



2023 Local Government Community Satisfaction Survey

Greater Bendigo City Council

Coordinated by the Department of
Government Services 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-fourth 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 24 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 24 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, resembling a map or a data network, 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 56**






Regional Centres 56



State-wide 56

Council performance compared to group average

| Highest performing area | | |
|---|---------------------------|----------|
|  | Waste management | ▲ higher |
| Lowest performing area | | |
|  | Consultation & engagement | ▬ on par |
|  | Customer service | ▬ on par |



Summary of core measures

Index scores



Overall
Performance



Value for
money



Community
Consultation



Making
Community
Decisions



Sealed
Local
Roads



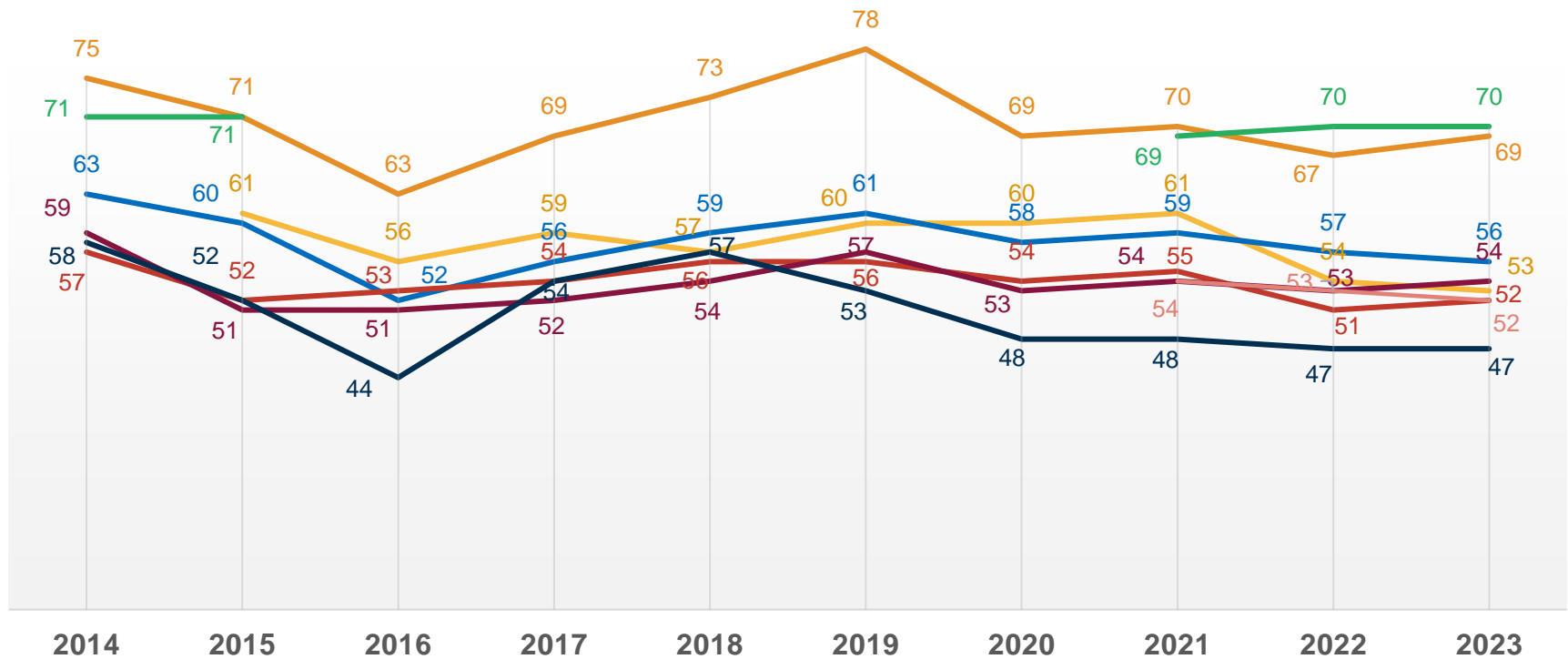
Waste
management



Customer
Service



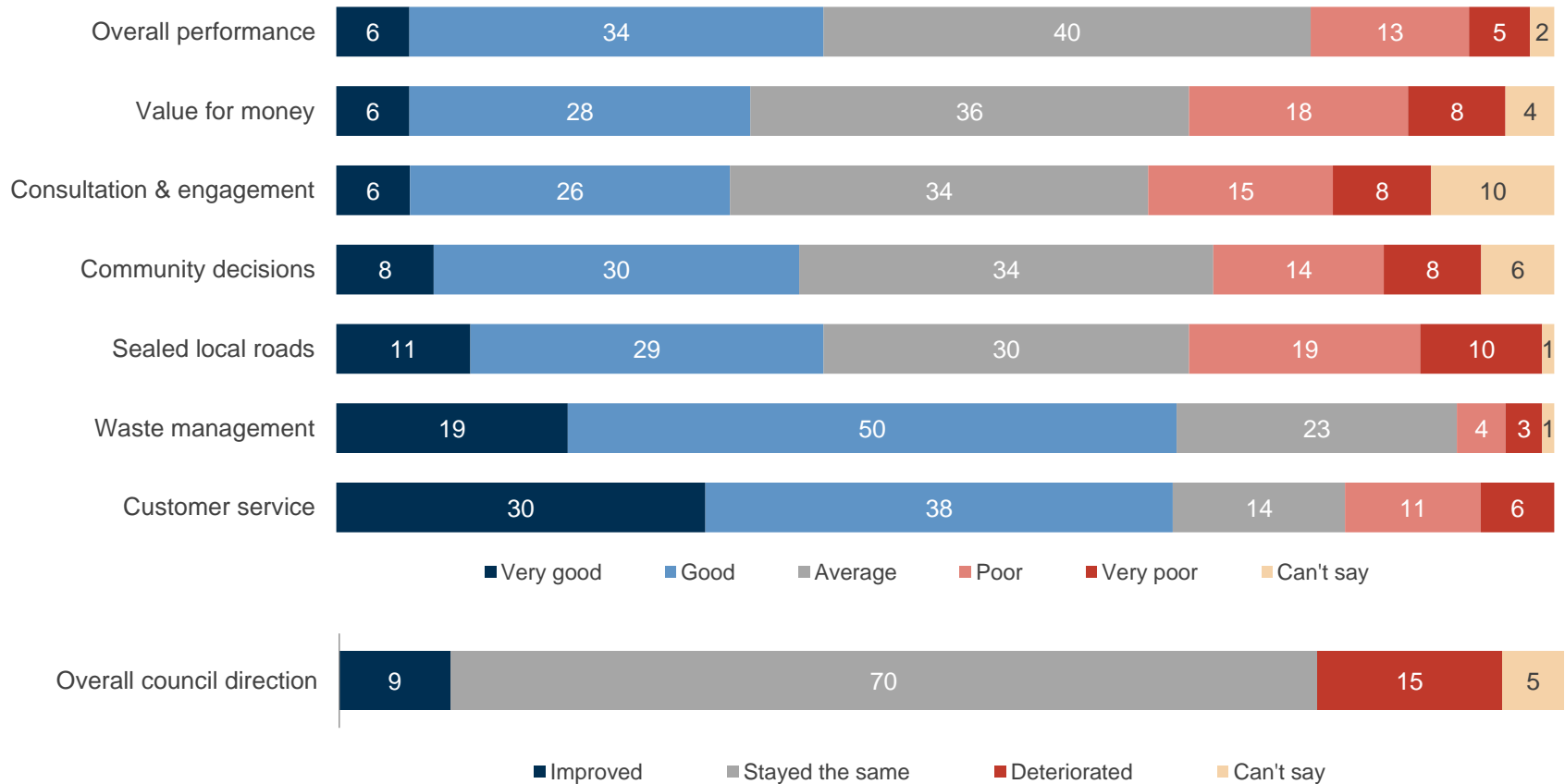
Overall
Council
Direction













Summary of core measures

Core measures summary results (%)





Summary of Greater Bendigo City Council performance

| Services | | Greater Bendigo 2023 | Greater Bendigo 2022 | Regional Centres 2023 | State-wide 2023 | Highest score | Lowest score |
|--|---------------------------|----------------------|----------------------|-----------------------|-----------------|--------------------------------|-------------------------|
|  | Overall performance | 56 | 57 | 56 | 56 | Aged 35-49 years | Aged 50-64 years |
|  | Value for money | 52 | 53 | 50 | 49 | Women, 18-34 years | Rural Bendigo residents |
|  | Overall council direction | 47 | 47 | 47 | 46 | Rural Bendigo residents | Aged 50-64 years |
|  | Customer service | 69 | 67 | 68 | 67 | Women | Men |
|  | Waste management | 70 | 70 | 67 | 66 | Women, Aged 50-64 years | Rural Bendigo residents |
|  | Community decisions | 54 | 53 | 50 | 51 | Aged 18-49 years | Aged 50-64 years |
|  | Sealed local roads | 53 | 54 | 49 | 48 | Aged 18-34 years | Rural Bendigo residents |
|  | Consultation & engagement | 52 | 51 | 50 | 52 | Users, Women, Aged 18-34 years | Aged 50-64 years, Men |



Focus areas for the next 12 months

Overview

Perceptions of Greater Bendigo City Council's overall performance (index score of 56) are in line with 2022 results. Performance in all areas evaluated remain consistent with last year's results. Waste management continues to be Council's strongest performing service area (index score of 70). Whilst overall performance remains in line with the Regional Centres group and the State-wide average for councils, performance has been better in previous years.

Focus areas

Greater Bendigo City Council should focus on improvement of consultation and engagement and sealed local roads. These service areas are Council's lowest performing. Condition of sealed local roads recorded an all time low. Rural Bendigo should be the first priority, as performance in this region is significantly lower than Council average. Although there were no significant declines in performance ratings in 2023, Council should aim to abate patterns of decline in performance emerging in these service areas.

Comparison to state and area grouping

Greater Bendigo City Council performs significantly higher than the Regional Centres group and the State-wide average for councils on three of the four individual service areas evaluated. The exception is consultation and engagement, where Council performs in line with the Regional Centres group and the State-wide average for councils. This is a positive result for Council.

Stronger performing areas

Council should look to maintain its strong performance on waste management. Council should pay extra attention to Rural Bendigo where waste management performance is lowest (index score of 65). Customer service is also an area where Council performs well (index score of 69). Council should however look to build upon its performance on customer service, as ratings have been even higher in the past (index score of 78 in 2019).

DETAILED FINDINGS

Overall performance



Overall performance

The overall performance index score of 56 for Greater Bendigo City Council has been relatively stable over time. Perceptions of Council's overall performance have however been higher in previous years (peaking in 2014 with an index score of 63).

