2023 Local Government Community Satisfaction Survey

Bass Coast Shire Council

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



JWS RESEARCH

Contents

Background and objectives **3**

Key findings and recommendations **4**

Detailed findings **10**

- Overall performance 11
- Customer service 22
- Council direction 28
- Individual service areas 32
  - Community consultation and engagement 33
  - Decisions made in the interest of the community 35
  - Condition of sealed local roads 37
  - Waste management 39

Detailed demographics **41**

Appendix A: Index scores, margins of error and significant differences **43**

Appendix B: Further project information **48**

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

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

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

Serving Victoria for 24 years

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

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



Key findings and recommendations

Bass Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Bass Coast 54



State-wide 56

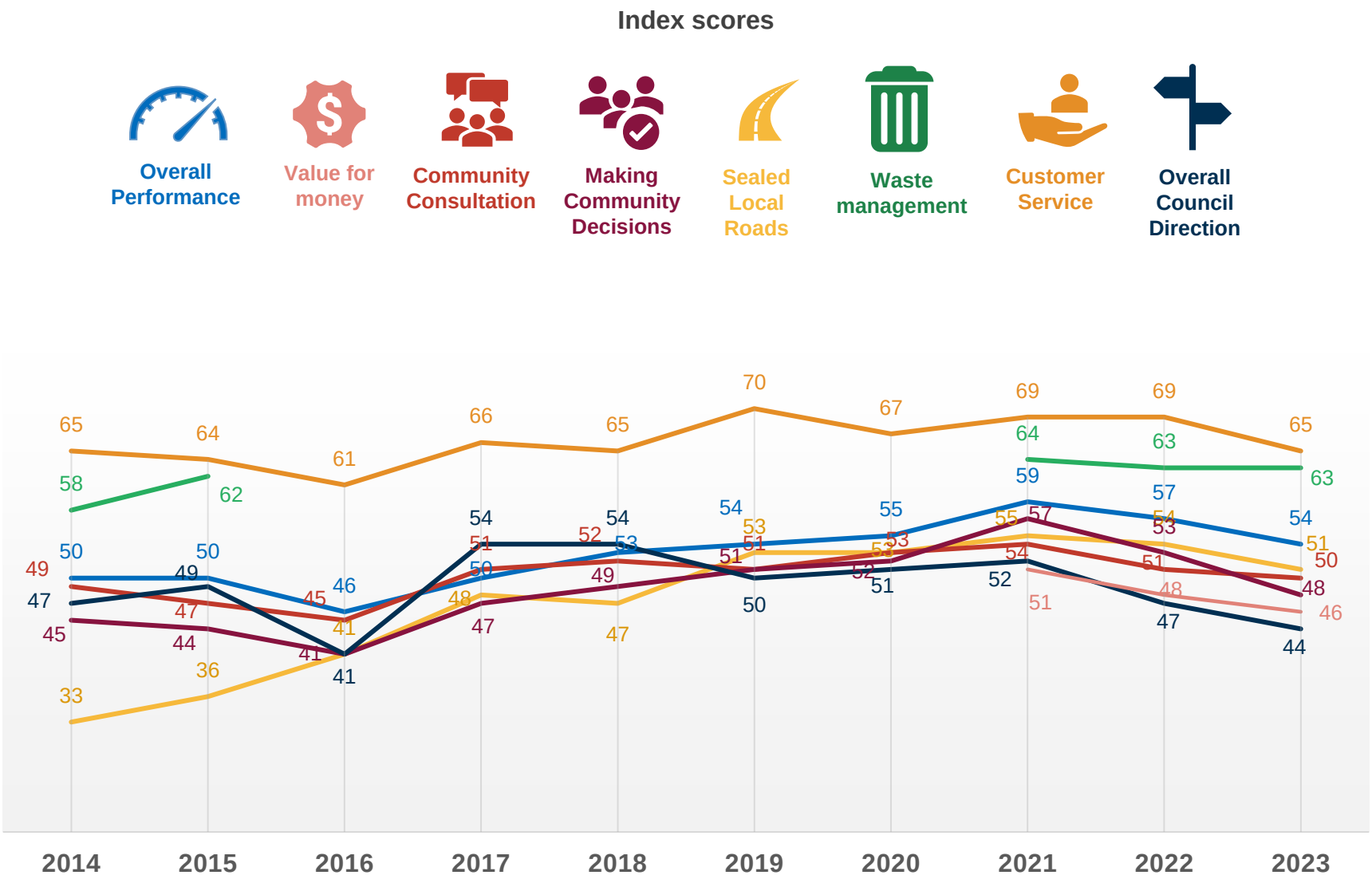


Large Rural 52

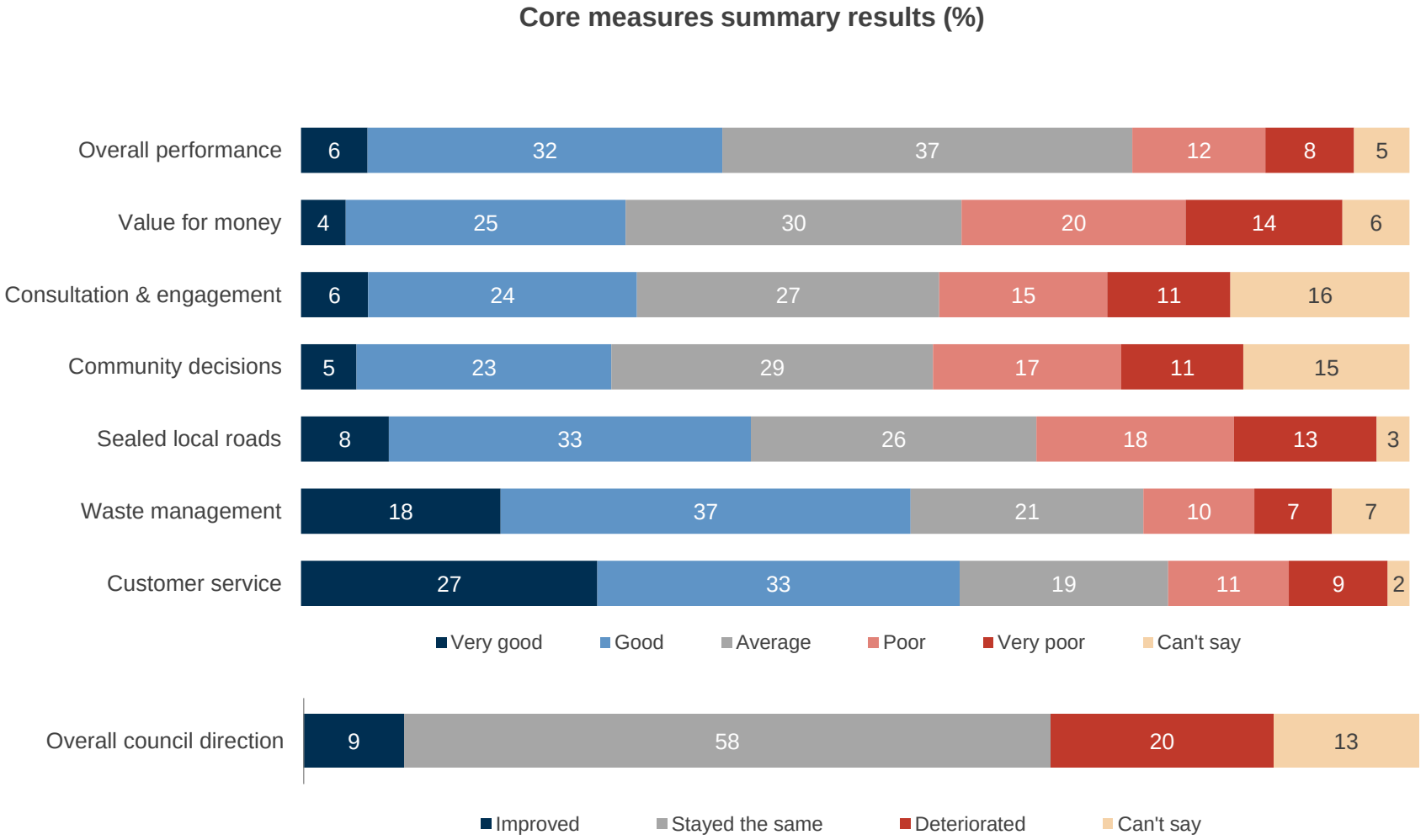
Council performance compared to group average

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

Summary of core measures



Summary of core measures



Summary of Bass Coast Shire Council performance

Services		Bass Coast 2023	Bass Coast 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	**54**	57	52	56	Non-Residents, Bunurong residents	Aged 65+ years
	Value for money	**46**	48	45	49	Bunurong residents	Island residents
	Overall council direction	**44**	47	44	46	Aged 18-34 years, Bunurong residents	Island residents
	Customer service	**65**	69	65	67	Aged 18-34 years	Aged 65+ years
	Waste management	**63**	63	65	66	Bunurong residents	Island residents
	Sealed local roads	**51**	54	40	48	Non-Residents	Residents, Island residents
	Consultation & engagement	**50**	51	49	52	Aged 18-34 years	Aged 65+ years, Island residents
	Community decisions	**48**	53	48	51	Bunurong residents, Non-Residents	Aged 65+ years

Significantly higher / lower than Bass Coast Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have declined for a second year running. Although these declines are not significant, this has initiated a downward trend after achieving peak performance in 2021. With the exception of waste management, where performance remains on par with last year's, Council's performance on all other service areas evaluated also declined, and significantly so in the area of making decisions in the interest of the community.

Focus areas

Similar to last year, Council should continue to improve transparency and communication around its decision-making processes to quell the continuing declines in perceptions of making community decisions (index score of 48, declining significantly from a peak score of 57 in 2021). Stronger communication, especially with people aged 65+ years, may improve perceptions in this service area.

Comparison to state and area grouping

Council performs on par with the Large Rural group average in all service areas, and significantly higher in sealed local roads, where it also outperforms the State-wide average. This is a positive result. However, Council performs below the State-wide average in community decisions, waste management and on the core measure of value for money.

A need to shore up against emerging downward trends

It is recommended that extra attention be paid to interactions with people aged 65+ years and those from the Island area over the next year, as they are more critical of Council performance. There are opportunities to learn from service delivery interactions and engagement activities with people in the Bunurong area, who generally have higher perceptions (ratings) of Council.

DETAILED FINDINGS



Overall performance

Overall performance

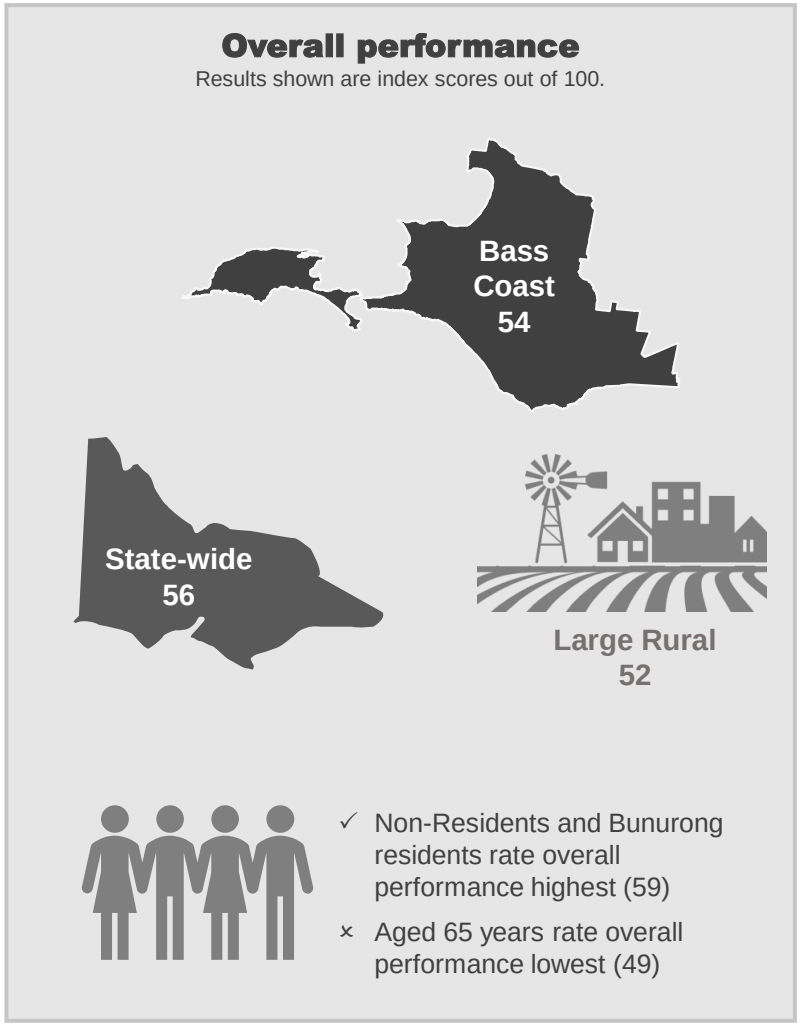
The overall performance index score of 54 for Bass Coast Shire Council represents a (not significant) three-point decline on the 2022 result. This continues a downward trend from Council's peak overall performance rating of 59 index points in 2021.

