



Victorian Councils

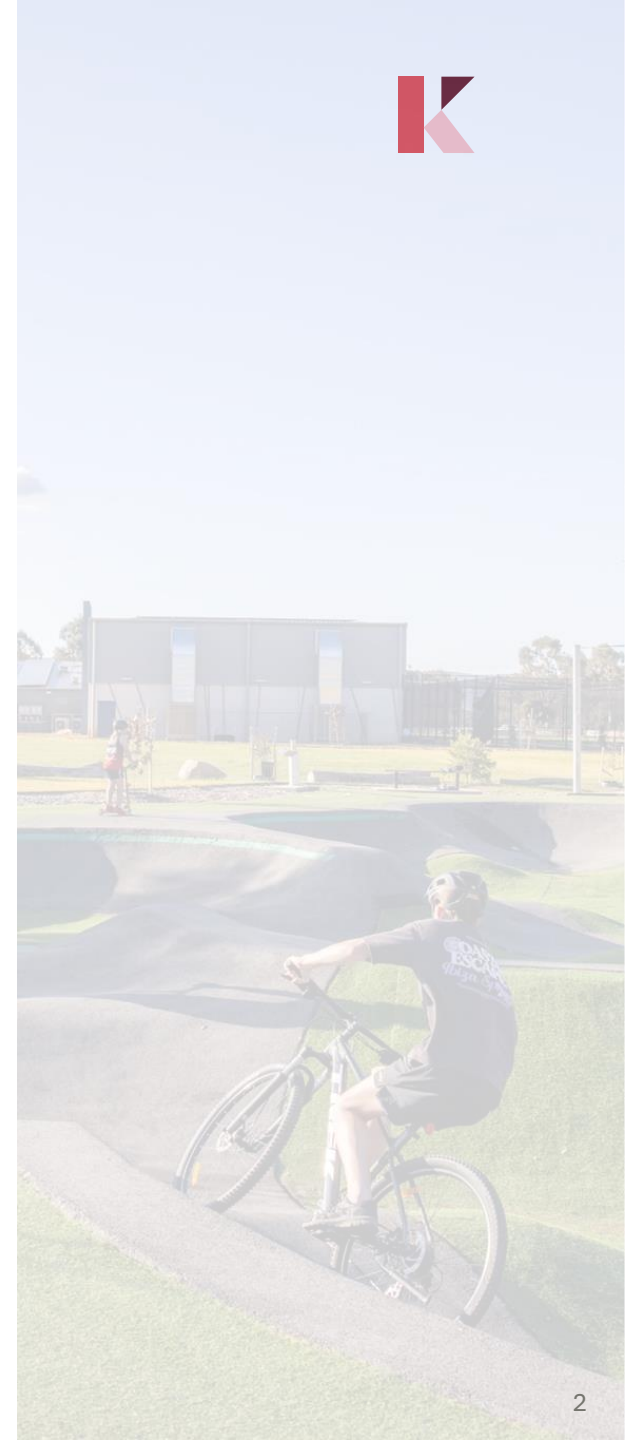
Community Satisfaction Report 2026

Klein

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

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Executive Summary



Councils Survey Construction



38 councils across Victoria participated in the LGV community satisfaction survey. Councils have been classified into five area groups – Metro, Interface, Regional city, Small Shire, and Large Shire.

At a minimum all councils included the LGV core measures, covering spending public funds, direction of council, customer service, opportunities to give feedback, waste management, making decisions, condition of sealed local streets and overall satisfaction with council.

In addition, several councils incorporated open ended and bespoke questions to gain deeper insights. Many councils also recorded resident satisfaction with service areas beyond the LGV core measures.

6
councils

only asked the core measures

28
councils

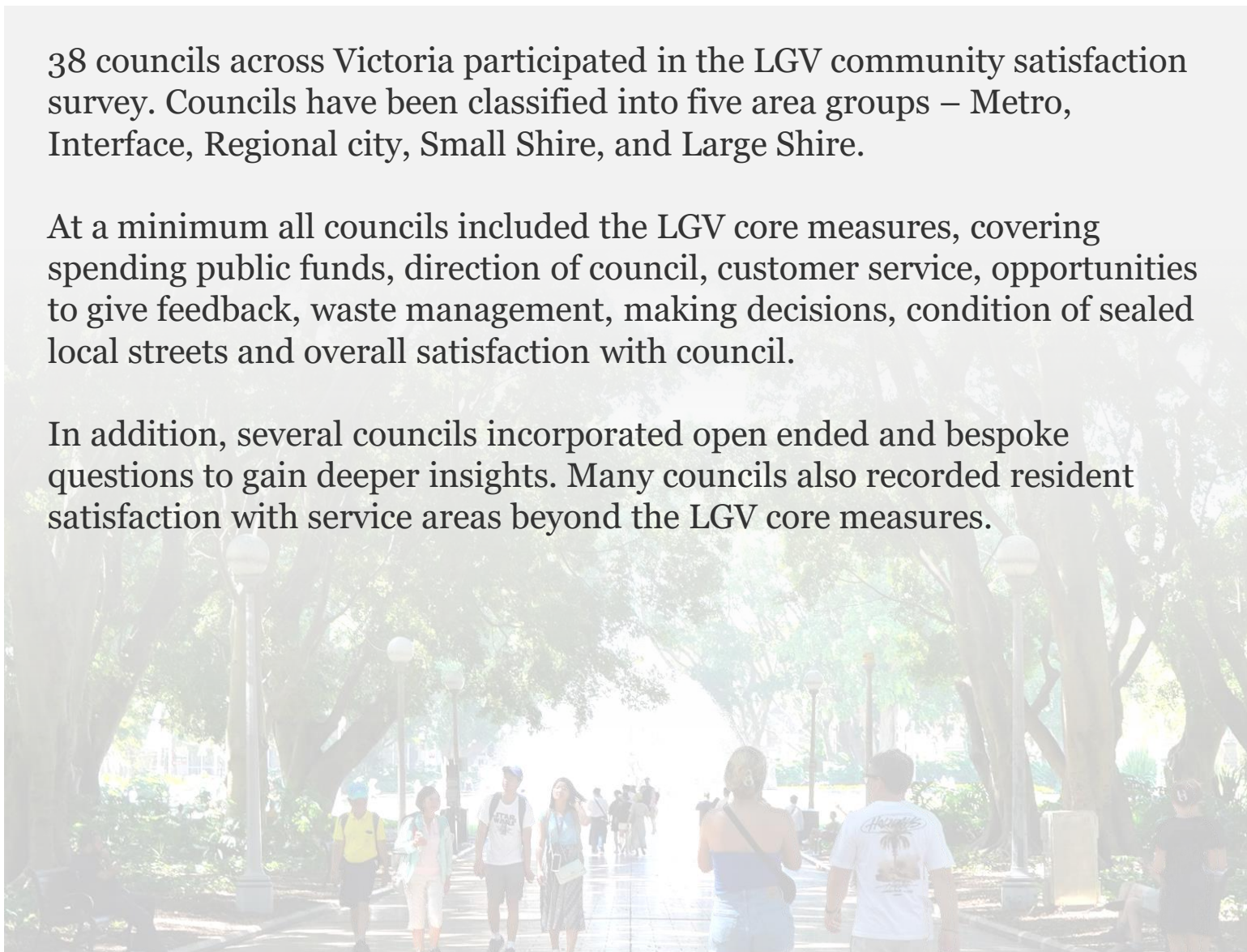
measured satisfaction with at least one extra service area

24
councils


added bespoke questions

25
councils


added open ended questions




Victorian Council Community Satisfaction



State Performance
58 +4 since LY




Metro Performance
64 +1 since LY



Interface Performance
53 +5 since LY



Regional City Performance
57 +4 since LY





Large Shire Performance
53 +4 since LY






Small Shire Performance
53 -1 since LY

Top performing areas

- 75 Libraries* 
- 72 Waste Management* 
- 70 Arts & Cultural Facilities 

Lowest performing areas

- 41 Maintenance of unsealed roads 
- 43 Roadside slashing & weed control 
- 45 Planning for population growth 

Changed questions are marked with an asterisk.

Fieldwork Summary

Who?

Residents of 38 Victorian Councils aged 18+

Minimum quotas of gender within age groups were applied during fieldwork. Post-survey weighting was then conducted to ensure accurate representation of the ABS age and gender profile of the council area.

What?

Conducted by Telephone and Online

How Many?

n=17,728

n=13,452 Telephone recruited from sourced residential sample list

n=4,276 Online recruited via social media

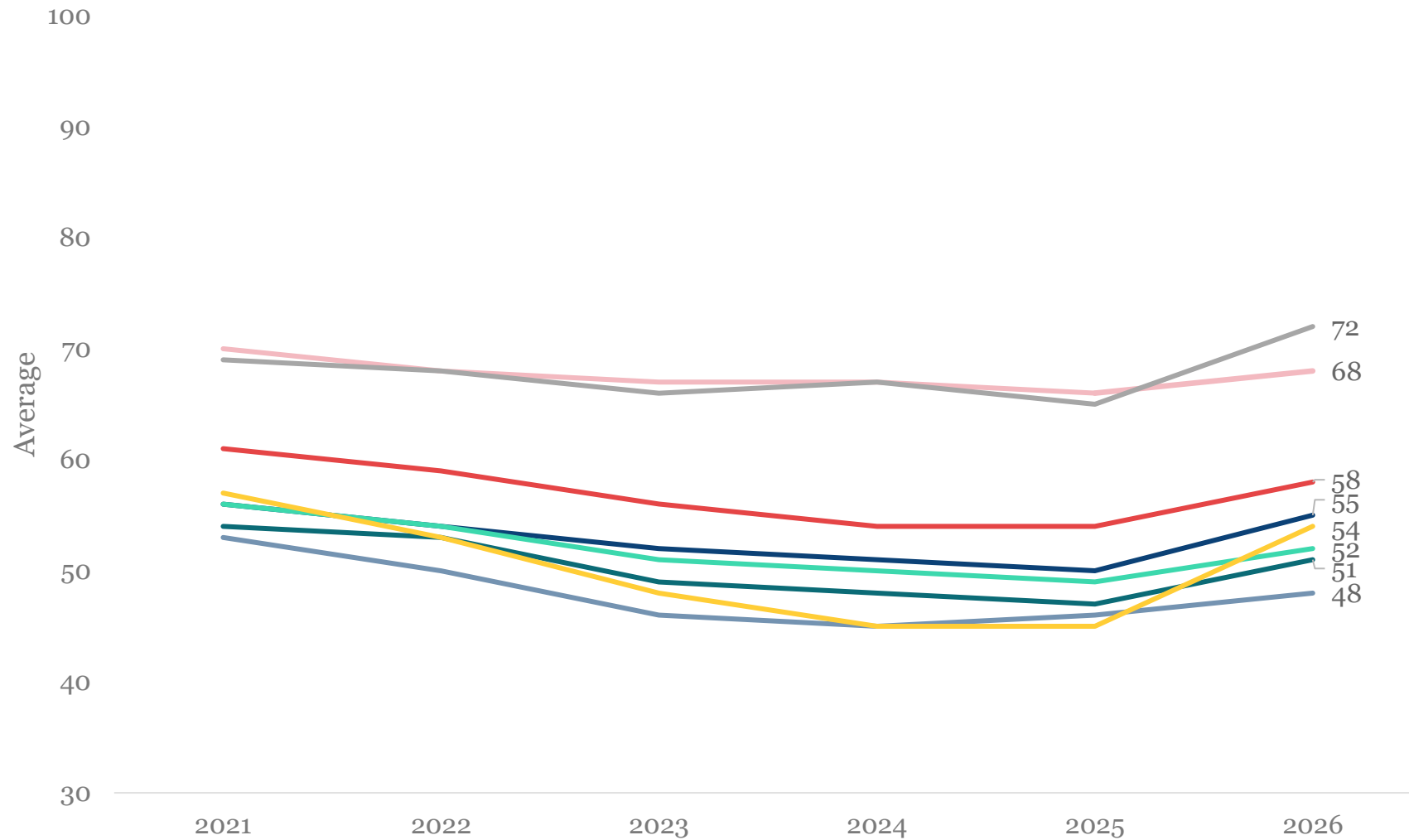
When?

Fieldwork conducted February/March 2026





Statewide LGV Core Measures by Year



Change on Previous Year

- +4** Overall Performance
- +4** Spending Public Funds*
- +2** Direction of council
- +2** Customer Service
- +5** Opportunities to give feedback*
- +7** Waste Management*
- +3** Making Decisions*
- +9** Sealed local Streets*

Changed questions are marked with an asterisk.

Statewide LGV Core Measure Summary



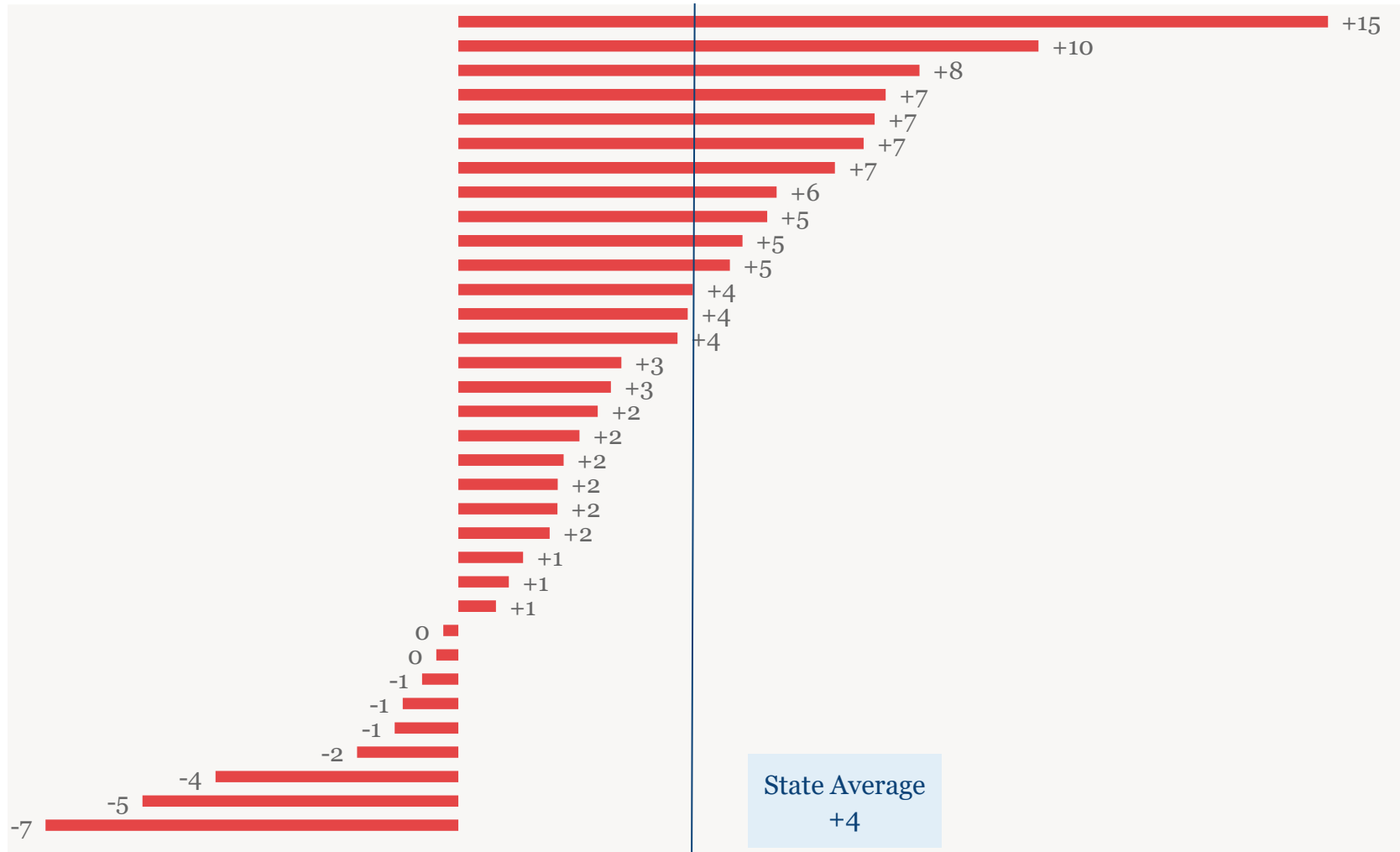
		State 2026	Chg vs LY	Metro 2026	Chg vs LY	Interface 2026	Chg vs LY	Regional City 2026	Chg vs LY	Large Shire 2026	Chg vs LY	Small Shire 2026	Chg vs LY
Overall Performance <i>Overall Performance of Council</i>		58	+4	64	+1	53	+5	57	+4	53	+4	53	-1
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		51	+4	58	+2	47	+3	50	+3	46	+3	47	-1
General Direction <i>Views on direction of council's performance</i>		48	+2	50	+1	47	+4	49	+1	47	+3	46	-
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		68	+2	70	-1	66	+1	71	+3	66	+1	65	-
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		55	+5	60	+3	50	+7	56	+7	54	+6	54	+2
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		72	+6	74	+3	70	+9	71	+6	69	+7	71	+4
Making decisions* <i>Making decisions in the interest of the community</i>		52	+3	58	+2	48	+3	53	+5	49	+3	51	+1
Sealed local streets* <i>Condition of sealed local streets</i>		54	+9	61	+2	51	+7	51	+4	47	+7	45	+1

Changed questions are marked with an asterisk.

Change in Overall Performance



Change in Overall Performance for 38 Participating Councils (2026 vs. 2025)



This chart shows how each council's overall performance has changed since last year. Each line on the chart represents one participating Council.

The results provide a comparison of Council performance movements relative to one another and to the state average.

Many Councils across Victoria have recorded improvements in overall performance, reflected by an increase of four points to the state average of 58.

Eleven Councils recorded significant increases in performance, while two Councils recorded significant declines.

Performance of Council Services – Summary by Service Area

Governance, Engagement & Advocacy

	2026	vs LY
Keeping the community informed*	60	+4
Opportunities to give feedback*	55	+5
Advocating for the community*	54	+5
Making decisions in the interest of the community*	52	+3

Infrastructure & Maintenance

	2026	vs LY
Protection of natural bushland	66	NA
The appearance of public areas	63	-5
Management of wetlands	62	NA
Street lighting	61	NA
Landfills and waste transfer solutions	56	NA
Condition of sealed local streets*	54	+9
The condition of footpaths*	53	+1
Roadside slashing and weed control	43	-4
Maintenance of unsealed roads	41	+3

Community Services & Support

	2026	vs LY
Waste management*	72	+7
Childcare	70	NA
Enabling and encouraging a healthy community	62	NA
Family support services	61	-1
Animal management	61	NA
Providing access for people with disabilities	61	NA
Supporting health and wellbeing	61	NA
Elderly support services	59	-4
Disadvantaged support services	55	-3
Traffic management	49	-5

Planning & Development

	2026	vs LY
Emergency and disaster management	63	-2
Environmental sustainability	61	+2
Business and community development and tourism	59	+3
Promoting the development of a vibrant local economy	58	NA
Adapting to a changing climate	58	NA
Enforcement of local laws and regulations*	56	-3
Developing and promoting the local economy*	54	-
Developing and promoting local tourism*	54	-6
Council's general town planning policy	48	-
Planning and building permits	48	+5
Planning	46	NA
Planning for population growth	45	-3

Community Facilities & Recreation

	2026	vs LY
Libraries*	75	NA
Arts and cultural facilities	70	NA
Arts and cultural programs	67	NA
Recreational facilities	66	-1
Community events and cultural activities*	65	-
Arts Centres*	64	NA
Community facilities and venues for hire	60	NA
Parking facilities	55	+1
Public swimming pools	55	NA
Streetscapes, garden beds and trees	54	NA
Public toilets	47	NA

Changed questions are marked with an asterisk.

Summary of Approach





About the LGV CSS program

What the program is

Program overview

The **LGV Community Satisfaction Survey (CSS)** is a state-wide program that measures how residents rate the performance of their local council. It provides councils with an independent, consistent and comparable view of community perceptions across key service and performance areas, helping them to:

Understand strengths and areas for improvement

1

Track performance over time

3

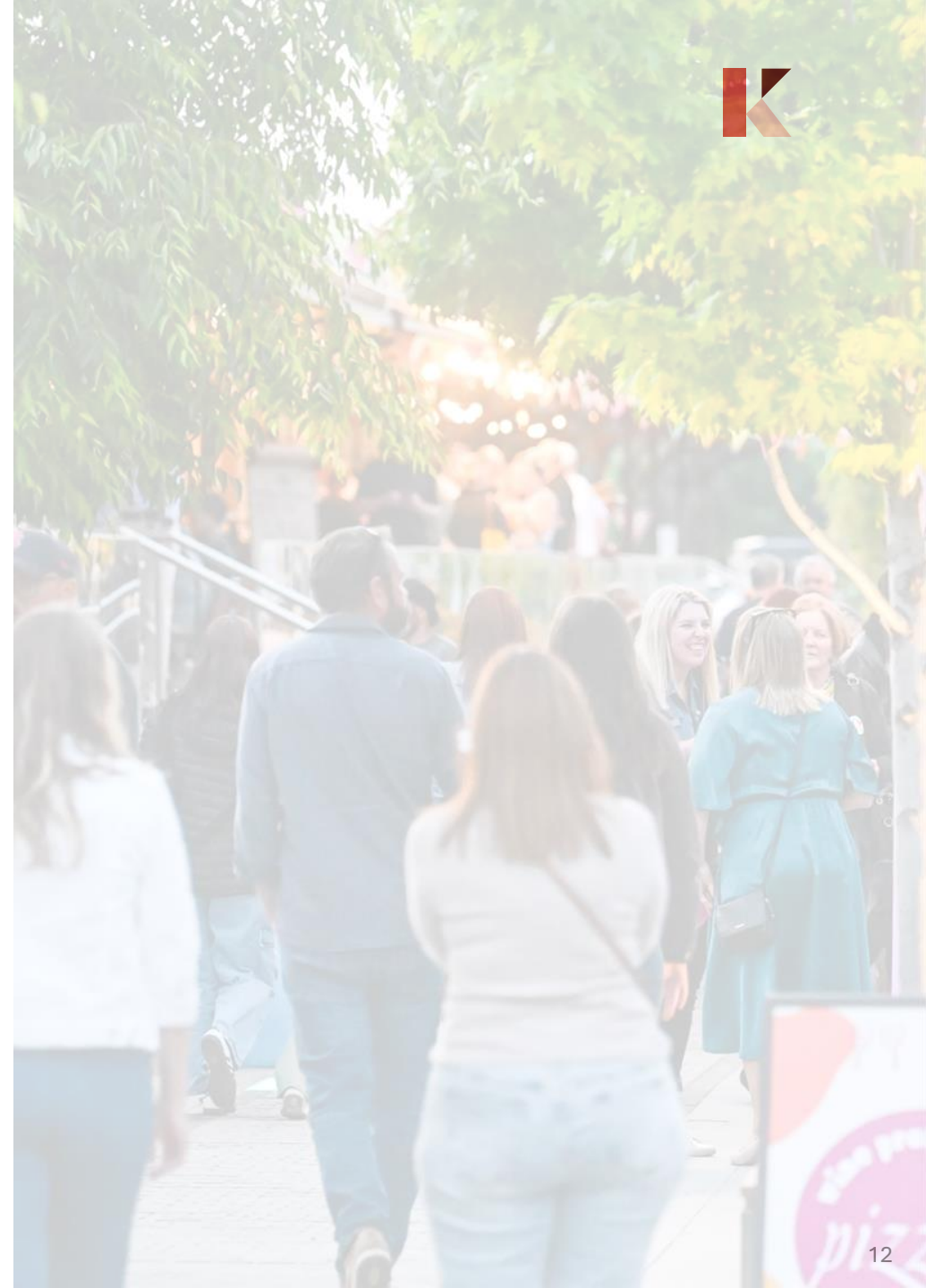
Benchmark against similar councils and the wider sector

2

Support planning, service improvement and community accountability

4

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



About Klein

What the program is and Klein's role in its next phase

Klein's appointment to the program

Klein is the newly appointed and Government-endorsed provider for the LGV CSS program. Our appointment through a robust and competitive procurement process provides confidence in the strength of the approach and the quality of delivery.



A new phase for the program

As the new provider, Klein brings energy, curiosity and a modern perspective — helping to refresh the program while maintaining the integrity, comparability and credibility that councils rely on.

Independent. Comparable. Credible. Refreshed for the program's next phase.

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



About Klein

- 30 years' experience in community and customer satisfaction tracking.
- Diverse expertise in public-sector, local-government and stakeholder engagement, as well as commercial clients.
- Proven in managing large tracking programs.
- A “safe set of hands” - independent, transparent, and responsive.

