



2023 Local Government Community Satisfaction Survey

Ballarat City Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>
<u>Key findings and recommendations</u>	<u>4</u>
<u>Detailed findings</u>	<u>10</u>
<u>Overall performance</u>	<u>11</u>
<u>Customer service</u>	<u>21</u>
<u>Council direction</u>	<u>27</u>
<u>Individual service areas</u>	<u>31</u>
<u>Community consultation and engagement</u>	<u>32</u>
<u>Decisions made in the interest of the community</u>	<u>34</u>
<u>Condition of sealed local roads</u>	<u>36</u>
<u>Waste management</u>	<u>38</u>
<u>Detailed demographics</u>	<u>40</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>42</u>
<u>Appendix B: Further project information</u>	<u>47</u>



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.



Key findings and recommendations



Ballarat City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Council performance compared to group average

Top 3 performing areas		
	Waste management	▼ lower
	Consultation & engagement	≡ on par
	Community decisions	≡ on par
Lowest performing area		
	Sealed local roads	▼ lower
	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

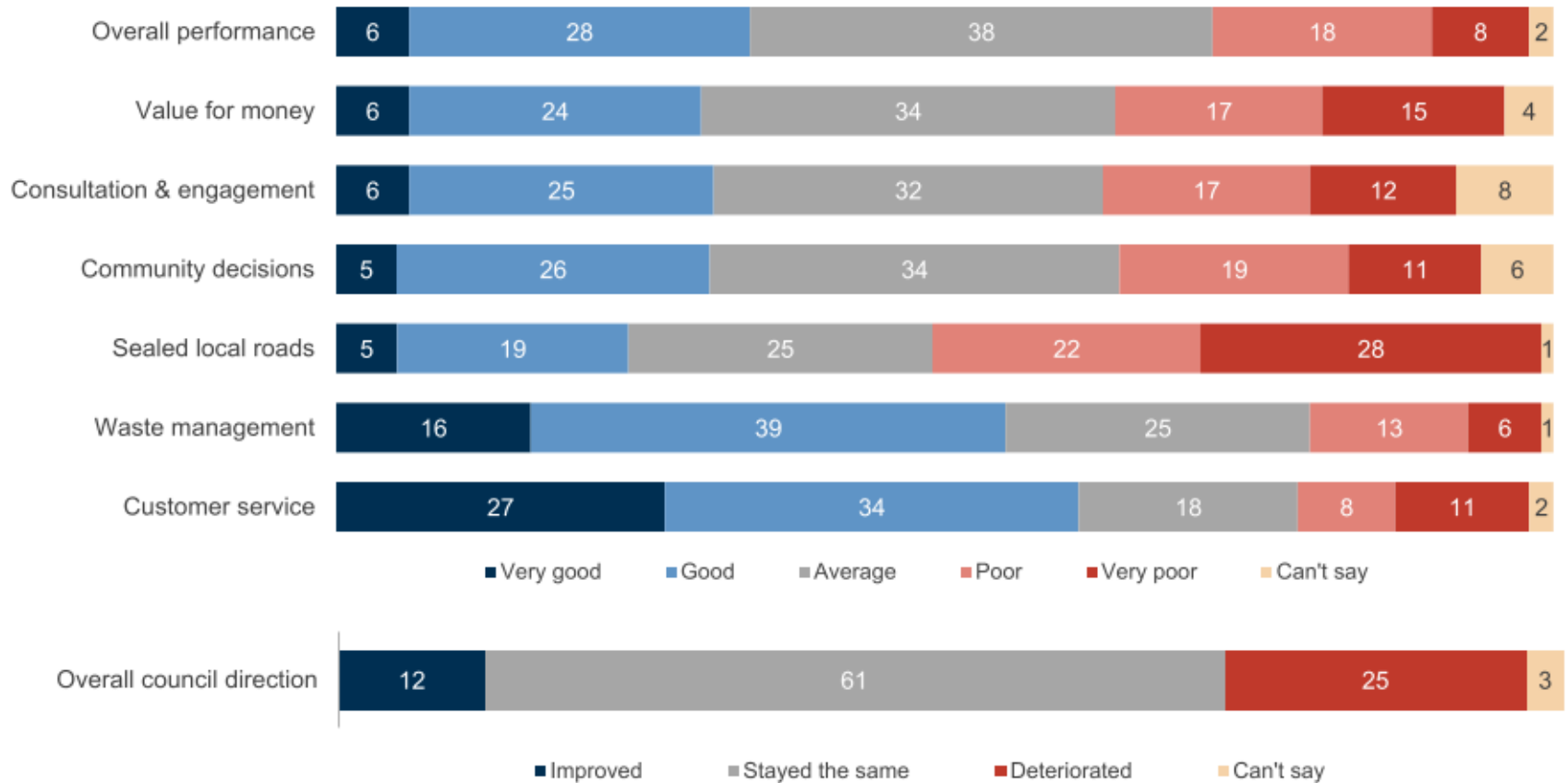
Overall Council Direction













Summary of core measures

Core measures summary results (%)





Summary of Ballarat City Council performance

Services	Ballarat 2023	Ballarat 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	51	54	56	56	Aged 18-34 years	Aged 50-64 years
 Value for money	47	49	50	49	Aged 18-34 years	Aged 50-64 years
 Overall council direction	43	49	47	46	Aged 18-34 years	Aged 50-64 years
 Customer service	65	67	68	67	Women	Men, North Ward residents
 Waste management	62	62	67	66	Aged 65+ years	Aged 50-64 years
 Consultation & engagement	49	51	50	52	Aged 18-34 years	Aged 50-64 years
 Community decisions	49	53	50	51	Aged 18-34 years	Aged 50-64 years
 Sealed local roads	37	41	49	48	Aged 65+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council's performance largely stayed the same across most service areas and core measures evaluated in the past year. This is reflected in perceptions of Council's overall performance. Making decisions in the interest of the community is the exception, where a significant decline in perceptions is noted. Perceptions of the direction of Council's overall performance have also declined significantly this year, which may provide an early indication that residents need to be assured of Council's planned actions.

Key focus

Council should focus on improving the condition of sealed local roads in the area and making decisions in the interest of the community as perceptions of these service areas continue to decline from an already low base.

Comparison to state and area grouping

Council's performance in the service areas of sealed local roads and waste management are rated significantly lower than both the State-wide and Regional Centres group averages. In the other two service areas evaluated (consultation and engagement and making decisions in the interest of the community), as well as in the area of customer service, Council performs in line with the Regional Centres group average.

Maintain and shore up stronger performing areas

Perceptions of Council's performance on waste management and customer service have been relatively stable over time and remains Council's strongest performing areas. Historically (back in 2014 and 2015), Council has performed more strongly in both of these areas – suggesting there is potential to further improve in these areas. Encouragingly, the tangible nature of waste management makes it possible for changes to be noticed, thus positively impacting perceptions of Council performance in this service area.

DETAILED FINDINGS



Overall performance

Overall performance

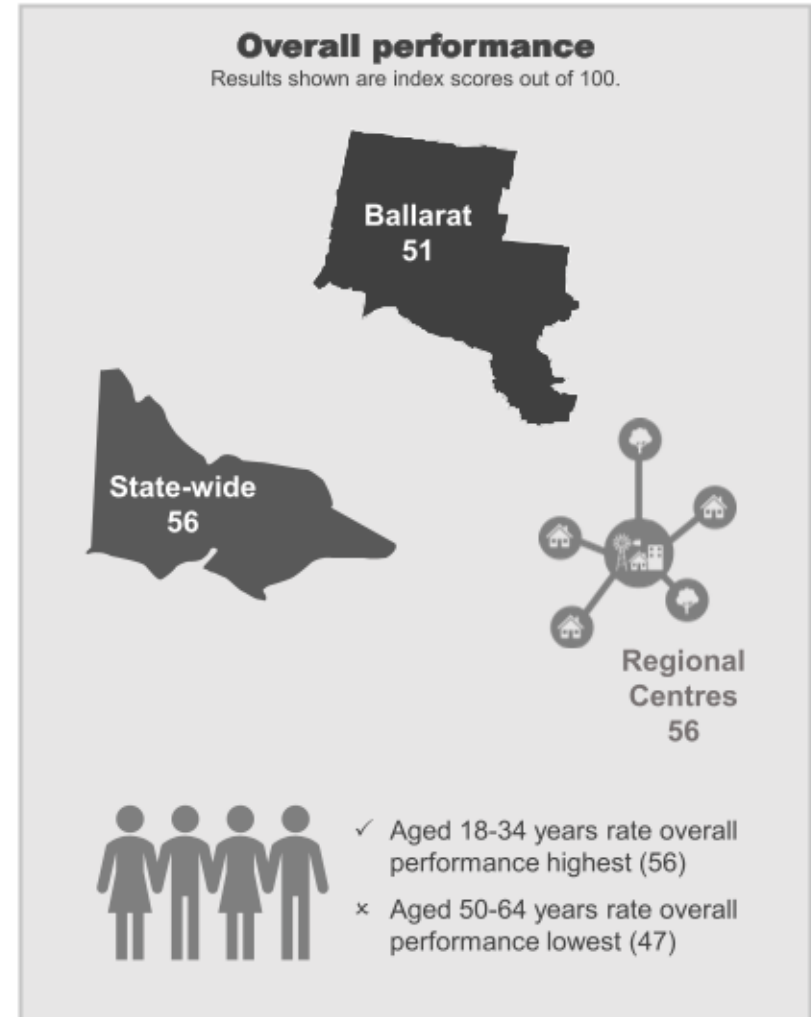
The overall performance index score of 51 for Ballarat City Council represents a (not significant) three point decline on the 2022 result.

