2024 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-fifth year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 25 years

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

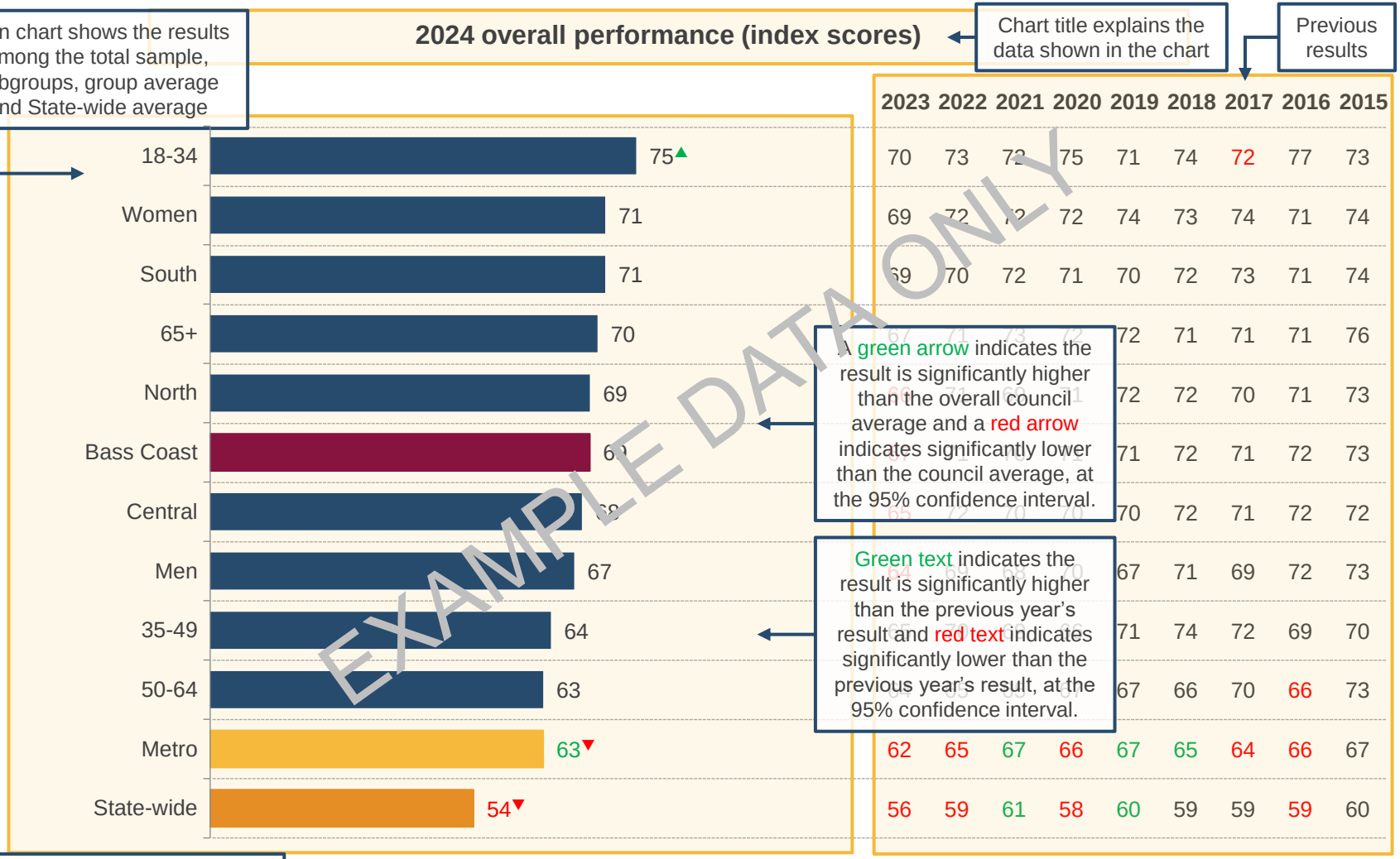
Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

How to read index score charts in this report

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



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.

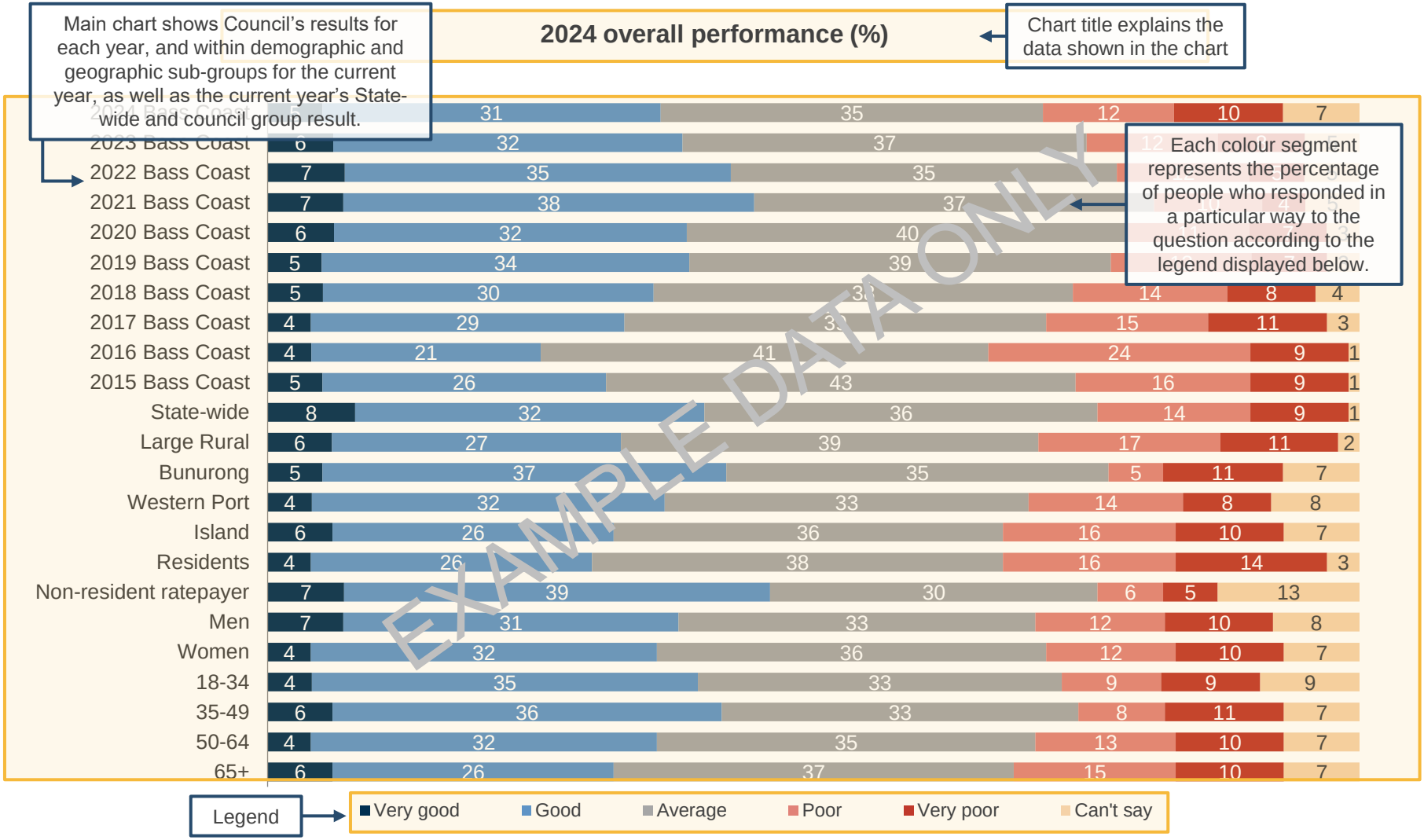
EXAMPLE DATA ONLY

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: 62 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.



EXAMPLE DATA ONLY

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: 62 Councils asked group: 18

