



2022 Local Government Community Satisfaction Survey

Greater Bendigo City Council

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



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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.

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, resembling a map or a data visualization, overlaid on its structure.

Key findings and recommendations



Greater Bendigo City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Greater Bendigo 57





State-wide 59



Regional Centres 59

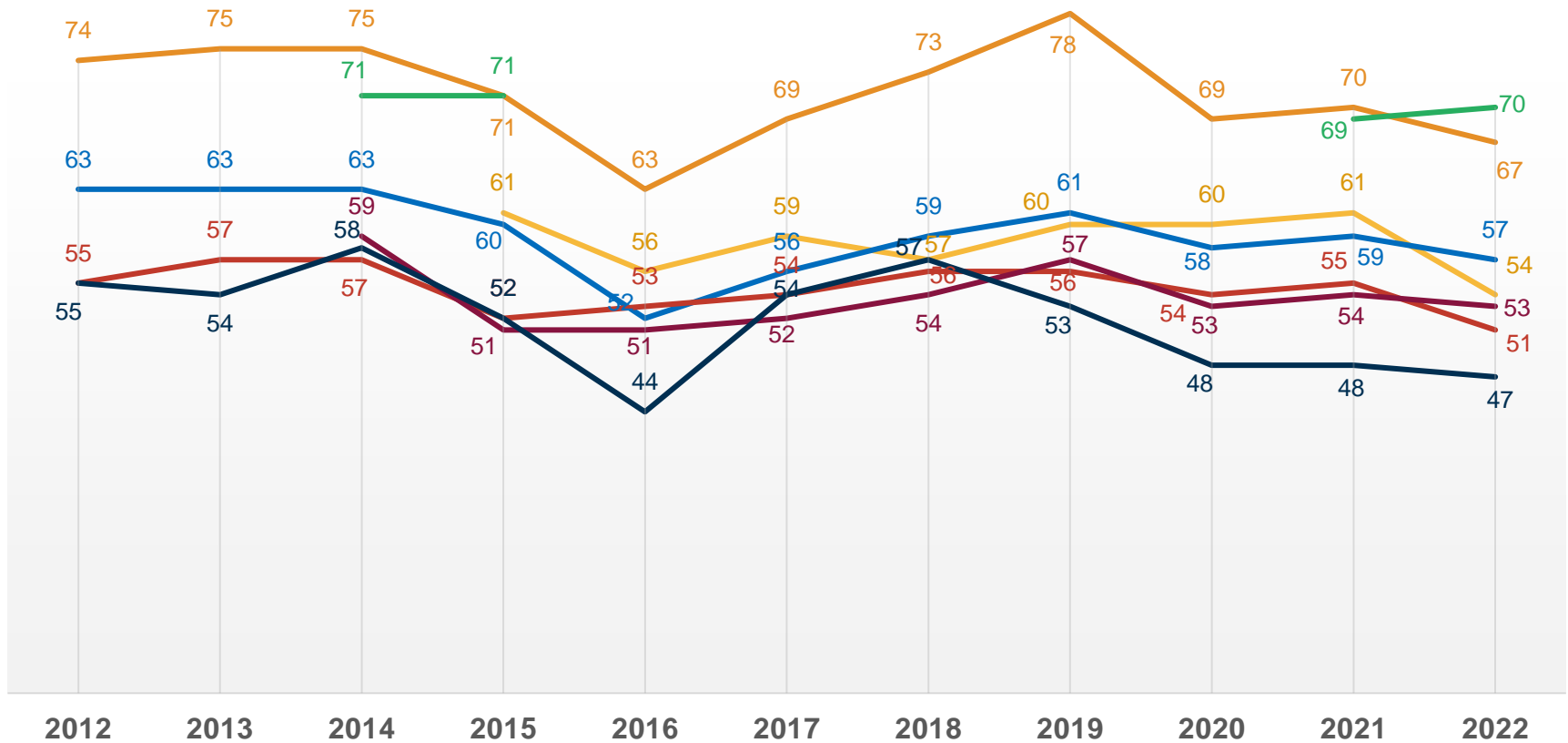
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	None	 Consultation & engagement
Compared to group average	None	 Consultation & engagement



Summary of core measures

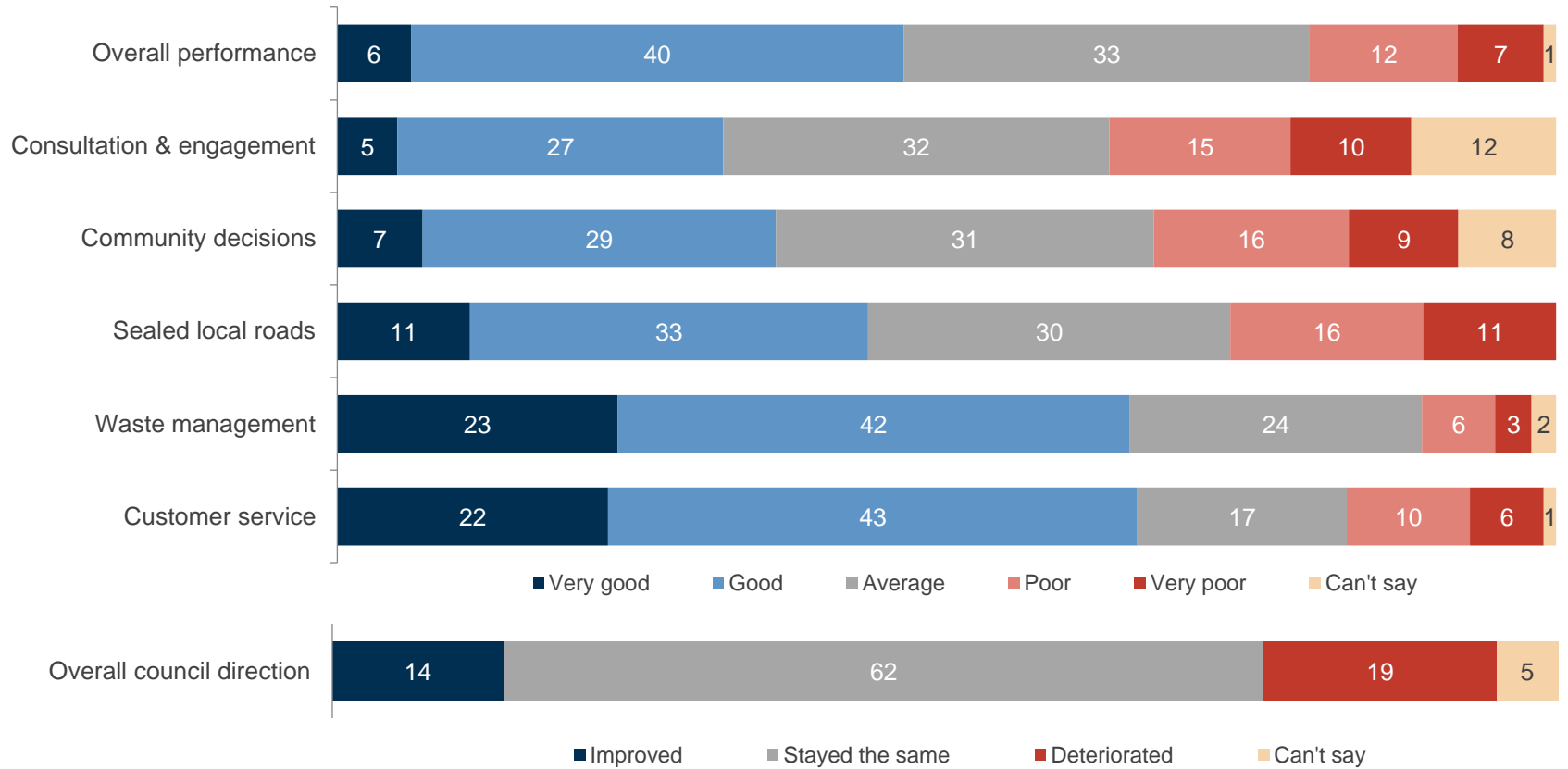
Index scores













Summary of core measures

Core measures summary results (%)





Summary of Greater Bendigo City Council performance

Services		Greater Bendigo 2022	Greater Bendigo 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	57	59	59	59	Aged 18-34 years	Aged 50-64 years
	Value for money	53	54	53	53	Aged 18-34 years	Rural Bendigo residents
	Overall council direction	47	48	52	50	Men	Women, Aged 50-64 years
	Customer service	67	70	69	68	Aged 35-49 years	Aged 50-64 years
	Waste management	70	69	68	68	Rural Bendigo residents, Aged 65+ years	Aged 50-64 years
	Sealed local roads	54	61	54	53	Aged 35-49 years	Rural Bendigo residents
	Community decisions	53	54	54	54	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	51	55	54	54	Personal user, Aged 35-49 years, Aged 18-34 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Greater Bendigo City Council's overall performance are largely in line with 2021 results. Declines in ratings for some individual service areas are offset by a strong performance in waste management. Perceptions of Council's performance are generally higher among residents aged under 50 years, compared to older residents.

Focus areas

Consultation and engagement remains an area that warrants further attention. It is Council's lowest performing service area and one of the two areas in which Council's performance has declined significantly over the last year. Sealed local roads is an area in which Council has consistently performed well in the past but has declined significantly from 2021, to Council's lowest ever rating for this service area. Council should seek to address this decline before it becomes more pronounced.

Comparison to state and area grouping

Importantly, Council continues to perform as well as the Regional Centres group and State-wide averages on most service areas. The exception is consultation and engagement (index score of 51), which is Council's only service area that is rated significantly lower than the average for Regional Centres and the State-wide average for councils.

Maintain gains achieved to date

Council should look to build upon its strong performance on waste management, which it has maintained for a second year in a row. Endeavours should be made to ensure ratings in other areas do not slip further. Community views of Council's performance in most service areas have been more favourable in the past, so there is evidence Council can do better, especially in the area of customer service and on sealed local roads.

DETAILED FINDINGS

Overall performance



Overall performance

The overall performance index score of 57 for Greater Bendigo City Council is in line with the 2021 result (index score of 59).

