2024 Local Government Community Satisfaction Survey

Ballarat City Council

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

JWS RESEARCH

Contents

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-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

Main chart shows the results among the total sample, subgroups, group average and State-wide average

2024 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results

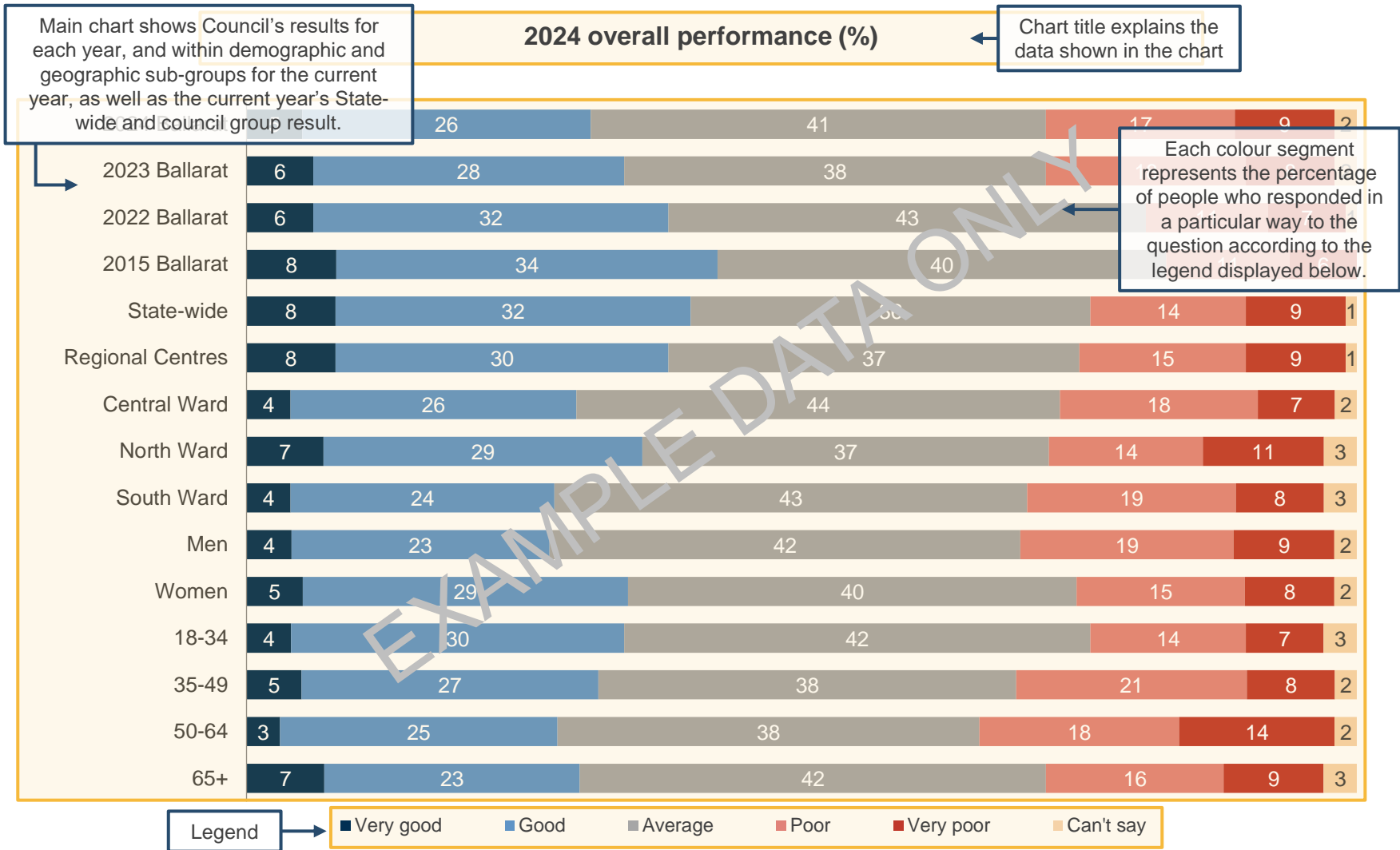|	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	70	73	73	75	71	74	72	77	73
Women	69	72	72	72	74	73	74	71	74
South	69	70	72	71	70	72	73	71	74
65+					72	71	71	71	76
North					72	72	70	71	73
Ballarat					71	72	71	72	73
Central					70	72	71	72	72
Men					67	71	69	72	73
35-49					71	74	72	69	70
50-64					67	66	70	66	73
Metro	62	65	67	66	67	65	64	66	67
State-wide	56	59	61	58	60	59	59	59	60

Chart bar values:
- 18-34: 75 ▲
- Women: 71
- South: 71
- 65+: 70
- North: 69
- Ballarat: 69
- Central: 68
- Men: 67
- 35-49: 64
- 50-64: 63
- Metro: 63 ▼
- State-wide: 54 ▼

A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

EXAMPLE DATA ONLY

Question asked and base size(s)

JWS RESEARCH

How to read stacked bar charts in this report

Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

2024 overall performance (%)

Chart title explains the data shown in the chart

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat		26	41	17	9	2
2023 Ballarat	6	28	38			
2022 Ballarat	6	32	43			
2015 Ballarat	8	34	40			
State-wide	8	32	36	14	9	1
Regional Centres	8	30	37	15	9	1
Central Ward	4	26	44	18	7	2
North Ward	7	29	37	14	11	3
South Ward	4	24	43	19	8	3
Men	4	23	42	19	9	2
Women	5	29	40	15	8	2
18-34	4	30	42	14	7	3
35-49	5	27	38	21	8	2
50-64	3	25	38	18	14	2
65+	7	23	42	16	9	3

Legend → ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

EXAMPLE DATA ONLY

Key findings and recommendations

Ballarat City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Ballarat 51

Regional Centres 54

State-wide 54

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

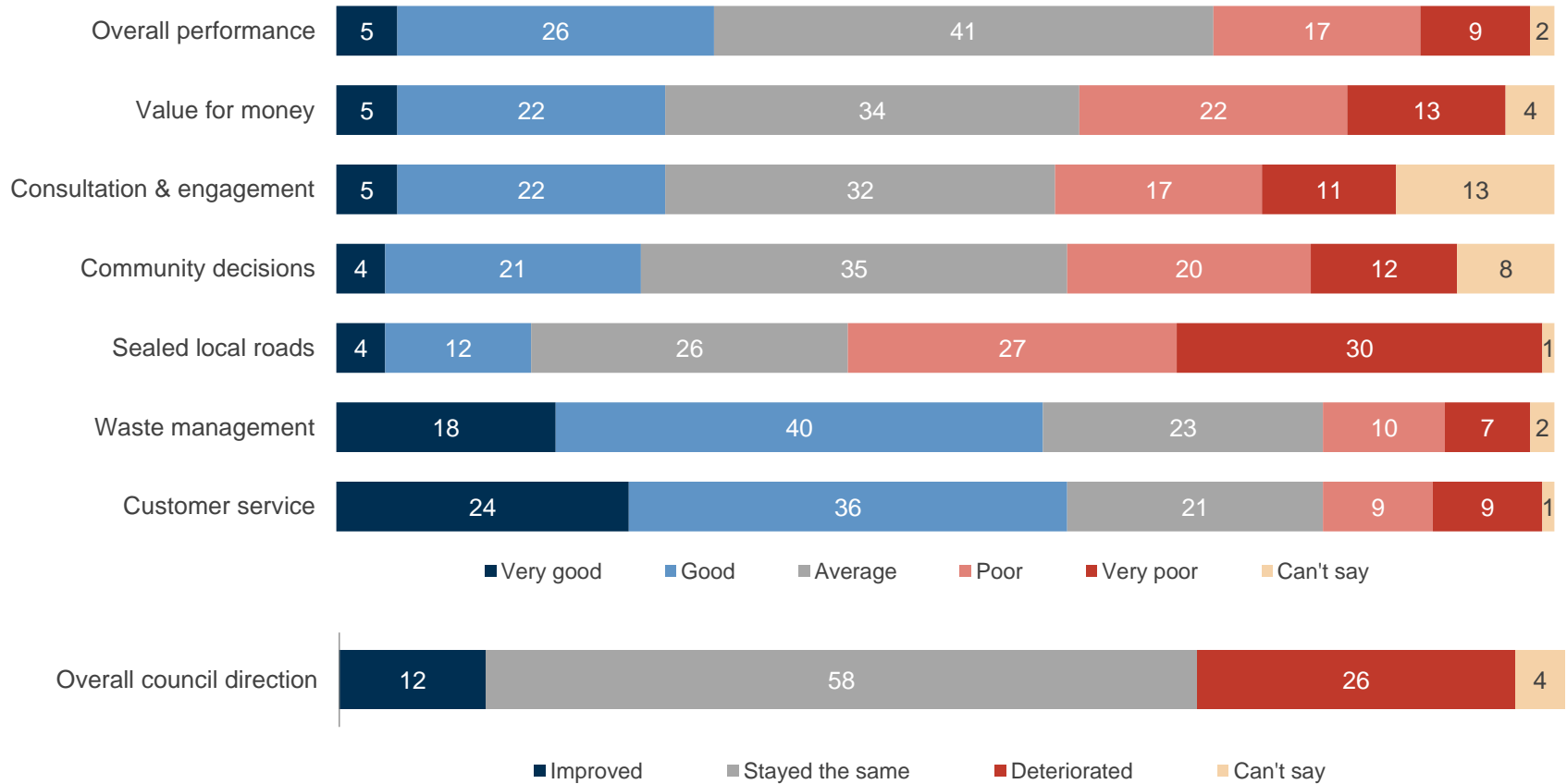**Overall Performance** · **Value for money** · **Community Consultation** · **Making Community Decisions** · **Sealed Local Roads** · **Waste management** · **Customer Service** · **Overall Council Direction**

	2022	2023	2024
Customer Service	67	65	65
Waste management	62	62	63
Overall Performance	54	51	51
Making Community Decisions	53	49	48
Community Consultation	51	49	46
Value for money	49	47	46
Overall Council Direction	49	43	43
Sealed Local Roads	41	37	33

Axis labels: 71, 70, 57, 56, 50, 49, 47

Years: 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024

Summary of core measures

Core measures summary results (%)

Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	5	26	41	17	9	2
Value for money	5	22	34	22	13	4
Consultation & engagement	5	22	32	17	11	13
Community decisions	4	21	35	20	12	8
Sealed local roads	4	12	26	27	30	1
Waste management	18	40	23	10	7	2
Customer service	24	36	21	9	9	1

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	12	58	26	4

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

Summary of Ballarat City Council performance

Services	Ballarat 2024	Ballarat 2023	Regional Centres 2024	State-wide 2024	Highest score	Lowest score
Overall performance	**51**	51	54	54	18-34 years	50-64 years
Value for money	**46**	47	48	48	North Ward residents	50-64 years
Overall council direction	**43**	43	45	45	18-34 years	50-64 years, Men
Customer service	**65**	65	68	67	18-34 years, North Ward residents, Women	50-64 years
Waste management	**63**	62	66	67	65+ years	50-64 years
Consultation & engagement	**48**	49	49	51	18-34 years	50-64 years
Community decisions	**46**	49	48	50	18-34 years	50-64 years
Sealed local roads	**33**	37	46	45	65+ years, North Ward residents	50-64 years

Significantly higher / lower than Ballarat City Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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. Perceptions of Council's overall performance reflects this. It is also worth noting that perceptions of Council's performance on waste management and customer service have been relatively stable over time and continue to be Council's strongest performing areas.

Key focus

Perceptions of consultation and engagement, and decisions made in the interest of the community, have not changed significantly this year, but are trending downwards (although remain in line with the group average). Attention may be warranted here. Good communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues and are aware of the actions Council is undertaking.

