six points, to an index score of 54. Once again this decline is driven by Nathalia/Numurkah residents, 35-49 years olds and men.

KEY FINDINGS AND RECOMMENDATIONS

- **Making decisions in the interest of the community and the condition of sealed local roads** are new core performance categories added by all Councils in 2015. On both of these measures Moira rates significantly below the State-wide average. Moira rates on par with the Large Rural average for community decision making, but significantly above the Large Rural average for the condition of sealed local roads.
 - Maintenance of sealed roads is however perceived as the highest priority for improvement when residents are asked on an unprompted basis.
- **Communication** also sits within the Council's top three unprompted areas for improvement. When it comes to receiving Council communications, Moira Shire should be aware that a **mailed newsletter** is still the preferred choice by all age groups.
- Council has lost ground on several other **individual service areas** in 2015, with **significant falls** in perceptions of performance in:
 - Disadvantaged support services (-7)
 - Emergency and disaster management (-5)
 - Recreational facilities (-5)
 - The condition of local streets and footpaths (-5)
 - Family support services (-4)
 - The enforcement of local laws (-4)

KEY FINDINGS AND RECOMMENDATIONS

- For many of these declining performance service areas it is male residents, Nathalia/Numurkah residents, 18-34 year olds and 65+ year olds who are driving the decreased performance ratings. When communicating its efforts in these areas, Moira Shire Council should keep in mind these audiences and target its communications accordingly.
- In general, 18-34 year olds and Cobram residents tend to be most favourable towards Council. 'Other Areas' residents and 35-64 year olds are consistently more negative in their assessments. Personal and household users of family and elderly support services tend to be more favourable toward those services, while users of planning permits and disadvantaged support services are more negative.
- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.

KEY FINDINGS AND RECOMMENDATIONS

- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- **A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.**

KEY FINDINGS AND RECOMMENDATIONS

Higher results in 2015

- Overall council direction

Lower results in 2015

- Consultation
- Disadvantaged support services

Most favourably disposed towards Council

- 18-34 year olds
- Cobram residents

Least favourably disposed towards Council

- 35-64 year olds
- Other Areas residents

A satellite night view of the United States, showing city lights and a network of roads. The text "SUMMARY OF FINDINGS" is overlaid in white, bold, sans-serif font on the left side of the image.

SUMMARY OF FINDINGS

2015 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Moira 2012	Moira 2013	Moira 2014	Moira 2015	Large Rural 2015	State-wide 2015
OVERALL PERFORMANCE	58	60	57	55	56	60
COMMUNITY CONSULTATION (Community consultation and engagement)	55	55	59	52	54	56
ADVOCACY (Lobbying on behalf of the community)	55	57	58	54	53	55
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	n/a	51	52	55
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	n/a	49	45	55
CUSTOMER SERVICE	67	72	67	71	67	70
OVERALL COUNCIL DIRECTION	51	53	48	53	51	53

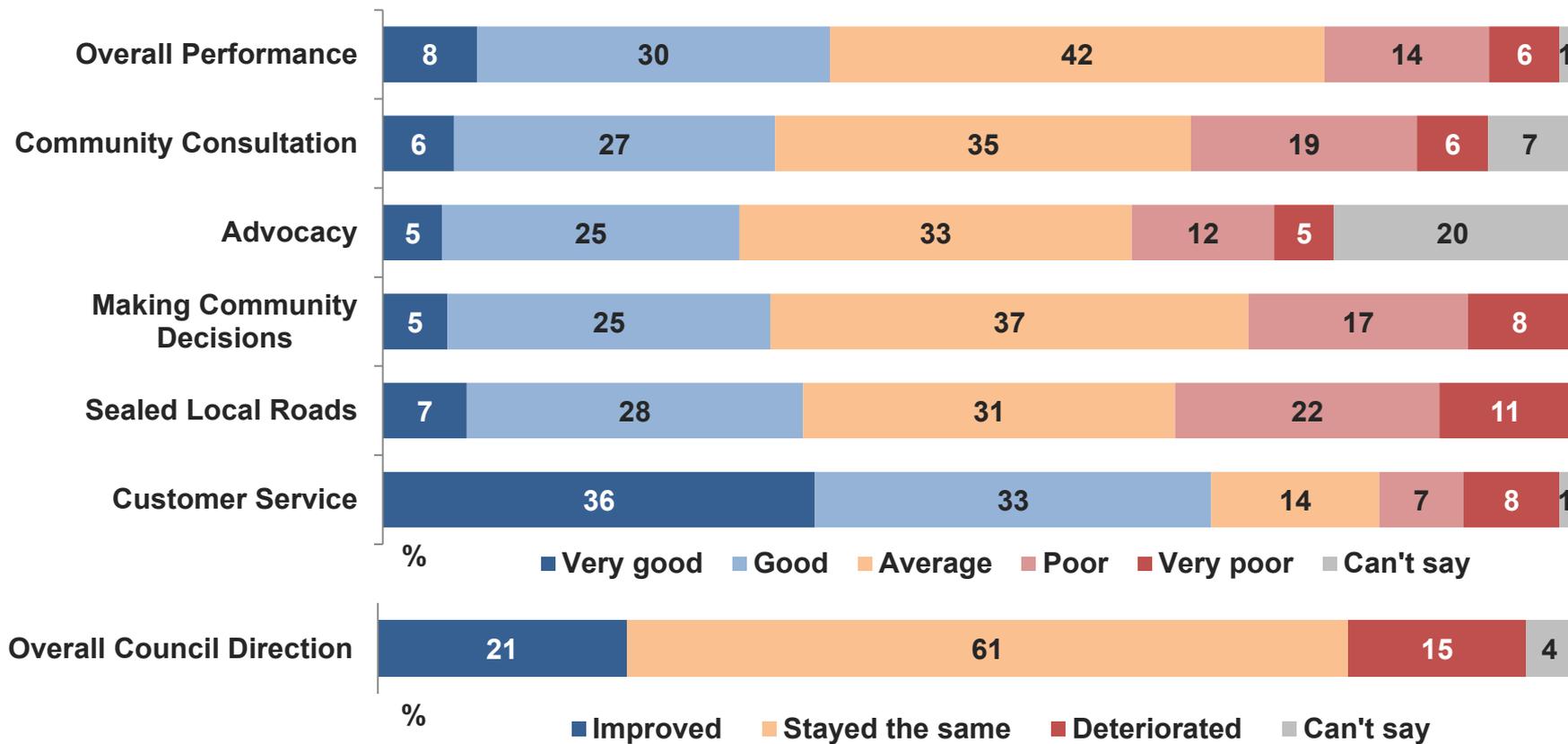
2015 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

Performance Measures	Moira 2015	vs Moira 2014	vs Large Rural 2015	vs State-wide 2015	Highest score	Lowest score
OVERALL PERFORMANCE	55	2 points lower	1 points lower	5 points lower	18-34 year olds	35-49 year olds
COMMUNITY CONSULTATION (Community consultation and engagement)	52	7 points lower	2 points lower	4 points lower	18-34 year olds	35-49 year olds
ADVOCACY (Lobbying on behalf of the community)	54	4 points lower	1 points higher	1 points lower	Cobram	35-49 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	51	n/a	1 points lower	4 points lower	Cobram	Yarrawonga
SEALED LOCAL ROADS (Condition of sealed local roads)	49	n/a	4 points higher	6 points lower	65+ year olds	18-34 year olds
CUSTOMER SERVICE	71	4 points higher	4 points higher	1 points higher	18-34 year olds	35-49 year olds
OVERALL COUNCIL DIRECTION	53	5 points higher	2 points higher	Equal	Nathalia/ Numurkah	35-49 year olds

2015 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

Key Measures Summary Results



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than State-wide average

-None Applicable

- Consultation & engagement
- Informing the community
- Local streets & footpaths
- Enforcement of local laws
- Disadvantaged support serv.
- Recreational facilities
- Slashing & weed control
- Making community decisions
- Sealed local roads
- Business & community development

Significantly lower than State-wide average

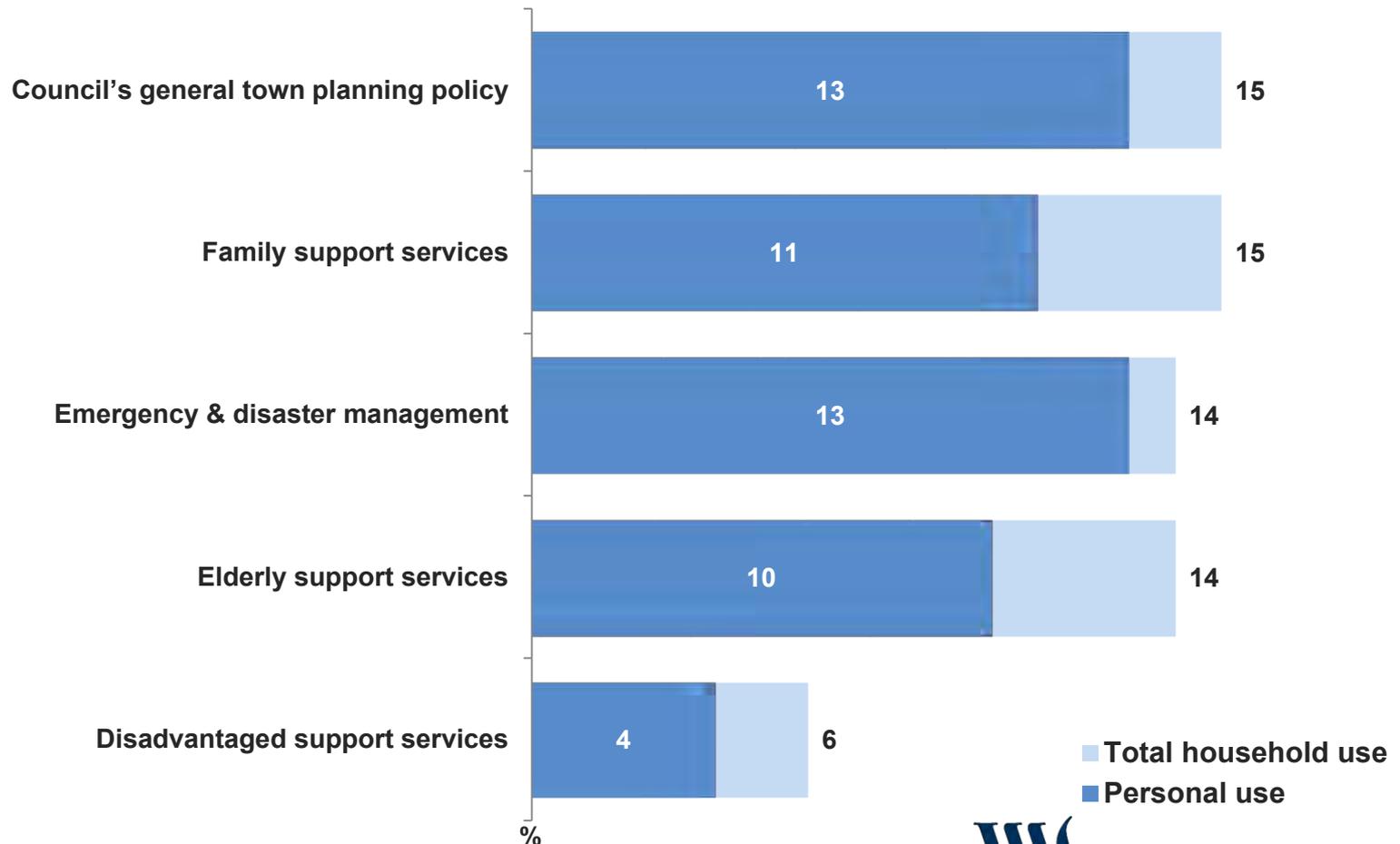
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2015 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

Experience of Services



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

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



INDIVIDUAL SERVICE AREA SUMMARY

IMPORTANCE VS PERFORMANCE

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

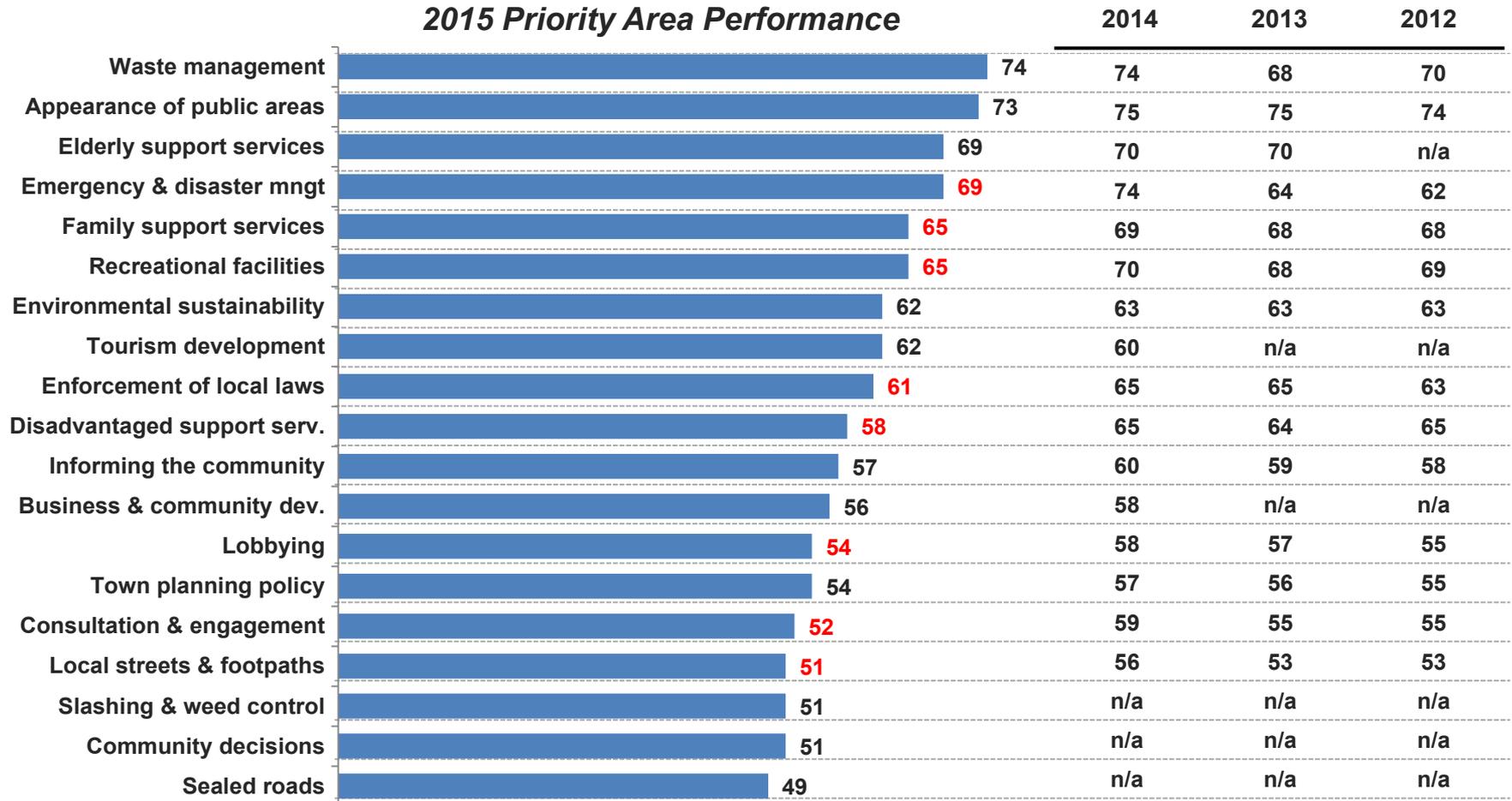
Service	Importance	Performance	Net differential
Condition of local streets & footpaths	81	51	-30
Slashing & weed control	75	51	-24
Consultation & engagement	74	52	-22
Informing the community	77	57	-20
Town planning policy	73	54	-19
Business & community development	75	56	-19
Lobbying on behalf of the community	72	54	-18
Disadvantaged support services	73	58	-15
Emergency & disaster management	83	69	-14
Elderly support services	81	69	-12
Enforcement of local laws	72	61	-11

2015 IMPORTANCE SUMMARY

	2015 Priority Area Importance	2014	2013	2012
Emergency & disaster mngt	83	86	84	84
Local streets & footpaths	81	79	80	79
Elderly support services	81	81	n/a	n/a
Informing the community	77	77	77	76
Waste management	77	77	78	77
Appearance of public areas	75	74	74	73
Slashing & weed control	75	n/a	n/a	n/a
Business & community dev.	75	75	n/a	n/a
Consultation & engagement	74	74	77	72
Disadvantaged support serv.	73	72	73	70
Recreational facilities	73	73	73	72
Town planning policy	73	72	74	72
Lobbying	72	73	74	73
Enforcement of local laws	72	71	72	69
Family support services	72	76	75	73
Tourism development	71	72	n/a	n/a
Environmental sustainability	70	68	70	66

Base: All respondents Councils asked State-wide: 55
 Note: Please see page 5 for explanation of significant differences

2015 PERFORMANCE SUMMARY



Base: All respondents Councils asked State-wide: 69
 Note: Please see page 5 for explanation of significant differences

2015 IMPORTANCE SUMMARY BY COUNCIL GROUP

Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Moira Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Local streets & footpaths 3. Elderly support services 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Elderly support services 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Elderly support services 3. Waste management 	<ol style="list-style-type: none"> 1. Community decisions 2. Unsealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Elderly support services

Bottom Three Most Important Service Areas (Lowest to highest, i.e. 1. = least important)

Moira Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Environmental sustainability 2. Tourism development 3. Lobbying 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Tourism development 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Parking facilities 	<ol style="list-style-type: none"> 1. Traffic management 2. Art centres & libraries 3. Community & cultural

2015 PERFORMANCE SUMMARY BY COUNCIL GROUP

Top Three Most Performance Service Areas (Highest to lowest, i.e. 1. = highest performance)

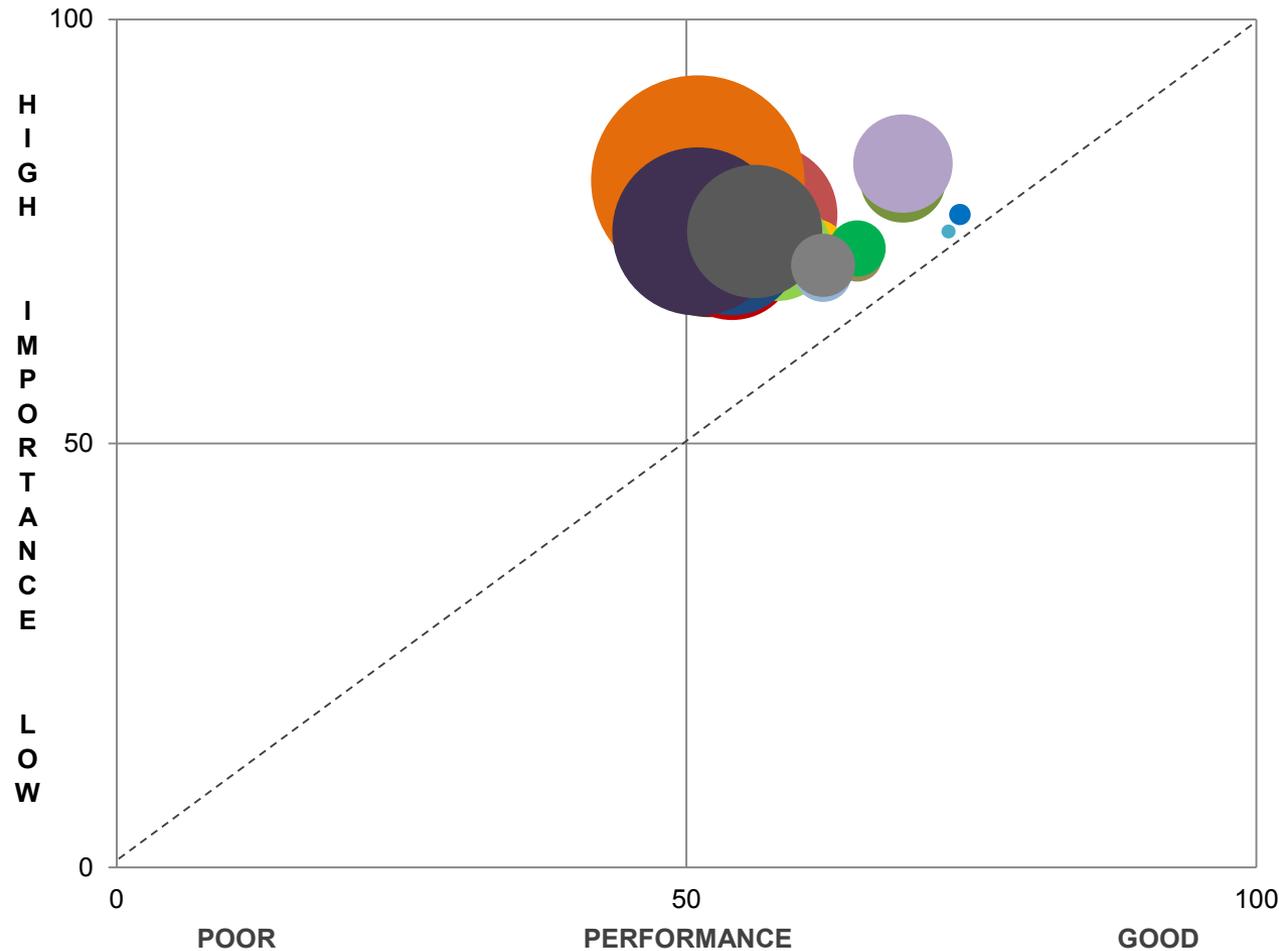
Moira Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Waste management 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Elderly support services 3. Waste management

Bottom Three Most Performance Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Moira Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Sealed roads 2. Slashing & weed control 3. Community decisions 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Community decisions 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Slashing & weed control 3. Sealed roads

Service	Importance	Performance
Consultation & engagement	74	52
Lobbying on behalf of the community	72	54
Informing the community	77	57
Condition of local streets & footpaths	81	51
Enforcement of local laws	72	61
Family support services	72	65
Elderly support services	81	69
Disadvantaged support services	73	58
Recreational facilities	73	65
Appearance of public areas	75	73
Waste management	77	74
Town planning policy	73	54
Environmental sustainability	70	62
Emergency & disaster management	83	69
Slashing & weed control	75	51
Business & community dev.	75	56
Tourism development	71	62

Importance and Performance 2015 Index Scores Grid



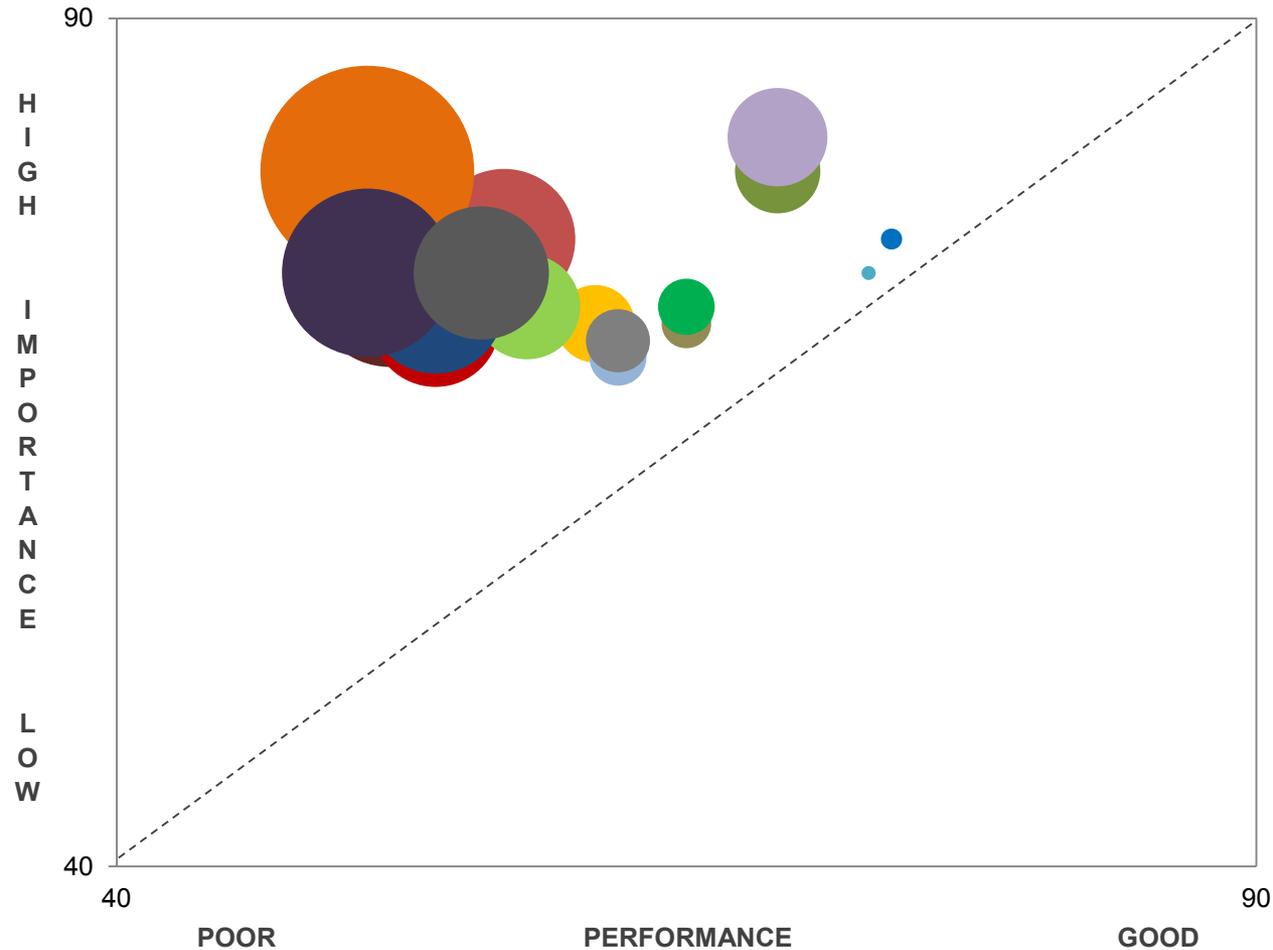
Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



Service	Importance	Performance
Consultation & engagement	74	52
Lobbying on behalf of the community	72	54
Informing the community	77	57
Condition of local streets & footpaths	81	51
Enforcement of local laws	72	61
Family support services	72	65
Elderly support services	81	69
Disadvantaged support services	73	58
Recreational facilities	73	65
Appearance of public areas	75	73
Waste management	77	74
Town planning policy	73	54
Environmental sustainability	70	62
Emergency & disaster management	83	69
Slashing & weed control	75	51
Business & community dev.	75	56
Tourism development	71	62

Importance and Performance 2015 Index Scores Grid (Magnified view)



Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



COMMUNICATIONS SUMMARY

Overall preferred forms of communication

- Newsletter sent via mail (39)

Preferred forms of communication among over 50s

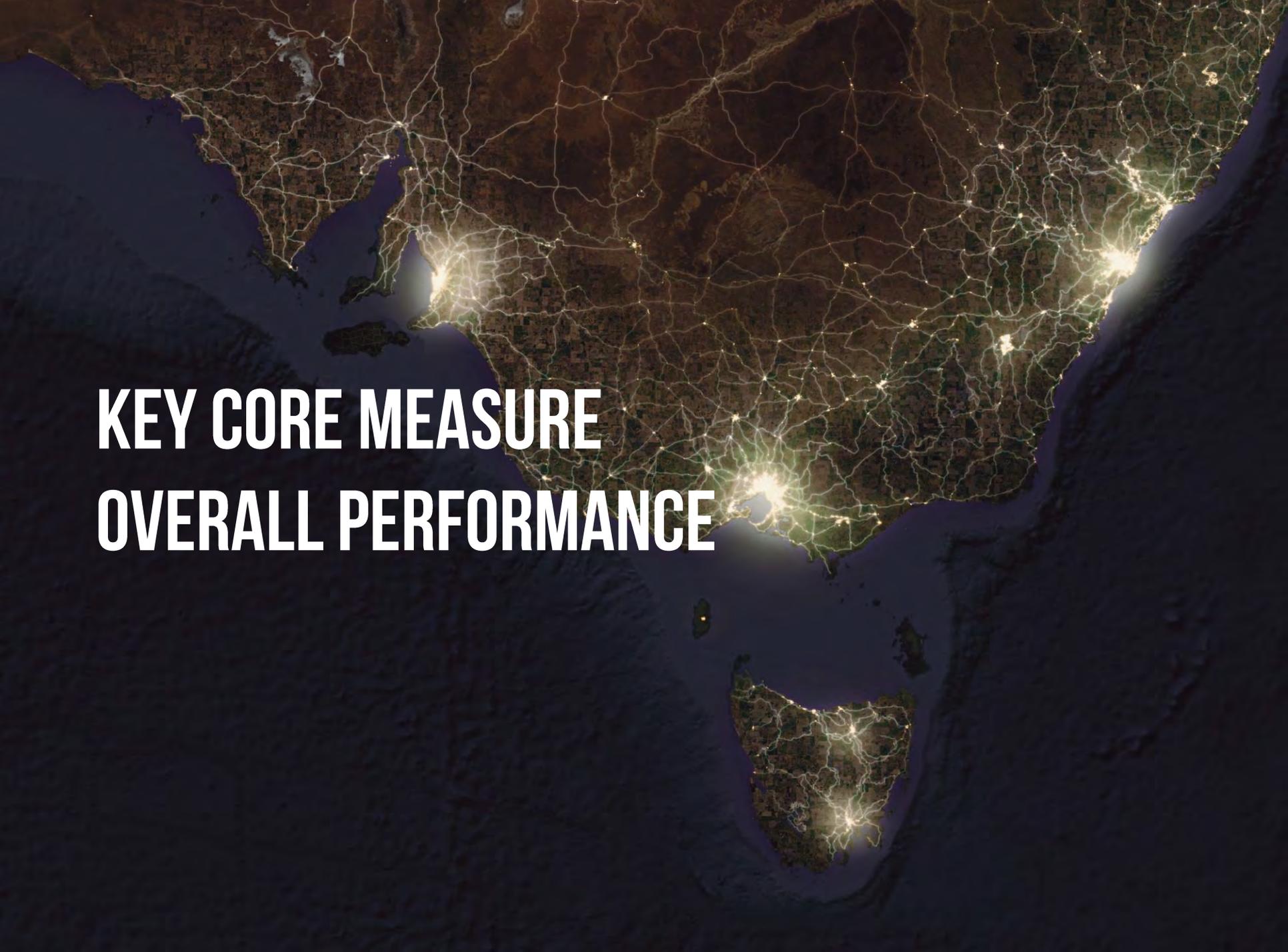
- Newsletter sent via mail (37)

Preferred forms of communication among under 50s

- Newsletter sent via mail (42)

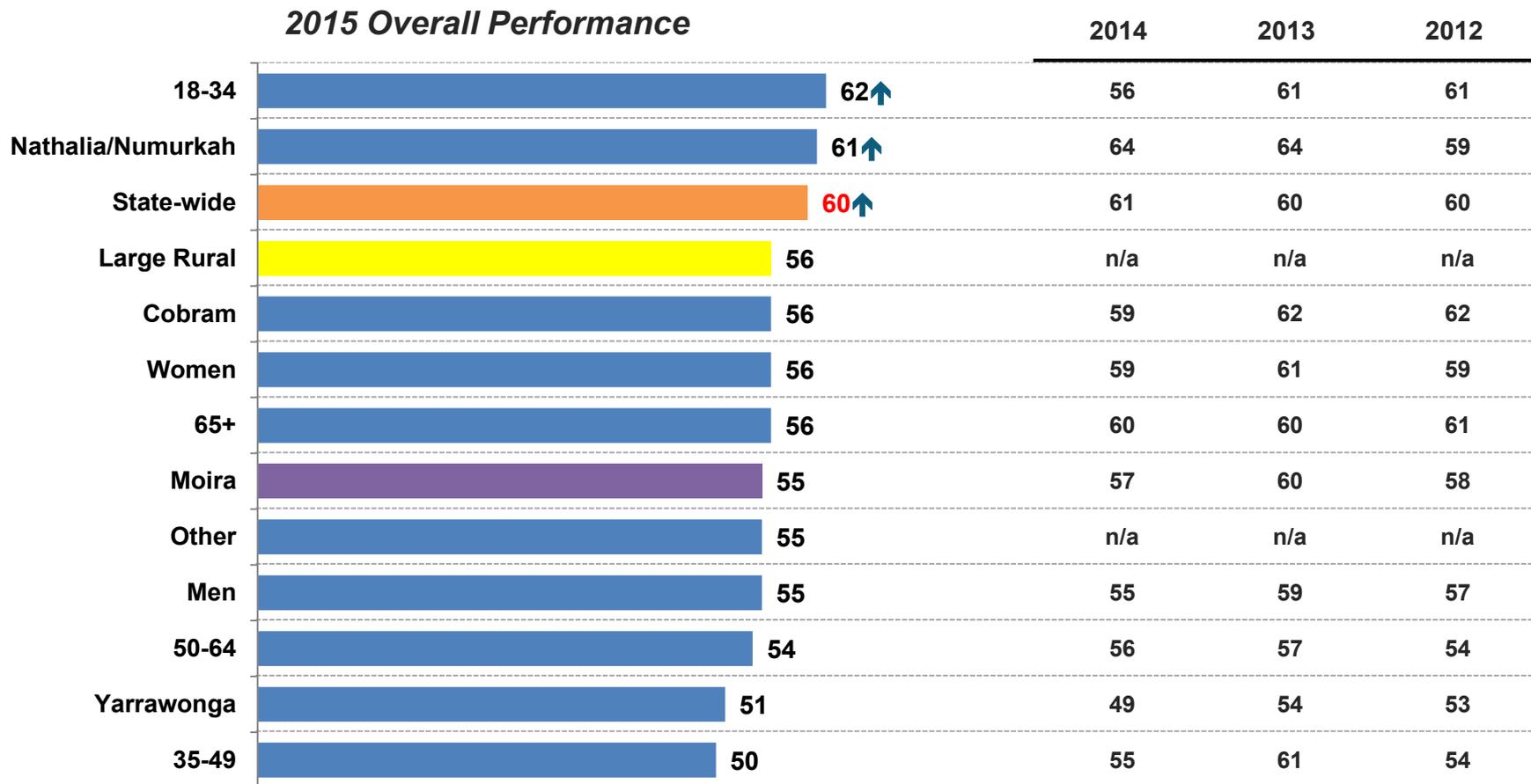
A satellite night view of the United States, showing city lights and a network of roads. The text "DETAILED FINDINGS" is overlaid on the left side of the image.

DETAILED FINDINGS

A satellite night view of the United Kingdom, showing city lights and a network of glowing lines. The text "KEY CORE MEASURE" and "OVERALL PERFORMANCE" is overlaid on the left side of the image.

KEY CORE MEASURE
OVERALL PERFORMANCE

OVERALL PERFORMANCE INDEX SCORES



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?

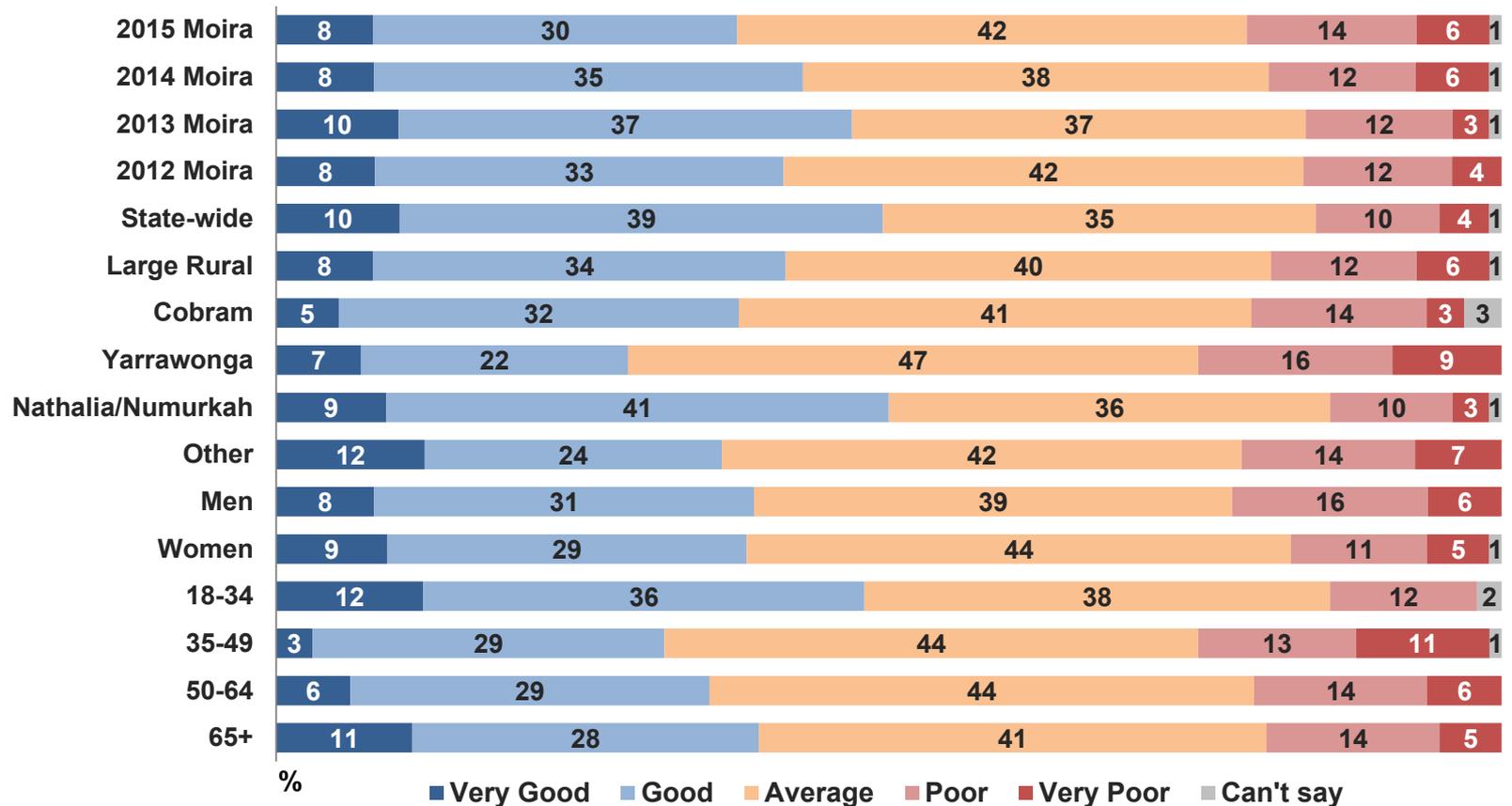
Base: All respondents Councils asked State-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences



OVERALL PERFORMANCE DETAILED PERCENTAGES

2015 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: 69 Councils asked group: 21



An aerial night photograph of a city, likely San Francisco, showing a dense network of roads and buildings illuminated by streetlights and city lights. The lights create a complex web of bright yellow and white lines against the dark landscape. The text 'KEY CORE MEASURE' and 'CUSTOMER SERVICE' is overlaid on the left side of the image in a bold, white, sans-serif font.

KEY CORE MEASURE
CUSTOMER SERVICE

CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Moira Shire Council

- 56%, equivalent to 2014

Most contact with Moira Shire Council

- Aged 35-49 years
- Aged 50-64 years

Least contact with Moira Shire Council

- Aged 18-34 years

Customer Service rating

- Index score of 71, up 4 points on 2014

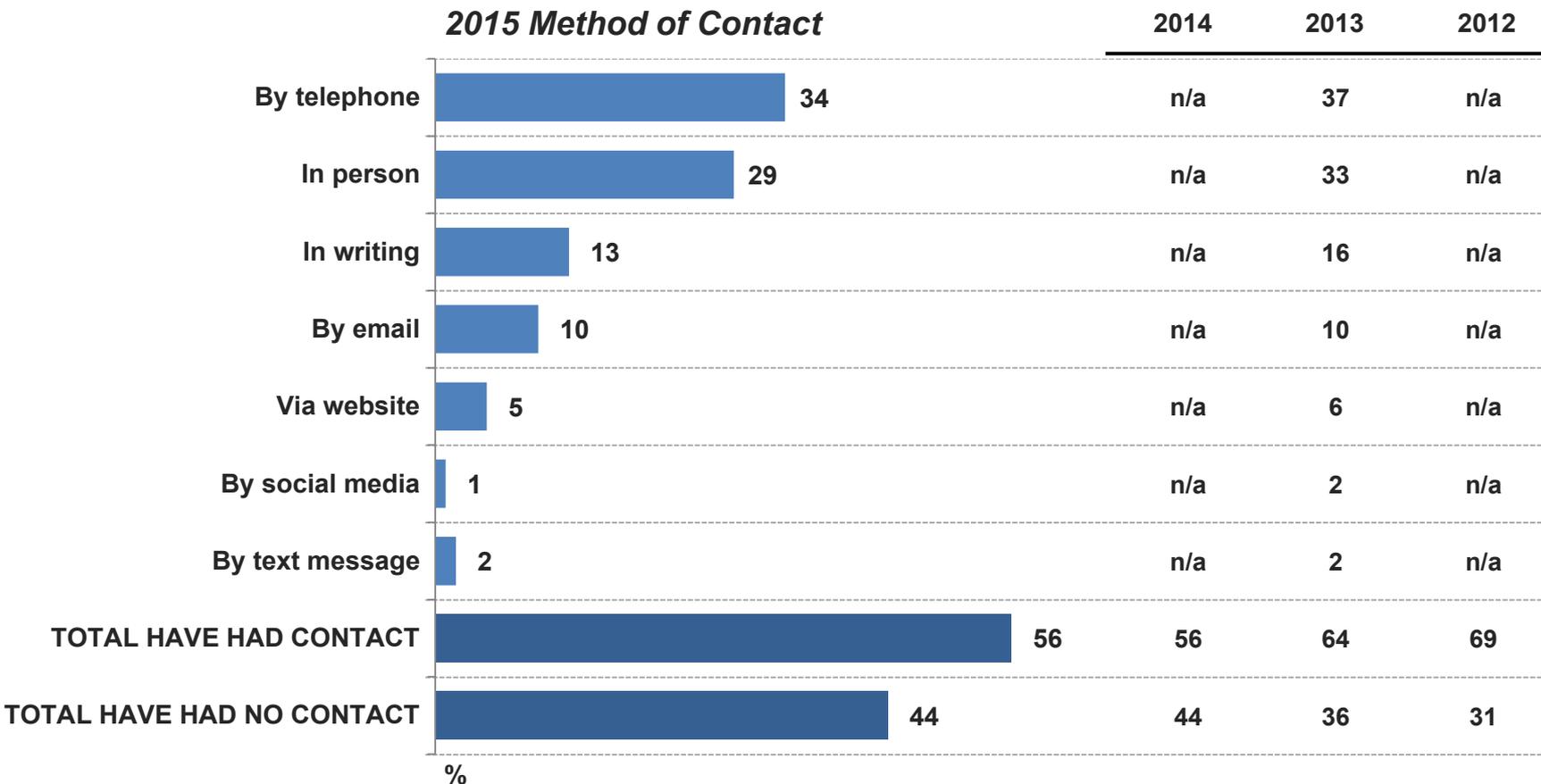
Most satisfied with Customer Service

- Aged 18-34 years

Least satisfied with Customer Service

- Aged 35-49 years

2015 CONTACT WITH COUNCIL LAST 12 MONTHS DETAILED PERCENTAGES INCLUDING METHOD OF CONTACT



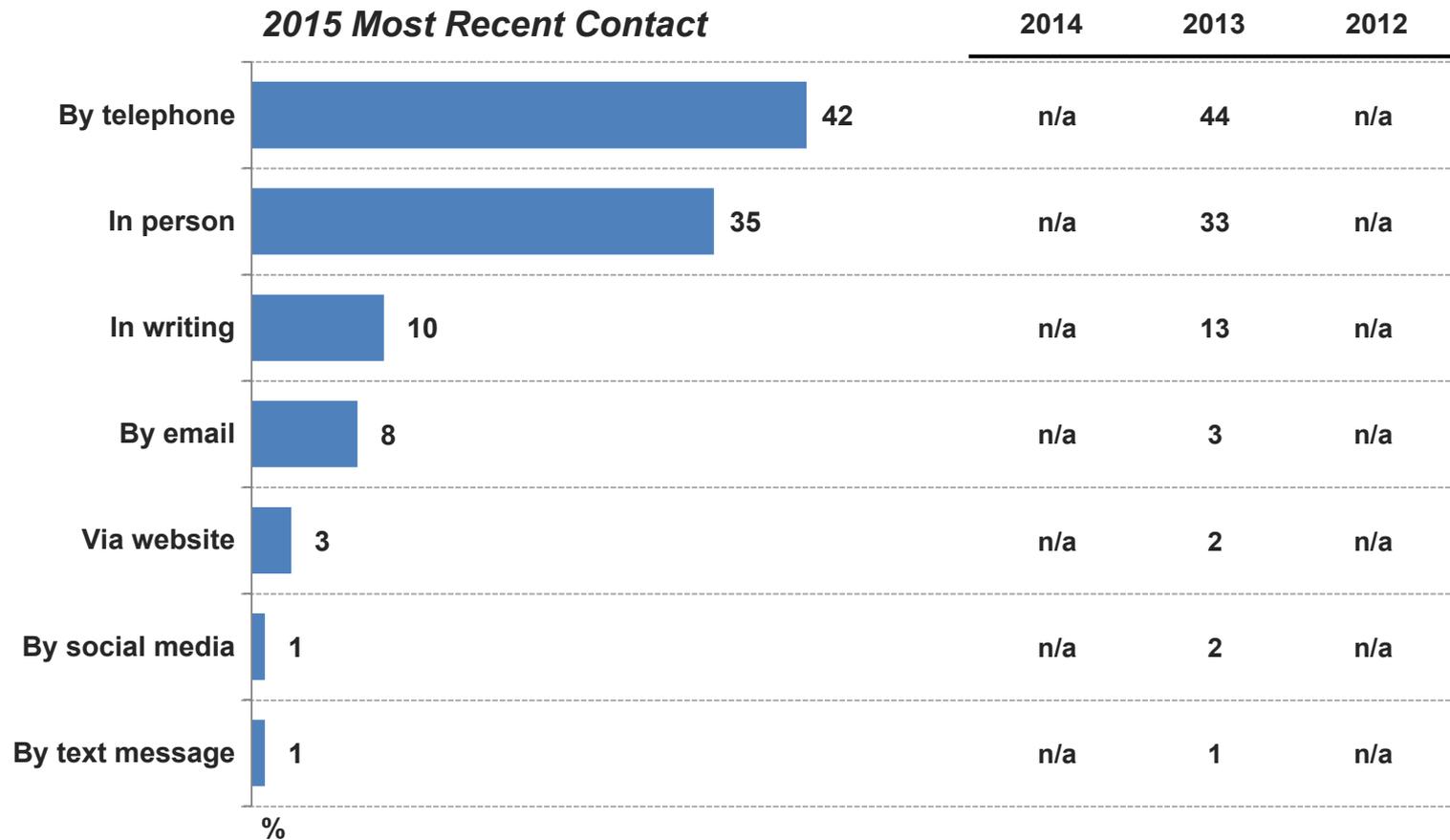
Q5a. Over the last 12 months, have you or any member of your household had any contact with Moira Shire Council in any of the following ways? In person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2

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

Note: Please see page 5 for explanation about significant differences

2015 CONTACT WITH COUNCIL MOST RECENT METHOD DETAILED PERCENTAGES



Q5b. What was the method of contact for the most recent contact you had with Moira Shire Council?

