



# **2024 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

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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-fifth 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 25 years

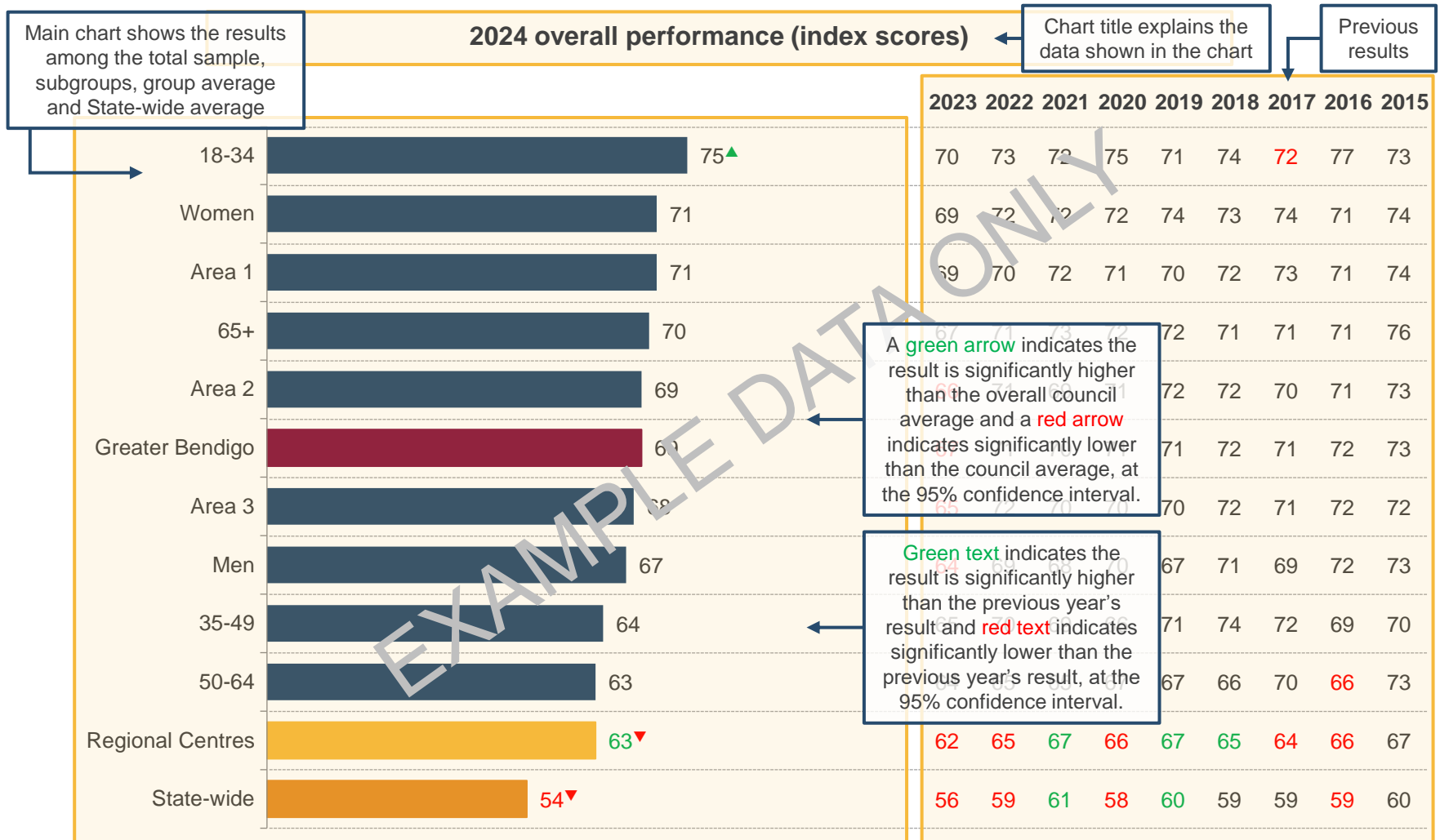
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



# How to read index score charts in this report



Question asked and base size(s)

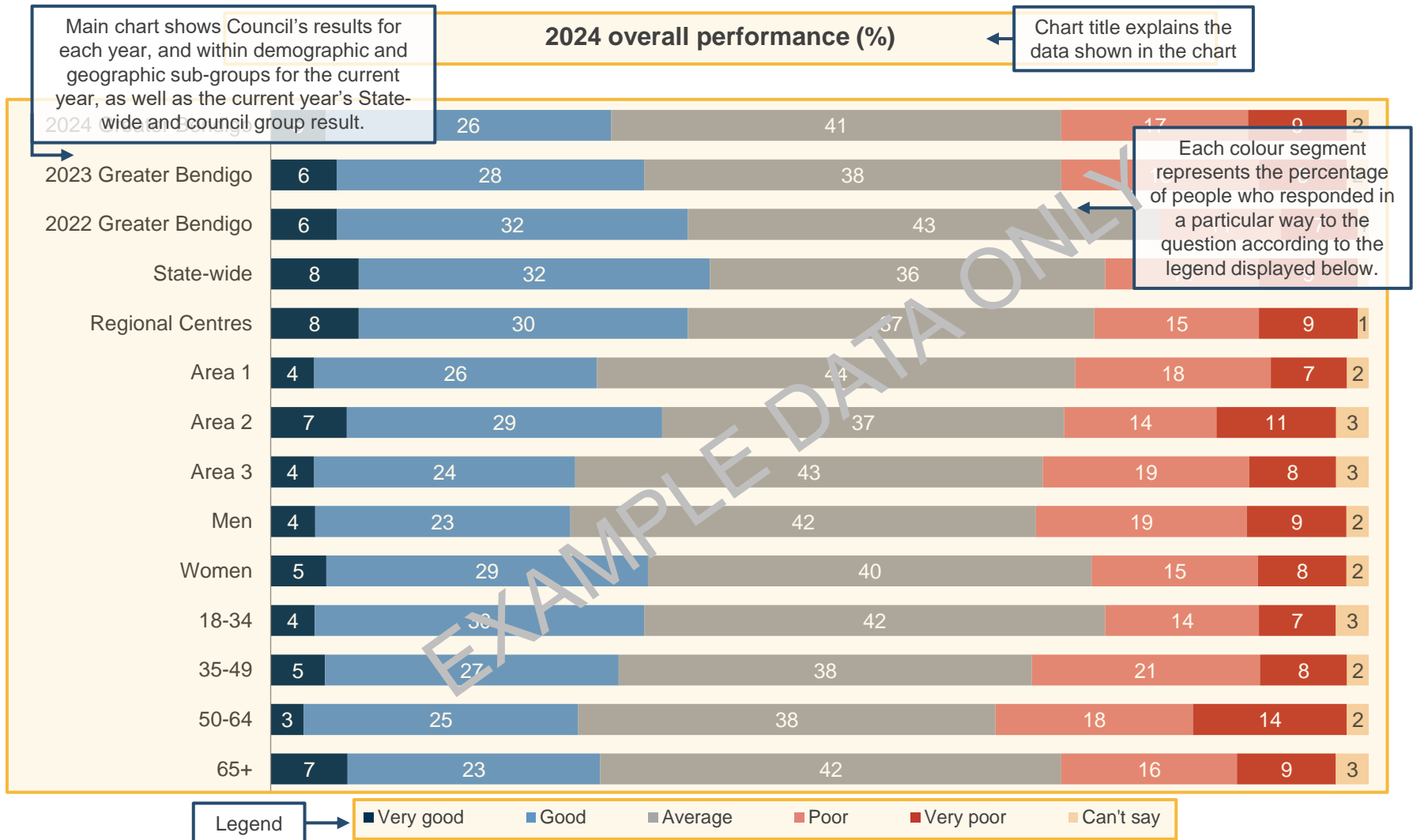
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Bendigo City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



## How to read stacked bar charts in this report



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: 62 Councils asked group: 9

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 53



Regional Centres 54



State-wide 54

## Council performance compared to group average

Top performing area		
	Waste management	 lower
Bottom 3 performing areas		
	Sealed local roads	 on par
	Community decisions	 on par
	Consultation & engagement	 on par
	Customer service	 lower



