



2024 Local Government Community Satisfaction Survey

Colac-Otway 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-fifth 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 25 years

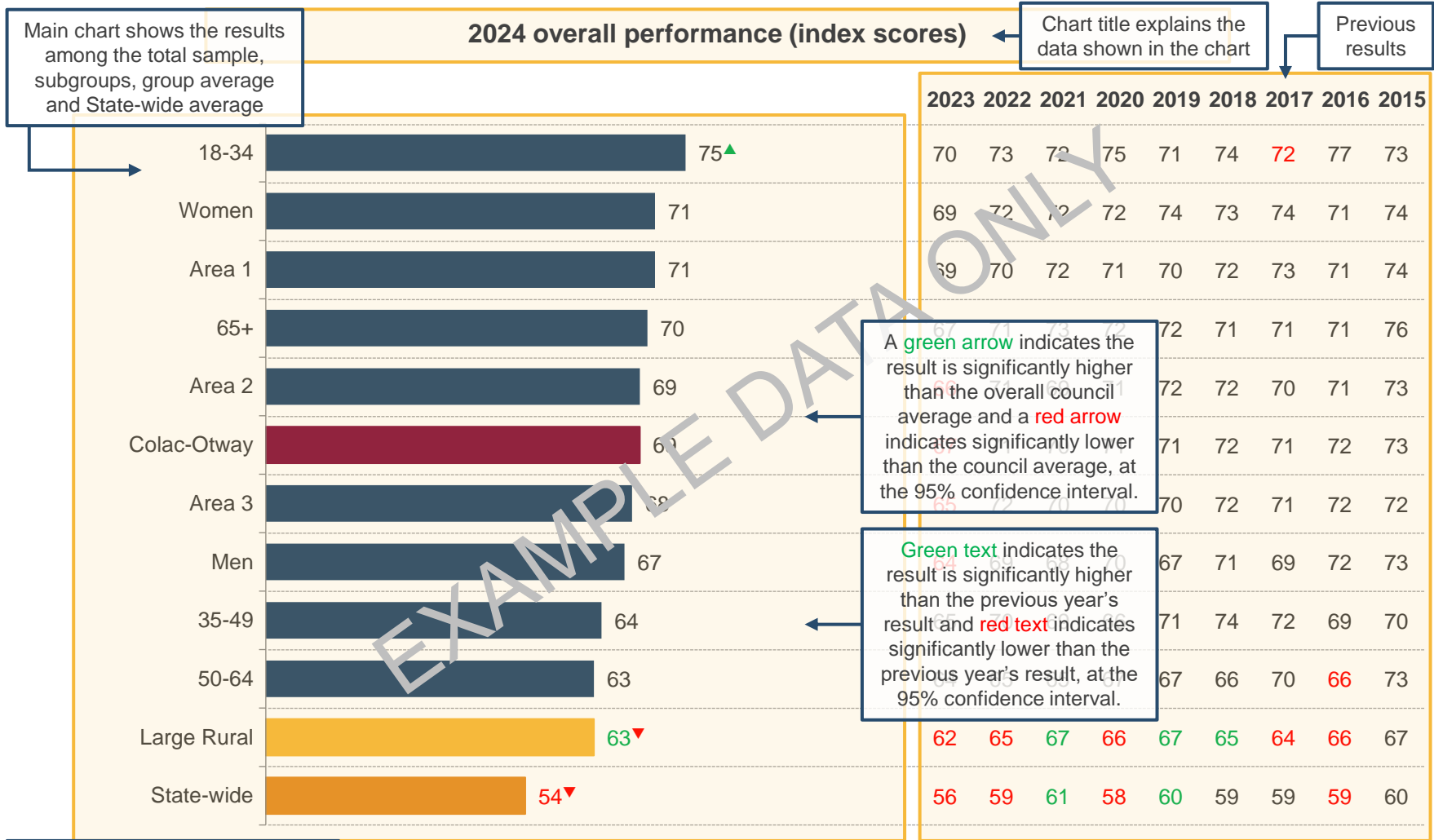
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



How to read index score charts in this report

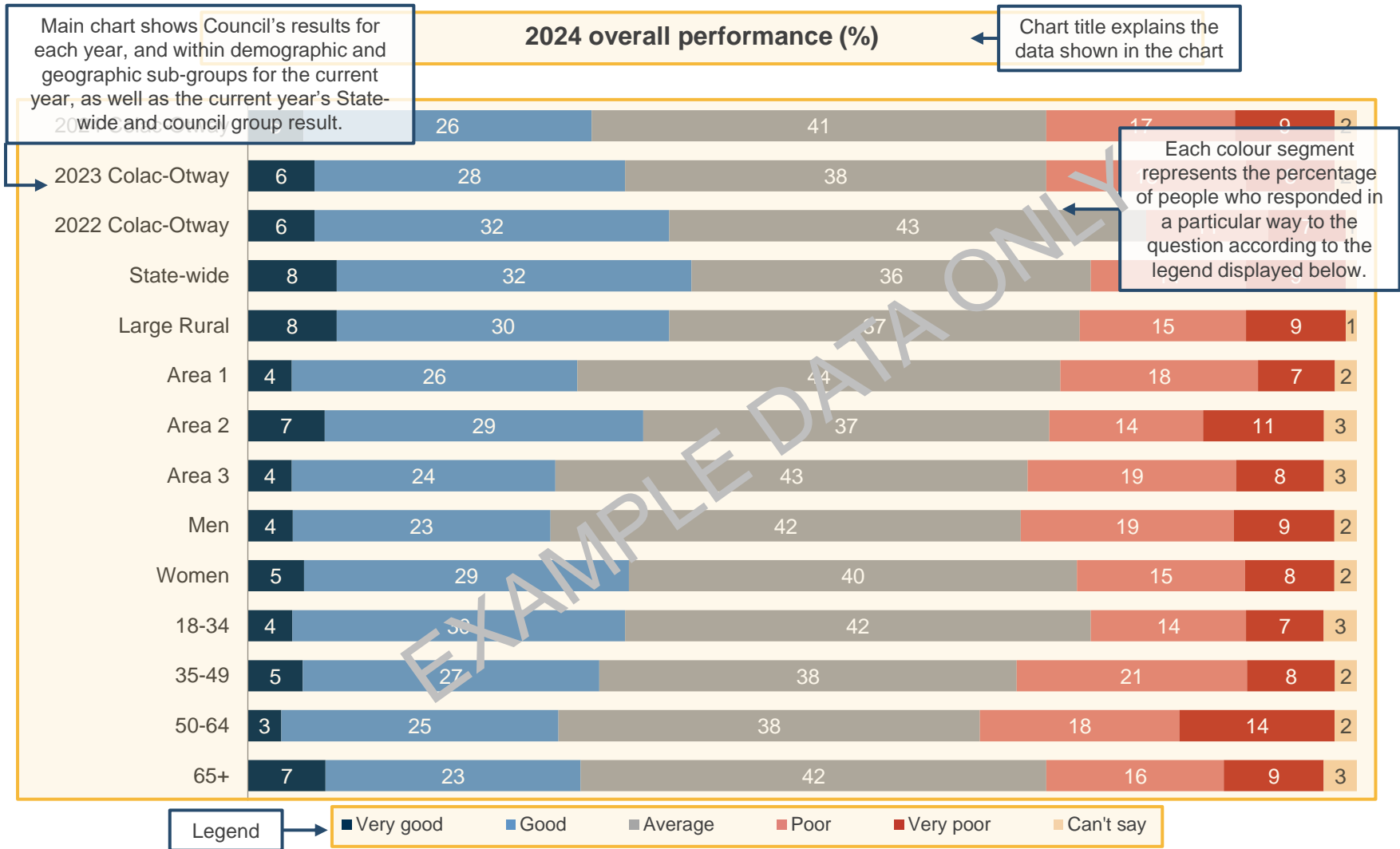


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway 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: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway 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: 62 Councils asked group: 9

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

Colac-Otway Shire Council – at a glance



Overall council performance

Results shown are index scores out of 100.



Colac-Otway
48



Large Rural 50



State-wide 54

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	= on par
	Waste management	= on par
	Emergency & disaster mngt	= on par
Bottom 3 performing areas		
	Planning & building permits	▼ lower
	Unsealed roads	▼ lower
	Sealed local roads	= on par
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

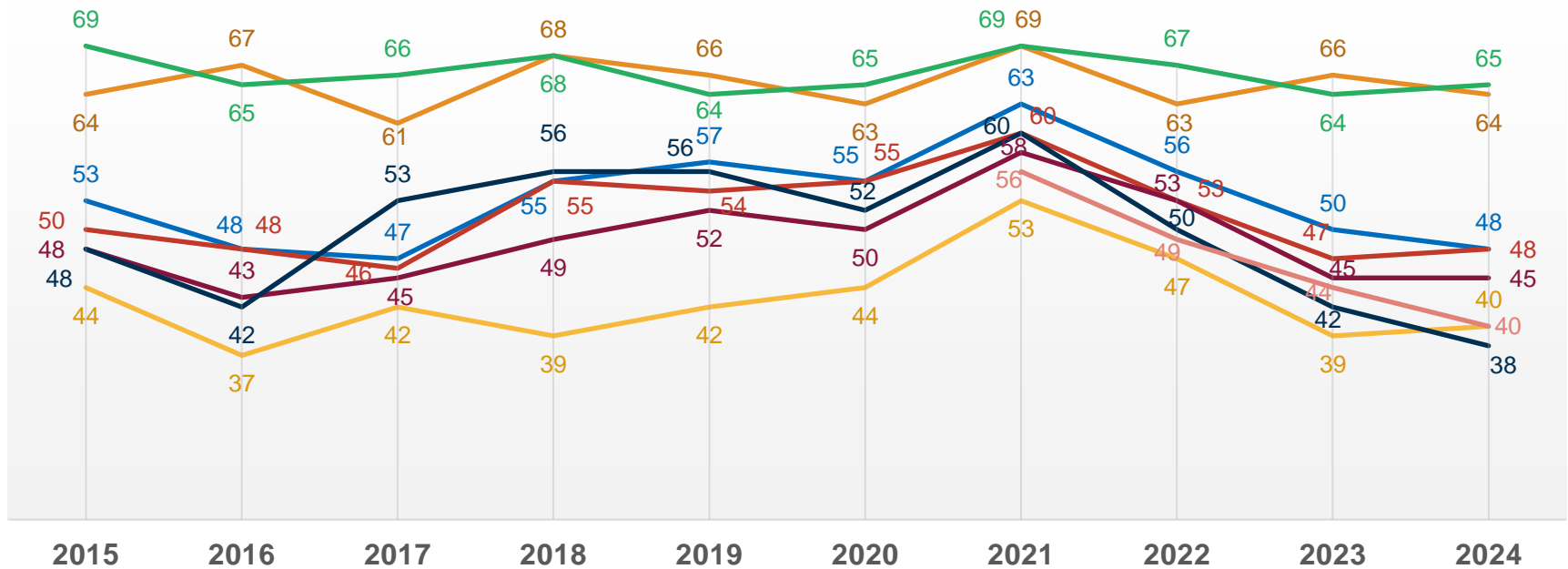
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

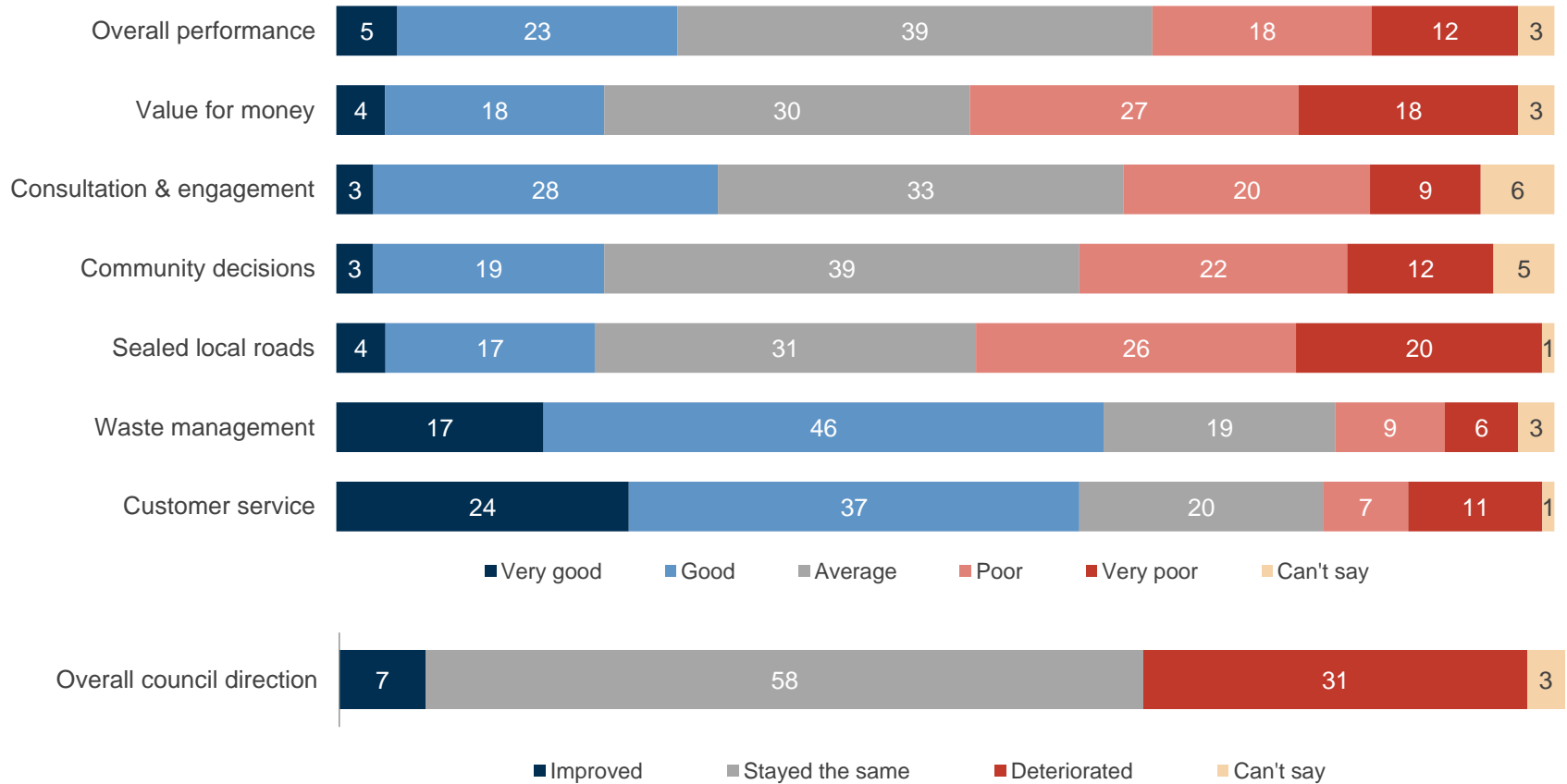
Overall Council Direction











Summary of core measures

Core measures summary results (%)





Summary of Colac-Otway Shire Council performance

Services	Colac-Otway 2024	Colac-Otway 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	48	50	50	54	18-34 years	50-64 years
 Value for money	40	44	43	48	Colac and Surrounds residents	Coastal Communities residents
 Overall council direction	38	42	42	45	65+ years	50-64 years
 Customer service	64	66	65	67	Coastal Communities residents, Woman, 65+ years	18-34 years
 Art centres & libraries	69	66	71	73	35-49 years	Coastal Communities residents
 Waste management	65	64	65	67	Colac and Surrounds residents	Coastal Communities residents
 Emergency & disaster mngt	65	62	65	65	18-49 years	65+ years
 Elderly support services	63	66	62	63	65+ years	35-49 years
 Recreational facilities	61	63	64	68	65+ years	Coastal Communities residents, 35-49 years
 Family support services	60	64	62	63	65+ years	Coastal Communities residents



Summary of Colac-Otway Shire Council performance

Services		Colac-Otway 2024	Colac-Otway 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Enforcement of local laws	59	61	60	61	18-34 years	Coastal Communities residents
	Appearance of public areas	59	63	66	68	18-34 years	Coastal Communities residents
	Environmental sustainability	57	56	58	60	18-34 years	65+ years
	Consultation & engagement	48	47	48	51	18-34 years	50-64 years
	Bus/community dev./tourism	48	51	55	57	18-34 years	50-64 years
	Lobbying	45	46	47	50	18-34 years	50-64 years
	Community decisions	45	45	46	50	18-34 years	50-64 years
	Sealed local roads	40	39	38	45	Colac and Surrounds residents	All Others residents
	Unsealed roads	31	32	34	36	18-34 years, Coastal Communities residents	All Others residents
	Planning & building permits	29	27	41	45	Colac and Surrounds residents	50-64 years



Focus areas for the next 12 months

Overview

Colac-Otway Shire Council's overall performance experienced a (not significant) two-point decline in 2024 and is now at the lowest level since 2017. Performance perceptions on most individual service areas are not significantly different to 2023, with the exceptions of family support services and the appearance of public areas, where performance ratings declined significantly. Ratings of the direction of Council's overall performance have also deteriorated over the last 12 months.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service area that most influences perceptions of overall performance, namely, making decisions in the community's interest. Other key influences where Council should work to strengthen its performance include the related areas of lobbying, consultation and engagement, and business and community development and tourism. Information provision will be important to ensure the community are aware of the actions Council is undertaking.

Comparison to state and area grouping

Council performs in line with the Large Rural group averages in 11 of the 16 service areas measured – a positive result. (On the remaining five service areas, Council performs below the group average.) Council performs significantly below the State-wide average on many service areas. Council performs on par with both the State-wide and Large Rural group averages in the areas of waste management, emergency and disaster management, elderly support services and enforcement of local laws.

Tangible improvements may serve to lift overall perceptions

Improvements in service areas that are more visible in nature, and have a positive influence on perceptions of overall performance, should be front and centre for Council. Most in need of attention (where possible) is the condition of sealed local roads. Council should communicate its efforts and longer term plans in this area. Other areas where performance should be shored up and maintained include the appearance of public areas and elderly support services.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 48 for Colac-Otway Shire Council represents a two-point decrease on the 2023 result, continuing a trend of significant deterioration for three years running.

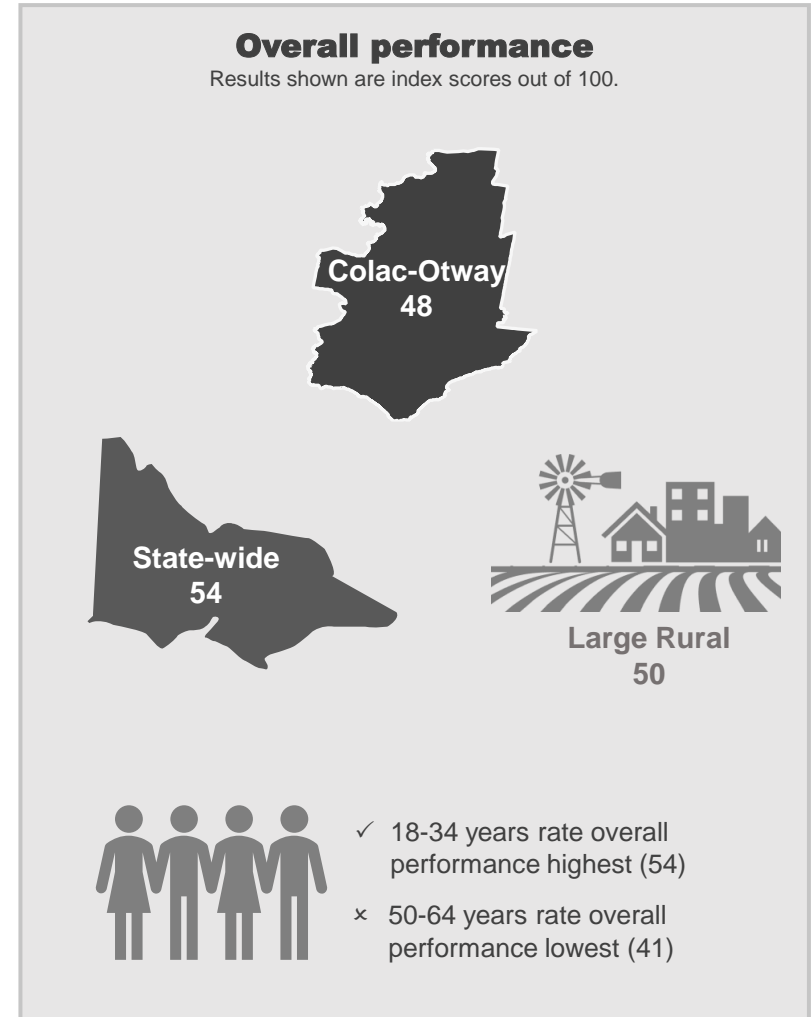
- Overall performance is at its lowest level since 2017.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average but remains in line with the Large Rural group average (index scores of 54 and 50 respectively).

- Overall performance is rated highest among residents aged 18 to 34 years (index score of 54 – significantly higher than average).
- Conversely, overall performance is rated lowest among 50 to 64 year-olds (index score of 41 – down five points on the 2023 result, and at a series low).

Perceptions of Council's value for money, provided in infrastructure and services, continues to significantly decline since measurement commenced (index score of 40, down from 56 in 2021).

- Fewer than one in four residents (22%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. However, twice as many (45%) rate Council as 'very poor' or 'poor'.





