

2021 Local Government Community Satisfaction Survey

Bass Coast Shire Council

Coordinated by the Department of Jobs, Precincts and Regions 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-second 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 22 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 22 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 59



State-wide 61



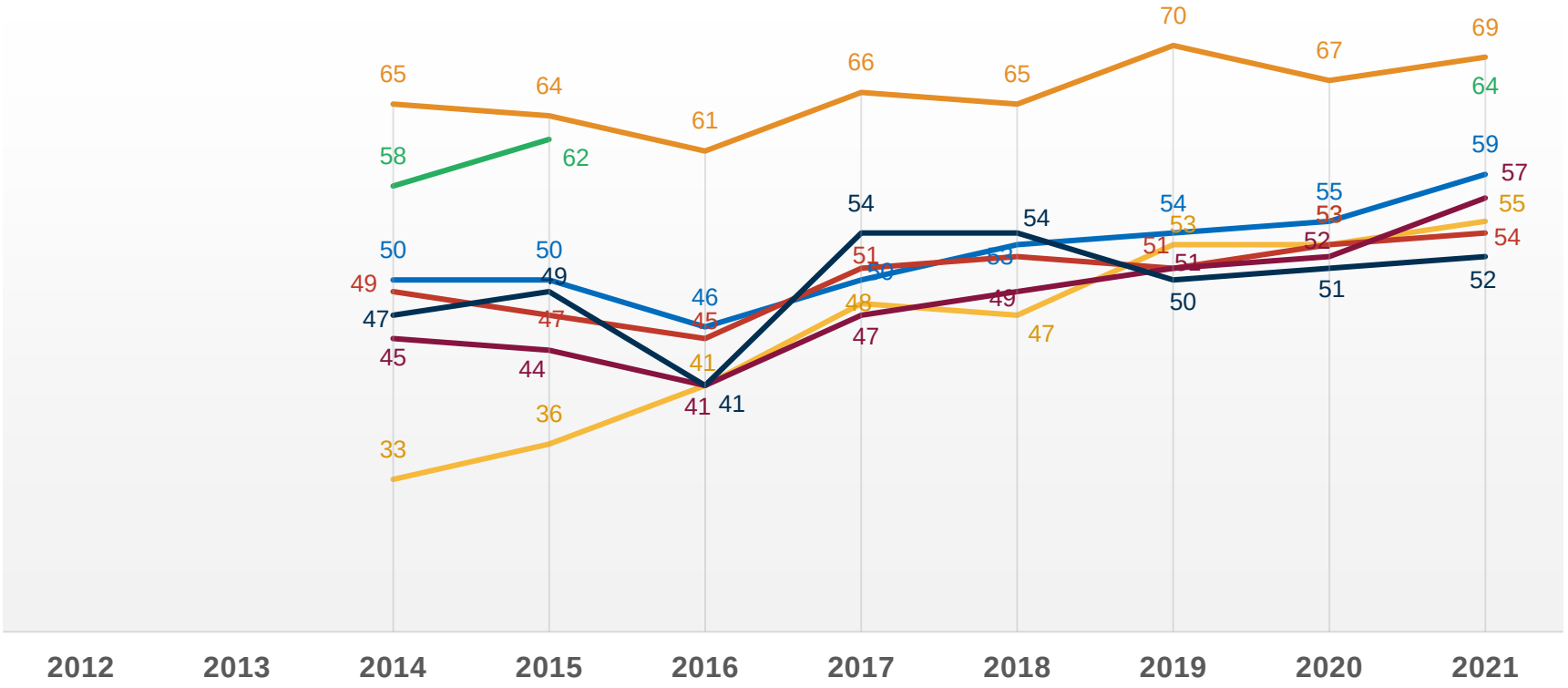
Large Rural 58

Council performance compared to State-wide and group averages

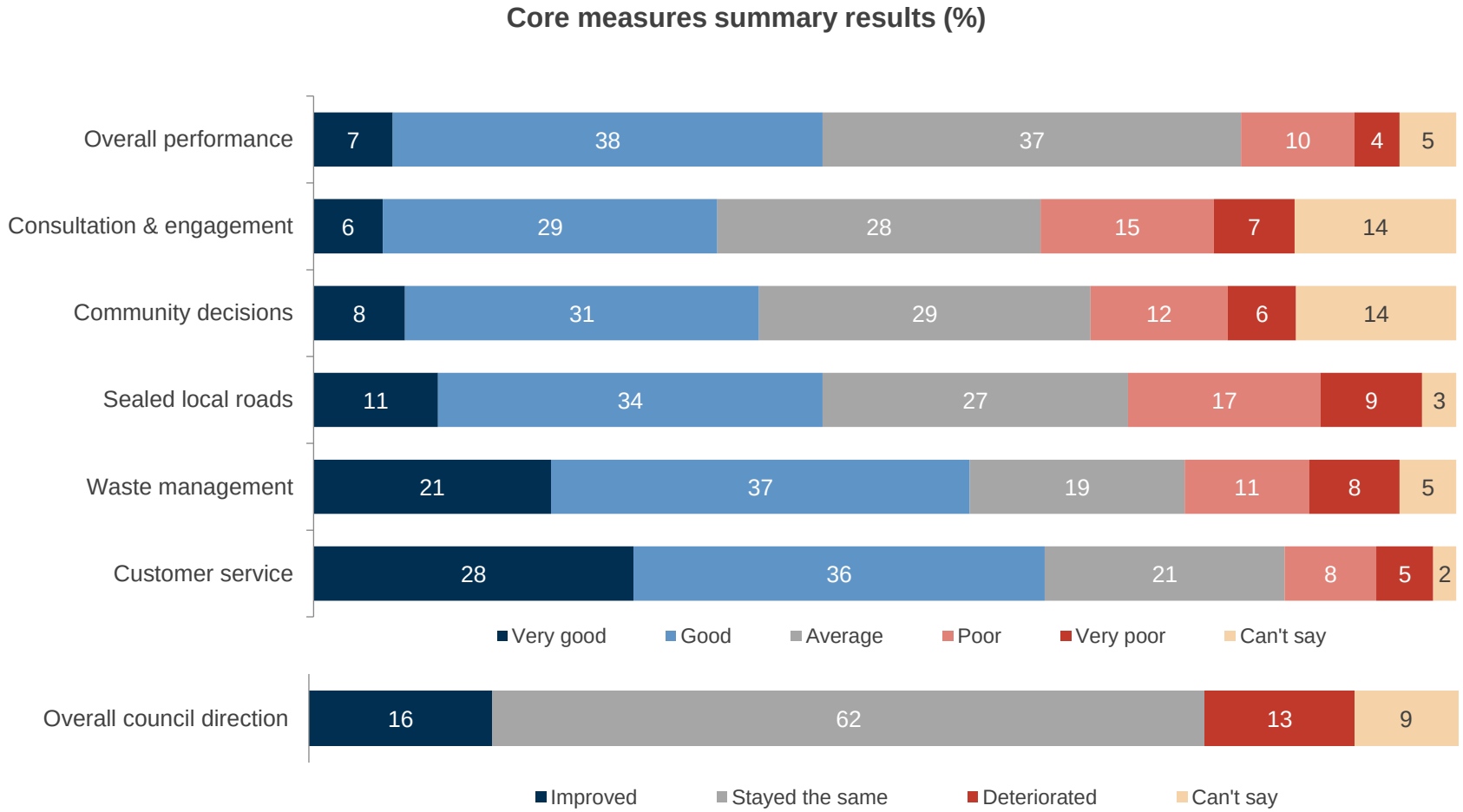
	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	None	Waste management
Compared to group average	Sealed local roads Community decisions	None

Summary of core measures

Index scores



Summary of core measures



Summary of Bass Coast Shire Council performance

Services		Bass Coast 2021	Bass Coast 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	**59**	55	58	61	Aged 18-34 years	Aged 50-64 years
	Value for money	**51**	-	50	54	Aged 18-34 years	Aged 50-64 years
	Overall council direction	**52**	51	51	53	Non-Residents, Island residents, Women	Western Port residents
	Customer service	**69**	67	68	70	Aged 18-34 years	Men
	Waste management	**64**	-	66	69	Bunurong residents	Aged 50-64 years
	Community decisions	**57**	52	54	56	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	**55**	53	50	57	Non-Residents	Aged 18-34 years
	Consultation & engagement	**54**	53	54	56	Aged 18-34 years	Western Port residents

Significantly higher / lower than Bass Coast Shire Council 2021 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 performance largely improved across service areas in the past year, significantly so on some measures. This is a positive result for Council, more so as it continues upward trends on all service areas over recent years. Overall performance improved significantly, rising four points to an index score of 59, in line with significant increases for the Large Rural council group and State-wide.

Focus areas

There is some scope for improvement on waste management. This is the only service measure on which Council is performing lower (although not significantly so) than the Large Rural group average. It is also significantly below the State-wide average on waste management, along with value for money.

Comparison to state and area grouping

Importantly, Council performs significantly higher than the Large Rural council group averages on community decisions and sealed local roads. Conversely, on waste management and value for money Council performs significantly below the State-wide average. Council performs in line with the Large Rural council group and State-wide averages on all other measures.

Maintain gains achieved to date

Council should focus on maintaining its strong performance on customer service and across the individual service areas. By continuing to consolidate and build upon the steady incremental gains of previous years, perceptions of overall Council direction and overall performance can be improved.

