



2020 Local Government Community Satisfaction Survey

Warrnambool City Council

Coordinated by the Department of
Environment, Land, Water and Planning
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-first year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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

Serving Victoria for 21 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 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

A large, dark blue, stylized letter 'W' that serves as a background element. It is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web. The pattern is denser in some areas and sparser in others, with bright points of light at the intersections.

Key findings and recommendations



Warrnambool City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Warrnambool 42



State-wide 58



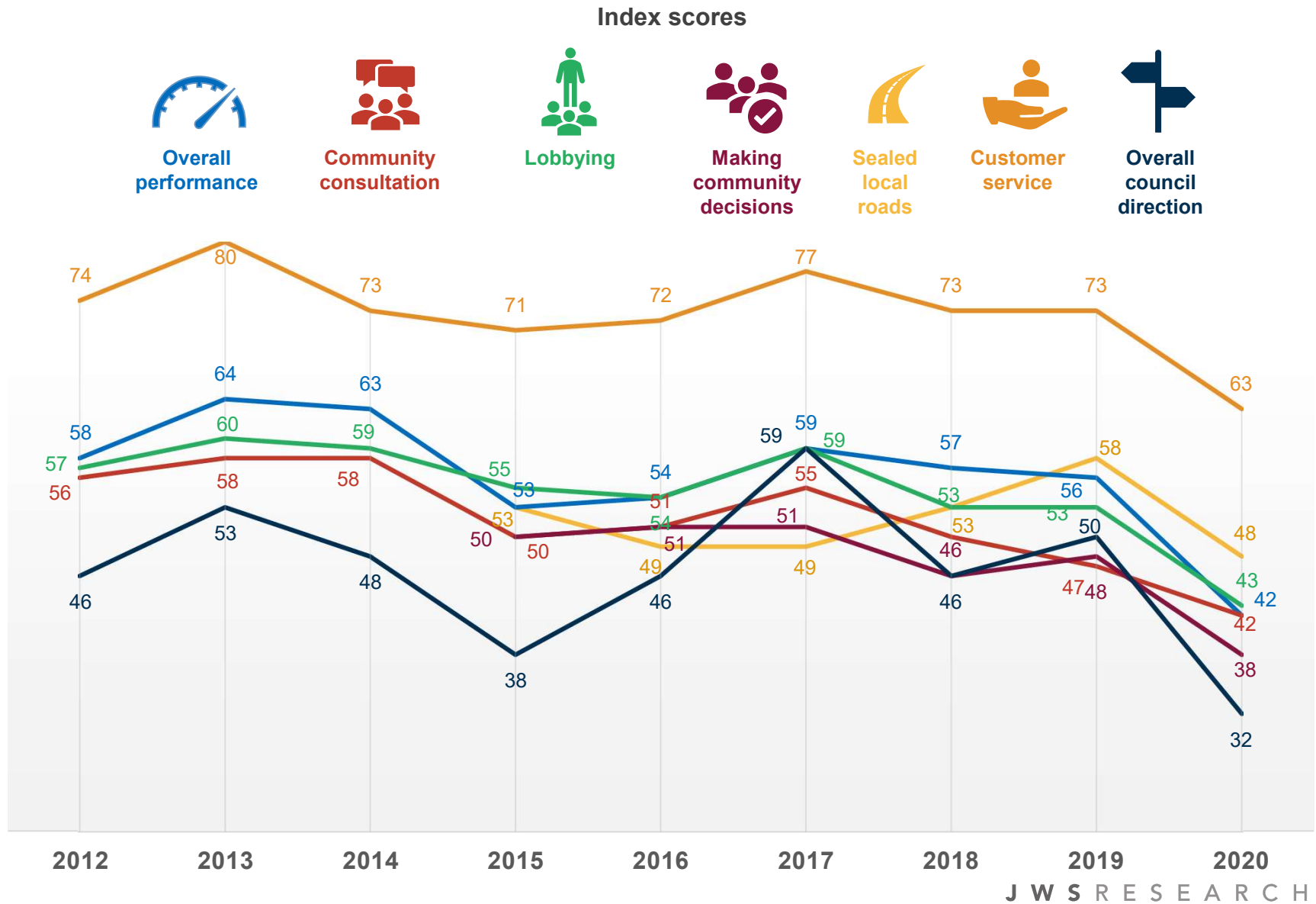
Regional Centres 56

Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<div> Building & planning permits </div> <div> Population growth </div>	<div> Parking facilities </div> <div> Community decisions </div> <div> Informing the community </div>
Compared to group average	None	<div> Community decisions </div> <div> Parking facilities </div> <div> Informing the community </div>



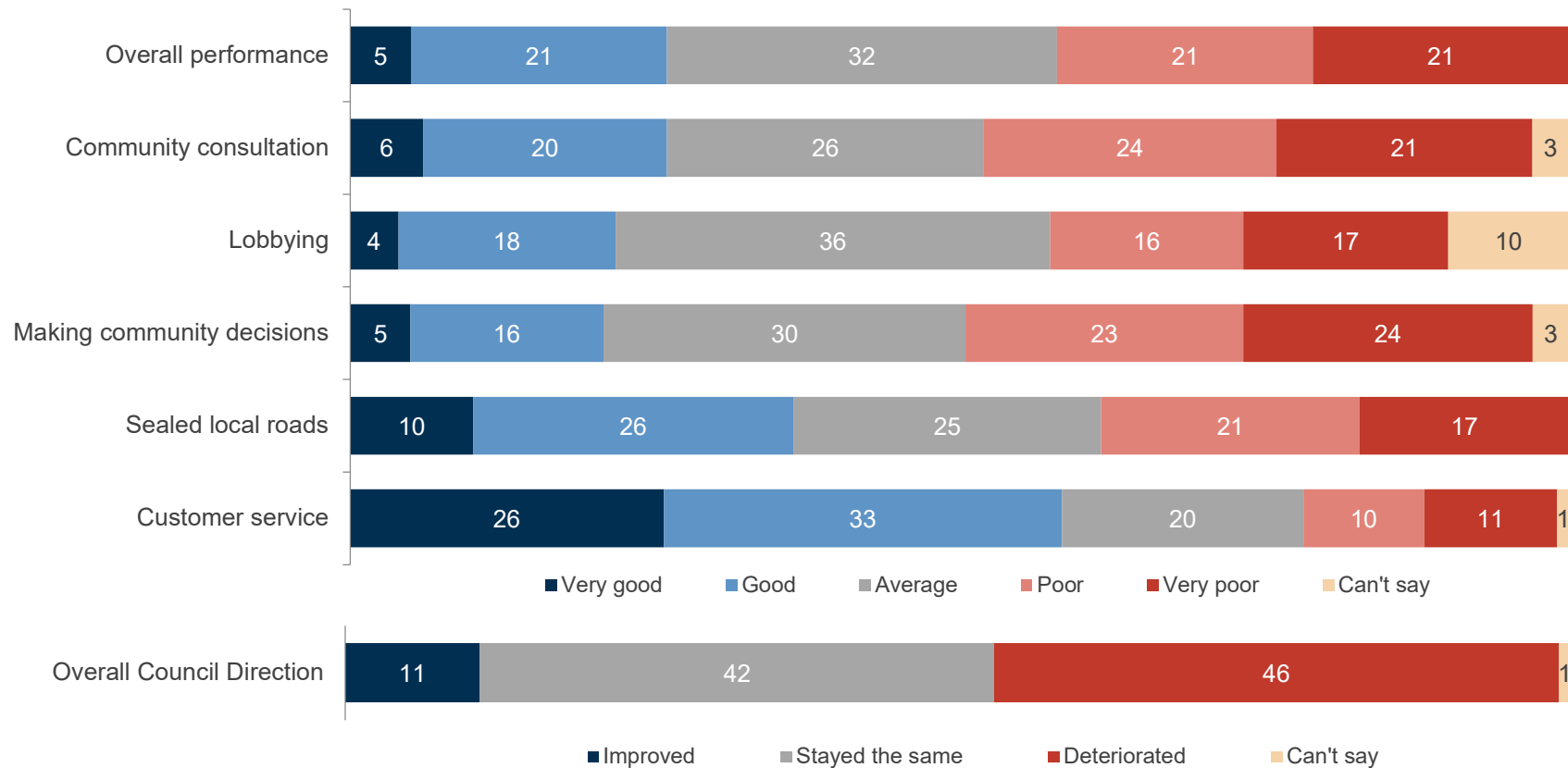
Summary of core measures















Summary of core measures

Core measures summary results (%)





Summary of Warrnambool City Council performance

Services		Warrnambool 2020	Warrnambool 2019	Regional Centres 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	42	56	56	58	Aged 65+ years	Aged 18-34 years
	Overall council direction	32	50	50	51	Aged 18-34 years	Aged 65+ years
	Customer service	63	73	70	70	Aged 65+ years	Aged 18-34 years
	Appearance of public areas	71	79	72	72	Aged 65+ years	Aged 18-34 years
	Art centres & libraries	69	73	74	74	Aged 65+ years	Aged 35-49 years
	Emergency & disaster mngt	67	74	70	68	Aged 65+ years	Aged 18-34 years
	Family support services	66	70	65	66	Aged 65+ years	Women, Aged 18-34 years, Aged 50-64 years
	Waste management	66	68	66	65	Aged 65+ years	Aged 18-34 years
	Elderly support services	65	71	63	68	Aged 65+ years	Aged 18-34 years, Women
	Recreational facilities	65	70	70	70	Aged 65+ years	Aged 50-64 years

Significantly **higher** / **lower** than Warrnambool City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.











Summary of Warrnambool City Council performance

Services		Warrnambool 2020	Warrnambool 2019	Regional Centres 2020	State-wide 2020	Highest score	Lowest score
	Community & cultural	65	70	69	68	Aged 65+ years	Aged 50-64 years
	Enforcement of local laws	63	69	64	63	Aged 18-34 years	Aged 50-64 years
	Tourism development	63	70	63	62	Aged 65+ years	Aged 50-64 years
	Disadvantaged support serv.	61	66	59	60	Men	Women, Aged 50-64 years
	Environmental sustainability	61	61	61	60	Aged 65+ years	Aged 50-64 years
	Bus/community dev./tourism	60	67	60	59	Aged 65+ years	Aged 50-64 years
	Building & planning permits	58	64	57	51	Aged 18-34 years	Aged 50-64 years
	Population growth	57	64	57	51	Men	Aged 50-64 years, Women
	Local streets & footpaths	56	64	59	58	Men	Women
	Business & community dev.	53	61	58	59	Aged 65+ years	Aged 50-64 years

Significantly **higher** / **lower** than Warrnambool City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Summary of Warrnambool City Council performance

Services		Warrnambool 2020	Warrnambool 2019	Regional Centres 2020	State-wide 2020	Highest score	Lowest score
	Traffic management	50	59	56	58	Aged 35-49 years	Aged 18-34 years
	Town planning policy	50	56	52	54	Aged 65+ years	Aged 50-64 years
	Sealed local roads	48	58	55	54	Aged 65+ years	Aged 18-34 years
	Informing the community	45	54	56	59	Aged 35-49 years	Aged 50-64 years
	Lobbying	43	53	52	53	Aged 65+ years, Aged 35-49 years	Aged 50-64 years
	Consultation & engagement	42	47	51	55	Aged 35-49 years, Aged 65+ years	Aged 50-64 years
	Parking facilities	38	45	49	55	Aged 35-49 years	Aged 18-34 years
	Community decisions	38	48	50	53	Aged 65+ years	Aged 18-34 years

Significantly **higher** / **lower** than Warrnambool City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Perceptions of Council's performance declined significantly across most service areas in the past year. Perceptions of overall performance have followed suit, with Council posting by far its lowest overall rating. This is a negative result for Council and will require a concerted effort to correct.

Key influences on perceptions of overall performance

Warrnambool City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance: decisions made in the interest of the community, parking facilities, town planning, business/ community development and tourism, environment sustainability and waste management.

Comparison to state and area grouping

Notably, Council rates significantly lower than both the State-wide and Regional Centres group averages for the majority of service areas rated.

Maintain gains achieved to date

Council should focus on overall service delivery to ensure that ratings do not fall even further. Attending to important and influential service areas, where Council performance is currently negative or average, such as community decisions, parking facilities and town planning, can also help to improve overall ratings of Council performance. Residents aged 50 to 64 years are consistently more critical of Council, and so extra attention should be paid to interactions with this cohort over the coming twelve months.

DETAILED FINDINGS



Overall performance





Overall performance

The overall performance index score of 42 for Warrnambool City Council represents a significant 14-point decline on the 2019 result.

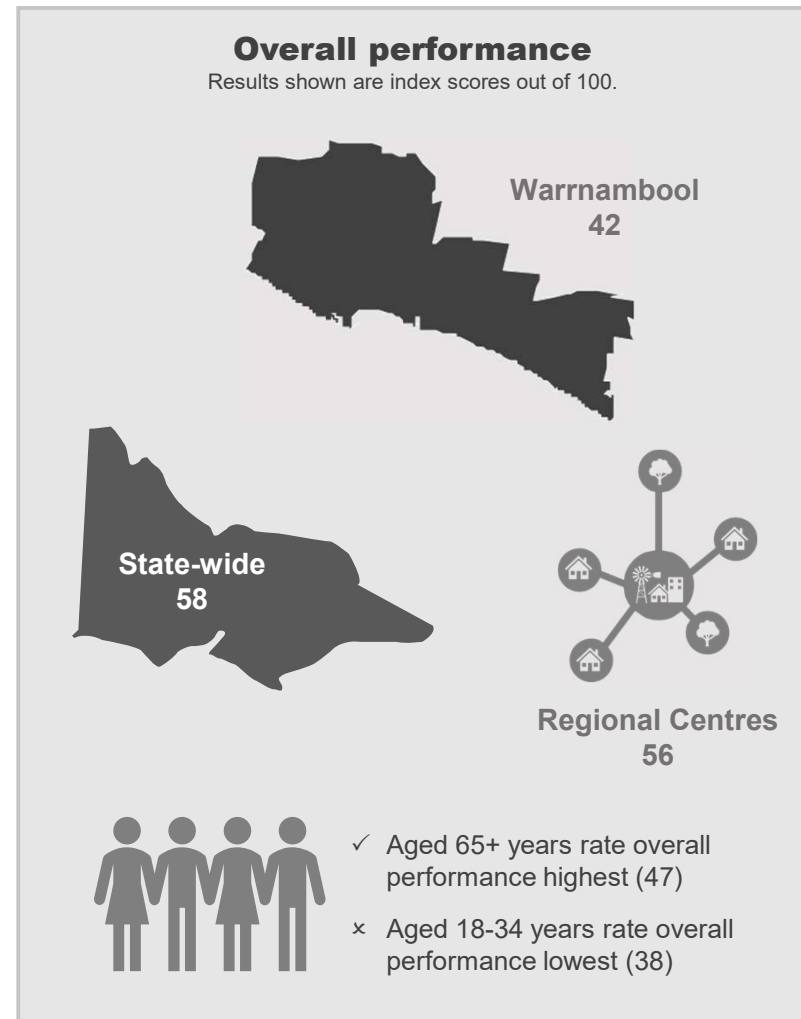
- Overall performance is at its lowest recorded level.

Warrnambool City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the average rating for councils in the Regional Centres group and the State-wide average for councils (index scores of 56 and 58 respectively).

- All demographic and geographic cohorts significantly decreased in their perceptions of overall performance in the past year.
- Residents aged 18 to 34 years give Council the lowest rating on overall performance (index score of 38, a significant 25-point decrease from 2019 – the largest fall of any cohort).

When asked which areas Council should focus on improving, residents say community consultation (19%), financial management (14%) and harmony within Council (13%).

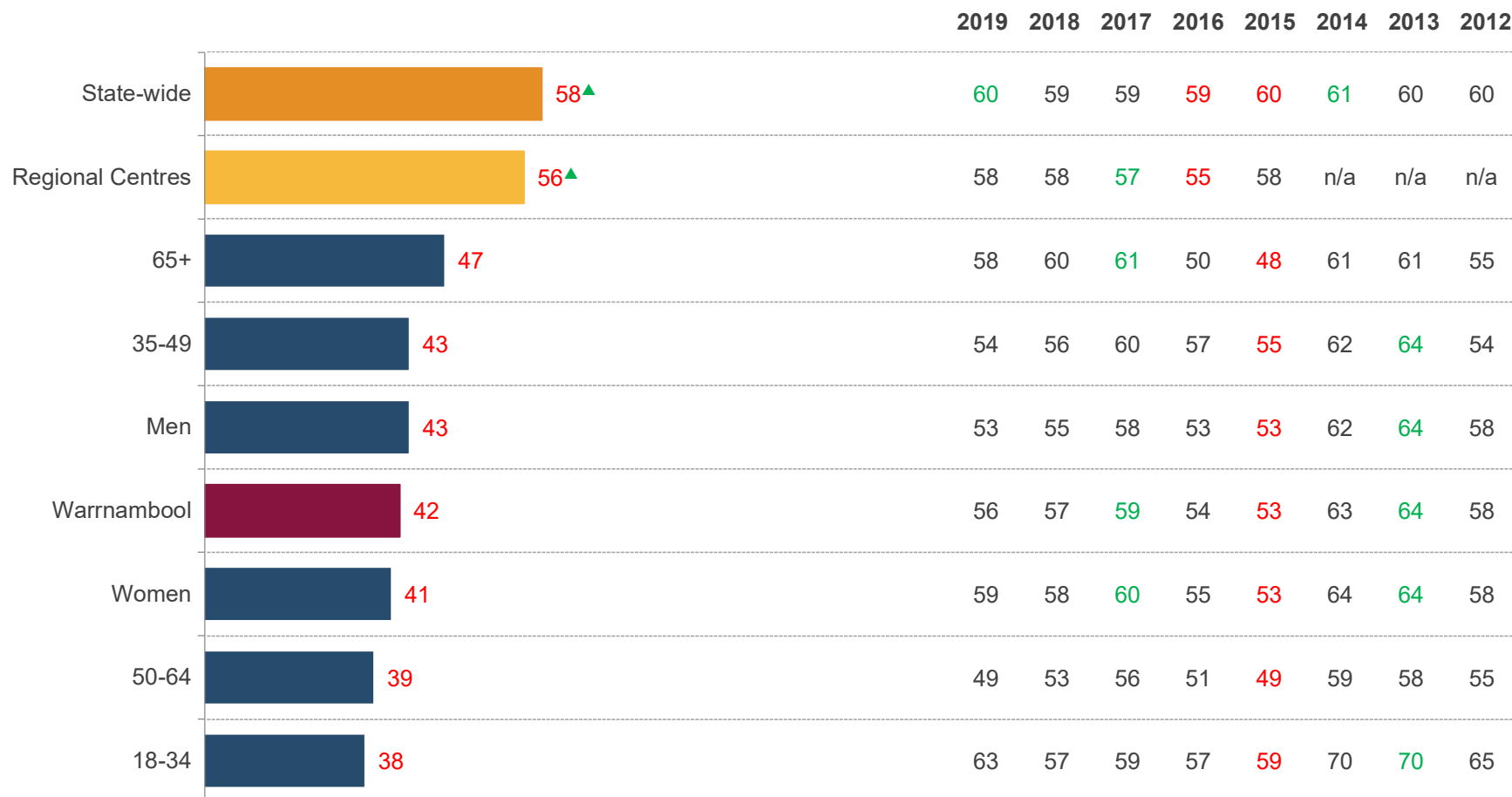
Barely more than half as many residents rate Council's overall performance as 'very good' or 'good' (26%) as rate it 'very poor' or 'poor' (42%).





Overall performance

2020 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City 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?

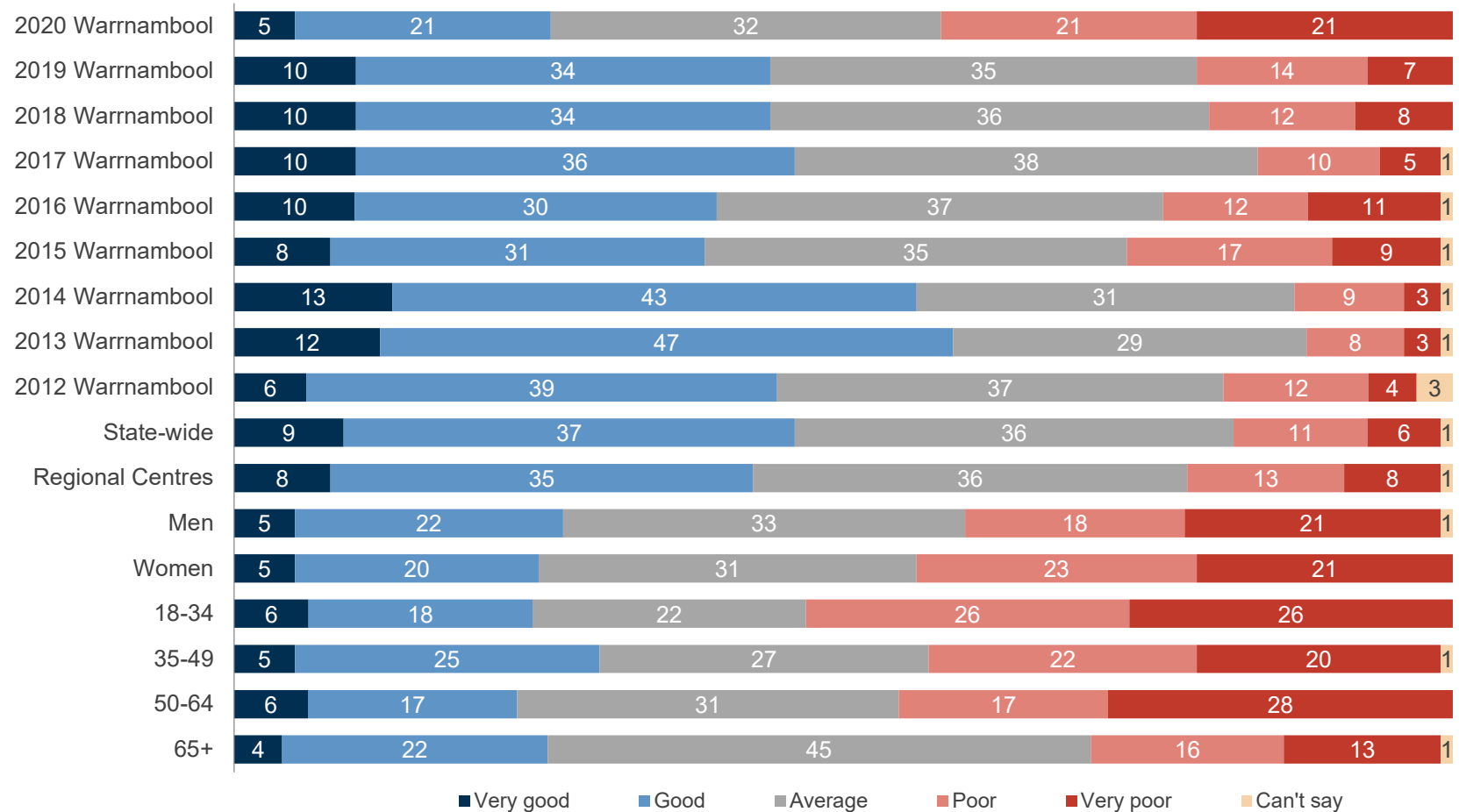
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

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



Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City 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: 8



Top performing service areas

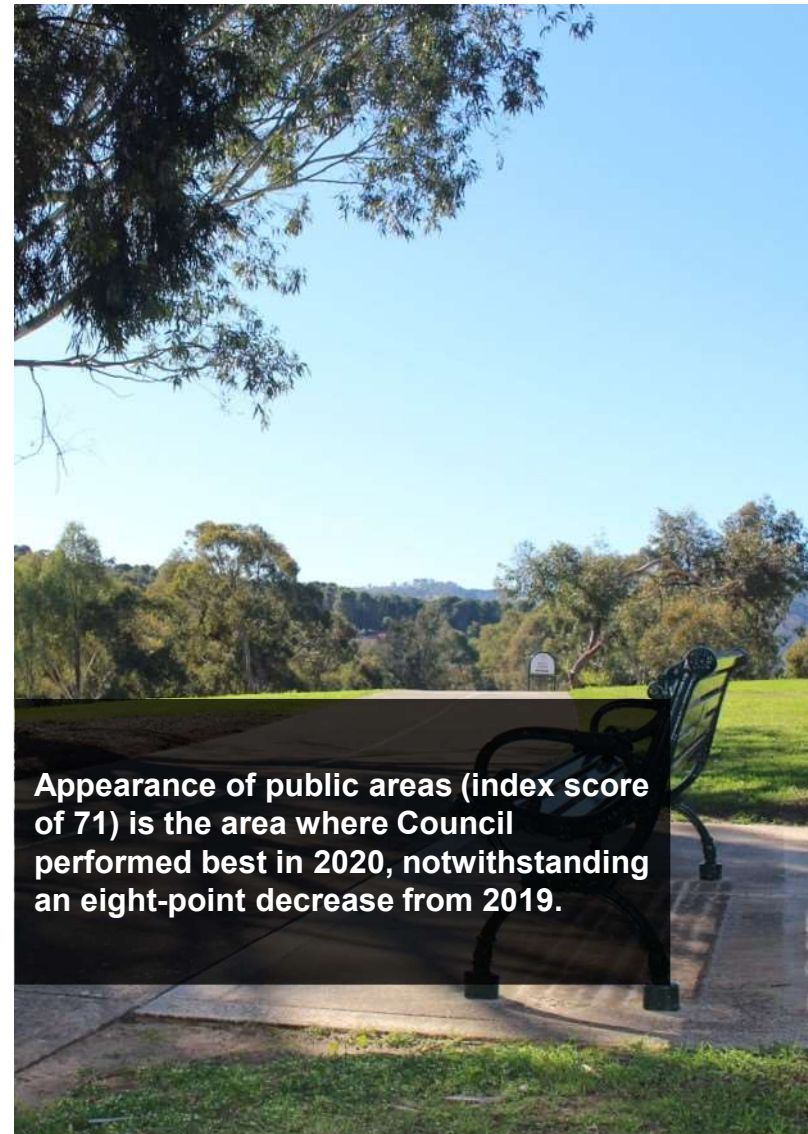
Appearance of public areas (index score of 71) is the area where Council performed best in 2020, notwithstanding an eight-point decrease from 2019.

- This is Council's lowest rating for this service area since tracking began, as is the case in many areas.
- Council does perform in line with the Regional Centres group and State-wide averages in this service area (both with index scores of 72).

Art centres and libraries is Council's next highest rated service area (index score of 69, a significant four-point decrease from 2019).

- Council performs significantly lower than the Regional Centres group and Statewide averages in this service area (index scores of 74 for both).
- Residents aged 18 to 34 years (index score of 69, down from 77 in 2019) and women (69, down from 75) were the only cohorts to experience significant ratings declines in this service area.

Given their key positive influence on ratings of overall performance, Council is encouraged to maintain its relatively positive performance in the service areas of waste management and environmental sustainability, the only two service areas that did not experience a significant ratings decline in 2020.



Appearance of public areas (index score of 71) is the area where Council performed best in 2020, notwithstanding an eight-point decrease from 2019.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of community decisions and parking facilities (index score of 38 for each).

Council rates lowest – relative to its performance in other areas – in the areas of community decisions (index score of 38, a significant 10-point decline from 2019) and parking facilities (index score of 38, a significant seven-point decline from 2019).

- Both of these service areas should remain a focus as Council is currently performing ‘poorly’ here, and improvements over the next twelve months will have a moderate to strong influence on overall perceptions.
- Both areas exhibit the biggest disparity between perceived importance and performance (community decisions -42, parking -37).

Council rates significantly lower than both the State-wide and Regional Centres group averages for the many of the service areas tested.

Community consultation and engagement (index score of 42) also experienced a significant five-point decline this year, while exhibiting the third highest disparity between importance and performance (-36).

Council should pay extra attention to the service area of town planning (index score of 50), as well as the aforementioned areas, given that it is also influential on perceptions of overall performance.



Individual service area performance

2020 individual service area performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	71	79	74	74	76	77	77	82	n/a
Art centres & libraries	69	73	72	72	74	76	77	78	n/a
Emergency & disaster mngt	67	74	75	73	70	72	74	73	n/a
Waste management	66	68	67	70	70	74	71	73	n/a
Family support services	66	70	67	67	67	68	73	72	n/a
Elderly support services	65	71	70	71	68	71	75	73	n/a
Community & cultural	65	70	66	68	71	70	76	75	n/a
Recreational facilities	65	70	69	71	72	72	74	75	n/a
Enforcement of local laws	63	69	66	67	66	69	70	71	n/a
Tourism development	63	70	64	68	71	69	n/a	n/a	n/a
Disadvantaged support serv.	61	66	63	63	61	63	68	68	n/a
Environmental sustainability	61	61	62	63	63	65	67	68	n/a
Bus/community dev./tourism	60	67	60	64	65	58	70	70	n/a
Planning & building permits	58	64	58	61	58	60	61	62	n/a
Population growth	57	64	63	67	66	64	66	67	n/a
Local streets & footpaths	56	64	58	55	58	65	64	65	n/a
Business & community dev.	53	61	55	62	58	54	n/a	n/a	n/a
Traffic management	50	59	52	61	57	62	62	65	n/a
Town planning policy	50	56	54	58	56	57	61	61	n/a
Sealed local roads	48	58	53	49	49	53	n/a	n/a	n/a
Informing the community	45	54	54	60	55	58	61	62	n/a
Lobbying	43	53	53	59	54	55	59	60	57
Consultation & engagement	42	47	50	55	51	50	58	58	56
Parking facilities	38	45	39	49	54	48	50	55	n/a
Community decisions	38	48	46	51	51	50	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

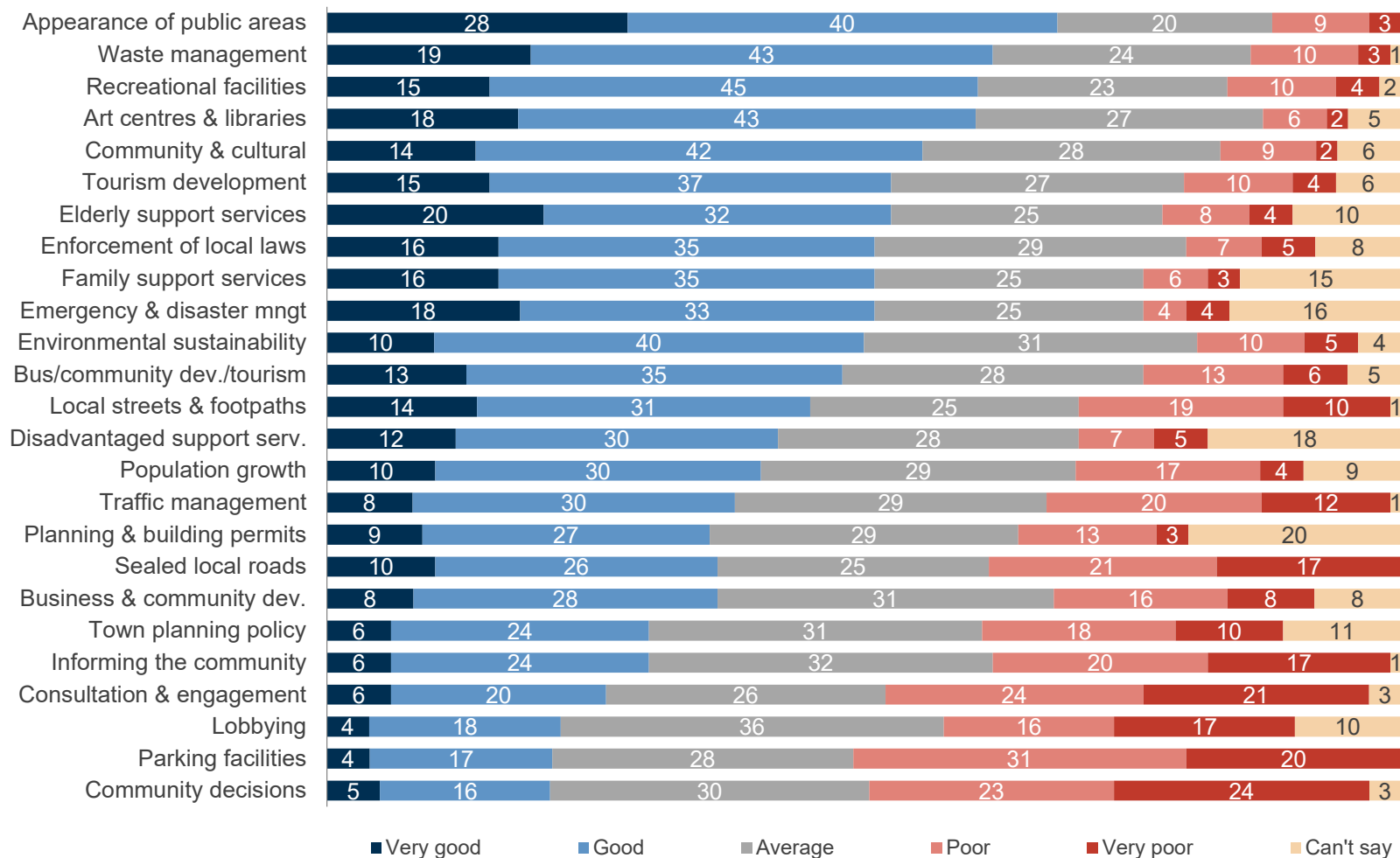
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

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



Individual service area performance

2020 individual service area performance (%)





Individual service area importance

2020 individual service area importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Community decisions	80	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	79	80	82	81	n/a	n/a	n/a	n/a	n/a
Elderly support services	79	81	79	79	76	80	79	80	n/a
Waste management	79	81	80	77	77	78	80	78	n/a
Consultation & engagement	78	80	78	75	74	77	74	74	n/a
Informing the community	78	81	78	77	76	75	76	76	n/a
Emergency & disaster mngt	77	79	83	79	n/a	n/a	n/a	n/a	n/a
Family support services	75	74	75	76	73	78	75	74	n/a
Population growth	75	76	76	76	76	75	77	77	n/a
Parking facilities	75	78	78	74	75	75	76	74	n/a
Bus/community dev./tourism	74	73	75	73	76	76	75	73	n/a
Local streets & footpaths	73	78	77	76	77	79	78	77	n/a
Environmental sustainability	72	76	73	73	71	73	73	72	n/a
Recreational facilities	71	73	74	74	75	75	74	73	n/a
Appearance of public areas	71	74	76	73	77	76	77	74	n/a
Tourism development	70	69	71	71	n/a	n/a	n/a	n/a	n/a
Business & community dev.	70	72	71	71	n/a	n/a	n/a	n/a	n/a
Town planning policy	70	72	74	71	72	75	73	72	n/a
Lobbying	69	72	72	70	68	72	71	71	n/a
Planning & building permits	69	70	72	68	69	70	74	71	n/a
Traffic management	68	73	74	70	71	73	73	71	n/a
Enforcement of local laws	67	67	69	70	72	71	71	73	n/a
Community & cultural	60	64	63	63	64	65	65	62	n/a
Art centres & libraries	59	65	64	64	65	65	67	65	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

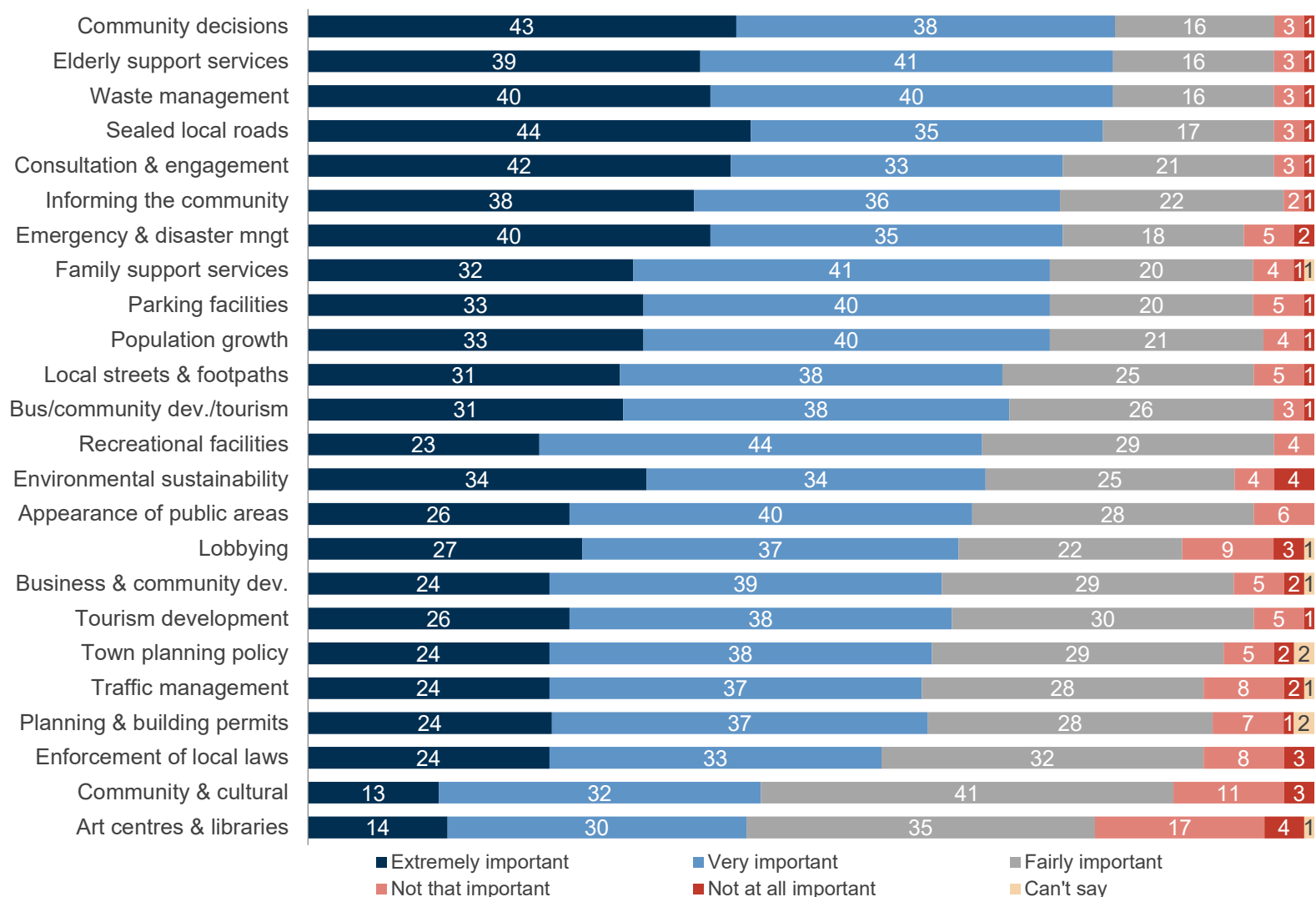
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 5

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



Individual service area importance

2020 individual service area importance (%)

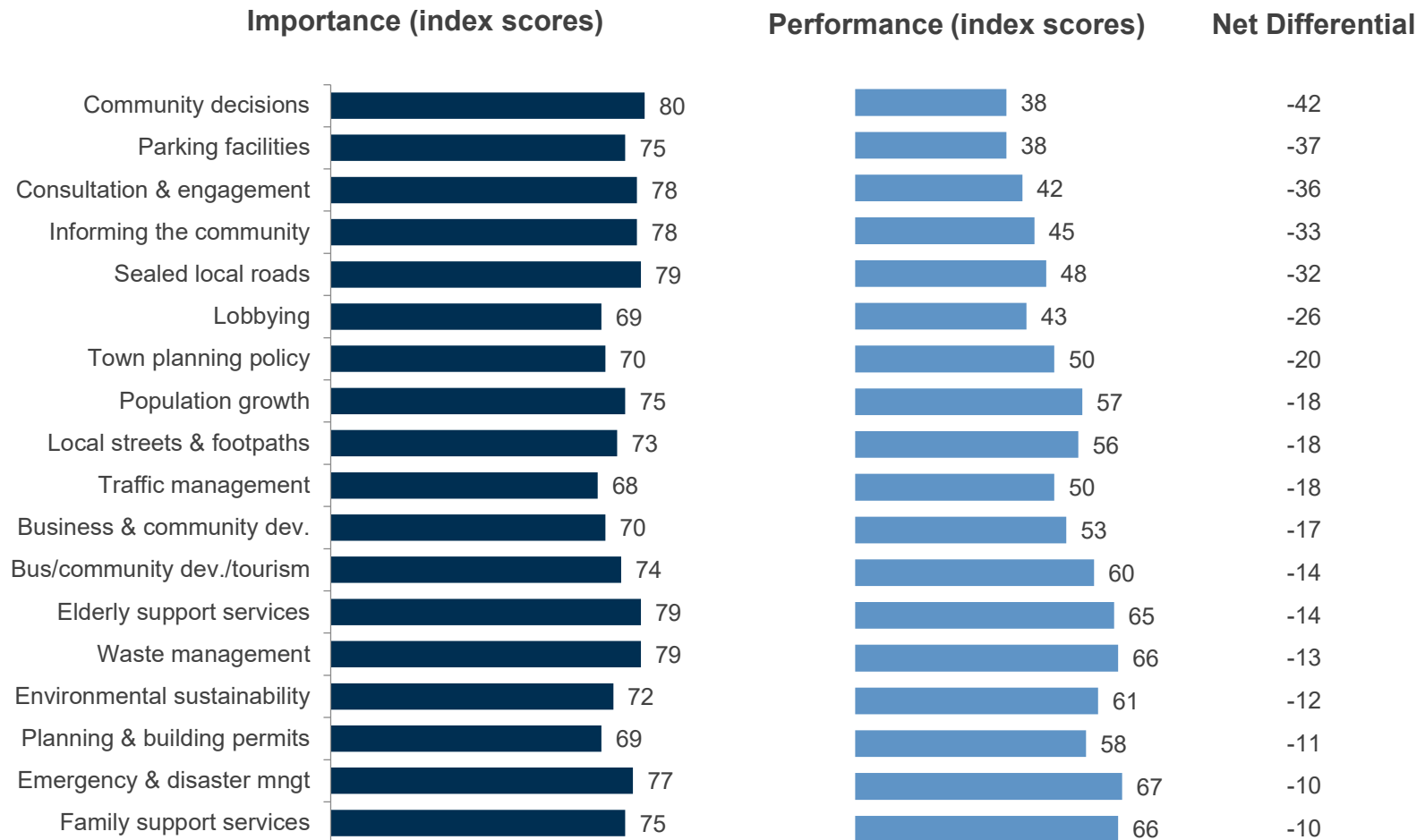


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 5



Individual service areas importance vs performance

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



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



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.

Moving forward, Council should focus on good communication and transparency with residents about decisions made in the community's interest. Council is currently rated 'poor' in this area (performance index of 38), and improved performance provides the greatest opportunity to drive up overall opinion of Council.

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

- Parking facilities
- Town planning
- Business, community development and tourism
- Environmental sustainability
- Waste management.

Parking facilities is another key area in need of Council attention, as it is poorly rated by residents (performance index of 38) and a moderate influence on overall satisfaction. Further, Council is rated just 'average' on town planning (performance index of 50).

To help improve overall opinion of Council performance, it is important to attend to resident concerns about local parking options and for Council to reflect community interest and concerns in its town planning.

Among these more influential service areas, waste management has a relatively high performance index (66) and a moderate positive influence on the overall performance rating, therefore maintaining this positive result should also remain a focus.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

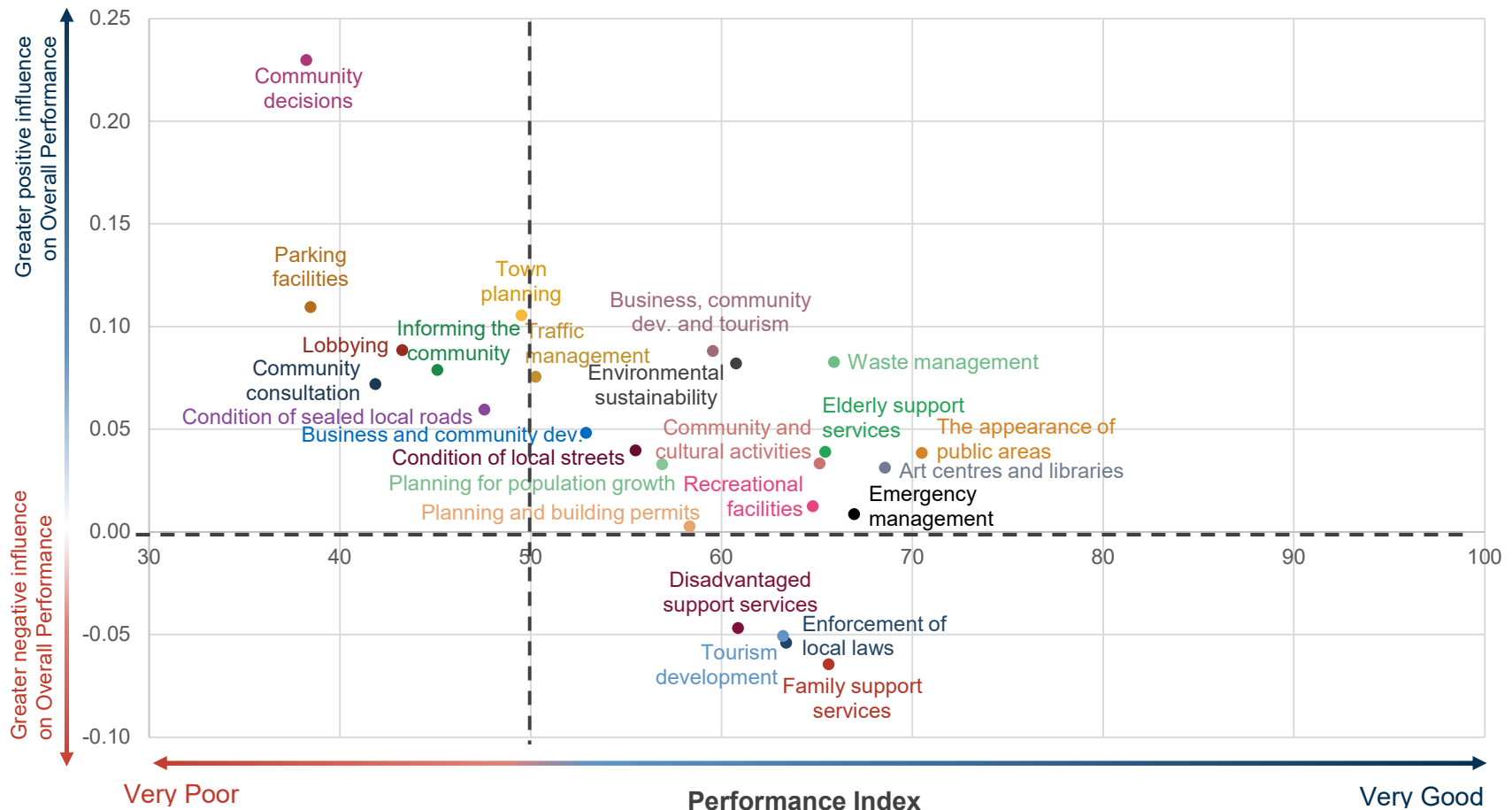
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2020 regression analysis (all service areas)

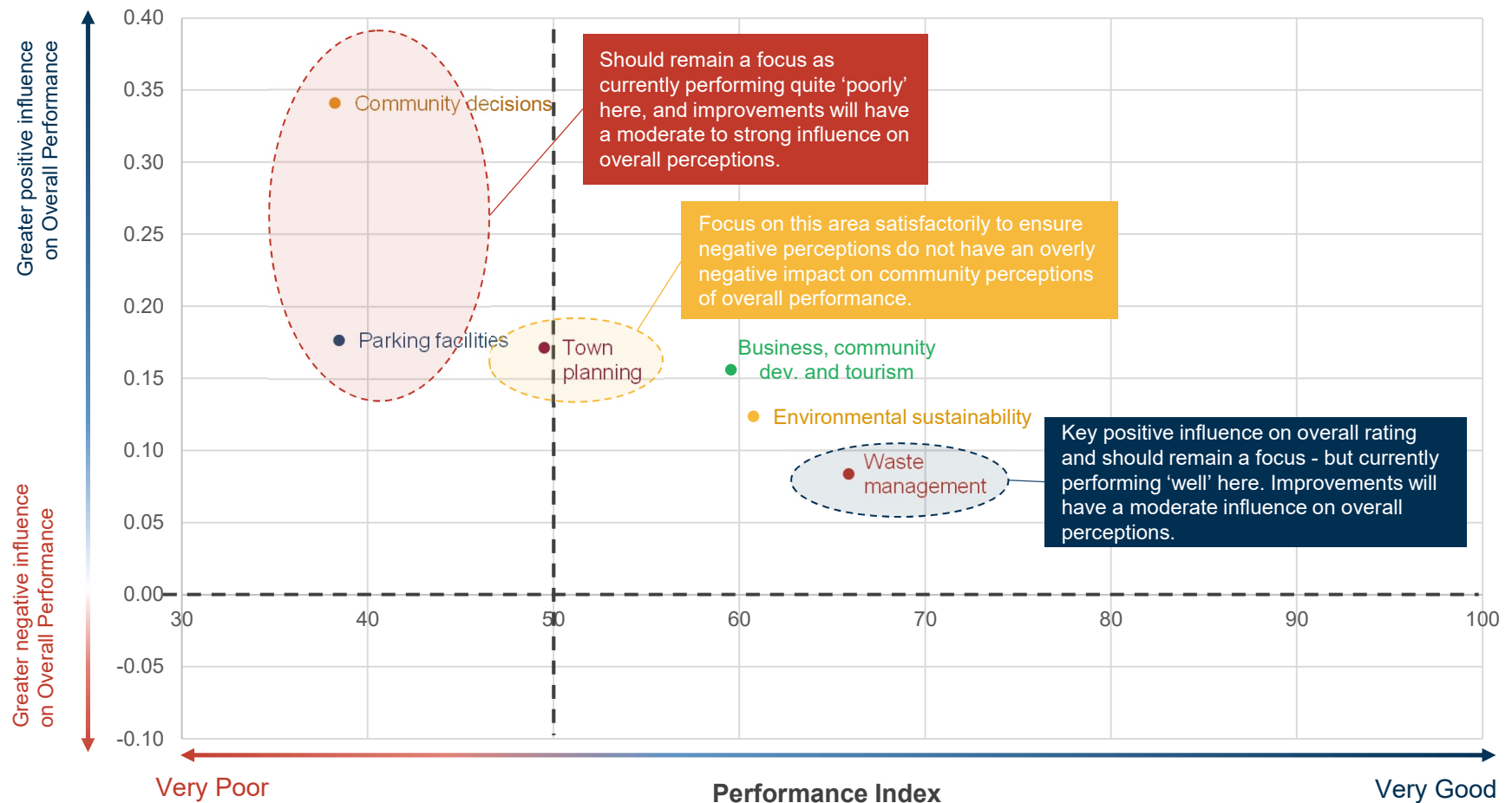


The multiple regression analysis model above (all service areas) has an R-squared value of 0.605 and adjusted R-square value of 0.579, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 22.96$. 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

2020 regression analysis (key service areas)

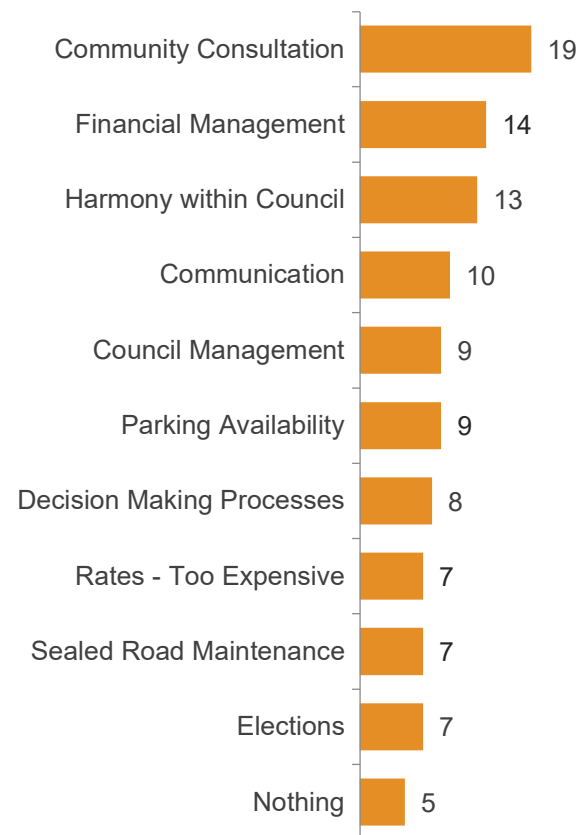


The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.565 and adjusted R-square value of 0.558, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 84.91$.