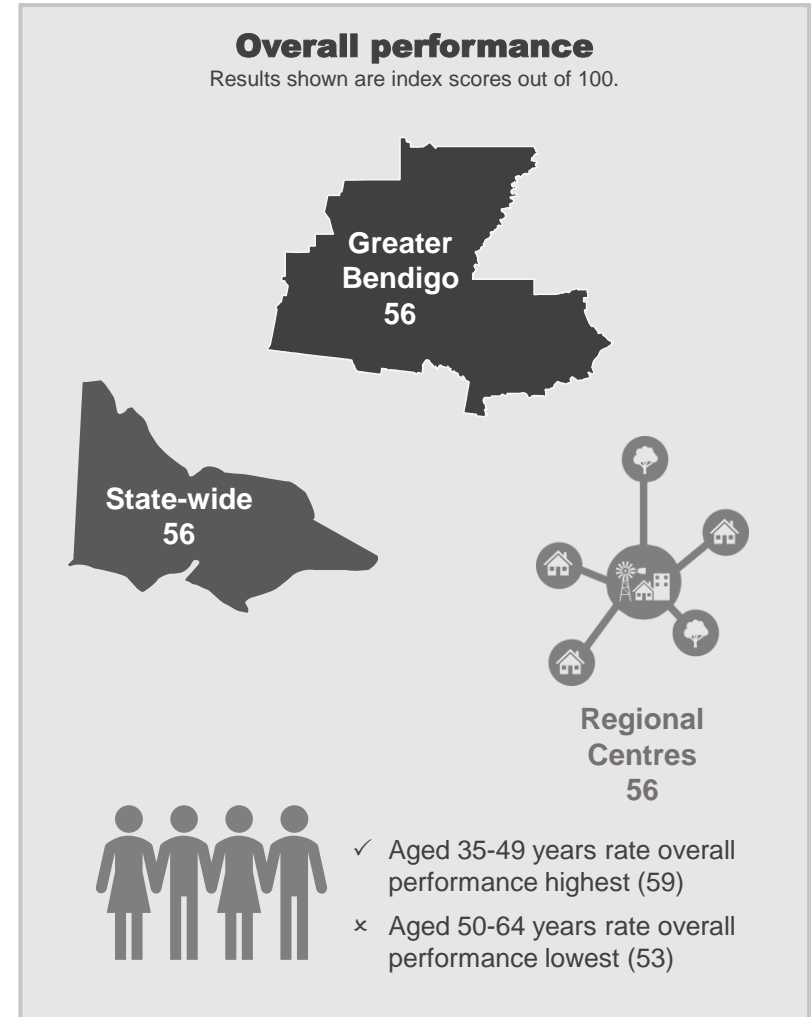
That said, Greater Bendigo City Council's overall performance is rated in line with the Regional Centres group and the State-wide average for councils (index scores of 56 each).

- The overall performance rating for councils in the Regional Centres group and the State-wide average are both statistically significantly lower (at the 95% confidence interval) than the previous year (index scores of 59 each in 2022).

Perceptions of overall performance did not change significantly across most demographic and geographic cohorts in the last 12 months.

- However, ratings among residents aged 18 to 34 years (index score of 56) declined significantly in the last 12 months (down seven index points).

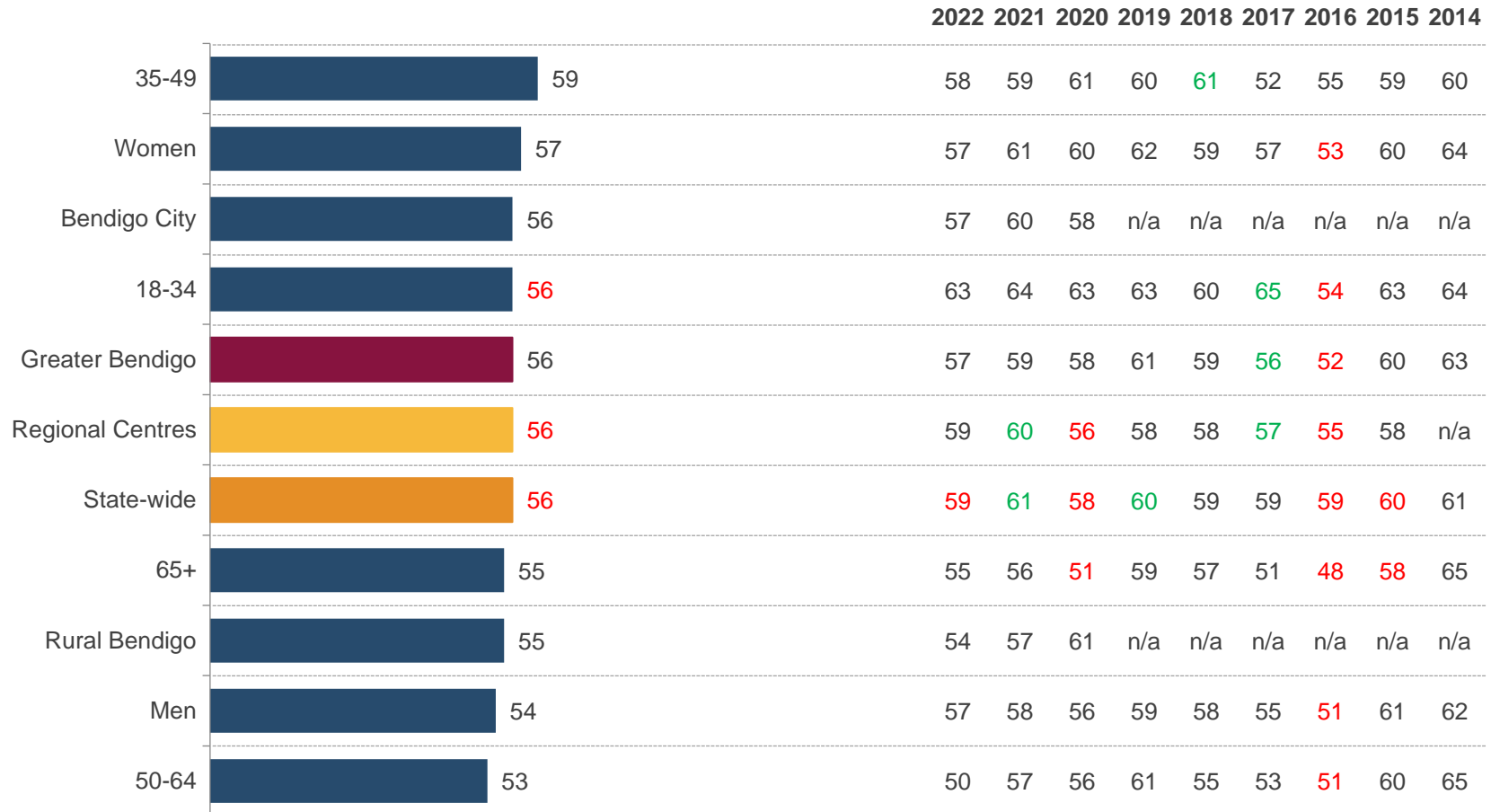
One third of residents (34%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is greater than those who rate Council as 'very poor' or 'poor' (26%). A further 36% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 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?

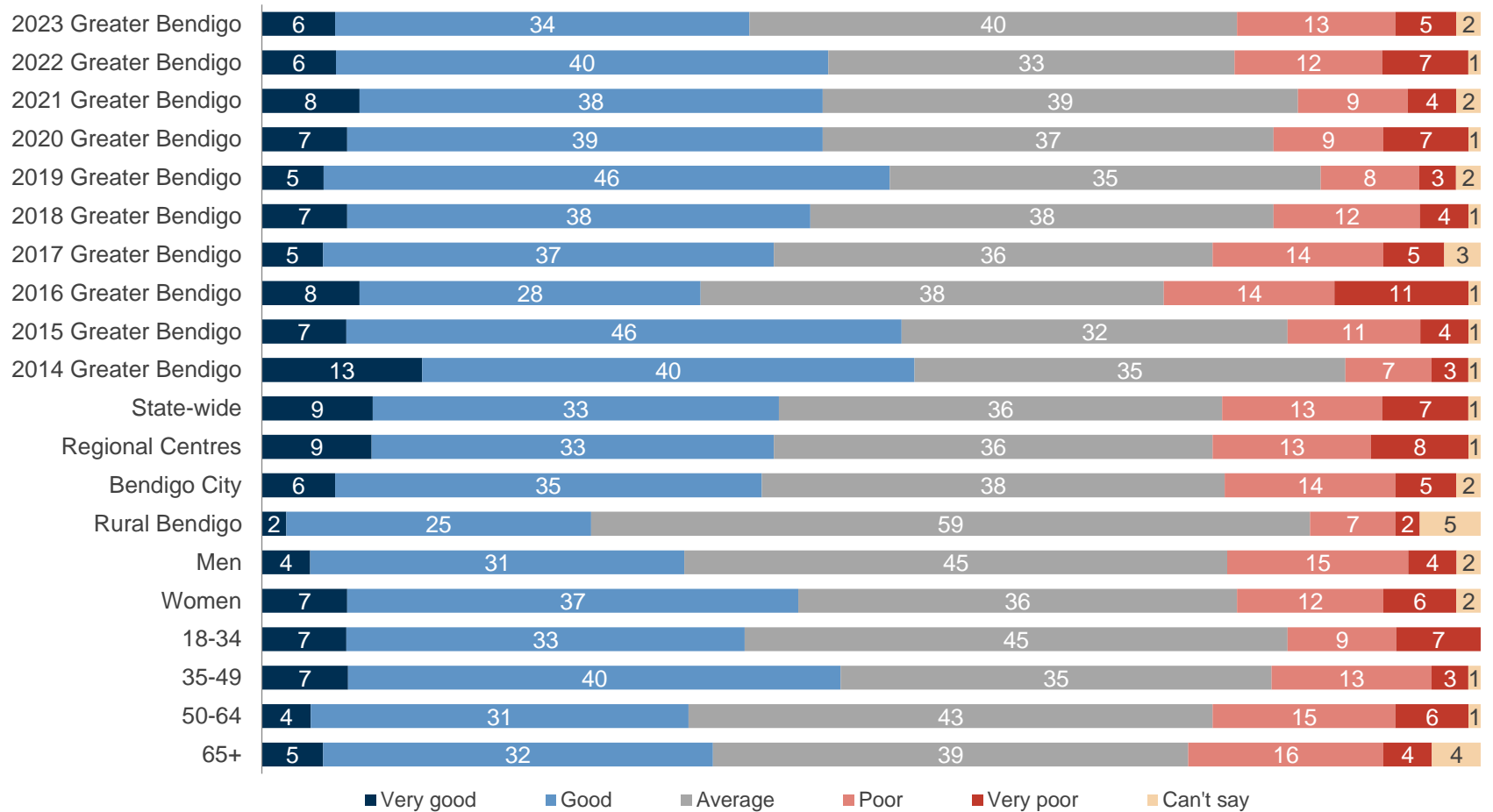
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall performance

2023 overall performance (%)