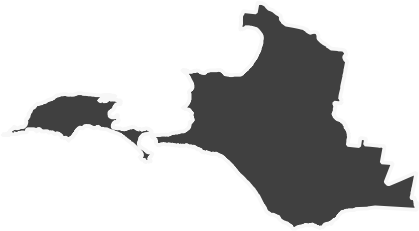


Key findings and recommendations

Bass Coast Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Bass Coast 53



State-wide 54

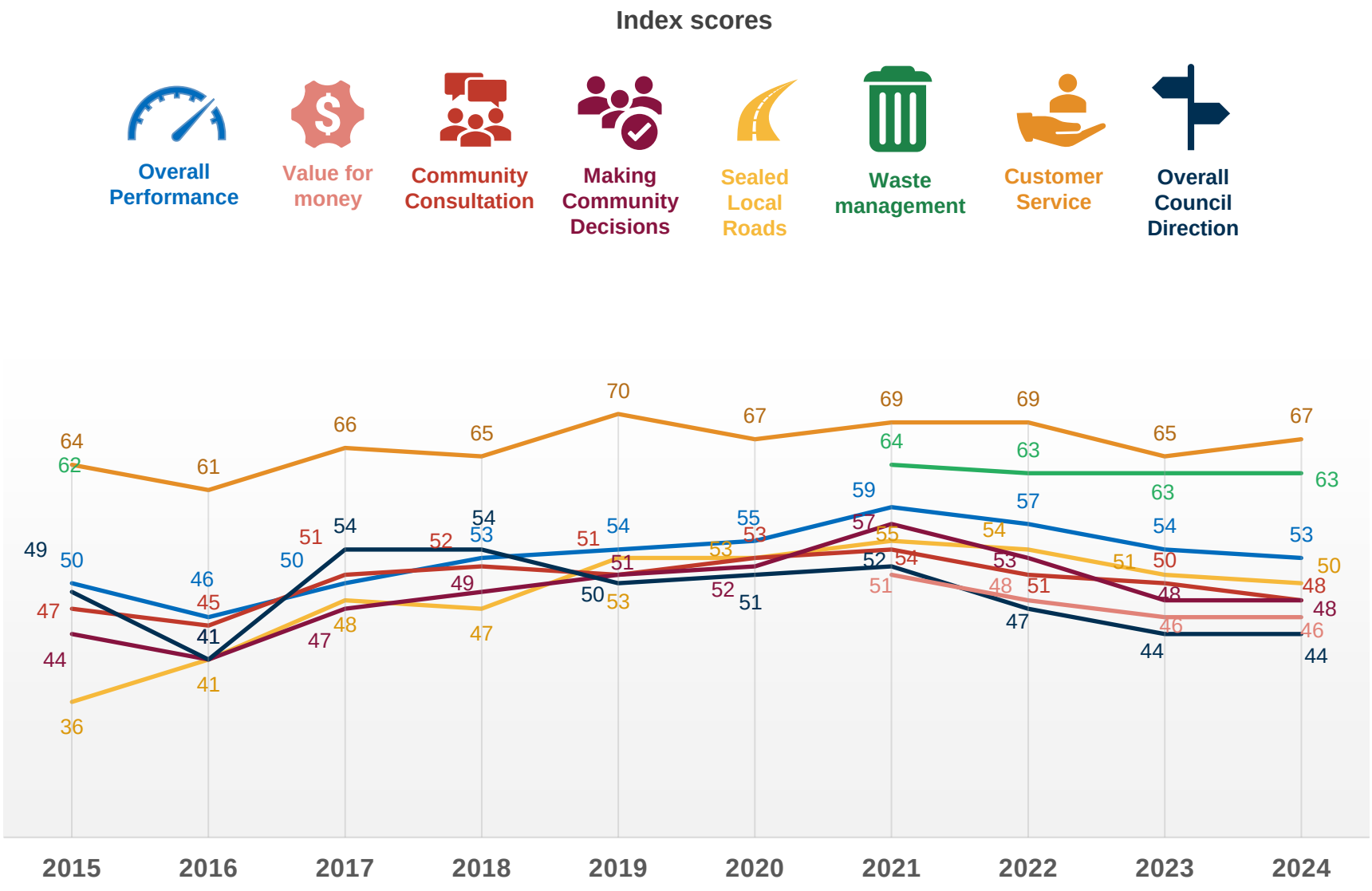


Large Rural 50

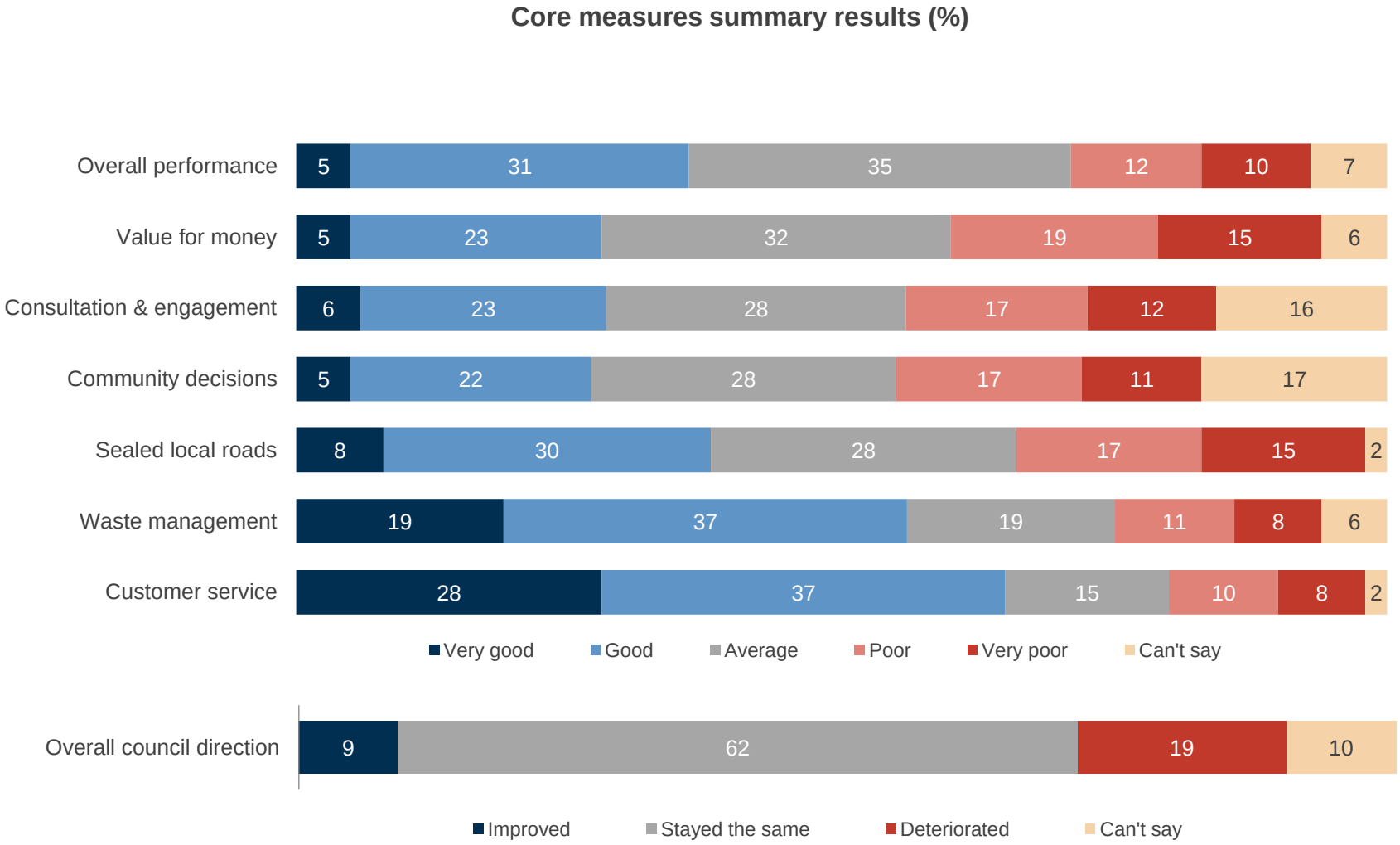
Council performance compared to group average

Top performing area	
Waste management	= on par
Bottom 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 2024	Bass Coast 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	**53**	54	50	54	Non-Residents	Residents
	Value for money	**46**	46	43	48	Non-Residents	Residents
	Overall council direction	**44**	44	42	45	18-34 years	Residents
	Customer service	**67**	65	65	67	18-34 years, Non-Residents	Men
	Waste management	**63**	63	65	67	Bunurong residents	Island residents
	Sealed local roads	**50**	51	38	45	Non-Residents	Residents
	Consultation & engagement	**48**	50	48	51	Non-Residents, Island residents	Residents
	Community decisions	**48**	48	46	50	Non-Residents	Residents

Significantly higher / lower than Bass Coast Shire Council 2024 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 and performance on individual service areas are consistent with 2023 results. Council's overall performance rating remains lower than its 2021 peak, but otherwise, overall performance ratings have been relatively consistent over the past decade. In the area of sealed local roads, Council has largely managed to maintain gains built up across the period from 2015 to 2019, despite declining by a couple of points in the past two years.

Focus areas

Council should endeavour to improve transparency and communication around its decision-making and consultation processes. Council rates lowest and has index scores below 50 in each (and significantly lower than average perceptions of making decisions in the interest of the community among residents). Stronger engagement with individuals aged 65+ years and those in Bunurong (where impressions of consultation and engagement declined from 2023), may improve perceptions and increase trust in Council.

Comparison to state and area grouping

Council rates in line with or significantly higher than average ratings for the Large Rural group across all measures evaluated, including in the area of sealed local roads where Council outperforms both the group and State-wide averages. Council also performs significantly higher than the group average on overall performance and value for the money, assisted by higher ratings among its non-resident ratepayers compared to residents.

Maintain and monitor sealed local roads and prevent further declines

Council's performance rating in the area of sealed local roads has declined by a few points each year since 2021. For the most part, Council has managed to maintain significant gains accomplished in this area since 2015. Nonetheless, Council should continue to invest in sealed road maintenance in the year ahead to ensure ratings do not slip further. Residents rate Council significantly lower in this area than non-resident ratepayers.

DETAILED FINDINGS



Overall performance

Overall performance

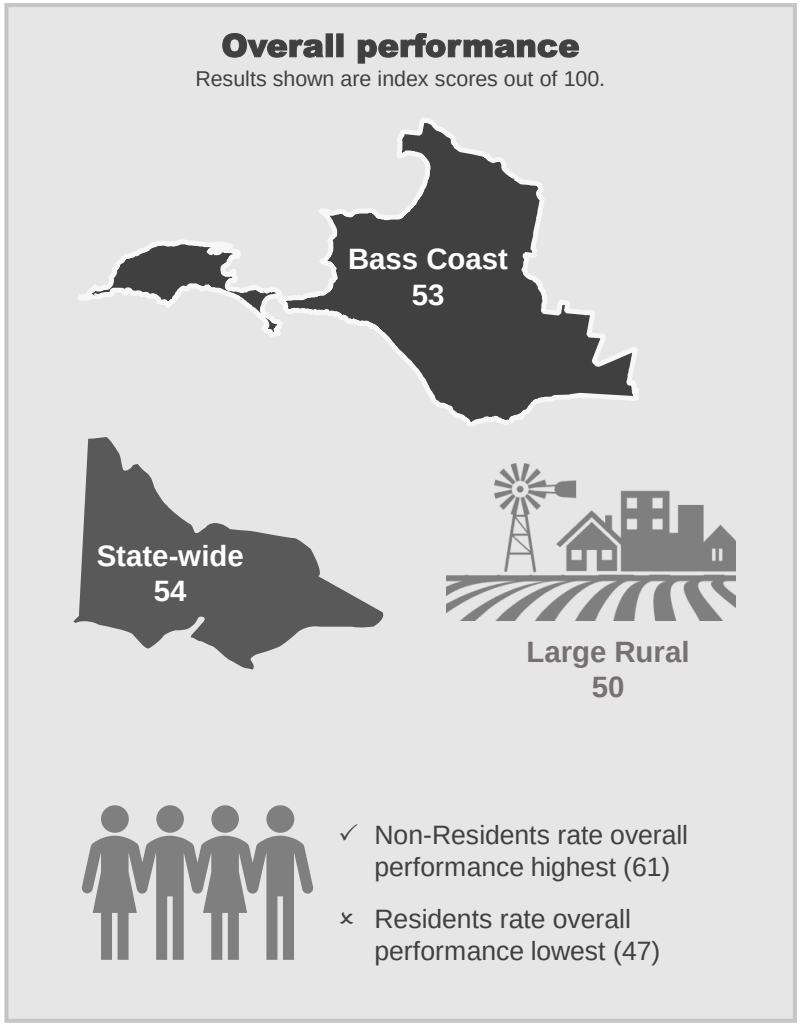
The overall performance index score of 53 for Bass Coast Shire Council is consistent with its 2023 result, having declined by just one index point in the past year.

Overall performance ratings peaked in 2021 (index score of 59) and have declined a few points each year since then. With the exception of higher scores in 2021 and 2022 however, overall performance ratings have been stable over the past 10 years.

Bass Coast Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Large Rural group and is rated in line with the State-wide average for councils (index scores of 50 and 54 respectively).

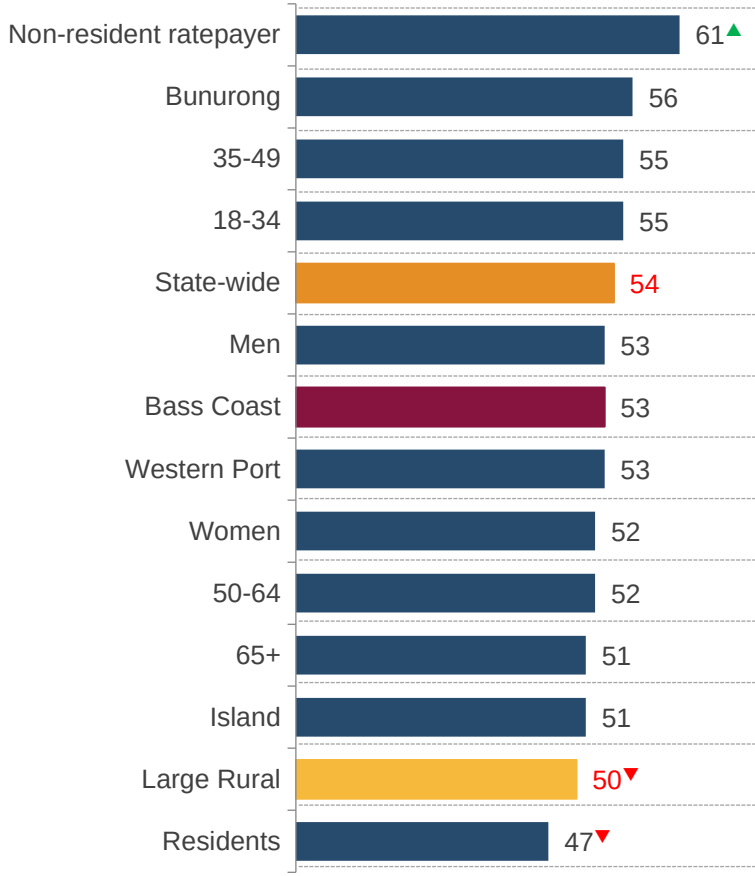
- Perceptions of overall performance are significantly lower among residents (index score of 47) than non-resident ratepayers (index score of 61), a trend that can be seen across measures. Significantly more positive impressions among non-resident ratepayers drive higher average ratings in all areas.
- There are only slight differences in overall performance across geographic regions.

One in five residents (22%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Twice as many rate Council 'very poor' or 'poor' (41%) on this measure.



Overall performance

2024 overall performance (index scores)