Ballarat City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the Regional Centres group and State-wide averages (both with index scores of 56).

- No significant differences were found in the perceptions of overall performance across each of the demographic and geographic subgroups compared to the average. However, younger residents (18 to 34 years) are more positive about Council's performance than those aged 50 to 64 years.
- Perceptions among men decreased significantly since last year (50, down six index points).

One in three residents (30%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A similar proportion (32%) rate Council as 'very poor' or 'poor'. A further 34% rate Council as 'average' in terms of providing value for money.

- With an index score of 47, Council is performing significantly lower than Regional Centres group average (50) in the area of value for money.





Overall performance

2023 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	56	57	n/a	n/a	n/a	n/a	n/a	62	62	
Regional Centres	56▲	59	60	56	58	58	57	55	58	n/a
State-wide	56▲	59	61	58	60	59	59	59	60	61
South Ward	53	54	n/a	n/a	n/a	n/a	n/a	56	n/a	
Women	53	53	n/a	n/a	n/a	n/a	n/a	59	59	
Central Ward	52	55	n/a	n/a	n/a	n/a	n/a	60	n/a	
Ballarat	51	54	n/a	n/a	n/a	n/a	n/a	57	58	
35-49	51	52	n/a	n/a	n/a	n/a	n/a	61	60	
Men	50	56	n/a	n/a	n/a	n/a	n/a	54	56	
65+	50	54	n/a	n/a	n/a	n/a	n/a	49	52	
North Ward	50	55	n/a	n/a	n/a	n/a	n/a	55	n/a	
50-64	47	54	n/a	n/a	n/a	n/a	n/a	54	55	

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

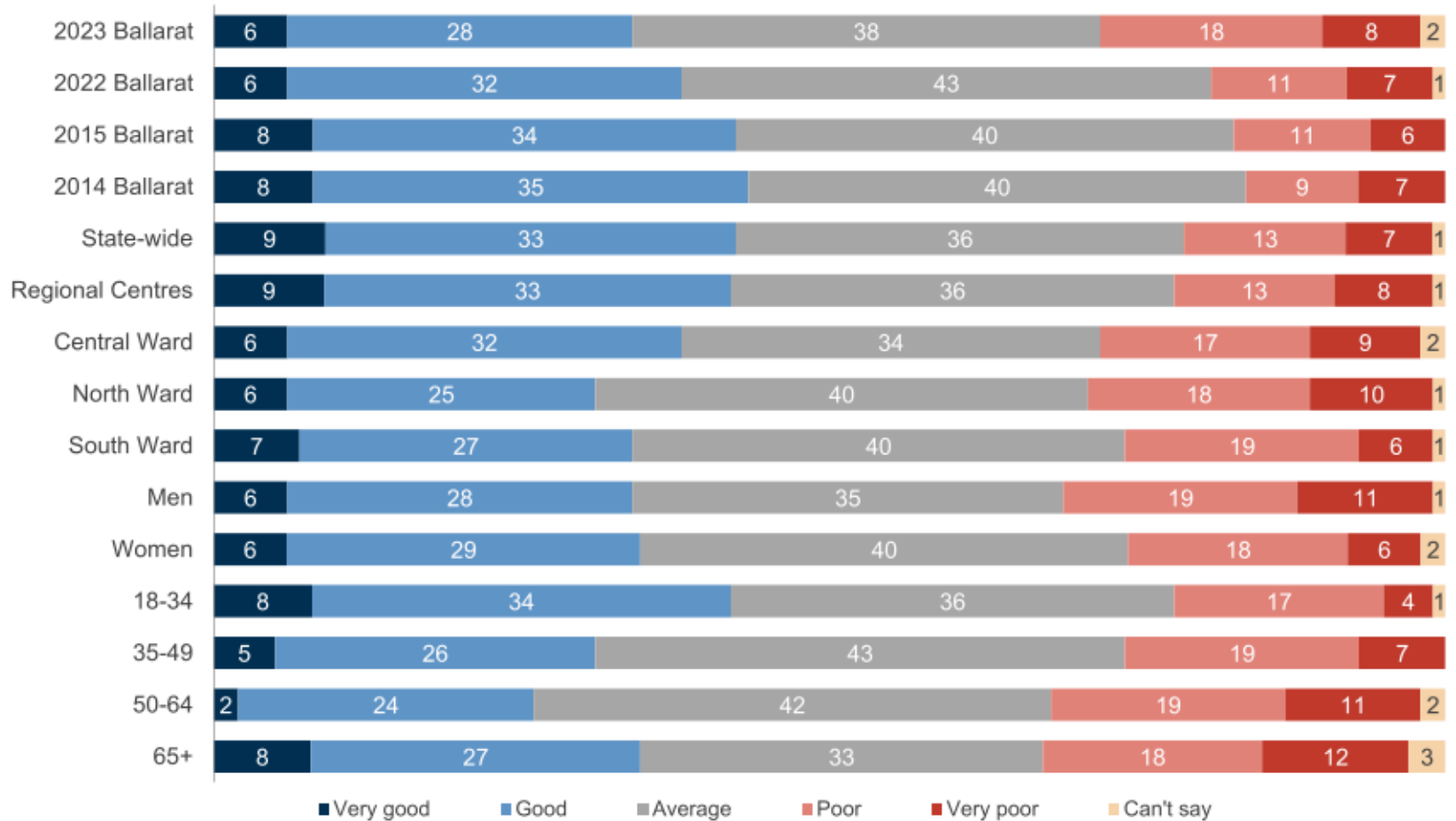
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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 Ballarat 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)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	50▲	53	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a
18-34	49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballarat	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	46	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	46	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	46	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Ballarat City Council at providing good value for money in infrastructure and services provided to your community?

