2019 Local Government Community Satisfaction Survey

Central Goldfields Shire Council

Coordinated by the Department of Environment, Land, Water and Planning on behalf of Victorian councils
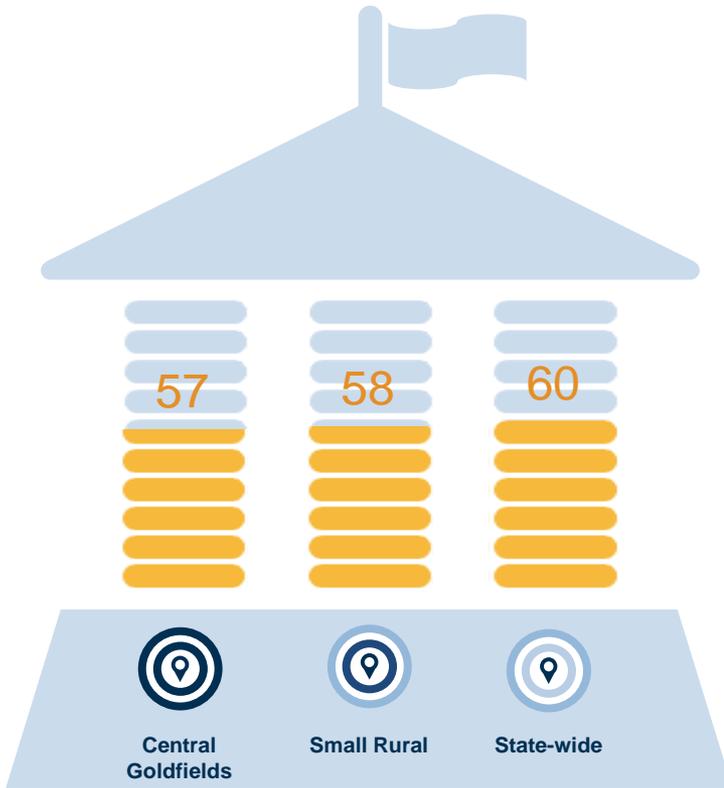
JWS RESEARCH

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Central Goldfields Shire Council – at a glance

Overall Council performance

Central Goldfields	Small Rural	State-wide
57	58	60

Results shown are index scores out of 100.

Top 3 performing areas

Appearance of public areas — 75

Art centres & libraries — 71

Waste management — 69

Top 3 areas for improvement

Environmental sustainability	Waste management	Enforcement of local laws
73 60	81 69	74 64
-13	**-12**	**-9**

Importance ▬ Performance ▬ Net differential

Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

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Background and objectives

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 twentieth year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results

- community consultation and engagement

- advocacy and lobbying on behalf of the community

- customer service, local infrastructure, facilities 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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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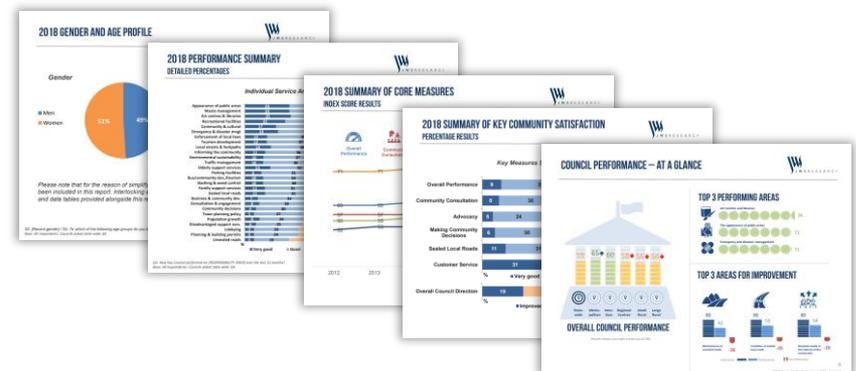
Key findings and recommendations

Overall performance

The overall performance index score of 57 for Central Goldfields Shire Council represents a 14-point improvement on the 2018 result. This is a statistically significant improvement (at the 95% confidence interval), and reverses the trend after declining across 2015 to 2018.

- Overall performance is now only seven points down on Council's peak result of 64 achieved in 2015 and across 2012 to 2013.

Central Goldfields Shire Council's overall performance is rated significantly lower than the average rating for councils State-wide, and is rated similar to the average for councils in the Small Rural group (index scores of 60 and 58 respectively).

- Talbot residents* (index score of 65) and residents aged 65+ years (index score of 62), rate overall performance significantly higher compared to the council average.

More than twice as many residents rate Central Goldfields Shire Council's overall performance as 'very good' or 'good' (42%) than those who rate it as 'very poor' or 'poor' (18%). A further 38% sit mid-scale, rating Council's overall performance as 'average', whilst the remaining 2% 'can't say'.

Overall Council performance

Central Goldfields	Small Rural	State-wide
57	58	60
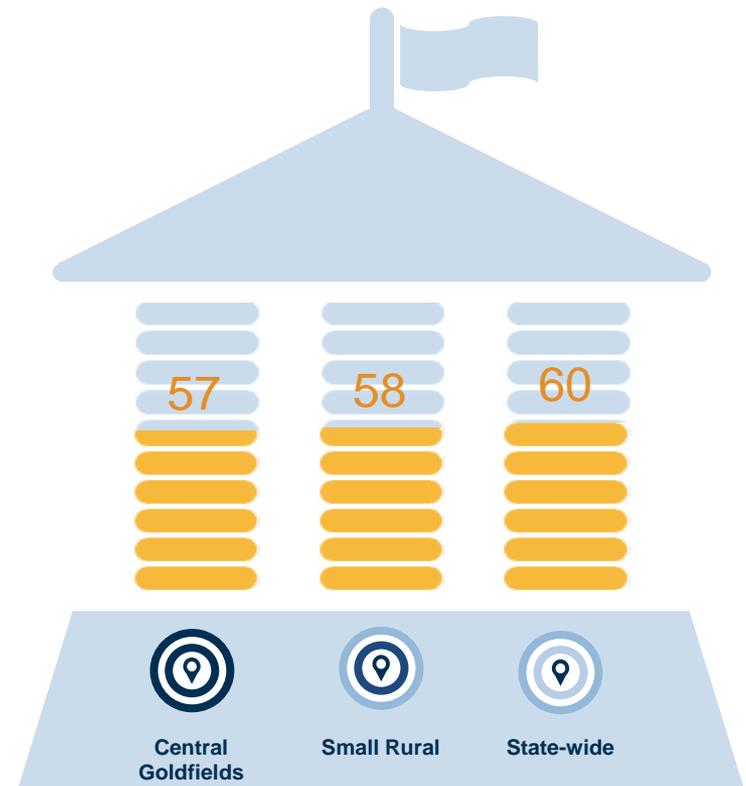
Results shown are index scores out of 100.

* Caution small sample size, n=<30

Customer contact and service

Contact with council

Three-in-five Central Goldfields Shire Council residents (60%) have had contact with Council in the last 12 months, which has increased six percentage points from 2018.

- Residents aged 35 to 49 years had the most contact with council (68%) in 2019.

- Conversely, Talbot residents (49%) and residents aged 18 to 34 years (53%) had the least contact with council.

- There were no significant differences across the demographic and geographic cohorts compared to the council average.

The main methods of contacting Council are 'in person' (42%) and 'by telephone' (28%).

Customer service

Central Goldfields Shire Council's customer service index of 73 is a significant seven-point improvement on the result for 2018. Ratings are now just three points down on Council's highest result of 76 achieved across 2012 and 2013. Performance on this measure is rated slightly higher than the State-wide and Small Rural group council averages (index scores of 71 and 70 respectively), but this does not represent a significant difference.

Just over a third of residents (35%) rate Council's customer service as 'very good', representing a five percentage point increase in 'very good' ratings compared with 2018. Another third (34%) rate Council's customer service as 'good'.

- Residents aged 35 to 49 years (index score of 81), rate customer service significantly higher compared to the council average. Conversely, residents aged 18 to 34 years (index score of 61), rate customer service significantly lower than average.

Customer service ratings based on the method used in the most recent contact are highest for 'telephone' and 'in person' (index scores of 75 and 74 respectively).

Top performing areas and areas for improvement

Top performing areas

Appearance of public areas is the area where Central Goldfields Shire Council has performed most strongly overall (index score of 75), with this area performing significantly higher than the State-wide average and at a similar level to the Small Rural group council average.

Other top performing service areas for Central Goldfields Shire Council are:

- Customer service (index score of 73)
- Arts centres and libraries (index score of 71)
- Waste management (index score of 69).

Notably, performance on waste management is rated significantly higher than the Small Rural group average.

The most improved services areas in 2019 are consultation and engagement (index score of 55) and making community decisions (index score of 52), both increased 10 index points compared to 2018.

Another area where Central Goldfields Shire Council has improved significantly is advocacy (index score of 53). With a nine-point improvement in 2019, this area is now rated at a similar level to the State-wide and Small Rural group council averages (index scores of 54 and 55 respectively).

Areas for improvement

There were no significant declines in 2019 performance ratings. Areas for improvement are those where Council's performance is significantly lower than the average ratings for councils State-wide and in the Small Rural group. Sealed local roads (index score of 48) stands out as an area in need of Council attention

- Performance in this area has declined steadily since Council's peak rating achieved in 2015 (index score of 55).
- Residents aged 65+ years (index score of 57), rate sealed local roads significantly higher compared to the council average. Conversely, residents aged 18 to 34 years (index score of 40), rate sealed local roads significantly lower than average.

Making community decisions (index score of 52) is another area that stands out as in need of continued attention. While performance ratings in this area increased in the last year, Council performs significantly lower than the State-wide and Small Rural group averages (index scores of 55).

Influences on perceptions of overall performance

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

- Decisions made in the interest of the community

- Lobbying on behalf of the community

- Condition of sealed local roads

- Community consultation and engagement.

Other service areas with a positive influence on overall performance include:

- Art centres and libraries

- Environmental sustainability.

Looking at key service areas only, art centres and libraries has the strongest positive performance index and a moderately positive influence on the overall performance rating. Currently, Central Goldfields Shire Council is performing *well* in this area (performance index of 71) and while this should remain a focus, there is greater work to be done elsewhere.

The appearance of public areas, waste management, recreational facilities, enforcement of local laws, parking facilities and also have high performance ratings, but have negligible influence on the overall performance rating.

Central Goldfields Shire Council's decisions made in the community's interest, lobbying on behalf of the community, condition of sealed local roads and community consultation and engagement have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to continue to lift Council's overall performance rating. (These areas have performance indices of 48 to 55.) These areas have strong positive influence on overall performance ratings, and therefore improvements in these areas have the potential to lift perceptions of overall performance.

Focus areas for coming 12 months

Perceptions of Council did not experience any significant declines in performance index scores in the past year. This is a positive result for council.

In terms of priorities for the year ahead, Central Goldfields Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Decisions made in the interest of the community
- Lobbying on behalf of the community
- Condition of sealed local roads
- Community consultation and engagement.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Small Rural group council averages.

Areas that stand out as being most in need of Council attention are making community decisions (index score of 52) and sealed local roads (index score of 48). These measures are rated significantly lower than the State-wide Small Rural group council averages, and have a strong influence on perceptions of overall performance.

Service areas where stated importance exceeds rated performance by more than 10 points are also recommended areas for focus. Key priorities include:

- Environmental sustainability (margin of 13 points)
- Waste management (margin of 12 points).

More generally, consideration should also be given to residents aged 18 to 34 years, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65+ years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on community decisions, advocacy and community consultation and engagement over the next 12 months.

Further areas of exploration

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, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A 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

Summary of findings

Summary of core measures

Index scores

| Overall Performance | Community Consultation | Advocacy | Making Community Decisions | Sealed Local Roads | Customer Service | Overall Council Direction |
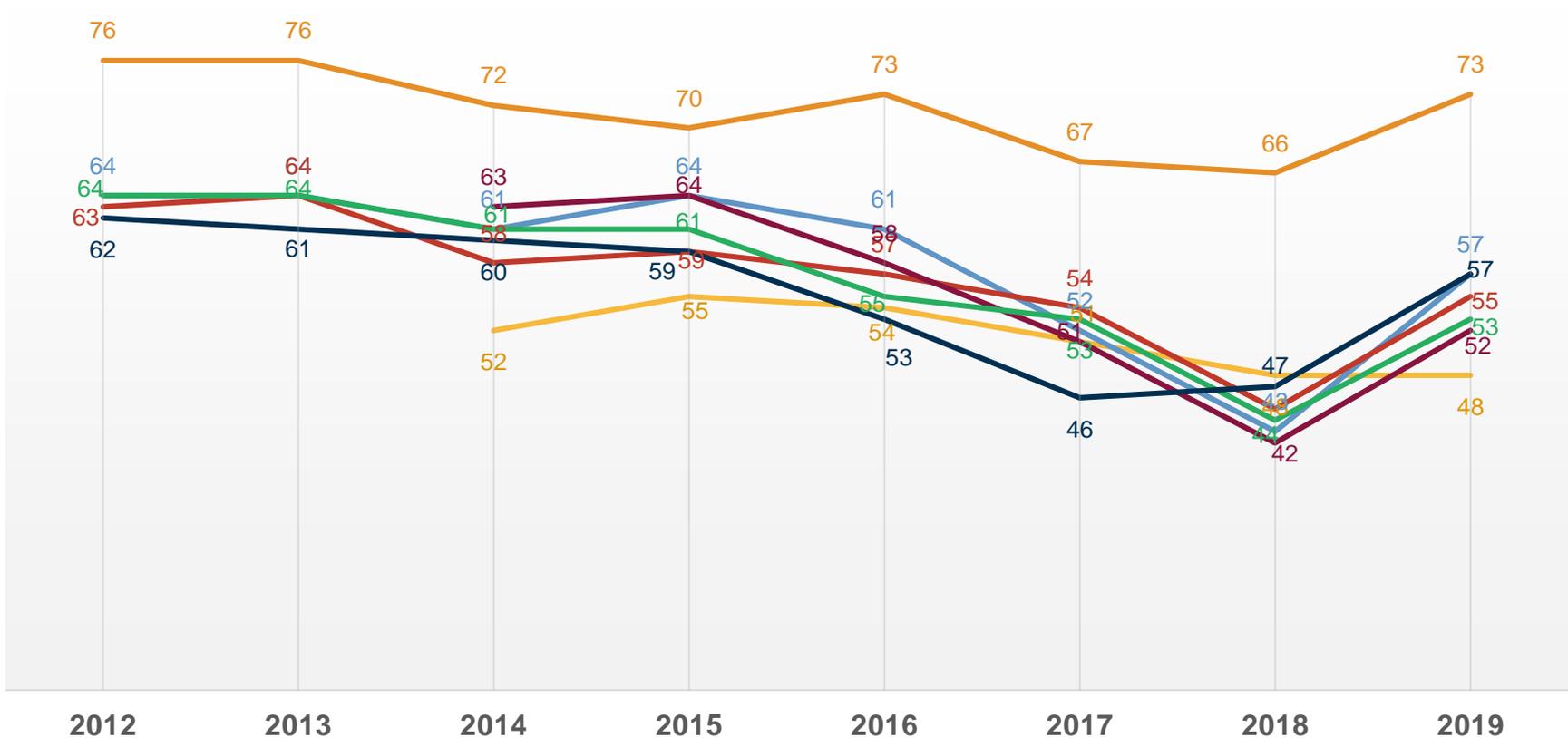
Summary of core measures

Performance Measures	Central Goldfields 2019	Central Goldfields 2018	Small Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	**57**	43	58	60	Aged 65+ years	Aged 50-64 years, 18-34 years
Community Consultation (Community consultation and engagement)	**55**	45	56	56	Aged 35-49 years	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	**53**	44	55	54	Aged 65+ years	Aged 50-64 years
Making Community Decisions (Decisions made in the interest of the community)	**52**	42	55	55	Talbot	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	**48**	48	53	56	Aged 65+ years	Aged 18-34 years
Customer Service	**73**	66	70	71	Aged 65+ years, Dunnoly, Aged 35-49 years	Aged 18-34 years
Overall Council Direction	**57**	47	53	53	Talbot	Aged 18-34 years

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Summary of key community satisfaction

Key measures summary results (%)

Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	11	31	38	12	6	2
Community Consultation	12	25	34	15	7	9
Advocacy	11	19	31	18	5	16
Making Community Decisions	9	26	30	18	9	8
Sealed Local Roads	11	24	27	24	13	1
Customer Service	35	34	17	9	3	1

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	30	47	17	6

Legend: ■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential

	Importance	Performance	Net Differential
Environmental sustainability	73	60	-13
Waste management	81	69	-12

Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.
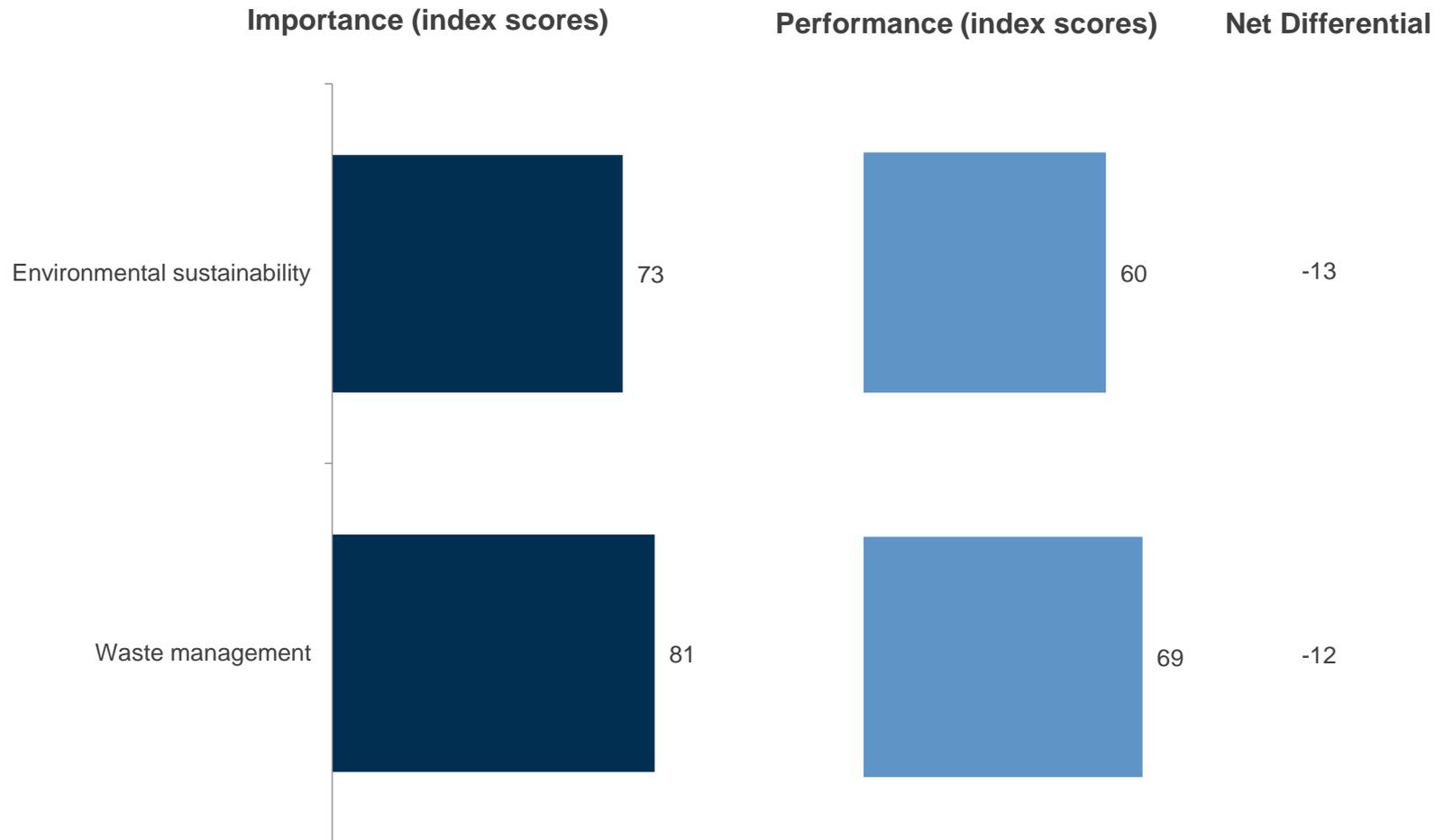
Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.

- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

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

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

Influence on overall performance: all service areas

2019 regression analysis (all service areas)

The multiple regression analysis model above (all service areas) has an R-squared value of 0.562 and adjusted R-square value of 0.549, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 45.23$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2019 regression analysis (key service areas)

Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Key positive influence on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.
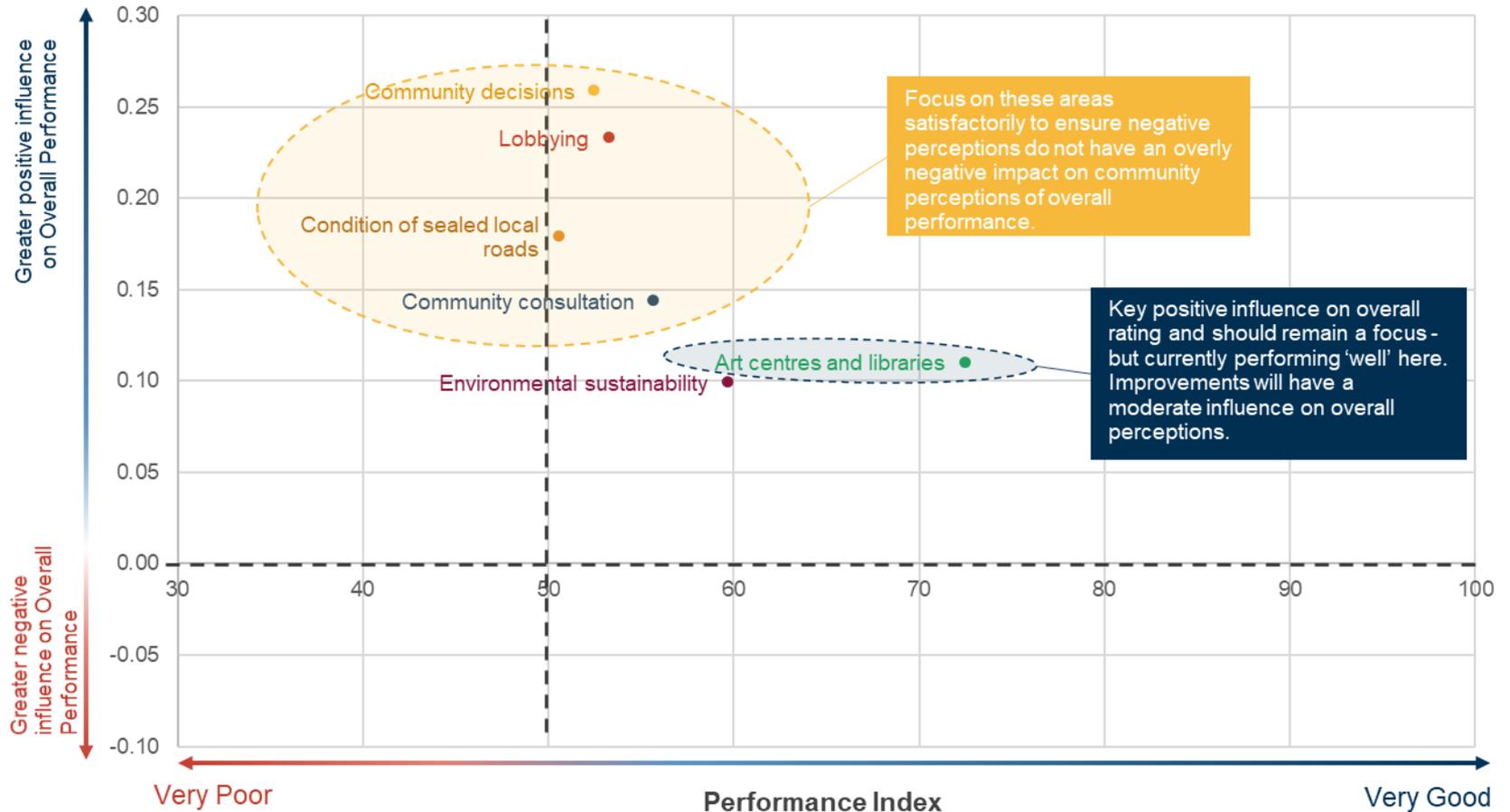
The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.559 and adjusted R-square value of 0.553, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 83.16.

Individual service area importance

2019 individual service area importance (index scores)
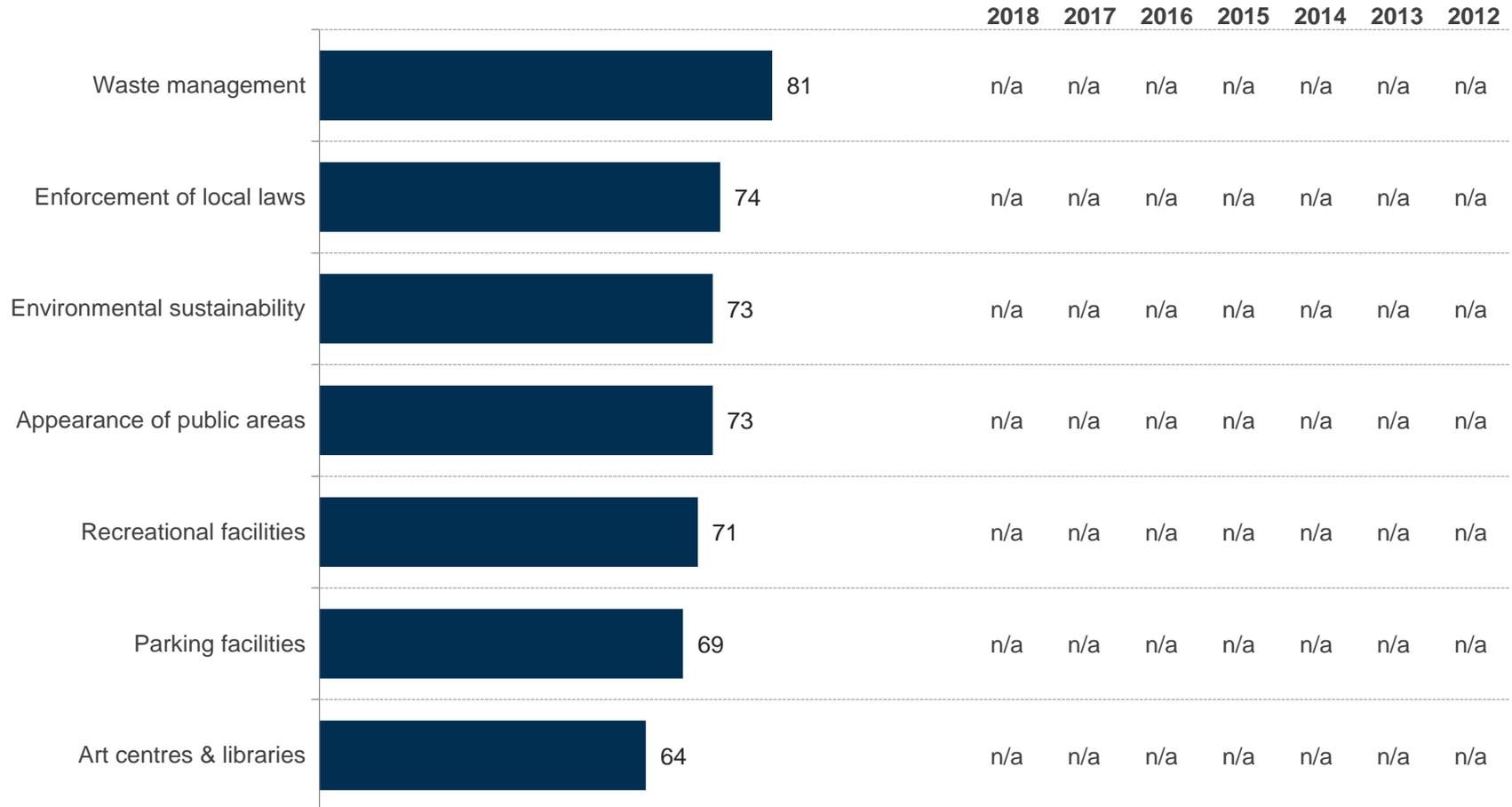
	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2019 individual service area importance (%)

Legend:
- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say
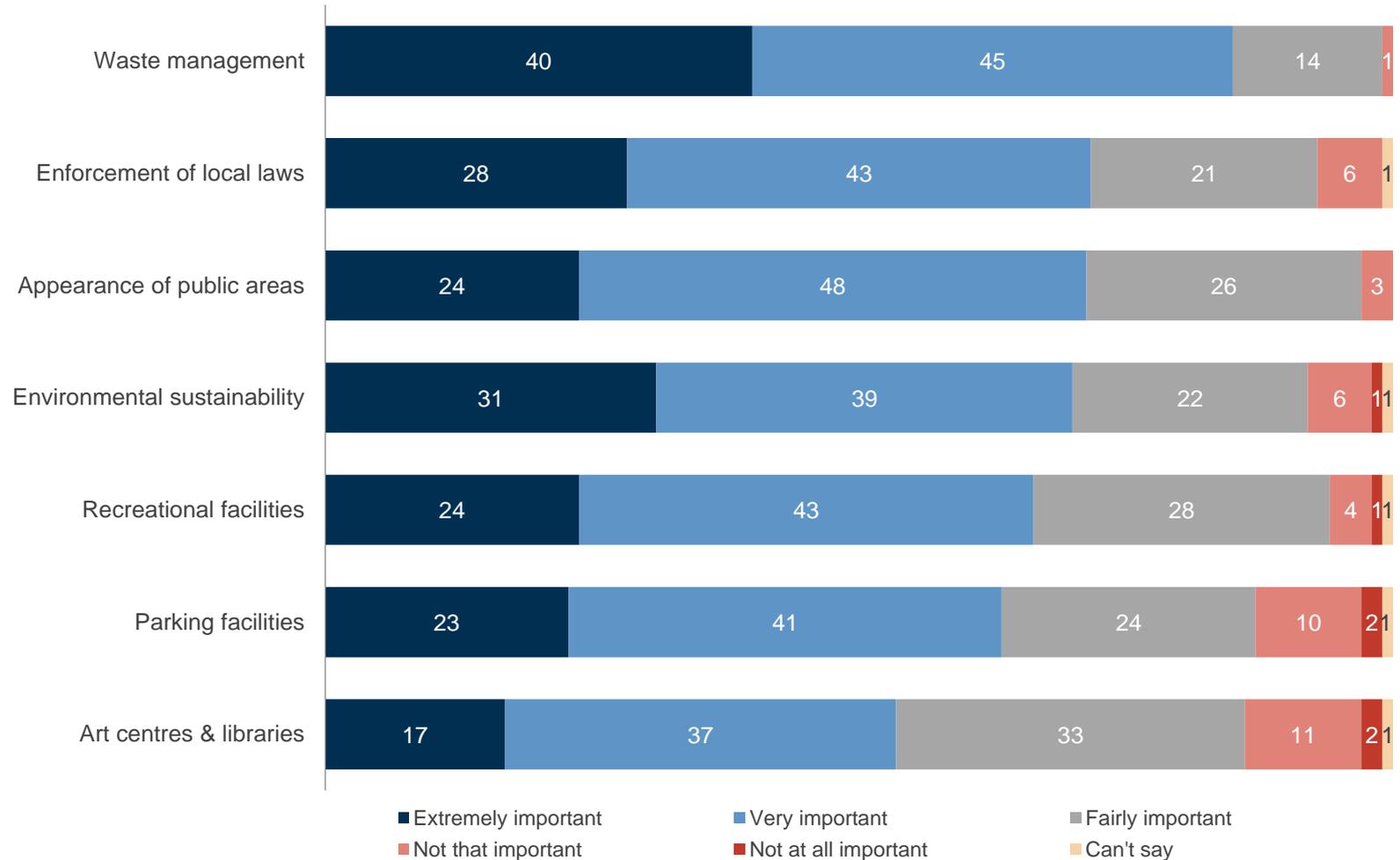
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

Individual service area performance

2019 individual service area performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	55	45	54	57	59	58	64	63
Lobbying	53	44	53	55	61	61	64	64
Community decisions	52	42	51	58	64	63	n/a	n/a
Sealed local roads	48	48	51	54	55	52	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2019 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	33	40	20	4	2	1
Waste management	25	38	24	8	3	2
Recreational facilities	22	40	23	8	3	4
Art centres & libraries	24	38	23	6	1	9
Enforcement of local laws	15	34	32	7	3	10
Parking facilities	13	33	35	10	4	3
Environmental sustainability	11	31	37	8	4	9
Consultation & engagement	12	25	34	15	7	9
Community decisions	9	26	30	18	9	8
Sealed local roads	11	24	27	24	13	1
Lobbying	11	19	31	18	5	16

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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Individual service area performance vs State-wide average

Significantly Higher than State-wide Average

- Parking facilities
- Appearance of public areas

Significantly Lower than State-wide Average

- Art centres & libraries
- Making community decisions
- Sealed local roads

Individual service area performance vs group average

**Significantly Higher than
Group Average**

- Waste management

**Significantly Lower than
Group Average**

- Art centres & libraries
- Making community decisions
- Sealed local roads

DETAILED FINDINGS

Overall performance

Overall performance

2019 overall performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	65*▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62▲	48	59	66	68	64	71	69
State-wide	60▲	59	59	59	60	61	60	60
35-49	59	34	43	55	64	60	60	58
Small Rural	58	56	58	57	59	n/a	n/a	n/a
Maryborough	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	44	53	58	62	57	63	64
Central Goldfields	57	43	52	61	64	61	64	64
Women	57	42	52	63	66	65	65	64
Dunolly	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	47	51	60	62	62	64	67
50-64	52	41	52	58	60	58	61	61

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Central Goldfields 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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall performance
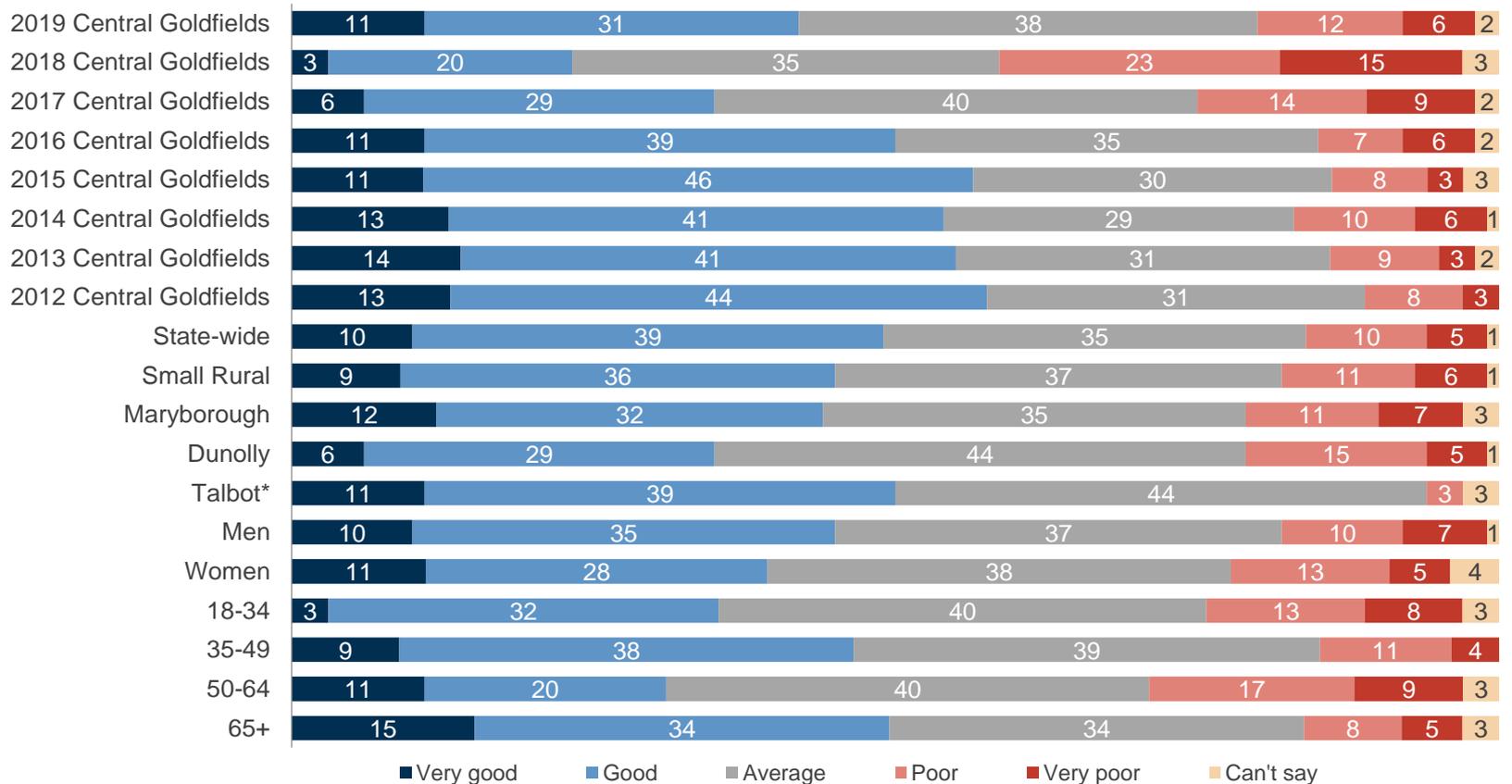
Overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	11	31	38	12	6	2
2018 Central Goldfields	3	20	35	23	15	3
2017 Central Goldfields	6	29	40	14	9	2
2016 Central Goldfields	11	39	35	7	6	2
2015 Central Goldfields	11	46	30	8	3	3
2014 Central Goldfields	13	41	29	10	6	1
2013 Central Goldfields	14	41	31	9	3	2
2012 Central Goldfields	13	44	31	8	3	
State-wide	10	39	35	10	5	1
Small Rural	9	36	37	11	6	1
Maryborough	12	32	35	11	7	3
Dunolly	6	29	44	15	5	1
Talbot*	11	39	44		3	3
Men	10	35	37	10	7	1
Women	11	28	38	13	5	4
18-34	3	32	40	13	8	3
35-49	9	38	39	11	4	
50-64	11	20	40	17	9	3
65+	15	34	34	8	5	3

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Central Goldfields 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: 63 Councils asked group: 18
*Caution: small sample size < n=30

Customer service

Contact with council

2019 contact with council (%)
Have had contact
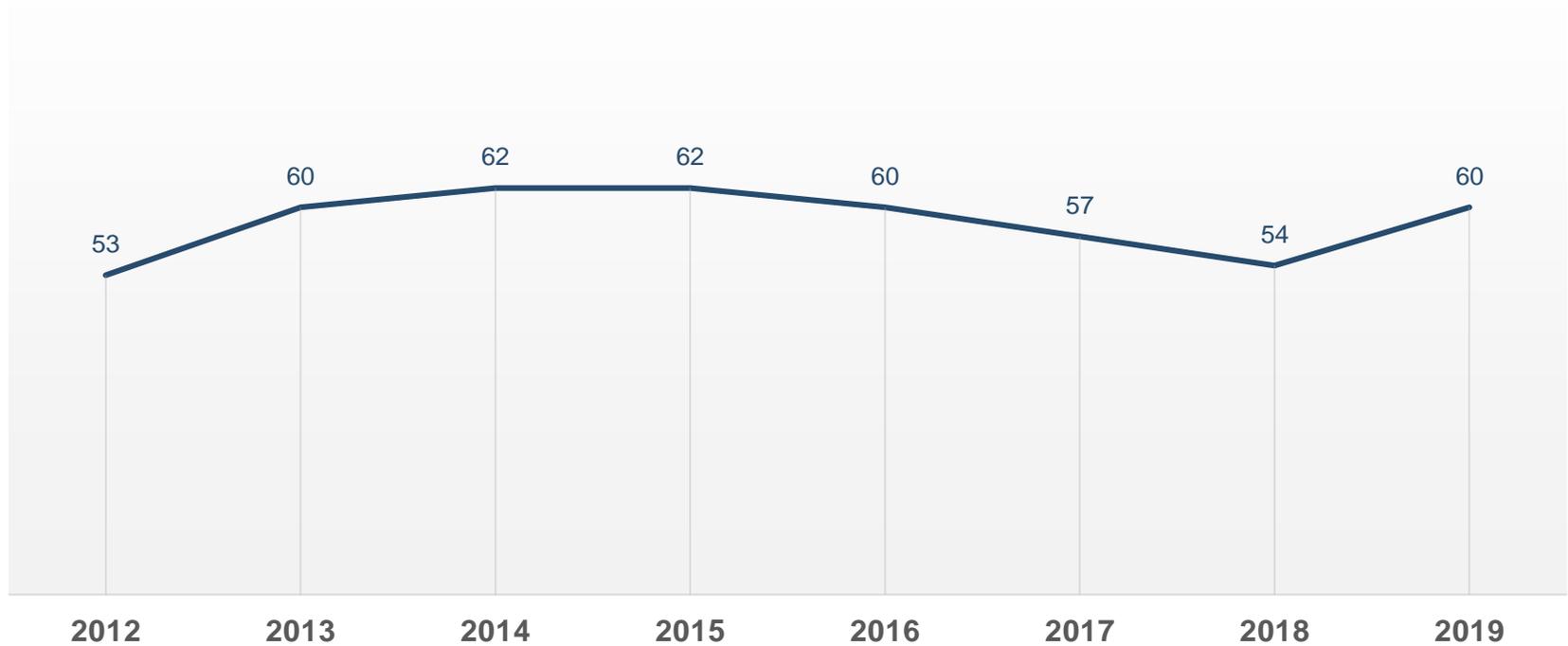
Q5a. Have you or any member of your household had any recent contact with Central Goldfields Shire Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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Contact with council

