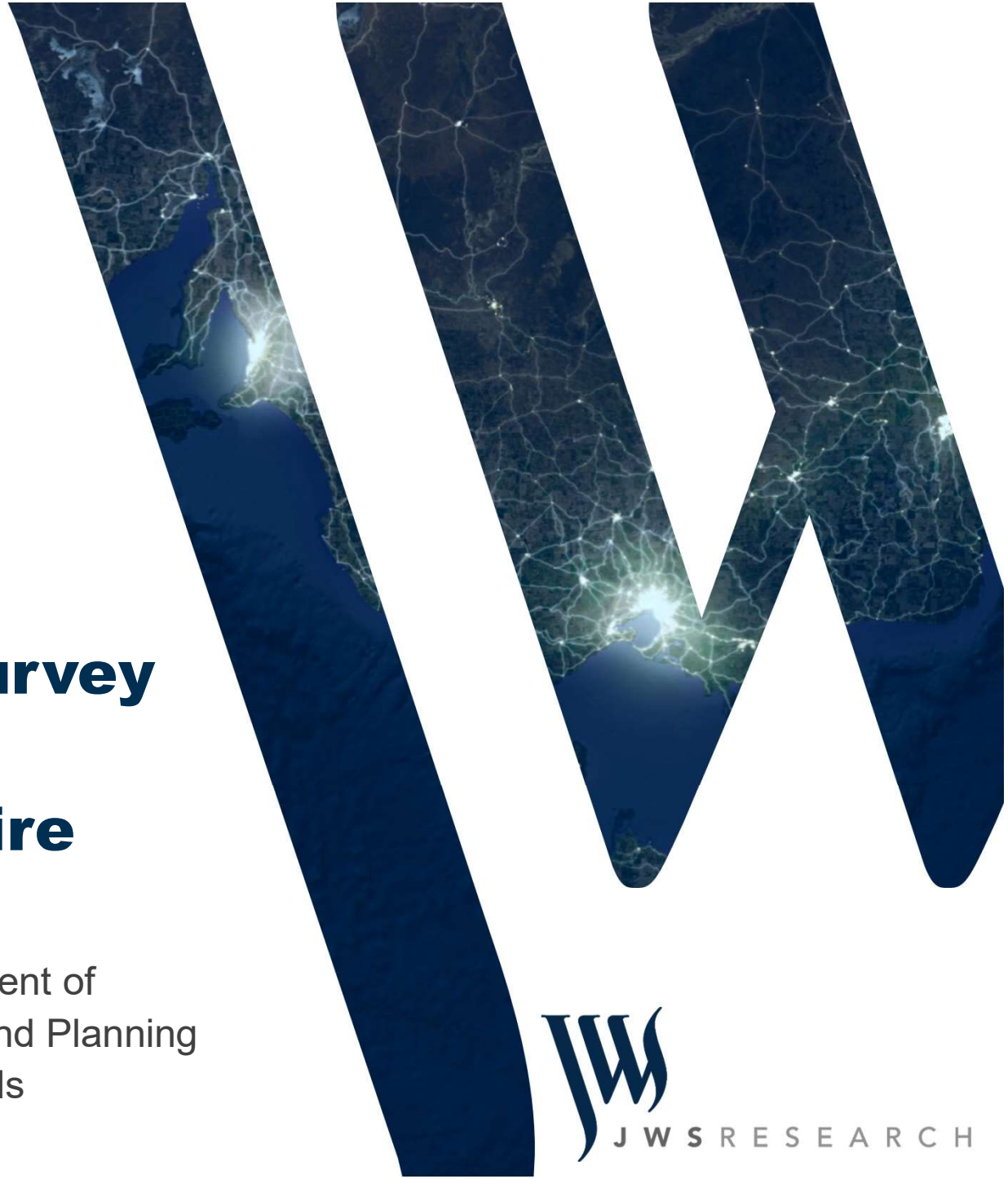
2020 Local Government Community Satisfaction Survey

Bass Coast Shire Council

Coordinated by the Department of Environment, Land, Water and Planning 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-first year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 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 21 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 55



State-wide 58



Large Rural 55

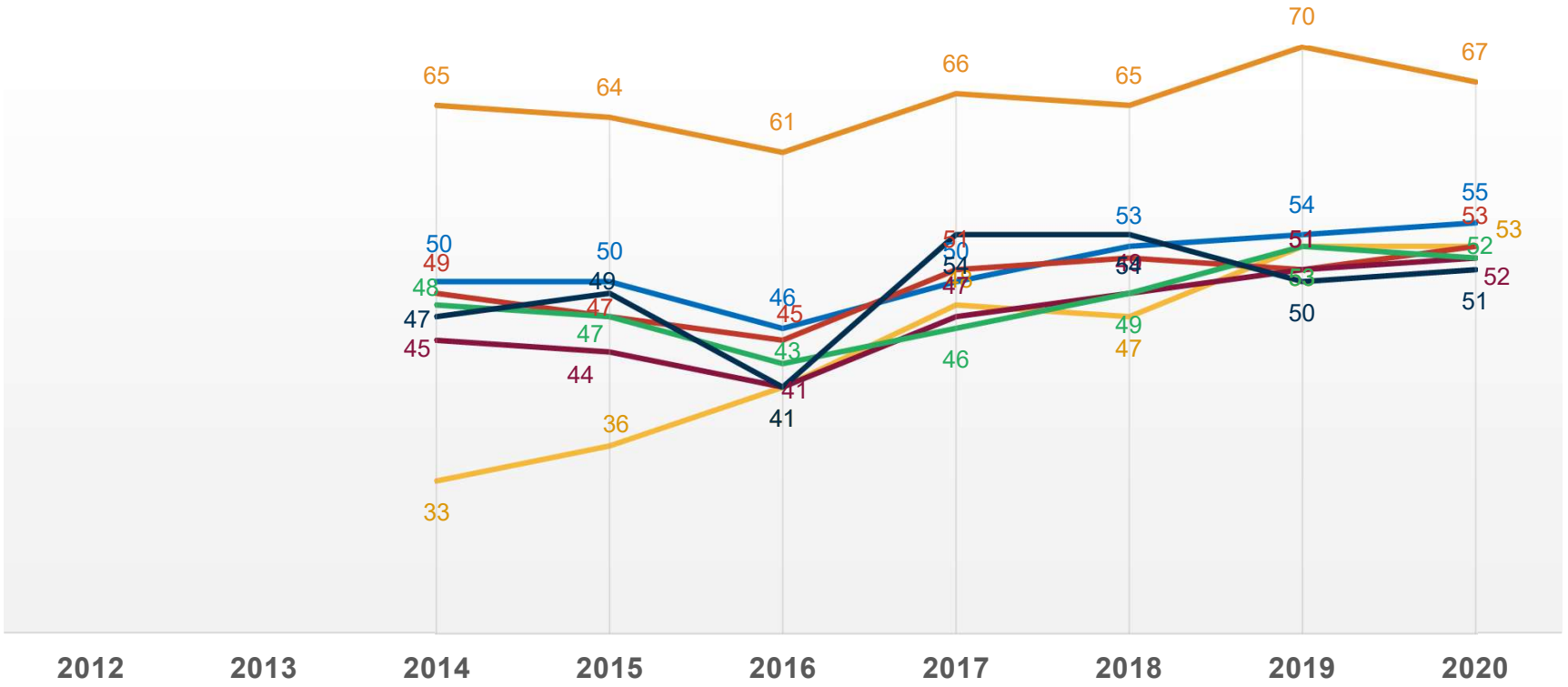
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	None	None
Compared to group average	Sealed local roads	None

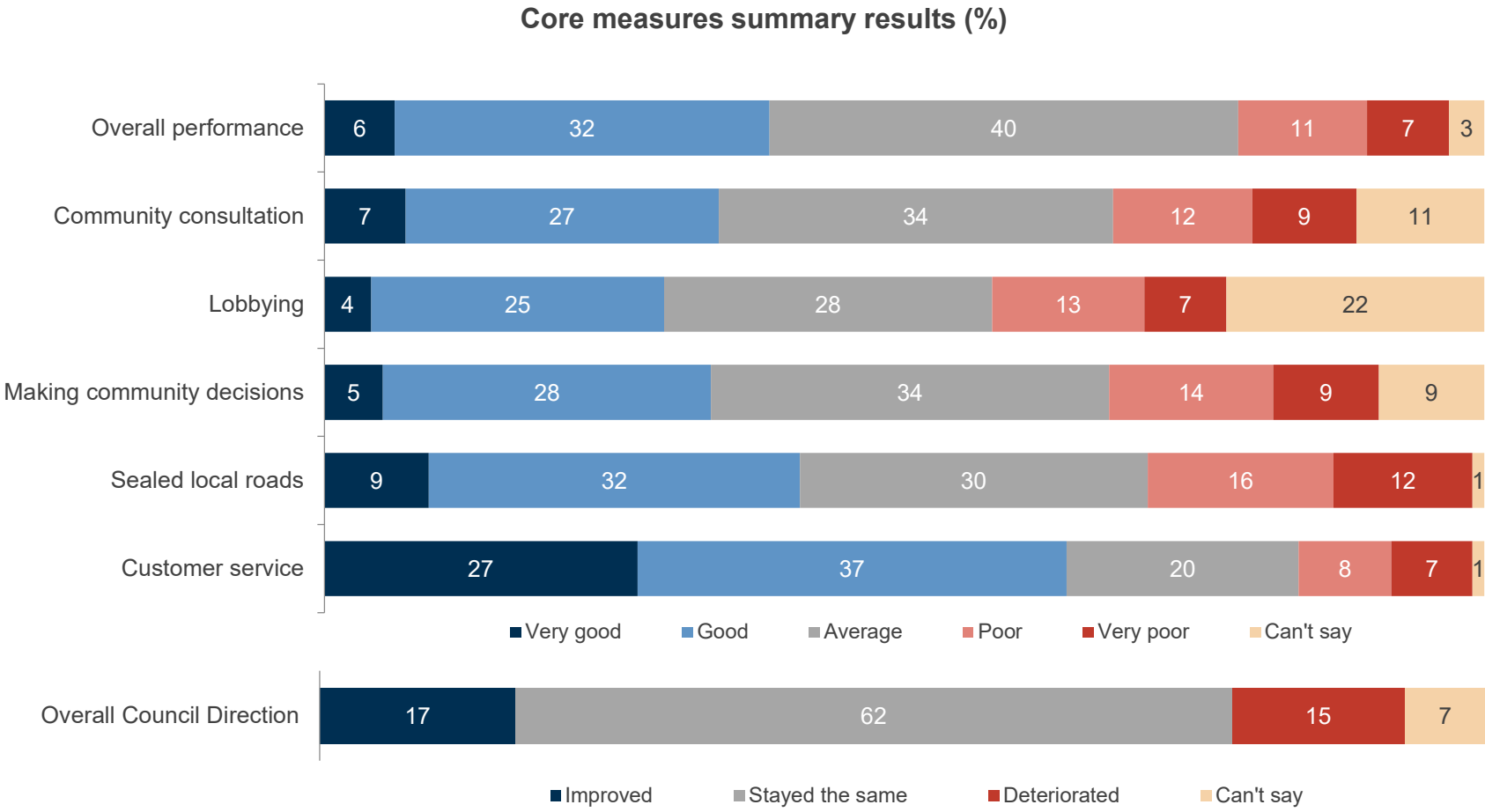
Summary of core measures

Index scores

Overall performance
Community consultation
Lobbying
Making community decisions
Sealed local roads
Customer service
Overall council direction



Summary of core measures



Summary of Bass Coast Shire Council performance

Services		Bass Coast 2020	Bass Coast 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	**55**	54	55	58	Aged 18-34 years Non-residents	Aged 50-64 years
	Overall council direction	**51**	50	50	51	Aged 18-34 years	Aged 50-64 years
	Customer service	**67**	70	68	70	Aged 65+ years Non-residents	Aged 18-34 years
	Consultation & engagement	**53**	51	54	55	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	**53**	53	47	54	Non-Residents	Aged 50-64 years
	Lobbying	**52**	53	53	53	Aged 18-34 years	Aged 50-64 years
	Community decisions	**52**	51	52	53	Aged 18-34 years	Aged 50-64 years

Significantly higher / lower than Bass Coast Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.

Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance is not significantly different from last year. Performance perceptions on most service areas have either remained stable or improved slightly – a positive result for Council. Lobbying is the only service area to experience a decline in ratings, albeit not a statistically significant one (one index point only).

Focus areas

Customer service is an area that may warrant some extra attention in the coming 12 months. While not a statistically significant decline, performance ratings on this service area have also declined in the last 12 months, by three index points, following steady improvement from 2016. Improving perceptions in this area could help to improve perceptions of Council overall.

Comparison to state and area grouping

On the measure of sealed local roads, Council performs significantly higher than the Large Rural group council average. This follows year on year improvements in the performance of sealed local roads for Council followed by a stabilisation of results in the current year. On the other core service areas, Council performs in line with the State-wide and Large Rural council averages.

Maintain gains achieved to date

Council should look to maintain and build upon its improved performance on community consultation and engagement and making community decisions. On both of these measures, performance perceptions have been trending up over time and are at the highest levels recorded.

DETAILED FINDINGS



Overall performance



Overall performance

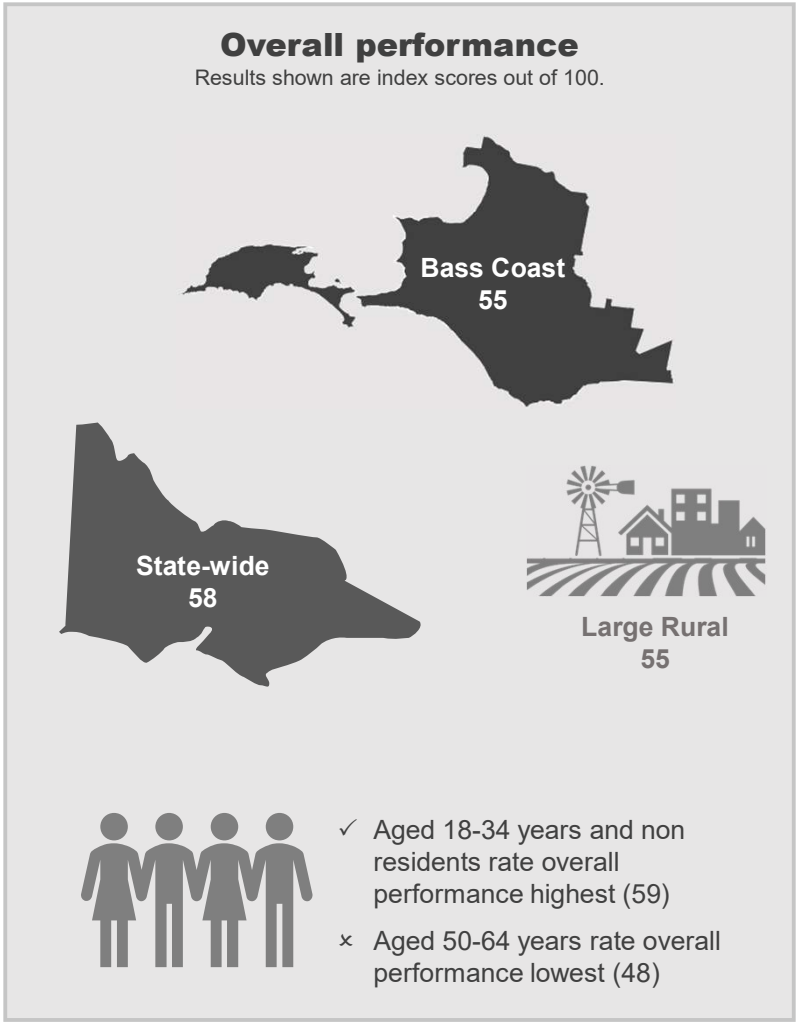
The overall performance index score of 55 for Bass Coast Shire Council represents a one-point improvement on the 2019 result, continuing a multi-year trend of improvement from 2016.

- Overall performance is at its highest level to date.

Bass Coast Shire Council's overall performance is rated in line with the average rating for councils in the Large Rural group but statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide (index scores of 55 and 58 respectively).

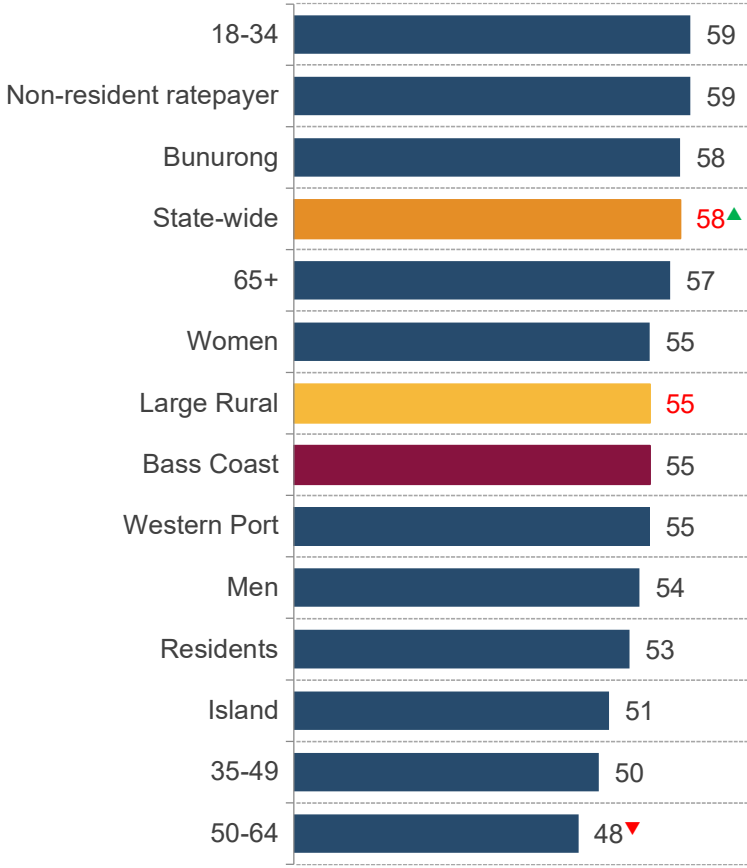
- Perceptions of overall performance in the past year were steady among all demographic and geographic cohorts, with most either rating performance the same or improving by one or two index points.
- Ratings among people aged 50 to 64 years (index score of 48) are significantly lower than the Council-wide average.

Twice as many people rate Bass Coast Shire Council's overall performance as 'very good' or 'good' (38%) as those who rate it as 'very poor' or 'poor' (18%). A further 40% sit mid-scale, rating Council's overall performance as 'average'.



Overall performance

2020 overall performance (index scores)

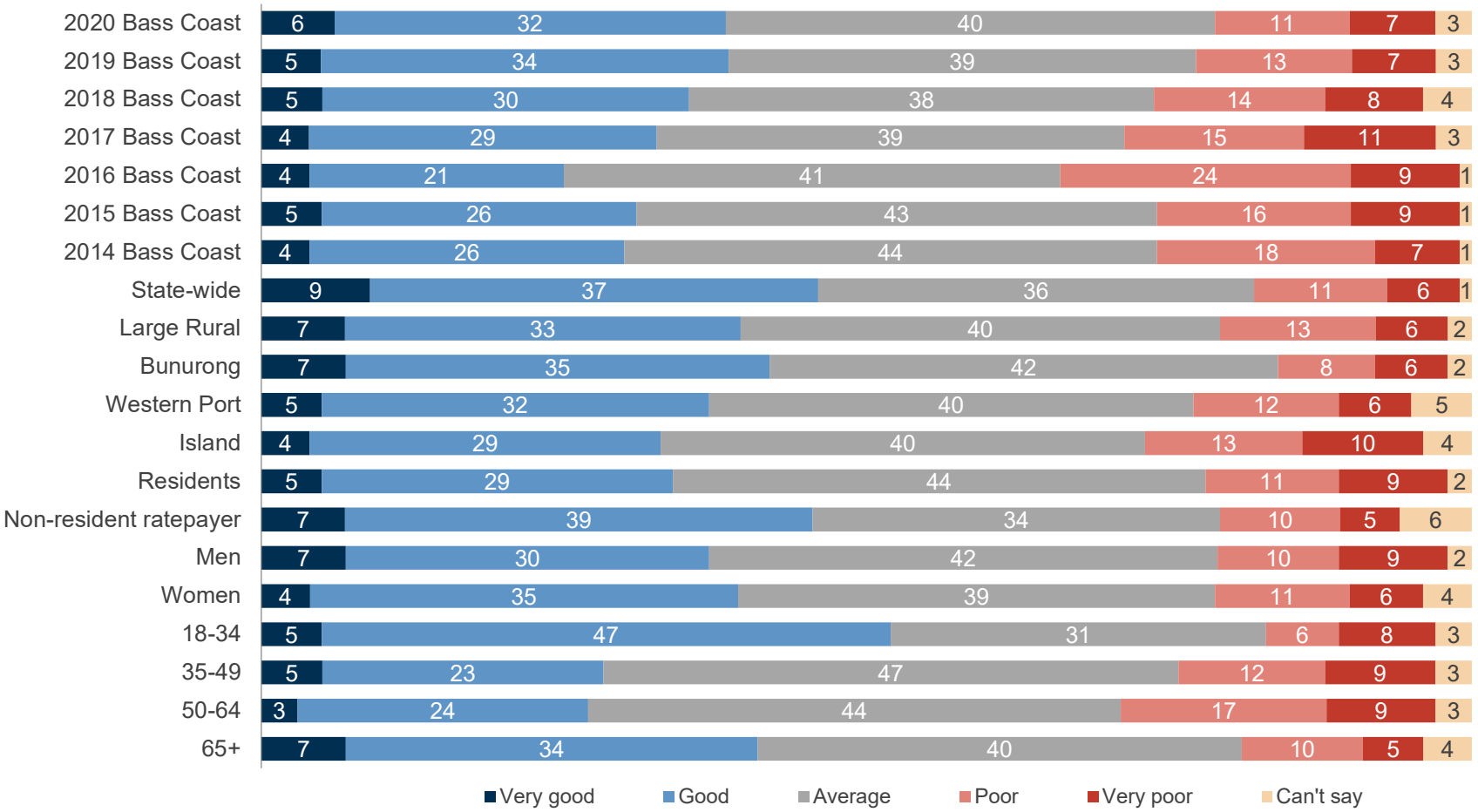


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	61	53	59	59	54	n/a	n/a
Non-resident ratepayer	59	58	56	n/a	n/a	n/a	n/a	n/a
Bunurong	57	60	55	n/a	n/a	n/a	n/a	n/a
State-wide	60	59	59	59	60	61	n/a	n/a
65+	56	53	52	42	49	52	n/a	n/a
Women	55	54	48	49	53	49	n/a	n/a
Large Rural	56	56	54	54	56	n/a	n/a	n/a
Bass Coast	54	53	50	46	50	50	n/a	n/a
Western Port	57	53	51	n/a	n/a	n/a	n/a	n/a
Men	54	51	52	44	48	51	n/a	n/a
Residents	52	51	48	n/a	n/a	n/a	n/a	n/a
Island	49	45	44	n/a	n/a	n/a	n/a	n/a
35-49	49	51	46	45	49	47	n/a	n/a
50-64	51	48	50	42	44	48	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: 17
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2020 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: 17

Top performing service areas

Consultation and engagement (index score of 53) is one of the areas where Council performed best in 2020, improving by two index points from 2019 (noting this is not a statistically significant improvement).

