



2024 Local Government Community Satisfaction Survey

Moira 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

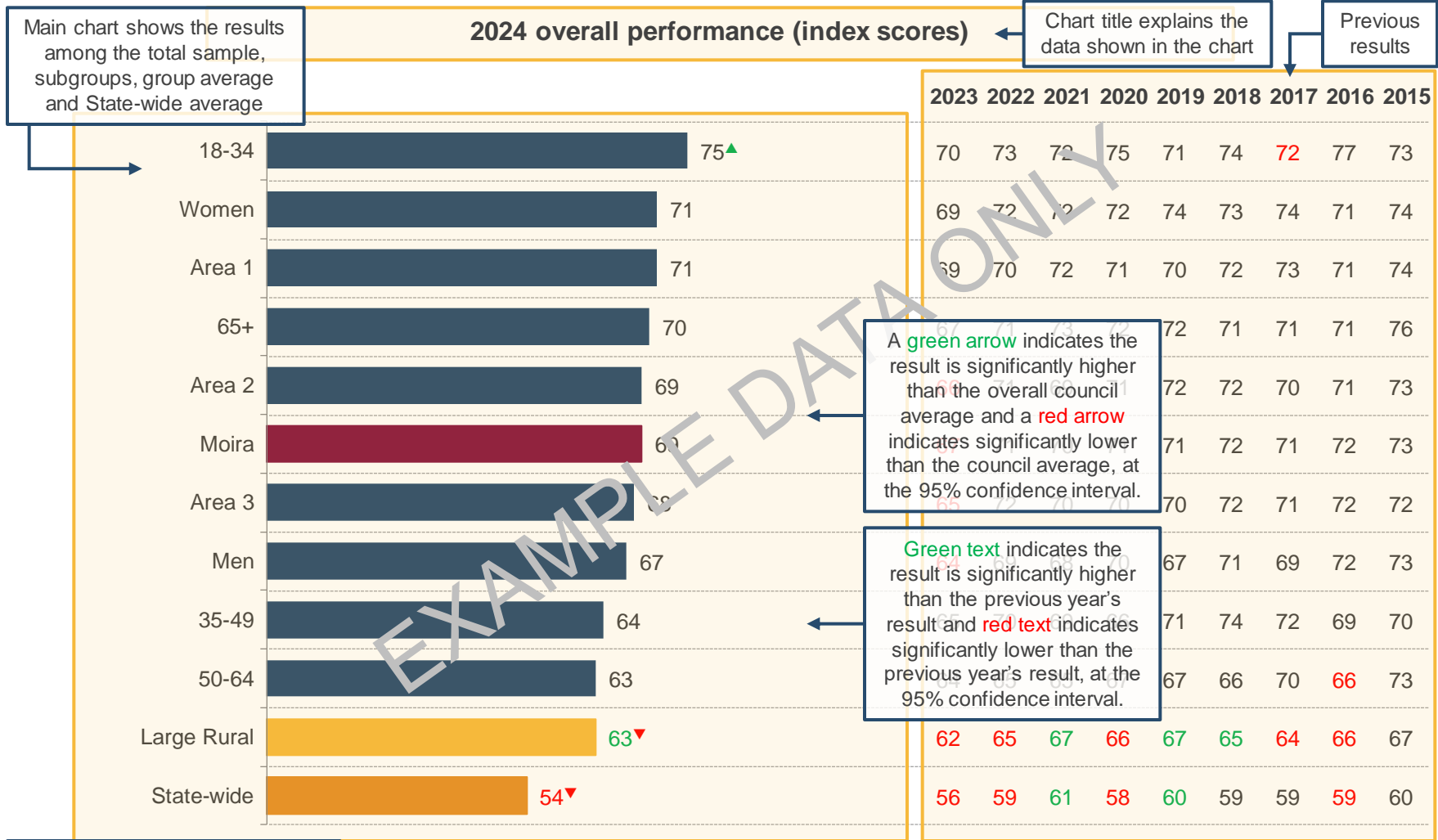
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

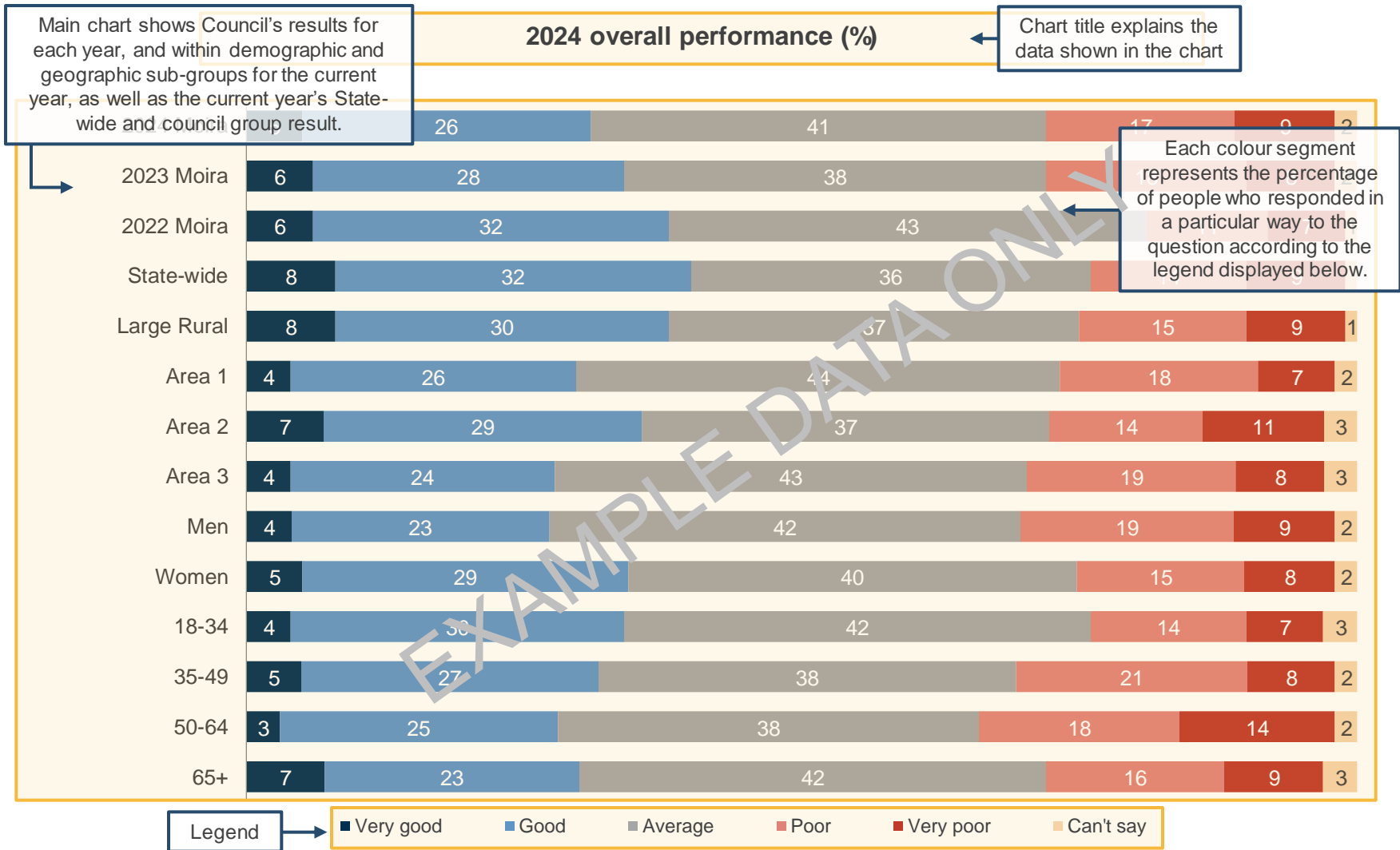


Question asked and base size(s)

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



Moira Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Moira 38



Large Rural 50



State-wide 54

Council performance compared to group average

Top performing area		
	Waste management	▼ lower
Lowest performing areas		
	Sealed local roads	▼ lower
	Lobbying	▼ lower
	Customer service	▼ lower



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

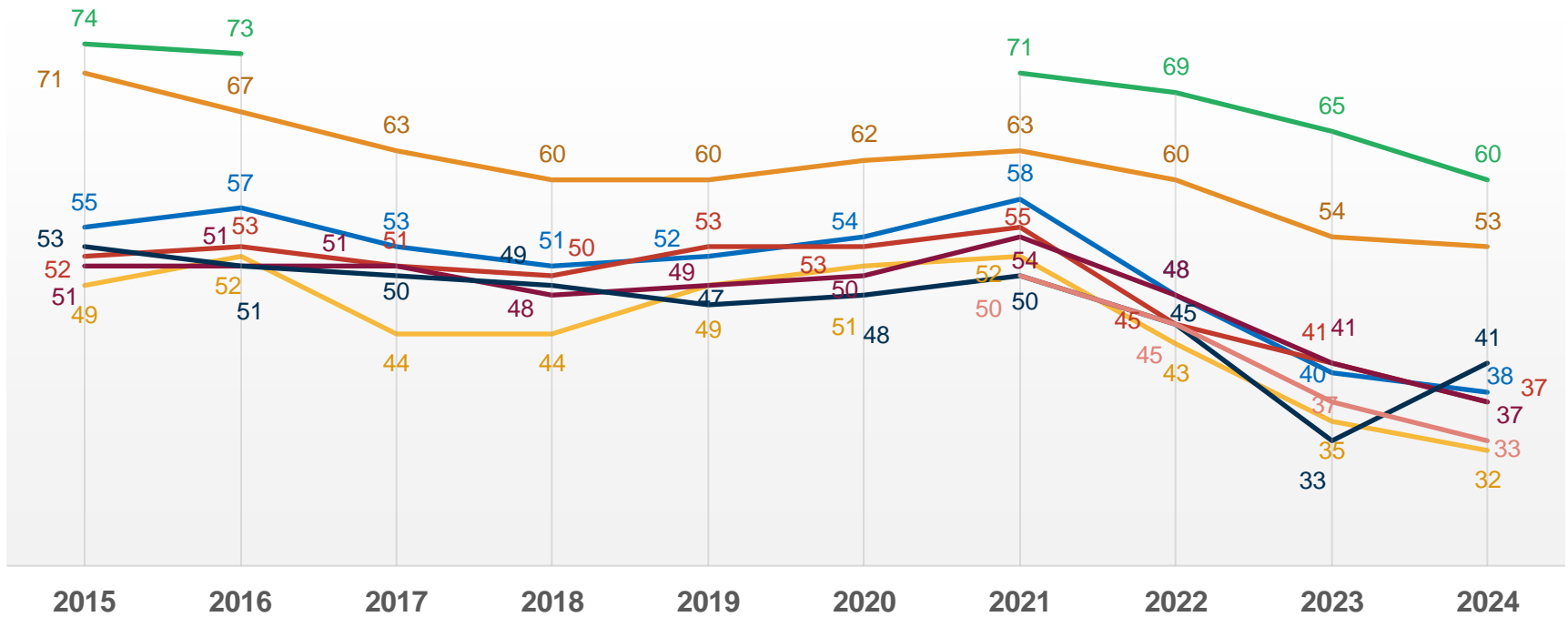
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