Comparison to state and area grouping

Perceptions of Council's performance in the service areas of sealed local roads and waste management are significantly lower than both the State-wide and Regional Centres group averages. In the remaining service areas evaluated (consultation and engagement, and making decisions in the interest of the community), as well as in the areas of customer service, perceptions of Council's overall direction and value for money, Council performs in line with the Regional Centres group average.

Tangible improvements may serve to lift overall perceptions

Improvements in service areas that are more visible in nature may serve to shore up overall perceptions of Council's performance. The declining trend in perceptions of Council's performance in the condition of sealed local roads makes it an area worthy of improvements where possible. Council should communicate its efforts and longer term plans.

DETAILED FINDINGS

Overall performance
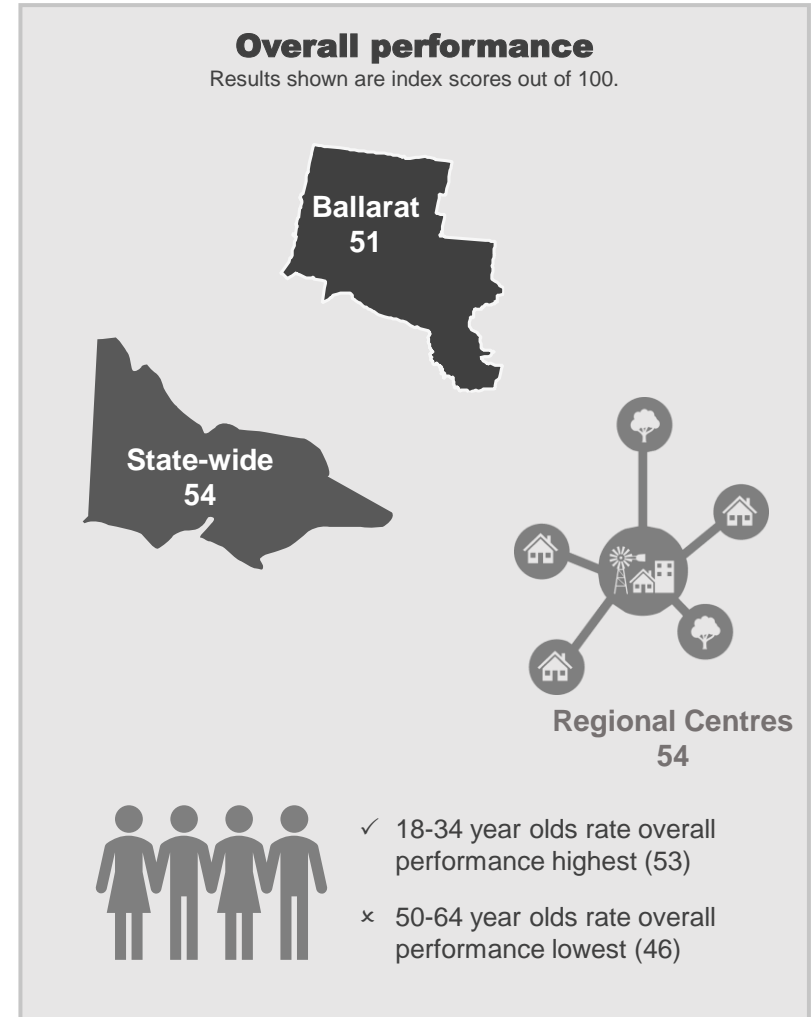
Overall performance

Ballarat City Council's overall performance index score of 51 in 2024 represents no change on the 2023 result. This is the lowest level of the four years recorded.

Ballarat City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the Regional Centres and State-wide group averages (both with index scores of 54).

- 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 in their assessment of Council's overall performance than those aged 50 to 64 years.

More than one in four residents (27%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. However, more residents rate Council as 'very poor' or 'poor' (35%). A further 34% rate Council as 'average' in terms of providing value for money.

- With an index score of 46, Council performs in line with the Regional Centres and State-wide group averages (both an index score of 48) in the area of value for money.

Overall performance
Results shown are index scores out of 100.

Ballarat
51

State-wide
54

Regional Centres
54

✓ 18-34 year olds rate overall performance highest (53)

✗ 50-64 year olds rate overall performance lowest (46)

Overall performance

2024 overall performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	54 ▲	56	59	61	58	60	59	59	59	60
Regional Centres	54 ▲	56	59	60	56	58	58	57	55	58
18-34	53	56	57	n/a	n/a	n/a	n/a	n/a	n/a	62
Women	52	53	53	n/a	n/a	n/a	n/a	n/a	n/a	59
North Ward	52	50	55	n/a	n/a	n/a	n/a	n/a	n/a	55
65+	51	50	54	n/a	n/a	n/a	n/a	n/a	n/a	49
Ballarat	51	51	54	n/a	n/a	n/a	n/a	n/a	n/a	57
Central Ward	50	52	55	n/a	n/a	n/a	n/a	n/a	n/a	60
35-49	50	51	52	n/a	n/a	n/a	n/a	n/a	n/a	61
South Ward	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a	56
Men	49	50	56	n/a	n/a	n/a	n/a	n/a	n/a	54
50-64	46	47	54	n/a	n/a	n/a	n/a	n/a	n/a	54

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: 62 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Overall performance
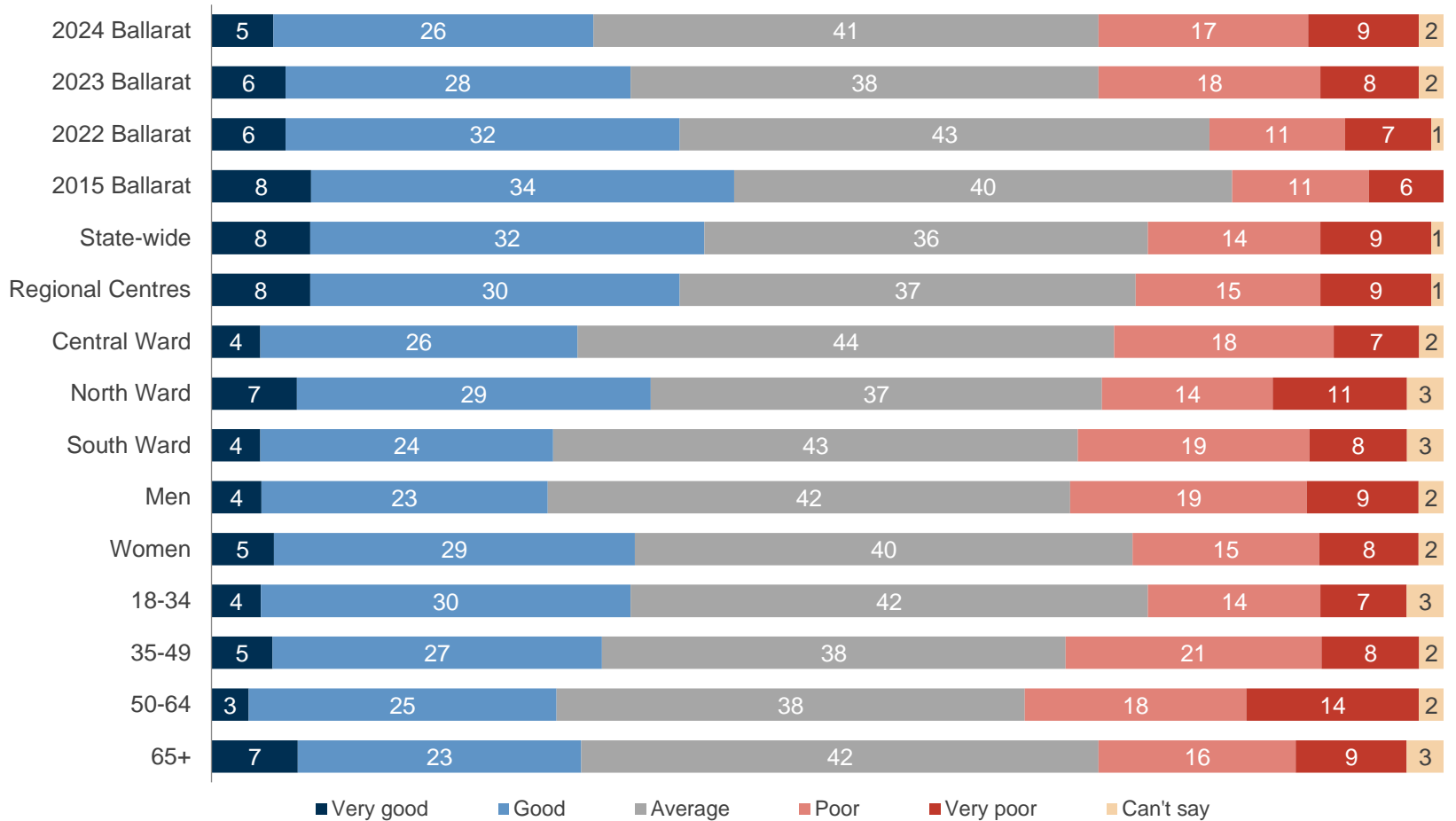
2024 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	5	26	41	17	9	2
2023 Ballarat	6	28	38	18	8	2
2022 Ballarat	6	32	43	11	7	1
2015 Ballarat	8	34	40	11	6	
State-wide	8	32	36	14	9	1
Regional Centres	8	30	37	15	9	1
Central Ward	4	26	44	18	7	2
North Ward	7	29	37	14	11	3
South Ward	4	24	43	19	8	3
Men	4	23	42	19	9	2
Women	5	29	40	15	8	2
18-34	4	30	42	14	7	3
35-49	5	27	38	21	8	2
50-64	3	25	38	18	14	2
65+	7	23	42	16	9	3