Overall performance

2024 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
State-wide	54▲	56	59	61	58	60	59	59	59	60
18-34	54▲	51	55	64	56	56	61	51	55	56
Women	51	52	58	64	54	57	57	49	50	54
Colac and Surrounds	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	50	52	55	58	55	56	56	54	54	56
65+	50	51	60	65	57	61	52	49	43	52
Colac-Otway	48	50	56	63	55	57	55	47	48	53
Coastal Communities	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	44	47	54	62	56	57	54	46	47	52
35-49	43	47	54	59	53	52	58	48	50	53
50-64	41	46	49	61	52	57	50	42	48	51

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

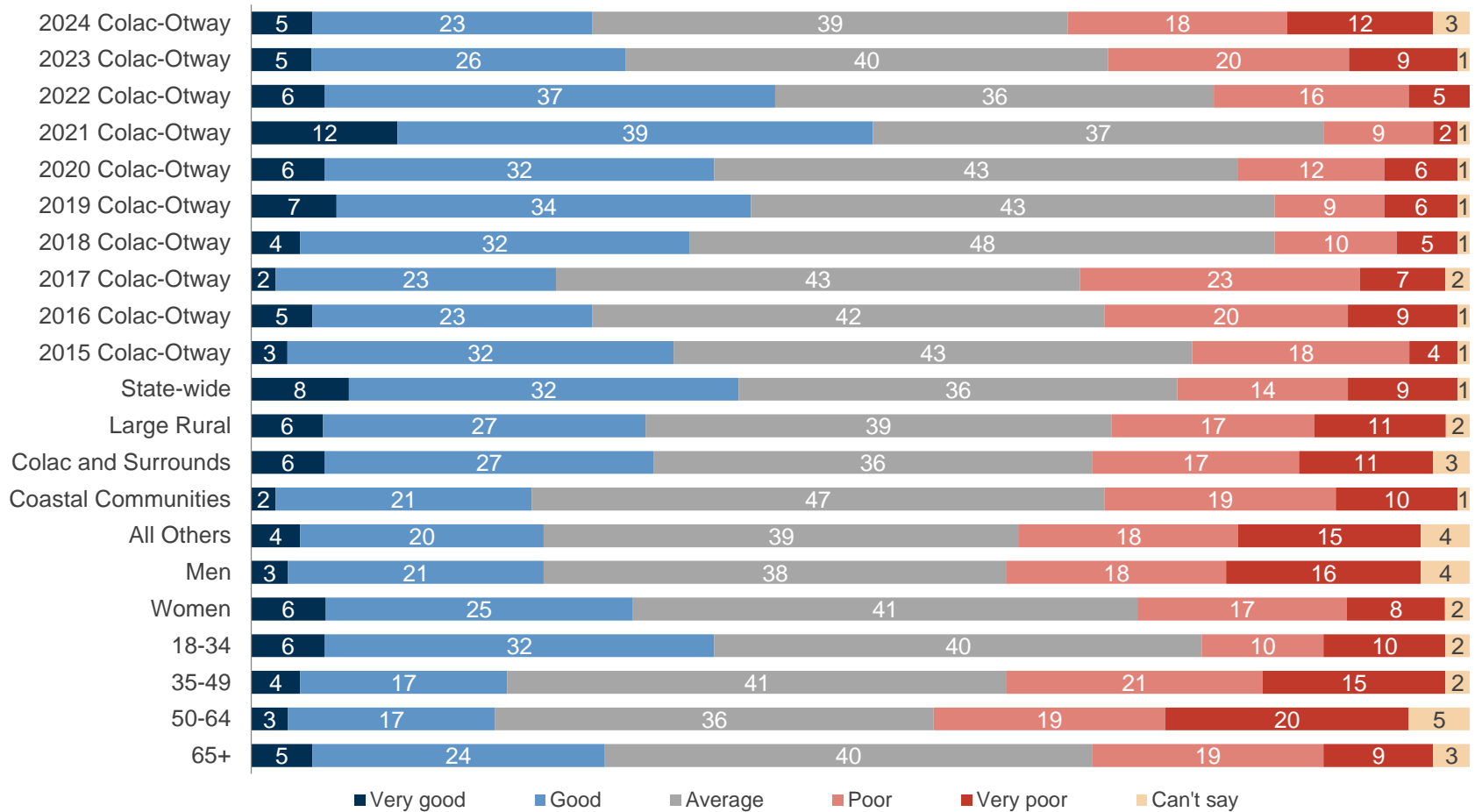
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall performance

2024 overall performance (%)

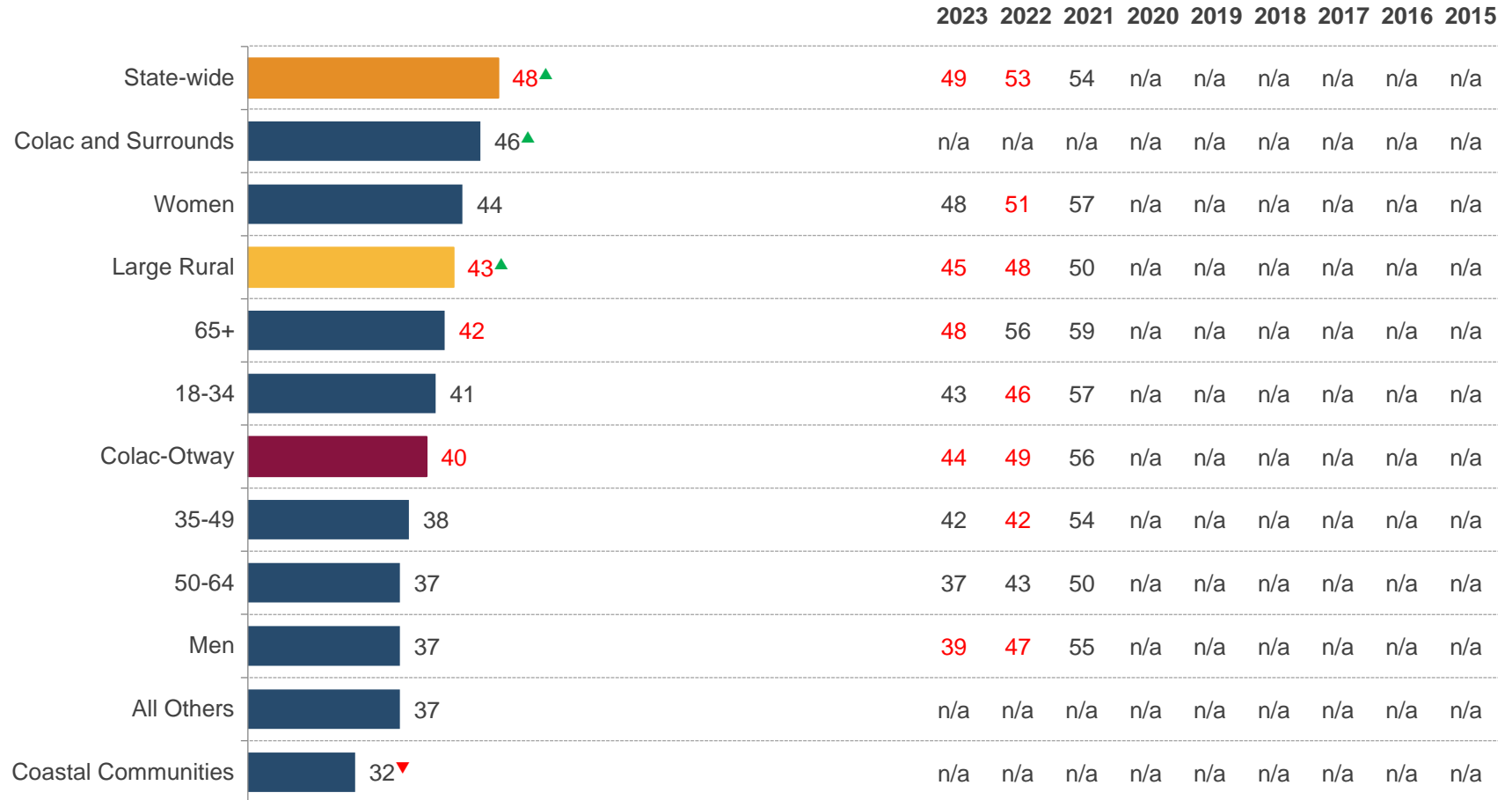


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Colac-Otway Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Value for money in services and infrastructure

2024 value for money (index scores)



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

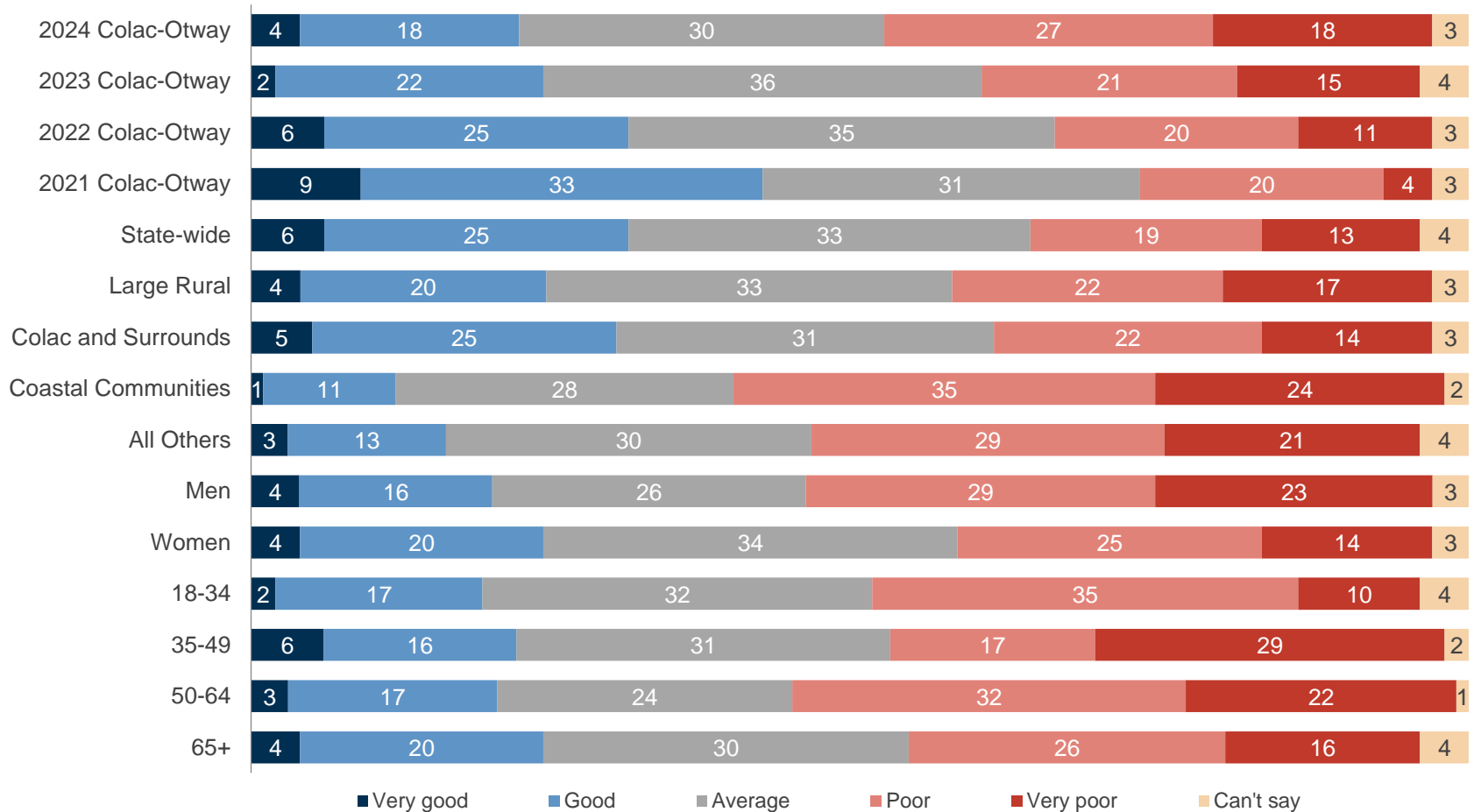
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

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



Value for money in services and infrastructure

2024 value for money (%)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18



Top performing service areas

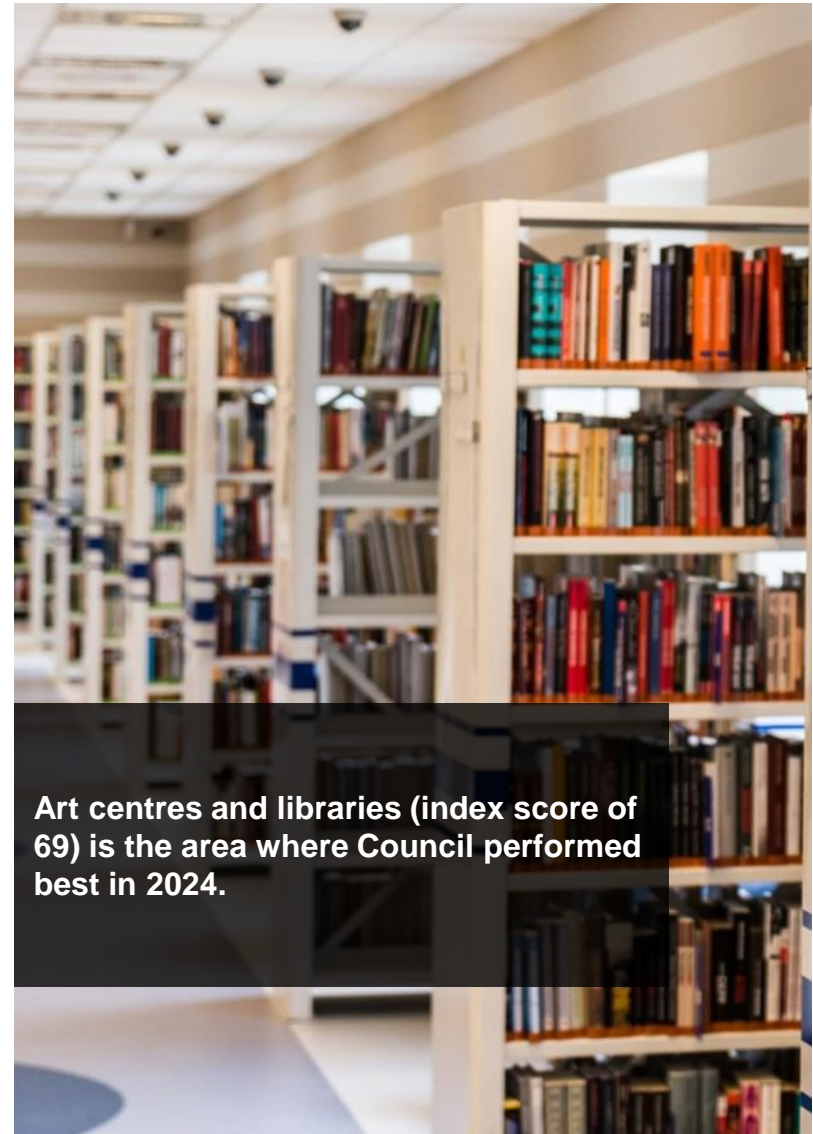
Art centres and libraries (index score of 69) is the area where Council performed best in 2024. Council performs significantly lower than the State-wide average and on par with the Large Rural group average in this service area.

- Since the previous evaluation, performance ratings of this service area improved significantly among 18 to 34 year-olds and men, marking a recovery from the significant declines among these cohorts in 2023.

Other areas where Council performs relatively well are in waste management and emergency and disaster management (both 65).

- In waste management, performance ratings are significantly higher than average among residents in Colac and Surrounds.
- In emergency and disaster management, ratings are significantly improved among 18 to 49 year olds (up seven points on 2023). This is another area where ratings significantly improved among men.

Council's next highest rated service area is elderly support services (index score of 63). Council's performance here has been relative stable over time (although at its lowest level to date in 2024). This service area has a positive influence on perceptions of overall performance, so maintaining performance here is warranted.



Art centres and libraries (index score of 69) is the area where Council performed best in 2024.



Low performing service areas



Council continues to rate lowest in the area of planning and building permits (index score of 29), despite a two-point (not significant) improvement on the 2023 result.

- Council's performance in this service area is rated significantly lower among residents aged 50 to 64 years and those in areas other than Coastal Communities or Colac and Surrounds.

Maintenance of unsealed roads and the condition of sealed local roads remain Council's next lowest-rated service areas (index scores of 31 and 40 respectively).

- In both areas, ratings are lowest among residents in areas other than Coastal Communities or Colac and Surrounds (significantly lower for unsealed roads).
- Ratings of unsealed roads have declined significantly among residents aged 65 years and over.

Council performs significantly below the State-wide and Large Rural group averages in each of the aforementioned areas except sealed local roads, where it performs on par with the Large Rural group.

The need for Council to recover its performance in these areas is also underpinned by the fact that one in five residents (21%) identify sealed road maintenance as the area most in need of improvement, while a further 14% cite town planning / permits / red tape.



Individual service area performance

2024 individual service area performance (index scores)

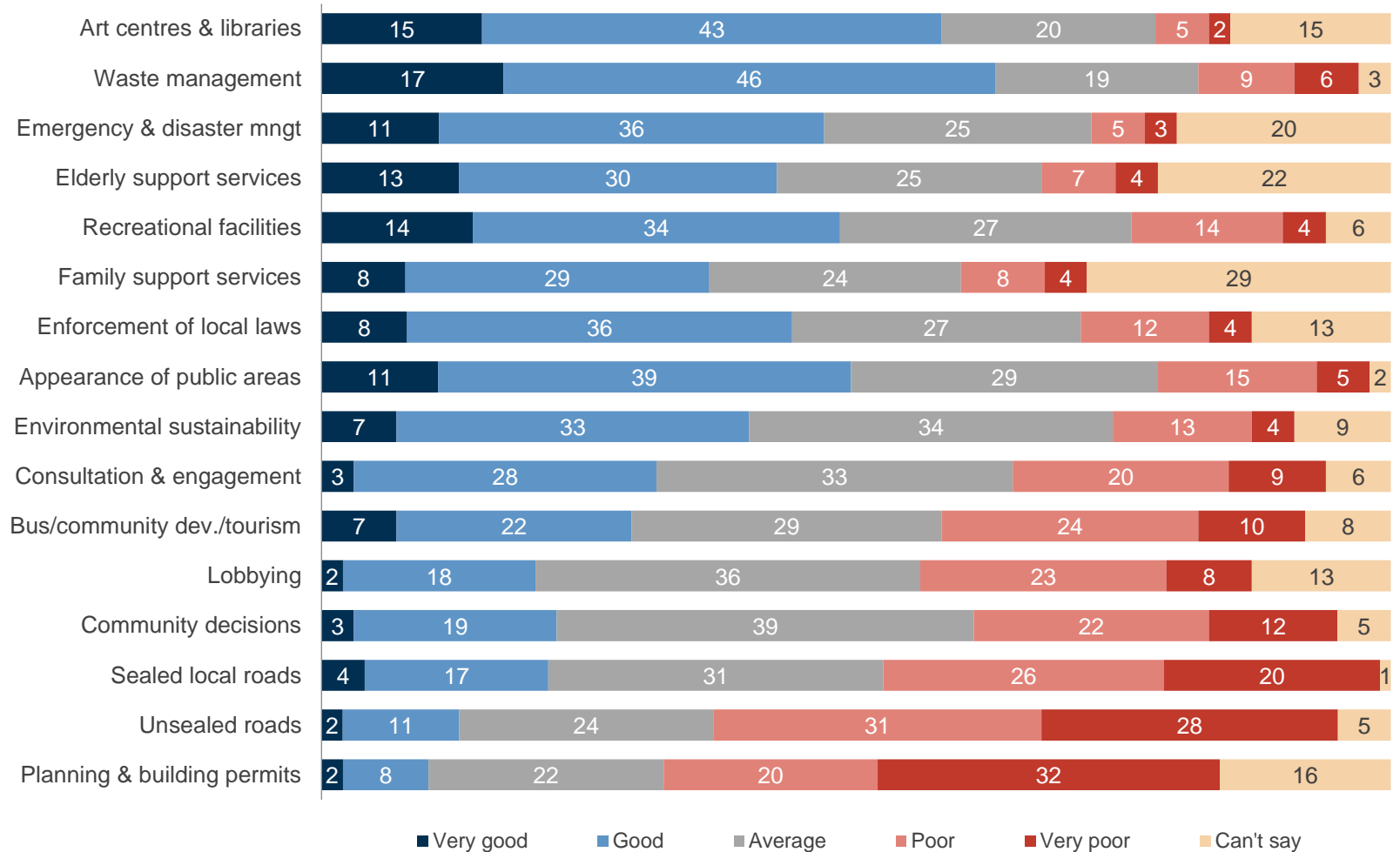
		2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	69	66	69	72	71	70	73	69	64	n/a
Waste management	65	64	67	69	65	64	68	66	65	69
Emergency & disaster mngt	65	62	67	73	68	70	69	64	68	61
Elderly support services	63	66	69	69	70	69	68	67	67	69
Recreational facilities	61	63	66	72	64	67	64	59	58	59
Family support services	60	64	67	70	67	67	67	62	67	68
Enforcement of local laws	59	61	64	67	63	61	64	62	62	64
Appearance of public areas	59	63	69	69	65	62	61	59	59	62
Environmental sustainability	57	56	58	62	54	58	57	56	55	n/a
Consultation & engagement	48	47	53	60	55	54	55	46	48	50
Bus/community dev./tourism	48	51	59	60	58	58	60	58	58	57
Lobbying	45	46	52	59	54	53	54	50	50	51
Community decisions	45	45	53	58	50	52	49	45	43	48
Sealed local roads	40	39	47	53	44	42	39	42	37	44
Unsealed roads	31	32	37	44	36	39	36	37	n/a	42
Planning & building permits	29	27	38	38	36	39	39	35	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council performance. This is currently one of Council's poorer performing areas (index score of 45).

