



2024 Local Government Community Satisfaction Survey

Alpine Shire Council

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



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Background and objectives

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

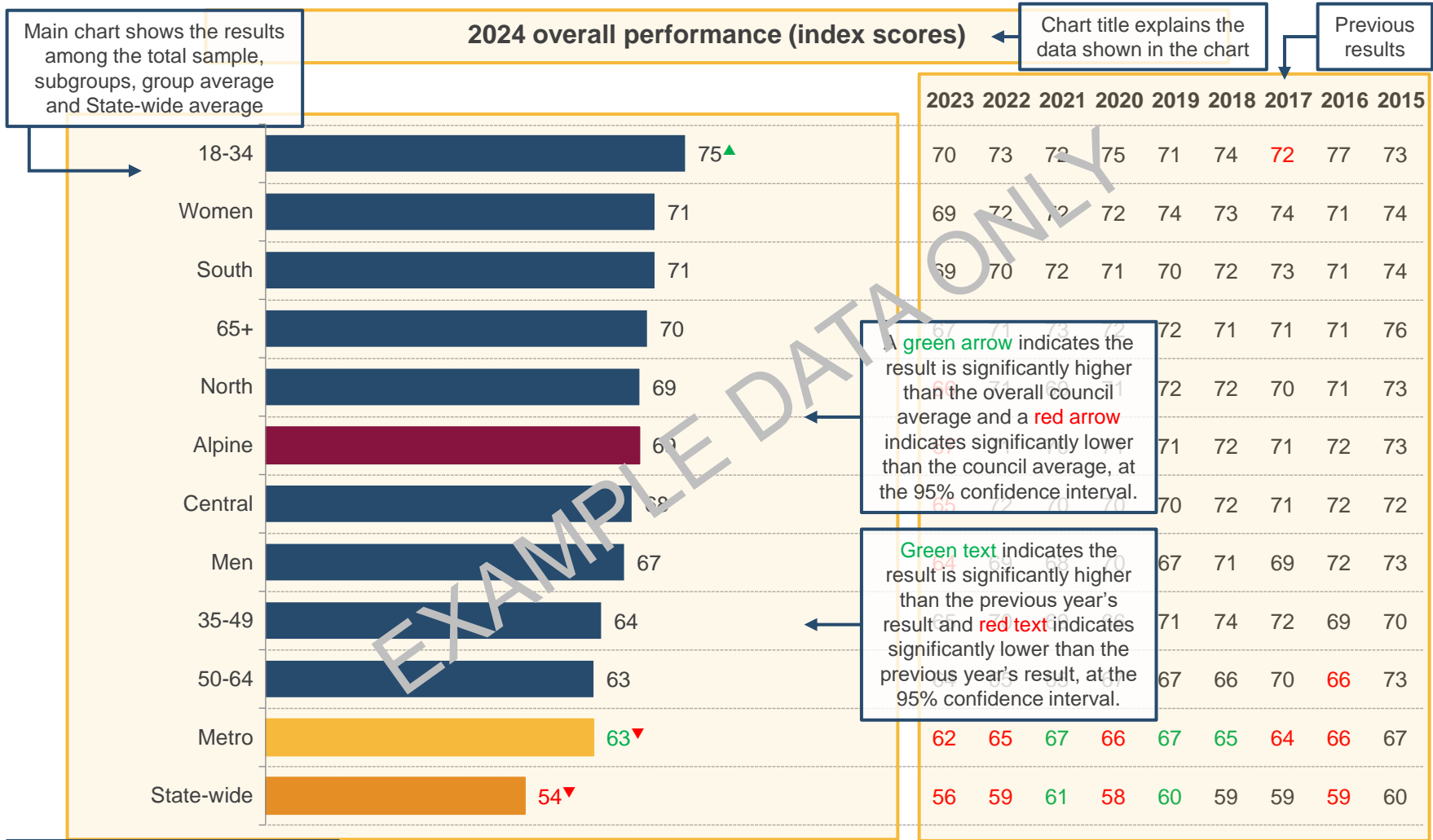
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

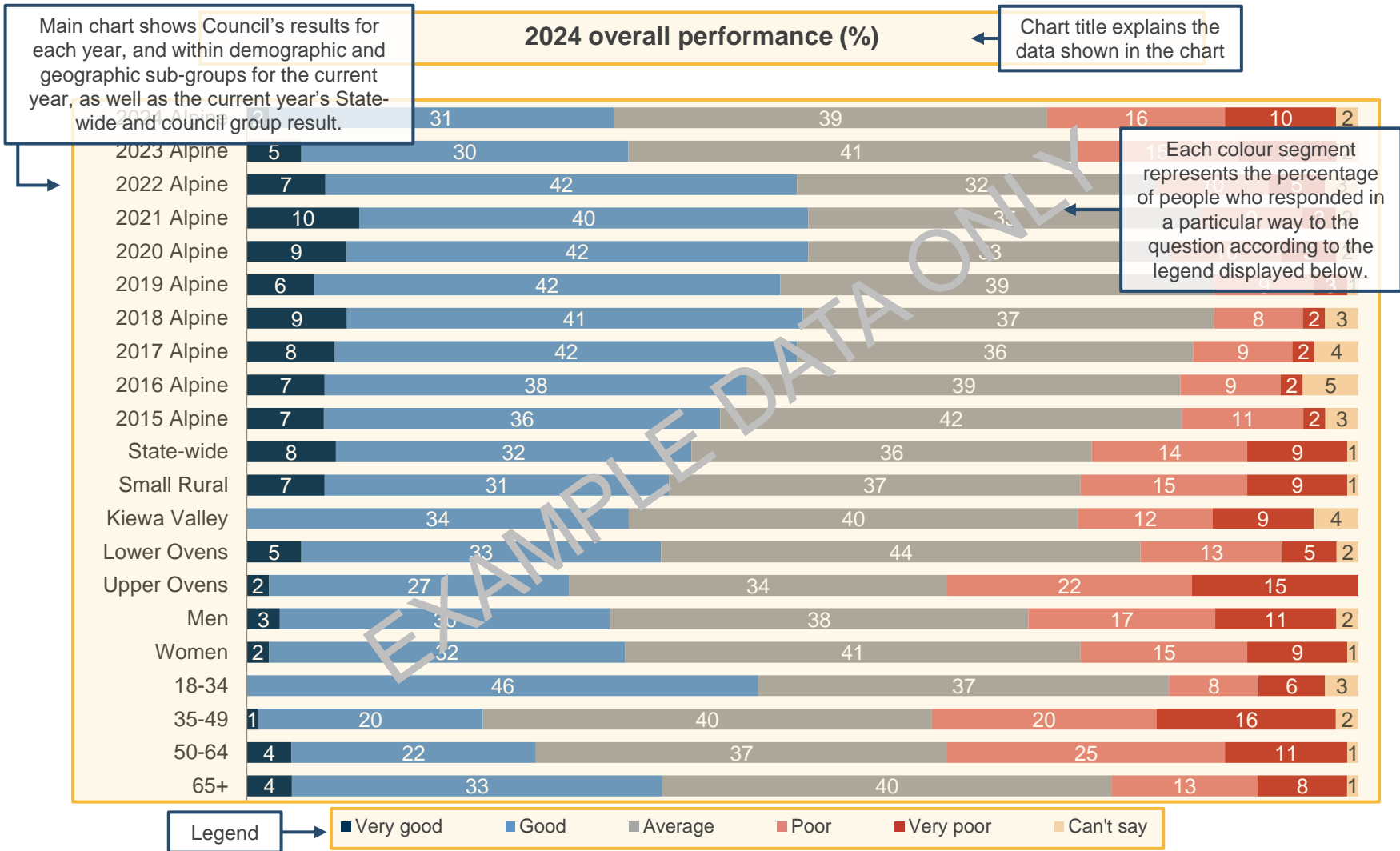


Question asked and base size(s)

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

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

Key findings and recommendations

Alpine Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Alpine 50



Small Rural 53



State-wide 54

Council performance compared to group average

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



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

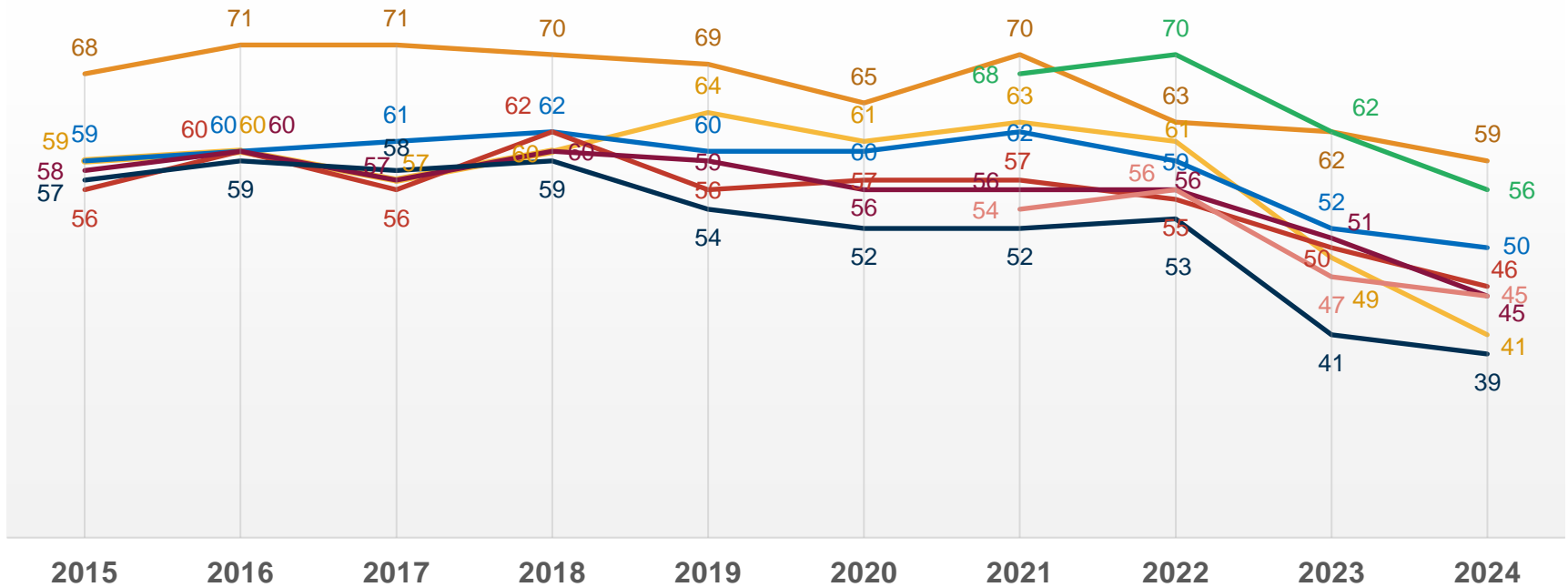
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

