2025 Local Government Community Satisfaction Survey

Bass Coast Shire Council

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



JWS RESEARCH

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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-sixth 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 26 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 26 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

Main chart shows the results among the total sample, subgroups, group average and State-wide average

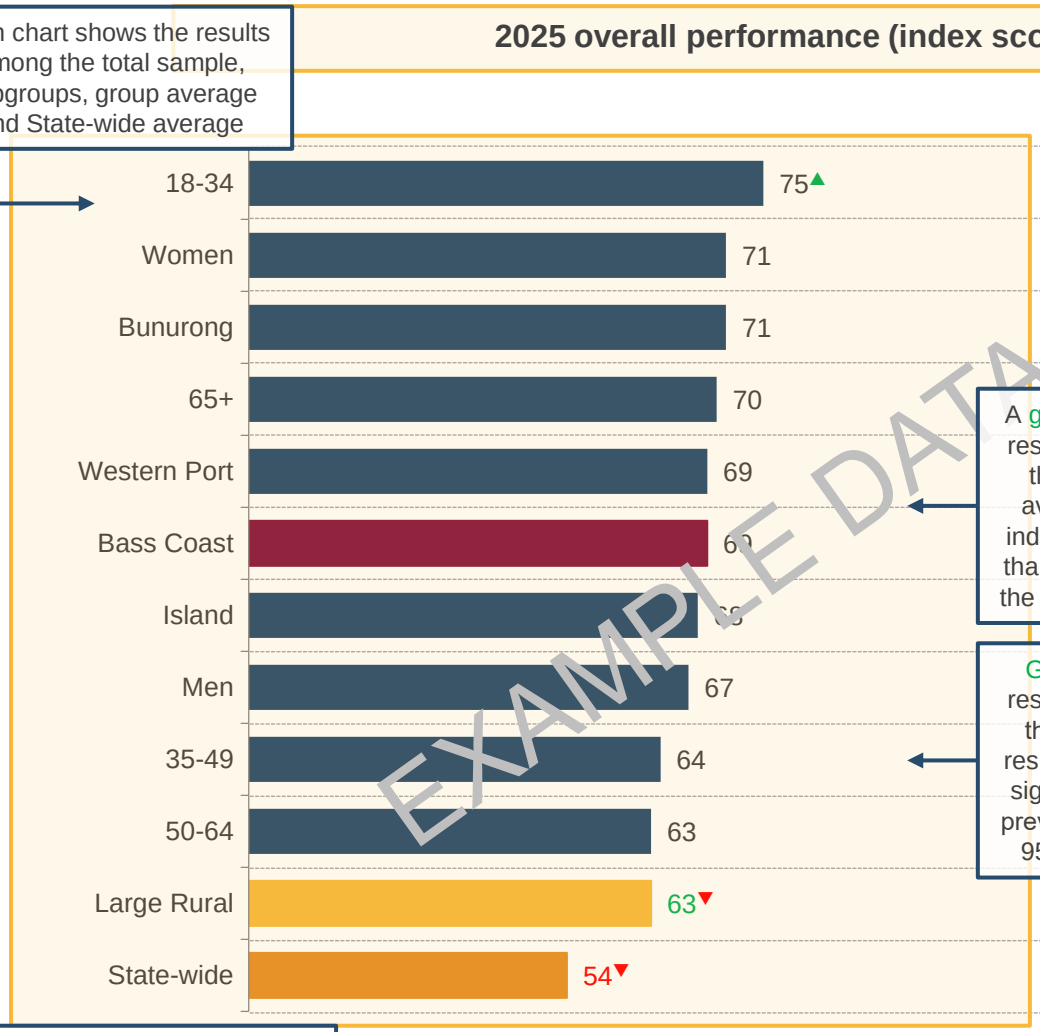


Chart title explains the data shown in the chart

Previous results

2024	2023	2022	2021	2020	2019	2018	2017	2016
70	73	72	75	71	74	72	77	73
69	72	72	72	74	73	74	71	74
69	70	72	71	70	72	73	71	74
				72	71	71	71	76
				72	72	70	71	73
				71	72	71	72	73
				70	72	71	72	72
				67	71	69	72	73
				71	74	72	69	70
				67	66	70	66	73
62	65	67	66	67	65	64	66	67
56	59	61	58	60	59	59	59	60

A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

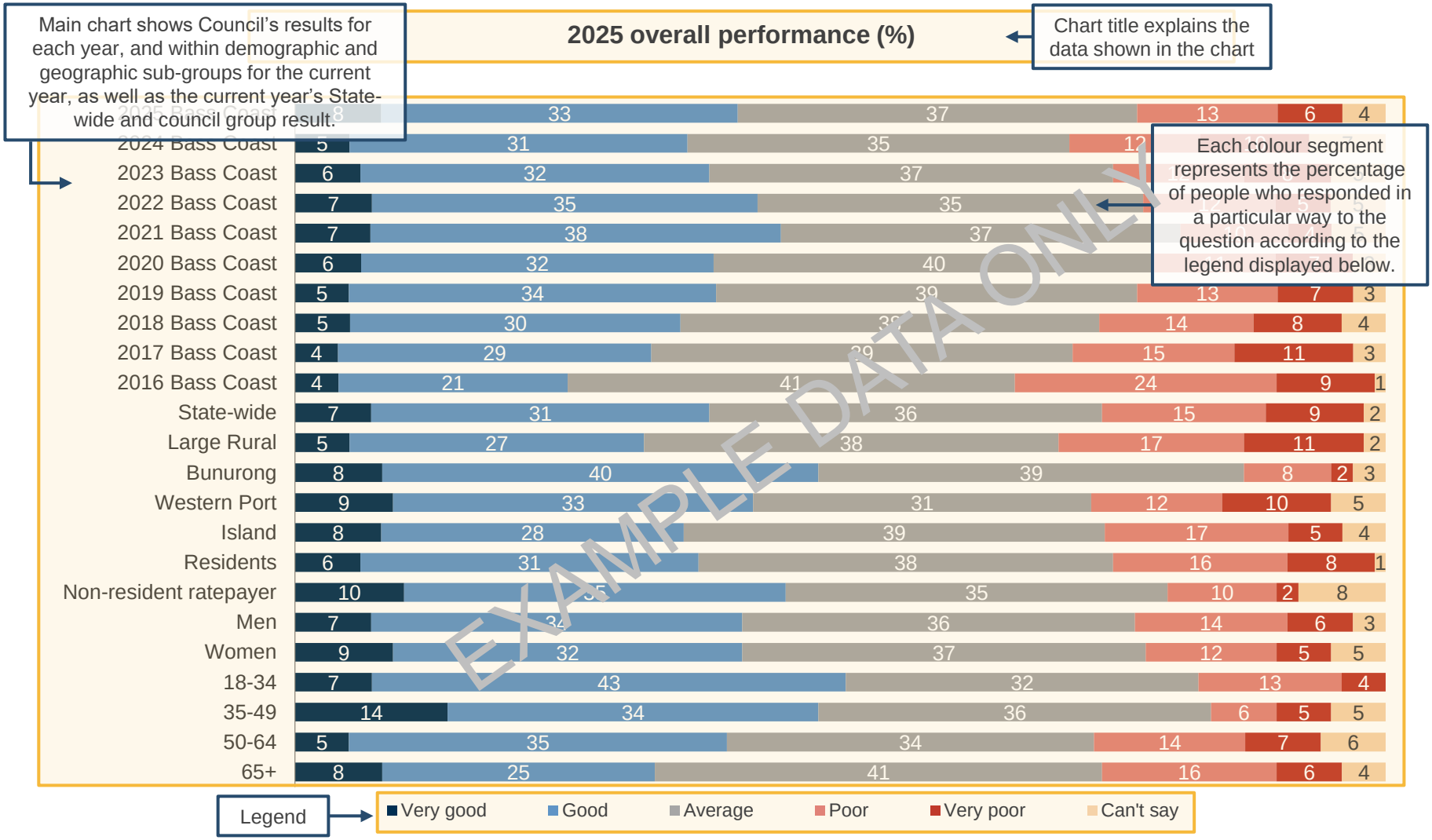
EXAMPLE DATA ONLY

Question asked and base size(s)

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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

How to read stacked bar charts in this report

Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.



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: 56 Councils asked group: 18