Bass Coast Shire Council's overall performance is rated in line with the average rating for councils in the Large Rural group and the State-wide average for councils (index scores of 52 and 56 respectively).

- Perceptions of Council's overall performance declined significantly (at the 95% confidence interval) among men in the last 12 months (from an index score of 57 to 51 currently).
- Non-resident ratepayers and people in Bunurong (both with index scores of 59) rate Council's overall performance significantly higher than average.

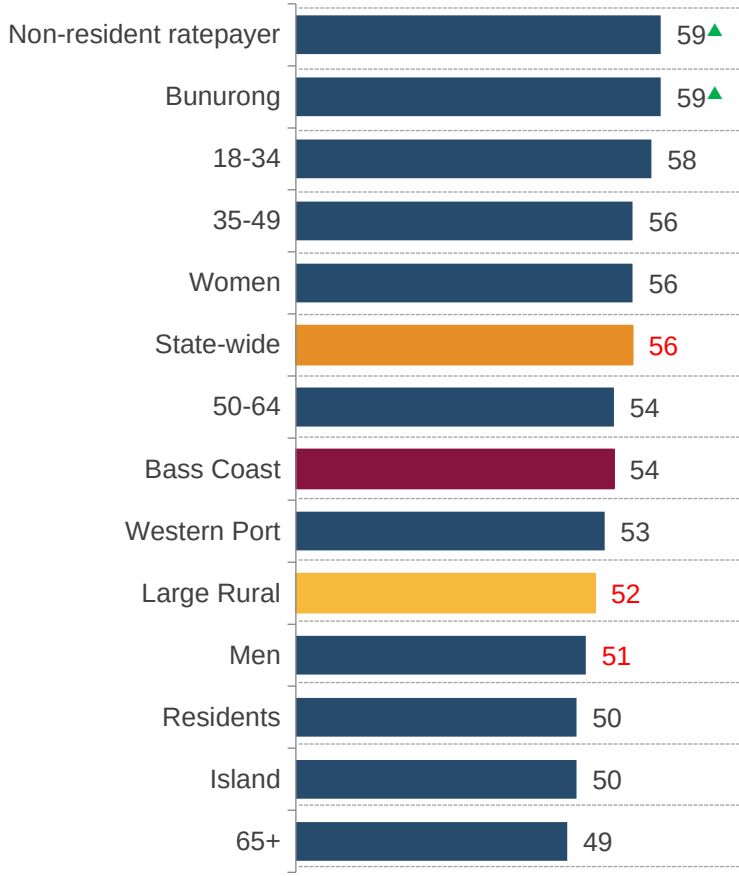
Almost three in 10 people (29%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. However, more people rate Council on value for money as 'very poor' or 'poor' (34%).

- People in Bunurong and non-resident ratepayers (index scores of 52 and 51 respectively) rate value for money significantly higher than average (46), while those from Island rate this significant lower (40).



Overall performance

2023 overall performance (index scores)

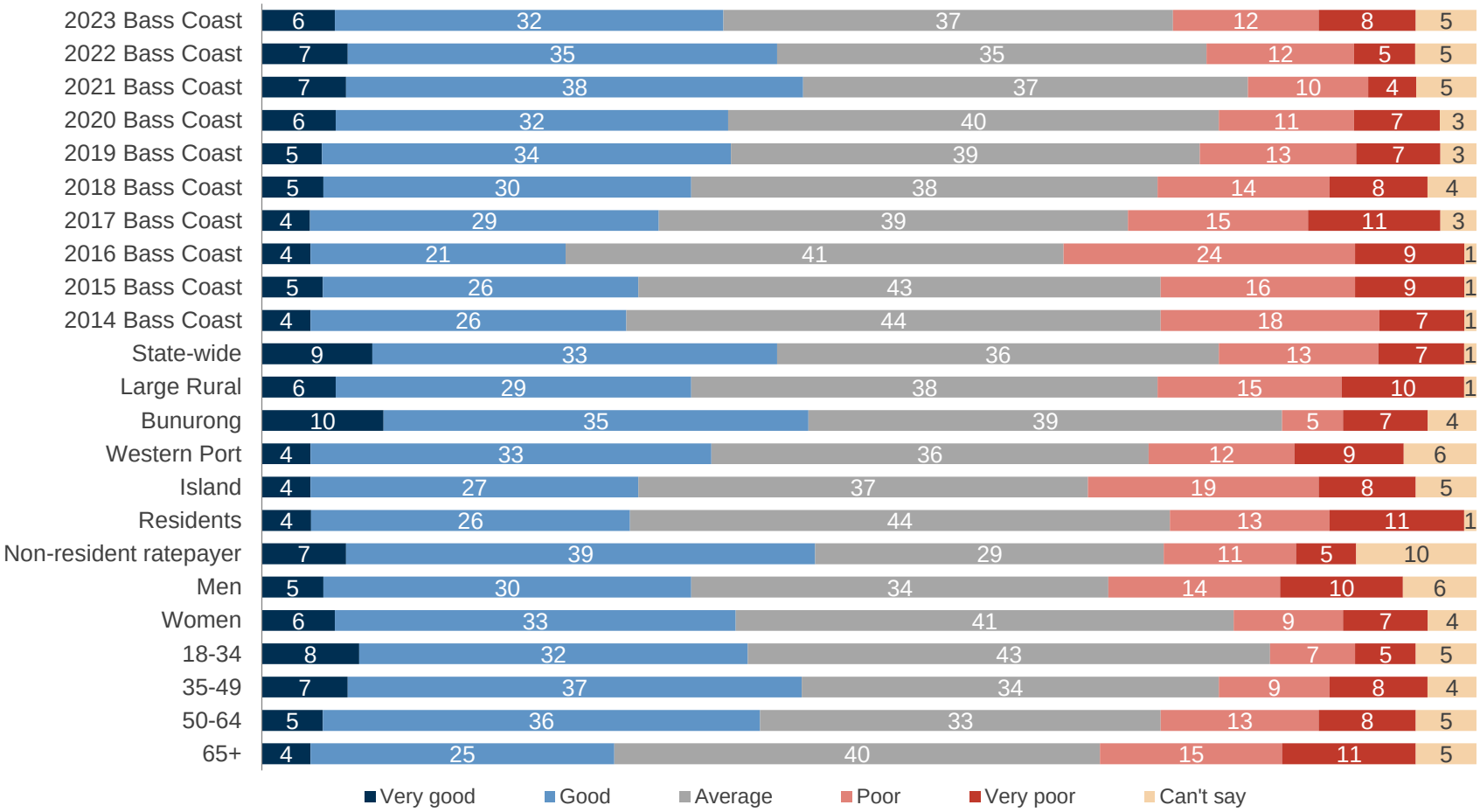


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	62	61	59	59	58	n/a	n/a	n/a	n/a
Bunurong	60	62	58	57	60	55	n/a	n/a	n/a
18-34	65	64	59	59	61	53	59	59	54
35-49	60	58	50	49	51	46	45	49	47
Women	57	60	55	55	54	48	49	53	49
State-wide	59	61	58	60	59	59	59	60	61
50-64	54	54	48	51	48	50	42	44	48
Bass Coast	57	59	55	54	53	50	46	50	50
Western Port	58	57	55	57	53	51	n/a	n/a	n/a
Large Rural	55	58	55	56	56	54	54	56	n/a
Men	57	58	54	54	51	52	44	48	51
Residents	53	58	53	52	51	n/a	n/a	n/a	n/a
Island	53	56	51	49	45	44	n/a	n/a	n/a
65+	54	58	57	56	53	52	42	49	52

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Bass Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall performance

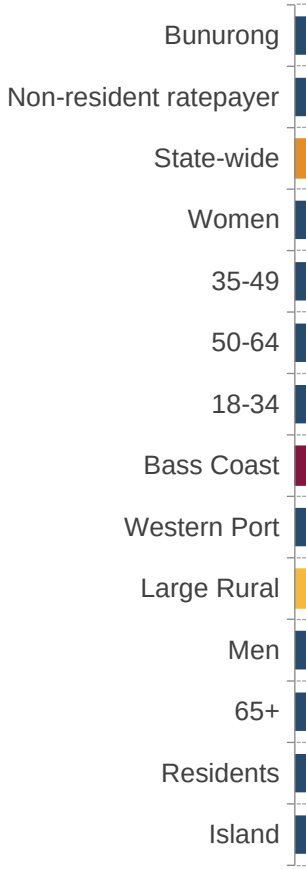
2023 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Bass Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Value for money in services and infrastructure

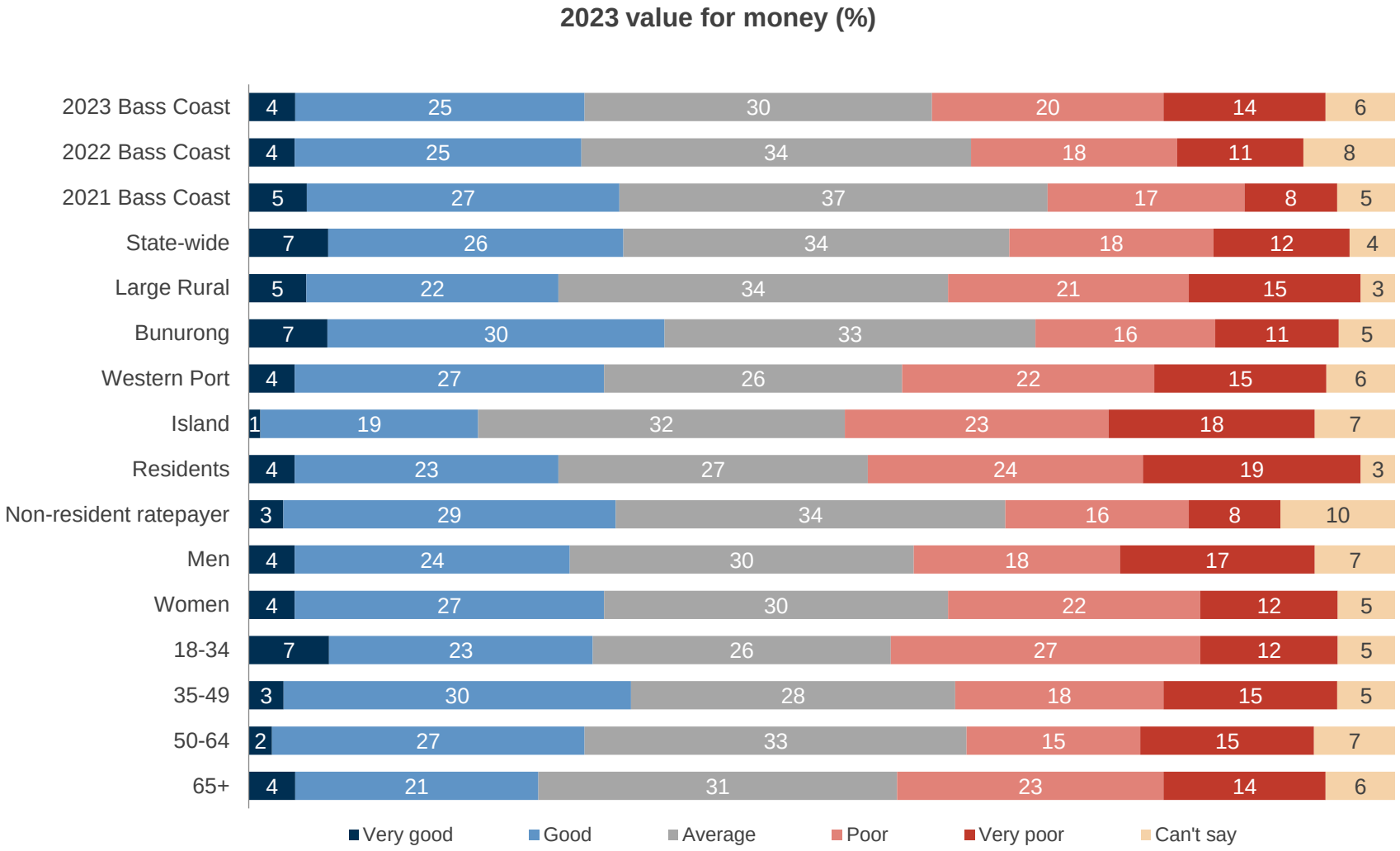
2023 value for money (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Bunurong	53	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	53	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	48	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Western Port	47	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residents	44	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	43	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Bass Coast Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure