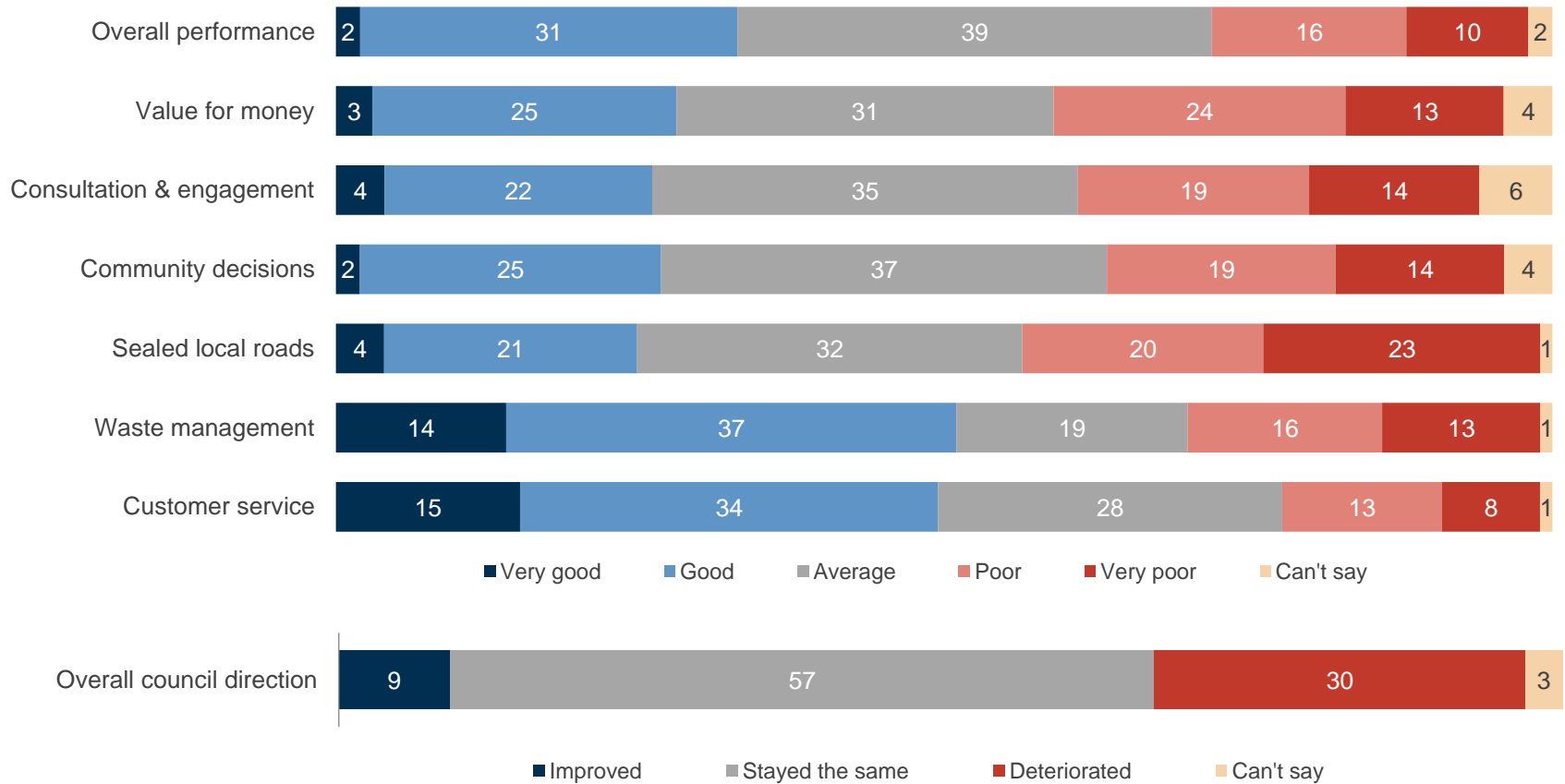
Overall Council Direction













Summary of core measures

Core measures summary results (%)





Summary of Alpine Shire Council performance

Services	Alpine 2024	Alpine 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	50	52	53	54	18-34 years	35-49 years
 Value for money	45	47	47	48	Lower Ovens residents	35-49 years
 Overall council direction	39	41	44	45	65+ years, Kiewa Valley residents	Upper Ovens residents
 Customer service	59	62	66	67	18-34 years, Women	50-64 years
 Waste management	56	62	67	67	65+ years	35-49 years
 Consultation & engagement	46	50	51	51	Kiewa Valley residents	Upper Ovens residents
 Community decisions	45	51	50	50	Lower Ovens residents	Upper Ovens residents
 Sealed local roads	41	49	41	45	Upper Ovens residents	Kiewa Valley residents



Focus areas for the next 12 months

Overview

Alpine Shire Council's overall performance had fluctuated over time, but in recent years a steady decline has occurred, with ratings now at the lowest level for ten years. This pattern is reflected across most individual service areas, where perceptions have declined significantly and are at the lowest levels recorded. Indeed, more than three times as many residents feel that the direction of Council's overall performance has deteriorated than improved in the last 12 months.

Focus areas

Decisions made in the interest of the community, and consultation and engagement, remain areas that warrant attention in the year ahead, most notably among Upper Ovens residents. Communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues. Information provision will be important to ensure the community are aware of the actions Council is undertaking.

Comparison to state and area grouping

Council is currently rated significantly lower than the State-wide average in all performance metrics. Council rates on par with the Small Rural group on the area of sealed local roads (noting perceptions are at all time low), but rates significantly below the group average on all other individual service areas.

A need to rebuild

Over the last 12 months, perceptions of Council's performance have deteriorated. Residents 35 to 49 years and those in Upper Ovens continue to rate Council lower than average on most metrics and the lowest to date, so improving perceptions among these residents will be important to bolstering overall performance perceptions. Residents aged 50 to 64 years are also more critical of Council's performance in most areas, particularly customer service, so extra attention should be paid to interactions with this cohort.

DETAILED FINDINGS



Overall performance



Overall performance

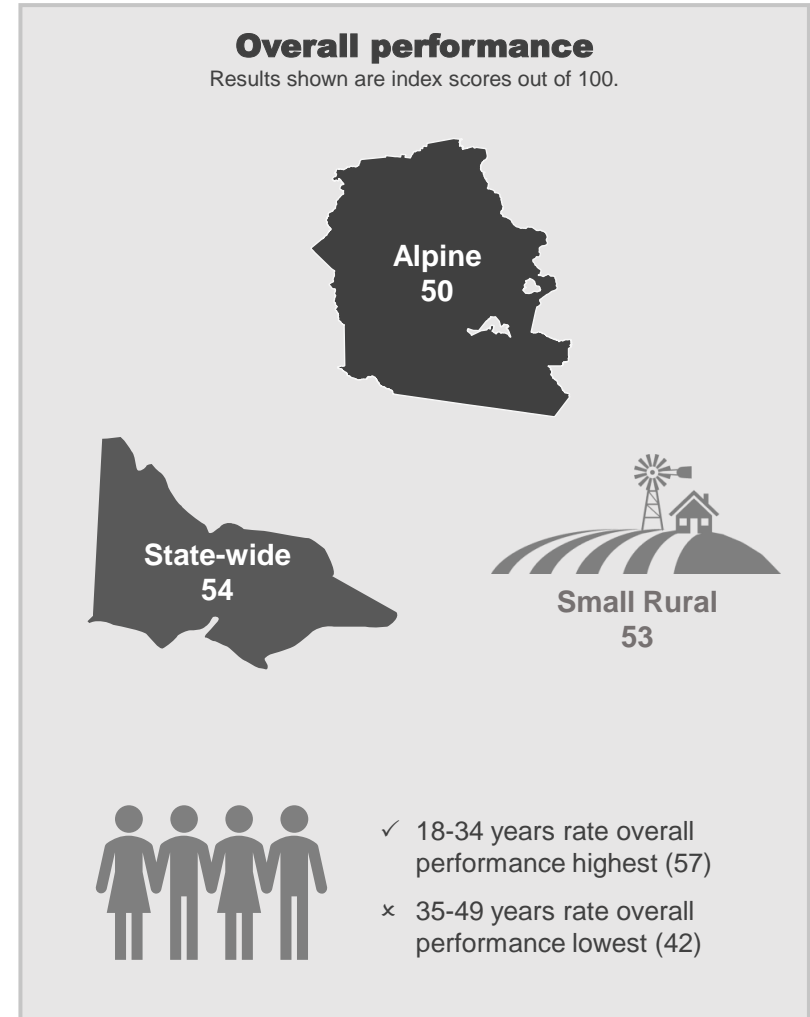
The overall performance index score of 50 for Alpine Shire Council represents a (not significant) two-point decline on the 2023 result, continuing a multi-year trend of decline from 2021.

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

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

- Ratings are significantly higher than average among residents aged 18 to 34 years (index score of 57) and those in Lower Ovens (55).
- Ratings are significantly lower among residents aged 35 to 49 years (42 – a six-point decline on the 2023 result and a series-low) and those in Upper Ovens (45).