Key findings and recommendations

Bass Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Bass Coast 56



Large Rural 50

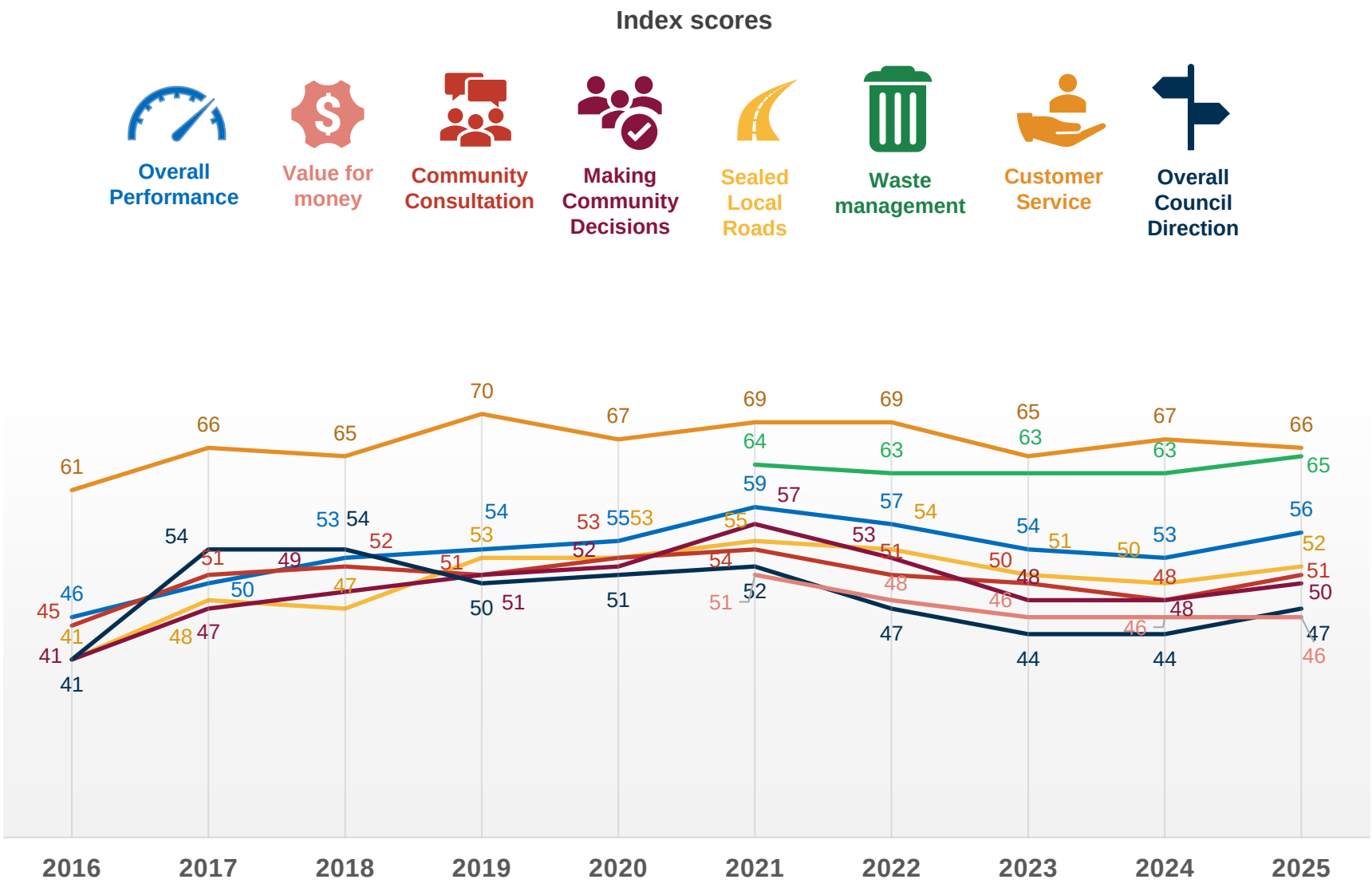


State-wide 53

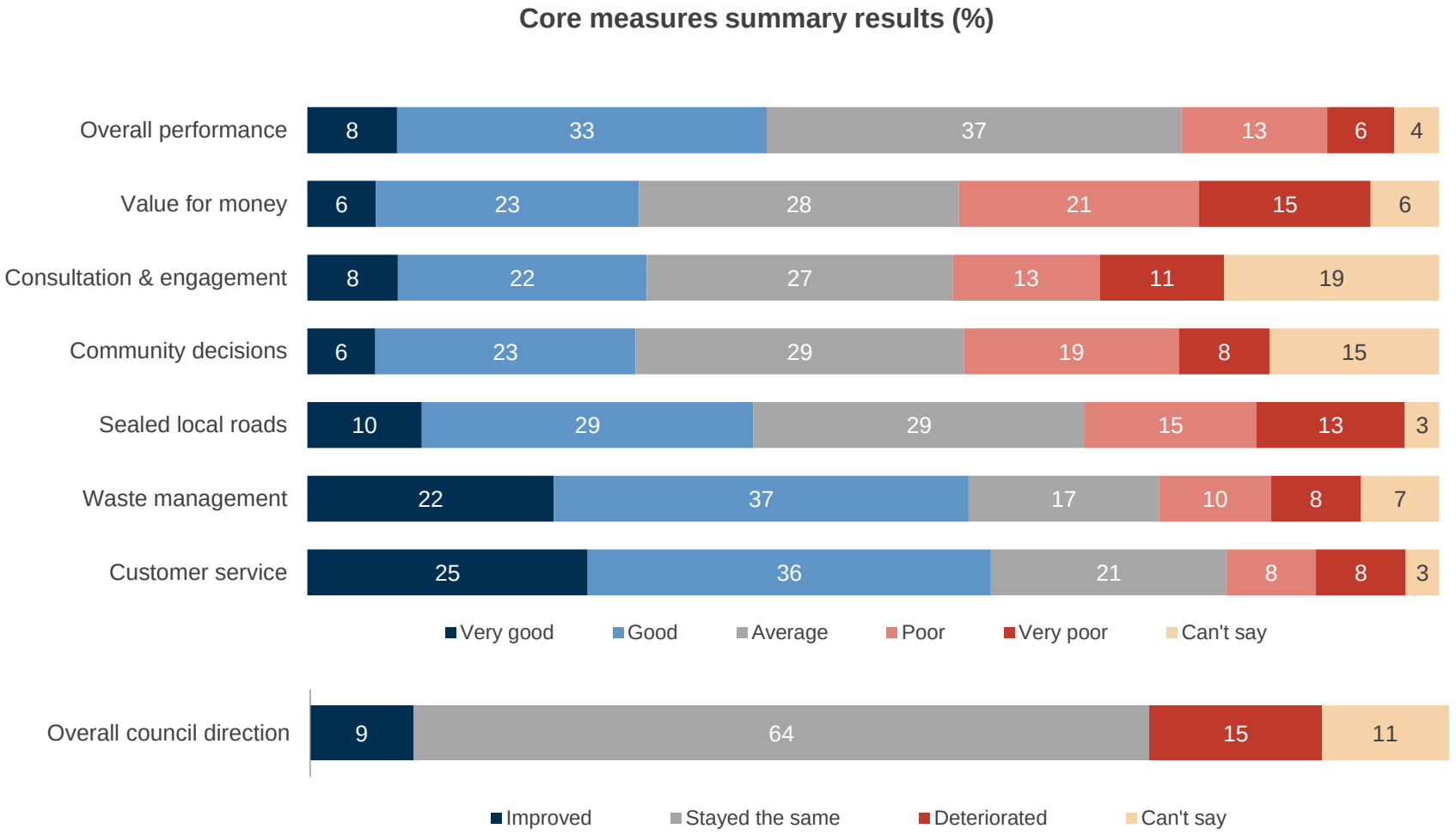
Council performance compared to group average

Top performing area	
Waste management	= on par
Lowest performing areas	
Community decisions	▲ higher
Consultation & engagement	▲ higher
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 2025	Bass Coast 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	**56**	53	50	53	35-49 years, Bunurong residents	Residents, 65+ years
	Value for money	**46**	46	43	47	Bunurong residents	65+ years, Island residents, Residents, Western Port residents
	Overall council direction	**47**	44	44	46	18-34 years	65+ years
	Customer service	**66**	67	65	66	Non-Residents	18-34 years
	Waste management	**65**	63	62	65	Bunurong residents	Island residents
	Sealed local roads	**52**	50	39	45	Non-Residents	Residents
	Consultation & engagement	**51**	48	48	50	18-34 years	65+ years
	Community decisions	**50**	48	46	49	Bunurong residents	65+ years, Island residents

Significantly higher / lower than Bass Coast Shire Council 2025 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 overall performance in Bass Coast Shire Council have improved slightly over the last 12 months, following a period of incremental decline over the past few years. Similarly, perceptions of performance across the four service areas evaluated have slightly improved on the previous result (although not significantly so). Positively, an uptick in perceptions of the direction of Council's overall performance is also evident this year.

Focus areas

Decisions made in the interest of the community, and consultation and engagement, are areas that warrant continued attention in the year ahead. Although ratings have slightly improved in the last 12 months, they remain Council's two lowest performing service areas. Additionally, Council has demonstrated the ability to achieve more favourable results in both areas in the past. Good communication and transparency with the community in Council decision making is important to ensure they feel heard on key local issues.

Comparison to state and area grouping

On most of the core measures and service areas evaluated, including overall performance, Council performs significantly higher than the Large Rural group. The exceptions are customer service and waste management, where Council performs in line with the Large Rural group. Overall, this is a good comparative result for Bass Coast Shire Council. Council performs significantly higher than the State-wide averages for overall performance and sealed local roads, and in line with councils State-wide for all other measures.

Focus on customer service

Perceptions of Council's customer service have remained relatively stable over the last 10 years, although results here have not followed the pattern across Council, with a slight (not significant) downturn evident this year. This is especially true among 18 to 34 year olds, whose ratings of customer service have significantly declined. It is recommended that extra attention to be paid to interactions with this cohort over the next year, as well as the community more broadly, to improve perceptions and shore up against further declines.

DETAILED FINDINGS



Overall performance

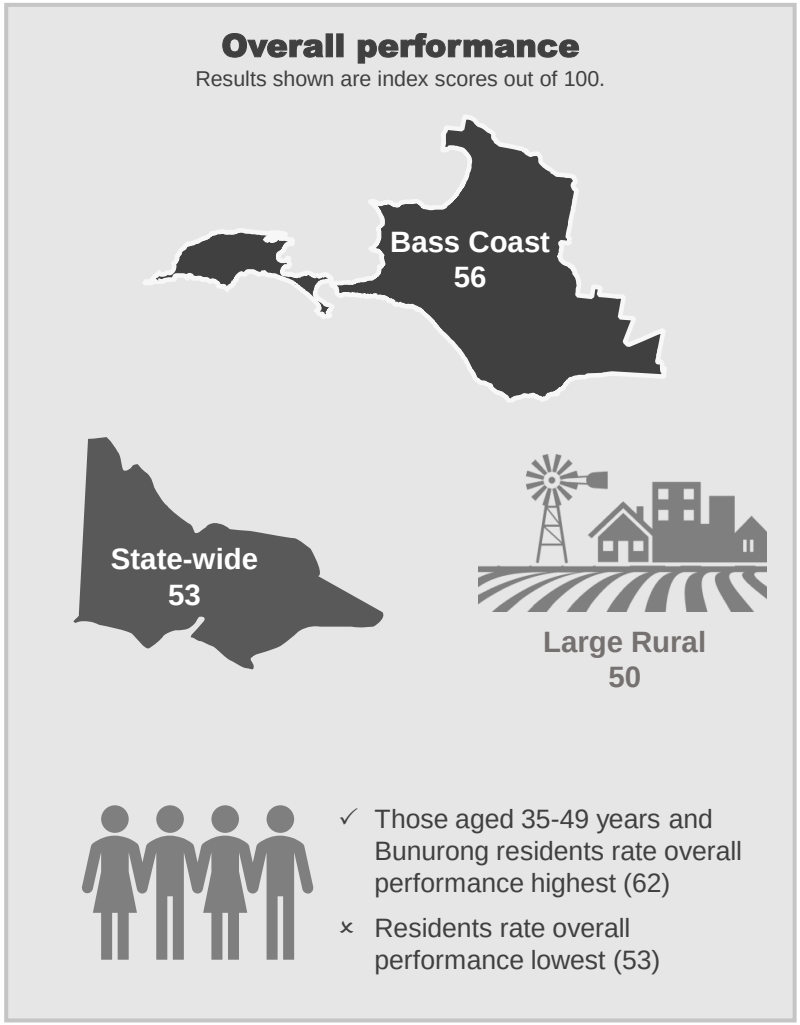
Overall performance

The overall performance index score of 56 for Bass Coast Shire Council represents a slight three-point improvement on the 2024 result, stemming a period of incremental decline over the last three years.

Council's overall performance is rated significantly higher (at the 95% confidence interval) than the average ratings for councils State-wide and in the Large Rural group (index scores of 53 and 50 respectively).

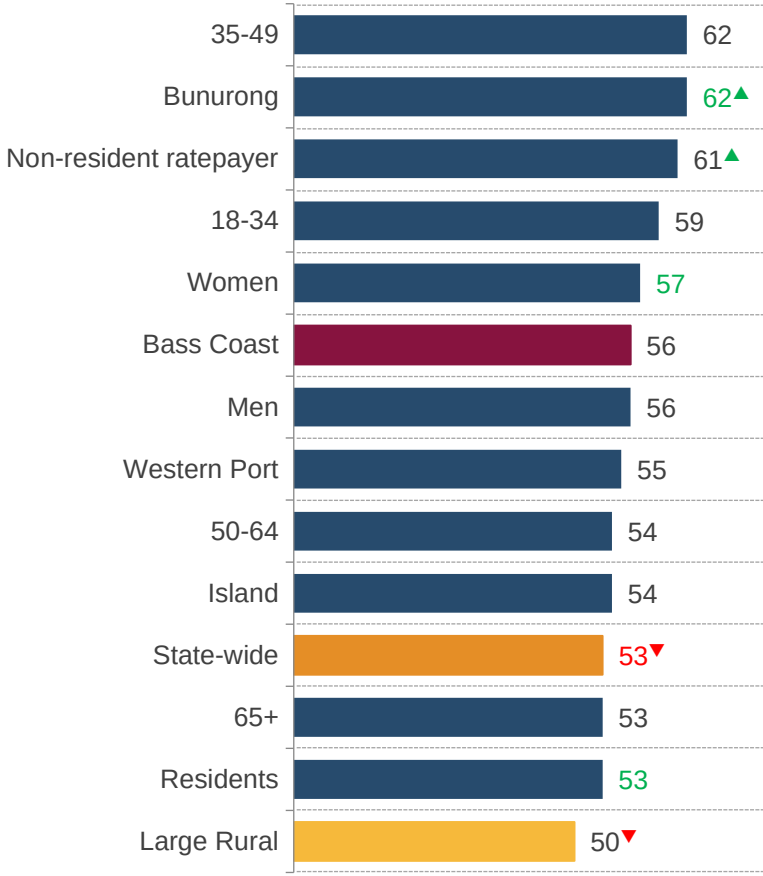
- People in the Bunurong area (index score of 62) rate Council's overall performance significantly higher than the Council average, having improved significantly in their ratings over the last year (up six index points).
- Non-resident ratepayers (index score of 61) also rate overall performance significantly higher than the Council average. By comparison, residents (index score of 53) rate overall performance in line with the Council average, but have improved significantly in their ratings over the last year (up six index points).

Three in 10 residents (28%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. More (40%) rate Council as 'very poor' or 'poor'. A further 27% rate Council as 'average' on this measure.



