



2024 Local Government Community Satisfaction Survey

Yarriambiack Shire Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 25 years

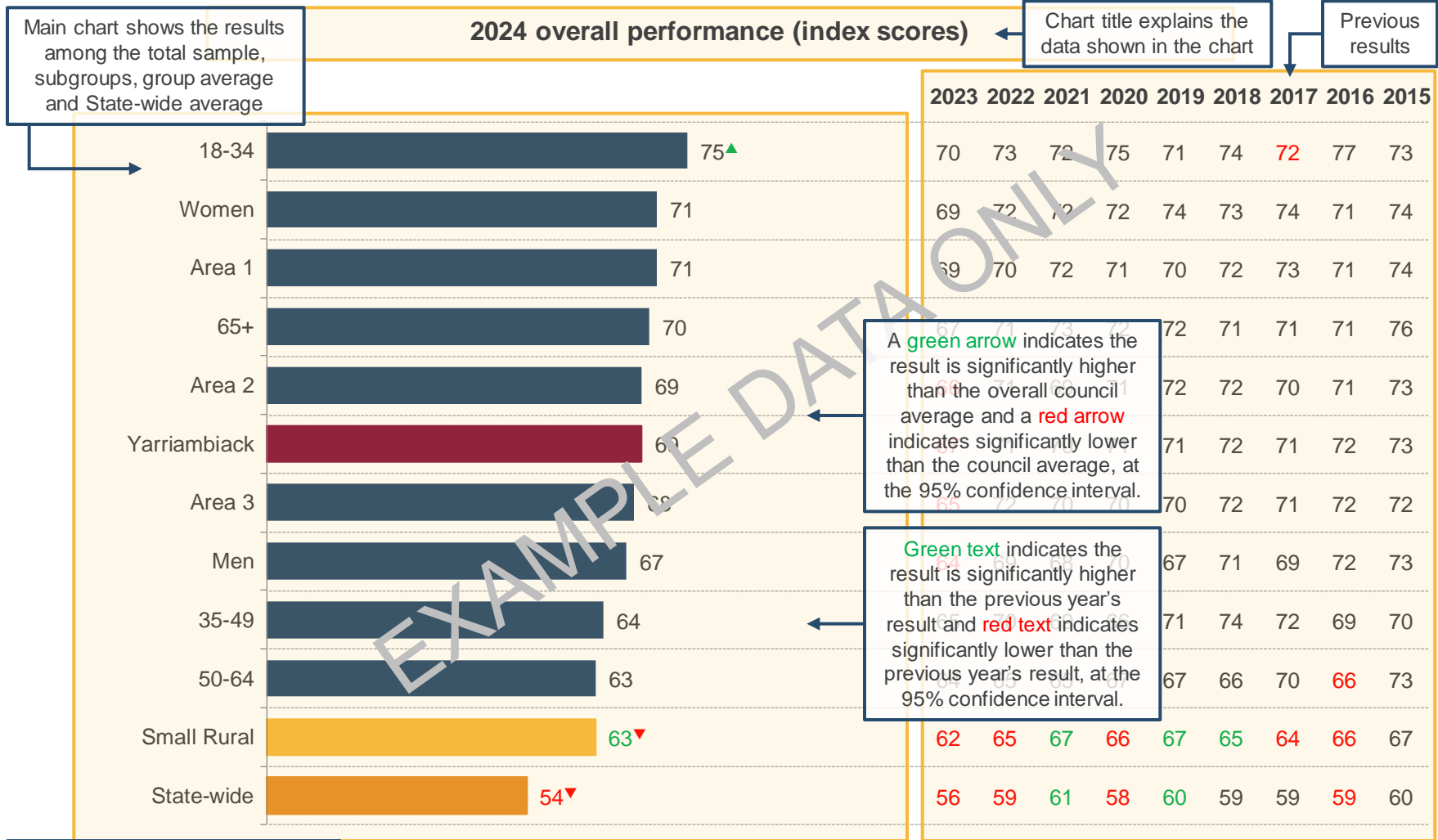
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

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

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



How to read index score charts in this report

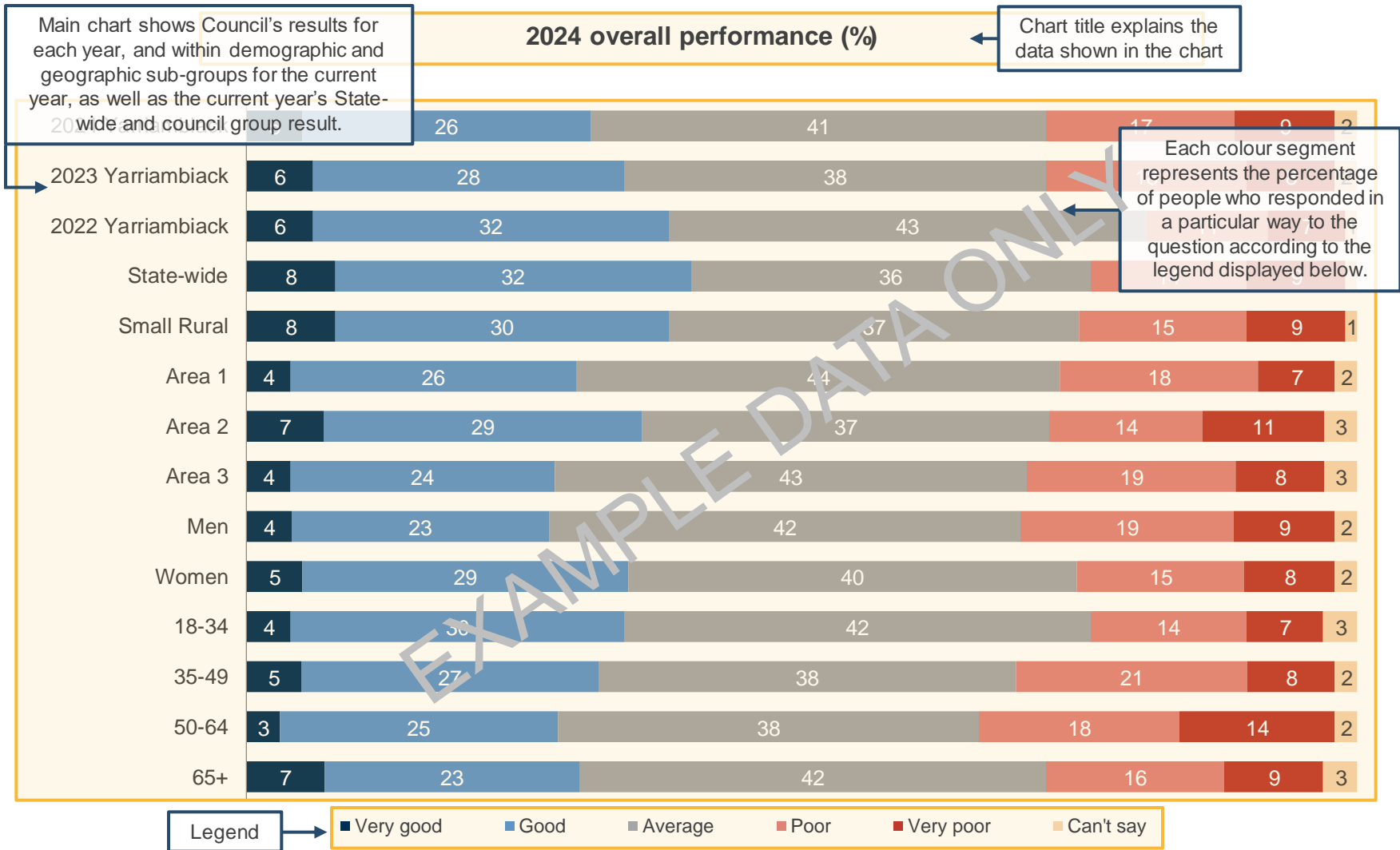


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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

Key findings and recommendations



Yarriambiack Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Yarriambiack
58



Small Rural 53



State-wide 54

Council performance compared to group average

Top 3 performing areas		
	Recreational facilities	= on par
	Elderly support services	= on par
	Waste management	▼ lower
Bottom 3 performing areas		
	Sealed local roads	▼ lower
	Lobbying	▲ higher
	Community decisions	▲ higher
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

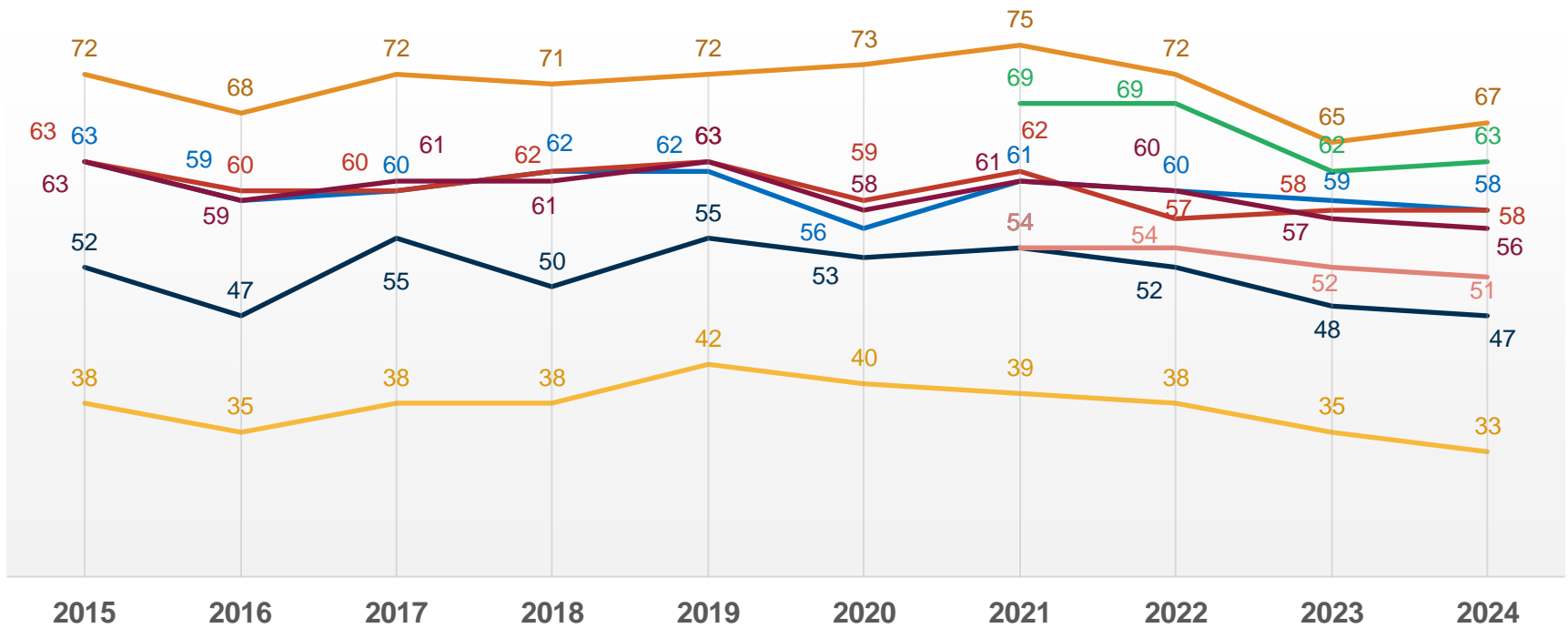
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

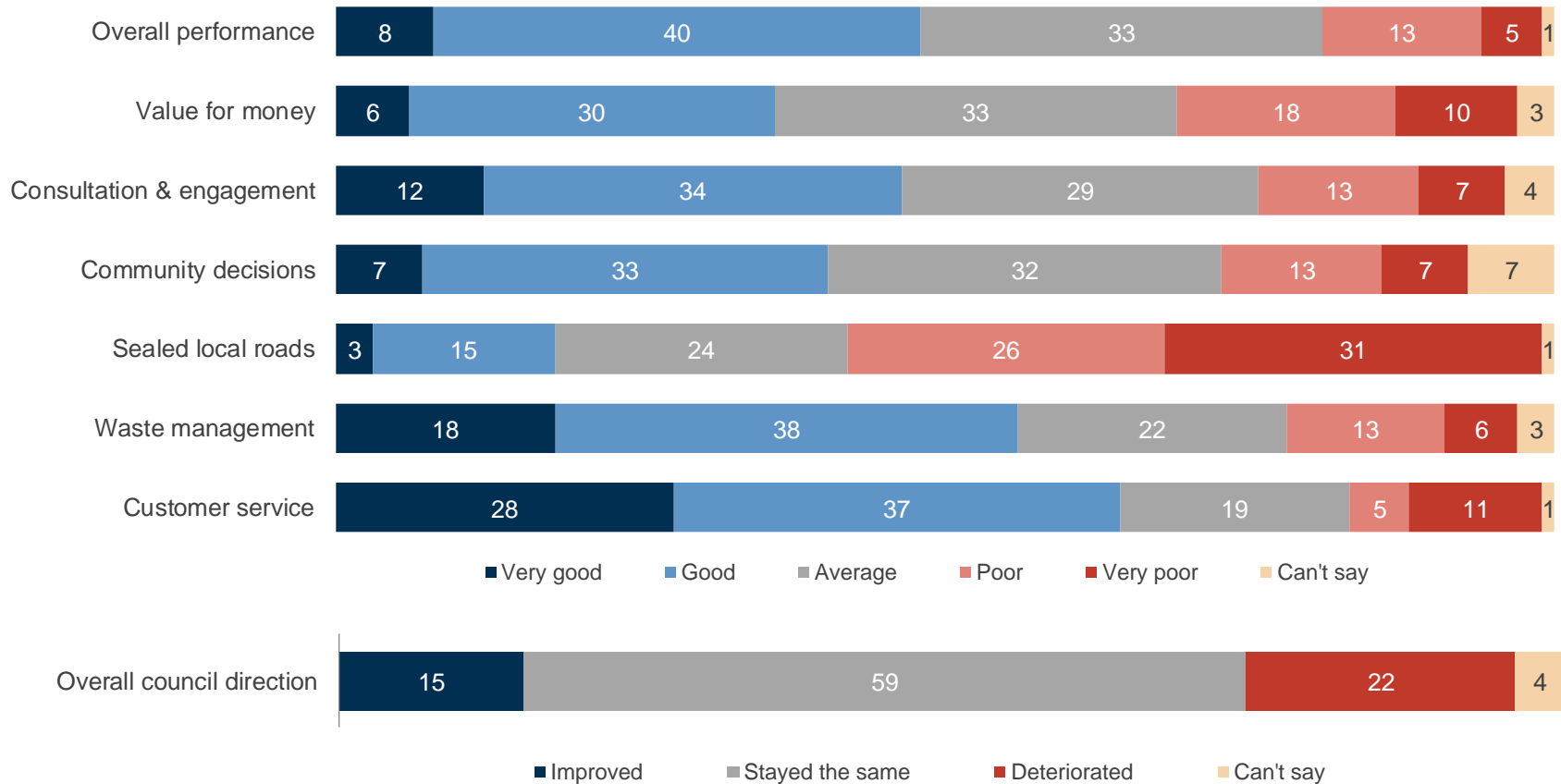
Overall Council Direction

















Summary of core measures

Core measures summary results (%)