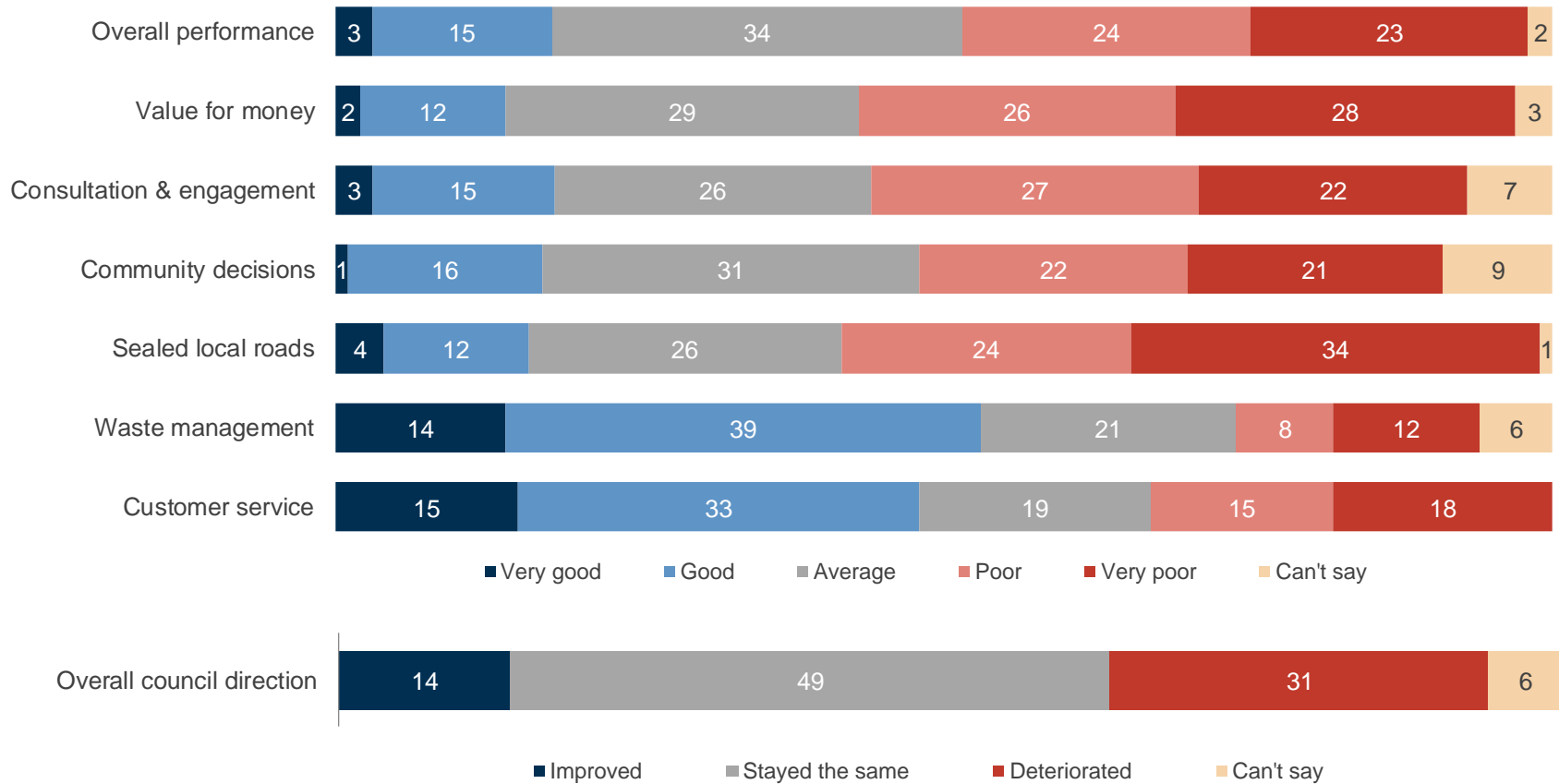
Overall Council Direction














Summary of core measures

Core measures summary results (%)





Summary of Moira Shire Council performance

Services	Moira 2024	Moira 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	38	40	50	54	Cobram residents	35-49 years
 Value for money	33	37	43	48	Cobram residents	35-49 years
 Overall council direction	41	33	42	45	Cobram residents	Yarrowonga residents
 Customer service	53	54	65	67	65+ years	18-34 years
 Waste management	60	65	65	67	Cobram residents, 65+ years	Other residents
 Community decisions	37	41	46	50	Cobram residents	Yarrowonga residents
 Consultation & engagement	37	41	48	51	Cobram residents	Yarrowonga residents
 Lobbying	35	38	47	50	Cobram residents	Yarrowonga residents
 Sealed local roads	32	35	38	45	Cobram residents	35-49 years



Focus areas for the next 12 months

Overview

Moira Shire Council's overall performance experienced a (not significant) two-point decline in 2024 and is now the lowest to date. This is also reflected in significant declines on three of the five individual service areas evaluated. Indeed, ratings of all metrics except overall council direction have reached series low levels. This will require a concerted effort from Council to correct.

Focus areas

Sealed local roads continues to be the service area that warrants most attention moving forward. Not only does Council rate lowest in this area relative to its performance in other areas, but it now performs 20 points below the peak rating last achieved in 2021. Council should also endeavour to restore positive perceptions among Yarrowonga residents and 34 to 49 year olds in particular. In almost all service areas, performance ratings among these residents are lower than average and the lowest to date.

Comparison to state and area grouping

Council rates significantly lower than both the Large Rural group and State-wide averages on almost all measures evaluated. The exception is overall council direction, where Council rates in line with the Large Rural group average.

A need to abate declines and rebuild

In the next 12 months it will be important for Council to conciliate resident concerns about sealed roads and recover positive perceptions among Yarrowonga residents and 34 to 49 year olds. Council must also work to abate the significant declines among 18 to 34 year olds in lobbying, community decisions, consultation and engagement, and customer service. Restoring positive perceptions among these cohorts will be key to shoring up perceptions of overall performance in the year ahead.

DETAILED FINDINGS



Overall performance



Overall performance

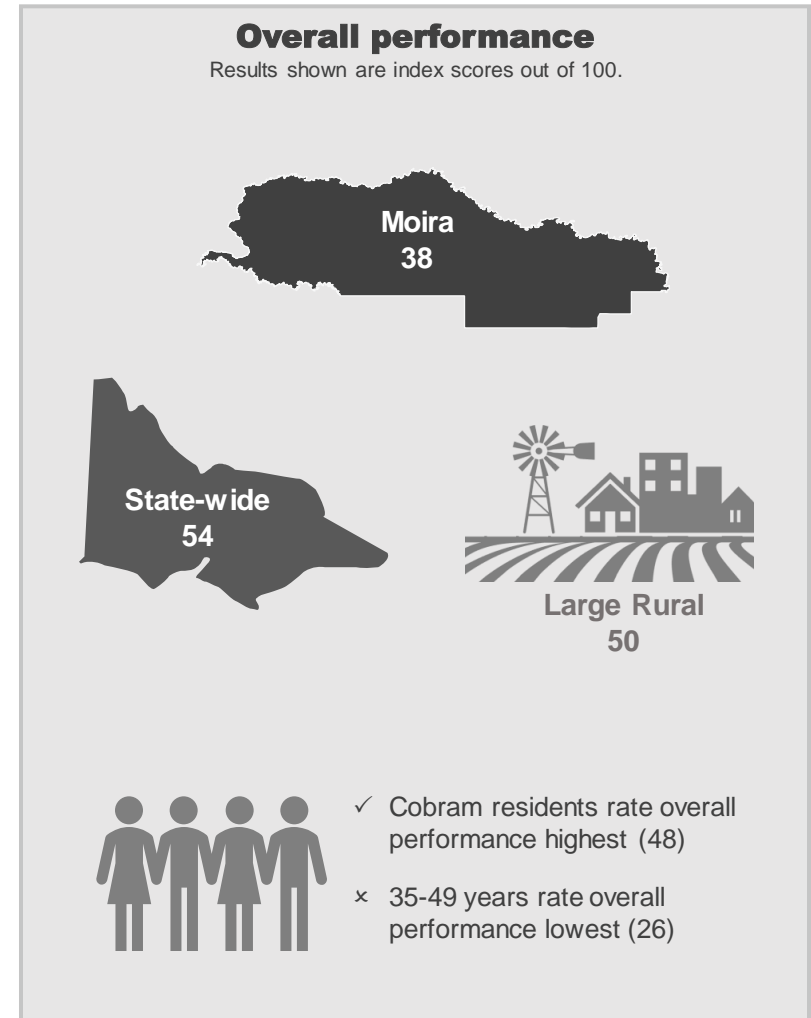
The overall performance index score of 38 for Moira Shire Council represents a two-point (not significant) decline on 2023. This marks a third consecutive year of decline and follows the trend for councils State-wide and for the Large Rural group.

- Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide and Large Rural group averages (index scores of 54 and 50 respectively).
- Overall performance ratings are significantly higher than average for Cobram residents (index score 48) and lowest for 35 to 49 year olds and Yarrawonga residents (index scores of 26 and 27 respectively, both significantly below the Council average).

Overall performance ratings declined significantly since 2023 among women and 35 to 49 year olds.

Perceptions of Council's value for money provided in infrastructure and services continues to significantly decline since measurement commenced (index score of 33, down from 37 in 2023 and from 50 in 2021).

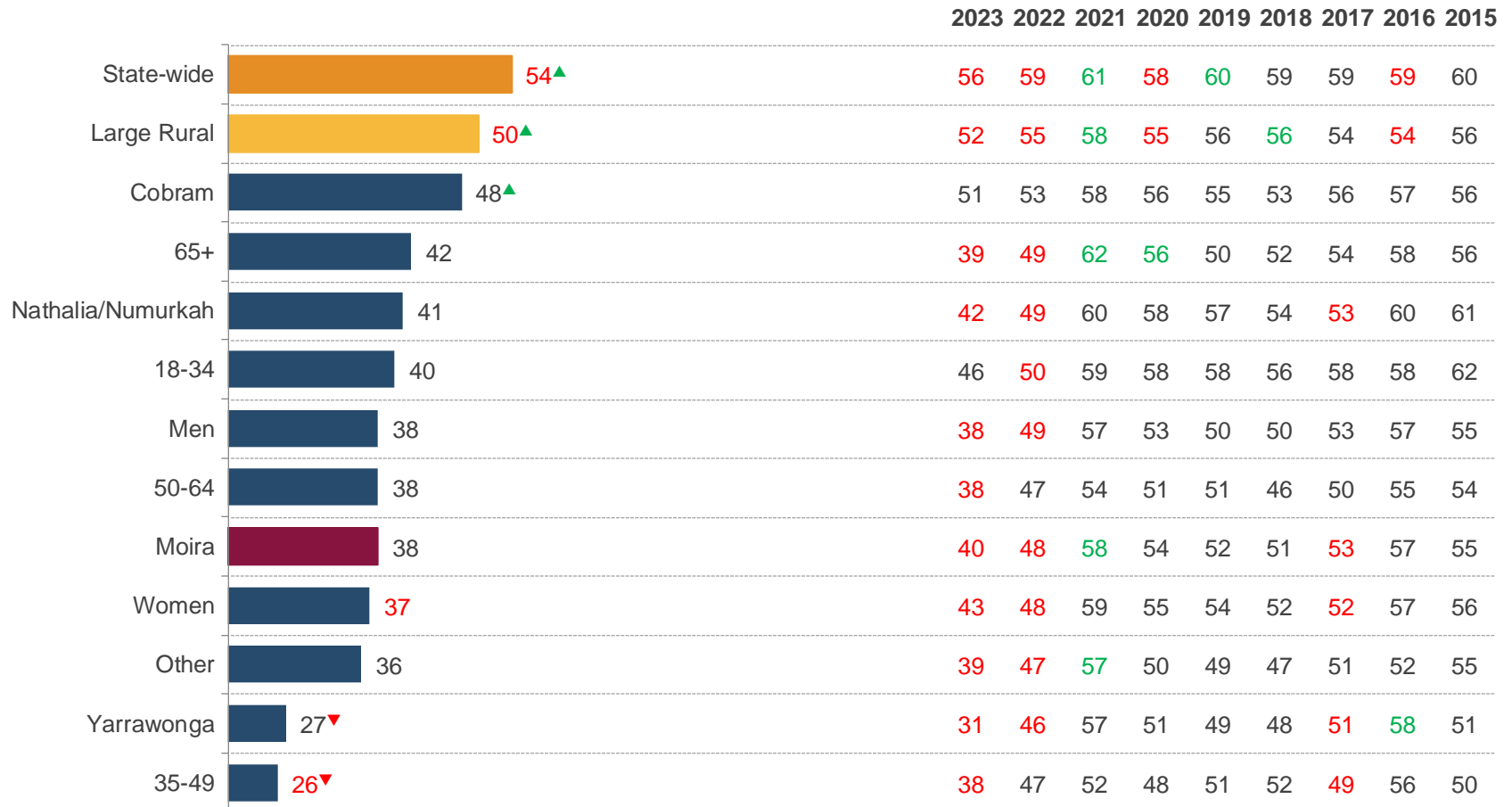
- Fewer than one in six residents (14%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while almost four times as many (54%) rate Council as 'very poor' or 'poor'.