Following on from that, other individual service areas with a more moderate influence on the overall performance rating are:

- Community consultation and engagement
- Business, community development and tourism
- The condition of sealed local roads
- Lobbying on behalf of the community
- The appearance of public areas
- Environmental sustainability
- Elderly support services.

Looking at these key service areas only, Council performs best on elderly support services (index score of 63), which has a moderate influence on the overall

performance rating. Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate influence on overall perceptions but where Council performs relatively less well are environmental sustainability and the appearance of public areas (index scores of 57 and 59 respectively).

A focus on promoting Council's sustainability initiatives and ensuring public areas are well maintained can also help to shore up positive overall opinion of Council.

In addition to its decision making processes, other stronger but 'poorly' rated service areas include the related areas of lobbying, consultation and engagement, and business, community development and tourism (performance index scores of 45, 48 and 48 respectively). However, most in need of Council attention are its sealed roads (index score of 40).

It will be important for Council to attend to its sealed roads and ensure residents and businesses feel heard and well represented, particularly around local development and tourism issues. This will help to improve overall ratings of Council performance.



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 Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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 regressions are shown on the following two charts.

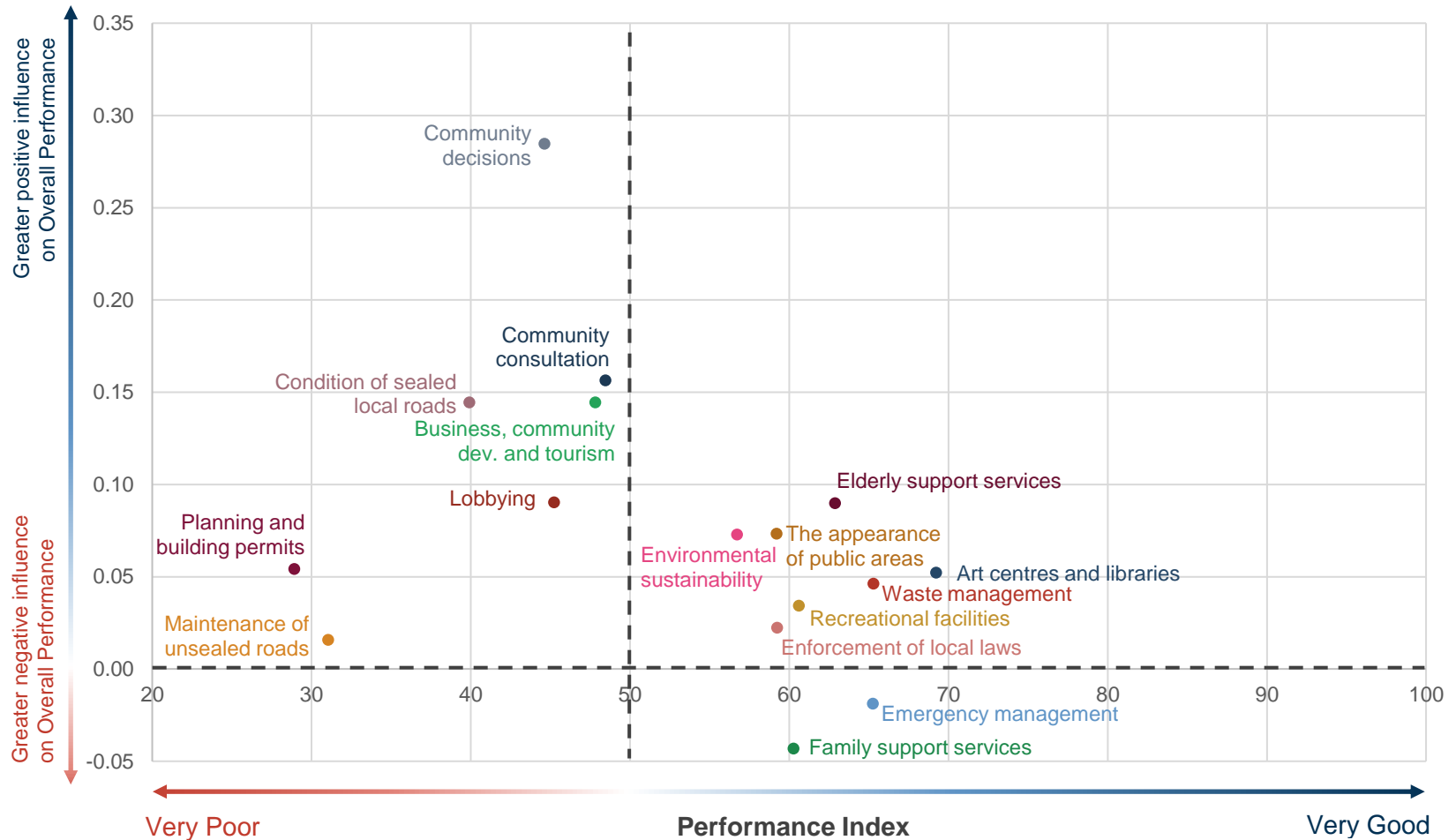
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2024 regression analysis (all service areas)

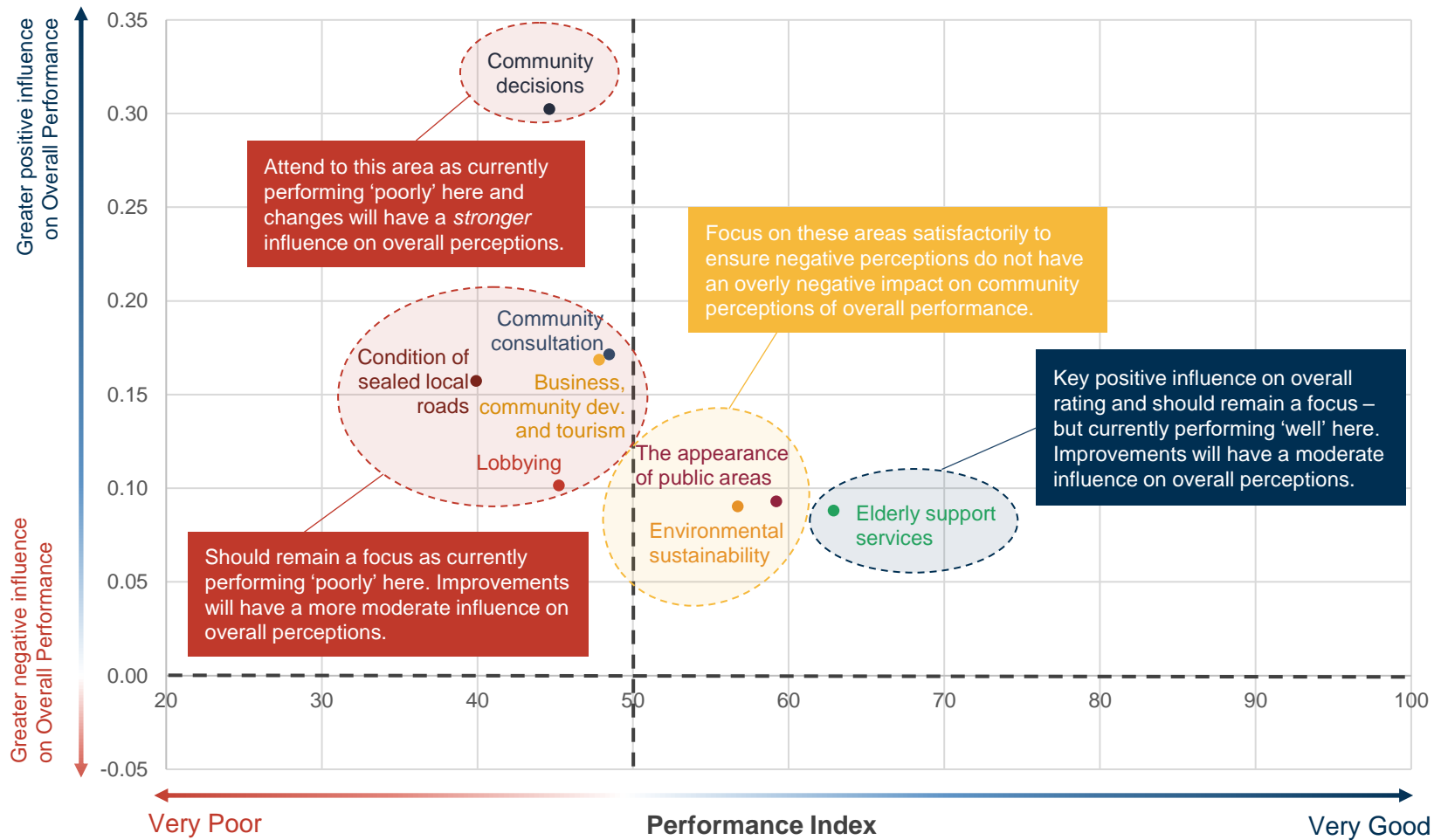


The multiple regression analysis model above (all service areas) has an R^2 value of 0.667 and adjusted R^2 value of 0.653, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 48.02$. 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

2024 regression analysis (key service areas)

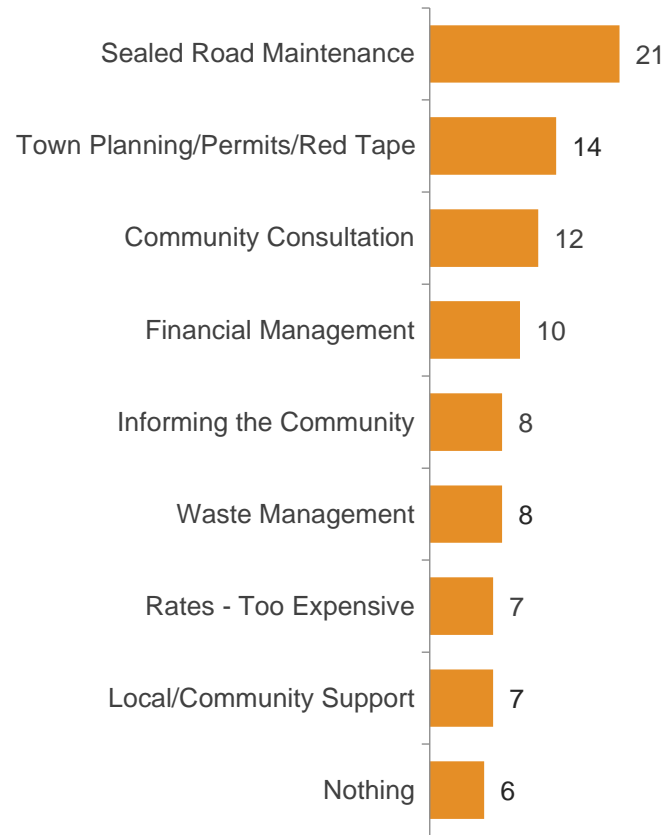


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.659 and adjusted R² value of 0.652, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 94.56.



Areas for improvement

2024 areas for improvement (%)
 - Top mentions only -



Q17. What does Colac-Otway Shire Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Almost seven in ten households (68%) have had contact with Council in the last 12 months. Rate of contact is four percentage points higher than last year and at a series high.

- Rate of contact is highest among residents aged 50 to 64 years (77% – a record high proportion for this cohort).



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

Customer service

Council's customer service index of 64 marks a (not significant) two-point decline on the 2023 result. Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 67 and 65 respectively).

Positively, a majority of residents (61%) who have had recent contact with Council provide a 'very good' or 'good' customer service rating.

- Customer service ratings are highest among residents in Coastal Communities, women, and those aged 65 years and over (index score of 68 each), and lowest among 18 to 34 year olds (57).

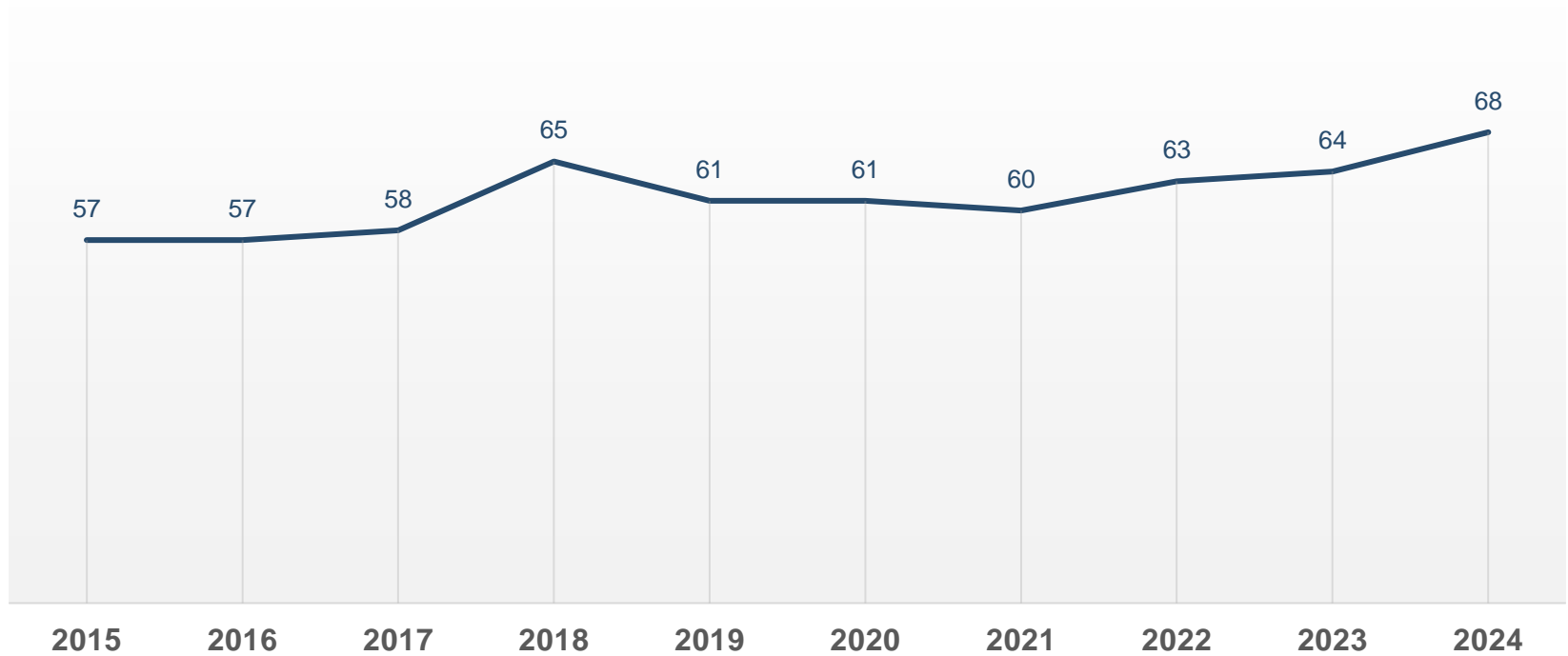
Telephone (39%) and in person (36%) remain the most common methods of contacting Council, followed by email (24%). Rate of in-person contact increased by five percentage points in the last year.

- Perceptions of customer service are most positive among residents who interacted with Council most recently either via telephone (index score of 66) or in person (65). It is positive to note that the methods used most frequently are the ones that receive the higher customer service ratings.



Contact with council

2024 contact with council (%)
Have had contact



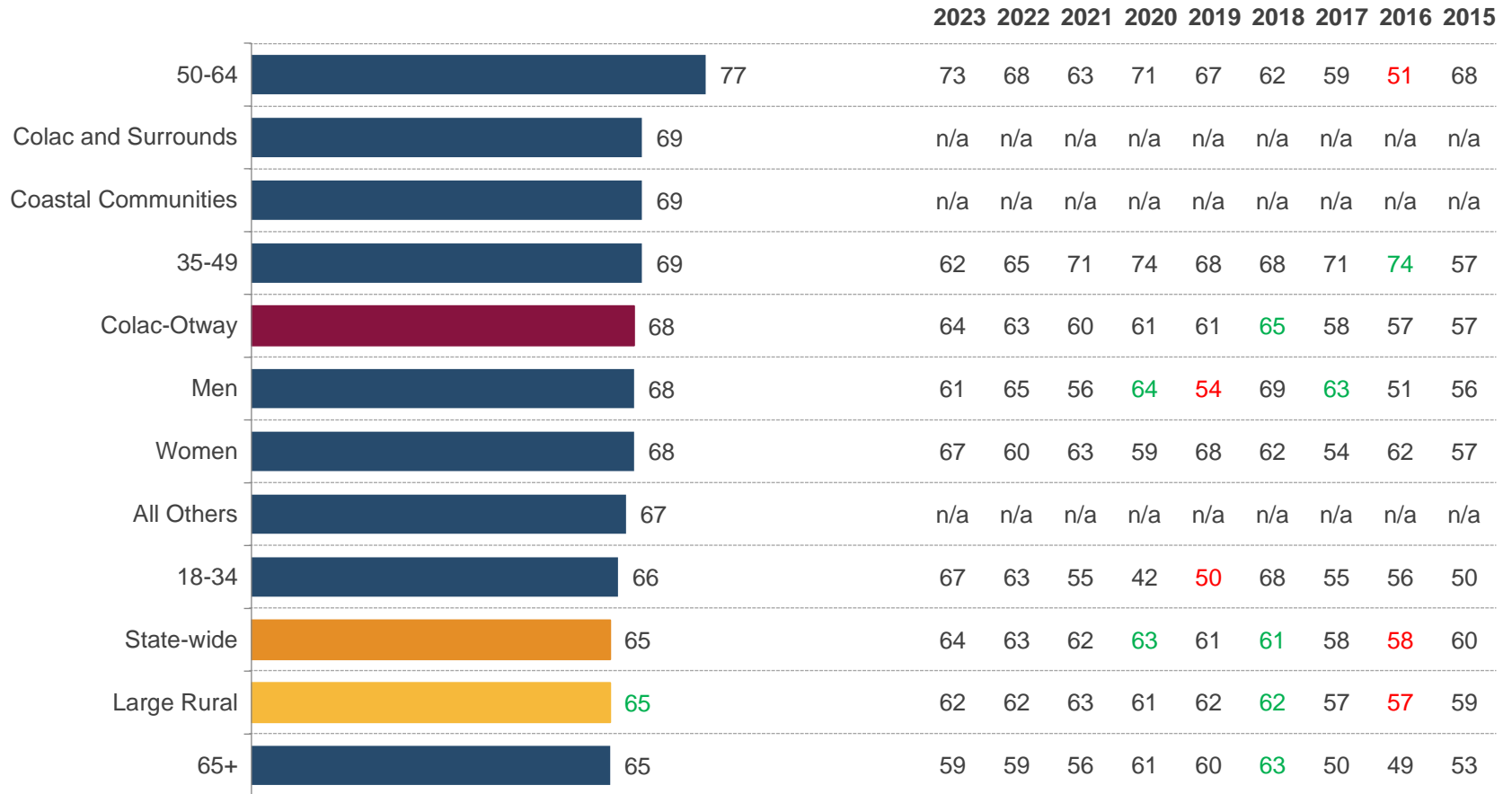
Q5a. Have you or any member of your household had any recent contact with Colac-Otway Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9



Contact with council

2024 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Colac-Otway Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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



Customer service rating

2024 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Coastal Communities	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Women	69	70	68	72	64	67	72	69	68	66
65+	69	69	67	72	67	68	66	66	68	68
State-wide	67	67	68	70	70	71	70	69	69	70
Large Rural	65	65	67	68	68	69	67	66	67	67
50-64	64	59	62	64	64	66	67	64	68	60
Colac-Otway	64	66	63	69	63	66	68	61	67	64
Colac and Surrounds	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	65	60	71	64	63	74	67	69	60
Men	59	61	58	65	62	66	64	54	66	61
18-34	57	66	61	64	53	69	65	44	63	67

Q5c. Thinking of the most recent contact, how would you rate Colac-Otway 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.