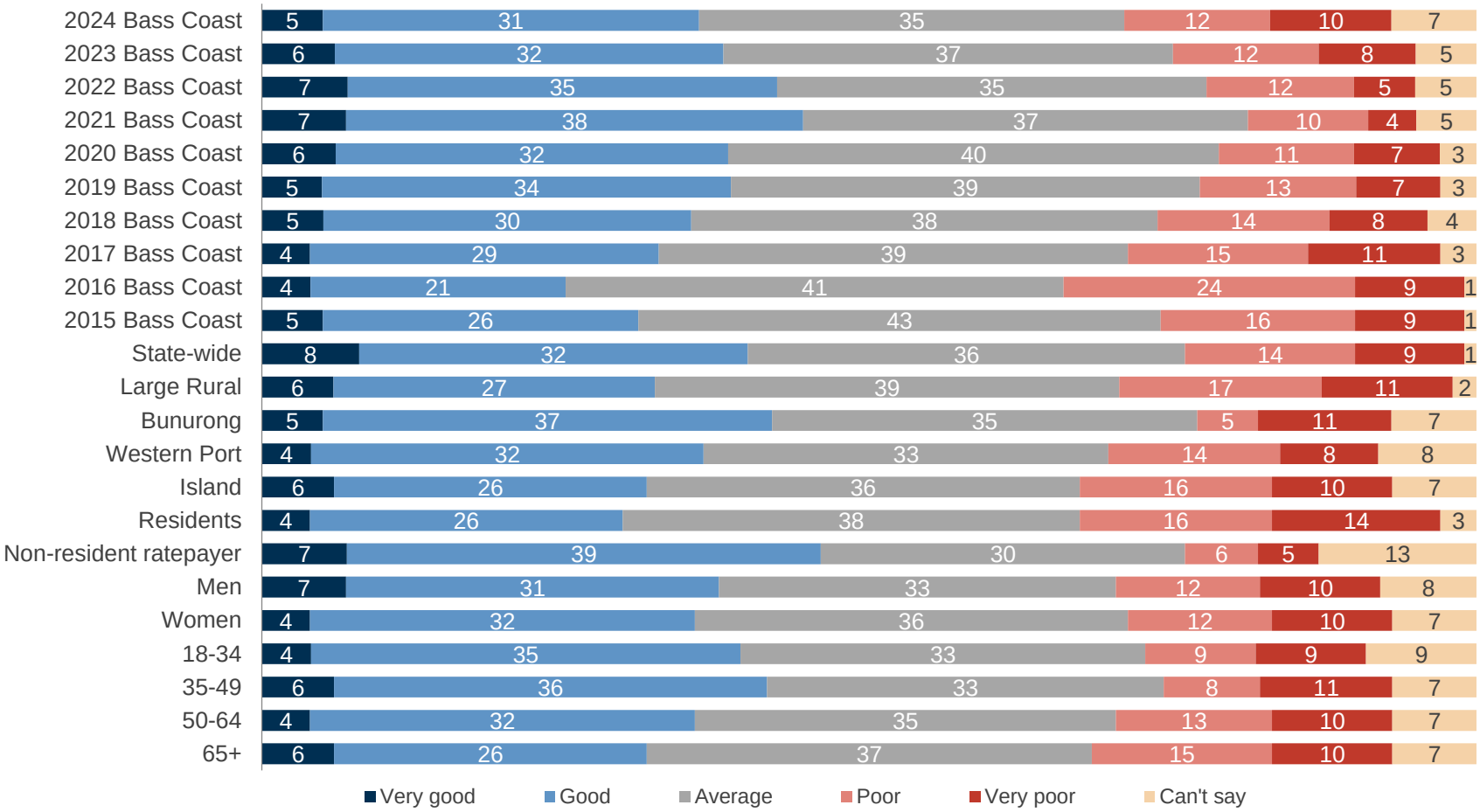


	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	59	62	61	59	59	58	n/a	n/a	n/a
Bunurong	59	60	62	58	57	60	55	n/a	n/a
35-49	56	60	58	50	49	51	46	45	49
18-34	58	65	64	59	59	61	53	59	59
State-wide	56	59	61	58	60	59	59	59	60
Men	51	57	58	54	54	51	52	44	48
Bass Coast	54	57	59	55	54	53	50	46	50
Western Port	53	58	57	55	57	53	51	n/a	n/a
Women	56	57	60	55	55	54	48	49	53
50-64	54	54	54	48	51	48	50	42	44
65+	49	54	58	57	56	53	52	42	49
Island	50	53	56	51	49	45	44	n/a	n/a
Large Rural	52	55	58	55	56	56	54	54	56
Residents	50	53	58	53	52	51	n/a	n/a	n/a

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

Overall performance

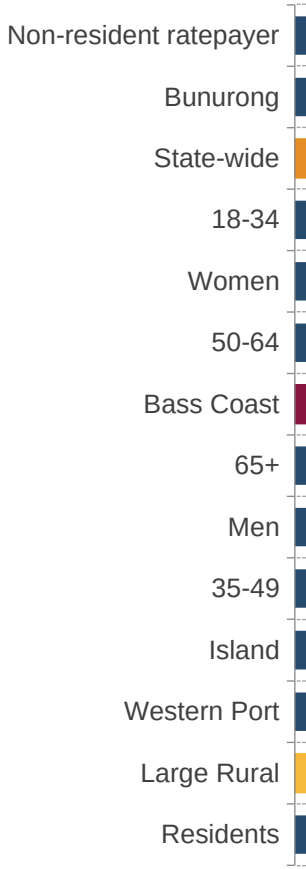
2024 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 62 Councils asked group: 18

Value for money in services and infrastructure

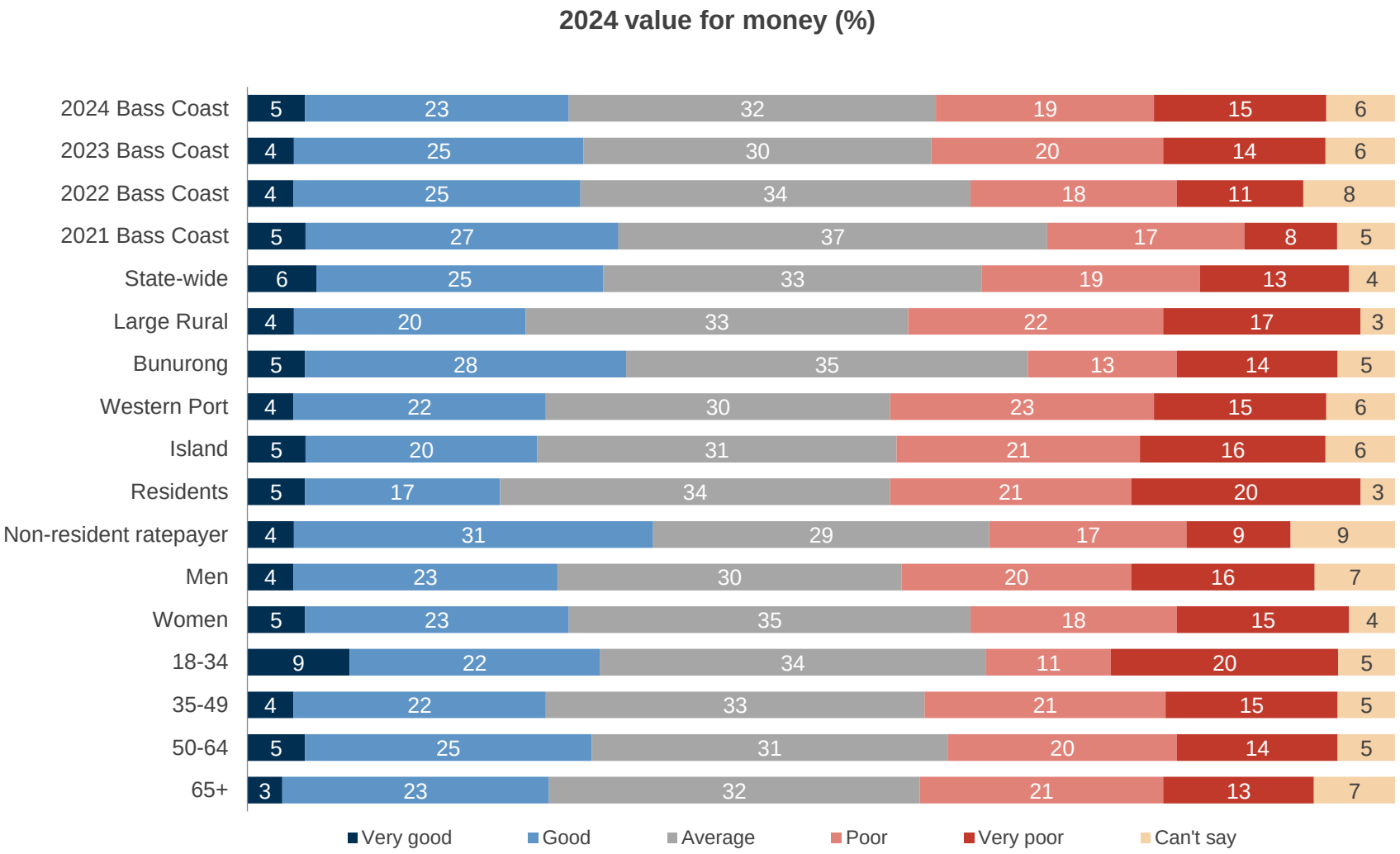
2024 value for money (index scores)



	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	51	53	53	n/a	n/a	n/a	n/a	n/a	n/a
Bunurong	52	53	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	53	56	n/a	n/a	n/a	n/a	n/a	n/a
Women	47	49	53	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	45	45	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	46	48	51	n/a	n/a	n/a	n/a	n/a	n/a
65+	45	47	53	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	47	49	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	50	47	n/a	n/a	n/a	n/a	n/a	n/a
Island	40	43	47	n/a	n/a	n/a	n/a	n/a	n/a
Western Port	45	47	50	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	45	48	50	n/a	n/a	n/a	n/a	n/a	n/a
Residents	42	44	50	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: 61 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: 61 Councils asked group: 18

Top performing service area

Waste management continues to receive the highest rating relative to other areas, maintaining an index score of 63 for the past three years in a row.

- 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 67) in waste management.
- People in the Bunurong area hold more favourable views of Council's waste management (index score of 68) than people in the Island area (index score of 59. Views in the Western Port area fall closer to the average (index score of 64).

Waste management comprises the one area where residents (index score of 62) rate Council in line with non-resident ratepayers (65).

Despite being the highest rated service area, 15% of people volunteer waste management as one of the top three areas for improvement, along with community consultation (16%) and sealed road maintenance (15%).



Low performing service areas



Council rates lowest in the areas of making decisions in the interest of the community and consultation and engagement (index score of 48 each). Ratings drop to an index score of 43 and 45 respectively among residents.

- On the measure of community decisions in particular, residents (index score of 43) rate Council significantly lower than non-resident ratepayers (index score of 55).
- Council managed to stem two consecutive years of declining ratings in the area of community decisions. This year's rating mirrors the 2023 result.

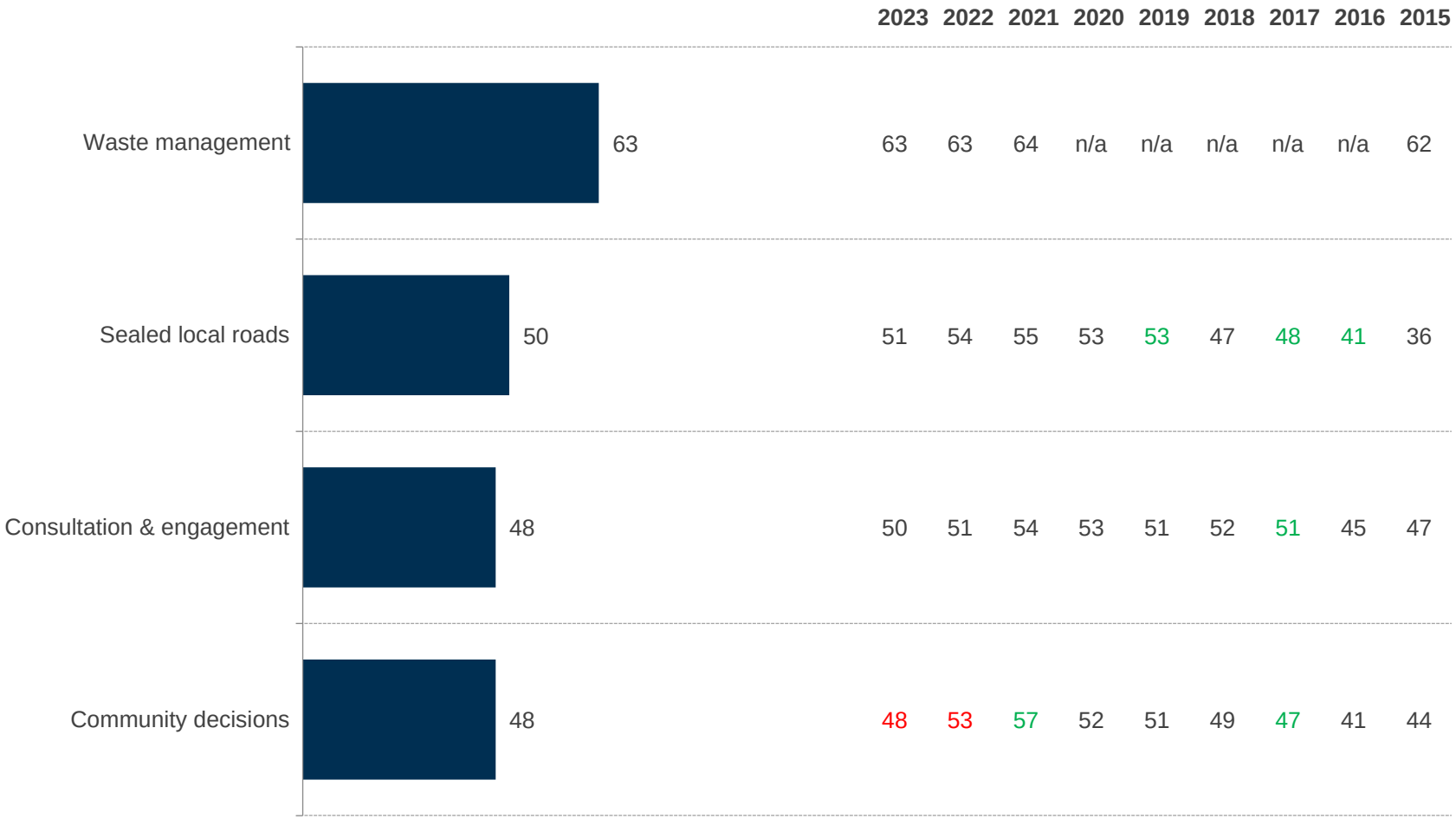
Across geographic regions, ratings of both community decisions and consultation and engagement all fall within a few points of the average. However, perceptions of consultation and engagement declined significantly in Bunurong (index score of 49, down seven index points from 2023).

Council rates in line with Large Rural group averages on both measures.

In the area of sealed local roads (index score of 50), perceptions of Council's performance have held steady. Council performs significantly higher than the Large Rural group (index score of 38) in this area.

