

2022 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-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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 57



State-wide 59

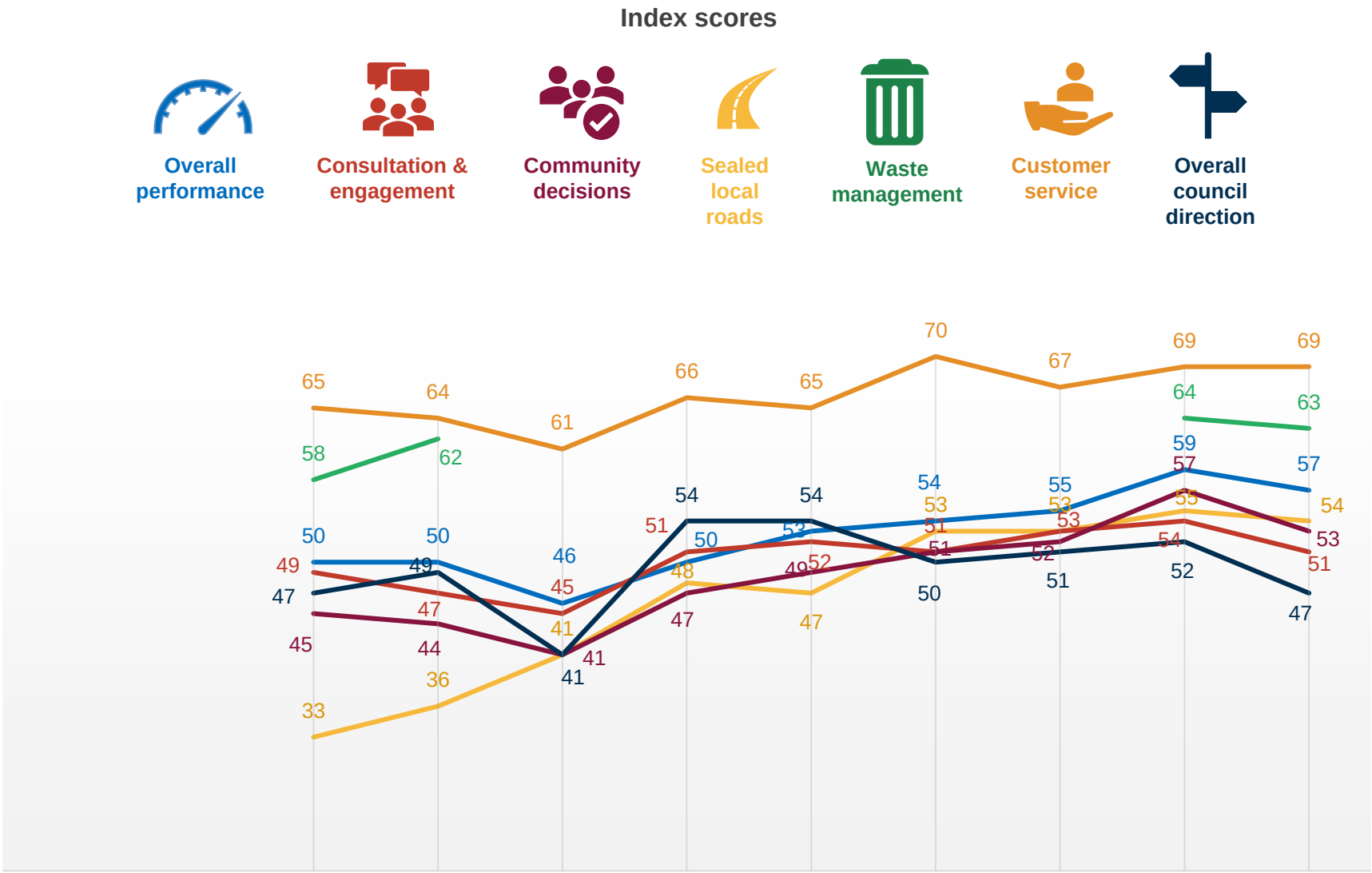


Large Rural 55

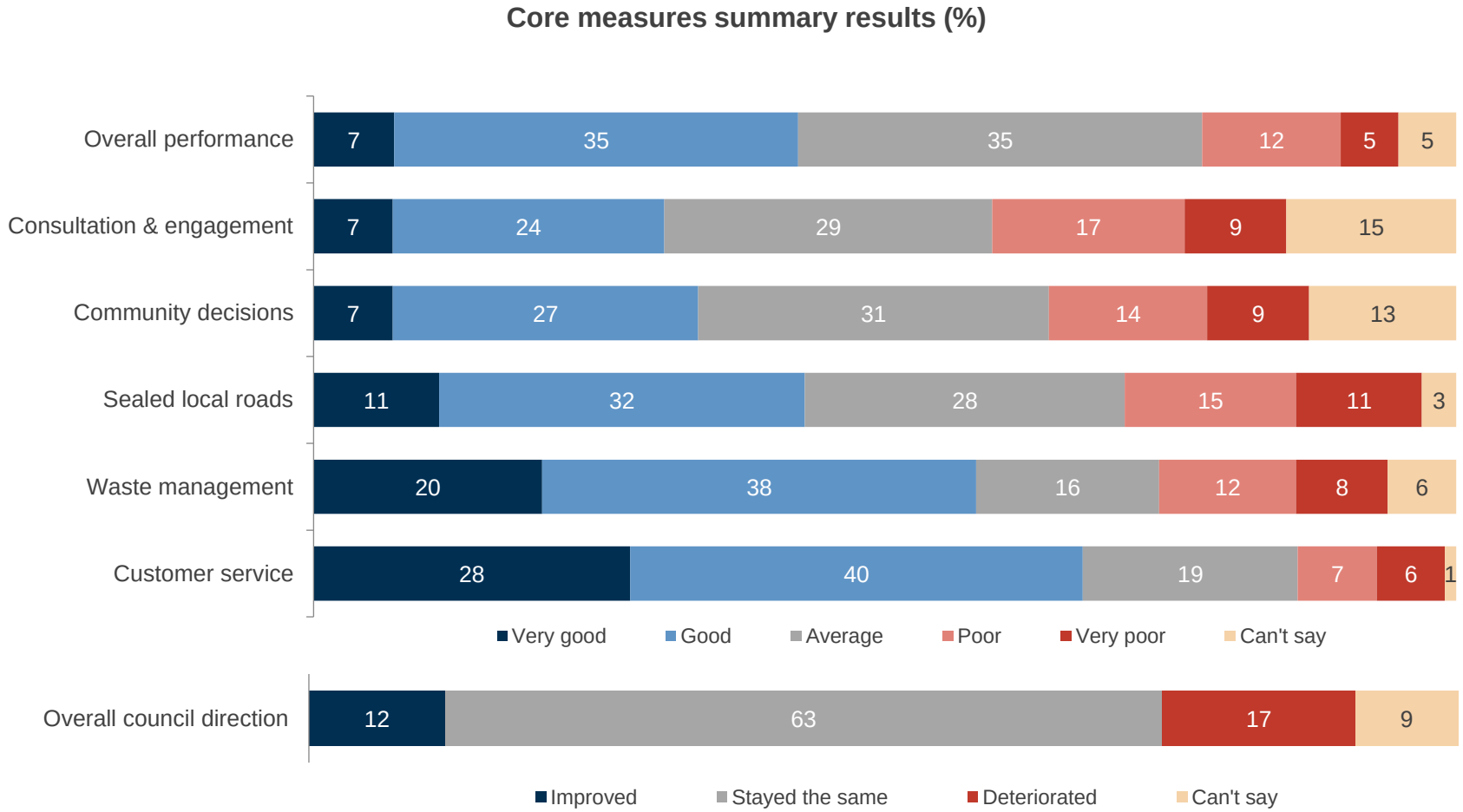
Council performance compared to State-wide and group averages

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

Summary of core measures



Summary of core measures



Summary of Bass Coast Shire Council performance

Services		Bass Coast 2022	Bass Coast 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	**57**	59	55	59	Aged 18-34 years	Island residents, Residents
	Value for money	**48**	51	48	53	Bunurong residents, Non-residents, Aged 18-34 years	Island residents
	Overall council direction	**47**	52	47	50	Aged 18-34 years	Island residents
	Customer service	**69**	69	67	68	Aged 18-34 years	Aged 50-64 years, Men, Western Port residents
	Waste management	**63**	64	65	68	Bunurong residents	Island residents
	Sealed local roads	**54**	55	45	53	Non-Residents	Residents
	Community decisions	**53**	57	51	54	Aged 18-34 years	Island residents
	Consultation & engagement	**51**	54	51	54	Aged 18-34 years	Island residents, Aged 50-64 years

Significantly higher / lower than Bass Coast Shire Council 2022 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 performance on most service areas evaluated declined just a few points from the previous year's results (in the main, not a significant decline). For the past five years however, Council has largely maintained higher service ratings first achieved in 2017. This continues to be a positive result for Council.

Focus areas

Council should endeavor to improve transparency and communications with residents around Council decision-making processes. Ratings of community decisions (index score of 53, down from 57 in 2021) and the direction of Council's overall performance (index score of 47, down from 52 in 2021) declined significantly in the past year. This would indicate waning community confidence in Council's decision-making on behalf of community interests with regard to bigger picture issues.

Comparison to state and area grouping

Importantly, Council performs as well as the Large Rural council group averages on all service areas tested and significantly higher in the area of sealed local roads. Council performs below the State-wide average in the areas of value for money, waste management, and consultation and engagement.

Maintain gains achieved to date and monitor and rebuild on declines

Council should look to maintain gains achieved across service areas since 2017, particularly in the area of sealed local roads where ratings have increased more than twenty points over the past eight years. Ratings on most measures are much lower among Council residents than non-resident ratepayers and among people in the Island area as compared to people in other Council regions. Particular attention should be paid to addressing concerns among these stakeholder groups.

DETAILED FINDINGS



Overall performance

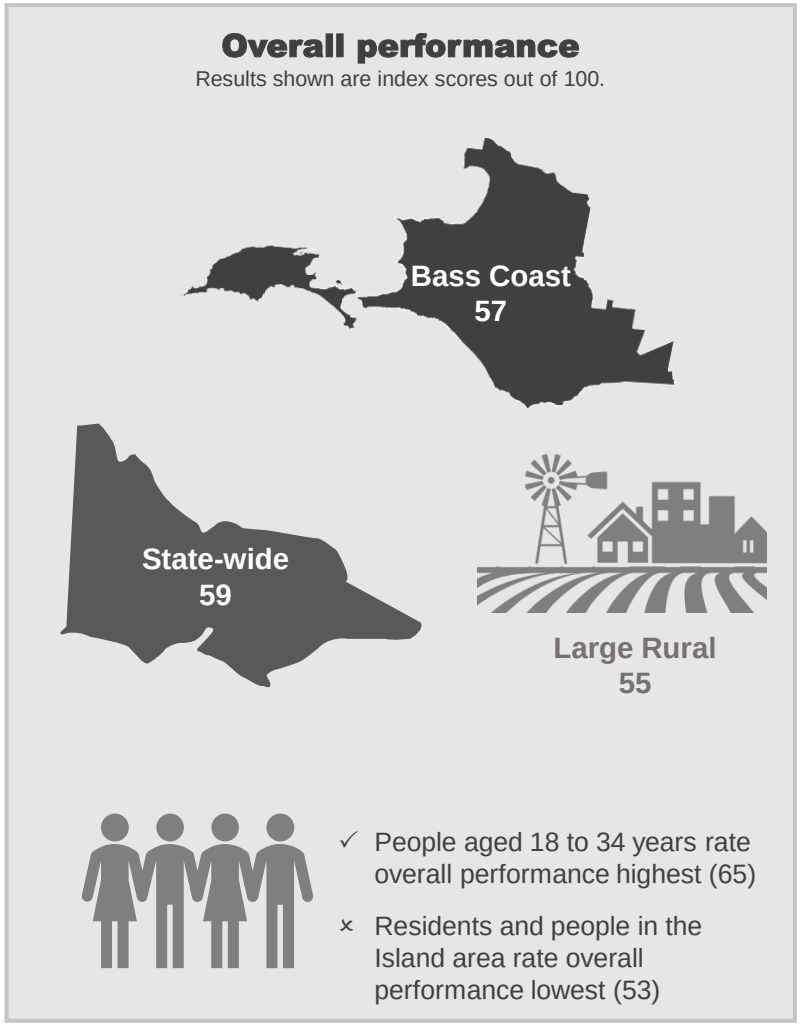
Overall performance

The overall performance index score of 57 for Bass Coast Shire Council represents a not significant two-point decline from the 2021 result, holding the line on its higher overall ratings of the past few years.

