



# **2023 Local Government Community Satisfaction Survey**

## **Alpine Shire Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 24 years

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, light blue network pattern of interconnected nodes and lines, resembling a neural network or data flow. The background of the 'W' is a solid dark blue.

# **Key findings and recommendations**



# Alpine Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Alpine 52



Small Rural 55



State-wide 56

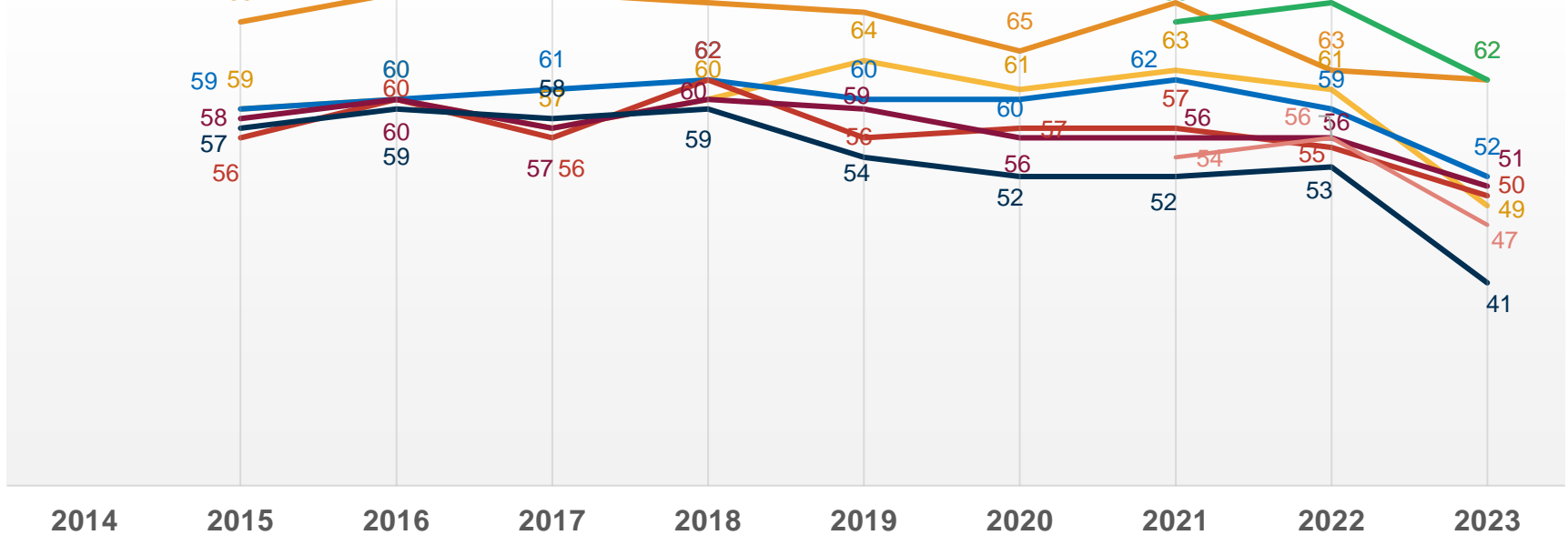
## Council performance compared to group average

Top performing area		
	Waste management	▼ lower
Lowest 3 performing areas		
	Sealed local roads	▲ higher
	Consultation & engagement	▼ lower
	Community decisions	= on par
	Customer service	= on par



# Summary of core measures

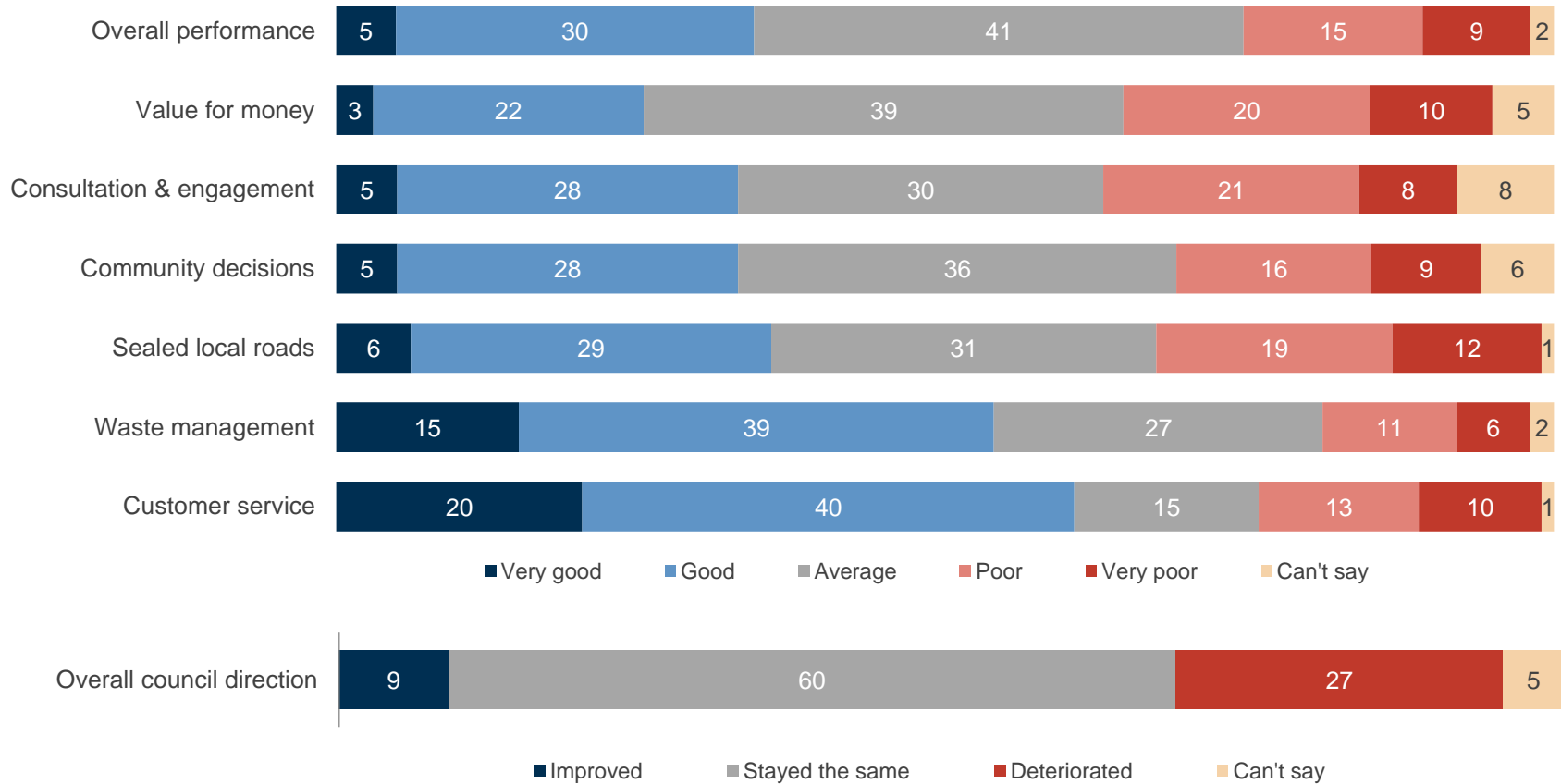
## Index scores













# Summary of core measures

Core measures summary results (%)





## Summary of Alpine Shire Council performance

Services	Alpine 2023	Alpine 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	52	59	55	56	Lower Ovens residents	Upper Ovens residents
 Value for money	47	56	49	49	Lower Ovens residents	Aged 35-49 years
 Overall council direction	41	53	47	46	Aged 18-34 years	Aged 35-49 years
 Customer service	62	63	65	67	Aged 18-34 years	Aged 35-49 years
 Waste management	62	70	66	66	Lower Ovens residents, Aged 18-34 years, Kiewa Valley residents	Upper Ovens residents, Aged 18-34 years
 Community decisions	51	56	52	51	Lower Ovens, Kiewa Valley residents	Upper Ovens residents
 Consultation & engagement	50	55	53	52	Kiewa Valley residents	Upper Ovens residents
 Sealed local roads	49	61	44	48	Aged 65+ years	Aged 50-64 years





## Focus areas for the next 12 months

### Overview

Perceptions of Alpine Shire Council's overall performance have declined significantly this year, and are now at their lowest level for nine years. The current result however follows the State-wide trend of decline over the past two years. Performance on all areas evaluated this year (service areas and core metrics) have declined significantly for Alpine Shire Council, the exception being customer service where results have held steady.

### Focus areas

Community consultation and engagement is an area that may warrant some extra attention in the coming 12 months, as performance ratings in this service area are at their lowest level in nine years and are significantly lower than the Small Rural group average. Council has been viewed more positively in this service area. Communications will be important to ensure the community are aware of the actions Council is undertaking and how it provides opportunities for the community to engage and provide feedback..

### Comparison to state and area grouping

Council's results are mixed when compared to the Small Rural group and State-wide averages. Against the Small Rural group, Council performs significantly better than average in the area of sealed local roads – which is a positive result. However, on two of the remaining four service areas, Council performs significantly lower. Council performs in line with the State-wide average on three of the four service areas evaluated, and significantly lower than the State-wide average in the area of waste management.

### Maintain and strengthen customer service standards

Perception of Council's performance on customer service declined significantly in 2022. While perceptions have not recovered this year, they have not declined (significantly) further and remain in line with the Small Rural group average. The cohort who has had the highest rate of contact with Council, those aged 18 to 34 years, have a significantly higher than average view of Council's customer service. Council should look to maintain this positive result in the next 12 months, and potentially build upon it, by prioritising customer service improvement among other cohorts, specifically those aged aged 35 to 64 years.