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 62 Councils asked group: 9

Value for money in services and infrastructure

2024 value for money (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	48	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	48	50	53	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a
18-34	47	49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	47	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	46	46	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	48	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballarat	46	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	45	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	46	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	44	46	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	42	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?
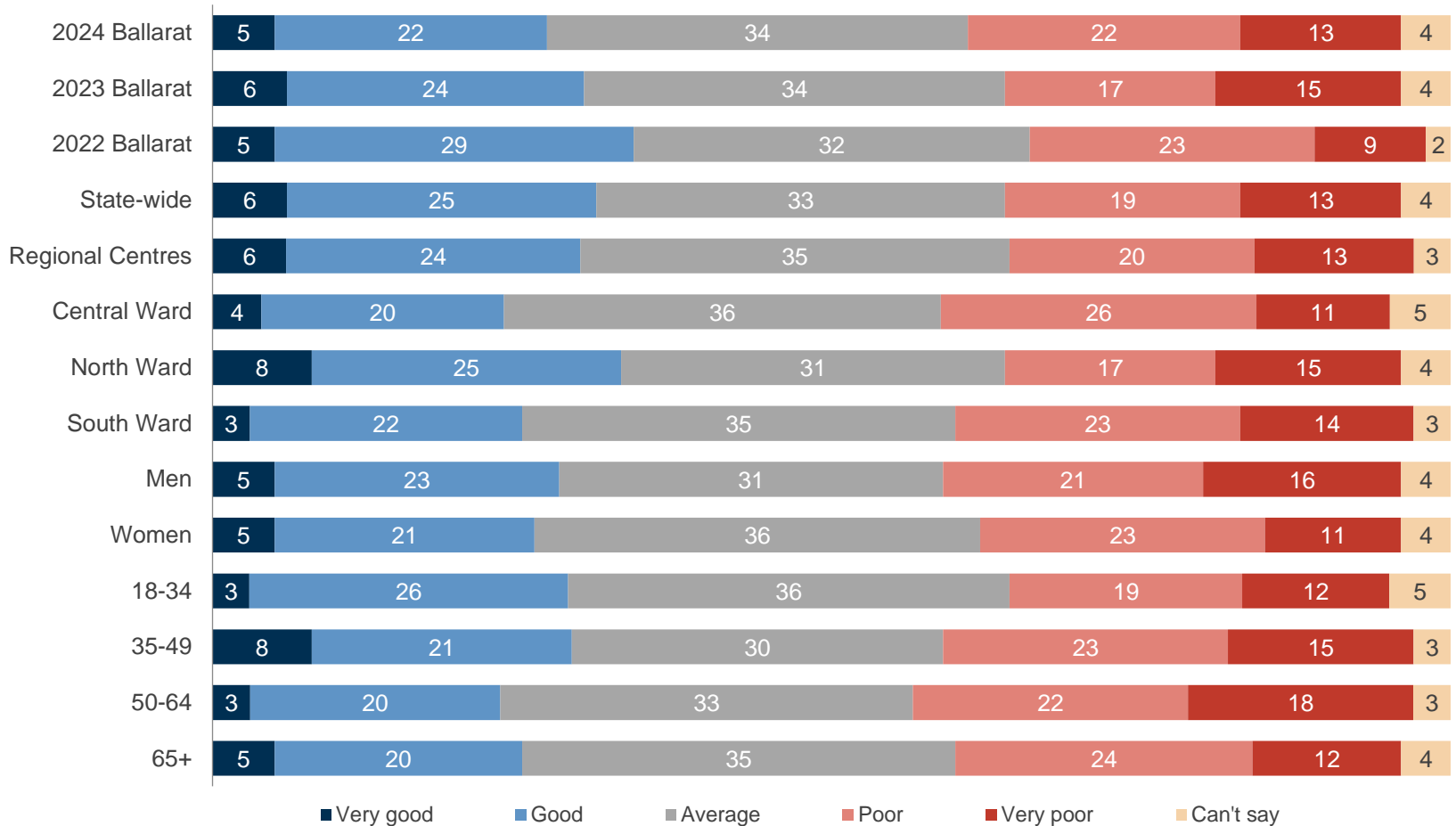*Base: All respondents. Councils asked State-wide: 61 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2024 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	5	22	34	22	13	4
2023 Ballarat	6	24	34	17	15	4
2022 Ballarat	5	29	32	23	9	2
State-wide	6	25	33	19	13	4
Regional Centres	6	24	35	20	13	3
Central Ward	4	20	36	26	11	5
North Ward	8	25	31	17	15	4
South Ward	3	22	35	23	14	3
Men	5	23	31	21	16	4
Women	5	21	36	23	11	4
18-34	3	26	36	19	12	5
35-49	8	21	30	23	15	3
50-64	3	20	33	22	18	3
65+	5	20	35	24	12	4

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: 61 Councils asked group: 9

Top performing service areas

With an index score of 63, Council maintains its performance in waste management (62 in 2023). This is the service area where Council continues to perform best.

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

Consultation and engagement is Council's next highest rated service area, followed by making decisions in the interest of the community (index scores of 48 and 46 respectively). Notably, Council maintains its performance in both service areas with no significant declines noted on the 2023 result.

- No significant differences were found in the perceptions of both of these service areas across each of the demographic and geographic subgroups compared to the average. However, for both service areas, those:

  o aged 18 to 34 years are more positive about Council's performance and those aged 50 to 64 years are least positive

  o living in the North Ward are more positive about Council's performance than those in the South Ward.

Waste management (index score of 63) is the area where Council performed best in 2024.

Lowest performing service area

Council rates lowest in the area of sealed local roads (index score of 33).

Council did not experience any significant declines in performance ratings in 2024 (nor were there any significant improvements).

Council rates lowest in the area of sealed local roads (index score of 33). Despite not recording any significant change in performance in this service area (index score of 37 in 2023), it is worth noting that this year's result continues a declining trend year on year from 2022.

Council performs significantly lower than the State-wide and Regional Centres group averages in this service area (45 and 46 respectively).

No significant differences in ratings of sealed local roads were found among those from different demographic and geographic groups compared to the average. It is important to note some residents' perceptions of the condition of sealed local roads have significantly declined from 2023. These are:
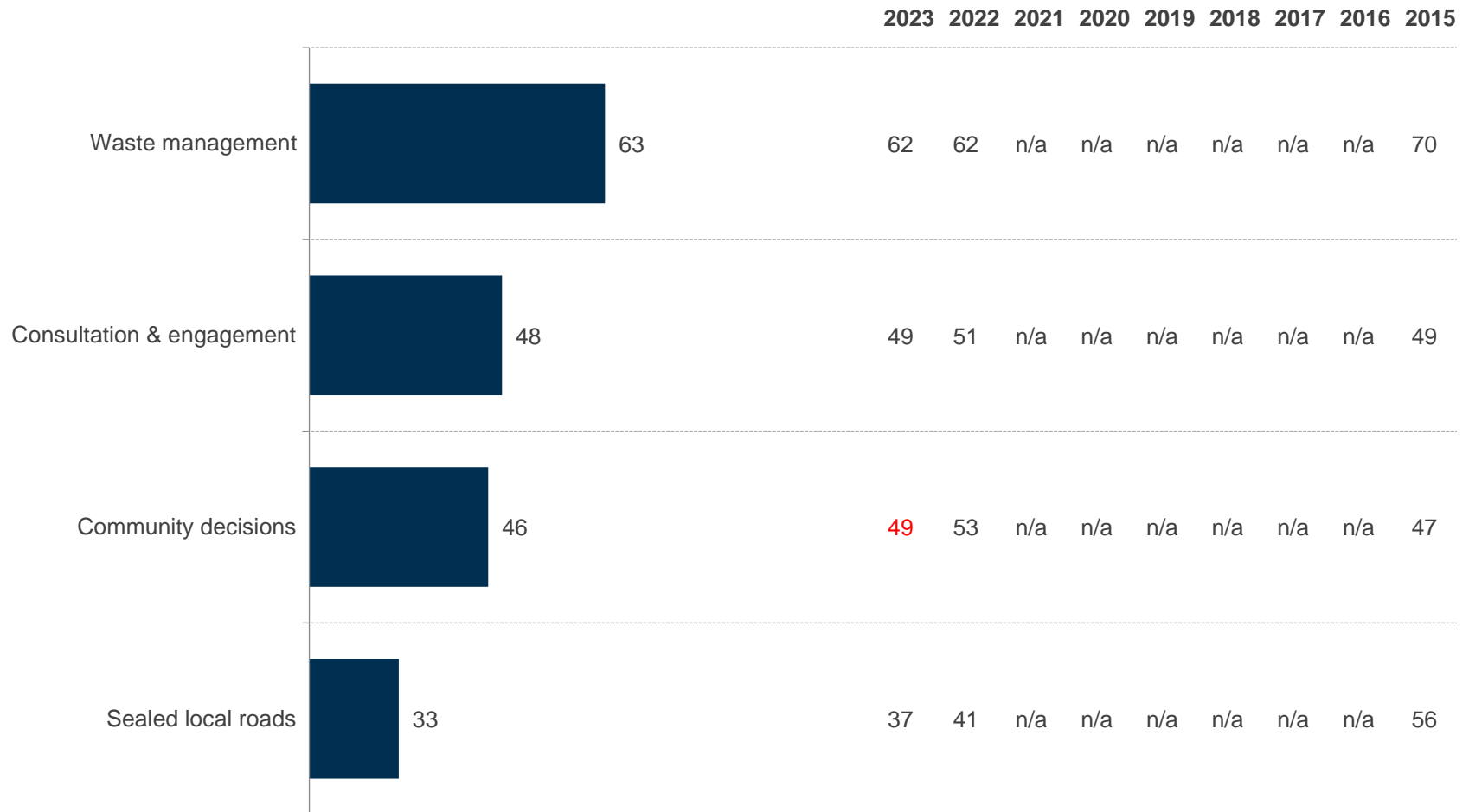
- men (32, down a significant six index points)

- Central Ward residents (also an index score of 32, down a significant eight index points).

This suggests that Central Ward may be an area for attention in the coming year, given perceptions here have declined significantly, and moreso than other locations.

Individual service area performance

2024 individual service area performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	63	62	62	n/a	n/a	n/a	n/a	n/a	n/a	70
Consultation & engagement	48	49	51	n/a	n/a	n/a	n/a	n/a	n/a	49
Community decisions	46	49	53	n/a	n/a	n/a	n/a	n/a	n/a	47
Sealed local roads	33	37	41	n/a	n/a	n/a	n/a	n/a	n/a	56

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 (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	18	40	23	10	7	2
Consultation & engagement	5	22	32	17	11	13
Community decisions	4	21	35	20	12	8
Sealed local roads	4	12	26	27	30	1

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
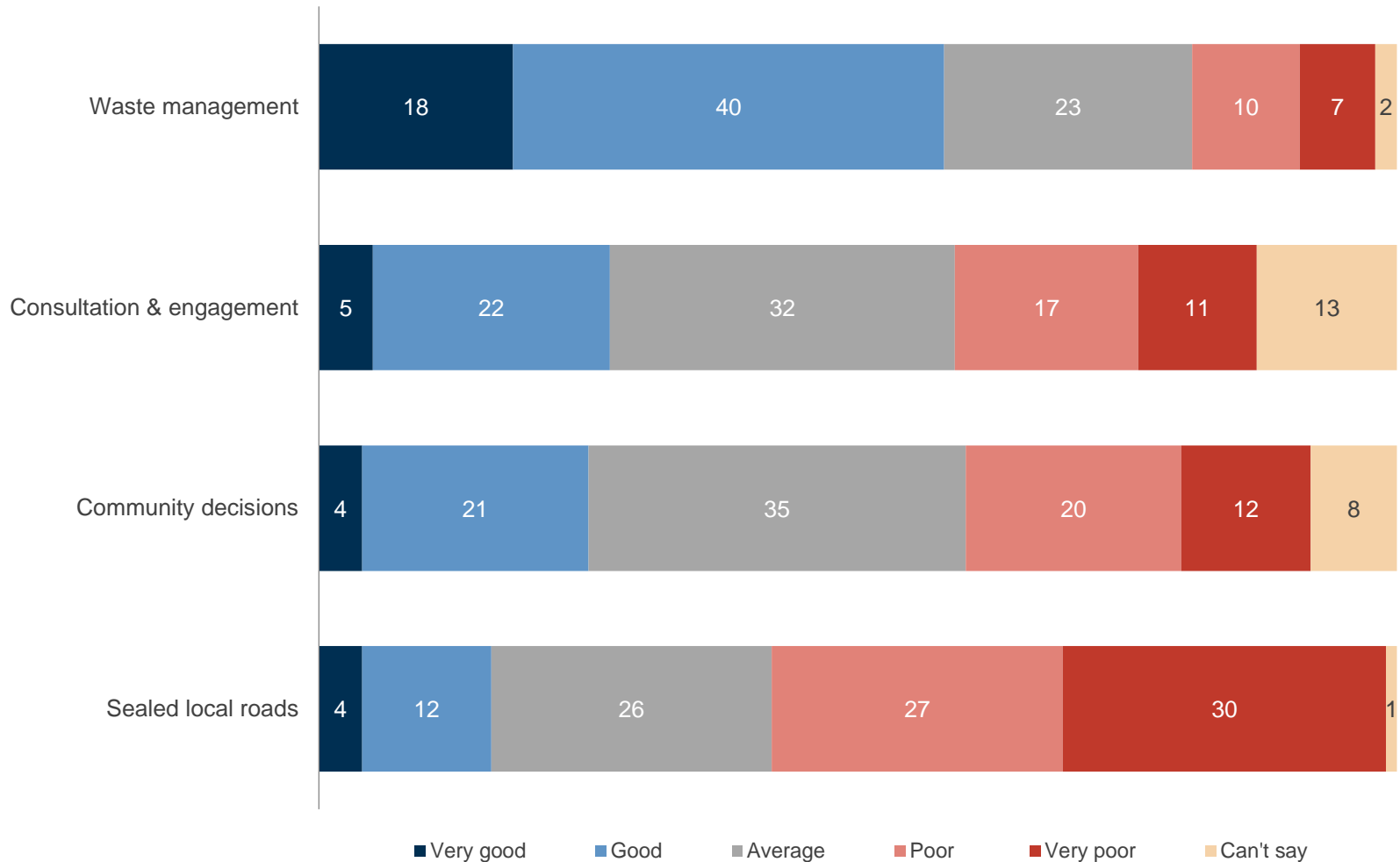
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

Customer service

Contact with council and customer service

Contact with council

Just over one in two Council residents (54%) have had contact with Council in the last 12 months.