Bass Coast Shire Council's overall performance is rated in line with the average ratings for councils in the Large Rural group and State-wide (index scores of 55 and 59 respectively).

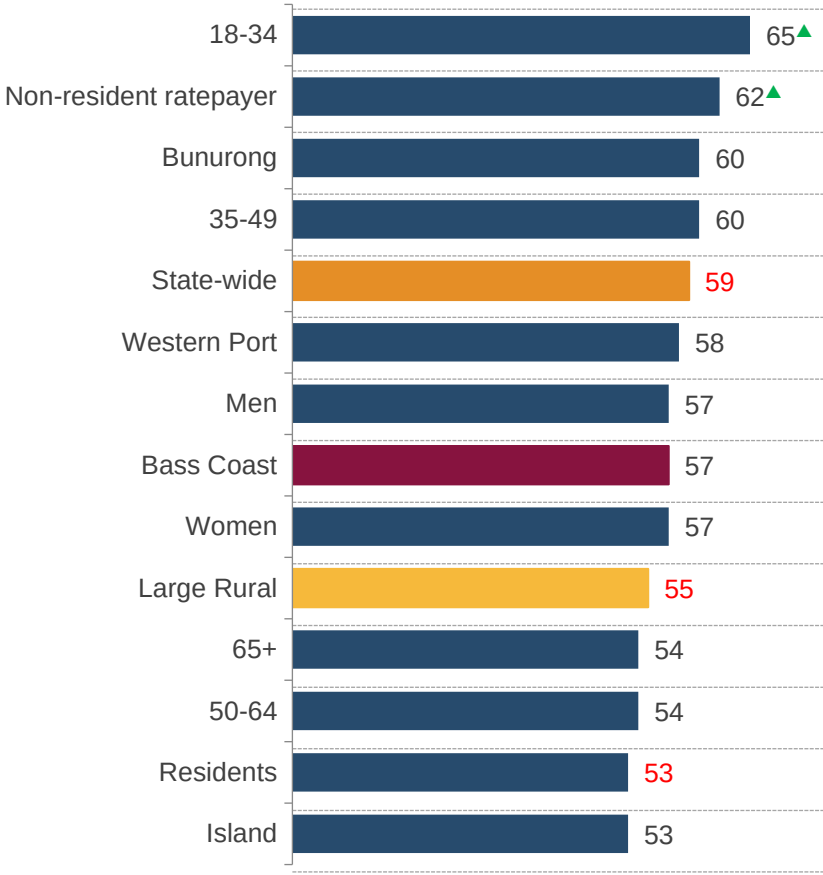
- Council' overall performance rating is bolstered however by more positive impressions among non-resident ratepayers. Residents declined significantly in the past year in their impressions of Council's overall performance (index score of 53, down five index points from 2021). Non-resident ratepayers (index score of 62) rate overall performance significantly higher. Differences between the two groups extend to other measures.
- Ratings are also lower in the Island area (index score of 53) than in Bunurong (index score of 60) and Western Port (index score of 58).

Just under three in ten people (29%) rate the value for money they receive in infrastructure and services provided to their community as 'very good' or 'good'. Equal numbers (29%) rate Council as providing 'very poor' or 'poor' value for the money. A further 34% rate Council as 'average'.



Overall performance

2022 overall performance (index scores)

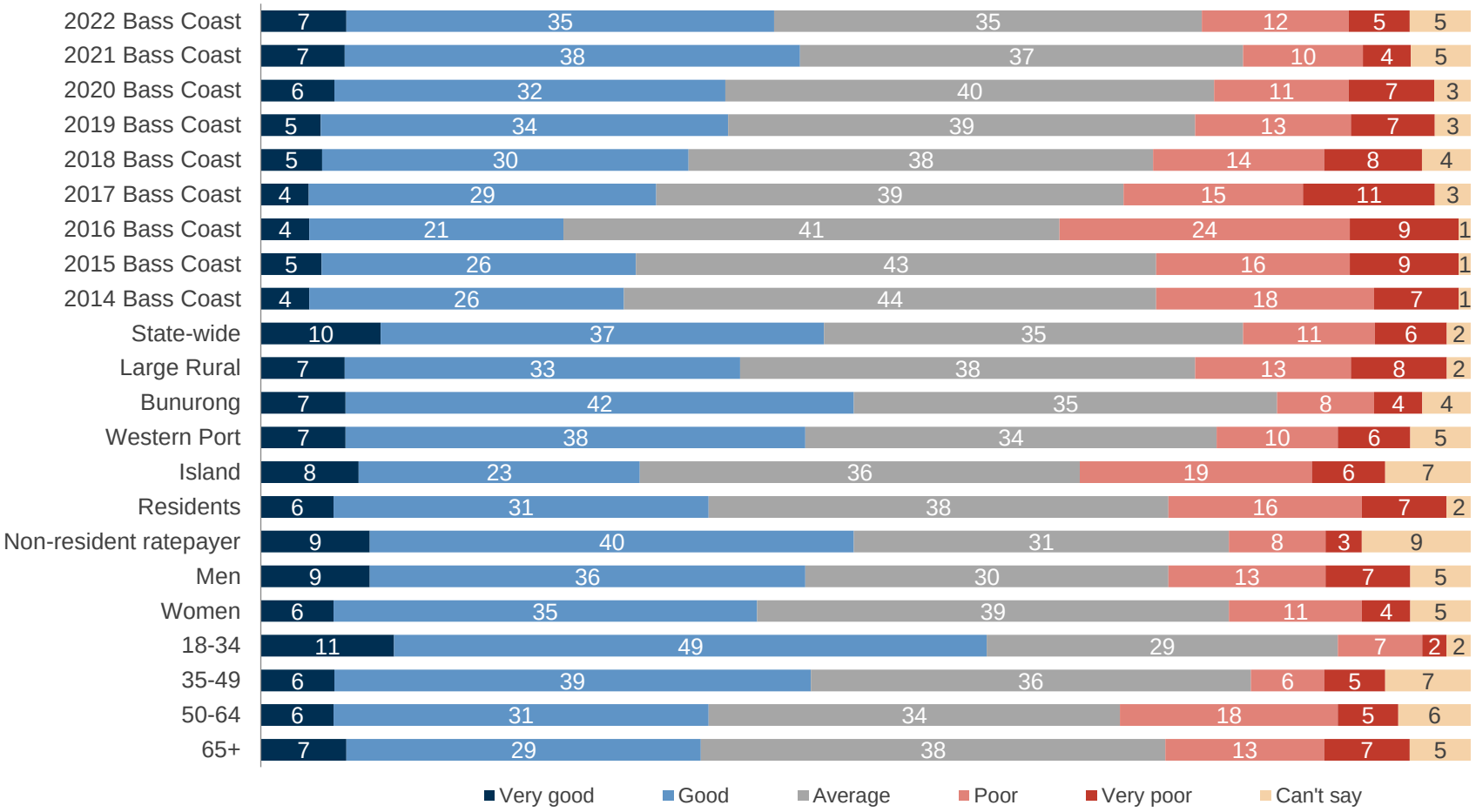


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	59	59	61	53	59	59	54	n/a	n/a
Non-resident ratepayer	61	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bunurong	62	58	57	60	55	39	36	43	n/a	n/a
35-49	58	50	49	51	46	45	49	47	n/a	n/a
State-wide	61	58	60	59	59	59	60	61	n/a	n/a
Western Port	57	55	57	53	51	51	57	54	n/a	n/a
Men	58	54	54	51	52	44	48	51	n/a	n/a
Bass Coast	59	55	54	53	50	46	50	50	n/a	n/a
Women	60	55	55	54	48	49	53	49	n/a	n/a
Large Rural	58	55	56	56	54	54	56	n/a	n/a	n/a
65+	58	57	56	53	52	42	49	52	n/a	n/a
50-64	54	48	51	48	50	42	44	48	n/a	n/a
Residents	58	53	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	56	51	49	45	44	53	54	57	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance

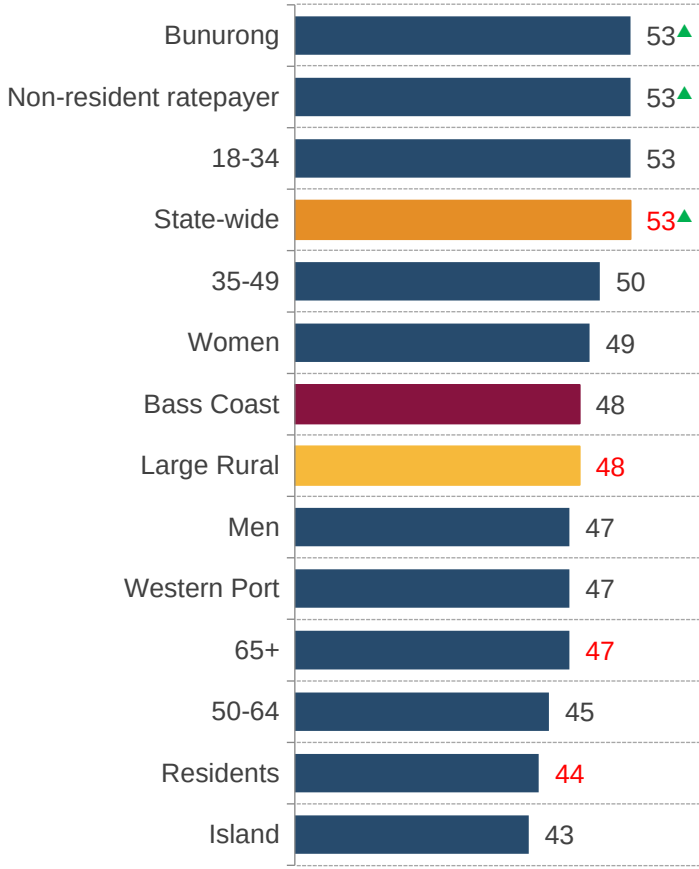
2022 overall performance (%)