Areas for improvement

2020 areas for improvement (%) - Top mentions only -



Q17. What does Warrnambool City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 7
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

More than three in five Council residents (63%) have had contact with Council in the last 12 months. Rate of contact is three percentage points less than last year.

Contact in person (38%) and by telephone (32%) are the main method of contacting Council. The rate of in person contact increased by three points in 2019 and contact by telephone is higher by one percentage point. Contact through the website and via social media each declined by three points.



Among those residents who contacted Council, 59% provide a positive customer service rating of 'very good' or 'good', including 26% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 63 is a 10-point decline from 2019.

- This is by far Council's lowest rating for this service area since tracking began.
- Ratings fell significantly amongst women and residents aged 18 to 34 years.

Customer service is rated significantly lower than the State-wide and Regional Centres group averages (index scores of 70 for both).

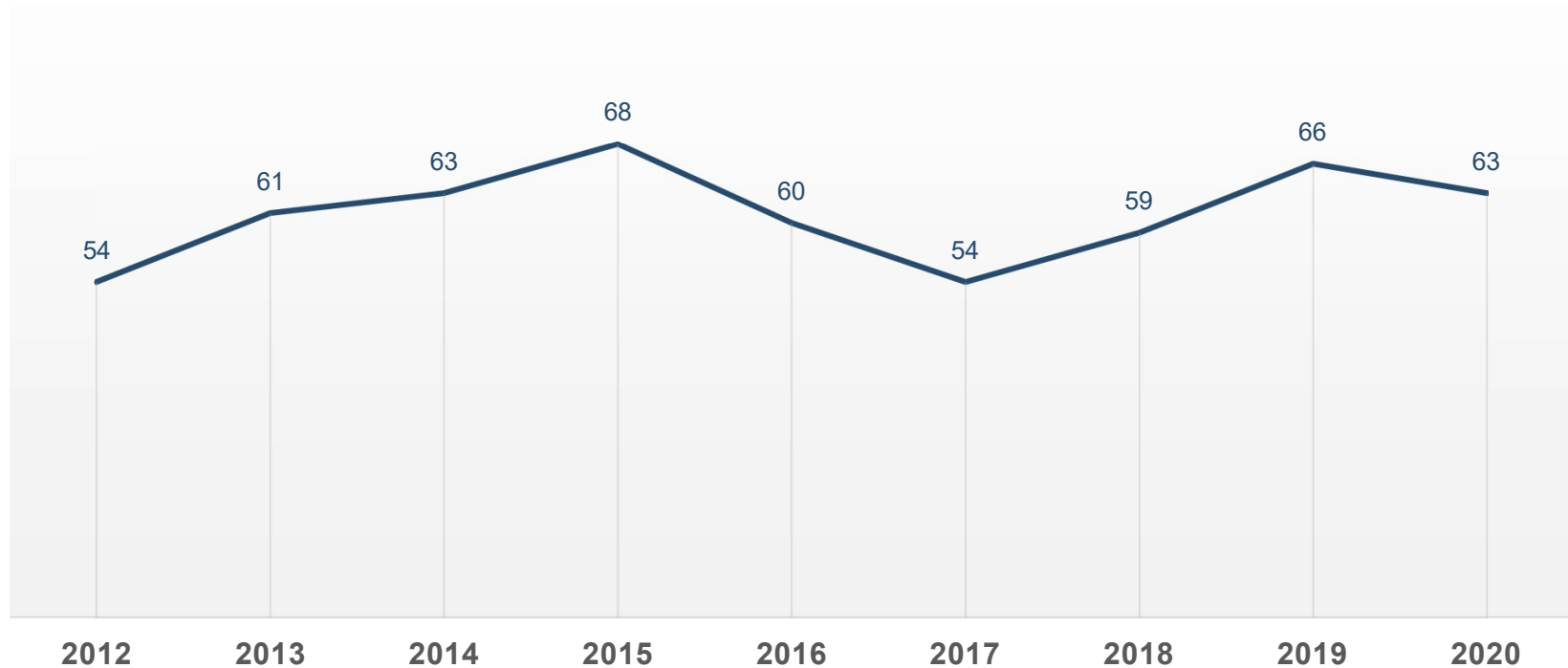
Perceptions of customer service are more positive among residents aged 65 years and over (index score of 70), women (65) and those aged 35 to 49 years (64). Perceptions are less positive among those aged 18 to 24 years (59) and those aged 50 to 64 (61). There are no significant differences from the Council average among the demographic cohorts.

Customer service ratings declined significantly among residents who communicated with council in person (index score of 65, down 19 points), noting this is increasingly the main method for contacting Council, suggesting it warrants immediate attention.



Contact with council

2020 contact with council (%)
Have had contact

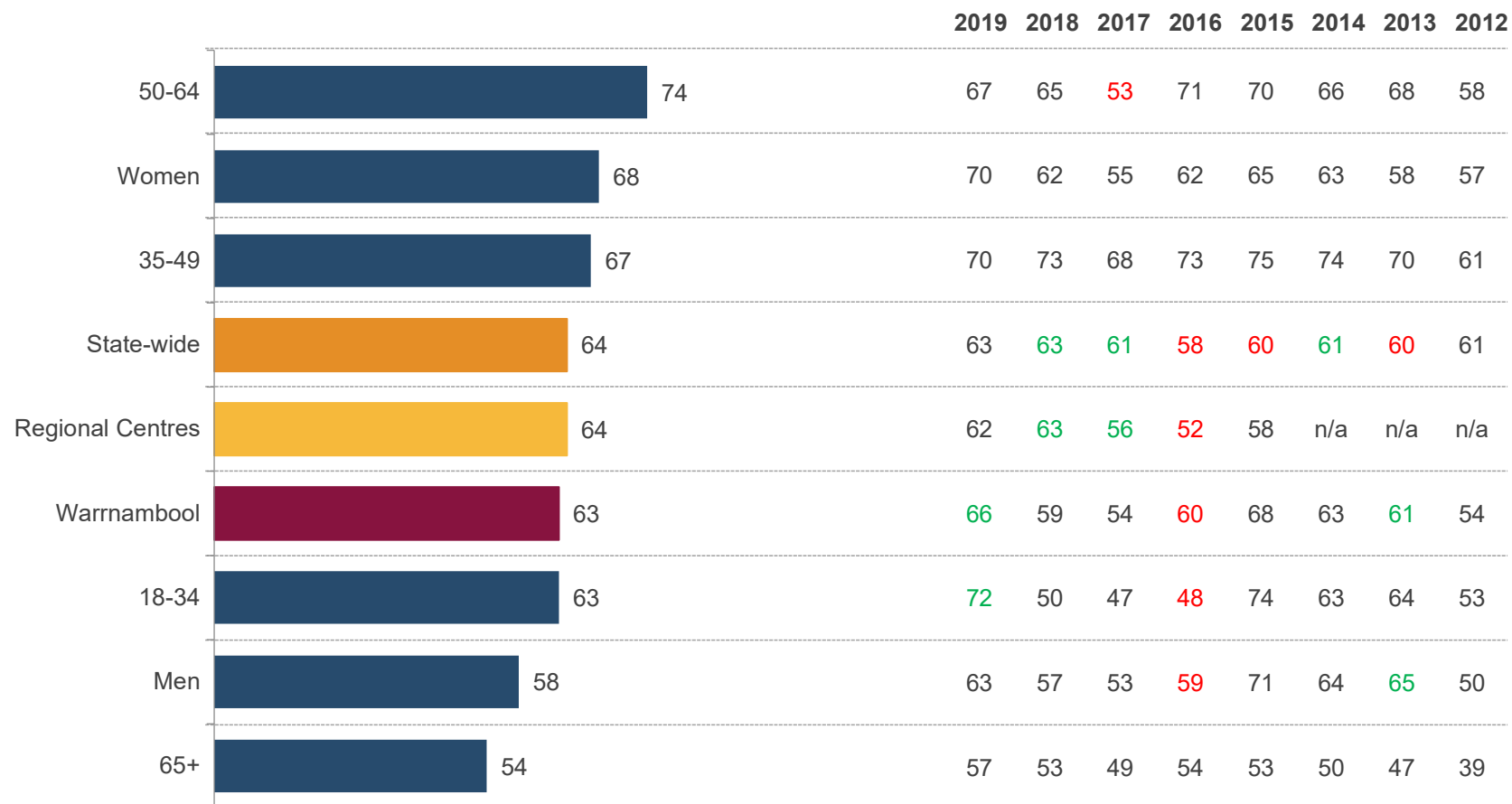


Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 4



Contact with council

2020 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?

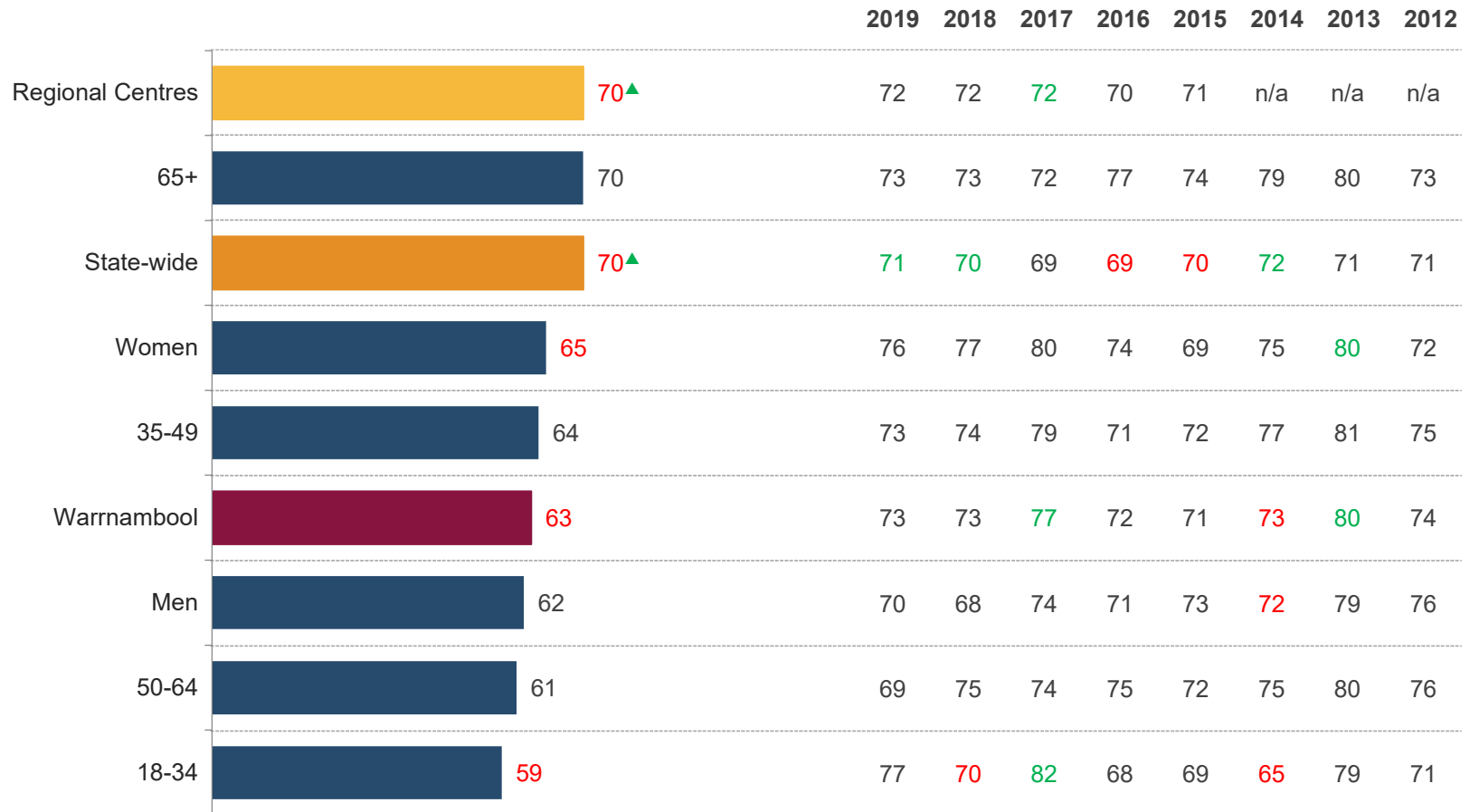
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 4

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



Customer service rating

2020 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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.

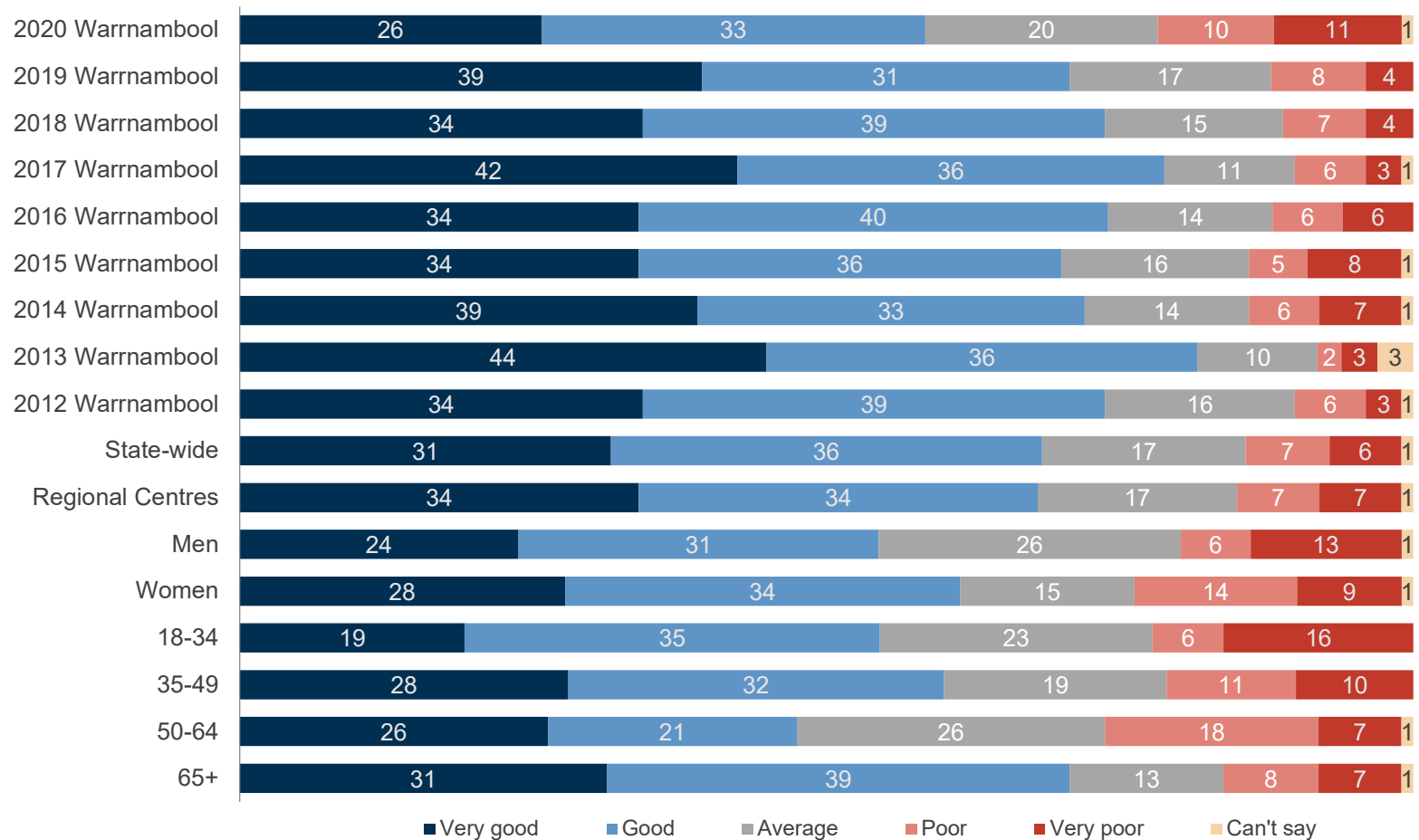
Councils asked state-wide: 62 Councils asked group: 8

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



Customer service rating

2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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: 8



Method of contact with council

2020 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



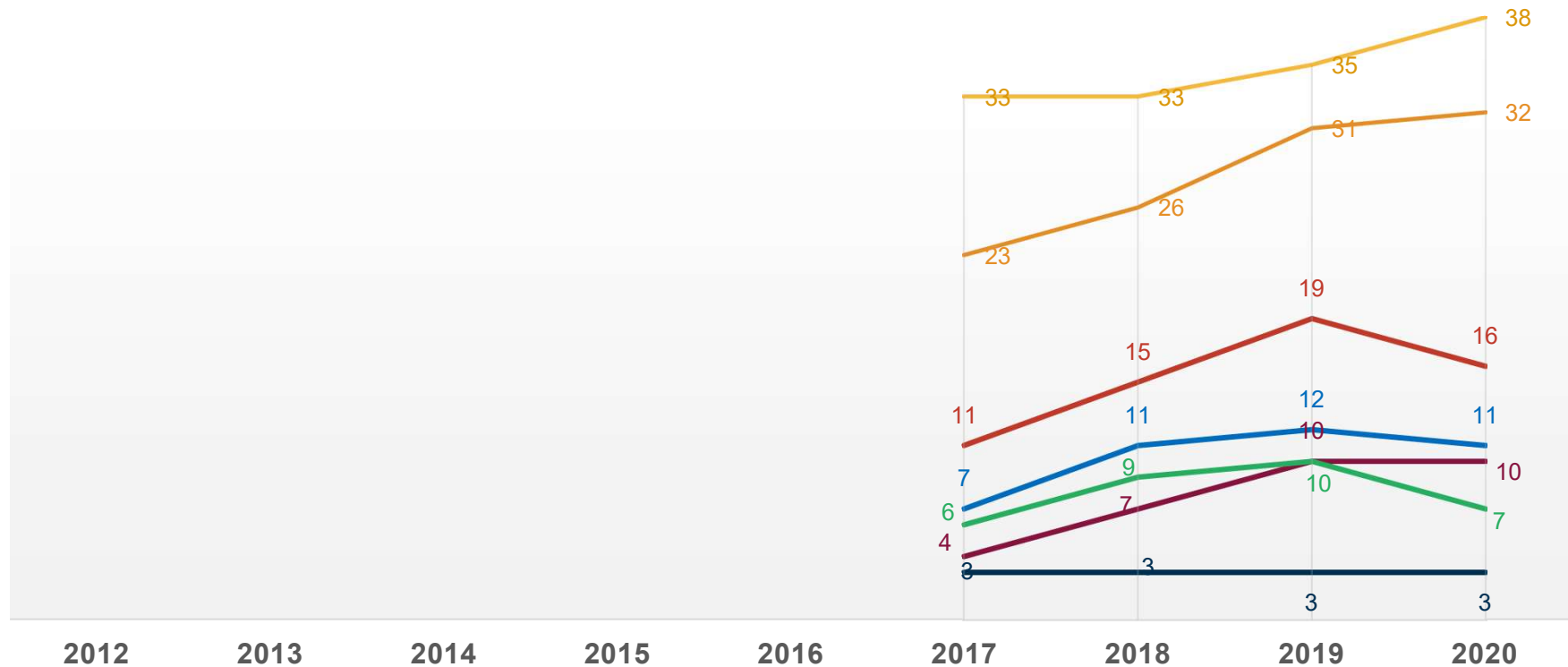
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?

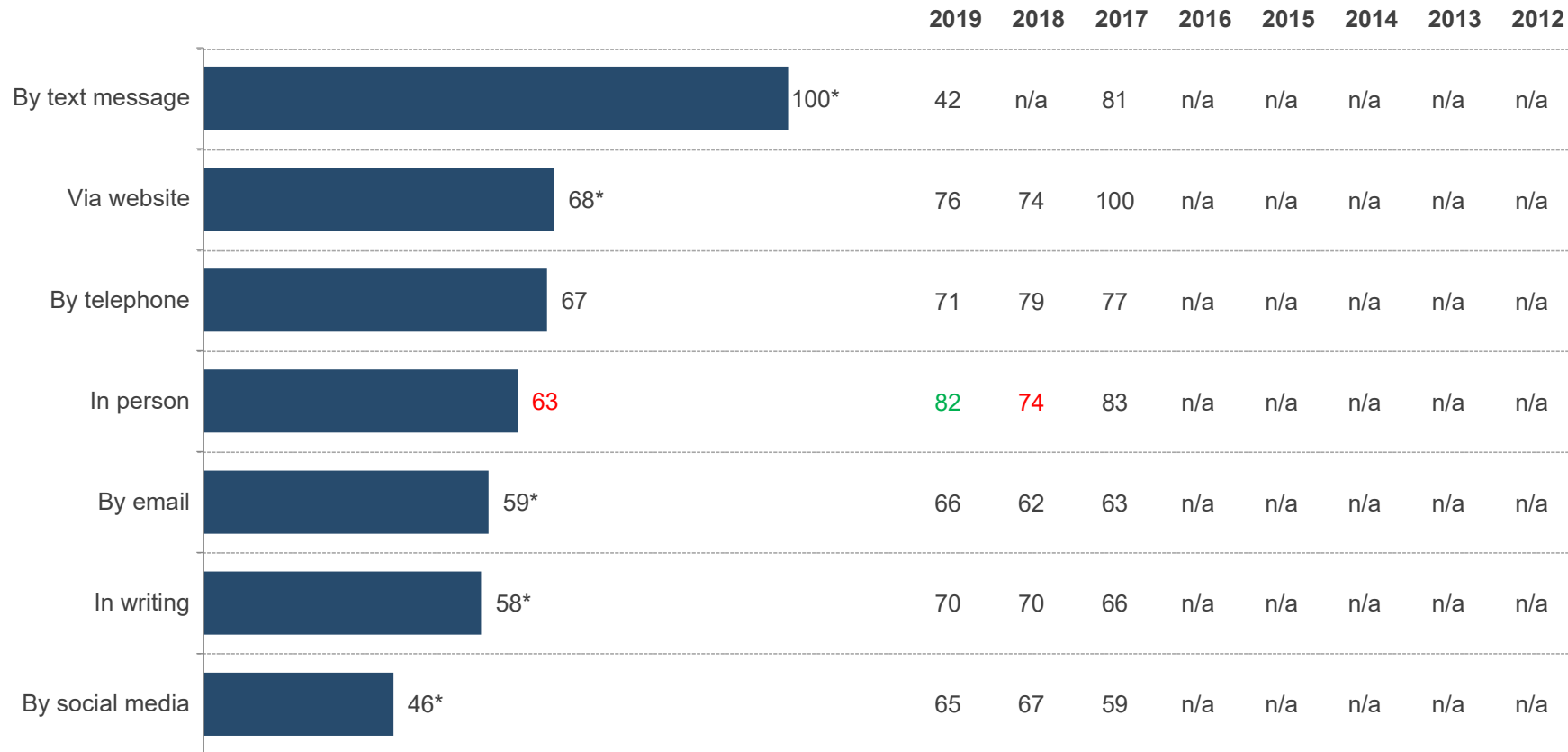
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 4

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



Customer service rating by method of last contact

2020 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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: 4

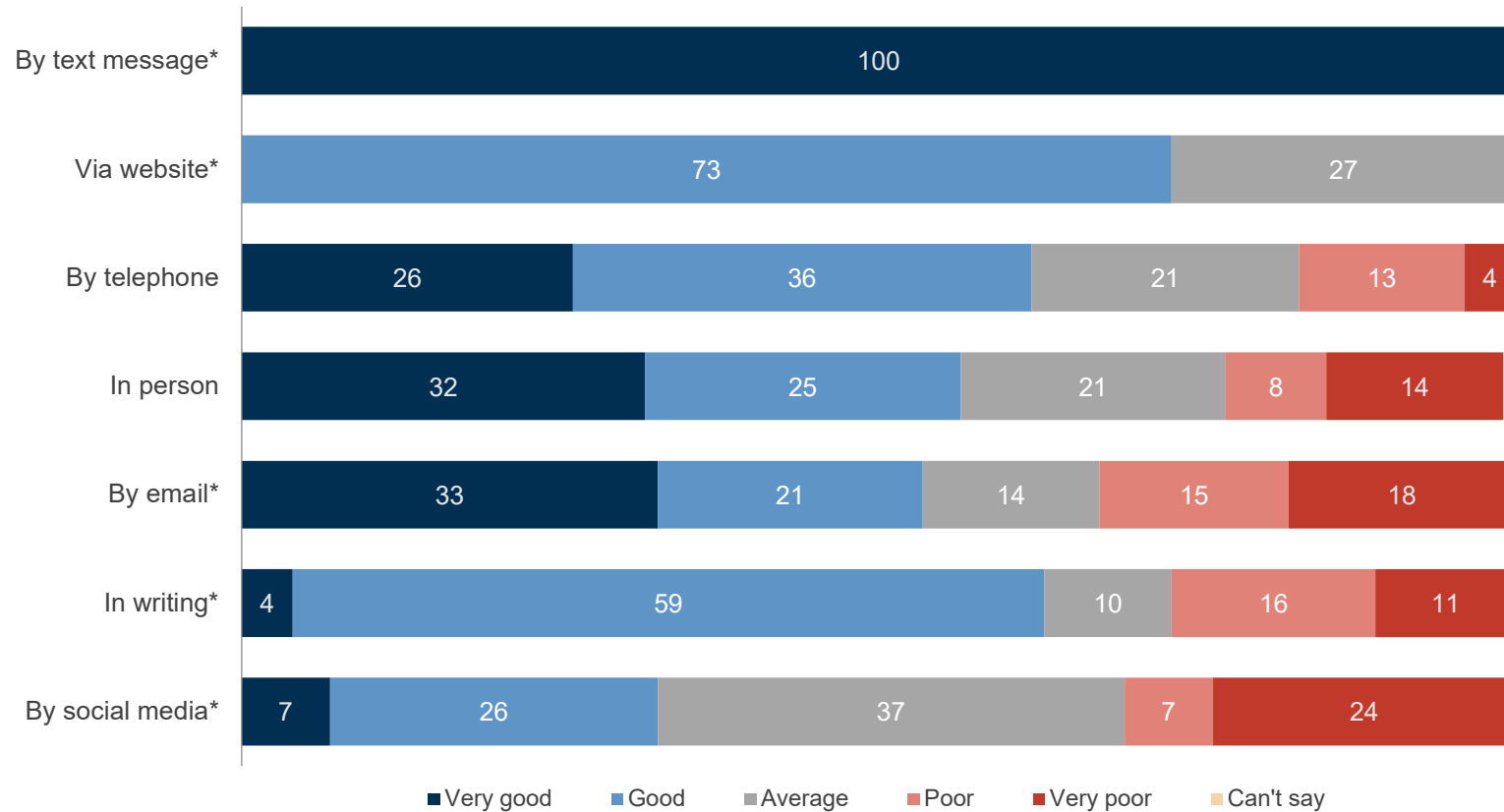
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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: 4

*Caution: small sample size < n=30



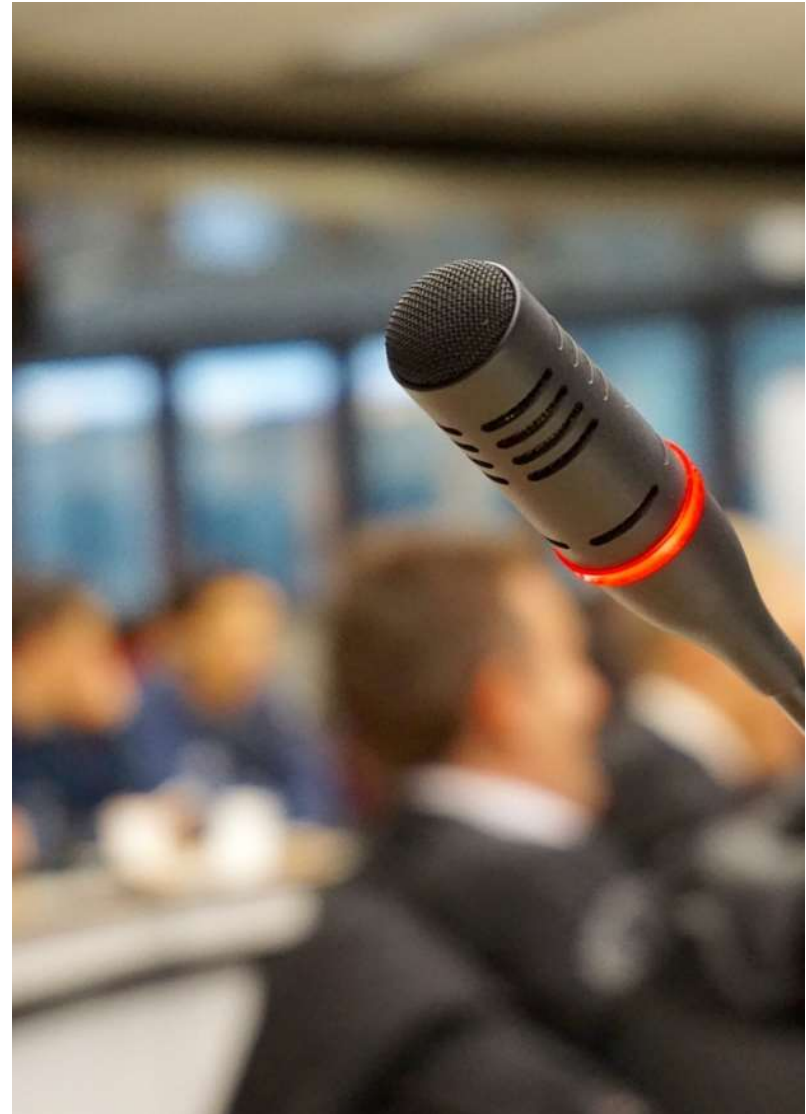
Communication



Communication

The preferred form of communication from Council is once again newsletter sent via mail, following a two-point increase from 2019 to 26%, to take over from newsletters sent by email (25%, down three points).

- The preferred form of communication among under 50s is shared by social media or newsletter sent via mail (both 26%), followed closely by a newsletter sent via email (24%).
- The preferred form of communication among over 50s is also shared, by newsletter sent either via mail or email (also both 26%).
- Accessing the Council website for information remains the least preferred means of communication for both cohorts.





Best form of communication

2020 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



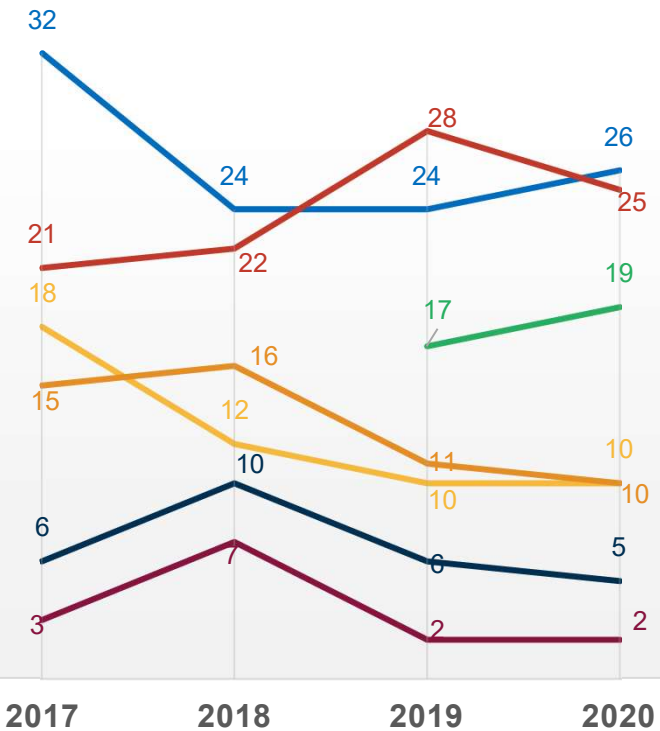
Council
Website



Text
Message



Social
Media



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

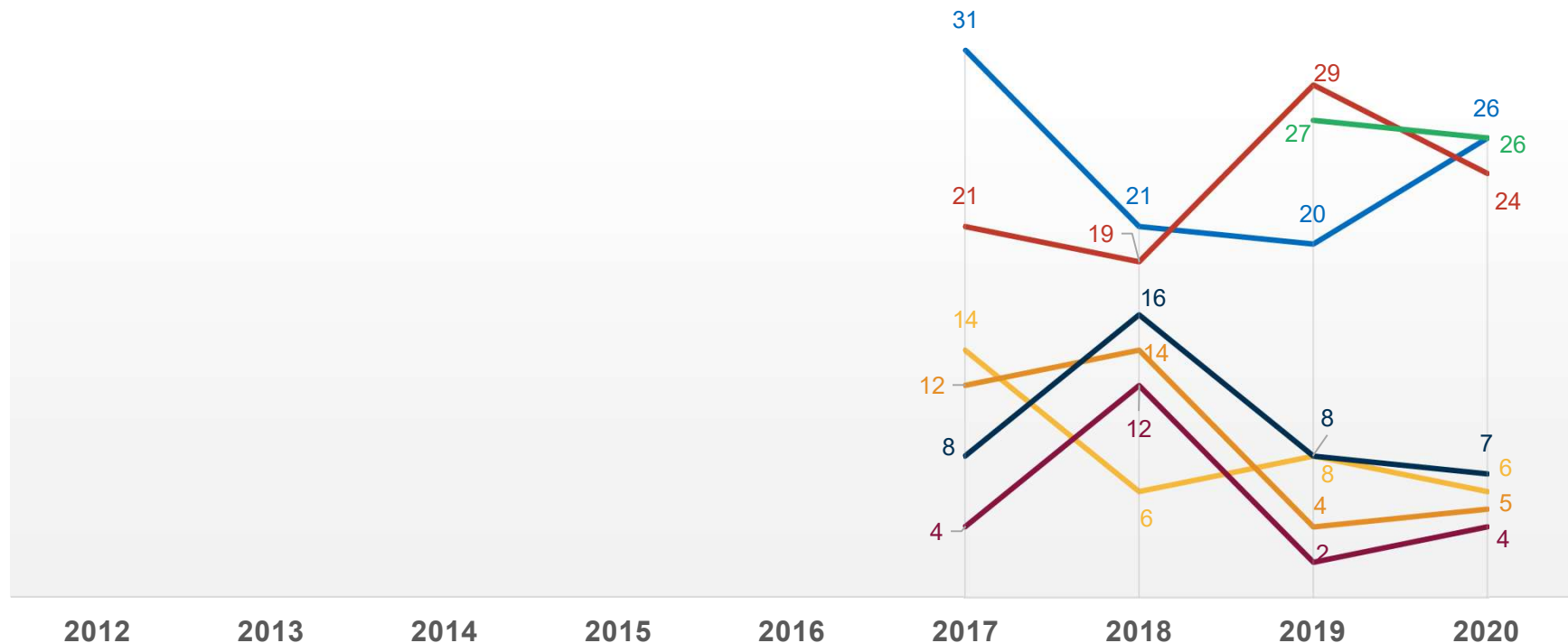
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2020 under 50s best form of communication (%)



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

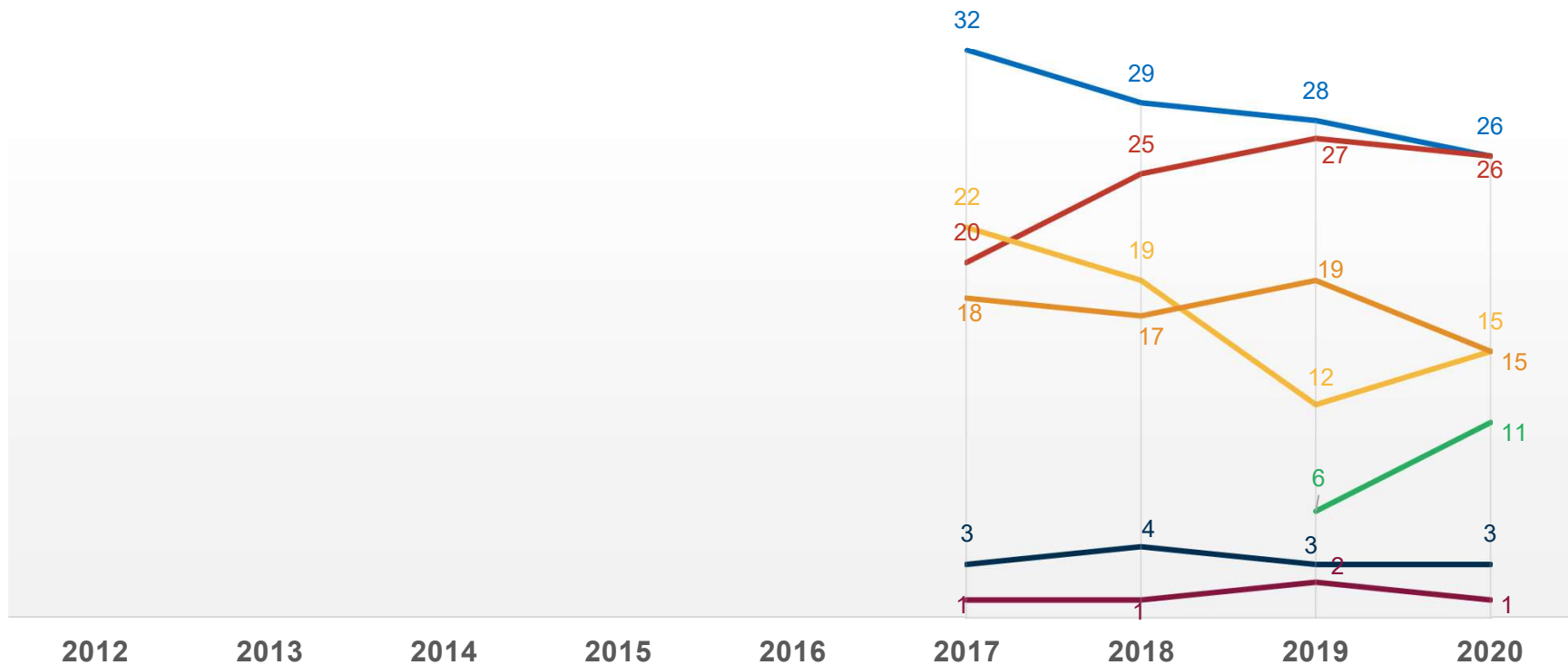
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2020 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction



Council direction

Over the last 12 months, 42% believe the direction of Council's overall performance has stayed the same, down eight-points on 2019.

- 11% believe the direction has improved in the last 12 months (down 12 points on 2019).
- 46% believe it has deteriorated, up 22 points on 2019.
- The most satisfied with council direction are those aged 18 to 34 years and women, with the rating amongst 18 to 34 year olds significantly higher than the Council average.
- The least satisfied with council direction are those aged 65+ years and those aged 35 to 49 years.
- All demographic groups recorded a significant drop in rating of Council's direction.

Almost three in five residents (59%) would prefer to see cuts in council services, to keep council rates at the same level as they are now – up five percentage point since 2019.

- Less than half as many residents (24%) would prefer council rate rises in order to improve local services – down six percentage points since 2019.





Overall council direction last 12 months

2020 overall direction (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51▲	53	52	53	51	53	53	53	52
Regional Centres	50▲	52	53	55	51	53	n/a	n/a	n/a
18-34	40▲	59	45	57	51	51	53	65	50
Women	33	55	45	58	47	42	50	54	47
Warrnambool	32	50	46	59	46	38	48	53	46
Men	31	44	47	61	45	34	46	53	44
50-64	30	43	44	58	39	35	44	46	45
35-49	30	45	41	57	48	33	46	51	43
65+	28	48	54	66	44	31	48	47	43

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

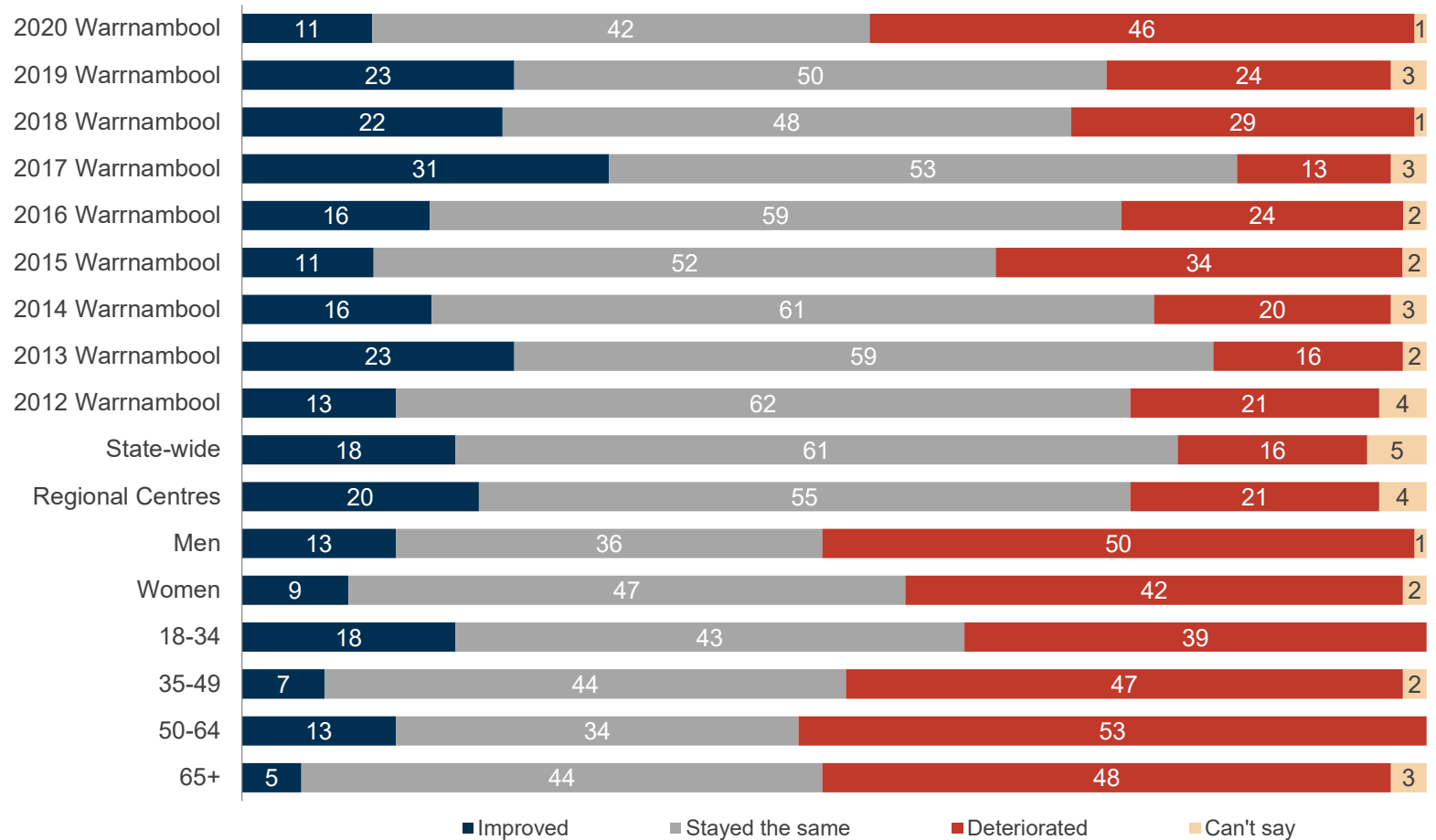
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

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



Overall council direction last 12 months

2020 overall council direction (%)

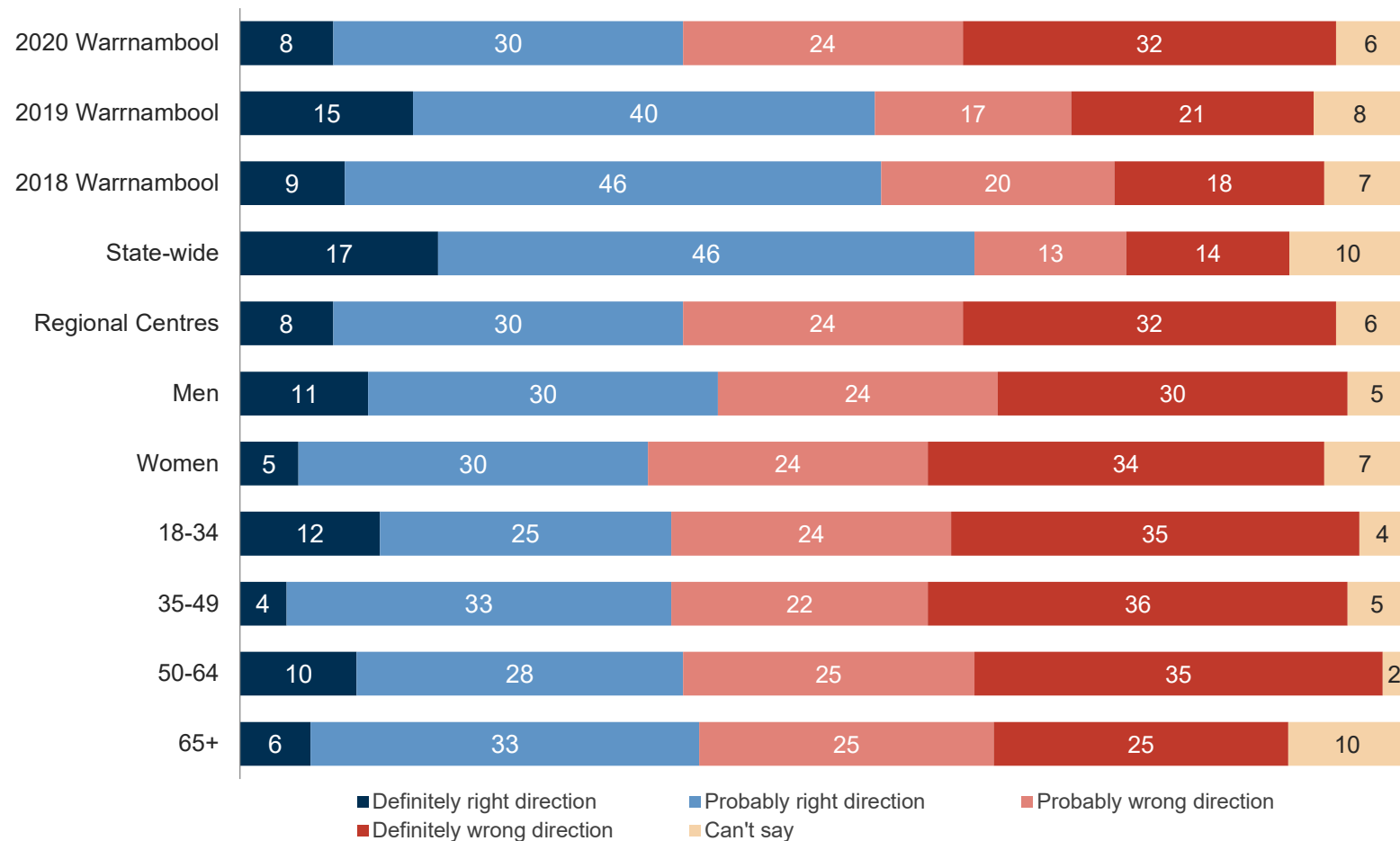


Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8



Right / wrong direction

2020 right / wrong direction (%)

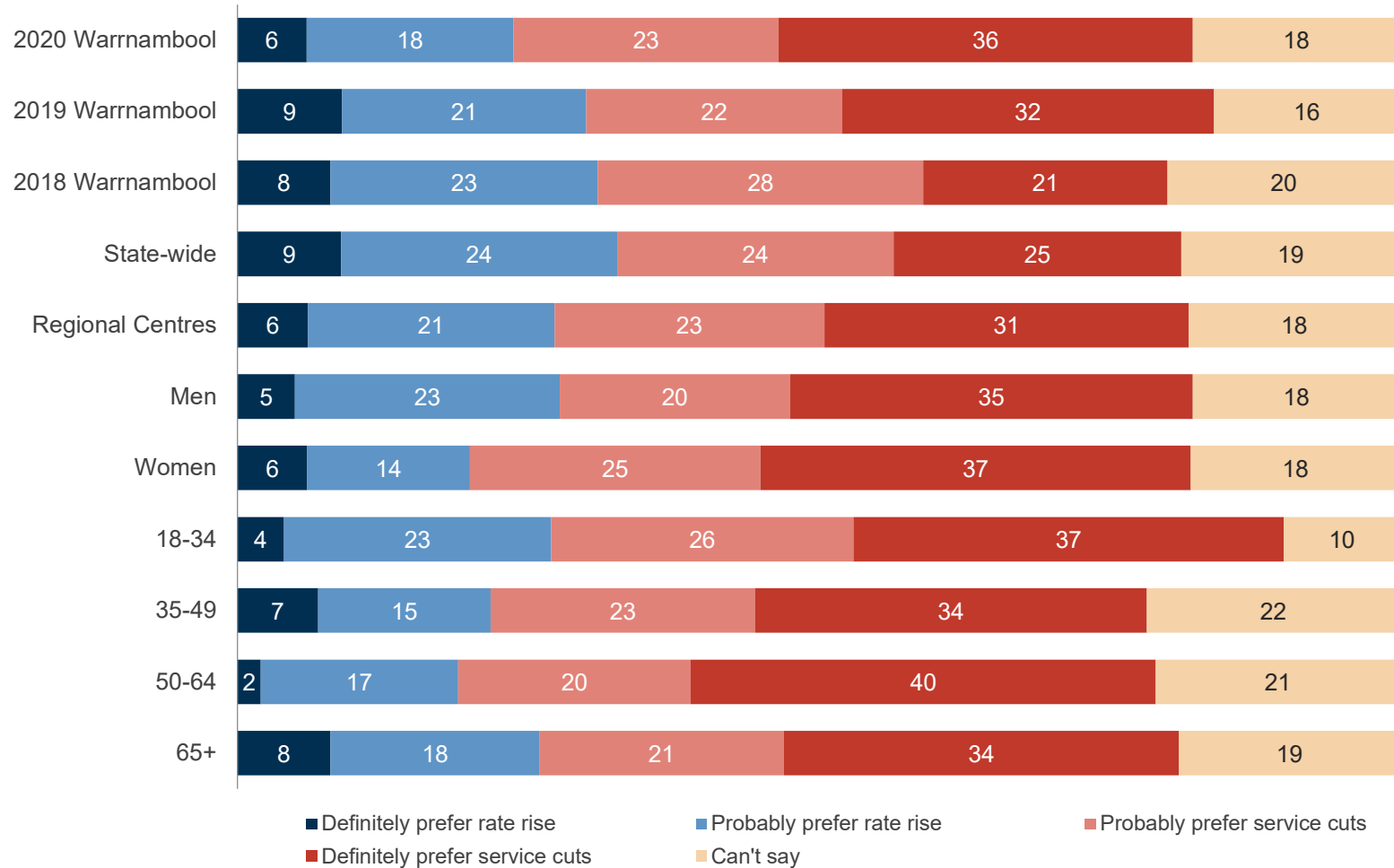


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1



Rates / services trade-off

2020 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: 13 Councils asked group: 2



