



2024 Local Government Community Satisfaction Survey

Pyrenees 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

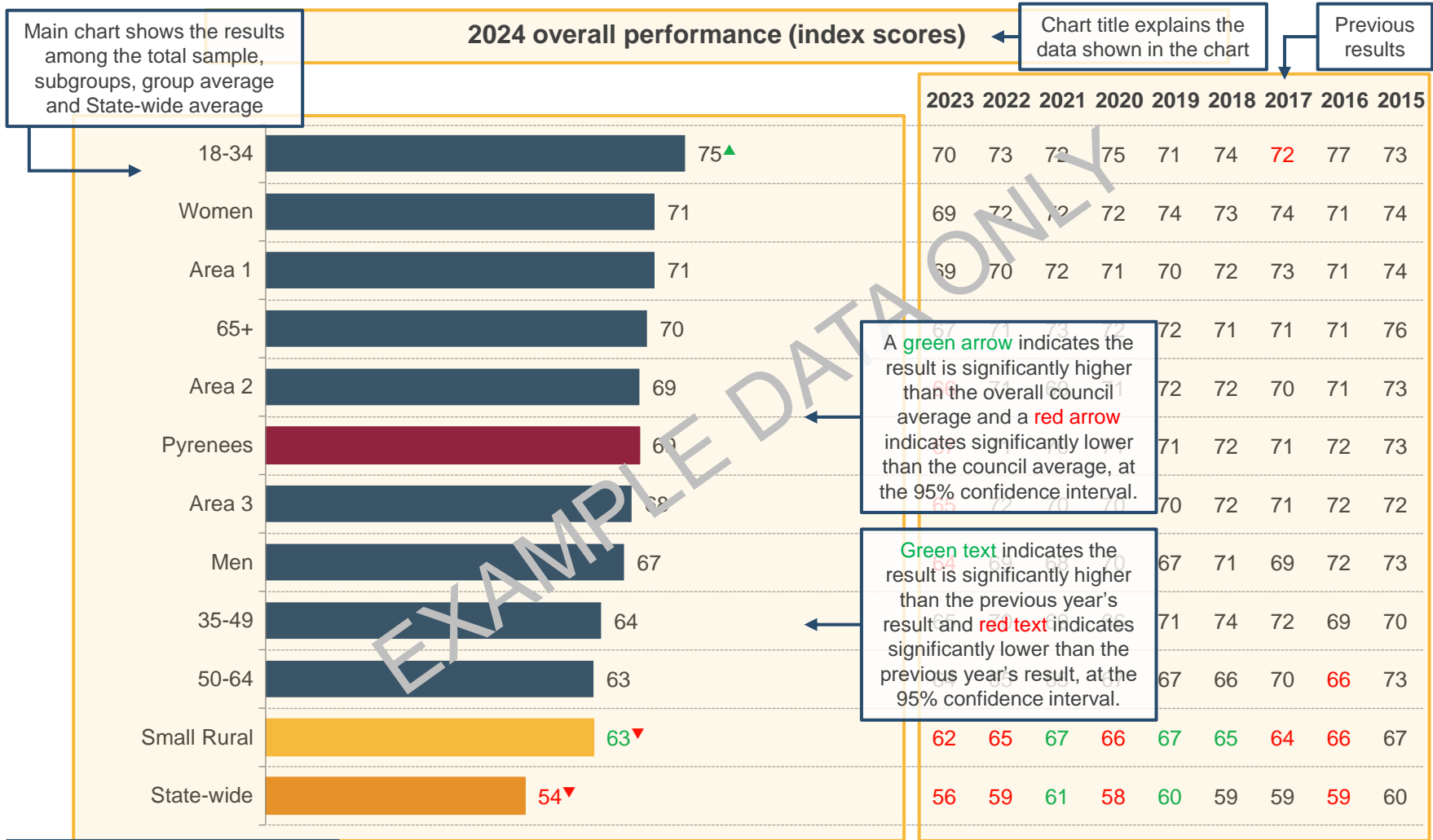
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

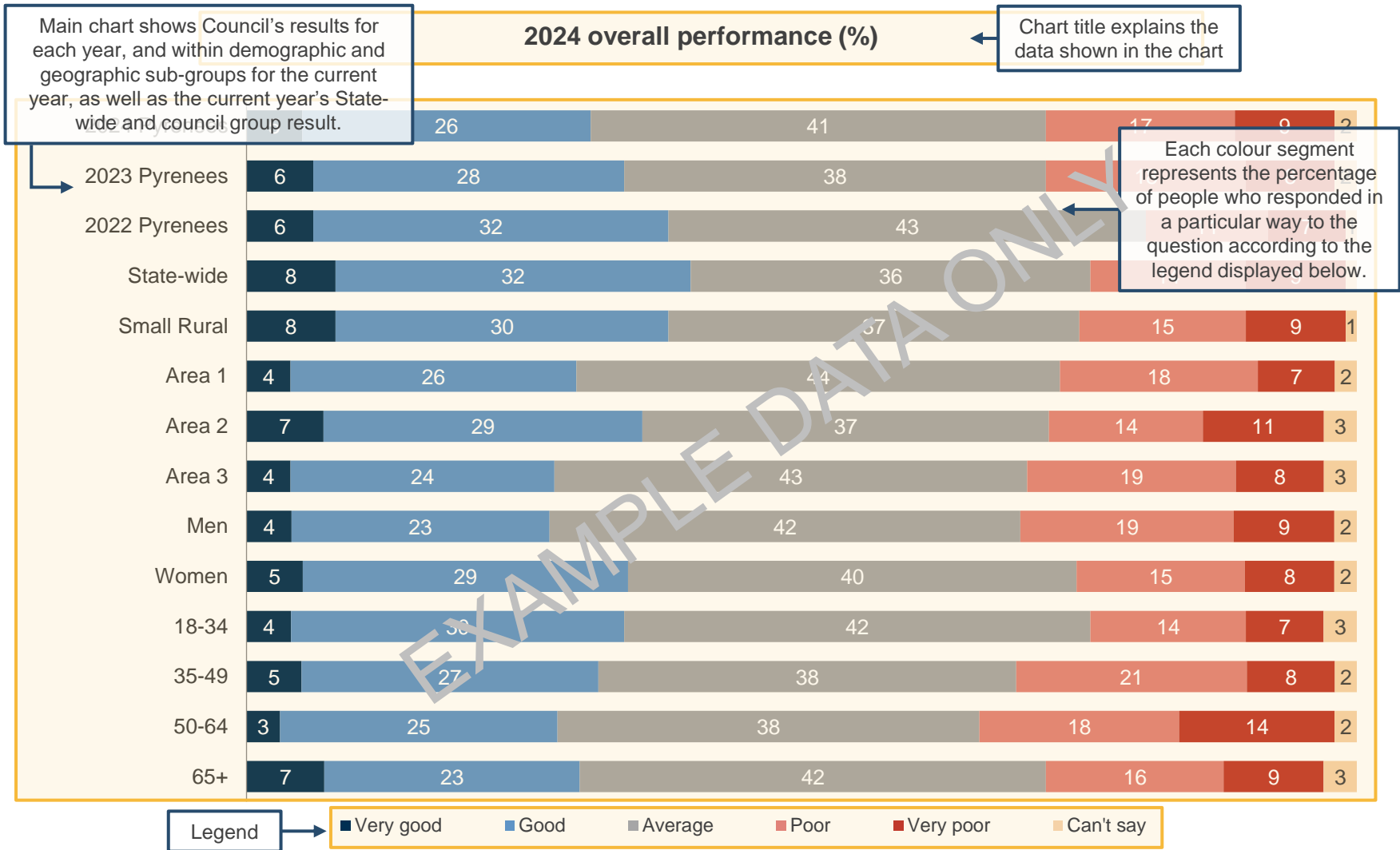


Question asked and base size(s)

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



Key findings and recommendations



Pyrenees Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Pyrenees 55



Small Rural 53



State-wide 54

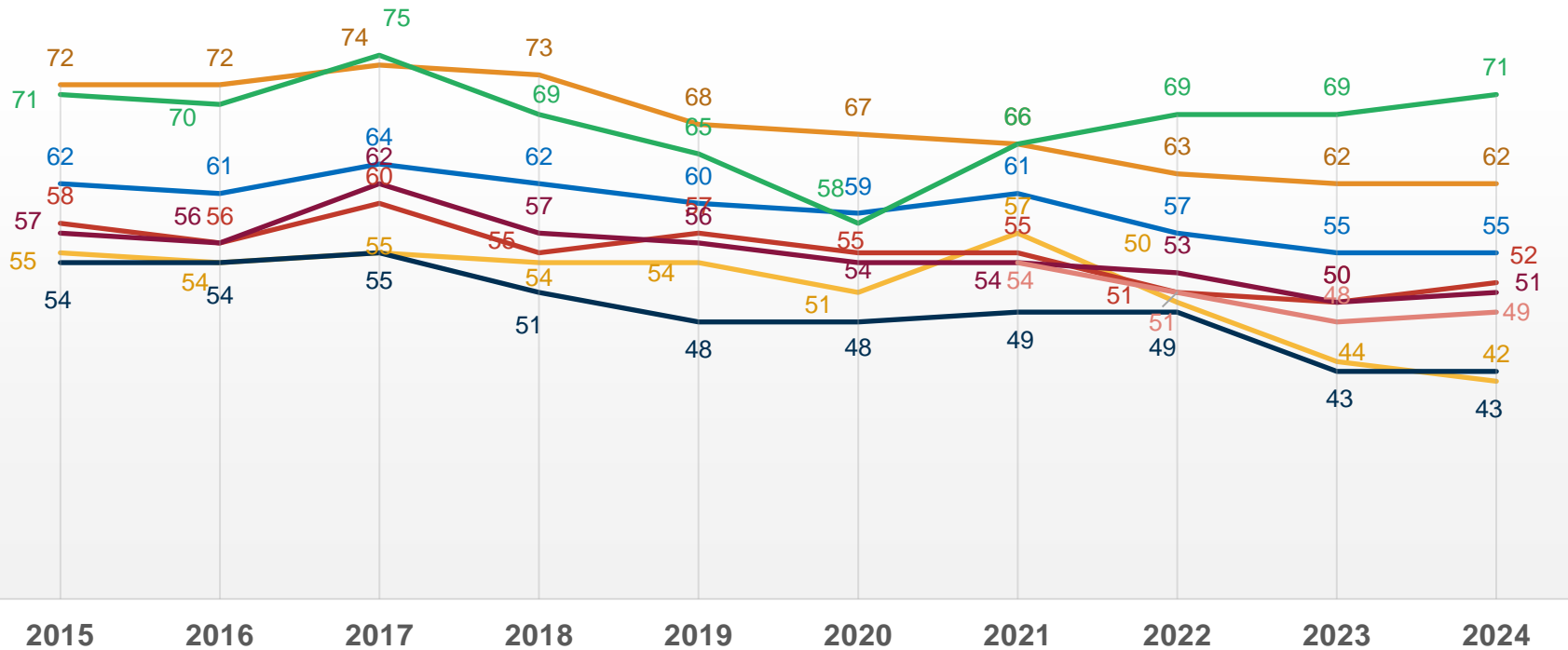
Council performance compared to group average

Top 4 performing areas		
	Waste management	▲ higher
	Art centres & libraries	▼ lower
	Appearance of public areas	▬ on par
	Emergency & disaster mngt	▲ higher
Bottom 3 performing areas		
	Unsealed roads	▬ on par
	Sealed local roads	▬ on par
	Community decisions	▬ on par
	Customer service	▼ lower



Summary of core measures

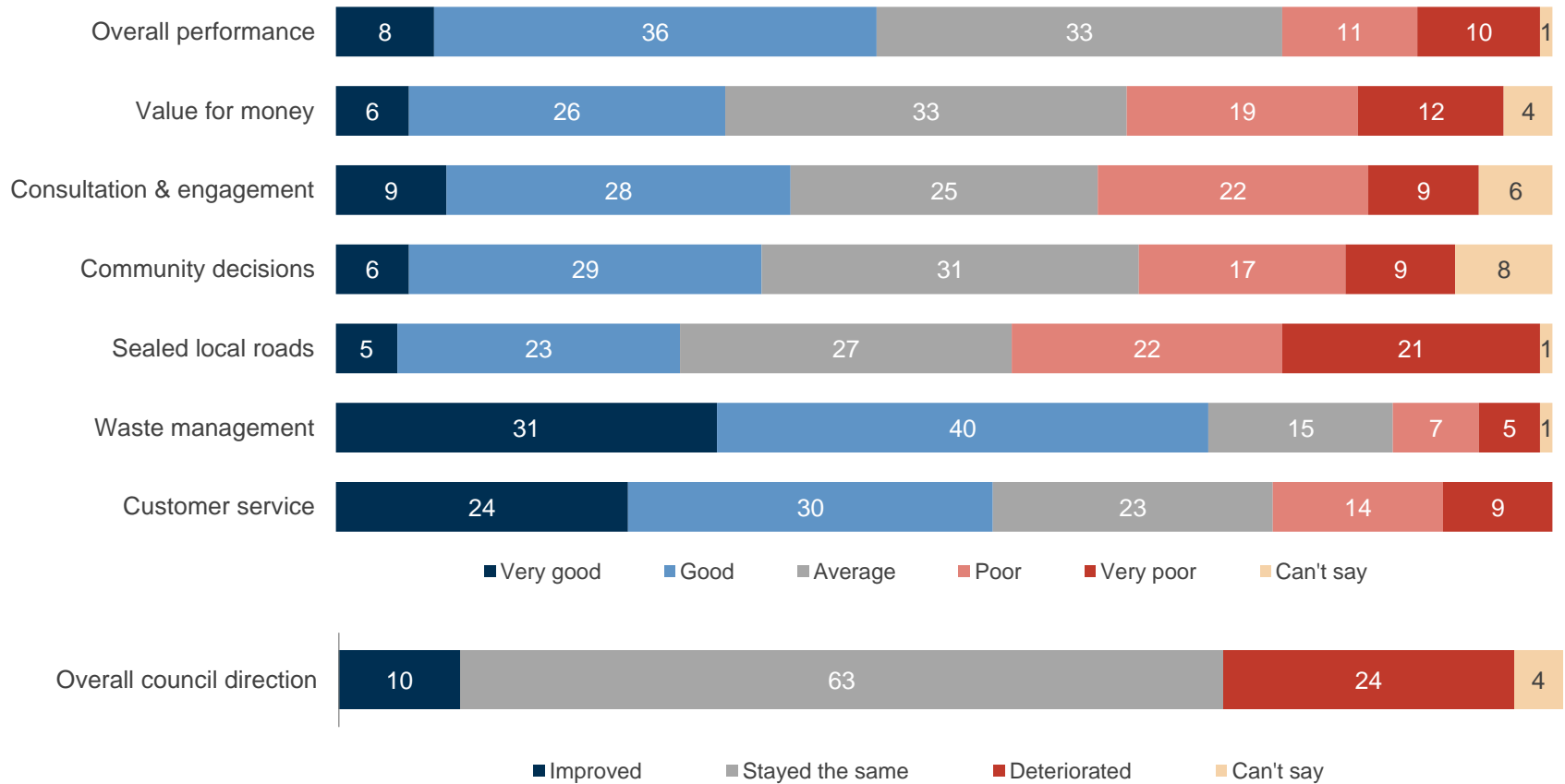
Index scores















Summary of core measures

Core measures summary results (%)











Summary of Pyrenees Shire Council performance

Services		Pyrenees 2024	Pyrenees 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	55	55	53	54	18-34 years, Avoca, DeCameron residents	50-64 years
	Value for money	49	48	47	48	35-49 years, Avoca, DeCameron residents	Mt Emu residents
	Overall council direction	43	43	44	45	35-49 years	18-34 years
	Customer service	62	62	66	67	Avoca, DeCameron residents, 35-49 years, Women	18-34 years
	Waste management	71	69	67	67	Avoca, DeCameron residents	Mt Emu residents
	Art centres & libraries	70	70	73	73	35-49 years, Women	Mt Emu residents
	Appearance of public areas	69	65	71	68	35-49 years	Mt Emu residents
	Emergency & disaster mngt	69	62	66	65	18-34 years	50-64 years
	Recreational facilities	68	65	67	68	35-49 years	50-64 years, 18-34 years
	Bus/community dev./tourism	61	57	59	57	35-49 years	50-64 years, Mt Emu residents



Summary of Pyrenees Shire Council performance

Services		Pyrenees 2024	Pyrenees 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Family support services	60	63	61	63	Men	Women
	Enforcement of local laws	60	61	60	61	18-34 years	Mt Emu residents
	Consultation & engagement	52	50	51	51	35-49 years	50-64 years
	Community decisions	51	50	50	50	Women	50-64 years, Men
	Sealed local roads	42	44	41	45	65+ years	18-34 years, Mt Emu residents
	Unsealed roads	33	35	35	36	65+ years	18-34 years



Focus areas for the next 12 months

Overview

Perceptions of overall performance in Pyrenees Shire Council is unchanged from 2023, halting the long-term trend of declining scores. Nevertheless, Council's overall performance remains in line with the Small Rural and State-wide averages for councils (both of which have declined significantly over recent years). Perceptions of performance on the majority of service areas evaluated are in line with last year, and have improved significantly in three areas. This is a positive result for Council.

Key influences on perceptions of overall performance

Improved performance in two areas, decisions made in the interest of the community and community consultation, will have a strong influence on overall perceptions and should be a priority for Council. The condition of sealed local roads and the maintenance of unsealed roads should also remain a priority as they have a moderate to strong influence on overall perceptions and perform less well. Council should also aim to maintain its strong performance in emergency management and the appearance of public areas.

Comparison to state and area grouping

On most service areas evaluated, Council performs in line with the Small Rural group average. In two areas, waste management, and emergency and disaster management, Council performs significantly higher than both the Small Rural group and the State-wide average. Council also performs in line with the State-wide average on many measures, and above the State-wide average for business and community development and tourism.

Focus on customer service

Customer service is an area that may warrant some extra attention in the coming 12 months, as performance ratings in this area have been steadily declining over a number of years. There is evidence that Council can be viewed more positively here as demonstrated by past higher ratings. This is also an area where Council performs below the Small Rural group average. Residents aged 18 to 34 years rate Council's customer service lower than average, so attention should be focused among the younger age group first.

DETAILED FINDINGS



Overall performance



Overall performance

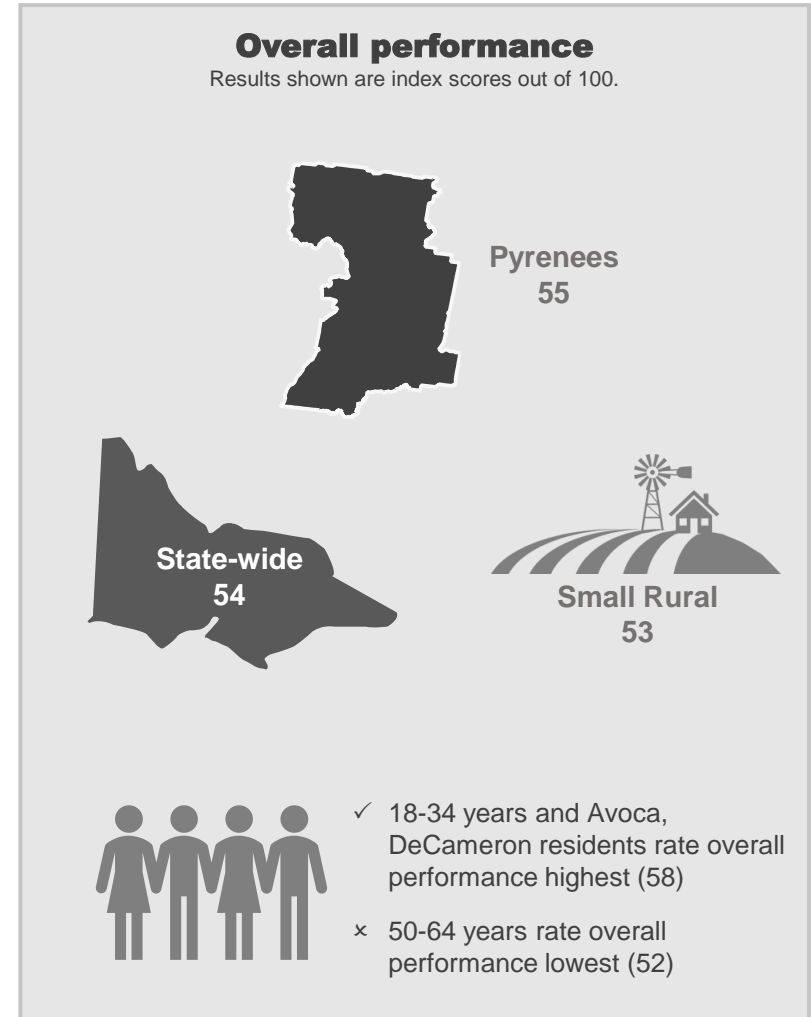
The overall performance index score of 55 for Pyrenees Shire Council is unchanged from 2023, ending a downward trend in perceptions over recent years.

Pyrenees Shire Council's overall performance is rated (at the 95% confidence interval) in line with the Small Rural group and the State-wide average for councils (index scores of 53 and 54 respectively).

- No demographic and geographic cohorts report a significant change in their perceptions of overall performance in the past year.
- The highest rating for overall performance is among residents aged 18 to 34 years or in Avoca, DeCameron (index scores of 58 for each). The lowest is from those aged 50 to 64 years (52). These are not significantly different from the average.

Council's value for money index score (49) is one point higher than in 2023 (not significant). This is in line with the index scores for the Small Rural group and State-wide average for councils (47 and 48 respectively).

- Nearly one third of residents (32%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A similar proportion rate Council as 'very poor' or 'poor' (31%). A further 33% rate Council as 'average' in providing value for money.