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: 67 Councils asked group: 19

Value for money in services and infrastructure

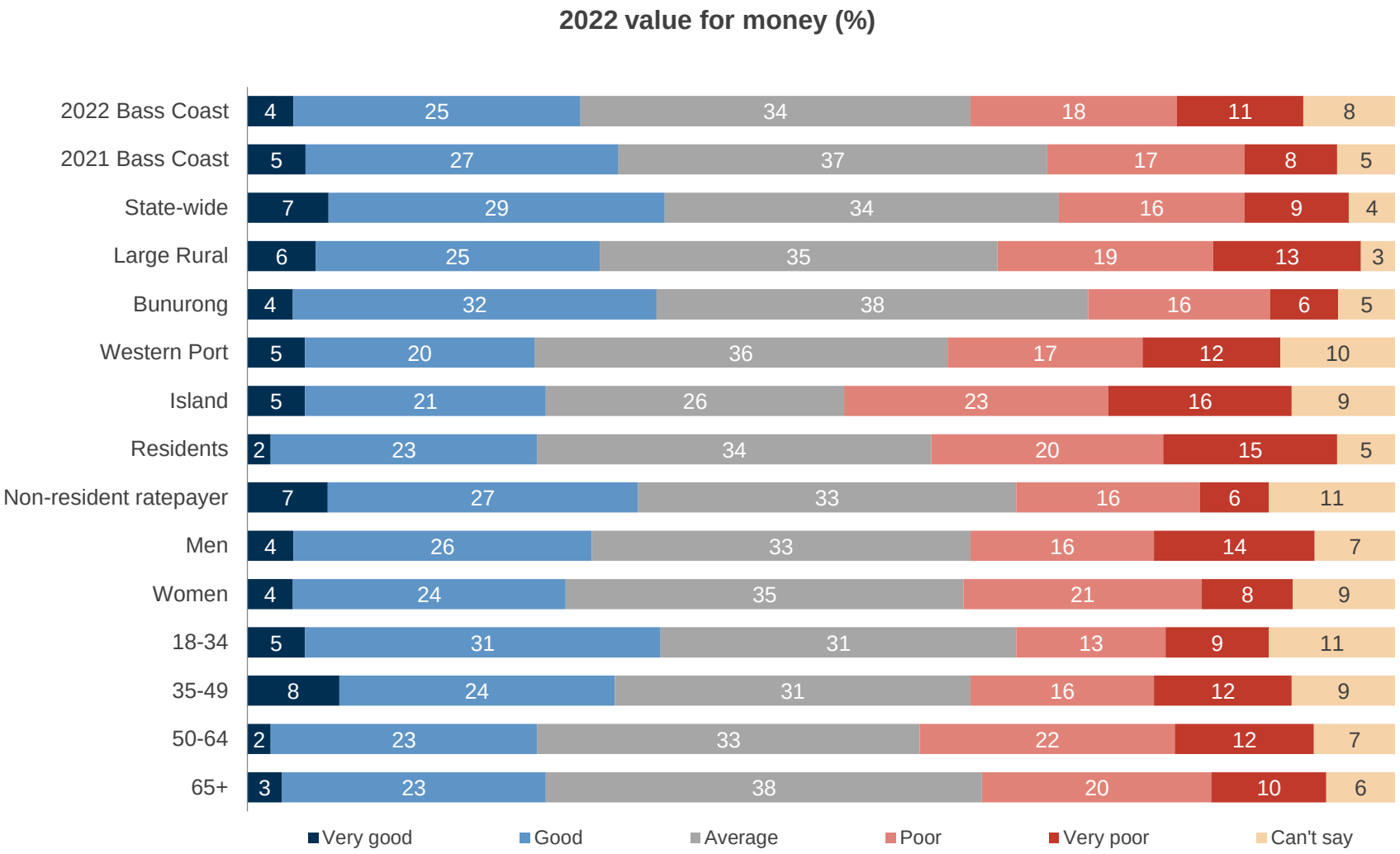
2022 value for money (index scores)



	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Bunurong	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Western Port	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residents	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	47	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

Top performing service areas

Waste management (index score of 63) is the service area where Council continues to perform best. Performance ratings on this service area are consistent with last year, and similar to that in 2015 (when next last measured).

- Council performs just two points lower than the Large Rural group average but significantly lower than the State-wide average for councils on waste management (index scores of 65 and 68 respectively).
- People in Bunurong (index score of 70) rate waste management significantly higher than the Council-wide average, while those in Island (index score of 54) rate it significantly lower. This is the location where Council needs to first focus its attention.



Low performing service areas



Ratings for all other service areas evaluated are within a few points of each other, ranging from 51 index points for consultation and engagement to 54 index points for sealed local roads.

Council has maintained significant gains in the area of sealed local roads from a low point in 2014 (index score of 33 at that time).

- Residents (index score of 49) rate the condition of sealed local roads significantly lower than non-resident ratepayers (index score of 60).
- People in the Island area (index score of 50) rate sealed local roads lower than in Bunurong (index score of 57) or Western Port (index score of 55).

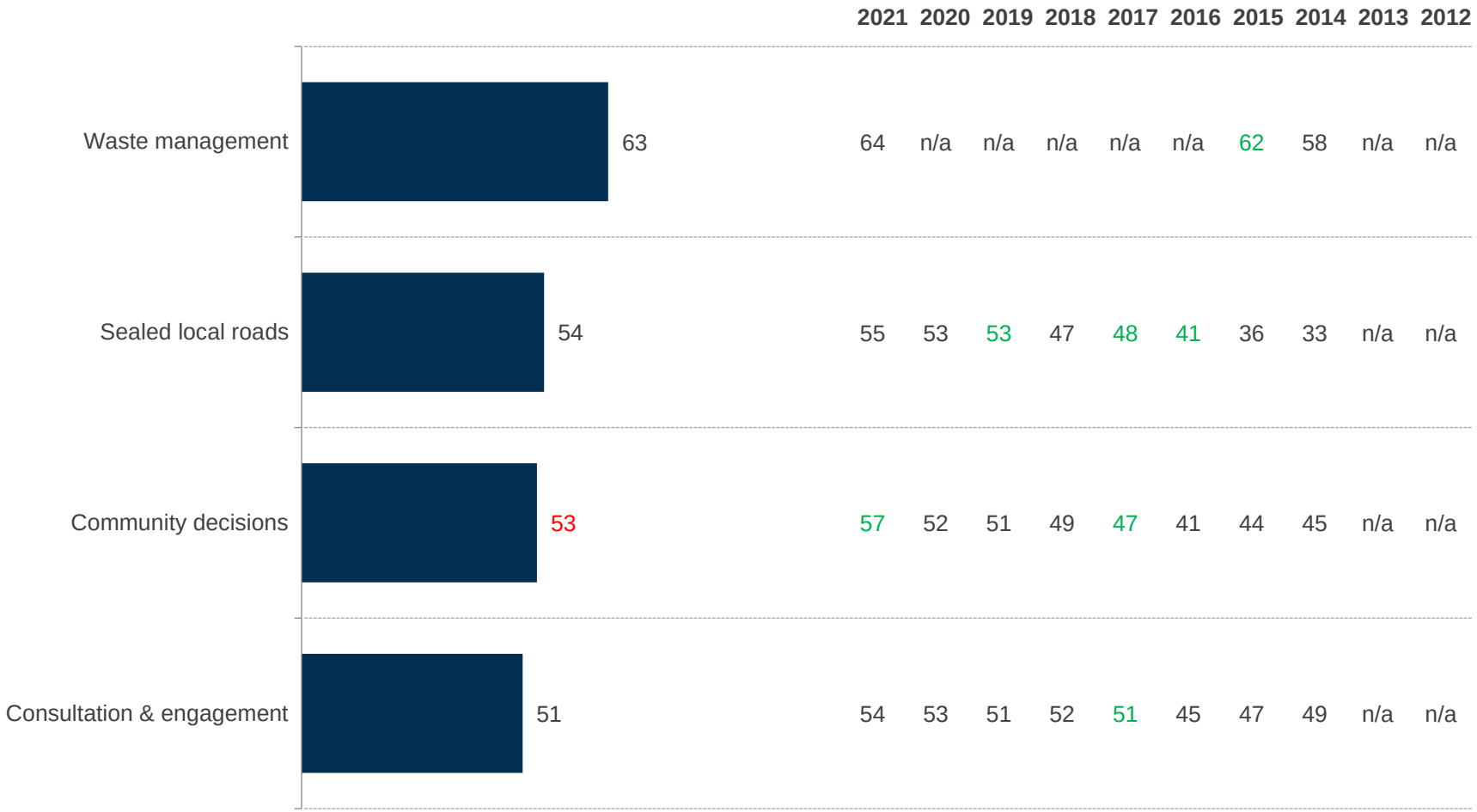
Views of community decision-making (index score of 53) declined by a significant four points since 2021. Council's current rating for community decisions however, is still 12 index points higher than Council's lowest score of 41 index points in 2016.

- Residents aged 18 to 34 years hold significantly more favourable views of Council here (62).

Council rates lowest in the area of consultation and engagement (index score of 51). Declining and lower impressions in this area are largely driven by residents (index score of 47, down six points from 2021) as compared to non-resident ratepayers (57).