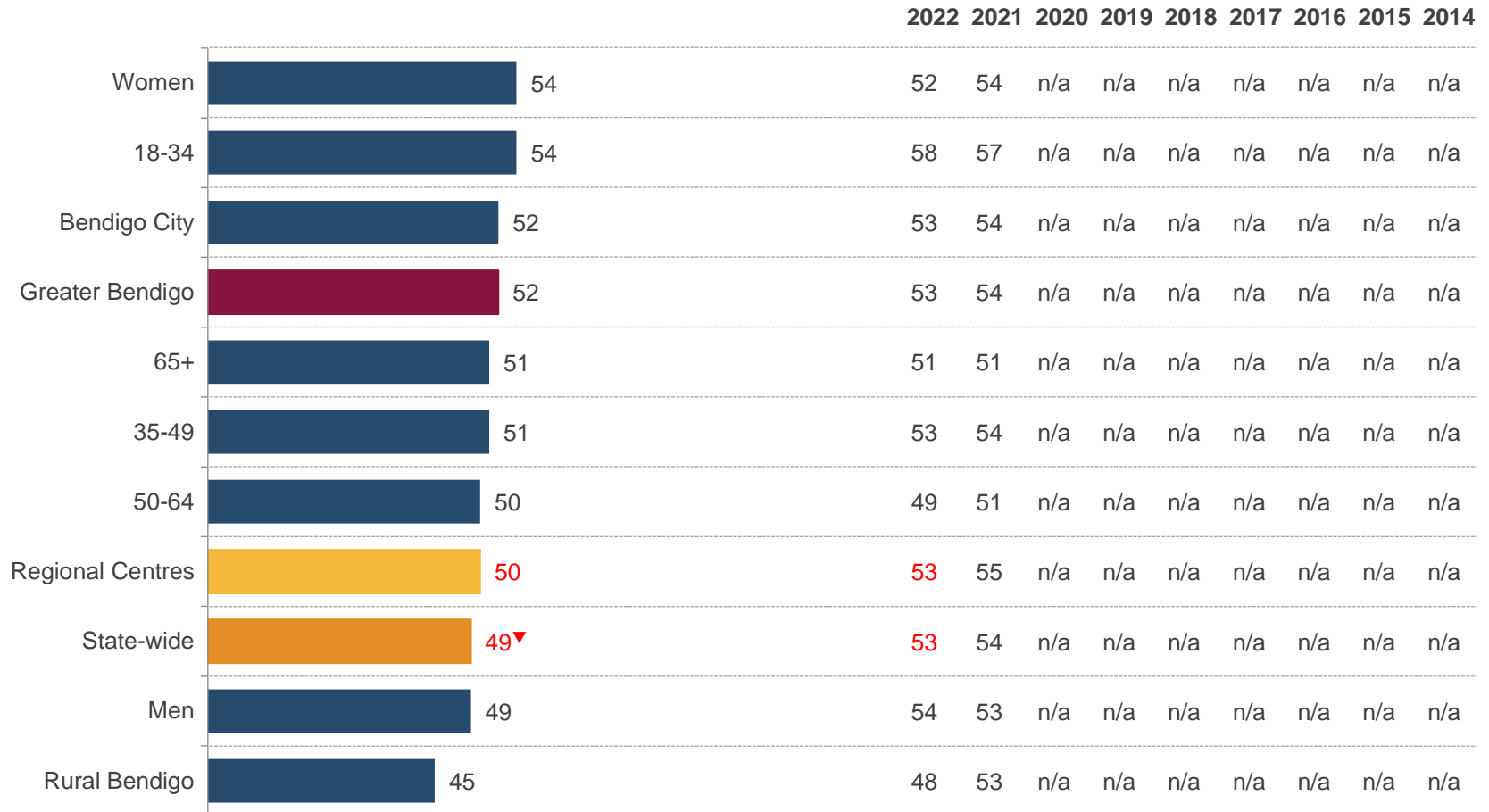


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Bendigo City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Value for money in services and infrastructure

2023 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?

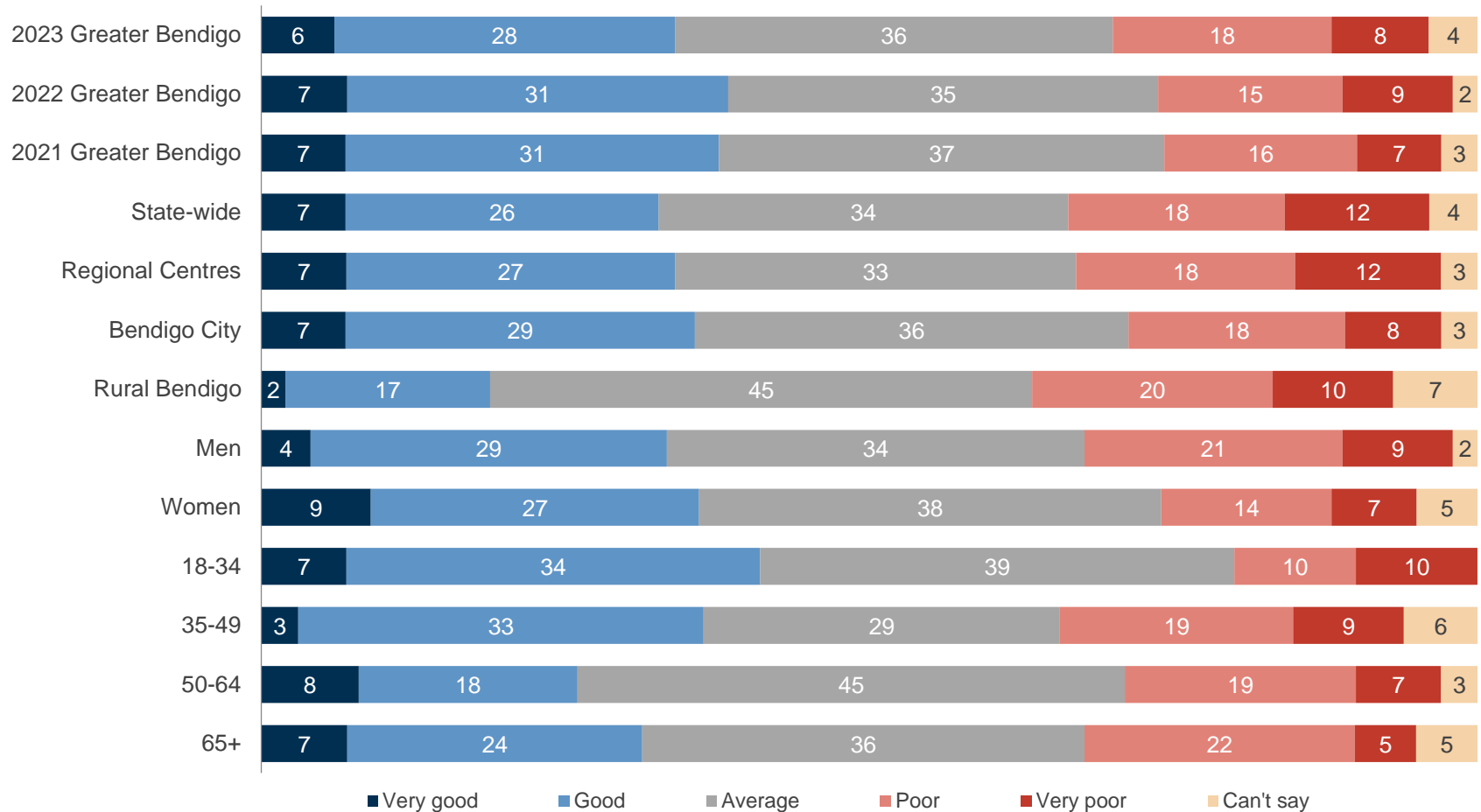
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9

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



Value for money in services and infrastructure

2023 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: 65 Councils asked group: 9



Top performing service areas

Waste management (index score of 70) is the area where Council performed best in 2023, with no change in perceptions since 2022.

Council performs significantly higher than the Regional Centres group average and the State-wide average for councils (index scores of 67 and 66 respectively) in this service area.

- Perceptions of performance on waste management do not differ significantly across demographic and geographic cohorts compared to the Council average. However, residents in Bendigo City (index score of 70) rate waste management performance higher than in Rural Bendigo (index score of 65).

Decisions made in the interest of community is Council's next highest rated service area (index score of 54), however this is 16 index points behind waste management.

- Council performs significantly higher on community decisions than the Regional Centres group and the State-wide average for councils (index scores of 50 and 51 respectively).
- Residents aged 35 to 49 years, and residents aged 18 to 34 years rate community decisions highest (index scores of 57 each) – although not significantly higher than average.



Waste management (index score of 70) is the area where Council performed best in 2023.



Lower performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement (index score of 52) and sealed local roads (index score of 53).

Consultation and engagement (index score of 52) and sealed local roads (index score of 53) are the areas where Council performed lowest in 2023. Perceptions of both these service areas declined significantly in 2022 and performance has not yet been recovered.

There are no significant demographic or geographic differences in perceptions of performance compared to average on community consultation and engagement.

- Around one in eight residents (12%) volunteer consultation and engagement as most in need of improvement by Council.

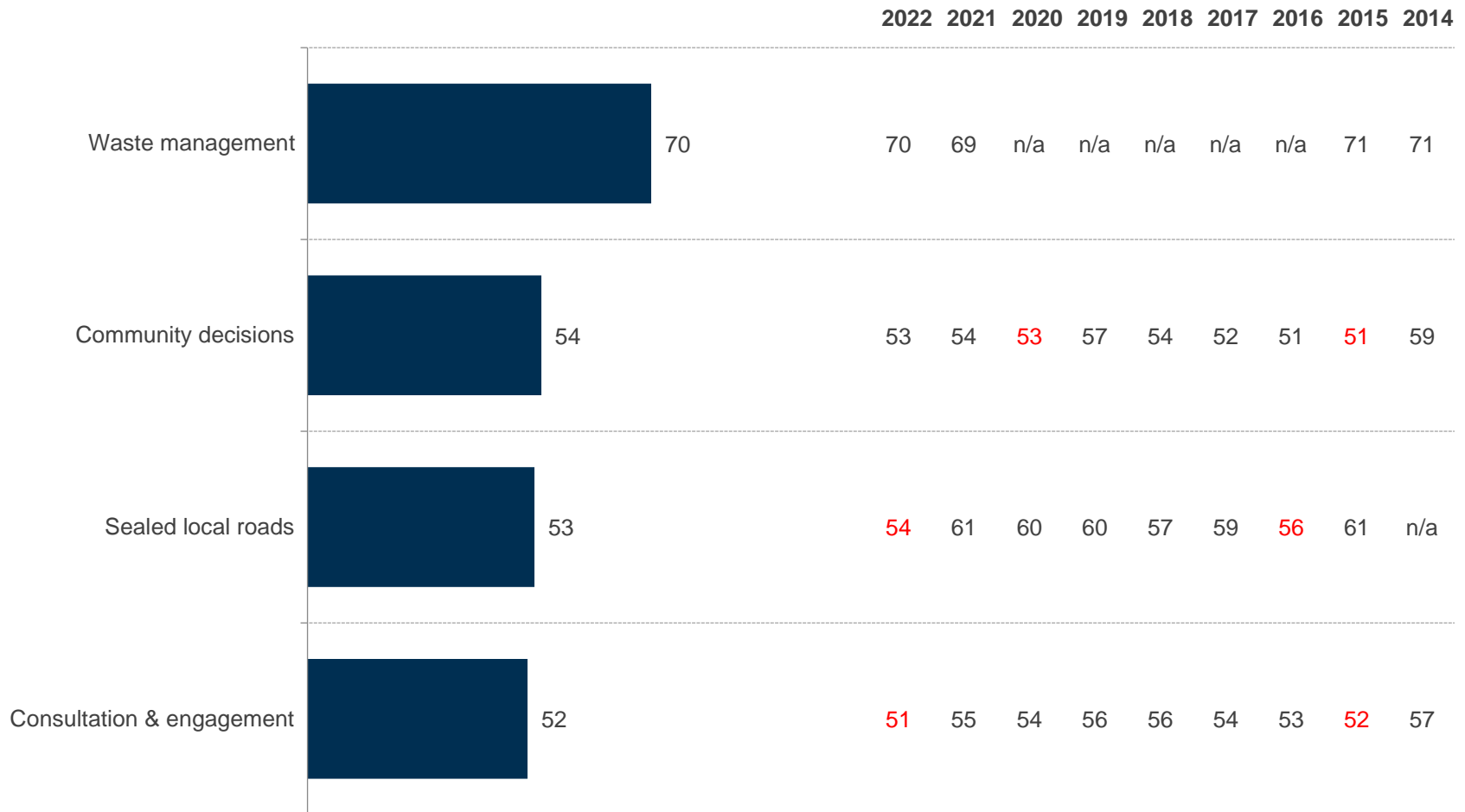
Perceptions of performance on the conditions of sealed local roads in 2023 are at an all time low.