2019 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	68	53	62	68	68	75	63	65
50-64	67	59	55	69	65	61	63	56
Small Rural	66▲	64	62	61	64	n/a	n/a	n/a
Dunolly	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	61	58	58	60	61	60	61
Men	61	54	51	61	62	62	57	46
Central Goldfields	60	54	57	60	62	62	60	53
Maryborough	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	53	62	58	63	62	62	60
65+	57	53	51	57	56	56	53	58
18-34	53	49	64	43	65	58	64	30
Talbot	49*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q5a. Have you or any member of your household had any recent contact with Central Goldfields Shire Council in any of the following ways?
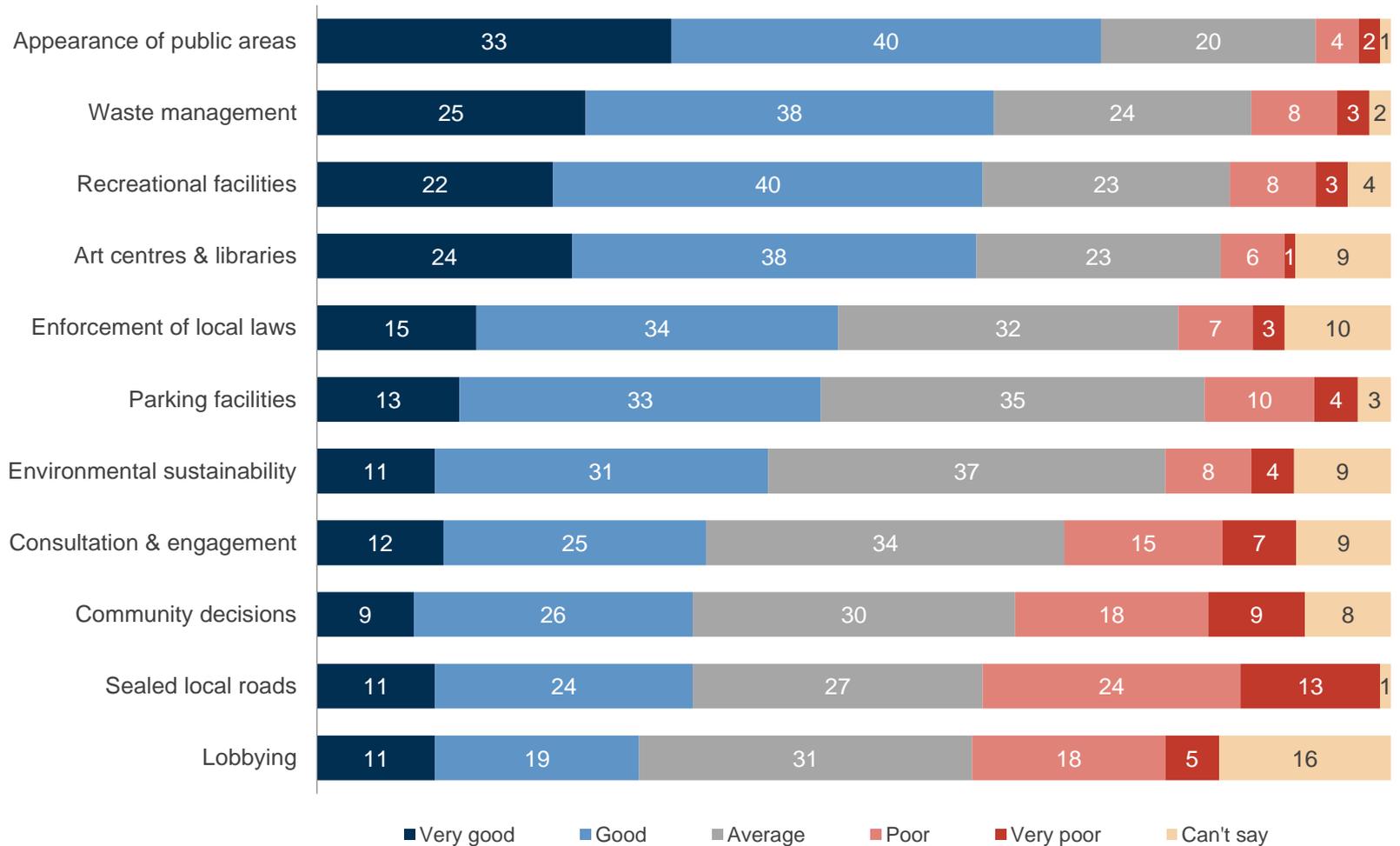*Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2019 customer service rating (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81 ▲	57	67	69	66	71	81	77
65+	76	72	75	77	76	79	82	79
Maryborough	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	67	65	70	68	69	73	76
Central Goldfields	73	66	67	73	70	72	76	76
Women	71	65	69	76	72	75	79	76
State-wide	71	70	69	69	70	72	71	71
Small Rural	70	69	69	69	70	n/a	n/a	n/a
Dunolly	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	66	65	72	73	66	74	74
Talbot	65*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61 ▼	64	57	71	60	71	65	71

Q5c. Thinking of the most recent contact, how would you rate Central Goldfields 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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

Customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	35	34	17	9	3	1
2018 Central Goldfields	30	29	21	8	9	3
2017 Central Goldfields	29	32	23	8	7	1
2016 Central Goldfields	34	39	13	8	5	1
2015 Central Goldfields	37	29	17	10	6	1
2014 Central Goldfields	36	32	20	6	5	1
2013 Central Goldfields	44	28	19	7	2	
2012 Central Goldfields	41	37	10	7	4	1
State-wide	33	36	17	7	6	1
Small Rural	31	37	17	8	6	1
Maryborough	38	34	16	9	3	1
Dunolly	27	43	11	12	4	2
Talbot*	39	50		6	6	
Men	31	40	20	4	2	2
Women	39	28	14	14	4	1
18-34	21	29	26	19	5	
35-49	43	42	8	5		3
50-64	35	25	19	12	6	3
65+	38	38	16	6	2	

Q5c. Thinking of the most recent contact, how would you rate Central Goldfields 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: 63 Councils asked group: 18
Caution: small sample size < n=30

Method of contact with council

2019 method of contact (%)
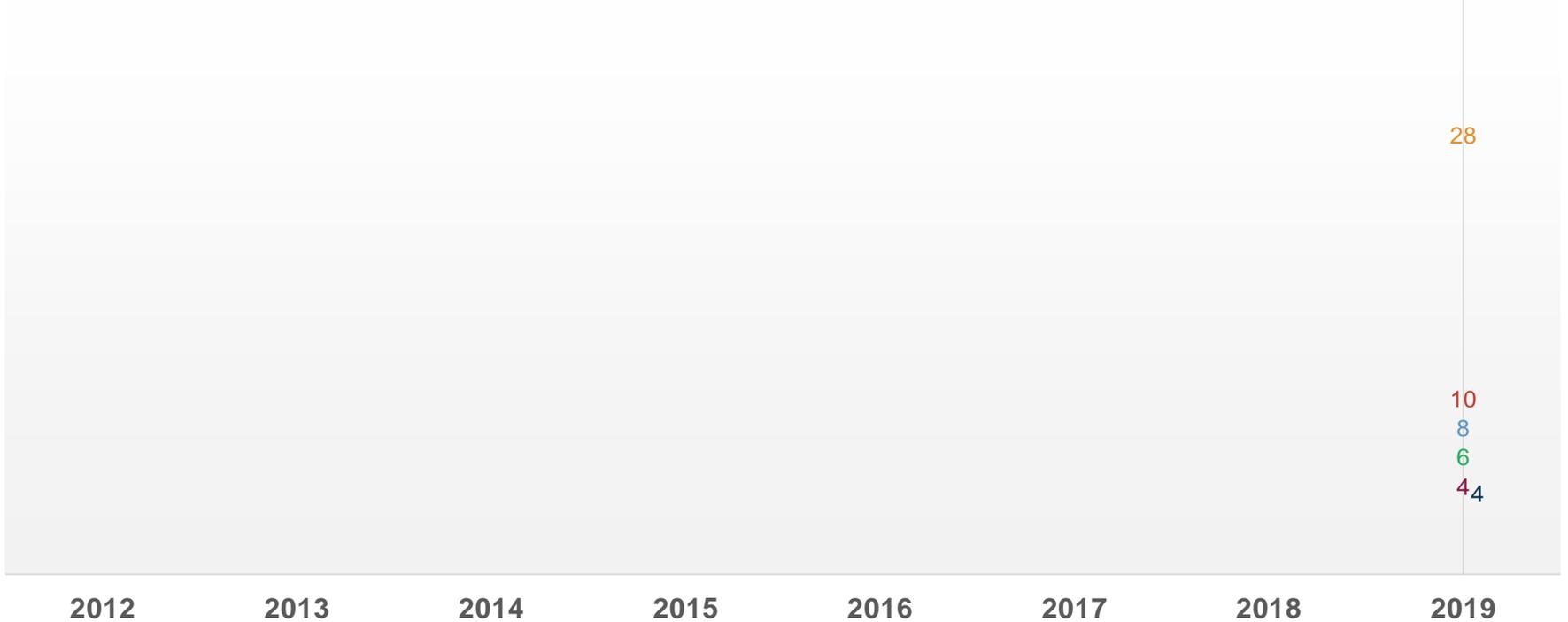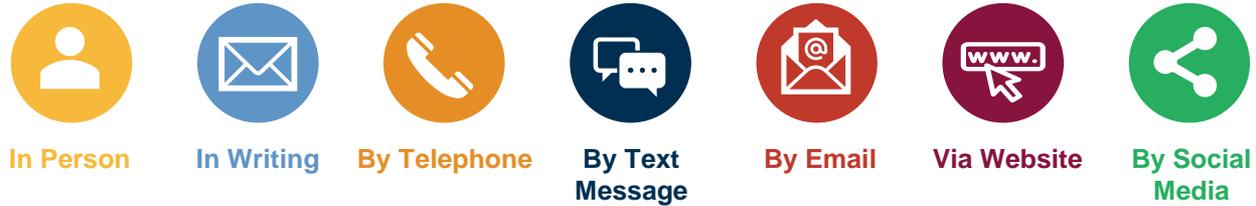
In Person	In Writing	By Telephone	By Text Message	By Email	Via Website	By Social Media

42

28

10
8
6
4 4

2012	2013	2014	2015	2016	2017	2018	2019

Q5a. Have you or any member of your household had any recent contact with Central Goldfields Shire Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

JWSRESEARCH   36

Customer service rating by method of last contact

2019 customer service rating (index score by method of last contact)

	2019	2018	2017	2016	2015	2014	2013	2012
By telephone	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In person	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In writing	72*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Via website	68*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By email	58*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By social media	56*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Central Goldfields 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: 63 Councils asked group: 18
*Caution: small sample size < n=30

Customer service rating by method of last contact

2019 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
By telephone	42	33	11	8	5	1
In person	39	32	16	10	2	1
In writing*	15	57	28			
Via website*	27	46		27		
By email*	5	47	16	16	5	11
By social media*		23	77			

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q5c. Thinking of the most recent contact, how would you rate Central Goldfields 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: 25 Councils asked group: 6
*Caution: small sample size < n=30

Council direction

Council direction summary

Council direction	• 47% stayed about the same, up 3 points on 2018 • 30% improved, up 10 points on 2018 • 17% deteriorated, down 9 points on 2018
Most satisfied with Council direction	• Aged 65+ years • Dunnoly residents • Aged 35-49 years
Least satisfied with Council direction	• Aged 18-34 years

Overall council direction last 12 months

2019 overall direction (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	60*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	51	54	59	63	62	65	70
Dunolly	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	44	46	50	59	58	61	61
Men	58	43	45	50	57	58	60	61
Central Goldfields	57	47	46	53	59	60	61	62
Women	57	50	47	57	62	62	62	64
Maryborough	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	42	40	51	55	58	57	57
18-34	54	46	36	50	59	61	59	59
State-wide	53 ▼	52	53	51	53	53	53	52
Small Rural	53 ▼	50	52	50	53	n/a	n/a	n/a

Q6. Over the last 12 months, what is your view of the direction of Central Goldfields Shire Council's overall performance?
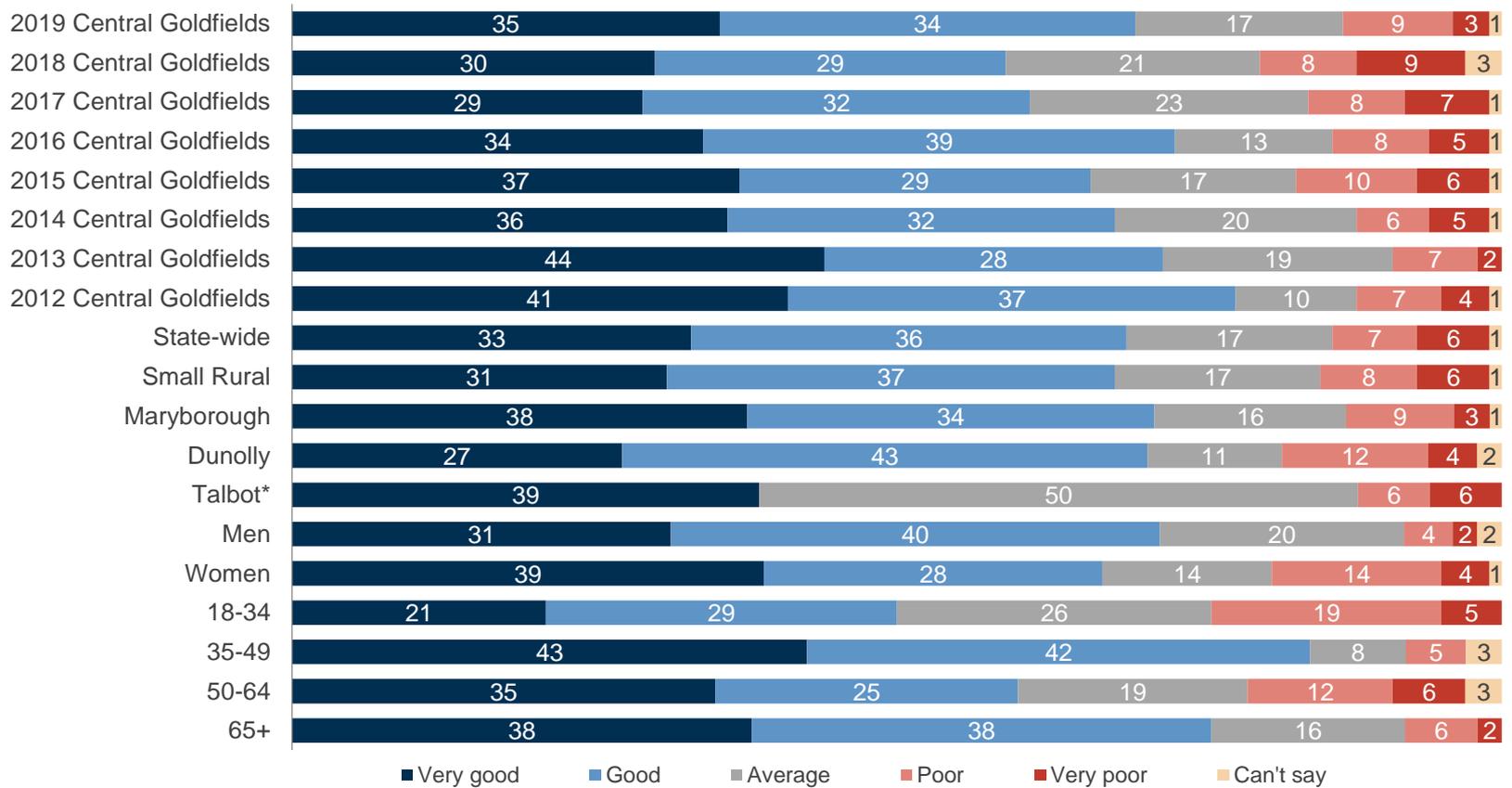*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall council direction last 12 months

2019 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2019 Central Goldfields	30	47	17	6
2018 Central Goldfields	20	44	26	10
2017 Central Goldfields	13	62	21	5
2016 Central Goldfields	21	60	15	4
2015 Central Goldfields	28	58	10	5
2014 Central Goldfields	29	59	10	3
2013 Central Goldfields	30	57	9	4
2012 Central Goldfields	32	58	8	2
State-wide	19	62	14	5
Small Rural	20	60	15	4
Maryborough	30	46	18	6
Dunolly	31	49	13	7
Talbot*	30	55	11	3
Men	33	43	19	5
Women	28	51	15	7
18-34	25	54	18	3
35-49	31	54	13	2
50-64	27	48	19	6
65+	34	40	17	8

■ Improved   ■ Stayed the same   ■ Deteriorated   ■ Can't say

Q6. Over the last 12 months, what is your view of the direction of Central Goldfields Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
*Caution: small sample size < n=30

Individual service areas

Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	60	42	50	58	60	53	60	62
65+	58	52	58	60	63	60	70	65
Talbot	57*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	45	53	61	61	62	65	66
Small Rural	56	54	55	55	56	n/a	n/a	n/a
State-wide	56	55	55	54	56	57	57	57
Maryborough	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	55	45	54	57	59	58	64	63
Dunolly	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	44	54	54	56	54	63	60
18-34	52	42	56	58	60	65	66	66
50-64	50	39	49	53	52	54	59	60

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Community consultation and engagement performance

2019 Consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	12	25	34	15	7	9
2018 Central Goldfields	5	20	27	27	11	10
2017 Central Goldfields	7	28	31	16	7	11
2016 Central Goldfields	9	35	28	12	7	7
2015 Central Goldfields	10	34	29	12	5	10
2014 Central Goldfields	10	31	32	12	5	11
2013 Central Goldfields	15	35	29	7	4	9
2012 Central Goldfields	12	41	31	8	3	6
State-wide	9	30	31	15	6	9
Small Rural	10	31	31	15	7	7
Maryborough	13	25	32	16	7	8
Dunolly	10	24	37	11	8	9
Talbot*	8	24	40	14		14
Men	10	25	35	16	7	7
Women	13	24	32	13	7	10
18-34	3	35	30	17	9	7
35-49	18	22	32	15	4	9
50-64	9	18	38	16	11	8
65+	15	25	34	12	5	9

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
Talbot — 60*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 58	49	58	62	64	63	69	67
18-34 — 55	41	52	50	64	65	63	66
Small Rural — 55	53	55	54	56	n/a	n/a	n/a
Women — 55	44	51	58	63	65	66	65
State-wide — 54	54	54	53	55	56	55	55
Maryborough — 54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields — 53	44	53	55	61	61	64	64
Men — 52	43	56	51	60	57	63	63
35-49 — 52	40	50	49	57	58	61	60
Dunolly — 50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 47	41	49	54	59	57	62	62

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
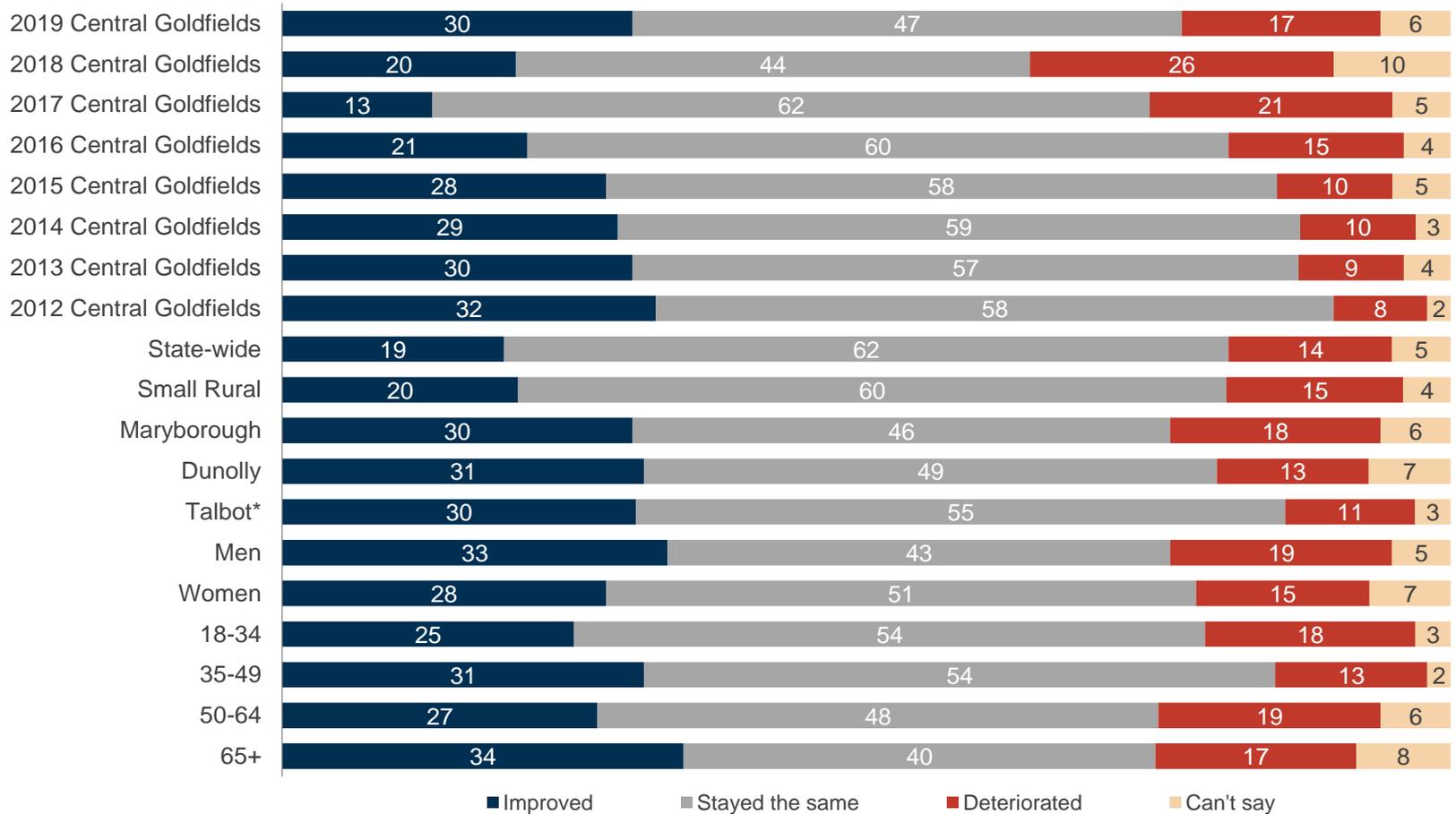*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2019 Lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	11	19	31	18	5	16
2018 Central Goldfields	3	14	31	24	8	19
2017 Central Goldfields	5	24	33	15	5	18
2016 Central Goldfields	8	28	27	13	7	18
2015 Central Goldfields	10	34	28	9	3	17
2014 Central Goldfields	11	31	29	10	3	17
2013 Central Goldfields	14	34	31	6	3	12
2012 Central Goldfields	13	34	32	7	2	12
State-wide	6	25	31	13	5	20
Small Rural	7	26	31	14	5	17
Maryborough	11	20	30	17	6	15
Dunolly	9	13	36	21	5	17
Talbot*	12	24	22	19		22
Men	8	22	30	18	6	15
Women	13	16	31	18	5	17
18-34	9	24	35	15	5	12
35-49	9	24	29	24	6	7
50-64	9	11	37	22	8	14
65+	13	18	26	14	4	24