Summary of Yarriambiack Shire Council performance

Services		Yarriambiack 2024	Yarriambiack 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	58	59	53	54	Dunmunkle residents	Hopetoun residents
	Value for money	51	52	47	48	Dunmunkle residents, 65+ years	35-49 years
	Overall council direction	47	48	44	45	Women	35-49 years
	Customer service	67	65	66	67	65+ years, Women, Dunmunkle residents	Hopetoun residents
	Recreational facilities	69	70	67	68	Dunmunkle residents	Hopetoun residents
	Elderly support services	63	65	65	63	18-34 years	Hopetoun residents
	Waste management	63	62	67	67	65+ years	50-64 years
	Bus/community dev./tourism	61	64	59	57	Dunmunkle residents	Men, Warracknabeal, 50-64 years
	Consultation & engagement	58	58	51	51	Dunmunkle residents	35-49 years
	Community decisions	56	57	50	50	Dunmunkle residents	50-64 years
	Lobbying	54	54	50	50	Dunmunkle residents	Hopetoun residents
	Sealed local roads	33	35	41	45	65+ years	35-49 years

Significantly higher / lower than Yarriambiack Shire Council 2024 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance (index score of 58, down one point from 2023), along with all other core performance measures and the individual service areas evaluated are in line with last year's results. Council's highest rating is for recreational facilities (index score of 69), followed by elderly support services and waste management (each with a rating of 63). Council's lowest rating by far is for the condition of sealed local roads (index score of 33).

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service area that most influences perceptions of overall performance, namely, community consultation and engagement. Council should also work to improve perceptions of performance in other related and influential areas, such as lobbying and decisions made in the interest of the community. Council's strong performance in recreational facilities should be maintained as this service area is also a positive influence on overall perceptions.

Comparison to state and area grouping

On the core measures of overall performance and value for money, Yarriambiack Shire Council rates significantly higher than the State-wide and Small Rural group averages. On the remaining core measures of overall direction and customer service, Council performs in line with the group averages. On six of the eight service areas evaluated, Council performs in line with, or significantly higher than, the group averages. Overall, this is a positive result for Council.

Attend to roads

Perceptions of the condition of sealed local roads have declined incrementally for five consecutive years bringing perceptions of Council's performance in this area to a decade long low. This is also one of only two service areas where Council performs significantly lower than both the Small Rural group and State-wide average. Reverse this trend in perceptions of the condition of sealed local roads should be a priority for Council, particularly as this service area has a reasonably strong influence on overall performance.

DETAILED FINDINGS



Overall performance



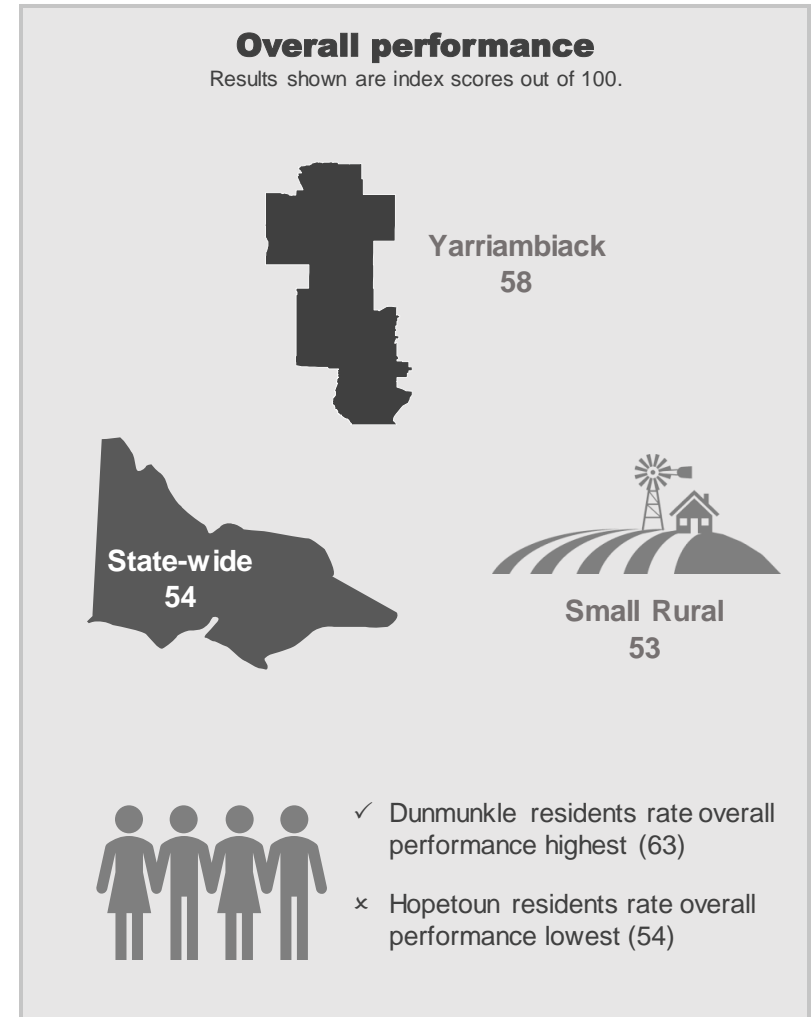
Overall performance

The overall performance index score of 58 for Yarriambiack Shire Council is in line with last year's performance (index score of 59), representing the third consecutive year of stability.

Yarriambiack Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group and State-wide (index scores of 53 and 54 respectively).

- Dunmunkle (index score of 63) is the only demographic or geographic sub-group where perceptions are significantly higher than the Council average this year.
- All demographic and geographic cohorts' ratings of Council's overall performance in the past year are in line with their 2023 result.

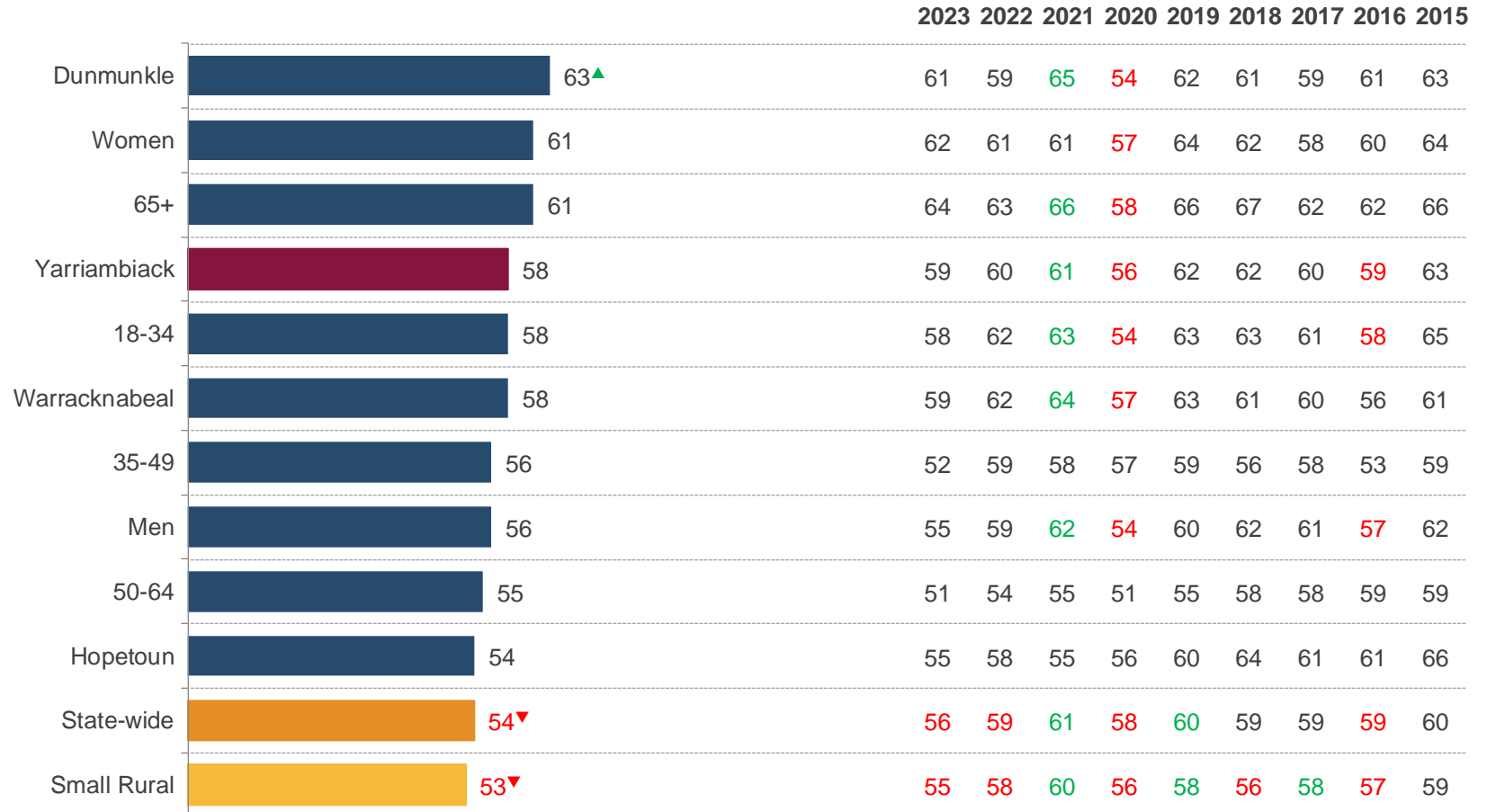
More than a third of Council residents (36%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is more than the percentage of residents who rate Council as 'very poor' or 'poor' (28%). A further 33% rate Council as 'average' in terms of providing value for money.





Overall performance

2024 overall performance (index scores)



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

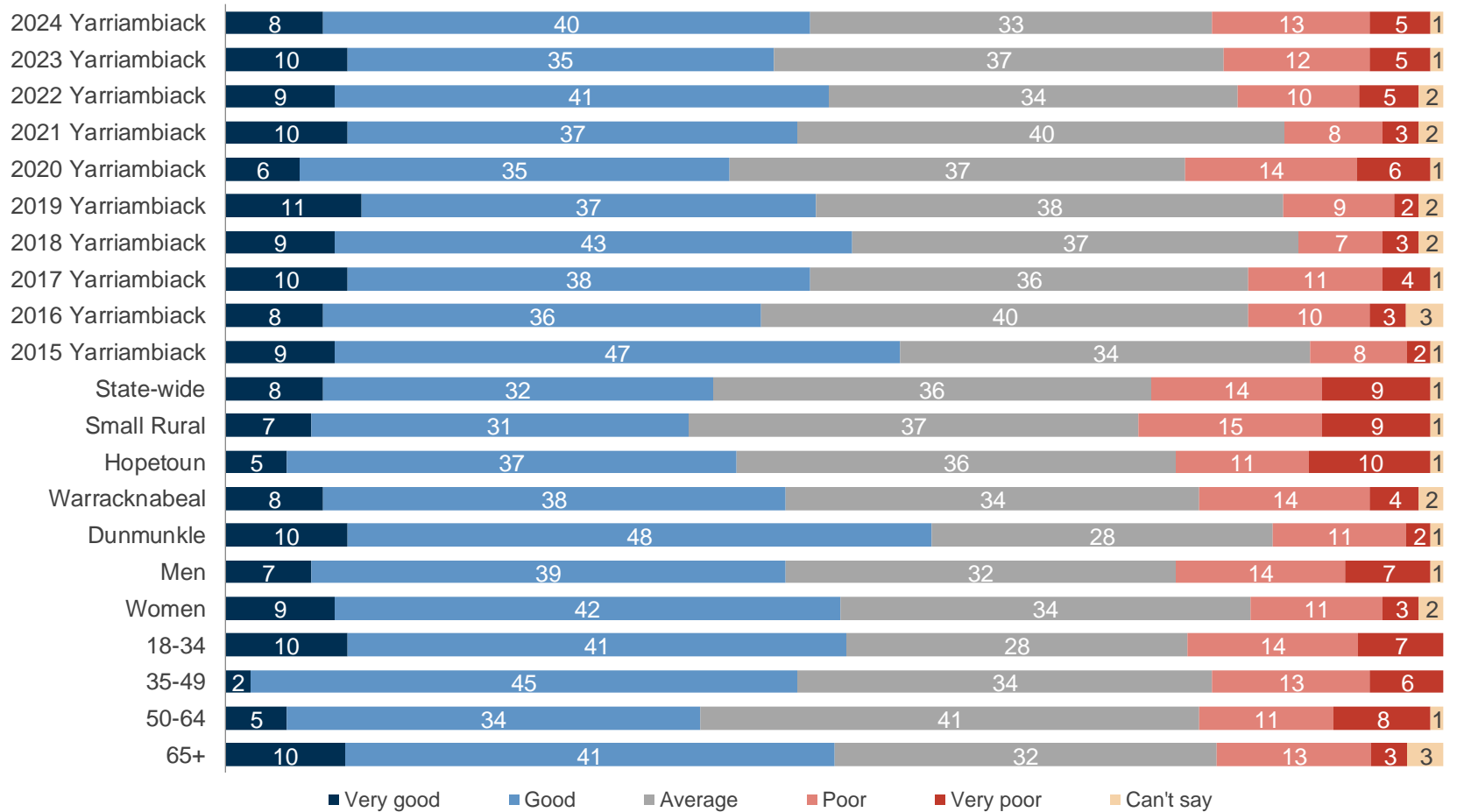
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall performance

