

# **2023 Local Government Community Satisfaction Survey**

## **Borough of Queenscliffe**

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





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## Background and objectives

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**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.



## **Key findings and recommendations**



# Borough of Queenscliffe – at a glance

## Overall council performance

Results shown are index scores out of 100.



**Borough of  
Queenscliffe**  
66



**Small Rural** 55



**State-wide** 56

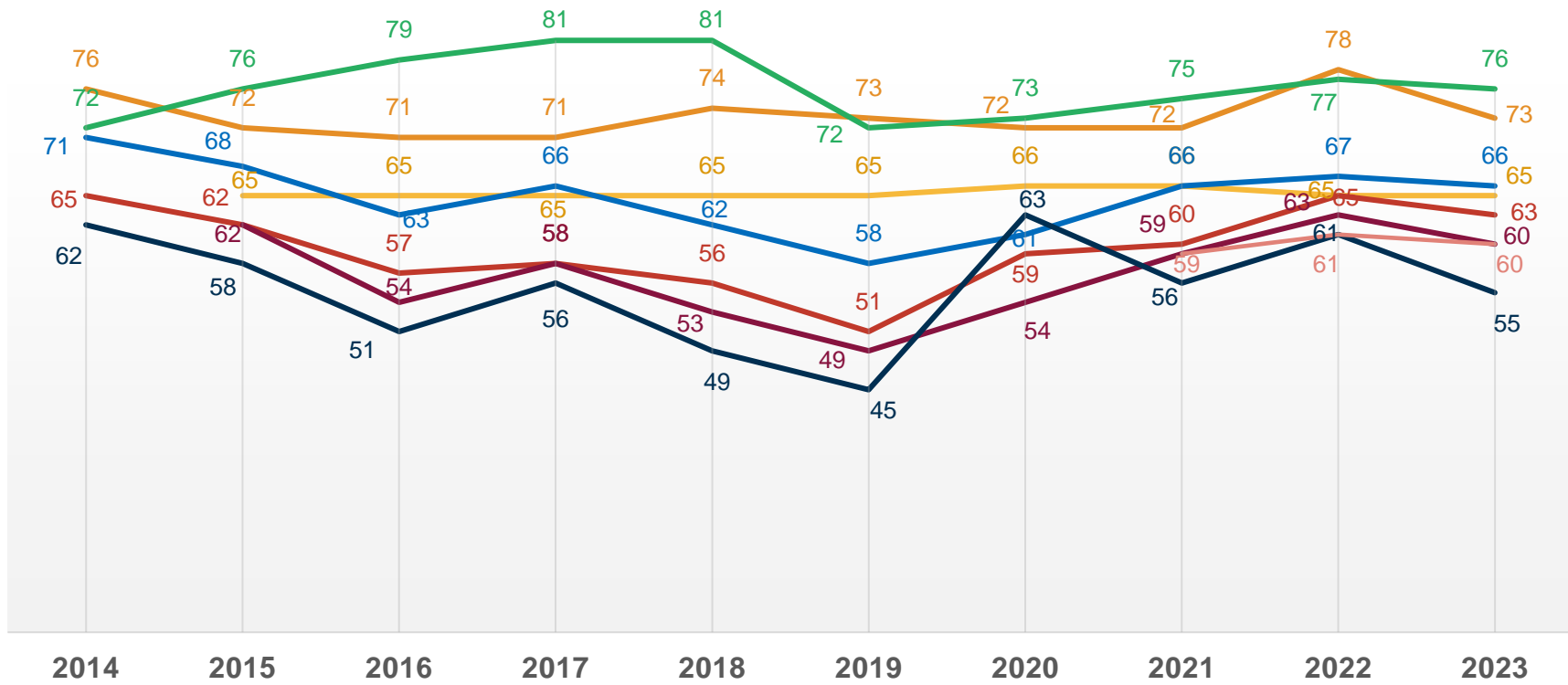
## Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	▲ higher
	Waste management	▲ higher
	Community & cultural	▲ higher
Lowest 3 performing areas		
	Building & planning permits	▲ higher
	Town planning policy	▲ higher
	Lobbying	▲ higher
	Customer service	▲ higher



# Summary of core measures

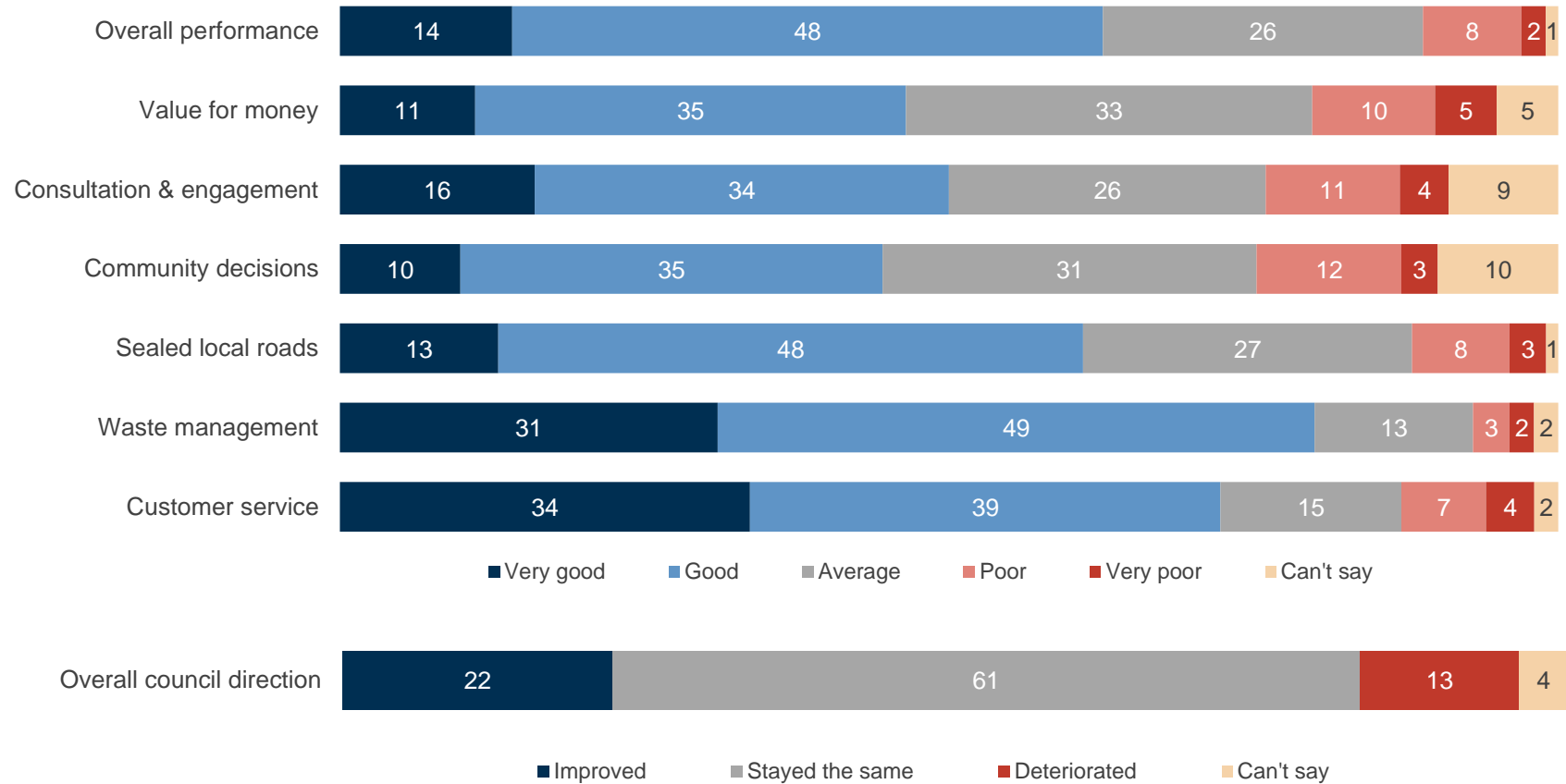
Index scores





# Summary of core measures

Core measures summary results (%)





## Summary of Borough of Queenscliffe performance











Services	Borough of Queenscliffe 2023	Borough of Queenscliffe 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
Overall performance	66	67	55	56	Non-Residents	Residents
Value for money	60	61	49	49	Non-Residents	Aged 35-49 years
Overall council direction	55	61	47	46	Non-Residents	Men
Customer service	73	78	65	67	Aged 18-34 years	Men, Aged 65+ years
Art centres & libraries	78	73	73	73	Aged 65+ years, Women	Aged 18-34 years
Waste management	76	77	66	66	Non-Residents, Aged 35-49 years, Aged 18-34 years, Women	Aged 50-64 years
Community & cultural	75	71	70	66	Non-Residents	Aged 18-34 years
Appearance of public areas	73	78	71	67	Non-Residents	Residents
Elderly support services	72	79	66	63	Non-Residents	Aged 35-49 years
Recreational facilities	72	74	67	68	Non-Residents	Aged 18-34 years

Significantly *higher* / *lower* than Borough of Queenscliffe 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.








## Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2023	Borough of Queenscliffe 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Environmental sustainability	70	69	59	60	Aged 18-34 years	Aged 65+ years
	Family support services	68	69	62	63	Aged 35-49 years	Aged 18-34 years
	Informing the community	67	67	58	57	Non-Residents	Residents
	Sealed local roads	65	65	44	48	Non-Residents, Aged 18-34 years	Residents
	Parking facilities	64	64	60	55	Non-Residents, Aged 50-64 years	Residents
	Traffic management	64	66	64	55	Non-Residents	Aged 35-49 years
	Consultation & engagement	63	65	53	52	Non-Residents	Residents
	Bus/community dev./tourism	62	65	61	59	Non-Residents	Residents, Men
	Community decisions	60	63	52	51	Non-Residents	Residents, Men
	Enforcement of local laws	60	62	61	61	Aged 35-49 years	Aged 65+ years

Significantly *higher* / *lower* than Borough of Queenscliffe 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



## Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2023	Borough of Queenscliffe 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Lobbying	59	61	52	51	Non-Residents	Residents
	Town planning policy	59	59	52	50	Aged 35-49 years	Residents
	Planning & building permits	53	52	45	47	Aged 35-49 years	Residents

Significantly *higher* / *lower* than Borough of Queenscliffe 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



## Focus areas for the next 12 months

### Overview

Perceptions of overall performance in the Borough of Queenscliffe (index score of 66) are stable. Positively, Council has been able to maintain the significant gains it made in 2021 for two consecutive years now. Council performs in line with 2022 results on almost all service areas evaluated. There are some exceptions where statistically significant changes have occurred, with some gains and declines.

### Key influences on perceptions of overall performance

The Borough of Queenscliffe should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance, with community decisions being the most influential. In greater need of attention, however, is town planning policy, which is one of Council's lowest rated service areas but next most influential on overall performance perceptions, behind community decisions.

### Comparison to state and area grouping

Council performs significantly higher than the Small Rural group and State-wide average for councils on almost all service areas evaluated, as well as overall performance. Even in Council's three lowest-rated service areas, its performance is rated significantly higher than both group averages. Council is on par with and not rated above the Small Rural group average only for: the appearance of public areas, traffic management, business and community development and tourism and the enforcement of local laws.

### Maintain gains achieved to date

Council should prioritise maintaining its improved performance on art centres and libraries and community and cultural activities, as both services have a moderate influence on perceptions of overall performance. In contrast, perceptions declined significantly on elderly support services and the appearance of public areas. To negate these declines, Council's attention is best focused on improving perceptions among resident ratepayers, as ratings among this group are lower and have deteriorated more than non-resident ratepayers.

# DETAILED FINDINGS



# Overall performance





## Overall performance

The overall performance index score of 66 for the Borough of Queenscliffe is in line with last year, decreasing by a not-significant one point since 2022. For two consecutive years, Council has managed to maintain the significant gain it made in overall performance perceptions in 2021.

The Borough of Queenscliffe’s overall performance continues to be rated statistically significantly higher (at the 95% confidence interval) than the Small Rural group and the State-wide average for councils (index scores of 55 and 56 respectively).

- Non-resident ratepayers rate Council’s overall performance the highest (index score of 73), and significantly higher than the Council average.
- In contrast, residents rate Council’s overall performance the lowest (index score of 63, although this rating is not significantly below the council average).

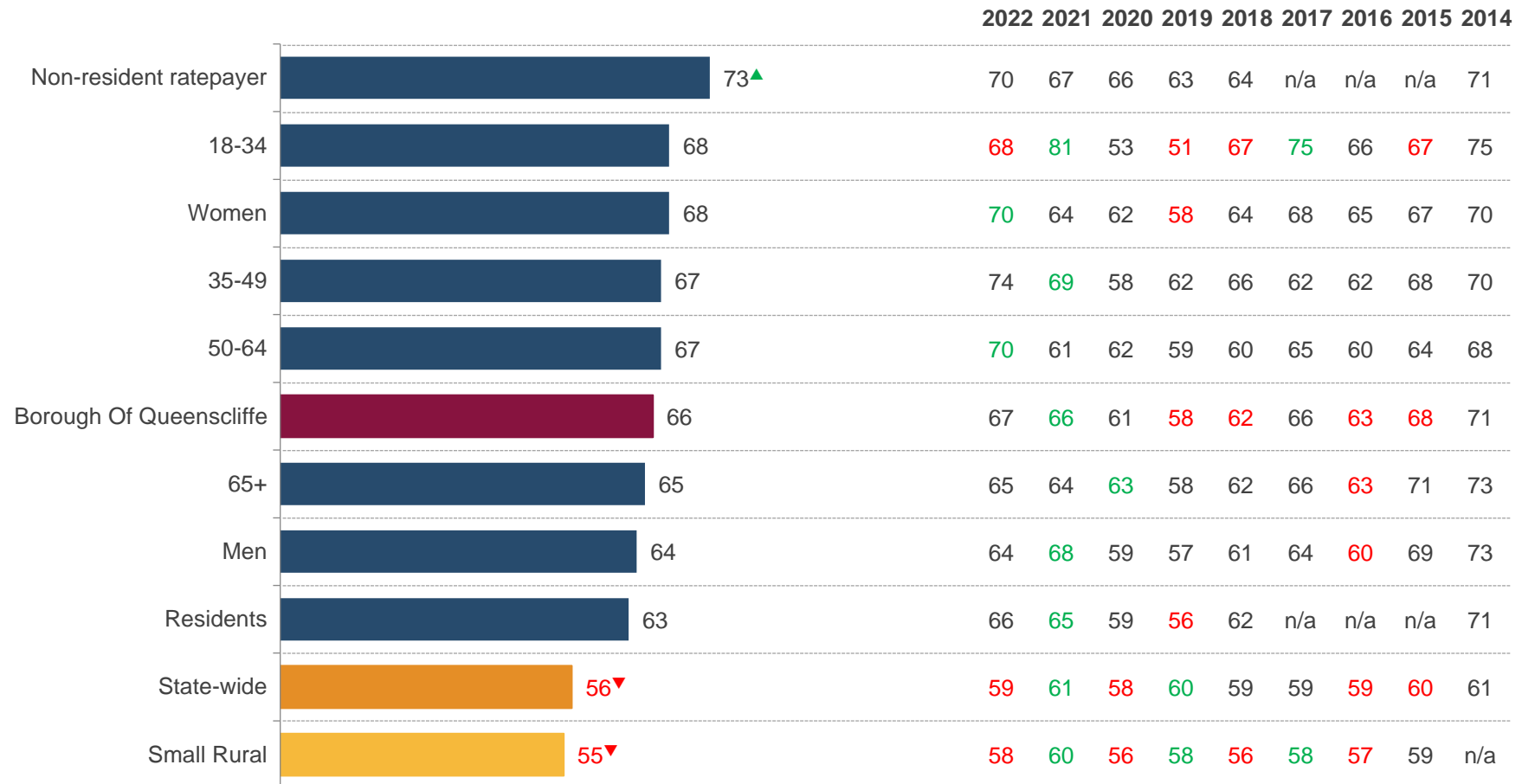
Close to half (46%) rate the value for money they receive from Council in infrastructure and services as ‘very good’ or ‘good’. This is three times as many as those who rate Council as ‘very poor’ or ‘poor’ (15%). A further 33% rate Council as ‘average’ in terms of providing value for money.





# Overall performance

## 2023 overall performance (index scores)

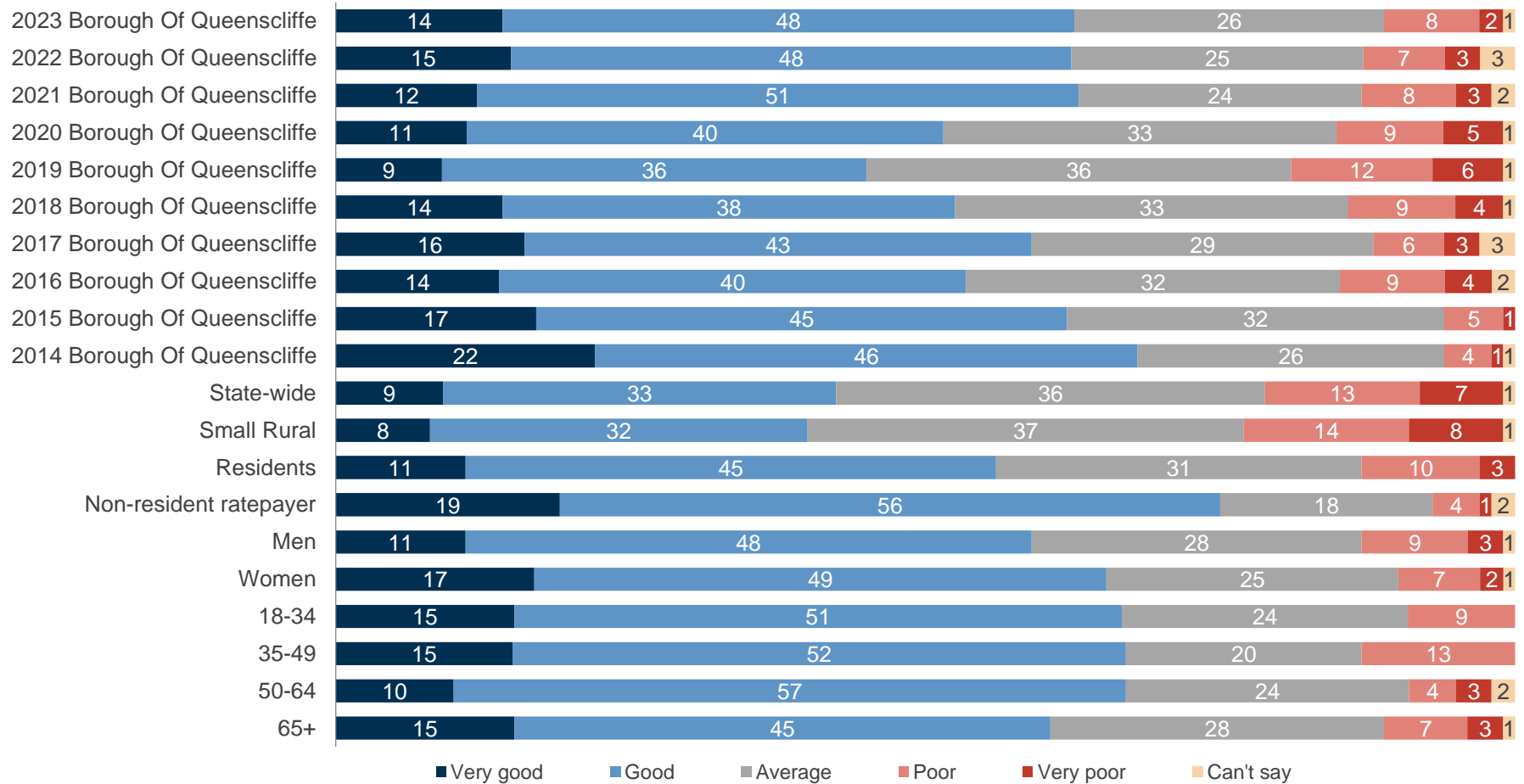


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66 Councils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



# Overall performance

2023 overall performance (%)