Explanation of Survey Metrics

How the key survey measures should be interpreted



Key metrics included in this report

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.

Key Performance: Measures overall views of Council, including overall performance, spending funds and direction.

Council Services: Measures perceptions of specific Council services and responsibilities, including areas such as waste management, libraries, roads, community engagement and planning.

LGV Core measures: The mandatory measures included in all councils participating in the Local Government Victoria CSS. These measures cover key areas such as the Key Measures, decision-making in the interests of the community, waste management, opportunities to give feedback, and the condition of sealed local streets.

Importance of council services: Measures how important different services are to residents.

Performance: Measures how residents rate Council's performance in each area over the past 12 months.

Experience: Measures whether residents or anyone in their household has used particular services in the past 12 months.



Service reporting categories

For ease of interpretation, service results are grouped into the following categories

- Governance, Engagement & Advocacy**
- Infrastructure & Maintenance**
- Community Facilities & Recreation**
- Community Services & Support**
- Planning & Growth**



Note on interpretation

Residents may rate Council based on either direct experience or broader perceptions. Both are valuable, as they help show not only how services are experienced, but also how Council is seen by the wider community.

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.



How results are reported

Results are typically shown for

- Total Council sample**
- Demographic sub-groups within the Council** such as age, gender and region
- Similar councils** for benchmarking
- State-wide** results for broader comparison





Benchmarking and comparison

How Council's results are interpreted in context

Why Benchmarking matters	Councils were compared against benchmarks to help put their results into context by comparing performance with relevant peers, historical results and key resident groups.
What it helps show	<p>Benchmarking helps answer four key questions:</p> <ul style="list-style-type: none"> • How is Council performing overall? • How is Council performing compared with all participating councils? • How is Council performing compared with similar councils? • Which results reflect Council-specific issues versus broader sector-wide patterns?
Important note	Comparisons are based on a common methodology and question set. Where differences are observed, significance testing is used to identify whether Council is <i>meaningfully above or below</i> benchmark.

Benchmark comparisons used in reporting

Comparator	What it helps show
State-wide average	How Council compares with all participating councils across the program
Council group average	How Council compares with similar councils, providing the most relevant peer context
Previous years	Whether performance is improving, stable or declining over time
Resident sub-groups	Which groups score higher or lower, and where perceptions differ across the community

Benchmarking helps distinguish between council-specific performance and broader patterns seen across the sector.

Mixed method control

How online surveying was introduced while maintaining comparability

Methodology change

Why online was added

In 2026, the LGV CSS program introduced online surveying via social media recruitment alongside the traditional CATI (telephone) methodology.

Online was added to broaden participation and improve the representativeness of the sample, rather than relying only on residents who are reachable by phone.

This also provides greater access to younger, digitally engaged and other harder-to-reach residents.

CATI remains a core part of the methodology; online has been added to improve coverage and respondent mix.

How the mixed method approach is controlled

Same questionnaire and measurement framework

Telephone and online respondents answer the same questions, using the same scales and core question order.

Mode review before merging

Each response is flagged as telephone or online, allowing results to be checked by mode before they are combined.

Comparison of results

Klein reviews demographic profiles and key results across modes to identify whether any meaningful differences are present.

Integrated weighting

Once verified, telephone and online results are combined and weighted together to align with ABS population benchmarks.



What this means

The mixed method approach improves access, engagement and representativeness, while the control process helps maintain continuity and comparability with previous CATI-only results.

Enhanced Questions

Question wording review and comparability assessment

CORE MEASURES



In consultation with Local Government Victoria and participating councils, a number of questions used in the Community Satisfaction Survey were reviewed and updated to improve clarity and relevance.

As wording changes can affect comparability with historical results, a split-sample approach was used to assess the impact of the main revisions. One group received the historic wording and another received the enhanced wording.

The following table summarises the changes made and the extent to which the revised wording affected results.

Enhanced Wording	Historic Wording	Estimated Impact	Outcome
How would you rate [COUNCIL NAME] at spending public funds on infrastructure and services in ways that benefit the community	How would you rate [COUNCIL NAME] at providing good value for money in infrastructure and services provided to your community?	N/A	Not tested. The historic question focused on perceptions of value for money, while the revised measure assesses perceptions of how effectively council directs public funds to generate community benefit. As these are related but not equivalent concepts, direct trend comparability was not assumed.
The opportunities offered by [NAME OF COUNCIL] to give your feedback or engage on key local issues.	Community consultation and engagement	+1pts	No material impact detected. Results are considered comparable.
Condition of sealed local streets in your area. This includes local streets but does NOT include highways and major arterial roads such as [INSERT UP THREE LOCAL EXAMPLES].	The condition of suburban sealed local roads in your area. This includes local streets and roads managed by your council but excluding highways and main roads that are managed by VicRoads.	+2pts	No material impact detected. Added specificity does not appear to have materially changed responses.
Waste management including the collection of garbage, recyclables and green waste	Waste management	+6pts	Material impact detected; revised wording appears to have increased positive ratings likely by making the measure more concrete and inclusive.
Advocating for, and representing the community to government and other organisations	Lobbying on behalf of the community	+2pts	No material impact detected. Results are considered comparable.
Developing and promoting local tourism	Tourism Development	-3pts	No material impact detected. Movement appears within expected variation.
Developing and promoting the local economy	Business and community development	-3pts	No material impact detected. Movement appears within expected variation.
Making decisions in the interest of the community	Decisions made in the interest of the community	-1pt	No material impact detected. Results are considered comparable.
Enforcement of local laws and Council regulations	Enforcement of local laws	-5pts	Potential material impact detected. Expanded reference to “Council regulations” may have broadened respondents’ frame of reference and contributed to lower ratings.
The condition of footpaths in your area	The condition of local streets and footpaths in your area	+2pts	No material impact detected. Revised wording appears comparable.
Keeping the community informed on council services, events and programs	Informing the community	+3pts	No material impact detected. Revised wording appears comparable.

Changed questions are marked with an asterisk.

Enhanced Methodology

The incorporation of Online and comparability assessment



In 2026, the LGV CSS program expanded beyond its traditional CATI (telephone interviewing) approach, with online surveying via social media recruitment available as an option for councils.

This reflected a desire to modernise the program while retaining the consistency and comparability of the long-standing methodology.

Where used, online broadened participation and improved the representativeness of the sample, particularly by improving access to younger, digitally engaged and other harder-to-reach residents.

Index Score	Score Impact	Impact of including Online
Overall Performance	0	No material impact detected. Movement appears within expected variation
Spending Public Funds	-1	No material impact detected. Movement appears within expected variation
General Direction	-1	No material impact detected. Movement appears within expected variation
Customer Service	-1	No material impact detected. Movement appears within expected variation
Consultation/Engagement	-1	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Waste management	0	No material impact detected. Movement appears within expected variation
Making decisions	-2	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Sealed local streets	0	No material impact detected. Movement appears within expected variation



After weighting for demographic differences, CATI and online results were broadly aligned.

Any remaining differences were generally small and mostly within expected variation. **Importantly**, the differences observed are generally small and not statistically significant, supporting a combined dataset that improves reach while maintaining comparability.



How to interpret results

Statistical significance and margin of error




Statistical significance

Statistical significance testing at the 95% confidence level has been applied to key comparisons in this report.

Where a difference is highlighted, it is unlikely to be due to chance alone. Where no difference is highlighted, the results should be treated as broadly similar.

95%

Reading the charts and tables

-  Up arrow or green text = significantly higher
-  Down arrow or red text = significantly lower
-  Circle / marker or black text = not statistically significant, but may still be noteworthy

Approximate margins of error used in this report

All survey results are subject to a margin of error, which varies depending on sample size.

Sub-Group	Sample	Margin of error
State	17,728	+/-0.7 pts
Metro	4,770	+/-1.4 pts
Interface	2,427	+/-2.0 pts
Regional City	2,616	+/-1.9 pts
Large Shire	4,770	+/-1.4 pts
Small Shire	3,992	+/-1.6 pts
18 to 24	498	+/-4.4 pts
25 to 34	2,269	+/-2.1 pts
35 to 49	4,615	+/-1.4 pts
50 to 64	4,891	+/-1.4 pts
65+	5,445	+/-1.3 pts
Male	8,450	+/-1.1 pts
Female	8,988	+/-1.0 pts

Larger groups have a smaller margin of error; smaller groups have a larger one.

Margins of error are approximate and are shown to support interpretation of key results and sub-groups.

Why the sample size is appropriate

Understanding the Sample



Sample size

This survey includes enough interviews to give a reliable overall picture of community views.



Margin of error

All surveys have a small amount of natural variation. A bigger sample reduces this (and Councils have the option to increase sample size), but the improvement in accuracy becomes smaller as sample size increases.



Confidence level

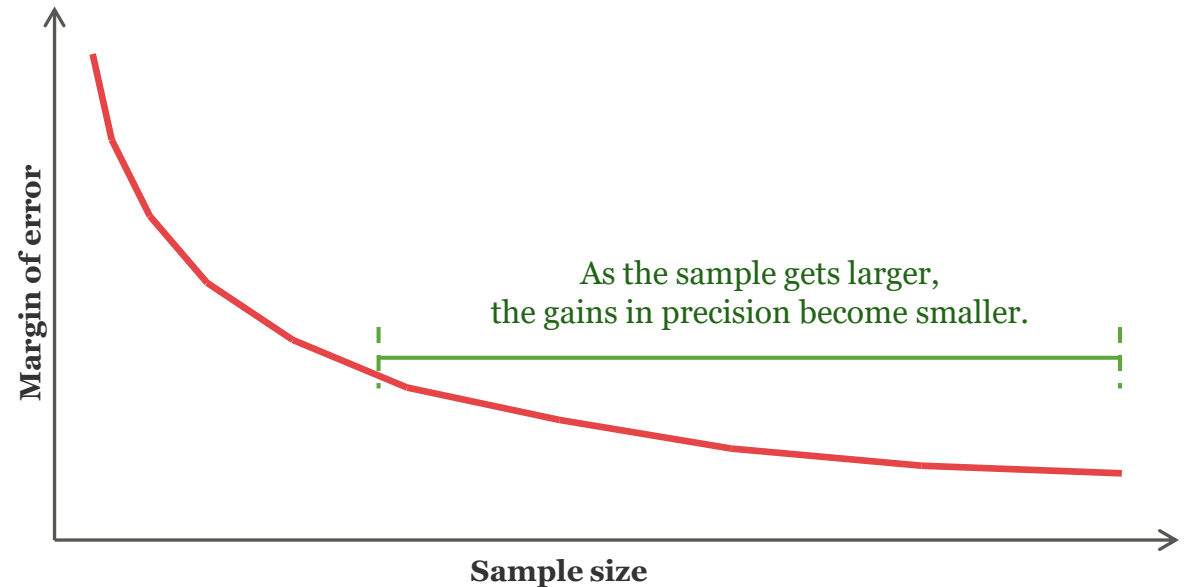
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



Statistical significance

In our analysis, we test whether differences and movements in scores are large enough to be meaningful, rather than just normal survey variation. These are highlighted through the report.

How sample size affects precision



What this means

Larger samples can improve precision, but after a point they are unlikely to materially change the overall story.

How weighting is used

<p>What weighting does</p>	<p>Weighting adjusts the final results so the achieved sample more closely reflects the actual community profile.</p>
<p>Why it matters</p>	<p>Some groups can be a little over- or under-represented in the raw sample. Weighting helps ensure no group has too much or too little influence on the final results.</p>
<p>How to read the table</p>	<p>“Unweighted” shows the profile of the achieved sample. “Weighted” shows the profile after adjustment. Each council receives its own weighting table.</p>

How sample was weighted

Age	Unweighted	Weighted
18-24	3%	4%
25-34	13%	26%
35-49	26%	26%
50-64	28%	22%
65+	31%	22%
NET	100%	100%

Gender	Unweighted	Weighted
Male	48%	49%
Female	52%	51%
NET	100%	100%



Weighting improves representativeness, but it does not change what respondents said. It simply helps ensure that each group is reflected in the right proportion in the final results.



How Performance Index Scores are Calculated

A simple guide to how 5-point ratings are converted into a 0 to 100 index

In simple terms

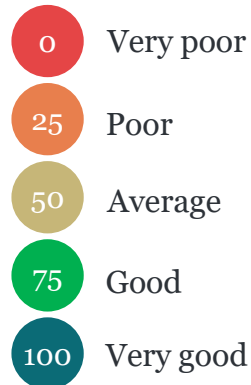
Performance is asked on a 5-point scale from Very poor to Very good.

Responses are then converted into an index from 0 to 100 so results can be compared consistently.

Scale



Index Values



Can't say is excluded from the calculation

Worked example

Each response ‘% share’ is multiplied by its index value. The contributions are then summed to create the score.

Response	Index Value	Share	Contribution
Very good	100	25%	25.0
Good	75	30%	22.5
Average	50	20%	10.0
Poor	25	10%	2.5
Very poor	0	10%	0.0
Can't say	-	5%	Excluded
Total index score		100%	60.0

How to interpret scores

Higher scores indicate stronger performance.

Band	Interpretation
85+	Very strong performance
75-84	Positive performance
50-74	Mixed or passable performance
40-49	Underperforming
<40	Clear community dissatisfaction

Direction in the past 12 months

The same principle is used for the Direction metric: Improved = 100, Stayed the same = 50, Deteriorated = 0. “Can't say” responses are excluded.



How to read the results slide - Performance Distribution

Guide to reading results

What this slide shows

This slide shows the overall result, the distribution of responses, and how results vary across benchmarks and key sub-groups.

It helps the reader see:

- How Council is performing overall
- How the result compares with key benchmarks
- Which groups score higher or lower
- Whether the result has improved or declined over time

What the table categories mean

Council - result for this Council

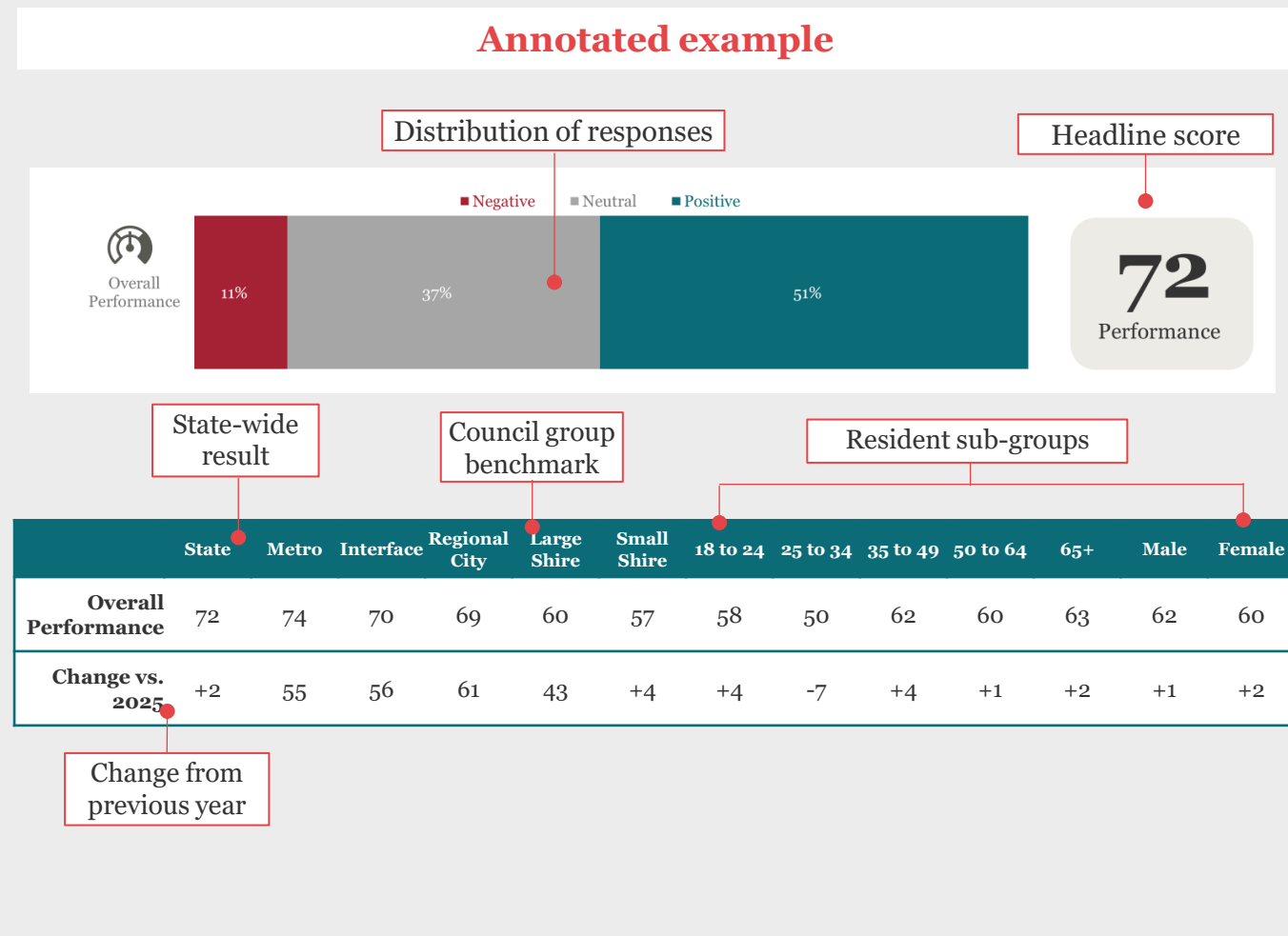
State - average across all participating Councils

Group - average for similar councils

Age / gender / location columns - results for key sub-groups within the Council area

Change vs. previous year - movement since last year

Annotated example





How to read the line chart slide - Importance and Performance

Guide to reading results

What this slide shows

- These slides show how importance and performance have changed over time, and how the current year result varies across benchmarks and sub-groups.
- The top chart shows the trend over time.
- The table below shows the current year results by benchmark and sub-group.
- The change table shows movement compared with the previous year.
- Importance = how much the area matters to the community
- Performance = how residents rate Council on that area

Table categories

Council, State and Group provide benchmarks; age, gender and location columns show resident sub-groups.

Annotated example



Key Performance Measures



Overall Performance



Overview



This section provides a summary of overall community perceptions of performance. It presents key headline metrics and a high-level view of how Councils are performing across the municipality.

Specifically, this section includes:

- Overall performance score
- Perceptions of Council direction
- Views on how well Council spends public funds
- Benchmark comparisons (where applicable)
- Results by key subgroups (e.g. age, location)

Together, these results provide a clear snapshot of overall community sentiment and set the foundation for the deeper insights that follow in the report.

Summary of results

Key measures:

- With a score of 58, community views of overall performance has risen significantly after the gradual downwards trend seen in previous years
- Residents were less positive about the general direction of council, although there has been a significant improvement and the state received a result of 48
- Spending of public funds performed slightly stronger, scoring a 51 which is a significant 4 point increase since last year

Grouping differences:

- Similarly to last wave, Metro councils received higher results, with their overall performance (64) sitting well above the state average
- All groupings saw significant increases across the measures, except for Small Shire councils which decreased in performance

Sub-group differences:

- Across all three measures, the 35-49 and 50-64 age groups received the lowest scores, despite significant improvements
- Male and female results were not significantly different, with only one point separating them in overall performance and spending of public funds



Performance Summary – At a Glance

Statewide performance summary.
Results shown are index scores out of 100.



58 ↑
Overall
Performance

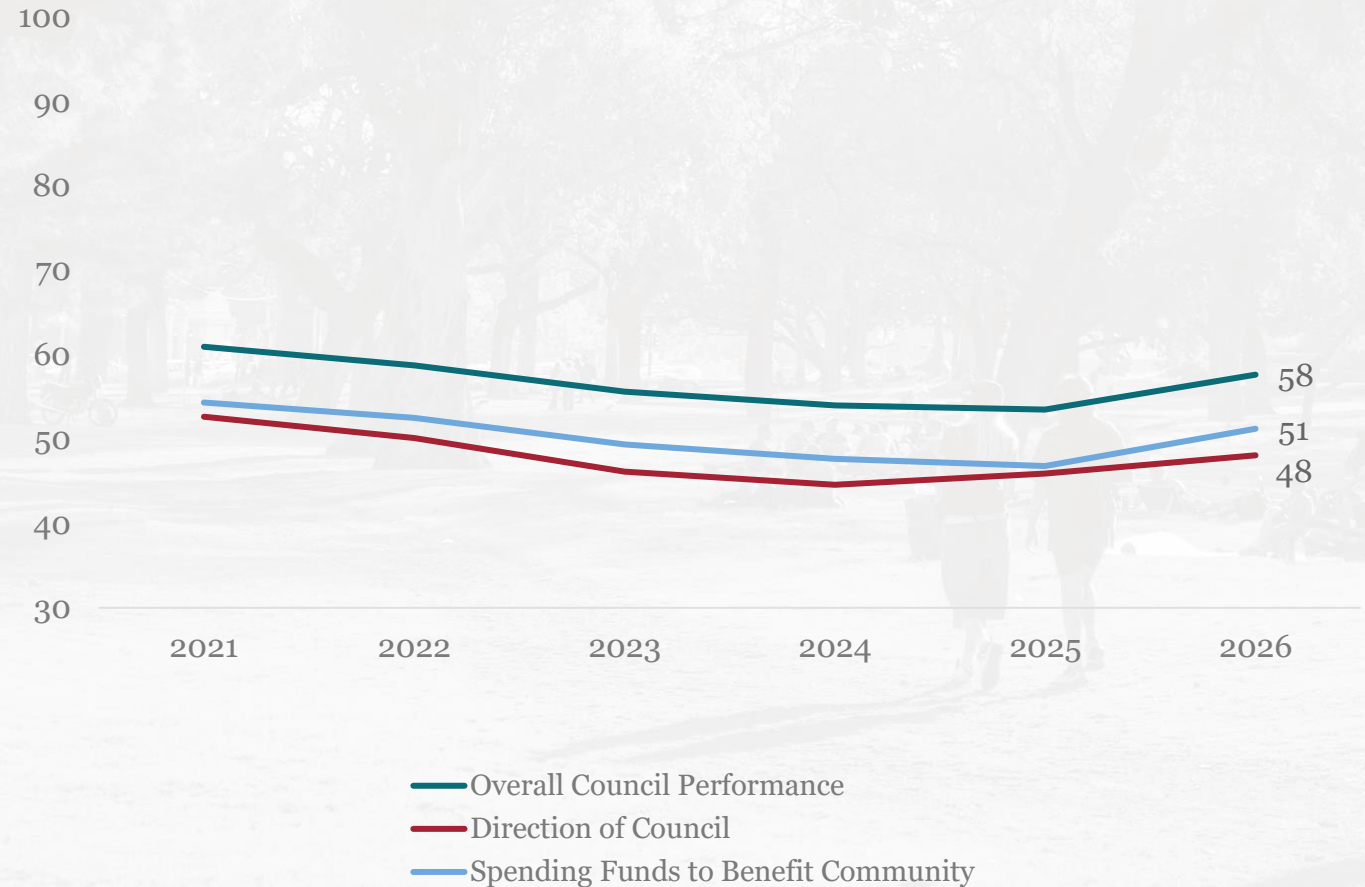


48 ↑
Direction
of Council

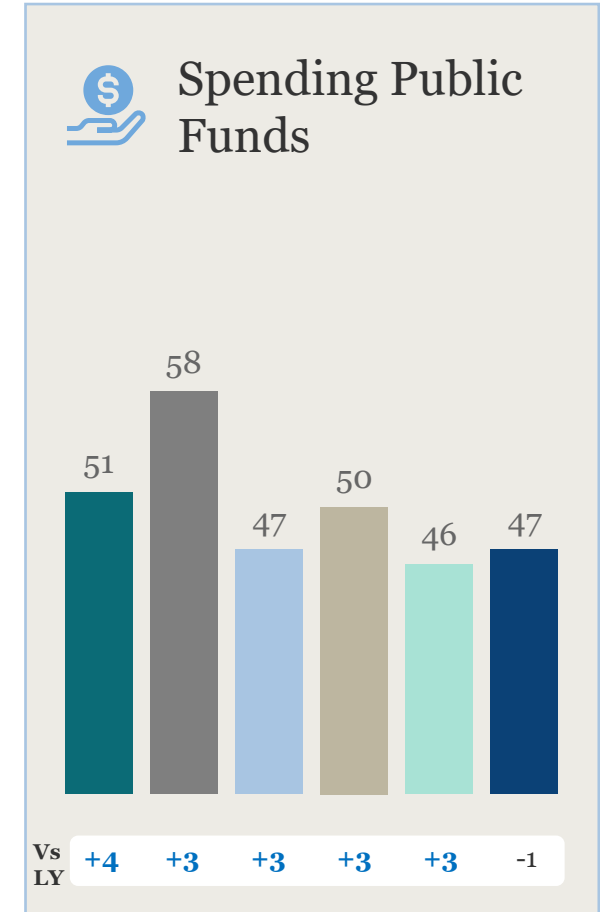
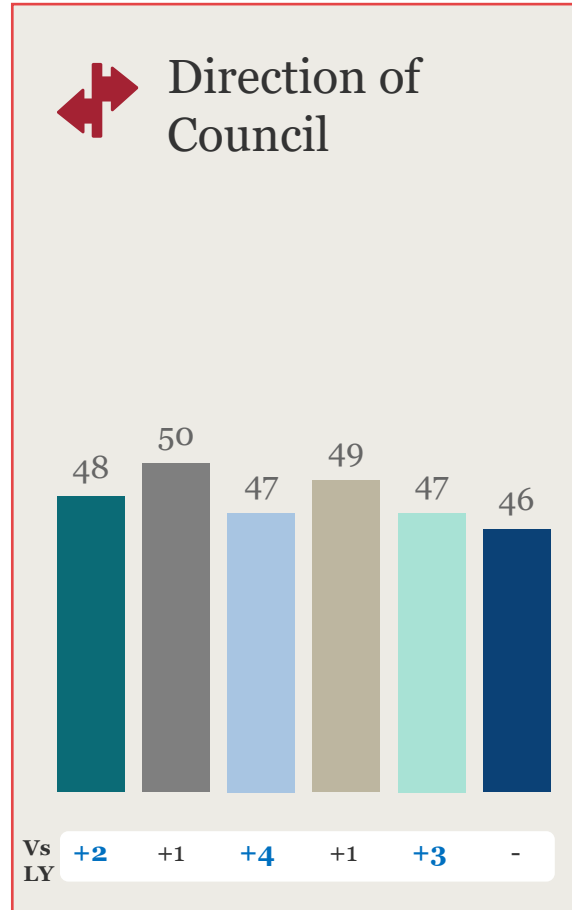
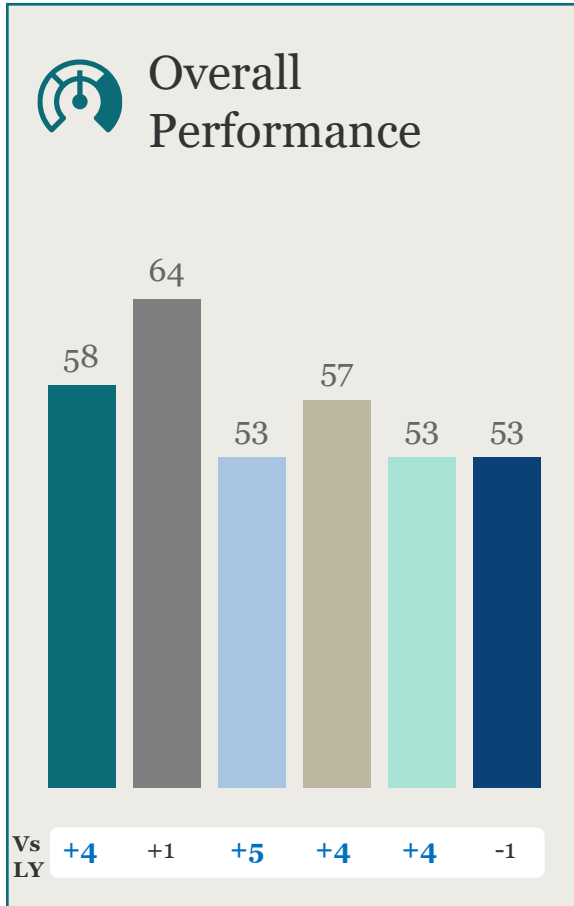