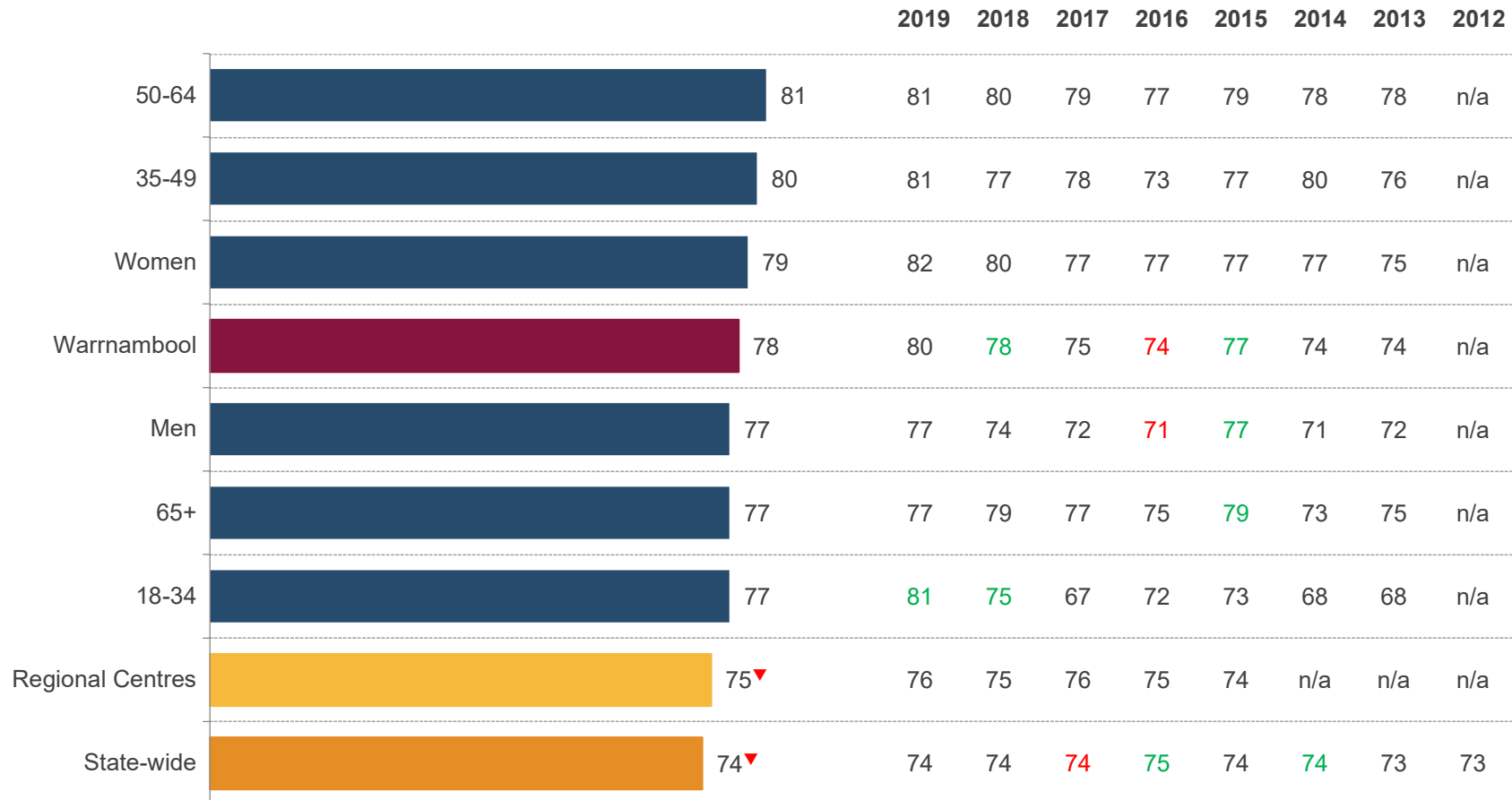
Individual service areas



Community consultation and engagement importance



2020 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4

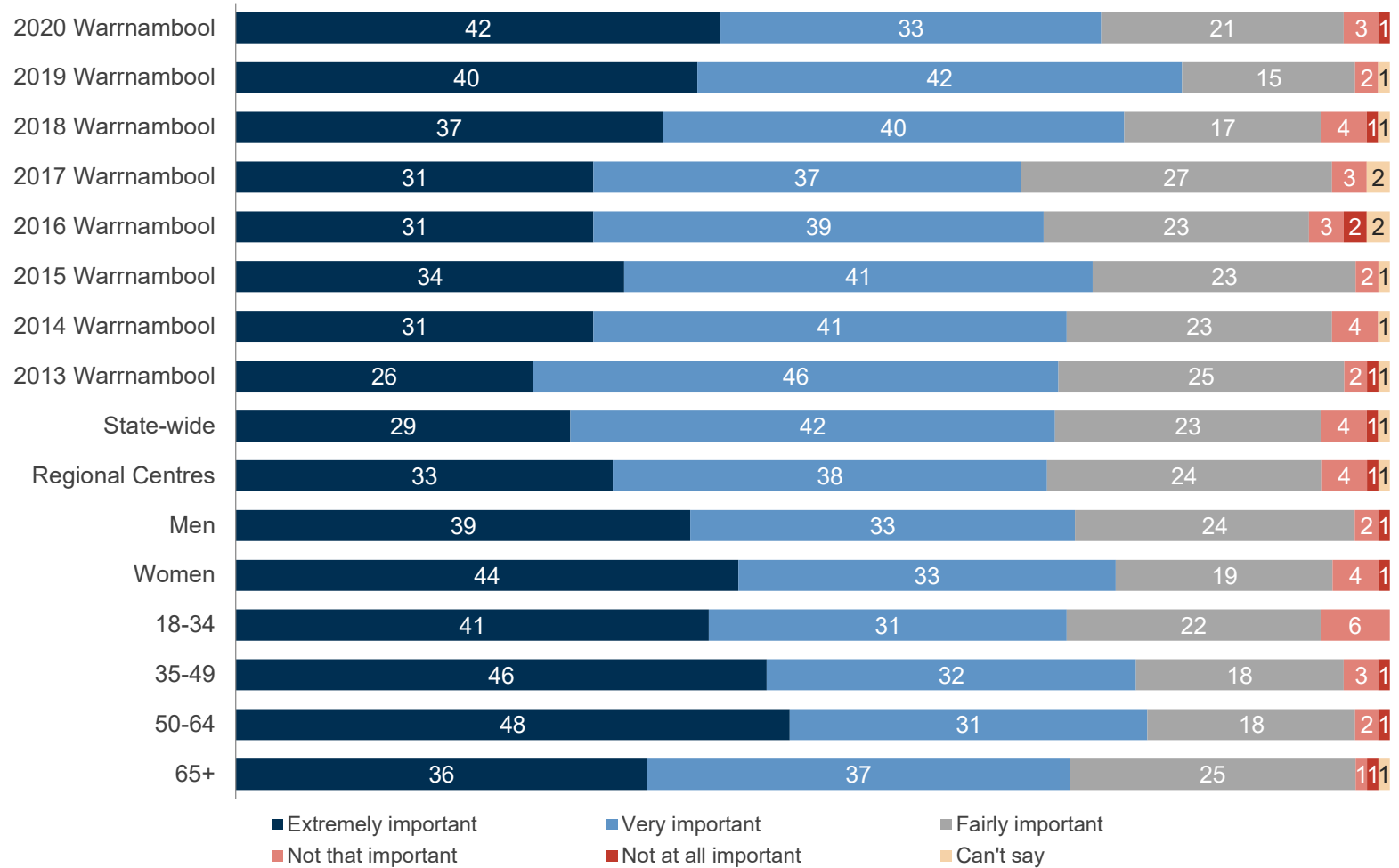
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2020 consultation and engagement importance (%)



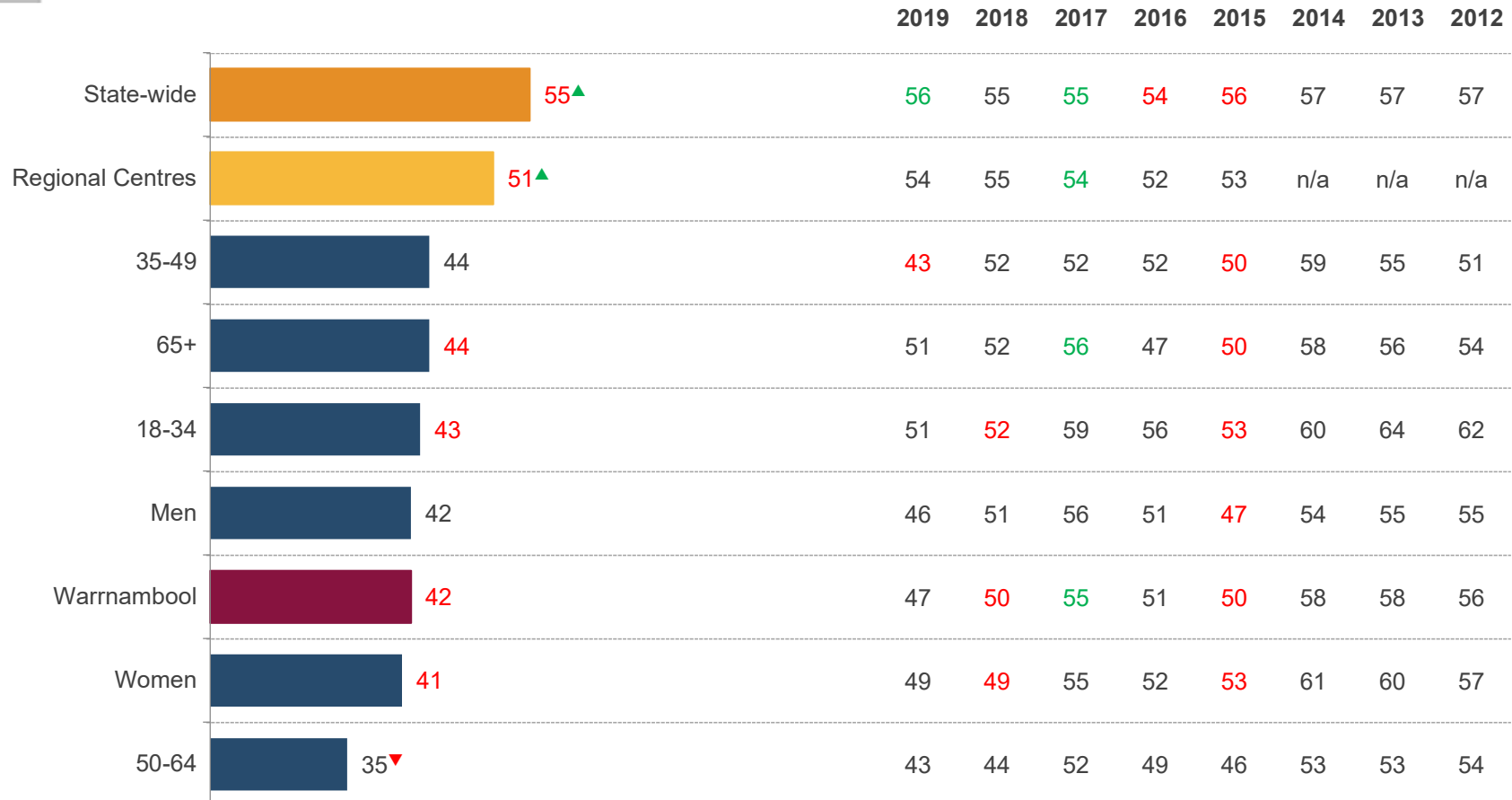
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

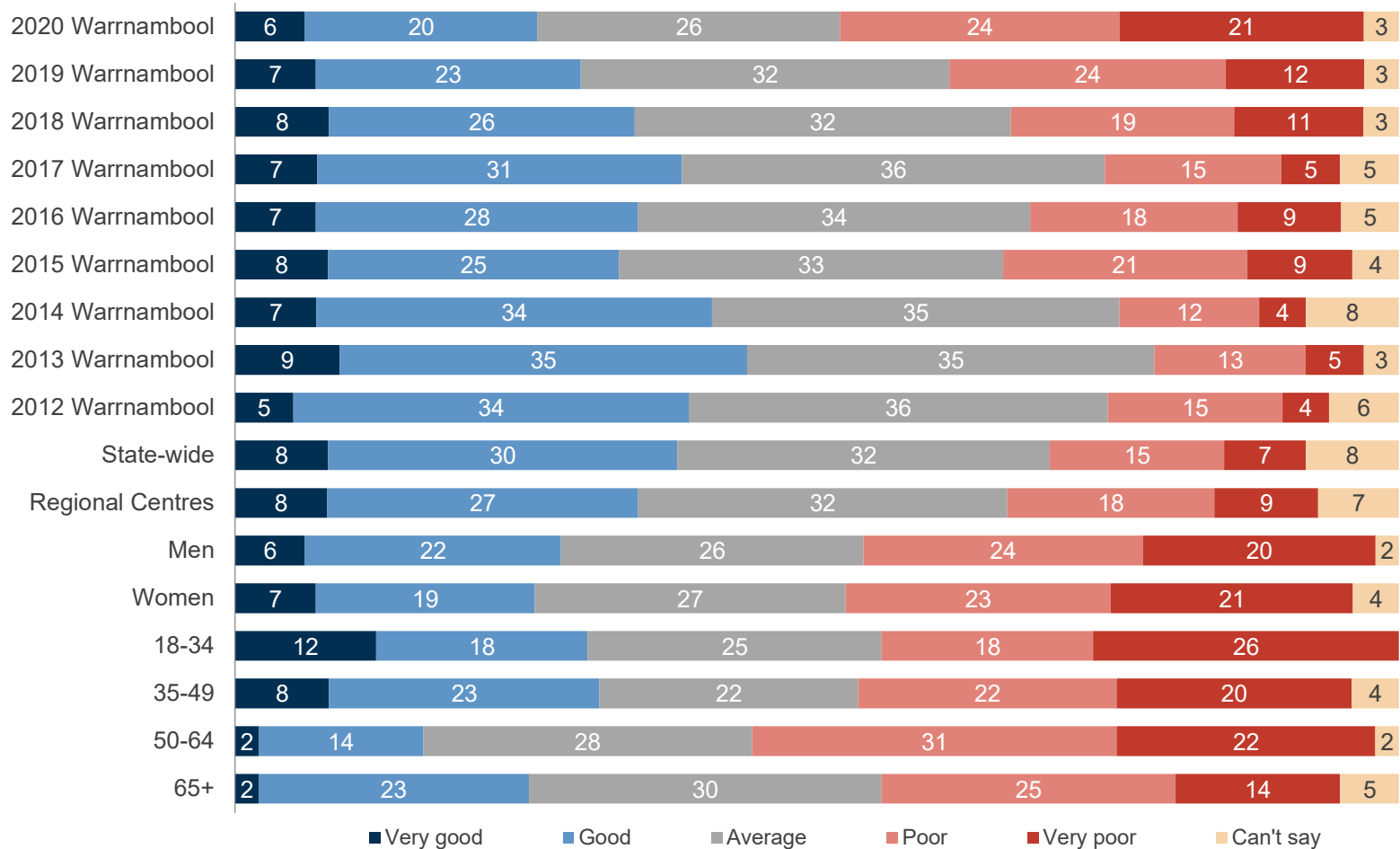
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 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: 8



Lobbying on behalf of the community importance



2020 lobbying importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	74	74	73	75	73	71	78	74	n/a
Women	71	75	77	70	74	73	75	74	n/a
35-49	70	76	70	75	66	76	72	75	n/a
18-34	70	69	72	63	68	70	65	66	n/a
Regional Centres	70	70	70	72	69	68	n/a	n/a	n/a
Warrnambool	69	72	72	70	68	72	71	71	n/a
State-wide	68	67	68	69	69	69	70	70	70
Men	68	68	67	70	62	70	67	68	n/a
65+	65	70	73	70	68	71	70	71	n/a

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

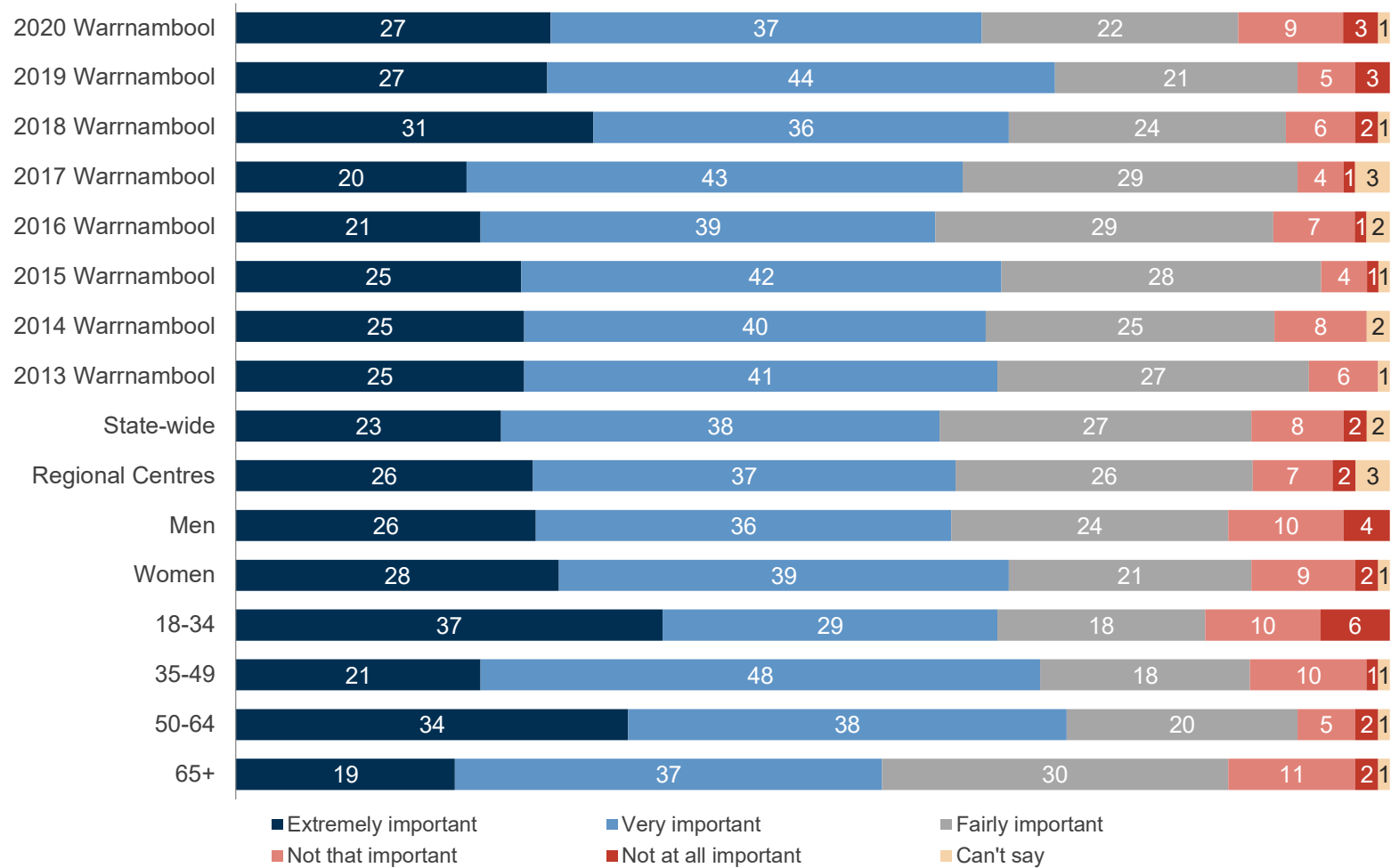
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2020 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	54	54	54	53	55	56	55	55
Regional Centres	52▲	54	54	54	52	55	n/a	n/a	n/a
65+	47	55	56	62	53	54	63	62	56
18-34	44	56	52	58	56	61	60	63	62
Women	44	55	53	59	54	55	62	61	58
Warrnambool	43	53	53	59	54	55	59	60	57
Men	43	51	52	59	54	55	57	59	55
35-49	41	49	52	60	53	50	57	55	53
50-64	39	49	50	55	54	53	58	60	54

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

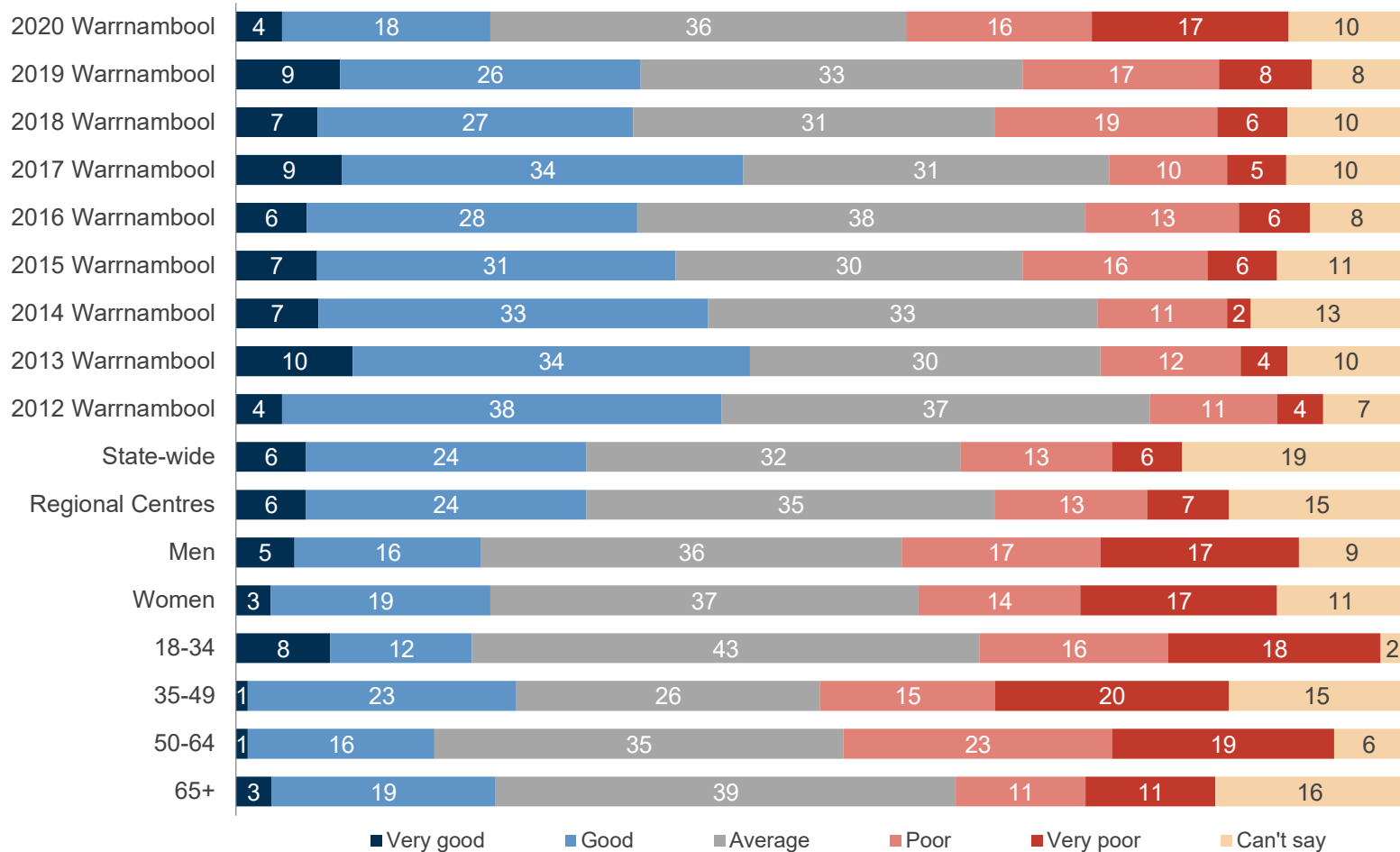
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)

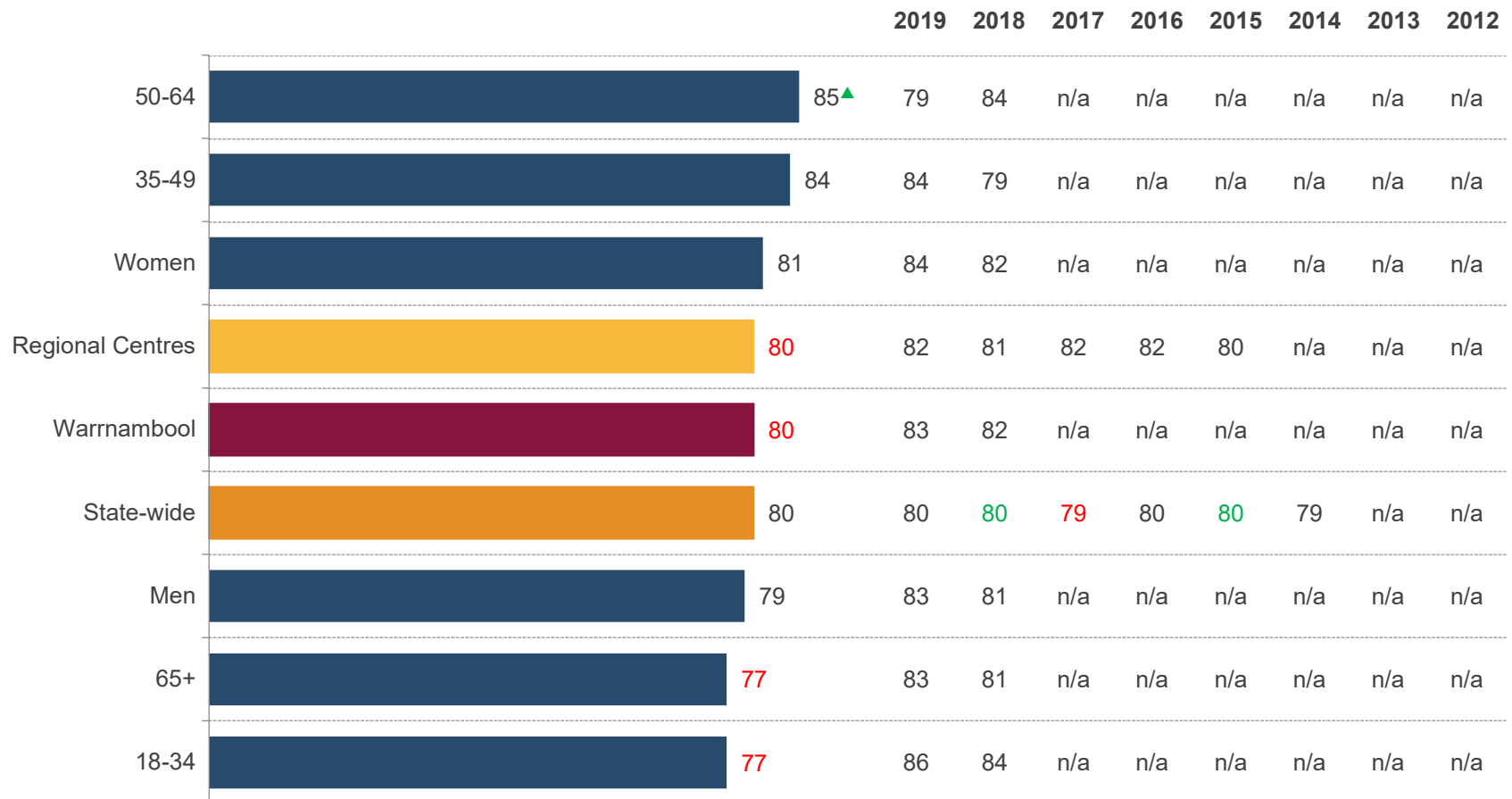


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

Decisions made in the interest of the community importance



2020 community decisions made importance (index scores)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

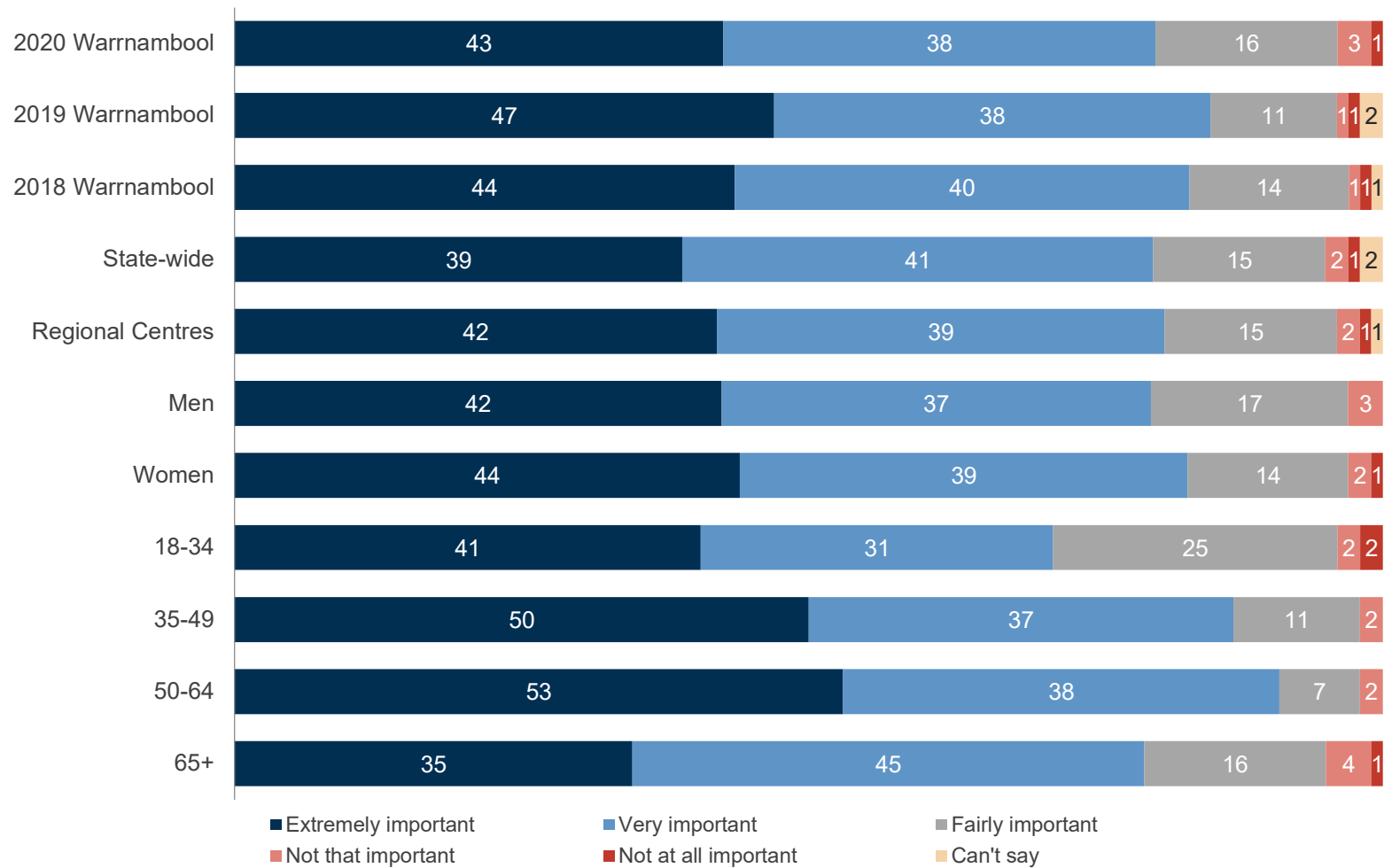
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

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

Decisions made in the interest of the community importance



2020 community decisions made importance (%)

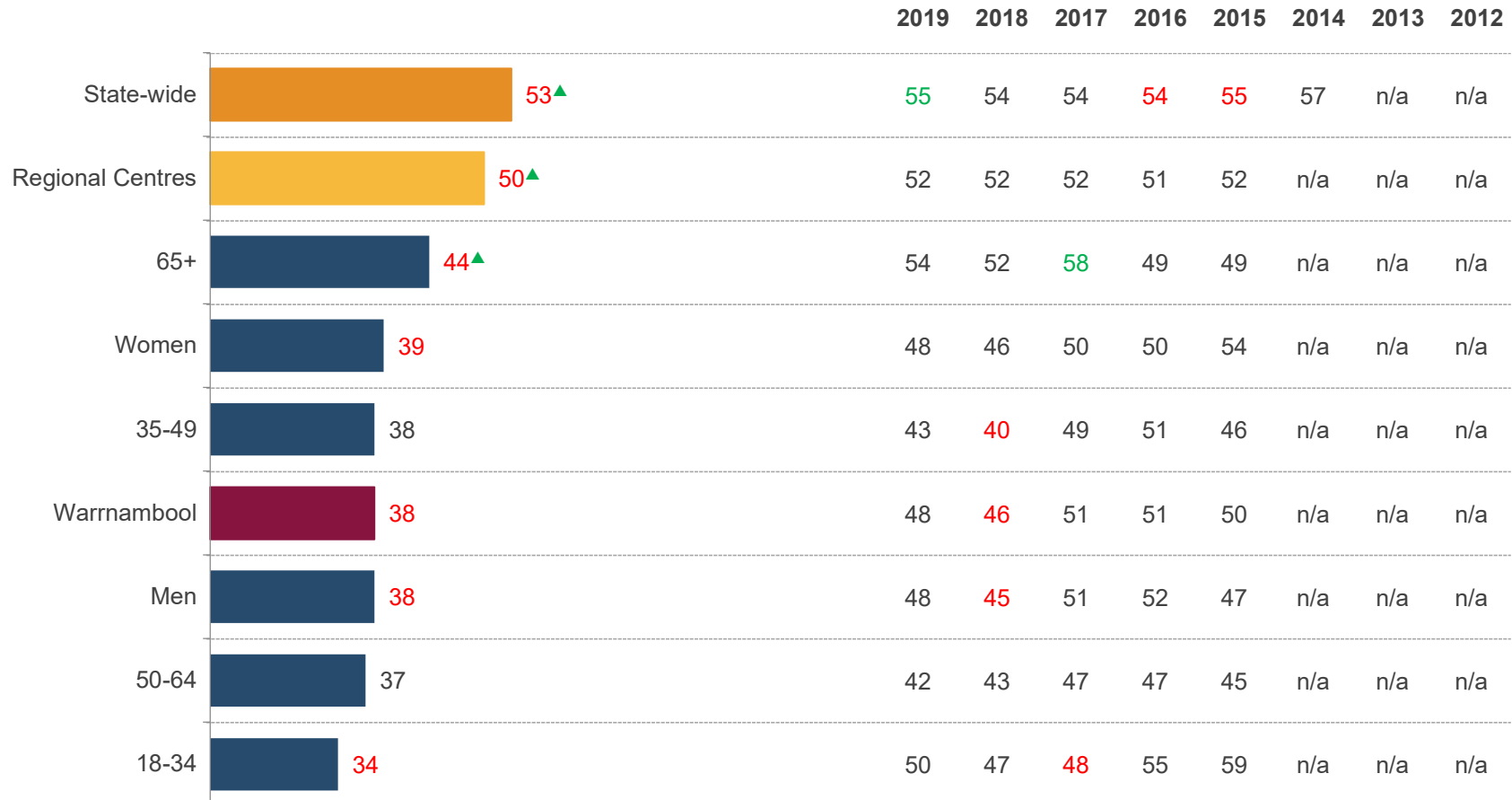


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)



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

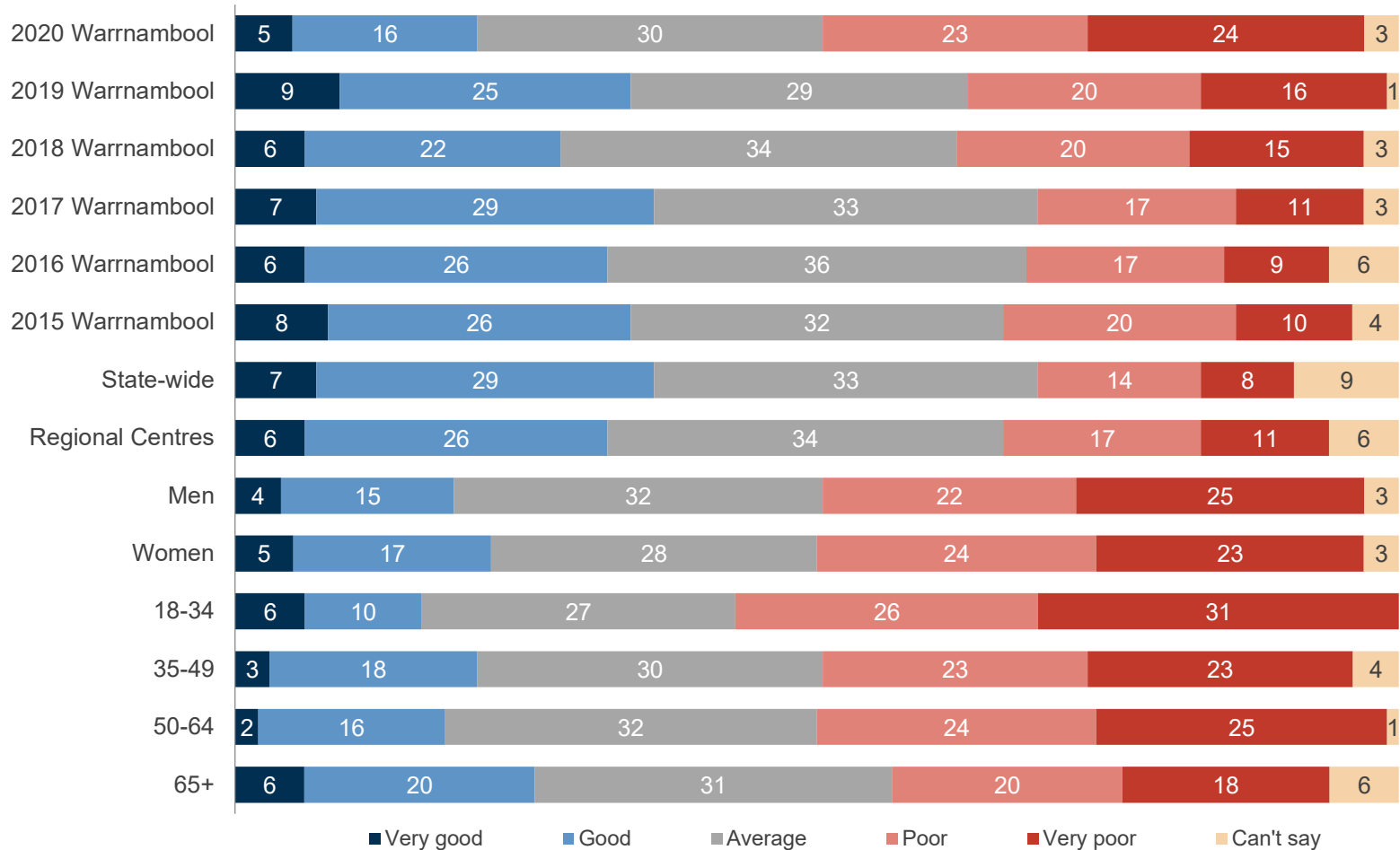
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

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

Decisions made in the interest of the community performance



2020 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: 8

The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	83	82	83	81	n/a	n/a	n/a	n/a	n/a
Women	83▲	81	83	84	n/a	n/a	n/a	n/a	n/a
Warrnambool	79	80	82	81	n/a	n/a	n/a	n/a	n/a
Regional Centres	79	79	81	80	76	77	n/a	n/a	n/a
State-wide	79	79	80	78	78	76	77	n/a	n/a
35-49	79	82	84	85	n/a	n/a	n/a	n/a	n/a
65+	79	79	81	83	n/a	n/a	n/a	n/a	n/a
18-34	78	80	79	77	n/a	n/a	n/a	n/a	n/a
Men	76	80	80	78	n/a	n/a	n/a	n/a	n/a

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

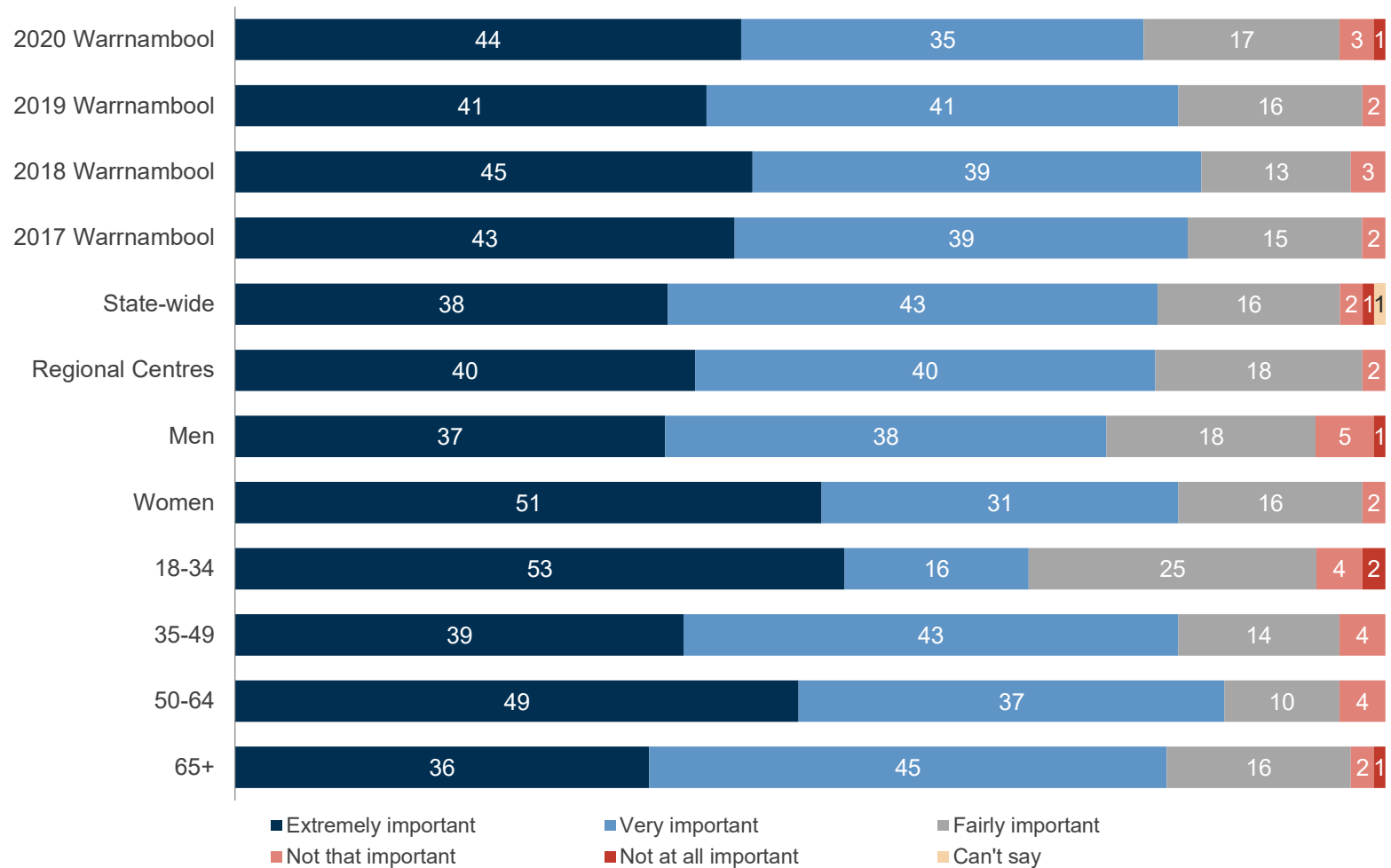
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

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

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	55▲	57	54	53	54	55	n/a	n/a	n/a
State-wide	54▲	56	53	53	54	55	55	n/a	n/a
65+	52	60	59	54	47	56	n/a	n/a	n/a
Men	51	56	53	56	48	55	n/a	n/a	n/a
50-64	48	57	54	50	47	53	n/a	n/a	n/a
35-49	48	56	44	49	50	55	n/a	n/a	n/a
Warrnambool	48	58	53	49	49	53	n/a	n/a	n/a
Women	45	60	52	43	49	51	n/a	n/a	n/a
18-34	43	58	52	45	50	48	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?

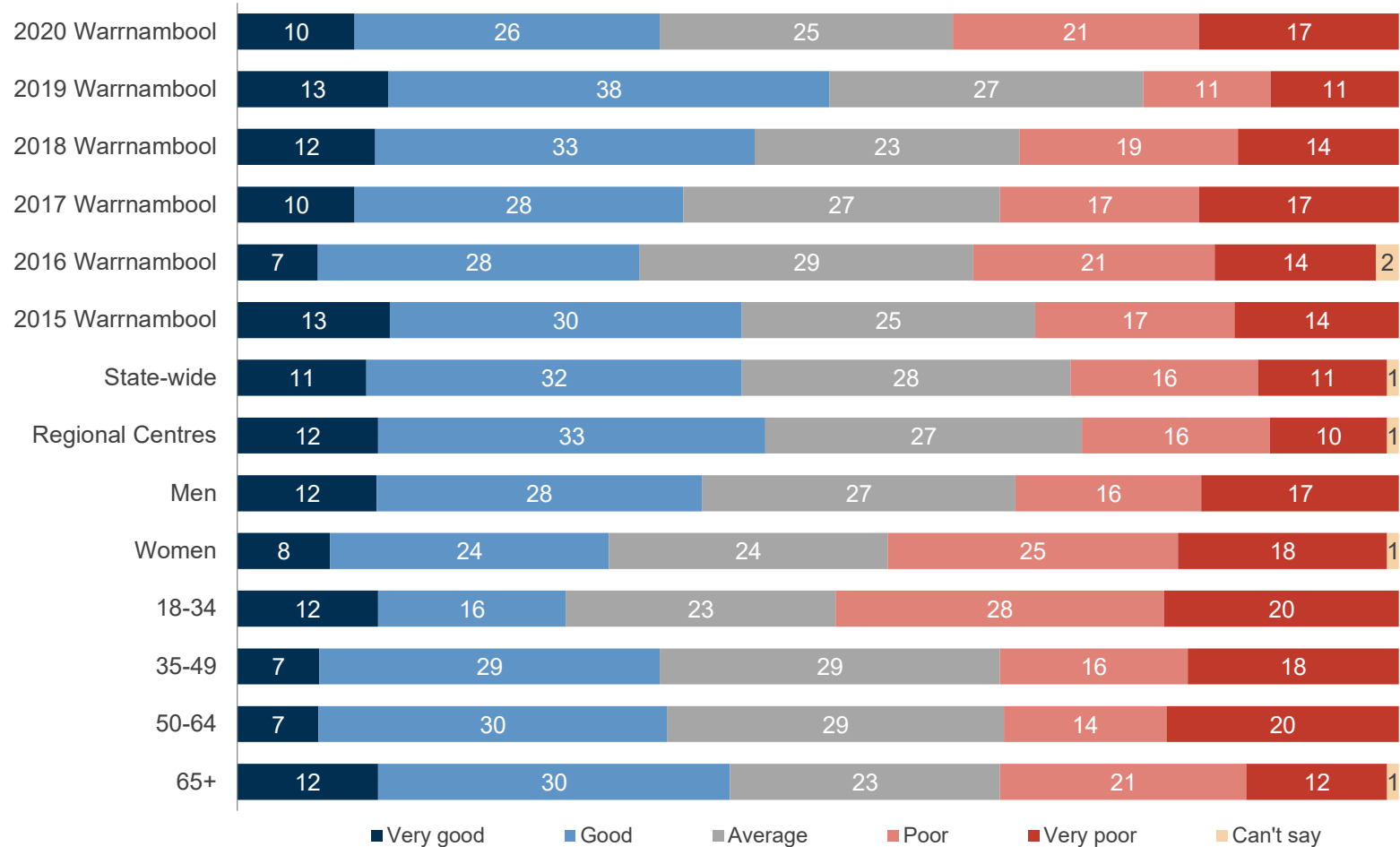
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

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

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



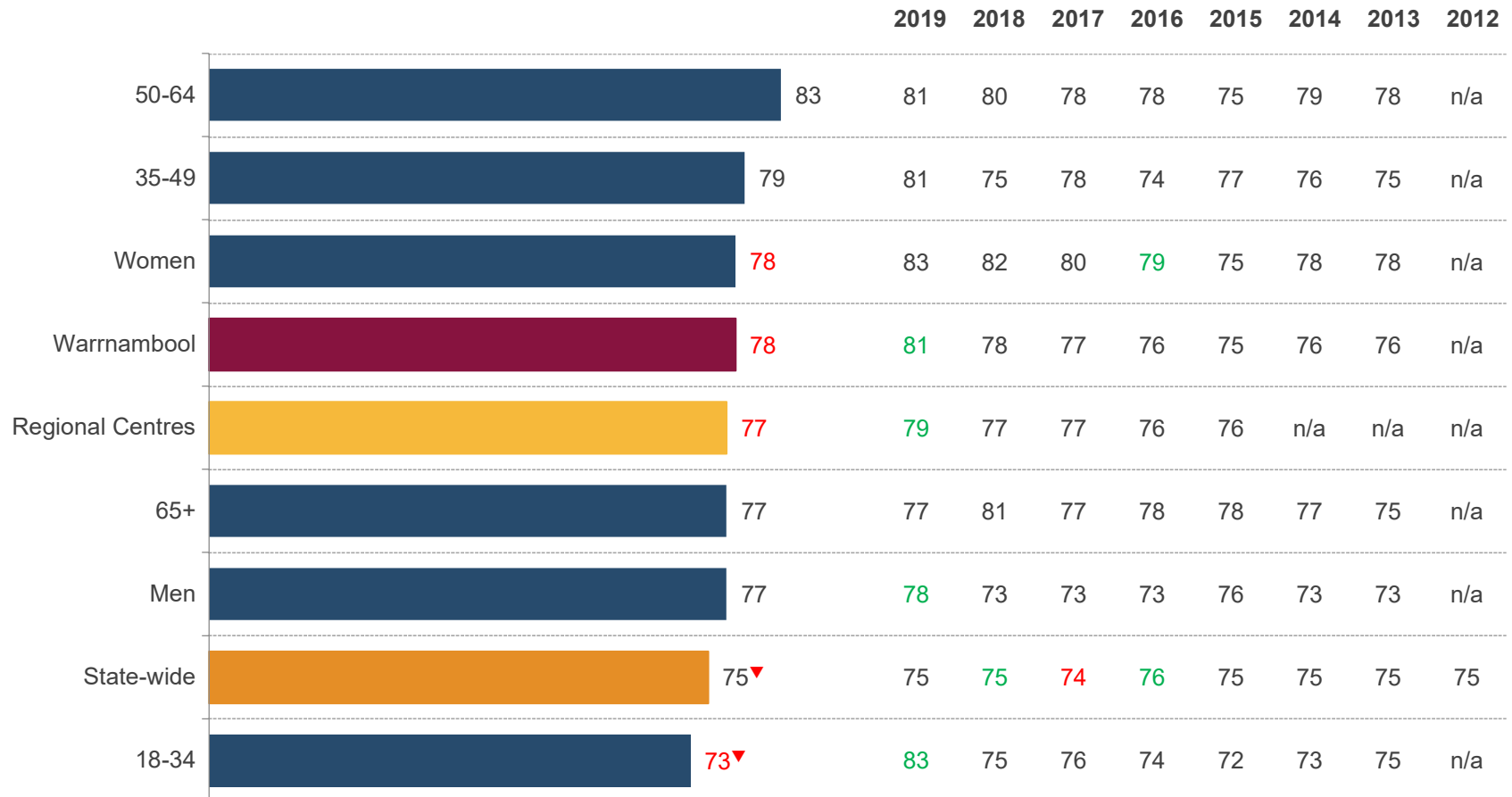
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8



Informing the community importance



2020 informing community importance (index scores)



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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