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
*Caution: small sample size < n=30

Decisions made in the interest of the community performance

2019 Community decisions made performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	60*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57▲	47	59	63	68	65	n/a	n/a
Small Rural	55▲	52	55	53	56	n/a	n/a	n/a
State-wide	55▲	54	54	54	55	57	n/a	n/a
Women	53	41	51	60	66	66	n/a	n/a
Central Goldfields	52	42	51	58	64	63	n/a	n/a
Maryborough	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	50	43	51	56	62	60	n/a	n/a
35-49	49	39	44	52	62	60	n/a	n/a
18-34	49	39	43	55	64	69	n/a	n/a
50-64	48	40	49	56	59	59	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
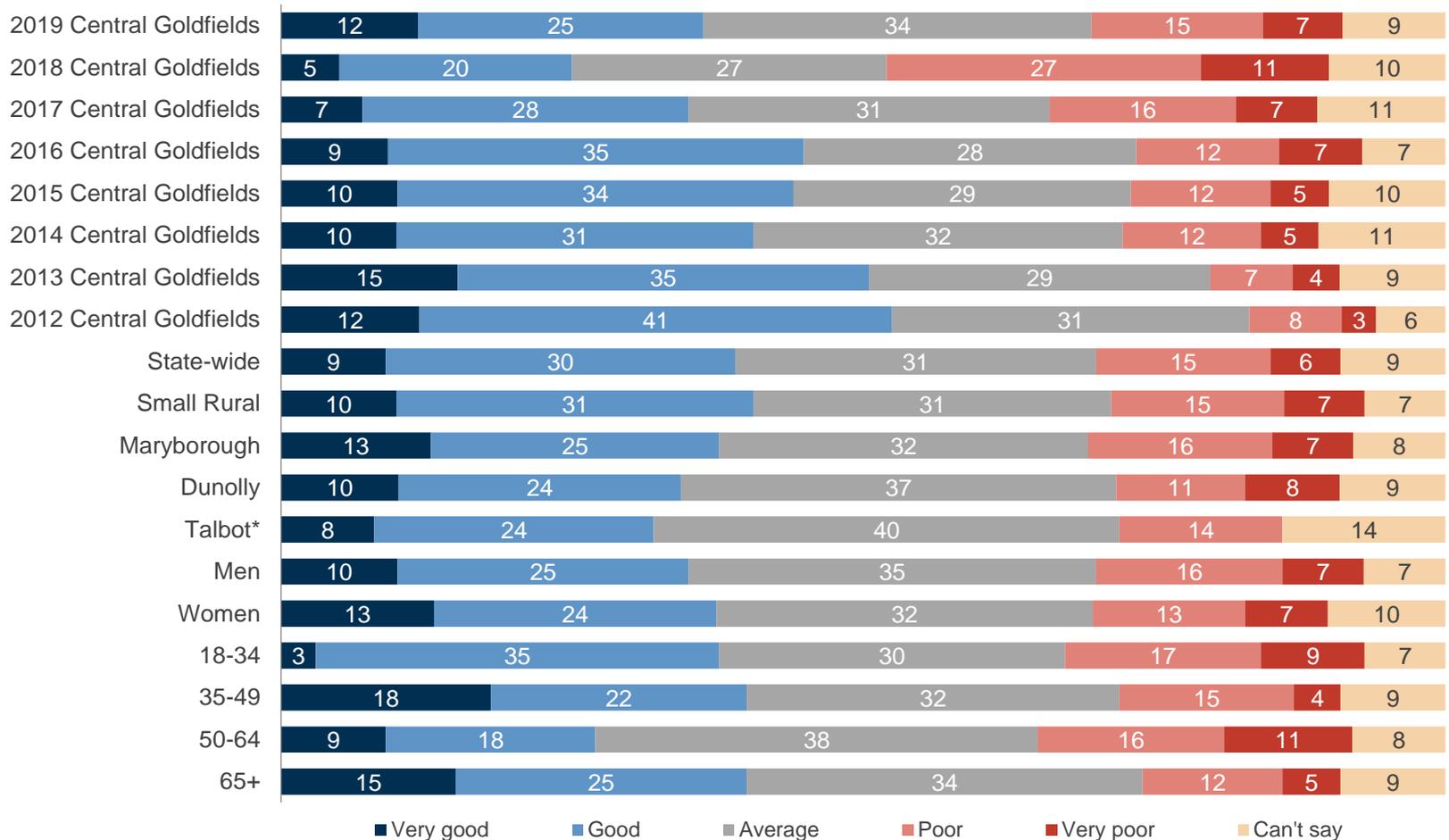*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Decisions made in the interest of the community performance

2019 Community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	9	26	30	18	9	8
2018 Central Goldfields	3	18	32	25	13	10
2017 Central Goldfields	7	26	32	16	10	8
2016 Central Goldfields	11	32	31	10	8	8
2015 Central Goldfields	11	42	25	11	2	8
2014 Central Goldfields	13	42	24	10	4	8
State-wide	7	30	33	14	7	10
Small Rural	7	31	33	14	7	7
Maryborough	9	27	28	17	11	9
Dunolly	6	27	32	22	6	6
Talbot*	18	11	48	12		12
Men	9	23	30	18	11	9
Women	9	28	30	17	8	8
18-34	6	30	26	18	14	6
35-49	7	24	30	22	9	7
50-64	10	17	32	17	14	10
65+	10	29	31	16	5	9

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 63 Councils asked group: 18
*Caution: small sample size < n=30
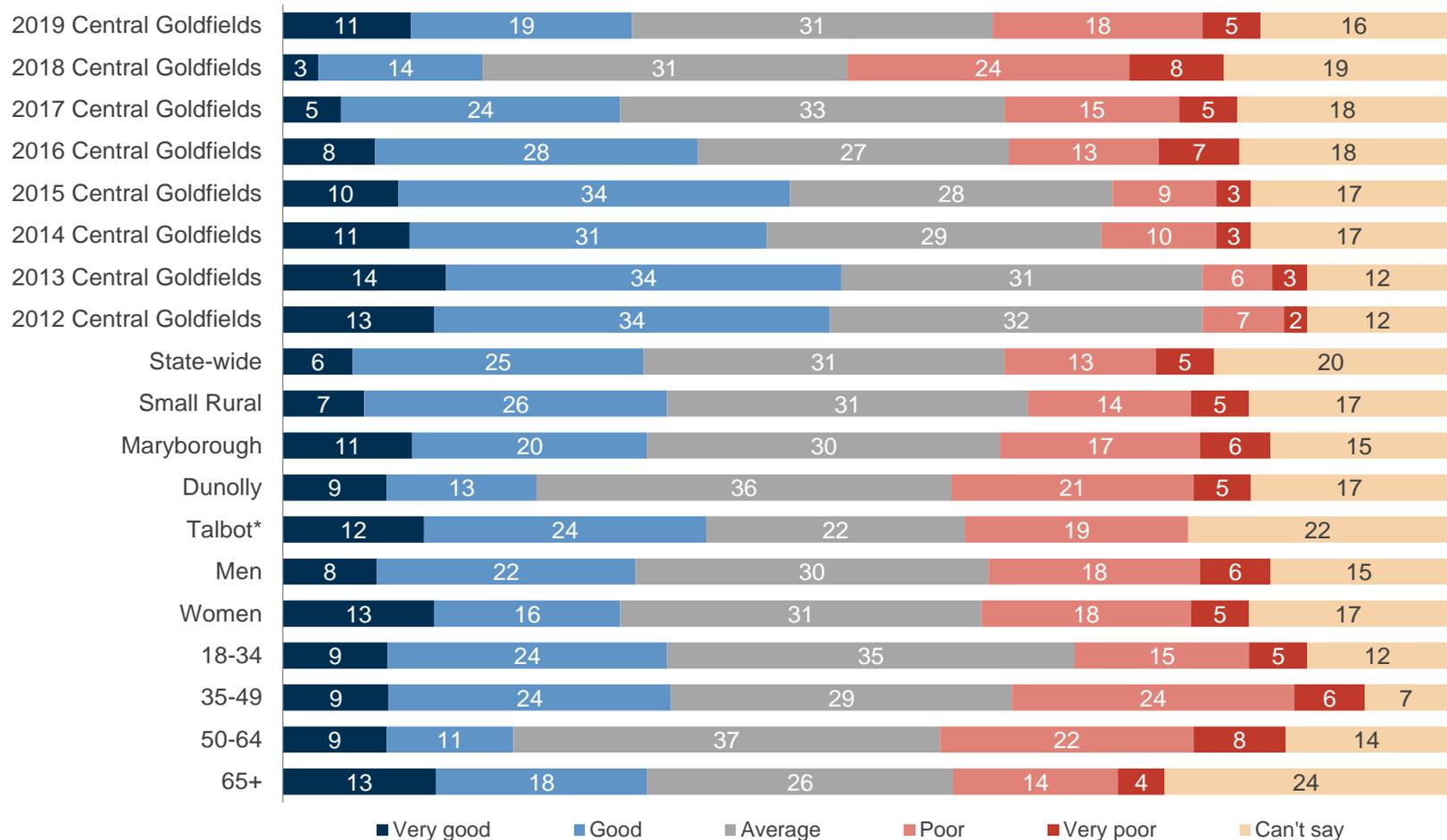
The condition of sealed local roads in your area performance

2019 Sealed local roads performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
65+ — 57▲	55	56	61	62	58	n/a	n/a
State-wide — 56▲	53	53	54	55	55	n/a	n/a
Small Rural — 53▲	49	50	52	52	n/a	n/a	n/a
Maryborough — 51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 49	47	51	51	55	50	n/a	n/a
Central Goldfields — 48	48	51	54	55	52	n/a	n/a
Women — 48	49	52	57	55	55	n/a	n/a
50-64 — 46	44	49	50	49	48	n/a	n/a
Talbot — 45*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly — 43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 42	41	42	51	60	49	n/a	n/a
18-34 — 40▼	47	56	51	45	53	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
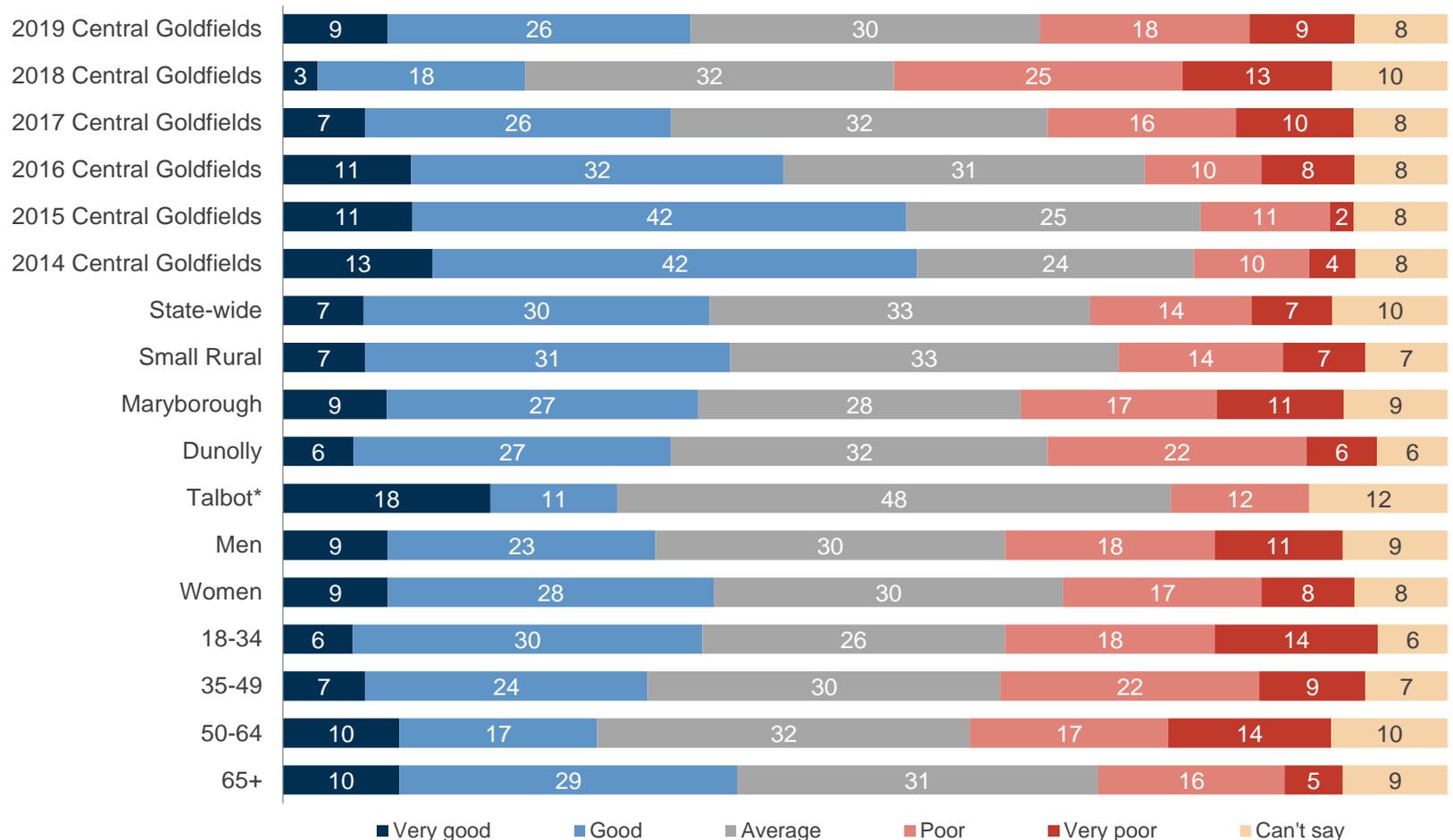Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	11	24	27	24	13	1
2018 Central Goldfields	4	30	33	18	14	1
2017 Central Goldfields	9	28	32	18	12	2
2016 Central Goldfields	12	30	30	18	9	1
2015 Central Goldfields	11	34	31	14	10	1
2014 Central Goldfields	8	31	32	18	10	1
State-wide	13	33	28	16	10	1
Small Rural	9	31	30	18	11	1
Maryborough	12	27	26	19	15	1
Dunolly	4	20	28	39	9	
Talbot*	12	14	28	25	17	3
Men	9	26	28	25	11	1
Women	12	23	25	24	16	
18-34	6	23	20	30	21	
35-49	7	25	11	40	17	
50-64	8	20	34	21	16	1
65+	16	26	34	16	7	2

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: 63 Councils asked group: 18
*Caution: small sample size < n=30

Parking facilities importance

2019 Parking importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	72*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	71	70	70	70	70	71	71
Maryborough	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66 ▼	64	64	65	67	n/a	n/a	n/a
50-64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	61 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
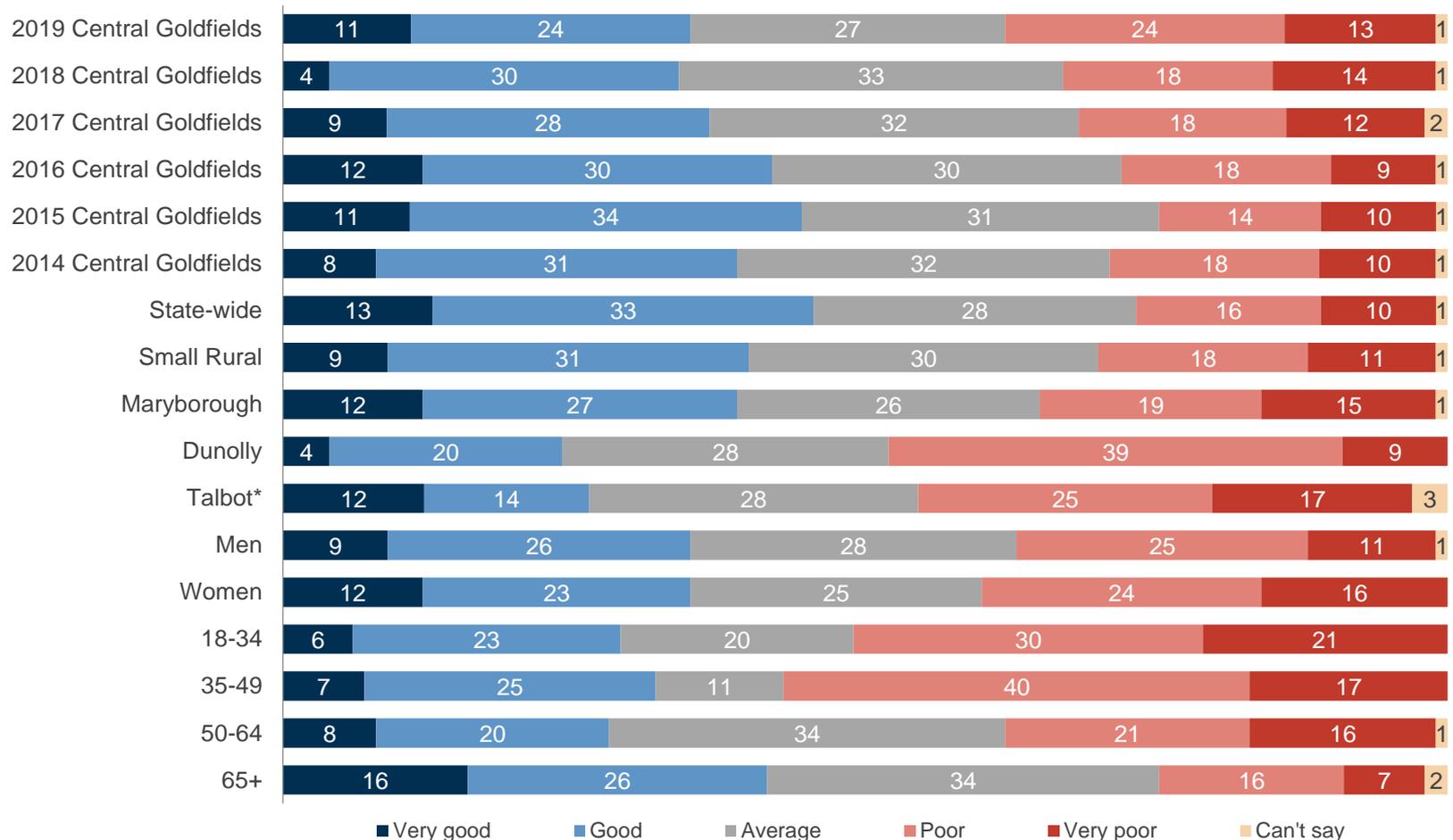*Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Parking facilities importance

2019 Parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	23	41	24	10	2	1
State-wide	26	40	26	6	1	1
Small Rural	19	39	30	9	2	1
Maryborough	25	43	22	9	1	1
Dunolly	15	37	29	13	5	
Talbot*	29	32	36	3		
Men	21	39	27	10	2	1
Women	26	42	21	9		1
18-34	21	41	25	13		
35-49	28	33	26	12	2	
50-64	26	29	28	13	4	
65+	21	50	21	5	1	2

