



# **2021 Local Government Community Satisfaction Survey**

## **Greater Bendigo City Council**

Coordinated by the Department of Jobs,  
Precincts and Regions on behalf of  
Victorian councils



# Contents

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<b><u>Background and objectives</u></b>	<b><u>3</u></b>
<b><u>Key findings and recommendations</u></b>	<b><u>4</u></b>
<b><u>Detailed findings</u></b>	<b><u>10</u></b>
<u>Overall performance</u>	<u>11</u>
<u>Customer service</u>	<u>22</u>
<u>Council direction</u>	<u>28</u>
<u>Individual service areas</u>	<u>32</u>
<u>Community consultation and engagement</u>	<u>33</u>
<u>Decisions made in the interest of the community</u>	<u>35</u>
<u>Condition of sealed local roads</u>	<u>37</u>
<u>Waste management</u>	<u>39</u>
<b><u>Detailed demographics</u></b>	<b><u>41</u></b>
<b><u>Appendix A: Index scores, margins of error and significant differences</u></b>	<b><u>44</u></b>
<b><u>Appendix B: Further project information</u></b>	<b><u>49</u></b>



## Background and objectives

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**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.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

## **Key findings and recommendations**



# Greater Bendigo City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Greater Bendigo  
59




State-wide 61



Regional Centres 60

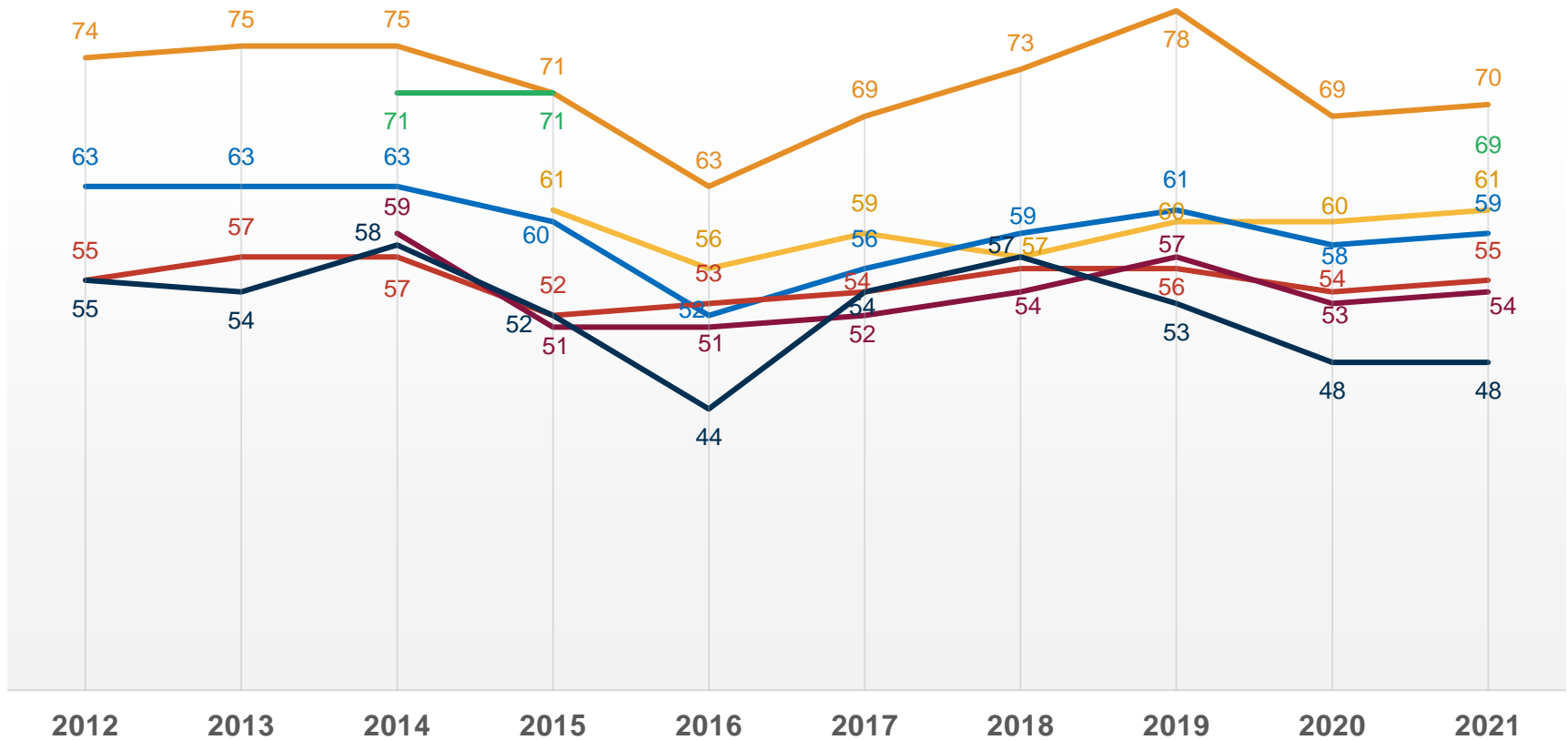
## Council performance compared to State-wide and group averages

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



# Summary of core measures

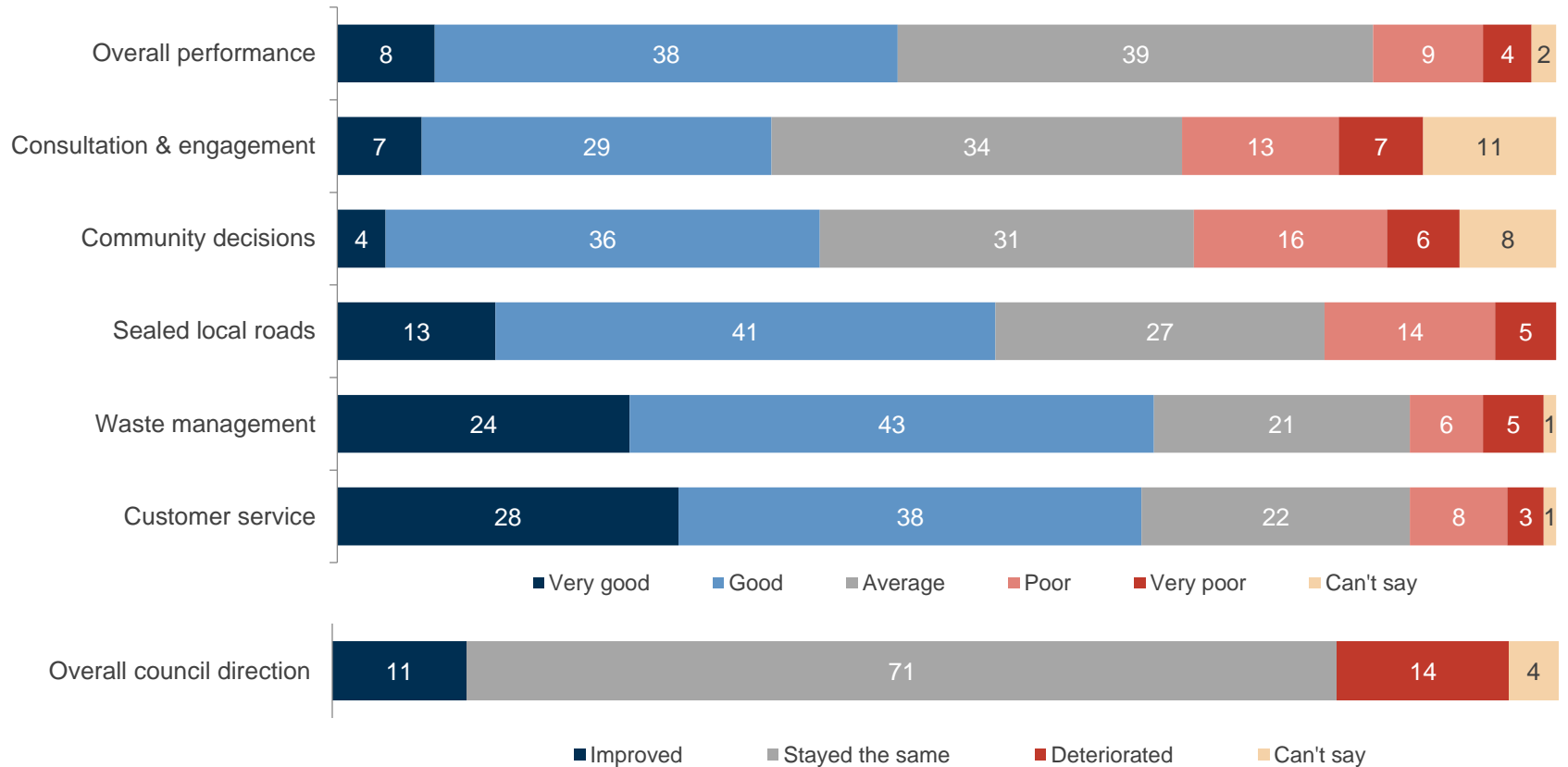
## Index scores













## Summary of core measures

Core measures summary results (%)





## Summary of Greater Bendigo City Council performance

Services		Greater Bendigo 2021	Greater Bendigo 2020	Regional Centres 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	59	58	60	61	Aged 18-34 years	Aged 65+ years
	Value for money	54	-	55	54	Aged 18-34 years	Aged 50+ years
	Overall council direction	48	48	54	53	Rural Bendigo residents, Aged 18-34 years	Aged 65+ years
	Customer service	70	69	71	70	Men, Aged 50-64 years	Rural Bendigo residents, Women, 34-49 years
	Waste management	69	-	69	69	Women	Rural Bendigo residents
	Sealed local roads	61	60	60	57	Aged 35-49 years	Rural Bendigo residents
	Consultation & engagement	55	54	54	56	Aged 18-34 years	Aged 50-64 years
	Community decisions	54	53	54	56	Aged 18-34 years	Aged 65+ years





## Focus areas for the next 12 months

### Overview

Perceptions of Council's overall performance have been large steady over recent years, but remain lower than that achieved back in 2012 to 2014 – demonstrating higher results are achievable. That said, Council's overall performance is in line with the Regional Centres group average. There were no significant changes in ratings of individual service areas in the past year.

### Focus areas

Decisions made in the interest of the community and consultation and engagement stand out as being most in need of extra attention in the coming 12 months. These are the two service areas where Council is rated least well. Consideration could be given to how Council communicates the decisions it makes in the community's interest as a means to improve perceptions of performance.

### Comparison to state and area grouping

Importantly, Council's performs in line with State-wide and Regional Centres council averages on all service areas evaluated, except on sealed local roads, where Council performs significantly higher than the State-wide average. It should be noted that Council's performance did not reflect the trend for the Regional Centres group or State-wide, where overall performance improved significantly in 2021.

### Maintain gains achieved to date

Council should look to maintain and build upon its performance particularly on sealed local roads which, although not statistically significantly different to 2020, has been trending in a positive direction from a low point in 2016. The current rating is now at the equal highest level – last recorded in 2015.