Overall performance

2024 overall performance (index scores)

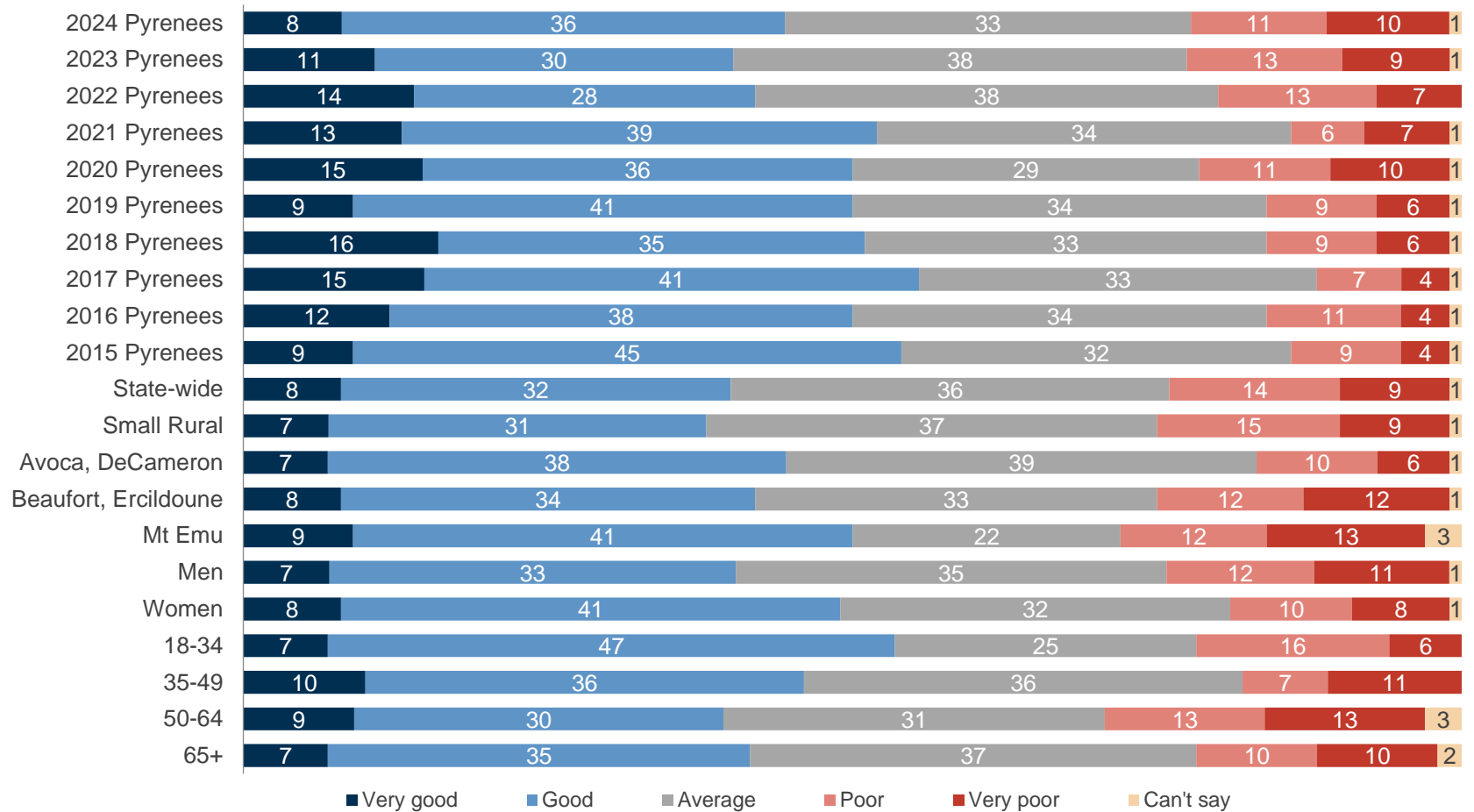
	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	58	55	49	59	56	59	59	70	62	54
Avoca, DeCameron	58	57	56	64	62	63	66	63	61	63
Women	57	59	59	65	59	61	60	65	61	64
35-49	57	61	58	65	61	57	68	65	60	64
Pyrenees	55	55	57	61	59	60	62	64	61	62
65+	55	55	60	63	62	63	64	66	62	63
Mt Emu	55	58	60	60	54	48	50	64	57	59
State-wide	54	56	59	61	58	60	59	59	59	60
Beaufort, Ercildoune	54	53	57	59	56	58	63	66	64	61
Men	53	52	56	59	59	59	63	63	61	59
Small Rural	53	55	58	60	56	58	56	58	57	59
50-64	52	51	58	57	53	57	55	58	60	62

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees 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 (%)

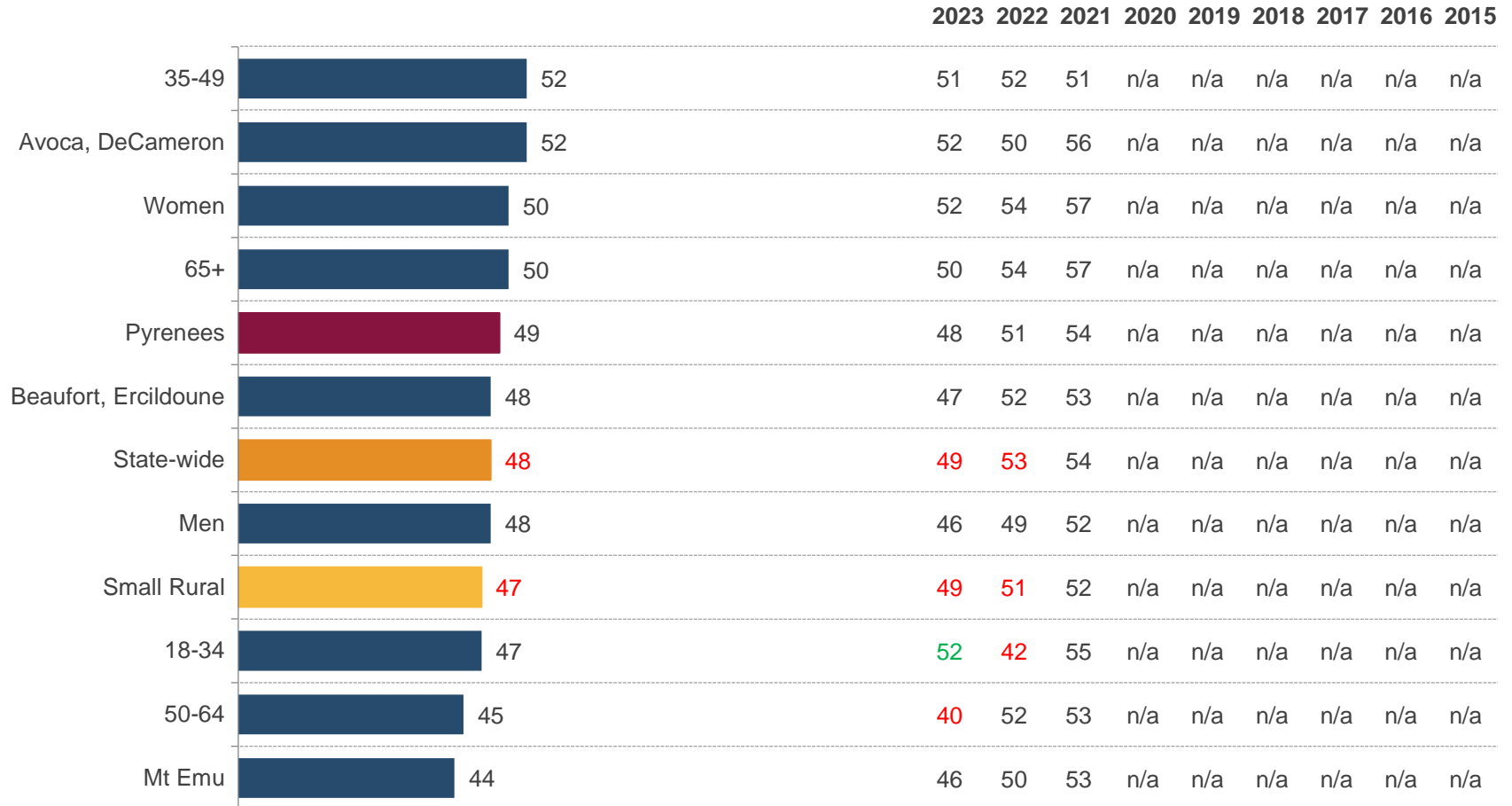


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils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



Value for money in services and infrastructure

2024 value for money (index scores)



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

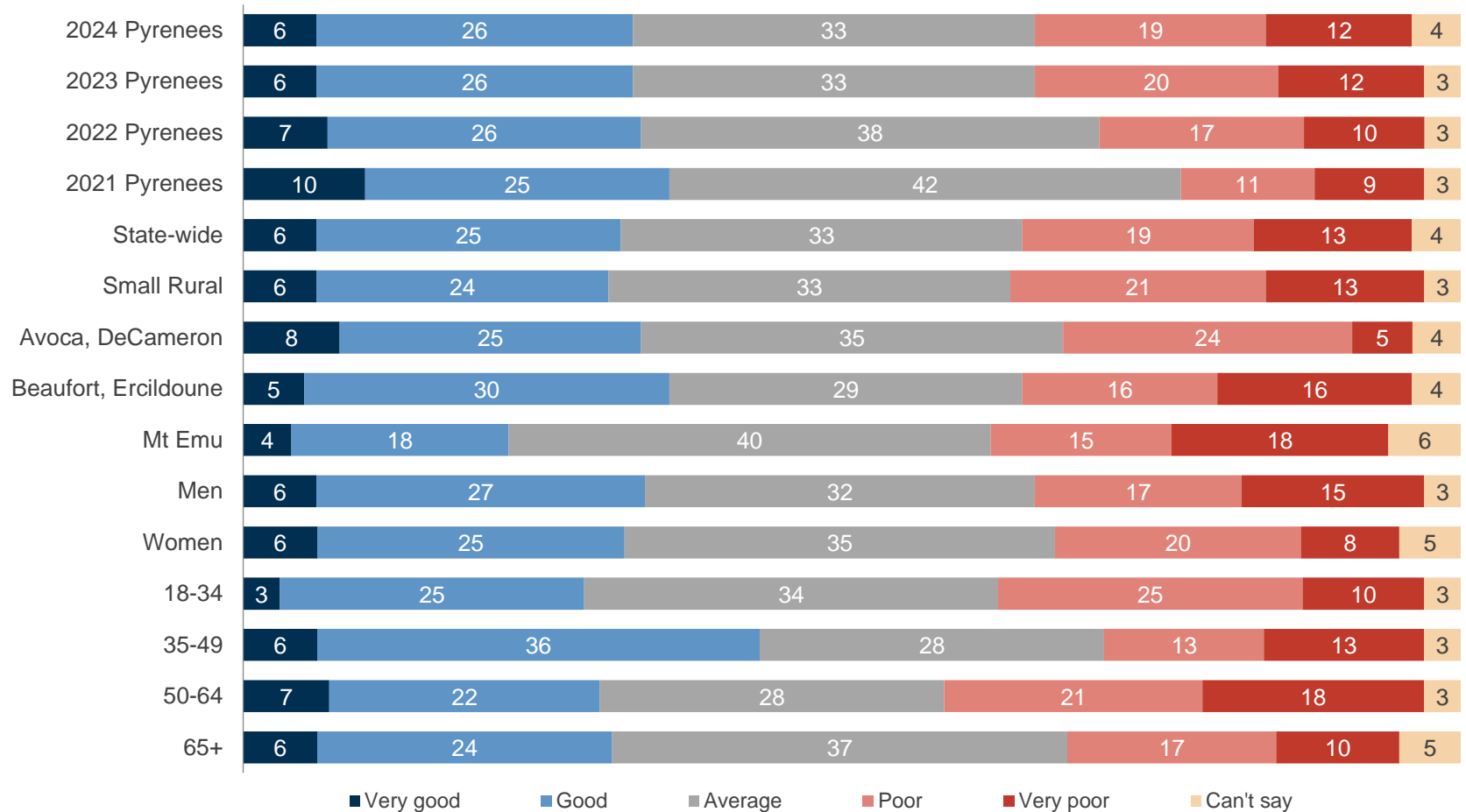
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19

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 Pyrenees 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 71) is the area where Council performed best in 2024, improving by two index points from 2023 (although this is not a significant change).

Council performs significantly higher than the Small Rural group and State-wide average for councils in this service area (index scores of 67 for each).

- Residents in the Avoca, Decameron area rate waste management significantly higher (index score of 76) than average. This indicates that any efforts to improve perceptions of waste management should be focused in other locations first.

Art centres and libraries is Council's next highest rated service area (index score of 70) followed by:

- appearance of public areas (index score of 69, up a significant seven index points)
- emergency and disaster management (index score of 69, up a significant four index points).

Residents of Mt Emu rate Council's overall performance in art centres and libraries, and the appearance of public areas, significantly lower than average.

Business and community development and tourism is the other service area where perceptions improved significantly this year (index score of 61, up four points).



Waste management (index score of 71) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of unsealed roads (index score of 33) and sealed local roads (index score of 42).

Council performs lowest in the areas of the maintenance of unsealed roads and sealed local roads (index scores of 33 and 42 respectively).

Council rates significantly lower than the State-wide average and in line with the Small Rural group average for:

- unsealed roads (index scores of 36 and 35 respectively)
- sealed local roads (45 and 41 respectively).

In both of these service areas, Council's performance is rated significantly lower than average among those aged 18 to 34 year olds and significantly higher than average among those aged 65 years and over.

Geographically, residents of Mt Emu rate council lowest (although not significantly lower than the average), with index scores of 28 for unsealed roads and 34 for sealed local roads.

Both of these service areas have a moderate to strong influence on overall perceptions of Council so should remain a focus.

Sealed road maintenance is the most frequently mentioned area for improvement, by 27% of residents. The area next most frequently mentioned area cited is unsealed road maintenance (12% of residents).



Individual service area performance

2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	71	69	69	66	58	65	69	75	70	71
Art centres & libraries	70	70	68	69	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	69	65	68	70	69	69	69	73	70	71
Emergency & disaster mngt	69	62	65	72	72	72	73	74	73	69
Recreational facilities	68	65	68	69	68	69	68	72	65	69
Bus/community dev./tourism	61	57	60	60	60	61	62	67	60	62
Family support services	60	63	64	68	65	68	68	70	68	68
Enforcement of local laws	60	61	59	62	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	52	50	51	55	55	57	55	60	56	58
Community decisions	51	50	53	54	54	56	57	62	56	57
Sealed local roads	42	44	50	57	51	54	54	55	54	55
Unsealed roads	33	35	39	44	43	43	44	44	45	43

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

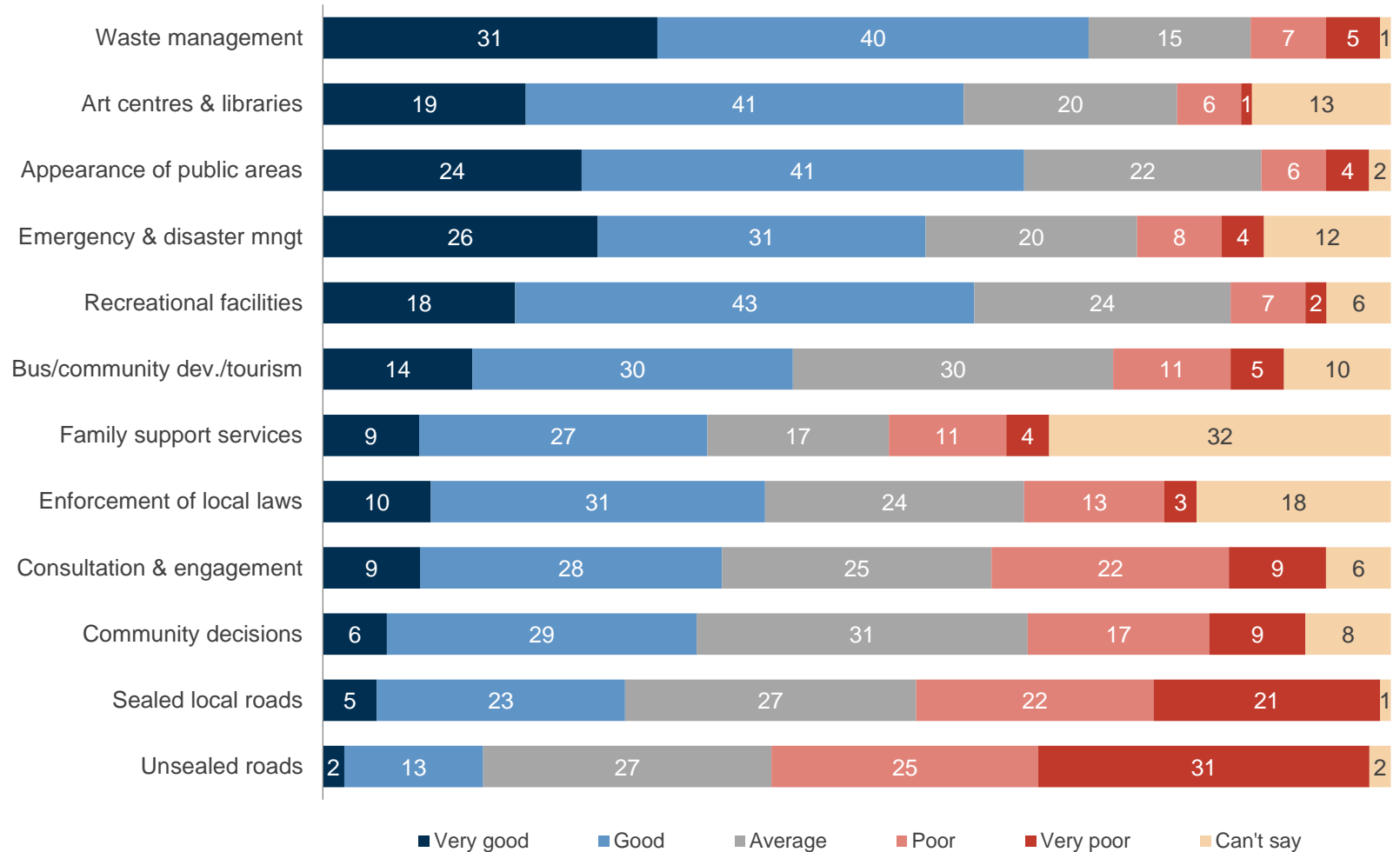
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Individual service area importance

2024 individual service area importance (index scores)

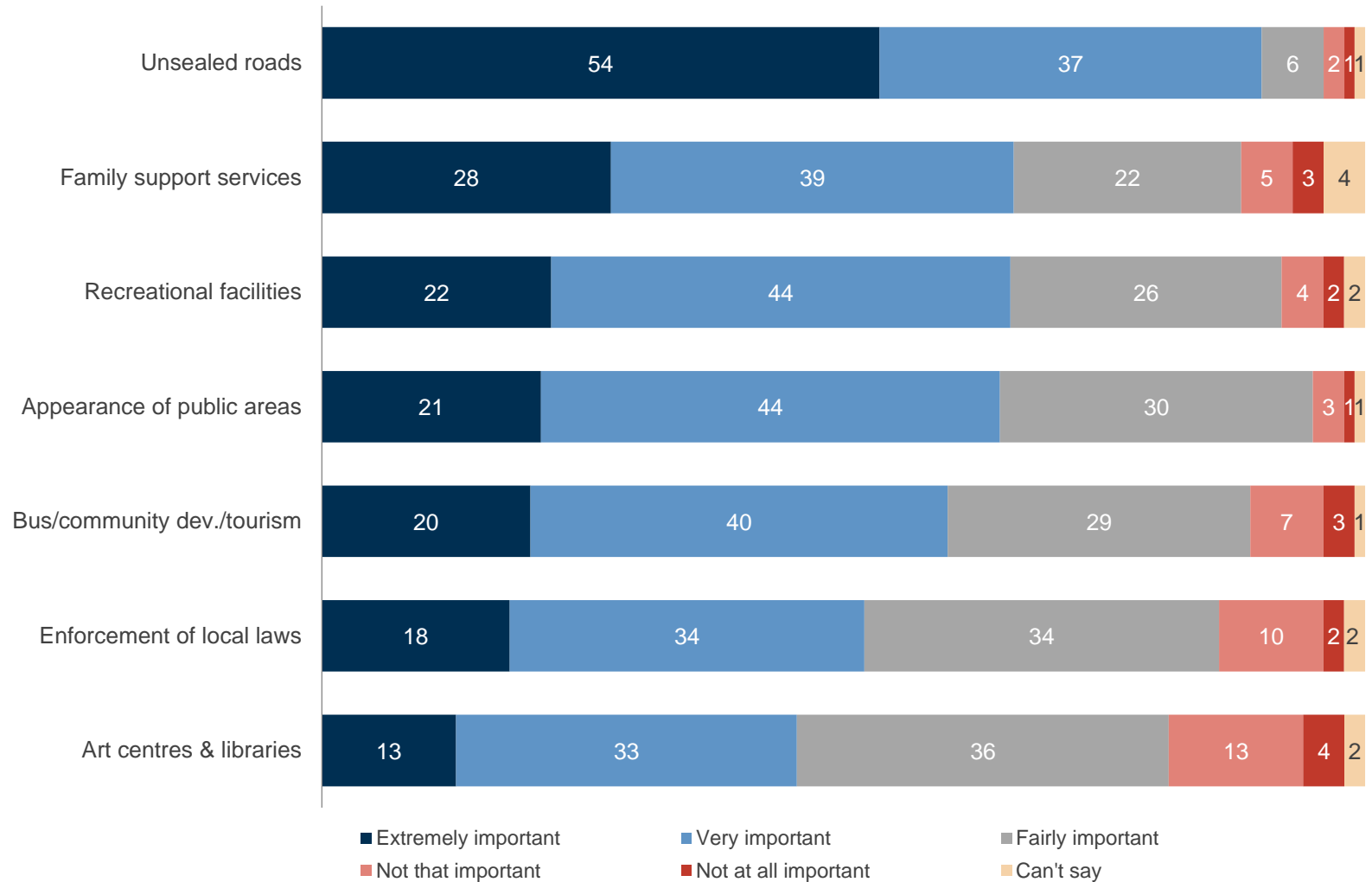
	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Unsealed roads	86	86	85	85	n/a	80	83	81	82	82
Family support services	72	74	73	75	74	72	72	70	71	70
Appearance of public areas	71	71	72	n/a	71	72	72	71	70	
Recreational facilities	70	69	71	71	n/a	69	71	67	68	67
Bus/community dev./tourism	67	66	68	72	75	72	70	70	68	67
Enforcement of local laws	64	64	65	68	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	59	59	60	62	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2024 individual service area importance (%)

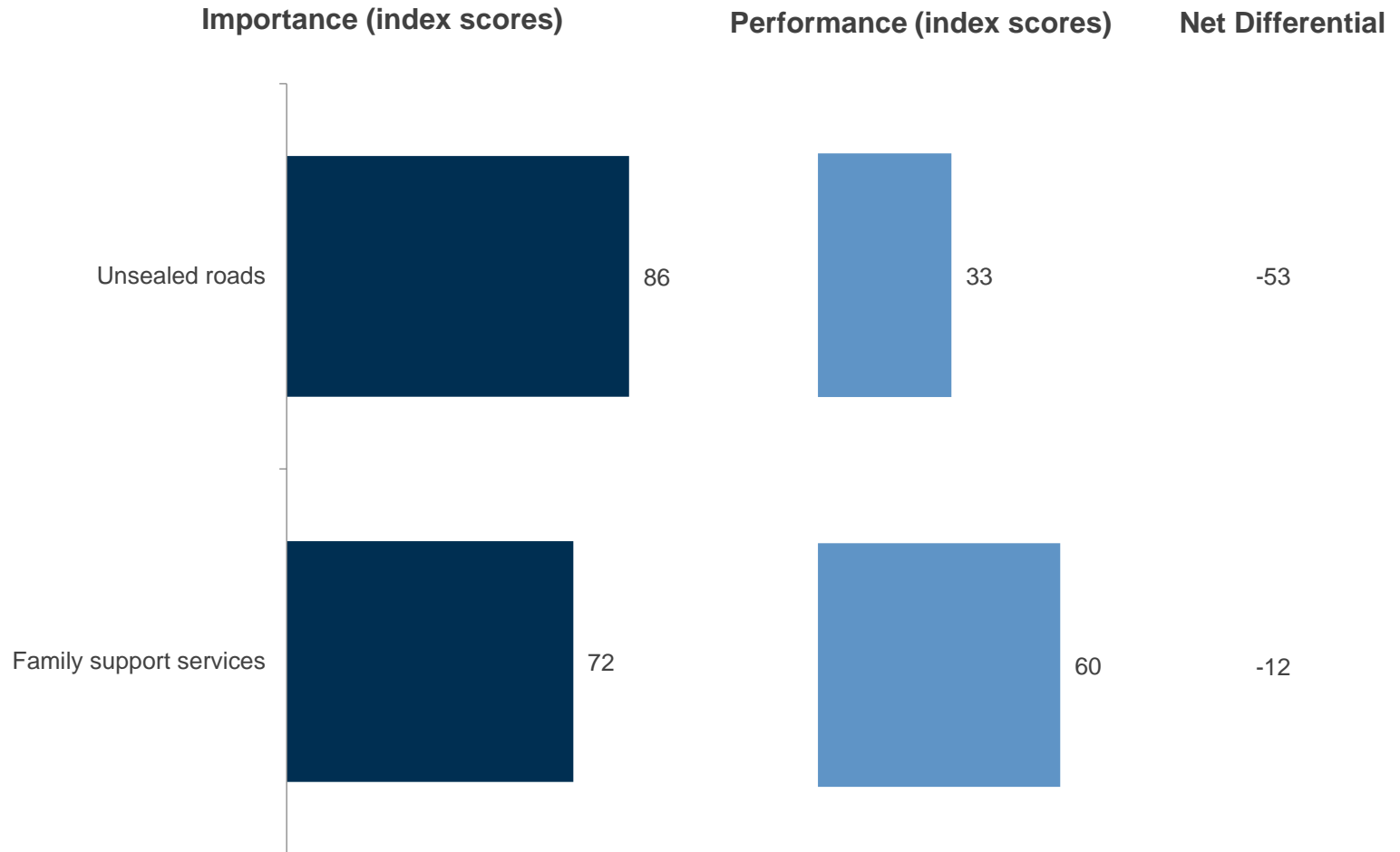


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6



Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Currently, Council is performing just above 'average' here (index score of 51).