Individual service area performance

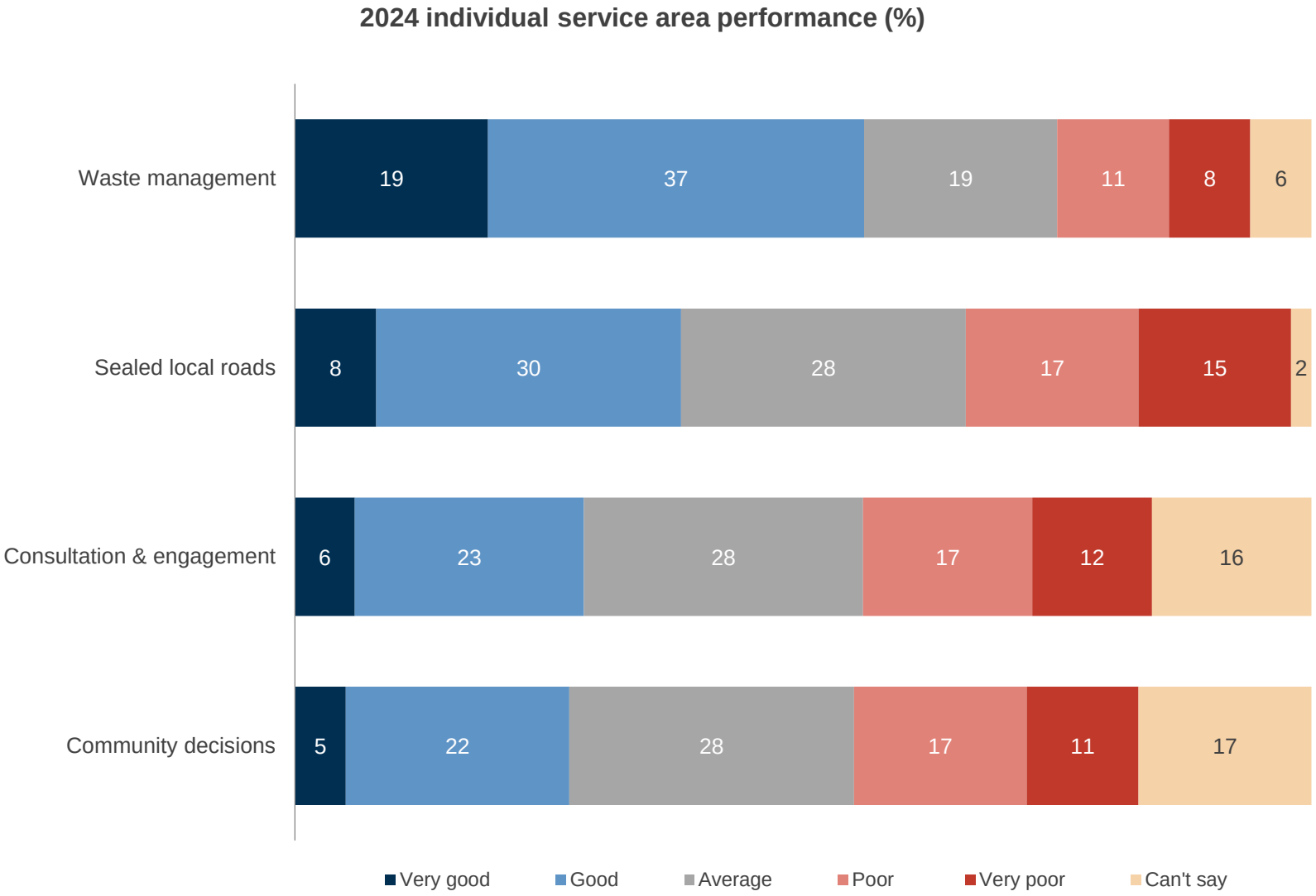
2024 individual service area performance (index scores)



	2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	63	63	64	n/a	n/a	n/a	n/a	n/a	62
Sealed local roads	51	54	55	53	53	47	48	41	36
Consultation & engagement	50	51	54	53	51	52	51	45	47
Community decisions	48	53	57	52	51	49	47	41	44

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

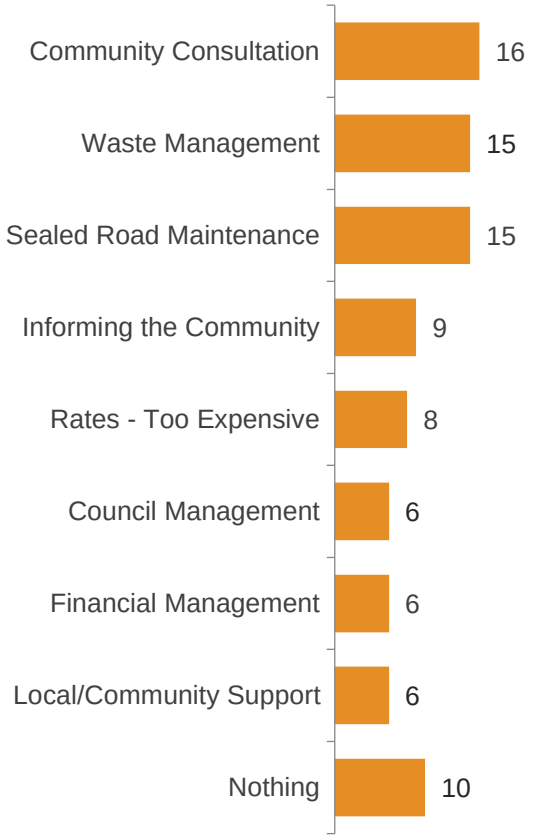
Individual service area performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

Areas for improvement

2024 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: 49 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

Three in five Council residents (61%) had contact with Council in the last 12 months. Rate of contact has been consistent the past three years.

- Individuals aged 18 to 34 years had the most contact with Council in the past year (69%) while individuals aged 65 years or older had the least (57%).
- Contact was higher in the Western Port (65%) and Island (63%) areas than in Bunurong (57%).



Customer service

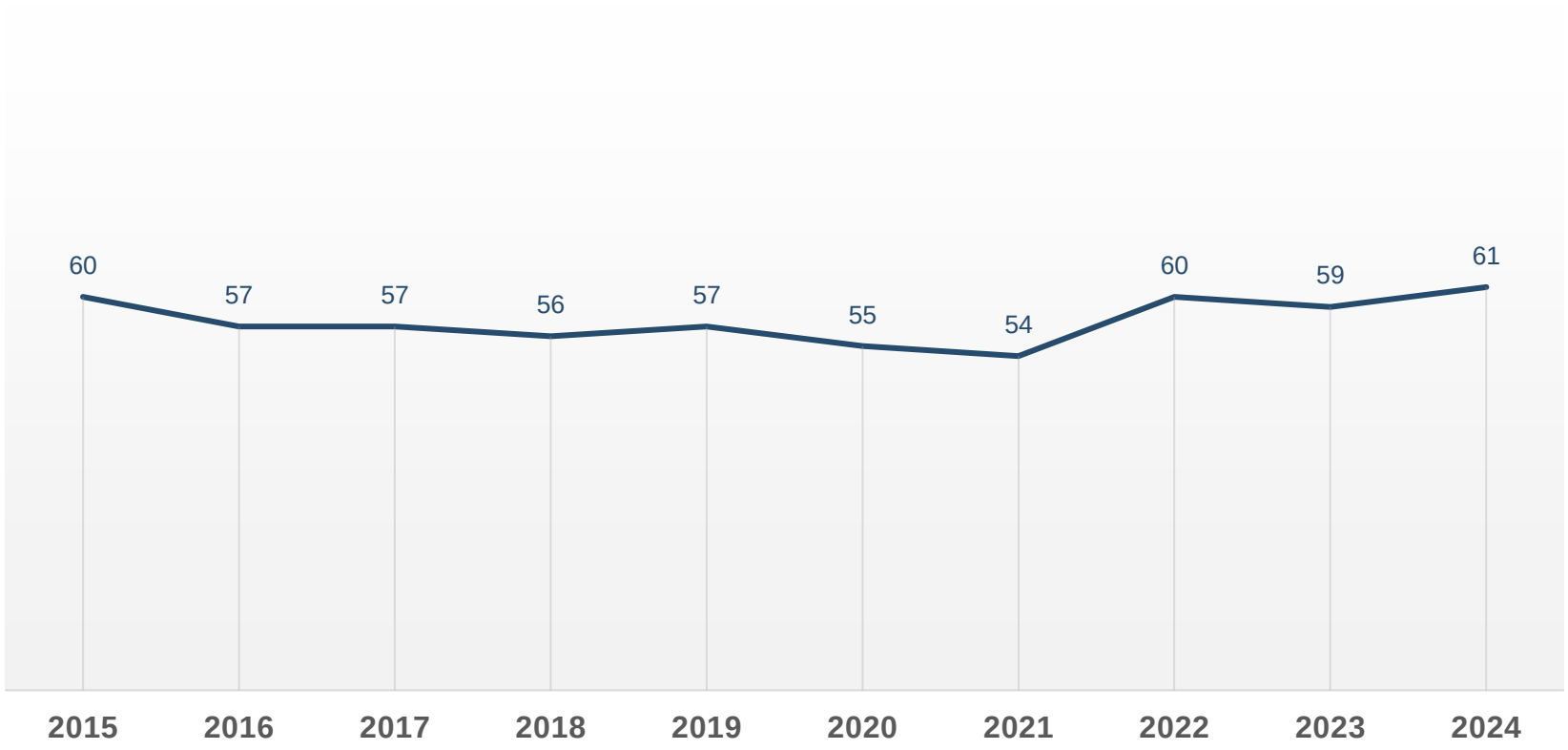
Council’s customer service index of 67 is in line with the 2023 result. That said, Council should stay focused on delivering positive customer service interactions in the year ahead in order to return to previously achieved higher levels.

Two-thirds of residents (65%) provide a positive customer service rating of ‘very good’ or ‘good’. Far fewer (18%) provide a rating of ‘very poor’ or ‘poor’.

- Perceptions of customer service are equally positive across Council regions.
- Council’s customer service rating is in line with both the Large Rural group and State-wide (index scores of 65 and 67 respectively) averages for councils.

Contact with council

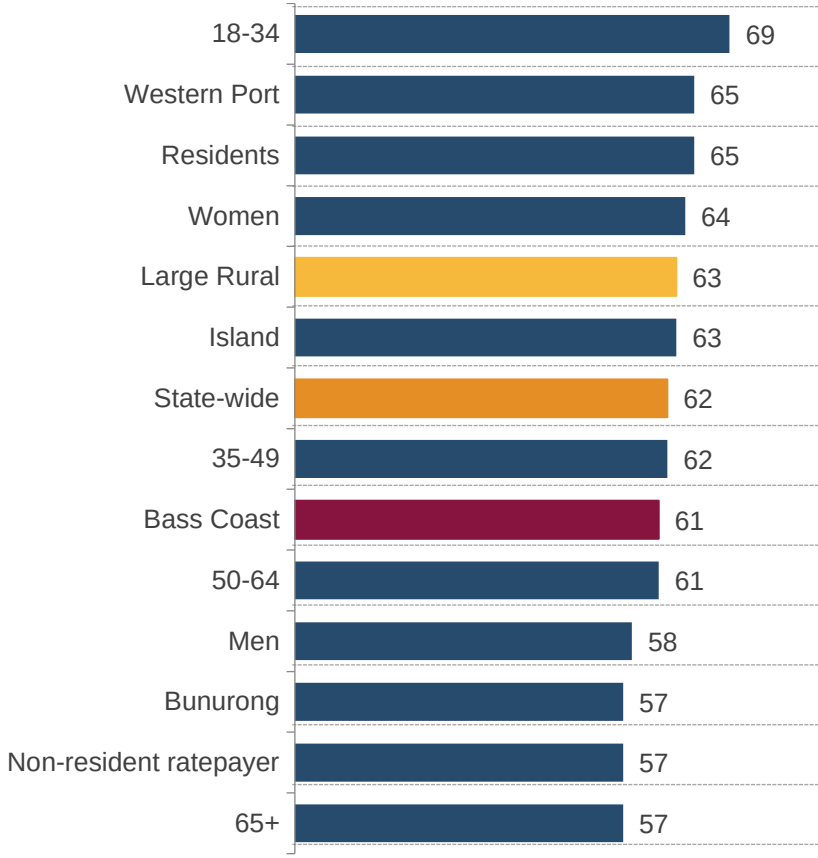
2024 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with 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: 36 Councils asked group: 9

Contact with council

2024 contact with council (%)