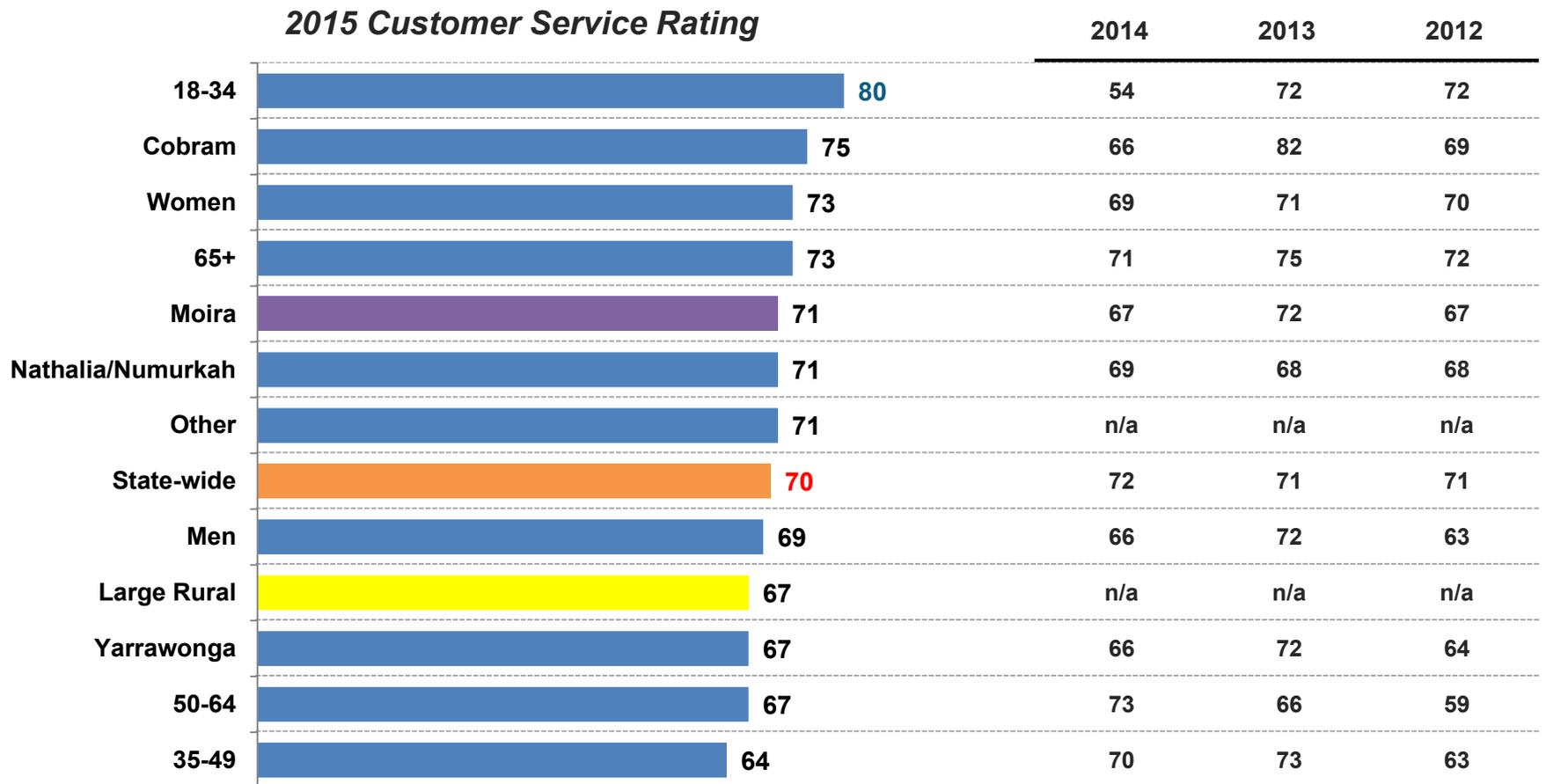
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 16 Councils asked group: 2

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

Note: Please see page 5 for explanation about significant differences

2015 CONTACT CUSTOMER SERVICE INDEX SCORES



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.

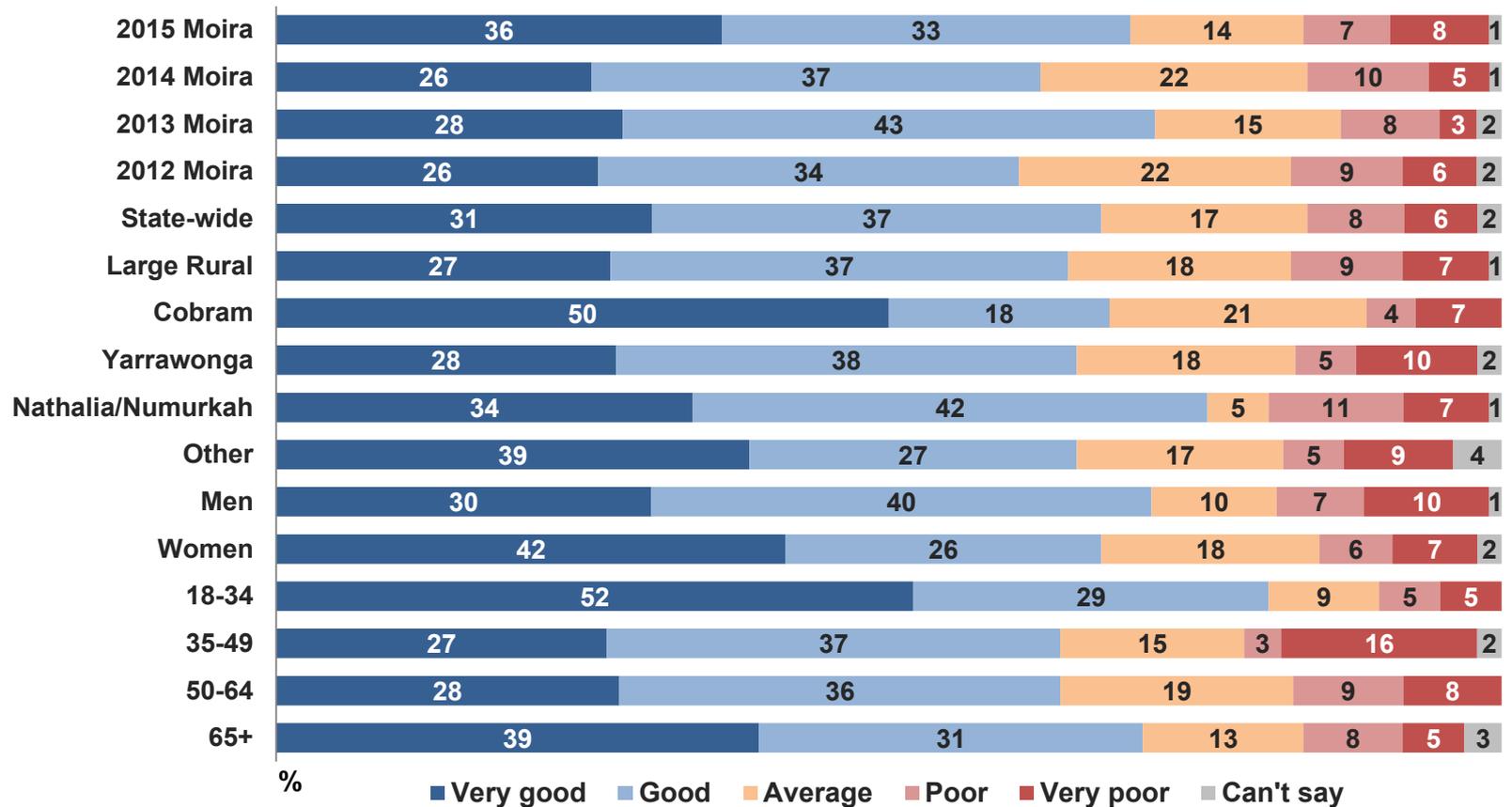
Councils asked State-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences



2015 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2015 Customer Service Rating



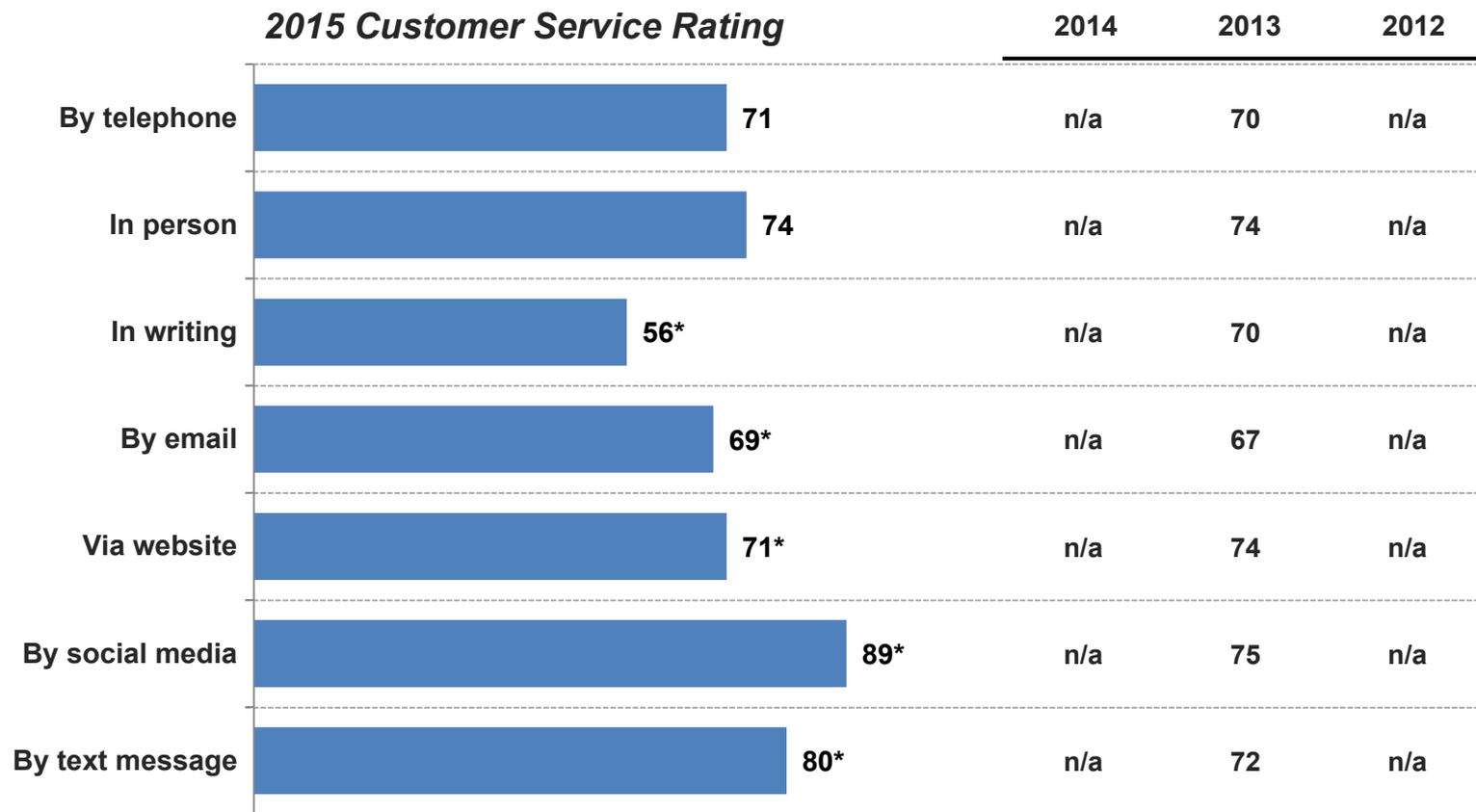
Q5c. Thinking of the most recent contact, how would you rate Moira Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked State-wide: 69 Councils asked group: 21



2015 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT



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.

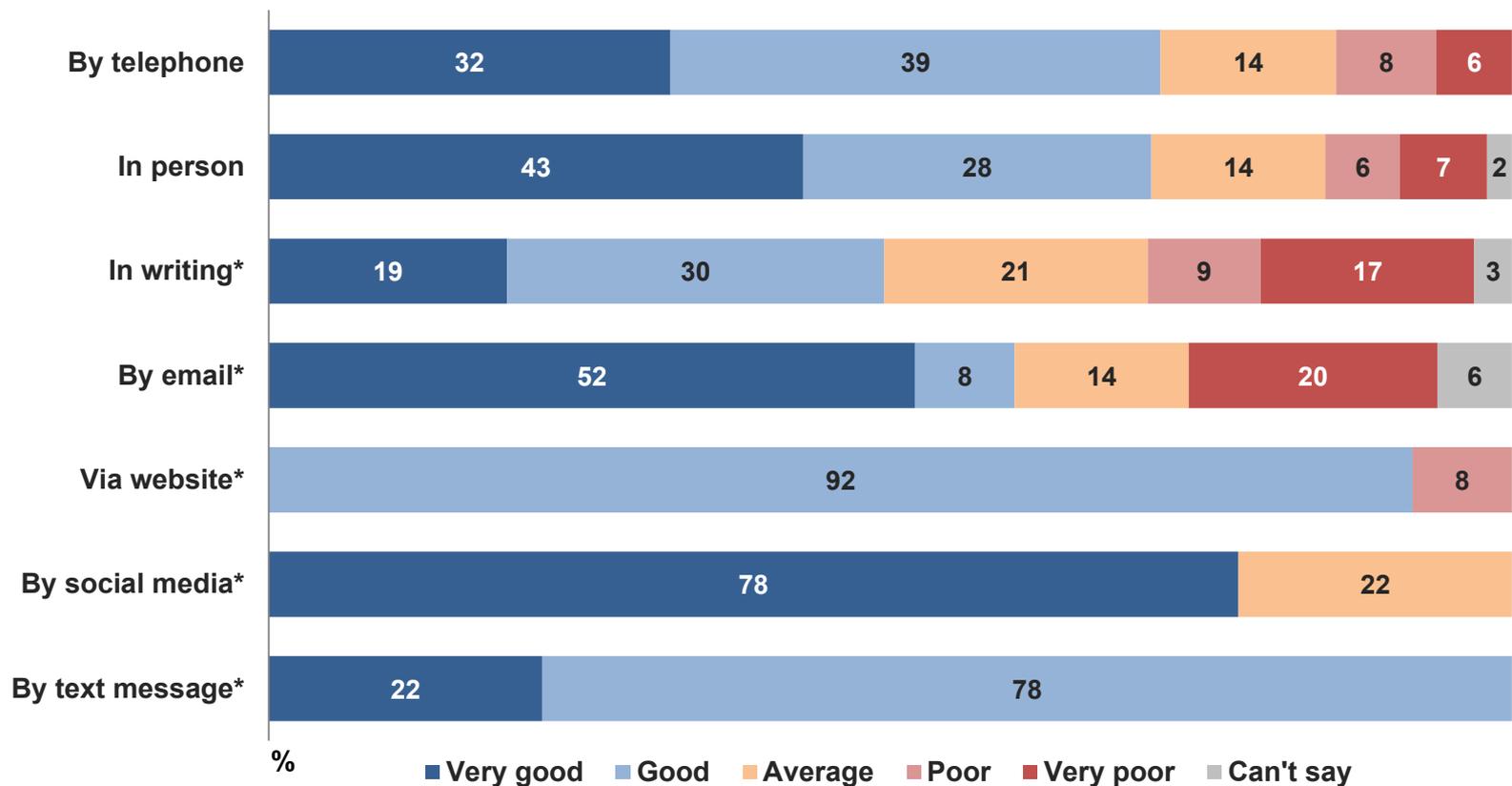
Councils asked State-wide: 16 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2015 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

2015 Customer Service Rating



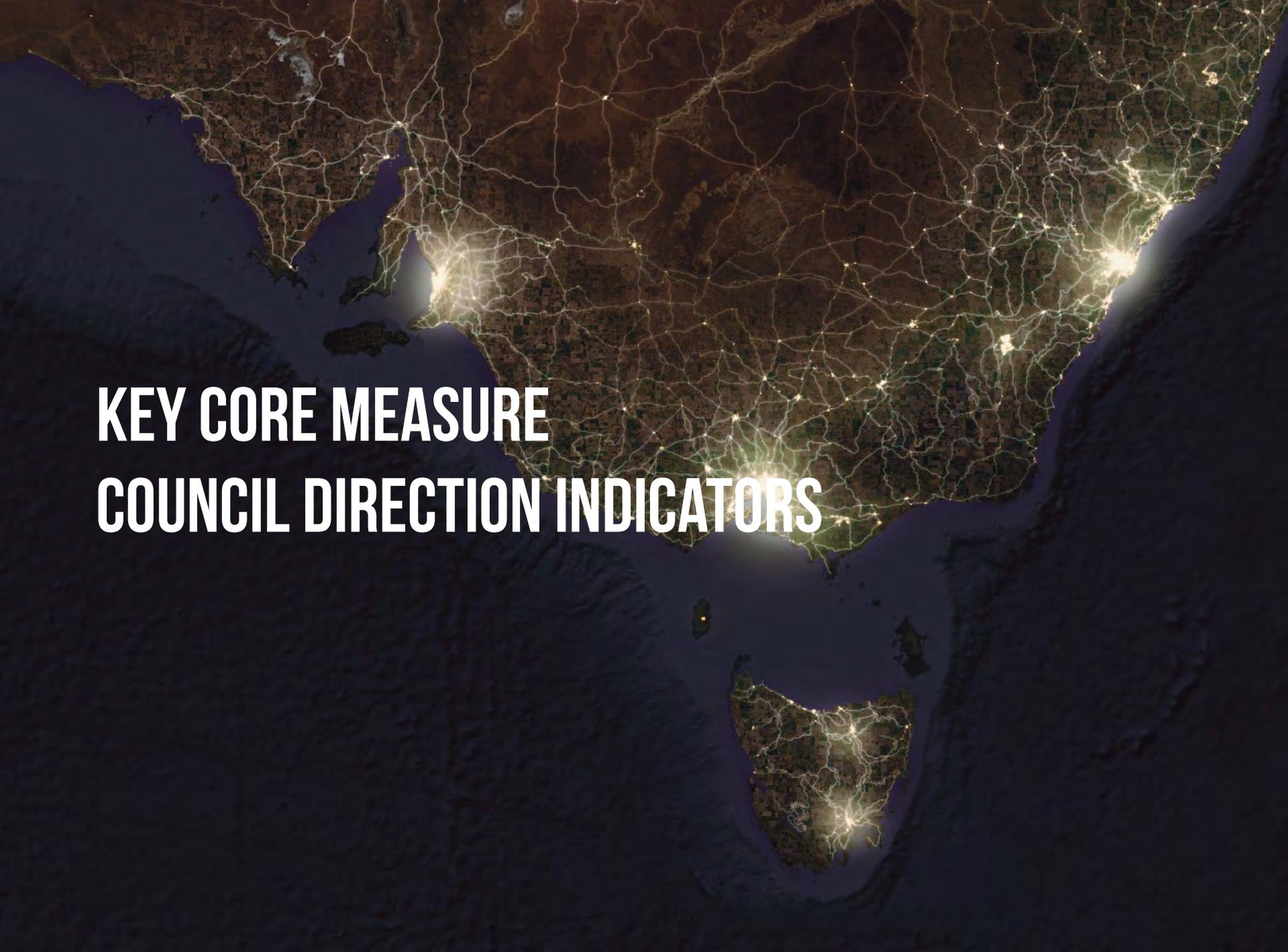
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Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 16 Councils asked group: 2

*Caution: small sample size < n=30





**KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS**

COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months

- 61% stayed about the same, up 1 point on 2014
- 21% improved, up 6 points on 2014
- 15% deteriorated, down 4 points on 2014

Most satisfied with Council Direction

- Nathalia/Numurkah residents
- Aged 18-34 years

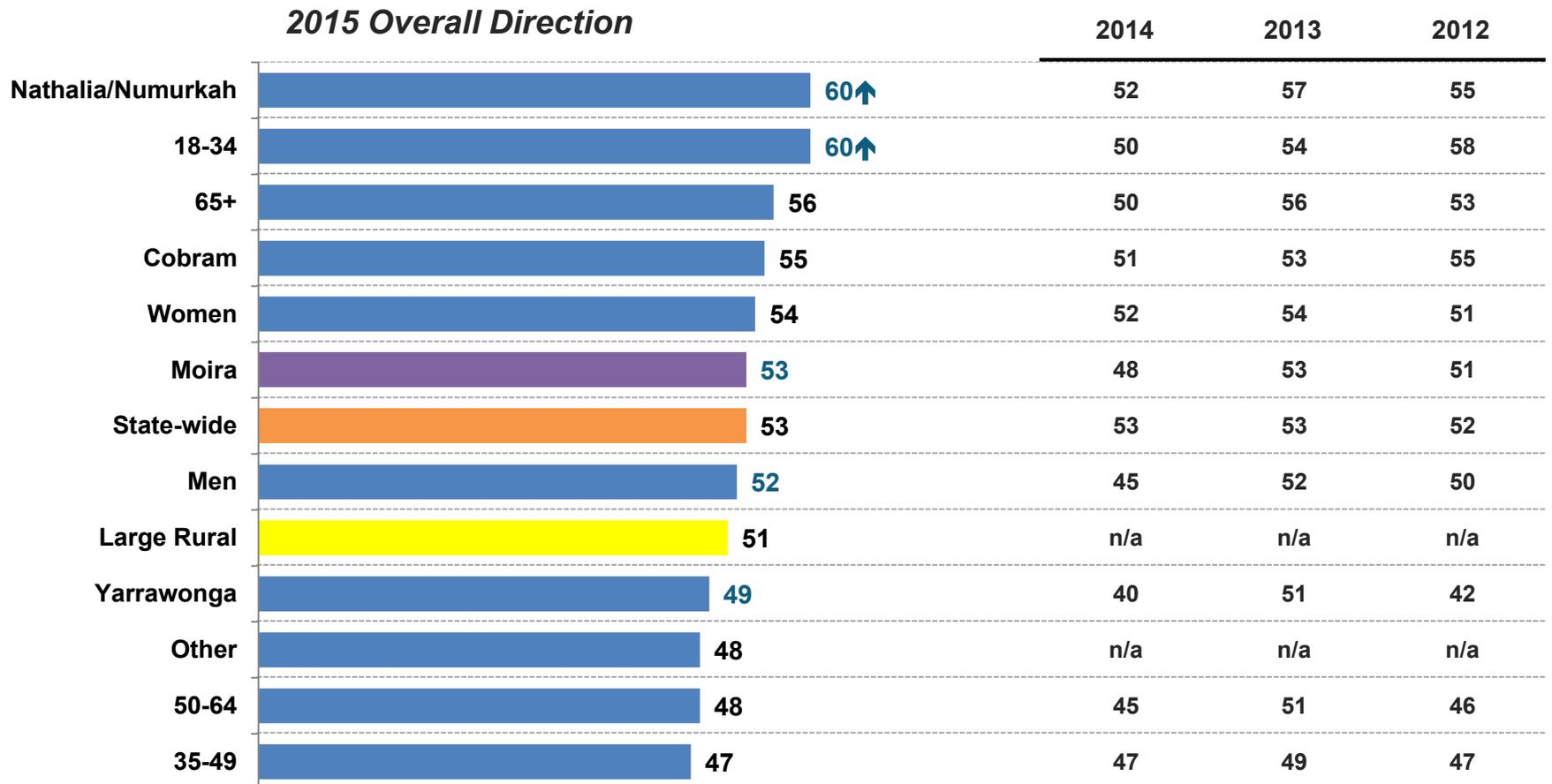
Least satisfied with Council Direction

- Aged 35-49 years

Rates rise Vs Service cuts

- Prefer rate rise (13% definitely/ 24% probably prefer it)
- Prefer service cuts (26% definitely/ 18% probably)

2015 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



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

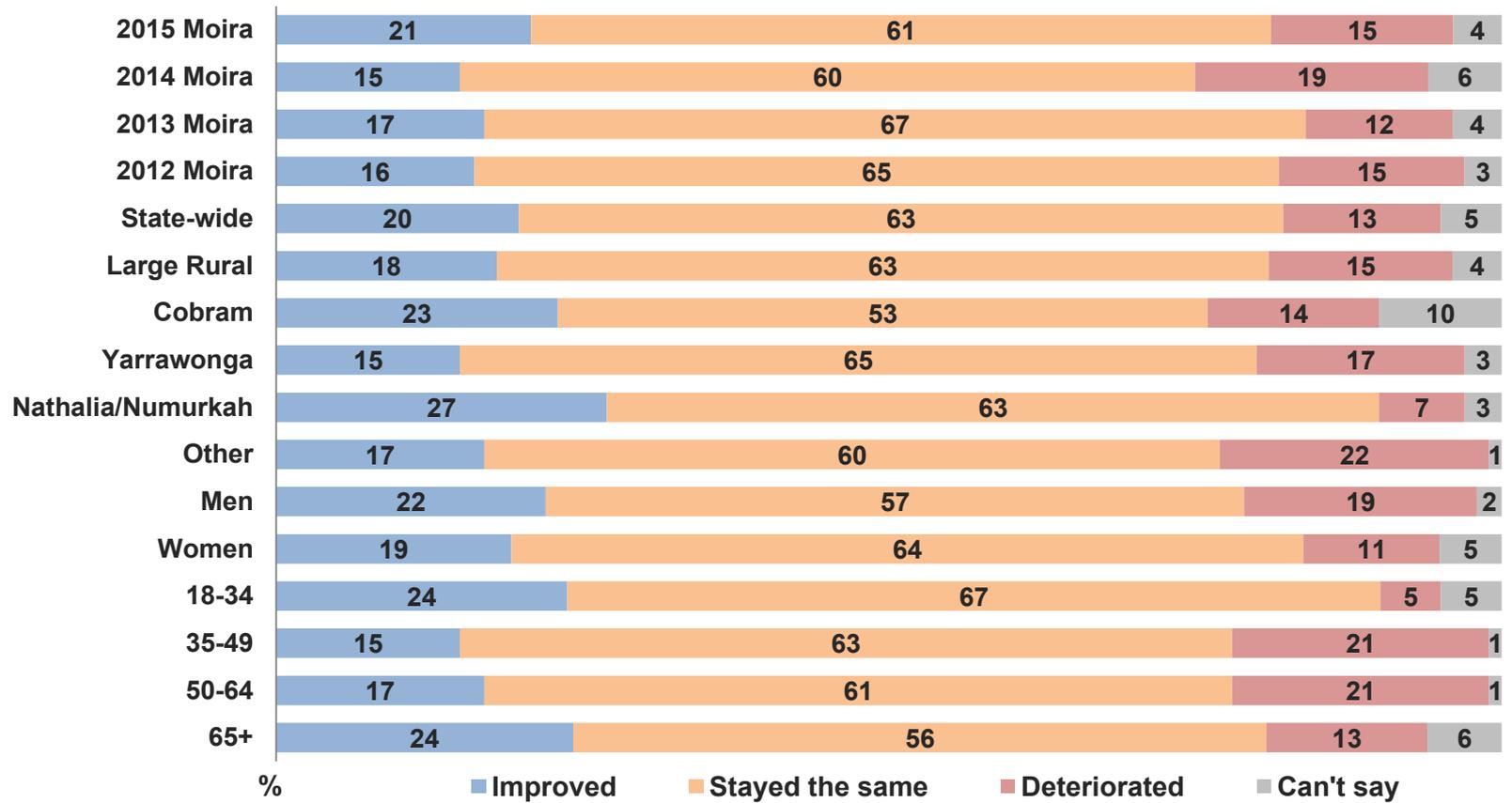
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see page 5 for explanation about significant differences

2015 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2015 Overall Direction

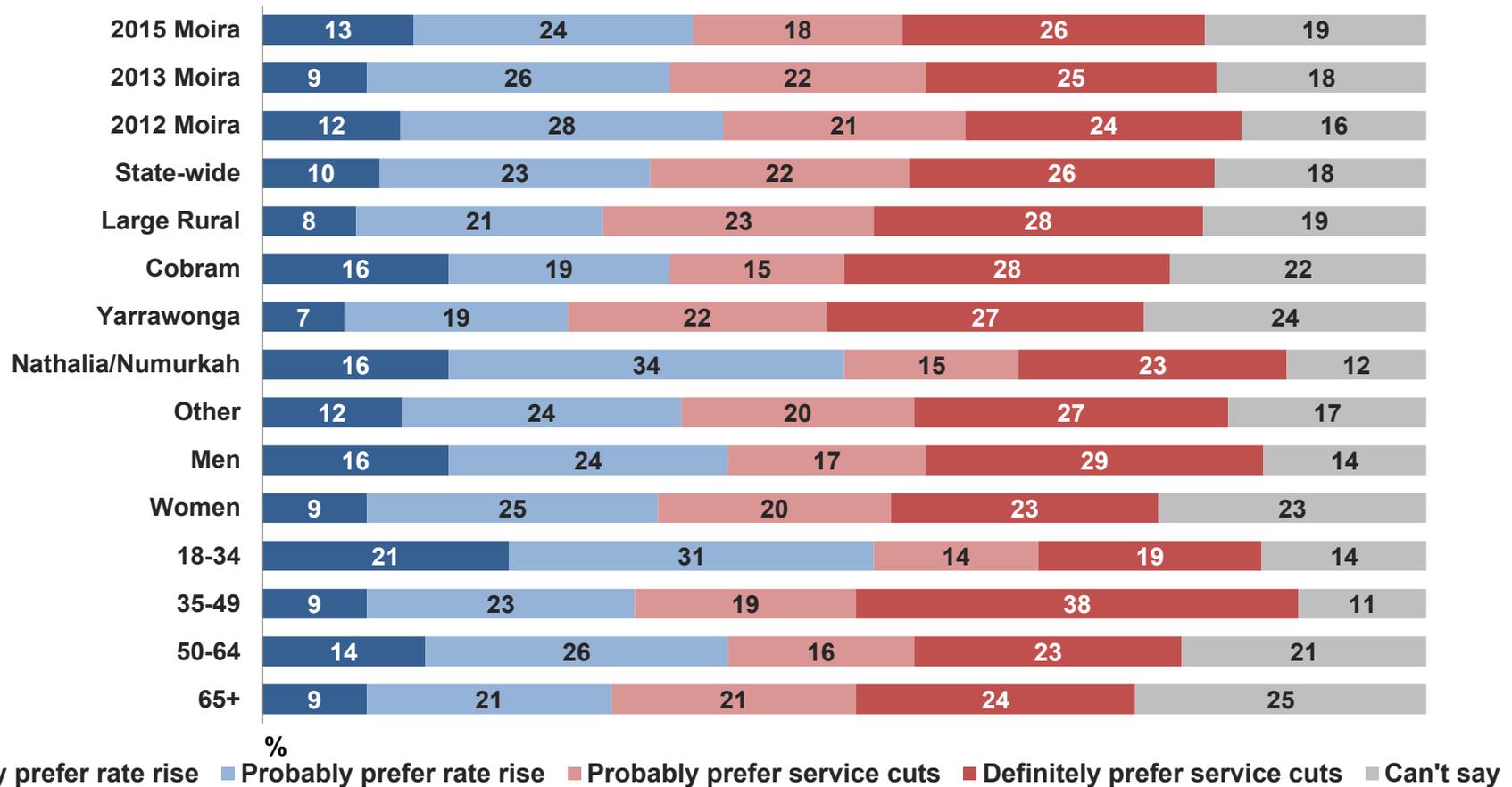


Q6. Over the last 12 months, what is your view of the direction of Moira Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 RATES/SERVICE TRADE OFF DETAILED PERCENTAGES

2015 Rate Rise v Service Cut



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: 25 Councils asked group: 7



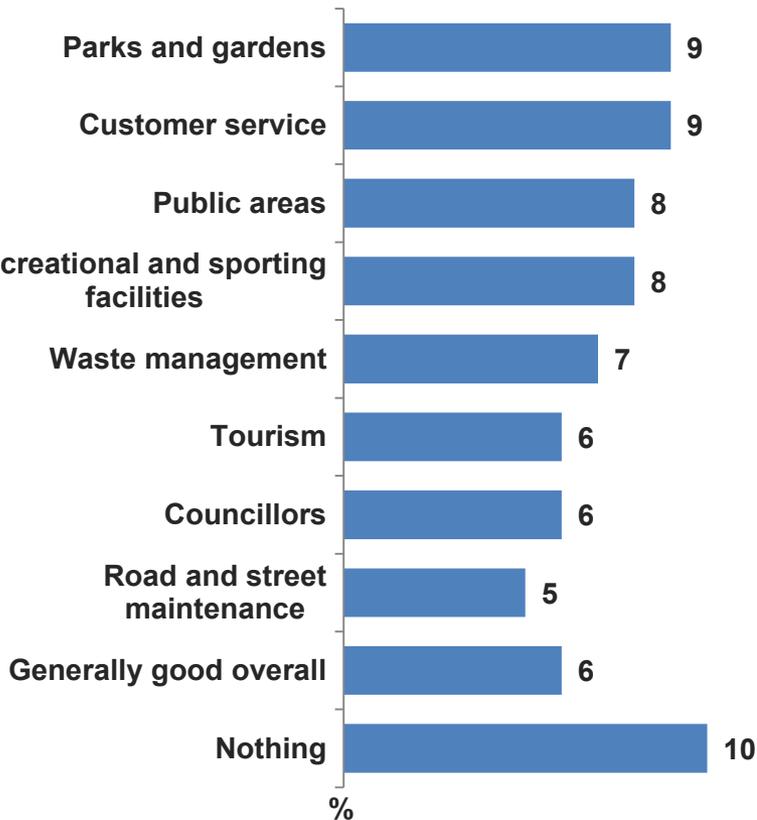
A satellite night view of the United States, showing city lights and a network of roads. The text "POSITIVES AND AREAS FOR IMPROVEMENT" is overlaid in white, bold, sans-serif font across the center of the image.

POSITIVES AND AREAS FOR IMPROVEMENT

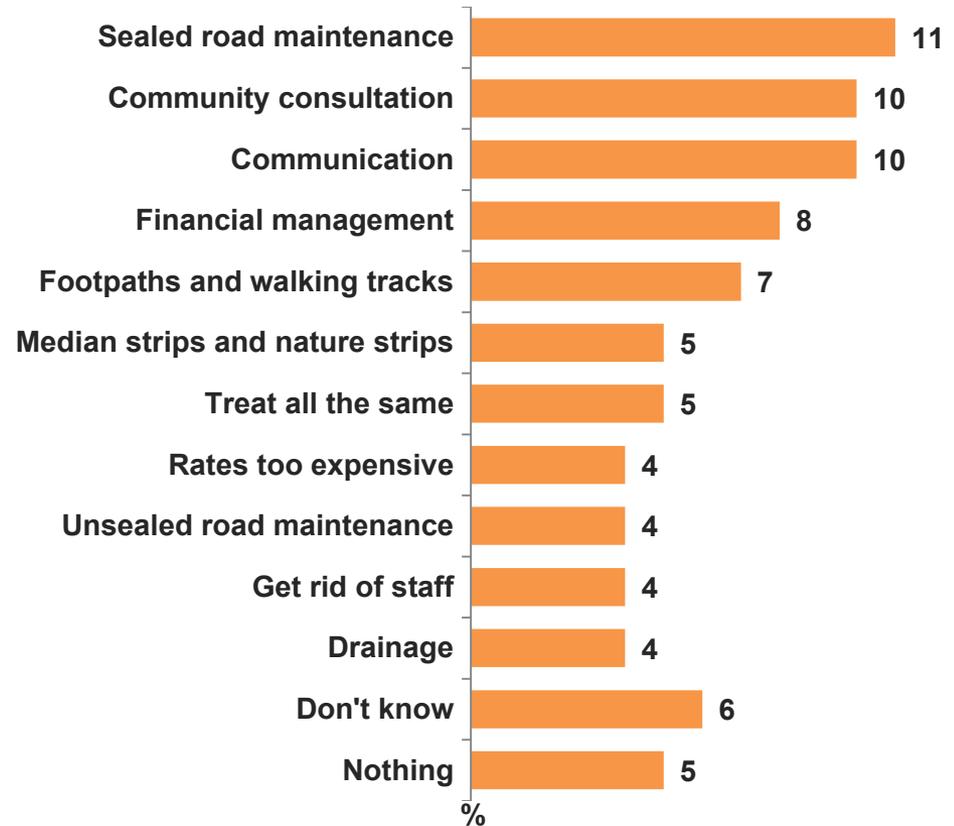
2015 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2015 SERVICES TO IMPROVE DETAILED PERCENTAGES

2015 Best Aspects



2015 Areas for Improvement



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

Base: All respondents. Councils asked statewide: 19 Councils asked group: 5

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

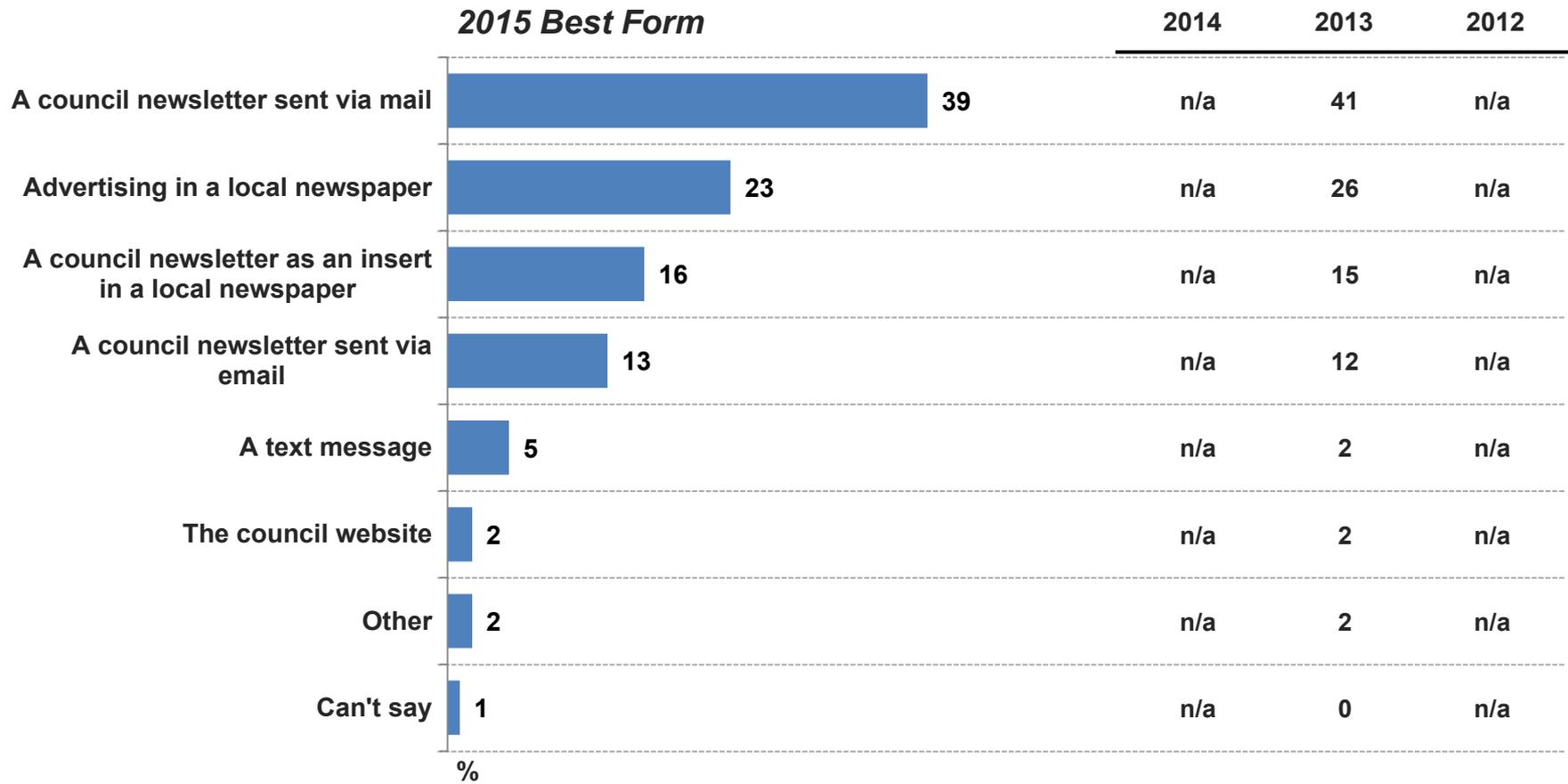
Base: All respondents. Councils asked statewide: 28 Councils asked group: 7





COMMUNICATIONS

2015 BEST FORMS OF COMMUNICATION



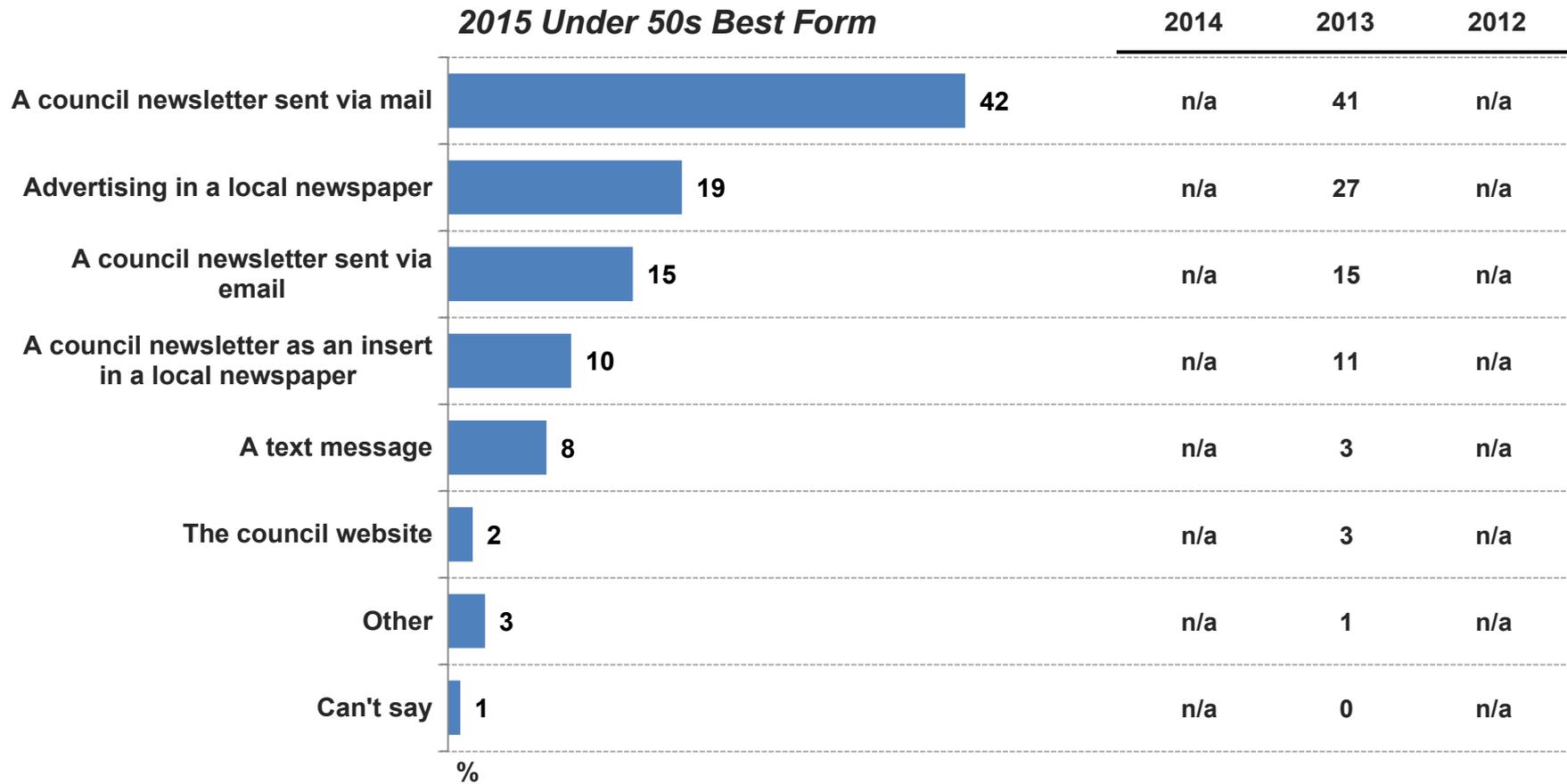
Q13. If Moira Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

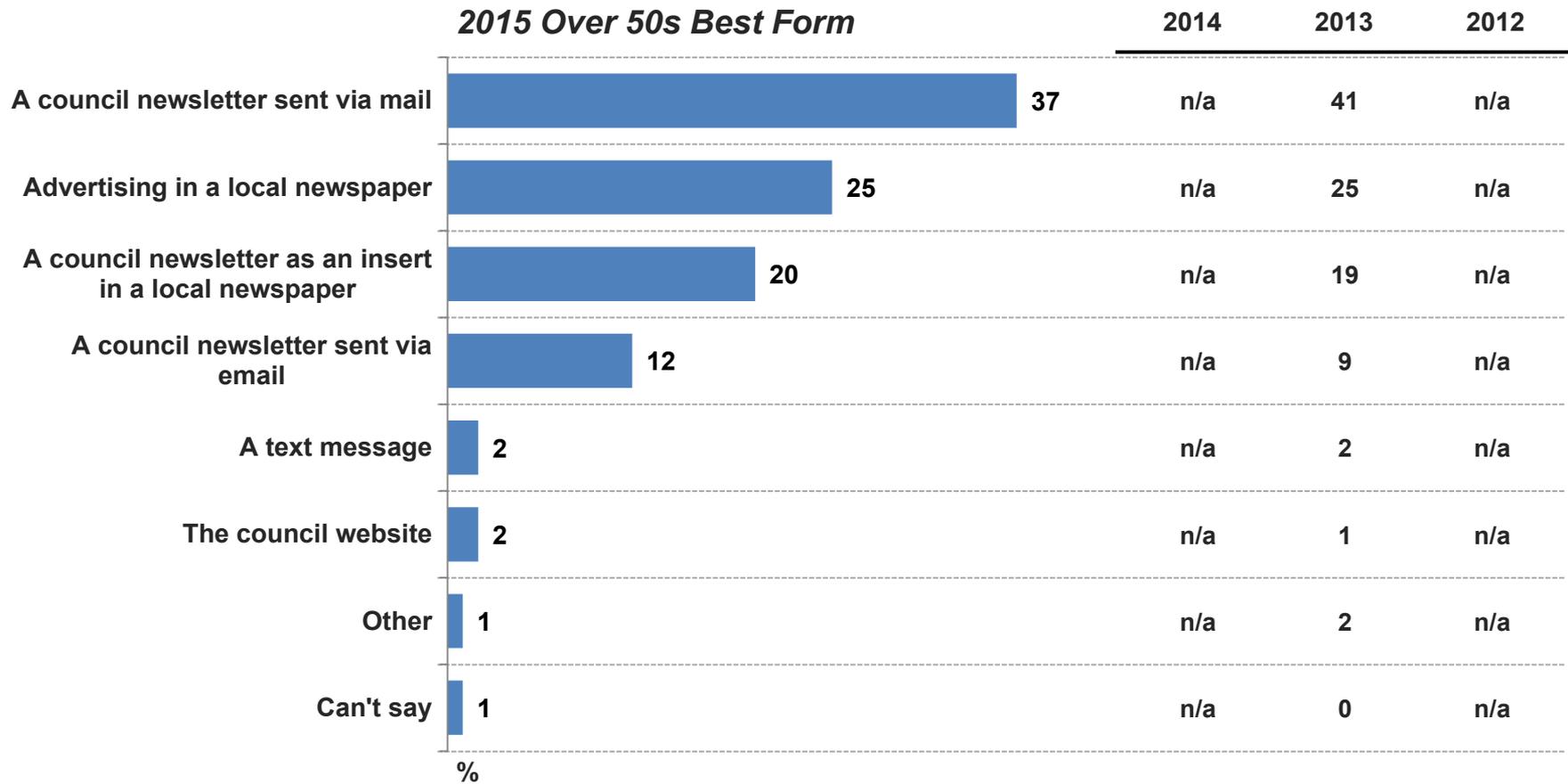


2015 BEST FORMS OF COMMUNICATION: UNDER 50s



Q13. If Moira Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 22 Councils asked group: 4 Note: Please see page 5 for explanation about significant differences

2015 BEST FORMS OF COMMUNICATION: OVER 50s

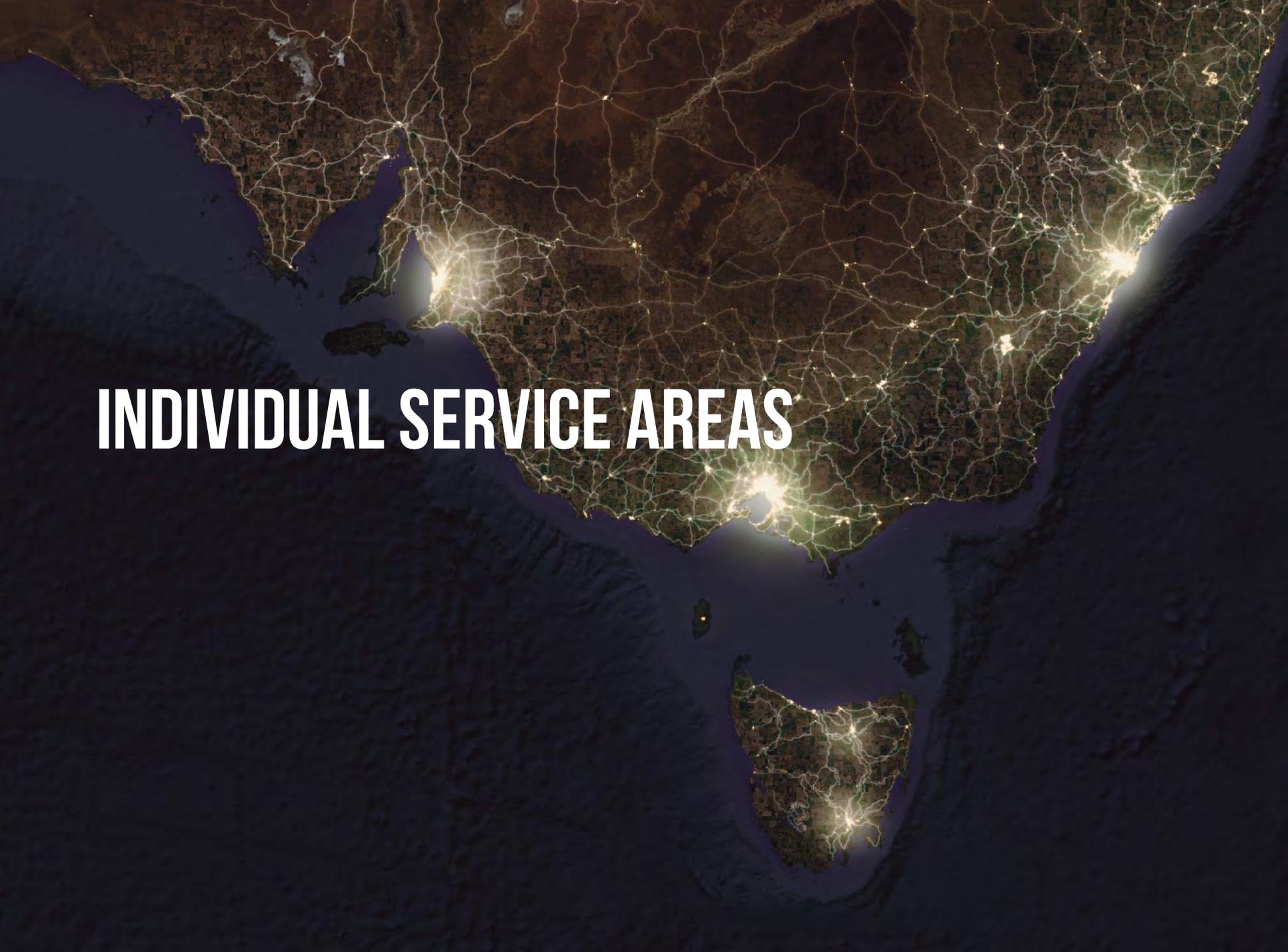


Q13. If Moira Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 22 Councils asked group: 4

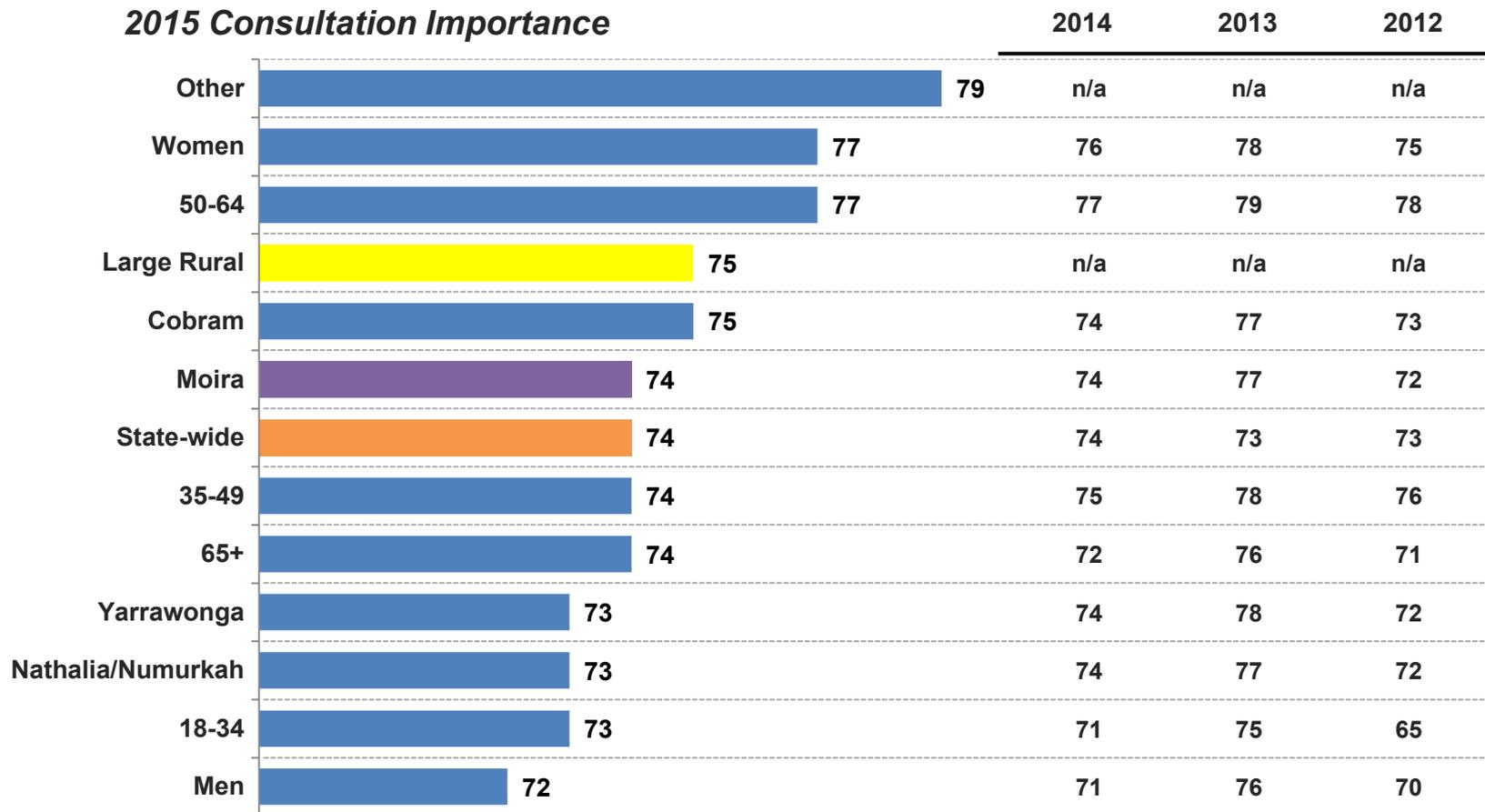
Note: Please see page 5 for explanation about significant differences



A satellite night view of the United States, showing the glowing outlines of individual service areas. The map is centered on the continental United States, with Alaska and Hawaii visible. The service areas are represented by a network of glowing yellow and white lines, indicating the extent of each service area. The text "INDIVIDUAL SERVICE AREAS" is overlaid in white, bold, sans-serif font across the center of the map.