Legend:
- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
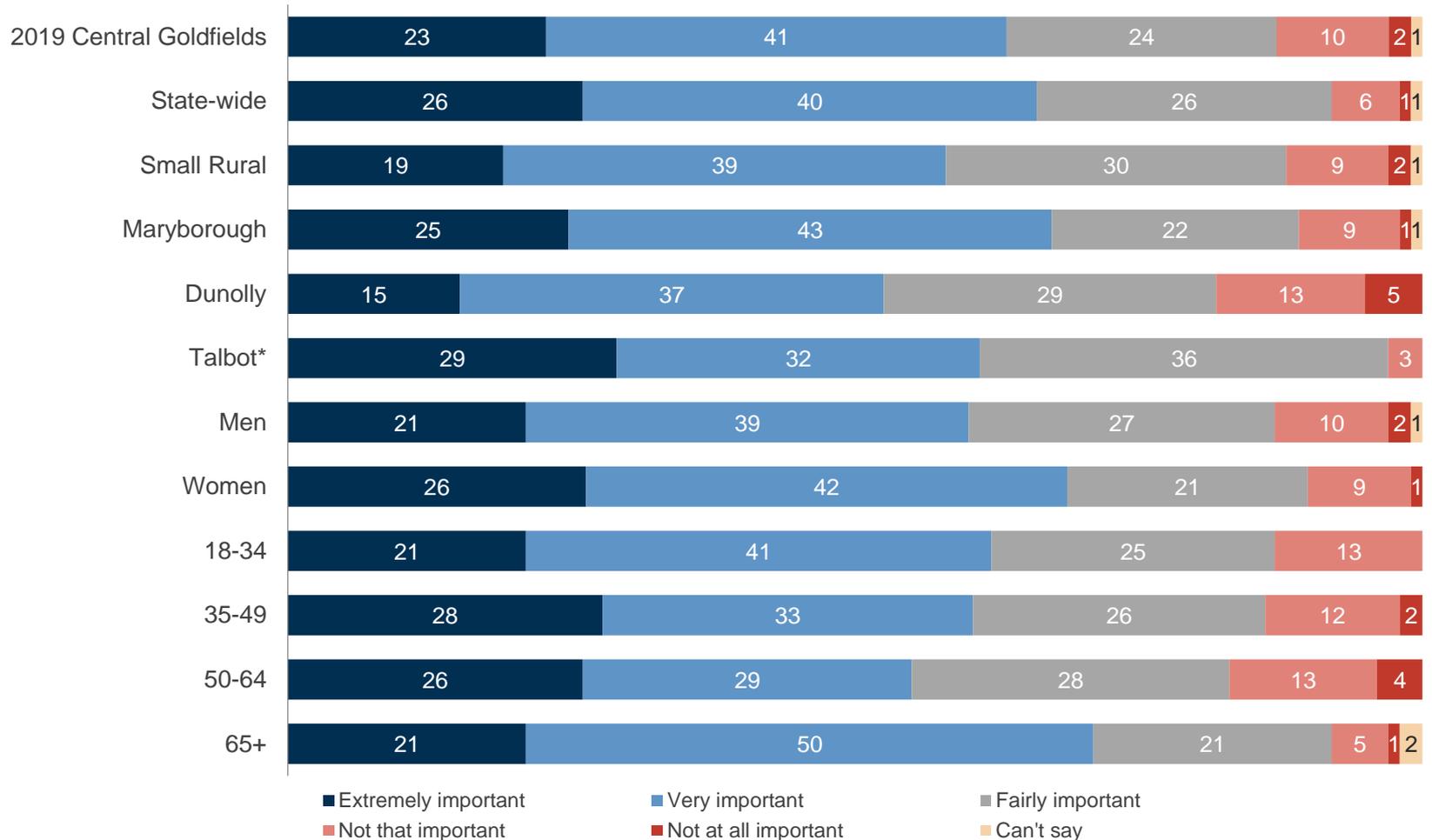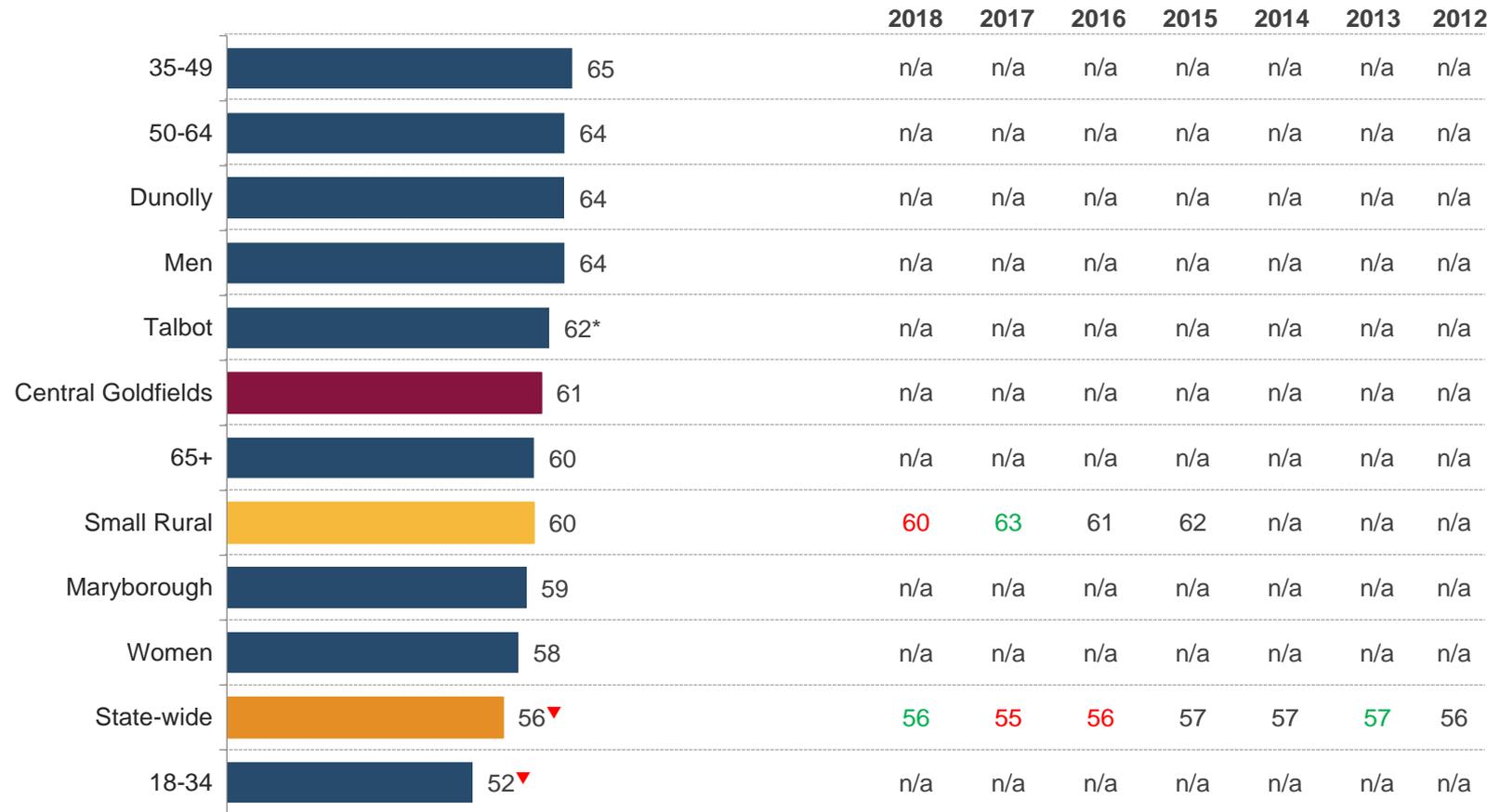*Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3*
*Caution: small sample size < n=30

Parking facilities performance

2019 Parking performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	62*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	60	63	61	62	n/a	n/a	n/a
Maryborough	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	56 ▼	56	55	56	57	57	57	56
18-34	52 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Parking facilities performance

2019 Parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	13	33	35	10	4	3
State-wide	9	34	32	16	7	2
Small Rural	12	36	33	11	5	3
Maryborough	13	31	36	11	5	3
Dunolly	15	37	33	9	2	3
Talbot*	8	42	35	12		3
Men	12	41	32	9	2	3
Women	15	26	38	11	7	3
18-34	3	35	36	24		3
35-49	17	35	37	5	2	4
50-64	19	32	33	7	4	4
65+	14	33	36	8	6	3

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
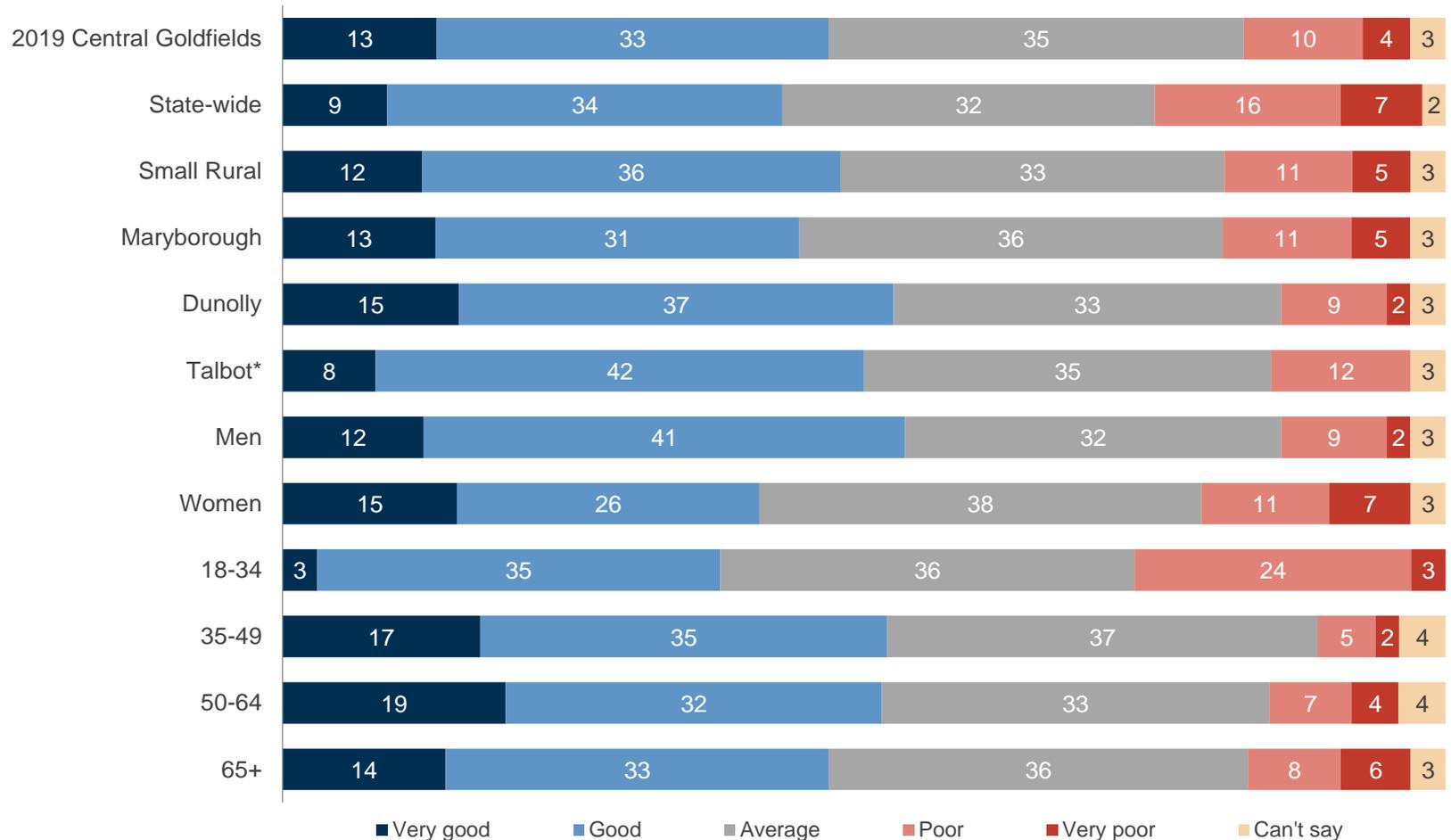**Caution: small sample size < n=30*

Enforcement of local laws importance

2019 Law enforcement importance (index scores)

	Bar	2018	2017	2016	2015	2014	2013	2012
Talbot	77*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71▼	71	71	70	71	70	71	70
Dunolly	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	68▼	66	67	69	68	n/a	n/a	n/a

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
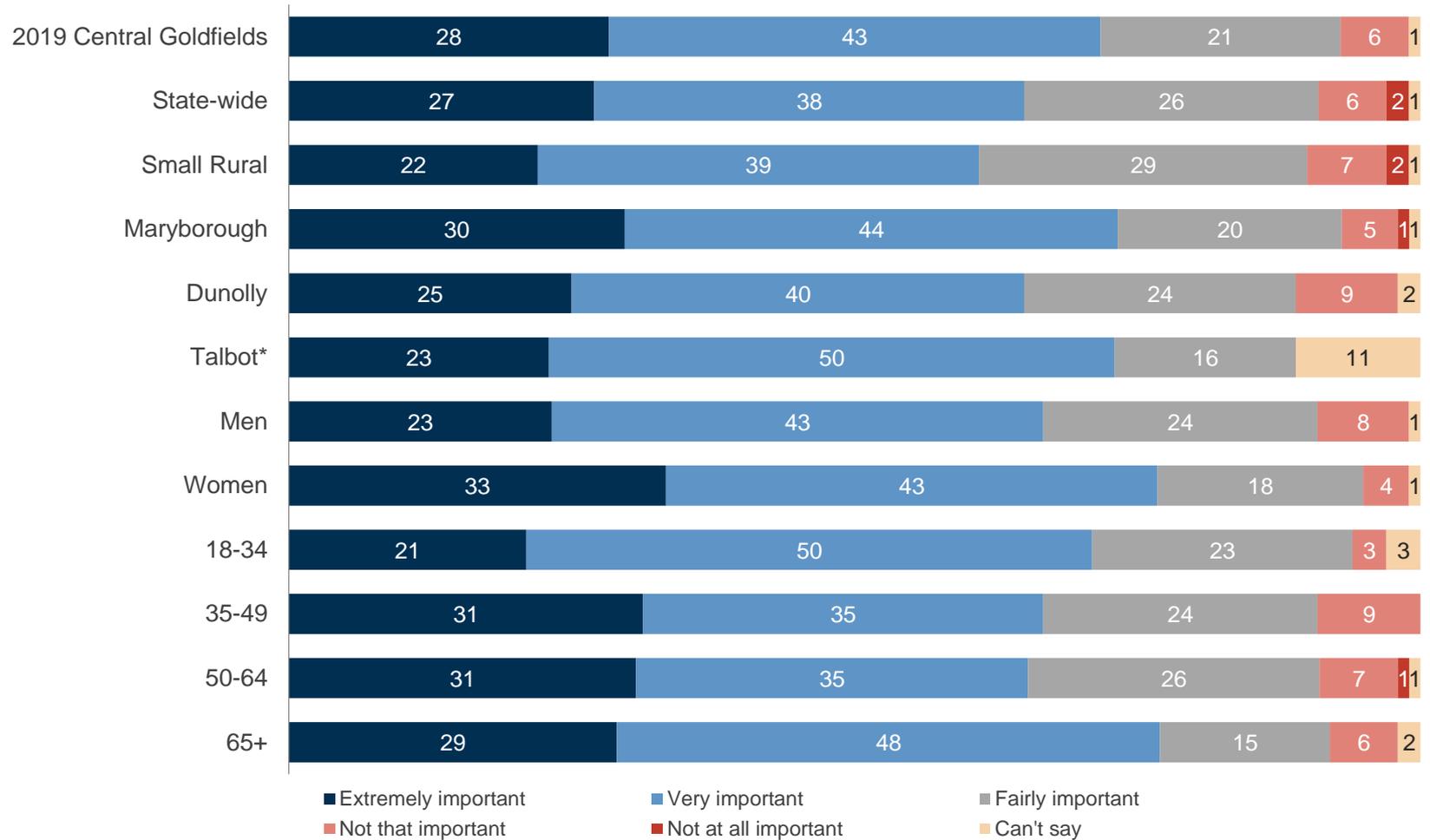*Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Enforcement of local laws importance

2019 Law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	28	43	21	6		1
State-wide	27	38	26	6	2	1
Small Rural	22	39	29	7	2	1
Maryborough	30	44	20	5	1	1
Dunolly	25	40	24	9		2
Talbot*	23	50	16			11
Men	23	43	24	8		1
Women	33	43	18	4		1
18-34	21	50	23	3		3
35-49	31	35	24	9		
50-64	31	35	26	7	1	1
65+	29	48	15	6		2

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6
*Caution: small sample size < n=30