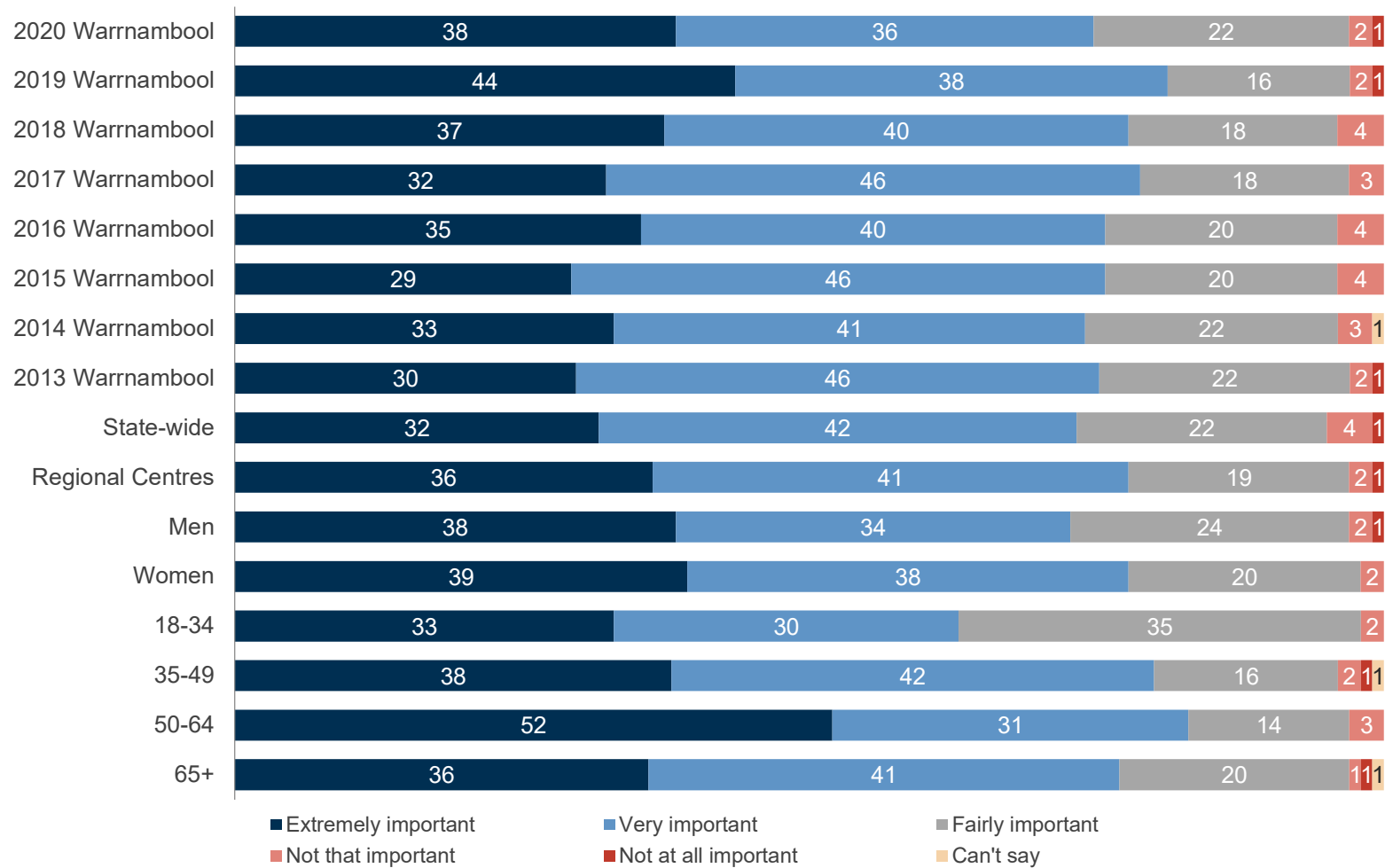
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5



Informing the community performance



2020 informing community performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59▲	60	59	59	59	61	62	61	60
Regional Centres	56▲	56	59	58	59	58	n/a	n/a	n/a
35-49	46	51	55	60	57	56	57	64	n/a
65+	46	55	54	61	52	54	62	61	n/a
18-34	46	59	58	61	57	64	62	64	n/a
Women	46	55	53	60	55	60	64	63	n/a
Warrnambool	45	54	54	60	55	58	61	62	n/a
Men	44	53	54	60	55	55	57	61	n/a
50-64	40	49	46	57	55	54	60	56	n/a

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 5

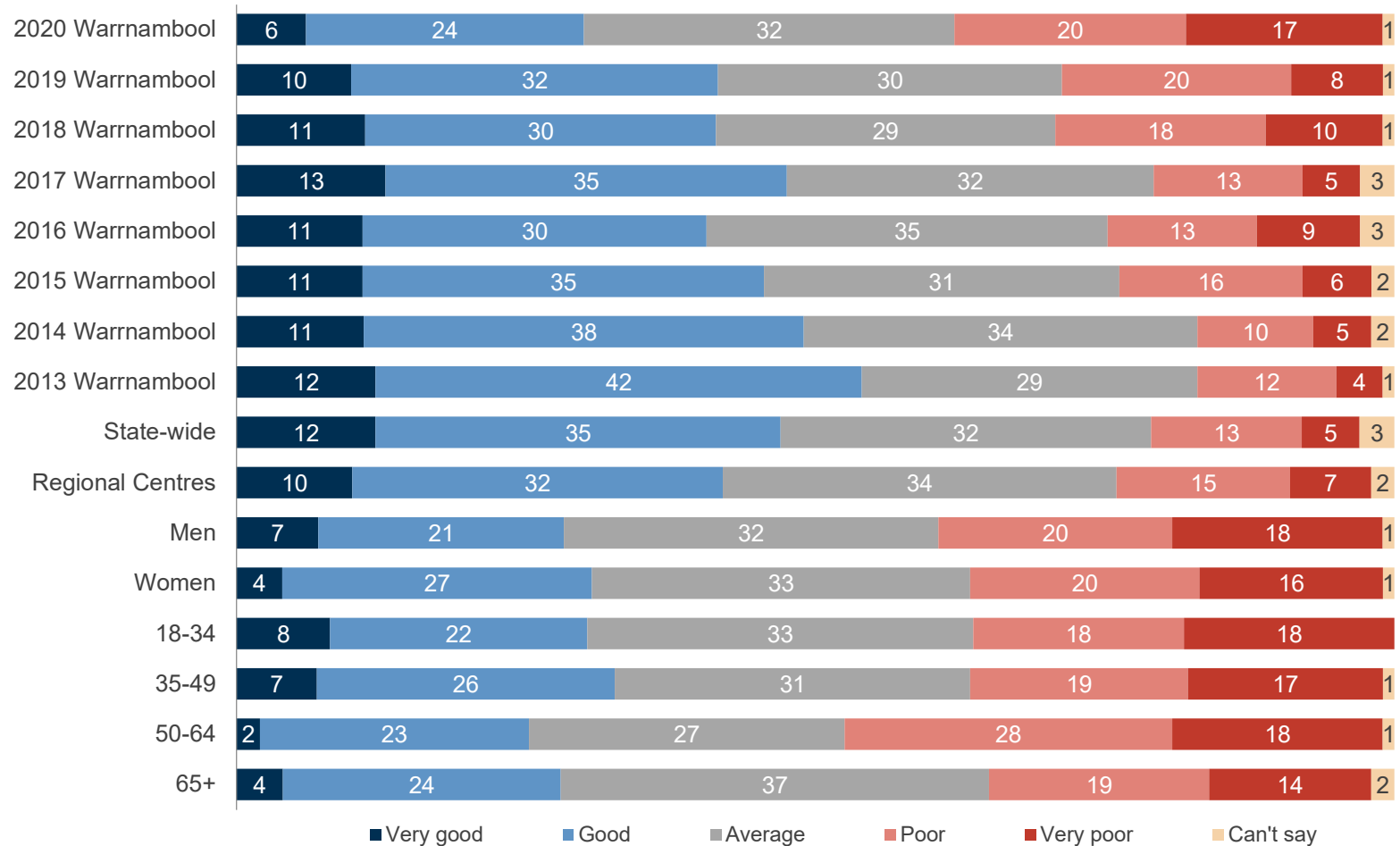
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)

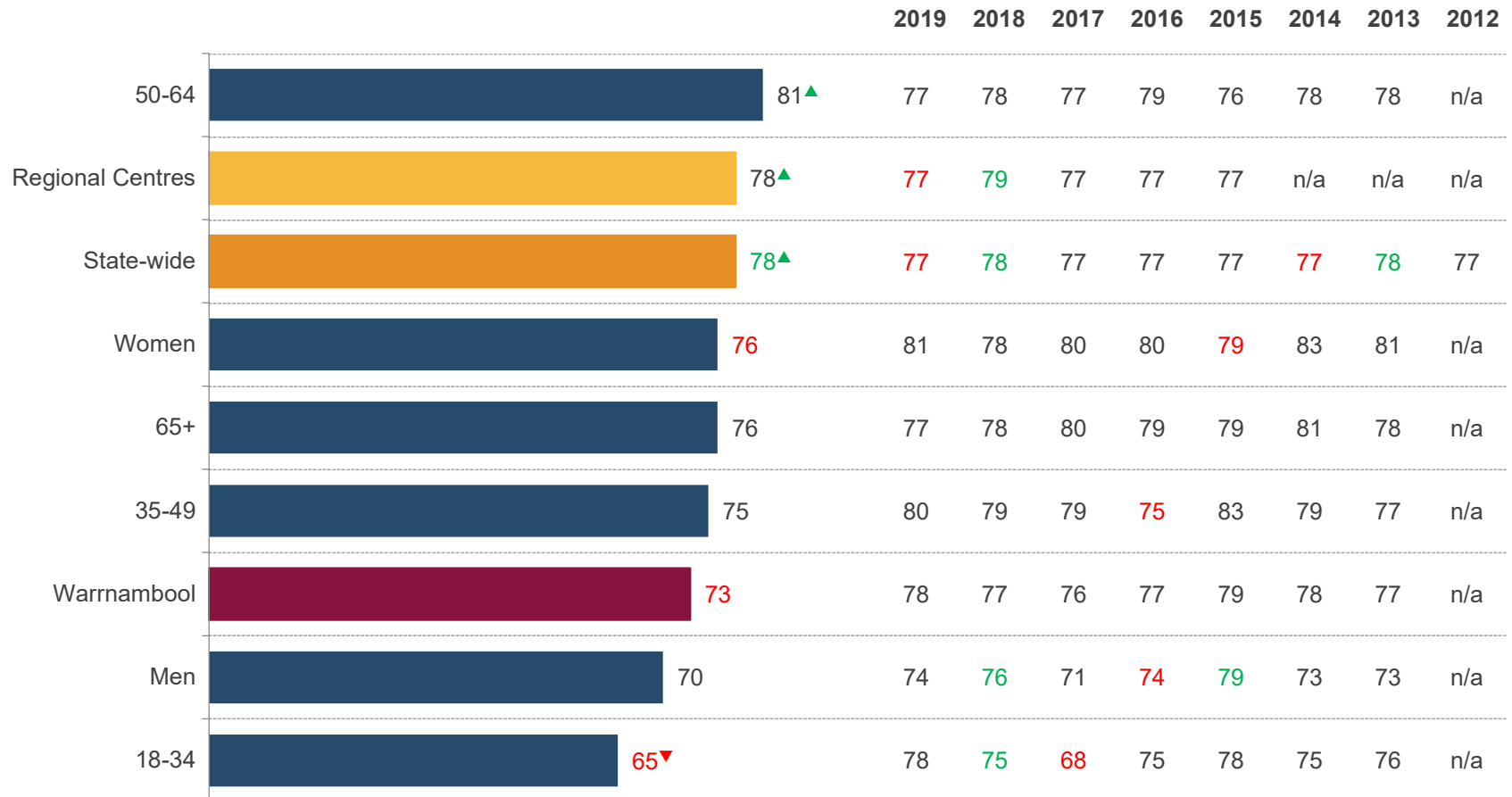


Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 5

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores)



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

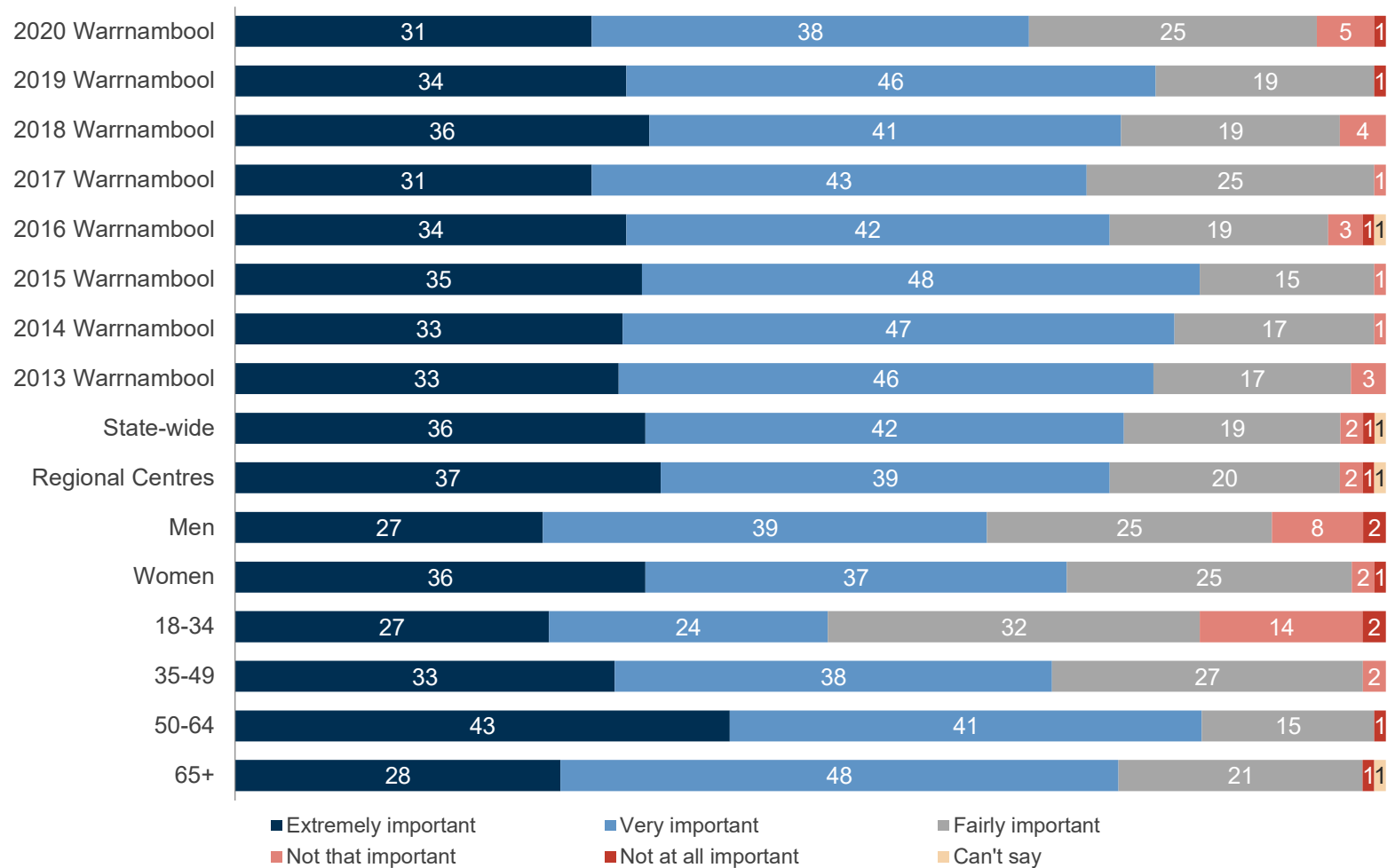
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Men	59	64	57	60	59	69	65	65	n/a
Regional Centres	59	61	59	57	58	58	n/a	n/a	n/a
State-wide	58	59	58	57	57	58	58	58	57
50-64	57	62	57	51	60	62	65	63	n/a
65+	57	63	62	56	55	61	65	66	n/a
Warrnambool	56	64	58	55	58	65	64	65	n/a
35-49	55	65	57	58	62	66	63	66	n/a
18-34	53	66	57	56	55	70	62	65	n/a
Women	52	64	59	52	56	61	62	65	n/a

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

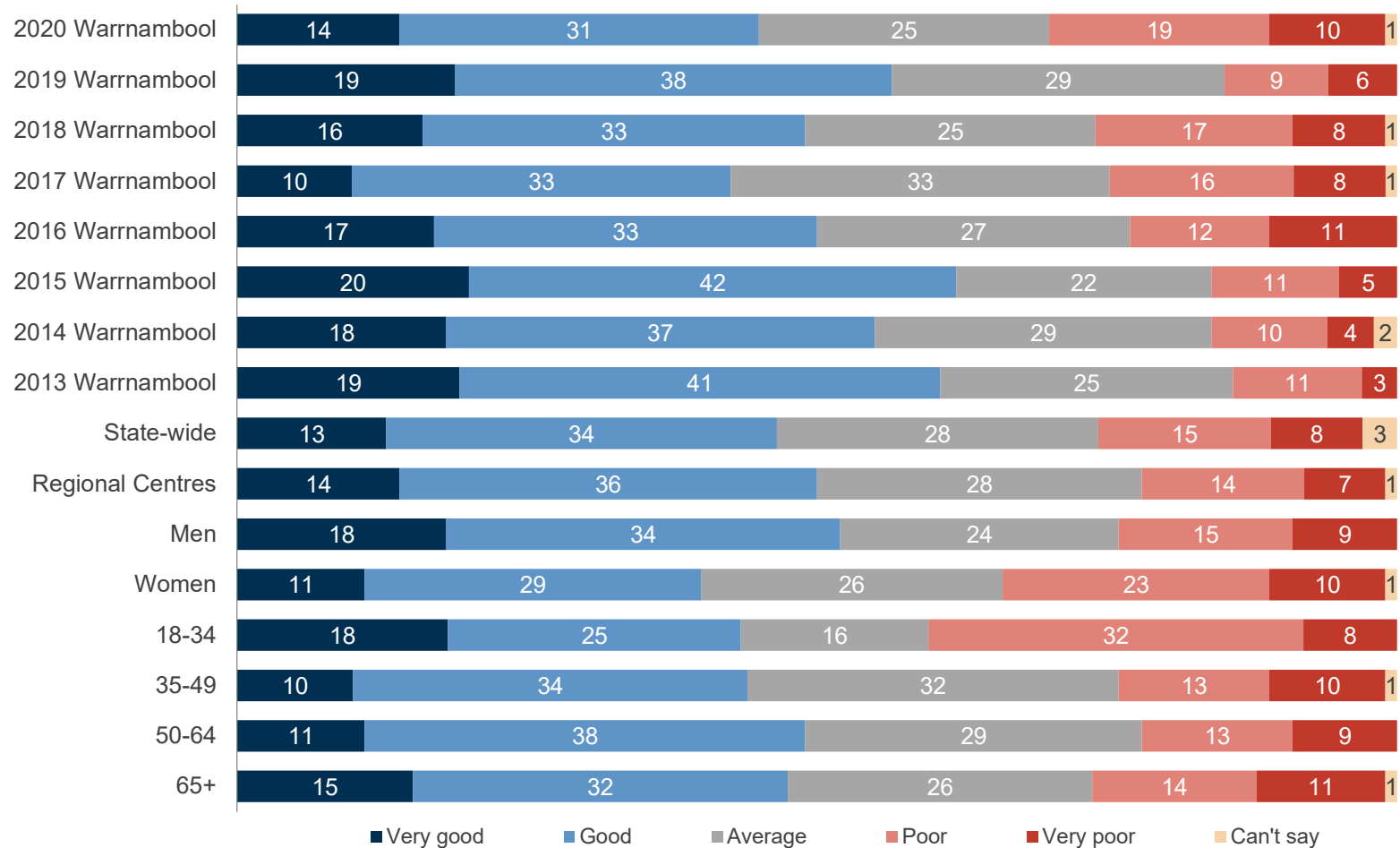
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 5

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

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



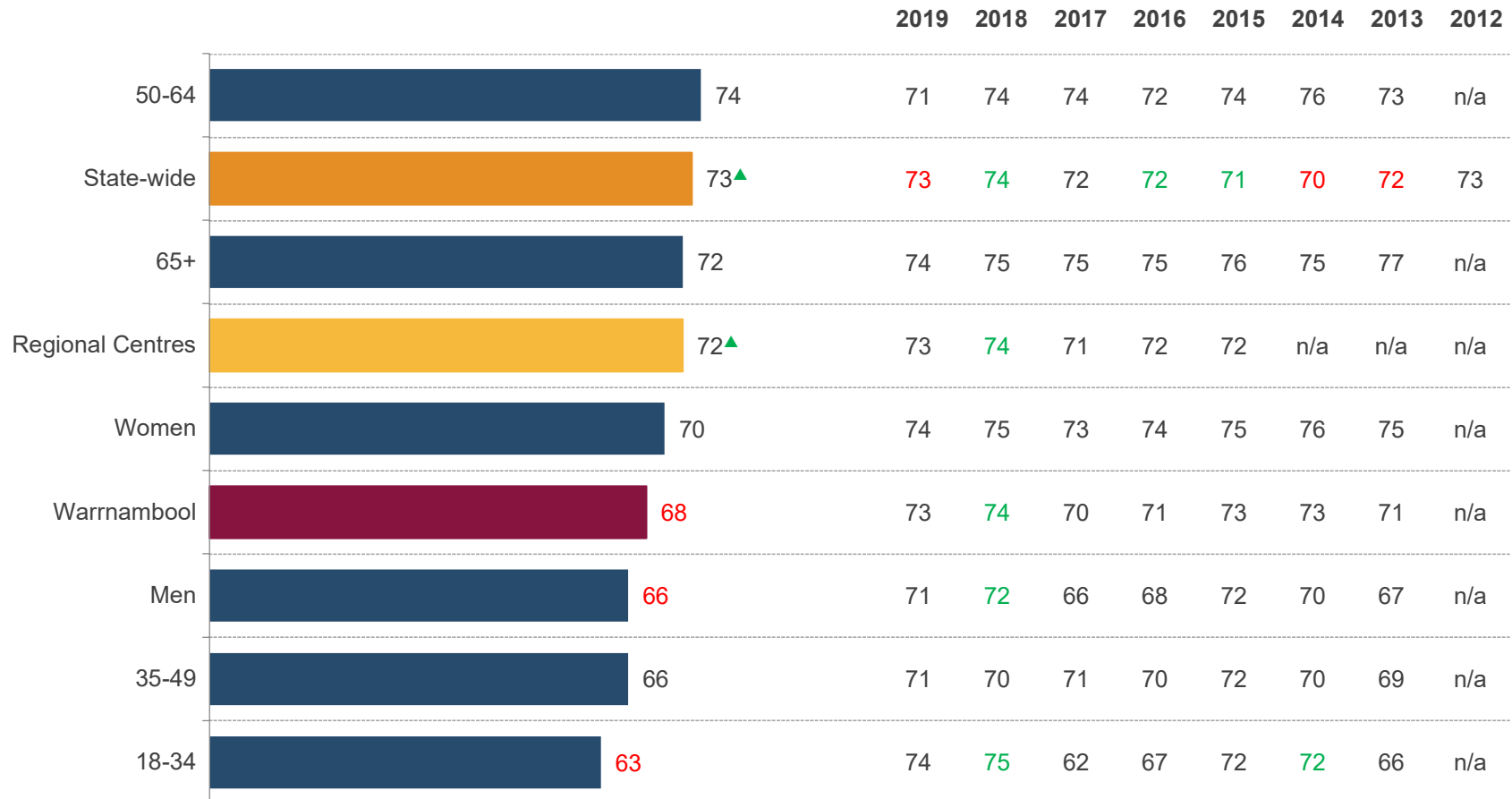
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 5



Traffic management importance



2020 traffic management importance (index scores)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2

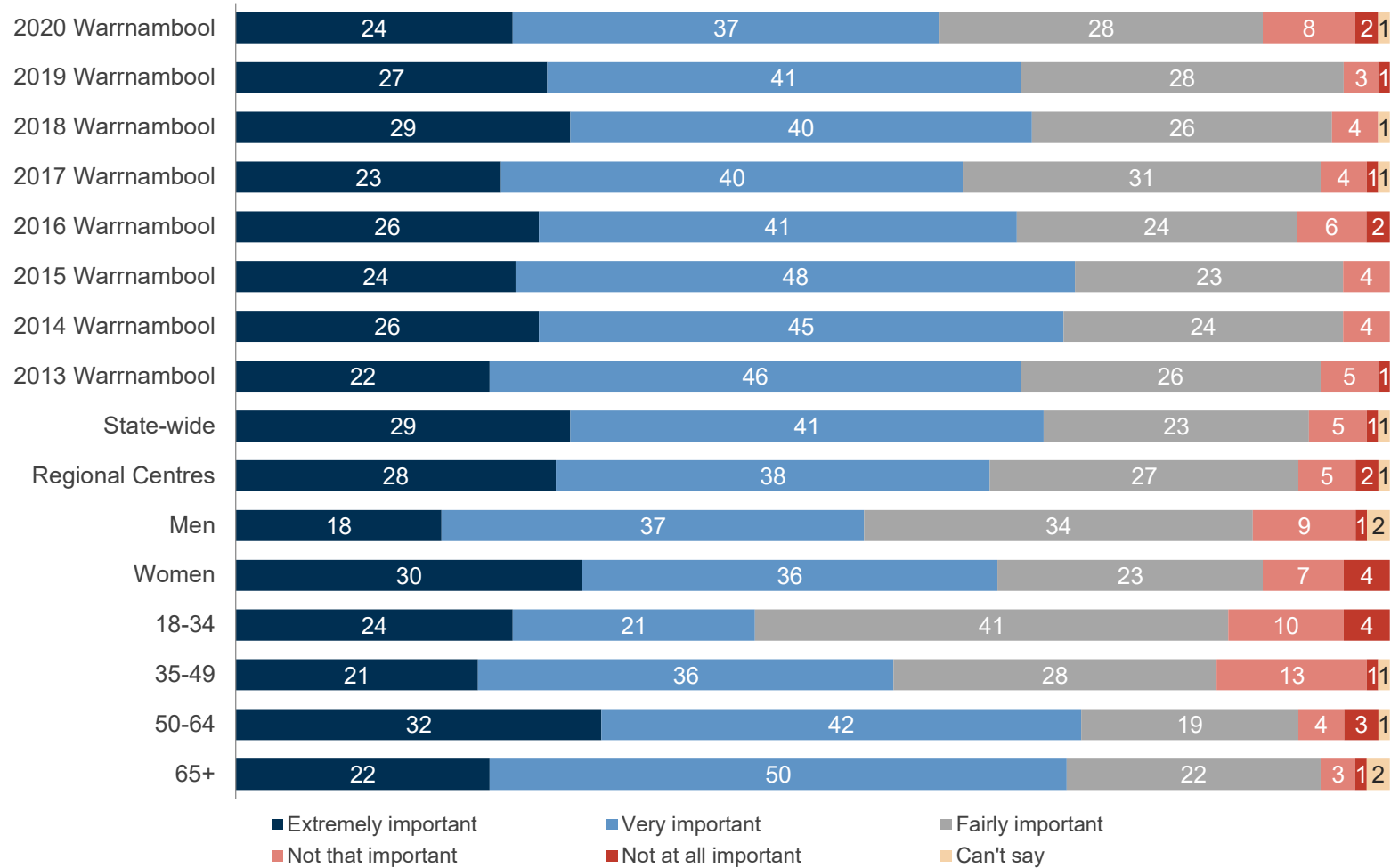
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2020 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2



Traffic management performance



2020 traffic management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	58▲	58	57	59	59	60	60	60	58
Regional Centres	56▲	60	56	61	59	62	n/a	n/a	n/a
35-49	52	59	51	55	55	63	63	67	n/a
50-64	51	50	52	60	57	57	60	55	n/a
Women	51	61	53	61	58	63	64	66	n/a
65+	51	59	53	63	61	62	62	66	n/a
Warrnambool	50	59	52	61	57	62	62	65	n/a
Men	50	56	52	60	56	61	60	65	n/a
18-34	48	64	53	63	55	65	64	68	n/a

Q2. How has Council performed on 'Traffic management' over the last 12 months?

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3

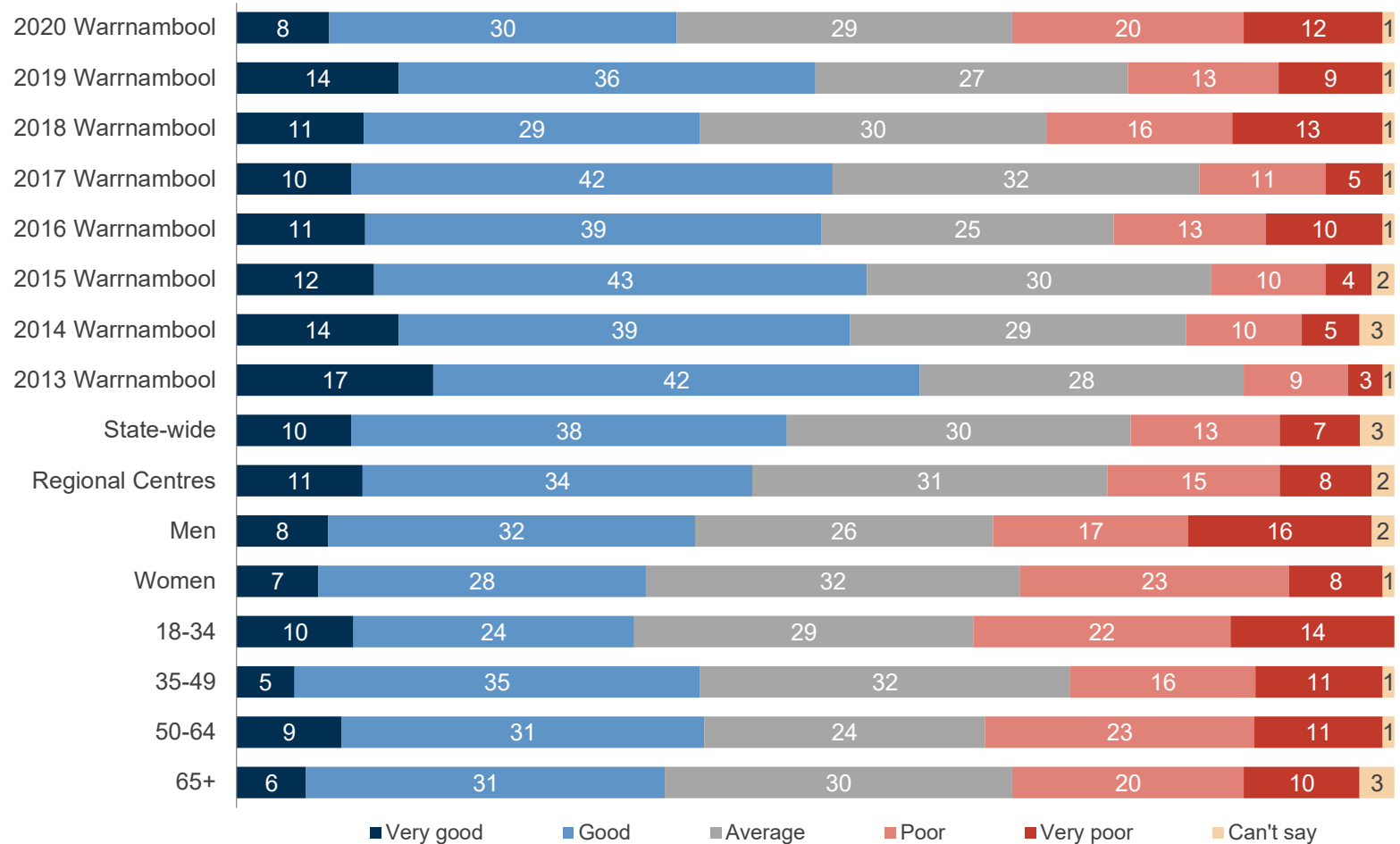
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2020 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: 3



Parking facilities importance



2020 parking importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	77	79	81	77	80	78	77	77	n/a
50-64	77	78	76	77	74	74	78	77	n/a
Women	76	80	80	79	77	78	79	79	n/a
Warrnambool	75	78	78	74	75	75	76	74	n/a
Regional Centres	75	75	75	72	73	74	n/a	n/a	n/a
18-34	74	79	81	70	75	71	74	74	n/a
Men	74	76	76	68	73	72	73	69	n/a
35-49	72	76	76	73	72	78	77	69	n/a
State-wide	71▼	71	71	70	70	70	70	71	71

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

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

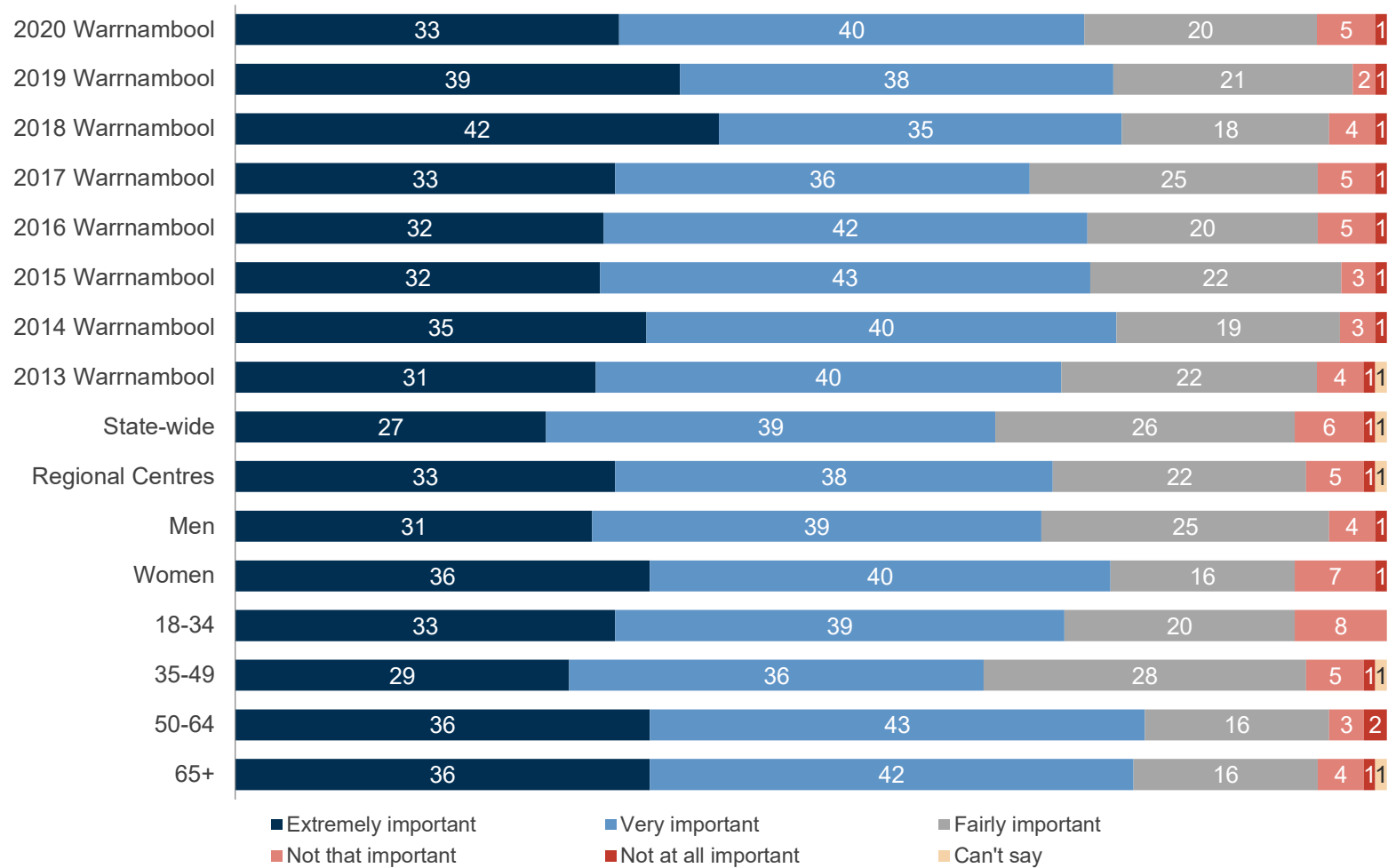
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2020 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5



Parking facilities performance



2020 parking performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	55▲	56	56	55	56	57	57	57	56
Regional Centres	49▲	50	51	52	54	53	n/a	n/a	n/a
35-49	42	44	36	54	56	51	54	62	n/a
Men	41	46	40	51	55	49	50	56	n/a
65+	40	43	43	50	51	45	48	55	n/a
Warrnambool	38	45	39	49	54	48	50	55	n/a
50-64	37	41	41	47	56	47	49	48	n/a
Women	36	44	39	47	53	47	51	54	n/a
18-34	34	51	37	45	55	49	50	54	n/a

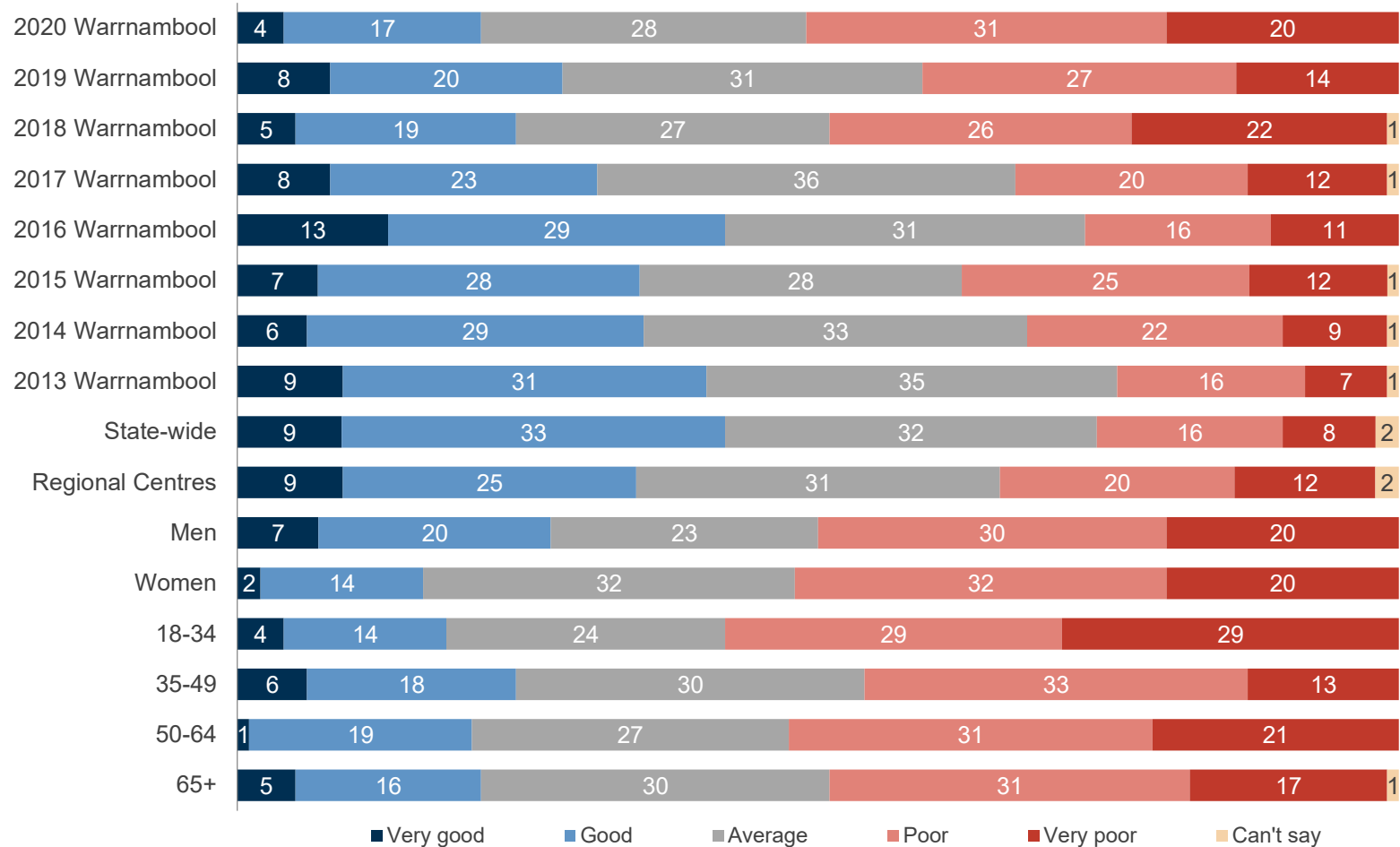
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2020 parking performance (%)



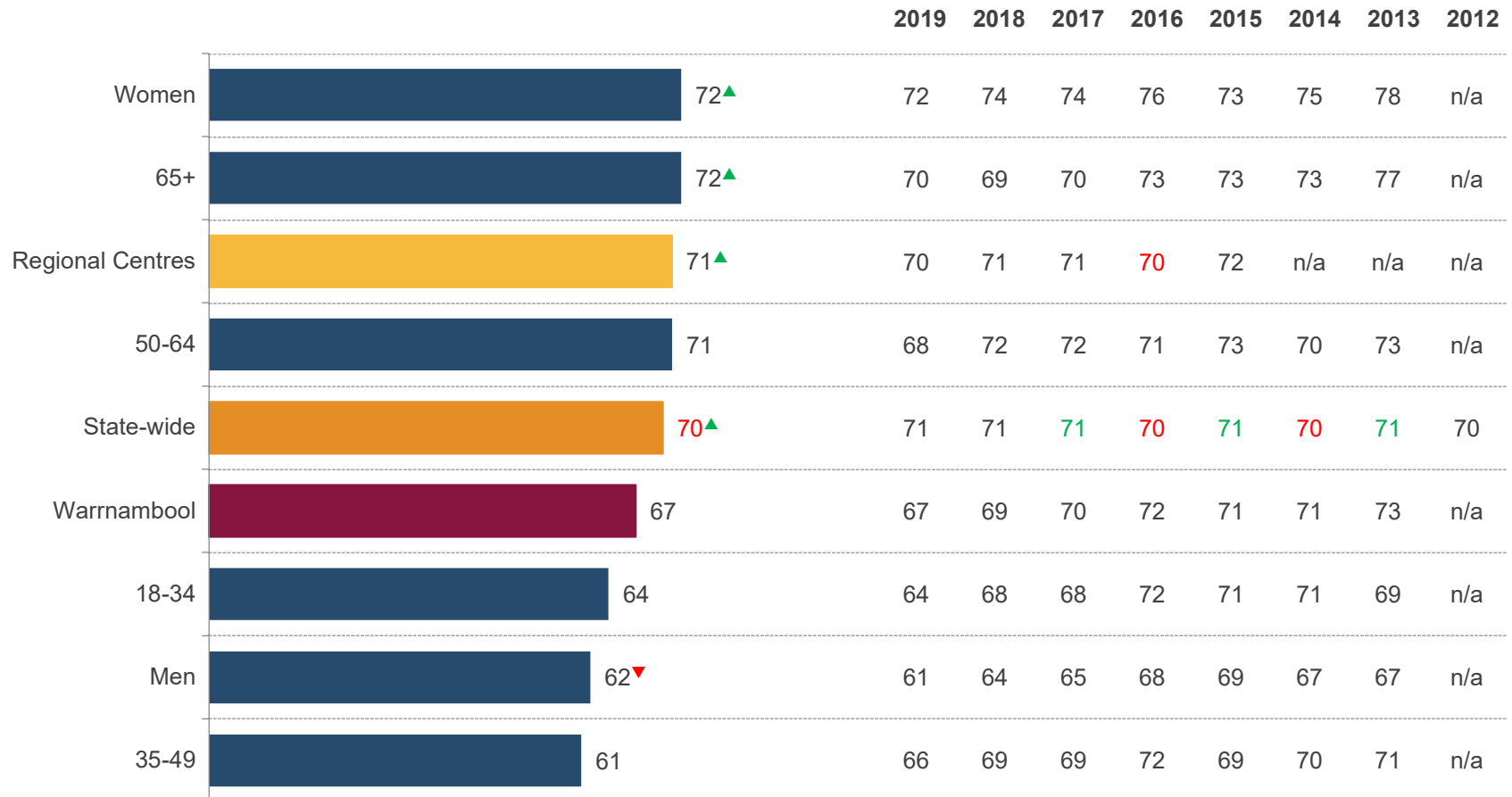
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5



Enforcement of local laws importance



2020 law enforcement importance (index scores)



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

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

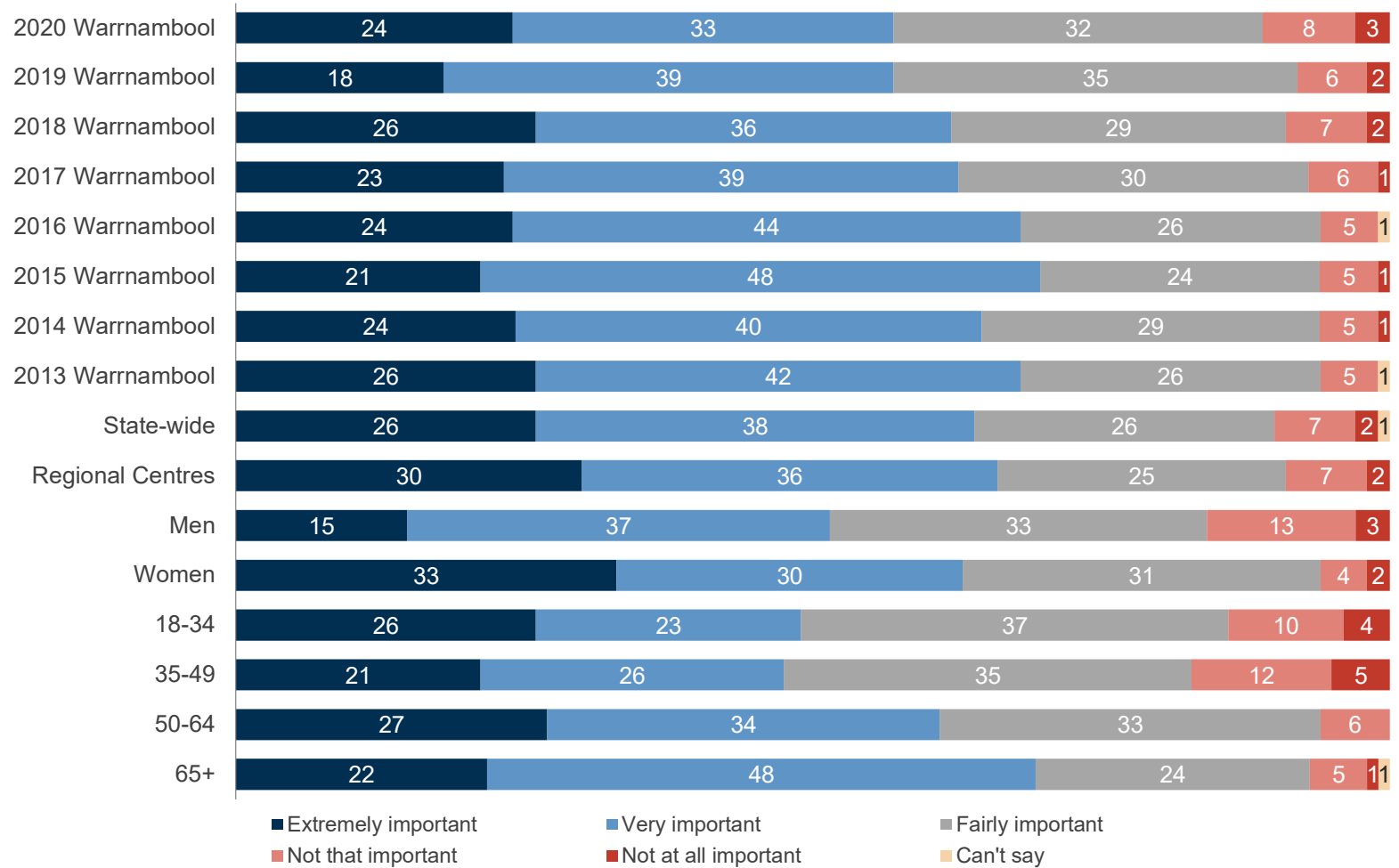
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



Enforcement of local laws performance



2020 law enforcement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	65	72	66	66	68	74	71	74	n/a
Regional Centres	64	66	66	66	64	67	n/a	n/a	n/a
Men	64	64	64	65	64	68	69	69	n/a
65+	64	66	67	68	68	66	71	68	n/a
Warrnambool	63	69	66	67	66	69	70	71	n/a
State-wide	63	64	64	64	63	66	66	65	65
Women	63	73	67	68	69	70	71	74	n/a
35-49	63	66	66	68	63	69	72	74	n/a
50-64	62	72	64	64	64	65	67	67	n/a

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 4

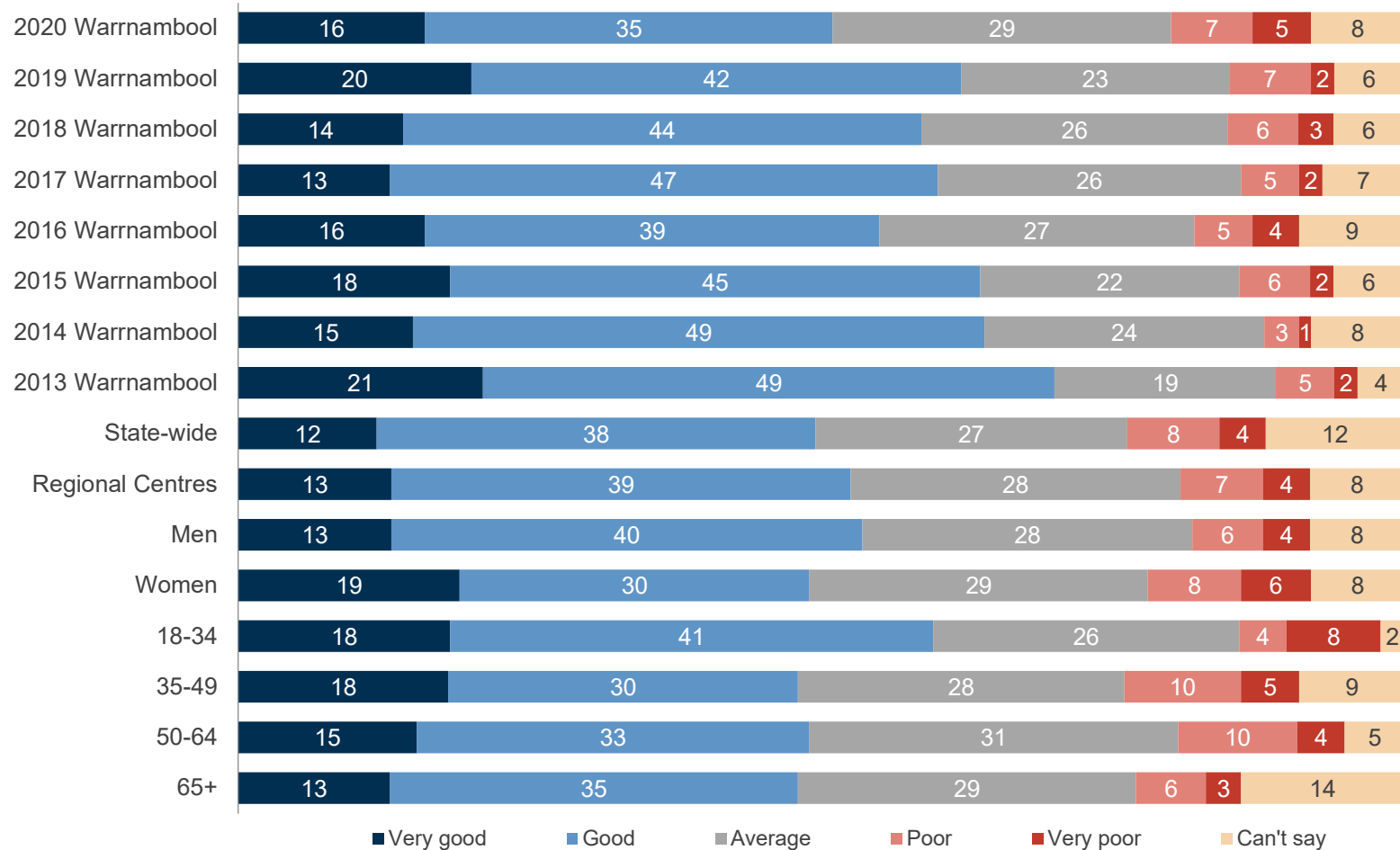
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



