



2025 Local Government Community Satisfaction Survey

State-wide Report

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



Contents

<u>Background and objectives</u>	<u>4</u>	<u>Elderly support services</u>	<u>97</u>
<u>Key findings and recommendations</u>	<u>8</u>	<u>Disadvantaged support services</u>	<u>101</u>
<u>Detailed findings</u>	<u>17</u>	<u>Recreational facilities</u>	<u>105</u>
<u>Overall performance</u>	<u>18</u>	<u>Appearance of public areas</u>	<u>109</u>
<u>Customer service</u>	<u>35</u>	<u>Art centres and libraries</u>	<u>113</u>
<u>Communication</u>	<u>44</u>	<u>Community and cultural activities</u>	<u>117</u>
<u>Council direction</u>	<u>49</u>	<u>Waste management</u>	<u>121</u>
<u>Individual service areas</u>	<u>56</u>	<u>Business and community development and tourism</u>	<u>125</u>
<u>Community consultation and engagement</u>	<u>57</u>	<u>General town planning policy</u>	<u>129</u>
<u>Lobbying on behalf of the community</u>	<u>61</u>	<u>Planning and building permits</u>	<u>133</u>
<u>Decisions made in the interest of the community</u>	<u>65</u>	<u>Environmental sustainability</u>	<u>137</u>
<u>Condition of sealed local roads</u>	<u>69</u>	<u>Emergency and disaster management</u>	<u>141</u>
<u>Informing the community</u>	<u>73</u>	<u>Planning for population growth</u>	<u>145</u>
<u>Condition of local streets and footpaths</u>	<u>77</u>	<u>Roadside slashing and weed control</u>	<u>149</u>
<u>Traffic management</u>	<u>81</u>	<u>Maintenance of unsealed roads</u>	<u>153</u>
<u>Parking facilities</u>	<u>85</u>	<u>Business and community development</u>	<u>157</u>
<u>Enforcement of local laws</u>	<u>89</u>	<u>Tourism development</u>	<u>161</u>
<u>Family support services</u>	<u>93</u>	<u>Response to COVID-19</u>	<u>165</u>



Contents

<u>Detailed demographics</u>	<u>169</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>177</u>
<u>Appendix B: Further project information</u>	<u>181</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-sixth 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 26 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 26 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.



Contextual considerations

In 2025, around half of the councils that participated in the Victorian Local Government annual Community Satisfaction Survey (CSS) received lower overall performance index scores than in 2024.

The State-wide overall performance index score for all Victorian councils fell a statistically significant one point, from an index score of 54 in 2024 to 53 in 2025. This continues a downward trend from the peak rating in 2021 CSS results, although there is evidence of results beginning to plateau at the State-wide level. Indeed, perceptions of performance have improved for the Small Rural group and stabilised among the Regional Centres and Large Rural groups. In the Metropolitan and Interface groups, overall performance has declined this year, albeit not significantly.

Beyond this, the individual councils participating in the CSS can vary slightly from year to year, changing the overall mix of councils in the State-wide sample. By way of example, looking at the overall performance index score in 2024 using only the 56 councils who participated this year, we find the overall performance index score for this cohort was 53 in 2024, equal to the 2025 result.

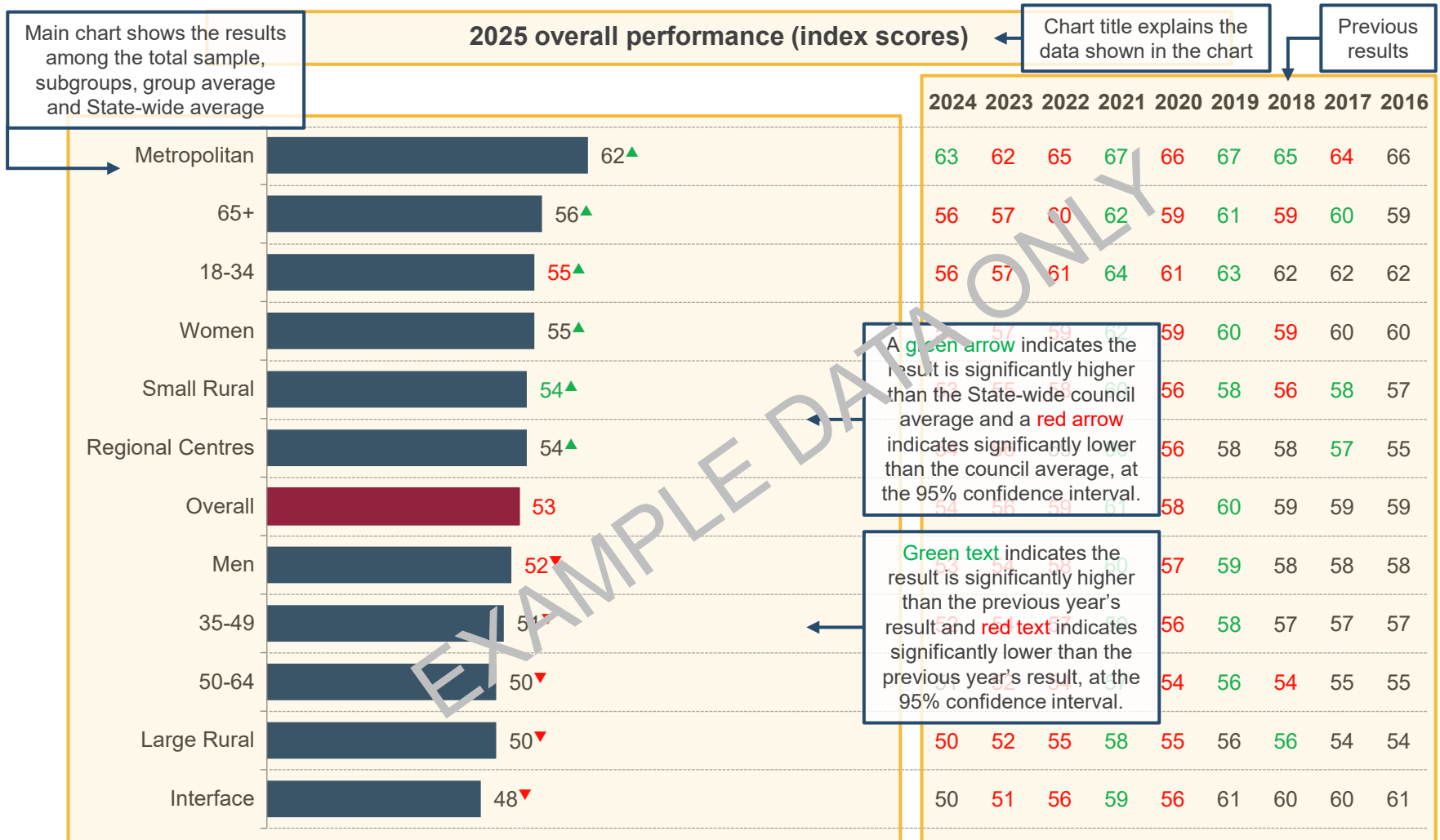
Reports for individual councils show demographic or geographic cohorts who are particularly dissatisfied with aspects of their council's overall performance and performance on individual service areas. Where dissatisfaction on individual service areas is also a strong influence on overall perceptions, a decline in the overall performance score can result.

CSS findings are consistent with long-term independent research conducted by JWS Research showing a decline on Australian local government performance ratings since mid-2020, which has slowed over the last year (see [JWS Research True Issues February 2025](#)).

External factors can also contribute to negative sentiment for individual councils or for the local government sector more broadly. These may include (but are not limited to) substantial rate increases (or other fees and charges), investigations and/or criminal charges against councillors or council staff, the appointment of a municipal monitor, commission of inquiry or dissolution of a council, major changes in delivery to council services, negatively viewed decisions and actions on infrastructure and development, or perceived poor value for money for council services in the context of high and worsening cost of living pressures.



How to read index score charts in this report



Question asked and base size(s)

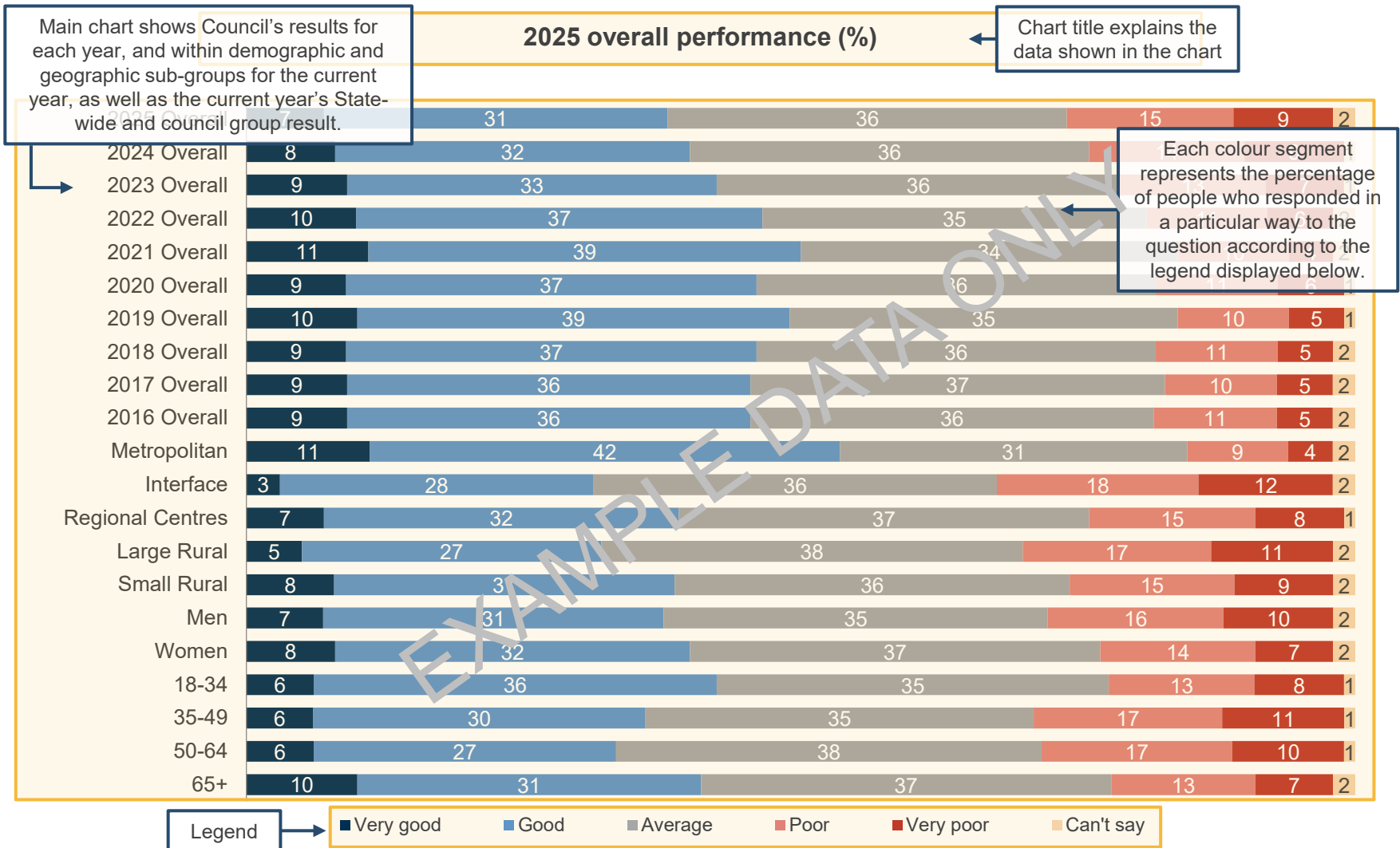
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 56 Councils asked group:

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



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 56 Councils asked group:

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

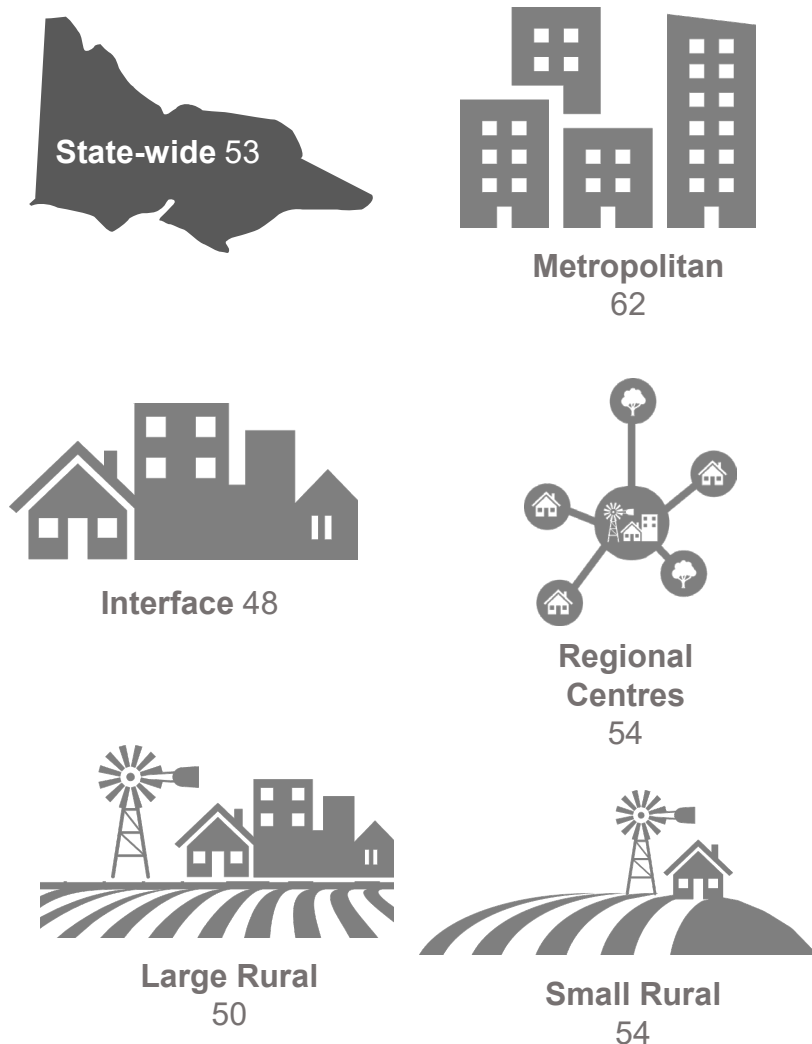
Key findings and recommendations



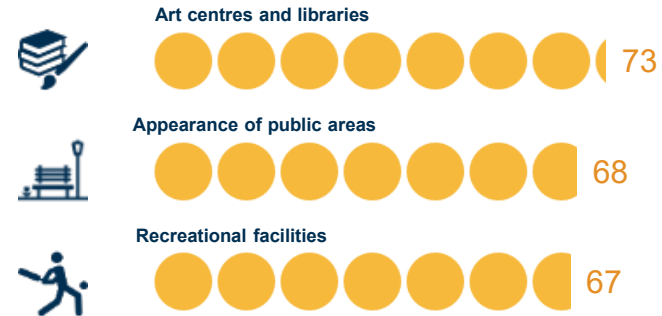
State-wide performance – at a glance

Overall council performance

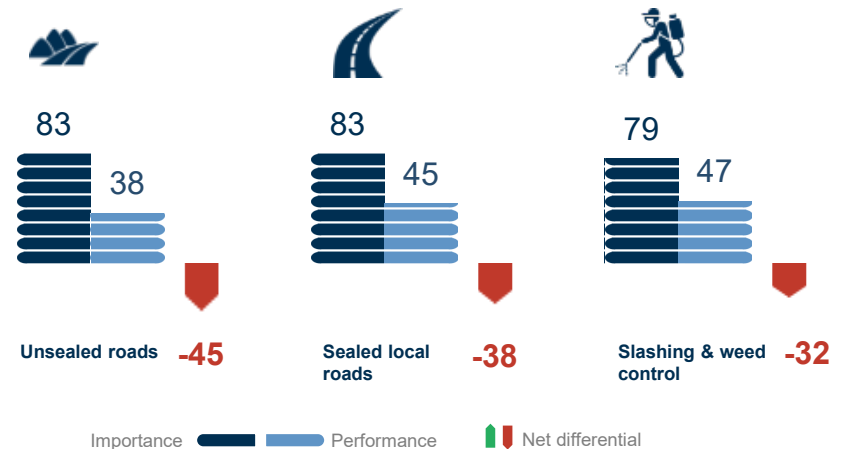
Results shown are index scores out of 100.



Top 3 performing areas



Top 3 areas for improvement





Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

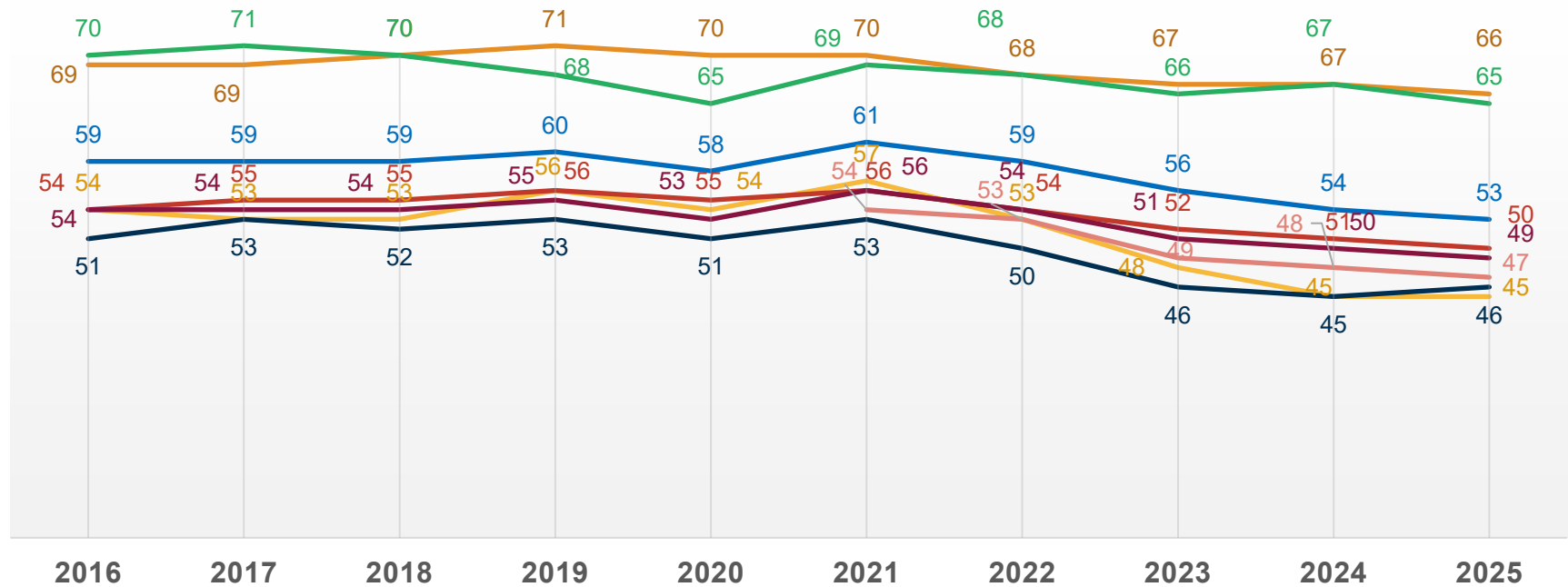

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

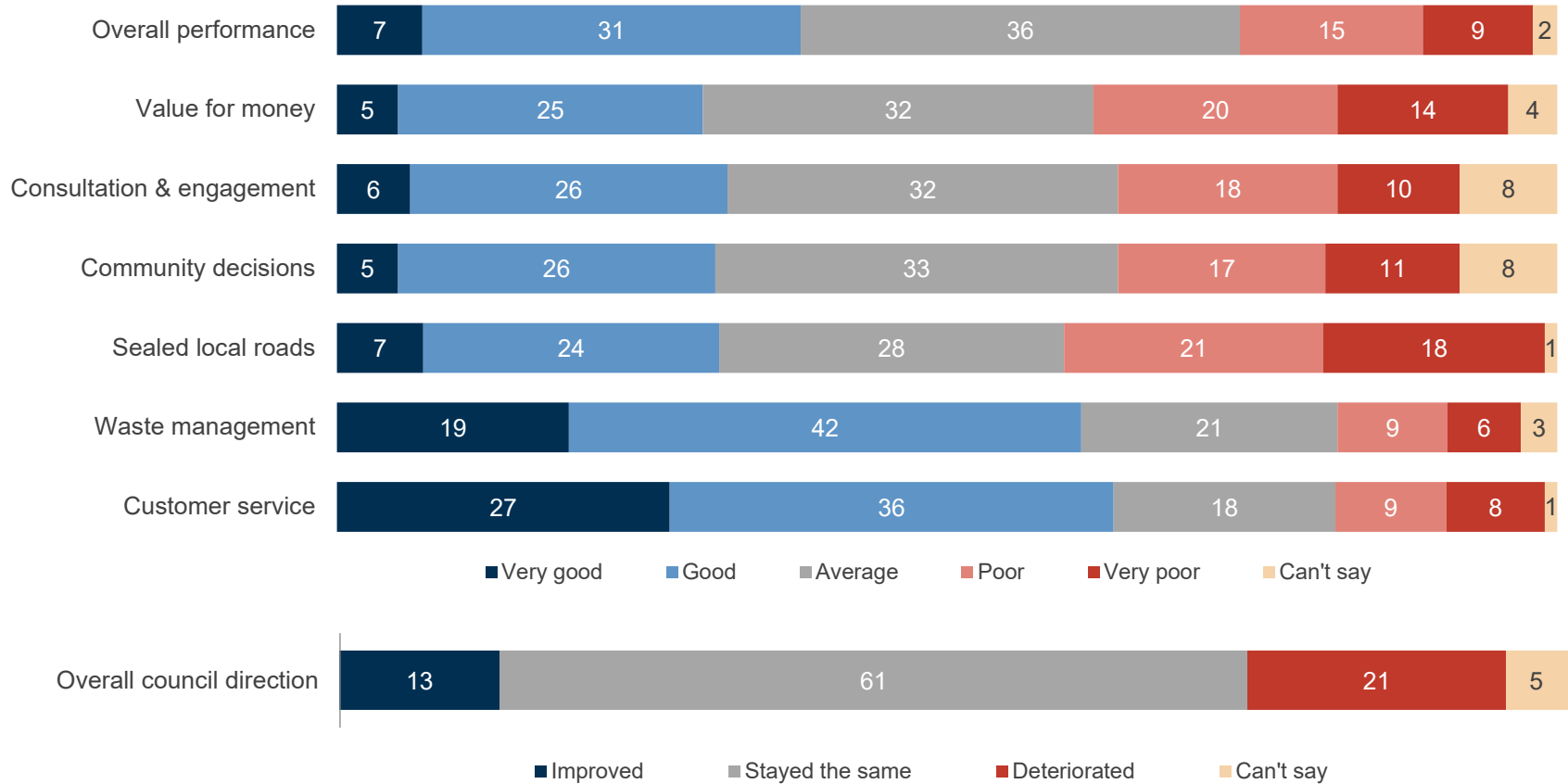

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)















Summary of State-wide performance

Services		State-wide 2025	State-wide 2024	Highest score	Lowest score
	Overall performance	53	54	Metropolitan	Interface
	Value for money	47	48	Metropolitan	Large Rural Shires, 35-64 years
	Overall council direction	46	45	Metropolitan, 18-34 years, Regional Centres, 65+ years	50-64 years
	Customer service	66	67	Metropolitan	Men
	Art centres & libraries	73	73	Metropolitan, Regional Centres	Interface
	Appearance of public areas	68	68	Metropolitan	Interface
	Recreational facilities	67	68	Metropolitan	Interface
	Waste management	65	67	Metropolitan	Interface
	Emergency & disaster mngt	65	65	65+ years, Metropolitan	Interface
	Community & cultural	65	66	Metropolitan	Interface













Summary of State-wide performance

Services		State-wide 2025	State-wide 2024	Highest score	Lowest score
	Elderly support services	63	63	65+ years, Small Rural Shires	Interface
	Family support services	62	63	Metropolitan	Interface
	COVID-19 response	60	65	Women	Men, Regional Centres
	Tourism development	60	59	Small Rural Shires	Interface
	Environmental sustainability	59	60	Metropolitan	Large Rural Shires, 50-64 years, Small Rural Shires
	Enforcement of local laws	59	61	Metropolitan	Interface
	Disadvantaged support serv.	58	58	Men, Metropolitan	Interface, 50-64 years
	Bus/community dev./tourism	56	57	Metropolitan, Women, 65+ years	50-64 years
	Informing the community	56	56	Metropolitan	Interface
	Business & community dev.	54	57	Metropolitan	Interface





Summary of State-wide performance

Services		State-wide 2025	State-wide 2024	Highest score	Lowest score
	Parking facilities	54	54	Small Rural Shires	Large Rural Shires
	Traffic management	54	53	Small Rural Shires	Large Rural Shires
	Local streets & footpaths	52	52	Metropolitan	Interface
	Consultation & engagement	50	51	Metropolitan	Interface
	Community decisions	49	50	Metropolitan	Interface
	Lobbying	49	50	Metropolitan	Interface
	Town planning policy	48	50	Metropolitan	Interface
	Population growth	48	47	Regional Centres	Interface
	Slashing & weed control	47	45	Small Rural Shires, 18-34 years	50-64 years, Interface
	Sealed local roads	45	45	Metropolitan	Large Rural Shires



Summary of State-wide performance

Services		State-wide 2025	State-wide 2024	Highest score	Lowest score
	Planning & building permits	43	45	Regional Centres	Interface
	Unsealed roads	38	36	65+ years	35-49 years



Focus areas for the next 12 months

Overview

The overall performance index score for councils State-wide (53) has decreased by one point in 2025, continuing a four-year trend of decline. Going against this State-wide trend are Small Rural councils, where overall performance perceptions have significantly improved. State-wide declines in performance perceptions are evident across half of the individual service areas evaluated. Nevertheless, councils State-wide are rated as performing well (index score over 50) in 19 out of 28 service areas.

Key influences on perceptions of overall performance

Victorian councils should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. State-wide, these are council decisions made in the community interest, the condition of local sealed roads (excluding those managed by VicRoads), waste management and town planning policy. Perceptions of performance in these areas have declined since 2024, except on sealed roads which remains less well rated and frequently mentioned as needing improvement.

Area grouping comparisons

The Metropolitan council group continues to significantly outperform State-wide totals on all eight core measures. The Regional Centres and Small Rural groups rate significantly higher or in line with State-wide results on most core measures, with Small Rural councils significantly improved from 2024 in three core areas. In contrast, the Interface and Large Rural groups rate significantly lower than the State-wide results on most core measures, with Interface councils declining in four core areas since 2024.

Build on improved council direction

Over the next 12 months, Victorian councils should work to stem the declines in community perceptions of performance across core and individual service areas and build upon this year's improvement on council direction. Maintaining positively rated performance on key services and public areas, tending to the most urgent repairs and maintenance issues impacting local roads, and engaging with residents to address their concerns about council planning processes and decision making can help to drive improvements.

DETAILED FINDINGS

Overall performance



Overall performance

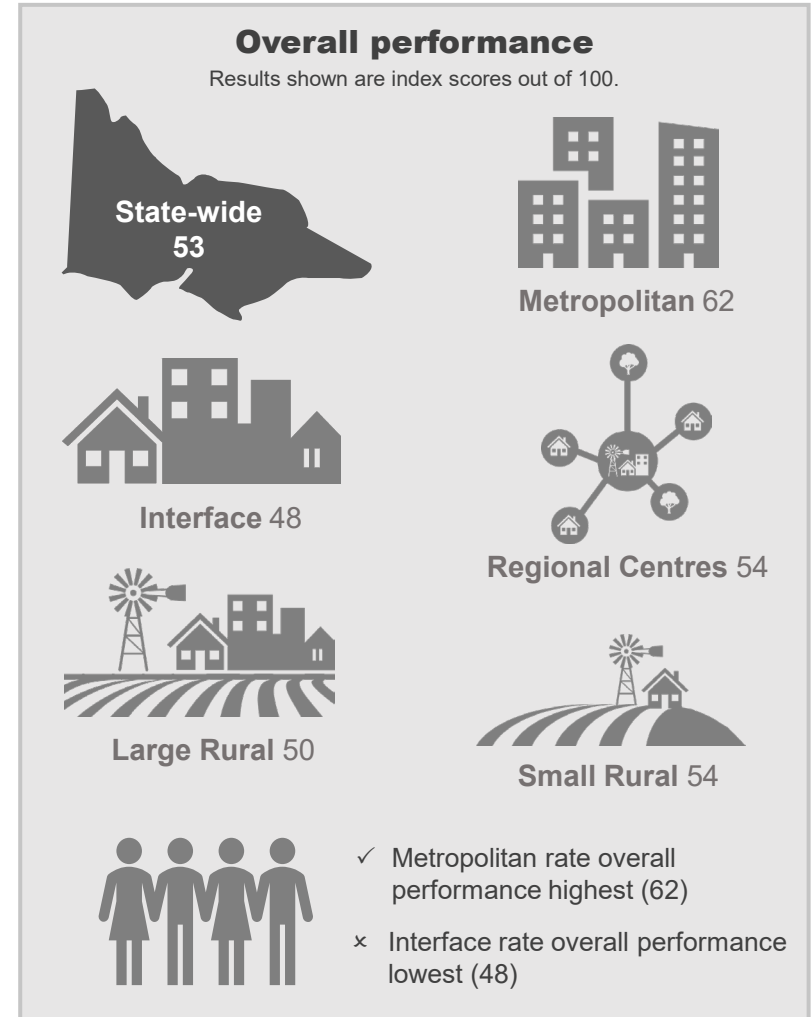
The overall performance index score of 53 for councils State-wide is one point lower than in 2024, continuing a multi-year trend of decline from a peak performance rating of 61 in 2021.

Contributing to this overall result are further significant declines in perceptions, at the 95% confidence interval, among men and 18 to 34 year olds.

However, rated performance of the Small Rural council group has significantly improved over the last year after three years of decline, bringing it into line with the Regional Centres group. The Metropolitan group continues to be most highly rated overall and perceptions of these three council groups are significantly higher than the State-wide average.

In contrast, overall performance of the Large Rural and Interface council groups are rated significantly lower than the State-wide average. While perceptions of the Large Rural group have stabilised this year, the Interface group's performance has continued to decline, albeit not significantly (to an index score of 48).

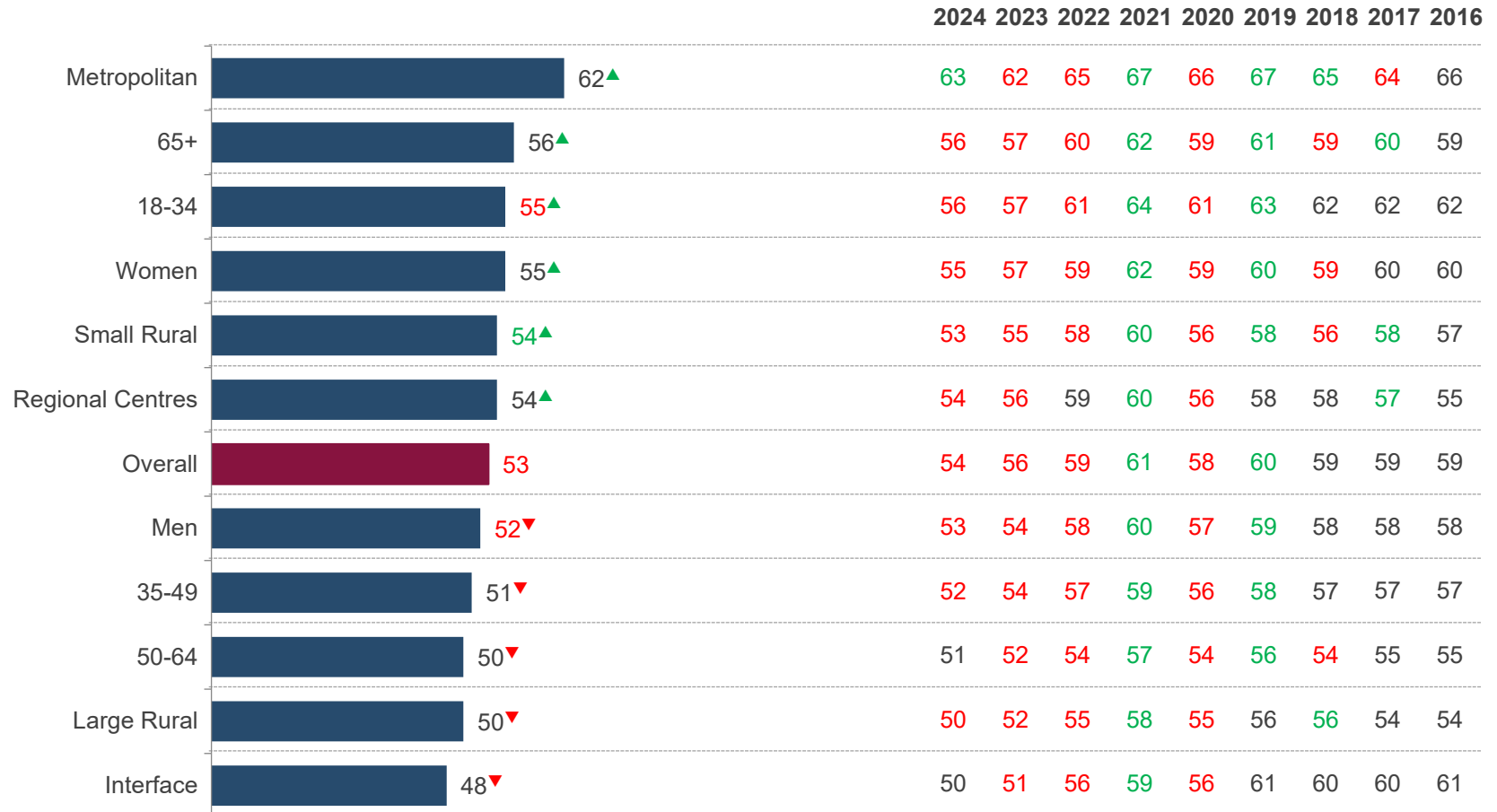
State-wide, residents remain divided on the value for money received in council infrastructure and services. Overall perceptions have declined year on year since 2022 and more rate this as 'poor' or 'very poor' (34%) than as 'good' or 'very good' (30%).





Overall performance

2025 overall performance (index scores)



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

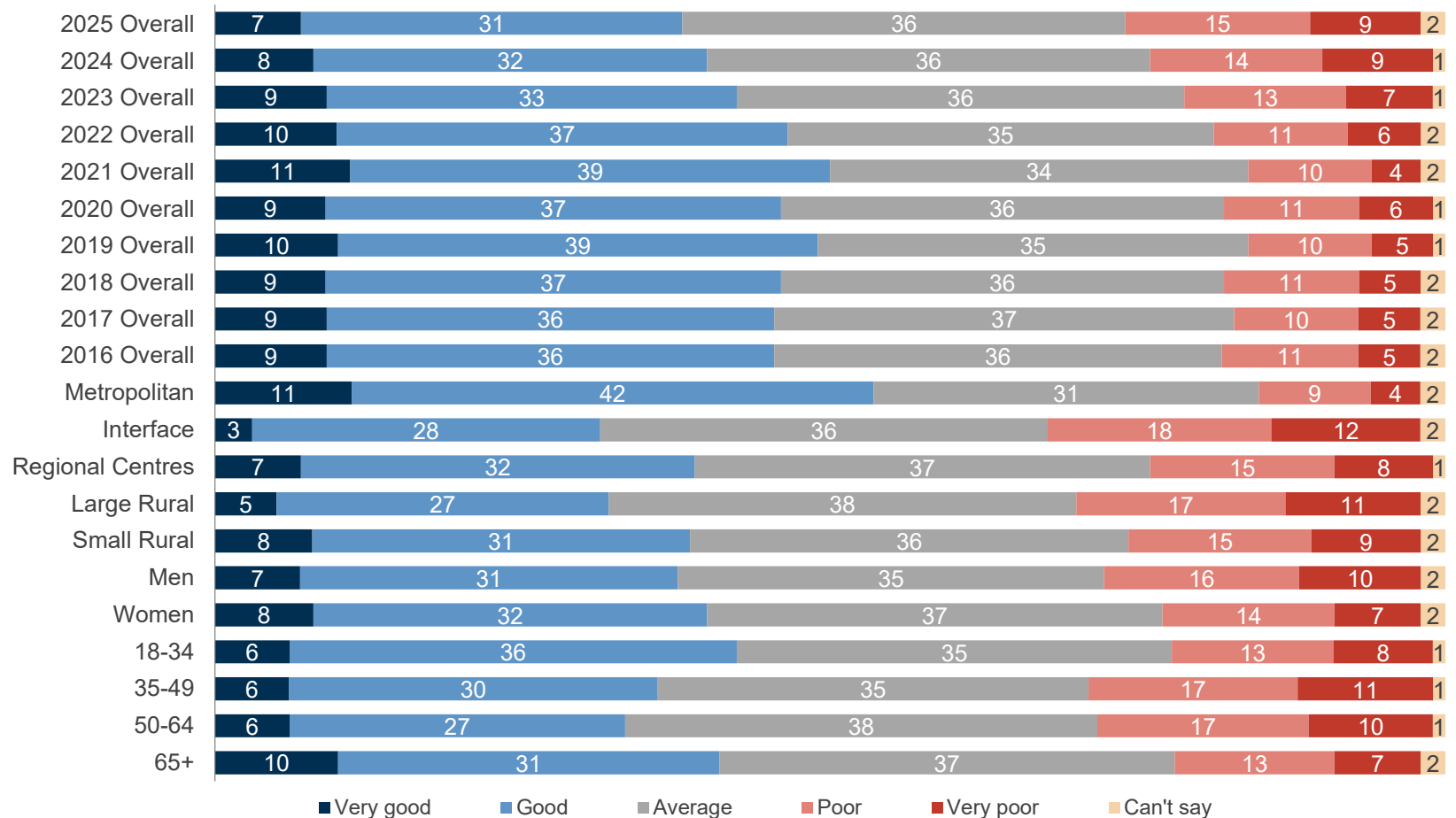
Base: All respondents. Councils asked State-wide: 56

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



Overall performance

2025 overall performance (%)





Value for money in services and infrastructure

2025 value for money (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	56▲	57	56	61	62	n/a	n/a	n/a	n/a	n/a
65+	51▲	51	53	55	57	n/a	n/a	n/a	n/a	n/a
Women	48▲	49	51	54	55	n/a	n/a	n/a	n/a	n/a
18-34	48▲	49	50	55	57	n/a	n/a	n/a	n/a	n/a
Small Rural	47	47	49	51	52	n/a	n/a	n/a	n/a	n/a
Regional Centres	47	48	50	53	55	n/a	n/a	n/a	n/a	n/a
Overall	47	48	49	53	54	n/a	n/a	n/a	n/a	n/a
Men	45▼	47	48	51	53	n/a	n/a	n/a	n/a	n/a
Interface	44▼	47	48	51	54	n/a	n/a	n/a	n/a	n/a
50-64	43▼	44	45	48	50	n/a	n/a	n/a	n/a	n/a
35-49	43▼	44	46	49	51	n/a	n/a	n/a	n/a	n/a
Large Rural	43▼	43	45	48	50	n/a	n/a	n/a	n/a	n/a

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

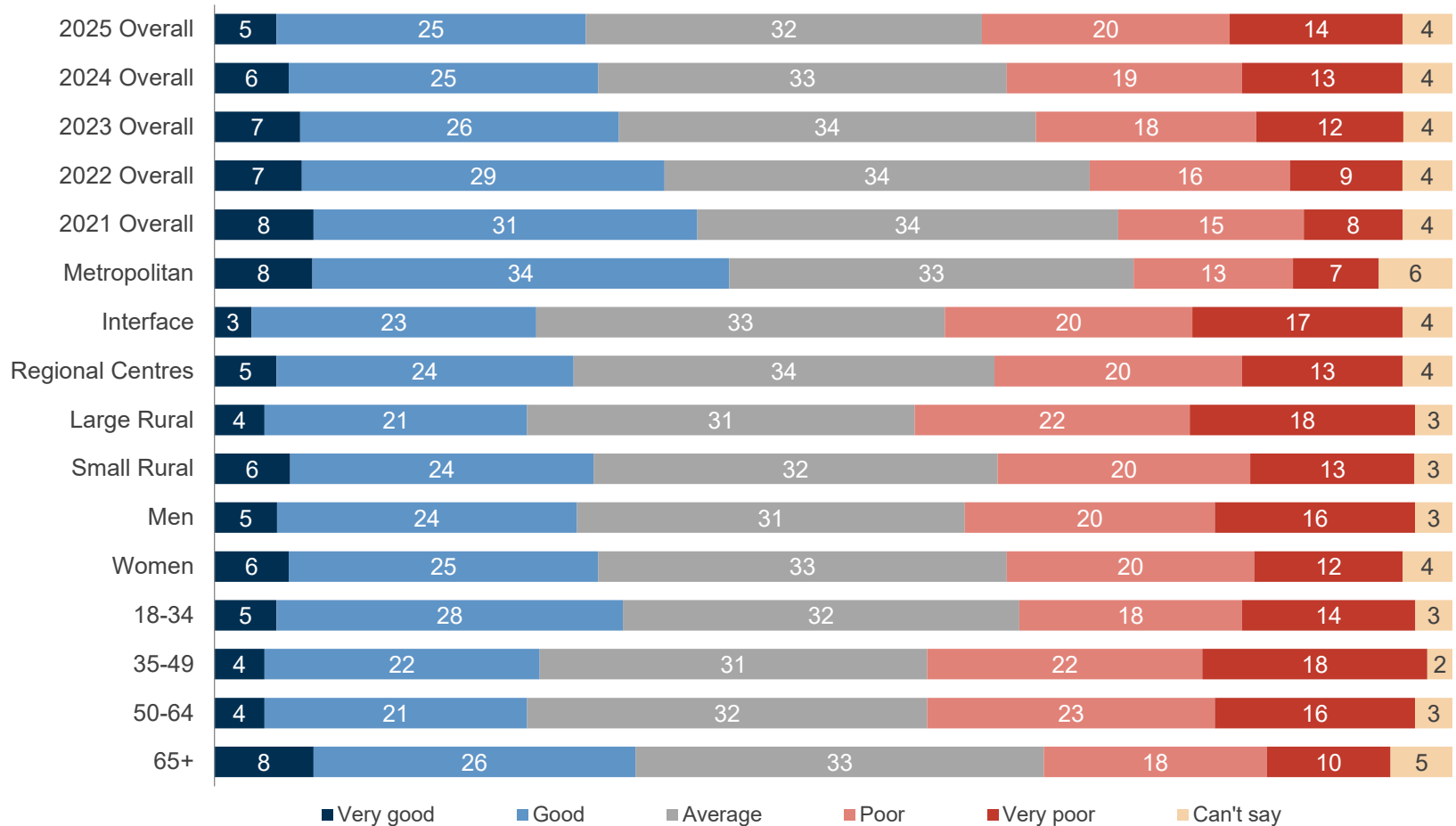
Base: All respondents. Councils asked State-wide: 55

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



Value for money in services and infrastructure

2025 value for money (%)





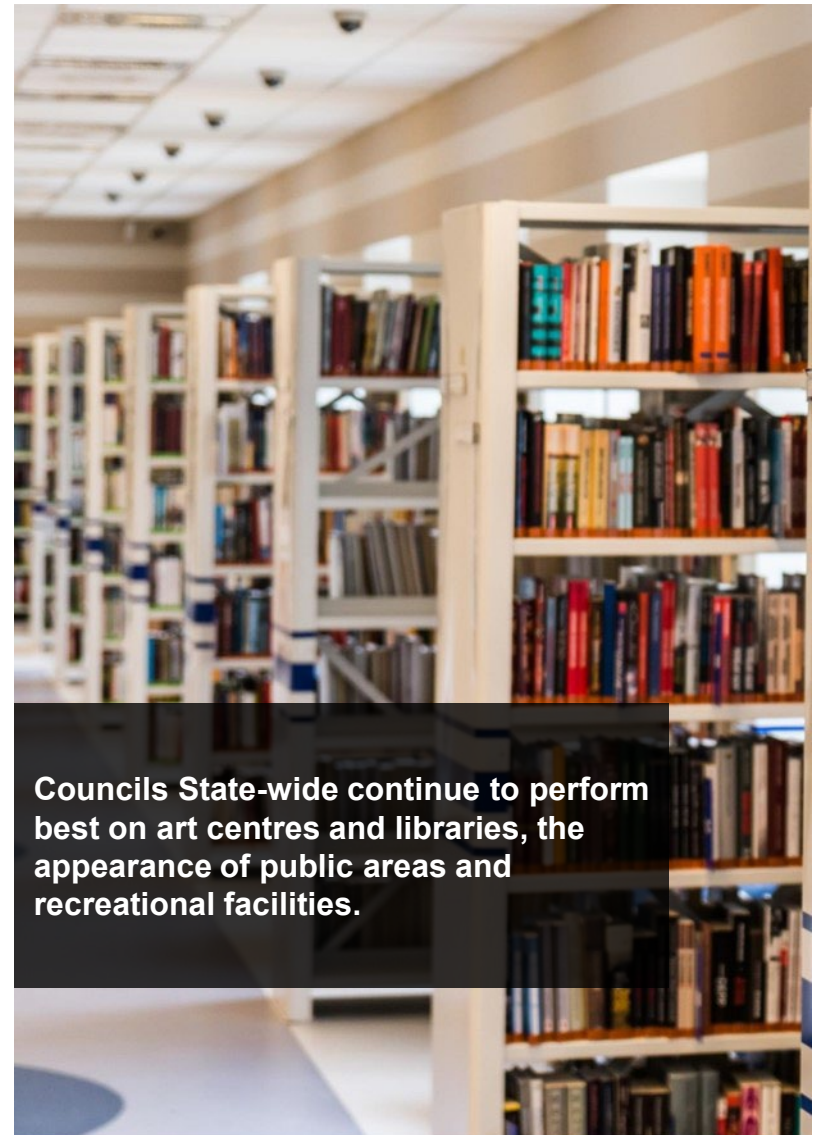
Top performing service areas

Similar to 2024, this year sees mixed results on council performance with declines across many individual service areas. However, State-wide, councils are rated as performing well in 19 out of 28 service areas, achieving index scores of between 52 and 73, and two of the poorest performing service areas, unsealed roads, and road slashing and weed control, show significant improvement this year.

Arts centres and libraries continues to be the top performing area overall (index score of 73, unchanged since 2021). The next highest rated areas remain the appearance of public areas (index score of 68) and recreational facilities (index score of 67, down one point) – both declined among Small Rural councils, while ratings for public areas are also down in Regional Centres.

Community and cultural activities, waste management and emergency management are other high performing areas (index score of 65 for each). While perceptions of waste management have improved for Metropolitan councils, they have declined State-wide (down two points) and among the Interface, Small and Large Rural groups. Community and cultural activities has also declined State-wide (down one point) and among Interface councils.

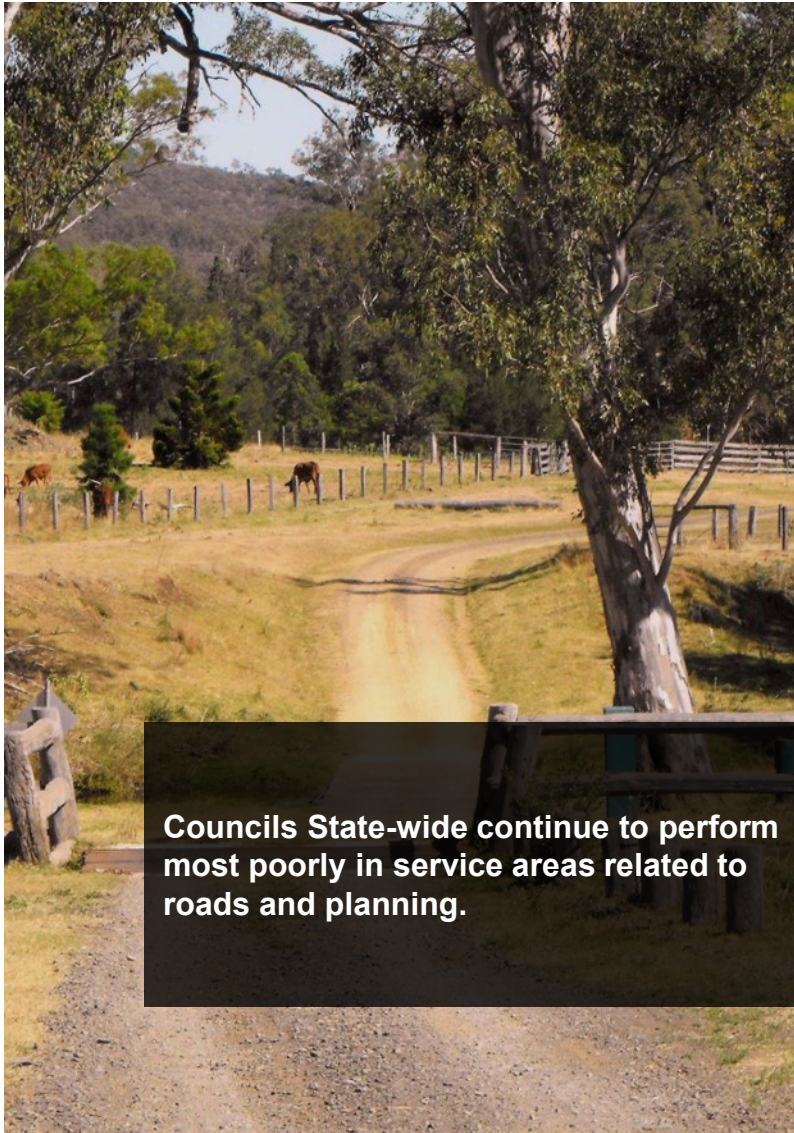
Positively, parks and gardens (9%), customer service (8%) and recreational / sporting facilities (7%) continue to be most frequently mentioned by residents, State-wide, as the best aspects of their local council.



Councils State-wide continue to perform best on art centres and libraries, the appearance of public areas and recreational facilities.



Low performing service areas



Despite some improvement this year, both State-wide and among the Large and Small Rural council groups, road-related service areas continue to record among the poorest performance ratings.

This includes unsealed road maintenance (index score of 38, up two points), the condition of sealed roads (index score of 45, unchanged) and roadside slashing and weed control (index score of 47, up two points). Perceptions of performance on sealed roads have declined this year for Metropolitan councils and, State-wide, this remains the area most frequently mentioned as needing improvement (19%).

Planning remains the other lower performing area, with further State-wide declines on planning and building permits and town planning policy this year (index scores of 43 and 48 respectively, each down two points). Planning for population growth (index score of 48) has significantly declined among the Interface council group.

Perceptions of performance have also declined in the related areas of lobbying and community decisions (with index scores of 49) and community consultation (index score of 50), with consultation (12%) and planning, permits and red tape (6%) among the top mentions of areas councils most need to improve.