# Summary of core measures

## Index scores



Overall  
Performance



Value for  
money



Community  
Consultation



Making  
Community  
Decisions



Sealed  
Local  
Roads



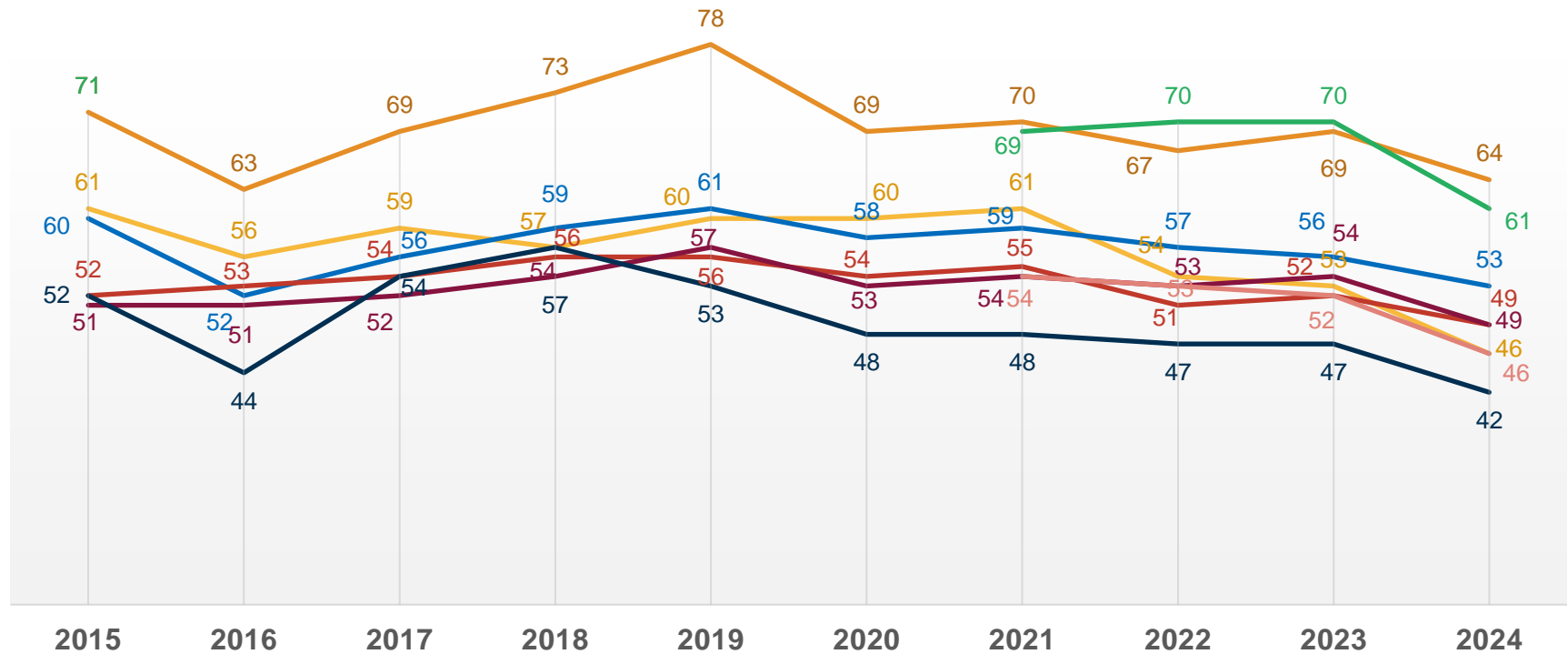
Waste  
management



Customer  
Service



Overall  
Council  
Direction

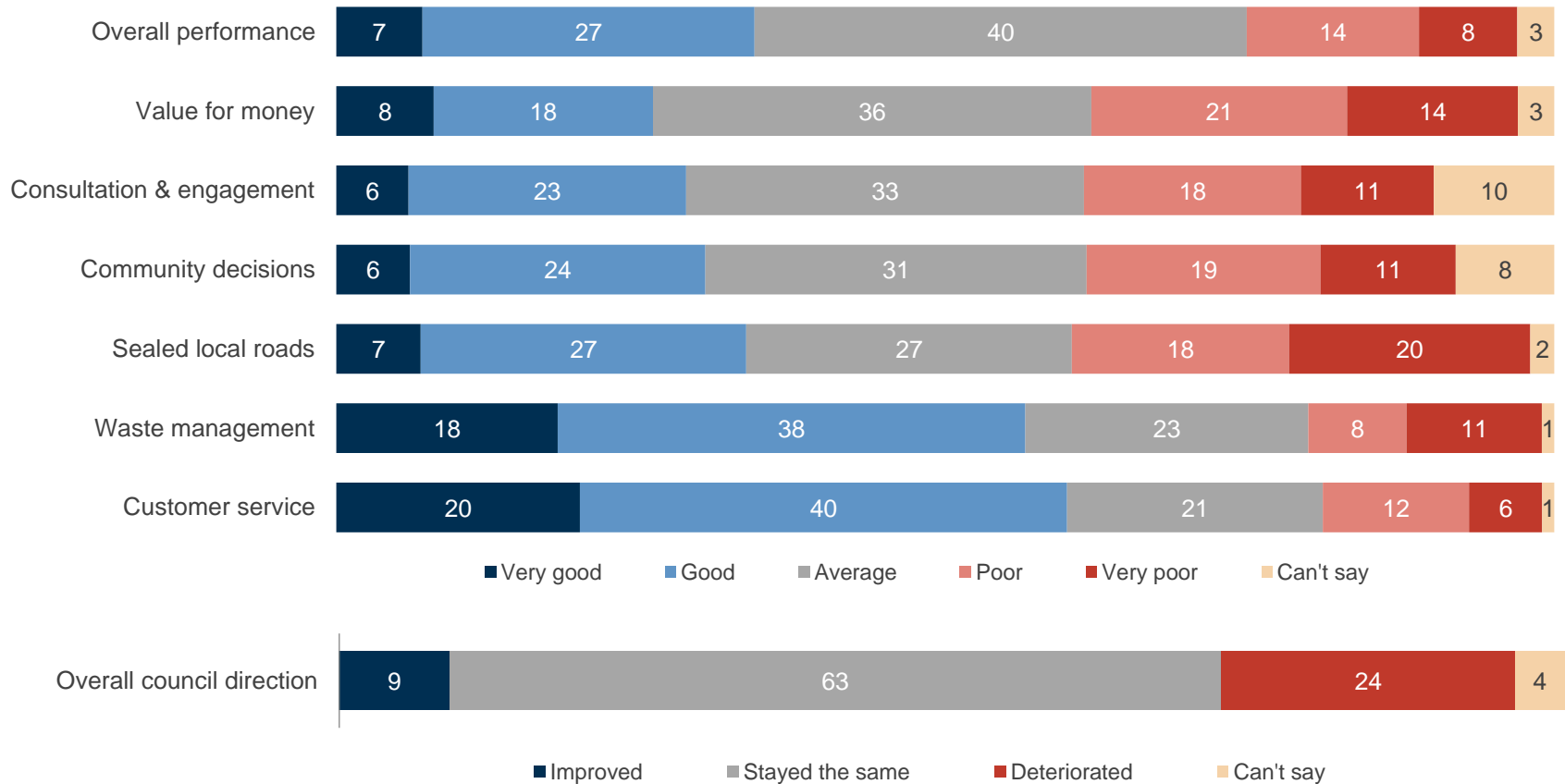














## Summary of core measures

### Core measures summary results (%)





## Summary of Greater Bendigo City Council performance

Services		Greater Bendigo 2024	Greater Bendigo 2023	Regional Centres 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	53	56	54	54	Women	Rural Bendigo residents
	Value for money	46	52	48	48	Women	Rural Bendigo residents
	Overall council direction	42	47	45	45	Women	Rural Bendigo residents, 35-49 years
	Customer service	64	69	68	67	Women	Men
	Waste management	61	70	66	67	65+ years	18-34 years
	Consultation & engagement	49	52	49	51	Women	Rural Bendigo residents
	Community decisions	49	54	48	50	65+ years	Rural Bendigo residents
	Sealed local roads	46	53	46	45	65+ years	Rural Bendigo residents



## Focus areas for the next 12 months

### Overview

Perceptions of Council performance declined across all areas evaluated from 2023, including a modest decline in overall performance. Ratings' declines were significant in all but one service area, with the largest declines occurring in the areas of waste management and the condition of sealed local roads, as well as perceptions of the value residents receive in infrastructure and services. Ratings in all areas are at a nine-year low.

### Focus areas

Bendigo City Council should focus on improving performance in the area of waste management. Council experienced the largest decline (by nine index points) in ratings in this area in the past year. The decline was largest in Bendigo City however, while ratings remained consistent with 2023 in Rural Bendigo. Rural Bendigo residents tend to however rate Council lower on all other measures, including overall performance, suggesting waste management is not the highest priority service area in this part of Council.

### Comparison to state and area grouping

Despite significant declines in ratings, Council's performance in three of four service areas evaluated is in line with the Regional Centres group and State-wide averages. Waste management is the exception – Council performs significantly lower than the Regional Centres and State-wide averages in this area. Regional Centres group ratings similarly declined, though not to the same extent as in Greater Bendigo City Council in the past year.

### Stem losses and rebuild impressions

Perceptions of Council direction – a measure of perceived improvements or deterioration in overall performance – are at their lowest point in a decade, driven in large part by declining satisfaction among Rural Bendigo residents and residents aged 35 to 49 years. Council should seek to stem declining impressions across service areas, including, but not limited to the condition of sealed local roads. Sealed local roads is of particular concern to Rural Bendigo residents.

# DETAILED FINDINGS

# Overall performance



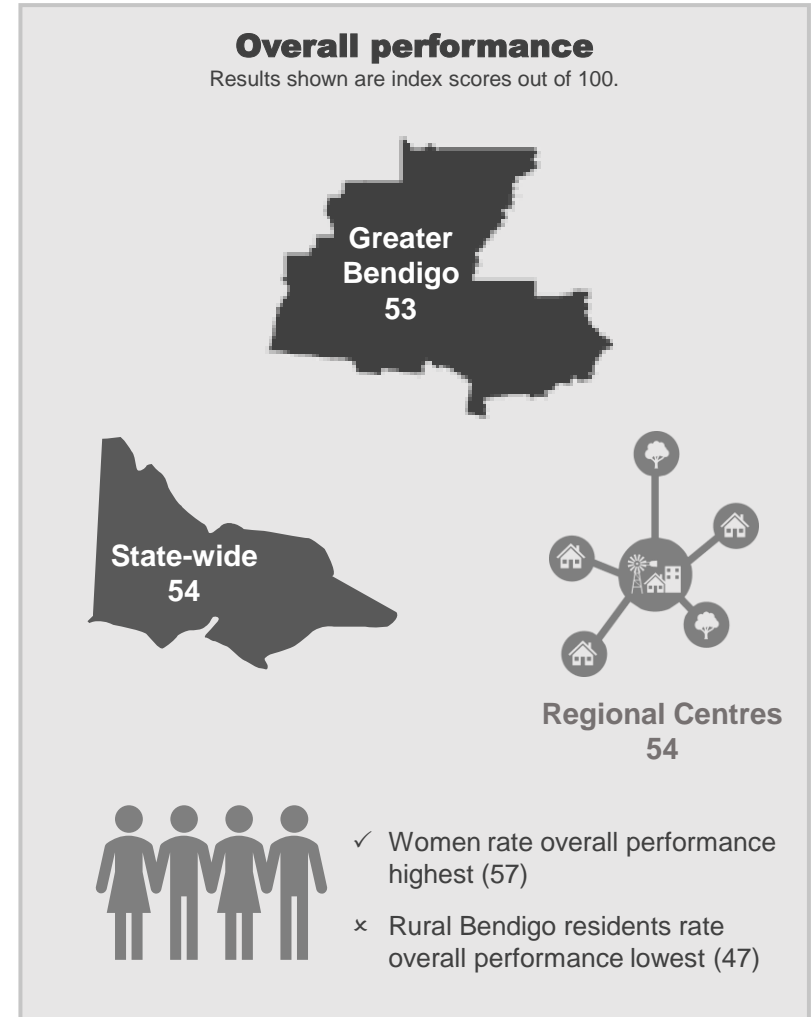
## Overall performance

The overall performance index score of 53 for Greater Bendigo City Council represents a slight three point decline from the 2023 result (not a statistically significant change). Council's overall performance rating has declined by a few points each year for several years running; it is at its lowest level since 2016 (index score of 52).

Council's overall performance is rated statistically similar (at the 95% confidence interval) to the average ratings for councils in the Regional Centres group and State-wide (index scores of 54 each).

- Residents aged 35 to 49 years (index score of 52, down seven index points) and men (index score of 48, down six index points) declined significantly in their impressions of Council's overall performance.
- Residents of Rural Bendigo (index score of 47) rate Council lowest and lower than residents of Bendigo City (index score of 53) on overall performance.
- Men also rate Council's overall performance significantly lower than the Council average.

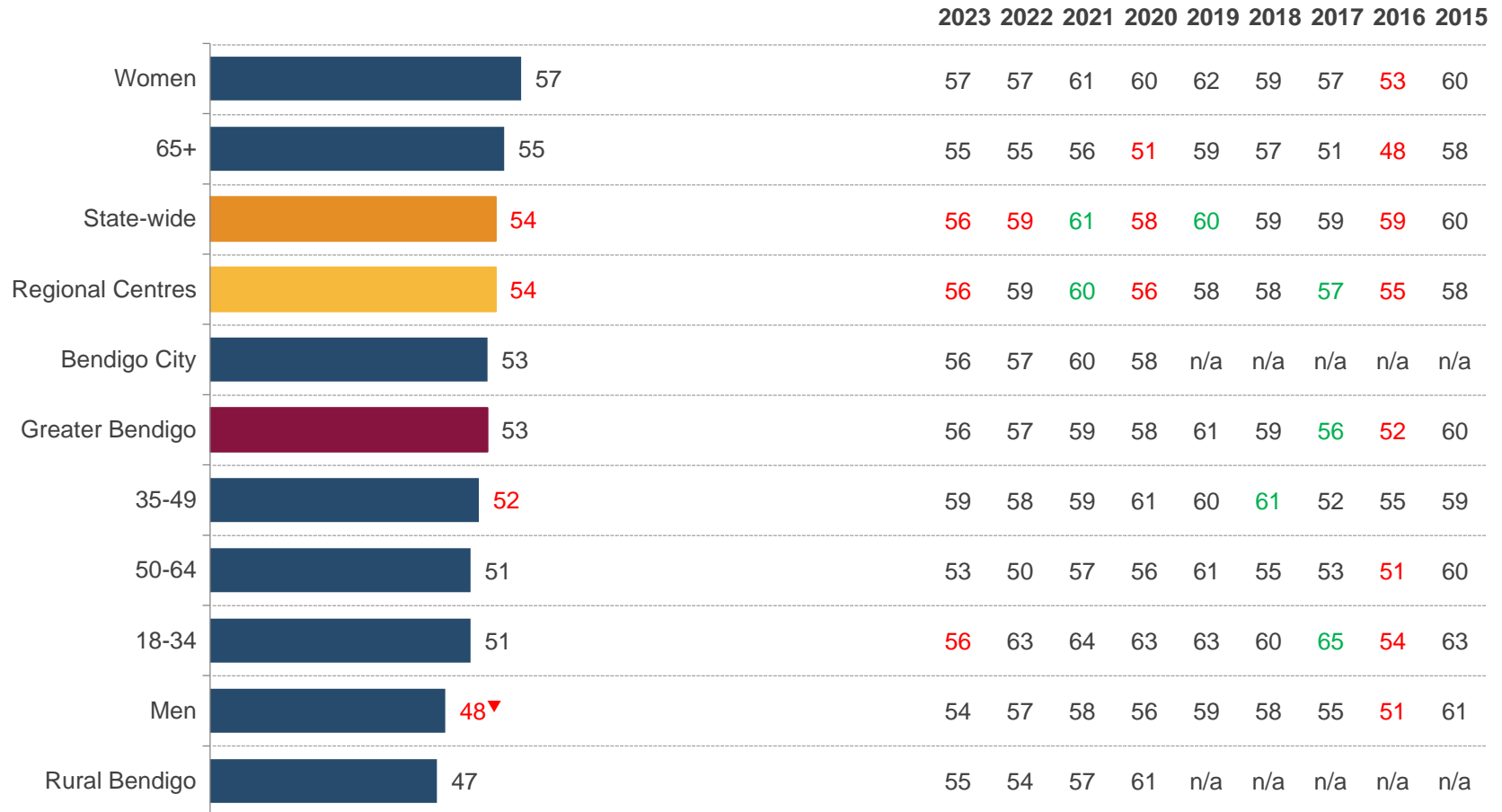
Perceptions of the value for the money residents receive in infrastructure and services have declined in the past year. One-quarter of residents (26%) rate the value for money they receive as 'very good' or 'good' compared to 35% who rate it as 'very poor' or 'poor' (up nine percentage points from 2023).