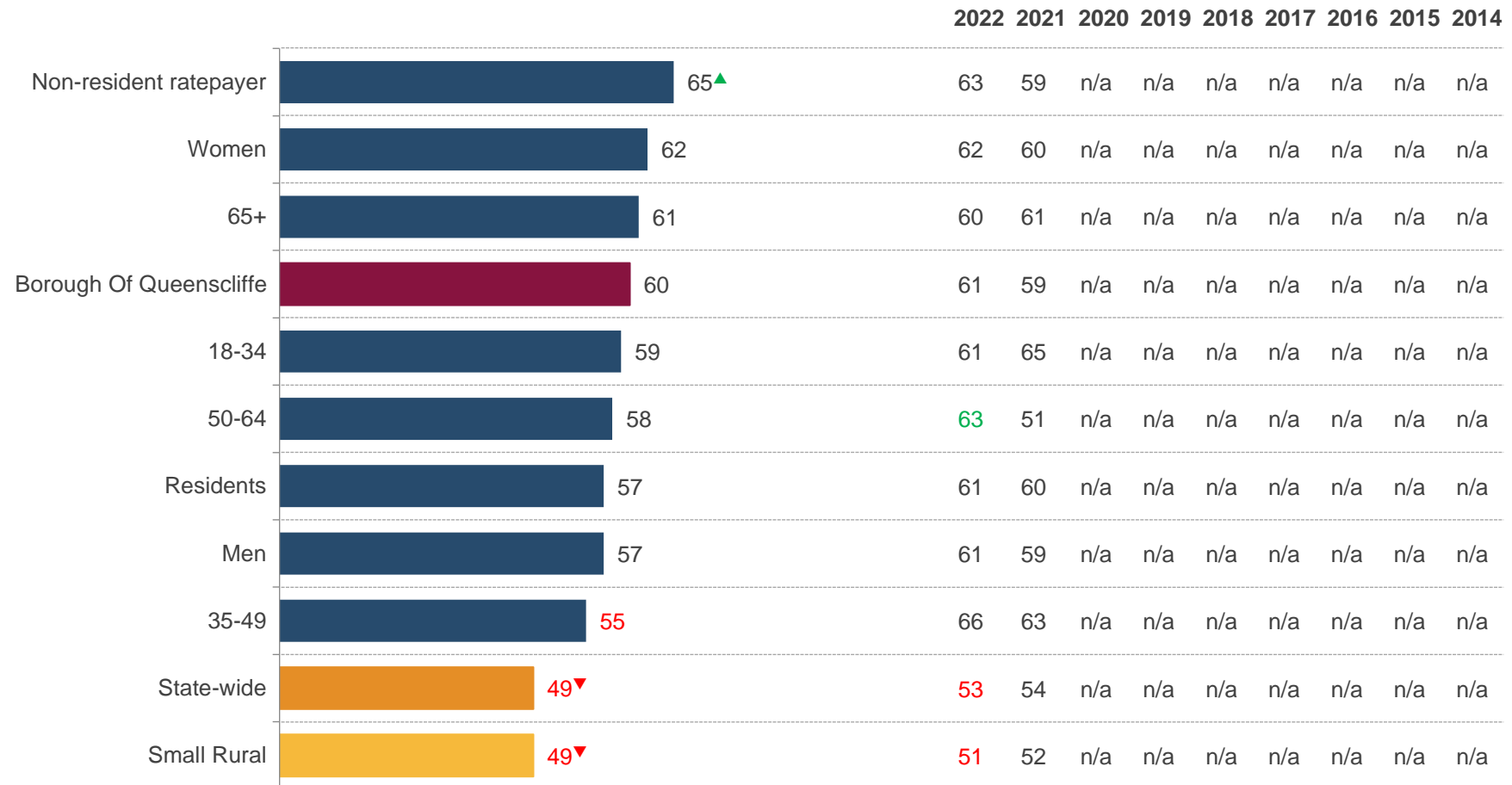
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66 Councils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





# Value for money in services and infrastructure

2023 value for money (index scores)

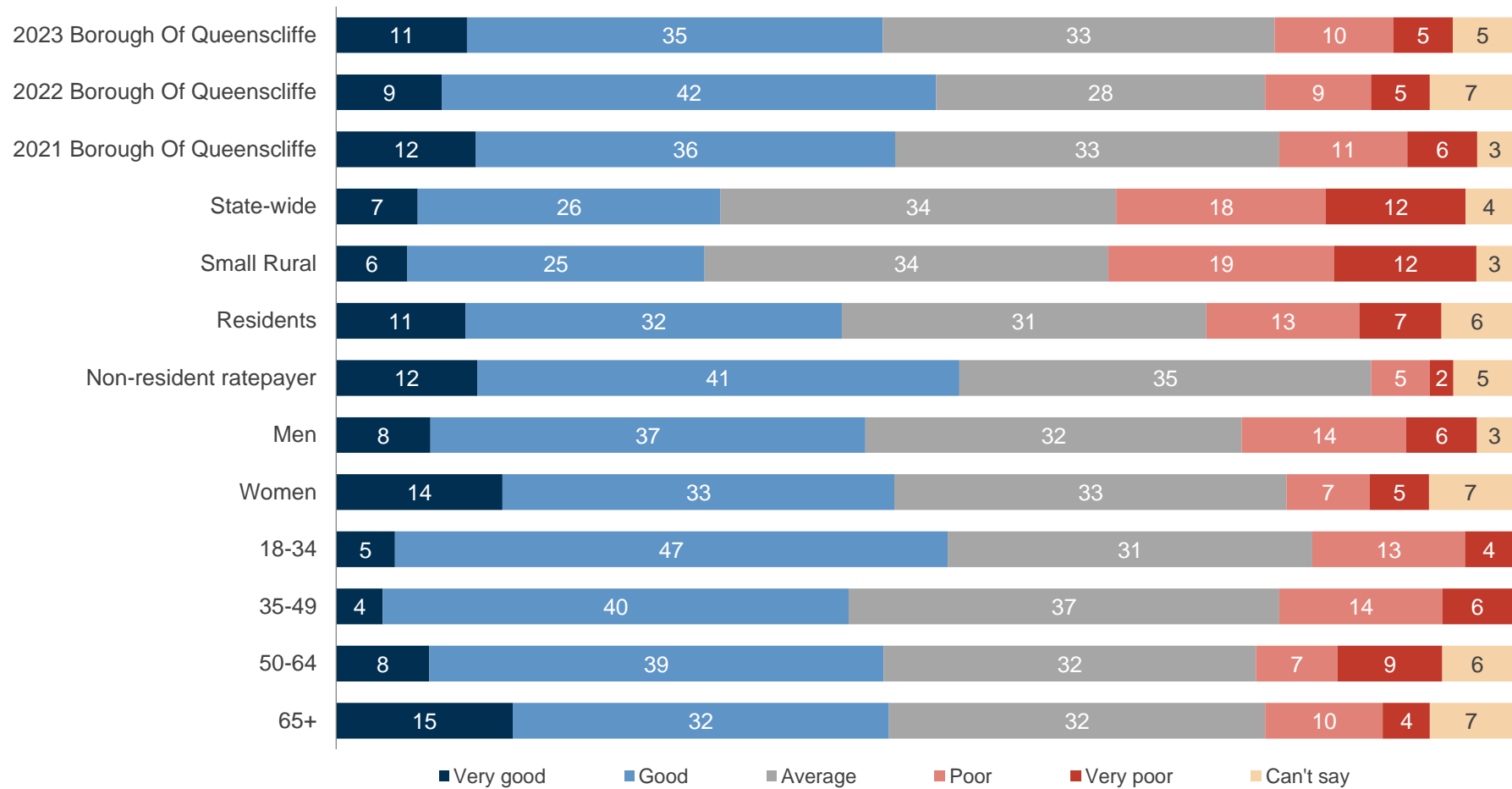


Q3b. How would you rate Borough of Queenscliffe at providing good value for money in infrastructure and services provided to your community?  
 Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate Borough of Queenscliffe 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



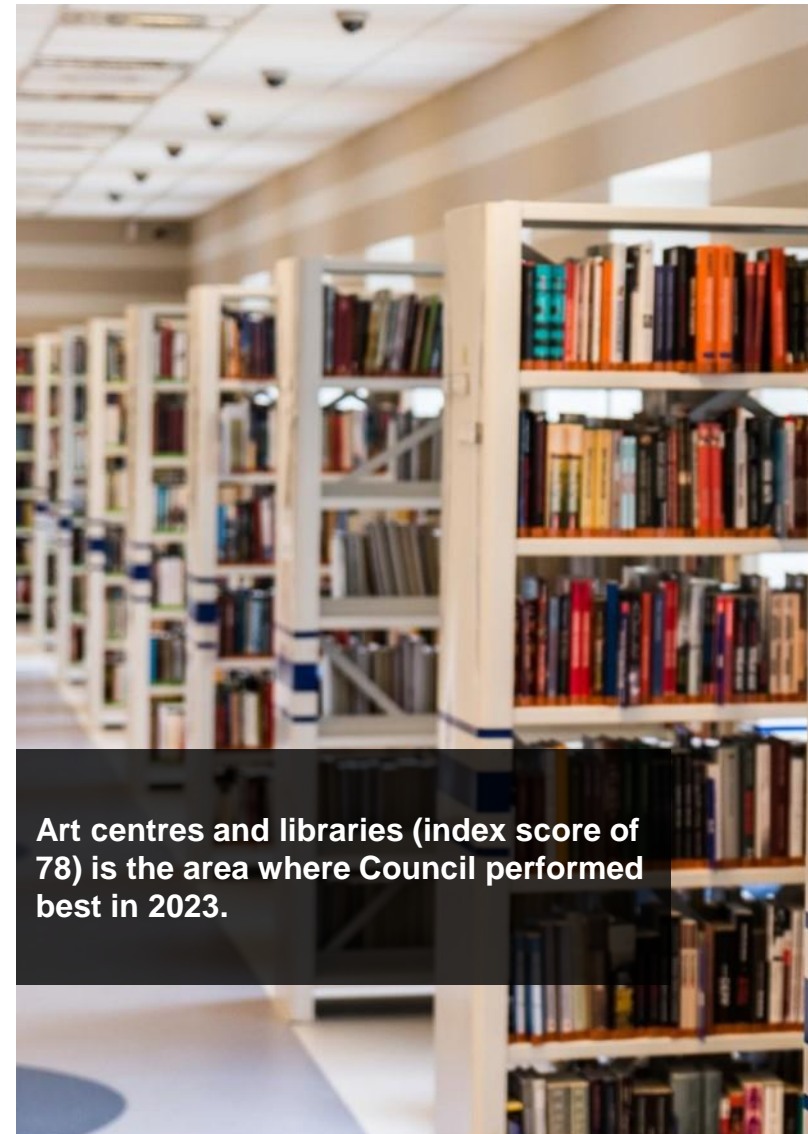
## Top performing service areas

Arts centres and libraries is Council's highest rated service area, with an index score of 78. This is significantly higher than last year (up five points) and is Council's highest rating yet in this service area.

- People aged 65 years and over and women provide the highest ratings in this service area (index scores of 79 each), whereas people aged 18 to 34 years provide the lowest rating (72), although none of these results are significantly different from the average.
- Perceptions of Council's art centres and libraries performance improved significantly among those aged 65 years and over, residents and men.

Council's next highest rated service areas are waste management (index score of 76) and community and cultural activities (75).

- In the case of community and cultural activities, a significant improvement in perceptions this year (up four points from 2022) sees Council's rating in this service area reach its highest point yet. Perceptions improved significantly among women, those aged 65 years and over and residents.
- Non-resident ratepayers (79) rate performance in this area significantly higher than the Council average.



**Art centres and libraries (index score of 78) is the area where Council performed best in 2023.**



## Lower performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of planning and building permits (index score of 53), town planning policy (59) and lobbying on behalf of the community (59).**

Council rates lowest – relative to its performance in other areas – in the areas of planning and building permits (index score of 53), town planning policy (59) and lobbying on behalf of the community (also 59).

- Despite these relatively lower scores, Council rates significantly higher than both the Small Rural group and the State-wide average for councils on each of these service areas.
- Non-resident ratepayers rate Council's performance significantly higher than average in each of these service areas. In contrast, residents rate performance lowest in all three areas – though their ratings are not significantly different compared to the Council average.
- Resident perceptions of Council's lobbying on behalf of the community declined significantly over the last year, while perceptions improved significantly among non-resident ratepayers.

Decisions made on behalf of the community (index score of 60) is also among Council's relatively lower performing areas. Community decisions has the strongest influence on overall performance perceptions and should be a priority area for council.



# Individual service area performance

2023 individual service area performance (index scores)

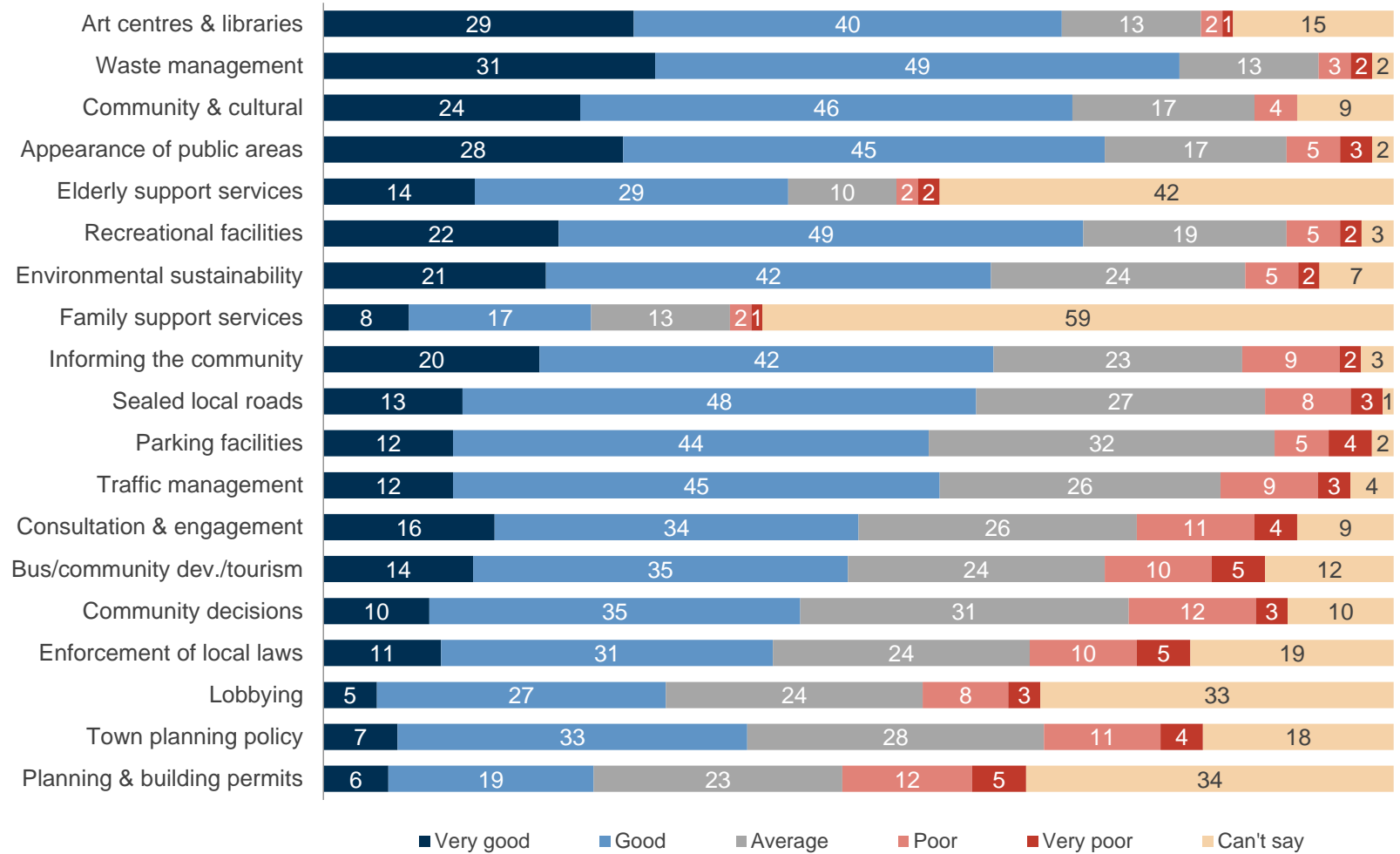
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	78	73	73	71	73	72	69	71	71
Waste management	76	77	75	72	81	81	79	76	72
Community & cultural	75	71	70	73	68	69	72	68	71
Appearance of public areas	73	78	74	74	73	75	80	74	78
Elderly support services	72	79	76	75	75	75	71	68	72
Recreational facilities	72	74	72	73	70	74	72	72	75
Environmental sustainability	70	69	67	62	60	66	66	63	64
Family support services	68	69	66	70	67	69	67	64	68
Informing the community	67	67	67	65	57	59	60	63	65
Sealed local roads	65	65	66	66	65	65	65	65	n/a
Parking facilities	64	64	63	64	62	63	63	61	64
Traffic management	64	66	67	64	66	65	66	65	69
Consultation & engagement	63	65	60	59	51	56	58	57	62
Bus/community dev./tourism	62	65	61	59	57	62	66	63	67
Community decisions	60	63	59	54	49	53	58	54	n/a
Enforcement of local laws	60	62	59	62	59	63	66	61	66
Lobbying	59	61	57	56	55	58	59	55	63
Town planning policy	59	59	56	53	53	54	57	55	57
Planning & building permits	53	52	52	47	51	51	53	50	55

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



## 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's performance.**

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

- Town planning
- Business, community development and tourism
- Informing the community
- Environmental sustainability
- Community and cultural activities
- Art centres and libraries
- Traffic management
- Enforcement of local laws
- Parking facilities
- Family support services.

Looking at these key service areas only, art centres and libraries, community and cultural activities, and environmental sustainability have a high performance index (78, 75 and 70 respectively) and a moderate influence on the overall performance rating.

Council is also performing relatively well in the areas of family support services and informing the community (index of 68 and 67 respectively).

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Council performs less well on town planning (index of 59) and the related but more moderate influences of enforcement of local laws, business, community development and tourism, traffic management, and parking facilities (index of 60, 62, 64 and 64 respectively).

**Sensitivity to community views around local planning and development issues can also help to shore up positive overall perceptions of Council.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The 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.

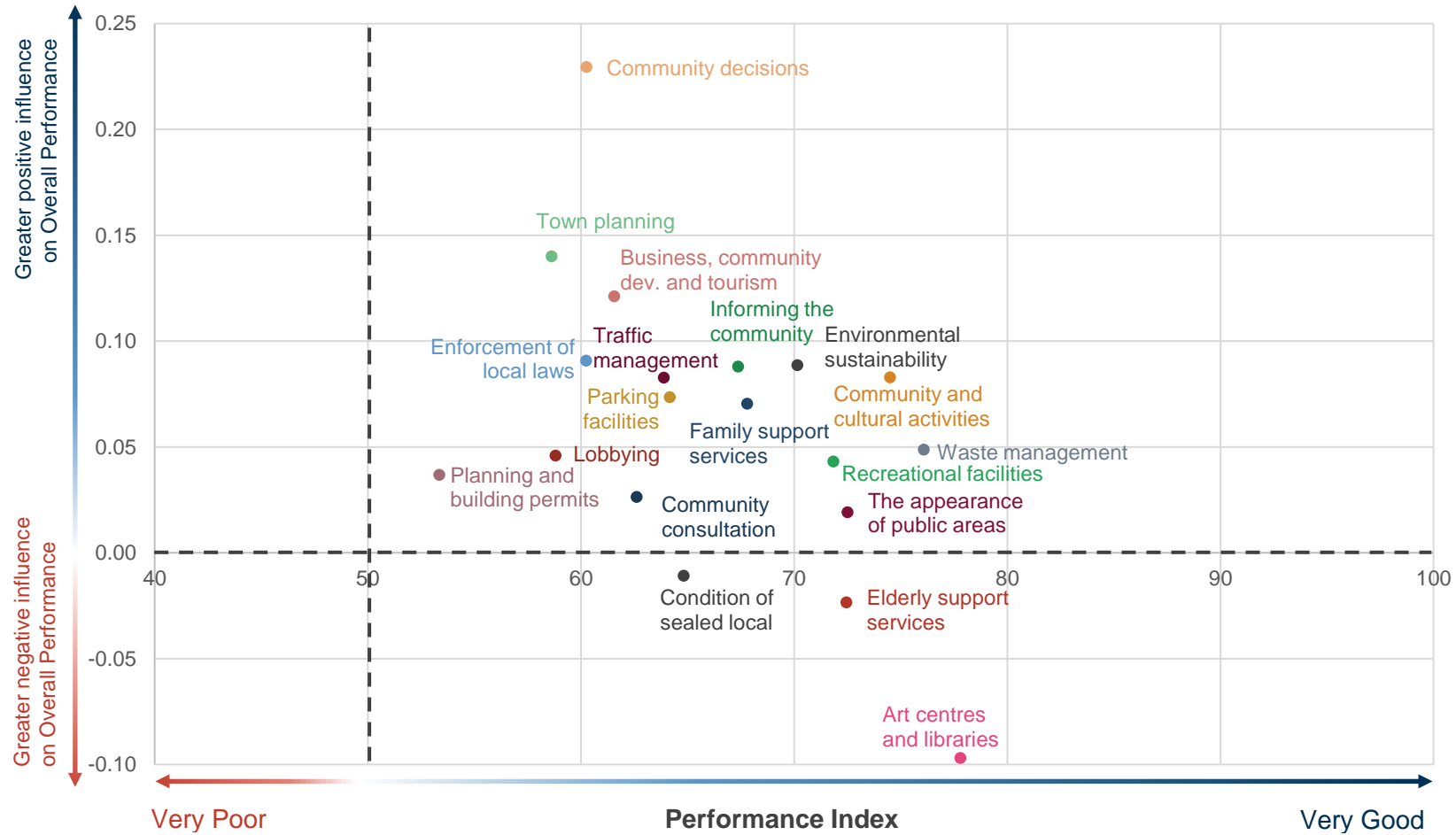
**Key insights from this analysis are derived from the second chart.**





# Influence on overall performance: all service areas

2023 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.673 and adjusted  $R^2$  value of 0.657, which means that 66% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 41.16$ . 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

2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.666 and adjusted  $R^2$  value of 0.657, which means that 66% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 70.36$ .



# Best things about Council and areas for improvement

**2023 best things about Council (%)**  
- Top mentions only -



**2023 areas for improvement (%)**  
- Top mentions only -



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

Q17. What does Borough of Queenscliffe MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 12

A verbatim listing of responses to these questions can be found in the accompanying dashboard.

# Customer service





## Contact with council and customer service

### Contact with council

Just over two thirds (69%) have had contact with Council in the last 12 months. Rate of contact is four percentage points higher than last year.

- Rate of contact is highest among people aged 35 to 49 years (82%) and lowest among people aged 18 to 34 years (51%). The latter is significantly lower compared to the Council average.
- Rate of contact among residents, men and those 18 to 34 years old increased significantly since 2022.