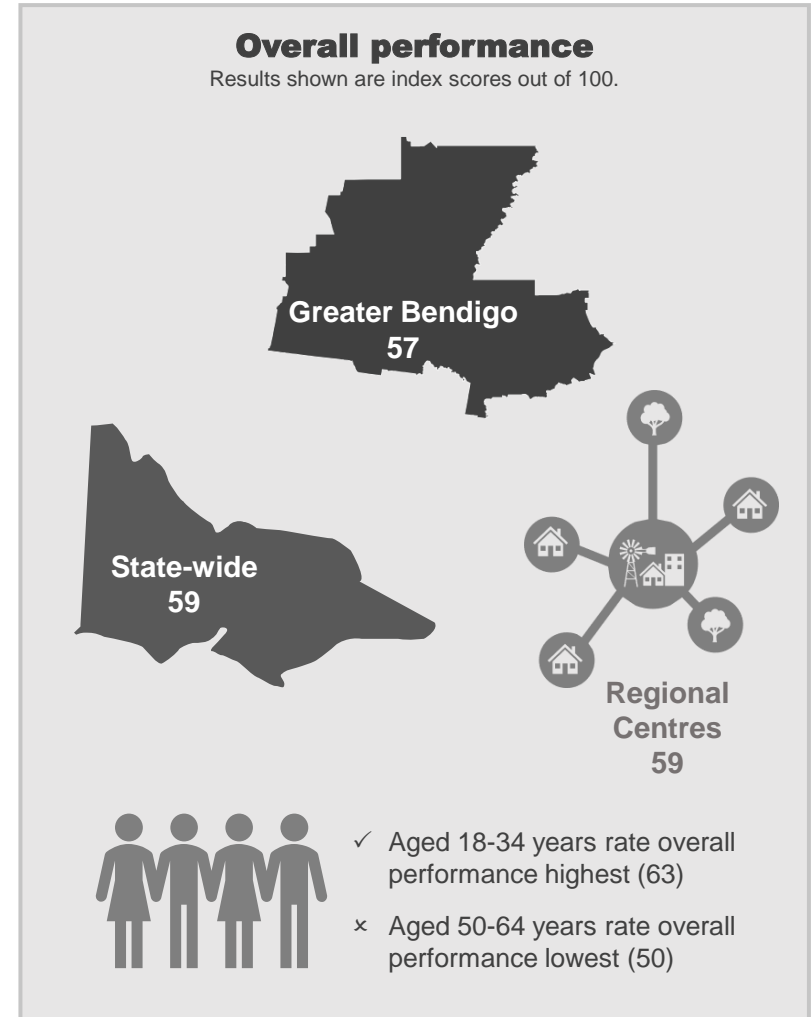
- Overall performance is at its lowest level since 2017 and well below its peak of 63 in 2012-2014.

Council's overall performance is rated in line with the Regional Centres group average and the State-wide average for councils (each with an index score of 59).

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

- However, ratings among residents aged 18 to 34 years (index score of 63) are statistically significantly higher (at the 95% confidence interval) than the Council average.

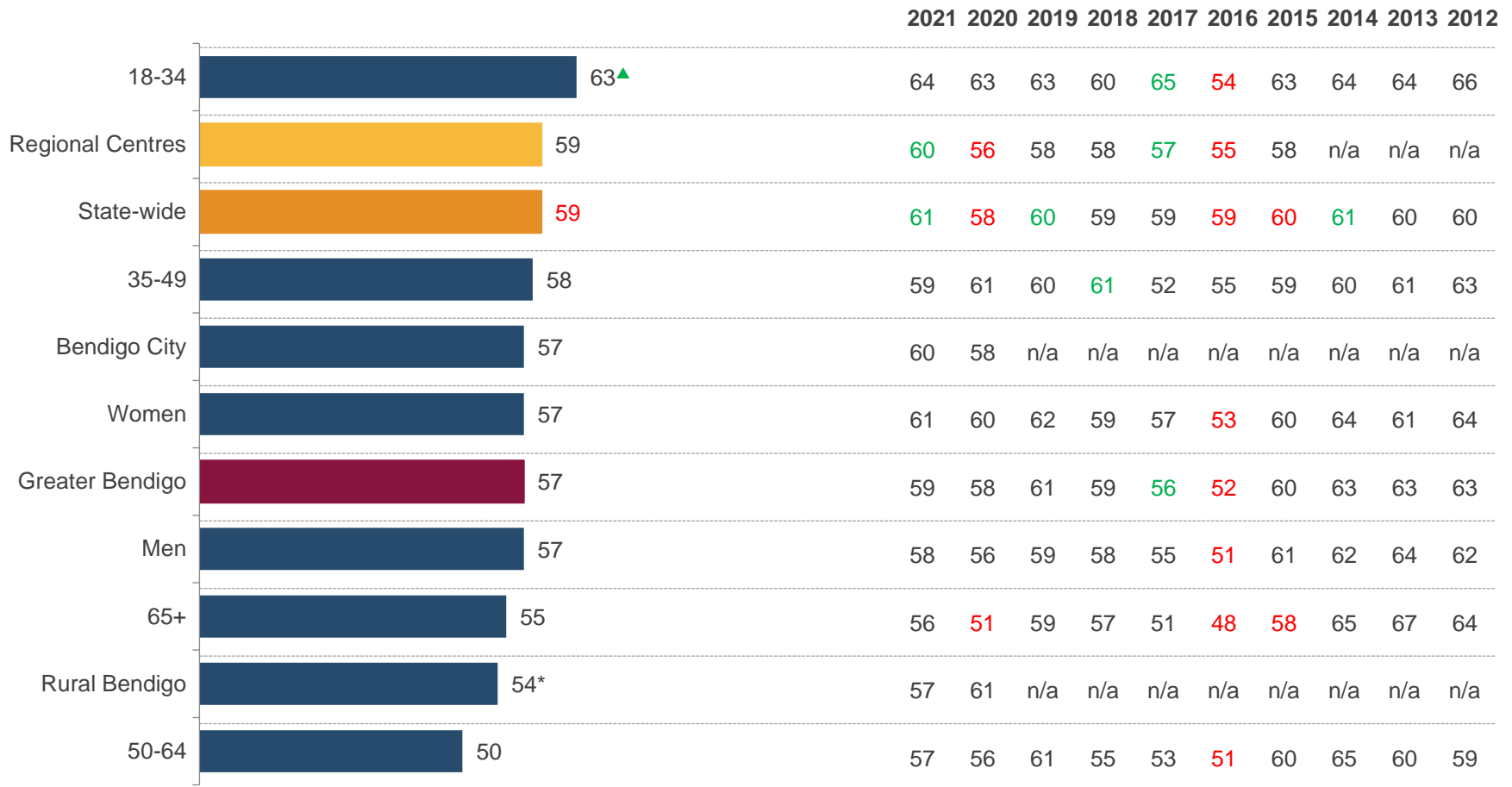
More than a third of residents (38%, unchanged from 2021) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is substantially more than the number who rate Council as 'very poor' or 'poor' (24%). A further 35% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)



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: 67 Councils asked group: 9

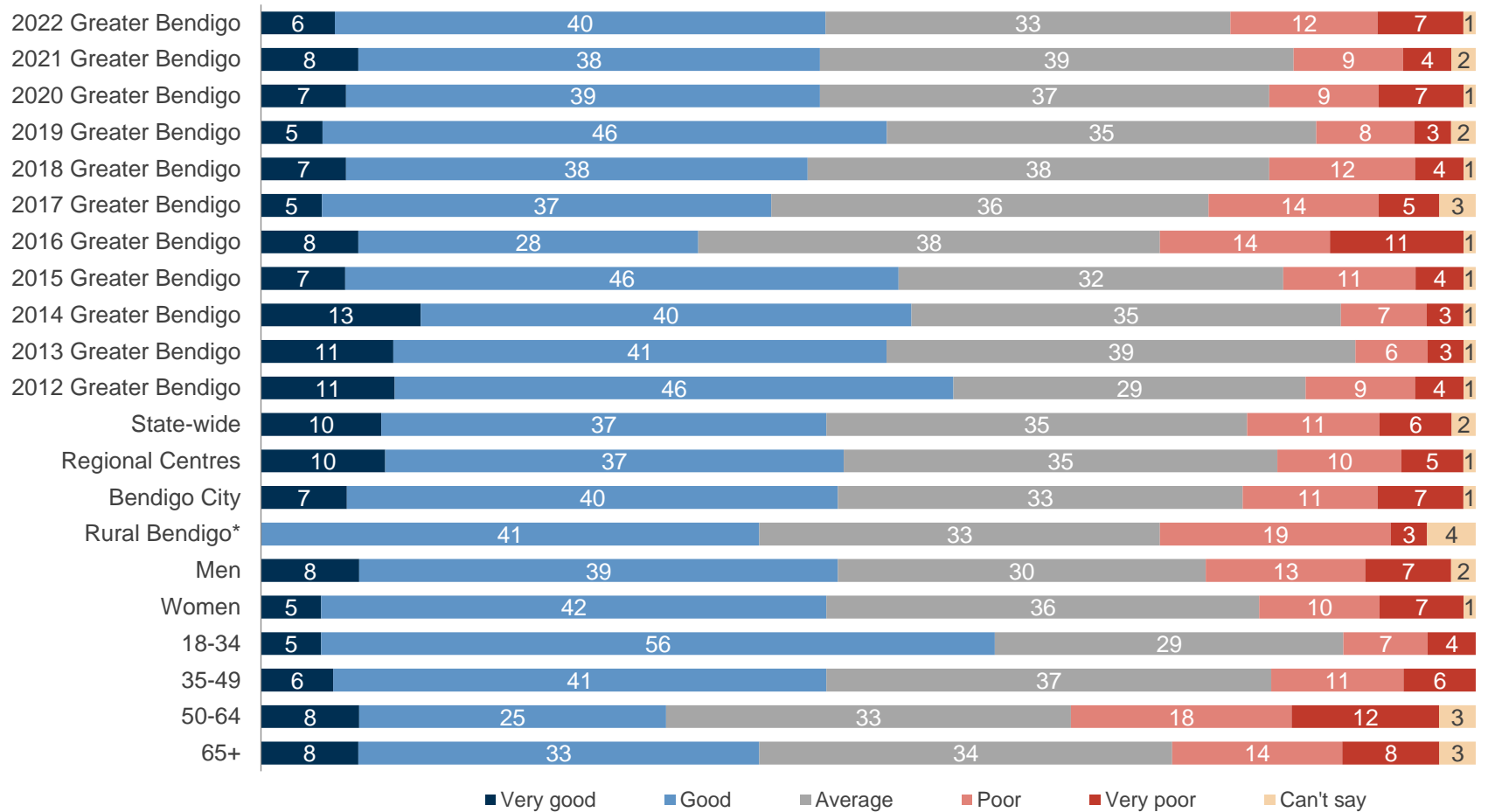
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2022 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?