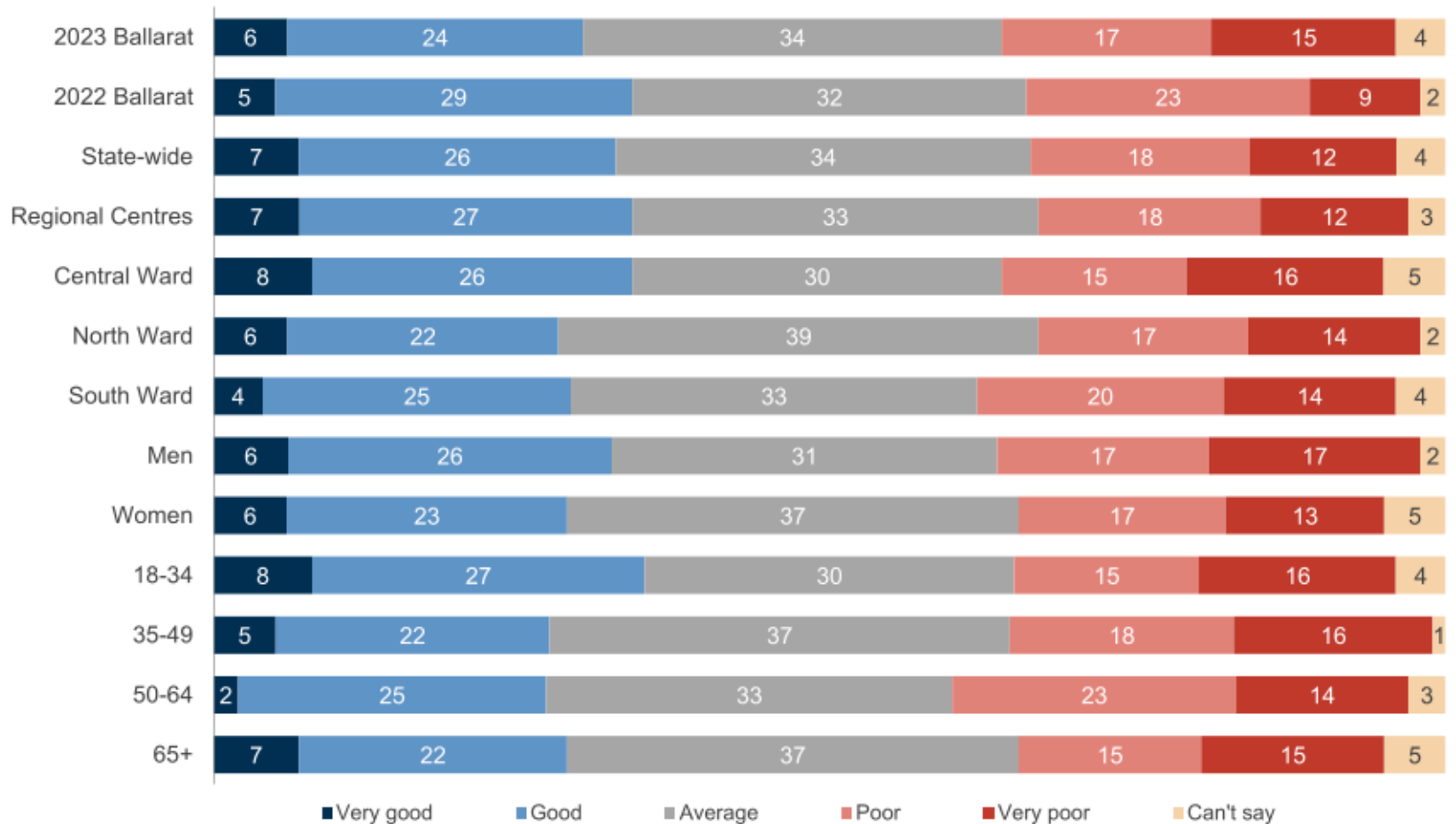
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9

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 Ballarat 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 62, unchanged from 2022) is the area (of those evaluated) where Council continues to perform best.

- Perceptions of performance of Council's waste management does not differ significantly across the three wards compared to average.
- Council performs significantly lower than both the Regional Centres group and State-wide averages in this service area (67 and 66 respectively).

Community consultation and engagement, and making decisions in the interest of the community, are Council's next highest rated service areas (49 for each).

- On both of these service areas, Council's performance is in line with the Regional Centres group average (Index scores of 50 for each).

It is important to note that residents' perceptions of decisions being made in the interest of the community have declined significantly this year (down four index points from last year).

- Younger residents (18 to 34 years) (index score of 55) are significantly more positive about Council's performance here compared to the average.
- It is among residents aged 35 to 49 years where perceptions have declined this year (index score of 47, down a significant seven points).



Waste management (index score of 62) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of sealed local roads (index score of 37).

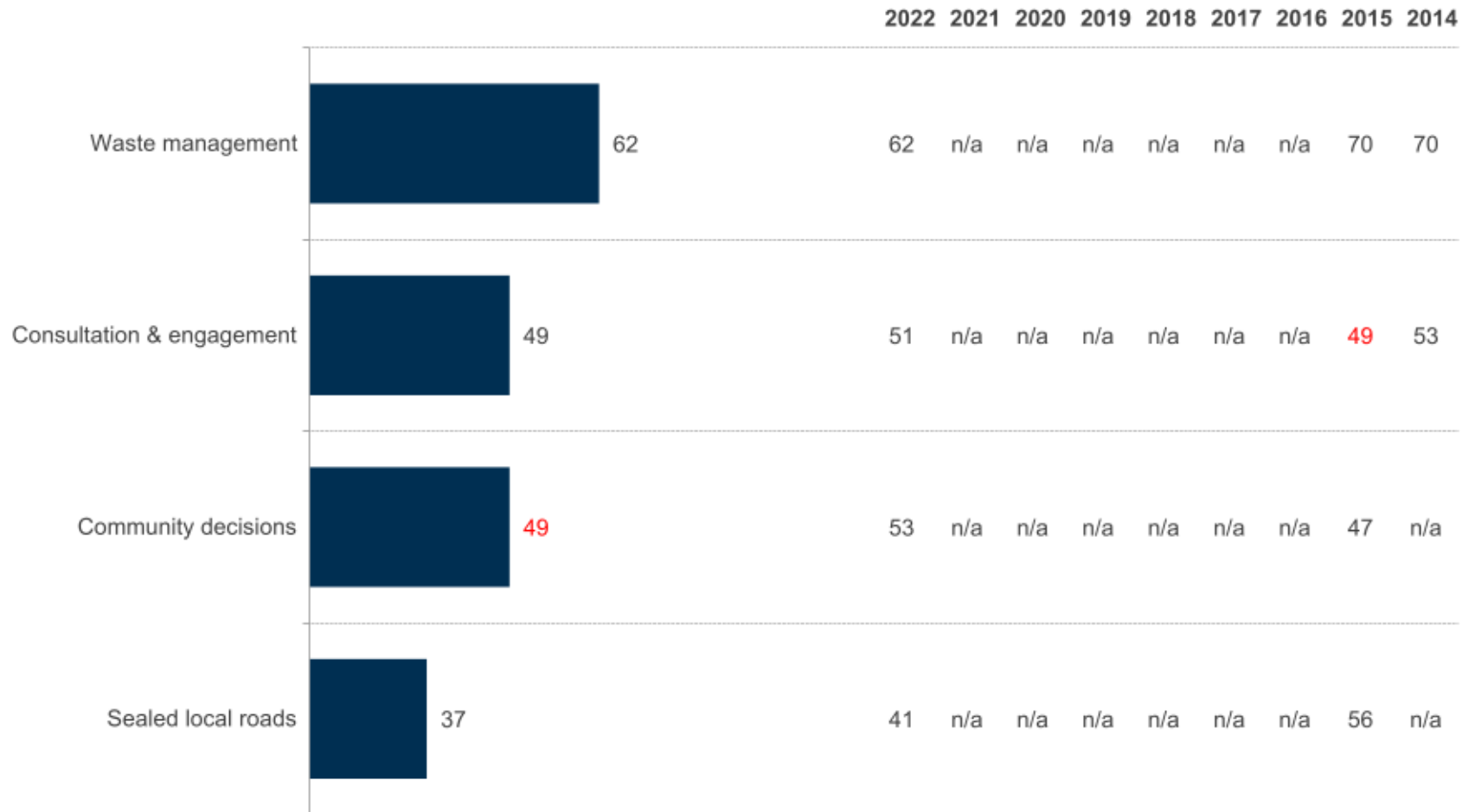
Council rates lowest in the area of sealed local roads (index score of 37). The current rating is lower than that recorded in other years (index score of 41 last year and 56 in 2015). The 2023 result is not a significant decline on last year, but Council has done better in previous years.

- Additionally, Council rates significantly lower than the Regional Centres group and State-wide averages on its performance in the area of sealed local roads (index scores of 49 and 48 respectively).
- No significant differences were found in the perceptions of Council's performance in this service area across the demographic and geographic subgroups compared to the average.