- Around one in seven residents (14%) volunteer sealed road maintenance as an area for improvement by Council.
- Despite this, Council performs significantly higher on sealed local roads than the Regional Centres group and the State-wide average for councils (index scores of 49 and 48 respectively).
- Rural Bendigo performs significantly lower than the Council average (index score of 40) indicating room for improvement in this geographic area.



Individual service area performance

2023 individual service area performance (index scores)



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

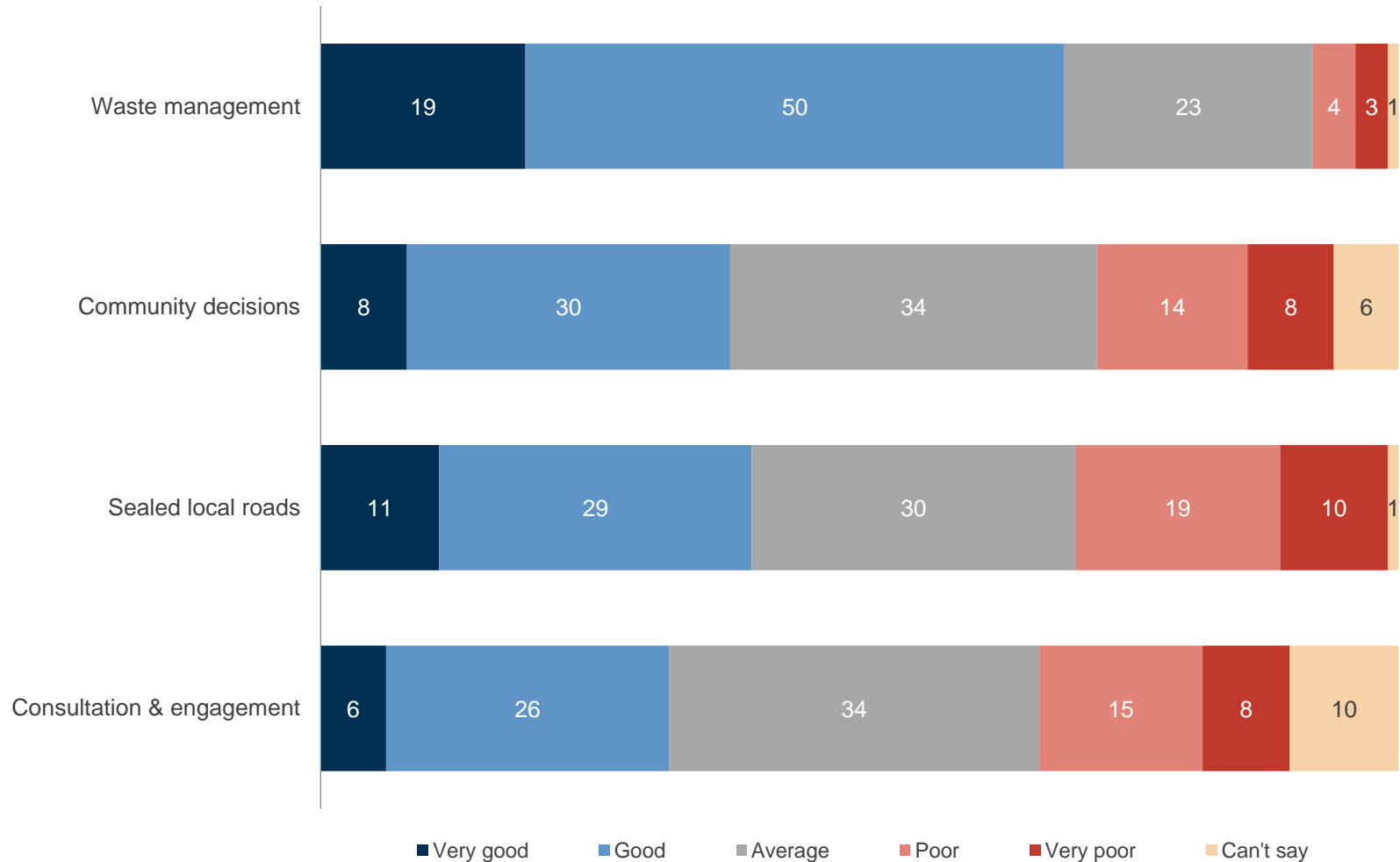
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Individual service area performance

2023 individual service area performance (%)





Areas for improvement

2023 areas for improvement (%)
- Top mentions only -





Customer service



Contact with council and customer service

Contact with council

Close to three in five Council residents (58%) have had contact with Council in the last 12 months. Rate of contact is unchanged from last year.

- Rate of contact is in line with the Regional Centres average, however is lower than (not significantly so) the State-wide average for councils.
- Rate of contact is highest among residents aged 35 to 49 years (69%).



Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is in line with 2022 results (index score of 67). Perceptions of customer service have been steady for four years now, following a decline from the peak index score rating of 78 in 2019.

Customer service is rated in line with the Regional Centres group and the State-wide average for councils (index scores of 68 and 67 respectively).

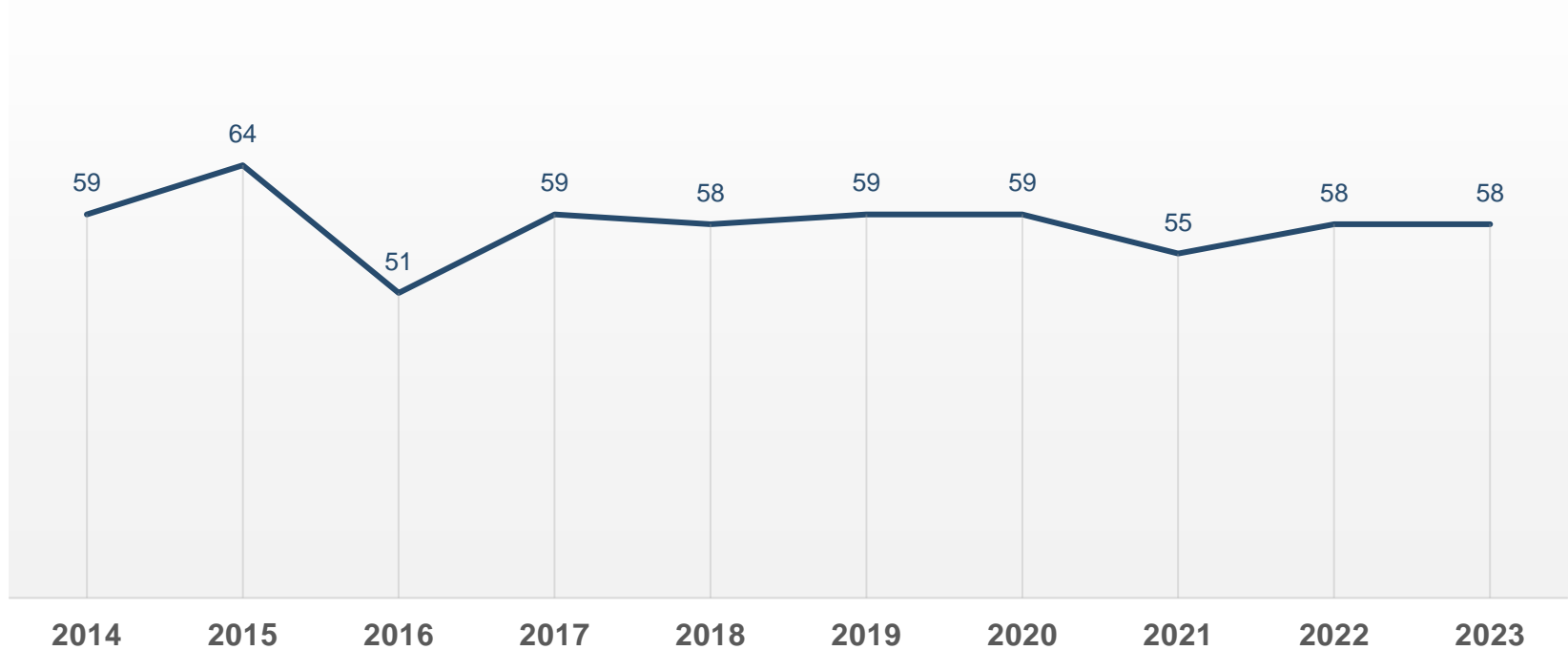
- Customer service is rated highest among women and residents aged 35 to 49 years (index scores of 74 and 72 respectively), and lowest among men and residents aged 65+ years (index scores of 63 and 65 respectively).
- The customer service index is not significantly different among demographic and geographic cohorts.

More than two thirds of residents (68%) rate customer service as 'very good' or 'good'. This is four times the number of residents (17%) that rate customer service as 'very poor' or 'poor'. A further 14% rate customer service as 'average'.