Overall performance

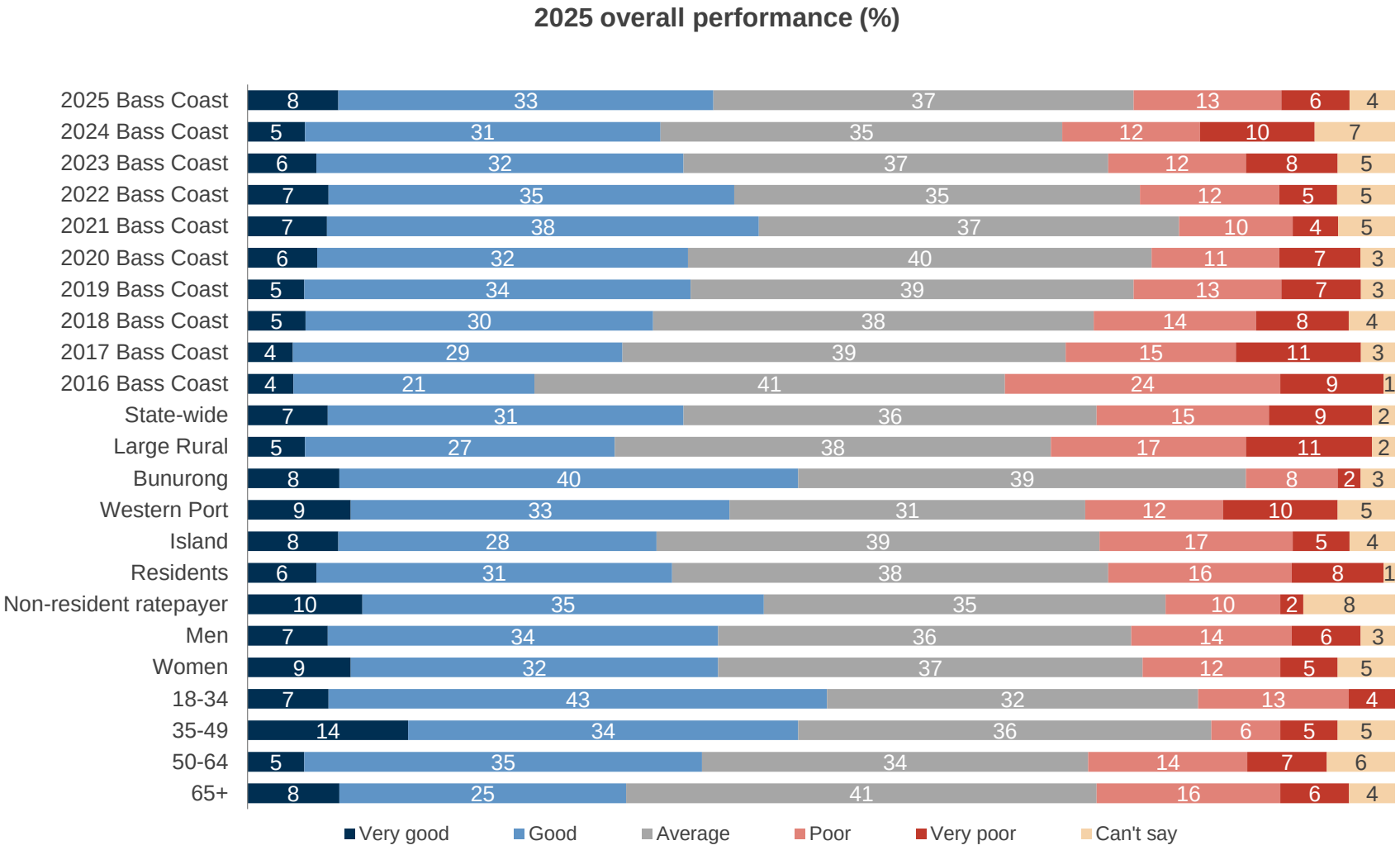
2025 overall performance (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	55	56	60	58	50	49	51	46	45
Bunurong	56	59	60	62	58	57	60	55	n/a
Non-resident ratepayer	61	59	62	61	59	59	n/a	n/a	n/a
18-34	55	58	65	64	59	59	61	53	59
Women	52	56	57	60	55	55	54	48	49
Bass Coast	53	54	57	59	55	54	53	50	46
Men	53	51	57	58	54	54	51	52	44
Western Port	53	53	58	57	55	57	53	51	n/a
50-64	52	54	54	54	48	51	48	50	42
Island	51	50	53	56	51	49	45	44	n/a
State-wide	54	56	59	61	58	60	59	59	59
65+	51	49	54	58	57	56	53	52	42
Residents	47	50	53	58	53	52	n/a	n/a	n/a
Large Rural	50	52	55	58	55	56	56	54	54

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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

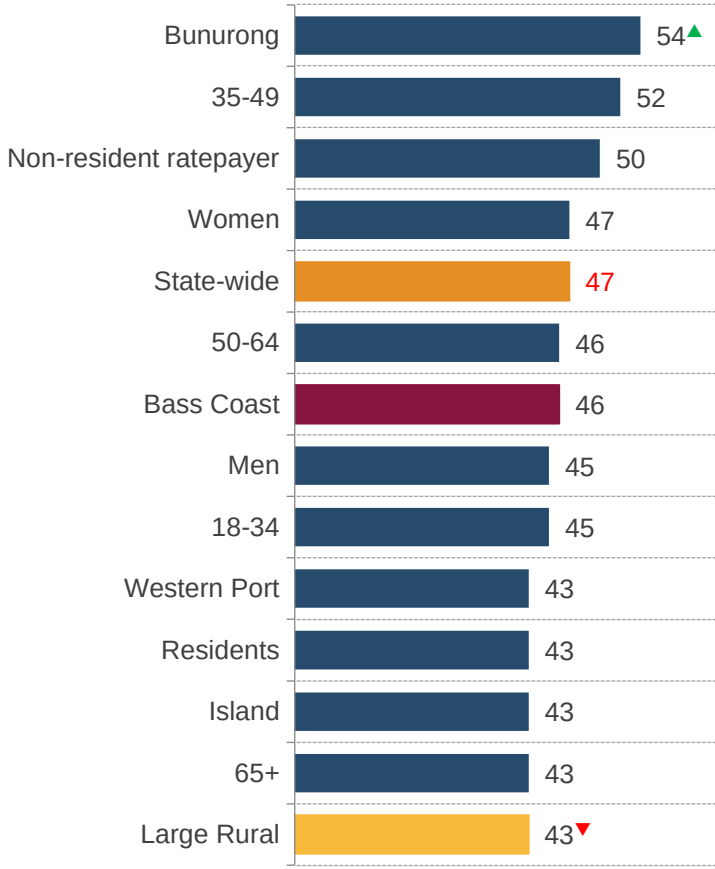
Overall performance



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: 56 Councils asked group: 18

Value for money in services and infrastructure

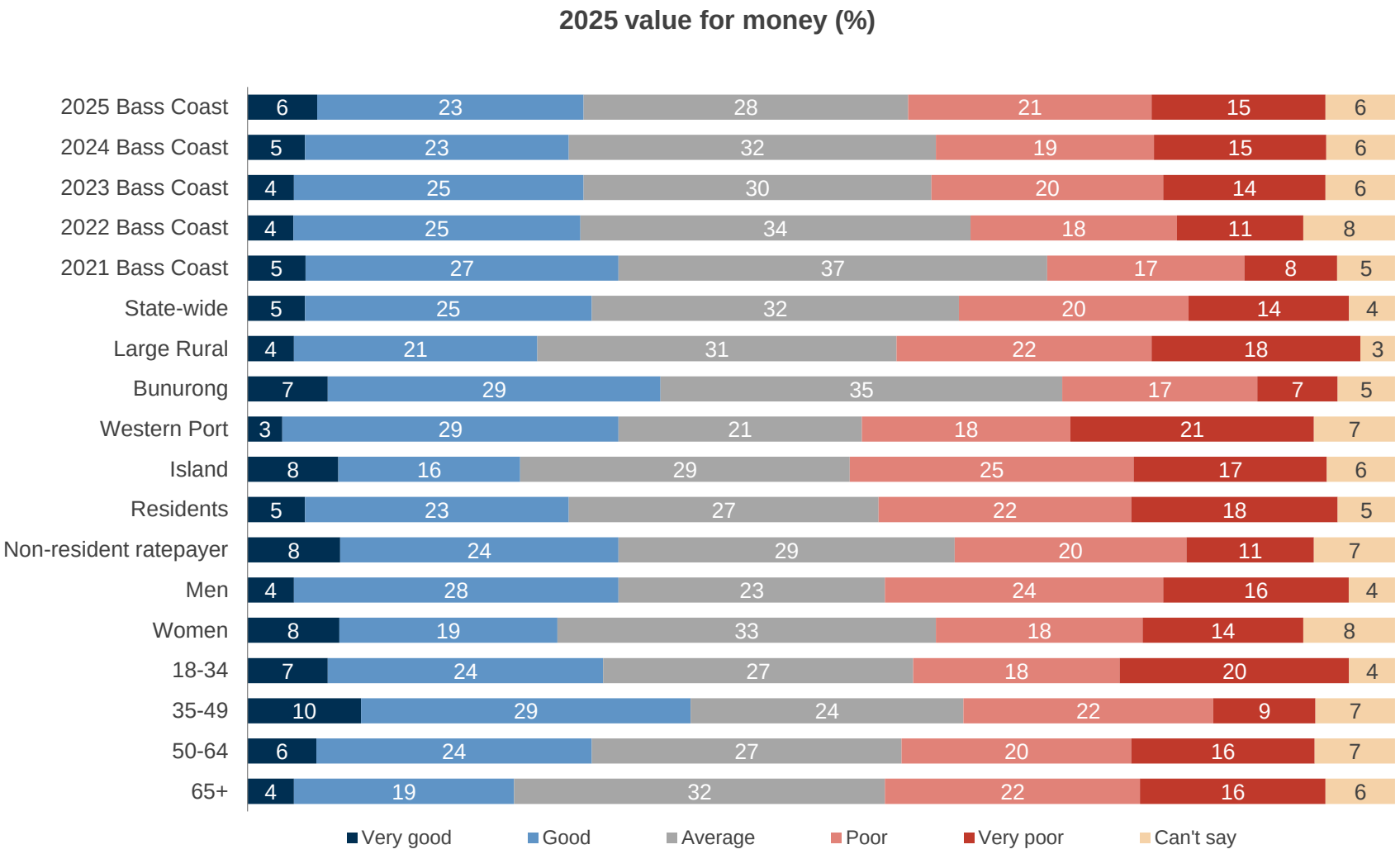
2025 value for money (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
Bunurong	49	52	53	55	n/a	n/a	n/a	n/a	n/a
35-49	44	47	50	47	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	51	51	53	53	n/a	n/a	n/a	n/a	n/a
Women	46	47	49	53	n/a	n/a	n/a	n/a	n/a
State-wide	48	49	53	54	n/a	n/a	n/a	n/a	n/a
50-64	46	46	45	45	n/a	n/a	n/a	n/a	n/a
Bass Coast	46	46	48	51	n/a	n/a	n/a	n/a	n/a
Men	45	45	47	49	n/a	n/a	n/a	n/a	n/a
18-34	47	46	53	56	n/a	n/a	n/a	n/a	n/a
Western Port	44	45	47	50	n/a	n/a	n/a	n/a	n/a
Residents	42	42	44	50	n/a	n/a	n/a	n/a	n/a
Island	44	40	43	47	n/a	n/a	n/a	n/a	n/a
65+	45	45	47	53	n/a	n/a	n/a	n/a	n/a
Large Rural	43	45	48	50	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: 55 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: 55 Councils asked group: 18

Top performing service areas

Council continues to perform best in the area of waste management (index score of 65), even increasing slightly from 2024 (up two index points).

Council performs in line with the State-wide and Large Rural group averages for councils on waste management (index scores of 65 and 62 respectively).

- People in the Bunurong area (index score of 74) rate Council the highest and significantly higher than the Council average for waste management. Impressions of waste management within this location have improved by a slight (not significant) six index points over the last year.
- While statistically similar to the Council average, people in Island (index score of 60) rate Council's performance on waste management the lowest.

Despite being rated Council's top performing service area in 2025, 15% of residents and non-resident ratepayers suggest waste management as the area most in need of improvement.



Waste management (index score of 65) is the area where Council performed best in 2025.

Lower performing service areas



Council did not experience any significant declines in performance ratings in 2025, with impressions across each service area evaluated improving by a slight (not significant) amount.

Council rates lowest in the area of decisions made in the interest of the community (index score of 50, up two index points). While perceptions of community decisions are slowly recovering after significant declines in 2022 and 2023, they remain below the peak level seen in 2021 (index score of 57).