INDIVIDUAL SERVICE AREAS

2015 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



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

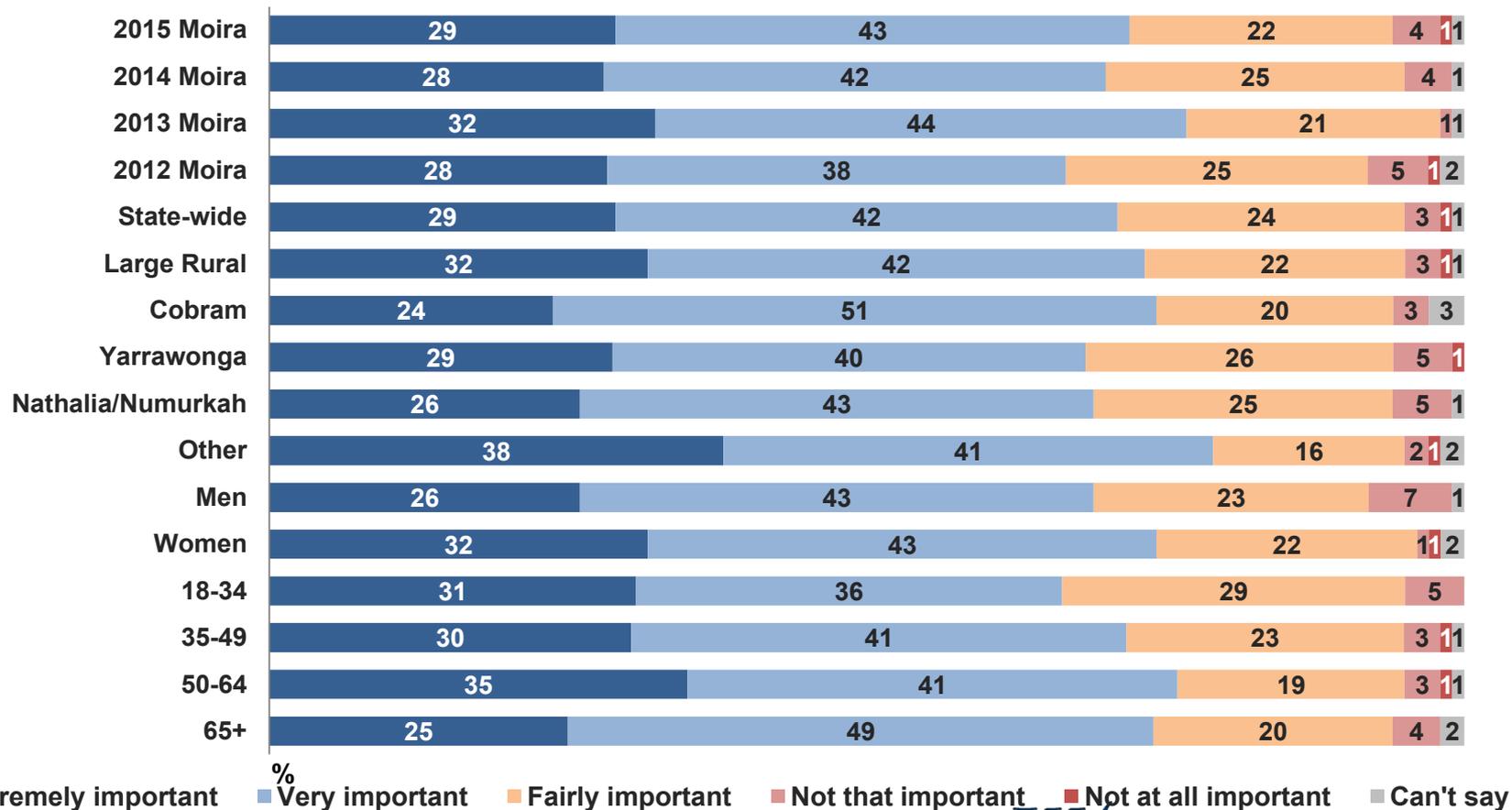
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences



2015 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES

2015 Consultation Importance

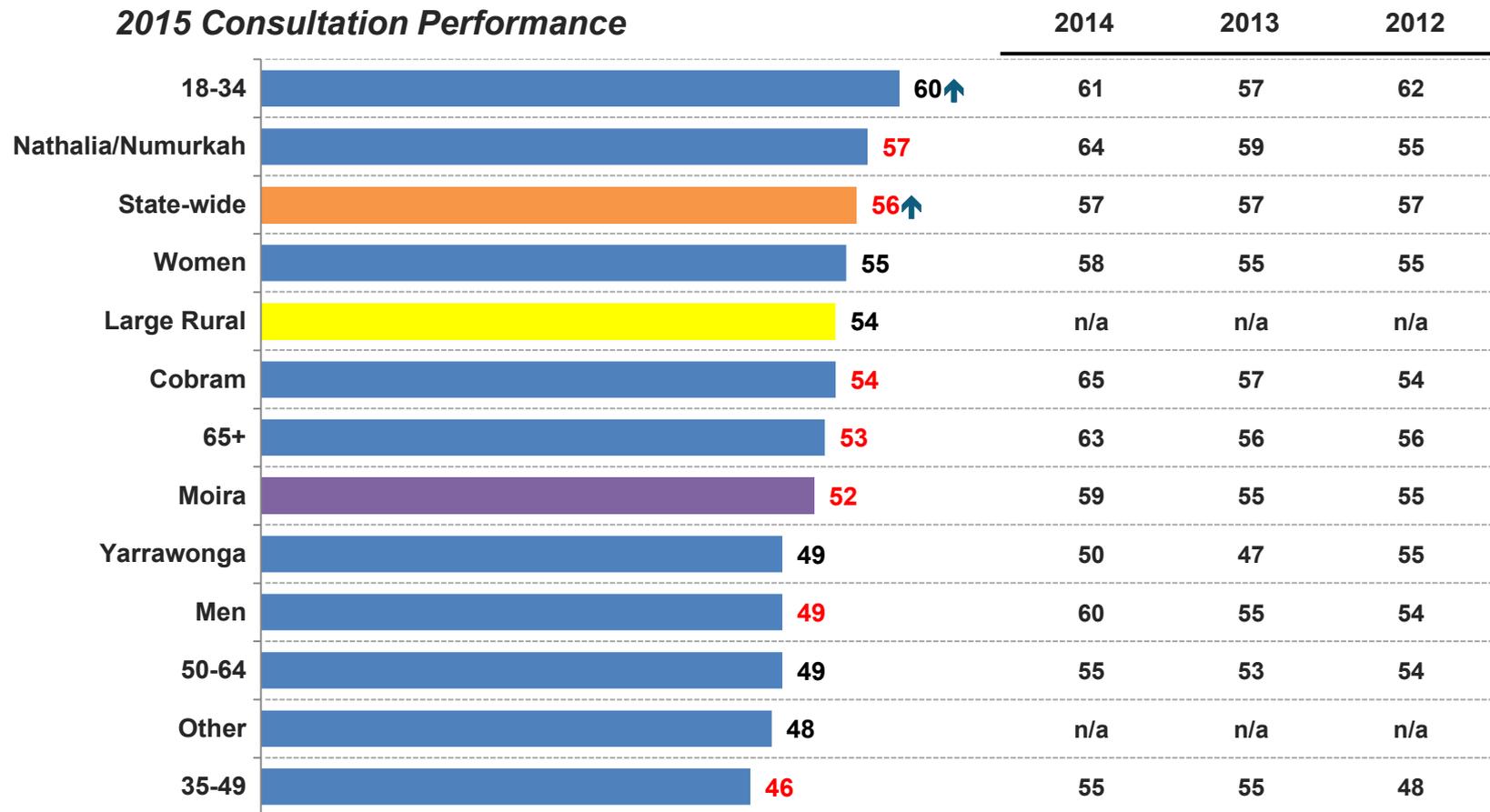


Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Council?

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



2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



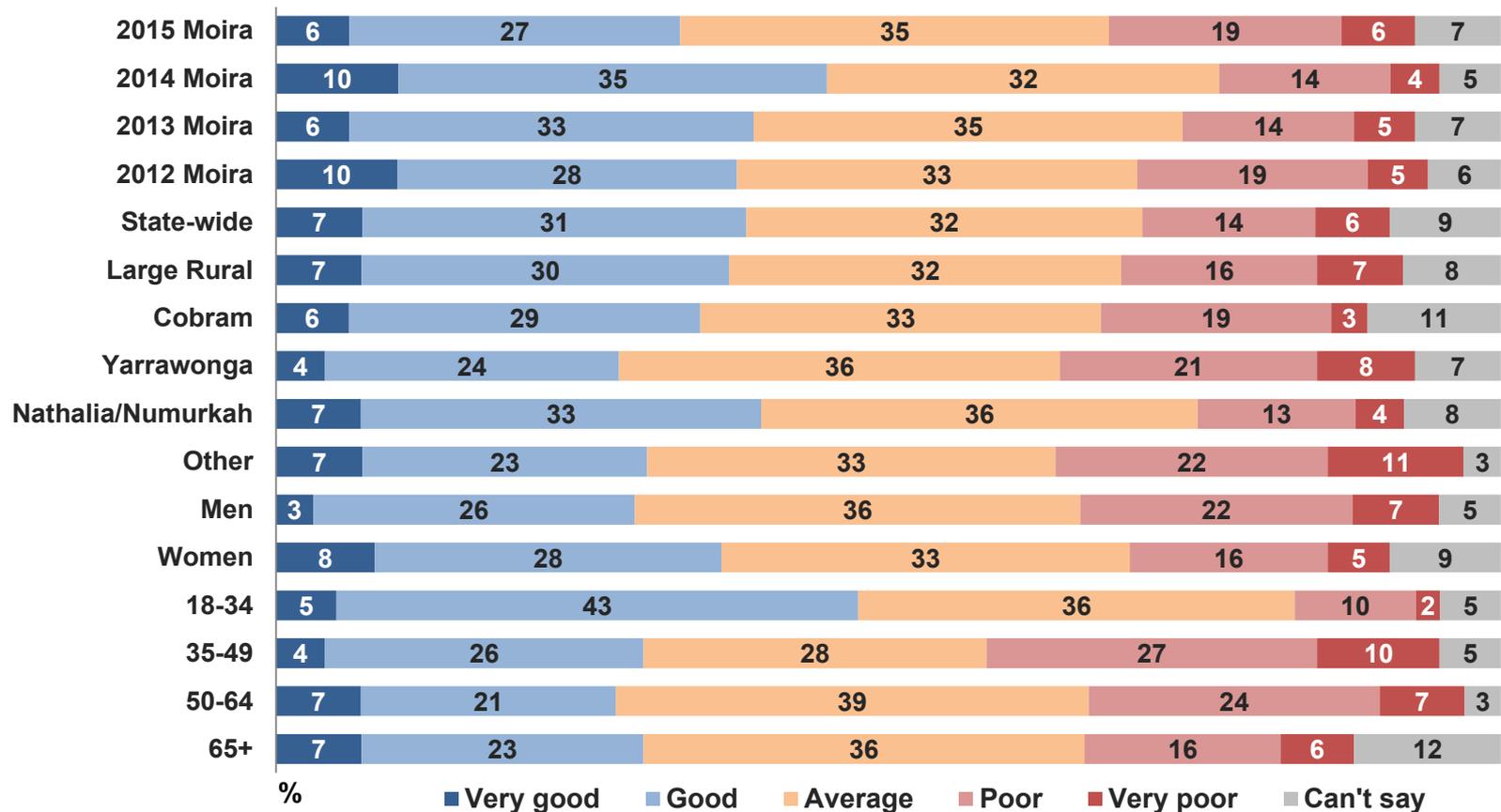
Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences

2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

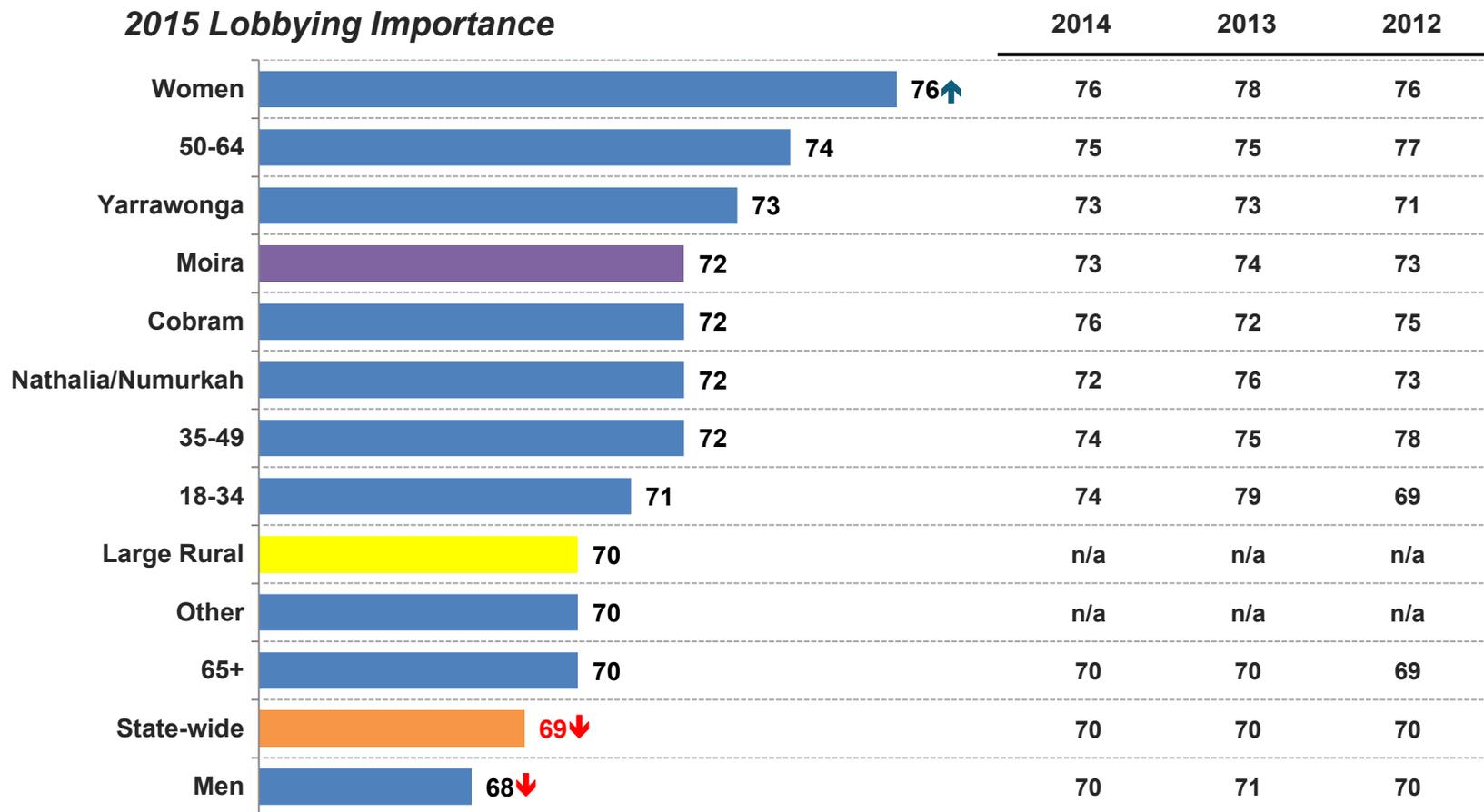
2015 Consultation Performance



Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



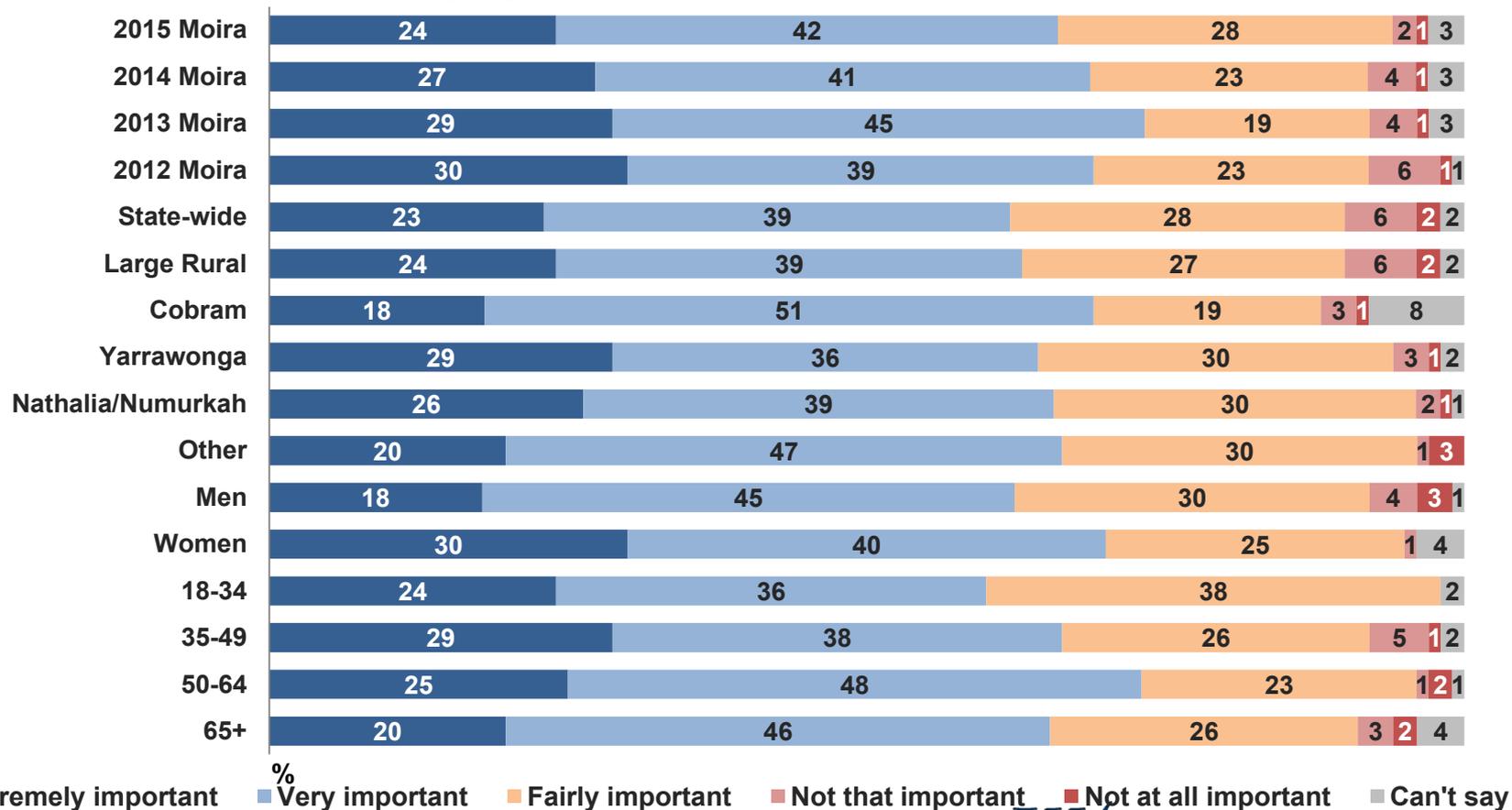
2015 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7
 Note: Please see slide 5 for explanation about significant differences

2015 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

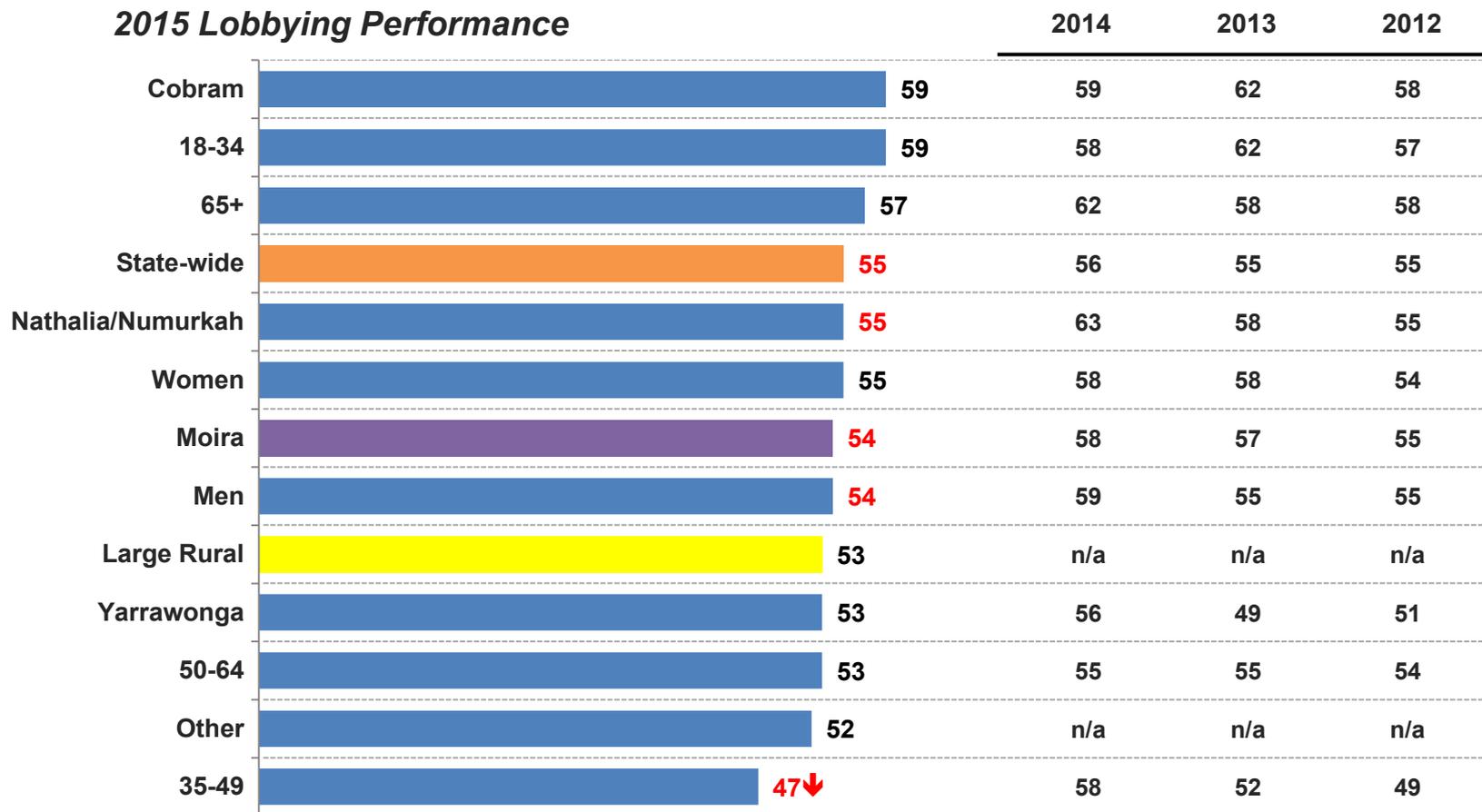
2015 Lobbying Importance



Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7



2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES



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

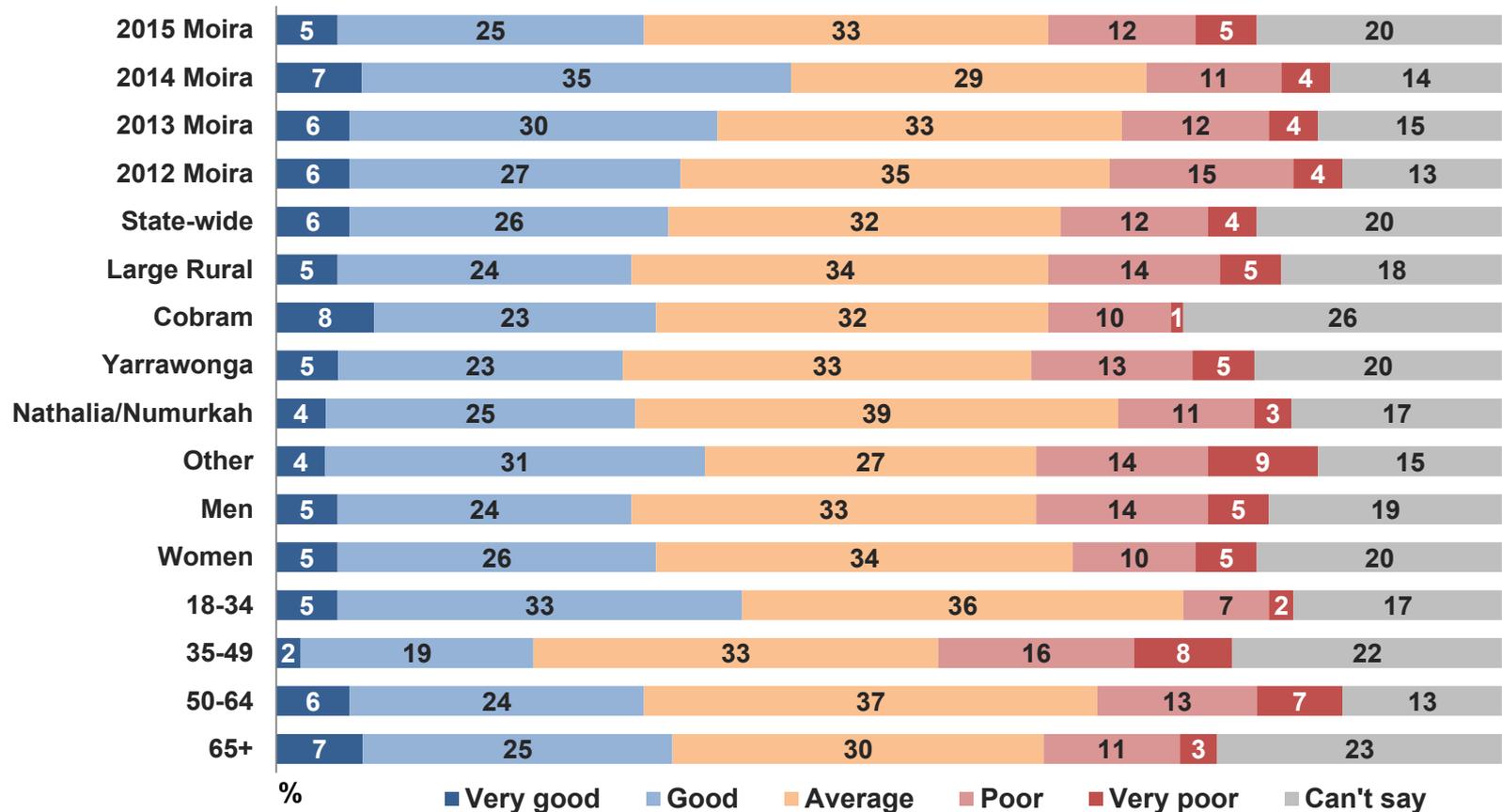
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

Note: Please see slide 5 for explanation about significant differences



2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

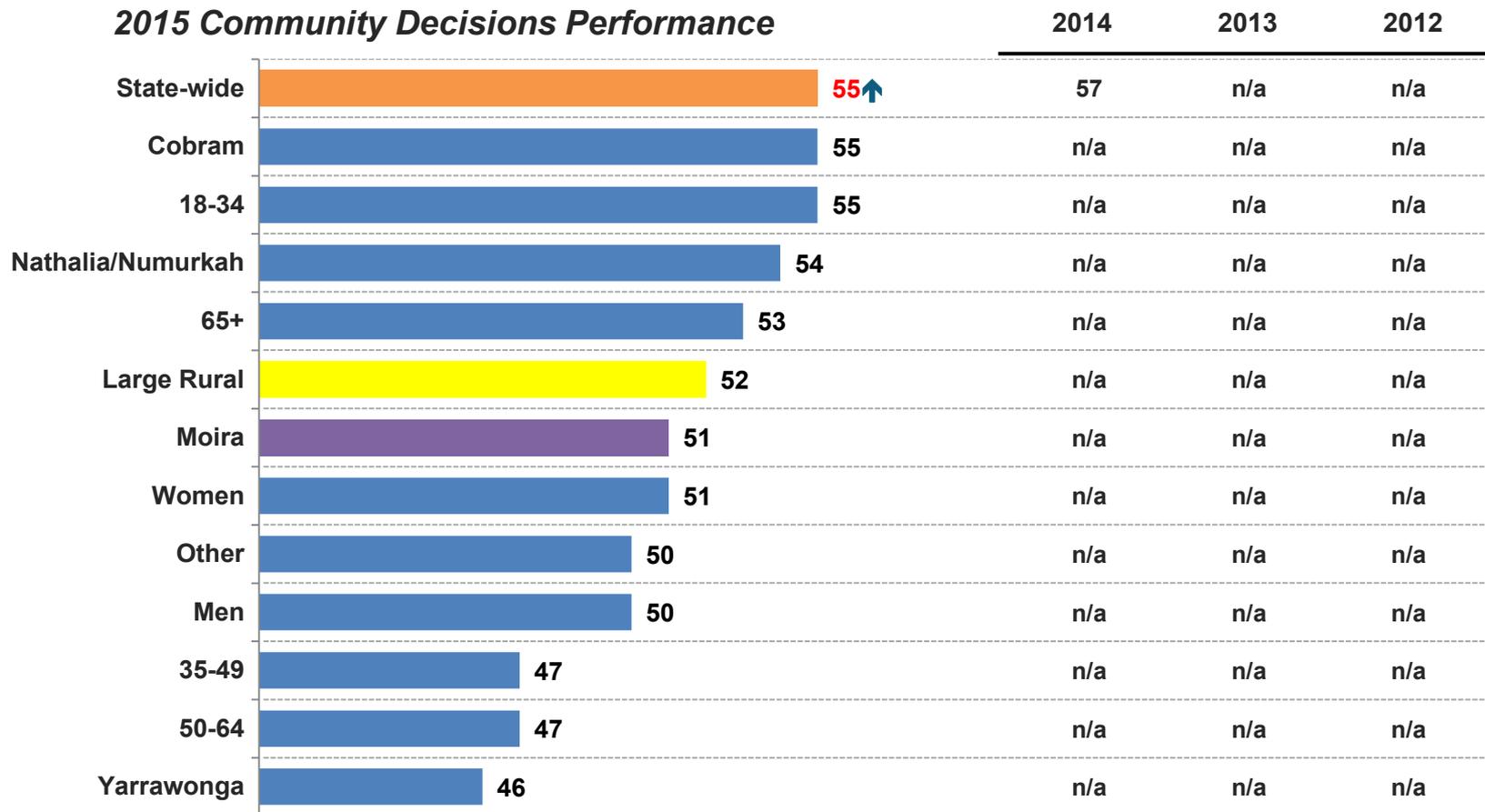
2015 Lobbying Performance



Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21



2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY 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: 69 Councils asked group: 21

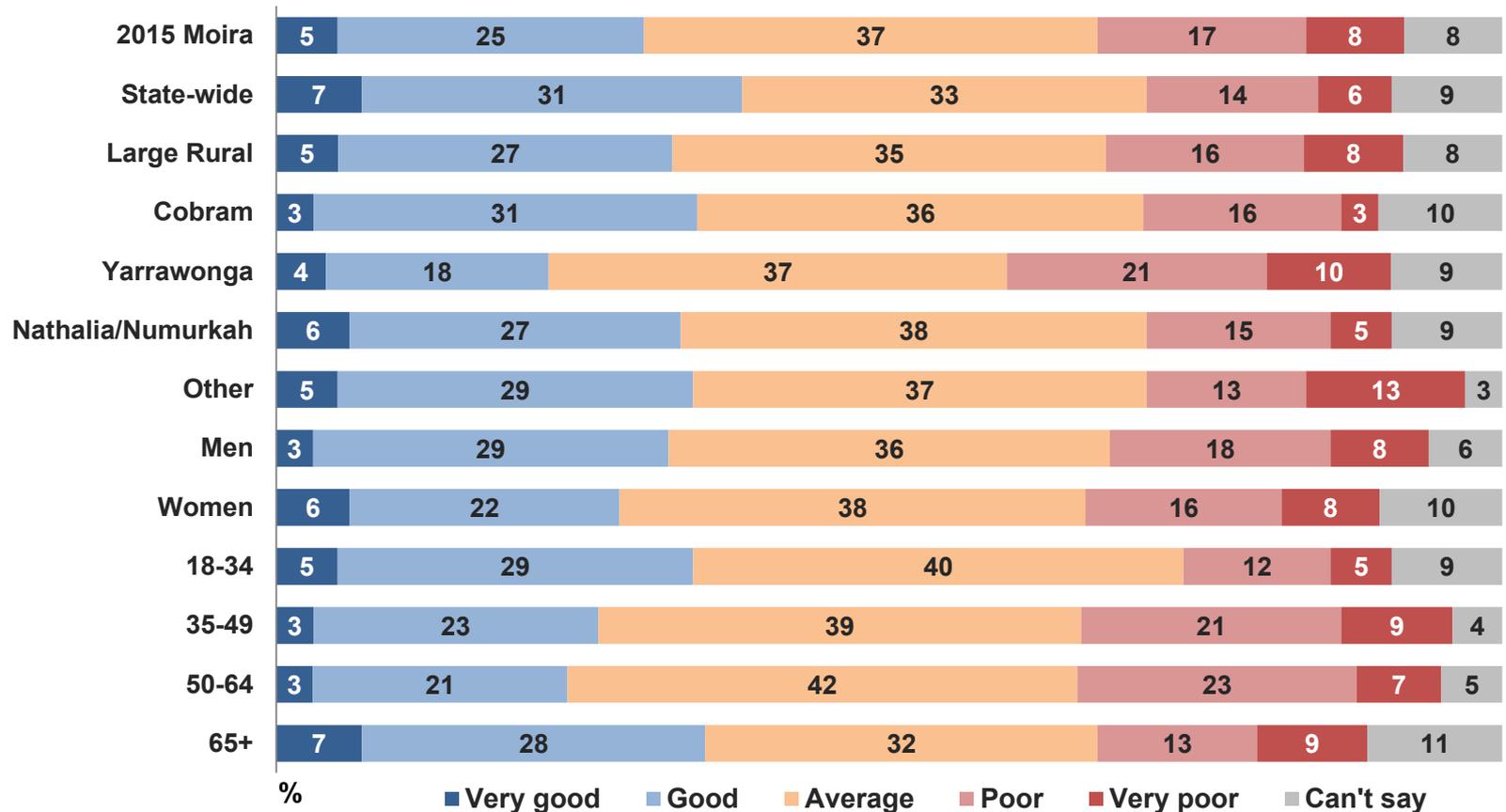
Note: Please see slide 5 for explanation about significant differences



2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

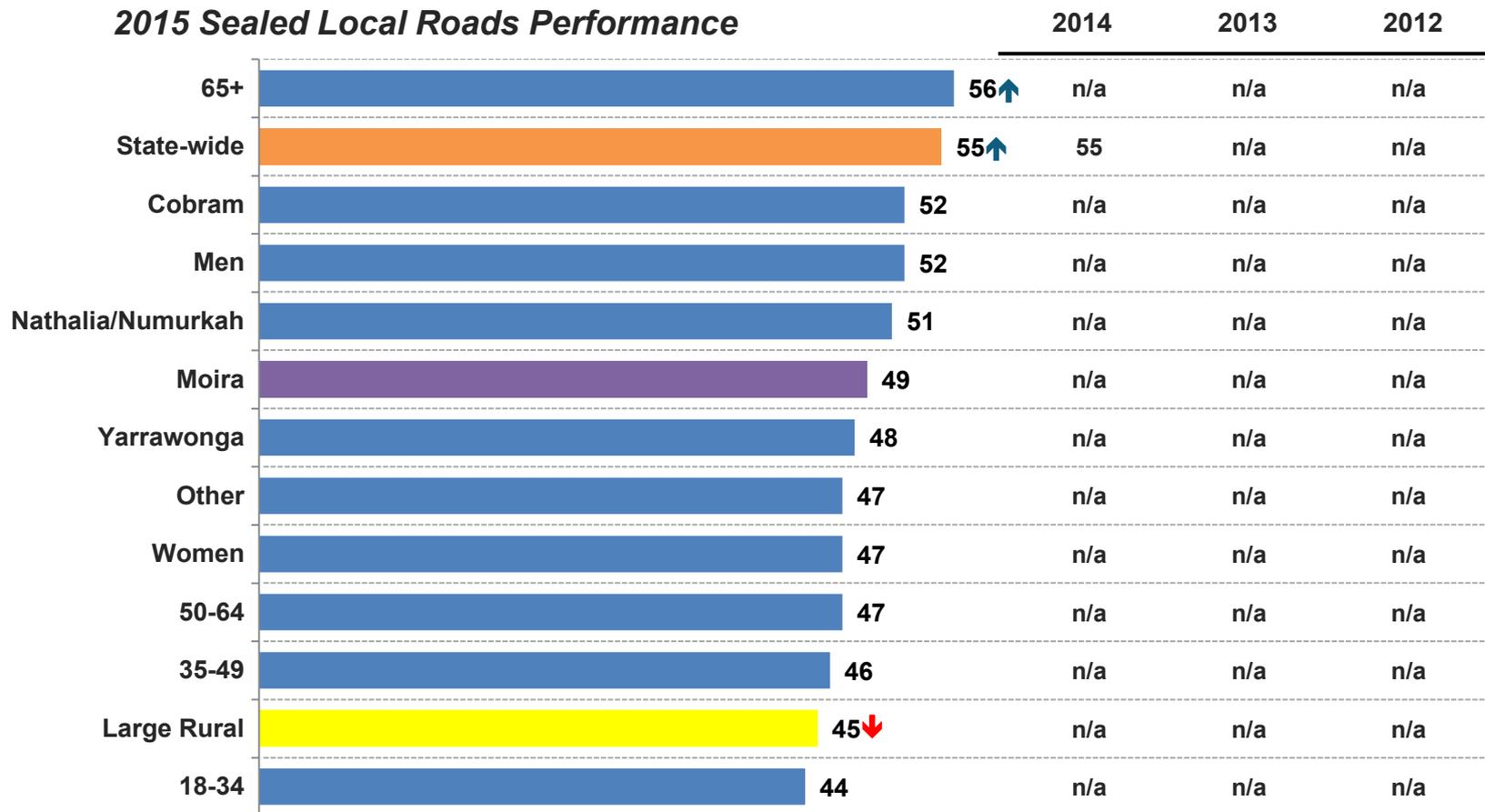
2015 Community Decisions Performance



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: 69 Councils asked group: 21



2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES



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: 69 Councils asked group: 21

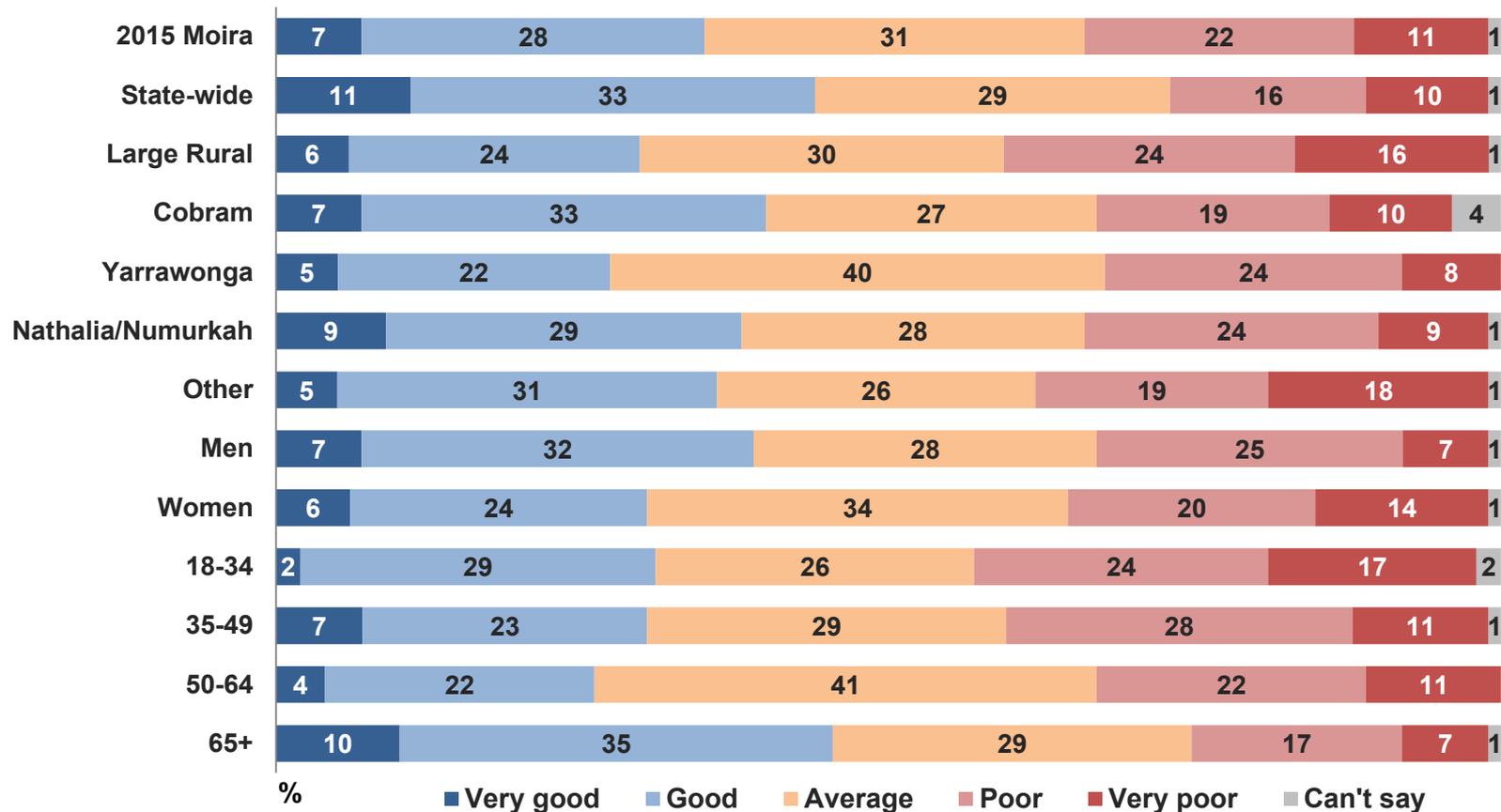
Note: Please see slide 5 for explanation about significant differences