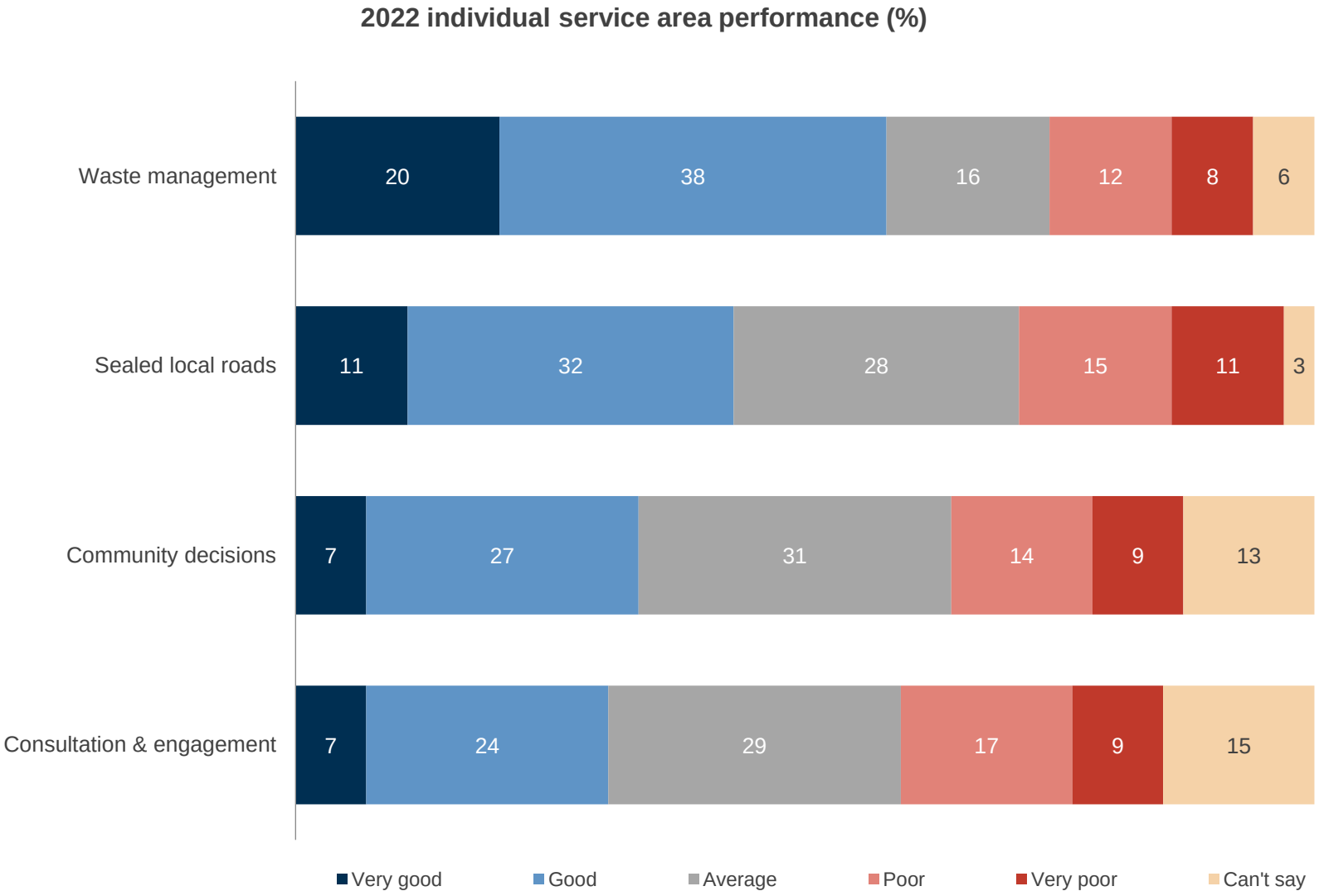
Individual service area performance

2022 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: 67 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: 67 Councils asked group: 19

Customer service



Contact with council and customer service

Contact with council

Three in five people (60%) had contact with Council in the previous 12 months. Rate of contact is higher than reported in 2021 (54%).

- The oldest cohort of adults (aged 65+ years) (52%) and adults aged 35 to 49 years (57%) are less likely to have had contact with Council in the previous 12 months than adults aged 18 to 34 years (65%) and 50 to 64 years (67%).



Customer service

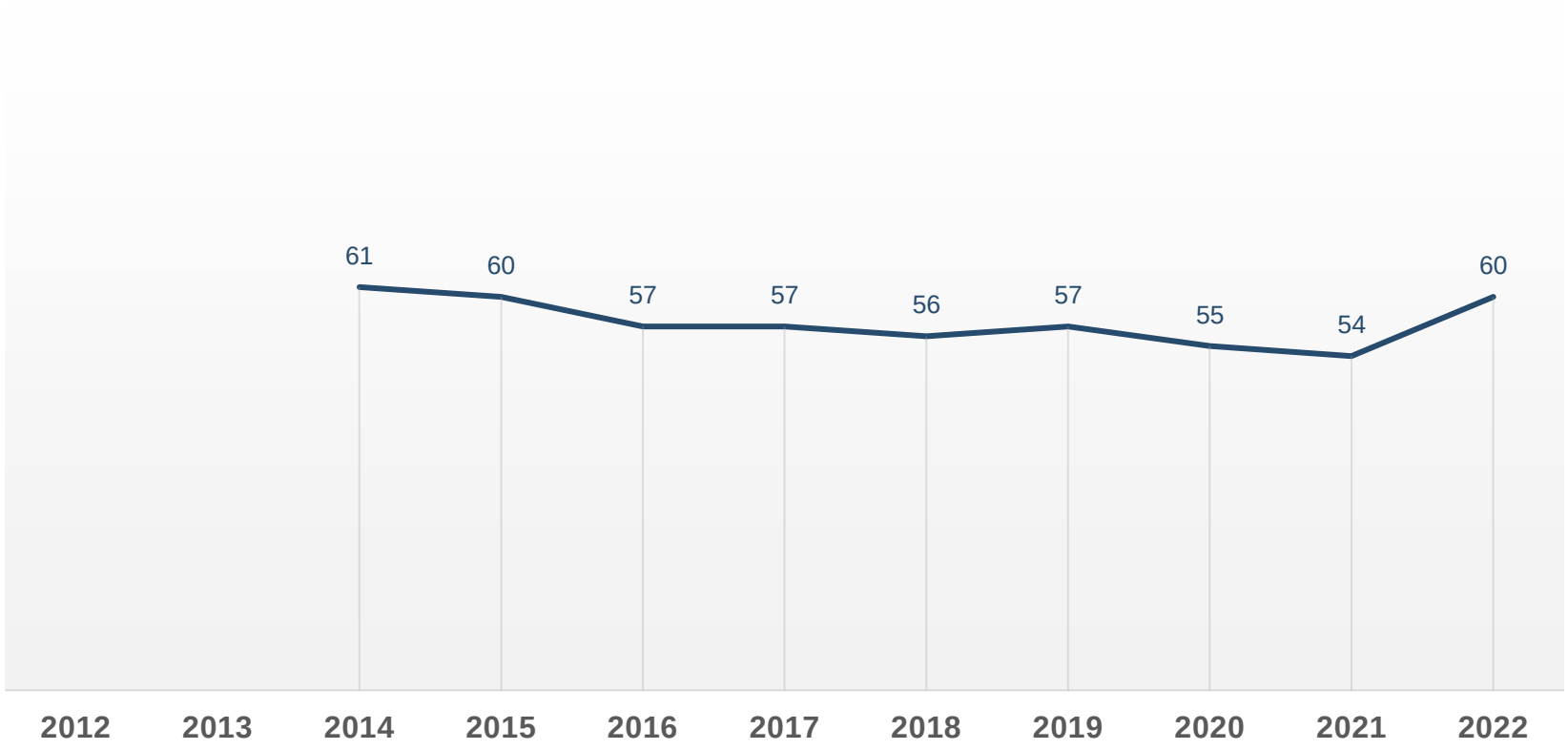
Council’s customer service index of 69 is unchanged from 2021. Council has maintained peak performance in this area for several years in a row. Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 68 and 67 respectively).

Among those who had contact with Council, seven in ten (68%) provide a positive customer service rating of ‘very good’ or ‘good’.

- Perceptions of customer service are equally positive across demographic and geographic subgroups, with perceptions highest among individuals aged 18 to 34 years, people in the Bunurong area, and women – although not significantly different to the average.

Contact with council

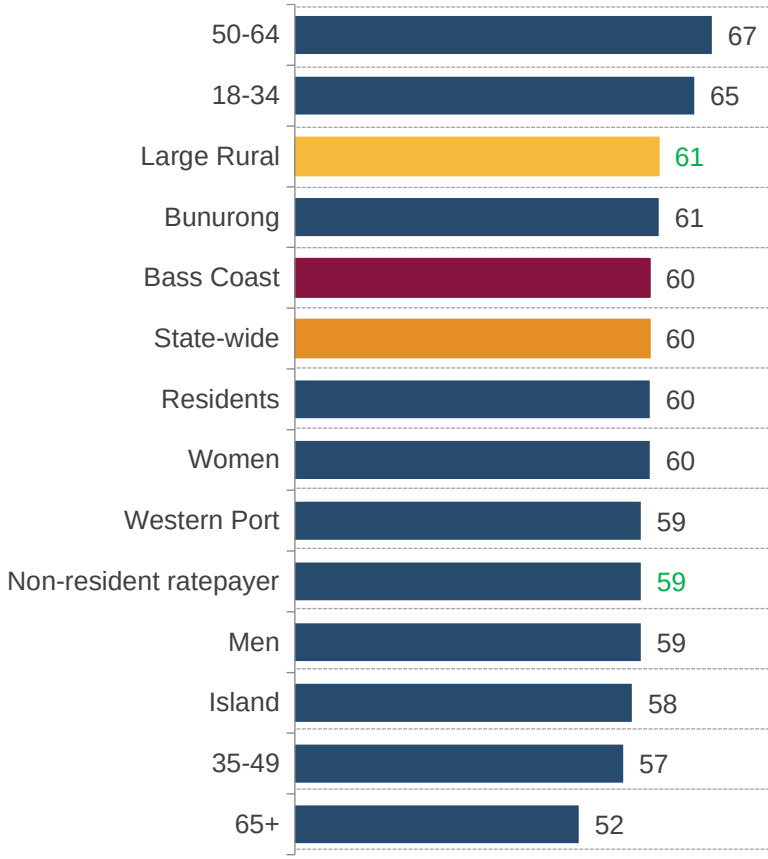
2022 contact with council (%)
Have had contact



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: 42 Councils asked group: 11

Contact with council

2022 contact with council (%)

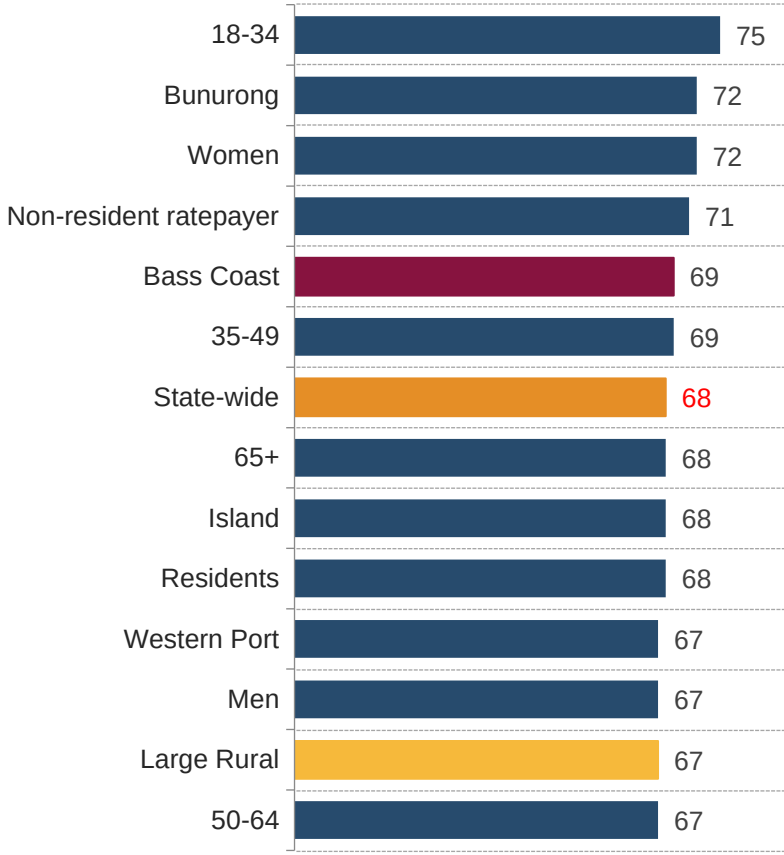


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	61	64	54	59	52	64	63	66	n/a	n/a
18-34	51	47	58	55	61	53	53	65	n/a	n/a
Large Rural	58	61	62	62	57	57	59	n/a	n/a	n/a
Bunurong	54	55	57	56	63	47	63	56	n/a	n/a
Bass Coast	54	55	57	56	57	57	60	61	n/a	n/a
State-wide	61	63	61	61	58	58	63	61	n/a	n/a
Residents	59	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	58	60	55	58	53	61	65	n/a	n/a
Western Port	58	63	58	58	55	55	56	65	n/a	n/a
Non-resident ratepayer	44	47	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	52	52	53	57	56	60	59	58	n/a	n/a
Island	49	49	55	54	51	76	64	71	n/a	n/a
35-49	62	70	70	62	71	61	70	62	n/a	n/a
65+	48	48	51	50	47	52	56	55	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: 42 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (index scores)