Contact with council

2023 contact with council (%)
Have had contact



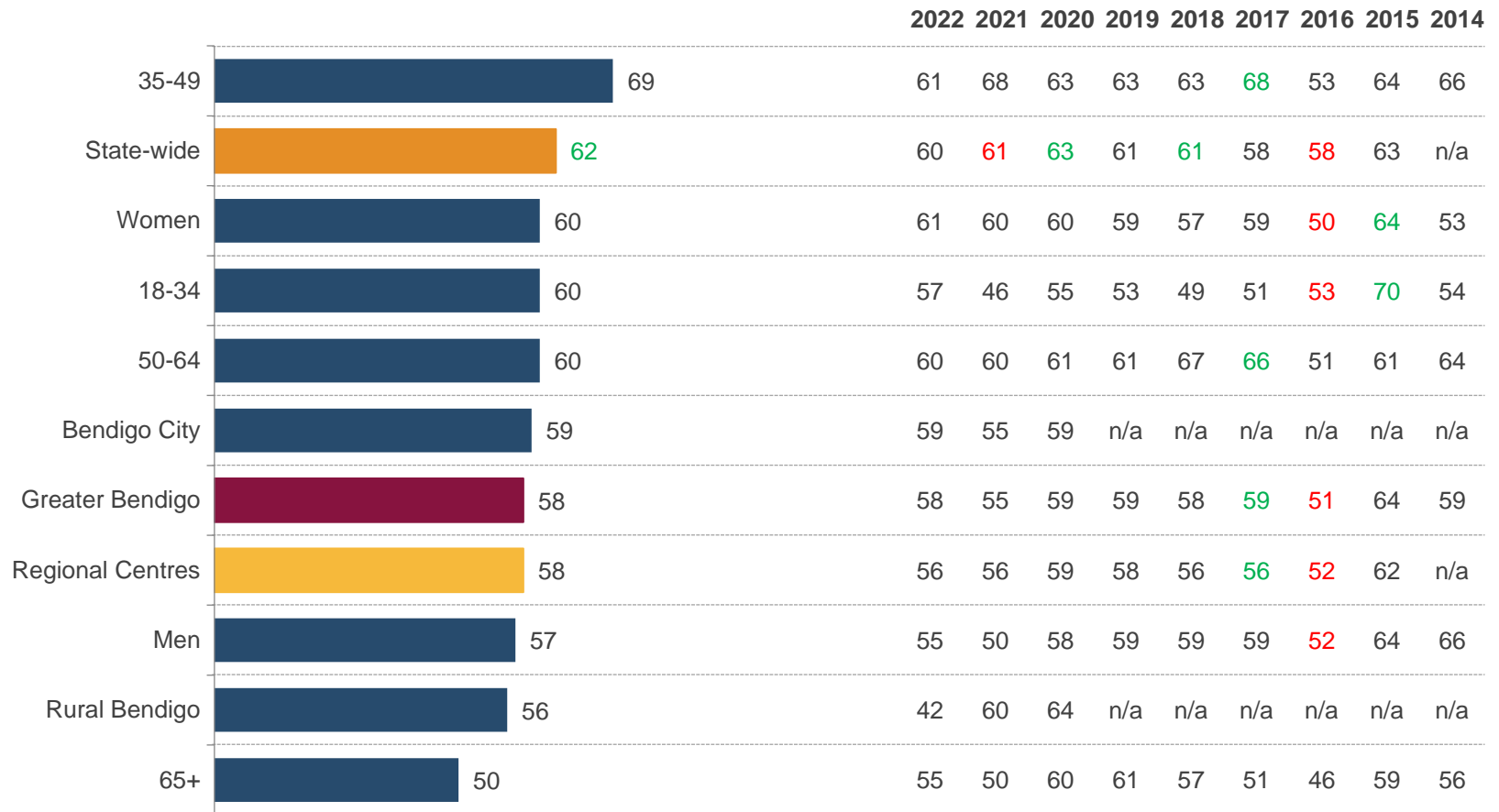
Q5. Over the last 12 months, have you or any member of your household had any contact with Greater Bendigo City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 5



Contact with council

2023 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?

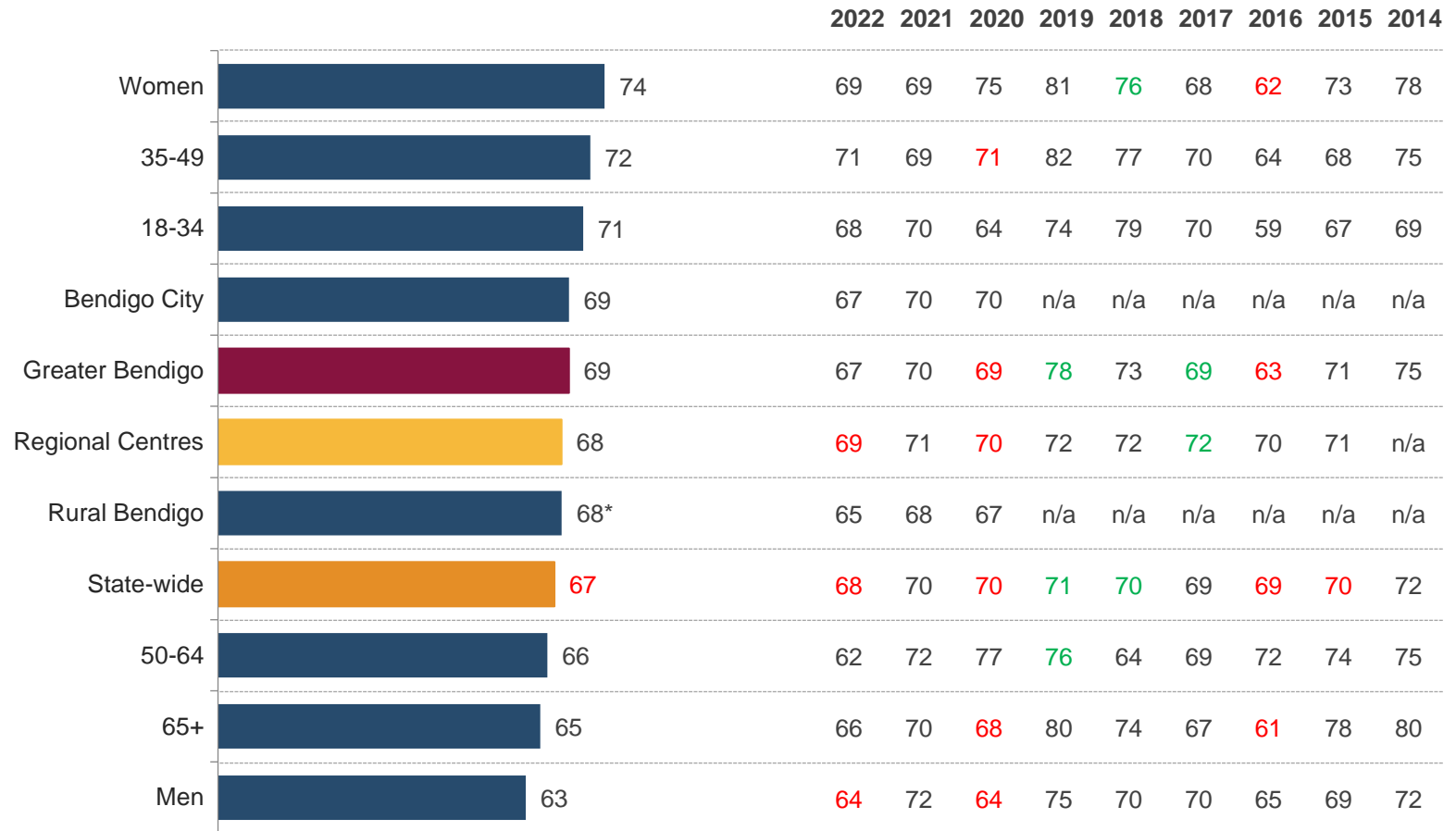
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 5

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



Customer service rating

2023 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: 66 Councils asked group: 9

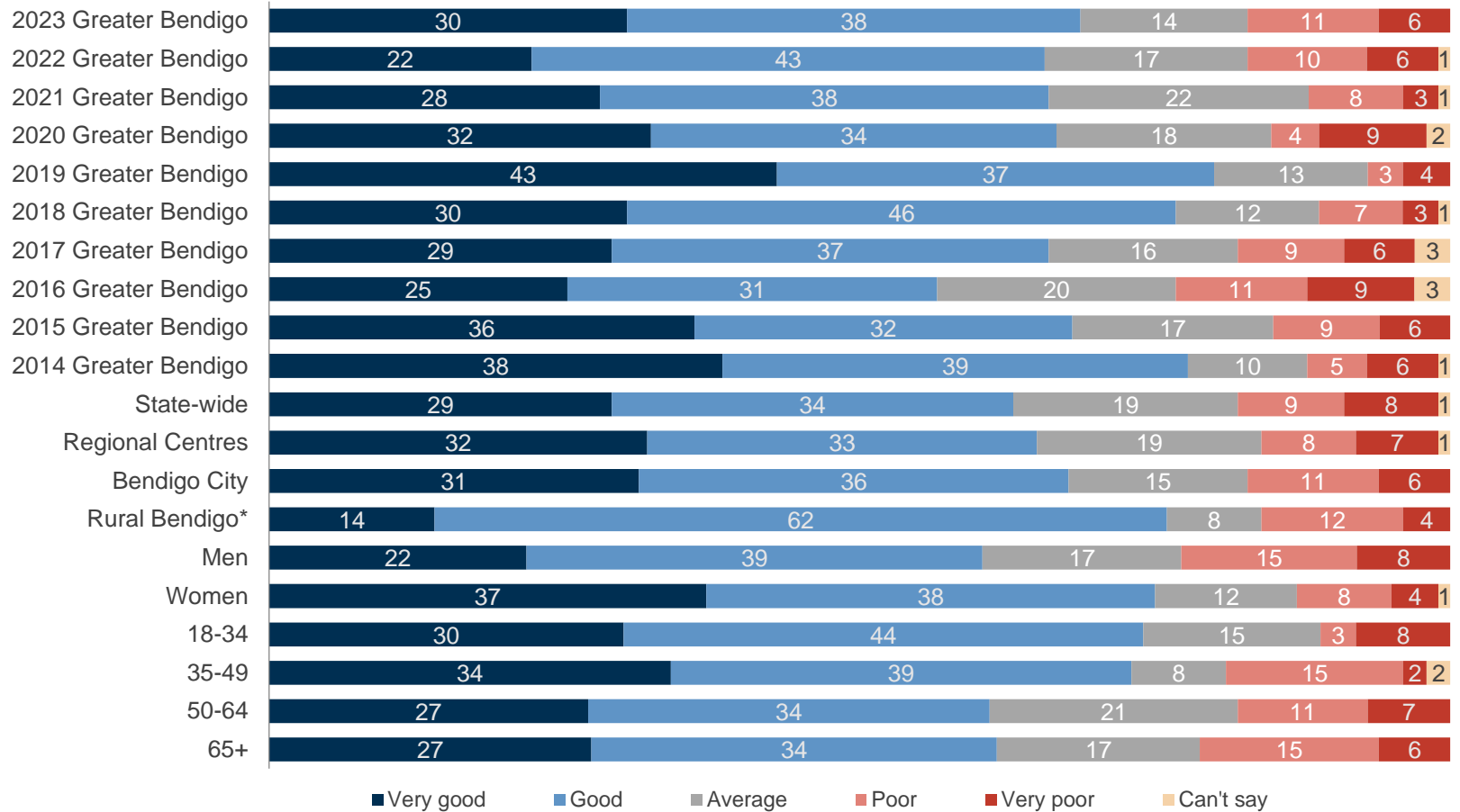
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2023 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: 9