# DETAILED FINDINGS



# Overall performance



## Overall performance

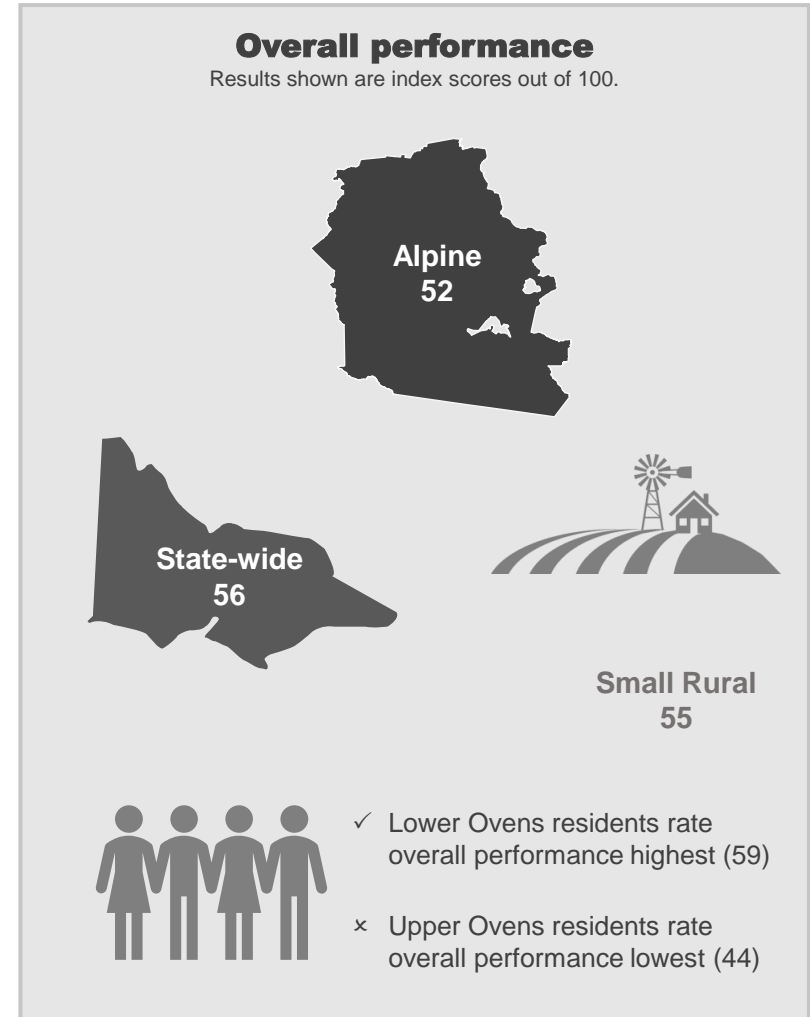
The overall performance index score of 52 for Alpine Shire Council represents a significant seven-point decline on the 2022 result. This breaks the eight-year period of stability where Council's overall performance index score ranged between 59 and 62.

- Overall performance is at its lowest level in 10 years.

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

- All demographic and geographic cohorts evaluated declined in their perceptions of overall performance in the past year, some significantly so.
- Ratings among residents in Upper Ovens are significantly lower than average (index score of 44 compared to 52 overall). Perceptions among this cohort have declined significantly in the last 12 months (down 11 index points from 2022).

A quarter of residents (25%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is less than those who rate Council as 'very poor' or 'poor' (30%). A further 39% rate Council as 'average' in terms of providing value for money.





# Overall performance

## 2023 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Lower Ovens	59▲	62	66	64	66	62	67	62	62	n/a
State-wide	56▲	59	61	58	60	59	59	59	60	61
65+	55	61	63	61	62	62	62	63	62	n/a
Small Rural	55▲	58	60	56	58	56	58	57	59	n/a
Kiewa Valley	54	61	66	62	56	58	59	59	54	n/a
Women	54	57	63	62	60	62	60	61	59	n/a
Alpine	52	59	62	60	60	62	61	60	59	n/a
18-34	50	65	63	67	62	69	66	65	62	n/a
50-64	50	56	58	50	57	59	58	58	56	n/a
Men	49	62	60	58	59	62	63	60	59	n/a
35-49	48	54	61	62	59	60	62	56	56	n/a
Upper Ovens	44▼	55	54	57	55	65	56	59	60	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

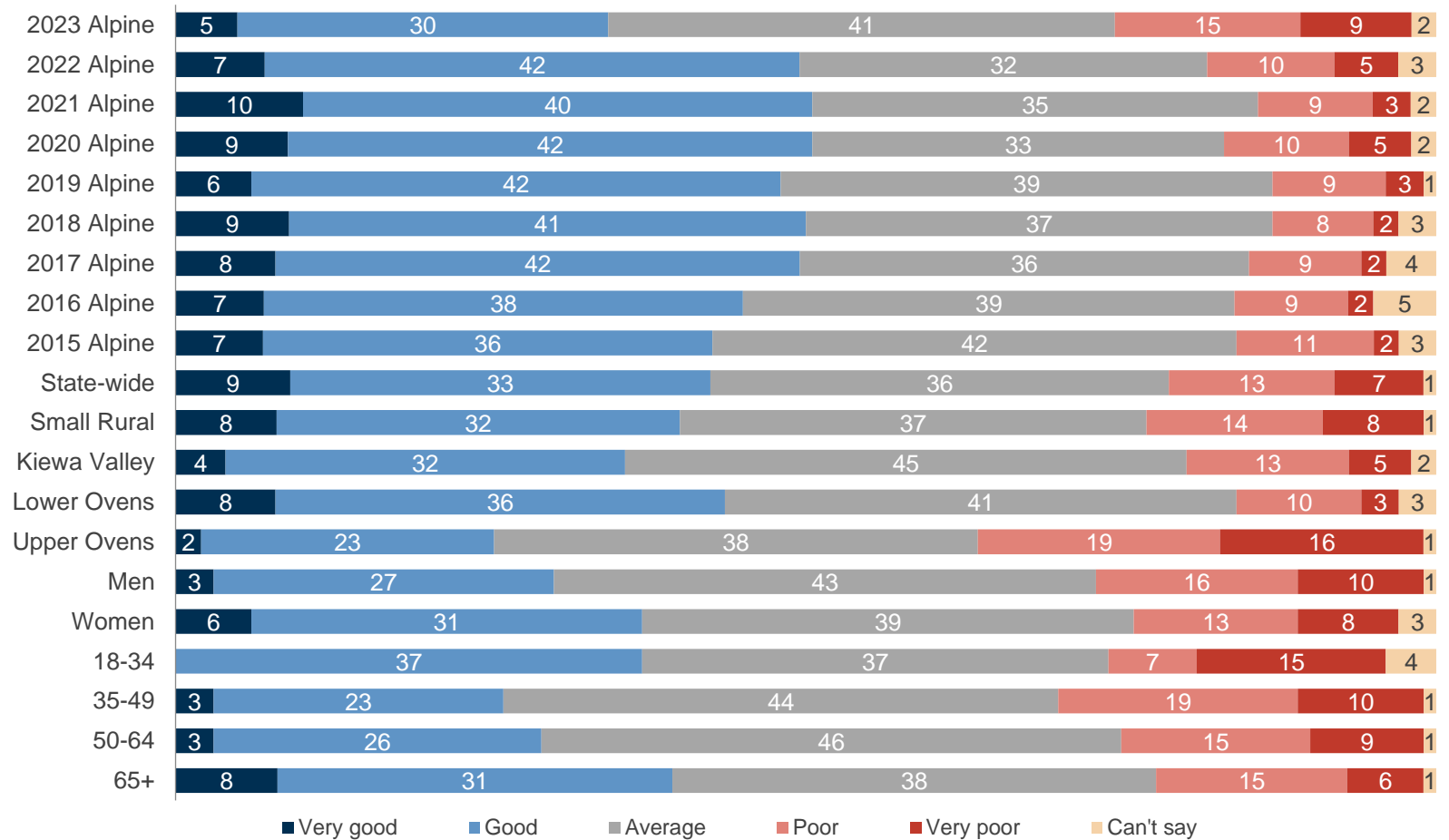
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Overall performance

2023 overall performance (%)

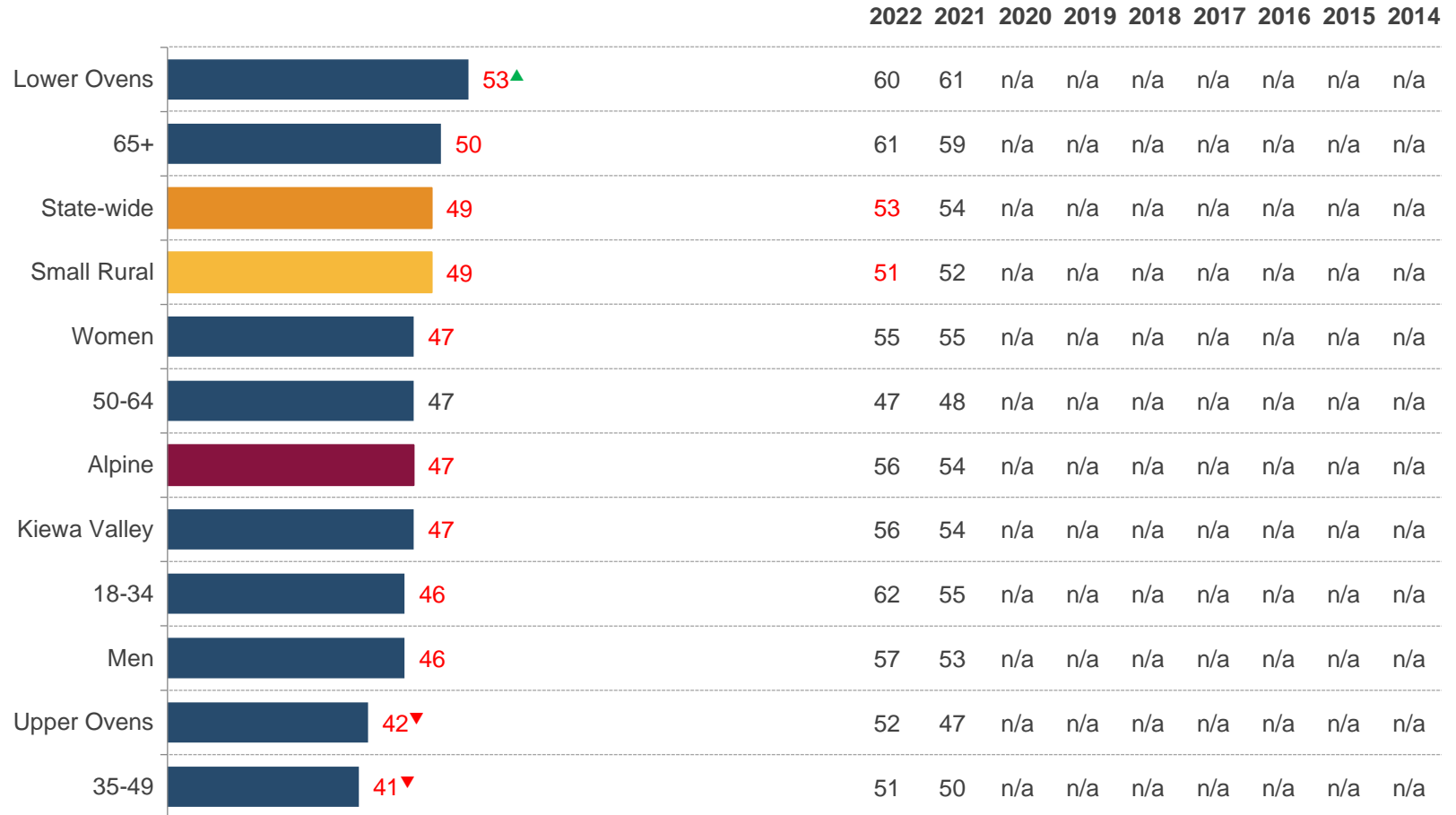


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66 Councils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