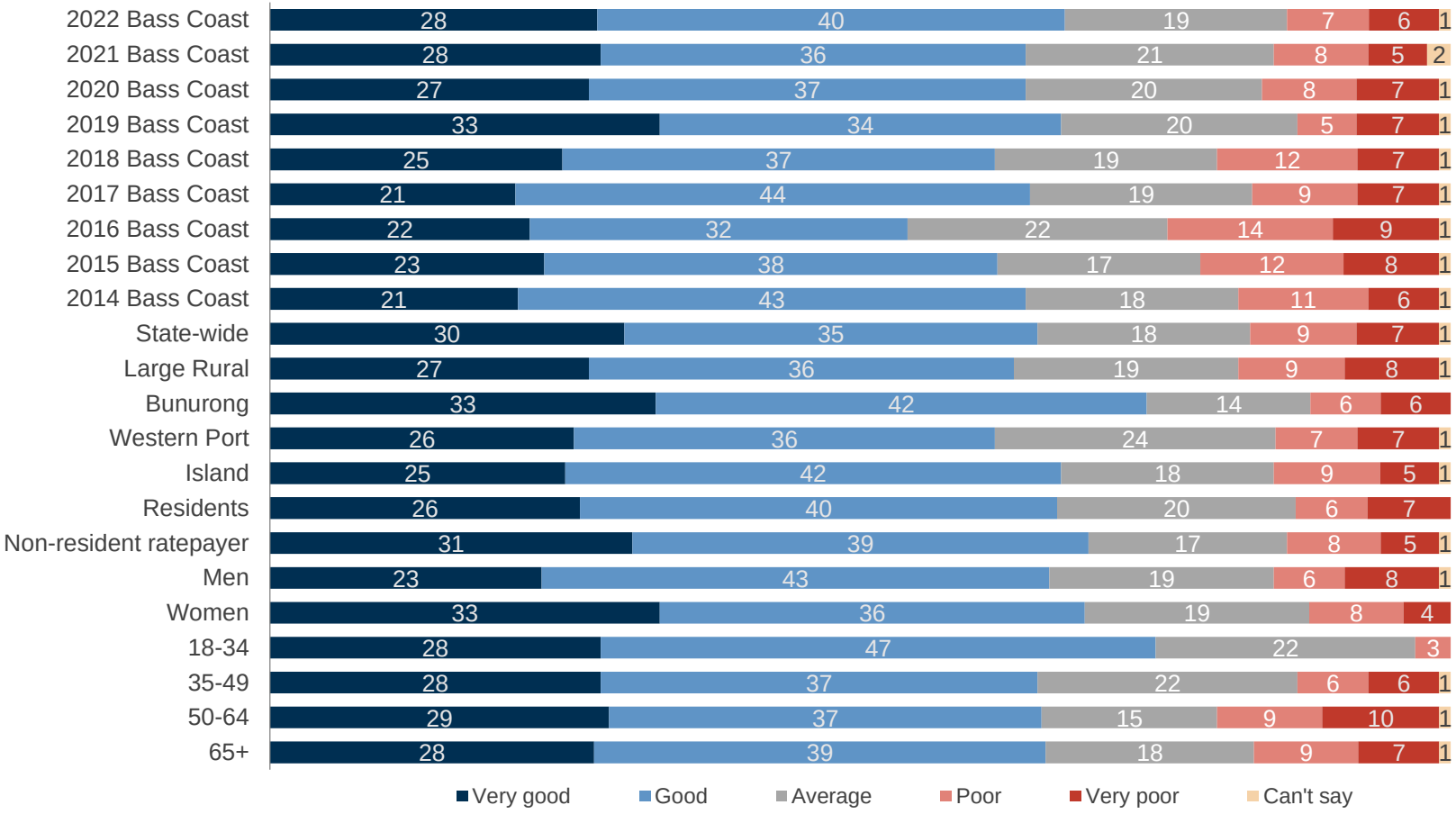


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	76	63	79	69	72	63	66	65	n/a	n/a
Bunurong	69	67	70	73	72	n/a	n/a	n/a	n/a	n/a
Women	73	68	70	67	65	67	68	65	n/a	n/a
Non-resident ratepayer	68	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bass Coast	69	67	70	65	66	61	64	65	n/a	n/a
35-49	67	64	67	61	66	61	67	63	n/a	n/a
State-wide	70	70	71	70	69	69	70	72	n/a	n/a
65+	68	72	69	70	65	62	63	66	n/a	n/a
Island	67	65	72	61	63	n/a	n/a	n/a	n/a	n/a
Residents	69	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Western Port	70	71	69	60	61	n/a	n/a	n/a	n/a	n/a
Men	64	67	71	63	67	56	61	65	n/a	n/a
Large Rural	68	68	69	67	66	67	67	n/a	n/a	n/a
50-64	65	66	69	60	61	57	62	67	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 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: 67 Councils asked group: 19



Council direction

Council direction

Perceptions of the direction of Council's overall performance declined significantly from the 2021 result, with an index score of 47 in 2022 compared to 52 in 2021.

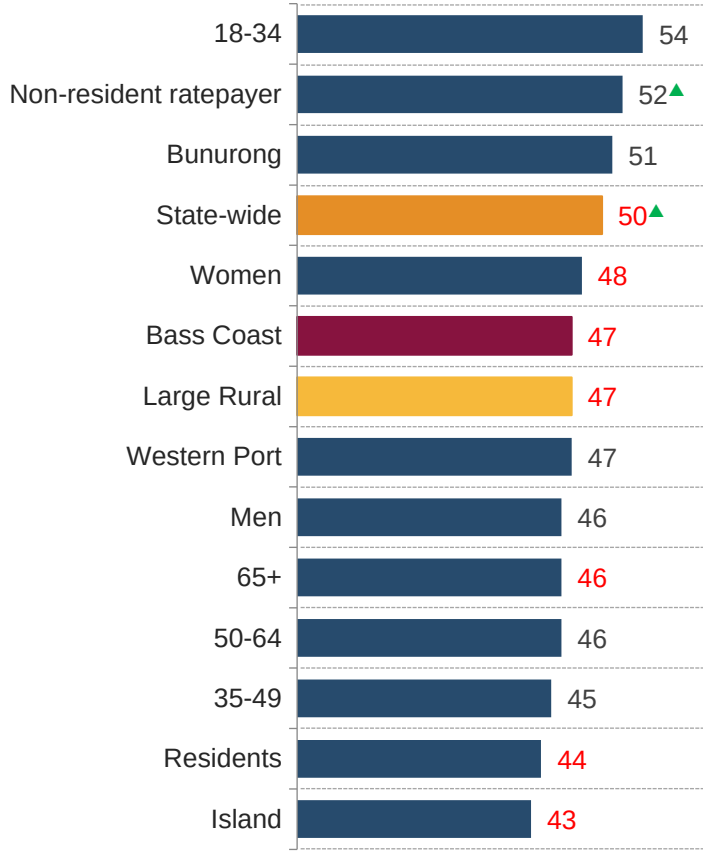
Similar to last year, fewer than two-thirds of adults (63%) believe the direction of Council's overall performance stayed the same over the previous twelve months.

- One in ten (12%) believe the direction improved over the previous 12 months (16% in 2021).
- Another 17% believe it deteriorated (13% in 2021).
- The most satisfied with council direction are adults aged 18 to 34 years, non-resident ratepayers, and people in Bunurong.
- The least satisfied with council direction are residents and people in the Island area, although it should be noted that neither of these groups differs significantly from the Council average.



Overall council direction last 12 months

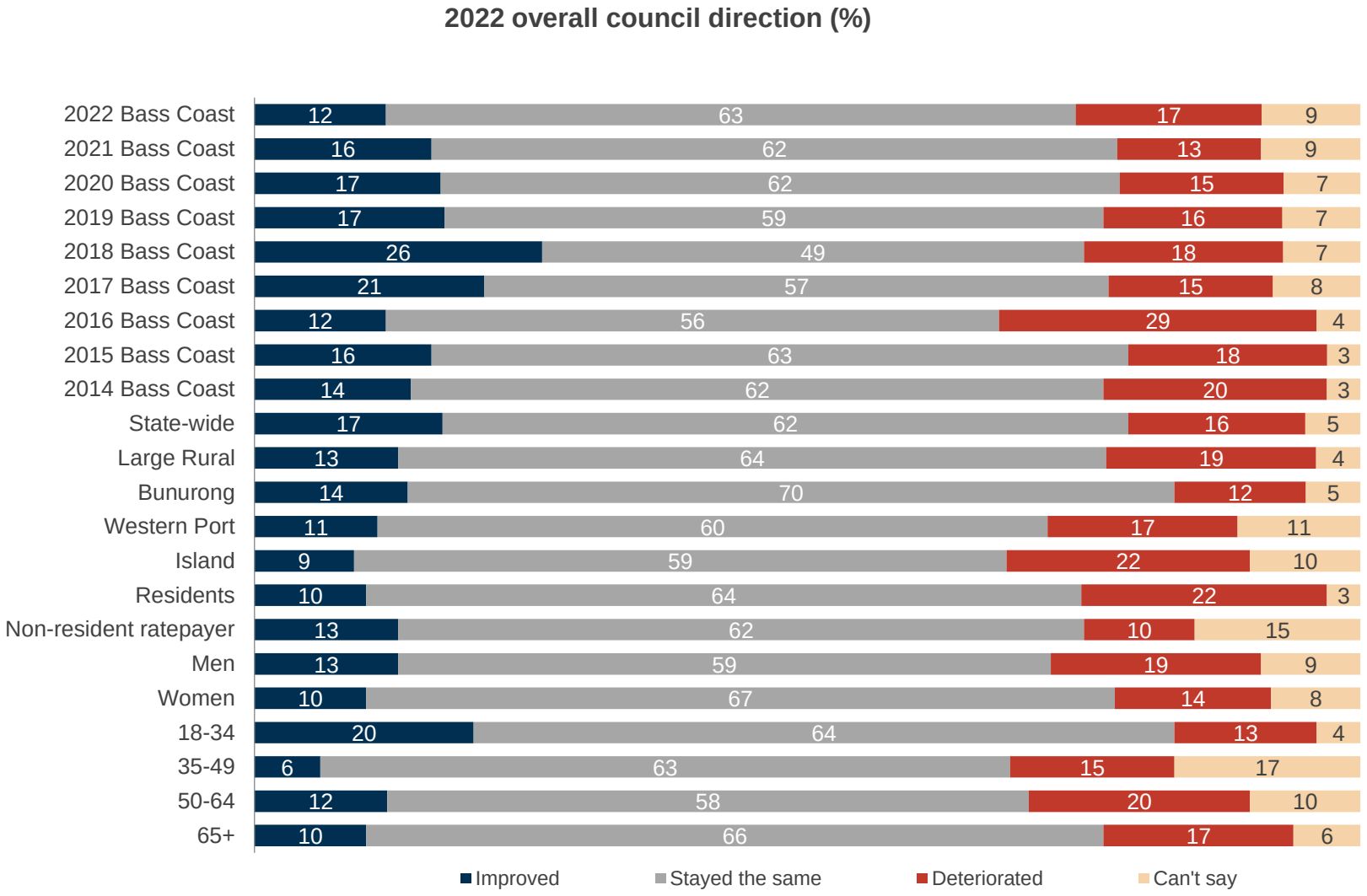
2022 overall council direction (index scores)