### Customer service

Council's customer service index score of 73 is significantly lower than last year (down five points from 2022). Council made significant improvements in customer service in 2022 but has not been able to maintain this gain. That said, customer service is rated in line with the years prior to 2022.

In addition, Council's customer service is still rated significantly higher than the Small Rural group and the State-wide average for councils (index scores of 65 and 67 respectively), despite the decline.

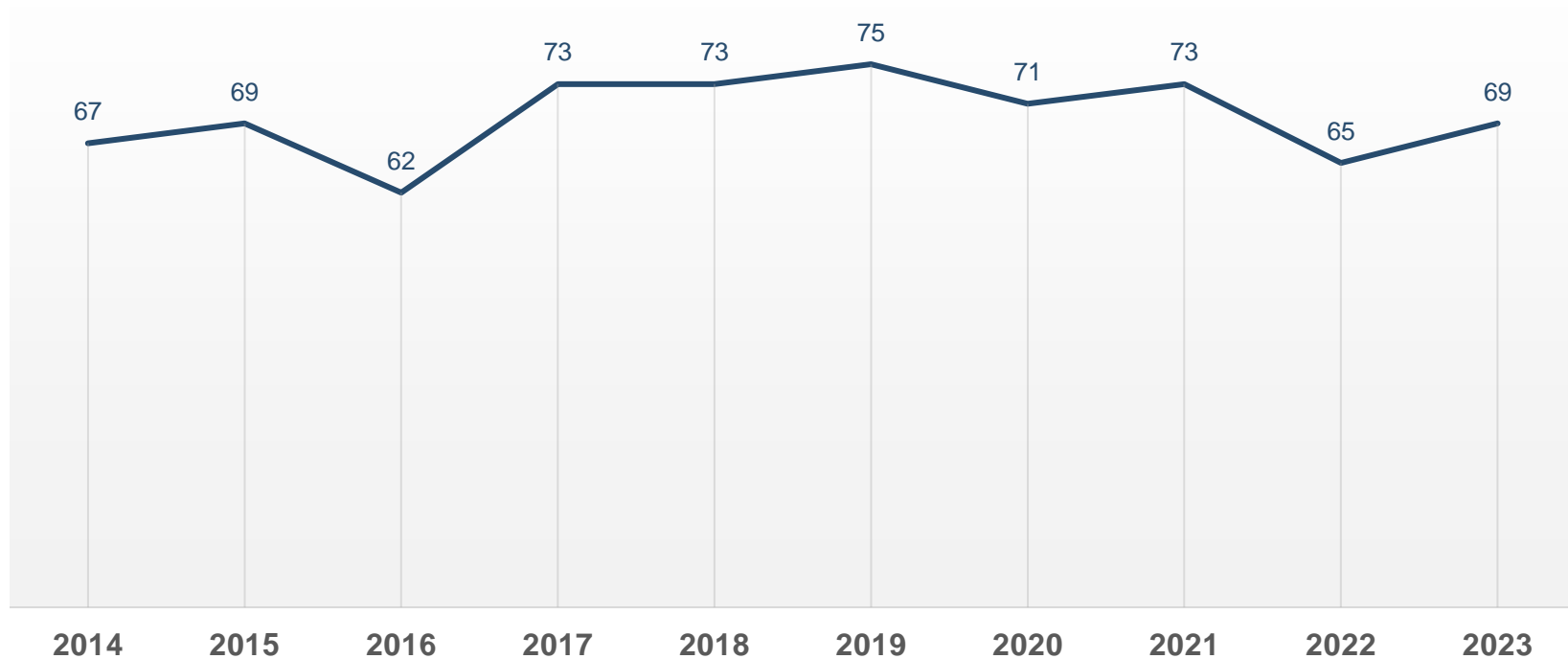
- Significant declines in Council's customer service ratings were recorded among non-resident rate payers (index score of 76, down eight points from 2022) and women (75, down seven points).

More than seven in ten who had contact with Council in the last year rate Council's customer service as 'very good' or 'good' (73%, down six points on 2022). This compares to just 11% (up two points) who rate customer service as 'very poor' or 'poor'. A further 15% rate Council's customer service as 'average'.



## Contact with council

2023 contact with council (%)  
Have had contact



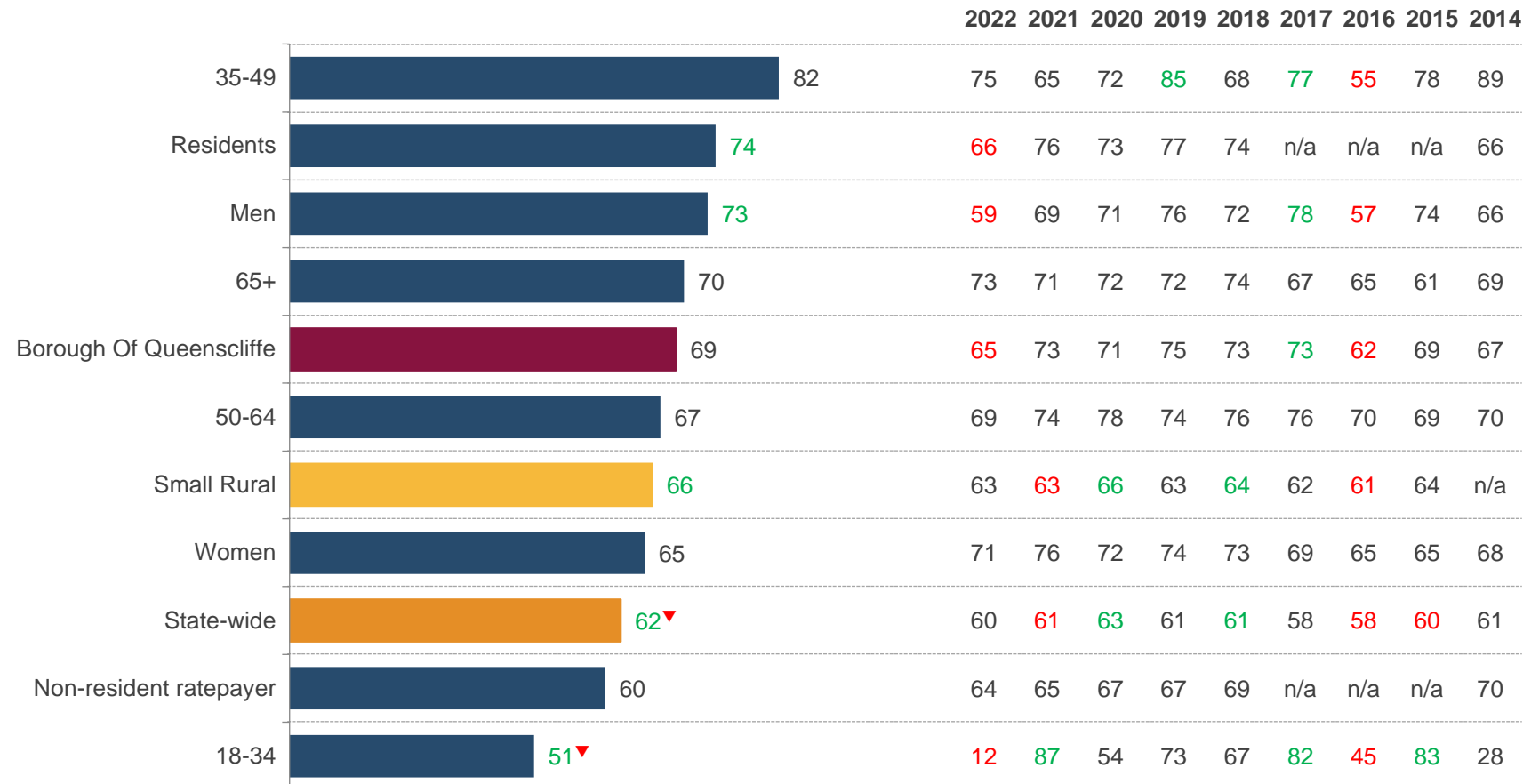
Q5. Over the last 12 months, have you or any member of your household had any contact with Borough of Queenscliffe?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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 Borough of Queenscliffe? 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	
18-34	79*	75	78	62	69	69	61	73	75	69
Non-resident ratepayer	76	84	71	72	74	72	n/a	n/a	n/a	73
35-49	76	84	77	67	77	78	73	77	73	74
50-64	75	82	66	74	75	67	71	68	67	75
Women	75	82	74	76	73	73	75	75	74	77
Borough Of Queenscliffe	73	78	72	72	73	74	71	71	72	76
Residents	72	76	72	72	73	75	n/a	n/a	n/a	77
65+	71	75	72	74	73	77	74	70	74	79
Men	71	72	70	67	73	75	66	65	70	75
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

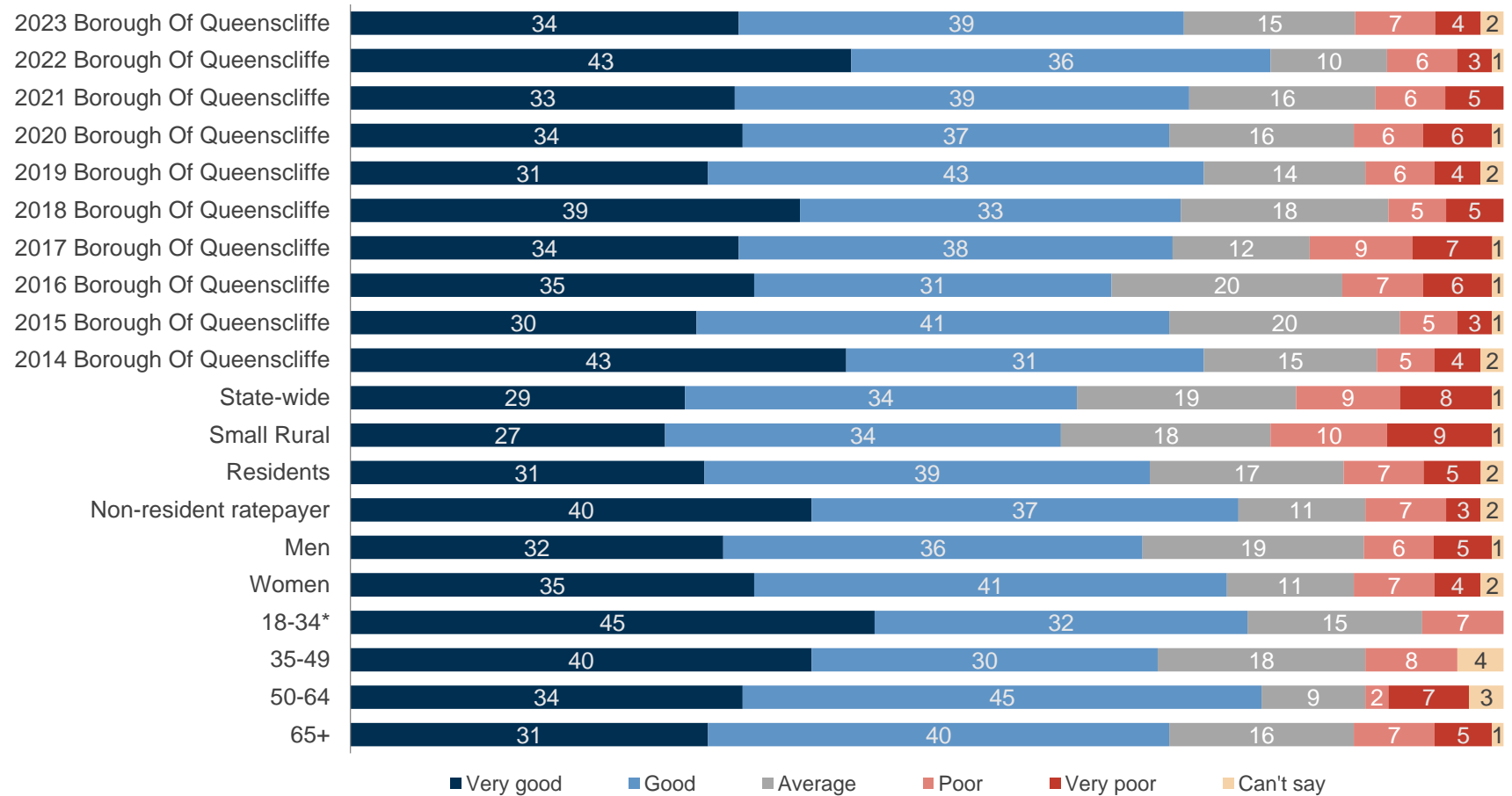
Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.  
 \*Caution: small sample size < n=30





# Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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  
 \*Caution: small sample size < n=30



# Communication



## Communication

Council newsletters sent via email (51%, up four percentage points) remain the preferred form of communication for news and information and upcoming events in the Borough of Queenscliffe. This has been the preferred form of communication for seven years running. Overtime, preference for newsletters via email has steadily increased (from 30% in 2014), while preference for newsletters via mail has been on the decline (now at 21%, down from 41% in 2014).

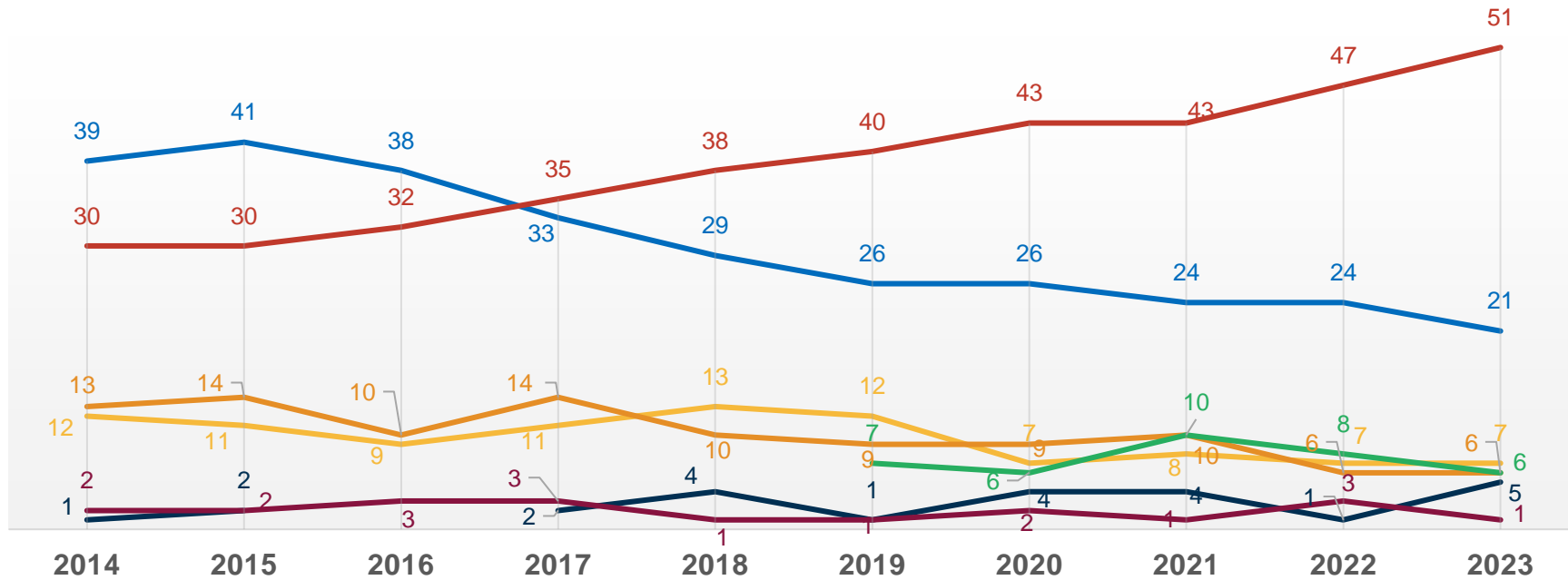
- For people aged under 50 years, newsletters via email are increasingly the first preference for communication (52%), further breaking away from other preferences this year with an increase of 15 percentage points. Preference for newsletters via mail are a distant second preference (17%), while social media experienced a 16-point decline to drop to fourth place only just ahead of text message (11%, up nine percentage points from 2022).
- For people over 50 years, newsletters via email are the most preferred form of communication from Council (50%). Preference for newsletters via mail is now a distant second (23%), having declined four percentage points since 2022 and eight points since 2020.





# Best form of communication

2023 best form of communication (%)

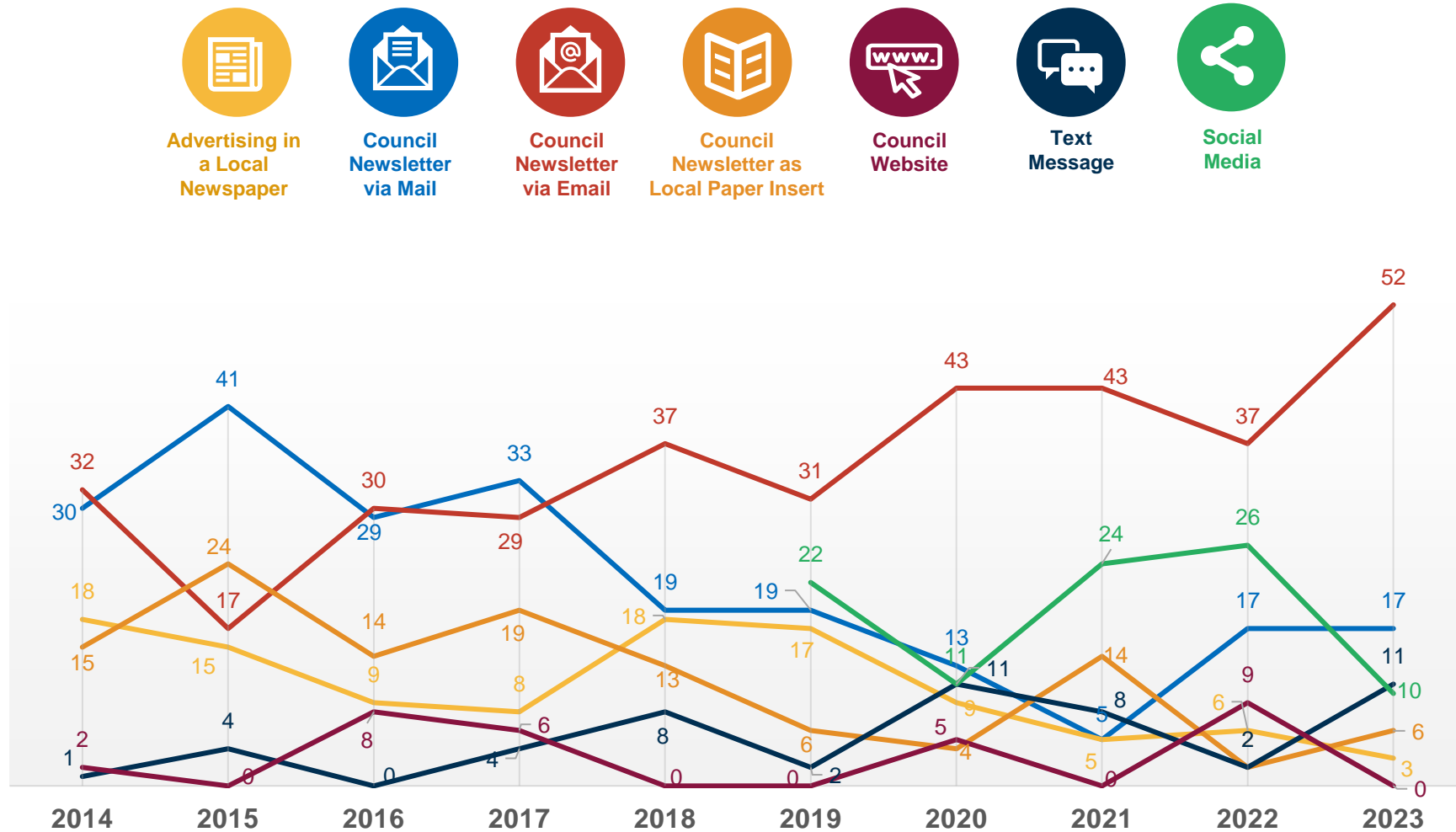


Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 11  
 Note: 'Social Media' was included in 2019.