Individual service area performance

2023 individual service area performance (index scores)



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

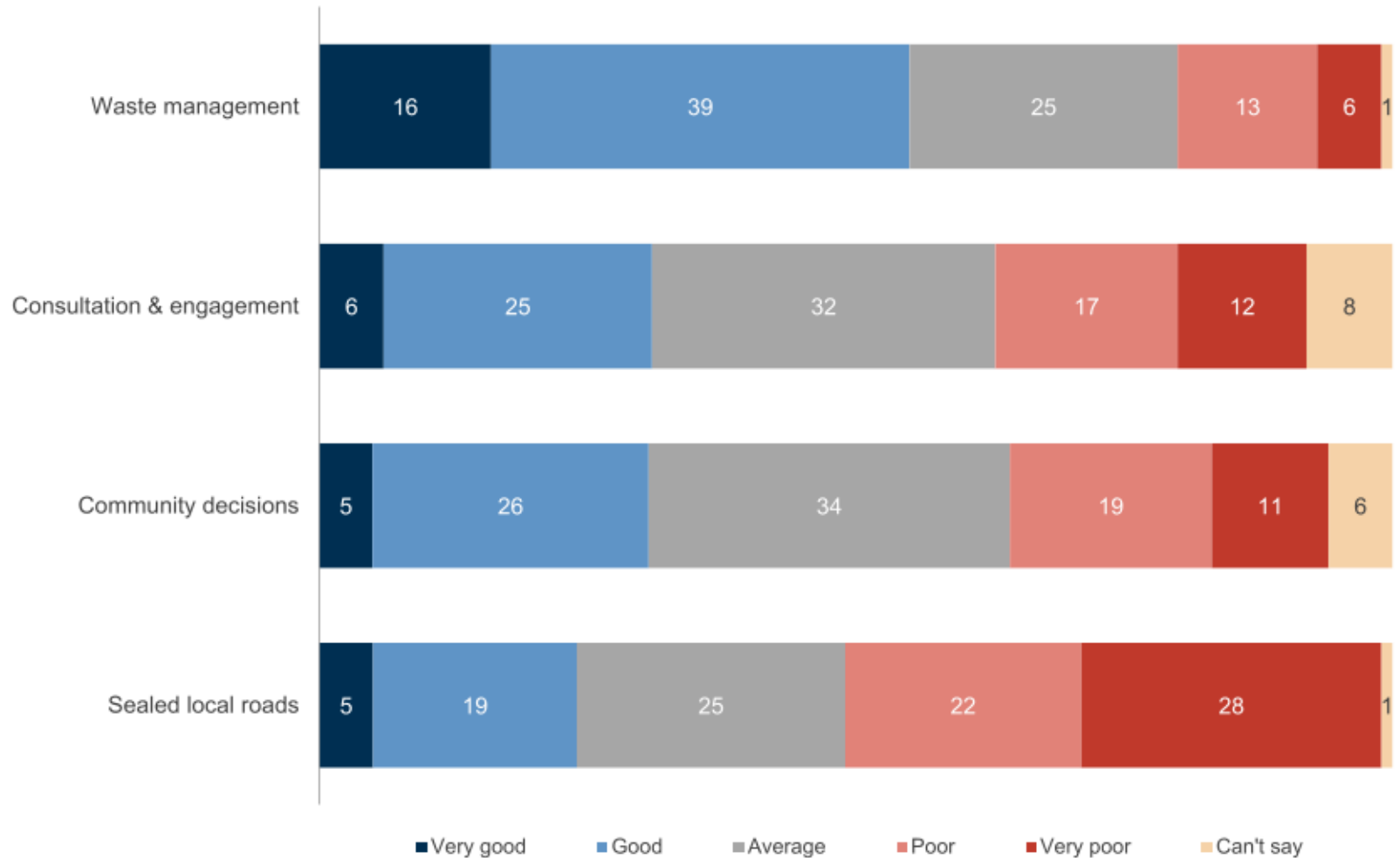
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Individual service area performance

2023 individual service area performance (%)



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



Customer service



Contact with council and customer service

Contact with council

Fewer than three in five residents (56%) have had contact with Council in the last 12 months (up from 51% last year – although this is not a significant increase).

- Council's rate of contact is significantly lower than State-wide average for councils (62%), but is in line with the Regional Centres average (58%).
- Rate of contact increased significantly this year among residents aged 18 to 34 years (53%, up from 40% in 2022).



Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 65 represents a two point (not significant) decrease from 2022. This is Council's lowest customer service rating across the four years it has been measured.

That said, customer service is rated in line with the Regional Centres group and State-wide averages (index scores of 68 and 67 respectively).

Seven in ten residents (61%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are equally positive among residents from different geographic and demographic groups.



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 Ballarat 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 (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	63	64	n/a	n/a	n/a	n/a	n/a	69	71
State-wide	62▲	63	62	64	63	61	58	58	60
35-49	62	60	n/a	n/a	n/a	n/a	n/a	72	75
Central Ward	60	57	n/a	n/a	n/a	n/a	n/a	60	n/a
Regional Centres	58	59	61	64	62	56	56	52	58
Women	57	52	n/a	n/a	n/a	n/a	n/a	62	61
Ballarat	56	51	n/a	n/a	n/a	n/a	n/a	64	64
Men	56	49	n/a	n/a	n/a	n/a	n/a	66	67
North Ward	55	50	n/a	n/a	n/a	n/a	n/a	63	n/a
South Ward	53	42	n/a	n/a	n/a	n/a	n/a	67	n/a
18-34	53	40	n/a	n/a	n/a	n/a	n/a	59	53
65+	52	49	n/a	n/a	n/a	n/a	n/a	58	61

Q5. Over the last 12 months, have you or any member of your household had any contact with Ballarat 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)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Regional Centres	68	69	71	70	72	72	72	70	71	n/a
Women	68	66	n/a	n/a	n/a	n/a	n/a	n/a	72	75
65+	67	72	n/a	n/a	n/a	n/a	n/a	n/a	74	76
Central Ward	67	66	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a
State-wide	67	68	70	70	71	70	69	69	70	72
South Ward	65	66	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a
Ballarat	65	67	n/a	n/a	n/a	n/a	n/a	n/a	71	75
35-49	65	74	n/a	n/a	n/a	n/a	n/a	n/a	73	75
18-34	64	60	n/a	n/a	n/a	n/a	n/a	n/a	68	72
50-64	63	57	n/a	n/a	n/a	n/a	n/a	n/a	70	78
North Ward	62	69	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a
Men	62	68	n/a	n/a	n/a	n/a	n/a	n/a	71	75

Q5c. Thinking of the most recent contact, how would you rate Ballarat 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.

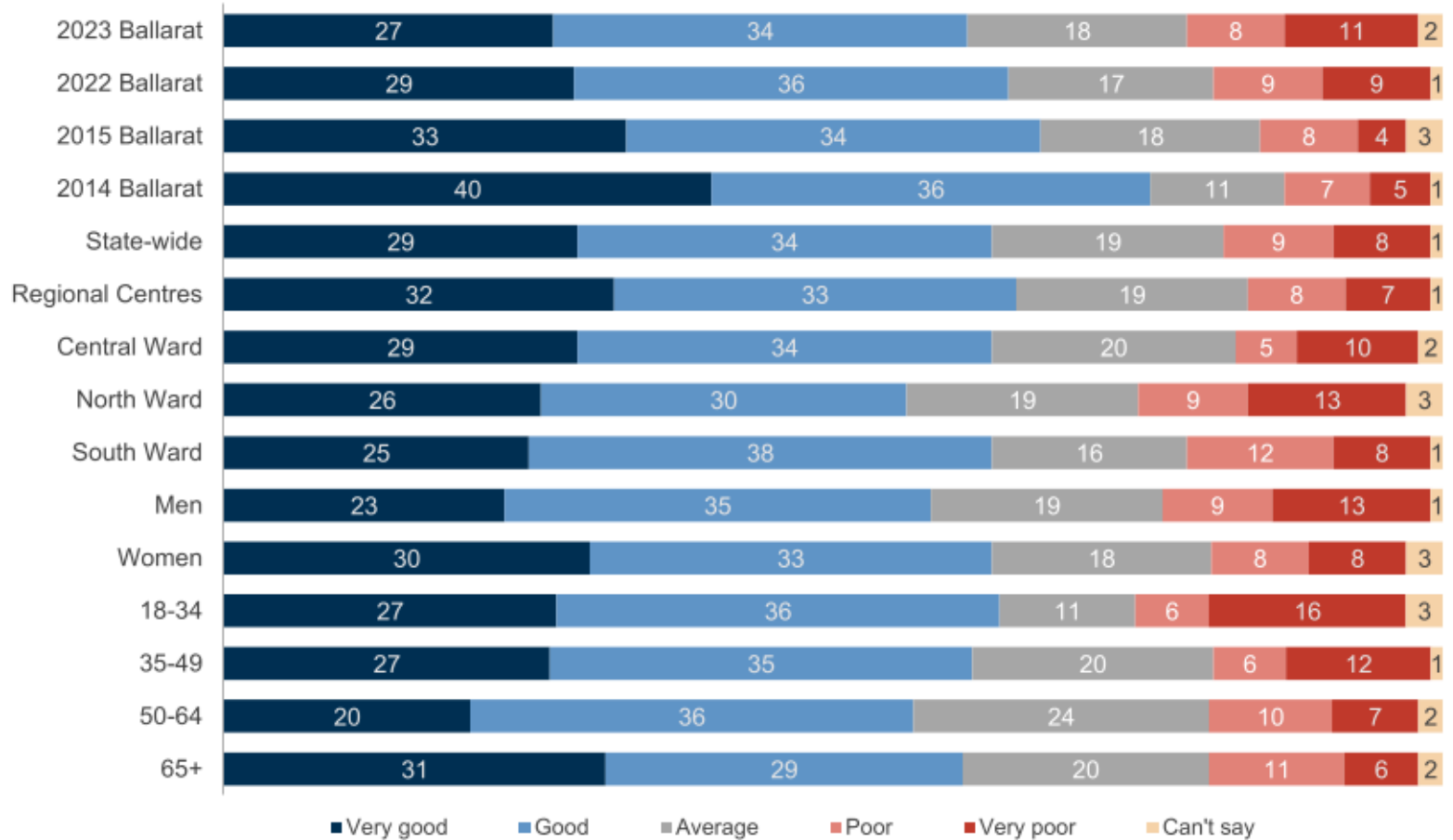
Councils asked State-wide: 66 Councils asked group: 9