# DETAILED FINDINGS

# **Overall performance**



## Overall performance

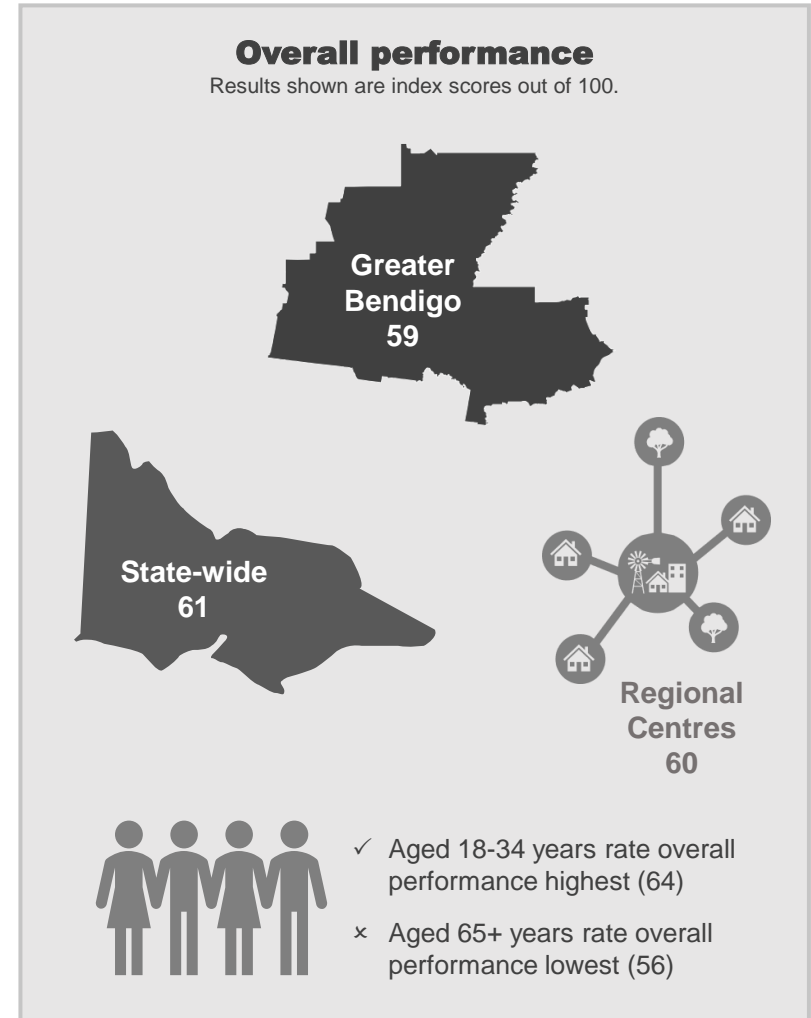
The overall performance index score of 59 for Greater Bendigo City Council represents a one-point improvement on the 2020 result. This is consistent with Council's perceived performance over recent years but remains lower than ratings achieved in 2012 to 2014 (index score of 63).

Council's performance is rated in line with the average rating for councils in the Regional Centres group and State-wide average for councils (index scores of 60 and 61 respectively).

Perceptions of overall performance did not change significantly across almost all demographic and geographic cohorts in the past year.

- Ratings among residents aged 18 to 34 years (index score of 64) however are significantly higher than the Council average.

More than one third of residents (38%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is substantially more than the number who rate Council as 'very poor' or 'poor' (23%). 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	64▲	63	63	60	65	54	63	64	64	66
State-wide	61	58	60	59	59	59	60	61	60	60
Women	61	60	62	59	57	53	60	64	61	64
Regional Centres	60	56	58	58	57	55	58	n/a	n/a	n/a
Bendigo City	60	58	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	59	58	61	59	56	52	60	63	63	63
35-49	59	61	60	61	52	55	59	60	61	63
Men	58	56	59	58	55	51	61	62	64	62
Rural Bendigo	57*	61	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	56	61	55	53	51	60	65	60	59
65+	56	51	59	57	51	48	58	65	67	64

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Bendigo City 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: 8

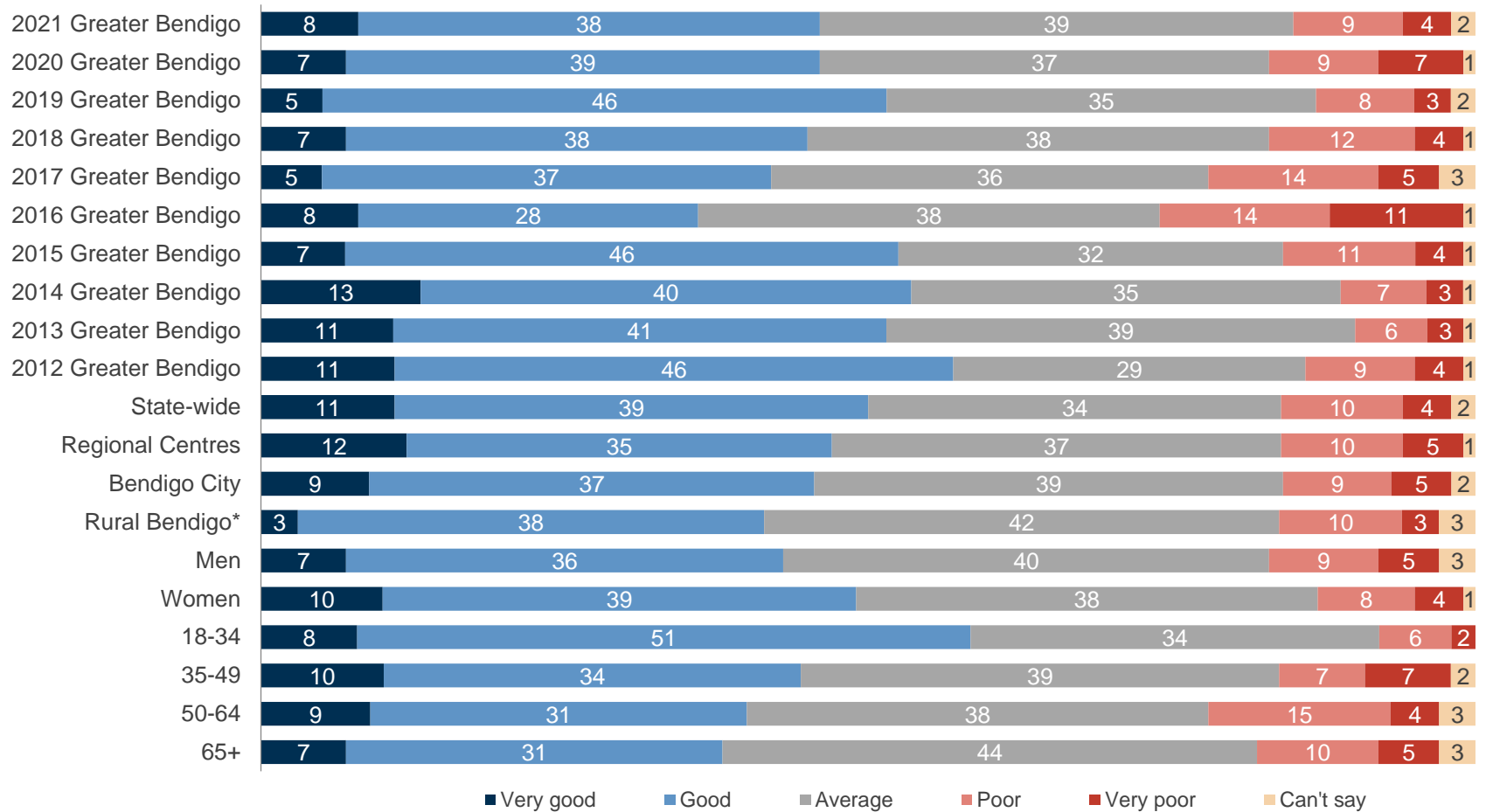
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Overall performance

## 2021 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Bendigo City 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?

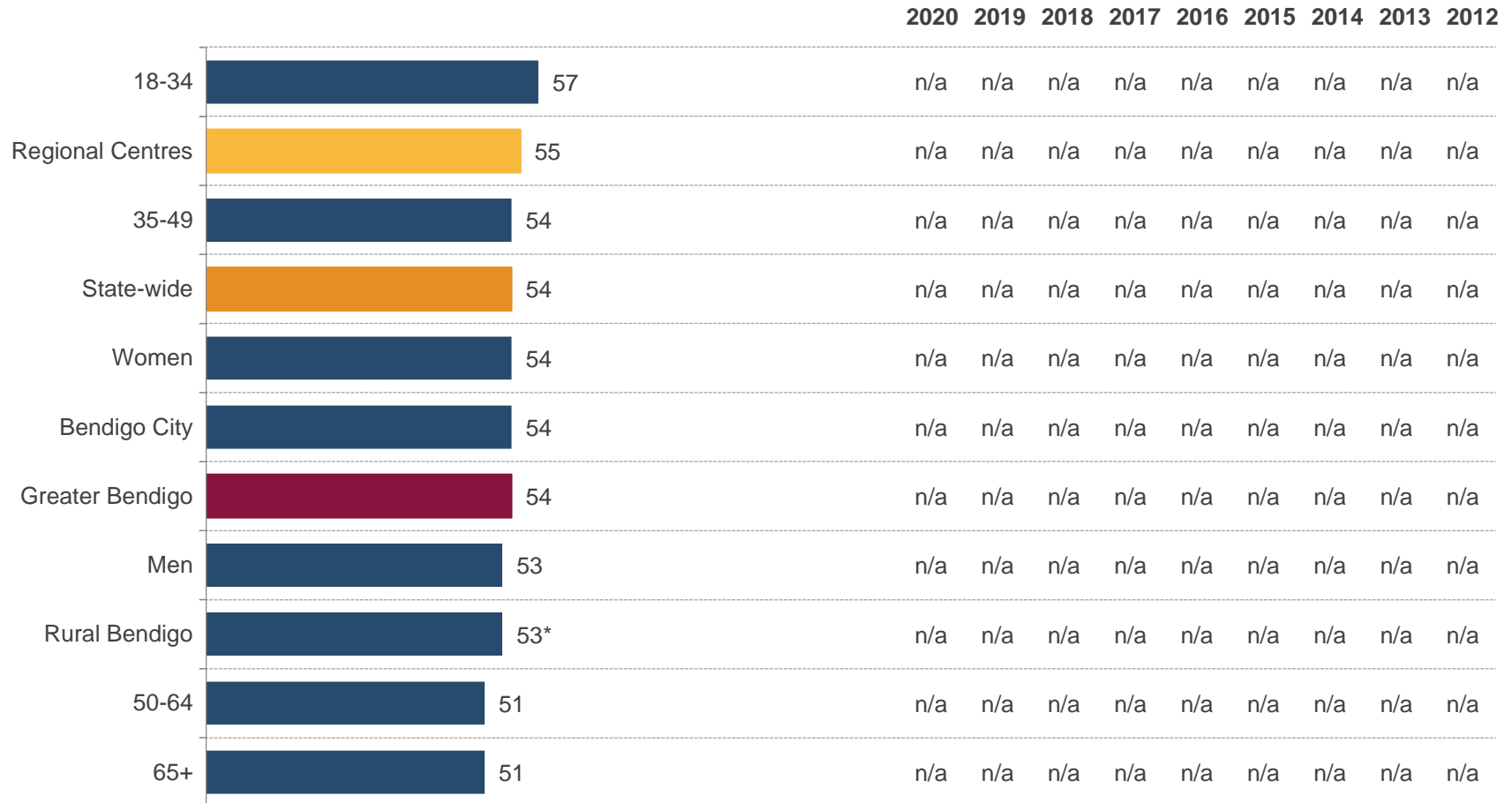
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