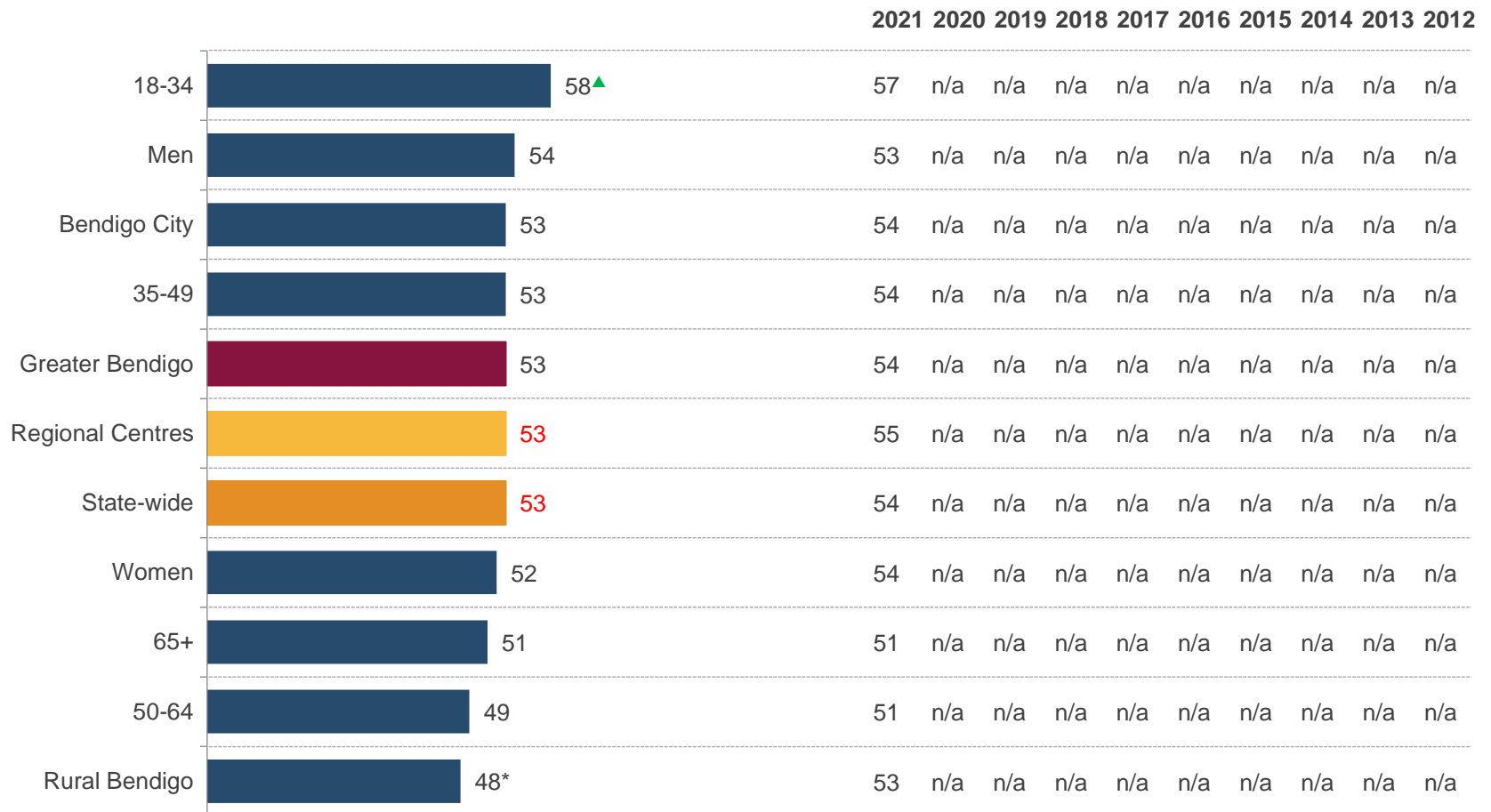
Base: All respondents. Councils asked State-wide: 67 Councils asked Group: 9

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Value for money in services and infrastructure

2022 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: 9

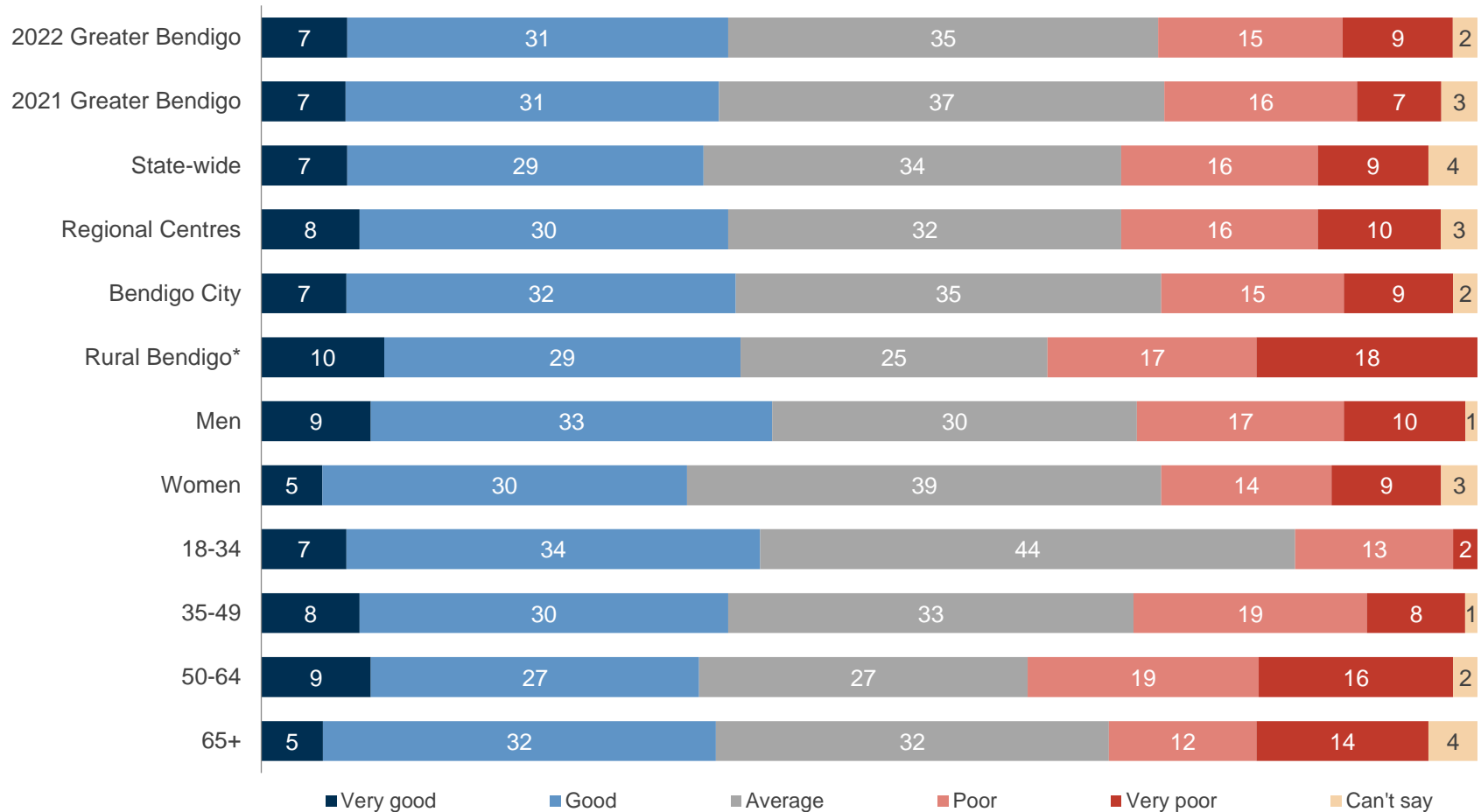
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Value for money in services and infrastructure

2022 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: 9

*Caution: small sample size < n=30



Top performing service areas

Waste management (index score of 70, up one point on 2021) is the area where Council performed best in 2022.

- Council performs in line with the Regional Centres group average and the State-wide average in this service area.
- Performance ratings on waste management are significantly lower among residents aged 50 to 64 years (index score of 64).

Sealed local roads is Council's next highest rated service area (index score of 54). However, Council's performance on sealed local roads declined significantly, down seven index points on 2021.

- Residents aged 18 to 34 years and 50 to 64 years, residents of Bendigo City and women, rated Council's performance on sealed local roads significantly lower than in 2021.
- Council's performance is rated in line with the Regional Centres group average and the State-wide average for councils (index scores of 54 and 53 respectively), both of which also declined significantly from 2021.



**Waste management (index score of 70)
is the area where Council performed
best in 2022.**



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement (index score of 51) and community decisions (index score of 53).

Council rates lowest in the area of consultation and engagement (index score of 51).

- Council rates significantly lower than the Regional Centres group average and the State-wide average for councils on consultation and engagement (each with an index score of 54).
- Perceptions of Council's performance on community consultation and engagement are not significantly different across demographic and geographic cohorts, although ratings among women and Bendigo city residents are down significantly on 2021.

Around one in eight residents (13%) volunteer community consultation as most in need of improvement by Council.

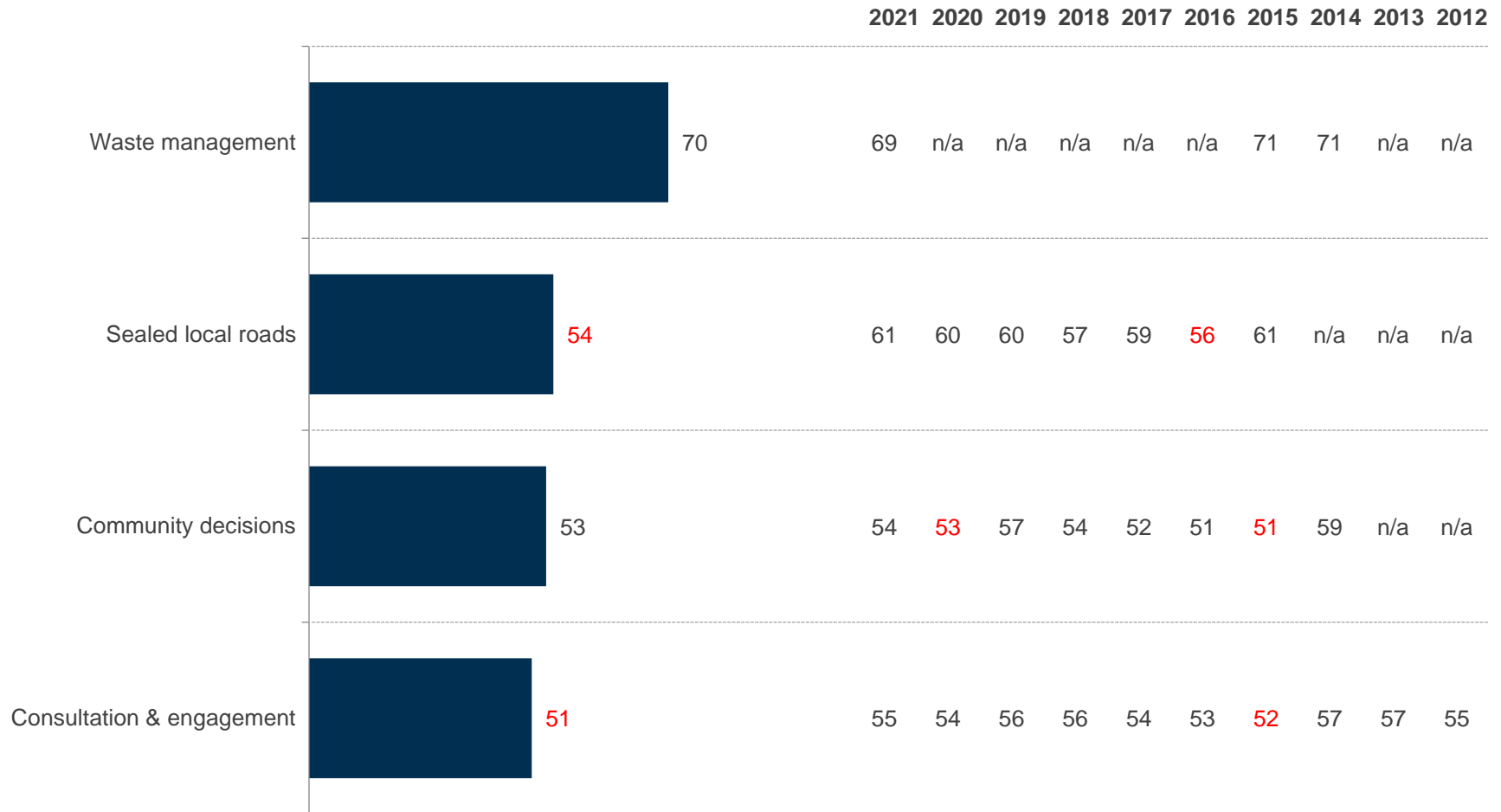
Council's second lowest rated area is community decisions (index score of 53).