# Best form of communication: under 50s

2023 under 50s best form of communication (%)

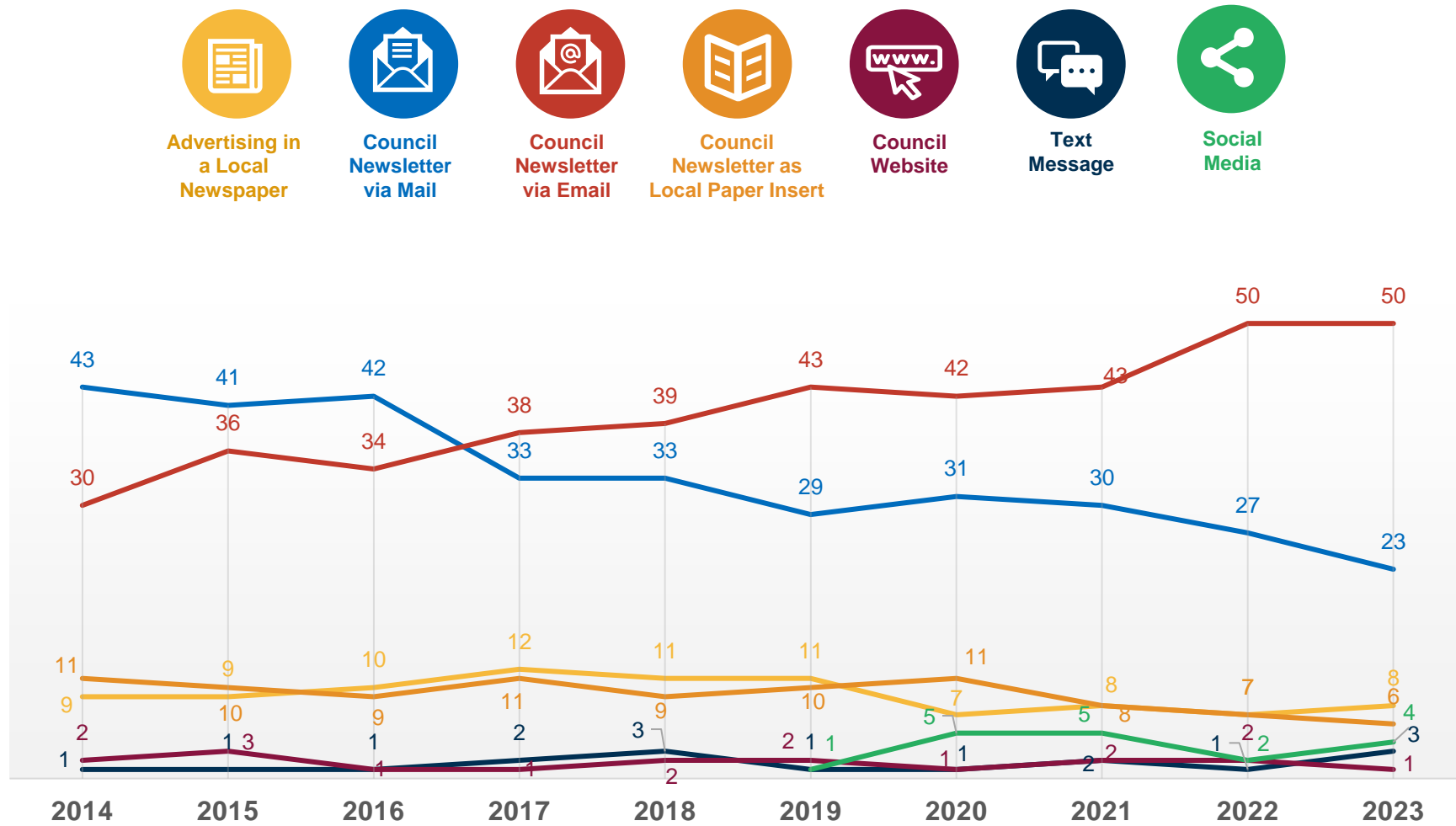


Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 11  
 Note: 'Social Media' was included in 2019.



# Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 11  
 Note: 'Social Media' was included in 2019.



## **Council direction**



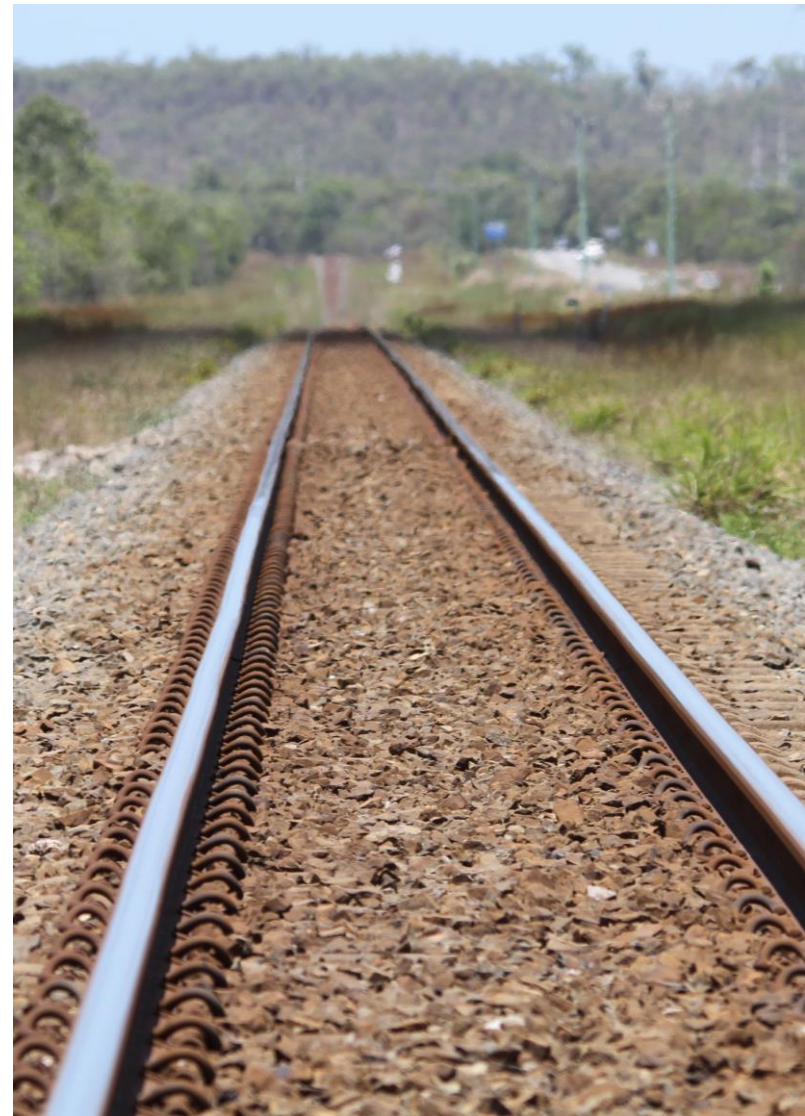
## Council direction

The Borough of Queenscliffe recorded an overall council direction index score of 55. This is a significant decline on last year's rating (down six index points from 2022, losing all of the gains achieved last year).

- Ratings of Council's overall direction declined significantly among residents, 50 to 64 year olds and men.
- Despite a decline on this measure, perceptions of Council's overall direction remain significantly higher than the Small Rural group and the State-wide average for councils (index scores of 47 and 46 respectively).
- The most satisfied with overall council direction are non-resident ratepayers (index score of 60).
- The least satisfied with overall council direction are men (index score of 51).

Most (61%, up six points) describe the direction of Council's overall performance as having 'stayed the same' in the last 12 months.

- 22% believe the direction has improved (down six percentage points since 2022).
- 13% believe the direction has deteriorated (up five percentage points since 2022).







# Overall council direction last 12 months

2023 overall council direction (index scores)

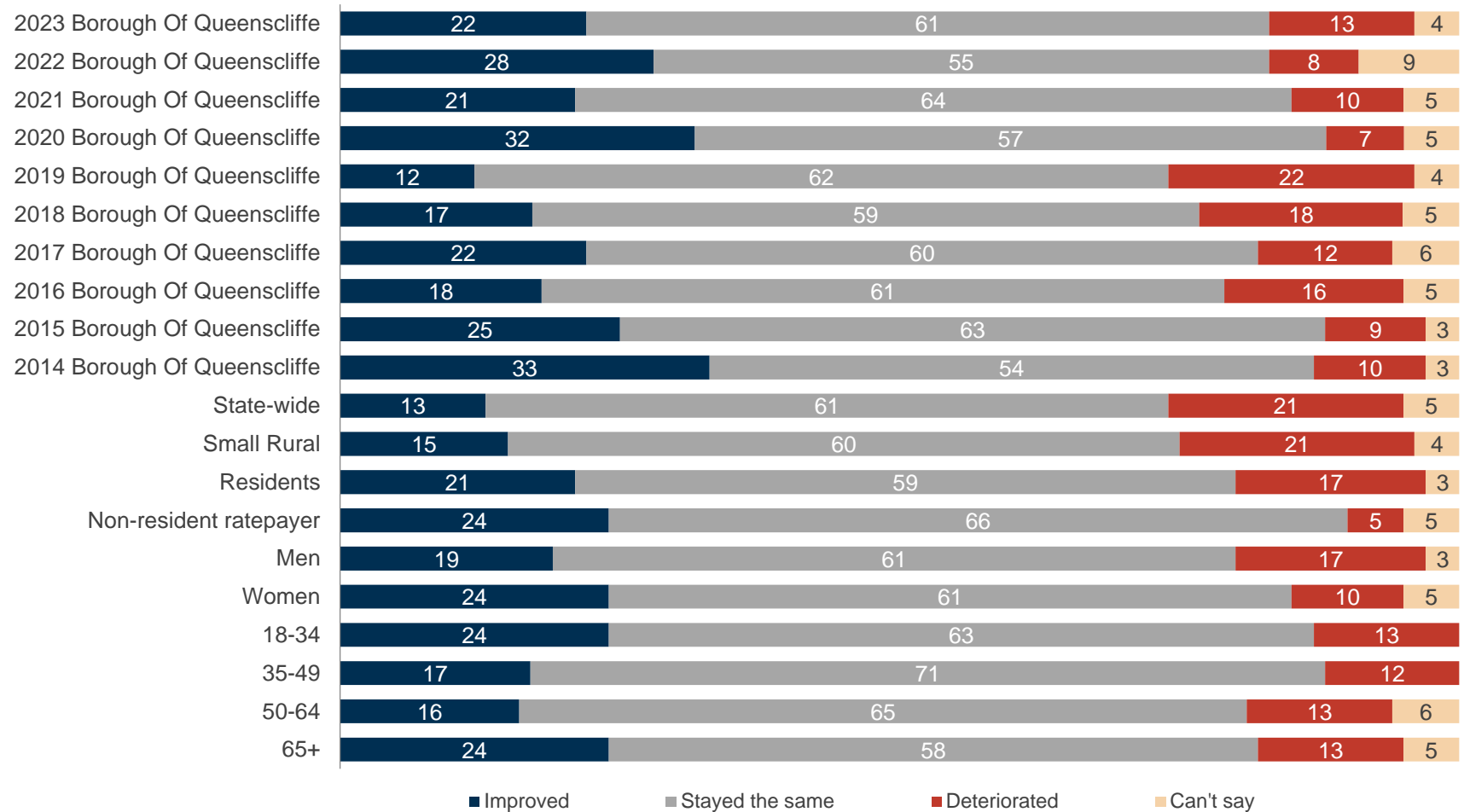
	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	60	59	55	61	50	55	n/a	n/a	n/a	59
Women	57	62	53	67	44	52	55	53	58	62
18-34	56	60	62	75	49	55	55	54	50	53
65+	55	60	56	62	44	49	58	50	58	66
Borough Of Queenscliffe	55	61	56	63	45	49	56	51	58	62
35-49	52	58	51	60	43	52	53	53	65	63
Residents	52	61	56	64	44	48	n/a	n/a	n/a	63
50-64	52	65	54	62	46	48	54	50	58	61
Men	51	59	58	58	46	46	56	49	57	62
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

Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe'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 (%)

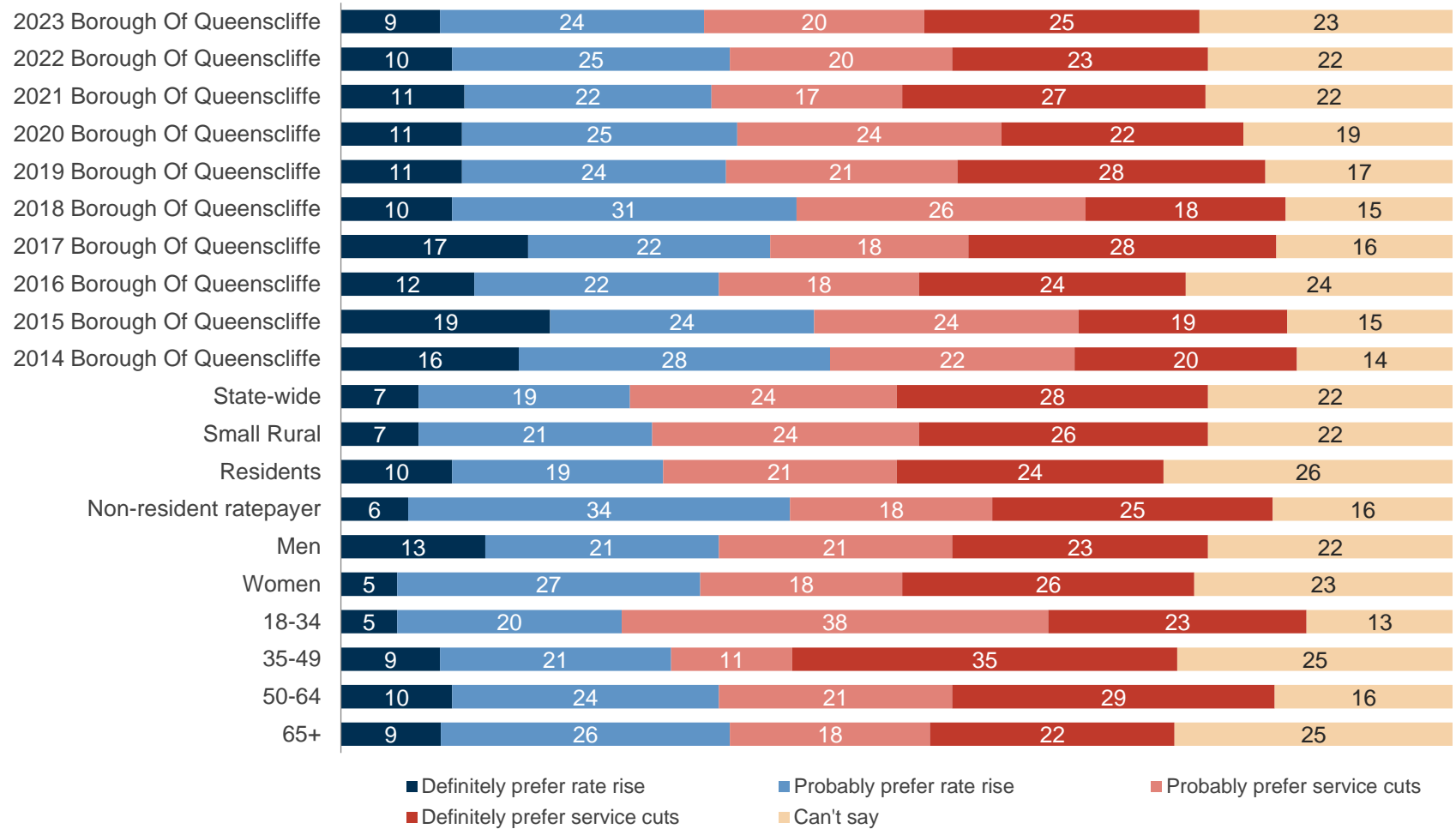


Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe's overall performance?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



# Rates / services trade-off

2023 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: 21 Councils asked group: 6



**Individual service  
areas**



# Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	69▲	62	66	61	60	n/a	n/a	n/a	65
18-34	65	75	59	43	48	59	54	55	54
35-49	65	64	57	52	63	58	68	64	64
Women	64	59	59	50	55	58	59	61	64
Borough Of Queenscliffe	63	60	59	51	56	58	57	62	65
65+	62	56	60	52	54	59	57	64	70
50-64	62	58	60	54	58	58	52	59	62
Men	61	61	60	54	57	59	54	63	66
Residents	60	59	56	49	55	n/a	n/a	n/a	65
Small Rural	53▼	56	54	56	54	55	55	56	n/a
State-wide	52▼	56	55	56	55	55	54	56	57

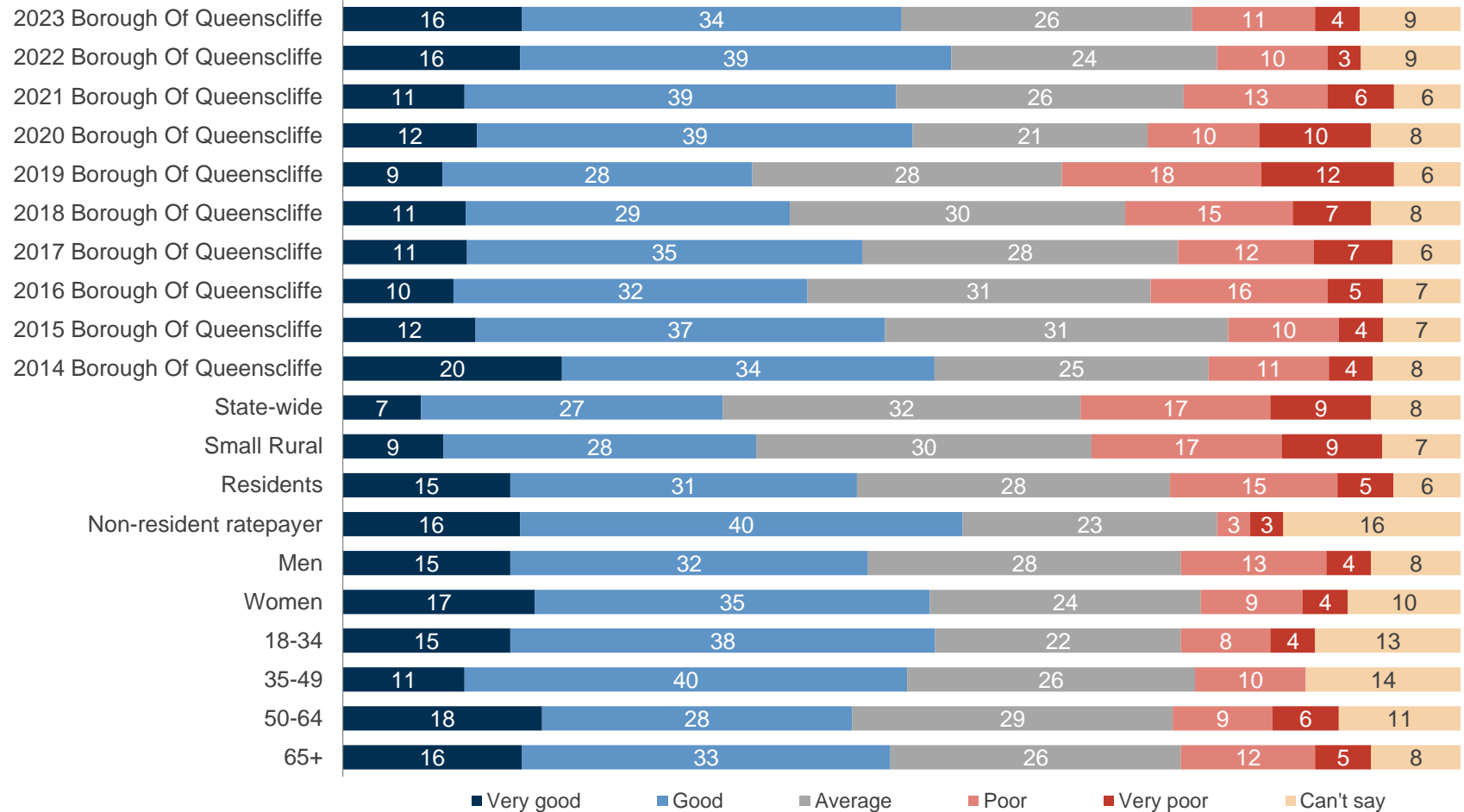
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# 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



# Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	67▲	59	59	59	57	56	n/a	n/a	n/a	58
35-49	63	64	56	53	66	57	53	57	64	53
18-34	61	68	70	53	47	68	62	54	64	61
Women	59	62	57	55	55	58	58	56	62	58
Borough Of Queenscliffe	59	61	57	56	55	58	59	55	63	61
Men	58	59	58	56	55	58	59	52	64	64
65+	58	59	57	57	55	58	59	56	65	66
50-64	57	61	53	56	51	53	59	49	57	58
Residents	56	61	57	55	54	58	n/a	n/a	n/a	62
Small Rural	52▼	54	55	52	55	53	55	54	56	n/a
State-wide	51▼	53	55	53	54	54	54	53	55	56