Q3b. How would you rate Bass Coast Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

Top performing service areas

Waste management continues to be the area where Council performs best, maintaining an index score of 63.

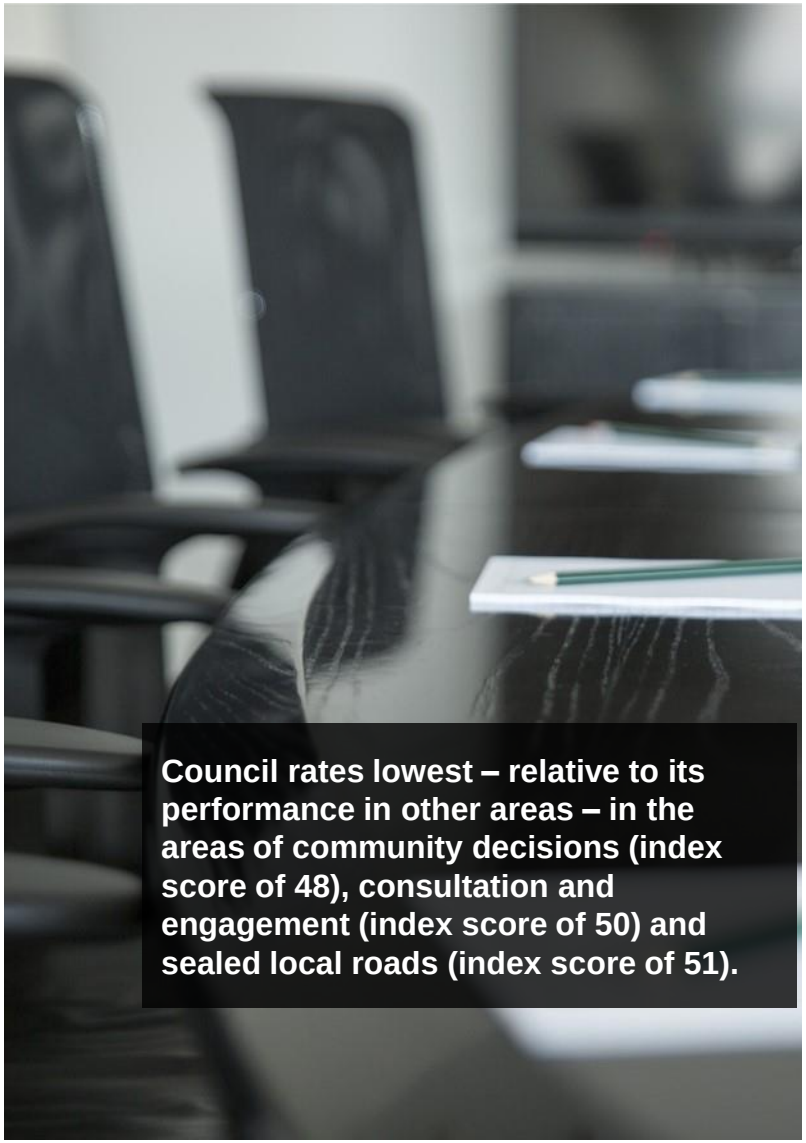
- Council performs in line with the Large Rural group average (index score of 65) but significantly lower than the State-wide average (index score of 66) in waste management.
- People in the Bunurong area hold significantly more favourable views of Council's waste management (index score of 69).
- People in the Island area rate Council significantly lower (index score of 54) than the average and are most critical of its performance in this service area. This remains the location where Council needs to focus its attention.

Despite being the highest rated service area, 12% of people volunteer waste management as one of the top three areas for improvement, behind community consultation (16%) and sealed road maintenance (14%).

It is worth noting that people in Bunurong or non-resident ratepayers generally have more favourable views of Council's performance in all the measured service areas.



Lower performing service areas



Ratings for all other service areas evaluated have seen a downward shift since 2021 and are now within a few index points of each other.

Perceptions of decisions made in the interest of the community continue to decline significantly (index score of 48). This follows the pattern of the Large Rural group average (also 48).

- Significant declines in perceptions of the decisions made in the interest of the community were experienced among those aged 65+ years (43, down seven index points), 18 to 34 years (52, down ten index points) or non-resident ratepayers (53, down six index points).

On consultation and engagement matters, Council performs in line with the State-wide and Large Rural group averages (52 and 49 respectively).

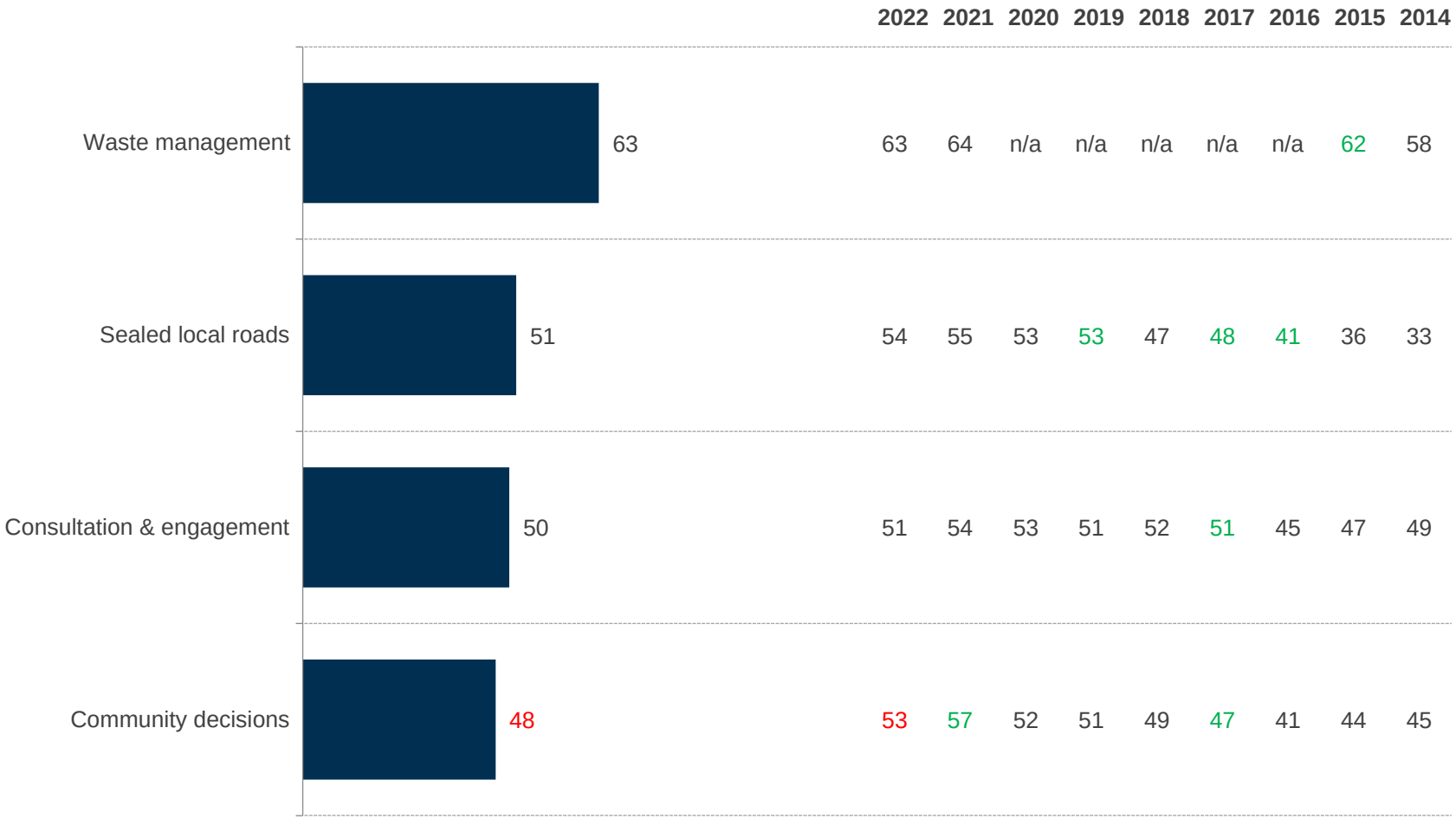
- People in the Island area or those aged 65+ years (both 44) rate this area significantly lower than the Council average (50).

In the area of sealed local roads, Council outperforms the Large Rural group and State-wide averages (40 and 48 respectively).

- Residents rate this significantly lower than the average (45 versus 51). Non-resident ratepayers are significantly more favorable than average (59).