Individual service area performance

2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	73	73	73	73	73	74	74	74	73	72
Appearance of public areas	68	68	67	71	73	72	72	71	71	71
Recreational facilities	67	68	68	69	71	70	70	69	70	69
Waste management	65	67	66	68	69	65	68	70	71	70
Emergency & disaster mngt	65	65	65	66	71	68	72	71	70	69
Community & cultural	65	66	66	65	65	68	69	69	69	69
Elderly support services	63	63	63	67	69	68	68	68	68	68
Family support services	62	63	63	65	66	66	67	66	67	66
COVID-19 response	60	65	67	69	73	n/a	n/a	n/a	n/a	n/a
Tourism development	60	59	61	60	62	62	63	63	63	63
Environmental sustainability	59	60	60	61	62	60	62	63	64	63
Enforcement of local laws	59	61	61	63	64	63	64	64	64	63
Disadvantaged support serv.	58	58	59	62	63	60	62	61	61	61
Bus/community dev./tourism	56	57	59	60	61	59	61	60	61	60
Informing the community	56	56	57	59	60	59	60	59	59	59
Business & community dev.	54	57	57	58	60	59	61	60	60	60
Parking facilities	54	54	55	57	58	55	56	56	55	56
Traffic management	54	53	55	58	59	58	58	57	59	59
Local streets & footpaths	52	52	52	57	59	58	59	58	57	57
Consultation & engagement	50	51	52	54	56	55	56	55	55	54
Community decisions	49	50	51	54	56	53	55	54	54	54
Lobbying	49	50	51	53	55	53	54	54	54	53
Town planning policy	48	50	50	54	55	54	55	54	53	52
Population growth	48	47	48	52	53	51	52	52	52	51
Slashing & weed control	47	45	46	49	51	49	56	55	53	56
Sealed local roads	45	45	48	53	57	54	56	53	53	54
Planning & building permits	43	45	47	50	51	51	52	52	51	50
Unsealed roads	38	36	37	41	45	44	44	43	44	43

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

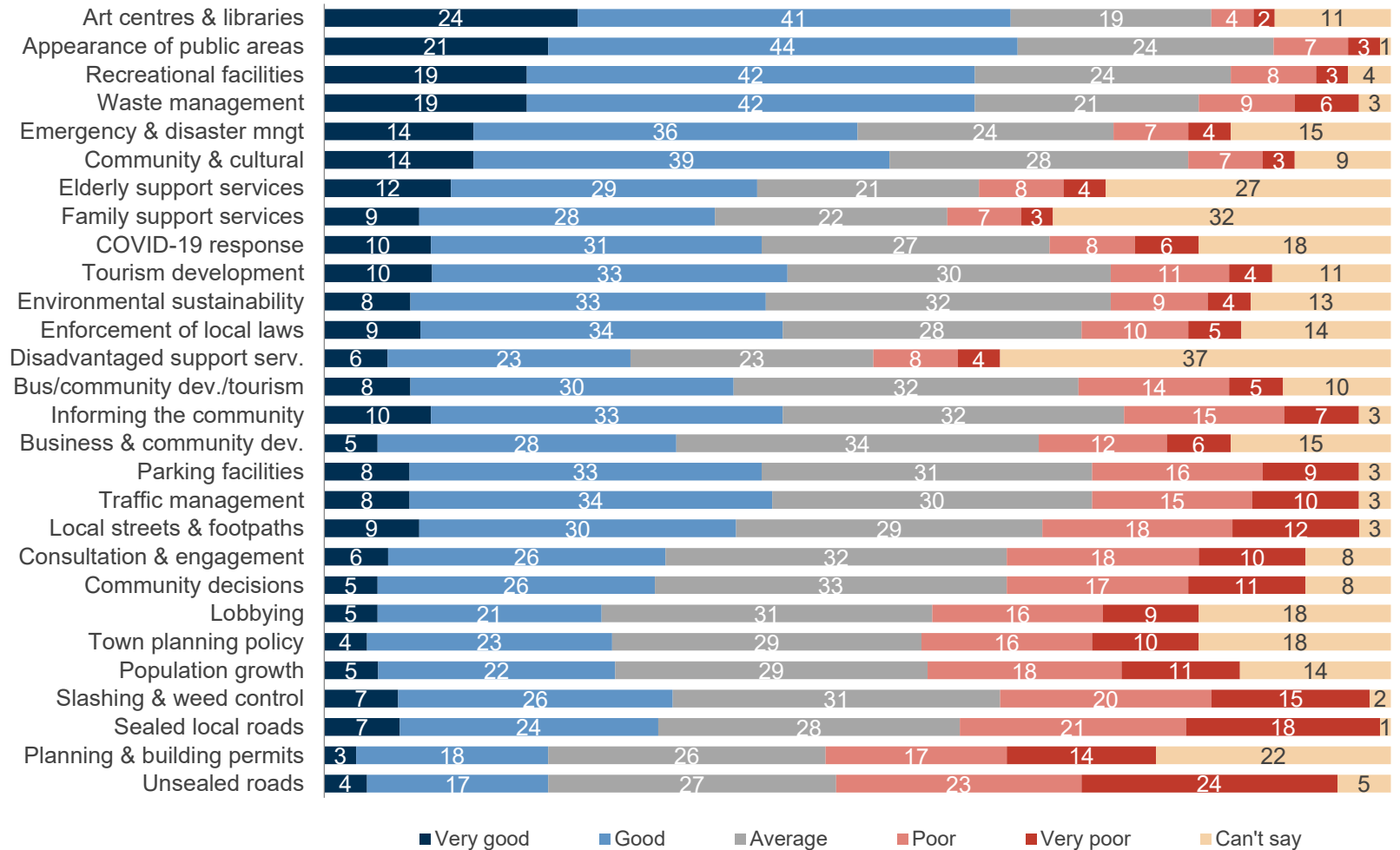
Base: All respondents. Councils asked State-wide: 56

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



Individual service area performance

2025 individual service area performance (%)





Individual service area importance

2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Unsealed roads	83	84	83	83	81	80	80	80	79	79
Sealed local roads	83	83	82	81	79	79	79	80	78	78
Community decisions	80	80	80	81	81	80	80	80	79	80
Local streets & footpaths	79	80	81	81	79	78	77	78	77	77
Slashing & weed control	79	80	79	79	79	78	74	73	74	73
Waste management	79	81	81	82	82	82	81	81	79	80
Emergency & disaster mngt	79	80	80	81	81	80	81	81	80	80
Elderly support services	79	80	80	82	82	80	80	79	78	78
Informing the community	76	76	76	77	77	75	75	75	74	76
Consultation & engagement	76	76	76	76	75	74	74	74	74	75
Appearance of public areas	74	74	74	75	75	74	73	74	74	74
Population growth	73	75	76	77	76	76	77	77	76	76
Recreational facilities	73	73	73	74	74	72	72	73	72	73
Family support services	73	74	75	76	76	75	74	74	73	73
Town planning policy	72	73	73	74	74	72	73	73	72	73
Planning & building permits	71	72	72	73	73	71	71	71	72	71
Lobbying	70	68	68	71	69	68	67	68	69	69
Traffic management	70	74	74	73	73	73	73	74	72	72
Disadvantaged support serv.	70	73	74	77	77	74	74	72	71	73
Parking facilities	70	71	70	72	72	71	71	71	70	70
Business & community dev.	69	69	68	70	70	69	69	69	70	70
Bus/community dev./tourism	69	67	67	69	70	67	65	66	67	67
Enforcement of local laws	67	67	68	68	70	70	71	71	71	70
Environmental sustainability	65	68	70	73	74	74	74	73	72	73
Art centres & libraries	63	64	65	67	67	65	65	65	64	66
Tourism development	60	59	60	62	63	62	59	61	62	63
Community & cultural	59	60	62	64	64	62	61	61	61	62
COVID-19 response	47	51	57	65	71	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

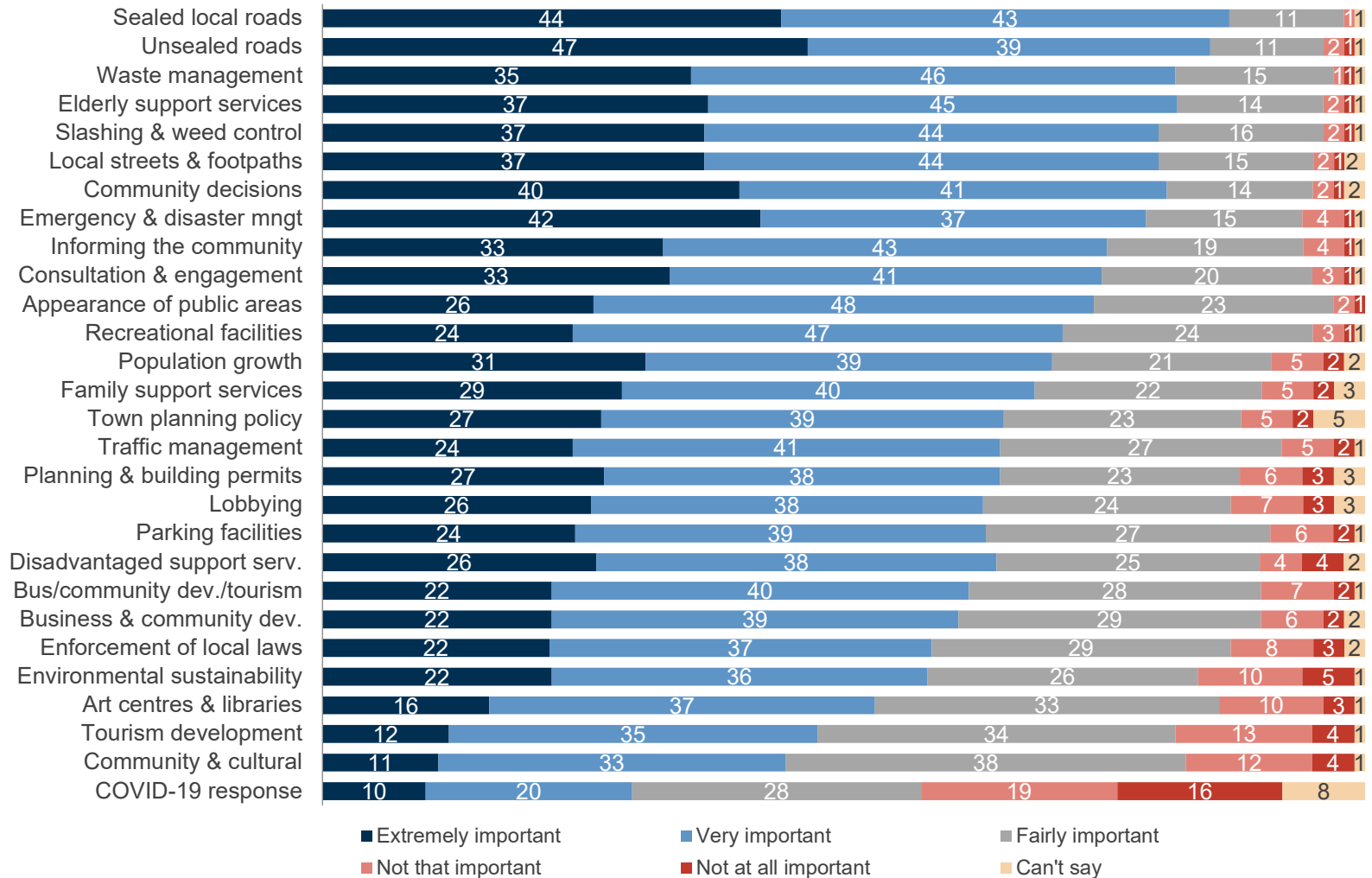
Base: All respondents. Councils asked State-wide: 24

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



Individual service area importance

2025 individual service area importance (%)



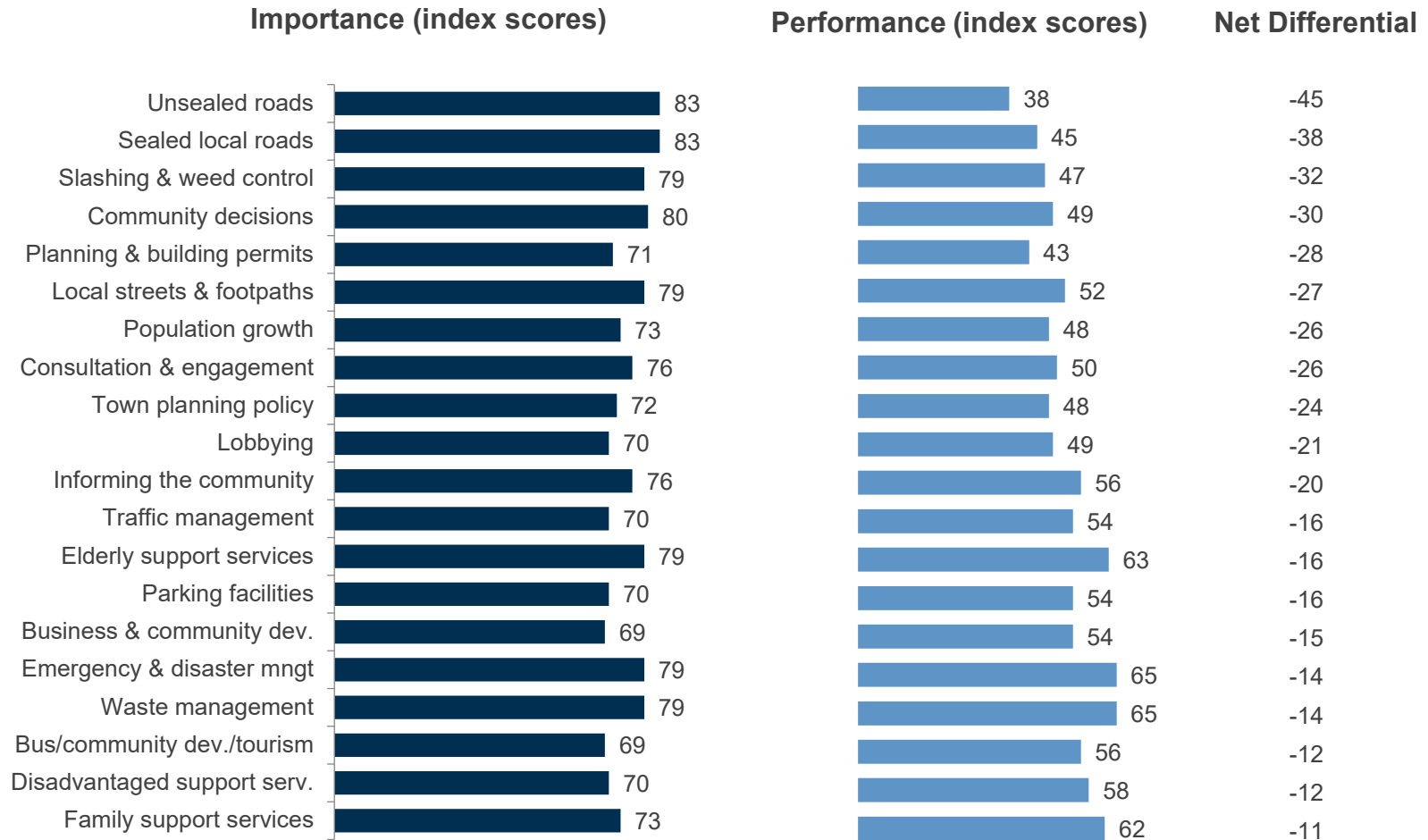
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24



Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating for councils State-wide (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions made in their community's interest provides the greatest opportunity to drive up overall opinion of council performance. Currently, councils State-wide perform poorly in this service area (index score of 49).

Other key service areas with a positive influence on perceptions of overall performance include:

- The condition of sealed local roads (excluding VicRoads)
- Waste management
- Town planning
- The appearance of public areas
- Business, community development and tourism
- Family support services.

Looking at these key service areas, councils State-wide currently perform well on the appearance of public areas, waste management and family support services (index scores of 68, 65 and 62 respectively).

Councils should seek to maintain standards here to help shore up positive perceptions of these service areas and, ultimately, overall performance. Changes in perceptions of waste management performance will have a stronger influence on the overall rating than changes in the appearance of public areas or family support services.

However, there is greater work to be done in areas where councils continue to perform poorly, including the condition of sealed local roads and town planning policy (index scores of 45 and 48 respectively). Improvements on sealed roads will have a stronger influence on overall perceptions of performance than improvements on planning.

In addition, while currently a lesser influence on overall community perceptions, business, community development and tourism sits only mid-range on performance, relative to other service areas (index score of 56).

Working to improve community perceptions of council processes around planning, and business and community development, and attending to their concerns about sealed roads, will be important to improving overall performance ratings for councils State-wide.



Regression analysis explained

We use regression analysis to investigate the influence of individual service areas, such as decisions made in the community interest, the condition of sealed local roads, etc. (the independent variables), on respondent perceptions of overall Council performance (the dependent variable).

Prior to running this analysis, the full set of individual service areas evaluated in this survey were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, the full set of service area items were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge. Six key factors / themes emerged around:

- Informing, consulting, deciding and lobbying for the community
- Local roads and streets
- Planning, including general administration and managing growth
- Maintenance and management of public areas, including waste and emergency response
- Business, community development and activities, and tourism
- Community facilities and support services.

Regression analysis was then performed using the most representative individual service area from each of these factors / themes as our independent variables.

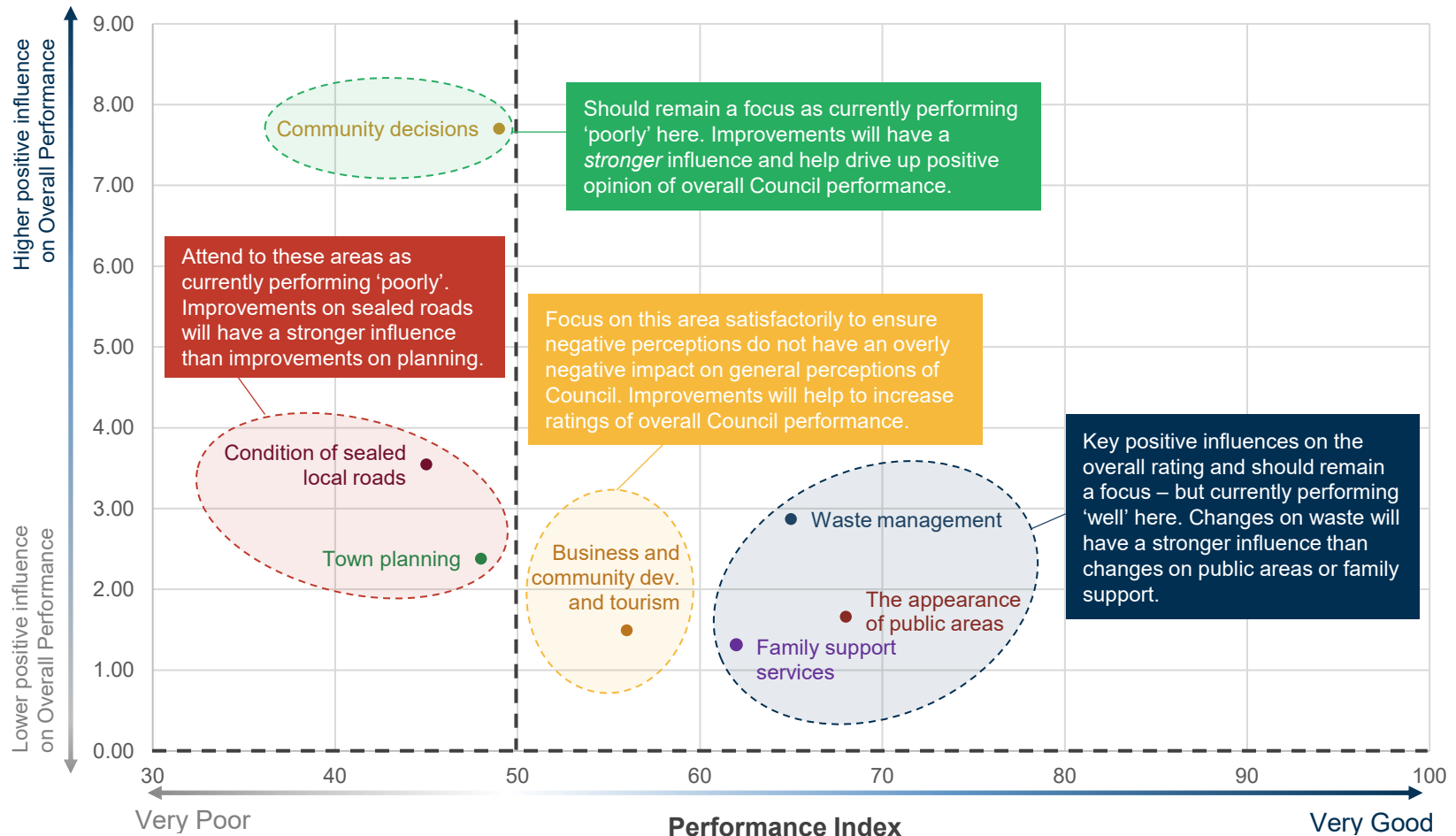
In the following chart, the horizontal axis represents the council performance index for each key service area – community decisions, sealed roads, town planning, waste management, public areas, business and community development and tourism, and family support services. Service areas appearing on the right-side of the chart have a higher performance index than those on the left (i.e. council performance is rated more highly by residents).

The vertical axis represents the odds ratio from the binomial logistic regression performed. A higher odds ratio indicates a stronger, positive impact, while values closer to 1 suggest a more neutral influence. This measures the contribution of each service area to the model. Service areas plotted further from the horizontal axis have a greater positive effect on overall performance ratings than those located closer to the axis.



Influence on overall performance: key service areas

2025 regression analysis (key service areas)

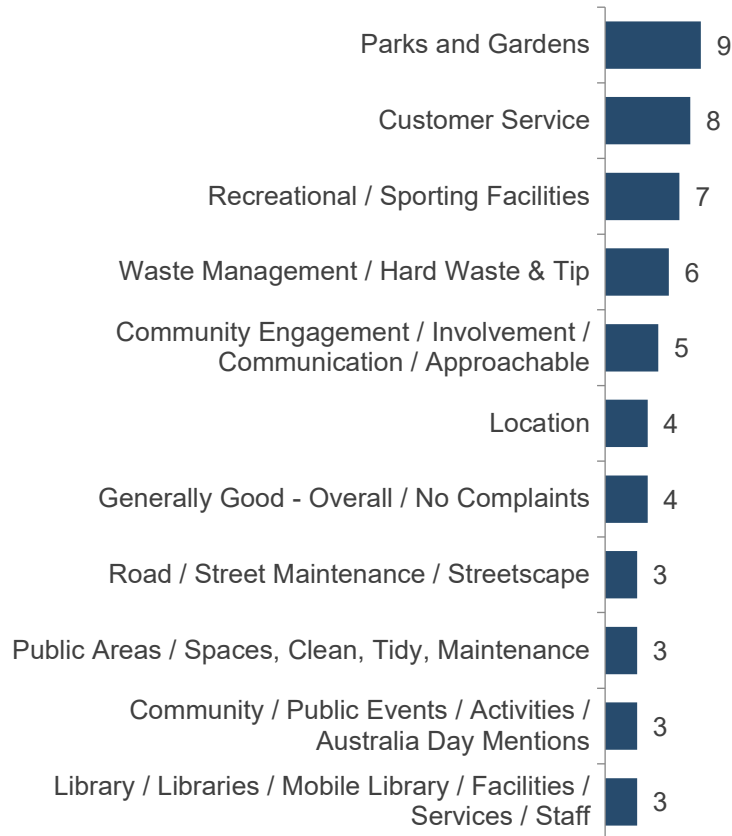


The full set of performance questions were analysed using Exploratory Factor Analysis to determine key factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a logistic regression analysis was performed on the above items against overall performance ratings. The binary logistic regression analysis model is statistically significant (chi-square ~ 9928, df 7, $p < 0.0001$) indicating the model fits the data reasonably well. Nagelkerke R Square 0.486, which means that 49% of the variance in community perceptions of overall performance can be predicted from these variables. The model correctly predicts about 79.9% of overall performance.

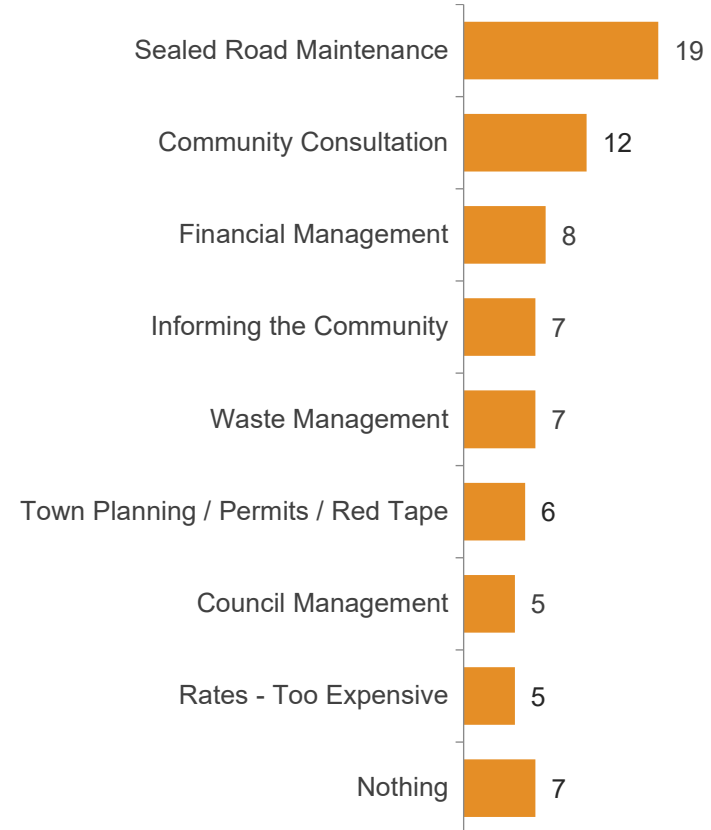


Best things about Council and areas for improvement

2025 best things about Council (%)
- Top mentions only -



2025 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 29

Q17. What does Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 44

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

State-wide, contact with councils has remained relatively stable over time. In 2025, 63% of households had contact with their council in the past 12 months. Rate of contact is higher among residents aged 35 to 49 and 50 to 64 years (69% for each) than for those aged 18 to 34 and 65 years and over (59% for each). The most common modes of contact remain telephone (34%, down three percentage points), in-person (27%, up two points) and email (24%).



Among those who have had contact with their council, a majority provide a positive customer service rating of 'very good' or 'good'.

Customer service

In 2025, the customer service index of councils State-wide is 66, one point lower than in 2024, continuing a longer-term trend of gradual decline since 2020.

Index scores across demographic and council groups have not changed significantly since last year but there have been slight declines among some cohorts including men, who rate customer service (index score of 63) significantly below the State-wide average.

Ratings of customer service are significantly higher among residents of the Metropolitan and Regional Centres council groups (index scores of 71 and 68 respectively) and, by demographics, among women and adults aged 65 years and older (index scores of 69 and 68 respectively).

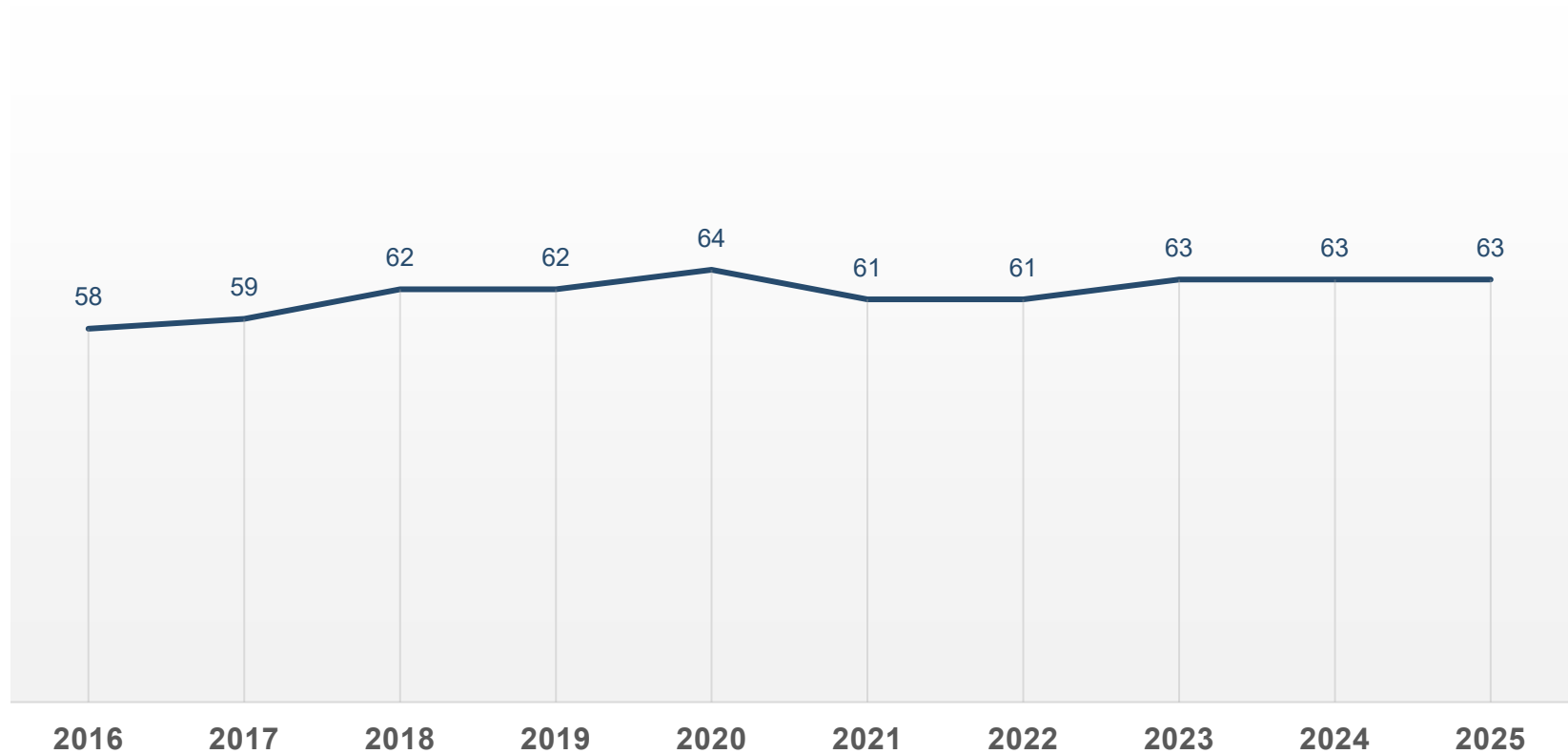
Customer service ratings remain high for residents who communicated with councils via the two leading methods of contact, in-person or by telephone (index scores of 73 and 69 respectively).

Email contact continues to rate lower (index score of 61) than other channels. Consideration should be given to improving service delivered via email, which has been used by almost one in four since 2021, but seen a five-point decline in index score over this period.



Contact with council

2025 contact with council (%)
Have had contact

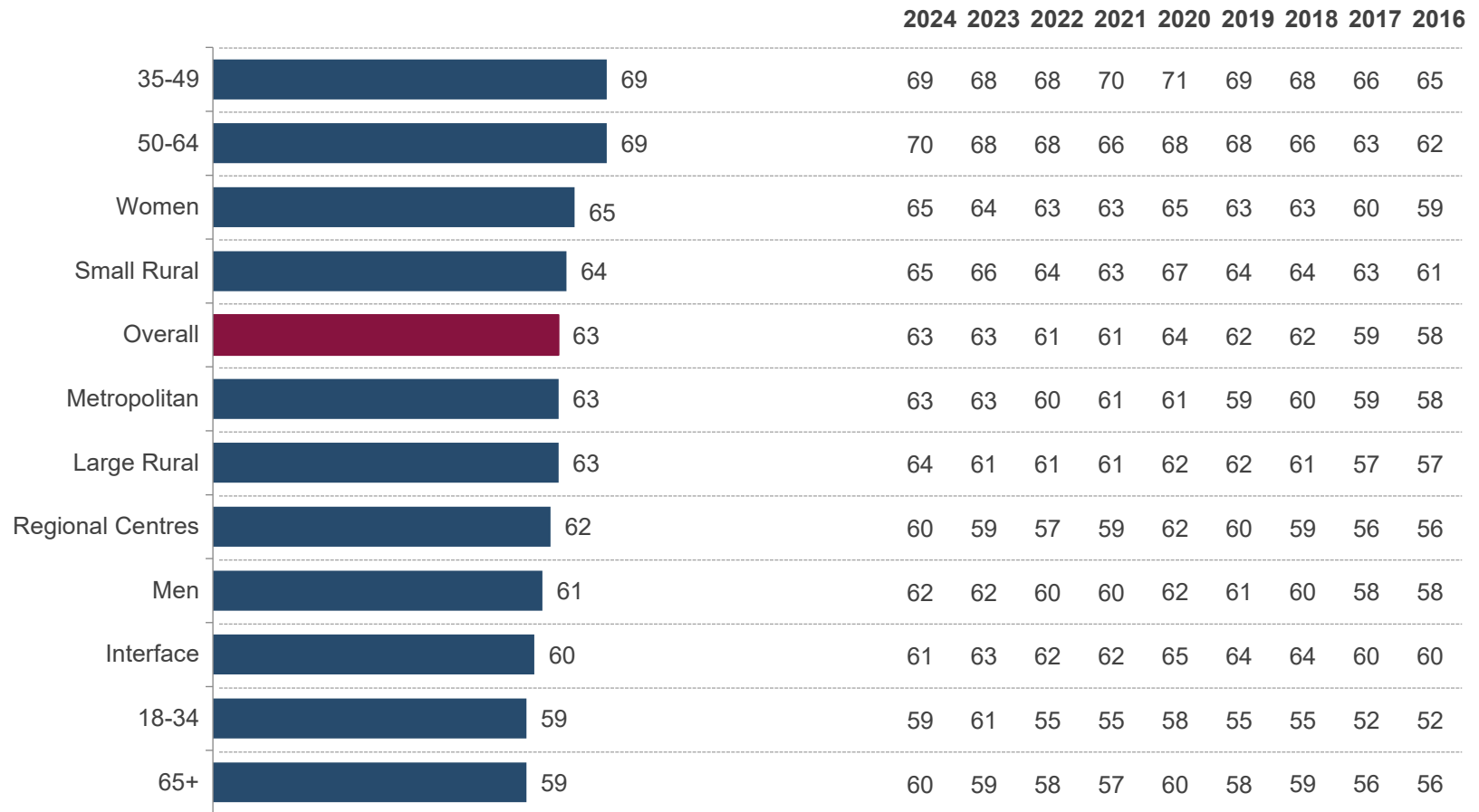


Q5. Over the last 12 months, have you or any member of your household had any contact with your council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or X (formerly known as Twitter)?
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 56



Contact with council

2025 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with your 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 X (formerly known as Twitter)?
 Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
 Base: All respondents. Councils asked State-wide: 56 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	71▲	71	71	72	74	74	76	72	71	73
Women	69▲	69	69	71	72	72	73	72	72	72
65+	68▲	68	68	70	72	72	73	72	71	71
Regional Centres	68▲	68	68	69	71	70	72	72	72	70
Overall	66	67	67	68	70	70	71	70	69	69
50-64	66	66	65	67	69	68	69	68	68	69
18-34	66	67	66	69	70	70	71	69	69	68
Small Rural	65	66	65	67	69	70	70	69	69	69
35-49	65	65	67	68	68	70	70	69	68	69
Large Rural	65	65	65	67	68	68	69	67	66	67
Interface	65	66	65	68	68	68	69	70	69	70
Men	63▼	64	64	66	68	68	69	68	66	67

Q5c. Thinking of the most recent contact, how would you rate Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

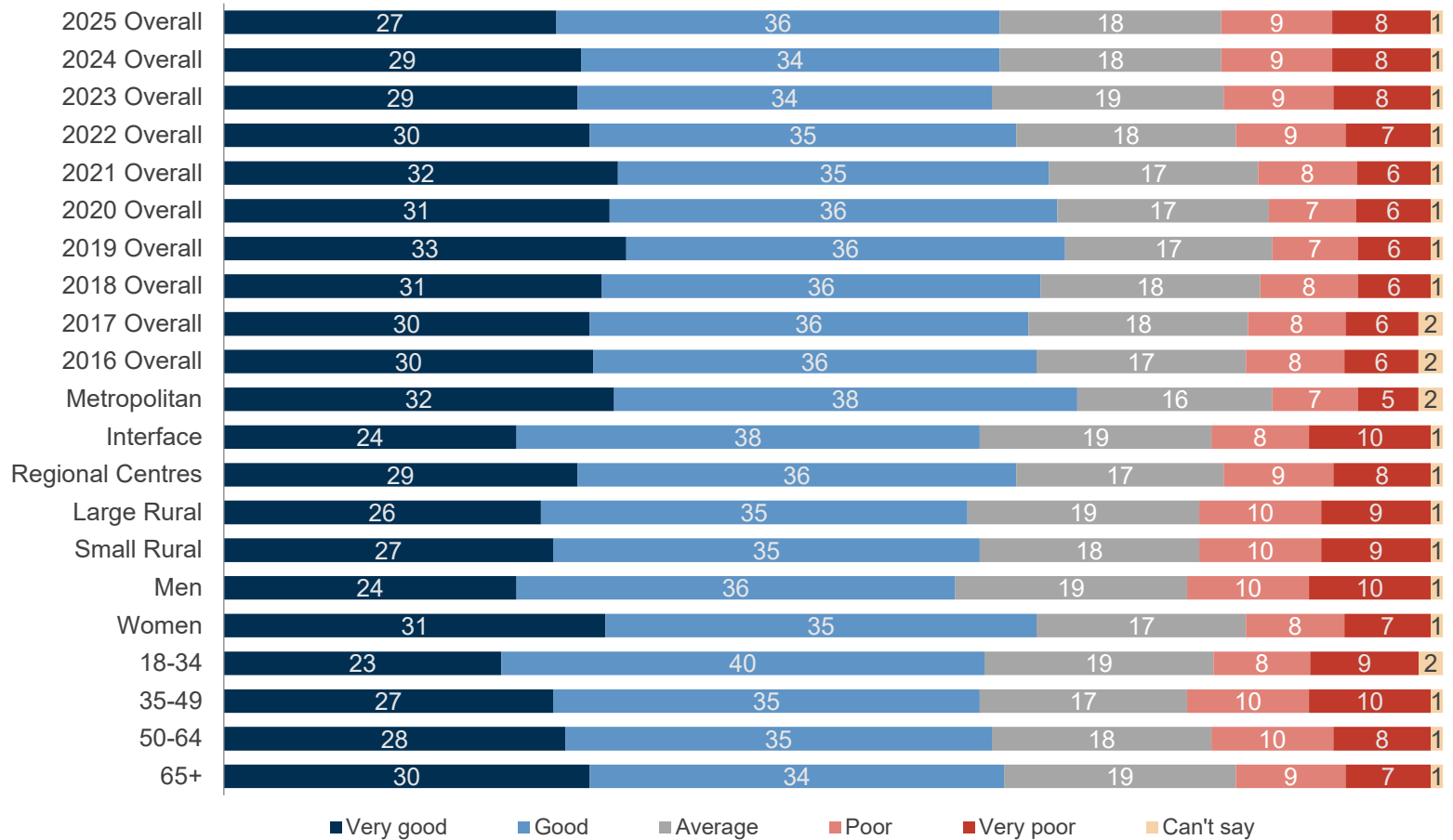
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 56 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2025 customer service rating (%)

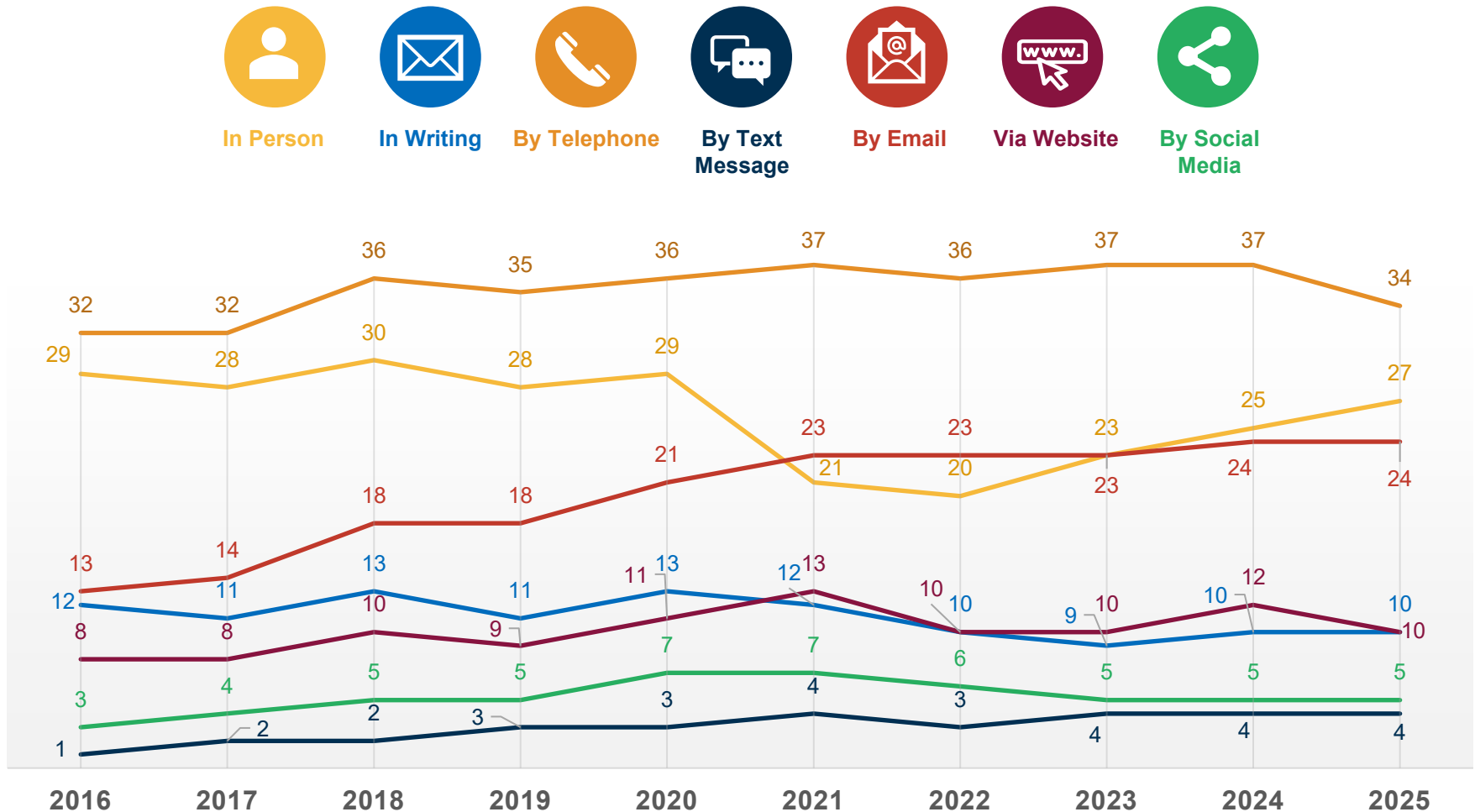


Q5c. Thinking of the most recent contact, how would you rate Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 56



Method of contact with council

2025 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents who have had contact with Council in the last 12 months.

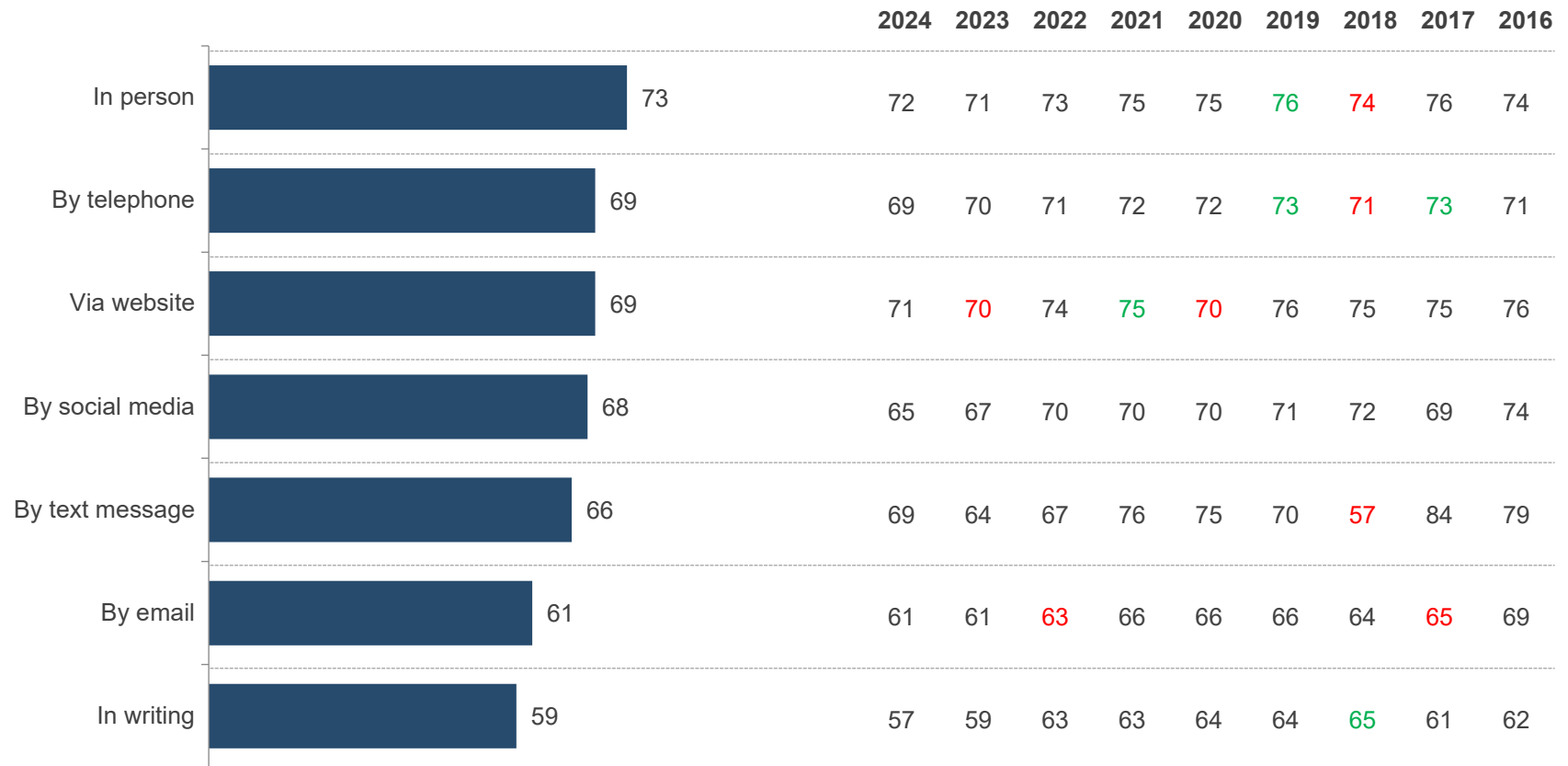
Councils asked State-wide: 24

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2025 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

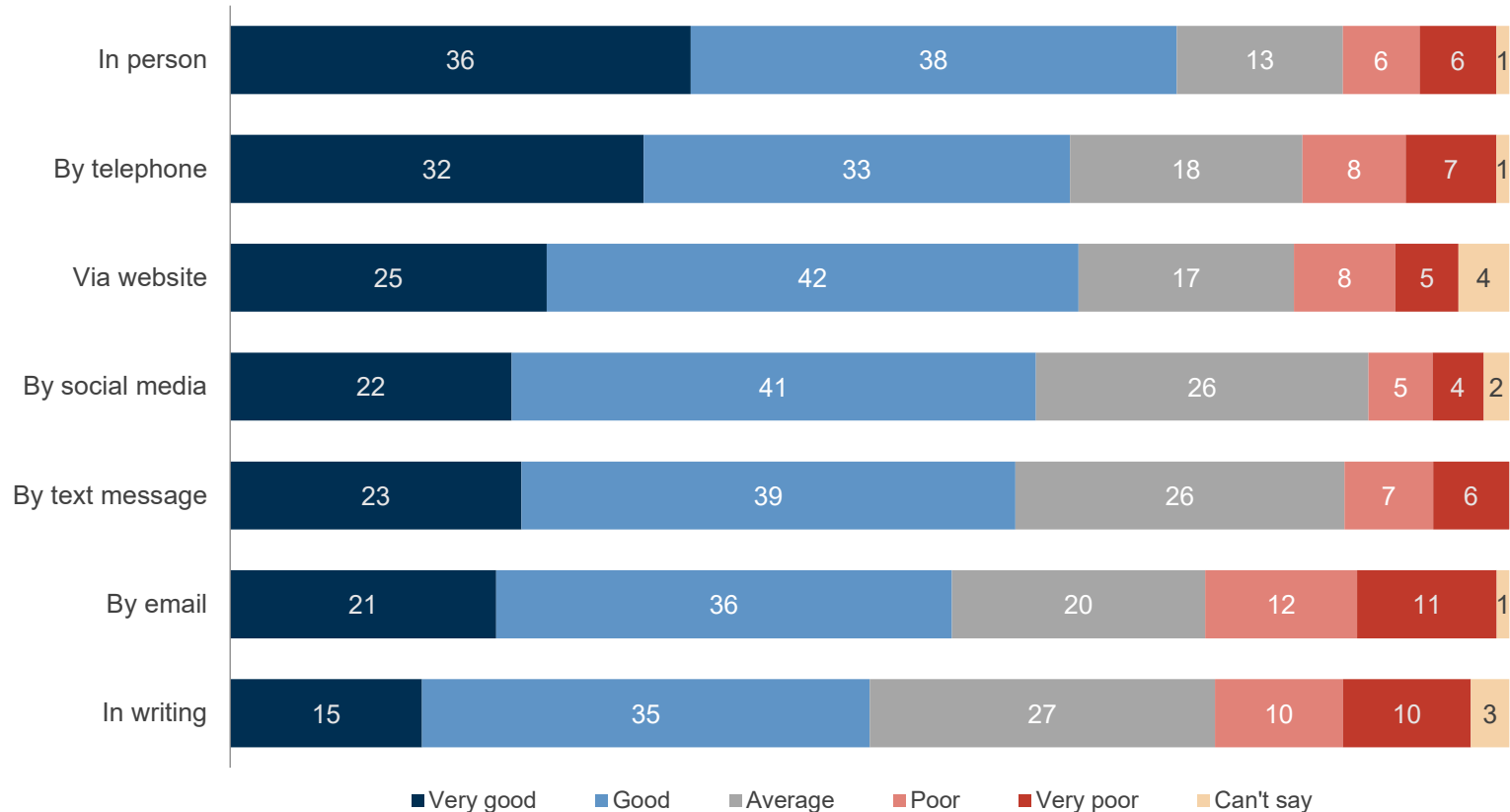
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 24 Note: Please see Appendix A for explanation of significant differences.



Customer service rating by method of last contact

2025 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate 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: 24



Communication



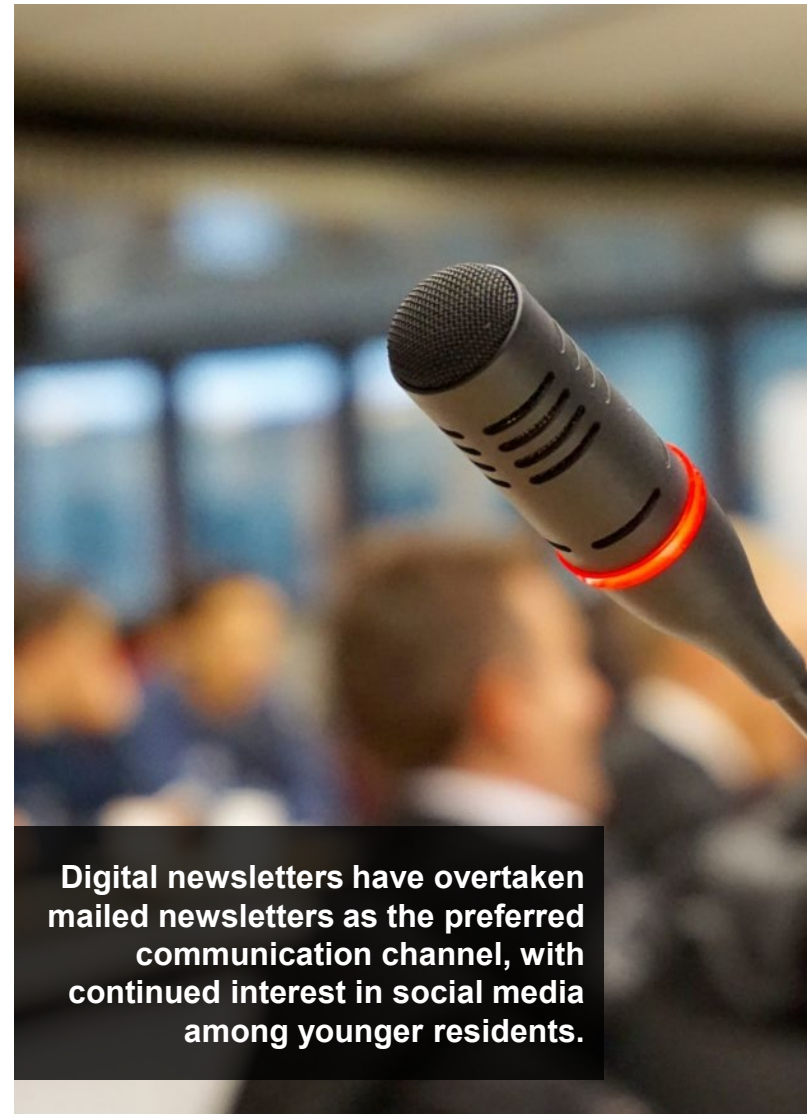
Communication

For the first time, the preferred form of communication from councils State-wide is newsletters sent via email (31%, up three percentage points), ahead of those sent by mail (24%, down five points). Following a long period of stability, this year's sharp decline in interest in mailed newsletters is largely driven by residents aged 50 years and over. However, both hard copy and digital formats remain well ahead of other council news and information sources, affirming the continued importance of each.

Social media (14%) remains steady as the next preferred method, underpinned by strong appeal among younger residents.

- Residents aged under 50 years continue to prefer emailed newsletters (32%, up three points) over social media contact (22%, down two points) and mailed newsletters (21%, down three points). Around one in 10 remain interested in text messages (11%).
- More residents aged 50 years and over now prefer newsletters sent via email (30%, up three points) than via mail (27%, down six points), however these formats continue to lead overall with only some interest in local newspaper advertising (14%) and inserts (9%) and in social media (8%).

Putting information on a council website remains the least preferred form of communication.



Digital newsletters have overtaken mailed newsletters as the preferred communication channel, with continued interest in social media among younger residents.



Best form of communication

2025 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



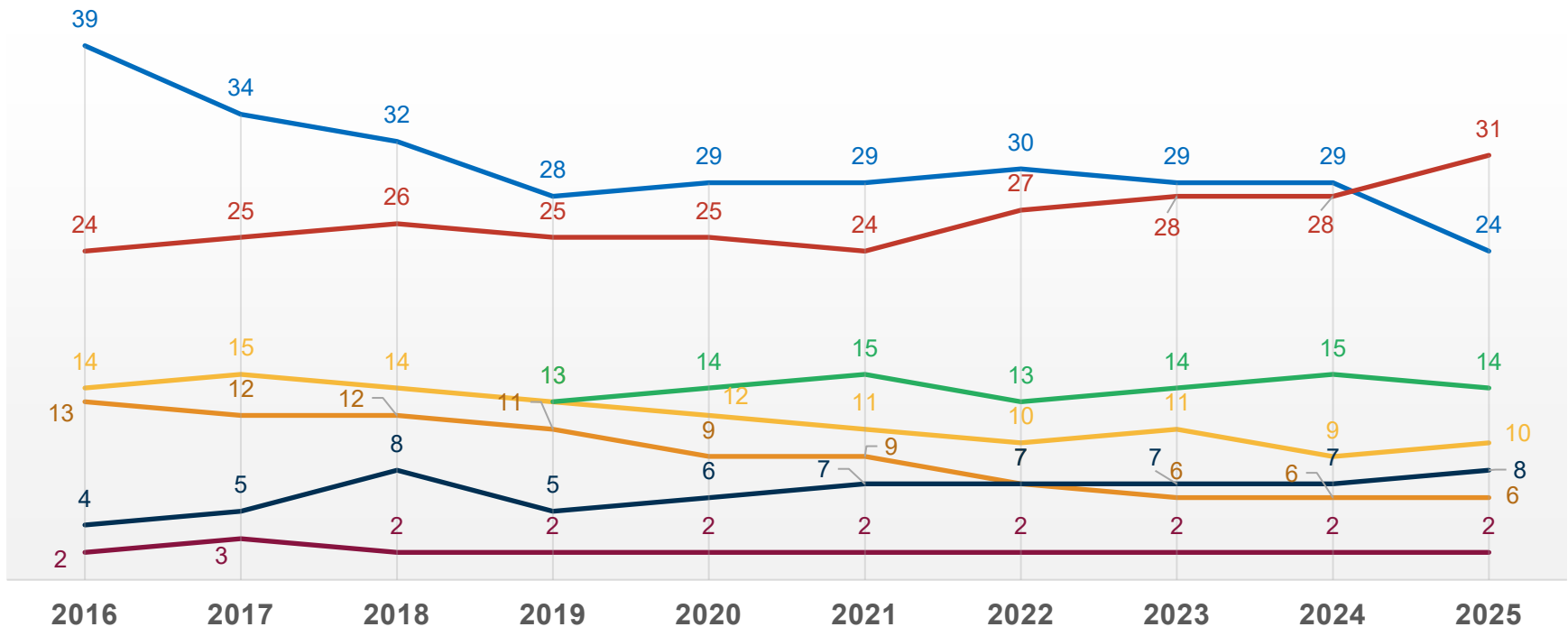
Council
Website



Text
Message



Social
Media



Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

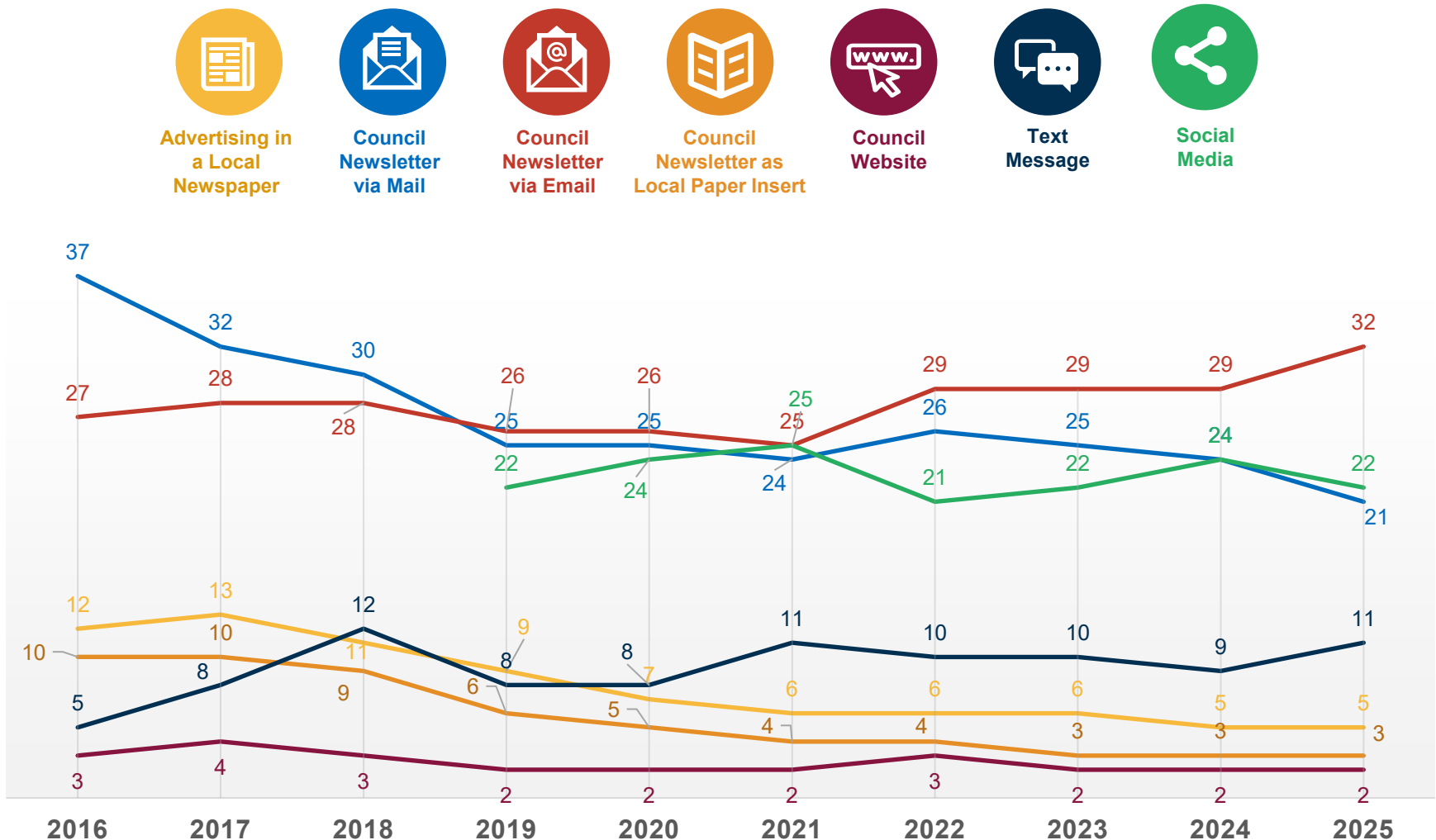
Base: All respondents. Councils asked State-wide: 33

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2025 under 50s best form of communication (%)



Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

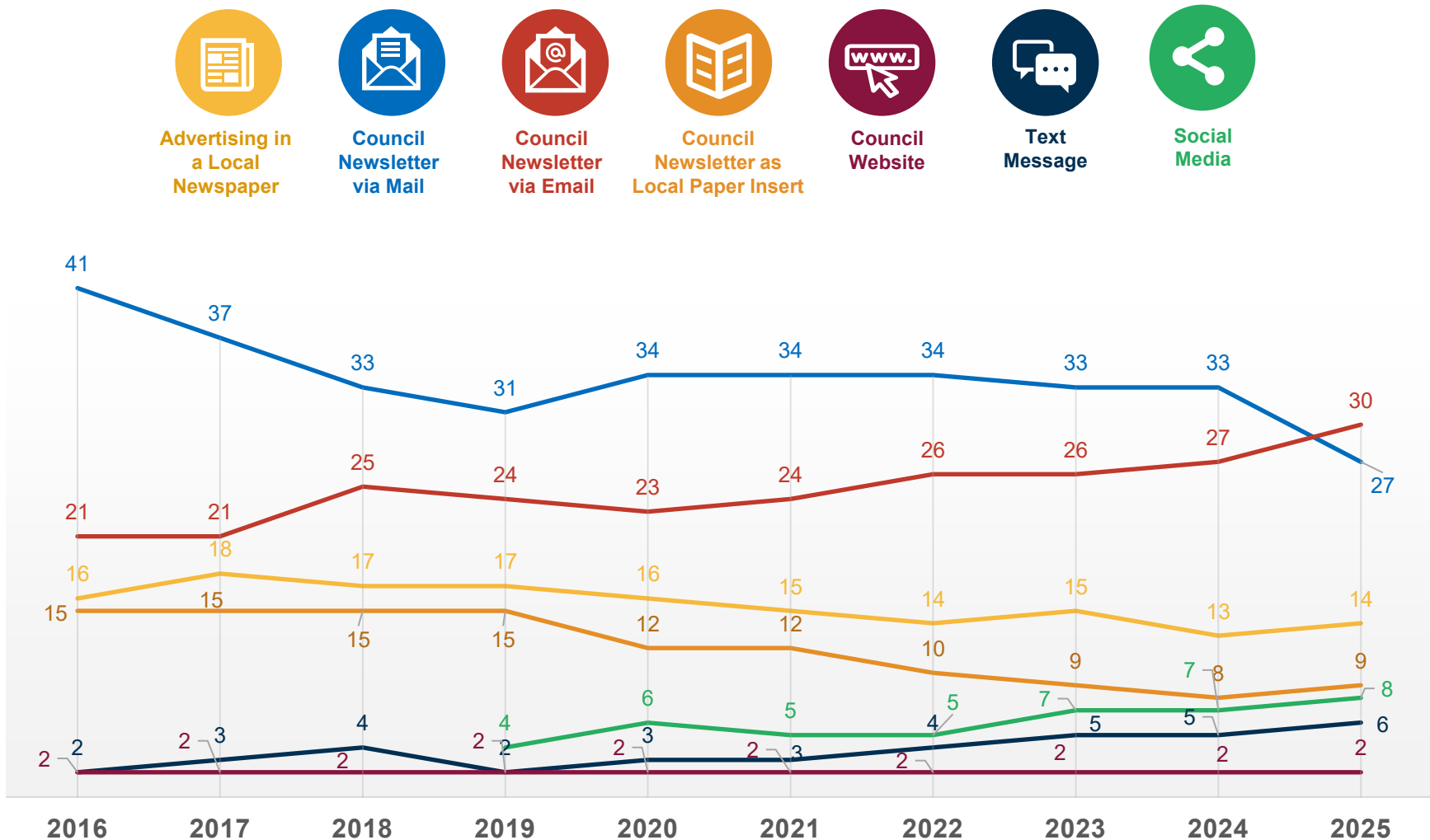
Base: All respondents aged under 50. Councils asked State-wide: 33

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged 50+ years. Councils asked State-wide: 33

Note: 'Social Media' was included in 2019.