# Overall performance

## 2024 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?

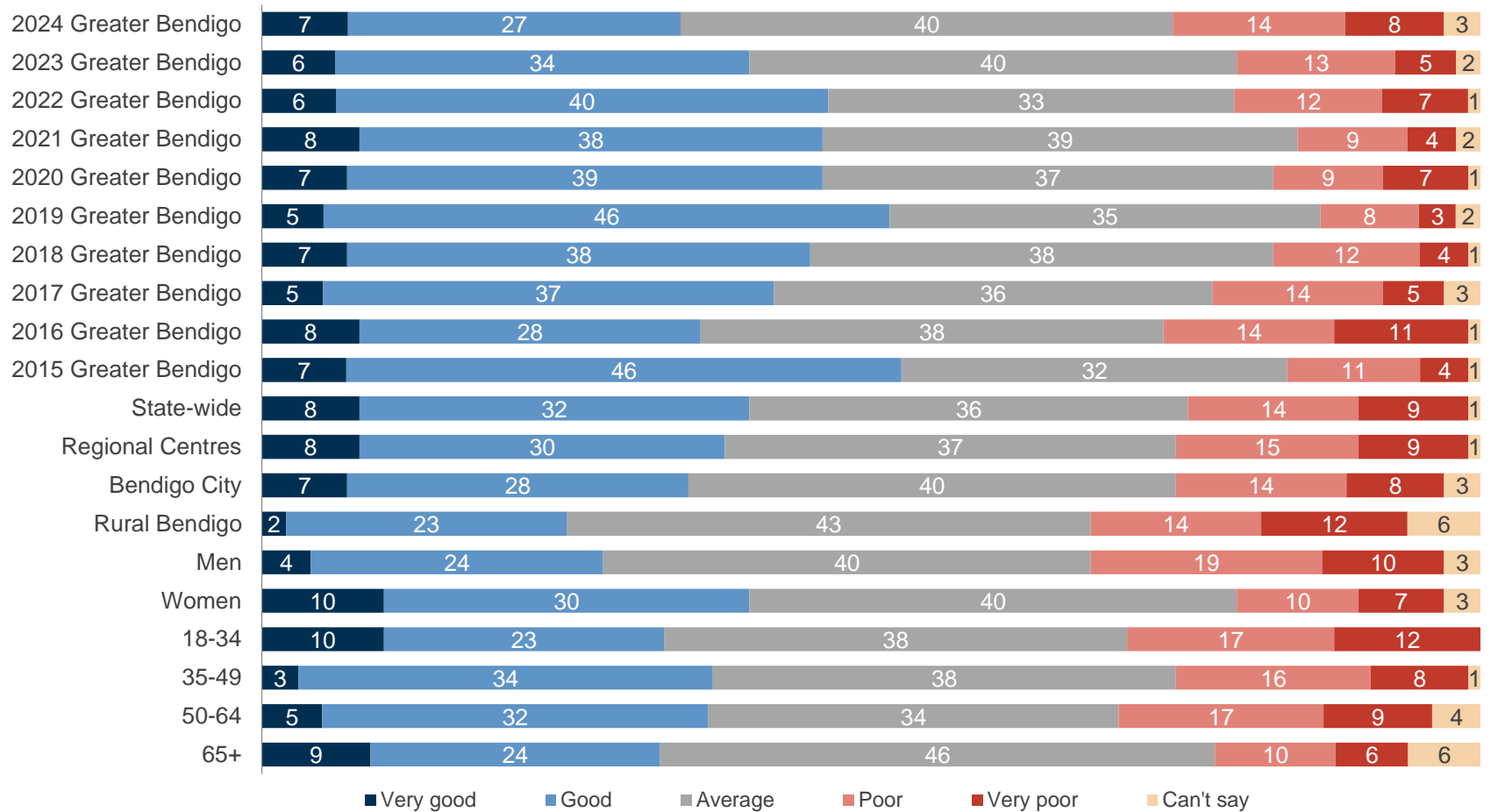
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



# Overall performance

## 2024 overall performance (%)



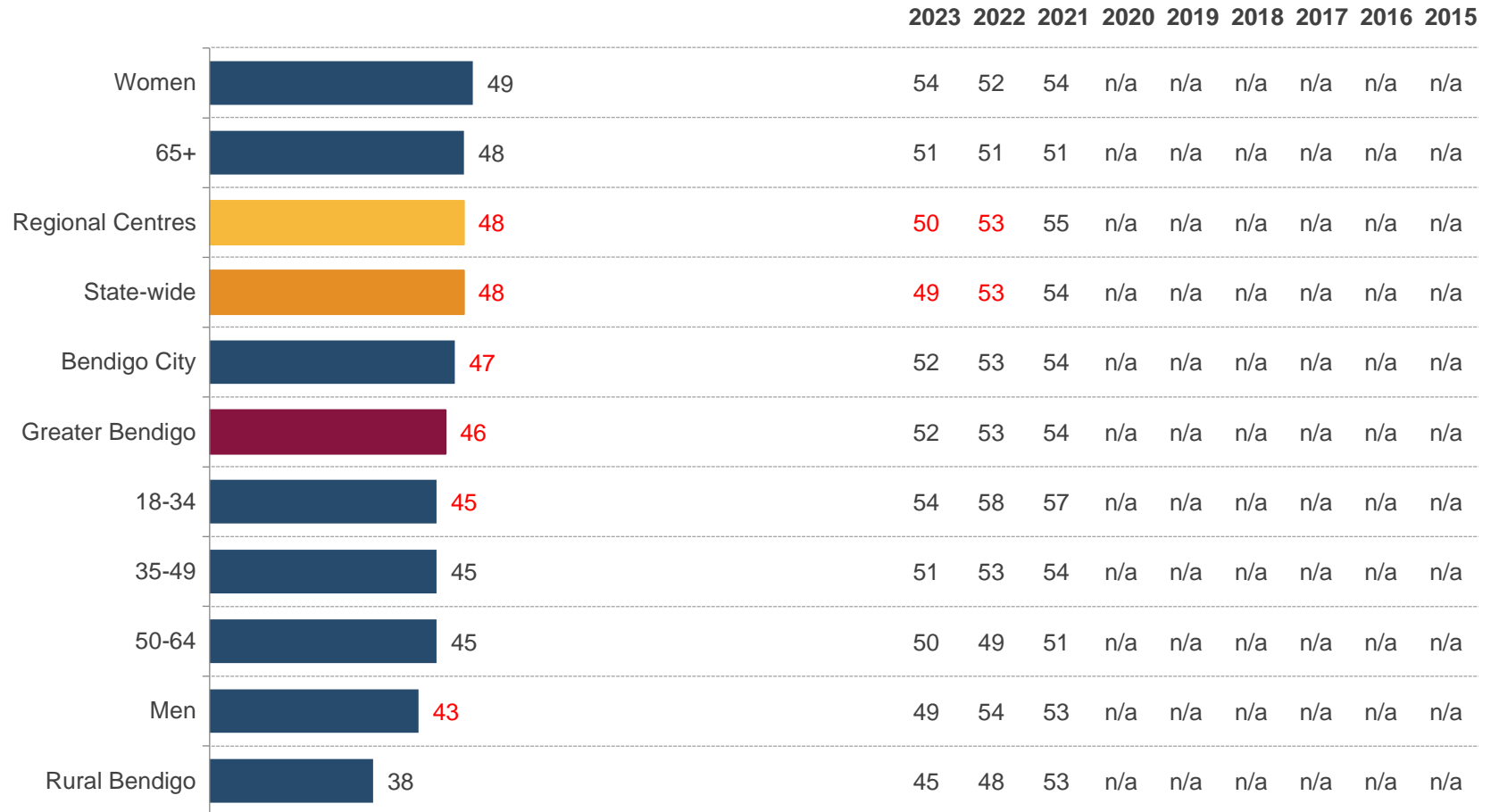
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Bendigo City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9