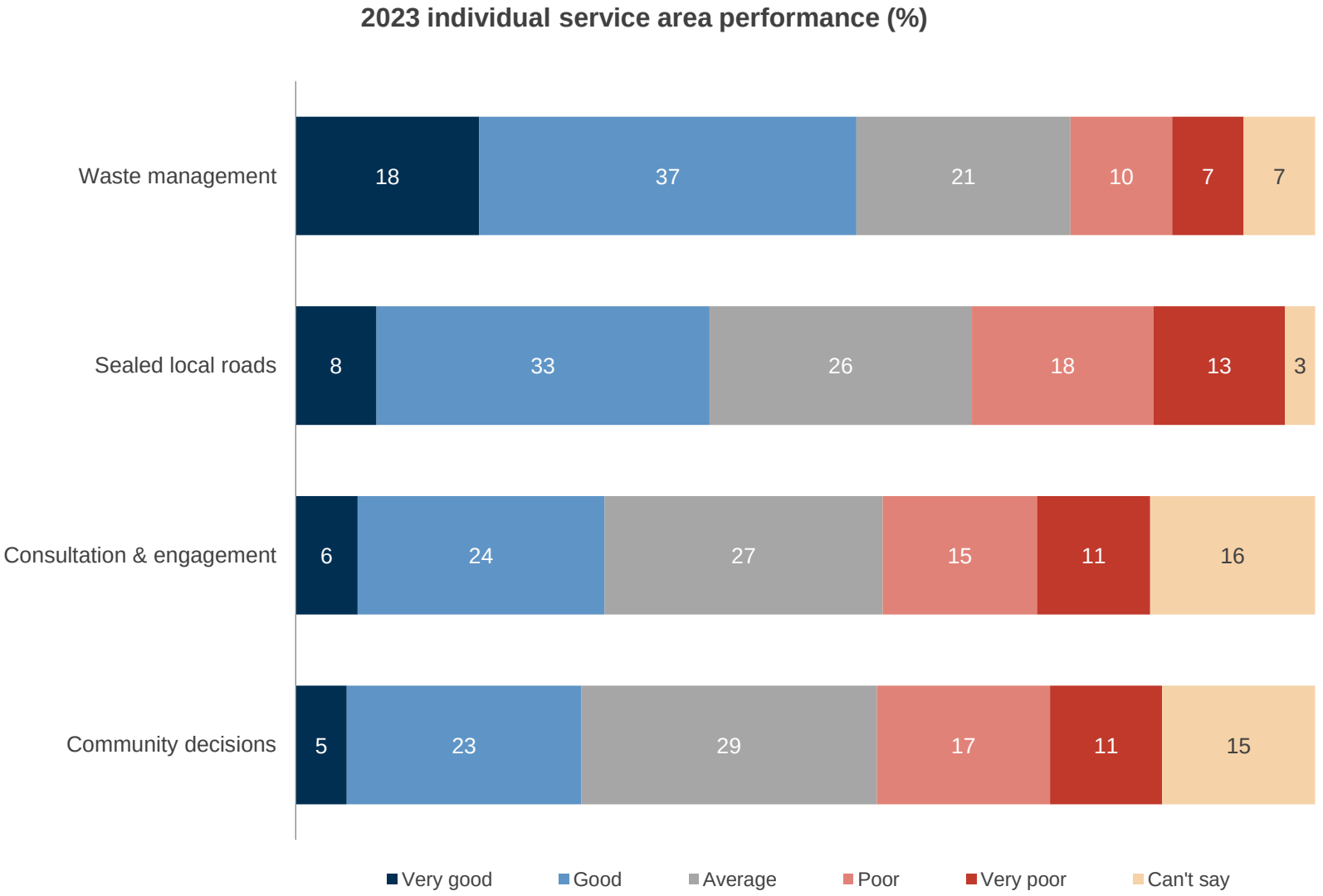
Individual service area performance

2023 individual service area performance (index scores)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

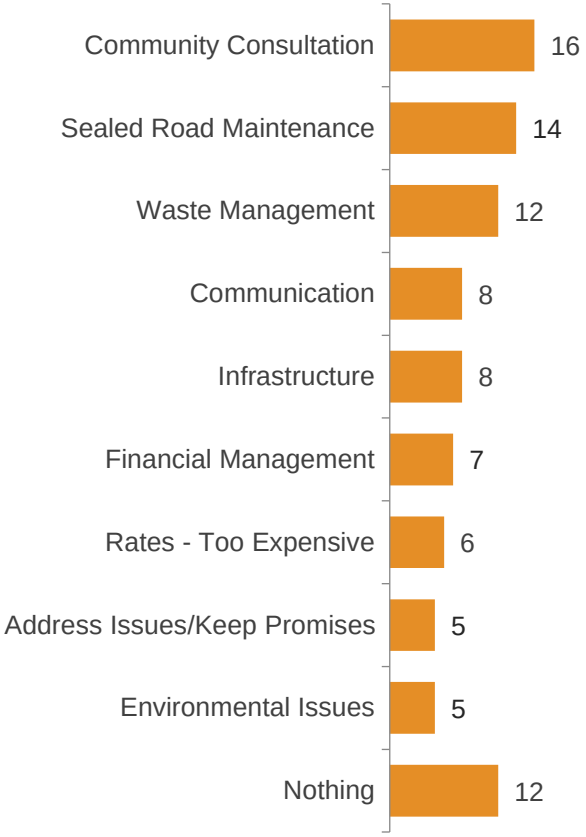
Individual service area performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Areas for improvement

2023 areas for improvement (%)
- Top mentions only -



Q17. What does Bass Coast Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service



Contact with council and customer service

Contact with council

Just under three in five people (59%) have had contact with Council in the last 12 months. Rate of contact is in line with 2022 (down by only one percentage point).

- Those aged 18 to 34 years have the highest rate of contact with Council (64%) and are most positive about its customer service (index score of 71).
- Rate of contact is lowest among those aged 65+ years (52%).



Customer service

Council’s customer service index score of 65 represents a slight (not significant) decline from 2022.

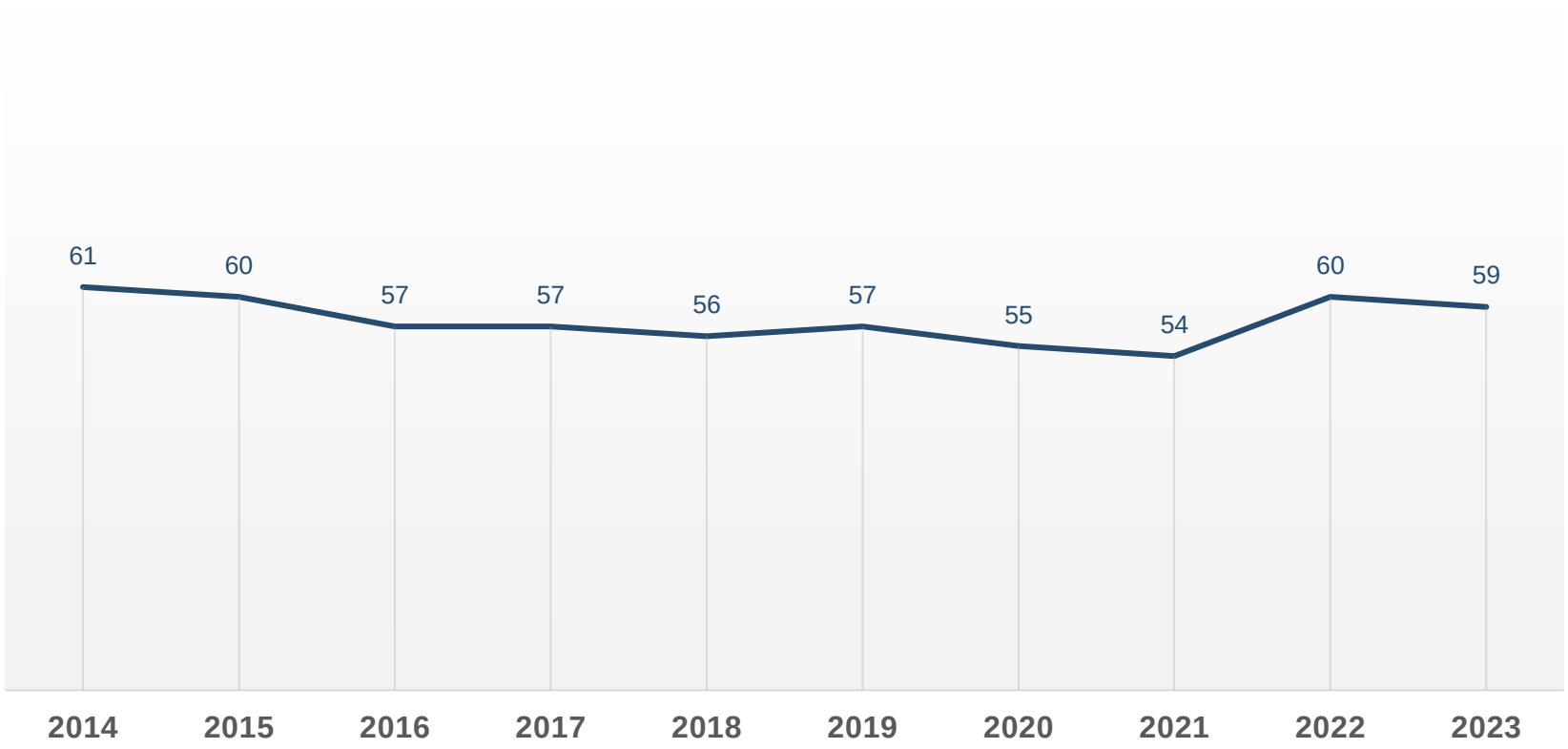
Bass Coast Shire Council’s customer service index score is in line with the State-wide and Large Rural group averages (67 and 65 respectively).

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

- There are no significant changes compared to last year among each of the cohorts evaluated.
- No significant differences were found in the perceptions of customer service across each of the demographic and geographic subgroups evaluated compared to the average.

Contact with council

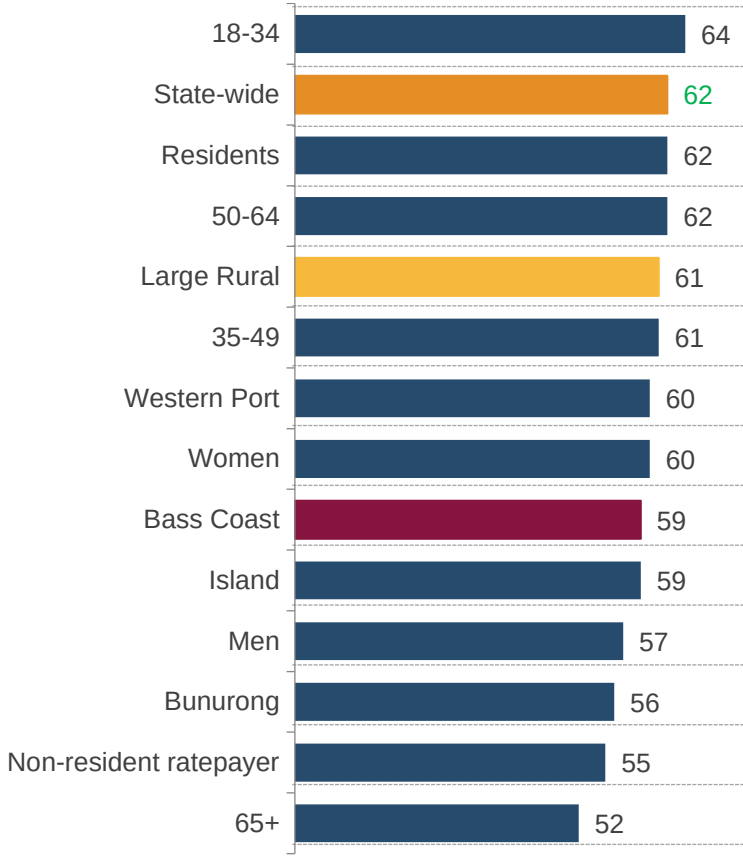
2023 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Bass Coast Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 10

Contact with council

2023 contact with council (%)