Overall performance

2024 overall performance (index scores)



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

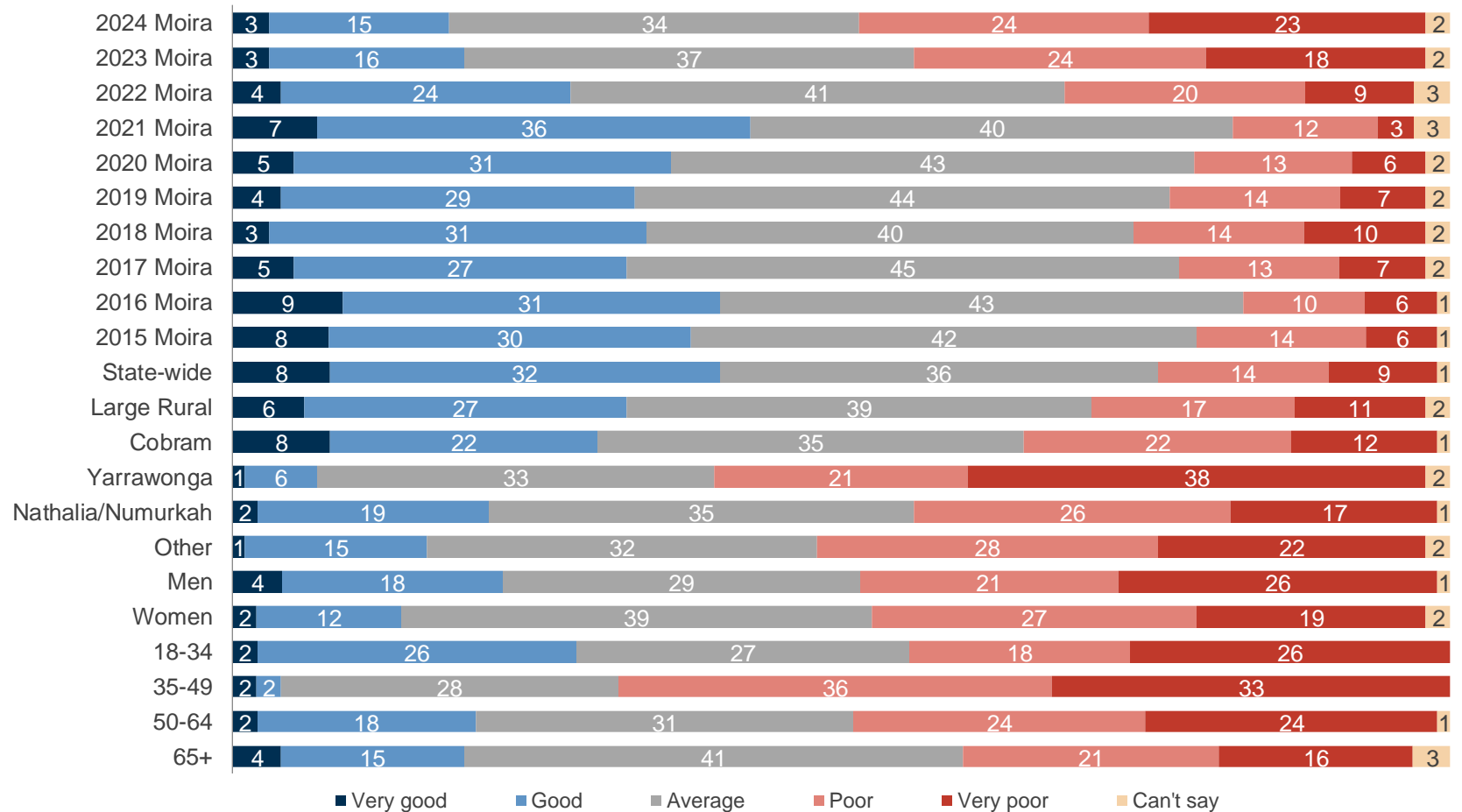
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall performance

2024 overall performance (%)

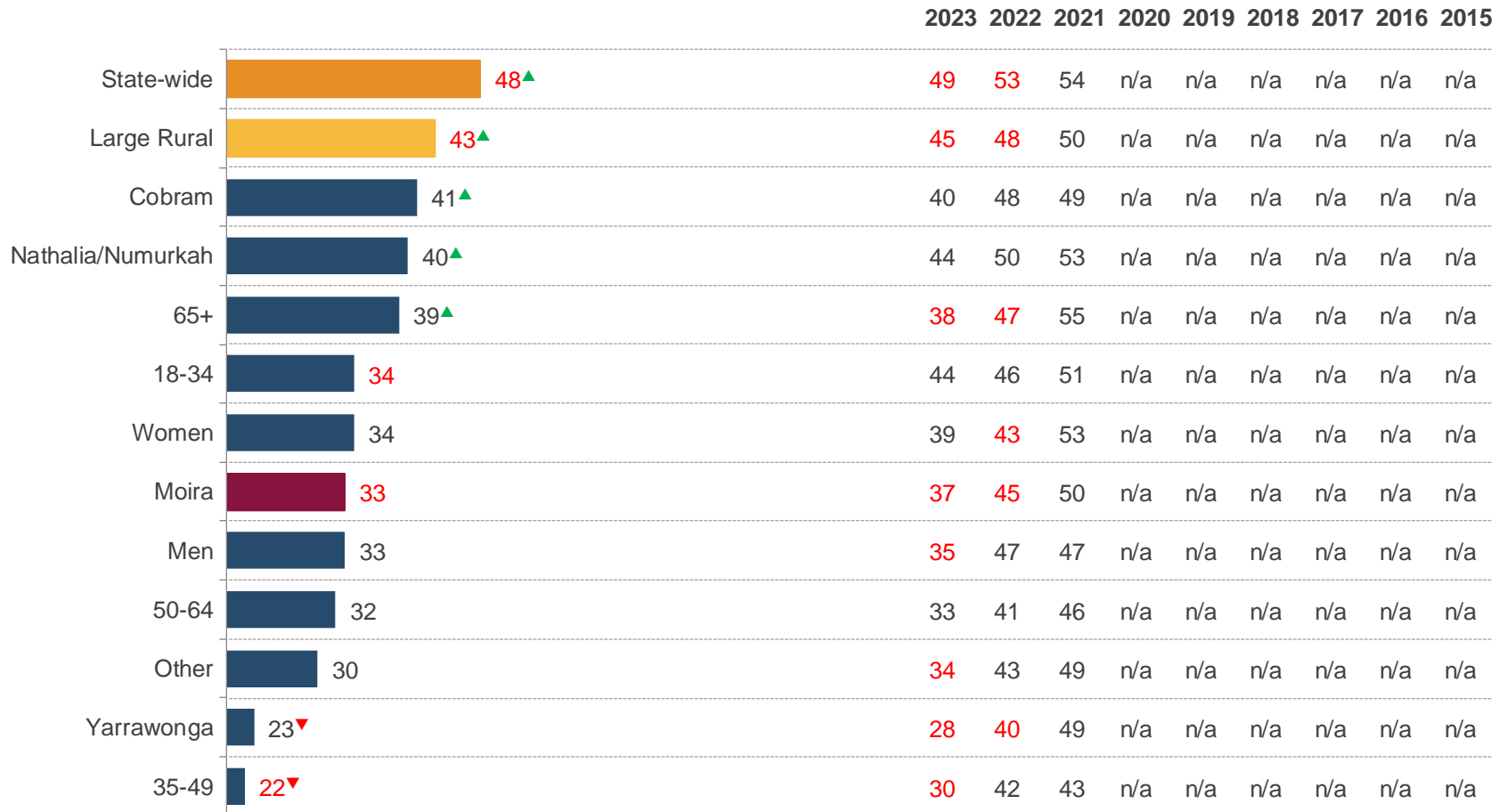


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moira Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils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



Value for money in services and infrastructure

2024 value for money (index scores)



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

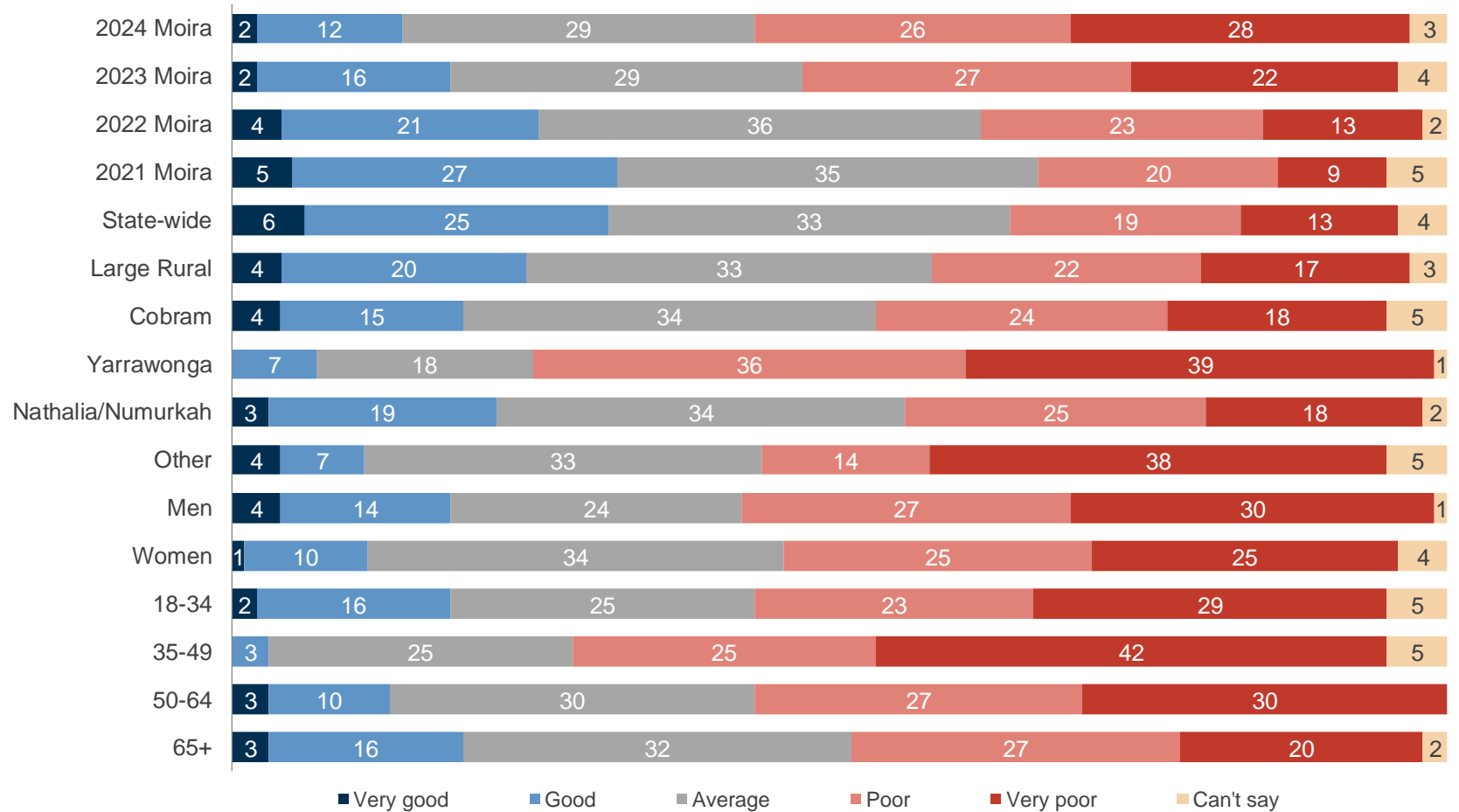
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Value for money in services and infrastructure

2024 value for money (%)



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

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



Top performing service areas

Waste management (index score 60) continues to be the individual area where Moira Shire Council performs best.

- Notably, waste management / hard waste and tip is nominated by 6% of residents equally highest (along with customer service and parks and gardens) as the best thing about Council.

For a second consecutive year, however, performance ratings of waste management recorded a significant decline (down five index points), reaching a new series-low.

- Performance ratings of this service area declined to some extent across all demographic and geographic cohorts, significantly so among women (57, down seven points) and Nathalia/Numurkah residents (60, down eight points).

Council now performs significantly lower than the State-wide and Large Rural group averages in this service area (index scores of 67 and 65 respectively).

- Performance ratings on waste management are highest among Cobram residents (index score of 66) and lowest among residents of Other areas (52).



Waste management (index score of 60) 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 32).

Moira Shire Council continues to rate lowest – relative to its performance in other areas – on the condition of sealed local roads (index score of 32).

Lobbying is Council's next lowest-rated service area (index score of 35), followed by consultation and engagement, and decisions made in the interest of the community (both of the latter areas with an index score of 37, and both significantly down on 2023 ratings).

Council performs significantly below the State-wide and Large Rural group averages in each of these service areas.