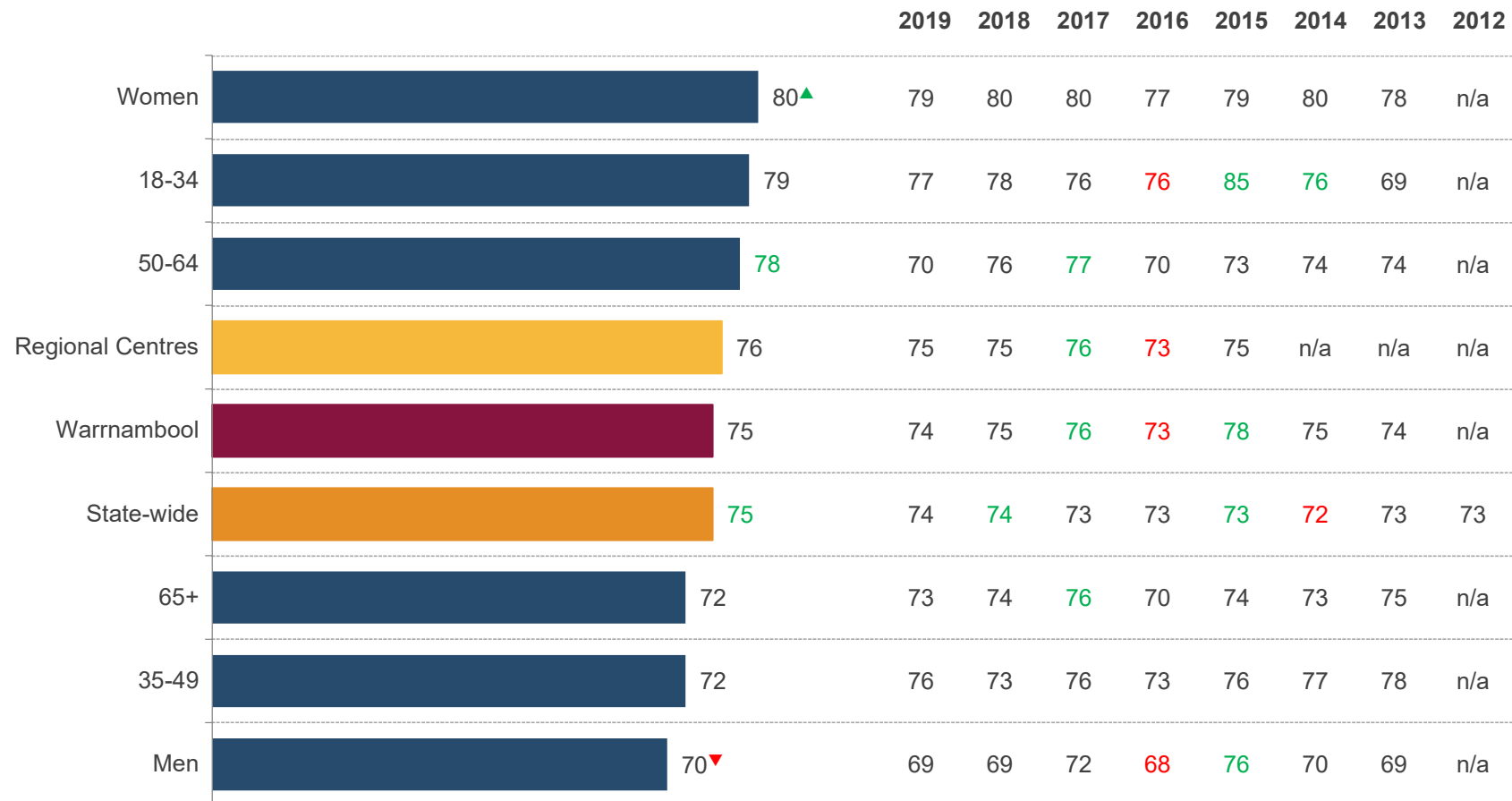
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 4



Family support services importance



2020 family support importance (index scores)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

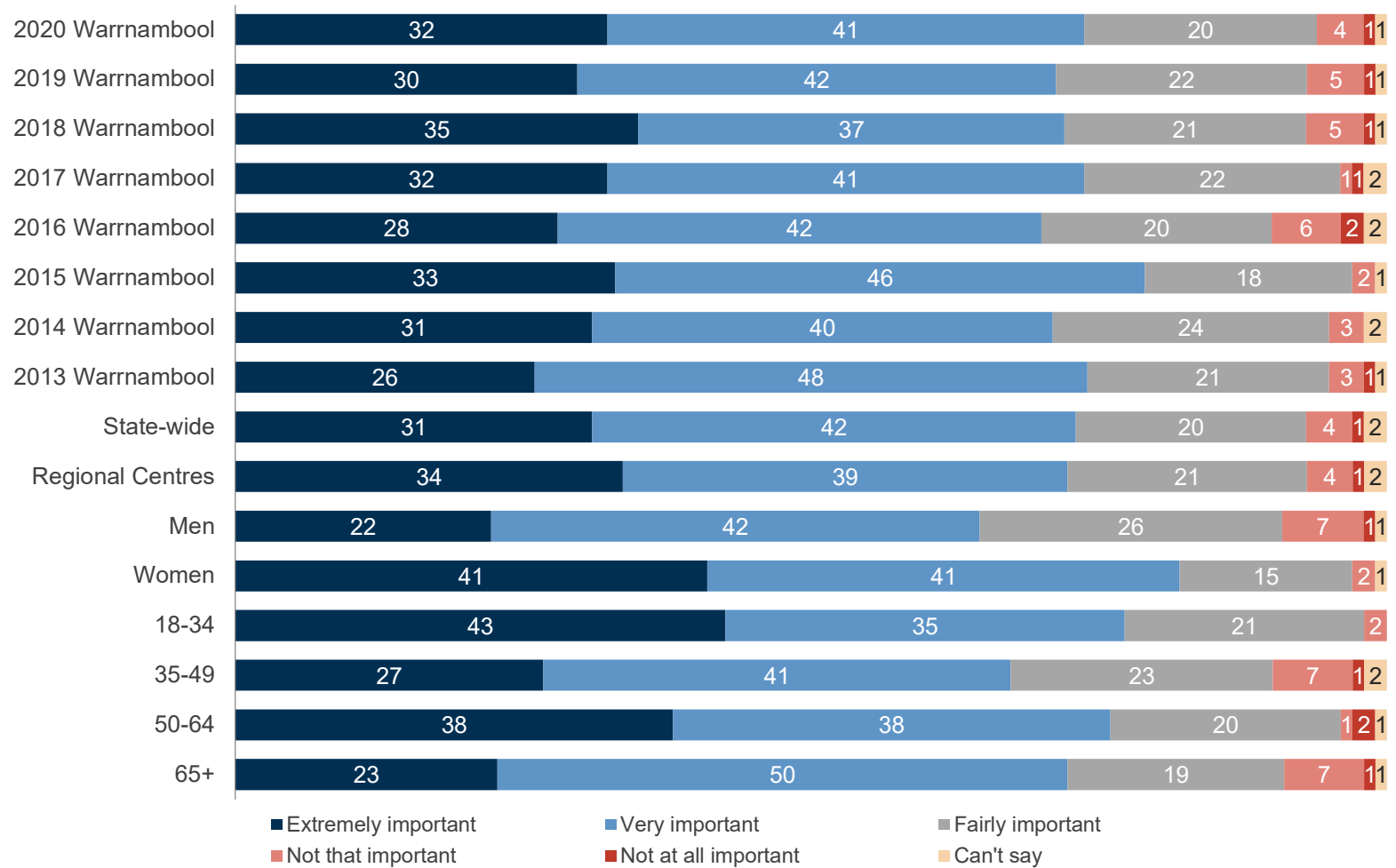
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2020 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4



Family support services performance



2020 family support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	70	69	70	73	69	72	74	74	n/a
Men	69	68	66	66	68	68	72	71	n/a
Warrnambool	66	70	67	67	67	68	73	72	n/a
State-wide	66	67	66	67	66	67	68	67	67
Regional Centres	65	68	66	67	66	66	n/a	n/a	n/a
35-49	65	71	70	65	64	68	73	72	n/a
50-64	63	66	63	67	68	64	71	69	n/a
18-34	63	73	65	66	68	66	73	73	n/a
Women	63	71	68	69	67	67	74	73	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: 4

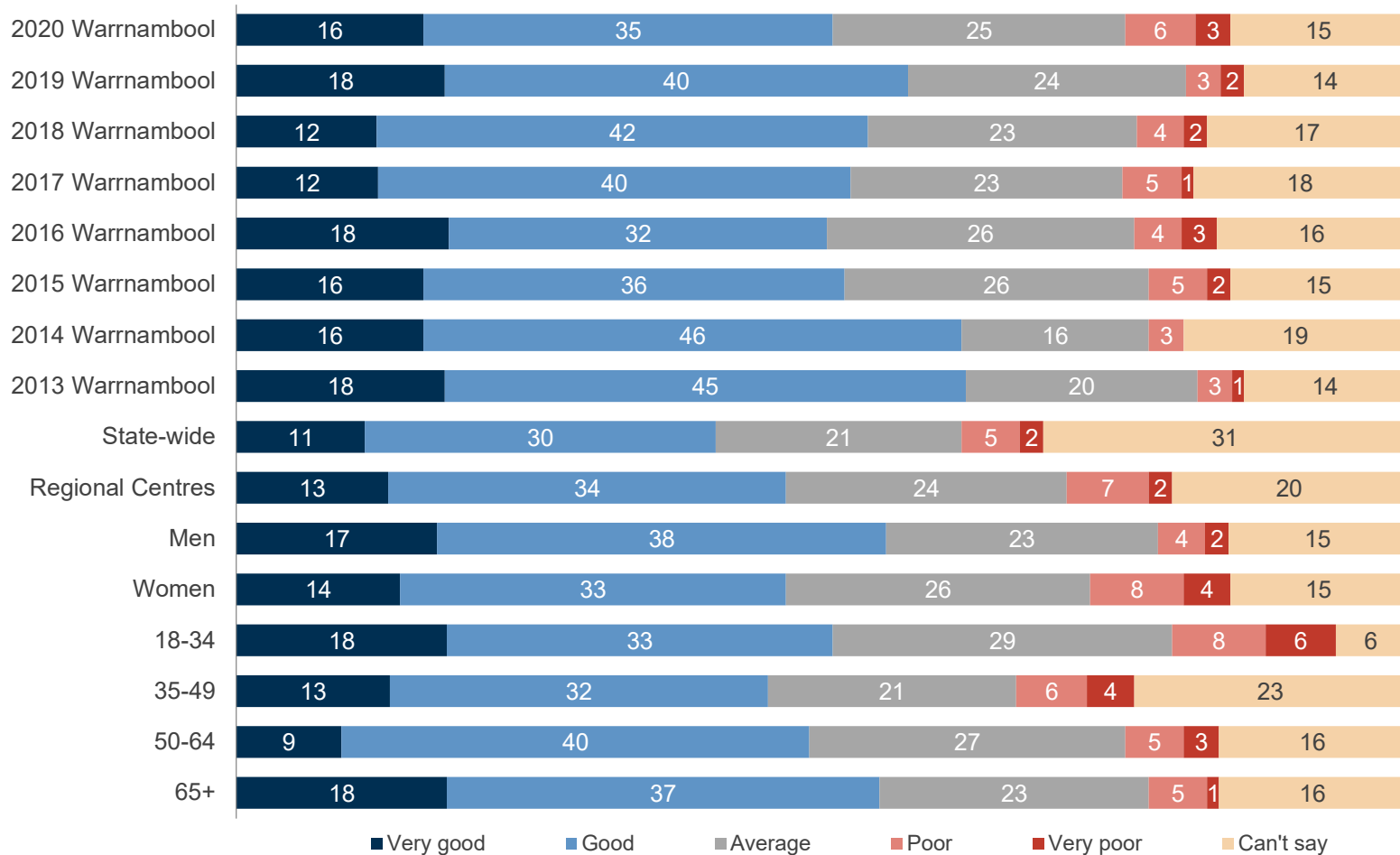
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 family support performance (%)



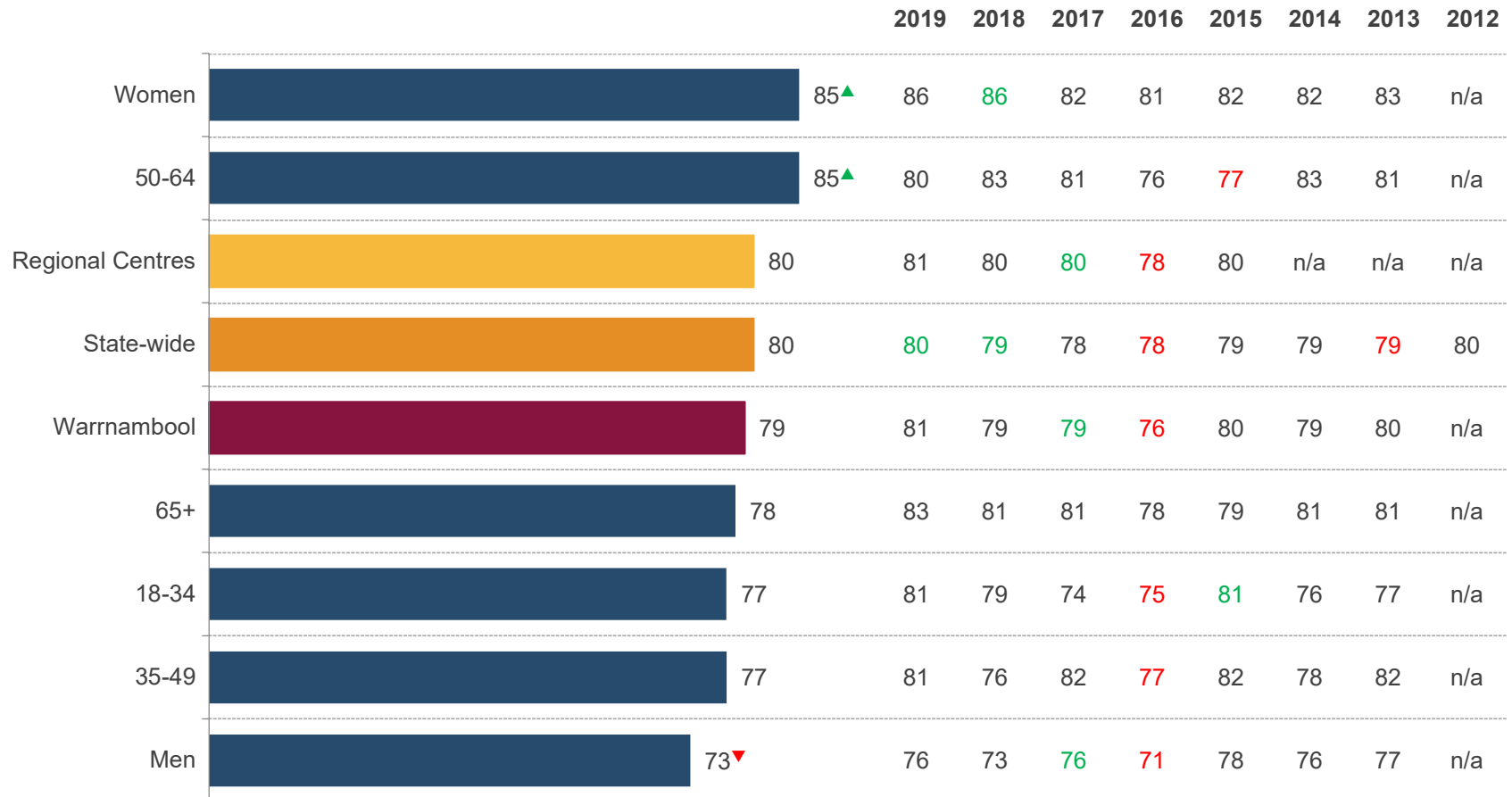
Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4



Elderly support services importance



2020 elderly support importance (index scores)



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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

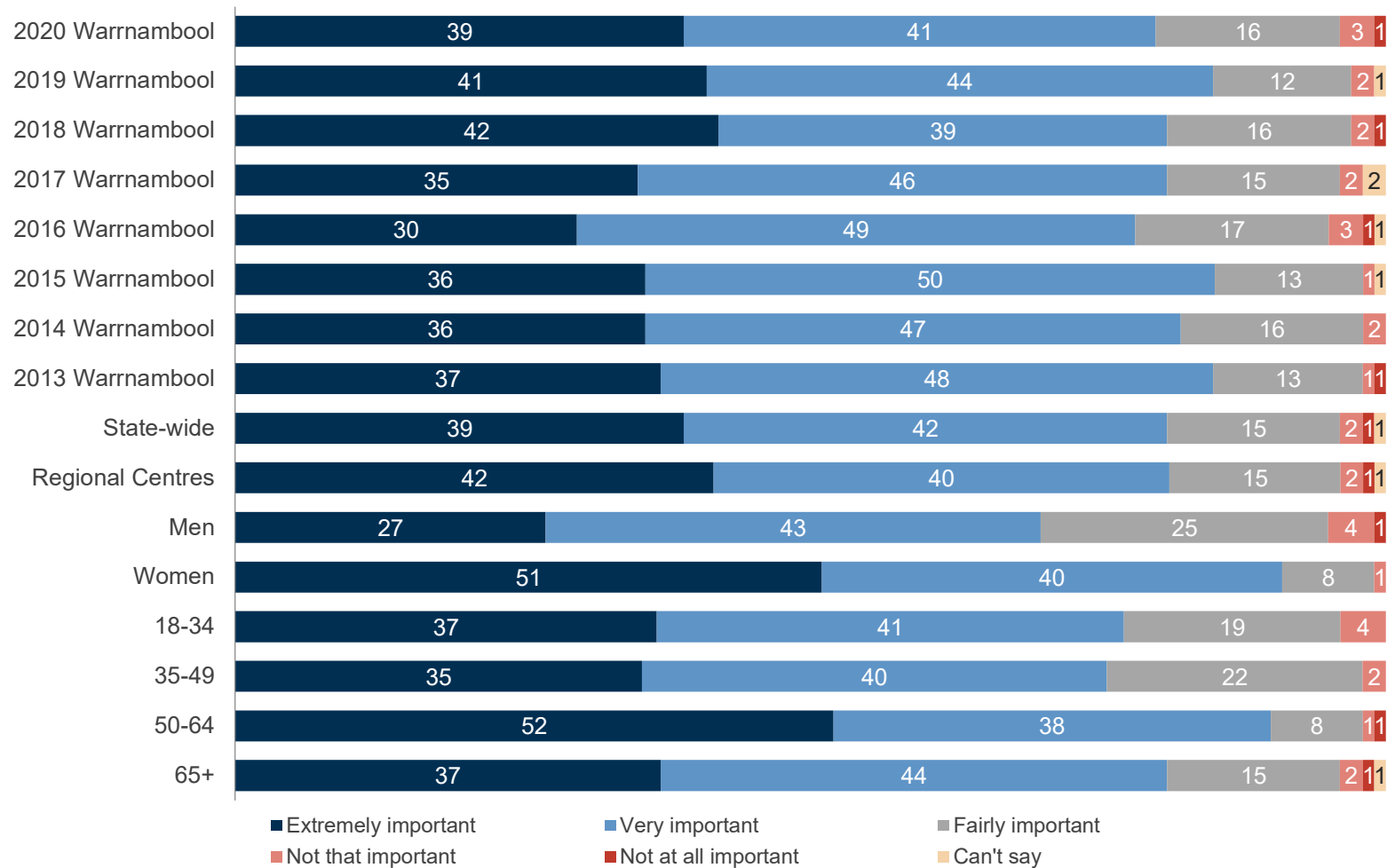
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2020 elderly support importance (%)



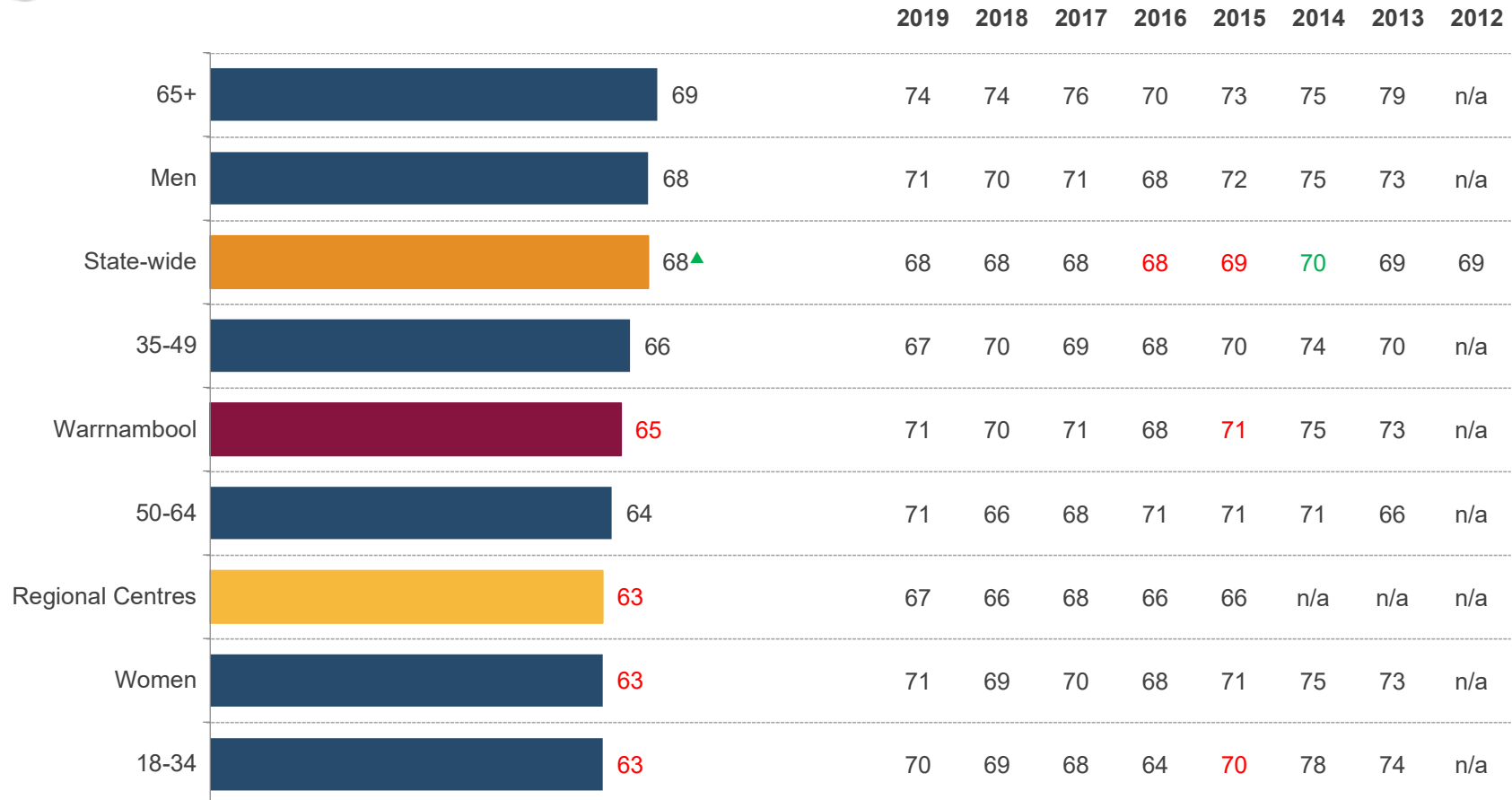
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3



Elderly support services performance



2020 elderly support performance (index scores)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 3

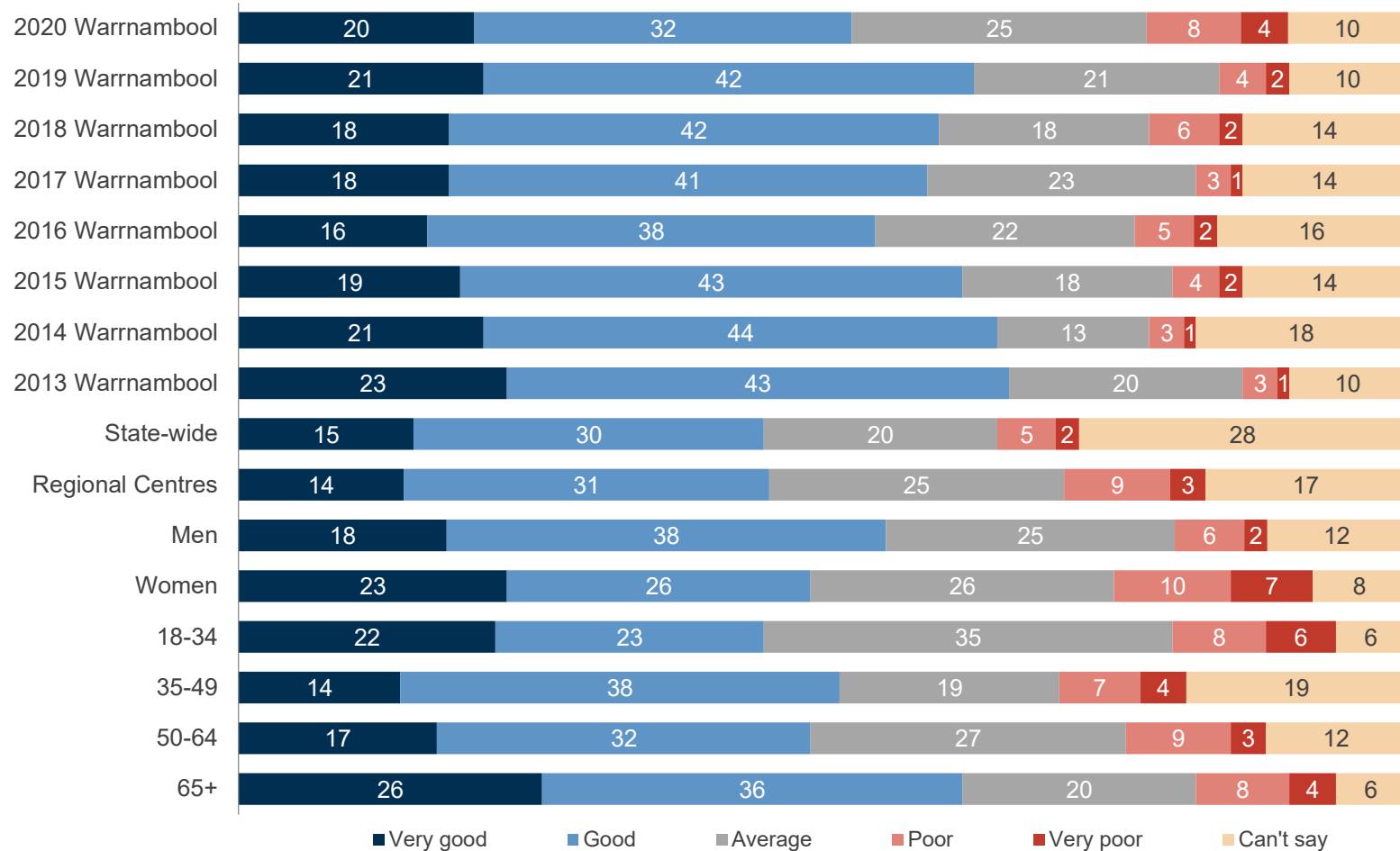
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 3



Disadvantaged support services performance



2020 disadvantaged support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Men	65	67	65	65	63	64	68	67	n/a
65+	63	64	65	65	62	65	68	68	n/a
18-34	61	70	64	64	59	62	71	70	n/a
Warrnambool	61	66	63	63	61	63	68	68	n/a
State-wide	60	62	61	61	61	62	64	62	63
35-49	60	64	64	63	64	66	68	68	n/a
Regional Centres	59	63	61	63	59	61	n/a	n/a	n/a
50-64	58	66	60	59	59	61	62	63	n/a
Women	58	66	62	61	60	62	67	68	n/a

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3

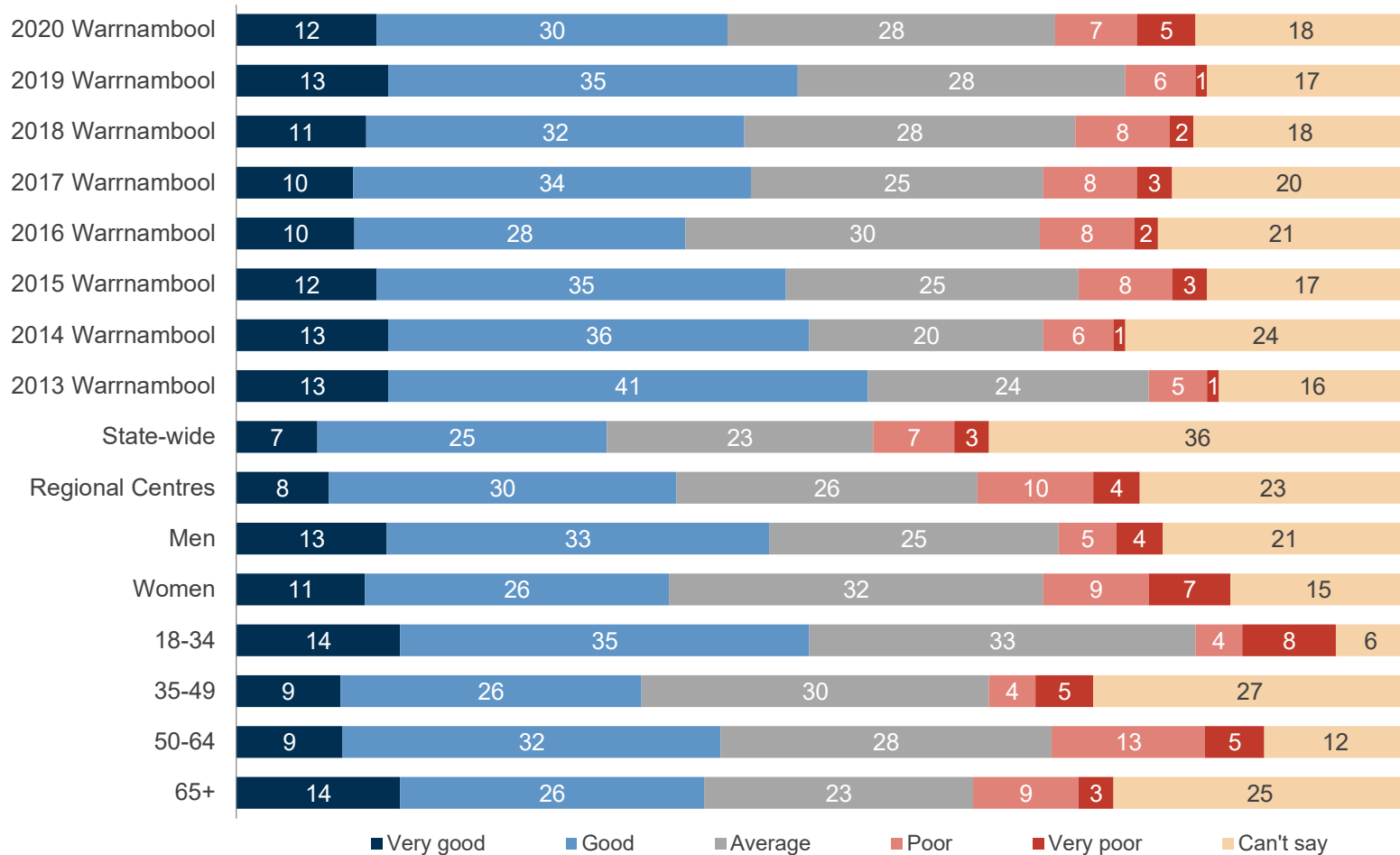
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2020 disadvantaged support performance (%)



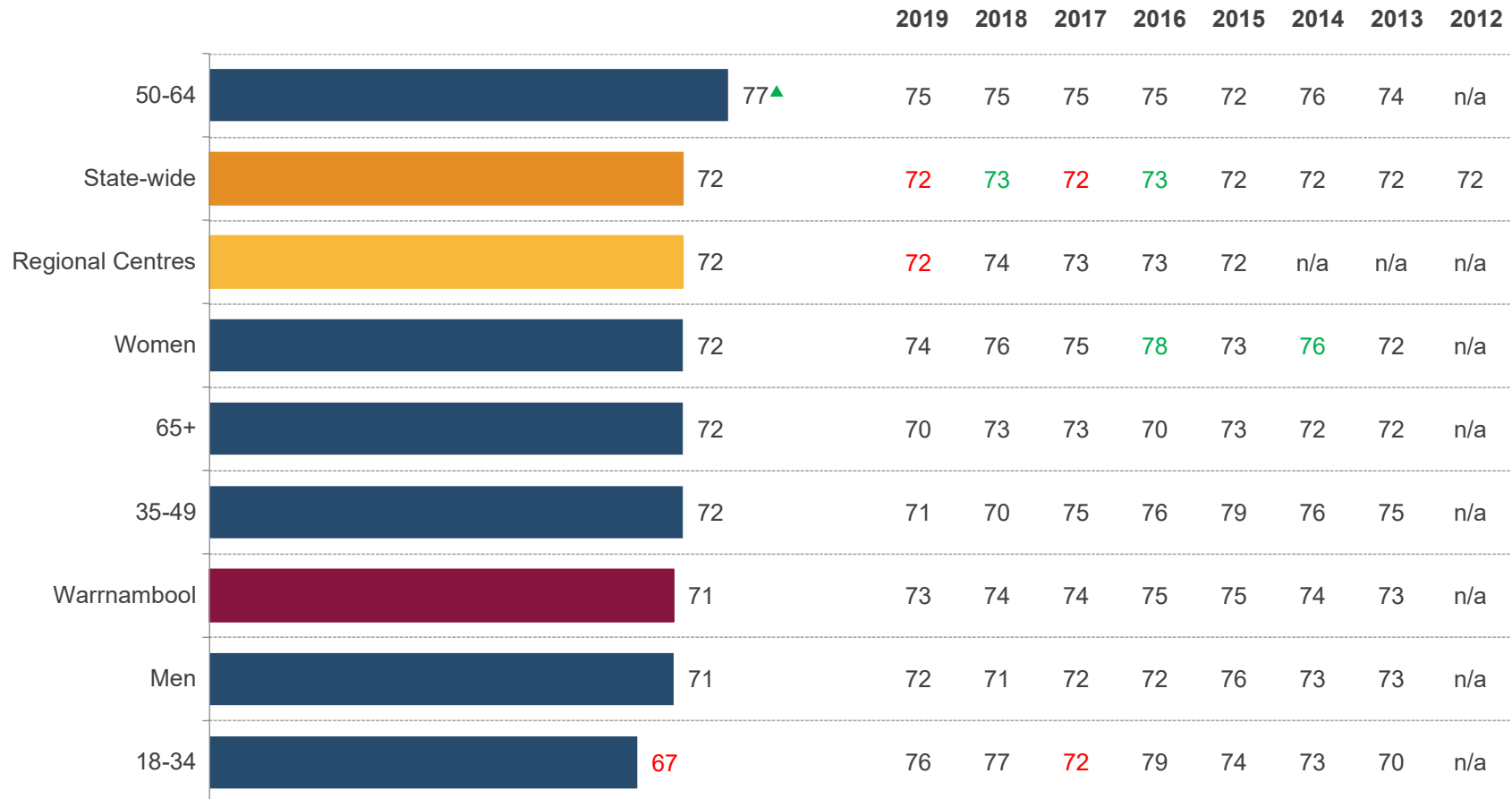
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3



Recreational facilities importance



2020 recreational facilities importance (index scores)



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

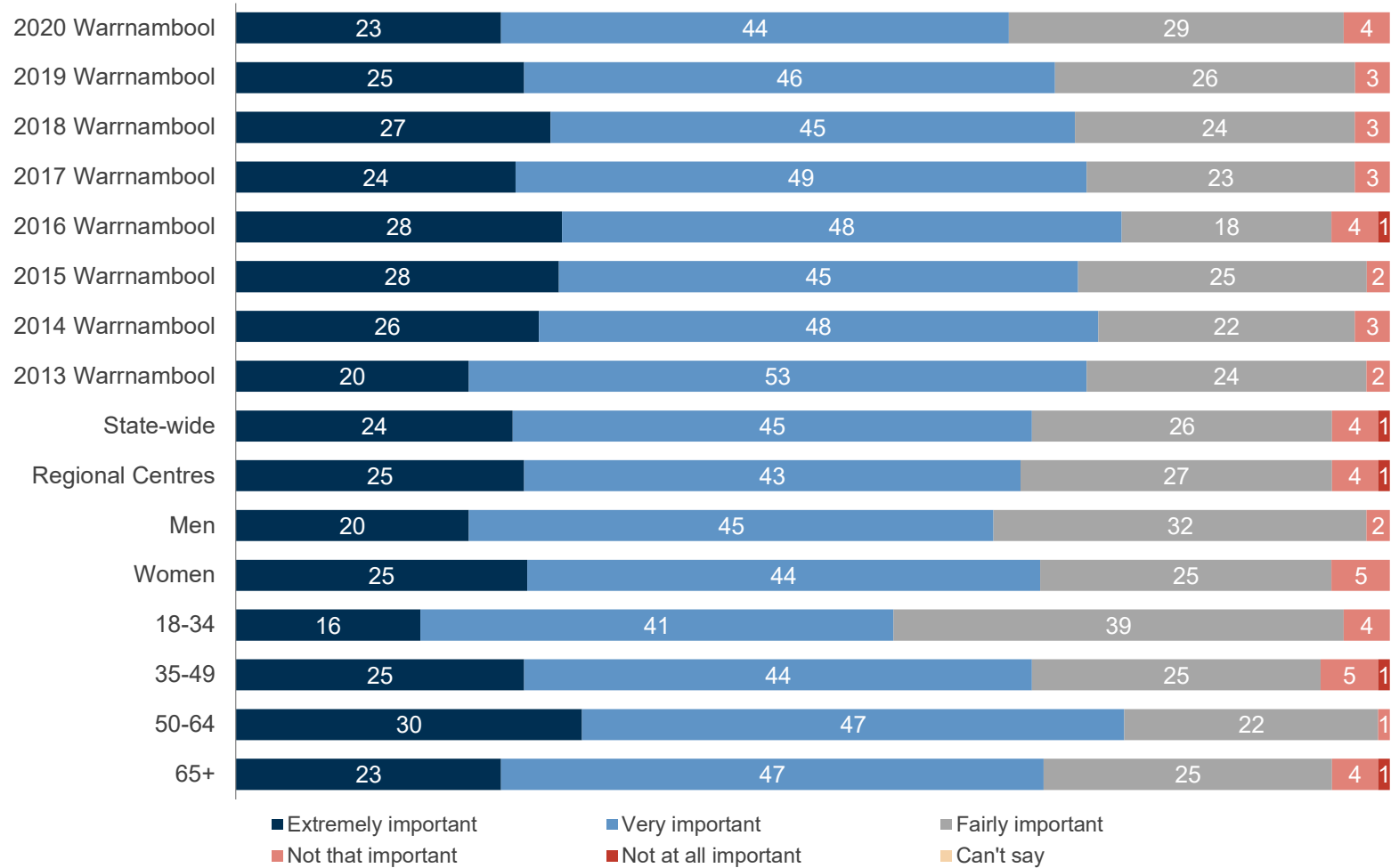
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



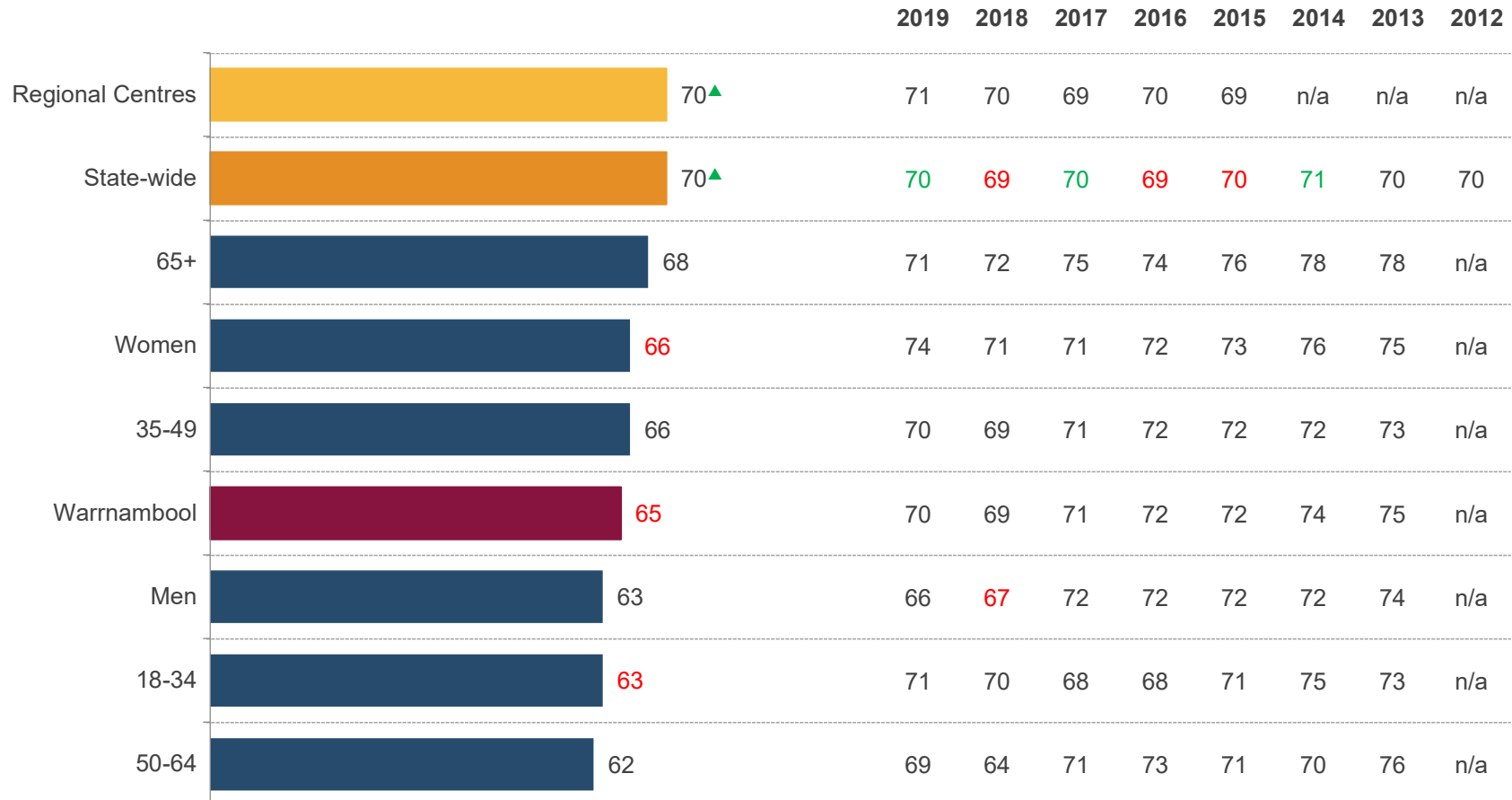
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5



Recreational facilities performance



2020 recreational facilities performance (index scores)



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

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 5

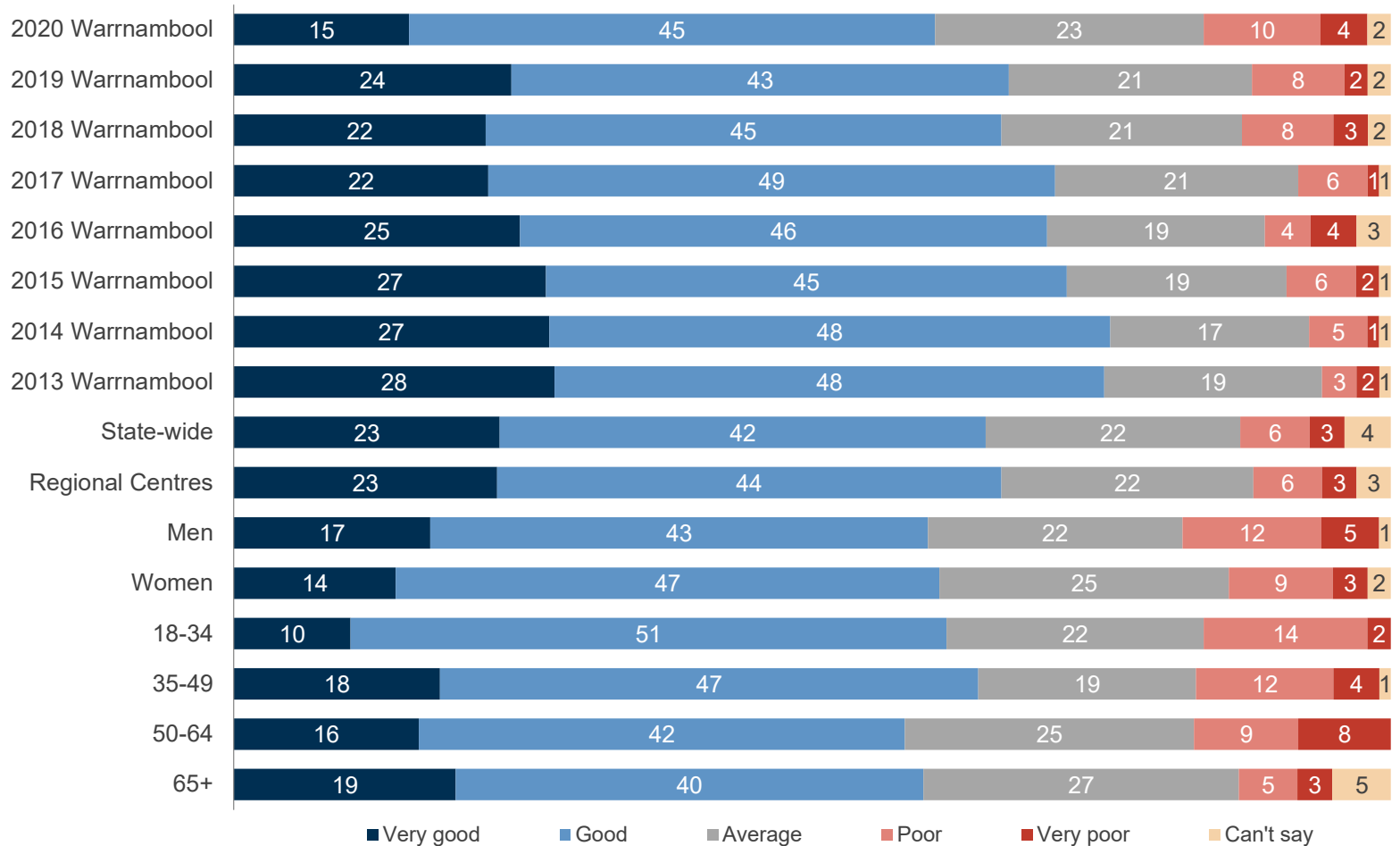
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



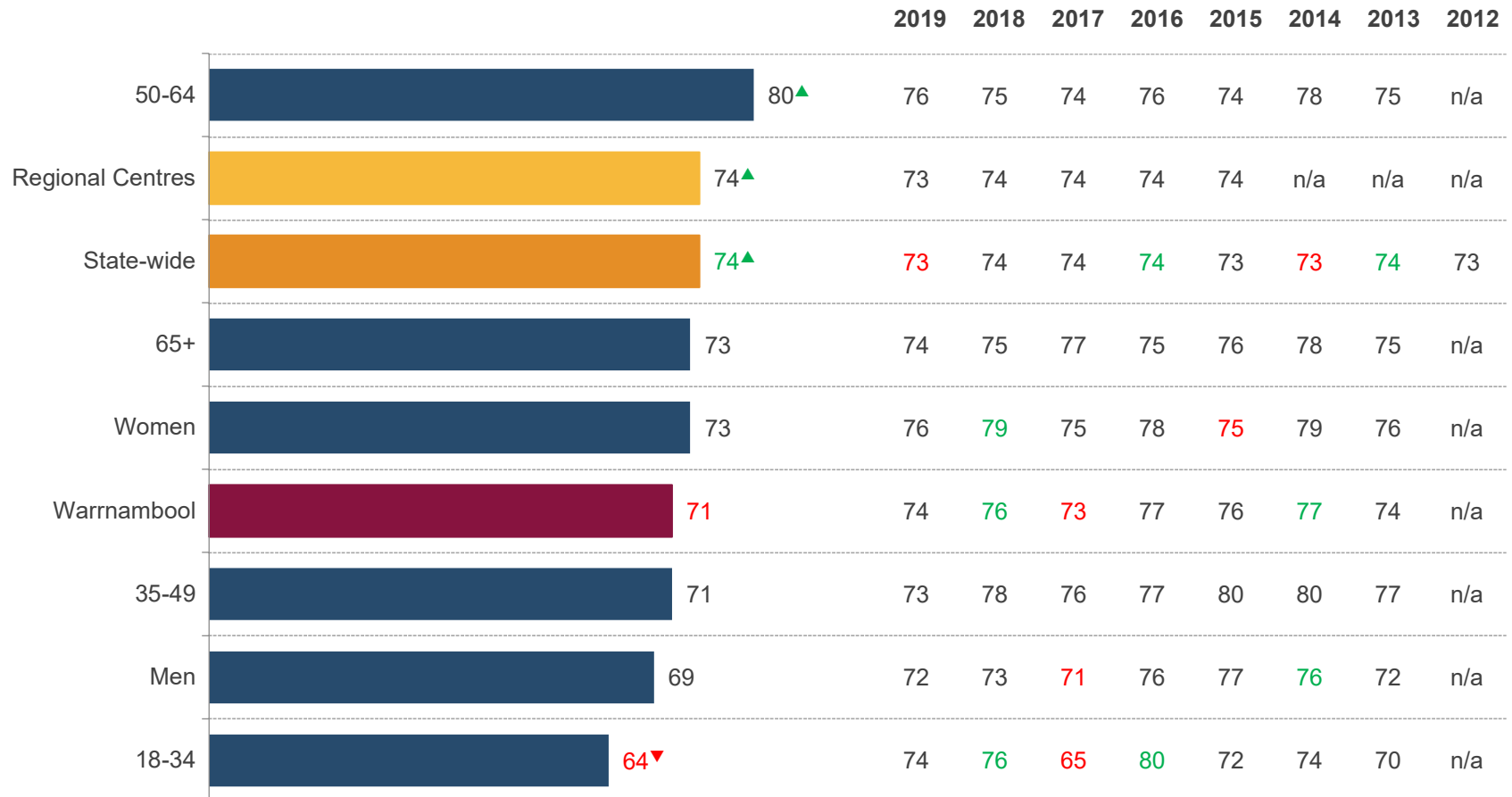
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 5



The appearance of public areas importance



2020 public areas importance (index scores)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