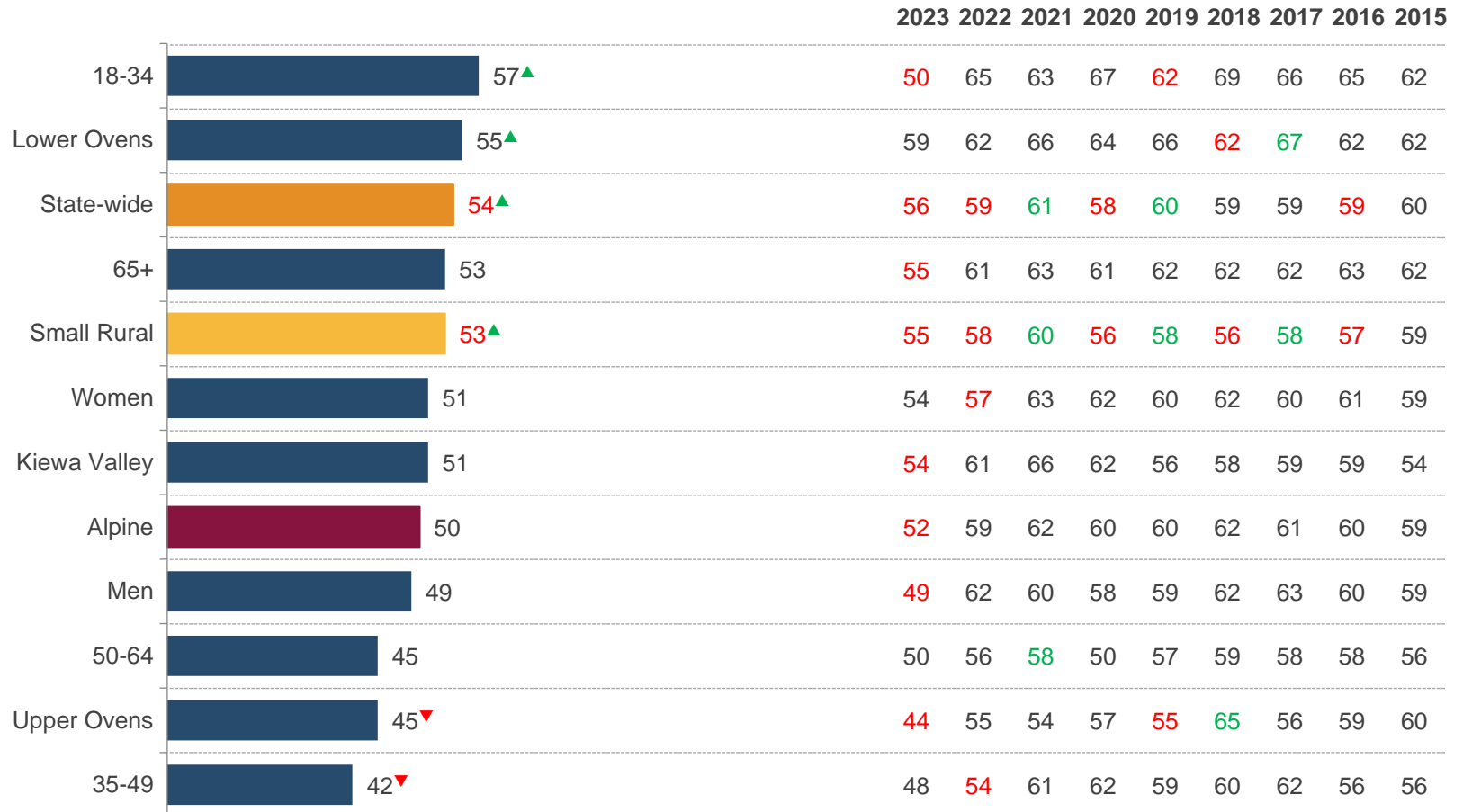
Just under three in ten residents (28%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. However, this is less than those who rate Council as 'very poor' or 'poor' (37%). A further 31% rate Council as 'average' in terms of providing value for money.





Overall performance

2024 overall performance (index scores)

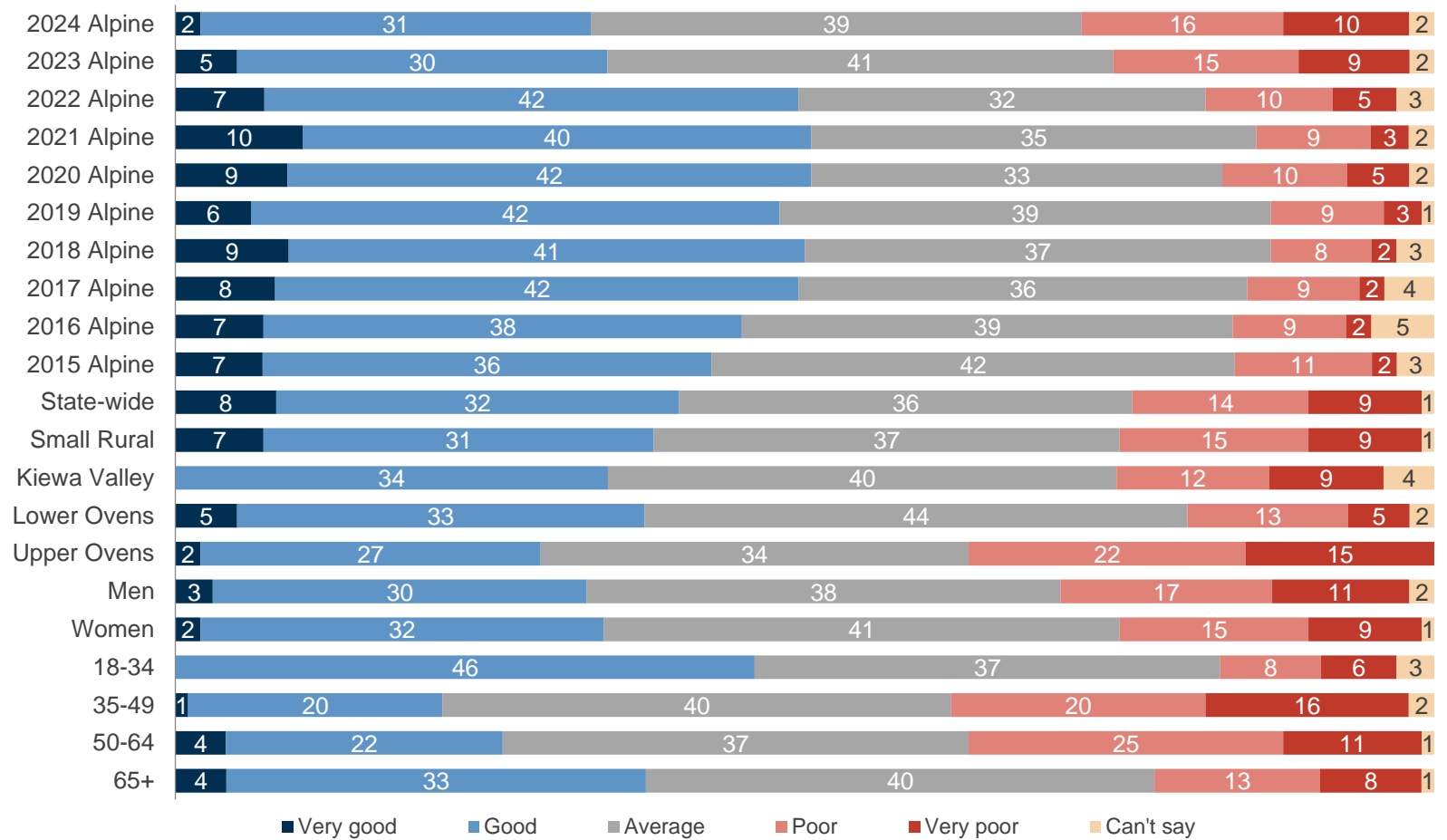


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils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

2024 overall performance (%)

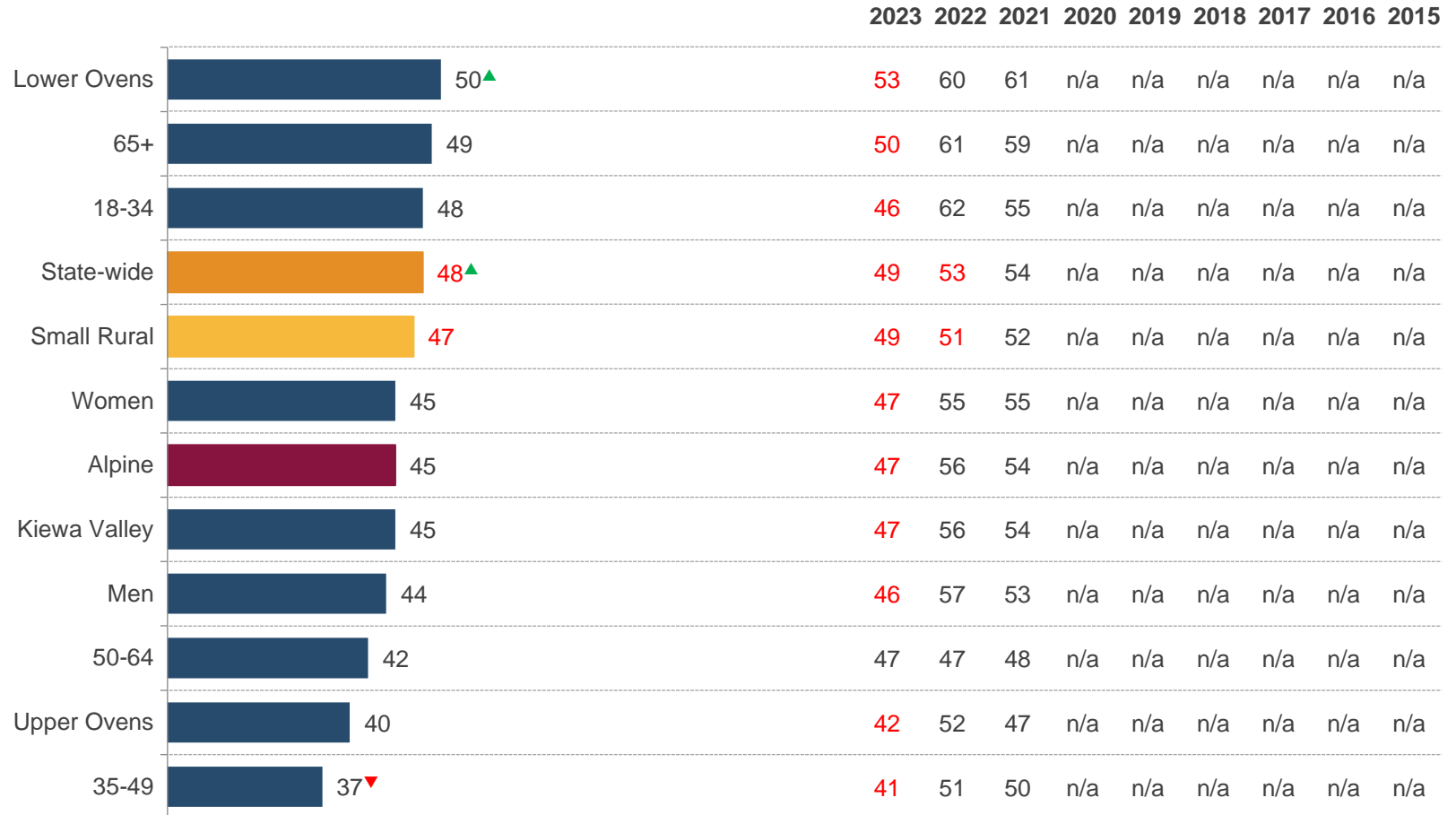


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 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Value for money in services and infrastructure