DETAILED FINDINGS



Overall performance

Overall performance

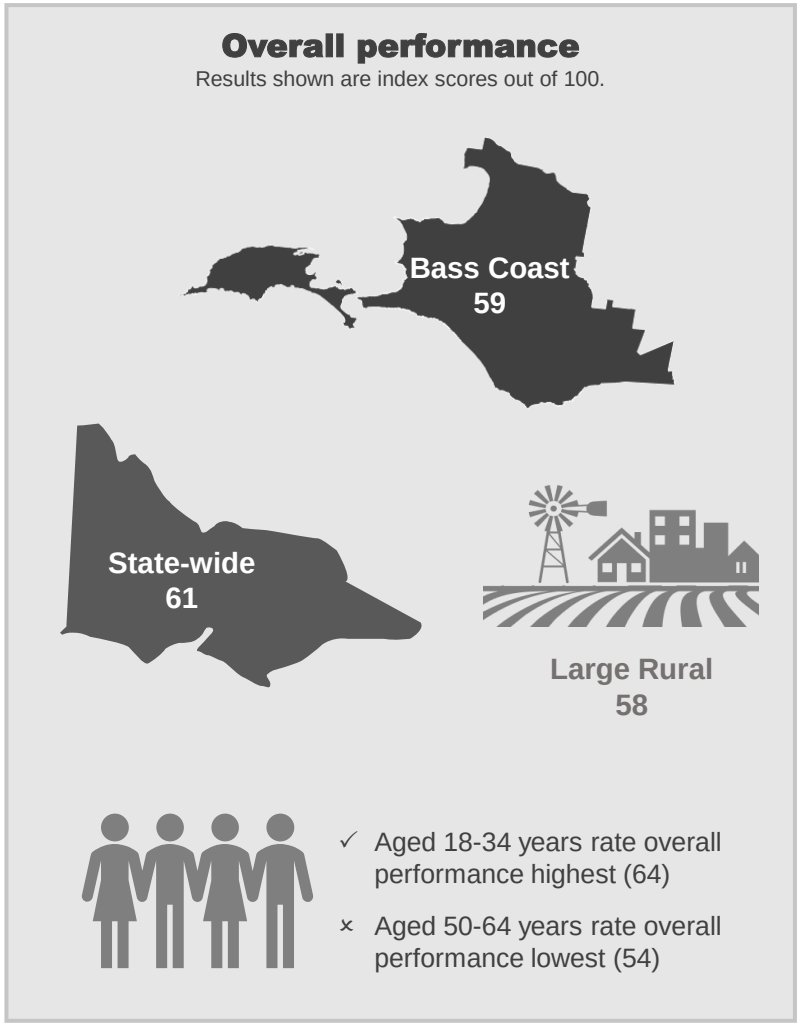
The overall performance index score of 59 for Bass Coast Shire Council represents a statistically significant (at the 95% confidence interval) four-point improvement on the 2020 result, continuing a multi-year trend of steady improvement since the 2016 low point.

- Overall performance is at its highest level to date.

Bass Coast Shire Council's overall performance is rated in line with the Large Rural group and State-wide average for councils (index scores of 58 and 61 respectively).

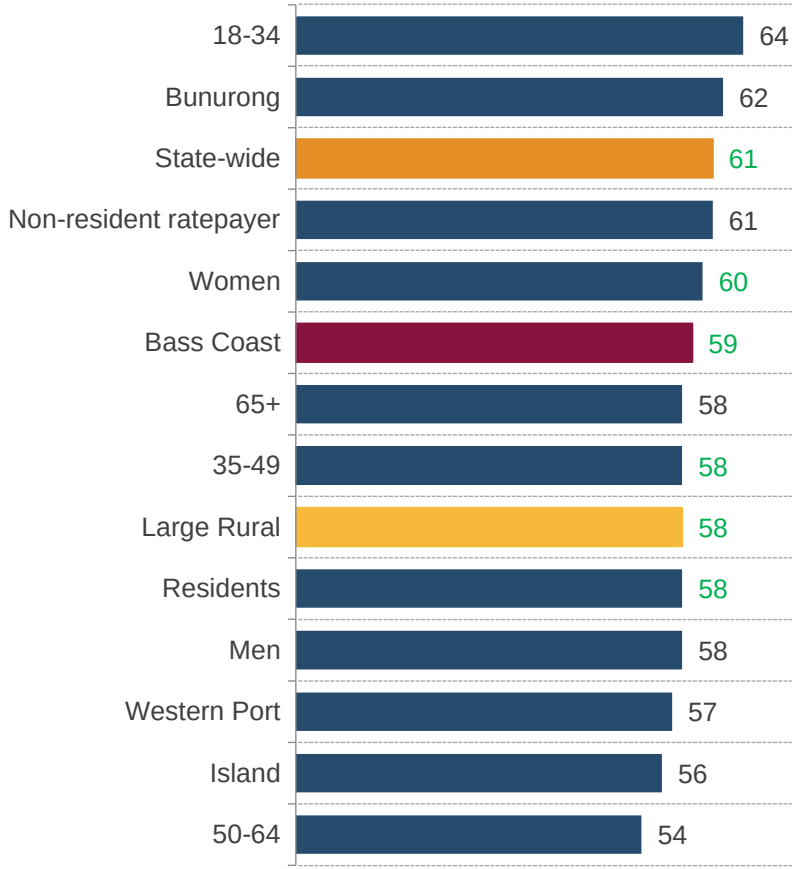
- All demographic and geographic cohorts improved in their perceptions of overall performance in the past year, some significantly so.
- The rating among people aged 35 to 49 years is significantly higher than in 2020 (index score of 58, up eight points), as is the rating among women (index score of 60, up five points) and Residents (index score of 58, up five points).

Almost one third of residents (32%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This outweighs the number who rate Council as 'very poor' or 'poor' (25%). A further 37% rate Council as 'average' in terms of providing value for money.



Overall performance

2021 overall performance (index scores)

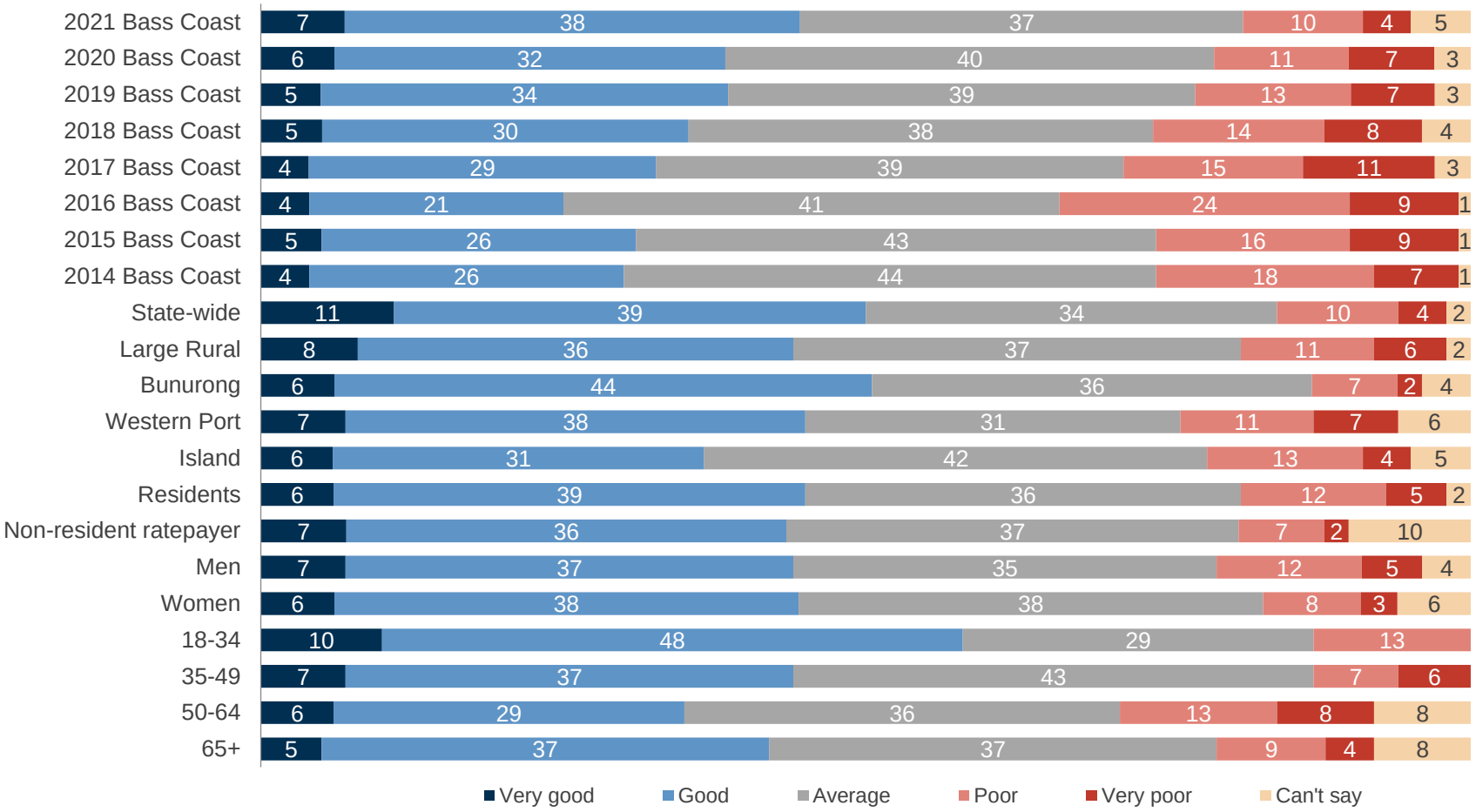


	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	59	61	53	59	59	54	n/a	n/a
Bunurong	58	57	60	55	n/a	n/a	n/a	n/a	n/a
State-wide	58	60	59	59	59	60	61	n/a	n/a
Non-resident ratepayer	59	59	58	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	55	54	48	49	53	49	n/a	n/a
Bass Coast	55	54	53	50	46	50	50	n/a	n/a
65+	57	56	53	52	42	49	52	n/a	n/a
35-49	50	49	51	46	45	49	47	n/a	n/a
Large Rural	55	56	56	54	54	56	n/a	n/a	n/a
Residents	53	52	51	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	54	51	52	44	48	51	n/a	n/a
Western Port	55	57	53	51	n/a	n/a	n/a	n/a	n/a
Island	51	49	45	44	n/a	n/a	n/a	n/a	n/a
50-64	48	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2021 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Bass Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Higher performing service areas

Waste management (index score of 64) is the service area where Council performed the best in 2021.

- Council performs in line with the Large Rural group average but below the State-wide average.
- People in Bunurong (index score of 71) rate waste management significantly higher than the Council-wide average, while those in Island (index score of 58) rate it significantly lower and those in Western Port (index score of 60) also rate it relatively low.

The second highest performing service area is decisions made in the interest of the community (index score of 57), improving by five points since 2020, a statistically significant increase. Community decisions is the most improved measure of 2021 and is significantly higher than the Large Rural group average.

- People aged 18 to 34 years and those living in Bunurong rate community decisions significantly higher than the Council-wide average.
- People aged 50 to 64 years and those living in Island rate community decisions significantly lower than the Council-wide average.



Waste management (index score of 64) is the area where Council performed best in 2021.

Lower performing service areas



Council did not experience any declines in performance ratings in 2021.

Council rates lowest – relative to its performance in other areas – on consultation and engagement (index score of 54).