\*Caution: small sample size < n=30



# Value for money in services and infrastructure

## 2021 value for money (index scores)



Q3b. How would you rate Greater Bendigo City 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: 8

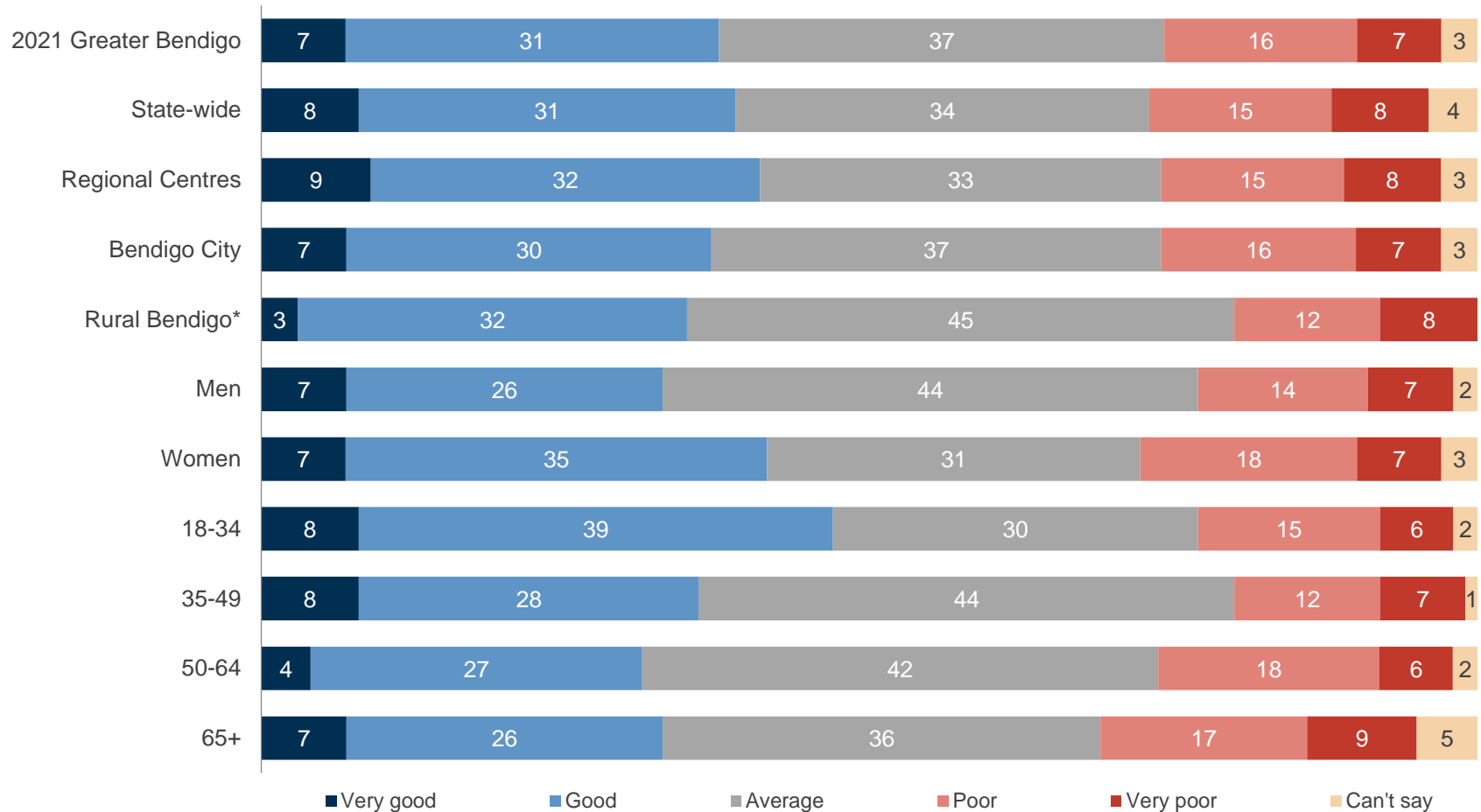
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## Value for money in services and infrastructure

### 2021 value for money (%)



Q3b. How would you rate Greater Bendigo City 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: 8

\*Caution: small sample size < n=30





## Higher performing service areas

Waste management (index score of 69) is the area where Council performed best in 2021.

- Council performs in line with the Regional Centres group and State-wide averages in this service area (each also with an index score of 69).
- Perceptions of Council performance on waste management are not significantly different across demographic and geographic cohorts.

Sealed local roads is Council's next highest rated service area (index score of 61). Perceptions of Council's performance in this service area have now returned to the previous peak rating on this measure in 2015.

- Council performs in line with Regional Centres (index score of 60) and significantly higher than the State-wide council average (index score of 57) on sealed local roads.
- Perceptions of Council's performance on sealed local roads are not significantly different across demographic and geographic cohorts.
- That said, 8% of residents nominate sealed road maintenance as an area most in need of attention for Council improve its performance – suggesting more may need to be done.



**Waste management (index score of 69) is the area where Council performed best in 2021.**



## Lower performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of community decisions (index score of 54) and consultation and engagement (index score of 55).**

Council did not experience any declines in performance ratings in the last 12 months.

Council rates lowest – relative to its performance in other areas – in the areas of decisions made in the interest of the community (index score of 54) and consultation and engagement (index score of 55).

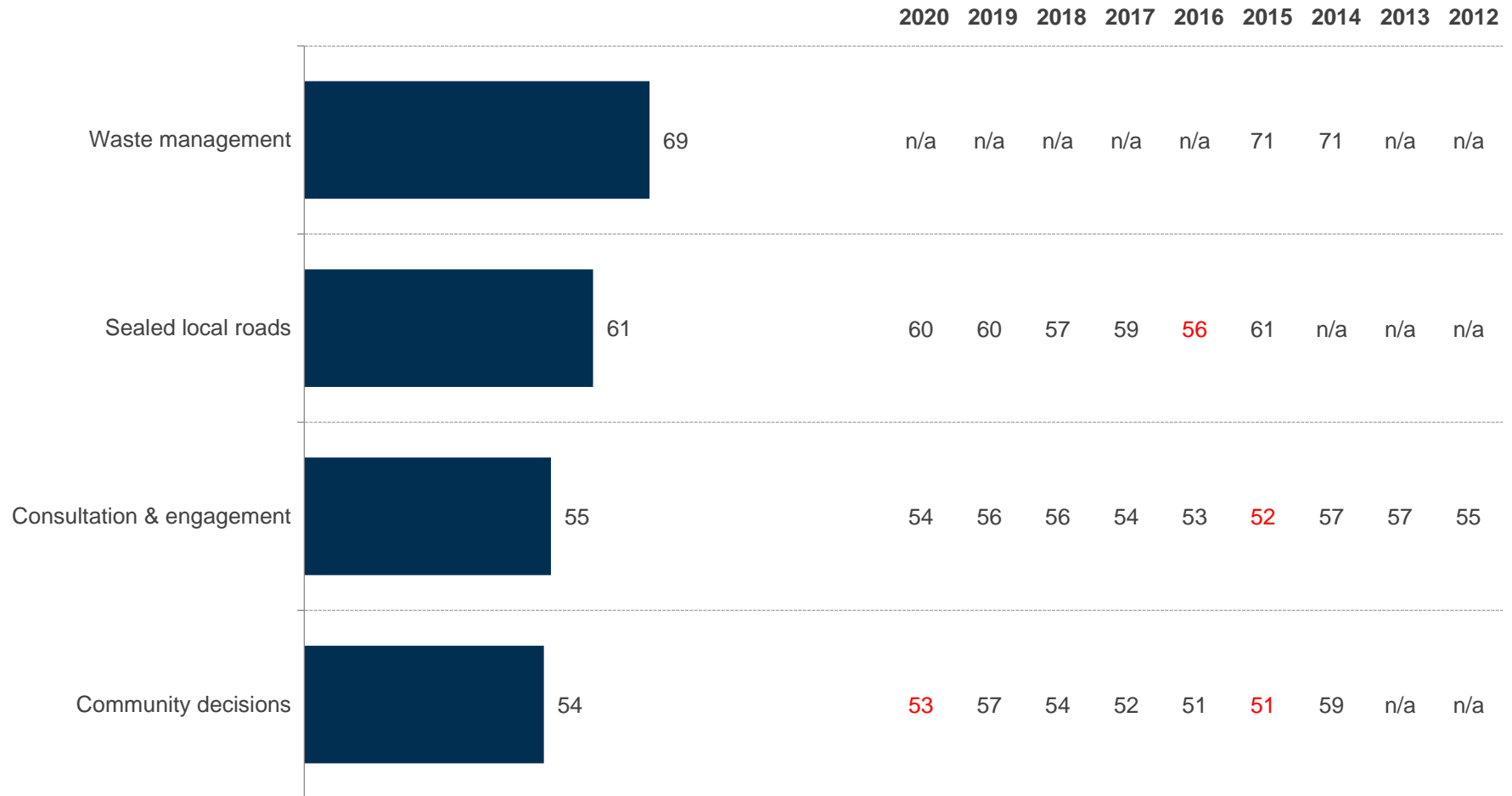
- Council rates in line with State-wide and Regional Centres group averages for both of these service areas.
- Perceptions of Council performance on community decisions and consultation and engagement are not significantly different across demographic and geographic cohorts. People who have experienced Council's community consultation and engagement rate Council slightly more positively, but not significantly so.
- Among people aged 65 years and older, perception of Council performance on community consultation and engagement increased significantly on 2020 (up eight index points).

Community consultation (17%) is the Council area most frequently nominated as in need of improvement, followed by financial management (11%).