- Council rates in line with the Regional Centres and State-wide average for councils on this service area (each with an index score of 54).
- Performance ratings for decisions made in the interest of the community are significantly higher among residents aged 18 to 34 years and significantly lower among 50 to 64 year olds.



Individual service area performance

2022 individual service area performance (index scores)



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

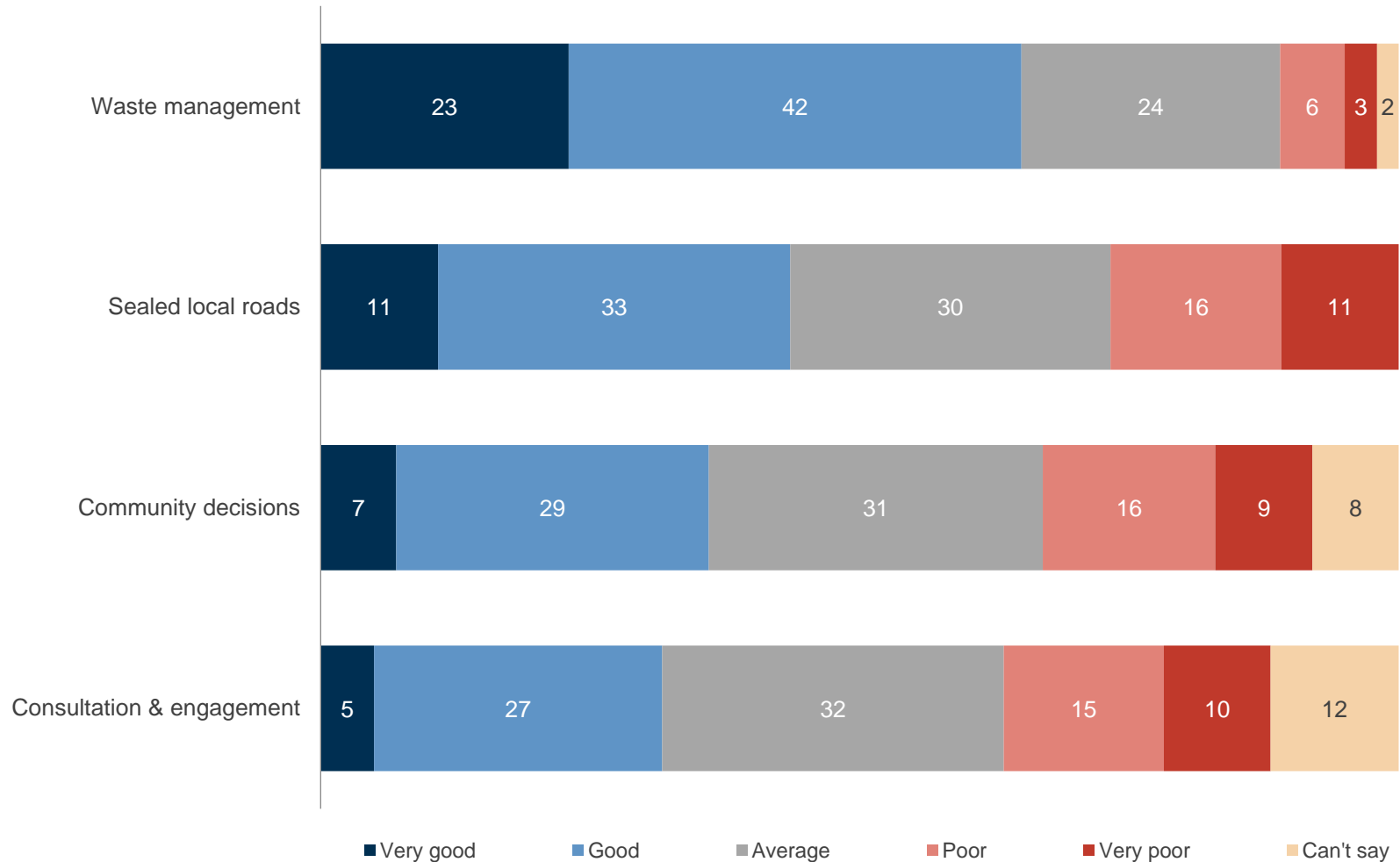
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



Individual service area performance

2022 individual service area performance (%)





Areas for improvement

2022 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: 47 Councils asked group: 7

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

Fewer than three in five Council residents (58%) have had contact with Council in the last 12 months. Rate of contact is slightly higher (three percentage points) than last year.

- Rate of contact is in line with the Regional Centres average and State-wide average for councils.
- Rate of contact is not significantly different across demographic and geographic cohorts.



Among those who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 22% of residents who rate Council's customer service as 'very good'.

Customer service

Greater Bendigo City Council's customer service index of 67 is in line with 2021 results (index score of 70), but now only four index points from its lowest rating of 63 in 2016.

Customer service is rated in line with the Regional Centres group average and the State-wide average for councils (index scores of 69 and 68 respectively).

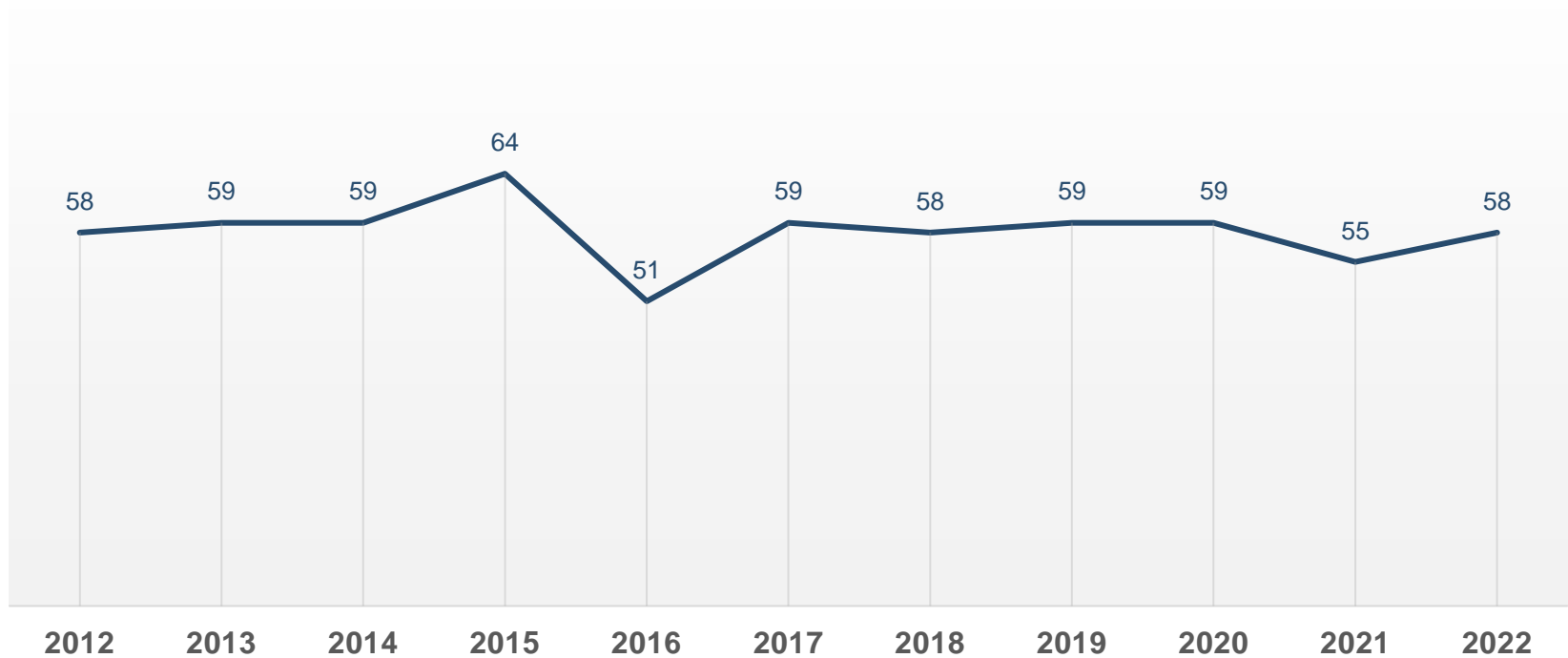
Almost two thirds of residents (65%) provide a positive customer service rating of 'very good' or 'good', including 22% of residents who rate Councils' customer service as 'very good' – although 'very good' ratings have been on the decline since a peak rating of 43% in 2019.

- Perceptions of Council's performance on customer service have declined significantly among men to 64 index points (down eight points from 72 in 2021).