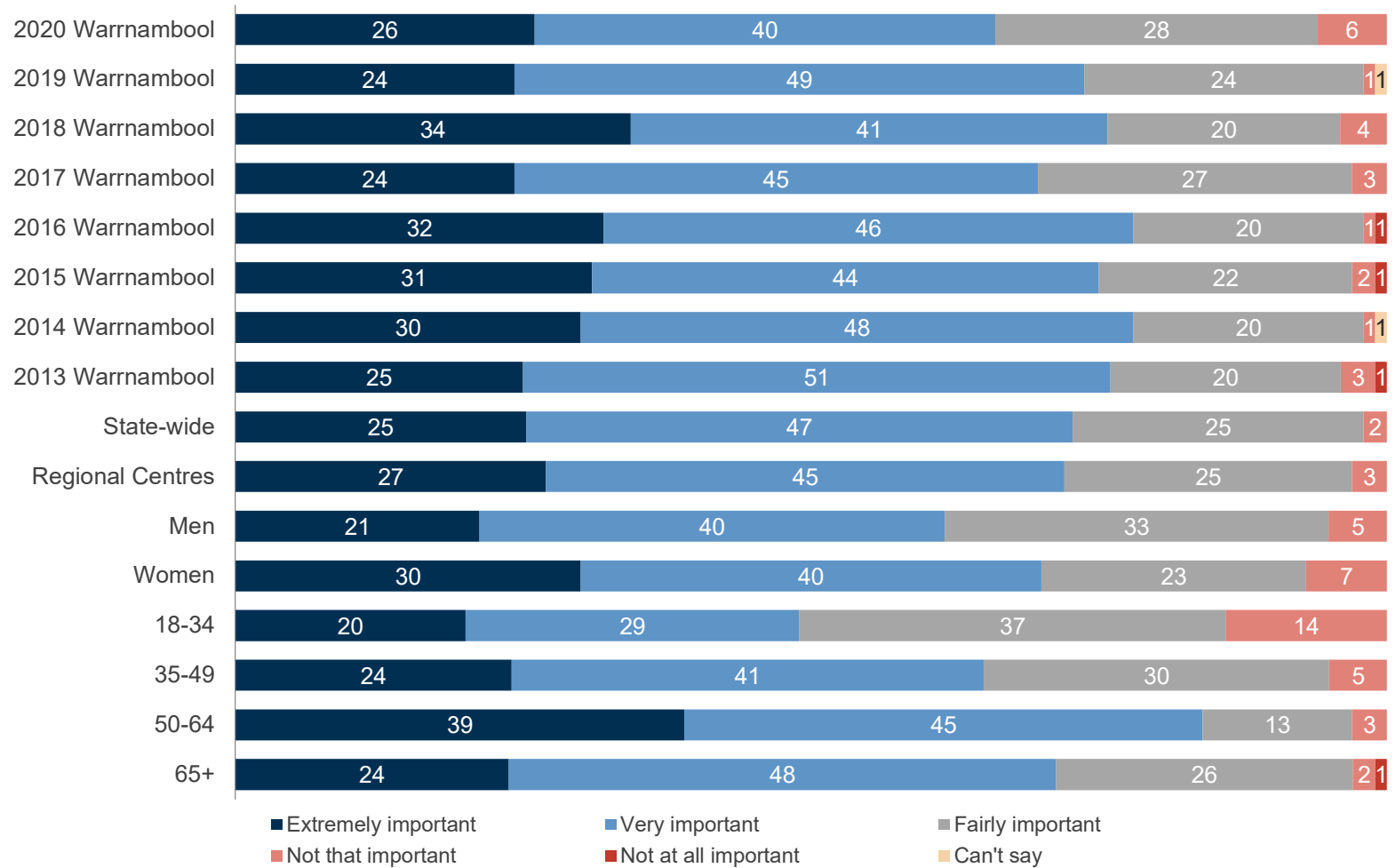
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)



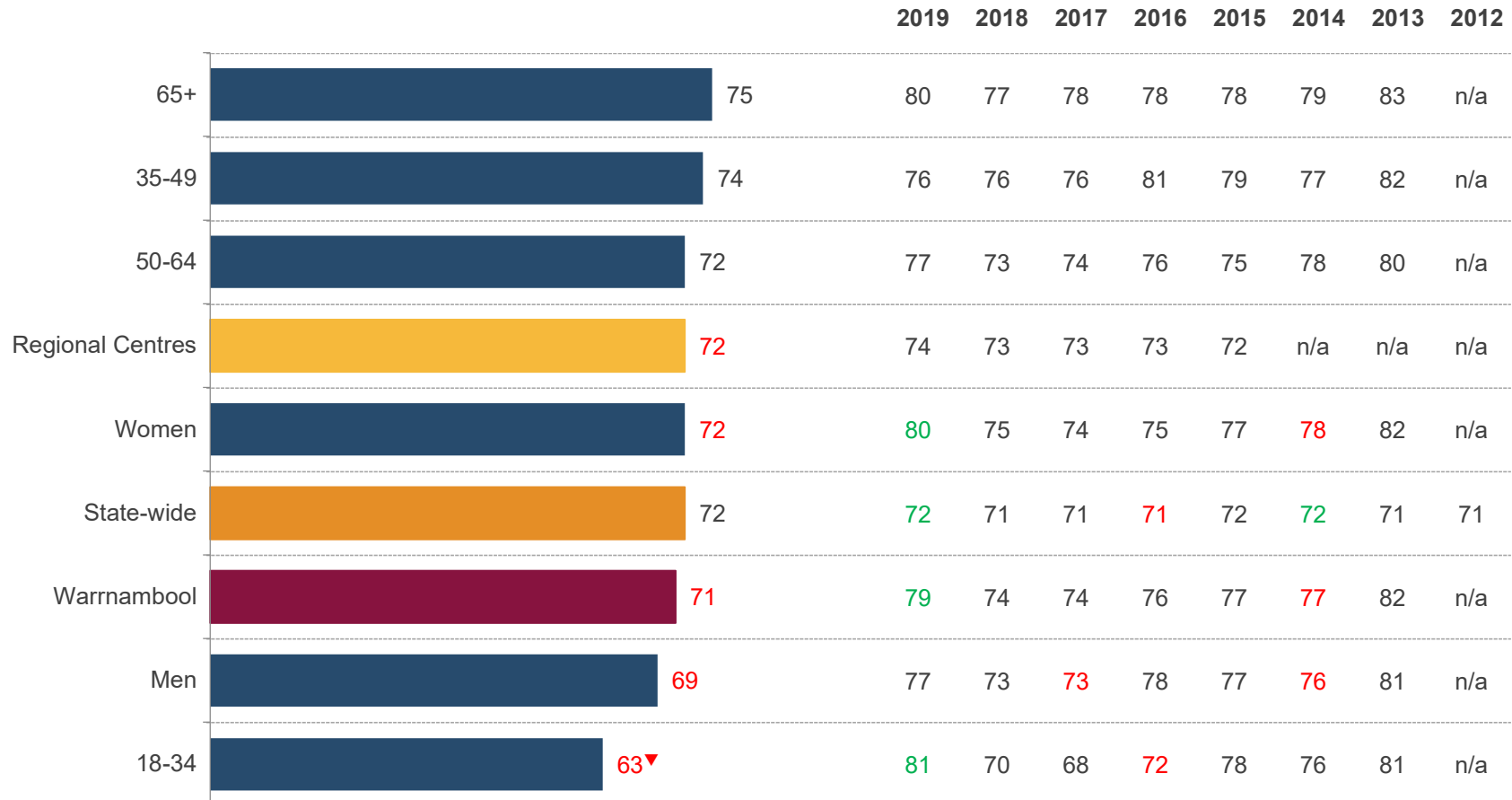
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5



The appearance of public areas performance



2020 public areas performance (index scores)



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

Base: All respondents. Councils asked state-wide: 38 Councils asked group: 5

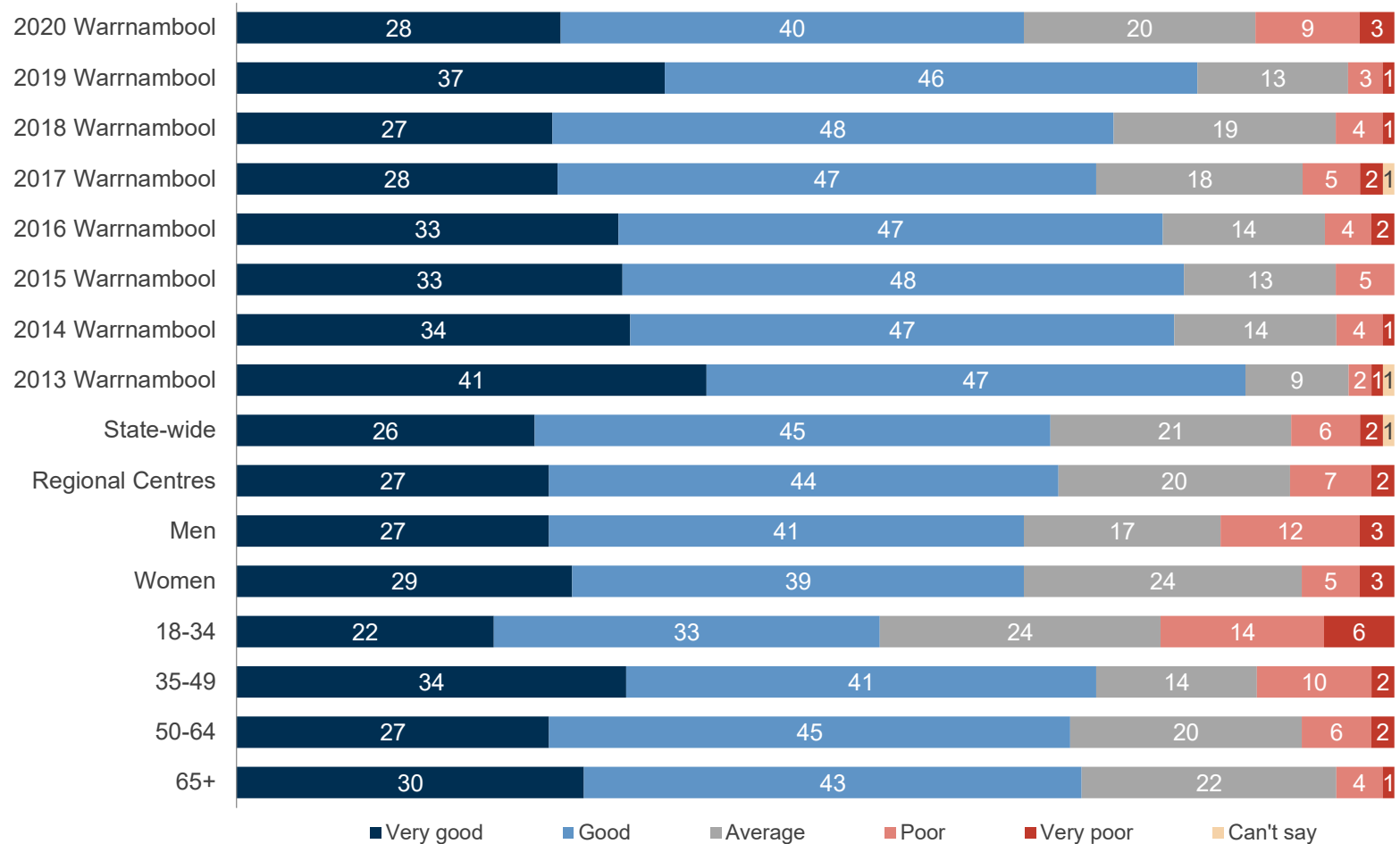
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)



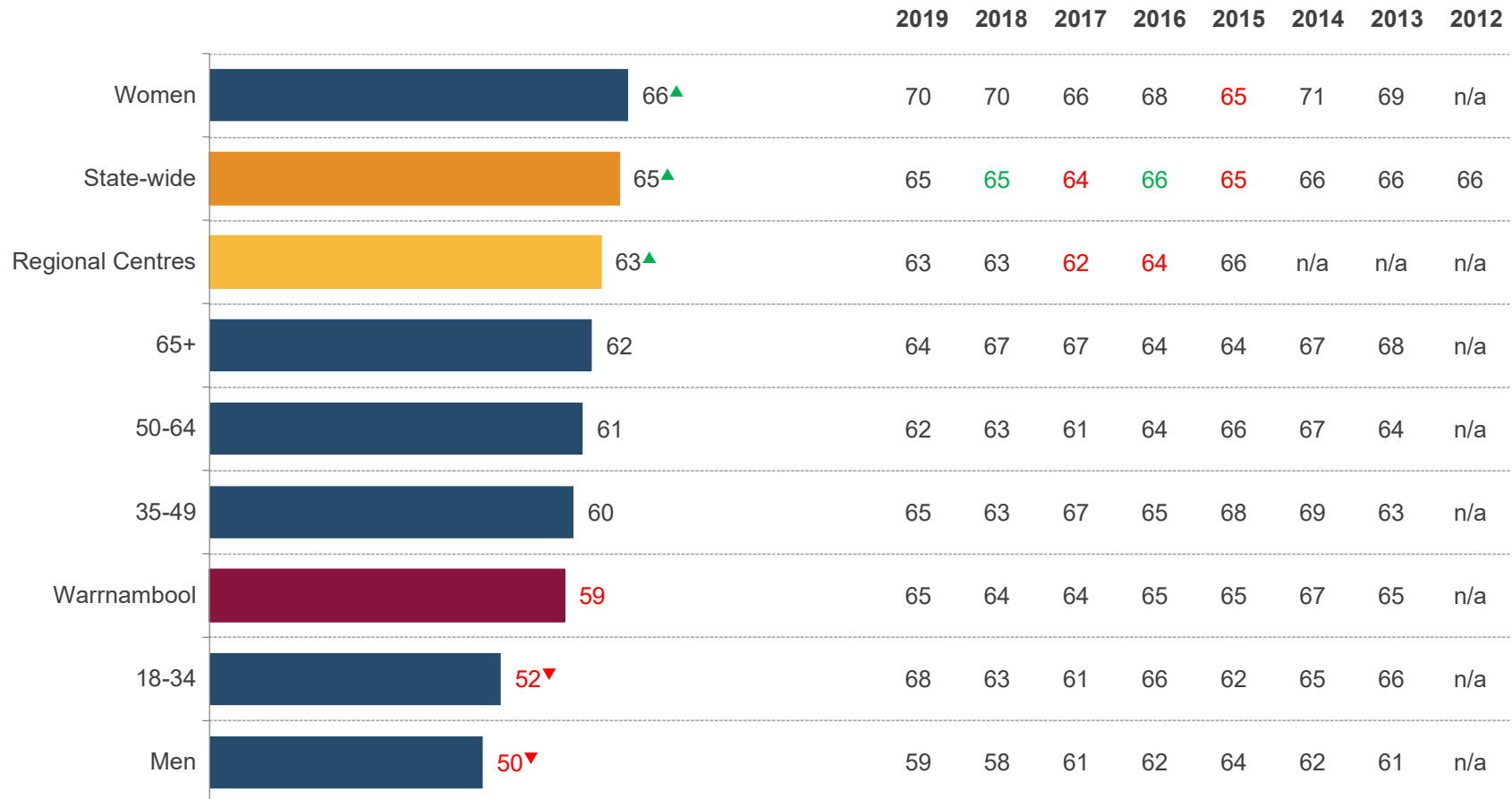
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 5



Art centres and libraries importance



2020 art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

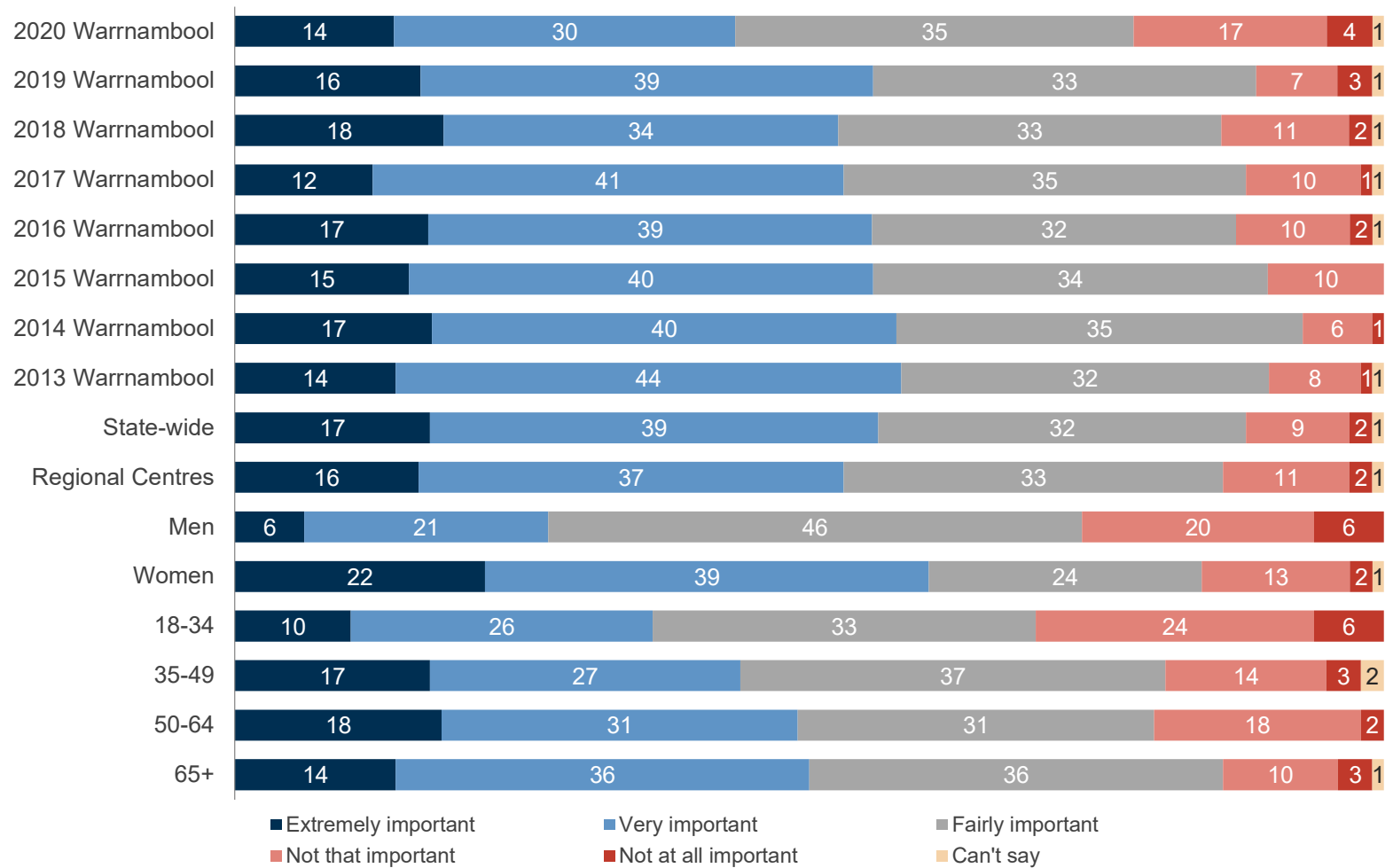
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)



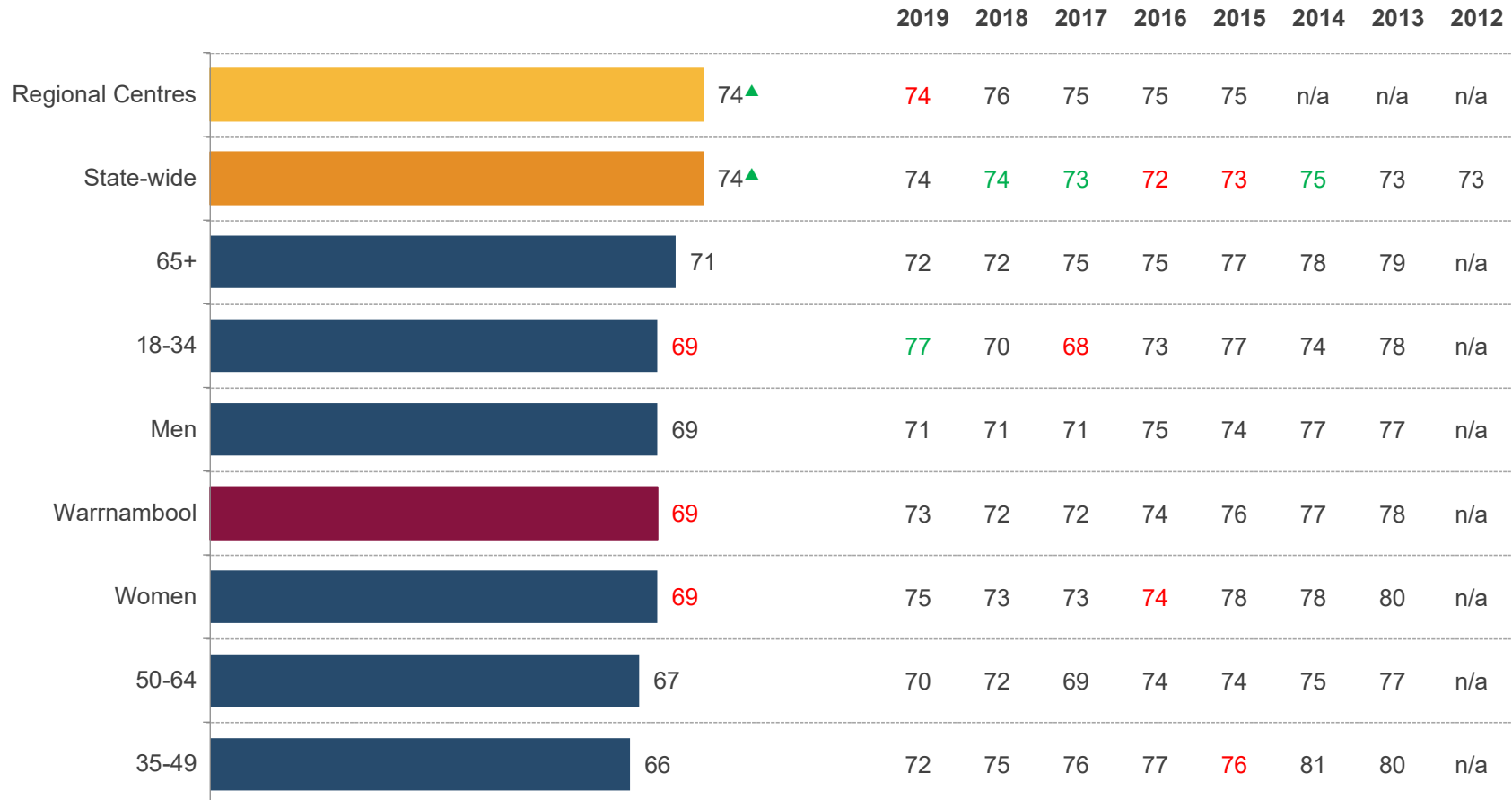
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5



Art centres and libraries performance



2020 art centres and libraries performance (index scores)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

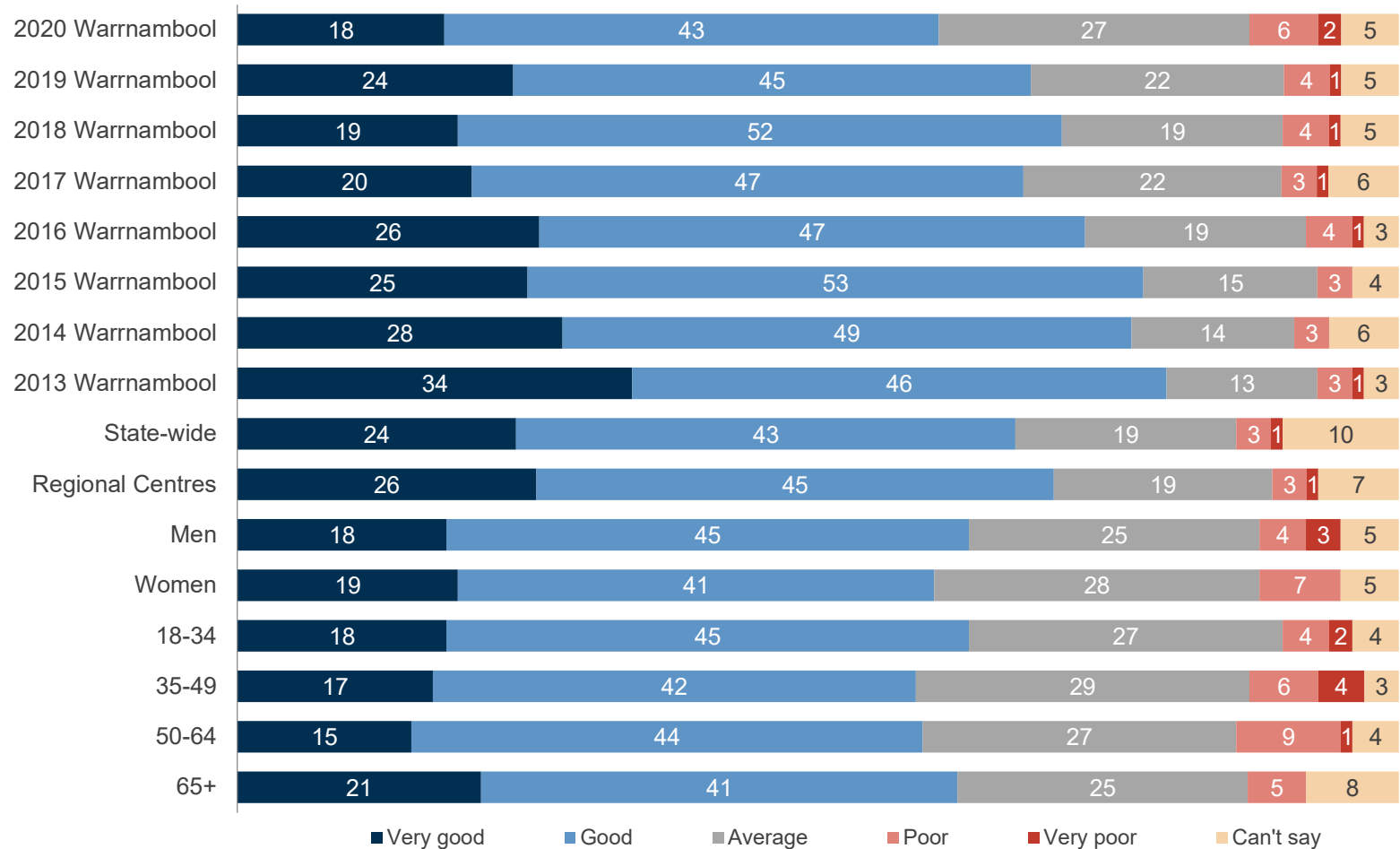
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)



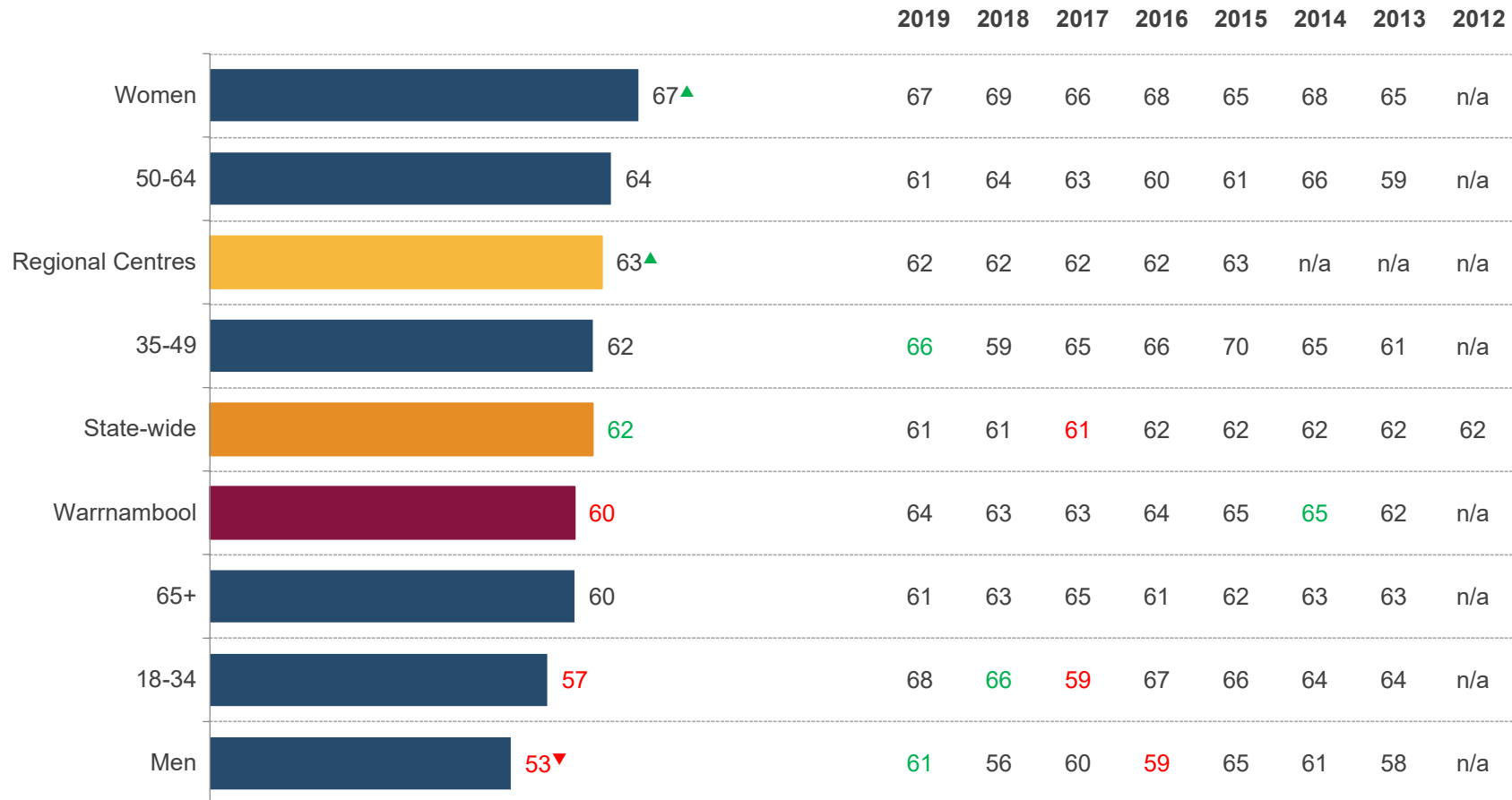
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5



Community and cultural activities importance



2020 community and cultural activities importance (index scores)



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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

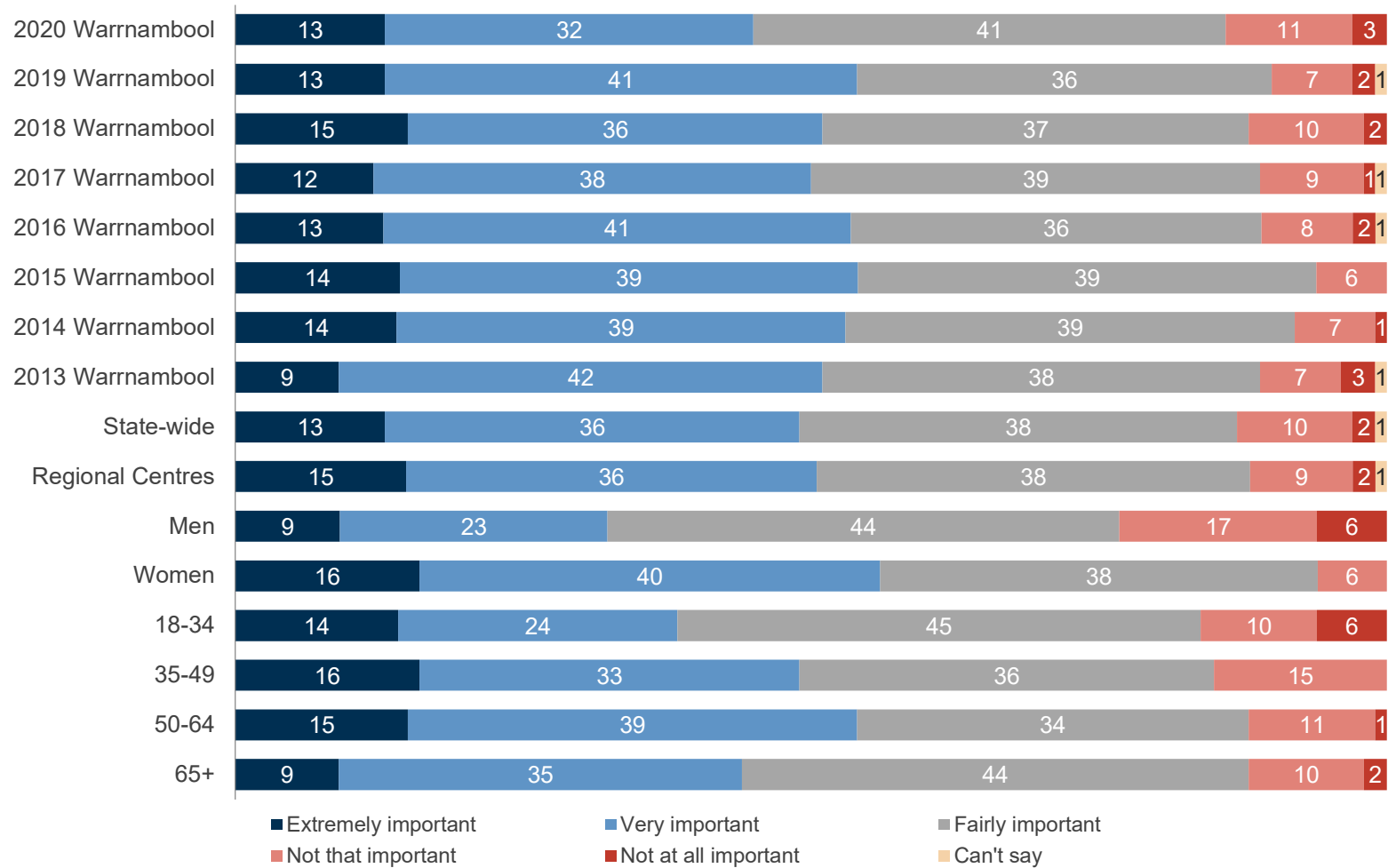
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2020 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5



Community and cultural activities performance



2020 community and cultural activities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	69▲	69	68	69	69	69	n/a	n/a	n/a
State-wide	68▲	69	69	69	69	69	70	69	68
65+	67	69	65	71	70	70	74	76	n/a
Men	66	67	63	67	70	69	74	74	n/a
18-34	66	73	68	63	70	69	79	75	n/a
35-49	66	68	66	72	75	74	76	76	n/a
Warrnambool	65	70	66	68	71	70	76	75	n/a
Women	64	72	69	69	71	71	77	76	n/a
50-64	60	70	65	66	67	67	73	72	n/a

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

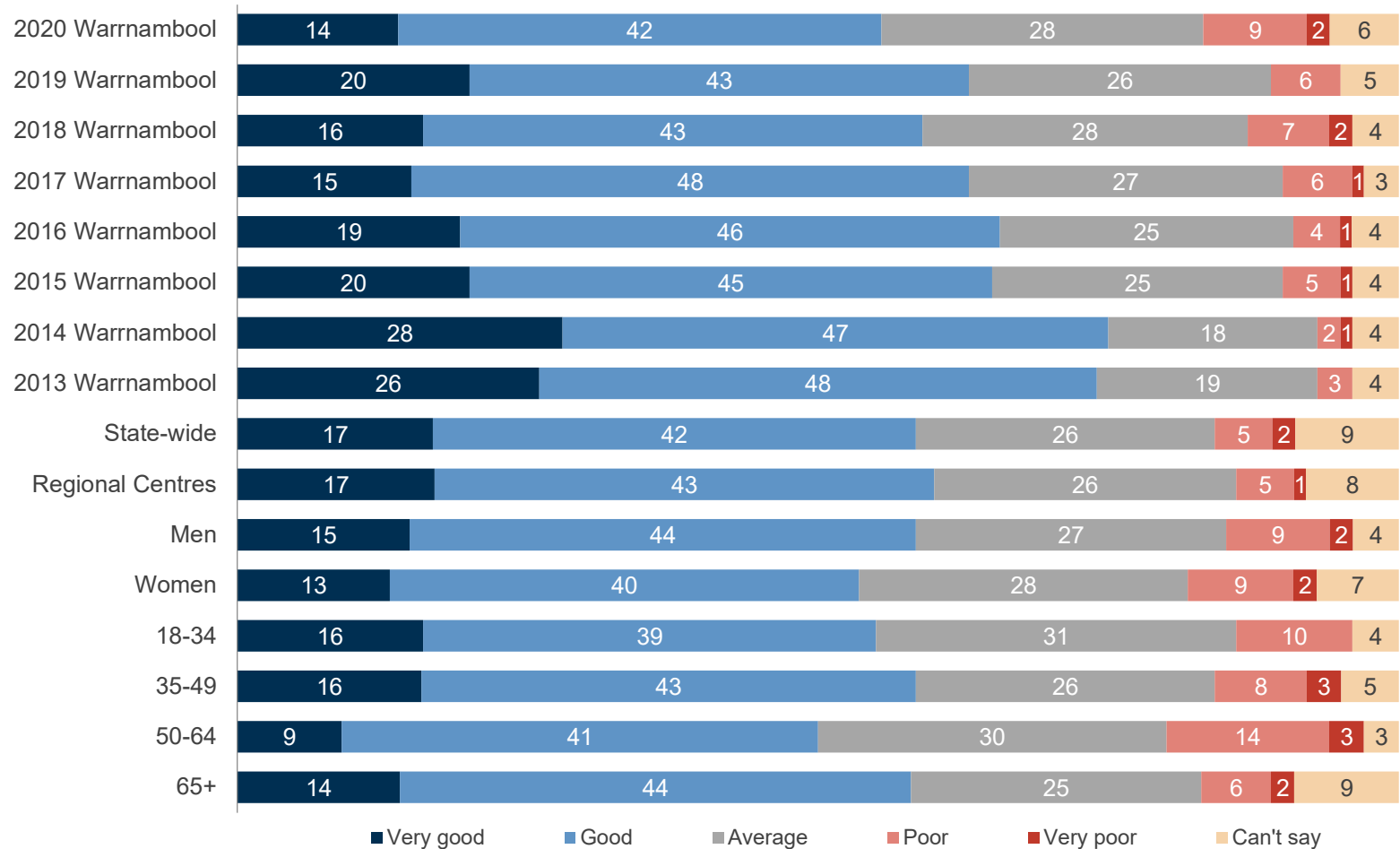
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2020 community and cultural activities performance (%)



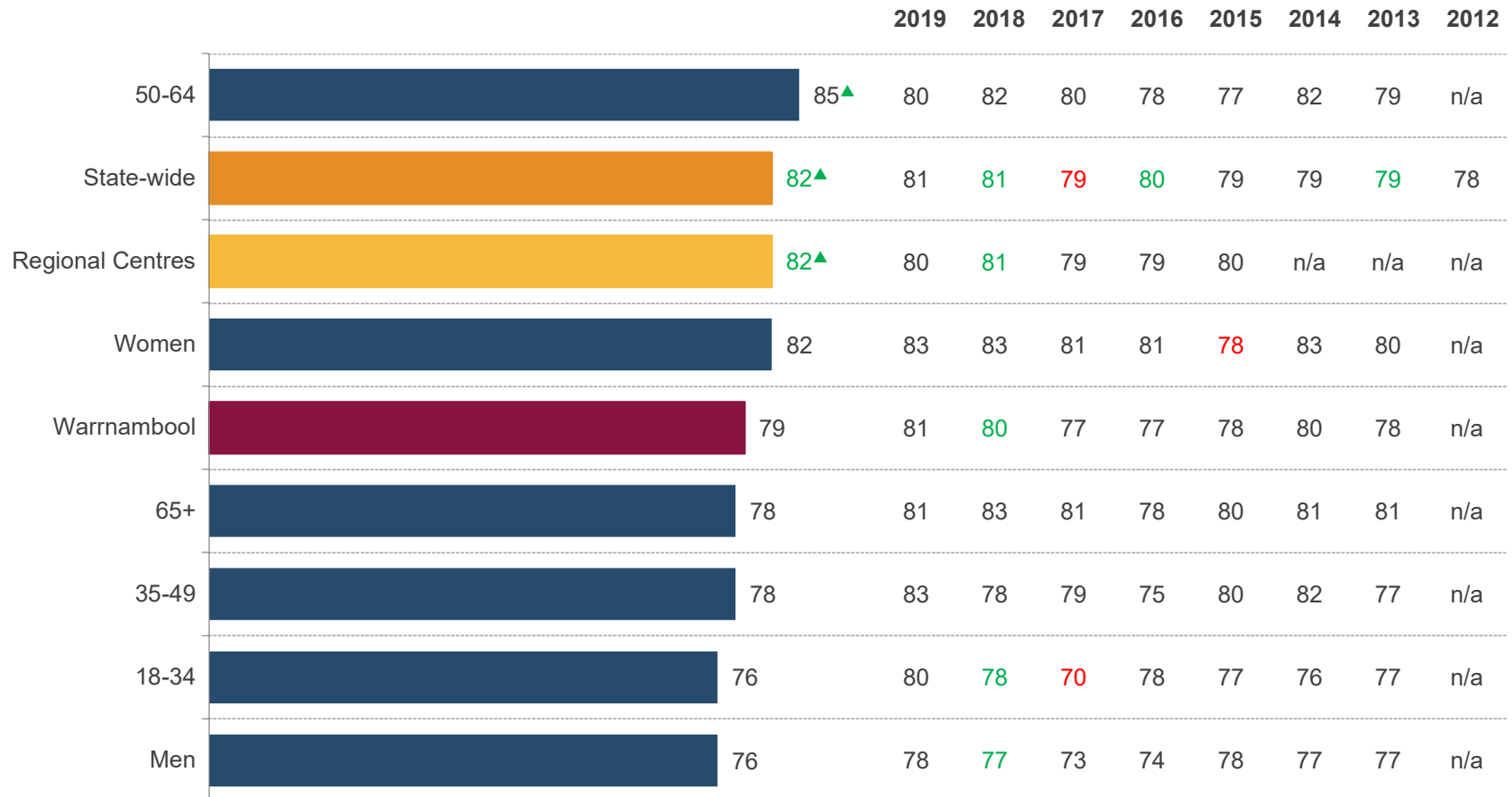
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5



Waste management importance



2020 waste management importance (index scores)



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

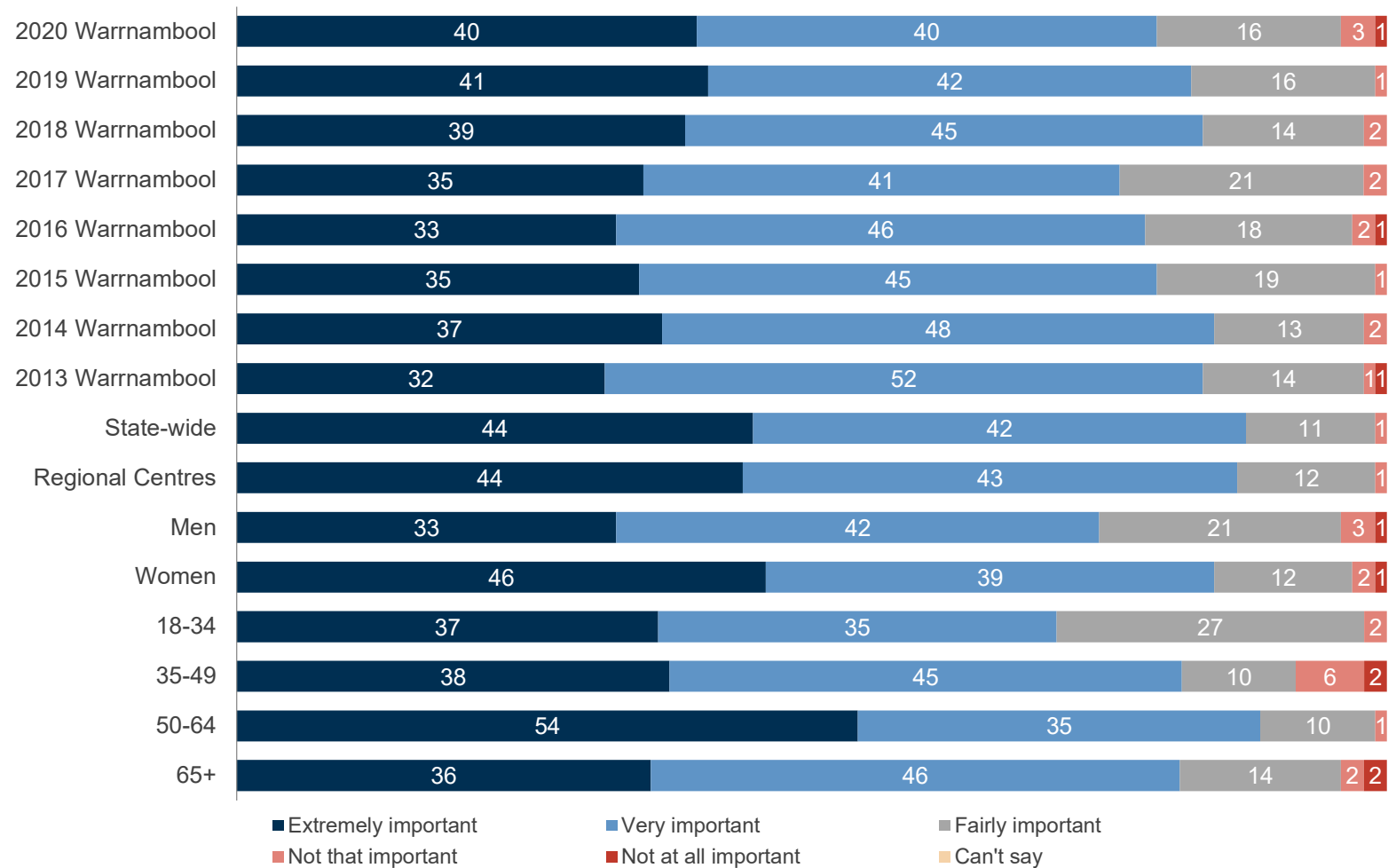
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5



Waste management performance



2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	71▲	70	69	73	76	75	78	74	n/a
Men	67	66	65	70	71	75	72	73	n/a
Warrnambool	66	68	67	70	70	74	71	73	n/a
Regional Centres	66	68	70	69	69	71	n/a	n/a	n/a
State-wide	65	68	70	71	70	72	73	71	72
Women	65	69	68	70	70	74	71	73	n/a
50-64	65	64	66	63	69	70	68	69	n/a
35-49	64	63	64	72	70	73	69	72	n/a
18-34	63	72	66	69	66	78	70	75	n/a

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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 5

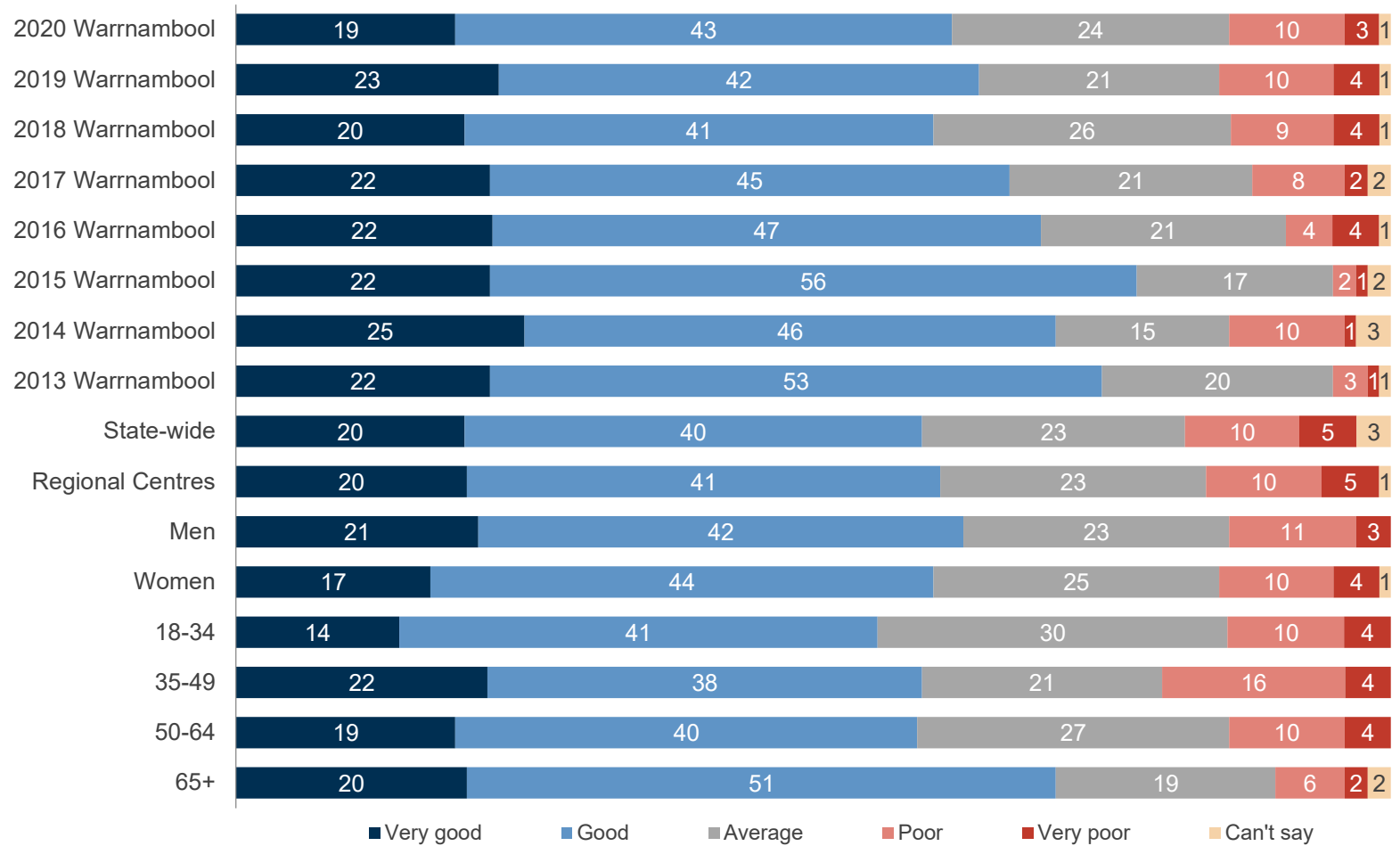
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 5

Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	77	75	76	71	77	77	73	68	n/a
Women	76	76	75	74	78	76	77	74	n/a
50-64	75	71	75	73	75	75	78	74	n/a
Warrnambool	74	73	75	73	76	76	75	73	n/a
Regional Centres	73	73	74	74	73	73	n/a	n/a	n/a
35-49	73	75	73	73	76	78	77	73	n/a
Men	72	71	74	73	73	76	73	71	n/a
65+	71	71	74	76	74	74	74	76	n/a
State-wide	67▼	65	66	67	67	67	67	67	66

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

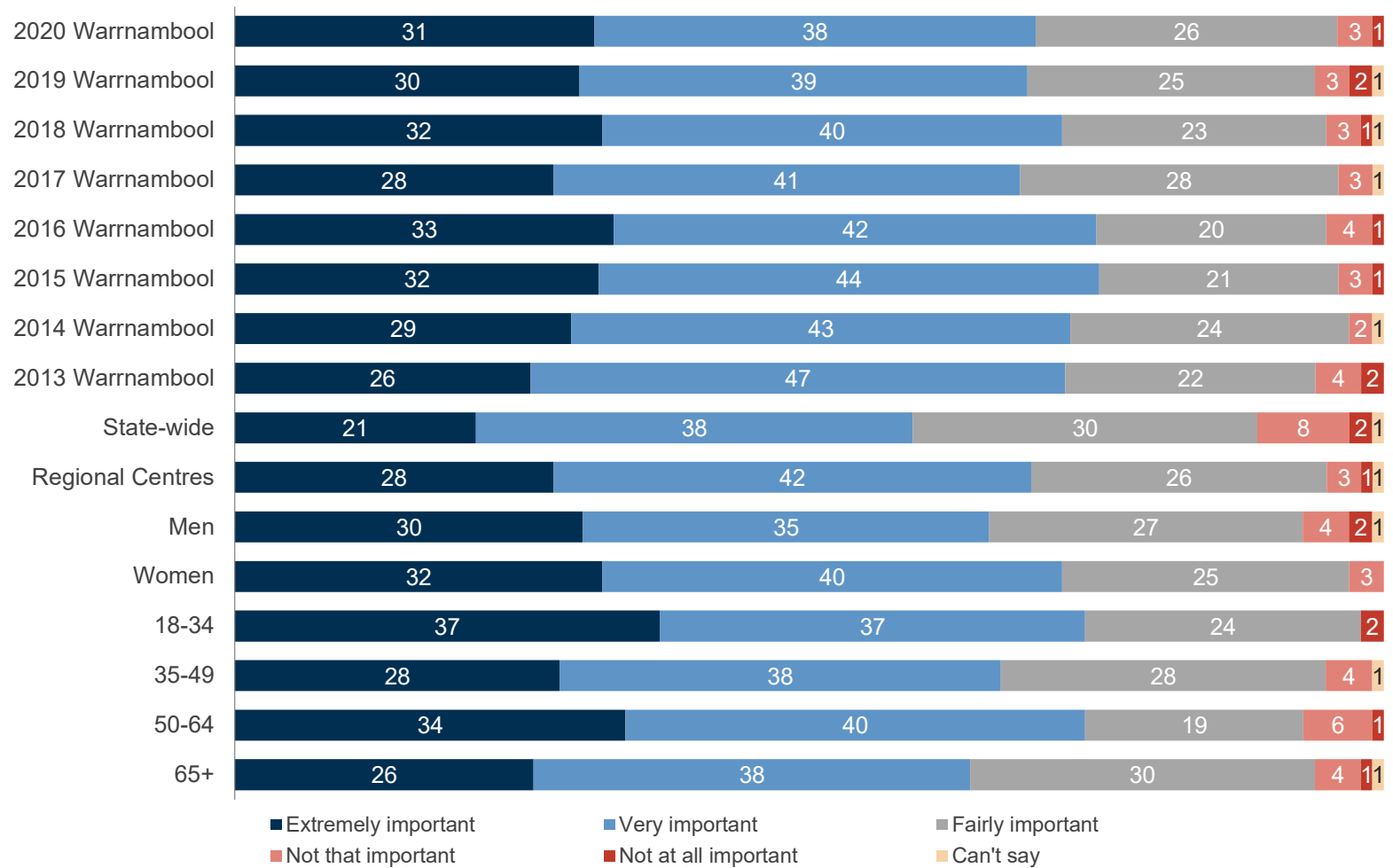
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