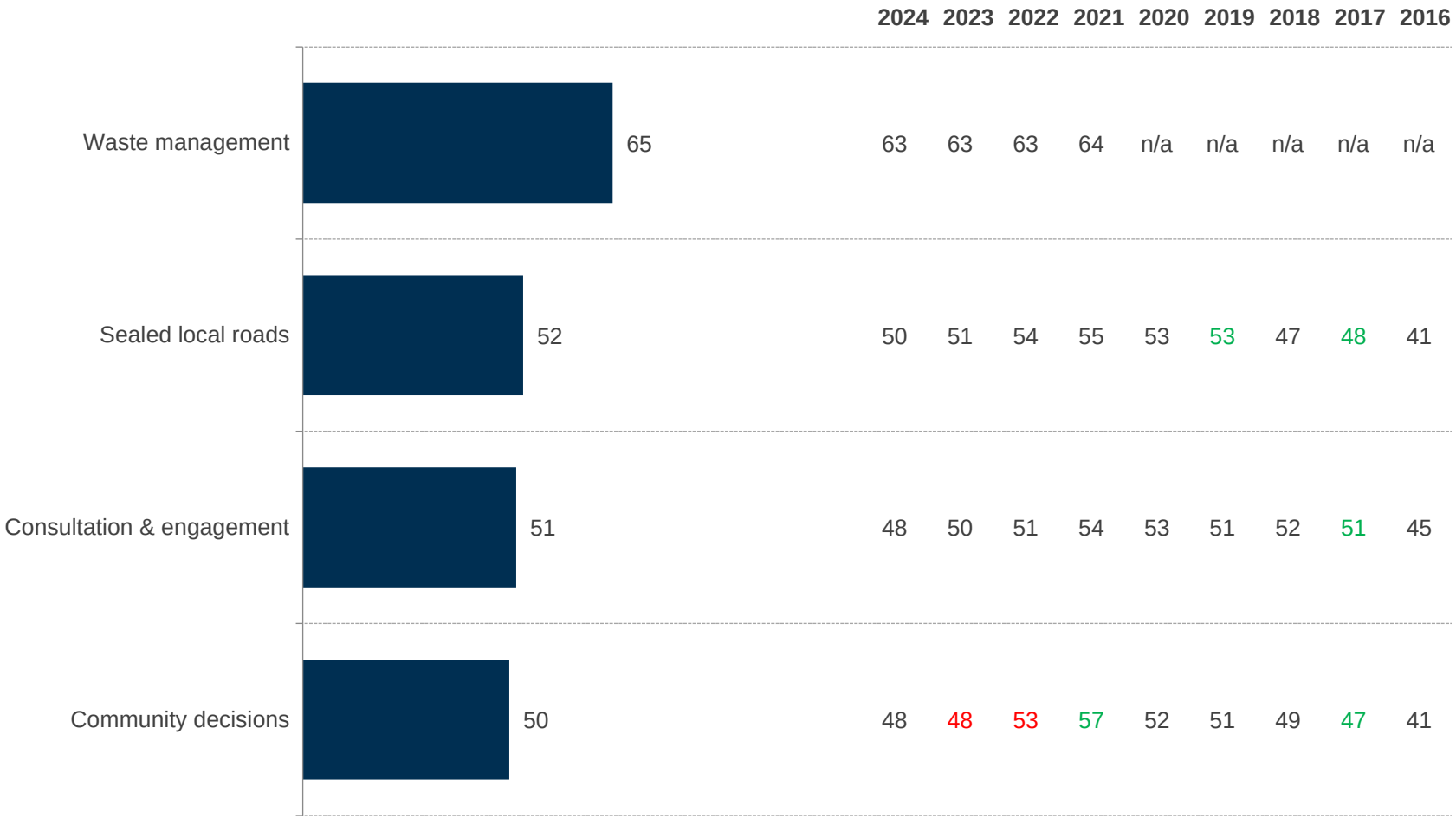
- Council performs in line with the State-wide average for performance on community decisions (index score of 49), and significantly higher than the Large Rural group (index score of 46).

Council's next lowest performing service area is consultation and engagement (index score of 51).

- Council performs in line with the State-wide average (index score of 50), and significantly higher than the Large Rural group (48) for performance on consultation and engagement.
- People aged 18 to 34 years (index score of 59, up 10 index points) have significantly improved in their ratings of consultation and engagement, and now rate Council significantly higher than the average for this service area.

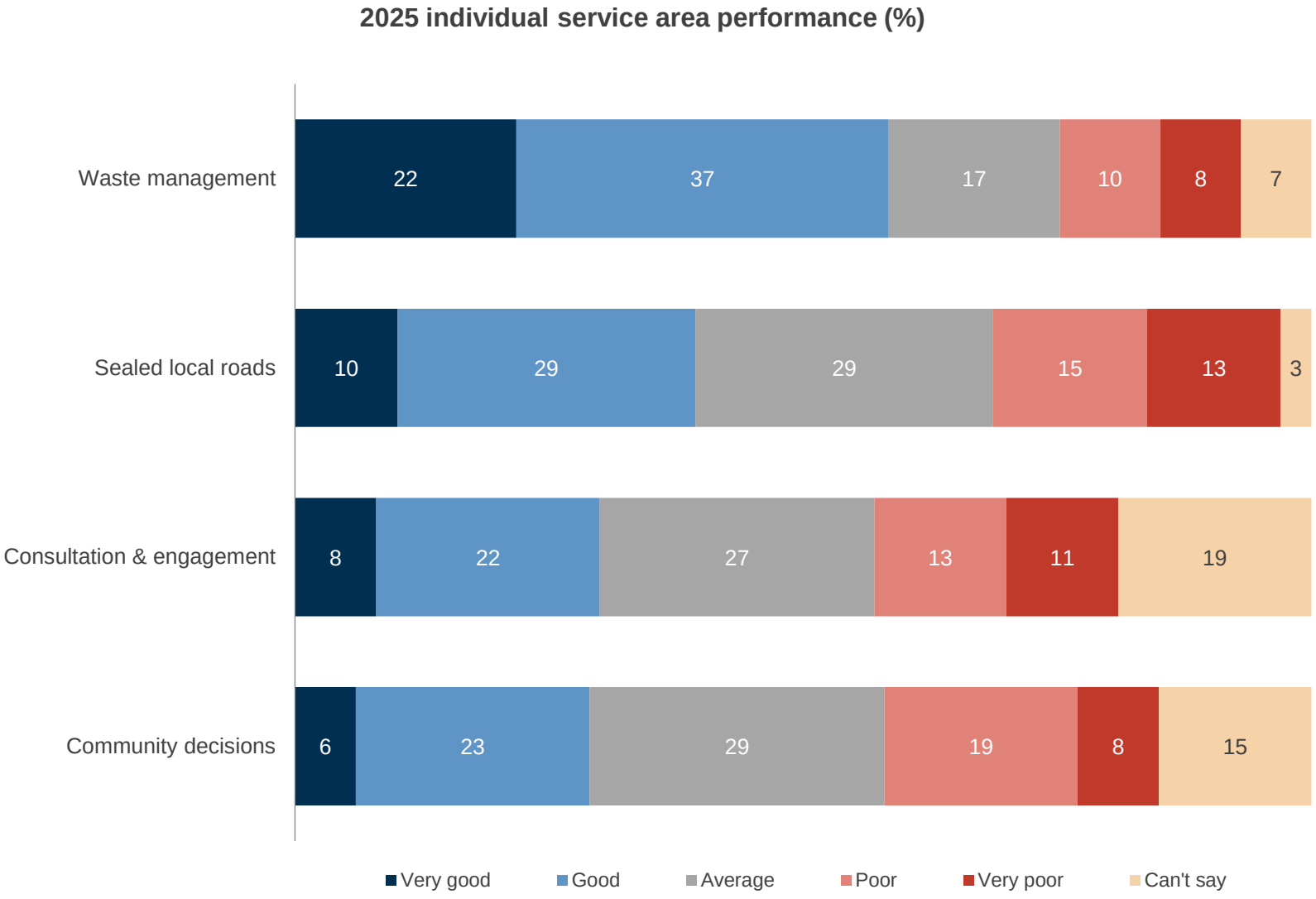
Individual service area performance

2025 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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

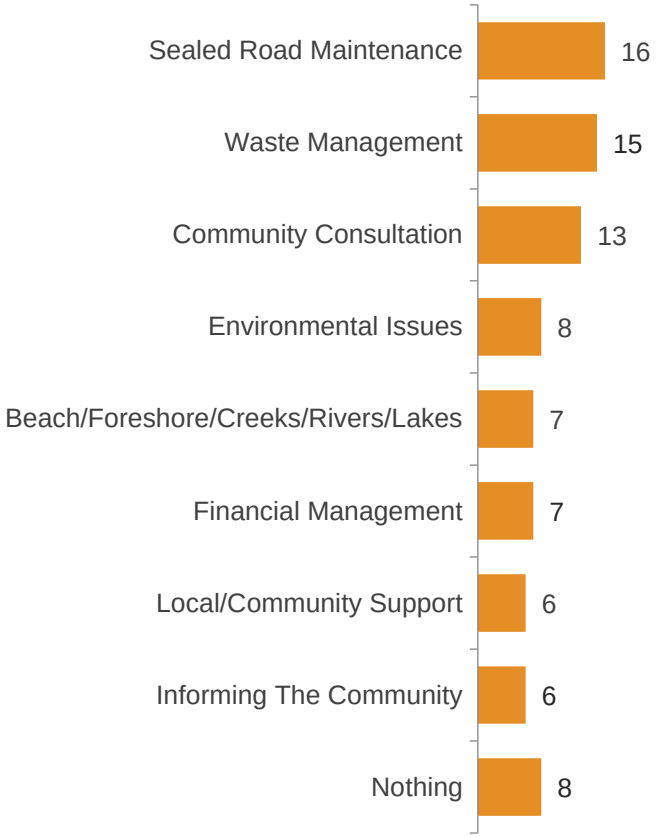
Individual service area performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

Areas for improvement

2025 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: 44 Councils asked group: 14
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

Over half of people (55%) had contact with Council over the last 12 months. This is a decrease of six percentage points on the previous result and among the lowest rates of contact with Council over the last 10 years.

- Residents have the highest rate of contact with Council (60%), whereas non-resident ratepayers have the lowest rate of contact (47%).



Customer service

Council’s customer service index of 66 is consistent with the previous result, decreasing by a slight (not significant) one index point. Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 66 and 65 respectively).

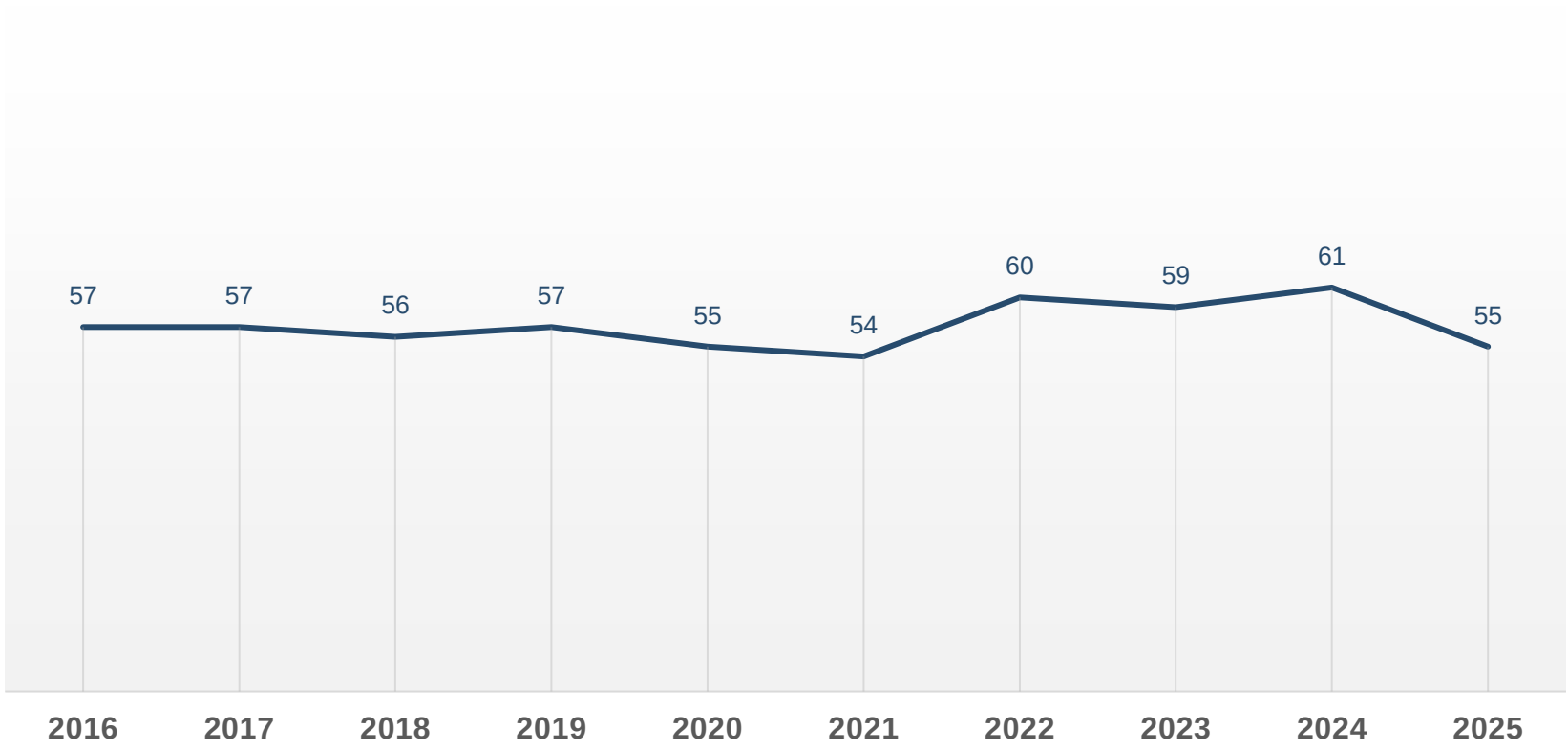
Three in five people (61%) provide a positive customer service rating of ‘very good’ or ‘good’. This far outweighs the 16% who rate Council’s customer service as ‘poor’ or ‘very poor’.