# Value for money in services and infrastructure

## 2024 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?

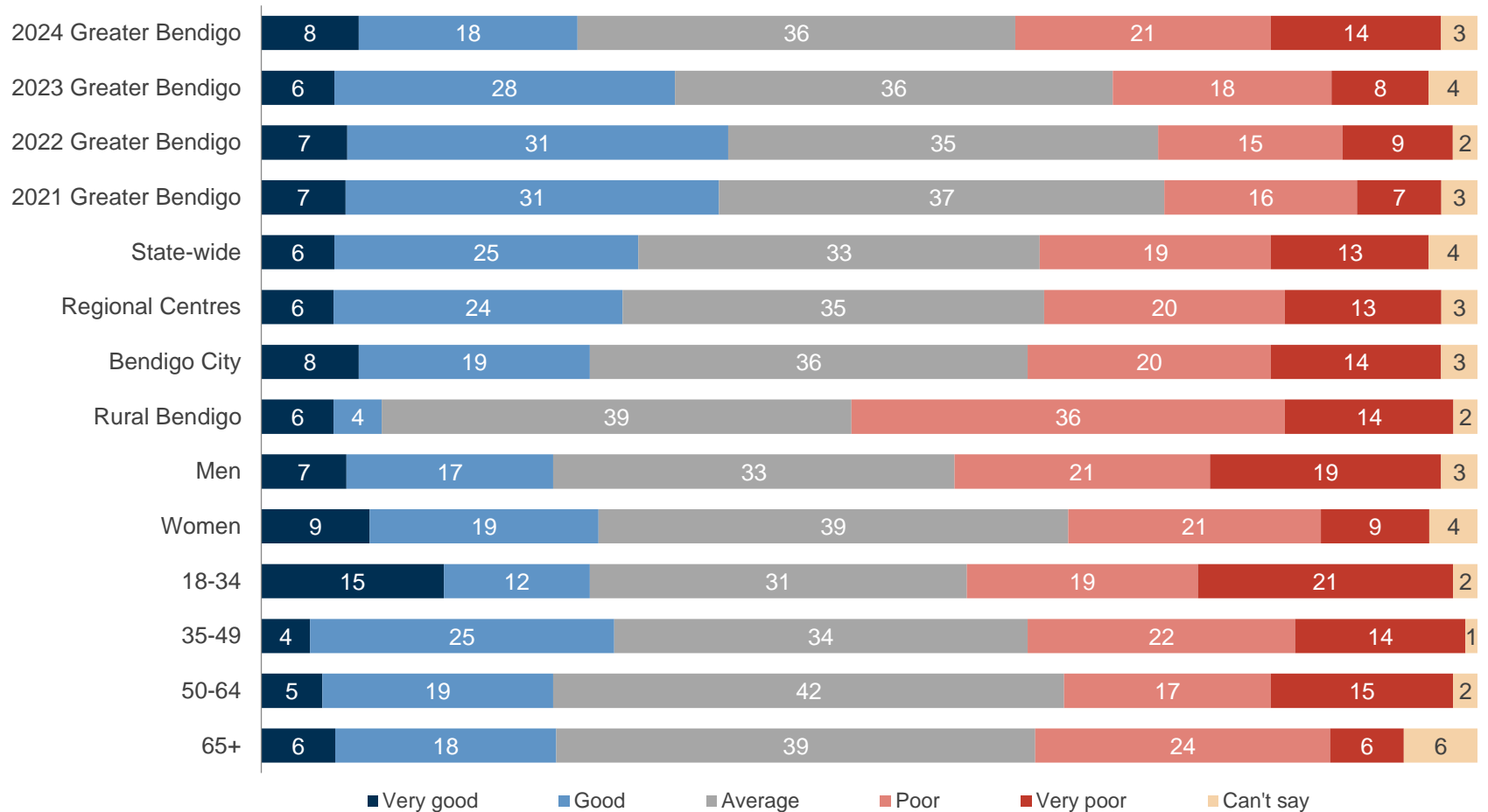
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 9

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



## Value for money in services and infrastructure

### 2024 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: 61 Councils asked group: 9

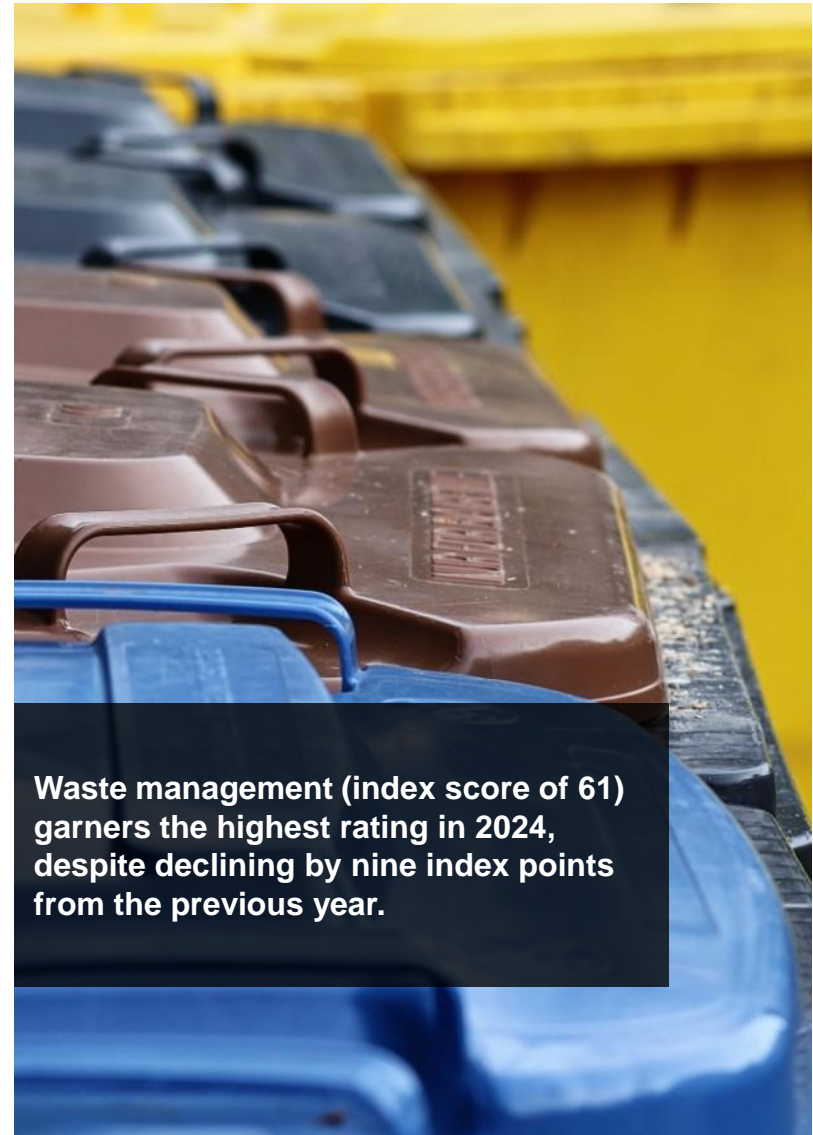


## Top performing service area

Council continues to perform best in the area of waste management (index score of 61) relative to other service areas evaluated, performing 12 index points higher than the next highest rated service area (consultation and engagement). That said, Council's waste management rating declined by a significant nine index points from 2023; ratings were consistent between 2021 and 2023.

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

- Council's performance rating declined significantly across demographic and geographic sub-groups, with the exception of among residents aged 35 to 49 years, 65 years and older, and those in Rural Bendigo. The former rate waste management significantly higher than the Council average.
- Of note, ratings declined by 10 index points from 2023 among residents of Bendigo City (index score of 60) while staying steady in Rural Bendigo (index score of 65). Conversely, residents of Rural Bendigo rate Council's overall performance lowest and lower than residents of Bendigo City, implying there are larger influences on overall impressions than this service area.





## Low performing service areas



Council's ratings declined significantly in three service areas from 2023 – waste management (down nine index points), community decisions (five index points) and sealed local roads (seven index points).

Ratings declined by only a few (not significant) points in a fourth but related area – consultation and engagement (index score of 49, down three points).

- Perceptions of consultation and engagement, and making decisions in the interest of the community, declined significantly among those aged 18 to 34 years.

Council rates lowest in the areas of sealed local roads (index score of 46). Its rating in this area is now 15 points lower than its peak score of 61 achieved in 2015 and 2021.

- Residents of Rural Bendigo rate Council significantly lower for the condition of sealed local roads (index score of 36) than residents overall, and 11 points lower than residents of Bendigo City.

One in five residents (20%) volunteer sealed road maintenance as the Council area most in need of improvement. Community consultation (15%), waste management (11%) and financial management (10%) follow on residents' list of top-of-mind concerns.



# Individual service area performance

2024 individual service area performance (index scores)

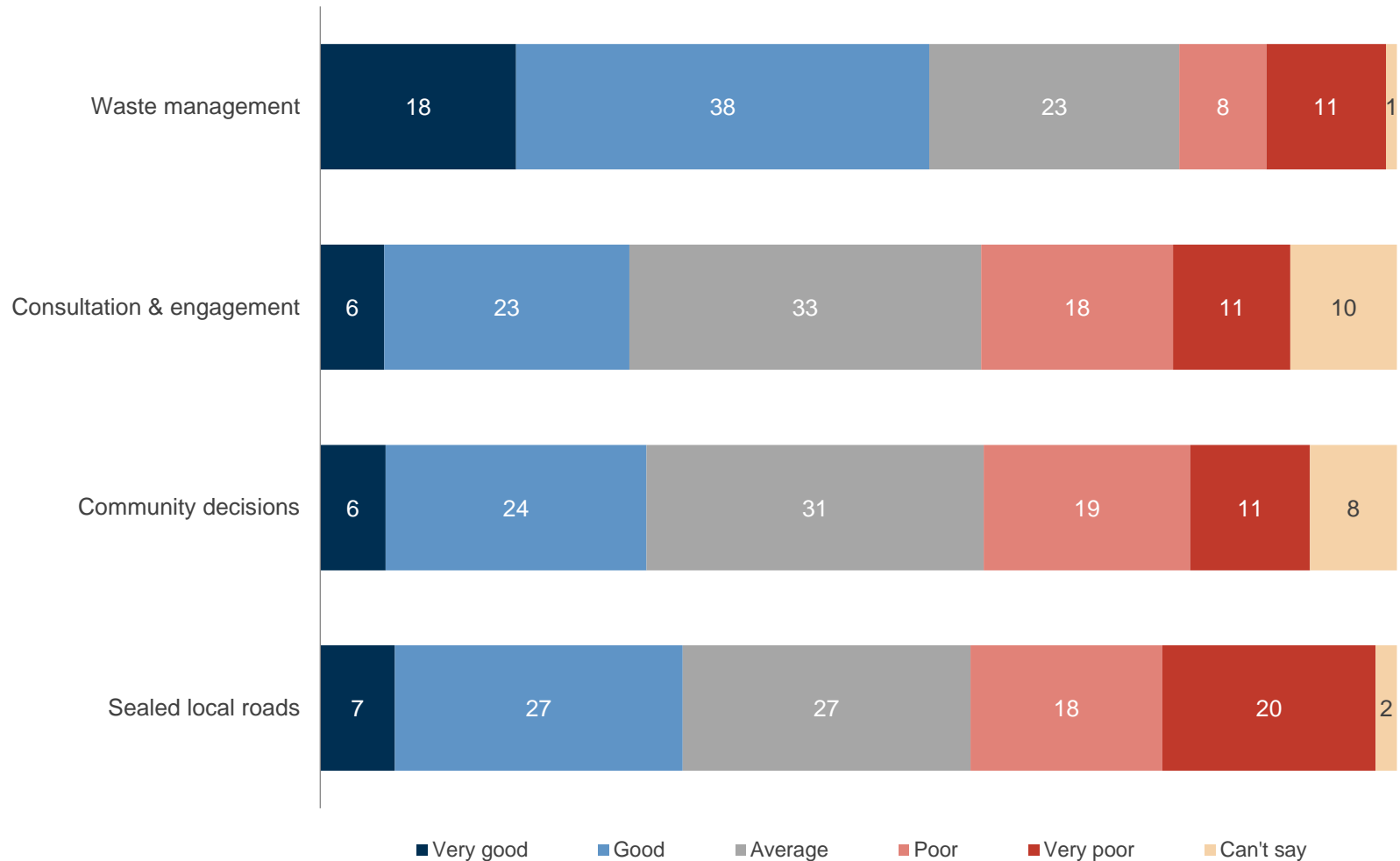


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.



## Individual service area performance

2024 individual service area performance (%)





## Areas for improvement

**2024 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: 49 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 residents (56%) had contact with Council in the previous 12 months. Rate of contact has been consistent since 2017. Residents aged 35 to 49 years (63%) are most likely to have contacted Council in the past year, while residents aged 65 years or older (51%) are least likely to have contacted Council.



**Among those residents who have had contact with Council, 60% provide a positive customer service rating of 'very good' or 'good', including 20% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 65 is just slightly lower (by five index points, not considered statistically significant) than in 2023. Council's customer service rating is lower than previously achieved higher levels with the exception of 2016, when Council's rating dropped to 63 index points from 71 in 2015. Customer service is rated in line with the State-wide average and significantly lower than the Regional Centres group (index scores of 67 and 68 respectively).