51 ↑
Spending Public
Funds

Statewide Performance by Year



Overall Performance – State and Council Groupings



■ State
 ■ Metro
 ■ Interface
 ■ Regional City
 ■ Large Shire
 ■ Small Shire



Overall Performance – Distribution of Results 2026



These results show the distribution of responses for **Overall Performance** (categorized into negative, neutral and positive), and by sub-group to give deeper insight into community perceptions



■ Negative (very poor + poor) ■ Neutral (average) ■ Positive (good + very good)



58
Score

	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Overall Performance	58	64	53	57	53	53	61	60	56	55	60	57	58
Change vs. 2025	+4	+1	+5	+4	+4	-1	+2	+5	+5	+5	+4	+5	+3

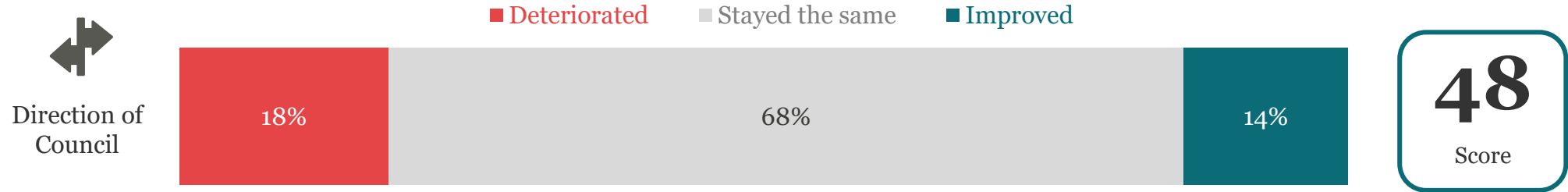
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Base n = 17087



Direction of Council – Distribution of Results 2026



These results show the distribution of responses for **Direction of Council** (improved, stayed the same, deteriorated), and by sub-group to give deeper insight into community perceptions



	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Direction of Council	48	50	47	49	47	46	51	50	46	46	50	48	48
Change vs. 2025	+2	+1	+4	+1	+3	-	-2	+2	+3	+3	+2	+3	+1

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance? Base n = 16330



Spending Public Funds to Benefit Community – Distribution of Results 2026

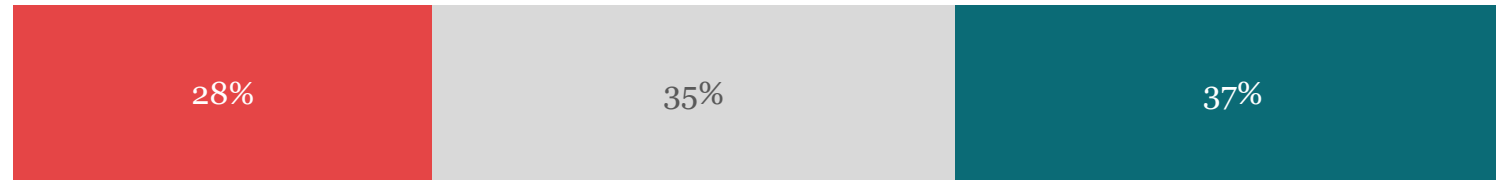


These results show the distribution of responses for **Spending Public Funds** (categorised into positive, neutral and negative), and by sub-group to give deeper insight into community perceptions



Spending Funds

■ Negative (very poor + poor) ■ Neutral (average) ■ Positive (good + very good)



51
Score

	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Spending Funds	51	58	47	50	46	47	55	54	48	49	54	51	52
Change vs. 2025	+4	+2	+3	+3	+3	-1	+1	+6	+5	+5	+3	+5	+4

Q3b. How would you rate Council at spending public funds on infrastructure and services in ways that benefit the community? Base n = 16253

Performance of Services



Performance of Services

Overview



This section provides a summary of community perceptions of performance across key Council service areas. It highlights how well residents believe Councils are delivering services and where performance is strongest or may require improvement.

Specifically, this section includes:

- Performance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

- Governance, Engagement & Advocacy
- Infrastructure, Waste & Maintenance
- Community Facilities & Recreation
- Community Services & Support
- Planning, Development and Growth



Summary of results

Core Measures:

- Of the LGV core measures, waste management achieved the highest result, scoring a 72
- Making decisions in the interest of the community recorded the lowest performance, with a 52
- All LGV Core Measures significantly increased this wave - condition of sealed local streets received the largest improvement, with a significant increase of 9 points
- Metro councils outperformed other area groups across the core measures
- Significant improvements were seen for both males and females, as well as all age groups except 18–24-year-olds (breakdowns of performance areas by demographics can be found in appendix)

Additional Service Areas:

- Libraries received the highest performance, with a result of 75
- Maintenance of unsealed roads (41) and roadside slashing and weed control (43) received the lowest performance scores

Performance of Council Services – Summary by Service Area

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)



Governance, Engagement, & Advocacy

	2026	vs LY
Keeping the community informed*	60	+4
Opportunities to give feedback*	55	+5
Advocating for the community*	54	+5
Making decisions in the interest of the community	52	+3



Infrastructure & Maintenance

	2026	vs LY
Protection of natural bushland	66	NA
The appearance of public areas	63	-5
Management of wetlands	62	NA
Street lighting	61	NA
Landfills and waste transfer solutions	56	NA
Condition of sealed local streets*	54	+9
The condition of footpaths*	53	+1
Roadside slashing and weed control	43	-4
Maintenance of unsealed roads	41	+3



Community Services & Support

	2026	vs LY
Waste management*	72	+7
Childcare	70	NA
Enabling and encouraging a healthy community	62	NA
Family support services	61	-1
Animal management	61	NA
Providing access for people with disabilities	61	NA
Supporting health and wellbeing	61	NA
Elderly support services	59	-4
Disadvantaged support services	55	-3
Traffic management	49	-5



Planning & Development

	2026	vs LY
Emergency and disaster management	63	-2
Environmental sustainability	61	+2
Business and community development and tourism	59	+3
Promoting the development of a vibrant local economy	58	NA
Adapting to a changing climate	58	NA
Enforcement of local laws and regulations*	56	-3
Developing and promoting the local economy*	54	-
Developing and promoting local tourism*	54	-6
Council's general town planning policy	48	-
Planning and building permits	48	+5
Planning	46	NA
Planning for population growth	45	-3



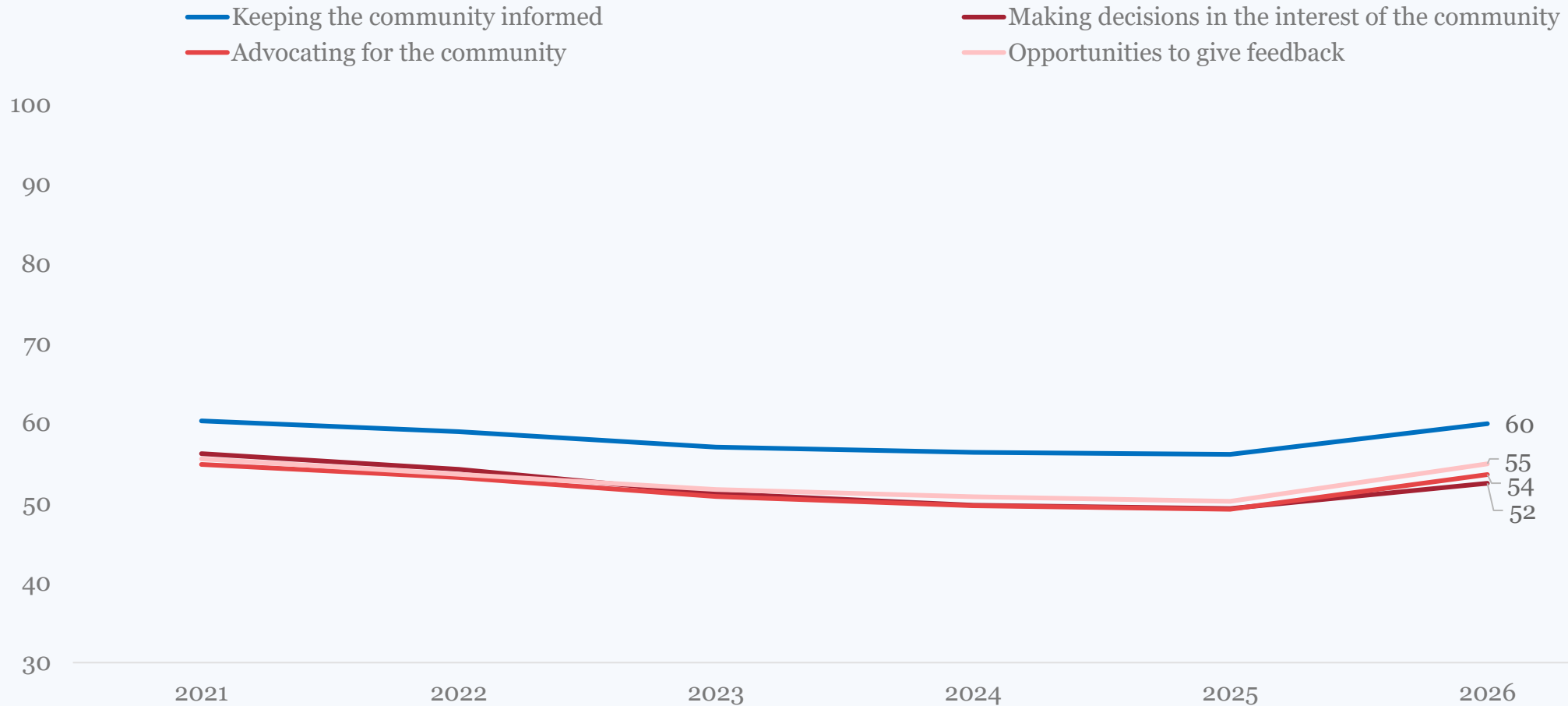
Community Facilities & Recreation

	2026	vs LY
Libraries*	75	NA
Arts and cultural facilities	70	NA
Arts and cultural programs	67	NA
Recreational facilities	66	-1
Community events and cultural activities*	65	-
Arts Centres*	64	NA
Community facilities and venues for hire	60	NA
Parking facilities	55	+1
Public swimming pools	55	NA
Streetscapes, garden beds and trees	54	NA
Public toilets	47	NA

Changed questions are marked with an asterisk.

Performance of Council Services – Governance, Engagement & Advocacy

Service areas with no data history are new 2026 questions

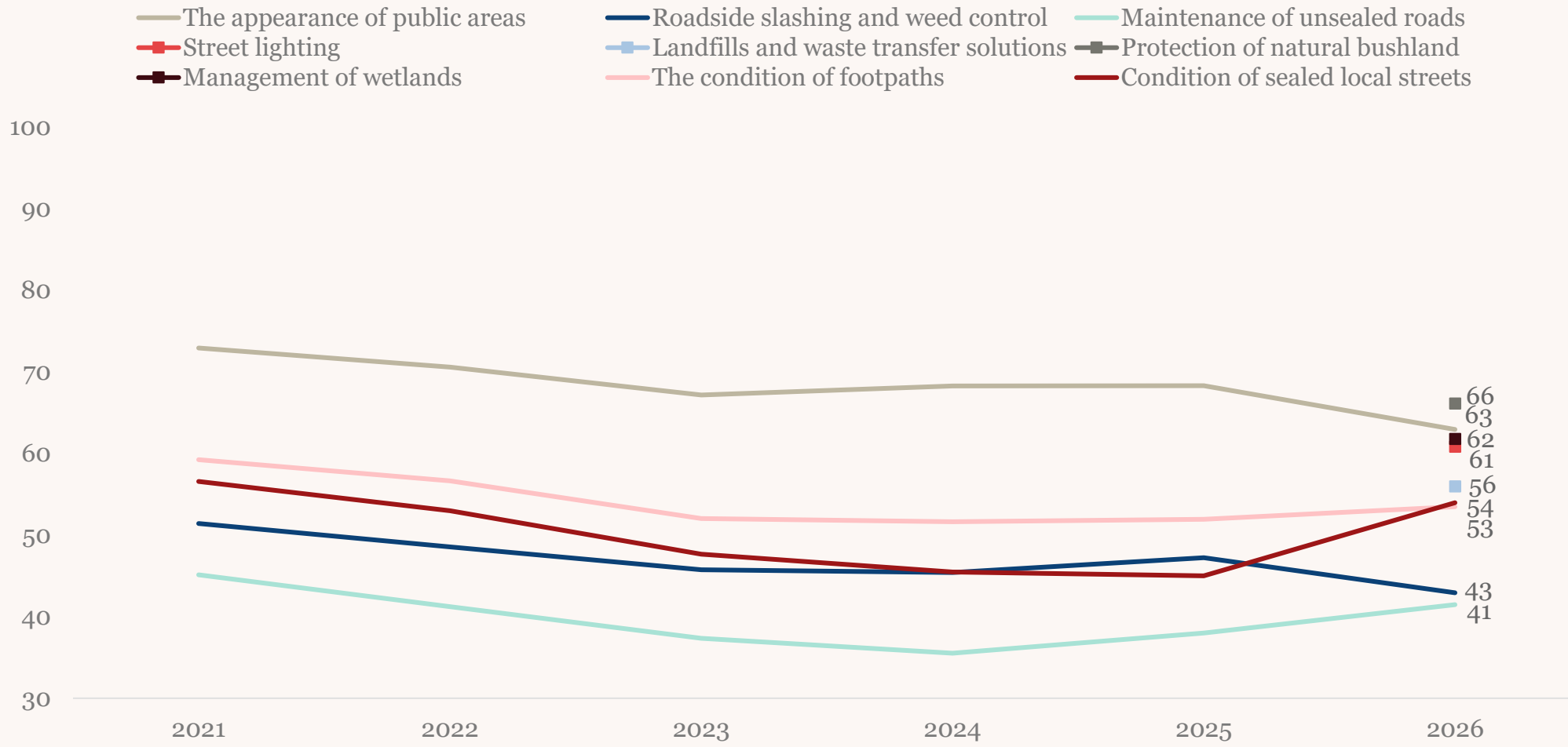


Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Performance of Council Services – Infrastructure & Maintenance

Service areas with no data history are new 2026 questions

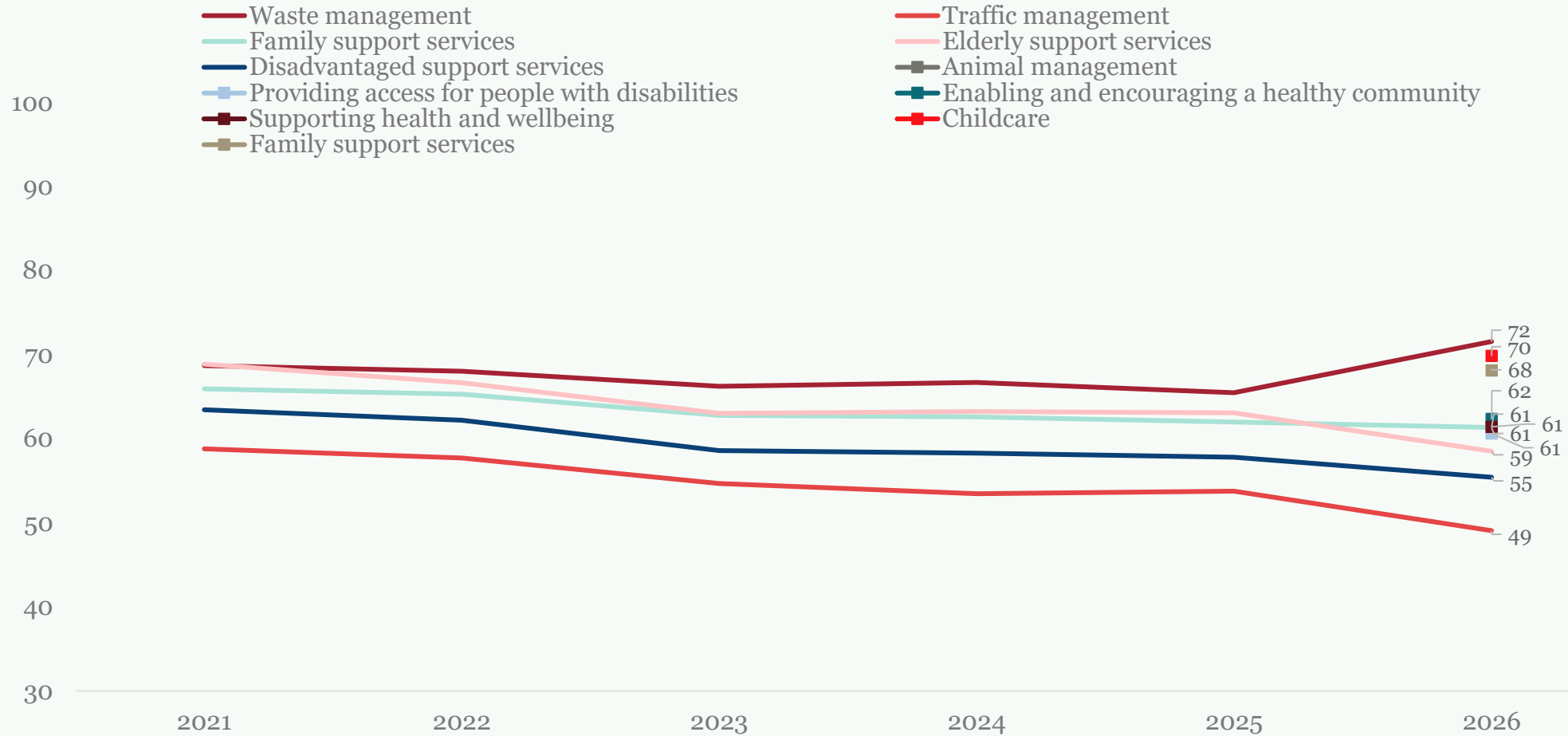


Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Performance of Council Services – Community Services & Support

Service areas with no data history are new 2026 questions

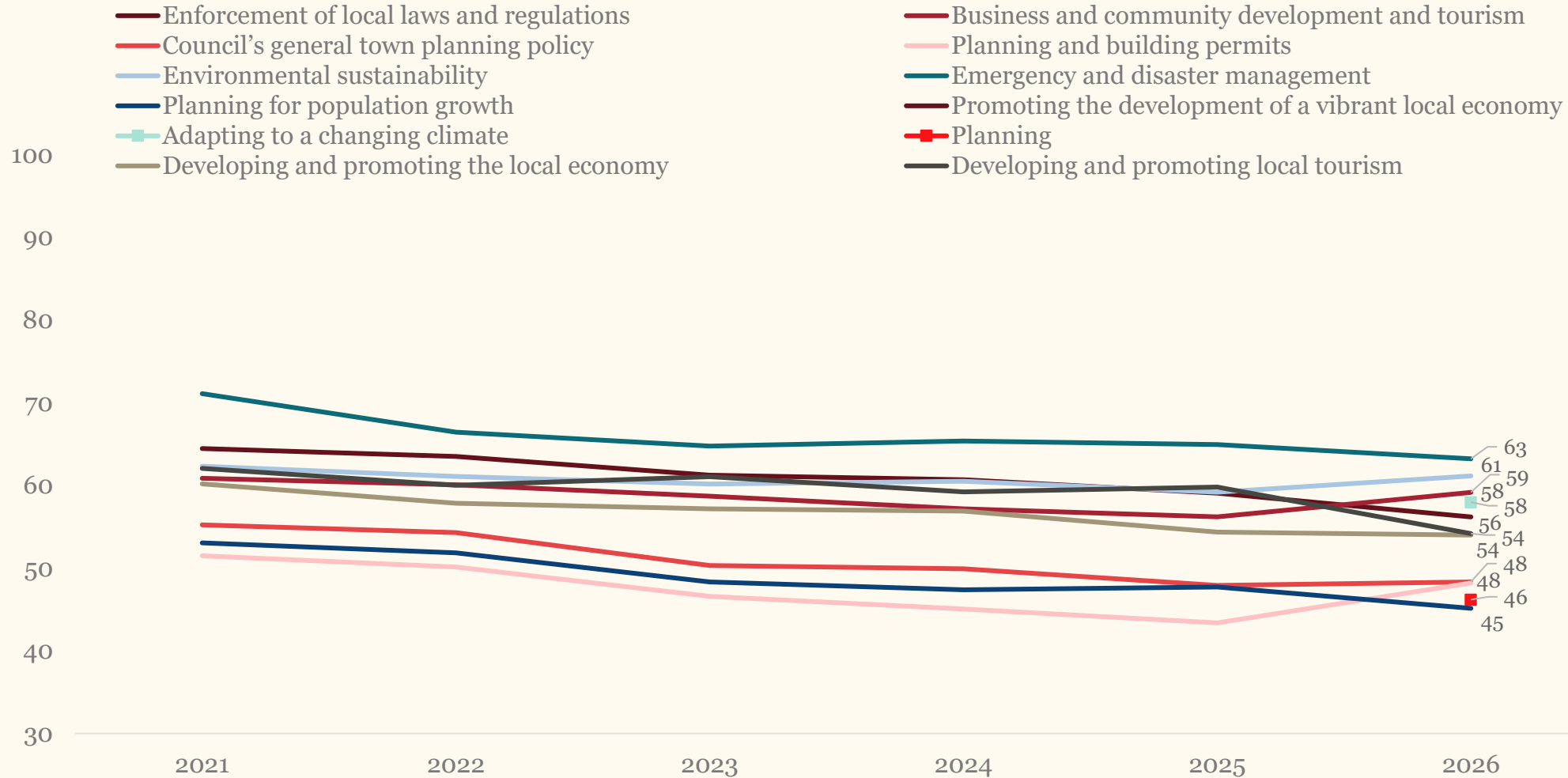


Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Performance of Council Services – Planning & Development