2024 overall performance (%)

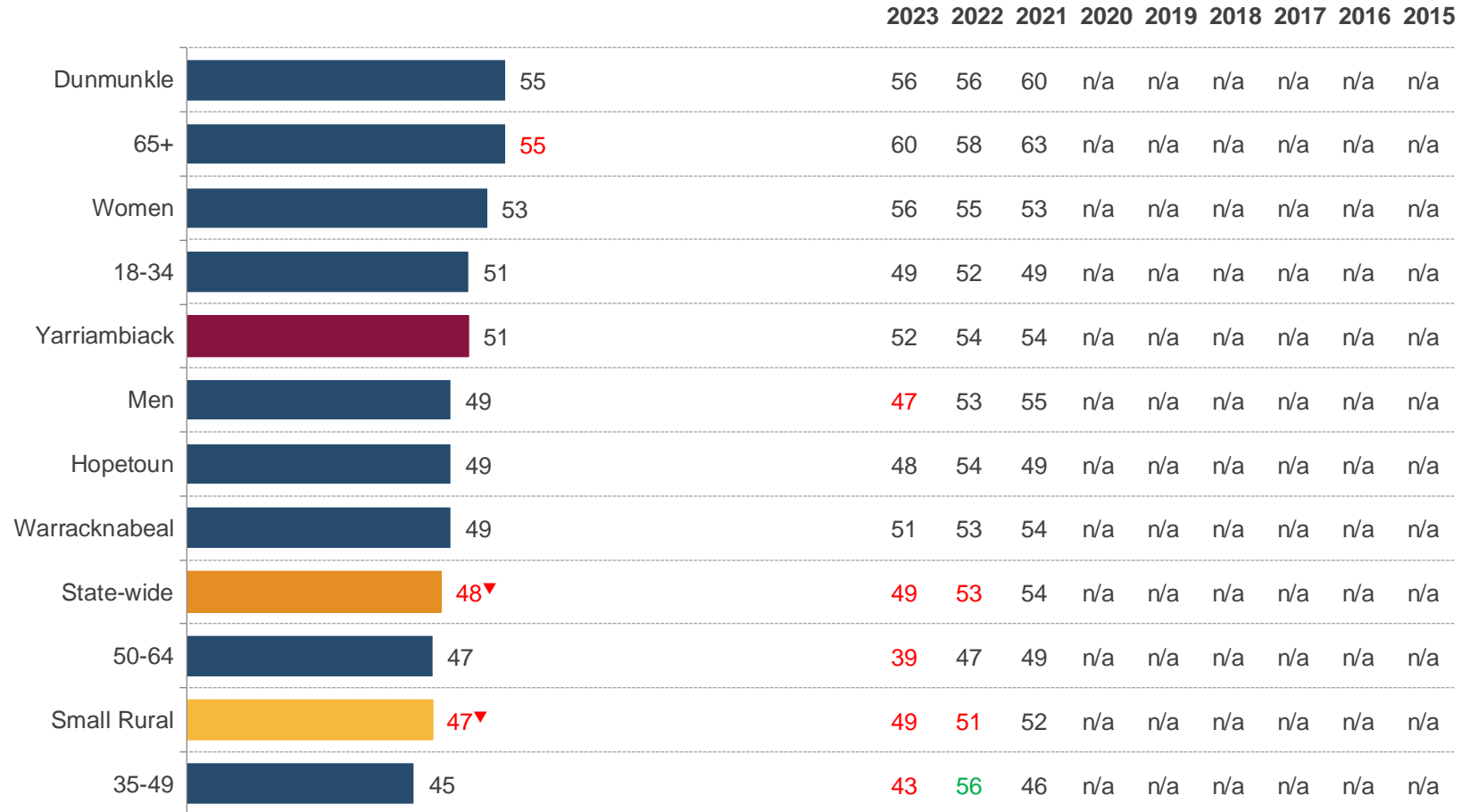


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Value for money in services and infrastructure

2024 value for money (index scores)



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

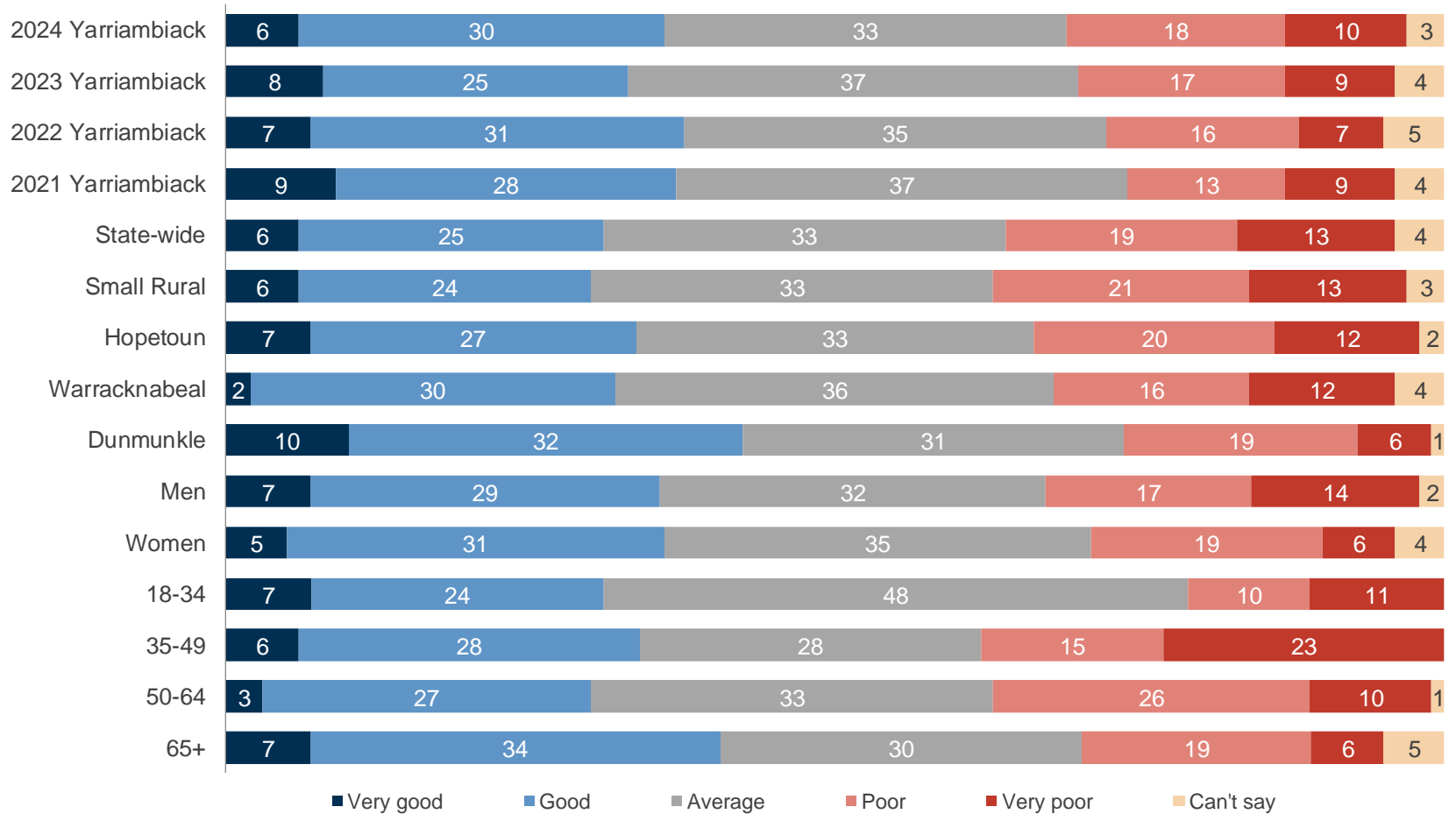
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19

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



Value for money in services and infrastructure

2024 value for money (%)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19



Top performing service areas

Recreational facilities (index score of 69) remains the area where Council performs best. Council performs in line with the Small Rural group and State-wide averages in this service area (index scores of 67 and 68 respectively).

Elderly support services and waste management are Council's next highest rated service areas (each with an index score of 63).

These are followed by business and community development and tourism (index score of 61), where Council outperforms the Statewide average.

- Dunmunkle residents rate Council performance in this area significantly higher than the Council average.

While Council's elderly support services rate well across demographic groups, this service area will require some attention over the next 12 months. Perceptions have declined significantly since 2023 among Council's oldest residents, and Hopetoun residents rate this area significantly lower than the Council average.



Recreational facilities (index score of 69) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the area of sealed local roads (index score of 33).

Council has not experienced any significant declines in service area performance ratings in 2024.

However, Council continues to rate lowest by far in the area of sealed local roads (index score of 33). This is the only service area where Council performance is rated as 'poor'.

Council rates significantly lower than both the Small Rural group and State-wide averages in this service area (index scores of 41 and 45 respectively).

- Residents aged 35 to 49 years are most critical of Council's maintenance of its sealed roads (index score of 25 – significantly lower than the Council average).

Lobbying is Council's next lowest-rated service area, followed by the related areas of decisions made in the interest of the community, and community consultation and engagement (index scores of 54, 56 and 58 respectively).

- In these three service areas Council performs significantly higher than the Small Rural group and State-wide averages.

That said, all of the above service areas are key influences on overall perceptions of performance, and Council should prioritise improvements here to help boost overall community sentiment.



Individual service area performance

2024 individual service area performance (index scores)

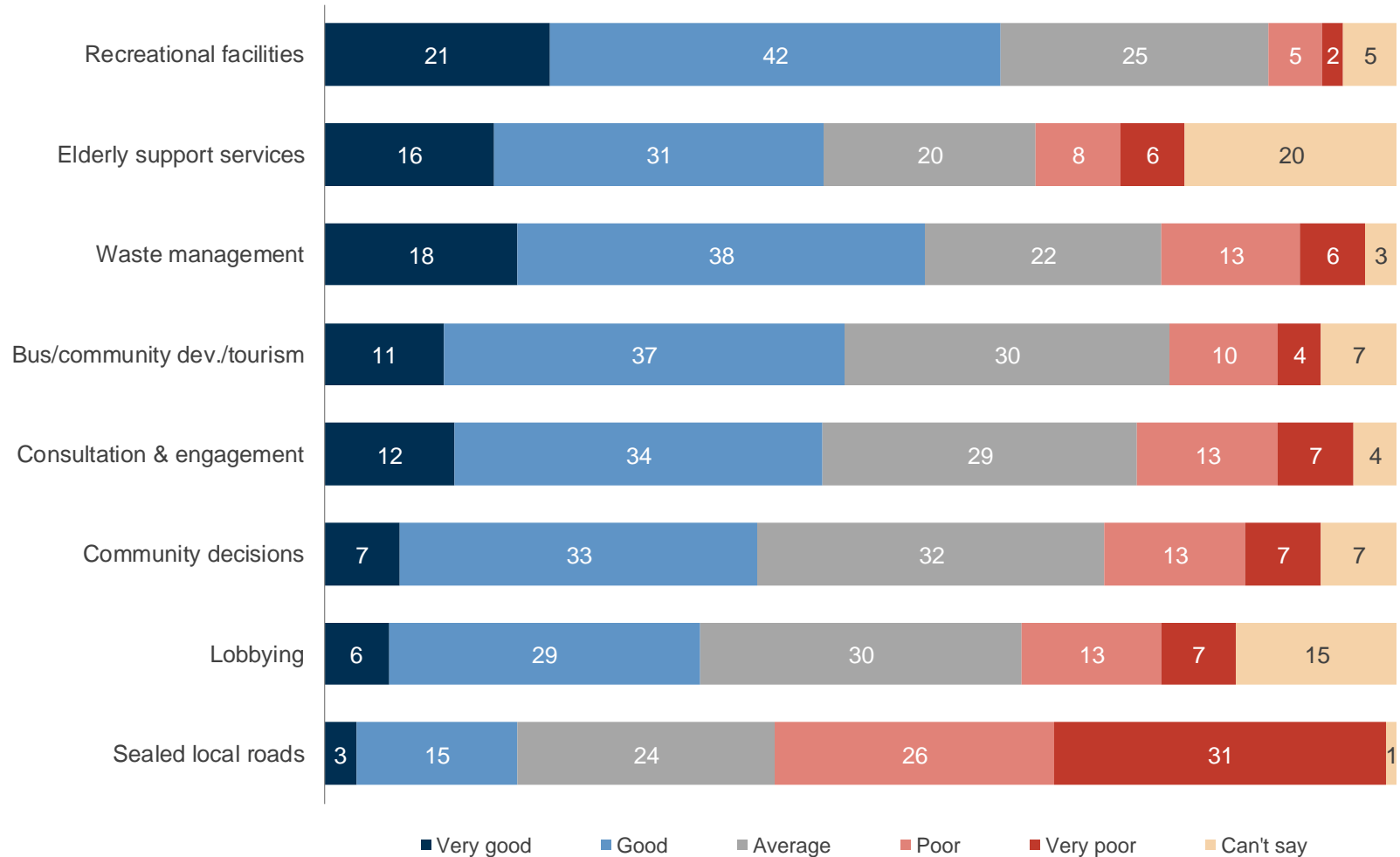
	2023	2022	2021	2020	2019	2018	2017	2016	2015
Recreational facilities	69	70	69	70	n/a	n/a	n/a	n/a	n/a
Elderly support services	63	65	68	71	n/a	n/a	n/a	n/a	n/a
Waste management	63	62	69	69	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	61	64	64	65	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	58	58	57	62	59	63	62	60	60
Community decisions	56	57	60	61	58	63	61	61	59
Lobbying	54	54	57	58	58	58	59	59	57
Sealed local roads	33	35	38	39	40	42	38	38	35

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Influences on perceptions of overall performance

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

- community consultation and engagement.