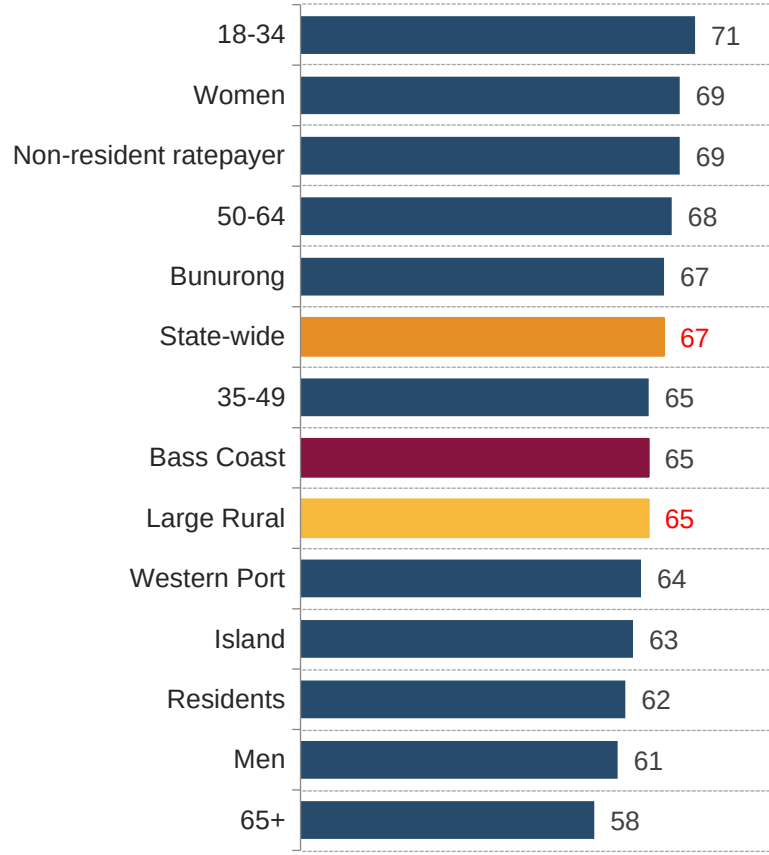


	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	65	51	47	58	55	61	53	53	65
State-wide	60	61	63	61	61	58	58	63	n/a
Residents	60	59	60	62	61	n/a	n/a	n/a	n/a
50-64	67	61	64	54	59	52	64	63	66
Large Rural	61	58	61	62	62	57	57	59	n/a
35-49	57	62	70	70	62	71	61	70	62
Western Port	59	58	63	58	58	55	n/a	n/a	n/a
Women	60	55	58	60	55	58	53	61	65
Bass Coast	60	54	55	57	56	57	57	60	61
Island	58	49	49	55	54	51	n/a	n/a	n/a
Men	59	52	52	53	57	56	60	59	58
Bunurong	61	54	55	57	56	63	n/a	n/a	n/a
Non-resident ratepayer	59	44	47	47	42	n/a	n/a	n/a	n/a
65+	52	48	48	51	50	47	52	56	55

Q5. Over the last 12 months, have you or any member of your household had any contact with Bass Coast Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (index scores)

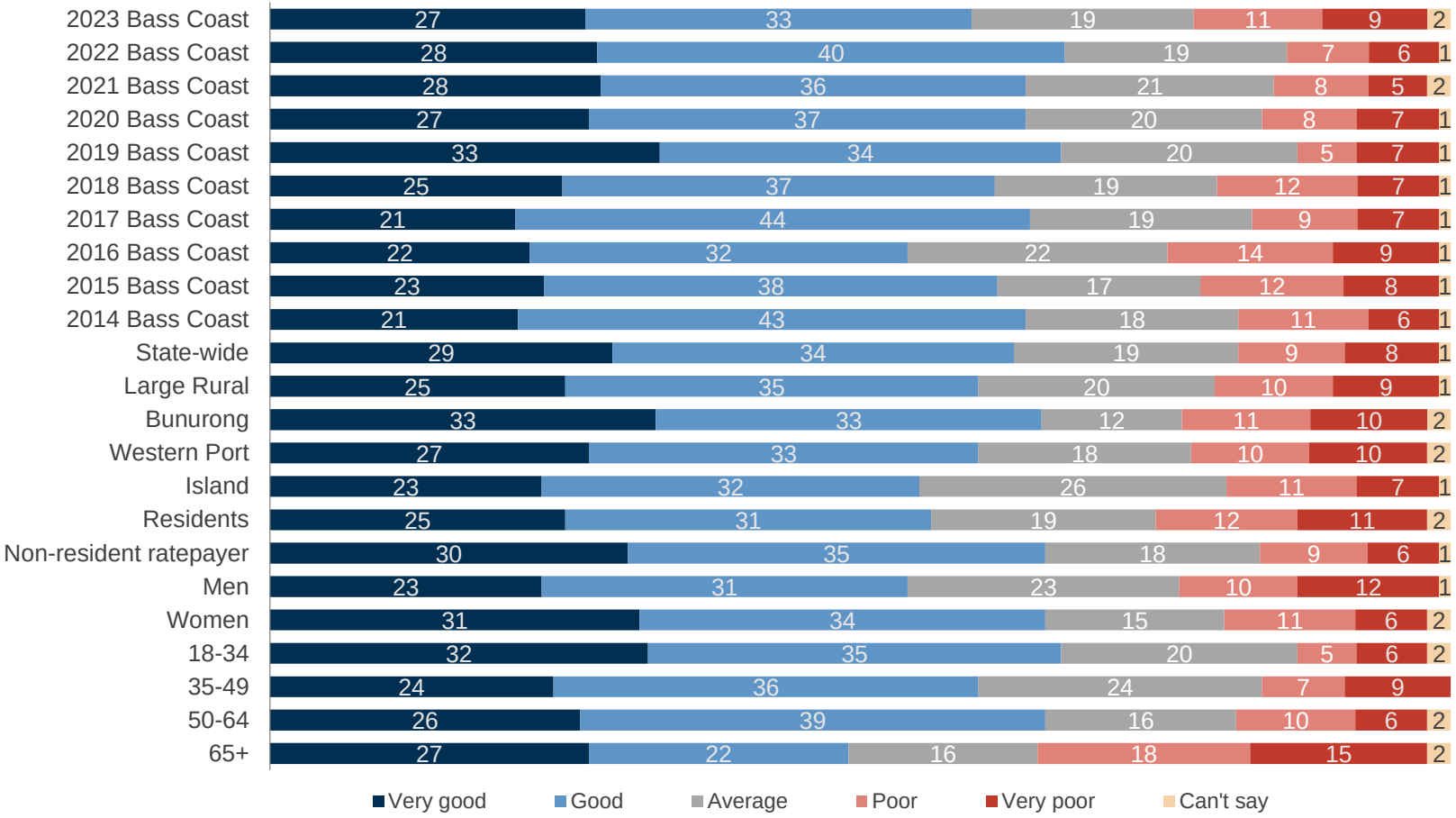


	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	75	76	63	79	69	72	63	66	65
Women	72	73	68	70	67	65	67	68	65
Non-resident ratepayer	71	68	72	74	65	n/a	n/a	n/a	n/a
50-64	67	65	66	69	60	61	57	62	67
Bunurong	72	69	67	70	73	72	n/a	n/a	n/a
State-wide	68	70	70	71	70	69	69	70	72
35-49	69	67	64	67	61	66	61	67	63
Bass Coast	69	69	67	70	65	66	61	64	65
Large Rural	67	68	68	69	67	66	67	67	n/a
Western Port	67	70	71	69	60	61	n/a	n/a	n/a
Island	68	67	65	72	61	63	n/a	n/a	n/a
Residents	68	69	65	69	65	n/a	n/a	n/a	n/a
Men	67	64	67	71	63	67	56	61	65
65+	68	68	72	69	70	65	62	63	66

Q5c. Thinking of the most recent contact, how would you rate Bass Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Bass Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 18



Council direction

Council direction

Council's overall direction index score of 44 represents a continuing decline for a second year running (index scores of 52 in 2021 and 47 in 2022). The current result is edging towards the lowest result recorded in 2016.

Despite this, Council's overall direction index score is in line with the Large Rural group average (44) and the State-wide average (46).

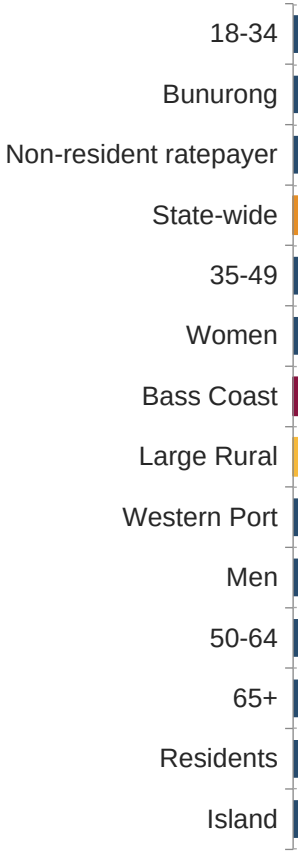
Over the last 12 months, 58% believe the direction of Council's overall performance has stayed the same, representing a five-percentage point decline from 2022. There is a three-percentage point decrease in those who believe Council's direction has improved (from 12% to 9%), with a commensurate increase of those who believe it has deteriorated (from 17% to 20%).

- The most satisfied with council direction are those aged 18 to 34 years or from the area of Bunurong (index score of 48 for each). This is very closely followed by non-resident ratepayers, despite a significant decline noted among the latter group since 2022 (index score of 46, down six points).
- The least satisfied with council direction are people from the Island area (index score of 41), though perceptions here do not differ significantly from Council's average.



Overall council direction last 12 months

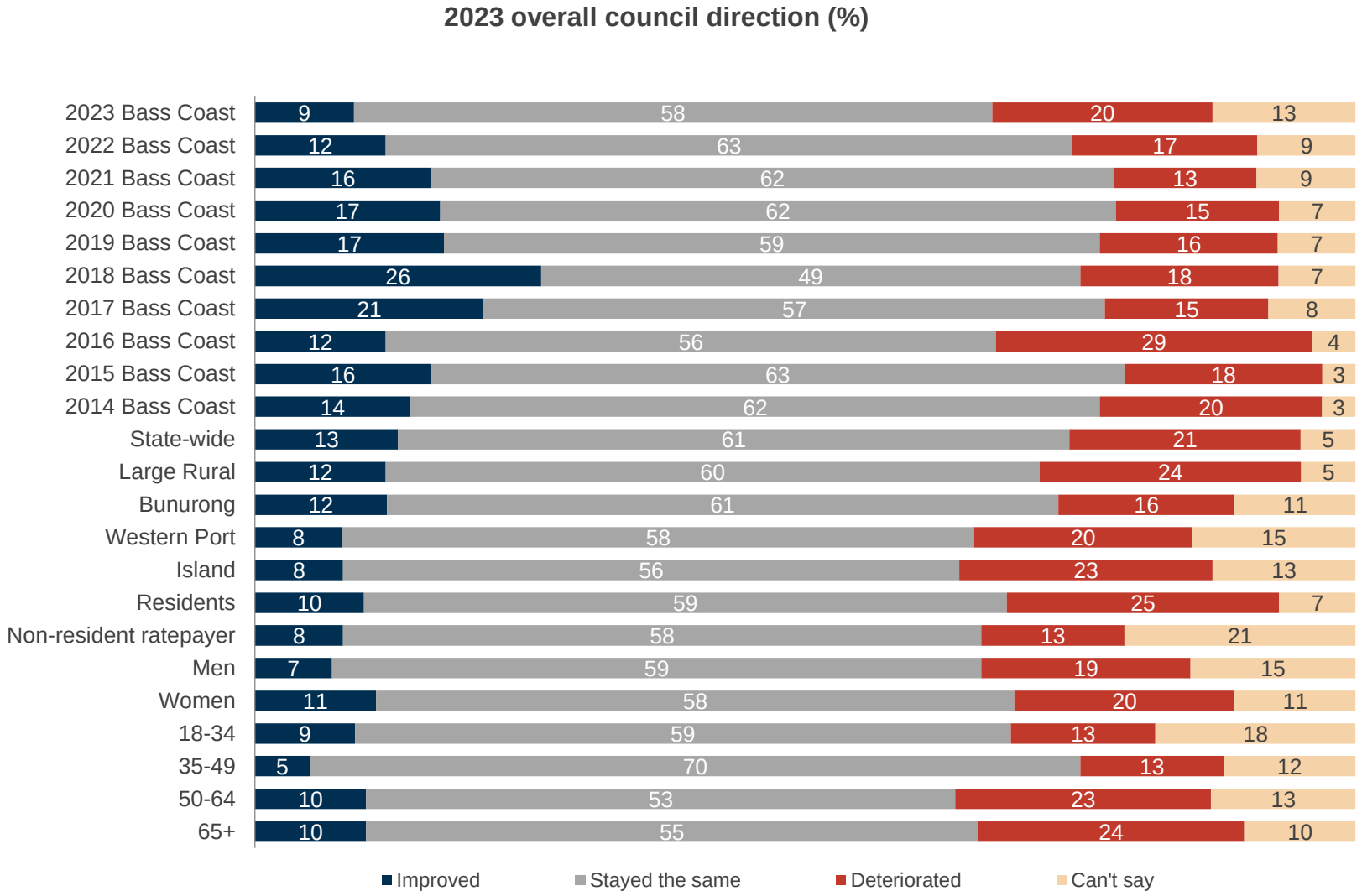
2023 overall council direction (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	54	53	55	52	59	58	55	56	49
Bunurong	51	53	54	55	61	59	n/a	n/a	n/a
Non-resident ratepayer	52	54	54	53	55	n/a	n/a	n/a	n/a
State-wide	50	53	51	53	52	53	51	53	53
35-49	45	53	50	44	50	45	35	52	42
Women	48	54	51	50	57	53	45	49	48
Bass Coast	47	52	51	50	54	54	41	49	47
Large Rural	47	51	50	51	52	52	48	51	n/a
Western Port	47	47	49	48	53	53	n/a	n/a	n/a
Men	46	50	51	50	50	54	38	49	46
50-64	46	48	46	48	51	53	42	44	48
65+	46	53	52	54	55	58	38	46	48
Residents	44	51	50	49	53	n/a	n/a	n/a	n/a
Island	43	54	50	46	46	48	n/a	n/a	n/a

Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months



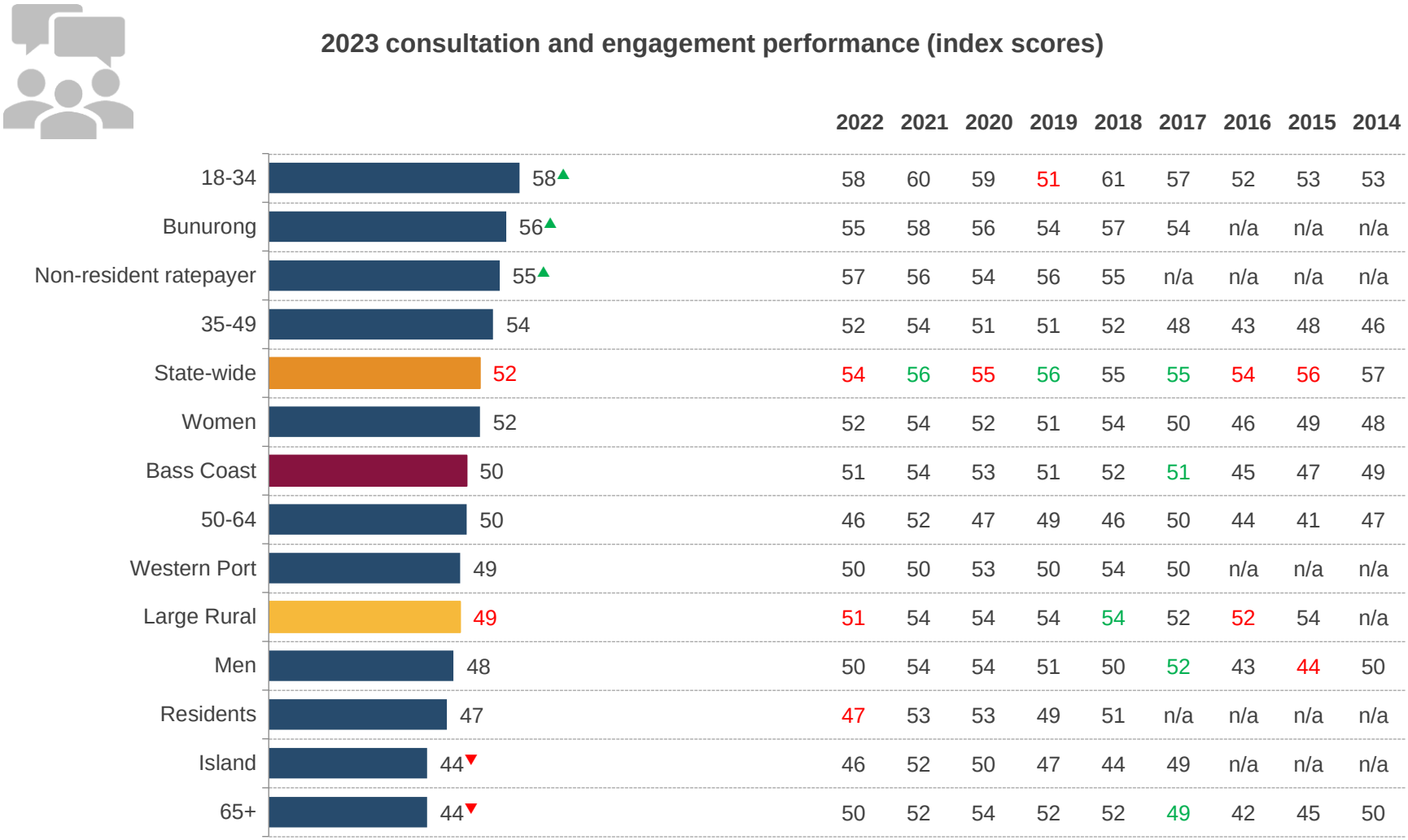
Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Individual service areas

Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

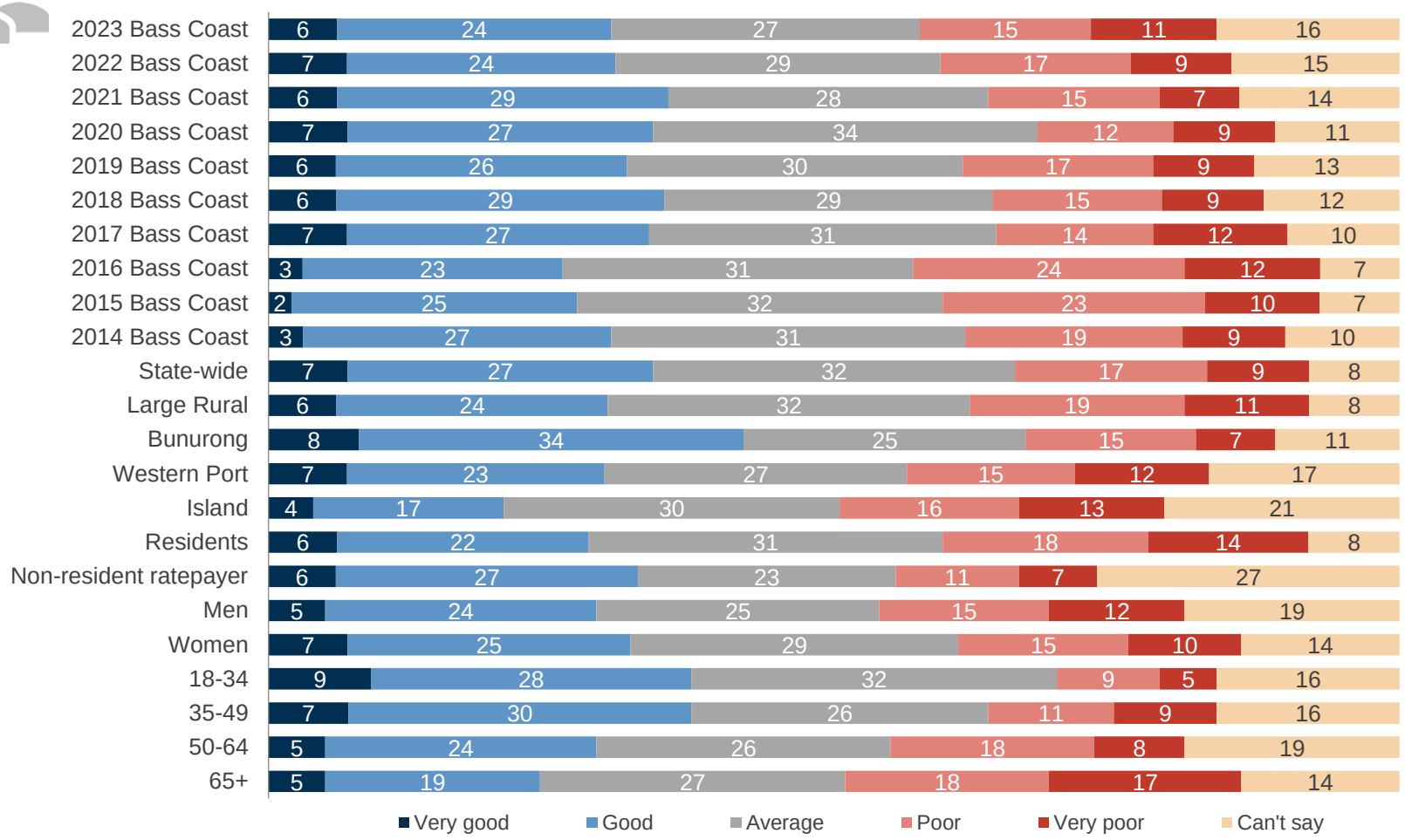


	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	58	60	59	51	61	57	52	53	53
Bunurong	55	58	56	54	57	54	n/a	n/a	n/a
Non-resident ratepayer	57	56	54	56	55	n/a	n/a	n/a	n/a
35-49	52	54	51	51	52	48	43	48	46
State-wide	54	56	55	56	55	55	54	56	57
Women	52	54	52	51	54	50	46	49	48
Bass Coast	51	54	53	51	52	51	45	47	49
50-64	46	52	47	49	46	50	44	41	47
Western Port	50	50	53	50	54	50	n/a	n/a	n/a
Large Rural	51	54	54	54	54	52	52	54	n/a
Men	50	54	54	51	50	52	43	44	50
Residents	47	53	53	49	51	n/a	n/a	n/a	n/a
Island	46	52	50	47	44	49	n/a	n/a	n/a
65+	50	52	54	52	52	49	42	45	50

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

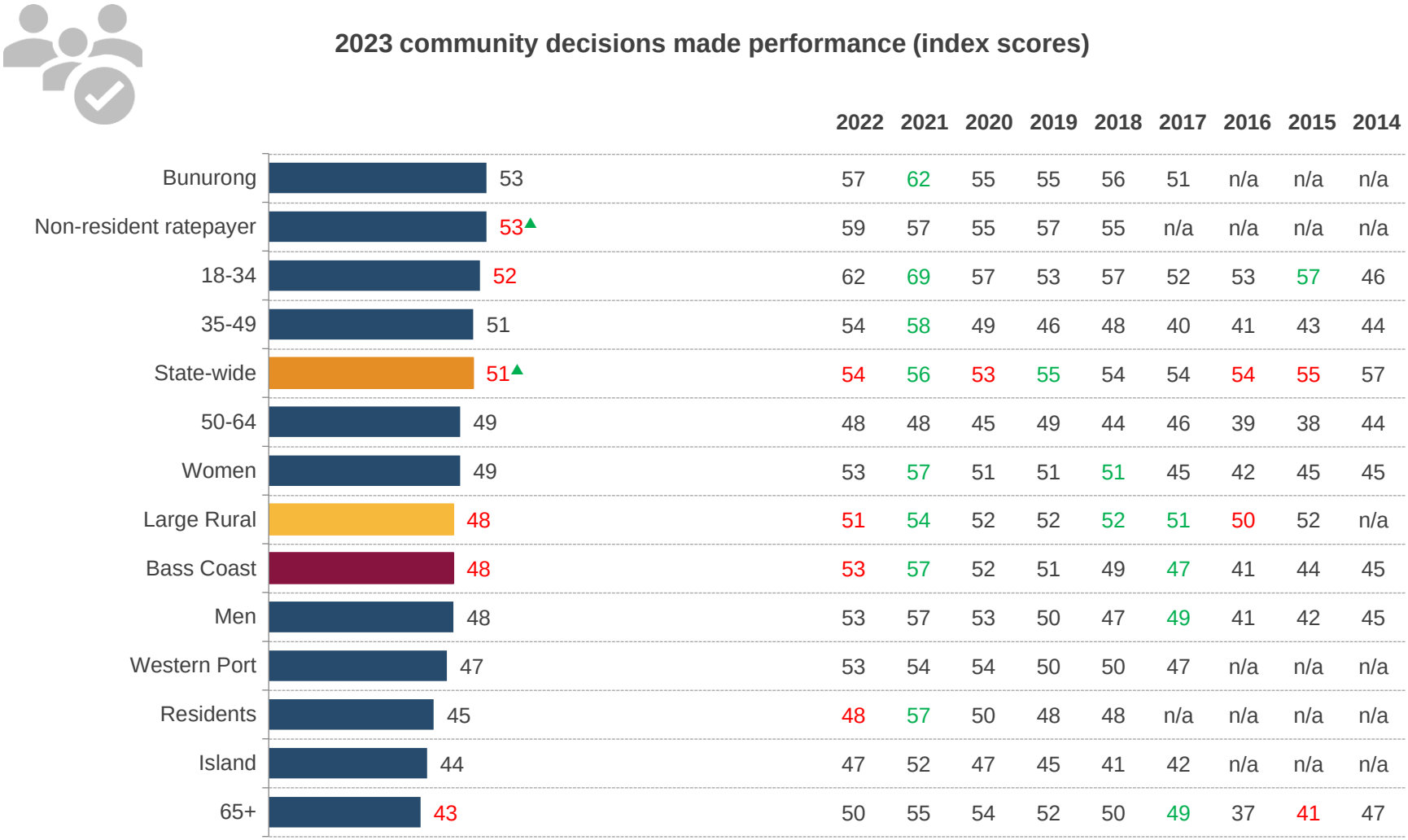
2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