- Council's rate of contact is significantly lower than the State-wide group average (62%) but is in line with the Regional Centres group average (58%).

- Rate of contact among residents aged 35 to 49 years (66%) is significantly higher than the Council average.

Among those residents who have had contact with Council, 60% provide a positive customer service rating of 'very good' or 'good', including 24% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 65 is unchanged from 2023. Customer service is rated in line with the Regional Centres and State-wide group averages (index scores of 68 and 67 respectively).

Six in ten residents (60%) 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

2024 contact with council (%)
Have had contact

| | | | | | | | | 51 | 56 | 54 |
|2015|2016|2017|2018|2019|2020|2021|2022|2023|2024|

64

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: 36 Councils asked group: 5

J W S R E S E A R C H   25

Contact with council

2024 contact with council (%)

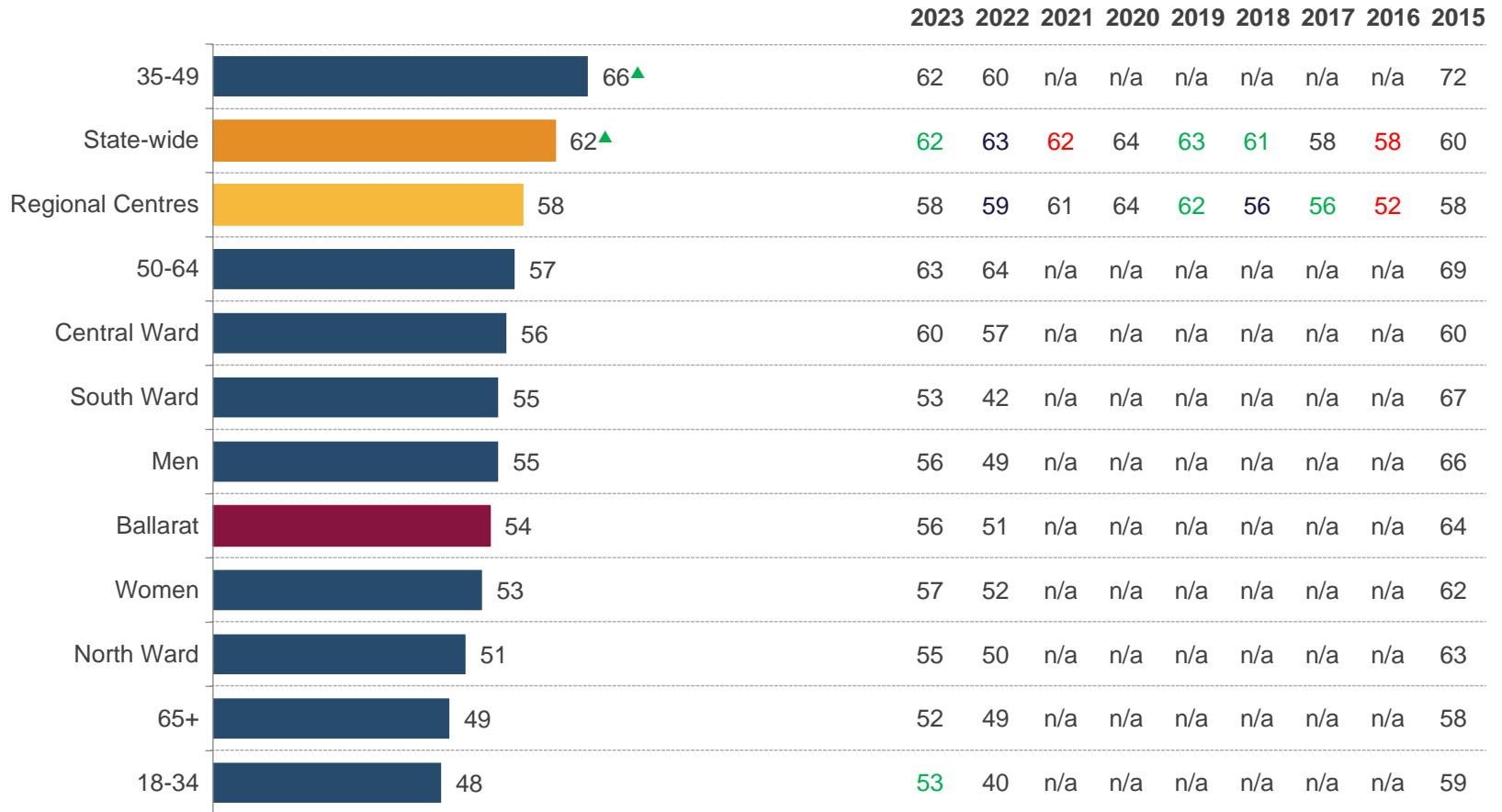|	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49 — 66▲	62	60	n/a	n/a	n/a	n/a	n/a	n/a	72
State-wide — 62▲	62	63	62	64	63	61	58	58	60
Regional Centres — 58	58	59	61	64	62	56	56	52	58
50-64 — 57	63	64	n/a	n/a	n/a	n/a	n/a	n/a	69
Central Ward — 56	60	57	n/a	n/a	n/a	n/a	n/a	n/a	60
South Ward — 55	53	42	n/a	n/a	n/a	n/a	n/a	n/a	67
Men — 55	56	49	n/a	n/a	n/a	n/a	n/a	n/a	66
Ballarat — 54	56	51	n/a	n/a	n/a	n/a	n/a	n/a	64
Women — 53	57	52	n/a	n/a	n/a	n/a	n/a	n/a	62
North Ward — 51	55	50	n/a	n/a	n/a	n/a	n/a	n/a	63
65+ — 49	52	49	n/a	n/a	n/a	n/a	n/a	n/a	58
18-34 — 48	53	40	n/a	n/a	n/a	n/a	n/a	n/a	59

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: 36 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2024 customer service rating (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Regional Centres	68	68	69	71	70	72	72	72	70	71
18-34	67	64	60	n/a	n/a	n/a	n/a	n/a	n/a	68
State-wide	67	67	68	70	70	71	70	69	69	70
North Ward	67	62	69	n/a	n/a	n/a	n/a	n/a	n/a	72
Women	67	68	66	n/a	n/a	n/a	n/a	n/a	n/a	72
35-49	66	65	74	n/a	n/a	n/a	n/a	n/a	n/a	73
65+	65	67	72	n/a	n/a	n/a	n/a	n/a	n/a	74
Ballarat	65	65	67	n/a	n/a	n/a	n/a	n/a	n/a	71
Central Ward	64	67	66	n/a	n/a	n/a	n/a	n/a	n/a	75
South Ward	64	65	66	n/a	n/a	n/a	n/a	n/a	n/a	68
Men	63	62	68	n/a	n/a	n/a	n/a	n/a	n/a	71
50-64	57	63	57	n/a	n/a	n/a	n/a	n/a	n/a	70

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.
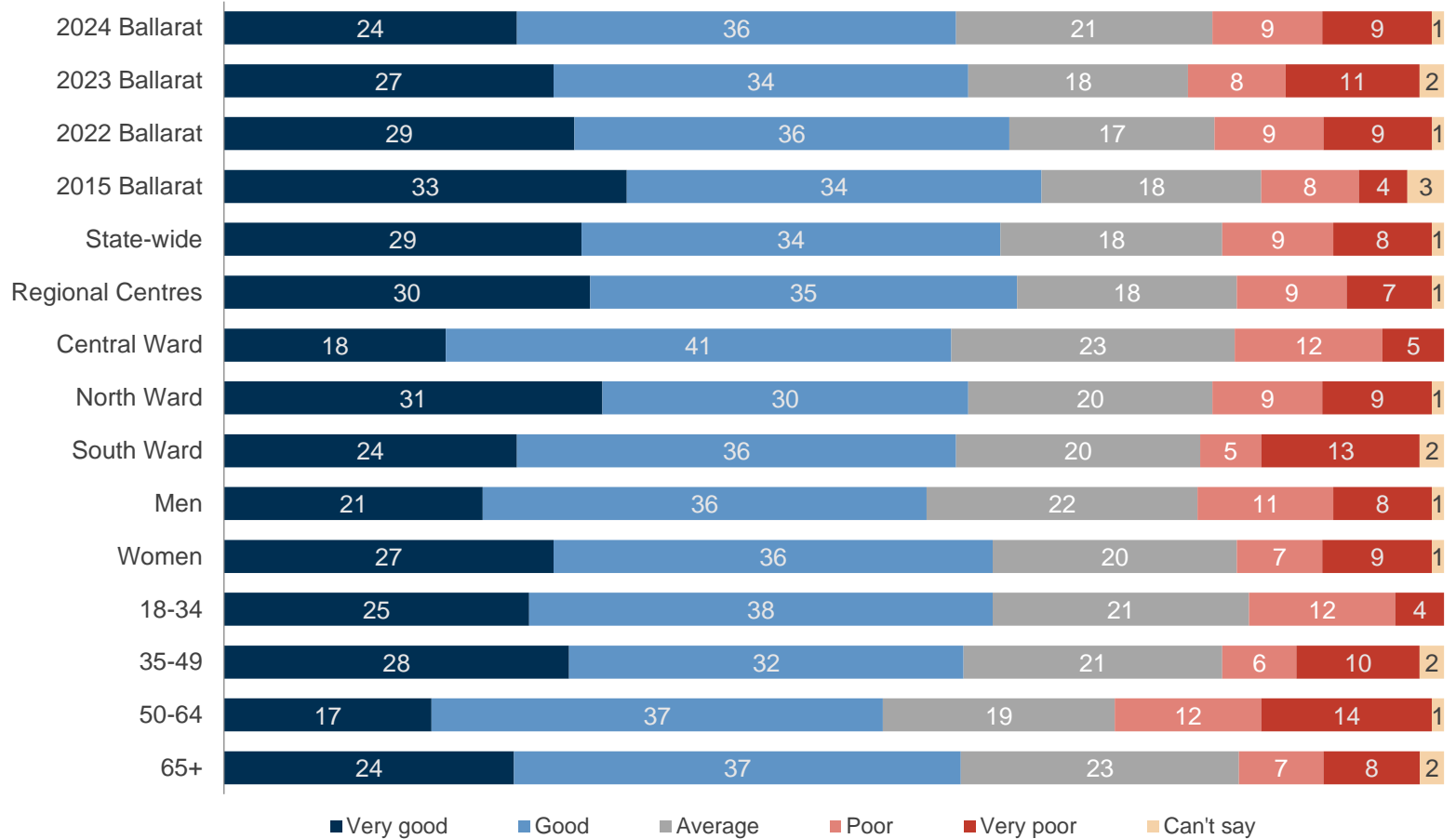*Base: All respondents who have had contact with Council in the last 12 months.*
Councils asked State-wide: 62 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2024 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	24	36	21	9	9	1
2023 Ballarat	27	34	18	8	11	2
2022 Ballarat	29	36	17	9	9	1
2015 Ballarat	33	34	18	8	4	3
State-wide	29	34	18	9	8	1
Regional Centres	30	35	18	9	7	1
Central Ward	18	41	23	12	5	
North Ward	31	30	20	9	9	1
South Ward	24	36	20	5	13	2
Men	21	36	22	11	8	1
Women	27	36	20	7	9	1
18-34	25	38	21	12	4	
35-49	28	32	21	6	10	2
50-64	17	37	19	12	14	1
65+	24	37	23	7	8	2