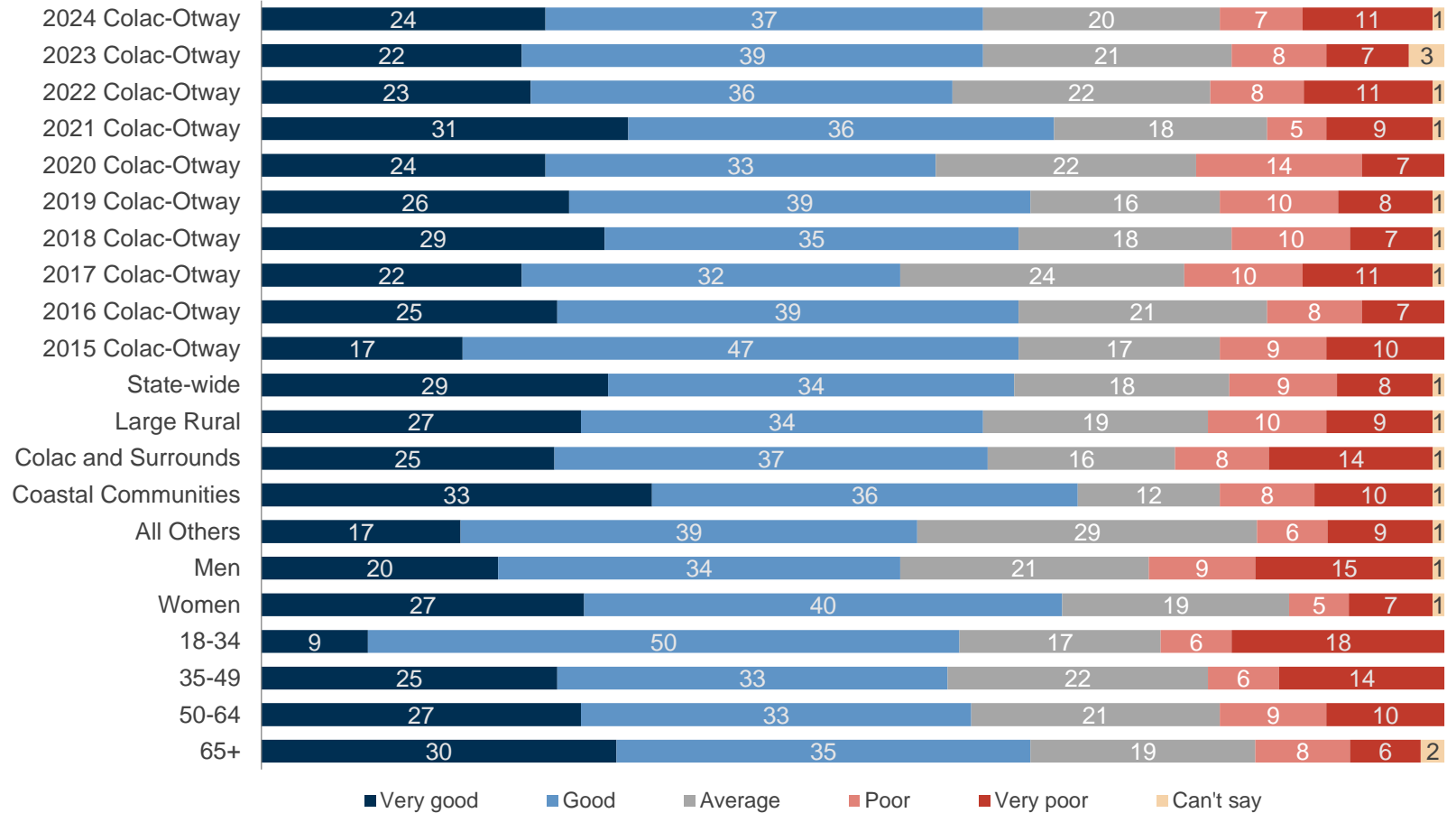
Councils asked State-wide: 62 Councils asked group: 18

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



Customer service rating

2024 customer service rating (%)



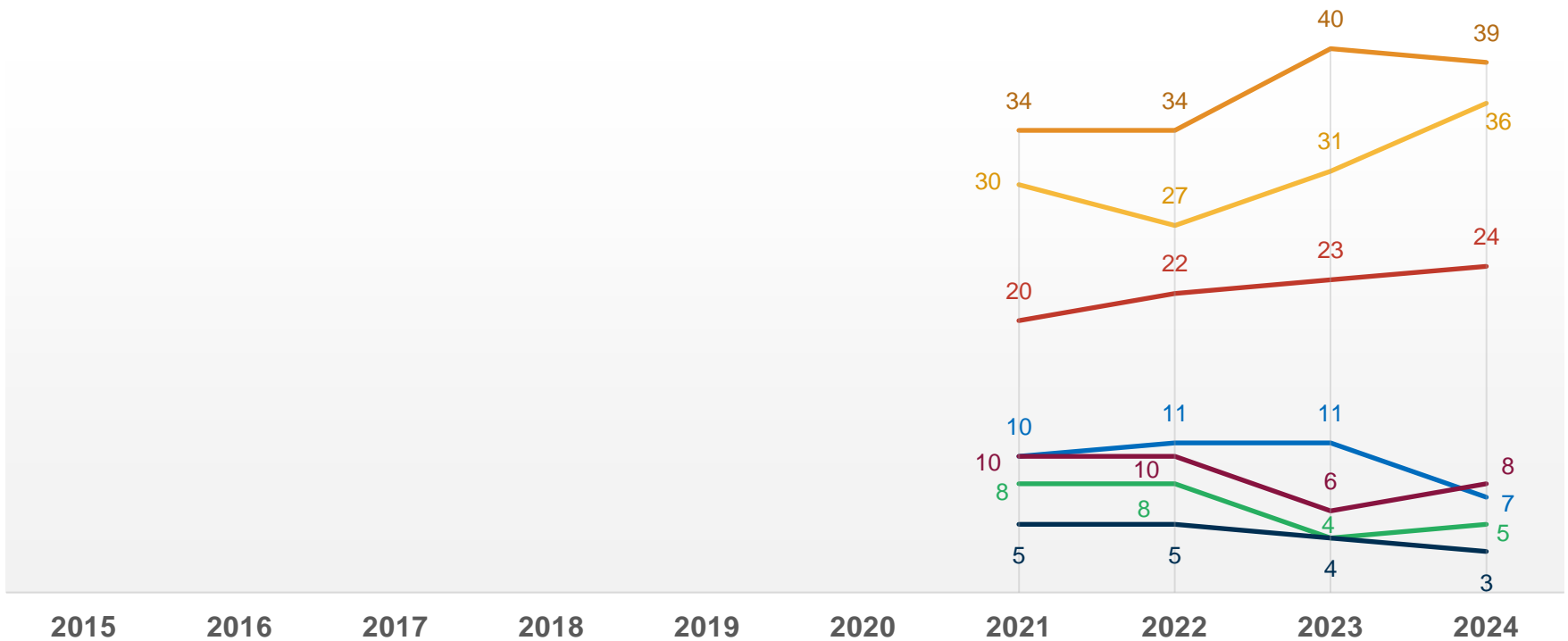
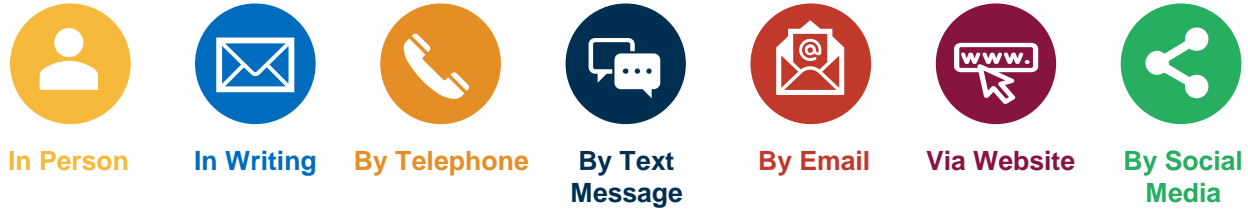
Q5c. Thinking of the most recent contact, how would you rate Colac-Otway Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 62 Councils asked group: 18



Method of contact with council

2024 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Colac-Otway Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Colac-Otway 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: 26 Councils asked group: 9

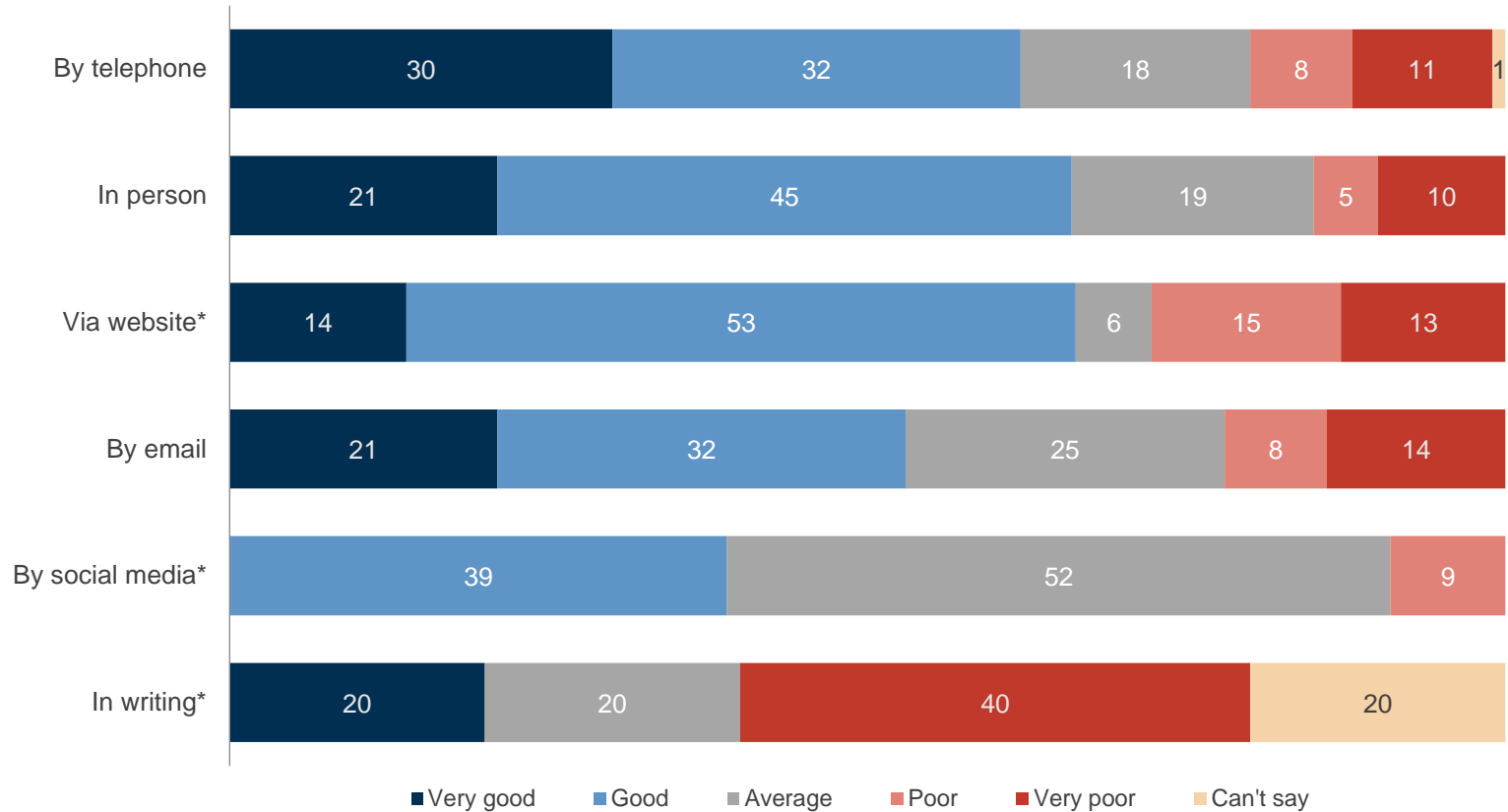
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Colac-Otway 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: 26 Councils asked group: 9
 *Caution: small sample size < n=30



Council direction



Council direction

Over the last 12 months, perceptions of the direction of Council's overall performance have declined significantly by four points to a record-low index score of 38. Perceptions have declined over three consecutive years, following the peak rating of 60 seen in 2021.

- It is worth noting that this is also the State-wide trend, although Council does perform significantly below the Large Rural group on this metric.

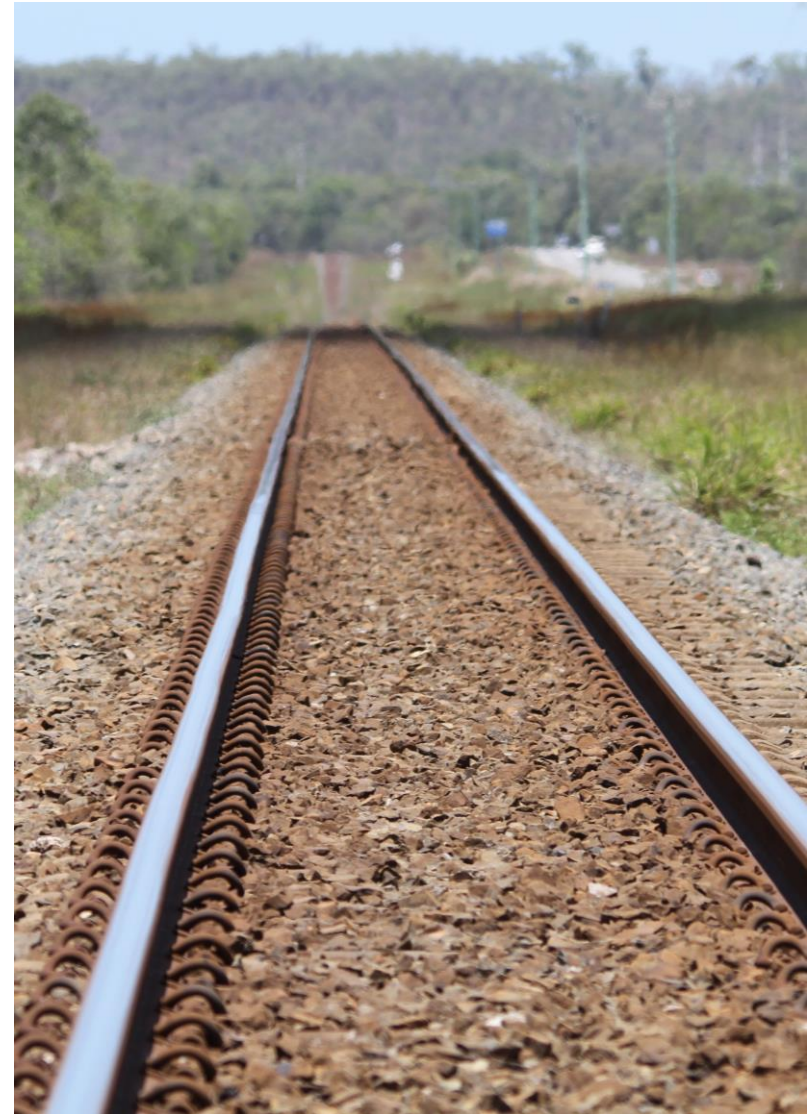
A decreased minority (58%) believe the direction of Council's overall performance has stayed the same over the last 12 months, down eight percentage points on 2023. Just 7% believe the direction has improved (compared to 8% in 2023), while more (31% – up eight percentage points) believe it has deteriorated.

- The least satisfied with the direction of Council performance are those aged 50 to 64 years (30 – significantly lower than the Council average).

Two thirds (65%) of residents think there is 'a lot' of room for improvement in Council's overall performance.

Since the last evaluation fewer residents say Council is generally heading in the right direction (43% down from 54%).

Residents remain more in favour of service cuts (53% 'probably' or 'definitely' prefer) than rate rises to improve local services (21% 'probably' or 'definitely' prefer).





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	46	50	53	51	53	52	53	51	53
Large Rural	44	47	51	50	51	52	52	48	51
65+	47	56	60	57	57	50	58	38	46
Colac and Surrounds	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	38	52	67	53	60	67	56	47	51
Women	48	55	61	50	56	58	56	41	49
Colac-Otway	42	50	60	52	56	56	53	42	48
All Others	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	37	46	60	54	56	53	50	43	47
35-49	45	42	55	46	48	56	49	44	45
Coastal Communities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	36	44	58	51	56	52	47	42	50

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

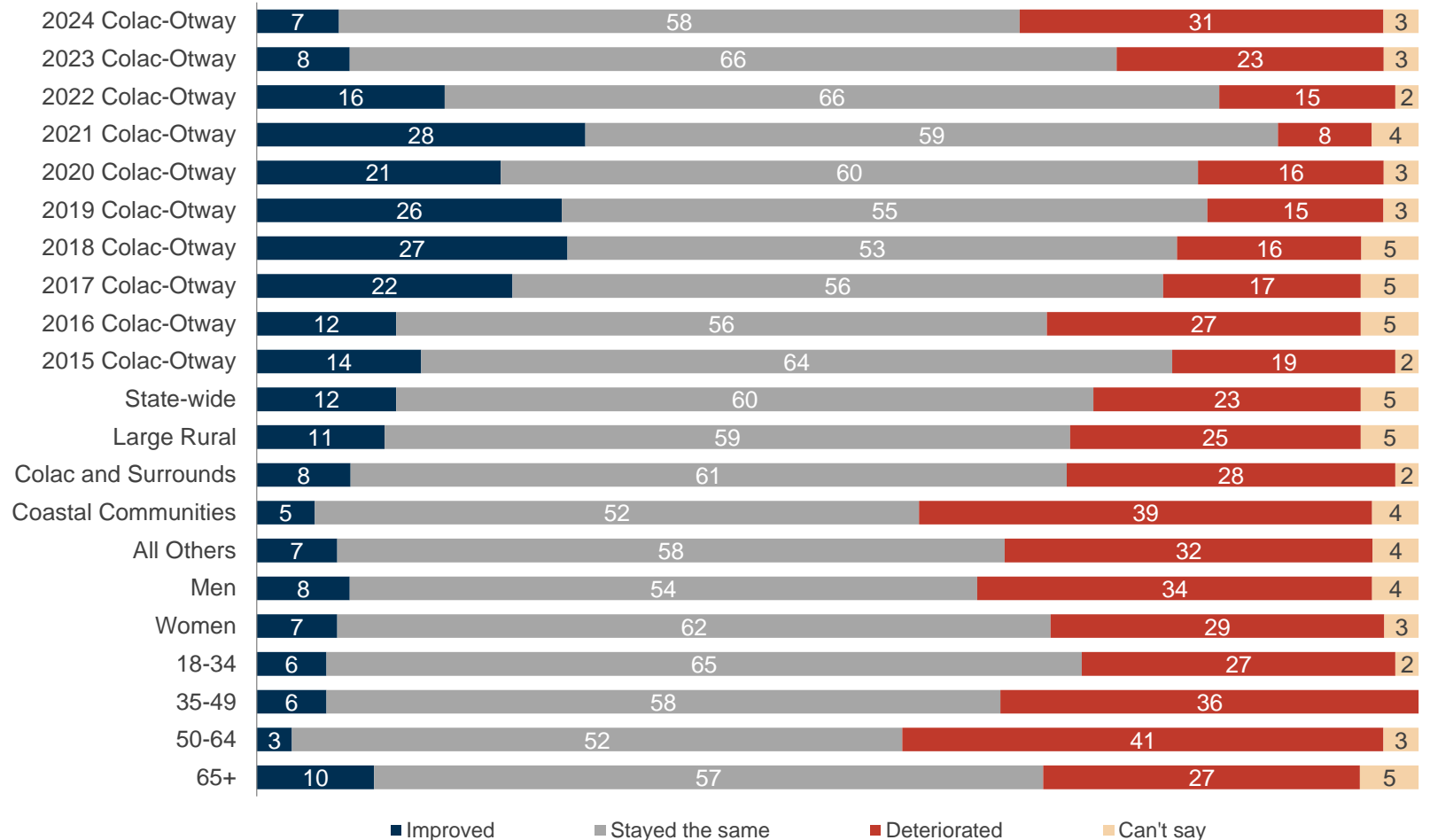
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall council direction last 12 months

2024 overall council direction (%)

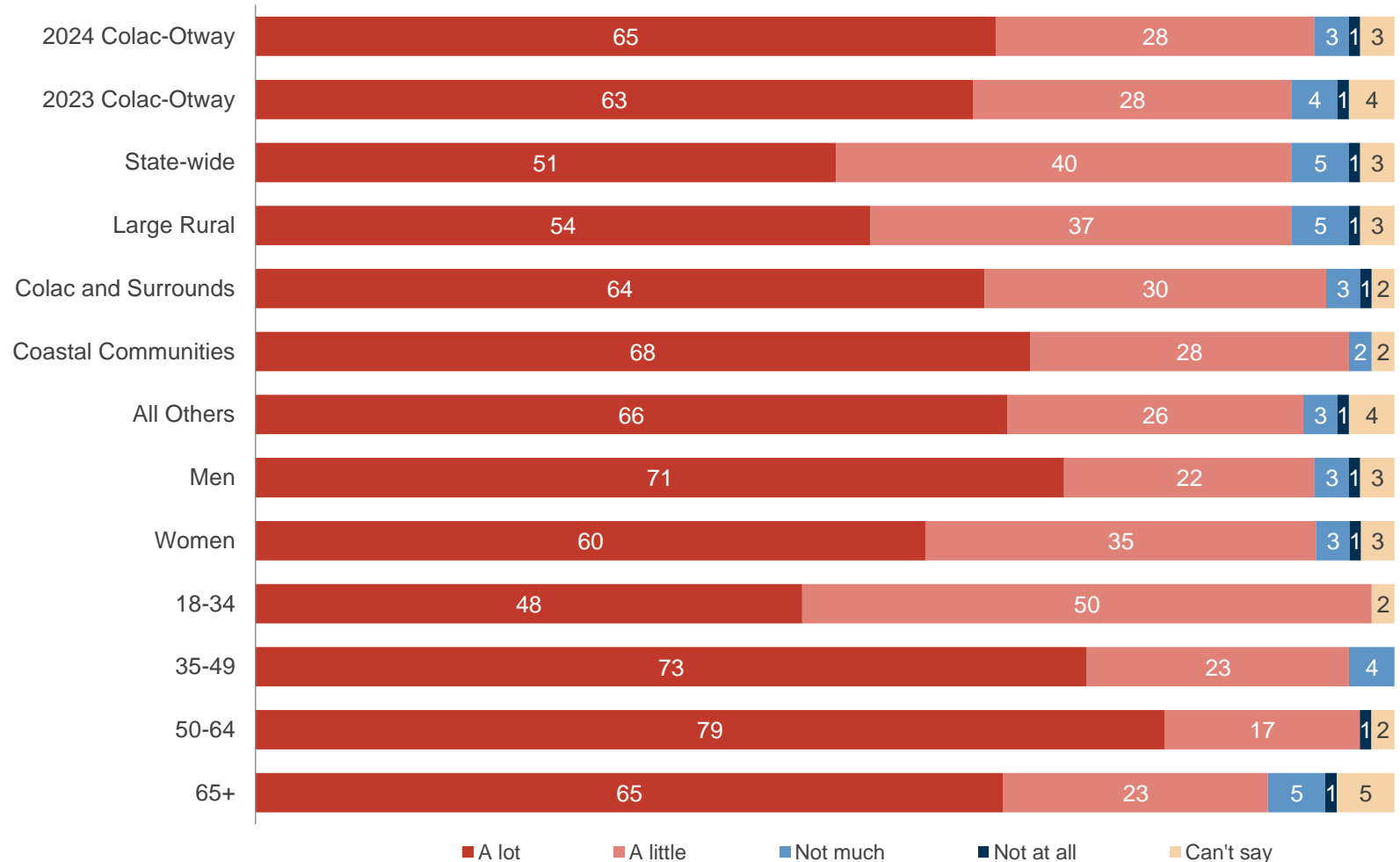


Q6. Over the last 12 months, what is your view of the direction of Colac-Otway Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Room for improvement in services