# Individual service area performance

## 2021 individual service area performance (index scores)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

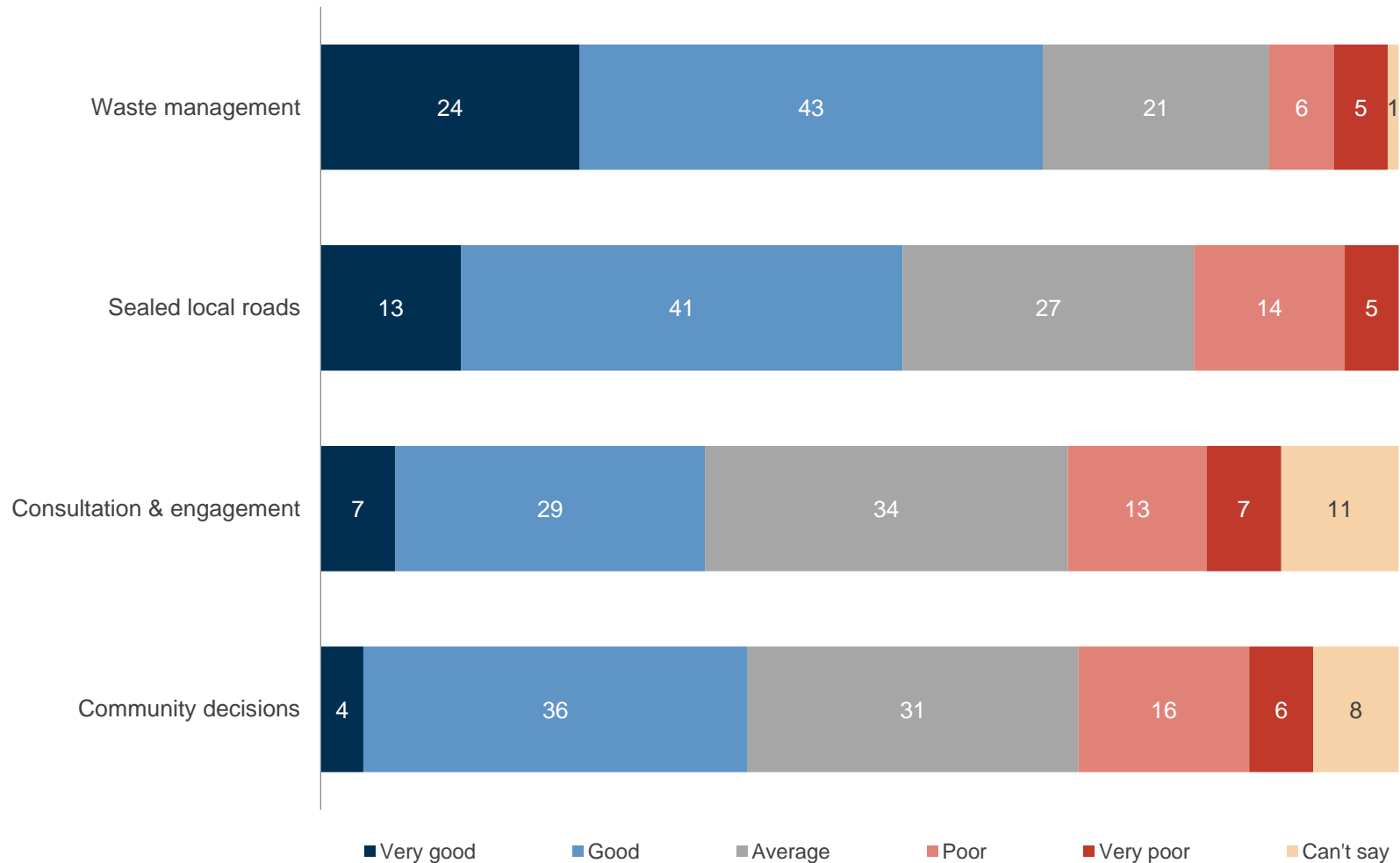
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

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



## Individual service area performance

2021 individual service area performance (%)





## Areas for improvement

**2021 areas for improvement (%)**  
**- Top mentions only -**



Q17. What does Greater Bendigo City Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 8

A verbatim listing of responses to this question can be found in the accompanying dashboard.



# **Customer service**



## Contact with council and customer service

### Contact with council

More than half of Council households (55%) have had contact with Council in the last 12 months. Rate of contact is four percentage points lower than in 2020, although this is consistent with the State-wide and Regional Centres group average trends.

- Contact rates are significantly higher among 35 to 49 year-olds (68%).



**Among those people who have had contact, 66% provide a positive customer service rating of 'very good' or 'good', including 28% who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 70 is one point higher than in 2020 but still substantially lower than the peak rating seen in 2019 (index score of 78). Customer service is rated in line with the State-wide and Regional Centres group averages (index scores of 70 and 71 respectively).

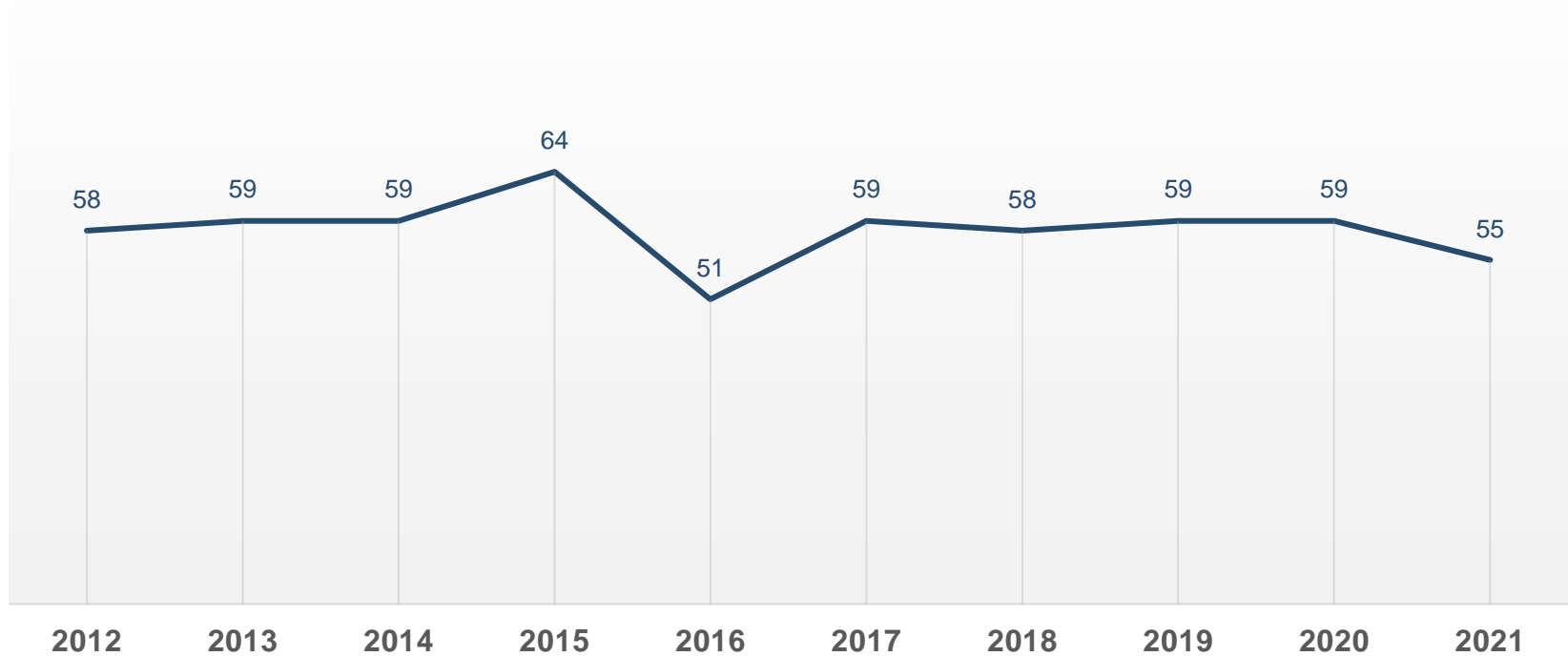
Two thirds of those residents who have had contact with Council (66%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are similarly positive across demographic and geographic cohorts.



## 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 Greater Bendigo City 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?

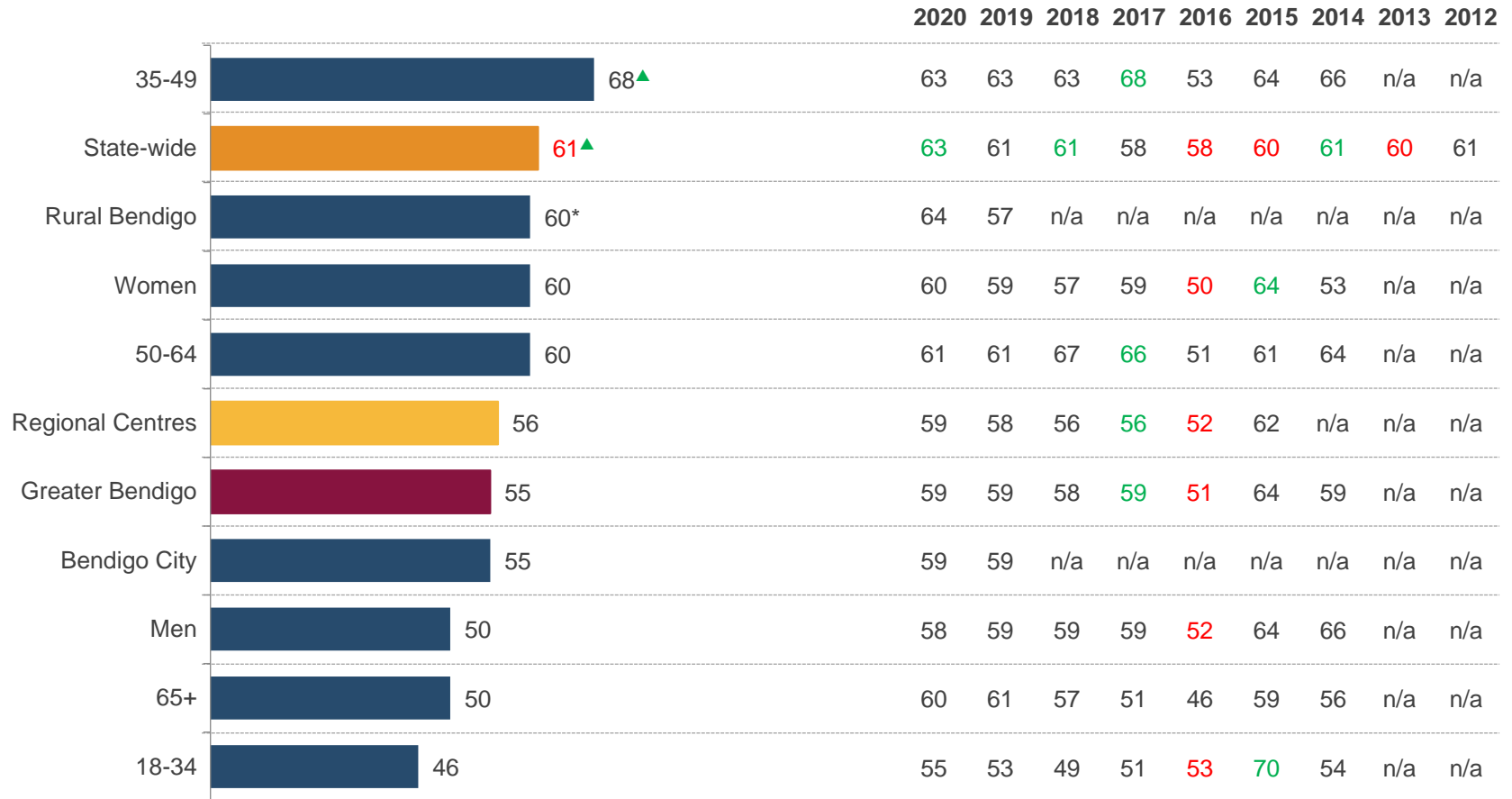
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4





## Contact with council

### 2021 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Greater Bendigo City 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: 4

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

\*Caution: small sample size < n=30

Note that some data may be missing from 2012 and 2013 due to a change in demographic analysis.