- Council performs in line with the Large Rural group and State-wide council averages in this service area.
- Ratings on consultation and engagement have been trending up since 2016 and are now at their highest level to date.

Sealed local roads is another of Council's highest rated service areas (index score of 53, consistent with the 2019 result). Positively, significant improvements in performance ratings achieved on sealed local roads in 2019 have been consolidated this year.

Notably, sealed local roads is rated significantly higher than the Large Rural group council average (index score of 47).

- Non-resident ratepayers and people aged 65+ years rate sealed local roads significantly higher than average (index scores of 60 and 58). Bass Coast Shire residents rate this service area significantly lower (48).



Lower performing service areas



Council rates lower – relative to its performance in other areas – in the areas of lobbying and community decisions (index scores of 52), although performance in both these areas has remained steady over the past year.

- Ratings on community decisions improved by one point this year. Performance ratings have been trending upwards since 2016 and are now at their highest level to date.
- Performance on lobbying has dropped one point since 2019, but this is not a significant decline.

Residents aged 50 to 64 years rate both lobbying and community decisions significantly lower than the Council-wide average.

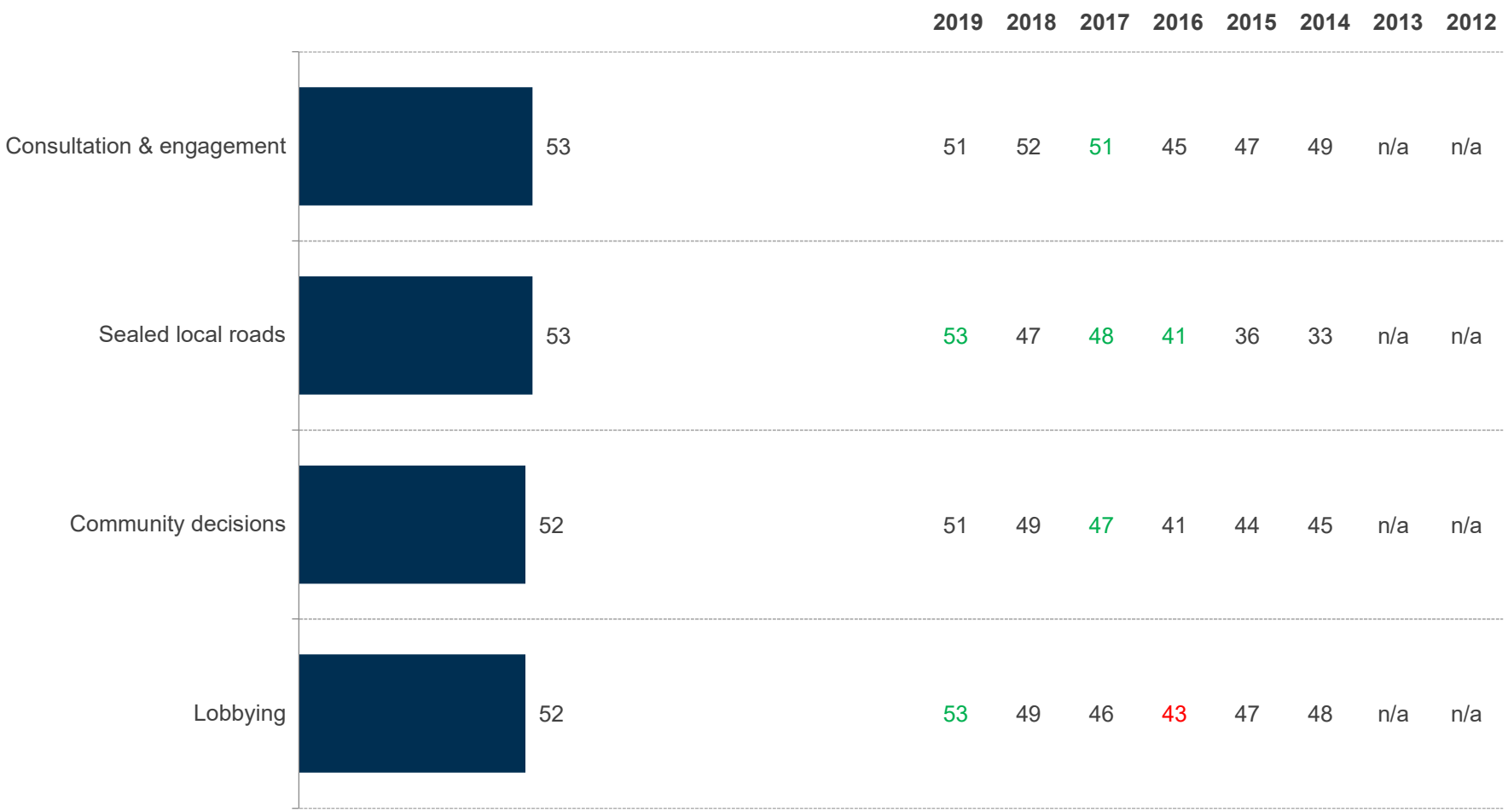
Other key differences in perceptions of lobbying include:

- Those residing in the Island area rate lobbying significantly lower than average in 2020.
- Young people (aged 18 to 34 years) rate lobbying significantly higher than the Council-wide average.

While these are Council's lower rated areas, they are each rated in line with the Large Rural group and State-wide averages.

Individual service area performance

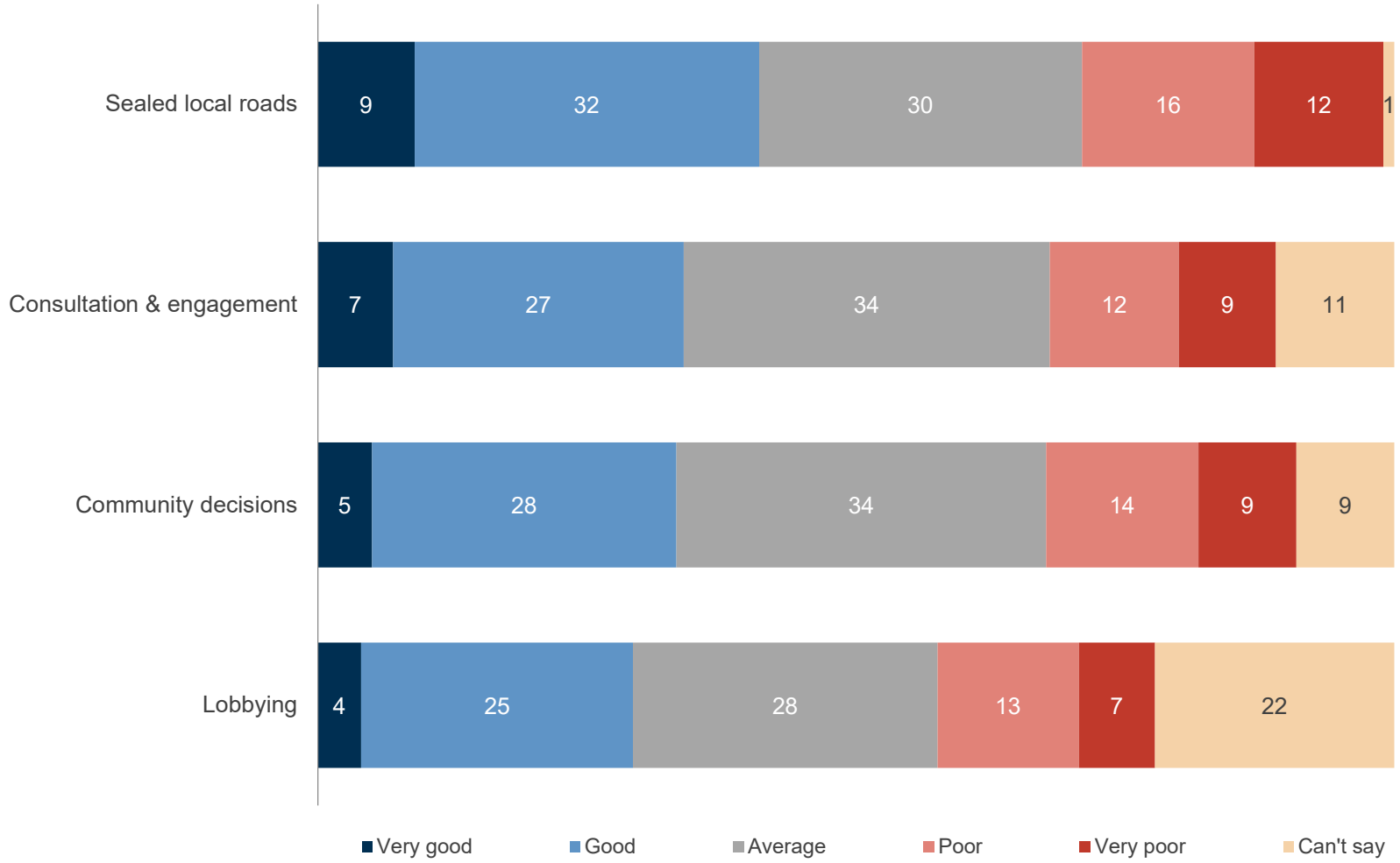
2020 individual service area performance (index scores)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2020 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: 17

Customer service



Contact with council and customer service

Contact with council

More than half (55%) of the people in Bass Coast Shire Council have had contact with Council in the last 12 months. Rate of contact is two percentage points lower than last year and is at its lowest level to date.