Council direction



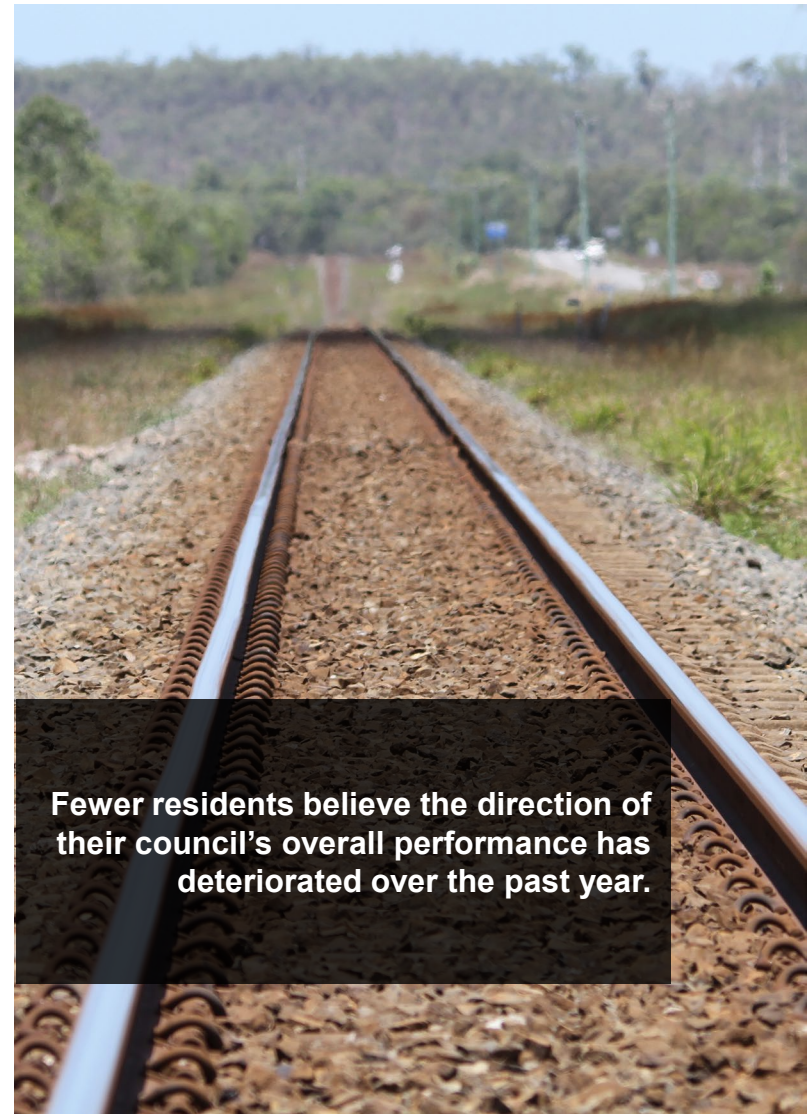
Council direction

In 2025, 61% of residents State-wide believe the direction of their council's overall performance has stayed the same and 13% believe it has improved, each one point higher than in 2024. Fewer now believe council performance has deteriorated (21%, down two points).

- Most satisfied with their council's overall direction are residents of the Metropolitan and Regional Centres council groups and those aged 18 to 34 years or 65 years and over (index scores of 48 for each, significantly higher than the Statewide result of 46).
- Least satisfied are residents aged 50 to 64 years and residents of the Interface council group (index scores of 42 and 43 respectively, significantly lower than the State-wide result).

While index scores across demographic and council groups remain below 50, there have been significant improvements from 2024 among the Regional Centres and Large and Small Rural council groups, adults aged 65 years and over, and women.

On the trade off between council rates and services, there is a clear (and growing) preference for cuts in services to keep rates the same (54%) over rate rises to improve local services (23%).





Overall council direction last 12 months

2025 overall council direction (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	48▲	49	49	53	55	54	55	54	54	55
18-34	48▲	47	48	54	56	55	57	57	56	56
Regional Centres	48▲	45	47	52	54	50	52	53	55	51
65+	48▲	45	47	51	54	51	53	52	54	51
Women	47▲	46	48	51	53	52	54	53	54	52
Small Rural	46	44	47	51	53	50	53	50	52	50
Overall	46	45	46	50	53	51	53	52	53	51
Men	44▼	44	45	49	52	50	52	51	52	51
Large Rural	44▼	42	44	47	51	50	51	52	52	48
35-49	44▼	43	45	48	50	49	50	50	51	49
Interface	43▼	44	43	48	50	48	54	53	53	54
50-64	42▼	41	42	46	49	47	50	48	50	48

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

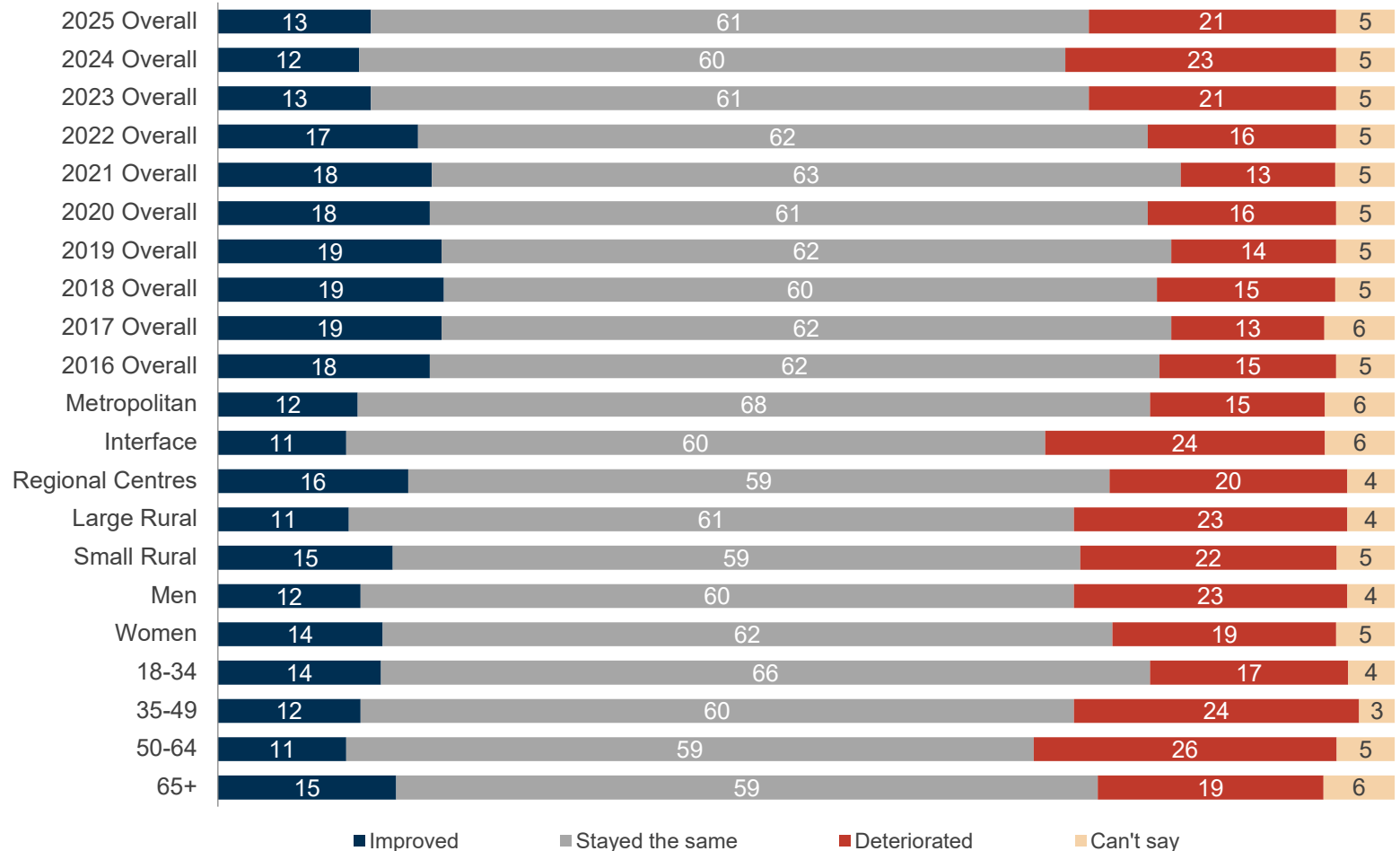
Base: All respondents. Councils asked State-wide: 56

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



Overall council direction last 12 months

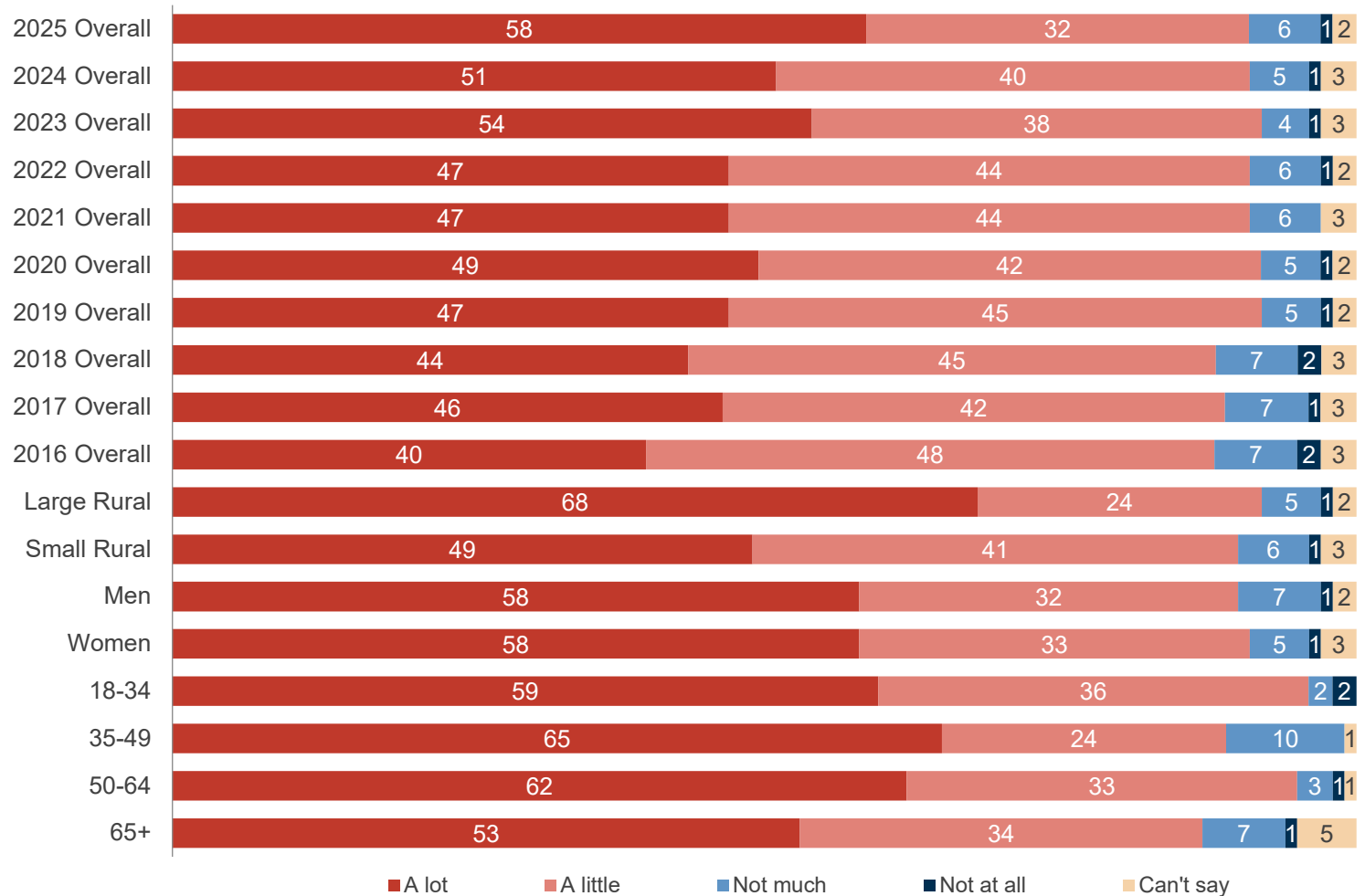
2025 overall council direction (%)





Room for improvement in services

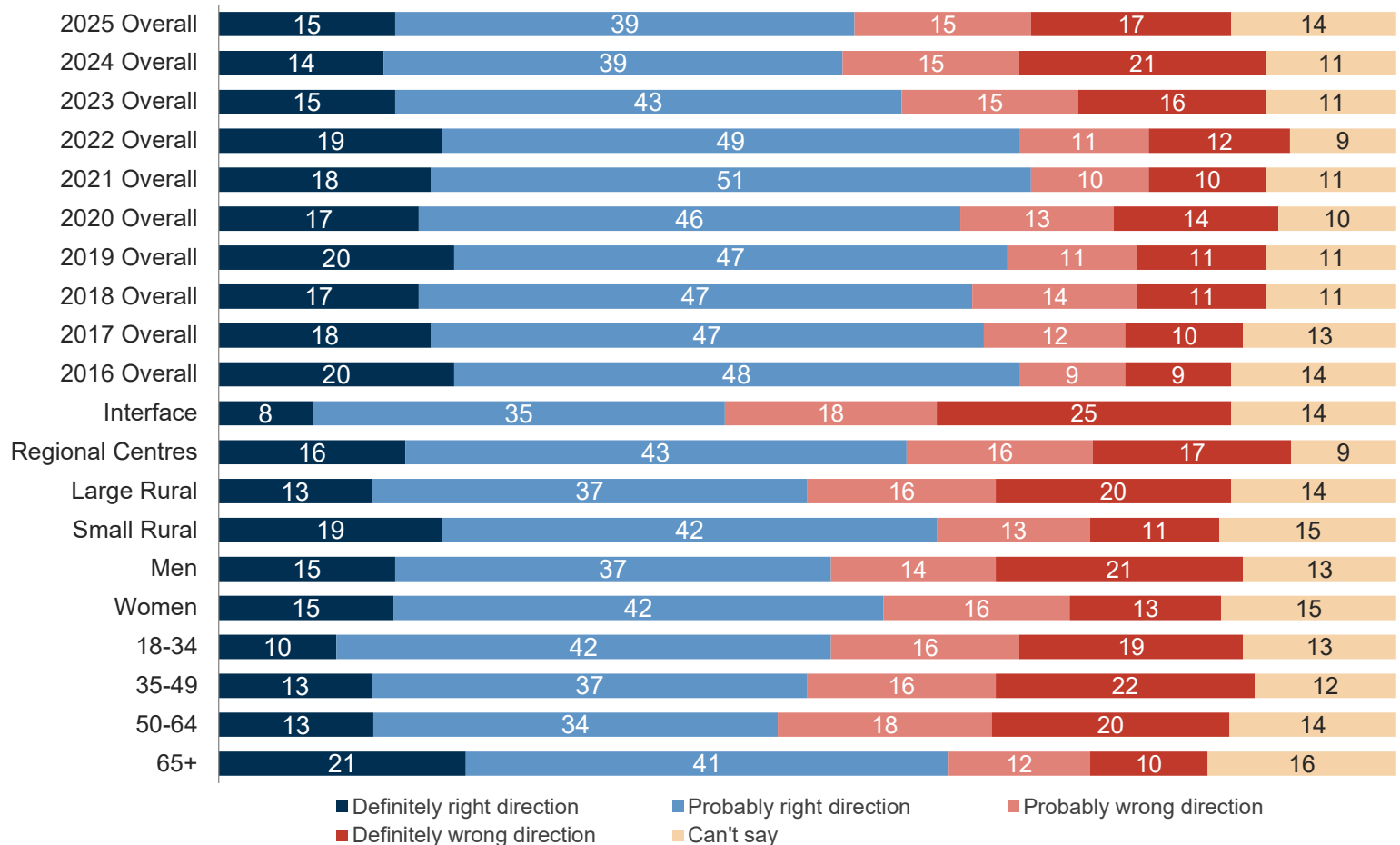
2025 room for improvement in services (%)





Right / wrong direction

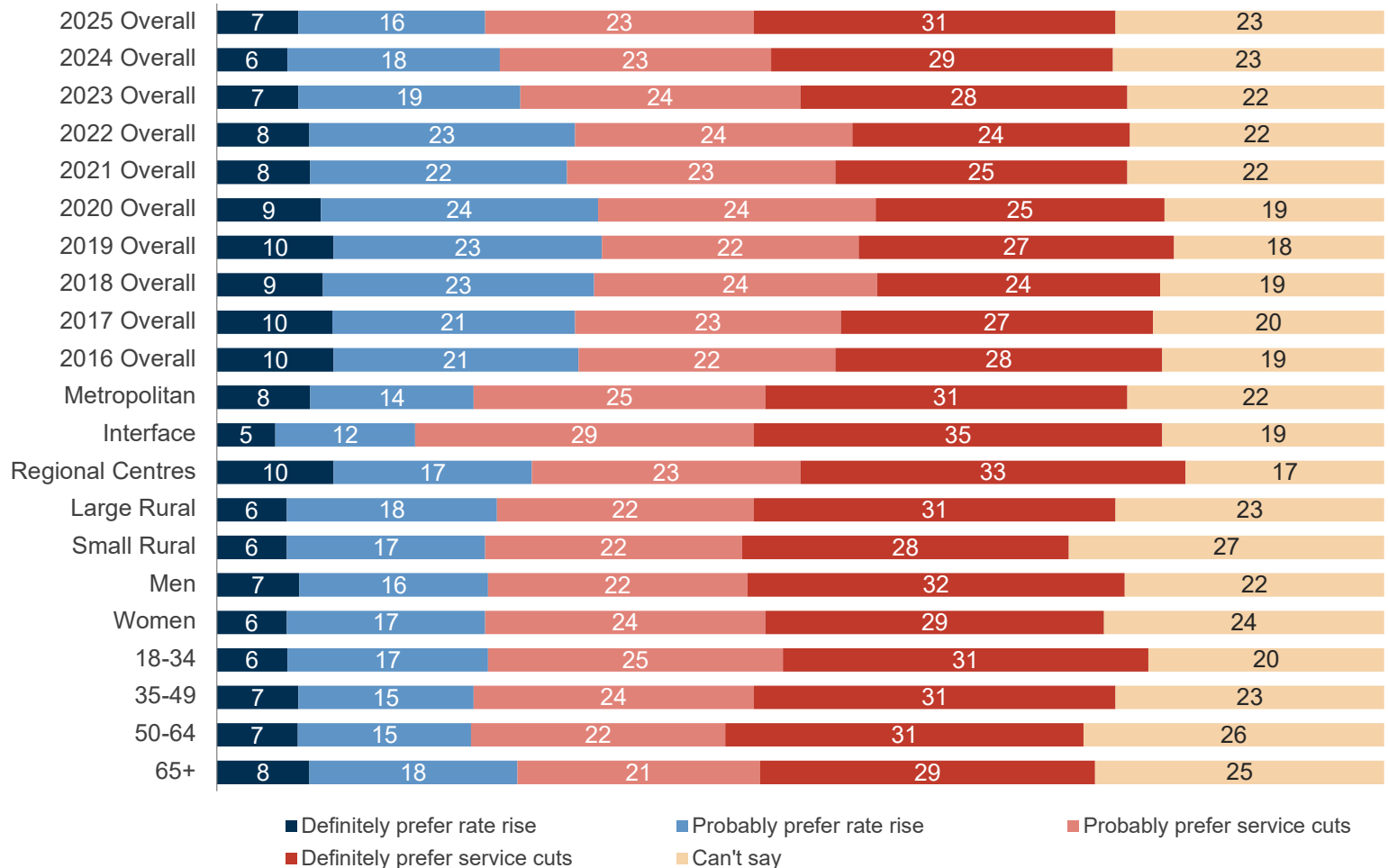
2025 right / wrong direction (%)





Rates / services trade-off

2025 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 15

A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its strokes, suggesting a complex system or data flow.

Individual service areas



Community consultation and engagement importance



2025 consultation and engagement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	79▲	78	78	78	78	76	76	76	76	77
50-64	78▲	79	78	79	79	78	77	77	78	78
Small Rural	77▲	77	77	78	77	76	76	74	75	77
35-49	76	76	76	77	76	75	75	75	75	76
Large Rural	76	77	77	77	77	76	75	76	75	76
65+	76	76	76	77	77	76	75	76	75	76
Regional Centres	76	77	77	77	76	75	76	75	76	75
Overall	76	76	76	76	75	74	74	74	74	75
18-34	73▼	73	73	72	69	68	68	68	67	72
Men	73▼	74	74	74	73	72	71	72	72	73
Metropolitan	72▼	73	73	73	73	72	71	72	72	73

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22

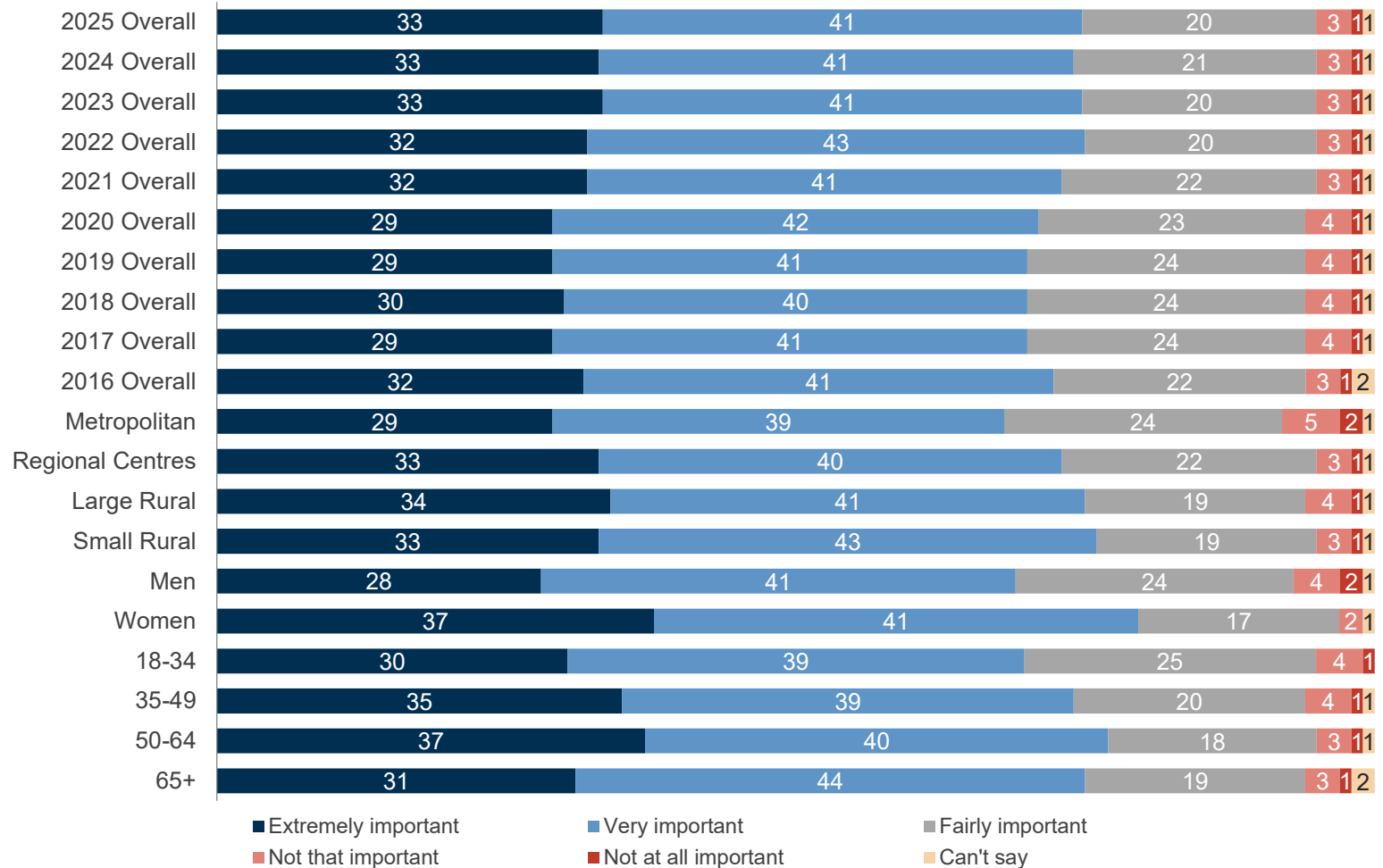
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2025 consultation and engagement importance (%)





Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	56▲	56	55	58	59	58	58	57	57	58
18-34	52▲	54	54	57	59	57	58	58	58	57
Women	52▲	52	53	55	56	56	56	56	56	56
65+	52▲	51	52	54	56	55	56	55	55	55
Small Rural	51▲	51	53	54	56	54	56	54	55	55
Overall	50	51	52	54	56	55	56	55	55	54
Regional Centres	49▼	49	50	54	54	51	54	55	54	52
Men	49▼	50	50	53	55	54	55	54	53	53
35-49	49▼	50	51	52	54	54	55	55	53	54
Large Rural	48▼	48	49	51	54	54	54	54	52	52
50-64	47▼	48	49	50	52	51	52	51	52	51
Interface	43▼	49	49	52	53	53	55	56	53	55

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

Base: All respondents. Councils asked State-wide: 56

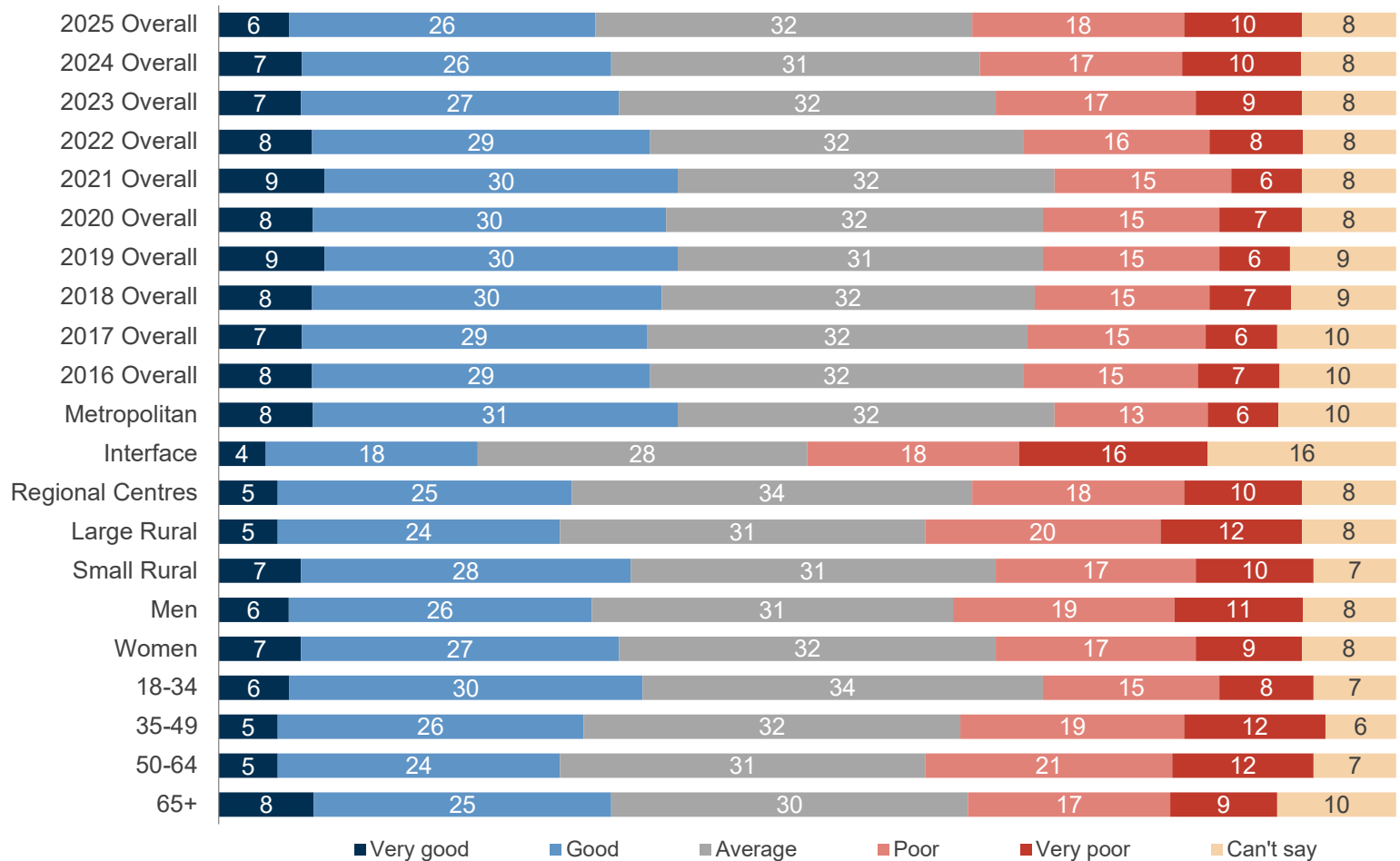
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)

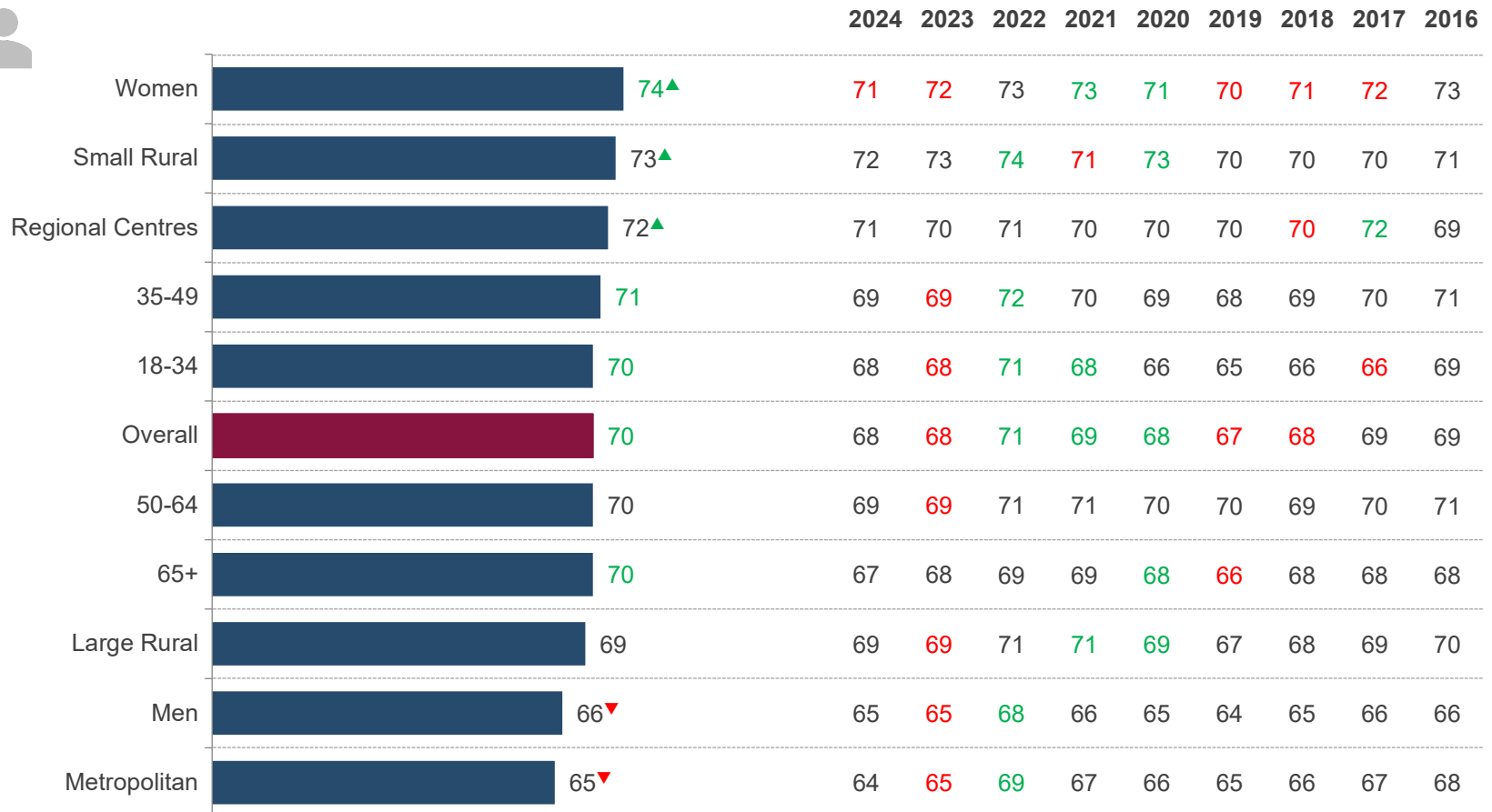




Lobbying on behalf of the community importance



2025 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19

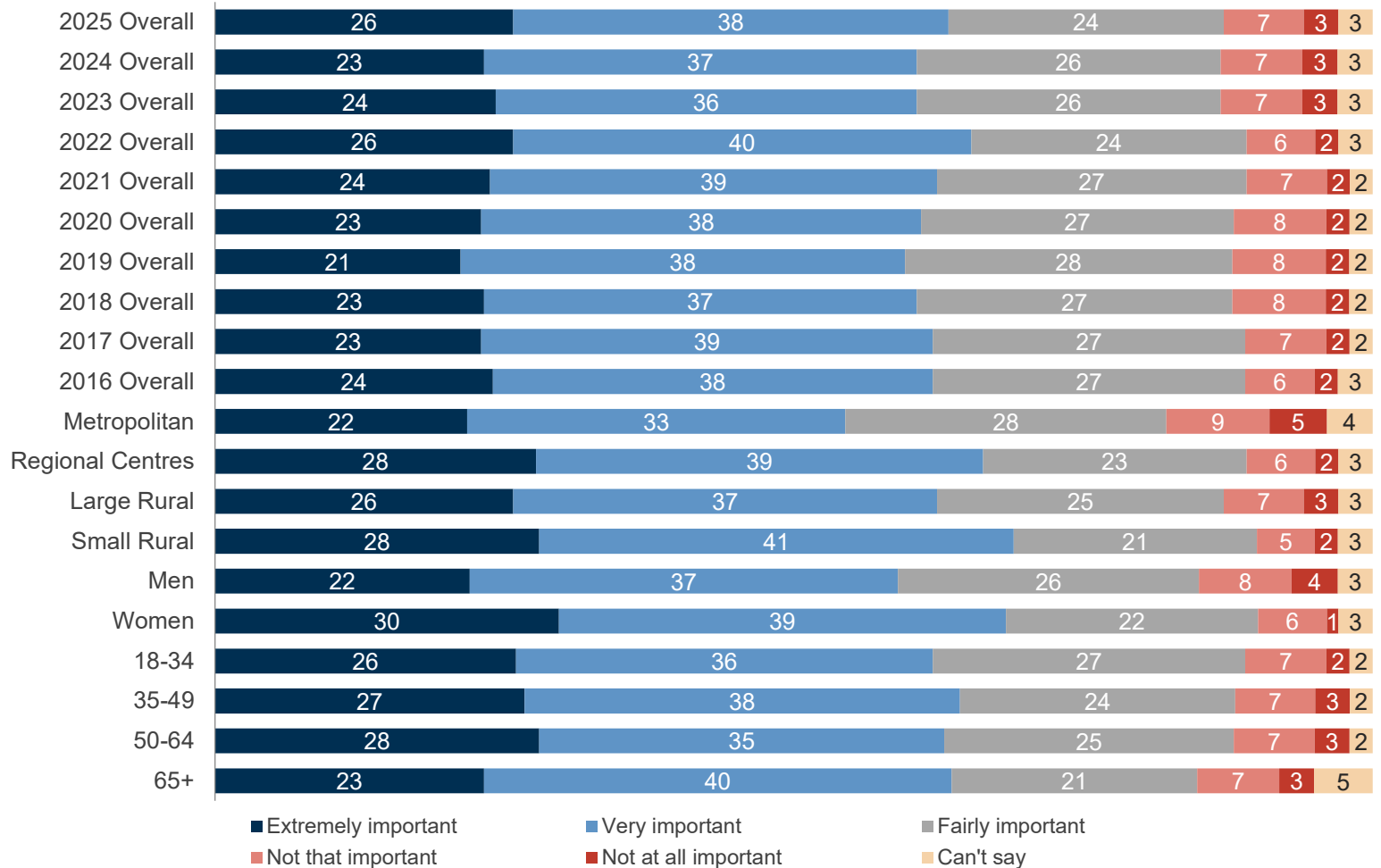
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2025 lobbying importance (%)





Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	54▲	54	53	55	56	57	57	56	56	56
65+	52▲	52	53	54	56	54	56	55	55	54
Small Rural	51▲	50	52	54	55	52	55	53	55	54
18-34	50▲	52	52	56	57	57	57	57	57	57
Women	50▲	50	52	54	55	54	55	54	55	54
Overall	49	50	51	53	55	53	54	54	54	53
Regional Centres	49	50	52	55	56	52	54	54	54	52
Men	49	49	50	53	54	53	54	53	53	53
35-49	47▼	47	49	52	53	51	52	52	52	51
Large Rural	47▼	47	49	51	54	53	52	52	51	50
50-64	46▼	46	48	49	52	49	51	50	51	50
Interface	43▼	48	47	51	52	51	54	54	54	55

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

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

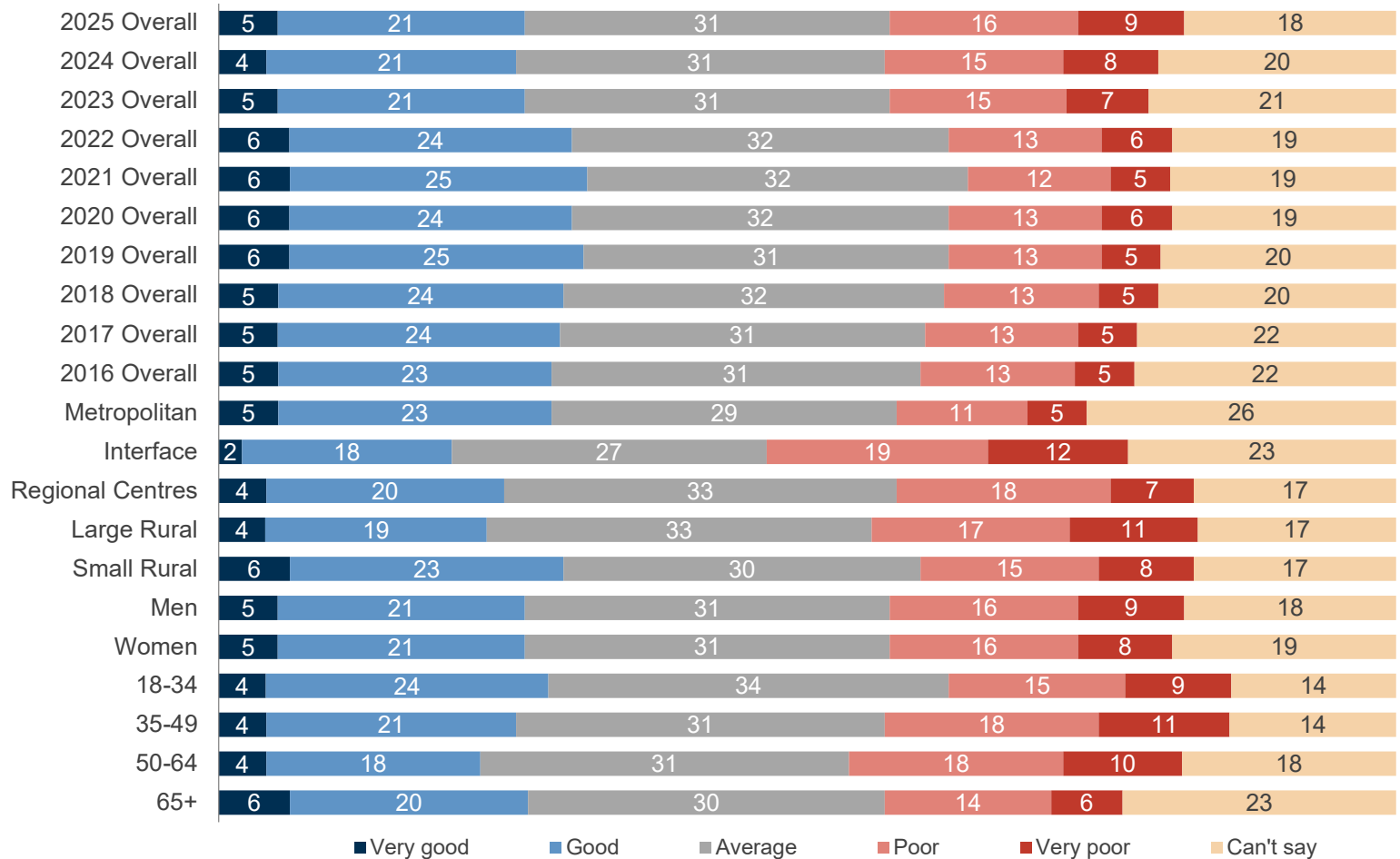
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2025 lobbying performance (%)



Decisions made in the interest of the community importance



2025 community decisions made importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	82▲	82	82	82	83	81	81	81	81	82
35-49	81	81	82	82	82	81	81	80	81	80
50-64	81	81	81	82	82	81	82	81	81	80
Large Rural	80	80	80	81	82	79	80	80	80	80
Regional Centres	80	81	80	82	81	80	82	81	82	82
Overall	80	80	80	81	81	80	80	80	79	80
Metropolitan	79	78	79	80	80	79	78	79	79	79
18-34	79	80	79	81	80	77	78	79	78	79
Small Rural	79	80	82	82	80	82	81	77	78	n/a
65+	78▼	78	78	79	80	79	79	79	79	79
Men	77▼	78	78	79	79	78	78	78	78	77

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

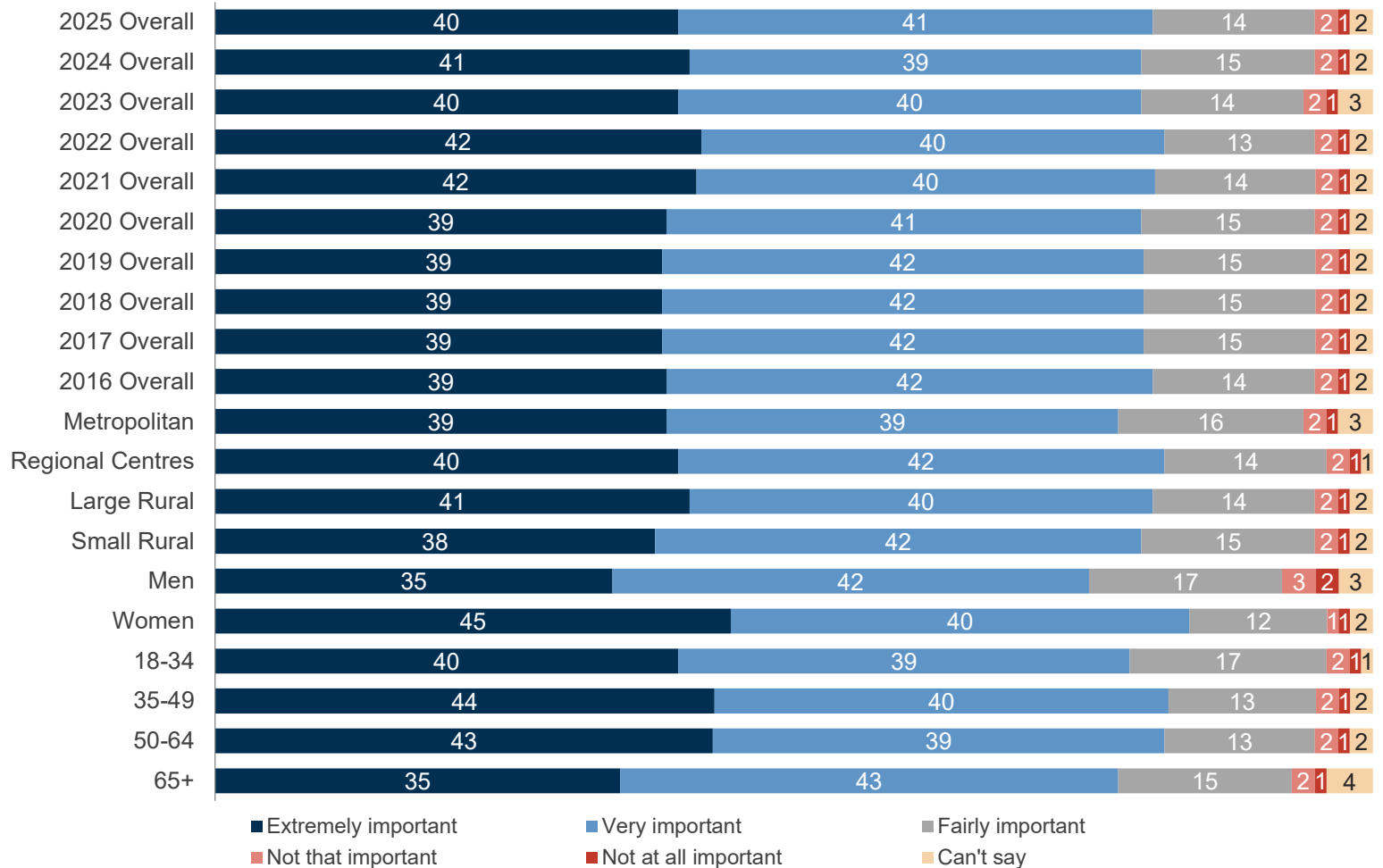
Base: All respondents. Councils asked State-wide: 17

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

Decisions made in the interest of the community importance



2025 community decisions made importance (%)



Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	56▲	57	55	59	61	59	60	58	58	59
65+	52▲	51	53	55	57	54	55	54	55	54
18-34	51▲	52	53	58	60	57	58	57	58	58
Women	50▲	50	53	55	57	54	55	54	55	55
Small Rural	50▲	50	52	54	56	53	55	52	55	53
Overall	49	50	51	54	56	53	55	54	54	54
Men	48▼	49	50	54	55	52	54	53	53	53
Regional Centres	48▼	48	50	54	54	50	52	52	52	51
35-49	47▼	48	50	53	54	51	52	52	52	52
Large Rural	46▼	46	48	51	54	52	52	52	51	50
50-64	46▼	46	48	50	52	49	51	50	51	50
Interface	44▼	47	49	53	55	52	55	56	55	56

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

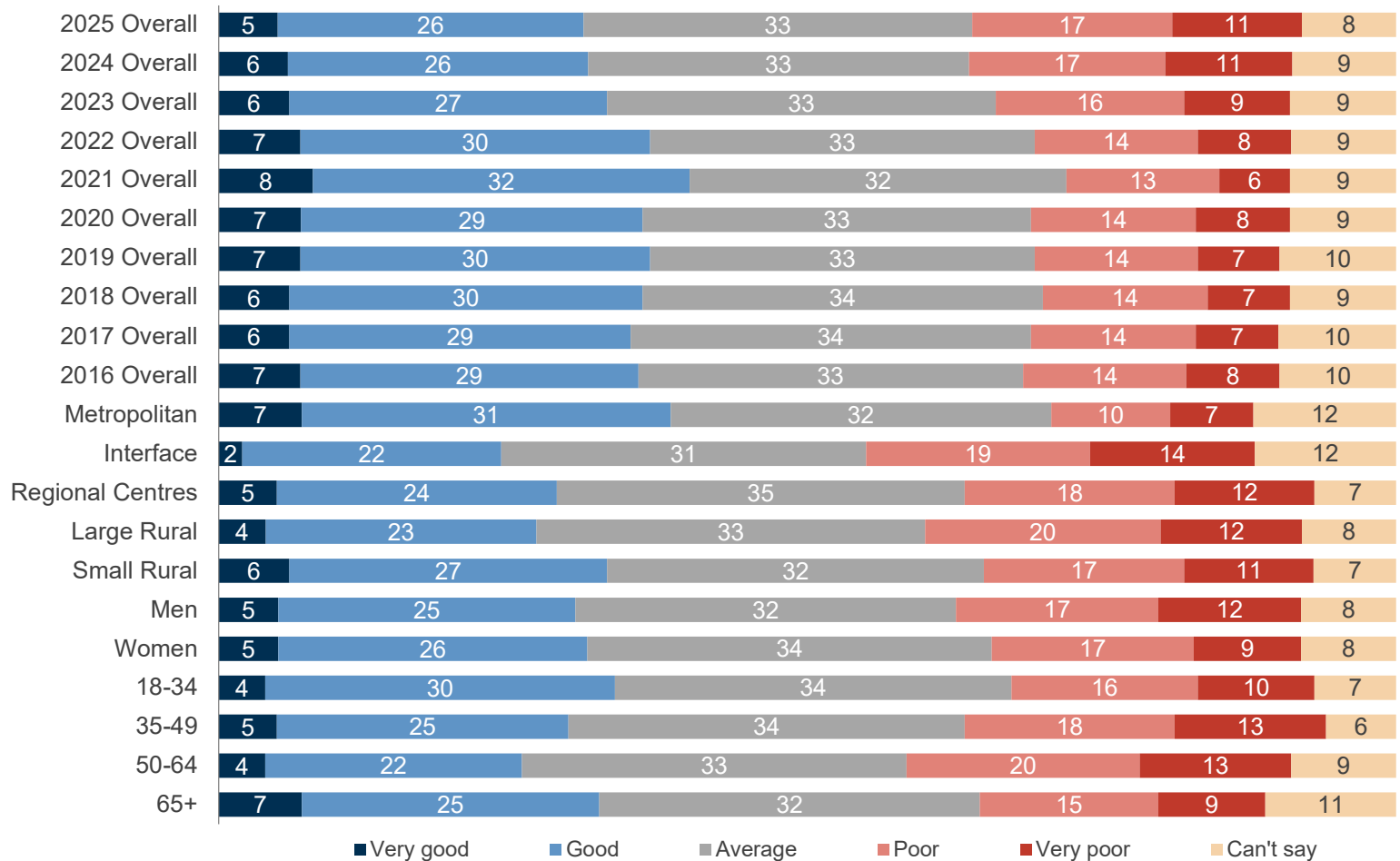
Base: All respondents. Councils asked State-wide: 56

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

Decisions made in the interest of the community performance



2025 community decisions made performance (%)