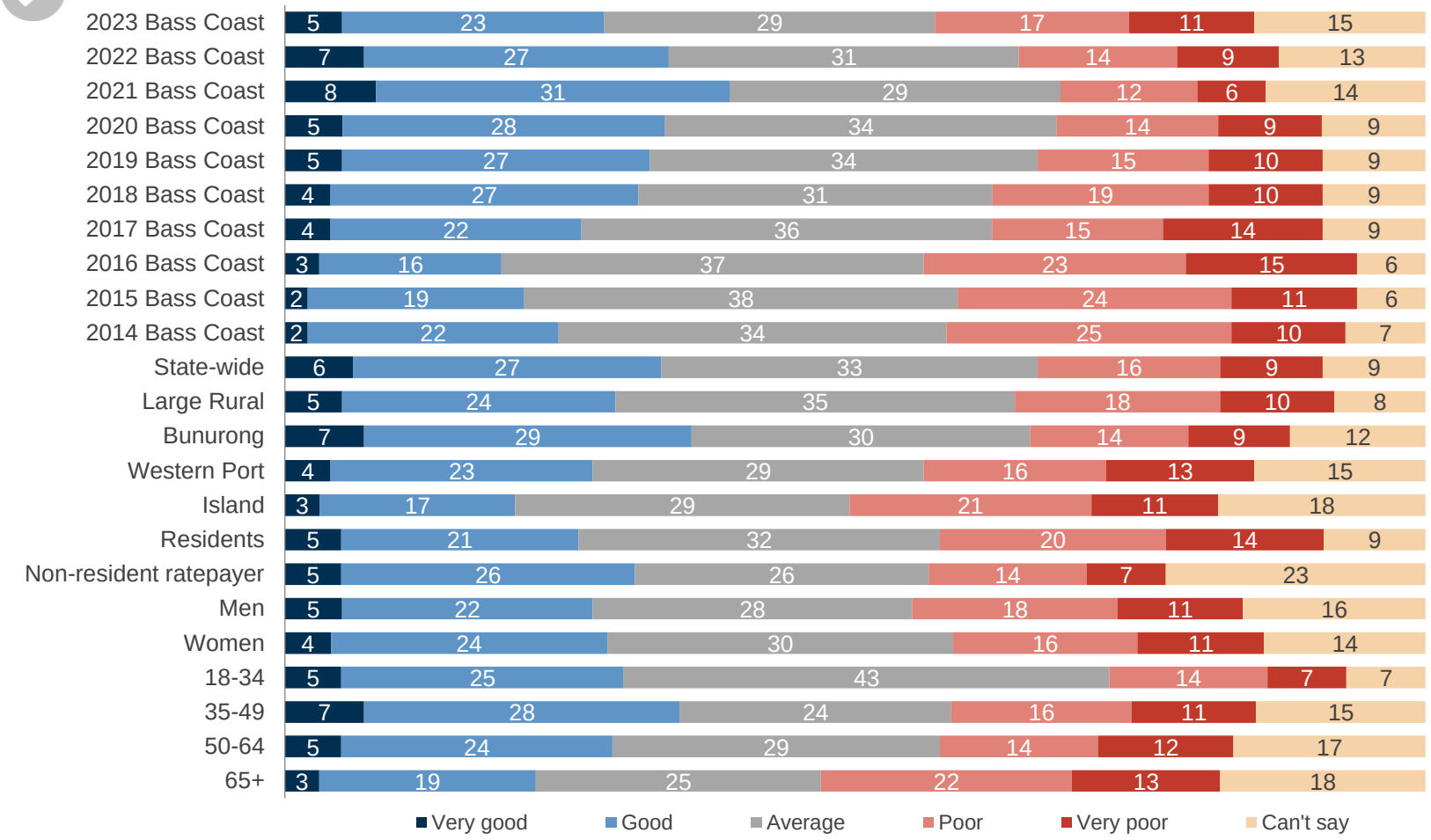


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Bunurong	57	62	55	55	56	51	n/a	n/a	n/a
Non-resident ratepayer	59	57	55	57	55	n/a	n/a	n/a	n/a
18-34	62	69	57	53	57	52	53	57	46
35-49	54	58	49	46	48	40	41	43	44
State-wide	54	56	53	55	54	54	54	55	57
50-64	48	48	45	49	44	46	39	38	44
Women	53	57	51	51	51	45	42	45	45
Large Rural	51	54	52	52	52	51	50	52	n/a
Bass Coast	53	57	52	51	49	47	41	44	45
Men	53	57	53	50	47	49	41	42	45
Western Port	53	54	54	50	50	47	n/a	n/a	n/a
Residents	48	57	50	48	48	n/a	n/a	n/a	n/a
Island	47	52	47	45	41	42	n/a	n/a	n/a
65+	50	55	54	52	50	49	37	41	47

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

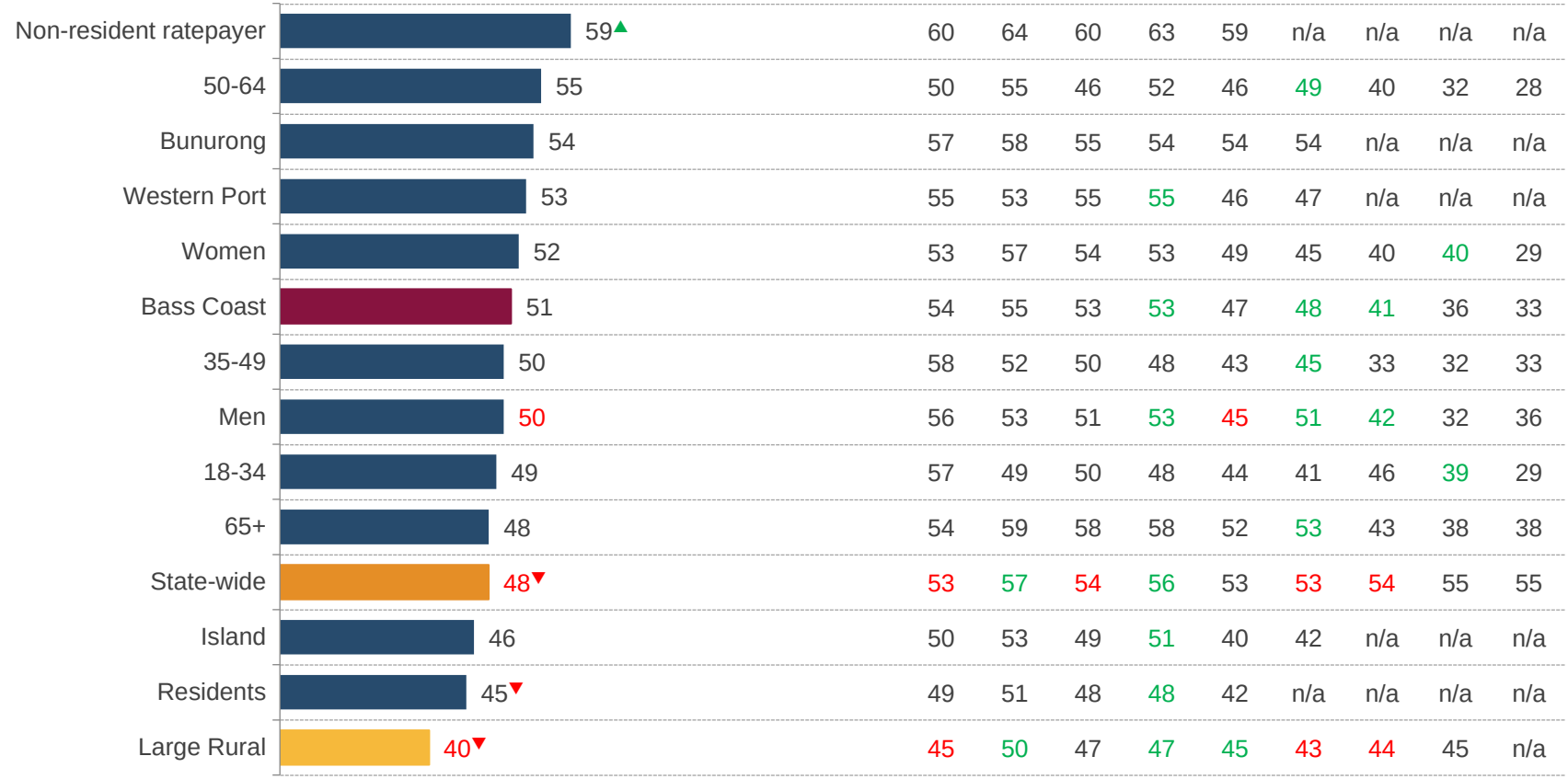
2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Non-resident ratepayer	60	64	60	63	59	n/a	n/a	n/a	n/a
50-64	50	55	46	52	46	49	40	32	28
Bunurong	57	58	55	54	54	54	n/a	n/a	n/a
Western Port	55	53	55	55	46	47	n/a	n/a	n/a
Women	53	57	54	53	49	45	40	40	29
Bass Coast	54	55	53	53	47	48	41	36	33
35-49	58	52	50	48	43	45	33	32	33
Men	56	53	51	53	45	51	42	32	36
18-34	57	49	50	48	44	41	46	39	29
65+	54	59	58	58	52	53	43	38	38
State-wide	53	57	54	56	53	53	54	55	55
Island	50	53	49	51	40	42	n/a	n/a	n/a
Residents	49	51	48	48	42	n/a	n/a	n/a	n/a
Large Rural	45	50	47	47	45	43	44	45	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