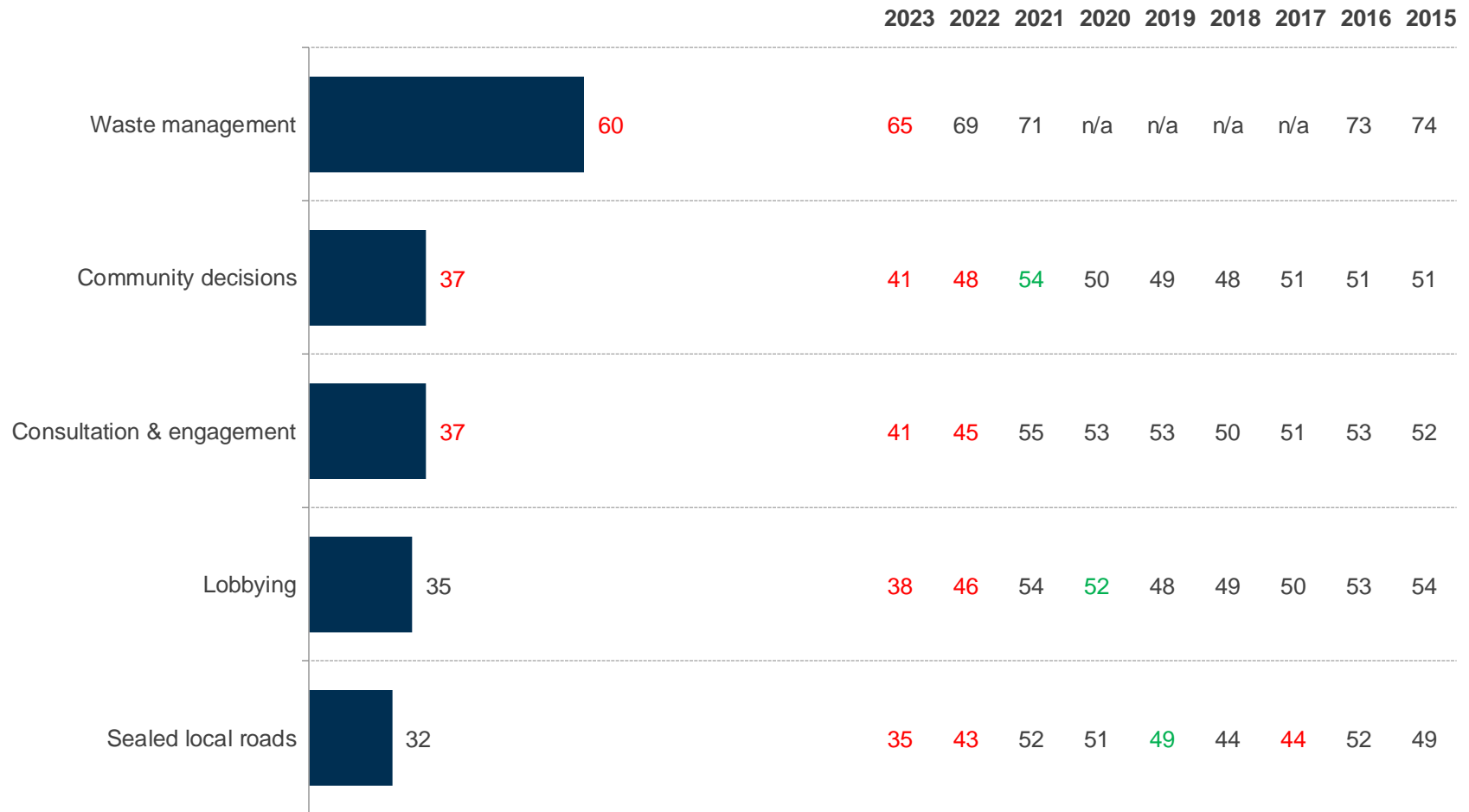
Since the previous evaluation, ratings of Council's performance in the aforementioned service areas have declined to the lowest levels to date.

- The need for Council to recover its performance in these service areas is also underpinned by the fact that 23% of residents nominate sealed road maintenance as the Council service area most in need of improvement, 17% cite community consultation and 11% cite informing the community.
- In all of the same areas, performance ratings are lowest among Yarrowonga residents and 34 to 49 year olds, indicating they warrant particular attention in the coming 12 months.



Individual service area performance

2024 individual service area performance (index scores)

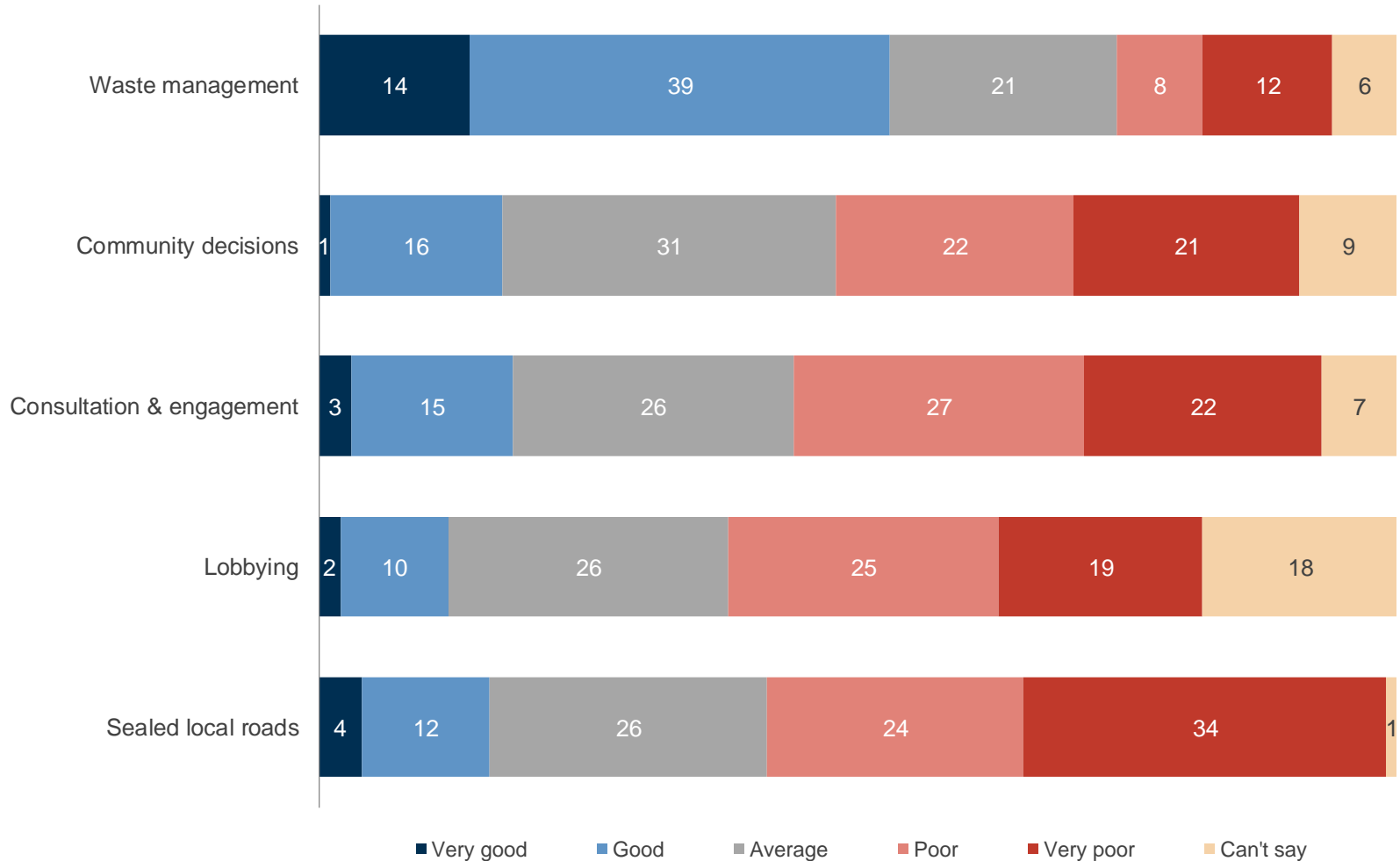


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)

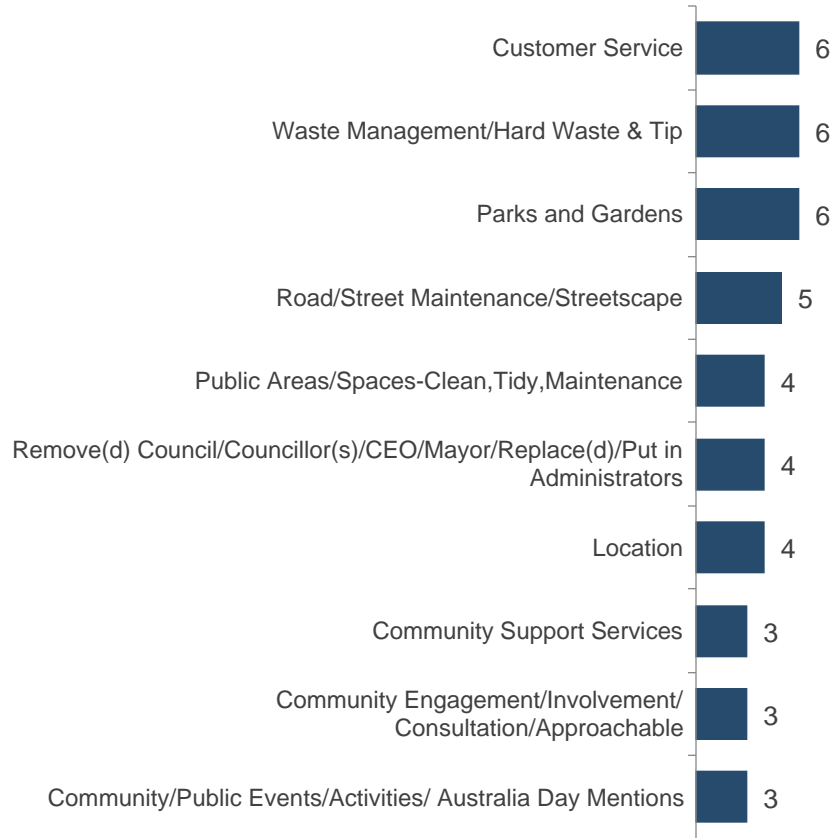


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 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

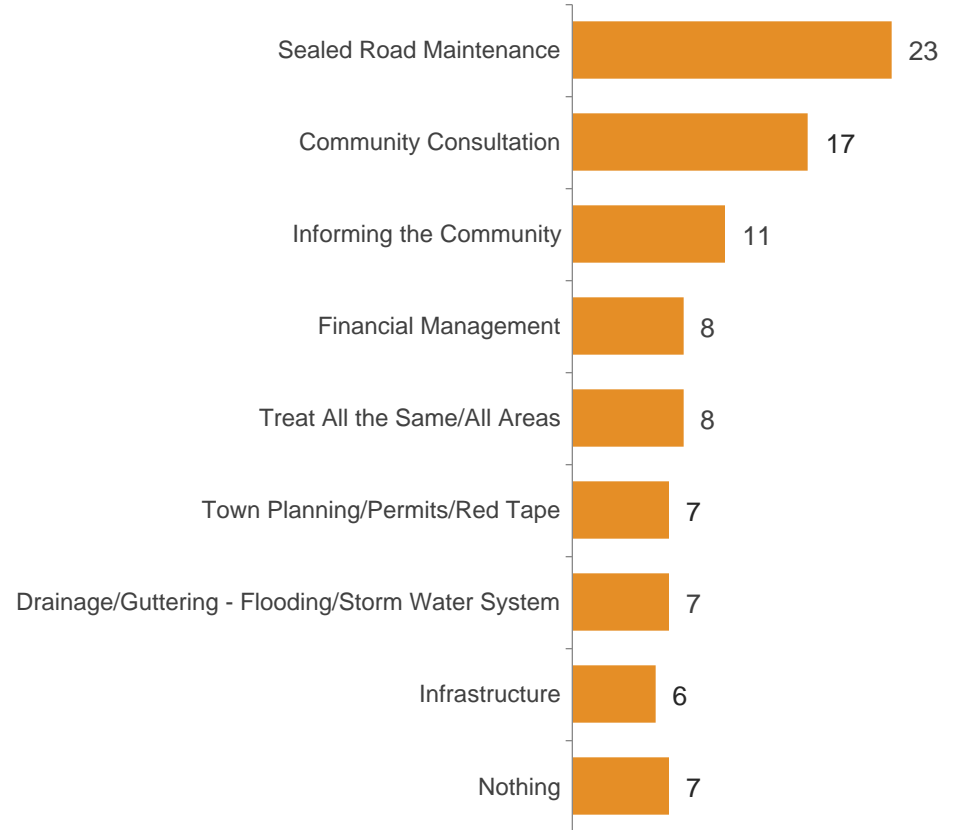


Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -



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



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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

Q17. What does Moira Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

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



Customer service



Contact with council and customer service

Contact with council

More than half of households (58%) have had contact with Moira Shire Council in the last 12 months. Rate of contact is two percentage points higher than last year, which is not a significant increase but represents a five-point trend increase since 2022.