Service areas with no data history are new 2026 questions

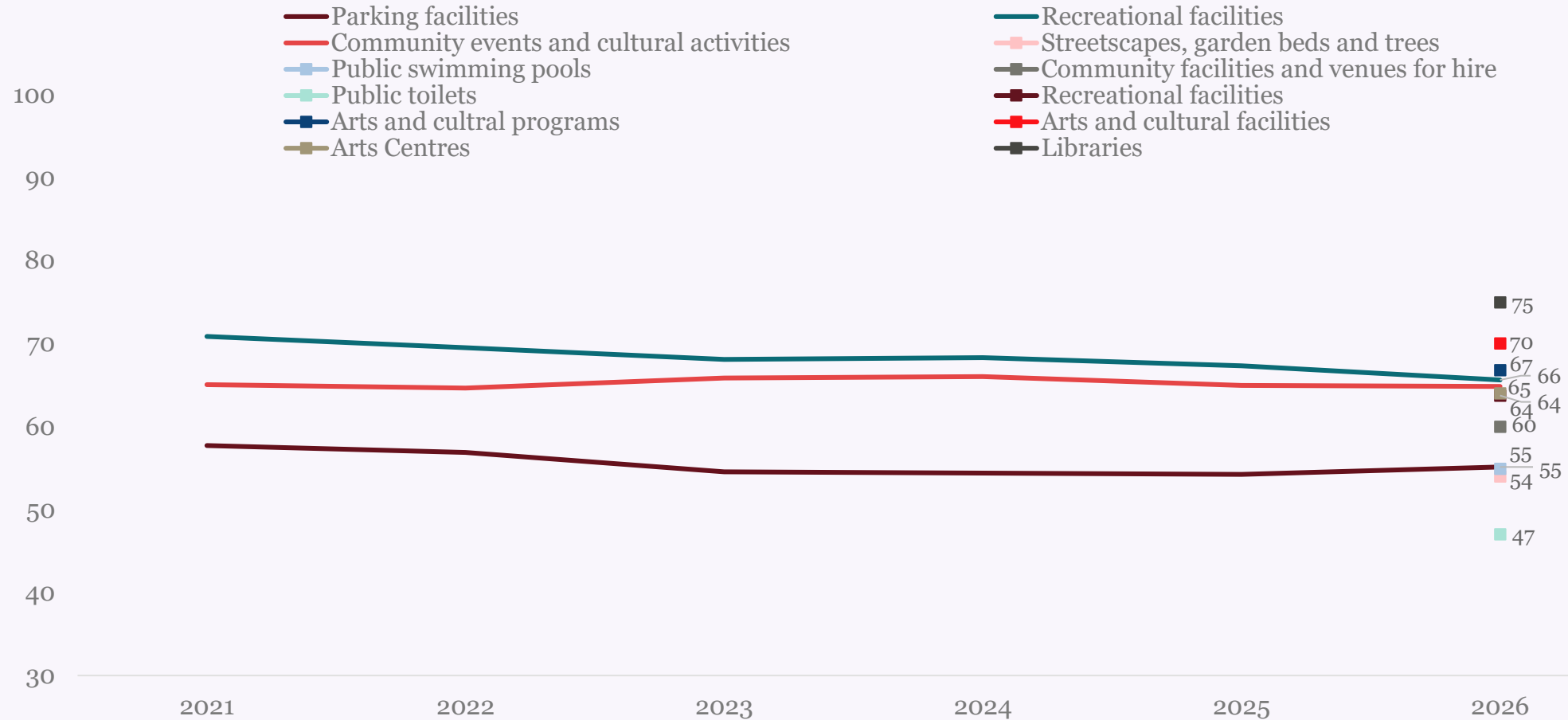


Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Performance of Council Services – Community Facilities & Recreation

Service areas with no data history are new 2026 questions



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Importance of Service Areas



Importance of Service Areas



Overview



This section provides a summary of the importance placed on key Council service areas by the community. It highlights which services residents value most and how these priorities are evolving over time.

Specifically, this section includes:

- Importance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

- Governance, Engagement & Advocacy
- Infrastructure, Waste & Maintenance
- Community Facilities & Recreation
- Community Services & Support
- Planning, Development and Growth

Summary of results

Core Measures:

- Waste management received the highest level of importance with a score of 85, a significant increase of 6 points – the largest improvement seen across the core measures
- Opportunities to give feedback showed the lowest level of importance amongst respondents, recording a score of 72
- Please note: the importance of LGV core measures was not a compulsory aspect of the CSS.

Additional Service Areas:

- Landfills and waste transfer solutions recorded the highest importance level (82)
- Developing and promoting local tourism and art centres recorded the lowest importance, both receiving a score of 57
- Many service areas saw significant increases in importance, with traffic management rising the most (10 points), whilst emergency and disaster management and roadside slashing and weed control remained unchanged

Importance of Council Services – Summary by Service Area

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)



Governance, Engagement, & Advocacy

	State 2026	Chg vs LY
Keeping the community informed*	71	-5
Opportunities to give feedback*	72	-4
Advocating for the community*	73	+3
Decisions in the interest of the community*	80	-



Infrastructure & Maintenance

	State 2026	Chg vs LY
The appearance of public areas	77	+3
Street lighting	76	NA
Landfills and waste transfer solutions	82	NA
The condition of sealed local streets*	80	-3
The condition of footpaths*	78	-1
Roadside slashing and weed control	79	-
Maintenance of unsealed roads in your area	80	-3



Community Services & Support

	State 2026	Chg vs LY
Waste management*	85	+6
Childcare	71	NA
Enabling & encouraging a healthy community	74	NA
Family support services	75	+2
Supporting health and wellbeing	77	NA
Elderly support services	78	-1
Traffic management	80	+10



Planning & Development

	State 2026	Chg vs LY
Emergency and disaster management	79	-
Environmental sustainability	71	+6
Business & community development & tourism	72	+4
Adapting to a changing climate	59	NA
Enforcement of local laws and regulations*	70	+3
Developing the local economy*	74	+5
Developing and promoting local tourism*	57	-3
Council's general town planning policy	70	NA
Planning and building permits	69	-2
Planning for population growth in the area	78	+5



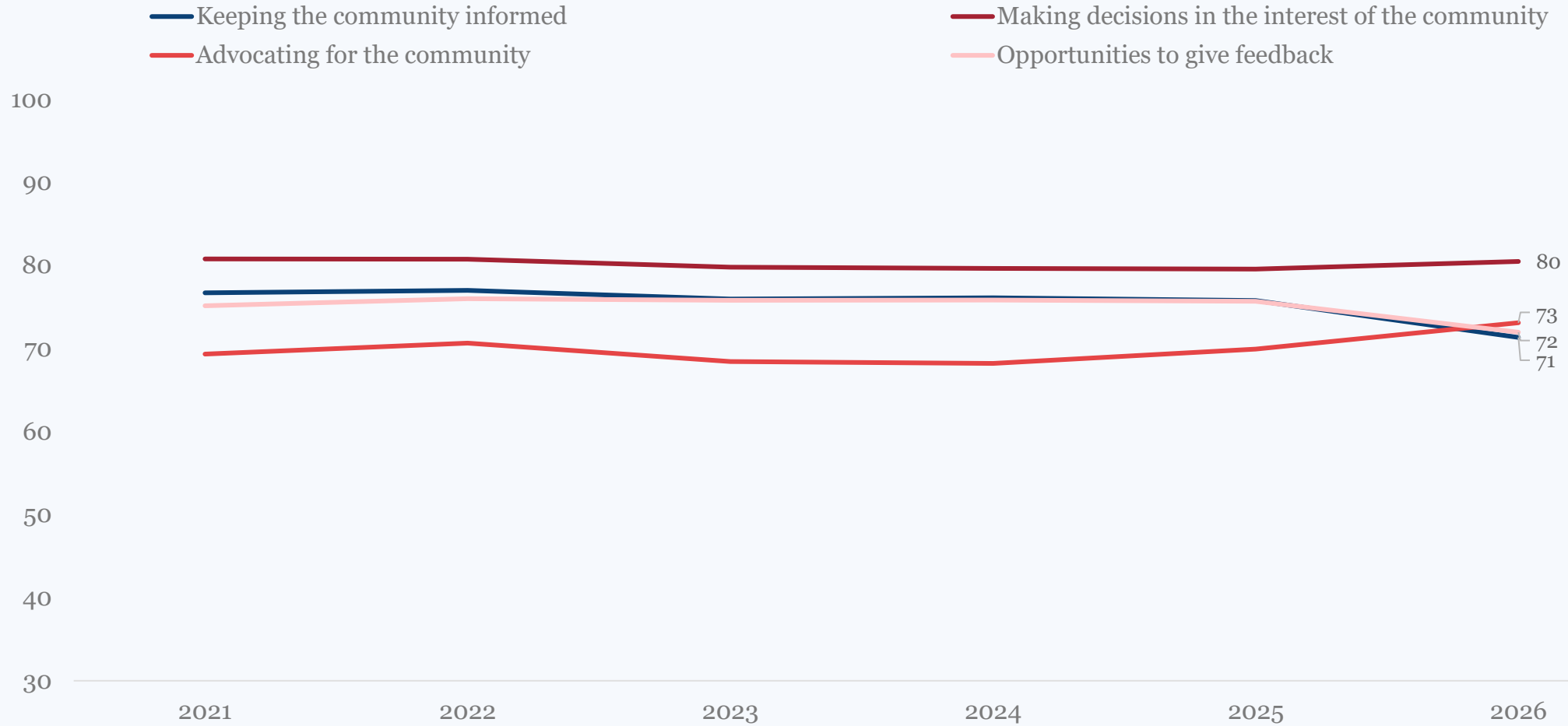
Community Facilities & Recreation

	State 2026	Chg vs LY
Libraries*	70	NA
Recreational facilities	75	+2
Community events and cultural activities*	63	+4
Art centres*	57	NA
Community facilities and venues for hire	63	NA
Parking facilities	75	+5
Public swimming pools	67	NA
Streetscapes, garden beds and trees	73	NA
Public toilets	74	NA

Changed questions are marked with an asterisk.

Importance of Council Services – Governance, Engagement & Advocacy

Service areas with no data history are new 2026 questions

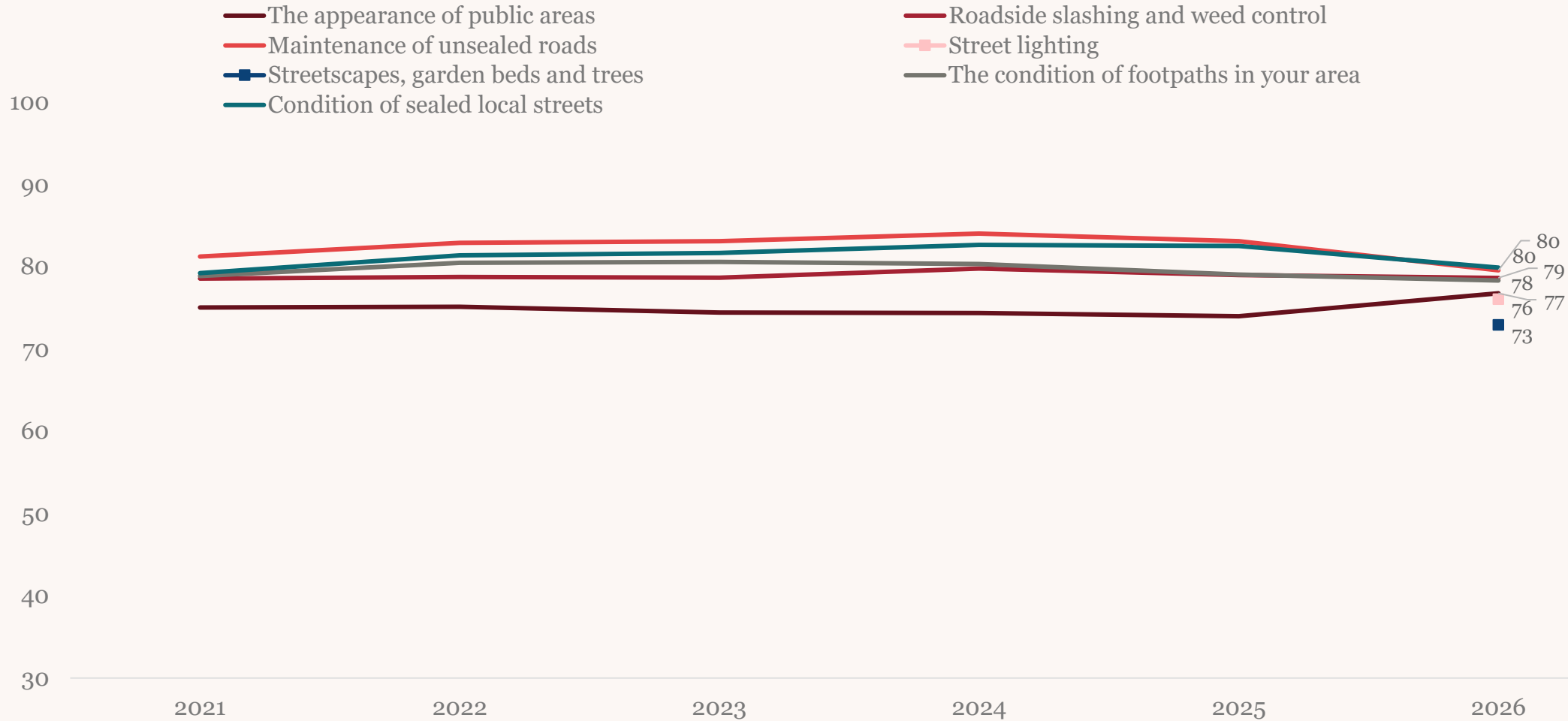


Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council?

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Importance of Council Services – Infrastructure & Maintenance

Service areas with no data history are new 2026 questions

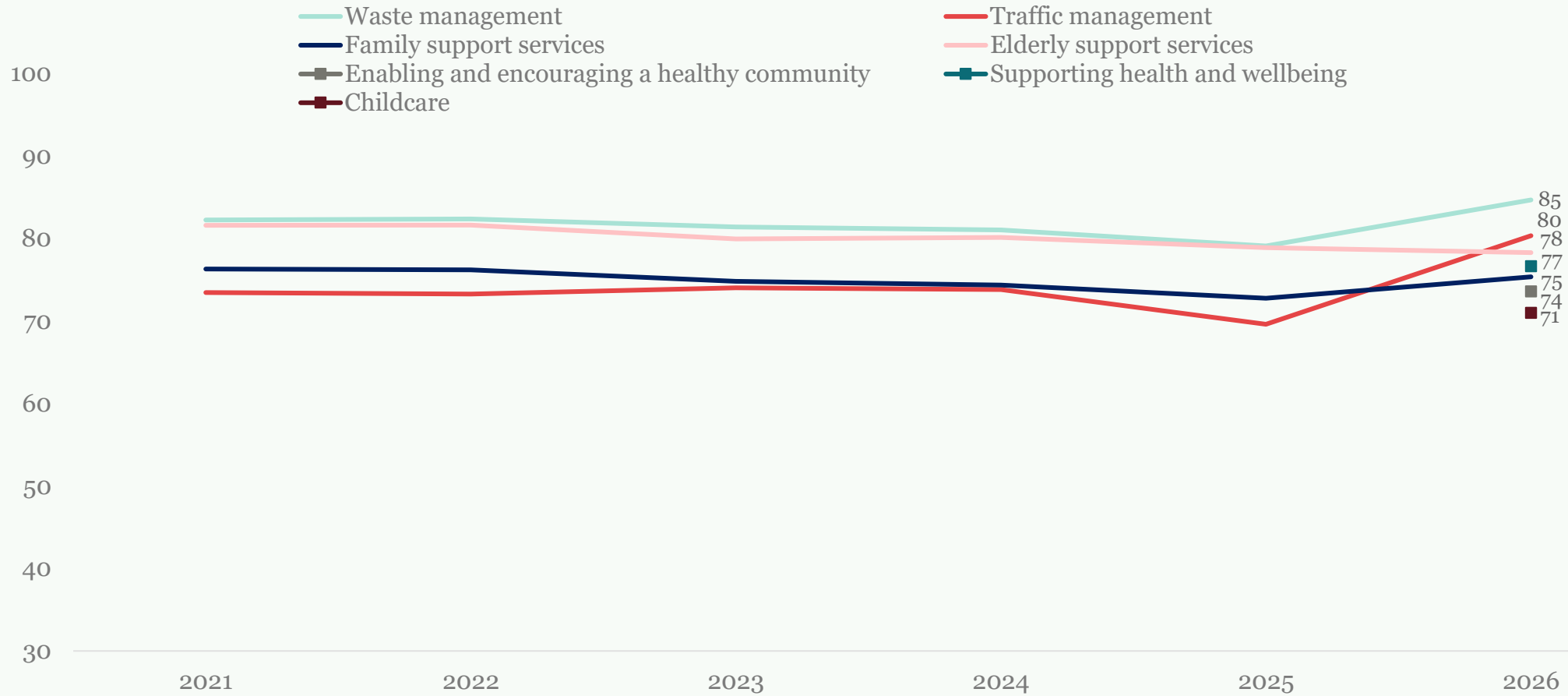


Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council?

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Importance of Council Services – Community Services & Support

Service areas with no data history are new 2026 questions

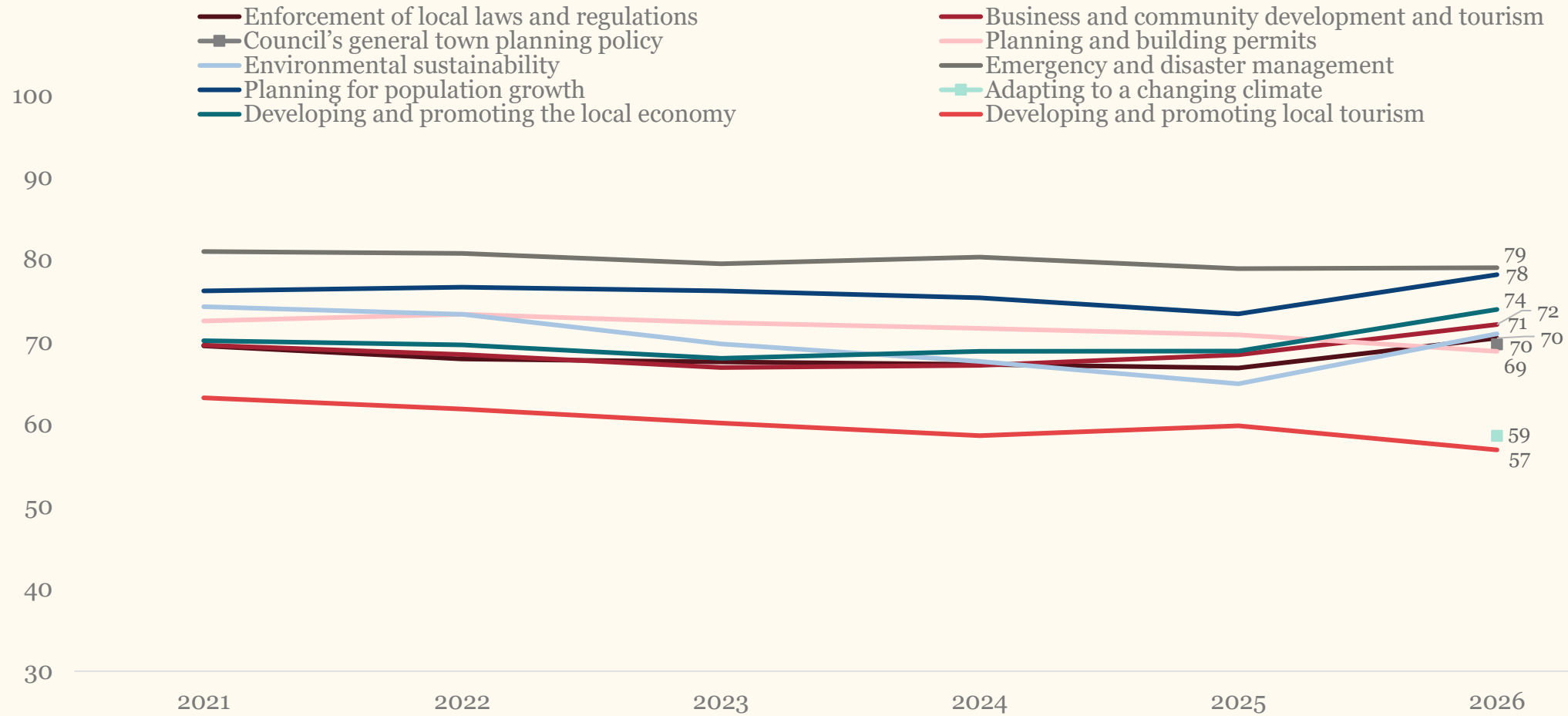


Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council?

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Importance of Council Services – Planning & Development

Service areas with no data history are new 2026 questions

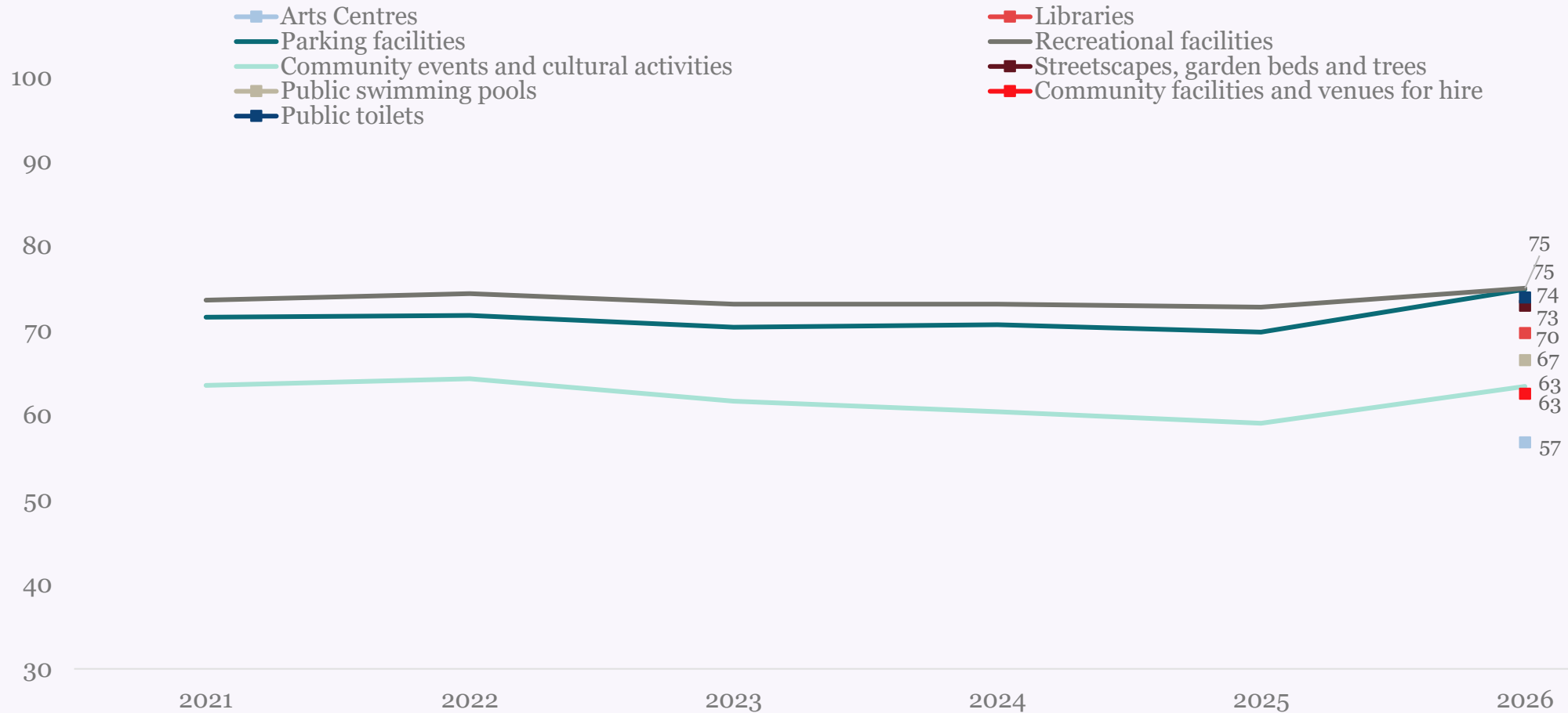


Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council?