- Council rates in line with State-wide and Large Rural group averages for consultation and engagement.
- People aged 18 to 34 years rate consultation and engagement significantly higher than the Council-wide average, whilst all other demographic and geographic groups are in line with the average.

The second lowest performing service area is sealed local roads (index score of 55).

- Council rates in line with the State-wide and significantly higher than Large Rural group averages for its performance in the area of sealed local roads.
- Non-resident ratepayers rate the condition of sealed local roads significantly higher than the Council-wide average.

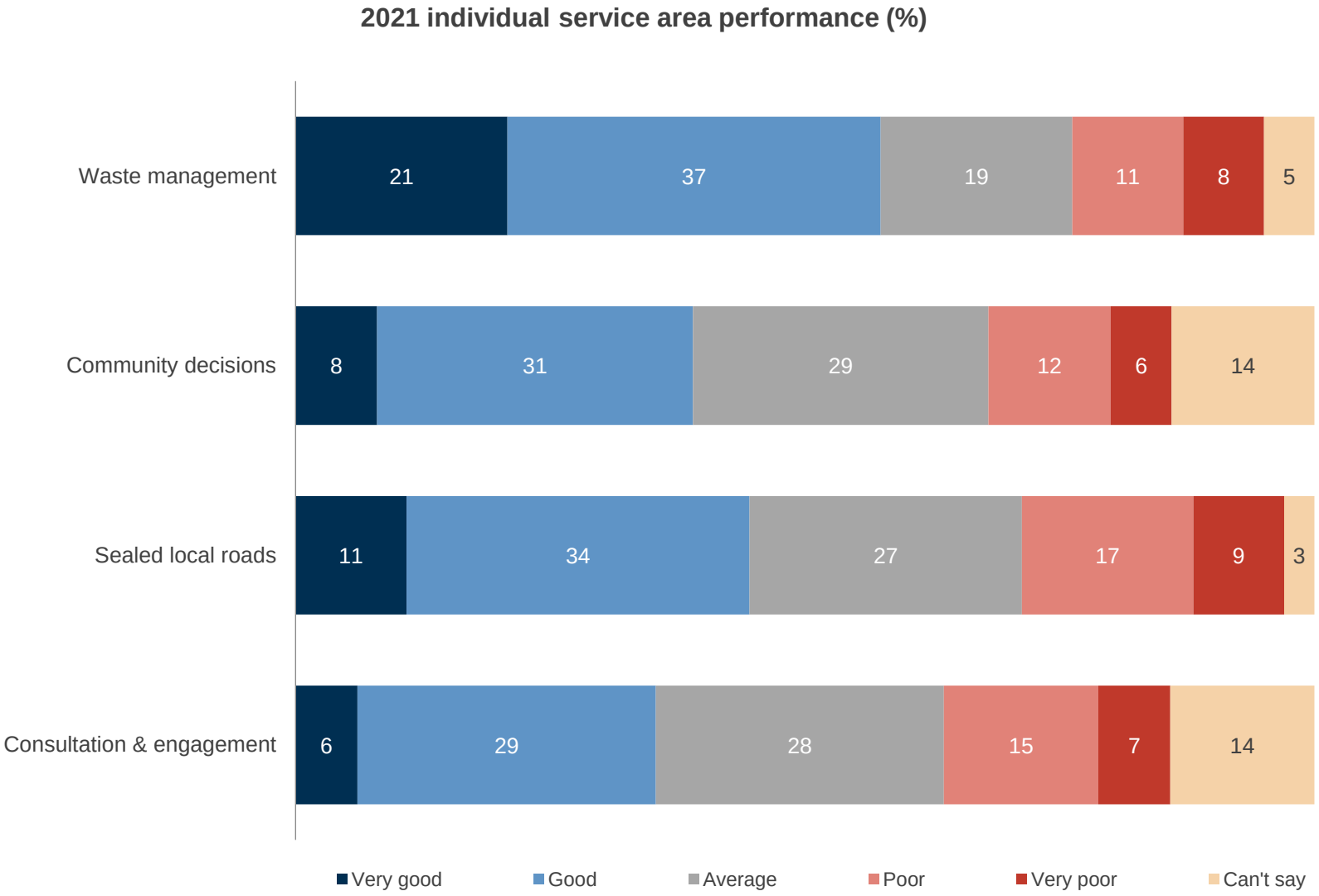
Individual service area performance

2021 individual service area performance (index scores)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

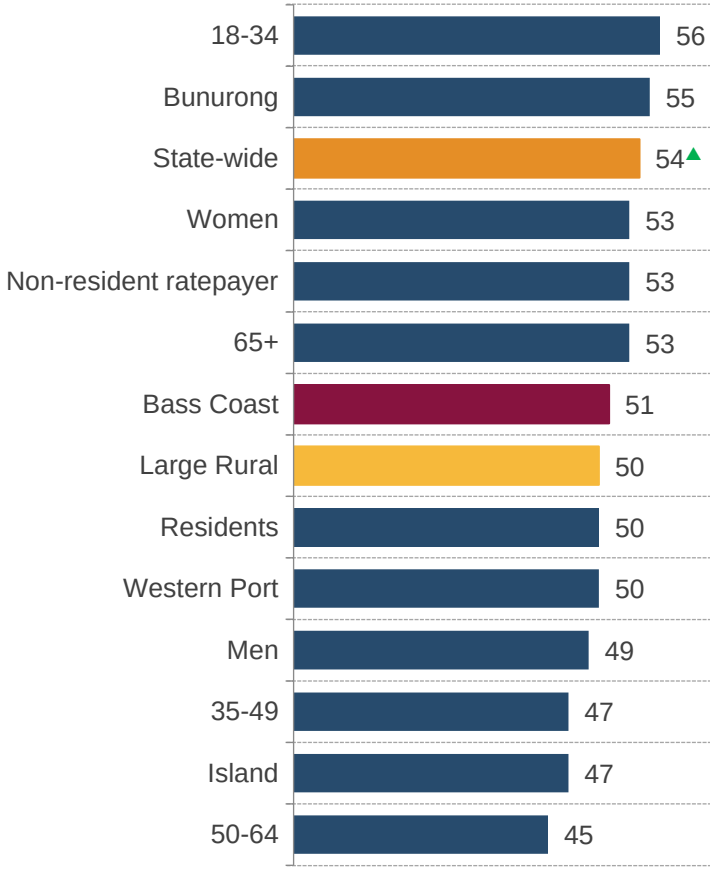
Individual service area performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Value for money in services and infrastructure

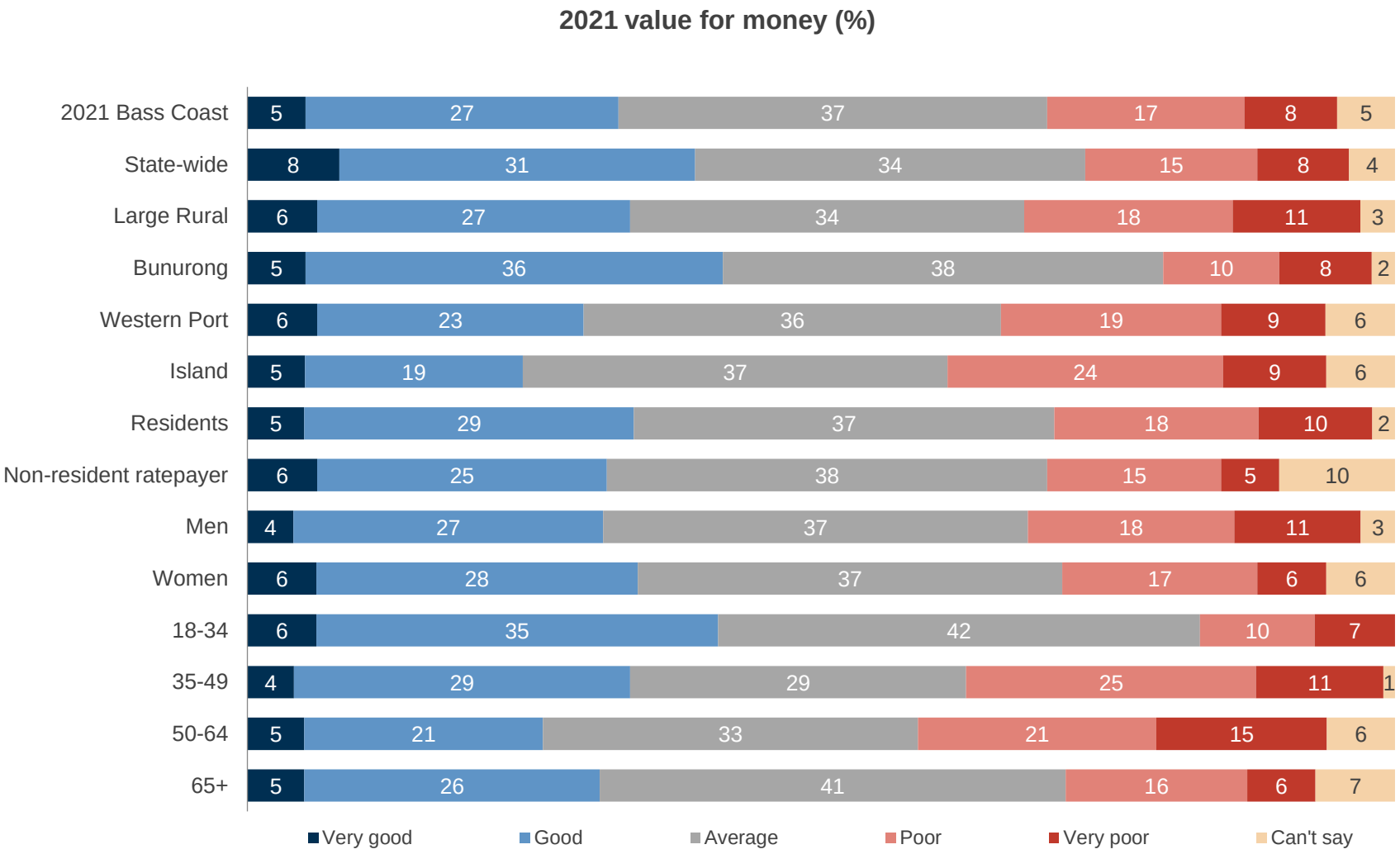
2021 value for money (index scores)



	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bunurong	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residents	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Western Port	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Bass Coast Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
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: 66 Councils asked group: 19

Customer service



Contact with council and customer service

Contact with council

More than half of the community (54%) have had contact with Council in the last 12 months. Rate of contact is one percentage point lower than last year and is at its lowest level to date, from peak contact levels of 61% in 2014.