Customer service

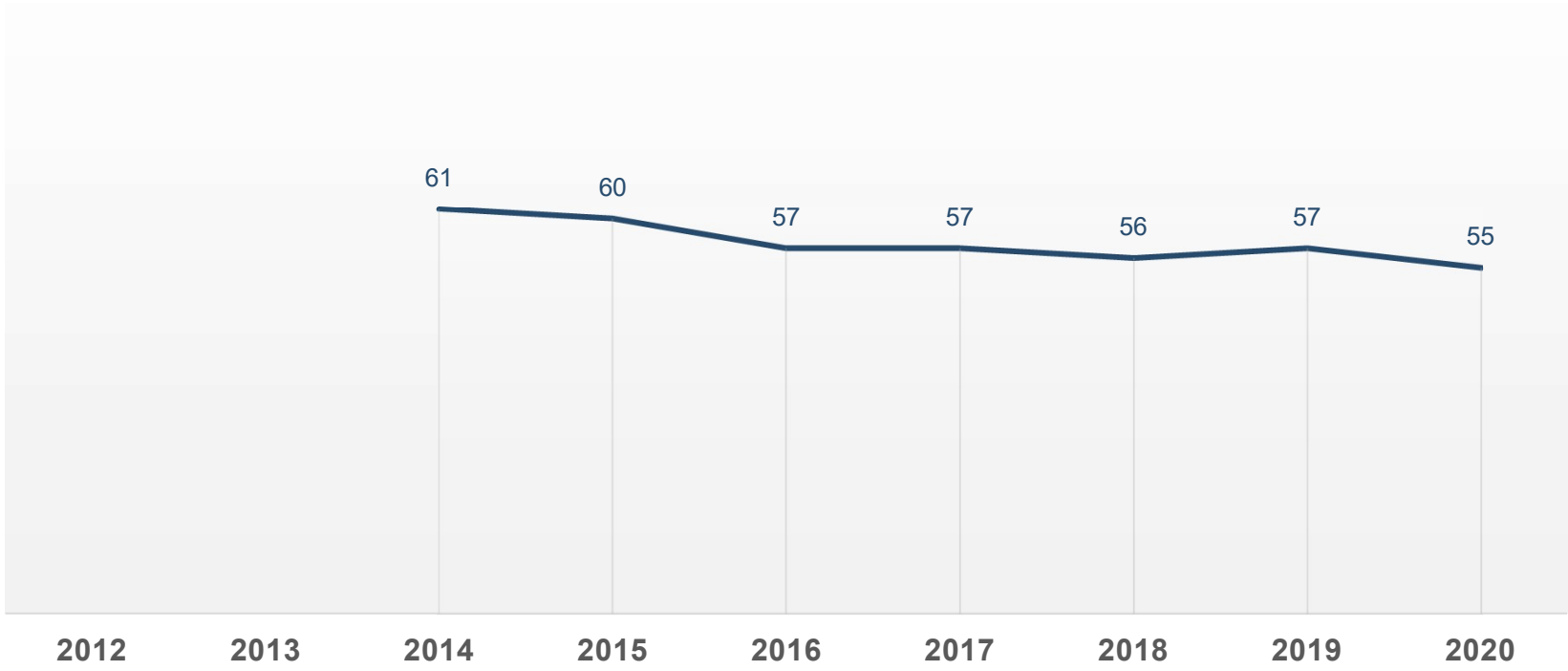
Council's customer service index of 67 is down three points from 2019. Council had been improving its customer service rating steadily from a low of 61 in 2016, but has been unable to build further on its peak rating of 70 in 2019. Customer service in 2020 is rated in line with the State-wide and Large Rural group averages (index scores of 70 and 68 respectively).

More than six in ten people (64%) provide a positive customer service rating of 'very good' or 'good'.

- There are no significant differences across the demographic and geographic cohorts in the customer service index score compared to the 2020 Council average.
- That said, perceptions of customer service are more positive in Western Port (index score of 71), than in the areas of Bunurong (67) and Island (65).
- Perceptions of customer service among people aged 18 to 34 years have declined significantly and this is a group that could warrant attention. Having said this, it is important to note that the rate of contact is lowest among this age group (47%).

Contact with council

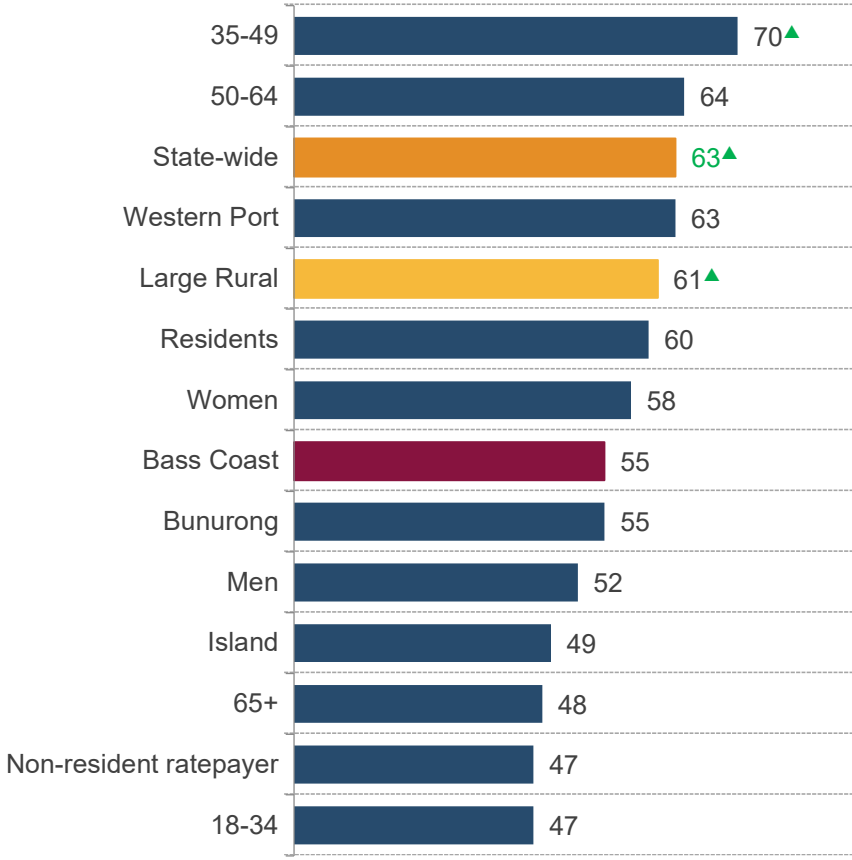
2020 contact with council (%)
Have had contact



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: 10

Contact with council

2020 contact with council (%)

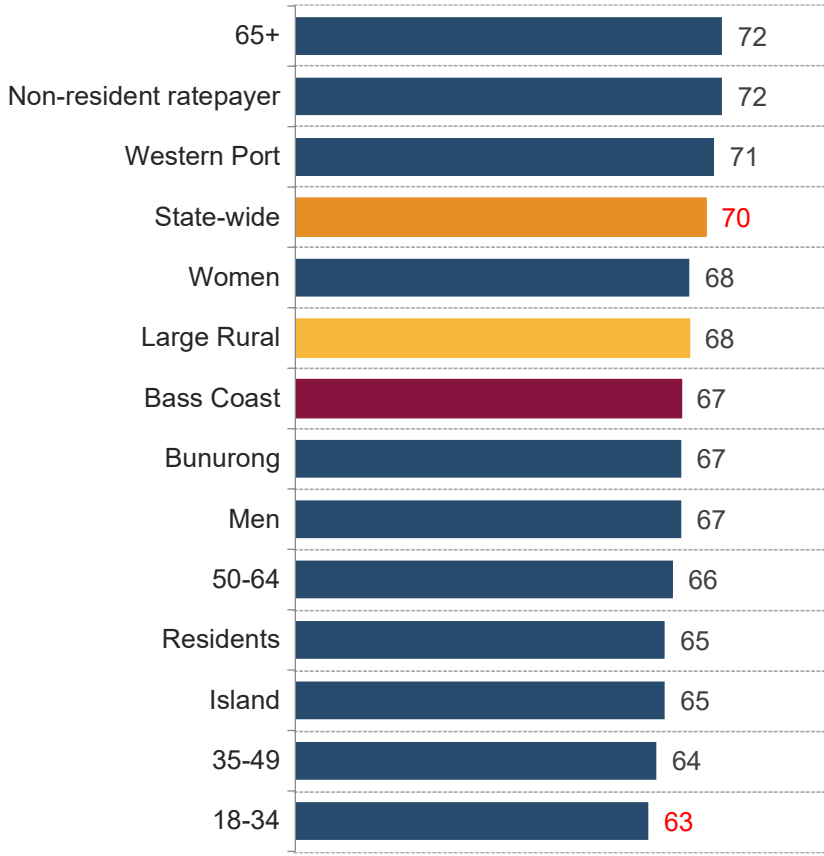


	2019	2018	2017	2016	2015	2014	2013	2012
35-49	70	62	71	61	70	62	n/a	n/a
50-64	54	59	52	64	63	66	n/a	n/a
State-wide	61	61	58	58	60	61	n/a	n/a
Western Port	58	58	55	n/a	n/a	n/a	n/a	n/a
Large Rural	62	62	57	57	59	n/a	n/a	n/a
Residents	62	61	64	n/a	n/a	n/a	n/a	n/a
Women	60	55	58	53	61	65	n/a	n/a
Bass Coast	57	56	57	57	60	61	n/a	n/a
Bunurong	57	56	63	n/a	n/a	n/a	n/a	n/a
Men	53	57	56	60	59	58	n/a	n/a
Island	55	54	51	n/a	n/a	n/a	n/a	n/a
65+	51	50	47	52	56	55	n/a	n/a
Non-resident ratepayer	47	42	37	n/a	n/a	n/a	n/a	n/a
18-34	58	55	61	53	53	65	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: 36 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2020 customer service rating (index scores)

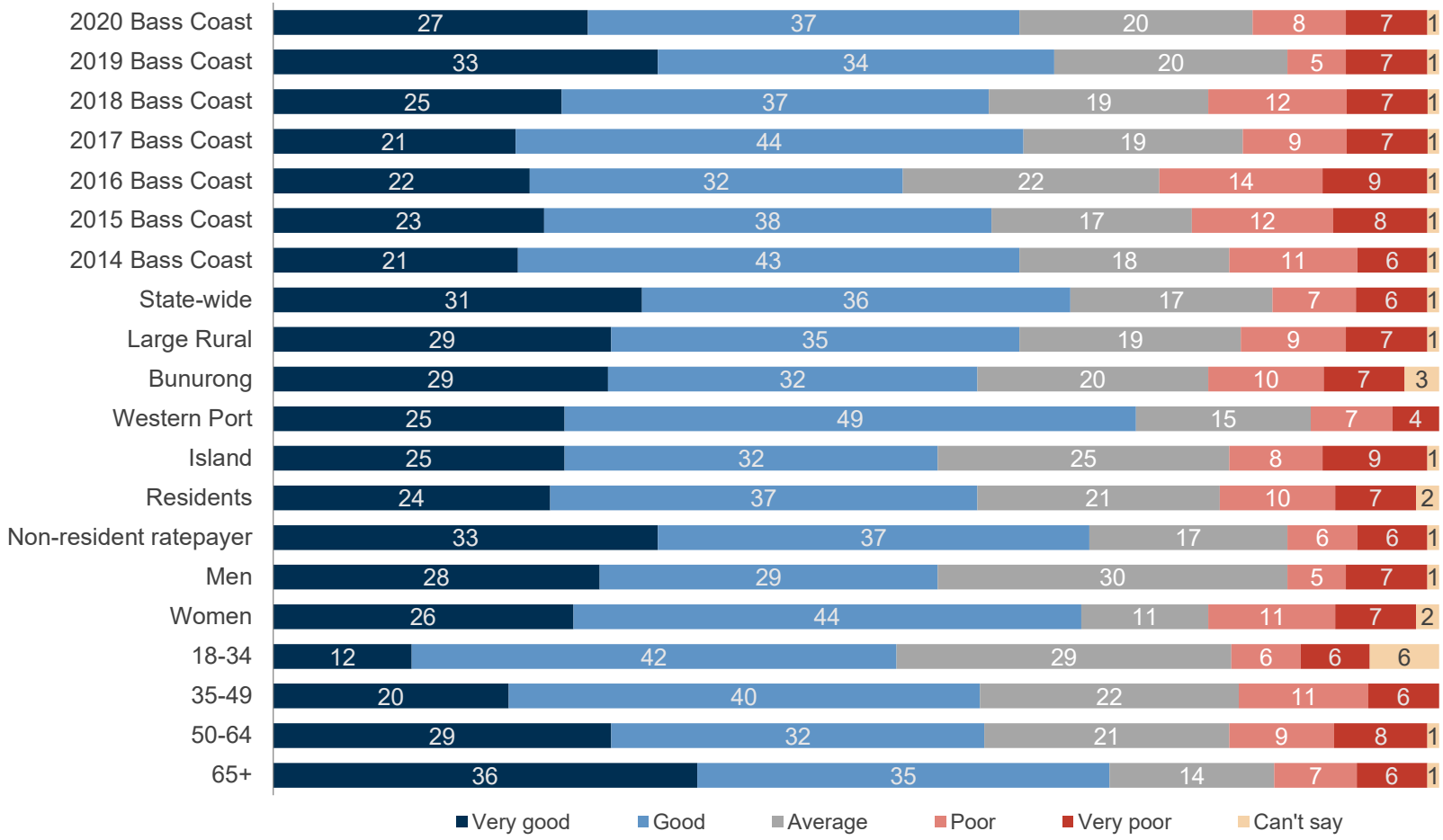


	2019	2018	2017	2016	2015	2014	2013	2012
65+	69	70	65	62	63	66	n/a	n/a
Non-resident ratepayer	74	65	68	n/a	n/a	n/a	n/a	n/a
Western Port	69	60	61	n/a	n/a	n/a	n/a	n/a
State-wide	71	70	69	69	70	72	n/a	n/a
Women	70	67	65	67	68	65	n/a	n/a
Large Rural	69	67	66	67	67	n/a	n/a	n/a
Bass Coast	70	65	66	61	64	65	n/a	n/a
Bunurong	70	73	72	n/a	n/a	n/a	n/a	n/a
Men	71	63	67	56	61	65	n/a	n/a
50-64	69	60	61	57	62	67	n/a	n/a
Residents	69	65	66	n/a	n/a	n/a	n/a	n/a
Island	72	61	63	n/a	n/a	n/a	n/a	n/a
35-49	67	61	66	61	67	63	n/a	n/a
18-34	79	69	72	63	66	65	n/a	n/a