2024 value for money (index scores)



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

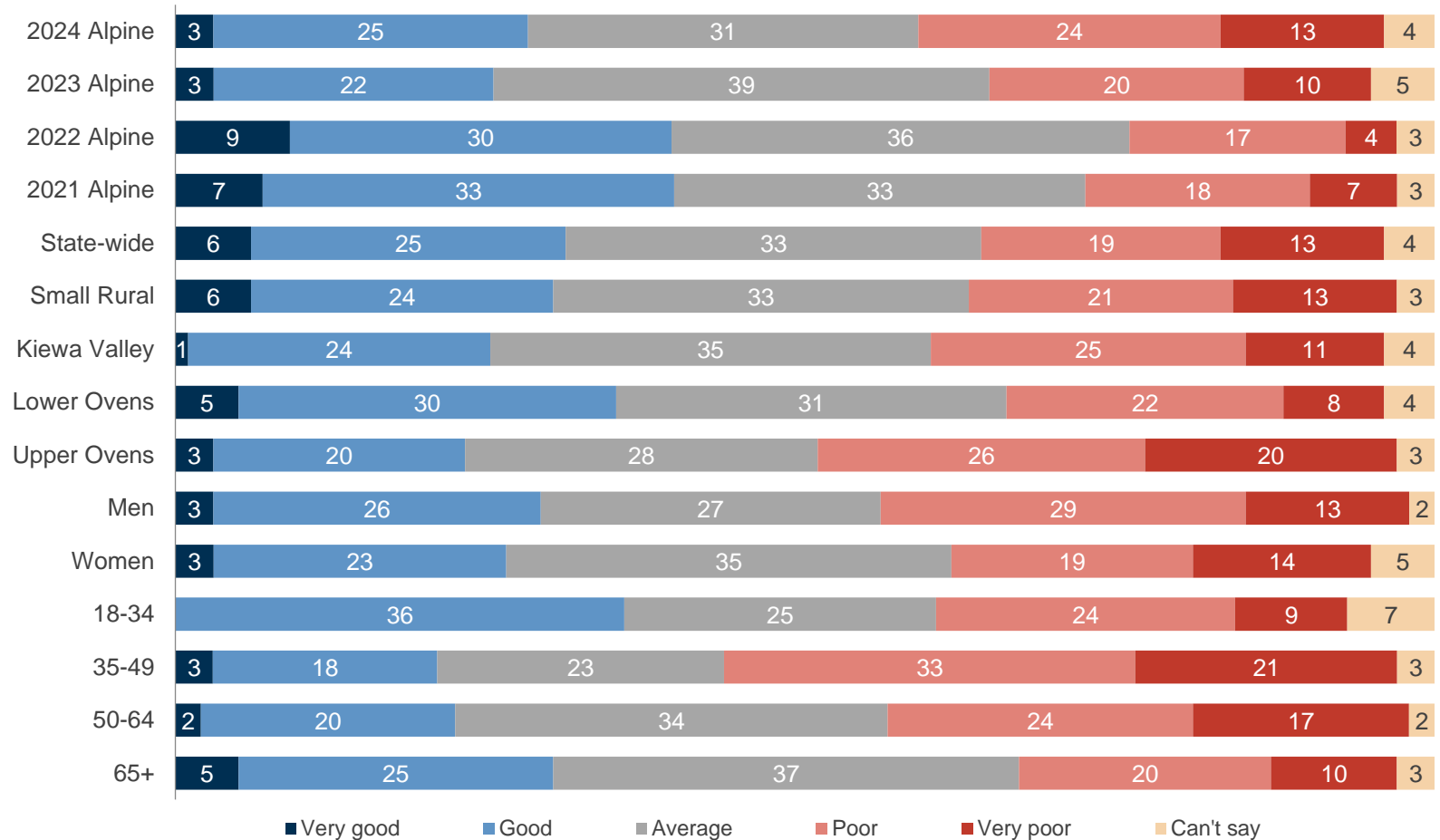
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Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Alpine 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

Waste management (index score of 56) is the area where Council performs best in 2024, of the service areas evaluated. However, following the significant decline in the previous evaluation, perceptions of this service area have declined further (down a significant six index points on 2023).

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

Council performs significantly lower than the Small Rural group and State-wide averages in this service area (both with an index score of 67).

- Performance ratings of waste management are highest among among residents aged 65 years and over (62 – significantly higher than average), and remain lowest among residents aged 35 to 49 years (49).
- In the last 12 months, perceptions of Council's performance in this service area declined among most demographic cohorts, significantly so among men (down 11 index points), 18 to 34 years olds (down 10 index points) and Kiewa Valley residents (down nine index points).



Waste management (index score of 56) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of sealed local roads (index score of 41).

Council continues to rate lowest in the area of sealed local roads (index score of 41).

- Kiewa Valley residents are most critical of Council's performance in this service area (37 – down a significant 13 points on 2023).

Decisions made in the interest of the community is Council's next lowest-rated service area, followed by the related area of consultation and engagement (index scores of 45 and 46 respectively). In both of these service areas:

- Council now rates significantly lower than the Small Rural group average.
- Perceptions among Upper Ovens residents are significantly lower than average.

Alpine Shire Council experienced significant declines in performance ratings in all service areas evaluated in 2024, with each now at the lowest level to-date.

Contributing to Council's declined performance rating in each of the aforementioned service areas are significant declines in perceptions among Kiewa Valley residents.

The declined rating in the area of community decisions can also be attributed to declines in perceptions among men and residents aged 65 years and over.



Individual service area performance

2024 individual service area performance (index scores)

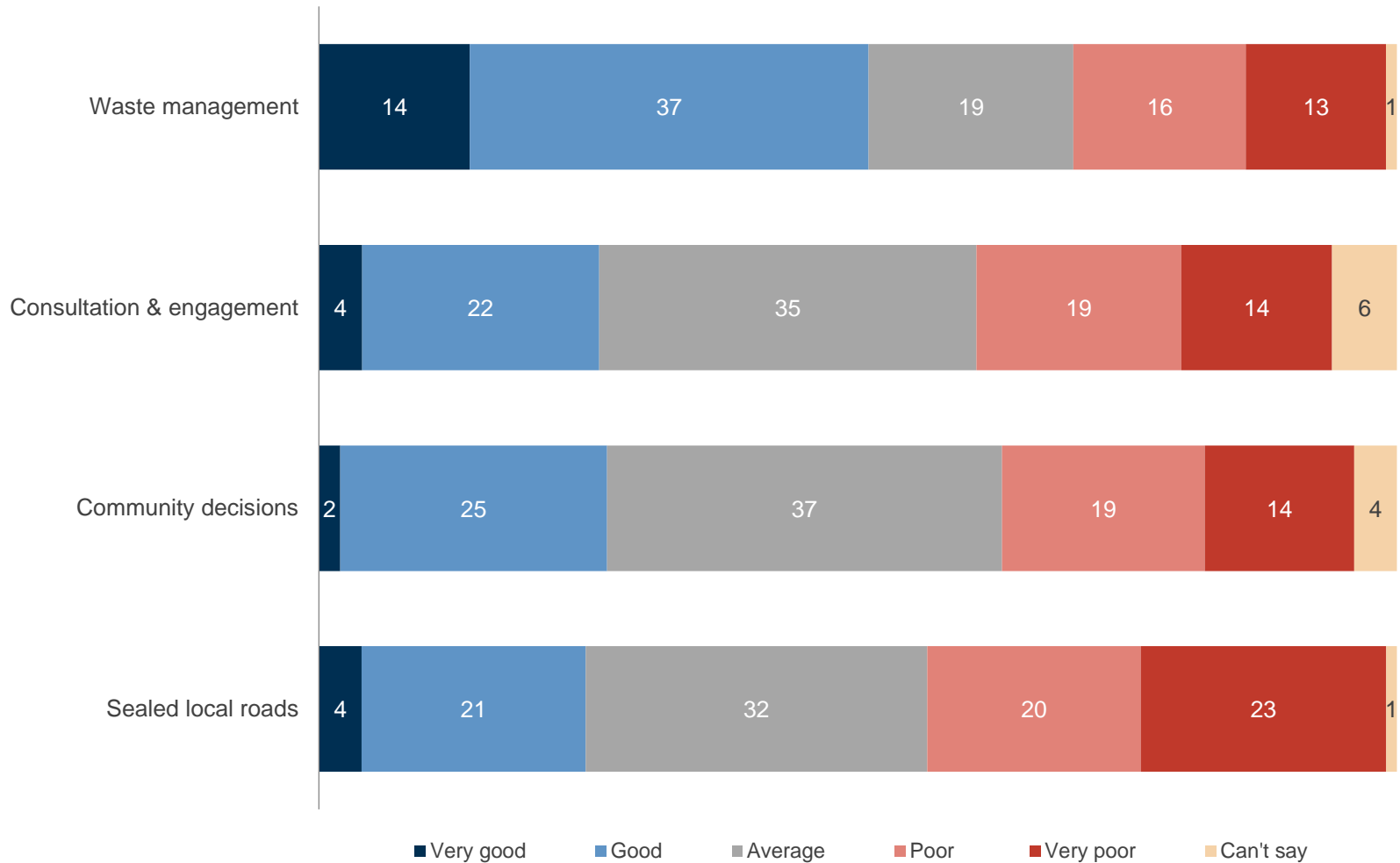


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



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



Customer service



Contact with council and customer service

Contact with council

Close to two thirds of households (65%) have had contact with Alpine Shire Council in the last 12 months – unchanged from 2023.

Rate of contact remains highest among residents aged 18 to 34 years and significantly lower among those aged 65 years and over (56%).



Among those residents who have had contact with Council, 49% 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 59 represents a three-point (not significant) decline on the previous result, and the lowest rating on this measure to date. Customer service is now rated significantly lower than both the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

Positively, residents who have had contact with Council are more than twice as likely to provide a 'very good' or 'good' customer service rating (49%) than a 'very poor' or 'poor' rating (21%).