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

- Community consultation and engagement
- Emergency management
- The condition of sealed local roads
- Enforcement of local laws
- Maintenance of unsealed roads
- The appearance of public areas.

Looking at these key service areas, Council performs best on the stronger influence of emergency management and more moderate influence of the appearance of public areas (index score of 69 each).

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

Similar to Council's decision making, consultation and engagement with residents is rated just above 'average' (index of 52) and is among the stronger influences on the overall performance rating.

A focus on engaging residents on key local issues, initiatives and policy decisions can also help to shore up overall ratings of Council performance.

However, most in need of attention is Council's performance on unsealed and sealed roads, which is rated as poor (index scores of 33 and 42 respectively). Improvements on sealed roads will have a stronger influence on the overall performance rating.

It will be important for Council to attend to the condition of its roads to help improve overall ratings of 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 charts that follow:

- 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.

The regressions are shown on the following two charts.

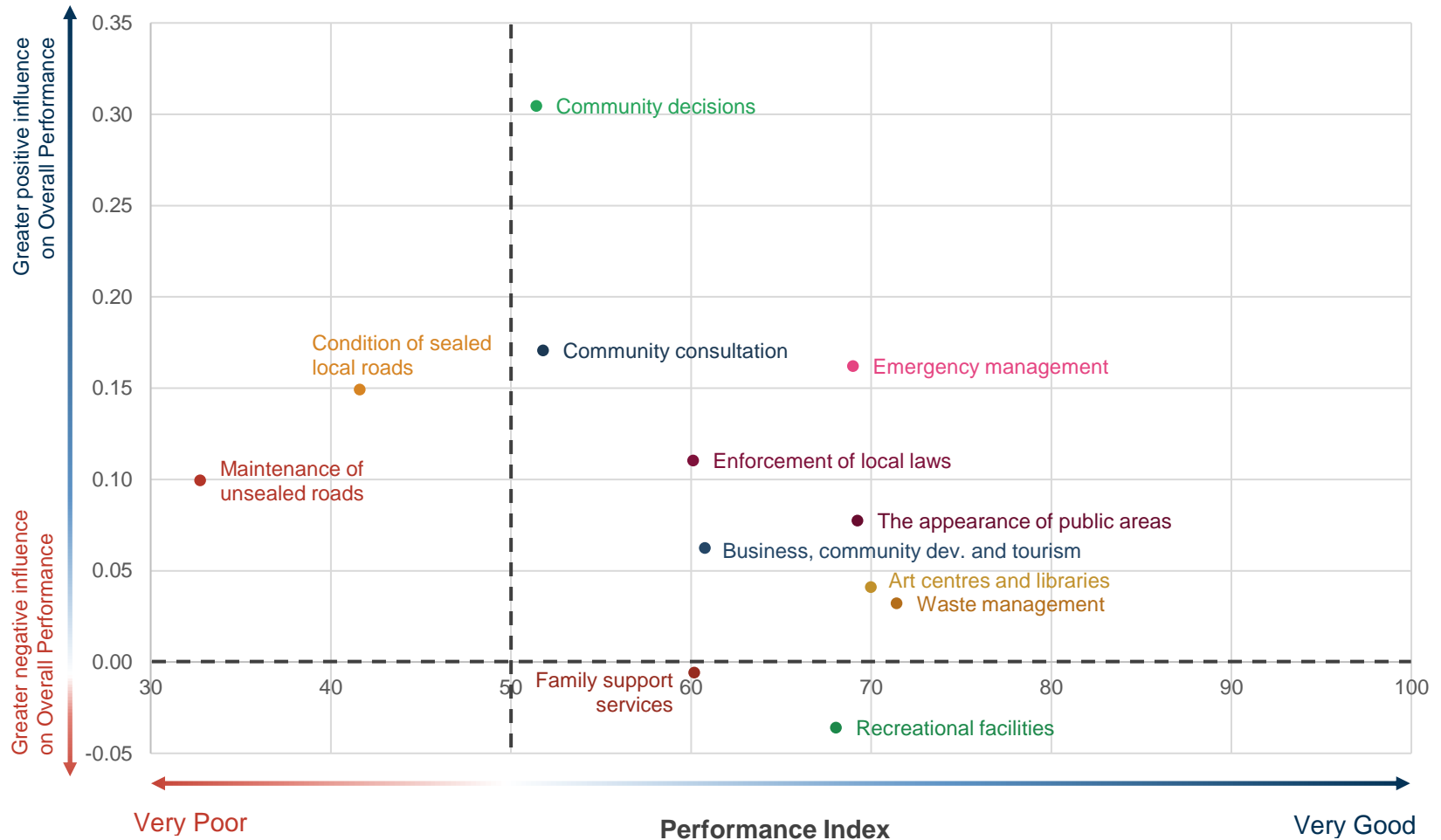
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2024 regression analysis (all service areas)

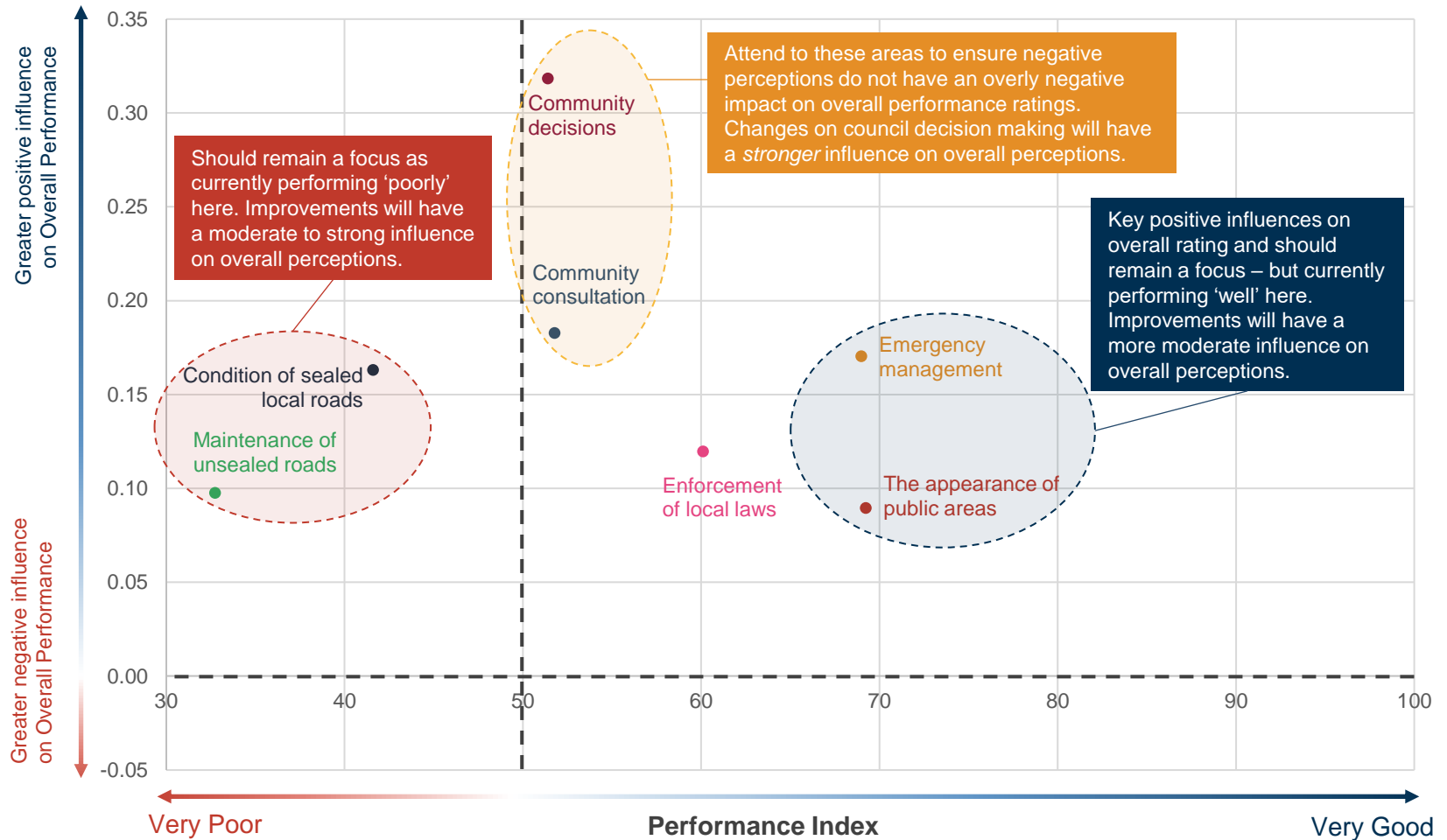


The multiple regression analysis model above (all service areas) has an R^2 value of 0.649 and adjusted R^2 value of 0.639, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 59.90$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2024 regression analysis (key service areas)

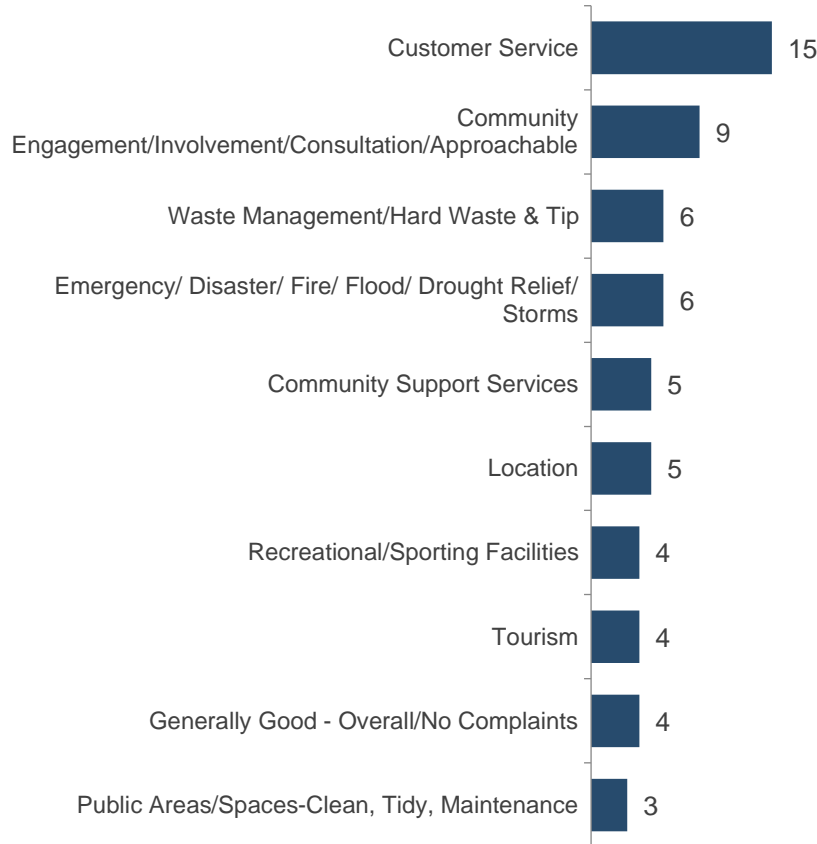


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.644 and adjusted R² value of 0.638, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 101.74.

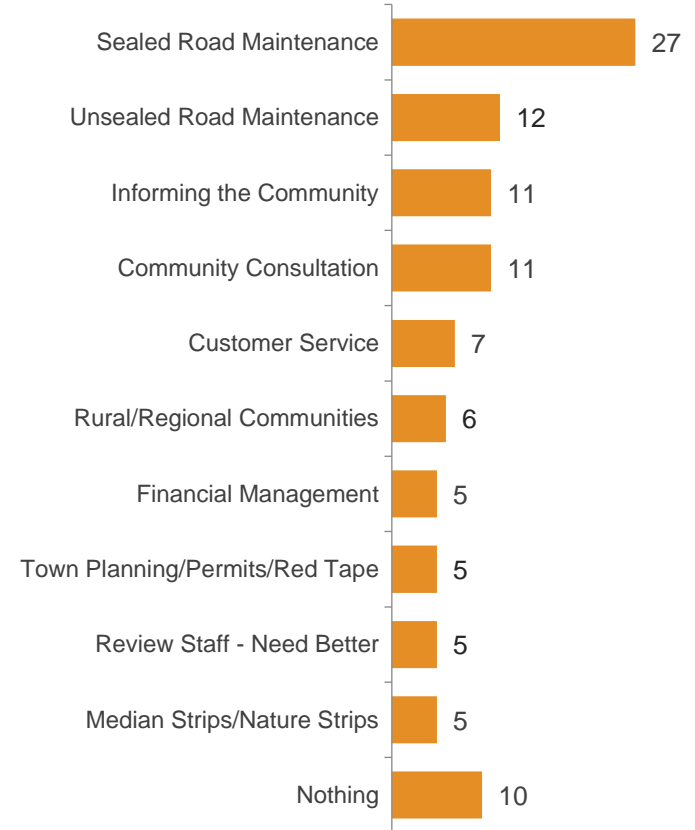


Best things about Council and areas for improvement

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 Pyrenees 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: 8

Q17. What does Pyrenees 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

Nearly three quarters of residents (72%) report contact with Council in the last 12 months. Rate of contact with Council has been relatively steady over time.

- The rate of contact with Council is significantly higher than for Small Rural group and State-wide averages (65% and 62% respectively).
- Those aged 35 to 49 years (83%) are the only group with a significantly higher than average rate of contact.



Among those residents who have had contact with Council, 54% provide a positive customer service rating of 'very good' or 'good', including 24% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 62 is unchanged from 2023 and remains at the lowest level recorded since 2015.

Customer service is rated significantly lower than the State-wide and Small Rural group averages for councils (index scores of 67 and 66 respectively).

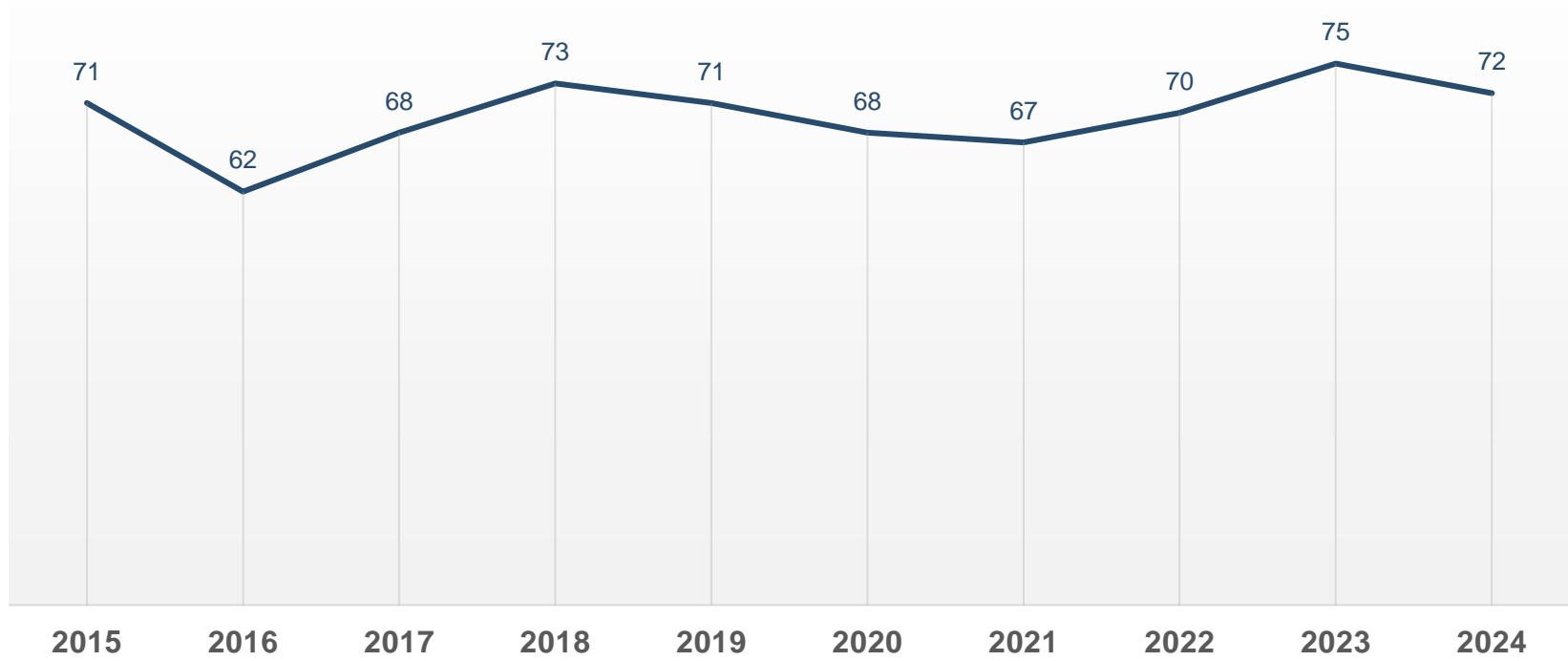
- The only group that rates customer service significantly lower than average are those aged 18 to 34 years (index score of 52).
- Residents of Avoca, Decameron, those aged 35 to 49 years and women provide the highest ratings for customer service (all with an index score of 65). This is not, however, significantly different to the Council average.

The proportion of residents who rate customer service as 'good' or 'very good' (54%) remains more than twice the number who rate customer service as 'poor' or 'very poor' (23%). Fewer than a quarter of residents (23%) rate customer service as 'average'.



Contact with council

2024 contact with council (%)
Have had contact

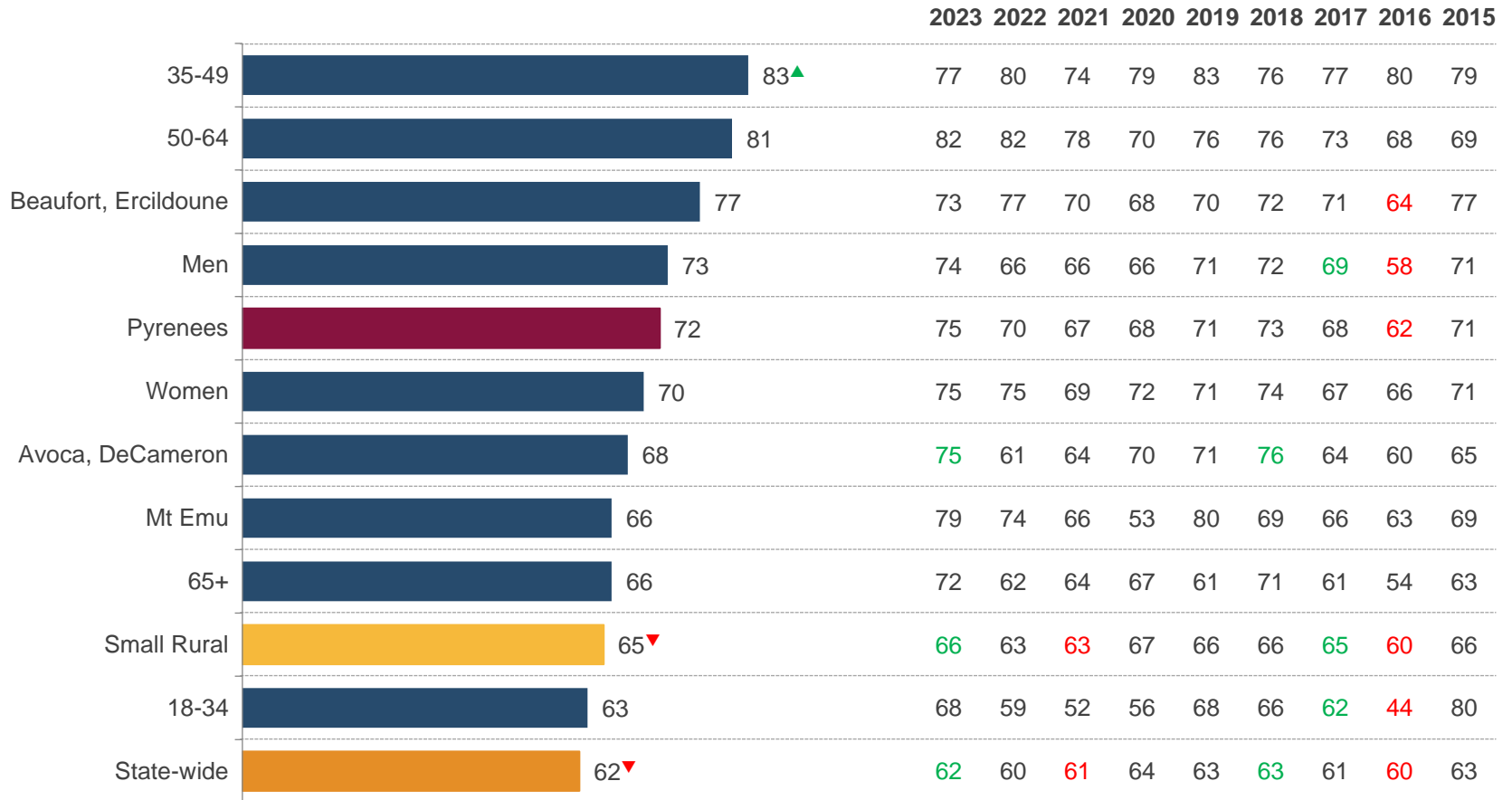


Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils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

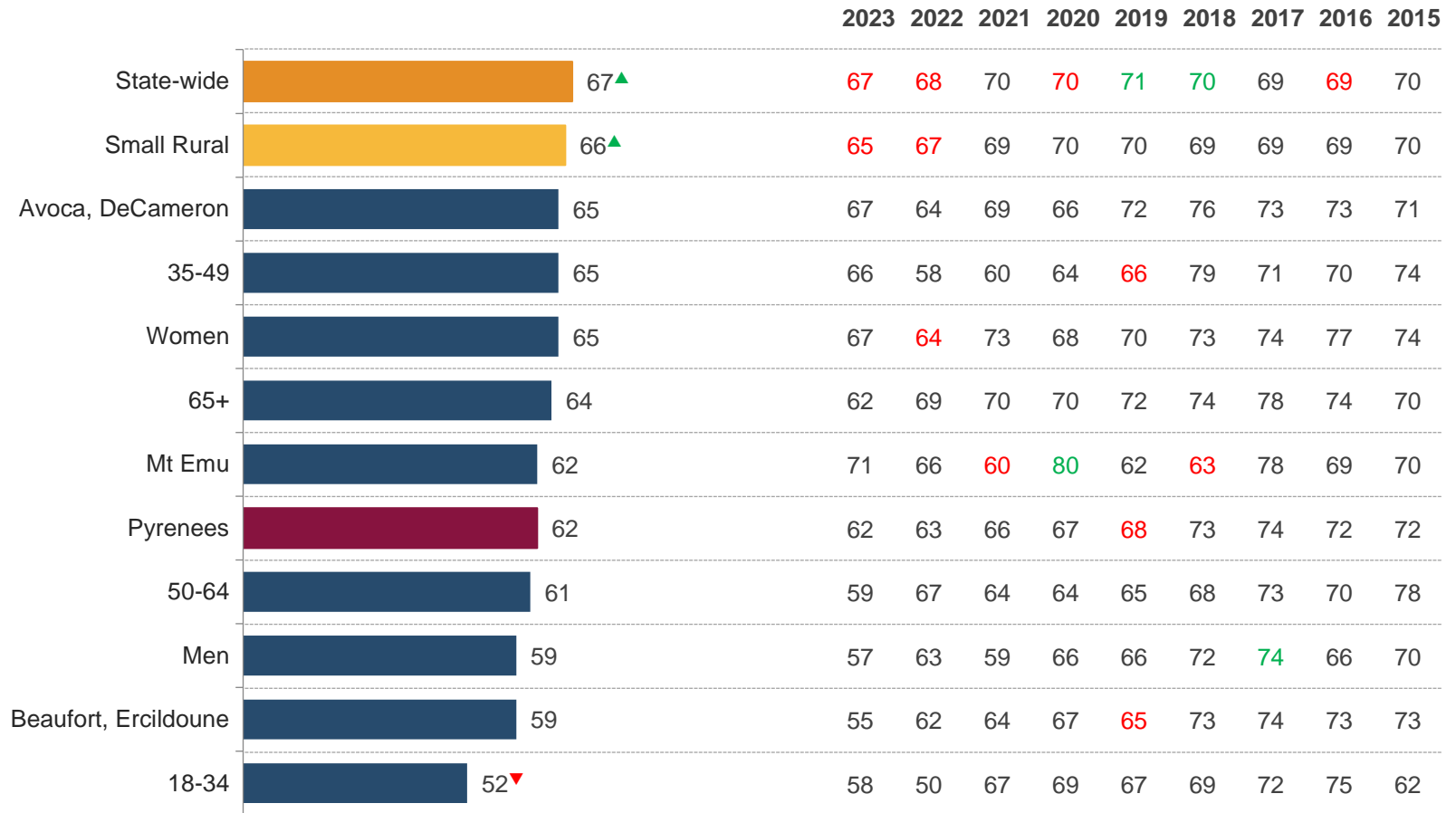
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15