The condition of sealed local roads in your area importance



2025 sealed local roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	84▲	85	84	82	81	83	82	84	81	n/a
50-64	84	84	84	82	81	82	81	82	80	79
35-49	84	83	82	82	80	80	80	80	79	78
Women	84▲	84	83	83	81	81	81	81	80	79
Large Rural	83	84	83	83	80	81	80	80	77	80
Overall	83	83	82	81	79	79	79	80	78	78
18-34	82	82	81	81	77	77	77	77	75	76
Men	82▼	81	81	80	78	78	77	78	77	76
Regional Centres	81▼	82	82	81	79	79	79	81	80	76
65+	81▼	82	81	81	80	80	79	80	79	79
Metropolitan	79▼	80	79	80	78	77	77	78	77	76

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

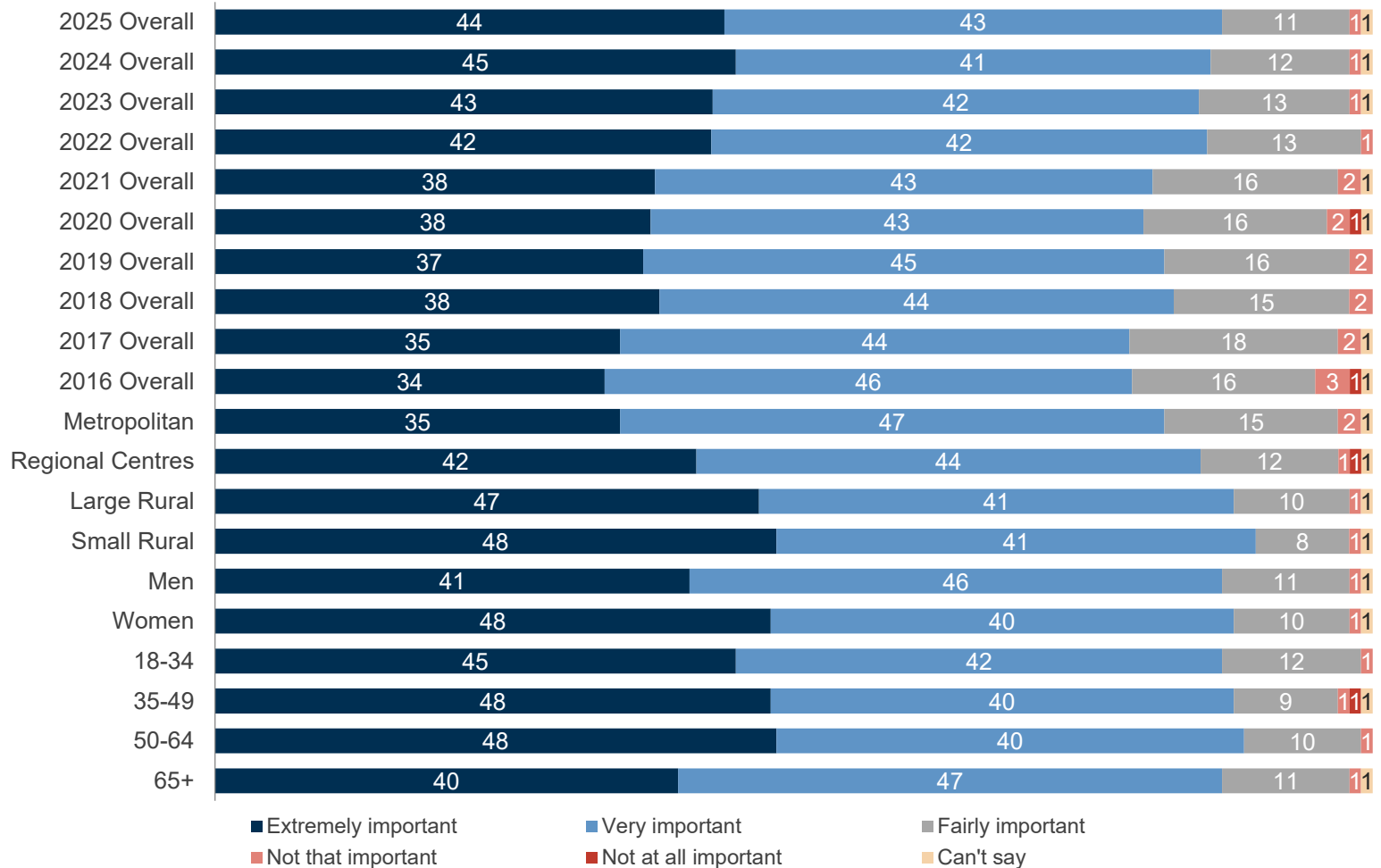
Base: All respondents. Councils asked State-wide: 17

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

The condition of sealed local roads in your area importance



2025 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	59▲	61	61	65	68	67	69	68	66	67
65+	47▲	47	50	55	58	56	58	55	54	56
18-34	47▲	46	48	55	58	56	57	55	56	58
Regional Centres	46	46	49	54	60	55	57	54	53	54
Men	45	46	48	53	57	54	56	53	53	54
Overall	45	45	48	53	57	54	56	53	53	54
Women	45	45	48	53	57	54	56	53	54	54
Small Rural	44▼	41	44	50	53	51	53	49	50	52
Interface	43	45	45	53	57	55	60	57	59	60
35-49	43▼	44	46	52	55	53	54	52	52	52
50-64	42▼	43	44	49	54	50	53	50	51	51
Large Rural	39▼	38	40	45	50	47	47	45	43	44

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

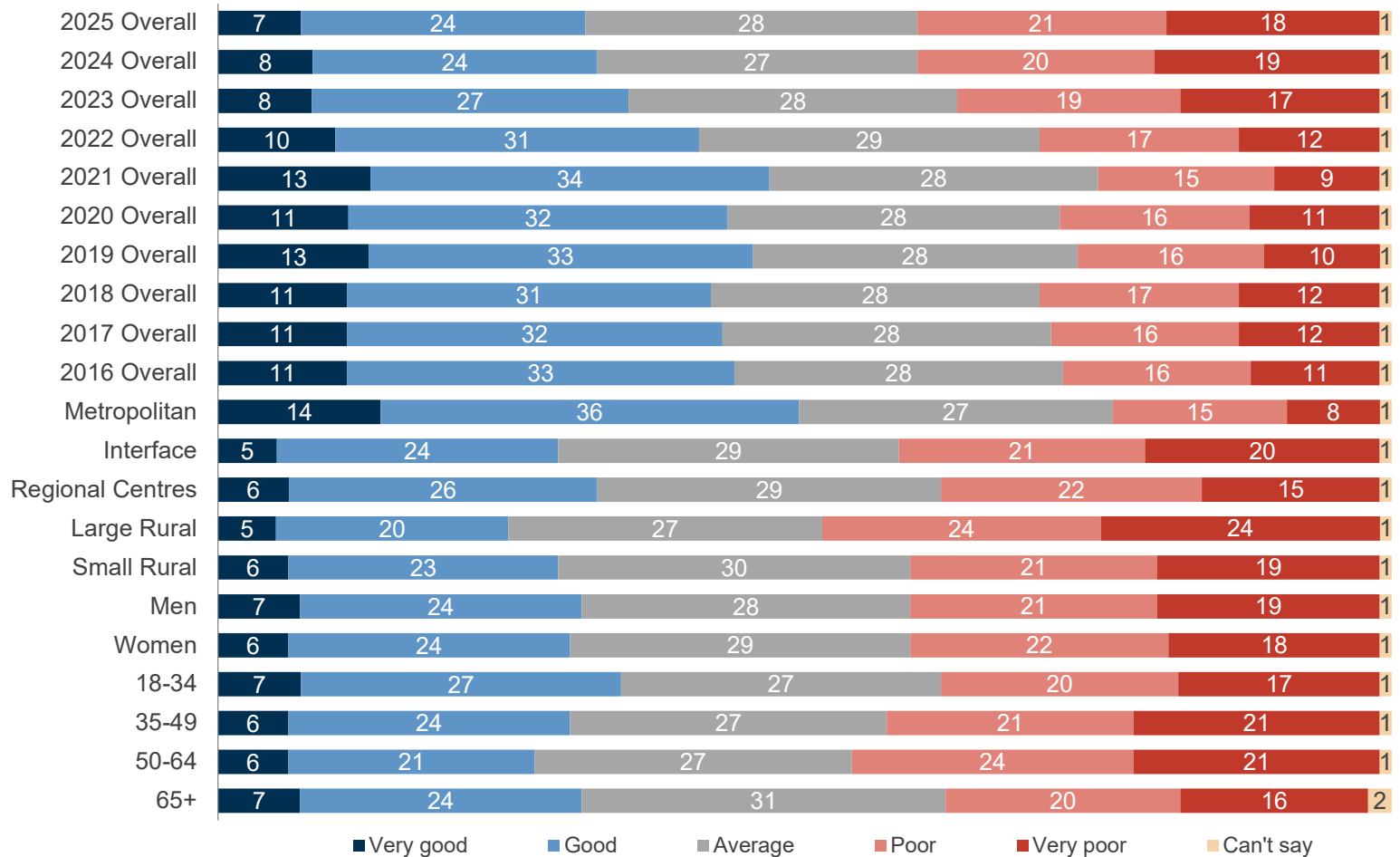
Base: All respondents. Councils asked State-wide: 56

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

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)

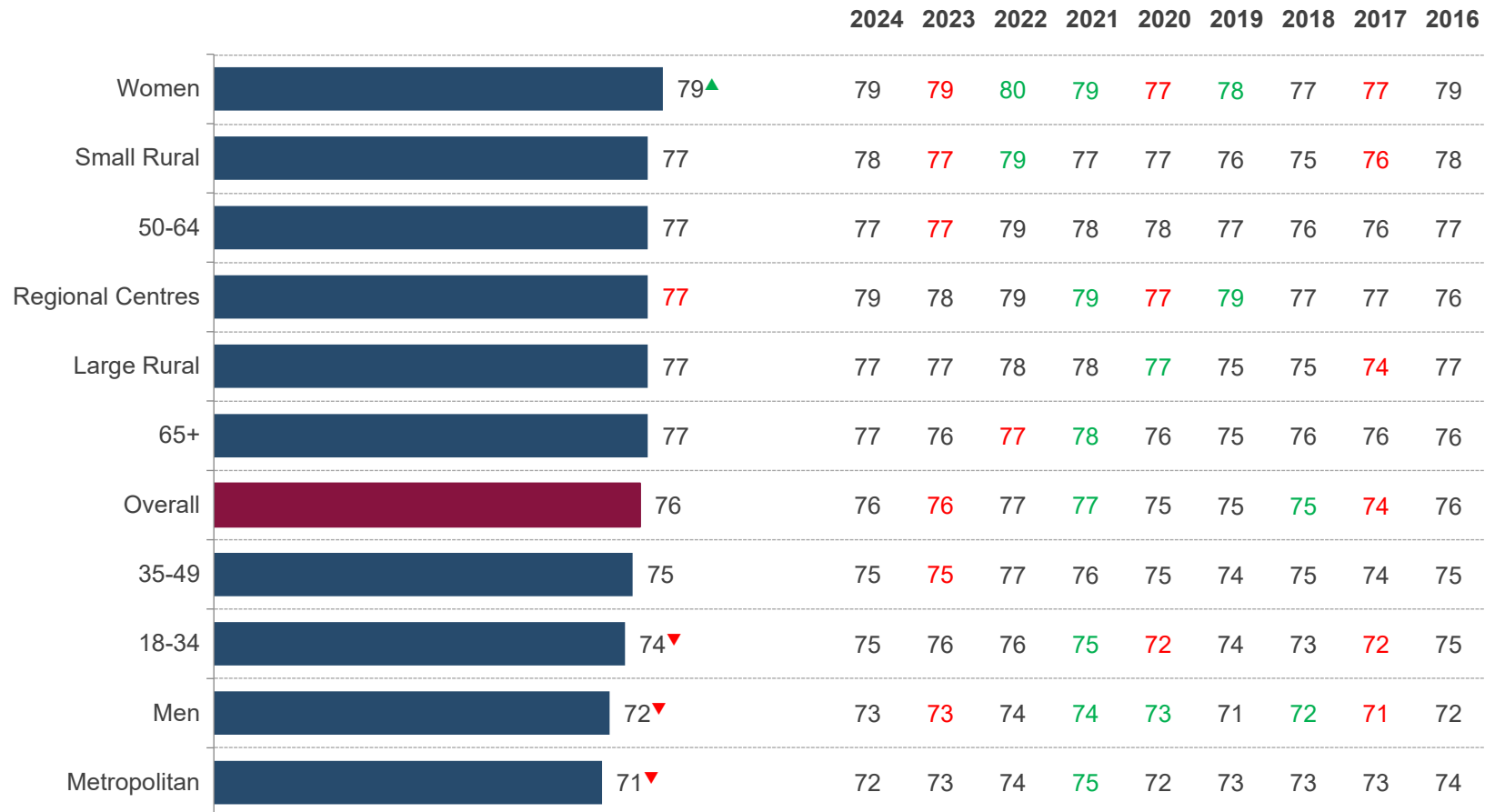




Informing the community importance



2025 informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16

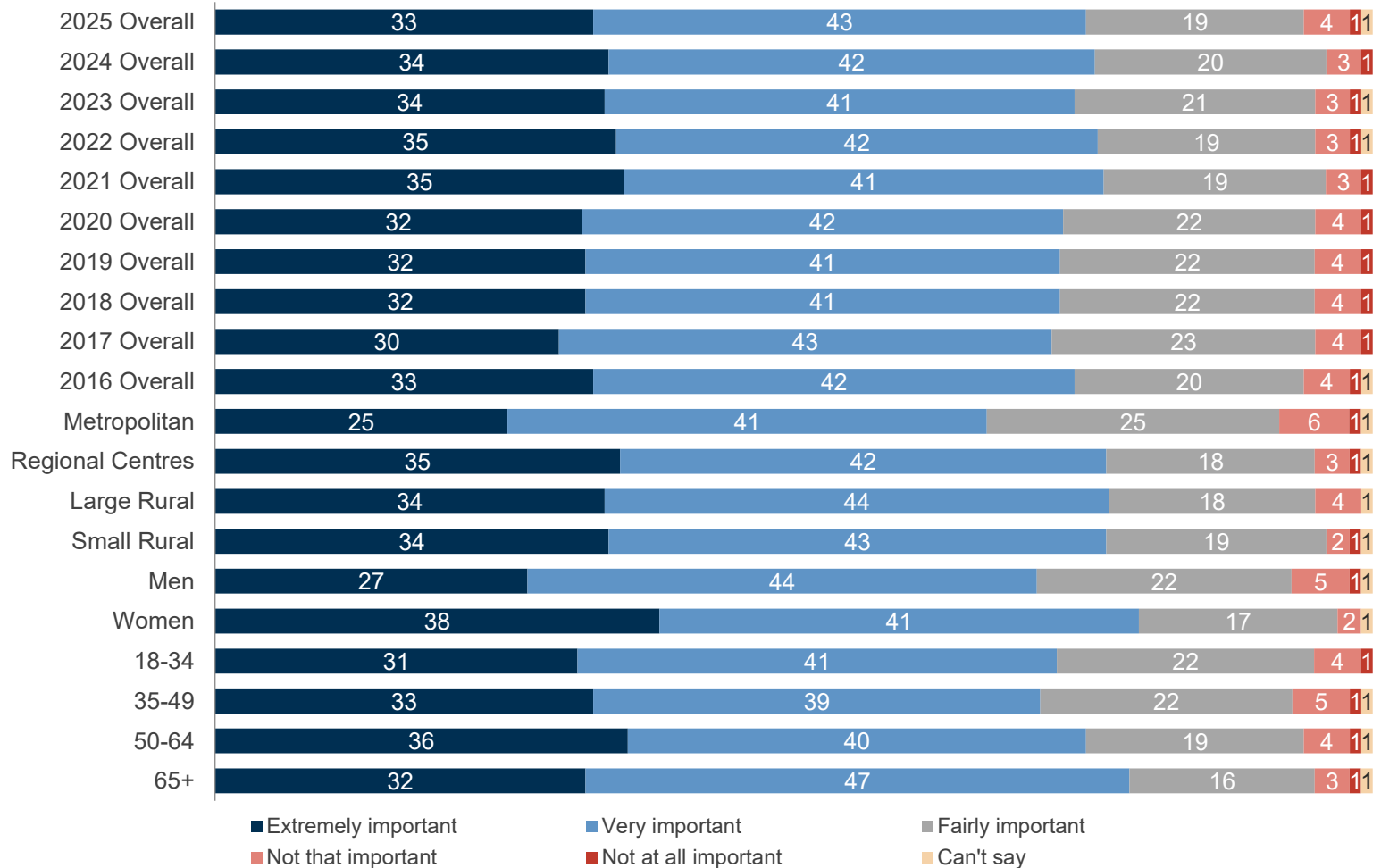
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2025 informing community importance (%)





Informing the community performance



2025 informing community performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	61▲	62	60	62	62	62	62	61	61	63
65+	58▲	58	58	60	61	60	60	60	61	59
Small Rural	57▲	56	58	59	61	58	58	56	58	58
Women	57▲	57	58	60	61	59	60	60	60	60
Overall	56	56	57	59	60	59	60	59	59	59
18-34	56	58	58	61	62	59	61	61	60	61
Men	55▼	56	57	58	60	58	59	58	58	58
35-49	55	55	57	58	59	58	60	58	59	59
Large Rural	54▼	53	54	56	59	59	61	59	60	56
50-64	54▼	54	54	56	57	56	57	56	57	56
Regional Centres	53▼	54	55	58	59	56	56	59	58	59
Interface	50▼	51	53	56	58	57	59	60	55	55

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29

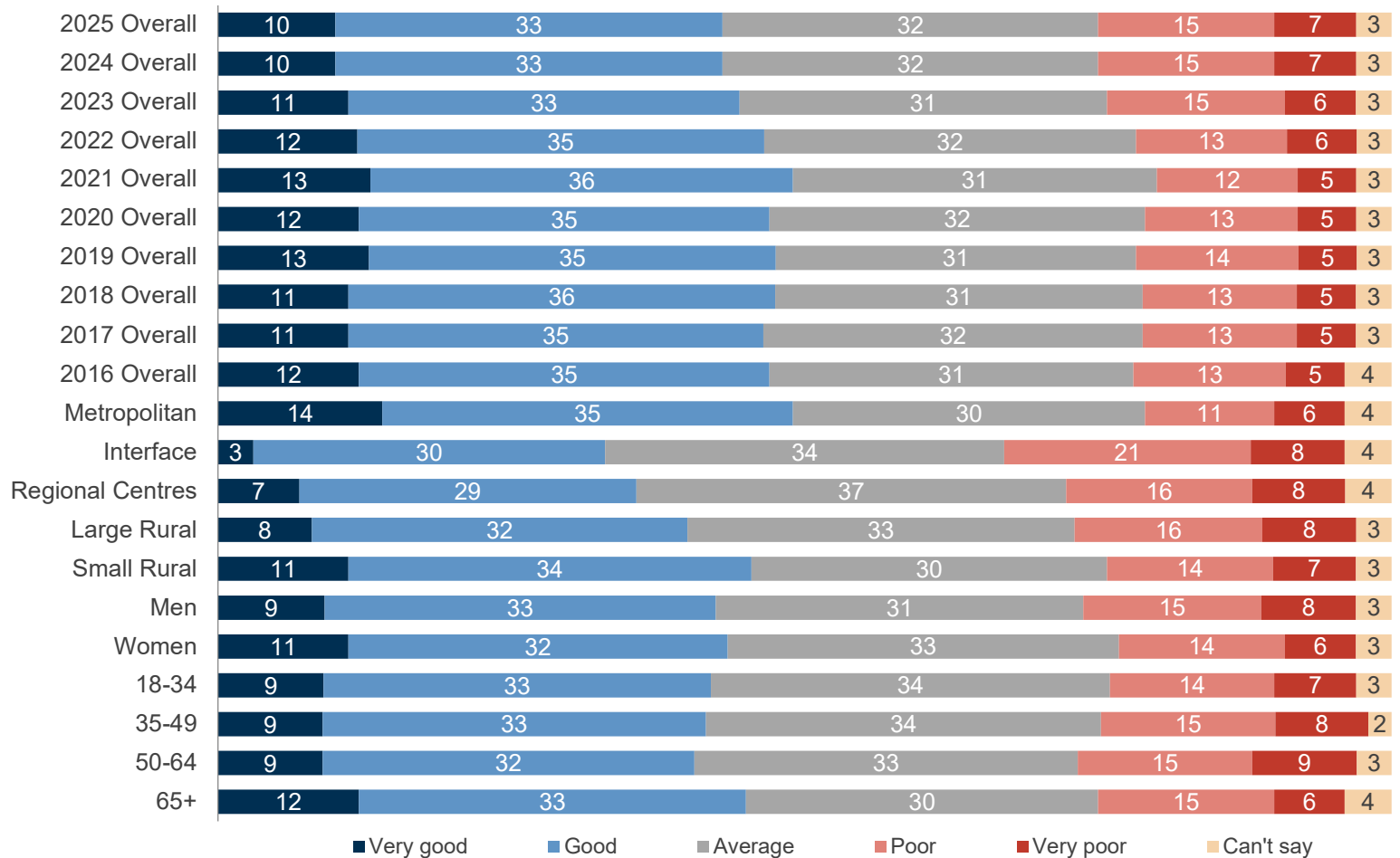
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2025 informing community performance (%)



The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	81▲	82	83	83	81	80	79	79	79	80
50-64	80	81	82	82	80	81	79	79	78	78
Regional Centres	80	80	81	80	78	78	77	79	77	77
35-49	80	81	81	82	80	79	78	78	78	78
Overall	79	80	81	81	79	78	77	78	77	77
Small Rural	79	80	80	80	77	77	77	76	76	75
Metropolitan	79	80	81	81	80	78	78	79	78	78
Large Rural	79	80	80	80	79	78	77	77	75	77
65+	79	80	80	80	80	79	78	78	78	77
18-34	78	80	81	78	77	74	75	75	74	76
Men	77▼	79	79	78	76	76	75	76	75	74

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

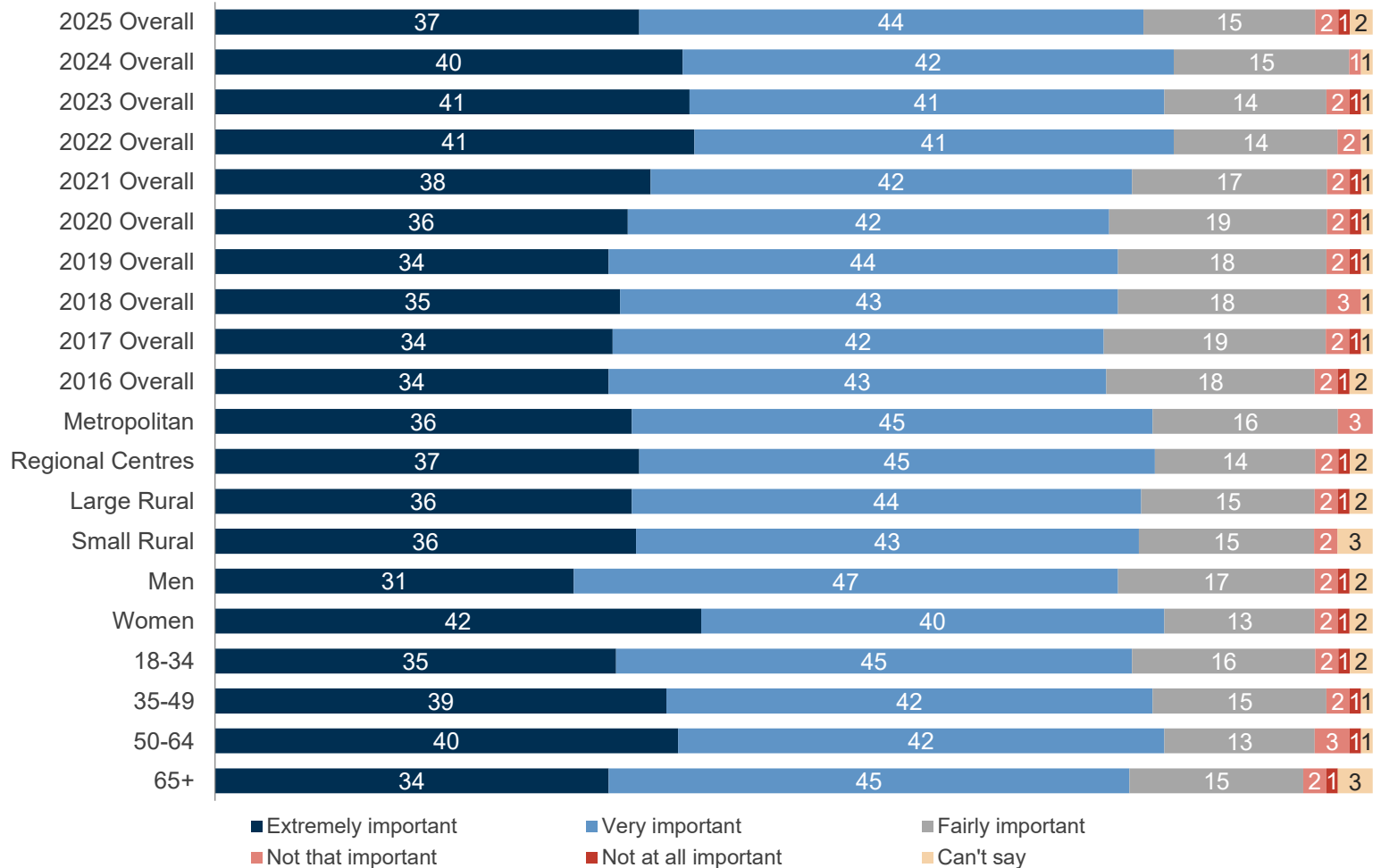
Base: All respondents. Councils asked State-wide: 17

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

The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	58▲	59	57	63	65	64	65	64	62	63
18-34	53	53	52	59	63	60	62	62	60	60
Small Rural	53	51	52	55	58	57	57	57	57	58
65+	53	53	53	57	58	57	58	58	57	57
Regional Centres	53	53	53	59	62	59	61	59	57	58
Men	53▲	53	53	57	61	59	60	59	57	58
Overall	52	52	52	57	59	58	59	58	57	57
Women	51▼	50	51	56	58	57	58	58	56	56
35-49	50▼	50	52	56	58	58	59	58	56	57
50-64	50▼	49	50	54	57	55	57	56	54	55
Large Rural	48▼	46	47	51	55	54	55	54	53	53
Interface	44▼	46	47	54	58	54	60	59	56	57

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

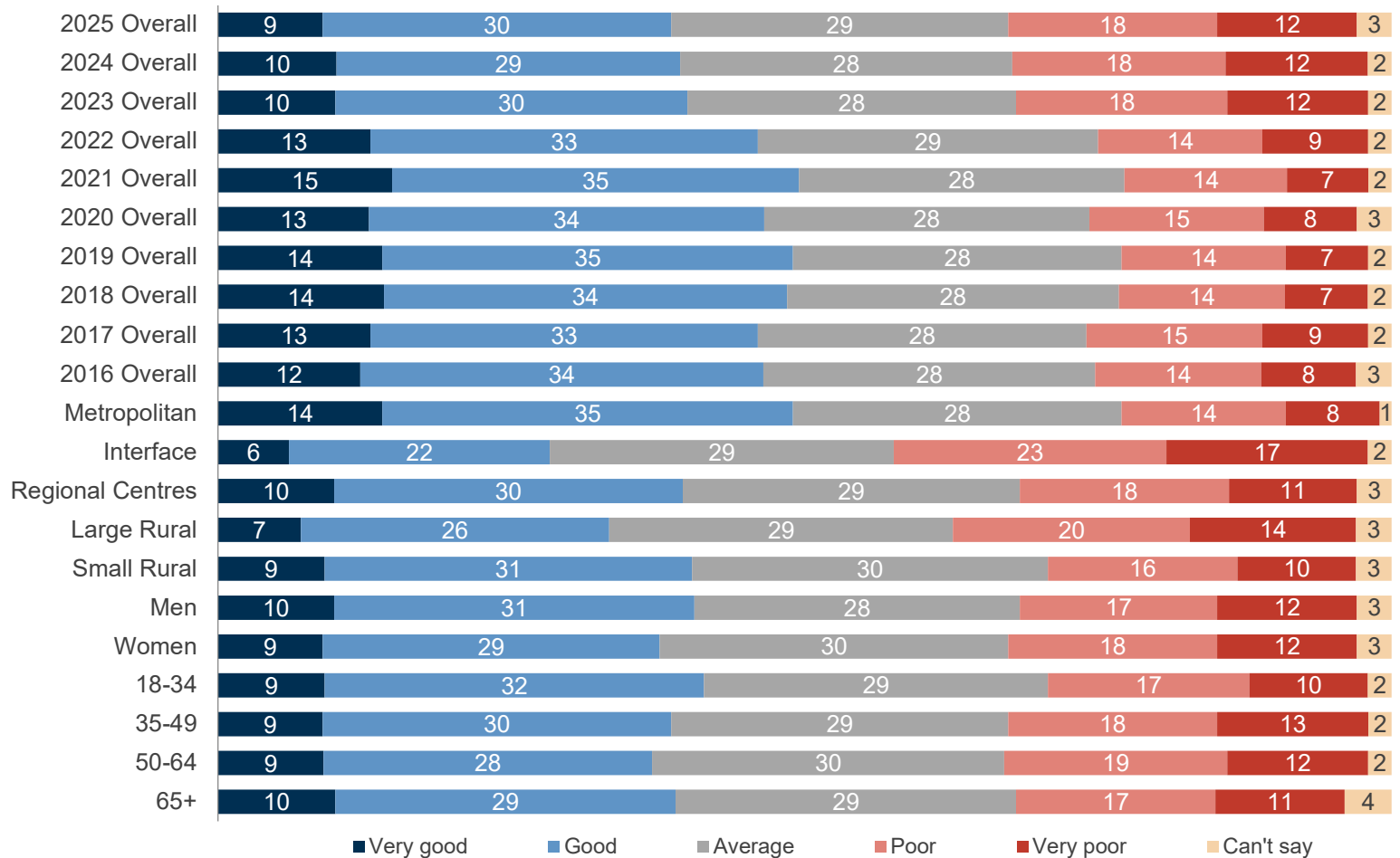
Base: All respondents. Councils asked State-wide: 27

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

The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (%)





Traffic management importance



2025 traffic management importance (index scores)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 2

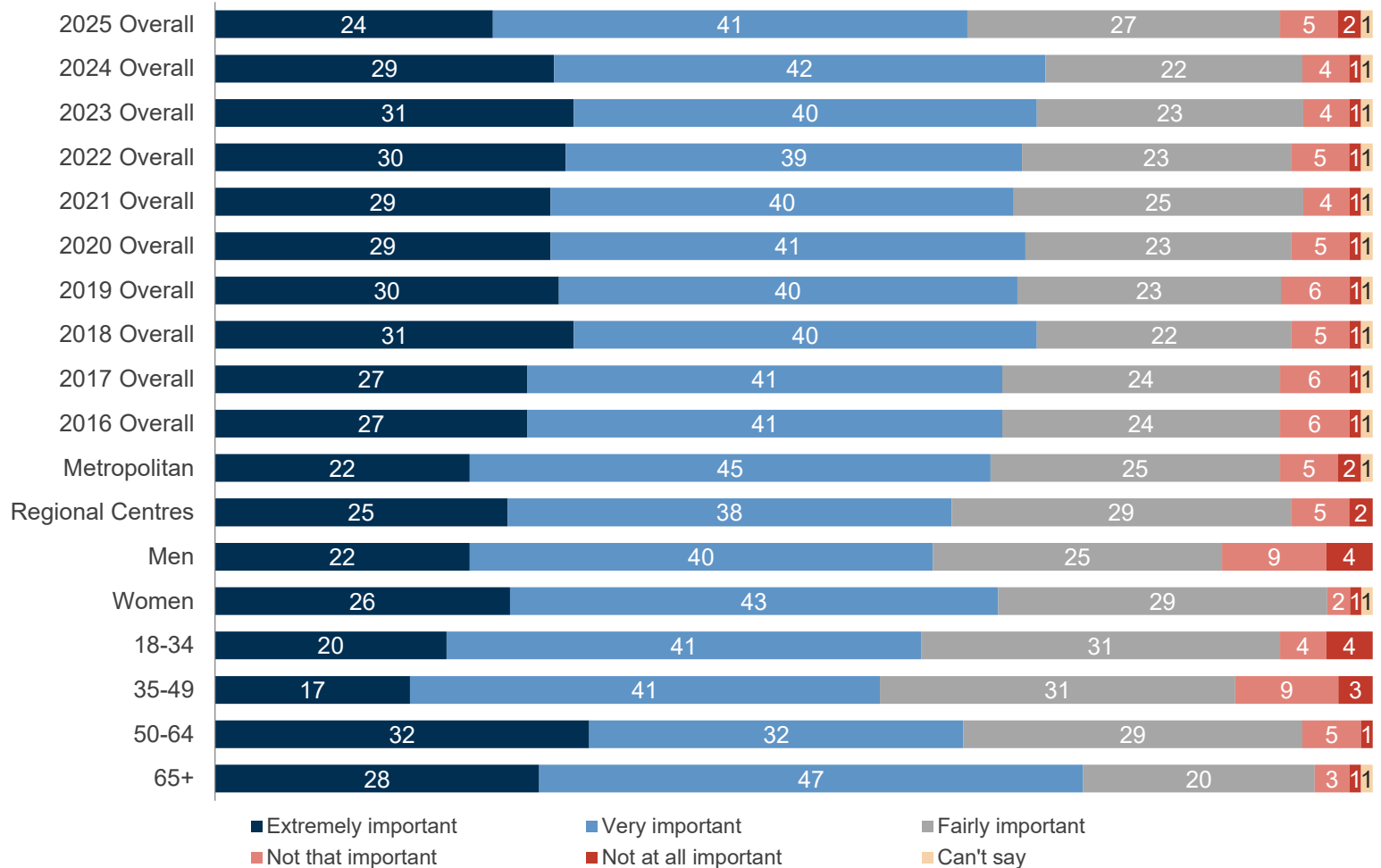
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2025 traffic management importance (%)





Traffic management performance



2025 traffic management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	63▲	58	64	66	67	64	66	65	67	65
Metropolitan	56▲	55	55	58	59	59	58	57	56	56
65+	55	55	55	58	59	59	59	57	60	60
Women	55	54	56	59	59	58	58	58	60	60
Regional Centres	55	53	55	57	60	56	60	56	61	59
18-34	55	55	56	59	61	60	59	58	61	61
Overall	54	53	55	58	59	58	58	57	59	59
35-49	53	52	53	58	57	55	56	55	58	57
Men	52▼	53	54	57	59	58	57	56	58	57
50-64	52	50	53	56	57	57	56	55	57	57
Interface	48▼	48	49	54	52	52	52	51	59	57
Large Rural	42▼	43	n/a	n/a	59	62	59	60	62	62

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

Base: All respondents. Councils asked State-wide: 8

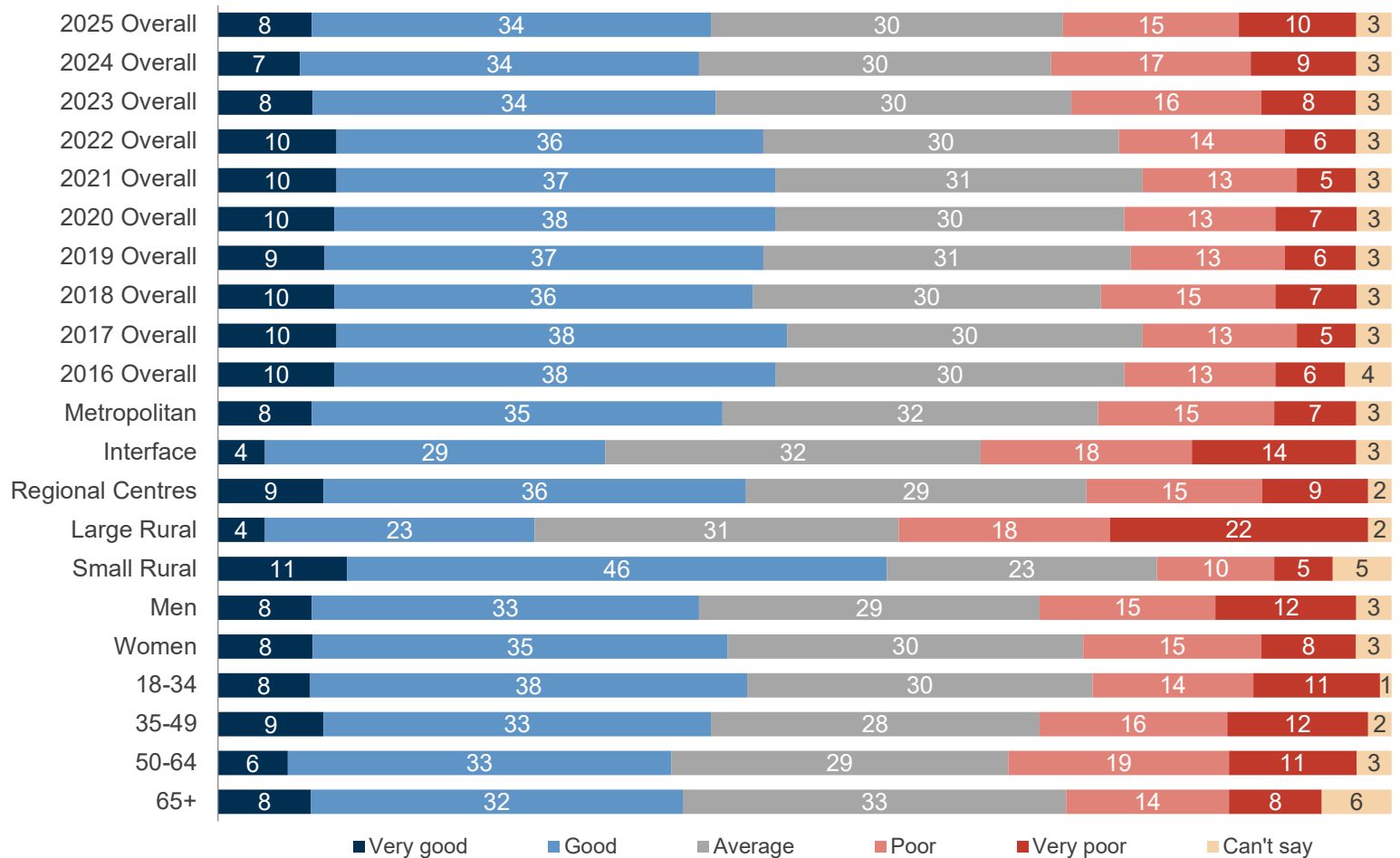
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2025 traffic management performance (%)

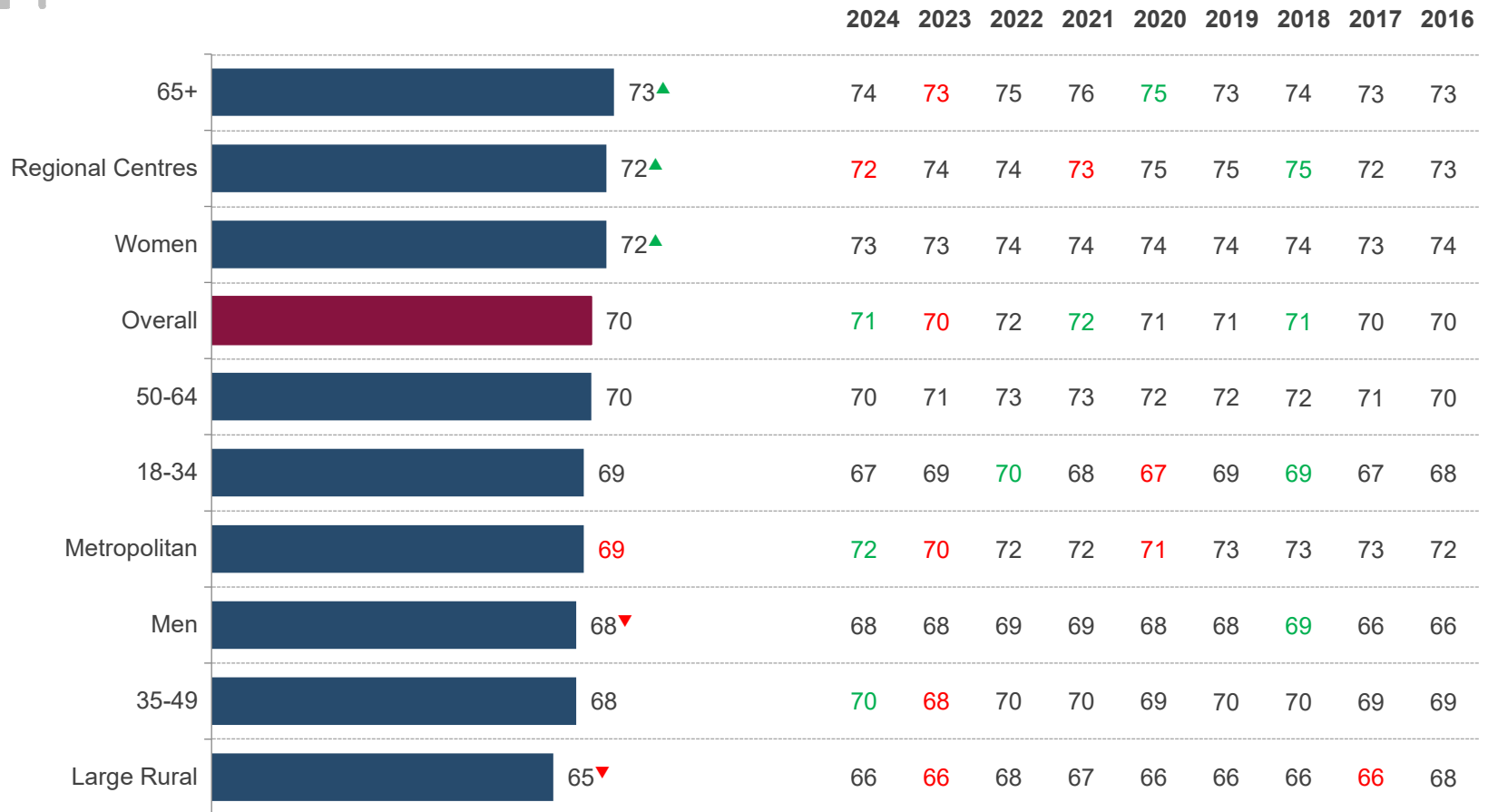




Parking facilities importance



2025 parking importance (index scores)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7

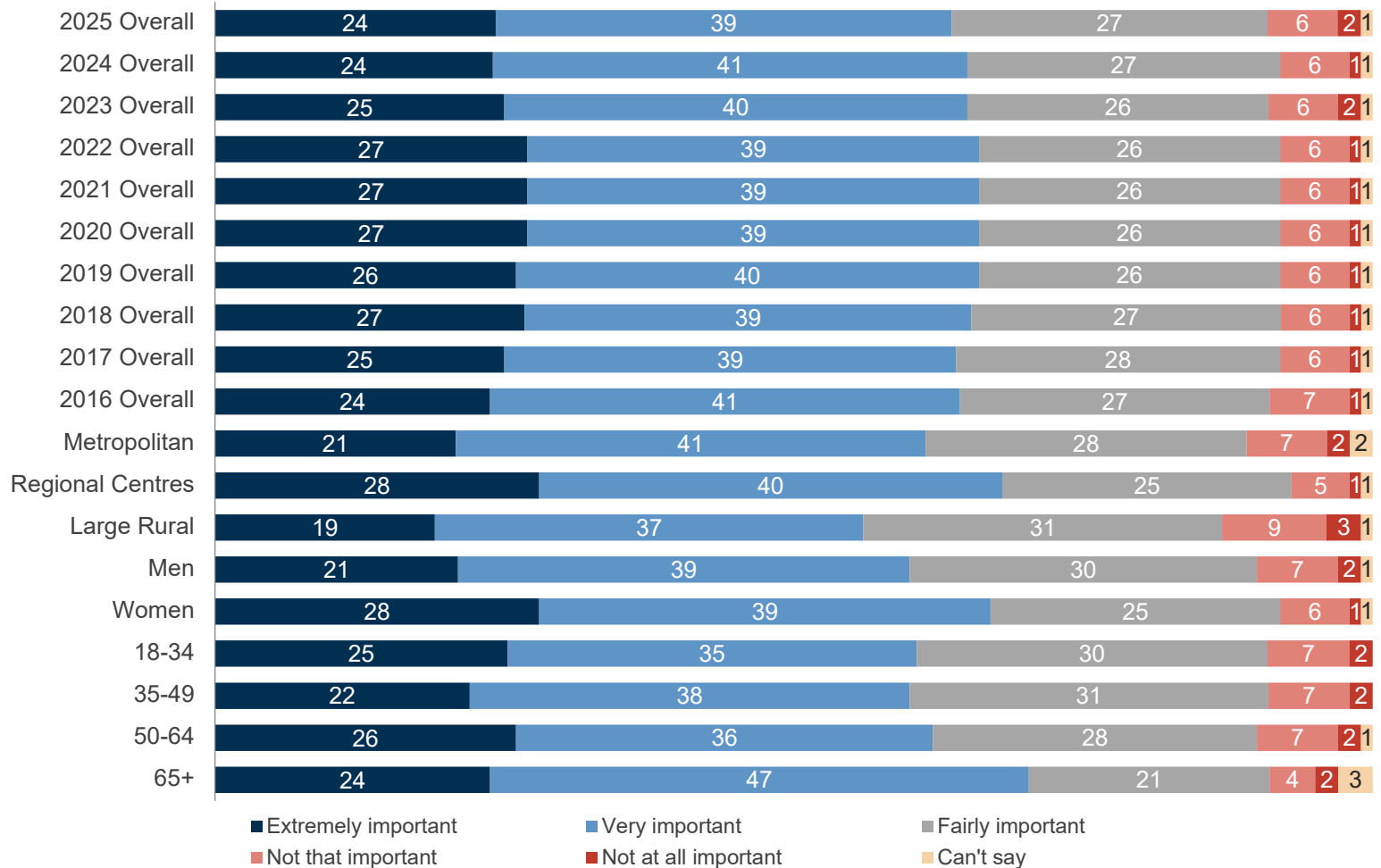
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2025 parking importance (%)





Parking facilities performance



2025 parking performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	63▲	59	60	60	62	60	60	60	63	61
35-49	55	54	55	58	58	56	56	56	56	57
65+	55	54	54	56	56	54	55	54	54	55
50-64	54	54	54	54	56	54	54	56	54	55
Interface	54	54	56	56	57	58	57	57	57	56
Women	54	54	54	57	57	54	55	55	55	56
Overall	54	54	55	57	58	55	56	56	55	56
Men	54	55	55	57	58	56	56	56	56	56
Metropolitan	54	54	54	58	58	56	55	55	53	54
18-34	53	57	55	59	60	57	57	58	56	57
Regional Centres	51▼	54	53	56	55	49	50	51	52	54
Large Rural	50▼	50	51	53	56	57	58	59	60	58

Q2. How has Council performed on 'Parking facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14

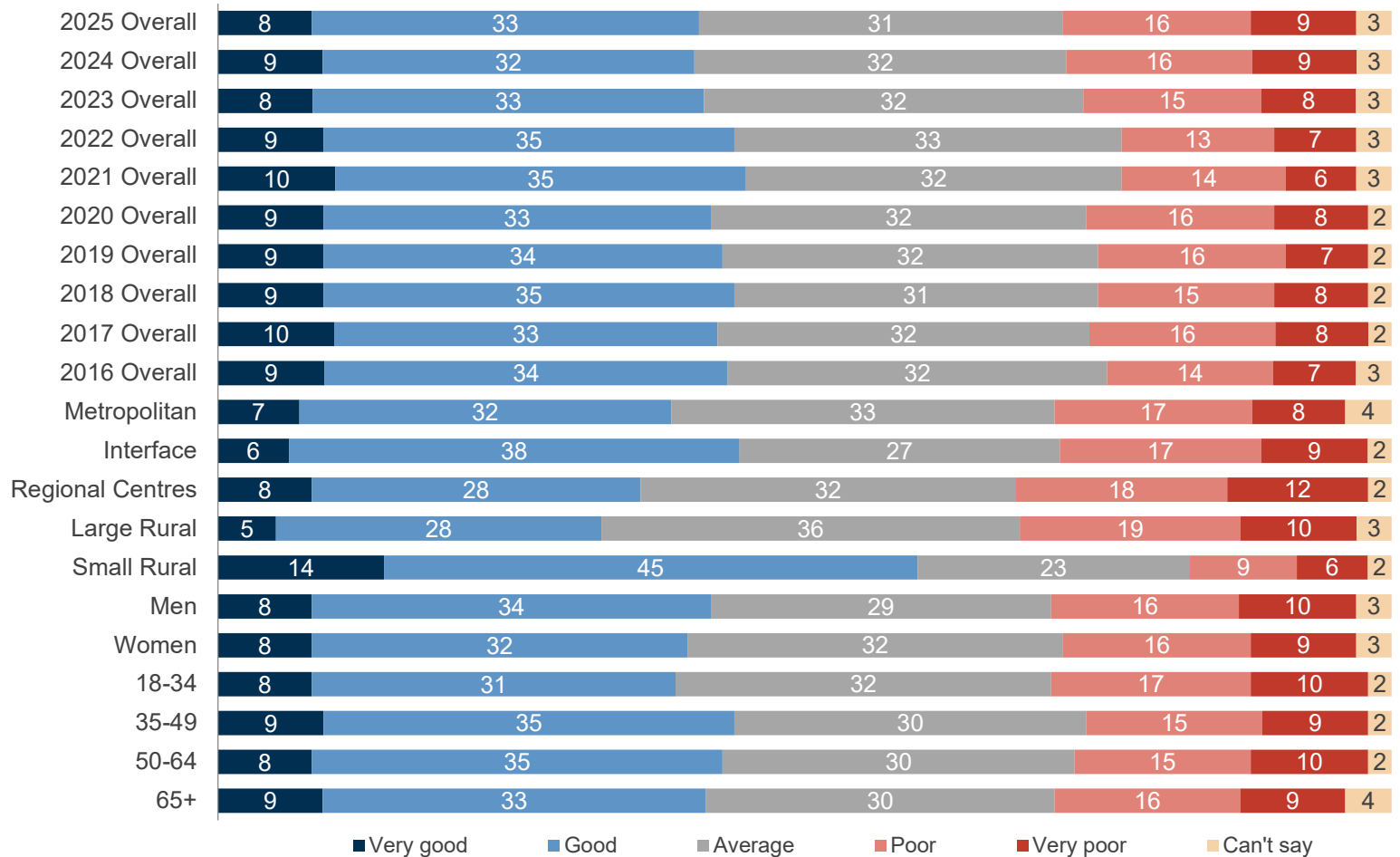
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2025 parking performance (%)

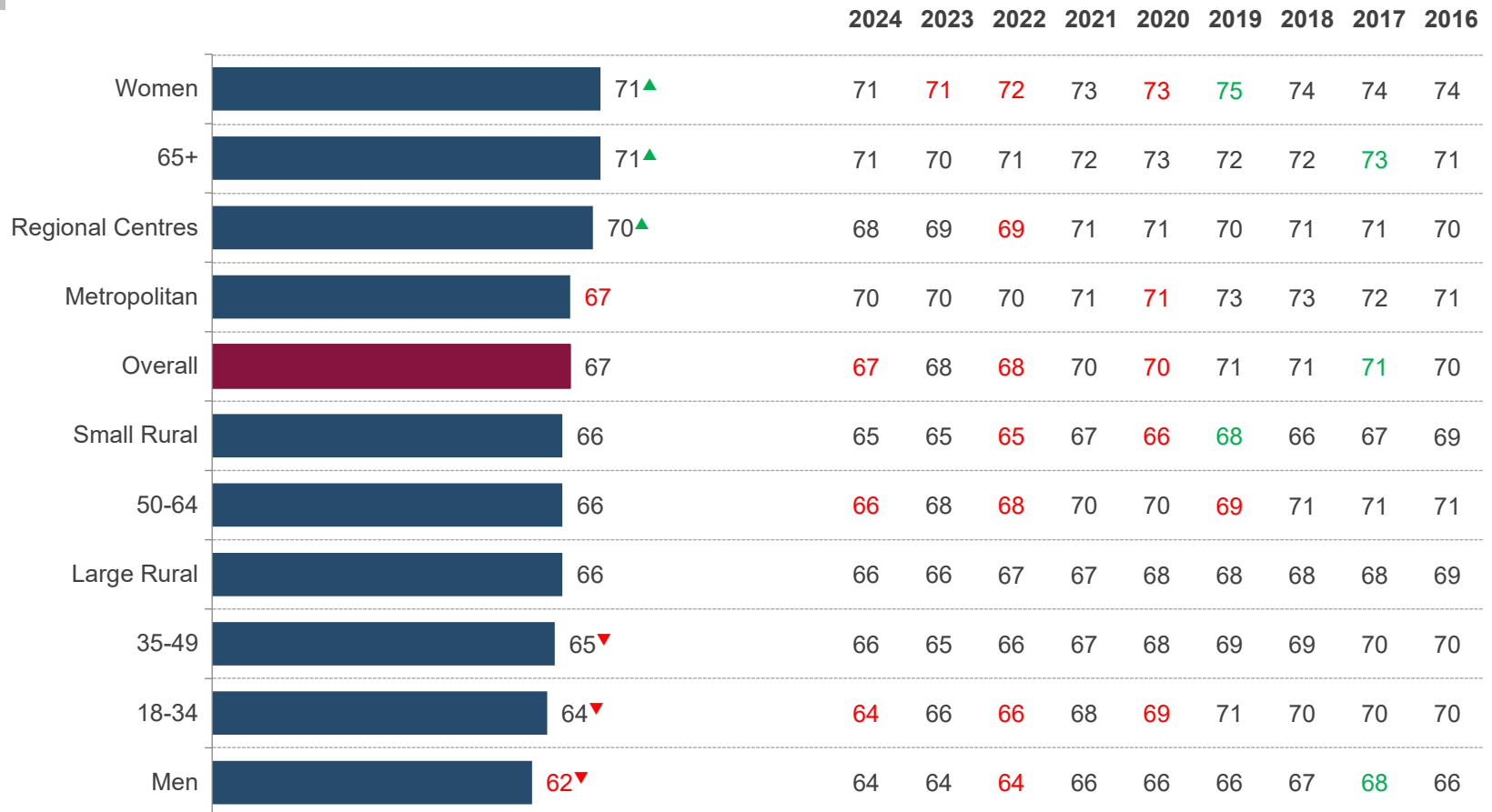




Enforcement of local laws importance



2025 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15

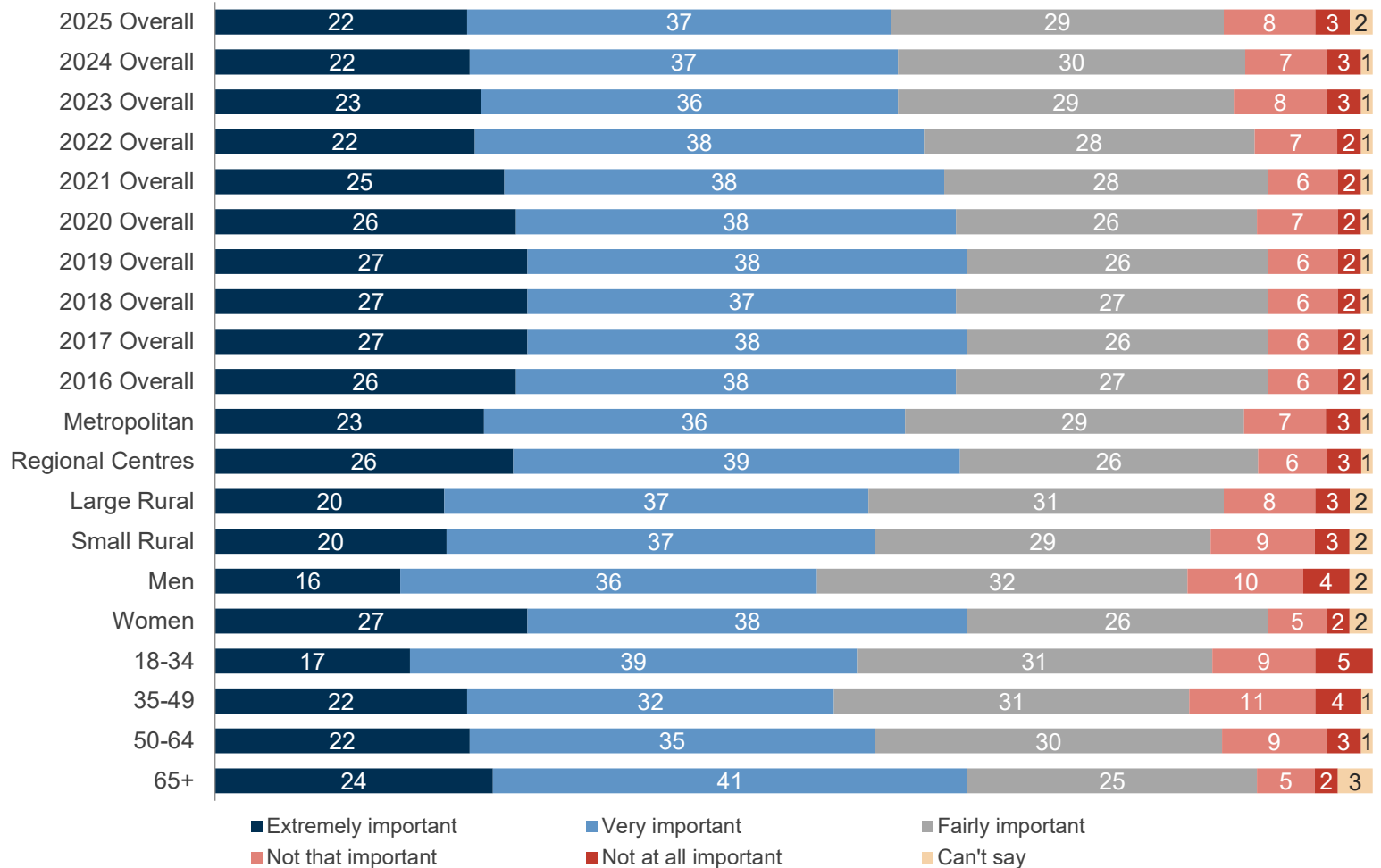
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2025 law enforcement importance (%)