*Caution: small sample size < n=30



Council direction

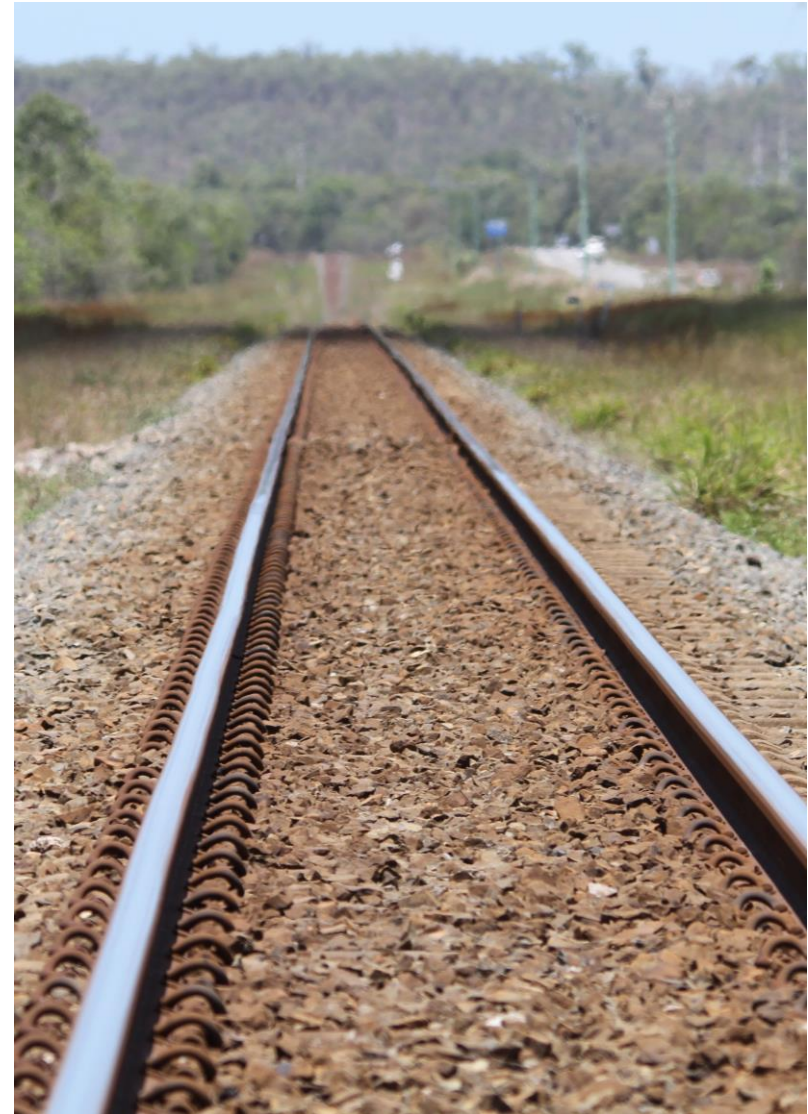


Council direction

Over the last 12 months, seven in ten residents (70%) believe the direction of Council's overall direction has stayed the same, up eight percentage points since 2022.

Perceptions of overall council direction in Greater Bendigo City Council (index score of 47) is unchanged from last year.

- This contrasts with the Regional Centres group and the State-wide average for councils index scores (index scores of 47 and 46 respectively) which declined significantly for the last two years running.
- Ratings of the direction of Greater Bendigo City Council's overall performance currently remain in line with both the Regional Centres group and the State-wide average for councils.
- Residents in Rural Bendigo are the most satisfied with overall council direction (index score of 52).
- Residents aged 50 to 64 years are the least satisfied with overall council direction (index score of 43).
- 9% of residents believe Council's overall direction has improved in the last 12 months (down from 14% in 2022).
- 15% of residents believe Council's overall direction has deteriorated in the last 12 months (down from 19% in 2022).





Overall council direction last 12 months

2023 overall council direction (index scores)

| | | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|------------------|----|------|------|------|------|------|------|------|------|------|
| Rural Bendigo | 52 | 49 | 55 | 49 | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 50 | 49 | 47 | 49 | 51 | 55 | 52 | 43 | 53 | 56 |
| Women | 50 | 45 | 47 | 50 | 55 | 58 | 55 | 46 | 50 | 59 |
| Greater Bendigo | 47 | 47 | 48 | 48 | 53 | 57 | 54 | 44 | 52 | 58 |
| 65+ | 47 | 47 | 46 | 44 | 52 | 58 | 55 | 39 | 53 | 59 |
| Regional Centres | 47 | 52 | 54 | 50 | 52 | 53 | 55 | 51 | 53 | n/a |
| Bendigo City | 46 | 47 | 48 | 48 | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 46 | 48 | 51 | 53 | 52 | 56 | 52 | 51 | 52 | 55 |
| State-wide | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 | 53 |
| Men | 44 | 50 | 49 | 46 | 51 | 55 | 53 | 42 | 54 | 57 |
| 50-64 | 43 | 45 | 47 | 47 | 57 | 58 | 57 | 43 | 49 | 63 |

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

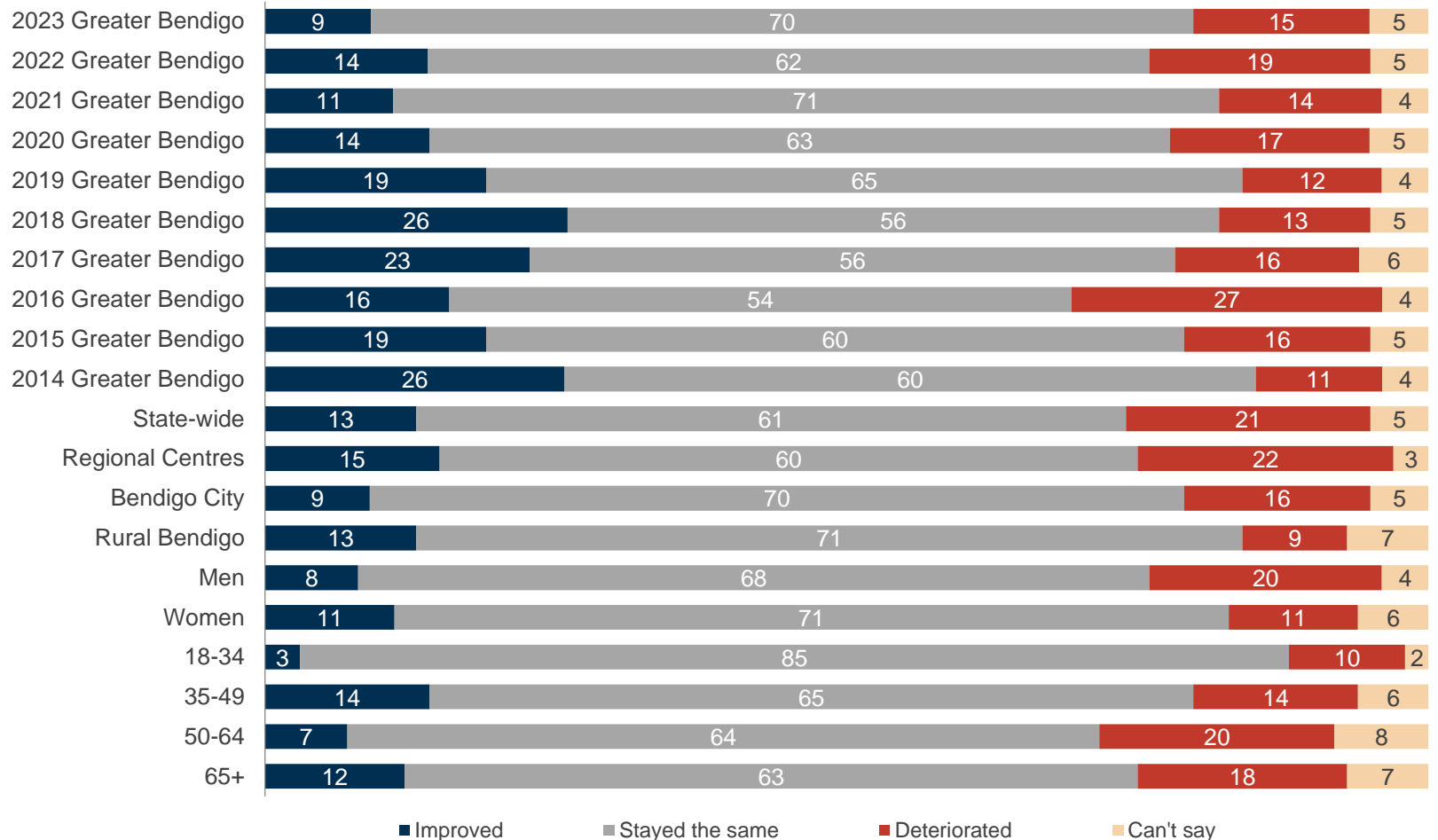
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall council direction last 12 months

2023 overall council direction (%)



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Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

| | | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|------------------|----|------|------|------|------|------|------|------|------|------|
| Household user | 57 | 51 | 60 | 54 | n/a | n/a | n/a | n/a | n/a | n/a |
| Personal user | 57 | 53 | 60 | 57 | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 55 | 51 | 56 | 56 | 58 | 56 | 55 | 52 | 51 | 59 |
| 18-34 | 55 | 52 | 57 | 58 | 59 | 56 | 62 | 55 | 54 | 58 |
| 35-49 | 54 | 52 | 56 | 58 | 57 | 63 | 51 | 57 | 48 | 55 |
| Rural Bendigo | 52 | 51 | 54 | 59 | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 |
| Greater Bendigo | 52 | 51 | 55 | 54 | 56 | 56 | 54 | 53 | 52 | 57 |
| Bendigo City | 52 | 51 | 55 | 53 | n/a | n/a | n/a | n/a | n/a | n/a |
| Regional Centres | 50 | 54 | 54 | 51 | 54 | 55 | 54 | 52 | 53 | n/a |
| 65+ | 49 | 50 | 54 | 46 | 52 | 54 | 48 | 45 | 53 | 59 |
| Men | 48 | 50 | 54 | 51 | 55 | 55 | 52 | 53 | 53 | 56 |
| 50-64 | 48 | 48 | 50 | 53 | 55 | 50 | 51 | 52 | 51 | 57 |