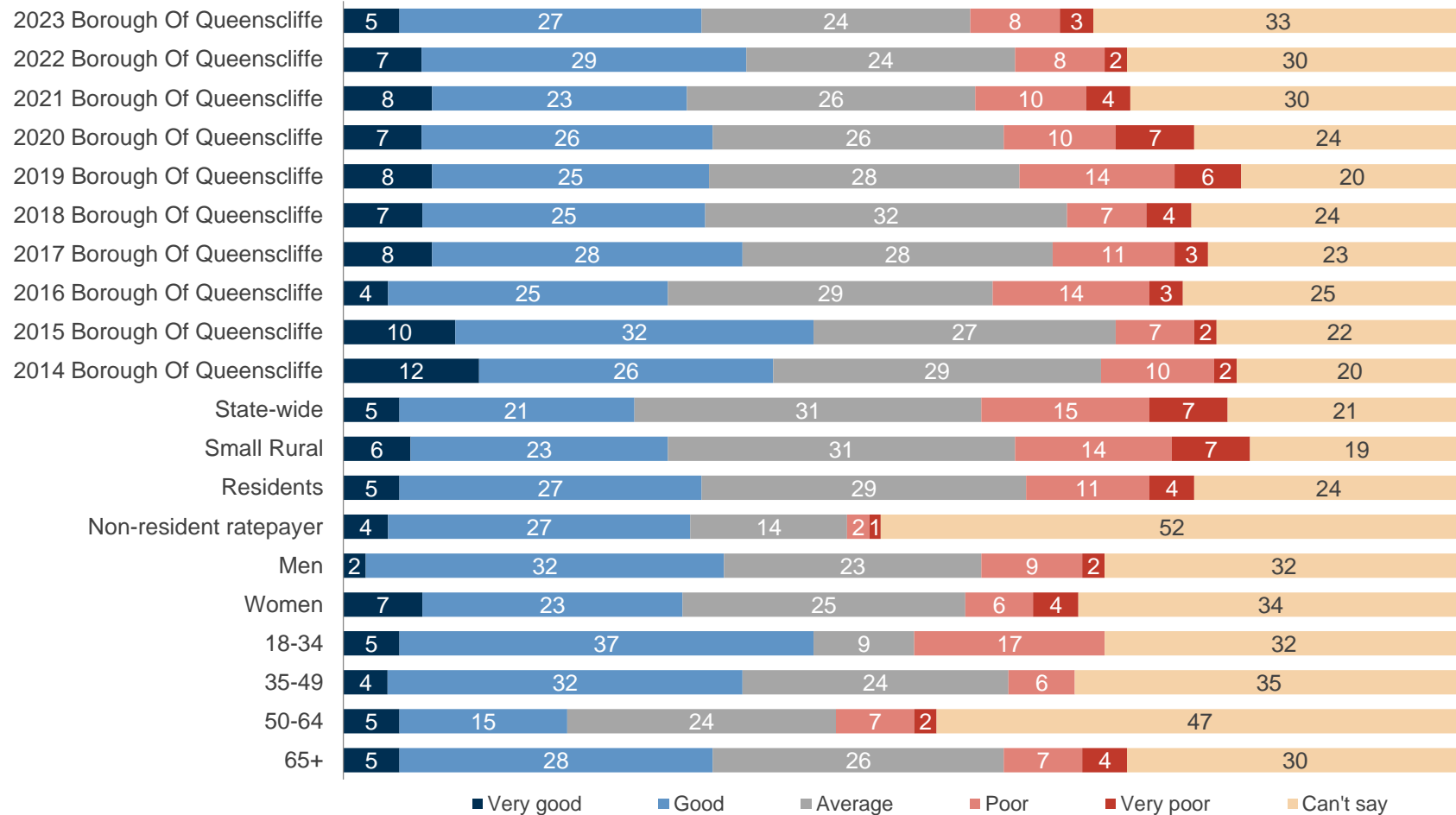
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14  
 Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2023 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: 51 Councils asked group: 14



# Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

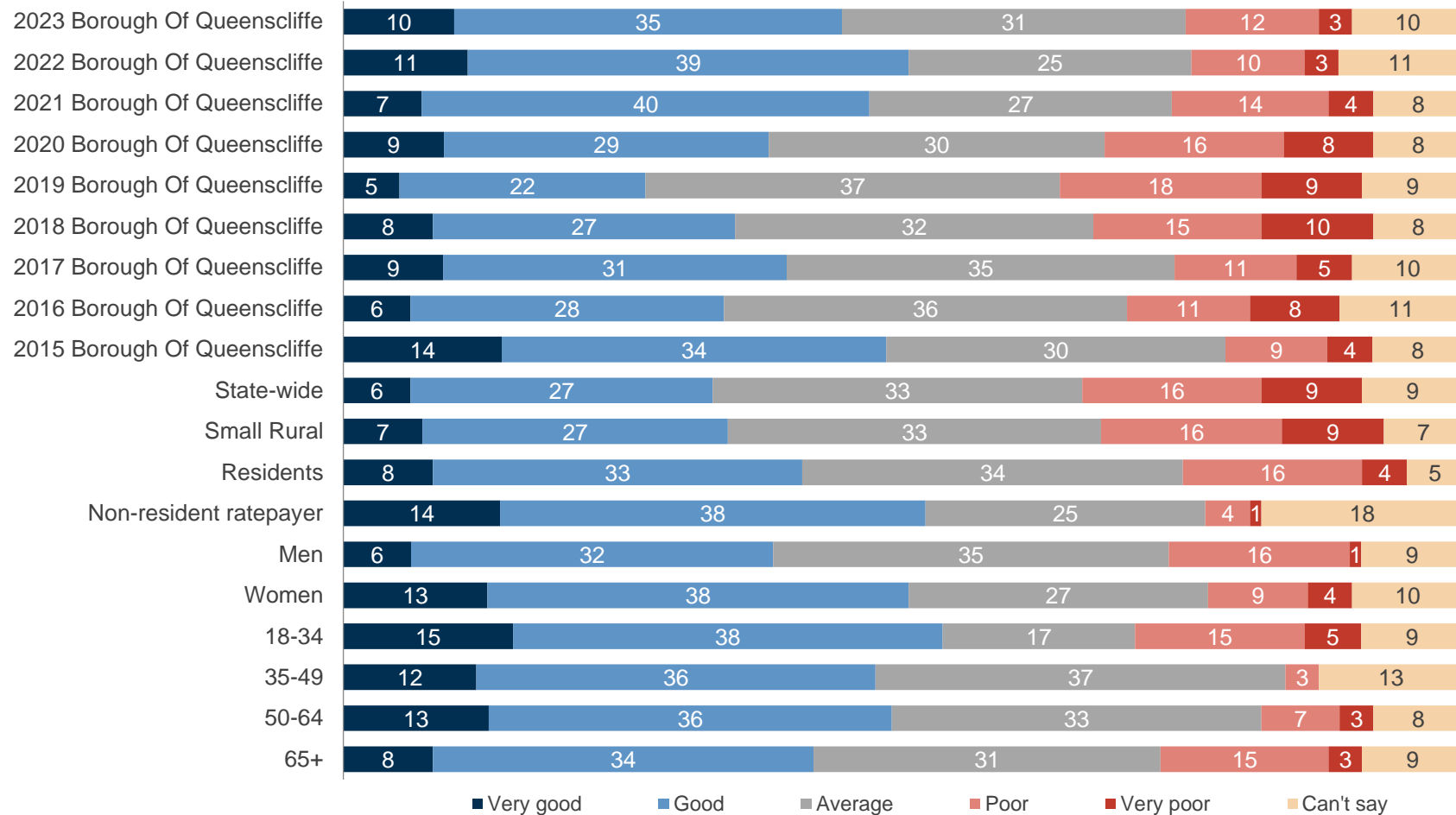
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	68▲	65	60	60	53	53	n/a	n/a	n/a
35-49	66▲	66	66	53	54	54	52	60	63
50-64	63	65	55	55	50	52	56	48	56
Women	63	66	57	54	48	54	59	56	61
18-34	62	70	75	51	49	63	61	54	73
Borough Of Queenscliffe	60	63	59	54	49	53	58	54	62
65+	58	60	54	54	47	51	59	54	61
Men	57	60	60	54	50	51	55	50	63
Residents	57	62	58	51	48	53	n/a	n/a	n/a
Small Rural	52▼	54	56	53	55	52	55	53	56
State-wide	51▼	54	56	53	55	54	54	54	55

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)

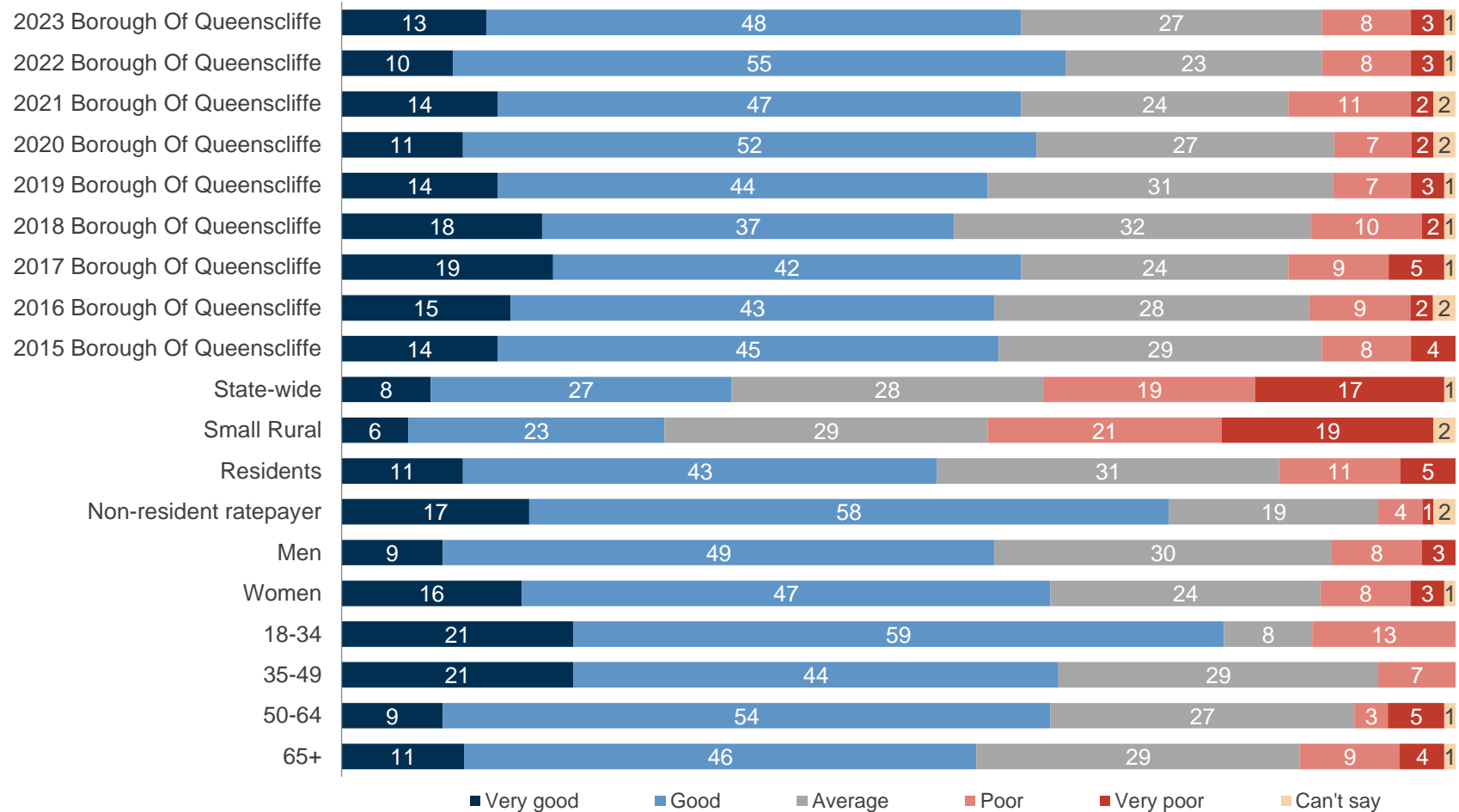
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	72▲	71	68	73	69	68	n/a	n/a	n/a
18-34	72	66	75	58	69	71	72	67	56
35-49	70	69	71	72	66	64	63	66	71
Women	66	66	64	65	65	64	68	68	63
Borough Of Queenscliffe	65	65	66	66	65	65	65	65	65
50-64	65	70	63	69	65	65	69	65	65
Men	63	64	67	66	65	66	62	62	67
65+	63	62	63	64	63	64	62	65	64
Residents	61▼	63	65	63	64	64	n/a	n/a	n/a
State-wide	48▼	53	57	54	56	53	53	54	55
Small Rural	44▼	50	53	51	53	49	50	52	52

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



# Informing the community performance



2023 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	72	72	72	67	64	n/a	n/a	n/a	69
Women	69	65	65	56	60	62	65	66	67
50-64	68	66	67	62	56	59	59	63	69
18-34	68	75	55	46	58	52	64	56	65
Borough Of Queenscliffe	67	67	65	57	59	60	63	65	69
65+	67	63	68	56	60	64	63	68	72
35-49	66	72	60	61	64	60	66	66	67
Men	65	68	66	58	59	58	60	63	72
Residents	64	65	63	54	58	n/a	n/a	n/a	69
Small Rural	58	61	58	58	56	58	58	60	n/a
State-wide	57	60	59	60	59	59	59	61	62

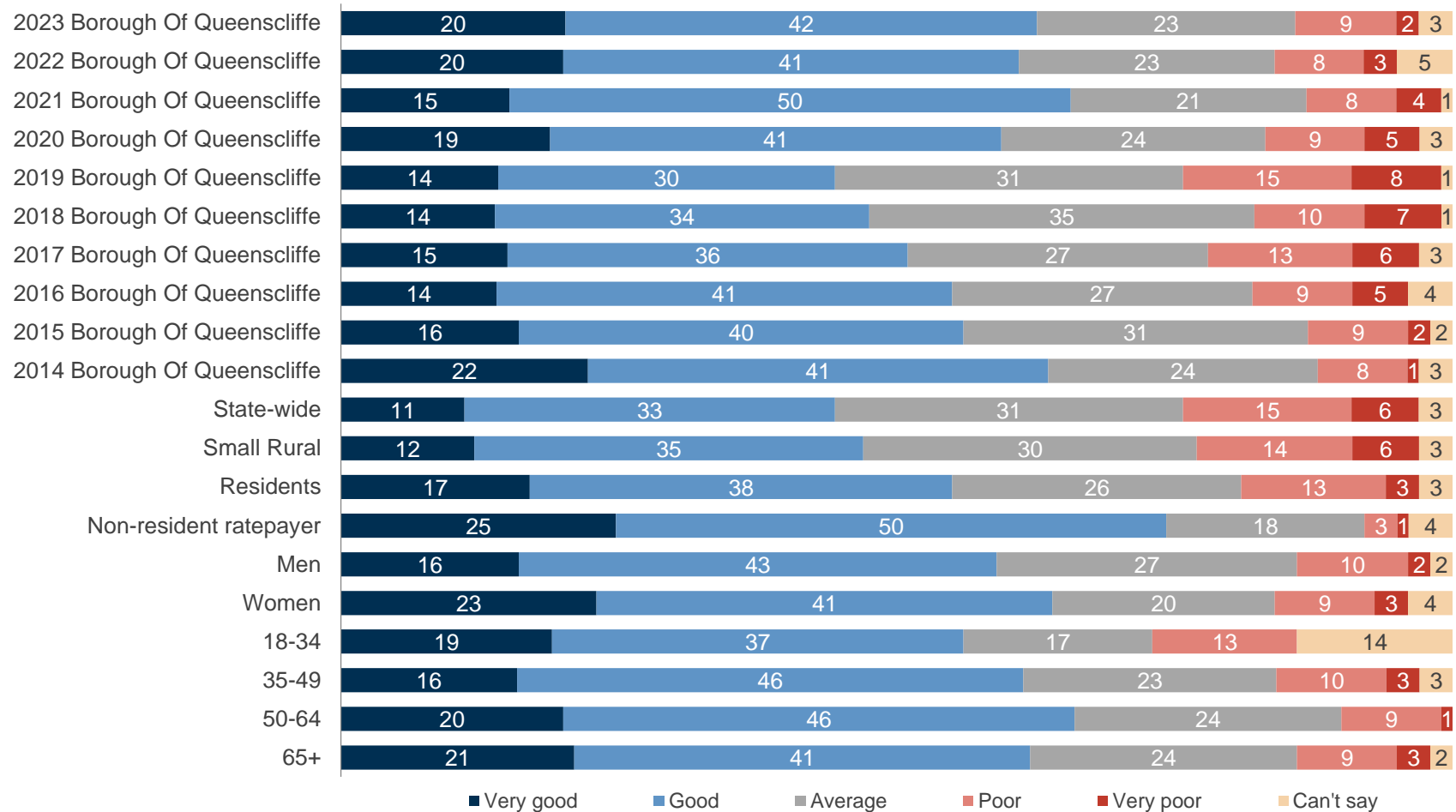
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10



# Traffic management performance



2023 traffic management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	70▲	69	68	68	69	68	n/a	n/a	n/a	69
50-64	69	71	62	66	65	66	68	66	67	65
Women	65	68	65	64	68	66	69	68	69	69
18-34	65	68	78	60	58	54	65	64	71	74
Borough Of Queenscliffe	64	66	67	64	66	65	66	65	69	68
Small Rural	64	66	67	64	66	65	67	65	67	n/a
65+	63	62	63	65	66	65	66	66	70	69
Men	62	62	68	63	63	64	63	62	70	68
Residents	61	64	66	62	64	64	n/a	n/a	n/a	68
35-49	60	70	76	57	72	70	64	65	69	69
State-wide	55▼	58	59	58	58	57	59	59	60	60

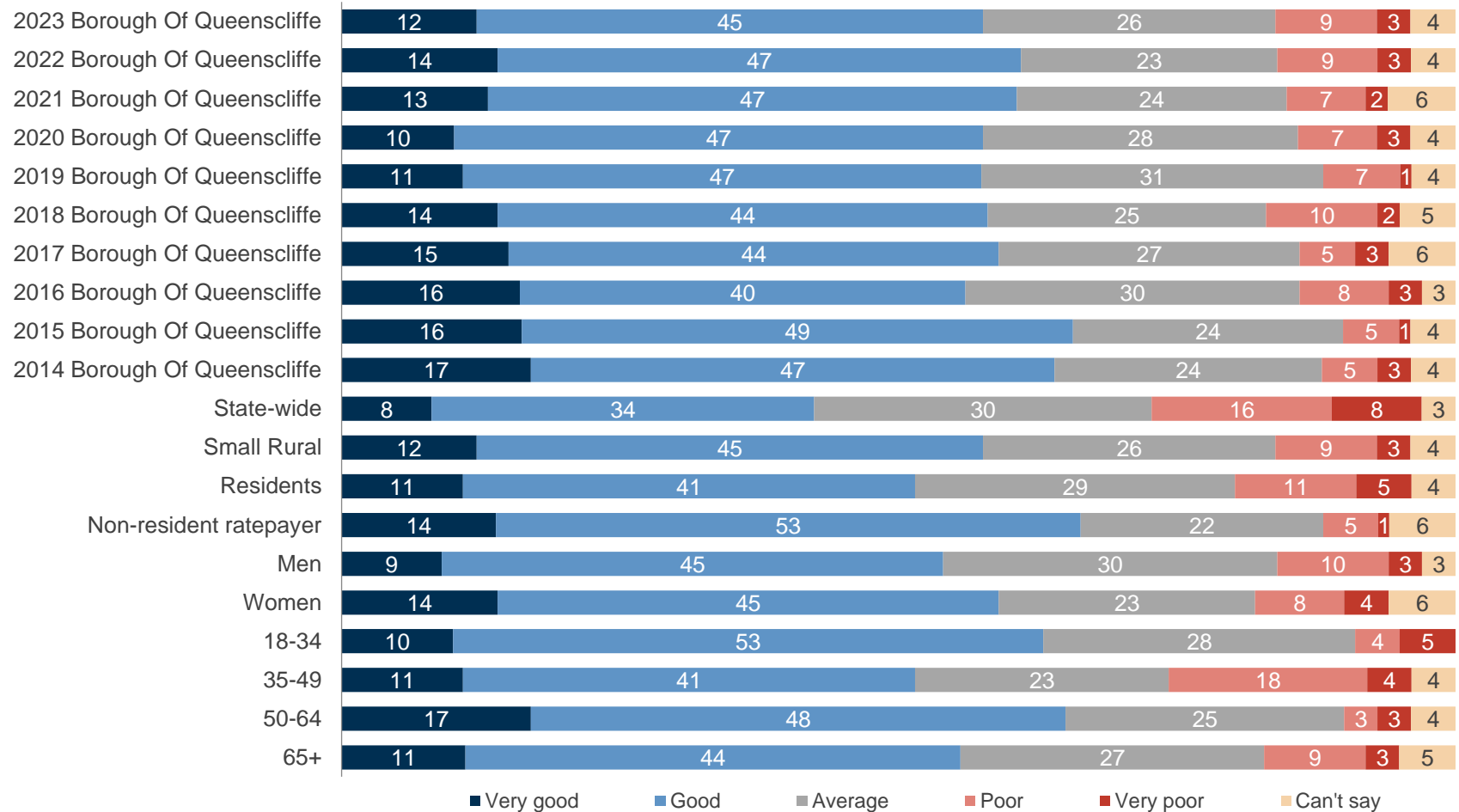
Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 1  
 Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



2023 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 1





## Parking facilities performance



### 2023 parking performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	70▲	66	66	68	66	64	n/a	n/a	n/a	70
50-64	70▲	69	63	68	63	65	67	64	65	62
18-34	68	70	66	60	63	60	63	55	67	65
35-49	68	71	73	65	71	65	62	64	66	67
Women	66	65	62	64	63	65	66	63	64	65
Borough Of Queenscliffe	64	64	63	64	62	63	63	61	64	64
Men	62	63	64	64	62	61	58	60	64	62
65+	62	59	60	64	60	62	61	60	62	62
Residents	61	63	62	63	62	63	n/a	n/a	n/a	62
Small Rural	60▼	60	62	60	60	60	63	61	62	n/a
State-wide	55▼	57	58	55	56	56	55	56	57	57