Level of contact is slightly lower than the Large Rural group average (58%) and significantly lower than the State-wide average (61%), although these rates of contact represent significant declines since 2020.



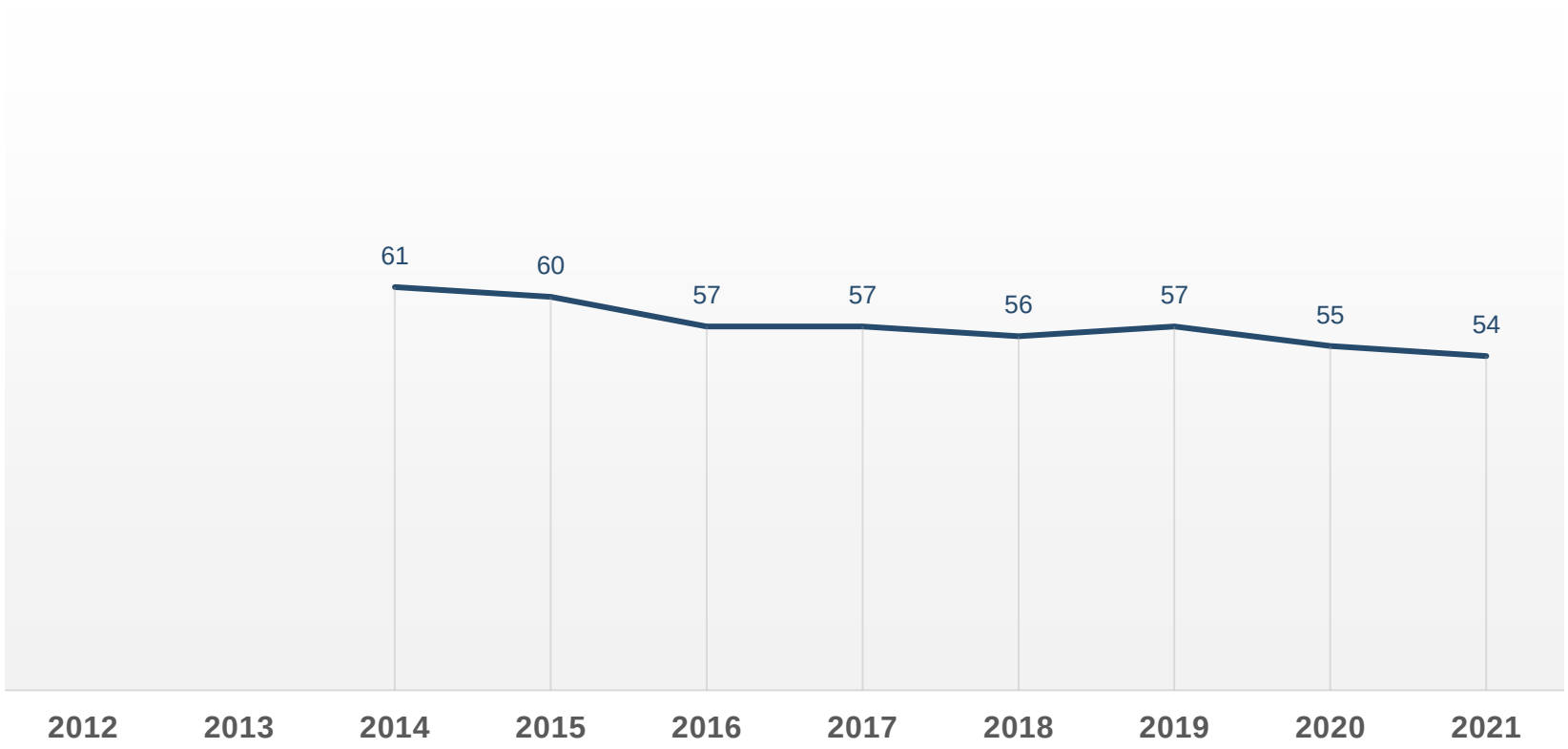
Customer service

Council's customer service index of 69 is up two percentage points from 2020 but remains one point lower than its 2019 peak (of 70 index points). Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 70 and 68 respectively).

- From 2019 to 2020 the customer service index rating among people aged 18 to 34 years, declined markedly from 79 to 63. It has improved significantly to an index score of 76 amongst this group in 2021 and is again higher than among any other demographic group and significantly higher than the Council average.
- Other differences across the demographic and geographic cohorts compared to the 2021 Council average are within a few index points and are not statistically significant.
- That said, perceptions of customer service are more positive among people in Western Port (70) and Bunurong (69) than those in Island (67). Similarly, women (73) have relatively better perceptions of customer service than men (64), who rate lowest on this measure.

Contact with council

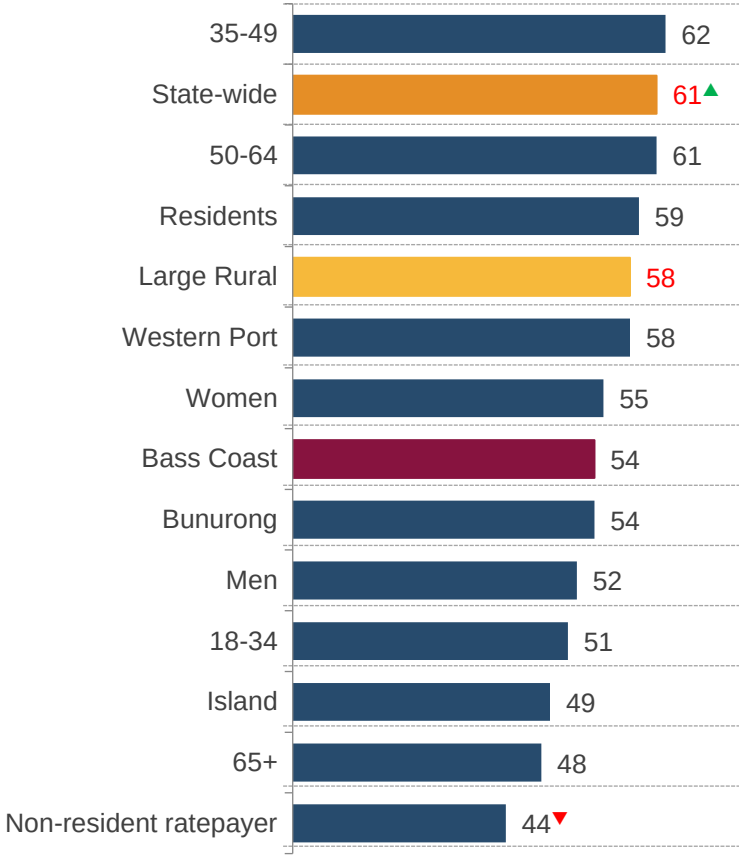
2021 contact with council (%)
Have had contact



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: 39 Councils asked group: 10

Contact with council

2021 contact with council (%)

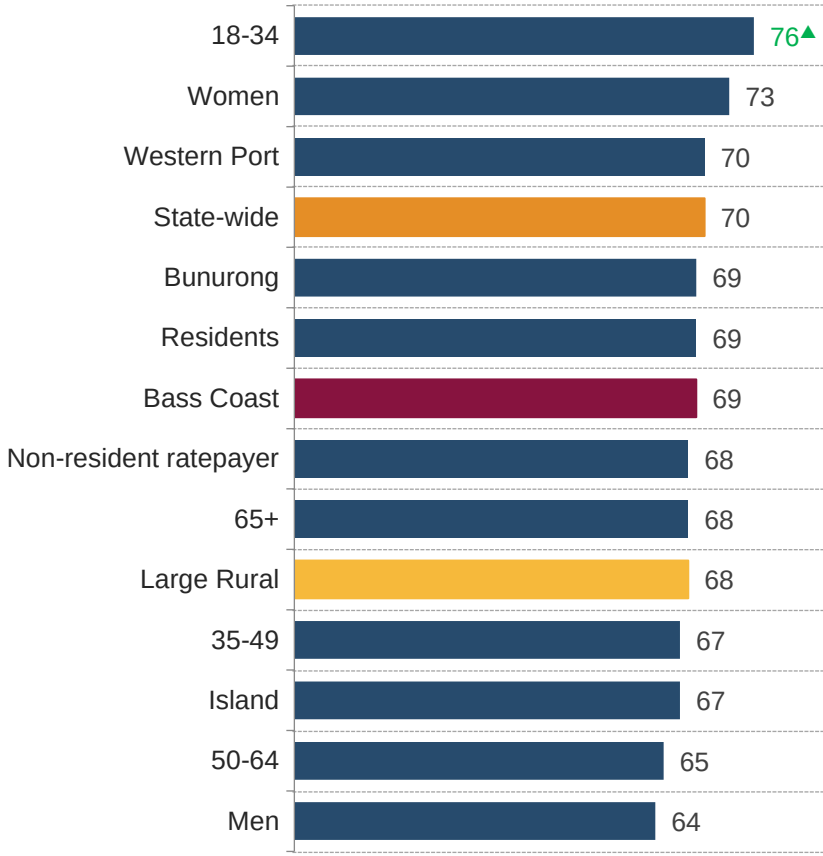


	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	70	70	62	71	61	70	62	n/a	n/a
State-wide	63	61	61	58	58	60	n/a	n/a	n/a
50-64	64	54	59	52	64	63	66	n/a	n/a
Residents	60	62	61	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	61	62	62	57	57	59	n/a	n/a	n/a
Western Port	63	58	58	55	n/a	n/a	n/a	n/a	n/a
Women	58	60	55	58	53	61	65	n/a	n/a
Bass Coast	55	57	56	57	57	60	61	n/a	n/a
Bunurong	55	57	56	63	n/a	n/a	n/a	n/a	n/a
Men	52	53	57	56	60	59	58	n/a	n/a
18-34	47	58	55	61	53	53	65	n/a	n/a
Island	49	55	54	51	n/a	n/a	n/a	n/a	n/a
65+	48	51	50	47	52	56	55	n/a	n/a
Non-resident ratepayer	47	47	42	n/a	n/a	n/a	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: 39 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