- Non-resident ratepayers (index score of 74) rate customer service significantly higher than the Council average. By contrast, residents (index score of 61) rate customer service slightly below the Council average.
- People aged 18 to 34 years (index score of 56) have declined significantly in their ratings of customer service (down 17 index points). This comes after residents aged 18 to 34 years rated customer service the equal-highest in 2024.

Given the customer service rating among people aged 18 to 34 years has significantly declined, and they contact Council at a rate in line with the average (57% versus 55% respectively), this age group should be a priority for customer service improvement strategies.

Contact with council

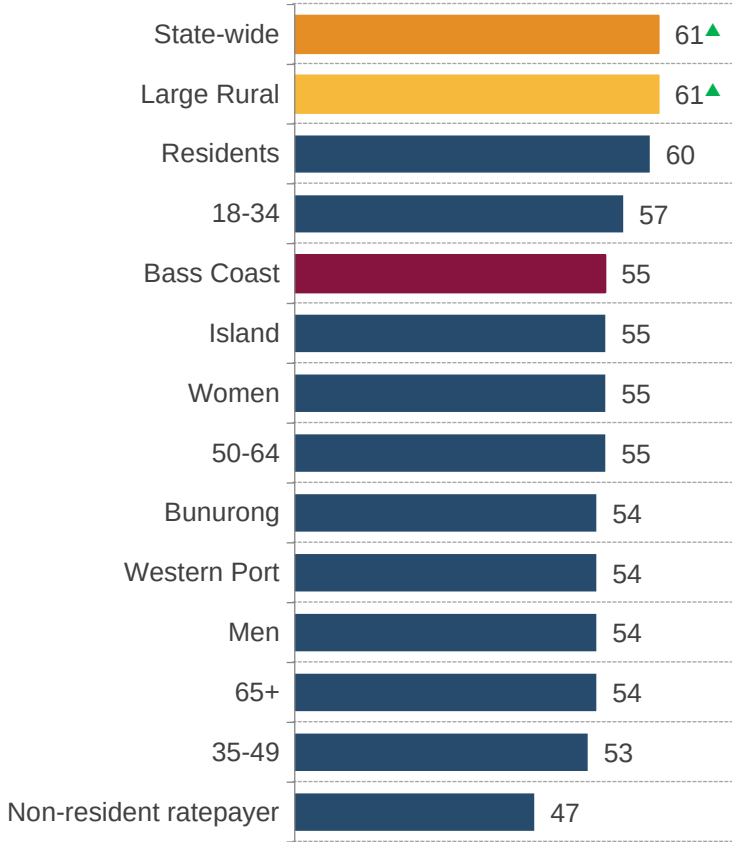
2025 contact with council (%)
Have had contact



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: 32 Councils asked group: 9

Contact with council

2025 contact with council (%)

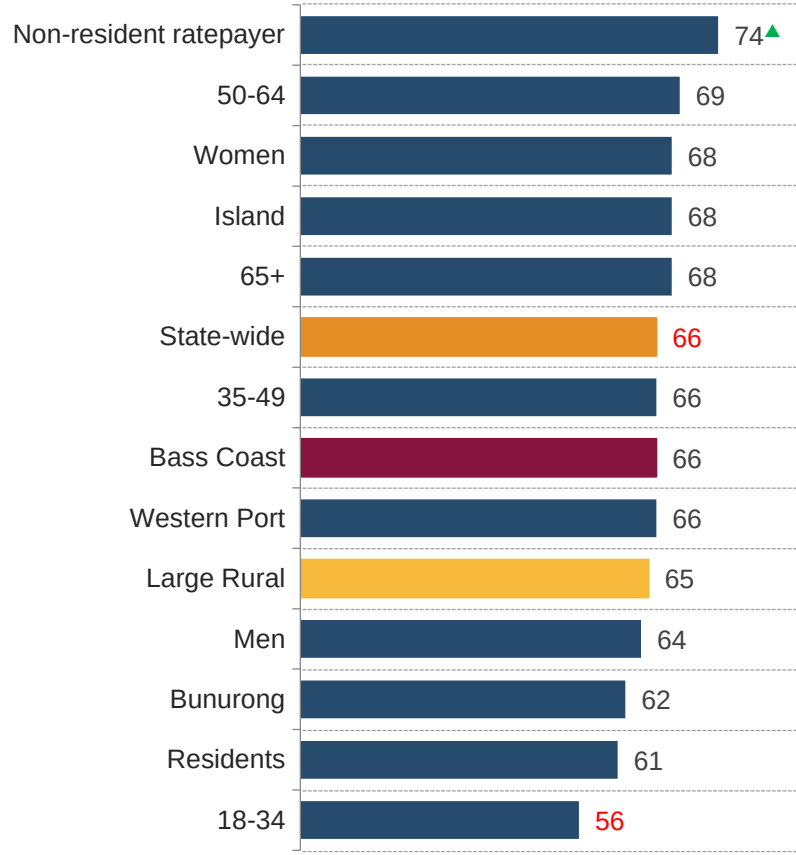


	2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	62	62	60	61	63	61	61	58	58
Large Rural	63	61	61	58	61	62	62	57	57
Residents	65	62	60	59	60	62	n/a	n/a	n/a
18-34	69	64	65	51	47	58	55	61	53
Bass Coast	61	59	60	54	55	57	56	57	57
Island	63	59	58	49	49	55	54	51	n/a
Women	64	60	60	55	58	60	55	58	53
50-64	61	62	67	61	64	54	59	52	64
Bunurong	57	56	61	54	55	57	56	63	n/a
Western Port	65	60	59	58	63	58	58	55	n/a
Men	58	57	59	52	52	53	57	56	60
65+	57	52	52	48	48	51	50	47	52
35-49	62	61	57	62	70	70	62	71	61
Non-resident ratepayer	57	55	59	44	47	47	n/a	n/a	n/a

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: 32 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2025 customer service rating (index scores)

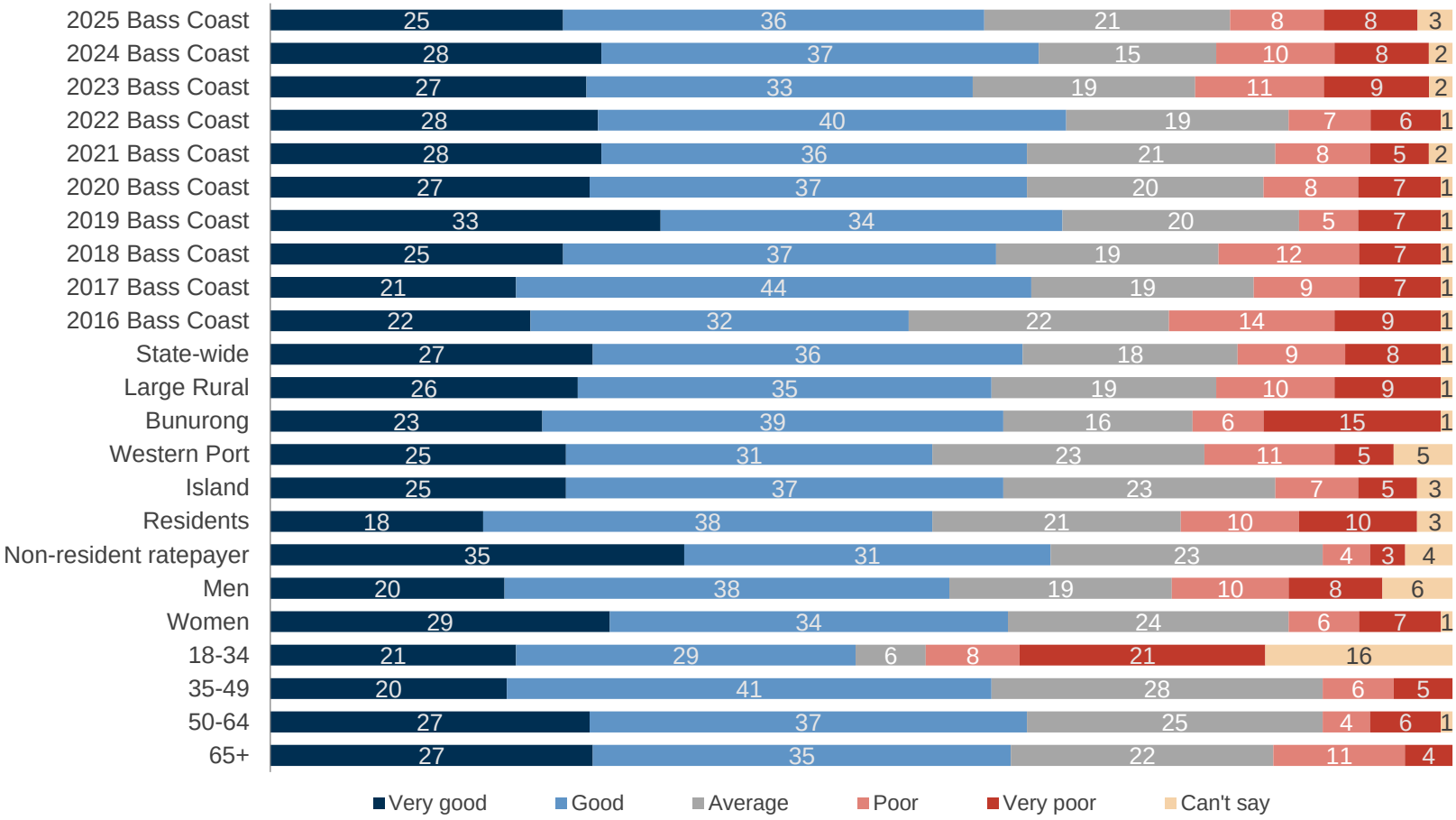


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Non-resident ratepayer	73	69	71	68	72	74	n/a	n/a	n/a
50-64	68	68	67	65	66	69	60	61	57
Women	71	69	72	73	68	70	67	65	67
Island	66	63	68	67	65	72	61	63	n/a
65+	64	58	68	68	72	69	70	65	62
State-wide	67	67	68	70	70	71	70	69	69
35-49	65	65	69	67	64	67	61	66	61
Bass Coast	67	65	69	69	67	70	65	66	61
Western Port	70	64	67	70	71	69	60	61	n/a
Large Rural	65	65	67	68	68	69	67	66	67
Men	62	61	67	64	67	71	63	67	56
Bunurong	66	67	72	69	67	70	73	72	n/a
Residents	63	62	68	69	65	69	n/a	n/a	n/a
18-34	73	71	75	76	63	79	69	72	63

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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2025 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: 56 Councils asked group: 18



Council direction

Council direction

Over the last 12 months, 64% of people believe the direction of Council's overall performance has stayed the same. More than one in 10 people (15%) believe the direction has deteriorated, outweighing the 9% who believe the direction has improved.

Ratings of the direction of Bass Coast Shire Council's overall performance (index score of 47) have improved by a slight (not significant) three index points in the last year.

- Council rates significantly higher than the Large Rural group average for overall Council direction (index score of 44), and in line with councils State-wide (index score of 46).
- Bass Coast residents have increased significantly in their impressions of overall Council direction (index score of 47, up six index points).

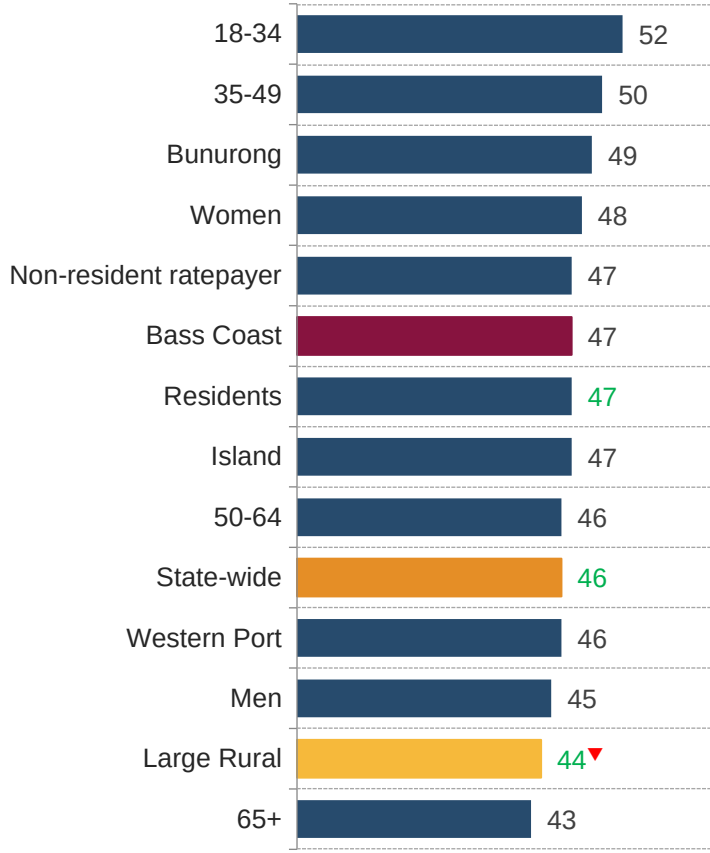
No significant differences in ratings of overall direction are found among demographic and geographic cohorts compared to the Council average.