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Ballarat 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



Council direction

Council direction

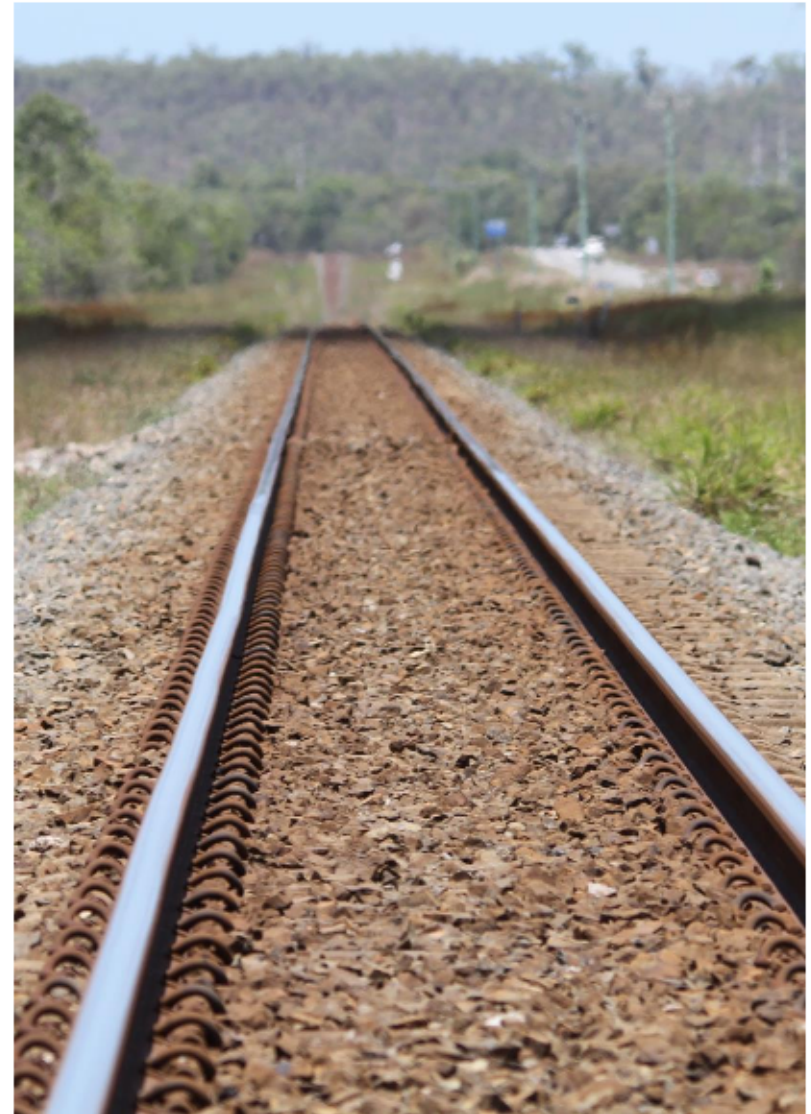
Over the last 12 months, 61% of residents believe the direction of Council's overall performance stayed the same, down one percentage point from 2022.

- 12% believe the direction has improved, down five percentage points from 2022.
- 25% believe it has deteriorated, up six percentage points from 2022.

Perceptions of Council's overall direction decreased significantly from last year (index score of 43, down six points). Council direction is rated significantly below both the Regional Centres group and State-wide averages (index scores of 47 and 46 respectively).

No significant differences were found among residents from different geographic and demographic groups compared to the average.

- The most satisfied with council direction are those aged 18 to 34 years or women (index scores of 46 and 45 respectively). This is in spite of perceptions declining significantly among 18 to 34 year olds this year (down nine index points).
- The least satisfied with council direction are those aged 50 to 64 years, men or those from the North Ward (index scores of 40, 42 and 42 respectively).





Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Regional Centres	47▲	52	54	50	52	53	55	51	53	n/a
State-wide	46▲	50	53	51	53	52	53	51	53	53
18-34	46	55	n/a	n/a	n/a	n/a	n/a	n/a	56	55
Women	45	50	n/a	n/a	n/a	n/a	n/a	n/a	50	50
Central Ward	44	49	n/a	n/a	n/a	n/a	n/a	n/a	49	n/a
Ballarat	43	49	n/a	n/a	n/a	n/a	n/a	n/a	50	50
South Ward	43	49	n/a	n/a	n/a	n/a	n/a	n/a	53	n/a
35-49	43	45	n/a	n/a	n/a	n/a	n/a	n/a	55	56
65+	43	48	n/a	n/a	n/a	n/a	n/a	n/a	43	43
North Ward	42	49	n/a	n/a	n/a	n/a	n/a	n/a	49	n/a
Men	42	47	n/a	n/a	n/a	n/a	n/a	n/a	50	51
50-64	40	43	n/a	n/a	n/a	n/a	n/a	n/a	44	45