Ensuring that residents feel well informed and their views are heard on key local issues and Council activities provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- lobbying on behalf of the community
- the condition of sealed local roads
- recreational facilities
- decisions made in the interest of the community
- business and community development and tourism
- waste management.

Performance on elderly support services does not have a significant influence on the overall performance rating.

Council performs best on recreational facilities (index score of 69), which has a reasonably strong influence on the overall performance rating.

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

Service areas where Council performs less well include the stronger influence of lobbying and related area of decisions made in the community interest (index scores of 54 and 56 respectively).

A focus on communication and transparency with residents in Council decision-making and demonstrating efforts to advocate for the community can also help to shore up positive overall opinion of Council.

However, most in need of attention is Council's performance on sealed roads, which is rated as poor (index score of 33) and has a reasonably strong influence on overall community opinion.

It will be important to address the condition of sealed roads to help improve ratings of Council's overall performance.



Regression analysis explained

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

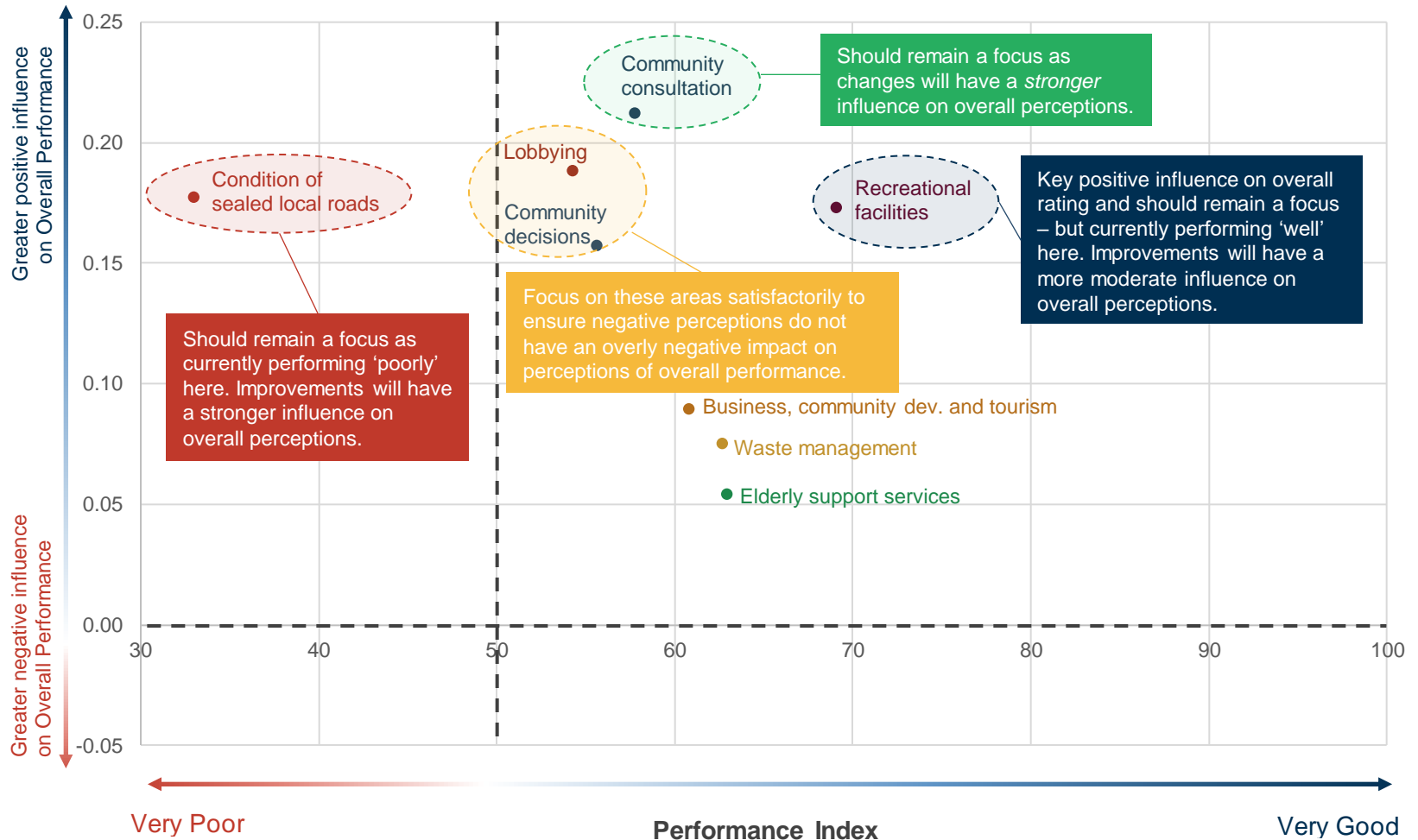
In the chart that follows:

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



Influence on overall performance: all service areas

2024 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R^2 value of 0.650 and adjusted R^2 value of 0.642, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 90.17$.



Customer service



Contact with council and customer service

Contact with council

Almost two thirds of households (65%) have had contact with Council in the last 12 months. Rate of contact has declined five percentage points back to 2022 levels after an increase in 2023.

- Residents aged 35 to 49 years have a significantly higher contact rate (83%) than the Council average.
- Rate of contact among Hopetoun residents has decreased by ten percentage points, almost down to 2022 levels after a sharp increase in 2023.



Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service (index score of 67) has recovered some of the ground lost in 2023, when it declined by seven index points.

Customer service continues to be rated in line with the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

Among those who had contact with Council, almost two thirds (65%) provide a positive customer service rating, while just 16% rate it as 'poor' or 'very poor'.

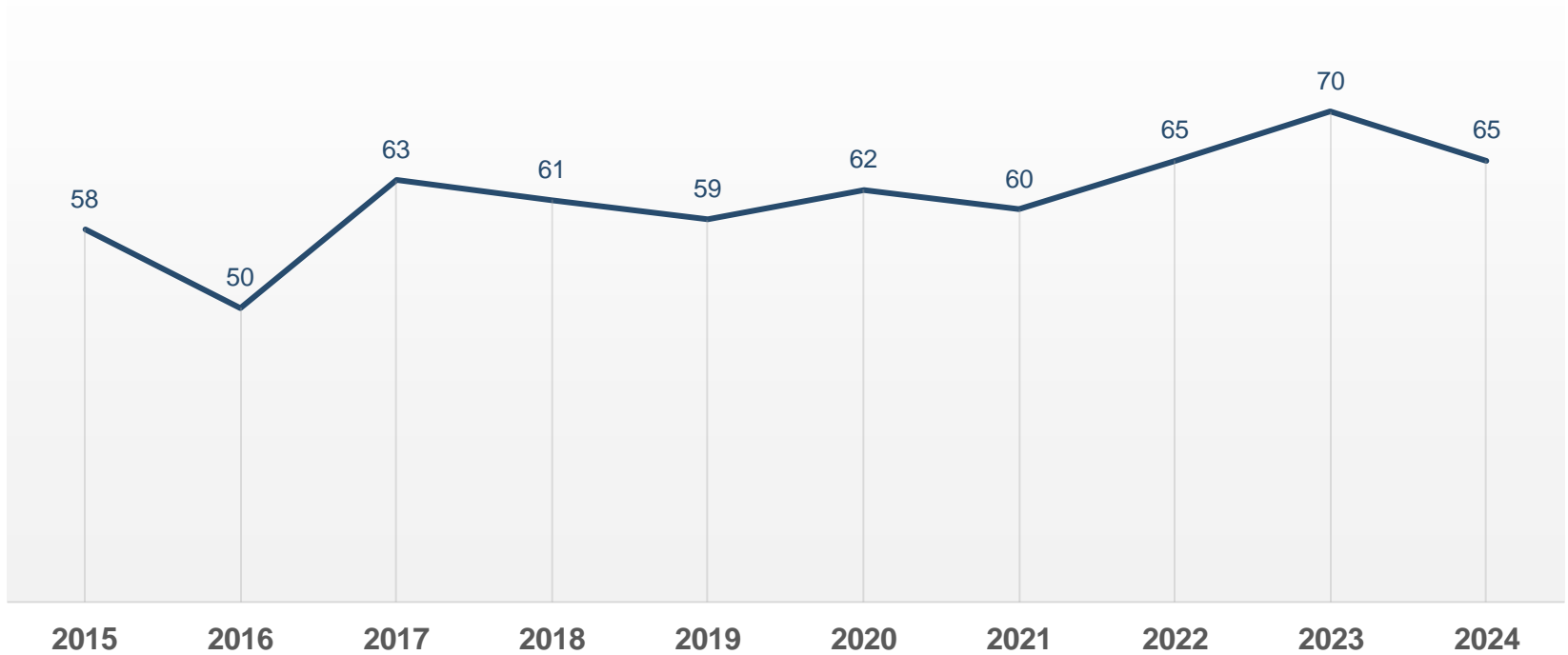
Perceptions of Council's customer service are most positive among women, residents aged 65 years and over and Dunmunkle residents (index score of 70 for each), and least positive among Hopetoun residents (index score of 61).

Positively, Council's customer service is well regarded among 35 to 49 year olds (index score of 67), who have the highest contact rate with Council. Perceptions among this cohort have partially recovered from the 12 index point decline recorded in 2023.



Contact with council

2024 contact with council (%)
Have had contact



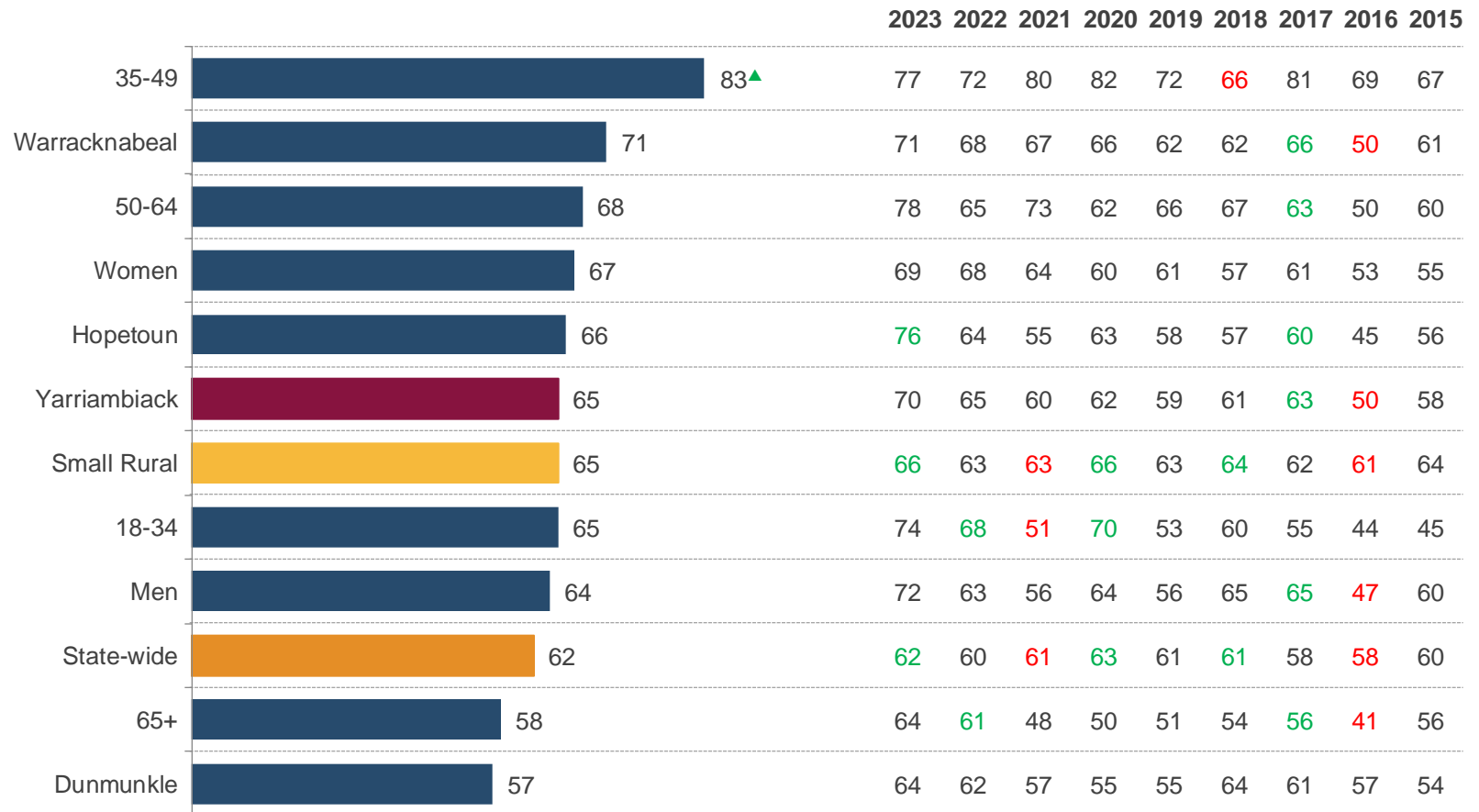
Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15



