



2023 Local Government Community Satisfaction Survey

Indigo Shire Council

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



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Background and objectives

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

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

Now in its twenty-fourth year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

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

Key findings and recommendations



Indigo Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Indigo 50






Small Rural 55



State-wide 56

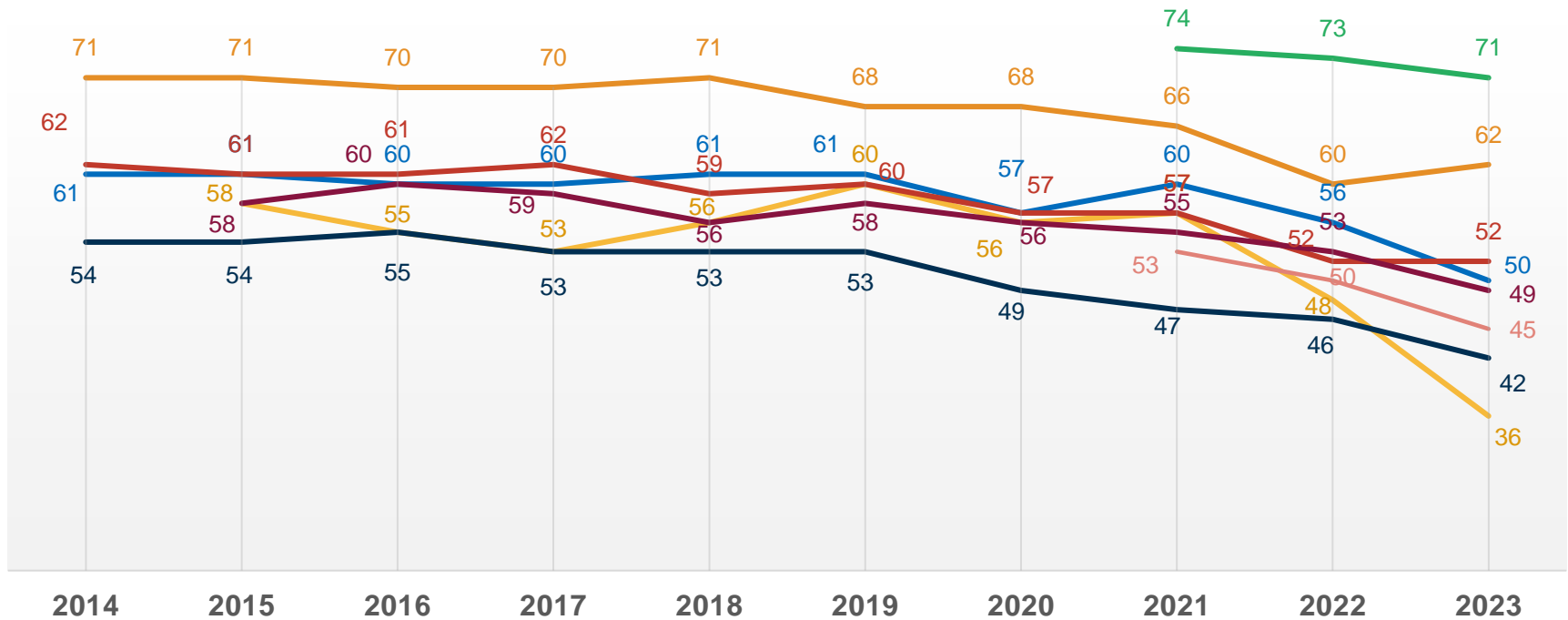
Council performance compared to group average

Top performing area		
	Waste management	▲ higher
Lowest performing area		
	Sealed local roads	▼ lower
	Customer service	= on par



Summary of core measures

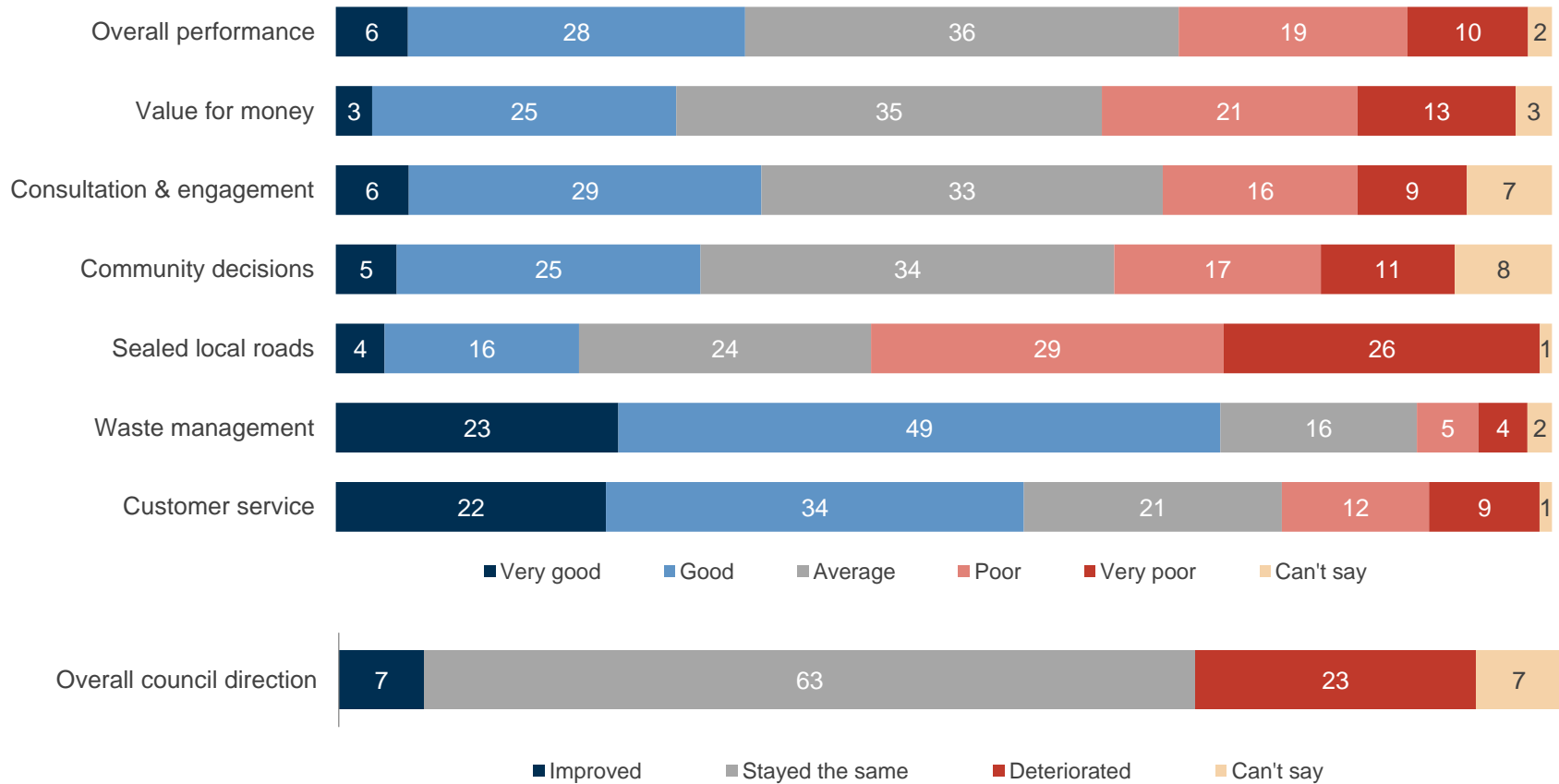
Index scores













Summary of core measures

Core measures summary results (%)





Summary of Indigo Shire Council performance

Services	Indigo 2023	Indigo 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	50	56	55	56	Region 2 residents	Region 3 residents
 Value for money	45	50	49	49	Region 2 residents	Region 1 residents
 Overall council direction	42	46	47	46	Aged 35-49 years	Aged 18-34 years
 Customer service	62	60	65	67	Aged 35-49 years	Aged 18-34 years
 Waste management	71	73	66	66	Women	Aged 50-64 years, Men
 Consultation & engagement	52	52	53	52	Aged 18-34 years	Region 3 residents
 Community decisions	49	53	52	51	Region 2 residents	Region 1 residents
 Sealed local roads	36	48	44	48	Region 2 residents	Region 1 residents



Focus areas for the next 12 months

Overview

Indigo Shire Council's overall performance (index score of 50) experienced a significant six-point decline in the last 12 months, continuing the significant decline seen in 2022. This follows the State-wide trend of decline over the past two years. That said, Council's current result is significantly lower than the Small Rural group average. Current perceptions of Council's overall performance are at a 10 year low – past performance shows that Council can do better.

Focus areas

Perceptions of consultation and engagement, and decisions made in the interest of the community, are at their lowest levels in many years. Good communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues. Information provision will be important to ensure the community are aware of the actions Council is undertaking. It is also worth noting, and looking to, the declining perceptions of Council's performance on sealed local roads.

Comparison to state and area grouping

On many of the measures evaluated, Indigo Shire Council is performing significantly below the Small Rural group average. The exceptions are waste management, where Council performs above the group average, and consultation and engagement, where Council performs in line with the group average. A similar pattern follows when compared to the State-wide average for councils.

Maintain stronger performing areas

Indigo Shire Council should look to maintain and build upon its strong performance in waste management. Extra attention should be paid to Region 2, where a significant decline in performance was recorded. A focus in the first instance on waste management in Region 2 will enable Council to maintain these strong views of waste management overall. Customer service is another area where Council is performing relatively well, and efforts here should be consolidated and maintained.