Rate of contact is highest among residents aged 35 to 49 year olds (69% – a significant 16 percentage point increase on 2023).



Among those residents who have had contact with Council, 48% provide a positive customer service rating of 'very good' or 'good', including 15% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 53 is down one point on 2023. While this is not a significant change, it marks a second year of decline and Council's lowest customer service rating to date. Customer service is rated significantly lower than the State-wide and Large Rural group averages (index scores of 67 and 65 respectively).

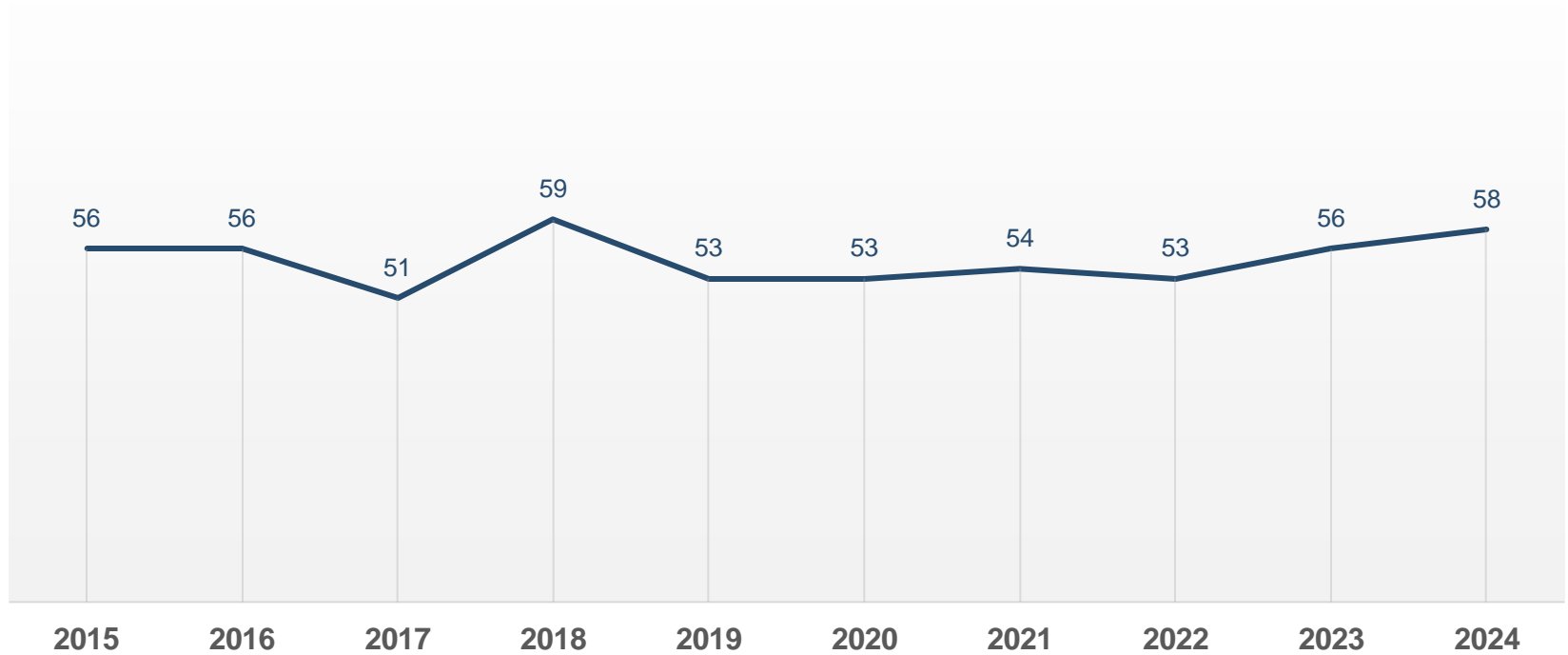
- Council's customer service is rated highest among residents aged 65 years and over (index score of 59), and significantly lower among those aged 18 to 34 years (43).
- Since last year, customer service ratings among 18 to 34 year olds saw a significant 14-point decline and are now at their lowest levels recorded. This also is reflected across several individual service areas, Rate of contact is currently at an all-time high for this age group, so there is opportunity to engage with them directly to better understand their perceptions.

Importantly, among those who have had contact with Council, more provide a positive customer service rating (48%) than a negative rating (33% provide a rating of 'poor' or 'very poor'). Furthermore, 6% of residents cite customer service as the best thing about Moira Shire Council.



Contact with council

2024 contact with council (%)
Have had contact



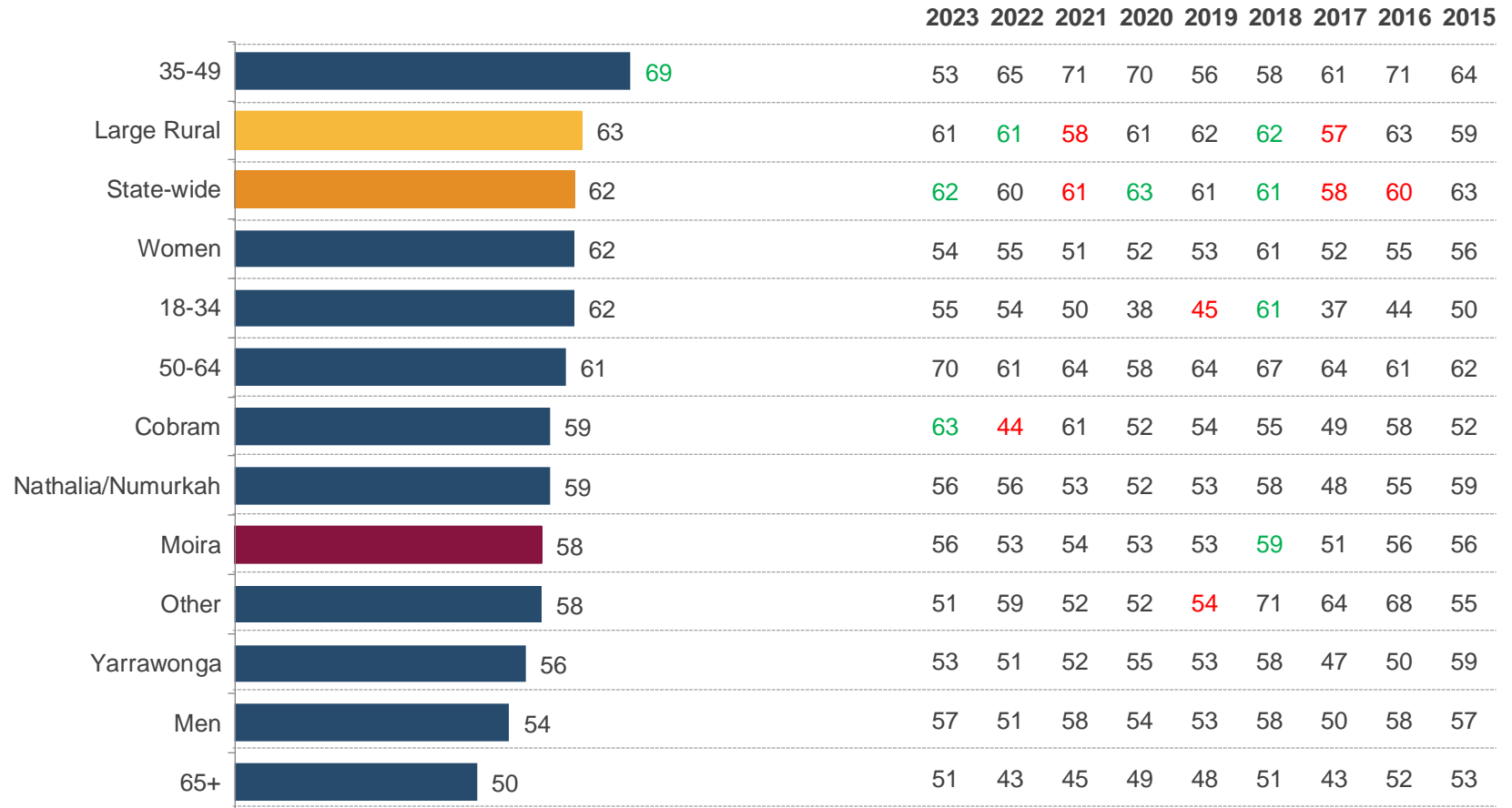
Q5. Over the last 12 months, have you or any member of your household had any contact with Moira Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 9



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 Moira 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: 9

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



Customer service rating

2024 customer service rating (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67▲	67	68	70	70	71	70	69	69	70
Large Rural	65▲	65	67	68	68	69	67	66	67	67
65+	59	58	59	68	66	57	56	61	68	73
Women	58	56	61	63	65	66	64	67	70	73
Cobram	58	61	53	61	69	57	57	61	72	75
Other	56	47	67	67	57	58	60	66	61	71
35-49	55	48	58	58	51	61	63	64	67	64
Nathalia/Numurkah	54	61	57	59	65	63	60	57	65	71
Moira	53	54	60	63	62	60	60	63	67	71
50-64	53	52	59	67	65	64	60	63	67	67
Men	47	53	59	63	60	54	56	60	63	69
Yarrawonga	47	49	62	66	56	61	63	67	69	67
18-34	43▼	57	65	58	68	57	62	67	63	80

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

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

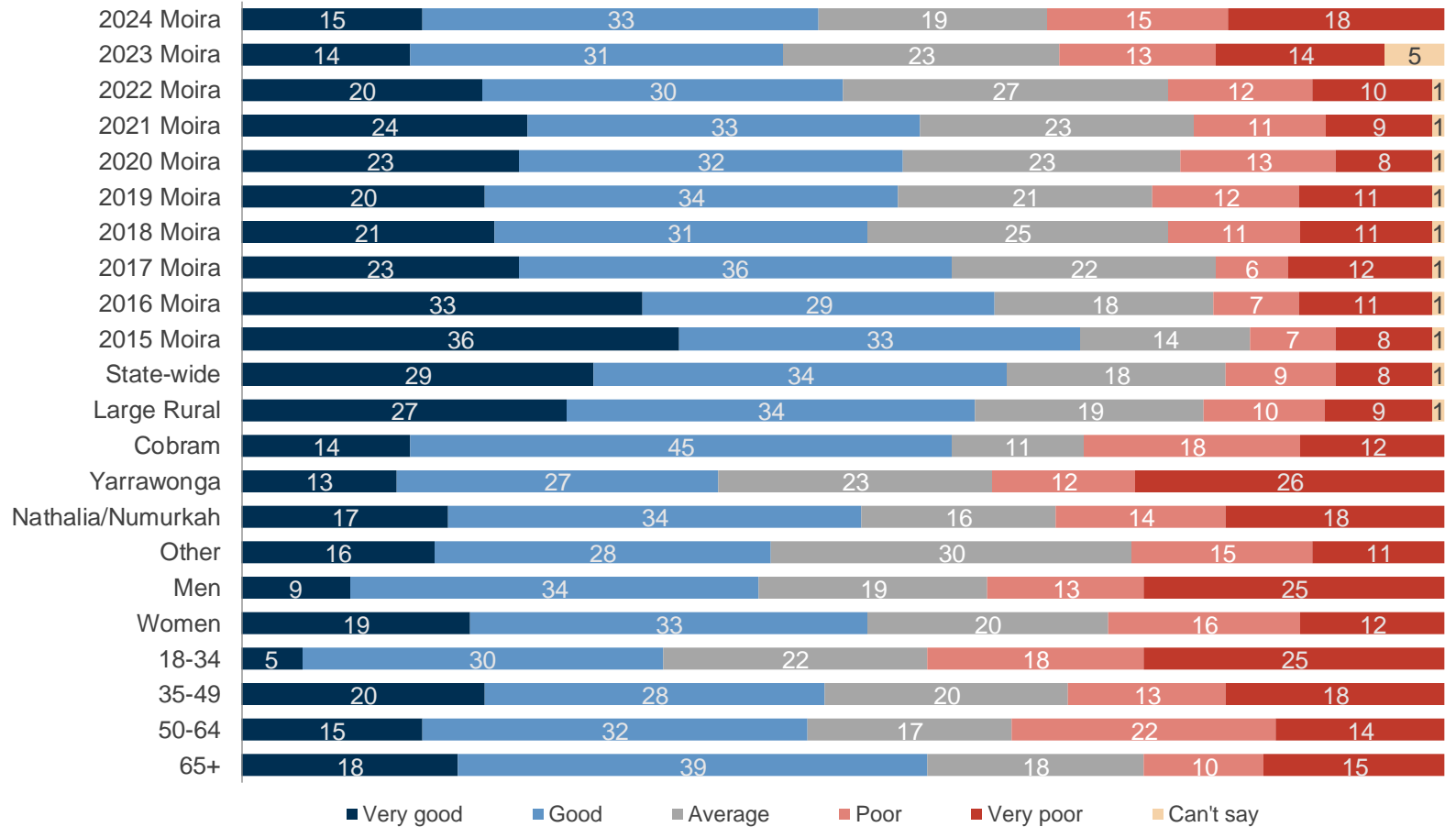
Councils asked State-wide: 62 Councils asked group: 18

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



Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Moira Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 18



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events are Council newsletters sent via mail (22%) or on social media (20%), followed by via advertising in a local newspaper (18%) and emailed newsletters (17%).