# Value for money in services and infrastructure

## 2023 value for money (index scores)



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

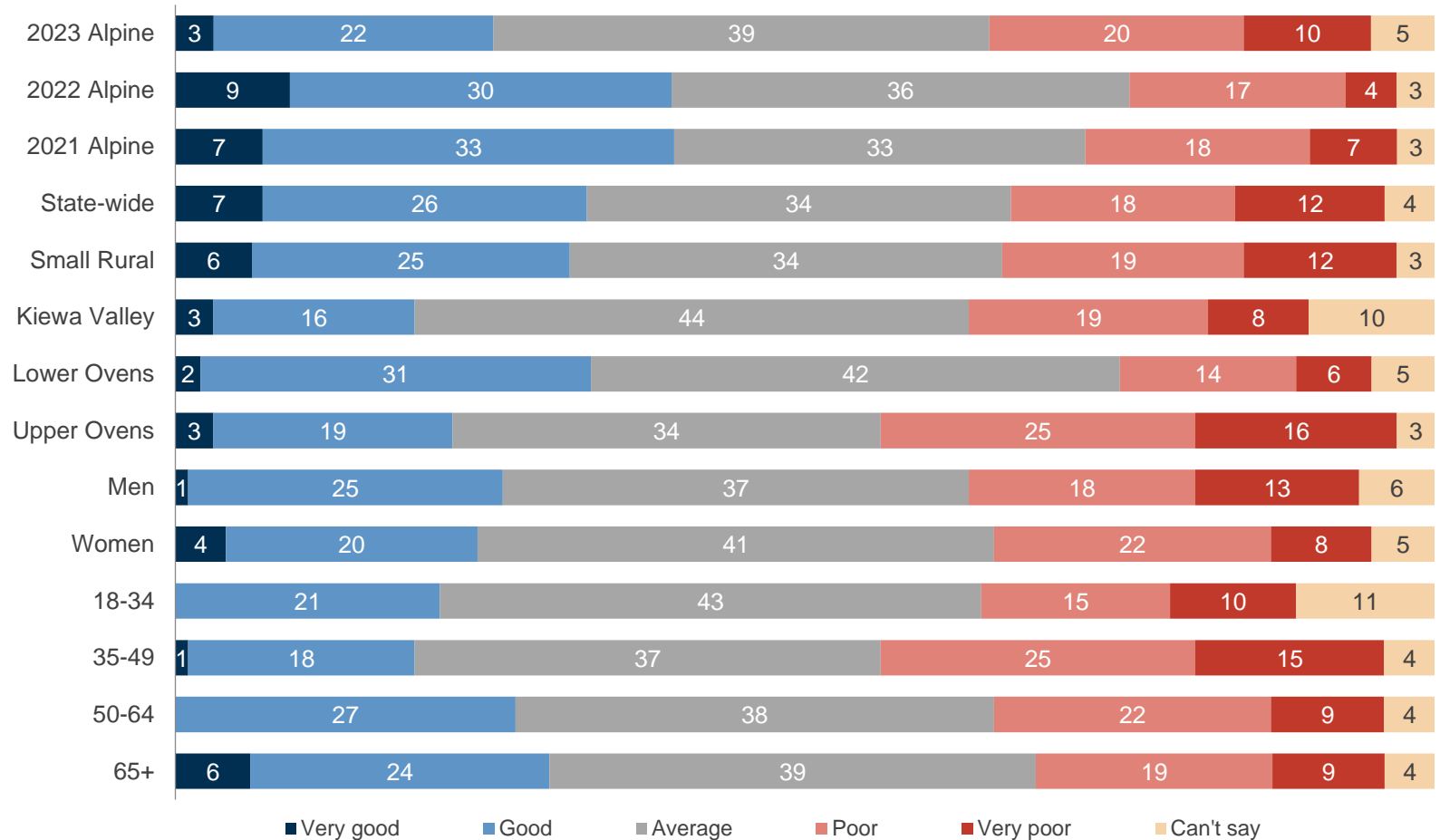
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



# Value for money in services and infrastructure

2023 value for money (%)



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

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





## Top performing service areas

Waste management (index score of 62) is the area where Council performs best in 2023 (of the service areas evaluated). Notwithstanding this, perceptions declined significantly, decreasing by eight index points from 2022.

- Performance perceptions of this service area are at their lowest level recorded since measurement commenced in 2021.

Council performs significantly lower than both the Small Rural group average and the State-wide average in this service area (each achieving an index score of 66).

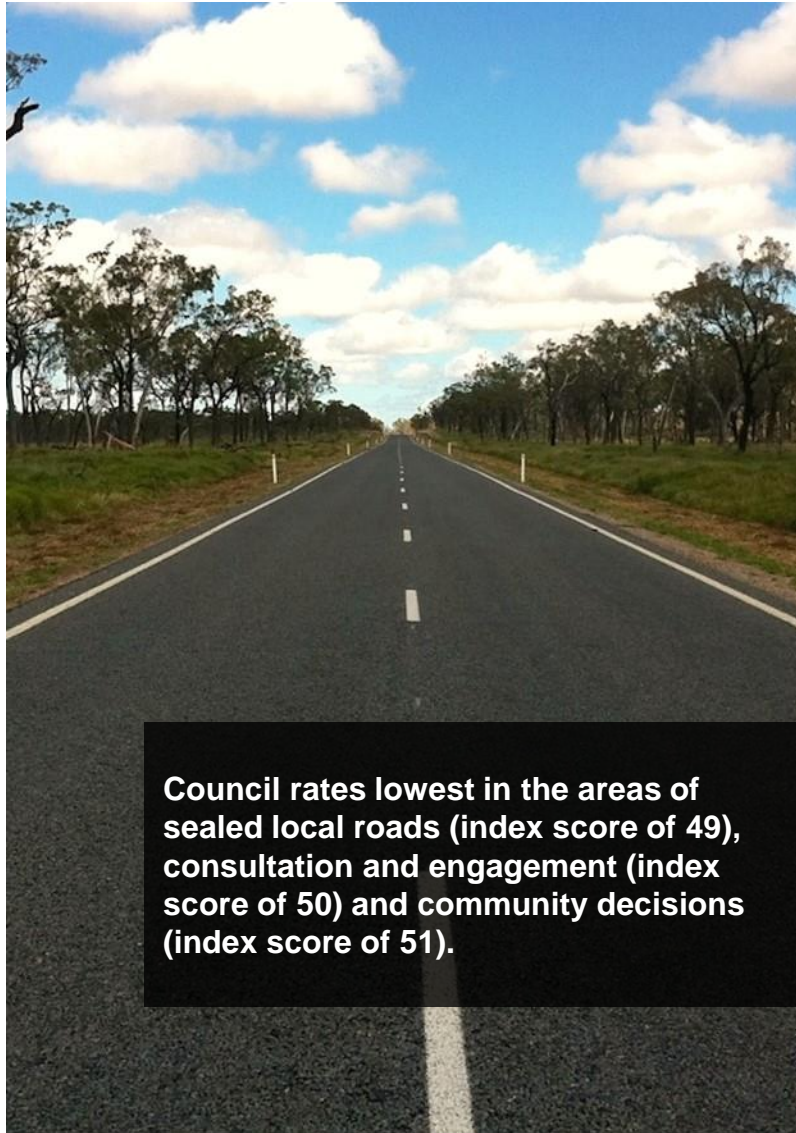
- Views of waste management declined significantly in the last 12 months among residents in Lower Ovens (index score of 65, down seven index points) and in Upper Ovens (index score of 57, down 10 index points).
- Perceptions also declined among residents of Kiewa Valley (index score of 65, down five index points), although this was not a significant decline.
- Nevertheless, the results suggest that residents across the Council area have equally declining views of performance in this service area.



**Waste management (index score of 62) is the top-performing area for Council in 2023.**



## Lower performing service areas



**Council rates lowest in the areas of sealed local roads (index score of 49), consultation and engagement (index score of 50) and community decisions (index score of 51).**

Council has experienced significant declines in perceptions of performance of all service areas evaluated in 2023, with perceptions of each at the lowest level in nine years.

Council rates lowest in the areas of sealed local roads (index score of 49, down a significant 12 index points from 2022). Other service areas are not far behind: consultation and engagement (index score of 50, down five index points) and community decisions (index score of 51, also down five index points from 2022).