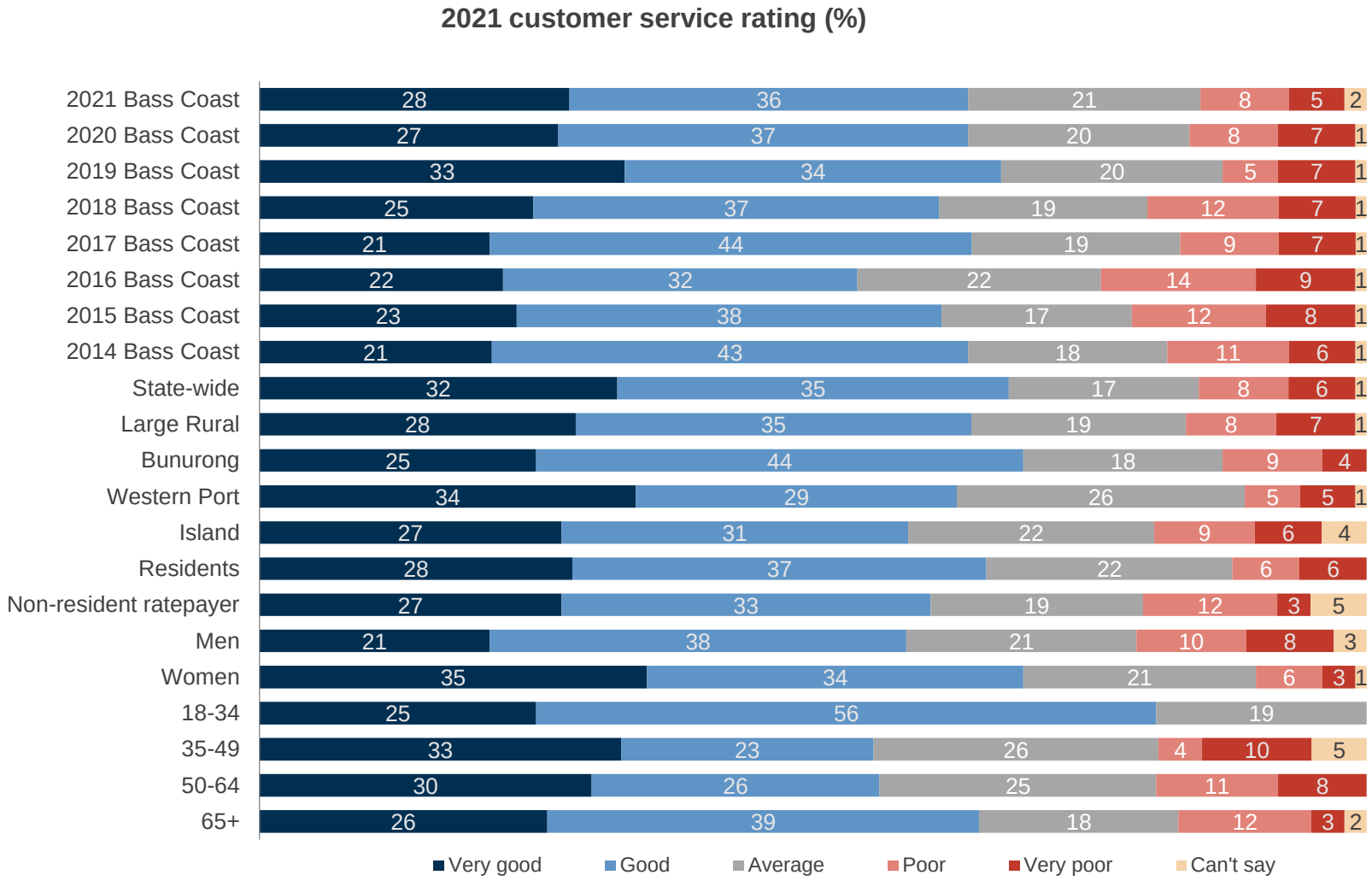
2021 customer service rating (index scores)



	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	79	69	72	63	66	65	n/a	n/a
Women	68	70	67	65	67	68	65	n/a	n/a
Western Port	71	69	60	61	n/a	n/a	n/a	n/a	n/a
State-wide	70	71	70	69	69	70	72	n/a	n/a
Bunurong	67	70	73	72	n/a	n/a	n/a	n/a	n/a
Residents	65	69	65	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	67	70	65	66	61	64	65	n/a	n/a
Non-resident ratepayer	72	74	65	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	69	70	65	62	63	66	n/a	n/a
Large Rural	68	69	67	66	67	67	n/a	n/a	n/a
35-49	64	67	61	66	61	67	63	n/a	n/a
Island	65	72	61	63	n/a	n/a	n/a	n/a	n/a
50-64	66	69	60	61	57	62	67	n/a	n/a
Men	67	71	63	67	56	61	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Customer service rating



Q5c. Thinking of the most recent contact, how would you rate Bass Coast Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 66 Councils asked group: 19



Council direction

Council direction

Perceptions of Council's overall direction is consistent with that seen in 2020, with an index score of 52 (up one point).

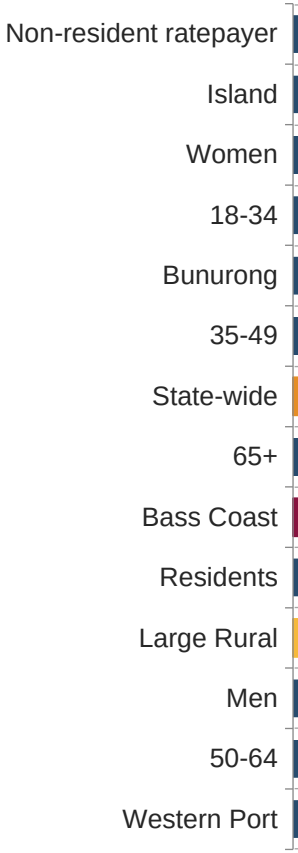
Over the last 12 months, 62% of people believe the direction of Council's overall performance has stayed the same, unchanged from 2020.

- 16% believe the direction has improved (down one point on 2020) in the last 12 months.
- 13% believe it has deteriorated (down two points on 2020).
- The most satisfied with council direction are non-resident ratepayers, people from Island, and women.
- The least satisfied with council direction are people from Western Port and those aged 50 to 64 years, although it should be noted that none of these demographic or geographic groups differ significantly from the Council average.



Overall council direction last 12 months

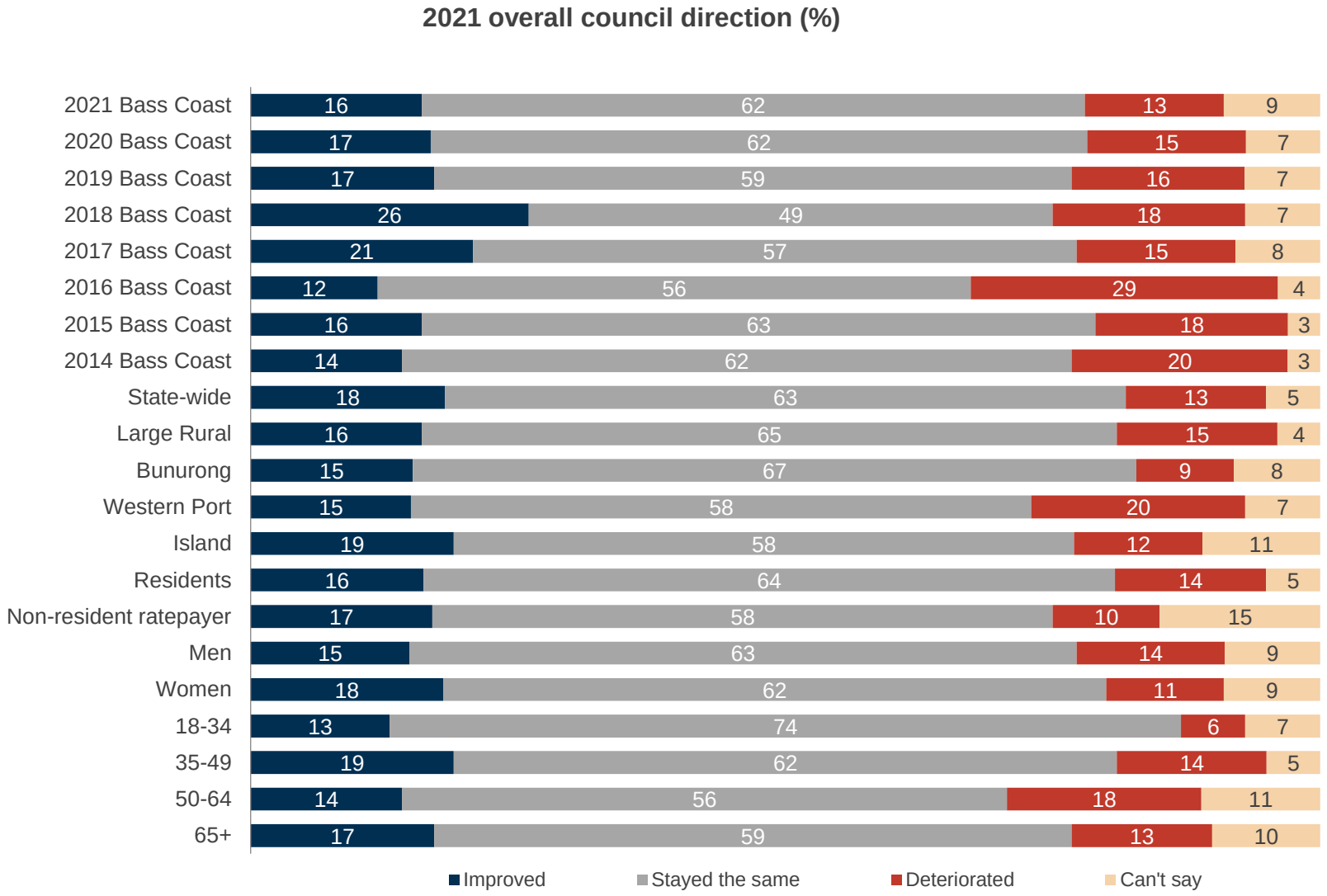
2021 overall council direction (index scores)