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

Business and community development and tourism importance



2020 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	61	68	63	68	64	57	71	69	n/a
Regional Centres	60	61	59	61	62	63	n/a	n/a	n/a
Women	60	69	62	63	66	59	71	72	n/a
35-49	60	65	60	65	66	56	68	70	n/a
Warrnambool	60	67	60	64	65	58	70	70	n/a
State-wide	59	61	60	61	60	61	62	62	62
18-34	59	70	60	63	65	61	72	73	n/a
Men	59	66	57	65	63	56	69	67	n/a
50-64	57	64	56	61	63	56	67	65	n/a

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

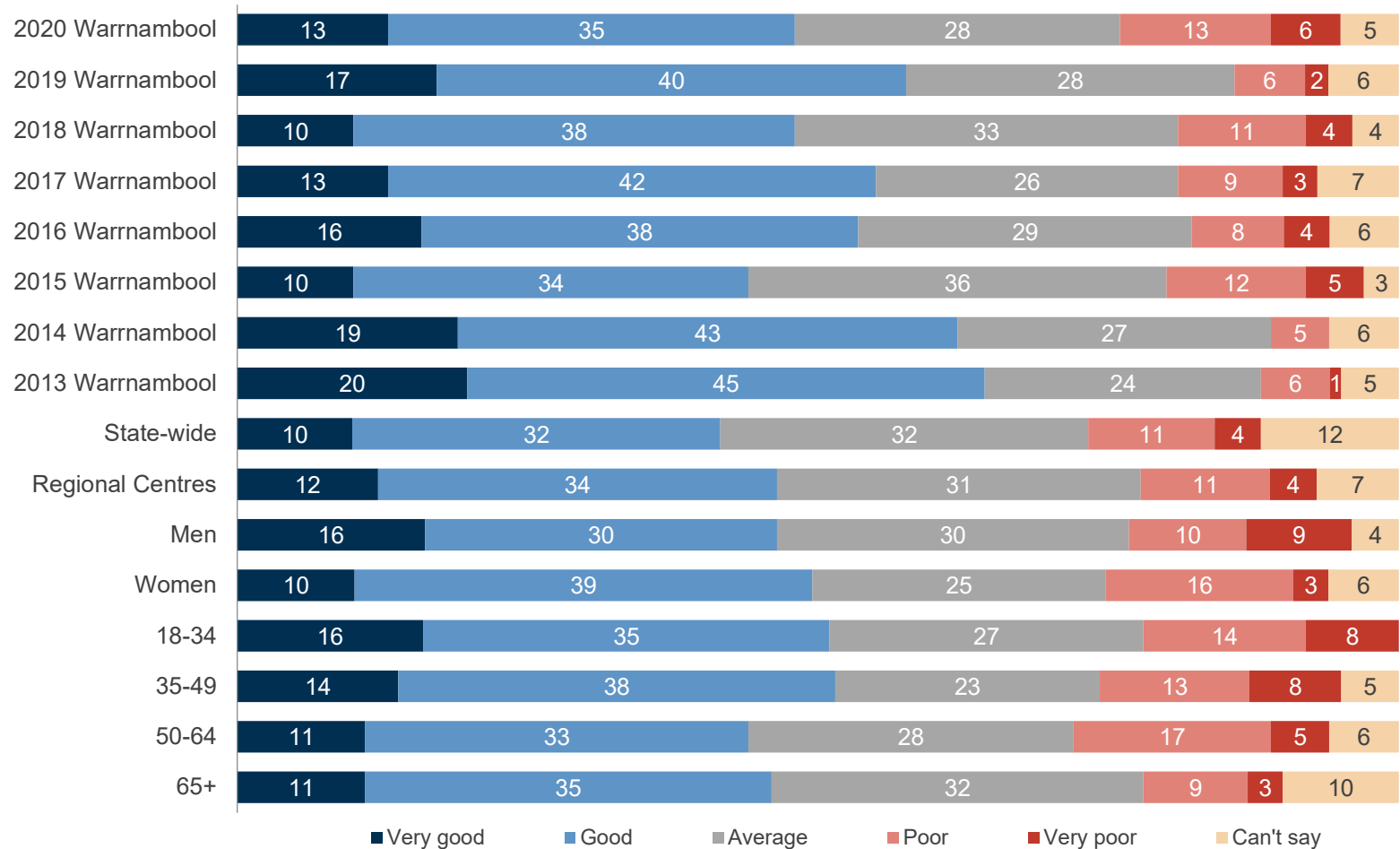
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4

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

Business and community development and tourism performance



2020 business/development/tourism performance (%)



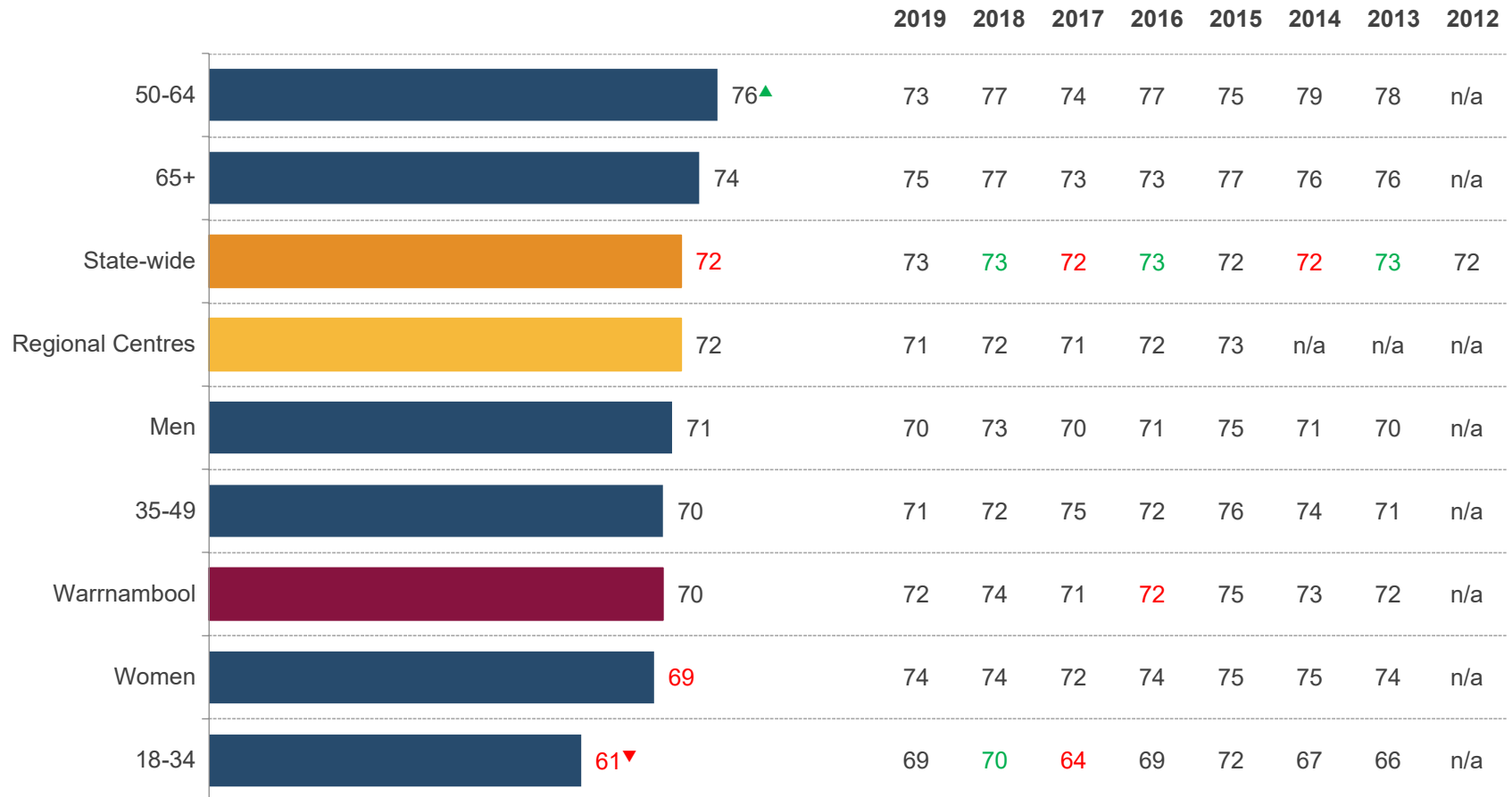
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



Council's general town planning policy importance



2020 town planning importance (index scores)



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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 3

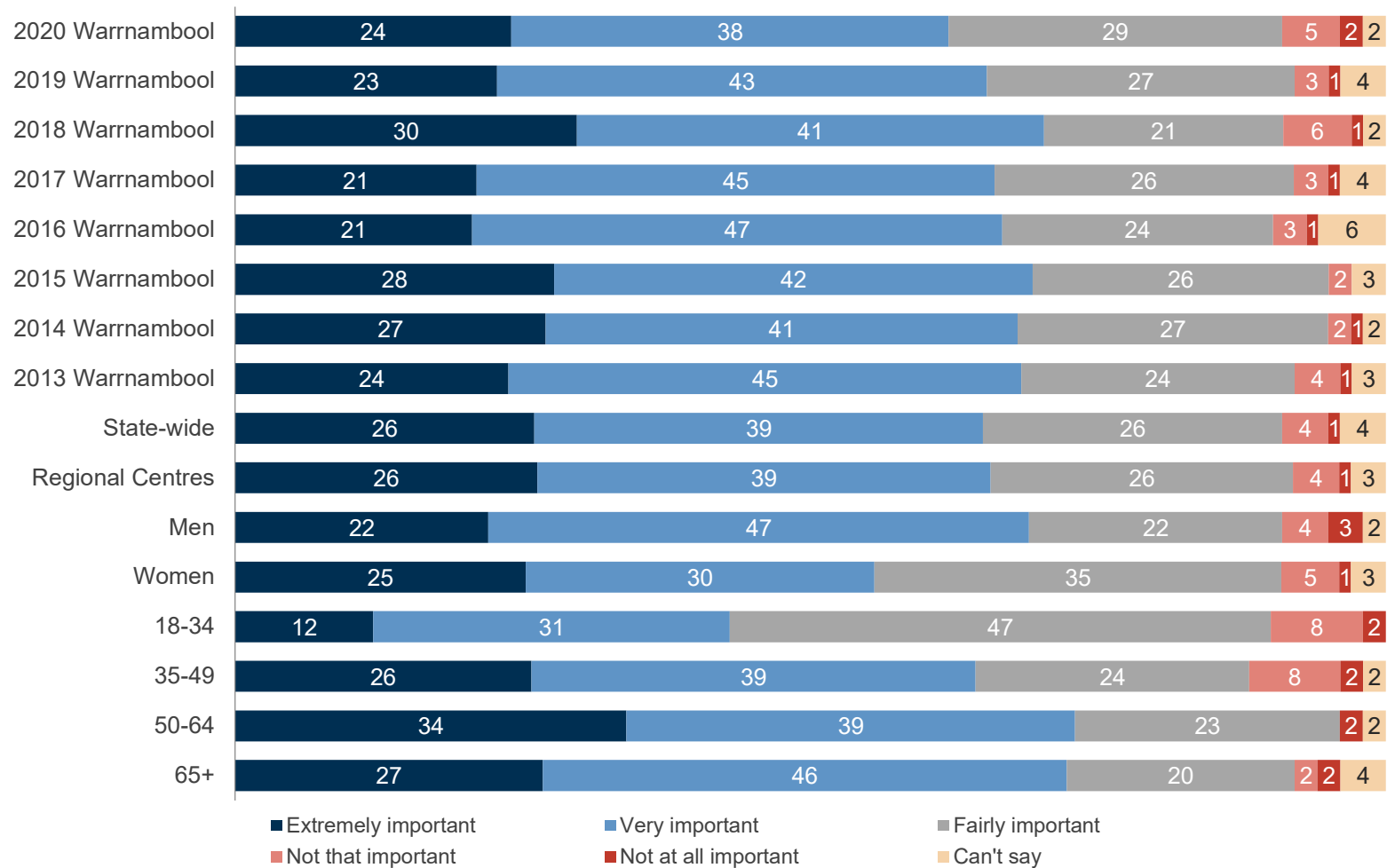
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2020 town planning importance (%)



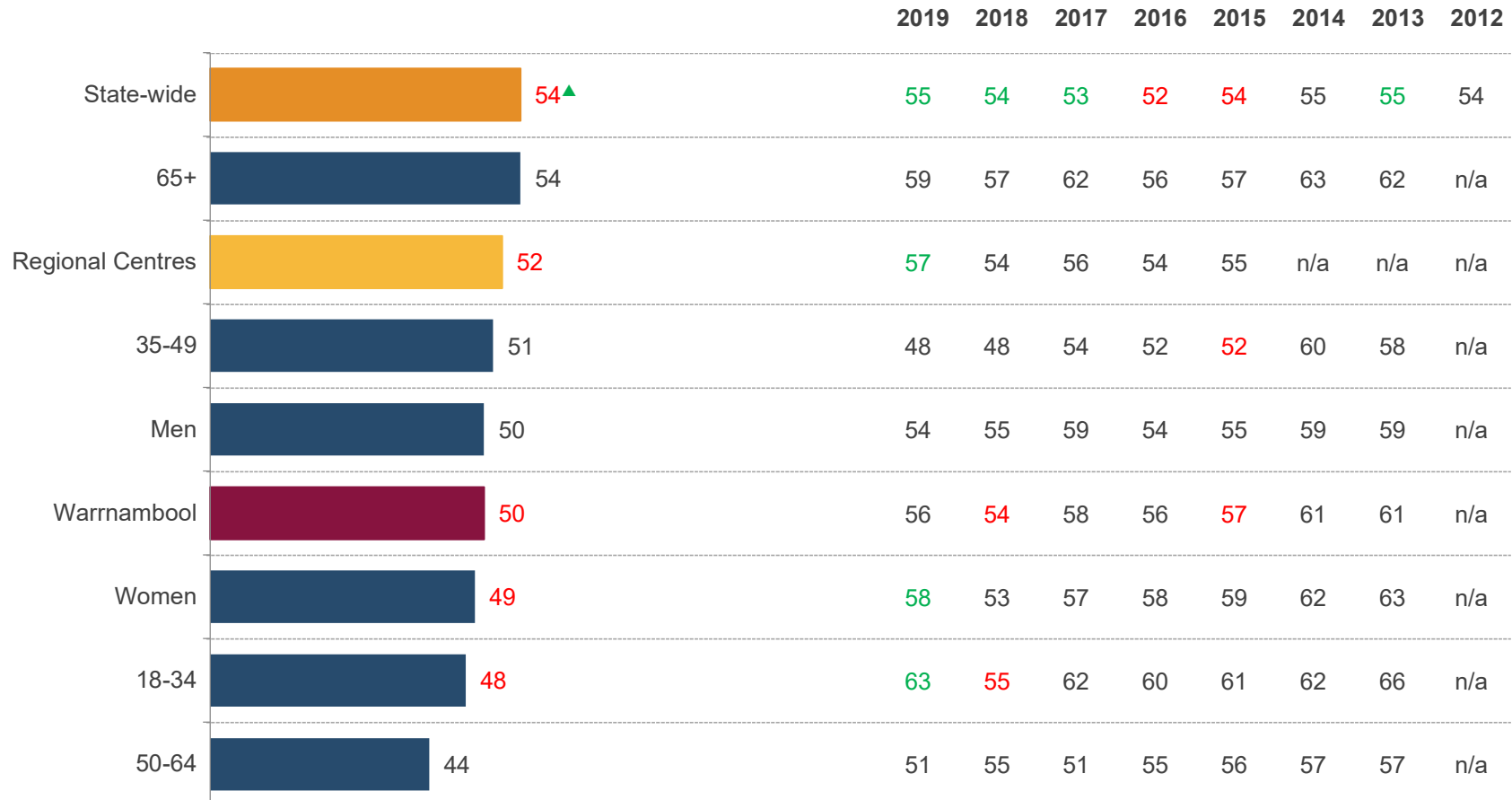
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 3



Council's general town planning policy performance



2020 town planning performance (index scores)



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

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3

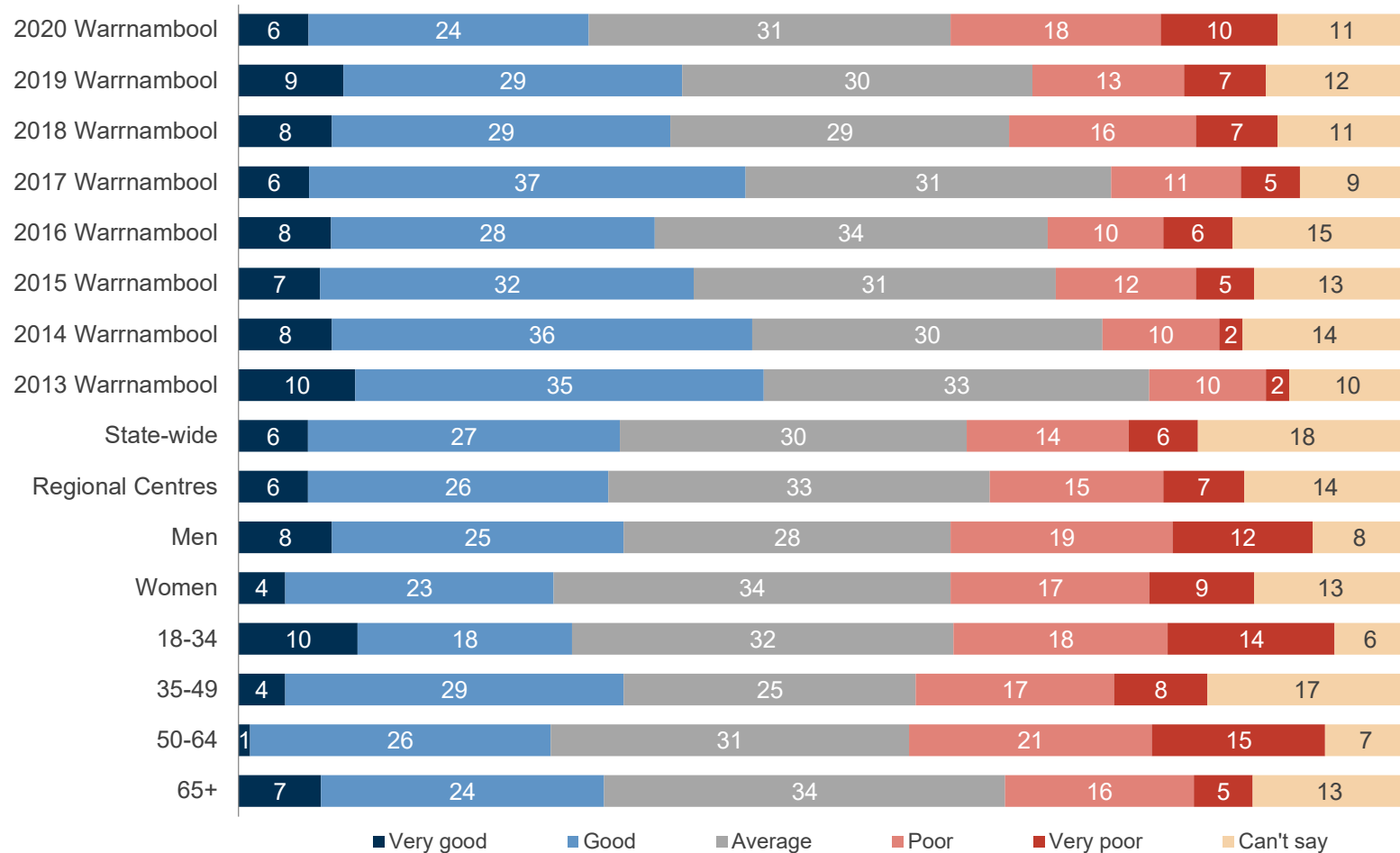
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2020 town planning performance (%)



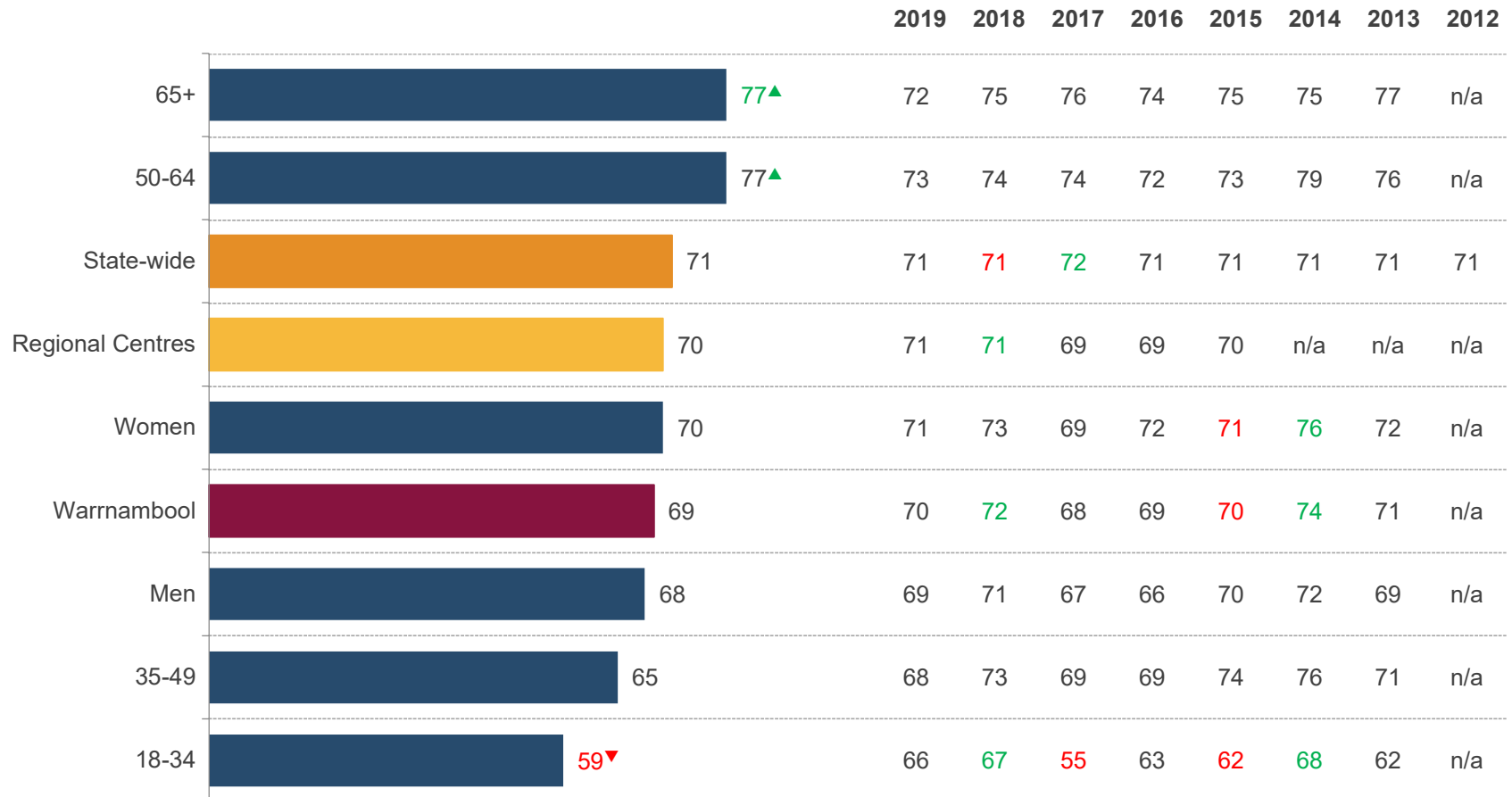
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3



Planning and building permits importance



2020 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

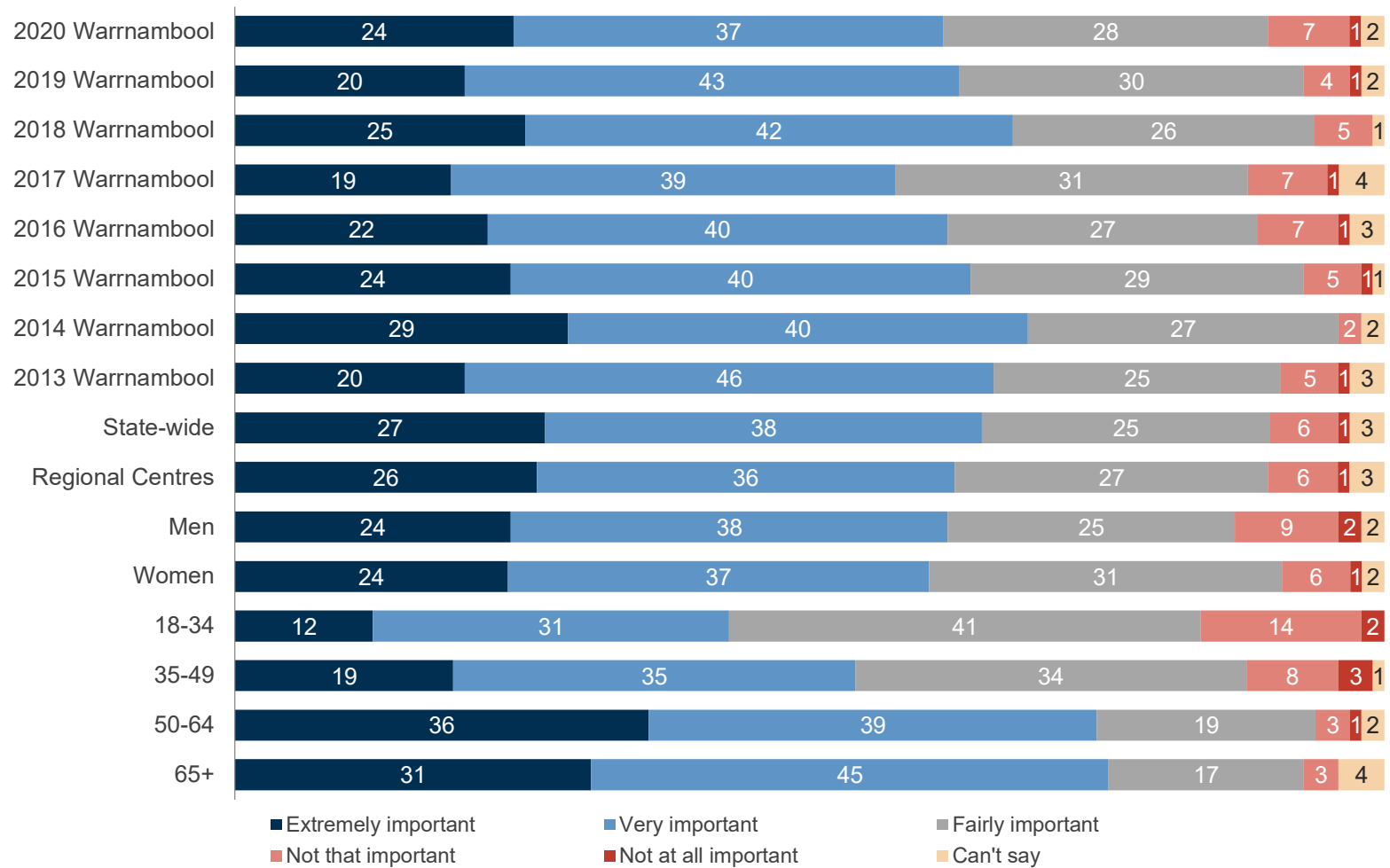
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2020 planning and building permits importance (%)



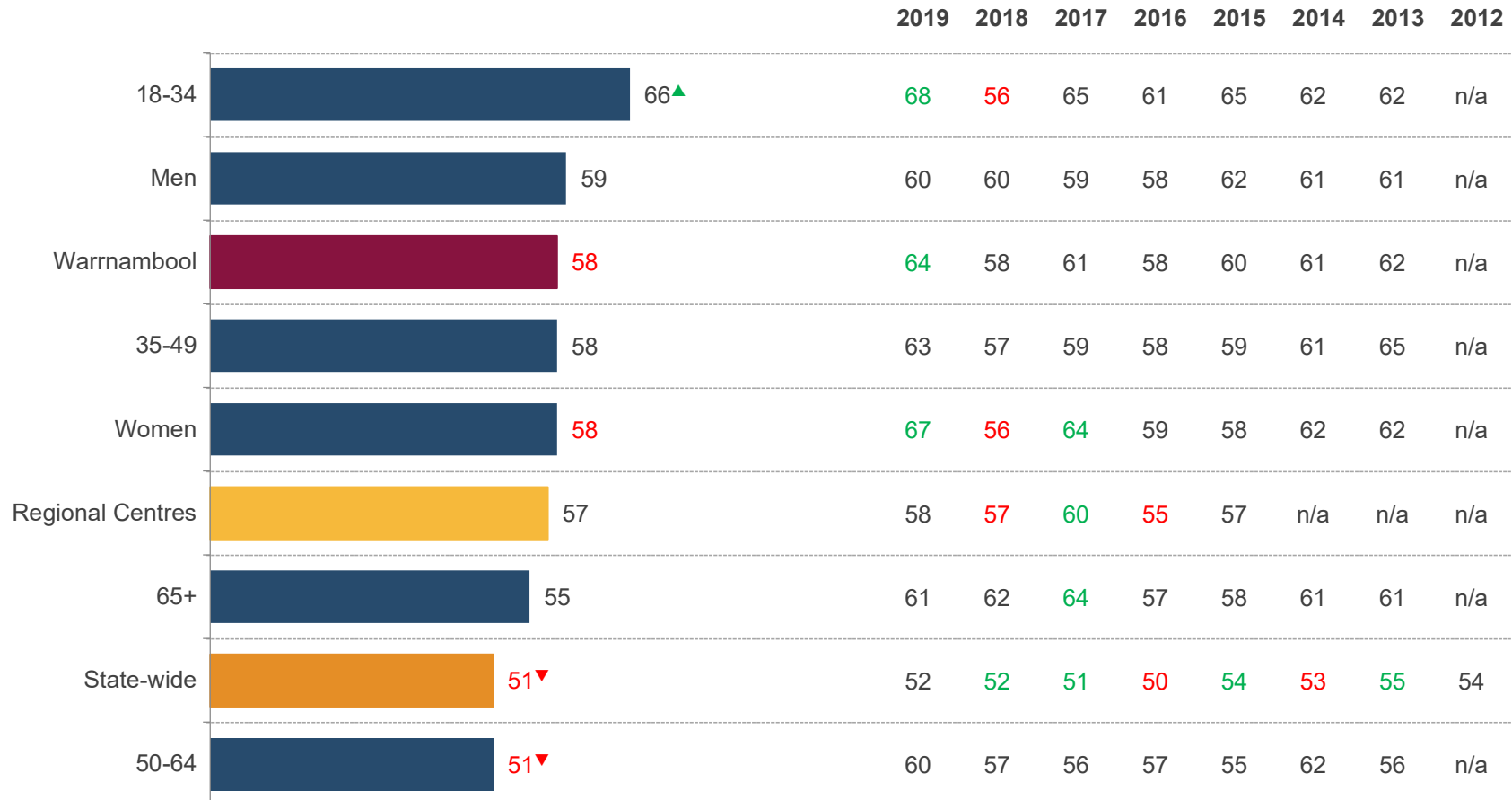
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5



Planning and building permits performance



2020 planning and building permits performance (index scores)



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

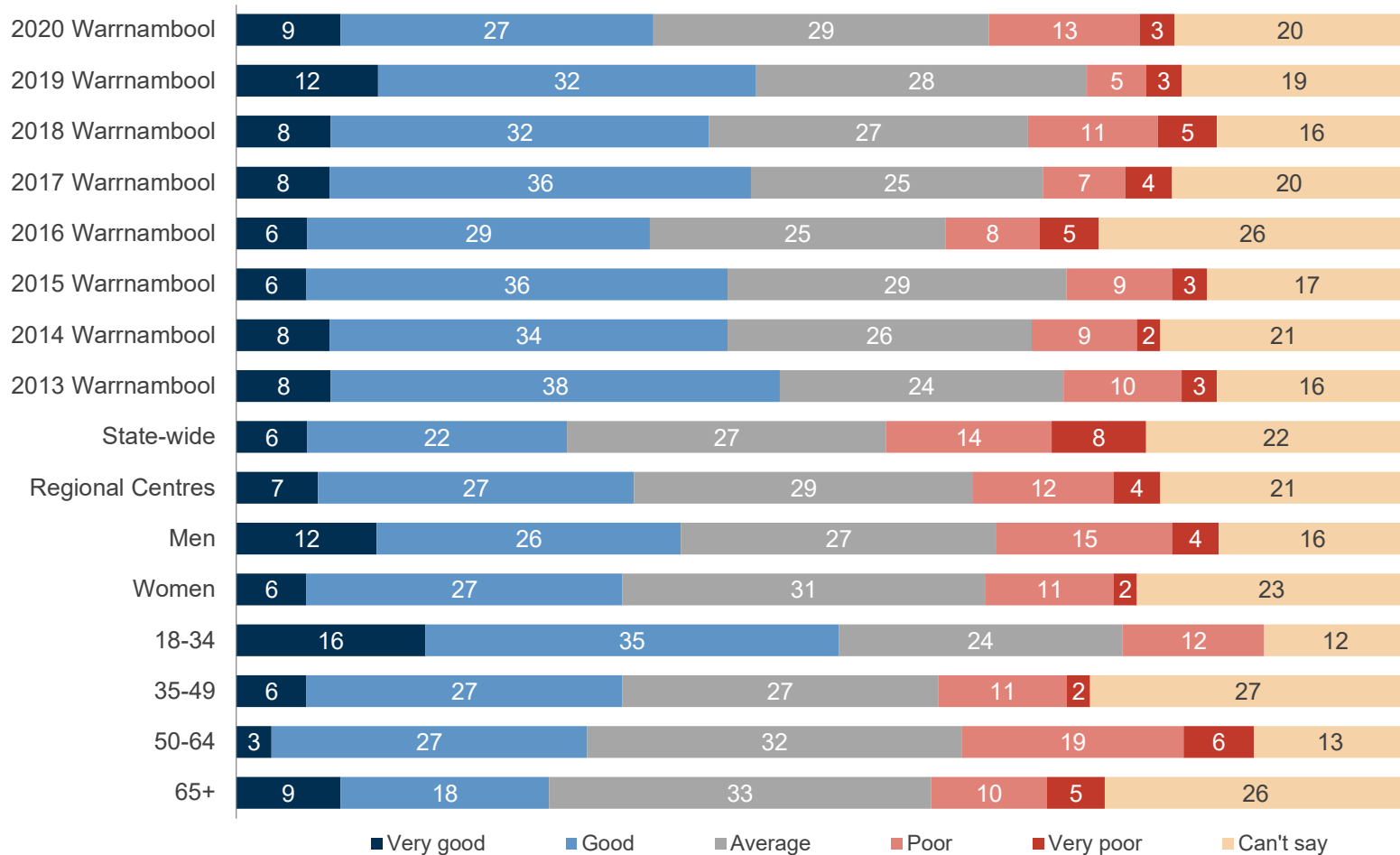
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 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: 28 Councils asked group: 5



Environmental sustainability importance



2020 environmental sustainability importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	77▲	80	79	77	76	75	79	76	n/a
50-64	76	72	77	72	70	71	75	73	n/a
Regional Centres	74	74	73	72	71	73	n/a	n/a	n/a
State-wide	74	74	73	72	73	73	73	72	71
18-34	73	80	73	74	75	76	74	75	n/a
Warrnambool	72	76	73	73	71	73	73	72	n/a
35-49	72	80	71	76	70	78	74	71	n/a
65+	70	70	70	69	69	69	68	70	n/a
Men	67▼	71	67	68	66	71	67	68	n/a

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

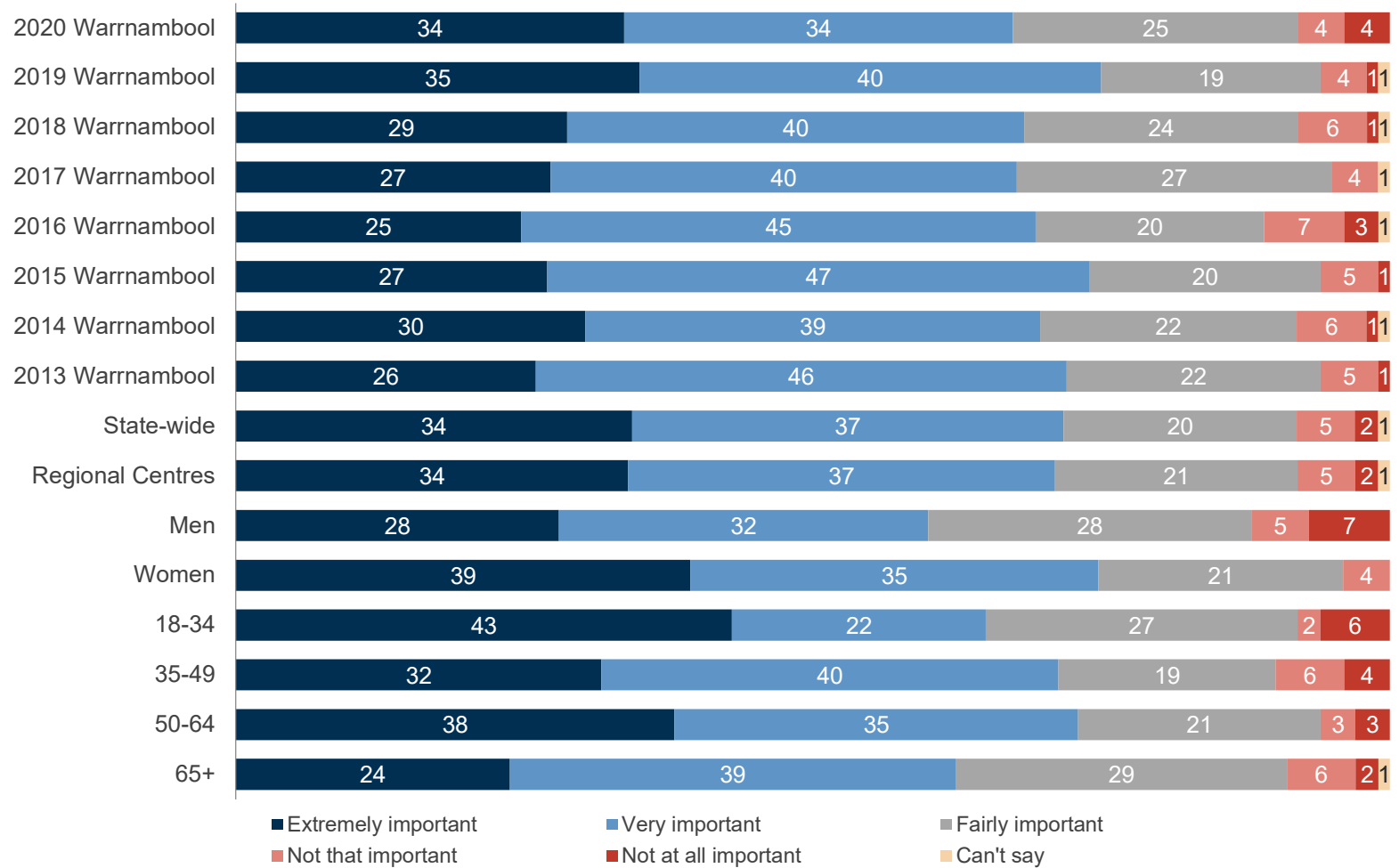
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5



Environmental sustainability performance



2020 environmental sustainability performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	64	66	63	66	63	64	68	66	n/a
Men	62	59	61	66	63	65	66	66	n/a
Warrnambool	61	61	62	63	63	65	67	68	n/a
18-34	61	61	64	61	65	67	68	70	n/a
Regional Centres	61	63	64	65	63	63	n/a	n/a	n/a
Women	60	63	63	60	62	65	67	70	n/a
35-49	60	59	61	68	63	65	67	70	n/a
State-wide	60	62	63	64	63	64	64	64	64
50-64	57	58	60	59	58	62	63	66	n/a

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5

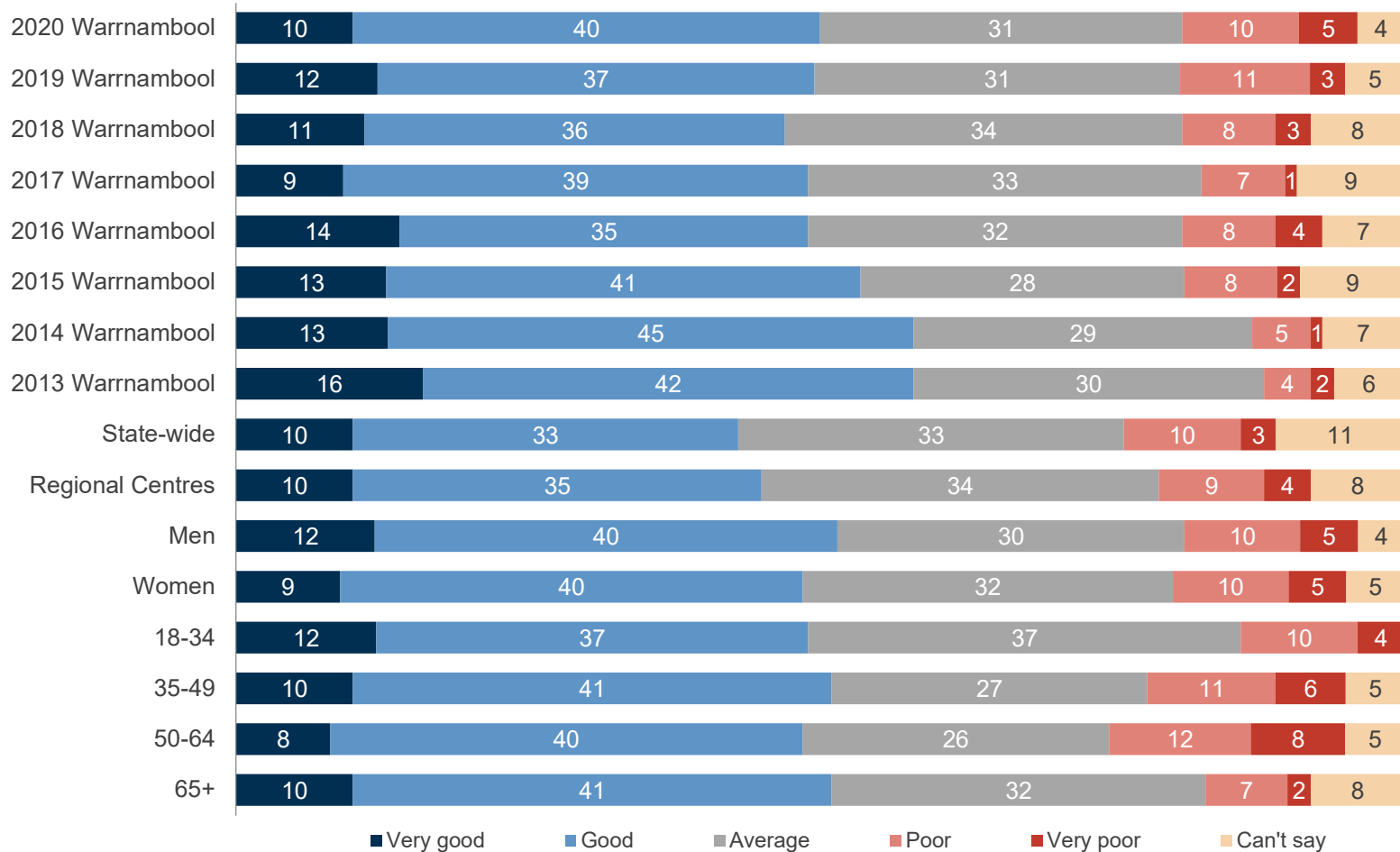
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)



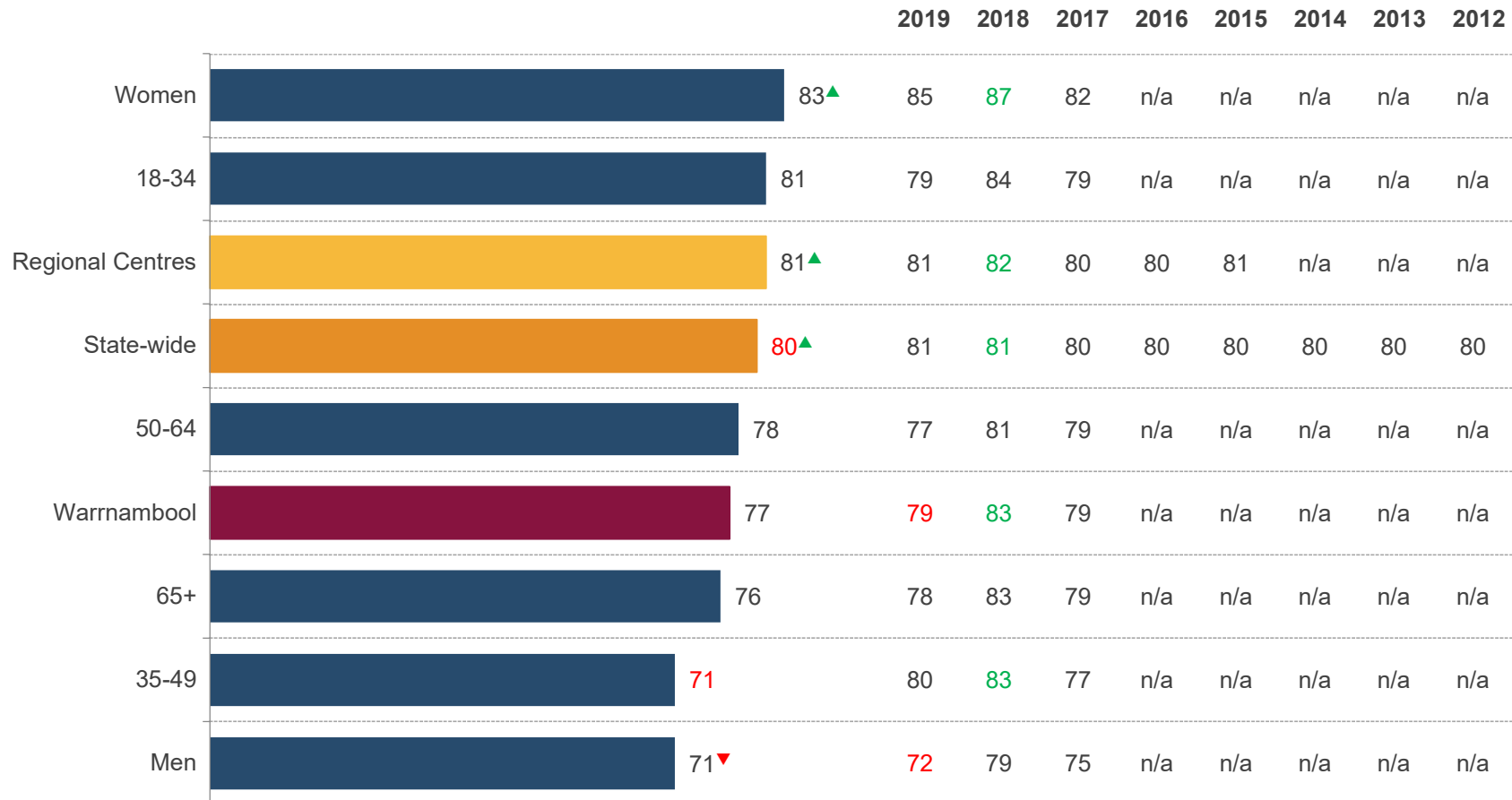
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5



Emergency and disaster management importance



2020 emergency and disaster management importance (index scores)



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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 3

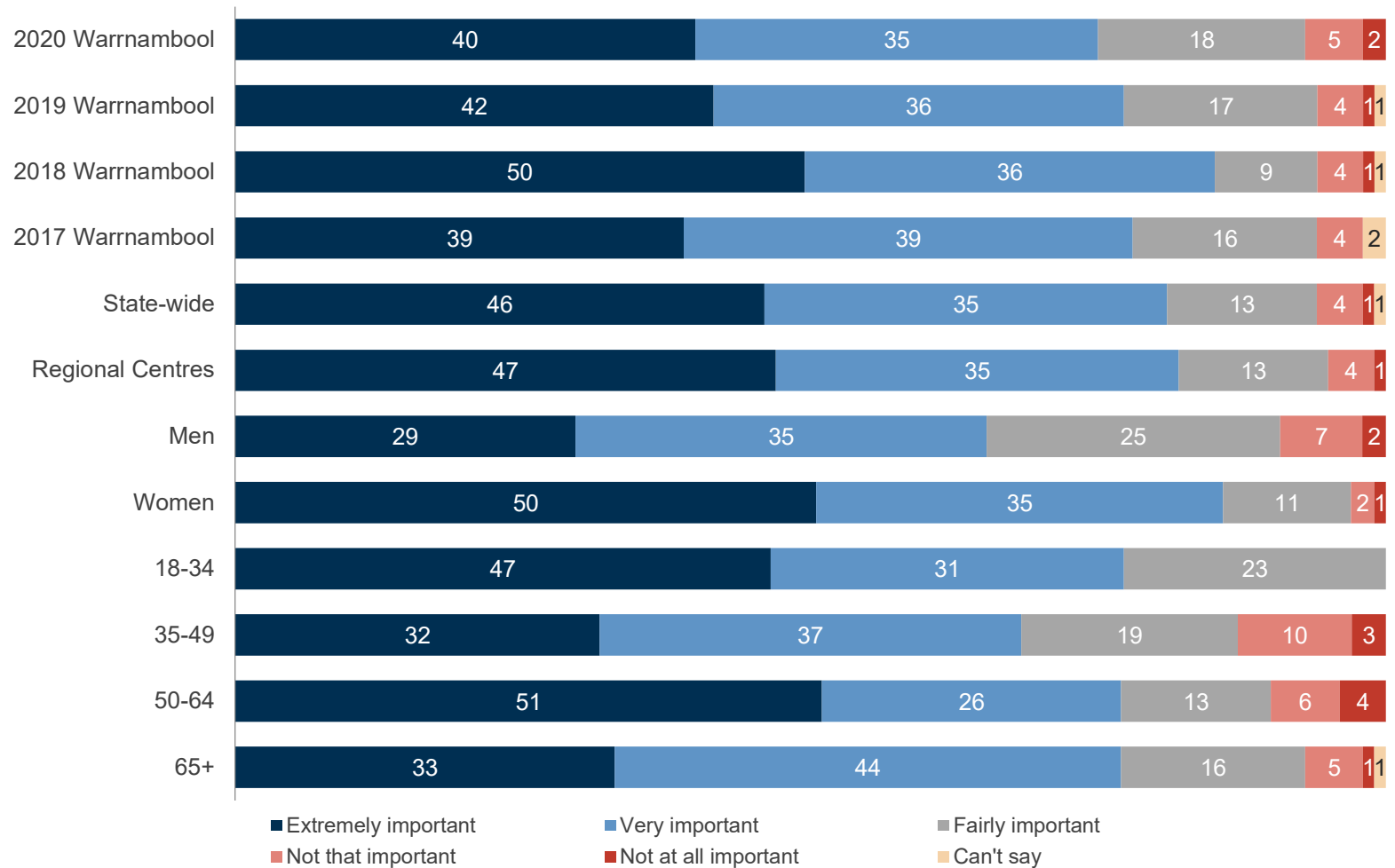
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2020 emergency and disaster management importance (%)