2024 room for improvement in services (%)



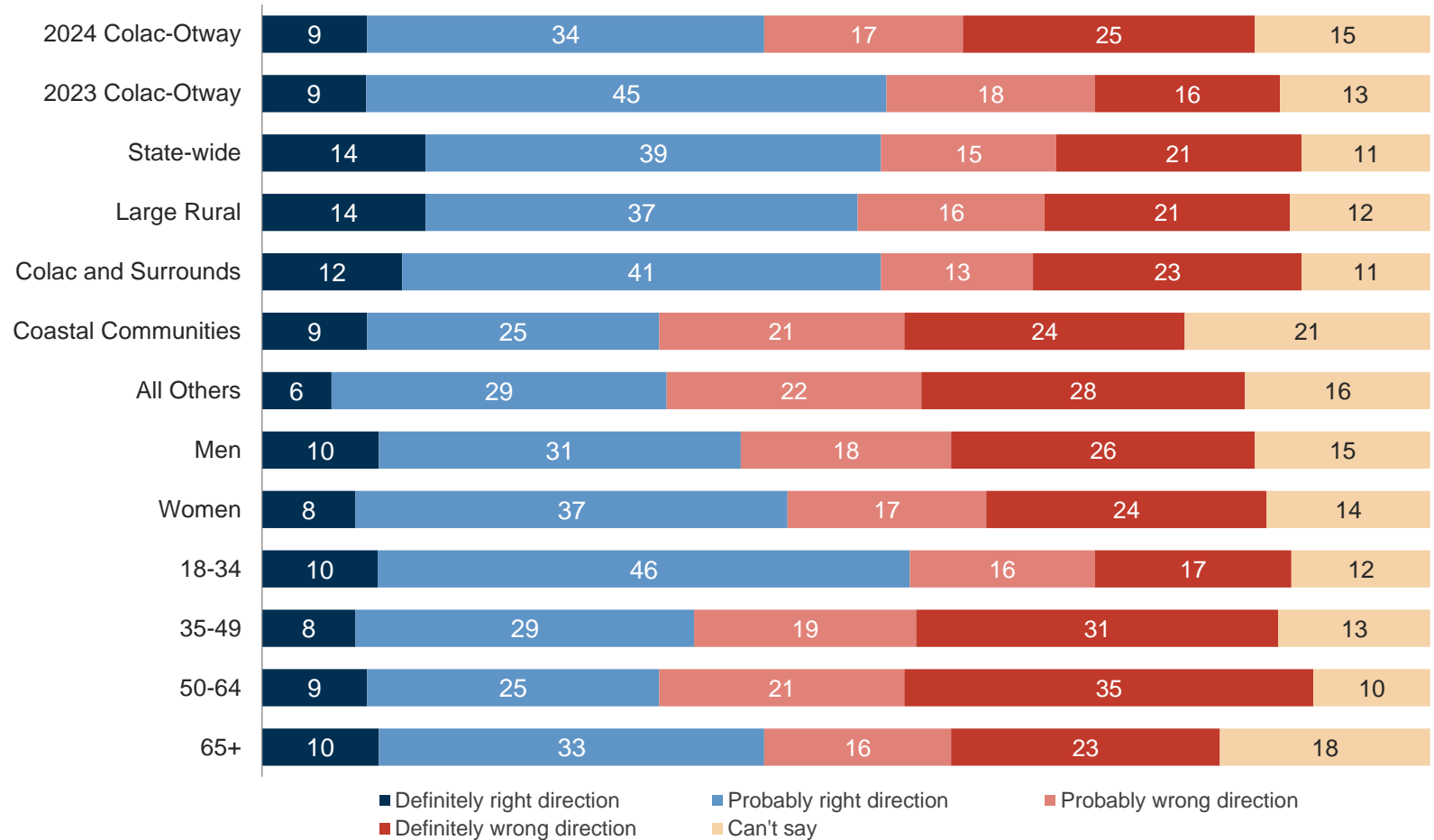
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Colac-Otway Shire Council's overall performance?

Base: All respondents. Councils asked State-wide: 3 Councils asked group: 2



Right / wrong direction

2024 right / wrong direction (%)

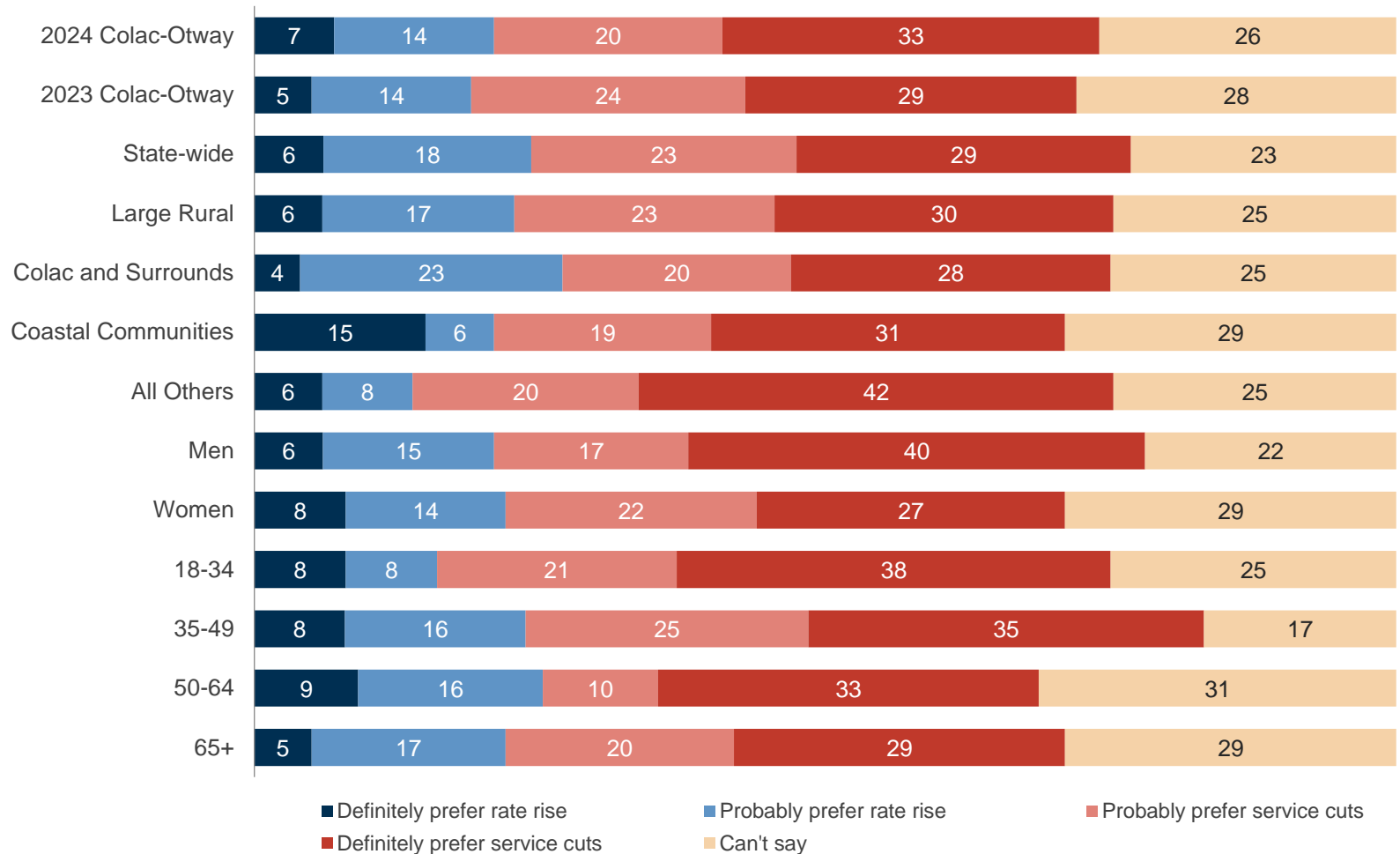


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3



Rates / services trade-off

2024 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

A large, stylized letter 'W' graphic that serves as a background element. It is filled with a dark blue color and overlaid with a glowing, light blue network pattern of interconnected nodes and lines, resembling a data or communication 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



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	49	54▲	65	62	56	60	45	54	53
State-wide	52	54▲	56	55	56	55	55	54	56
Colac and Surrounds	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	54	60	55	53	58	48	48	52
Colac-Otway	47	53	60	55	54	55	46	48	50
Coastal Communities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	46	52	56	51	54	58	50	53	49
Large Rural	49	51	54	54	54	54	52	52	54
Men	45	52	59	55	56	53	44	49	48
All Others	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	57	61	56	56	53	50	44	51
50-64	43	46	55	51	50	51	39	44	47

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

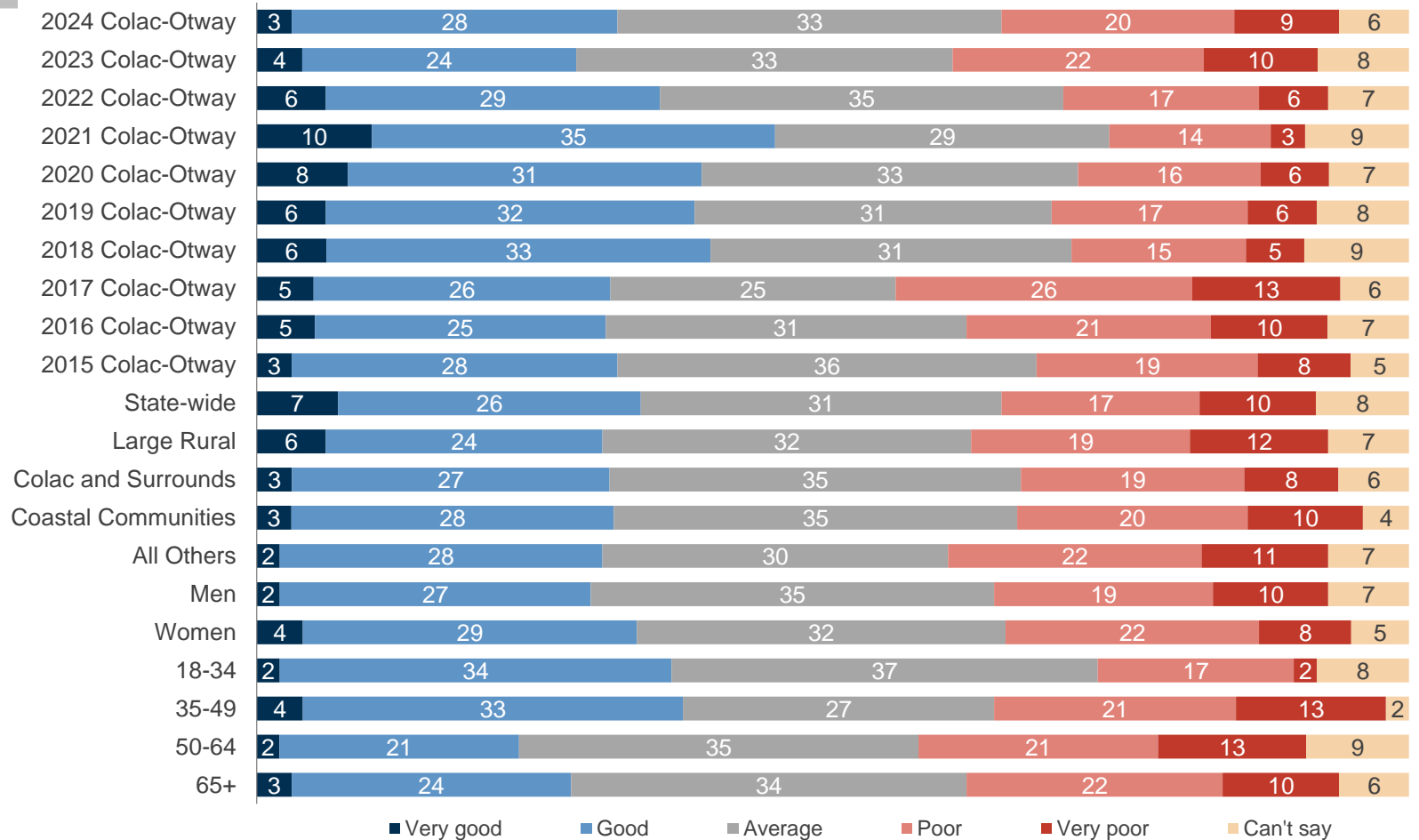
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 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: 62 Councils asked group: 18



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	51	53	55	53	54	54	54	53	55
18-34	43	50	58	63	53	60	53	58	57
Large Rural	49	51	54	53	52	52	51	50	53
65+	51	54	61	54	55	51	51	47	50
Colac and Surrounds	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	48	49	60	53	51	53	52	51	53
Colac-Otway	46	52	59	54	53	54	50	50	51
Men	44	54	59	56	55	55	48	50	48
35-49	47	52	59	52	49	53	49	50	48
Coastal Communities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	38	49	58	49	54	52	45	48	48

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

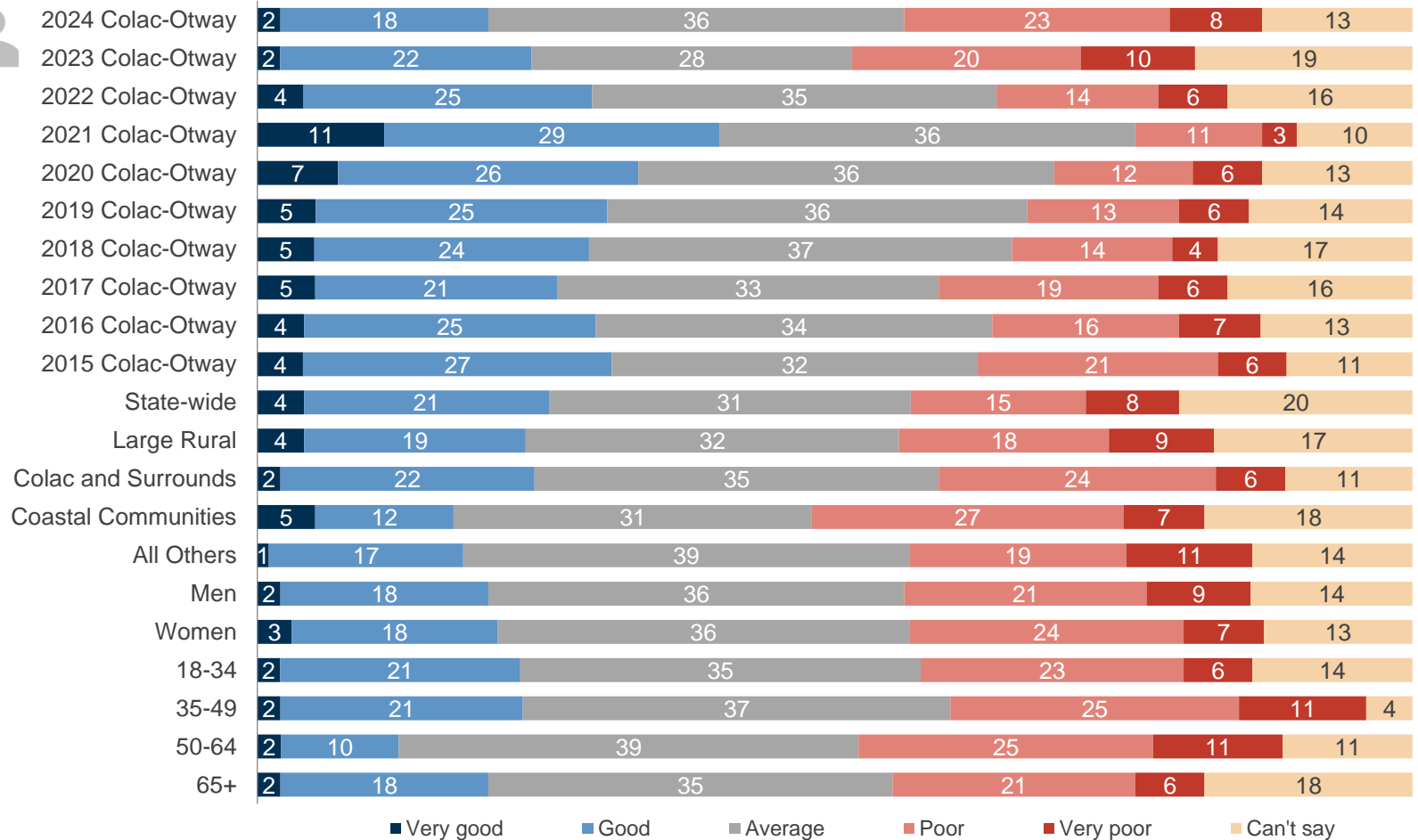
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	51	54	56	53	55	54	54	55
18-34	50	43	52	59	54	59	55	52	49
Women	48	48	55	58	50	51	49	46	45
Colac and Surrounds	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	46	55	54	46	47	50	44	39
Large Rural	46	48	51	54	52	52	52	51	50
Coastal Communities	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	45	45	53	58	50	52	49	45	43
65+	43	48	56	61	51	53	45	47	43
All Others	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	41	41	52	58	50	53	49	44	42
50-64	40	38	47	56	48	49	47	38	43

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

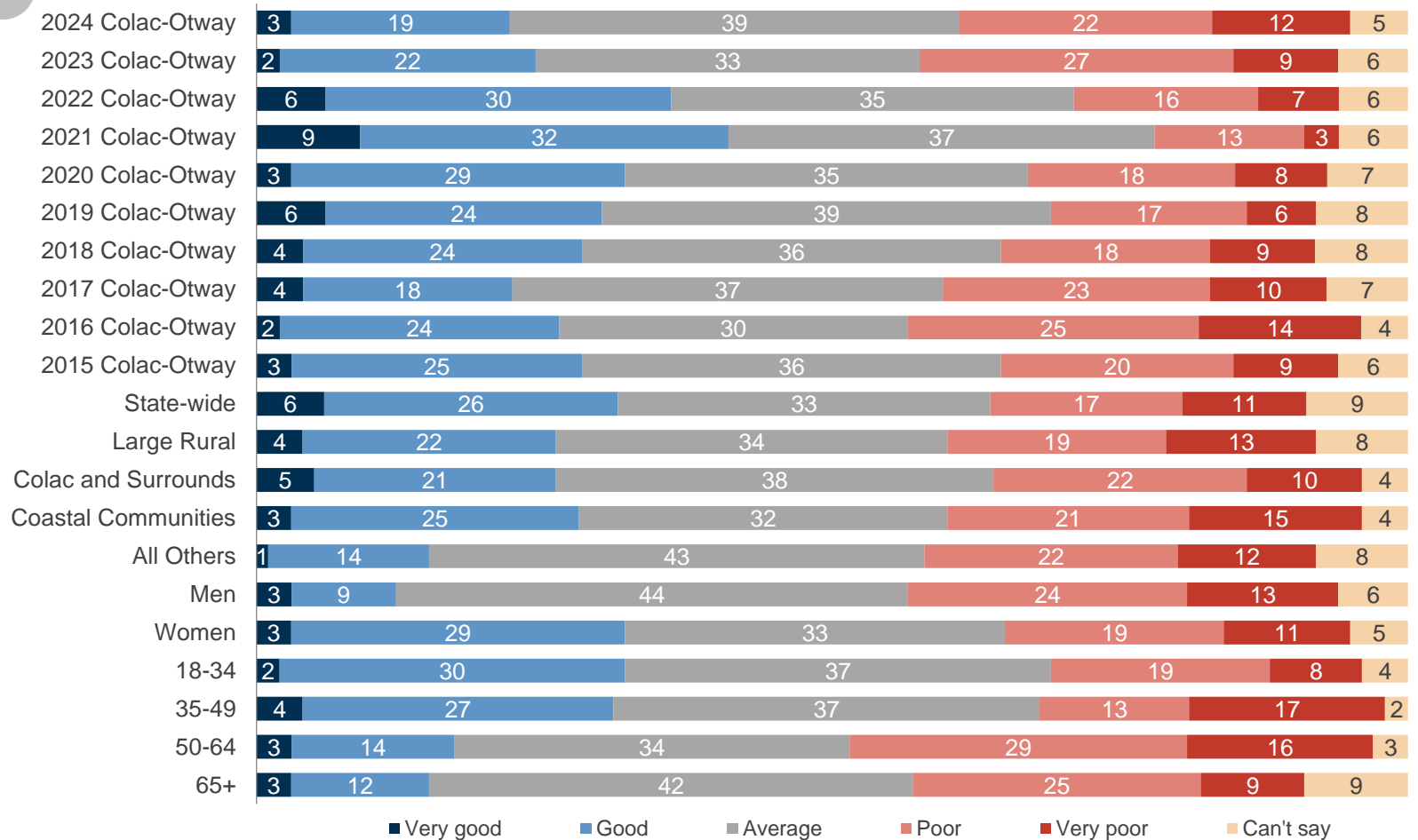
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