DETAILED FINDINGS



Overall performance



Overall performance

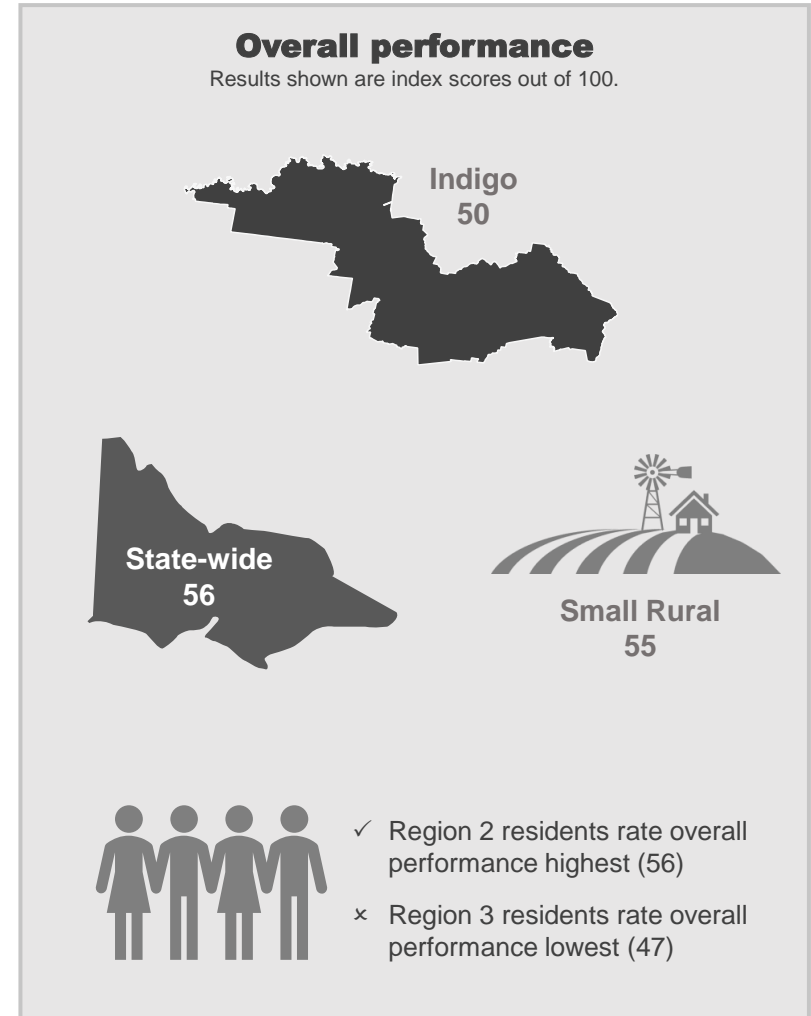
The overall performance index score of 50 for Indigo Shire Council represents a significant six-point decline from the 2022 result.

- Overall performance is at an all time low.

Indigo Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Small Rural group and the State-wide average for councils (index scores of 55 and 56 respectively).

- All demographic and geographic cohorts declined in their perceptions of overall performance in the past year. The declines in perception were significant among residents aged 18 to 34 years, men, and residents living in Regions 1 and 3.
- Residents in Region 2 (index score of 56) are more favourable in their assessment of Council, with significantly higher than average ratings of Council's overall performance.

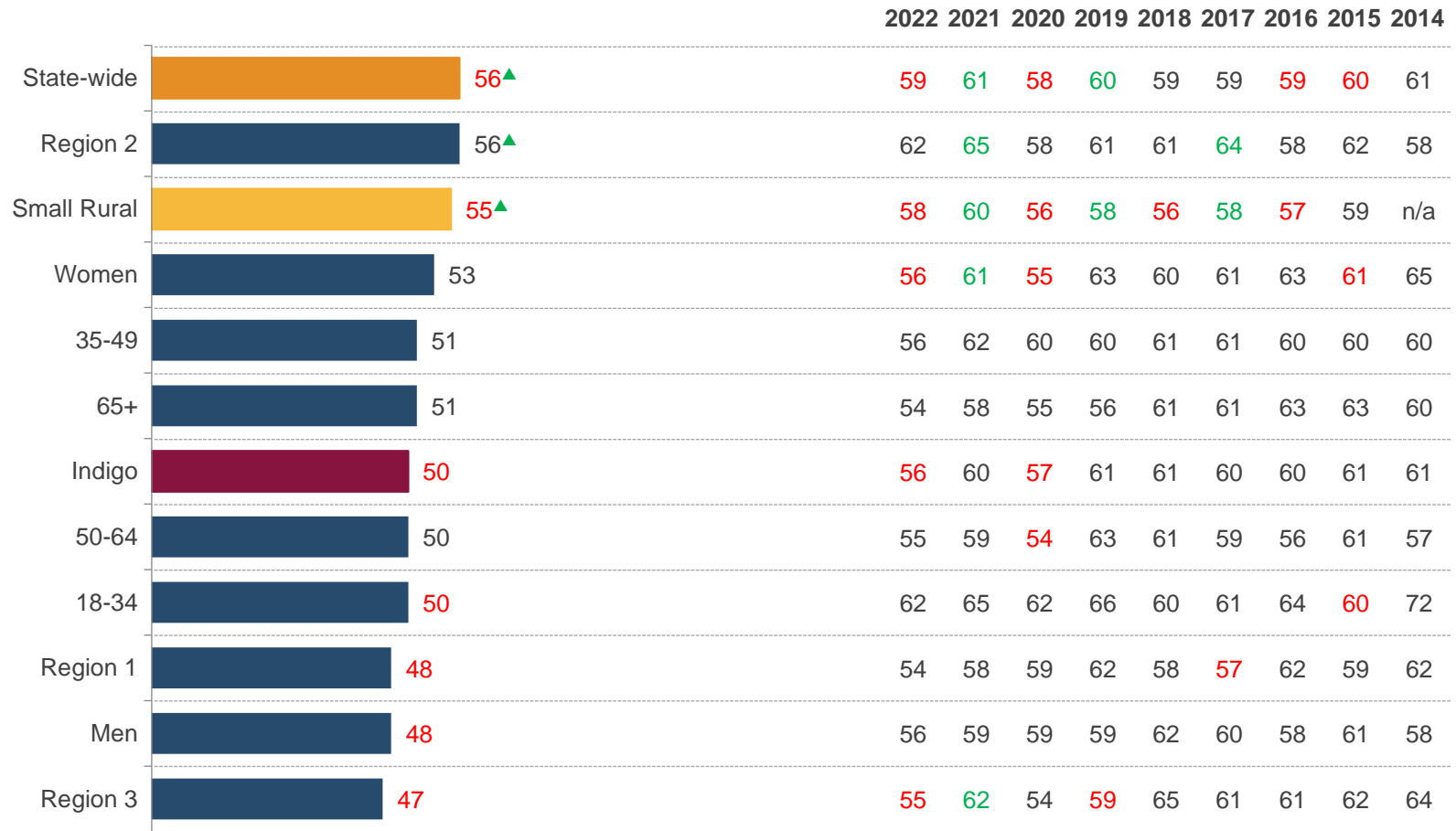
More than one in five residents (28%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is less than those who rate Council as 'very poor' or 'poor' (34%). A further 35% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)

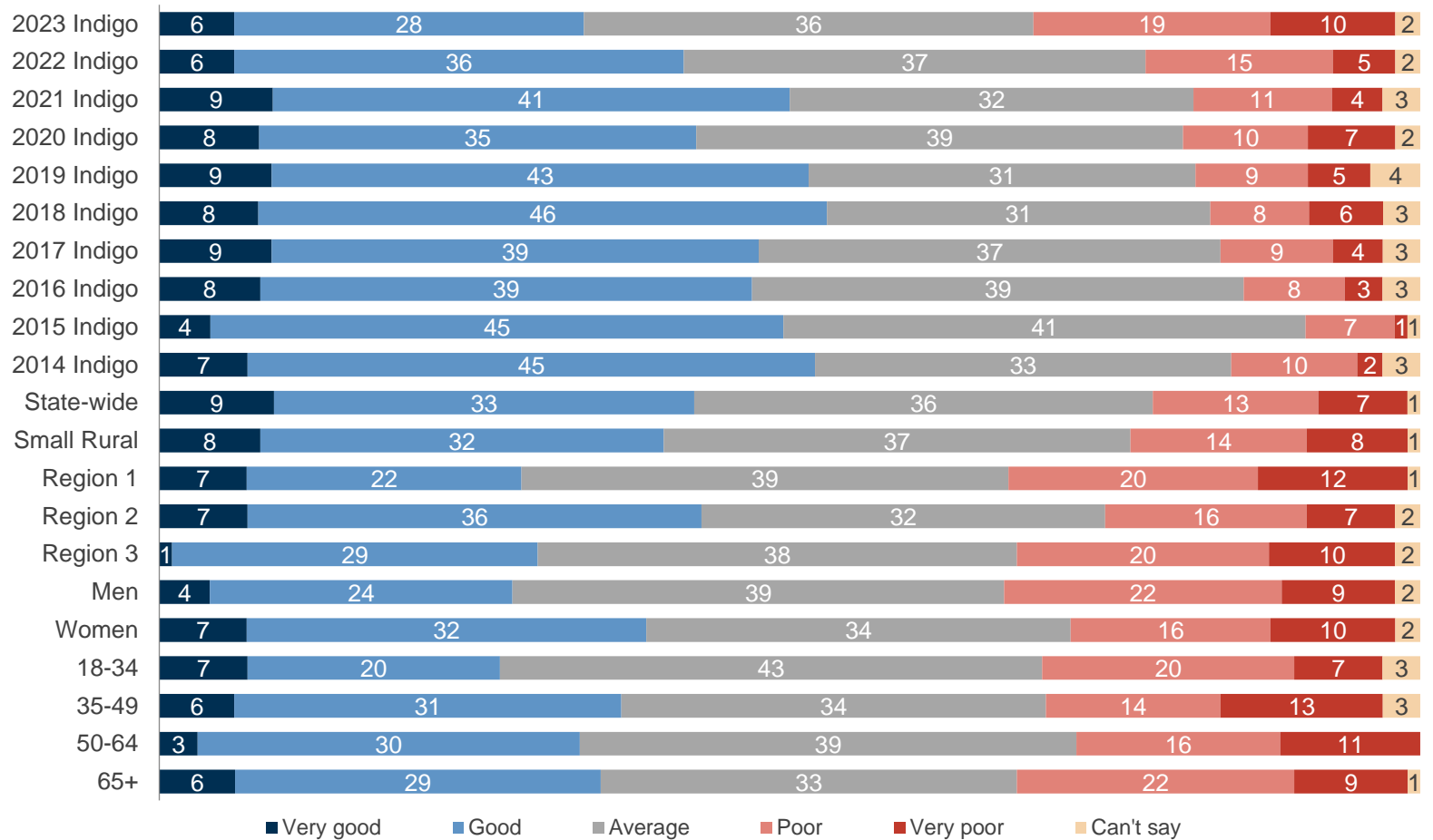


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Indigo Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils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