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

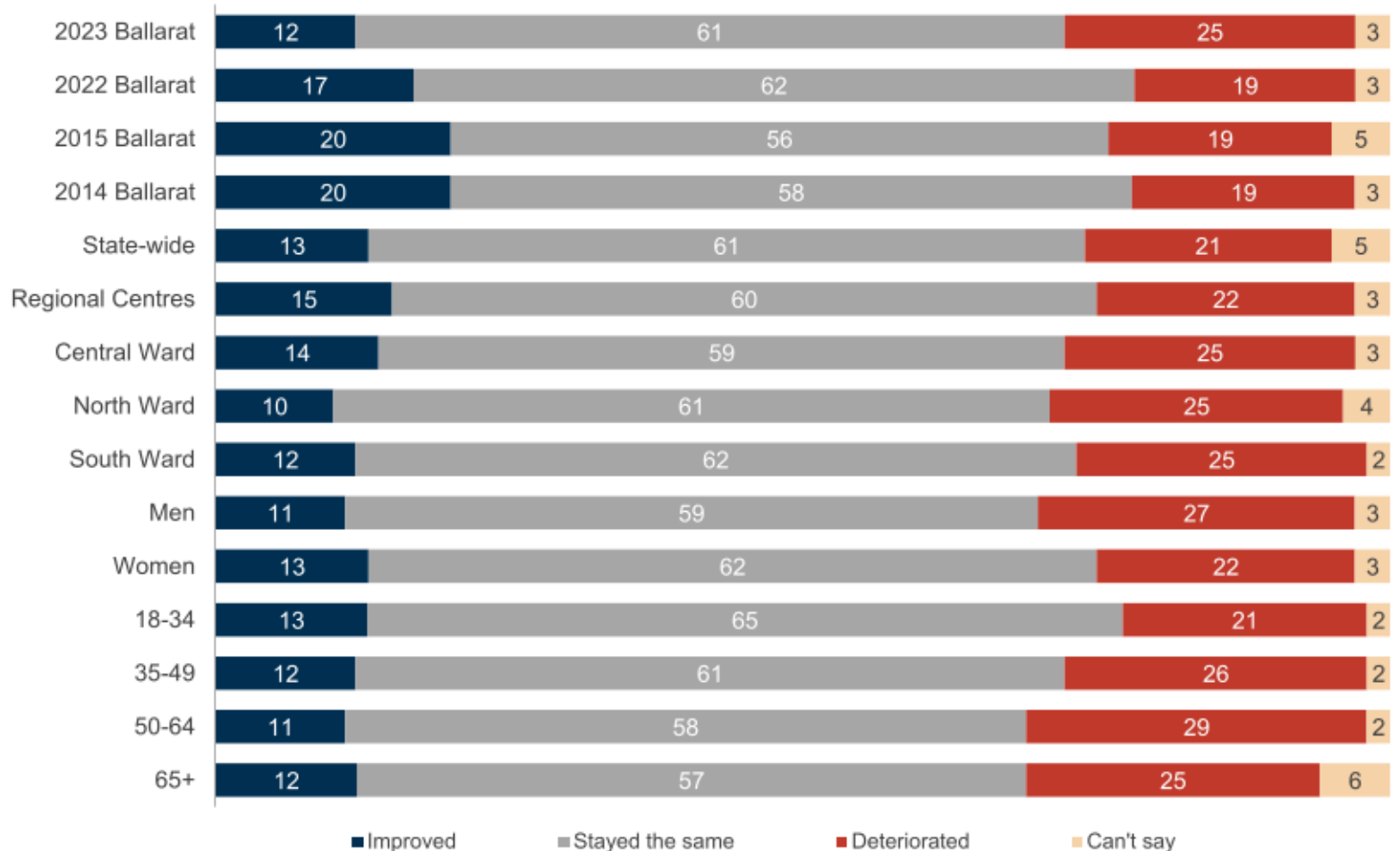
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Ballarat City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53	n/a	n/a	n/a	n/a	n/a	n/a	54	60
Central Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	51	n/a
State-wide	52▲	56	55	56	55	55	54	56	57
Women	51	n/a	n/a	n/a	n/a	n/a	n/a	51	54
Regional Centres	50	54	51	54	55	54	52	53	n/a
South Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	49	n/a
Ballarat	49	n/a	n/a	n/a	n/a	n/a	n/a	49	53
35-49	49	n/a	n/a	n/a	n/a	n/a	n/a	53	53
65+	48	n/a	n/a	n/a	n/a	n/a	n/a	45	50
Men	47	n/a	n/a	n/a	n/a	n/a	n/a	47	52
North Ward	46	n/a	n/a	n/a	n/a	n/a	n/a	48	n/a
50-64	45	n/a	n/a	n/a	n/a	n/a	n/a	44	45

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

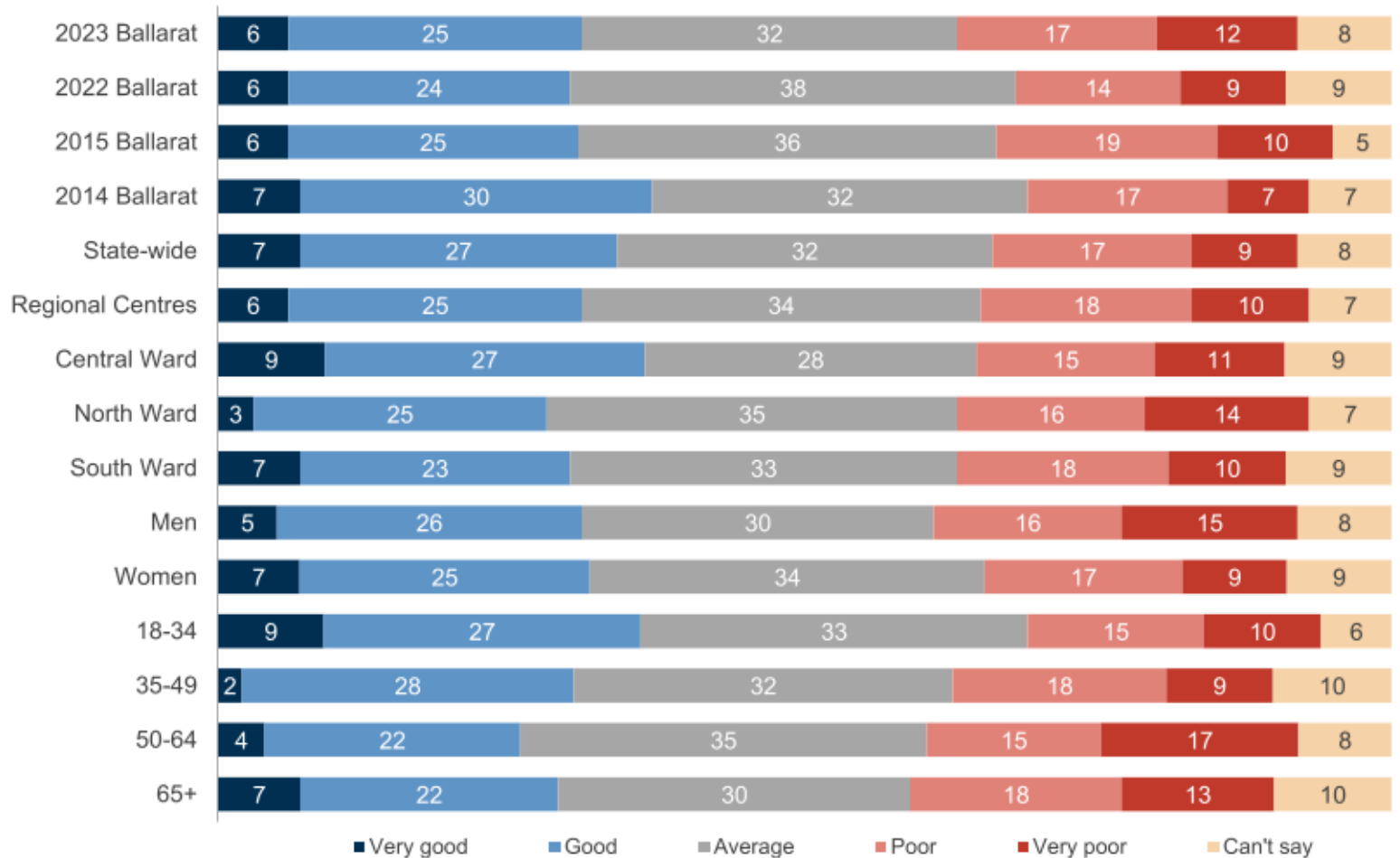
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



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

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
18-34	55 [▲]	n/a	n/a	n/a	n/a	n/a	n/a	51	n/a
State-wide	51	56	53	55	54	54	54	55	57
Central Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	49	n/a
Regional Centres	50	54	50	52	52	52	51	52	n/a
Women	50	n/a	n/a	n/a	n/a	n/a	n/a	49	n/a
Ballarat	49	n/a	n/a	n/a	n/a	n/a	n/a	47	n/a
Men	49	n/a	n/a	n/a	n/a	n/a	n/a	46	n/a
South Ward	48	n/a	n/a	n/a	n/a	n/a	n/a	48	n/a
65+	48	n/a	n/a	n/a	n/a	n/a	n/a	42	n/a
North Ward	48	n/a	n/a	n/a	n/a	n/a	n/a	46	n/a
35-49	47	n/a	n/a	n/a	n/a	n/a	n/a	52	n/a
50-64	44	n/a	n/a	n/a	n/a	n/a	n/a	43	n/a