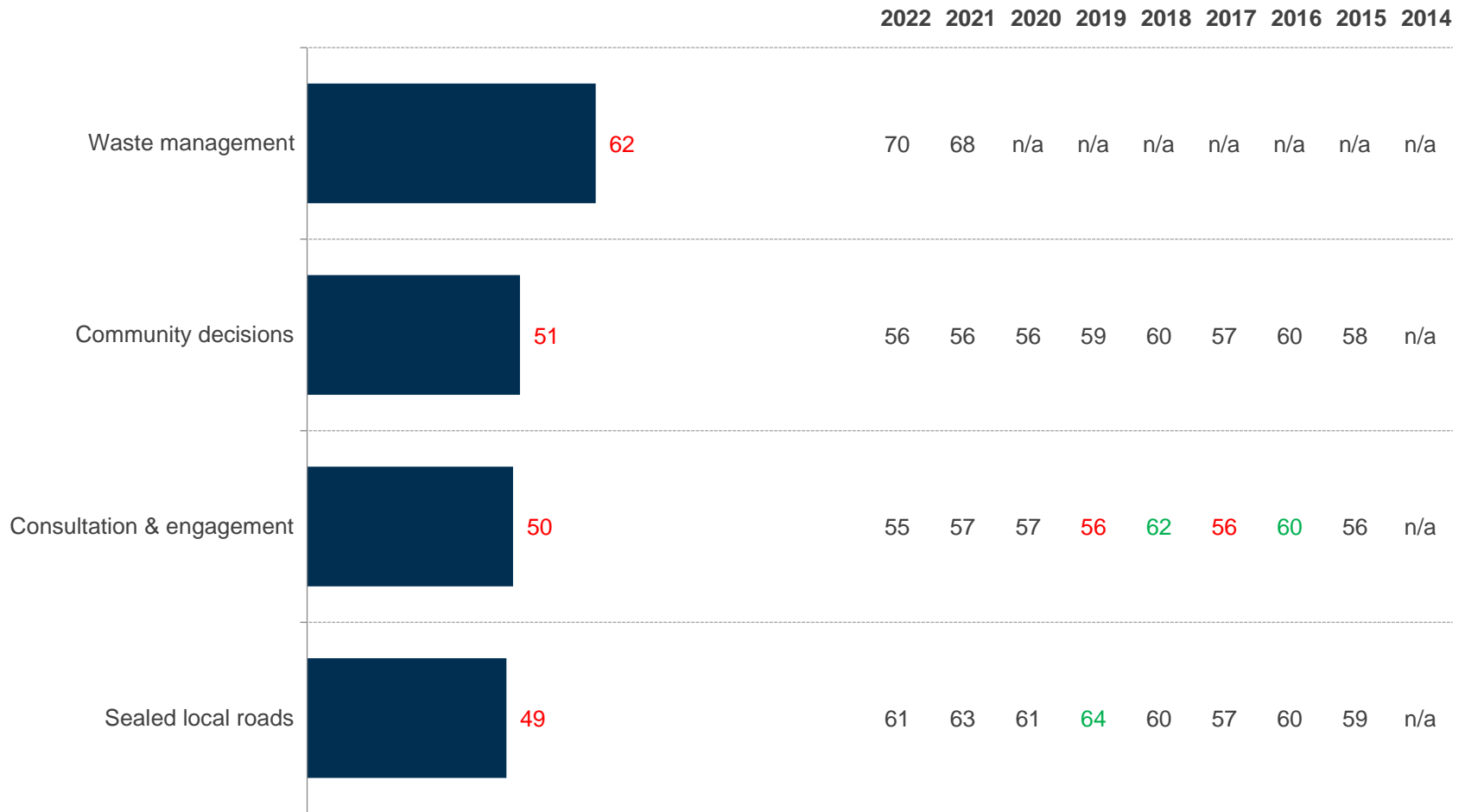
- Compared to the Small Rural group average, Council performs significantly higher on sealed local roads, significantly lower on consultation and engagement and is on par with the group average when it comes to making decisions in the interest of the community.
- Positively, Council rates in line with the State-wide group average on these three afore-mentioned service areas.

In the related areas of community consultation and engagement, and making decisions in the interest of the community, Kiewa Valley residents rate Council significantly higher than average and Upper Ovens residents rate Council significantly lower than average.



# Individual service area performance

2023 individual service area performance (index scores)

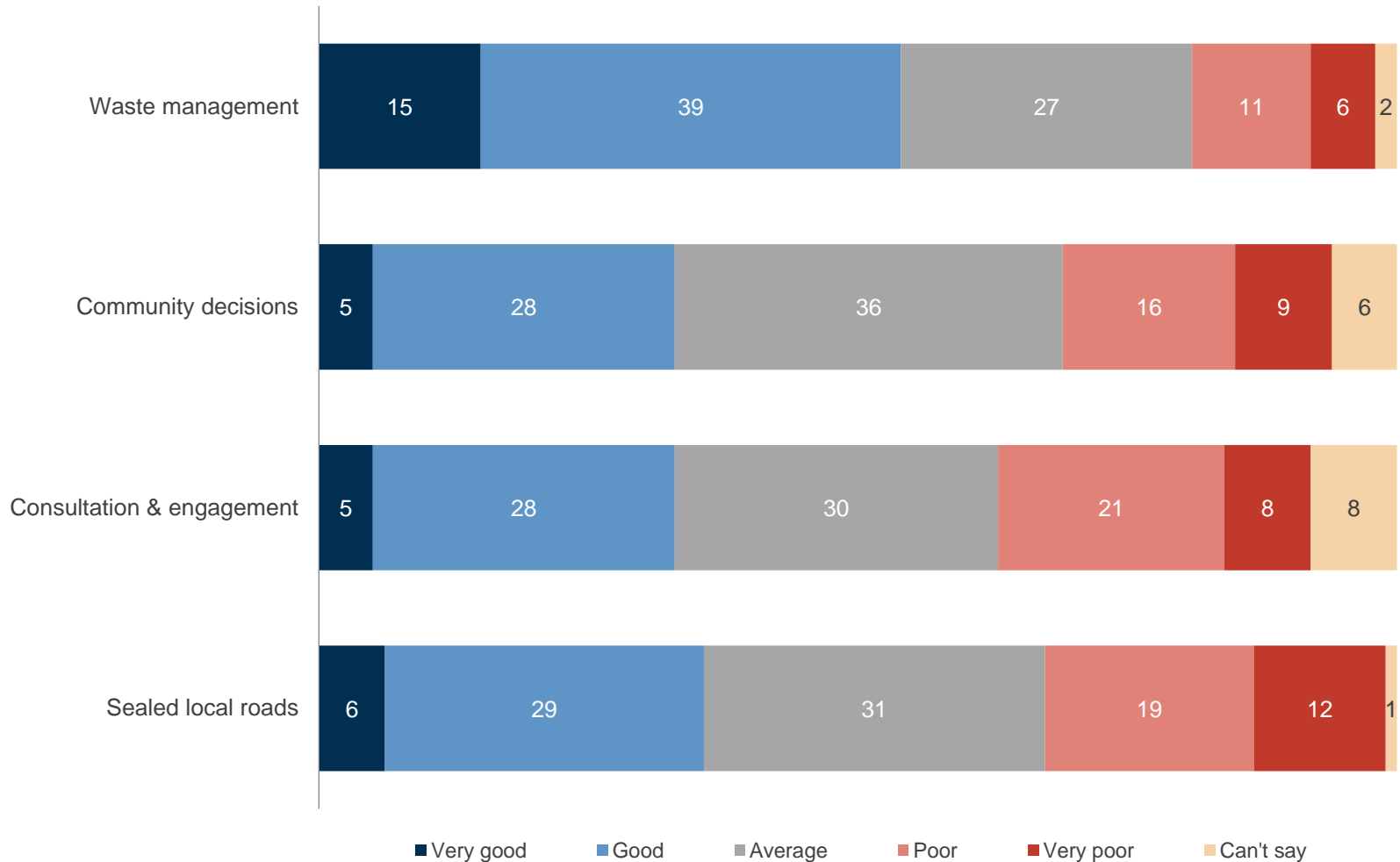


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# Individual service area performance

2023 individual service area performance (%)



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



# Customer service



## Contact with council and customer service

### Contact with council

Close to two thirds of Council residents (65%) have had contact with Council in the last 12 months – an increase on last year’s result (60%). The 2023 result is similar to the Small Rural group average (66%).

- Three quarters of residents aged 18 to 34 years (74%) have had contact with Council in 2023, up a significant 23 percentage points from 2022.
- Of those aged 65 years and over, 54% have had contact with Council, significantly lower than average.



**Among those residents who have had contact with Council, 60% provide a positive customer service rating of ‘very good’ or ‘good’, including 20% of residents who rate Council’s customer service as ‘very good’.**

### Customer service

Council’s customer service index of 62 is in line with the 2022 result (63), not having recovered from the significant decline experienced last year (from an index score of 70 in 2021).

- 2022 and 2023 represent the lowest-rated customer service years for Council, after reaching a peak index score of 71 in 2016 and 2017.

Customer service is rated significantly lower than the State-wide average (index score of 67) but remains in line with the Small Rural group average (65).

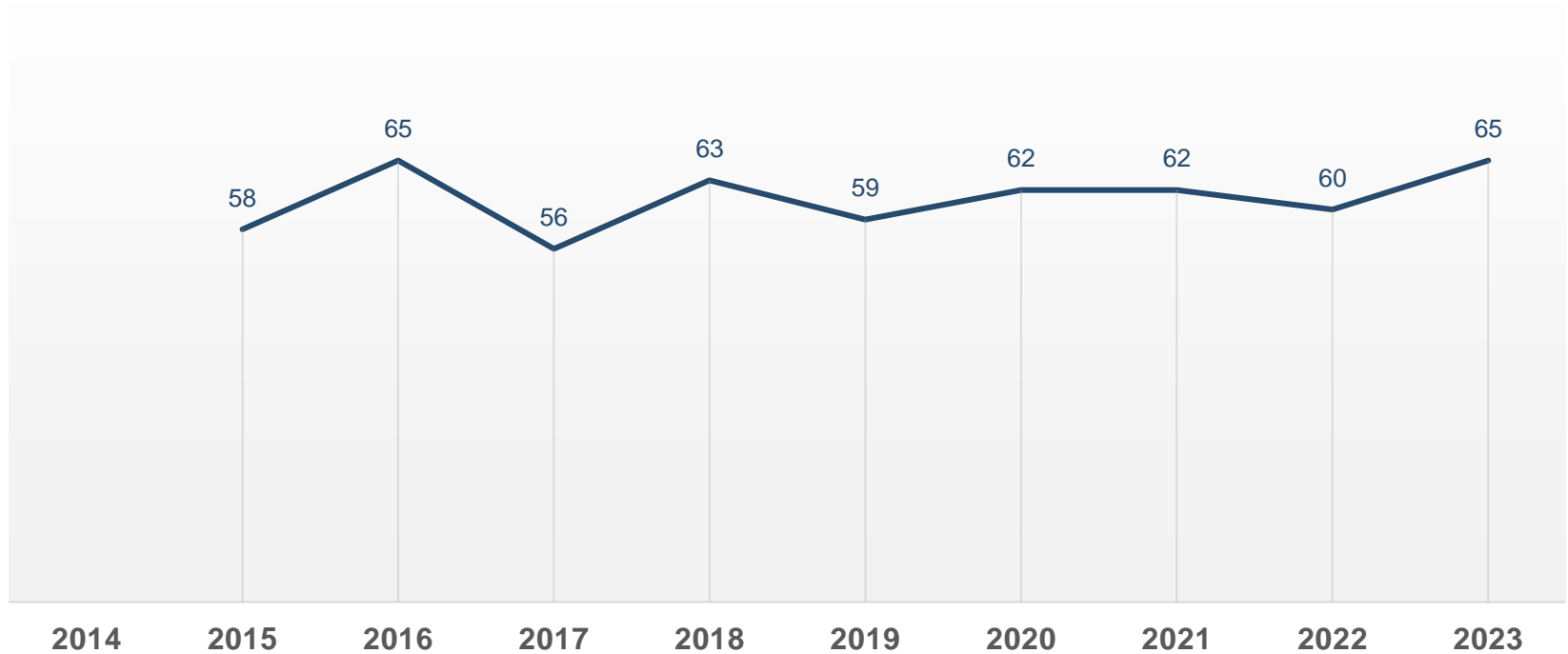
Six in ten residents (60%) provide a positive customer service rating of ‘very good’ or ‘good’.