Contact with council

2024 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack 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: 36 Councils asked group: 15

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



Customer service rating

2024 customer service rating (index scores)

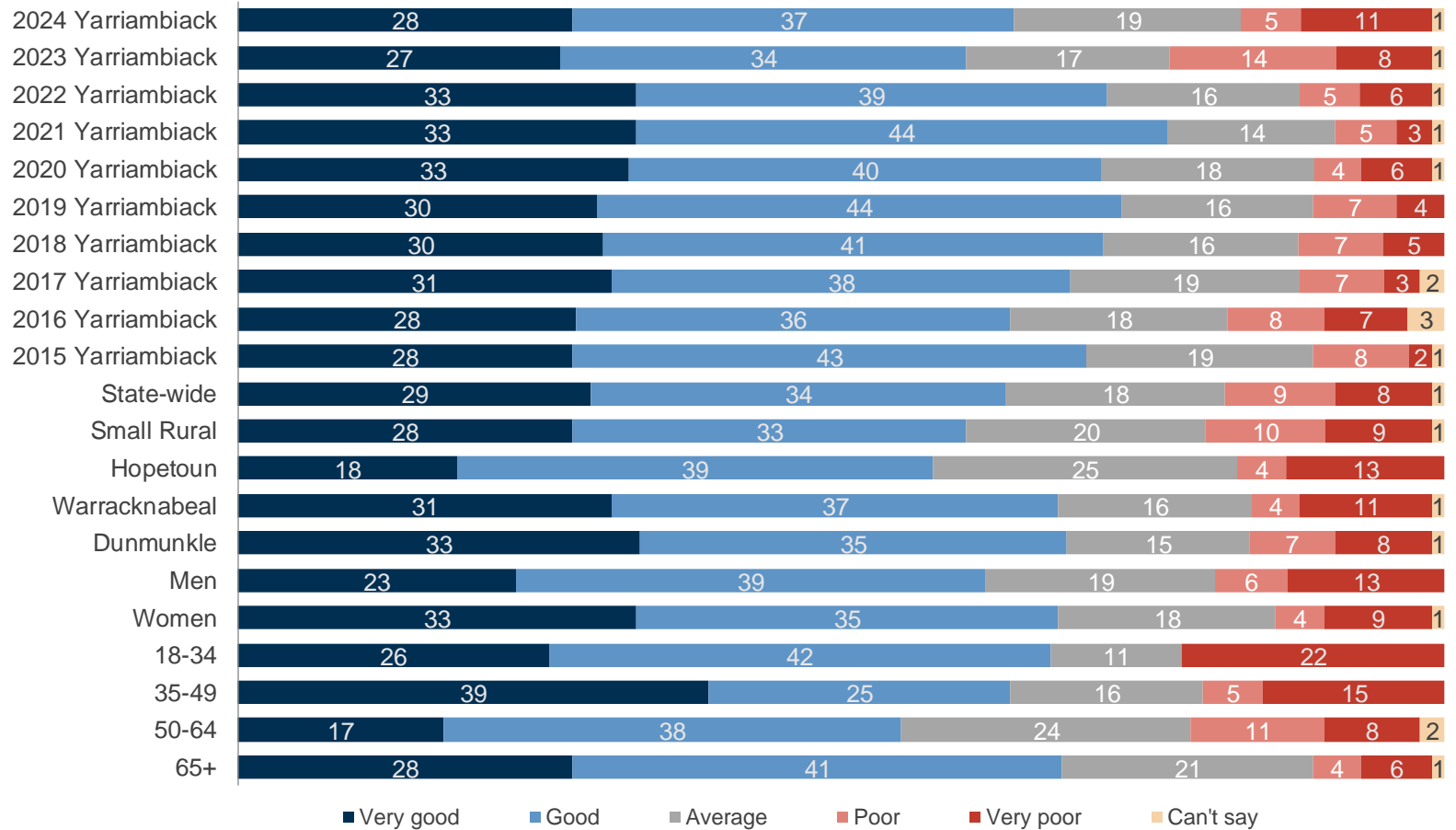
		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	70	70	71	78	74	74	76	74	71	74
Women	70	71	72	76	72	73	72	70	66	73
Dunmunkle	70	67	67	76	66	71	68	68	73	76
Warracknabeal	68	66	74	74	76	75	71	75	64	69
35-49	67	60	72	72	73	72	70	75	67	69
State-wide	67	67	68	70	70	71	70	69	69	70
Yarriambiack	67	65	72	75	73	72	71	72	68	72
Small Rural	66	65	67	69	70	70	69	69	69	70
Men	63	59	71	73	73	71	70	73	69	72
18-34	63	56	77	78	73	81	67	67	50	67
50-64	62	66	69	72	69	64	70	68	74	76
Hopetoun	61	60	74	73	75	69	75	69	67	73

Q5c. Thinking of the most recent contact, how would you rate Yarriambiack Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (%)



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

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 62 Councils asked group: 19



Council direction



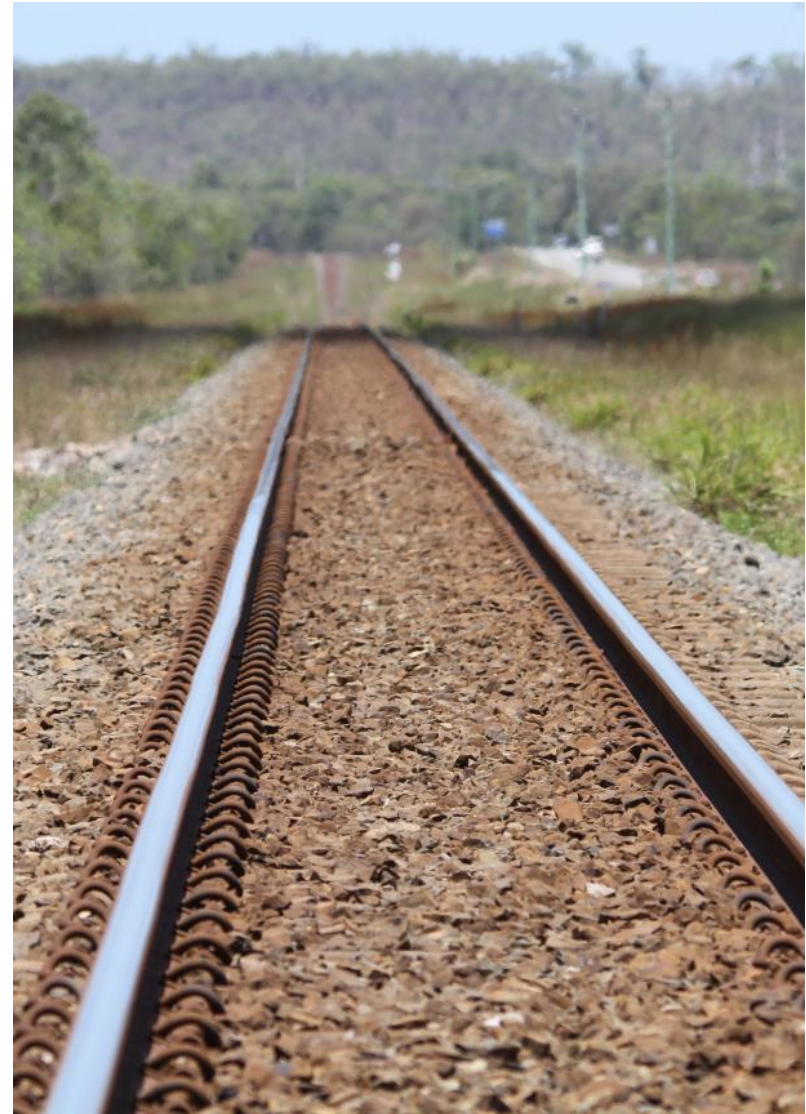
Council direction

Perceptions of the direction of Council's overall performance (index score of 47) are similar to 2023. This is Council's equal lowest rating, last recorded in 2016, and continues a trend of slight year-on-year declines since 2021 (index score of 54).

Over the last 12 months, 15% of residents think the direction of Council's overall performance has improved (similar to 14% in 2023). This is lower than the 22% who believe it has deteriorated (similar to 17% in 2023).

However, a majority of residents (59%) think the direction of Council's overall performance has stayed the same (lower than 66% in 2023).

- The most satisfied with council direction are women (index score of 52 – significantly higher than average) and residents aged 50 years and over (index score of 50).
- The least satisfied with council direction are 35 to 49 year olds (index score of 38 – significantly lower than average).





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Women	52▲	55	54	53	53	56	50	57	50	54
50-64	50	42	46	47	45	50	48	54	48	49
65+	50	55	54	61	58	58	55	59	54	53
Warracknabeal	49	47	54	61	53	54	48	54	44	49
Dunmunkle	48	53	55	54	52	59	50	54	50	52
Yarriambiack	47	48	52	54	53	55	50	55	47	52
State-wide	45	46	50	53	51	53	52	53	51	53
Small Rural	44	47	51	53	50	53	50	52	50	53
18-34	42	44	59	44	53	61	48	57	42	60
Men	42	42	51	54	53	54	49	54	45	49
Hopetoun	41	45	47	45	53	52	52	58	49	56
35-49	38▼	40	49	57	47	49	44	50	38	45

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

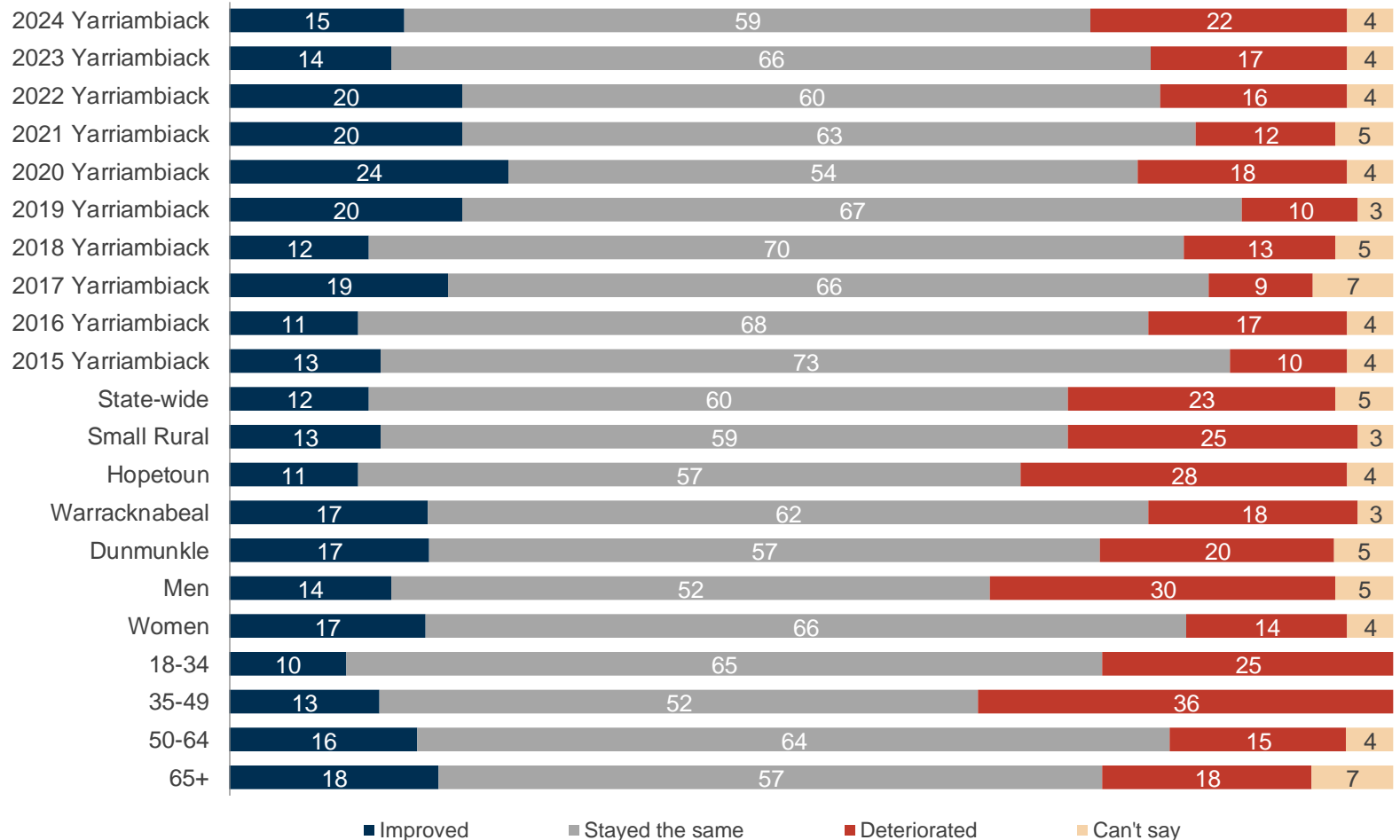
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall council direction last 12 months