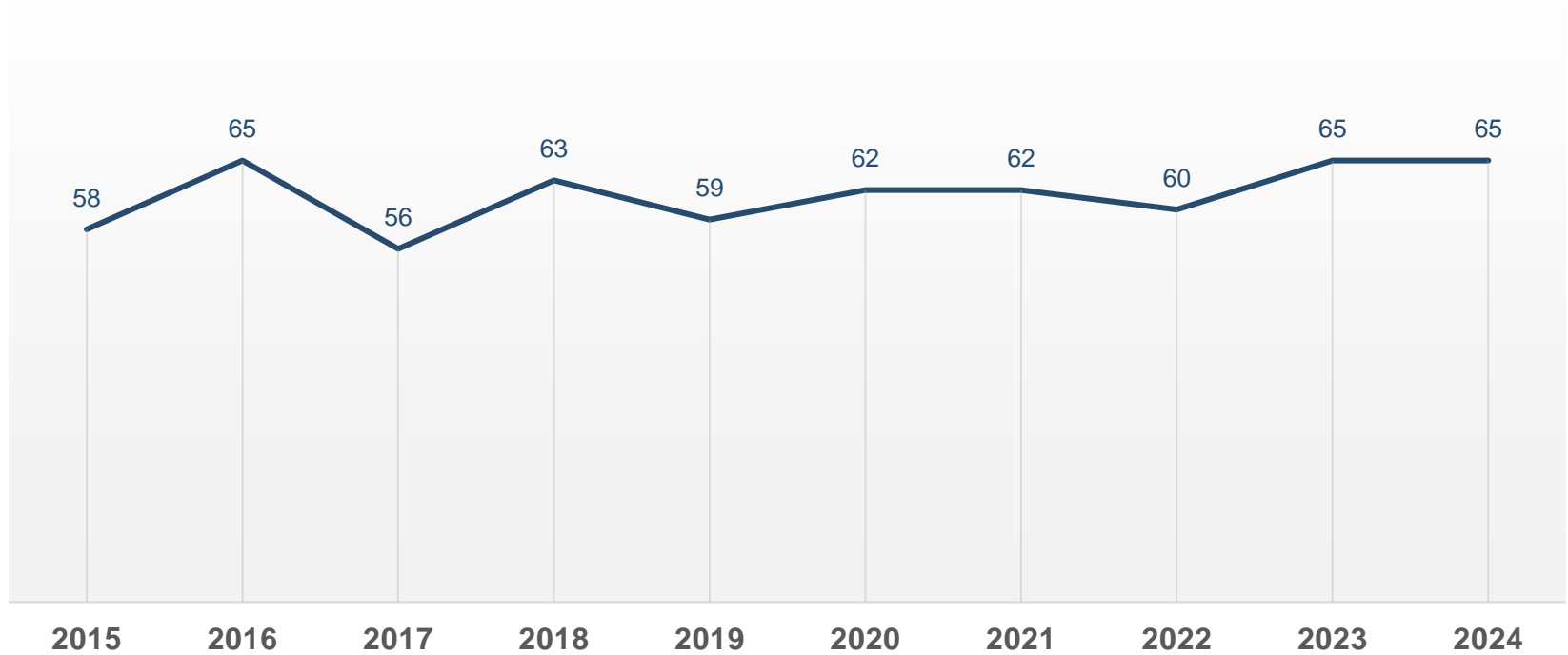
- Customer service is rated highest among residents aged 18 to 34 years (index score of 62) who also have the highest rate of contact with Council (73%). Since the last evaluation, however, customer service ratings saw a significant nine-point decline among this cohort.
- Customer service is rated lowest among residents aged 50 to 64 years. Residents in this demographic cohort also have an above-average rate of contact with council (72%) yet their rating of customer service is currently at an all-time low.

There is opportunity to engage with these residents and improve their perceptions moving forward.



Contact with council

2024 contact with council (%)
Have had contact



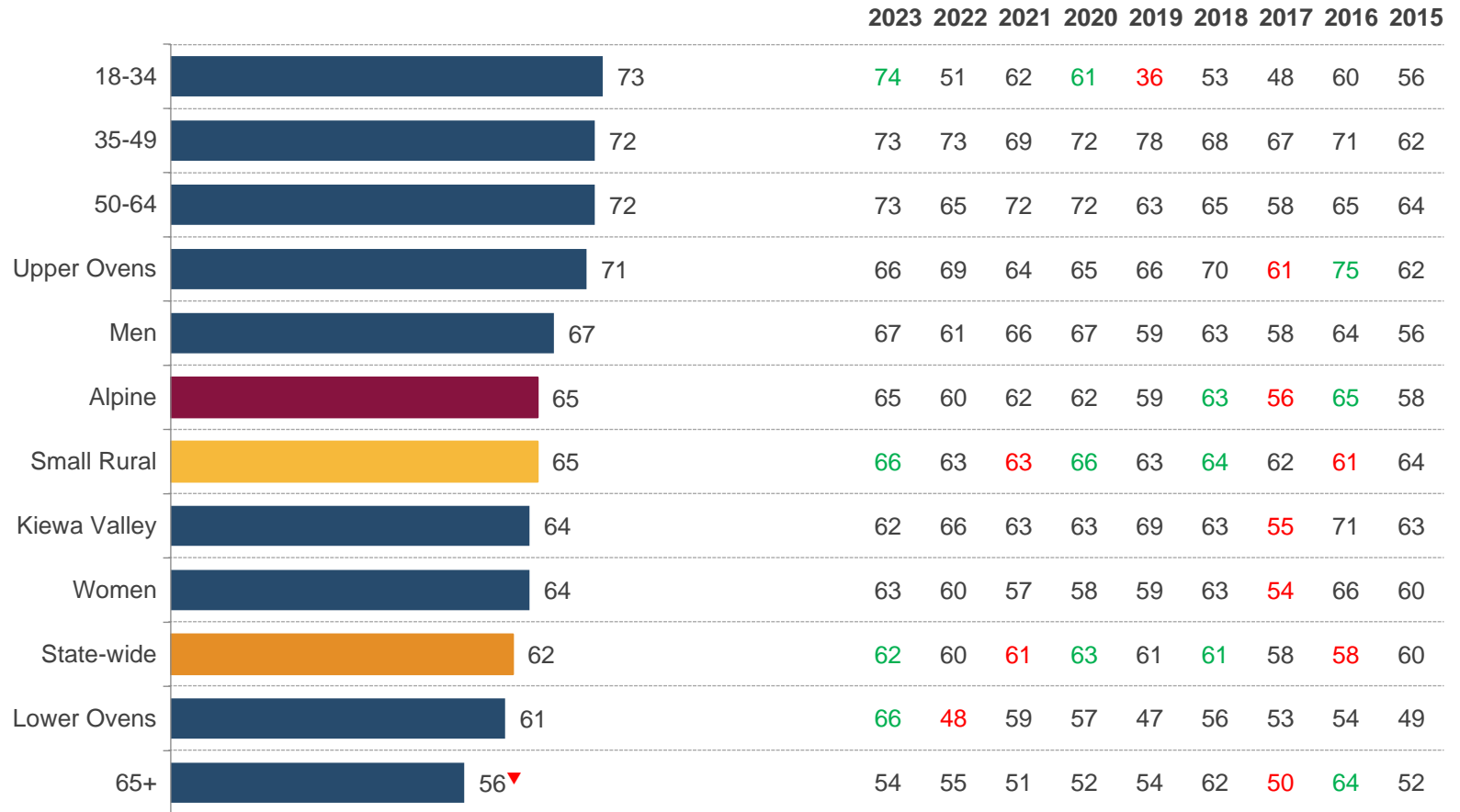
Q5. Over the last 12 months, have you or any member of your household had any contact with Alpine Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 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 Alpine Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 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
State-wide	67▲	67	68	70	70	71	70	69	69	70
Small Rural	66▲	65	67	69	70	70	69	69	69	70
18-34	62	71	61	83	65	75	56	73	77	62
Women	62	63	61	71	67	72	69	71	69	72
65+	61	63	67	72	66	70	72	76	74	70
Kiewa Valley	60	64	63	67	66	65	73	63	72	64
Alpine	59	62	63	70	65	69	70	71	71	68
Upper Ovens	59	58	61	68	63	69	75	71	72	71
Lower Ovens	58	65	67	73	67	71	62	77	69	68
35-49	57	56	60	65	71	68	74	73	70	66
Men	56	60	66	68	63	65	71	70	73	63
50-64	54	57	63	62	57	65	70	64	64	71

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

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

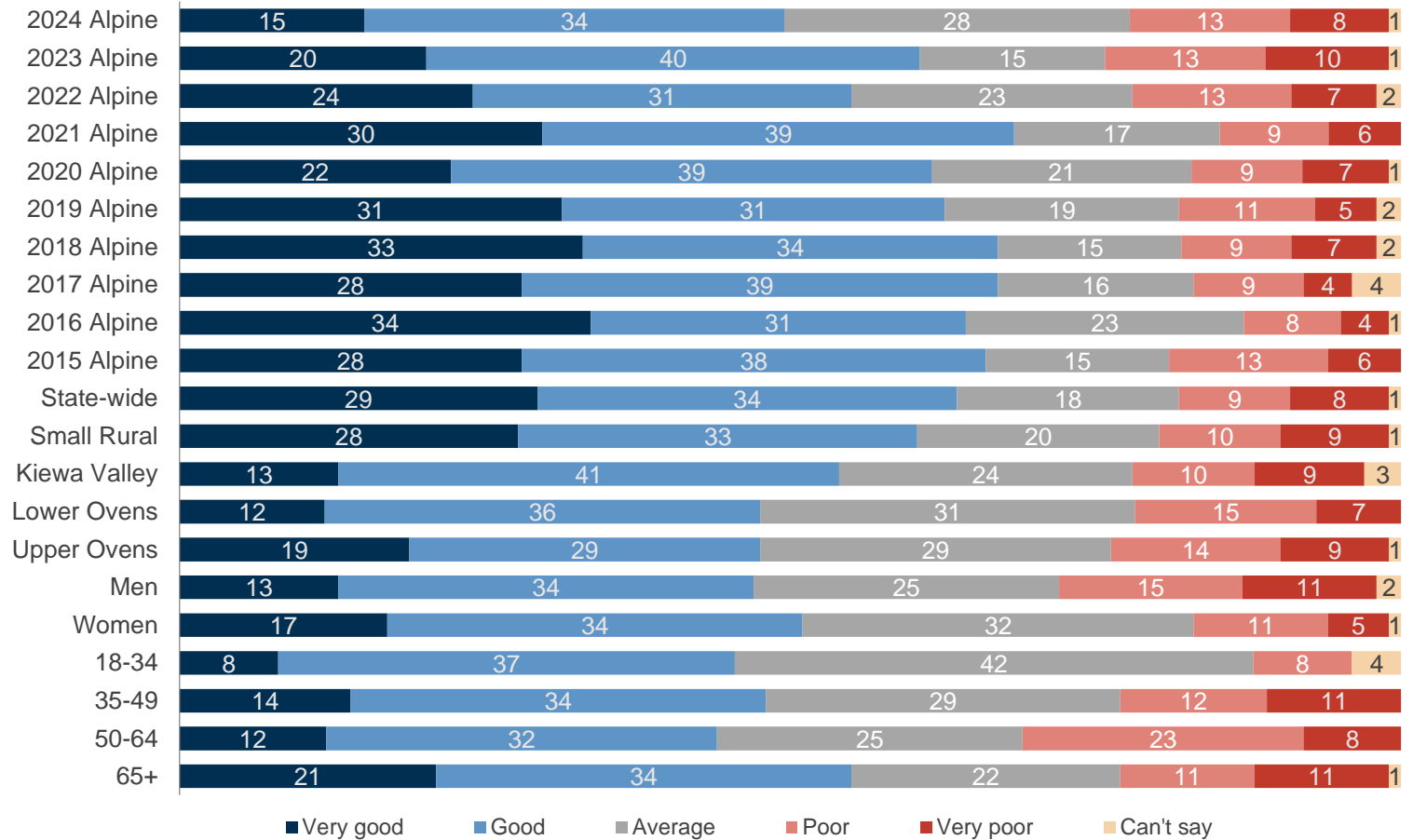
Councils asked State-wide: 62 Councils asked group: 19