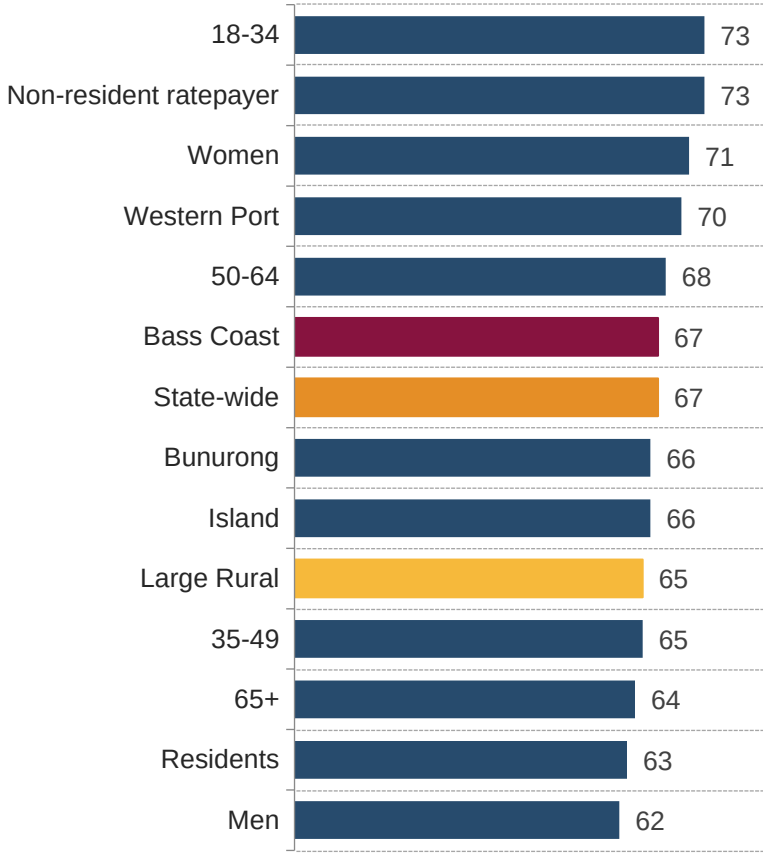


	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	64	65	51	47	58	55	61	53	53
Western Port	60	59	58	63	58	58	55	n/a	n/a
Residents	62	60	59	60	62	61	n/a	n/a	n/a
Women	60	60	55	58	60	55	58	53	61
Large Rural	61	61	58	61	62	62	57	57	59
Island	59	58	49	49	55	54	51	n/a	n/a
State-wide	62	60	61	63	61	61	58	58	63
35-49	61	57	62	70	70	62	71	61	70
Bass Coast	59	60	54	55	57	56	57	57	60
50-64	62	67	61	64	54	59	52	64	63
Men	57	59	52	52	53	57	56	60	59
Bunurong	56	61	54	55	57	56	63	n/a	n/a
Non-resident ratepayer	55	59	44	47	47	42	n/a	n/a	n/a
65+	52	52	48	48	51	50	47	52	56

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

Customer service rating

2024 customer service rating (index scores)

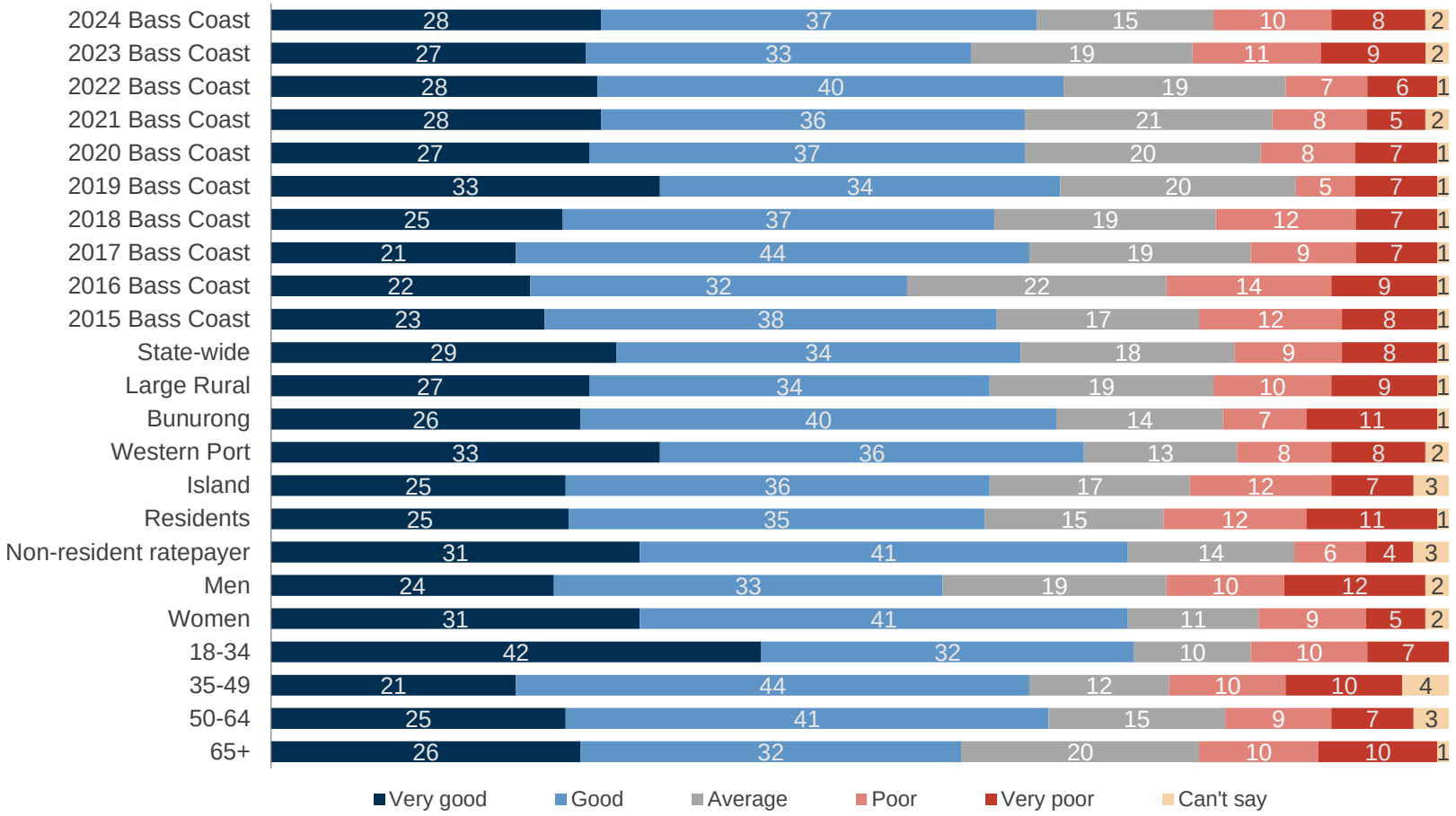


	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	71	75	76	63	79	69	72	63	66
Non-resident ratepayer	69	71	68	72	74	65	n/a	n/a	n/a
Women	69	72	73	68	70	67	65	67	68
Western Port	64	67	70	71	69	60	61	n/a	n/a
50-64	68	67	65	66	69	60	61	57	62
Bass Coast	65	69	69	67	70	65	66	61	64
State-wide	67	68	70	70	71	70	69	69	70
Bunurong	67	72	69	67	70	73	72	n/a	n/a
Island	63	68	67	65	72	61	63	n/a	n/a
Large Rural	65	67	68	68	69	67	66	67	67
35-49	65	69	67	64	67	61	66	61	67
65+	58	68	68	72	69	70	65	62	63
Residents	62	68	69	65	69	65	n/a	n/a	n/a
Men	61	67	64	67	71	63	67	56	61

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

Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 62 Councils asked group: 18



Council direction

Council direction

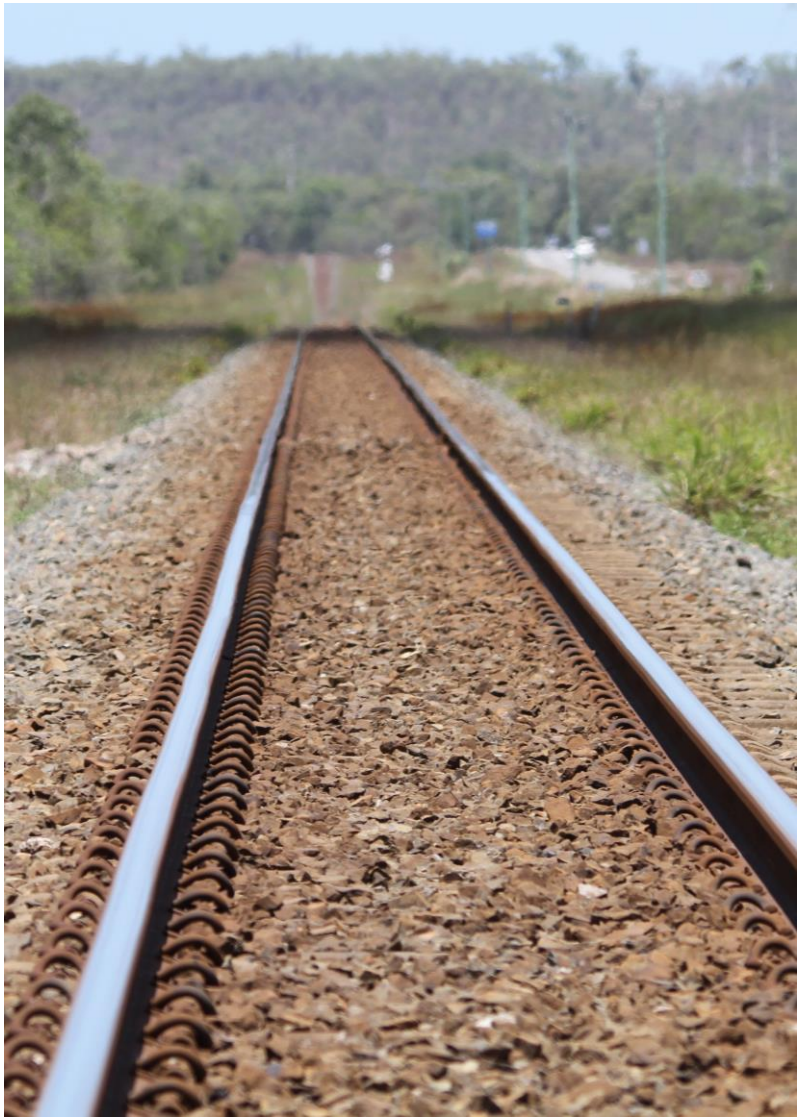
Council's overall direction index score of 44 is in line with last year's result, stemming two consecutive years' of declines. The current result is only a couple of points higher than the lowest result recorded in 2016 (index score of 41).

Despite this, Council's overall direction index score is in line with the Large Rural group average and the State-wide average (index scores of 42 and 45 respectively).

Over the last 12 months, 62% believe the direction of Council's overall performance has stayed the same. At present, people are twice as likely to describe council performance as having deteriorated (19%) as they are to say it has improved (9%). One-quarter of residents (26%) believe council performance deteriorated compared to 11% of non-resident ratepayers.

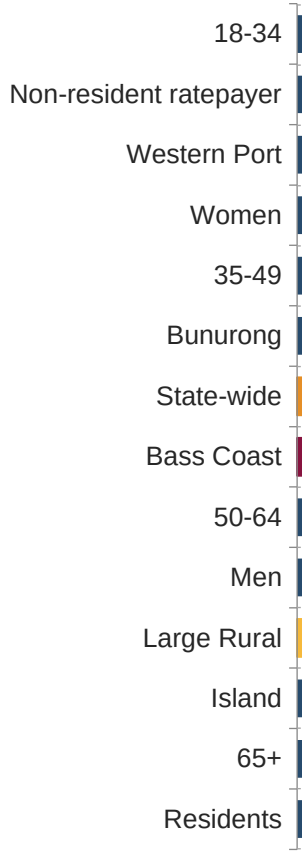
- The most satisfied with council direction are those aged 18 to 34 years (index score of 49).
- The least satisfied with council direction are residents (index score of 41), though perceptions here do not differ significantly from Council's average.

There are only slight differences in directional perceptions across geographic regions.