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Importance of Council Services – Community Facilities & Recreation

Service areas with no data history are new 2026 questions



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council?

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Engagement with Council



Engagement with Council

Overview



This section provides an overview of how residents engage with Council services and their experiences when doing so. It highlights the extent of contact with Council, satisfaction with customer service, and how engagement differs across the community.

Specifically, this section includes:

- Contact with the Council in the last 12 months
- Satisfaction with customer service
- Importance and performance ratings, with comparisons between those who have contacted Council and those who have not
- Subgroup differences
- Preferred channels for accessing information

Together, these insights provide a clear view of how residents interact with Council, the effectiveness of current service delivery, and opportunities to enhance the customer experience.



Summary of results

Key measures:

- 58% of respondents had contact with the council, a significant decrease of 5% since last year
- The state received a service rating of 68, up two points - this is a significant increase

Vs. Benchmarks

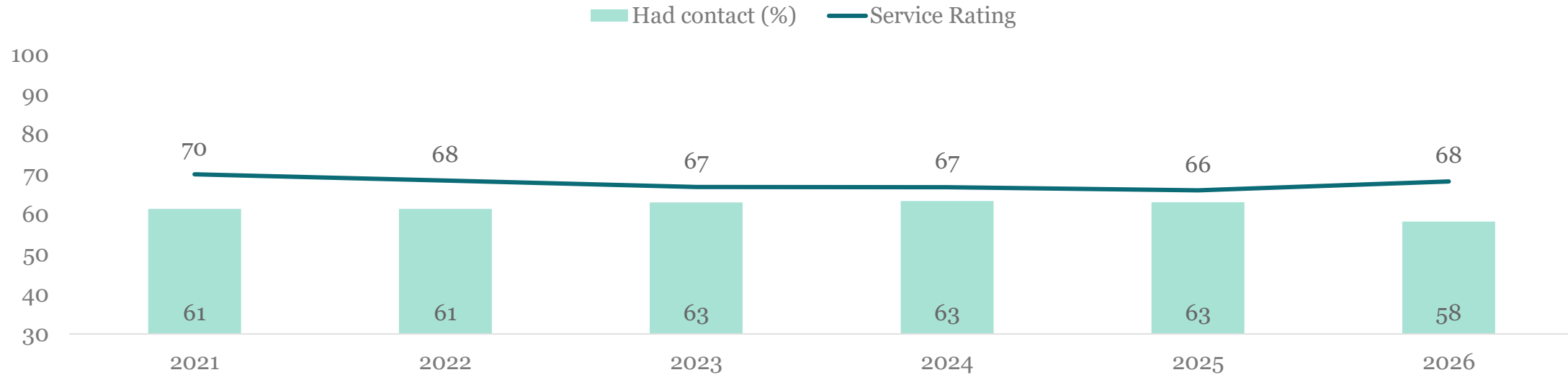
- Metro, Regional City, and Large Shire councils saw significant decreases in contact made
- Regional City received the highest service rating with a score of 71, closely followed by Metro councils with a score of 70

Sub-group differences:

- Younger age groups had the largest decrease in contact with council this year, with 35% of 18-24 year olds and 49% of 25-34 year olds making contact
- Females recorded a higher service rating (70), whilst males had a stronger improvement since last wave by being up significantly by 3 points



Contact with Council and Satisfaction with Service During Contact



Contact with Council and Customer Service Rating: 2026 by Demographic Groups

Average	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Had contact (%)	58	57	61	55	57	63	35	49	62	66	61	56	61
Service Rating	68	70	66	71	66	65	61	69	67	68	71	66	70

Difference 2026 vs. 2025

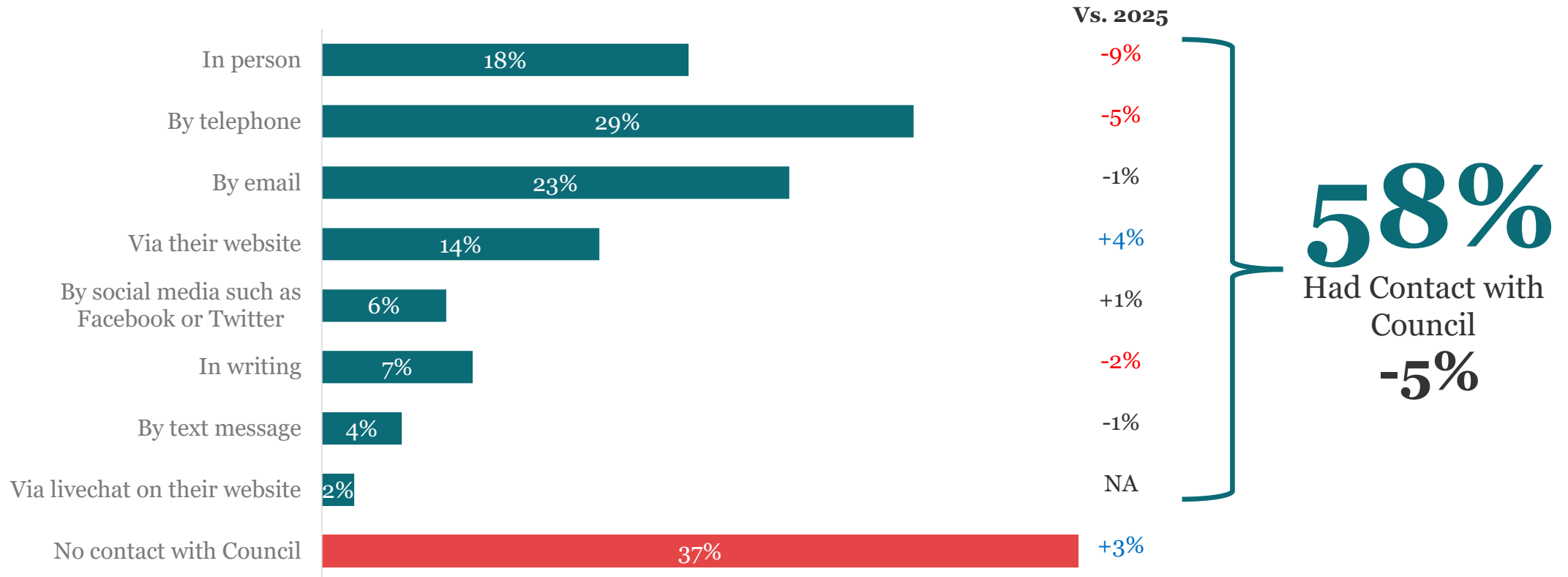
Had contact (%)	-5	-6	+1	-8	-6	-	-13	-11	-7	-2	+2	-5	-4
Service Rating	+2	-1	+1	+3	+1	-	NA	NA	+2	+2	+3	+3	+1

Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? 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.

Contact with Council in Last 12 Months

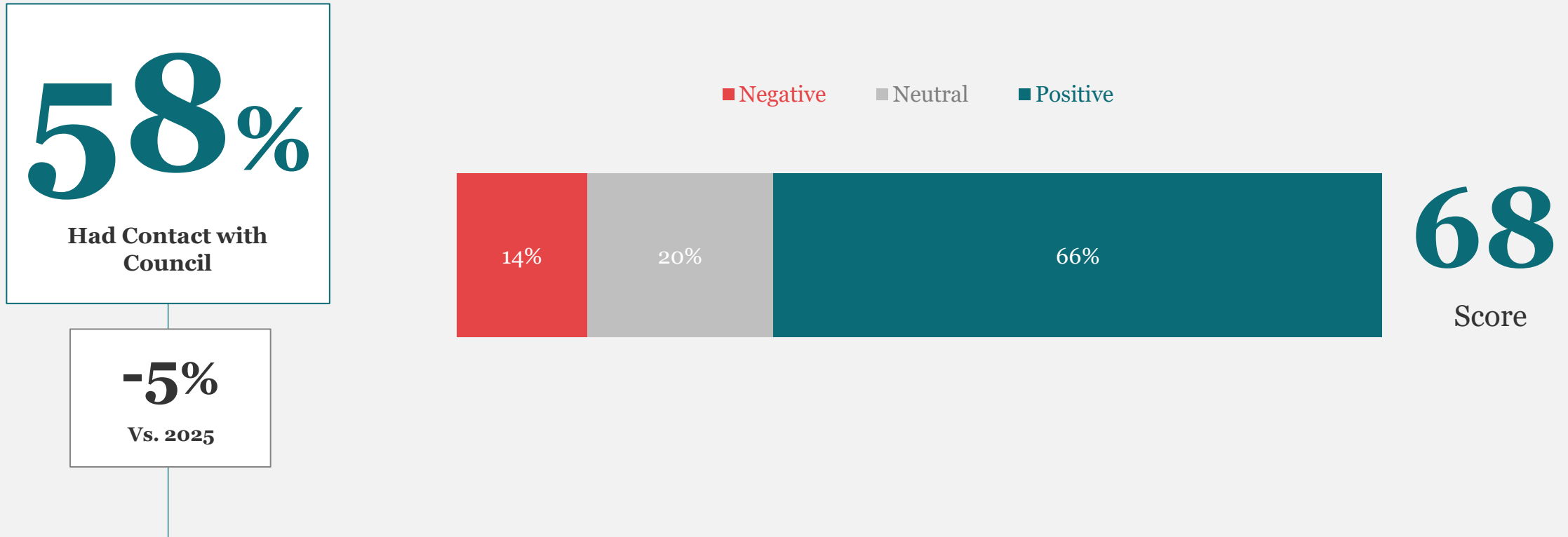


Had Contact Council in Last 12 Months by Channel



Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways?

Satisfaction with Customer Service During Contact

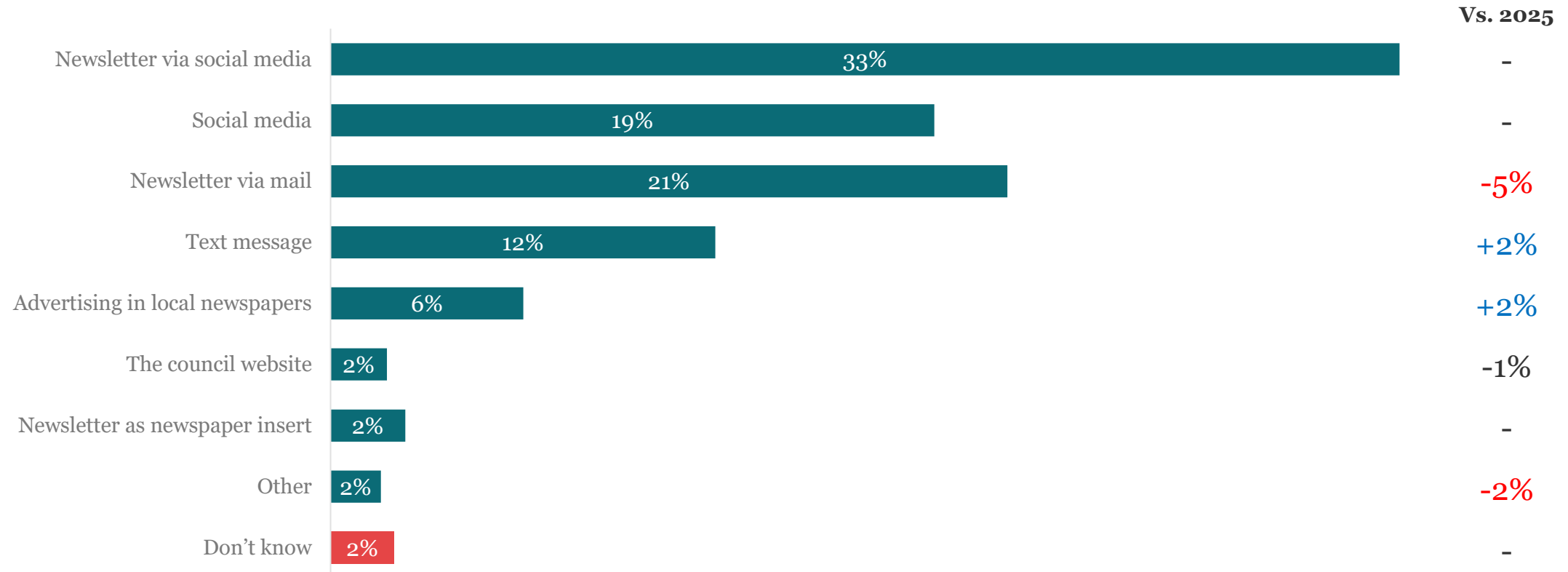


Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME.

Preferred Channel for Council News and Information 2026



Preferred Channel for Council News and Information



Q13A. 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 to you?



Preferred Channel for Council News and Information 2026

Column %	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Newsletter via social media	33%	36%	37%	24%	30%	26%	11%	27%	35%	36%	39%	33%	33%
Social media	19%	16%	14%	28%	21%	22%	36%	25%	21%	18%	7%	17%	20%
Newsletter via mail	21%	22%	23%	17%	18%	20%	21%	19%	20%	21%	24%	21%	21%
Text message	12%	13%	13%	10%	9%	9%	20%	15%	12%	10%	8%	13%	11%
Advertising in local newspapers	6%	3%	5%	10%	12%	12%	1%	3%	4%	6%	12%	6%	6%
The council website	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%
Newsletter as newspaper insert	2%	2%	1%	3%	3%	4%	2%	2%	1%	2%	4%	2%	2%
Other	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%
Don't know	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%

Q13A. 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 to you?

Experience with Services



Experience with Services



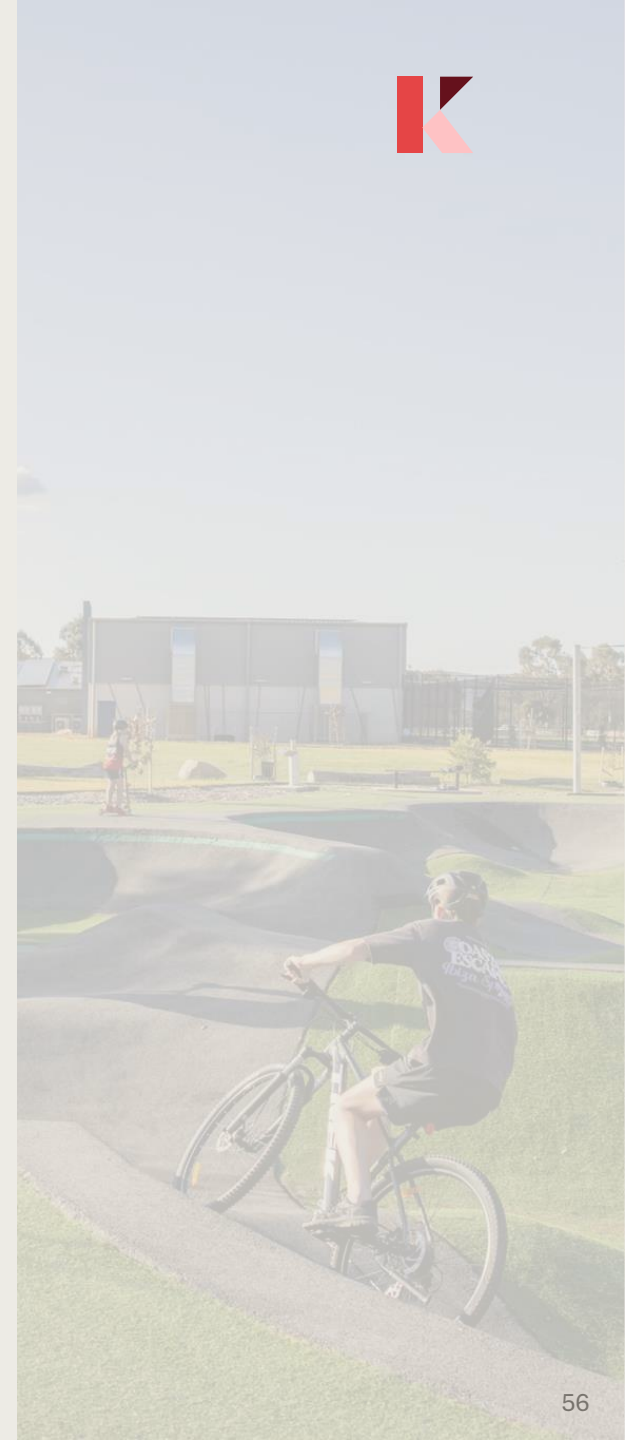
Overview

This section provides an overview of residents' experiences with Council services over time, focusing on how service delivery is perceived by those who have directly engaged with Councils. It highlights trends in experience and evaluates performance across key service areas based on lived interactions.


Specifically, this section includes:


- Overall experience with Council services
- Performance ratings of service areas among residents who have had direct experience
- Trends in perceived performance across key service areas


Together, these insights provide a clear understanding of how well Council services are meeting expectations in practice, and where improvements can be made to enhance the resident experience.




Experience of Council Services – Summary by Service Area

 Governance, Engagement, & Advocacy	State 2026	Chg vs LY
Keeping the Community Informed*	47	-4
Opportunities to Give Feedback*	38	+11
Advocating for the Community*	20	+2

 Infrastructure & Maintenance	State 2026	Chg vs LY
The appearance of public areas	76	-5
Condition of Sealed Local Streets*	75	+8
Condition of Footpaths*	77	+7

 Community Services & Support	State 2026	Chg vs LY
Waste Management*	90	+9
Animal Management	43	NA
Family Support Services	18	NA

 Planning & Development	State 2026	Chg vs LY
Environmental Sustainability	36	+10
Enforcement of Local Laws*	31	+2
Planning and Building Permits	15	-7
Planning	24	NA

 Community Facilities & Recreation	State 2026	Chg vs LY
Libraries*	48	-11
Recreational facilities	66	-5
Community events and cultural activities*	47	+1
Arts Centres*	29	-31
Community Facilities & Venues for Hire	31	NA
Streetscapes, Garden Beds & Trees	53	NA

Summary of results

Key measures:

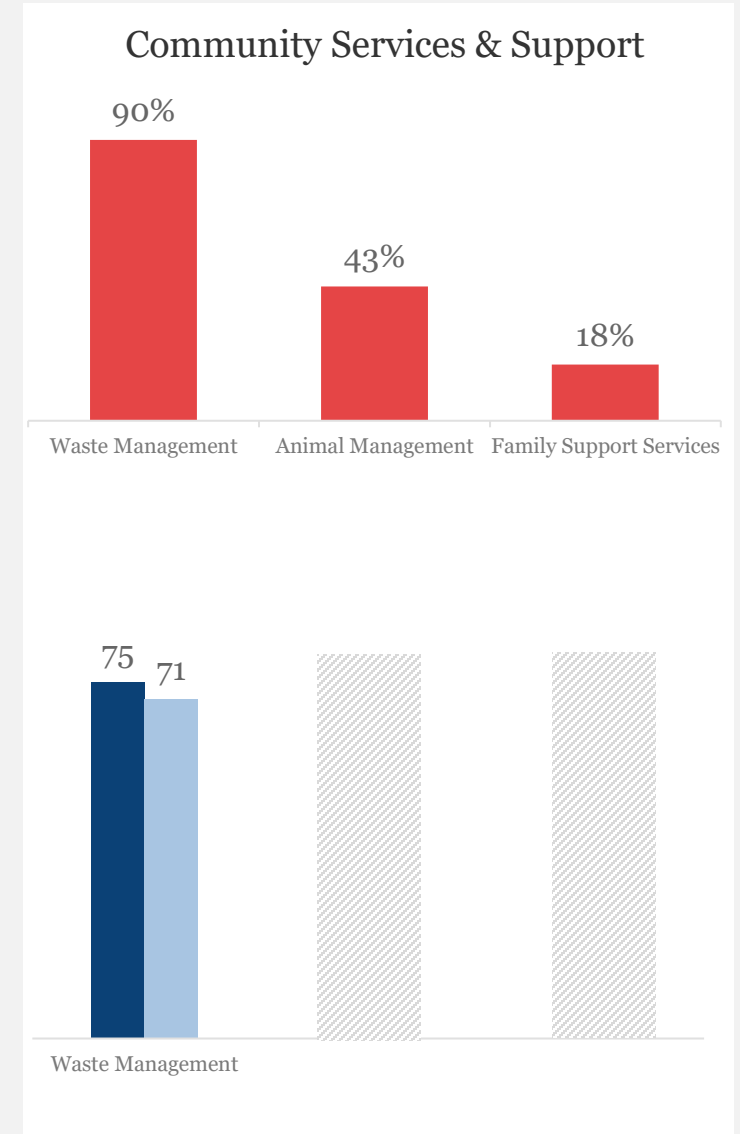
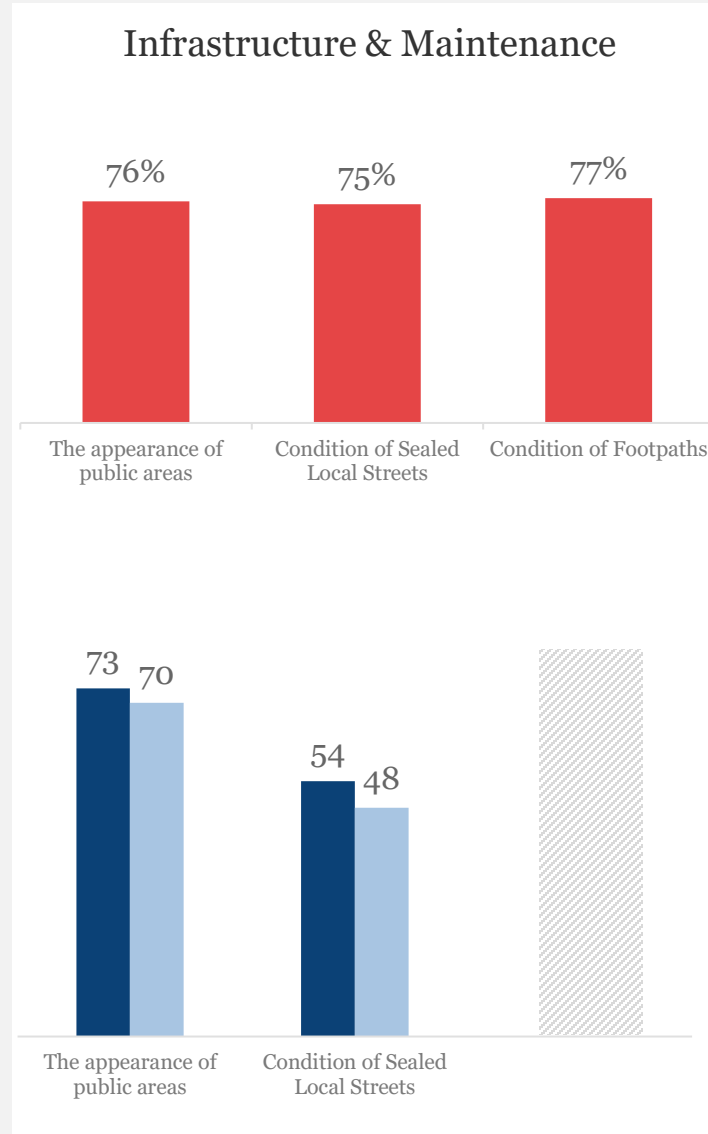
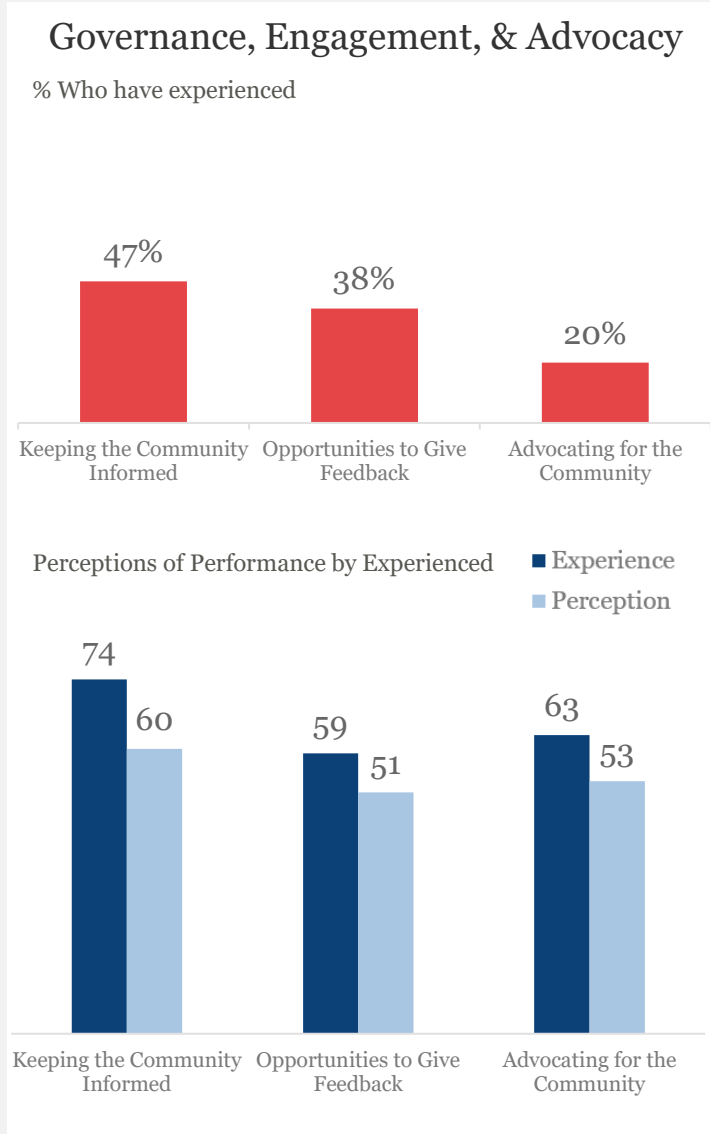
- Across the state, waste management had the highest level of experience, with 90% having used the service. This is followed by infrastructure and maintenance services, with about three quarters of respondents having experience with each.
- Planning and building permits was a more niche service with 15% having experience with the service
- Experience with giving feedback and environmental sustainability saw the largest rise, both recording significant improvements

Perceptions of Performance by Experience:

- Keeping the community informed and art centres showed the greatest difference in performance for those who have experience with the service vs those who have not. Respondents who have experience had a higher satisfaction with the service, with a performance score of 74 for keeping the community informed and 79 for art centres.