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

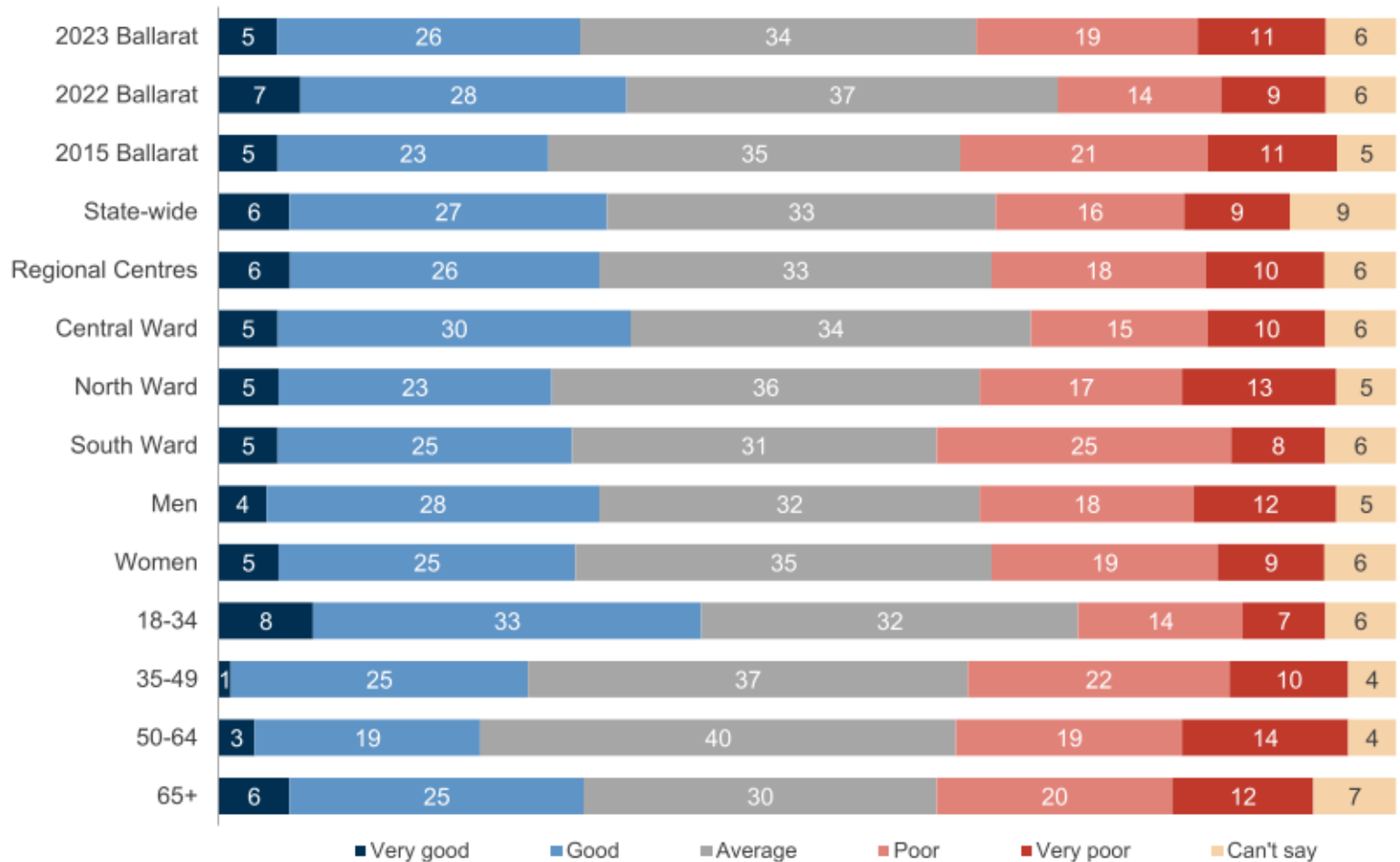
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



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

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	
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
65+	41	43	n/a	n/a	n/a	n/a	n/a	n/a	58	n/a
Central Ward	40	42	n/a	n/a	n/a	n/a	n/a	n/a	59	n/a
18-34	39	45	n/a	n/a	n/a	n/a	n/a	n/a	51	n/a
Men	38	40	n/a	n/a	n/a	n/a	n/a	n/a	56	n/a
Ballarat	37	41	n/a	n/a	n/a	n/a	n/a	n/a	56	n/a
South Ward	37	39	n/a	n/a	n/a	n/a	n/a	n/a	52	n/a
Women	36	41	n/a	n/a	n/a	n/a	n/a	n/a	56	n/a
North Ward	35	40	n/a	n/a	n/a	n/a	n/a	n/a	58	n/a
50-64	34	41	n/a	n/a	n/a	n/a	n/a	n/a	55	n/a
35-49	32	32	n/a	n/a	n/a	n/a	n/a	n/a	61	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

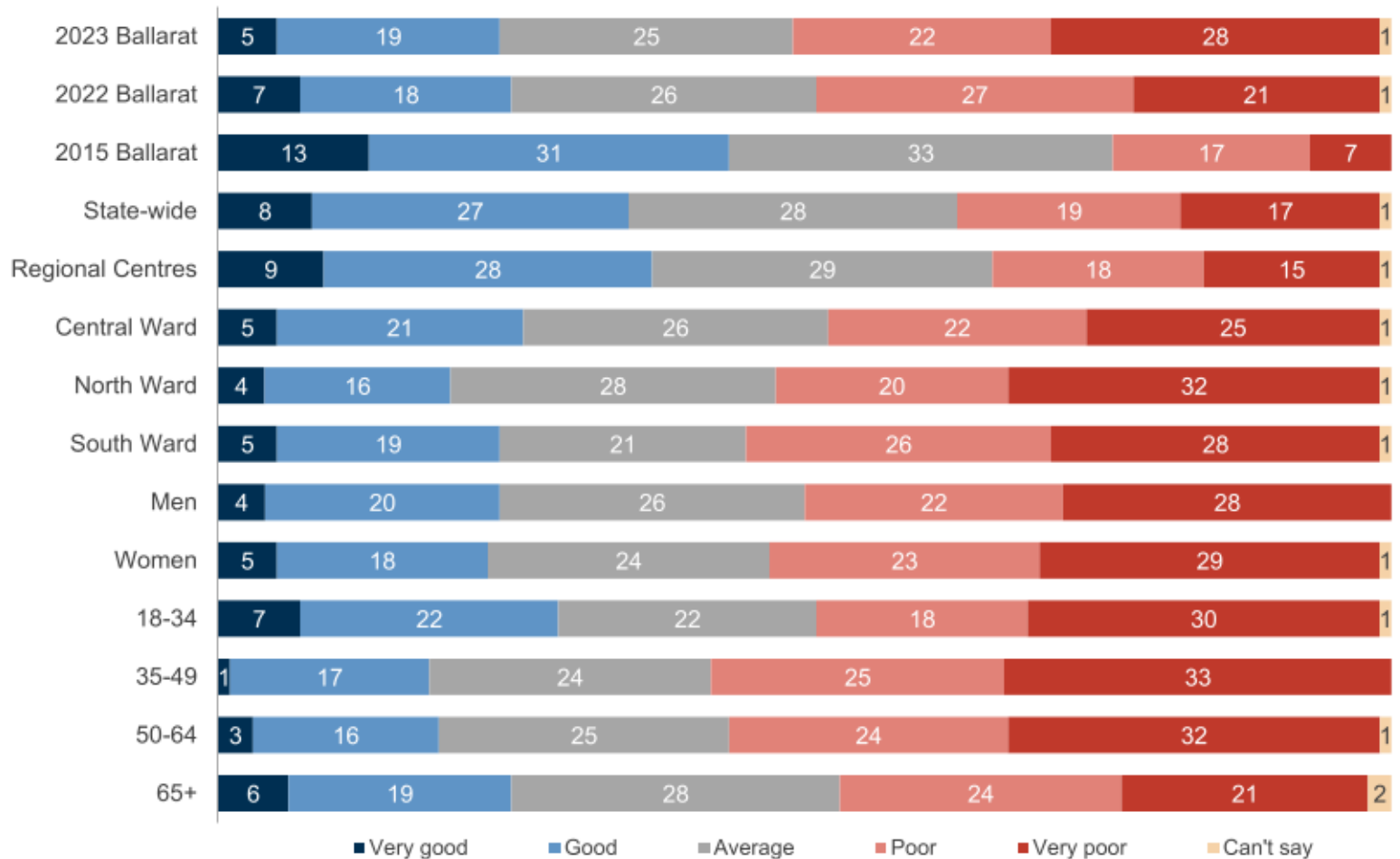
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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 (%)



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



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
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
65+	65	69	n/a	n/a	n/a	n/a	n/a	n/a	69	70
North Ward	63	67	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a
South Ward	62	61	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a
Women	62	59	n/a	n/a	n/a	n/a	n/a	n/a	70	69
Ballarat	62	62	n/a	n/a	n/a	n/a	n/a	n/a	70	70
Men	62	64	n/a	n/a	n/a	n/a	n/a	n/a	69	72
35-49	61	61	n/a	n/a	n/a	n/a	n/a	n/a	69	70
18-34	61	58	n/a	n/a	n/a	n/a	n/a	n/a	73	74
Central Ward	60	58	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a
50-64	59	58	n/a	n/a	n/a	n/a	n/a	n/a	66	66