	2020	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	54	53	55	n/a	n/a	n/a	n/a	n/a	n/a
Island	50	46	46	48	n/a	n/a	n/a	n/a	n/a
Women	51	50	57	53	45	49	48	n/a	n/a
18-34	55	52	59	58	55	56	49	n/a	n/a
Bunurong	54	55	61	59	n/a	n/a	n/a	n/a	n/a
35-49	50	44	50	45	35	52	42	n/a	n/a
State-wide	51	53	52	53	51	53	53	n/a	n/a
65+	52	54	55	58	38	46	48	n/a	n/a
Bass Coast	51	50	54	54	41	49	47	n/a	n/a
Residents	50	49	53	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	50	51	52	52	48	51	n/a	n/a	n/a
Men	51	50	50	54	38	49	46	n/a	n/a
50-64	46	48	51	53	42	44	48	n/a	n/a
Western Port	49	48	53	53	n/a	n/a	n/a	n/a	n/a

Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months



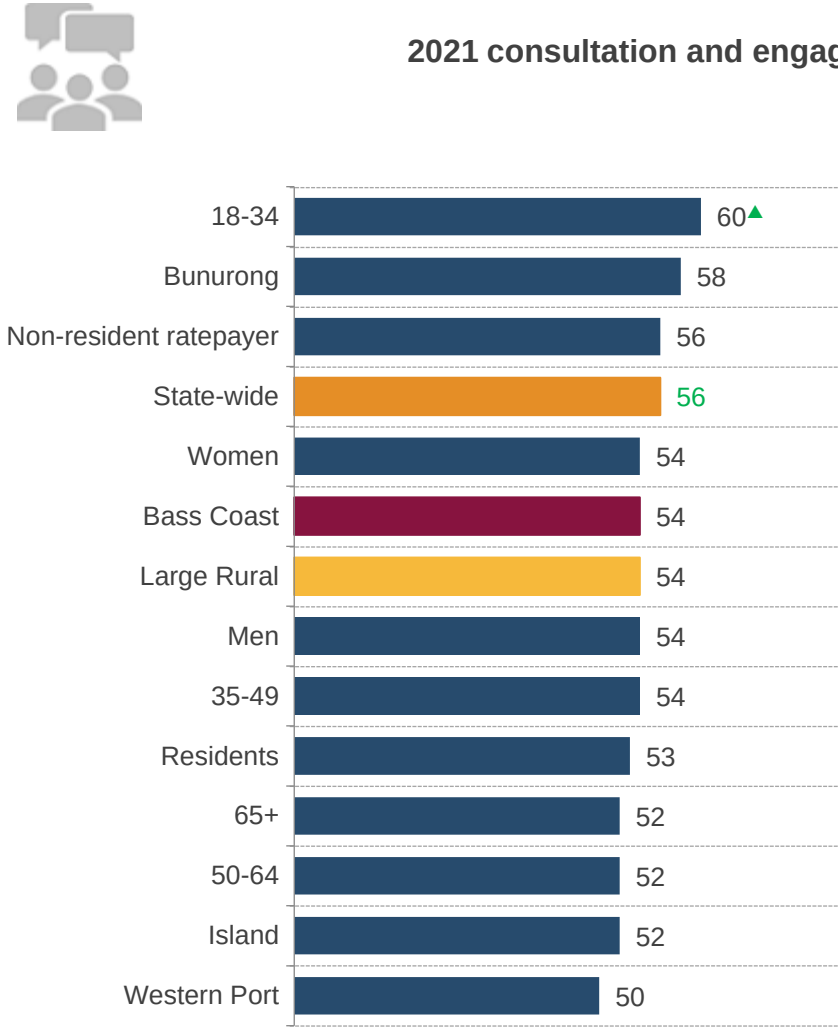
Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Individual service areas

Community consultation and engagement performance

2021 consultation and engagement performance (index scores)

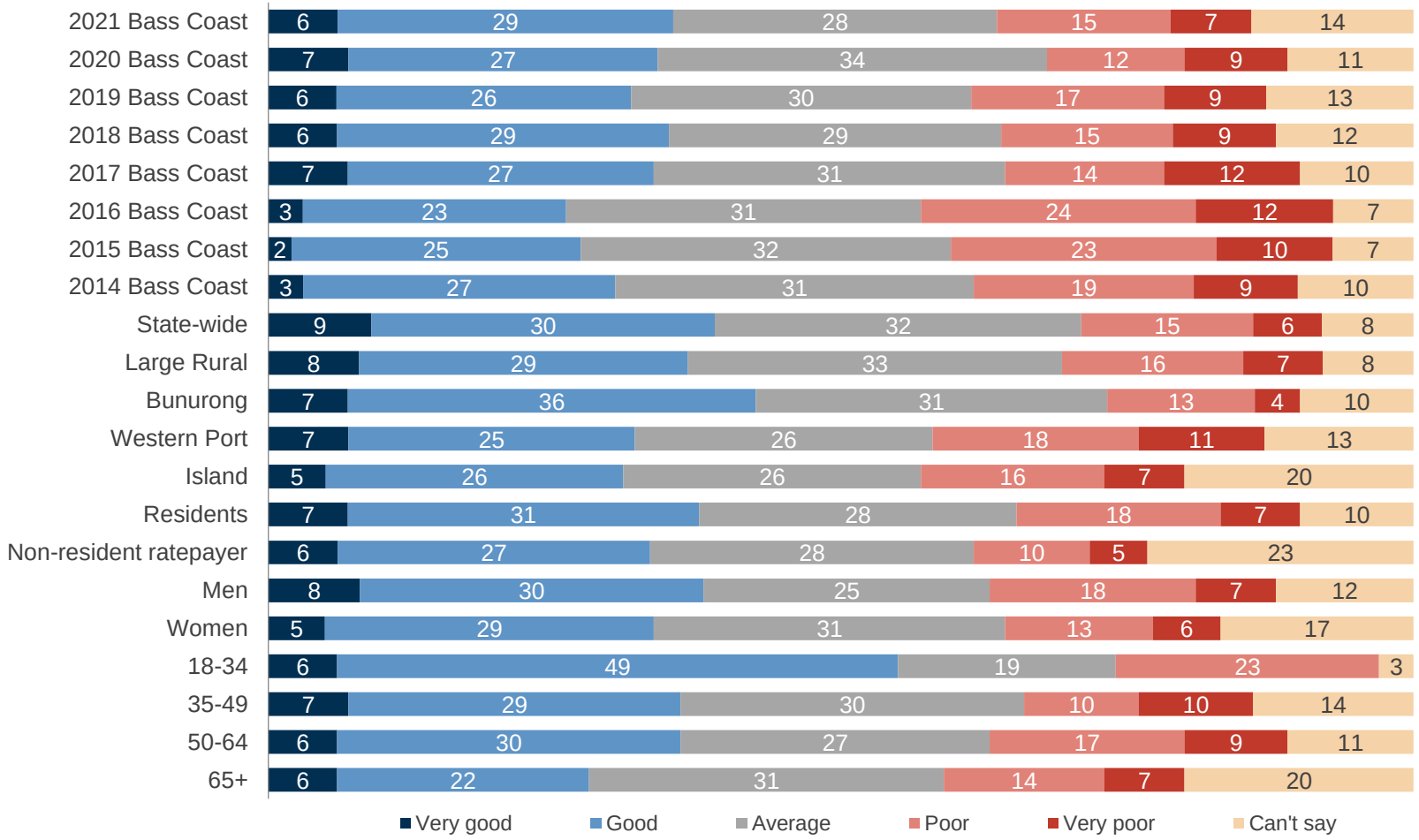


	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	51	61	57	52	53	53	n/a	n/a
Bunurong	56	54	57	54	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	54	56	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	56	55	55	54	56	57	n/a	n/a
Women	52	51	54	50	46	49	48	n/a	n/a
Bass Coast	53	51	52	51	45	47	49	n/a	n/a
Large Rural	54	54	54	52	52	54	n/a	n/a	n/a
Men	54	51	50	52	43	44	50	n/a	n/a
35-49	51	51	52	48	43	48	46	n/a	n/a
Residents	53	49	51	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	52	52	49	42	45	50	n/a	n/a
50-64	47	49	46	50	44	41	47	n/a	n/a
Island	50	47	44	49	n/a	n/a	n/a	n/a	n/a
Western Port	53	50	54	50	n/a	n/a	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

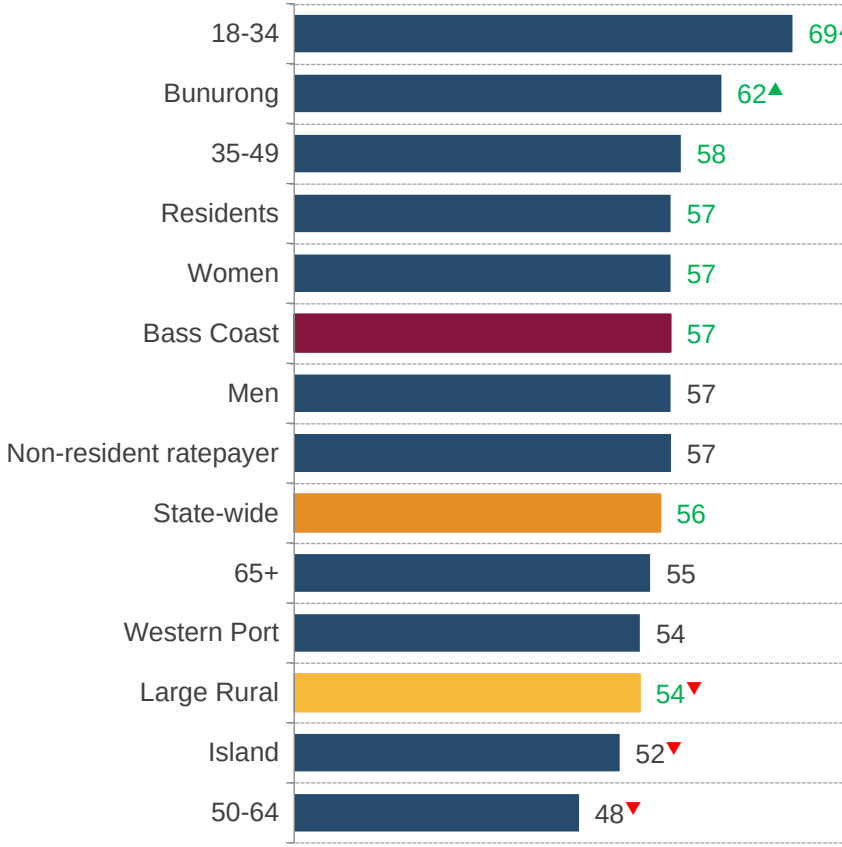
2021 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Decisions made in the interest of the community performance