- Among residents aged under 50 years, social media (37%) is far preferred, followed by newsletters sent via mail (24%). Far fewer (12%) prefer advertising in a local newspaper, while preference for communication via emailed newsletters and text message has markedly declined (to 11% and 6% respectively, compared to 24% and 18% in 2023).
- Among those aged over 50 years, advertising in a local newspaper is preferred (23%), along with newsletters sent via mail or email (both 21%).





Best form of communication

2024 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



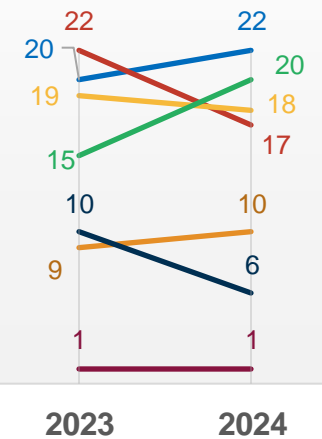
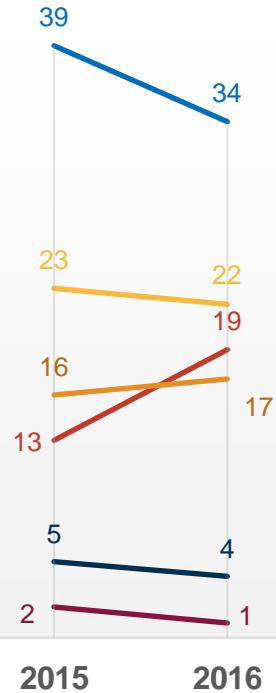
Council Website



Text Message



Social Media



Q13. If Moira Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 9
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



Council Website



Text Message



Social Media



Q13. If Moira Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 9
 Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



Council Website



Text Message



Social Media



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

Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Council direction



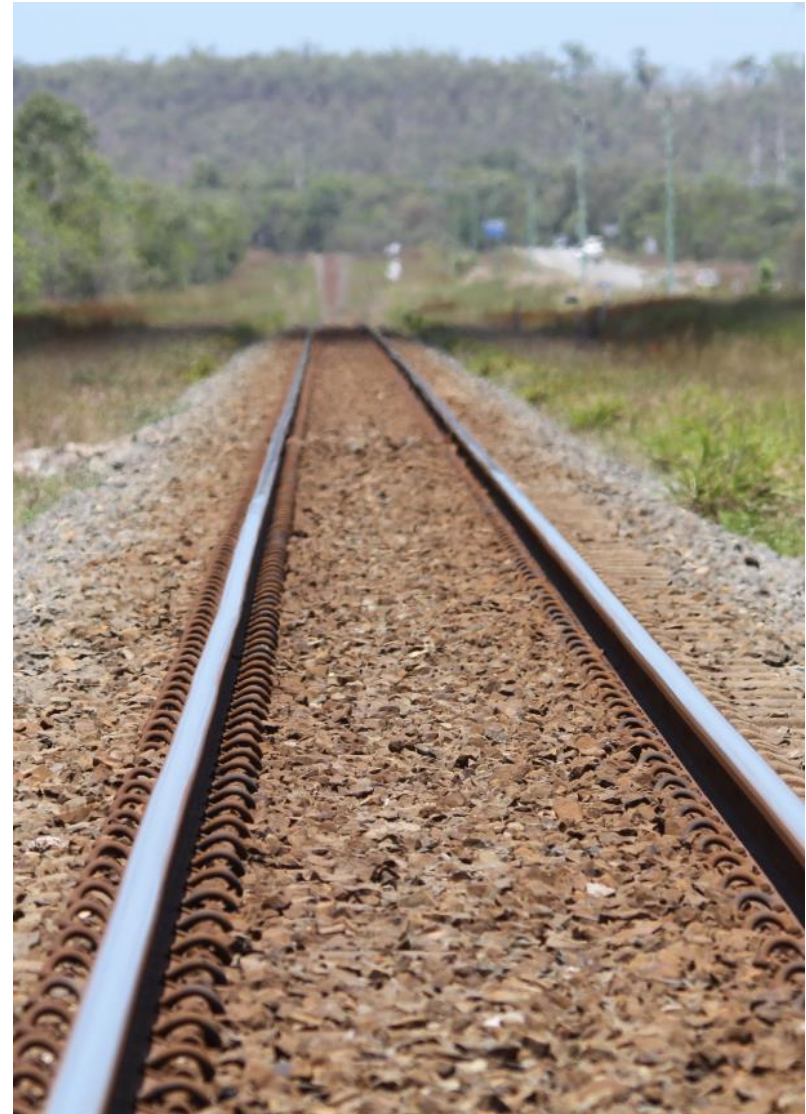
Council direction

Perceptions of the direction of Council's overall performance have significantly improved in 2024 (index score of 41, up eight points) but have yet to fully recover from the significant 12-point decline in 2023.

Over the last 12 months, a significantly larger proportion of residents believe the direction of Council's overall performance has improved (14%, up eight percentage points).

Almost half of residents (49%) believe the direction of Council's overall performance has stayed the same and significantly fewer believe it has deteriorated (31%, down seven percentage points).

- Perceptions of the direction of Council's overall performance have significantly improved among Nathalia/Numurkah and Yarrawonga residents, and those aged 50 years and over.
- Cobram residents remain the most satisfied with council direction, and Yarrawonga residents remain the least satisfied.





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Cobram	43	50	54	55	48	56	50	54	55
State-wide	46	50	53	51	53	52	53	51	53
65+	33	41	52	49	46	49	50	52	56
Large Rural	44	47	51	50	51	52	52	48	51
Women	35	45	51	51	49	49	49	49	54
Moira	33	45	50	48	47	49	50	51	53
50-64	25	41	44	45	45	44	44	53	48
Nathalia/Numurkah	30	45	50	48	53	51	49	54	60
Men	31	45	48	46	46	50	50	53	52
18-34	41	60	53	51	57	58	57	50	60
Other	36	46	46	44	42	46	52	47	48
35-49	33	42	48	49	43	49	48	49	47
Yarrawonga	25	42	49	46	45	43	49	50	49

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

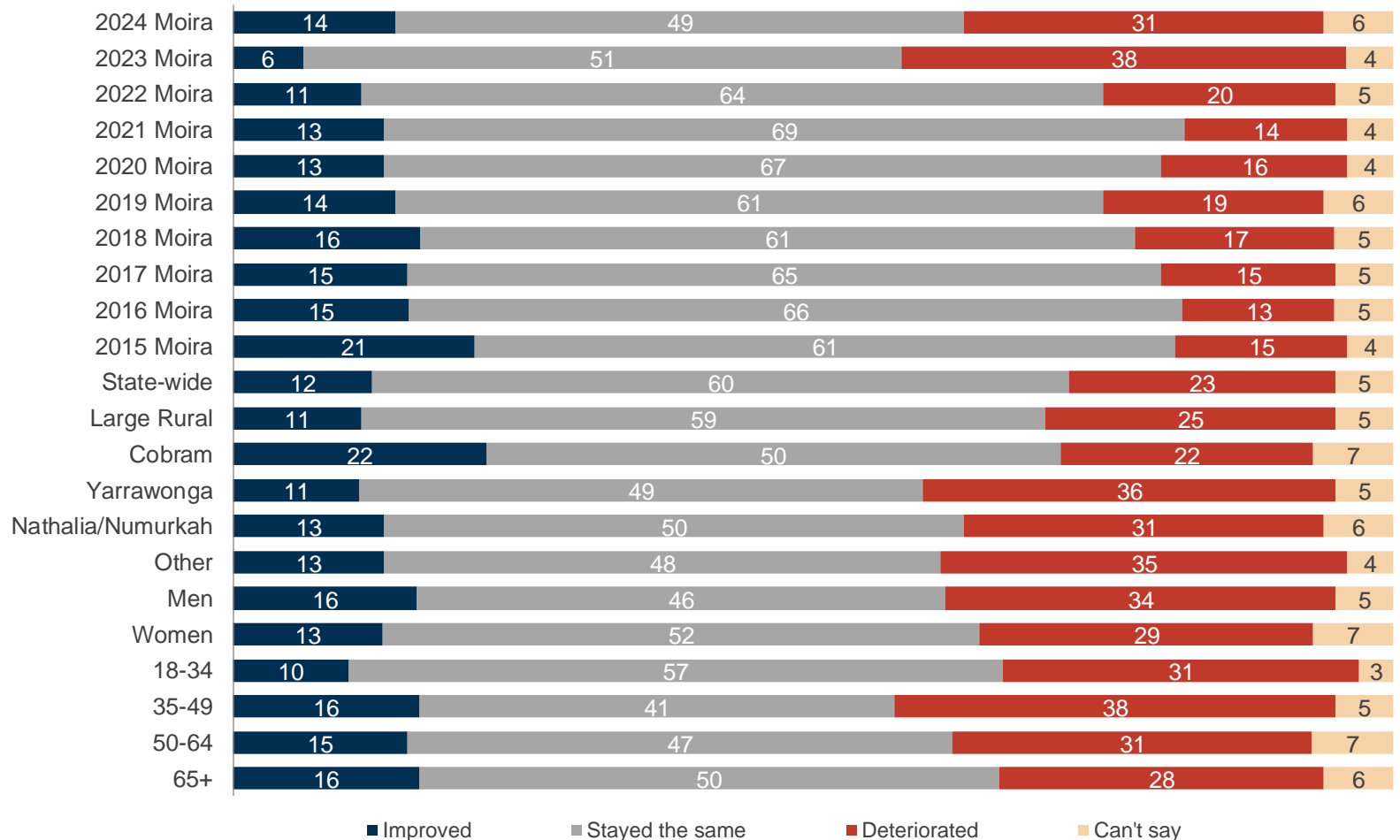
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall council direction last 12 months

2024 overall council direction (%)



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

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Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	51▲	52	54	56	55	56	55	54	56
Large Rural	48▲	49	51	54	54	54	54	52	54
Cobram	45▲	49	47	55	54	56	49	54	55
65+	41	39	44	56	55	49	49	51	51
Nathalia/Numurkah	39	44	45	58	58	58	56	53	56
18-34	38	49	44	62	57	65	56	55	63
Men	38	42	42	56	51	53	48	52	52
Moira	37	41	45	55	53	53	50	51	53
Women	36	40	47	55	55	53	52	49	54
Other	35	42	43	58	49	44	50	48	49
50-64	34	38	46	48	48	50	47	48	47
35-49	31	39	46	53	52	48	50	49	50
Yarrawonga	29▼	29	45	51	50	49	45	49	51