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Customer service rating

2024 customer service rating (%)



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



Council direction

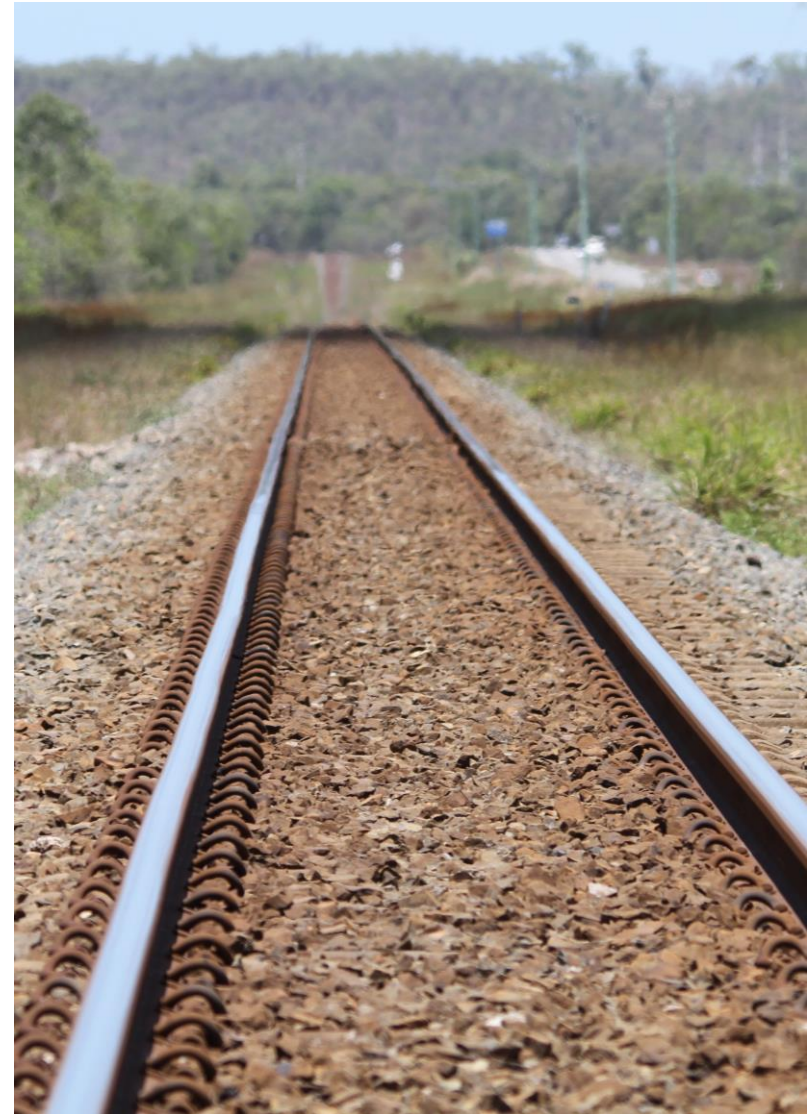
Council direction

Perceptions of the direction of Council's overall performance have declined by two index points to a record-low index score of 38. This is significantly lower than both the State-wide and Small Rural group averages.

Over the last 12 months, 9% of residents believe the direction of Council's overall performance has improved (consistent with 2023).

A decreased majority of residents (57%, down three percentage points) think it has stayed the same, and 30% think it has deteriorated (up three percentage points).

- The most satisfied with council direction are residents aged 65 years and over and those in Kiewa Valley.
- The least satisfied with council direction are Upper Ovens residents and those aged 35 to 49 years. Among these residents, more than seven times as many think Council's overall performance has deteriorated than improved.





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	46	50	53	51	53	52	53	51	53
65+	44	55	53	53	57	62	57	60	60
Kiewa Valley	43	52	51	49	41	54	58	58	55
Small Rural	47	51	53	50	53	50	52	50	53
Lower Ovens	47	57	57	60	65	65	68	58	58
18-34	48	64	52	56	59	64	55	60	58
Men	39	58	51	49	56	59	60	60	54
Alpine	41	53	52	52	54	59	58	59	57
Women	43	49	52	55	53	59	56	57	60
50-64	36	50	47	48	52	55	61	57	55
35-49	32	46	53	51	49	56	58	58	54
Upper Ovens	34	50	46	47	50	56	46	60	58

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

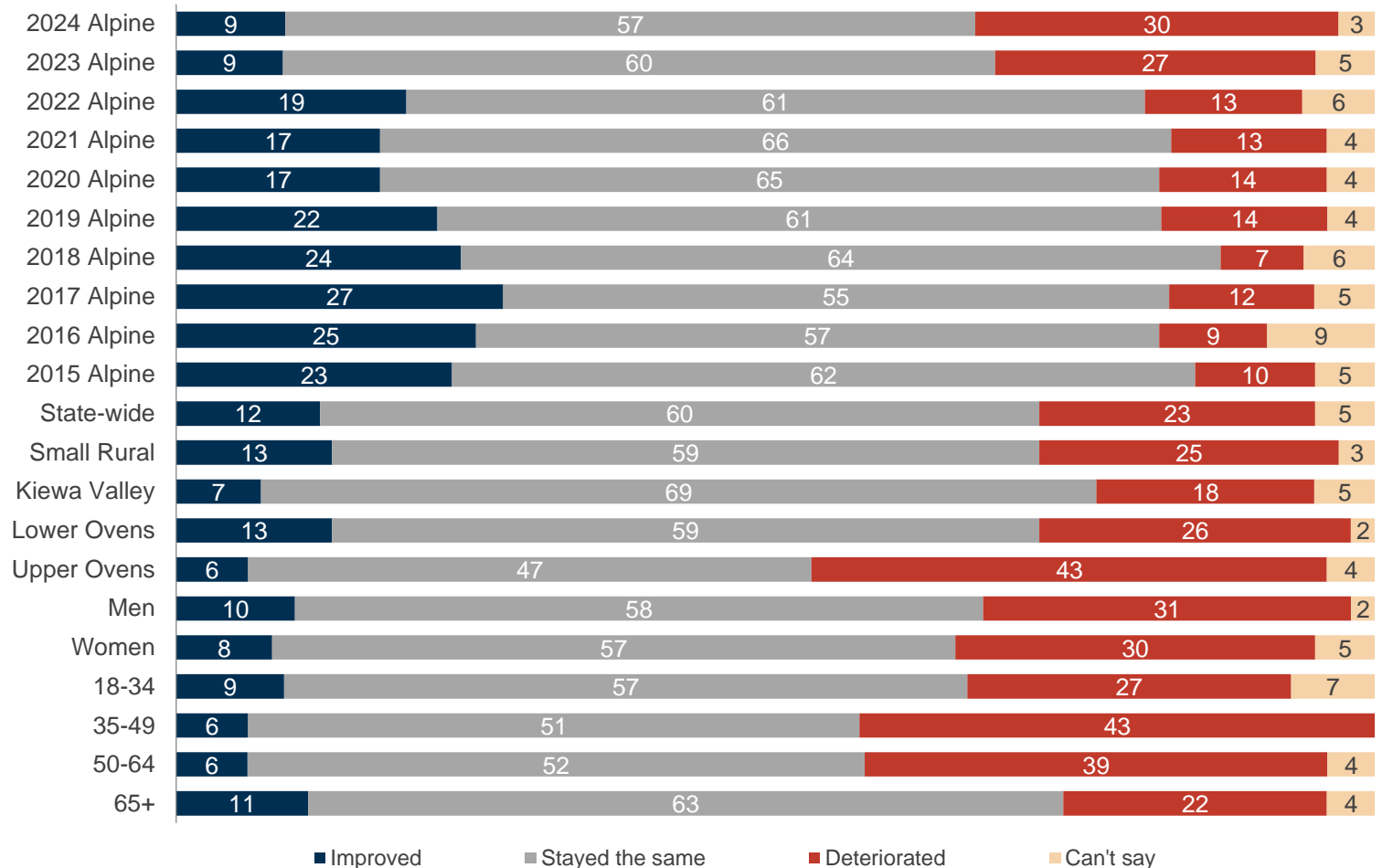
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Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2024 overall council direction (%)



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

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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
Small Rural	51▲	53	54	56	54	56	54	55	56
State-wide	51▲	52	54	56	55	56	55	55	56
Kiewa Valley	50	57	57	63	59	56	57	54	49
Lower Ovens	49	52	59	62	62	62	64	62	58
18-34	49	55	58	63	64	56	69	55	63
65+	48	51	57	56	56	56	60	58	57
Women	47	51	50	56	58	56	61	57	59
Alpine	46	50	55	57	57	56	62	56	60
Men	45	49	61	58	57	55	63	56	61
50-64	44	46	56	52	48	51	56	57	55
35-49	41	49	49	59	62	60	65	53	61
Upper Ovens	40▼	45	51	48	52	49	63	50	60