Decisions made in the interest of the community performance



2024 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: 62 Councils asked group: 18

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	48	53	57	54	56	53	53	54	55
Colac and Surrounds	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	41	45	49	55	46	46	40	48	36	46
Men	41	37	45	54	47	41	43	42	38	43
18-34	40	34	50	54	43	40	43	42	43	48
Colac-Otway	40	39	47	53	44	42	39	42	37	44
50-64	39	39	44	54	43	43	34	39	34	37
Women	39	41	50	52	42	44	36	43	36	44
35-49	39	33	45	48	43	39	38	38	36	44
Large Rural	38	40	45	50	47	47	45	43	44	45
Coastal Communities	38	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

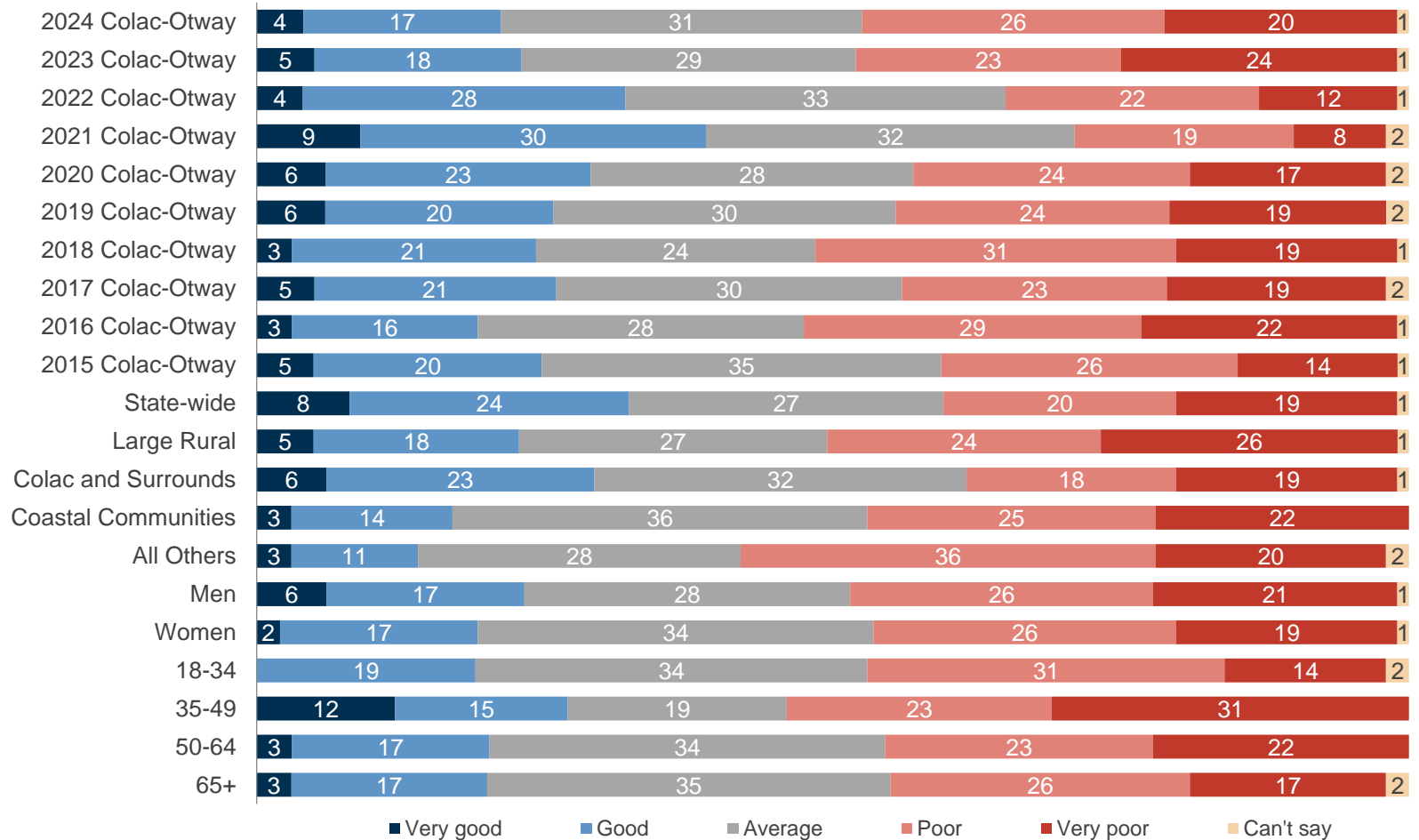
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2024 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: 62 Councils asked group: 18



Enforcement of local laws performance



2024 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	62	64	65	72	67	62	70	66	67	70
Colac and Surrounds	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	61	63	64	63	64	64	64	63	66
Large Rural	60	61	64	64	64	64	64	63	63	65
35-49	60	59	66	66	62	60	68	62	66	64
Women	59	62	66	68	64	59	65	63	63	65
Colac-Otway	59	61	64	67	63	61	64	62	62	64
Men	59	60	62	67	62	63	63	60	61	64
All Others	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	59	63	65	62	60	59	61	59	63
50-64	57	62	61	68	61	61	61	57	58	61
Coastal Communities	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

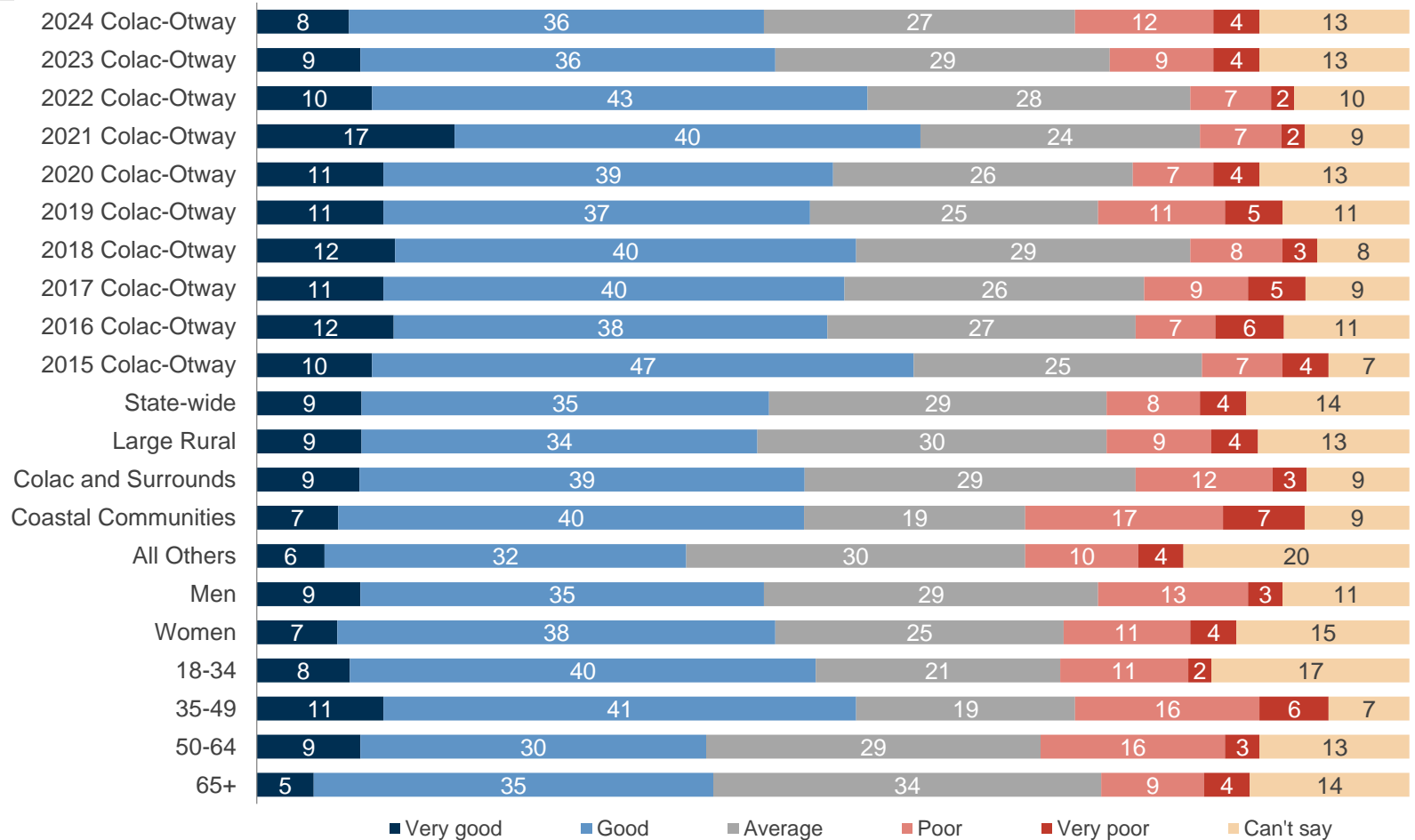
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



Family support services performance



2024 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	65▲	67	72	72	68	70	68	71	71
Colac and Surrounds	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	61	66	69	66	68	65	61	67
State-wide	63▲	63	65	66	66	67	66	67	66
Large Rural	62	61	64	66	64	65	65	65	64
Colac-Otway	60	64	67	70	67	67	67	62	67
18-34	60	65	66	74	70	63	68	56	64
All Others	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	66	69	71	69	66	70	64	66
50-64	56	56	64	68	64	68	62	65	64
35-49	56	64	63	64	66	68	70	56	67
Coastal Communities	53▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

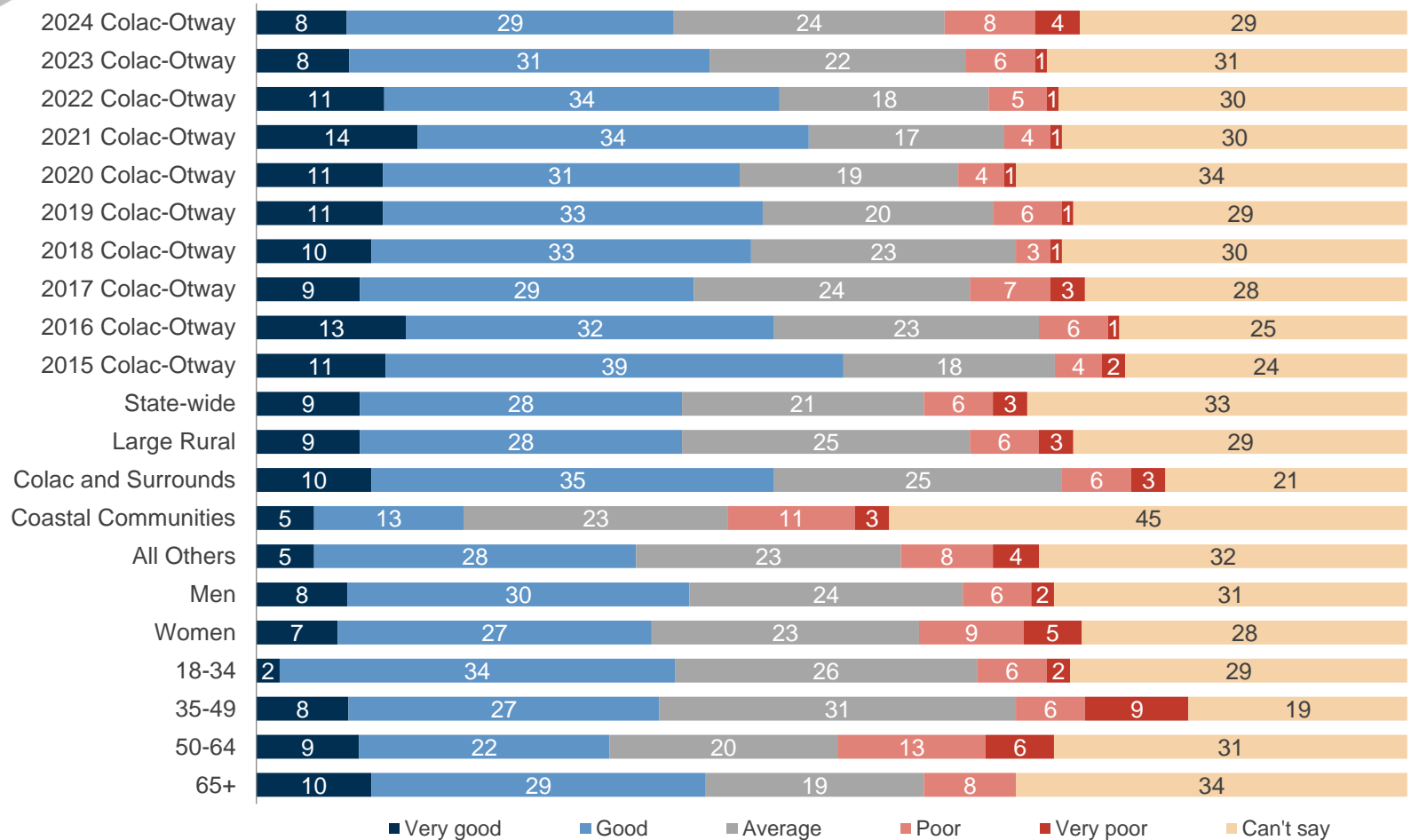
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
65+	67	68	71	73	72	73	66	73	69	72
Colac and Surrounds	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	67	70	69	72	69	69	68	68	70
State-wide	63	63	67	69	68	68	68	68	68	69
Colac-Otway	63	66	69	69	70	69	68	67	67	69
18-34	63	64	67	69	67	61	76	65	63	63
Men	62	64	68	69	69	70	68	67	66	67
Large Rural	62	63	65	68	67	67	67	67	66	69
Coastal Communities	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	63	65	67	69	69	64	67	67	69
35-49	58	64	70	61	71	73	68	62	69	68

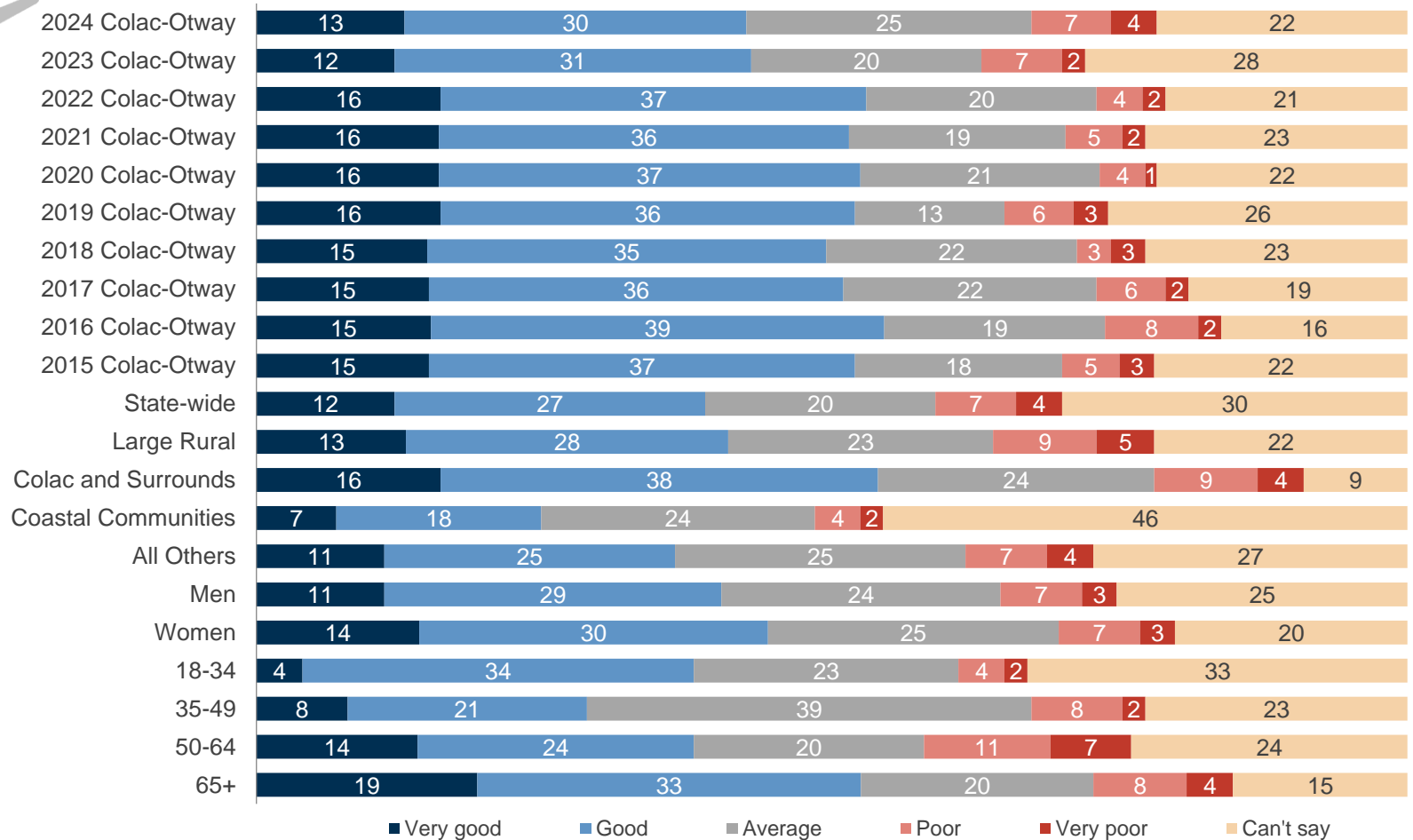
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68▲	69	71	70	70	69	70	69	70
Large Rural	64▲	66	68	67	68	66	66	65	66
65+	64	71	75	65	71	63	65	64	66
18-34	63	65	73	60	68	68	58	60	58
Women	63	67	72	64	66	65	58	58	59
Colac and Surrounds	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
All Others	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	61	66	72	64	67	64	59	58	59
Men	59	66	71	64	69	62	59	59	59
50-64	58	61	69	65	67	62	58	56	57
35-49	55	63	65	67	62	61	52	50	54
Coastal Communities	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

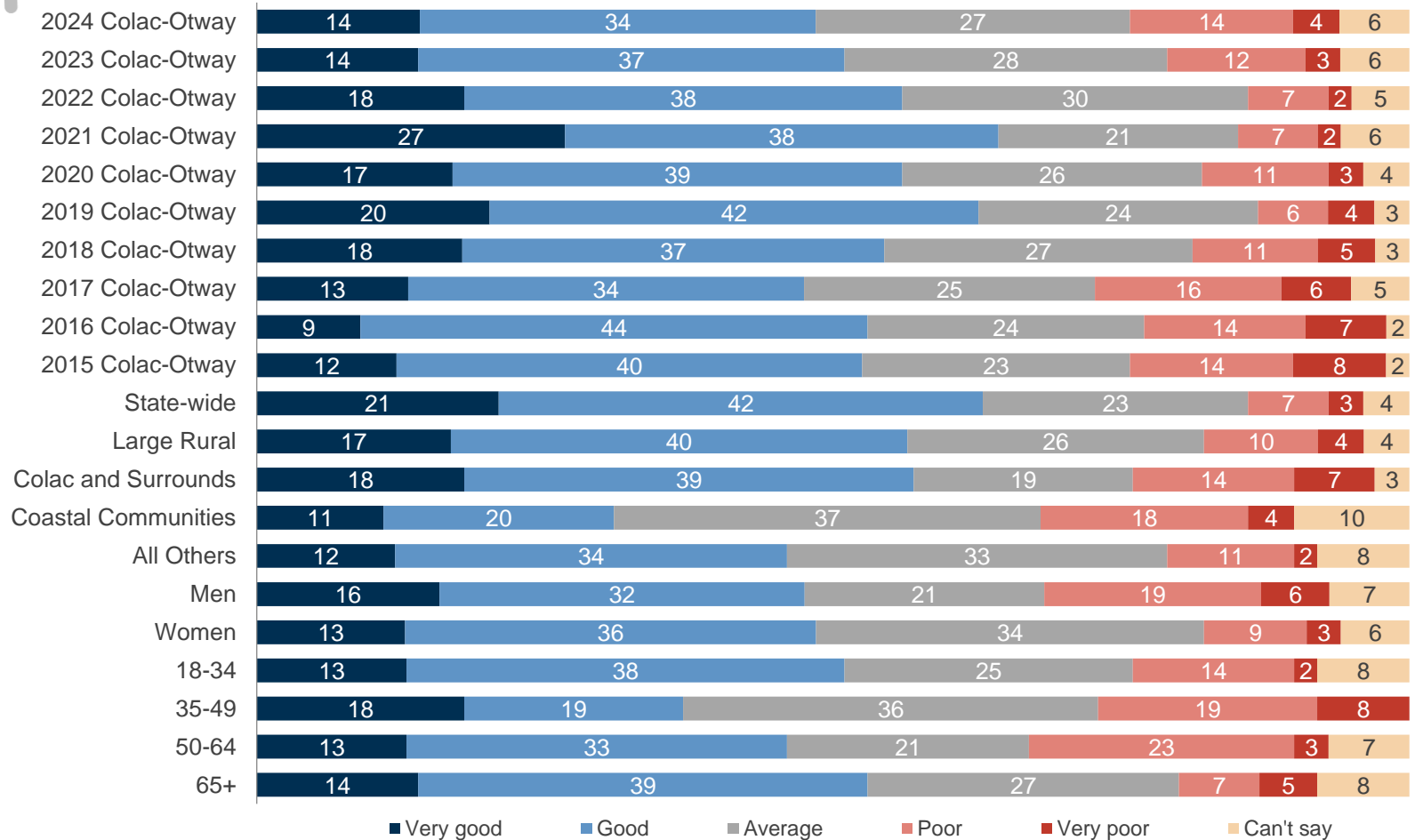
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67	71	73	72	72	71	71	71	72
Large Rural	65	67	70	71	70	69	69	69	69
18-34	64	74	71	64	63	64	59	66	64
All Others	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	70	70	66	65	63	63	58	61
Colac and Surrounds	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	69	70	67	63	61	60	61	63
Colac-Otway	63	69	69	65	62	61	59	59	62
Women	65	69	67	62	61	62	57	58	61
50-64	61	63	68	63	59	60	55	56	59
35-49	60	65	63	64	59	59	56	59	65
Coastal Communities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