	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	55	52	59	58	55	56	49	n/a	n/a
Non-resident ratepayer	54	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bunurong	53	54	55	61	59	38	43	42	n/a	n/a
State-wide	53	51	53	52	53	51	53	53	n/a	n/a
Women	54	51	50	57	53	45	49	48	n/a	n/a
Bass Coast	52	51	50	54	54	41	49	47	n/a	n/a
Large Rural	51	50	51	52	52	48	51	n/a	n/a	n/a
Western Port	47	49	48	53	53	44	53	49	n/a	n/a
Men	50	51	50	50	54	38	49	46	n/a	n/a
65+	53	52	54	55	58	38	46	48	n/a	n/a
50-64	48	46	48	51	53	42	44	48	n/a	n/a
35-49	53	50	44	50	45	35	52	42	n/a	n/a
Residents	51	50	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	54	50	46	46	48	45	48	59	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months



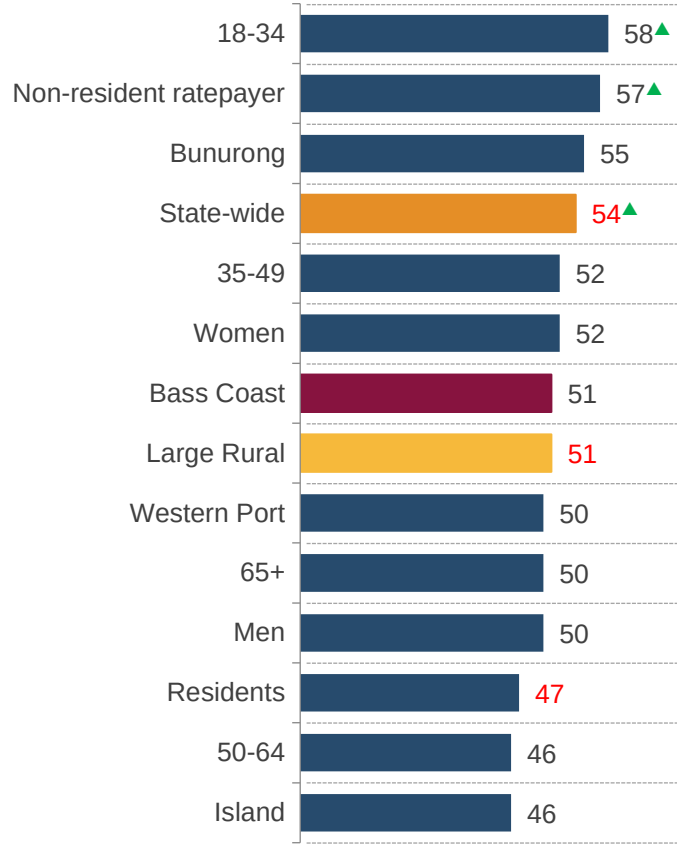
Q6. Over the last 12 months, what is your view of the direction of Bass Coast Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Individual service areas

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

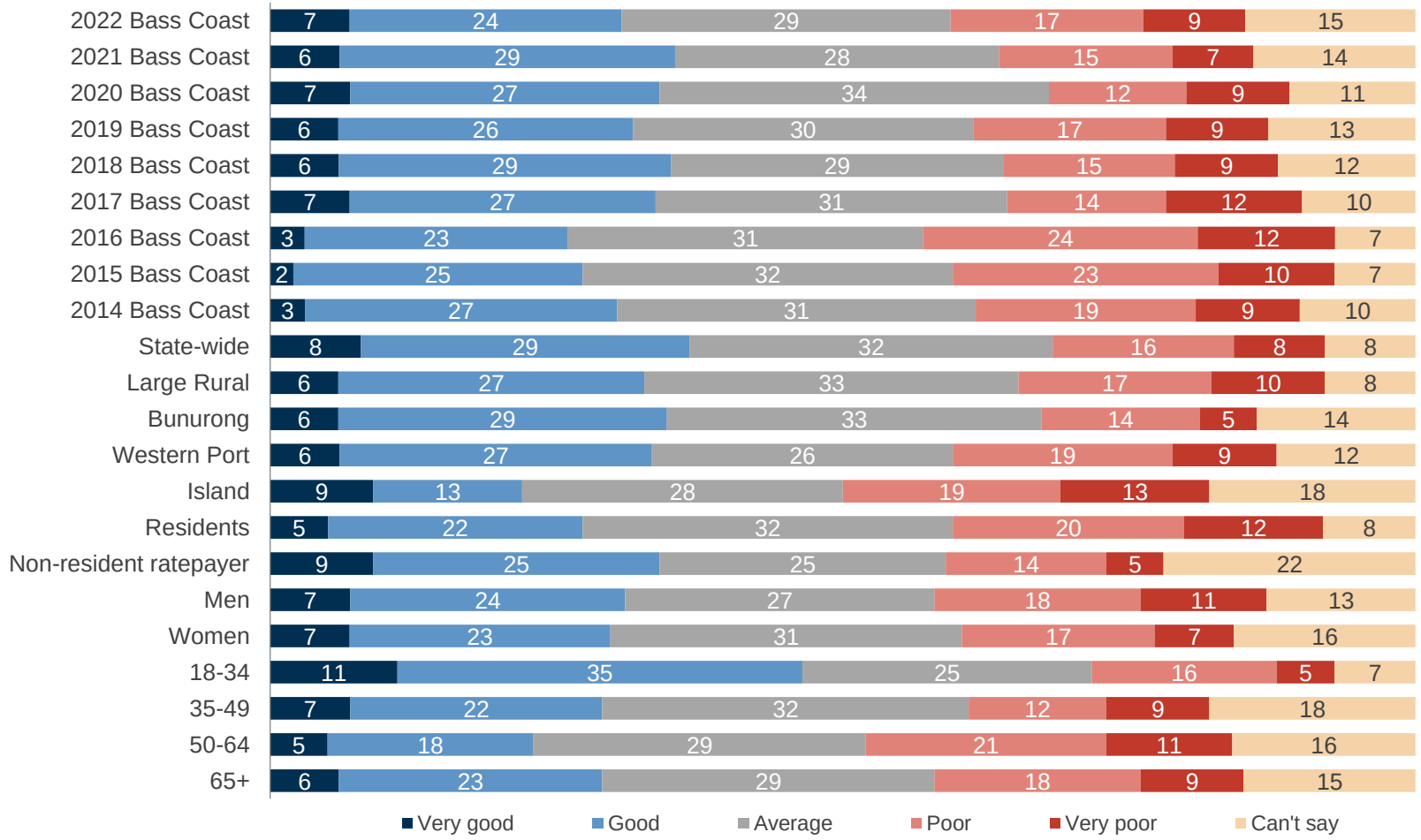


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	59	51	61	57	52	53	53	n/a	n/a
Non-resident ratepayer	56	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bunurong	58	56	54	57	54	37	43	48	n/a	n/a
State-wide	56	55	56	55	55	54	56	57	n/a	n/a
35-49	54	51	51	52	48	43	48	46	n/a	n/a
Women	54	52	51	54	50	46	49	48	n/a	n/a
Bass Coast	54	53	51	52	51	45	47	49	n/a	n/a
Large Rural	54	54	54	54	52	52	54	n/a	n/a	n/a
Western Port	50	53	50	54	50	50	50	50	n/a	n/a
65+	52	54	52	52	49	42	45	50	n/a	n/a
Men	54	54	51	50	52	43	44	50	n/a	n/a
Residents	53	53	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	47	49	46	50	44	41	47	n/a	n/a
Island	52	50	47	44	49	46	55	48	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

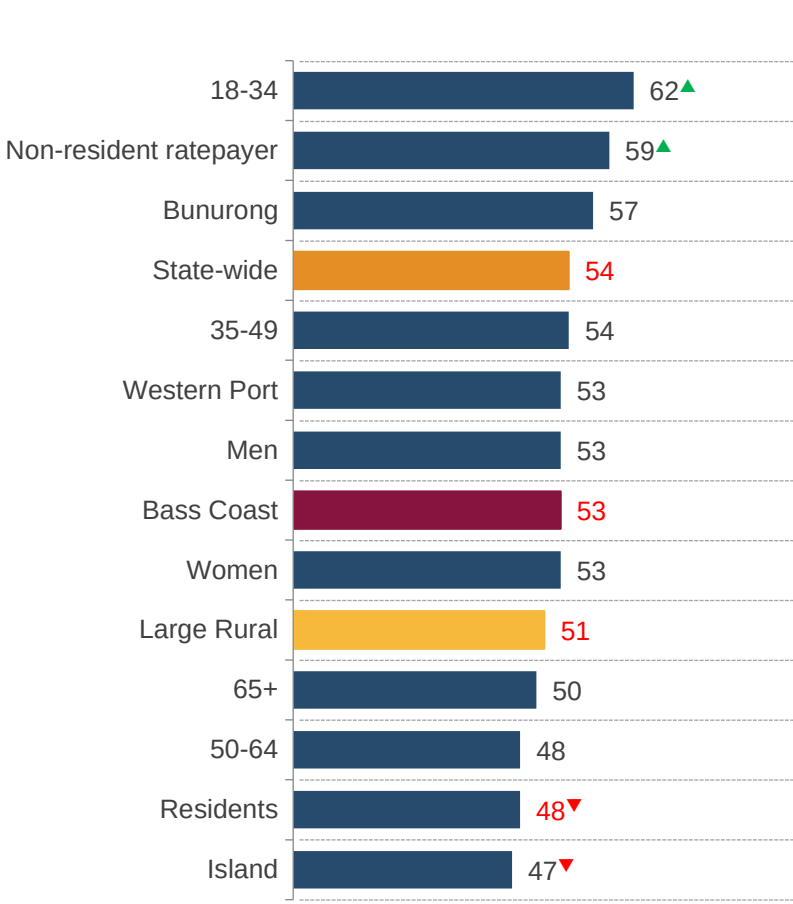
2022 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