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



Customer service rating

2024 customer service rating (index scores)



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

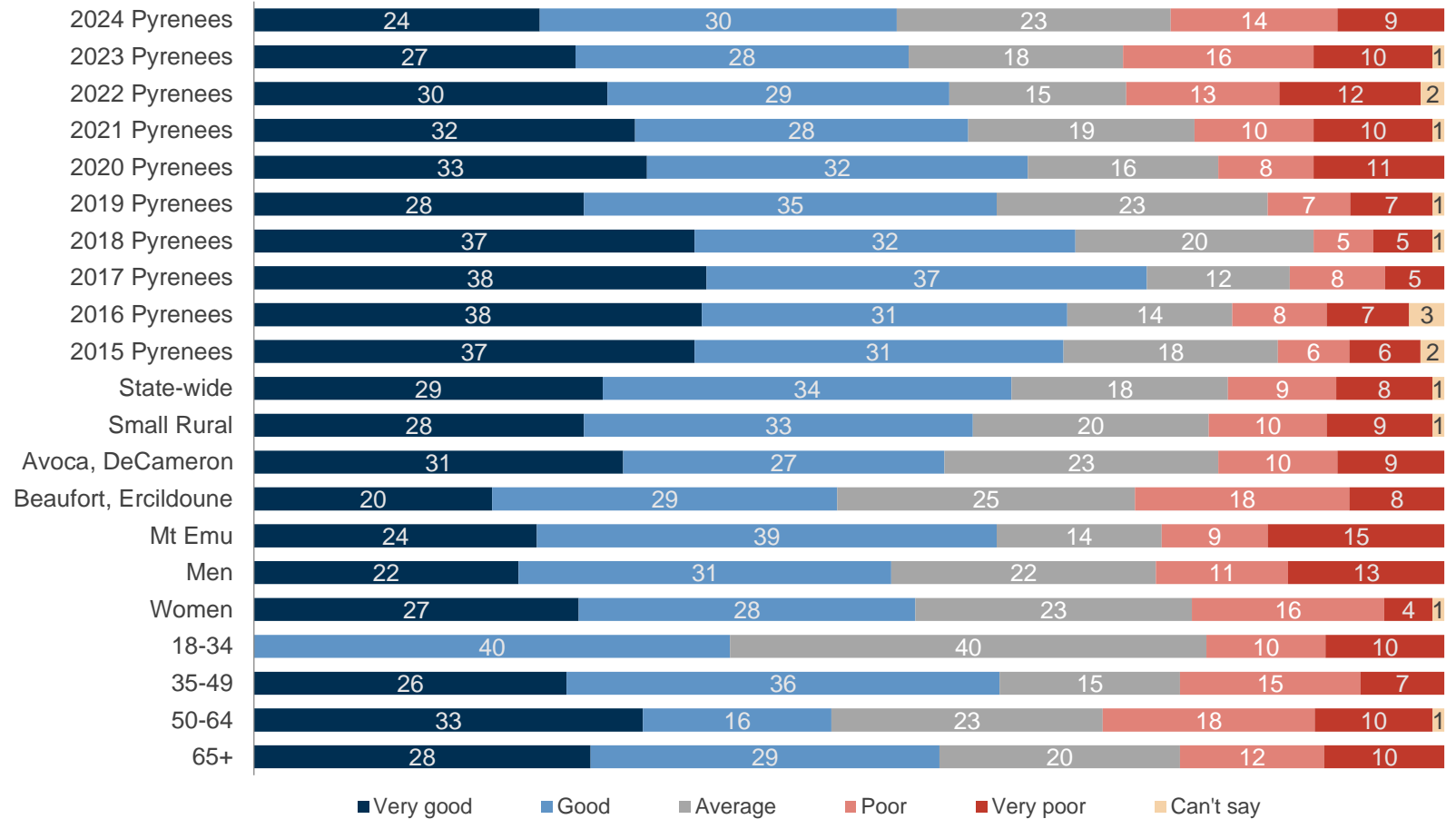
Councils asked State-wide: 62 Councils asked group: 19

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 Pyrenees 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.
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Council direction

Council direction

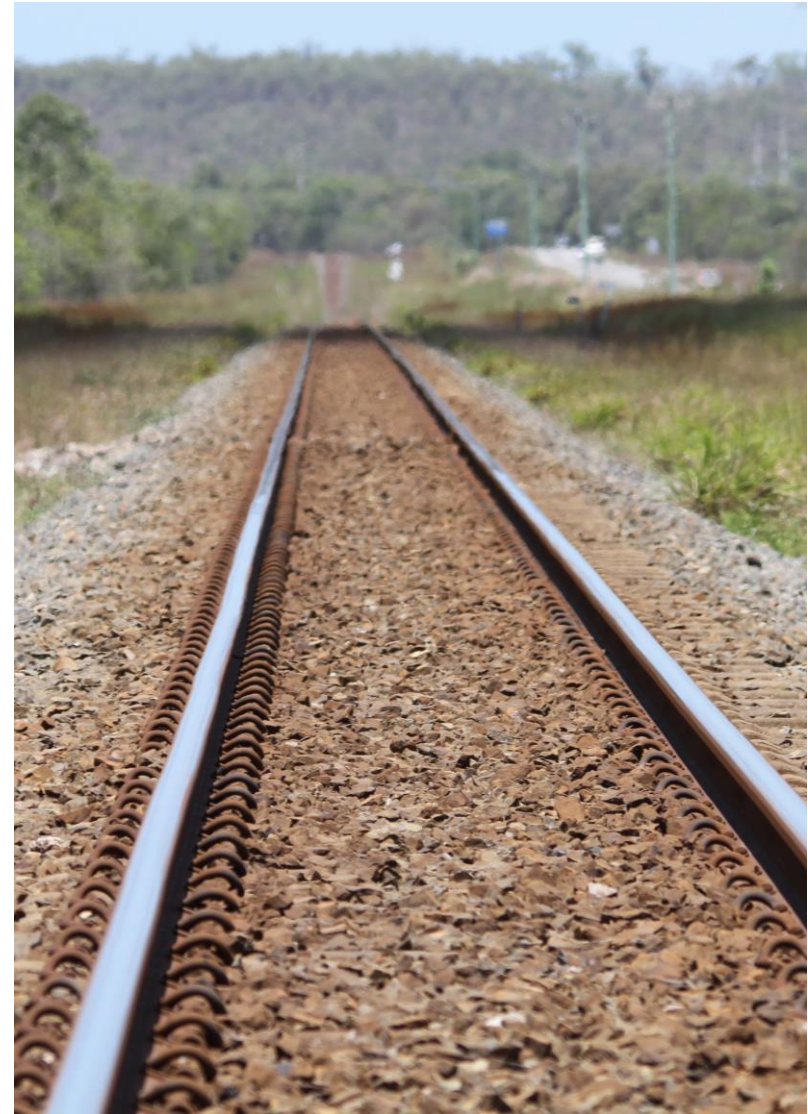
The direction of Council's overall performance (index score of 43) is unchanged from 2023. Perceptions of Council's overall direction remain at a 10 year low.

- Council's performance is in line with the Small Rural Group and the State-wide average for councils (index scores of 44 and 45 respectively).
- The cohorts most satisfied with Council's overall direction are those aged 35 to 49 years or residents in Avoca, DeCameron (index scores of 47 and 46 respectively) although these are not significantly higher than average.
- The least satisfied with Council direction are those aged 18 to 34 years (index score of 36, significantly lower than average).

Unchanged from 2023:

- 63% of residents believe Council's overall direction has 'stayed the same'
- 10% believe it has 'improved'
- 24% believe the overall direction has deteriorated.

In a trade-off between rates and services, 58% of residents 'definitely' or 'probably' prefer cuts in council services to keep council rates at the same level as they are now, and just 18% 'definitely' or 'probably' prefer rate rises to improve local services.





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	48	49	48	52	49	53	53	54	58
Avoca, DeCameron	44	51	52	49	52	55	53	55	56
Women	44	51	51	50	50	52	56	57	55
State-wide	46	50	53	51	53	52	53	51	53
Small Rural	47	51	53	50	53	50	52	50	53
50-64	39	46	42	47	44	48	54	49	52
65+	40	51	52	49	52	54	55	56	54
Pyrenees	43	49	49	48	48	51	55	54	54
Beaufort, Ercildoune	43	46	46	47	45	50	56	52	49
Men	43	47	47	47	47	51	53	51	53
Mt Emu	43	54	51	55	48	49	53	56	62
18-34	36▼	50	52	45	45	49	57	58	54

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

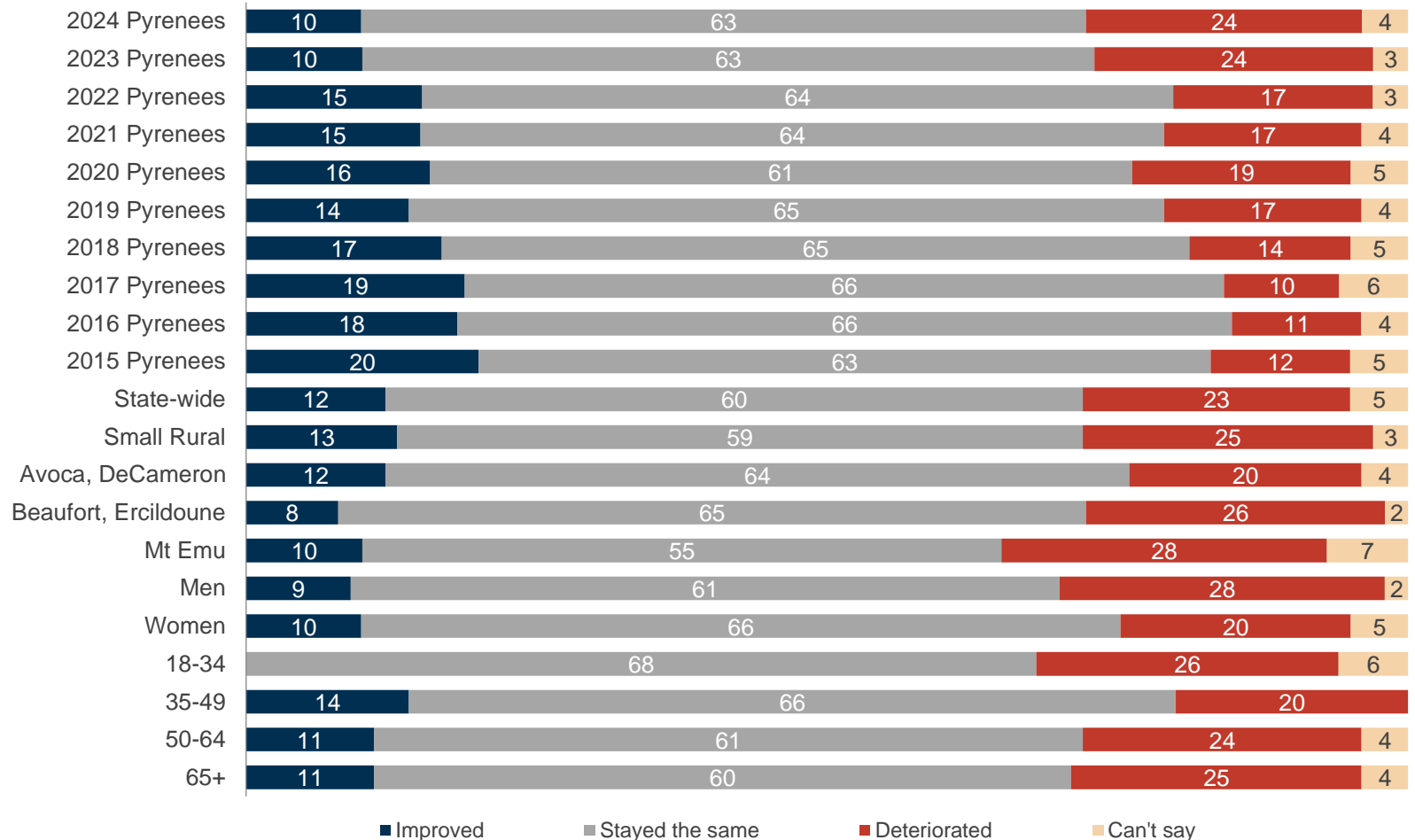
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall council direction last 12 months

2024 overall council direction (%)

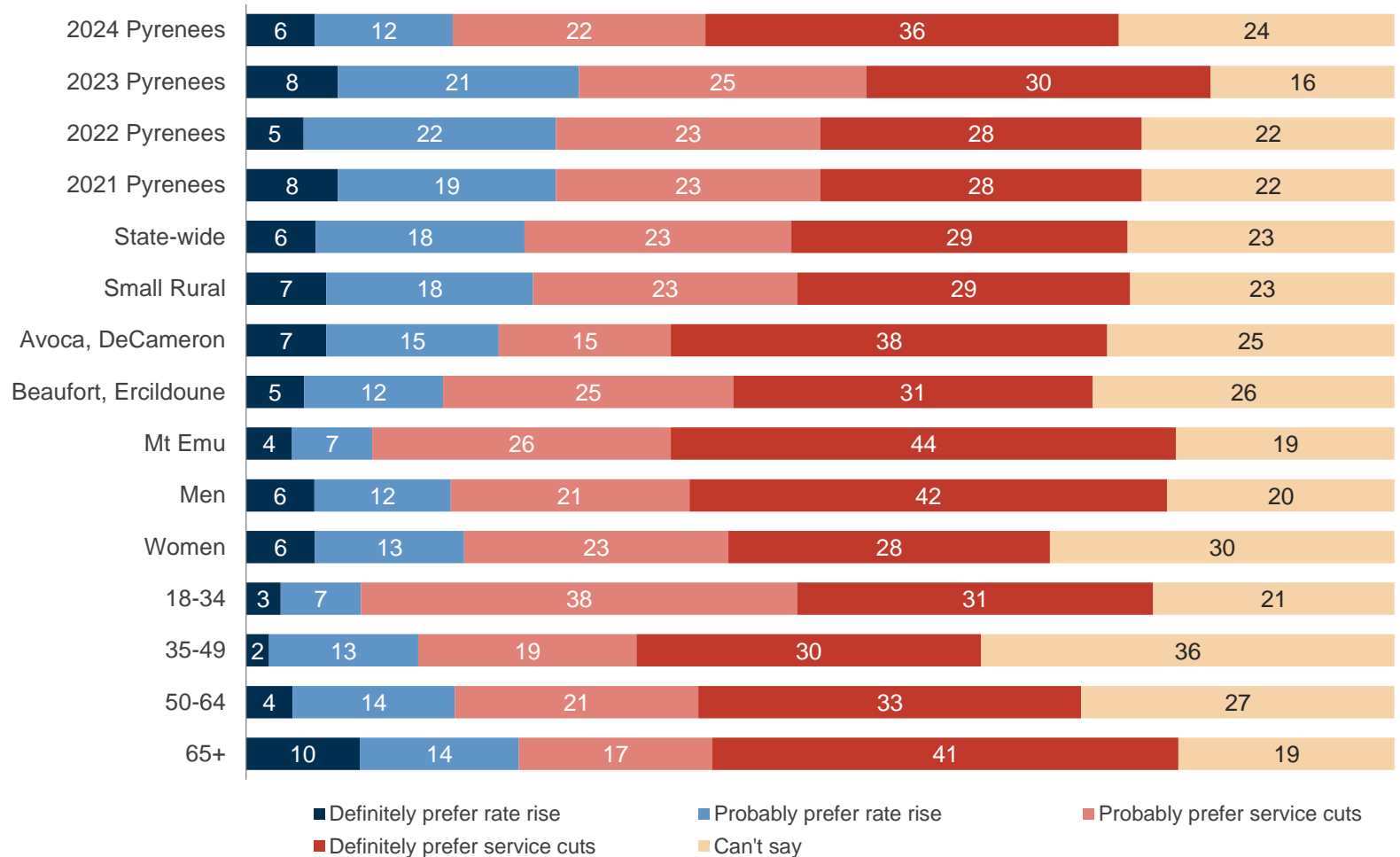


Q6. Over the last 12 months, what is your view of the direction of Pyrenees Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Rates / services trade-off

2024 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

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

Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	51	49	52	57	53	60	59	59	61
Women	53	53	57	57	57	55	61	58	60
Avoca, DeCameron	50	50	57	57	60	65	63	56	62
18-34	57	42	63	54	61	53	63	58	57
65+	47	53	56	55	59	59	61	59	56
Pyrenees	50	51	55	55	57	55	60	56	58
Beaufort, Ercildoune	50	51	54	53	54	55	58	57	57
Mt Emu	50	52	54	45	63	39	57	56	54
Small Rural	53	54	56	54	56	54	55	55	56
State-wide	52	54	56	55	56	55	55	54	56
Men	46	48	54	53	58	56	58	55	57
50-64	47	54	50	53	55	48	56	51	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

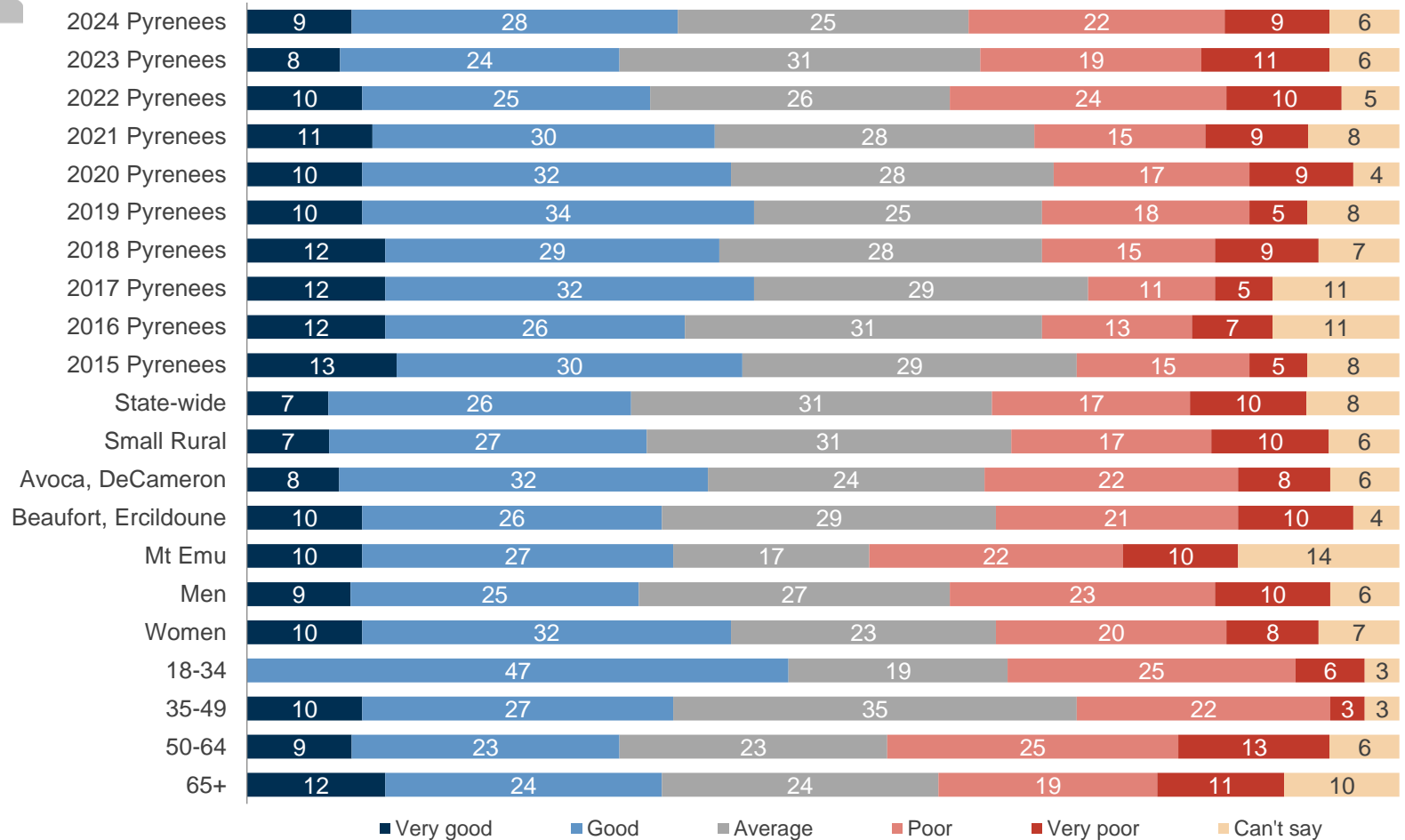
Note: Please see Appendix A for explanation of significant differences.