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: 9

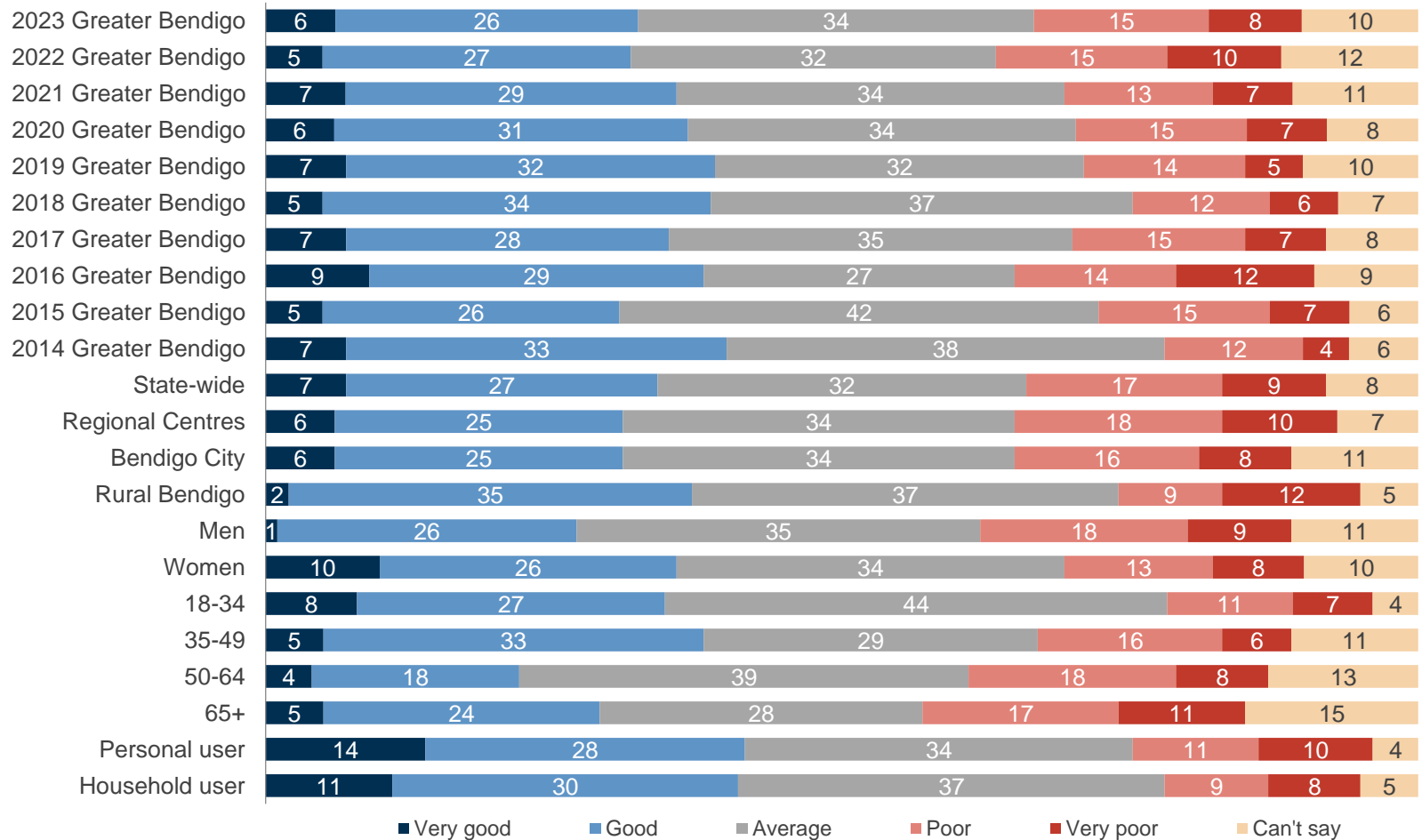
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

| | | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|------------------|-----|------|------|------|------|------|------|------|------|------|
| 35-49 | 57 | 53 | 56 | 56 | 55 | 57 | 50 | 54 | 48 | 56 |
| 18-34 | 57 | 59 | 58 | 58 | 61 | 55 | 59 | 57 | 52 | 63 |
| Women | 56 | 53 | 56 | 54 | 59 | 53 | 53 | 50 | 51 | 60 |
| Bendigo City | 55 | 53 | 55 | 54 | n/a | n/a | n/a | n/a | n/a | n/a |
| Greater Bendigo | 54 | 53 | 54 | 53 | 57 | 54 | 52 | 51 | 51 | 59 |
| Rural Bendigo | 53 | 48 | 52 | 52 | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 52 | 52 | 53 | 53 | 54 | 55 | 52 | 51 | 51 | 58 |
| 65+ | 51 | 52 | 51 | 47 | 53 | 53 | 47 | 42 | 52 | 57 |
| State-wide | 51▼ | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 |
| 50-64 | 50 | 45 | 53 | 52 | 56 | 49 | 52 | 48 | 51 | 58 |
| Regional Centres | 50▼ | 54 | 54 | 50 | 52 | 52 | 52 | 51 | 52 | n/a |

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

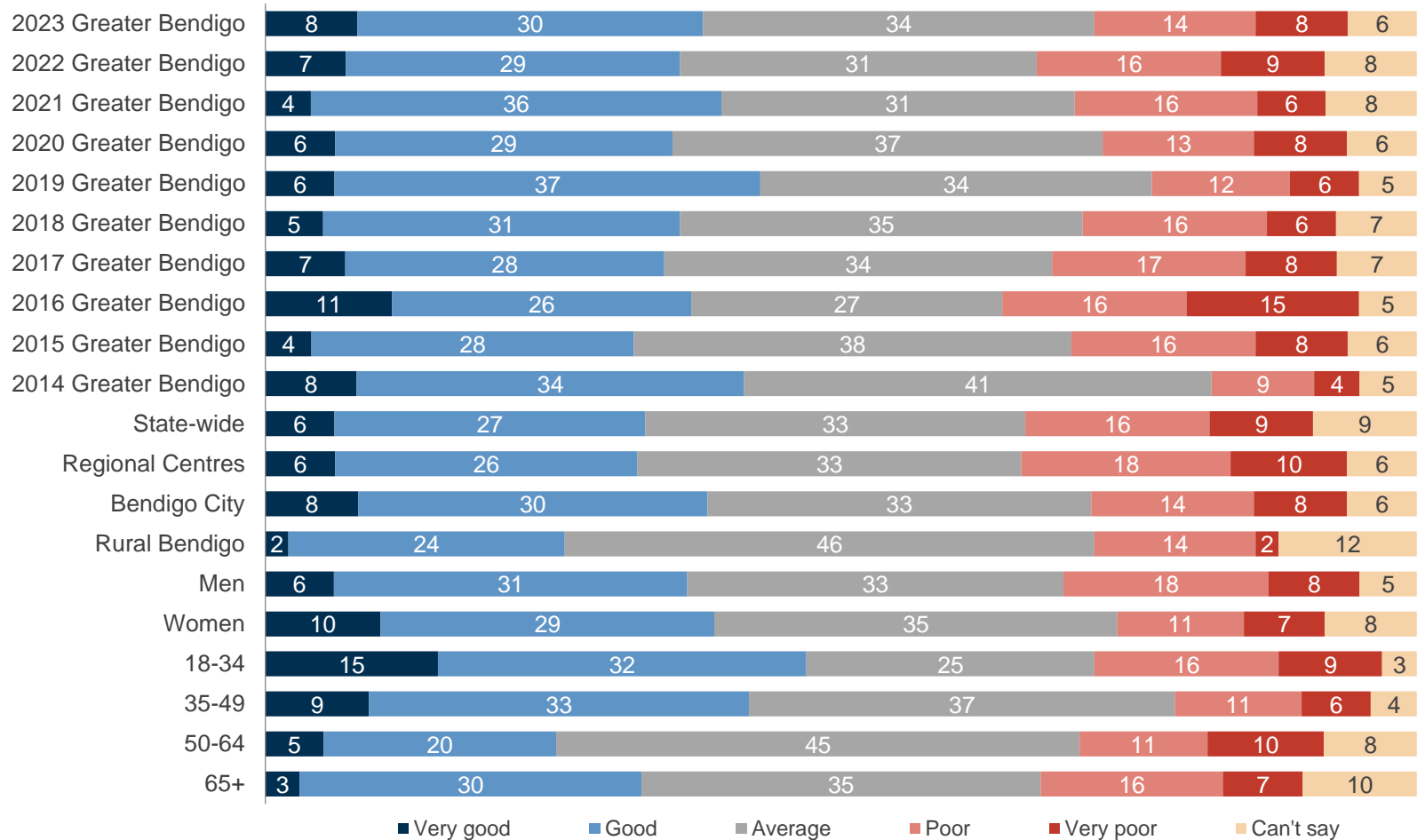
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

| | | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|------------------|-----|------|------|------|------|------|------|------|------|------|
| 18-34 | 57 | 54 | 61 | 63 | 61 | 61 | 63 | 60 | 64 | n/a |
| Bendigo City | 55 | 55 | 61 | 60 | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 54 | 56 | 57 | 58 | 61 | 55 | 56 | 55 | 65 | n/a |
| Women | 54 | 54 | 61 | 59 | 62 | 55 | 59 | 55 | 63 | n/a |
| Greater Bendigo | 53 | 54 | 61 | 60 | 60 | 57 | 59 | 56 | 61 | n/a |
| Men | 53 | 55 | 60 | 60 | 58 | 60 | 59 | 58 | 60 | n/a |
| 35-49 | 51 | 58 | 63 | 60 | 61 | 59 | 58 | 54 | 55 | n/a |
| 50-64 | 50 | 48 | 62 | 57 | 58 | 53 | 58 | 55 | 61 | n/a |
| Regional Centres | 49▼ | 54 | 60 | 55 | 57 | 54 | 53 | 54 | 55 | n/a |
| State-wide | 48▼ | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 |
| Rural Bendigo | 40▼ | 47 | 53 | 54 | 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?

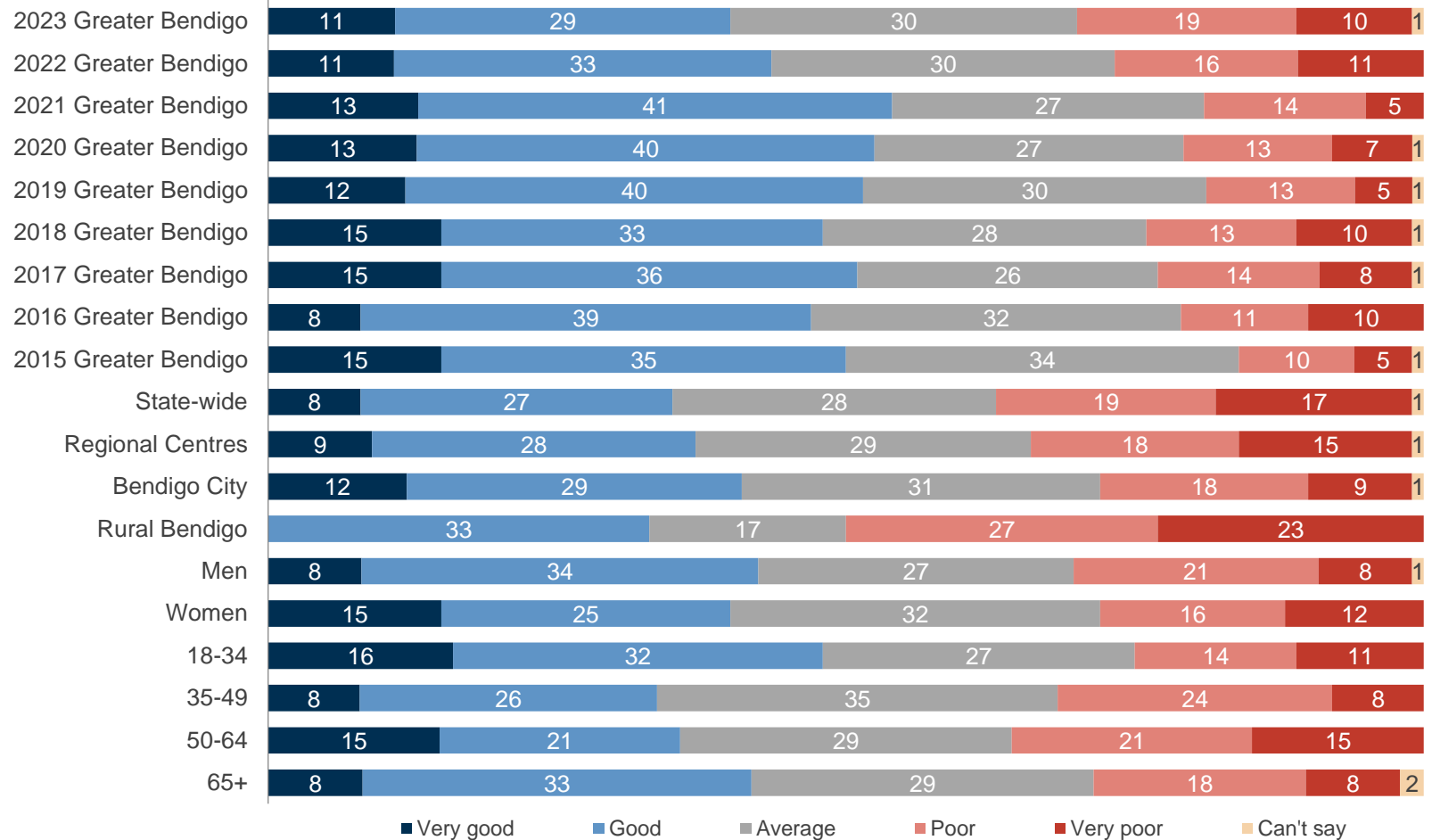
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)