Enforcement of local laws performance



2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	62▲	62	62	65	66	65	64	64	64	64
18-34	61▲	64	64	67	69	66	67	67	67	67
Women	61▲	62	62	65	66	64	65	65	65	65
Regional Centres	61▲	62	64	66	67	64	66	66	66	64
35-49	59	61	61	64	64	63	64	64	64	63
Overall	59	61	61	63	64	63	64	64	64	63
Large Rural	59	60	61	64	64	64	64	64	63	63
Small Rural	58▼	60	61	62	63	62	63	63	65	64
65+	58▼	59	60	62	63	62	62	62	63	62
50-64	58	59	59	61	61	60	61	61	61	61
Men	57▼	59	60	62	63	62	63	62	63	62
Interface	53▼	58	57	61	63	59	62	61	60	61

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26

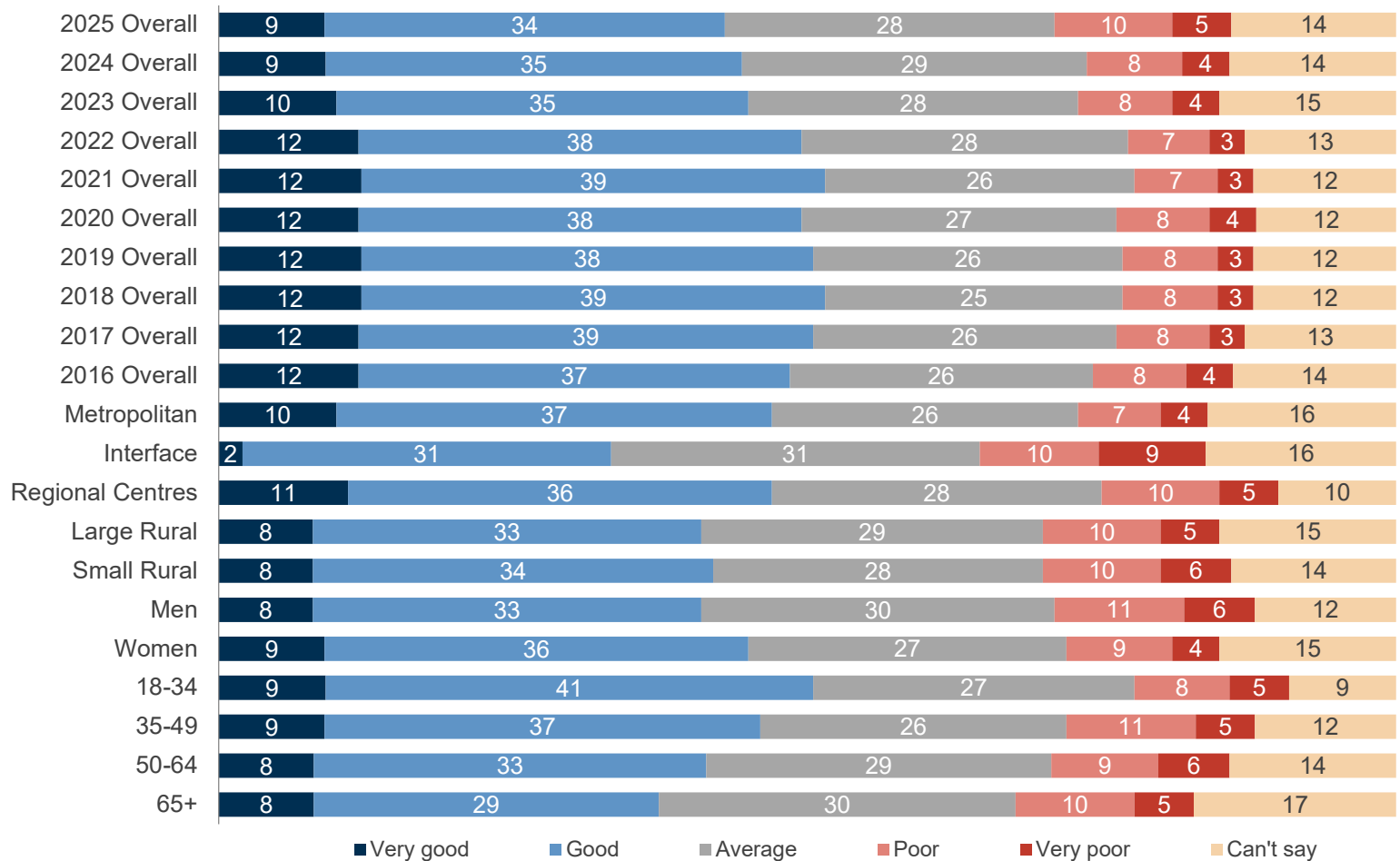
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)





Family support services importance



2025 family support importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	78▲	78	79	80	81	79	78	78	77	77
Regional Centres	74	74	76	76	78	76	75	75	76	73
18-34	74	76	77	78	79	76	76	76	76	75
35-49	74	76	75	77	76	75	74	74	73	74
Overall	73	74	75	76	76	75	74	74	73	73
Large Rural	72	74	74	75	75	74	73	72	72	72
50-64	72	73	73	75	75	74	72	72	72	70
Metropolitan	72	74	75	76	76	75	75	75	73	73
65+	72	72	73	75	74	74	72	72	71	71
Small Rural	71▼	72	74	75	76	74	71	69	71	72
Men	67▼	70	70	72	72	71	69	69	69	68

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 11

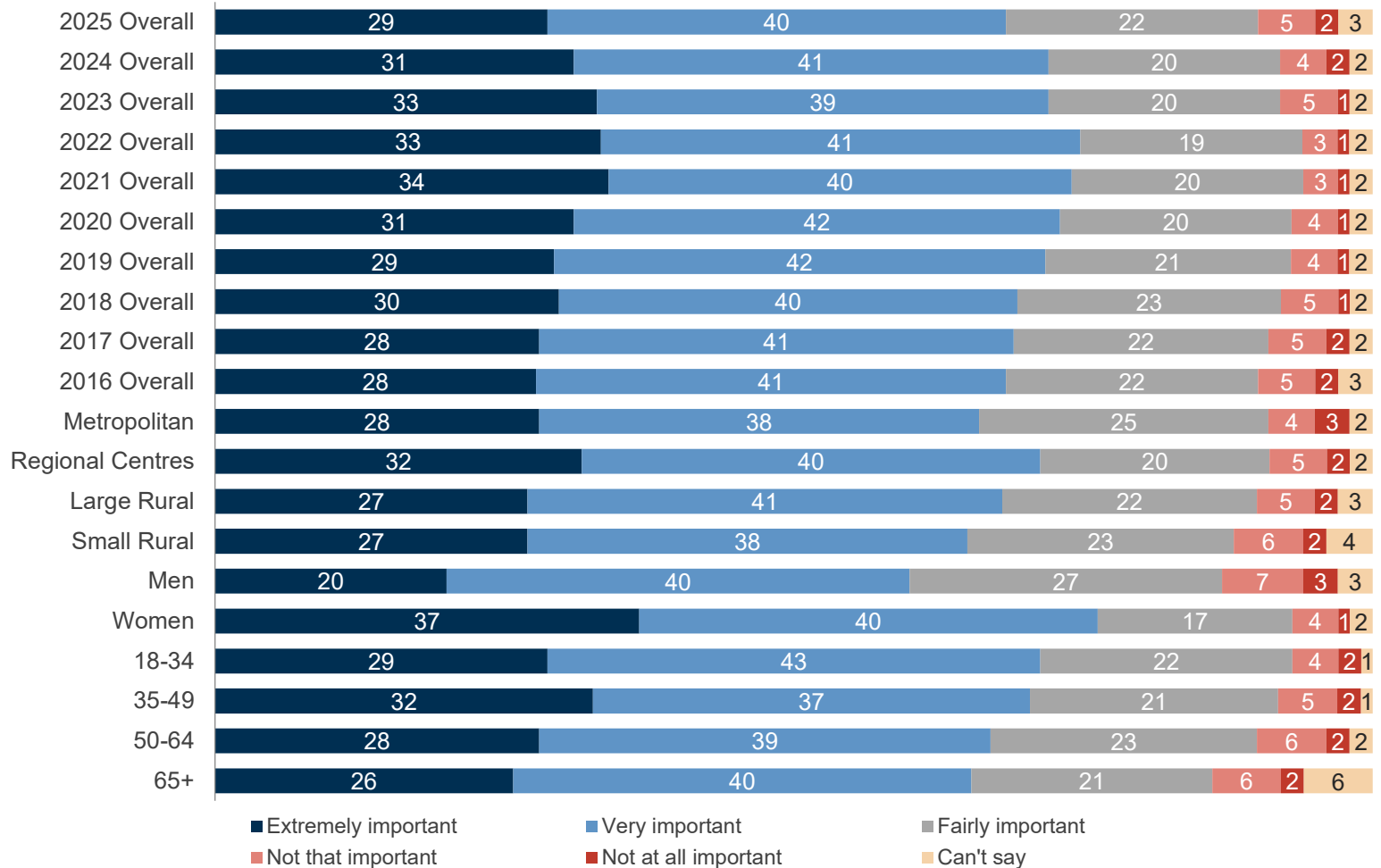
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2025 family support importance (%)





Family support services performance



2025 family support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	66▲	66	65	66	67	69	69	68	68	69
65+	64▲	66	64	69	69	69	70	68	70	69
Regional Centres	62	62	64	67	66	65	68	66	67	66
18-34	62	63	62	65	64	65	67	67	67	66
Men	62	63	62	65	66	65	67	66	66	66
Overall	62	63	63	65	66	66	67	66	67	66
Women	62	62	63	65	66	66	67	67	67	67
Small Rural	61	61	62	64	66	66	68	67	68	66
Large Rural	61	62	61	64	66	64	65	65	65	64
35-49	61	61	63	64	65	65	67	67	66	66
50-64	60▼	59	61	62	65	63	64	63	64	62
Interface	59▼	59	57	64	65	63	67	67	65	65

Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24

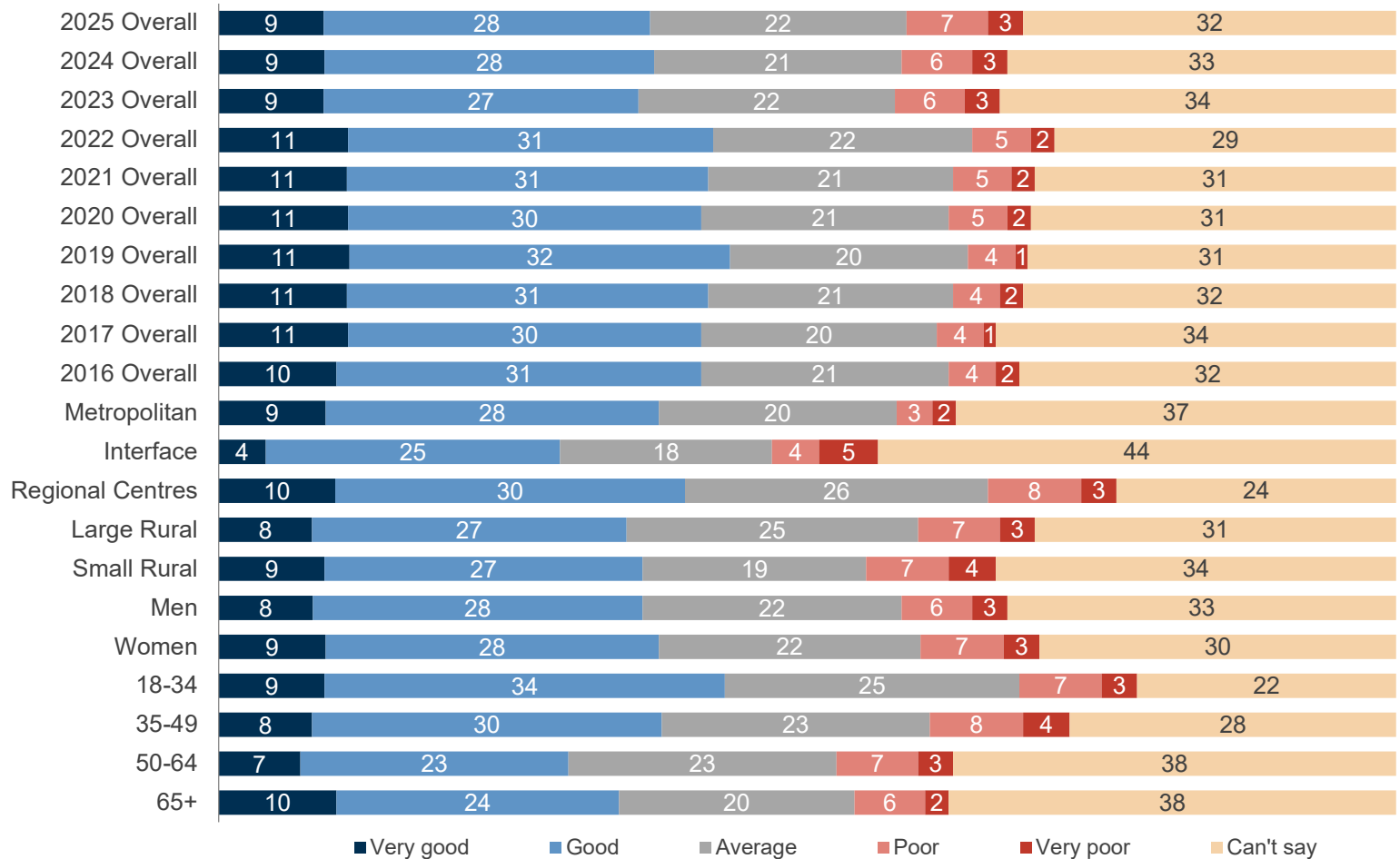
Note: Please see Appendix A for explanation of significant differences.



Family support services performance

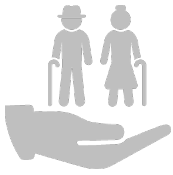


2025 family support performance (%)





Elderly support services importance



2025 elderly support importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	82▲	84	83	85	85	83	84	83	82	82
Small Rural	80	82	82	82	83	81	80	80	79	79
18-34	80	79	79	81	81	78	78	77	76	77
Regional Centres	80	80	80	83	82	80	81	80	80	78
Overall	79	80	80	82	82	80	80	79	78	78
50-64	79	80	82	83	84	82	82	81	80	79
65+	79	81	80	82	82	81	80	80	79	79
Large Rural	79	79	79	81	80	80	79	78	78	78
35-49	78	80	79	82	80	78	79	79	77	78
Metropolitan	76▼	79	78	80	81	78	79	79	77	78
Men	75▼	76	77	79	78	76	76	75	74	75

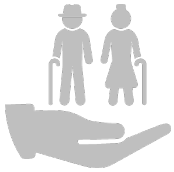
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 6

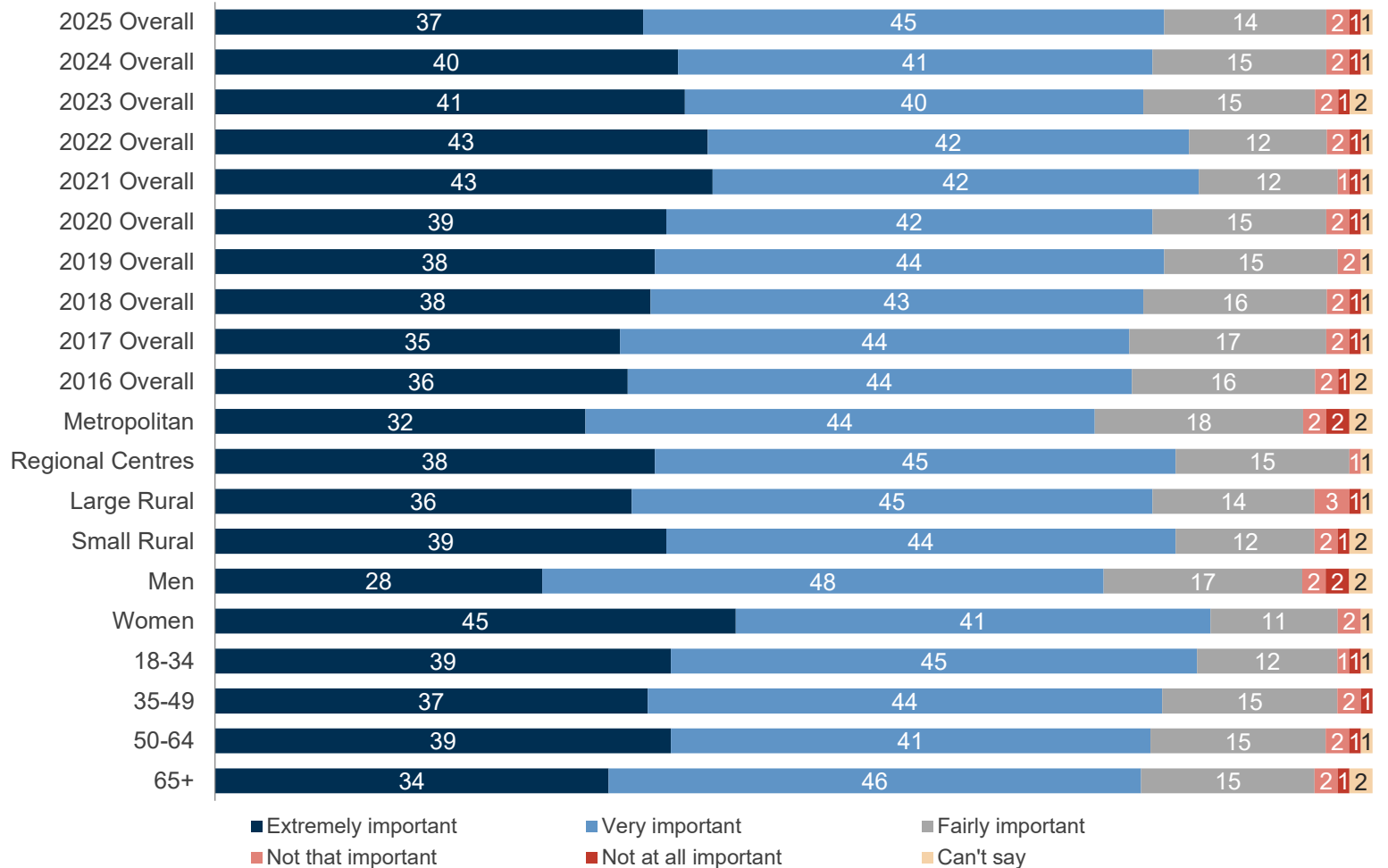
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2025 elderly support importance (%)





Elderly support services performance



2025 elderly support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	66▲	67	65	69	72	72	72	70	72	71
Small Rural	66▲	65	66	70	72	71	71	69	71	70
Men	64	65	63	67	69	68	69	67	68	67
Metropolitan	63	64	64	65	66	67	67	67	67	69
Large Rural	63	62	63	65	68	67	67	67	67	66
Overall	63	63	63	67	69	68	68	68	68	68
50-64	63	60	61	64	67	66	66	65	66	66
35-49	62	60	62	65	66	65	67	67	66	65
Women	62	62	63	66	68	68	68	68	68	69
Regional Centres	60▼	62	61	65	65	63	67	66	68	66
18-34	59▼	62	61	66	67	66	67	67	67	67
Interface	51▼	53	52	64	67	65	66	67	64	59

Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 16

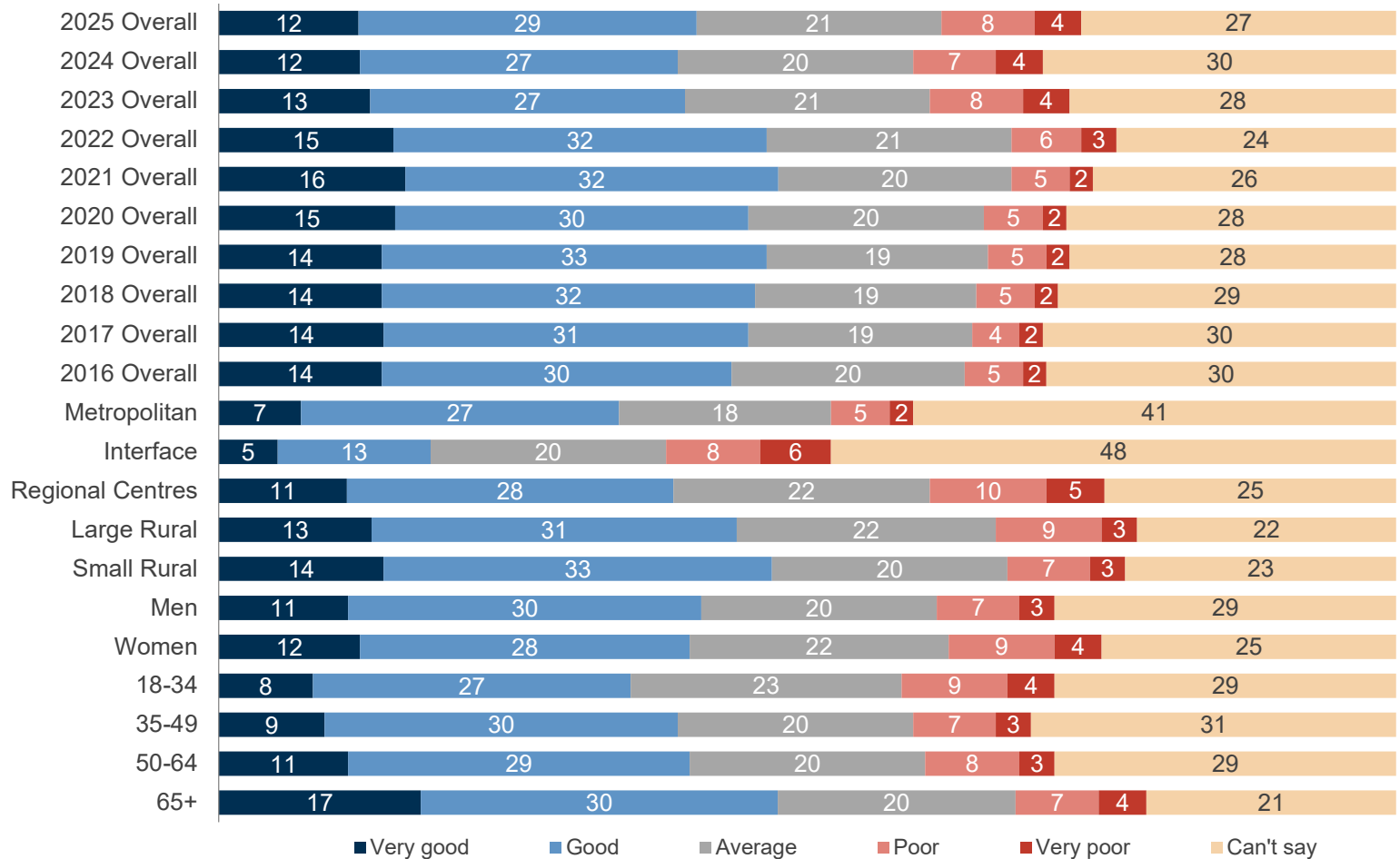
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2025 elderly support performance (%)





Disadvantaged support services importance



2025 disadvantaged support importance (index scores)



Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 2

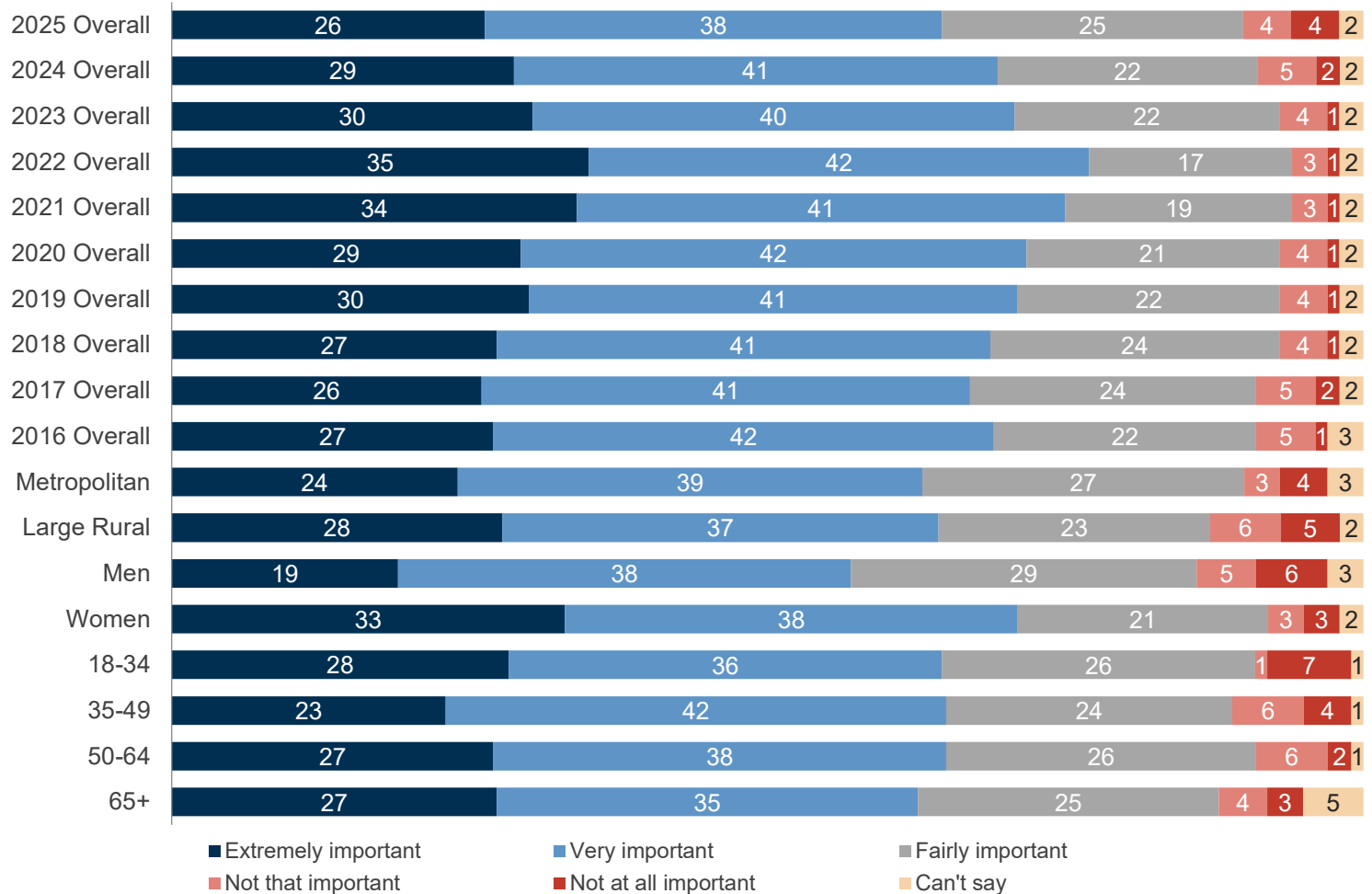
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2025 disadvantaged support importance (%)





Disadvantaged support services performance



2025 disadvantaged support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Men	60▲	60	60	64	65	62	63	63	62	61
Metropolitan	60▲	62	61	63	64	62	63	61	62	62
65+	59	61	60	64	65	62	65	64	64	64
18-34	59	58	59	63	64	61	61	62	61	60
35-49	58	58	58	62	62	59	61	61	60	59
Large Rural	58	59	58	62	64	61	61	61	61	61
Overall	58	58	59	62	63	60	62	61	61	61
Regional Centres	58	54	58	62	63	59	63	61	63	59
Women	56▼	57	57	61	62	59	60	60	61	60
50-64	54▼	56	57	59	63	58	60	58	59	59
Interface	54▼	49	51	60	62	59	60	62	56	58

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 7

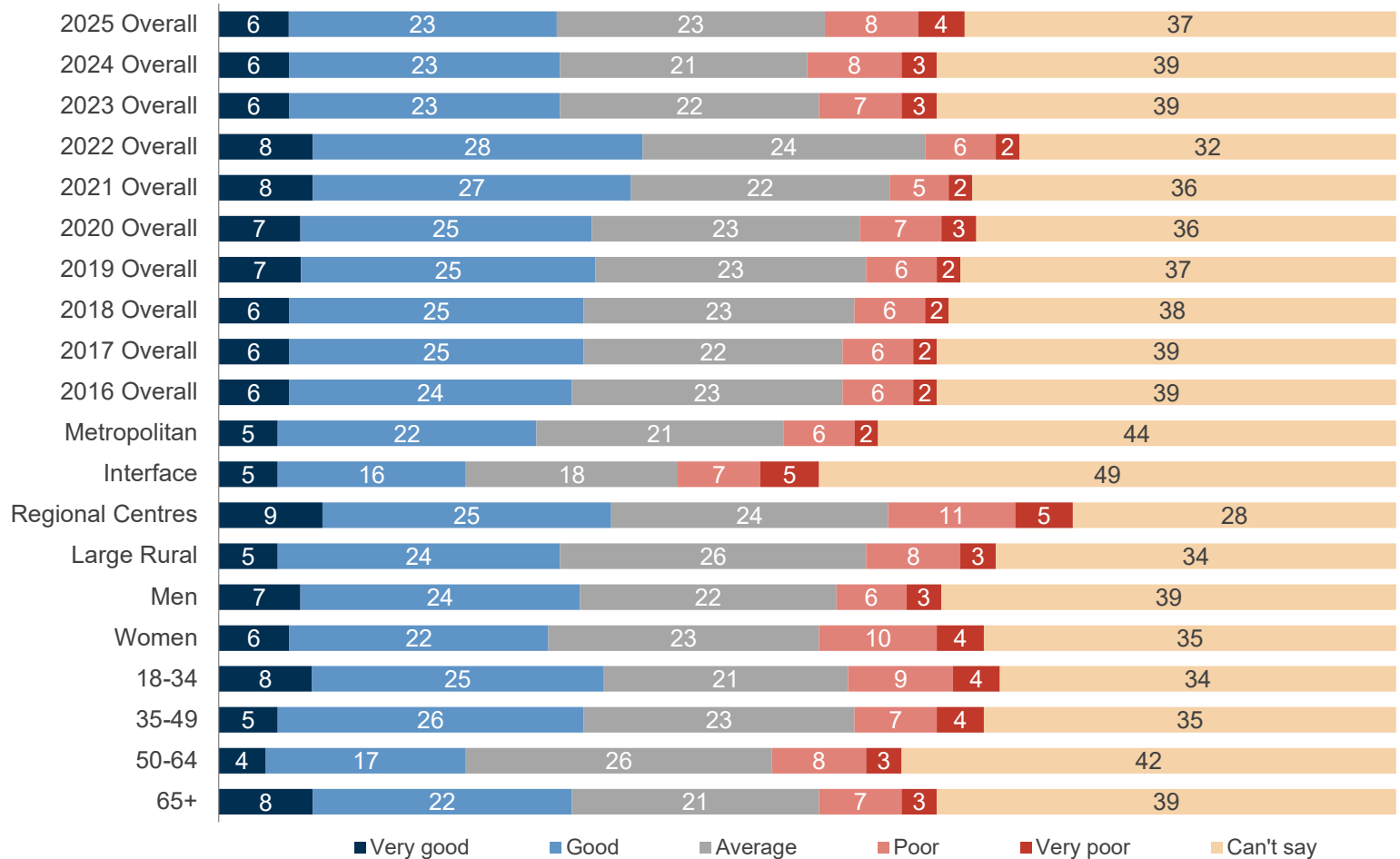
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2025 disadvantaged support performance (%)





Recreational facilities importance



2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	75▲	76	75	77	76	75	75	75	74	75
Women	74▲	74	75	76	75	74	73	75	74	75
50-64	74	74	74	74	74	74	73	74	73	73
Regional Centres	74	73	73	75	74	72	72	74	73	73
Small Rural	73	73	73	74	73	73	72	72	71	72
Metropolitan	73	73	74	74	74	72	72	73	73	73
Overall	73	73	73	74	74	72	72	73	72	73
18-34	72▼	73	73	73	72	69	70	72	71	72
Large Rural	72▼	73	73	74	73	72	72	74	72	72
65+	72▼	71	71	73	73	72	71	72	71	71
Men	71▼	72	72	73	72	71	70	72	70	71

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22

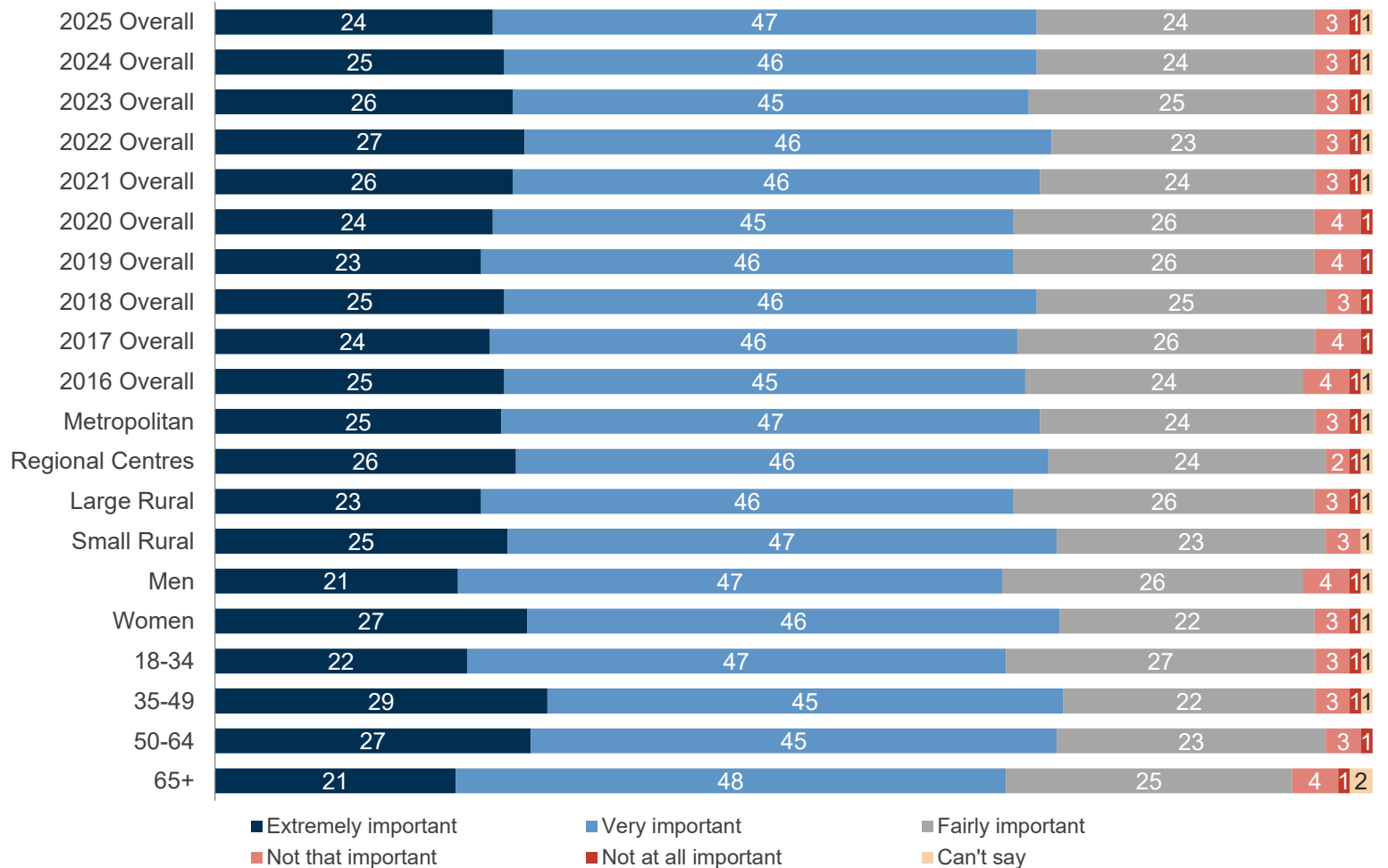
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2025 recreational facilities importance (%)





Recreational facilities performance



2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	74▲	74	72	73	75	74	75	74	73	73
65+	70▲	71	71	72	74	73	74	72	73	72
Regional Centres	68	69	69	72	74	70	71	70	69	70
Men	67	68	68	69	71	70	70	69	69	69
Overall	67	68	68	69	71	70	70	69	70	69
Women	67	68	68	70	71	70	71	70	70	69
50-64	66	67	67	68	70	68	69	68	69	67
Small Rural	66▼	67	67	69	69	68	68	69	69	68
18-34	65▼	68	67	69	70	69	70	69	68	69
Large Rural	65▼	64	65	66	68	67	68	66	66	65
35-49	65▼	65	65	67	69	68	68	68	68	67
Interface	62▼	63	66	67	68	67	70	68	66	67

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

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

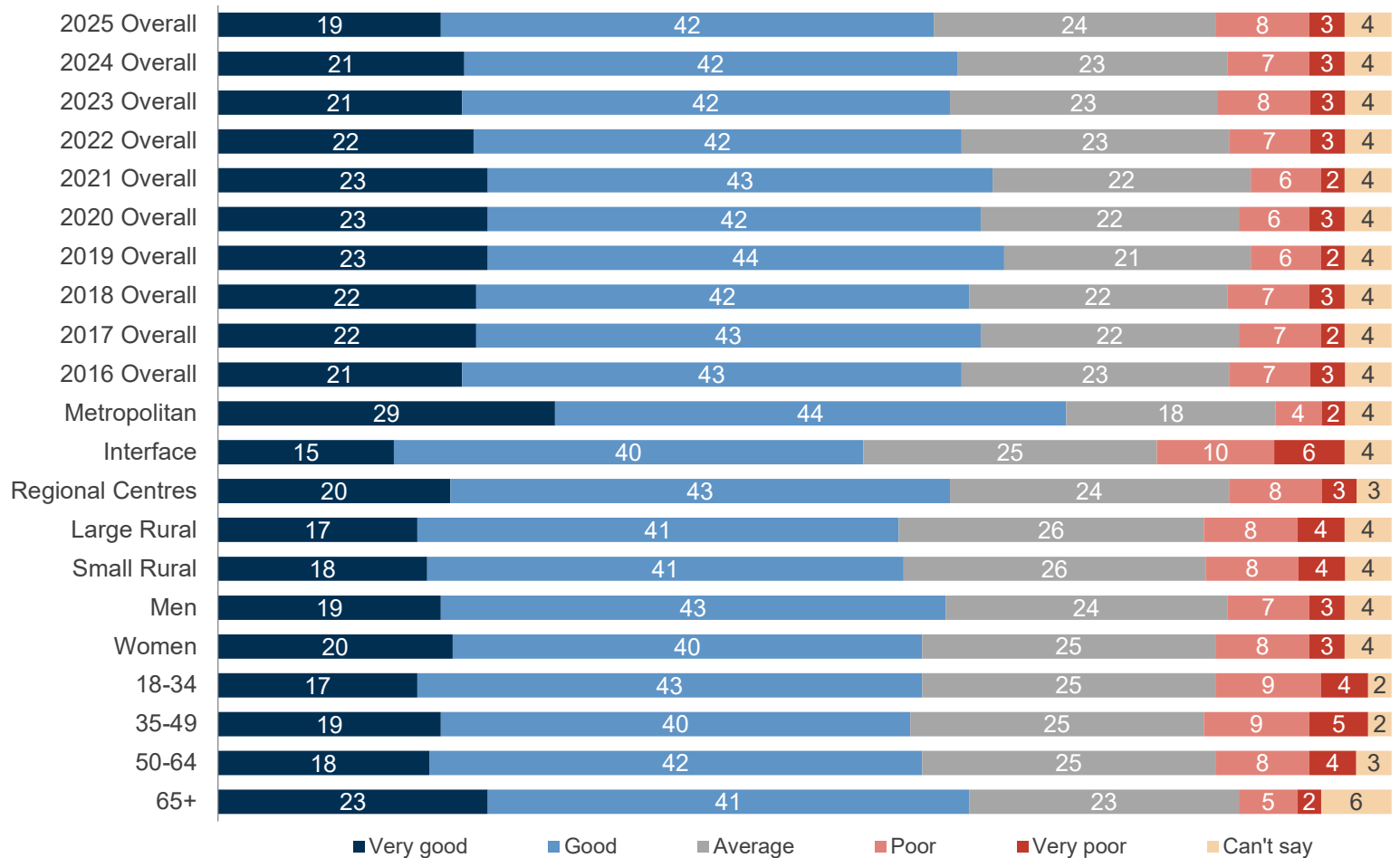
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2025 recreational facilities performance (%)





The appearance of public areas importance



2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	76▲	76	76	77	77	75	75	76	76	76
50-64	75	75	76	77	76	76	75	75	75	75
Small Rural	75▲	74	74	74	74	74	74	74	74	74
Metropolitan	74	75	75	76	76	73	74	74	75	74
65+	74	74	74	76	75	74	74	75	75	75
Regional Centres	74	74	75	75	74	74	73	74	74	74
Overall	74	74	74	75	75	74	73	74	74	74
35-49	74	75	75	76	76	74	74	75	75	75
Large Rural	73▼	74	73	75	75	73	73	73	73	74
18-34	73▼	73	73	73	74	71	71	71	72	72
Men	72▼	73	73	73	73	72	71	72	72	72

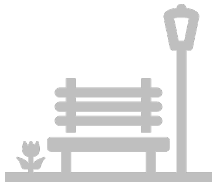
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22

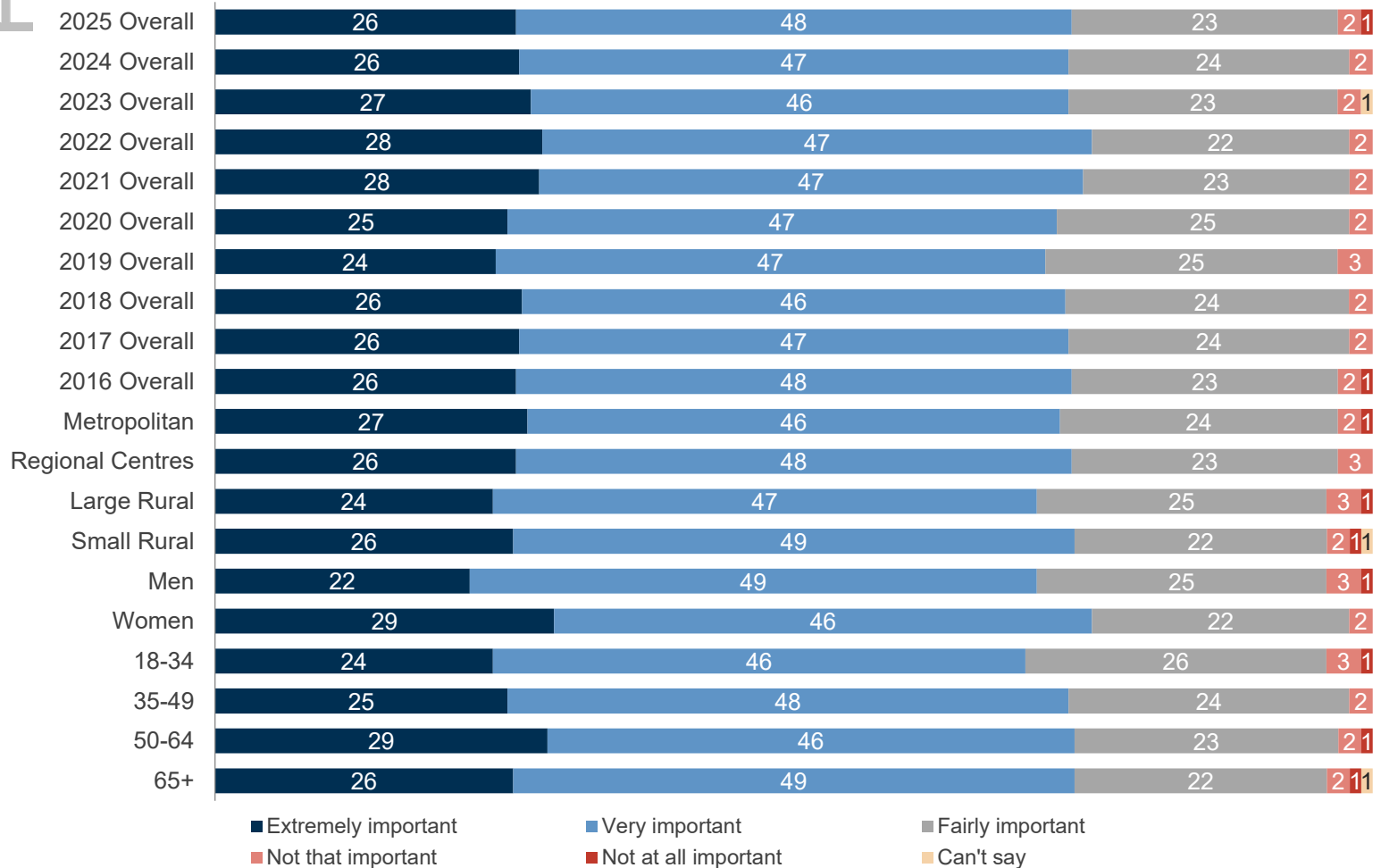
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2025 public areas importance (%)





The appearance of public areas performance



2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	71▲	70	68	72	74	73	74	73	72	72
Small Rural	70▲	71	71	73	75	72	73	72	74	73
65+	70▲	70	69	72	73	72	73	72	72	72
Women	69▲	68	68	71	73	72	73	72	72	71
Overall	68	68	67	71	73	72	72	71	71	71
Regional Centres	68	70	71	73	75	72	74	73	73	73
Men	68	68	67	70	73	71	72	71	71	71
35-49	67▼	66	66	70	72	72	72	71	72	71
50-64	67▼	67	66	68	72	70	71	70	69	69
18-34	67▼	68	67	72	74	72	73	71	72	72
Large Rural	66▼	66	65	67	70	71	70	69	69	69
Interface	58▼	56	56	62	68	65	69	68	66	66

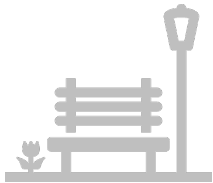
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 37

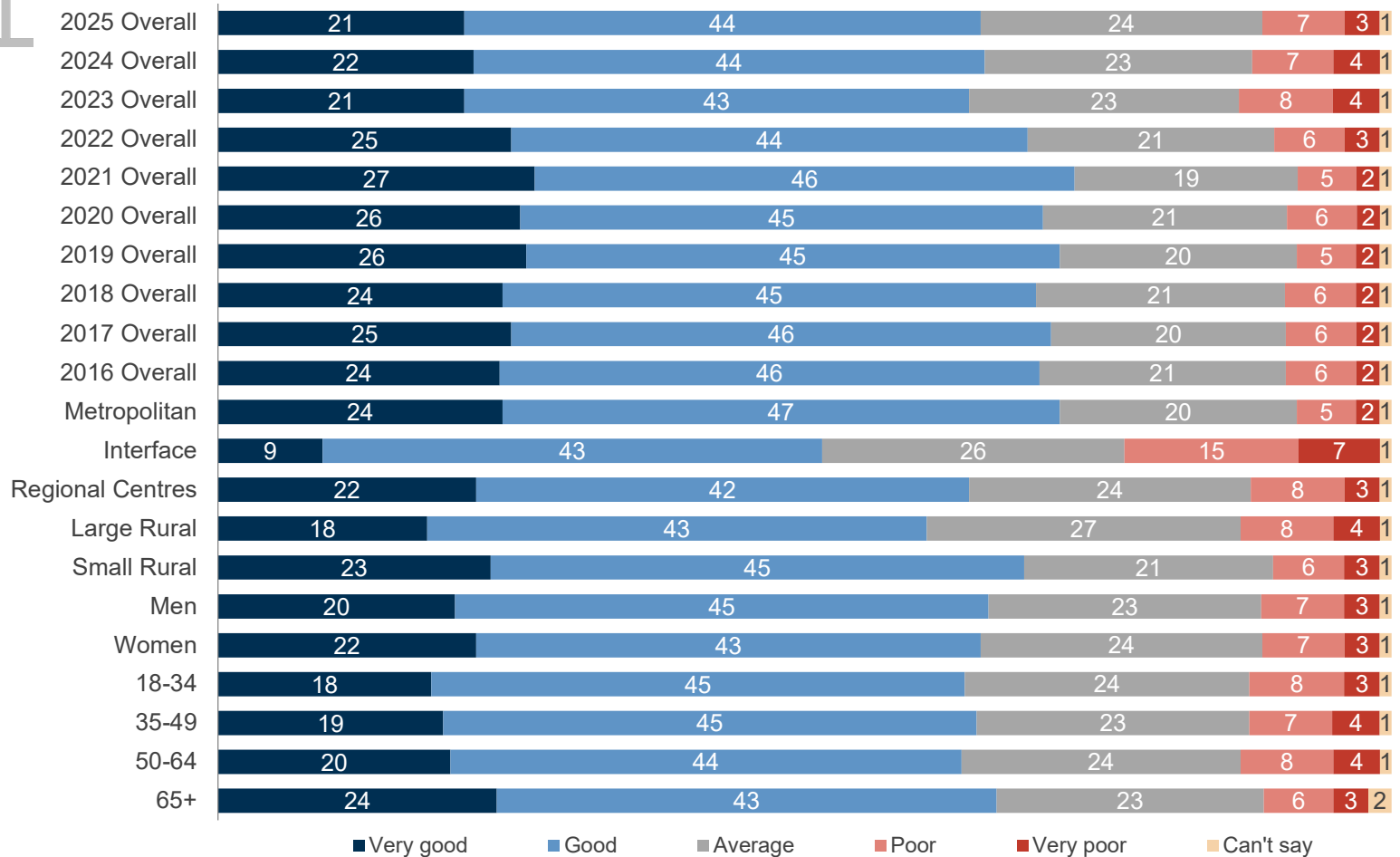
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)