Overall council direction last 12 months

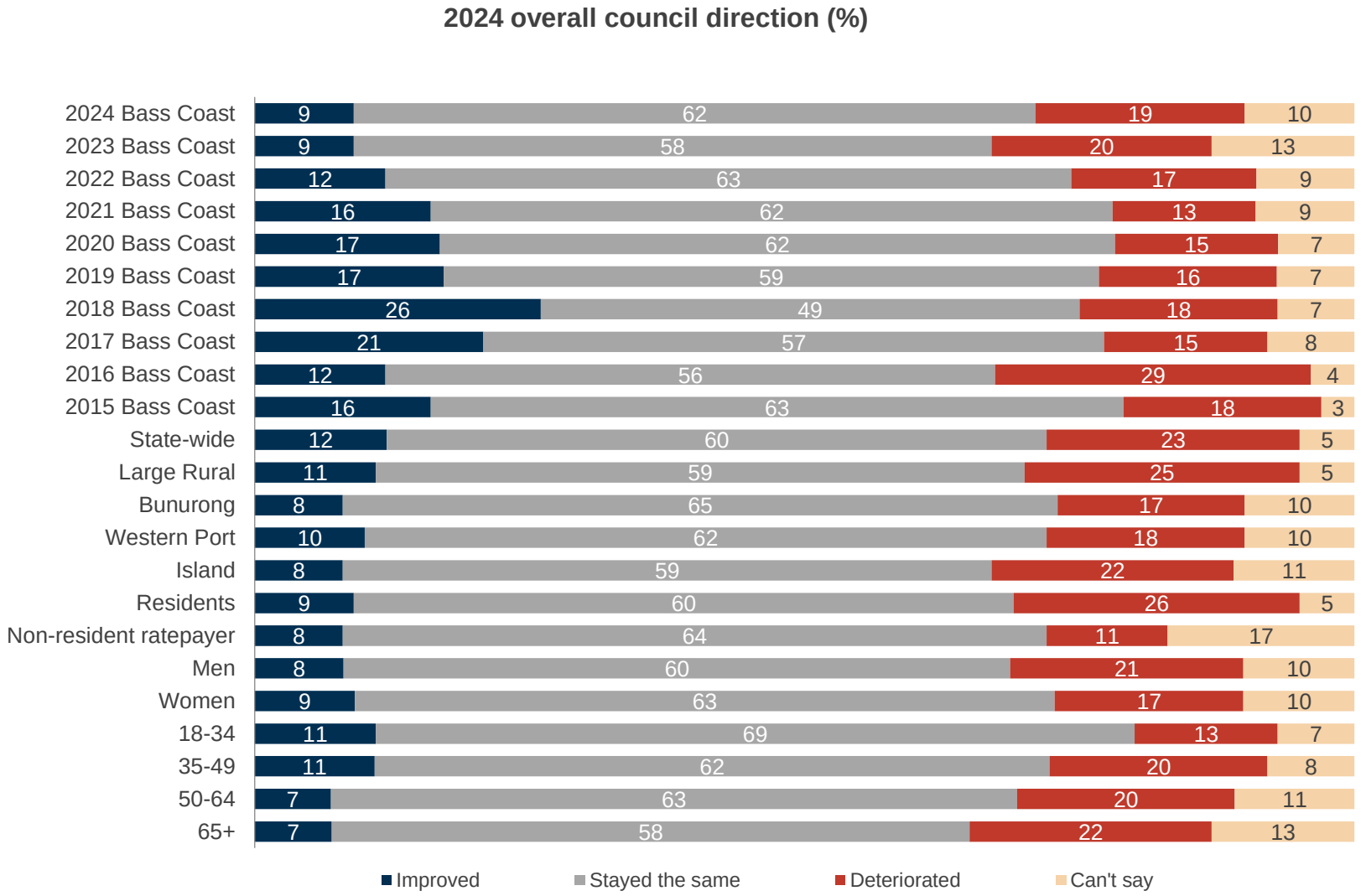
2024 overall council direction (index scores)



	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	48	54	53	55	52	59	58	55	56
Non-resident ratepayer	46	52	54	54	53	55	n/a	n/a	n/a
Western Port	43	47	47	49	48	53	53	n/a	n/a
Women	45	48	54	51	50	57	53	45	49
35-49	45	45	53	50	44	50	45	35	52
Bunurong	48	51	53	54	55	61	59	n/a	n/a
State-wide	46	50	53	51	53	52	53	51	53
Bass Coast	44	47	52	51	50	54	54	41	49
50-64	43	46	48	46	48	51	53	42	44
Men	43	46	50	51	50	50	54	38	49
Large Rural	44	47	51	50	51	52	52	48	51
Island	41	43	54	50	46	46	48	n/a	n/a
65+	42	46	53	52	54	55	58	38	46
Residents	42	44	51	50	49	53	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: 62 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months



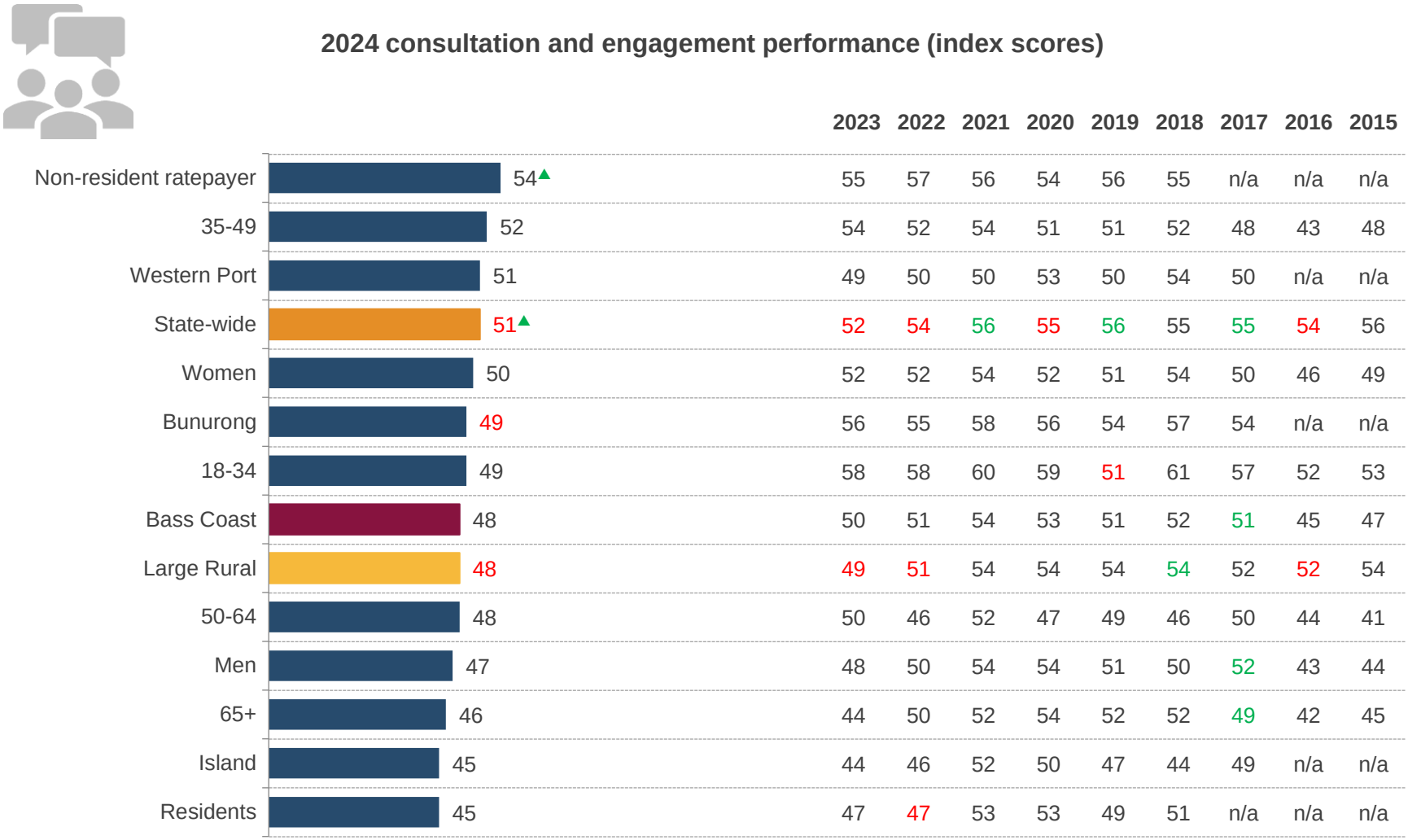
Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Individual service areas

Community consultation and engagement performance

2024 consultation and engagement performance (index scores)

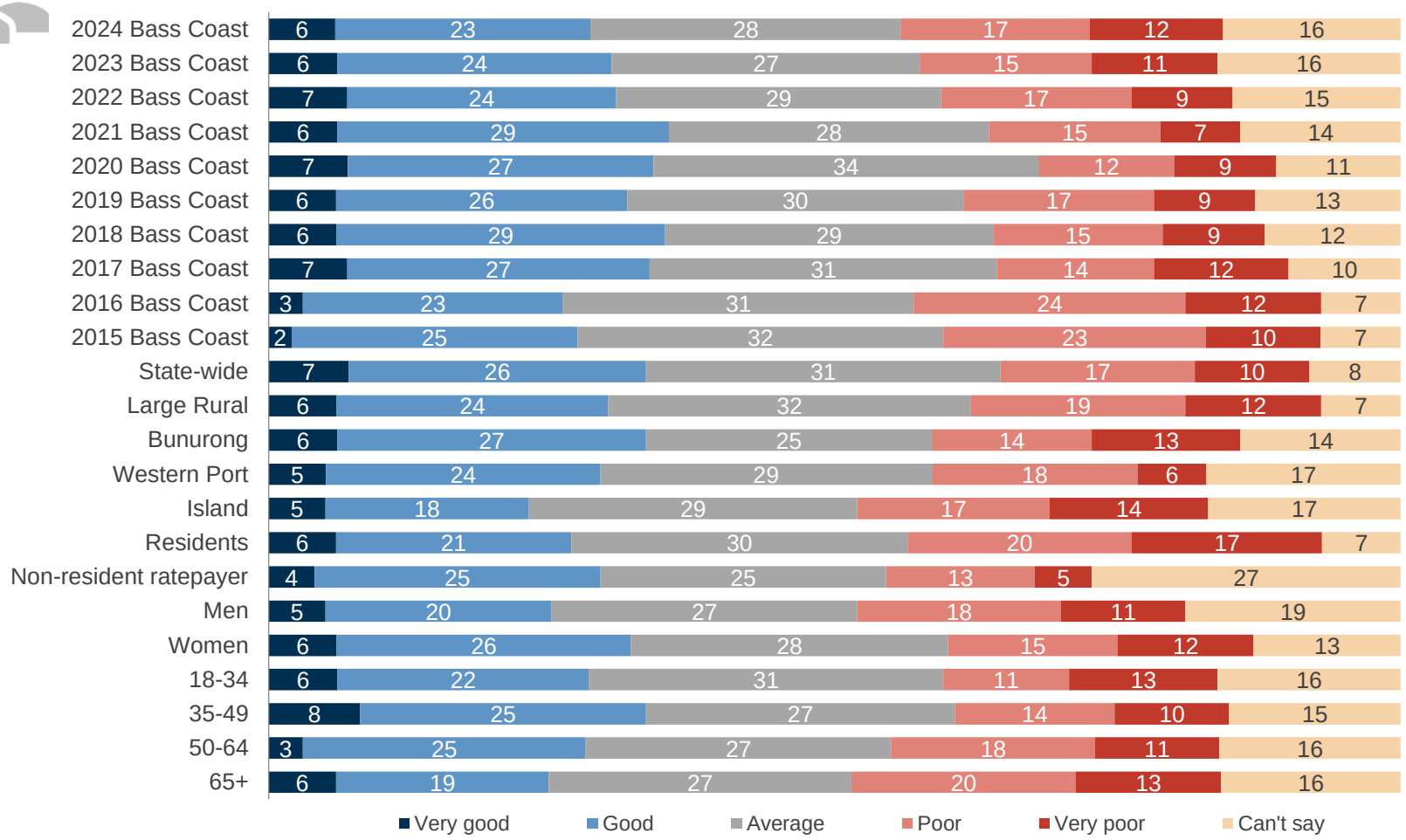


	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	55	57	56	54	56	55	n/a	n/a	n/a
35-49	54	52	54	51	51	52	48	43	48
Western Port	49	50	50	53	50	54	50	n/a	n/a
State-wide	52	54	56	55	56	55	55	54	56
Women	52	52	54	52	51	54	50	46	49
Bunurong	56	55	58	56	54	57	54	n/a	n/a
18-34	58	58	60	59	51	61	57	52	53
Bass Coast	50	51	54	53	51	52	51	45	47
Large Rural	49	51	54	54	54	54	52	52	54
50-64	50	46	52	47	49	46	50	44	41
Men	48	50	54	54	51	50	52	43	44
65+	44	50	52	54	52	52	49	42	45
Island	44	46	52	50	47	44	49	n/a	n/a
Residents	47	47	53	53	49	51	n/a	n/a	n/a