Overall performance

2023 overall performance (%)



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



Value for money in services and infrastructure

2023 value for money (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	49▲	53	54	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	49▲	51	52	n/a	n/a	n/a	n/a	n/a	n/a
Region 2	47	57	54	n/a	n/a	n/a	n/a	n/a	n/a
Region 3	46	49	56	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	55	50	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	42	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	50	53	n/a	n/a	n/a	n/a	n/a	n/a
Indigo	45	50	53	n/a	n/a	n/a	n/a	n/a	n/a
65+	45	51	54	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	50	54	n/a	n/a	n/a	n/a	n/a	n/a
35-49	45	49	54	n/a	n/a	n/a	n/a	n/a	n/a
Region 1	44	46	51	n/a	n/a	n/a	n/a	n/a	n/a

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

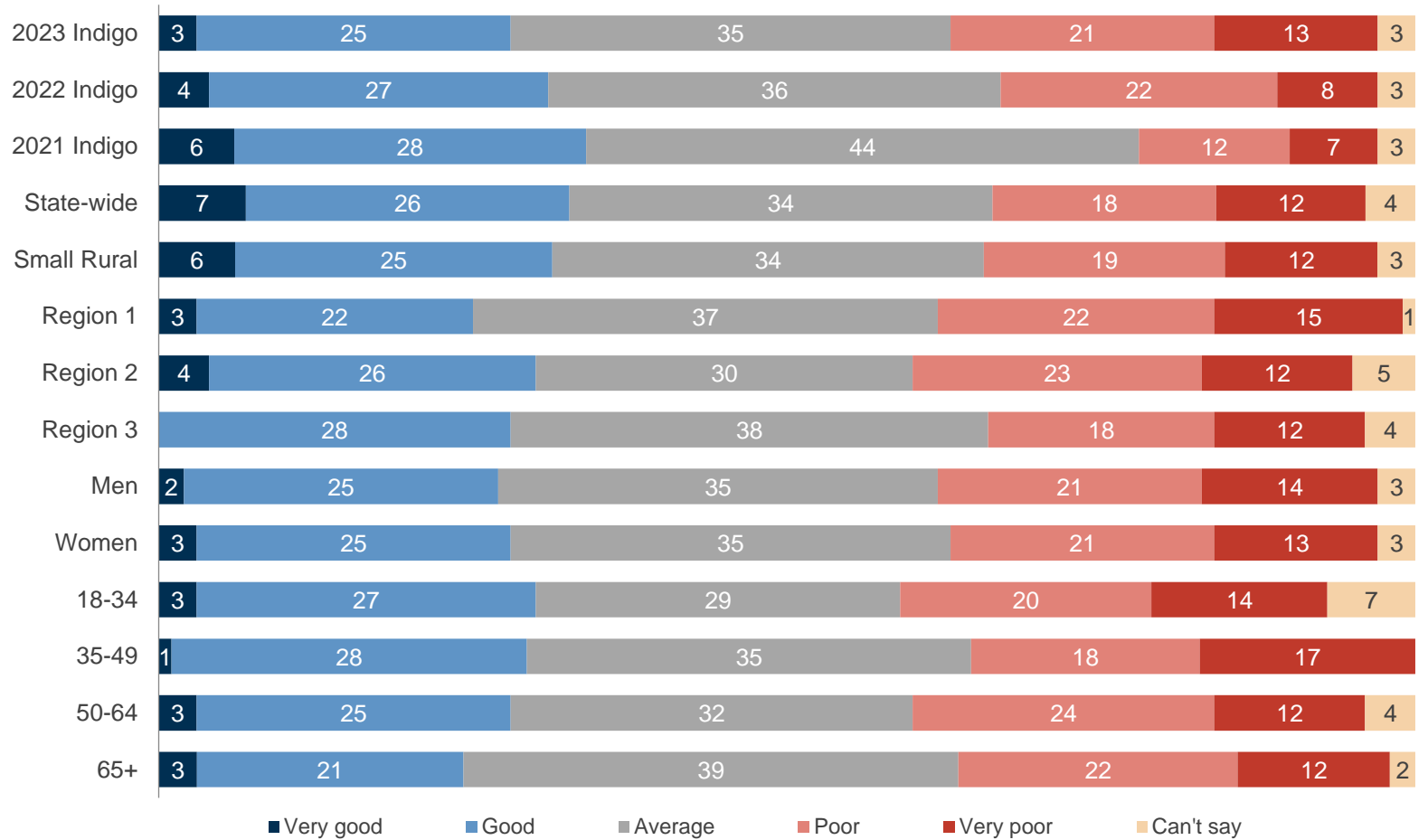
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



Value for money in services and infrastructure

2023 value for money (%)



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

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



Top performing service areas

Waste management (index score of 71) is the area where Council performed best in 2023. This is despite Council's perceived performance in this service area exhibiting slight (not-significant) year on year declines since 2021.

Council performs significantly higher than the Small Rural group and the State-wide average for councils (index scores of 66 each) in waste management.

- Residents in Region 1 (index score of 72) rate performance of waste management higher than residents in Regions 2 and 3 (index scores of 69 and 70).
- Perception of performance of waste management in Region 2 (index score of 69) dropped significantly in the past 12 months (index score of 77 in 2022). Council should look to improve waste management in Region 2 as a first priority.

Consultation and engagement is Council's next highest rated service area (index score of 52). Perceptions here are unchanged from last year, but remain at their lowest level in 10 years.

Council performs in line with the Small Rural group and the State-wide average for councils (index scores of 53 and 52 respectively) in consultation and engagement.

- Perception of performance of consultation and engagement are significantly lower in Region 3 (index score of 45) and among residents aged 65+ years (46).



Waste management (index score of 71) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of sealed local roads (index score of 36) and community decisions (index score of 49).

Sealed local roads is the area where Council performed lowest (index score of 36) in 2023. This is significantly lower than in 2022 (index score of 48) and represents the continuation of a downward trend since its peak in 2019 (index score of 60).

Council performs significantly lower than the Small Rural group and the State-wide average for councils (44 and 48 respectively) in this service area.

- All demographic and geographic cohorts declined significantly in their perceptions of sealed local roads in the past year. Perceptions are lowest among residents in Region 1, residents aged 35 to 49 years, and residents aged 18 to 34 years (index scores of 31, 32 and 34 respectively).

Community decisions is Council's next lowest rated service area (index score of 49), also significantly lower than in 2022 (index score of 53).

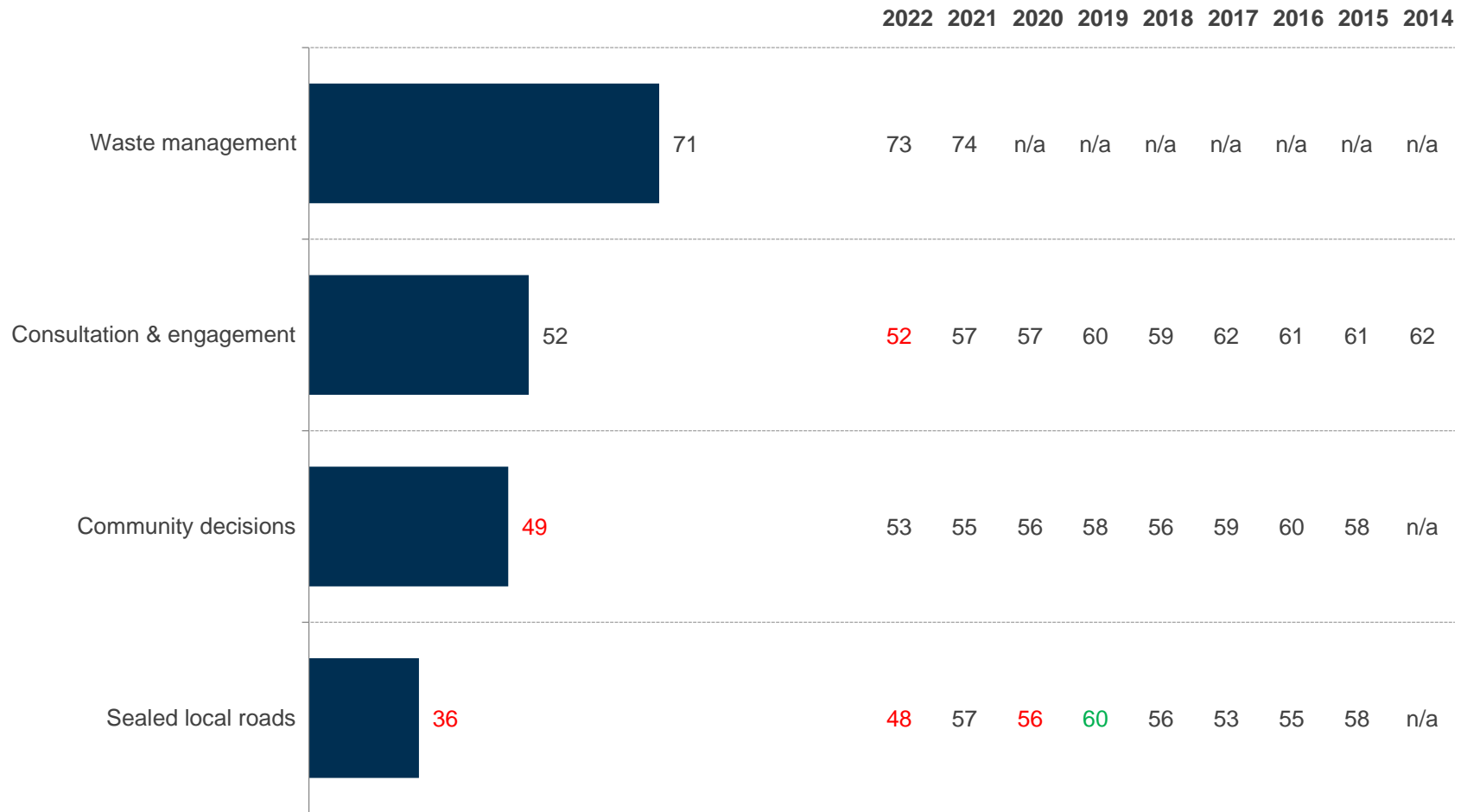
Council performs significantly lower than the Small Rural group (index score of 52), however is in line with the State-wide average for councils (51).