Enforcement of local laws performance

2019 Law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Maryborough	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	64	64	64	63	66	66	65	65
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	63	63	65	64	66	n/a	n/a	n/a
Dunolly	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	59*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
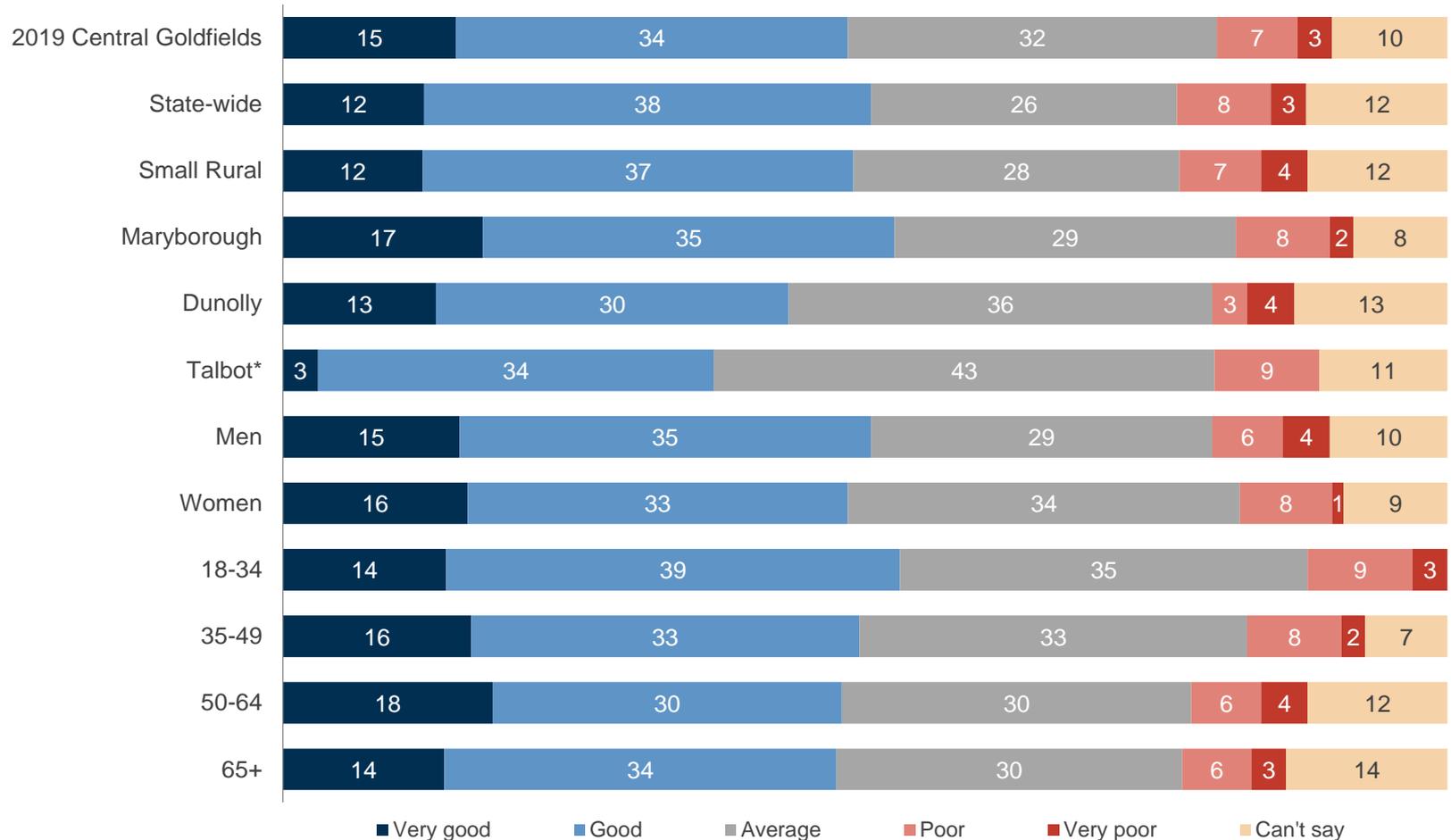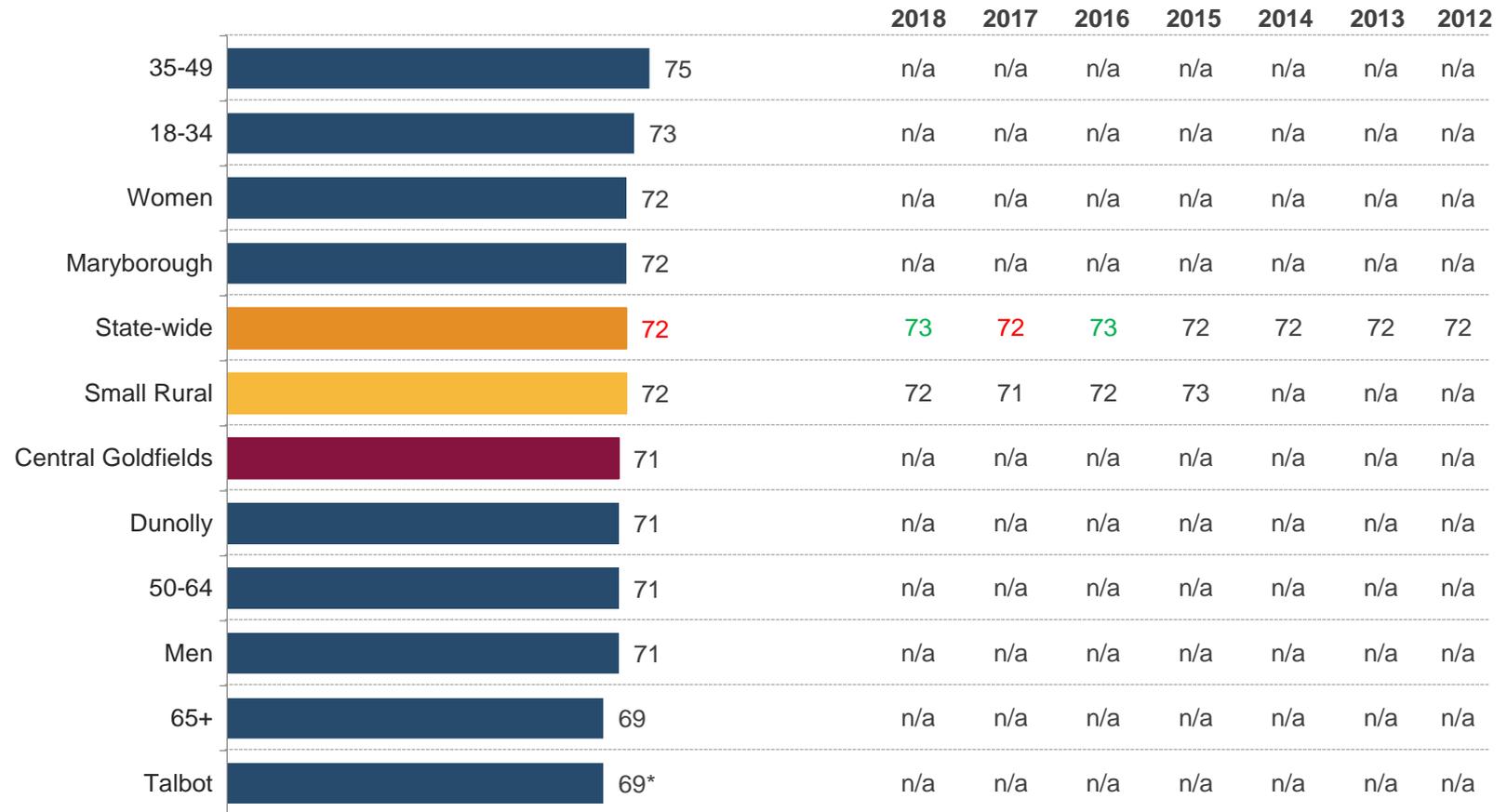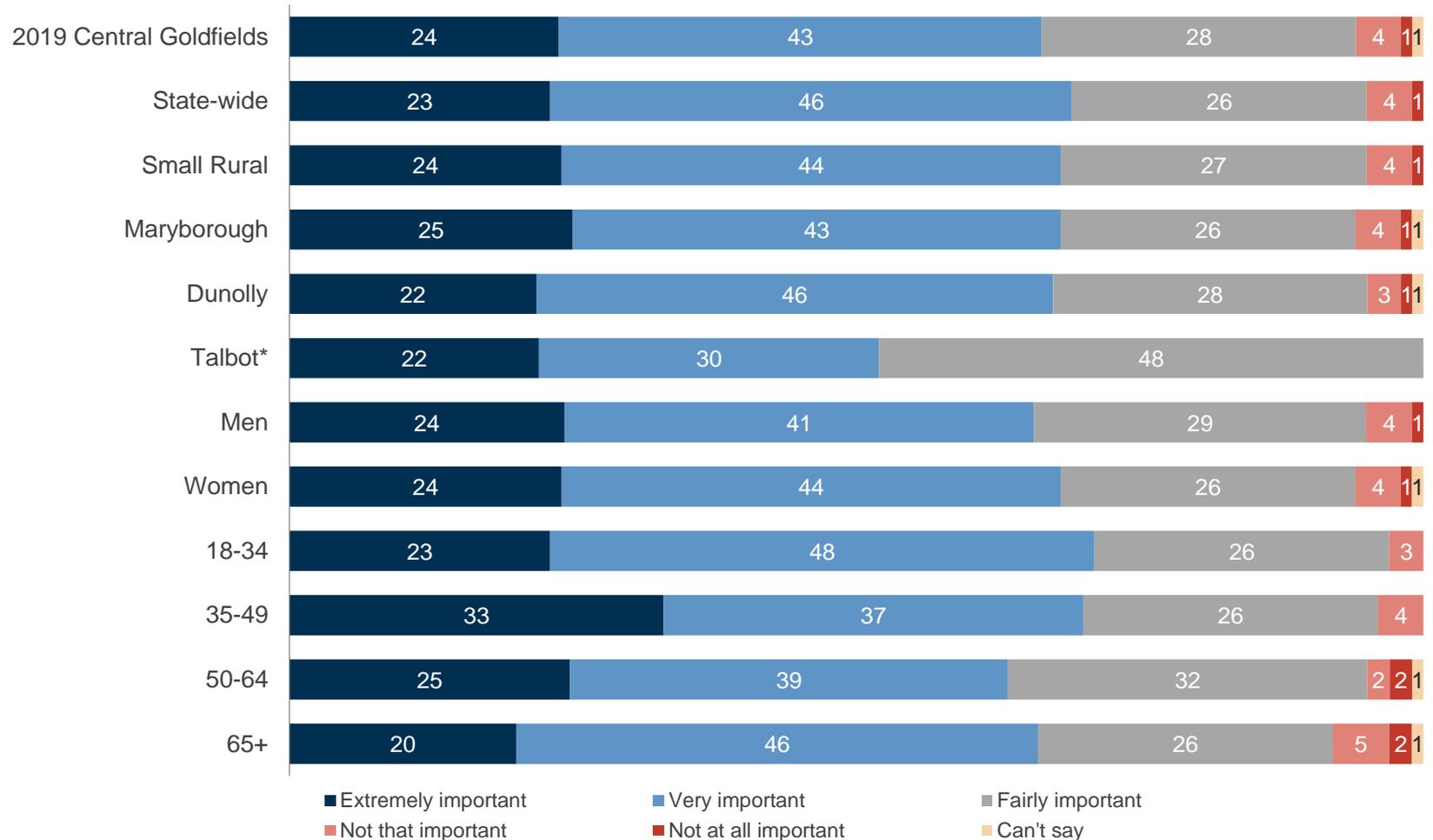Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Enforcement of local laws performance

2019 Law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	15	34	32	7	3	10
State-wide	12	38	26	8	3	12
Small Rural	12	37	28	7	4	12
Maryborough	17	35	29	8	2	8
Dunolly	13	30	36	3	4	13
Talbot*	3	34	43	9		11
Men	15	35	29	6	4	10
Women	16	33	34	8	1	9
18-34	14	39	35	9	3	
35-49	16	33	33	8	2	7
50-64	18	30	30	6	4	12
65+	14	34	30	6	3	14

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
*Caution: small sample size < n=30

JWS RESEARCH

Recreational facilities importance

2019 Recreational facilities importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
35-49	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	73	72	73	72	72	72	72
Small Rural	72	72	71	72	73	n/a	n/a	n/a
Central Goldfields	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	69*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
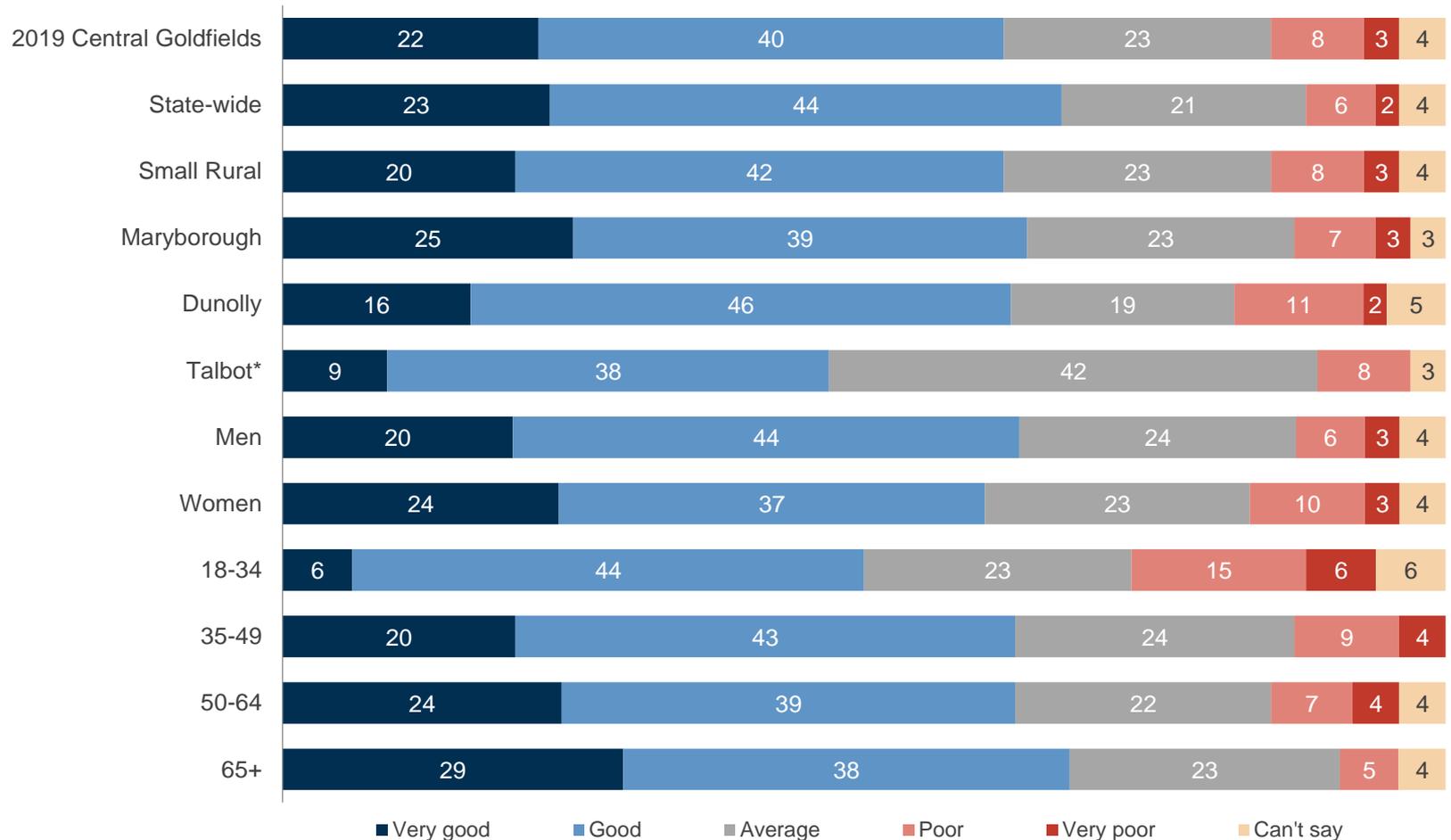Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Recreational facilities importance
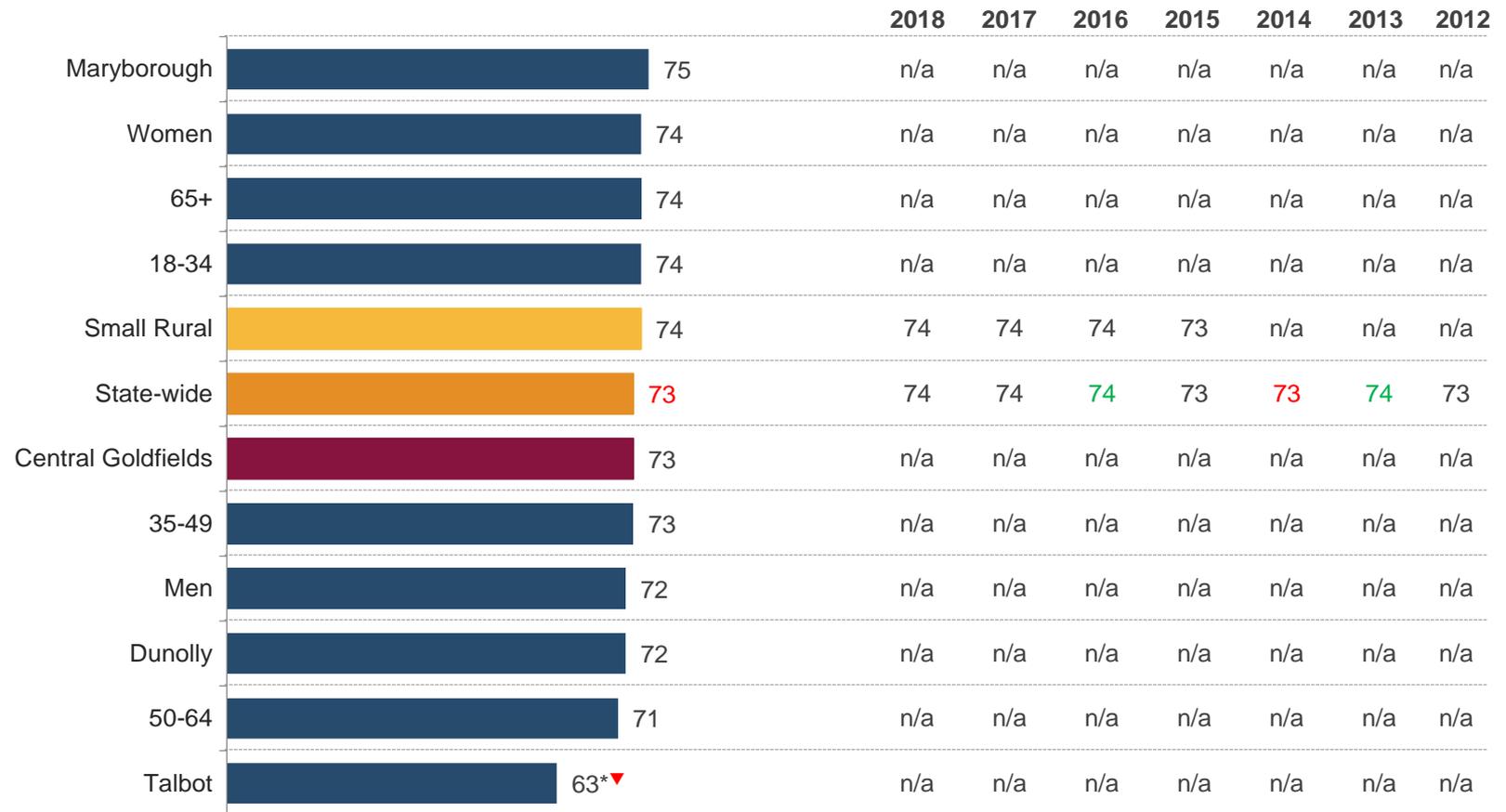
2019 Recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	24	43	28	4	1	1
State-wide	23	46	26	4		1
Small Rural	24	44	27	4		1
Maryborough	25	43	26	4	1	1
Dunolly	22	46	28	3	1	1
Talbot*	22	30	48			
Men	24	41	29	4		1
Women	24	44	26	4	1	1
18-34	23	48	26	3		
35-49	33	37	26	4		
50-64	25	39	32	2	2	1
65+	20	46	26	5	2	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
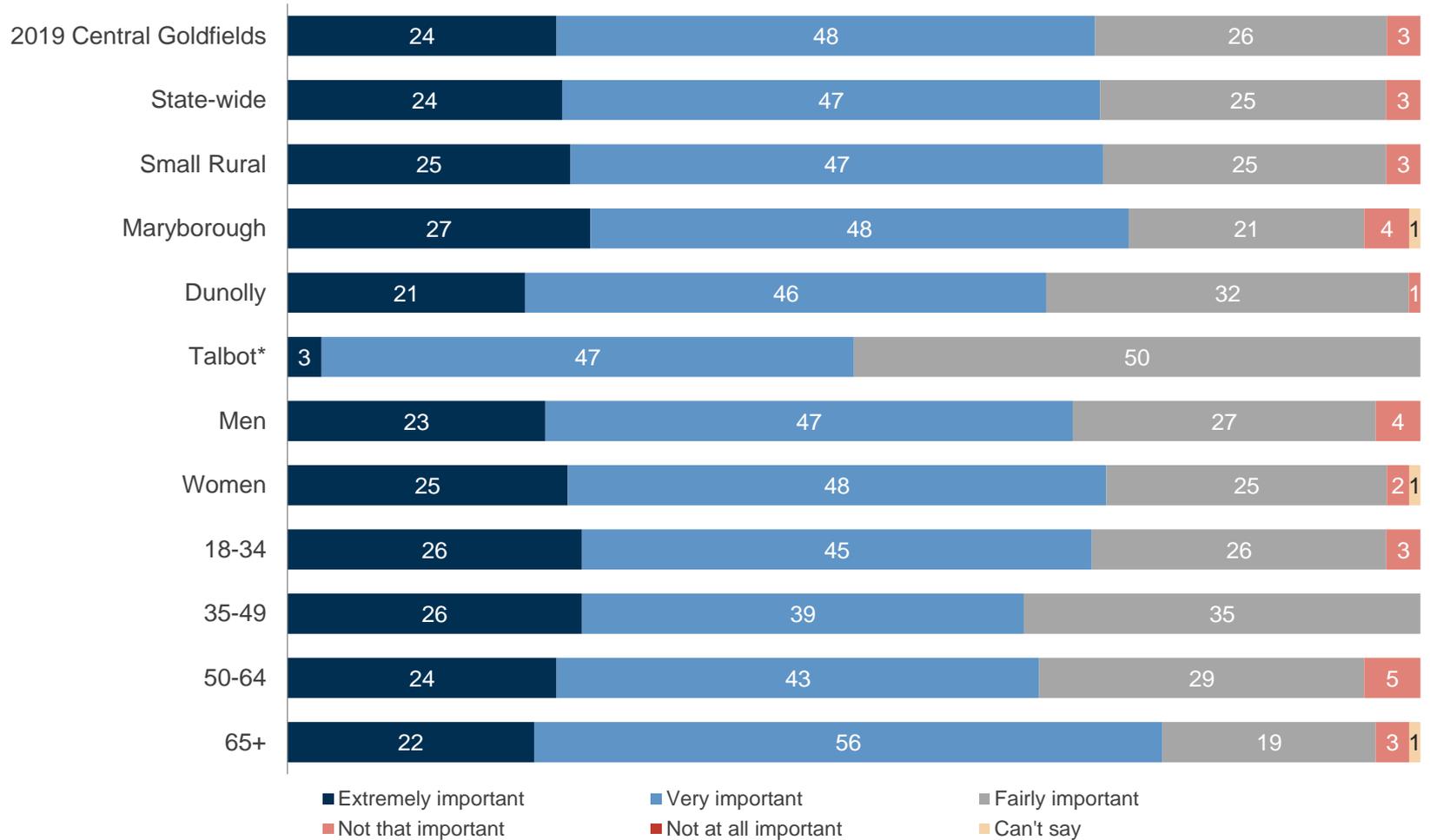*Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8*
*Caution: small sample size < n=30

Recreational facilities performance

2019 Recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	74 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70	69	70	69	70	71	70	70
Maryborough	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	68	69	69	68	70	n/a	n/a	n/a
Women	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	62*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Recreational facilities performance

2019 Recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	22	40	23	8	3	4
State-wide	23	44	21	6	2	4
Small Rural	20	42	23	8	3	4
Maryborough	25	39	23	7	3	3
Dunolly	16	46	19	11	2	5
Talbot*	9	38	42	8		3
Men	20	44	24	6	3	4
Women	24	37	23	10	3	4
18-34	6	44	23	15	6	6
35-49	20	43	24	9	4	
50-64	24	39	22	7	4	4
65+	29	38	23	5		4

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
*Caution: small sample size < n=30