Waste management performance



2023 waste management performance (index scores)

| | | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|------------------|-----|------|------|------|------|------|------|------|------|------|
| Women | 72 | 69 | 72 | n/a | n/a | n/a | n/a | n/a | 70 | 72 |
| 50-64 | 72 | 64 | 67 | n/a | n/a | n/a | n/a | n/a | 69 | 73 |
| 65+ | 71 | 73 | 69 | n/a | n/a | n/a | n/a | n/a | 72 | 72 |
| Bendigo City | 70 | 70 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Greater Bendigo | 70 | 70 | 69 | n/a | n/a | n/a | n/a | n/a | 71 | 71 |
| 18-34 | 70 | 72 | 71 | n/a | n/a | n/a | n/a | n/a | 72 | 72 |
| 35-49 | 68 | 67 | 68 | n/a | n/a | n/a | n/a | n/a | 71 | 67 |
| Men | 68 | 71 | 67 | n/a | n/a | n/a | n/a | n/a | 72 | 70 |
| Regional Centres | 67▼ | 68 | 69 | 66 | 68 | 70 | 69 | 69 | 71 | n/a |
| State-wide | 66▼ | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 |
| Rural Bendigo | 65 | 73 | 65 | 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: 9

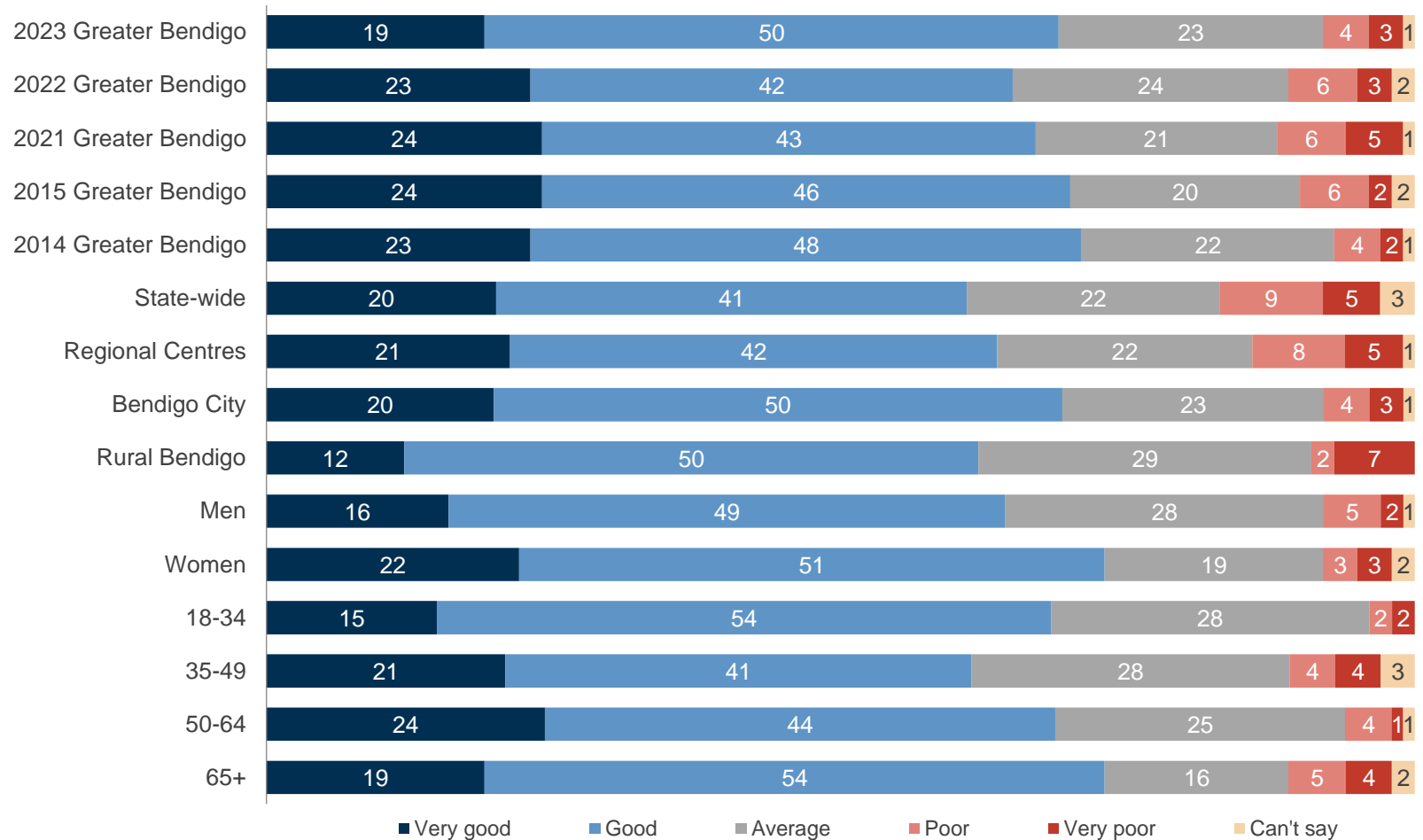
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



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.

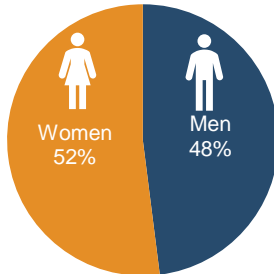
Detailed demographics



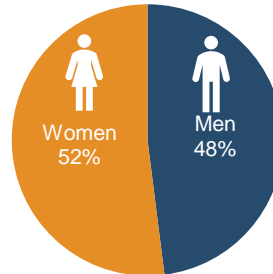
Gender and age profile

2023 gender

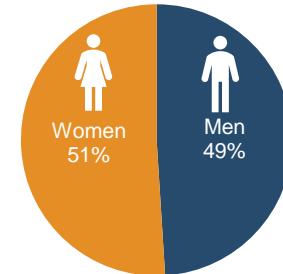
Greater Bendigo



Regional Centres

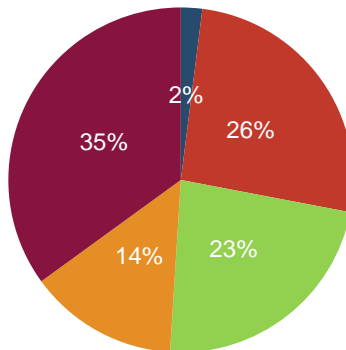


State-wide

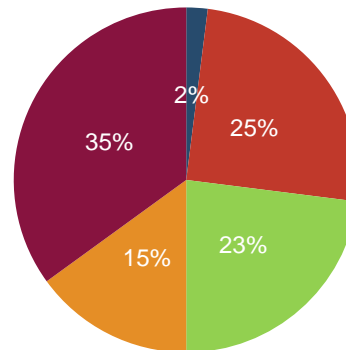


2023 age

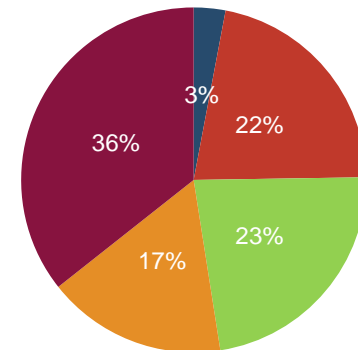
Greater Bendigo



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?

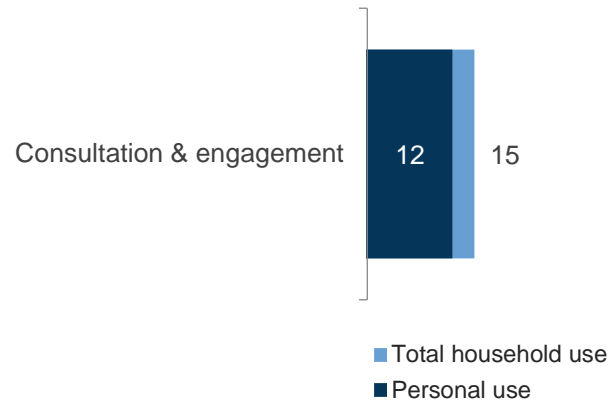
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9


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



2023 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 2023 State-wide Local Government Community Satisfaction Survey for Greater Bendigo City Council was n=400. 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=400 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 93,900 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 | 400 | 400 | +/-4.9 |
| Men | 176 | 192 | +/-7.4 |
| Women | 224 | 208 | +/-6.6 |
| Bendigo City | 367 | 368 | +/-5.1 |
| Rural Bendigo | 33 | 32 | +/-17.3 |
| 18-34 years | 59 | 111 | +/-12.9 |
| 35-49 years | 78 | 93 | +/-11.2 |
| 50-64 years | 73 | 54 | +/-11.5 |
| 65+ years | 190 | 141 | +/-7.1 |



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:

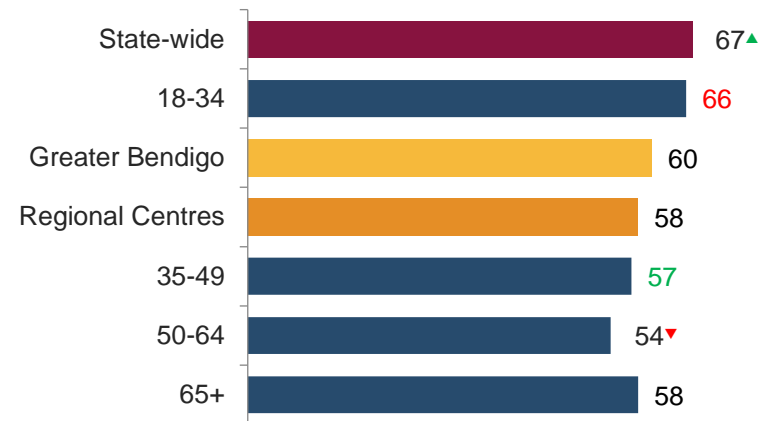
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 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.



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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=401 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=403 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 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.

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=400 completed interviews were achieved in Greater Bendigo City Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 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 2012-2023 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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