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	
Women	55	54	55	57	57	56	61	56	59	
35-49	52	49	54	55	55	55	62	61	55	
Mt Emu	52	55	53	53	51	61	48	59	50	55
18-34	52	55	47	62	58	62	59	63	55	56
65+	52	50	53	53	54	57	58	66	59	58
Pyrenees	51	50	53	54	54	56	57	62	56	57
Avoca, DeCameron	51	47	49	54	54	60	65	62	58	61
Beaufort, Ercildoune	51	50	55	54	55	54	56	62	57	53
State-wide	50	51	54	56	53	55	54	54	54	55
Small Rural	50	52	54	56	53	55	52	55	53	56
Men	48	47	51	51	52	56	58	62	57	54
50-64	48	47	54	48	50	54	50	55	54	57

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

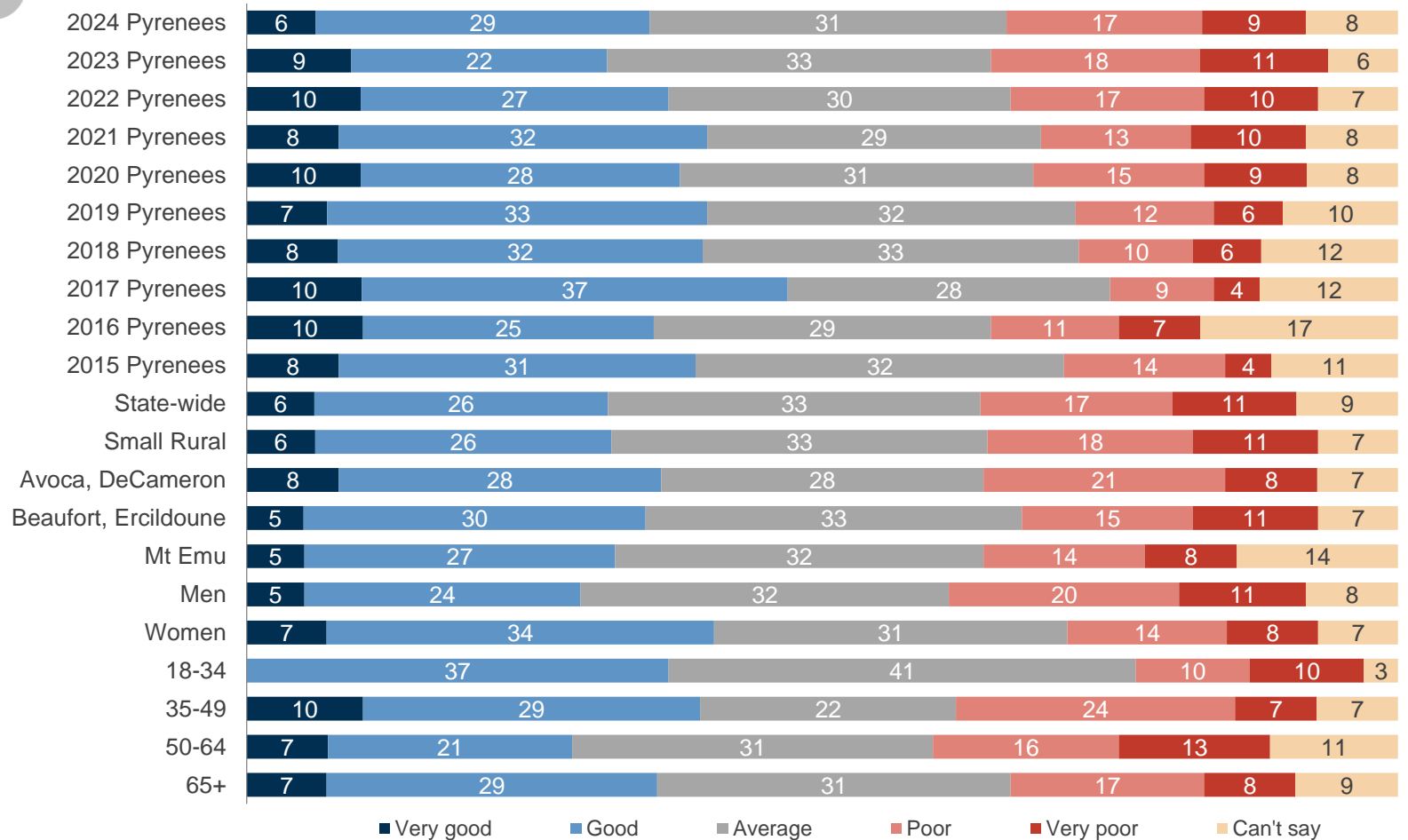
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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	
65+	48▲	47	56	58	56	60	58	59	57	59
Avoca, DeCameron	46	50	51	61	52	59	58	52	56	58
State-wide	45▲	48	53	57	54	56	53	53	54	55
Women	42	44	51	57	51	55	53	55	54	55
Pyrenees	42	44	50	57	51	54	54	55	54	55
Small Rural	41	44	50	53	51	53	49	50	52	52
Men	41	44	49	56	52	54	54	54	55	56
Beaufort, Ercildoune	41	41	50	55	52	52	52	56	54	56
50-64	38	41	50	54	52	58	51	51	52	57
35-49	38	43	50	59	51	47	59	54	53	55
Mt Emu	34	43	49	48	34	33	50	55	53	49
18-34	34▼	44	36	52	40	46	42	50	55	46

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

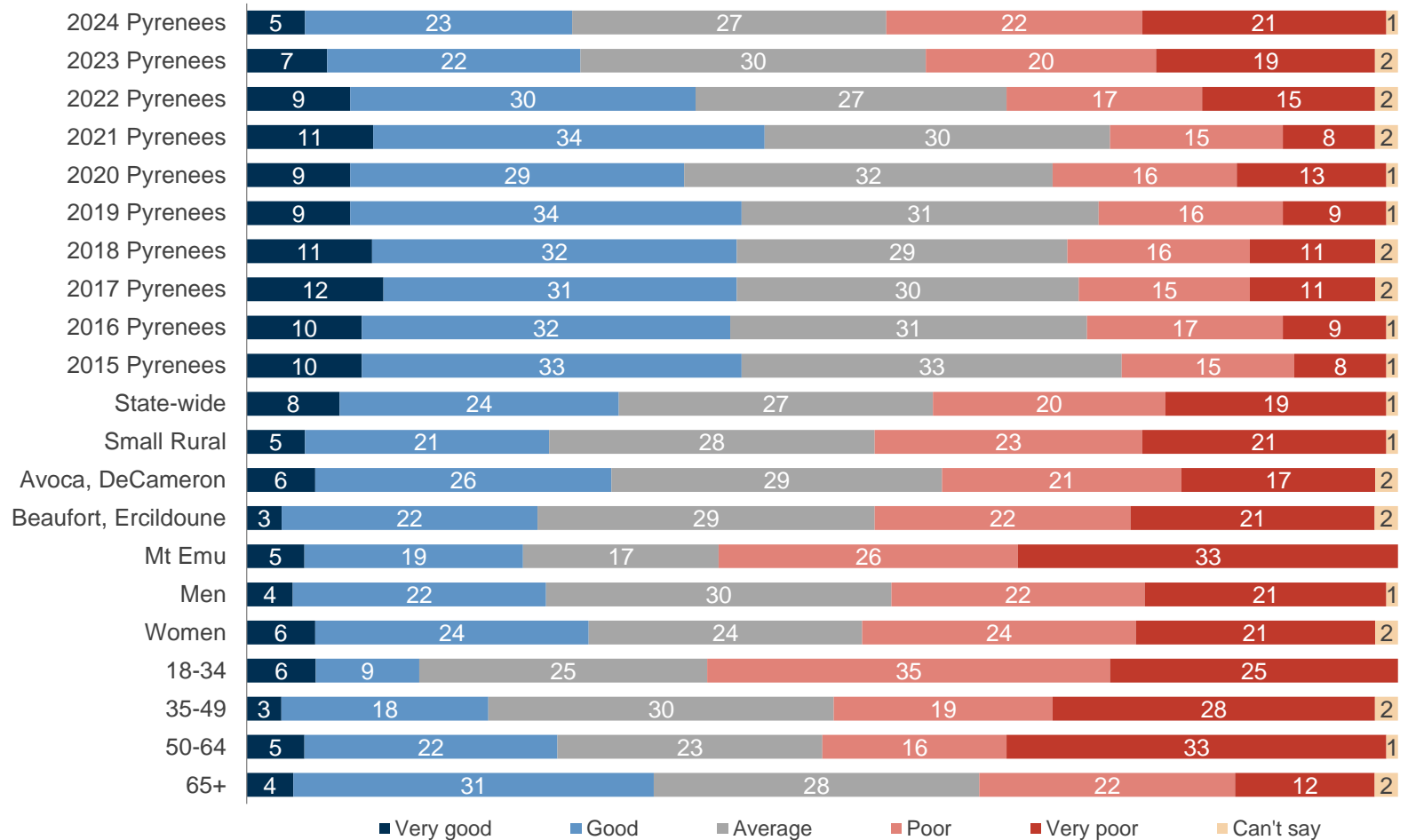
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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 (%)



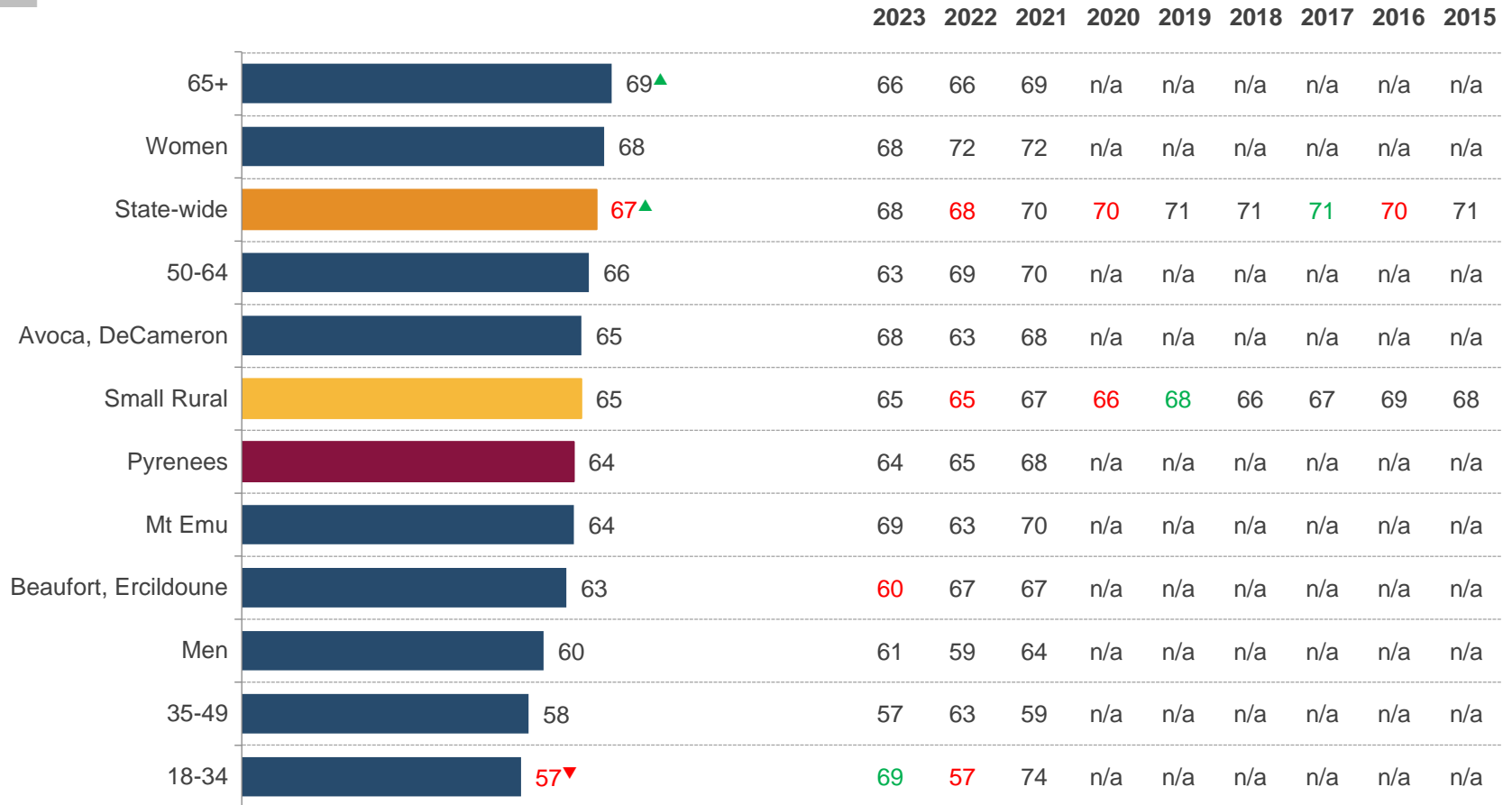
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Enforcement of local laws importance



2024 law enforcement importance (index scores)



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

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

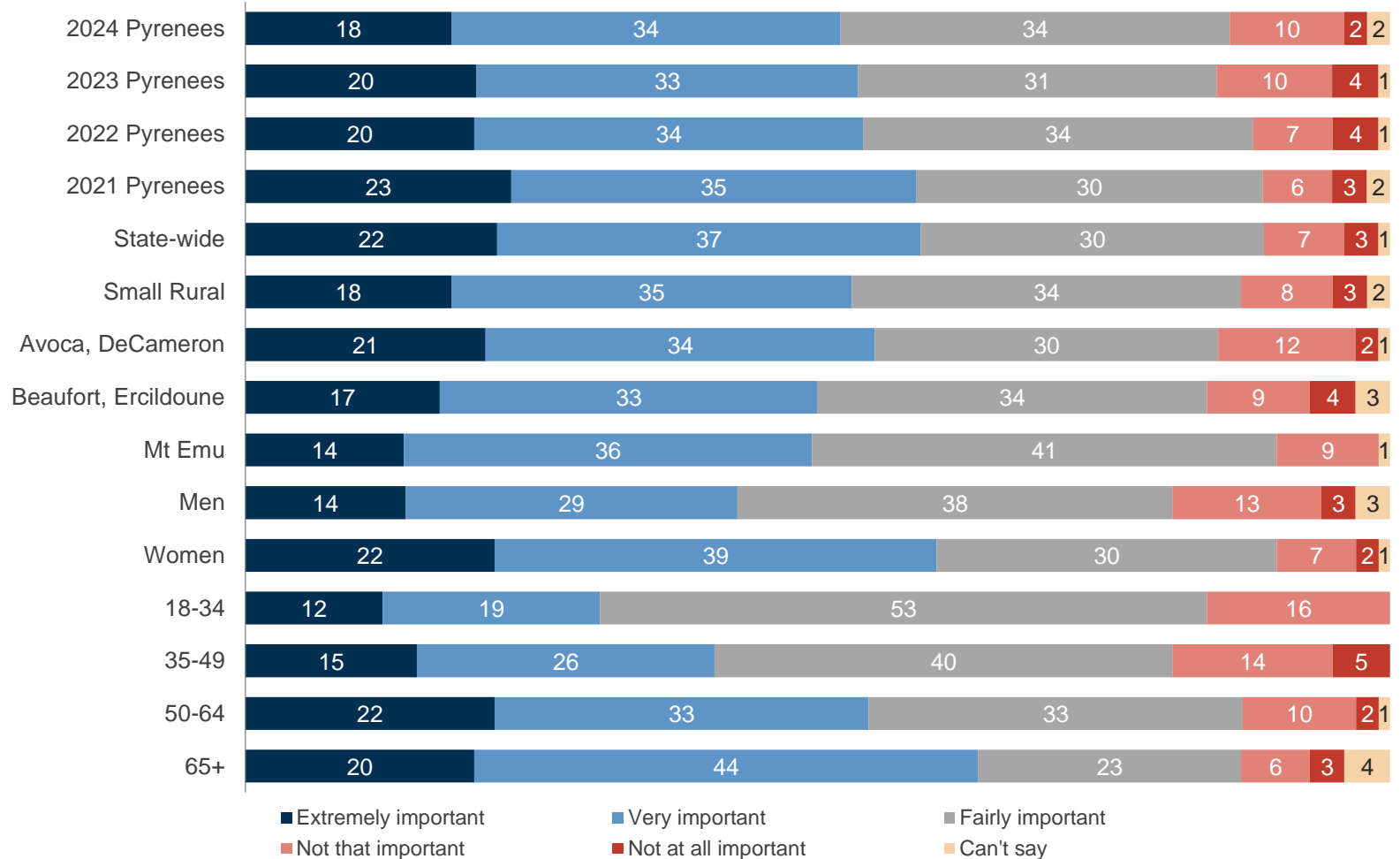
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



Enforcement of local laws performance



2024 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	64	56	68	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	61	65	n/a	n/a	n/a	n/a	n/a	n/a
Avoca, DeCameron	63	57	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	64	58	62	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	60	60	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	63	64	63	64	64	64	63	66
Beaufort, Ercildoune	60	59	59	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	62	63	62	63	63	65	64	66
Pyrenees	60	59	62	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	57	59	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	60	60	n/a	n/a	n/a	n/a	n/a	n/a
Mt Emu	52	63	60	n/a	n/a	n/a	n/a	n/a	n/a

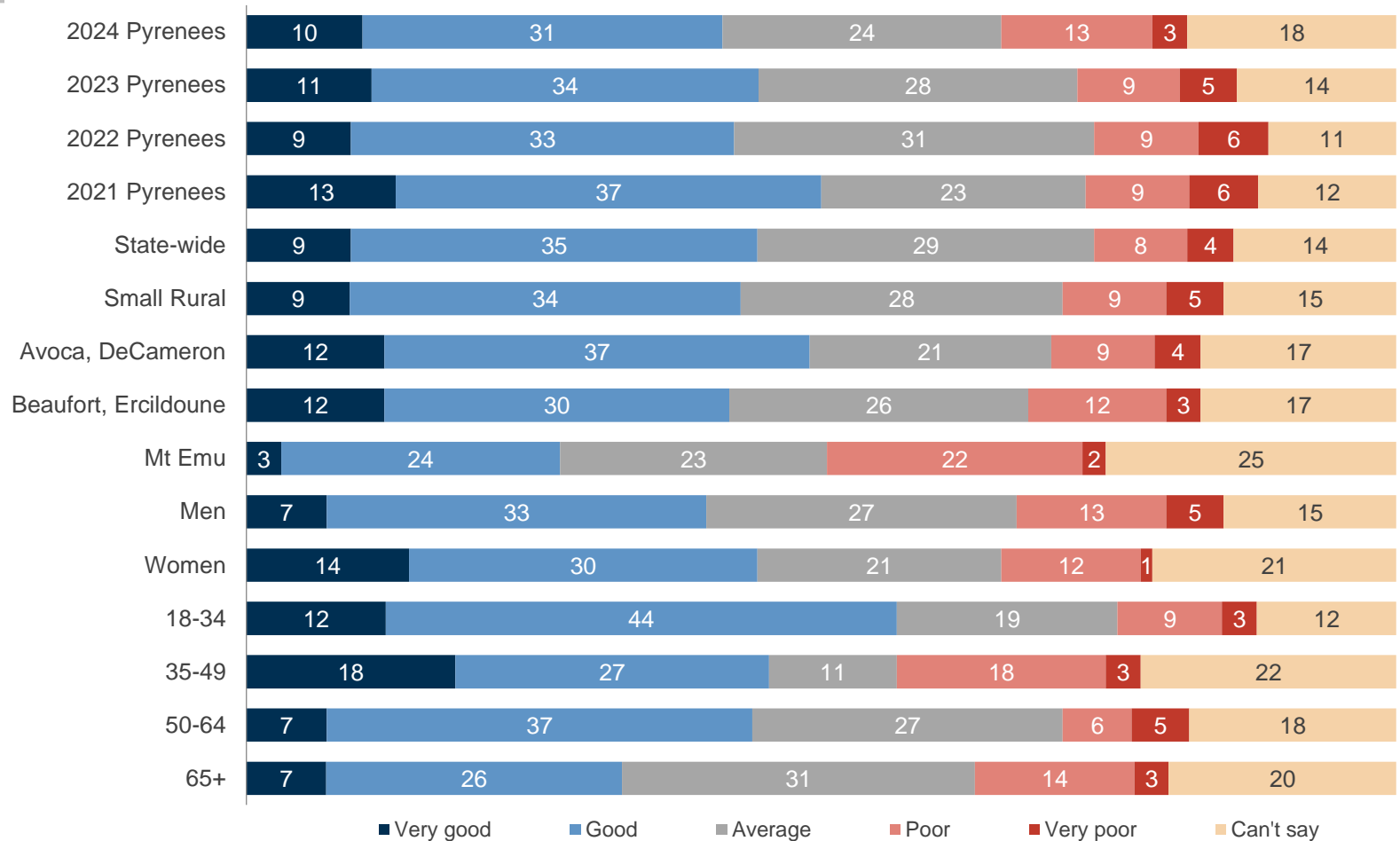
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10



Family support services importance



2024 family support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Women	77▲	77	80	78	76	78	78	76	74	
35-49	76	74	72	76	74	74	78	78	79	70
State-wide	74	75	76	75	74	74	73	73	73	
Avoca, DeCameron	73	73	73	74	76	71	74	72	70	73
Beaufort, Ercildoune	72	74	73	77	72	72	72	69	70	70
Pyrenees	72	74	73	75	74	72	72	70	71	70
Small Rural	72	74	75	76	74	71	69	71	72	72
18-34	71	80	79	87	82	73	79	67	69	71
50-64	71	73	71	73	72	70	66	69	66	70
65+	71	71	72	71	73	71	71	68	73	70
Mt Emu	68	72	70	74	84	77	71	70	74	65
Men	67▼	70	69	71	71	68	68	63	66	66

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1

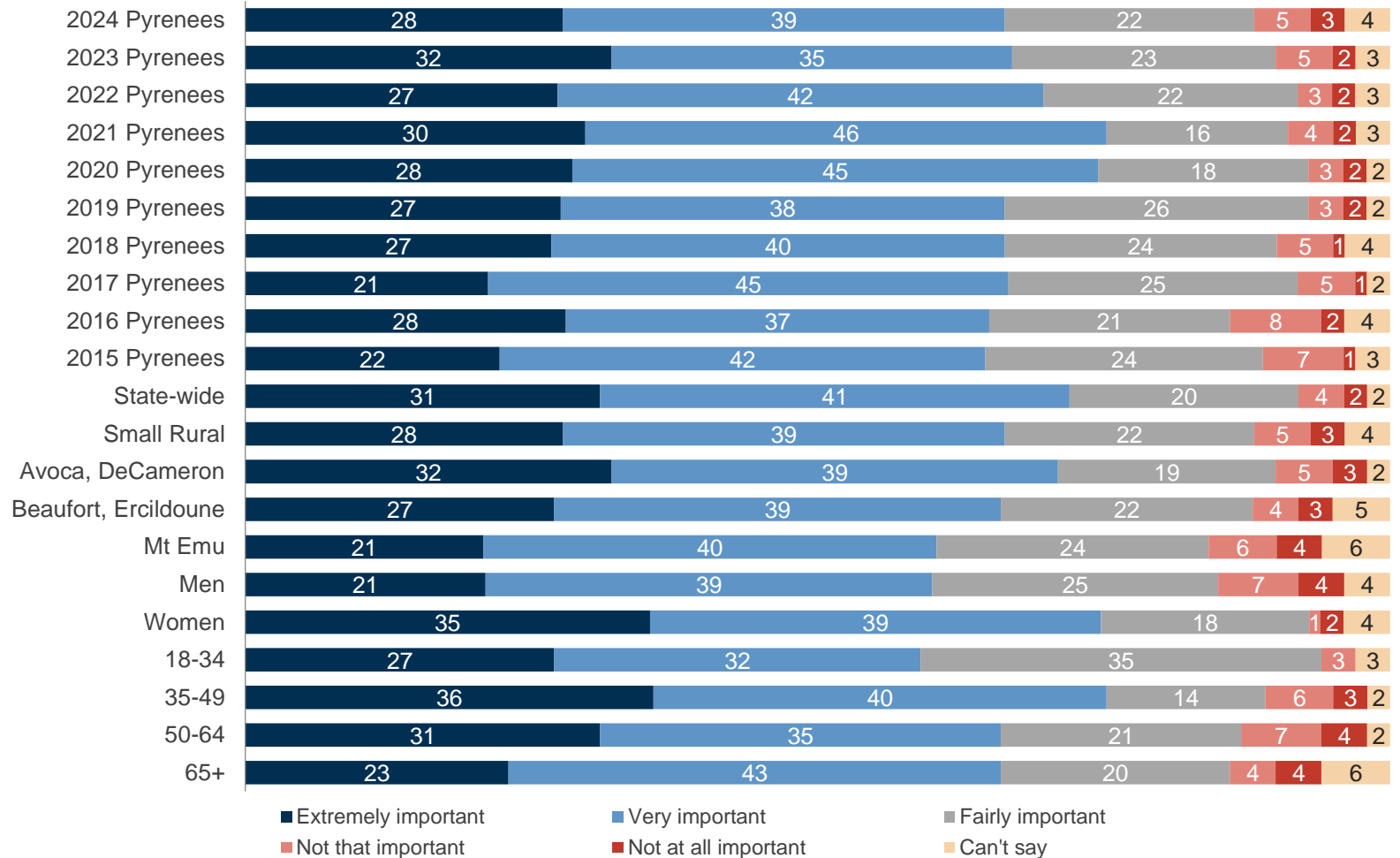
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2024 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1



Family support services performance



2024 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Men	64	63	65	71	64	67	69	71	69	69
State-wide	63▲	63	65	66	66	67	66	67	66	67
Avoca, DeCameron	61	62	61	70	67	70	73	71	66	70
18-34	61	65	53	66	62	69	66	74	71	69
Small Rural	61	62	64	66	66	68	67	68	66	67
35-49	61	66	60	65	67	67	72	71	66	70
Pyrenees	60	63	64	68	65	68	68	70	68	68
65+	60	62	69	72	68	70	69	71	72	67
Mt Emu	60	66	66	60	48	46	66	68	64	61
Beaufort, Ercildoune	59	63	66	69	65	67	66	70	71	70
50-64	59	58	69	67	62	64	64	63	62	68
Women	56	63	63	66	67	68	67	69	66	68