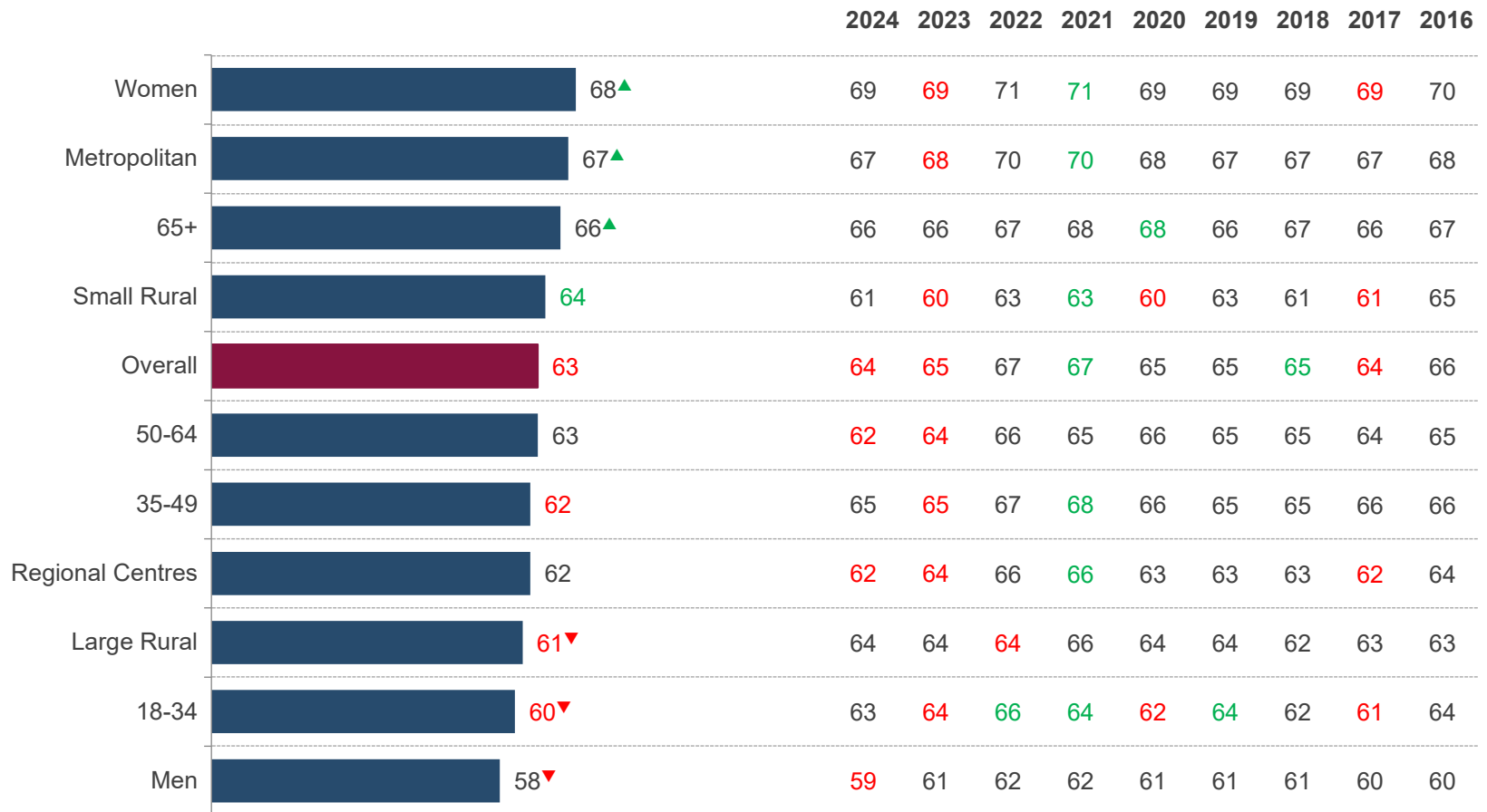




Art centres and libraries importance



2025 art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 14

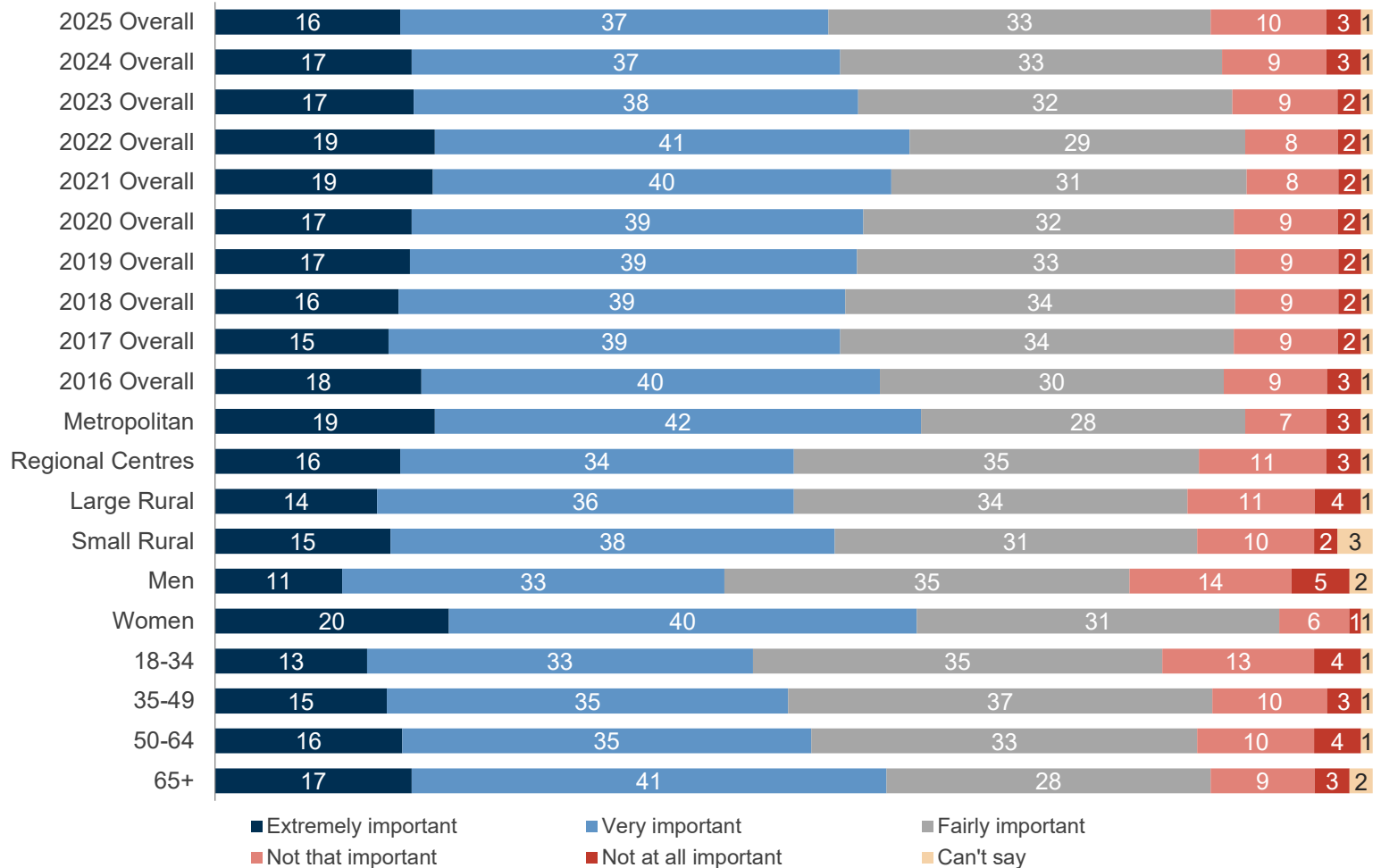
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2025 art centres and libraries importance (%)





Art centres and libraries performance



2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	76▲	76	75	73	73	75	76	75	75	74
Regional Centres	76▲	75	77	76	75	74	74	76	75	75
Women	75▲	75	75	74	74	75	76	75	75	74
65+	74▲	75	75	75	76	77	77	76	76	75
35-49	74	74	72	72	73	74	74	74	73	72
Overall	73	73	73	73	73	74	74	74	73	72
18-34	72▼	72	72	72	70	71	73	73	72	71
Small Rural	72▼	73	73	71	72	74	74	73	72	71
Men	71▼	72	71	71	71	73	73	73	72	70
50-64	71▼	72	72	71	72	72	73	72	72	71
Large Rural	71▼	71	69	72	73	72	73	71	70	70
Interface	69▼	67	70	69	71	71	75	75	72	68

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24

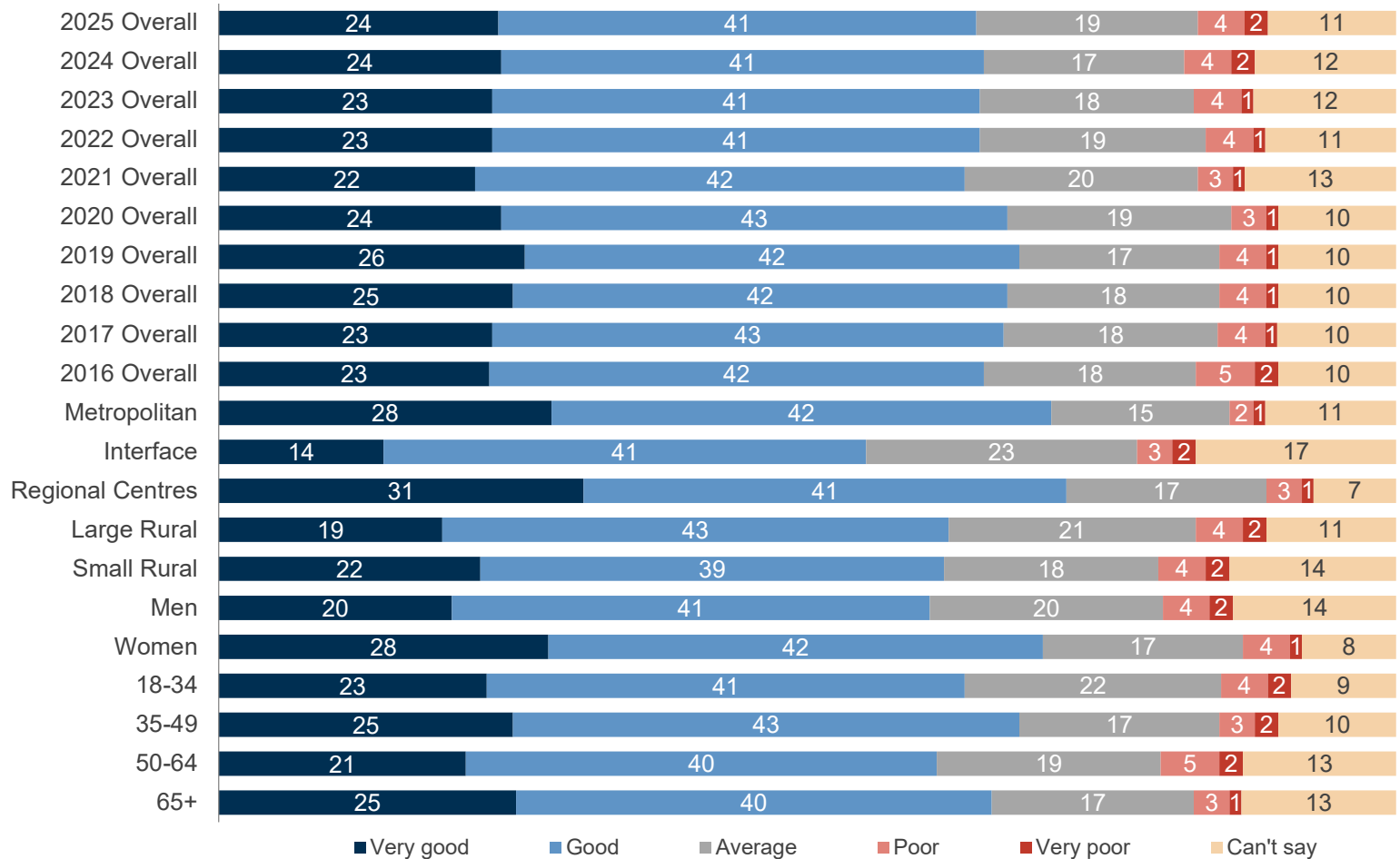
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)





Community and cultural activities importance



2025 community and cultural activities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	64▲	65	65	68	67	65	64	64	65	66
Small Rural	62▲	61	64	64	62	60	62	60	62	64
Regional Centres	60	62	63	65	65	63	62	62	62	62
65+	60	59	61	63	63	62	61	61	61	61
18-34	59	61	62	65	64	62	61	63	61	64
Metropolitan	59	59	62	64	64	61	60	61	61	62
Overall	59	60	62	64	64	62	61	61	61	62
35-49	59	62	62	65	63	62	61	60	63	62
50-64	58	59	61	64	63	62	61	59	60	61
Large Rural	57▼	60	60	64	63	61	61	60	61	61
Men	54▼	56	58	61	60	58	58	57	57	58

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 11

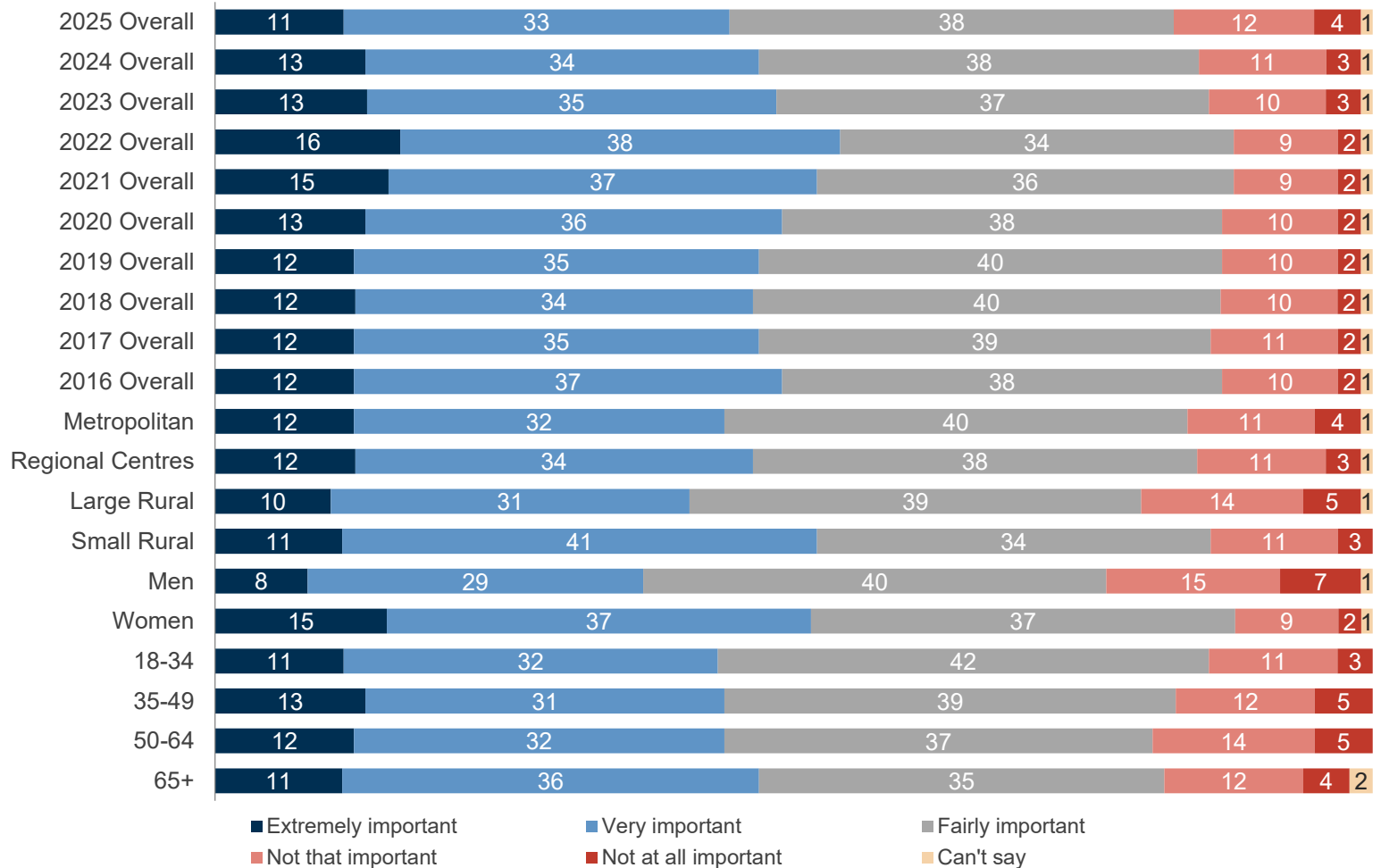
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2025 community and cultural activities importance (%)





Community and cultural activities performance



2025 community and cultural activities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	69▲	69	67	65	66	70	70	70	70	71
Small Rural	68▲	69	70	68	67	68	66	69	69	65
Women	67▲	67	67	65	65	70	70	70	71	70
65+	67▲	67	67	67	68	70	71	69	70	69
Overall	65	66	66	65	65	68	69	69	69	69
50-64	65	65	65	63	64	67	68	67	68	67
Regional Centres	64	65	66	65	65	69	69	68	69	69
18-34	64	66	65	64	63	66	67	68	67	68
35-49	64	65	66	63	64	70	69	69	70	70
Large Rural	63▼	64	64	63	65	67	67	67	69	67
Men	63▼	65	64	64	65	67	67	67	67	67
Interface	58▼	62	62	62	62	66	68	67	64	63

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

Base: All respondents. Councils asked State-wide: 20

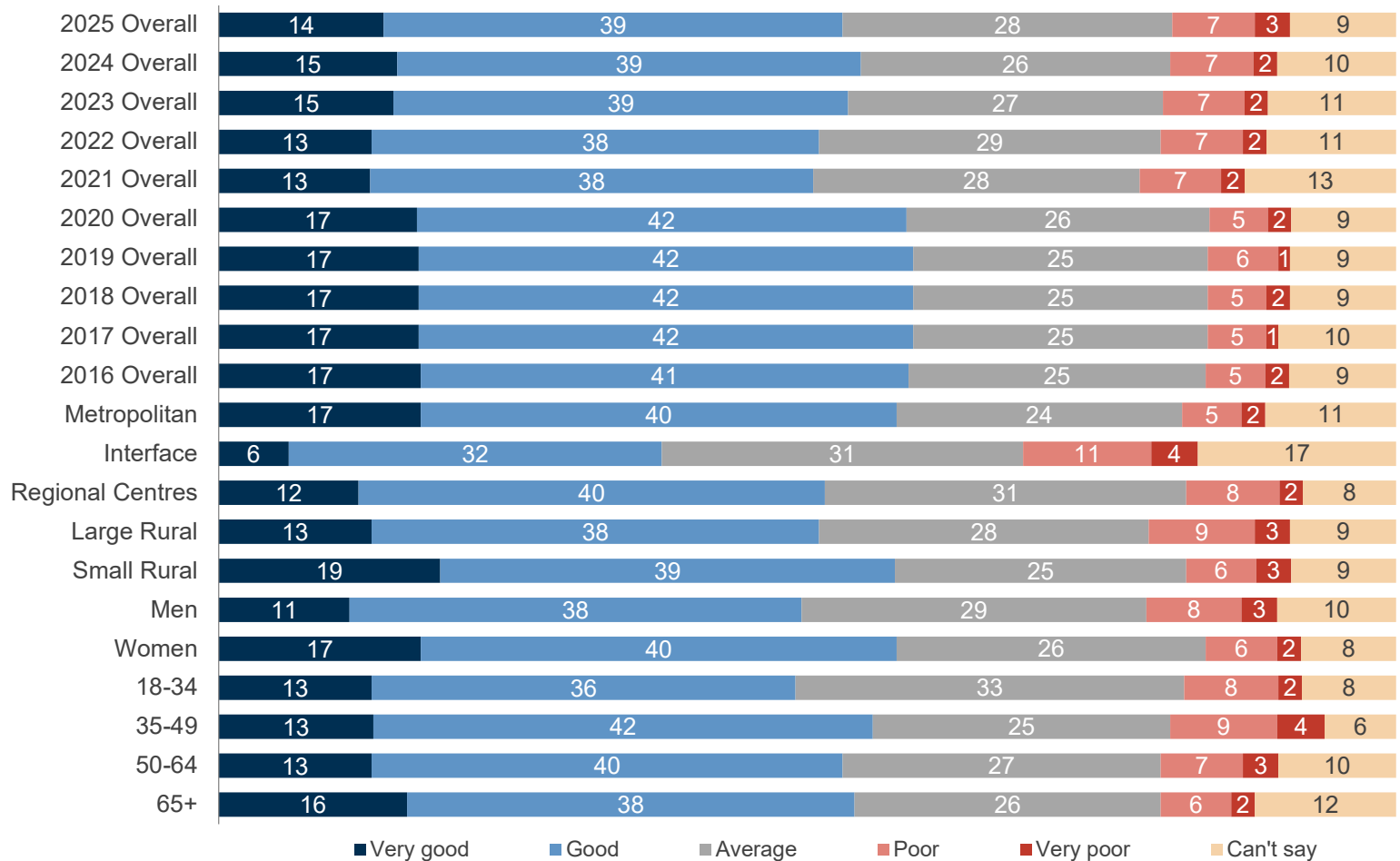
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2025 community and cultural activities performance (%)

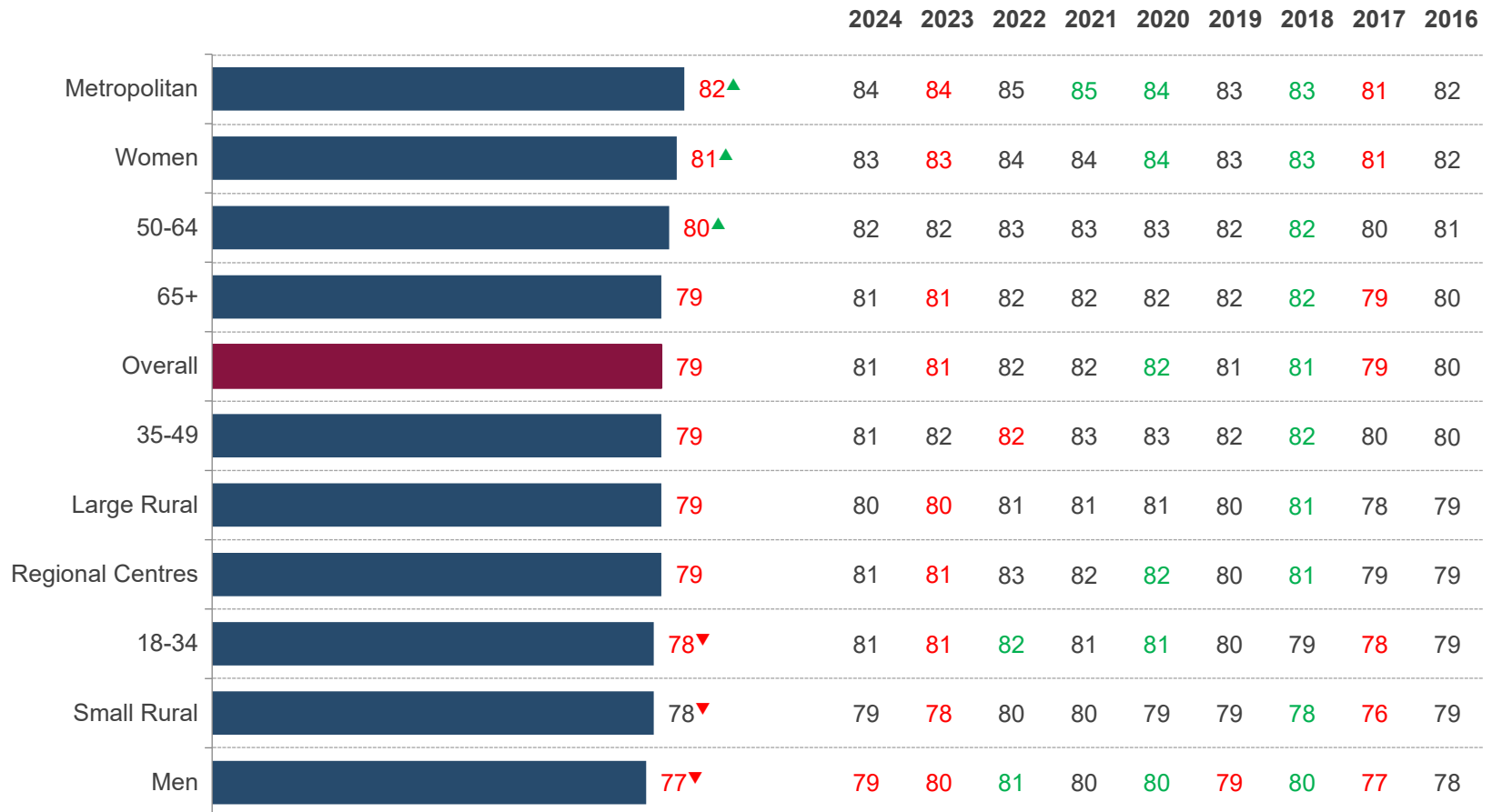




Waste management importance



2025 waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 21

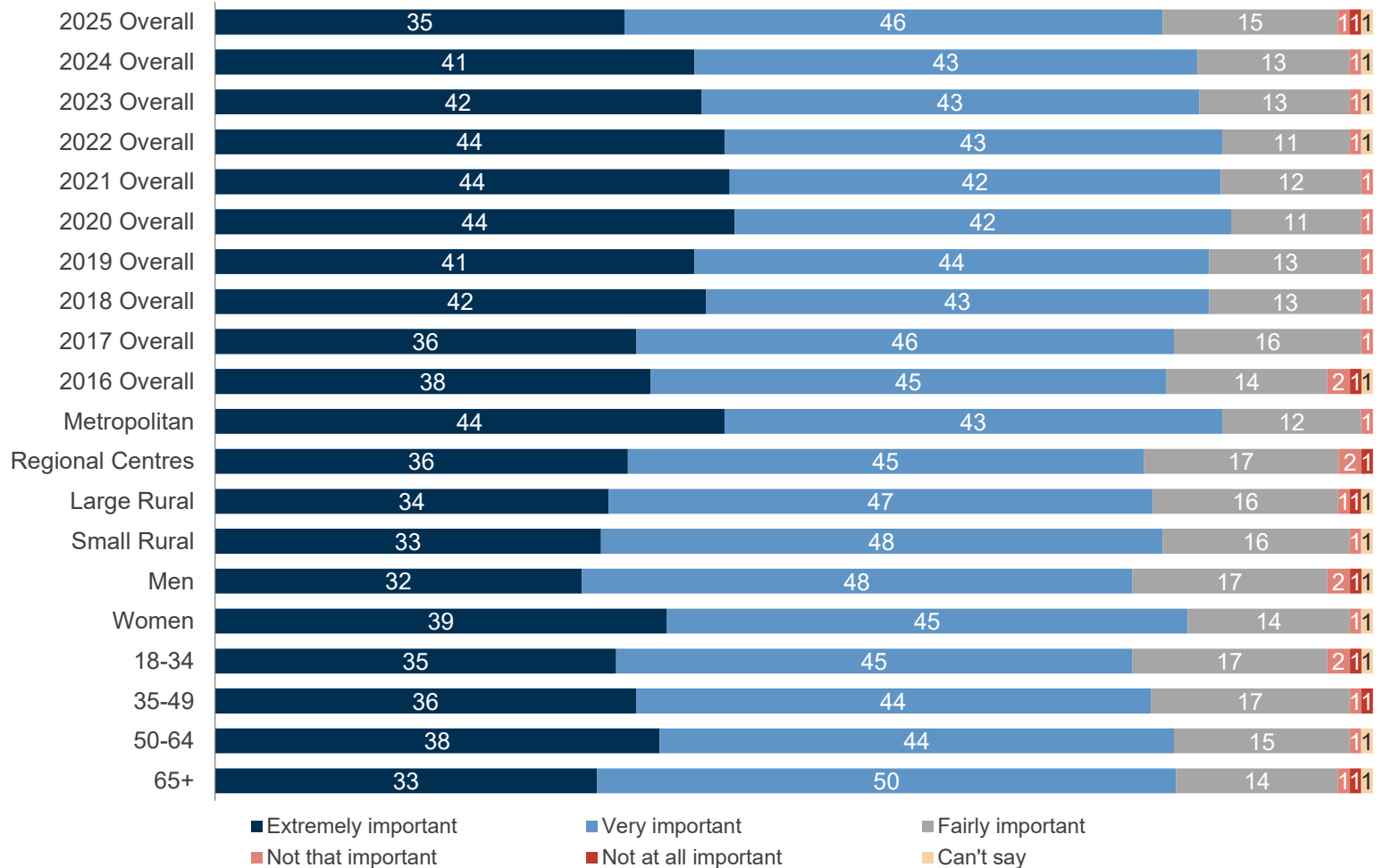
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2025 waste management importance (%)





Waste management performance



2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	72▲	70	68	71	72	70	73	75	75	76
65+	69▲	70	70	72	72	70	72	73	74	74
Small Rural	66▲	67	66	68	68	64	66	69	70	69
Women	66▲	67	66	68	68	64	68	70	71	70
Overall	65	67	66	68	69	65	68	70	71	70
Regional Centres	65	66	67	68	69	66	68	70	69	69
Men	65	67	66	68	70	66	69	70	71	70
18-34	64▼	67	65	68	69	64	68	70	71	70
50-64	63▼	64	63	65	66	63	66	68	69	67
35-49	62▼	64	64	65	66	63	66	69	70	68
Large Rural	62▼	65	65	65	66	62	64	67	68	66
Interface	60▼	65	67	69	71	65	70	68	71	71

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

Base: All respondents. Councils asked State-wide: 56

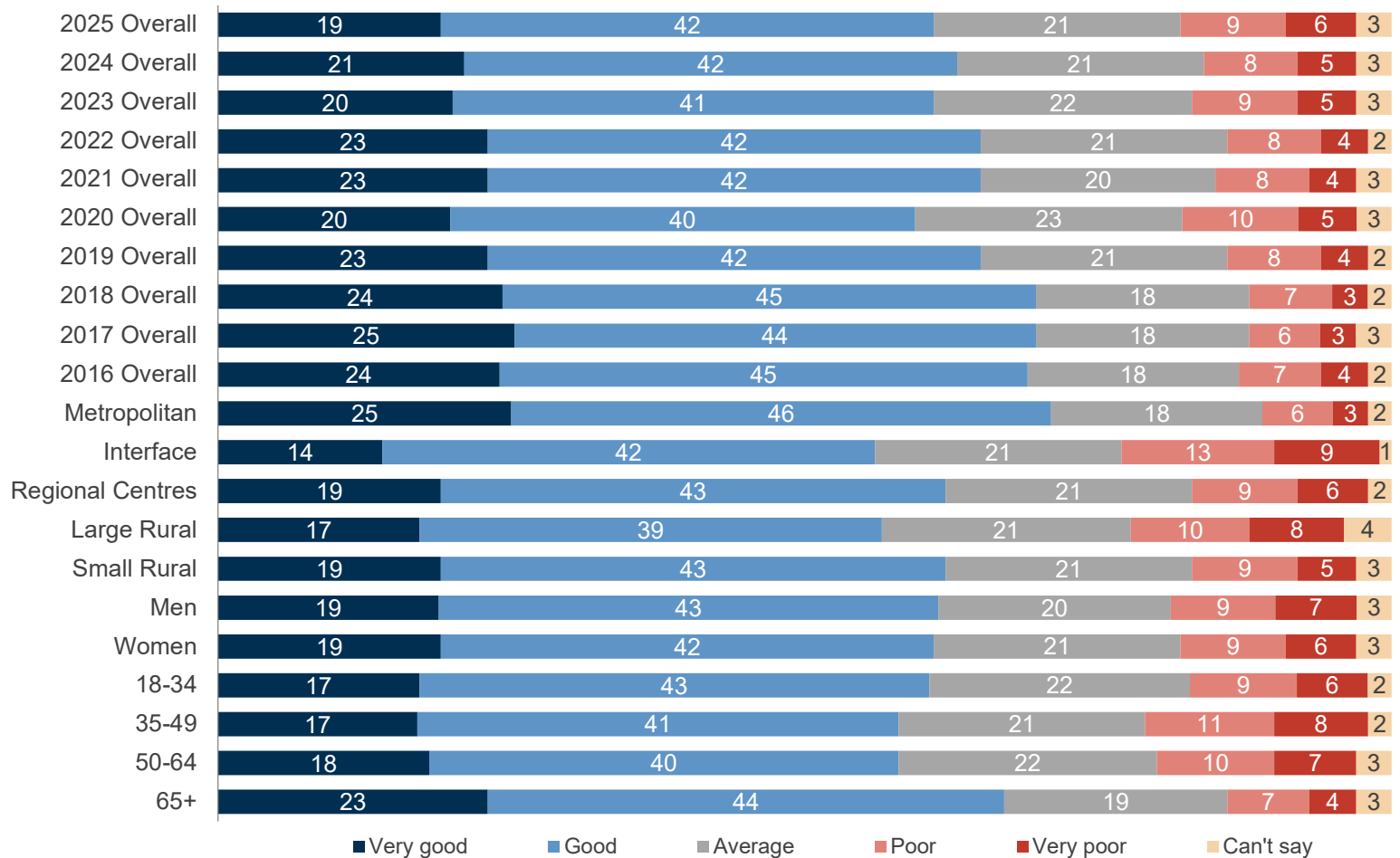
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



Business and community development and tourism importance



2025 business/development/tourism importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	71▲	70	71	72	74	74	71	71	72	71
Regional Centres	71▲	70	72	73	73	73	73	74	74	73
Women	70▲	69	69	70	72	69	67	68	69	70
35-49	70	68	67	69	70	68	66	67	69	68
50-64	69	68	68	69	70	69	67	68	67	67
18-34	69	67	67	68	69	65	64	65	66	67
Overall	69	67	67	69	70	67	65	66	67	67
65+	68	67	66	68	69	68	66	66	68	67
Large Rural	67▼	69	68	70	71	68	64	65	67	69
Men	67▼	65	65	67	67	66	63	65	65	64
Metropolitan	55▼	59	59	61	62	58	57	59	60	60

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

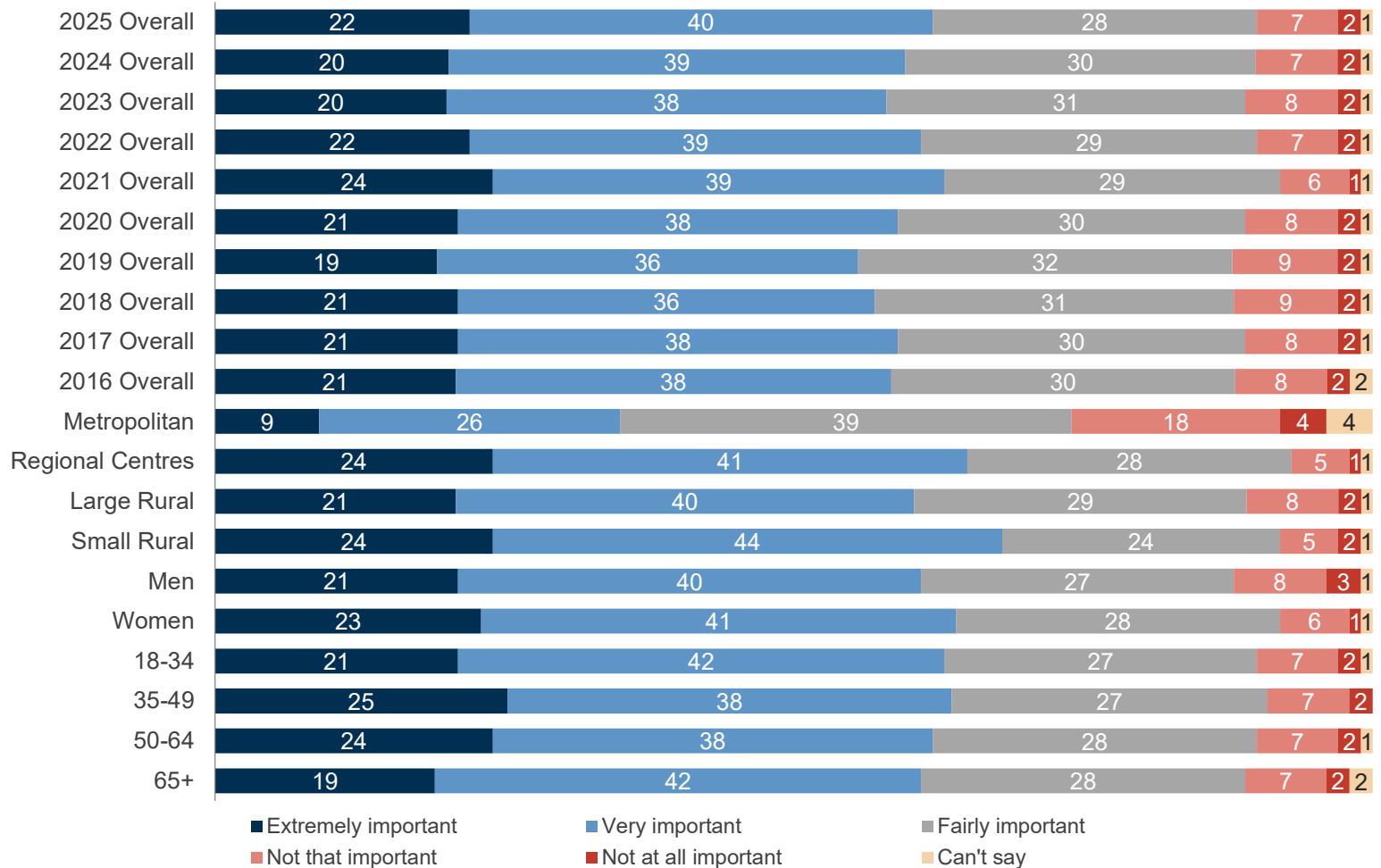
Base: All respondents. Councils asked State-wide: 16

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

Business and community development and tourism importance



2025 business/development/tourism importance (%)



Business and community development and tourism performance



2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	58▲	57	59	59	60	59	60	60	60	62
Women	58▲	58	60	61	62	61	62	62	63	62
65+	58▲	58	60	61	63	61	62	62	64	62
Regional Centres	57	59	61	62	62	60	61	59	61	62
Small Rural	57	59	61	63	62	58	59	59	64	61
18-34	56	58	60	61	61	61	62	62	63	63
35-49	56	56	58	59	59	58	59	59	60	59
Overall	56	57	59	60	61	59	61	60	61	60
Large Rural	55▼	55	56	58	59	61	62	61	60	59
Men	54▼	56	57	59	60	58	59	59	60	59
50-64	53▼	55	56	57	59	57	58	58	58	59

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

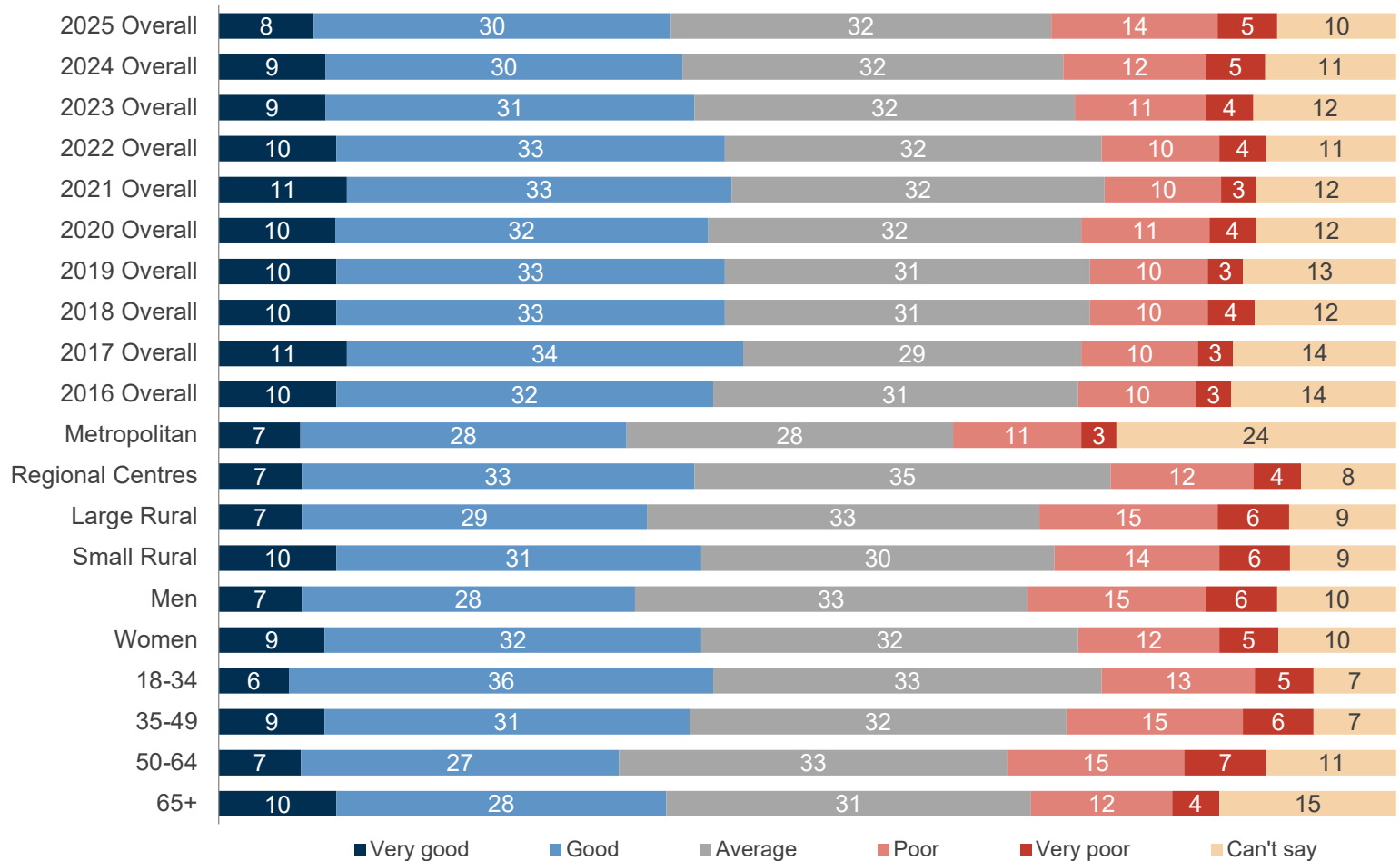
Base: All respondents. Councils asked State-wide: 23

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

Business and community development and tourism performance



2025 business/development/tourism performance (%)

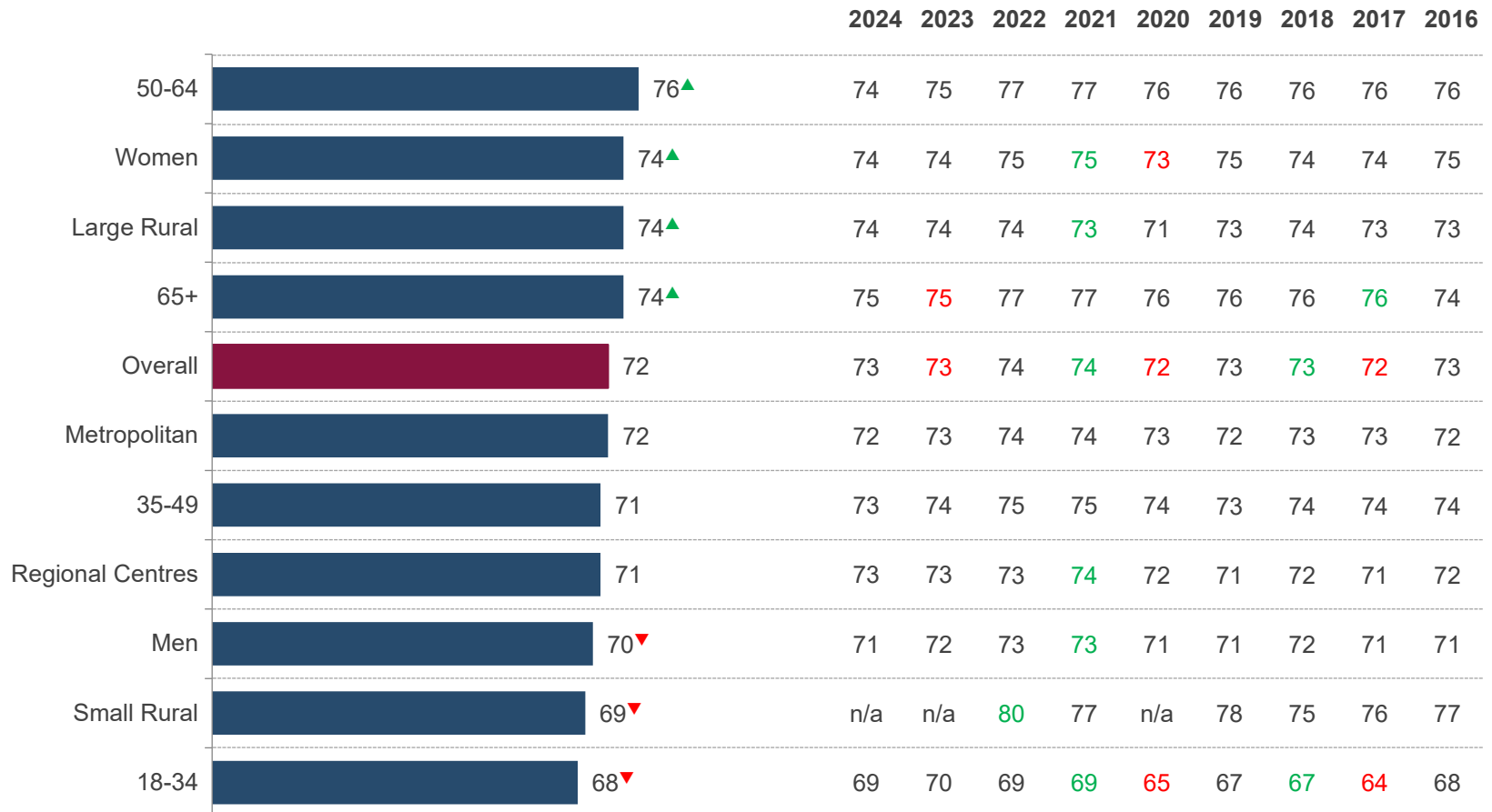




Council's general town planning policy importance



2025 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7

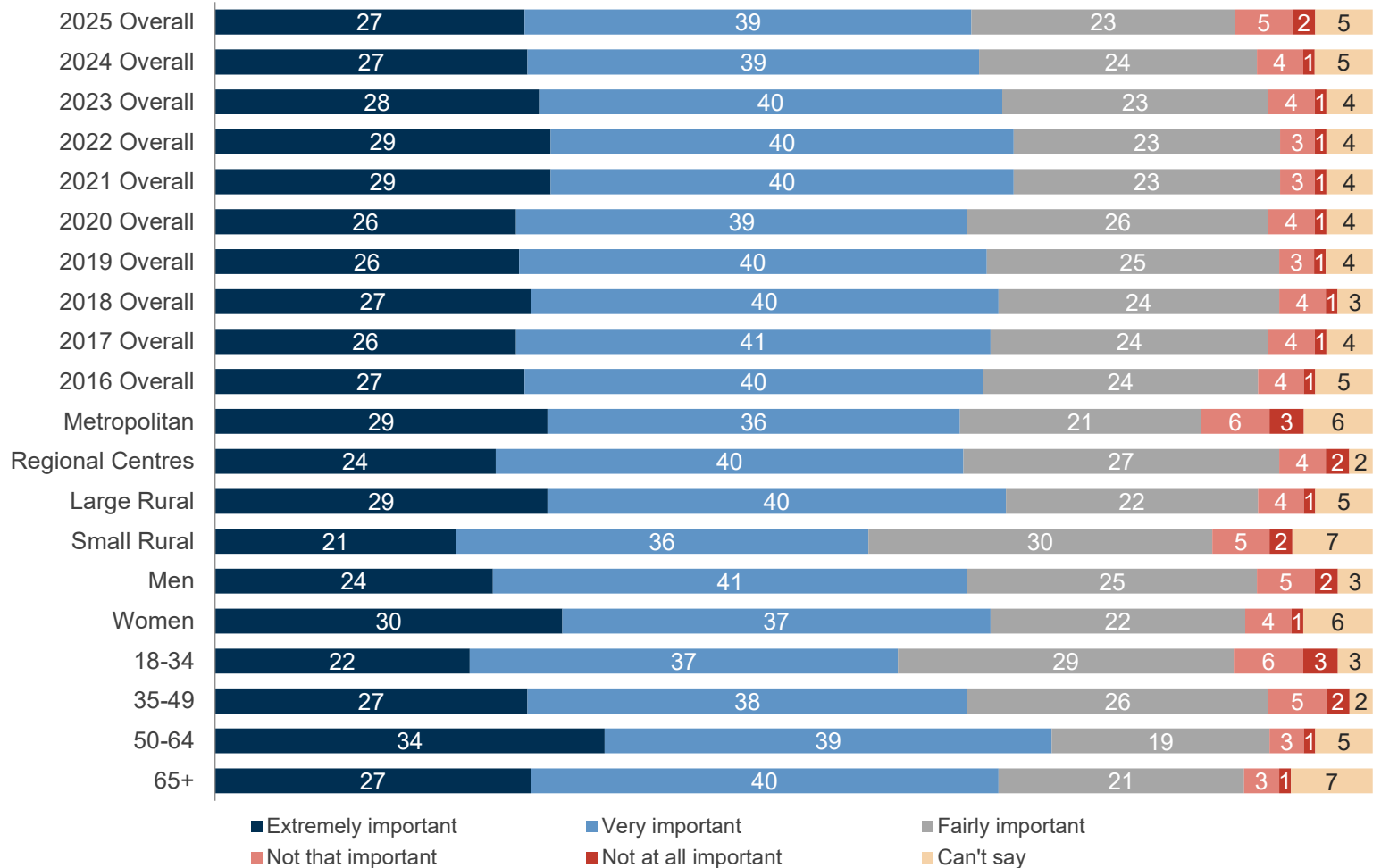
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2025 town planning importance (%)





Council's general town planning policy performance



2025 town planning performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	52▲	53	52	55	56	55	56	53	53	54
Small Rural	51▲	49	52	56	55	50	48	53	51	49
65+	50▲	51	51	54	55	55	54	54	54	52
18-34	49	52	52	58	60	57	61	59	57	57
Women	49	51	51	55	55	53	55	54	53	53
Overall	48	50	50	54	55	54	55	54	53	52
Regional Centres	48	48	50	55	55	52	57	54	56	54
35-49	47	49	49	53	53	51	53	51	51	50
Men	47	49	50	54	55	54	55	54	53	51
Large Rural	46▼	48	49	53	55	54	55	54	54	51
50-64	45▼	47	47	51	52	49	50	50	49	48
Interface	41▼	42	45	53	53	52	53	55	51	52

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 16

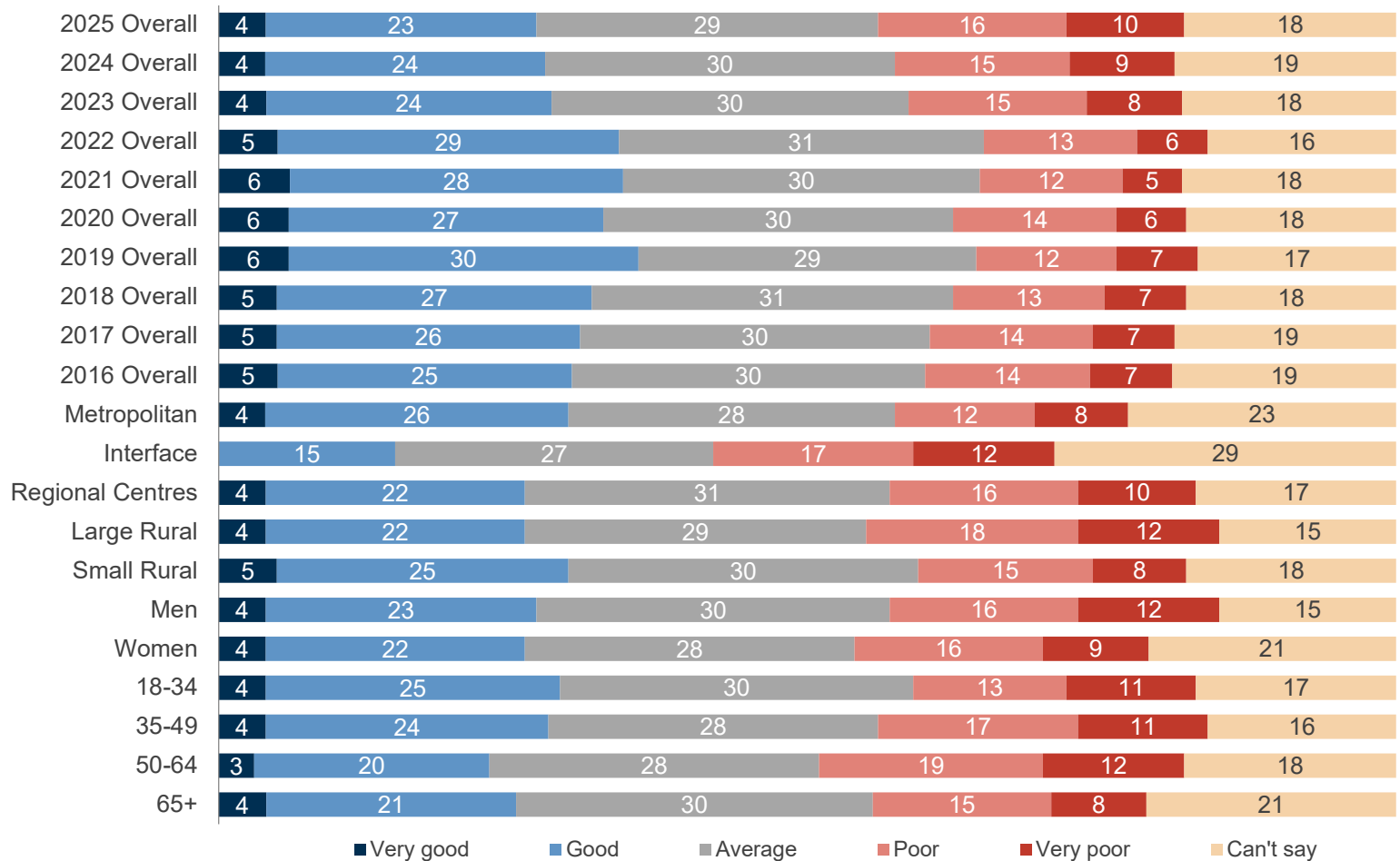
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2025 town planning performance (%)

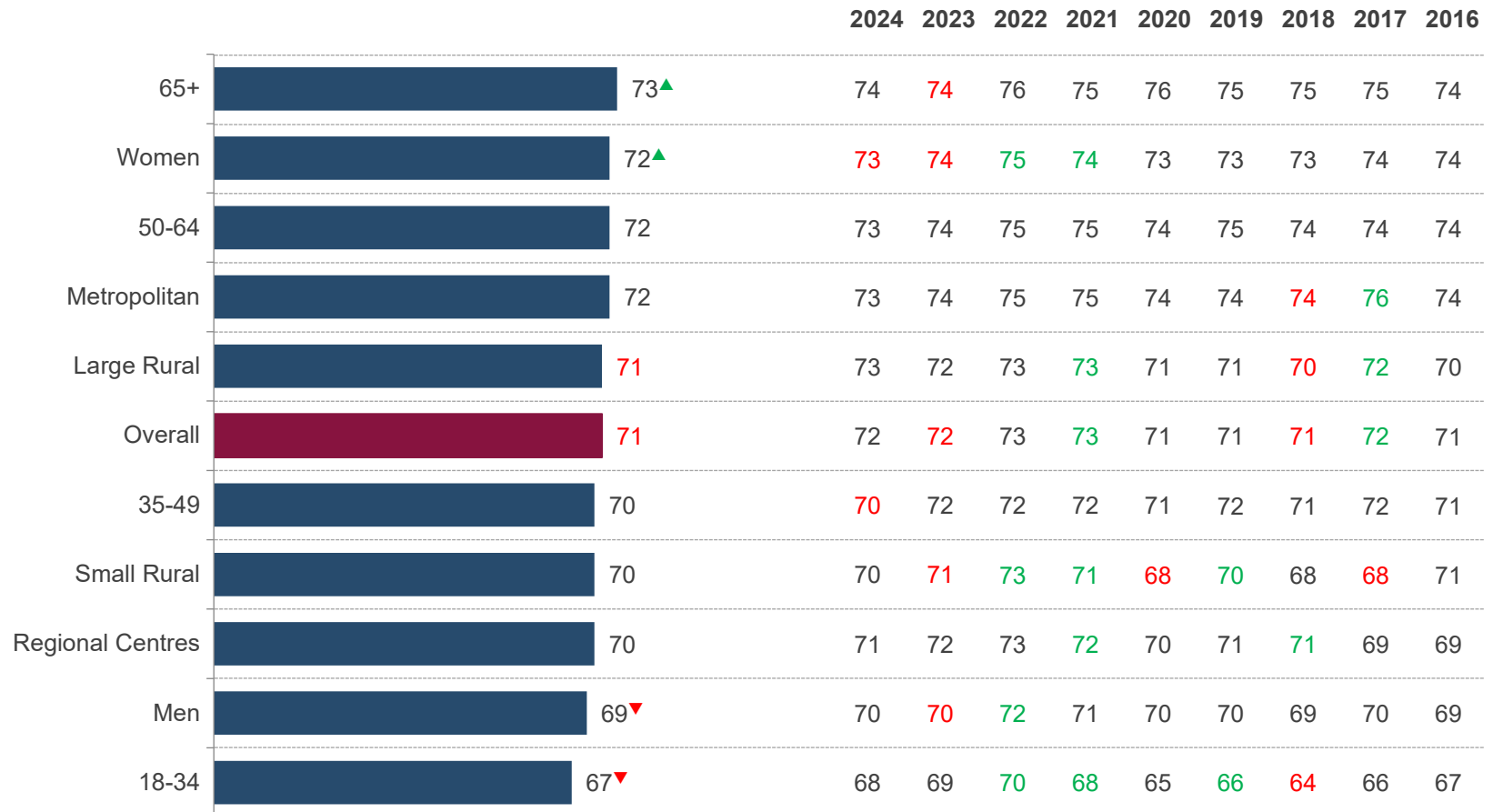




Planning and building permits importance



2025 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18

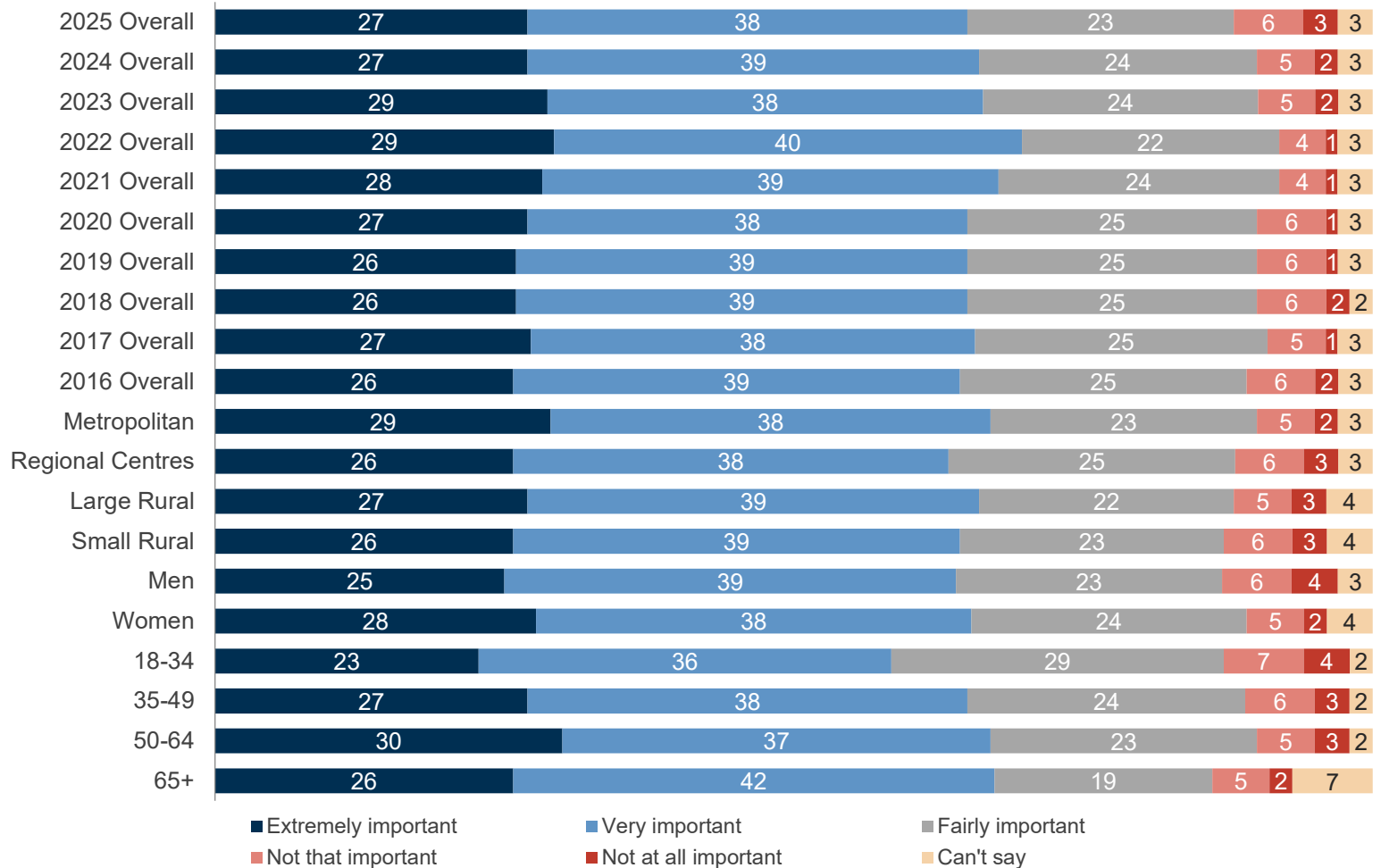
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2025 planning and building permits importance (%)