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

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

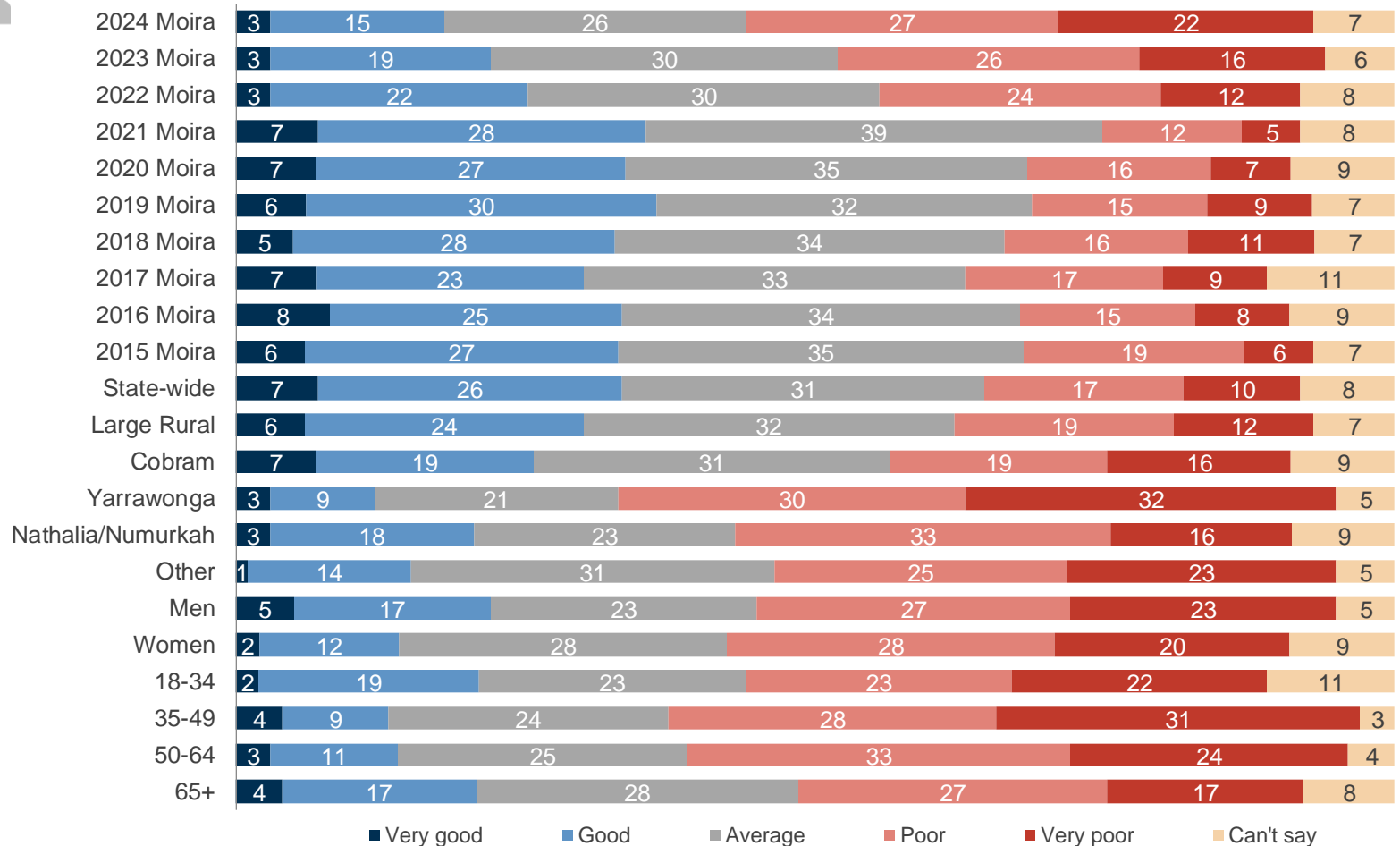
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



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



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	51	53	55	53	54	54	54	53	55
Large Rural	49	51	54	53	52	52	51	50	53
Cobram	47	48	55	52	49	54	54	52	59
Nathalia/Numurkah	39	48	58	57	55	54	50	56	55
65+	39	44	55	55	47	52	52	53	57
18-34	47	53	52	58	58	57	54	57	59
Women	40	48	54	54	48	50	48	52	55
Moira	38	46	54	52	48	49	50	53	54
Men	37	45	54	50	48	49	52	53	54
50-64	38	46	50	47	43	45	46	50	53
Other	37	44	53	47	43	47	54	50	52
35-49	28	42	56	46	45	46	49	50	47
Yarrawonga	32	45	50	50	44	43	47	52	53

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

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

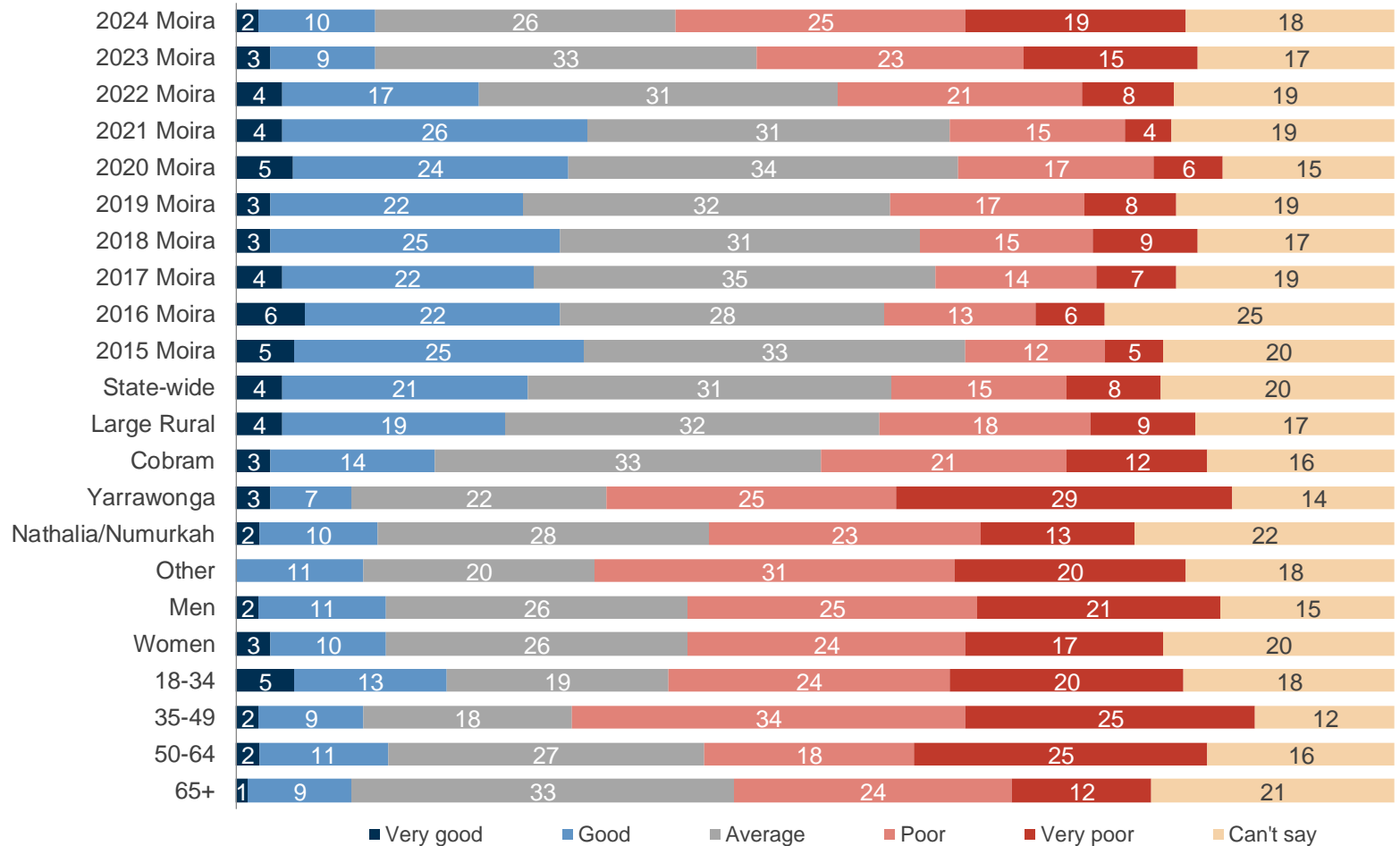
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



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

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	54	56	53	55	54	54	54	55
Cobram	48▲	52	50	50	50	49	51	53	55
Large Rural	46▲	51	54	52	52	52	51	50	52
65+	41	46	57	53	48	49	54	53	53
Nathalia/Numurkah	40	52	59	54	56	54	53	54	54
Women	38	47	54	53	48	49	49	52	51
18-34	38	55	54	51	56	53	51	57	55
Moira	37	48	54	50	49	48	51	51	51
Other	36	47	55	46	44	48	51	48	50
Men	36	49	53	47	49	48	52	50	50
50-64	36	46	52	47	47	45	45	46	47
35-49	29▼	44	49	46	44	47	51	48	47
Yarrawonga	27▼	42	51	48	44	43	49	50	46

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

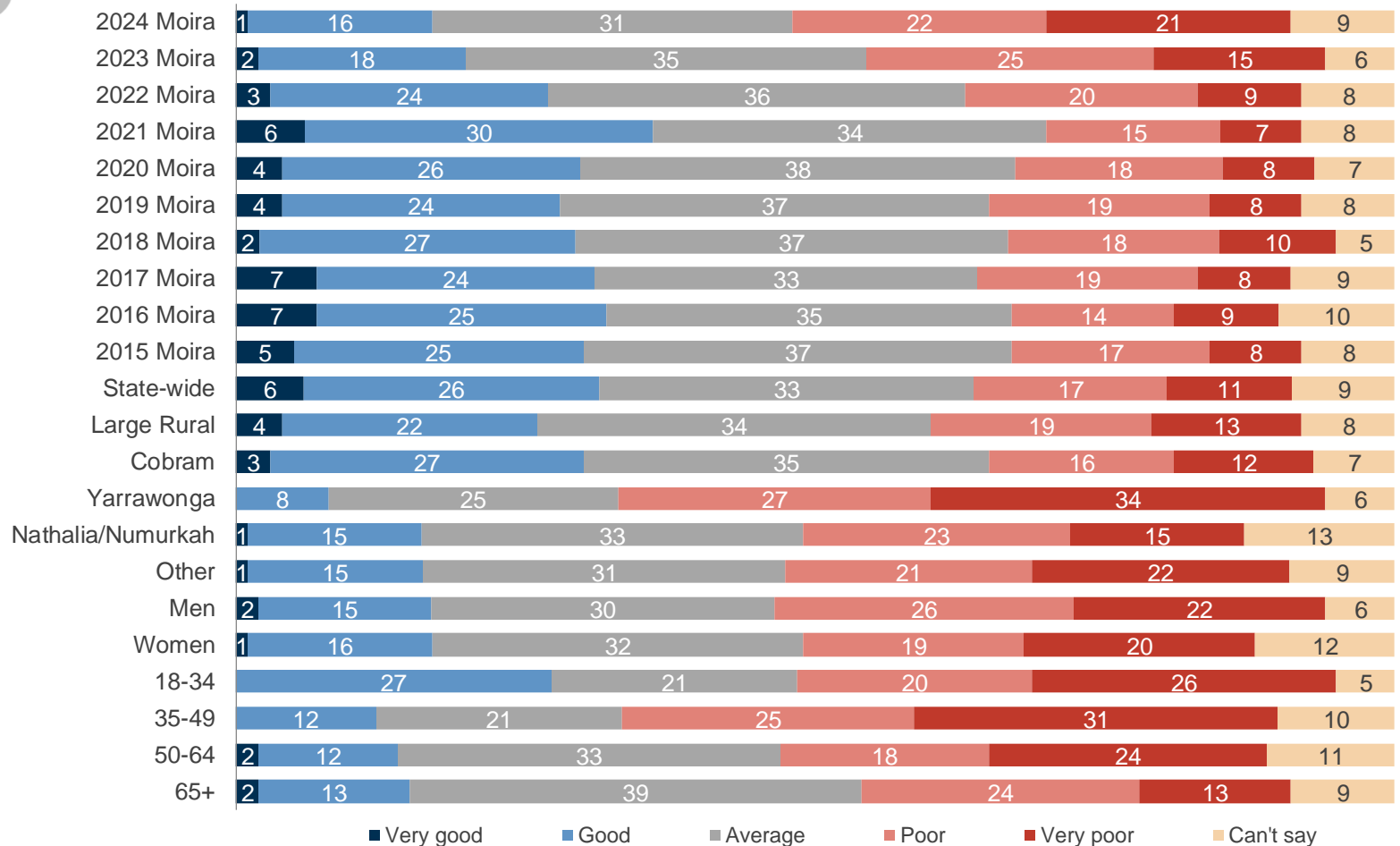
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