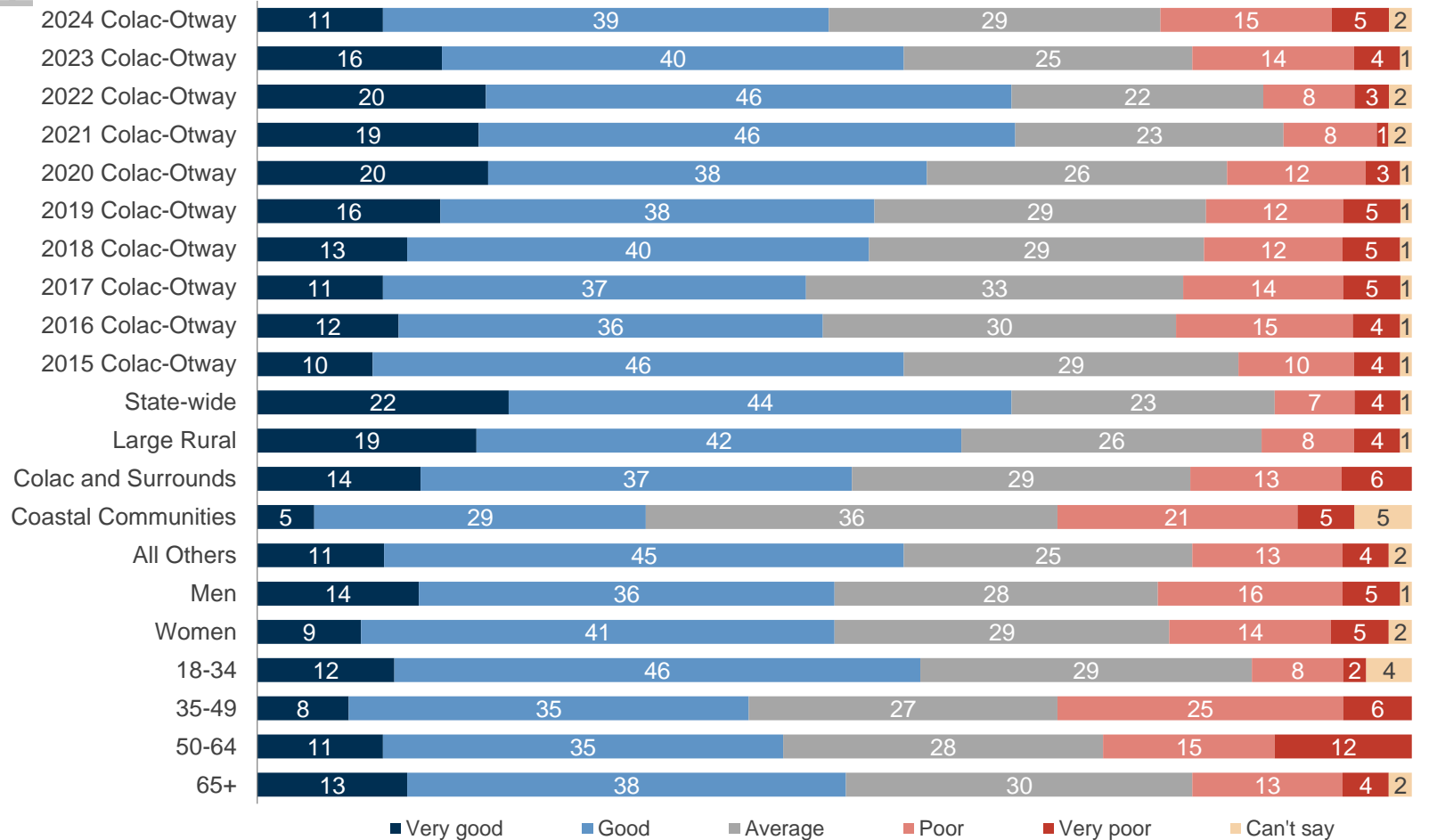
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11



Art centres and libraries performance



2024 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	74	70	72	74	75	75	67	67	n/a
State-wide	73▲	73	73	74	74	74	73	72	73
Women	72	70	75	69	70	75	70	68	n/a
All Others	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	61	72	65	69	81	71	66	n/a
Large Rural	71	69	73	72	73	71	70	70	73
Colac and Surrounds	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	69	66	69	72	71	70	73	69	64
50-64	69	61	65	72	69	67	66	67	63
Men	66	61	68	70	73	71	71	67	60
65+	66	67	70	73	74	71	69	69	62
Coastal Communities	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

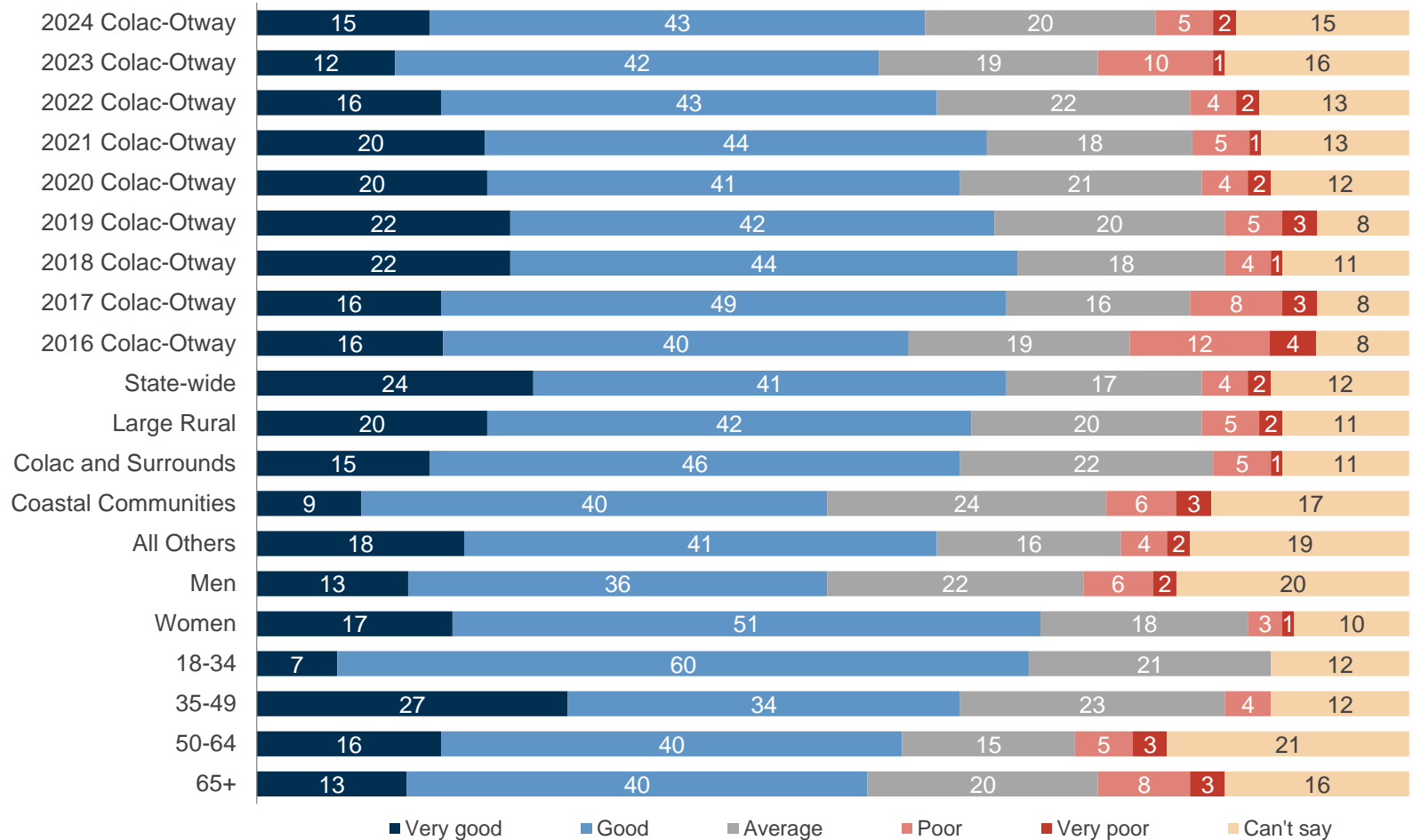
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Colac and Surrounds	72▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	70	72	71	67	68	66	70	66
50-64	67	61	61	64	61	62	65	65	63
State-wide	67	66	68	69	65	68	70	71	70
Men	66	63	68	70	66	66	71	65	66
Colac-Otway	65	64	67	69	65	64	68	66	65
Large Rural	65	65	65	66	62	64	67	68	66
Women	65	66	67	68	64	61	64	66	65
18-34	63	61	70	73	65	62	73	64	65
35-49	62	61	60	64	64	60	67	62	68
All Others	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Communities	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

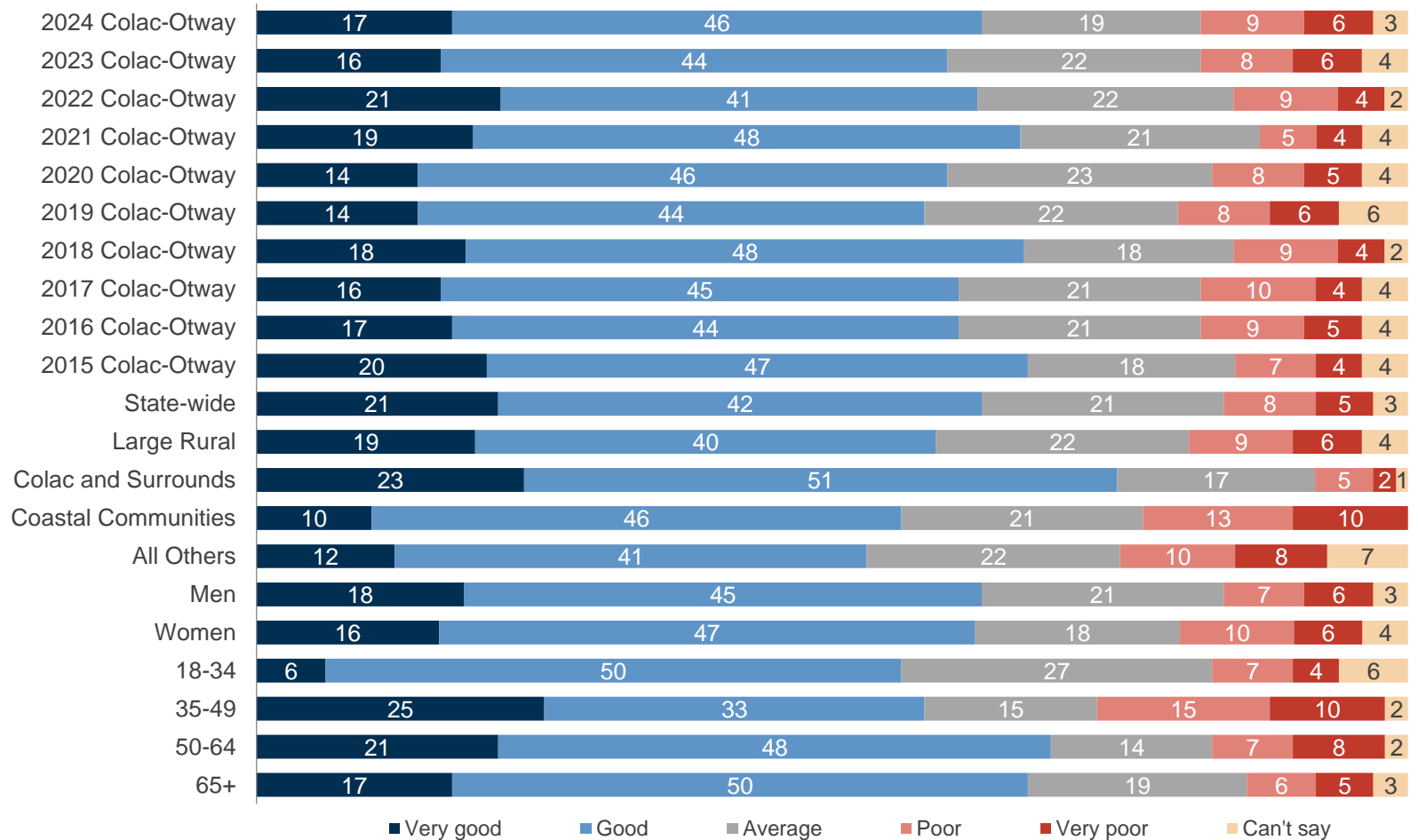
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	57▲	59	60	61	59	61	60	61	60
Large Rural	55▲	56	58	59	61	62	61	60	59
18-34	54	54	65	58	59	61	70	61	63
35-49	49	55	56	60	61	54	60	54	56
Coastal Communities	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac and Surrounds	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	51	58	61	59	59	58	54	56
Colac-Otway	48	51	59	60	58	58	60	58	58
Women	47	51	59	59	58	57	62	62	59
All Others	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	51	59	62	59	60	57	64	56
50-64	41	42	52	57	53	56	55	51	56

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

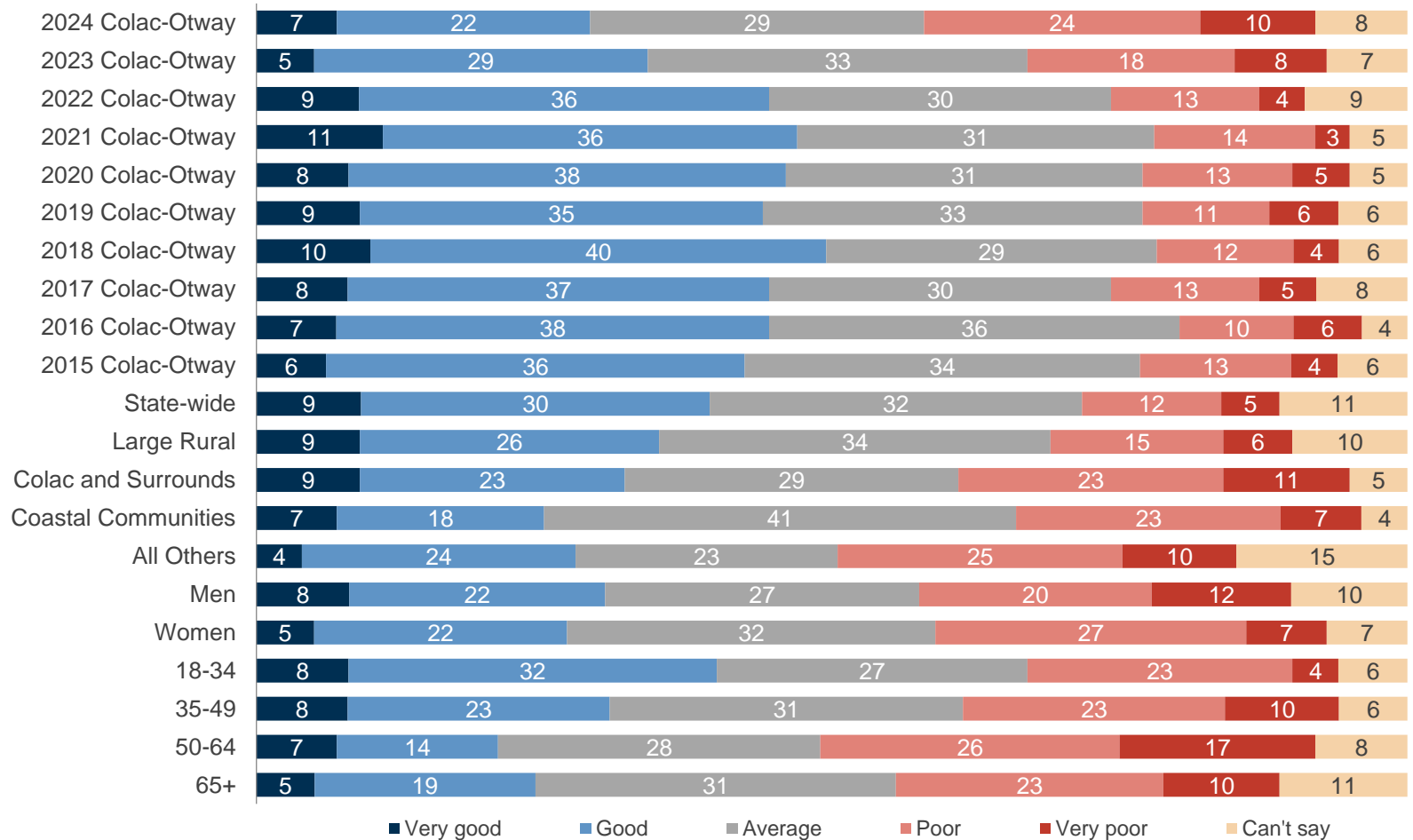
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10



Planning and building permits performance



2024 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
State-wide	45▲	47	50	51	51	52	52	51	50	54
Large Rural	41▲	42	46	48	49	49	49	48	50	54
Colac and Surrounds	32	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	32	28	35	40	40	43	52	39	n/a	n/a
35-49	30	24	39	31	34	39	43	36	n/a	n/a
Women	30	31	40	39	37	38	38	38	n/a	n/a
65+	30	30	39	43	36	37	30	36	n/a	n/a
Coastal Communities	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Colac-Otway	29	27	38	38	36	39	39	35	n/a	n/a
Men	28	23	35	37	35	39	39	31	n/a	n/a
All Others	24▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	21▼	22	35	32	35	37	31	28	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

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

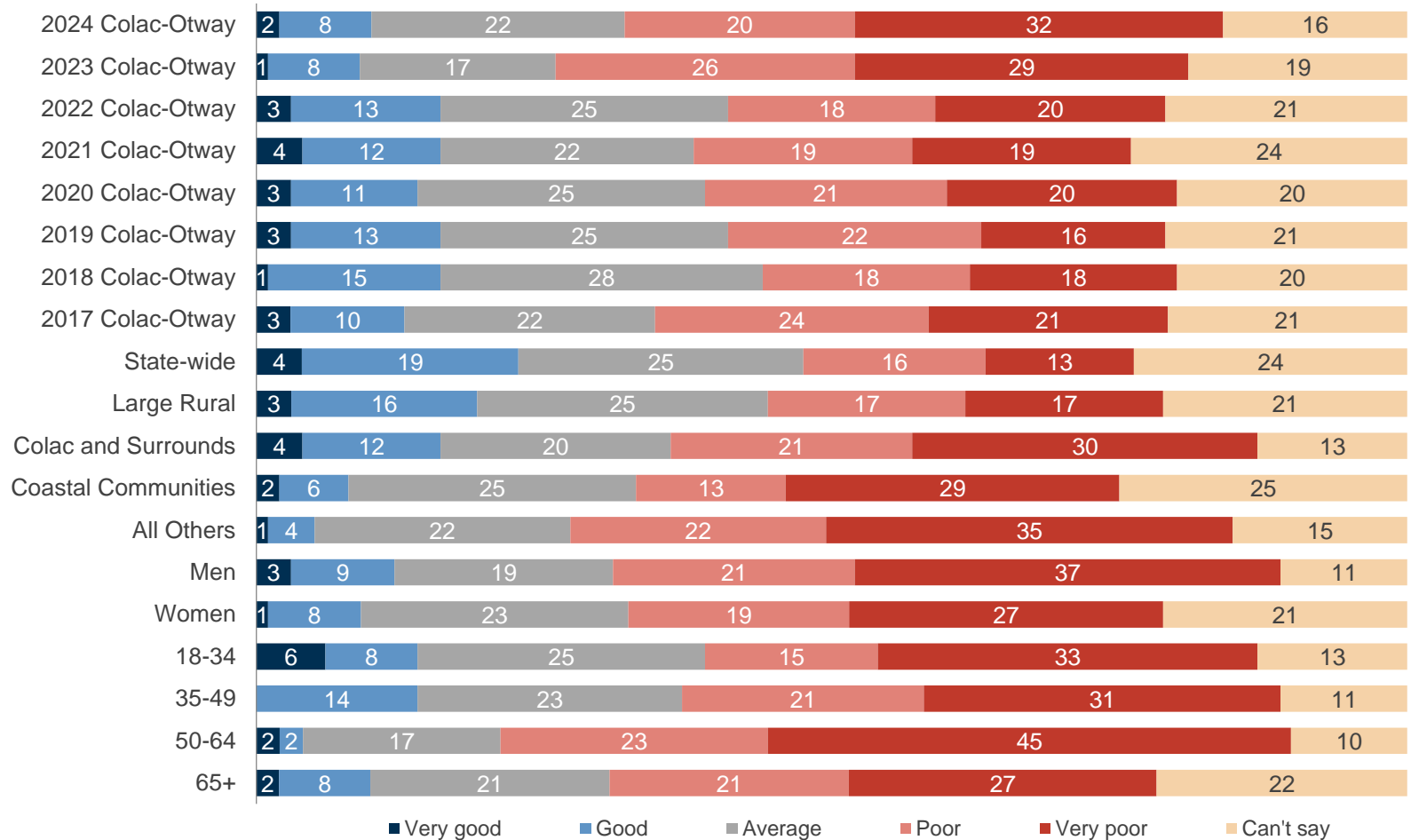
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8