- Residents in Region 2 (index score of 57) rate Council's performance of community decisions significantly higher than average.



Individual service area performance

2023 individual service area performance (index scores)

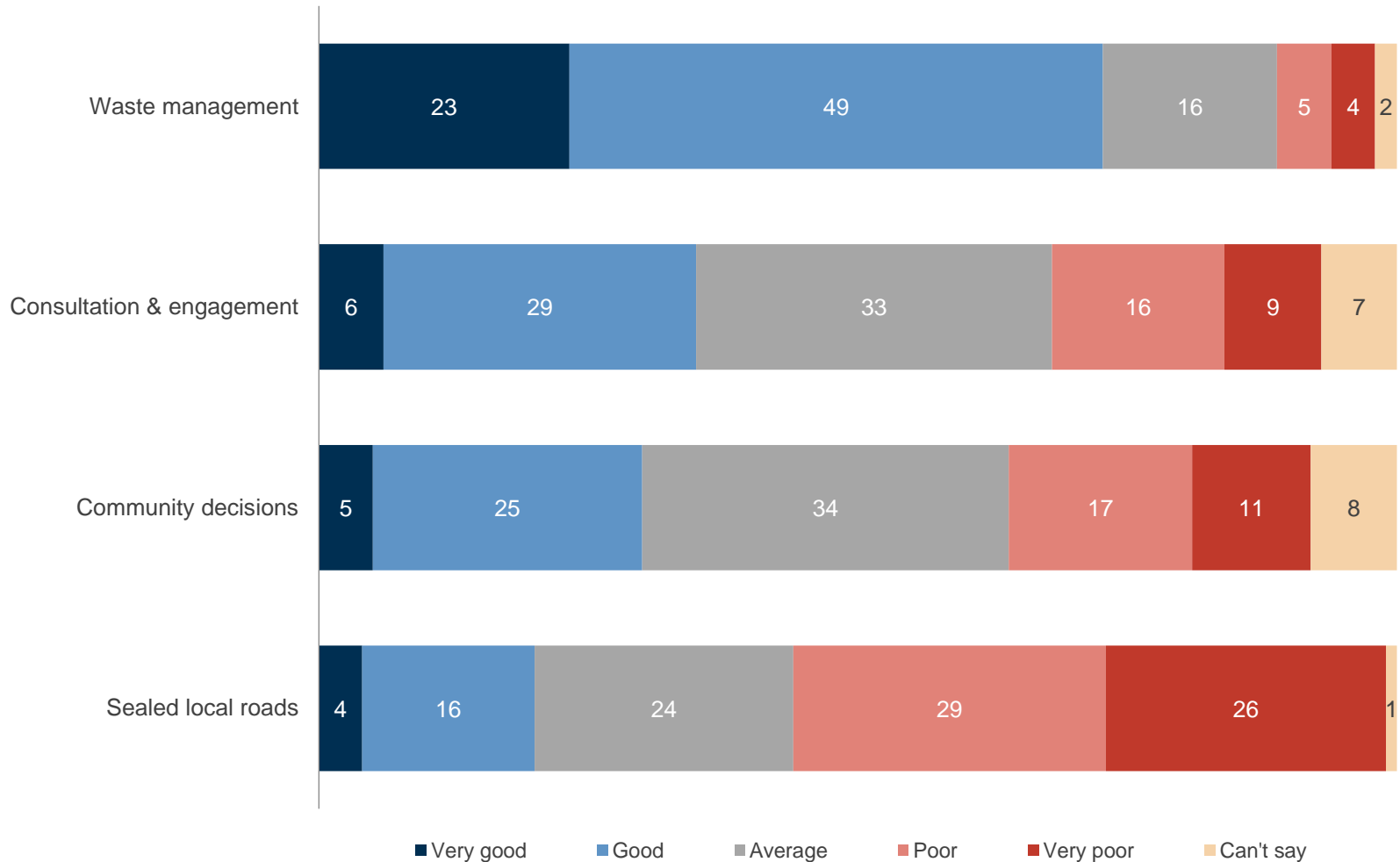


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)



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



Customer service



Contact with council and customer service

Contact with council

Two thirds of Council residents (66%) have had contact with Council in the last 12 months. Rate of contact has increased by four percentage points since 2022.

Rate of contact is highest among residents aged 18 to 34 years (76%), significantly higher than in 2022 (41%). This is closely followed by residents aged 35 to 49 years, with 73% having had contact with Council. Residents aged 65+ years recorded the lowest rate of contact, with only 59% having had contact with Council.



Among those residents who have had contact with Council, 56% provide a positive customer service rating of 'very good' or 'good', including 22% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 62 is in line with the Small Rural group index score of 65, however is significantly lower than the State-wide index score of 67.

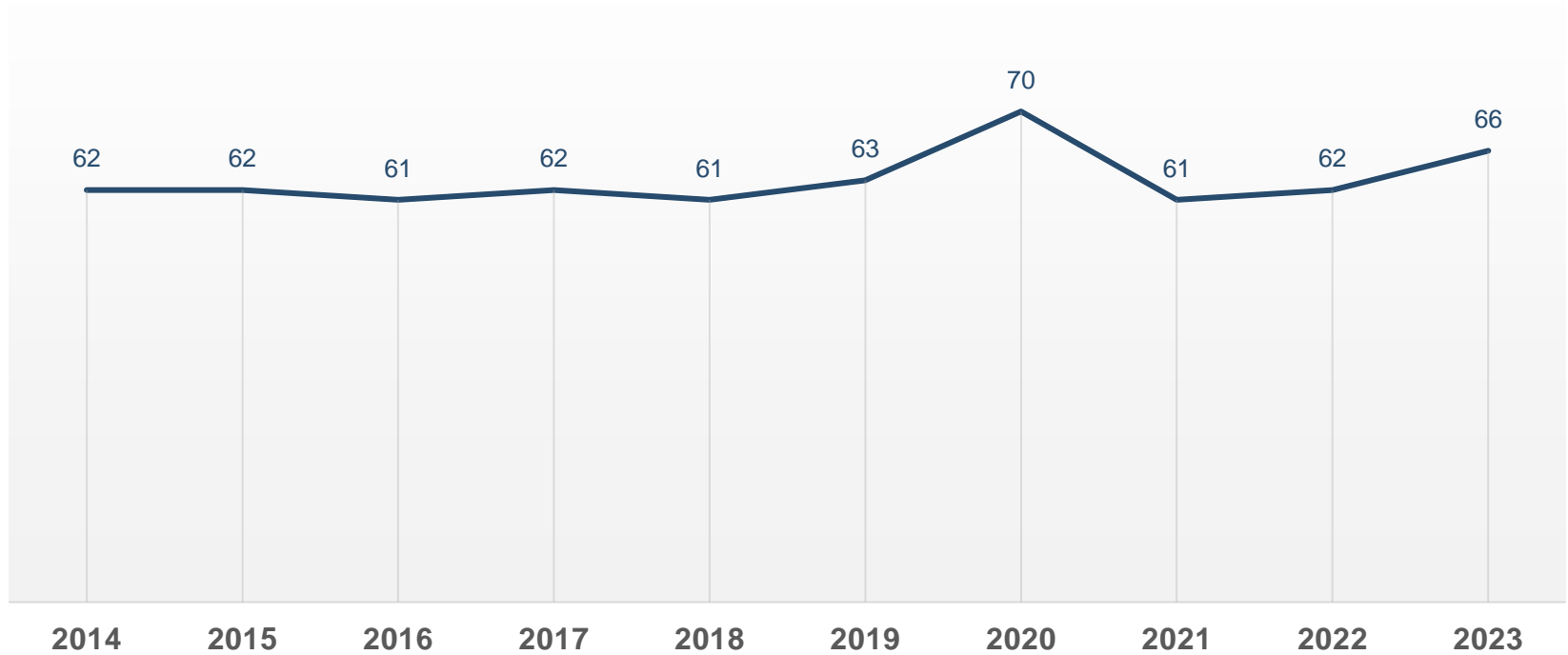
- Customer service is rated highest among residents aged 35 to 49 years (index score of 70), significantly higher than in 2022 (index score of 61). This is also significantly higher than the index score for all residents of Indigo Shire.
- Residents aged 18 to 34 years are more critical of Council's customer service (index score of 51). This is significantly lower than the previous year (index score of 68), and significantly lower than the Council average.
- Perceptions of customer service are higher in Region 2 (index score of 69) than in Regions 1 and 3 (index scores of 64 and 57 respectively).
- Women rate Council's customer service more favourably than men (index scores of 65 and 59 respectively).

More than half of residents (56%) rate Council's customer service as 'very good' or 'good'. This is more than those who rate the customer service as 'very poor' or 'poor' (21%). A further 21% rate customer service as 'average'.