2024 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Yarriambiack Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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

Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Dunmunkle	61	64	59	67	57	64	62	58	64	63
18-34	60	55	54	62	59	63	61	62	54	62
Women	60	63	58	60	58	65	62	60	61	64
65+	59	63	62	64	62	67	67	62	64	67
Yarriambiack	58	58	57	62	59	63	62	60	60	63
Warracknabeal	57	57	57	63	56	60	60	61	53	61
Hopetoun	56	54	54	56	63	65	65	61	62	67
Men	56	54	56	64	59	61	62	60	58	61
50-64	56	54	53	58	53	61	60	59	60	60
35-49	54	56	53	64	57	56	56	55	55	59
Small Rural	51	53	54	56	54	56	54	55	55	56
State-wide	51	52	54	56	55	56	55	55	54	56

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: 19

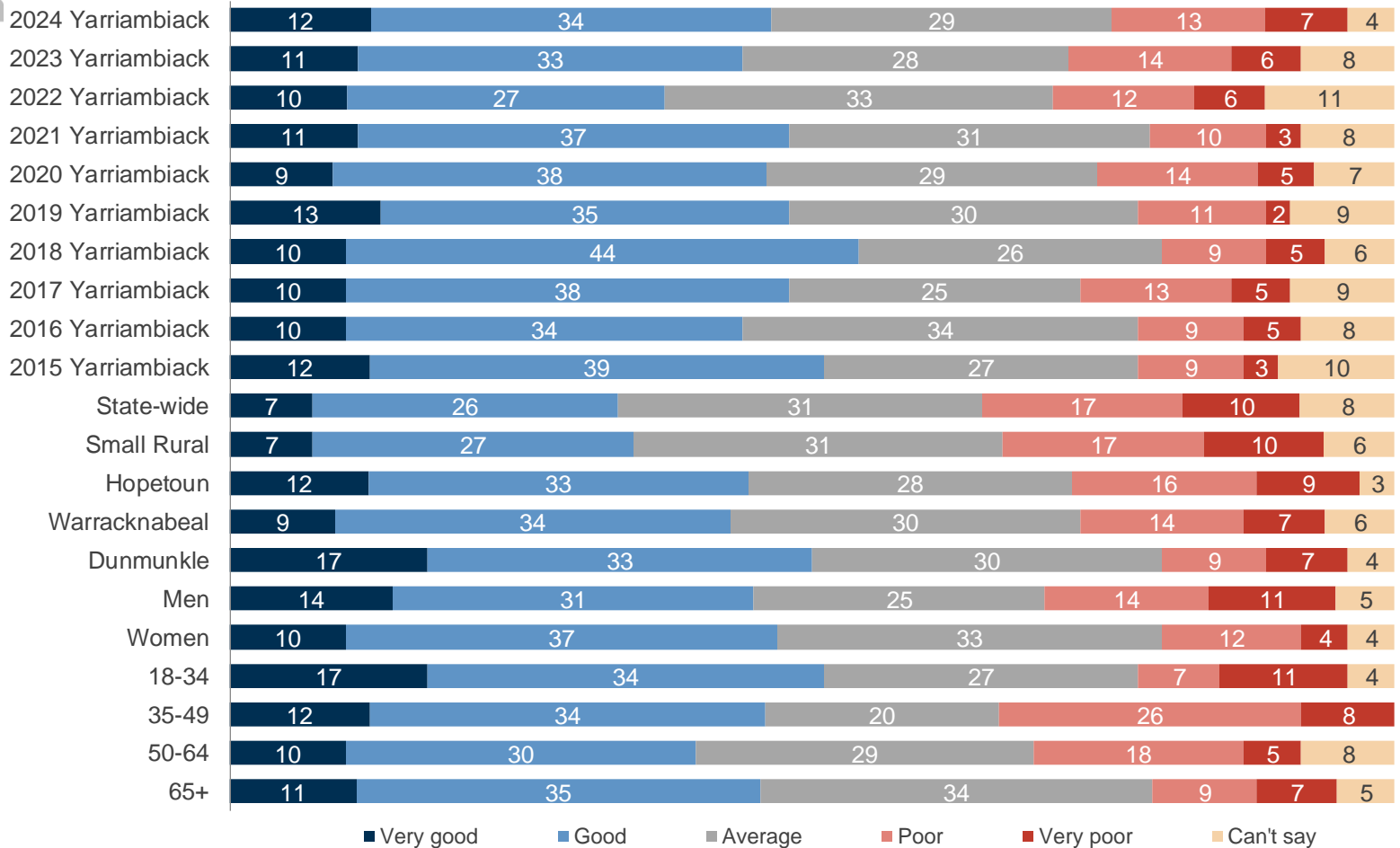
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Dunmunkle	58	58	63	56	60	56	56	58	60
65+	60	60	64	60	64	62	61	60	65
Women	58	58	56	57	59	60	57	59	62
Warracknabeal	54	57	60	59	57	56	61	53	61
Yarriambiack	54	57	58	58	58	59	59	57	61
18-34	50	55	48	59	47	63	61	53	60
Men	50	55	60	59	56	58	62	54	61
50-64	49	55	56	54	59	58	58	58	59
35-49	51	55	59	57	54	51	58	53	58
Hopetoun	50	55	51	60	57	65	60	59	62
Small Rural	50	54	55	52	55	53	55	54	56
State-wide	51	53	55	53	54	54	54	53	55

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

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

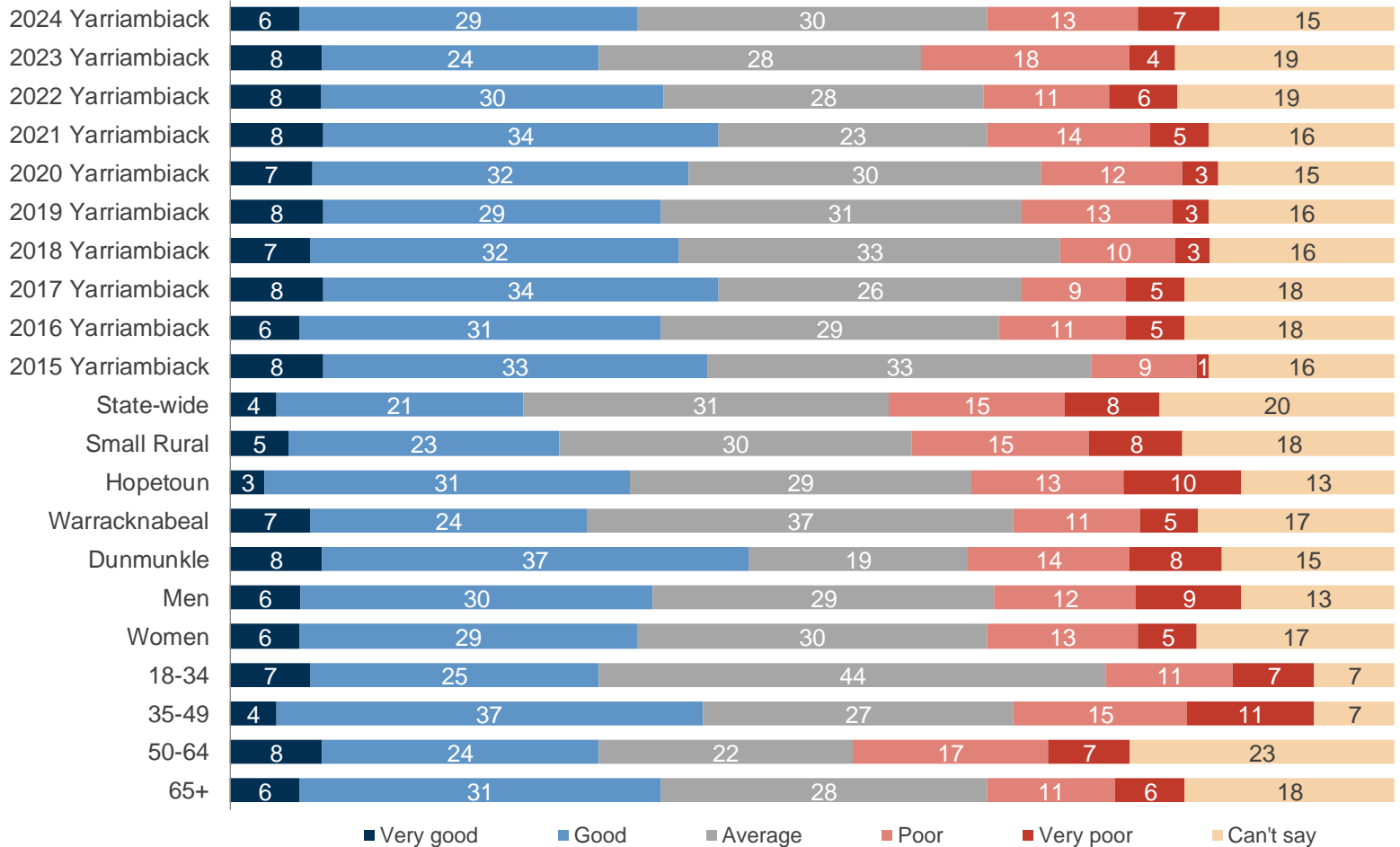
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



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

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Dunmunkle	59	60	63	56	66	61	56	62	61
65+	60	63	63	62	68	66	64	63	65
Women	61	61	59	59	66	61	60	60	63
Yarriambiack	57	60	61	58	63	61	61	59	63
Warracknabeal	58	61	64	57	64	60	62	56	61
18-34	60	59	62	61	64	55	59	58	64
35-49	53	63	58	56	57	59	56	56	62
Men	53	60	62	58	60	62	61	58	63
Hopetoun	53	58	55	61	60	64	64	60	69
50-64	48	53	57	50	60	61	61	58	59
State-wide	51	54	56	53	55	54	54	54	55
Small Rural	52	54	56	53	55	52	55	53	56

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

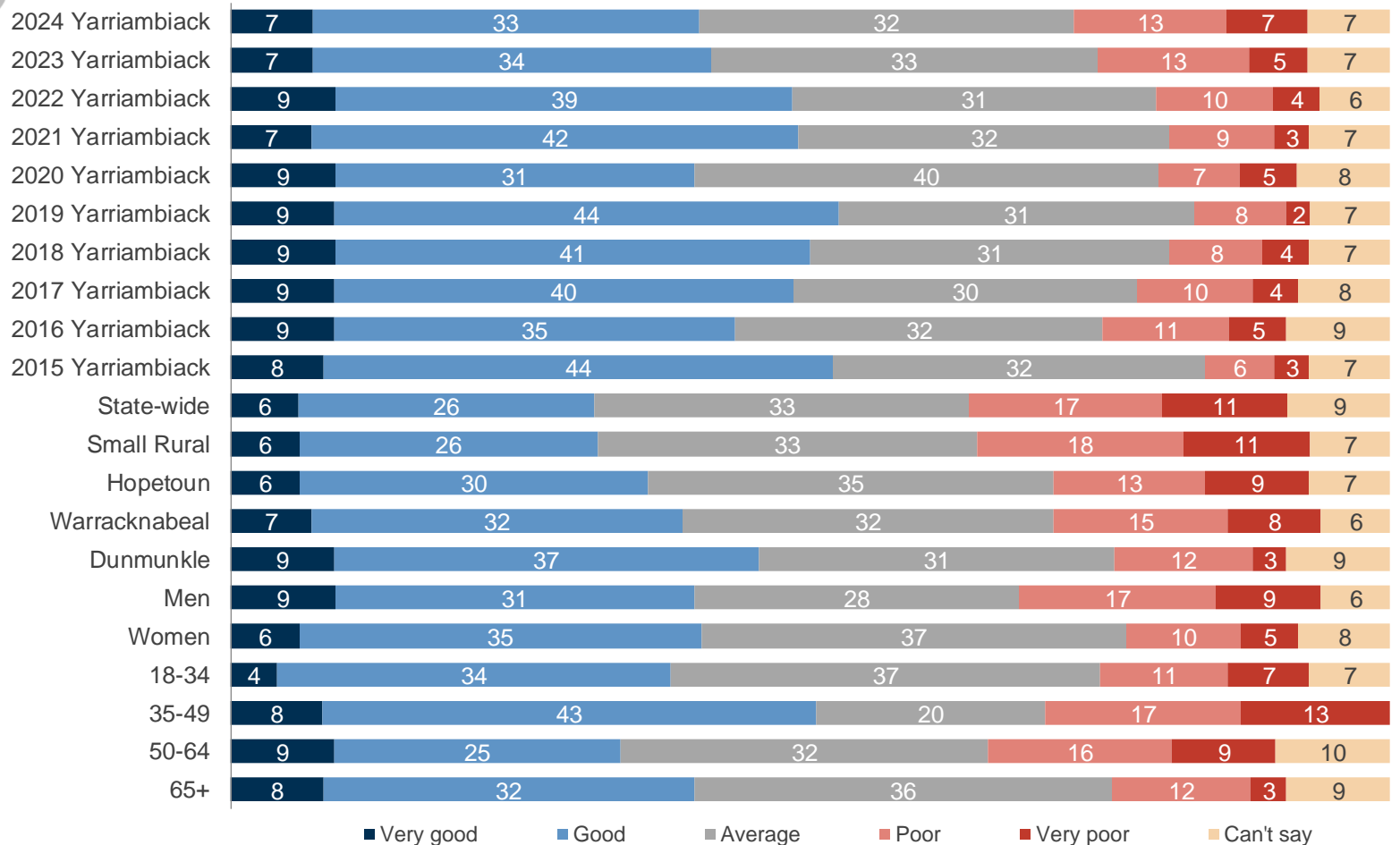
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