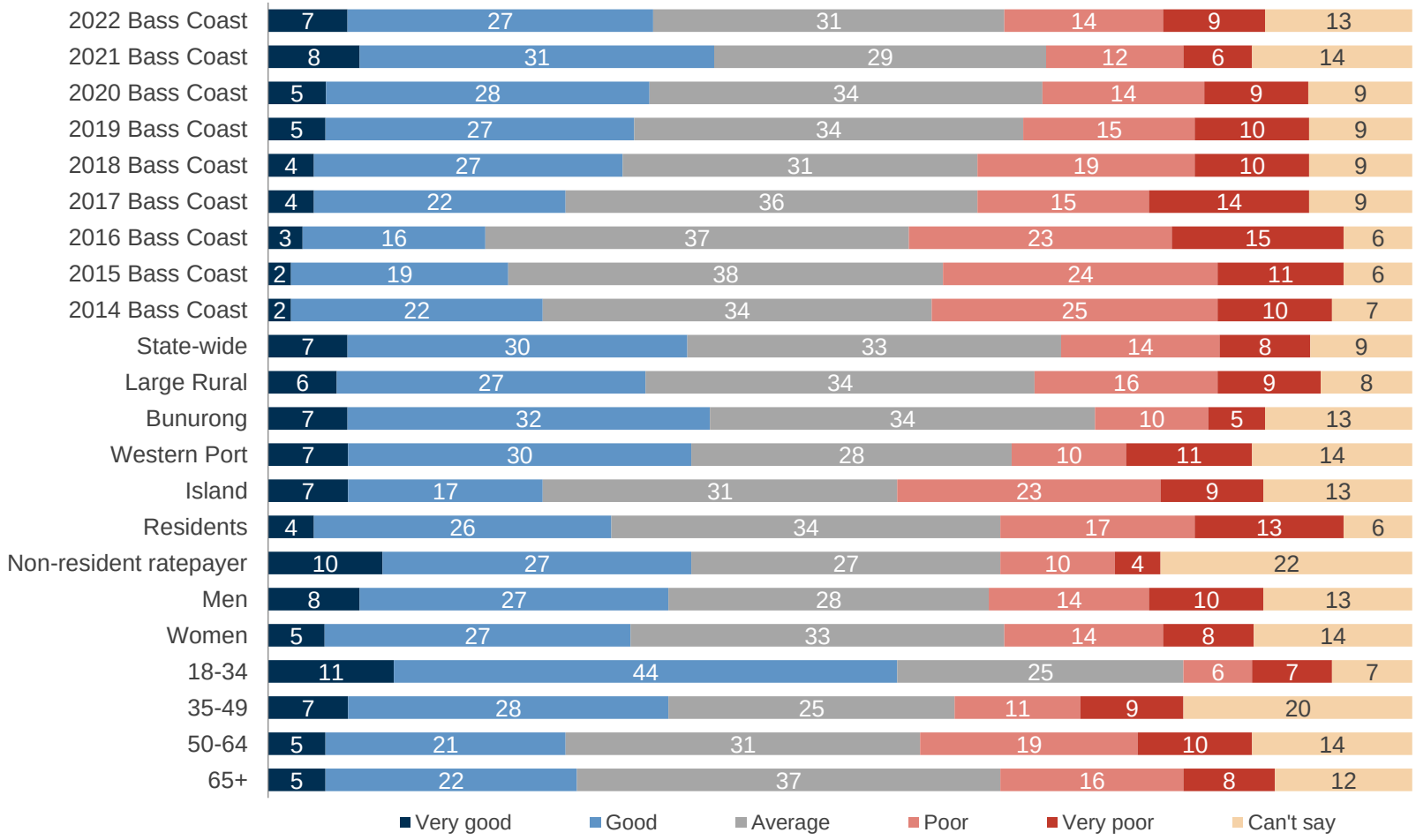


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62▲	69	57	53	57	52	53	57	46	n/a	n/a
Non-resident ratepayer	59▲	57	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bunurong	57	62	55	55	56	51	33	33	40	n/a	n/a
State-wide	54	56	53	55	54	54	54	55	57	n/a	n/a
35-49	54	58	49	46	48	40	41	43	44	n/a	n/a
Western Port	53	54	54	50	50	47	47	49	48	n/a	n/a
Men	53	57	53	50	47	49	41	42	45	n/a	n/a
Bass Coast	53	57	52	51	49	47	41	44	45	n/a	n/a
Women	53	57	51	51	51	45	42	45	45	n/a	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a	n/a	n/a
65+	50	55	54	52	50	49	37	41	47	n/a	n/a
50-64	48	48	45	49	44	46	39	38	44	n/a	n/a
Residents	48▼	57	50	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Island	47▼	52	47	45	41	42	48	50	51	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

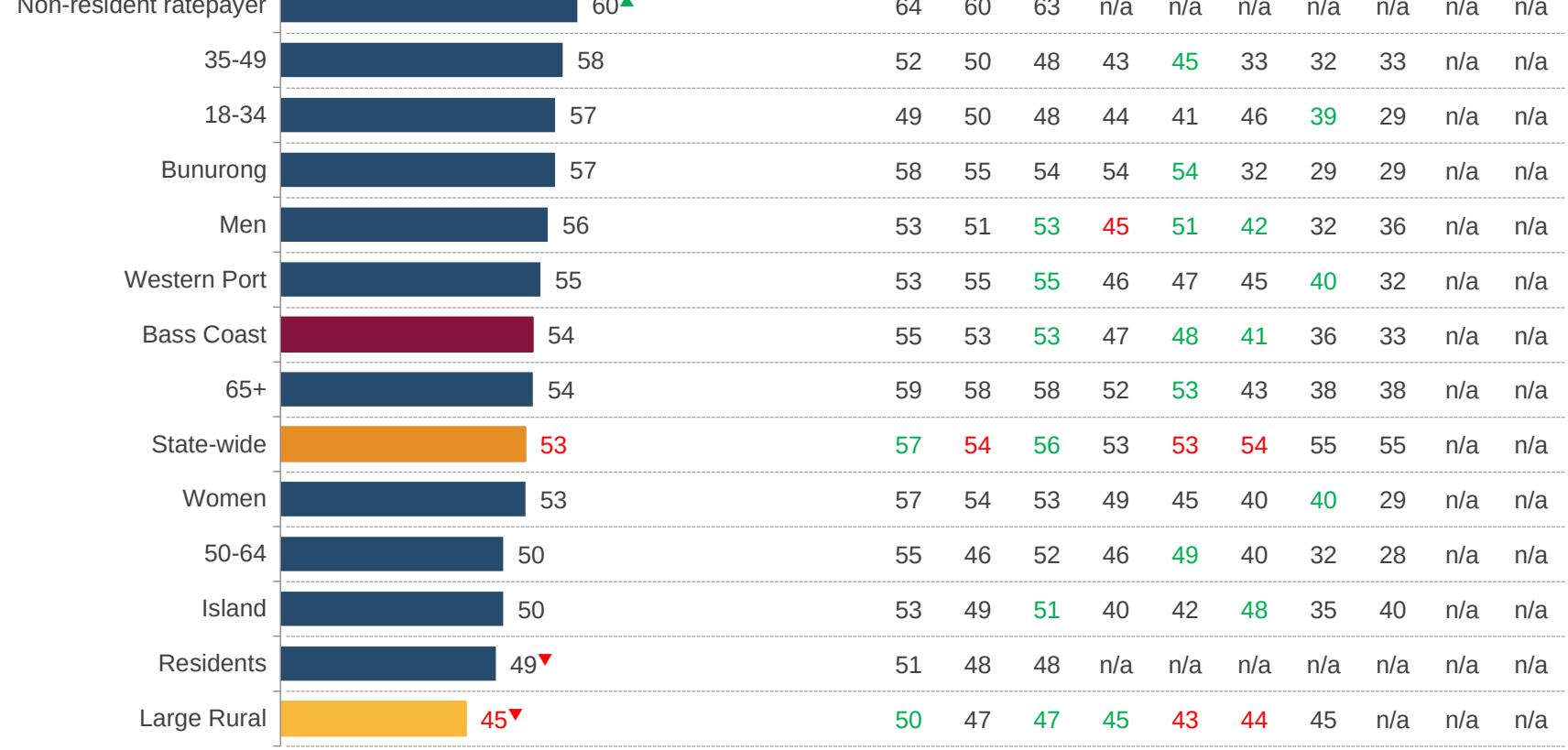
2022 community decisions made performance (%)



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: 67 Councils asked group: 19

The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)



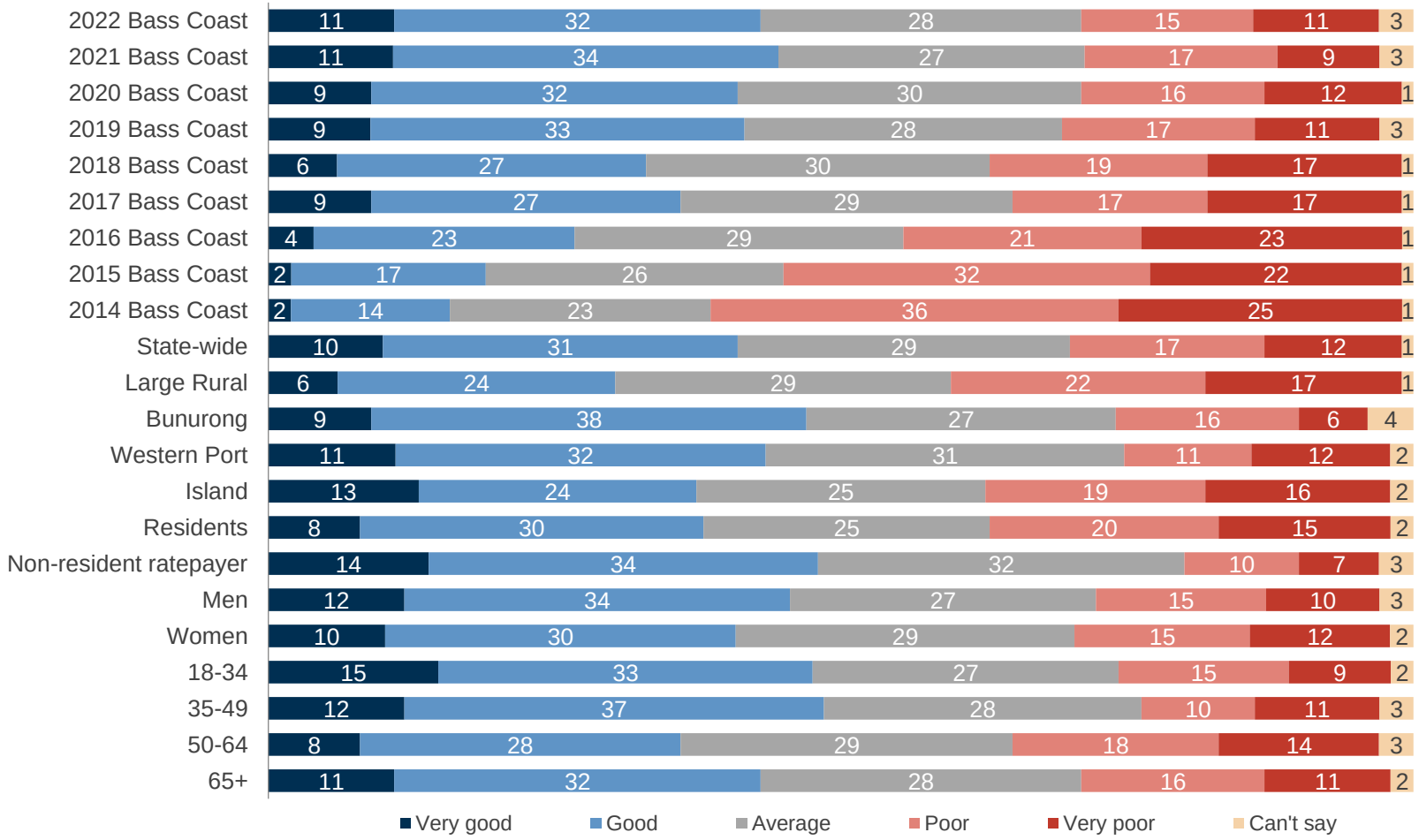
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	64	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	50	48	43	45	33	32	33	n/a	n/a
18-34	49	50	48	44	41	46	39	29	n/a	n/a
Bunurong	58	55	54	54	54	32	29	29	n/a	n/a
Men	53	51	53	45	51	42	32	36	n/a	n/a
Western Port	53	55	55	46	47	45	40	32	n/a	n/a
Bass Coast	55	53	53	47	48	41	36	33	n/a	n/a
65+	59	58	58	52	53	43	38	38	n/a	n/a
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
Women	57	54	53	49	45	40	40	29	n/a	n/a
50-64	55	46	52	46	49	40	32	28	n/a	n/a
Island	53	49	51	40	42	48	35	40	n/a	n/a
Residents	51	48	48	n/a	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