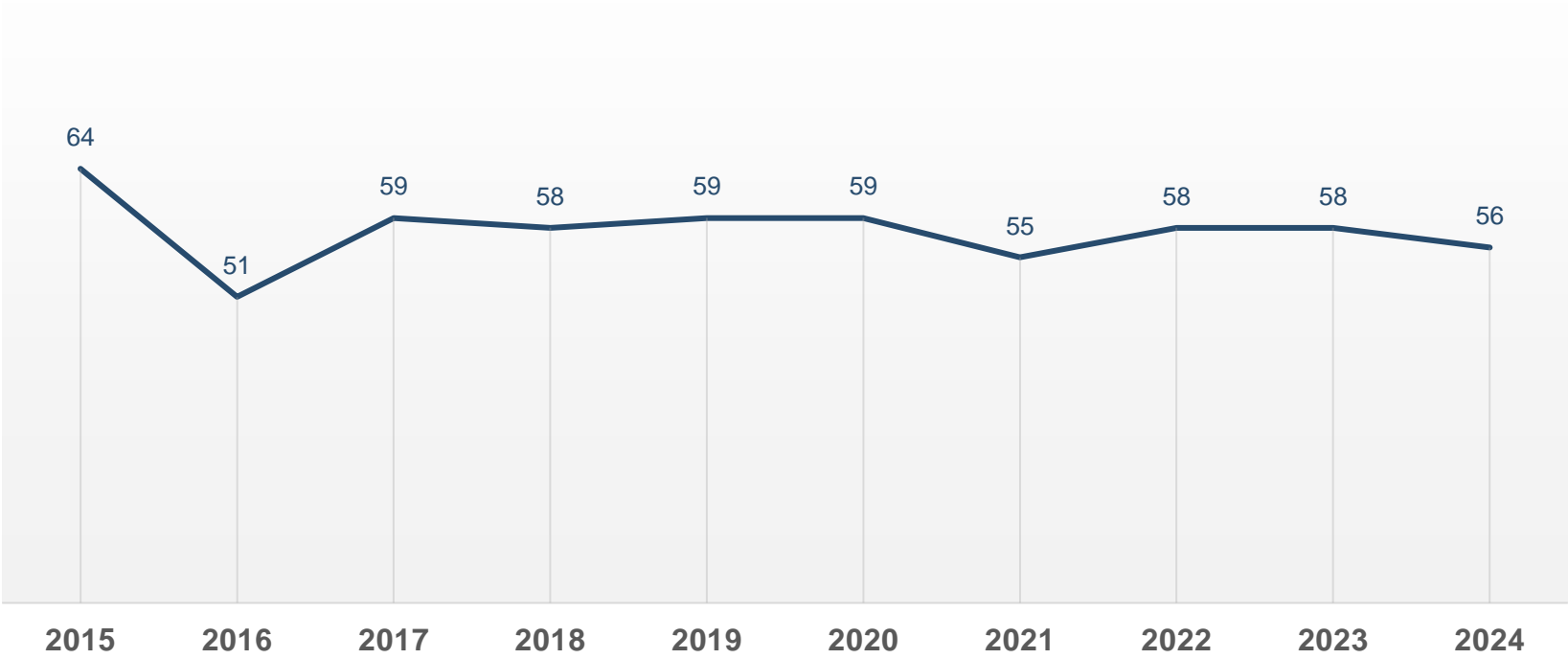
Seven in ten residents (60%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are highest and significantly higher than average among women (index score of 71).



# Contact with council

2024 contact with council (%)  
Have had contact

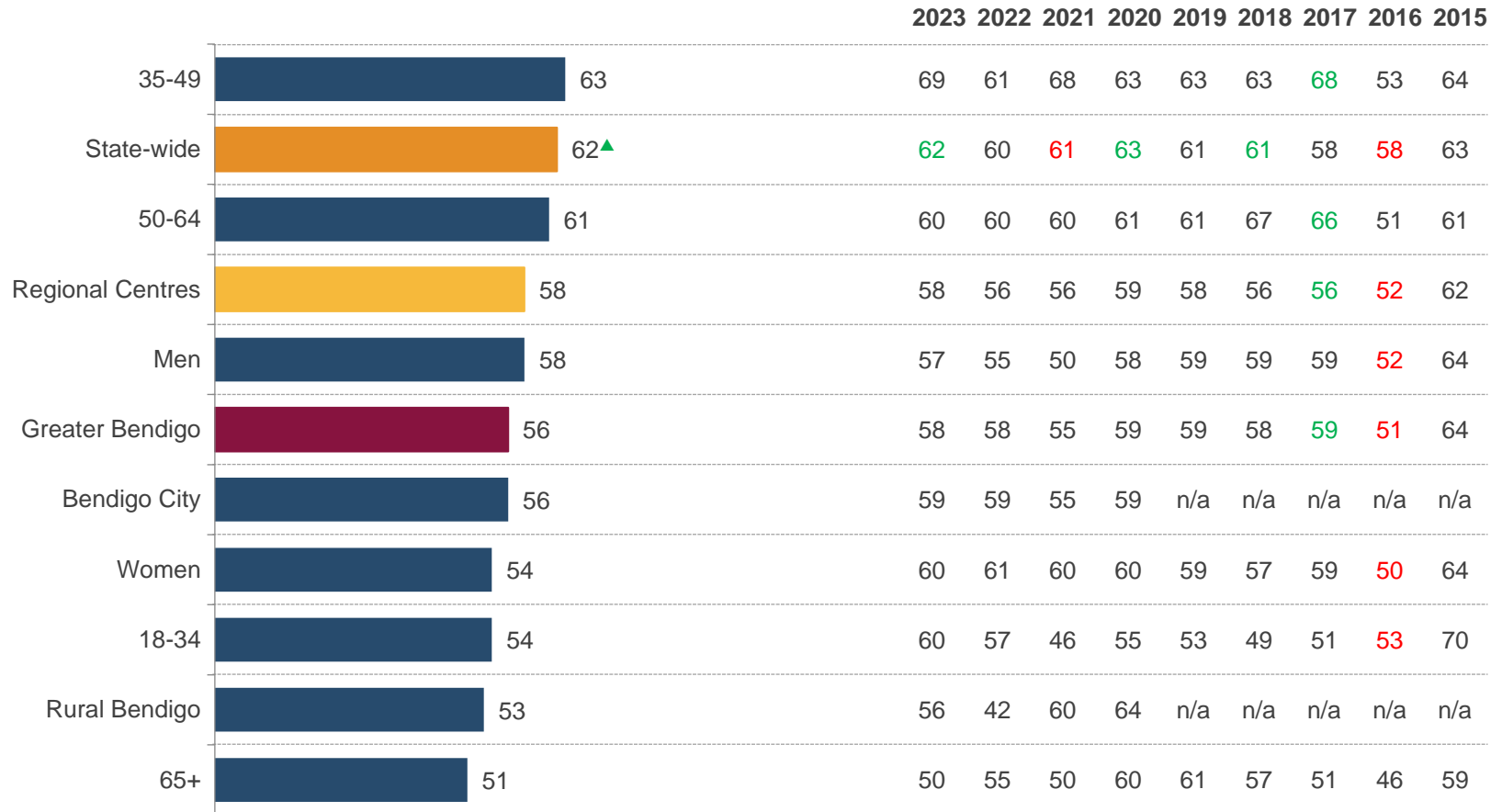


Q5. Over the last 12 months, have you or any member of your household had any contact with Greater Bendigo City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 5



## Contact with council

### 2024 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?

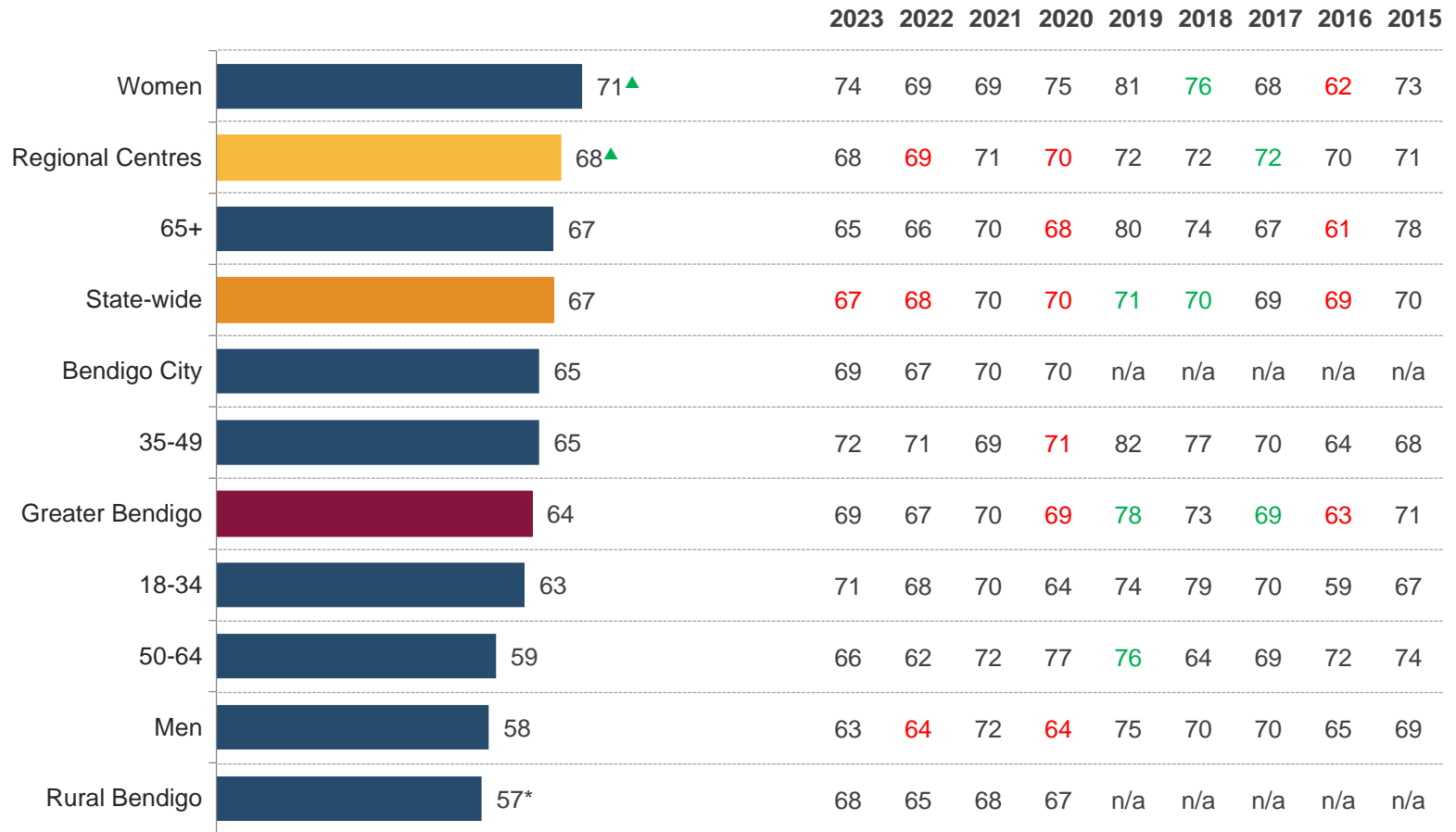
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 5