2021 community decisions made performance (index scores)

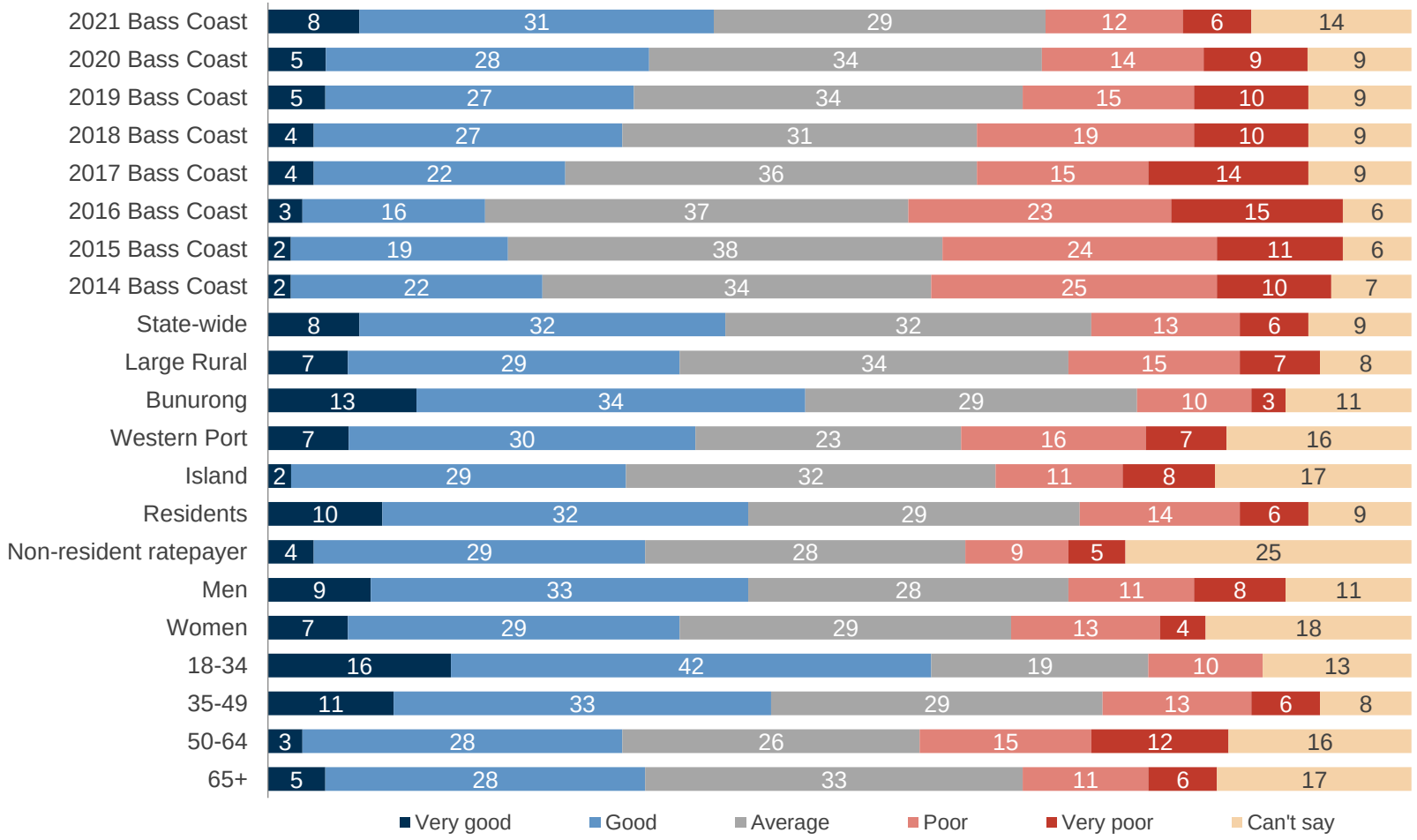


	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	57	53	57	52	53	57	46	n/a	n/a
Bunurong	55	55	56	51	n/a	n/a	n/a	n/a	n/a
35-49	49	46	48	40	41	43	44	n/a	n/a
Residents	50	48	48	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	51	51	45	42	45	45	n/a	n/a
Bass Coast	52	51	49	47	41	44	45	n/a	n/a
Men	53	50	47	49	41	42	45	n/a	n/a
Non-resident ratepayer	55	57	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
65+	54	52	50	49	37	41	47	n/a	n/a
Western Port	54	50	50	47	n/a	n/a	n/a	n/a	n/a
Large Rural	52	52	52	51	50	52	n/a	n/a	n/a
Island	47	45	41	42	n/a	n/a	n/a	n/a	n/a
50-64	45	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

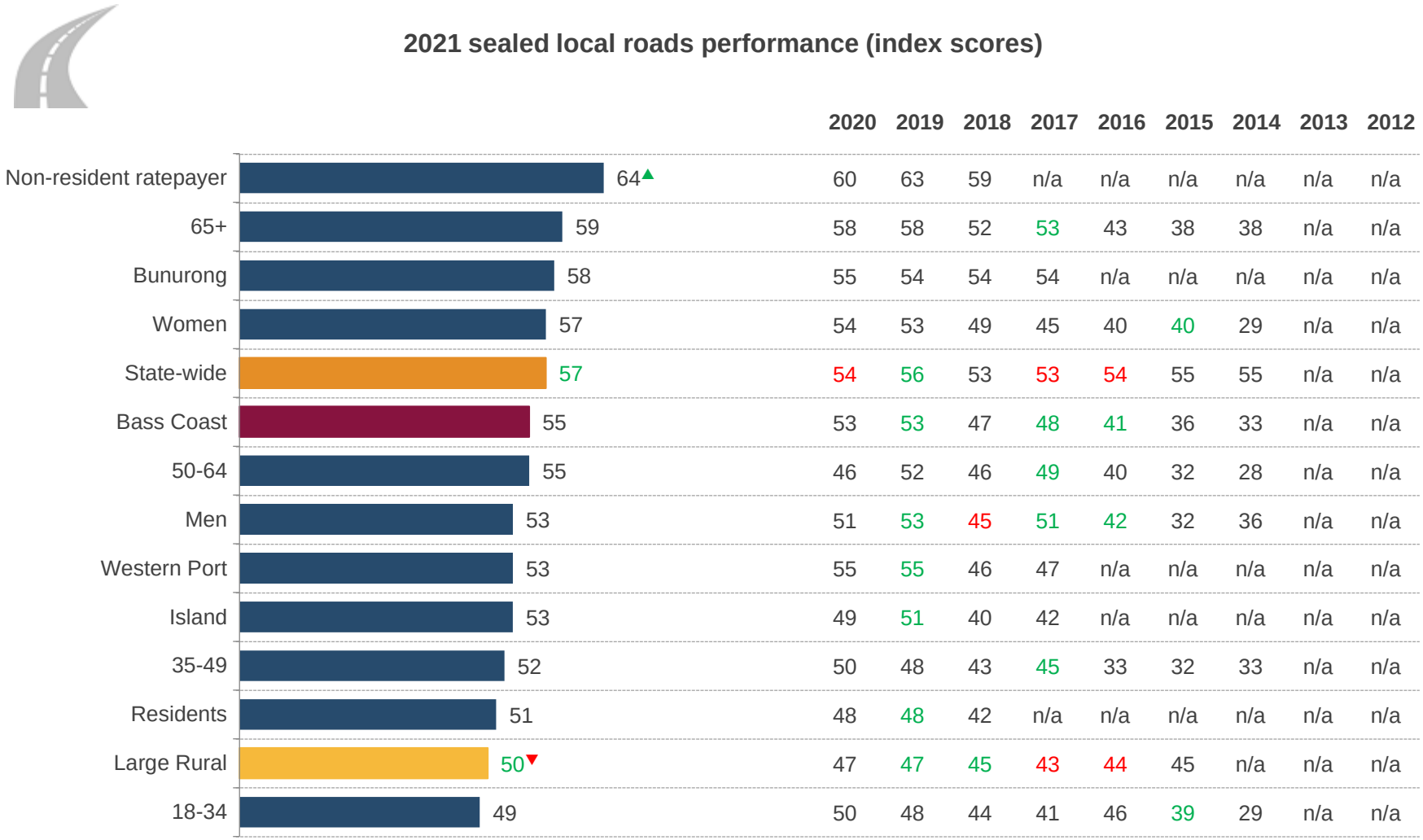
2021 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance

2021 sealed local roads performance (index scores)



	2020	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	64▲	60	63	59	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	58	58	52	53	43	38	38	n/a	n/a
Bunurong	58	55	54	54	54	n/a	n/a	n/a	n/a	n/a
Women	57	54	53	49	45	40	40	29	n/a	n/a
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
Bass Coast	55	53	53	47	48	41	36	33	n/a	n/a
50-64	55	46	52	46	49	40	32	28	n/a	n/a
Men	53	51	53	45	51	42	32	36	n/a	n/a
Western Port	53	55	55	46	47	n/a	n/a	n/a	n/a	n/a
Island	53	49	51	40	42	n/a	n/a	n/a	n/a	n/a
35-49	52	50	48	43	45	33	32	33	n/a	n/a
Residents	51	48	48	42	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	50▼	47	47	45	43	44	45	n/a	n/a	n/a
18-34	49	50	48	44	41	46	39	29	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