Performance of Council Services – Experience vs. Perception

Performance and Importance not asked by same council who asked experience

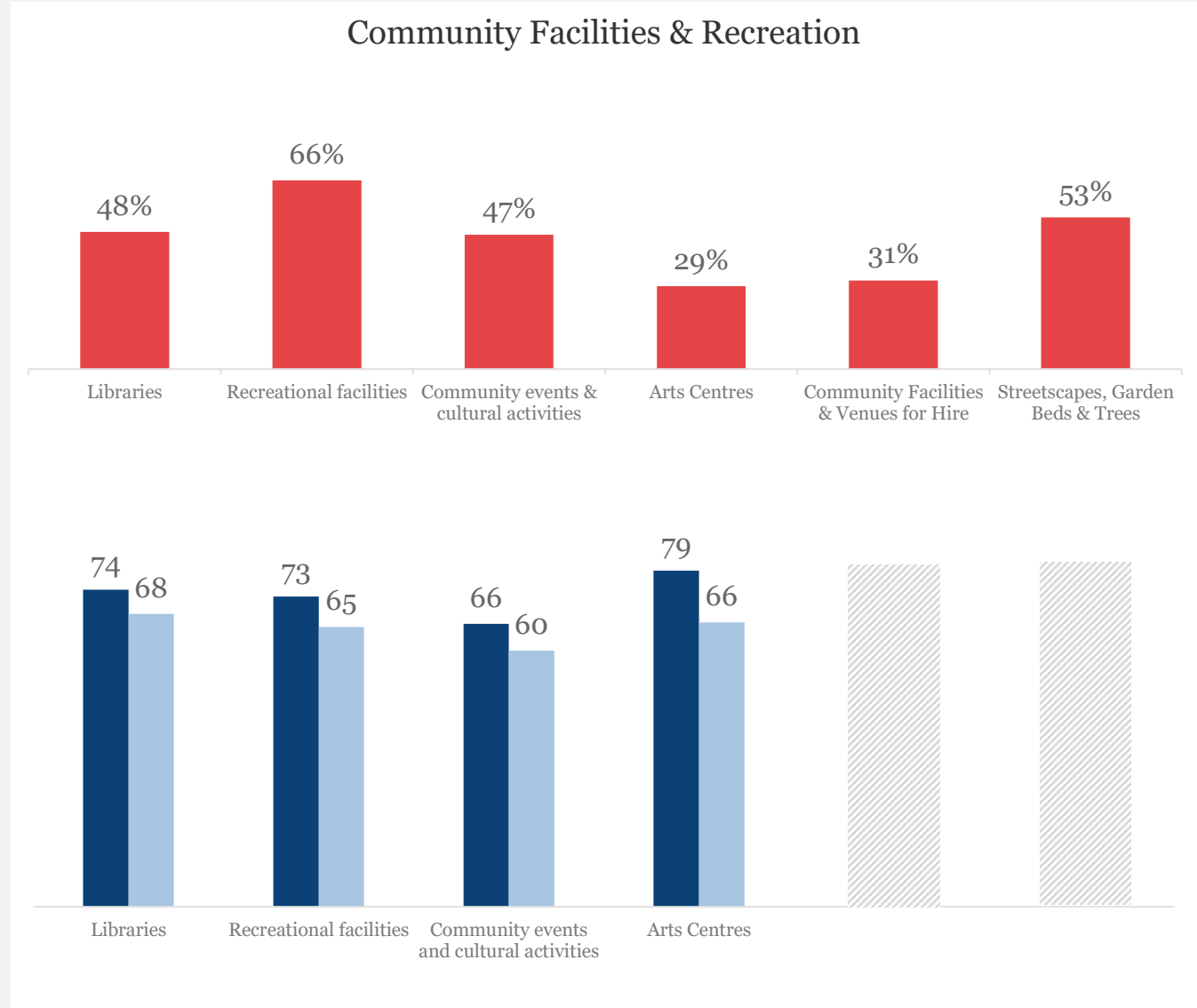
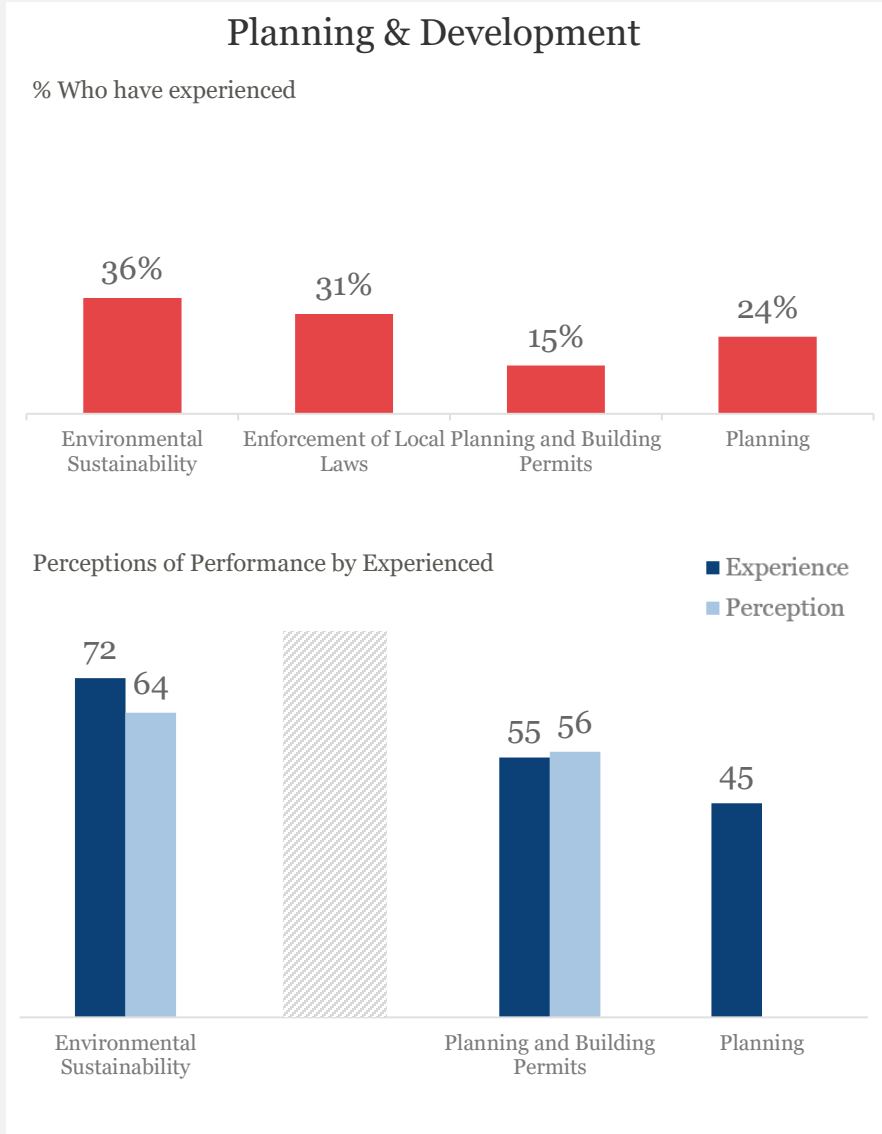


Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Performance of Council Services – Experience vs. Perception

**Performance and Importance not asked by same council who asked experience*



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

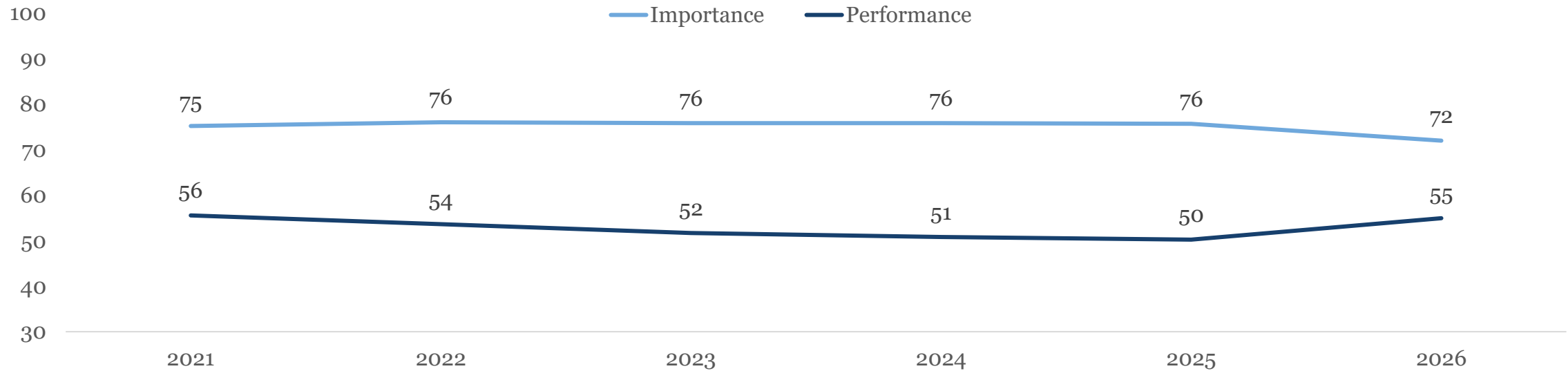


Council Service Areas

Importance and Performance by Year and Demographic Groups



Council Services – Opportunities to Give Feedback on Key Local Issues



Importance and Performance of Service 2026

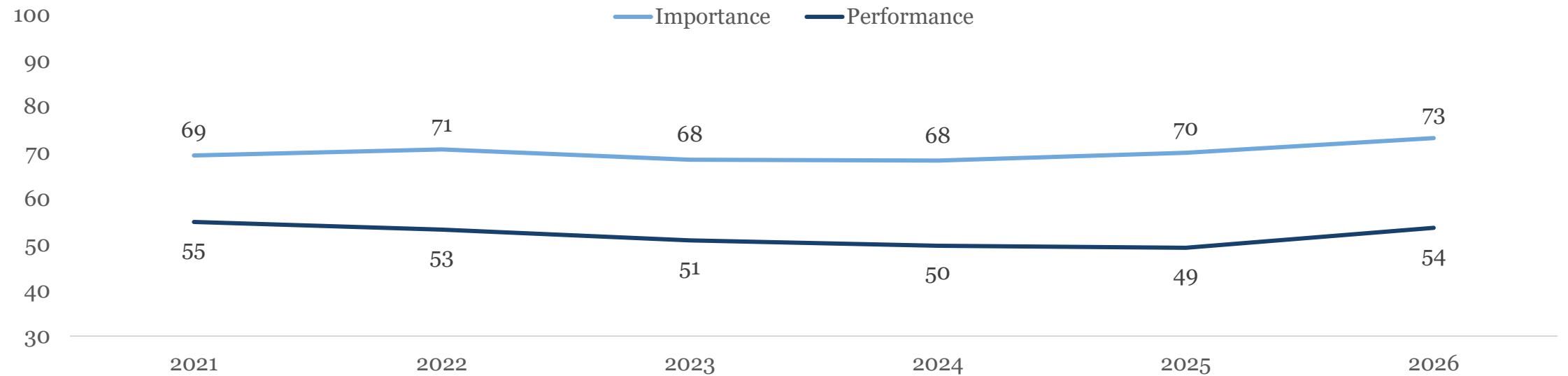
Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	72	69	74	72	73	72	75	70	73	74	71	70	74
Performance	55	60	50	56	54	54	56	56	53	54	57	54	56

Difference 2026 vs. 2025

Importance	-4	-3	NA	-4	-3	-4	+8	-3	-3	-4	-5	-3	-5
Performance	+5	+3	+7	+7	+6	+2	-	+3	+5	+7	+6	+5	+4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The opportunities offered by Council to give your feedback on key local issues. For base sizes, please refer to slide 19, as well as slides 128-129

Council Services – Advocating for the Community



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	73	NA	73	73	73	77	71	75	72	74	71	69	77
Performance	54	58	52	54	55	52	55	56	51	52	55	53	54

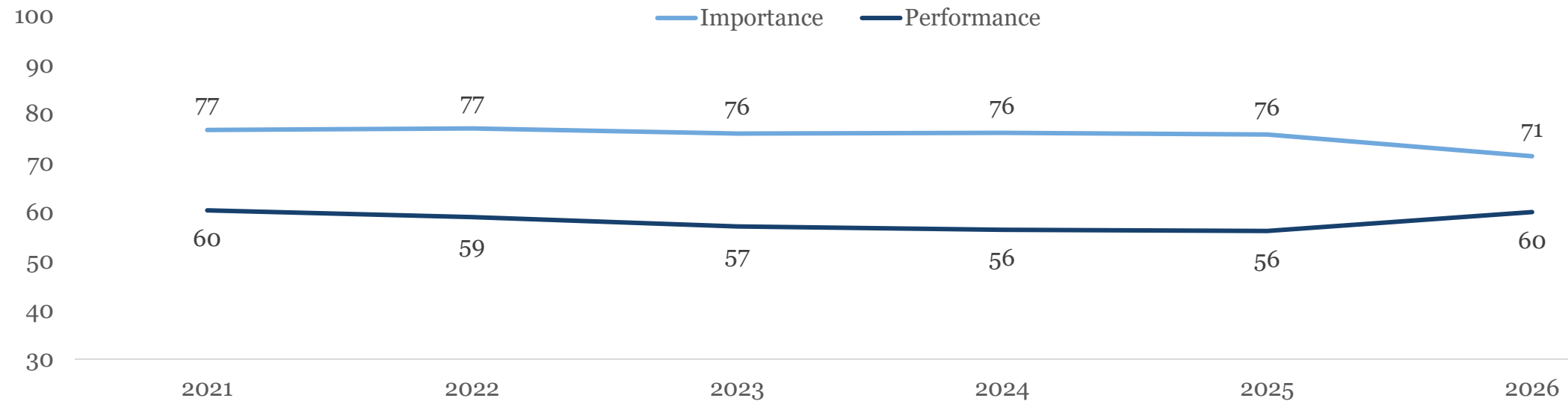
Difference 2026 vs. 2025

Importance	+3	NA	NA	+1	+3	+3	+9	+4	+2	+4	+1	+2	+4
Performance	+5	+5	+8	+5	+8	+1	+1	+6	+4	+6	+3	+4	+4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Advocating for, and representing the community to government and other organisations. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Keeping the Community Informed



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	71	69	73	73	73	73	72	71	70	71	74	70	73
Performance	60	64	56	59	60	59	59	60	59	59	62	59	60

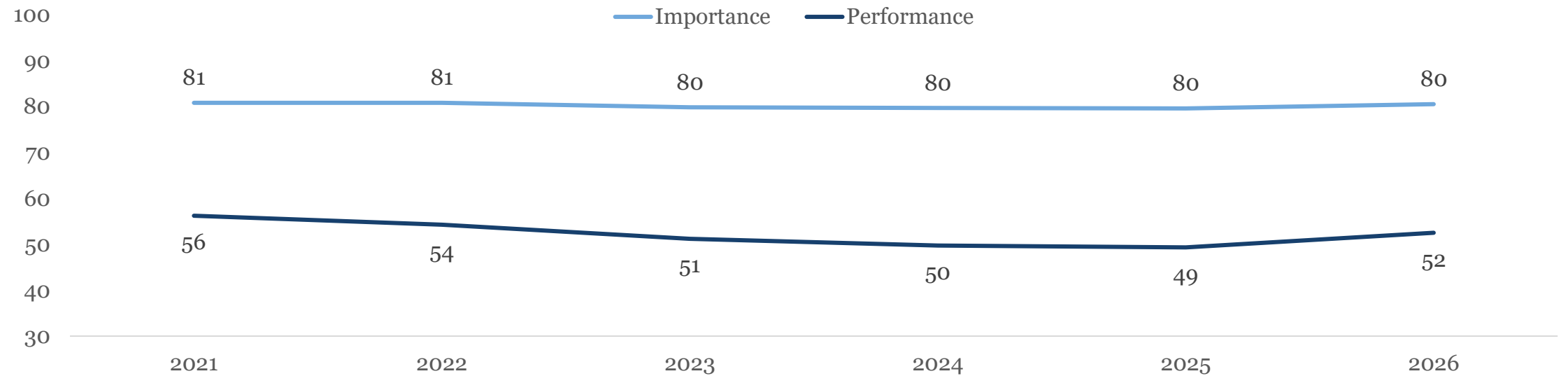
Difference 2026 vs. 2025

Importance	-5	-2	NA	-4	-4	-5	+4	-4	-5	-7	-3	-3	-6
Performance	+4	+3	+6	+5	+6	+2	+0	+4	+4	+5	+5	+4	+4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Keeping the community informed on council services, events and programs. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Making Decisions in Interest of Community



Importance and Performance of Service 2026

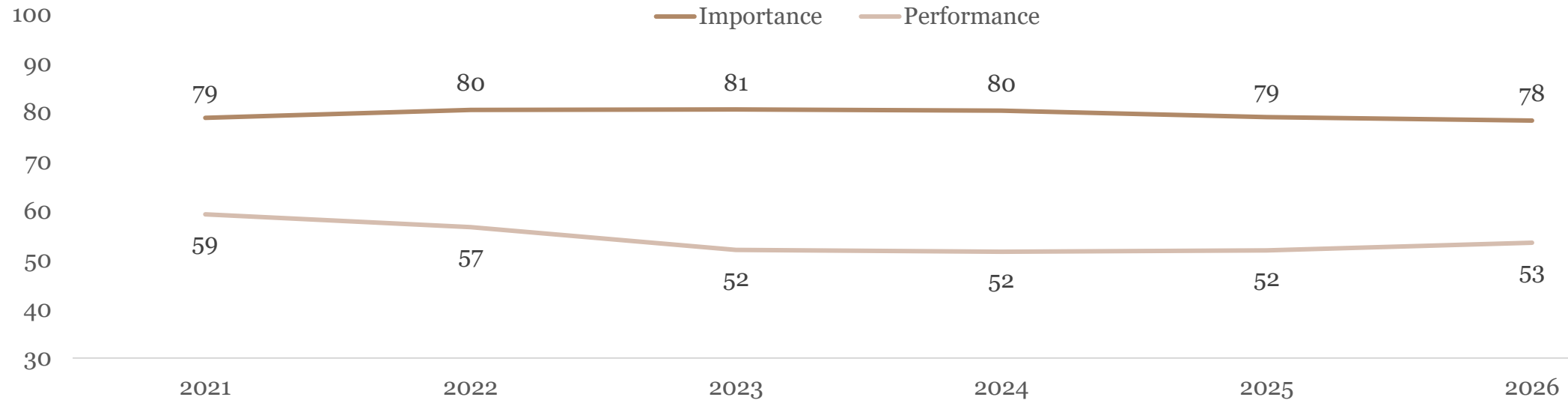
Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	80	81	81	81	78	NA	75	82	81	80	79	79	82
Performance	52	58	48	53	49	51	55	54	50	50	55	52	53

Difference 2026 vs. 2025

Importance	+1	+3	NA	+1	-2	NA	-1	+2	+0	-0	+1	+2	-0
Performance	+3	+2	+3	+5	+3	+1	-	+4	+3	+5	+3	+4	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 19, as well as slides 128-129

Council Services – Condition of Footpaths



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	78	79	79	76	73	74	74	78	78	78	80	76	81
Performance	53	61	50	56	54	54	53	55	53	52	54	55	52

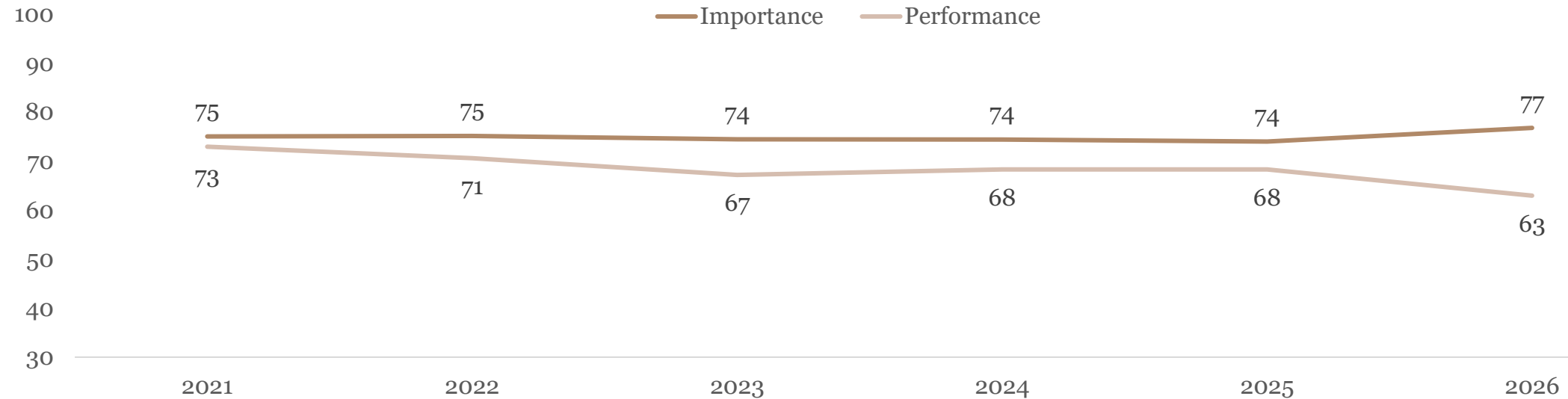
Difference 2026 vs. 2025

Importance	-1	-	NA	-4	-6	-5	-2	-0	-2	-2	+1	-1	-0
Performance	+1	+3	+7	+4	+6	+1	-4	+2	+3	+2	+1	+2	+1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The condition of footpaths in your area. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Appearance of Public Areas



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	77	78	78	74	74	75	71	77	77	77	76	75	78
Performance	63	70	56	65	65	66	61	62	61	63	66	63	63

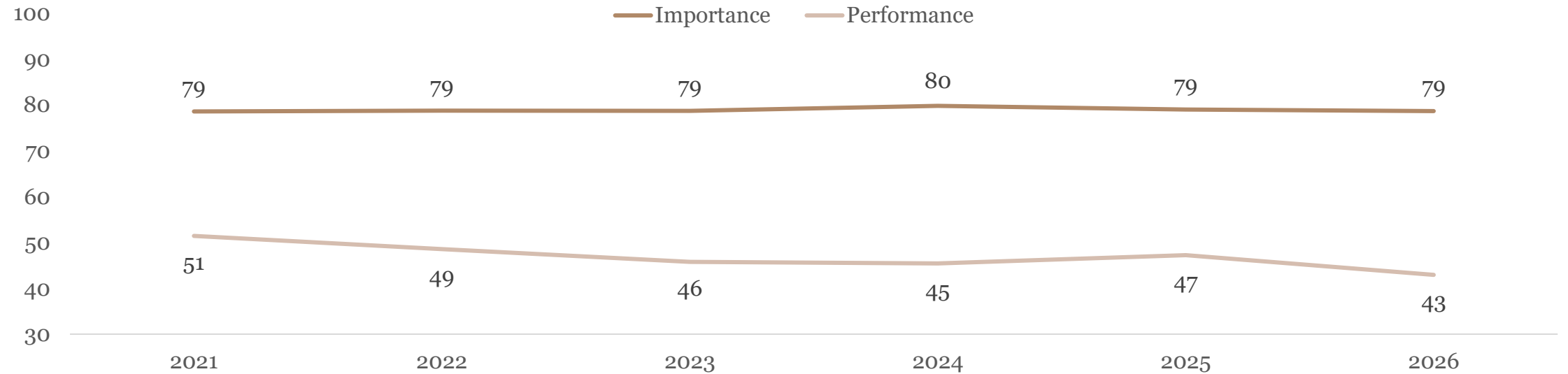
Difference 2026 vs. 2025

Importance	+3	+4	NA	-1	+1	-	-	+4	+4	+2	+2	+3	+2
Performance	-5	-1	-3	-3	-1	-4	-8	-5	-7	-4	-4	-5	-6