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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: 62 Councils asked group: 9
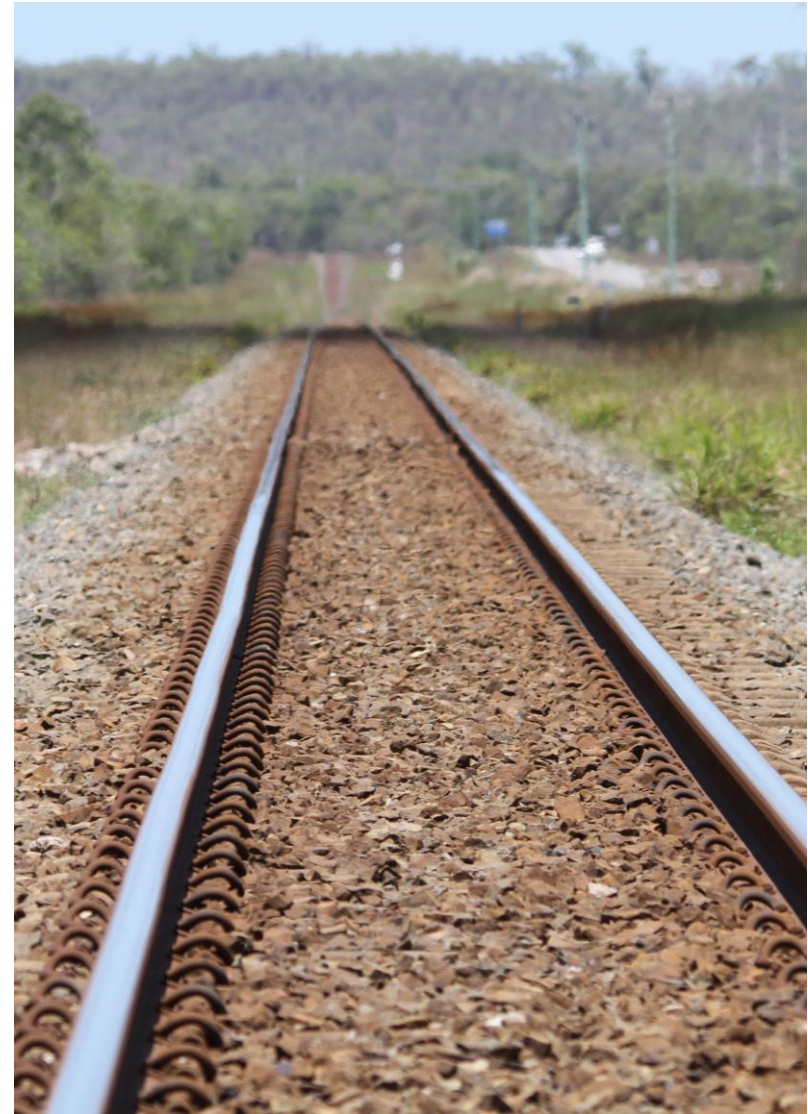
Council direction

Council direction

Over the last 12 months, 58% of residents believe the direction of Council's overall performance has stayed the same, down three percentage points from 2023.

- As with 2023, 12% of residents believe the direction has improved in the last 12 months.

- More residents (26%) believe it has deteriorated (representing more than twice the proportion of people who believe the direction has improved), up one percentage point from 2023.

No significant differences in perceptions were found among residents from different geographic and demographic groups compared to the average (index score of 43), however:

- The most satisfied with council direction are those aged 18 to 34 years (index score of 47), women or North Ward residents (both with an index score of 45).

- The least satisfied with council direction are those aged 50 to 64 years or men (both with an index score of 40).

Overall council direction last 12 months

2024 overall council direction (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	47	46	55	n/a	n/a	n/a	n/a	n/a	n/a	56
North Ward	45	42	49	n/a	n/a	n/a	n/a	n/a	n/a	49
Regional Centres	45	47	52	54	50	52	53	55	51	53
Women	45	45	50	n/a	n/a	n/a	n/a	n/a	n/a	50
State-wide	45	46	50	53	51	53	52	53	51	53
Ballarat	43	43	49	n/a	n/a	n/a	n/a	n/a	n/a	50
35-49	43	43	45	n/a	n/a	n/a	n/a	n/a	n/a	55
South Ward	42	43	49	n/a	n/a	n/a	n/a	n/a	n/a	53
Central Ward	41	44	49	n/a	n/a	n/a	n/a	n/a	n/a	49
65+	41	43	48	n/a	n/a	n/a	n/a	n/a	n/a	43
Men	40	42	47	n/a	n/a	n/a	n/a	n/a	n/a	50
50-64	40	40	43	n/a	n/a	n/a	n/a	n/a	n/a	44

Q6. Over the last 12 months, what is your view of the direction of Ballarat City Council's overall performance?
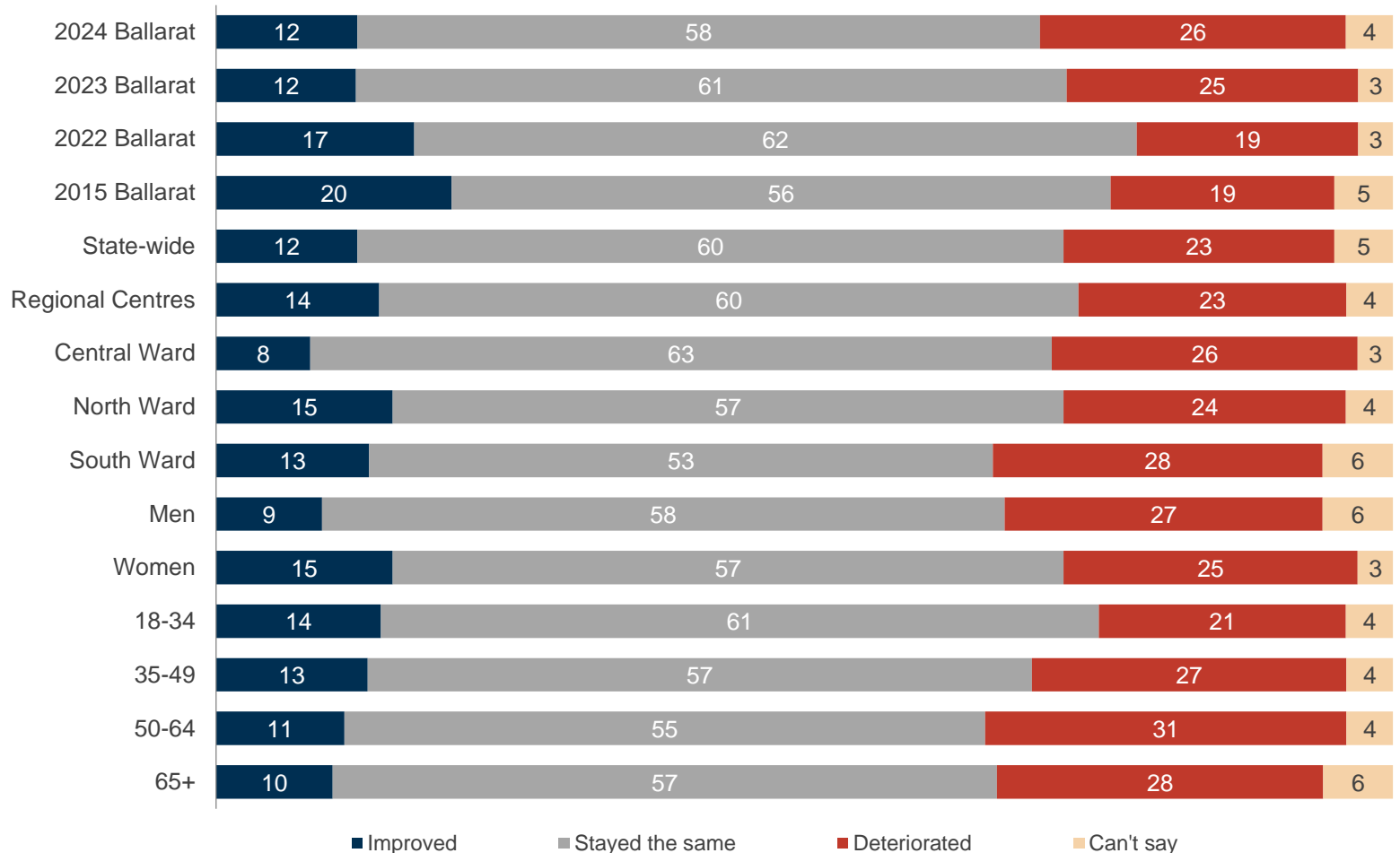*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2024 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2024 Ballarat	12	58	26	4
2023 Ballarat	12	61	25	3
2022 Ballarat	17	62	19	3
2015 Ballarat	20	56	19	5
State-wide	12	60	23	5
Regional Centres	14	60	23	4
Central Ward	8	63	26	3
North Ward	15	57	24	4
South Ward	13	53	28	6
Men	9	58	27	6
Women	15	57	25	3
18-34	14	61	21	4
35-49	13	57	27	4
50-64	11	55	31	4
65+	10	57	28	6

■ Improved　■ Stayed the same　■ Deteriorated　■ Can't say

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: 62 Councils asked group: 9

Individual service areas

Community consultation and engagement performance

2024 consultation and engagement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	52	53	57	n/a	n/a	n/a	n/a	n/a	n/a	54
State-wide	51 ▲	52	54	56	55	56	55	55	54	56
North Ward	51	46	48	n/a	n/a	n/a	n/a	n/a	n/a	48
Women	50	51	51	n/a	n/a	n/a	n/a	n/a	n/a	51
Regional Centres	49	50	54	54	51	54	55	54	52	53
Ballarat	48	49	51	n/a	n/a	n/a	n/a	n/a	n/a	49
35-49	47	49	48	n/a	n/a	n/a	n/a	n/a	n/a	53
Central Ward	47	52	53	n/a	n/a	n/a	n/a	n/a	n/a	51
65+	46	48	49	n/a	n/a	n/a	n/a	n/a	n/a	45
Men	46	47	51	n/a	n/a	n/a	n/a	n/a	n/a	47
South Ward	46	50	51	n/a	n/a	n/a	n/a	n/a	n/a	49
50-64	44	45	46	n/a	n/a	n/a	n/a	n/a	n/a	44