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

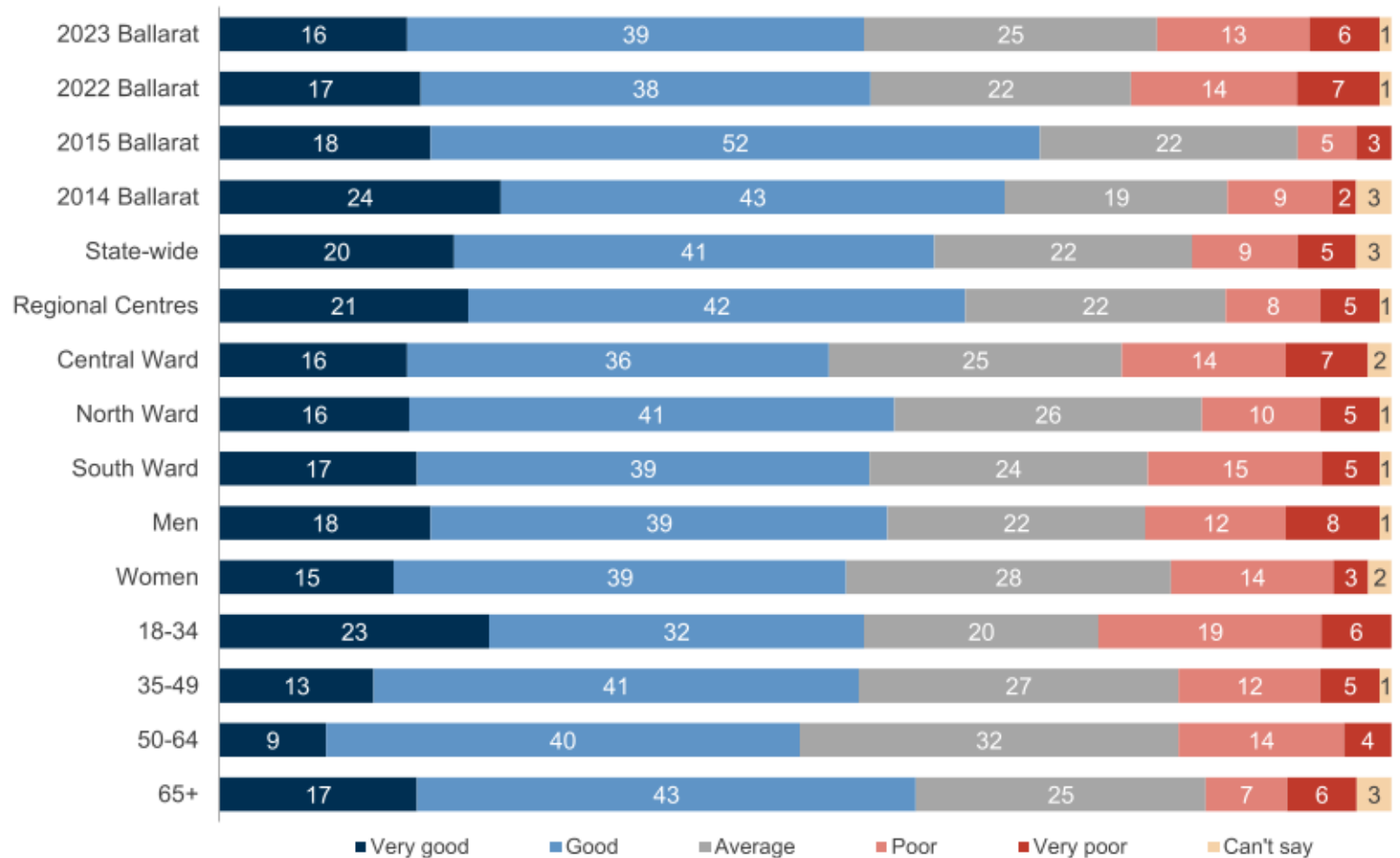
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



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

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a blurred image of a crowd of people, likely at a sporting event or festival. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

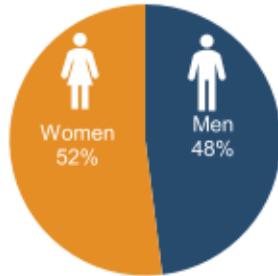
Detailed demographics



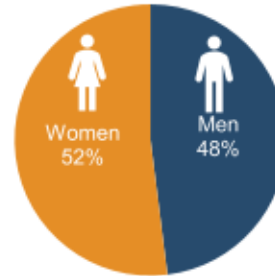
Gender and age profile

2023 gender

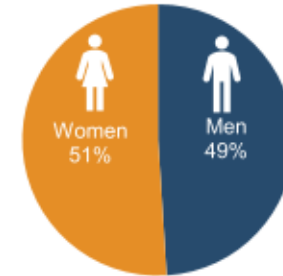
Ballarat



Regional Centres

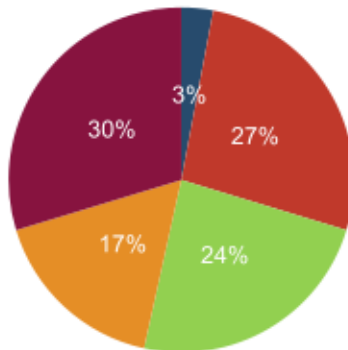


State-wide

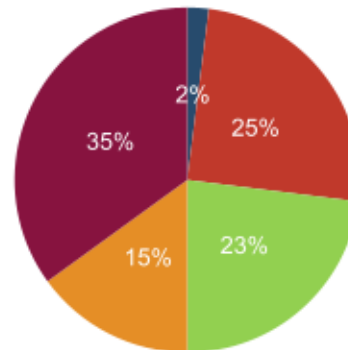


2023 age

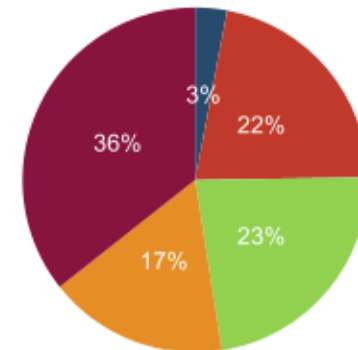
Ballarat



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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background graphics of various data charts, including bar charts, line graphs, and a grid pattern.

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 Ballarat City Council was n=800. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=800 interviews is +/-3.5% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 46.5% - 53.5%.

Maximum margins of error are listed in the table below, based on a population of 87,700 people aged 18 years or over for Ballarat City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Ballarat City Council	800	400	+/-3.5
Men	371	190	+/-5.1
Women	429	210	+/-4.7
Central Ward	284	147	+/-5.8
North Ward	284	138	+/-5.8
South Ward	232	115	+/-6.4
18-34 years	120	118	+/-9.0
35-49 years	204	96	+/-6.9
50-64 years	170	67	+/-7.5
65+ years	306	120	+/-5.6



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:

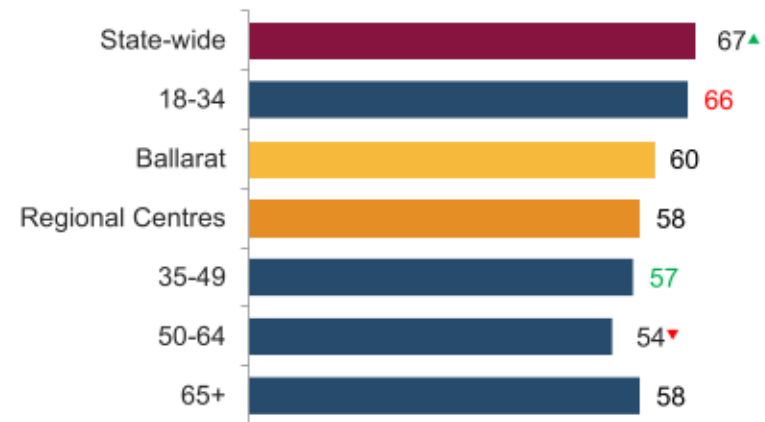
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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=402 completed interviews, conducted in the period of 27th January – 24th March.
- 2015, n=600 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=600 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 Ballarat 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 Ballarat City Council.

Survey sample matched to the demographic profile of Ballarat 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 Ballarat City Council, particularly younger people.

A total of n=800 completed interviews were achieved in Ballarat City Council. Survey fieldwork was conducted in the period of 27th January – 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

Ballarat 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 Ballarat 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 Ballarat 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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John Scales
Founder
jcales@jwsresearch.com

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Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