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The appearance of public areas. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Roadside Slashing and Weed Control



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	79	NA	NA	NA	79	NA	69	79	74	81	80	77	80
Performance	43	NA	41	NA	49	46	55	49	42	36	43	44	42

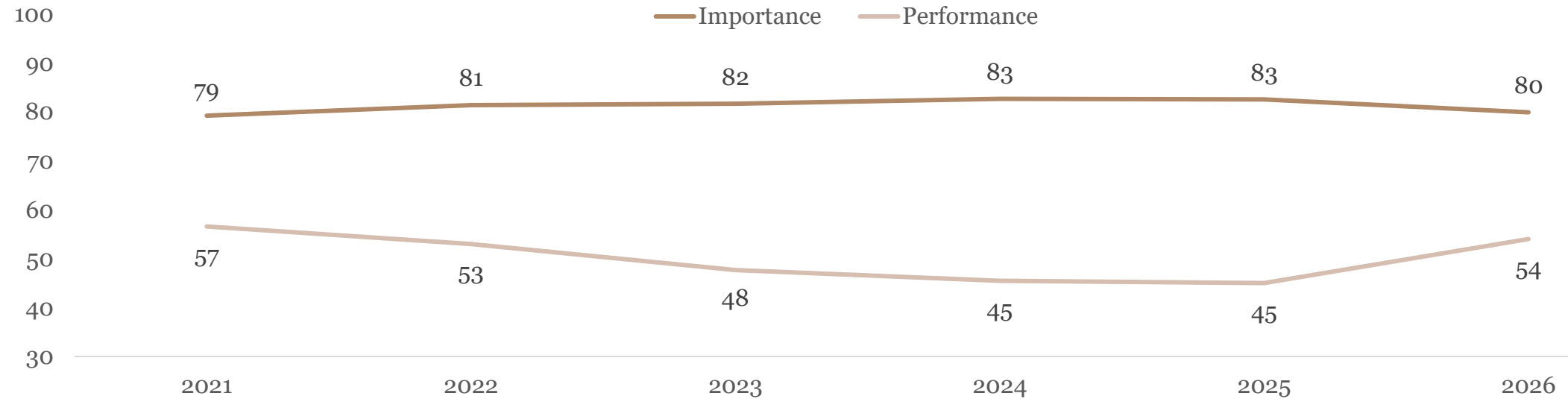
Difference 2026 vs. 2025

Importance	-	NA	NA	NA	-	NA	+1	+1	-5	+1	+1	-	-1
Performance	-4	NA	-3	NA	+3	-3	+4	-	-6	-9	-4	-3	-5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Roadside slashing and weed control. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Condition of Sealed Local Streets



Importance and Performance of Service 2026

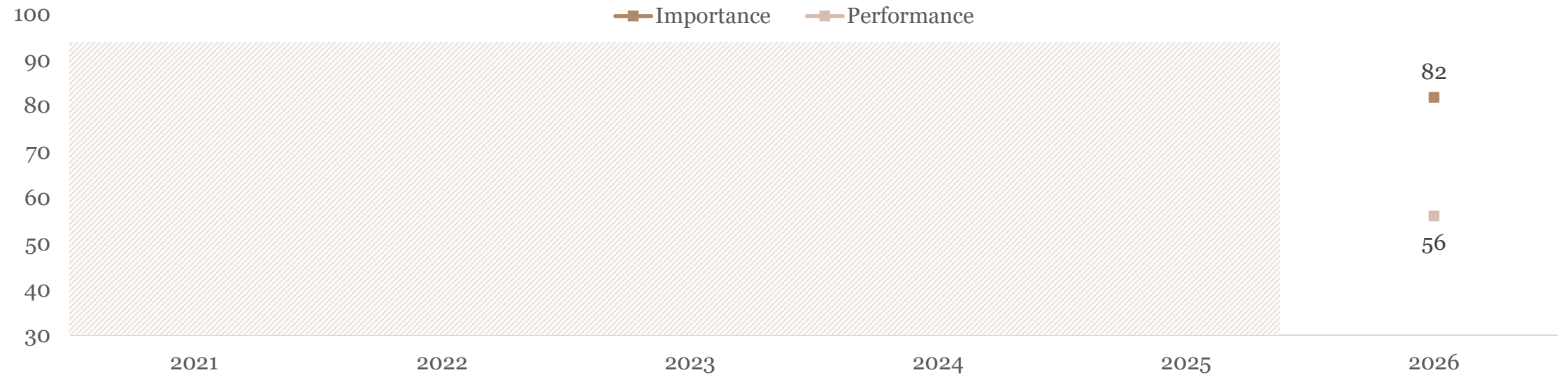
Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	80	79	82	78	80	82	79	79	80	82	79	79	81
Performance	54	61	51	51	47	45	55	58	52	51	54	54	54

Difference 2026 vs. 2025

Importance	-3	-	NA	-3	-4	-2	-0	-4	-3	-2	-3	-3	-3
Performance	+9	+2	+7	+4	+7	+1	+6	+11	+9	+9	+8	+9	+9

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Condition of sealed local streets in your area. For base sizes, please refer to slide 19, as well as slides 128-129

Council Services – Landfills and Waste Transfer Solutions

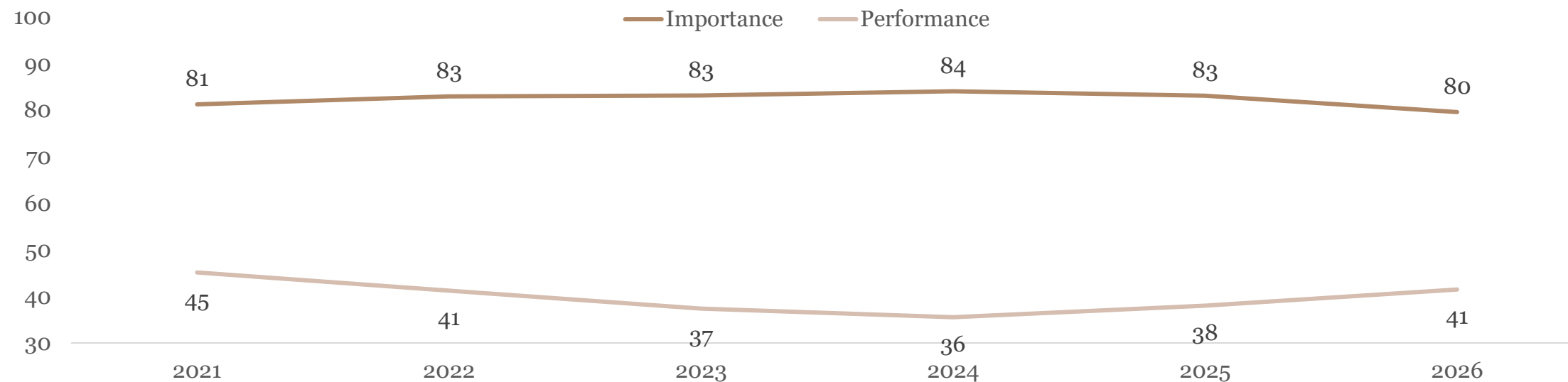


Importance and Performance of Service 2026

Score	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	82	91	83	81	82	79	82	82
Performance	56	45	57	55	58	57	57	55

Note: Landfills and Waste Transfer Solution has only been asked by Interface and has not been historically asked

Council Services – Maintenance of Unsealed Roads



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	80	NA	NA	78	80	84	80	78	79	82	79	78	81
Performance	41	NA	40	45	41	37	39	44	40	40	43	43	40

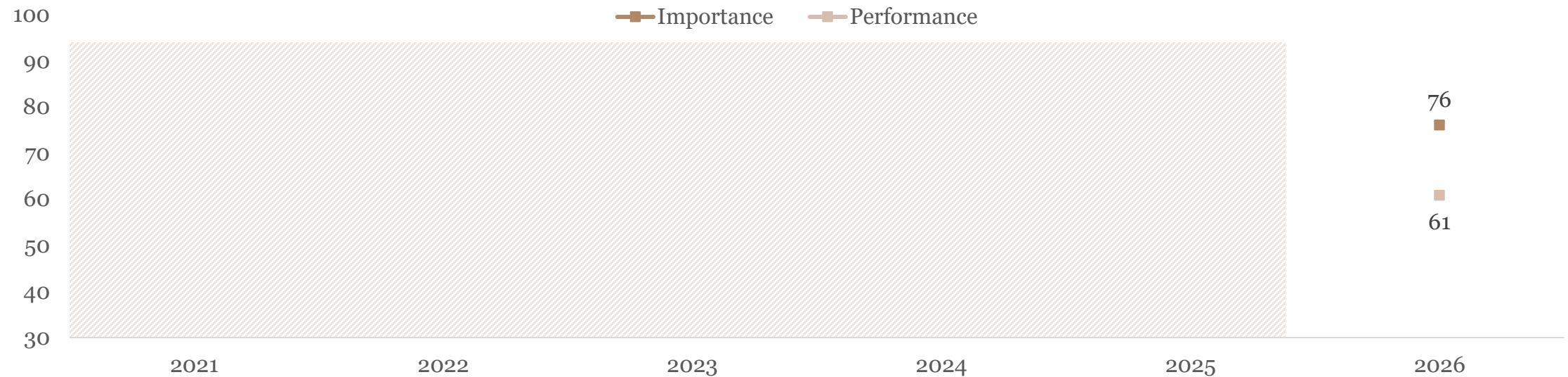
Difference 2026 vs. 2025

Importance	-3	NA	NA	-2	-3	-1	-3	-4	-4	-3	-3	-4	-3
Performance	+3	NA	+3	+5	+5	-3	-2	+6	+4	+4	+3	+4	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Maintenance of unsealed roads in your area. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Street Lighting

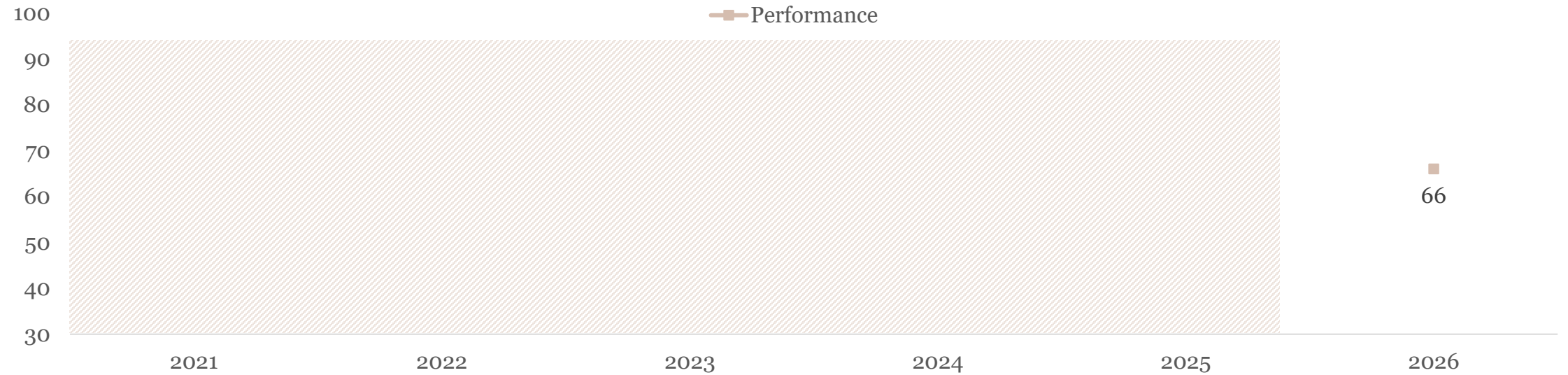


Importance and Performance of Service 2026

Score	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	76	76	76	72	73	77	76	81	75	78
Performance	61	61	NA	57	60	58	62	66	61	61

Note: Street Lighting has only been asked by Interface and Regional City and has not been historically asked

Council Services – Protection of Natural Bushland

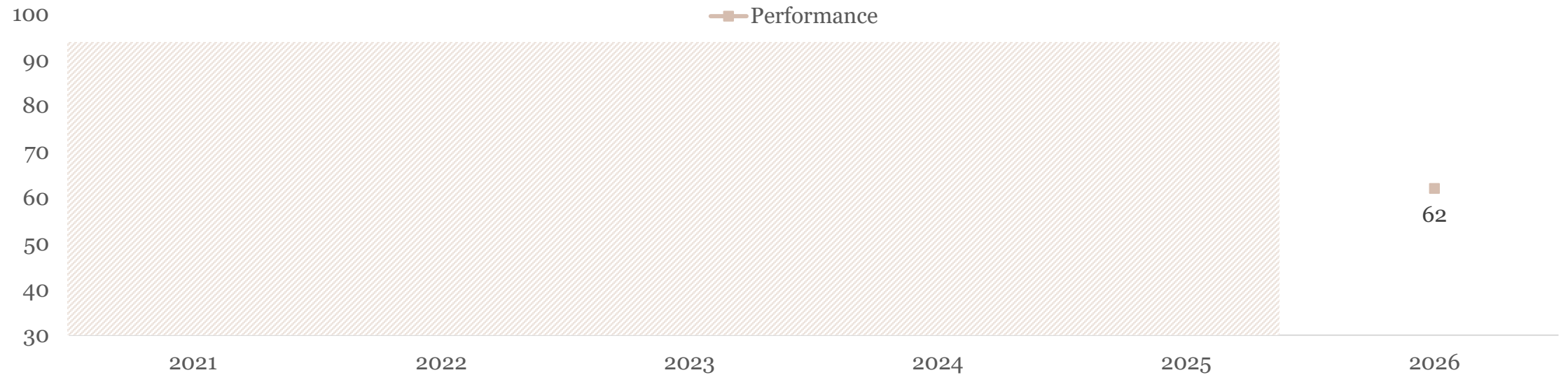


Performance of Service 2026

Score	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	66	70	74	63	64	63	64	68

Note: Protection of natural bushland was only asked for Regional City and has not been historically asked.

Council Services – Management of Wetlands

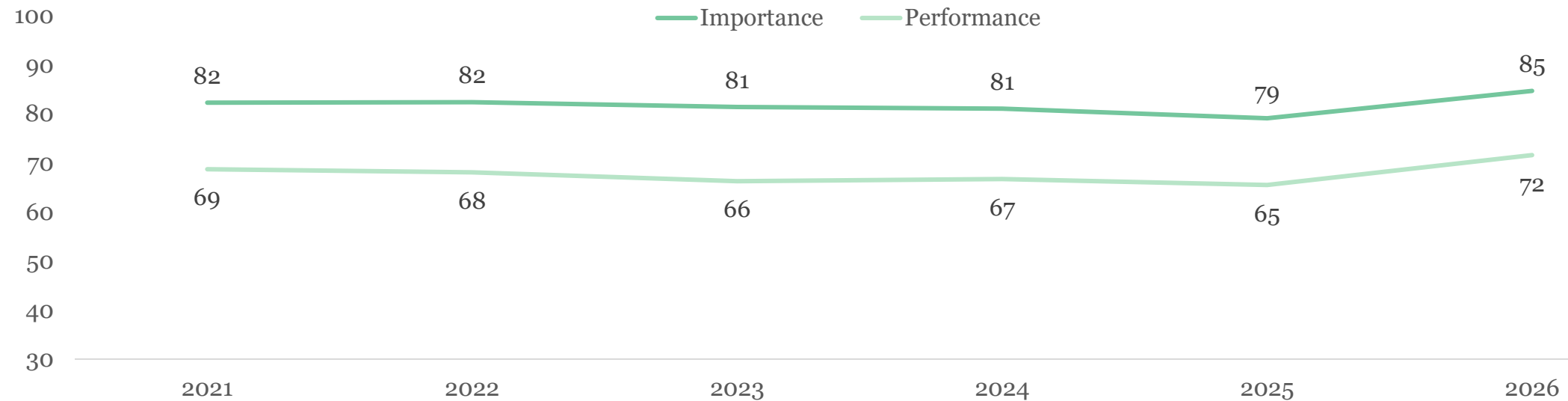


Performance of Service 2026

Score	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	62	65	66	60	60	62	60	64

Note: Management of wetlands was only asked for Regional City and has not been historically asked.

Council Services – Waste Management



Importance and Performance of Service 2026

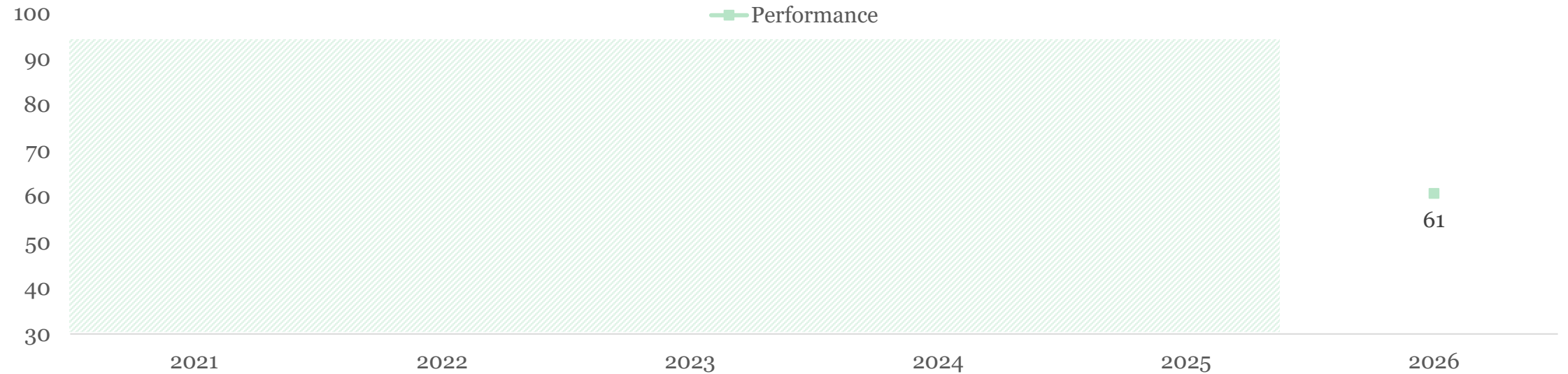
Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	85	86	86	82	81	81	84	83	85	85	85	84	85
Performance	72	74	70	71	69	71	71	71	69	72	74	72	71

Difference 2026 vs. 2025

Importance	+6	+4	NA	+3	+3	+3	+7	+4	+6	+5	+6	+7	+5
Performance	+7	+3	+9	+6	+7	+4	+5	+7	+7	+9	+5	+6	+6

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to slide 19, as well as slides 128-129

Council Services – Providing Equal Access for People with Disabilities

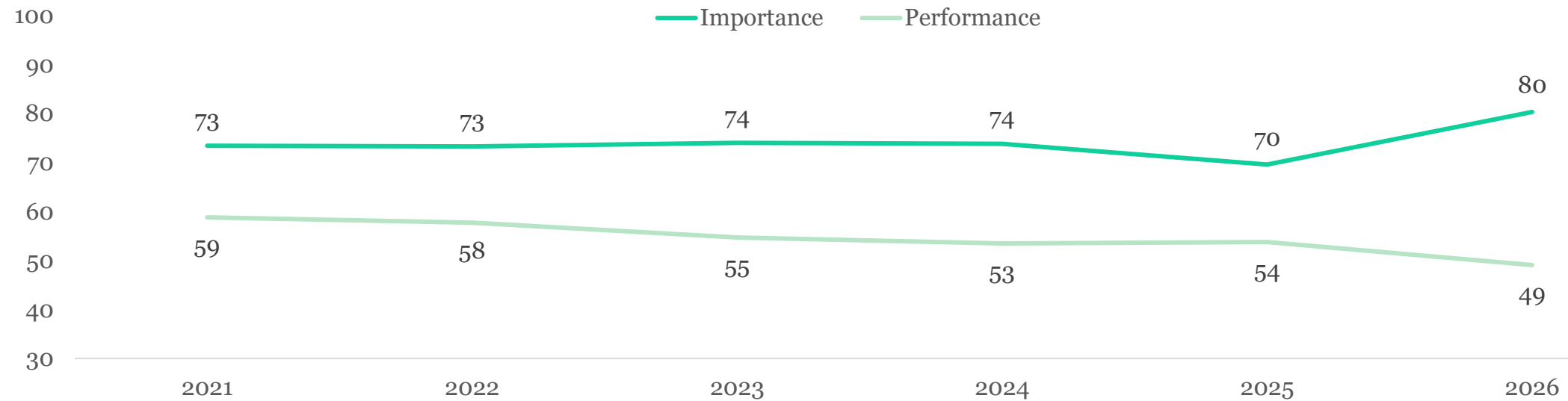


Performance of Service 2026

Score	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	61	65	62	61	64	56	64	57

Note: Providing equal access for people with disabilities has only been asked by Interface councils and has not been historically asked

Council Services – Traffic Management



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	80	NA	81	75	NA	NA	79	79	82	81	79	79	82
Performance	49	NA	48	53	NA	NA	45	49	48	47	55	47	51

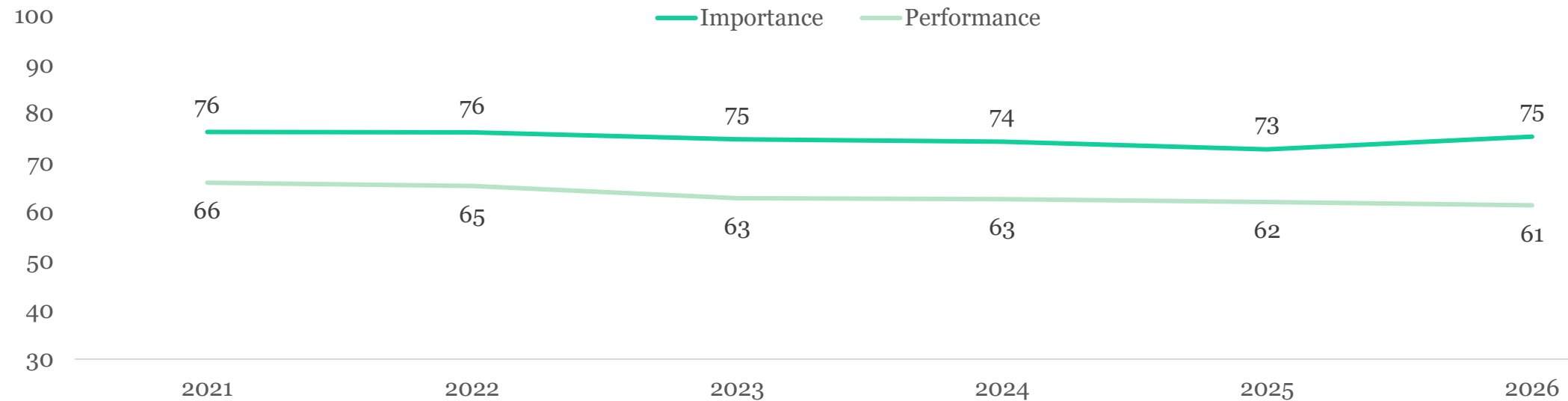
Difference 2026 vs. 2025

Importance	+10	NA	NA	+6	NA	NA	+4	+13	+17	+9	+5	+13	+9
Performance	-5	NA	-	-2	NA	NA	-14	-6	-5	-4	-	-5	-4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Traffic management. For base sizes, please refer to slide 19, as well as slides 128-129 Base n = from 908 to 2076

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Family Support Services



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	75	NA	NA	76	74	71	77	78	75	74	74	71	79
Performance	61	65	58	63	65	60	60	63	60	61	62	62	61