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
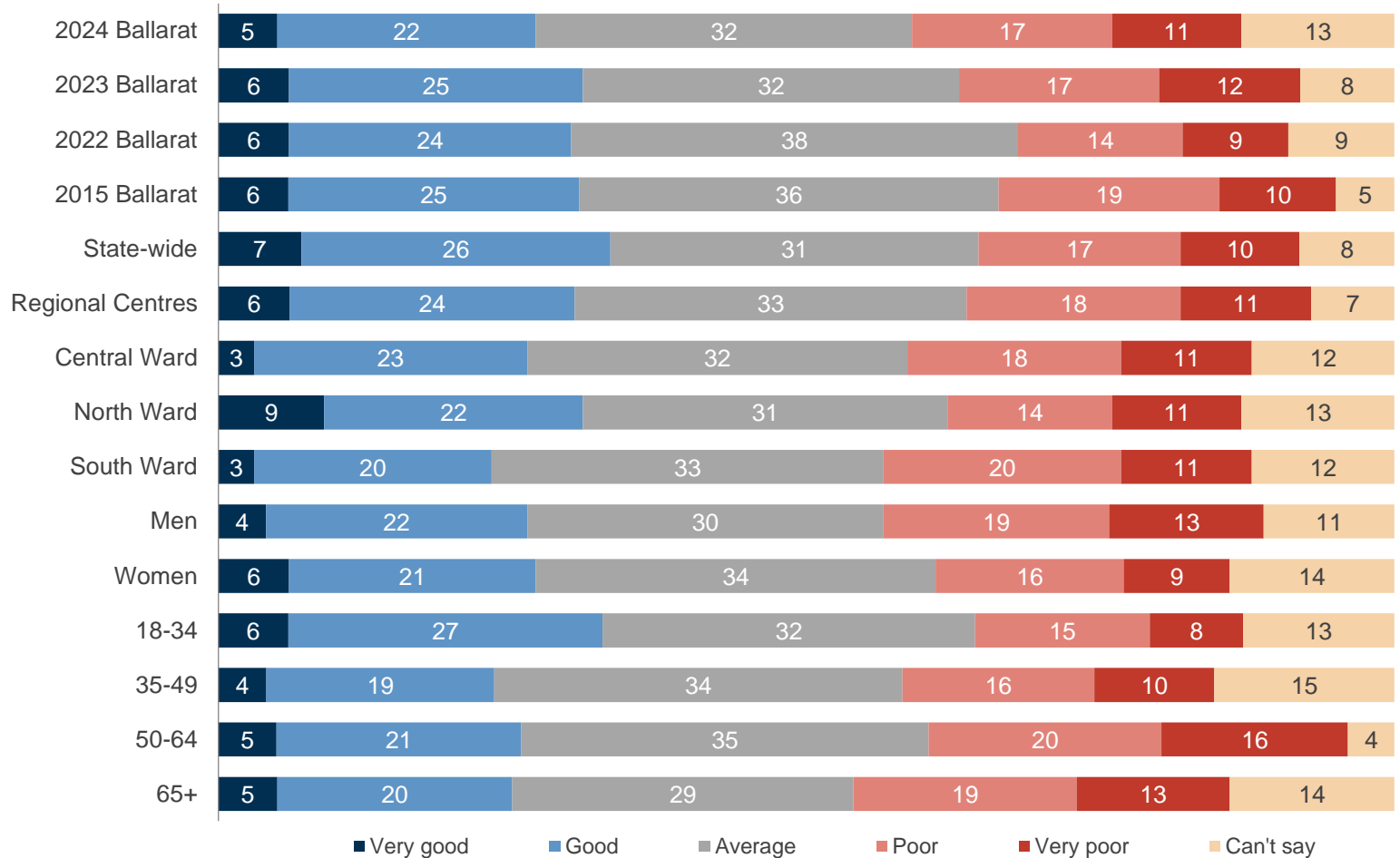*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2024 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	5	22	32	17	11	13
2023 Ballarat	6	25	32	17	12	8
2022 Ballarat	6	24	38	14	9	9
2015 Ballarat	6	25	36	19	10	5
State-wide	7	26	31	17	10	8
Regional Centres	6	24	33	18	11	7
Central Ward	3	23	32	18	11	12
North Ward	9	22	31	14	11	13
South Ward	3	20	33	20	11	12
Men	4	22	30	19	13	11
Women	6	21	34	16	9	14
18-34	6	27	32	15	8	13
35-49	4	19	34	16	10	15
50-64	5	21	35	20	16	4
65+	5	20	29	19	13	14

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

Decisions made in the interest of the community performance

2024 community decisions made performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	50	55	58	n/a	n/a	n/a	n/a	n/a	n/a	51
State-wide	50 ▲	51	54	56	53	55	54	54	54	55
North Ward	49	48	53	n/a	n/a	n/a	n/a	n/a	n/a	46
Regional Centres	48	50	54	54	50	52	52	52	51	52
Women	47	50	52	n/a	n/a	n/a	n/a	n/a	n/a	49
Central Ward	46	51	53	n/a	n/a	n/a	n/a	n/a	n/a	49
Ballarat	46	49	53	n/a	n/a	n/a	n/a	n/a	n/a	47
35-49	45	47	54	n/a	n/a	n/a	n/a	n/a	n/a	52
Men	45	49	53	n/a	n/a	n/a	n/a	n/a	n/a	46
65+	44	48	50	n/a	n/a	n/a	n/a	n/a	n/a	42
South Ward	42	48	52	n/a	n/a	n/a	n/a	n/a	n/a	48
50-64	40	44	46	n/a	n/a	n/a	n/a	n/a	n/a	43

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
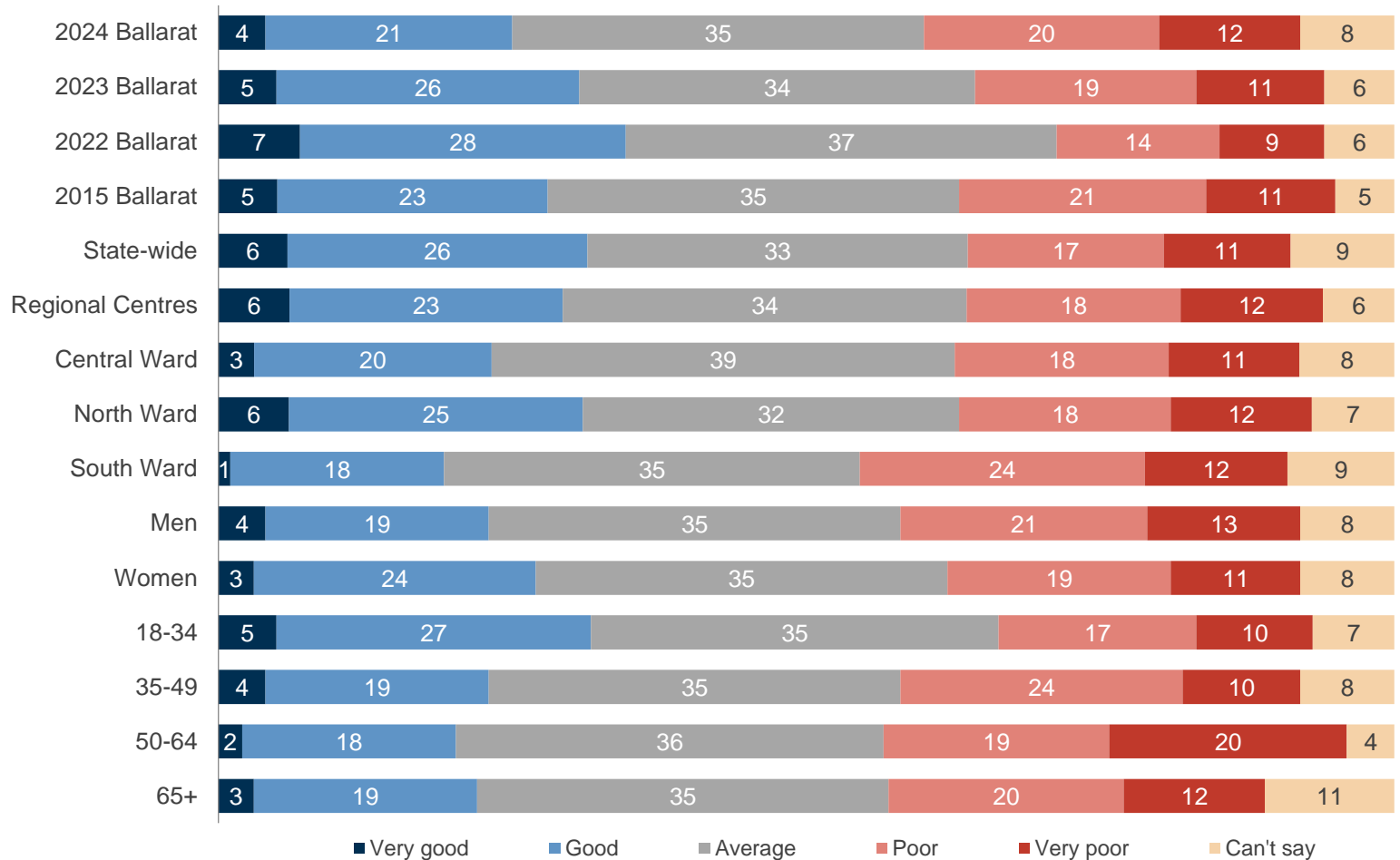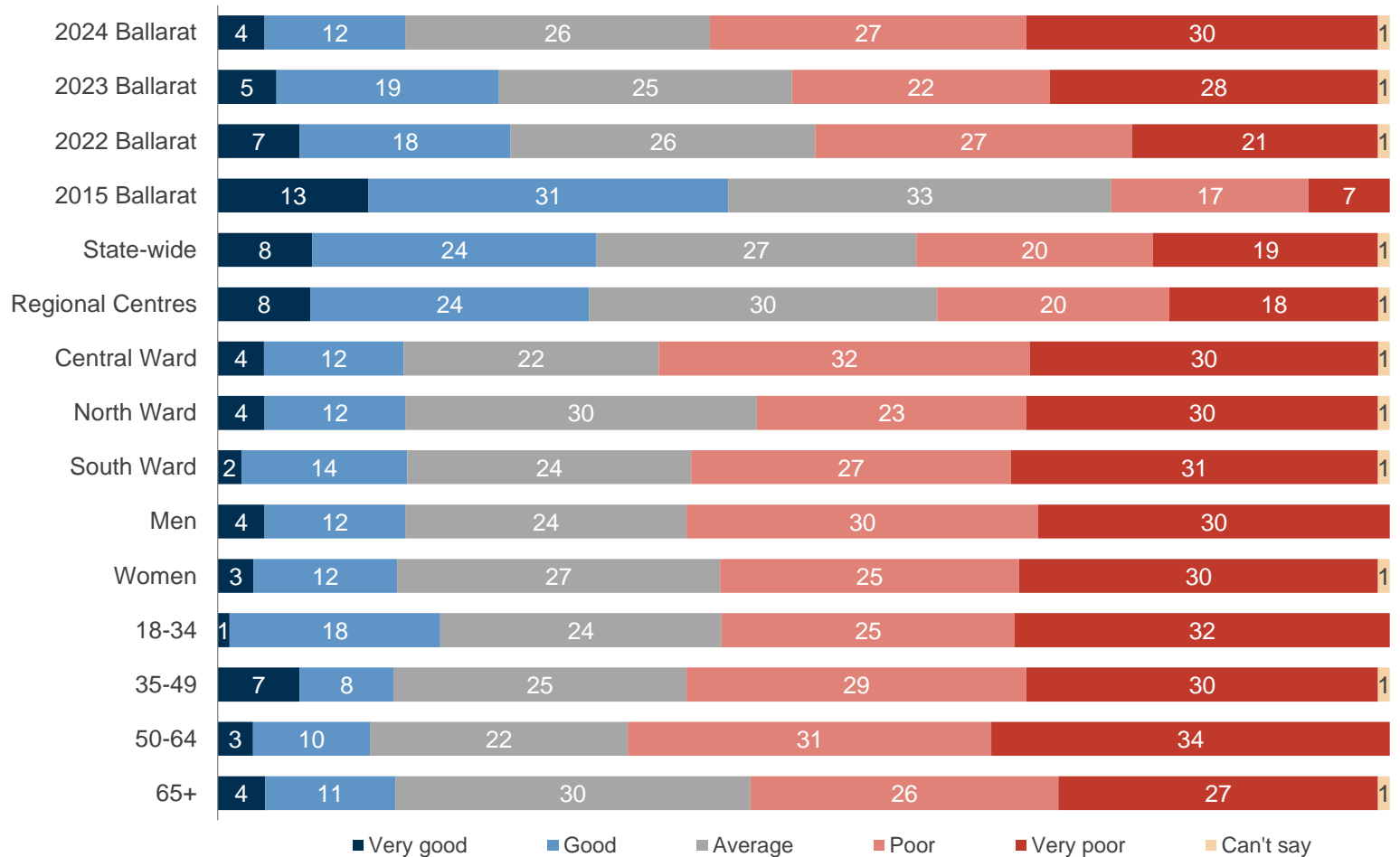*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2024 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	4	21	35	20	12	8
2023 Ballarat	5	26	34	19	11	6
2022 Ballarat	7	28	37	14	9	6
2015 Ballarat	5	23	35	21	11	5
State-wide	6	26	33	17	11	9
Regional Centres	6	23	34	18	12	6
Central Ward	3	20	39	18	11	8
North Ward	6	25	32	18	12	7
South Ward	1	18	35	24	12	9
Men	4	19	35	21	13	8
Women	3	24	35	19	11	8
18-34	5	27	35	17	10	7
35-49	4	19	35	24	10	8
50-64	2	18	36	19	20	4
65+	3	19	35	20	12	11