2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

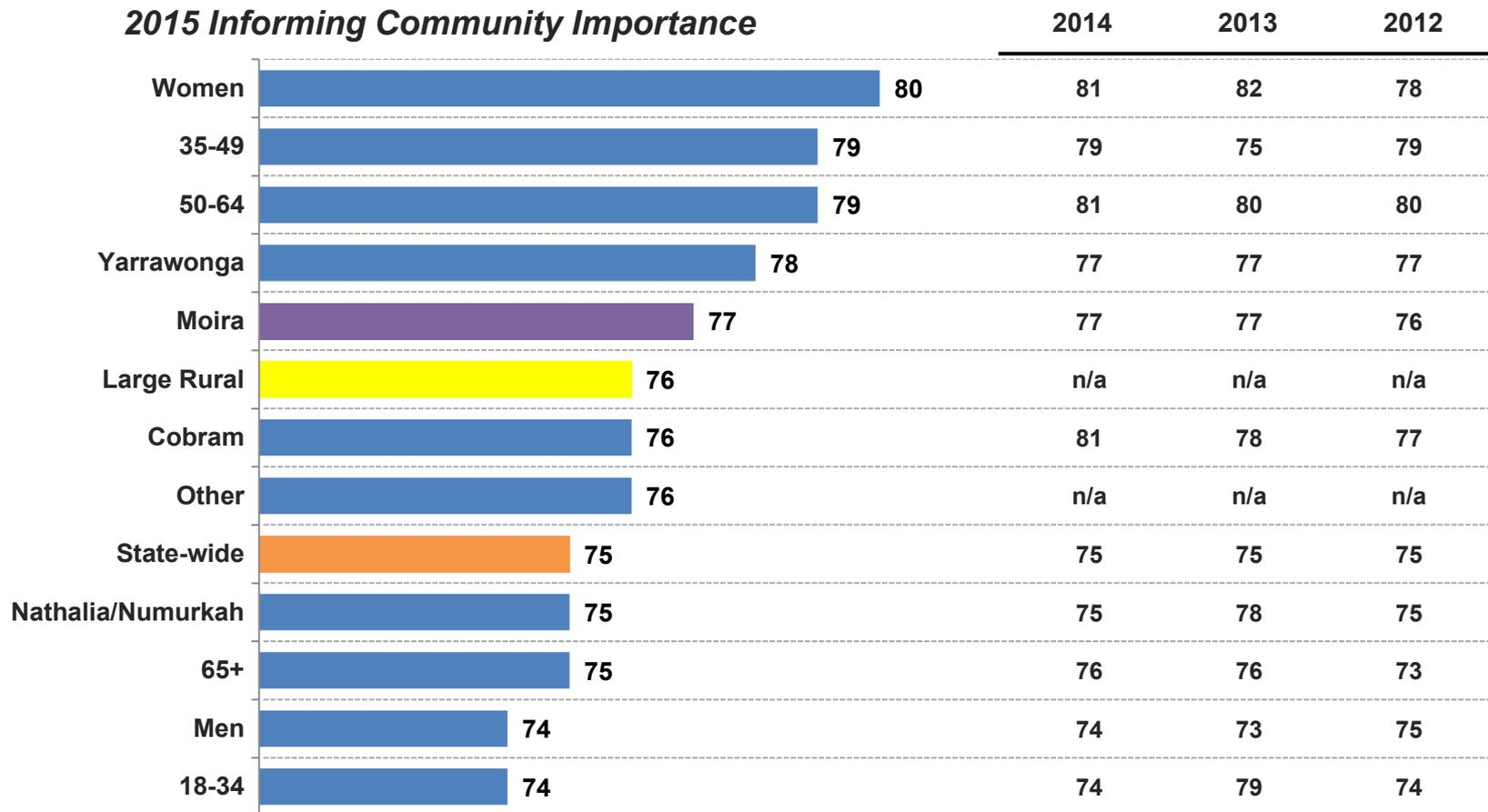
2015 Sealed Local Roads Performance



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: 69 Councils asked group: 21



2015 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES



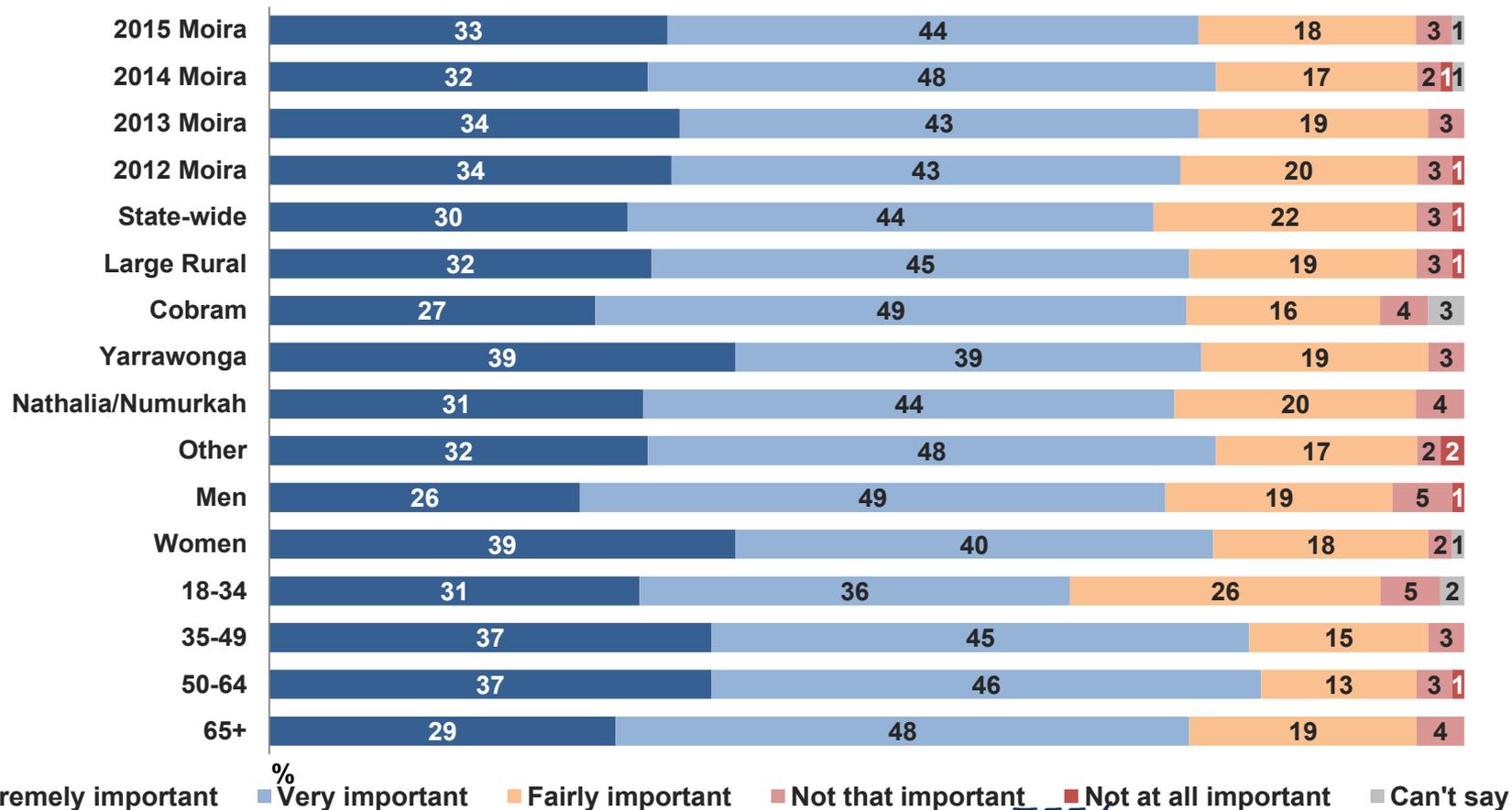
Q1. Firstly, how important should 'Informing the Community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

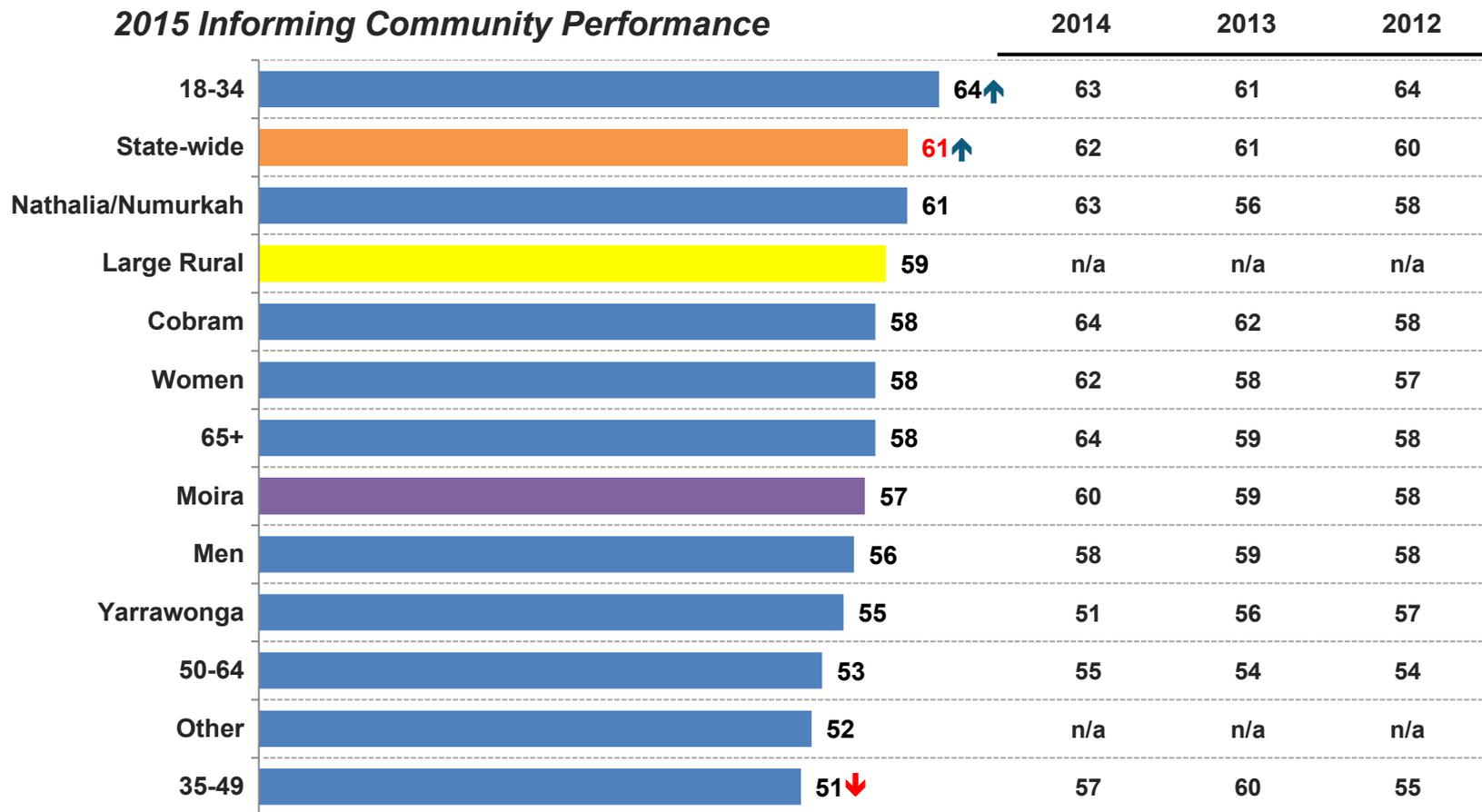
2015 Informing Community Importance



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: 7



2015 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES



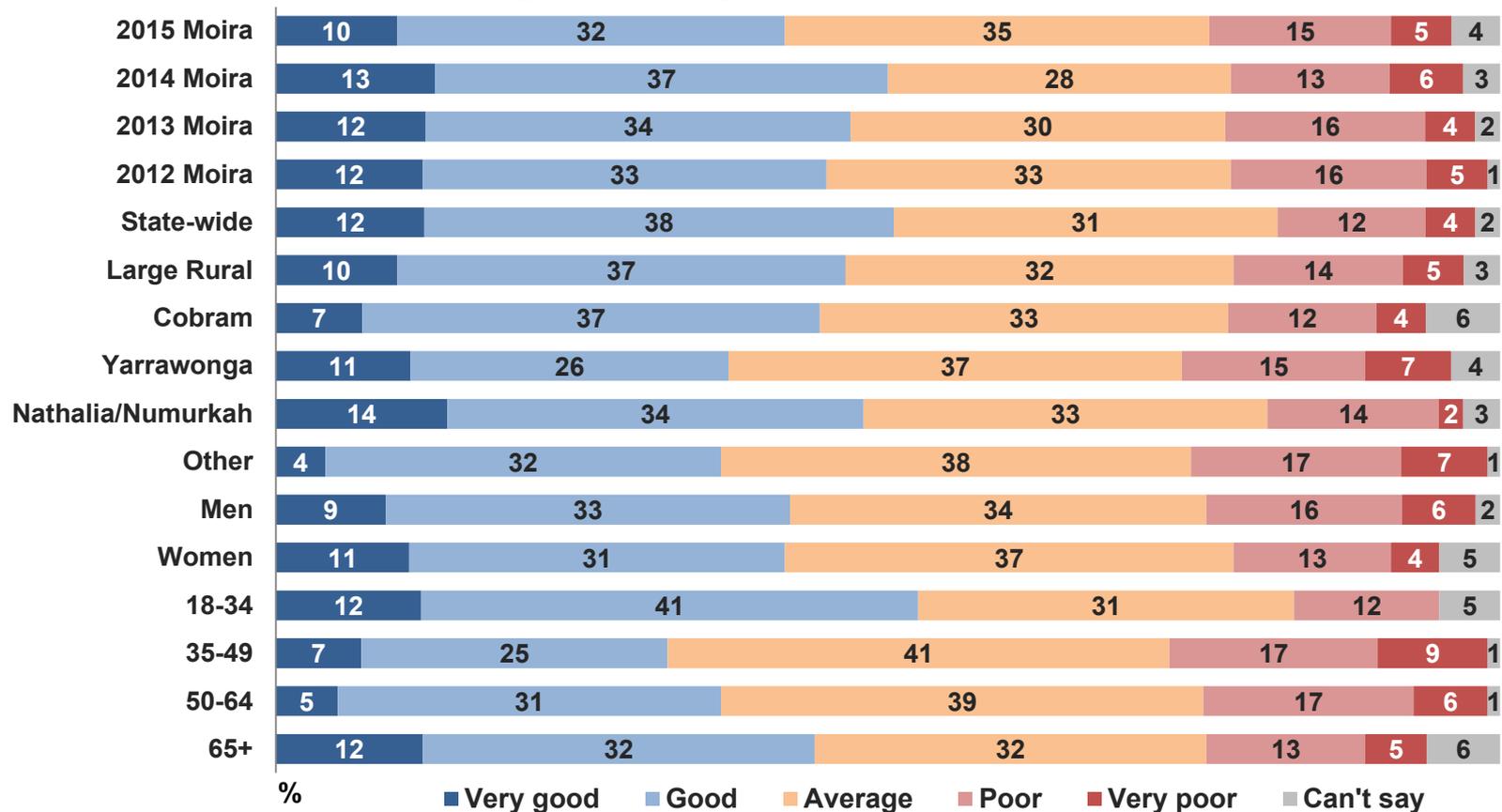
Q2. How has Council performed on 'Informing the Community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 35 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

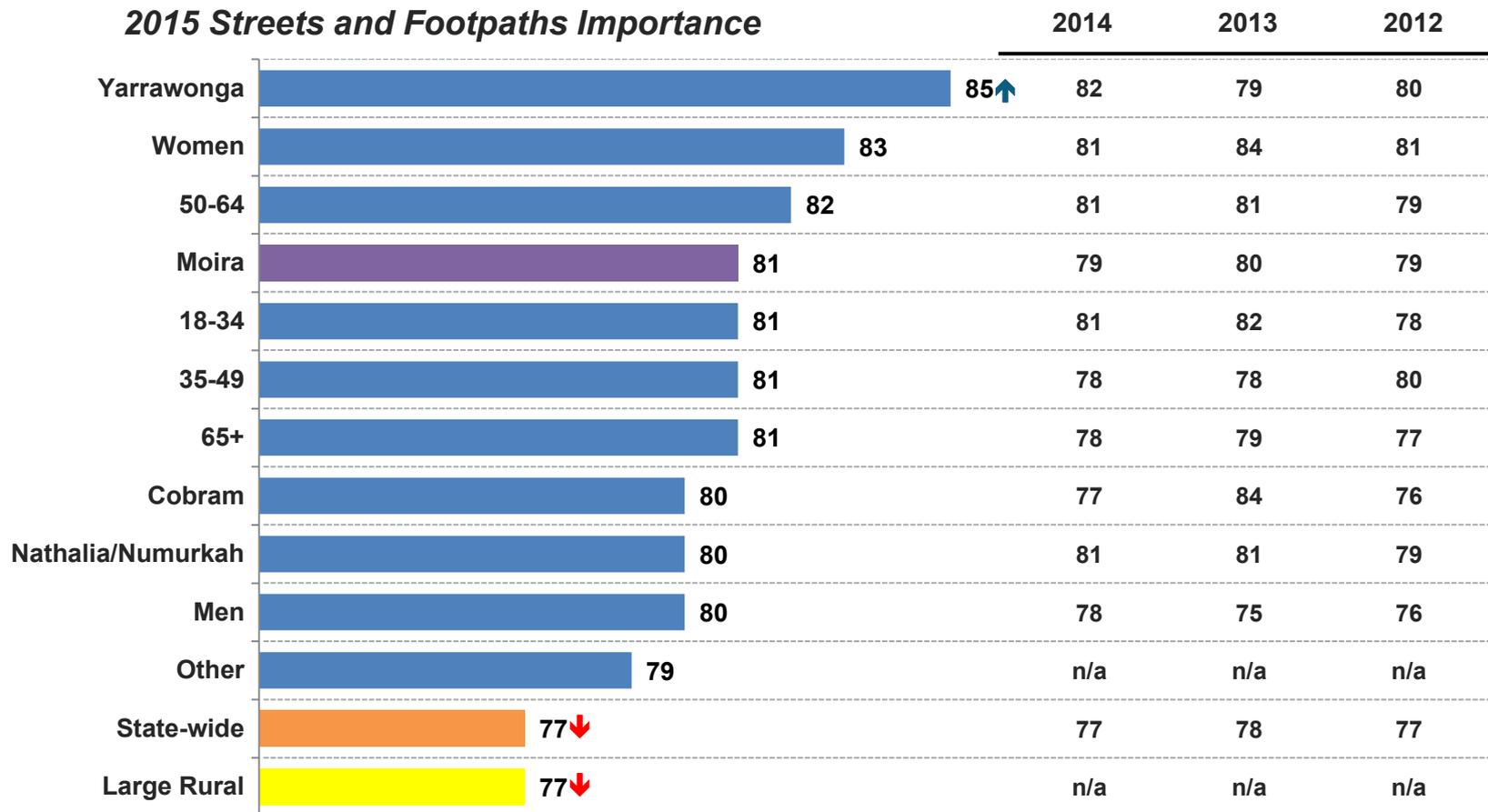
2015 Informing Community Performance



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

2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES



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

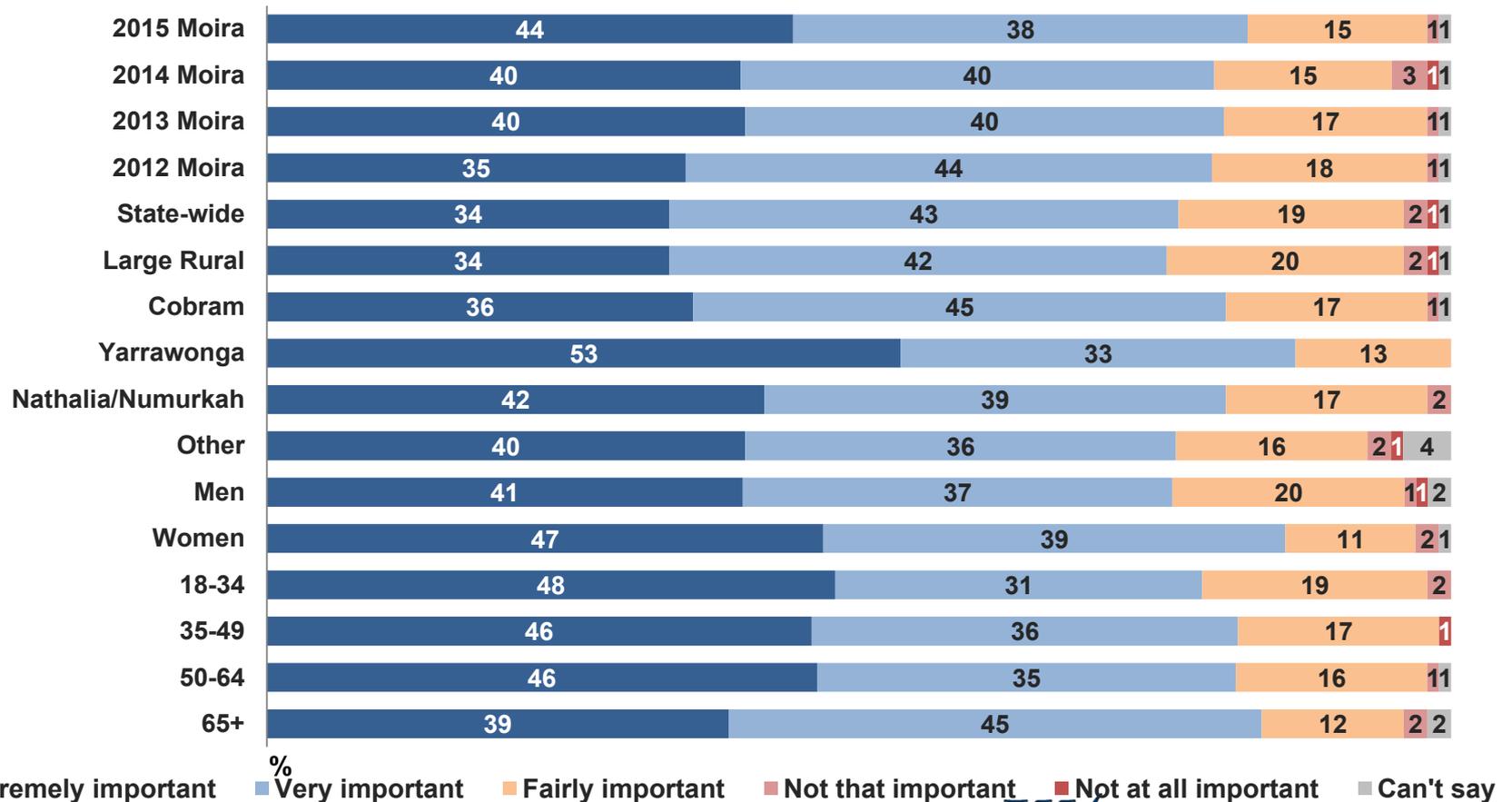
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2015 Streets and Footpaths Importance

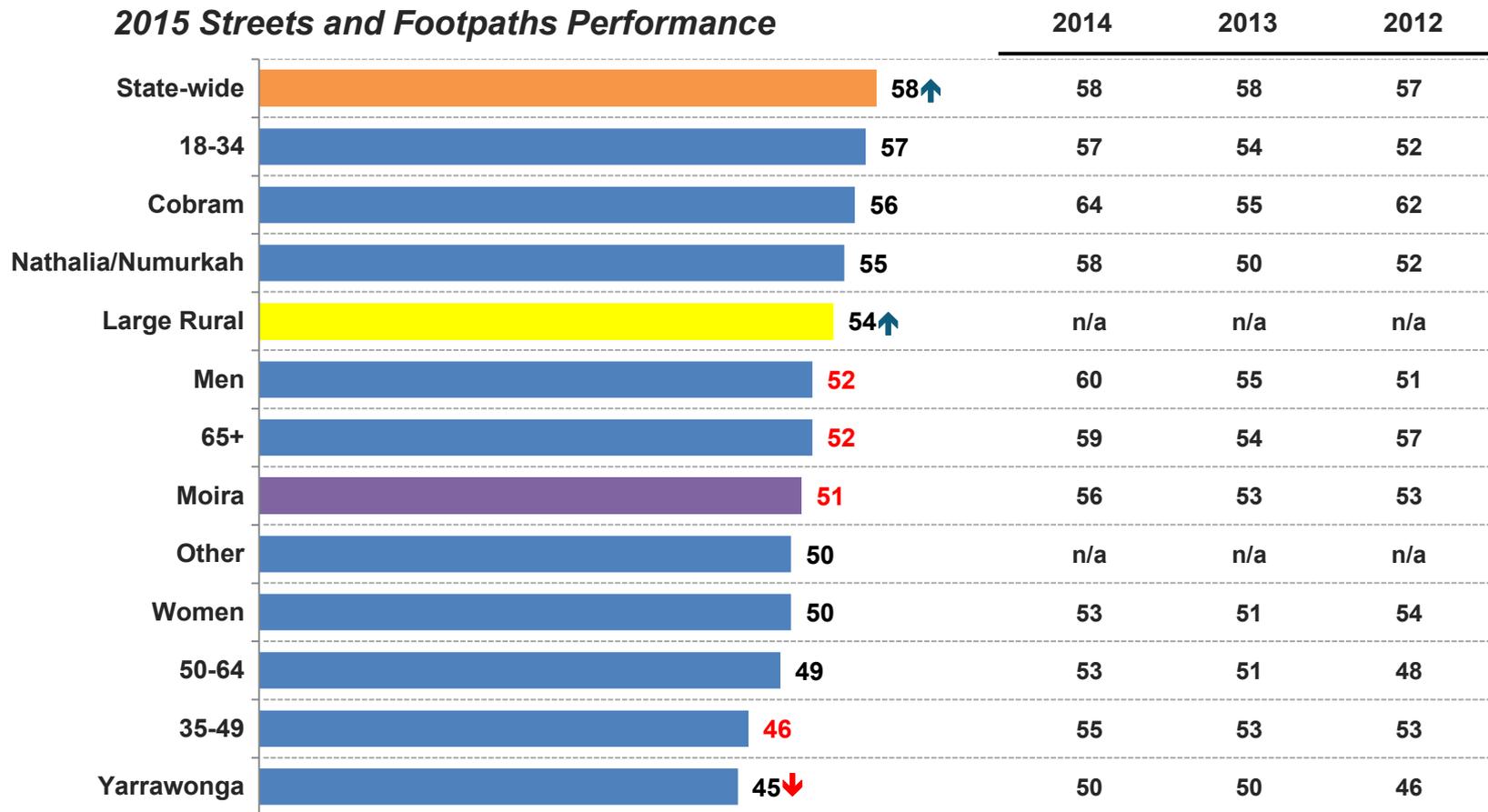


Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



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: 40 Councils asked group: 15

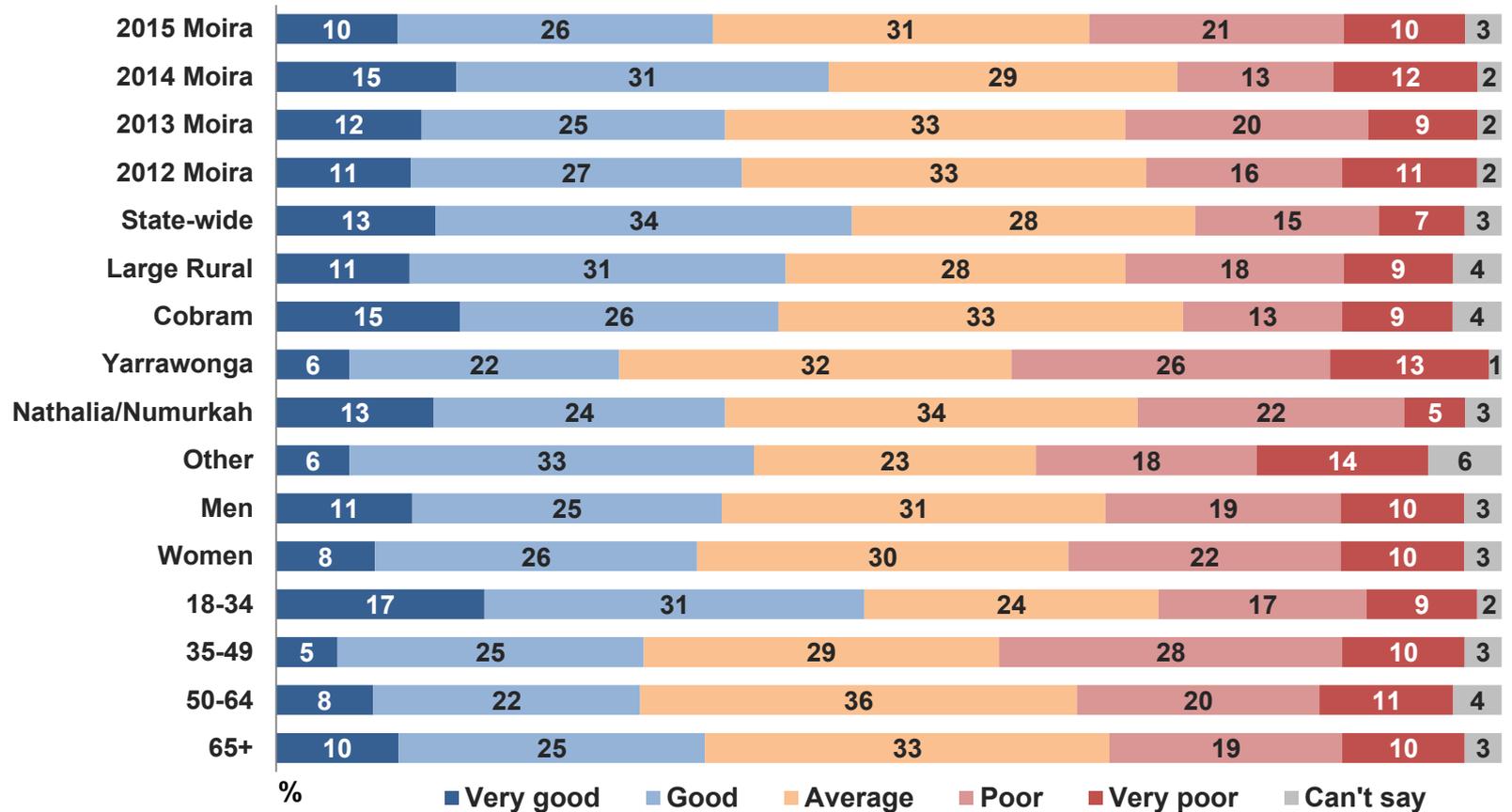
Note: Please see slide 5 for explanation about significant differences



2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

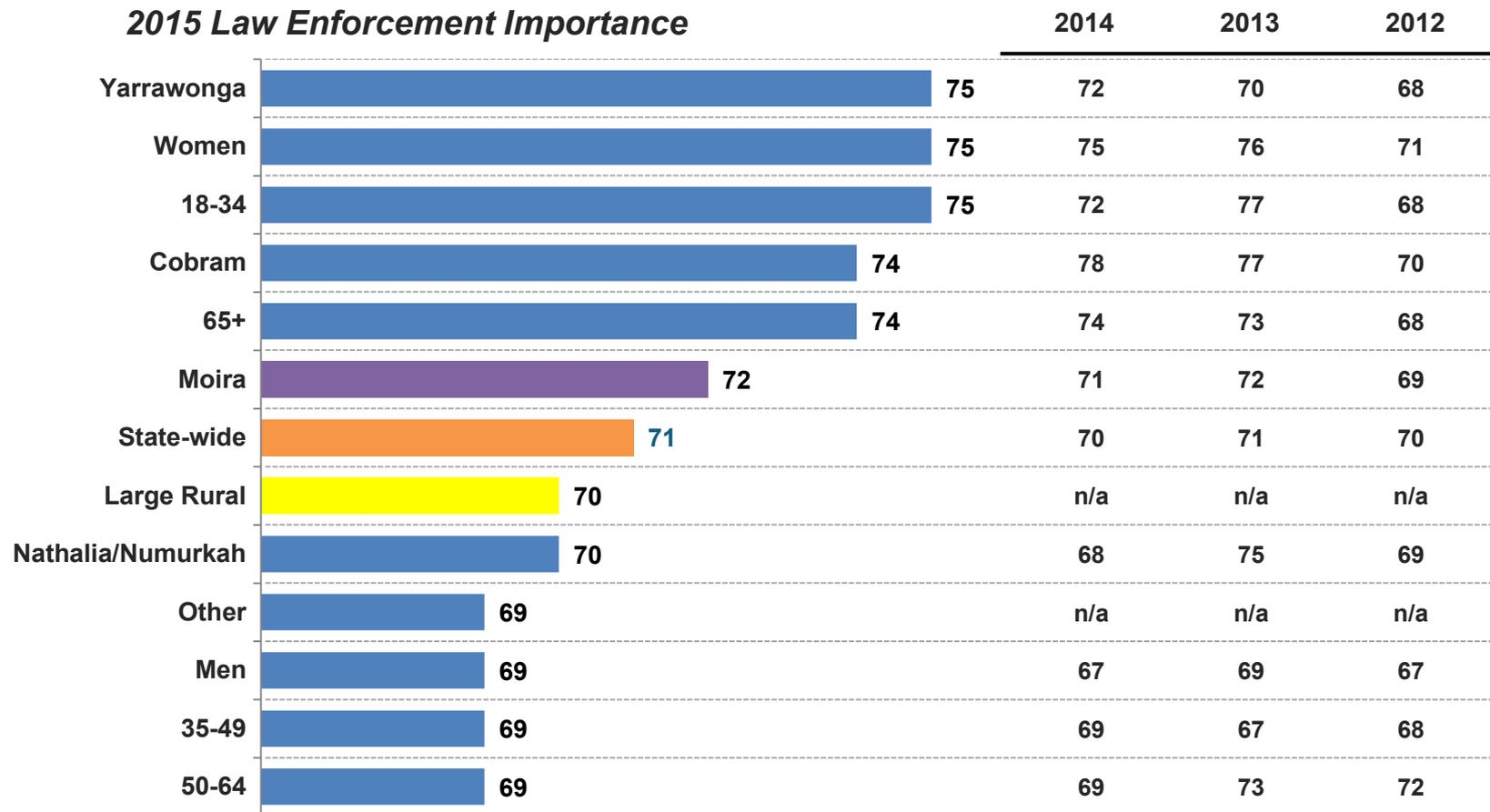
2015 Streets and Footpaths Performance



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: 40 Councils asked group: 15



2015 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES



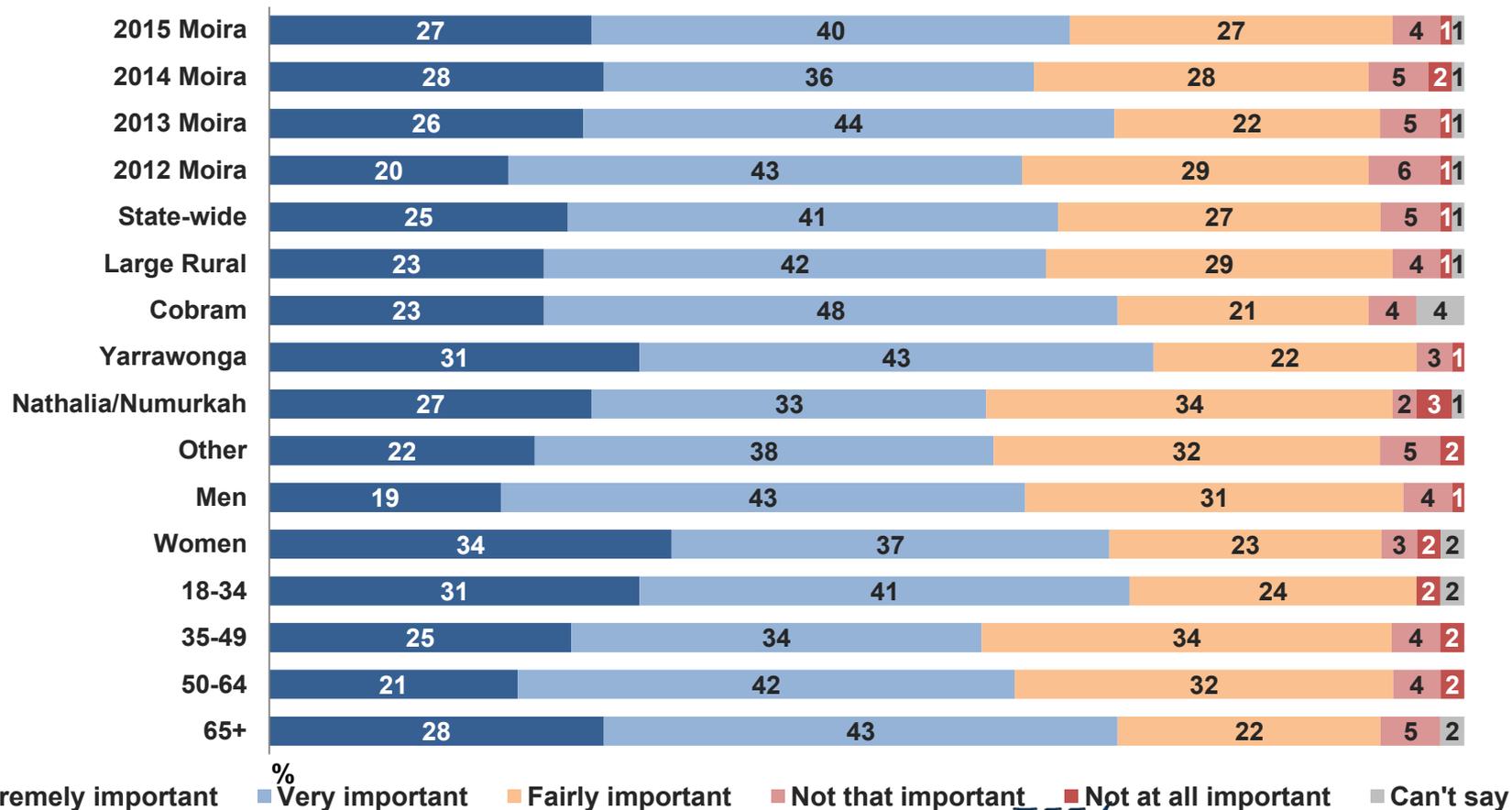
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES

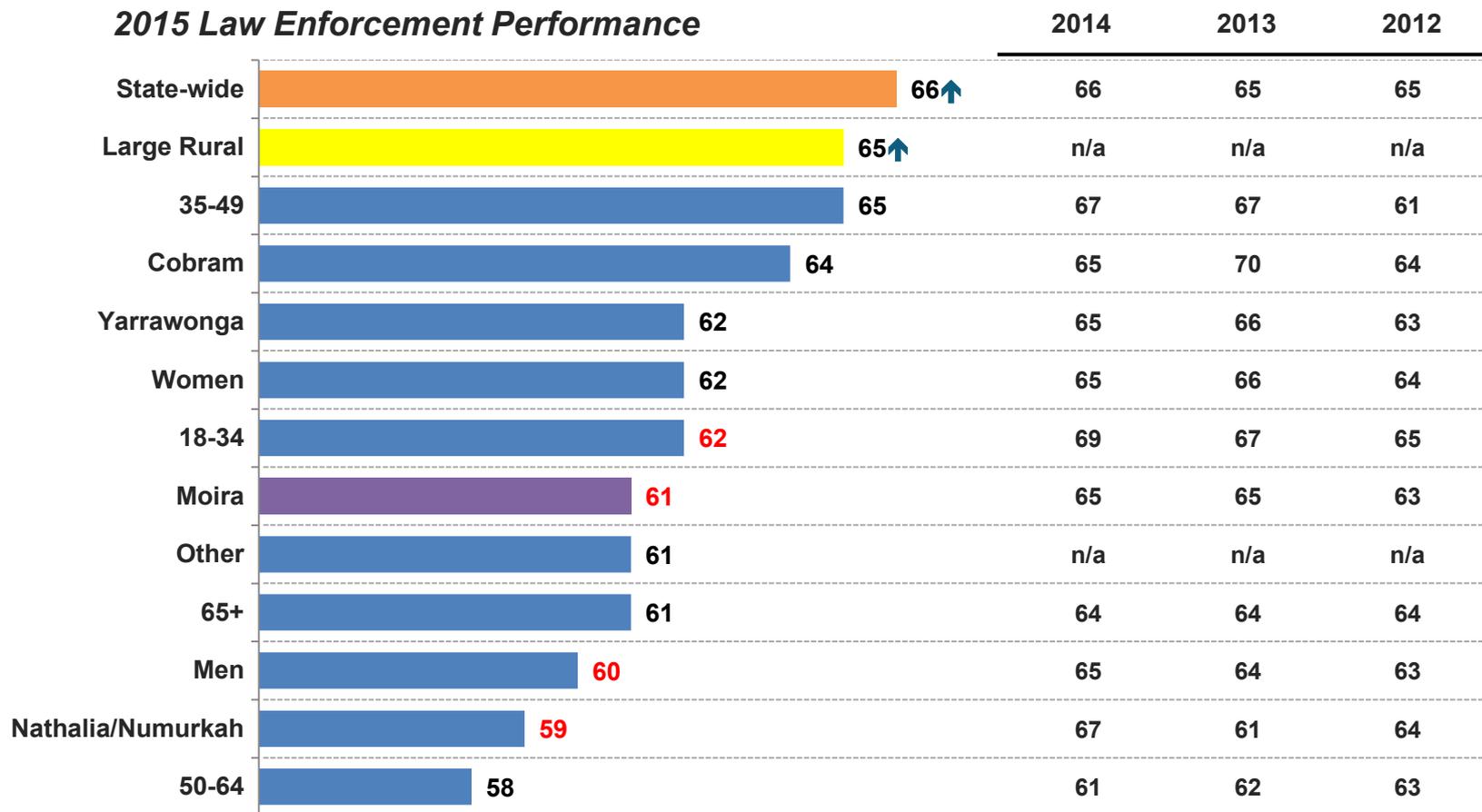
2015 Law Enforcement Importance



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



2015 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



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

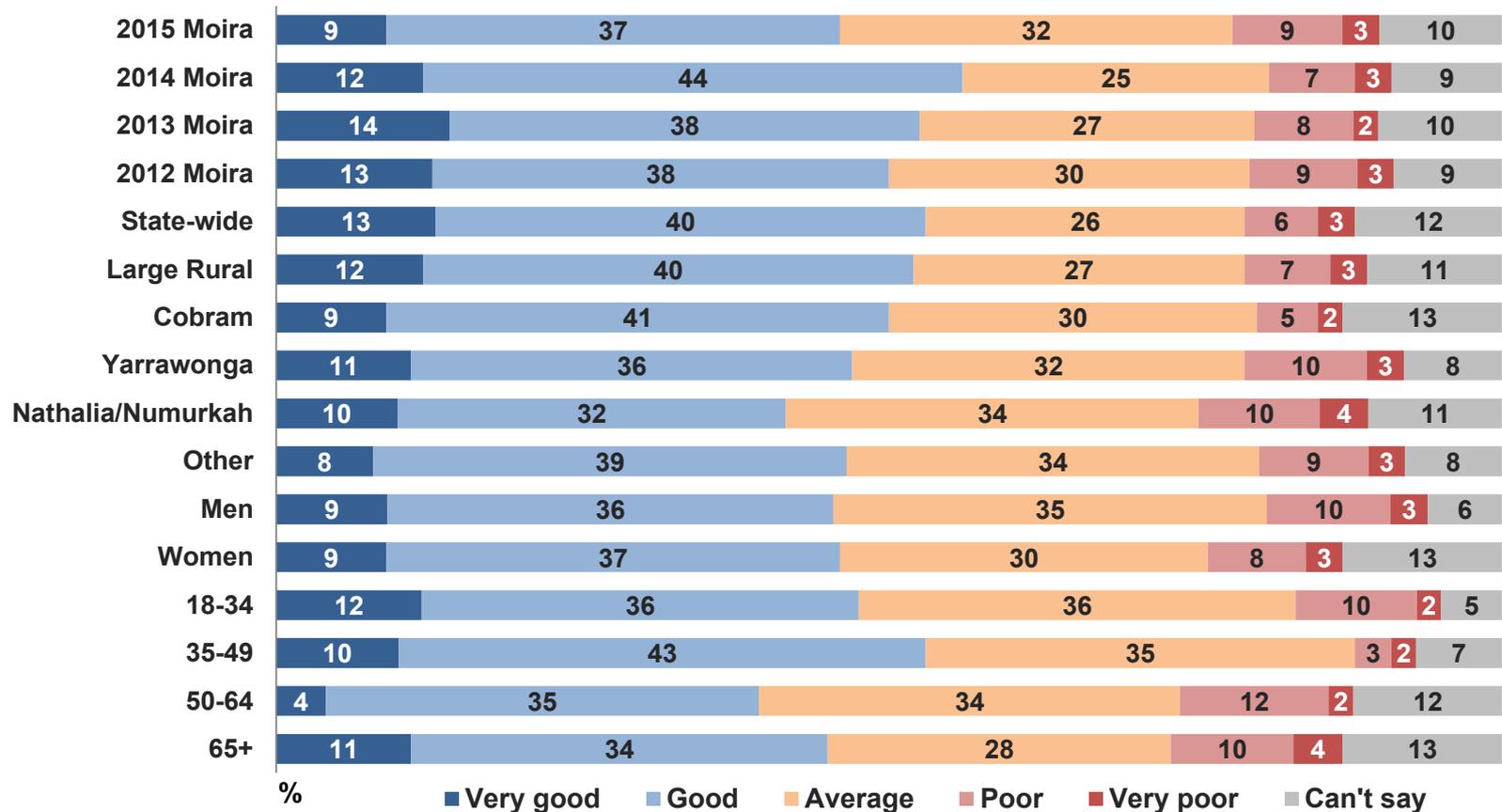
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences



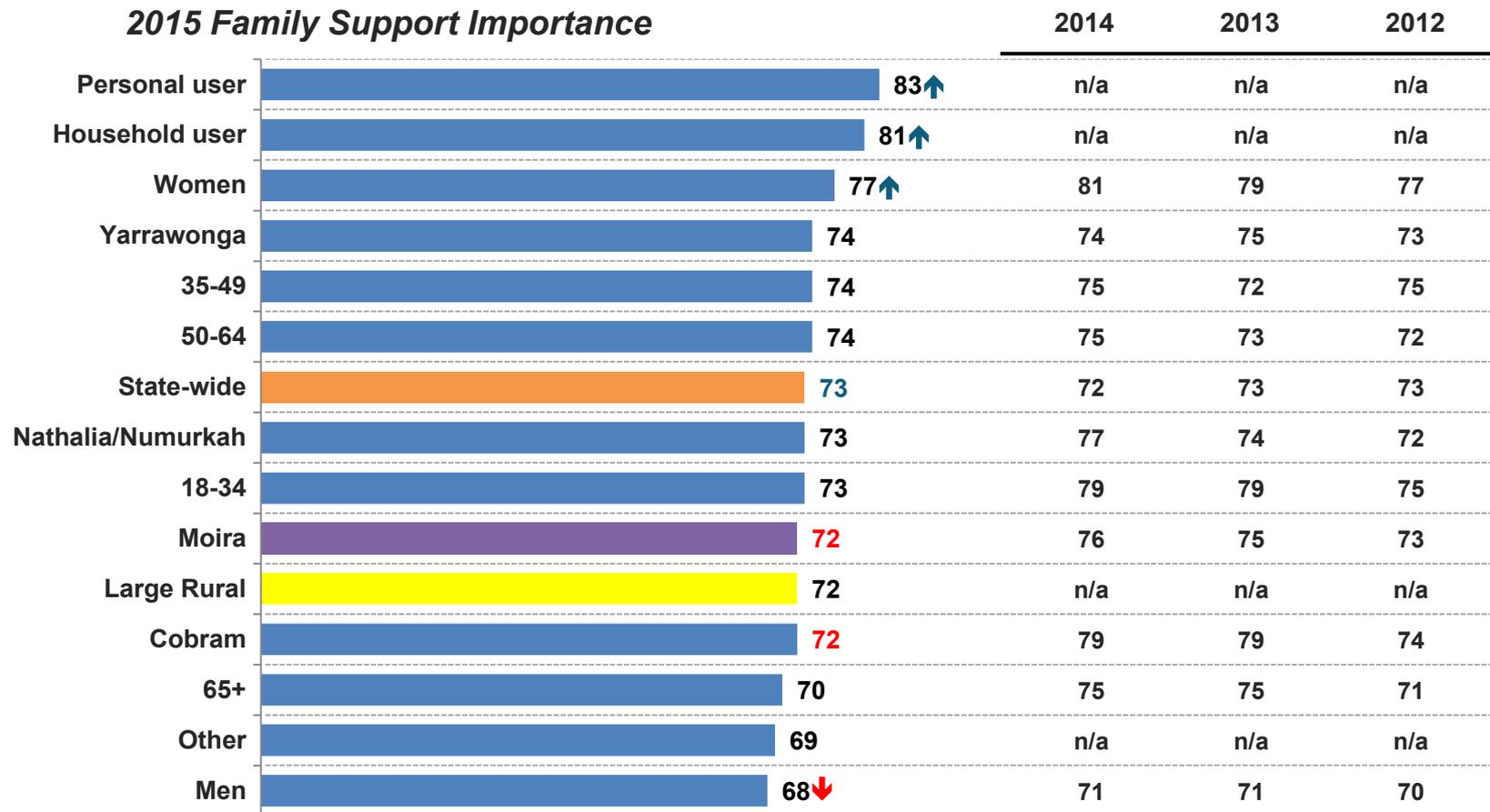
2015 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES

2015 Law Enforcement Performance



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 12

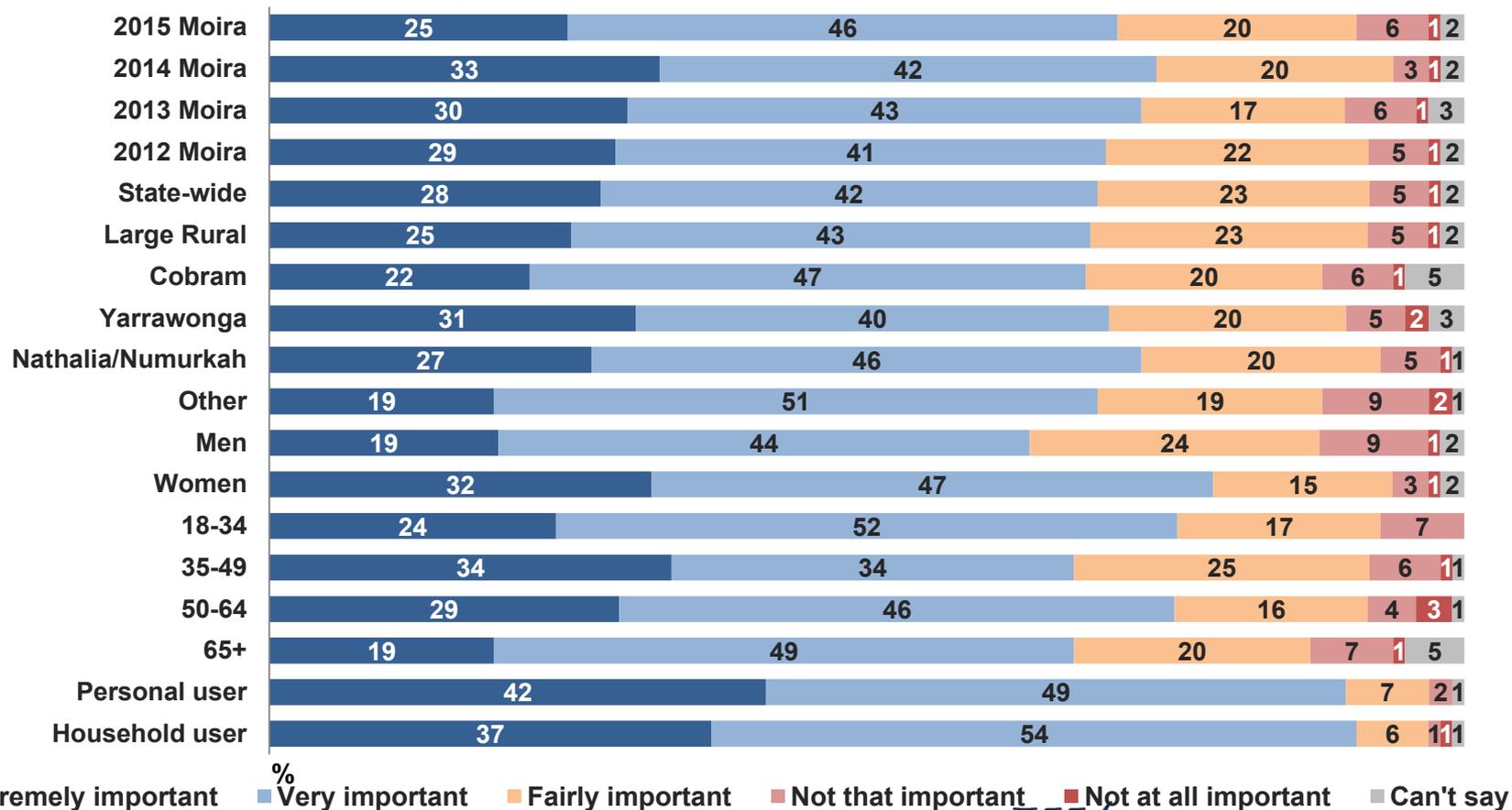
2015 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7
 Note: Please see slide 5 for explanation about significant differences

2015 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

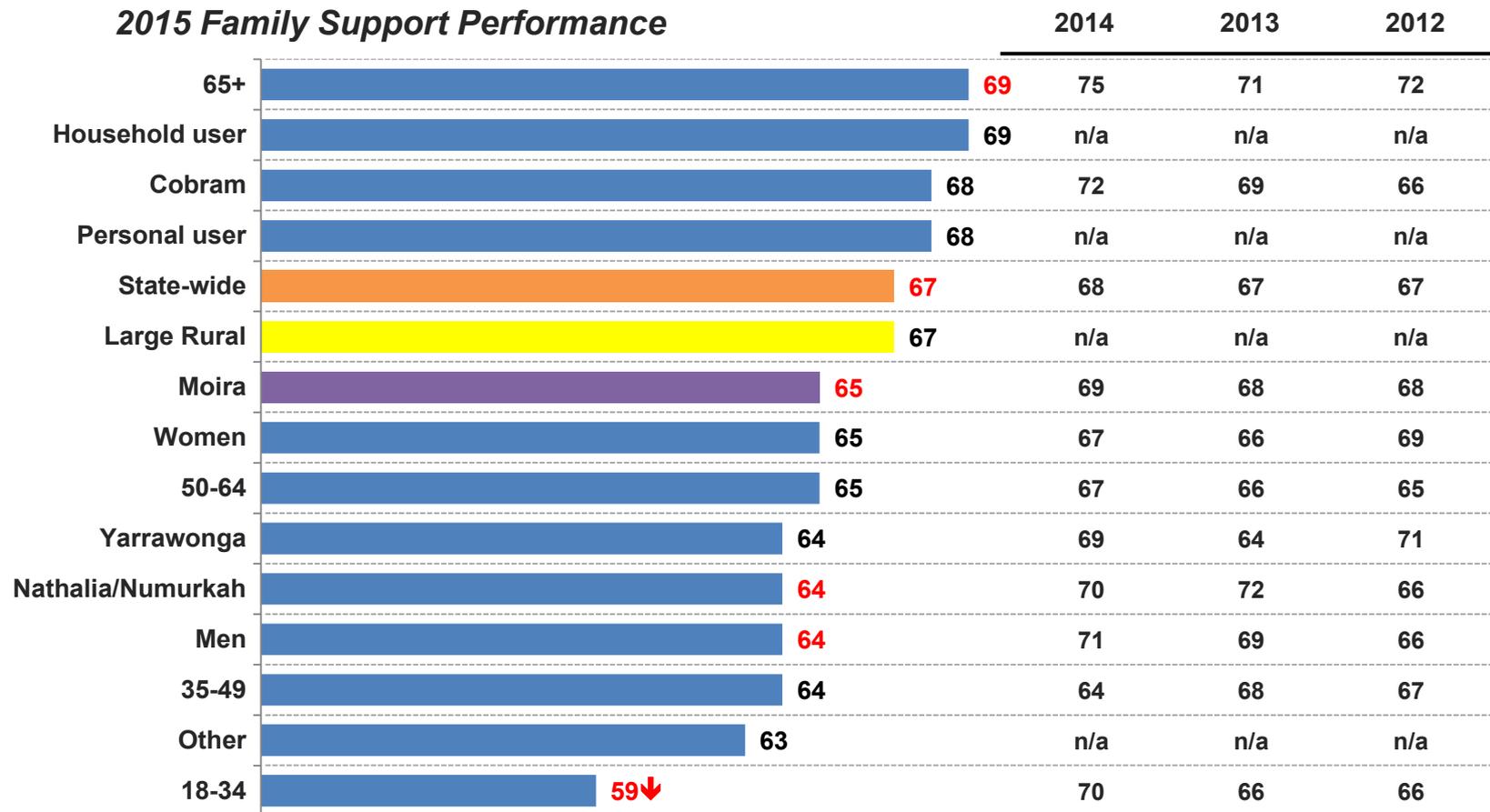
2015 Family Support Importance



Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7



2015 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES



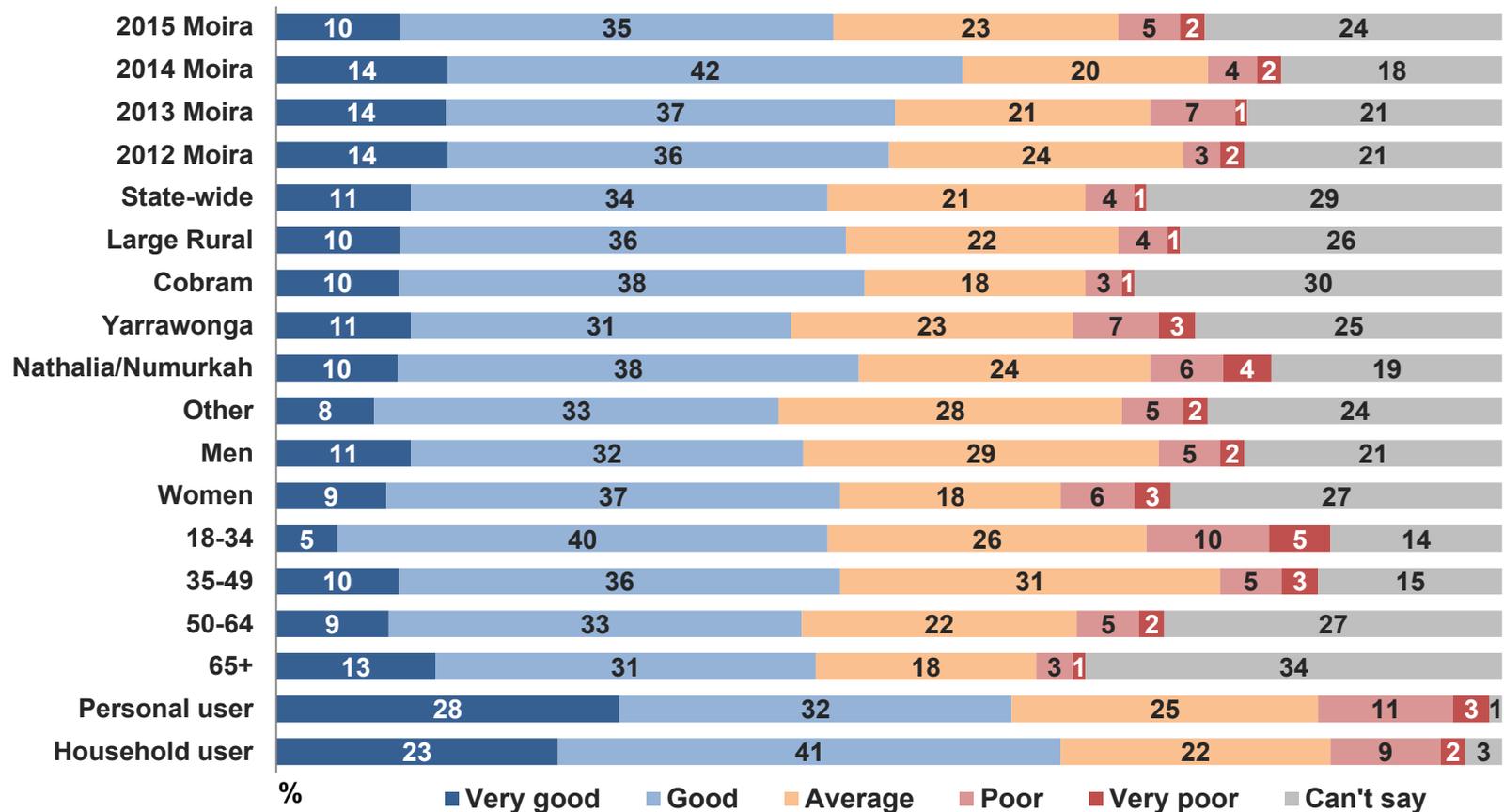
Q2. How has Council performed on 'Family Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

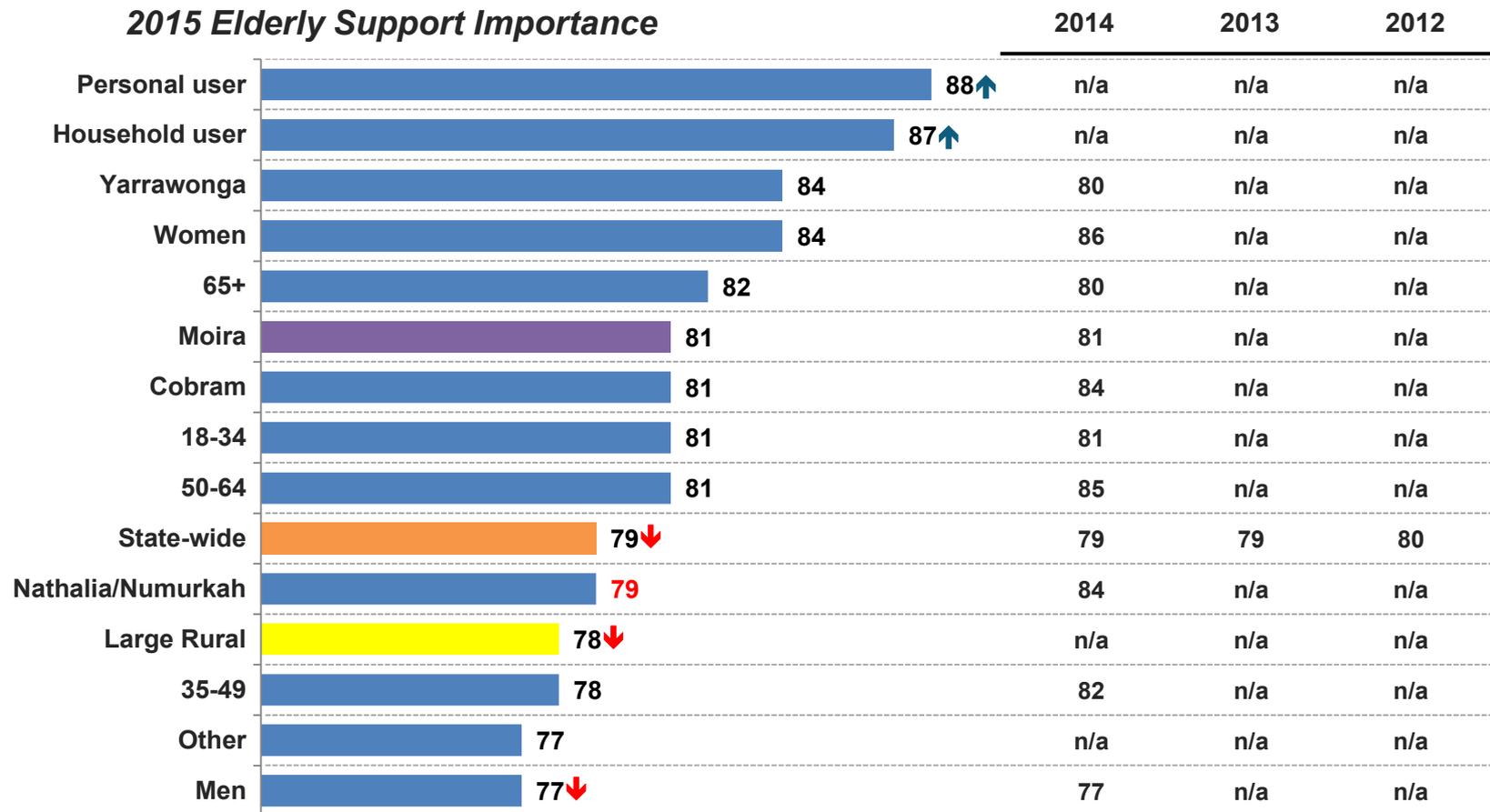
2015 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

2015 Family Support Performance



Q2. How has Council performed on 'Family Support Services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 37 Councils asked group: 10

2015 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES



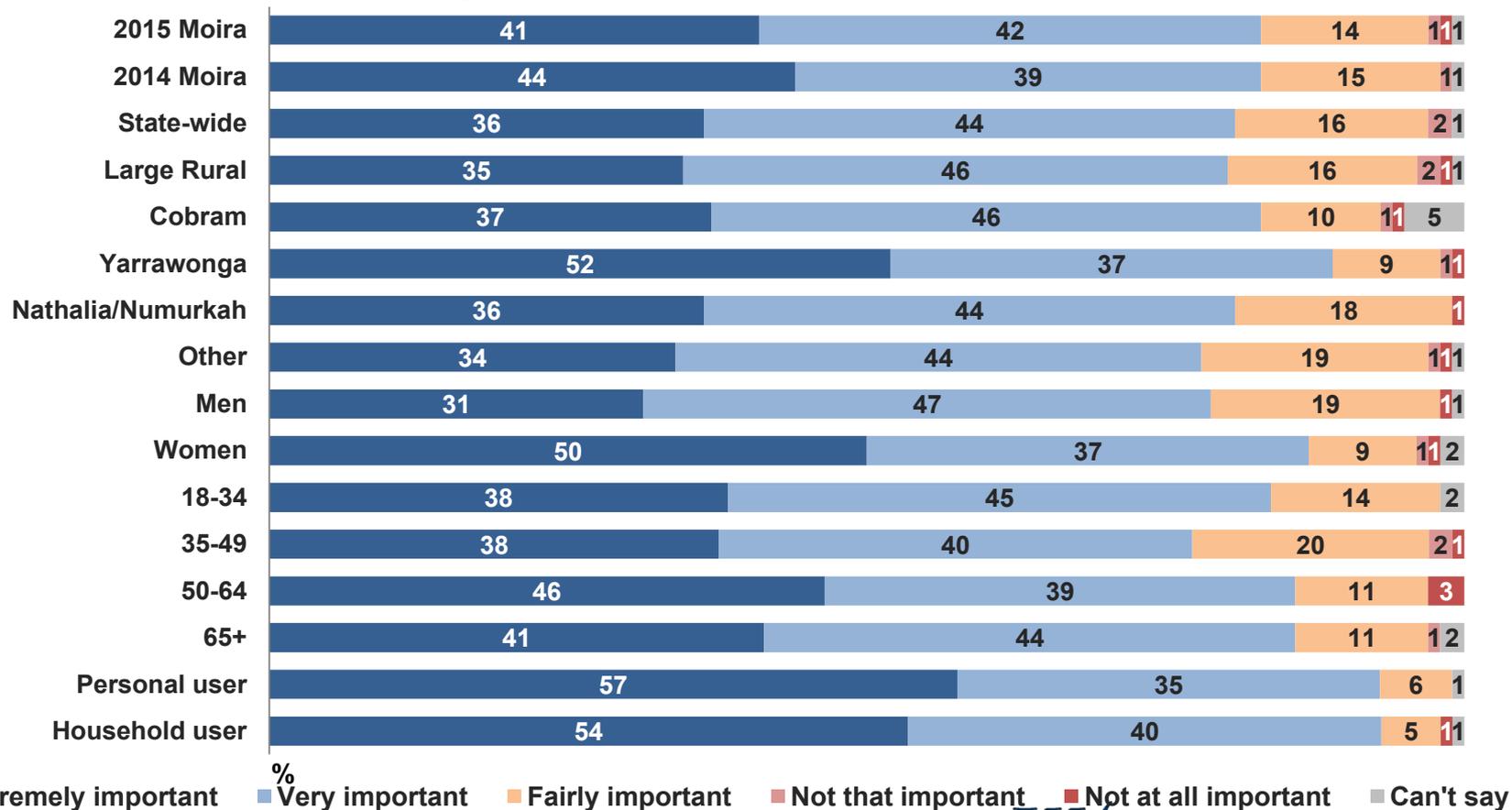
Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2015 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

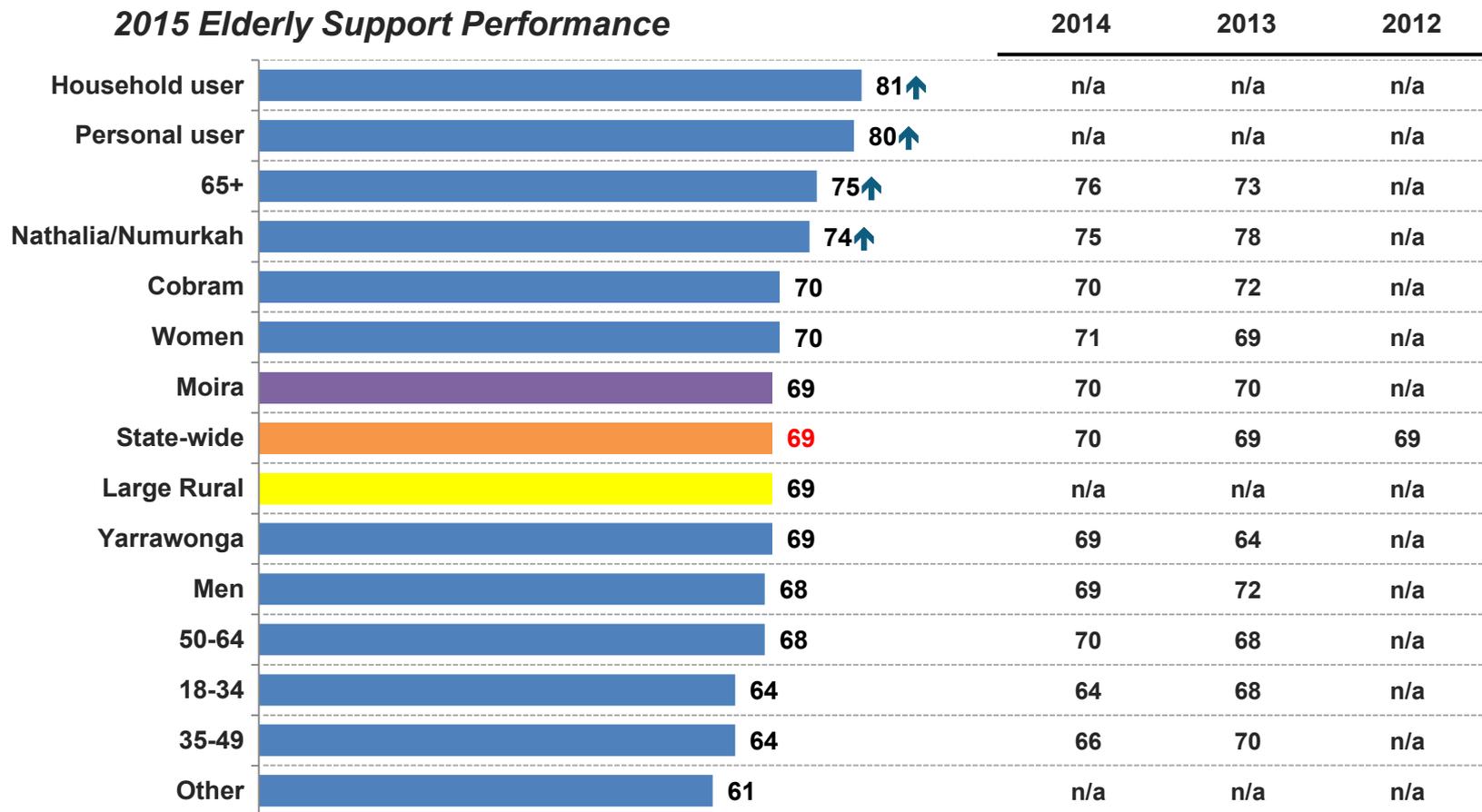
2015 Elderly Support Importance



Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8



2015 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Elderly Support Services' over the last 12 months?

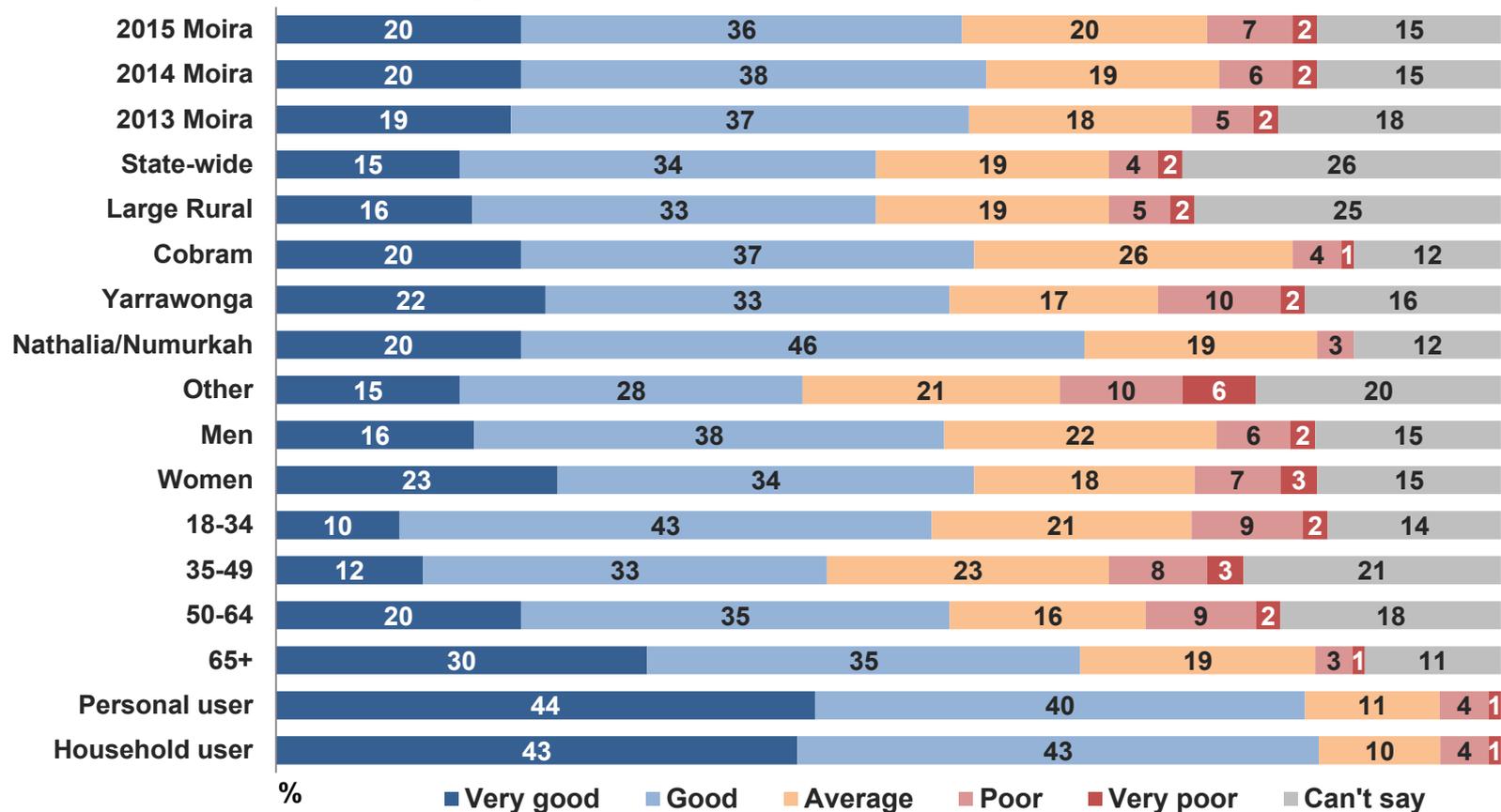
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13

Note: Please see slide 5 for explanation about significant differences



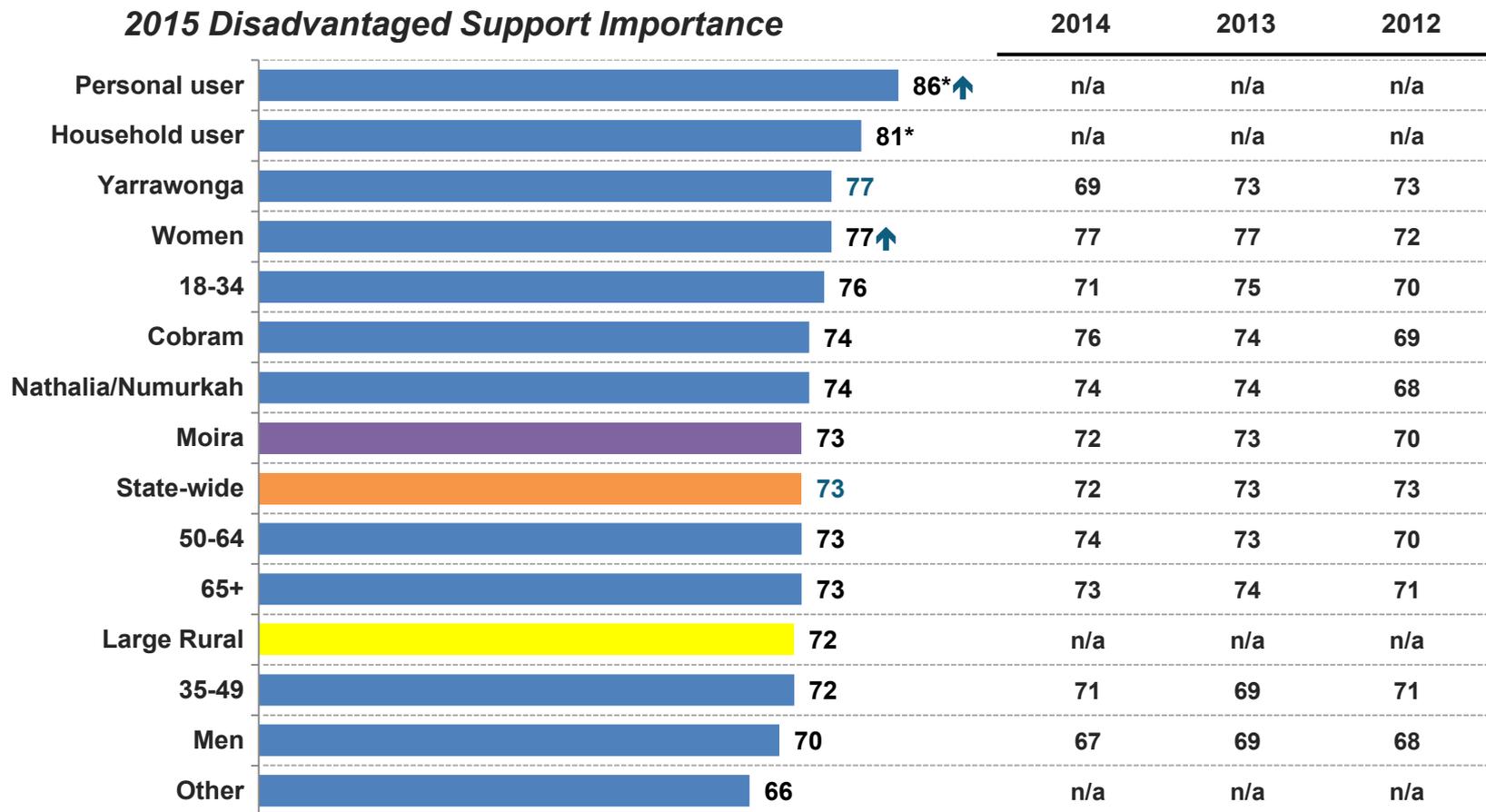
2015 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

2015 Elderly Support Performance



Q2. How has Council performed on 'Elderly Support Services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13

2015 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Disadvantaged Support Services' be as a responsibility for Council?

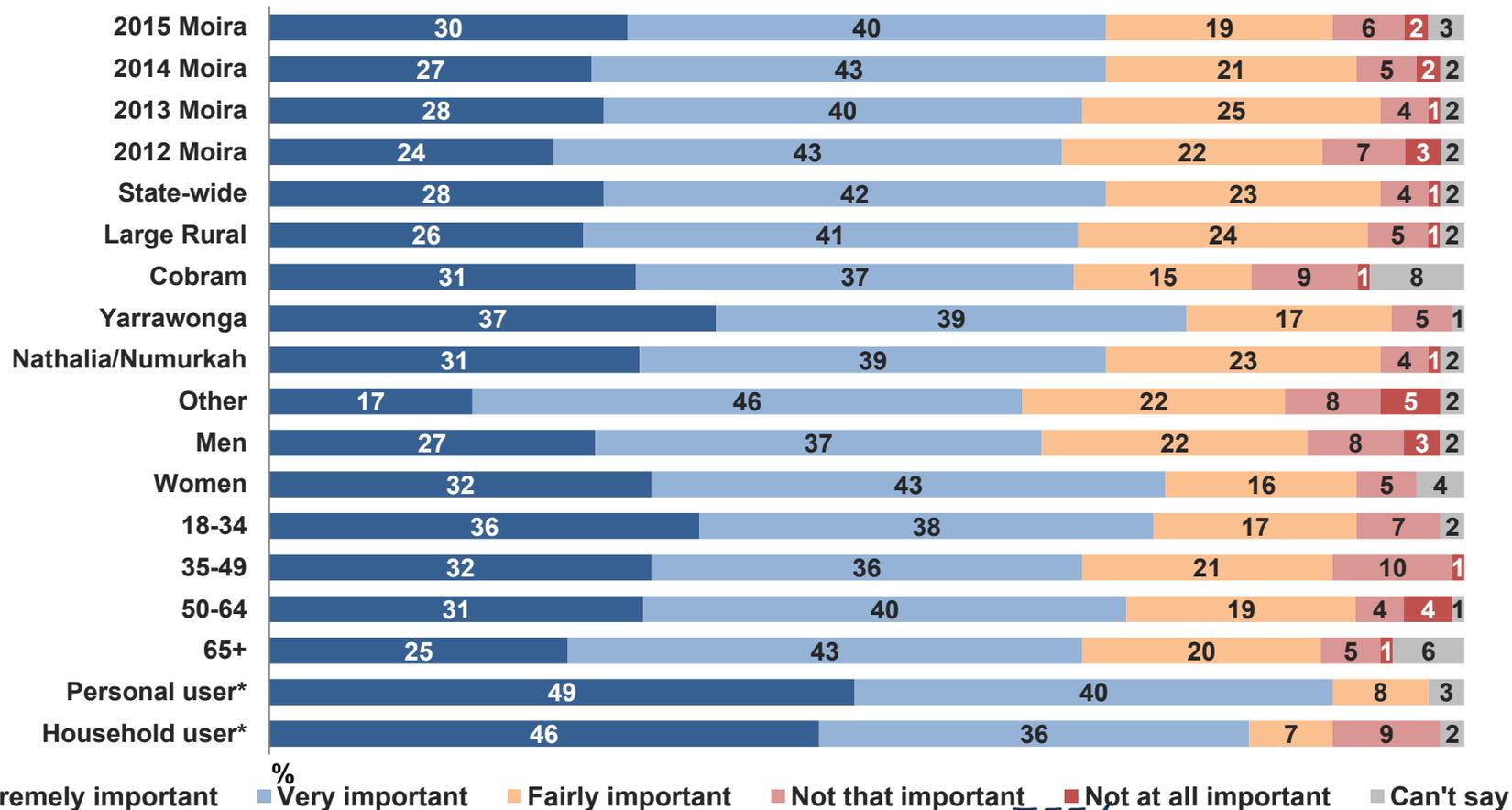
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

Note: Please see slide 5 for explanation about significant differences

*Caution: small sample size < n=30

2015 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2015 Disadvantaged Support Importance



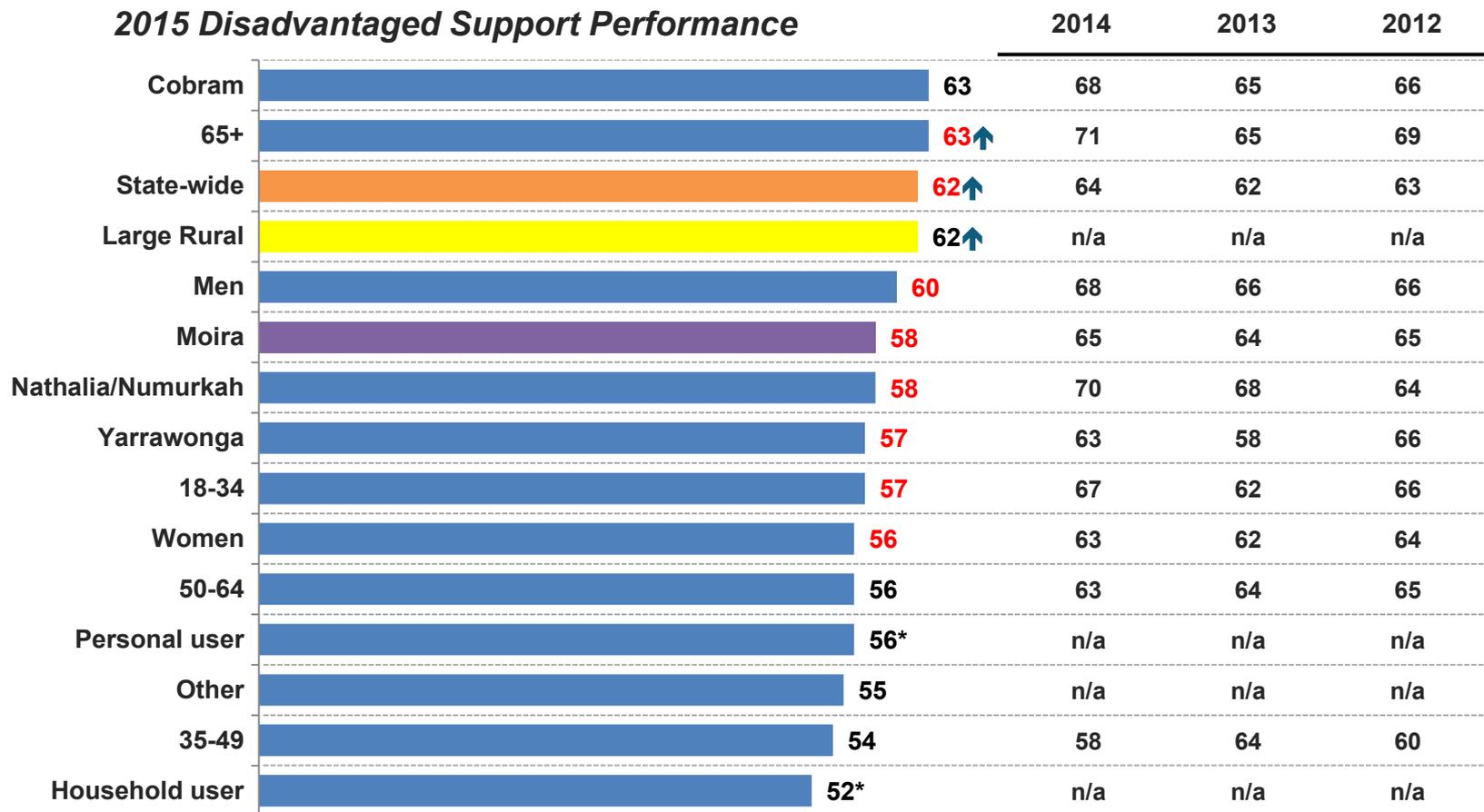
Q1. Firstly, how important should 'Disadvantaged Support Services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

*Caution: small sample size < n=30



2015 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Disadvantaged Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

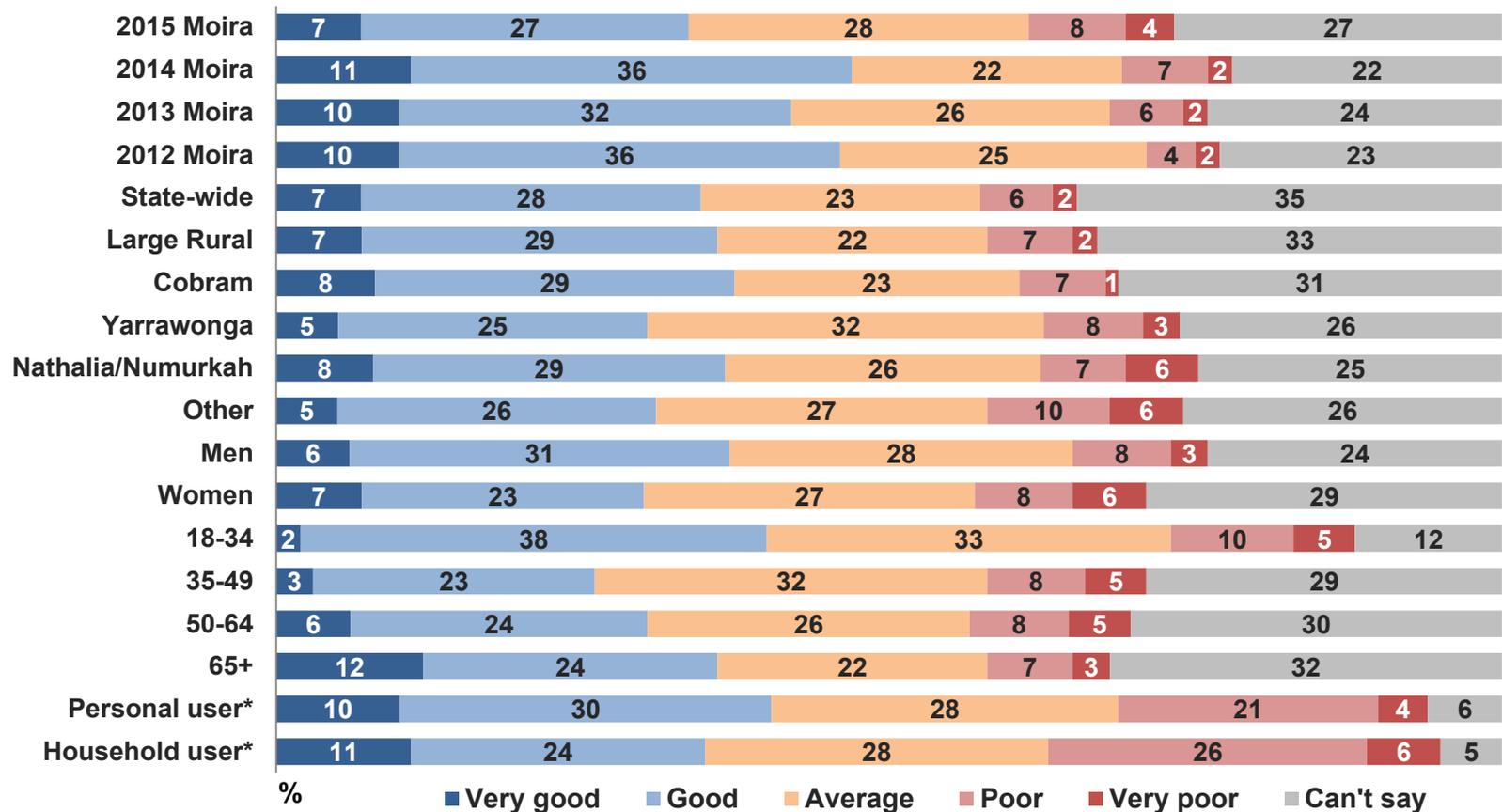
Note: Please see slide 5 for explanation about significant differences

*Caution: small sample size < n=30



2015 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

2015 Disadvantaged Support Performance



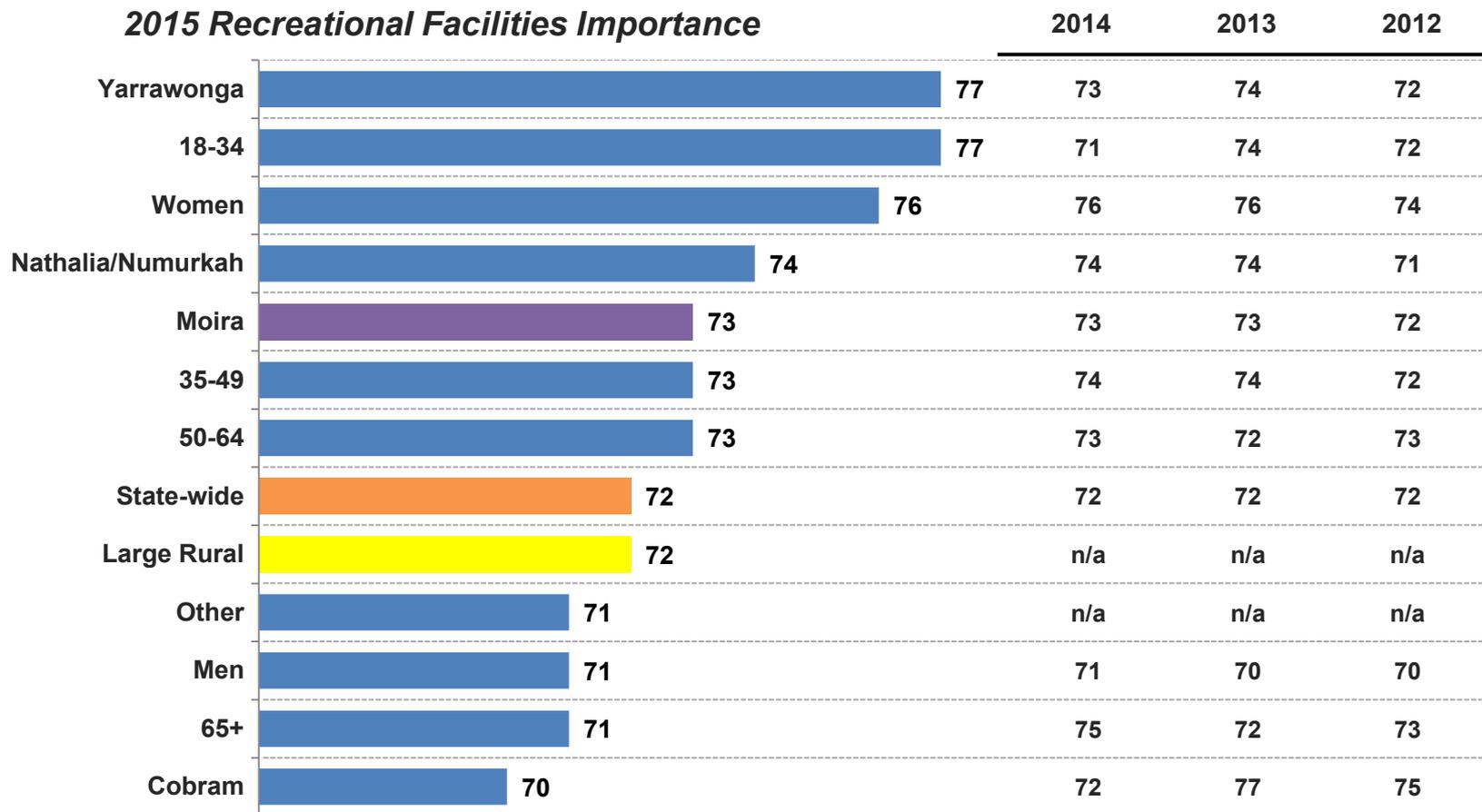
Q2. How has Council performed on 'Disadvantaged Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

*Caution: small sample size < n=30



2015 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES



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

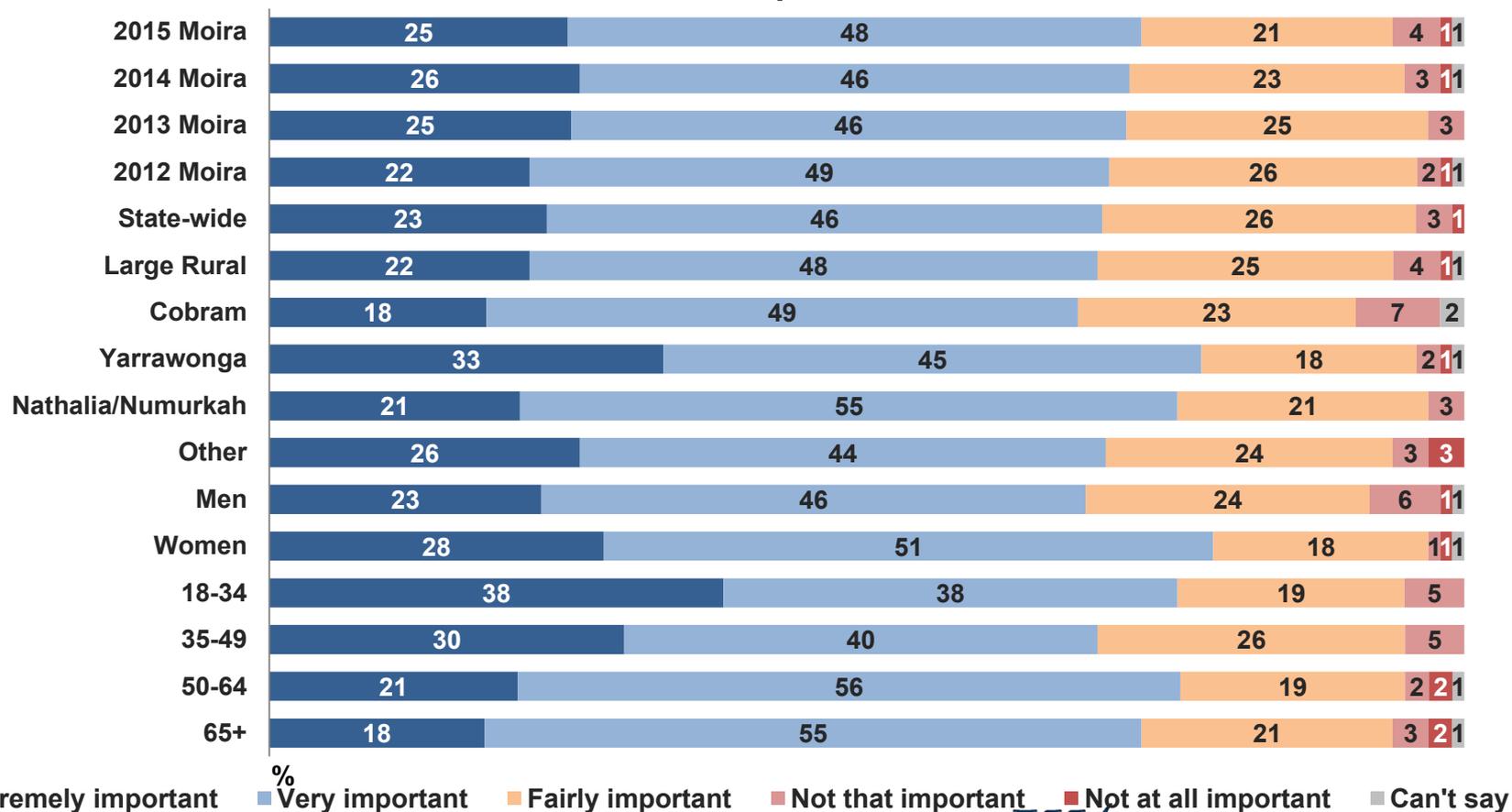
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences



2015 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

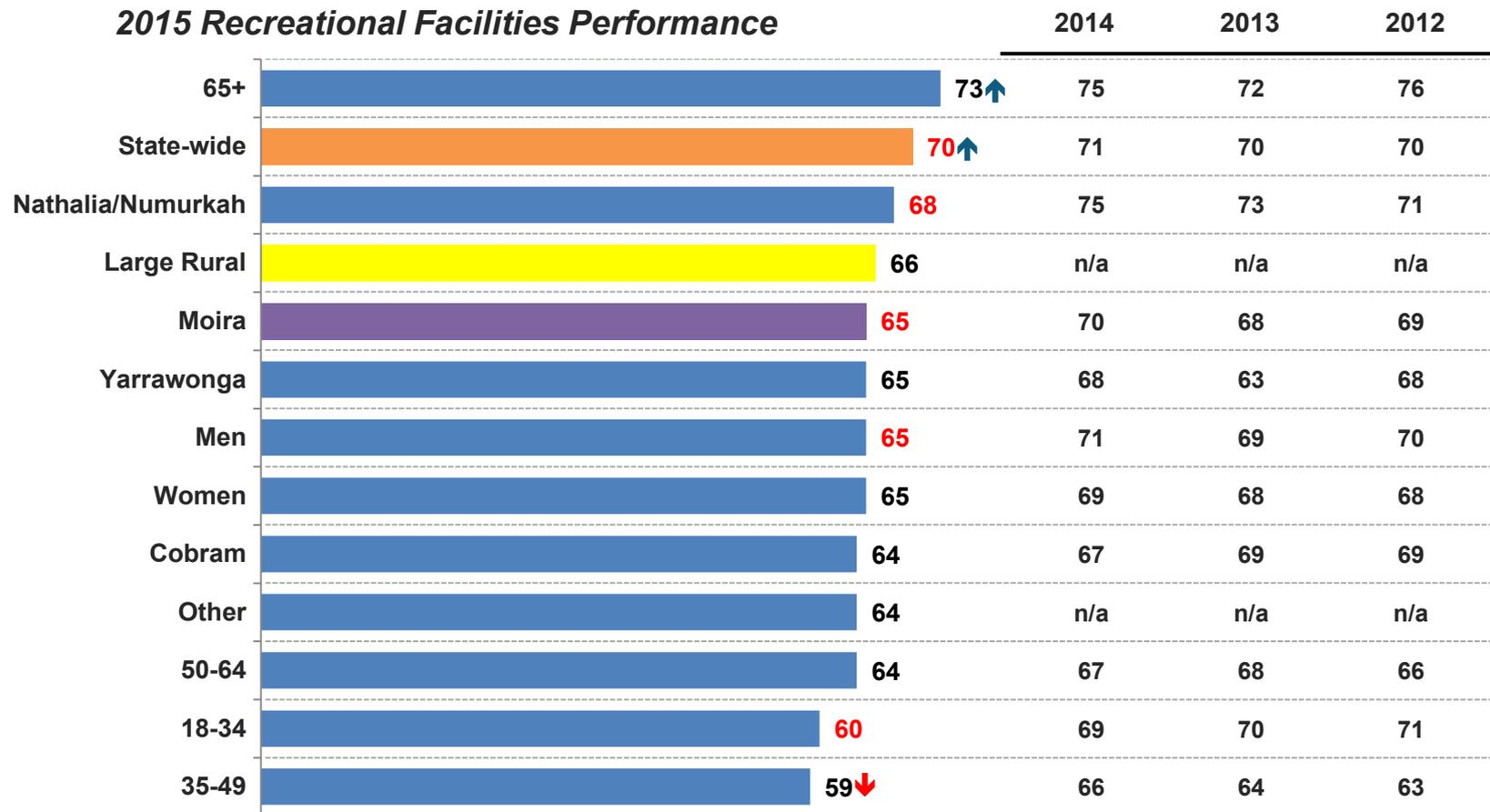
2015 Recreational Facilities Importance



Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



2015 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES



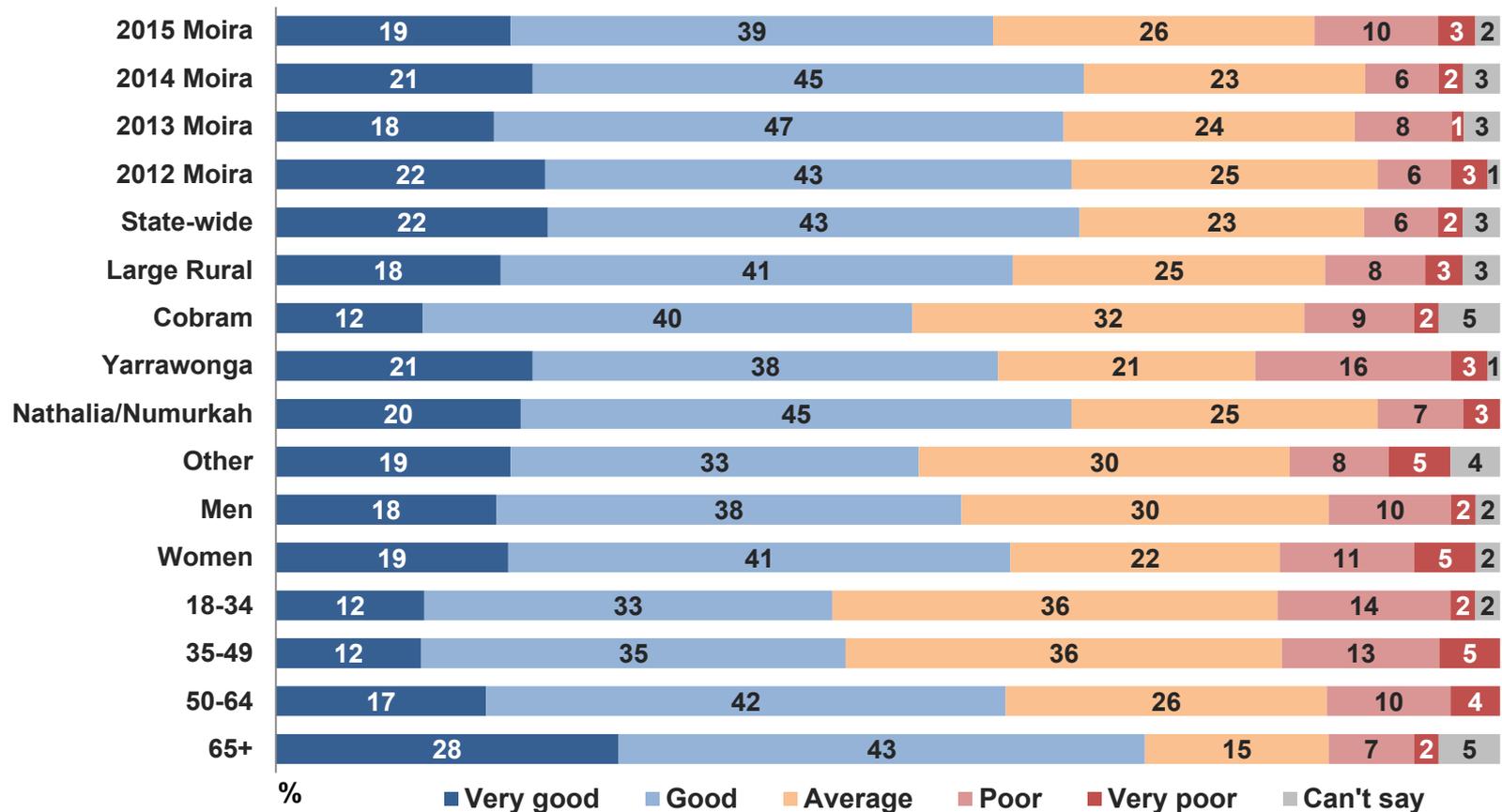
Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 16

Note: Please see slide 5 for explanation about significant differences

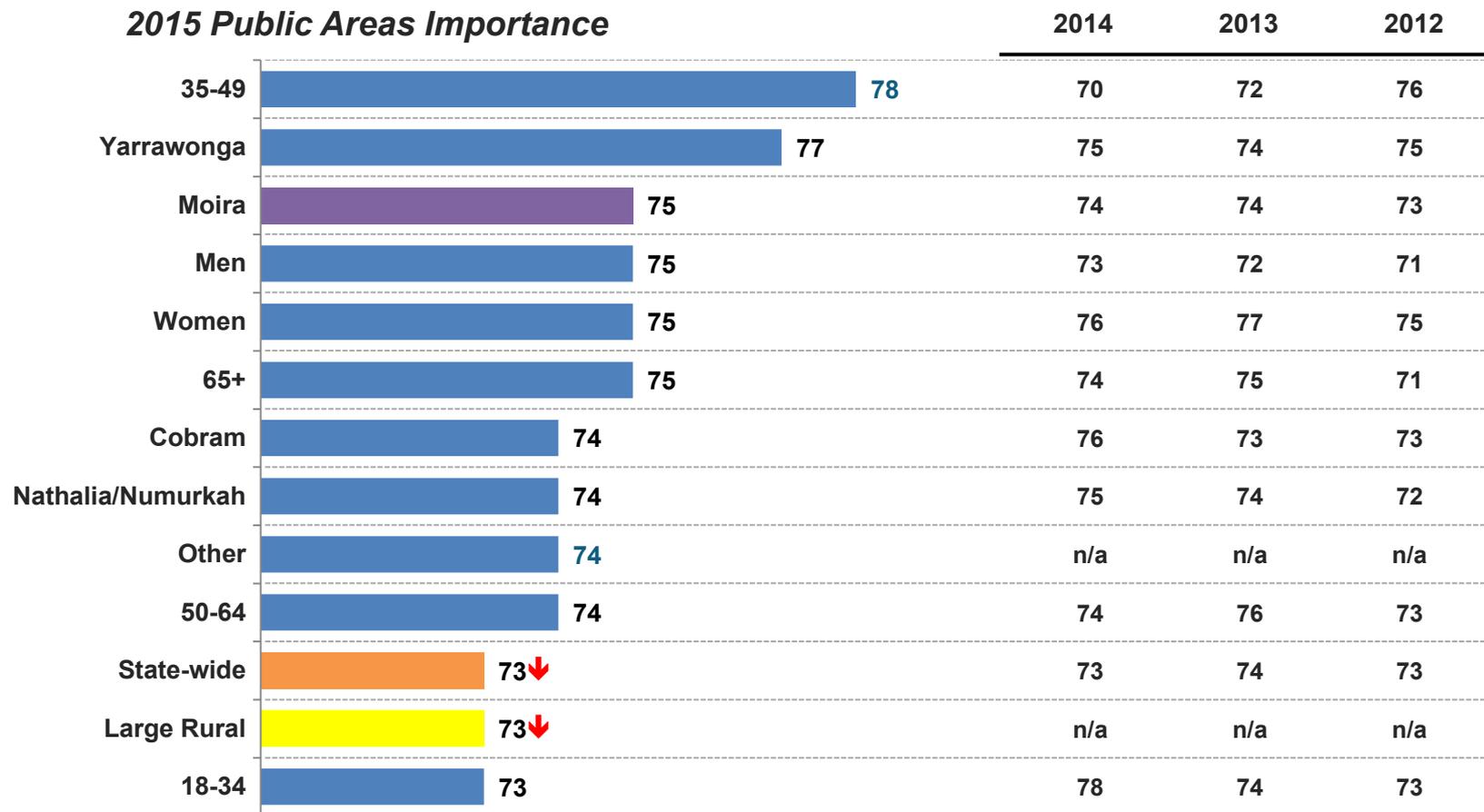
2015 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

2015 Recreational Facilities Performance



Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 47 Councils asked group: 16

2015 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES



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

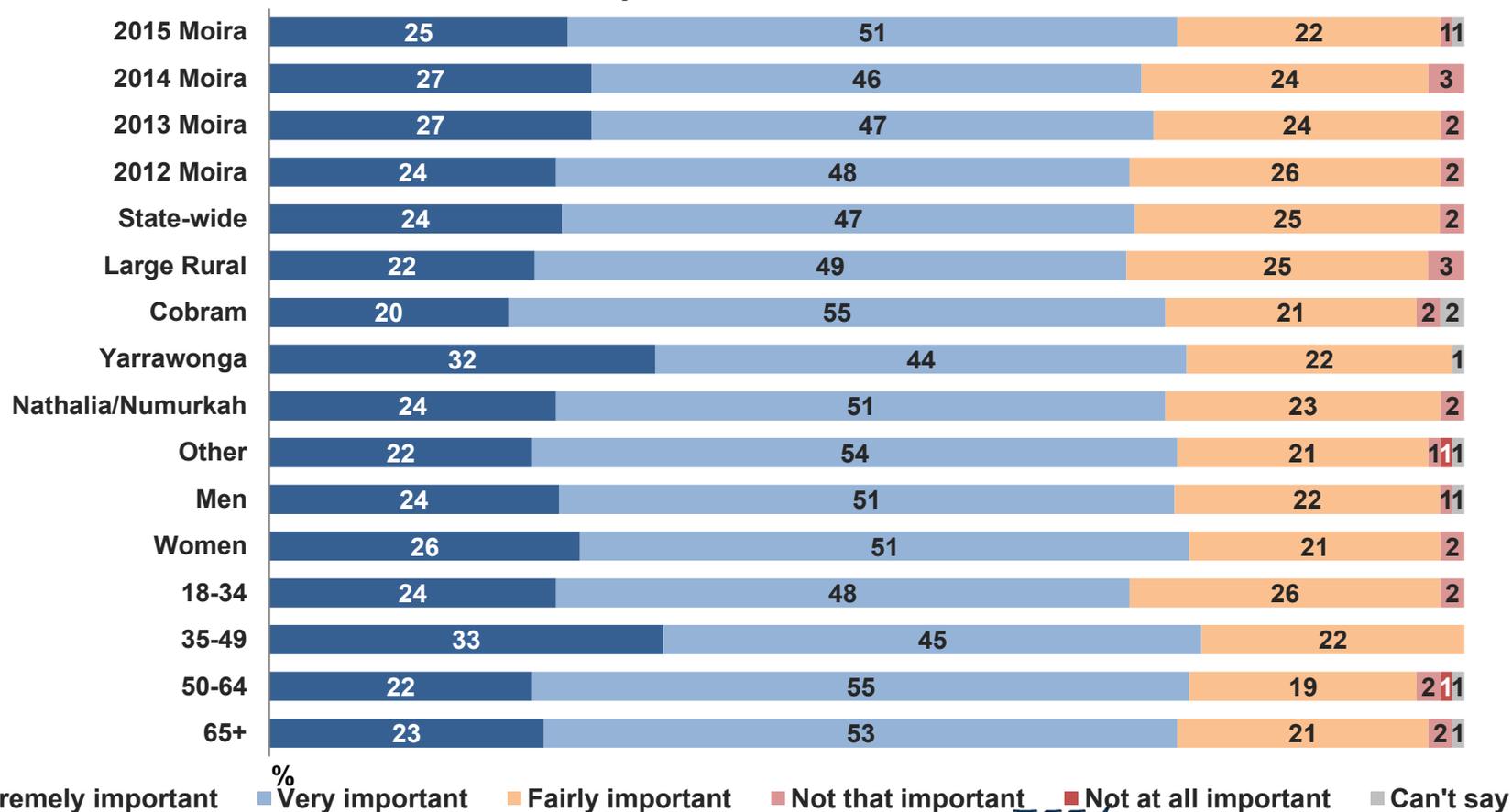
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2015 THE APPEARANCE OF PUBLIC AREAS

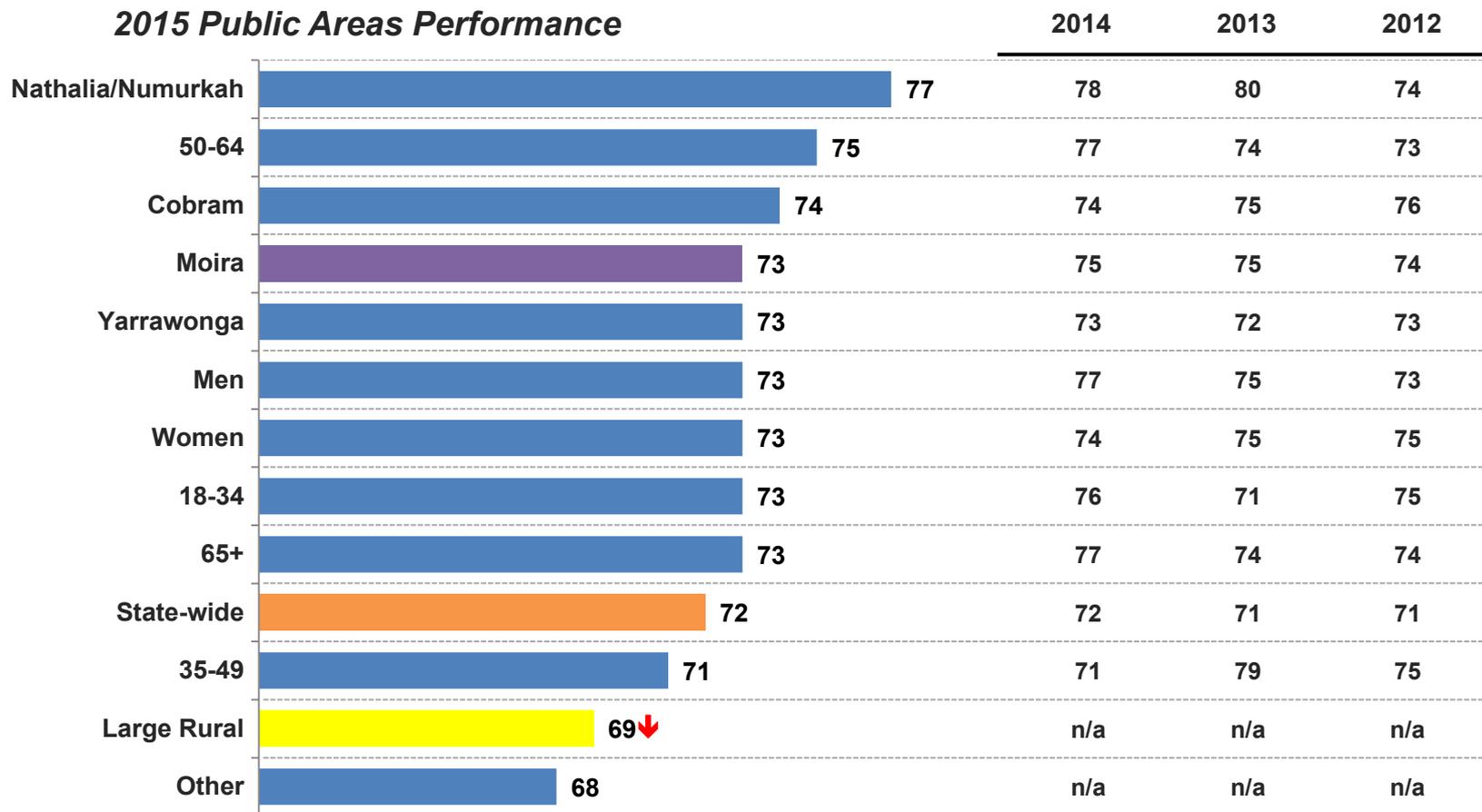
IMPORTANCE DETAILED PERCENTAGES

2015 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: 30 Councils asked group: 8

2015 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

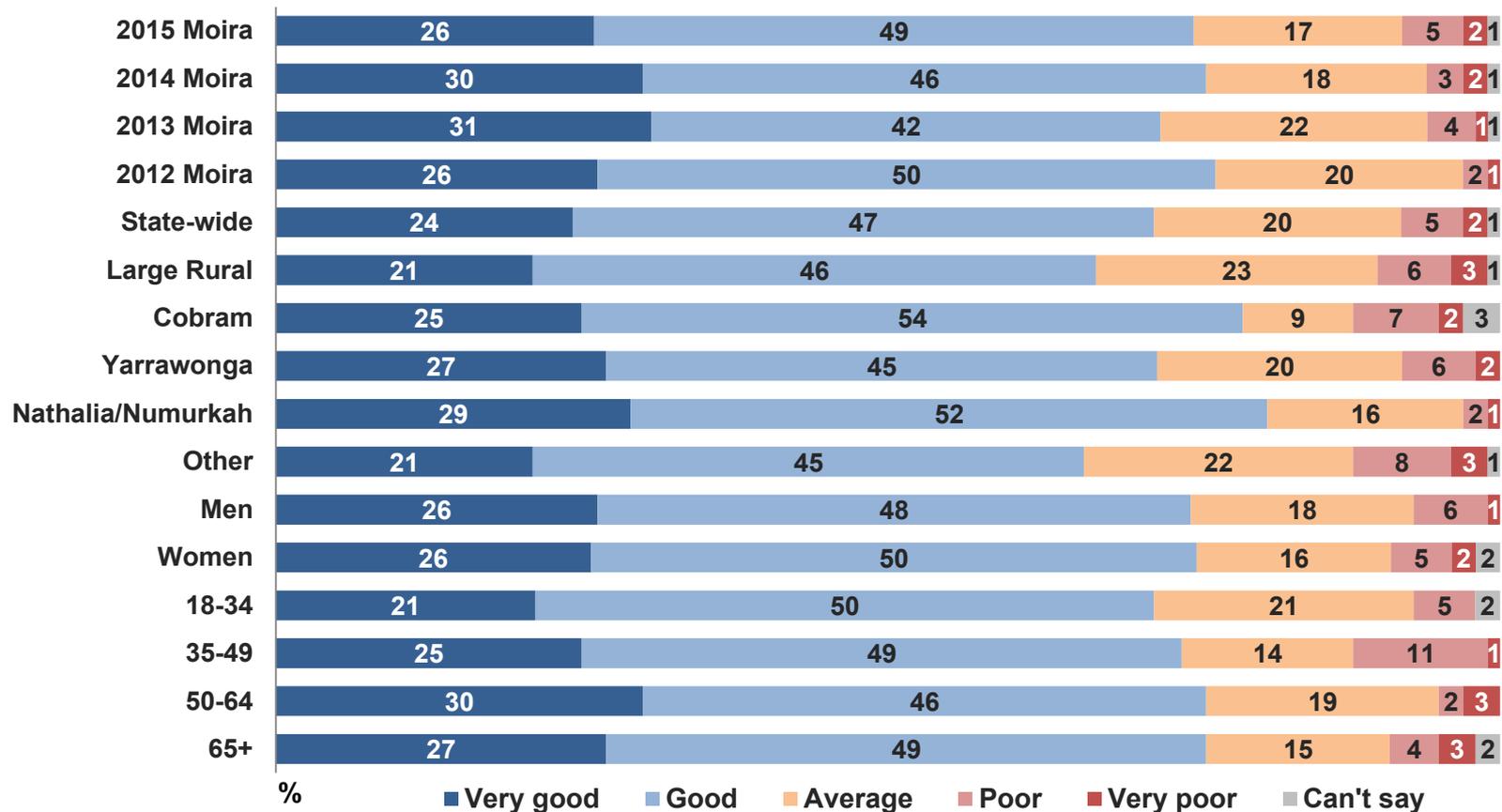
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences



2015 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

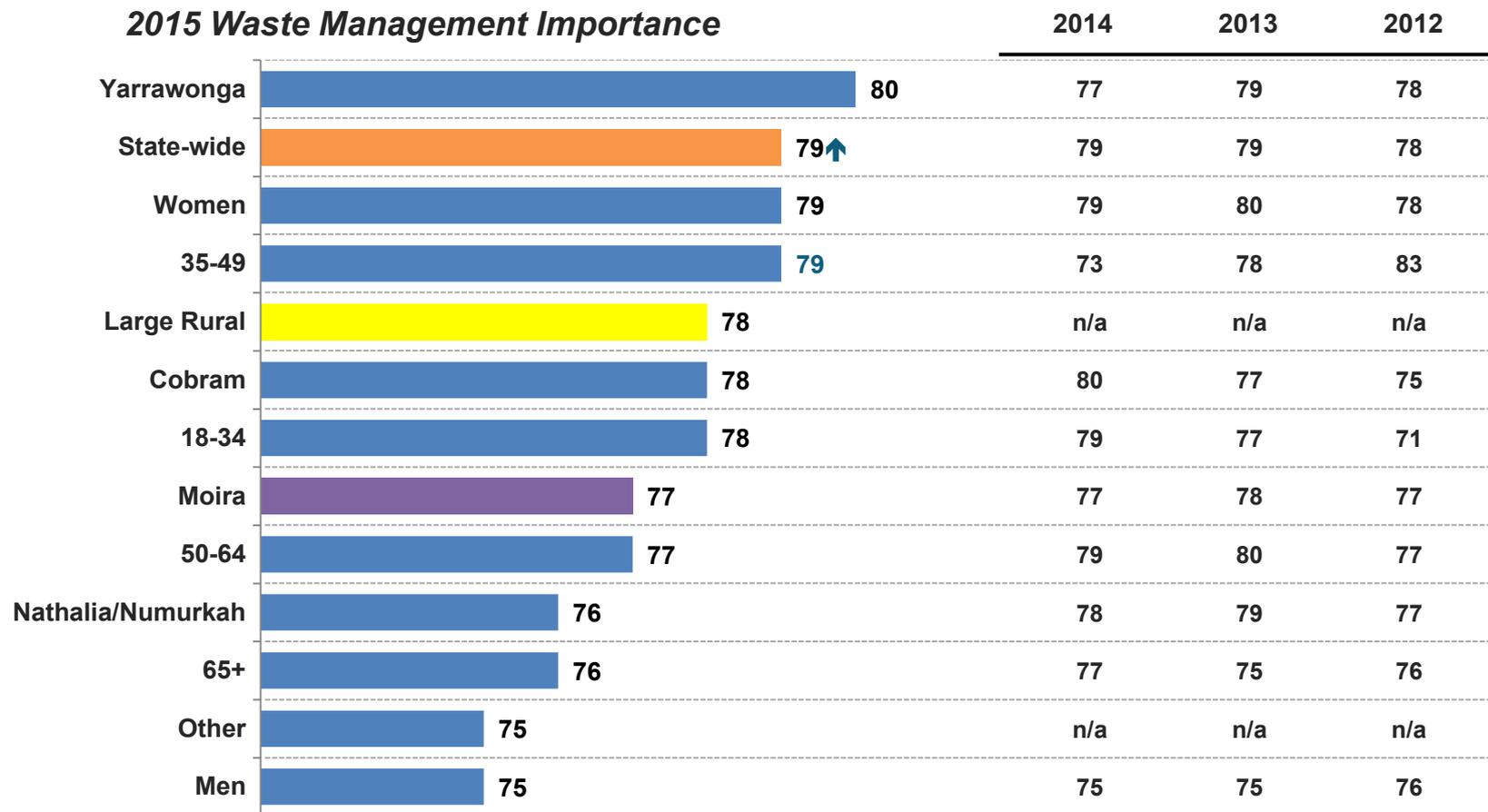
2015 Public Areas Performance



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12



2015 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



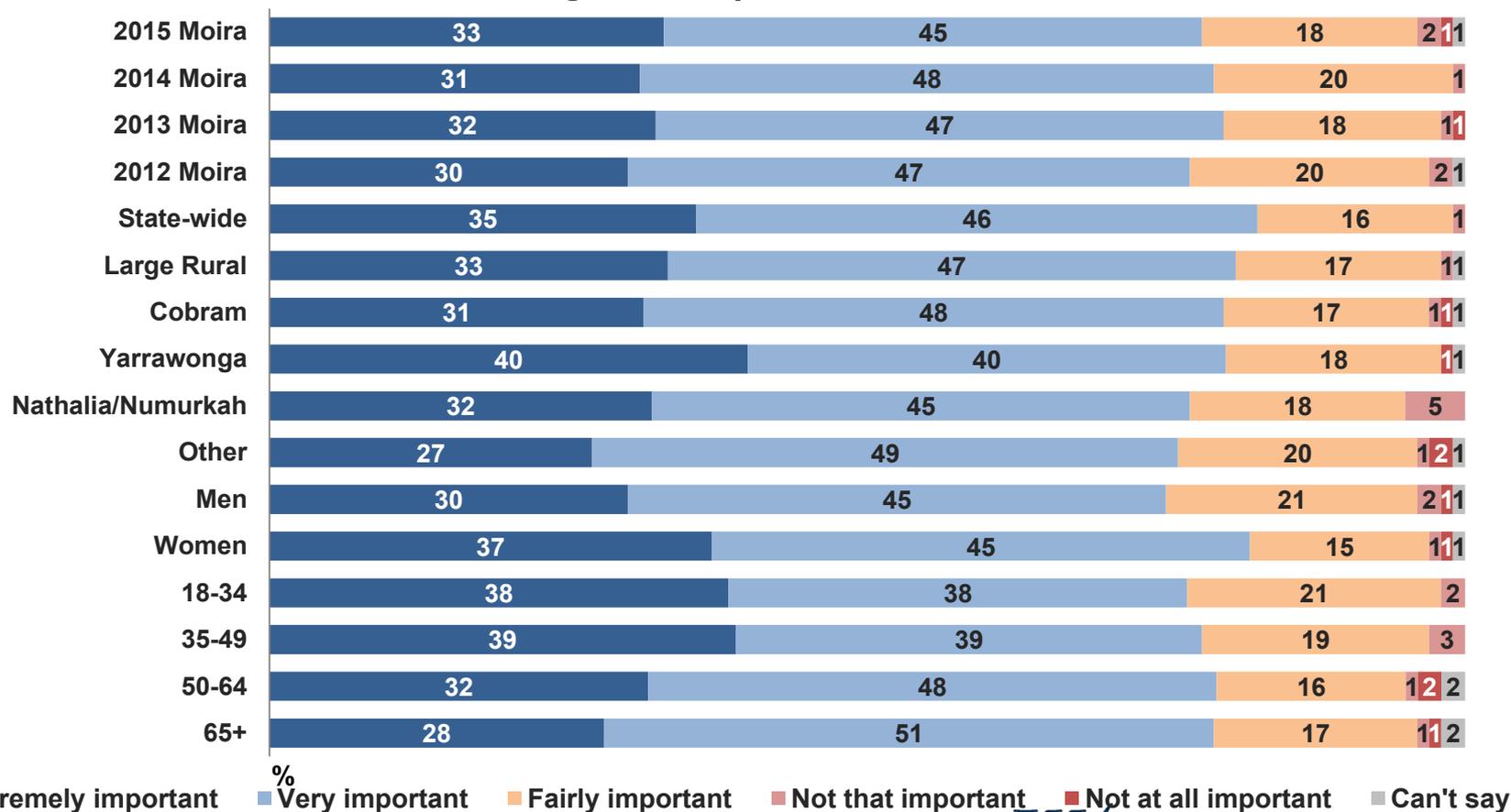
Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

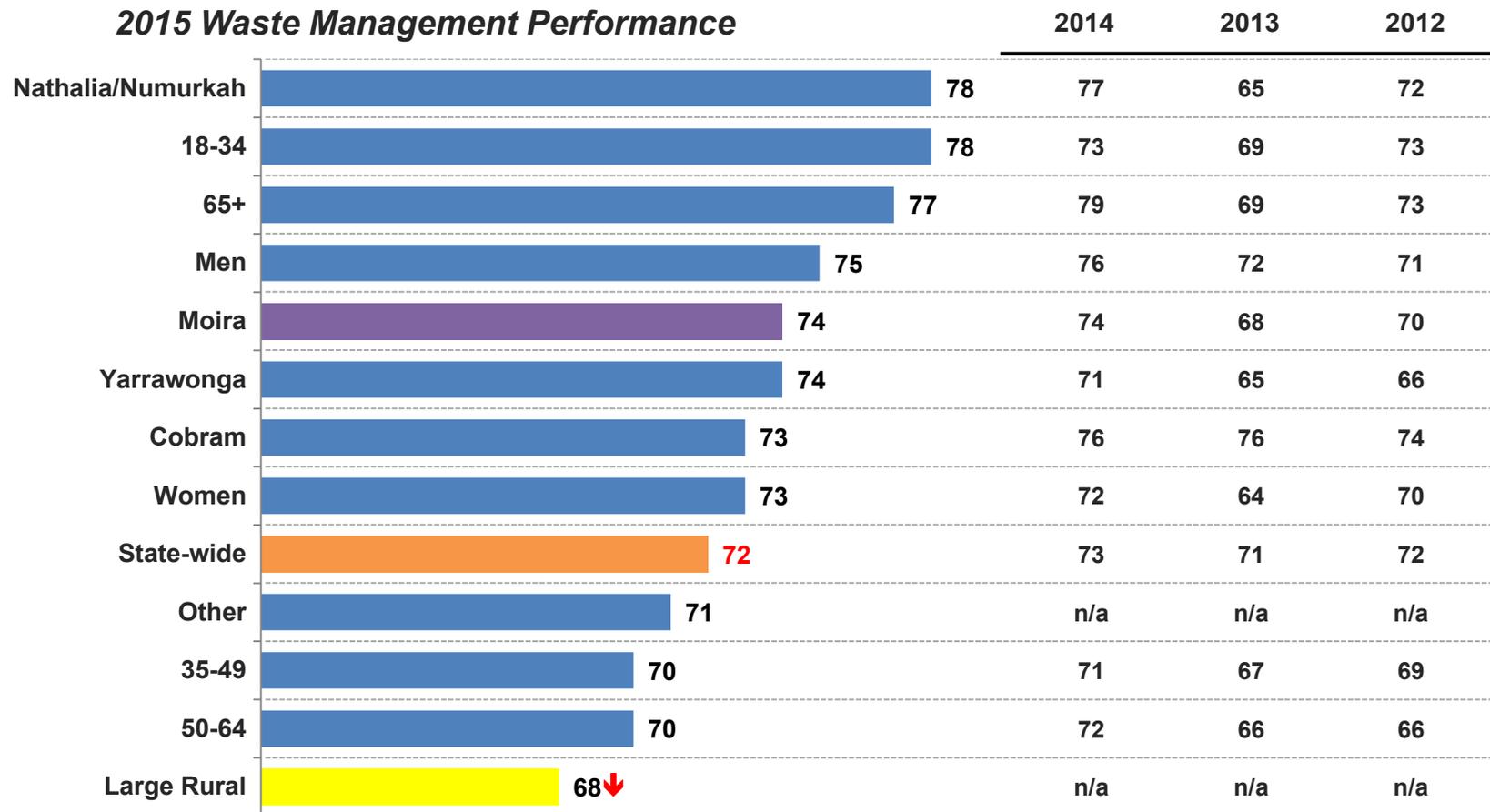
2015 Waste Management Importance



Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9



2015 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



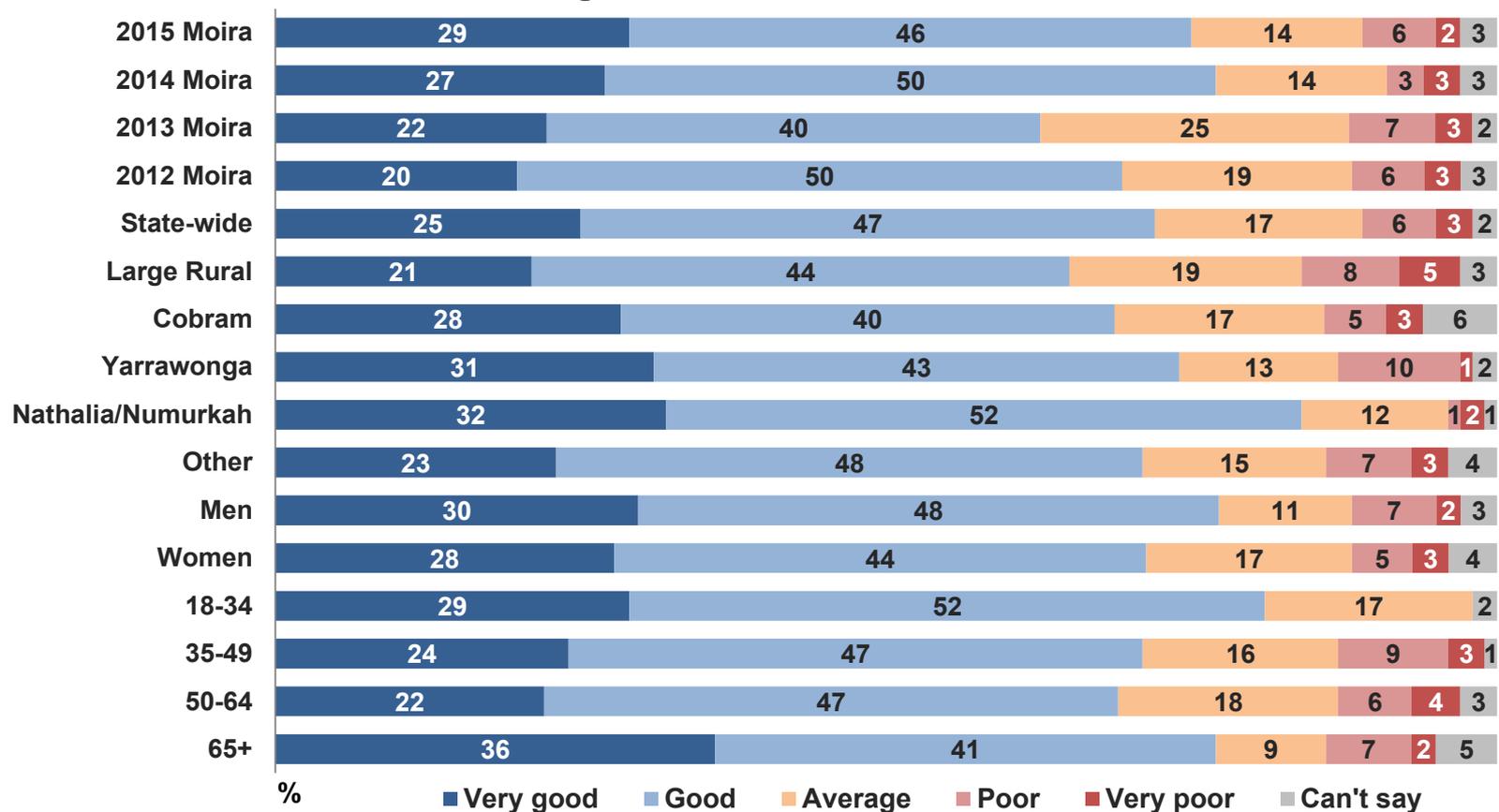
Q2. How has Council performed on 'Waste Management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

Note: Please see slide 5 for explanation about significant differences

2015 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

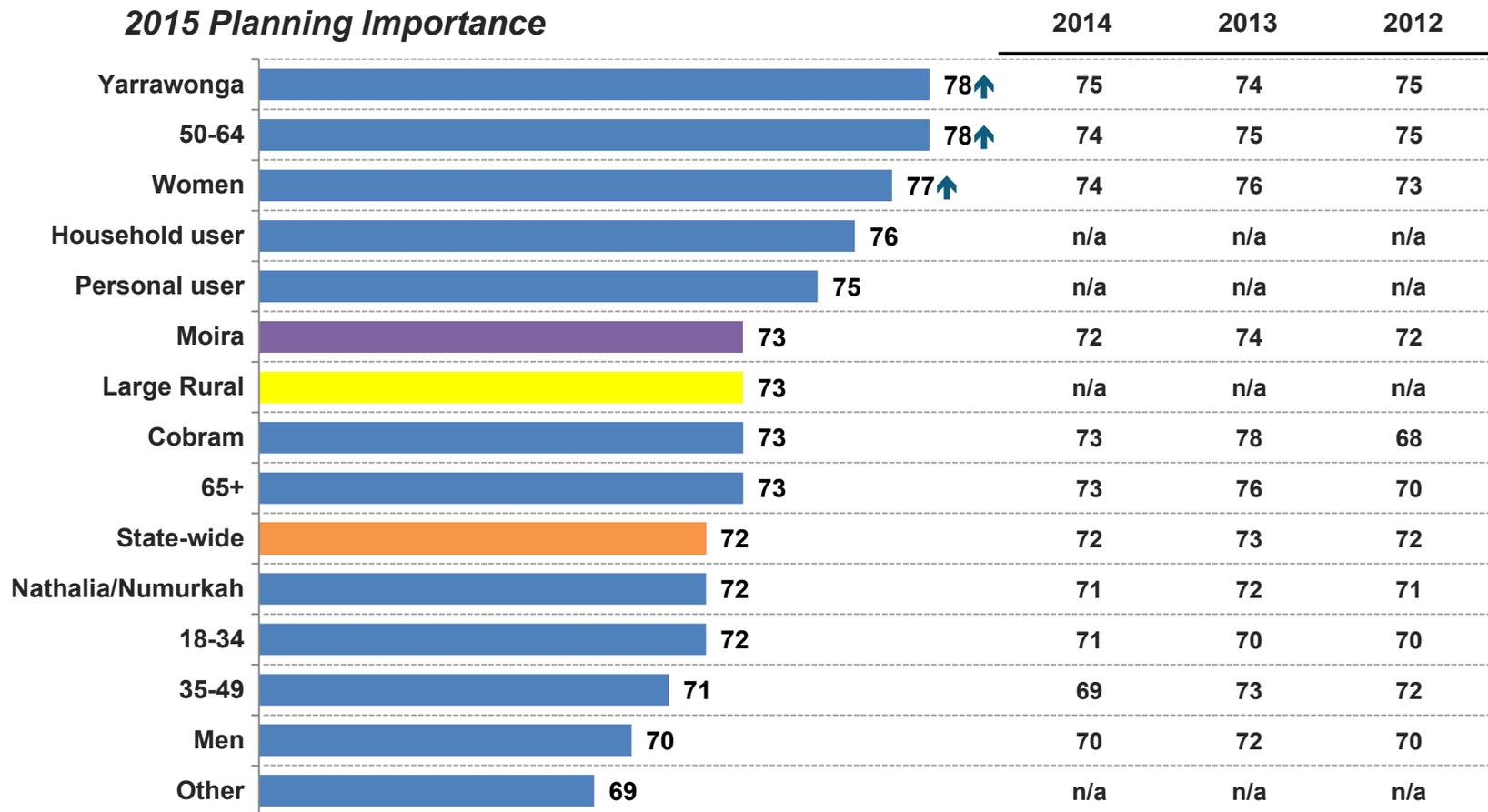
2015 Waste Management Performance



Q2. How has Council performed on 'Waste Management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14



2015 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

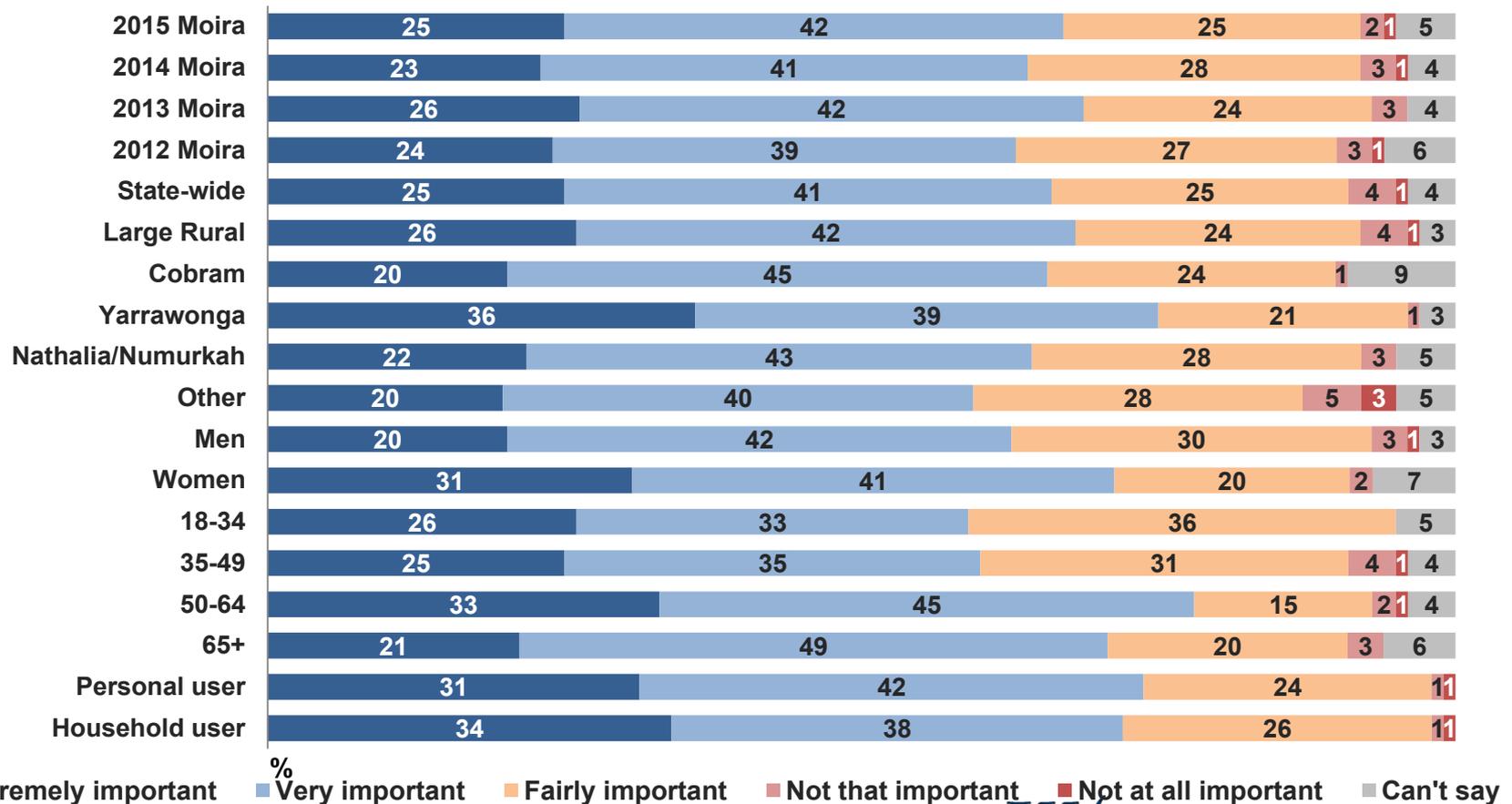
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences



2015 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES

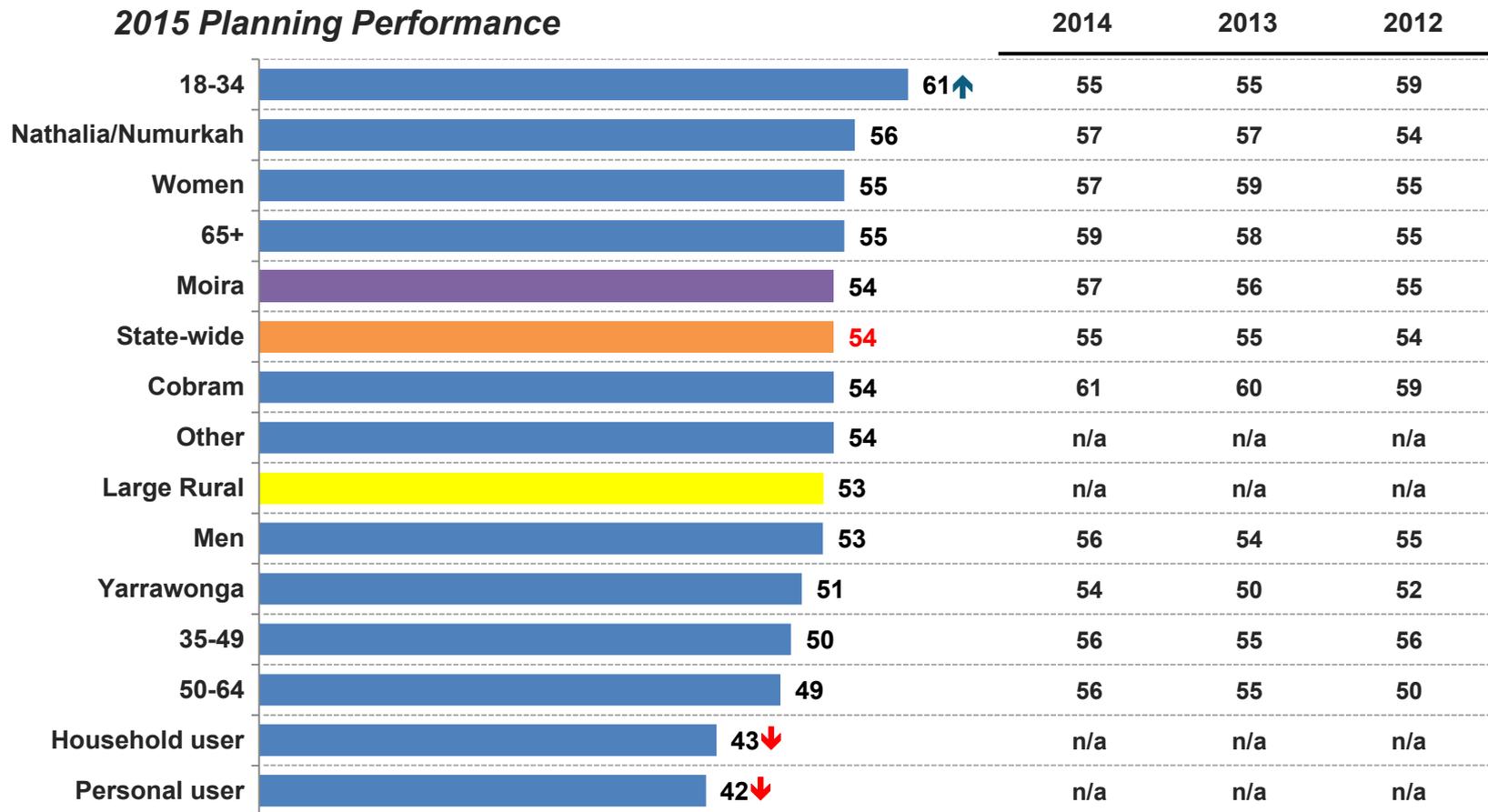
2015 Planning Importance



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6



2015 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

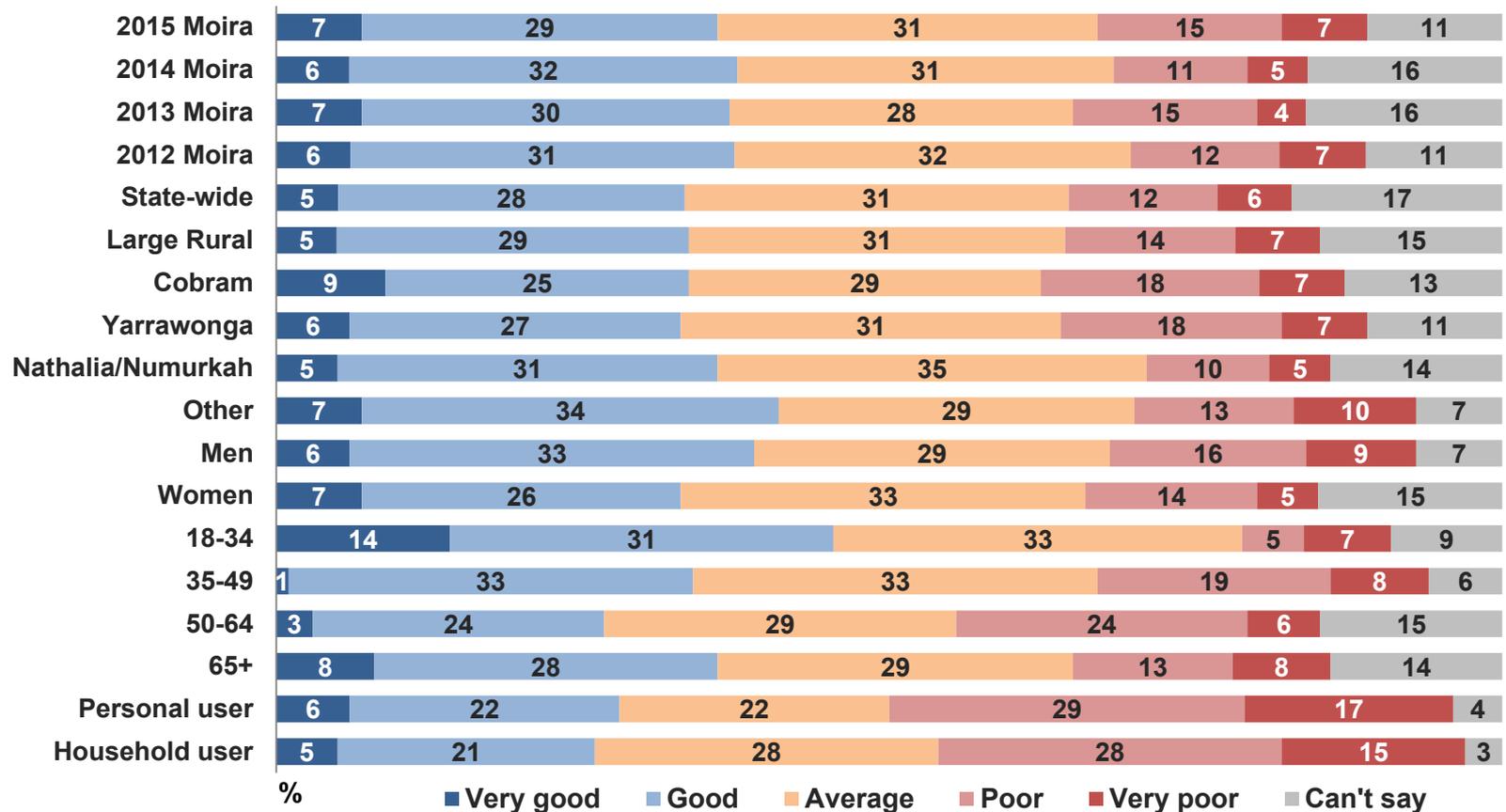
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences



2015 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

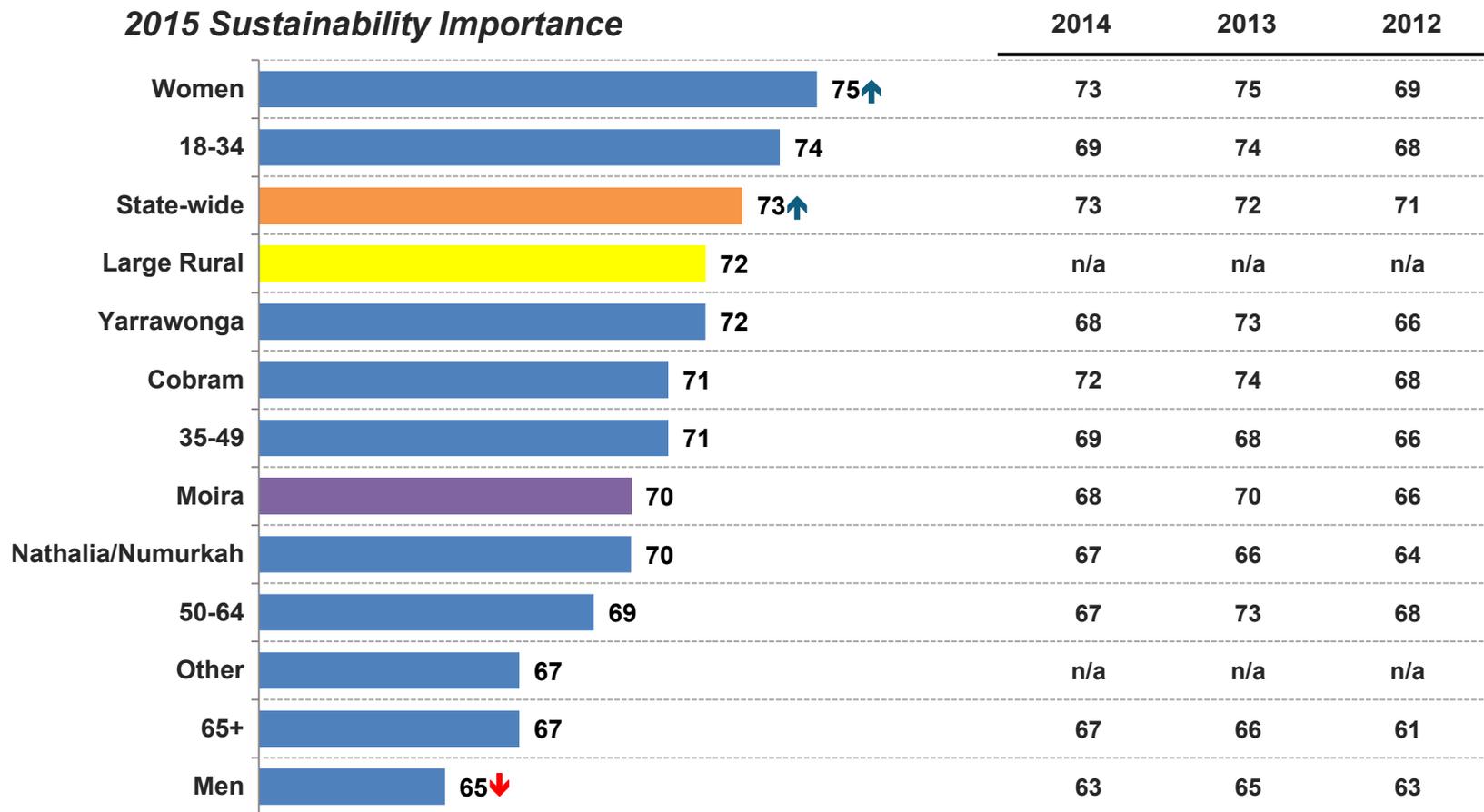
2015 Planning Performance



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



2015 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES



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

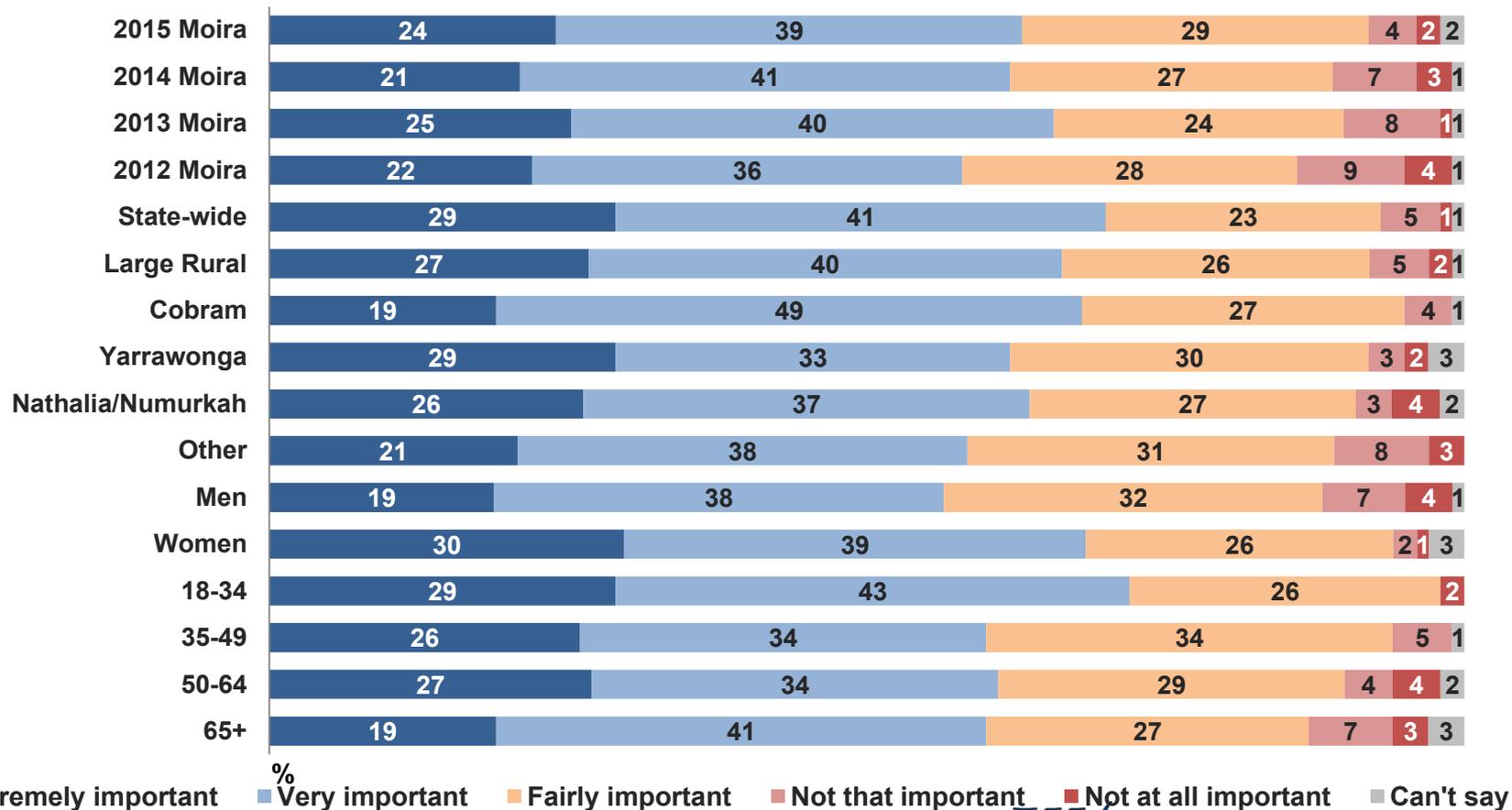
Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences



2015 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES

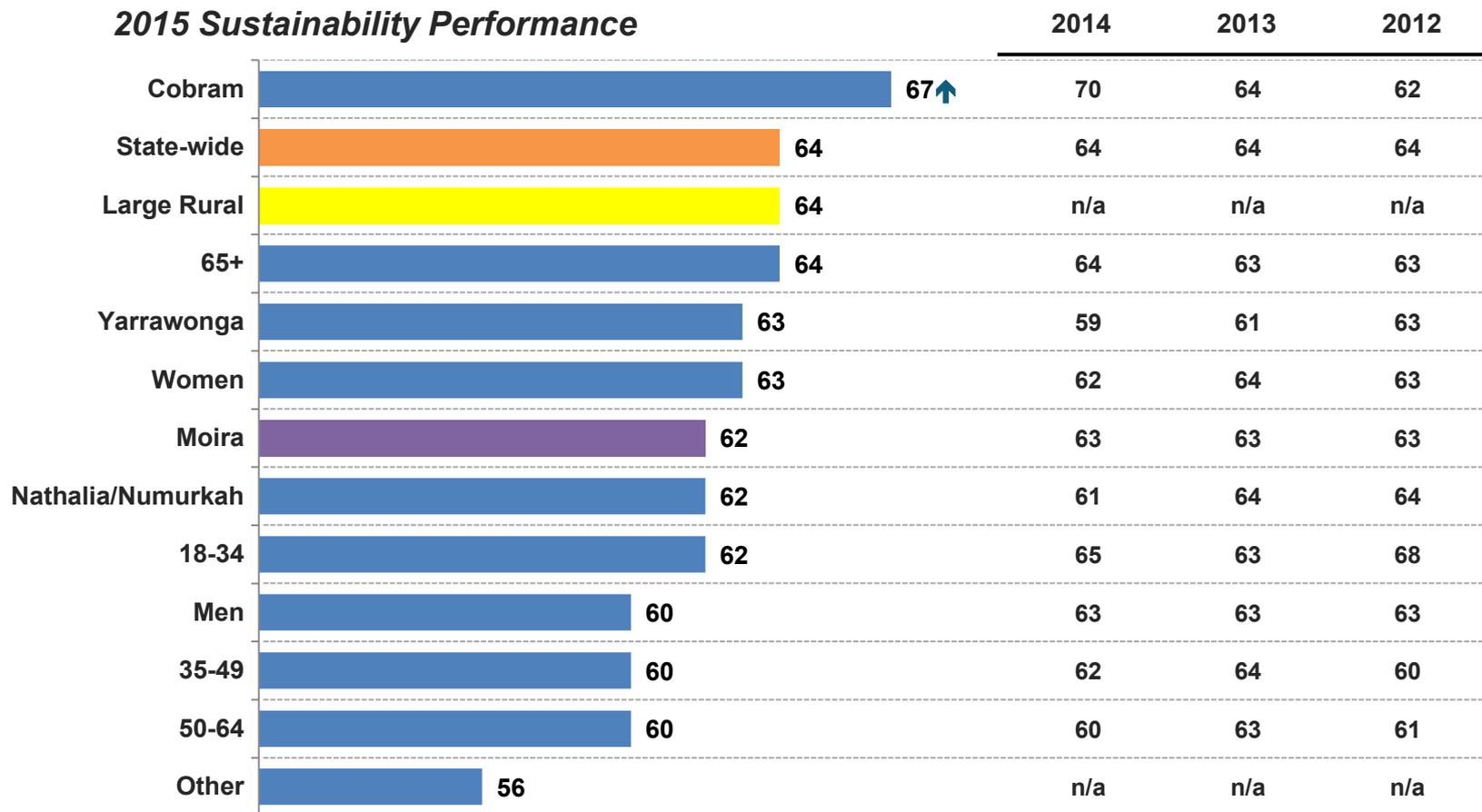
2015 Sustainability Importance



Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7



2015 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



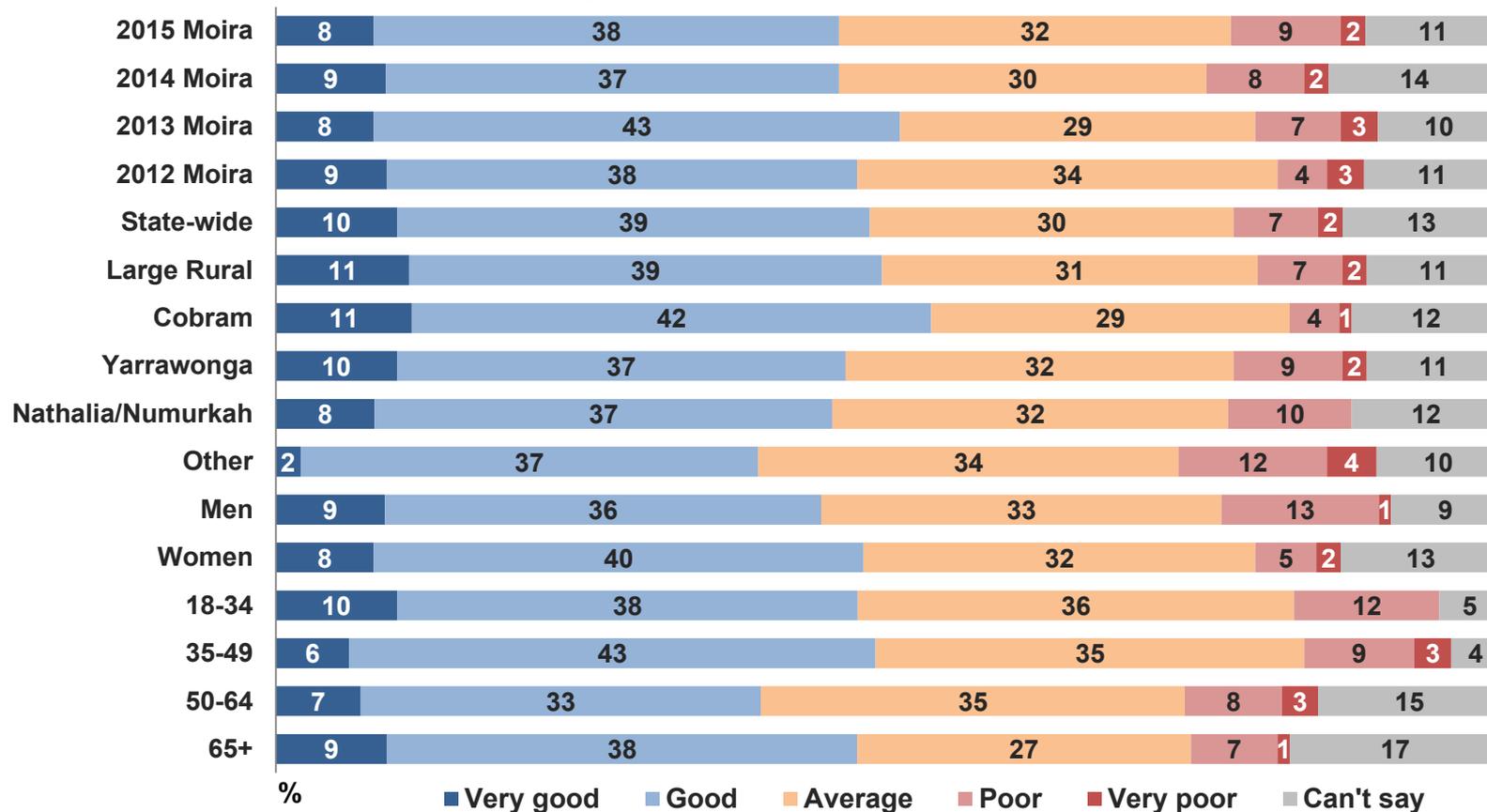
Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES

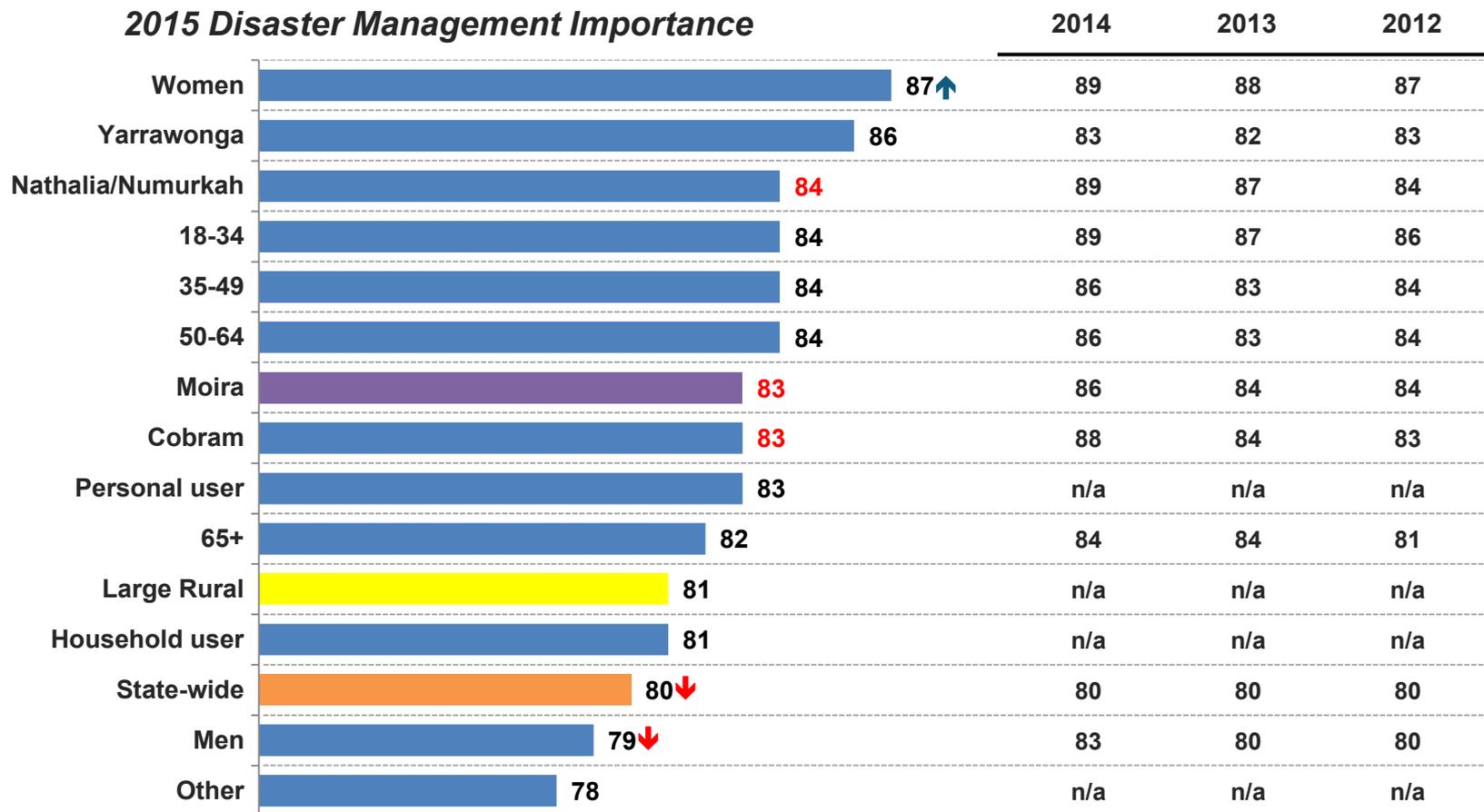
2015 Sustainability Performance



Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



2015 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council?

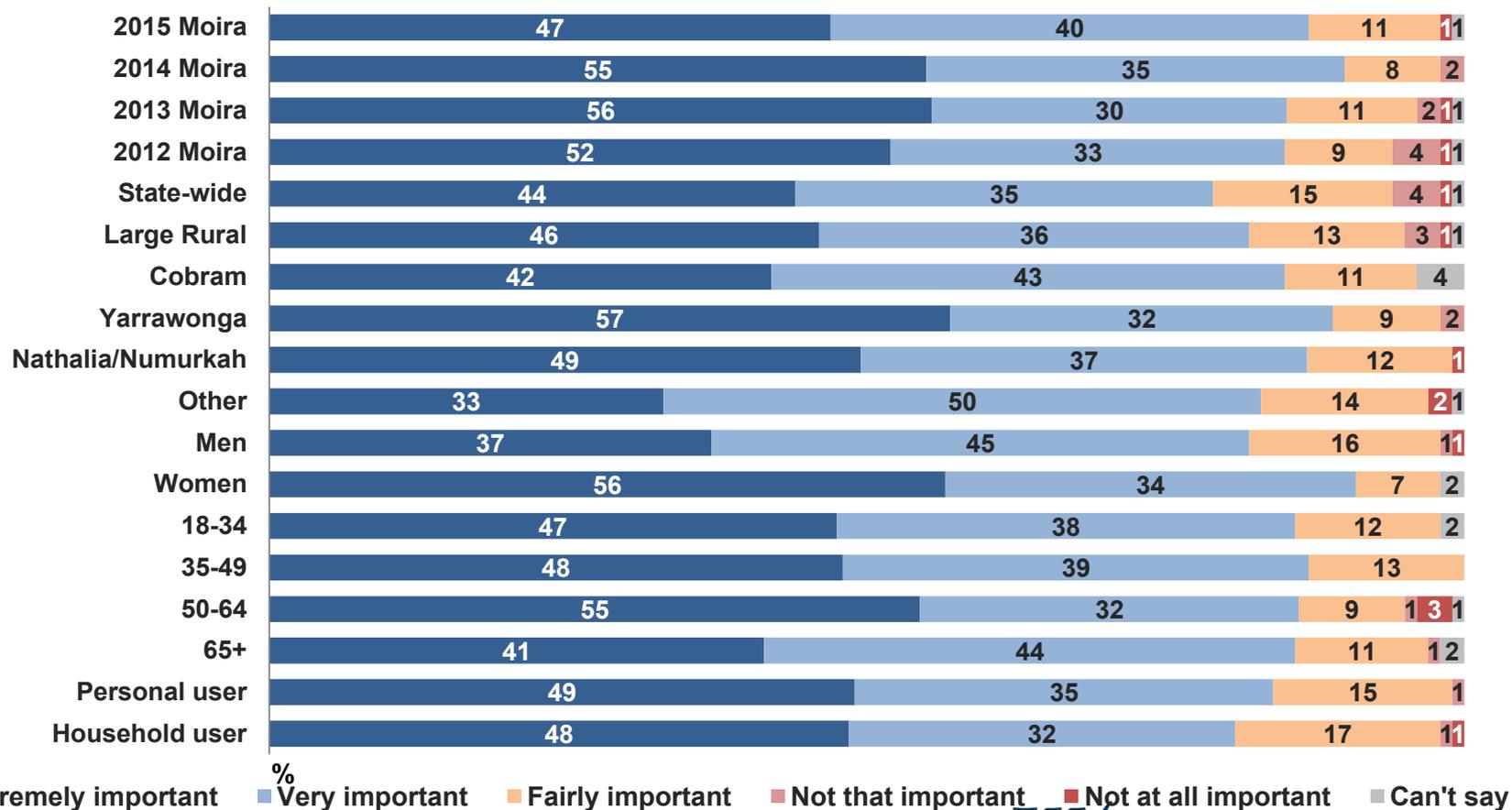
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences



2015 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

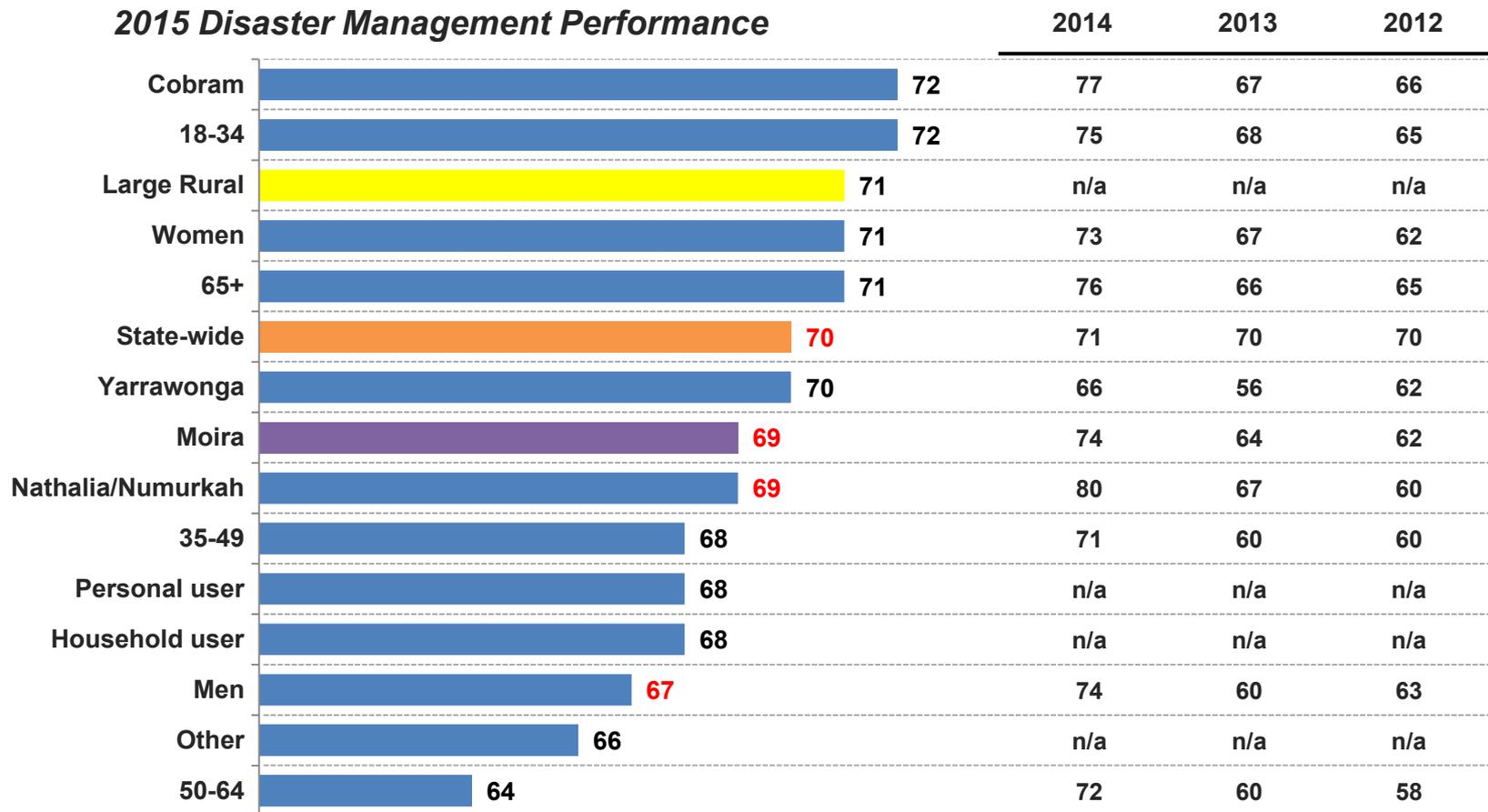
2015 Disaster Management Importance



Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5



2015 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months?

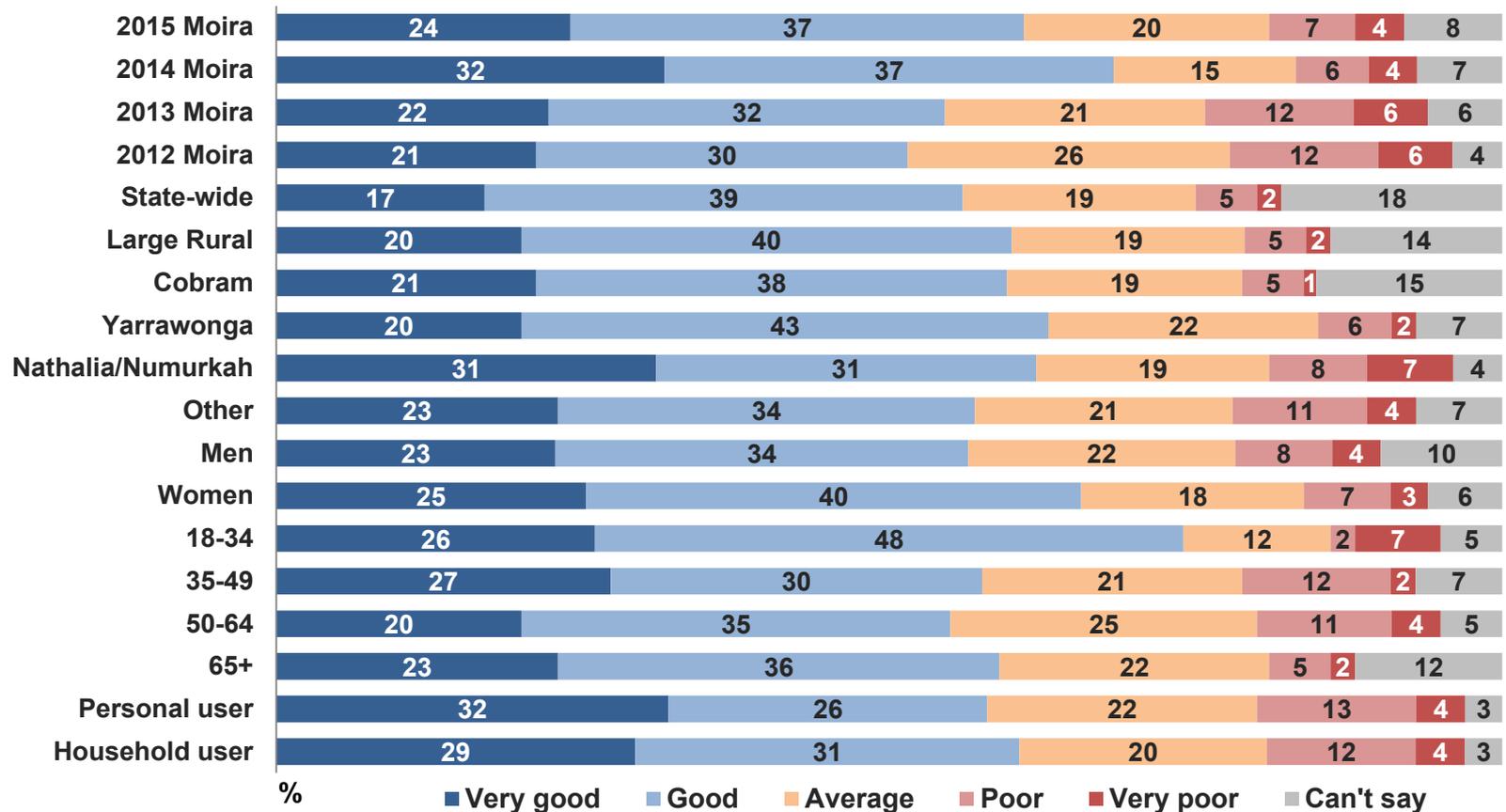
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences



2015 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

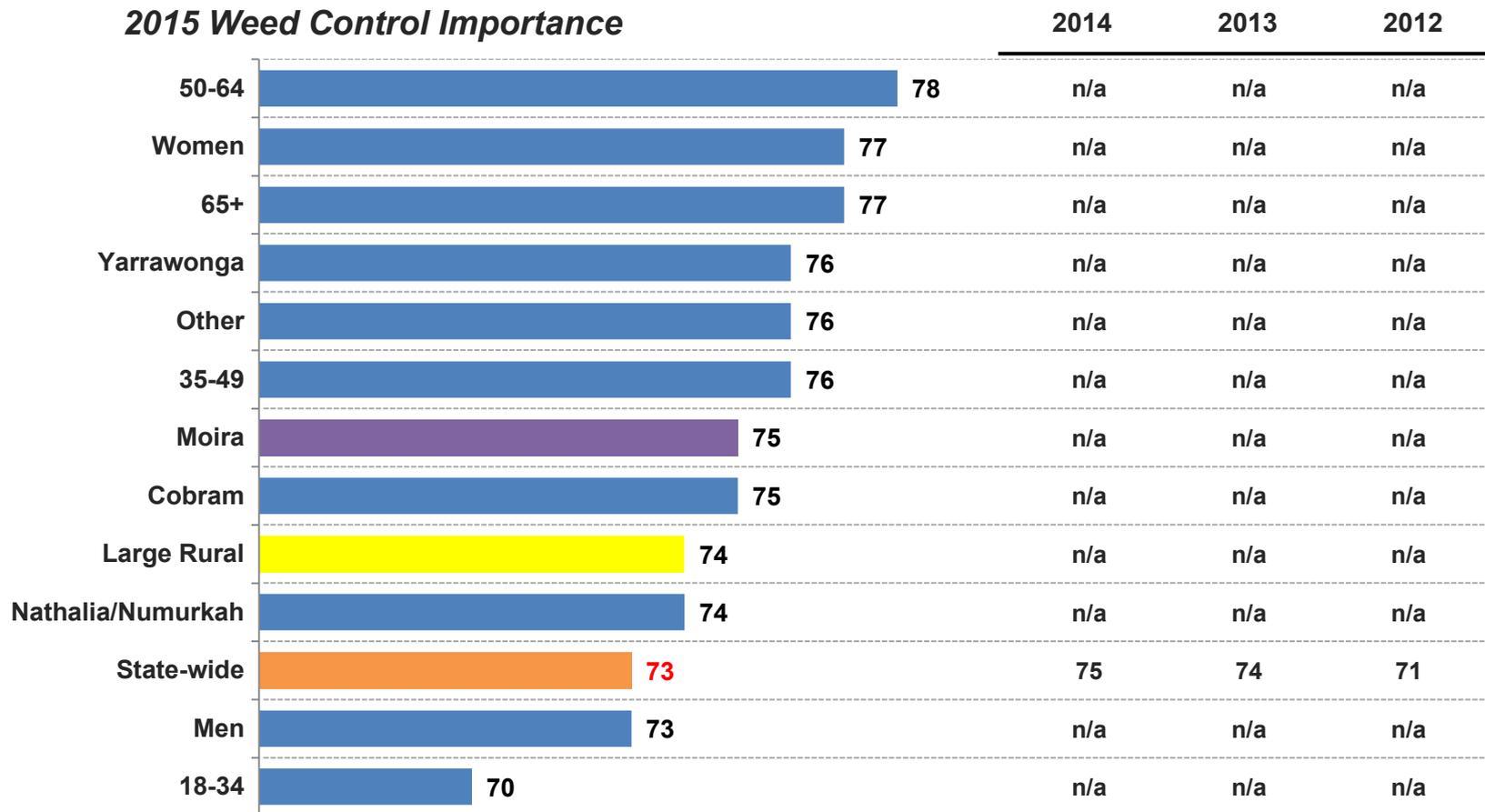
2015 Disaster Management Performance



Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7



2015 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE INDEX SCORES

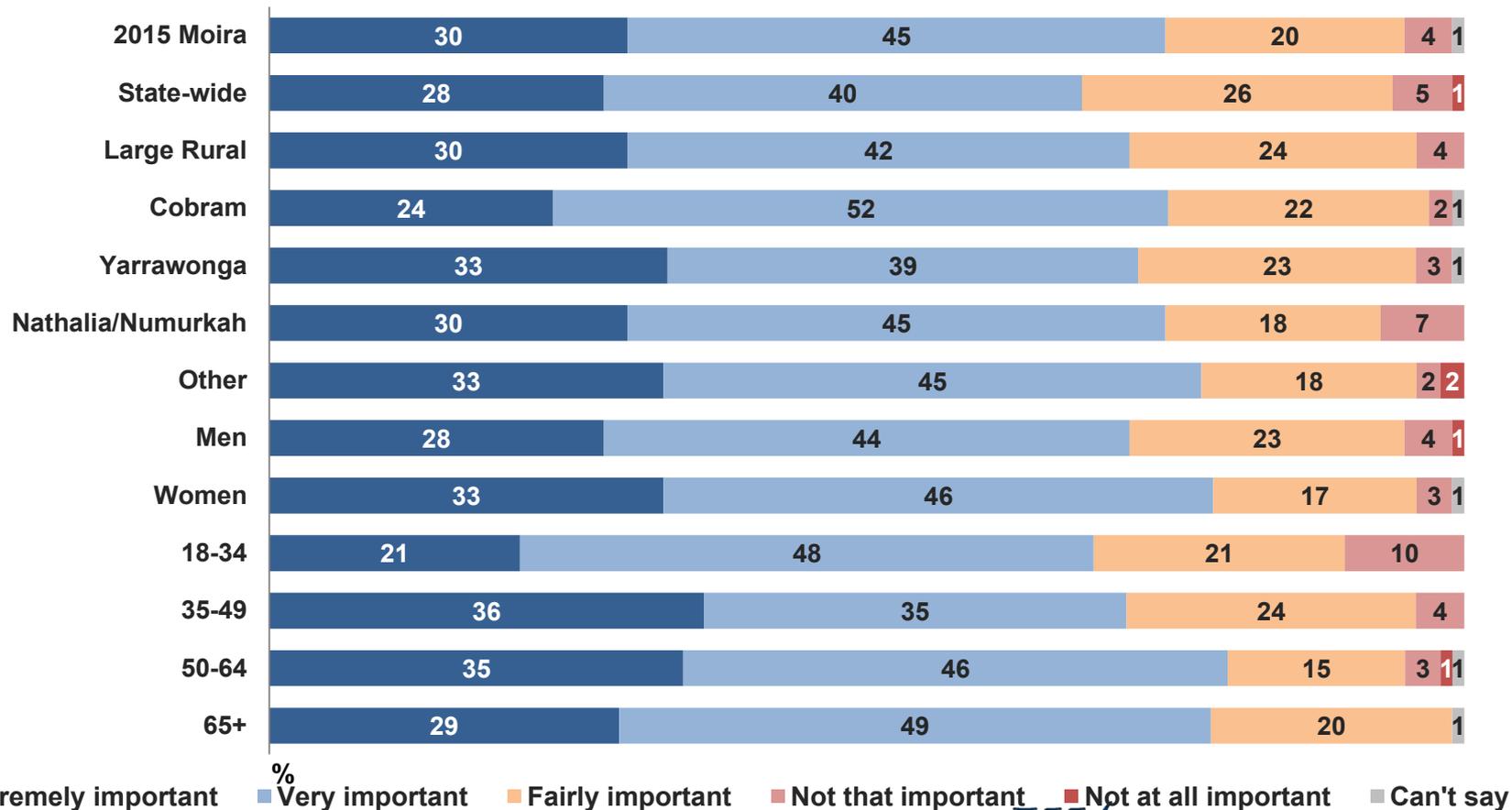


Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5
 Note: Please see slide 5 for explanation about significant differences



2015 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE DETAILED PERCENTAGES

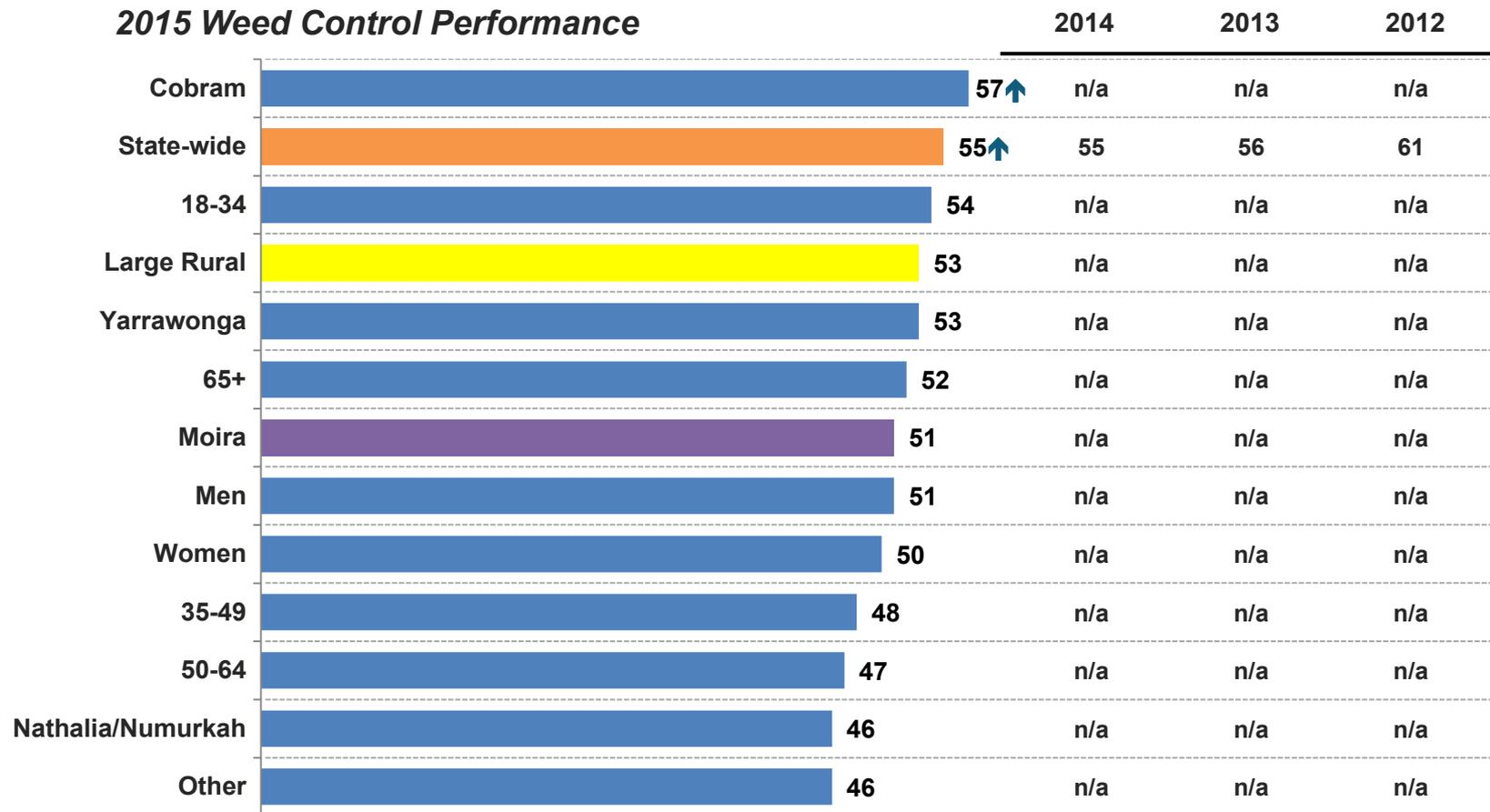
2015 Weed Control Importance



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5



2015 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES



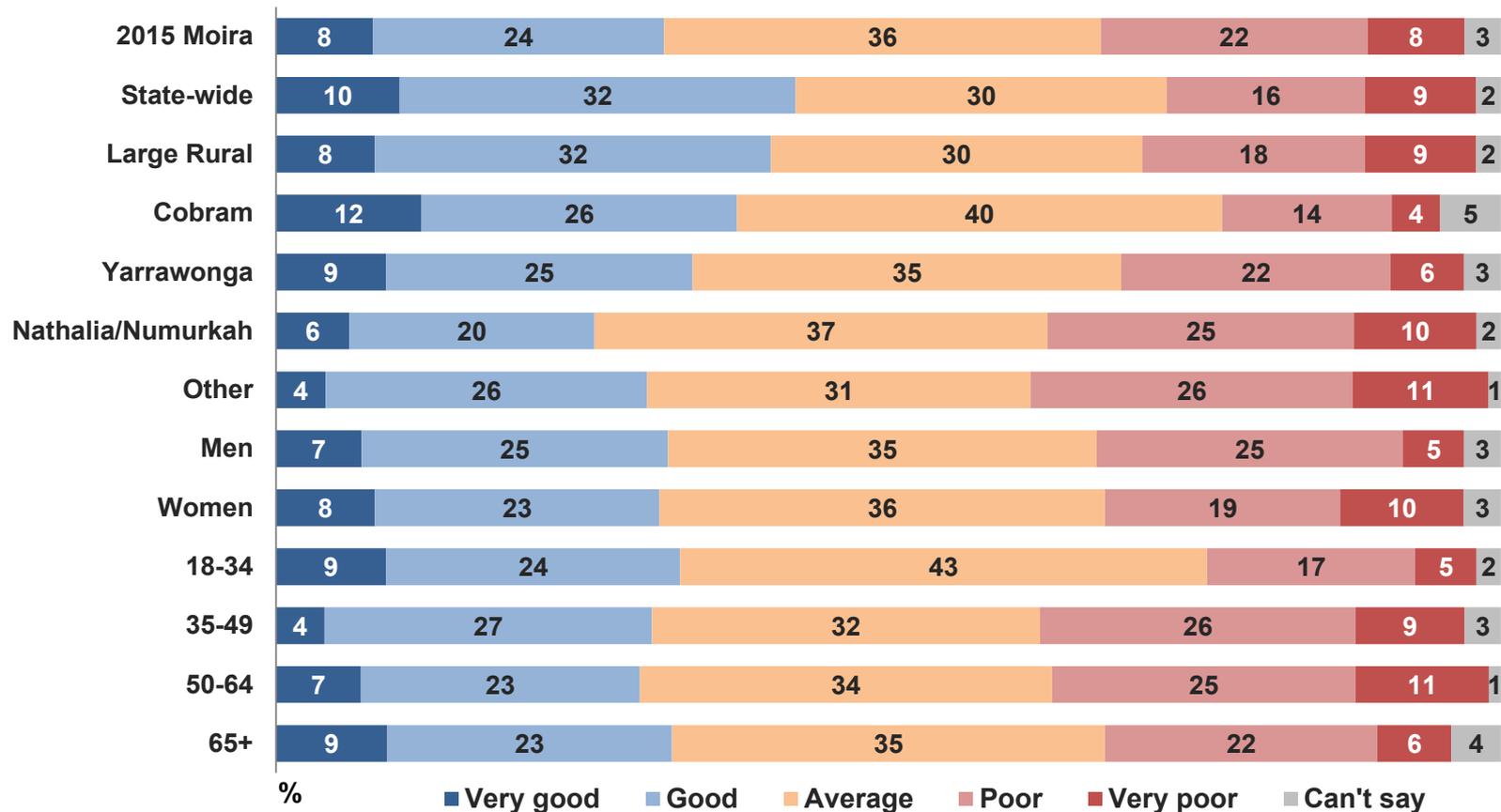
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences

2015 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE DETAILED PERCENTAGES

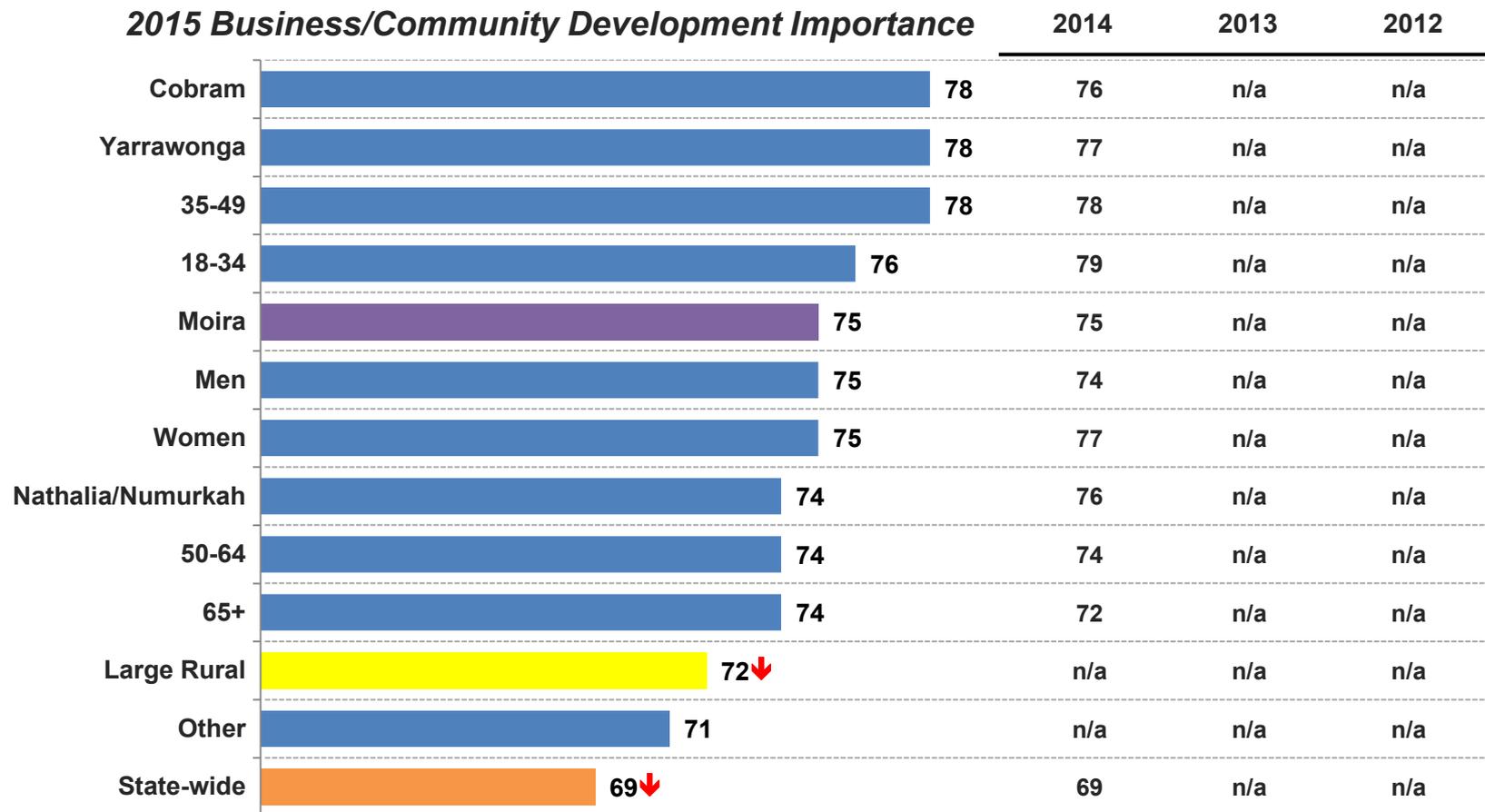
2015 Weed Control Performance



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6



2015 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES



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

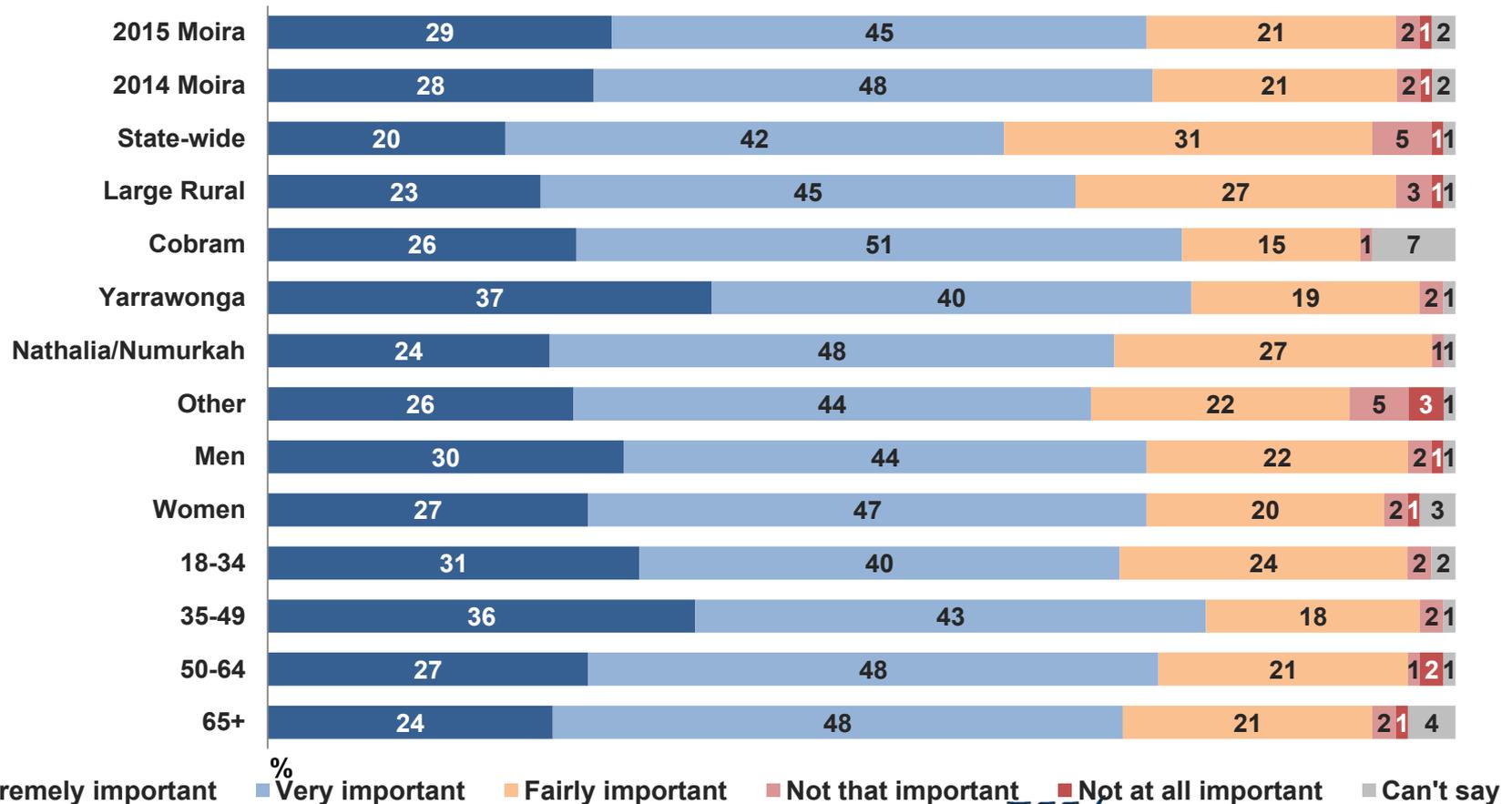
Base: All respondents. Councils asked State-wide: 7 Councils asked group: 3

Note: Please see slide 5 for explanation about significant differences



2015 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

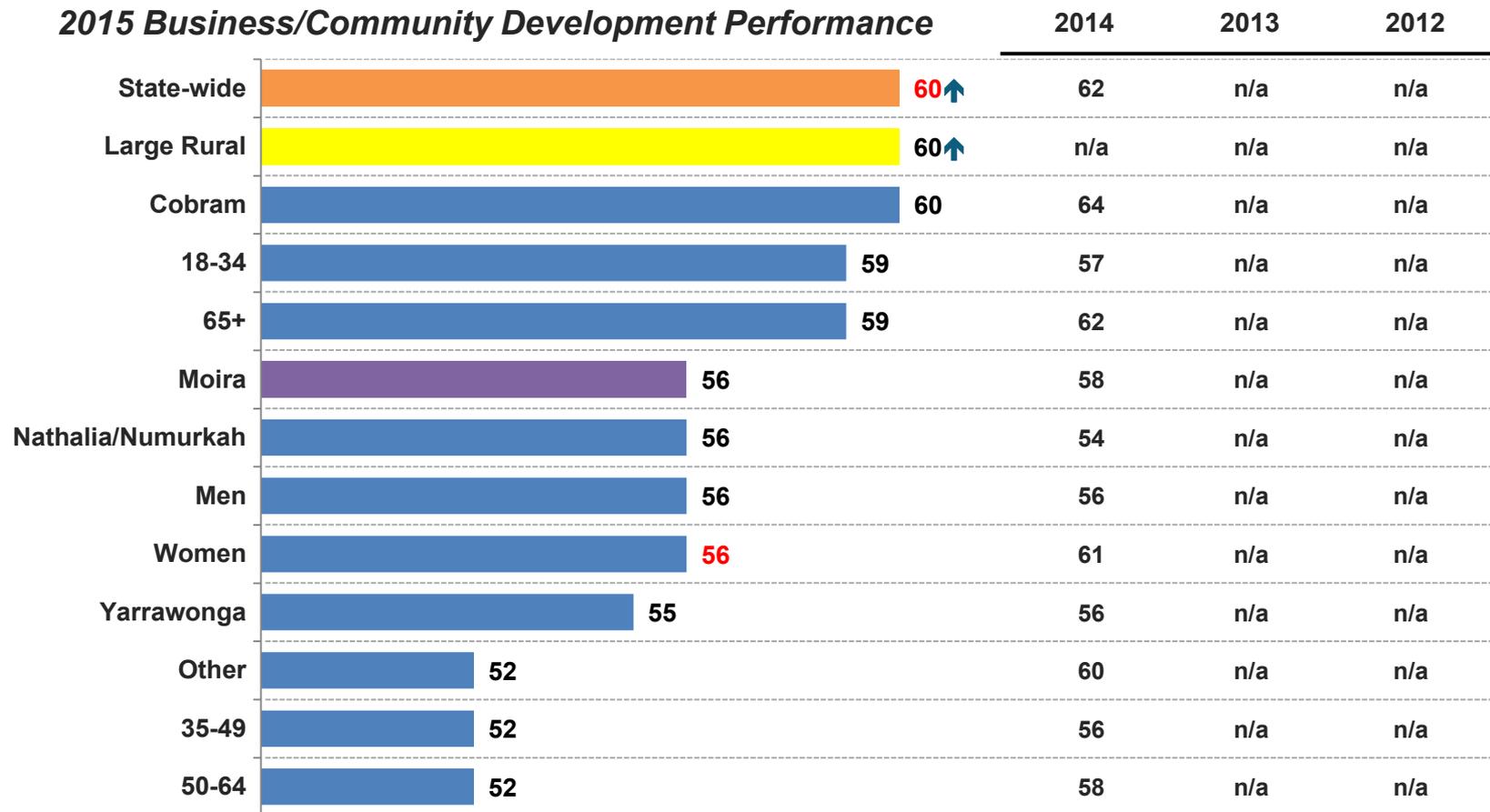
2015 Business/Community Development Importance



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 7 Councils asked group: 3



2015 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES



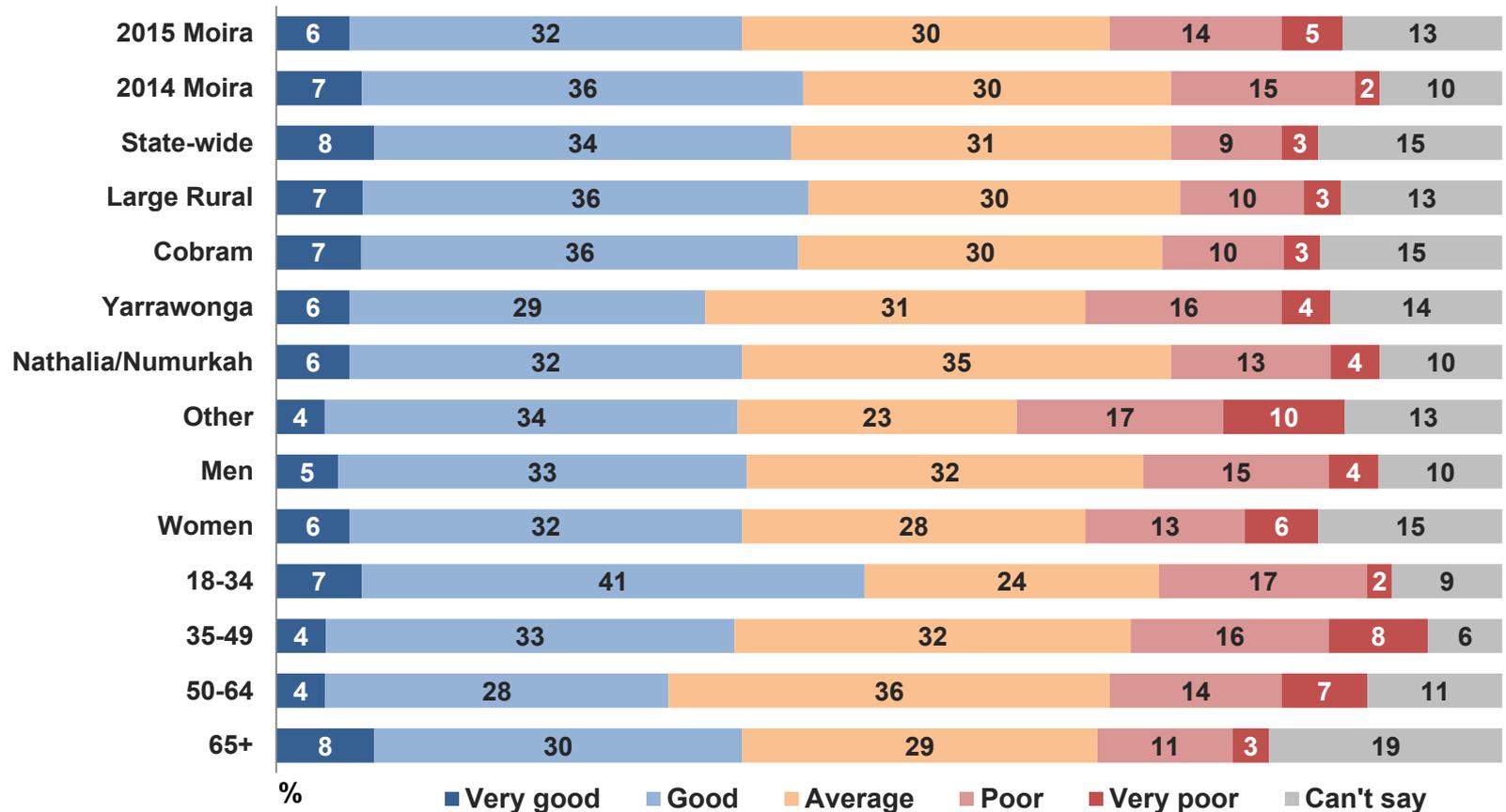
Q2. How has Council performed on 'Business and community development' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2015 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

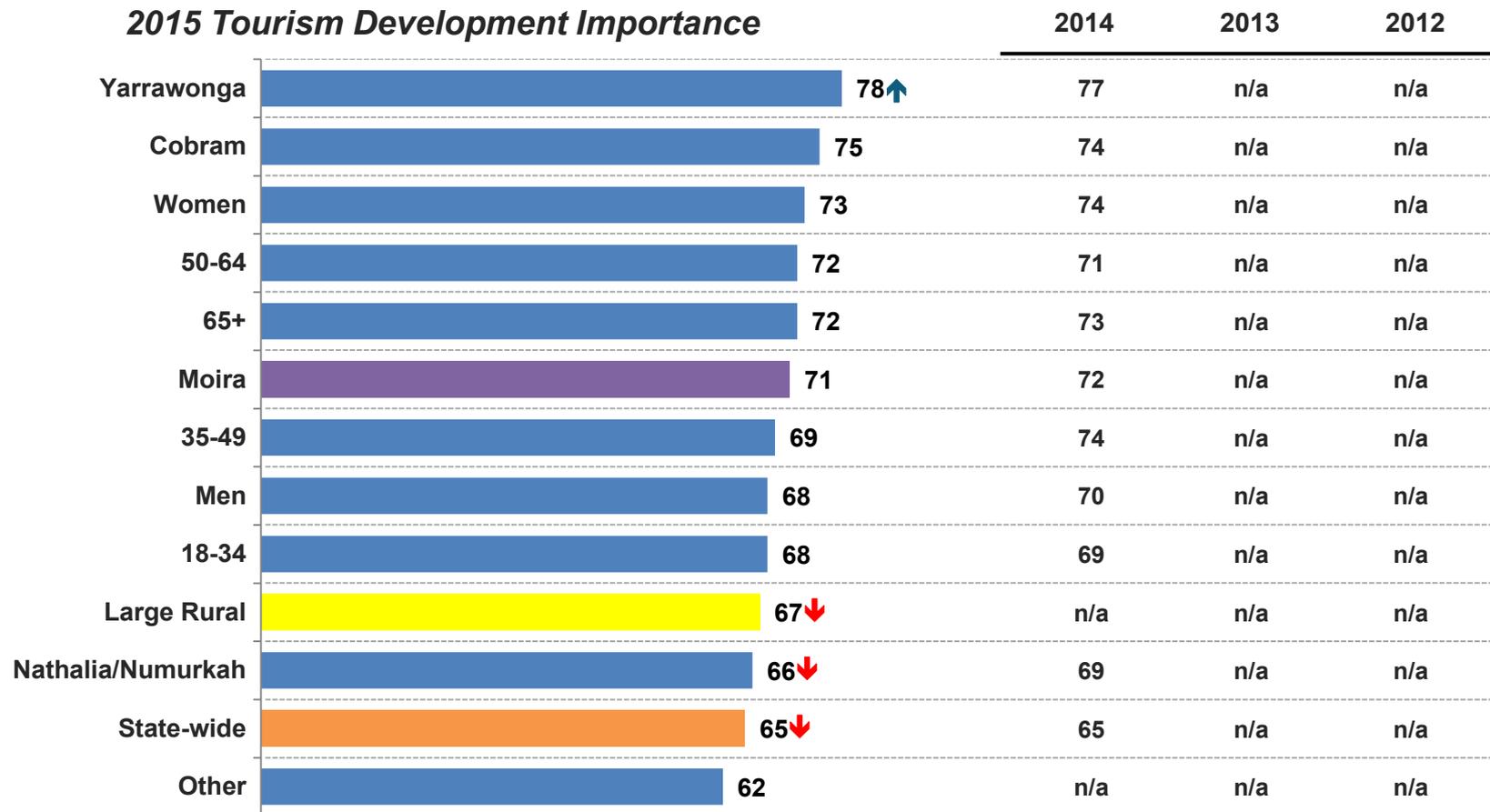
2015 Business/Community Development Performance



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



2015 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES



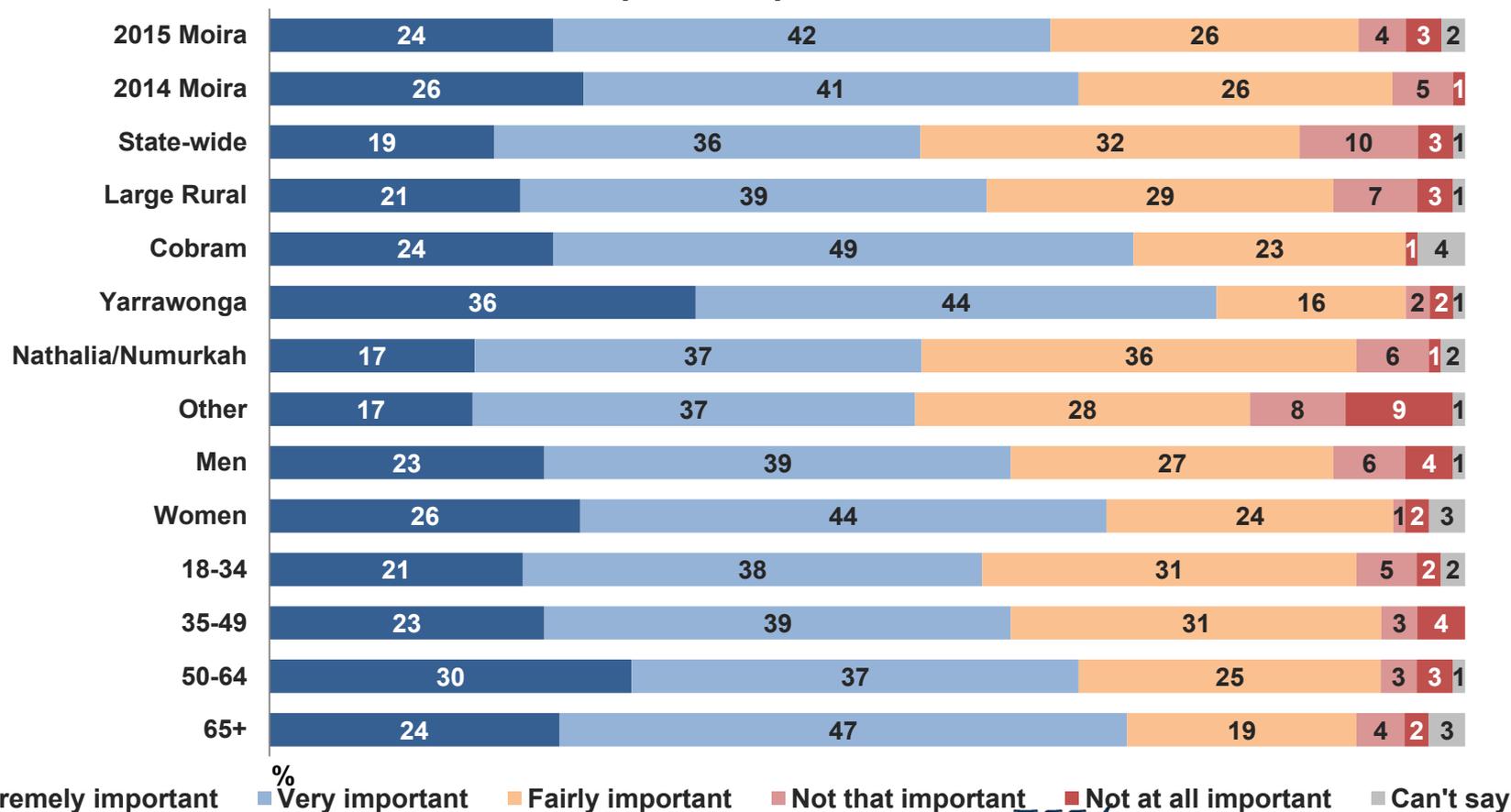
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 3

Note: Please see slide 5 for explanation about significant differences

2015 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

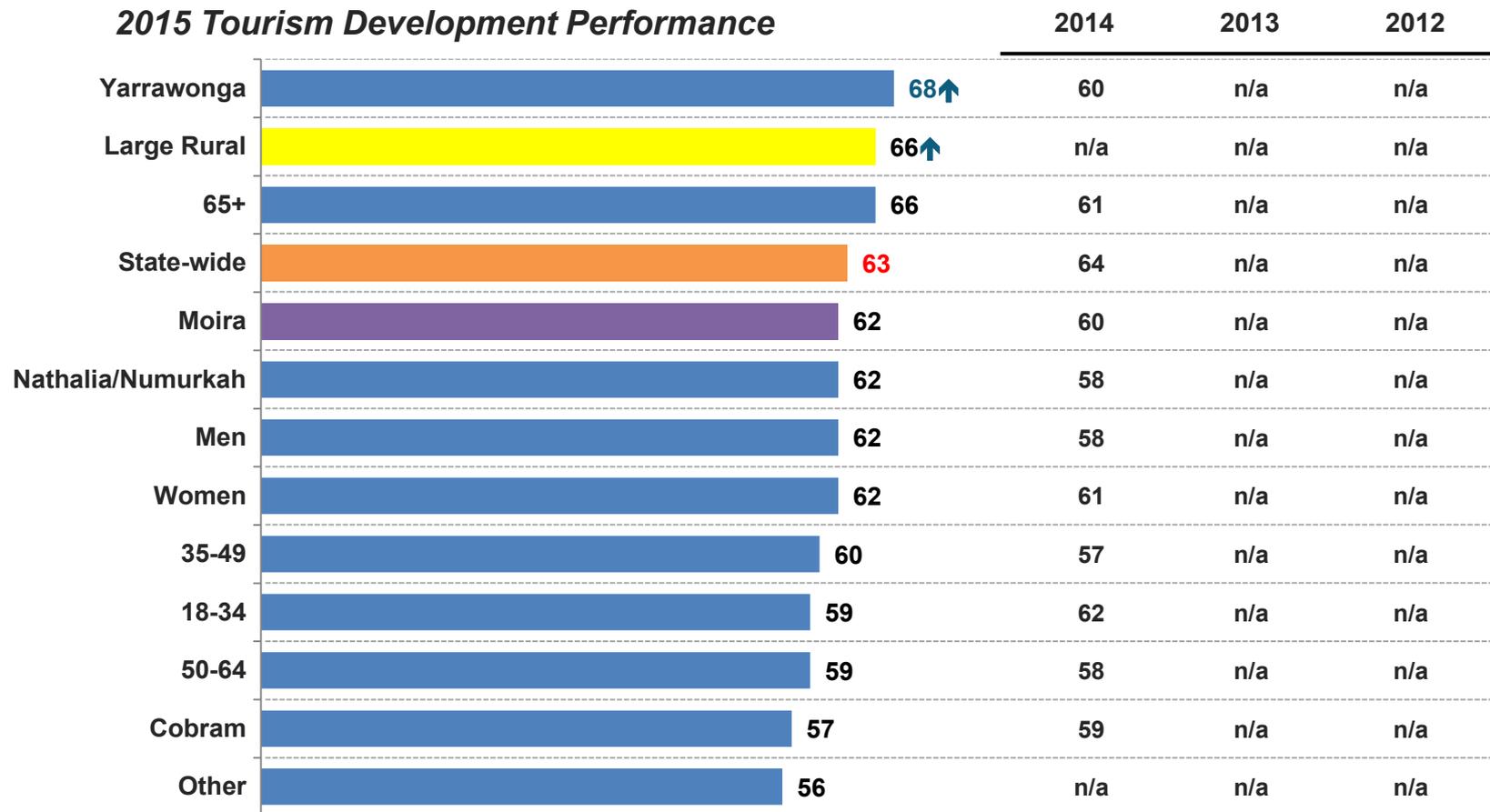
2015 Tourism Development Importance



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 6 Councils asked group: 3



2015 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES



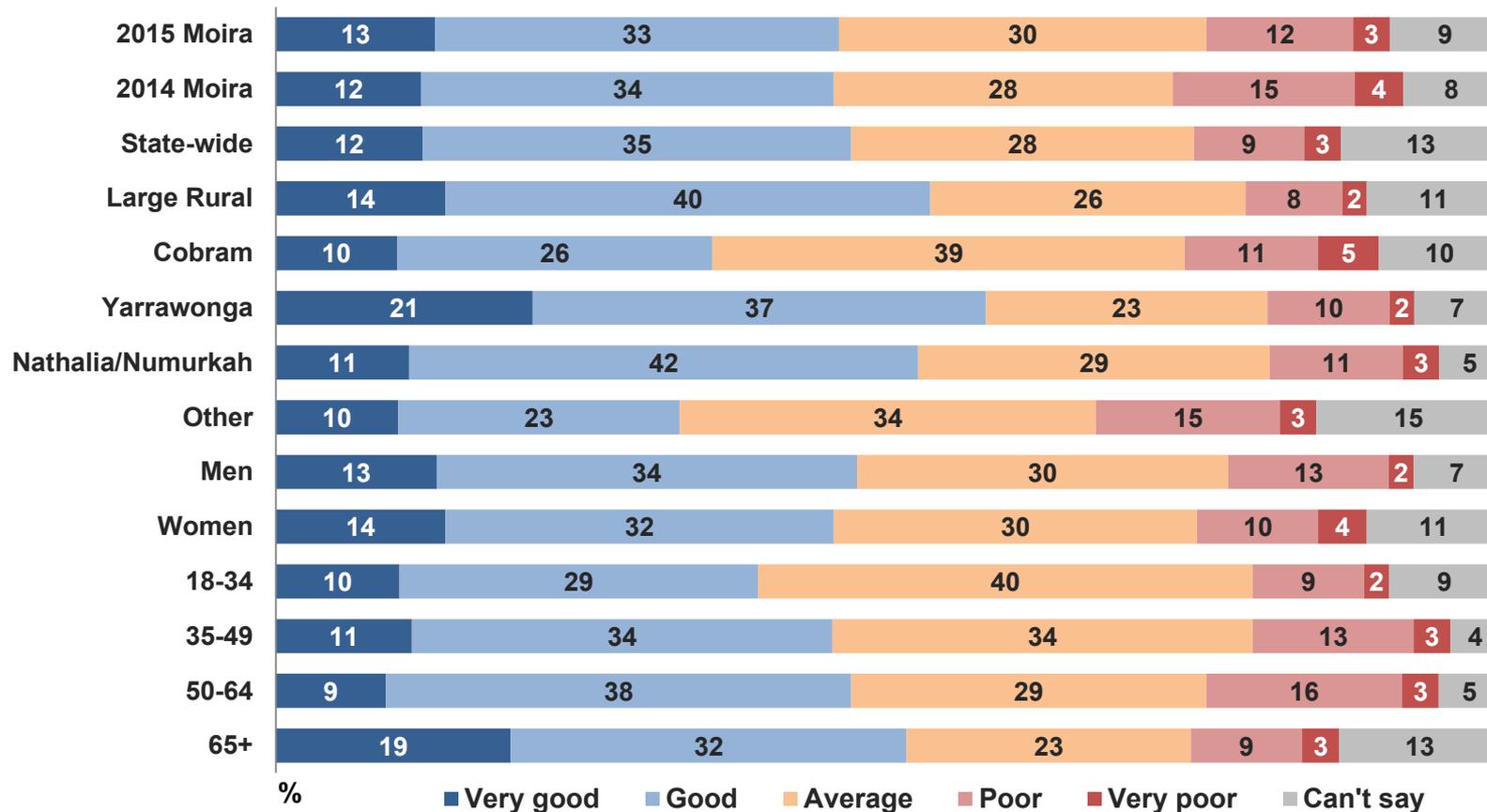
Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4

Note: Please see slide 5 for explanation about significant differences

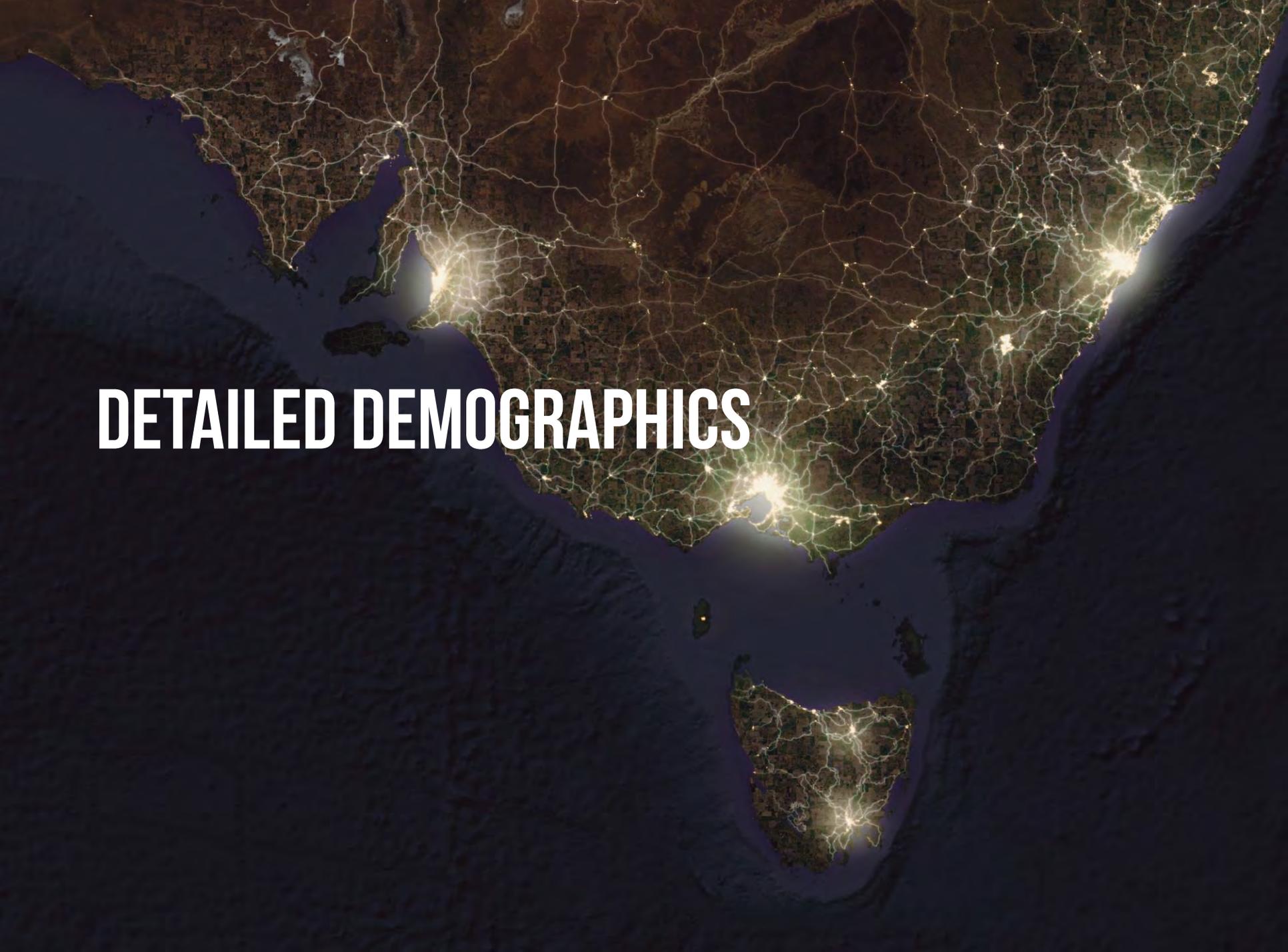
2015 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

2015 Tourism Development Performance



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4

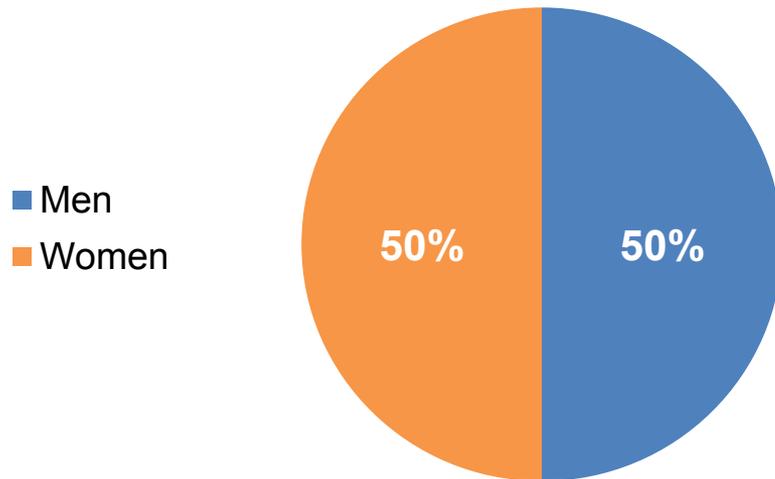


A satellite night view of South America, showing the continent illuminated by city lights and a dense network of roads. The lights are concentrated in major urban centers and along coastal areas. The surrounding oceans are dark, and the terrain of the continent is visible in shades of brown and green.

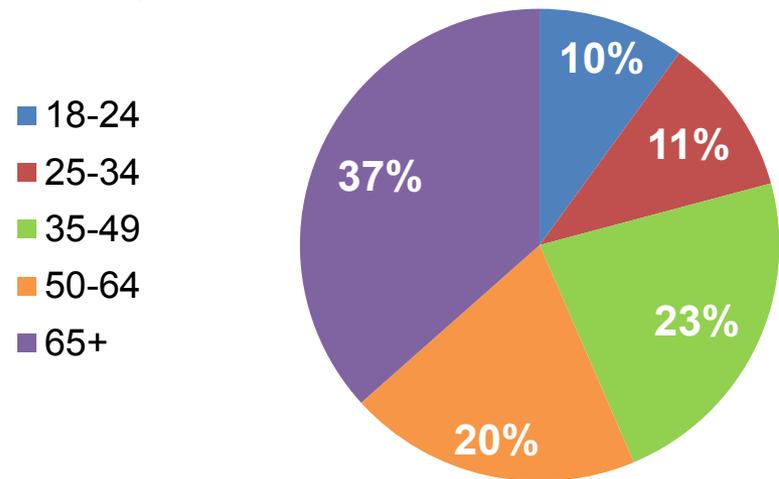
DETAILED DEMOGRAPHICS

2015 GENDER AND AGE PROFILE

Gender



Age

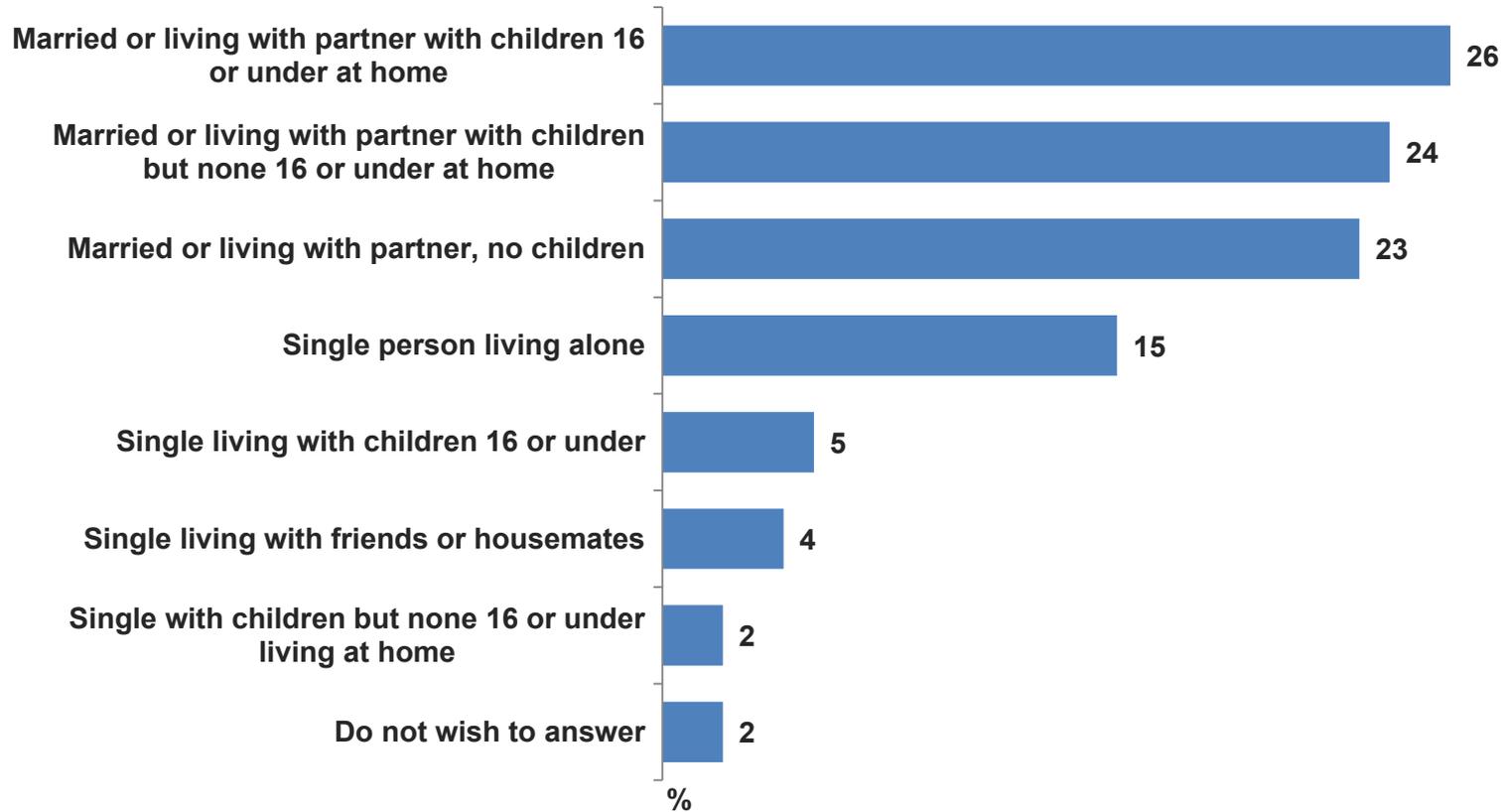


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 21

2015 HOUSEHOLD STRUCTURE

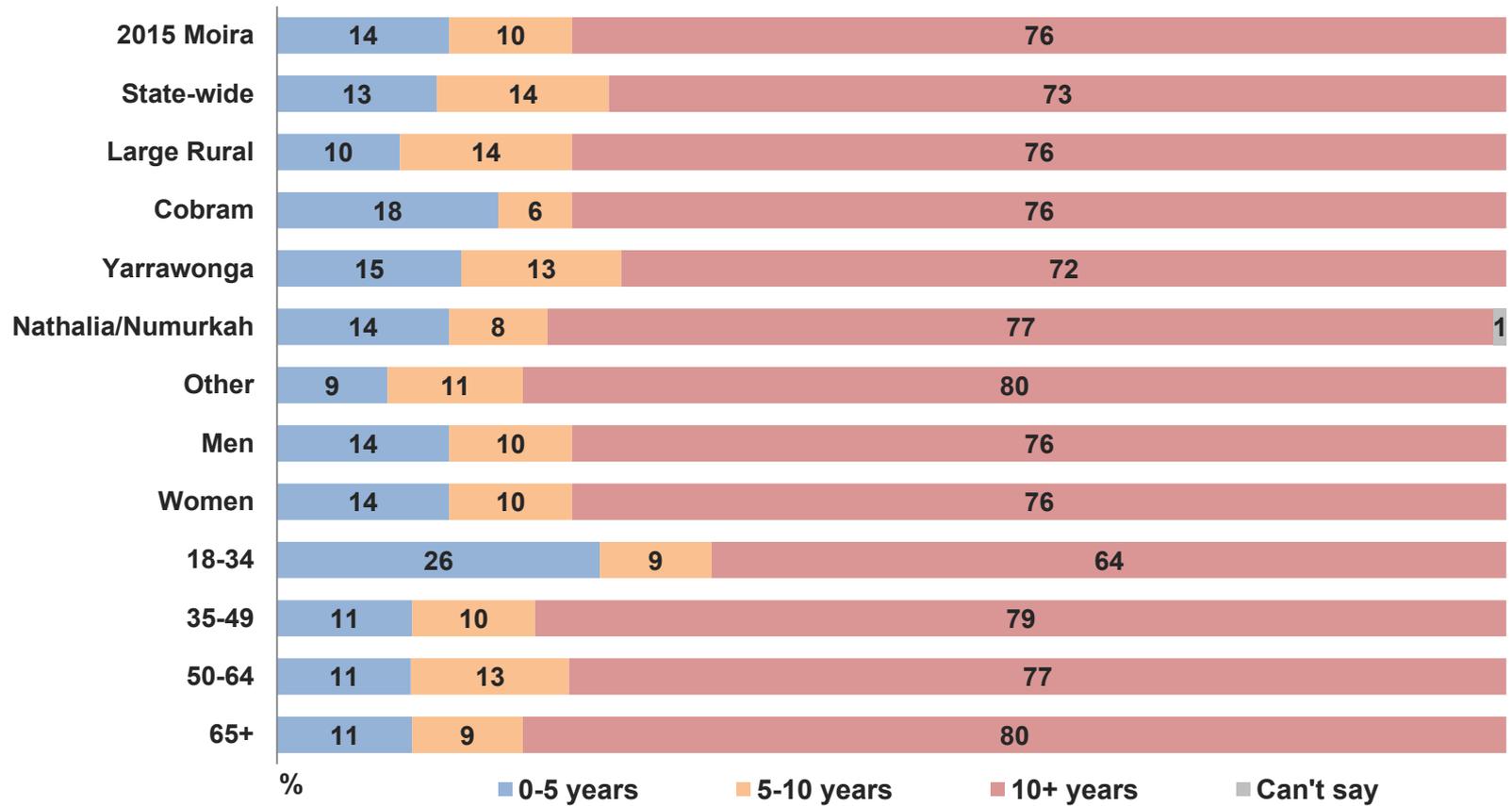
2015 Household Structure



S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked State-wide: 11 Councils asked group: 3

2015 YEARS LIVED IN AREA

2015 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4



**APPENDIX A:
DETAILED SURVEY TABULATIONS**

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite night view of the United States, showing the glowing outlines of cities and a dense network of roads. The text is overlaid on the left side of the map.

**APPENDIX B:
FURTHER PROJECT INFORMATION**

APPENDIX B:

BACKGROUND AND OBJECTIVES

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 2012-2015 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2015 State-wide Local Government Community Satisfaction Survey for Moira Shire Council was n=500. 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=500 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 22,000 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	500	400	+/-4.3
Men	215	200	+/-6.7
Women	285	200	+/-5.8
Cobram	105	83	+/-9.6
Yarrawonga	156	121	+/-7.8
Nathalia/Numurkah	134	110	+/-8.5
Other	105	86	+/-9.6
18-34 years	42	83	+/-15.3
35-49 years	96	92	+/-10.0
50-64 years	129	79	+/-8.6
65+ years	233	147	+/-6.4

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2015, 69 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 in 2012, 2013 and 2014 vary slightly to those participating in 2015.

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, East Gippsland, Glenelg, Golden Plains, Horsham, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill, Wangaratta and Wellington.

Wherever appropriate, results for Moira Shire Council for this 2015 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 however, that council groupings have changed for 2015. As such, comparisons to previous council group results can not be made within the reported charts. For comparisons with previous groupings, please contact JWS Research.

APPENDIX B:

ANALYSIS AND REPORTING

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 benchmark 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.

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

APPENDIX B: ANALYSIS AND REPORTING

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

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$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: ANALYSIS AND REPORTING

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 2015 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2015 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 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The Overall State-wide Local Government Community Satisfaction Report is available at www.localgovernment.vic.gov.au.

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2015 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.