Contact with council

2023 contact with council (%)
Have had contact



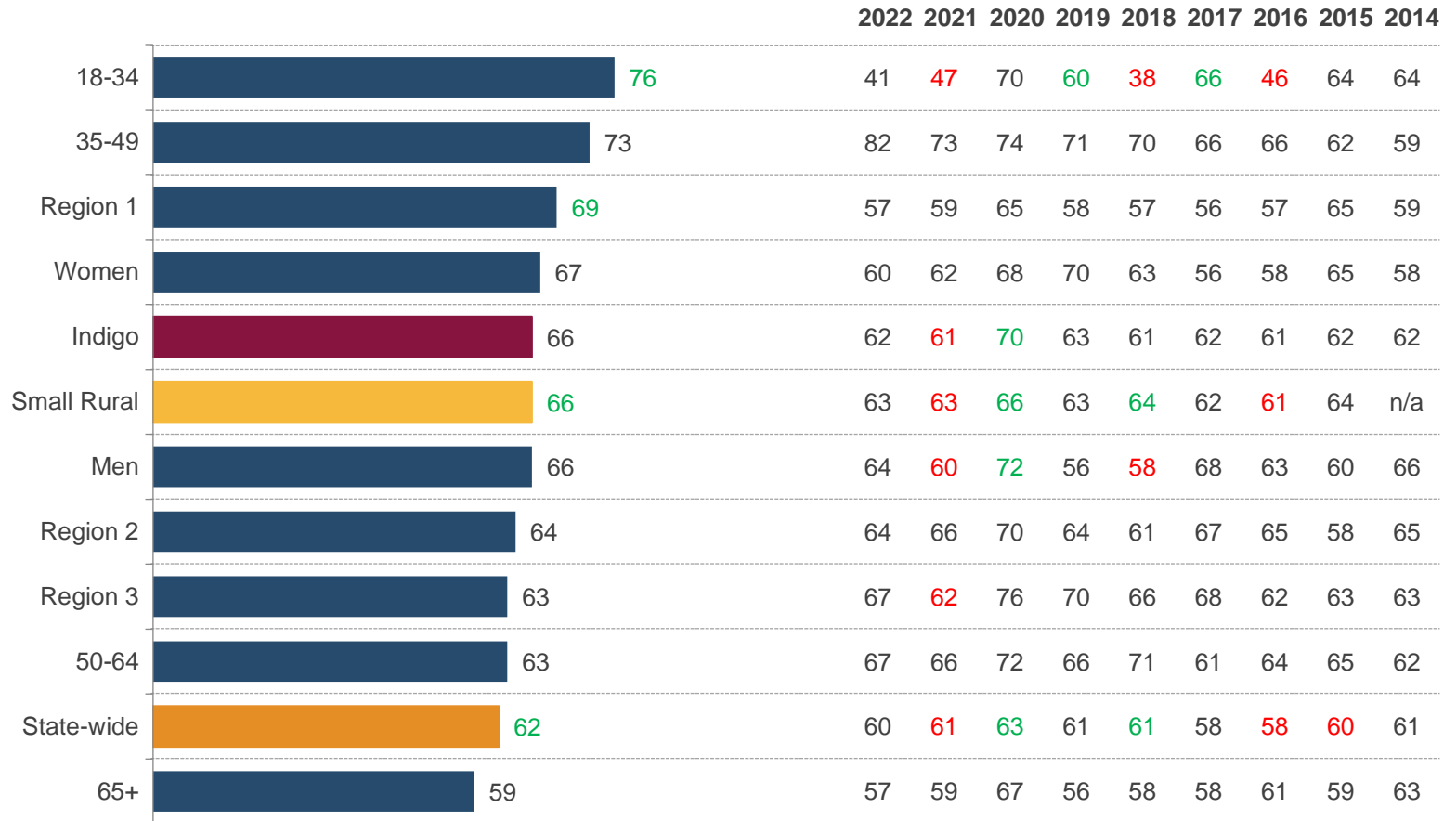
Q5. Over the last 12 months, have you or any member of your household had any contact with Indigo Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



Contact with council

2023 contact with council (%)



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

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

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



Customer service rating

2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	70▲	61	65	70	67	74	64	69	66	68
Region 2	69	64	70	74	68	74	70	69	75	69
State-wide	67▲	68	70	70	71	70	69	69	70	72
Small Rural	65	67	69	70	70	69	69	69	70	n/a
Women	65	58	69	66	72	72	71	75	69	73
Region 3	64	63	66	63	63	72	72	73	73	68
50-64	63	59	70	66	71	69	67	67	77	64
65+	62	57	64	66	66	75	74	70	73	72
Indigo	62	60	66	68	68	71	70	70	71	71
Men	59	62	63	69	63	70	69	65	73	69
Region 1	57	54	65	69	71	69	68	68	68	74
18-34	51▼	68	69	69	67	59	77	75	65	82

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

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

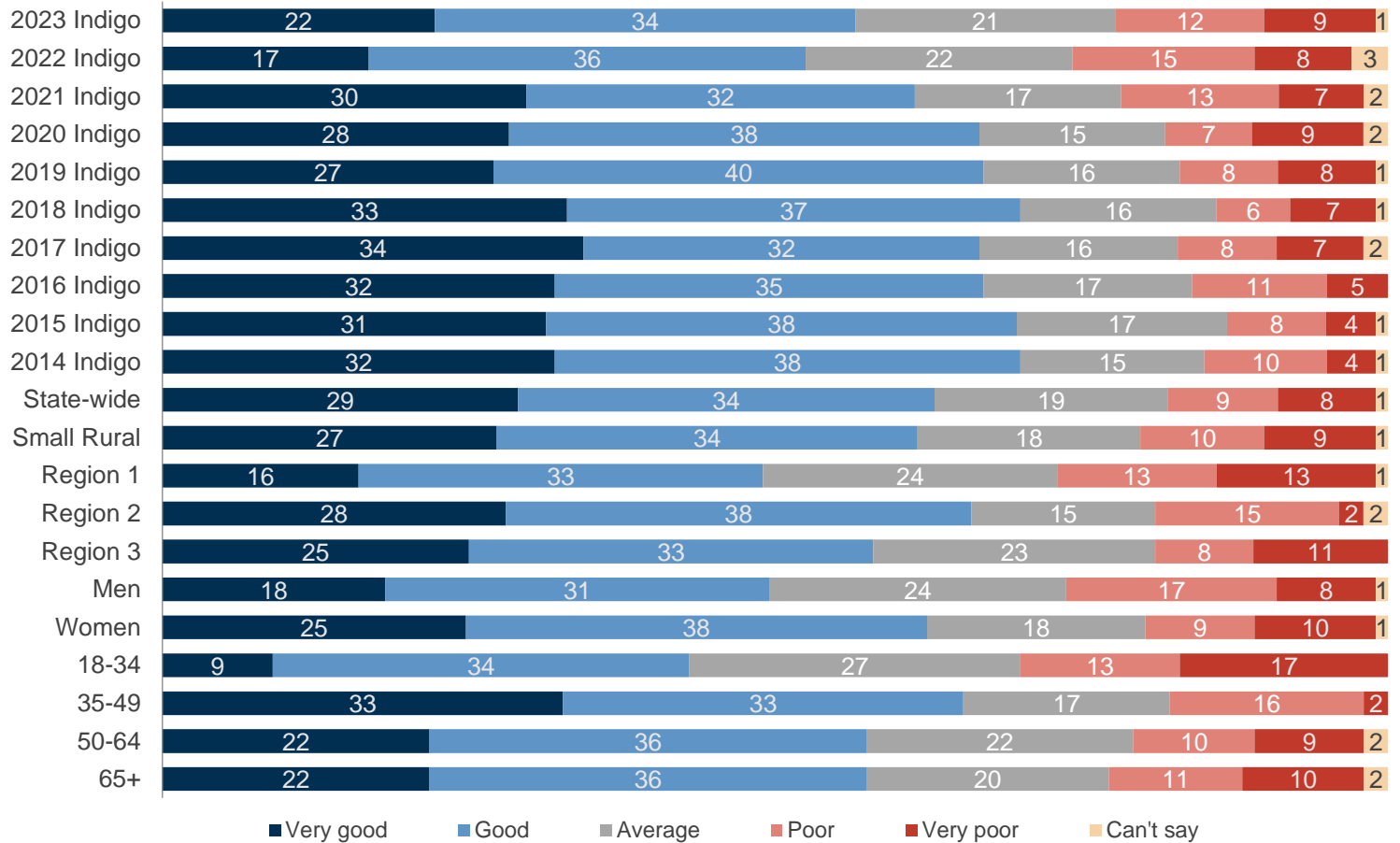
Councils asked State-wide: 66 Councils asked group: 19

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Indigo Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 19