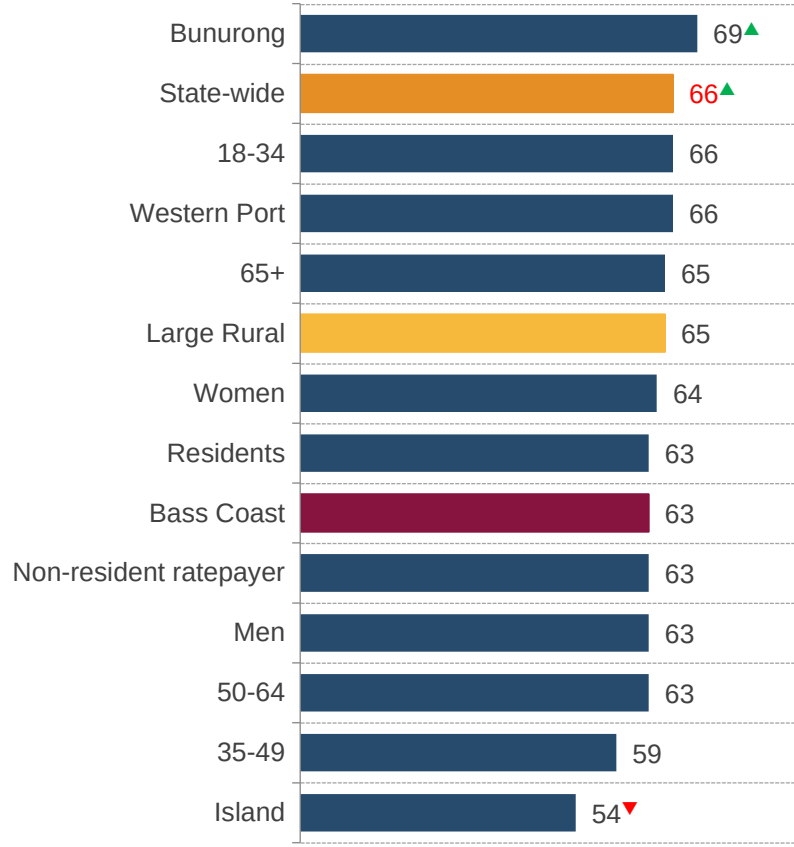
2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Bass Coast	8	33	26	18	13	3
2022 Bass Coast	11	32	28	15	11	3
2021 Bass Coast	11	34	27	17	9	3
2020 Bass Coast	9	32	30	16	12	1
2019 Bass Coast	9	33	28	17	11	3
2018 Bass Coast	6	27	30	19	17	1
2017 Bass Coast	9	27	29	17	17	1
2016 Bass Coast	4	23	29	21	23	1
2015 Bass Coast	2	17	26	32	22	1
2014 Bass Coast	2	14	23	36	25	1
State-wide	8	27	28	19	17	1
Large Rural	5	20	27	23	23	1
Bunurong	9	34	28	17	11	2
Western Port	9	36	25	15	13	3
Island	5	28	26	23	15	4
Residents	6	26	27	21	19	2
Non-resident ratepayer	10	41	25	14	6	4
Men	7	31	26	18	14	3
Women	8	34	26	18	12	3
18-34	8	32	23	18	16	3
35-49	4	35	27	22	9	3
50-64	10	37	25	14	11	3
65+	7	27	29	19	15	3

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Waste management performance

2023 waste management performance (index scores)

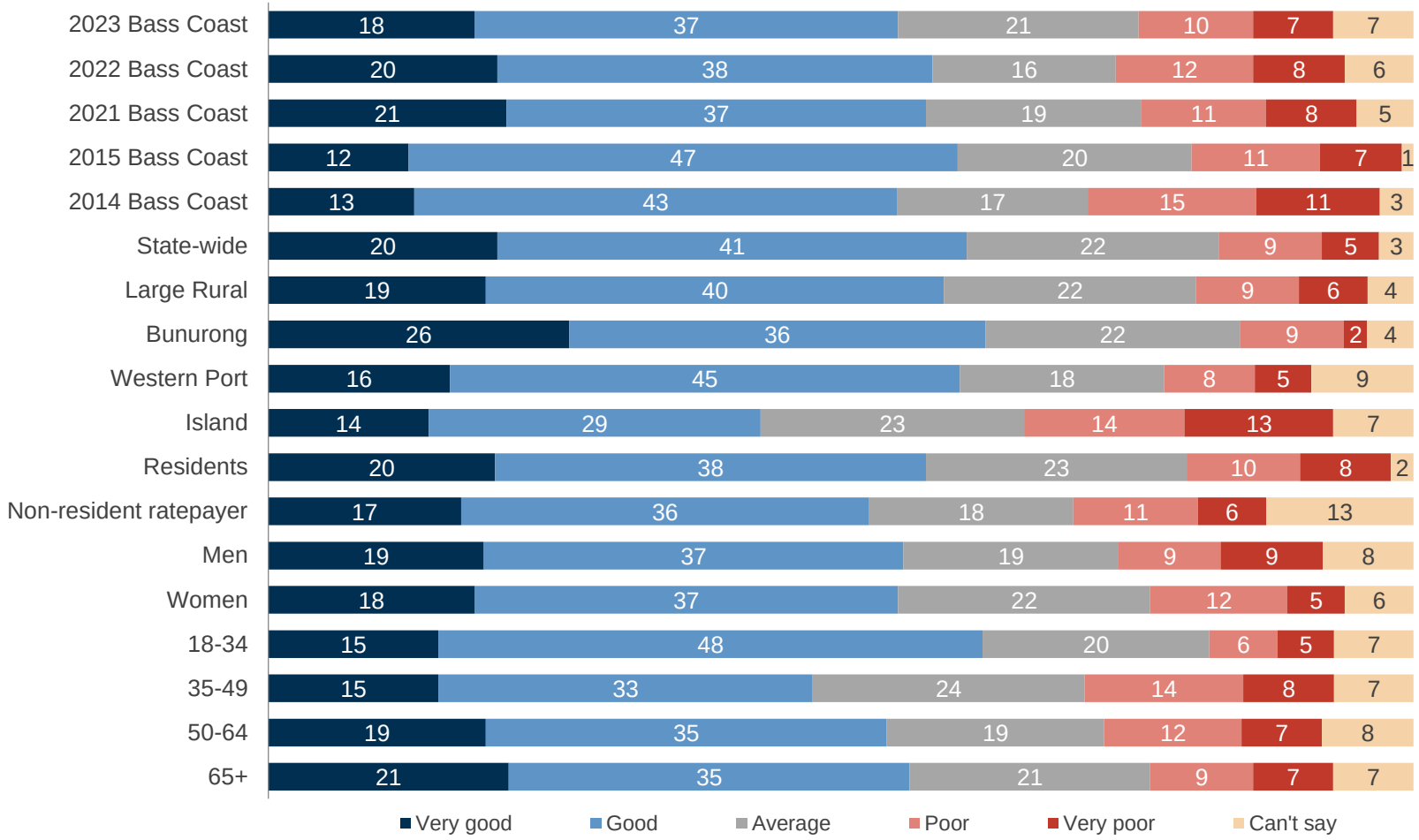


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Bunurong	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73
18-34	66	65	n/a	n/a	n/a	n/a	n/a	69	64
Western Port	64	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	66	n/a	n/a	n/a	n/a	n/a	61	59
Large Rural	65	66	62	64	67	68	66	68	n/a
Women	63	63	n/a	n/a	n/a	n/a	n/a	60	58
Residents	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	63	64	n/a	n/a	n/a	n/a	n/a	62	58
Non-resident ratepayer	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	65	n/a	n/a	n/a	n/a	n/a	63	59
50-64	60	56	n/a	n/a	n/a	n/a	n/a	57	59
35-49	62	63	n/a	n/a	n/a	n/a	n/a	61	51
Island	54	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

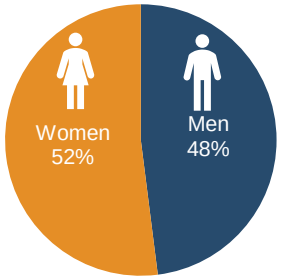


Detailed demographics

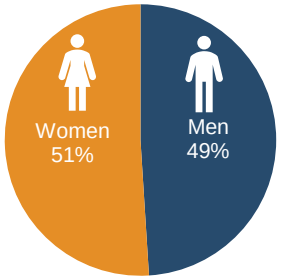
Gender and age profile

2023 gender

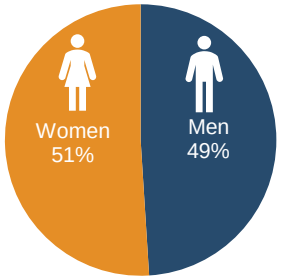
Bass Coast



Large Rural

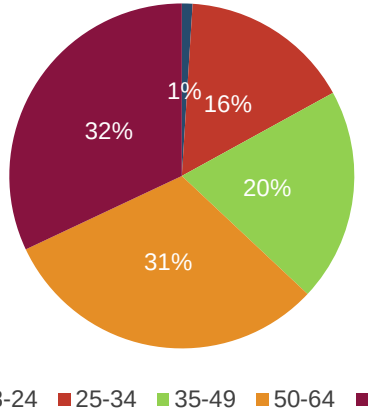


State-wide

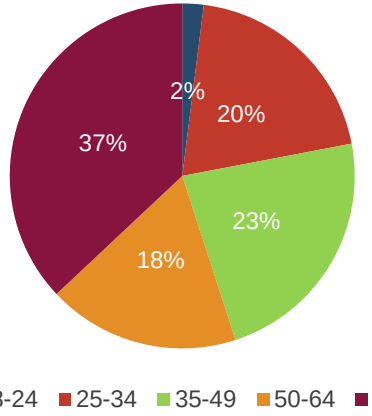


2023 age

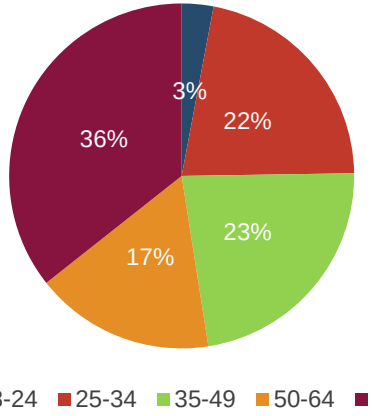
Bass Coast



Large Rural



State-wide



S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A: Index Scores

Index Scores

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

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

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

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

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

Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Bass Coast Shire Council was n=800. 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=800 interviews is +/-3.4% 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 46.6% - 53.4%.

Maximum margins of error are listed in the table below, based on a population of 33,300 people aged 18 years or over for Bass Coast Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Bass Coast Shire Council	800	400	+/-3.4
Men	383	193	+/-5.0
Women	417	207	+/-4.8
Bunurong	258	131	+/-6.1
Western Port	274	141	+/-5.9
Island	268	129	+/-6.0
18-34 years	62	70	+/-12.5
35-49 years	169	78	+/-7.5
50-64 years	278	123	+/-5.9
65+ years	291	129	+/-5.7

Appendix A:
Significant difference reporting notation

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

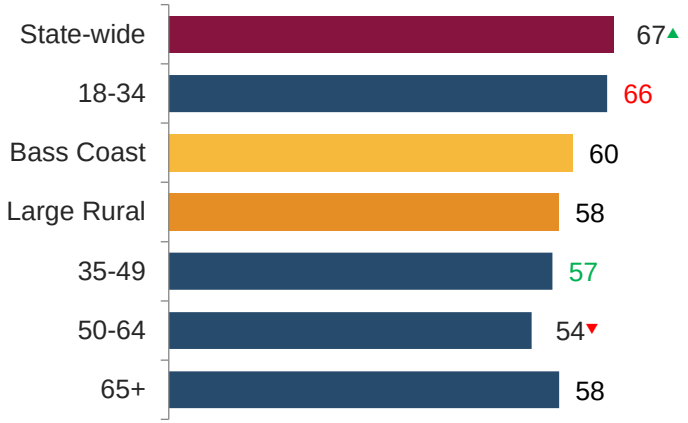
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2022. Therefore in the example below:

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

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



Appendix A:
Index score significant difference calculation

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

Z Score = ($1 - $2) / 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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=800 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=800 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=800 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=801 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=600 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=600 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th 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 Bass Coast 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 and non-residents aged 18+ years in Bass Coast Shire Council.

Survey sample matched to the demographic profile of Bass Coast 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 and non-residents within Bass Coast Shire Council, particularly younger people.

A total of n=800 completed interviews were achieved in Bass Coast Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.

Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Large Rural group are:

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

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

Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

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

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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

Appendix B: Analysis and reporting

Reporting

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

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

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

Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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