# Customer service rating

## 2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	72	64	75	70	70	65	69	72	74	74
50-64	72	77	76	64	69	72	74	75	74	76
Regional Centres	71	70	72	72	72	70	71	n/a	n/a	n/a
18-34	70	64	74	79	70	59	67	69	75	67
Bendigo City	70	70	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	70	69	78	73	69	63	71	75	75	74
State-wide	70	70	71	70	69	69	70	72	71	71
65+	70	68	80	74	67	61	78	80	81	78
35-49	69	71	82	77	70	64	68	75	73	75
Women	69	75	81	76	68	62	73	78	77	74
Rural Bendigo	68*	67	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Greater Bendigo City 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: 8

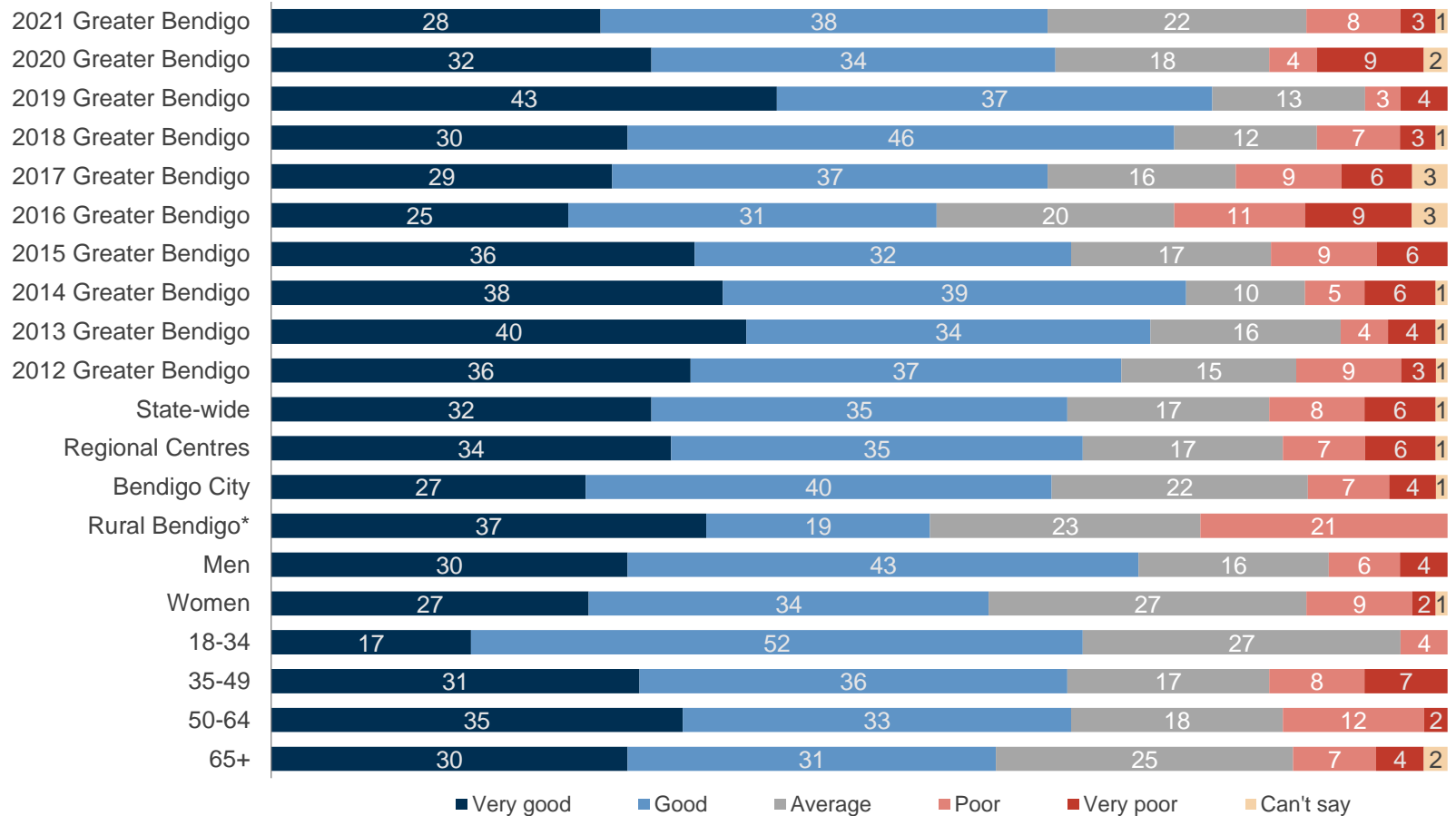
Note: Please see Appendix A for explanation of significant differences.

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# Customer service rating

## 2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Greater Bendigo City 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: 8

\*Caution: small sample size < n=30



# **Council direction**



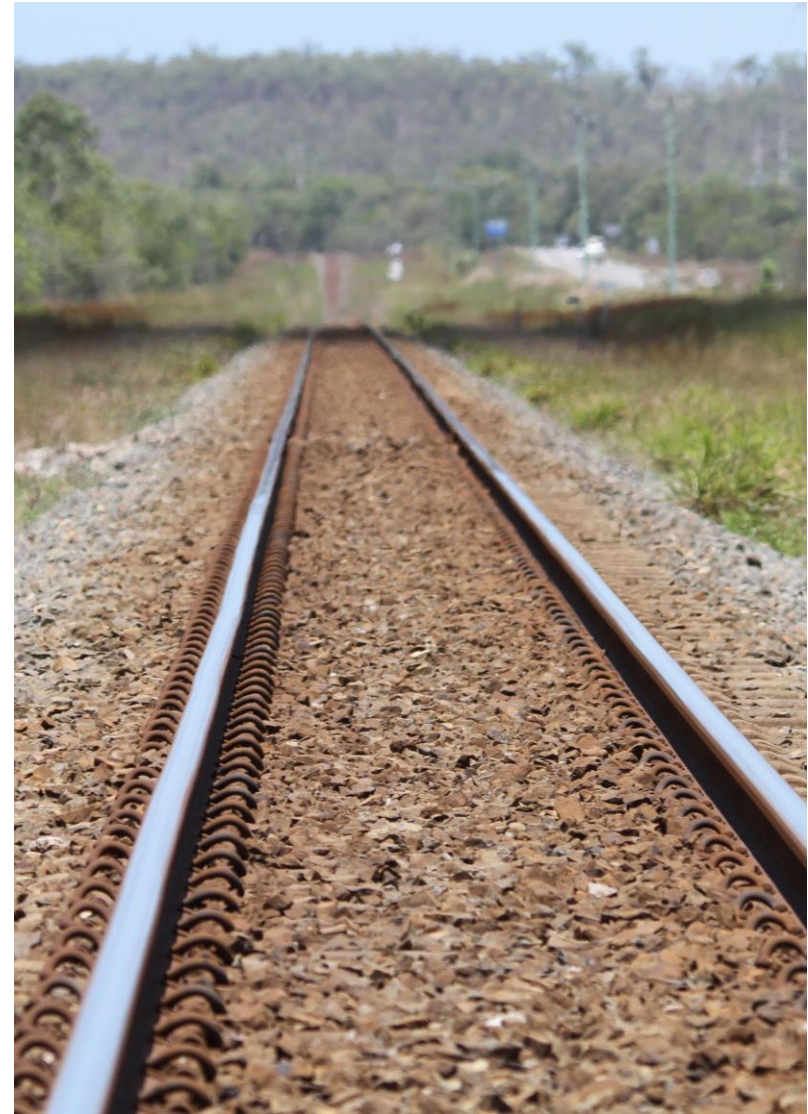
## Council direction

Perceptions of the direction of Greater Bendigo City Council's overall performance remains unchanged over the last 12 months, with an index score of 48.

- Perceptions of Council's overall direction are significantly lower than the Regional Centres group and State-wide averages (index scores of 54 and 53 respectively).

Over the last 12 months, 71% of residents believe the direction of Council's overall performance has stayed the same, up eight percentage points on 2020.

- 11% believe the direction has improved (down three points on 2020) in the last 12 months.
- 14% believe it has deteriorated, down three points on 2020.
- The most satisfied with council direction are Rural Bendigo residents and those aged 18 to 34 years.
- The least satisfied with council direction are women and those aged 35 years and over.





# Overall council direction last 12 months

## 2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Rural Bendigo	55*	49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	54▲	50	52	53	55	51	53	n/a	n/a	n/a
State-wide	53▲	51	53	52	53	51	53	53	53	52
18-34	51	53	52	56	52	51	52	55	54	55
Men	49	46	51	55	53	42	54	57	55	55
Greater Bendigo	48	48	53	57	54	44	52	58	54	55
Bendigo City	48	48	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	47	50	55	58	55	46	50	59	53	56
35-49	47	49	51	55	52	43	53	56	48	53
50-64	47	47	57	58	57	43	49	63	52	56
65+	46	44	52	58	55	39	53	59	63	57

Q6. Over the last 12 months, what is your view of the direction of Greater Bendigo City Council's overall performance?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