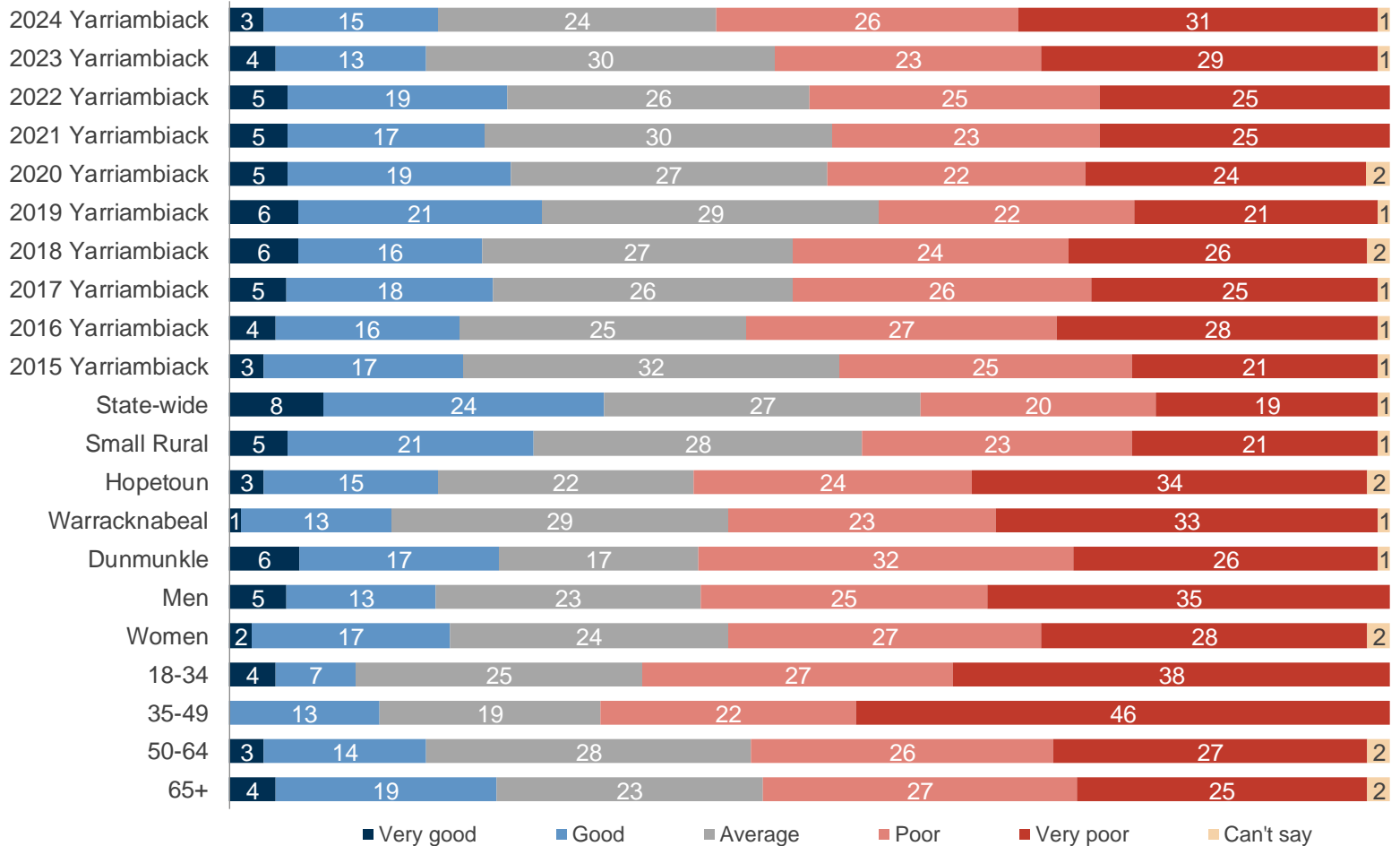
	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	48	53	57	54	56	53	53	54	55
Small Rural	44	50	53	51	53	49	50	52	52
65+	37	42	43	46	44	51	43	42	42
Dunmunkle	36	41	39	46	42	41	38	37	34
50-64	35	31	36	33	32	38	34	40	35
Women	34	35	35	37	36	42	33	35	36
Yarriambiack	33	35	38	39	40	42	38	38	35
Men	32	35	41	40	43	42	43	41	35
Warracknabeal	32	34	37	37	35	43	36	36	32
Hopetoun	32	31	39	35	42	42	40	43	40
18-34	28	31	36	35	37	38	37	32	29
35-49	25	26	31	34	40	31	35	32	29

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: 19
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	69	62	66	72	n/a	n/a	n/a	n/a	n/a
Warracknabeal	68	66	71	76	n/a	n/a	n/a	n/a	n/a
Small Rural	65	66	70	72	71	71	69	71	70
Women	65	67	66	68	n/a	n/a	n/a	n/a	n/a
Dunmunkle	63	68	67	71	n/a	n/a	n/a	n/a	n/a
State-wide	63	63	67	69	68	68	68	68	68
Yarriambiack	63	65	68	71	n/a	n/a	n/a	n/a	n/a
50-64	62	58	61	64	n/a	n/a	n/a	n/a	n/a
35-49	62	67	66	78	n/a	n/a	n/a	n/a	n/a
65+	61	69	72	72	n/a	n/a	n/a	n/a	n/a
Men	61	63	69	74	n/a	n/a	n/a	n/a	n/a
Hopetoun	56	63	63	65	n/a	n/a	n/a	n/a	n/a

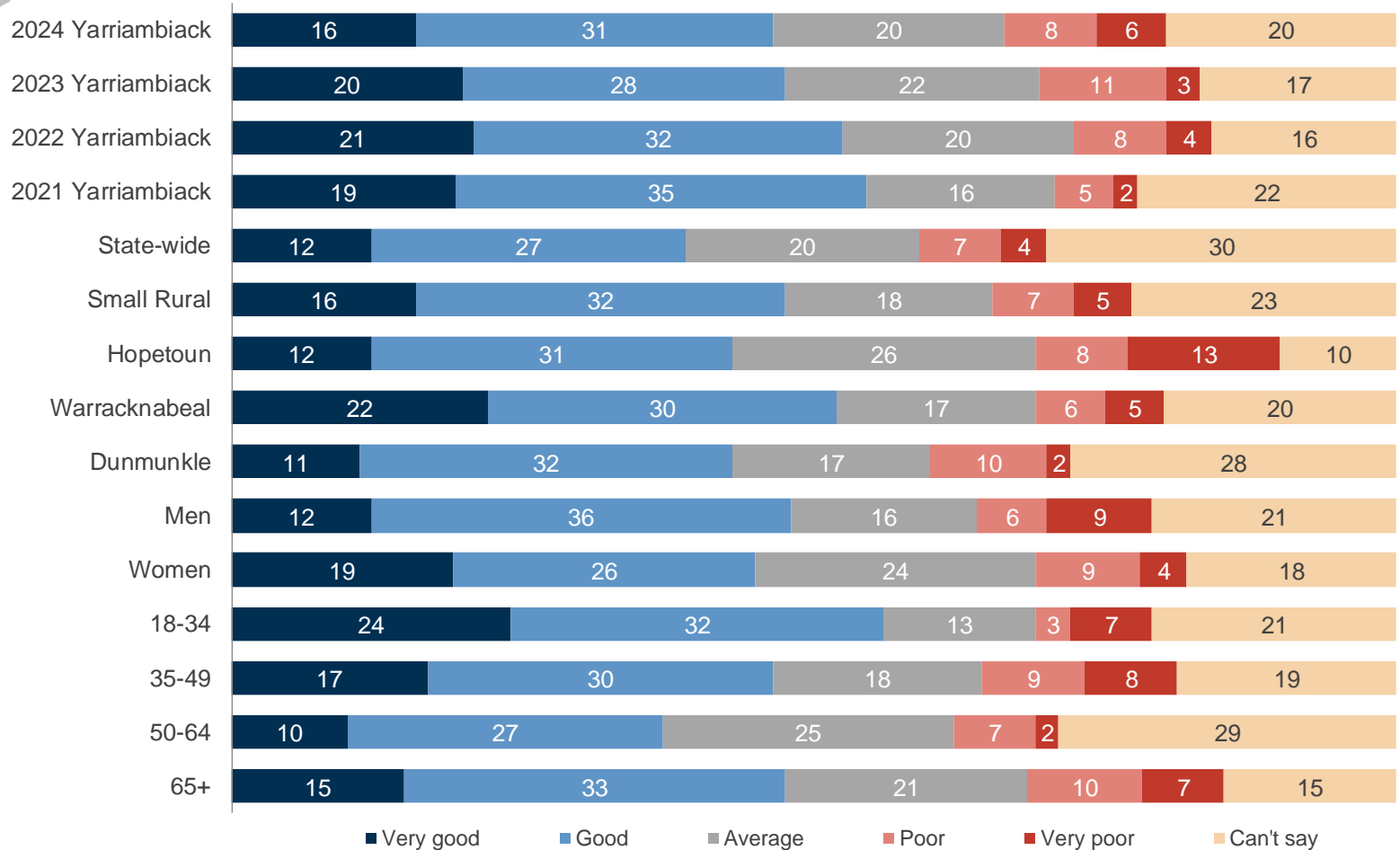
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



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



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Dunmunkle	73	69	67	72	n/a	n/a	n/a	n/a	n/a
18-34	72	71	67	68	n/a	n/a	n/a	n/a	n/a
65+	70	74	72	74	n/a	n/a	n/a	n/a	n/a
Men	70	70	68	70	n/a	n/a	n/a	n/a	n/a
Warracknabeal	70	74	72	71	n/a	n/a	n/a	n/a	n/a
Yarriambiack	69	70	69	70	n/a	n/a	n/a	n/a	n/a
State-wide	68	68	69	71	70	70	69	70	69
Women	68	70	70	69	n/a	n/a	n/a	n/a	n/a
Small Rural	67	67	69	69	68	68	69	69	68
50-64	67	65	66	66	n/a	n/a	n/a	n/a	n/a
35-49	66	64	70	67	n/a	n/a	n/a	n/a	n/a
Hopetoun	65	67	68	66	n/a	n/a	n/a	n/a	n/a

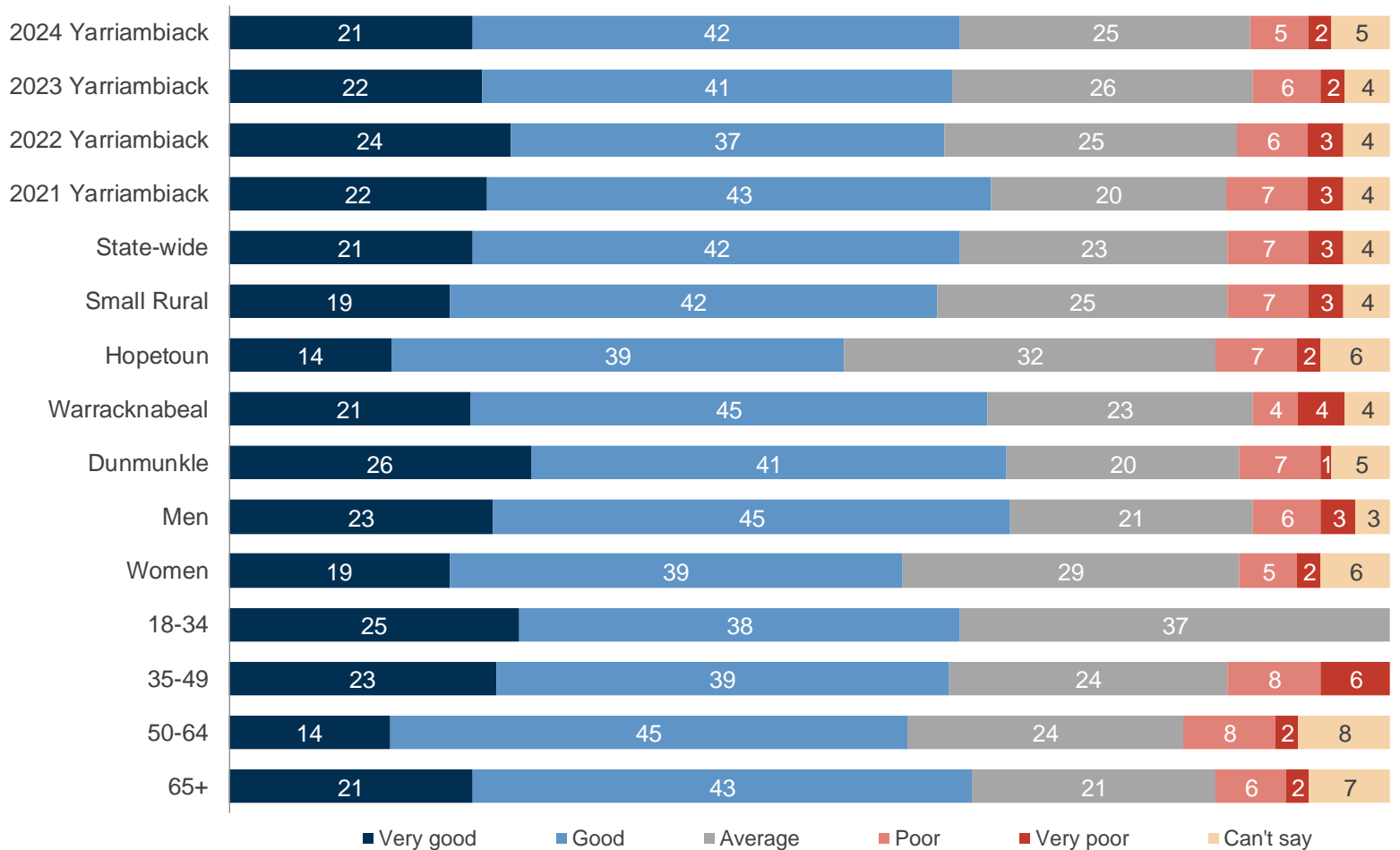
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	69▲	73	75	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	67▲	68	68	64	66	69	70	69	71
State-wide	67▲	68	69	65	68	70	71	70	72
Warracknabeal	65	71	68	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	69	67	n/a	n/a	n/a	n/a	n/a	n/a
Yarriambiack	63	69	69	n/a	n/a	n/a	n/a	n/a	n/a
Dunmunkle	62	66	73	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	69	70	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	74	63	n/a	n/a	n/a	n/a	n/a	n/a
Hopetoun	60	71	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	65	66	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55▼	62	63	n/a	n/a	n/a	n/a	n/a	n/a