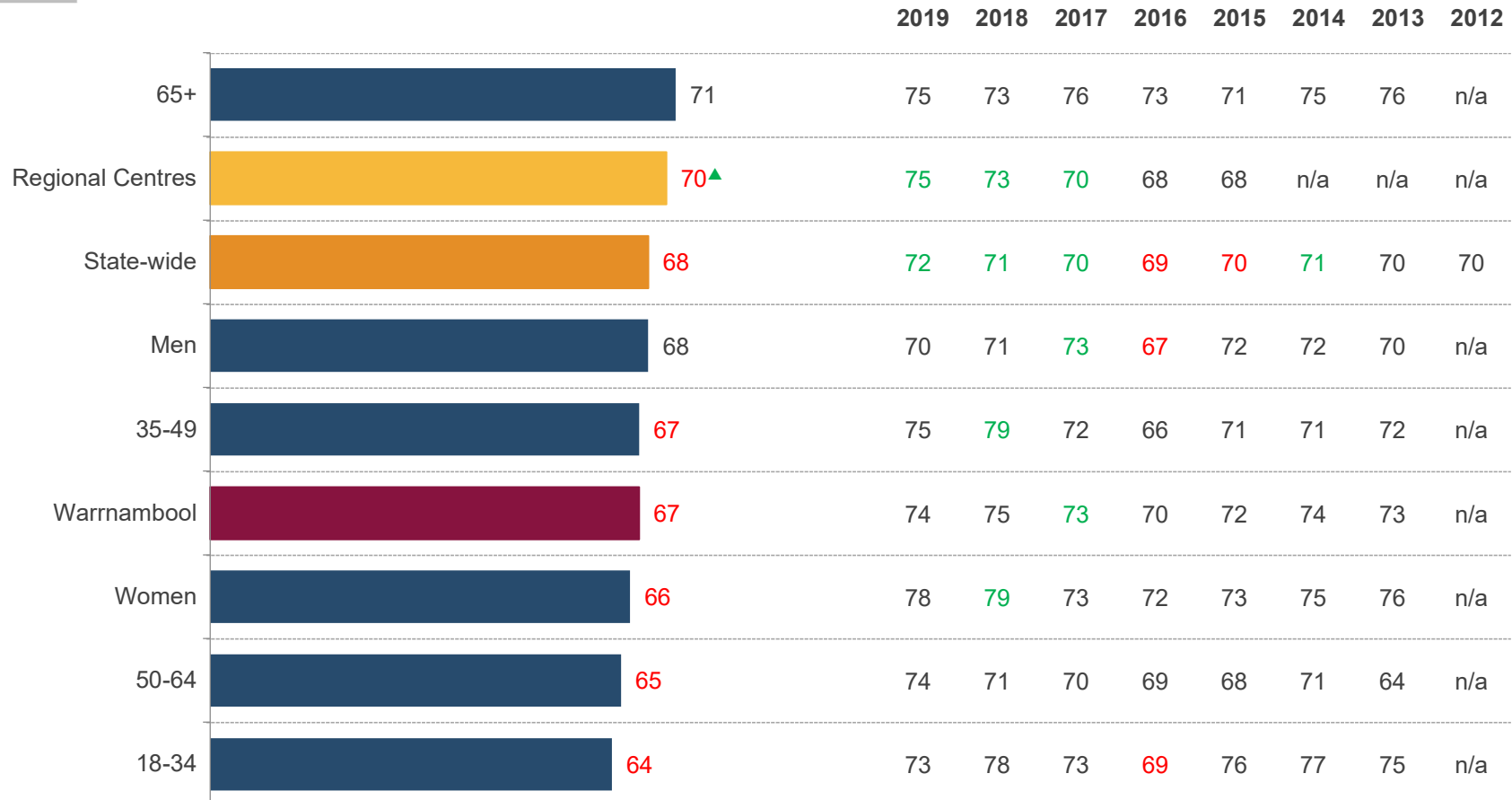
Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 3



Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

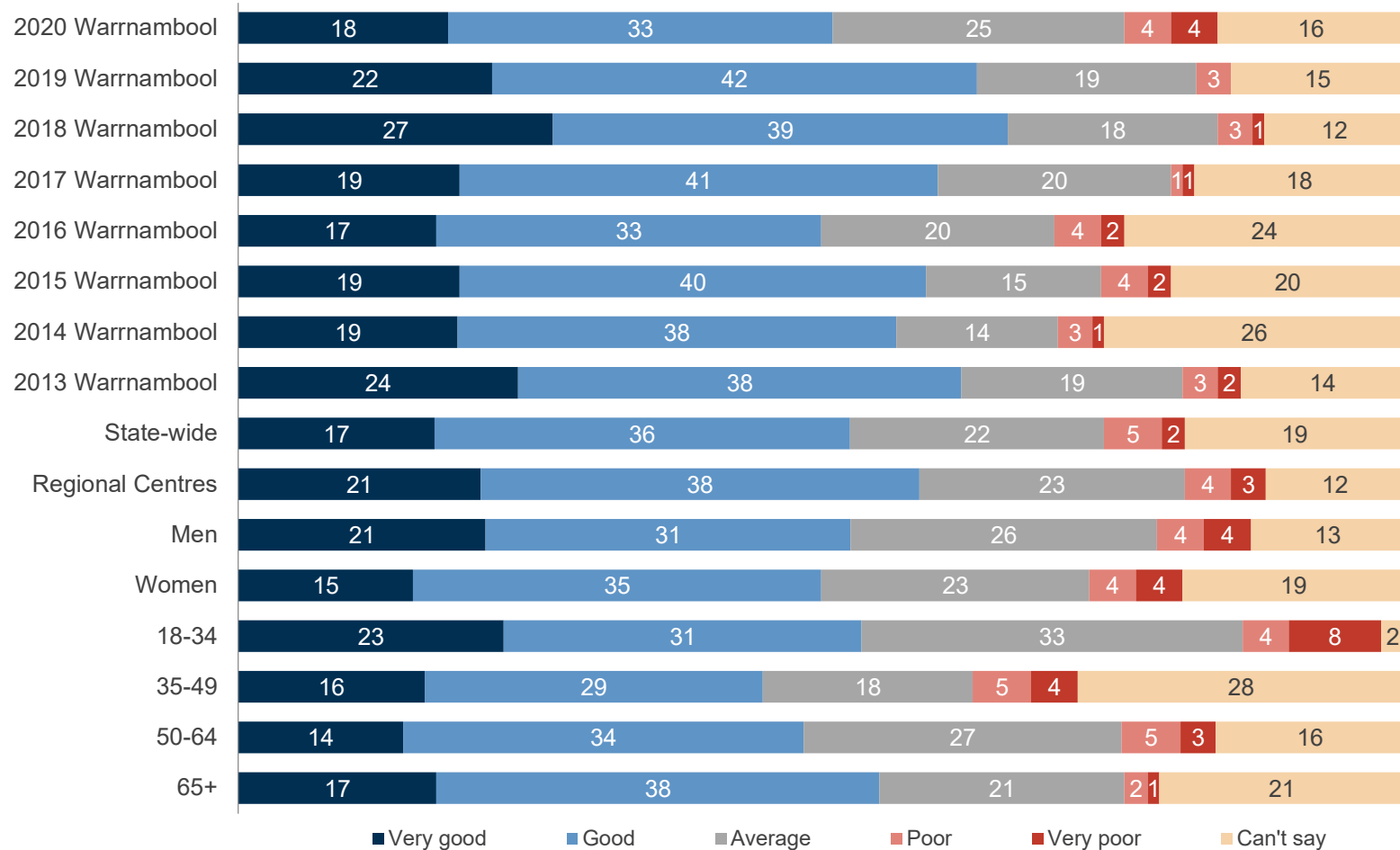
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2020 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: 23 Councils asked group: 3



Planning for population growth in the area importance



2020 population growth importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	81▲	76	79	77	78	80	82	79	n/a
Women	78	78	75	77	76	76	78	78	n/a
Regional Centres	77	75	75	75	76	76	n/a	n/a	n/a
State-wide	76	77	77	76	76	75	75	75	75
Warrnambool	75	76	76	76	76	75	77	77	n/a
35-49	75	78	77	79	73	79	80	79	n/a
65+	74	74	76	78	78	73	79	77	n/a
Men	72	73	76	75	75	74	76	76	n/a
18-34	72	75	71	71	74	70	70	74	n/a

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

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

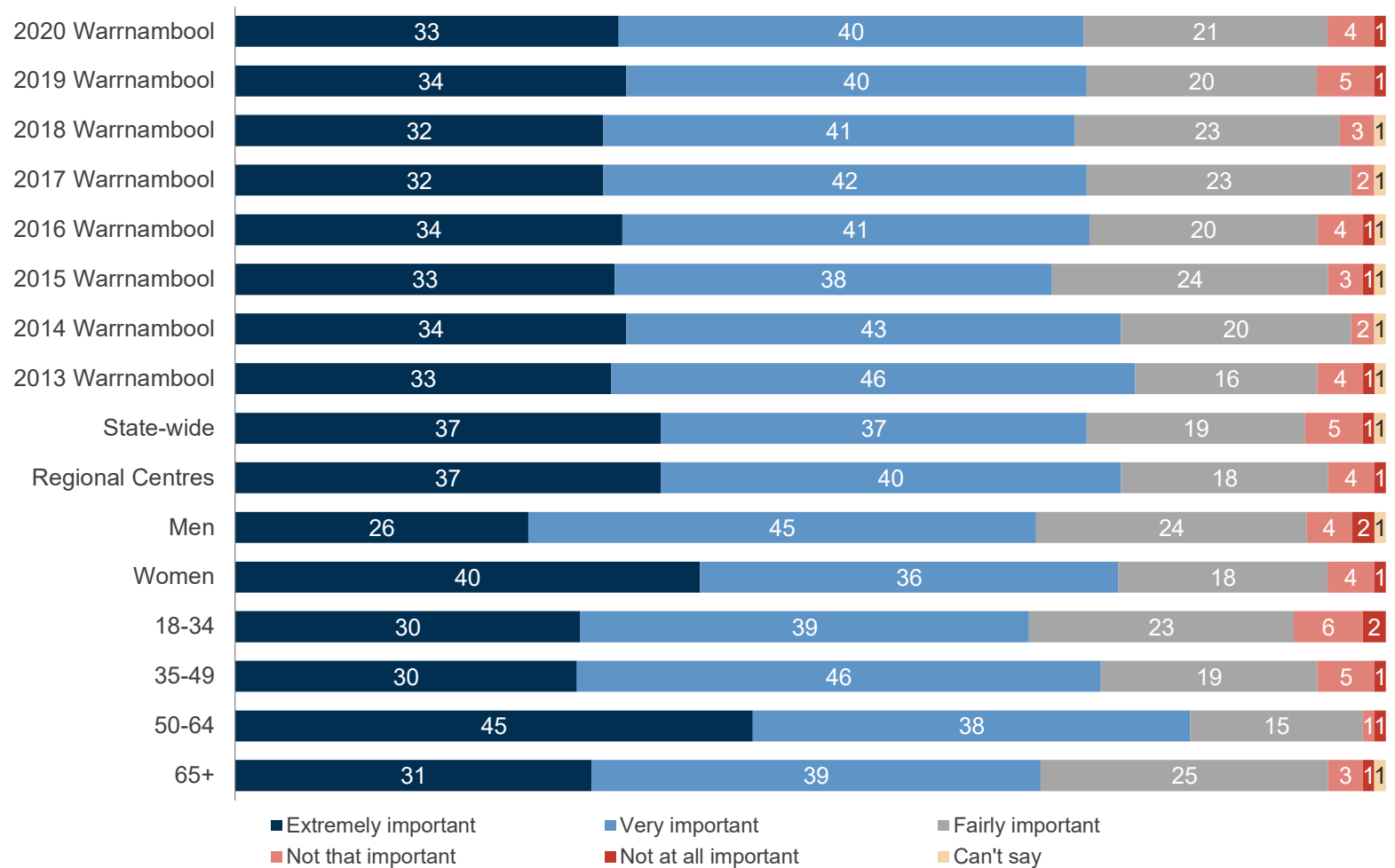
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2020 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4



Planning for population growth in the area performance



2020 population growth performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Men	61	64	63	69	68	64	66	67	n/a
35-49	58	60	60	62	63	60	64	64	n/a
65+	58	66	63	69	63	65	70	68	n/a
18-34	57	69	66	73	71	70	71	69	n/a
Regional Centres	57	62	62	62	59	61	n/a	n/a	n/a
Warrnambool	57	64	63	67	66	64	66	67	n/a
Women	53	65	62	65	64	65	67	66	n/a
50-64	53	62	62	62	65	59	59	64	n/a
State-wide	51▼	52	52	52	51	54	54	54	52

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4

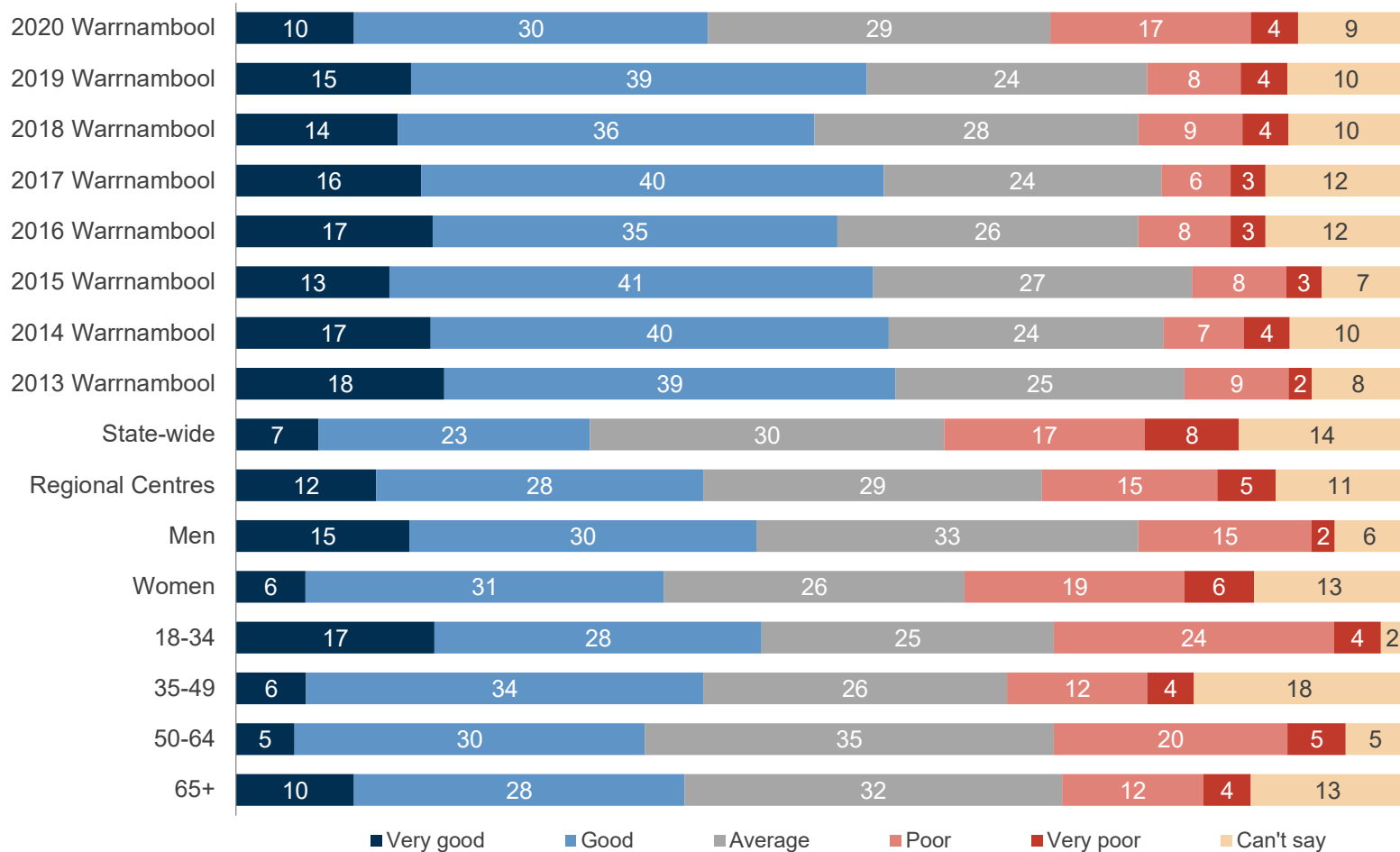
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2020 population growth performance (%)



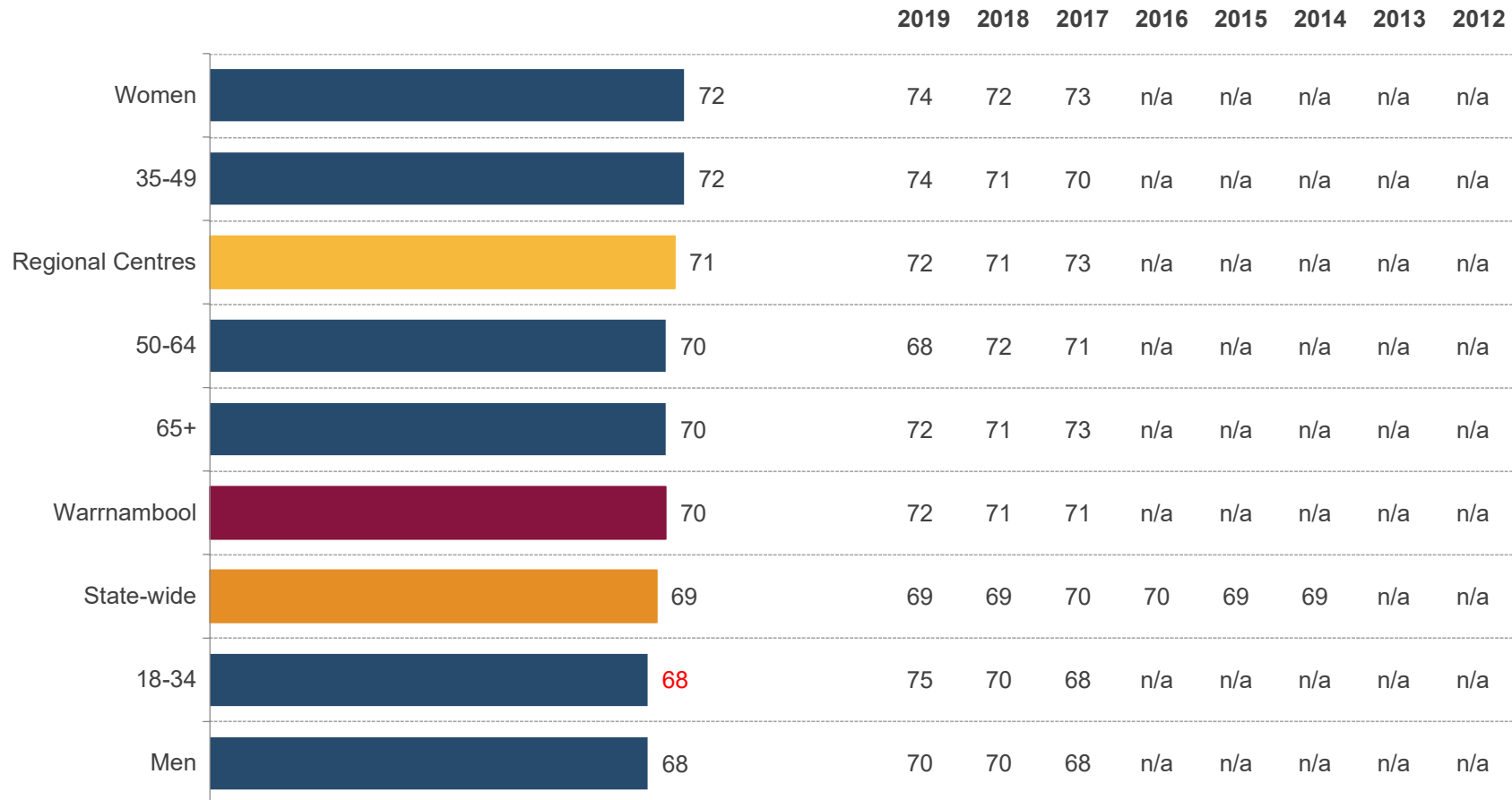
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4



Business and community development importance



2020 business/community development importance (index scores)



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

Base: All respondents. Councils asked state-wide: 8 Councils asked group: 3

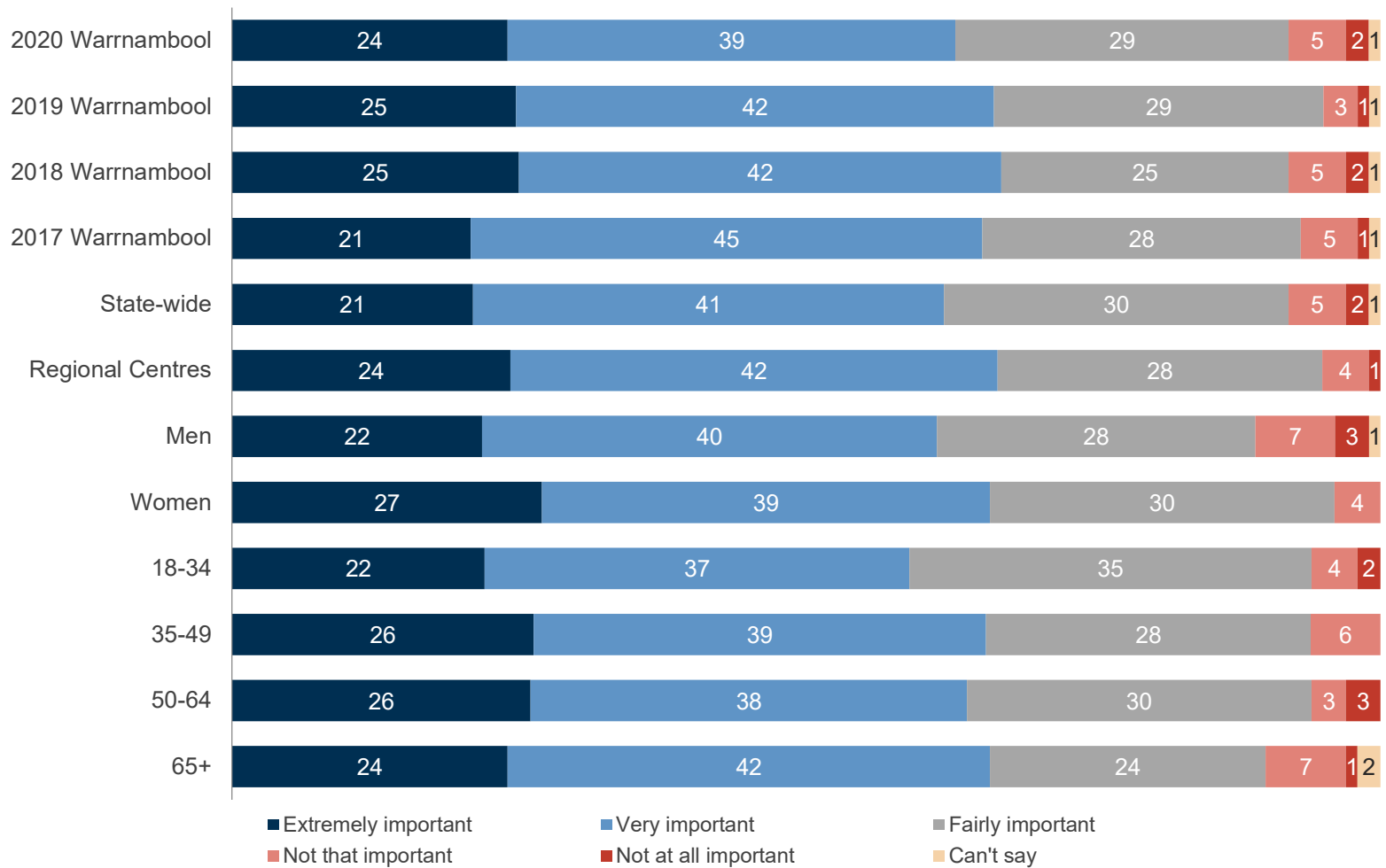
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2020 business/community development importance (%)



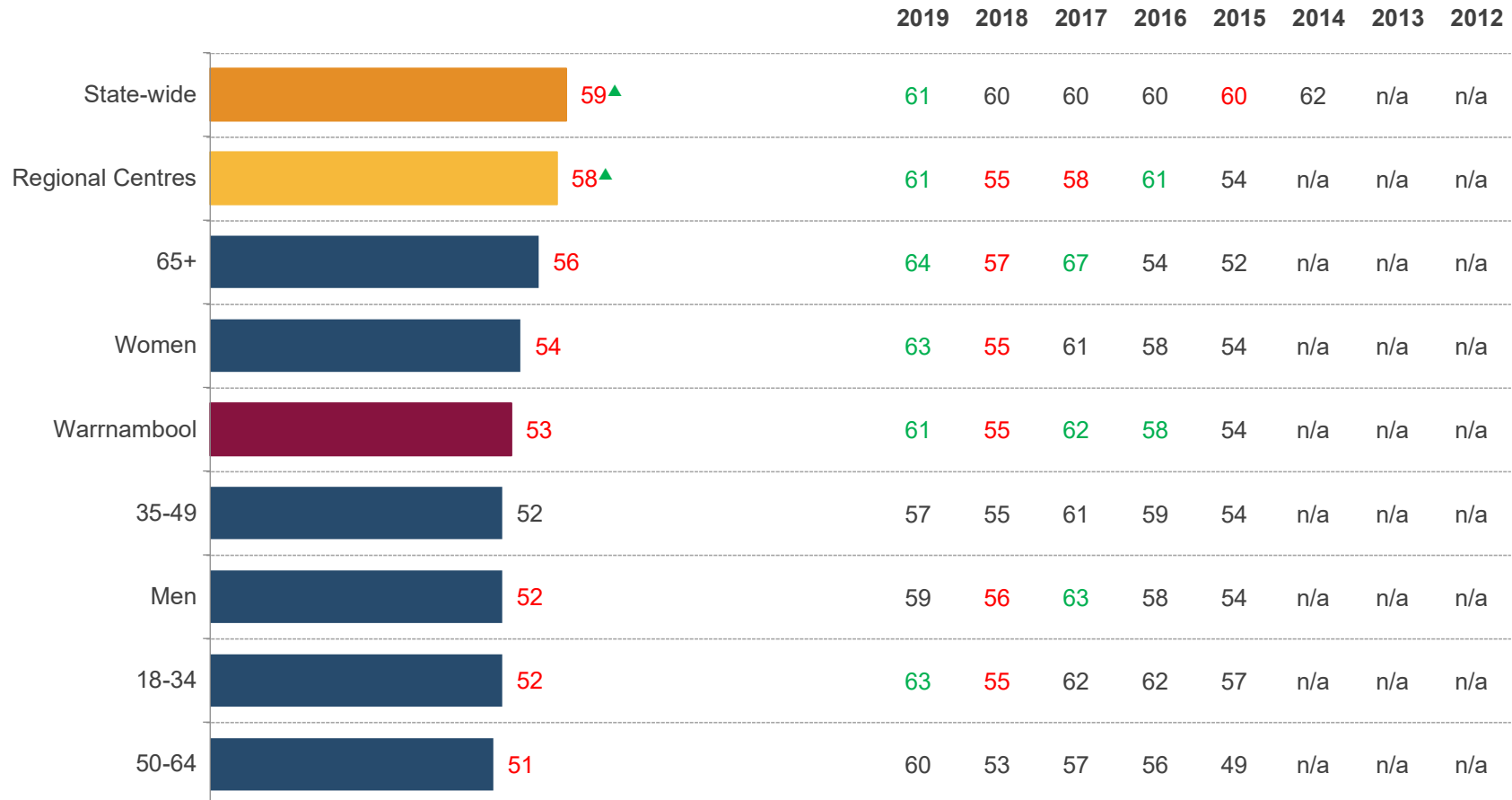
Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 3



Business and community development performance



2020 business/community development performance (index scores)



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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3

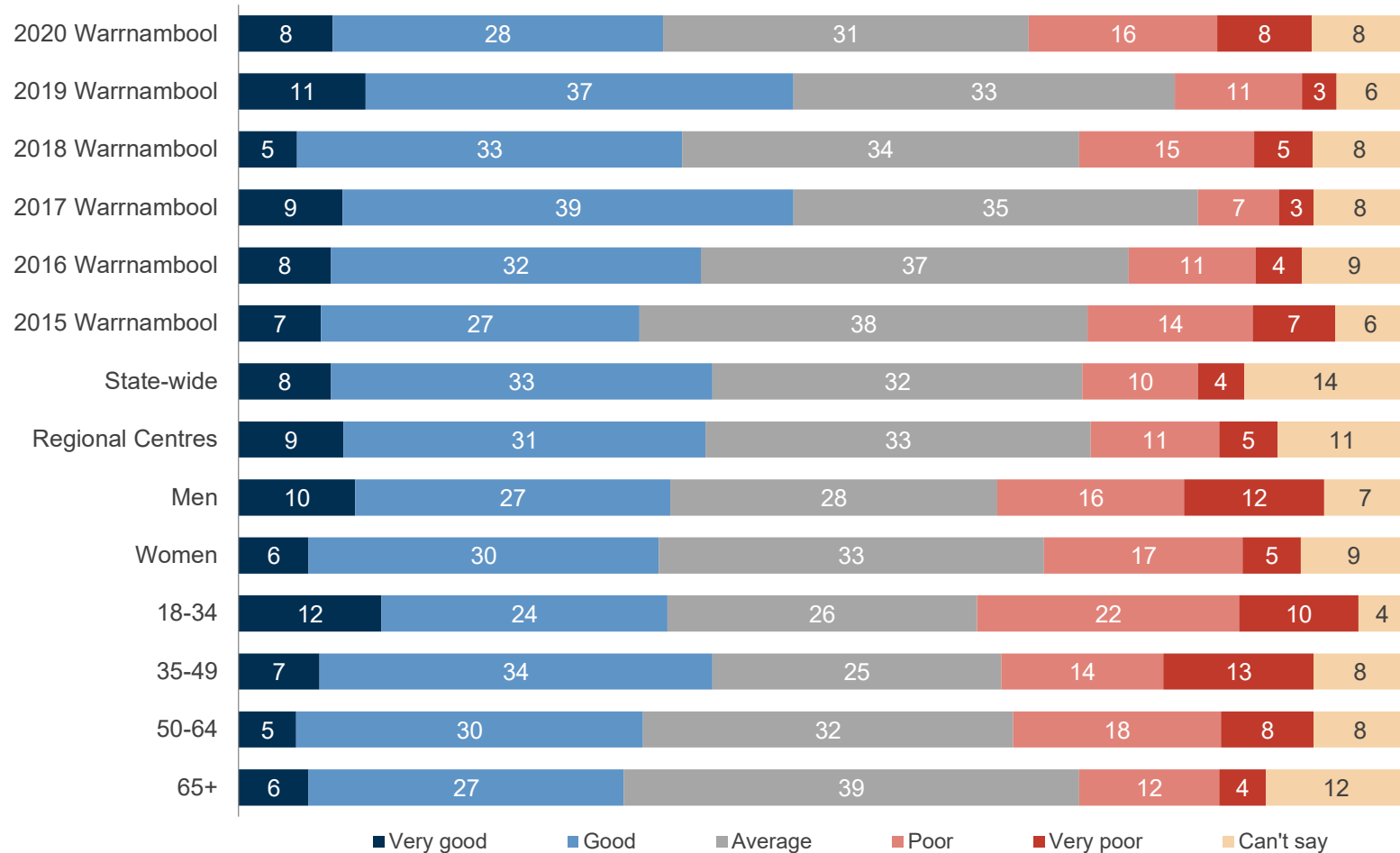
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2020 business/community development performance (%)



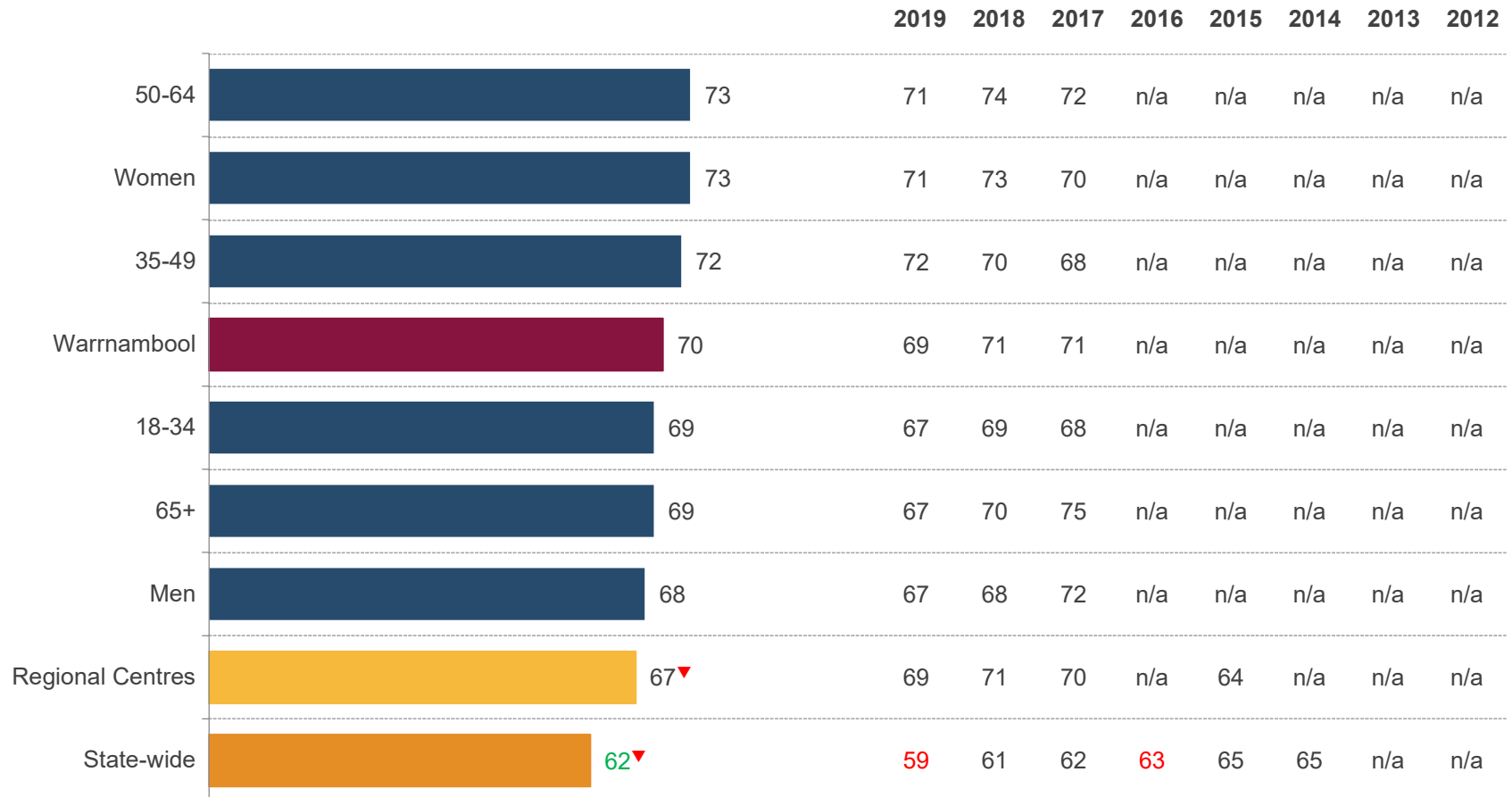
Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3



Tourism development importance



2020 tourism development importance (index scores)



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

Base: All respondents. Councils asked state-wide: 9 Councils asked group: 3

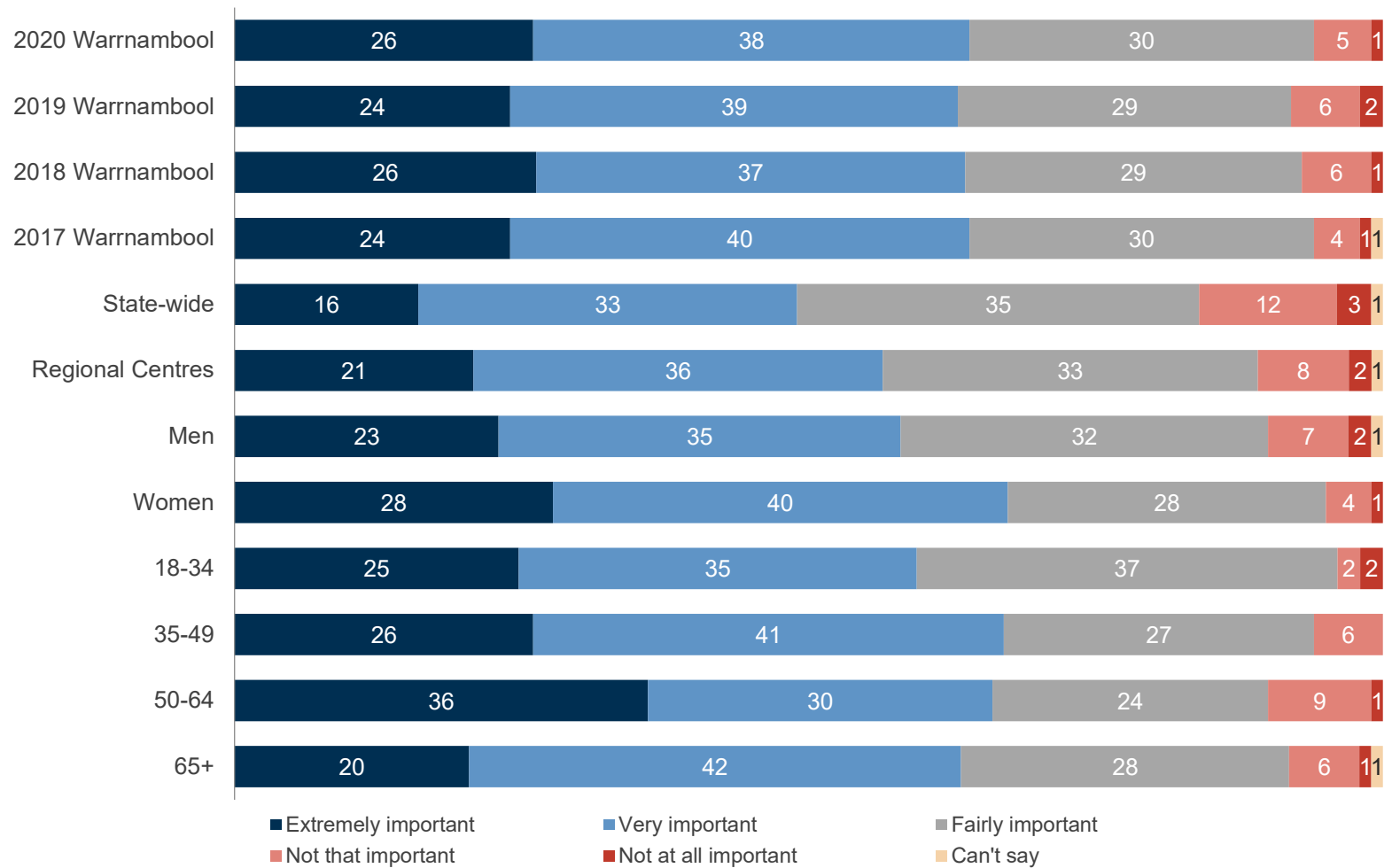
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2020 tourism development importance (%)



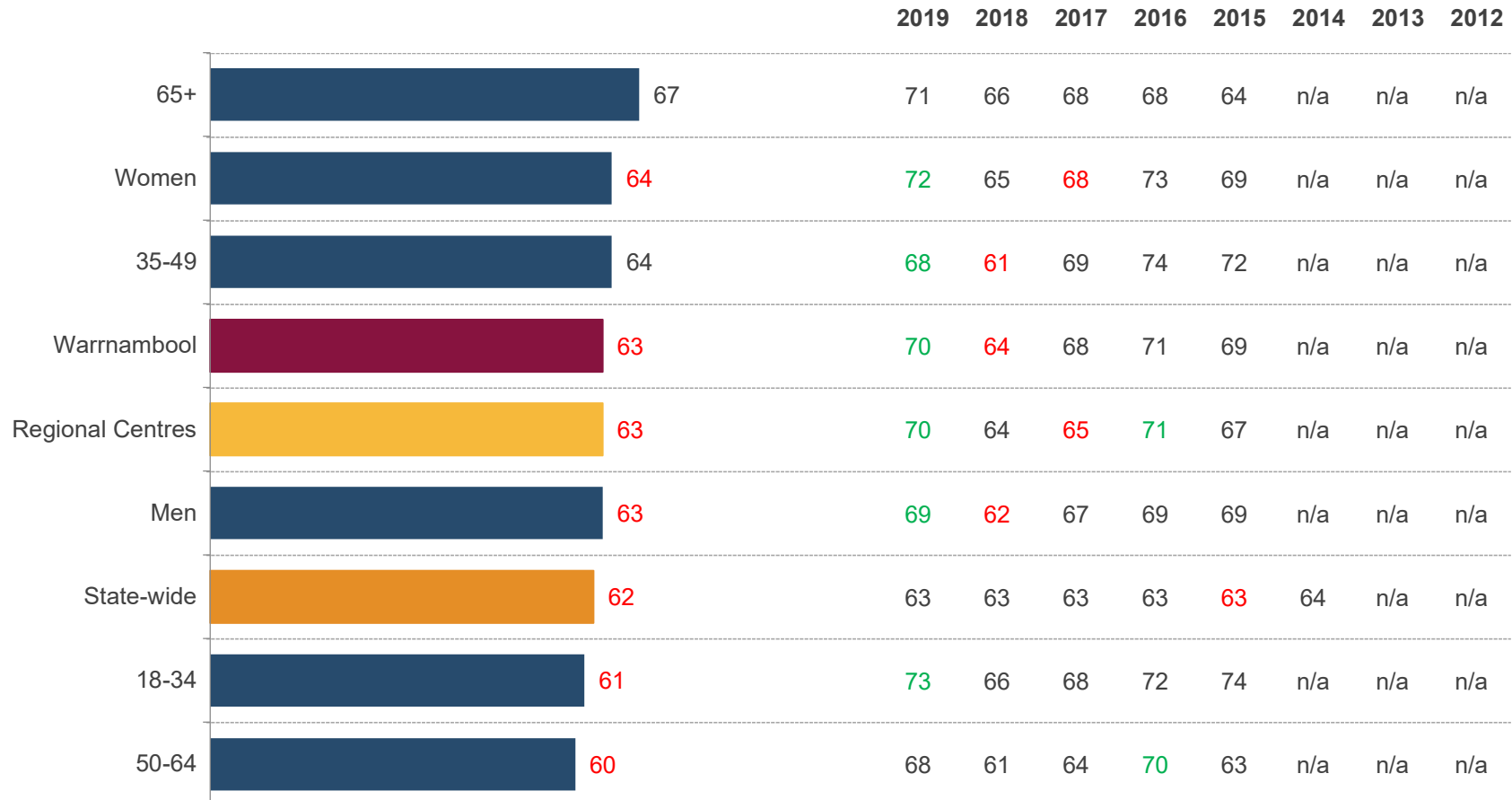
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 9 Councils asked group: 3



Tourism development performance



2020 tourism development performance (index scores)



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

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 3

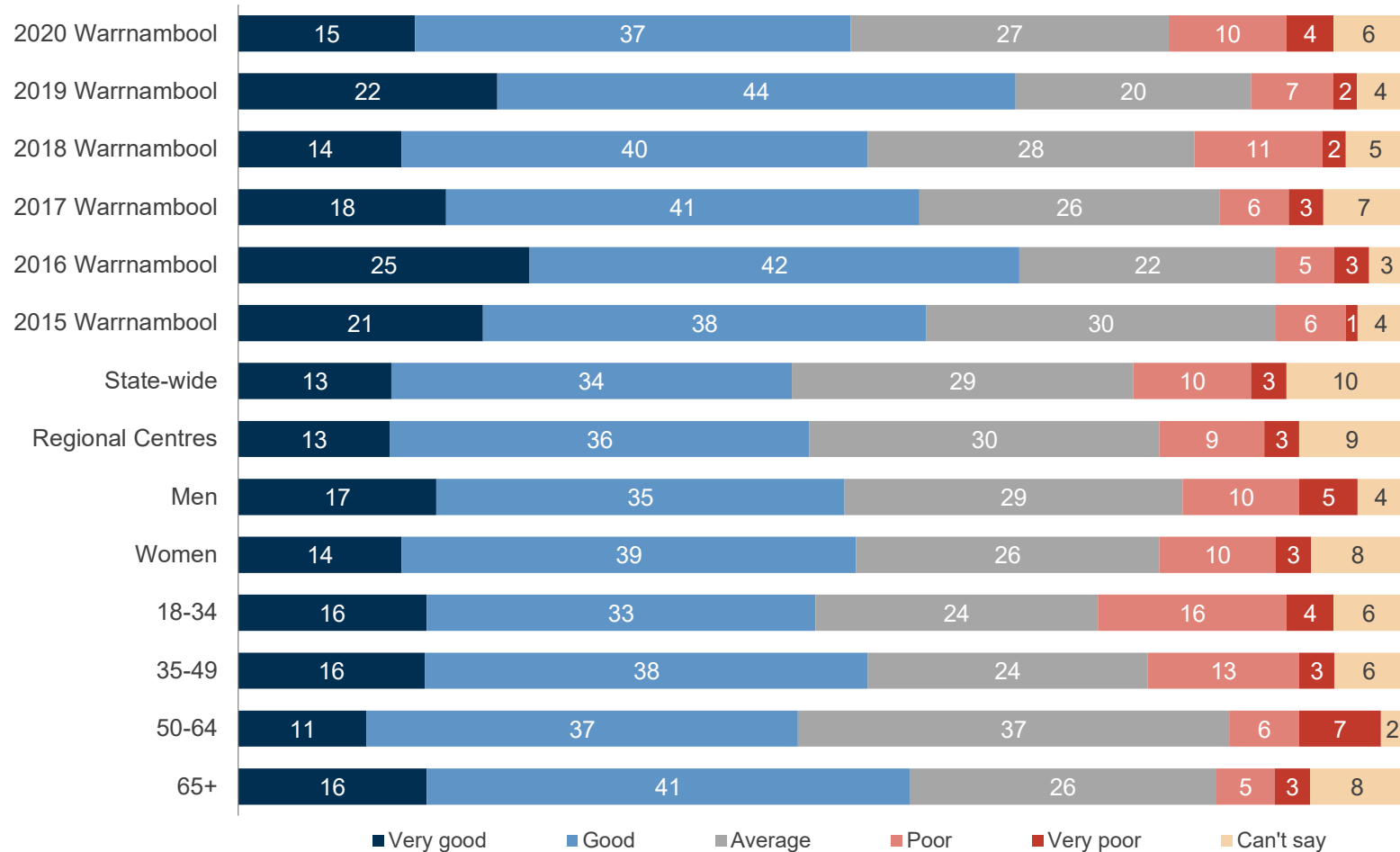
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2020 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 3



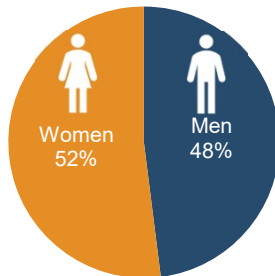
Detailed demographics



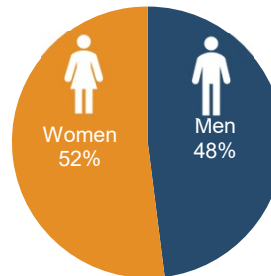
Gender and age profile

2020 gender

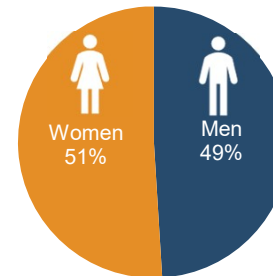
Warrnambool



Regional Centres

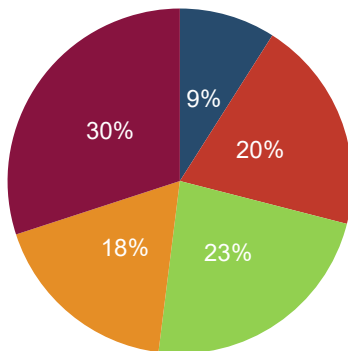


State-wide

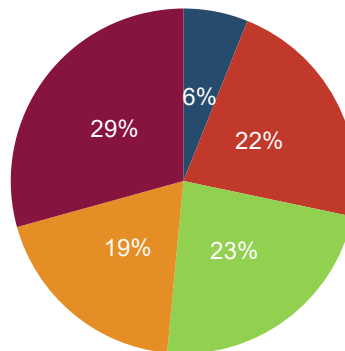


2020 age

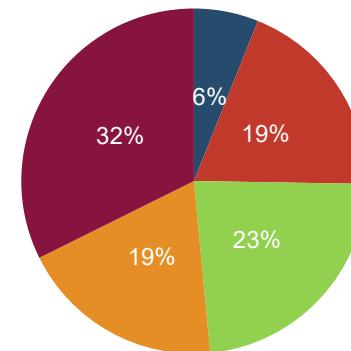
Warrnambool



Regional Centres



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: 62 Councils asked group: 8

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 2020 State-wide Local Government Community Satisfaction Survey for Warrnambool City 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 27,200 people aged 18 years or over for Warrnambool City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Warrnambool City Council	400	400	+/-4.9
Men	203	191	+/-6.9
Women	197	209	+/-7.0
18-34 years	49	116	+/-14.1
35-49 years	102	90	+/-9.7
50-64 years	93	73	+/-10.2
65+ years	156	121	+/-7.8



Appendix A: Significant difference reporting notation

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

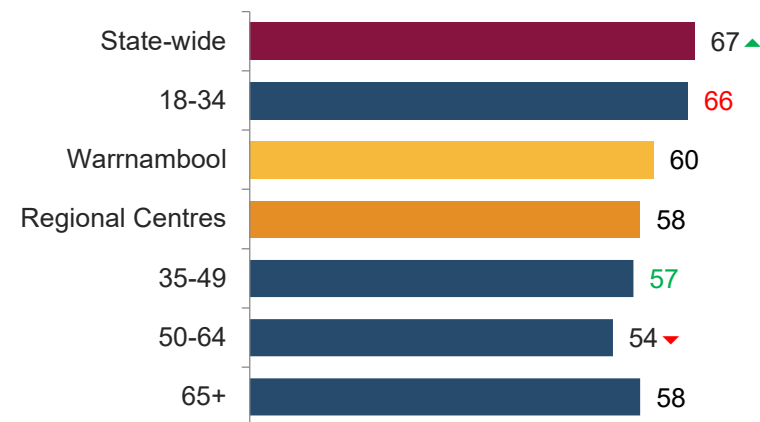
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2019. 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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

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



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 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 2020 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=401 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

Survey sample matched to the demographic profile of Warrnambool City 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 Warrnambool City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Warrnambool City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 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 2012-2020 vary slightly.

Council Groups

Warrnambool City Council is classified as a Regional Centres council according to the following classification list:

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

Councils participating in the Regional Centres group are:

- Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Warrnambool City Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 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 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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