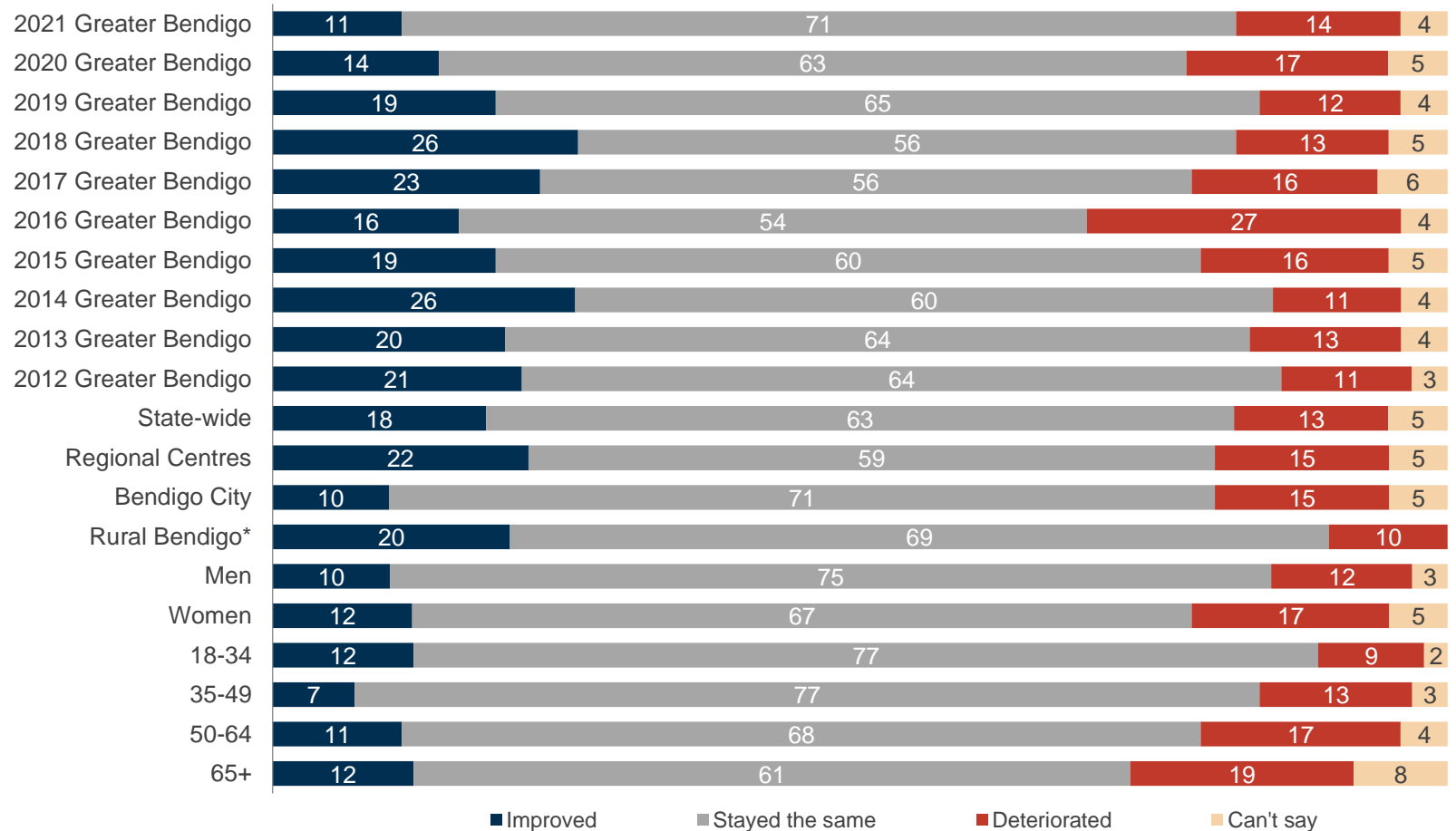
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



## Overall council direction last 12 months

### 2021 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Greater Bendigo City Council's overall performance?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

\*Caution: small sample size < n=30



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# **Individual service areas**





# Community consultation and engagement performance



## 2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Household user	60	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	60	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	58	59	56	62	55	54	58	58	58
35-49	56	58	57	63	51	57	48	55	54	55
State-wide	56	55	56	55	55	54	56	57	57	57
Women	56	56	58	56	55	52	51	59	57	55
Bendigo City	55	53	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	55	54	56	56	54	53	52	57	57	55
Regional Centres	54	51	54	55	54	52	53	n/a	n/a	n/a
65+	54	46	52	54	48	45	53	59	61	57
Rural Bendigo	54*	59	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	51	55	55	52	53	53	56	58	55
50-64	50	53	55	50	51	52	51	57	56	49

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: 8

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

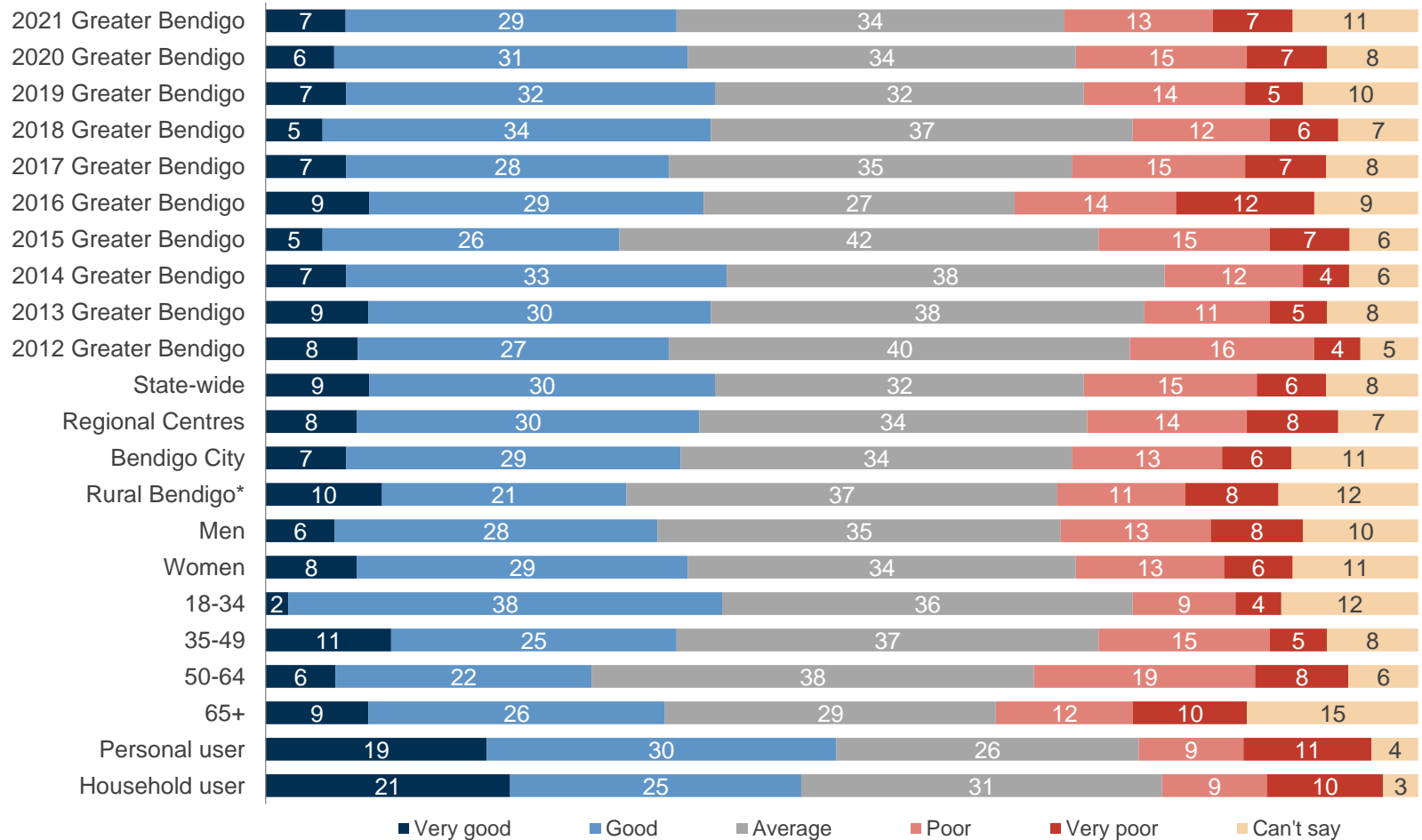
\*Caution: small sample size < n=30



# 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: 8

\*Caution: small sample size < n=30

# 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	58	58	61	55	59	57	52	63	n/a	n/a
State-wide	56	53	55	54	54	54	55	57	n/a	n/a
Women	56	54	59	53	53	50	51	60	n/a	n/a
35-49	56	56	55	57	50	54	48	56	n/a	n/a
Bendigo City	55	54	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	54	53	57	54	52	51	51	59	n/a	n/a
Regional Centres	54	50	52	52	52	51	52	n/a	n/a	n/a
Men	53	53	54	55	52	51	51	58	n/a	n/a
50-64	53	52	56	49	52	48	51	58	n/a	n/a
Rural Bendigo	52*	52	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	47	53	53	47	42	52	57	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: 8

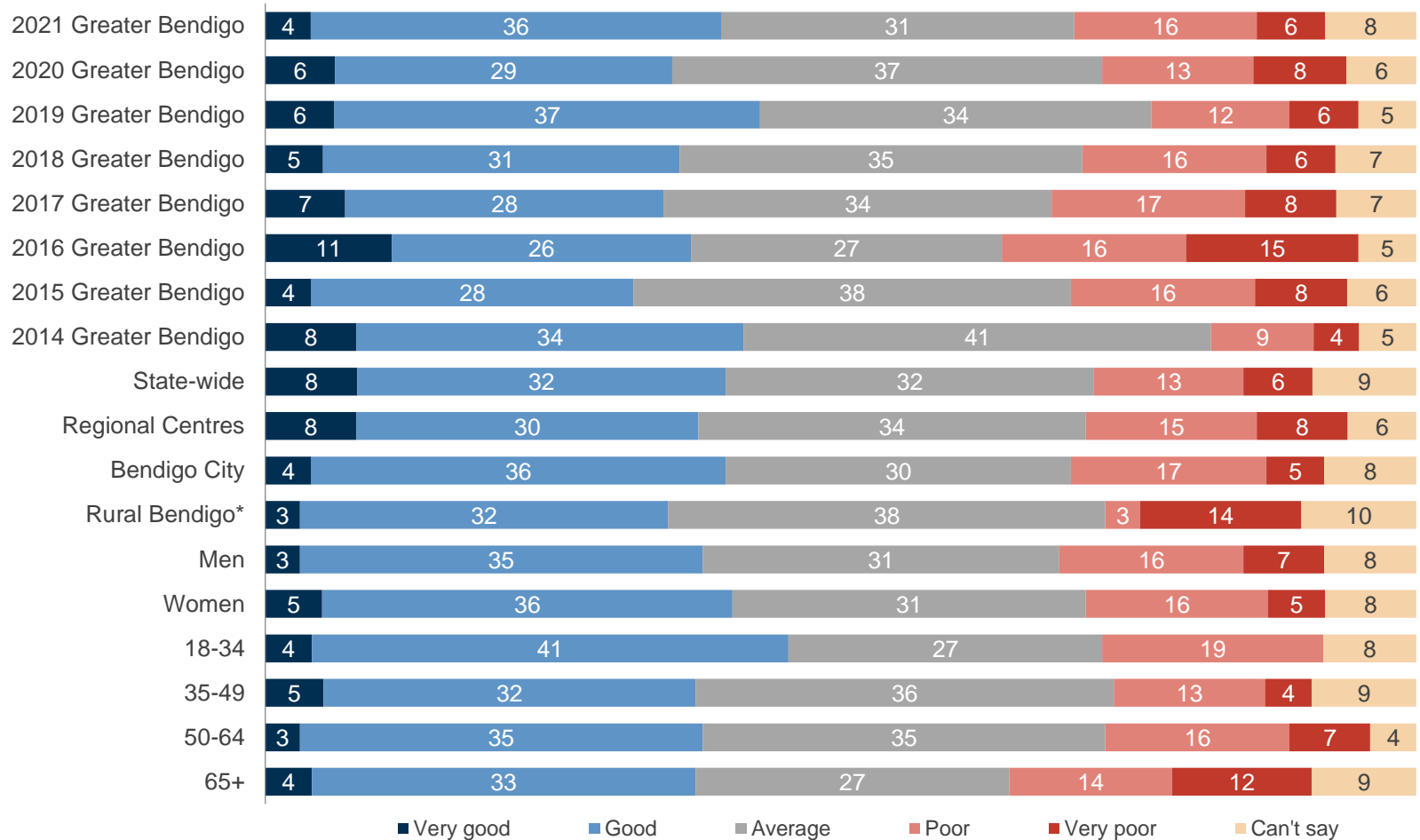
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# Decisions made in the interest of the community performance