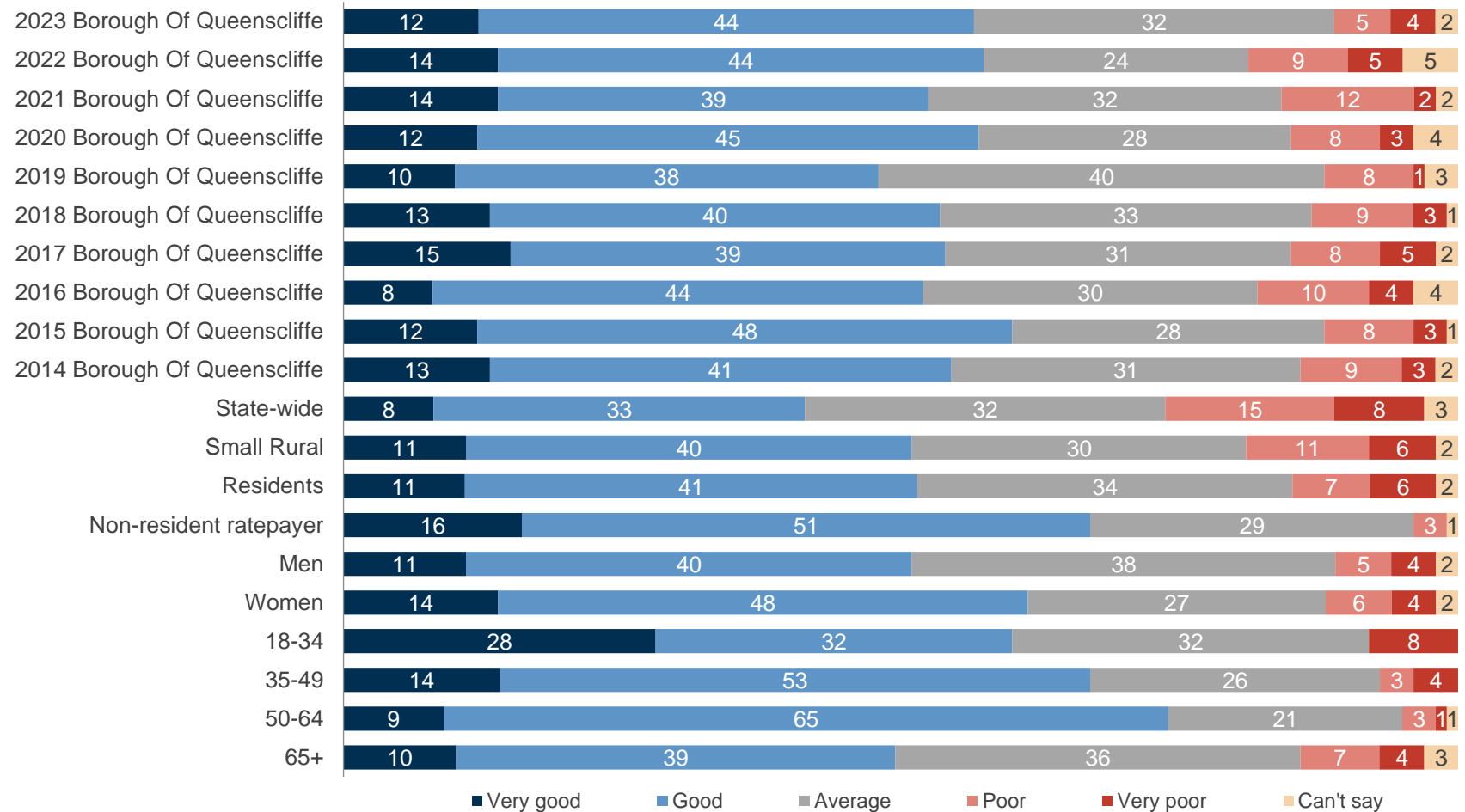
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



2023 parking performance (%)



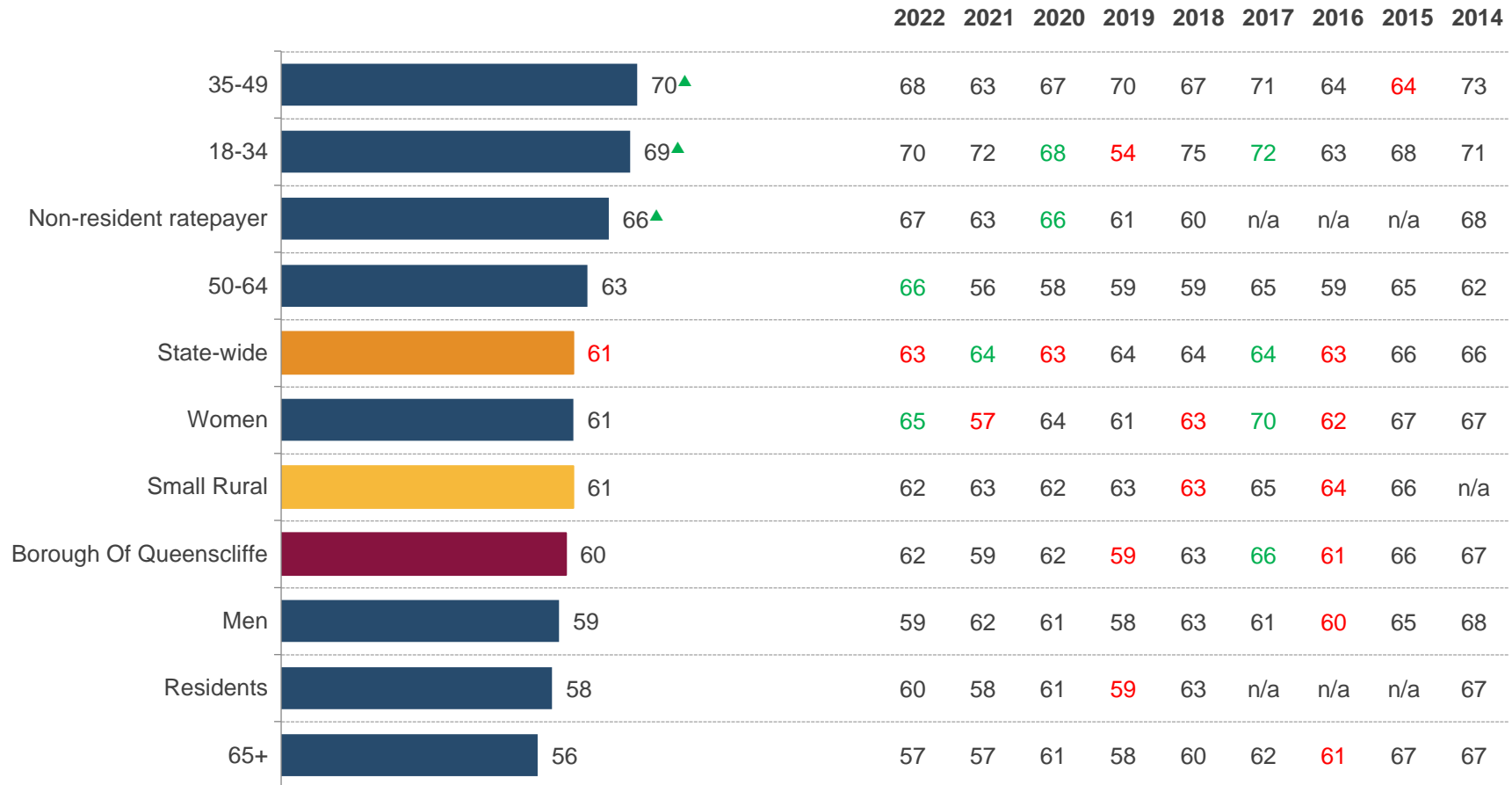
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3



# Enforcement of local laws performance



2023 law enforcement performance (index scores)



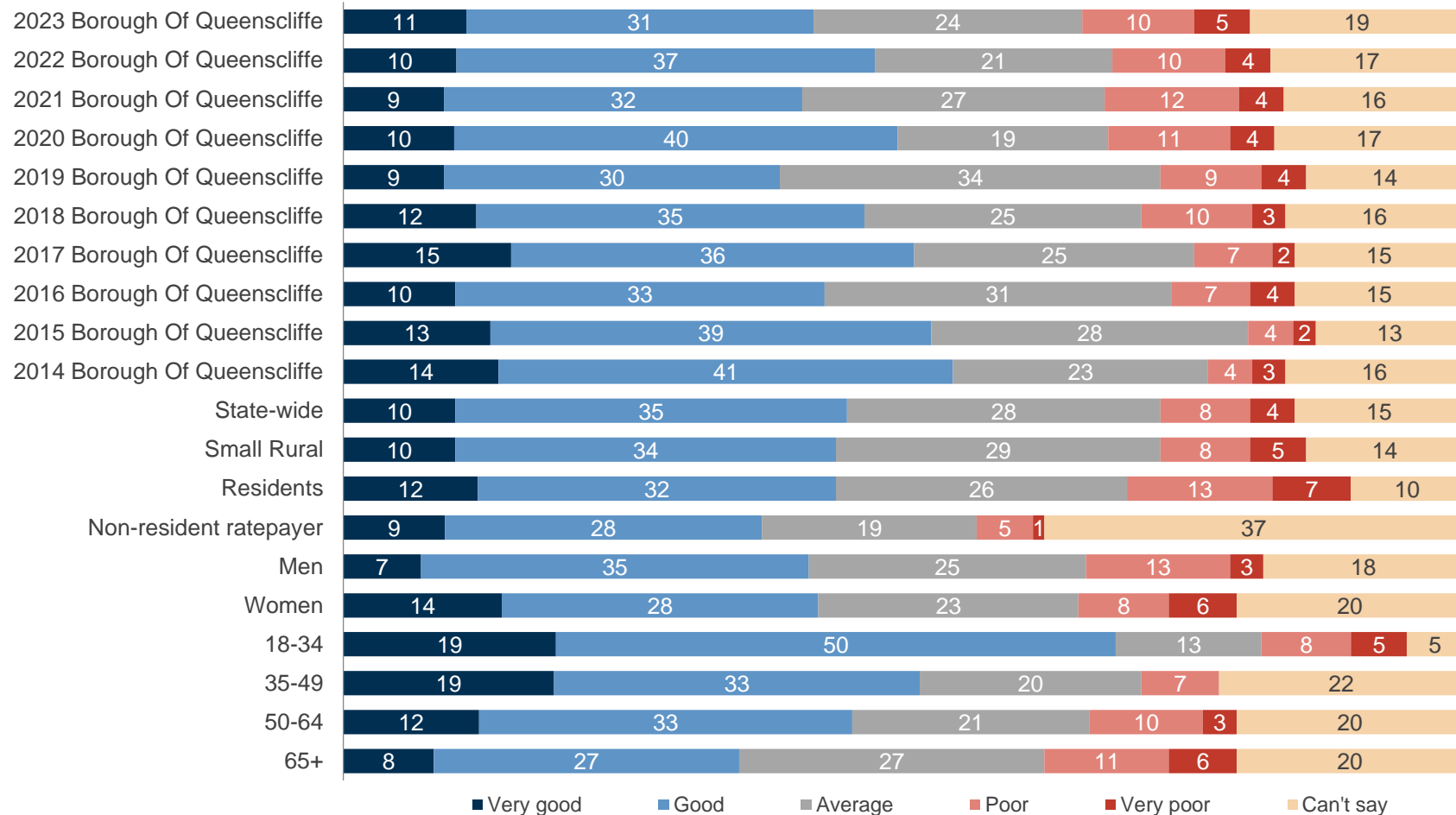
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2023 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: 34 Councils asked group: 10



# Family support services performance



2023 family support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	70	65	63	63	70	64	62	61	59	61
Non-resident ratepayer	69	69	68	65	65	67	n/a	n/a	n/a	62
65+	69	71	68	75	71	70	73	71	74	75
Women	68	70	67	74	68	69	70	66	69	65
Borough Of Queenscliffe	68	69	66	70	67	69	67	64	68	67
Men	68	68	65	66	66	68	64	62	67	69
Residents	68	69	66	71	68	69	n/a	n/a	n/a	67
50-64	64	75	64	63	61	69	65	58	66	62
State-wide	63▼	65	66	66	67	66	67	66	67	68
18-34	63	60	65	70	60	69	64	56	64	60
Small Rural	62▼	64	66	66	68	67	68	66	67	n/a

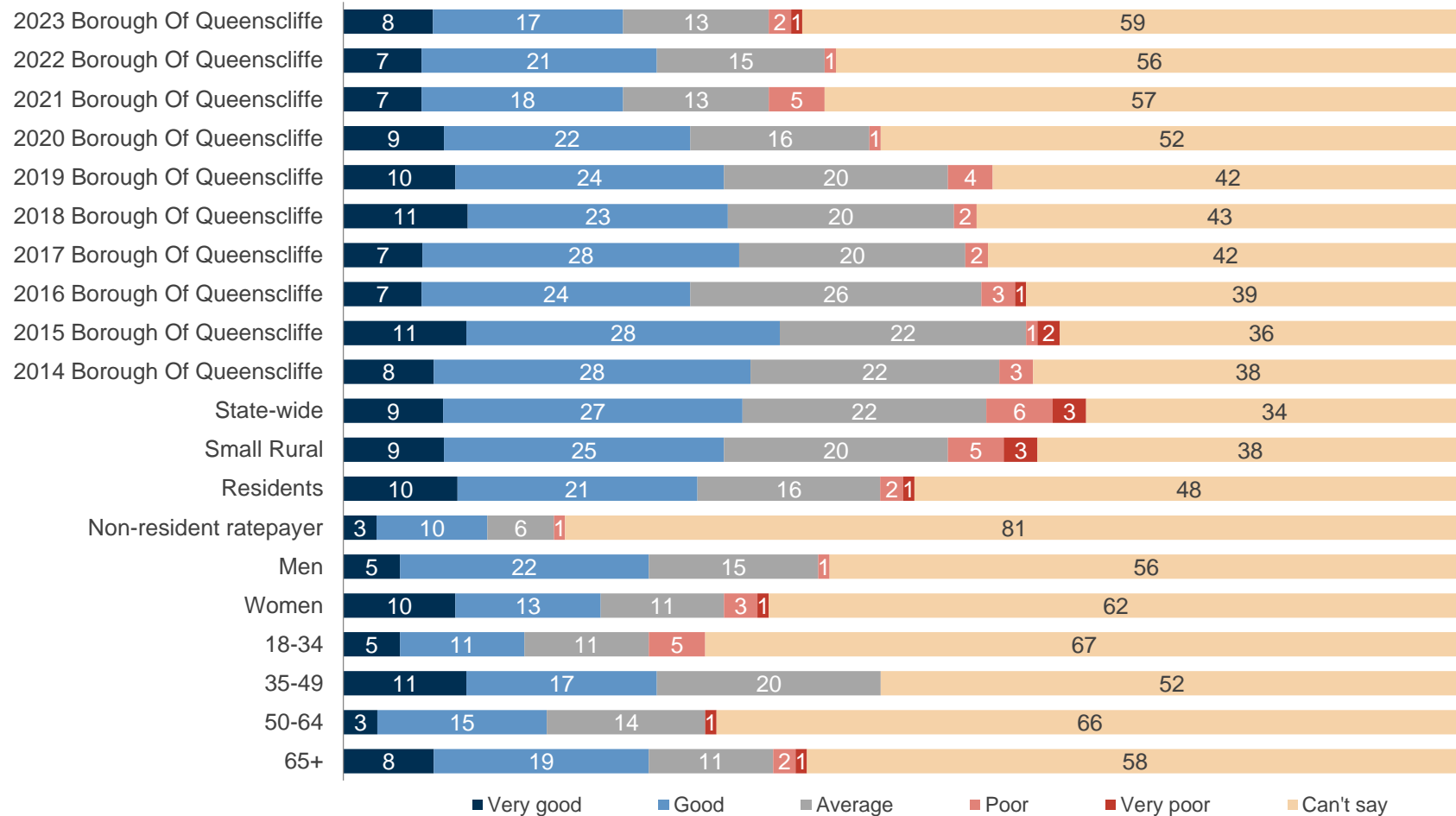
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



# Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	76▲	77	71	74	72	74	n/a	n/a	n/a	63
50-64	75	83	72	75	73	70	66	62	64	66
Women	73	83	74	75	76	76	73	73	72	72
65+	73	75	74	78	76	76	78	76	78	78
Borough Of Queenscliffe	72	79	76	75	75	75	71	68	72	71
18-34	72	91	79	63	77	66	64	53	71	61
Residents	72	80	76	75	76	75	n/a	n/a	n/a	72
Men	71	74	78	74	74	73	69	64	72	69
35-49	68	84	83	72	75	82	66	66	65	64
Small Rural	66▼	70	72	71	71	69	71	70	72	n/a
State-wide	63▼	67	69	68	68	68	68	68	69	70

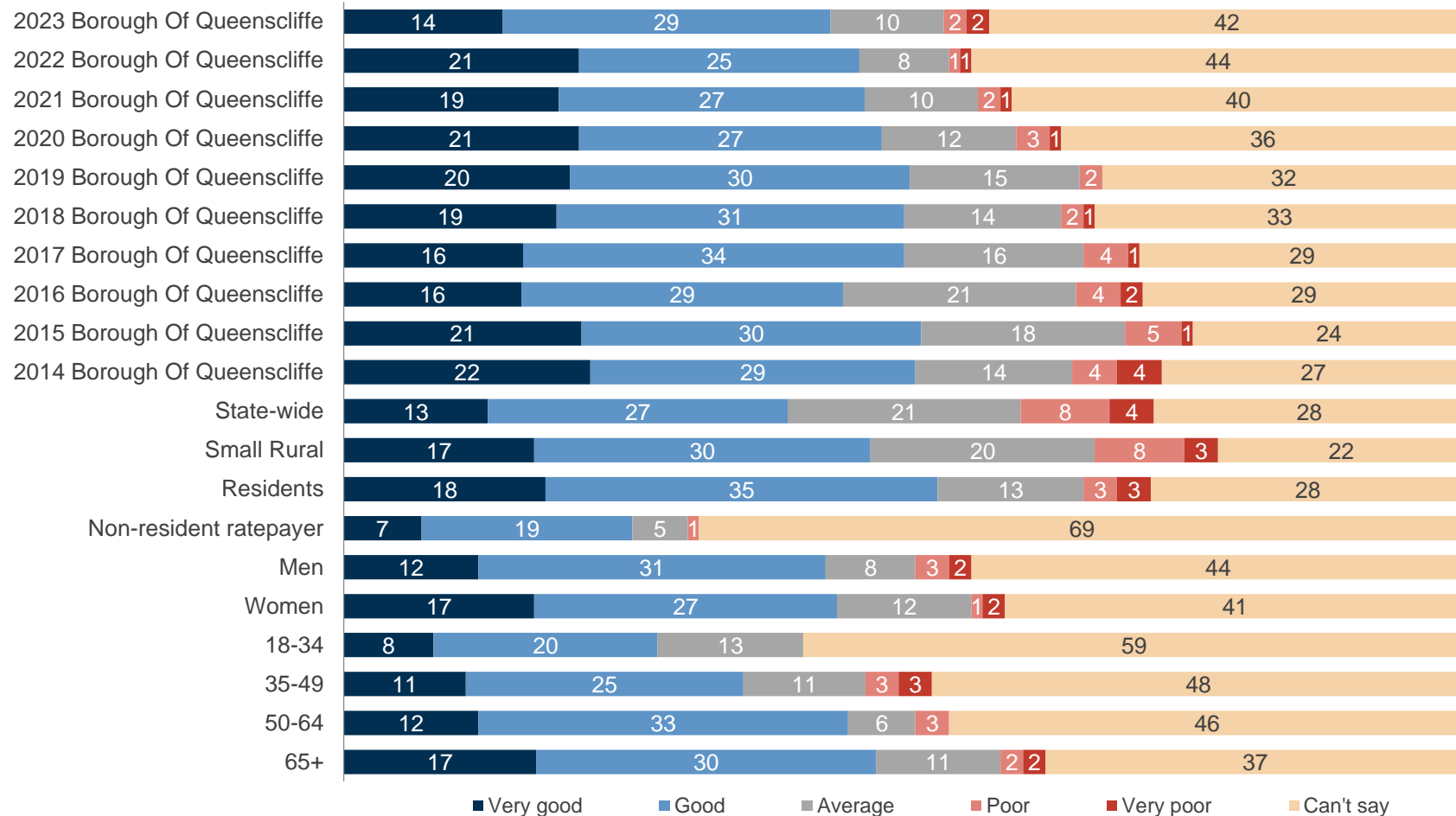
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2023 elderly support performance (%)



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





# Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	74	75	72	74	69	77	n/a	n/a	n/a	72
35-49	73	77	75	75	70	69	62	73	74	71
50-64	73	77	70	72	68	73	76	66	72	70
Women	73	78	72	73	72	77	74	74	74	71
Borough Of Queenscliffe	72	74	72	73	70	74	72	72	75	70
65+	72	72	73	72	72	76	76	74	77	75
Men	71	70	72	72	68	71	69	70	77	68
Residents	71	74	72	72	70	74	n/a	n/a	n/a	69
18-34	69	77	72	73	68	73	61	77	75	53
State-wide	68▼	69	71	70	70	69	70	69	70	71
Small Rural	67▼	69	69	68	68	69	69	68	70	n/a