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: 17
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2020 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: 17



Council direction

Council direction

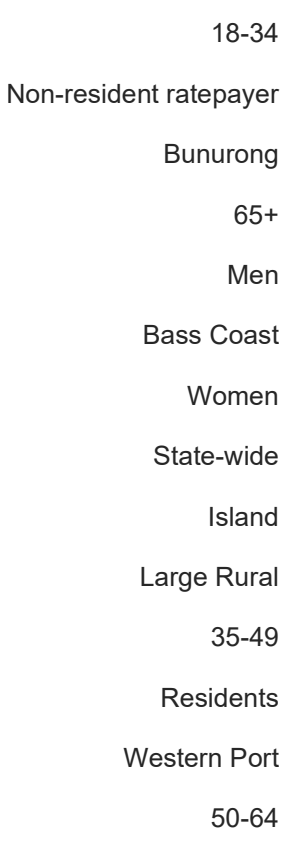
Perceptions of Council's overall direction is consistent with that seen in 2019. Over the last 12 months, 62% of people believe the direction of Council's overall performance has stayed the same, up three percentage points on 2019.

- 17% believe the direction of Council has improved in the last 12 months (unchanged from 2019).
- 15% believe it has deteriorated, down one point on 2019.
- The most satisfied with council direction are those aged 18 to 34 years, non-residents ratepayers and people from Bunurong.
- The least satisfied with council direction are those aged 50 to 64 years and people from Western Port.



Overall council direction last 12 months

2020 overall direction (index scores)

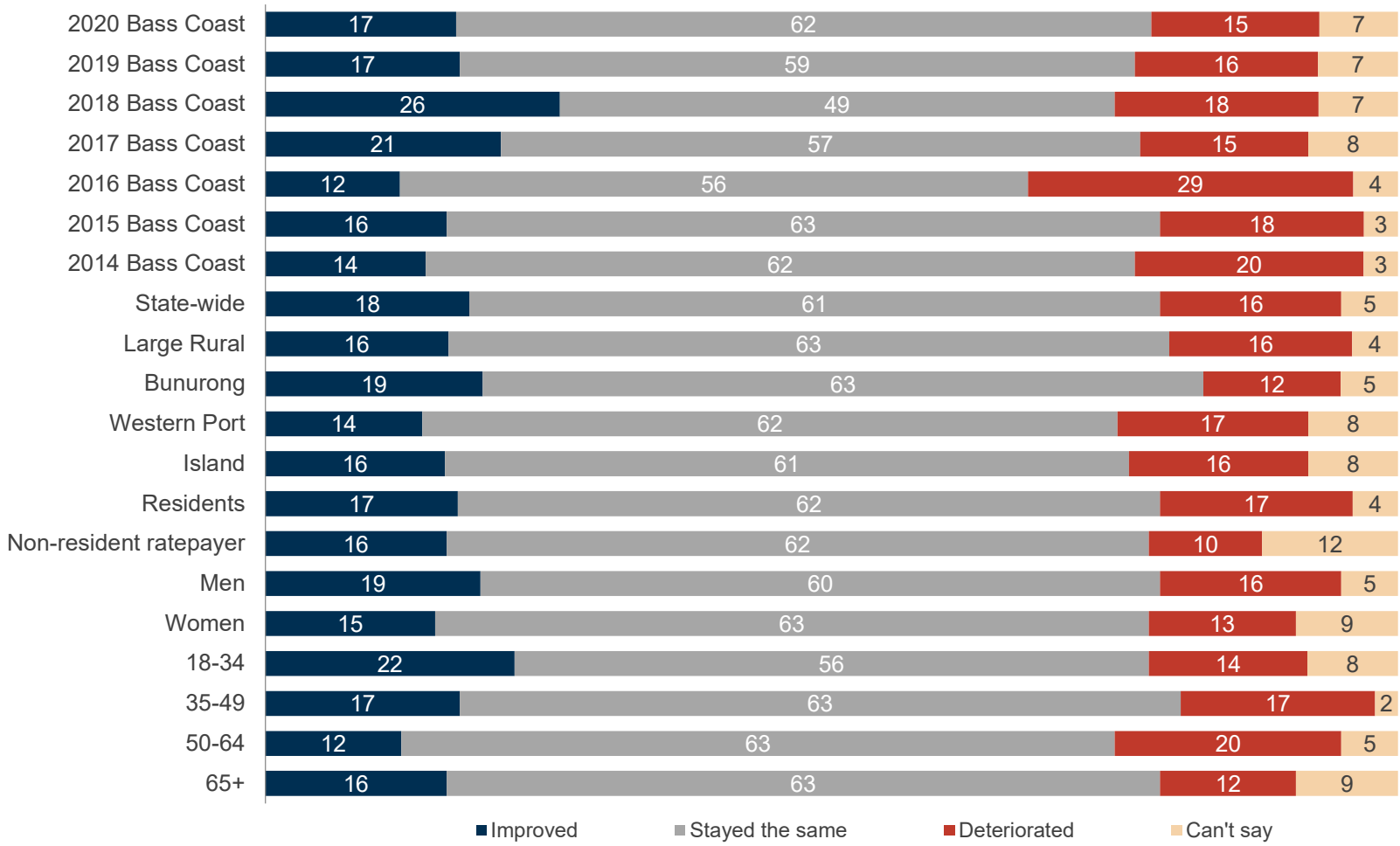


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	52	59	58	55	56	49	n/a	n/a
Non-resident ratepayer	53	55	55	n/a	n/a	n/a	n/a	n/a
Bunurong	55	61	59	n/a	n/a	n/a	n/a	n/a
65+	54	55	58	38	46	48	n/a	n/a
Men	50	50	54	38	49	46	n/a	n/a
Bass Coast	50	54	54	41	49	47	n/a	n/a
Women	50	57	53	45	49	48	n/a	n/a
State-wide	53	52	53	51	53	53	n/a	n/a
Island	46	46	48	n/a	n/a	n/a	n/a	n/a
Large Rural	51	52	52	48	51	n/a	n/a	n/a
35-49	44	50	45	35	52	42	n/a	n/a
Residents	49	53	53	n/a	n/a	n/a	n/a	n/a
Western Port	48	53	53	n/a	n/a	n/a	n/a	n/a
50-64	48	51	53	42	44	48	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: 17
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2020 overall council direction (%)



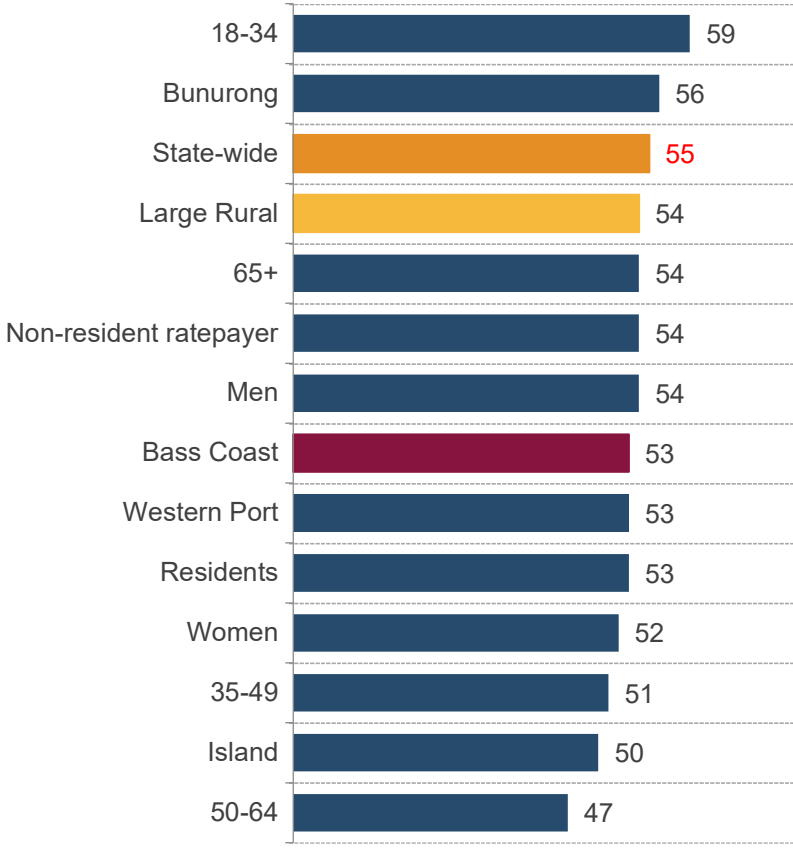
Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Individual service areas



Community consultation and engagement performance

2020 consultation and engagement performance (index scores)