Planning and building permits performance



2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Regional Centres	48▲	50	53	54	58	57	58	57	60	55
Metropolitan	47▲	49	50	54	54	54	53	51	49	50
18-34	45▲	48	49	54	56	55	57	57	55	55
Women	44▲	46	47	51	52	51	52	52	51	52
65+	43	45	47	50	51	50	50	50	51	50
Overall	43	45	47	50	51	51	52	52	51	50
35-49	43	44	46	49	49	51	51	50	49	48
Small Rural	43	43	45	48	49	46	48	51	51	50
Men	42▼	44	46	49	51	51	51	51	50	49
Large Rural	41▼	41	42	46	48	49	49	49	48	50
50-64	40▼	42	43	46	48	47	47	49	47	48
Interface	33▼	45	38	50	52	51	55	54	46	46

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26

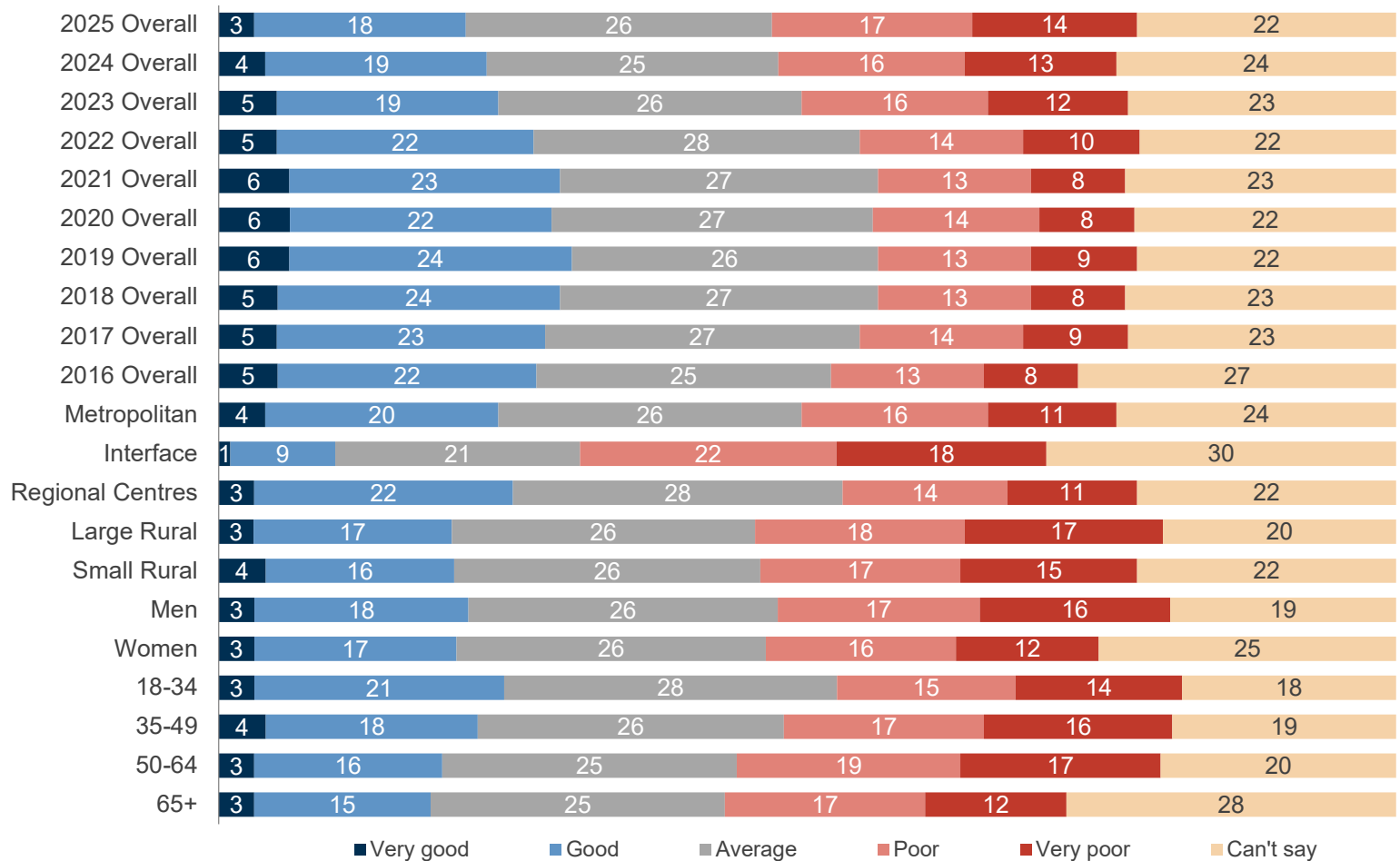
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)





Environmental sustainability importance



2025 environmental sustainability importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	71▲	74	75	78	79	78	79	77	76	77
Regional Centres	68▲	68	70	73	74	74	74	73	72	71
18-34	66	70	71	76	77	76	78	76	75	77
65+	66	67	69	72	72	72	72	71	70	71
Metropolitan	65	69	72	76	77	76	75	74	73	74
50-64	65	67	69	72	73	74	73	72	72	73
Overall	65	68	70	73	74	74	74	73	72	73
Large Rural	64	67	68	71	72	73	74	73	72	73
Small Rural	63▼	66	67	70	71	70	72	70	70	74
35-49	63▼	66	70	74	75	75	74	73	73	72
Men	59▼	61	65	69	70	70	70	69	68	69

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19

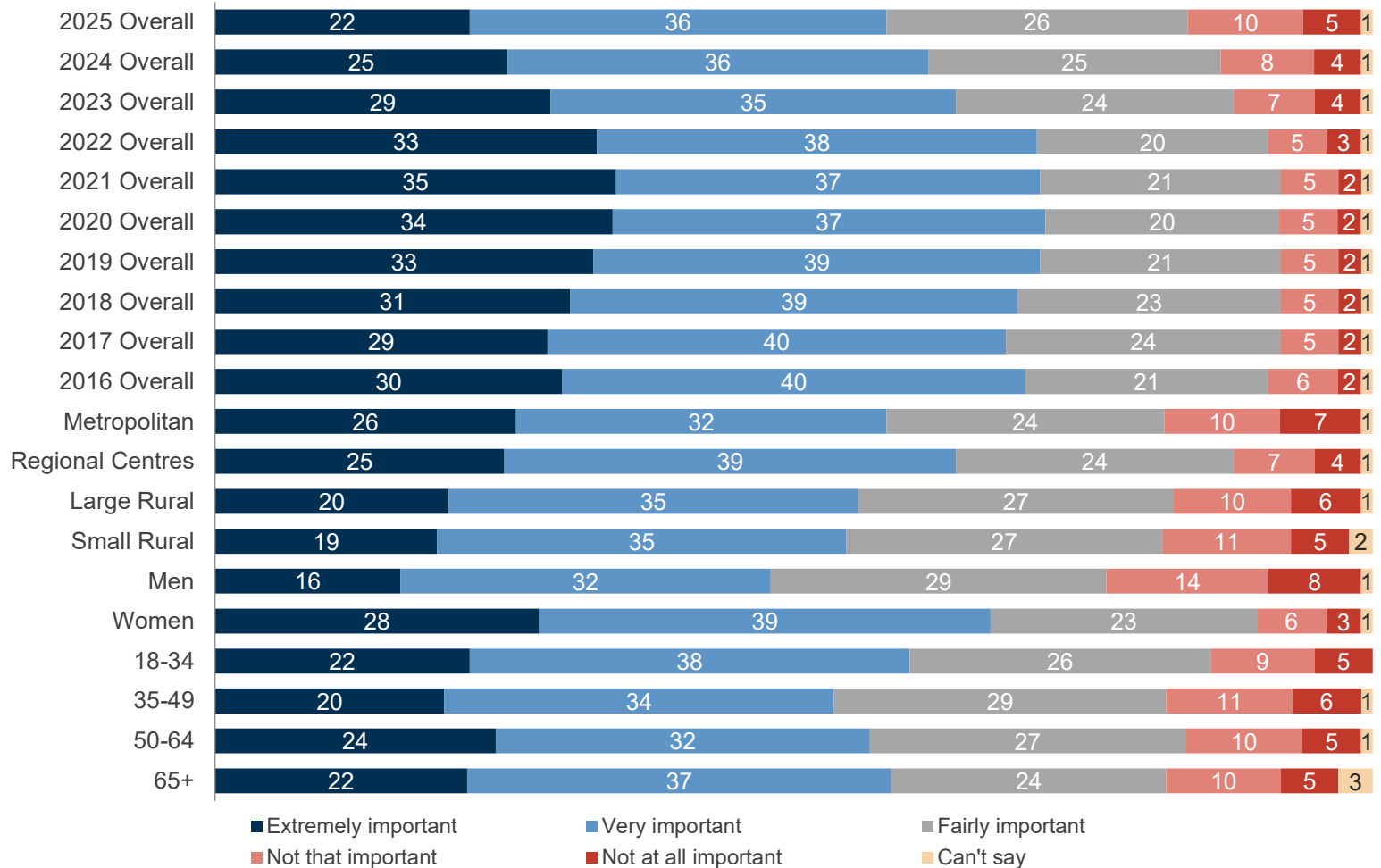
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2025 environmental sustainability importance (%)





Environmental sustainability performance



2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	64▲	65	62	63	64	62	64	64	64	64
18-34	60▲	62	60	62	63	60	63	64	64	64
Regional Centres	60	61	61	62	62	61	63	64	65	63
35-49	60	60	60	61	62	60	62	63	64	63
Women	59	61	60	61	62	59	62	63	63	63
Overall	59	60	60	61	62	60	62	63	64	63
Men	59	60	60	61	63	61	62	63	64	62
65+	59	60	61	62	63	61	63	63	64	63
Interface	59	58	58	60	62	56	60	64	62	60
Small Rural	58▼	59	59	59	61	57	59	62	63	61
50-64	58	59	58	59	61	57	59	61	62	61
Large Rural	58▼	58	58	59	61	60	61	61	62	62

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30

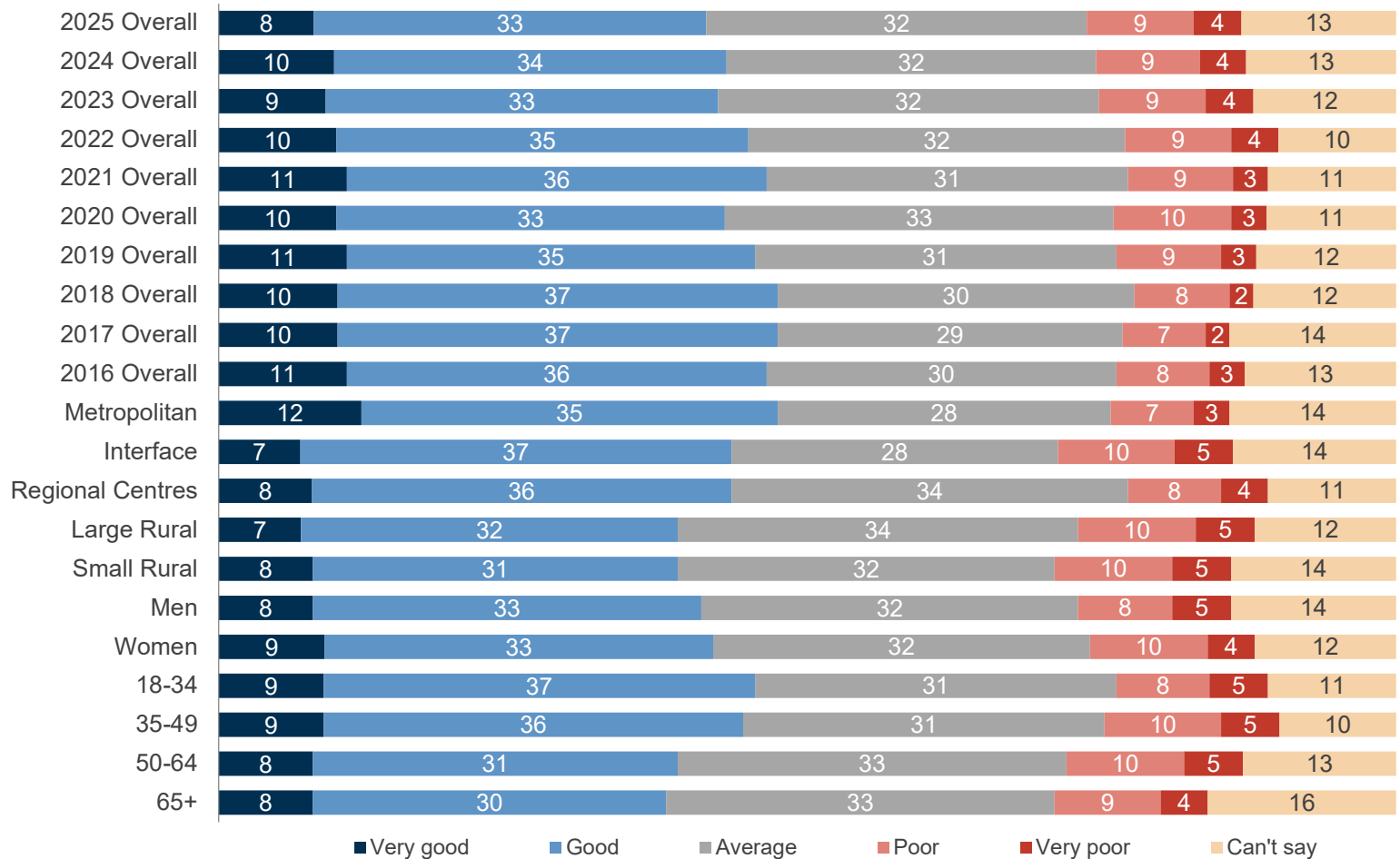
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2025 environmental sustainability performance (%)

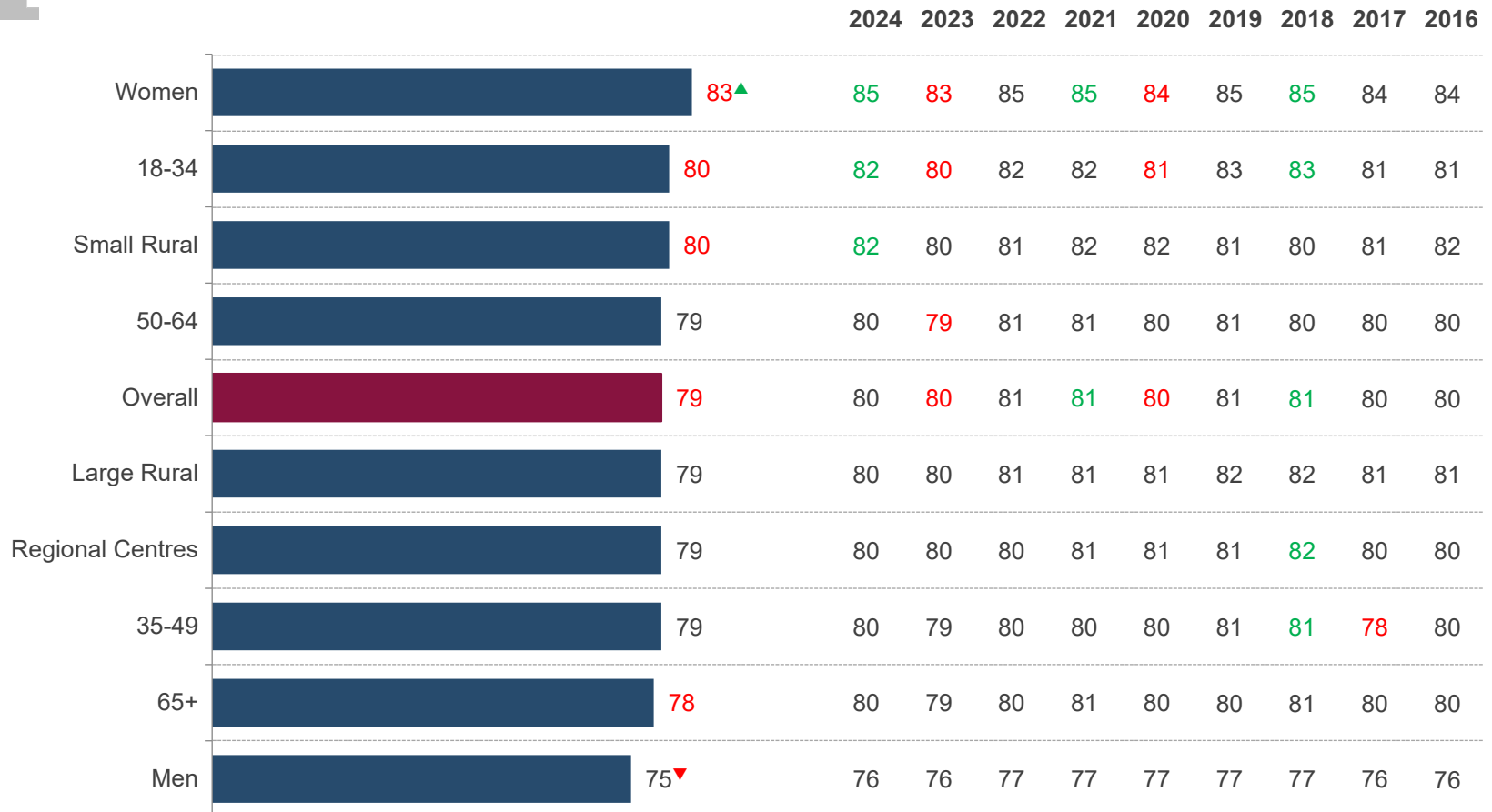




Emergency and disaster management importance



2025 emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 12

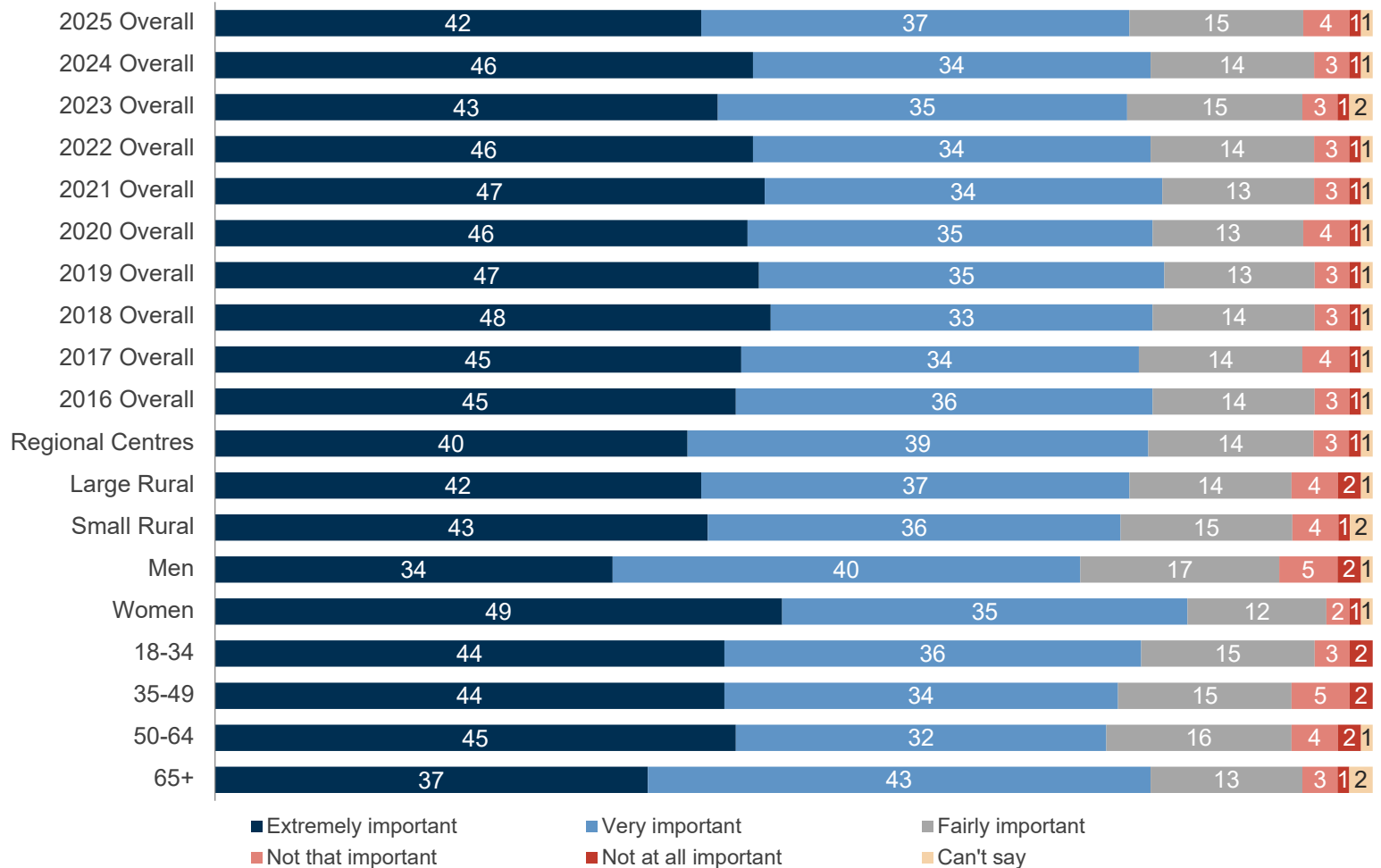
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2025 emergency and disaster management importance (%)





Emergency and disaster management performance



2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	67▲	67	66	68	72	70	73	72	72	71
Metropolitan	67	66	65	67	70	66	70	69	68	68
Women	66▲	66	66	67	72	69	74	72	71	71
Small Rural	66	66	66	68	72	70	72	72	72	71
Overall	65	65	65	66	71	68	72	71	70	69
Large Rural	65	65	64	66	71	69	72	71	70	70
Regional Centres	65	66	65	67	72	70	75	73	70	68
18-34	64	66	64	66	72	68	73	72	71	71
Men	64▼	64	63	66	70	68	71	70	69	68
50-64	64	63	64	64	69	66	70	69	68	67
35-49	63▼	64	64	66	70	68	72	71	69	68
Interface	59▼	61	62	64	69	66	73	70	69	69

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 21

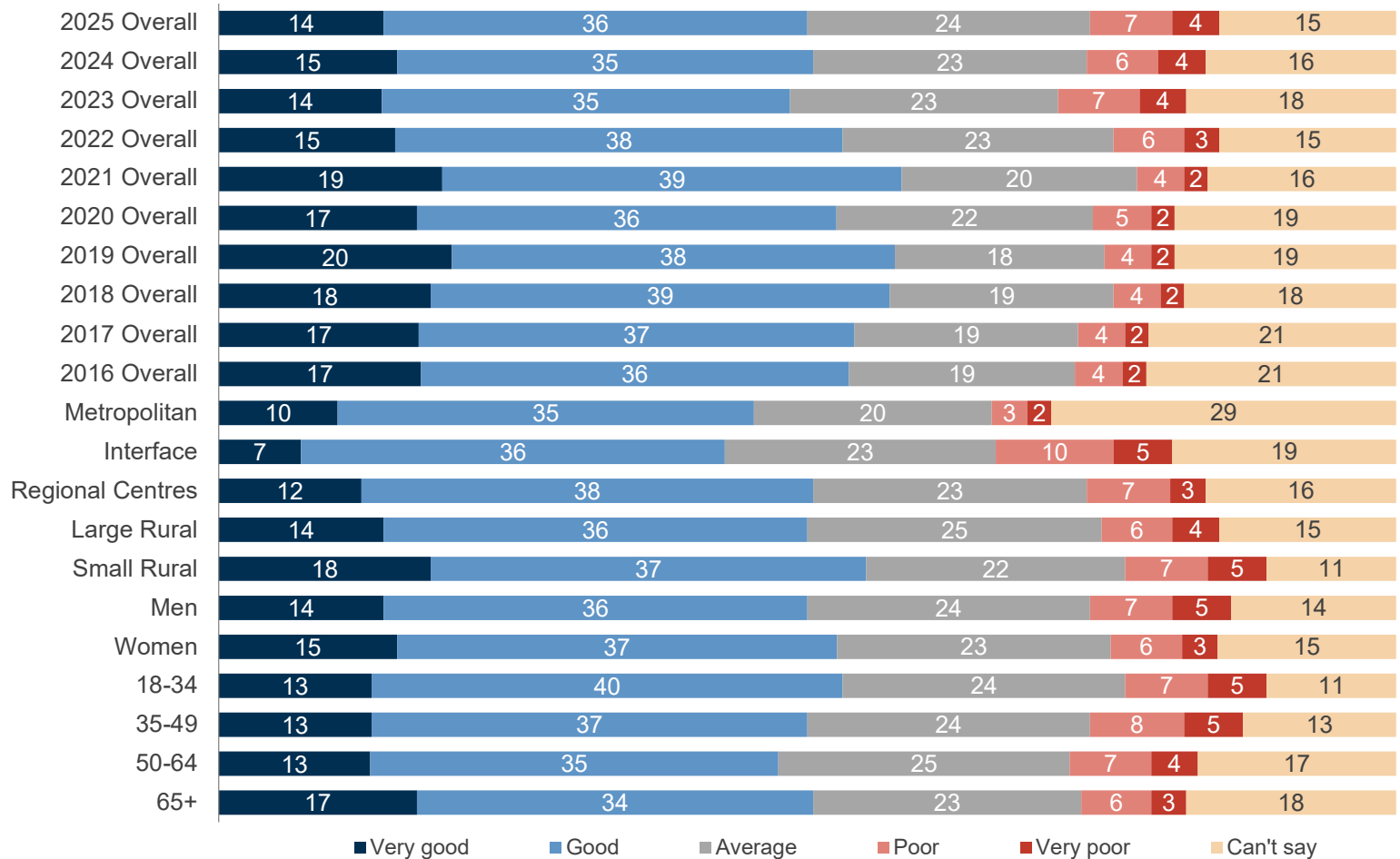
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2025 emergency and disaster management performance (%)





Planning for population growth in the area importance



2025 population growth importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	76▲	77	78	77	78	78	79	80	79	77
Regional Centres	75▲	77	78	78	77	77	75	75	75	76
Women	75▲	77	78	78	77	77	78	79	78	77
35-49	74	76	77	78	78	78	79	78	78	77
Overall	73	75	76	77	76	76	77	77	76	76
65+	73	75	75	76	77	77	76	77	77	75
Large Rural	73	74	76	75	74	75	77	78	78	74
Men	72	74	75	75	75	75	75	76	75	74
18-34	71▼	75	76	76	73	73	74	74	73	74
Metropolitan	70▼	74	73	74	75	75	77	78	75	75

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8

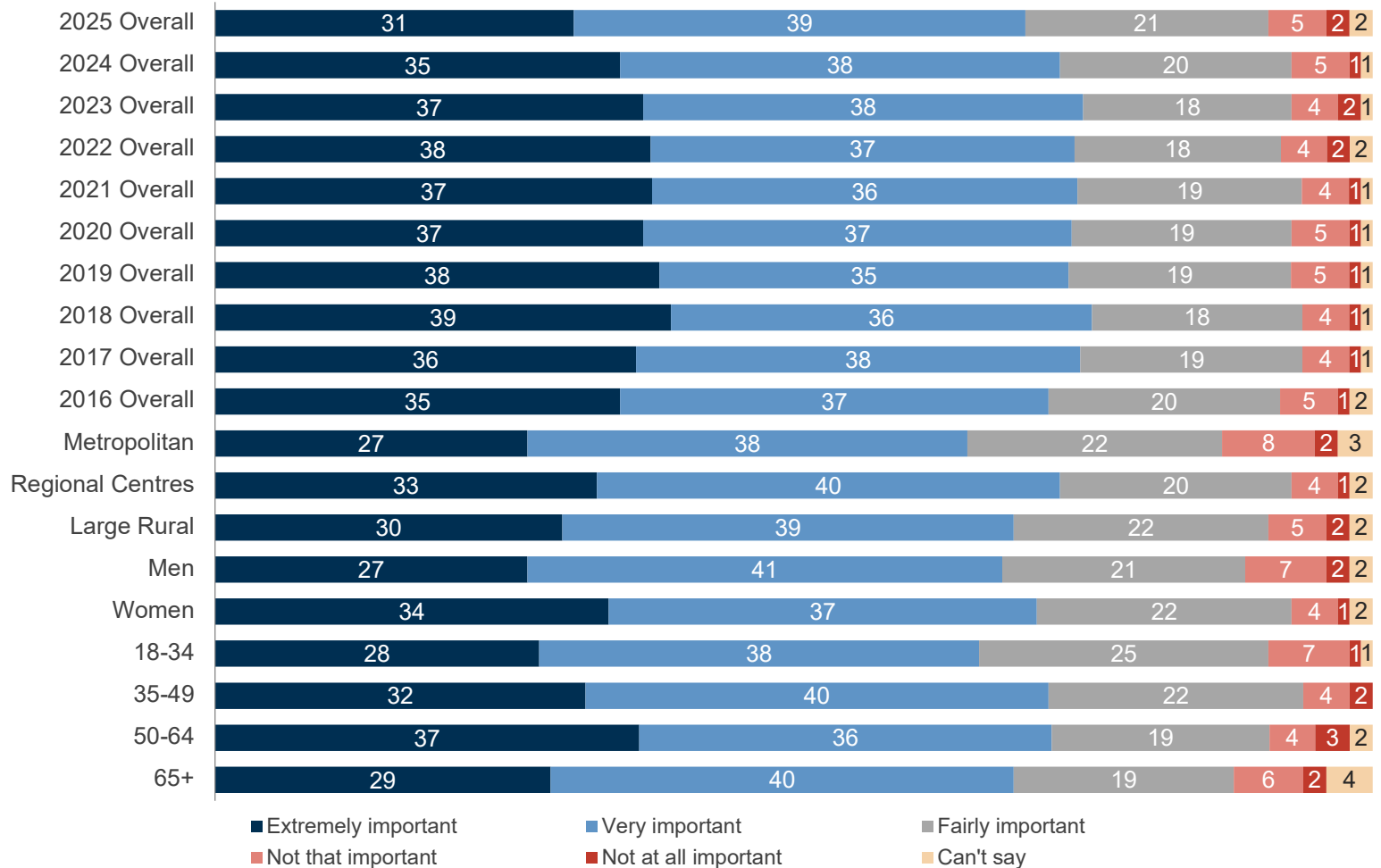
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2025 population growth importance (%)





Planning for population growth in the area performance



2025 population growth performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Regional Centres	52▲	52	56	58	59	57	62	62	62	59
65+	51▲	50	50	53	54	52	52	51	52	52
Metropolitan	50	49	49	52	53	52	52	50	51	51
18-34	50▲	49	49	54	56	54	57	56	57	55
Women	48	48	48	52	52	51	52	52	52	51
Overall	48	47	48	52	53	51	52	52	52	51
Men	48	47	48	51	54	51	52	52	53	52
Small Rural	47	43	44	49	52	44	51	n/a	n/a	n/a
Large Rural	46▼	46	45	49	51	47	49	48	48	47
50-64	45▼	44	45	48	51	47	49	50	49	48
35-49	44▼	45	47	50	50	49	49	51	50	49
Interface	37▼	43	43	47	47	46	48	49	50	55

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13

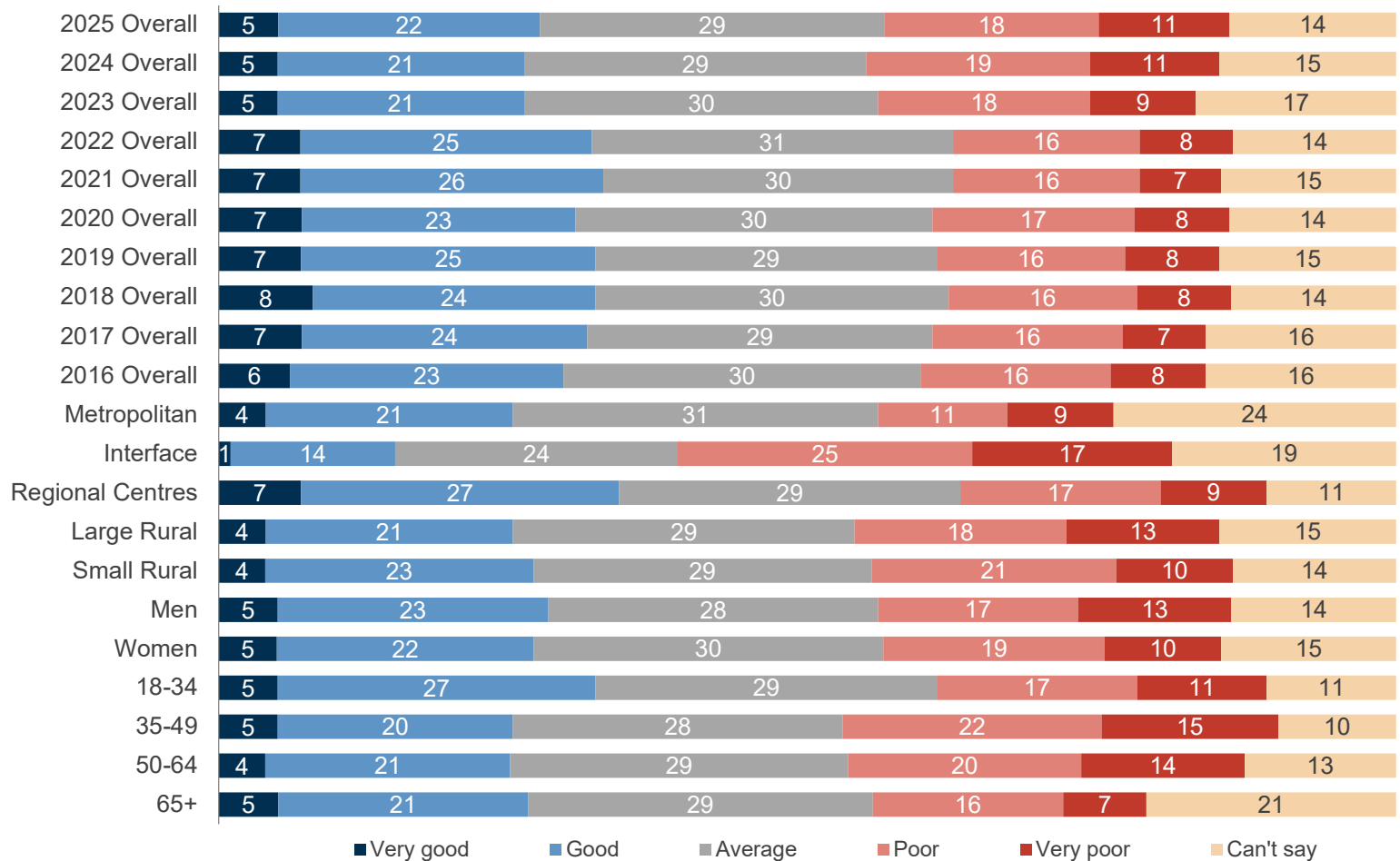
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2025 population growth performance (%)





Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (index scores)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 6

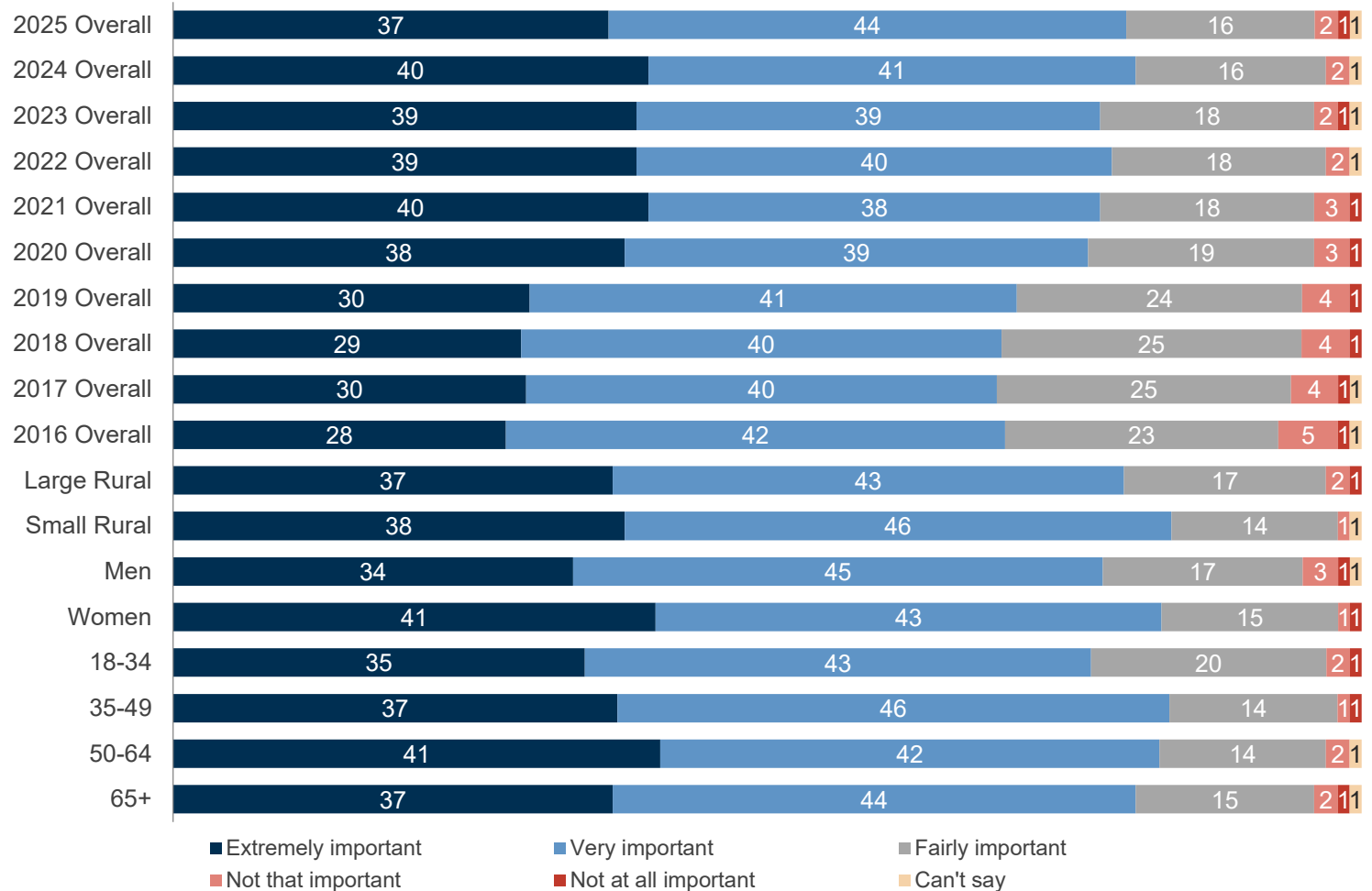
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance

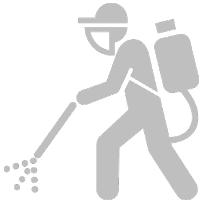


2025 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2025 roadside slashing and weed control performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	49▲	46	47	50	49	48	55	54	51	51
18-34	49▲	47	48	53	57	55	62	61	58	61
35-49	48	44	45	47	51	49	57	55	54	57
Men	48	46	45	49	52	49	56	54	52	55
Overall	47	45	46	49	51	49	56	55	53	56
Women	47	45	46	48	51	49	56	56	54	57
65+	47	47	46	48	50	48	54	53	51	54
Large Rural	46	43	43	44	51	48	52	51	50	54
Interface	45	44	45	51	57	54	61	60	54	56
50-64	45	43	44	46	48	46	53	51	50	52

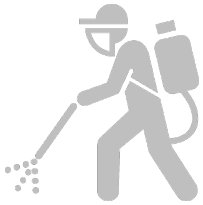
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 11

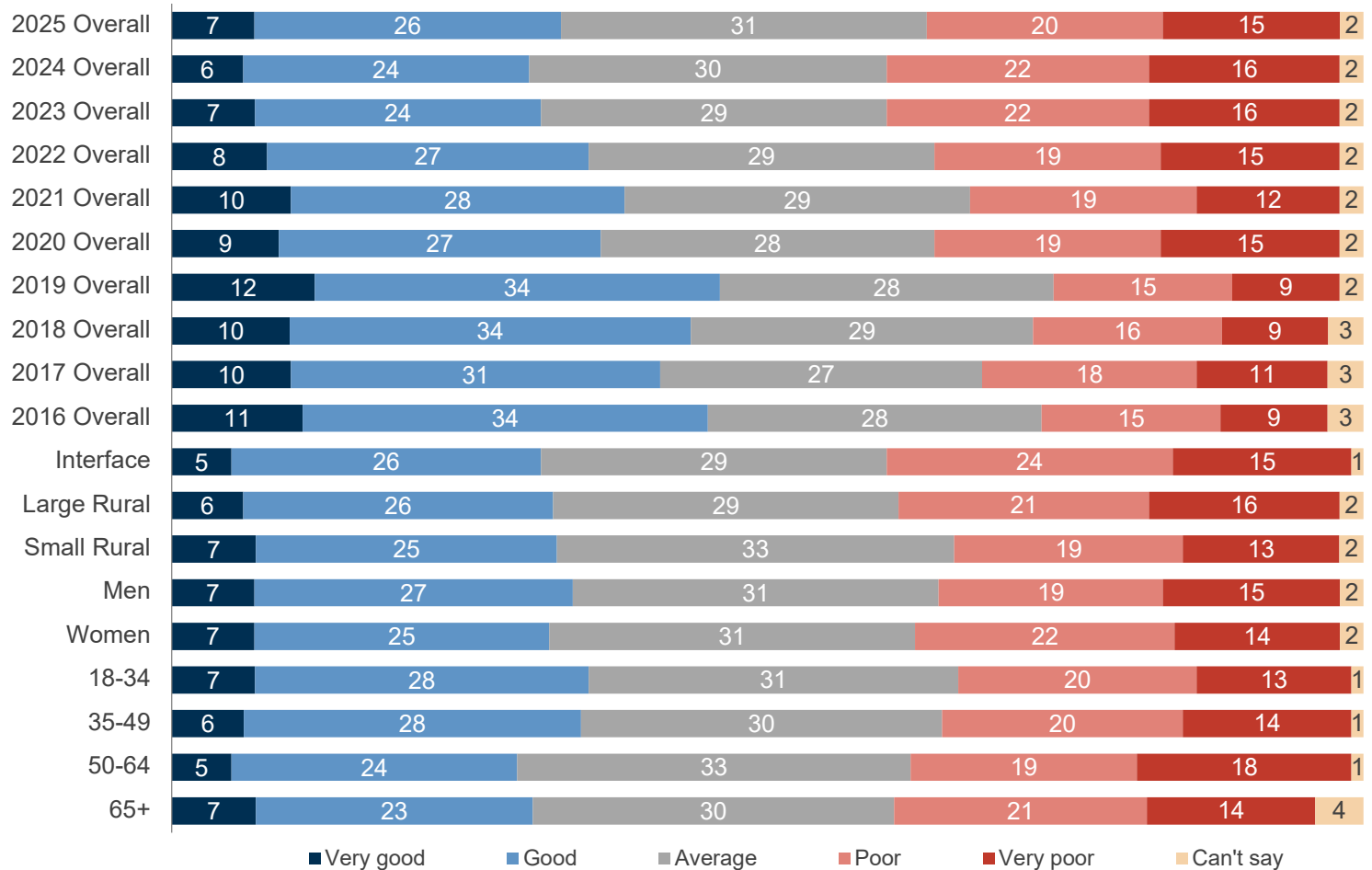
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2025 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	85▲	85	85	85	84	83	82	84	81	81
Women	84▲	85	85	85	83	81	81	82	80	80
50-64	84	85	85	84	83	82	81	82	81	80
35-49	84	85	84	84	83	81	80	79	78	78
Overall	83	84	83	83	81	80	80	80	79	79
18-34	83	85	84	83	79	76	78	79	76	78
Large Rural	82▼	84	83	82	80	79	79	78	77	78
65+	82▼	83	81	82	81	80	79	80	79	79
Men	81▼	83	82	81	80	78	78	78	77	77
Regional Centres	79▼	82	79	79	78	76	75	77	76	70

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15

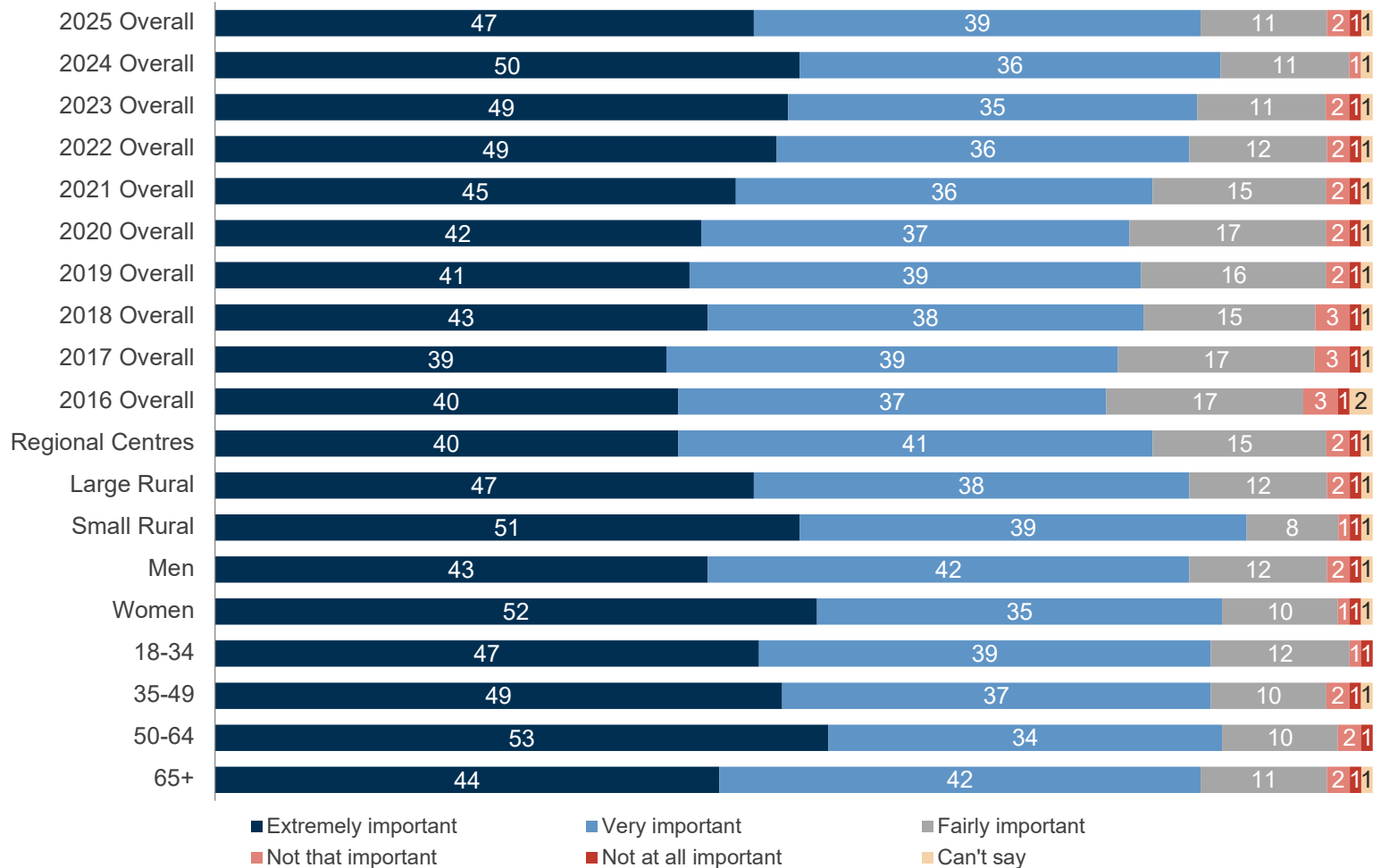
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	41▲	39	41	44	47	46	46	44	45	45
Small Rural	40▲	35	38	42	44	43	43	40	43	44
Regional Centres	39	40	45	46	53	55	52	52	52	n/a
Men	39▲	36	38	42	46	44	45	43	44	43
18-34	38	34	35	40	45	45	45	44	45	46
Overall	38	36	37	41	45	44	44	43	44	43
Women	37▼	35	37	41	44	43	43	42	43	43
Interface	36	34	36	44	47	43	50	48	45	44
Large Rural	36▼	34	35	39	44	42	41	41	42	43
50-64	36▼	33	36	40	43	41	42	40	41	40
35-49	35▼	34	35	39	44	43	43	43	44	42

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28

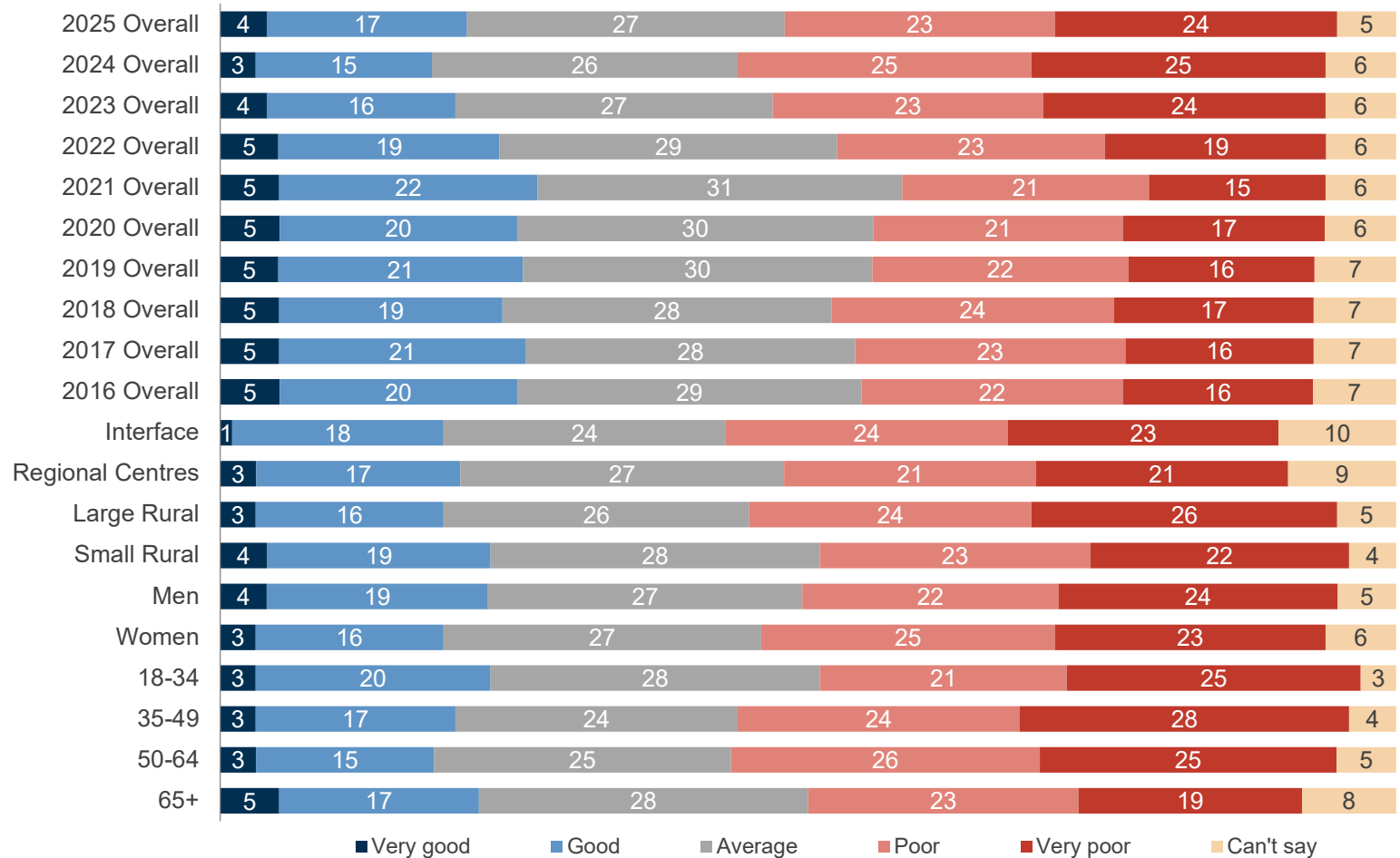
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (%)





Business and community development importance



2025 business/community development importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	71▲	71	70	72	72	71	71	70	71	72
35-49	70	70	69	71	71	70	71	70	71	73
Regional Centres	70	69	70	71	73	71	72	71	73	n/a
18-34	70	71	69	72	71	68	70	70	72	72
Overall	69	69	68	70	70	69	69	69	70	70
50-64	69	69	68	68	71	71	69	68	69	69
Small Rural	69	66	65	68	69	68	70	n/a	n/a	n/a
Large Rural	68	69	67	68	68	68	70	69	70	71
65+	67▼	67	66	68	69	69	67	66	68	67
Men	67▼	67	66	67	68	68	67	68	69	69