- Positively, those aged 18 to 34 years, the group who has had the highest contact with Council, rate customer service significantly higher than average (index score of 71).
- Those aged 35 to 64 years also have a higher-than-average rate of contact with council (73%). However, customer service is rated lower among these cohorts (index scores of 56 for 35 to 49 year olds and 57 for 50 to 64 year olds). While these differences to the average are not significant, it may indicate a need to focus attention on these age groups.



# Contact with council

**2023 contact with council (%)**  
Have had contact



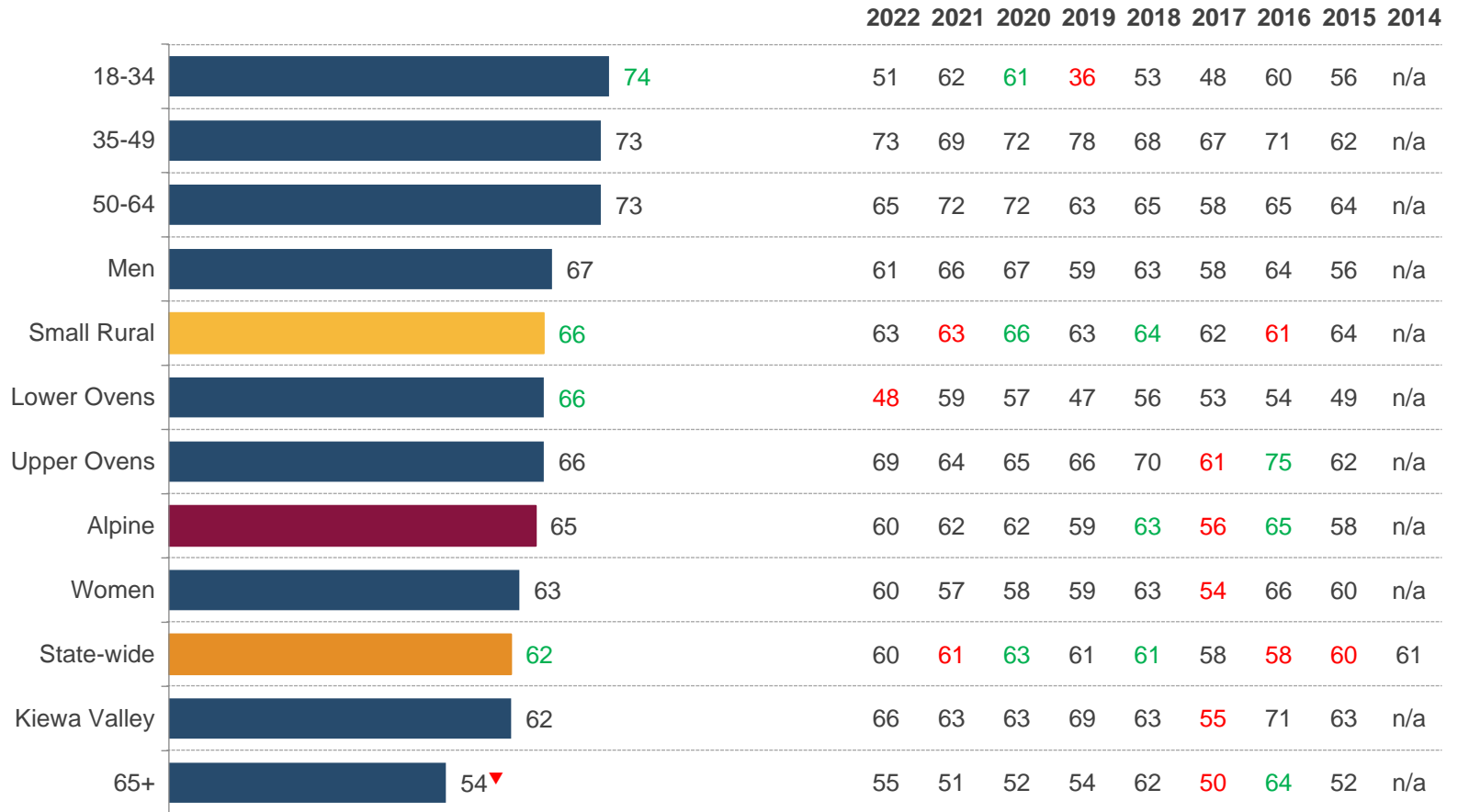
Q5. Over the last 12 months, have you or any member of your household had any contact with Alpine Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



# Contact with council

2023 contact with council (%)



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

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

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





# Customer service rating

## 2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	71▲	61	83	65	75	56	73	77	62	n/a
State-wide	67▲	68	70	70	71	70	69	69	70	72
Small Rural	65	67	69	70	70	69	69	69	70	n/a
Lower Ovens	65	67	73	67	71	62	77	69	68	n/a
Kiewa Valley	64	63	67	66	65	73	63	72	64	n/a
Women	63	61	71	67	72	69	71	69	72	n/a
65+	63	67	72	66	70	72	76	74	70	n/a
Alpine	62	63	70	65	69	70	71	71	68	n/a
Men	60	66	68	63	65	71	70	73	63	n/a
Upper Ovens	58	61	68	63	69	75	71	72	71	n/a
50-64	57	63	62	57	65	70	64	64	71	n/a
35-49	56	60	65	71	68	74	73	70	66	n/a

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

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

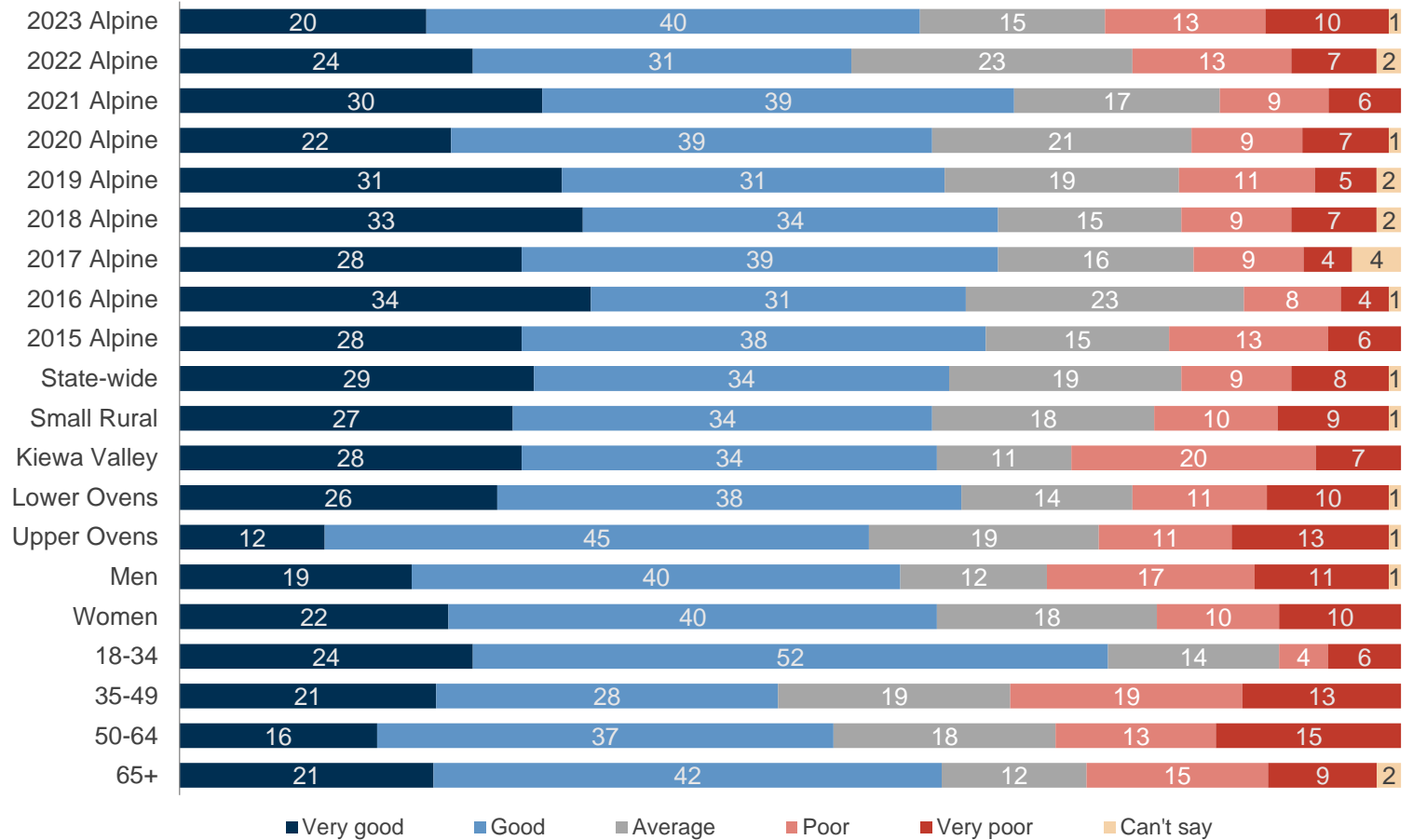
Councils asked State-wide: 66 Councils asked group: 19