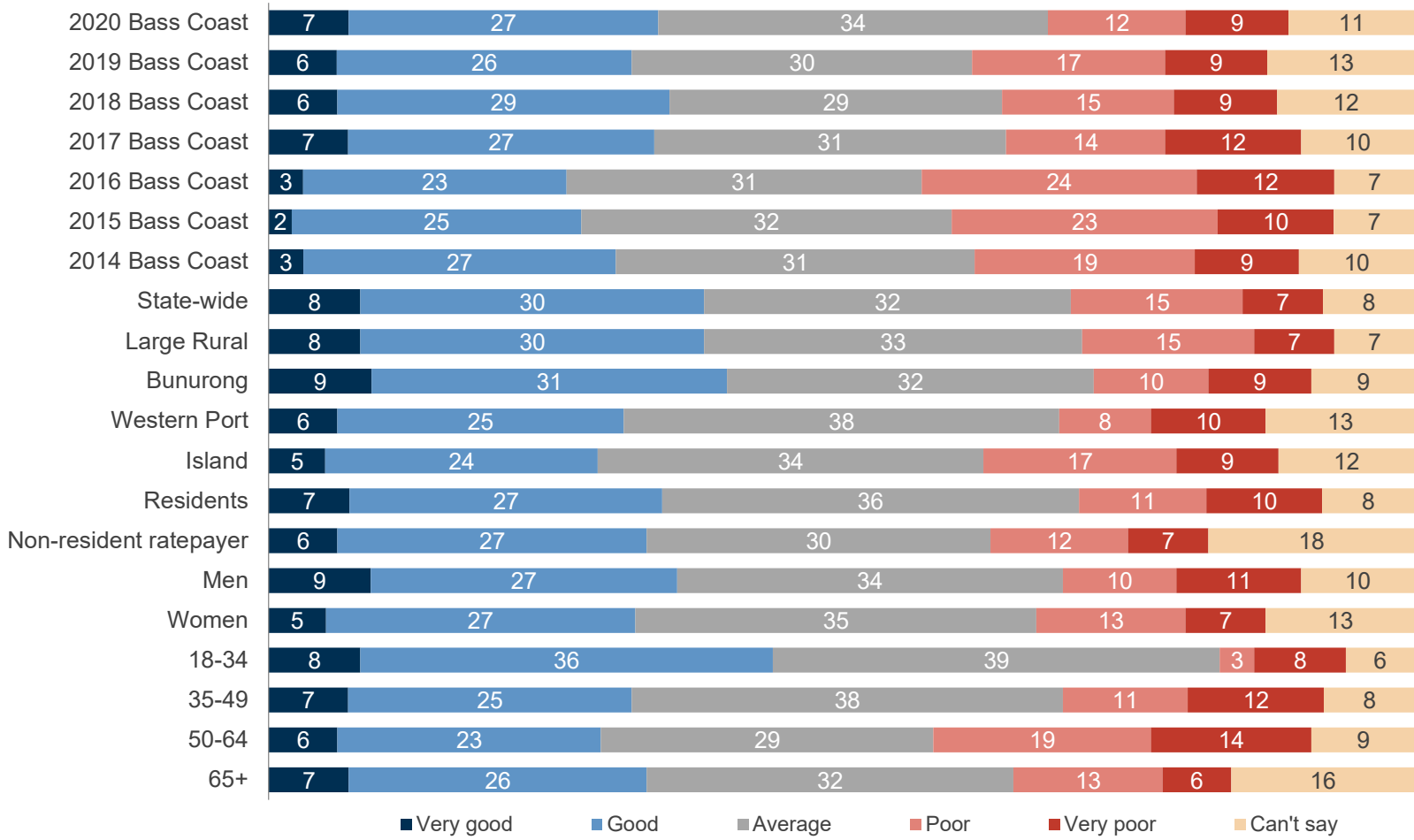


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	51	61	57	52	53	53	n/a	n/a
Bunurong	54	57	54	n/a	n/a	n/a	n/a	n/a
State-wide	56	55	55	54	56	57	n/a	n/a
Large Rural	54	54	52	52	54	n/a	n/a	n/a
65+	52	52	49	42	45	50	n/a	n/a
Non-resident ratepayer	56	55	53	n/a	n/a	n/a	n/a	n/a
Men	51	50	52	43	44	50	n/a	n/a
Bass Coast	51	52	51	45	47	49	n/a	n/a
Western Port	50	54	50	n/a	n/a	n/a	n/a	n/a
Residents	49	51	50	n/a	n/a	n/a	n/a	n/a
Women	51	54	50	46	49	48	n/a	n/a
35-49	51	52	48	43	48	46	n/a	n/a
Island	47	44	49	n/a	n/a	n/a	n/a	n/a
50-64	49	46	50	44	41	47	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: 17
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

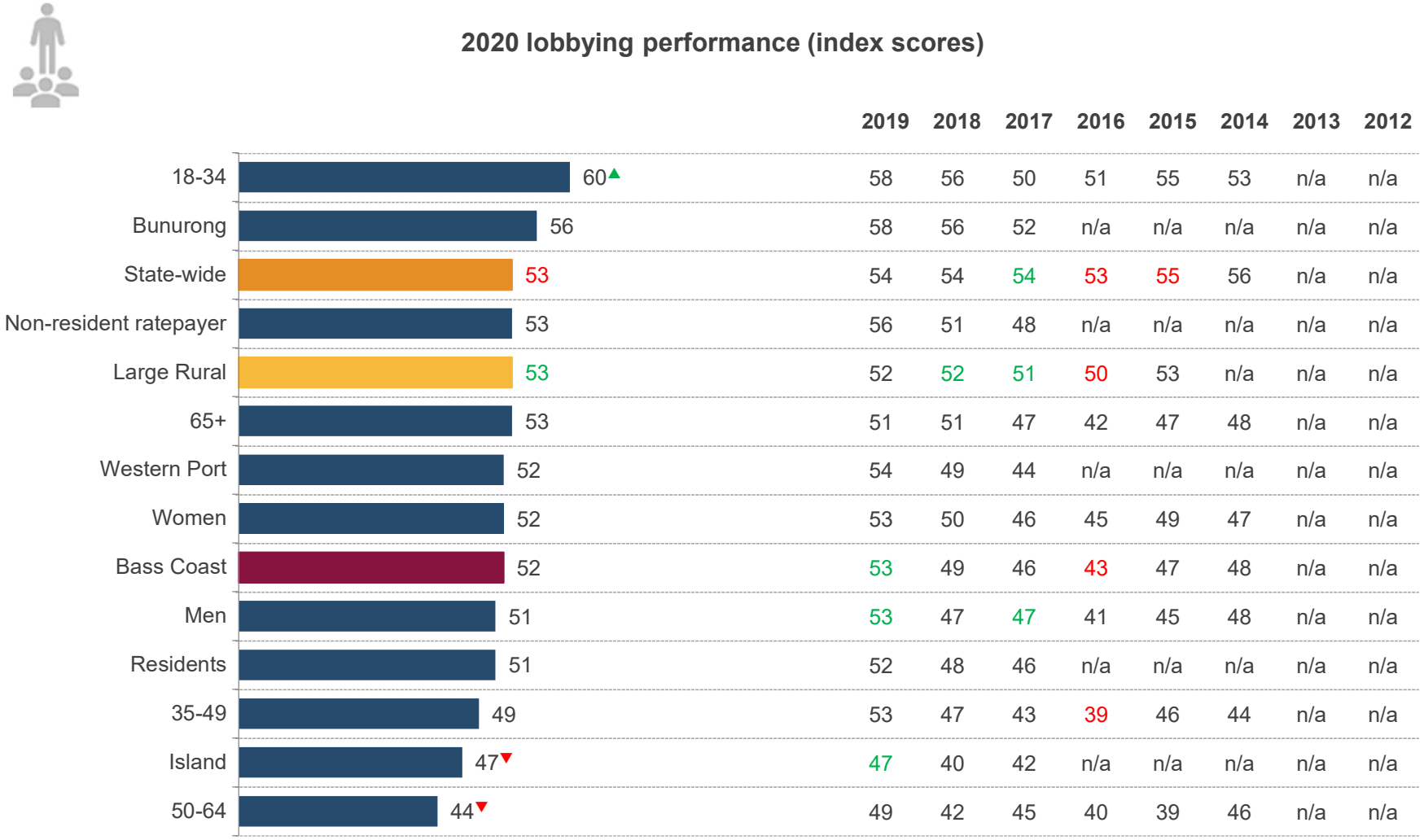
2020 consultation and engagement performance (%)



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: 17

Lobbying on behalf of the community performance

2020 lobbying performance (index scores)

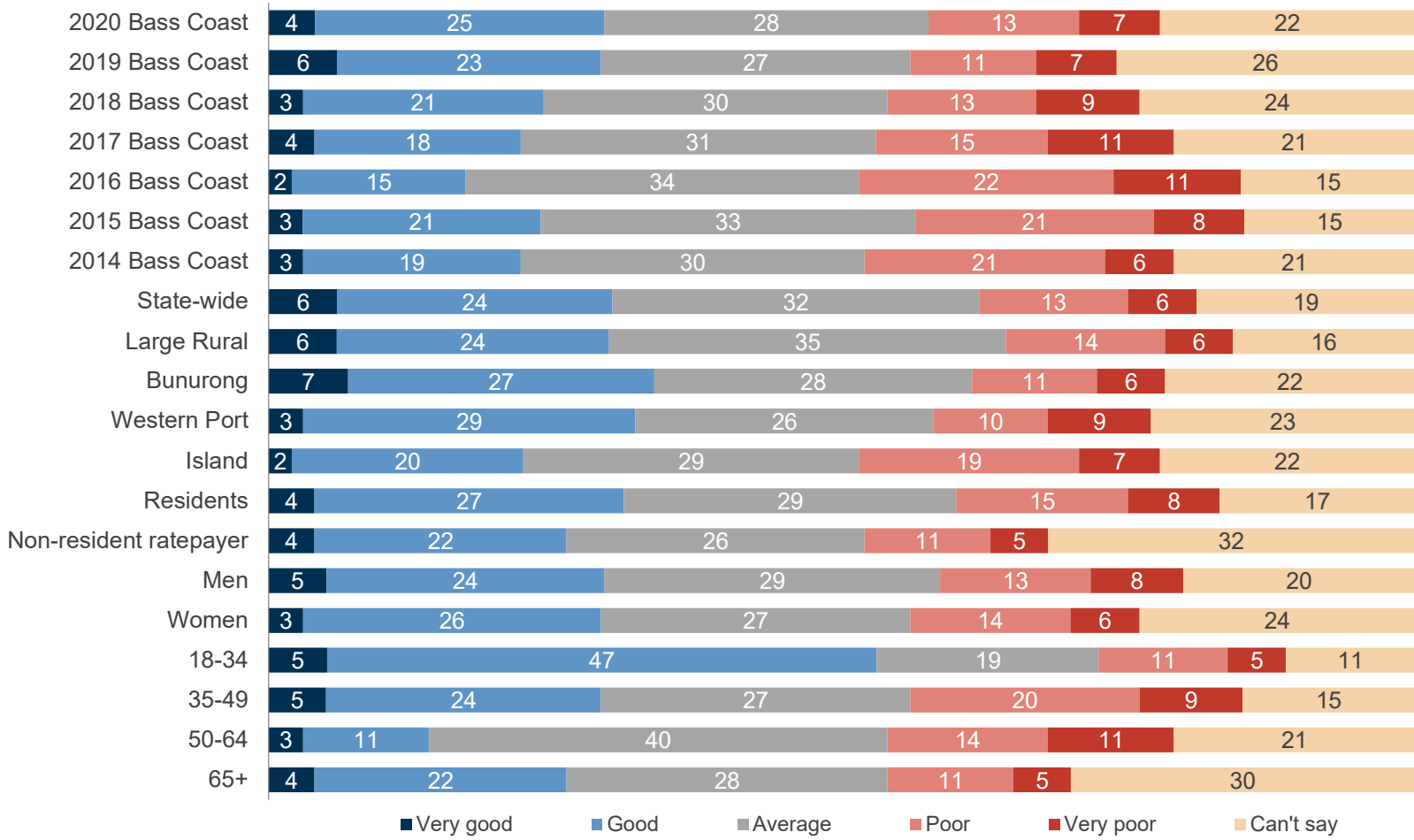


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	56	50	51	55	53	n/a	n/a
Bunurong	58	56	52	n/a	n/a	n/a	n/a	n/a
State-wide	54	54	54	53	55	56	n/a	n/a
Non-resident ratepayer	56	51	48	n/a	n/a	n/a	n/a	n/a
Large Rural	52	52	51	50	53	n/a	n/a	n/a
65+	51	51	47	42	47	48	n/a	n/a
Western Port	54	49	44	n/a	n/a	n/a	n/a	n/a
Women	53	50	46	45	49	47	n/a	n/a
Bass Coast	53	49	46	43	47	48	n/a	n/a
Men	53	47	47	41	45	48	n/a	n/a
Residents	52	48	46	n/a	n/a	n/a	n/a	n/a
35-49	53	47	43	39	46	44	n/a	n/a
Island	47	40	42	n/a	n/a	n/a	n/a	n/a
50-64	49	42	45	40	39	46	n/a	n/a