Environmental sustainability performance



2024 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	56	59	68	54	59	61	55	59	n/a
State-wide	60▲	61	62	60	62	63	64	63	64
35-49	58	57	59	58	59	63	56	54	n/a
Colac and Surrounds	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58	59	61	60	61	61	62	62	64
Women	56	59	60	51	57	57	57	55	n/a
Colac-Otway	56	58	62	54	58	57	56	55	n/a
Men	56	58	63	58	59	58	54	56	n/a
All Others	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Communities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	52	58	52	57	53	54	54	n/a
65+	55	61	61	54	57	53	57	54	n/a

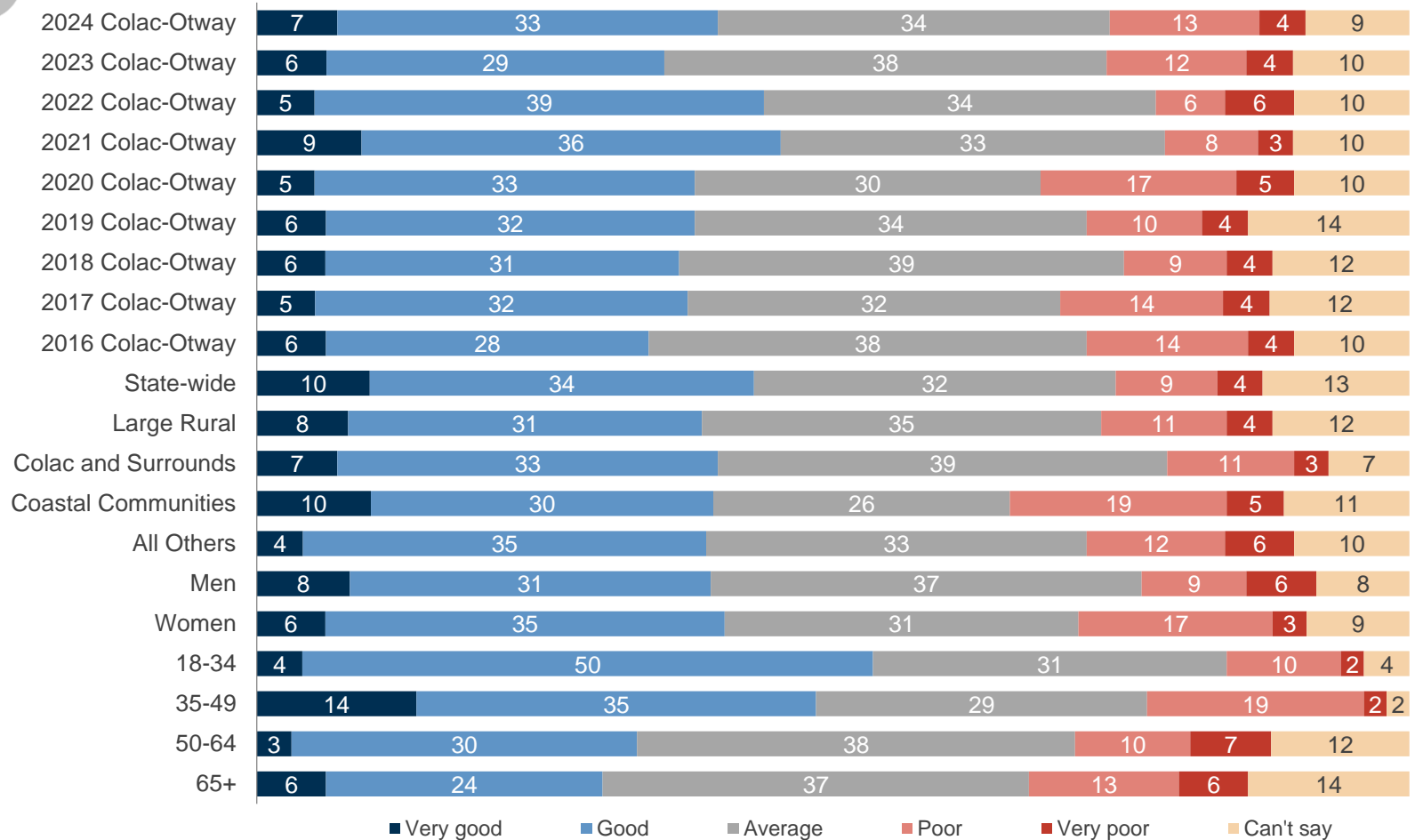
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	68	61	67	71	72	68	72	60	69	61
18-34	68	61	68	74	73	72	73	61	66	61
Women	66	67	70	76	68	69	73	67	73	63
Colac and Surrounds	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	65	66	71	68	72	71	70	69	70
Colac-Otway	65	62	67	73	68	70	69	64	68	61
All Others	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65	64	66	71	69	72	71	70	70	71
Men	64	58	65	71	68	70	66	61	62	60
50-64	64	63	63	73	64	70	66	65	69	60
Coastal Communities	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	65	69	75	63	69	67	68	67	63

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

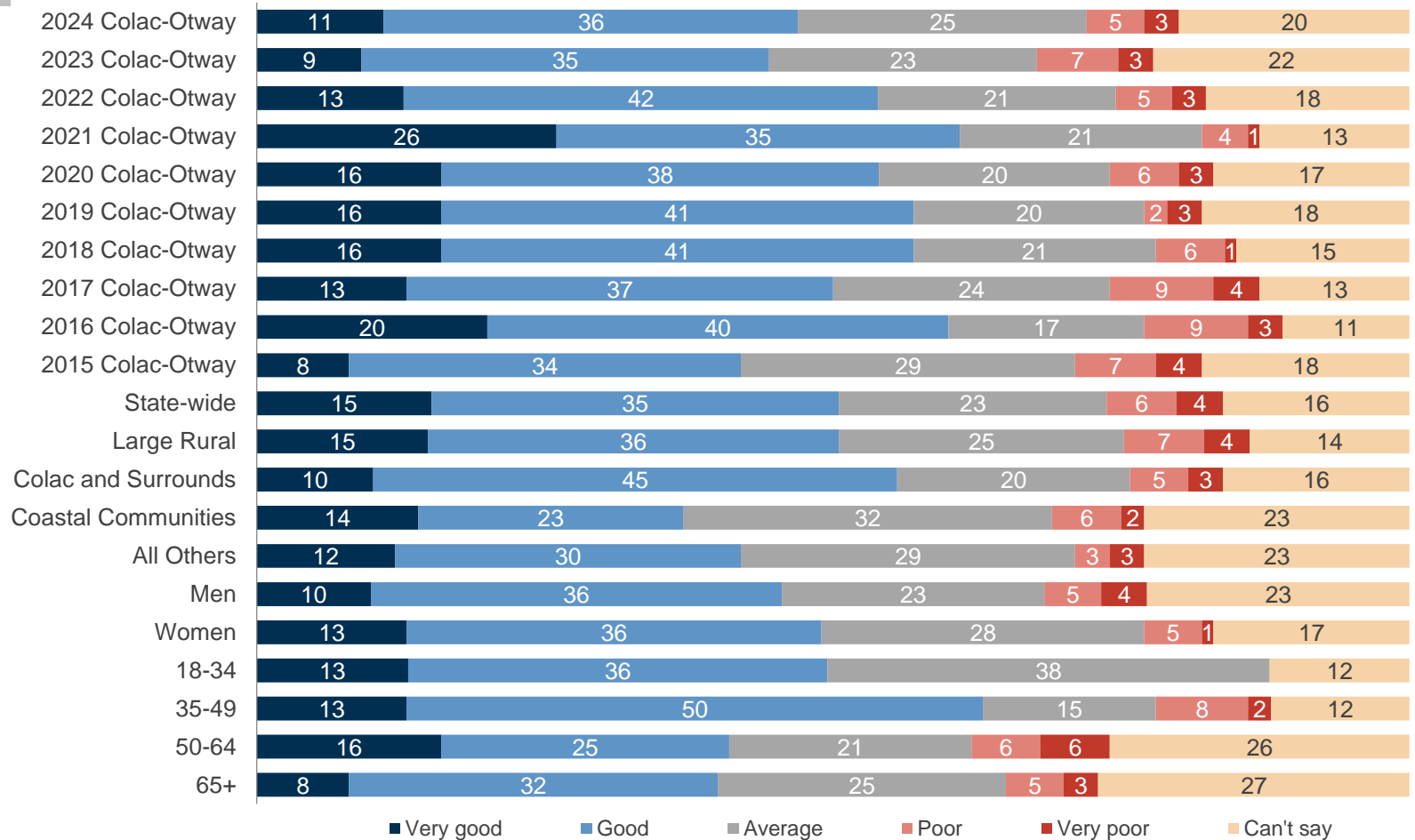
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	36	29	38	40	37	44	41	34	n/a	47
Coastal Communities	36	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	36▲	37	41	45	44	44	43	44	43	45
Large Rural	34▲	35	39	44	42	41	41	42	43	44
Colac and Surrounds	33	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	31	28	39	43	35	38	34	31	n/a	36
Women	31	34	37	43	36	37	34	37	n/a	45
Colac-Otway	31	32	37	44	36	39	36	37	n/a	42
Men	31	31	37	45	36	41	39	36	n/a	39
65+	31	37	39	48	39	37	34	41	n/a	42
35-49	26	29	32	41	32	36	37	38	n/a	43
All Others	26▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 11

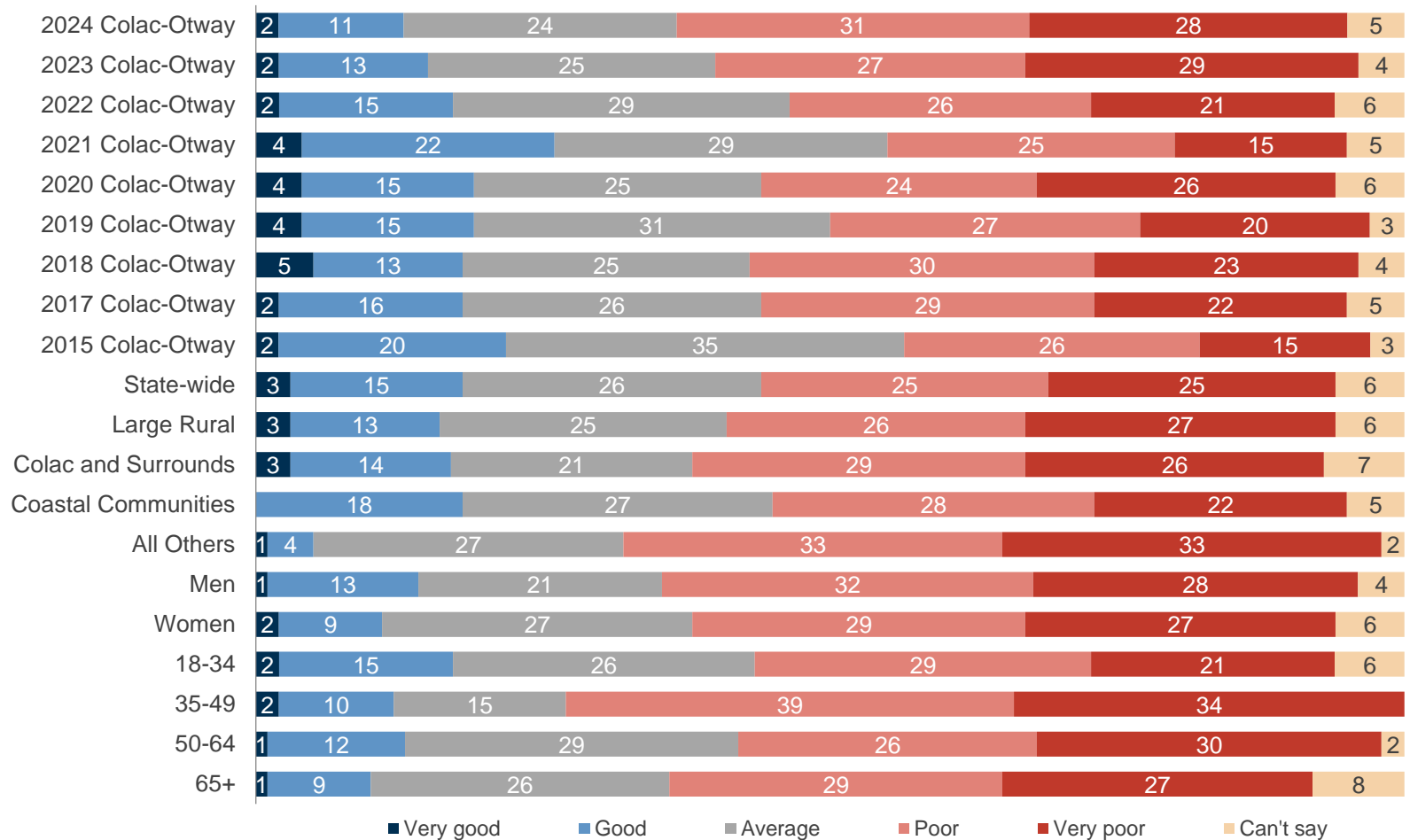
Note: Please see Appendix A for explanation of significant differences.




Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 11



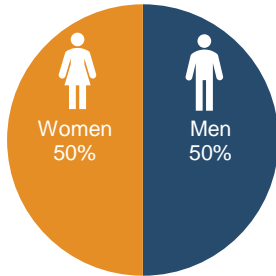
Detailed demographics



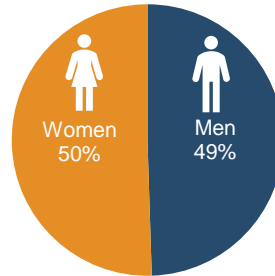
Gender and age profile

2024 gender

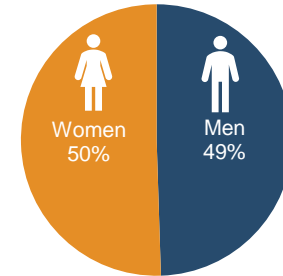
Colac-Otway



Large Rural

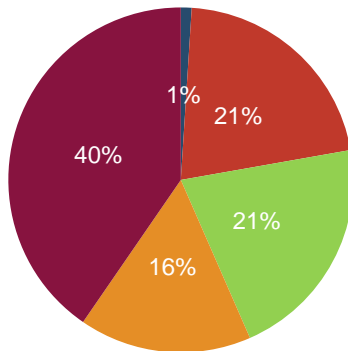


State-wide

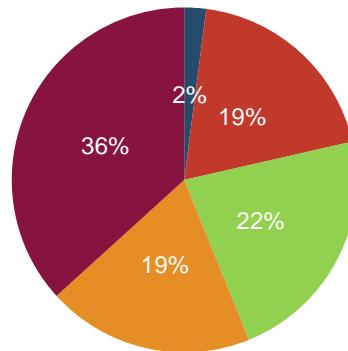


2024 age

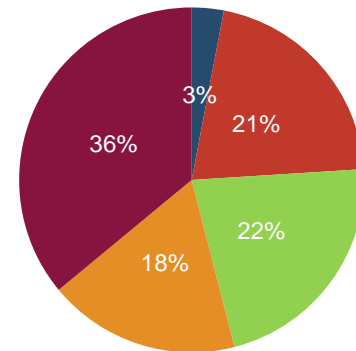
Colac-Otway



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

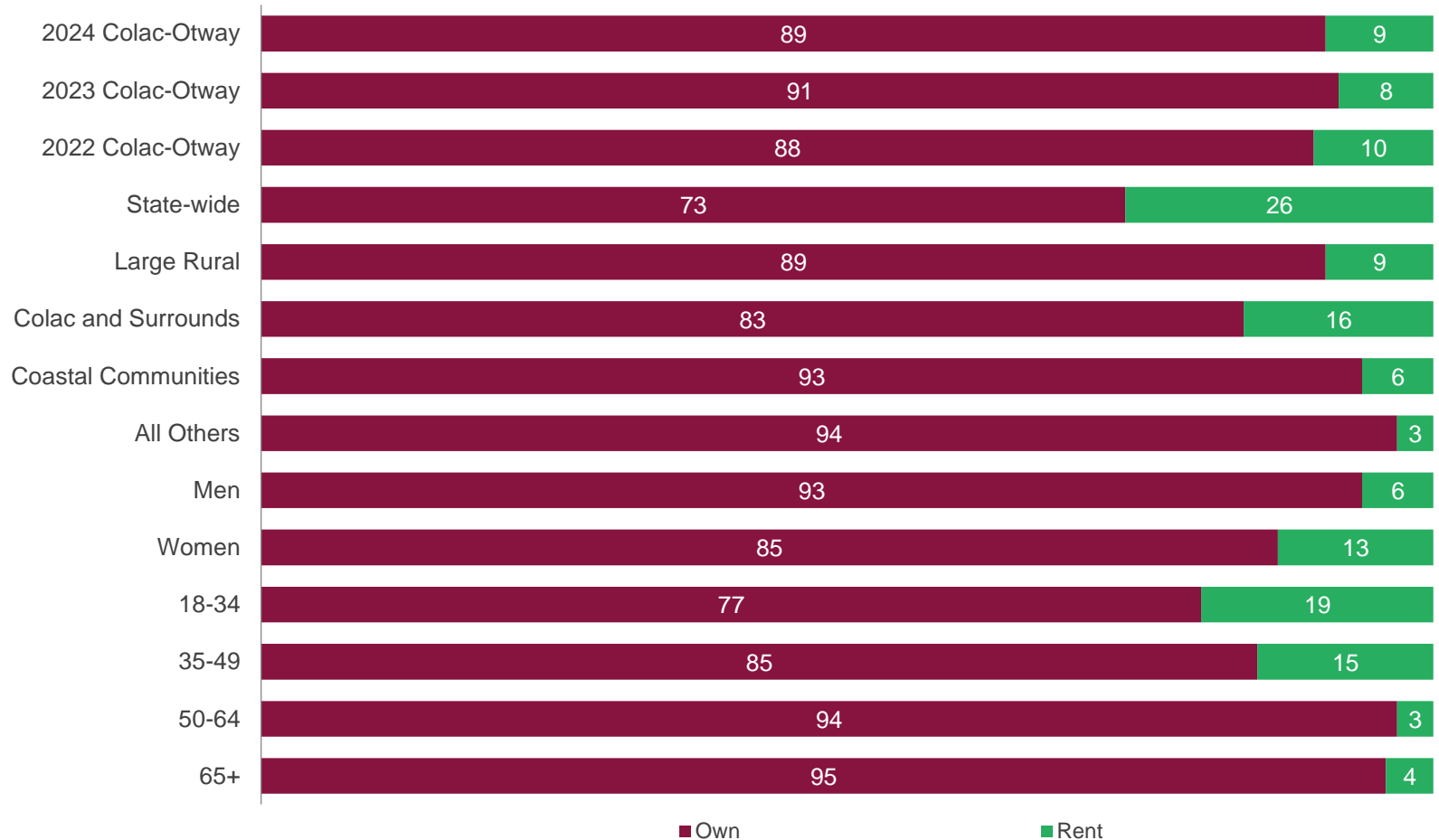
<1% of respondents in each of Colac-Otway Shire Council, Large Rural and State-wide did not describe their gender as male or female.

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.




Home ownership

2024 home ownership (%)



Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 1

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue data visualizations including a line graph with a downward trend, a bar chart with several bars of varying heights, and a grid pattern.

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Colac-Otway 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 +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 17,700 people aged 18 years or over for Colac-Otway Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Colac-Otway Shire Council	400	400	+/-4.9
Men	201	199	+/-6.9
Women	198	200	+/-6.9
Colac and Surrounds	188	183	+/-7.1
Coastal Communities	70	73	+/-11.8
All Others	142	144	+/-8.2
18-34 years	39	90	+/-15.9
35-49 years	52	85	+/-13.7
50-64 years	87	63	+/-10.5
65+ years	222	161	+/-6.6



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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 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=401 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.

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 Colac-Otway 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 Colac-Otway Shire Council.

Survey sample matched to the demographic profile of Colac-Otway 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 Colac-Otway Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Colac-Otway Shire Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 vary slightly.

Council Groups

Colac-Otway Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Colac-Otway Shire Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 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 2024 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 2024 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 2024 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: 2024 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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