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: 8

\*Caution: small sample size < n=30

# 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
35-49	63	60	61	59	58	54	55	n/a	n/a	n/a
50-64	62	57	58	53	58	55	61	n/a	n/a	n/a
18-34	61	63	61	61	63	60	64	n/a	n/a	n/a
Bendigo City	61	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	59	62	55	59	55	63	n/a	n/a	n/a
Greater Bendigo	61	60	60	57	59	56	61	n/a	n/a	n/a
Men	60	60	58	60	59	58	60	n/a	n/a	n/a
Regional Centres	60	55	57	54	53	54	55	n/a	n/a	n/a
65+	57	58	61	55	56	55	65	n/a	n/a	n/a
State-wide	57▼	54	56	53	53	54	55	55	n/a	n/a
Rural Bendigo	53*	54	52	n/a	n/a	n/a	n/a	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: 66 Councils asked group: 8

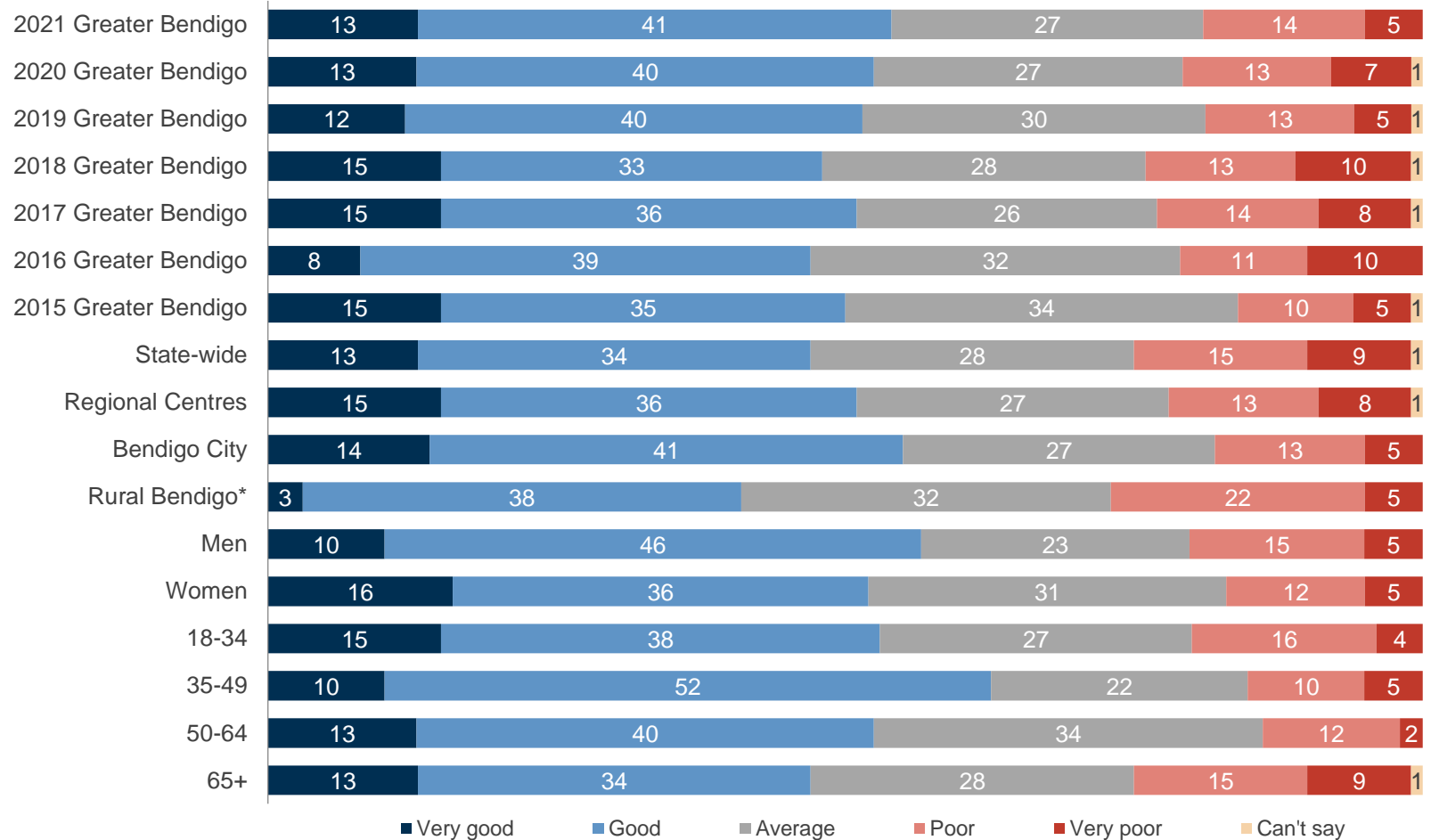
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30

# The condition of sealed local roads in your area performance



## 2021 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: 66 Councils asked group: 8

\*Caution: small sample size < n=30



# Waste management performance



## 2021 waste management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	72	n/a	n/a	n/a	n/a	n/a	70	72	n/a	n/a
18-34	71	n/a	n/a	n/a	n/a	n/a	72	72	n/a	n/a
Bendigo City	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	69	n/a	n/a	n/a	n/a	n/a	71	71	n/a	n/a
65+	69	n/a	n/a	n/a	n/a	n/a	72	72	n/a	n/a
Regional Centres	69	66	68	70	69	69	71	n/a	n/a	n/a
State-wide	69	65	68	70	71	70	72	73	71	72
35-49	68	n/a	n/a	n/a	n/a	n/a	71	67	n/a	n/a
50-64	67	n/a	n/a	n/a	n/a	n/a	69	73	n/a	n/a
Men	67	n/a	n/a	n/a	n/a	n/a	72	70	n/a	n/a
Rural Bendigo	65*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

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

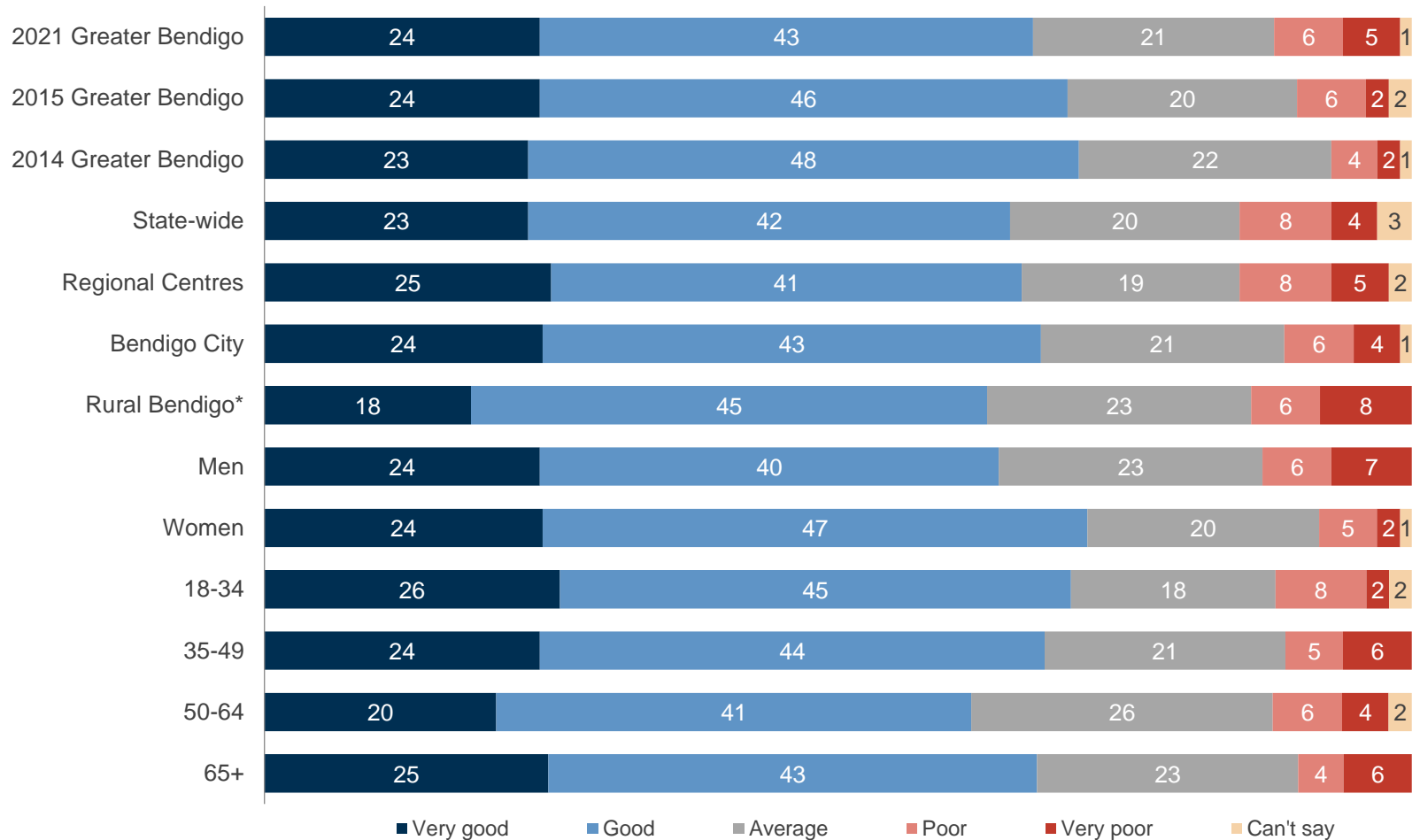
\*Caution: small sample size < n=30



# Waste management performance



2021 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: 8

\*Caution: small sample size < n=30



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, suggesting a large gathering or event.