- The most satisfied with Council direction are those aged 18 to 34 years (index score of 52).
- The least satisfied are people aged 65 years and older (index score of 43).



Overall council direction last 12 months

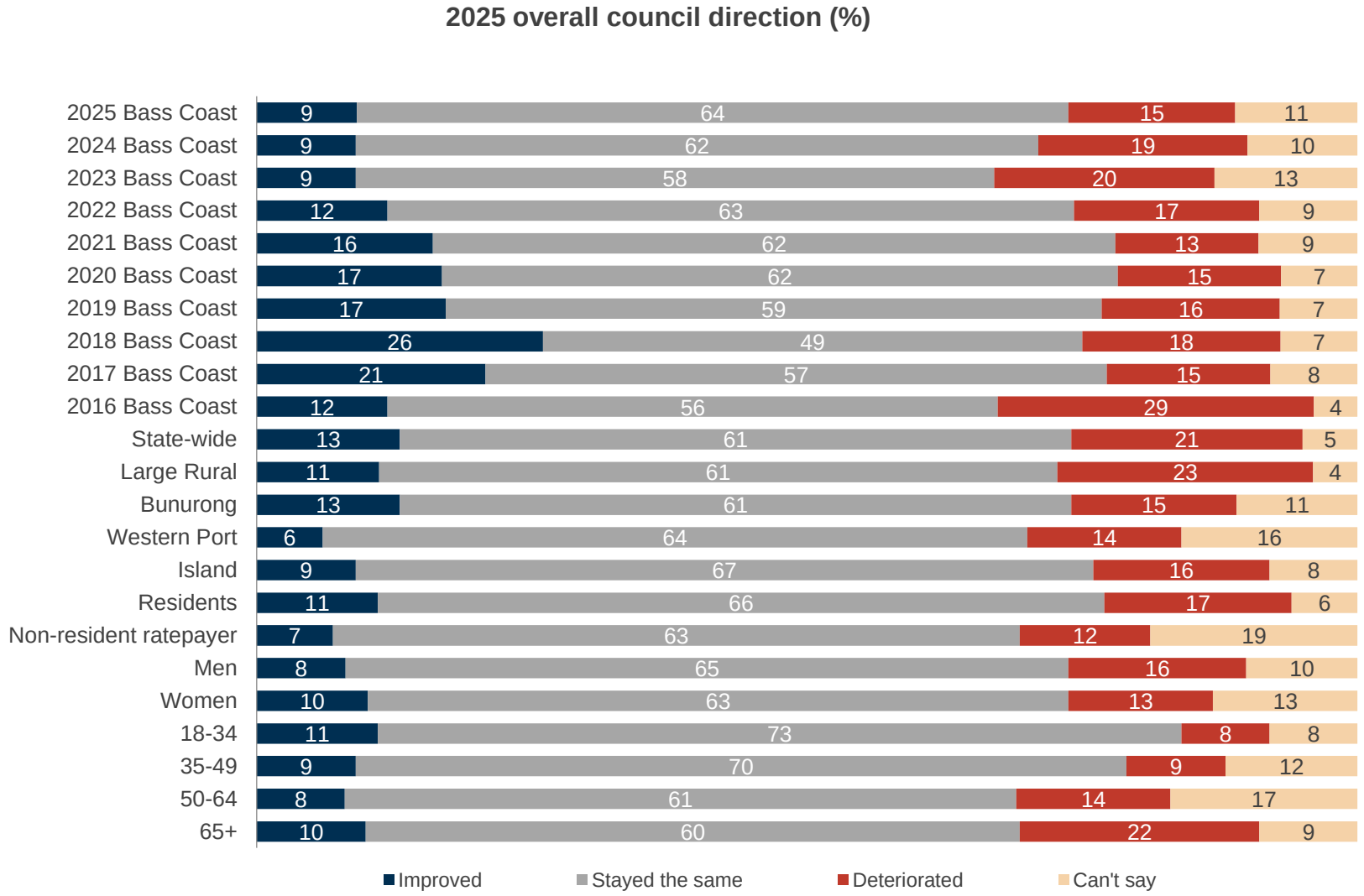
2025 overall council direction (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	49	48	54	53	55	52	59	58	55
35-49	45	45	45	53	50	44	50	45	35
Bunurong	45	48	51	53	54	55	61	59	n/a
Women	45	45	48	54	51	50	57	53	45
Non-resident ratepayer	48	46	52	54	54	53	n/a	n/a	n/a
Bass Coast	44	44	47	52	51	50	54	54	41
Residents	41	42	44	51	50	49	n/a	n/a	n/a
Island	42	41	43	54	50	46	46	48	n/a
50-64	43	43	46	48	46	48	51	53	42
State-wide	45	46	50	53	51	53	52	53	51
Western Port	45	43	47	47	49	48	53	53	n/a
Men	43	43	46	50	51	50	50	54	38
Large Rural	42	44	47	51	50	51	52	52	48
65+	42	42	46	53	52	54	55	58	38

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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months



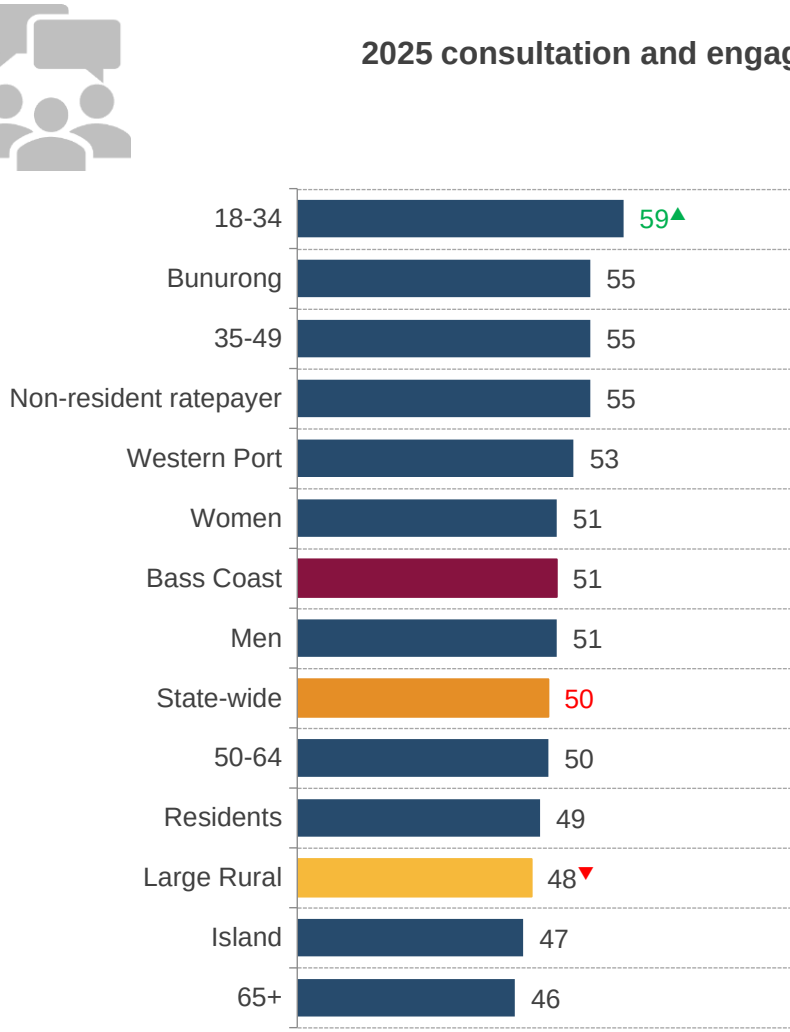
Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18



Individual service areas

Community consultation and engagement performance

2025 consultation and engagement performance (index scores)

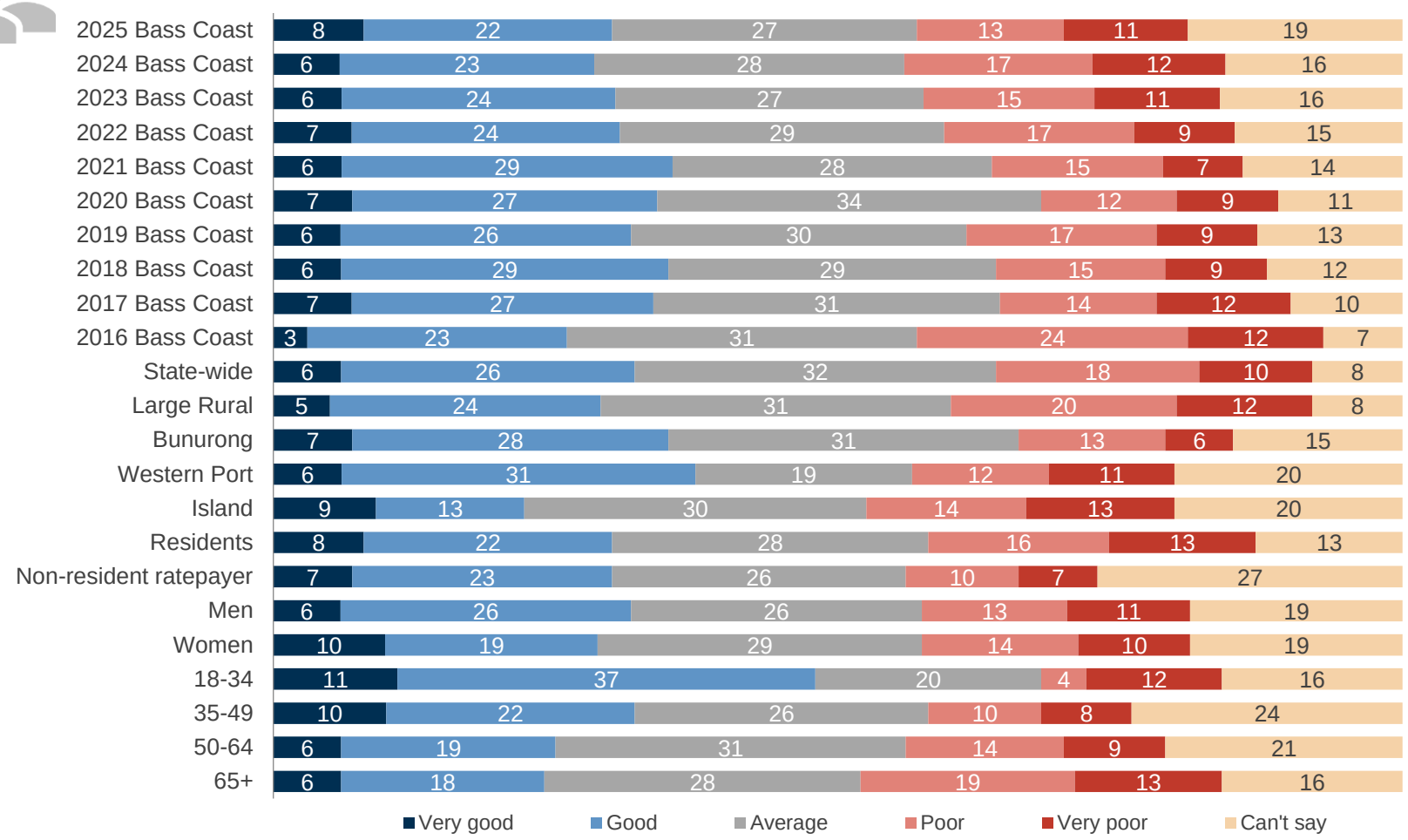


	2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	49	58	58	60	59	51	61	57	52
Bunurong	49	56	55	58	56	54	57	54	n/a
35-49	52	54	52	54	51	51	52	48	43
Non-resident ratepayer	54	55	57	56	54	56	n/a	n/a	n/a
Western Port	51	49	50	50	53	50	54	50	n/a
Women	50	52	52	54	52	51	54	50	46
Bass Coast	48	50	51	54	53	51	52	51	45
Men	47	48	50	54	54	51	50	52	43
State-wide	51	52	54	56	55	56	55	55	54
50-64	48	50	46	52	47	49	46	50	44
Residents	45	47	47	53	53	49	n/a	n/a	n/a
Large Rural	48	49	51	54	54	54	54	52	52
Island	45	44	46	52	50	47	44	49	n/a
65+	46	44	50	52	54	52	52	49	42