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

Community consultation and engagement performance

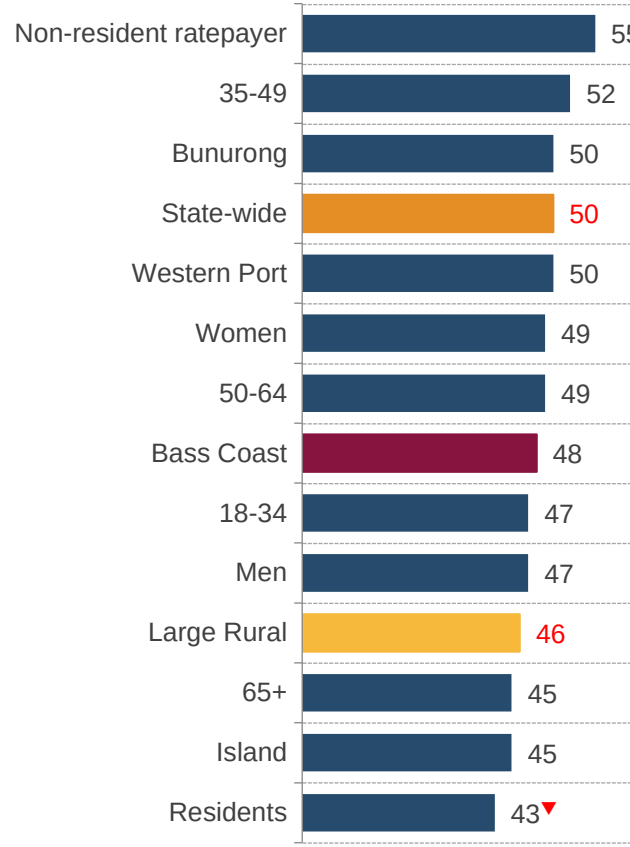
2024 consultation and engagement performance (%)



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

Decisions made in the interest of the community performance

2024 community decisions made performance (index scores)

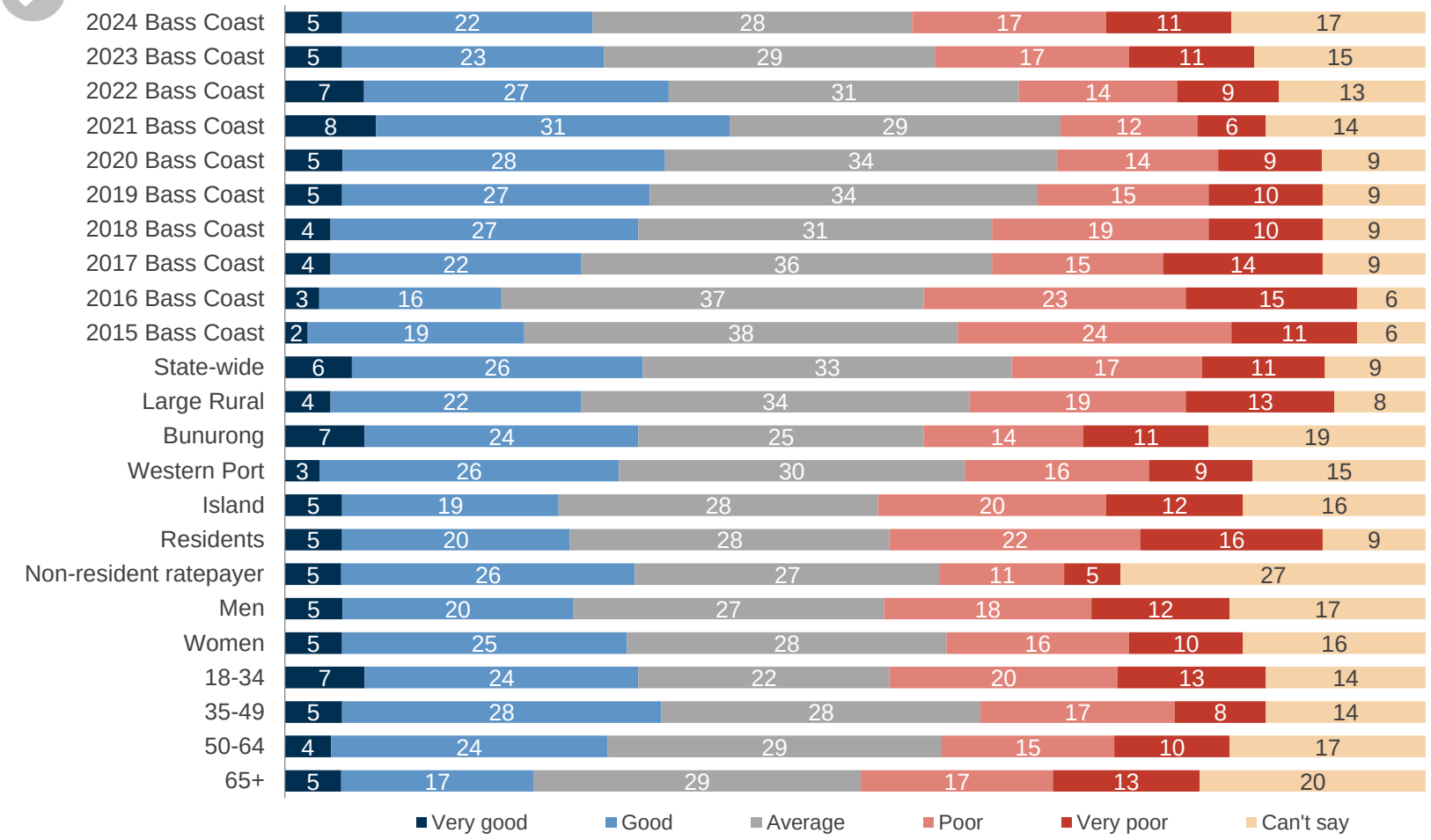


	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	53	59	57	55	57	55	n/a	n/a	n/a
35-49	51	54	58	49	46	48	40	41	43
Bunurong	53	57	62	55	55	56	51	n/a	n/a
State-wide	51	54	56	53	55	54	54	54	55
Western Port	47	53	54	54	50	50	47	n/a	n/a
Women	49	53	57	51	51	51	45	42	45
50-64	49	48	48	45	49	44	46	39	38
Bass Coast	48	53	57	52	51	49	47	41	44
18-34	52	62	69	57	53	57	52	53	57
Men	48	53	57	53	50	47	49	41	42
Large Rural	48	51	54	52	52	52	51	50	52
65+	43	50	55	54	52	50	49	37	41
Island	44	47	52	47	45	41	42	n/a	n/a
Residents	45	48	57	50	48	48	n/a	n/a	n/a

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

Decisions made in the interest of the community performance

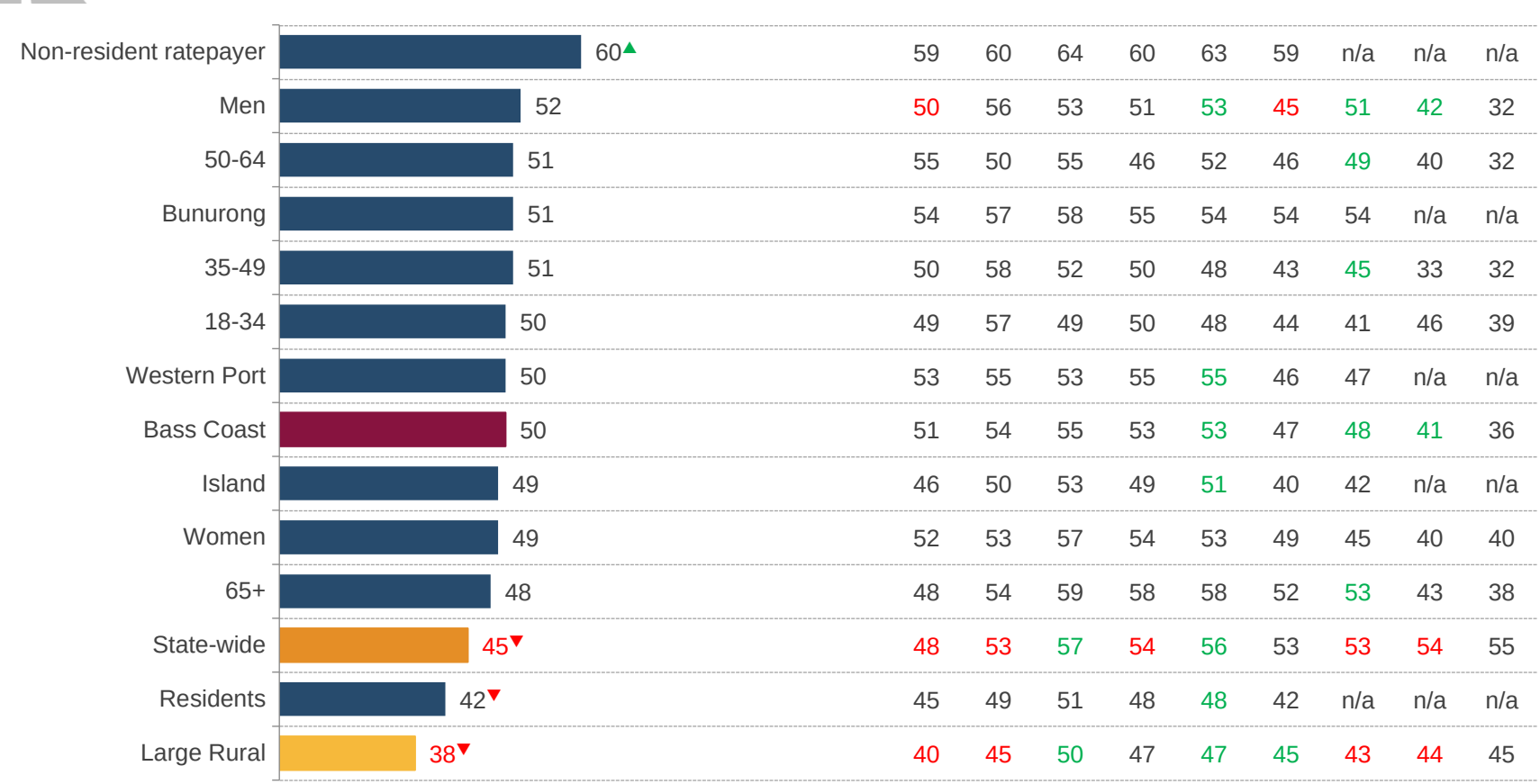
2024 community decisions made performance (%)



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

The condition of sealed local roads in your area performance

2024 sealed local roads performance (index scores)

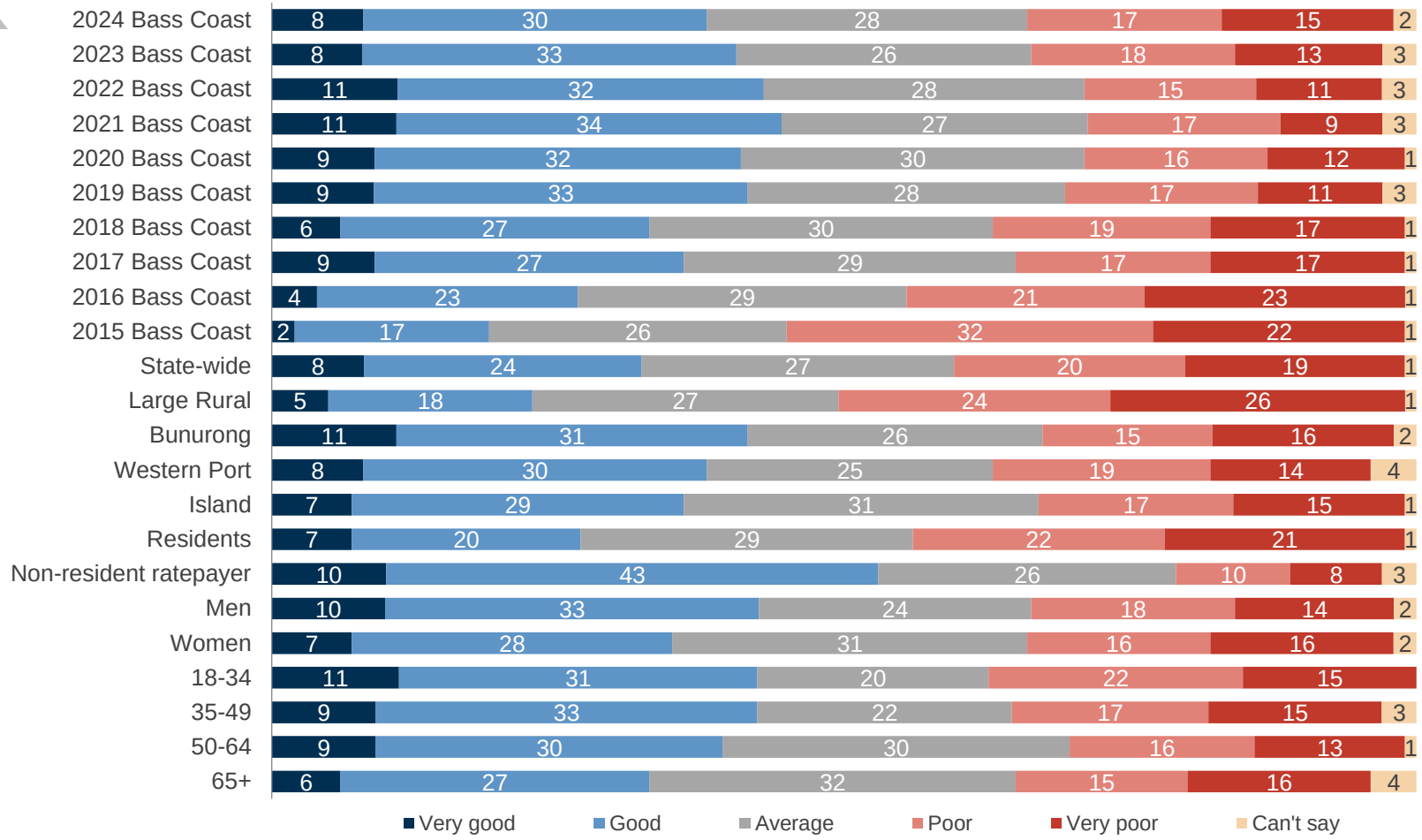


	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	59	60	64	60	63	59	n/a	n/a	n/a
Men	50	56	53	51	53	45	51	42	32
50-64	55	50	55	46	52	46	49	40	32
Bunurong	54	57	58	55	54	54	54	n/a	n/a
35-49	50	58	52	50	48	43	45	33	32
18-34	49	57	49	50	48	44	41	46	39
Western Port	53	55	53	55	55	46	47	n/a	n/a
Bass Coast	51	54	55	53	53	47	48	41	36
Island	46	50	53	49	51	40	42	n/a	n/a
Women	52	53	57	54	53	49	45	40	40
65+	48	54	59	58	58	52	53	43	38
State-wide	48	53	57	54	56	53	53	54	55
Residents	45	49	51	48	48	42	n/a	n/a	n/a
Large Rural	40	45	50	47	47	45	43	44	45