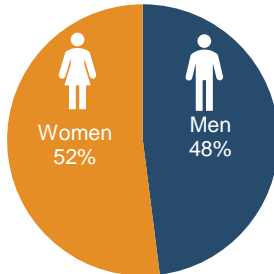
# **Detailed demographics**



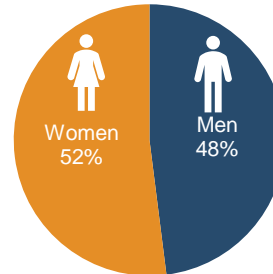
# Gender and age profile

## 2021 gender

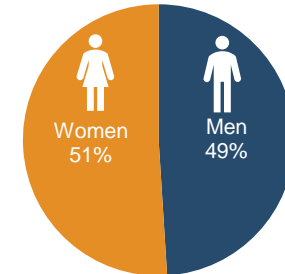
Greater Bendigo



Regional Centres

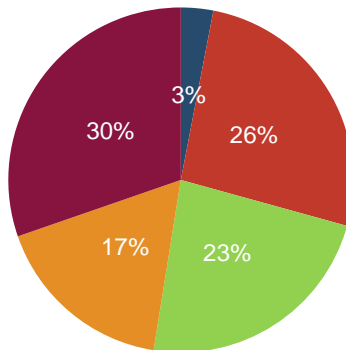


State-wide

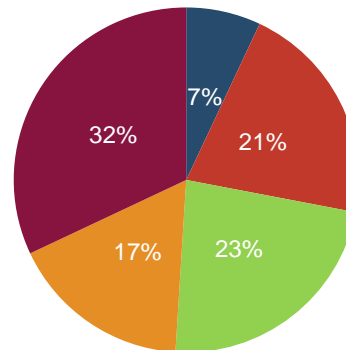


## 2021 age

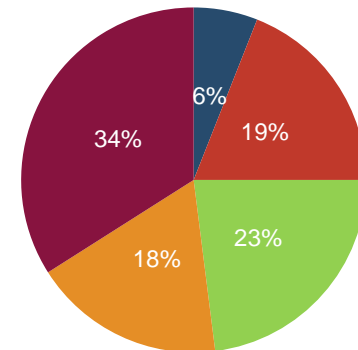
Greater Bendigo



Regional Centres



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

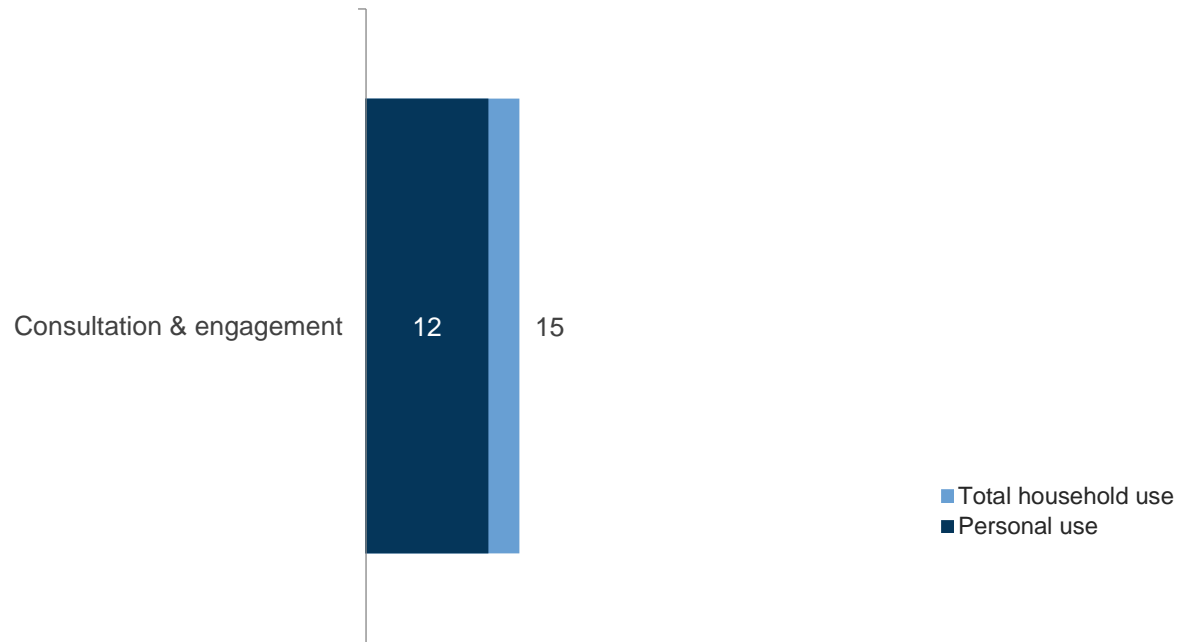
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

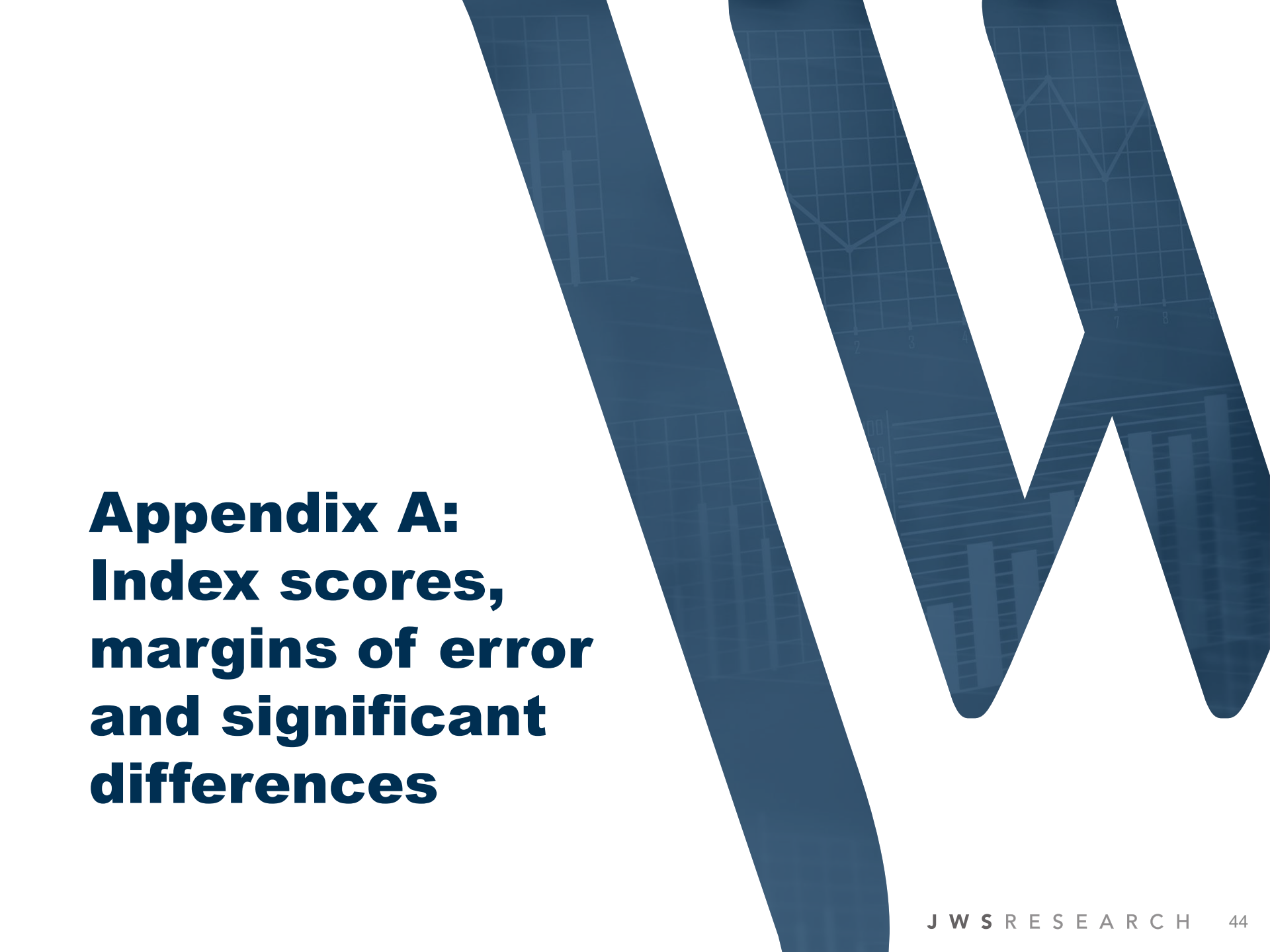
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

# Personal and household use and experience of council services



## 2021 personal and household use and experience of services (%)





# **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 Greater Bendigo City Council was n=403. 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=403 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 90,700 people aged 18 years or over for Greater Bendigo City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Greater Bendigo City Council	403	400	+/-4.9
Men	185	192	+/-7.2
Women	218	208	+/-6.6
Bendigo City	371	372	+/-5.1
Rural Bendigo	32	28	+/-17.6
18-34 years	51	118	+/-13.9
35-49 years	93	94	+/-10.2
50-64 years	95	69	+/-10.1
65+ years	164	119	+/-7.7



## 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:

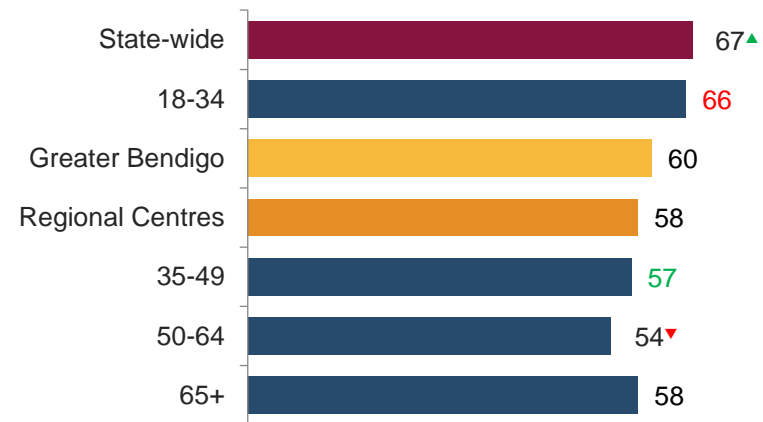
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

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The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$5^2 / \$3) + (\$6^2 / \$4))$$

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

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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](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

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 Greater Bendigo City 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 aged 18+ years in Greater Bendigo City Council.

Survey sample matched to the demographic profile of Greater Bendigo City 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 within Greater Bendigo City Council, particularly younger people.

A total of n=403 completed interviews were achieved in Greater Bendigo City Council. Survey fieldwork was conducted in the period of 28<sup>th</sup> January – 12<sup>th</sup> March, 2021.



## Appendix B: Analysis and reporting

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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

Greater Bendigo City Council is classified as a Regional Centres council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Regional Centres group are:

- Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Greater Bendigo City Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres 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

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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 Greater Bendigo City 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

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### 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

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### 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

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**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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