Contact with council

2022 contact with council (%)
Have had contact



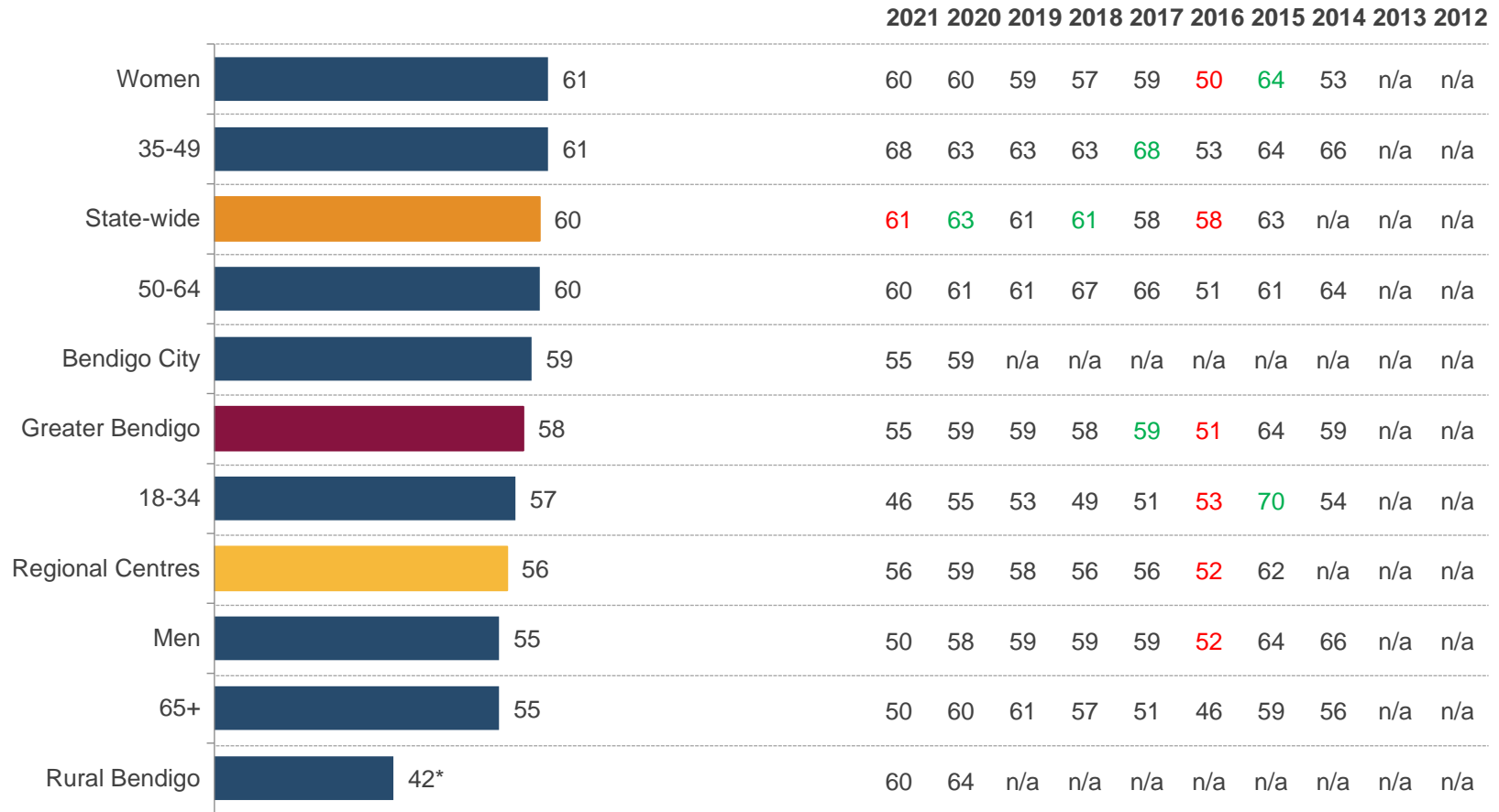
Q5. Over the last 12 months, have you or any member of your household had any contact with Greater Bendigo City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 5



Contact with council

2022 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: 42 Councils asked group: 5

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

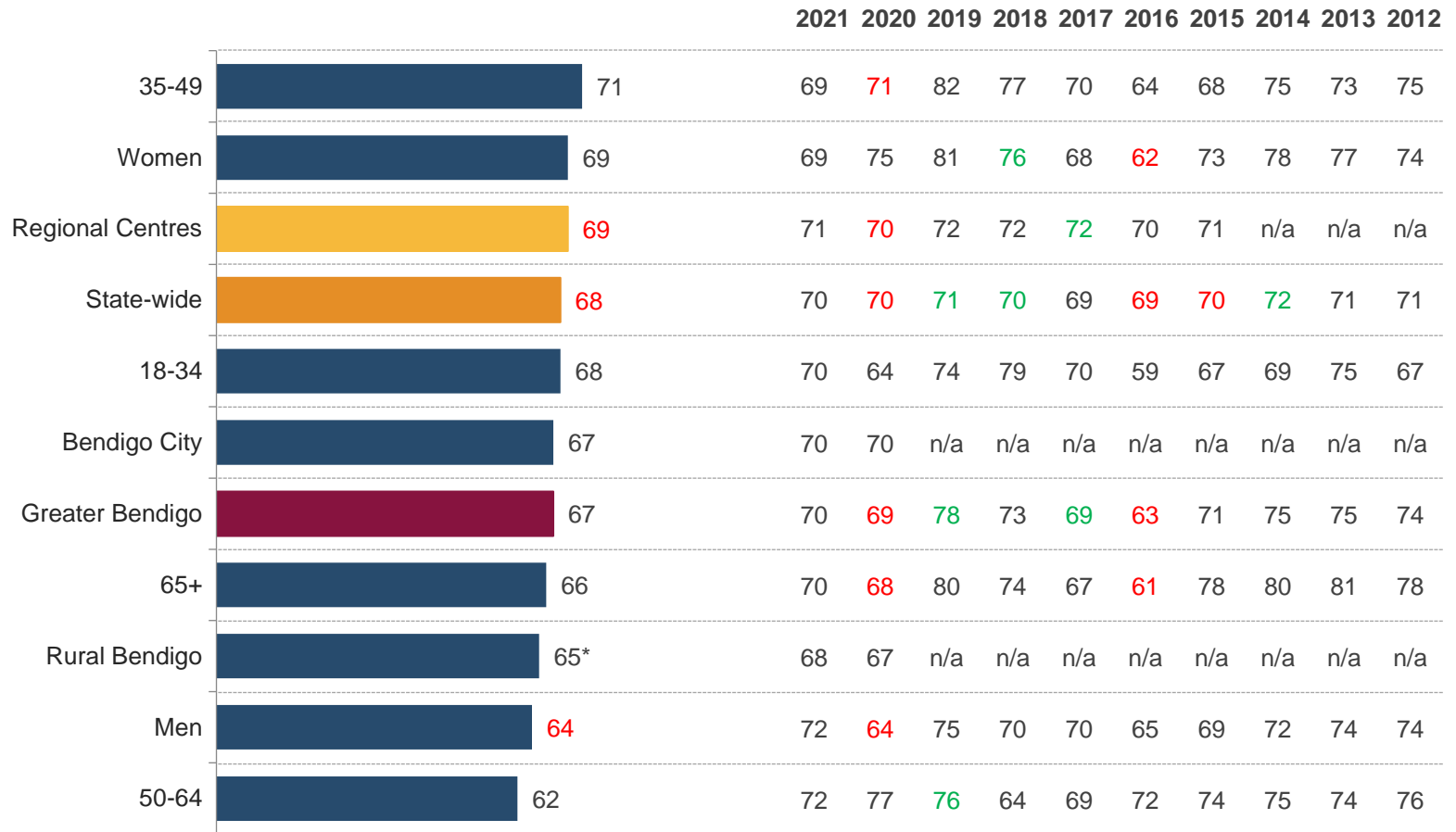
*Caution: small sample size < n=30

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



Customer service rating

2022 customer service rating (index scores)



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: 67 Councils asked group: 9

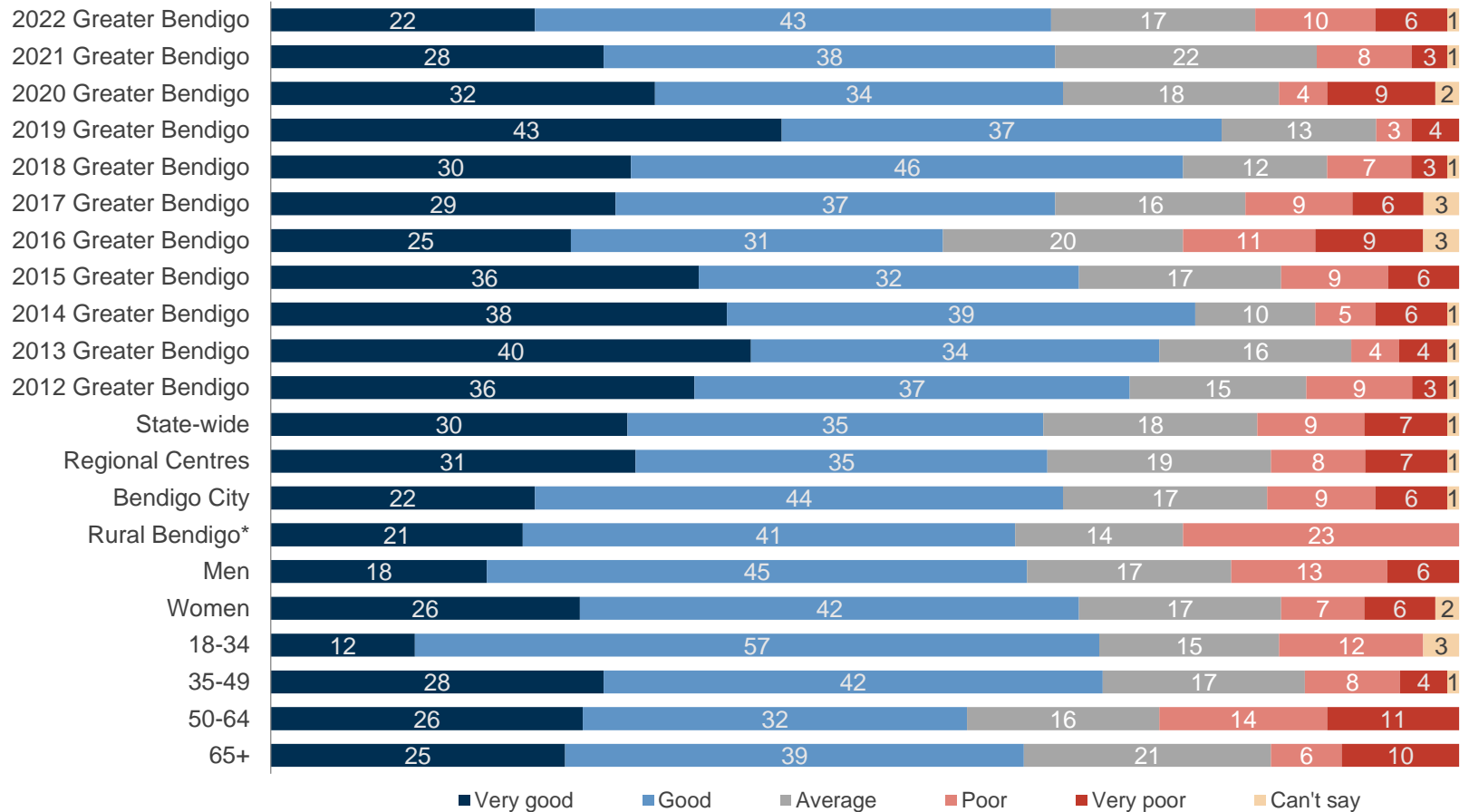
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Customer service rating

2022 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.