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

The condition of sealed local roads in your area performance

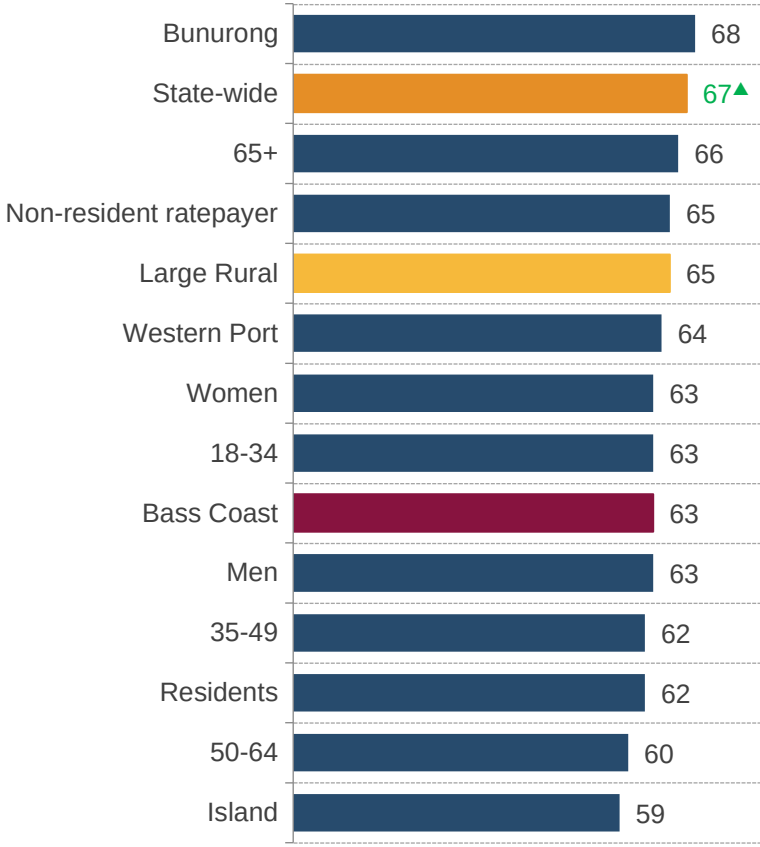
2024 sealed local roads performance (%)



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

Waste management performance

2024 waste management performance (index scores)

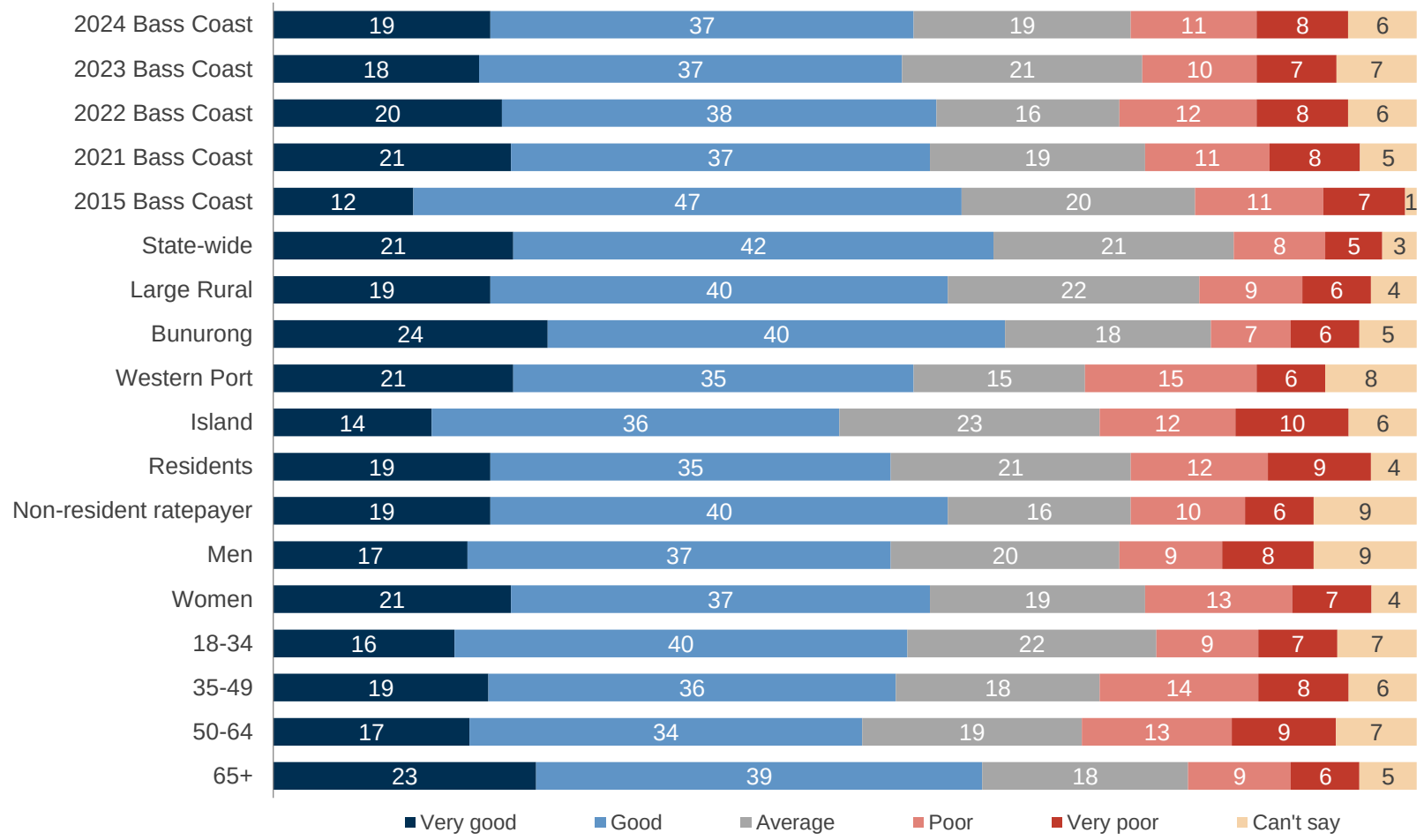


	2023	2022	2021	2020	2019	2018	2017	2016	2015
Bunurong	69	70	71	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66	68	69	65	68	70	71	70	72
65+	65	65	66	n/a	n/a	n/a	n/a	n/a	61
Non-resident ratepayer	63	64	63	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65	65	66	62	64	67	68	66	68
Western Port	66	64	60	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	63	63	n/a	n/a	n/a	n/a	n/a	60
18-34	66	66	65	n/a	n/a	n/a	n/a	n/a	69
Bass Coast	63	63	64	n/a	n/a	n/a	n/a	n/a	62
Men	63	63	65	n/a	n/a	n/a	n/a	n/a	63
35-49	59	62	63	n/a	n/a	n/a	n/a	n/a	61
Residents	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	60	56	n/a	n/a	n/a	n/a	n/a	57
Island	54	54	58	n/a	n/a	n/a	n/a	n/a	n/a

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

Waste management performance

2024 waste management performance (%)



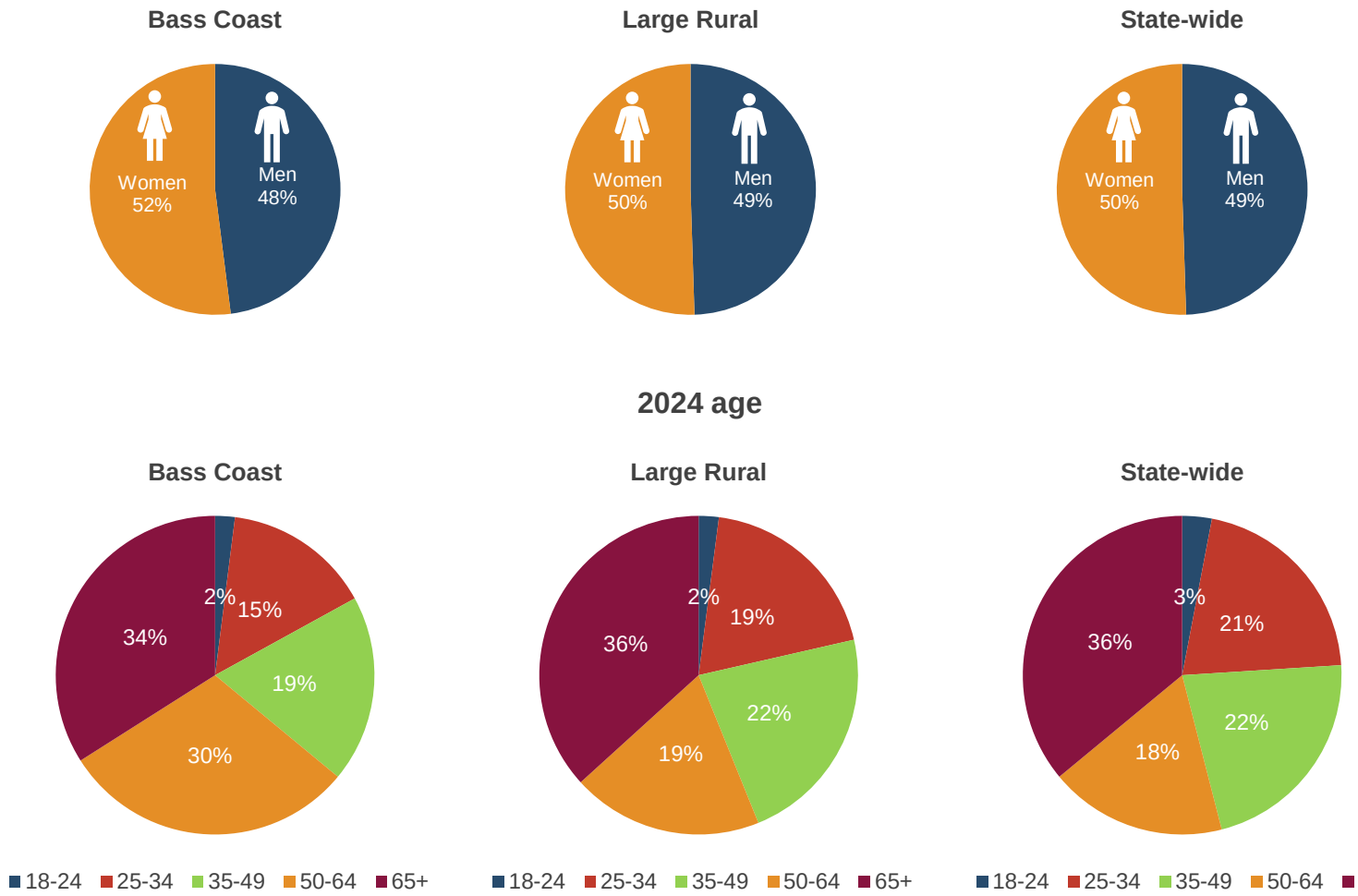
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Detailed demographics

Gender and age profile

2024 gender



S3. How would you describe your gender? / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
<1% of respondents in each of Bass Coast Shire Council, Large Rural and State-wide did not describe their gender as male or female.
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A: Index Scores

Index Scores

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

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

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

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

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.

Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for 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 34,200 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	414	192	+/-4.8
Women	382	206	+/-5.0
Bunurong	257	132	+/-6.1
Western Port	223	109	+/-6.6
Island	320	159	+/-5.5
18-34 years	45	68	+/-14.8
35-49 years	132	78	+/-8.5
50-64 years	291	119	+/-5.7
65+ years	332	135	+/-5.4

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 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=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.
- 2015, n=401 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-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 29th January – 18th March, 2024.

Appendix B: Analysis and reporting

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

Council Groups

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 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

Appendix B: Glossary of terms

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

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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