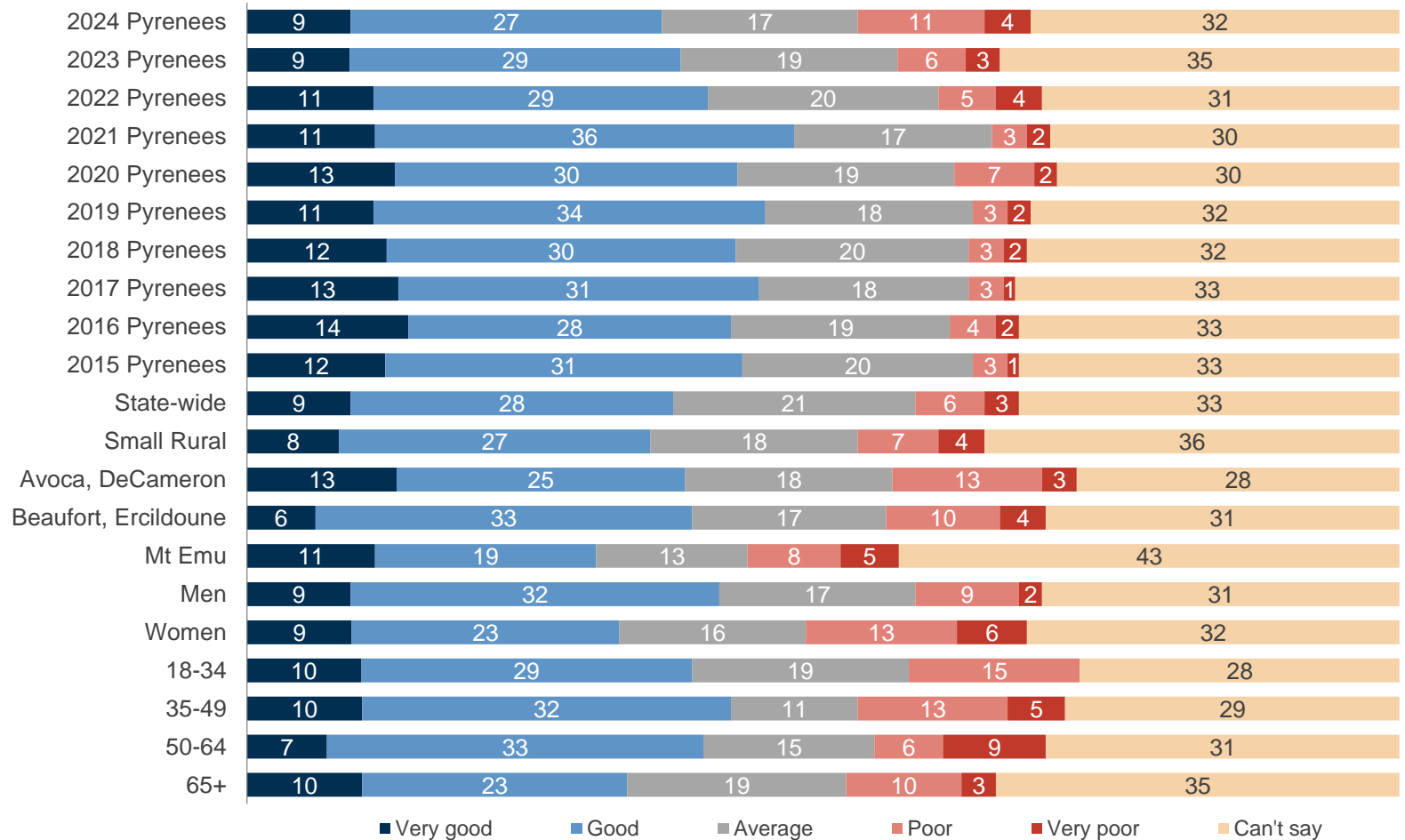
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8



Recreational facilities importance



2024 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	73▲	74	74	72	72	73	72	73	72
Small Rural	73▲	74	73	73	72	72	71	72	73
35-49	73	76	77	n/a	71	76	68	70	66
Women	73	72	75	n/a	71	73	71	72	68
18-34	72	67	81	n/a	69	68	69	65	64
Avoca, DeCameron	71	71	71	n/a	68	70	65	64	67
Beaufort, Ercildoune	70	74	71	n/a	70	71	69	69	68
Pyrenees	70	71	71	n/a	69	71	67	68	67
50-64	70	72	69	n/a	70	68	67	66	66
65+	68	71	65	n/a	68	71	67	69	69
Men	68	71	68	n/a	68	68	64	63	65
Mt Emu	68	64	71	n/a	75	70	67	71	62

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

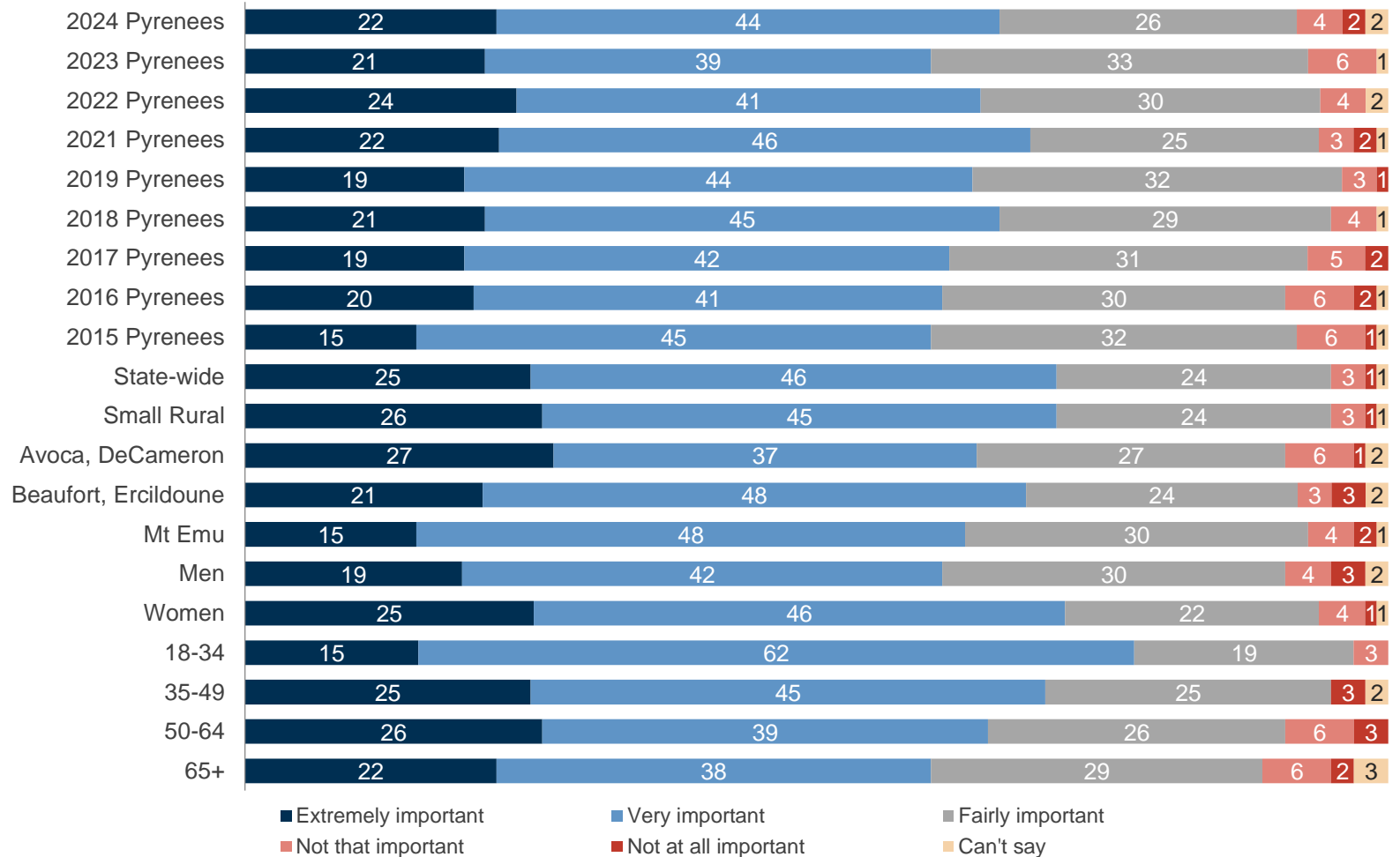
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	73▲	63	66	70	69	70	70	72	62	70
Avoca, DeCameron	69	68	67	73	72	72	71	71	69	73
Men	69	64	69	71	70	71	70	73	69	68
State-wide	68	68	69	71	70	70	69	70	69	70
Pyrenees	68	65	68	69	68	69	68	72	65	69
65+	68	66	70	72	68	70	72	73	68	69
Beaufort, Ercildoune	68	63	68	67	63	67	68	74	67	68
Women	68	67	68	68	65	67	66	72	61	71
Mt Emu	68	66	74	68	64	60	61	68	57	65
Small Rural	67	67	69	69	68	68	69	69	68	70
18-34	65	65	66	62	65	71	57	75	60	65
50-64	65	66	70	70	68	66	68	69	68	72

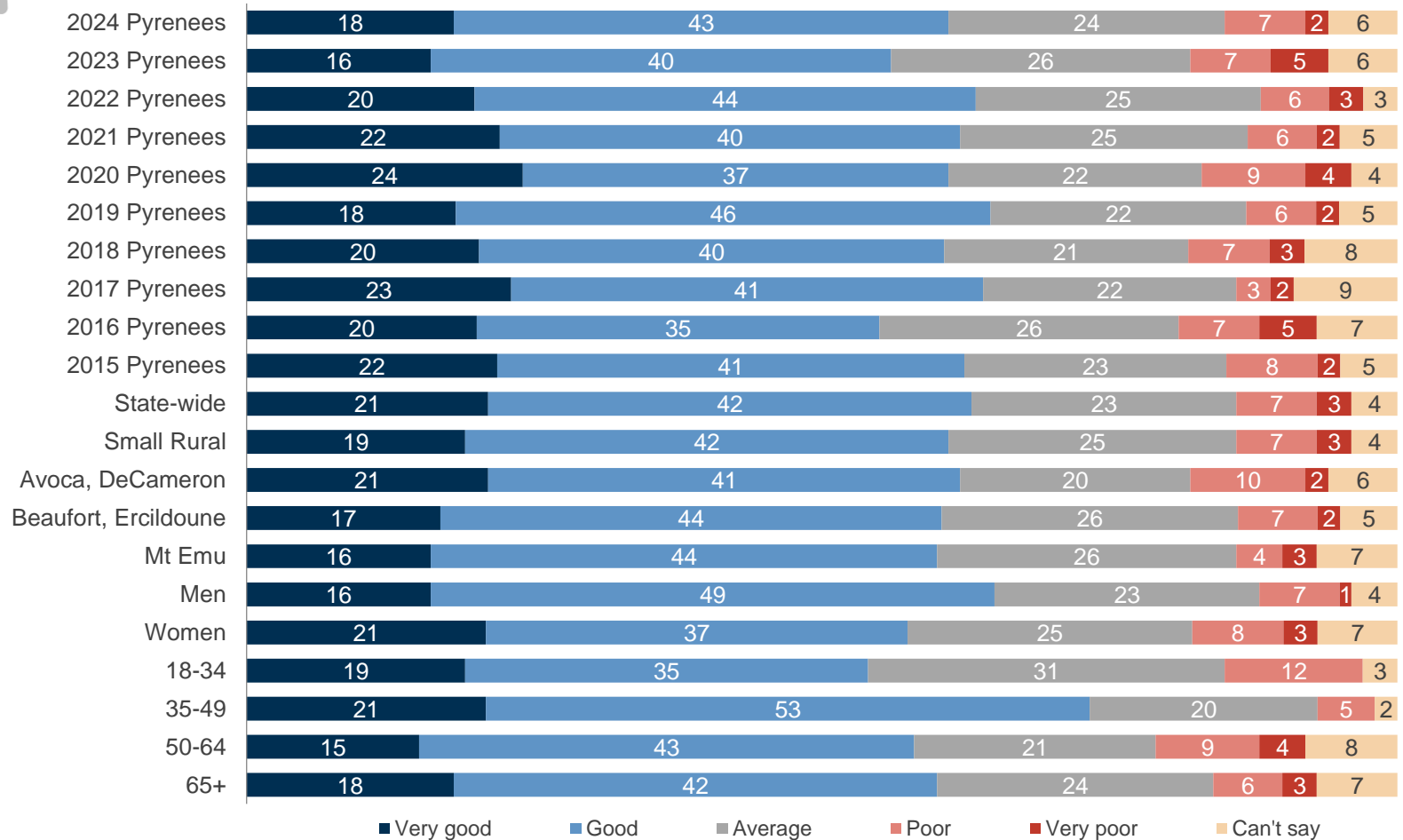
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



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



The appearance of public areas importance



2024 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	74▲	74	75	75	74	73	74	74	73
Women	74	74	75	75	n/a	74	76	75	74
Small Rural	74▲	74	74	74	74	74	74	74	73
65+	72	70	72	68	n/a	72	72	71	71
35-49	72	70	76	75	n/a	70	76	70	72
Beaufort, Ercildoune	72	71	73	71	n/a	71	72	74	71
Avoca, DeCameron	71	72	70	74	n/a	71	74	70	69
50-64	71	74	75	72	n/a	76	69	72	71
Pyrenees	71	71	71	72	n/a	71	72	72	71
Men	67▼	69	68	70	n/a	69	69	67	67
Mt Emu	66	68	66	70	n/a	78	73	67	74
18-34	64▼	71	57	79	n/a	66	74	74	68

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

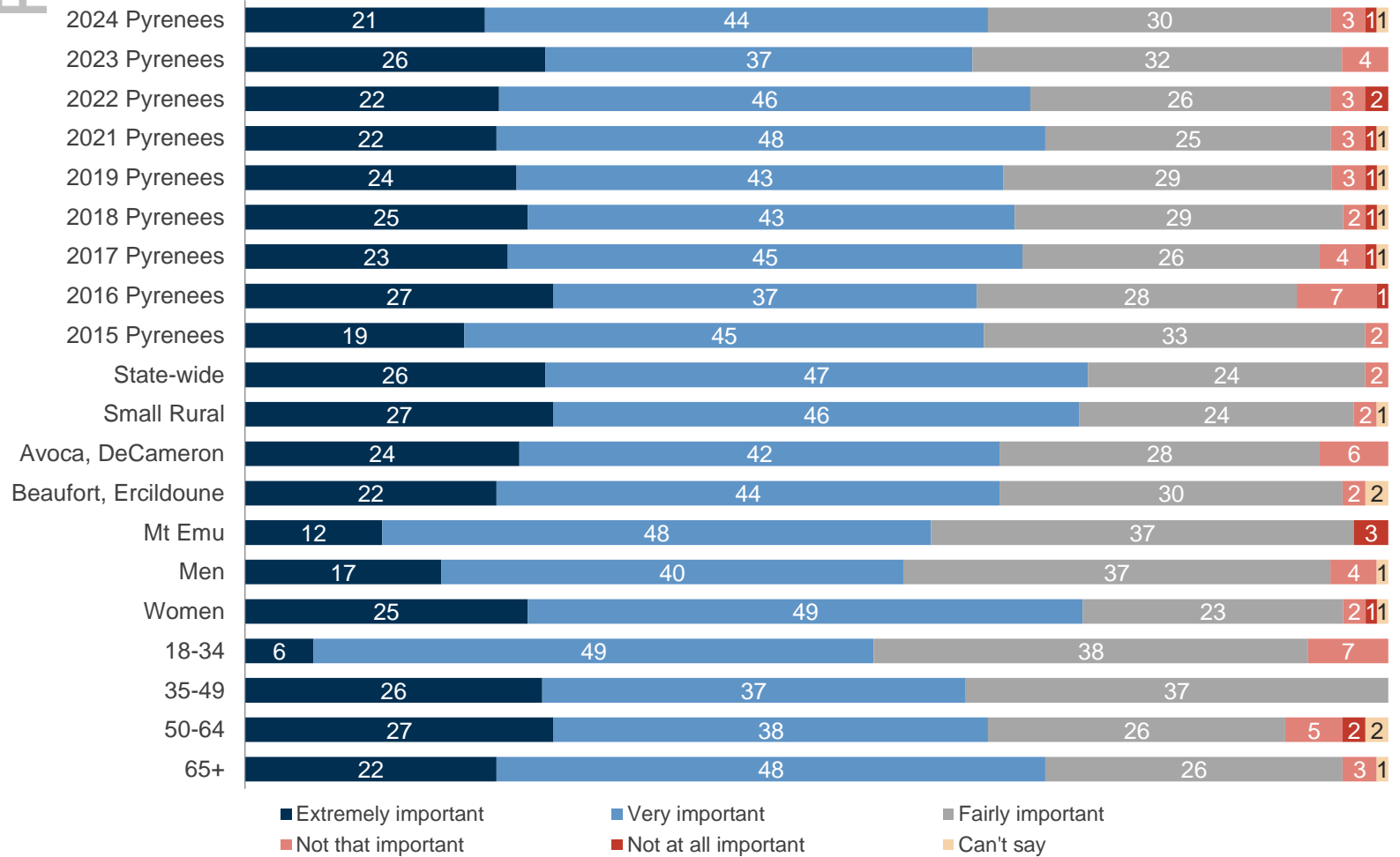
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	76▲	68	72	72	72	74	76	71	71
Avoca, DeCameron	72	67	65	70	72	71	70	74	72
Small Rural	71	71	73	75	72	73	72	74	73
Women	70	66	69	68	68	69	67	75	68
18-34	70	65	65	74	73	67	68	78	66
Beaufort, Ercildoune	70	65	71	69	66	67	71	74	71
Pyrenees	69	65	68	70	69	69	69	73	70
Men	68	64	68	71	69	69	70	70	72
State-wide	68	67	71	73	72	72	71	71	71
65+	67	64	68	68	68	70	68	72	68
50-64	67	63	68	68	63	66	67	69	73
Mt Emu	60▼	61	68	72	68	70	61	66	65

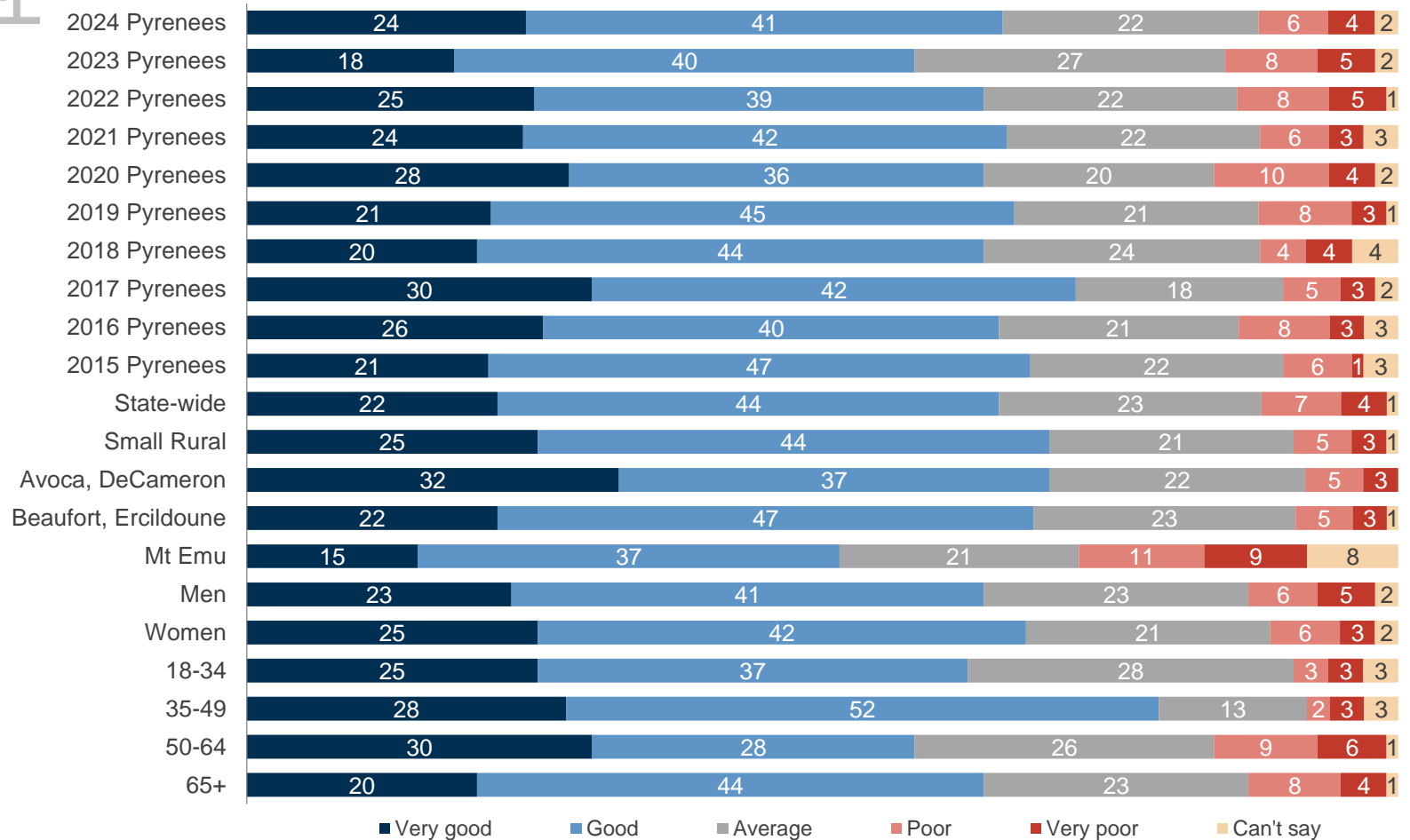
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



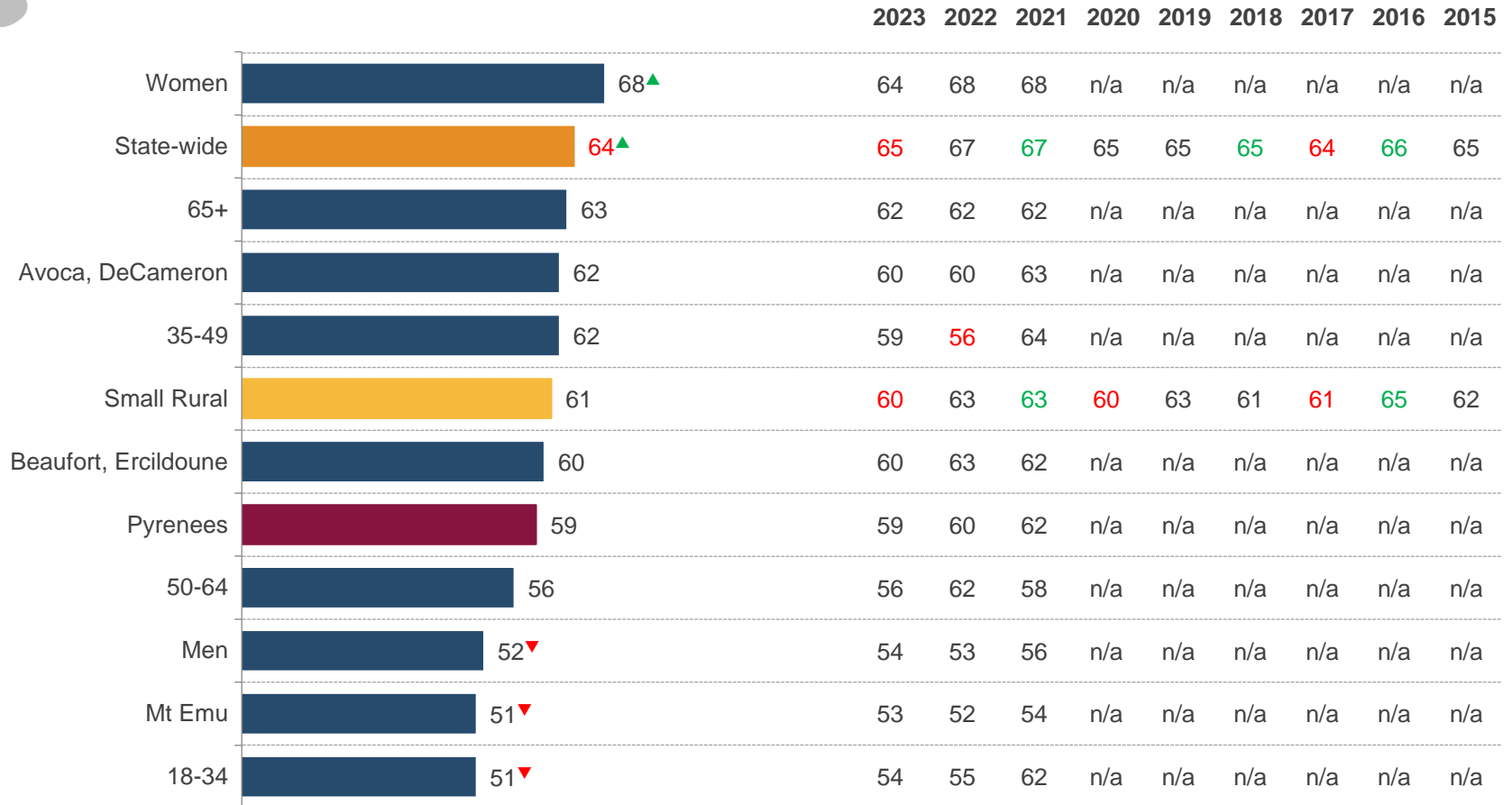
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14