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



# Customer service rating

## 2024 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: 62 Councils asked group: 9

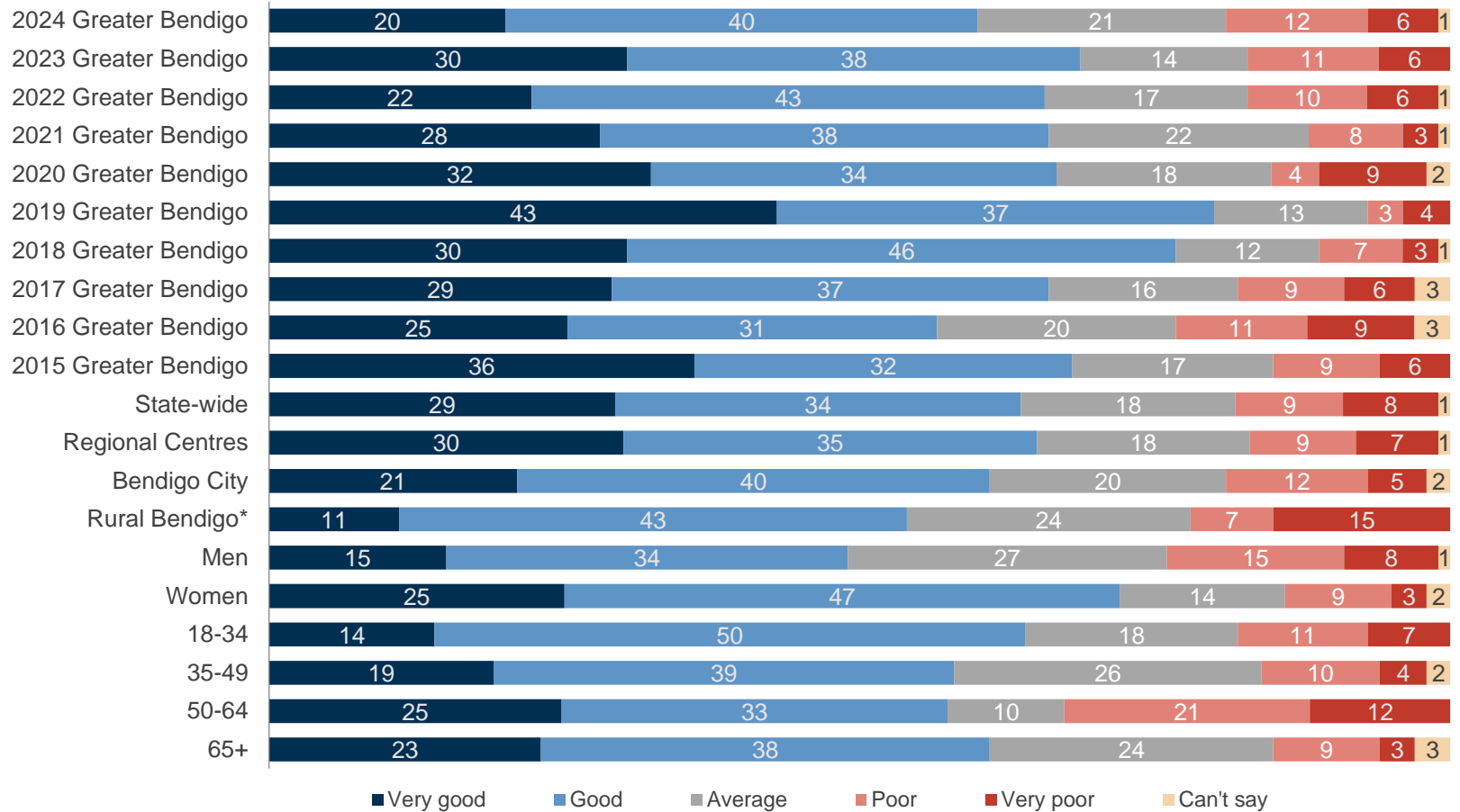
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating

## 2024 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: 62 Councils asked group: 9

\*Caution: small sample size < n=30



# **Council direction**



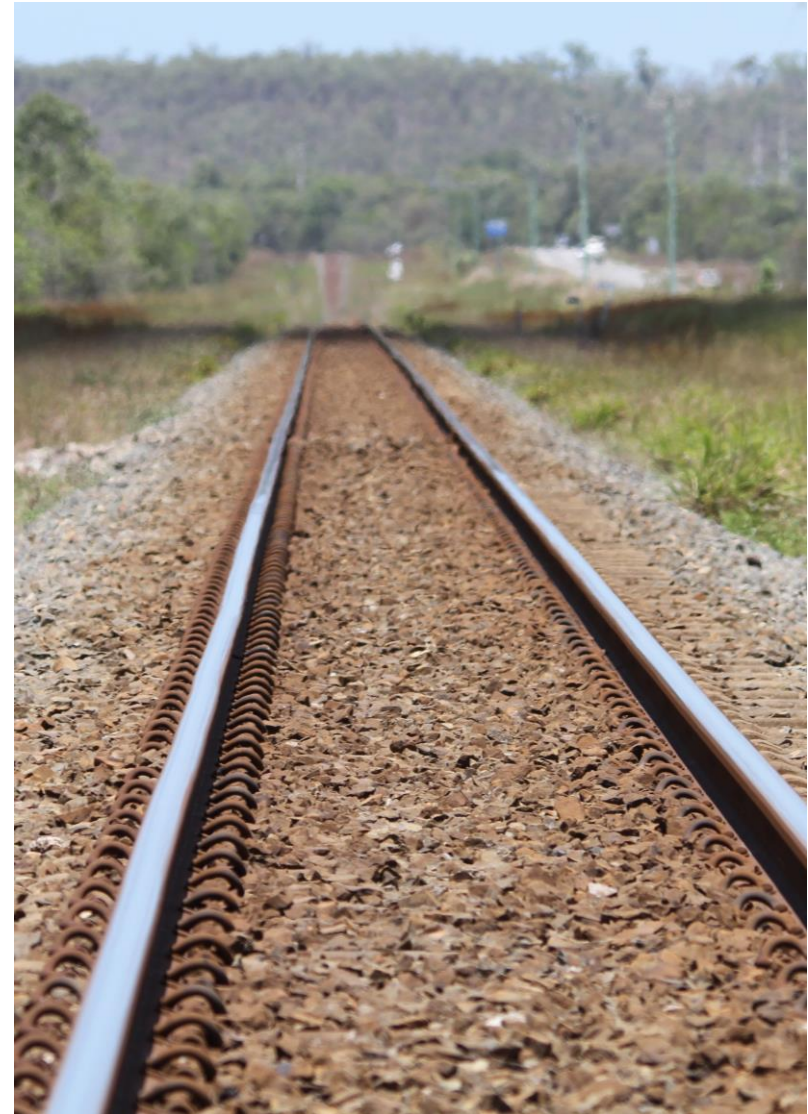


## Council direction

Perceptions of the direction of Council's overall performance have significantly declined and are at their lowest level in a decade. The index score of 42 has dropped a significant five points from last year.

- The direction of Council's overall performance is rated significantly lower than both the State-wide and Regional Centres group averages (index scores of 45 each), though impressions declined significantly at the group and State-wide levels as well. It is important to note that the State-wide and Regional Centres group averages are also at an all-time low.
- Directional ratings declined in both Bendigo City (index score of 42, down four index points) and Rural Bendigo (index score of 37, down 15 index points) but by a much larger margin in the latter area than elsewhere. Residents of Rural Bendigo, along with residents aged 35 to 49 years, rate Council direction lowest of all sub-groups.
- Residents aged 35 to 49 years also declined by a significant 13 index points in their impressions

Over the last 12 months, 9% of residents believe the direction of Council's overall performance has improved. Around three in five residents (63%) believe it has stayed the same, and 24% think it has deteriorated (up nine percentage points from 2023).





# Overall council direction last 12 months

## 2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	46	50	45	47	50	55	58	55	46	50
Regional Centres	45▲	47	52	54	50	52	53	55	51	53
State-wide	45▲	46	50	53	51	53	52	53	51	53
18-34	44	46	48	51	53	52	56	52	51	52
65+	44	47	47	46	44	52	58	55	39	53
Bendigo City	42	46	47	48	48	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	42	47	47	48	48	53	57	54	44	52
50-64	42	43	45	47	47	57	58	57	43	49
Men	38	44	50	49	46	51	55	53	42	54
35-49	37	50	49	47	49	51	55	52	43	53
Rural Bendigo	37	52	49	55	49	n/a	n/a	n/a	n/a	n/a

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: 62 Councils asked group: 9

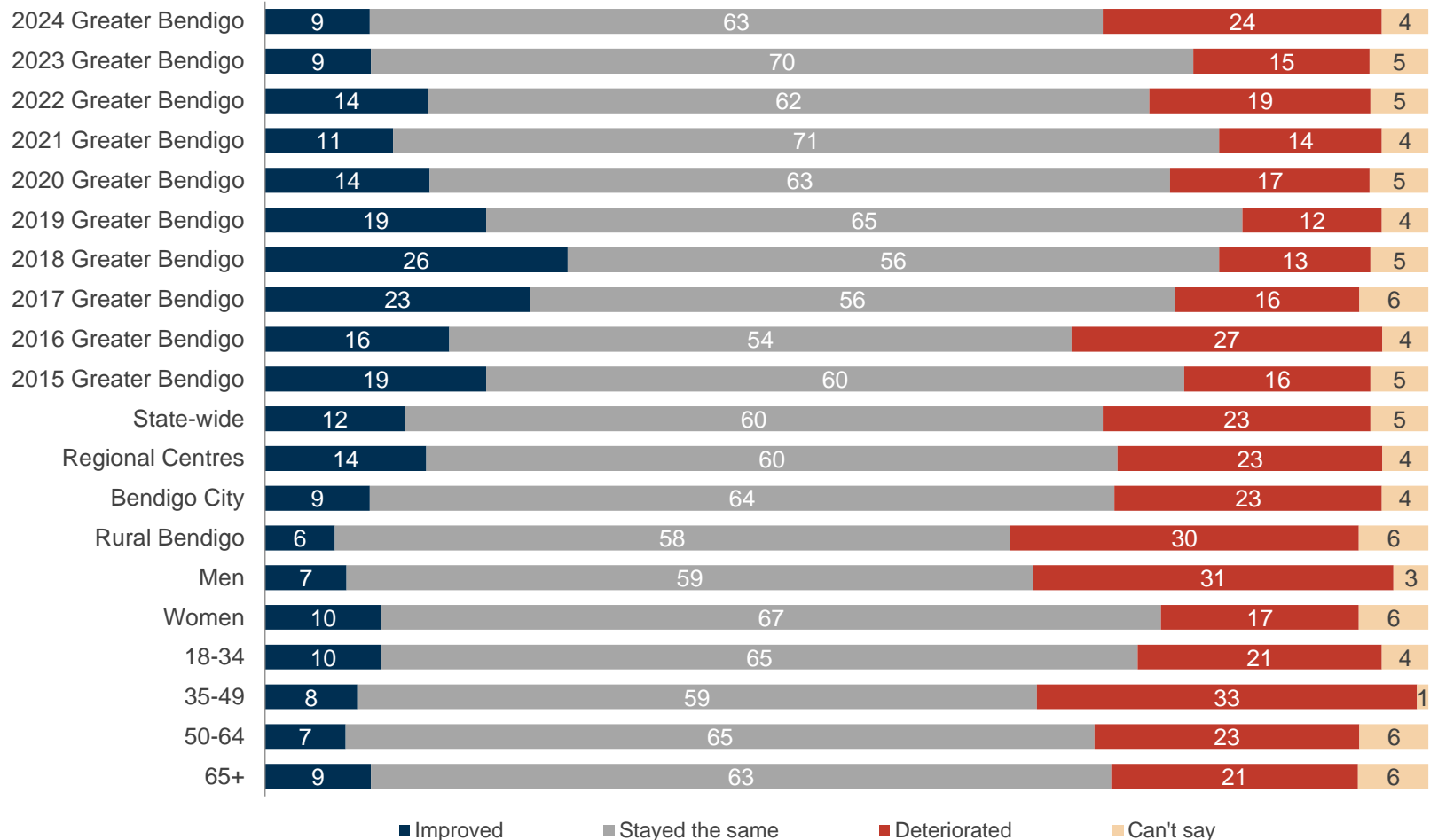
Note: Please see Appendix A for explanation of significant differences.