The appearance of public areas importance

2019 Public areas importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Maryborough	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	74	74	74	74	73	n/a	n/a	n/a
State-wide	73	74	74	74	73	73	74	73
Central Goldfields	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	63*▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
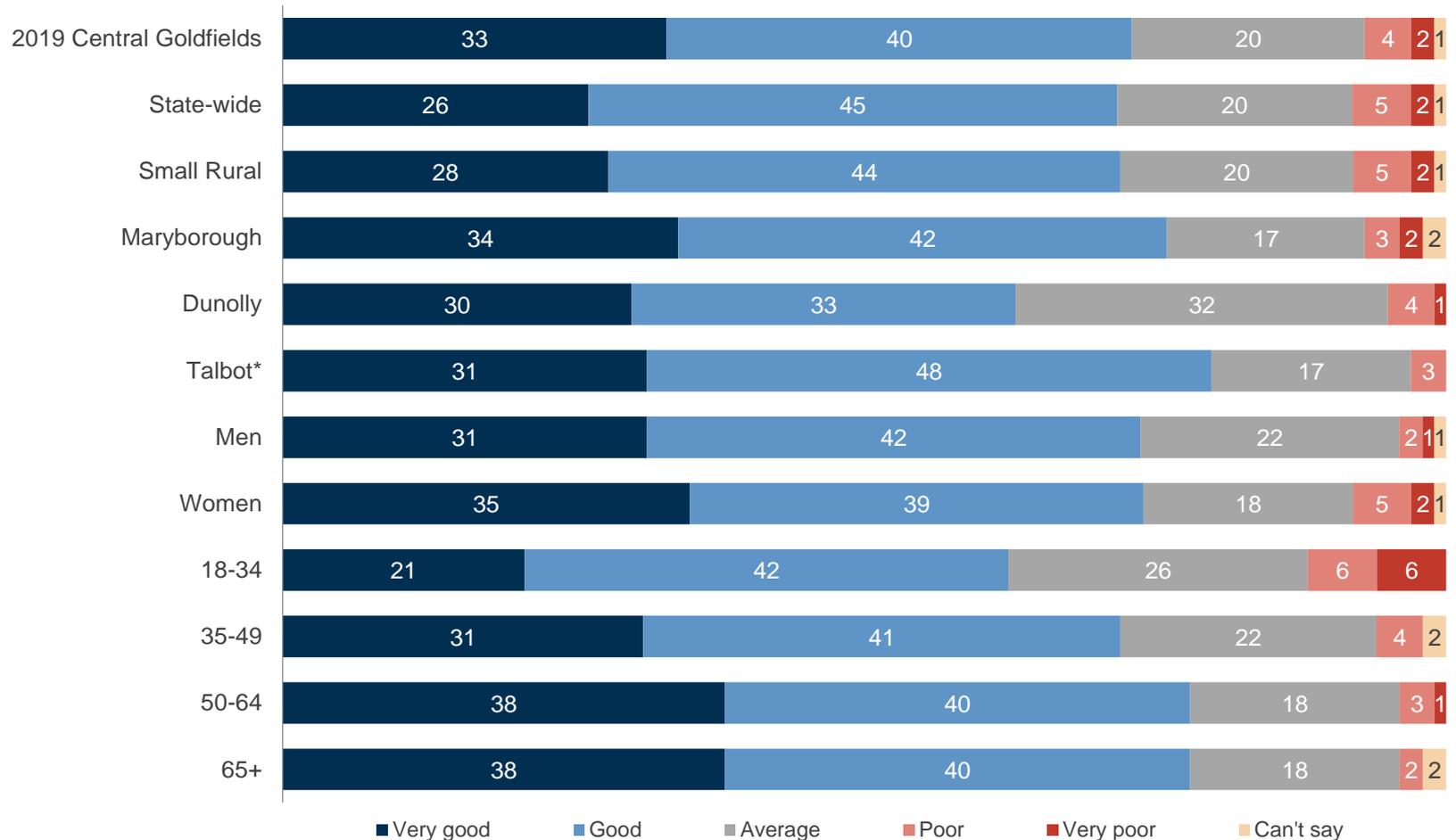*Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The appearance of public areas importance
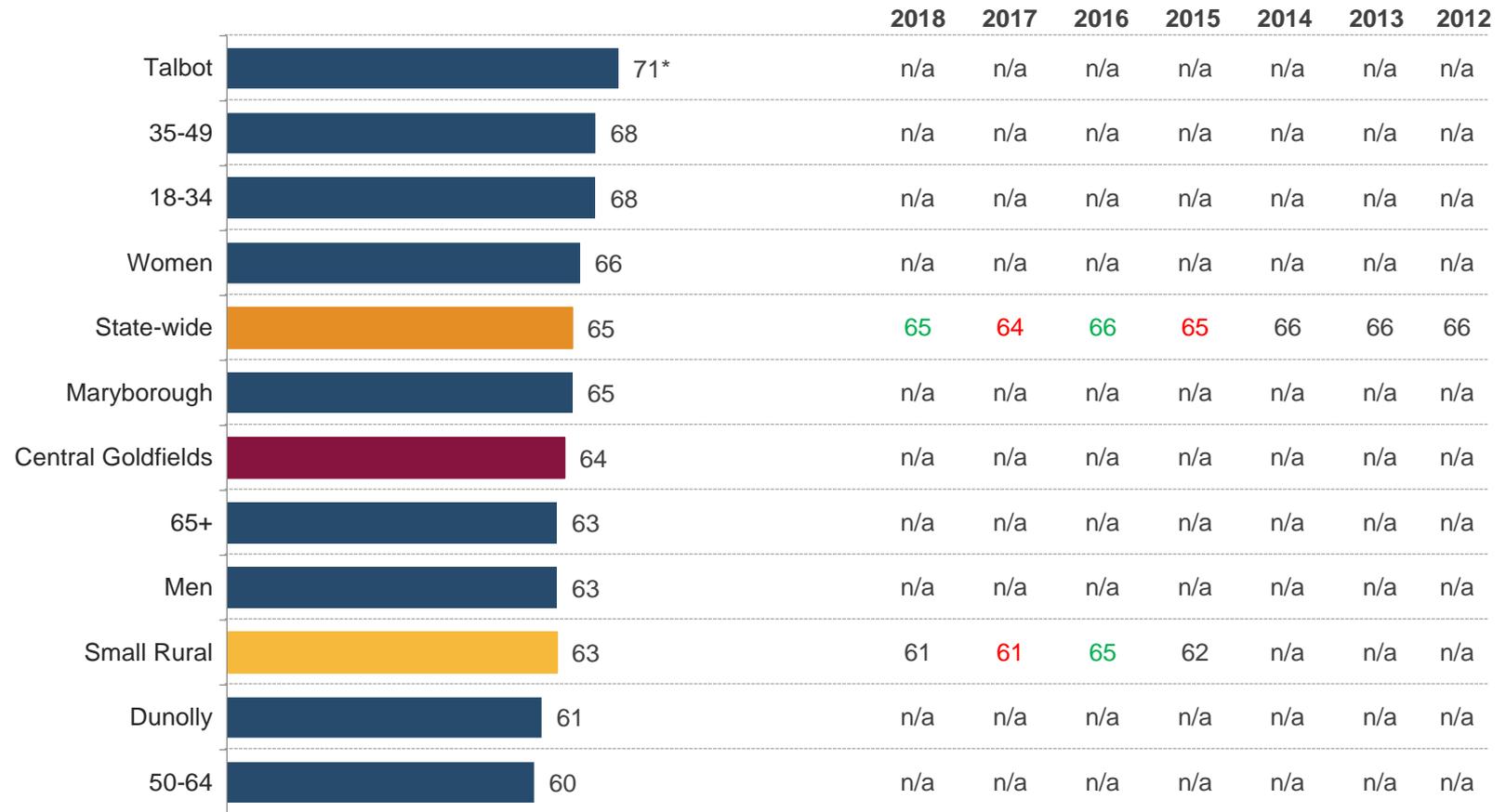
2019 Public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	24	48	26	3		
State-wide	24	47	25	3		
Small Rural	25	47	25	3		
Maryborough	27	48	21	4		1
Dunolly	21	46	32			1
Talbot*	3	47	50			
Men	23	47	27	4		
Women	25	48	25	2		1
18-34	26	45	26	3		
35-49	26	39	35			
50-64	24	43	29	5		
65+	22	56	19	3		1

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
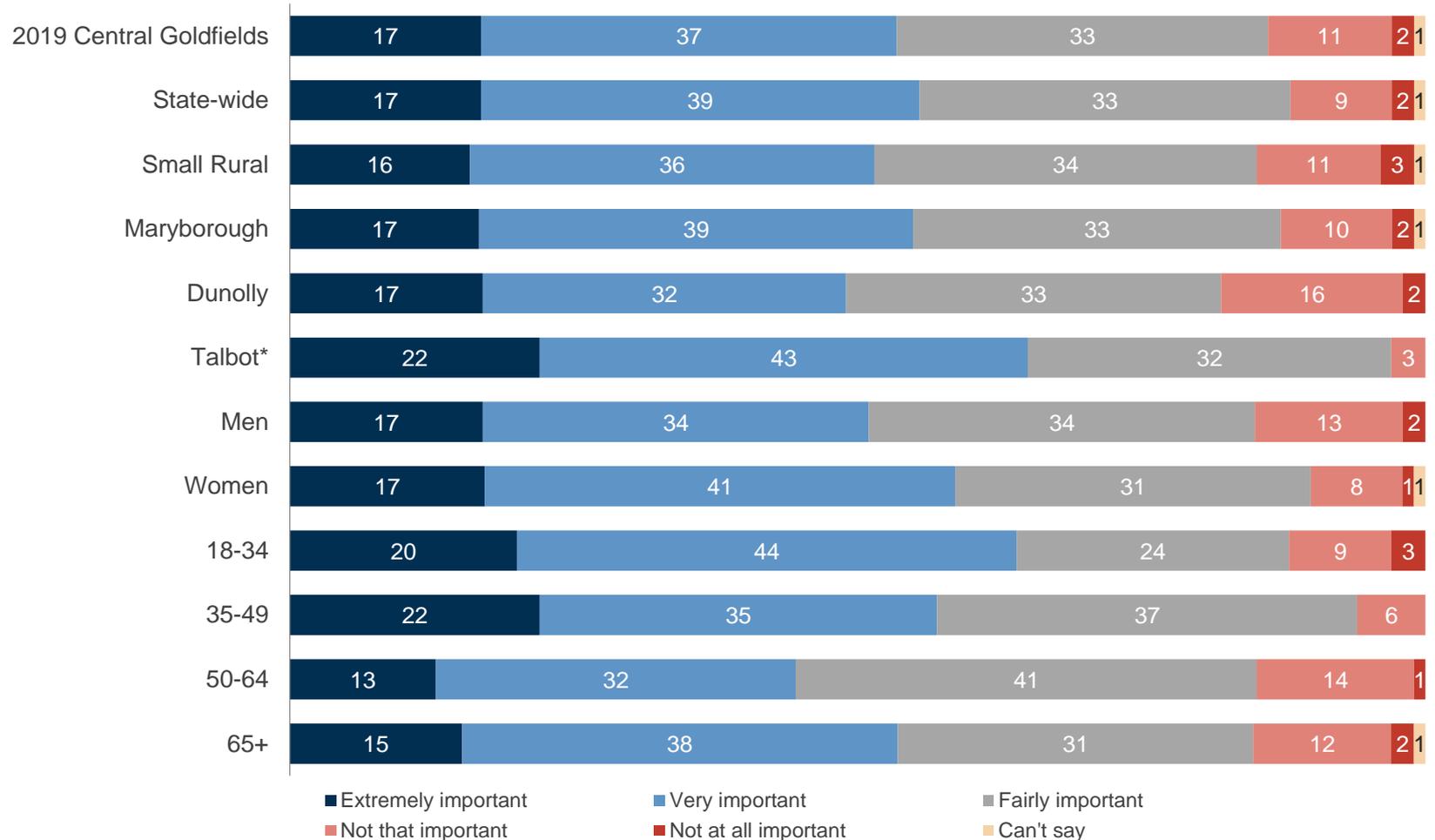Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8
*Caution: small sample size < n=30

The appearance of public areas performance

2019 Public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	79 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	77*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	73	72	74	73	74	n/a	n/a	n/a
State-wide	72 ▼	71	71	71	72	72	71	71
Dunolly	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
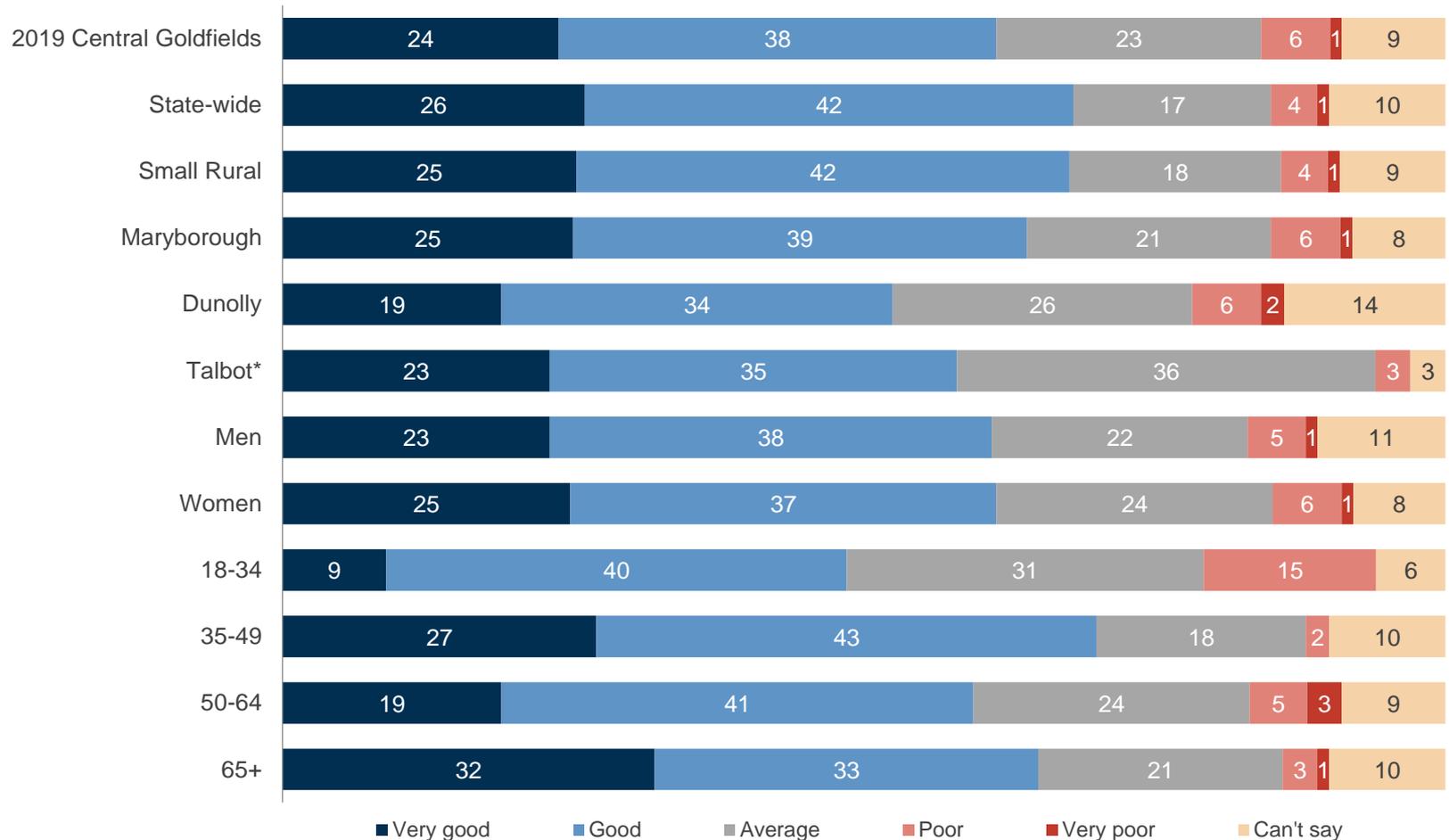*Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The appearance of public areas performance

2019 Public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	33	40	20	4	2	1
State-wide	26	45	20	5	2	1
Small Rural	28	44	20	5	2	1
Maryborough	34	42	17	3	2	2
Dunolly	30	33	32	4		1
Talbot*	31	48	17	3		
Men	31	42	22	2	1	1
Women	35	39	18	5	2	1
18-34	21	42	26	6	6	
35-49	31	41	22	4		2
50-64	38	40	18	3	1	
65+	38	40	18	2		2

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12
*Caution: small sample size < n=30

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Art centres and libraries importance

2019 Art centres and libraries importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	71*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	65	64	66	65	66	66	66
Maryborough	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	63	61	61	65	62	n/a	n/a	n/a
Dunolly	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
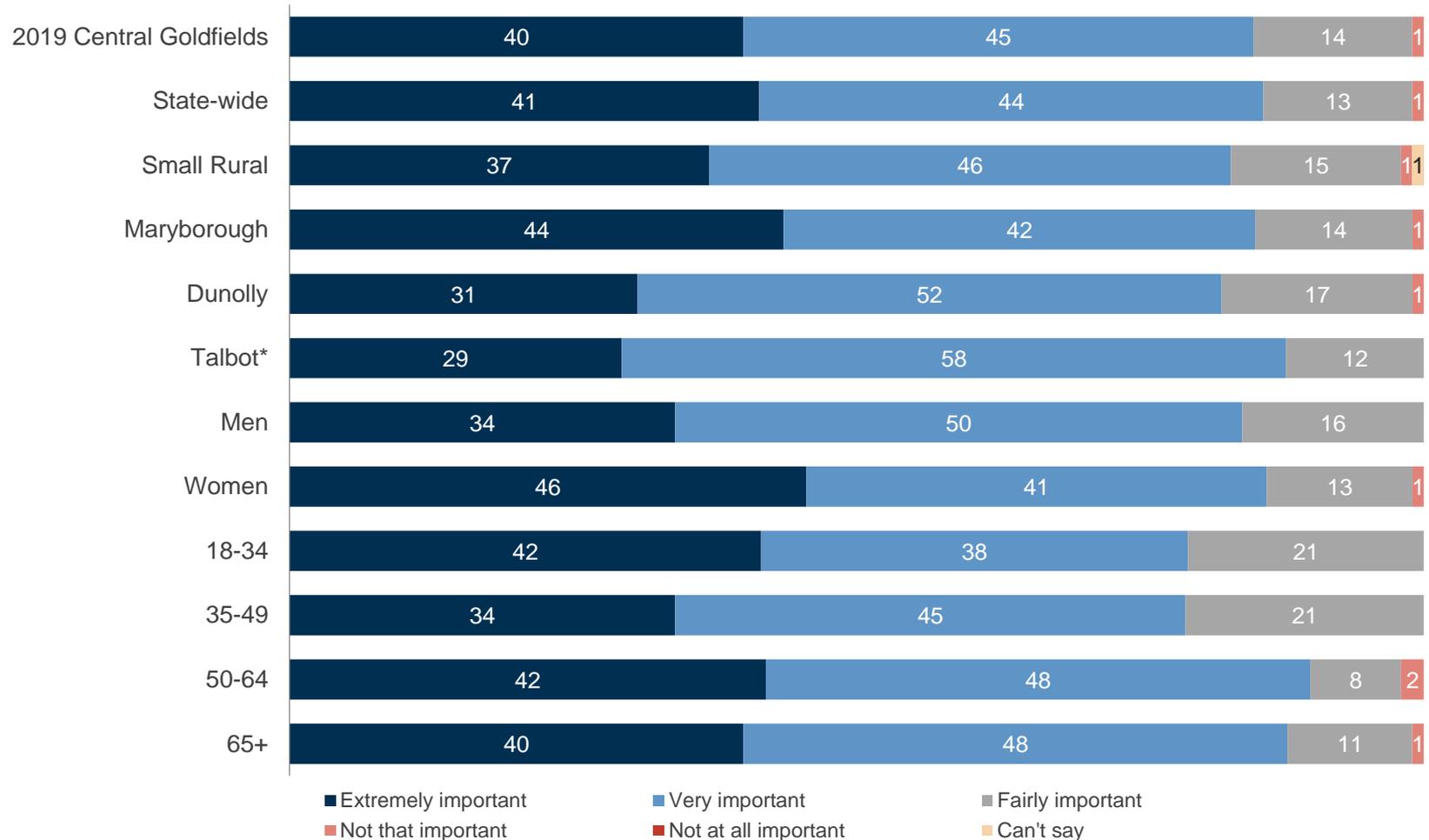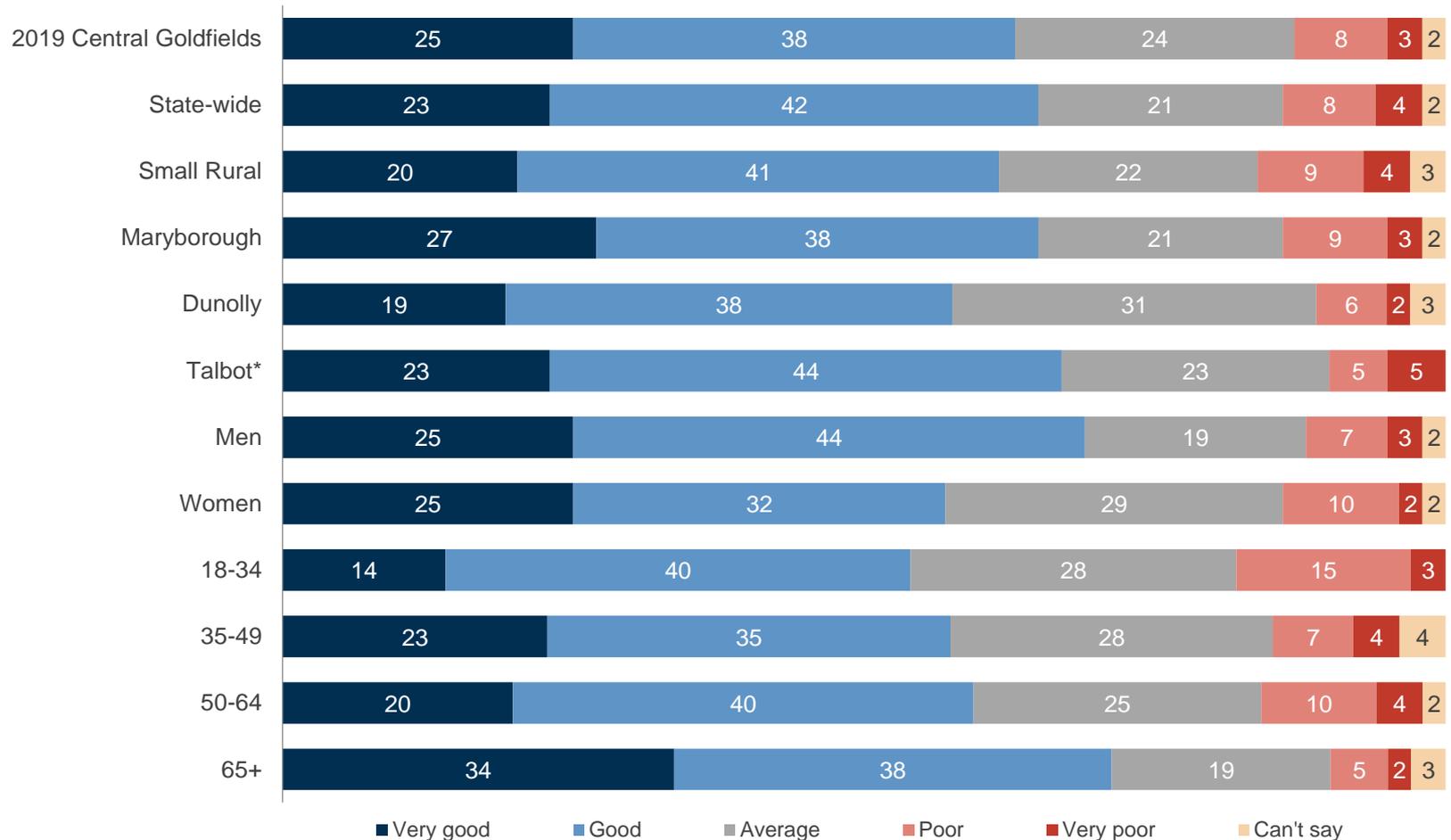*Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Art centres and libraries importance