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



# Customer service rating

2023 customer service rating (%)



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



# Council direction

## Council direction

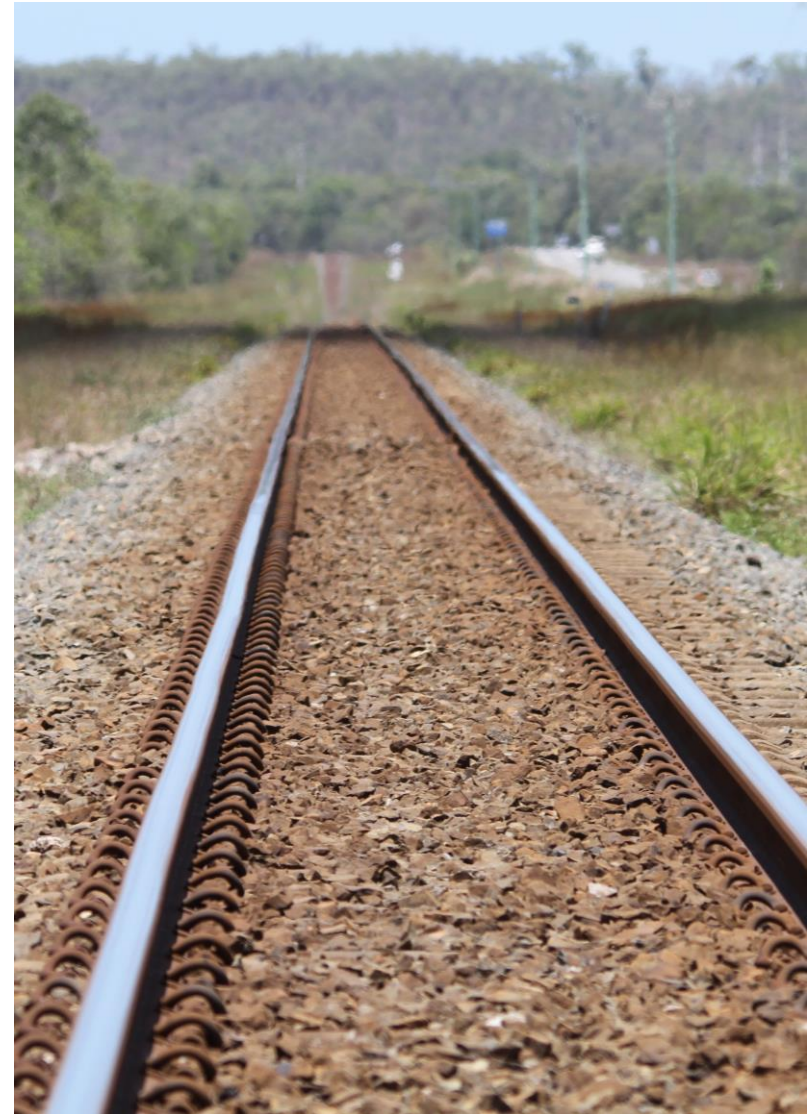
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Over the last 12 months, 60% of residents believe the direction of Council's overall performance has stayed the same, down one percentage point on 2022.

- 9% believe the direction has improved in the last 12 months (down 10 percentage points on 2022).
- 27% believe it has deteriorated, up 14 percentage points on 2022.

Alpine Shire Council's index score of 41 for overall council direction is significantly lower than both the Small Rural group and State-wide averages (index scores of 47 and 46 respectively).

- The most satisfied with council direction, significantly more so than average, are residents aged 18 to 34 years (index score of 48) and Lower Ovens residents (index score of 47).
- The least satisfied with council direction, and significantly less so than average, are residents aged 35 to 49 years (index score of 32) and residents in Upper Ovens (index score of 34).





# Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	48▲	64	52	56	59	64	55	60	58	n/a
Lower Ovens	47▲	57	57	60	65	65	68	58	58	n/a
Small Rural	47▲	51	53	50	53	50	52	50	53	n/a
State-wide	46▲	50	53	51	53	52	53	51	53	53
65+	44	55	53	53	57	62	57	60	60	n/a
Kiewa Valley	43	52	51	49	41	54	58	58	55	n/a
Women	43	49	52	55	53	59	56	57	60	n/a
Alpine	41	53	52	52	54	59	58	59	57	n/a
Men	39	58	51	49	56	59	60	60	54	n/a
50-64	36	50	47	48	52	55	61	57	55	n/a
Upper Ovens	34▼	50	46	47	50	56	46	60	58	n/a
35-49	32▼	46	53	51	49	56	58	58	54	n/a

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

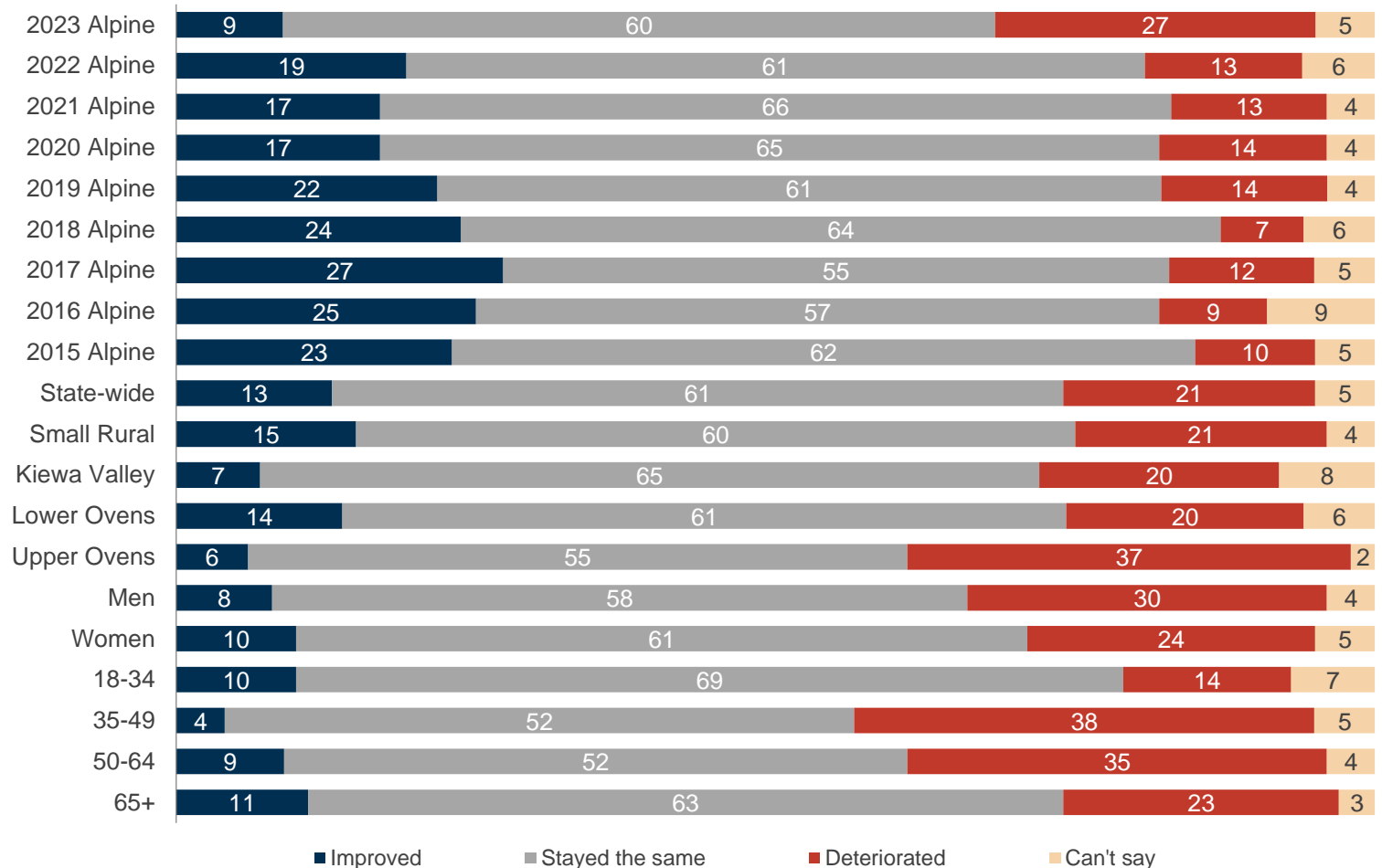
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Overall council direction last 12 months

2023 overall council direction (%)



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

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

# Individual service areas



# Community consultation and engagement performance



## 2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Kiewa Valley	57 <sup>▲</sup>	63	59	56	57	54	57	49	n/a
18-34	55	63	64	56	69	55	66	63	n/a
Small Rural	53 <sup>▲</sup>	56	54	56	54	55	55	56	n/a
Lower Ovens	52	62	62	62	64	62	63	58	n/a
State-wide	52	56	55	56	55	55	54	56	57
Women	51	56	58	56	61	57	59	56	n/a
65+	51	56	56	56	60	58	60	57	n/a
Alpine	50	57	57	56	62	56	60	56	n/a
Men	49	58	57	55	63	56	61	57	n/a
35-49	49	59	62	60	65	53	61	52	n/a
50-64	46	52	48	51	56	57	56	55	n/a
Upper Ovens	45 <sup>▼</sup>	48	52	49	63	50	60	60	n/a