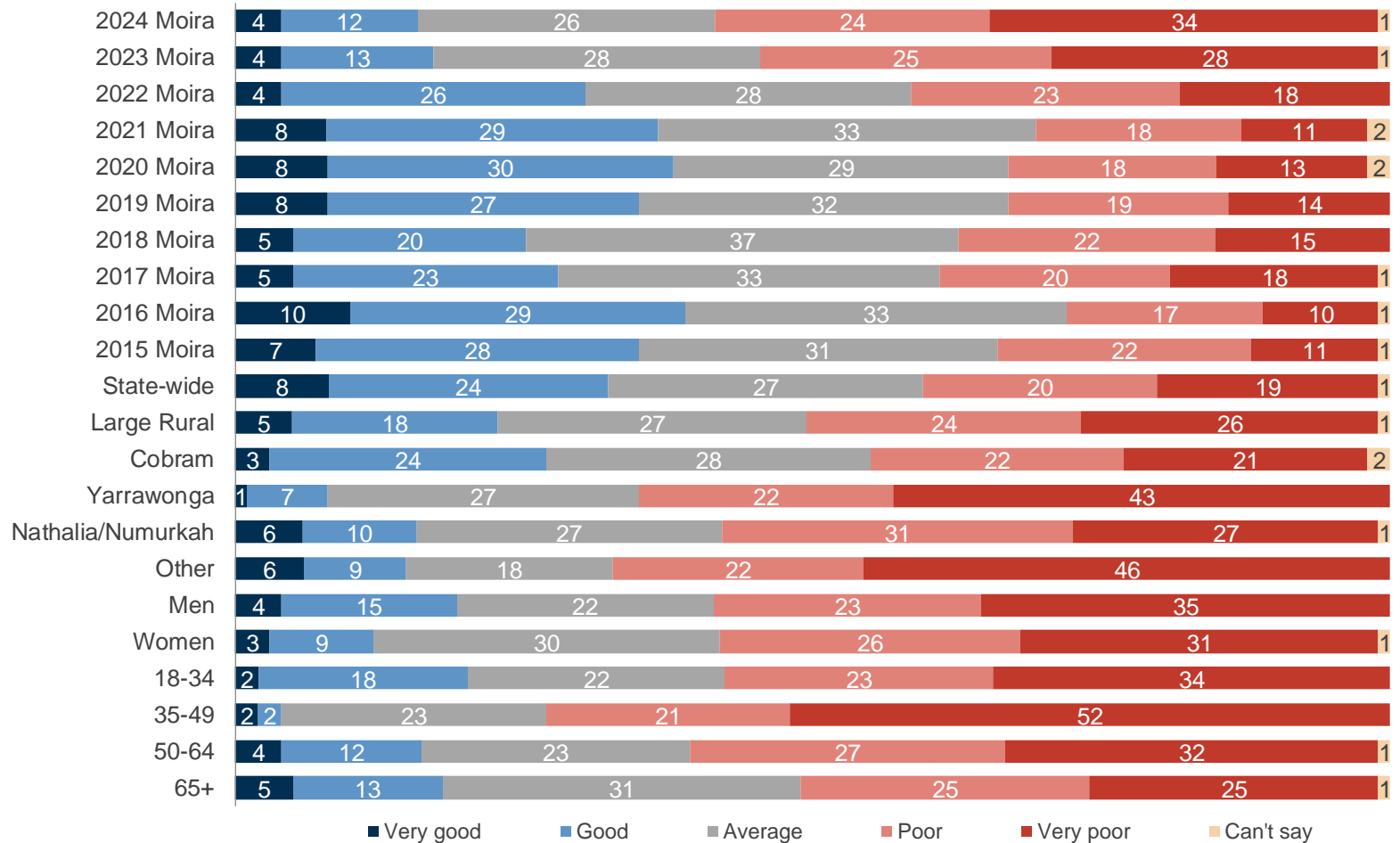
	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	48	53	57	54	56	53	53	54	55
Cobram	47	52	54	56	51	49	48	57	52
Large Rural	40	45	50	47	47	45	43	44	45
65+	41	48	57	54	49	45	49	55	56
Nathalia/Numurkah	34	48	52	50	49	42	43	54	51
18-34	23	39	49	50	54	51	43	54	44
Men	34	43	50	51	48	45	46	53	52
50-64	40	40	49	47	48	40	41	45	47
Moira	35	43	52	51	49	44	44	52	49
Women	35	44	53	50	50	43	43	52	47
Other	26	33	46	42	45	40	41	46	47
Yarrawonga	33	41	53	52	50	45	45	52	48
35-49	29	42	46	48	46	43	41	54	46

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
State-wide	67▲	66	68	69	65	68	70	71	70	72
Cobram	66	70	75	66	n/a	n/a	n/a	n/a	74	73
65+	65	67	71	74	n/a	n/a	n/a	n/a	73	77
Large Rural	65▲	65	65	66	62	64	67	68	66	68
Men	62	66	70	70	n/a	n/a	n/a	n/a	73	75
18-34	60	65	69	72	n/a	n/a	n/a	n/a	76	78
Nathalia/Numurkah	60	68	65	74	n/a	n/a	n/a	n/a	77	78
Moira	60	65	69	71	n/a	n/a	n/a	n/a	73	74
Yarrawonga	59	62	71	77	n/a	n/a	n/a	n/a	72	74
Women	57	64	68	72	n/a	n/a	n/a	n/a	72	73
50-64	55	63	64	67	n/a	n/a	n/a	n/a	68	70
35-49	54	62	69	68	n/a	n/a	n/a	n/a	74	70
Other	52	60	65	64	n/a	n/a	n/a	n/a	68	71

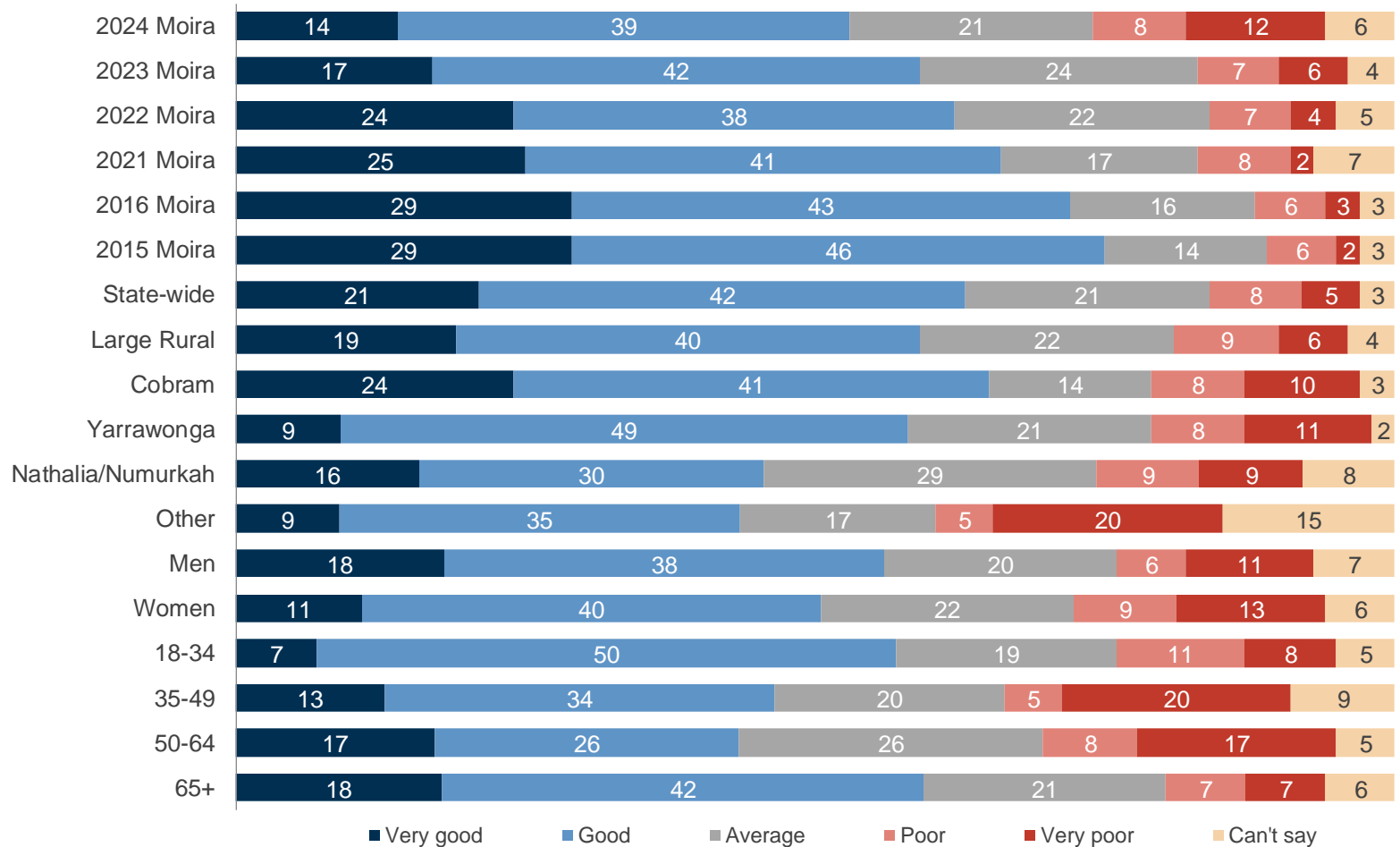
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



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



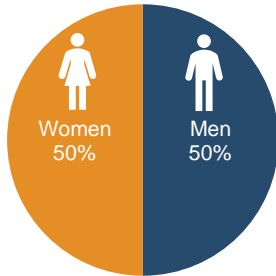
Detailed demographics



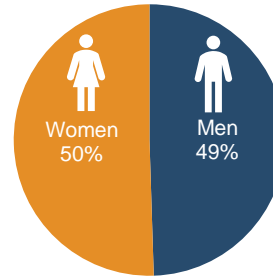
Gender and age profile

2024 gender

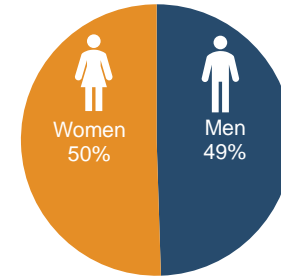
Moira



Large Rural

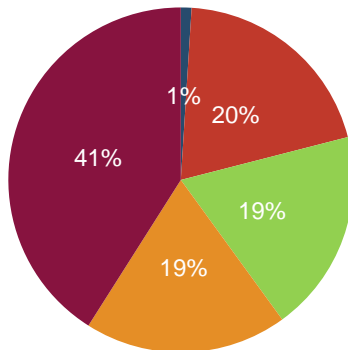


State-wide

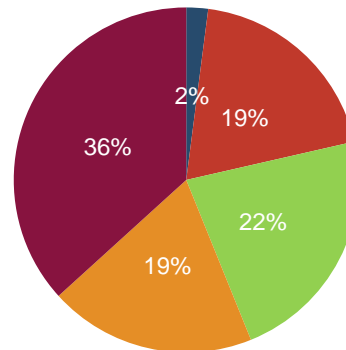


2024 age

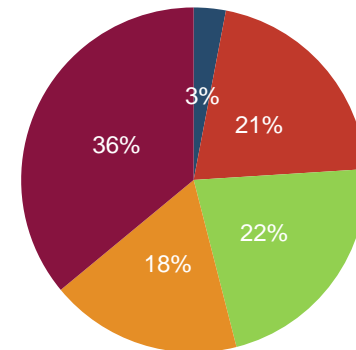
Moira



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

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

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

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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 Moira Shire Council was n=401. 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=401 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 24,500 people aged 18 years or over for Moira Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Moira Shire Council	401	400	+/-4.9
Men	187	198	+/-7.2
Women	212	200	+/-6.7
Cobram	91	92	+/-10.3
Yarrawonga	118	115	+/-9.0
Nathalia/Numurkah	125	121	+/-8.8
Other	67	72	+/-12.0
18-34 years	38	83	+/-16.1
35-49 years	56	77	+/-13.2
50-64 years	96	75	+/-10.0
65+ years	211	165	+/-6.7



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 images of data charts, including a line graph and a bar chart, suggesting a focus on research and analytics.

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=501 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=500 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=500 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=500 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 Moira 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 Moira Shire Council.

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

A total of n=401 completed interviews were achieved in Moira Shire Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for Moira Shire Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time 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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John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