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

The condition of sealed local roads in your area performance

2024 sealed local roads performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Regional Centres	46 ▲	49	54	60	55	57	54	53	54	55
State-wide	45 ▲	48	53	57	54	56	53	53	54	55
65+	34	41	43	n/a	n/a	n/a	n/a	n/a	n/a	58
North Ward	34	35	40	n/a	n/a	n/a	n/a	n/a	n/a	58
Women	33	36	41	n/a	n/a	n/a	n/a	n/a	n/a	56
35-49	33	32	32	n/a	n/a	n/a	n/a	n/a	n/a	61
Ballarat	33	37	41	n/a	n/a	n/a	n/a	n/a	n/a	56
18-34	33	39	45	n/a	n/a	n/a	n/a	n/a	n/a	51
Men	32	38	40	n/a	n/a	n/a	n/a	n/a	n/a	56
Central Ward	32	40	42	n/a	n/a	n/a	n/a	n/a	n/a	59
South Ward	32	37	39	n/a	n/a	n/a	n/a	n/a	n/a	52
50-64	29	34	41	n/a	n/a	n/a	n/a	n/a	n/a	55

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 (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	4	12	26	27	30	1
2023 Ballarat	5	19	25	22	28	1
2022 Ballarat	7	18	26	27	21	1
2015 Ballarat	13	31	33	17	7	
State-wide	8	24	27	20	19	1
Regional Centres	8	24	30	20	18	1
Central Ward	4	12	22	32	30	1
North Ward	4	12	30	23	30	1
South Ward	2	14	24	27	31	1
Men	4	12	24	30	30	
Women	3	12	27	25	30	1
18-34	1	18	24	25	32	
35-49	7	8	25	29	30	1
50-64	3	10	22	31	34	
65+	4	11	30	26	27	1

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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

JWS RESEARCH   39

Waste management performance

2024 waste management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67 ▲	66	68	69	65	68	70	71	70	72
65+	67	65	69	n/a	n/a	n/a	n/a	n/a	n/a	69
Regional Centres	66 ▲	67	68	69	66	68	70	69	69	71
North Ward	64	63	67	n/a	n/a	n/a	n/a	n/a	n/a	69
South Ward	63	62	61	n/a	n/a	n/a	n/a	n/a	n/a	68
Women	63	62	59	n/a	n/a	n/a	n/a	n/a	n/a	70
Ballarat	63	62	62	n/a	n/a	n/a	n/a	n/a	n/a	70
Men	63	62	64	n/a	n/a	n/a	n/a	n/a	n/a	69
18-34	62	61	58	n/a	n/a	n/a	n/a	n/a	n/a	73
35-49	62	61	61	n/a	n/a	n/a	n/a	n/a	n/a	69
Central Ward	61	60	58	n/a	n/a	n/a	n/a	n/a	n/a	72
50-64	59	59	58	n/a	n/a	n/a	n/a	n/a	n/a	66

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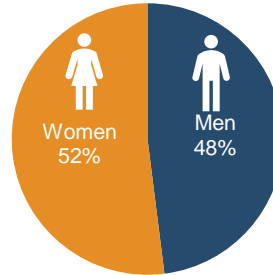*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance
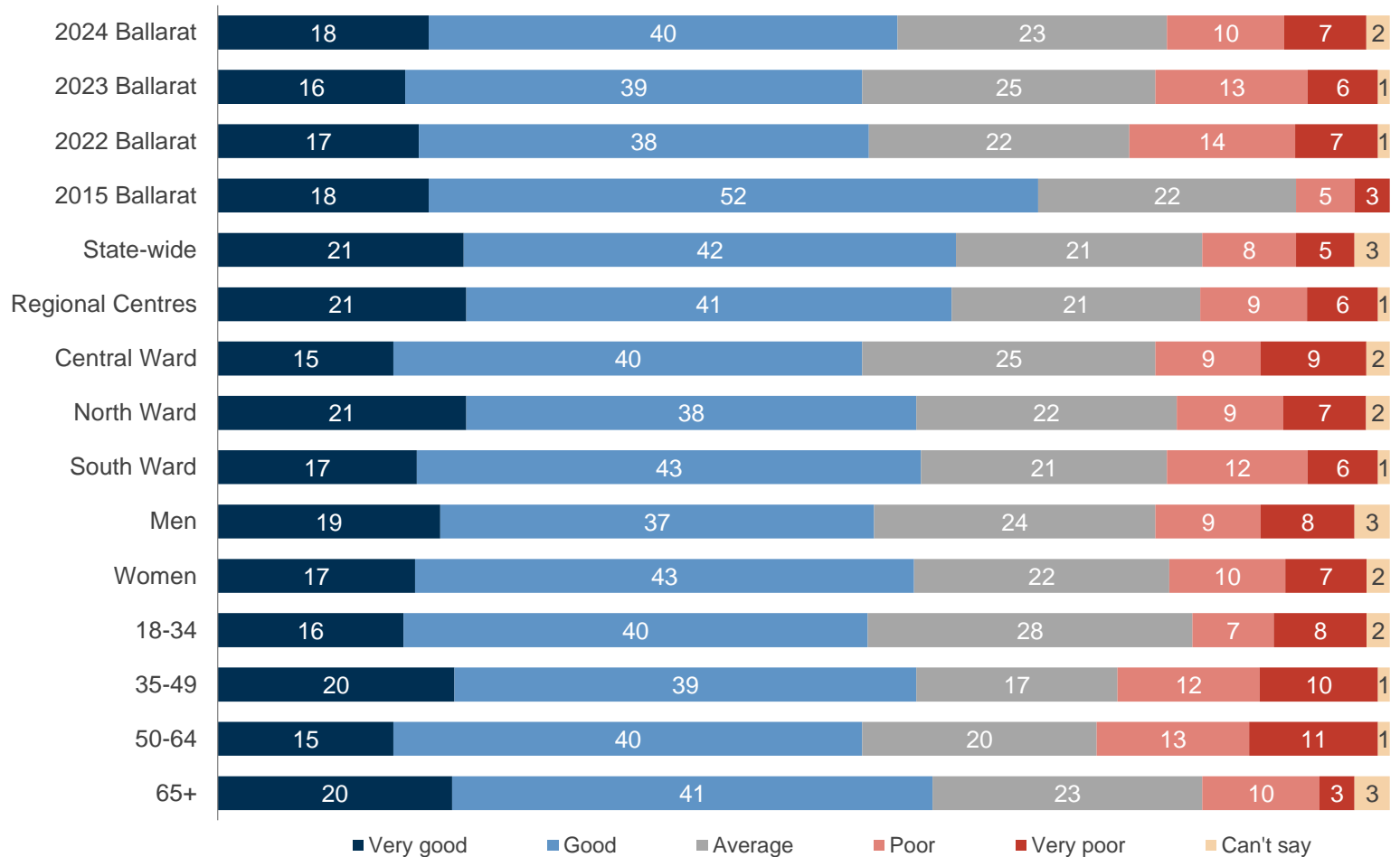
2024 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Ballarat	18	40	23	10	7	2
2023 Ballarat	16	39	25	13	6	1
2022 Ballarat	17	38	22	14	7	1
2015 Ballarat	18	52	22	5		3
State-wide	21	42	21	8	5	3
Regional Centres	21	41	21	9	6	1
Central Ward	15	40	25	9	9	2
North Ward	21	38	22	9	7	2
South Ward	17	43	21	12	6	1
Men	19	37	24	9	8	3
Women	17	43	22	10	7	2
18-34	16	40	28	7	8	2
35-49	20	39	17	12	10	1
50-64	15	40	20	13	11	1
65+	20	41	23	10	3	3

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

JWS RESEARCH   41

Detailed demographics

Gender and age profile

2024 gender

Ballarat
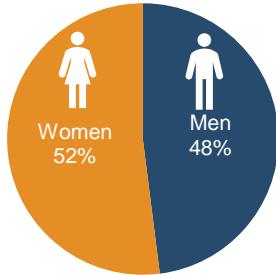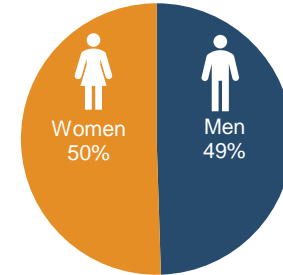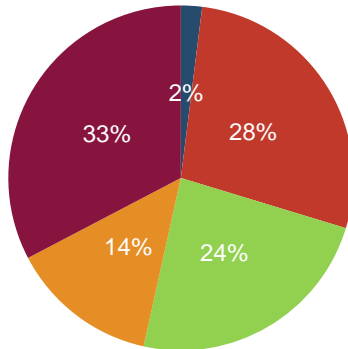
Women 52%
Men 48%

Regional Centres

Women 52%
Men 48%

State-wide

Women 50%
Men 49%

2024 age

Ballarat

2%
28%
24%
14%
33%

Regional Centres

3%
24%
23%
16%
34%

State-wide

3%
21%
22%
18%
36%
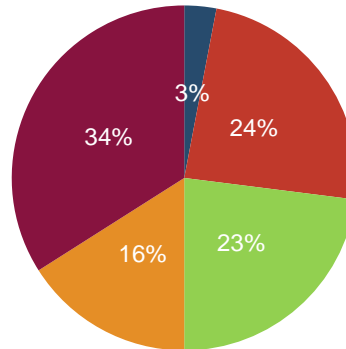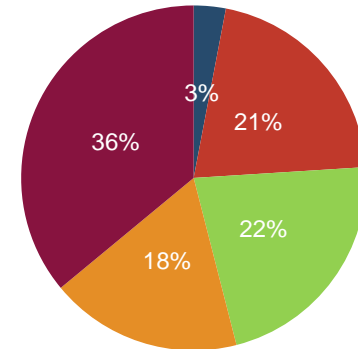
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+   ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+   ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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%.

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 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 89,800 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	393	191	+/-4.9
Women	407	209	+/-4.9
Central Ward	266	138	+/-6.0
North Ward	293	147	+/-5.7
South Ward	240	115	+/-6.3
18-34 years	101	118	+/-9.8
35-49 years	134	96	+/-8.5
50-64 years	171	56	+/-7.5
65+ years	394	130	+/-4.9

Appendix A:
Index score significant difference calculation

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

Z Score = ($1 - $2) / 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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=800 completed interviews, conducted in the period of 27th January – 19th March.