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

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

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

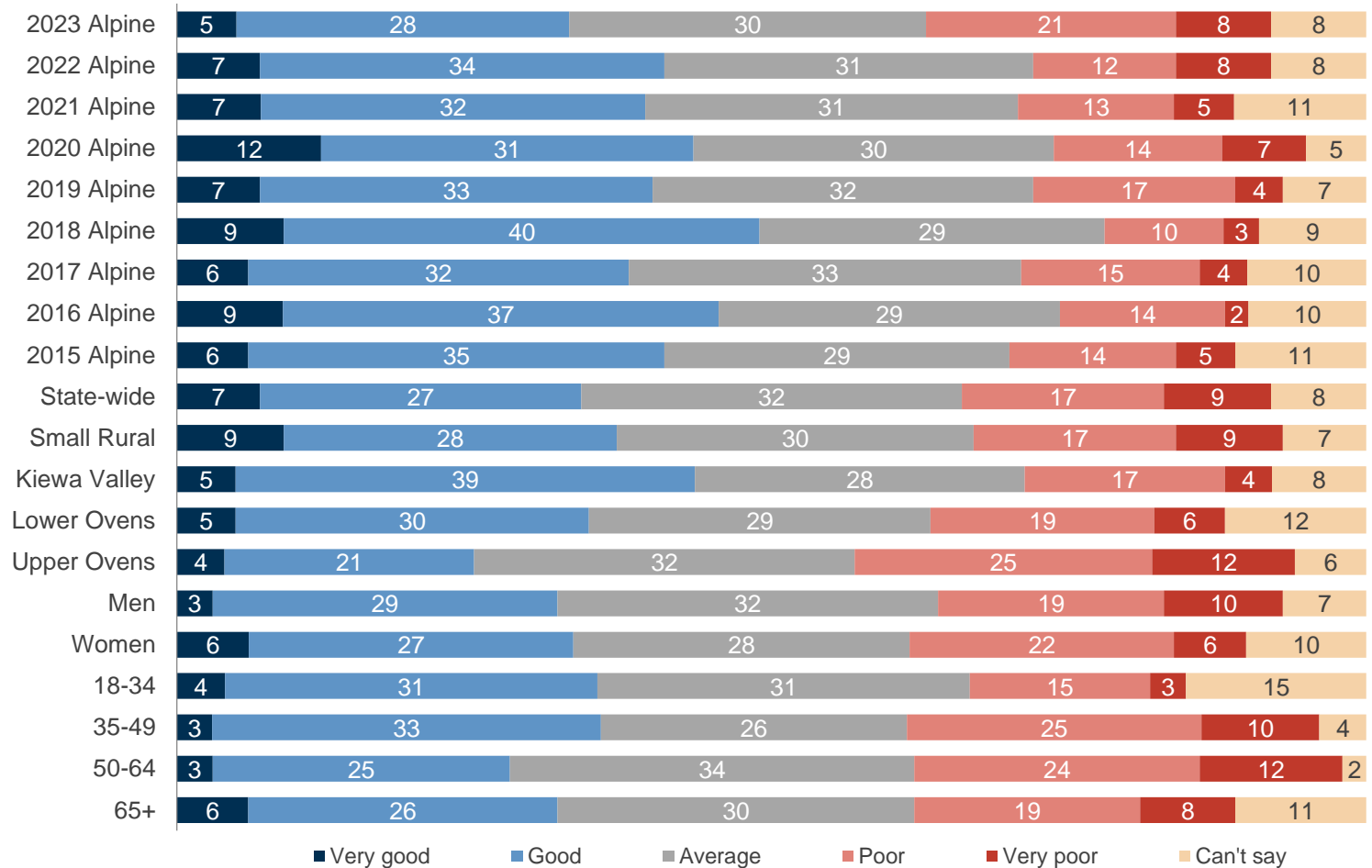




# Community consultation and engagement performance



2023 consultation and engagement performance (%)



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

# Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Lower Ovens	58▲	62	61	58	65	60	61	60	62	n/a
Kiewa Valley	58▲	57	62	58	58	55	57	59	53	n/a
65+	54	59	59	58	59	57	59	62	60	n/a
18-34	54	60	59	57	62	64	54	63	61	n/a
Small Rural	52	54	56	53	55	52	55	53	56	n/a
State-wide	51	54	56	53	55	54	54	54	55	57
Women	51	52	55	59	58	59	57	58	57	n/a
Alpine	51	56	56	56	59	60	57	60	58	n/a
Men	51	59	57	54	60	61	57	61	58	n/a
50-64	47	51	52	48	57	57	57	55	55	n/a
35-49	45	52	53	60	58	63	57	59	55	n/a
Upper Ovens	41▼	47	48	54	52	63	51	60	57	n/a

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

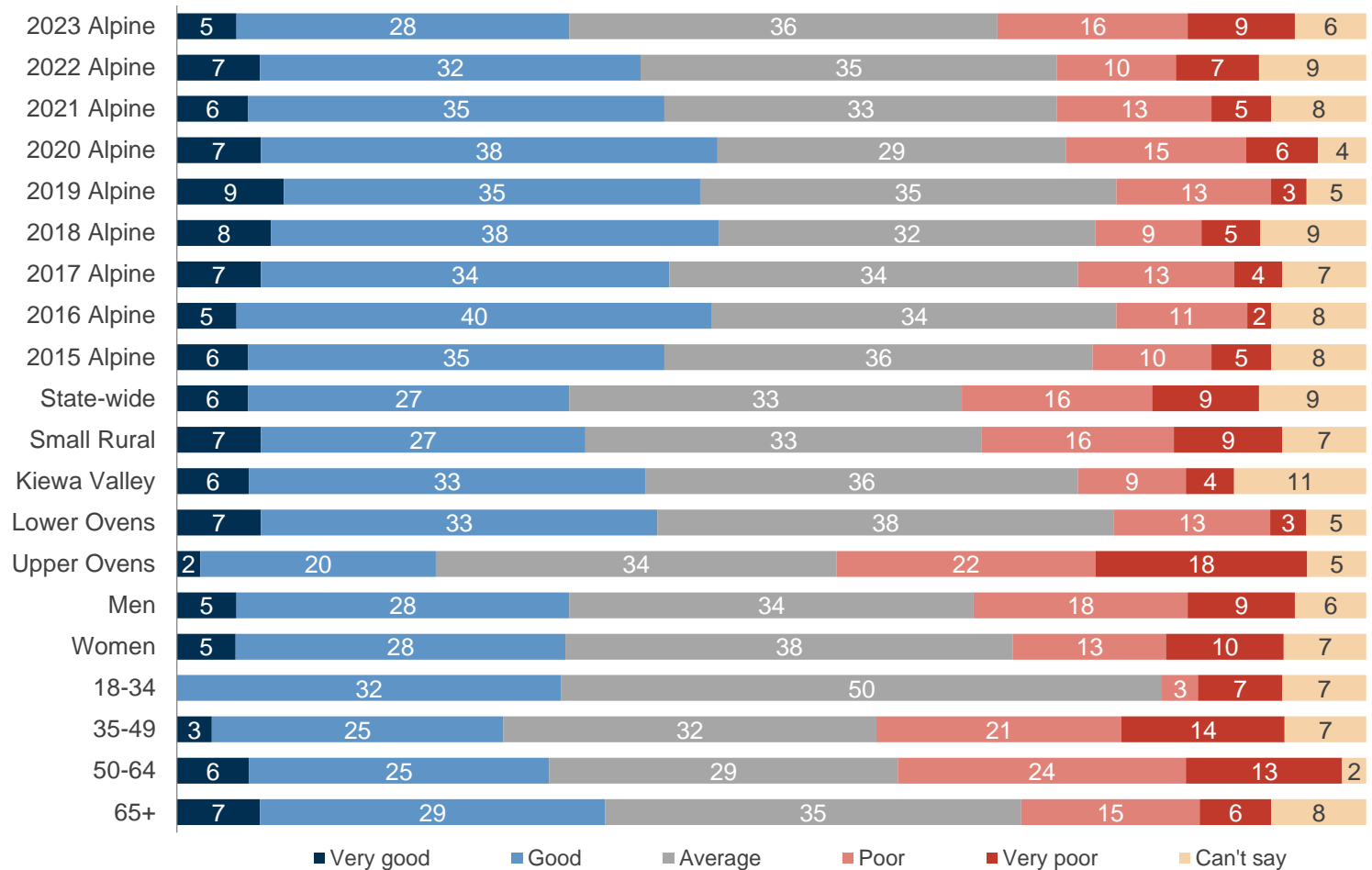
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2023 community decisions made performance (%)



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

# The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	53	62	64	63	63	60	56	61	60	n/a
Lower Ovens	51	63	68	62	67	62	61	62	58	n/a
Women	50	58	66	63	65	59	58	58	57	n/a
Kiewa Valley	50	56	61	58	58	51	53	58	55	n/a
Alpine	49	61	63	61	64	60	57	60	59	n/a
35-49	49	57	62	66	64	62	57	55	61	n/a
Men	49	63	60	59	62	61	57	61	61	n/a
Upper Ovens	48	61	59	63	63	65	57	59	64	n/a
State-wide	48	53	57	54	56	53	53	54	55	55
18-34	45	63	66	62	67	60	59	64	60	n/a
50-64	45	61	61	51	61	59	58	59	55	n/a
Small Rural	44	50	53	51	53	49	50	52	52	n/a