2019 Art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	17	37	33	11	2	1
State-wide	17	39	33	9	2	1
Small Rural	16	36	34	11	3	1
Maryborough	17	39	33	10	2	1
Dunolly	17	32	33	16	2	
Talbot*	22	43	32	3		
Men	17	34	34	13	2	
Women	17	41	31	8	1	1
18-34	20	44	24	9	3	
35-49	22	35	37	6		
50-64	13	32	41	14	1	
65+	15	38	31	12	2	1

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3
Caution: small sample size < n=30

Art centres and libraries performance

2019 Art centres and libraries performance (index scores)

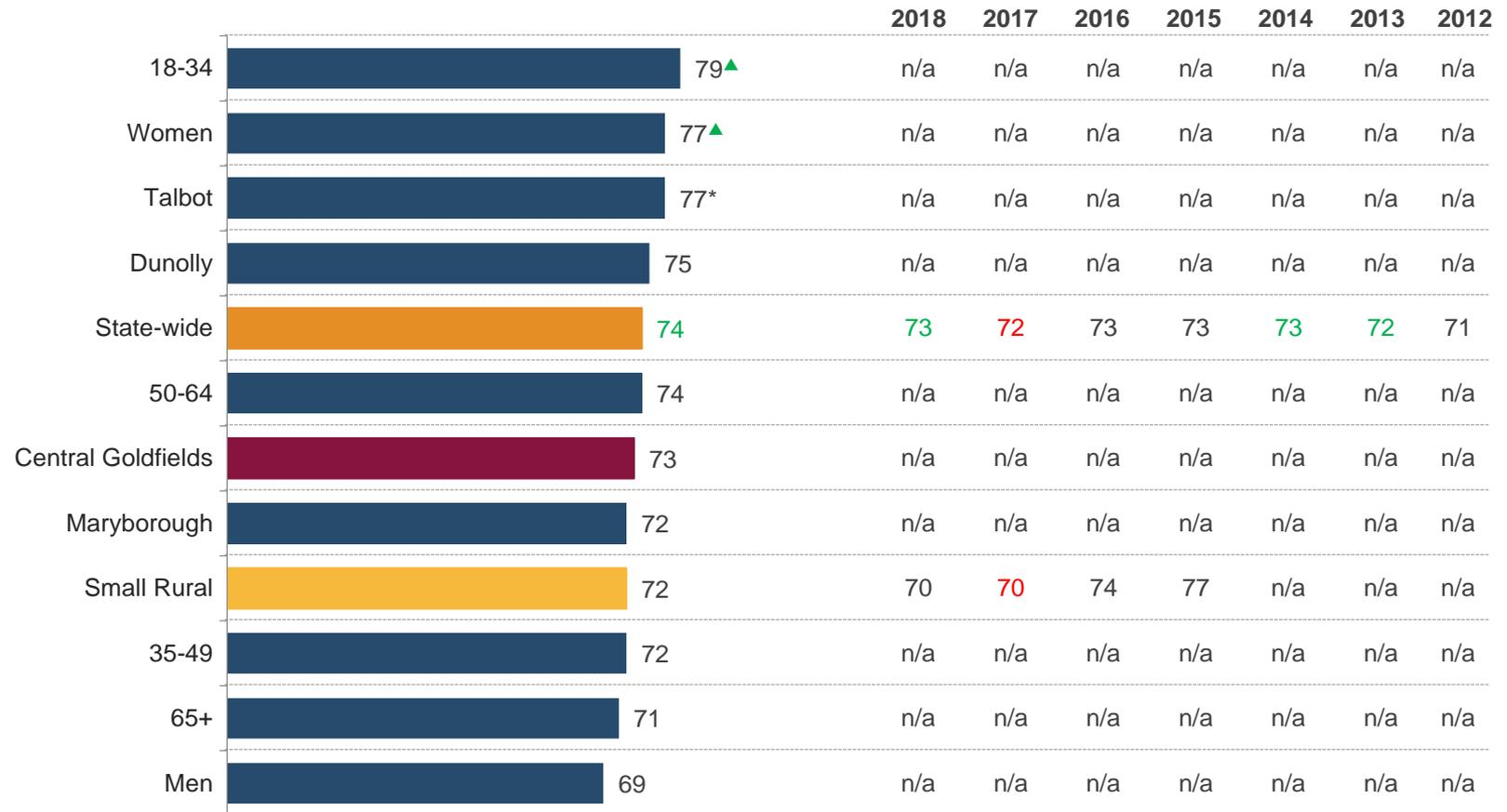|	2019	2018	2017	2016	2015	2014	2013	2012
35-49	76 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74 ▲	74	73	72	73	75	73	73
Small Rural	74 ▲	73	72	71	69	n/a	n/a	n/a
Maryborough	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	70*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
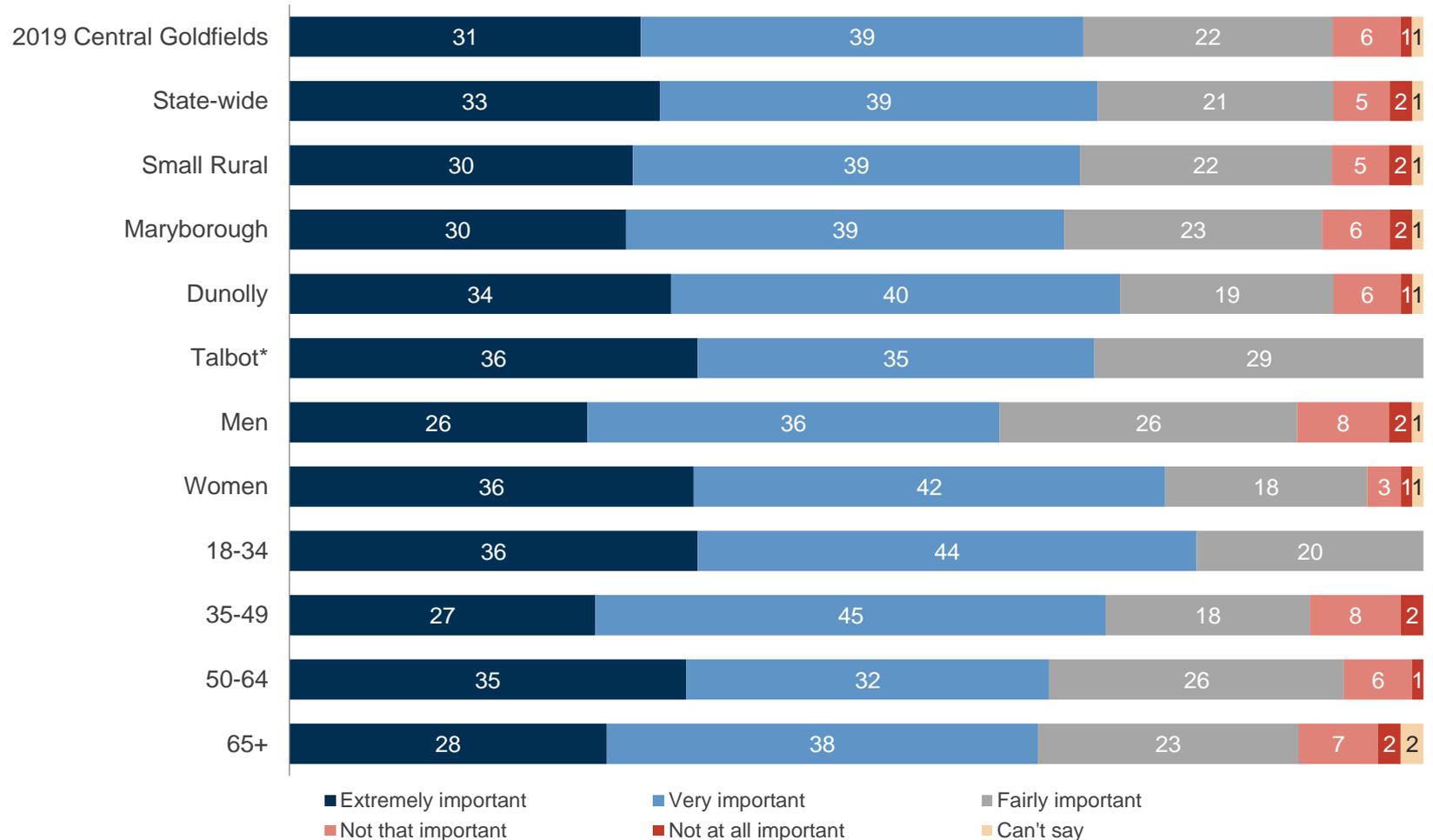Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Art centres and libraries performance

2019 Art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	24	38	23	6	1	9
State-wide	26	42	17	4	1	10
Small Rural	25	42	18	4	1	9
Maryborough	25	39	21	6	1	8
Dunolly	19	34	26	6	2	14
Talbot*	23	35	36		3	3
Men	23	38	22	5	1	11
Women	25	37	24	6	1	8
18-34	9	40	31	15		6
35-49	27	43	18	2		10
50-64	19	41	24	5	3	9
65+	32	33	21	3	1	10

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
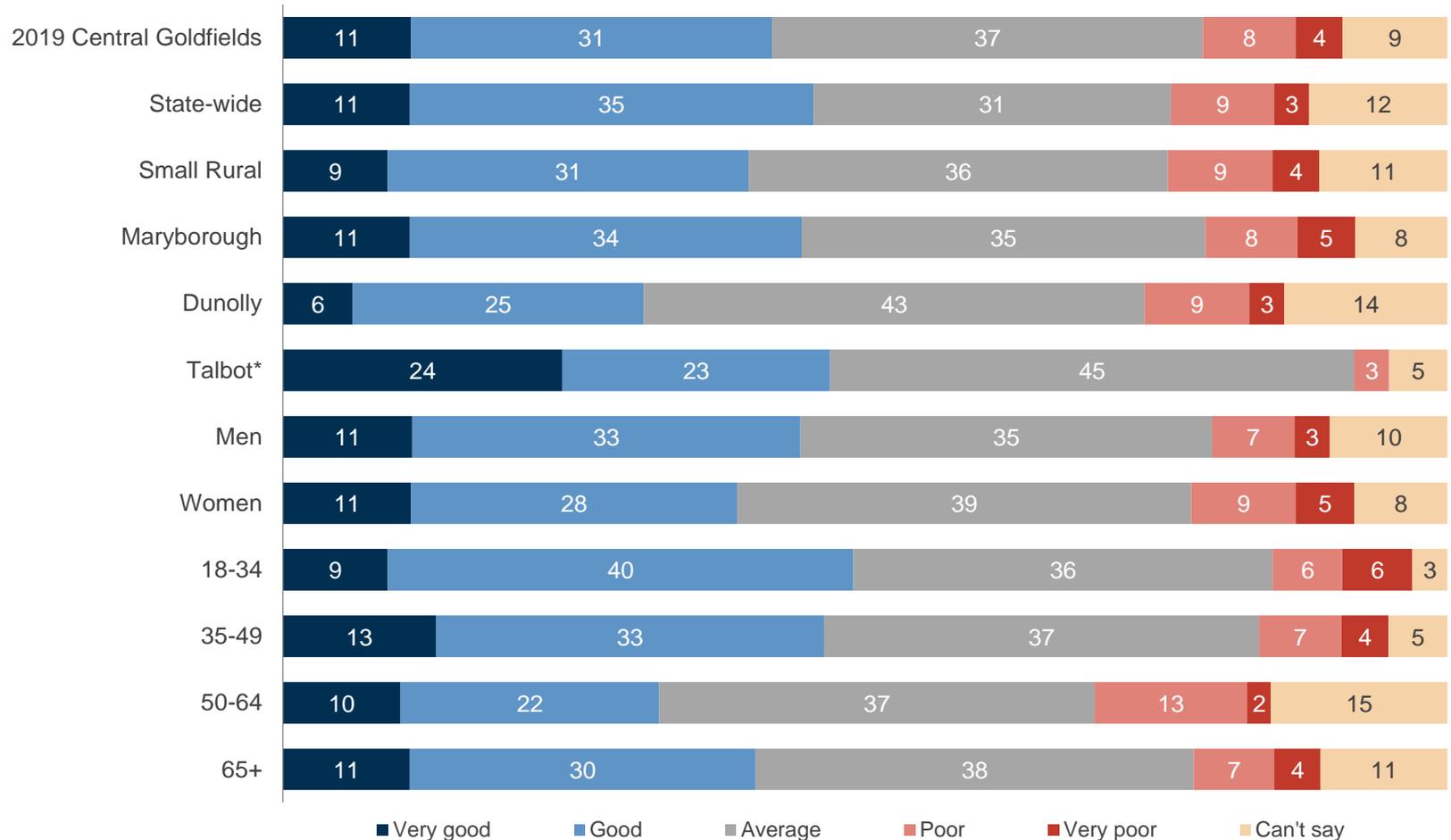*Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5*
Caution: small sample size < n=30

Waste management importance

2019 Waste management importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	79	80	79	79	79	78
Central Goldfields	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	79▼	78	76	79	77	n/a	n/a	n/a
Men	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	79*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Waste management importance

2019 Waste management importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	40	45	14	1		
State-wide	41	44	13	1		
Small Rural	37	46	15	1		1
Maryborough	44	42	14	1		
Dunolly	31	52	17	1		
Talbot*	29	58	12			
Men	34	50	16			
Women	46	41	13	1		
18-34	42	38	21			
35-49	34	45	21			
50-64	42	48	8		2	
65+	40	48	11	1		

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8
**Caution: small sample size < n=30*

Waste management performance

2019 Waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	75 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	68*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	71	70	72	73	71	72
Women	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66 ▼	69	70	69	71	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Waste management performance

2019 Waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	25	38	24	8	3	2
State-wide	23	42	21	8	4	2
Small Rural	20	41	22	9	4	3
Maryborough	27	38	21	9	3	2
Dunolly	19	38	31	6	2	3
Talbot*	23	44	23	5	5	
Men	25	44	19	7	3	2
Women	25	32	29	10	2	2
18-34	14	40	28	15	3	
35-49	23	35	28	7	4	4
50-64	20	40	25	10	4	2
65+	34	38	19	5	2	3

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13
*Caution: small sample size < n=30

Environmental sustainability importance

2019 Environmental sustainability importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	79 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	77*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	73	72	73	73	73	72	71
50-64	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	72	70	70	74	77	n/a	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Environmental sustainability importance

2019 Environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Central Goldfields	31	39	22	6	1	1
State-wide	33	39	21	5	2	1
Small Rural	30	39	22	5	2	1
Maryborough	30	39	23	6	2	1
Dunolly	34	40	19	6	1	1
Talbot*	36	35	29			
Men	26	36	26	8	2	1
Women	36	42	18	3	1	1
18-34	36	44	20			
35-49	27	45	18	8	2	
50-64	35	32	26	6	1	
65+	28	38	23	7	2	2

■ Extremely important　　■ Very important　　■ Fairly important
■ Not that important　　■ Not at all important　　■ Can't say

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

Environmental sustainability performance

2019 Environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	68*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62	63	64	63	64	64	64	64
Men	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	59	62	63	61	63	n/a	n/a	n/a
Women	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Environmental sustainability performance

2019 Environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Central Goldfields	11	31	37	8	4	9
State-wide	11	35	31	9	3	12
Small Rural	9	31	36	9	4	11
Maryborough	11	34	35	8	5	8
Dunolly	6	25	43	9	3	14
Talbot*	24	23	45		3	5
Men	11	33	35	7	3	10
Women	11	28	39	9	5	8
18-34	9	40	36	6	6	3
35-49	13	33	37	7	4	5
50-64	10	22	37	13	2	15
65+	11	30	38	7	4	11

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5
*Caution: small sample size < n=30

Detailed demographics

Gender and age profile

2019 gender

Central Goldfields

Women 51%
Men 49%

Small Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%
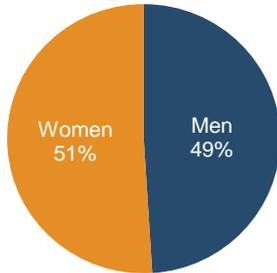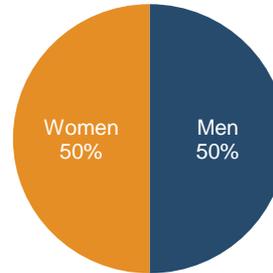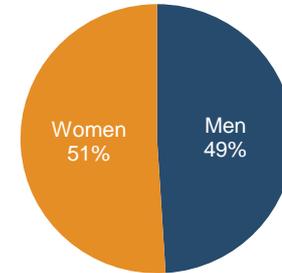
2019 age

Central Goldfields

6%
14%
19%
22%
39%

Small Rural

6%
13%
21%
25%
37%

State-wide

8%
18%
23%
21%
30%
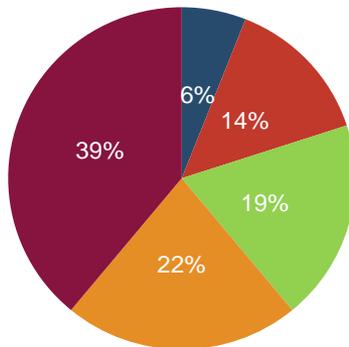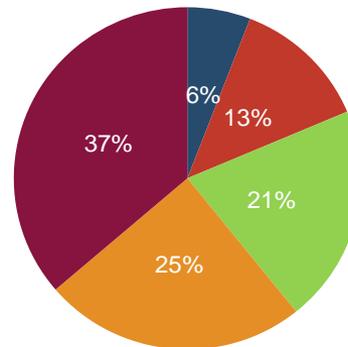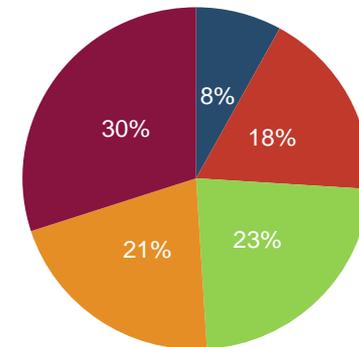
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
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 2019 State-wide Local Government Community Satisfaction Survey for Central Goldfields Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 10,600 people aged 18 years or over for Central Goldfields Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Central Goldfields Shire Council	400	400	+/-4.8
Men	185	198	+/-7.2
Women	215	202	+/-6.6
Maryborough	277	280	+/-5.8
Dunolly	98	94	+/-9.9
Talbot	25	27	+/-20.0
18-34 years	34	77	+/-17.0
35-49 years	54	77	+/-13.4
50-64 years	112	88	+/-9.3
65+ years	200	157	+/-6.9

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 2018. 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 2018.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2018.

**Overall Performance – Index Scores
(example extract only)**

Group	Score
State-wide	67 ▲
18-34	66
Central Goldfields	60
Small Rural	58
35-49	57
50-64	54 ▼
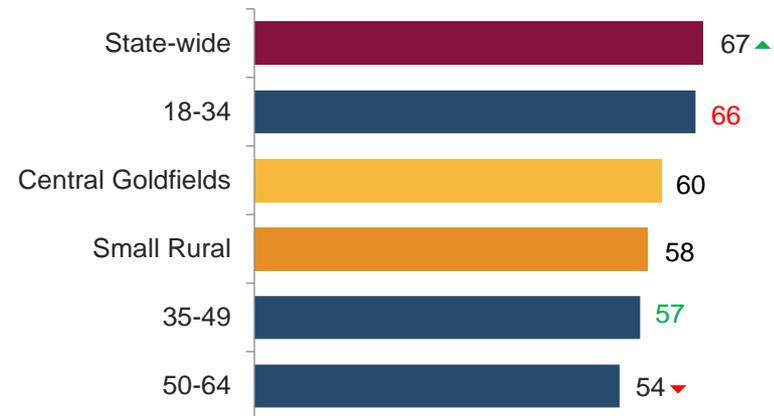
Appendix A:
Index score significant difference calculation

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

Z Score = ($1 - $2) / 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:

- Survey methodology and sampling

- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2014, n=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 Central Goldfields 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 Central Goldfields Shire Council.

Survey sample matched to the demographic profile of Central Goldfields 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 40% mobile phone numbers to cater to the diversity of residents within Central Goldfields Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Central Goldfields Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 vary slightly.

Council Groups

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

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

Councils participating in the Small Rural group are: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

Wherever appropriate, results for Central Goldfields Shire Council for this 2019 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
Analysis and reporting

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 Central Goldfields 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 2012-2019 have been made throughout this report as appropriate.

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 2019 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 2019 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 2019 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 http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

Appendix B:
Glossary of terms

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

CSS: 2019 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.

Statewide 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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