## Overall council direction last 12 months

### 2024 overall council direction (%)



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# **Individual service areas**



# Community consultation and engagement performance



## 2024 consultation and engagement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	53	55	51	56	56	58	56	55	52	51
65+	51	49	50	54	46	52	54	48	45	53
State-wide	51	52	54	56	55	56	55	55	54	56
Household user	50	57	51	60	54	n/a	n/a	n/a	n/a	n/a
Bendigo City	50	52	51	55	53	n/a	n/a	n/a	n/a	n/a
35-49	49	54	52	56	58	57	63	51	57	48
Regional Centres	49	50	54	54	51	54	55	54	52	53
Greater Bendigo	49	52	51	55	54	56	56	54	53	52
Personal user	49	57	53	60	57	n/a	n/a	n/a	n/a	n/a
18-34	48	55	52	57	58	59	56	62	55	54
50-64	45	48	48	50	53	55	50	51	52	51
Men	45	48	50	54	51	55	55	52	53	53
Rural Bendigo	40▼	52	51	54	59	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

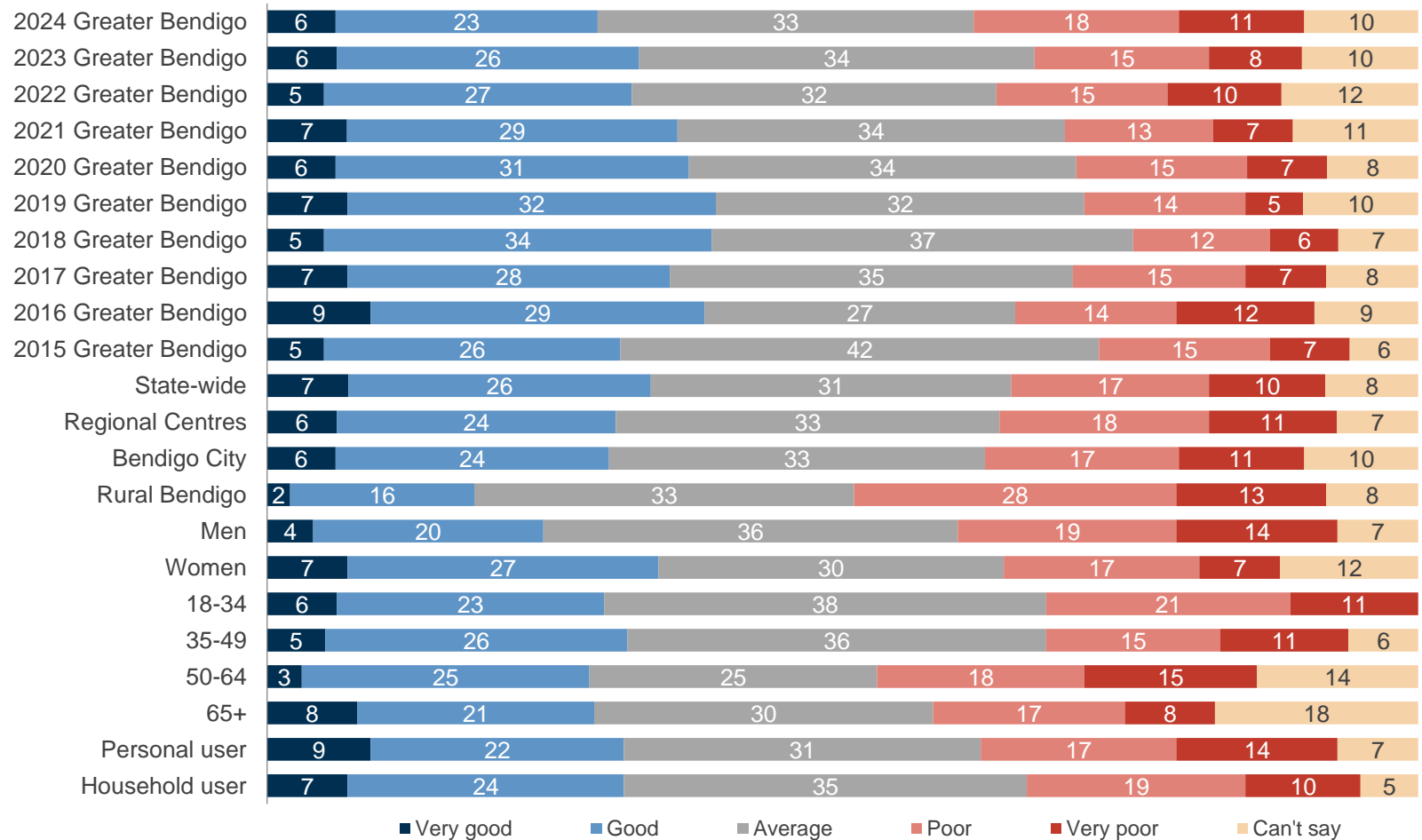
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2024 consultation and engagement performance (%)



# Decisions made in the interest of the community performance



## 2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	53	51	52	51	47	53	53	47	42	52
Women	52	56	53	56	54	59	53	53	50	51
State-wide	50	51	54	56	53	55	54	54	54	55
Bendigo City	49	55	53	55	54	n/a	n/a	n/a	n/a	n/a
Greater Bendigo	49	54	53	54	53	57	54	52	51	51
18-34	49	57	59	58	58	61	55	59	57	52
Regional Centres	48	50	54	54	50	52	52	52	51	52
35-49	45	57	53	56	56	55	57	50	54	48
Men	45	52	52	53	53	54	55	52	51	51
50-64	45	50	45	53	52	56	49	52	48	51
Rural Bendigo	43	53	48	52	52	n/a	n/a	n/a	n/a	n/a

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

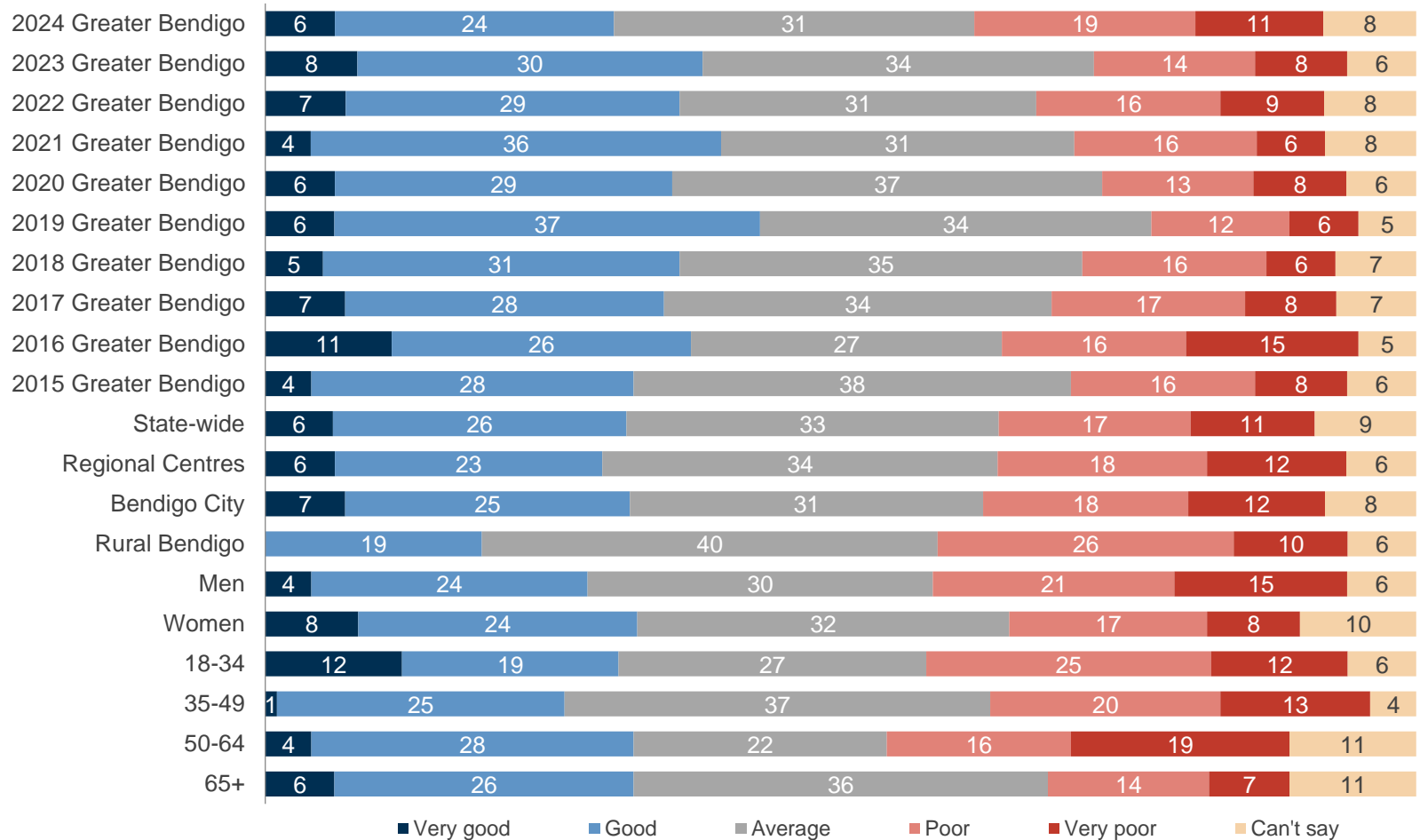
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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

# Decisions made in the interest of the community performance



## 2024 community decisions made performance (%)



# The condition of sealed local roads in your area performance



## 2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	50	54	56	57	58	61	55	56	55	65
Women	48	54	54	61	59	62	55	59	55	63
Bendigo City	47	55	55	61	60	n/a	n/a	n/a	n/a	n/a
Regional Centres	46	49	54	60	55	57	54	53	54	55
Greater Bendigo	46	53	54	61	60	60	57	59	56	61
State-wide	45	48	53	57	54	56	53	53	54	55
18-34	45	57	54	61	63	61	61	63	60	64
35-49	45	51	58	63	60	61	59	58	54	55
Men	43	53	55	60	60	58	60	59	58	60
50-64	42	50	48	62	57	58	53	58	55	61
Rural Bendigo	36▼	40	47	53	54	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?