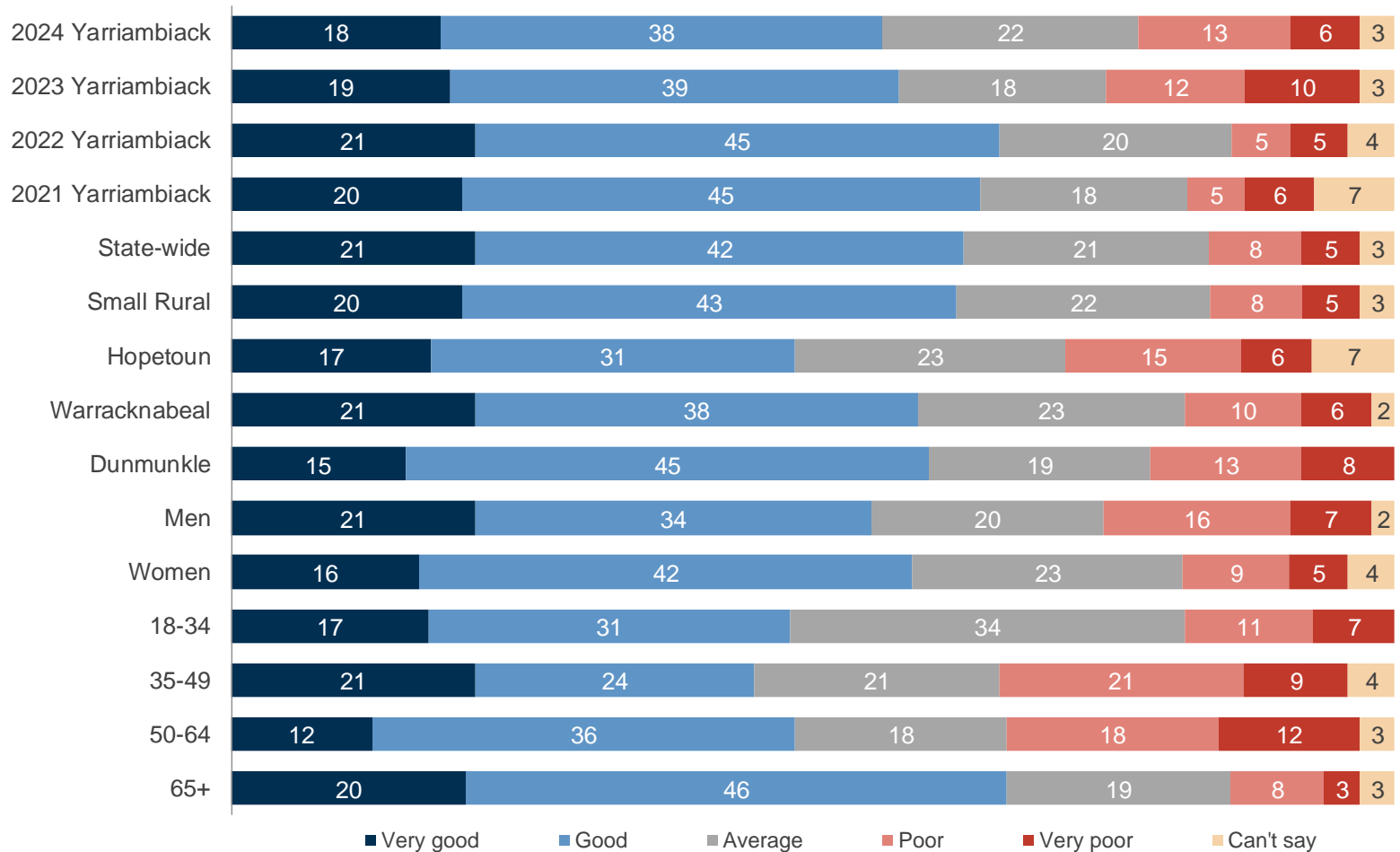
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Dunmunkle	67▲	67	71	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	67	66	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	67	66	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	64	64	n/a	n/a	n/a	n/a	n/a	n/a
Yarriambiack	61	64	64	65	n/a	n/a	n/a	n/a	n/a
Hopetoun	60	65	63	63	n/a	n/a	n/a	n/a	n/a
Small Rural	59	61	63	62	58	59	64	61	63
35-49	58	63	67	66	n/a	n/a	n/a	n/a	n/a
50-64	57	60	63	66	n/a	n/a	n/a	n/a	n/a
Warracknabeal	57	60	63	62	n/a	n/a	n/a	n/a	n/a
State-wide	57▼	59	60	61	59	61	60	61	60
Men	57	61	63	64	n/a	n/a	n/a	n/a	n/a

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

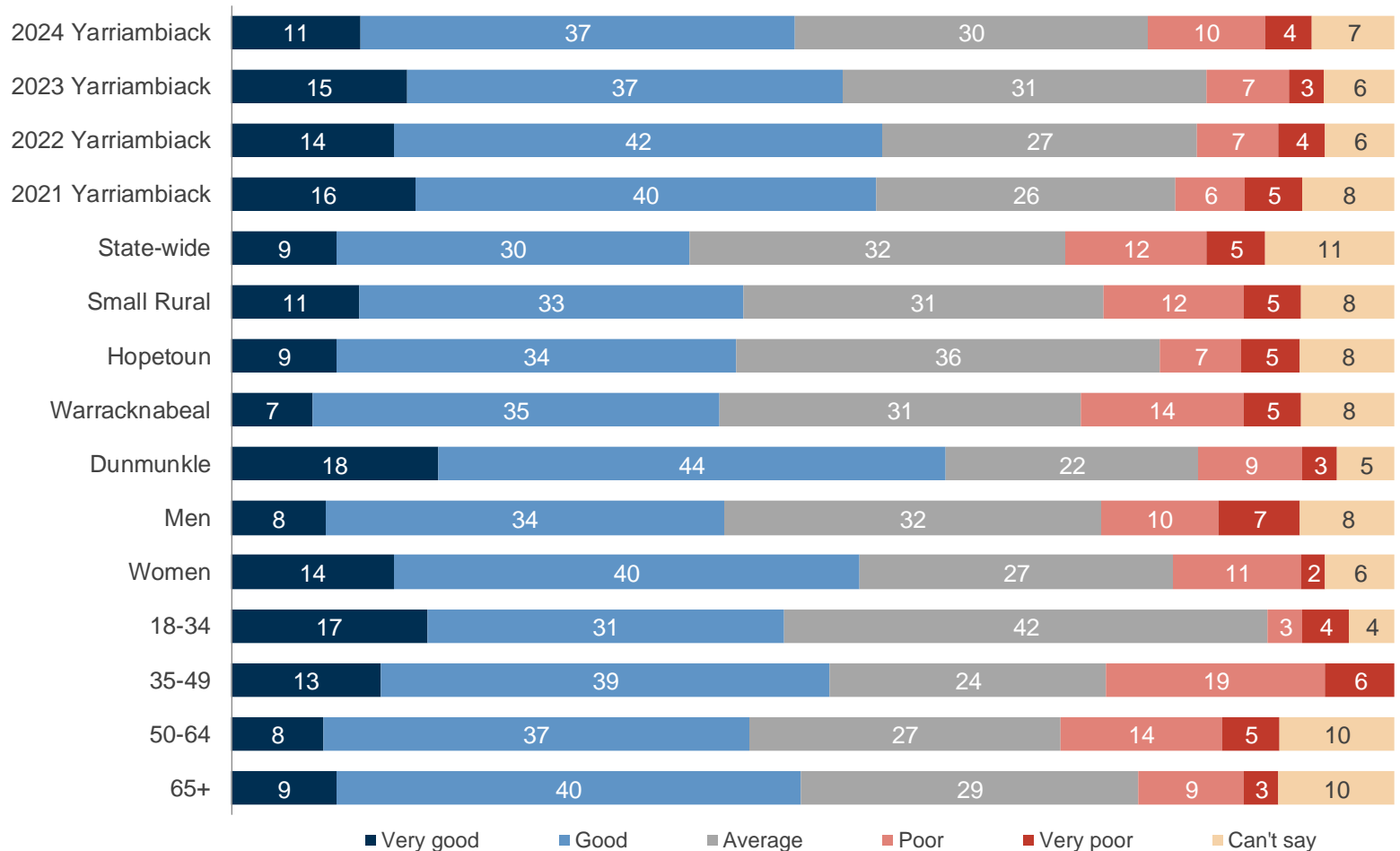
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8



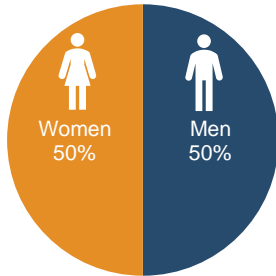
Detailed demographics



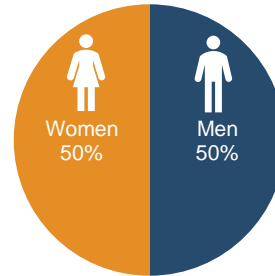
Gender and age profile

2024 gender

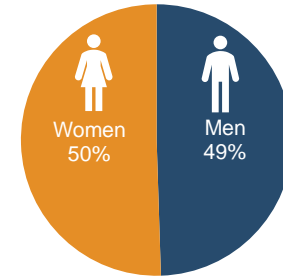
Yarriambiack



Small Rural

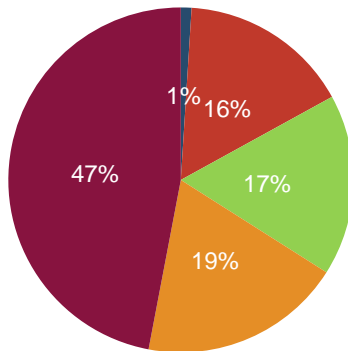


State-wide

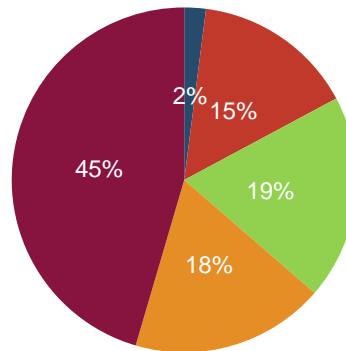


2024 age

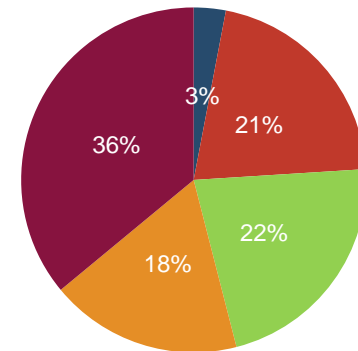
Yarriambiack



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: 62 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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Small Rural gender results may not add to 100%.

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

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Yarriambiack 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 +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 5,200 people aged 18 years or over for Yarriambiack Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Yarriambiack Shire Council	400	400	+/-4.7
Men	197	201	+/-6.9
Women	203	199	+/-6.8
Hopetoun	123	116	+/-8.8
Warracknabeal	166	168	+/-7.5
Dunmunkle	111	116	+/-9.2
18-34 years	29	71	+/-18.5
35-49 years	47	67	+/-14.4
50-64 years	93	75	+/-10.1
65+ years	231	187	+/-6.3



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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background elements including a line graph with an upward trend, a bar chart with three bars of increasing height, and a grid pattern.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=402 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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

Survey sample matched to the demographic profile of Yarriambiack 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 Yarriambiack Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Yarriambiack Shire Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

Council Groups

Yarriambiack 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 Yarriambiack Shire Council for this 2024 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 cannot be made within the reported charts.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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