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

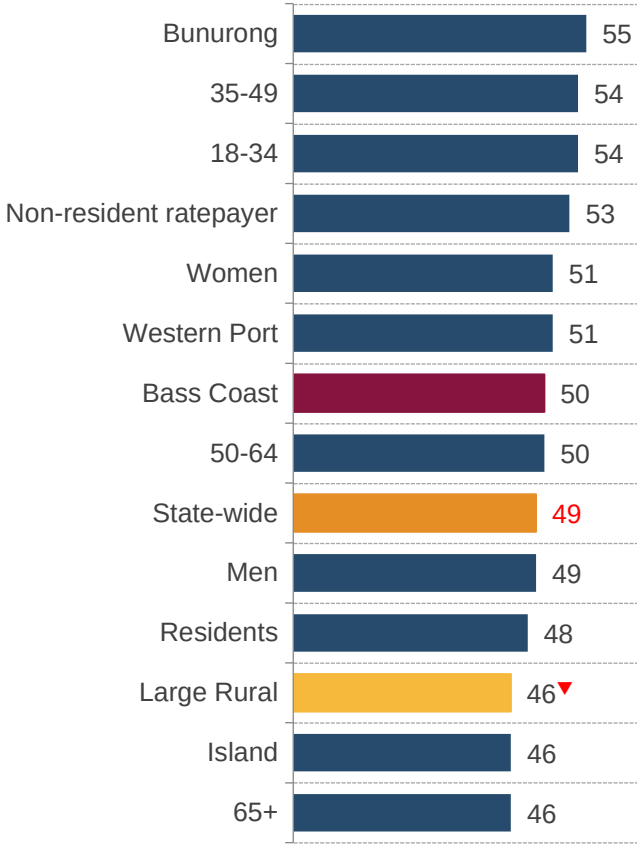
2025 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

Decisions made in the interest of the community performance

2025 community decisions made performance (index scores)

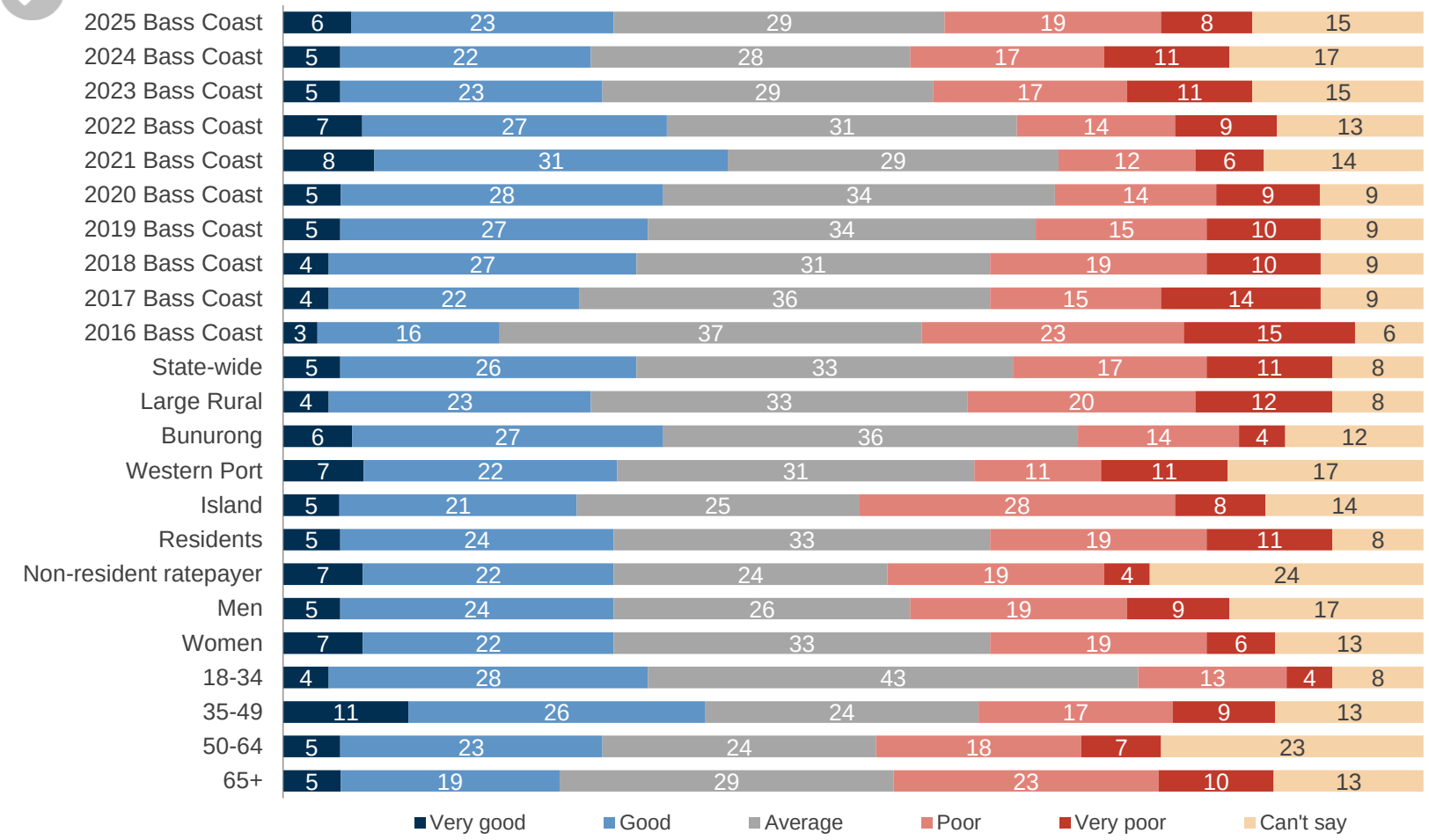


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Bunurong	50	53	57	62	55	55	56	51	n/a
35-49	52	51	54	58	49	46	48	40	41
18-34	47	52	62	69	57	53	57	52	53
Non-resident ratepayer	55	53	59	57	55	57	n/a	n/a	n/a
Women	49	49	53	57	51	51	51	45	42
Western Port	50	47	53	54	54	50	50	47	n/a
Bass Coast	48	48	53	57	52	51	49	47	41
50-64	49	49	48	48	45	49	44	46	39
State-wide	50	51	54	56	53	55	54	54	54
Men	47	48	53	57	53	50	47	49	41
Residents	43	45	48	57	50	48	n/a	n/a	n/a
Large Rural	46	48	51	54	52	52	52	51	50
Island	45	44	47	52	47	45	41	42	n/a
65+	45	43	50	55	54	52	50	49	37

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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

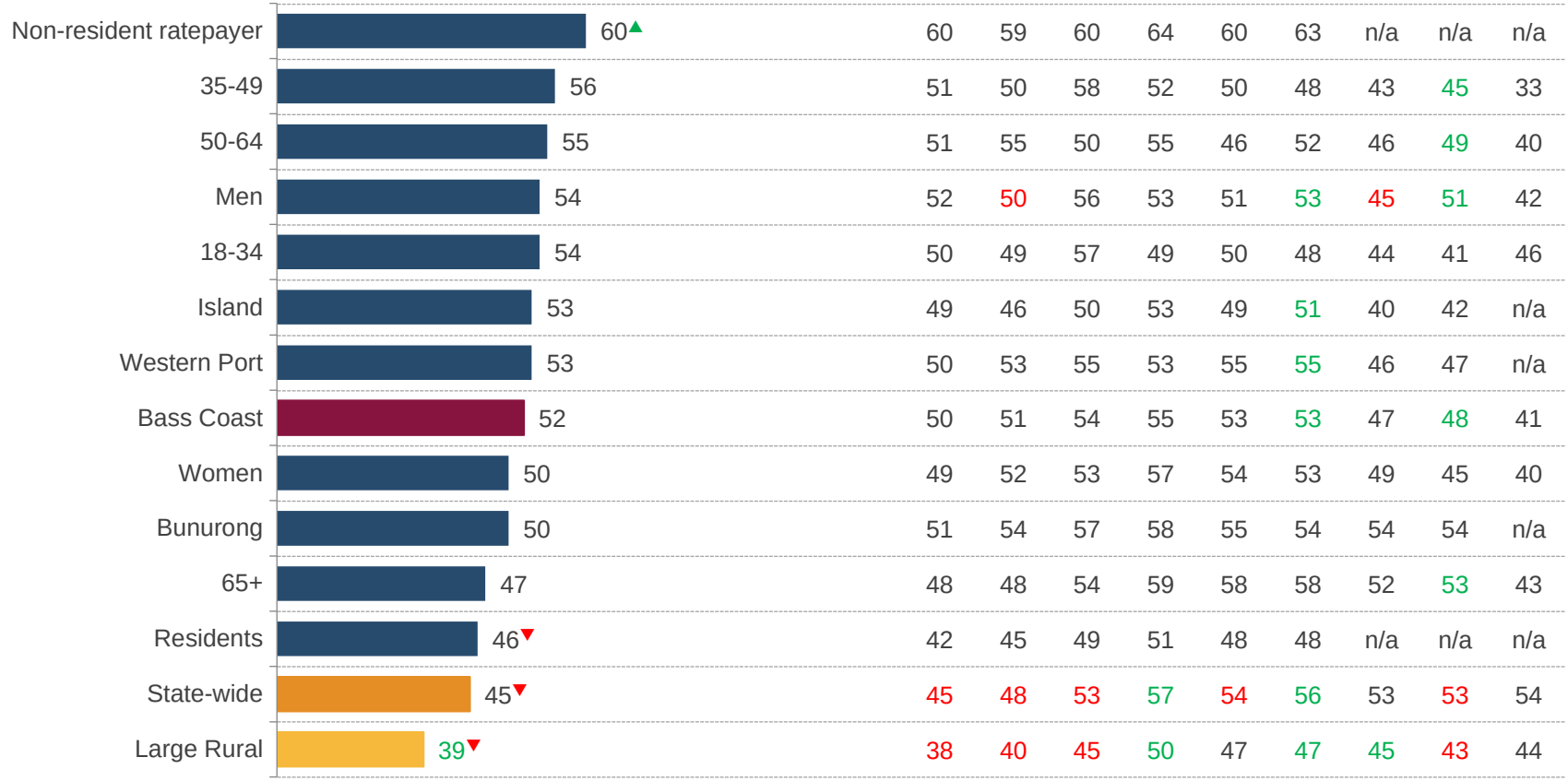
2025 community decisions made performance (%)



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: 56 Councils asked group: 18

The condition of sealed local roads in your area performance

2025 sealed local roads performance (index scores)