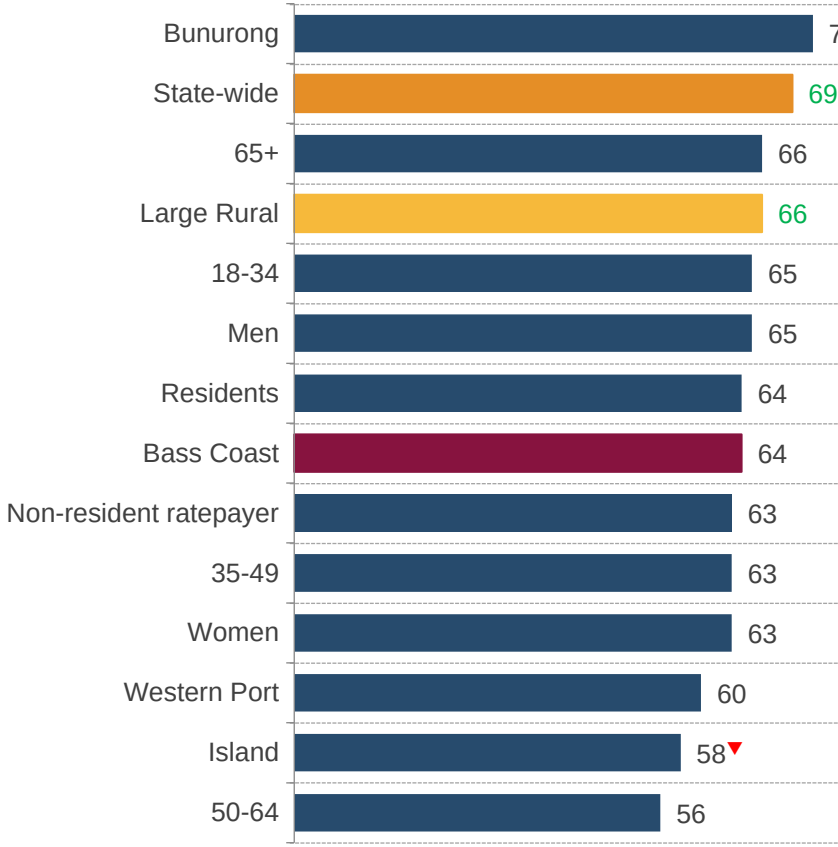
2021 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Bass Coast	11	34	27	17	9	3
2020 Bass Coast	9	32	30	16	12	1
2019 Bass Coast	9	33	28	17	11	3
2018 Bass Coast	6	27	30	19	17	1
2017 Bass Coast	9	27	29	17	17	1
2016 Bass Coast	4	23	29	21	23	1
2015 Bass Coast	2	17	26	32	22	1
2014 Bass Coast	2	14	23	36	25	1
State-wide	13	34	28	15	9	1
Large Rural	8	28	30	19	14	1
Bunurong	9	42	27	13	7	3
Western Port	15	27	23	19	13	3
Island	10	29	30	19	10	3
Residents	9	30	28	20	12	2
Non-resident ratepayer	15	40	25	11	4	5
Men	11	32	27	16	12	2
Women	11	35	26	18	7	3
18-34	9	26	26	23	13	3
35-49	10	34	21	22	13	
50-64	14	28	27	18	10	3
65+	10	39	30	12	6	4

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Waste management performance

2021 waste management performance (index scores)

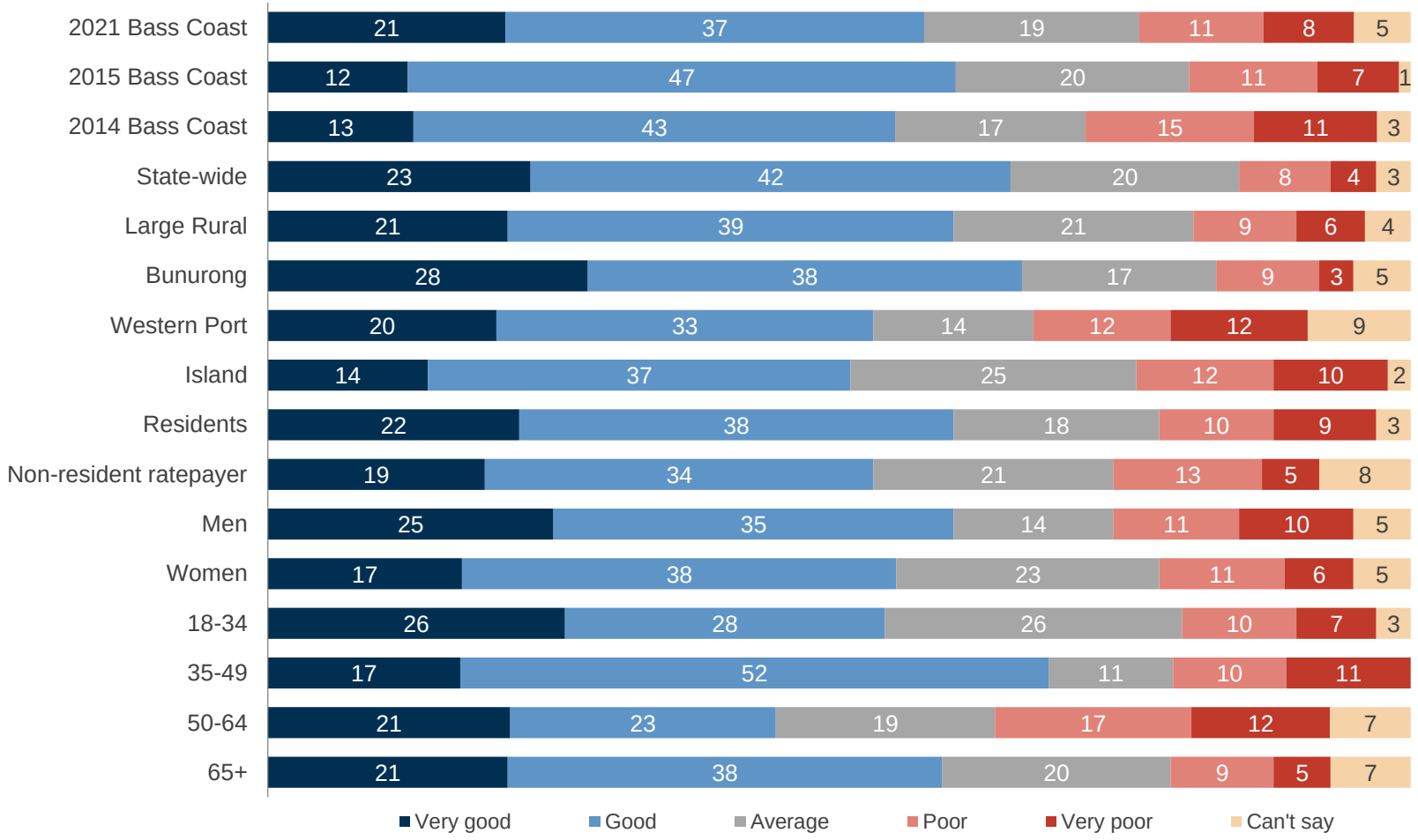


	2020	2019	2018	2017	2016	2015	2014	2013	2012
Bunurong	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	68	70	71	70	72	73	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	61	59	n/a	n/a
Large Rural	62	64	67	68	66	68	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	69	64	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	63	59	n/a	n/a
Residents	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	n/a	n/a	n/a	n/a	n/a	62	58	n/a	n/a
Non-resident ratepayer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	61	51	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	60	58	n/a	n/a
Western Port	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	57	59	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Waste management performance





Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

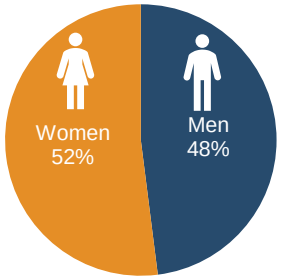


Detailed demographics

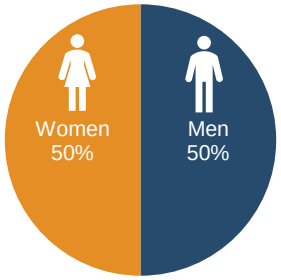
Gender and age profile

2021 gender

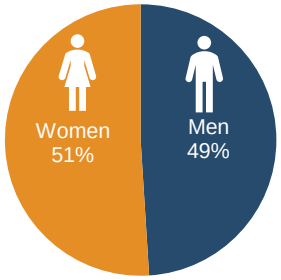
Bass Coast



Large Rural

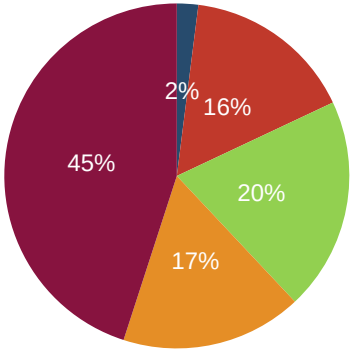


State-wide

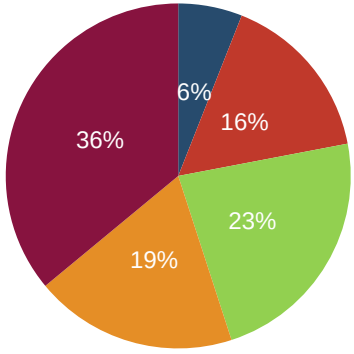


2021 age

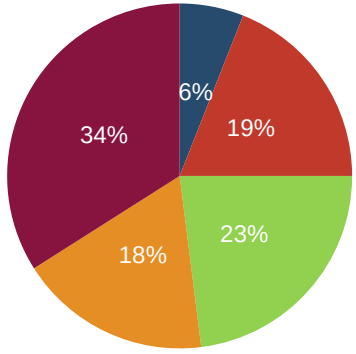
Bass Coast



Large Rural



State-wide



S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
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 2021 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 29,200 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	384	193	+/-5.0
Women	416	207	+/-4.8
Bunurong	293	165	+/-5.7
Western Port	209	101	+/-6.8
Island	298	134	+/-5.7
18-34 years	31	73	+/-17.9
35-49 years	72	80	+/-11.6
50-64 years	189	67	+/-7.1
65+ years	508	180	+/-4.3

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 (▼).

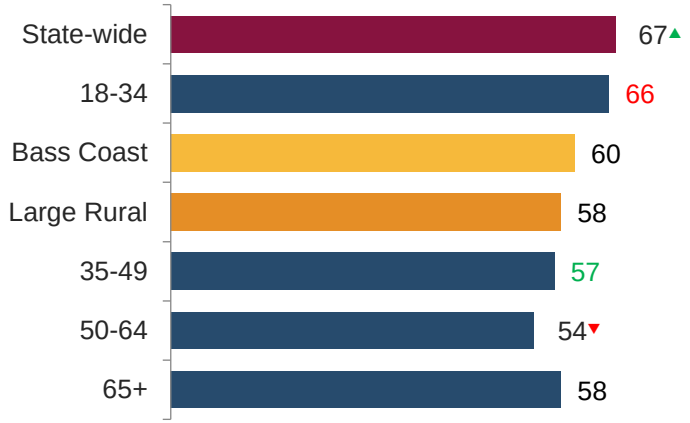
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- ▲ 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 2020. 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 2020.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2020.

2021 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 2021 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 2021 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-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 10th February – 2nd March, 2021.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 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, Campaspe, Colac Otway, Corangamite, 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 2021 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 2012-2021 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 2021 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 2021 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 2021 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: 2021 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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