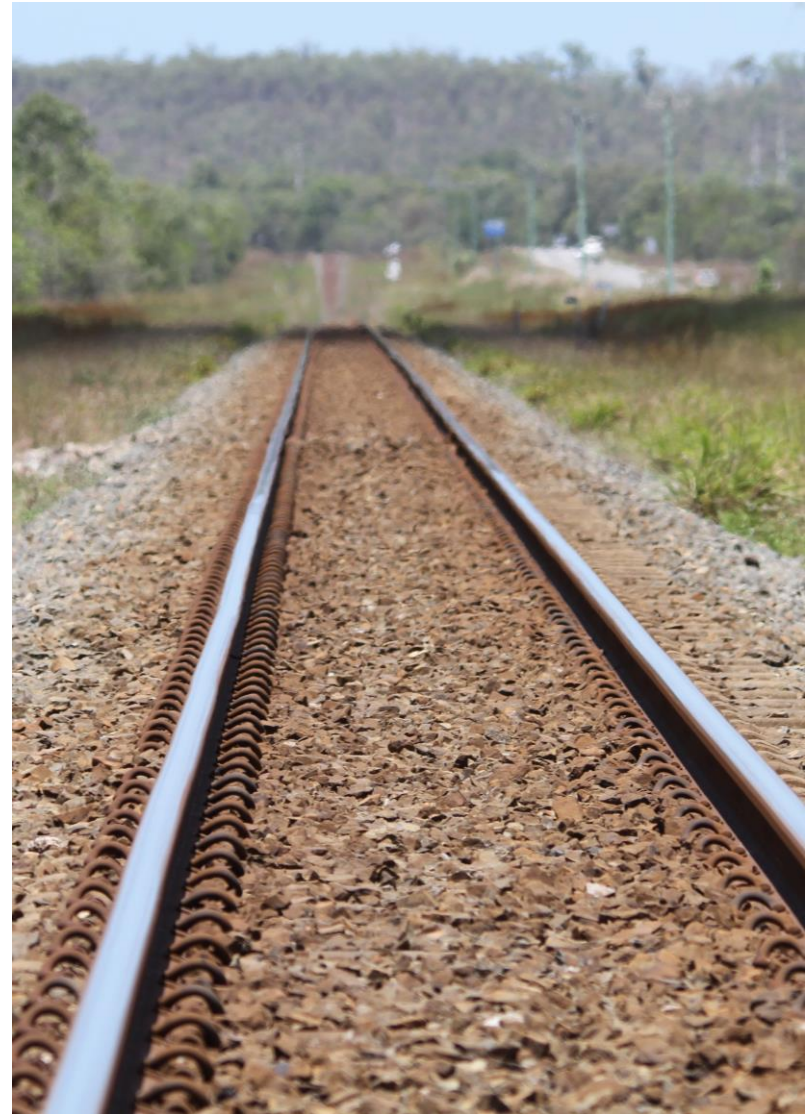


Council direction

Council direction

Over the last 12 months, the majority of residents (63%) describe the direction of Council's overall performance as having stayed the same, down eight percentage points since 2022.

- Perceptions of overall council direction are significantly lower in Indigo Shire (index score of 42) than in the Small Rural group and the State-wide average for councils (47 and 46 respectively).
- Residents aged 35 to 49 years are the most satisfied with overall council direction (index score of 47).
- Residents aged 18 to 34 years are the least satisfied with overall council direction (index score of 37), significantly lower than in 2022 (index score of 52). This marks the lowest level recorded among residents in this age group.
- Residents in Region 2 are the most satisfied (index score of 46) compared to residents in Regions 1 and 3 (index scores of 40 and 39 respectively).
- 7% of residents believe Council's overall direction has improved in the last 12 months (down from 8% in 2022).
- 23% of residents believe Council's overall direction has deteriorated in the last 12 months (up from 16% in 2022).





Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	47	44	46	54	52	56	53	52	52	
Small Rural	47▲	51	53	50	53	50	52	50	53	n/a
State-wide	46▲	50	53	51	53	52	53	51	53	53
Region 2	46	48	52	50	51	53	56	56	55	49
50-64	43	41	46	48	54	57	54	50	53	51
Women	43	46	48	48	57	52	56	57	54	59
Indigo	42	46	47	49	53	53	53	55	54	54
Region 1	40	46	45	51	57	51	50	56	53	58
Men	40	45	46	50	49	53	50	54	54	50
65+	40	46	46	46	51	47	51	58	54	56
Region 3	39	43	47	46	47	56	54	53	55	55
18-34	37	52	52	49	54	51	55	63	59	59

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

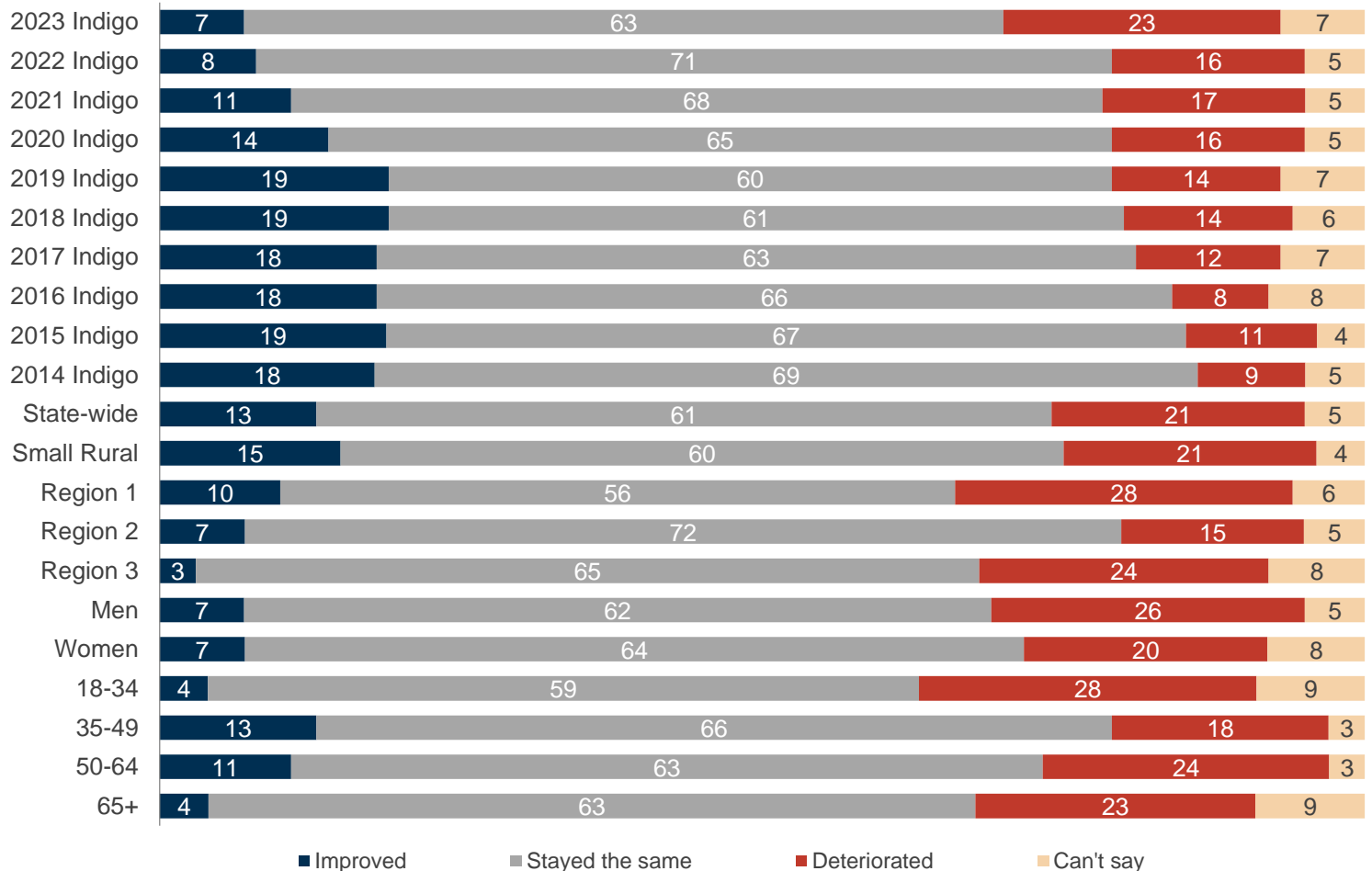
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2023 overall council direction (%)



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

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

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	58	55	61	59	62	57	61	68	51	71
Region 2	57	58	65	60	60	63	64	60	60	61
35-49	56	52	55	63	58	60	61	60	62	57
Women	55	52	58	57	64	59	62	62	60	65
Small Rural	53	54	56	54	56	54	55	55	56	n/a
50-64	53	48	58	54	61	61	64	57	62	61
Indigo	52	52	57	57	60	59	62	61	61	62
State-wide	52	54	56	55	56	55	55	54	56	57
Region 1	52	49	55	57	60	55	59	61	59	63
Men	48	52	56	58	56	58	61	59	61	58
65+	46▼	53	55	55	59	57	60	60	65	60
Region 3	45▼	52	57	56	59	62	63	61	63	61

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

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

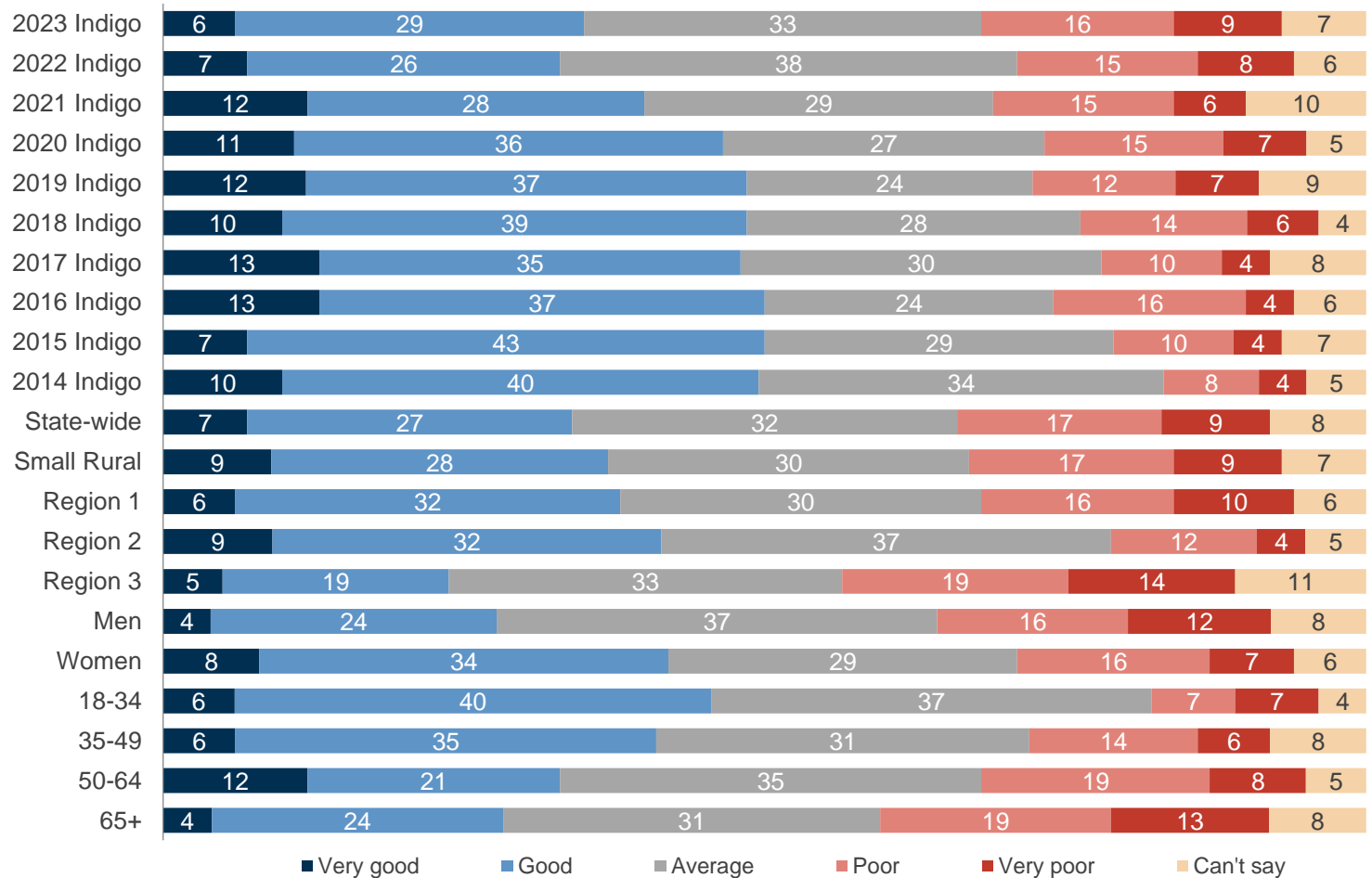
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