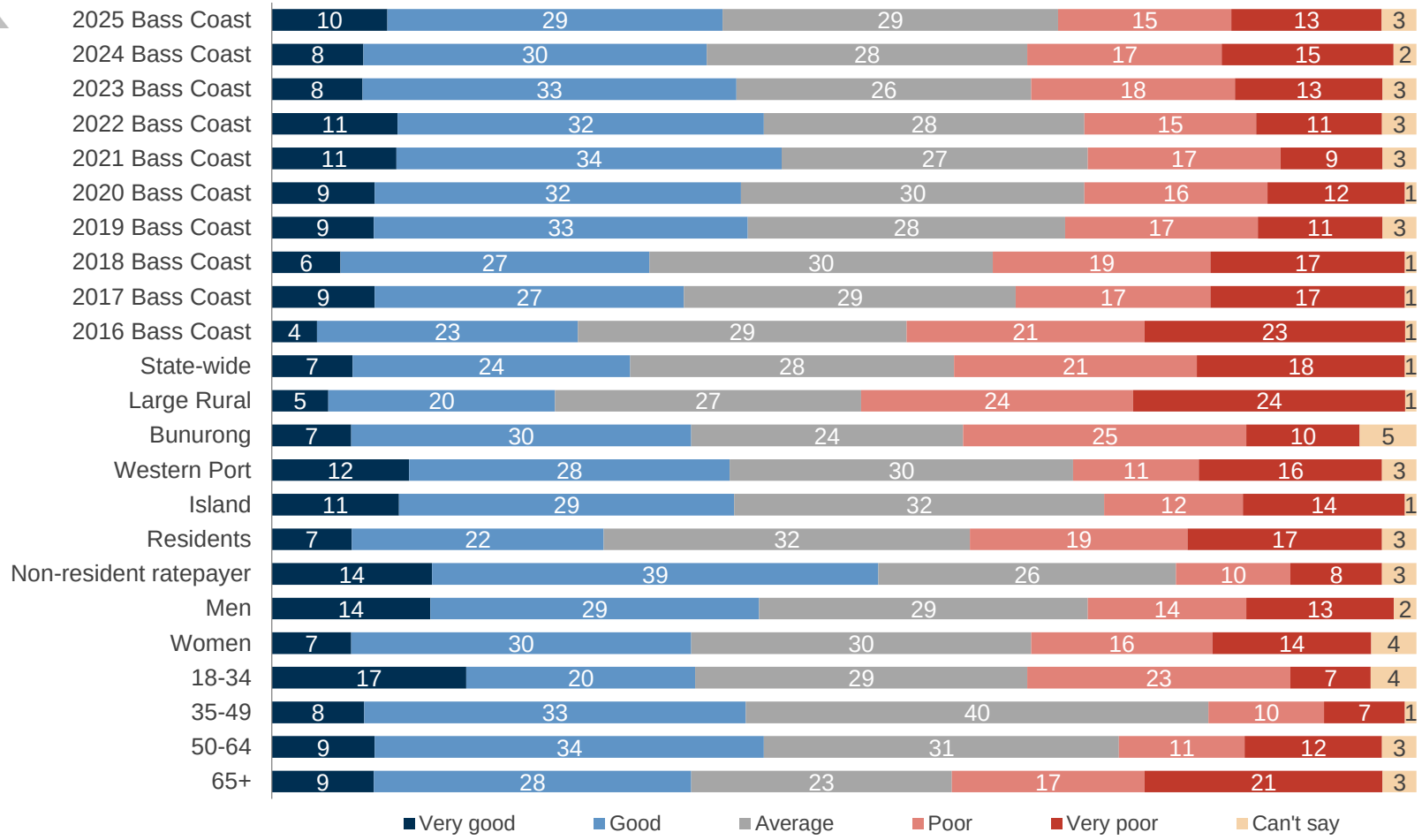


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Non-resident ratepayer	60	59	60	64	60	63	n/a	n/a	n/a
35-49	51	50	58	52	50	48	43	45	33
50-64	51	55	50	55	46	52	46	49	40
Men	52	50	56	53	51	53	45	51	42
18-34	50	49	57	49	50	48	44	41	46
Island	49	46	50	53	49	51	40	42	n/a
Western Port	50	53	55	53	55	55	46	47	n/a
Bass Coast	50	51	54	55	53	53	47	48	41
Women	49	52	53	57	54	53	49	45	40
Bunurong	51	54	57	58	55	54	54	54	n/a
65+	48	48	54	59	58	58	52	53	43
Residents	42	45	49	51	48	48	n/a	n/a	n/a
State-wide	45	48	53	57	54	56	53	53	54
Large Rural	38	40	45	50	47	47	45	43	44

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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

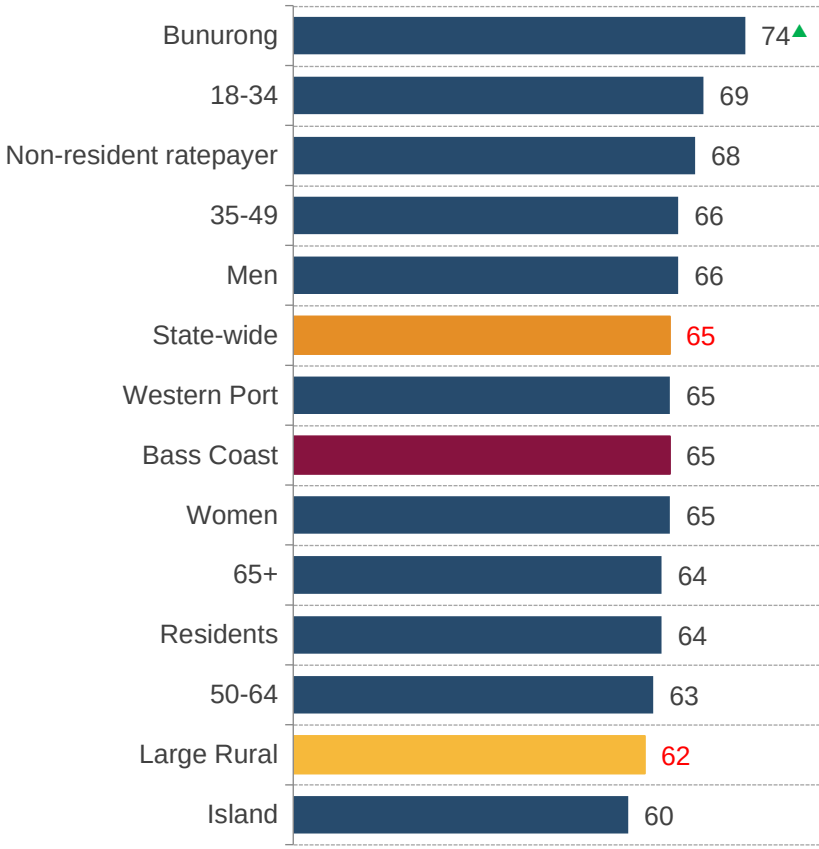
2025 sealed local roads performance (%)



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: 56 Councils asked group: 18

Waste management performance

2025 waste management performance (index scores)

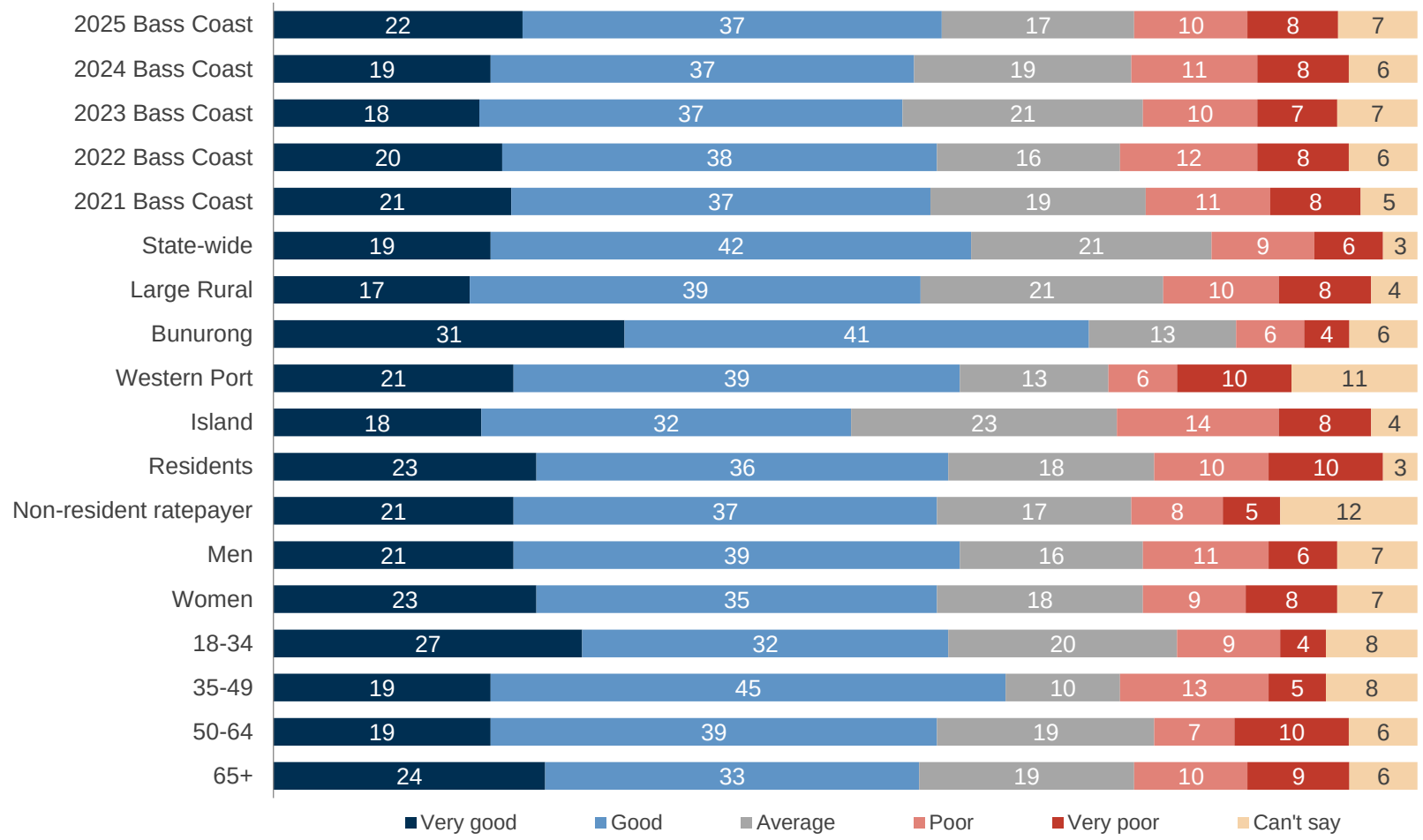


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Bunurong	68	69	70	71	n/a	n/a	n/a	n/a	n/a
18-34	63	66	66	65	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	65	63	64	63	n/a	n/a	n/a	n/a	n/a
35-49	62	59	62	63	n/a	n/a	n/a	n/a	n/a
Men	63	63	63	65	n/a	n/a	n/a	n/a	n/a
State-wide	67	66	68	69	65	68	70	71	70
Western Port	64	66	64	60	n/a	n/a	n/a	n/a	n/a
Bass Coast	63	63	63	64	n/a	n/a	n/a	n/a	n/a
Women	63	64	63	63	n/a	n/a	n/a	n/a	n/a
65+	66	65	65	66	n/a	n/a	n/a	n/a	n/a
Residents	62	63	63	64	n/a	n/a	n/a	n/a	n/a
50-64	60	63	60	56	n/a	n/a	n/a	n/a	n/a
Large Rural	65	65	65	66	62	64	67	68	66
Island	59	54	54	58	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: 56 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2025 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

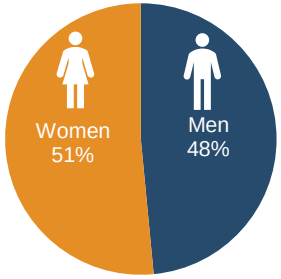


Detailed demographics

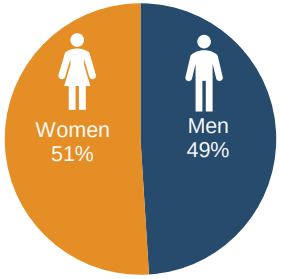
Gender and age profile

2025 gender

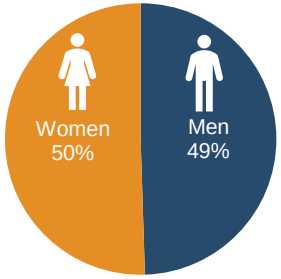
Bass Coast



Large Rural

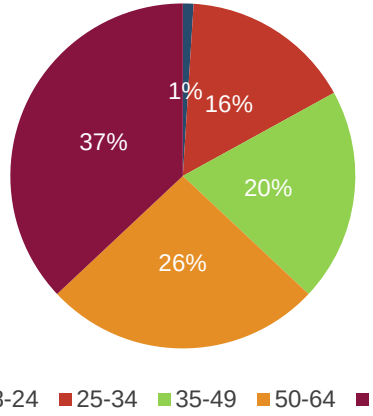


State-wide

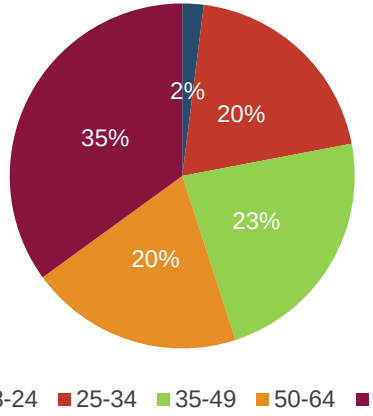


2025 age

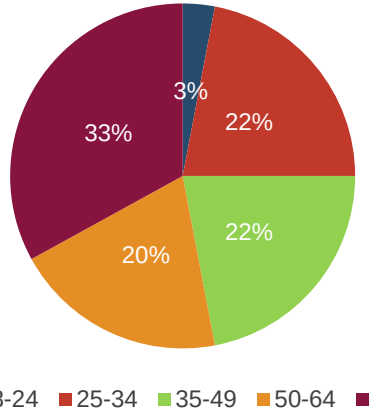
Bass Coast



Large Rural



State-wide



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: 56 Councils asked group: 18
An "Other" option has been included for gender, hence the results may not add to 100%.
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

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 2025 State-wide Local Government Community Satisfaction Survey for Bass Coast Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 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	401	400	+/-4.9
Men	203	193	+/-6.9
Women	197	206	+/-7.0
Bunurong	109	104	+/-9.4
Western Port	113	124	+/-9.2
Island	179	171	+/-7.3
18-34 years	25	70	+/-20.0
35-49 years	64	78	+/-12.3
50-64 years	128	103	+/-8.7
65+ years	184	148	+/-7.2

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 2025 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 2025 results are compared with previous years, as detailed below:

- 2024, n=800 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=800 completed interviews, conducted in the period of 27th January – 19th March.
- 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.

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-resident rate payers 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 62% mobile phone numbers to cater to the diversity of residents within Bass Coast Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Bass Coast Shire Council. Survey fieldwork was conducted in the period of 28th January – 16th March, 2025.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 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 2012-2025 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 2025 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:
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 2025 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 2025 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 2025 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: 2025 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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