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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



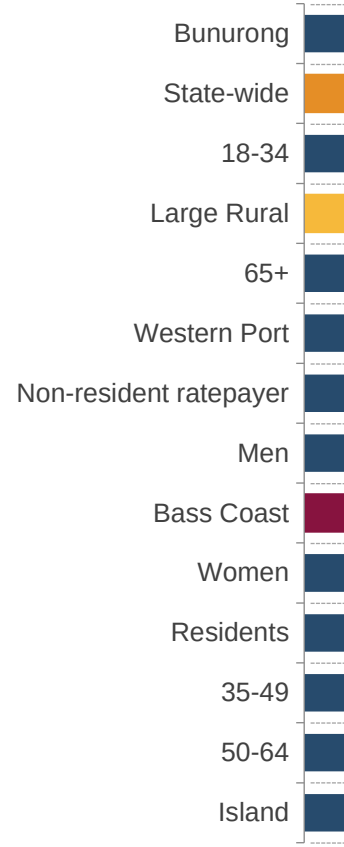
2022 sealed local roads performance (%)



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: 67 Councils asked group: 19

Waste management performance

2022 waste management performance (index scores)

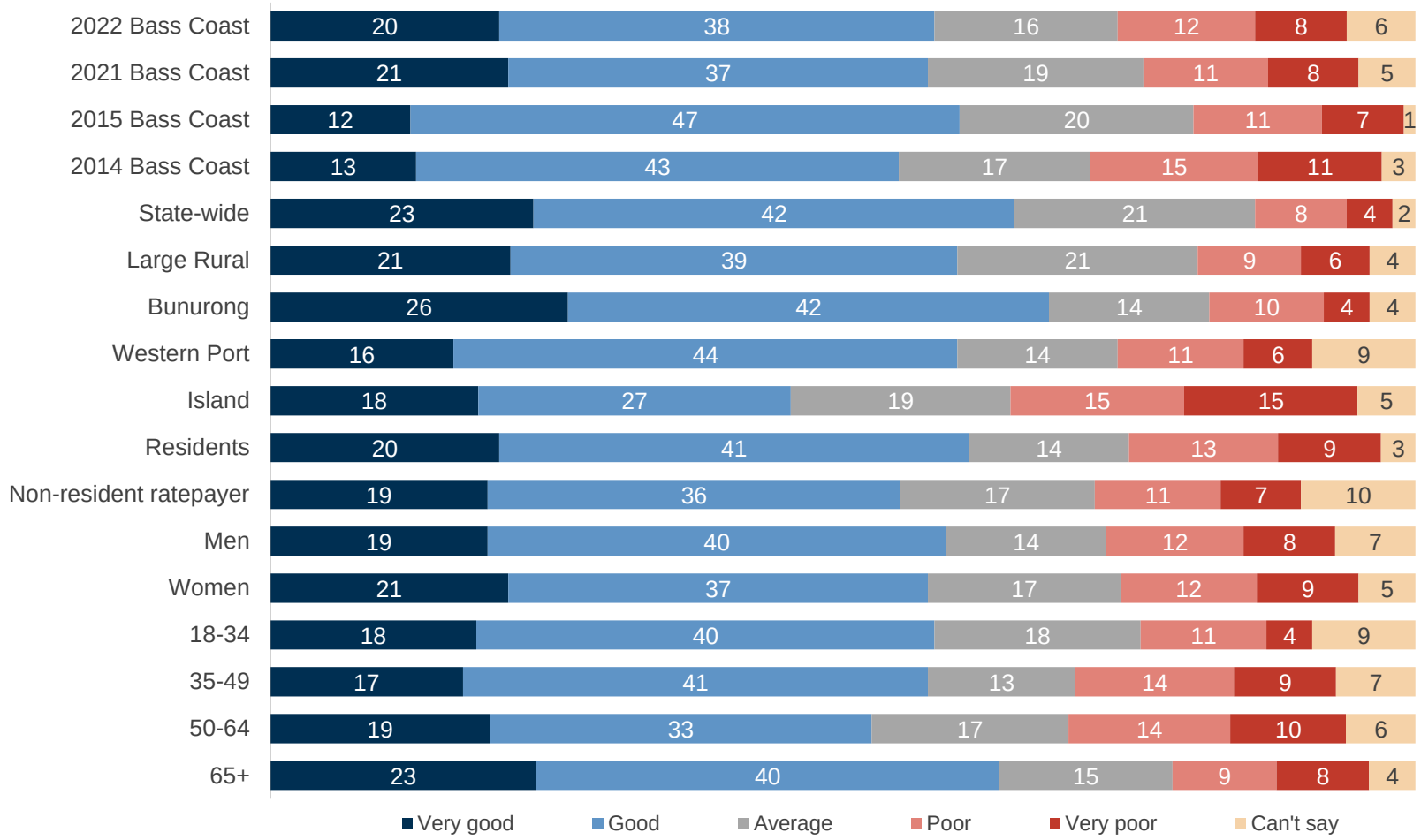


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Bunurong	71	n/a	n/a	n/a	n/a	n/a	49	38	n/a	n/a
State-wide	69	65	68	70	71	70	72	73	n/a	n/a
18-34	65	n/a	n/a	n/a	n/a	n/a	69	64	n/a	n/a
Large Rural	66	62	64	67	68	66	68	n/a	n/a	n/a
65+	66	n/a	n/a	n/a	n/a	n/a	61	59	n/a	n/a
Western Port	60	n/a	n/a	n/a	n/a	n/a	69	70	n/a	n/a
Non-resident ratepayer	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	65	n/a	n/a	n/a	n/a	n/a	63	59	n/a	n/a
Bass Coast	64	n/a	n/a	n/a	n/a	n/a	62	58	n/a	n/a
Women	63	n/a	n/a	n/a	n/a	n/a	60	58	n/a	n/a
Residents	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	n/a	n/a	n/a	n/a	n/a	61	51	n/a	n/a
50-64	56	n/a	n/a	n/a	n/a	n/a	57	59	n/a	n/a
Island	58	n/a	n/a	n/a	n/a	n/a	67	70	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

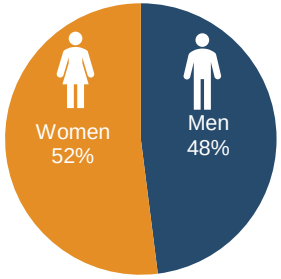


Detailed demographics

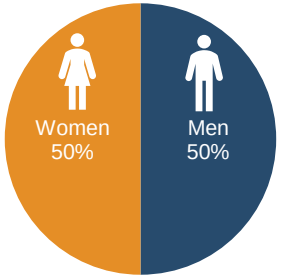
Gender and age profile

2022 gender

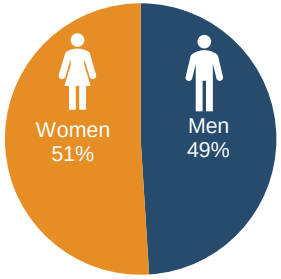
Bass Coast



Large Rural

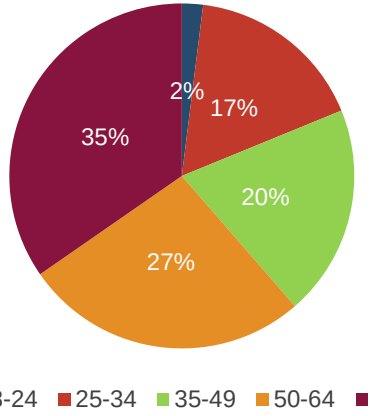


State-wide

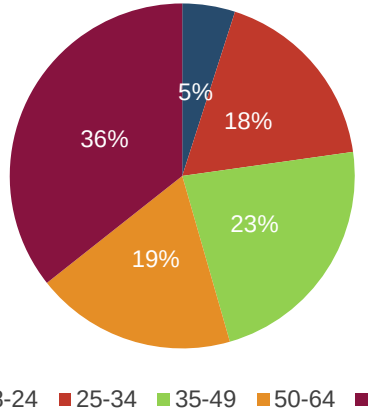


2022 age

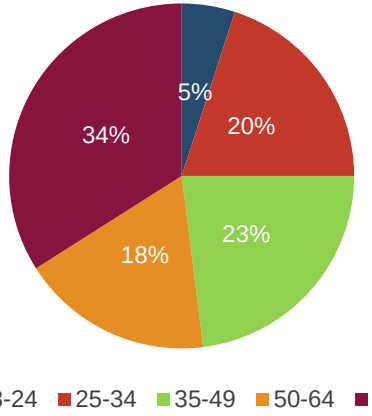
Bass Coast



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: 67 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 2022 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 29,900 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	405	193	+/-4.8
Women	395	207	+/-4.9
Bunurong	288	142	+/-5.8
Western Port	269	142	+/-6.0
Island	243	117	+/-6.3
18-34 years	55	73	+/-13.3
35-49 years	150	80	+/-8.0
50-64 years	260	108	+/-6.1
65+ years	335	139	+/-5.3

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 (▼).

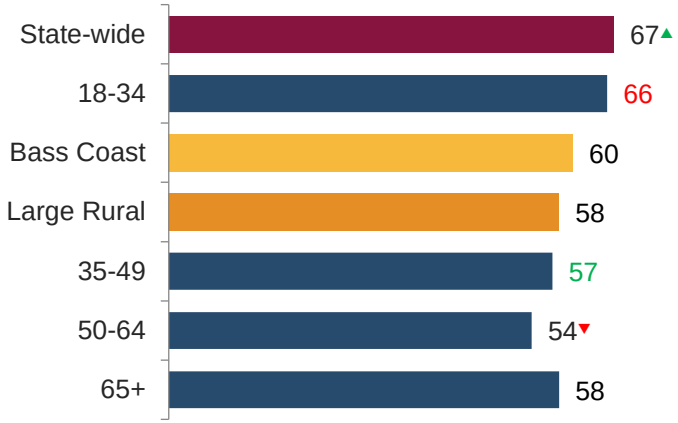
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- ▲ 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 2021. 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 2021.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2021.

2022 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 2022 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 2022 results are compared with previous years, as detailed below:

- 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=800 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=801 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=600 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=401 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Bass Coast Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents and non-residents aged 18+ years in Bass Coast Shire Council.

Survey sample matched to the demographic profile of Bass Coast Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents and non-residents within Bass Coast Shire Council, particularly younger people.

A total of n=800 completed interviews were achieved in Bass Coast Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 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 2022 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 2022 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 2022 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: 2022 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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