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

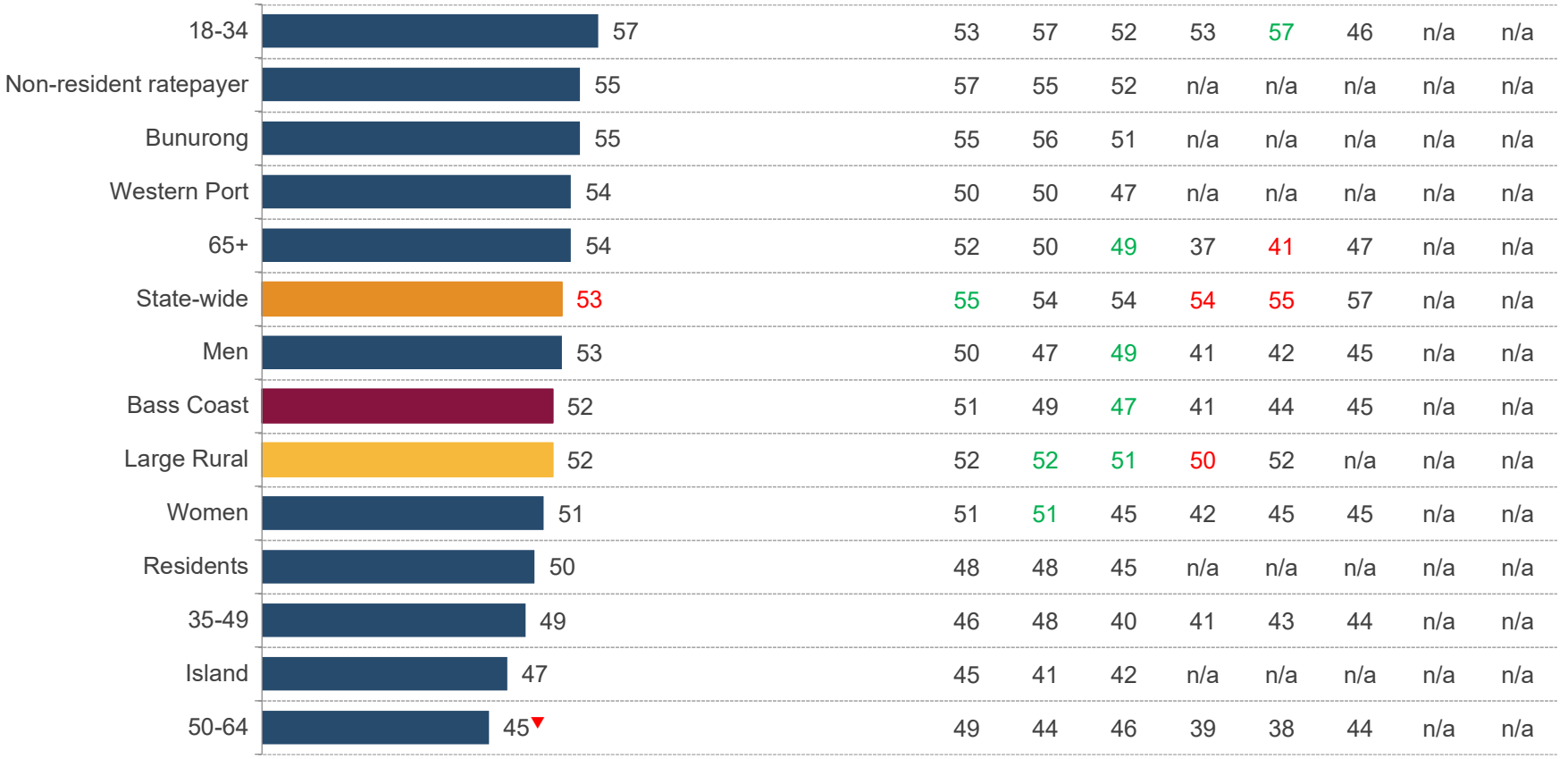
2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Decisions made in the interest of the community performance

2020 community decisions made performance (index scores)

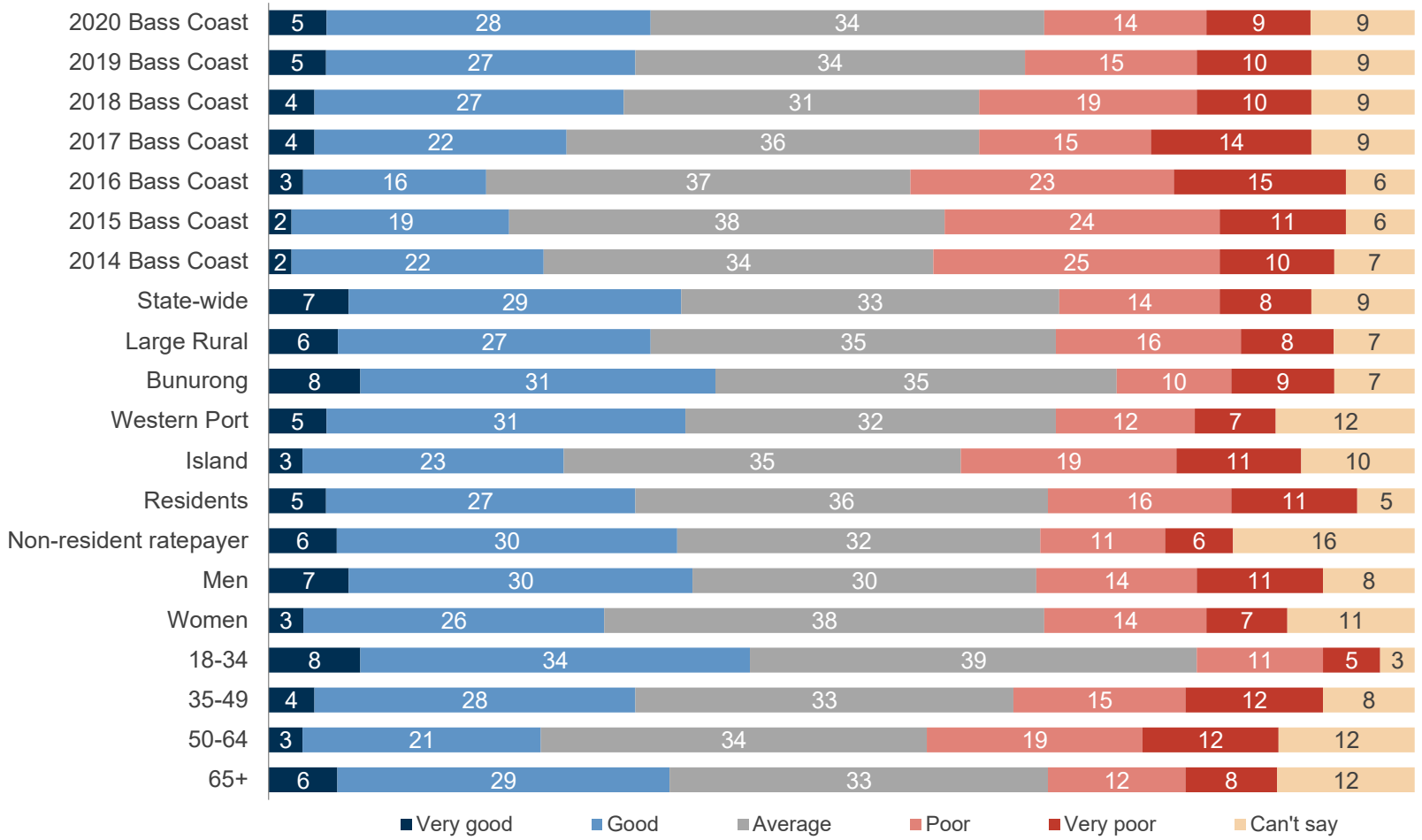


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	57	52	53	57	46	n/a	n/a
Non-resident ratepayer	57	55	52	n/a	n/a	n/a	n/a	n/a
Bunurong	55	56	51	n/a	n/a	n/a	n/a	n/a
Western Port	50	50	47	n/a	n/a	n/a	n/a	n/a
65+	52	50	49	37	41	47	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Men	50	47	49	41	42	45	n/a	n/a
Bass Coast	51	49	47	41	44	45	n/a	n/a
Large Rural	52	52	51	50	52	n/a	n/a	n/a
Women	51	51	45	42	45	45	n/a	n/a
Residents	48	48	45	n/a	n/a	n/a	n/a	n/a
35-49	46	48	40	41	43	44	n/a	n/a
Island	45	41	42	n/a	n/a	n/a	n/a	n/a
50-64	49	44	46	39	38	44	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: 17
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

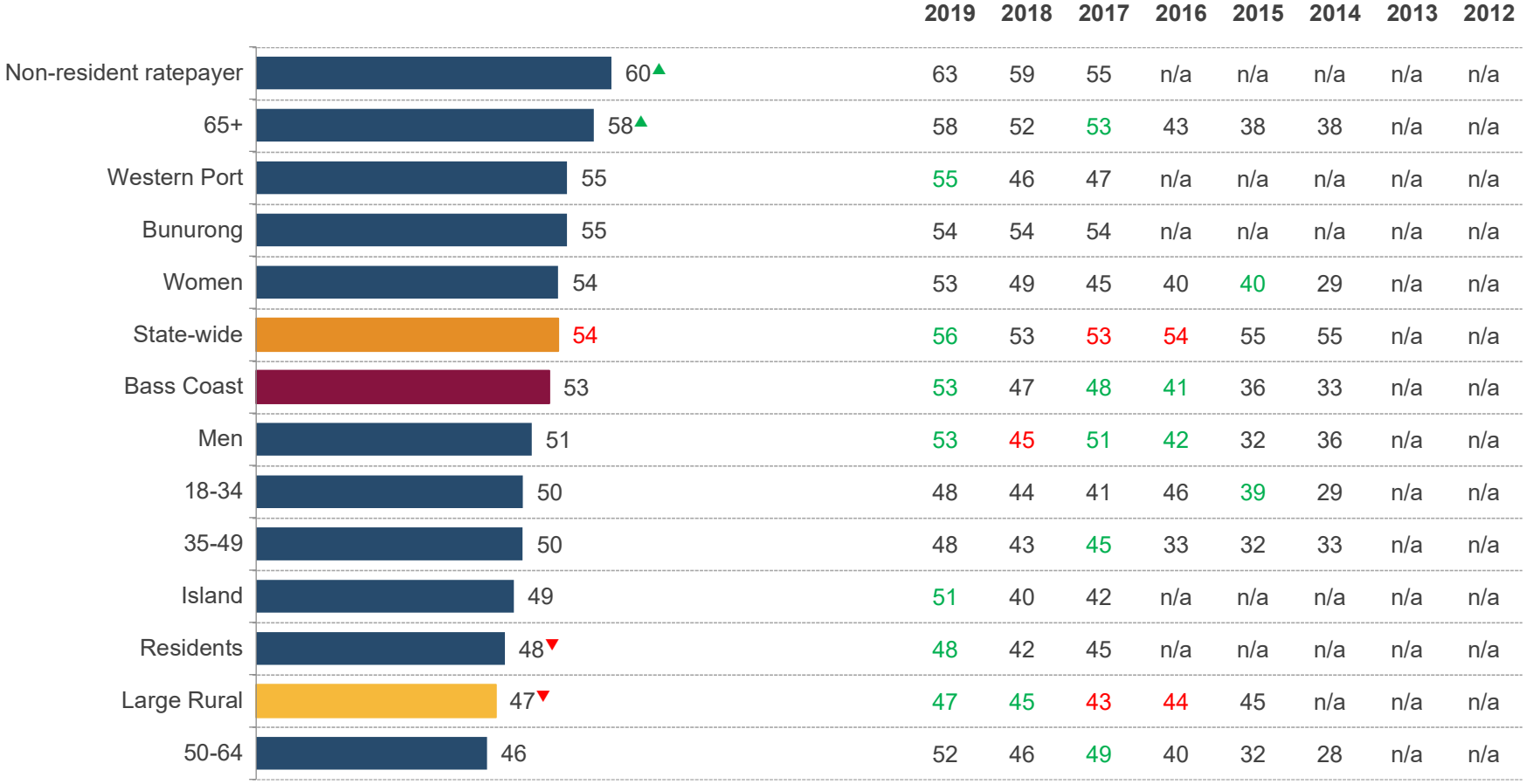
2020 community decisions made performance (%)