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

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Region 2	58	57	56	61	61	64	60	60	n/a
Small Rural	54	56	53	55	52	55	53	56	n/a
State-wide	54	56	53	55	54	54	54	55	57
18-34	57	60	62	67	53	61	69	57	n/a
35-49	52	58	58	58	58	59	59	56	n/a
Women	53	54	55	61	55	59	61	57	n/a
Indigo	53	55	56	58	56	59	60	58	n/a
50-64	50	55	52	58	60	60	53	57	n/a
Men	53	56	56	55	58	59	58	58	n/a
65+	53	52	53	55	55	57	61	60	n/a
Region 3	53	58	55	57	60	61	60	60	n/a
Region 1	50	53	56	58	52	55	59	54	n/a

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

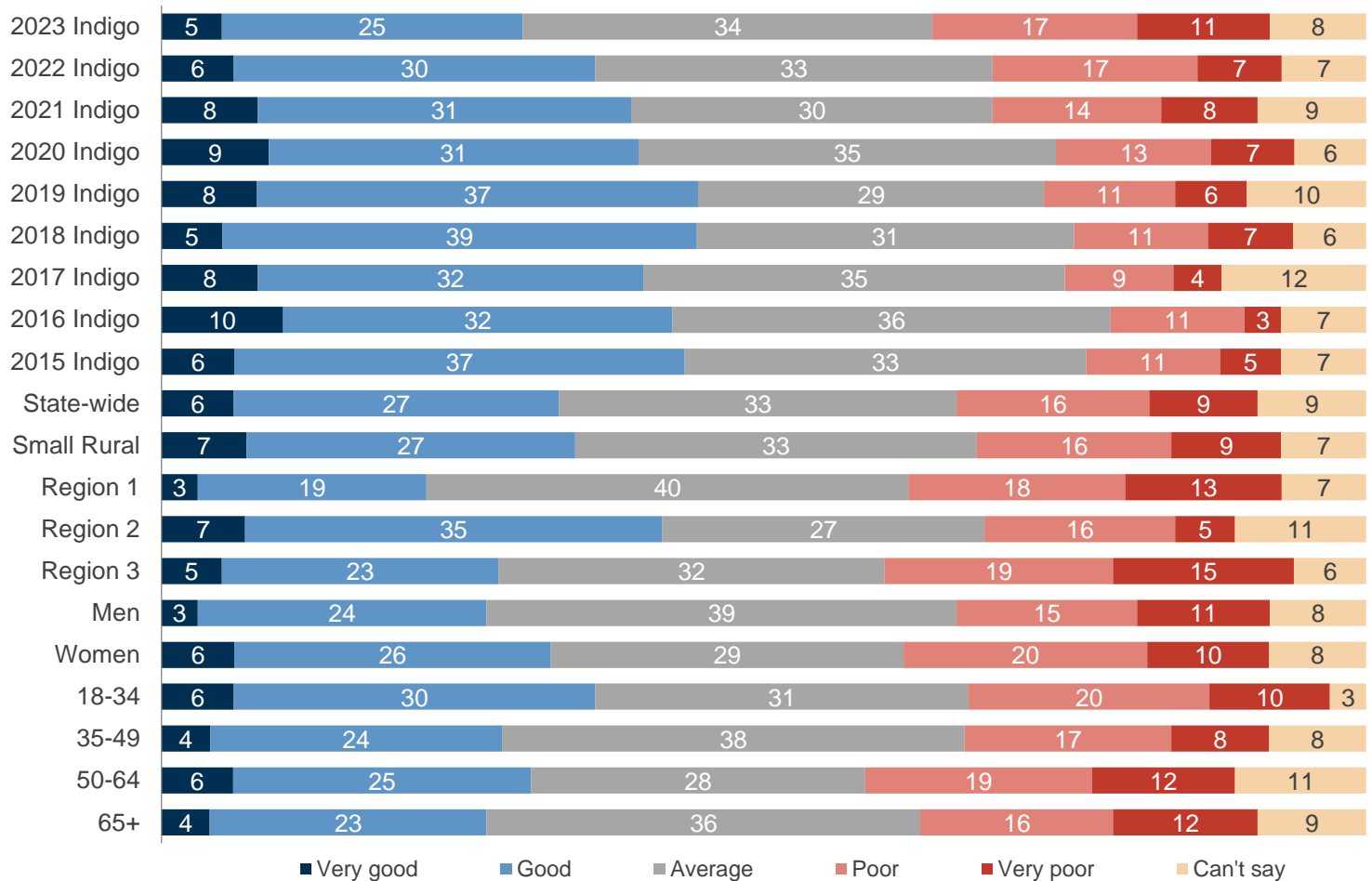
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	53	57	54	56	53	53	54	55	55
Small Rural	50	53	51	53	49	50	52	52	n/a
Region 2	50	62	54	60	54	53	51	56	n/a
Region 3	47	59	55	59	53	57	54	60	n/a
65+	49	58	55	57	56	52	56	56	n/a
Women	47	54	53	58	54	51	55	57	n/a
50-64	45	55	55	60	53	55	49	58	n/a
Indigo	48	57	56	60	56	53	55	58	n/a
Men	49	59	58	62	57	55	55	59	n/a
18-34	57	61	57	64	58	56	58	63	n/a
35-49	42	53	56	62	57	48	57	56	n/a
Region 1	47	54	57	61	58	50	57	57	n/a

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

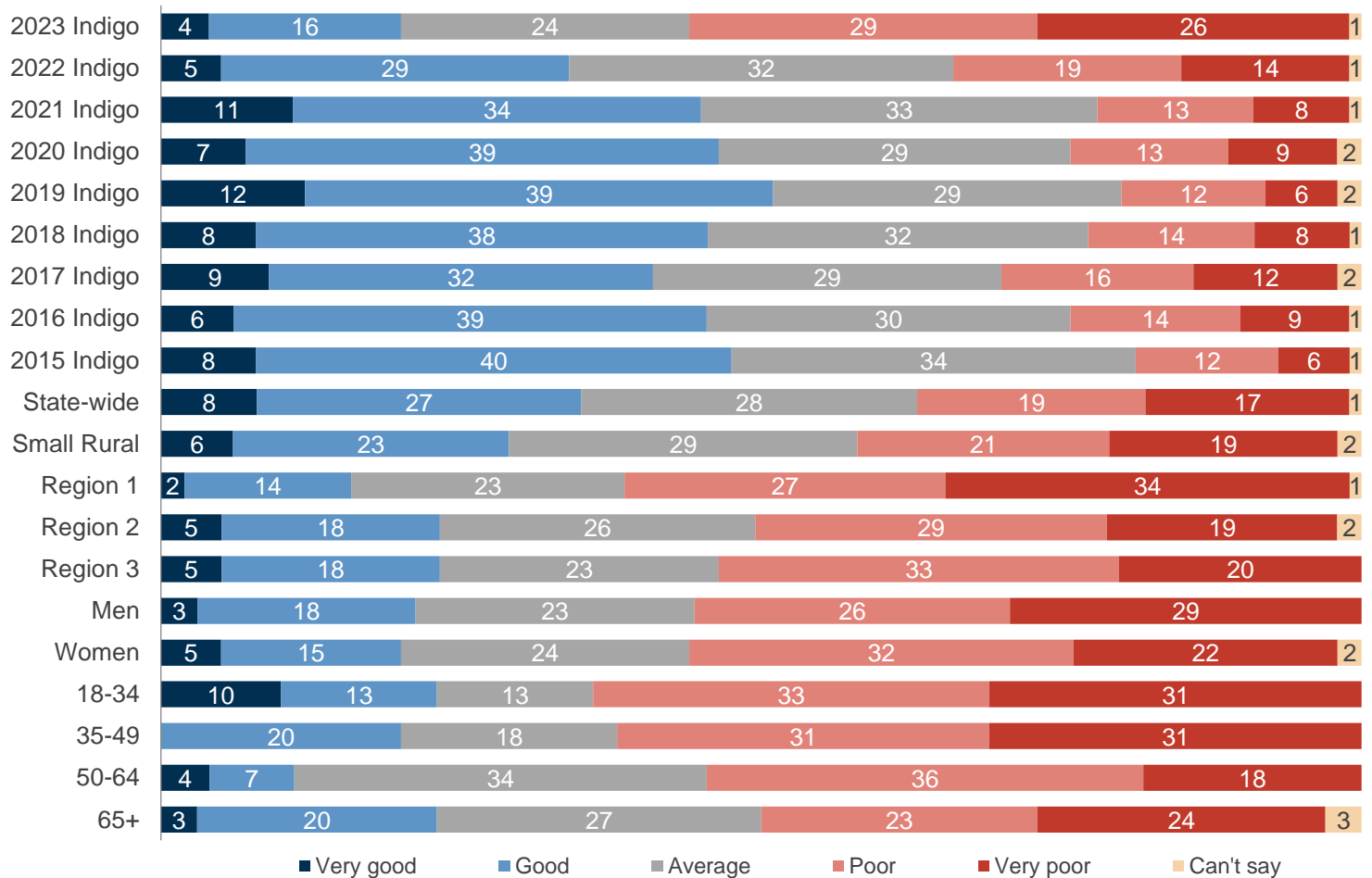
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