- 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.

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 across four quarters from 1st June 2023 – 18th March 2024.

Appendix B:
Analysis and reporting

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

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 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

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

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

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.

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.

Contact us
03 8685 8555

Follow us
@JWSResearch

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzuker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

JWS RESEARCH

Local shopping

2024 Ballarat has good local shopping (%)

Total agree
(% Strongly
agree + agree)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total agree
2024 Ballarat	18	54	9	14	4	1	72
2023 Ballarat	20	51	6	16	6	1	71
Central Ward	17	56	7	15	4	1	72
North Ward	19	51	11	13	4	2	70
South Ward	17	58	9	13	2	1	74
Men	18	59	7	10	3	2	77
Women	17	51	11	17	4	1	67
18-34	15	53	11	16	3	2	68
35-49	18	53	10	15	4		71
50-64	20	51	11	14	4	1	71
65+	19	58	6	11	4	3	77

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree   ■ Don't know

BL1. Thinking about Ballarat as a place and not as a Council, do you agree or disagree with the statement: 'Ballarat has good local shopping'?
Base: All respondents (n=800).

JWS RESEARCH

2

A safe place to live

2024 Ballarat is a safe place to live (%)

Total agree
(% Strongly
agree + agree)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total agree
2024 Ballarat	14	53	15	11	5	2	67
2023 Ballarat	16	54	10	14	5	1	70
Central Ward	15	58	13	6	5	2	73
North Ward	14	51	16	11	6	2	65
South Ward	11	50	18	16	4	1	61
Men	16	53	16	9	5	2	68
Women	12	54	15	12	6	2	65
18-34	8	49	26	8	8	1	57
35-49	21	49	12	11	5	2	70
50-64	11	54	16	12	6	2	65
65+	14	60	8	12	4	2	74

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know

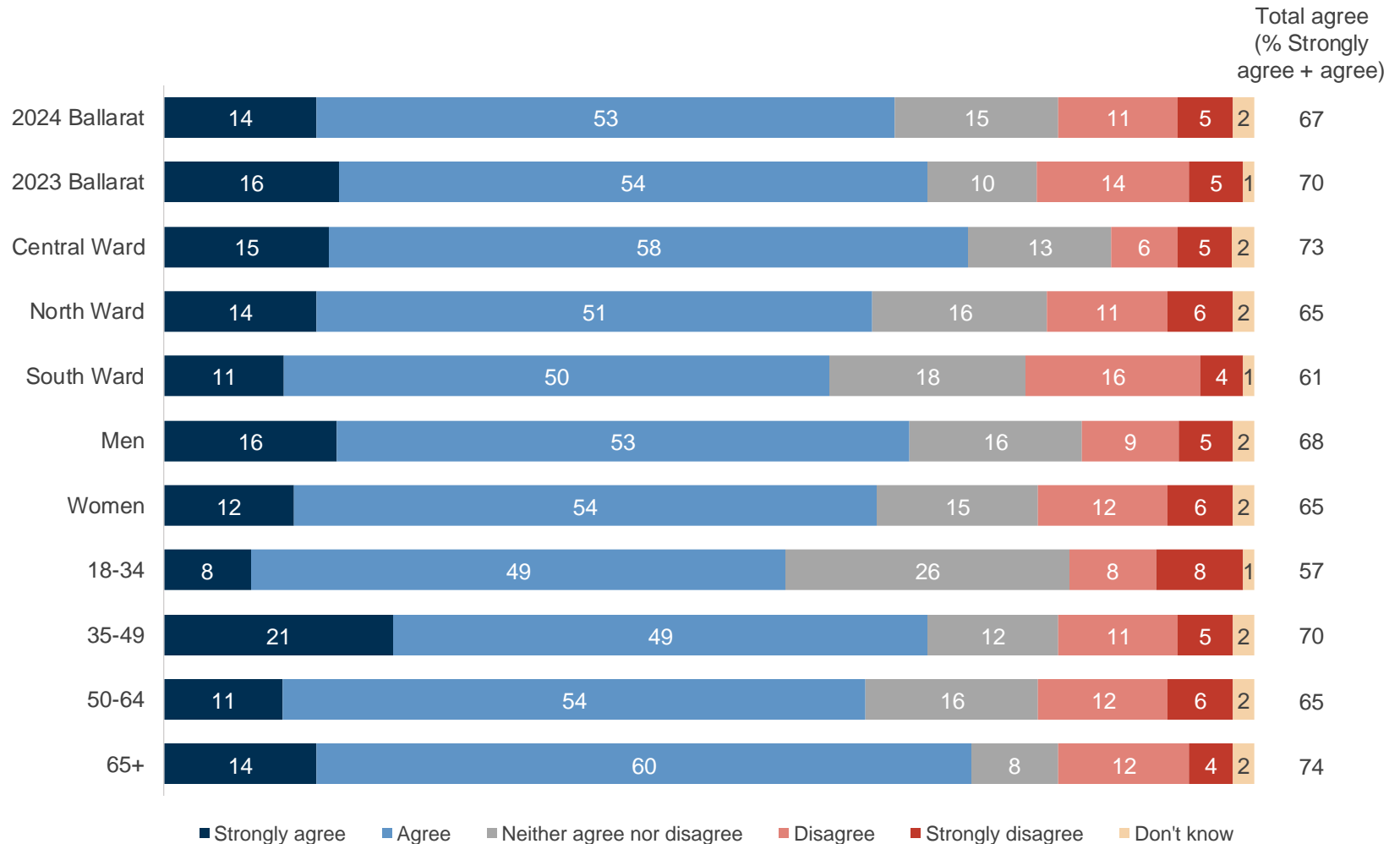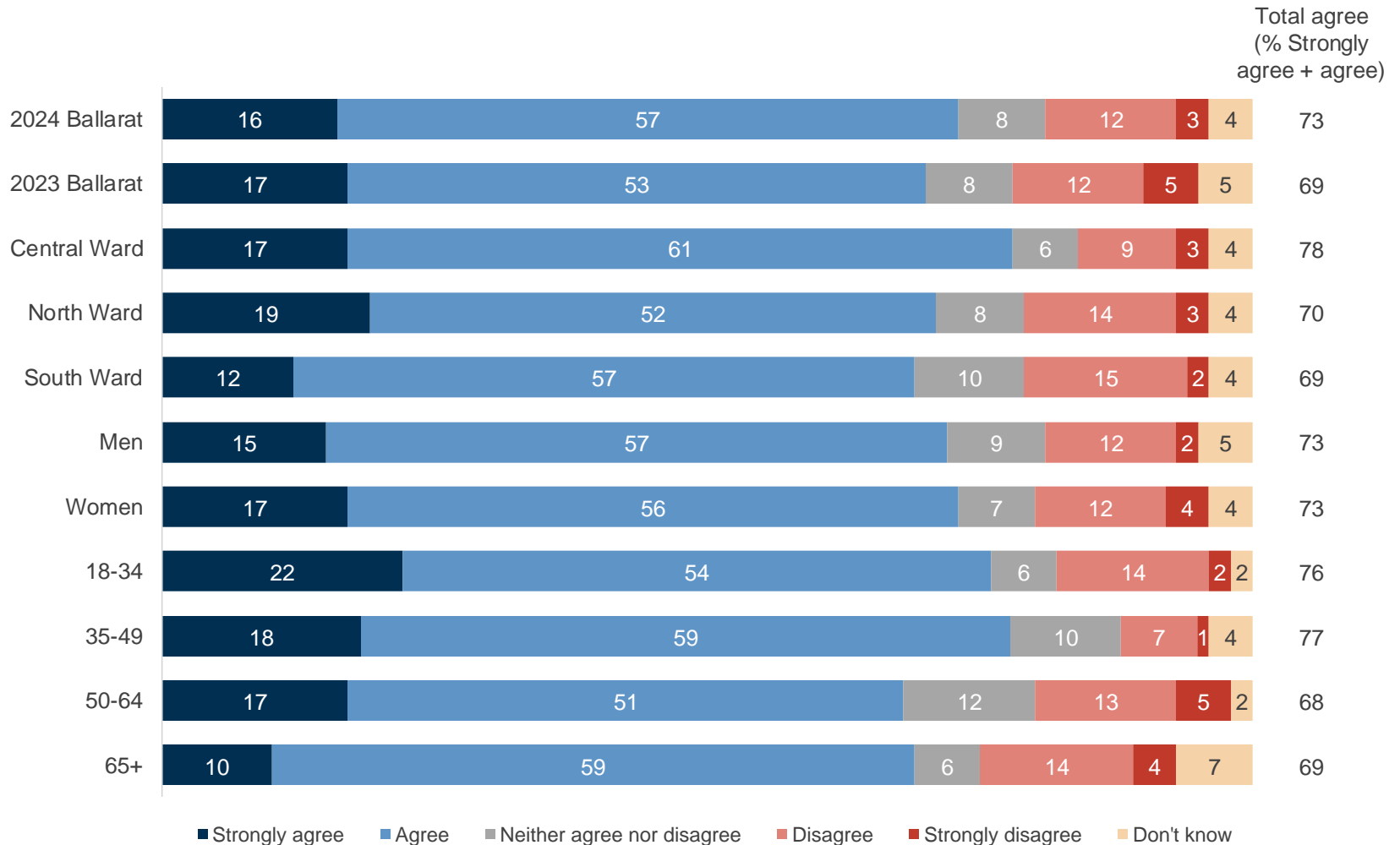*BL2. Thinking about Ballarat as a place and not as a Council, do you agree or disagree with the statement: 'Ballarat is a safe place to live'?*
Base: All respondents (n=800).

JWS RESEARCH

Ease of cycling and walking

2024 Ballarat is easy to cycle and walk around in (%)

Total agree
(% Strongly
agree + agree)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total agree
2024 Ballarat	16	57	8	12	3	4	73
2023 Ballarat	17	53	8	12	5	5	69
Central Ward	17	61	6	9	3	4	78
North Ward	19	52	8	14	3	4	70
South Ward	12	57	10	15	2	4	69
Men	15	57	9	12	2	5	73
Women	17	56	7	12	4	4	73
18-34	22	54	6	14	2	2	76
35-49	18	59	10	7	1	4	77
50-64	17	51	12	13	5	2	68
65+	10	59	6	14	4	7	69

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know

BL3. Thinking about Ballarat as a place and not as a Council, do you agree or disagree with the statement: 'Ballarat is easy to cycle and walk around in'? Base: All respondents (n=800).

JWS RESEARCH   4

Sealed roads of concern

2024 sealed local roads of concern (%)
Multiple responses allowed
(among those that gave an 'average', 'poor' or 'very poor' rating)

Road	%
Ballarat-Carngham Road	7
Gillies Road	7
Western Freeway	6
Geelong Road	6
Dyson Drive	6
Creswick Road	5
Cuthberts Road	4
Learmonth Street	4
Sturt Street	4
Armstrong Street	3
Sebastopol Street	2
Howitt Street	2
Buninyong-Mt Mercer Road	1
Cherry Flat Road	1
Ascot Street	<0.5
Other (*Verbatim responses provided in separate file*)	42
Unsure / No specific road / all roads in general	40

BL2. You earlier rated the performance of sealed local roads as [INSERT RESPONSE FROM Q2(Y): average/ poor/ very poor), can you specify which particular road or roads are of concern?
Base: Respondents who rate the condition of sealed local roads as 'average', poor' or 'very poor' (n=327).
To further investigate the 42% 'Other' responses, please refer to verbatim responses in additional data file.

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.

Contact us
03 8685 8555

Follow us
@JWSResearch

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzuker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

JWS RESEARCH