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8

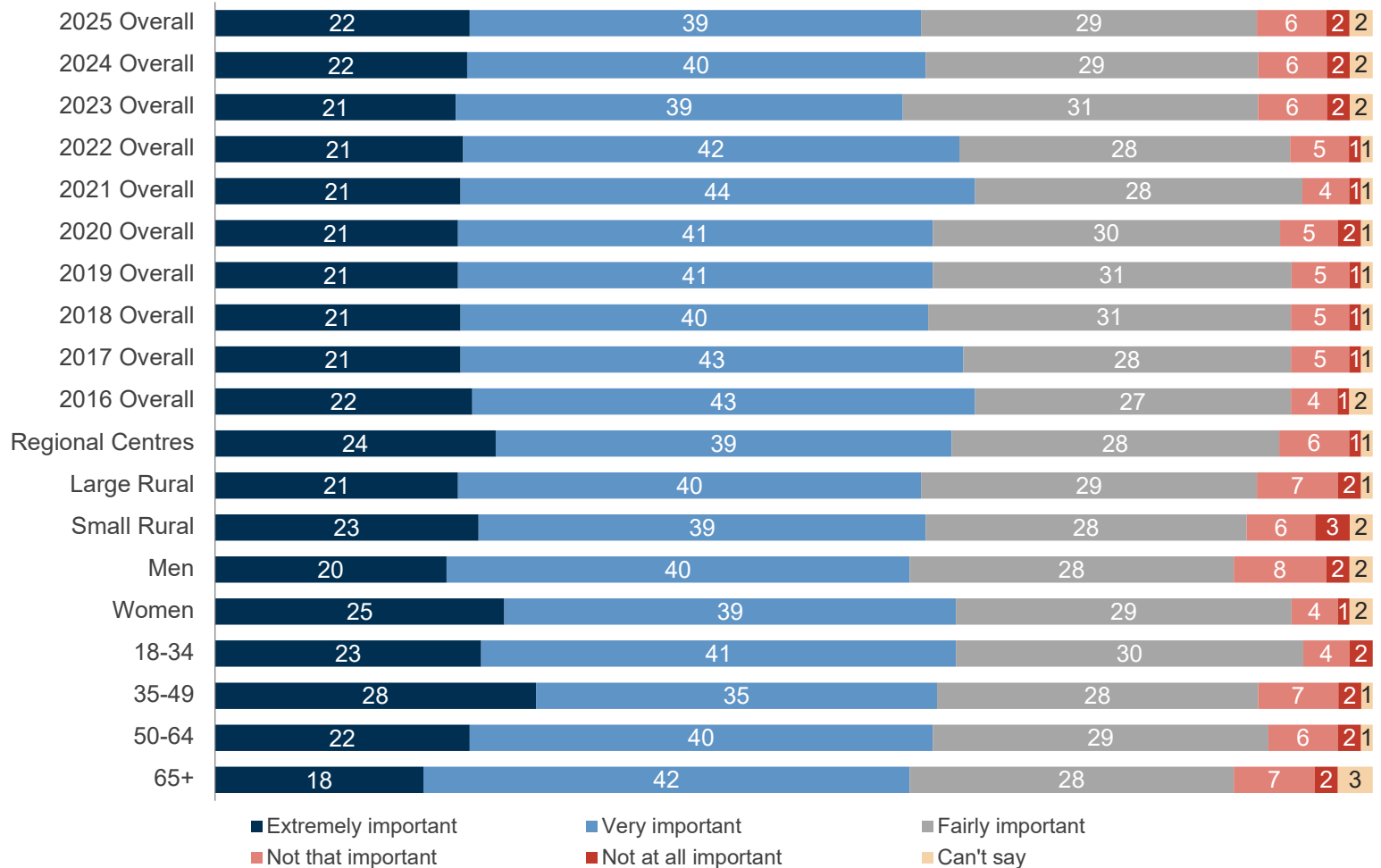
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2025 business/community development importance (%)





Business and community development performance



2025 business/community development performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Metropolitan	57▲	59	58	58	n/a	n/a	n/a	n/a	60	62
Women	56▲	58	59	59	61	60	62	61	60	60
65+	56▲	58	57	59	60	59	61	60	61	59
Small Rural	55	57	55	57	58	57	60	61	65	62
18-34	55	58	59	60	63	63	64	62	62	63
Large Rural	55	59	57	58	60	60	59	58	59	58
Overall	54	57	57	58	60	59	61	60	60	60
Regional Centres	54	55	57	58	61	58	61	55	58	61
35-49	54	56	57	56	58	57	60	60	59	59
Men	52▼	55	56	57	59	58	60	59	59	59
50-64	52▼	54	55	55	58	55	58	56	56	56
Interface	50▼	55	56	58	61	60	64	63	59	58

Q2. How has Council performed on 'Business and community development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14

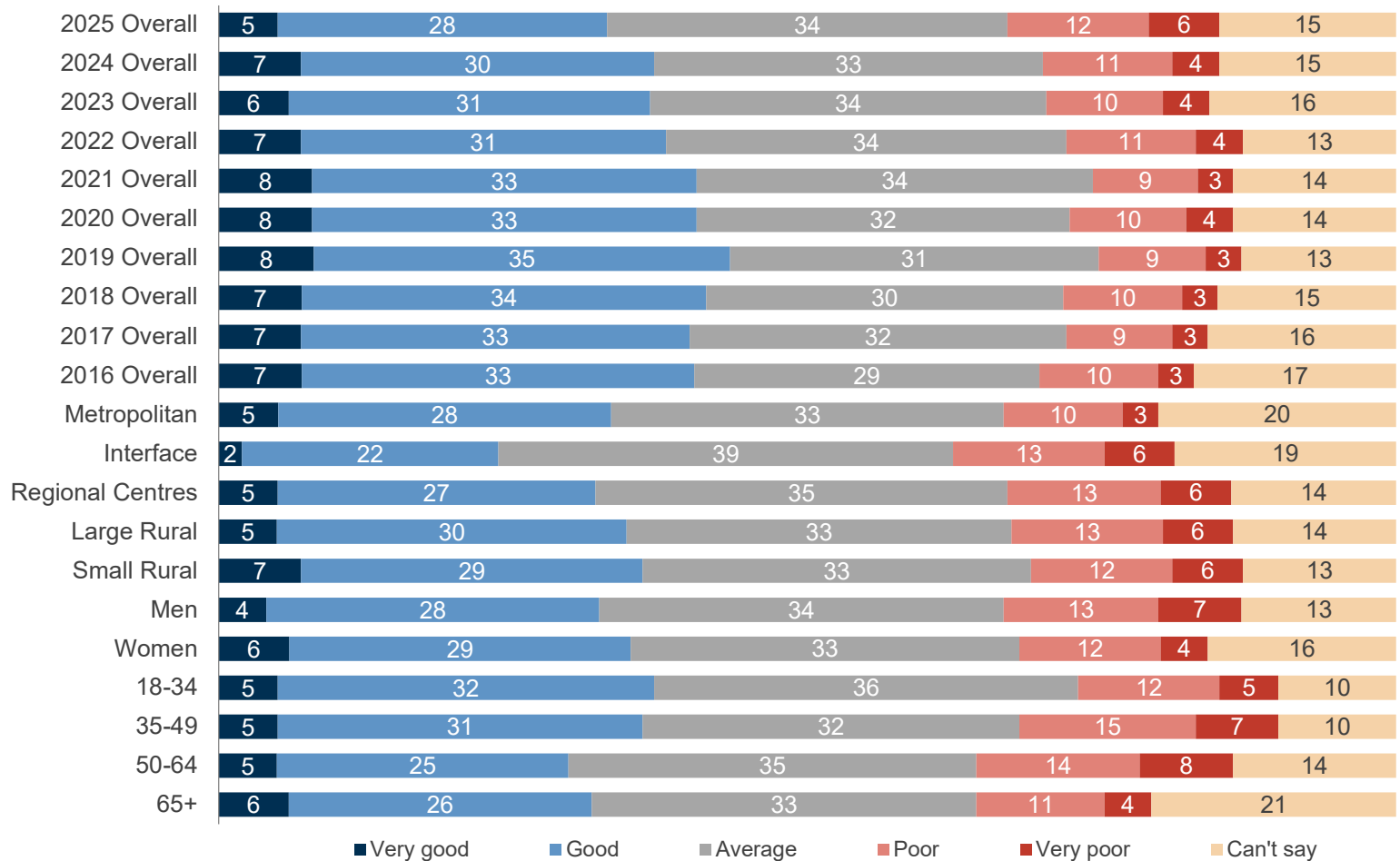
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2025 business/community development performance (%)





Tourism development importance



2025 tourism development importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Regional Centres	63▲	66	65	65	67	67	69	71	70	n/a
Women	62▲	61	62	64	64	64	62	63	63	65
Small Rural	61	58	58	63	64	58	64	n/a	n/a	n/a
18-34	61	58	60	62	62	58	56	59	59	62
50-64	60	60	61	61	65	64	61	63	63	64
65+	60	59	60	62	63	65	61	62	64	64
Overall	60	59	60	62	63	62	59	61	62	63
35-49	59	58	60	63	64	61	60	62	62	64
Men	57▼	57	58	60	62	60	57	60	61	62
Large Rural	57▼	57	58	60	62	62	60	62	63	67

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7

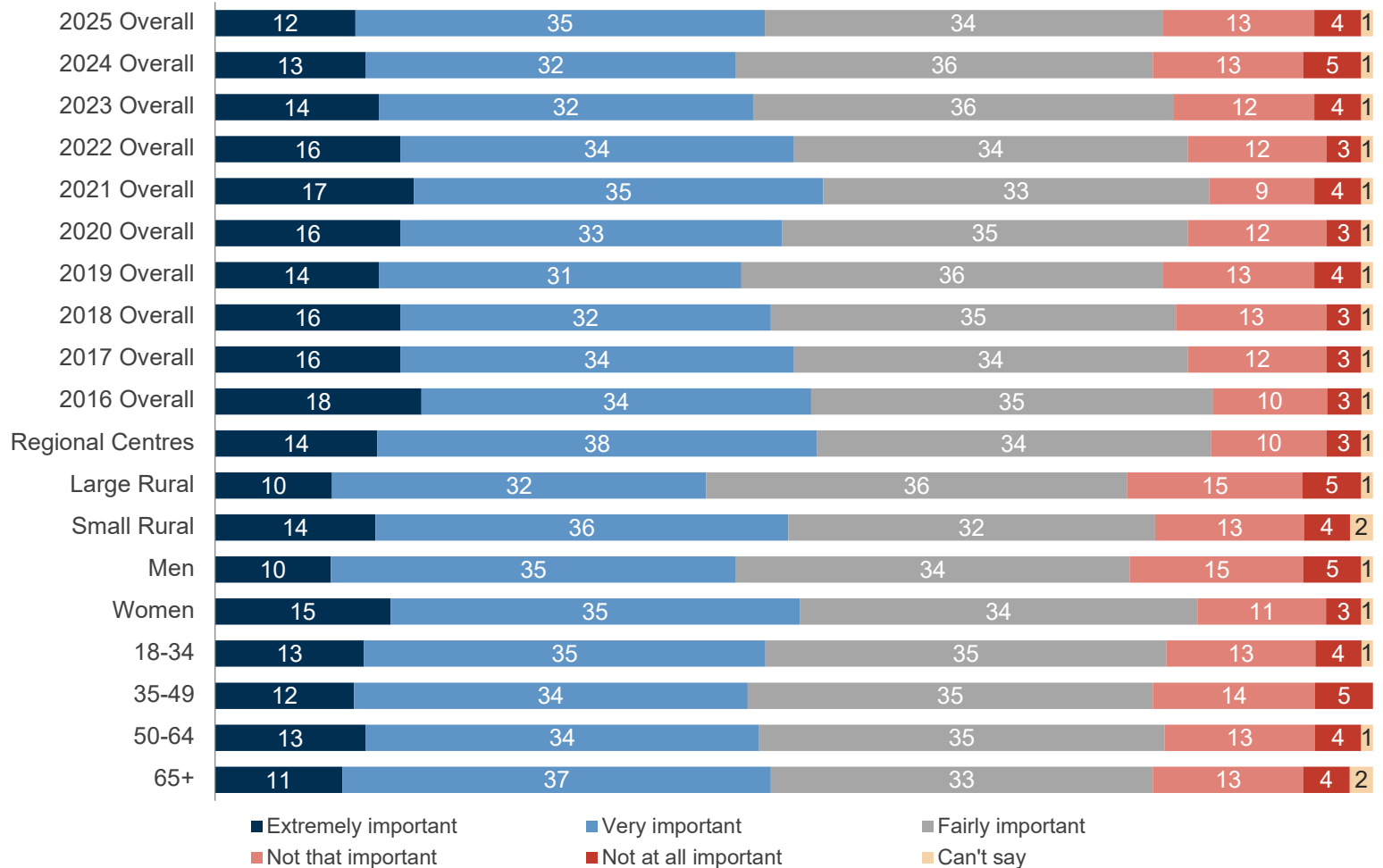
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2025 tourism development importance (%)





Tourism development performance



2025 tourism development performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	62▲	61	61	62	63	63	66	67	67	64
Women	61	61	62	61	62	63	64	64	64	64
65+	61	61	61	62	63	63	64	64	63	62
18-34	60	59	60	59	63	63	63	64	64	64
Overall	60	59	61	60	62	62	63	63	63	63
35-49	59	57	62	59	60	62	63	62	63	63
Large Rural	59	61	62	61	64	62	61	61	65	64
Regional Centres	59	59	61	59	60	63	70	64	65	71
50-64	58▼	57	61	58	62	61	62	60	61	60
Men	58▼	58	60	59	62	61	62	61	61	62
Interface	55▼	53	60	56	59	59	58	61	56	56

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 12

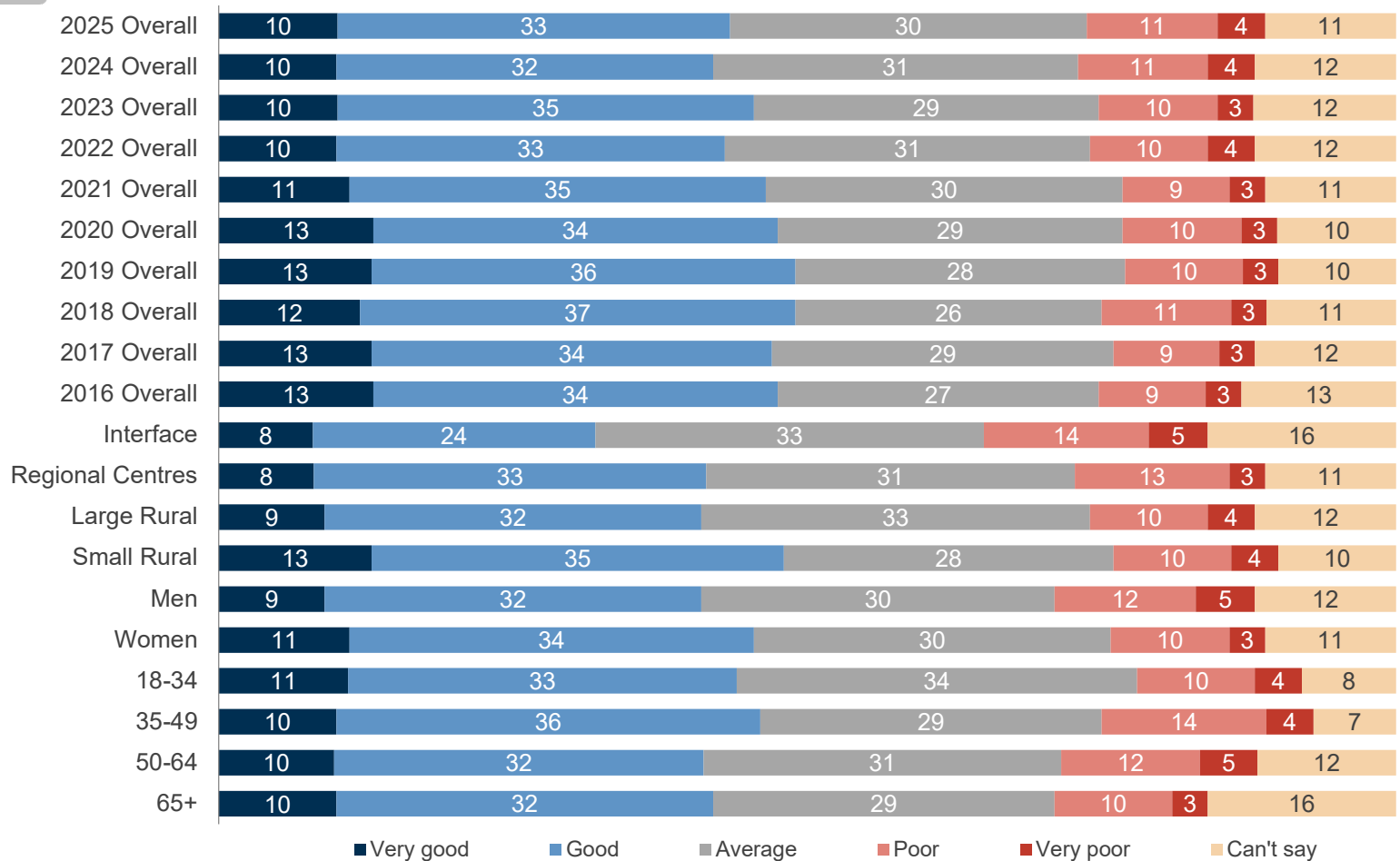
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2025 tourism development performance (%)

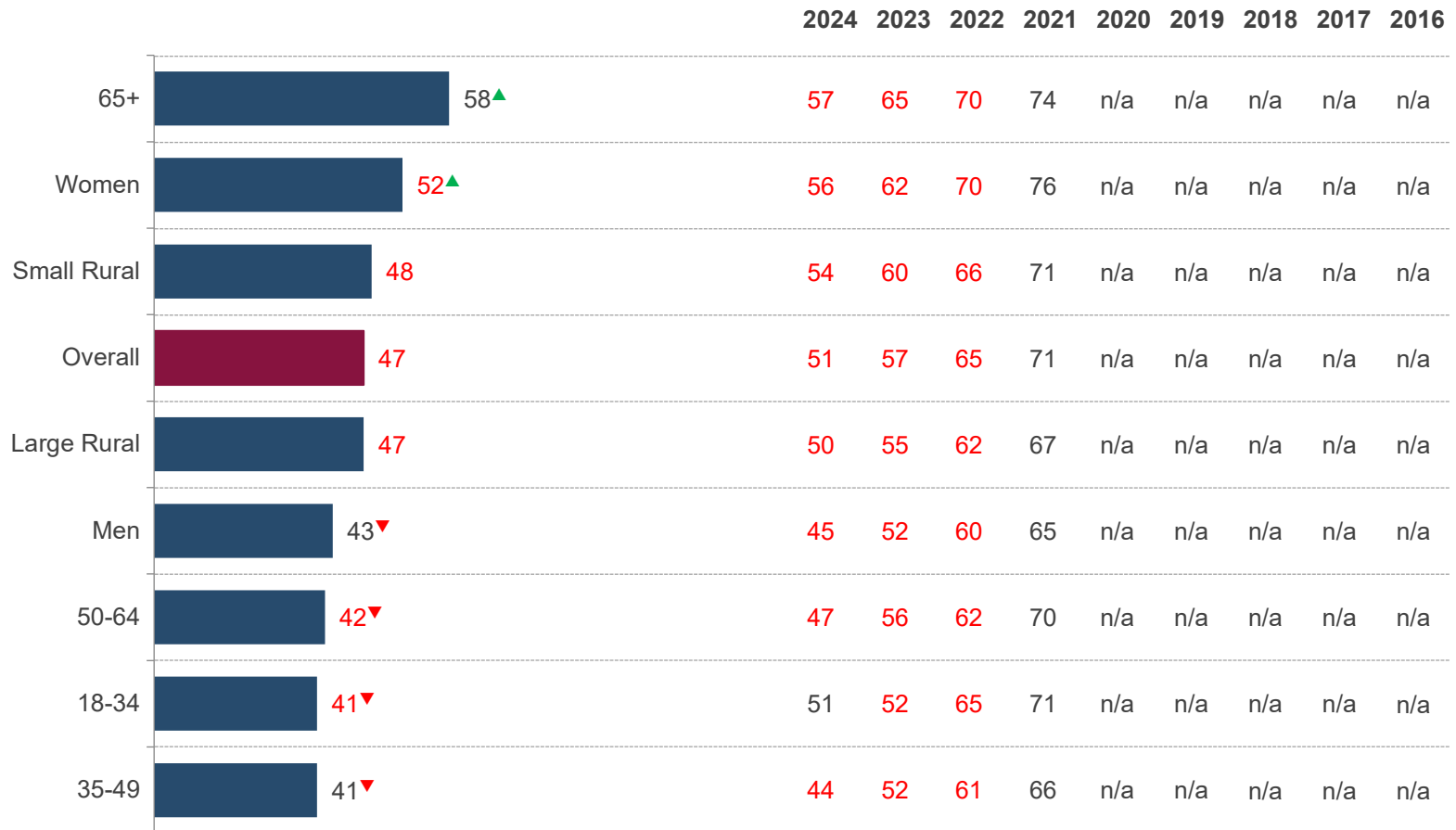




COVID-19 response importance



2025 COVID-19 response importance (index scores)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 3

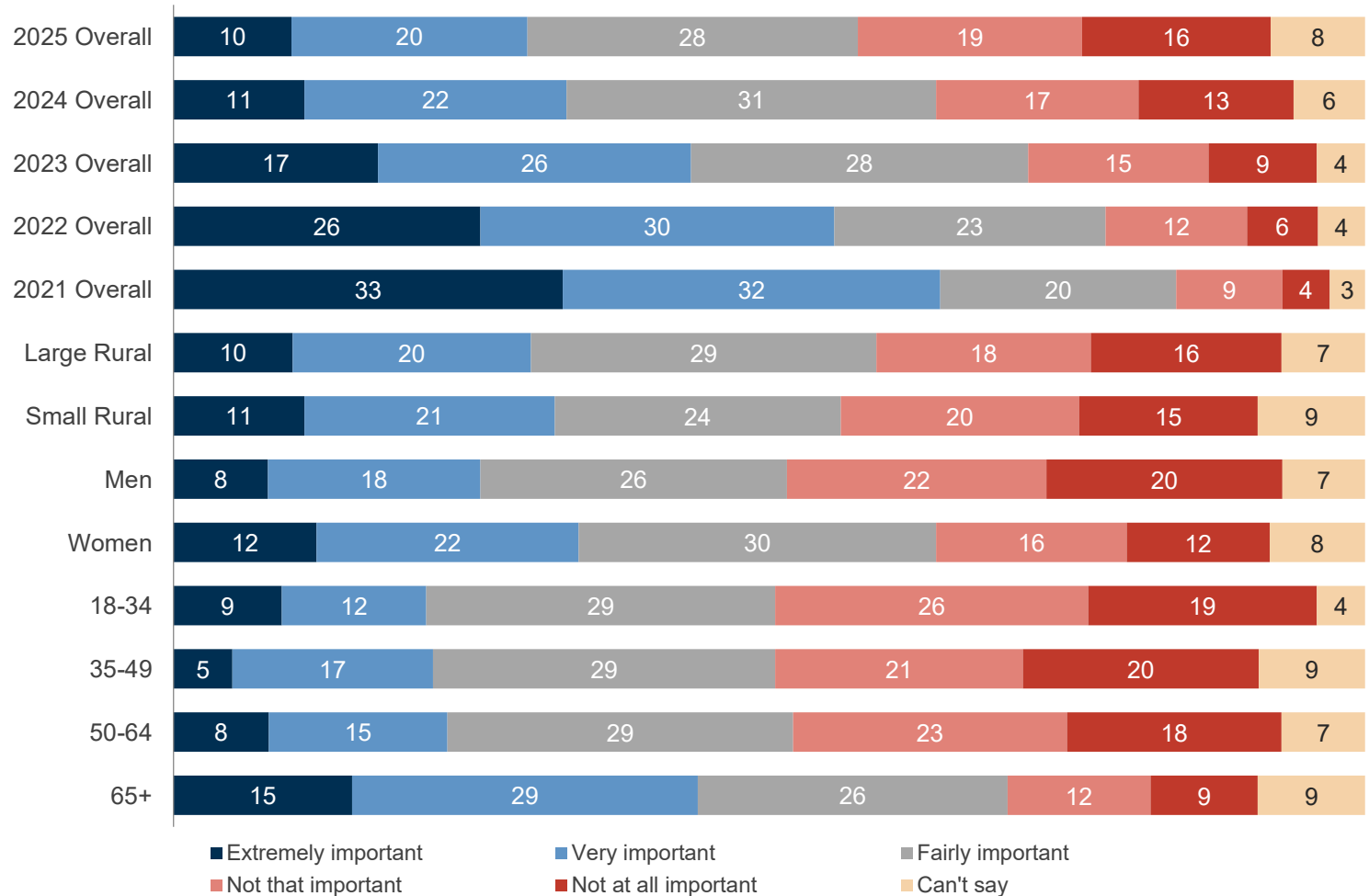
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2025 COVID-19 response importance (%)





COVID-19 response performance



2025 COVID-19 response performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	63▲	68	69	70	75	n/a	n/a	n/a	n/a	n/a
65+	62	66	68	71	75	n/a	n/a	n/a	n/a	n/a
Small Rural	61	62	69	69	75	n/a	n/a	n/a	n/a	n/a
Large Rural	61	66	67	71	74	n/a	n/a	n/a	n/a	n/a
Overall	60	65	67	69	73	n/a	n/a	n/a	n/a	n/a
18-34	59	63	65	70	74	n/a	n/a	n/a	n/a	n/a
35-49	59	64	66	66	72	n/a	n/a	n/a	n/a	n/a
50-64	58	63	66	66	71	n/a	n/a	n/a	n/a	n/a
Regional Centres	57	61	68	69	73	n/a	n/a	n/a	n/a	n/a
Men	57▼	61	64	67	72	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 4

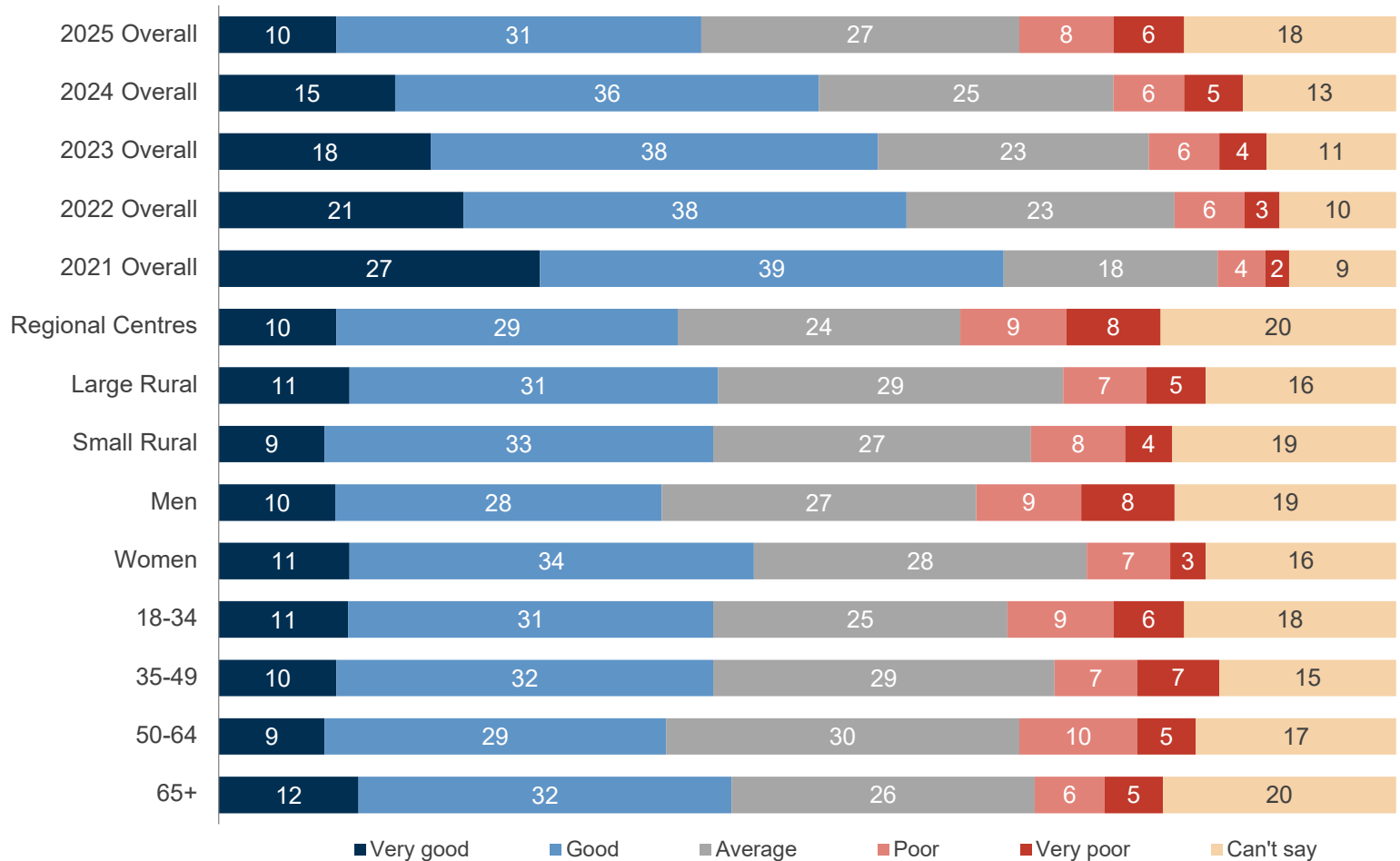
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2025 COVID-19 response performance (%)



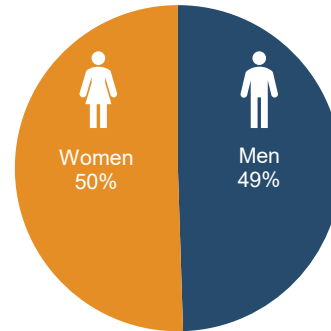
A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering. The image is dark and has a high-contrast, almost graphic quality.

Detailed demographics

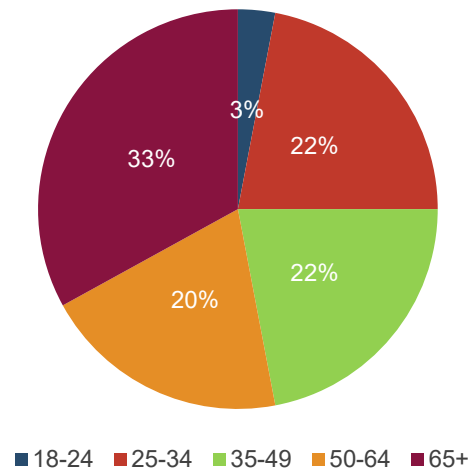


Gender and age profile

2025 gender



2025 age



S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 56

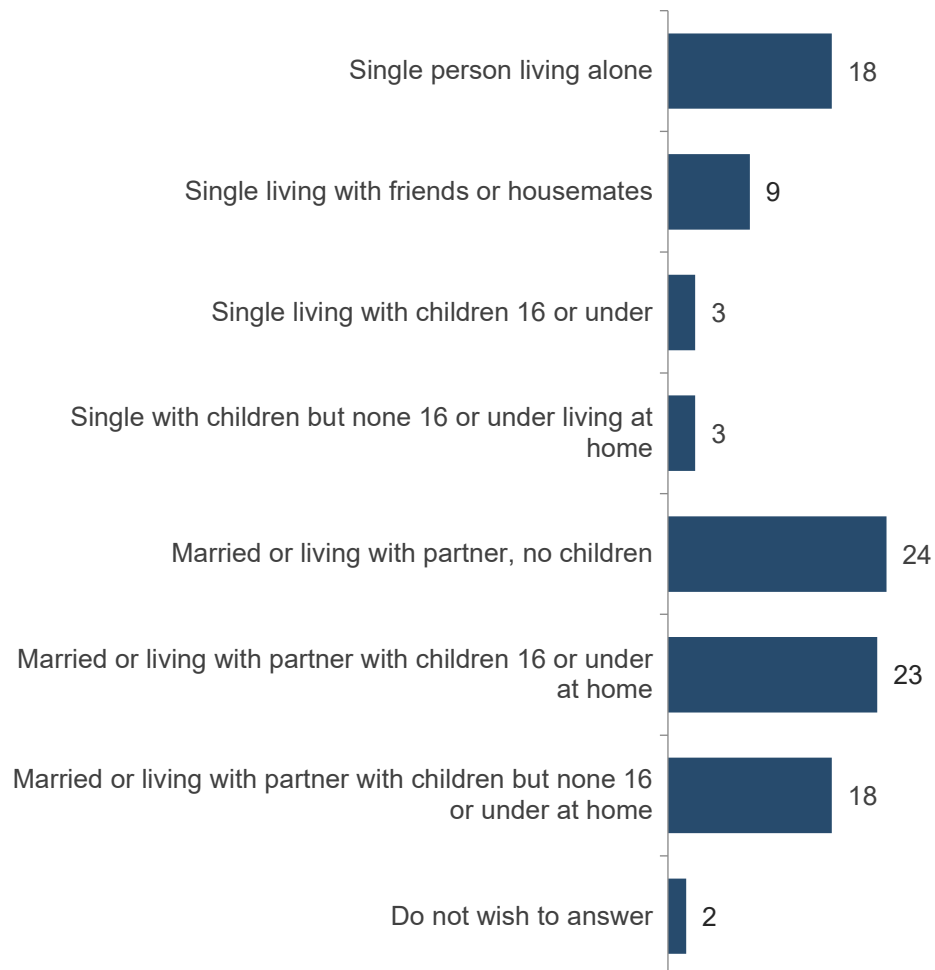
An "Other" option has been included for gender, hence the results may not add to 100%.

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.



Household structure

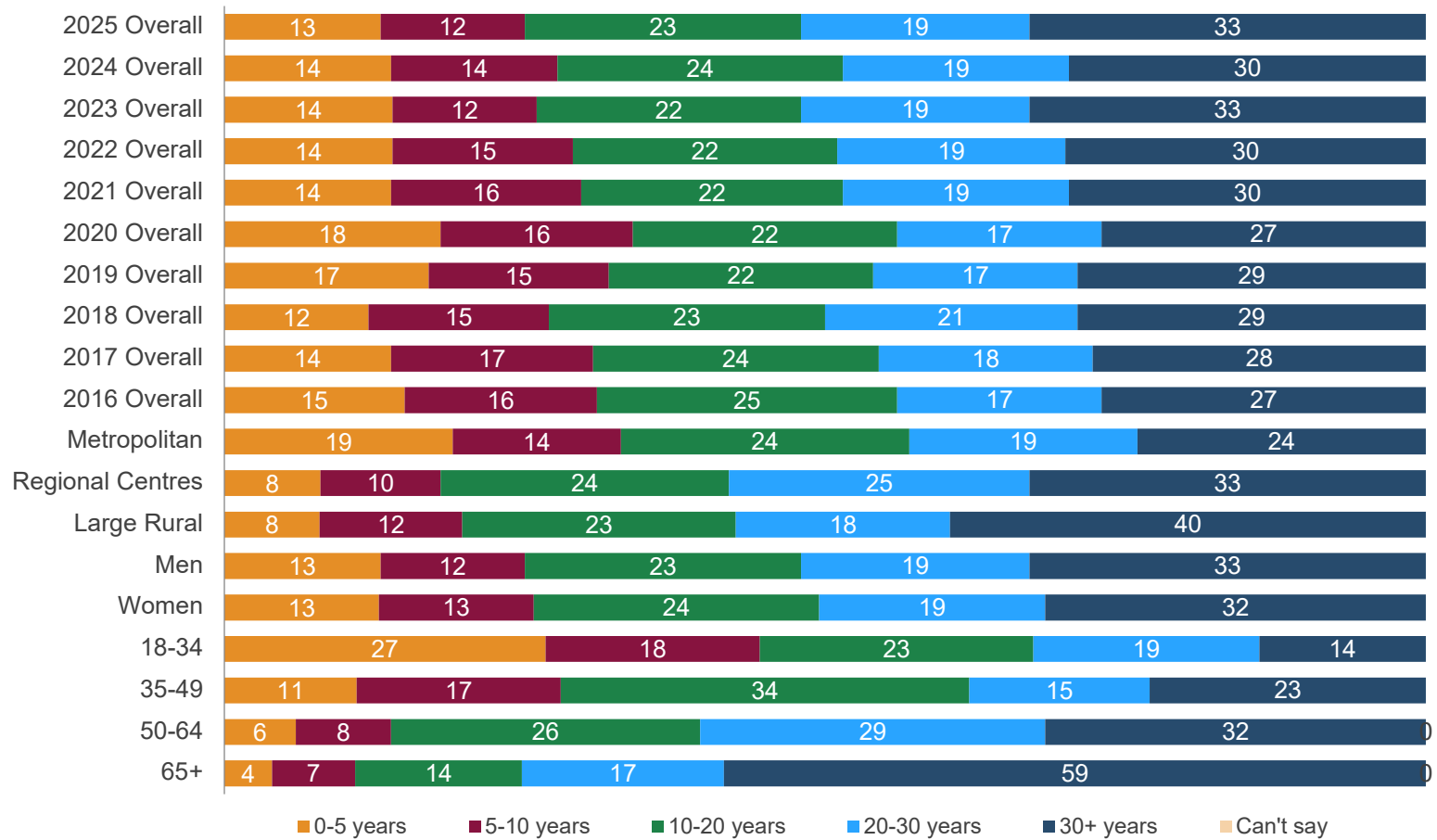
2025 household structure (%)





Years lived in area

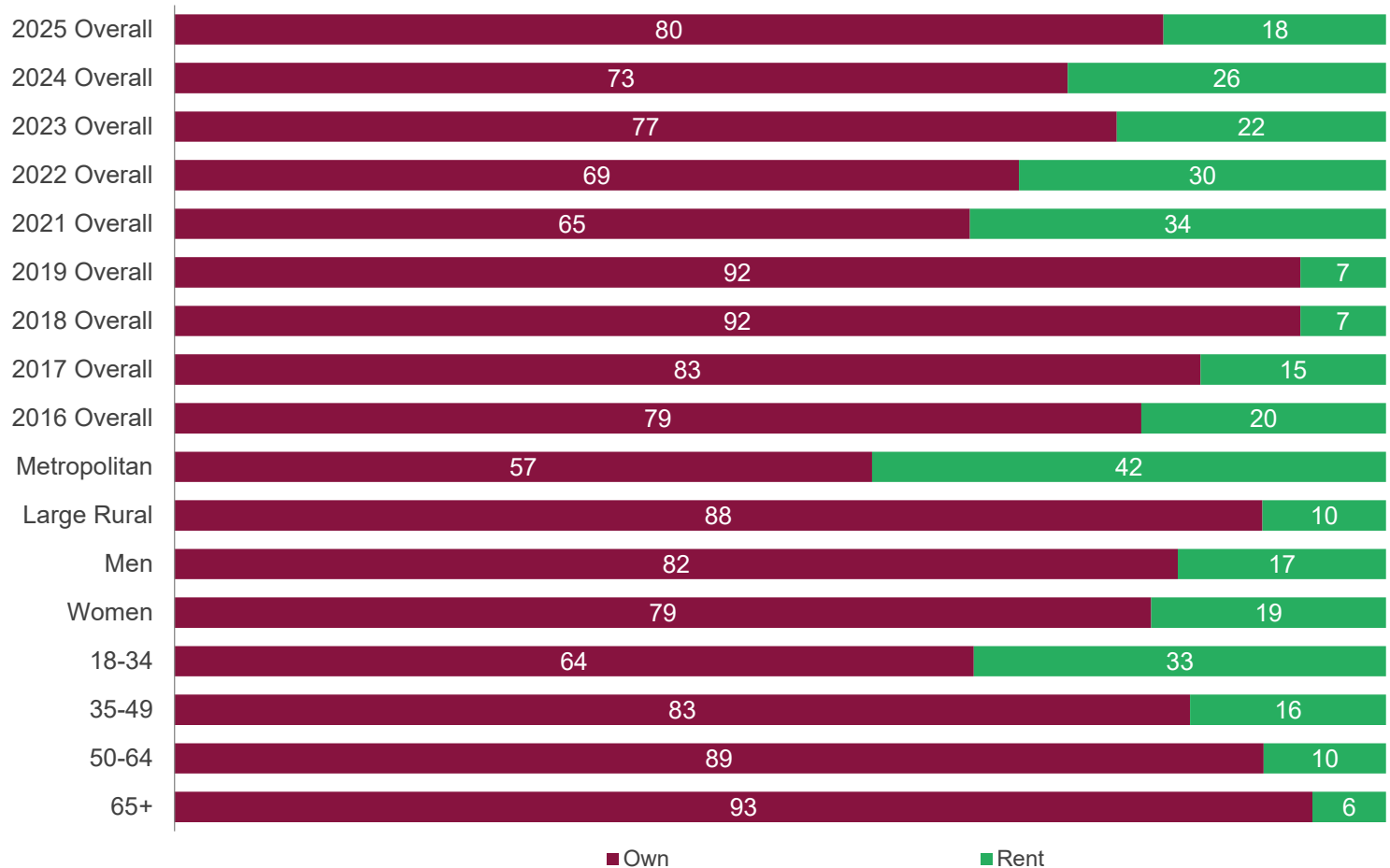
2025 years lived in area (%)





Home ownership

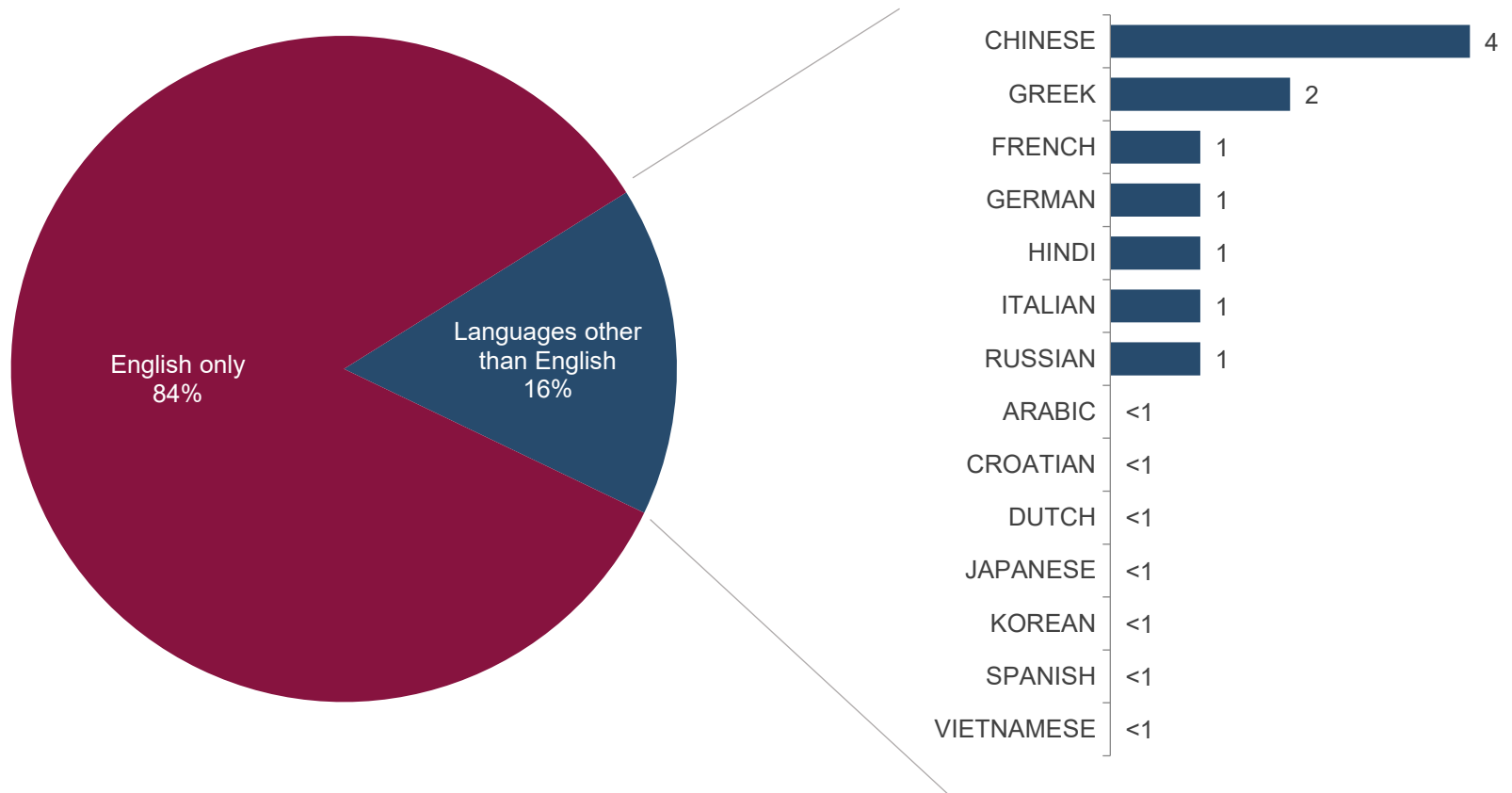
2025 home ownership (%)





Languages spoken at home

2025 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home?

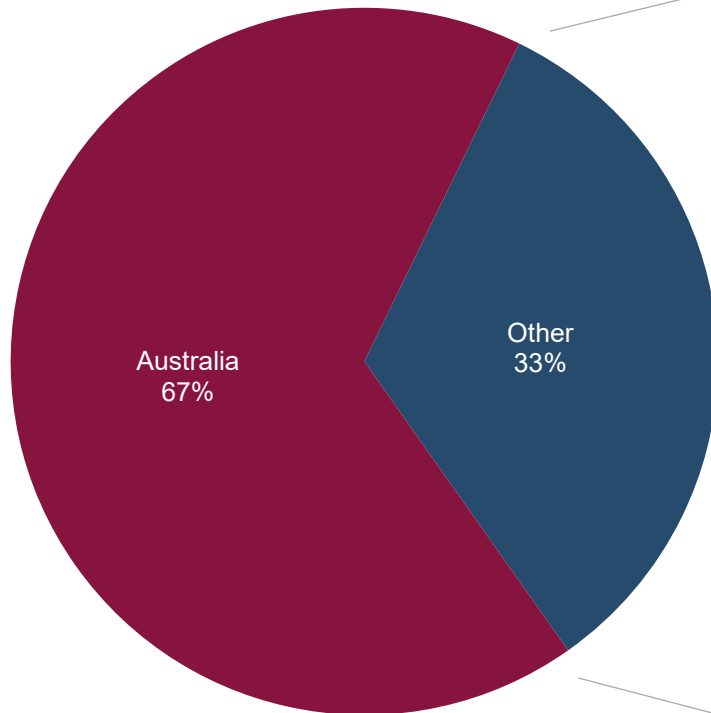
Base: All respondents. Councils asked State-wide: 5

Note: Respondents could name multiple languages so responses may add to more than 100%

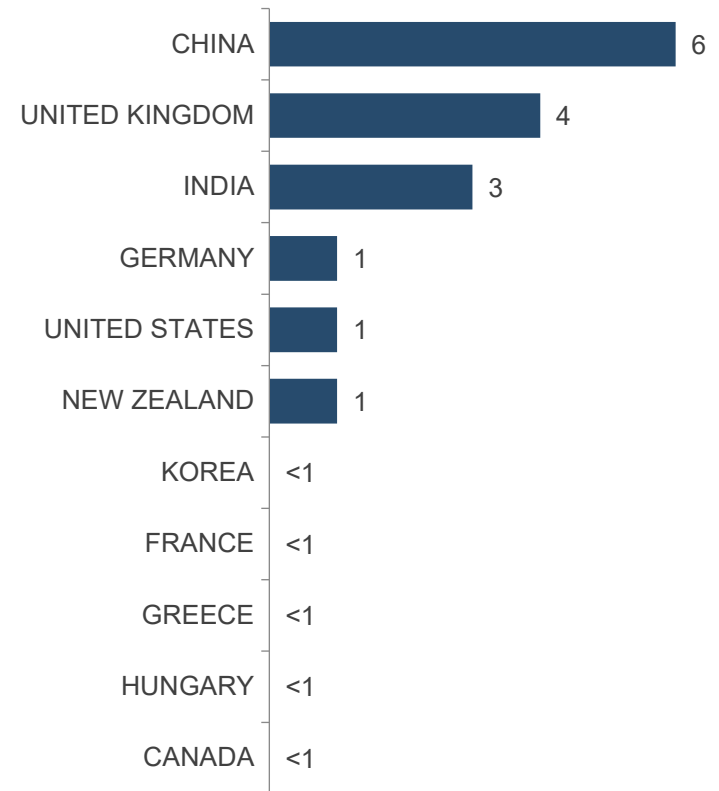


Country of birth

2025 country of birth (%)



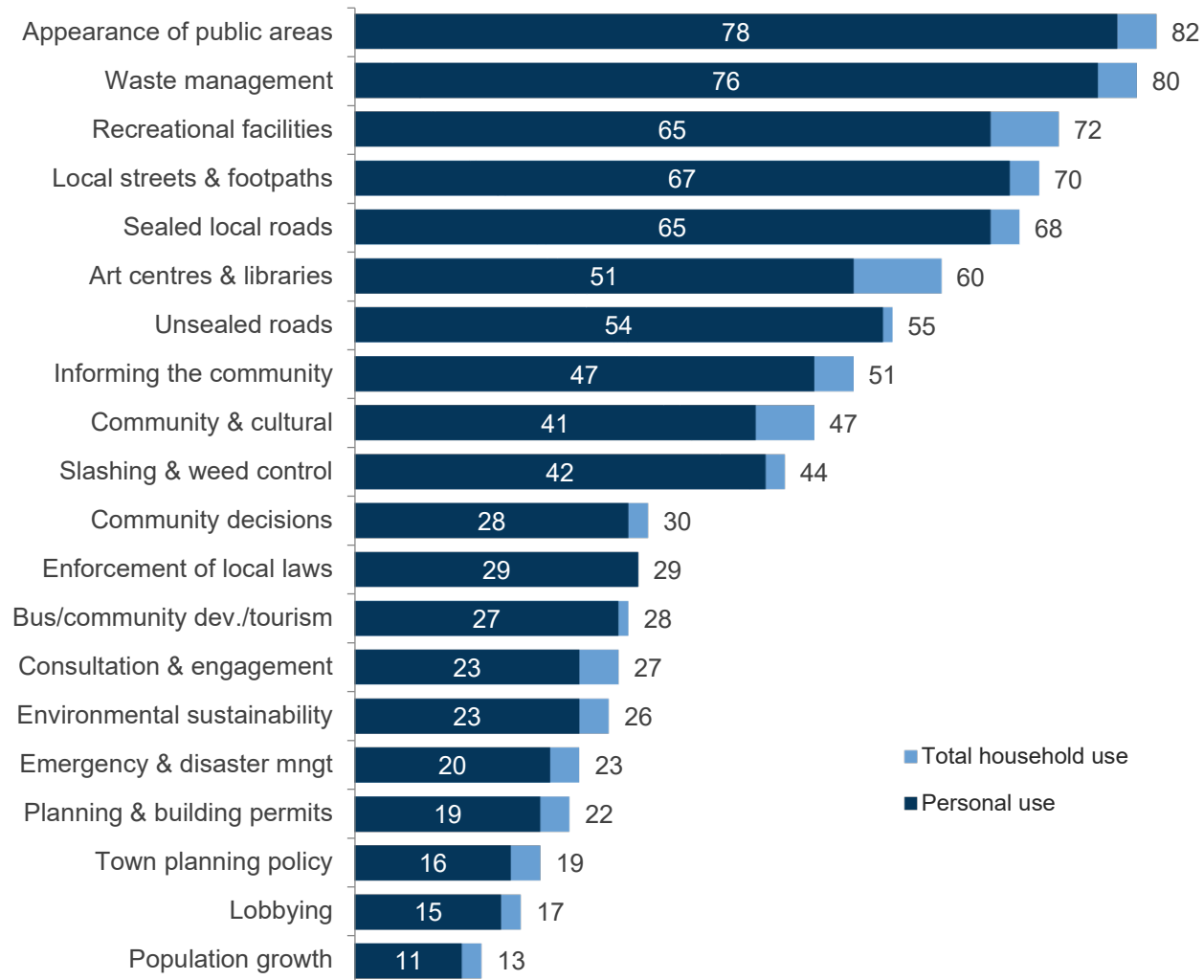
- Top mentions only -




Personal and household use and experience of council services



2025 personal and household use and experience of services (%)





Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

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 2025 State-wide Local Government Community Satisfaction Survey was n=23,737. 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=23,737 interviews is +/-0.6% 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 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 2,495,200 people aged 18 years or over, according to ABS estimates.

Each LGA is weighted to an equal population of 400 for analysis purposes, so that each LGA contributes equally to the State-wide result.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
State-wide	23,737	22,400	+/-0.6
Men	11,812	11,059	+/-0.9
Women	11,855	11,272	+/-0.9
Metropolitan	3,417	3,200	+/-1.7
Interface	902	800	+/-3.3
Regional Centres	4,309	3,600	+/-1.5
Large Rural	7,406	7,200	+/-1.1
Small Rural	7,703	7,600	+/-1.1
18-34 years	2,477	5,479	+/-2.0
35-49 years	4,292	4,945	+/-1.5
50-64 years	6,446	4,511	+/-1.2
65+ years	10,522	7,465	+/-1.0



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 2025 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

A total of n=23,737 completed interviews were achieved across the State. In the main, survey fieldwork was conducted in the period of 28th January – 16th March, 2025. Some councils nominated for survey fieldwork to be conducted across four quarters from 30th May 2024 – 16th March 2025.

The 2025 results are compared with previous years, as detailed below:

- 2024, n=27,820 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=30,805 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=29,316 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=28,011 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=26,923 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=26,739 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=26,814 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=27,907 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=28,108 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 each participating 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 each participating council. Some councils also nominated to include a sample of rate paying non-residents.

Survey sample matched to the demographic profile of each participating council determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 80% mobile phone numbers to cater to the diversity of residents, particularly younger people.

Appendix B: Analysis and reporting



In 2025, 56 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 2012-2025 vary slightly.

Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
Boroondara	Casey	Ballarat	Bass Coast	Alpine
Glen Eira	Yarra Ranges	Greater Bendigo	Baw Baw	Ararat
Hobsons Bay		Greater Geelong	Colac Otway	Benalla
Manningham		Horsham	Corangamite	Buloke
Maroondah		Latrobe	East Gippsland	Central Goldfields
Melbourne		Mildura	Glenelg	Gannawarra
Stonnington		Wangaratta	Golden Plains	Hepburn
Whitehorse		Warrnambool	Macedon Ranges	Hindmarsh
		Wodonga	Mitchell	Indigo
			Moir	Loddon
			Moorabool	Mansfield
			Mount Alexander	Murrindindi
			Moyne	Northern Grampians
			South Gippsland	Pyrenees
			Southern Grampians	Queenscliffe
			Surf Coast	Strathbogie
			Swan Hill	Towong
			Wellington	West Wimmera
				Yarriambiack

Non-participating councils: Banyule, Bayside, Brimbank, Campaspe, Cardinia, Darebin, Frankston, Greater Dandenong, Greater Shepparton, Hume, Kingston, Knox, Maribyrnong, Melton, Monash, Moonee Valley, Moreland, Mornington Peninsula, Nillumbik, Port Phillip, Whittlesea, Wyndham, and Yarra.



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 2025 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 2025 State-wide Local Government Community Satisfaction Survey were optional. Comparison of optional questions is made against other participating councils in the council group and against all councils State-wide that also asked the same optional question.

Councils also had the ability to ask tailored questions specific only to their council. 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: Analysis and reporting



Reporting

Every council that participated in the 2025 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>



Appendix B: Glossary of terms

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2025 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](https://twitter.com/JWSResearch)

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