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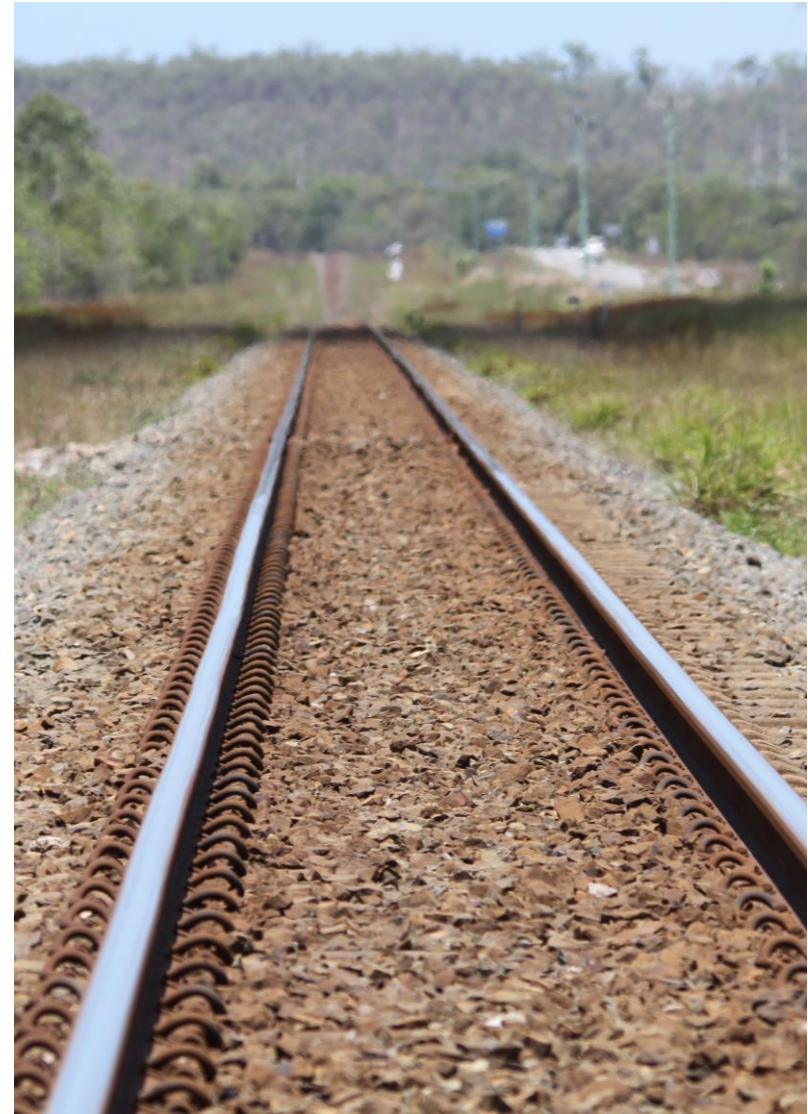
Council direction



Council direction

Over the last 12 months, more than six in ten residents (62%) believe the direction of Council's overall performance has remained the same (down nine points from 71% in 2021).

- More than one in eight residents (14%) believe the direction of Council's overall performance has improved (up from 11% in 2021).
- 19% believe the direction has deteriorated (up from 14% in 2021).
- The most satisfied with council direction are men and the least satisfied are women and those aged 50 to 64 years, although no demographic or geographic groups rate Council differently from the average for all residents.





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	52▲	54	50	52	53	55	51	53	n/a	n/a	n/a
State-wide	50▲	53	51	53	52	53	51	53	53	53	52
Men	50	49	46	51	55	53	42	54	57	55	55
Rural Bendigo	49*	55	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	47	49	51	55	52	43	53	56	48	53
18-34	48	51	53	52	56	52	51	52	55	54	55
Greater Bendigo	47	48	48	53	57	54	44	52	58	54	55
Bendigo City	47	48	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	46	44	52	58	55	39	53	59	63	57
50-64	45	47	47	57	58	57	43	49	63	52	56
Women	45	47	50	55	58	55	46	50	59	53	56

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: 67 Councils asked group: 9

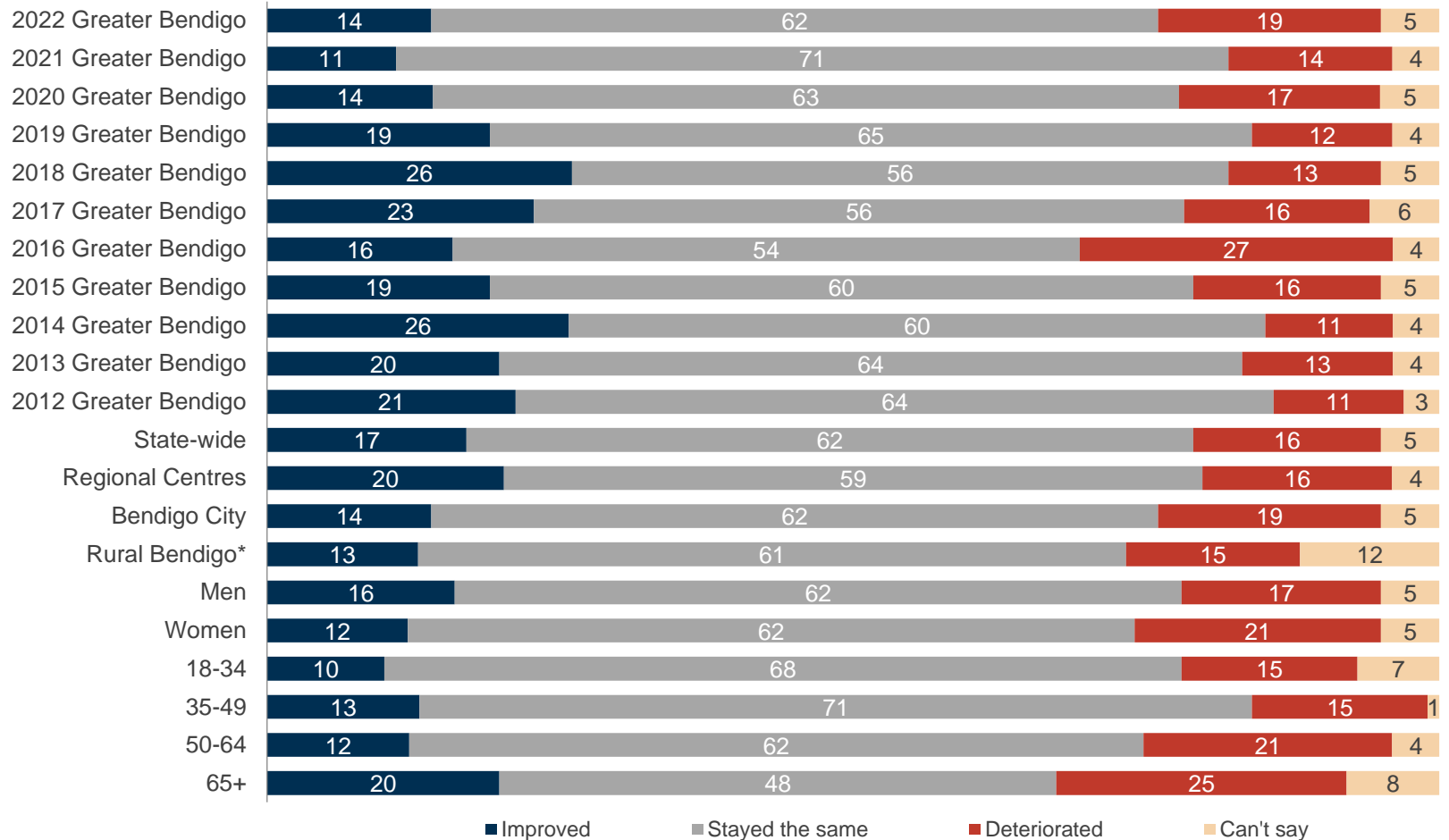
Note: Please see Appendix A for explanation of significant differences.

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Overall council direction last 12 months

2022 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: 67 Councils asked group: 9

*Caution: small sample size < n=30

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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
State-wide	54▲	56	55	56	55	55	54	56	57	57	57
Regional Centres	54▲	54	51	54	55	54	52	53	n/a	n/a	n/a
Personal user	53	60	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	56	58	57	63	51	57	48	55	54	55
18-34	52	57	58	59	56	62	55	54	58	58	58
Household user	51	60	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	56	56	58	56	55	52	51	59	57	55
Rural Bendigo	51*	54	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	51	55	54	56	56	54	53	52	57	57	55
Bendigo City	51	55	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	54	46	52	54	48	45	53	59	61	57
Men	50	54	51	55	55	52	53	53	56	58	55
50-64	48	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: 67 Councils asked group: 9