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

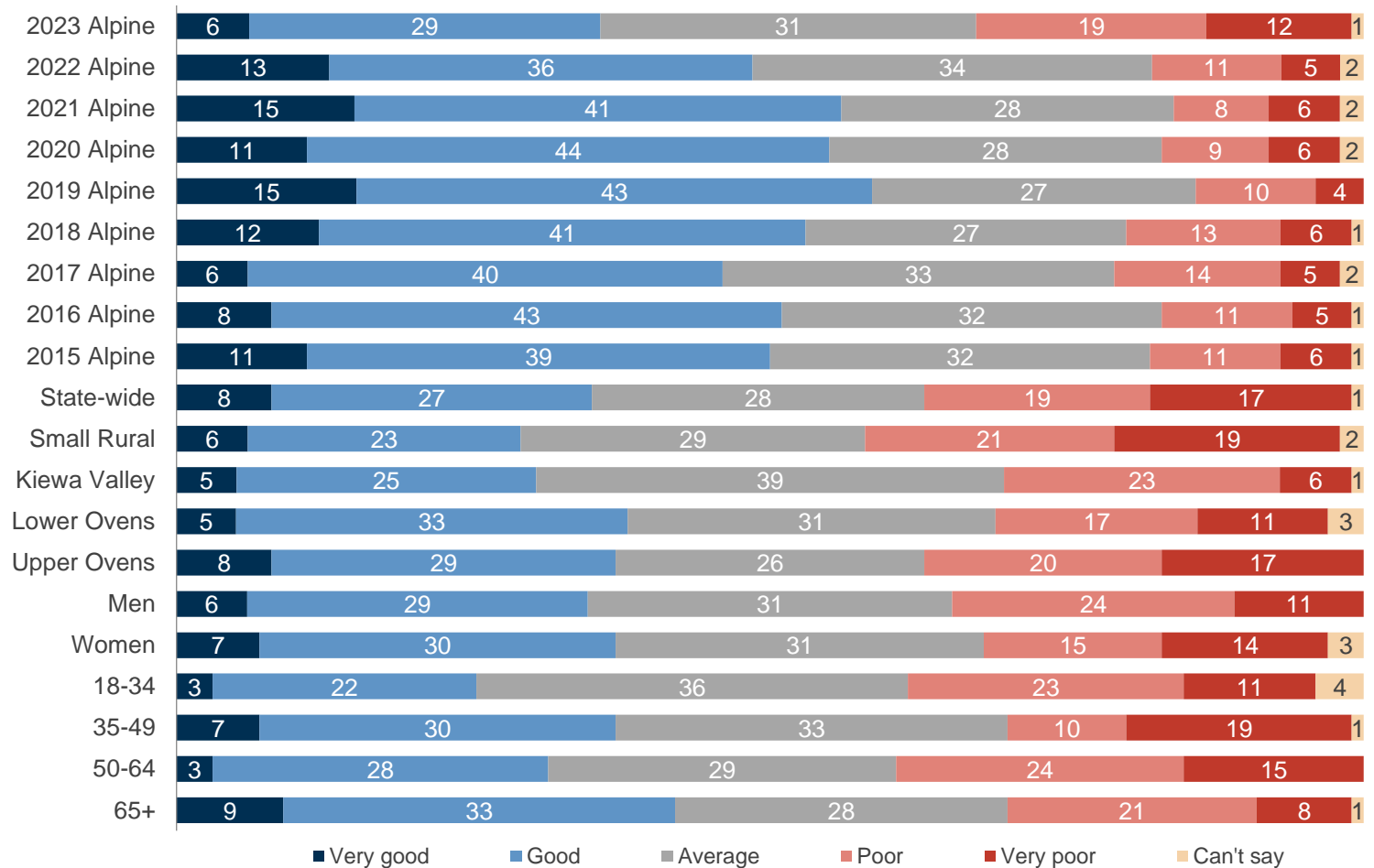
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



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



# Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	66▲	68	69	65	68	70	71	70	72	73
Small Rural	66▲	68	68	64	66	69	70	69	71	n/a
Lower Ovens	65	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kiewa Valley	65	70	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	74	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	63	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Alpine	62	70	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	65	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Upper Ovens	57	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a

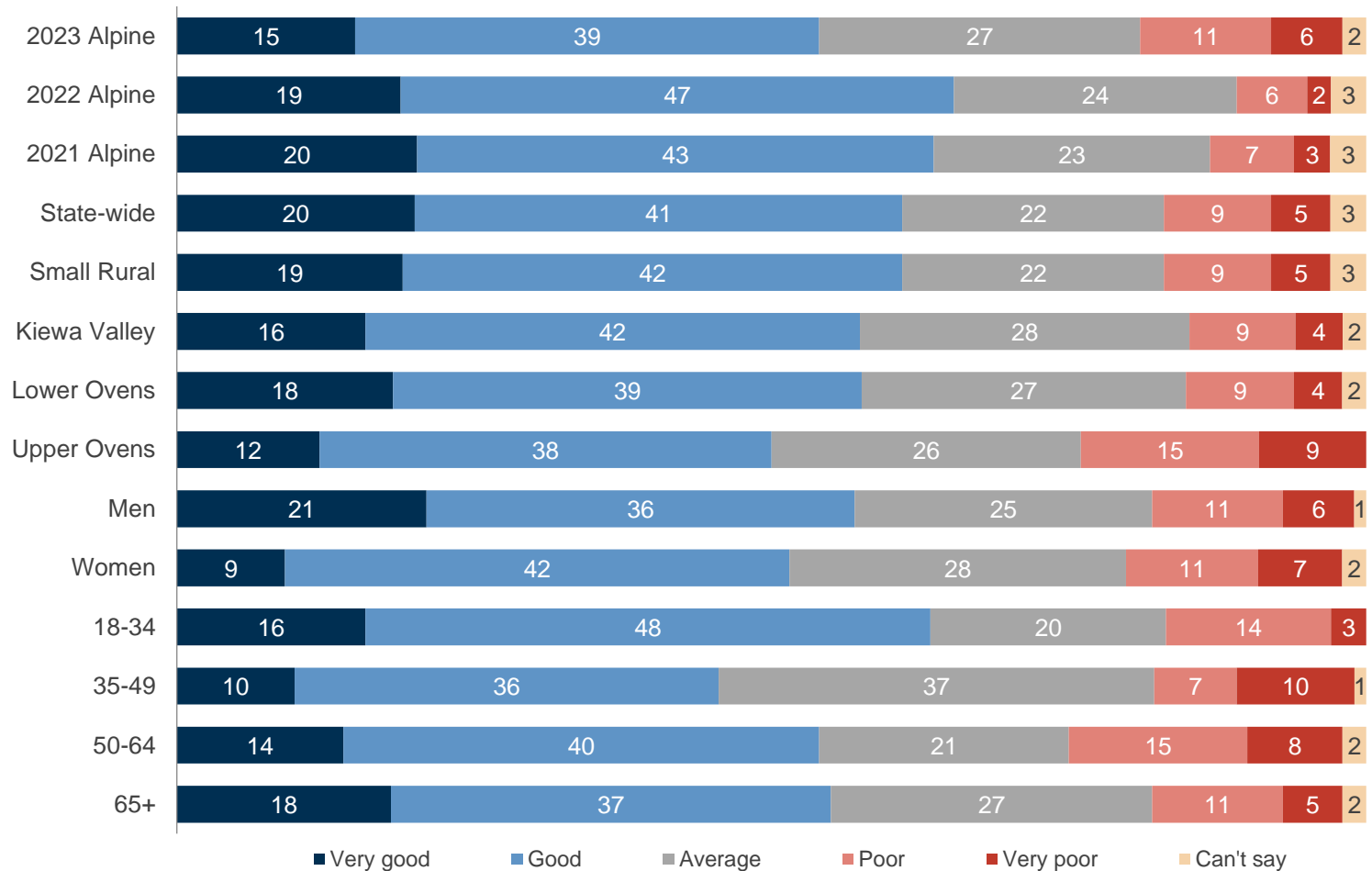
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.




# Waste management performance



2023 waste management performance (%)



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



# **Detailed demographics**

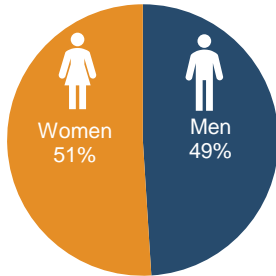




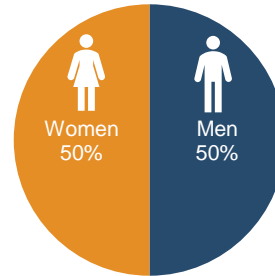
# Gender and age profile

## 2023 gender

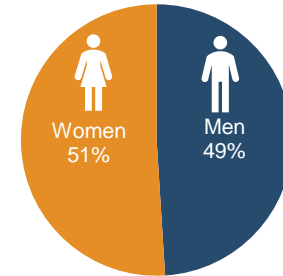
Alpine



Small Rural

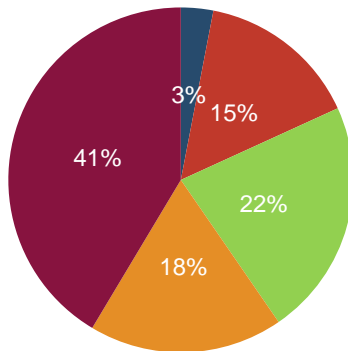


State-wide

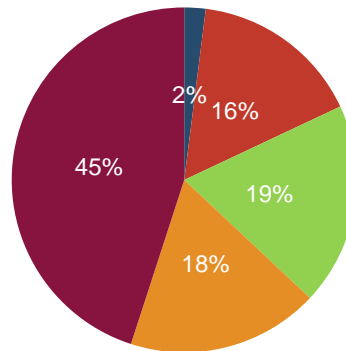


## 2023 age

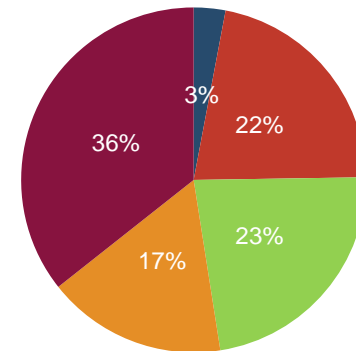
Alpine



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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



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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Alpine Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 10,700 people aged 18 years or over for Alpine Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Alpine Shire Council	400	400	+/-4.8
Men	200	196	+/-6.9
Women	200	204	+/-6.9
Kiewa Valley	103	101	+/-9.7
Lower Ovens (Myrtleford - Eurobin)	136	135	+/-8.4
Upper Ovens (Porepunkah - Dinner Plain)	161	164	+/-7.7
18-34 years	28	73	+/-18.8
35-49 years	73	88	+/-11.5
50-64 years	92	73	+/-10.2
65+ years	207	166	+/-6.8



## Appendix A: Significant difference reporting notation

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

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

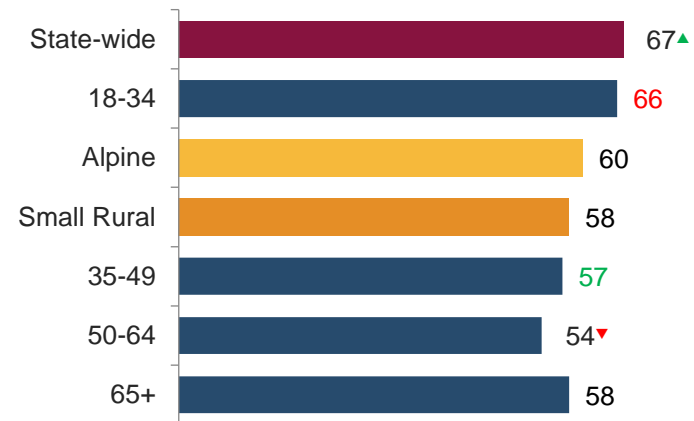
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**





## Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=403 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Alpine Shire Council.

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

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



## Appendix B: Analysis and reporting

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

### Council Groups

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

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

Councils participating in the Small Rural group are:

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

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



## Appendix B: 2012 survey revision

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The survey was revised in 2012. As a result:

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

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



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

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

These core questions comprised:

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

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



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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