Art centres and libraries importance



2024 art centres and libraries importance (index scores)



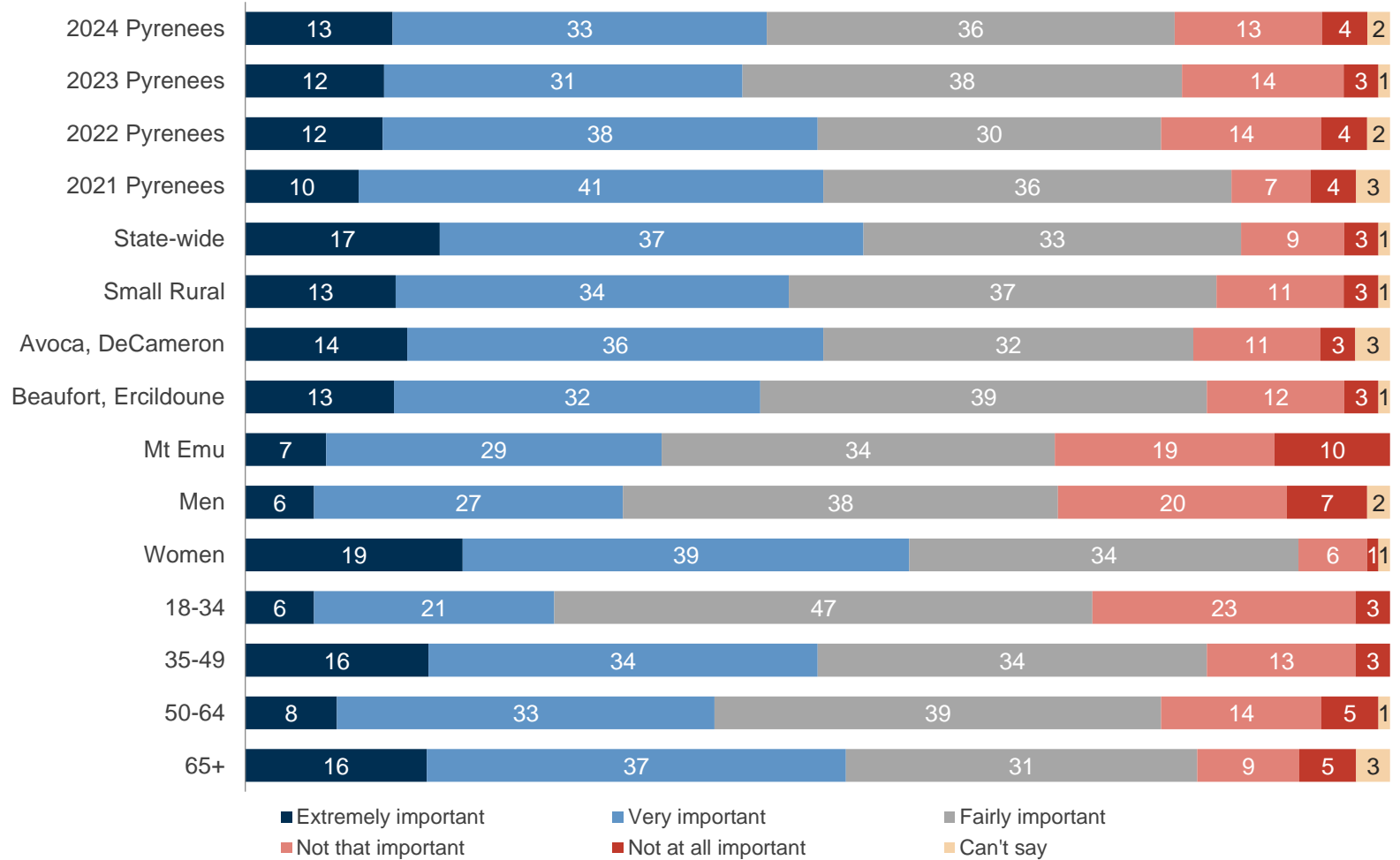
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3



Art centres and libraries performance



2024 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	74	70	67	72	n/a	n/a	n/a	n/a	n/a
Women	74▲	73	68	68	n/a	n/a	n/a	n/a	n/a
State-wide	73▲	73	73	74	74	74	73	72	73
Small Rural	73▲	73	71	72	74	74	73	72	71
Avoca, DeCameron	72	71	66	71	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	71	72	71	70	n/a	n/a	n/a	n/a	n/a
65+	71	69	71	71	n/a	n/a	n/a	n/a	n/a
Pyrenees	70	70	68	69	n/a	n/a	n/a	n/a	n/a
18-34	67	74	59	68	n/a	n/a	n/a	n/a	n/a
50-64	67	71	70	66	n/a	n/a	n/a	n/a	n/a
Men	67	68	67	70	n/a	n/a	n/a	n/a	n/a
Mt Emu	63▼	63	62	60	n/a	n/a	n/a	n/a	n/a

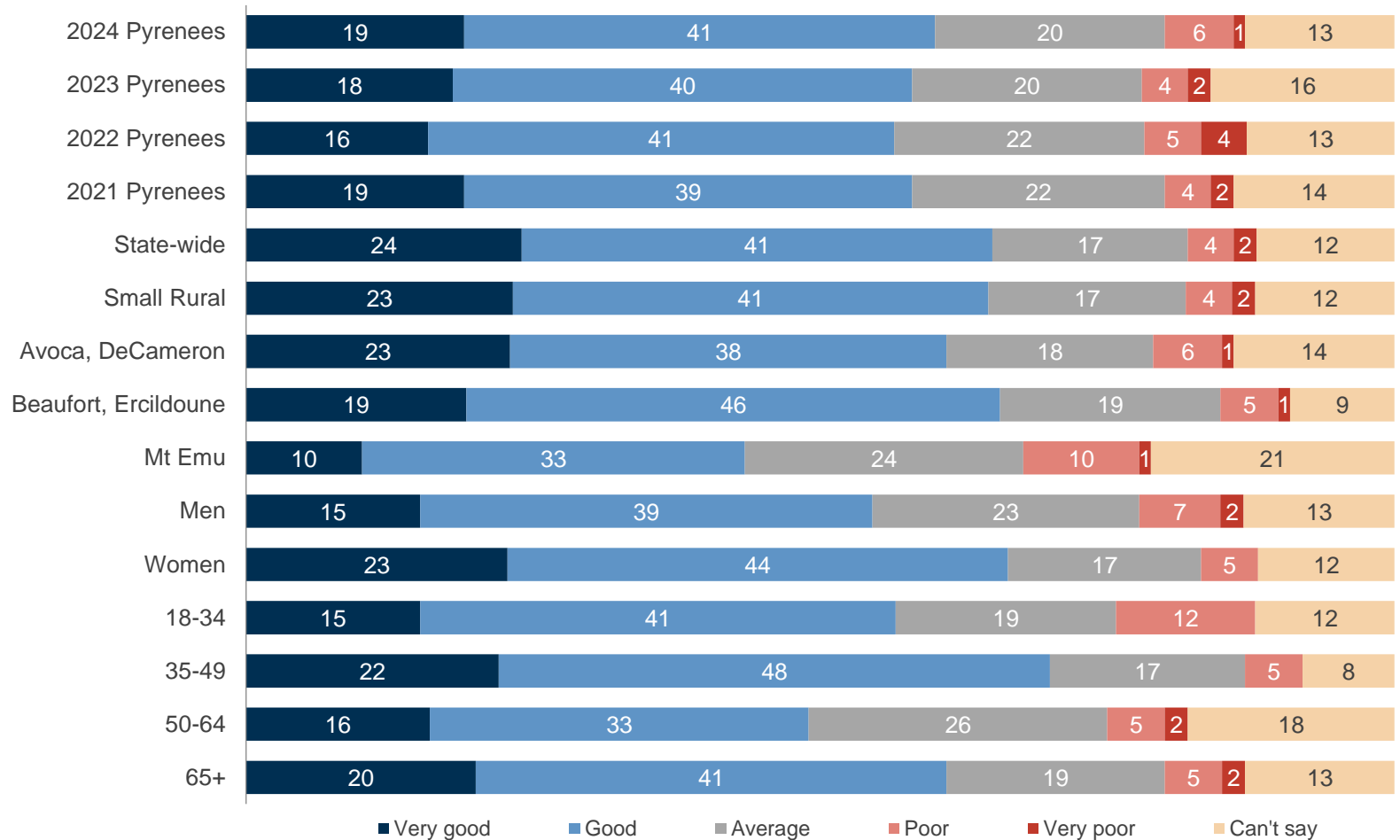
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Avoca, DeCameron	76▲	72	69	69	58	68	74	75	74	76
65+	74	73	72	71	65	70	73	77	73	76
Men	72	69	69	67	59	66	68	77	71	71
Pyrenees	71	69	69	66	58	65	69	75	70	71
Women	71	69	68	65	56	64	69	74	69	72
35-49	71	68	67	62	50	59	70	75	66	68
Beaufort, Ercildoune	70	67	67	63	58	62	68	77	67	70
50-64	70	68	68	63	53	65	66	72	67	72
Small Rural	67▼	66	68	68	64	66	69	70	69	71
18-34	67	64	63	62	57	61	60	80	72	65
State-wide	67▼	66	68	69	65	68	70	71	70	72
Mt Emu	65	71	72	65	46	76	59	72	67	62

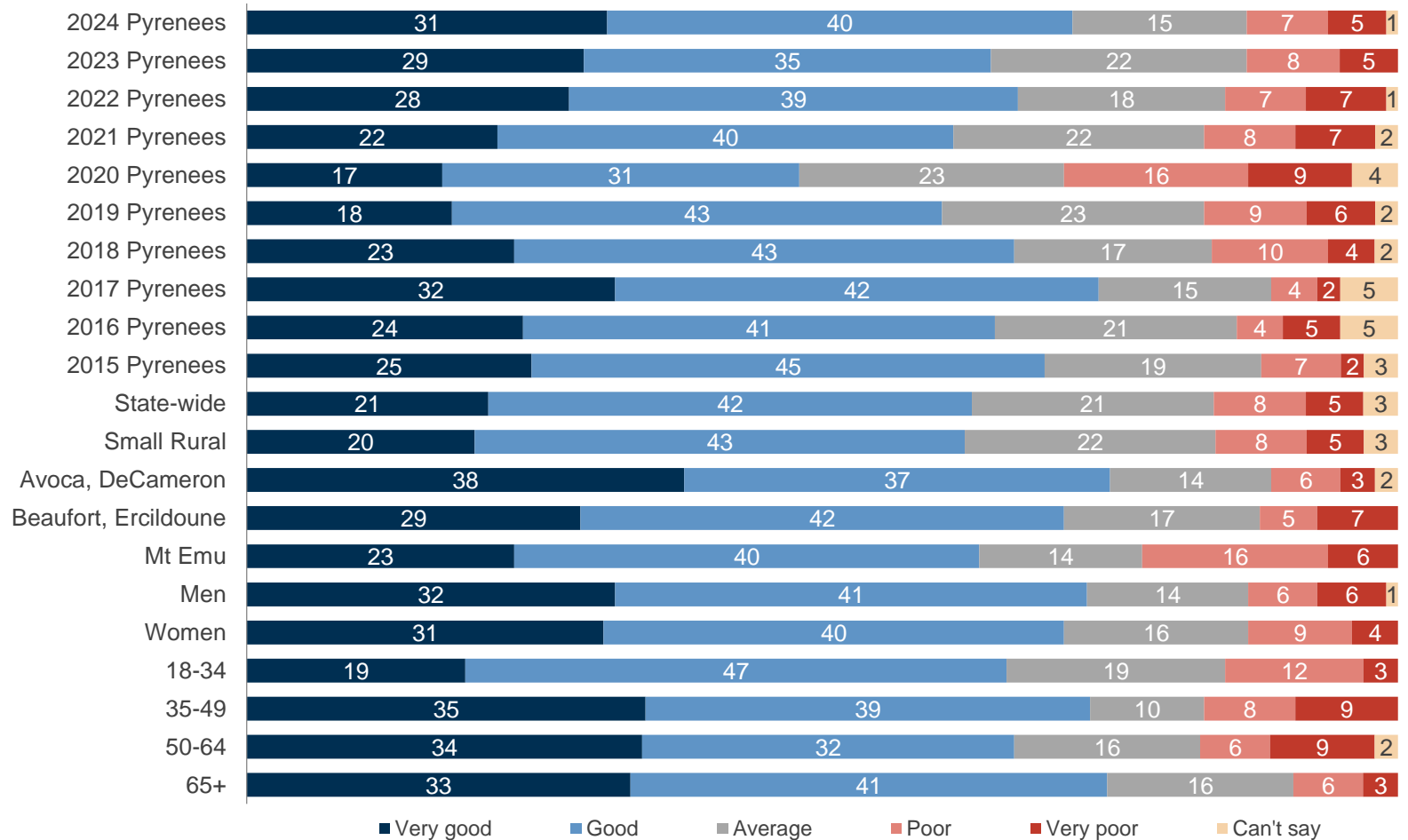
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



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 importance



2024 business/development/tourism importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Avoca, DeCameron	72▲	71	71	77	72	75	71	69	71
Women	70	71	76	78	76	72	73	70	70
18-34	70	65	78	83	72	64	70	71	67
Small Rural	70▲	72	74	74	71	71	72	71	70
50-64	69	68	69	71	73	73	66	69	66
35-49	68	66	75	73	79	72	78	70	72
Pyrenees	67	66	68	72	75	72	70	70	68
State-wide	67	67	69	70	67	65	66	67	67
Beaufort, Ercildoune	65	64	68	72	74	73	68	71	68
65+	65	66	66	69	71	72	70	70	65
Men	64	62	66	68	72	69	67	66	66
Mt Emu	63	61	62	72	76	64	64	65	65

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

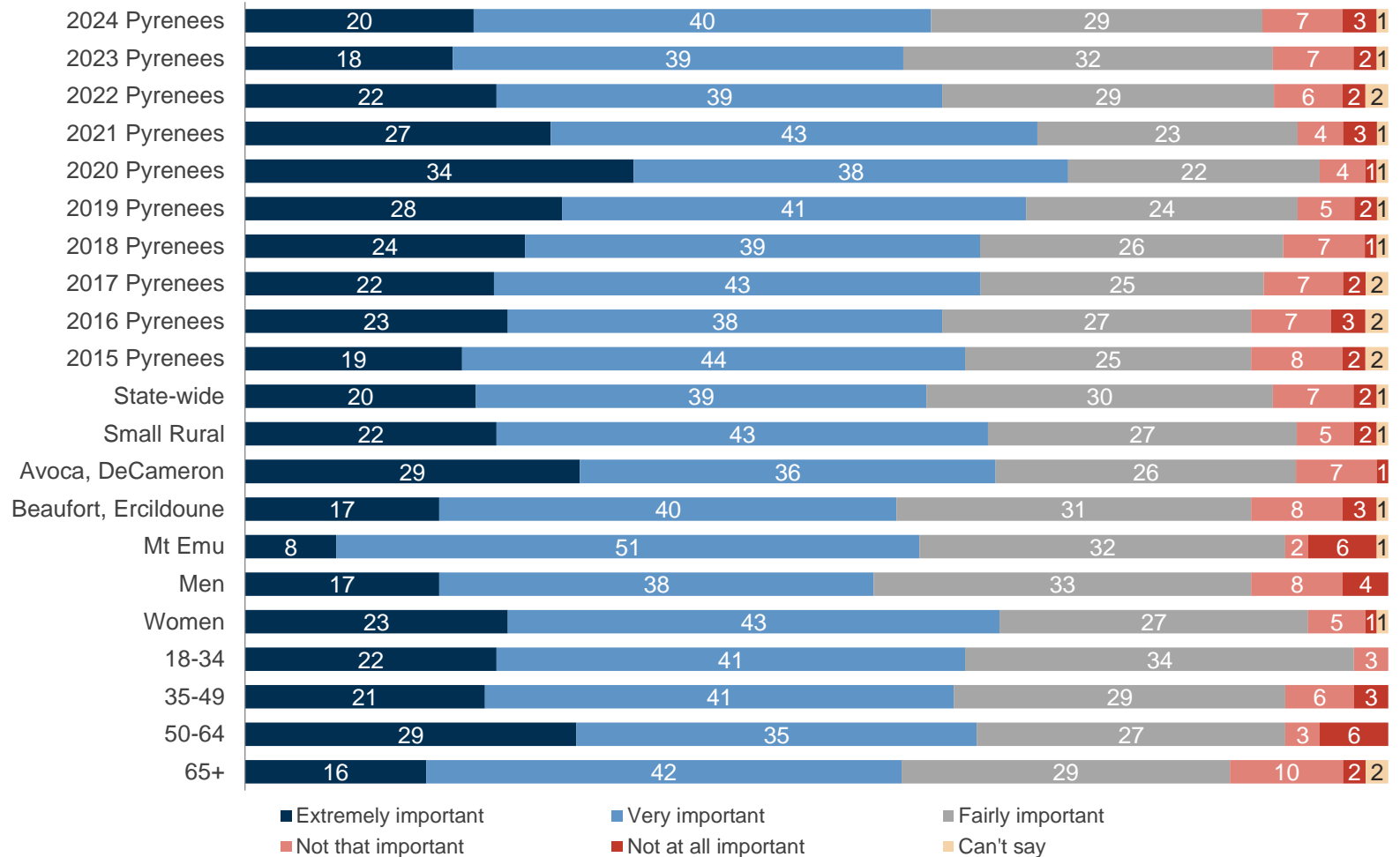
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

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

Business and community development and tourism importance



2024 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	66	61	62	60	56	64	59	67	61	61
Women	63	59	63	64	62	63	62	68	59	65
18-34	62	59	60	67	63	56	59	70	52	58
Beaufort, Ercildoune	62	58	61	55	59	58	59	64	61	63
Avoca, DeCameron	61	58	58	64	61	66	69	71	63	63
Pyrenees	61	57	60	60	60	61	62	67	60	62
Men	59	56	57	57	58	60	61	66	61	59
Small Rural	59	61	63	62	58	59	59	64	61	63
65+	59	56	58	58	60	62	66	69	61	63
Mt Emu	58	56	62	65	52	46	56	65	53	53
50-64	58	53	60	60	62	61	60	62	63	63
State-wide	57▼	59	60	61	59	61	60	61	60	61

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

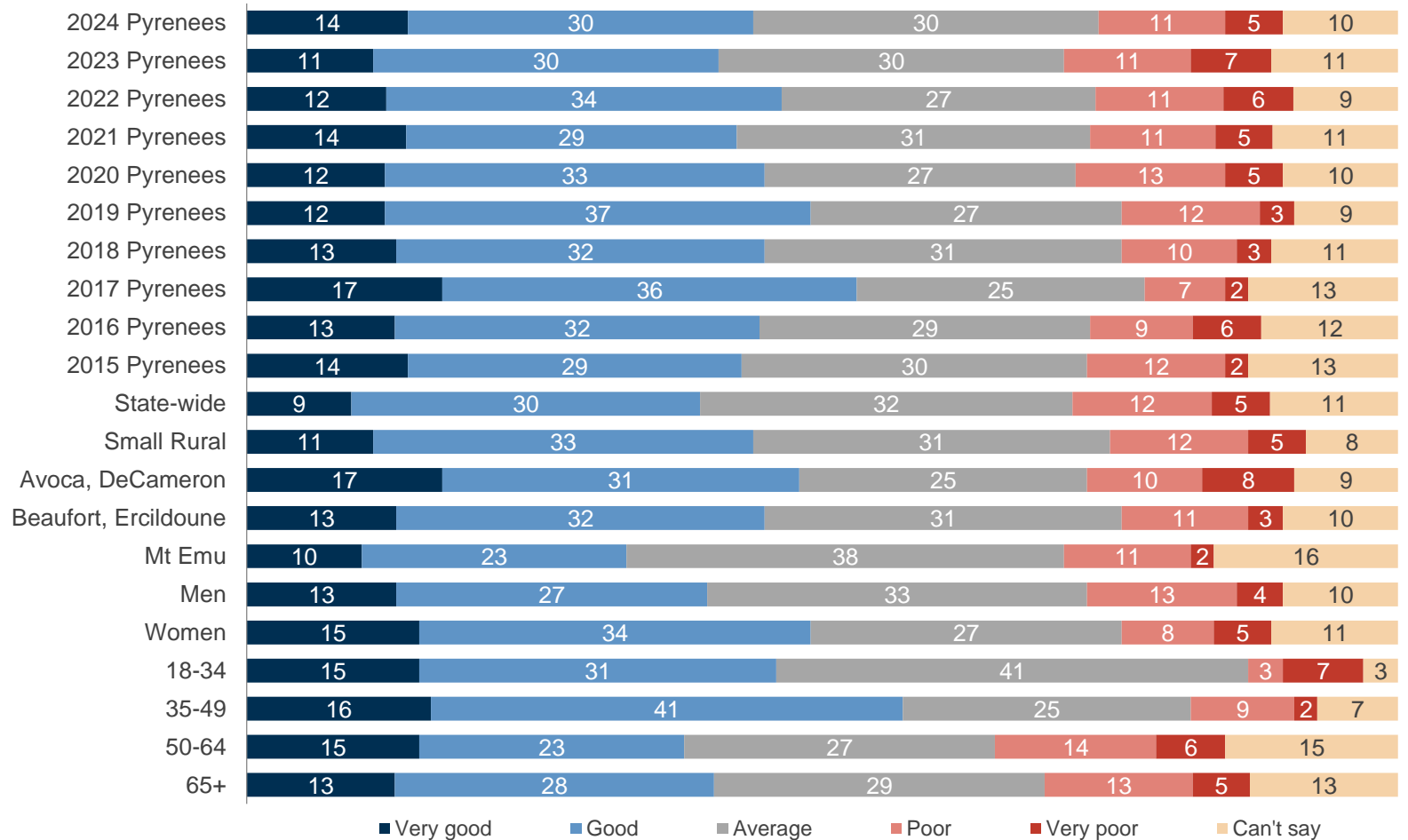
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