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

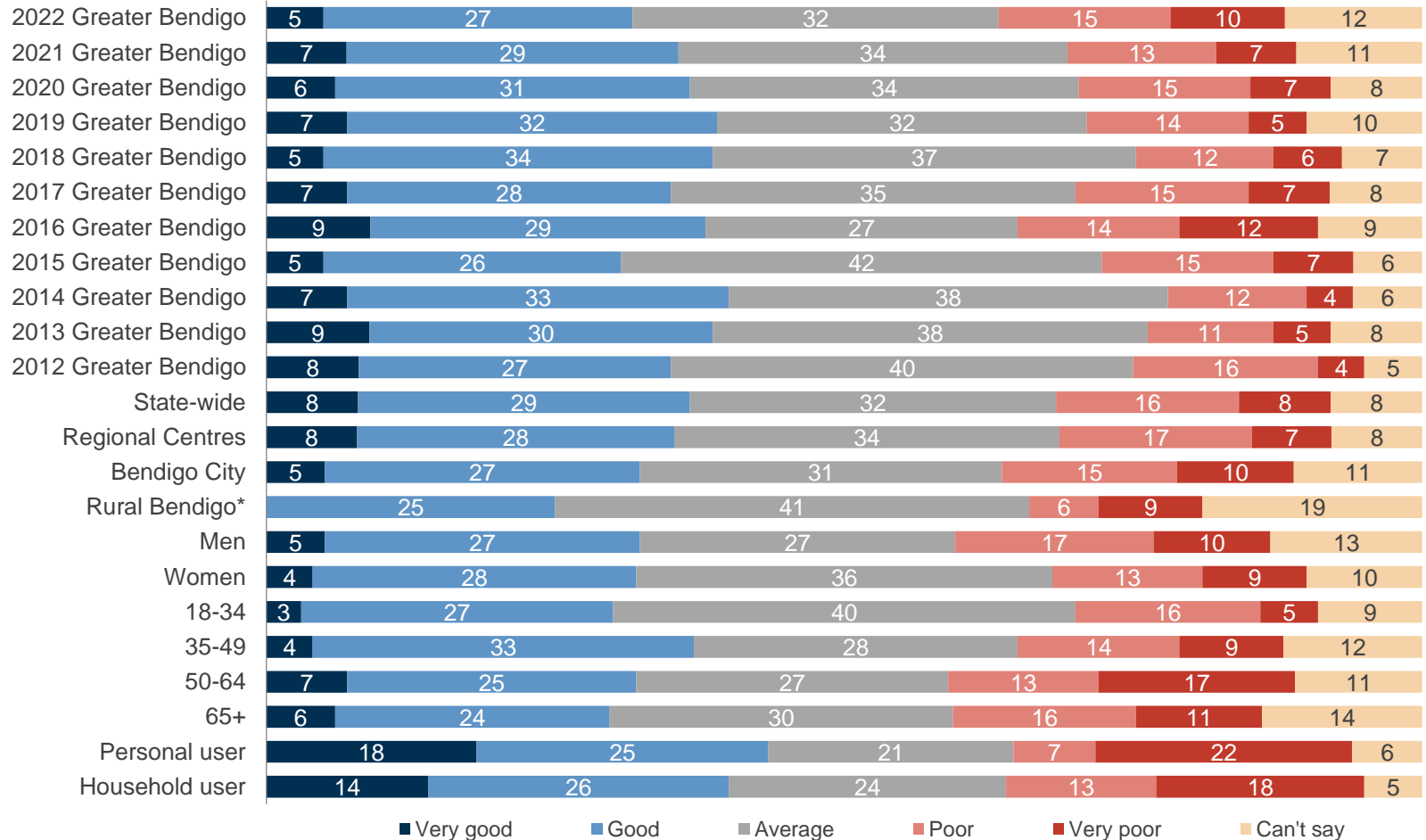
*Caution: small sample size < n=30



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: 9

*Caution: small sample size < n=30

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	59▲	58	58	61	55	59	57	52	63	n/a	n/a
State-wide	54	56	53	55	54	54	54	55	57	n/a	n/a
Regional Centres	54	54	50	52	52	52	51	52	n/a	n/a	n/a
Women	53	56	54	59	53	53	50	51	60	n/a	n/a
Bendigo City	53	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	56	56	55	57	50	54	48	56	n/a	n/a
Greater Bendigo	53	54	53	57	54	52	51	51	59	n/a	n/a
Men	52	53	53	54	55	52	51	51	58	n/a	n/a
65+	52	51	47	53	53	47	42	52	57	n/a	n/a
Rural Bendigo	48*	52	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45▼	53	52	56	49	52	48	51	58	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: 9

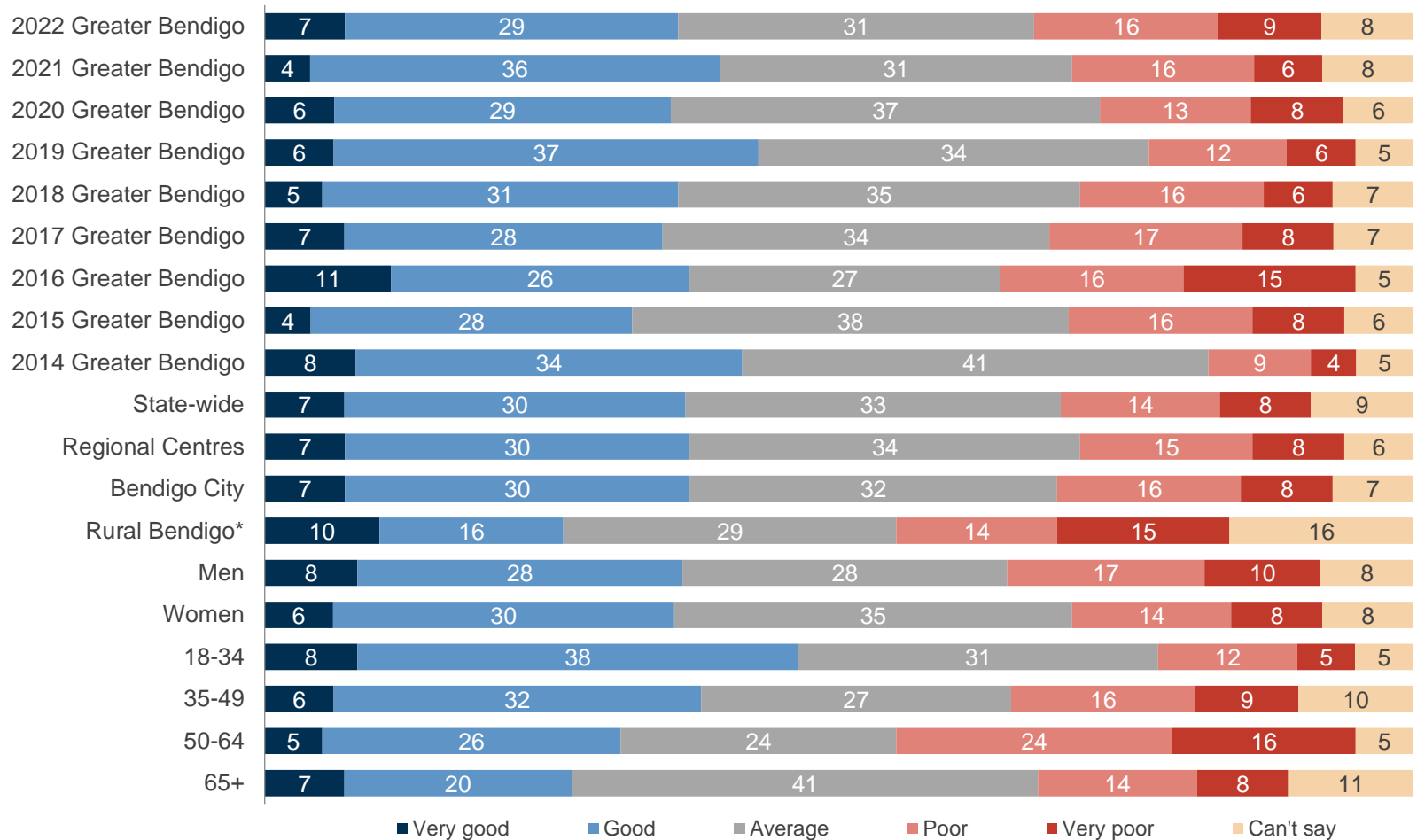
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Decisions made in the interest of the community performance



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: 9

*Caution: small sample size < n=30

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
35-49	58	63	60	61	59	58	54	55	n/a	n/a	n/a
65+	56	57	58	61	55	56	55	65	n/a	n/a	n/a
Men	55	60	60	58	60	59	58	60	n/a	n/a	n/a
Bendigo City	55	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	54	60	55	57	54	53	54	55	n/a	n/a	n/a
Greater Bendigo	54	61	60	60	57	59	56	61	n/a	n/a	n/a
18-34	54	61	63	61	61	63	60	64	n/a	n/a	n/a
Women	54	61	59	62	55	59	55	63	n/a	n/a	n/a
State-wide	53	57	54	56	53	53	54	55	55	n/a	n/a
50-64	48	62	57	58	53	58	55	61	n/a	n/a	n/a
Rural Bendigo	47*	53	54	n/a	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: 67 Councils asked group: 9

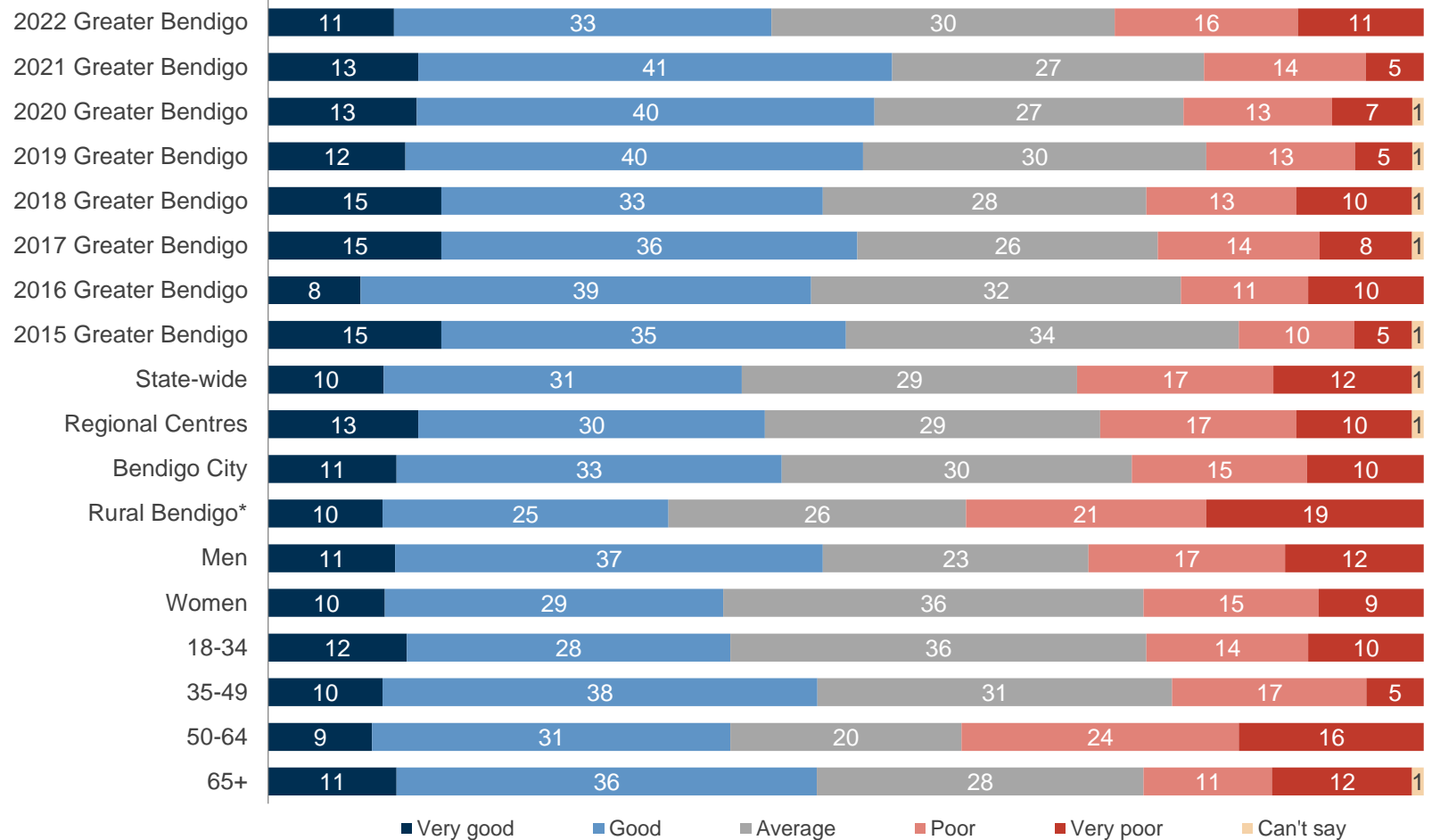
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