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



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Women	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a	
Region 1	72	70	72	n/a	n/a	n/a	n/a	n/a	n/a	
18-34	72	78	73	n/a	n/a	n/a	n/a	n/a	n/a	
65+	71	73	75	n/a	n/a	n/a	n/a	n/a	n/a	
Indigo	71	73	74	n/a	n/a	n/a	n/a	n/a	n/a	
35-49	71	70	74	n/a	n/a	n/a	n/a	n/a	n/a	
Region 3	70	74	77	n/a	n/a	n/a	n/a	n/a	n/a	
Region 2	69	77	75	n/a	n/a	n/a	n/a	n/a	n/a	
Men	68	72	74	n/a	n/a	n/a	n/a	n/a	n/a	
50-64	68	70	74	n/a	n/a	n/a	n/a	n/a	n/a	
State-wide	66▼	68	69	65	68	70	71	70	72	73
Small Rural	66▼	68	68	64	66	69	70	69	71	n/a

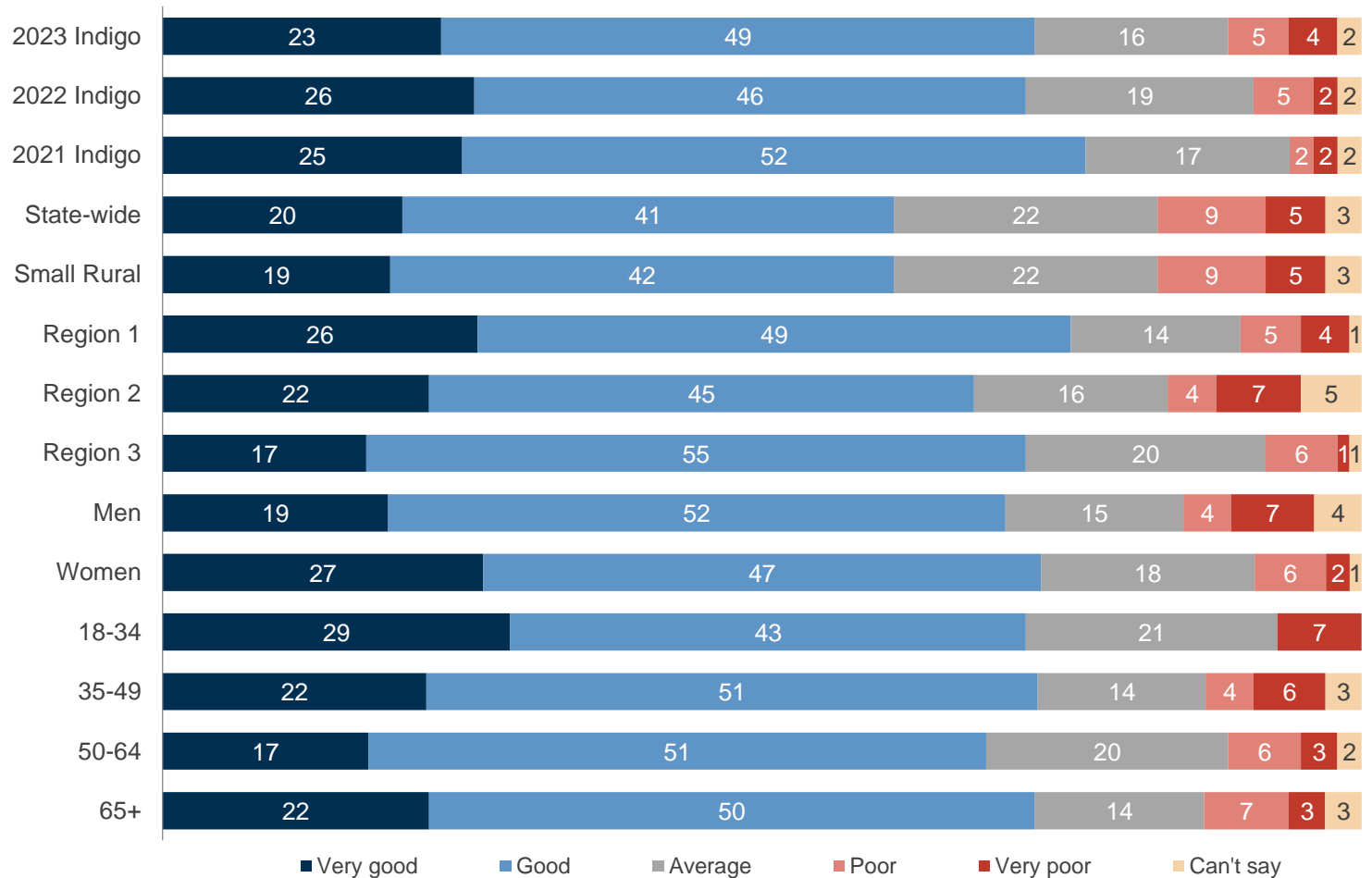
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



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



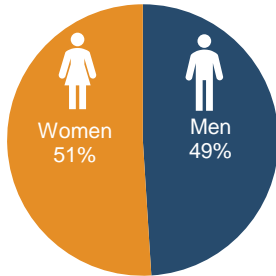
Detailed demographics



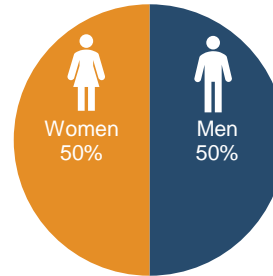
Gender and age profile

2023 gender

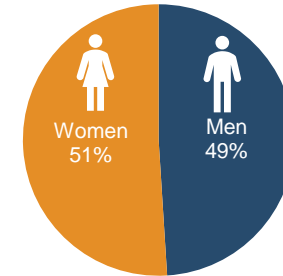
Indigo



Small Rural

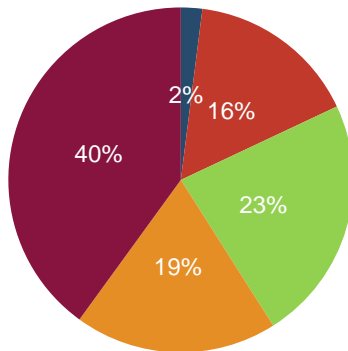


State-wide

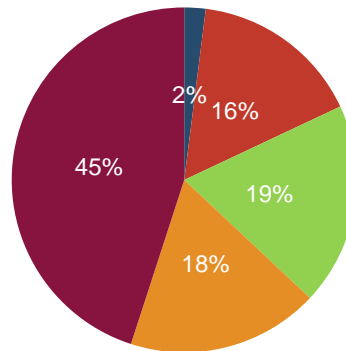


2023 age

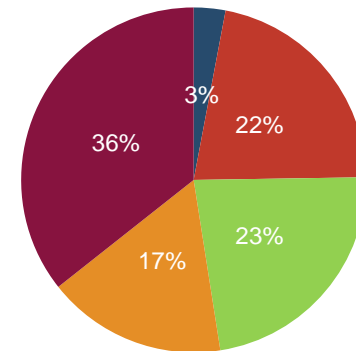
Indigo



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Indigo 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 13,600 people aged 18 years or over for Indigo Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Indigo Shire Council	400	400	+/-4.8
Men	188	196	+/-7.1
Women	212	204	+/-6.7
Region 1 (3682, 3683, 3685, 3687, 3688)	172	176	+/-7.4
Region 2 (3691, 3695, 3749)	124	122	+/-8.8
Region 3 (3747, 3737, 3746)	104	102	+/-9.6
18-34 years	30	72	+/-18.2
35-49 years	71	92	+/-11.7
50-64 years	94	74	+/-10.1
65+ years	205	161	+/-6.8



Appendix A: Significant difference reporting notation

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

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

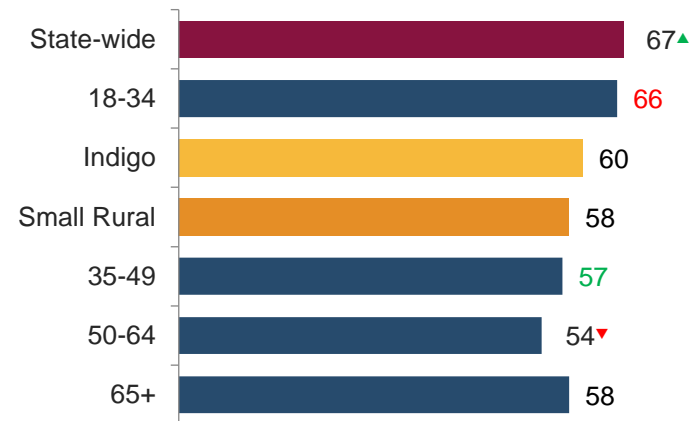
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

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

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

A total of n=400 completed interviews were achieved in Indigo Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Small Rural group are:

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

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



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

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



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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