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

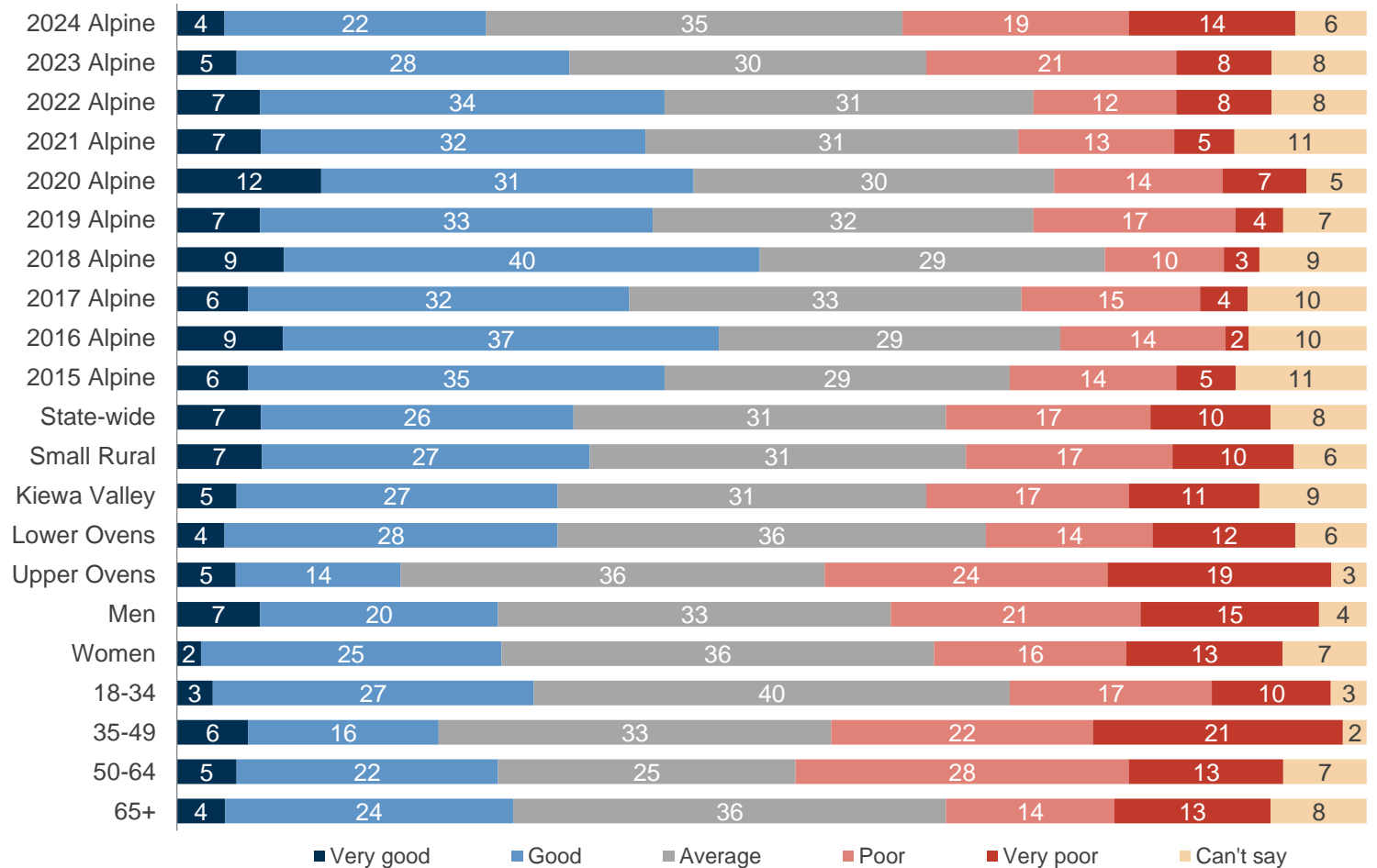
Note: Please see Appendix A for explanation of significant differences.



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

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	
Lower Ovens	52▲	58	62	61	58	65	60	61	60	62
State-wide	50▲	51	54	56	53	55	54	54	54	55
Small Rural	50▲	52	54	56	53	55	52	55	53	56
65+	48	54	59	59	58	59	57	59	62	60
18-34	47	54	60	59	57	62	64	54	63	61
Women	47	51	52	55	59	58	59	57	58	57
Kiewa Valley	46	58	57	62	58	58	55	57	59	53
Alpine	45	51	56	56	56	59	60	57	60	58
Men	44	51	59	57	54	60	61	57	61	58
50-64	42	47	51	52	48	57	57	57	55	55
35-49	40	45	52	53	60	58	63	57	59	55
Upper Ovens	38▼	41	47	48	54	52	63	51	60	57

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

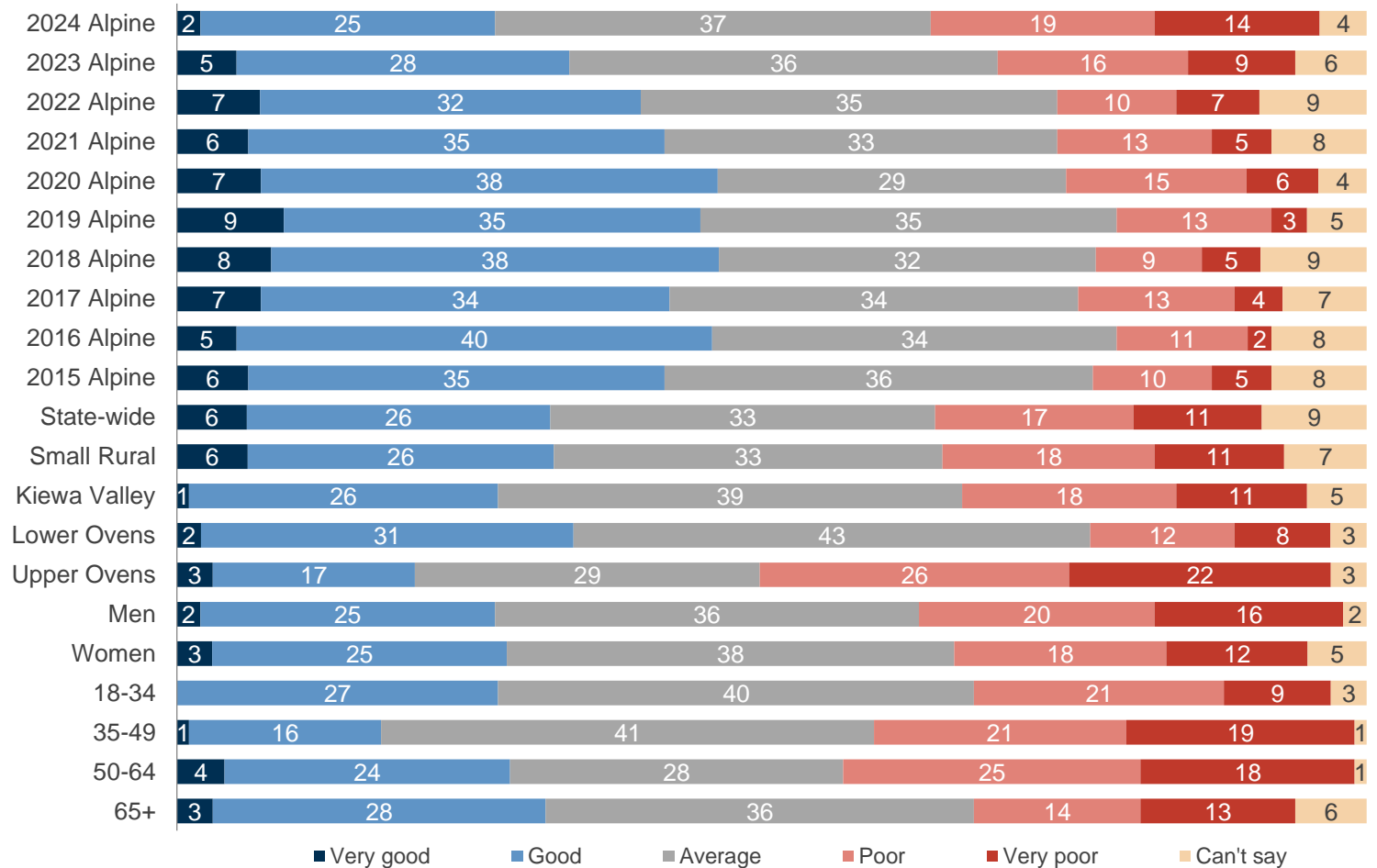
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Decisions made in the interest of the community performance



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	45▲	48	53	57	54	56	53	53	54	55
Upper Ovens	45	48	61	59	63	63	65	57	59	64
18-34	43	45	63	66	62	67	60	59	64	60
Small Rural	41	44	50	53	51	53	49	50	52	52
50-64	41	45	61	61	61	59	58	59	59	55
65+	41	53	62	64	63	63	60	56	61	60
Women	41	50	58	66	63	65	59	58	58	57
Alpine	41	49	61	63	61	64	60	57	60	59
Men	41	49	63	60	59	62	61	57	61	61
Lower Ovens	39	51	63	68	62	67	62	61	62	58
35-49	38	49	57	62	66	64	62	57	55	61
Kiewa Valley	37	50	56	61	58	58	51	53	58	55