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: 9

*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rural Bendigo	73*	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	69	n/a	n/a	n/a	n/a	n/a	72	72	n/a	n/a
18-34	72	71	n/a	n/a	n/a	n/a	n/a	72	72	n/a	n/a
Men	71	67	n/a	n/a	n/a	n/a	n/a	72	70	n/a	n/a
Greater Bendigo	70	69	n/a	n/a	n/a	n/a	n/a	71	71	n/a	n/a
Bendigo City	70	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	72	n/a	n/a	n/a	n/a	n/a	70	72	n/a	n/a
Regional Centres	68	69	66	68	70	69	69	71	n/a	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
35-49	67	68	n/a	n/a	n/a	n/a	n/a	71	67	n/a	n/a
50-64	64▼	67	n/a	n/a	n/a	n/a	n/a	69	73	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: 9

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

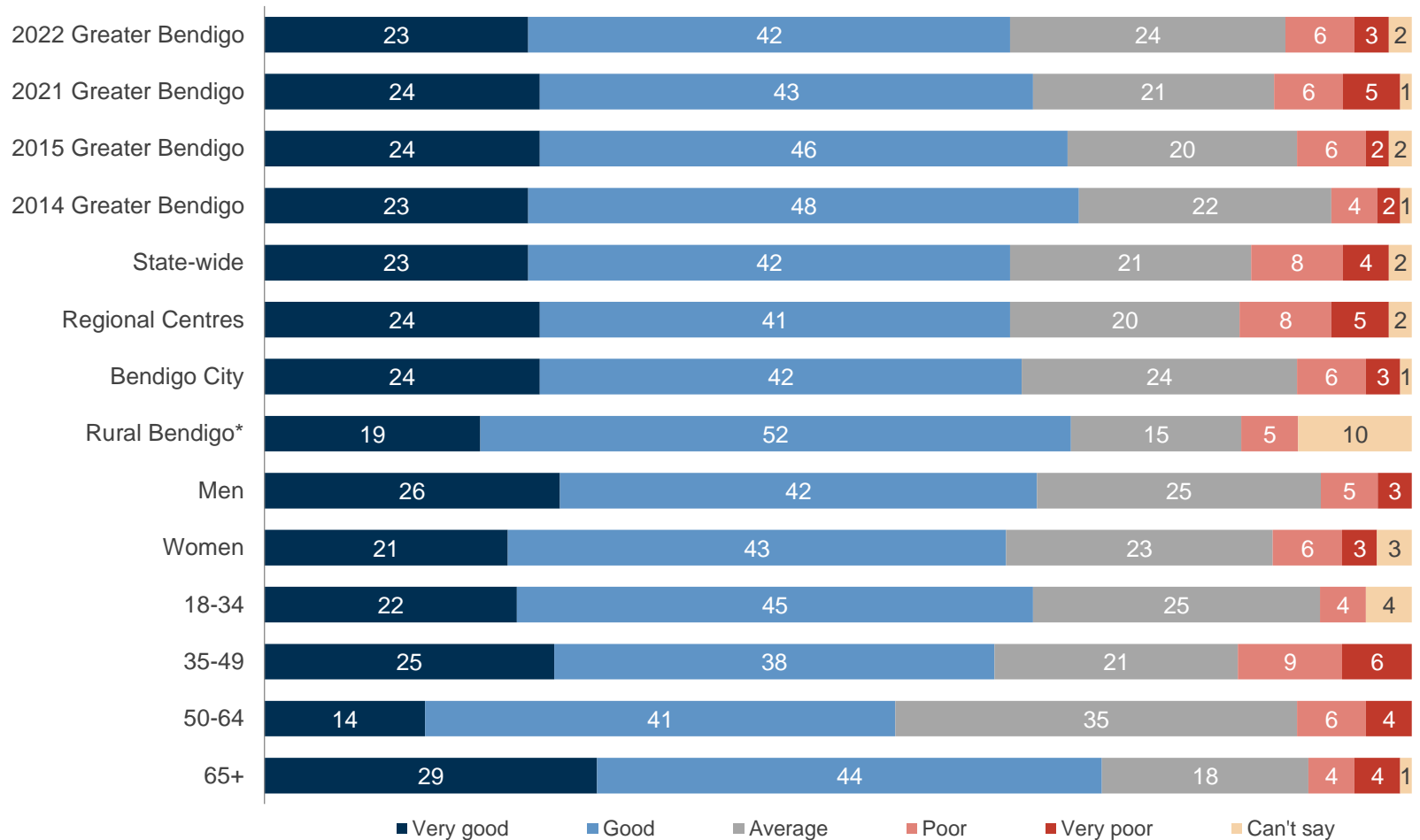
*Caution: small sample size < n=30



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: 9

*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, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

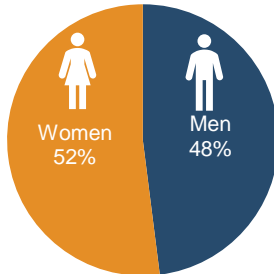
Detailed demographics



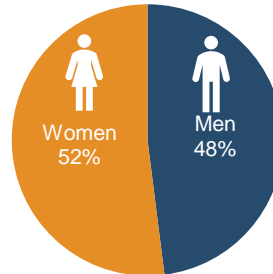
Gender and age profile

2022 gender

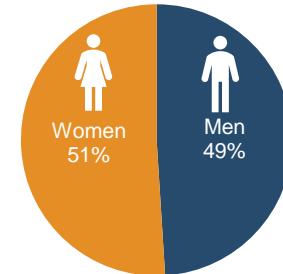
Greater Bendigo



Regional Centres

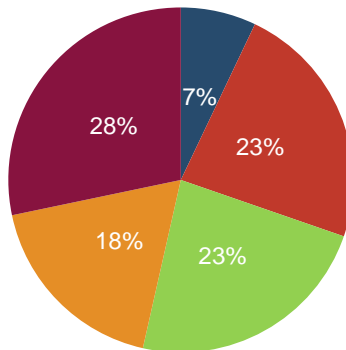


State-wide

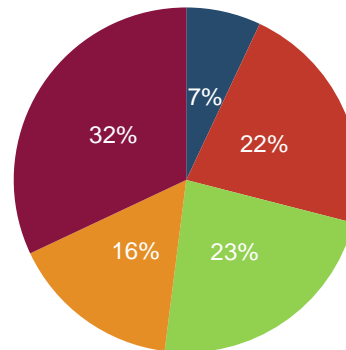


2022 age

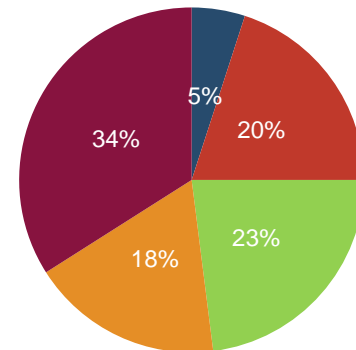
Greater Bendigo



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?

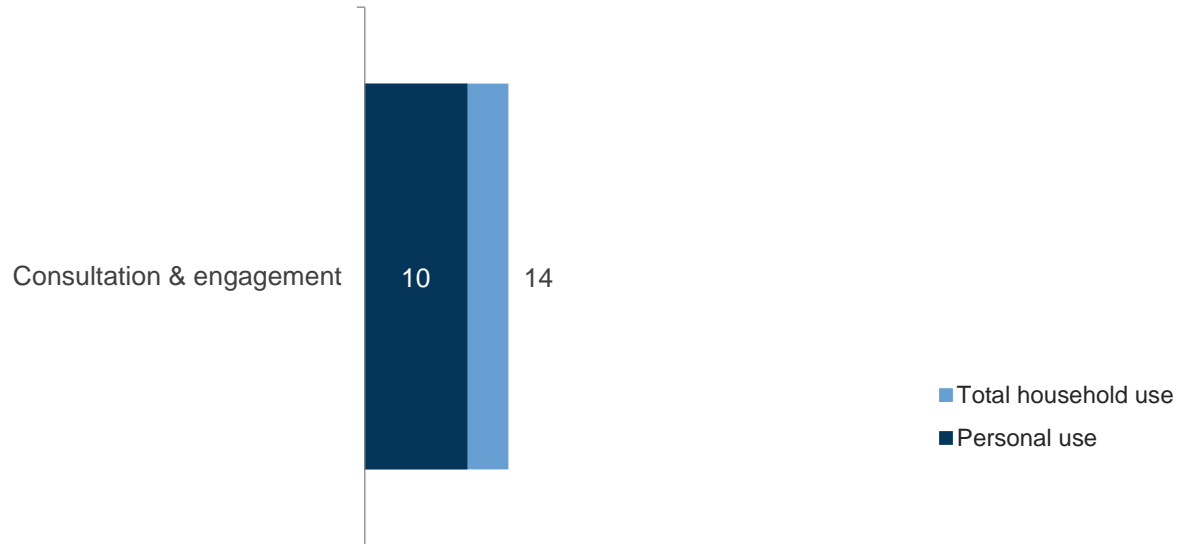
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9


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



2022 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 2022 State-wide Local Government Community Satisfaction Survey for Greater Bendigo City Council was n=401. 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=401 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 91,700 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	401	400	+/-4.9
Men	168	192	+/-7.6
Women	233	208	+/-6.4
Bendigo City	375	376	+/-5.1
Rural Bendigo	26	24	+/-19.6
18-34 years	57	118	+/-13.1
35-49 years	106	94	+/-9.6
50-64 years	93	74	+/-10.2
65+ years	145	114	+/-8.2



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:

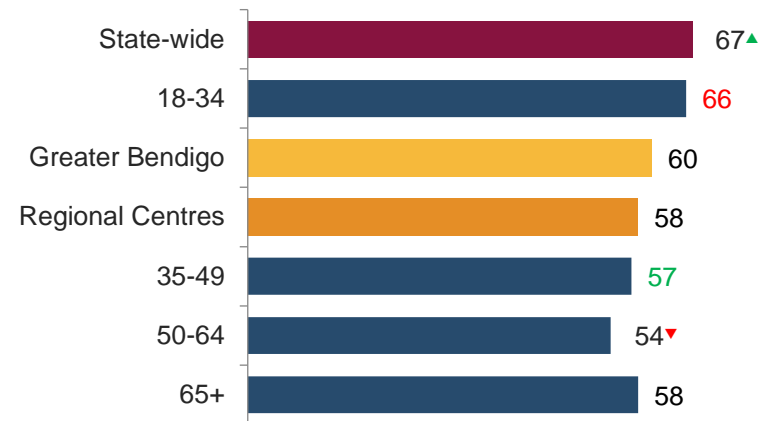
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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:

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

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.

A large, dark blue, stylized letter 'W' dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the top left, a bar chart with three bars of increasing height in the bottom left, and a bar chart with multiple bars of varying heights in the middle right.

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=401 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=403 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 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=400 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.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th 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=401 completed interviews were achieved in Greater Bendigo City 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

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:

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

Wherever appropriate, results for Greater Bendigo City Council for this 2022 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

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 2012-2022 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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