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: 17

The condition of sealed local roads in your area performance

2020 sealed local roads performance (index scores)



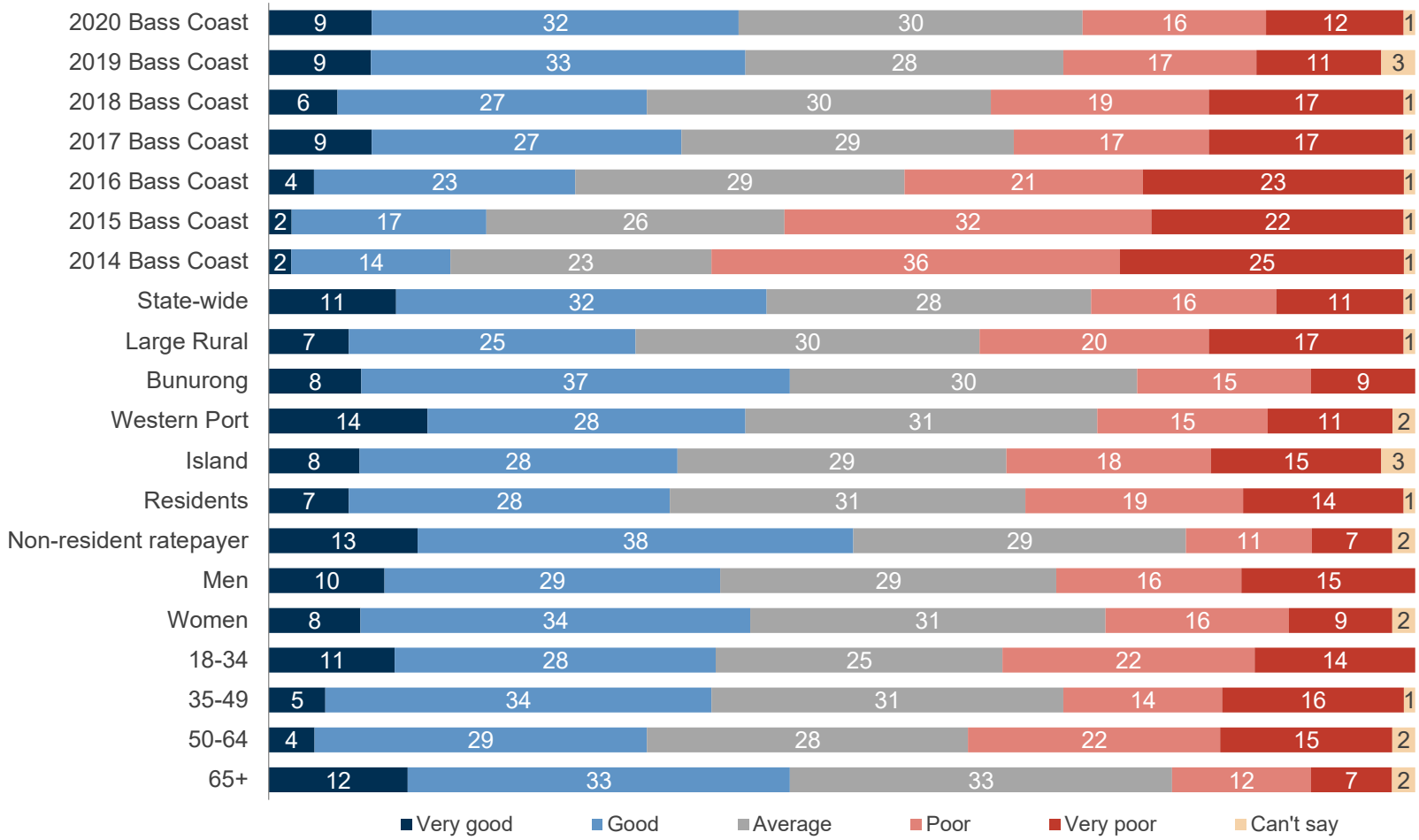
	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	63	59	55	n/a	n/a	n/a	n/a	n/a
65+	58	52	53	43	38	38	n/a	n/a
Western Port	55	46	47	n/a	n/a	n/a	n/a	n/a
Bunurong	54	54	54	n/a	n/a	n/a	n/a	n/a
Women	53	49	45	40	40	29	n/a	n/a
State-wide	56	53	53	54	55	55	n/a	n/a
Bass Coast	53	47	48	41	36	33	n/a	n/a
Men	53	45	51	42	32	36	n/a	n/a
18-34	48	44	41	46	39	29	n/a	n/a
35-49	48	43	45	33	32	33	n/a	n/a
Island	51	40	42	n/a	n/a	n/a	n/a	n/a
Residents	48	42	45	n/a	n/a	n/a	n/a	n/a
Large Rural	47	45	43	44	45	n/a	n/a	n/a
50-64	52	46	49	40	32	28	n/a	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: 62 Councils asked group: 17
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



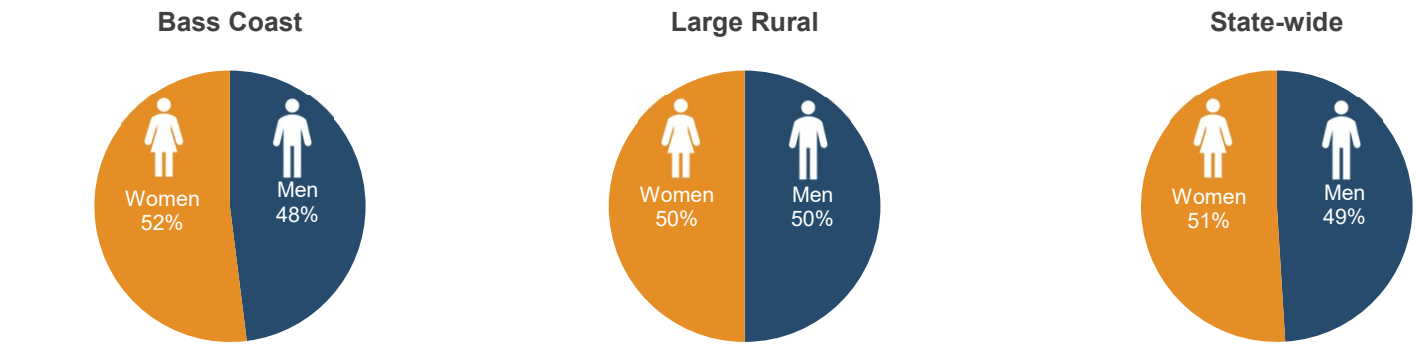
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

Detailed demographics

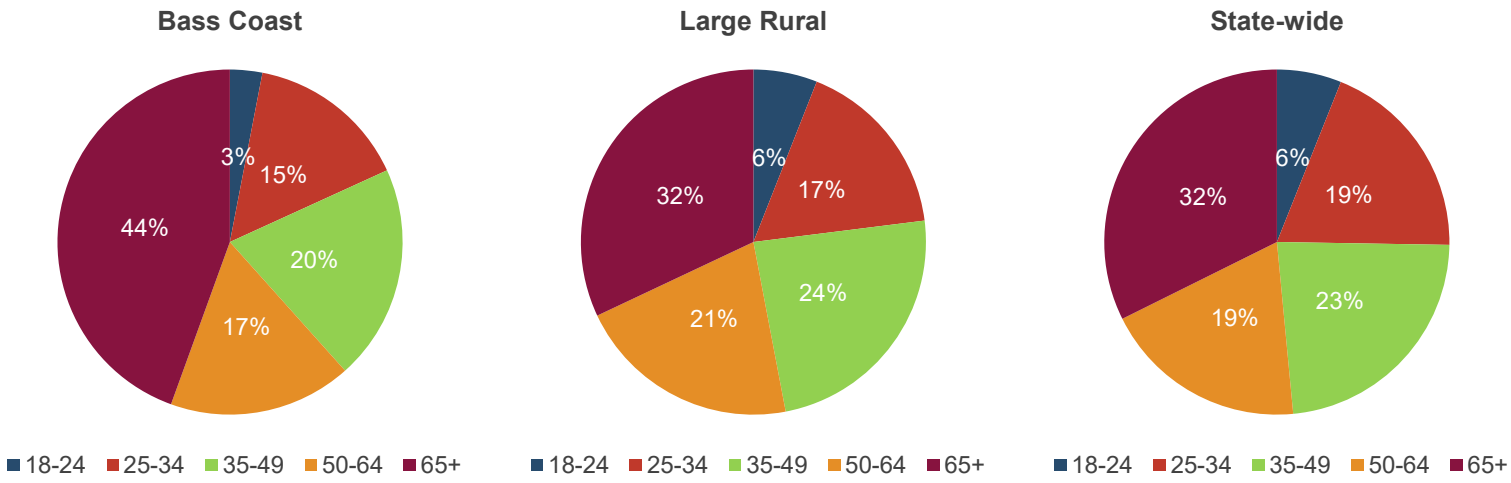


Gender and age profile

2020 gender



2020 age



S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17
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 2020 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 28,400 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	370	193	+/-5.1
Women	430	207	+/-4.7
Bunurong	291	159	+/-5.7
Western Port	199	104	+/-6.9
Island	310	137	+/-5.5
18-34 years	36	74	+/-16.6
35-49 years	89	81	+/-10.4
50-64 years	190	69	+/-7.1
65+ years	485	177	+/-4.4

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 (▼).

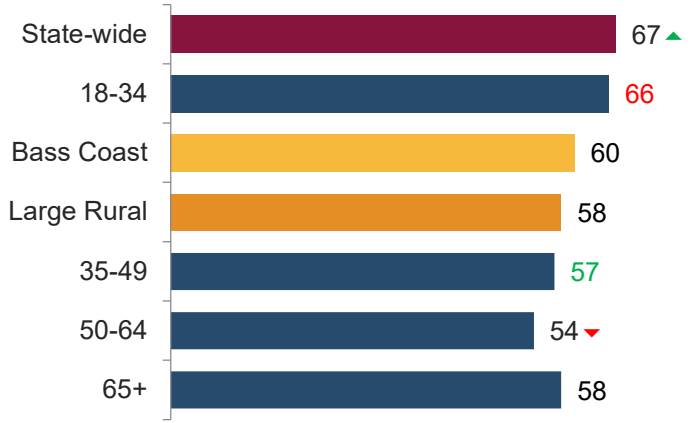
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- ▲ 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 2019. 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 2019.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2019.

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 2020 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 2020 results are compared with previous years, as detailed below:

- 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-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 60% mobile phone numbers to cater to the diversity of residents and non resident rate-payers 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 30th January – 22nd March, 2020.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 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 2012-2020 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 and Small Rural.

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for Bass Coast Shire Council for this 2020 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 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 2012-2020 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 2020 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2020 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 2020 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:

http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 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.

Statewide 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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