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

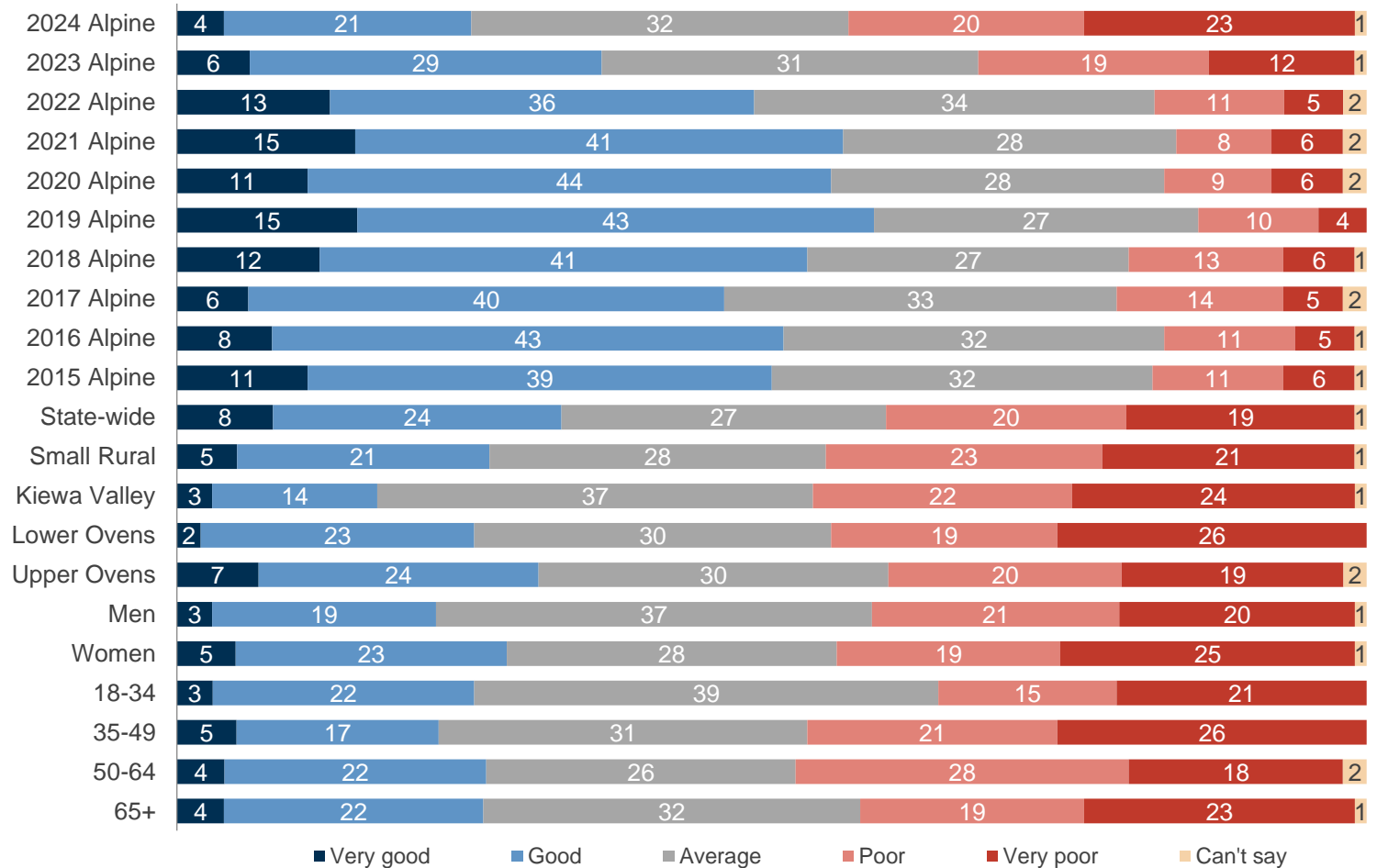
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The condition of sealed local roads in your area performance



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



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	66	68	68▲	64	66	69	70	69	71
State-wide	66	68	69	65	68	70	71	70	72
65+	63	72	70	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	65	69	n/a	n/a	n/a	n/a	n/a	n/a
Lower Ovens	65	72	70	n/a	n/a	n/a	n/a	n/a	n/a
Kiewa Valley	65	70	69	n/a	n/a	n/a	n/a	n/a	n/a
Alpine	62	70	68	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	72	75	n/a	n/a	n/a	n/a	n/a	n/a
Upper Ovens	57	67	67	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	74	67	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	68	67	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	65	61	n/a	n/a	n/a	n/a	n/a	n/a

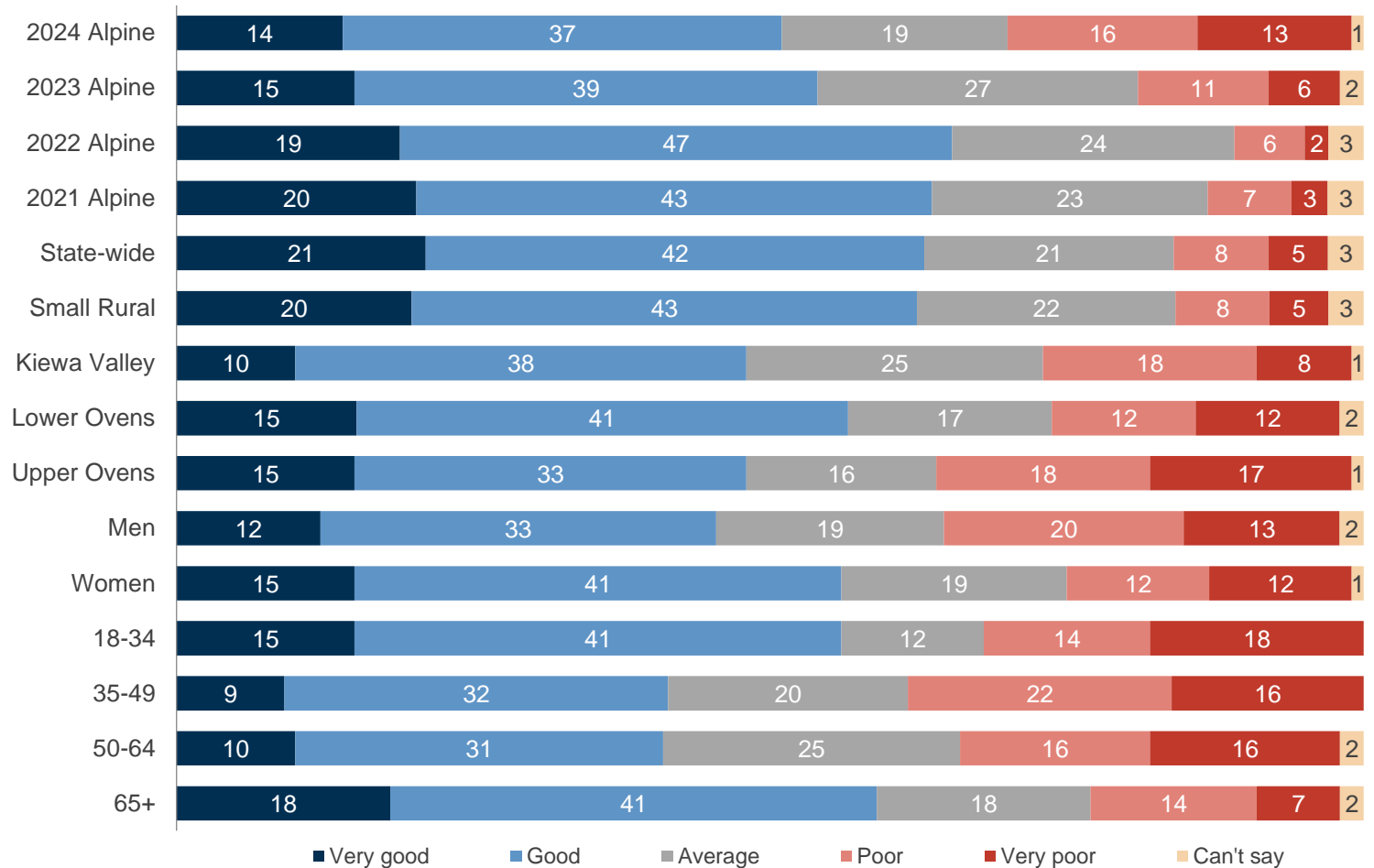
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



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



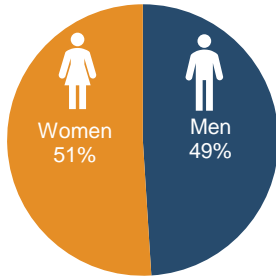
Detailed demographics



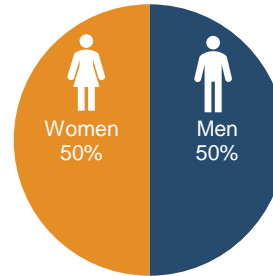
Gender and age profile

2024 gender

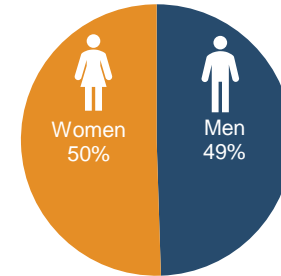
Alpine



Small Rural

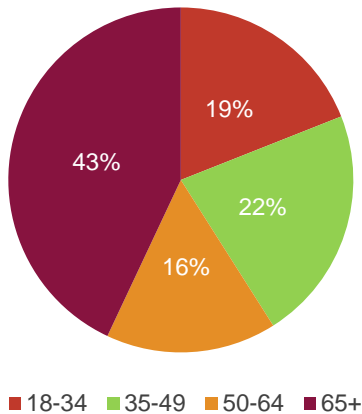


State-wide

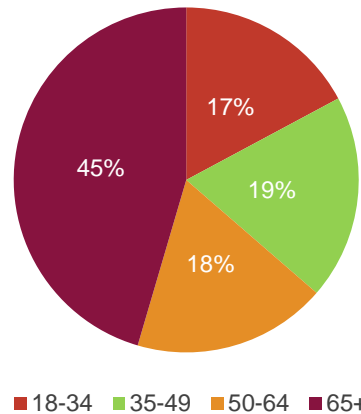


2024 age

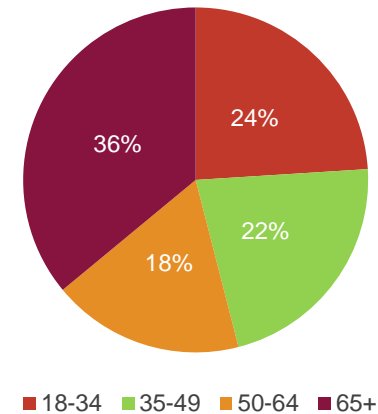
Alpine



Small Rural




State-wide



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%.



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 Alpine Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 10,800 people aged 18 years or over for Alpine Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Alpine Shire Council	400	400	+/-4.8
Men	199	197	+/-6.9
Women	201	203	+/-6.9
Kiewa Valley	100	106	+/-9.8
Lower Ovens (Myrtleford - Eurobin)	149	145	+/-8.0
Upper Ovens (Porepunkah - Dinner Plain)	151	149	+/-7.9
18-34 years	33	75	+/-17.3
35-49 years	68	89	+/-11.9
50-64 years	83	65	+/-10.8
65+ years	216	171	+/-6.6



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 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=400 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=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=403 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 Alpine Shire Council area.

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

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

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

A total of n=400 completed interviews were achieved in Alpine Shire Council. Survey fieldwork was conducted 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

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

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

Councils participating in the Small Rural group are:

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

Wherever appropriate, results for Alpine Shire Council for this 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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