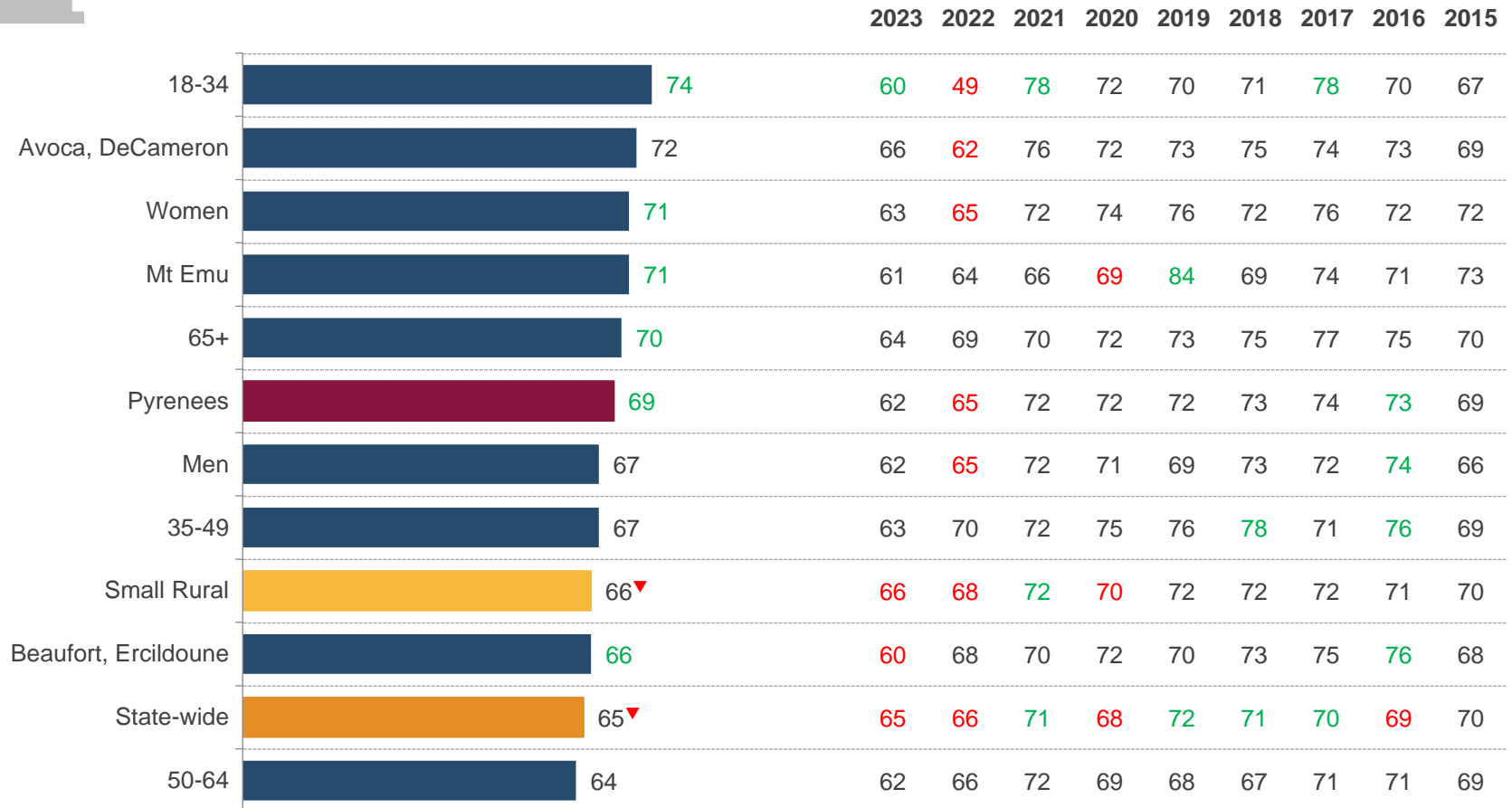
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8



Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

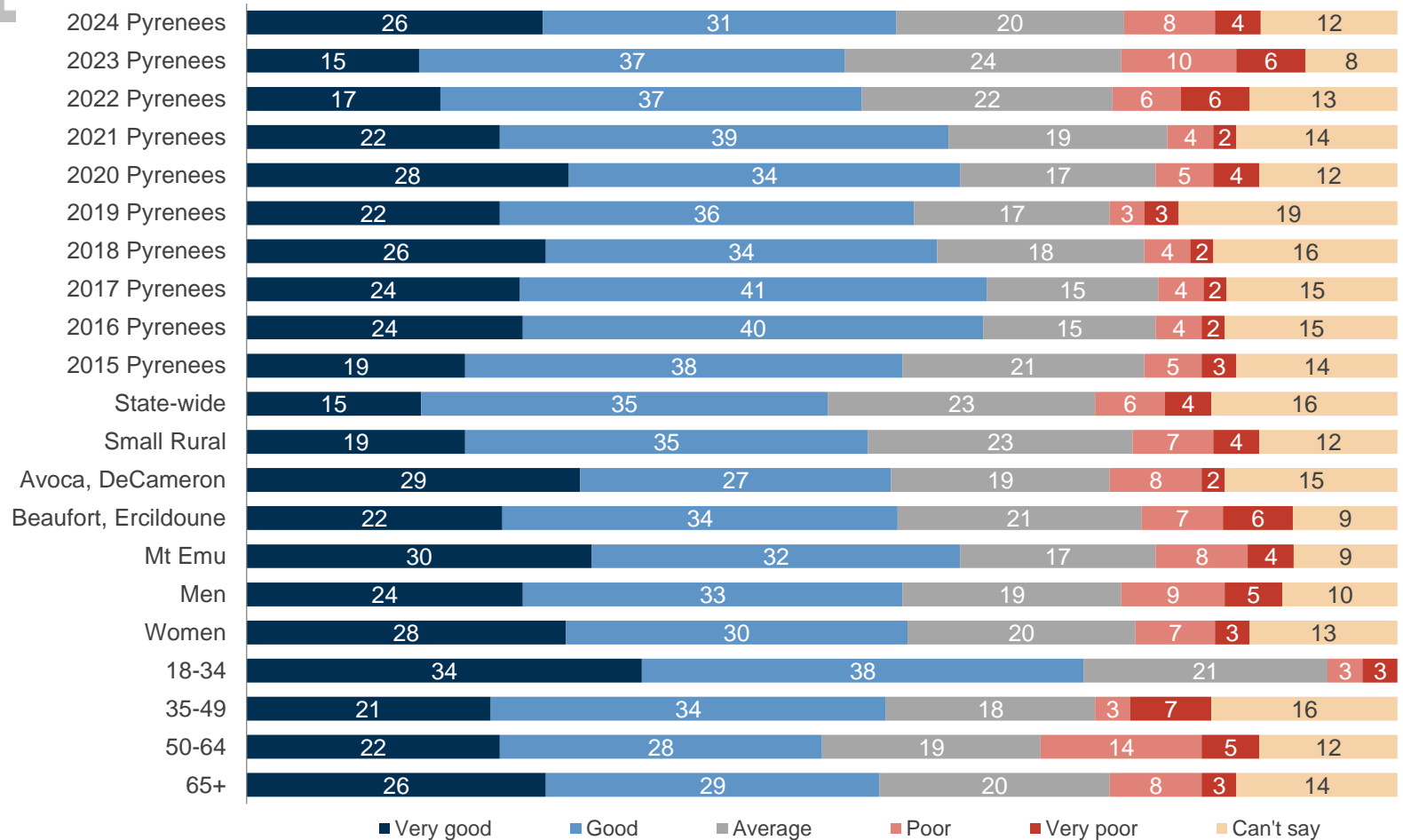
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)



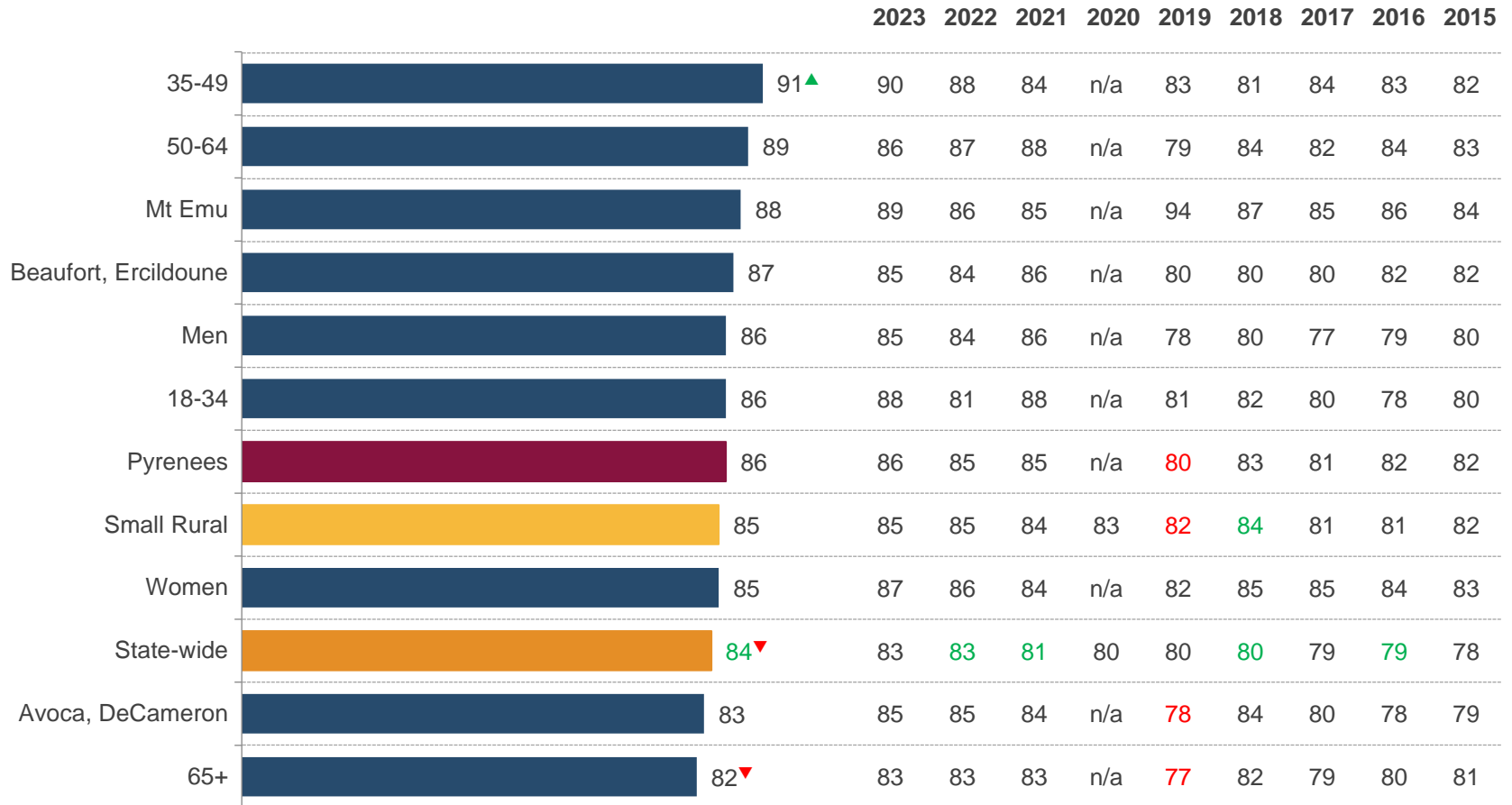
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (index scores)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

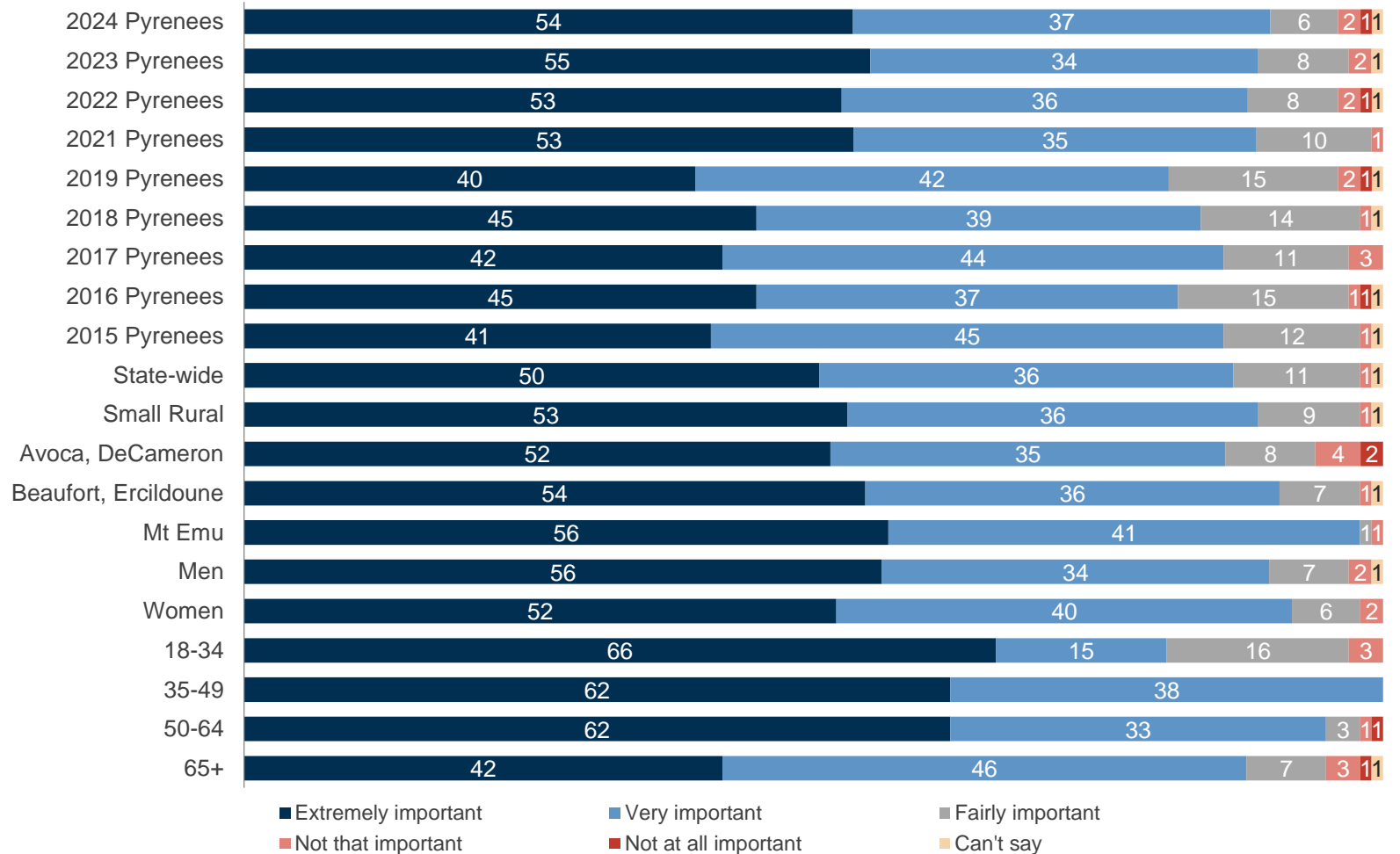
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
65+	38▲	36	41	48	48	47	48	47	45	44
State-wide	36▲	37	41	45	44	44	43	44	43	45
Small Rural	35	38	42	44	43	43	40	43	44	45
Women	34	36	38	45	43	44	45	45	43	43
Beaufort, Ercildoune	34	33	41	43	43	43	43	48	48	42
Avoca, DeCameron	33	38	38	47	44	45	48	42	45	46
Pyrenees	33	35	39	44	43	43	44	44	45	43
50-64	32	36	41	41	44	46	40	44	41	45
Men	32	35	39	44	43	43	43	44	48	44
35-49	30	38	39	47	38	40	43	39	48	43
Mt Emu	28	37	33	39	35	23	39	41	41	39
18-34	25▼	31	29	35	38	37	44	48	50	39

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

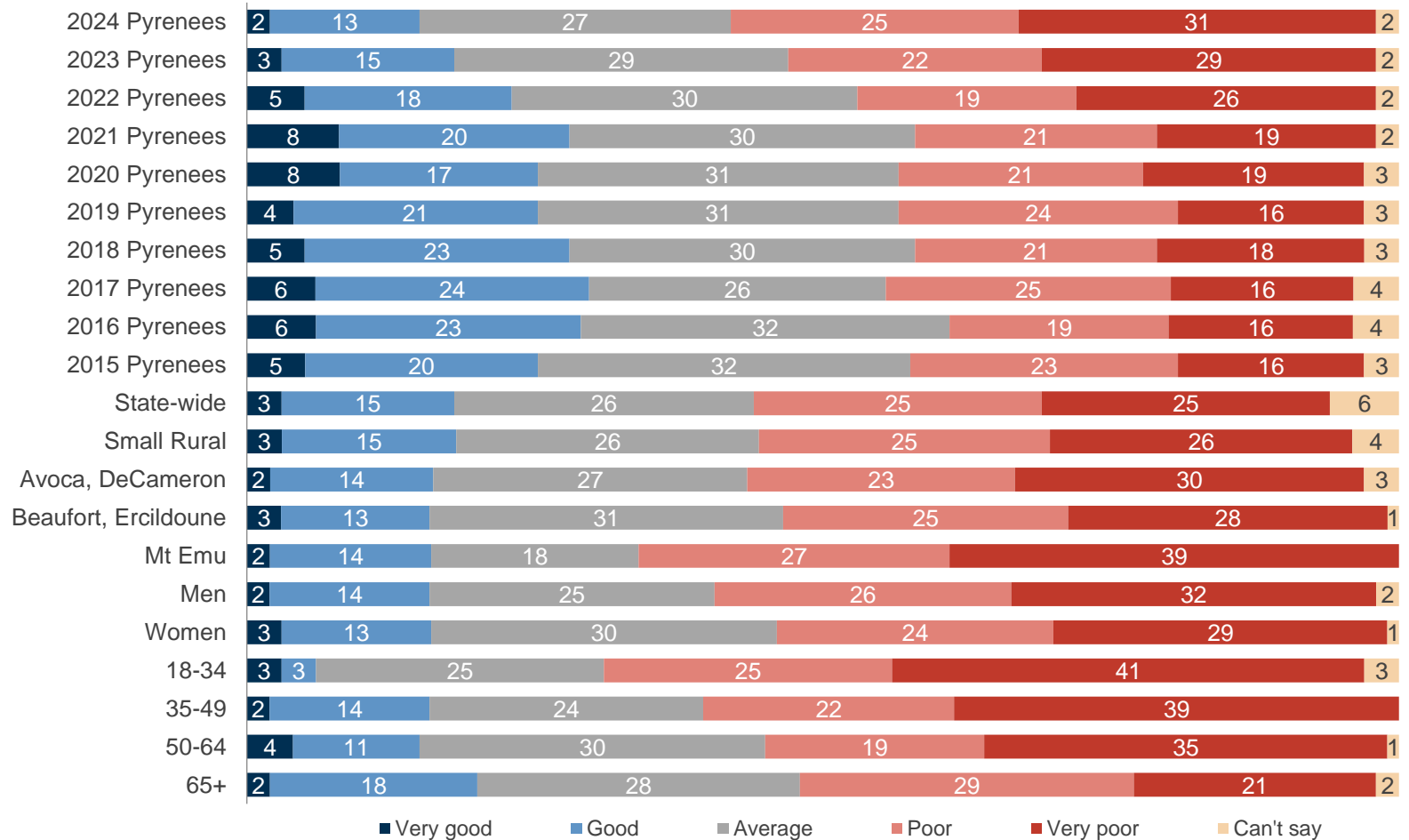
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10



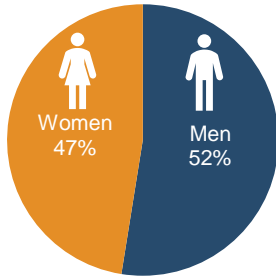
Detailed demographics



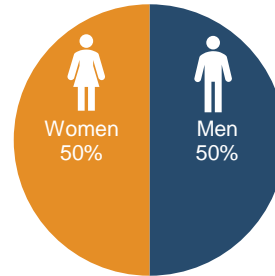
Gender and age profile

2024 gender

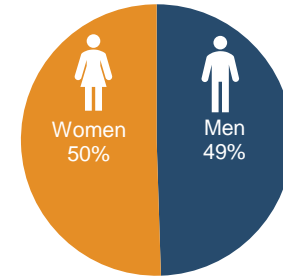
Pyrenees



Small Rural

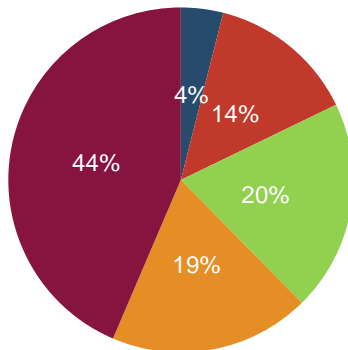


State-wide

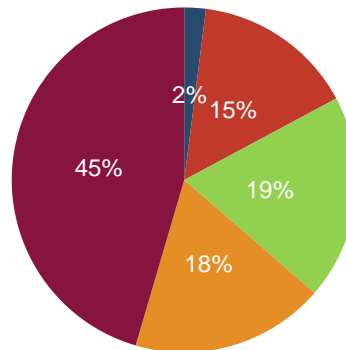


2024 age

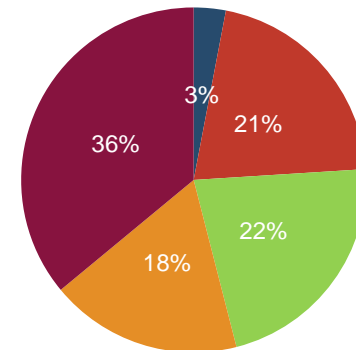
Pyrenees



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. 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: 19

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

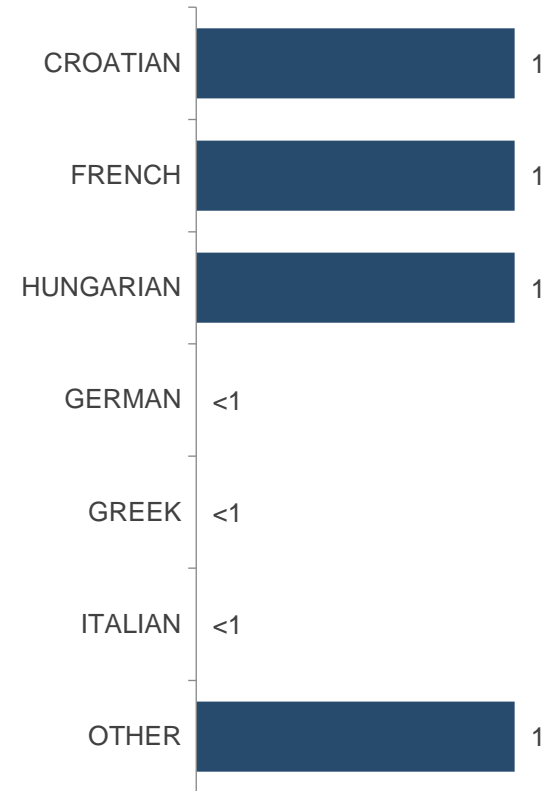
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.




Languages spoken at home

2024 languages spoken at home (%)

- Top mentions only -



Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 1
 Note: Respondents could name multiple languages so responses may add to more than 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 Pyrenees 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 +/-4.7% 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 6,300 people aged 18 years or over for Pyrenees Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Pyrenees Shire Council	401	400	+/-4.7
Men	185	209	+/-7.1
Women	211	187	+/-6.6
Avoca, DeCameron	154	148	+/-7.8
Beaufort, Ercildoune	187	184	+/-7.1
Mt Emu	60	68	+/-12.7
18-34 years	32	70	+/-17.6
35-49 years	46	81	+/-14.6
50-64 years	98	74	+/-9.9
65+ years	225	174	+/-6.4



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=402 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=402 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 Pyrenees 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 Pyrenees Shire Council.

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

A total of n=401 completed interviews were achieved in Pyrenees 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

Pyrenees 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 Pyrenees 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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