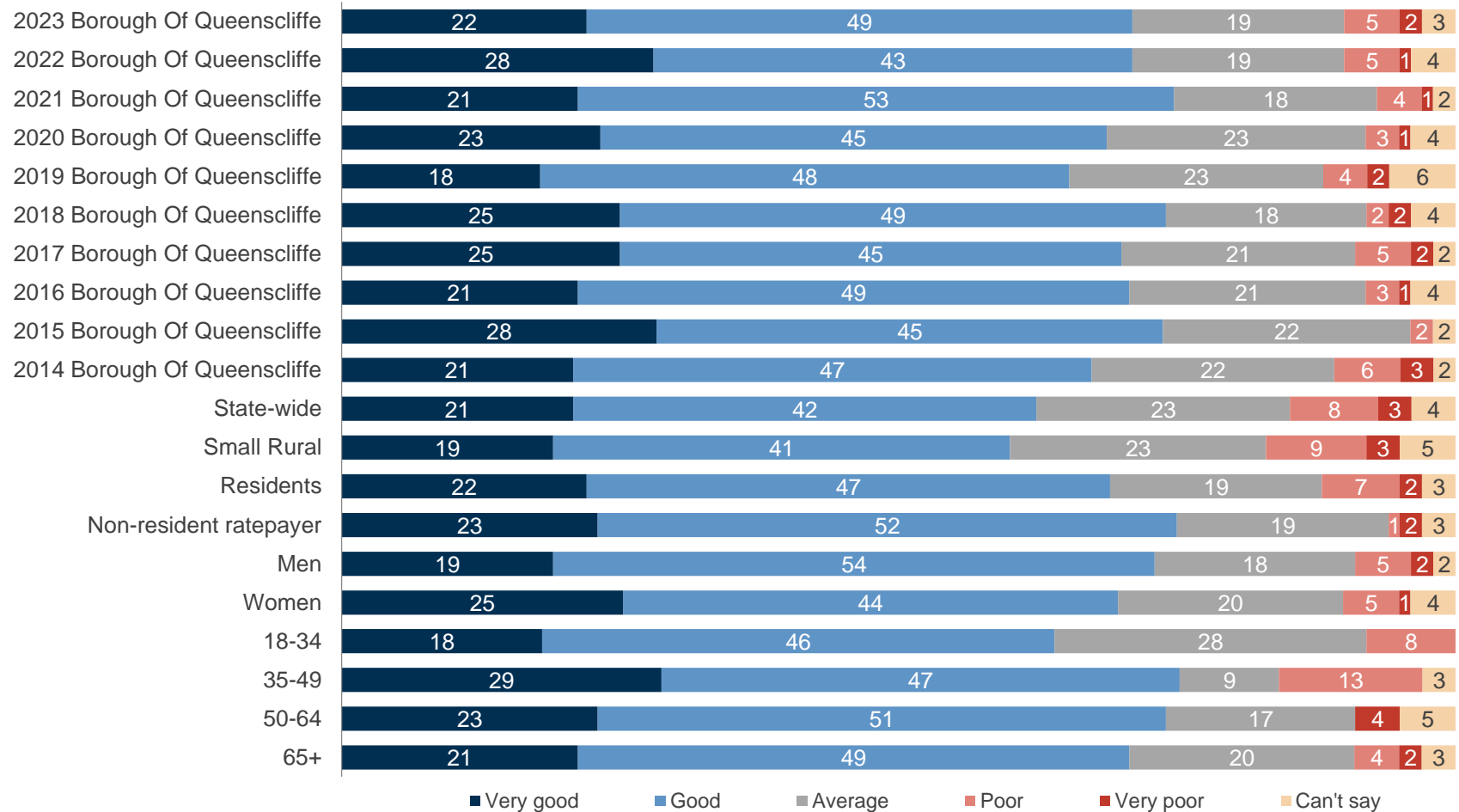
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2023 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13



# The appearance of public areas performance



2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	80▲	83	78	77	79	78	n/a	n/a	n/a	79
18-34	78	83	88	78	68	73	88	72	77	82
Women	74	80	72	74	73	75	83	74	76	78
35-49	73	83	73	71	79	78	79	74	77	78
50-64	73	81	73	75	76	75	79	72	76	74
Borough Of Queenscliffe	73	78	74	74	73	75	80	74	78	77
65+	71	74	72	74	71	74	78	75	79	78
Men	71	75	77	73	72	75	76	73	79	77
Small Rural	71	73	75	72	73	72	74	73	74	n/a
Residents	69▼	75	73	73	71	74	n/a	n/a	n/a	77
State-wide	67▼	71	73	72	72	71	71	71	72	72

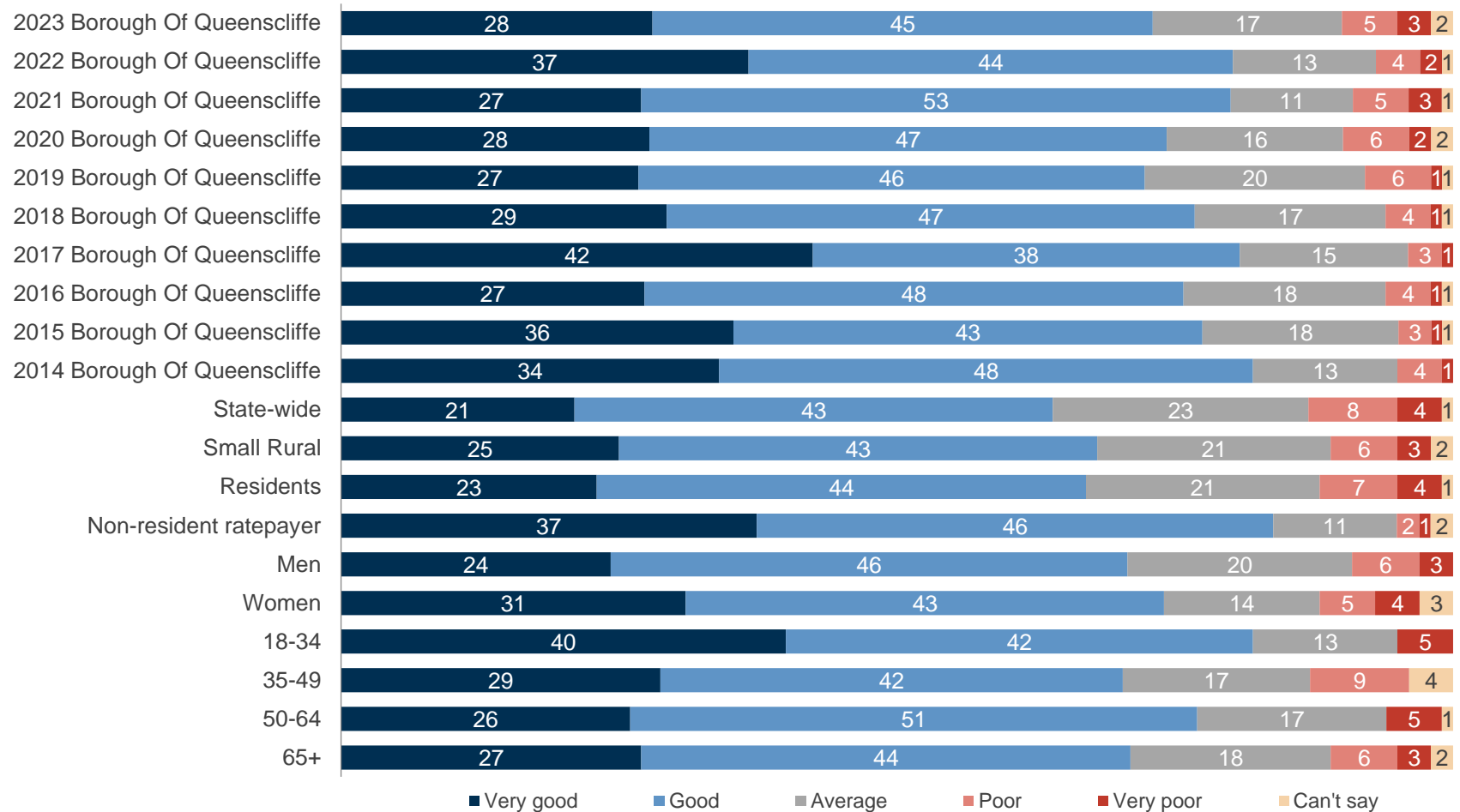
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2023 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: 45 Councils asked group: 14



# Art centres and libraries performance



2023 art centres and libraries performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	79	75	74	76	72	78	76	73	75	75
Women	79	76	73	75	71	74	75	72	70	72
Residents	78	73	73	74	72	73	n/a	n/a	n/a	72
Borough Of Queenscliffe	78	73	73	73	71	73	72	69	71	71
Non-resident ratepayer	77	73	71	71	67	70	n/a	n/a	n/a	68
50-64	77	75	68	68	68	66	70	66	70	68
Men	77	70	73	71	72	71	70	66	72	71
35-49	74	69	73	72	76	72	65	68	72	68
State-wide	73▼	73	73	74	74	74	73	72	73	75
Small Rural	73▼	71	72	74	74	73	72	71	69	n/a
18-34	72	67	75	72	68	63	73	63	60	71

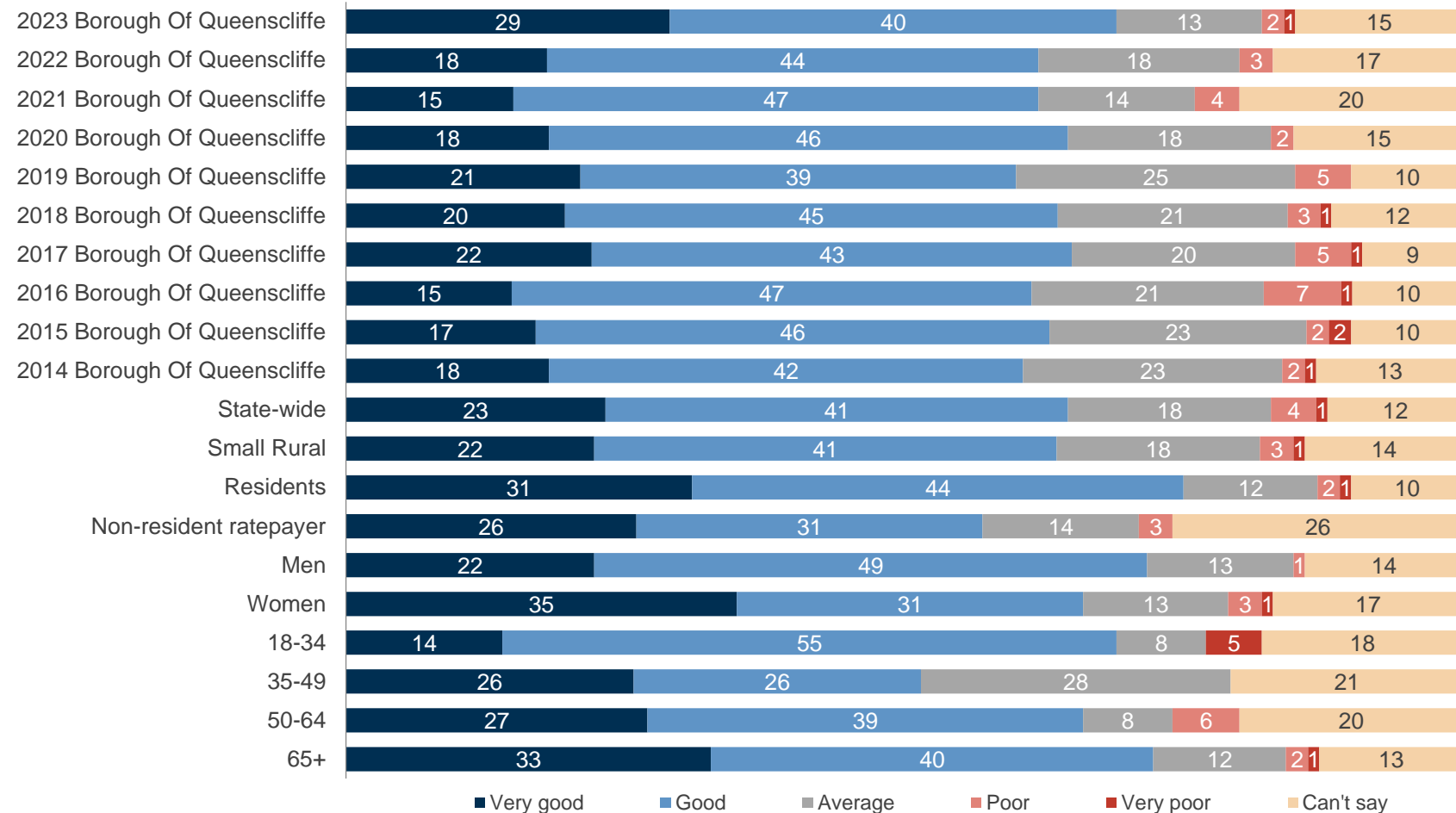
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2023 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: 30 Councils asked group: 6



# Community and cultural activities performance



2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	79▲	75	72	77	69	71	n/a	n/a	n/a	73
35-49	77	74	77	72	74	68	72	66	72	72
Women	77	72	69	75	70	72	73	70	72	72
50-64	75	72	66	74	70	69	70	67	72	71
65+	75	70	69	77	70	72	73	69	74	75
Borough Of Queenscliffe	75	71	70	73	68	69	72	68	71	72
Residents	73	69	69	71	68	69	n/a	n/a	n/a	72
Men	72	69	71	71	67	66	70	65	69	72
18-34	70	65	72	53	54	59	70	66	57	68
Small Rural	70▼	68	67	68	66	69	69	65	68	n/a
State-wide	66▼	65	65	68	69	69	69	69	69	70

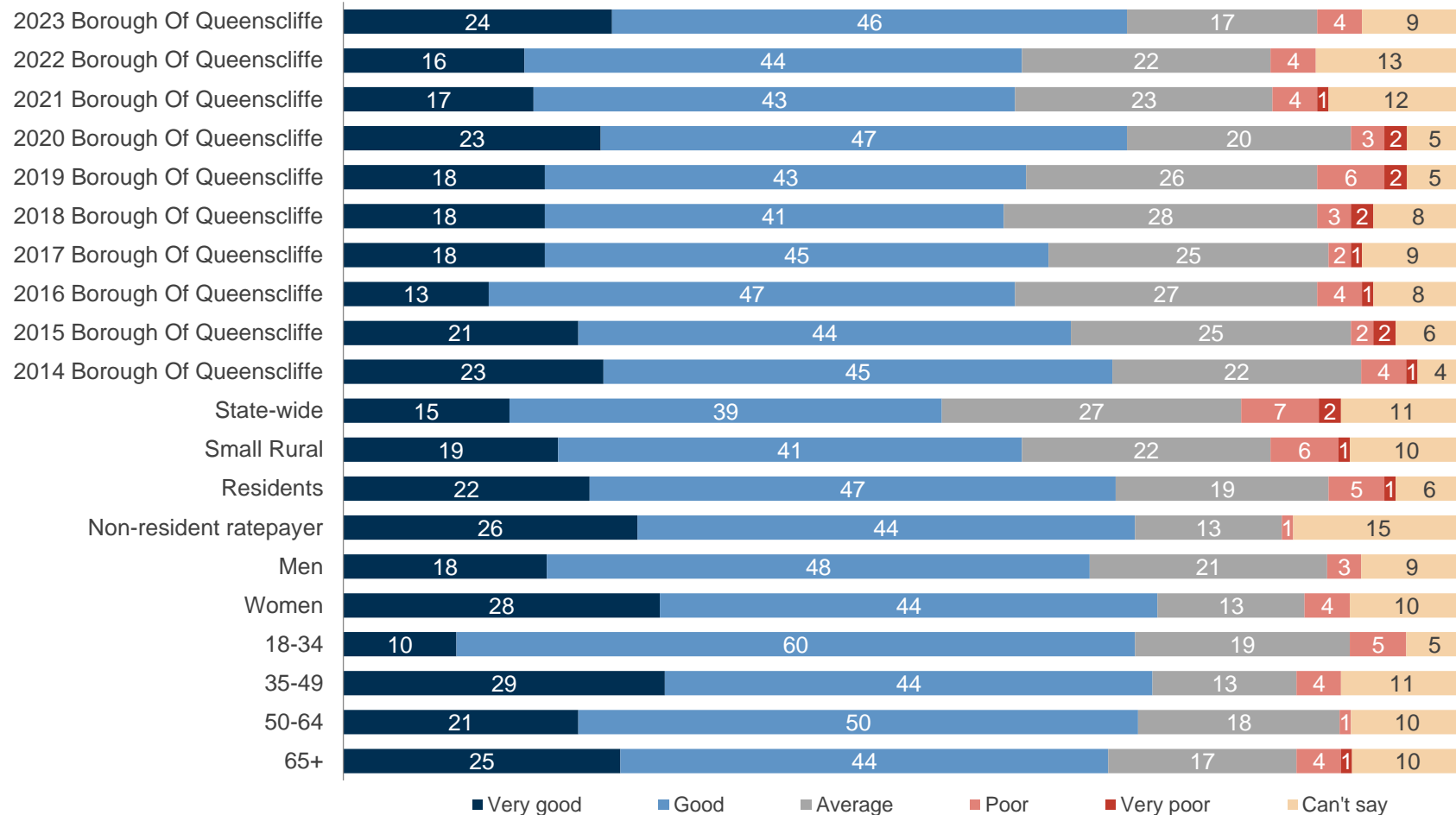
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2023 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 3





# Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	78	72	74	71	75	n/a	n/a	n/a	70
35-49	78	80	74	71	86	77	75	72	68
18-34	78	85	73	79	79	84	84	81	69
Women	78	73	74	72	82	83	82	76	70
65+	77	75	74	74	80	83	81	77	76
Borough Of Queenscliffe	76	75	73	72	81	81	79	76	72
Residents	75	76	73	73	82	n/a	n/a	n/a	72
Men	74	77	72	73	79	79	77	75	74
50-64	70	68	71	67	79	80	76	72	71
State-wide	66▼	69	65	68	70	71	70	72	73
Small Rural	66▼	68	64	66	69	70	69	71	n/a

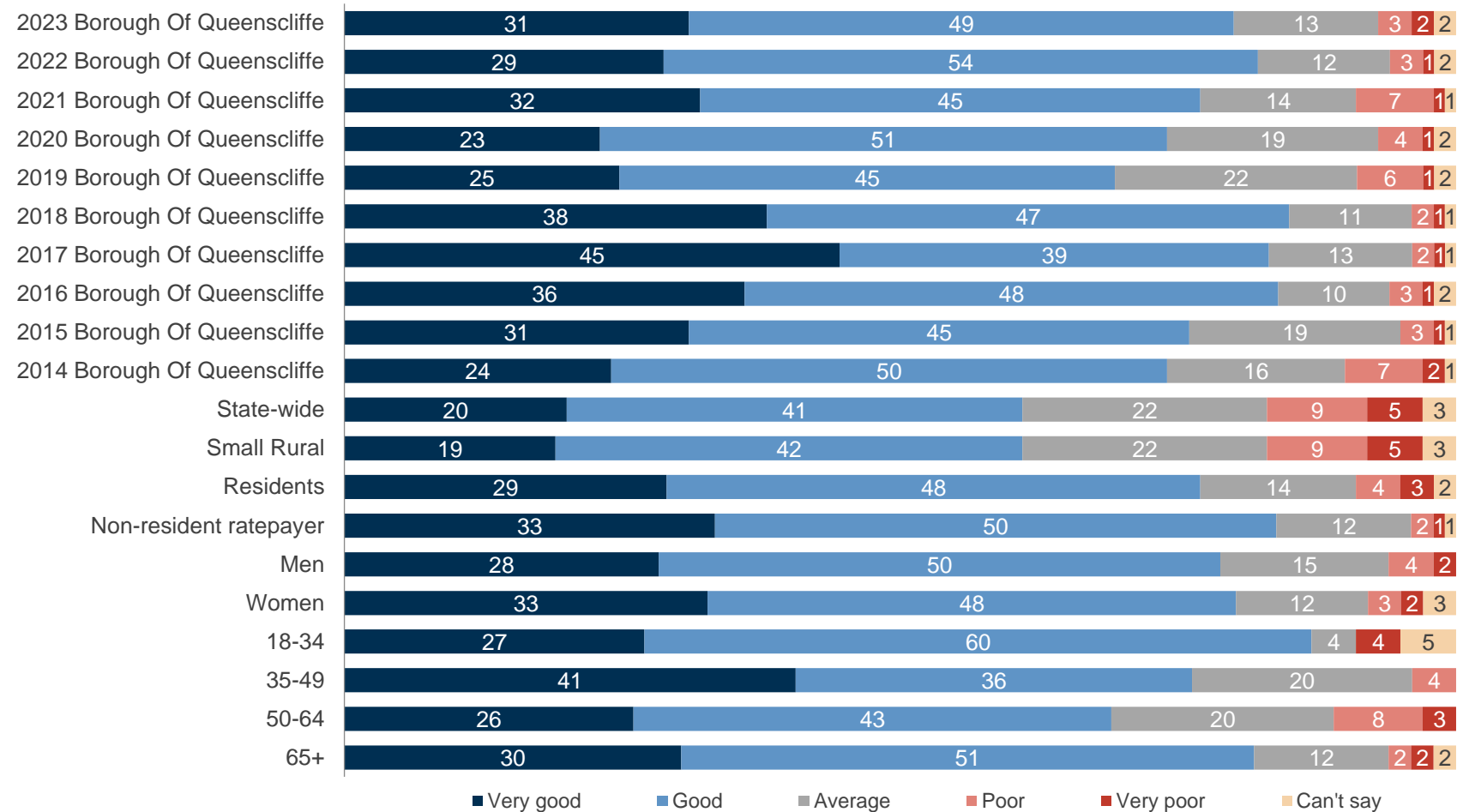
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# 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

# Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

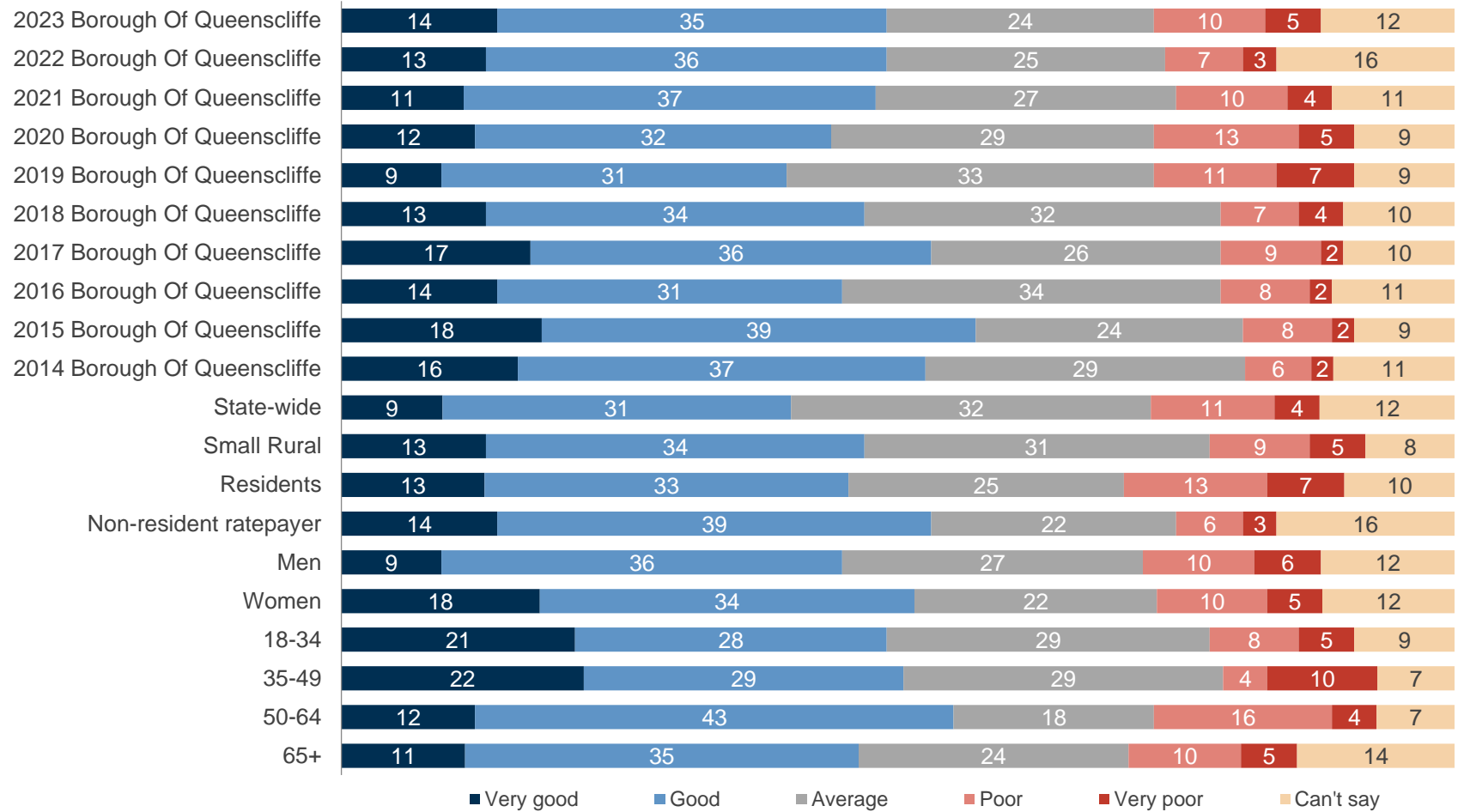
	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Non-resident ratepayer	67▲	65	61	60	62	63	n/a	n/a	n/a	63
18-34	64	85	65	51	56	71	68	62	75	71
Women	64	66	63	59	58	64	69	67	68	68
35-49	63	69	69	57	54	63	65	67	62	67
Borough Of Queenscliffe	62	65	61	59	57	62	66	63	67	67
50-64	61	64	57	56	54	60	63	57	62	62
Small Rural	61	63	62	58	59	59	64	61	63	n/a
65+	61	59	60	62	59	61	67	65	69	68
Men	59	63	59	58	55	61	62	59	66	65
Residents	59	64	62	58	55	62	n/a	n/a	n/a	68
State-wide	59▼	60	61	59	61	60	61	60	61	62

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.

# Business and community development and tourism performance



2023 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: 31 Councils asked group: 8



# Council’s general town planning policy performance



## 2023 town planning performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	62	63▲	53	60	61	61	56	60	57
Non-resident ratepayer	63	58	57	55	55	n/a	n/a	n/a	57
18-34	69	72	50	52	60	59	61	56	61
Women	61	55	52	51	54	59	54	57	61
50-64	61	51	50	51	51	55	51	52	56
Borough Of Queenscliffe	59	56	53	53	54	57	55	57	59
Men	57	57	54	54	54	54	56	56	57
65+	56	52	54	51	52	56	54	59	61
Residents	58	55	51	52	54	n/a	n/a	n/a	60
Small Rural	56	55	50	48	53	51	49	53	n/a
State-wide	54	55	54	55	54	53	52	54	55

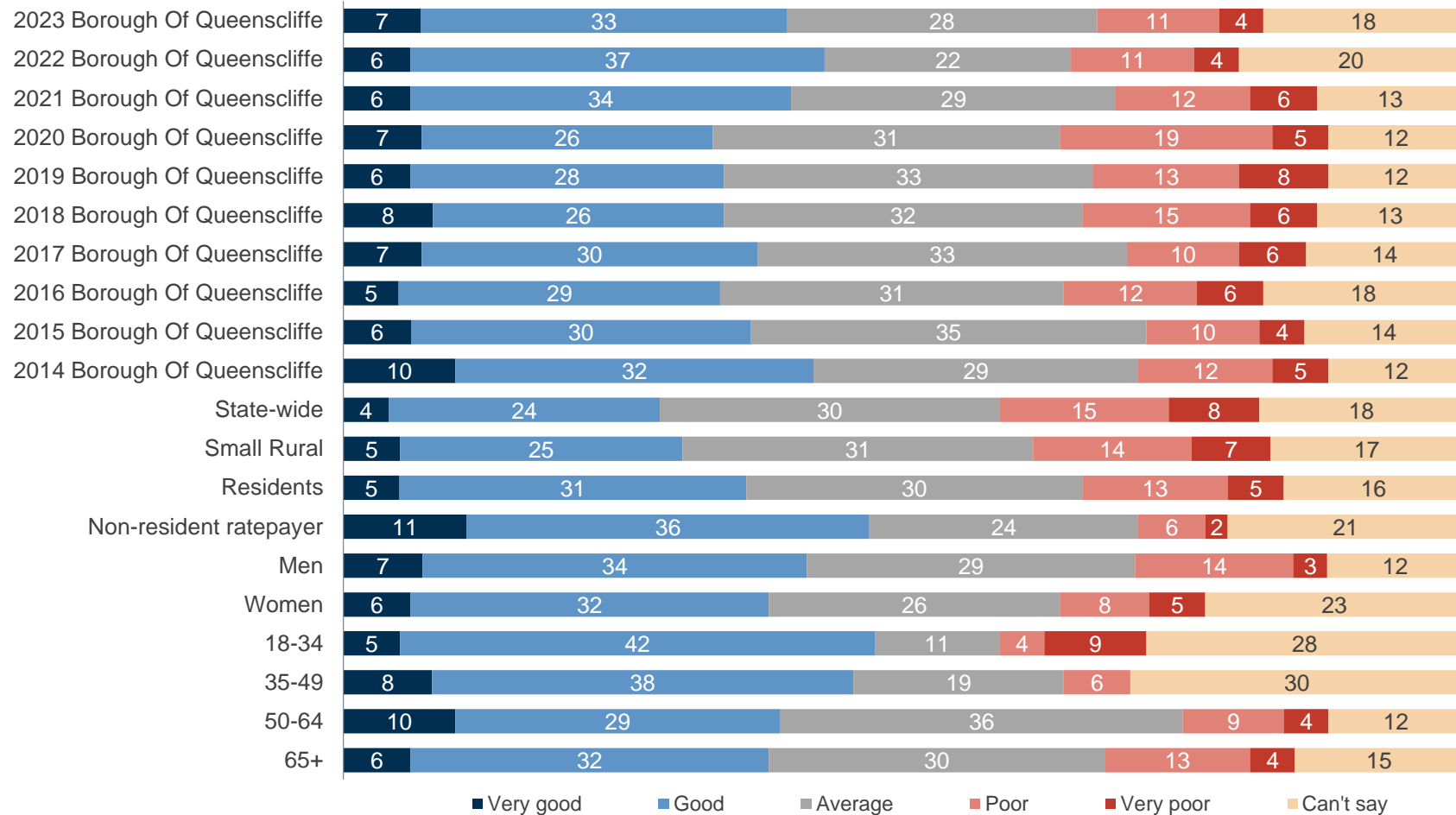
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2023 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3



# Planning and building permits performance



2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	57	56	49	54	57	55	50	56	53
Non-resident ratepayer	59	51	52	52	47	n/a	n/a	n/a	57
18-34	46	62	39	54	53	54	56	58	57
Women	54	51	45	51	52	55	53	54	55
Borough Of Queenscliffe	52	52	47	51	51	53	50	55	55
50-64	59	46	49	48	48	52	47	53	54
Men	50	53	49	51	50	50	47	55	56
65+	49	50	47	50	50	52	50	54	57
Residents	49	52	44	51	52	n/a	n/a	n/a	55
State-wide	50	51	51	52	52	51	50	54	53
Small Rural	48	49	46	48	51	51	50	53	n/a

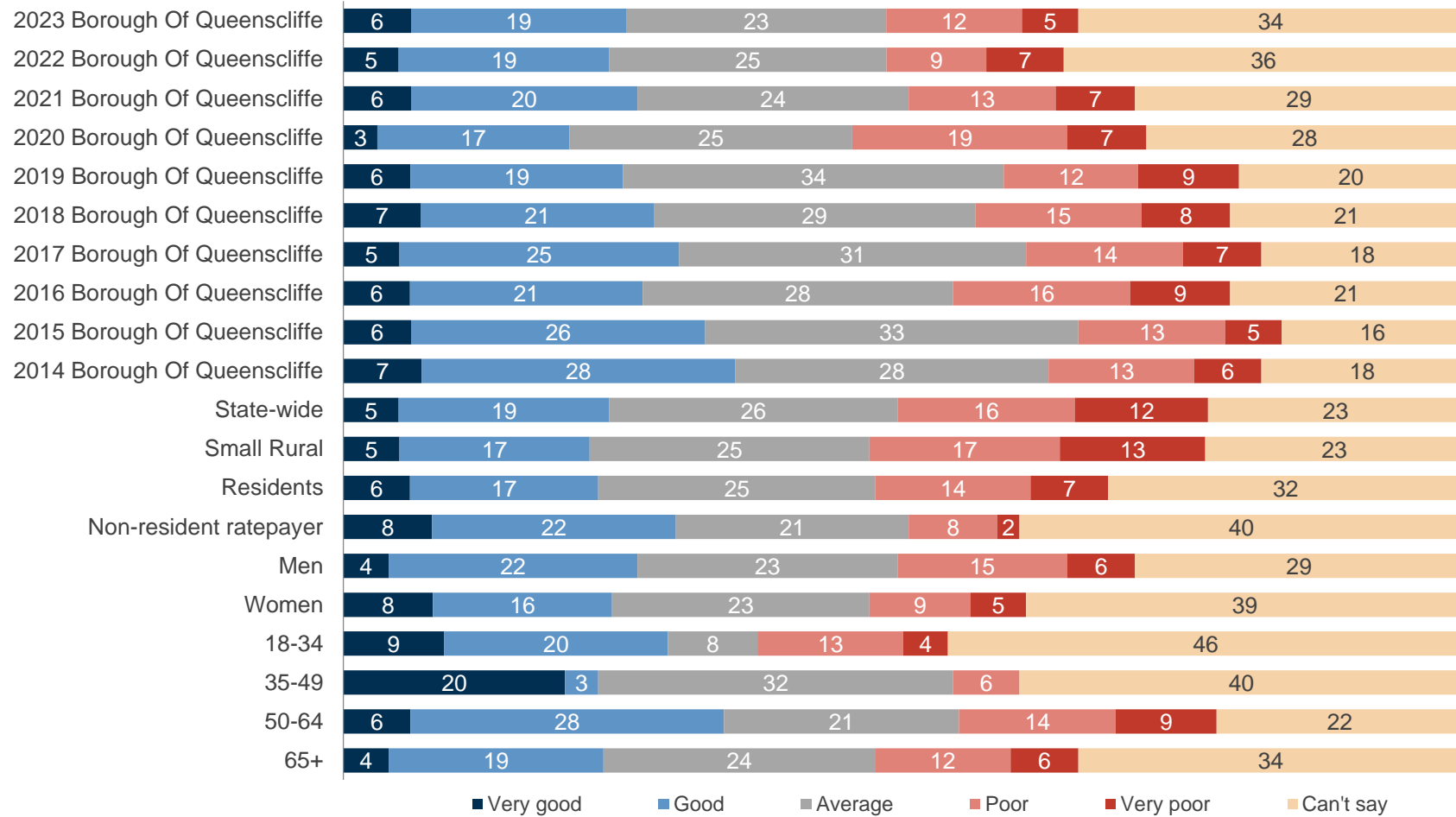
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2023 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: 32 Councils asked group: 8





# Environmental sustainability performance



2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	77▲	61	81	52	59	56	64	56	57	68
Non-resident ratepayer	73	71	65	65	62	70	n/a	n/a	n/a	69
35-49	72	78	74	62	63	72	68	68	59	67
50-64	72	75	62	61	61	65	66	61	64	66
Women	71	71	65	61	59	65	67	64	64	65
Borough Of Queenscliffe	70	69	67	62	60	66	66	63	64	67
Men	70	66	70	63	60	66	66	61	65	70
Residents	69	68	68	60	59	65	n/a	n/a	n/a	67
65+	68	66	65	64	59	66	66	64	69	68
State-wide	60▼	61	62	60	62	63	64	63	64	64
Small Rural	59▼	59	61	57	59	62	63	61	63	n/a

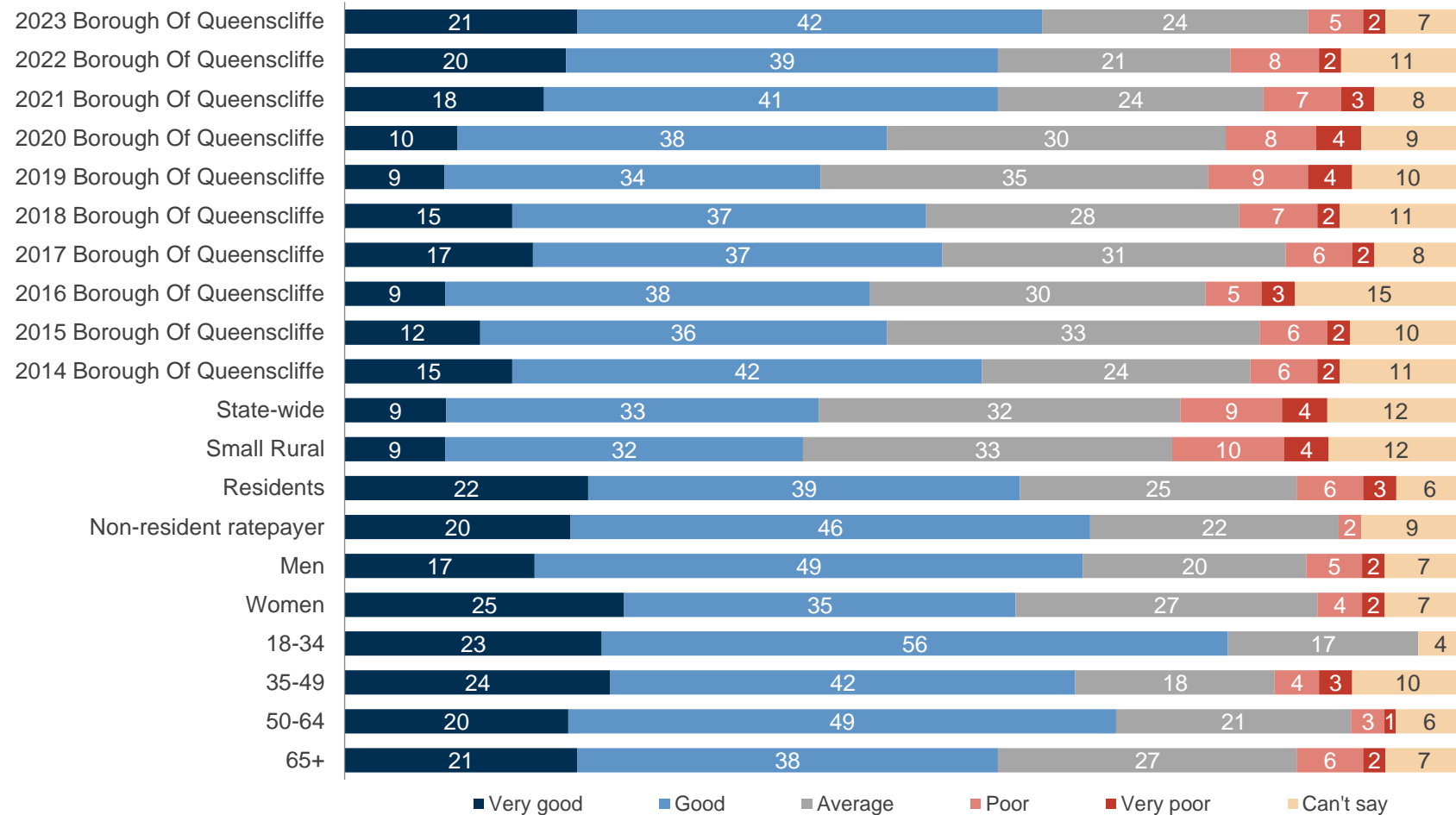
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



2023 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 8



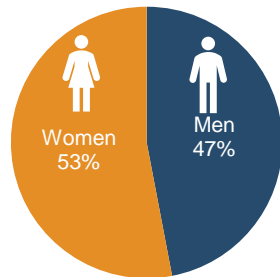
## **Detailed demographics**



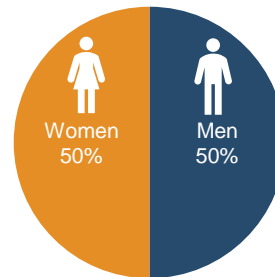
# Gender and age profile

## 2023 gender

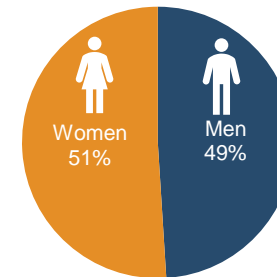
Borough Of Queenscliffe



Small Rural

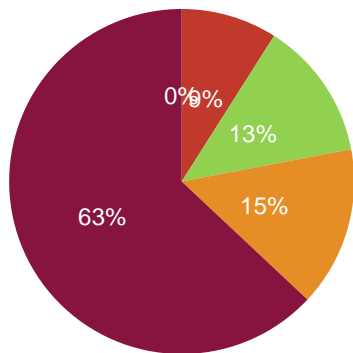


State-wide

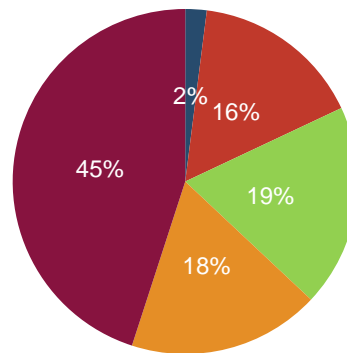


## 2023 age

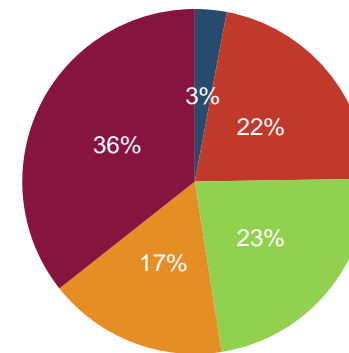
Borough Of Queenscliffe



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 Borough of Queenscliffe 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 +/-4.6% 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 45.4% - 54.6%.

Maximum margins of error are listed in the table below, based on a population of 2,900 people aged 18 years or over for Borough of Queenscliffe, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Borough of Queenscliffe	400	400	+/-4.6
Men	207	186	+/-6.6
Women	193	214	+/-6.8
18-34 years	23	37	+/-20.8
35-49 years	29	52	+/-18.4
50-64 years	67	59	+/-11.9
65+ years	281	252	+/-5.6



## 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:

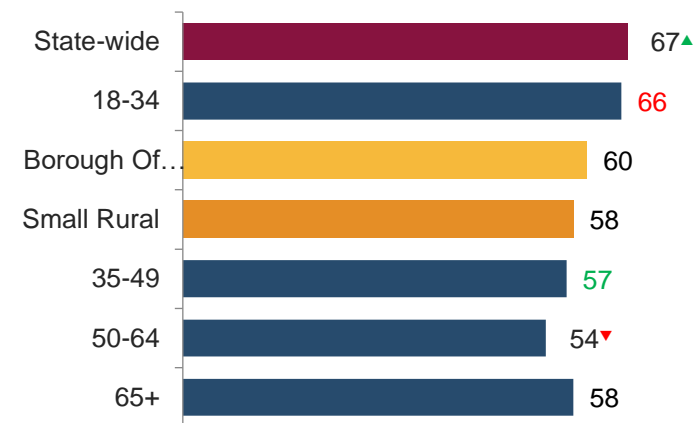
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

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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

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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](mailto: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 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=402 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=401 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> 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 Borough of Queenscliffe 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 and non-residents aged 18+ years in the Borough of Queenscliffe.

Survey sample matched to the demographic profile of the Borough of Queenscliffe 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 and non-residents within the Borough of Queenscliffe, particularly younger people.

A total of n=400 completed interviews were achieved in the Borough of Queenscliffe. Survey fieldwork was conducted across four quarters from 16<sup>th</sup> June 2022 - 19<sup>th</sup> March, 2023.



## Appendix B: Analysis and reporting

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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

The Borough of Queenscliffe 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 the Borough of Queenscliffe 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

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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 the Borough of Queenscliffe 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

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### 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

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### 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

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**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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