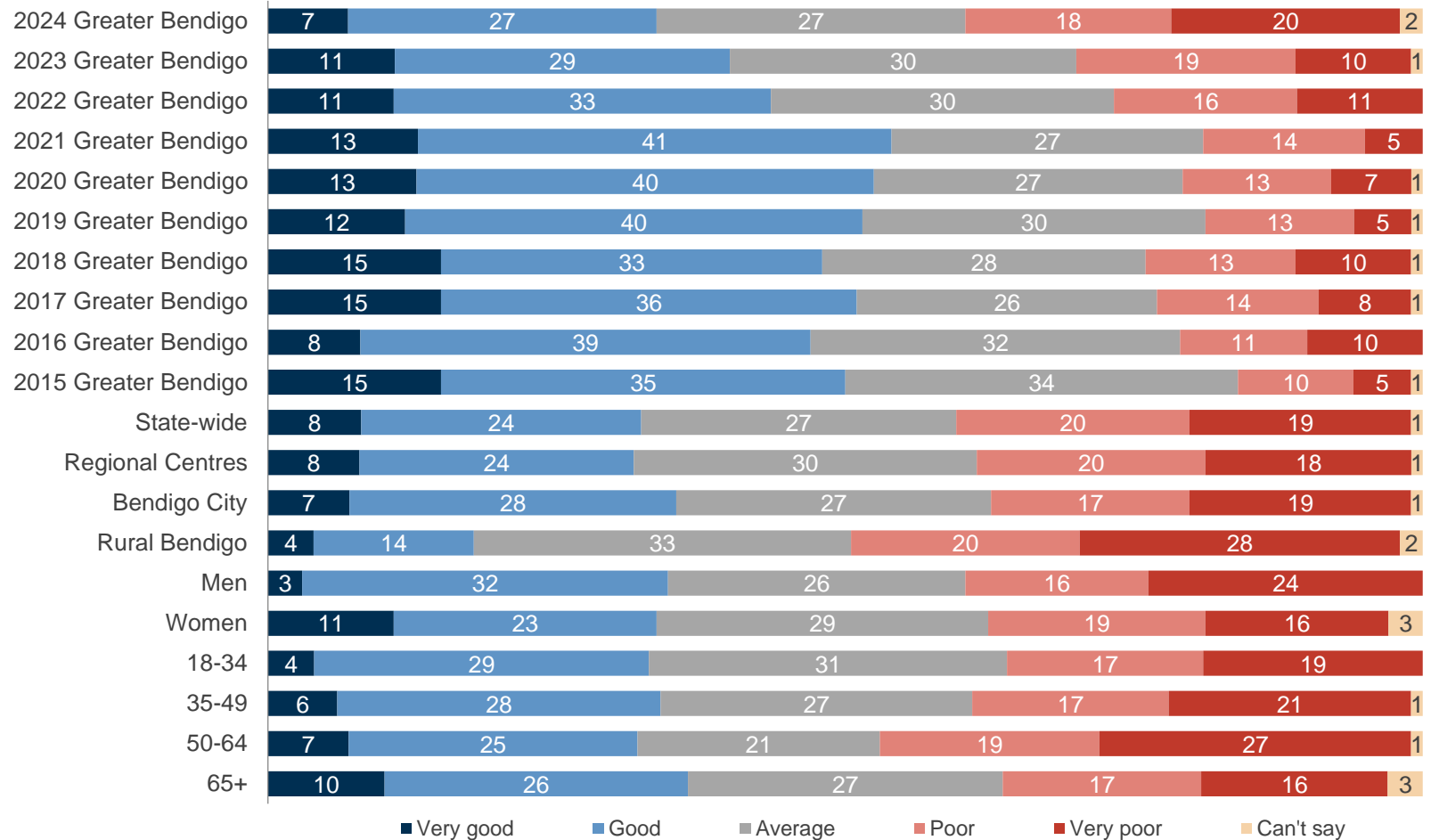
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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

# The condition of sealed local roads in your area performance



## 2024 sealed local roads performance (%)







# Waste management performance



## 2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	67▲	71	73	69	n/a	n/a	n/a	n/a	n/a	72
State-wide	67▲	66	68	69	65	68	70	71	70	72
Regional Centres	66▲	67	68	69	66	68	70	69	69	71
Rural Bendigo	65	65	73	65	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	72	69	72	n/a	n/a	n/a	n/a	n/a	70
35-49	62	68	67	68	n/a	n/a	n/a	n/a	n/a	71
Greater Bendigo	61	70	70	69	n/a	n/a	n/a	n/a	n/a	71
Bendigo City	60	70	70	70	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	72	64	67	n/a	n/a	n/a	n/a	n/a	69
Men	56	68	71	67	n/a	n/a	n/a	n/a	n/a	72
18-34	53▼	70	72	71	n/a	n/a	n/a	n/a	n/a	72

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

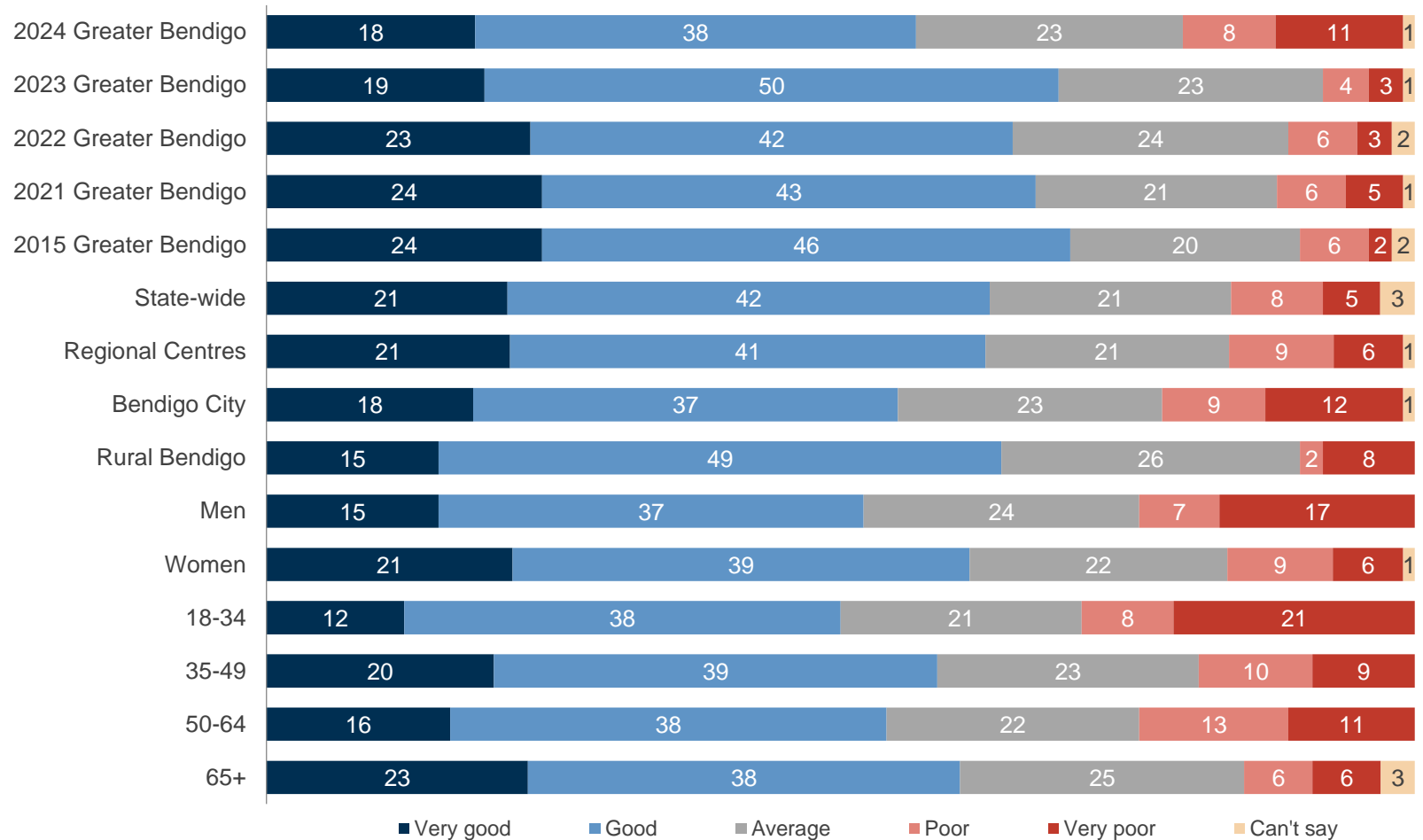
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2024 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, possibly at a sporting event or festival, with some individuals wearing red and white clothing.

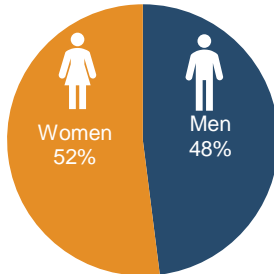
# **Detailed demographics**



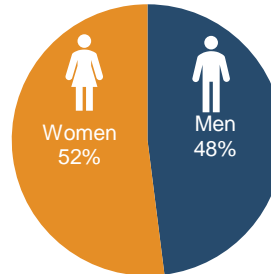
## Gender and age profile

### 2024 gender

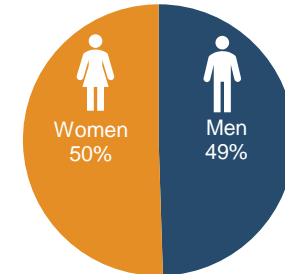
#### Greater Bendigo



#### Regional Centres

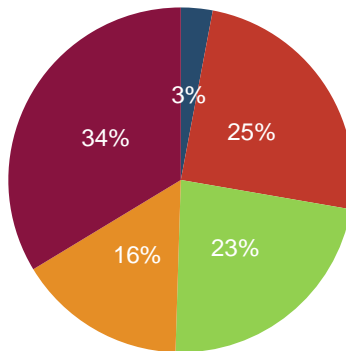


#### State-wide

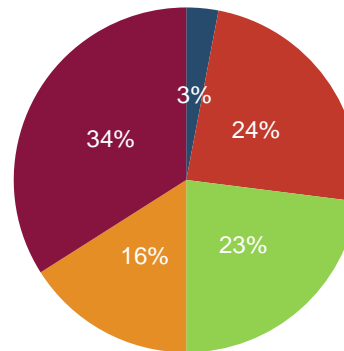


### 2024 age

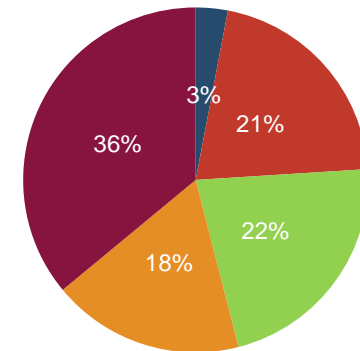
#### Greater Bendigo



#### 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?

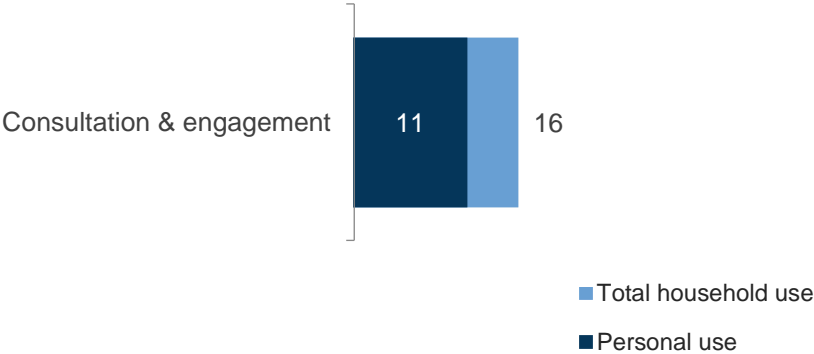
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9


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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Regional Centres gender results may not add to 100%.

# Personal and household use and experience of council services



2024 personal and household use and experience of consultation & engagement (%)





# **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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



## Appendix A: Margins of error

The sample size for the 2024 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 95,300 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	182	192	+/-7.3
Women	219	208	+/-6.6
Bendigo City	359	363	+/-5.2
Rural Bendigo	42	37	+/-15.3
18-34 years	52	110	+/-13.7
35-49 years	81	93	+/-11.0
50-64 years	85	62	+/-10.7
65+ years	183	135	+/-7.3





## 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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the strokes of the 'W', there are faint, light blue background elements: a line graph with an upward trend on the left stroke, and a bar chart with several bars of varying heights on the right stroke.

## **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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=401 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=403 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 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.

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 across four quarters from 1<sup>st</sup> June 2023 – 18<sup>th</sup> March 2024.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 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 2024 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 cannot be made within the reported charts.



## 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 2024 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 2024 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 2024 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:** 2024 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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