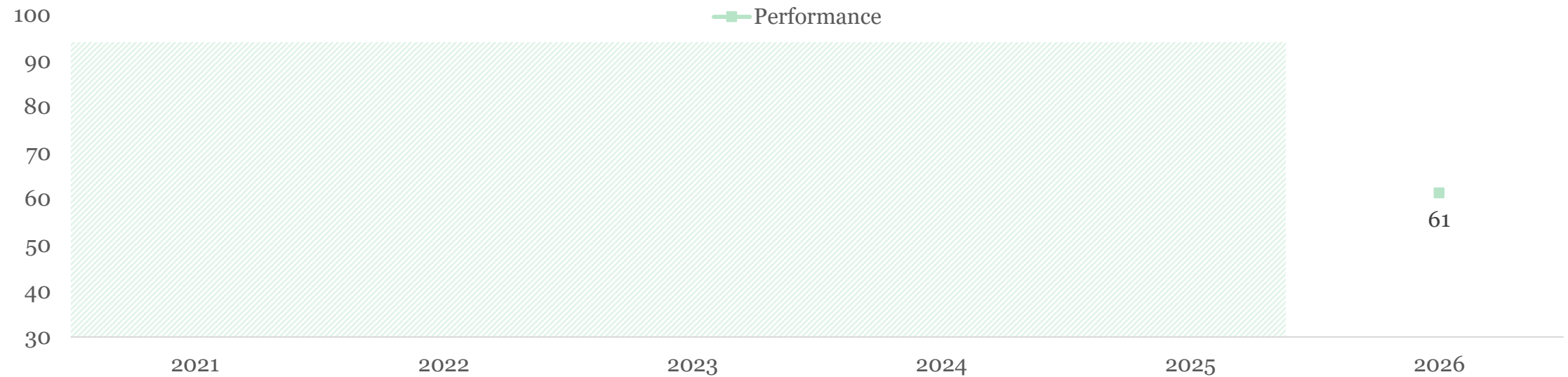
Difference 2026 vs. 2025

Importance	+3	NA	NA	+1	+2	-	+2	+5	+1	+2	+3	+4	+1
Performance	-1	-1	+2	-	+4	-2	-6	+1	-1	+2	-2	-	-1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Family support services. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Animal Management



Performance of Service 2026

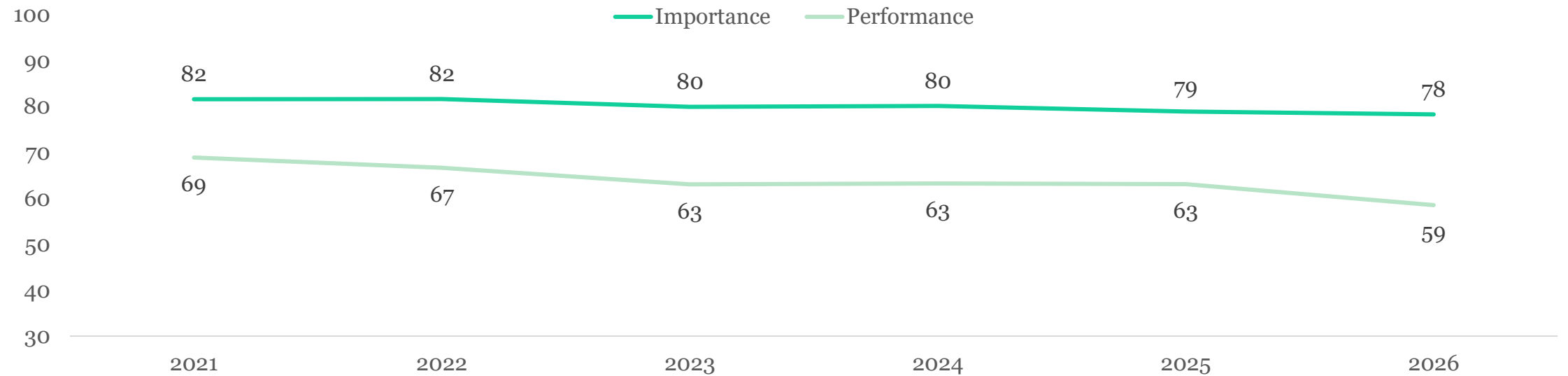
Score	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	61	62	63	60	62	60	61	62

Note: Animal management has only been asked by Interface councils and has not been historically asked

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Animal management including registration of pets and animal control. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Elderly Support Services



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	78	NA	78	NA	80	NA	77	71	79	84	83	76	81
Performance	59	NA	57	60	64	NA	59	59	58	58	58	61	57

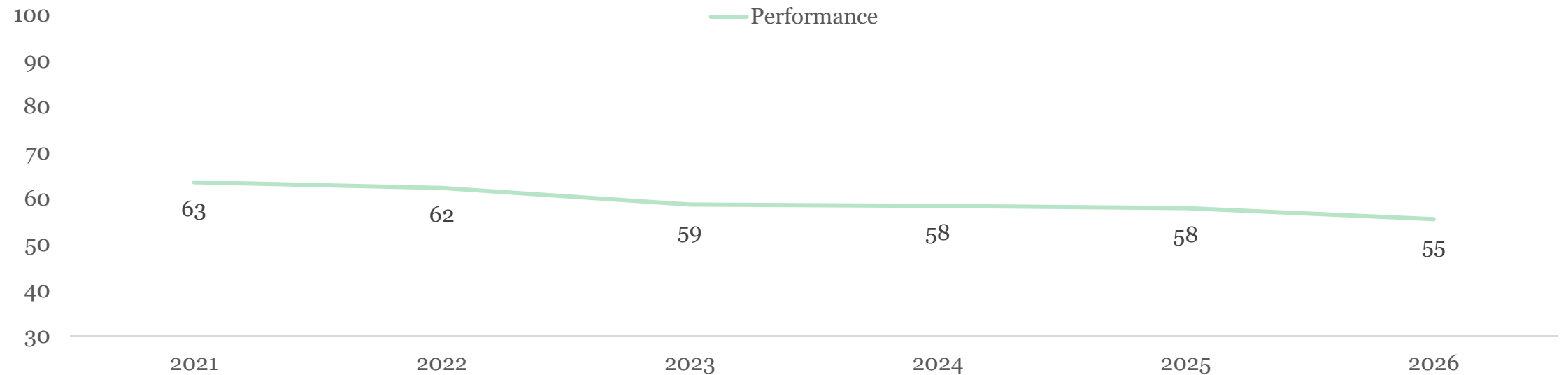
Difference 2026 vs. 2025

Importance	-1	NA	NA	NA	+1	NA	-4	-9	-	+5	+4	-	-2
Performance	-4	NA	+7	-1	+1	NA	-4	-1	-5	-4	-7	-4	-5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Elderly support services. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Disadvantaged Support Services



Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	55	NA	55	57	63	NA	55	55	56	56	56	59	52

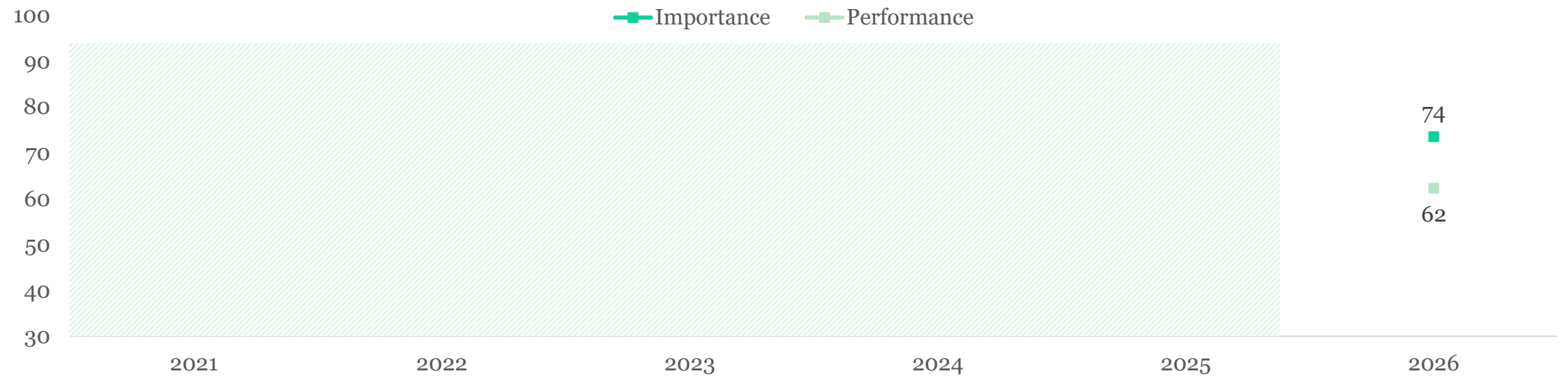
Difference 2026 vs. 2025

Performance	-3	NA	+2	-1	+5	NA	-11	-3	-2	+2	-3	-1	-3
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Disadvantaged support services. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Enabling & Encouraging a Healthy Community

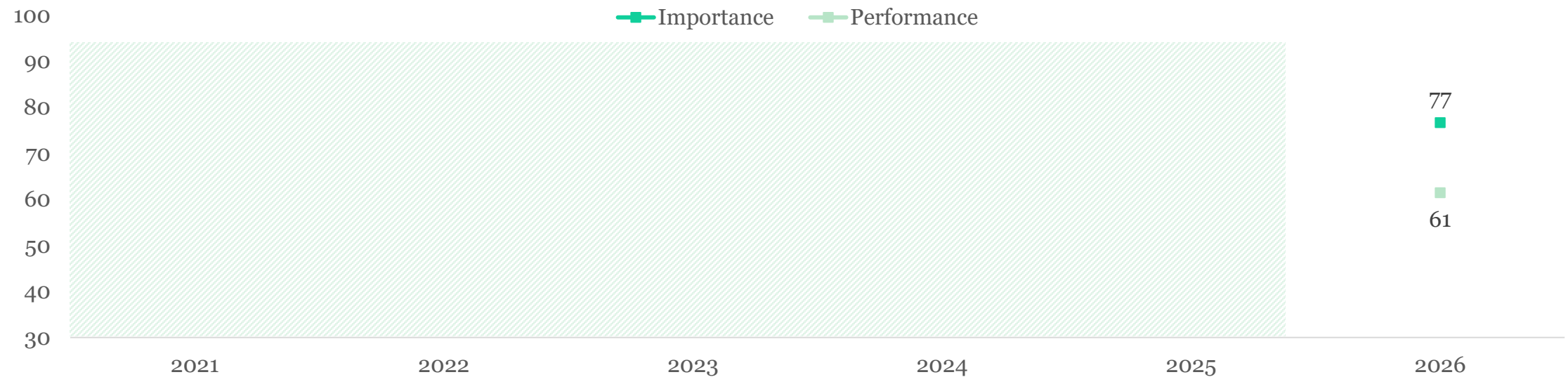


Importance and Performance of Service 2026

Score	State	Metro	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	74	74	NA	81	75	73	71	76	73	74
Performance	62	63	61	63	60	61	62	66	62	63

Note: Animal management has not been historically asked

Council Services – Supporting Health & Wellbeing

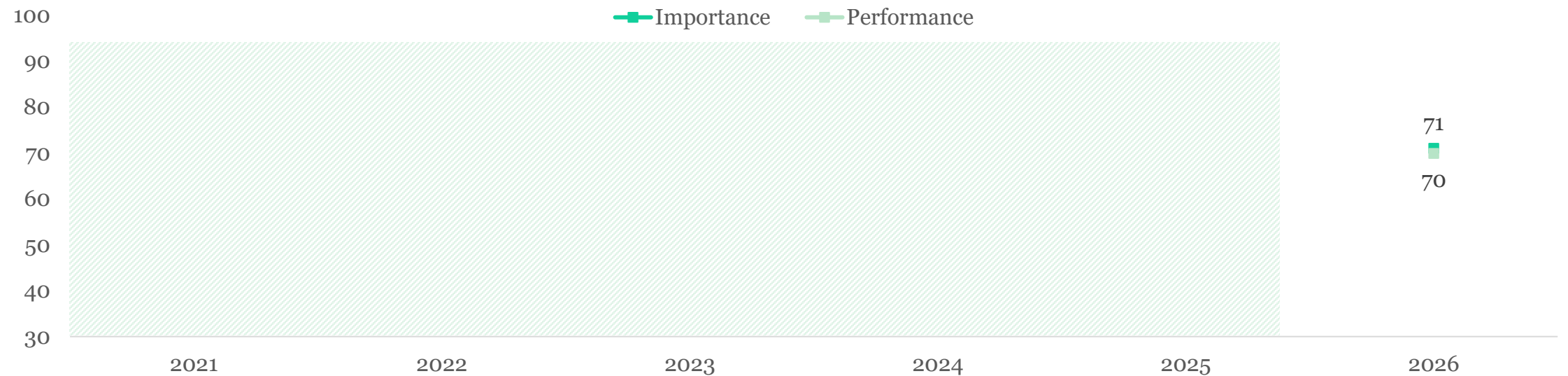


Importance and Performance of Service 2026

Score	State	Regional City	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	77	77	NA	100	74	78	75	79	74	79
Performance	61	62	59	70	66	56	59	64	63	60

Note: Supporting Health & Wellbeing has not been historically asked

Council Services – Childcare

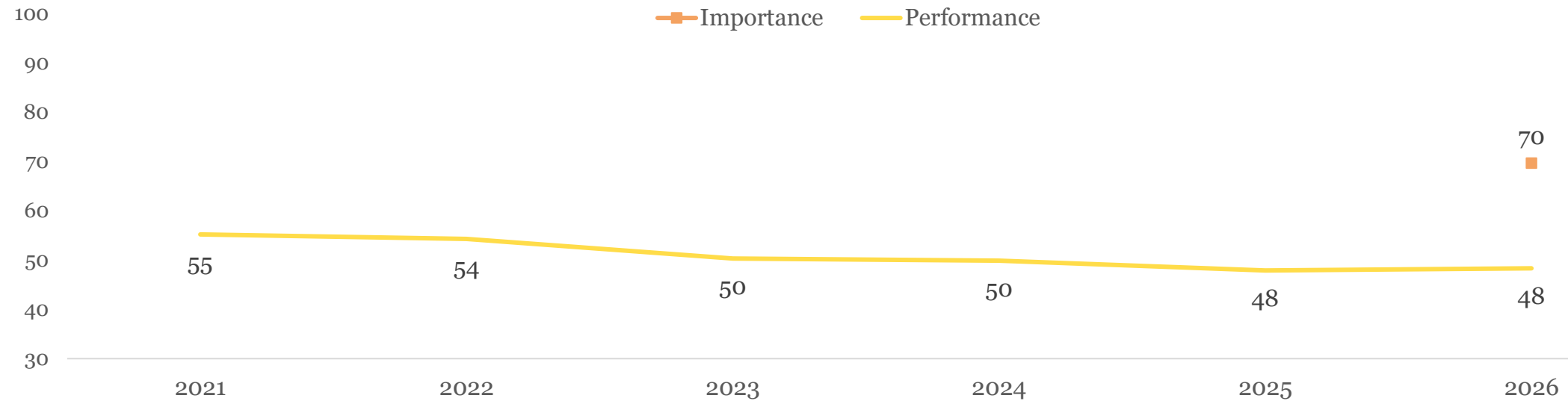


Importance and Performance of Service 2026

Score	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	71	75	73	70	70	71	68	74
Performance	70	68	73	69	66	70	68	71

Note: Childcare has not been historically asked

Council Services – Councils General Town Planning Policy



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	70	NA	NA	NA	70	NA	61	69	71	70	71	67	72
Performance	48	NA	48	48	53	NA	51	55	46	46	47	48	48

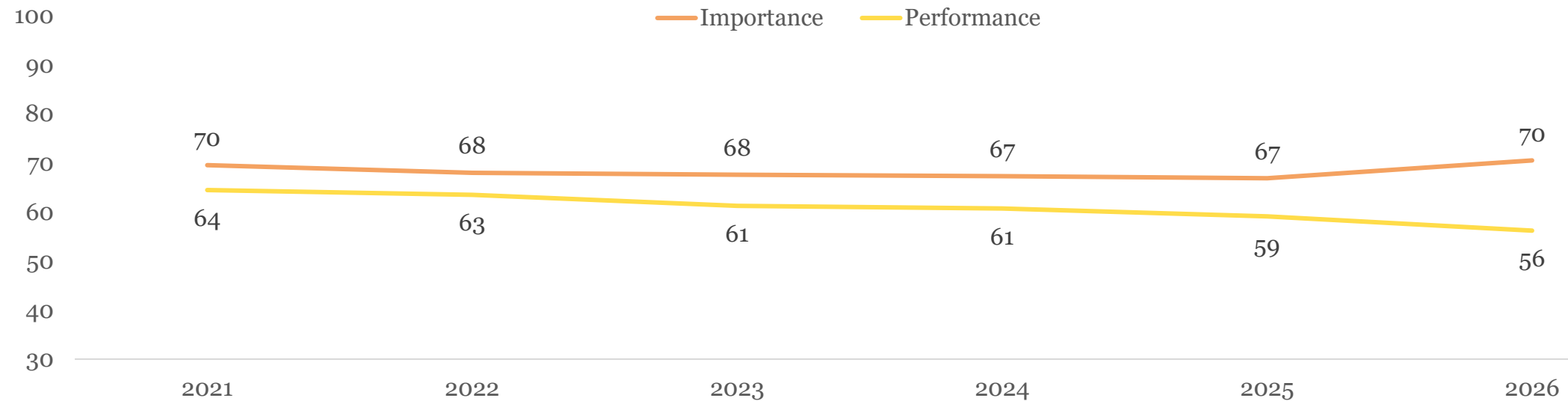
Difference 2026 vs. 2025

Performance	-	NA	+6	-	+7	NA	-4	+7	-2	+2	-3	+1	-1
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Council's general town planning policy. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Enforcement of Laws and Regulations



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	70	NA	72	69	69	65	63	72	70	70	71	68	73
Performance	56	60	53	61	60	60	57	57	55	56	57	56	57

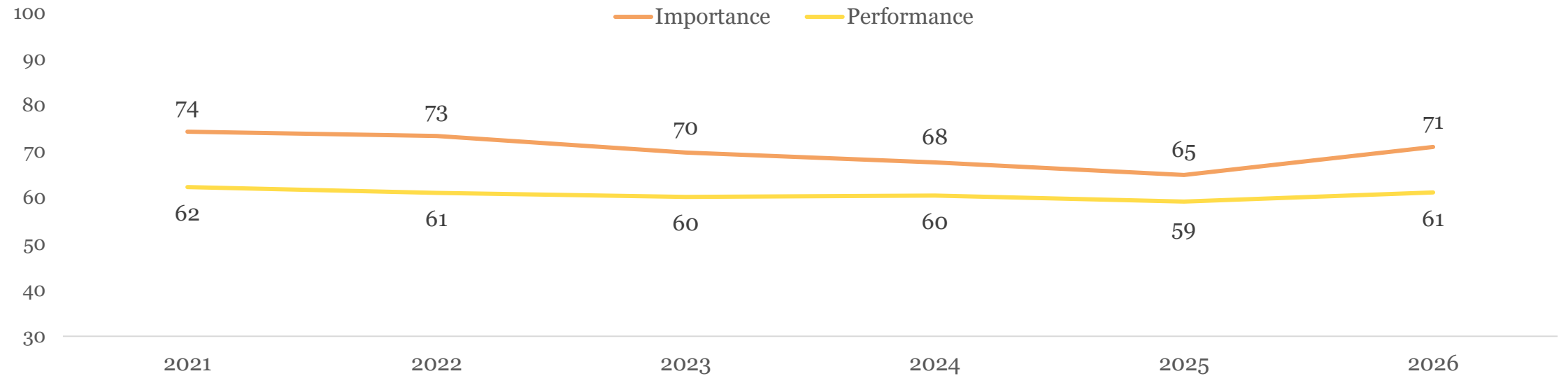
Difference 2026 vs. 2025

Importance	+3	NA	NA	-1	+3	-1	-6	+8	+6	+4	+1	+6	+1
Performance	-3	-2	+1	+0	+2	+2	-7	-5	-4	-2	-1	-2	-4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months?
Enforcement of local laws and Council regulations.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Environmental Sustainability



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	71	71	74	67	68	63	76	74	70	68	71	67	75
Performance	61	66	58	62	61	58	59	61	61	61	62	61	61

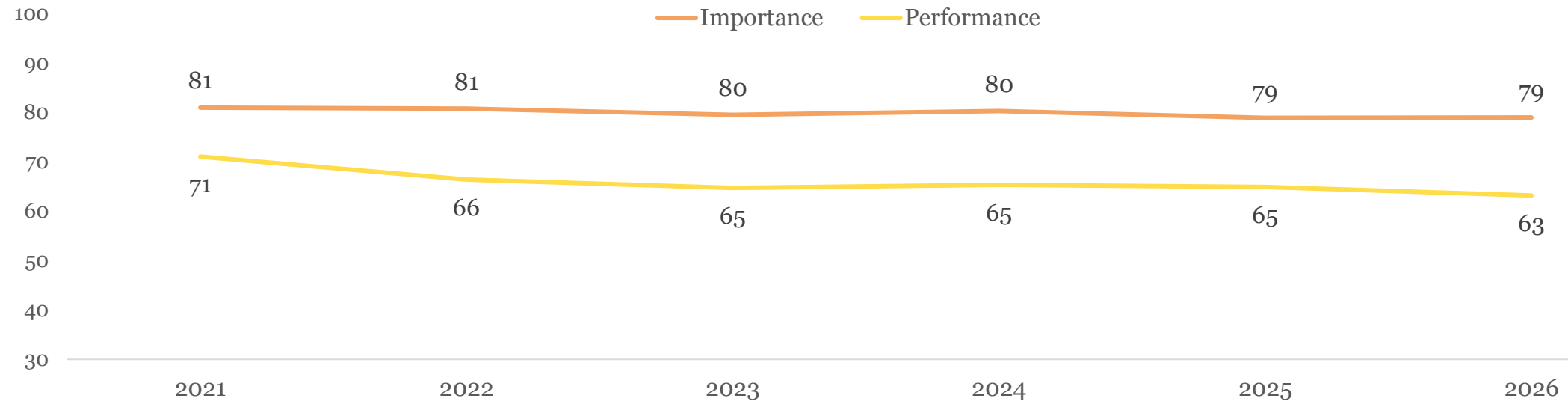
Difference 2026 vs. 2025

Importance	+6	+6	NA	-1	+4	-	+6	+9	+7	+3	+5	+8	+4
Performance	+2	+2	-	+2	+4	-	-1	+1	+1	+3	+3	+2	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Environmental sustainability. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Emergency and Disaster Management



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	79	75	NA	80	81	78	79	80	77	80	79	76	82
Performance	63	63	60	65	67	64	64	63	61	63	66	63	63

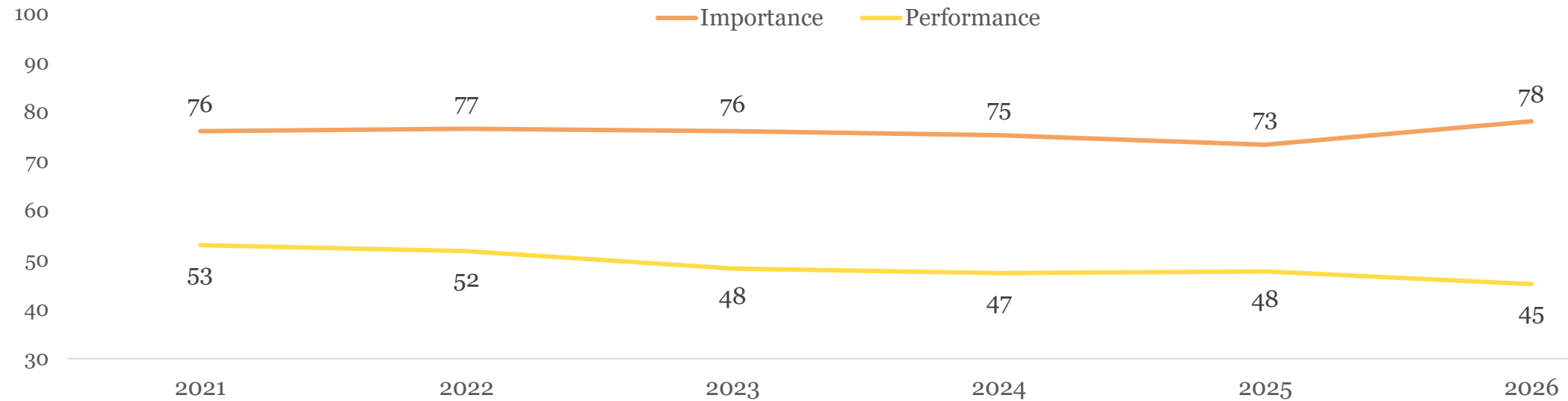
Difference 2026 vs. 2025

Importance	-	NA	NA	+2	+2	-2	+2	-	-1	+1	+1	+1	-1
Performance	-2	-4	+2	-	+2	-2	-6	-	-3	-1	-1	-1	-3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Emergency and disaster management. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Planning for Population Growth



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	78	NA	80	74	73	NA	83	81	77	79	74	75	81
Performance	45	NA	41	55	53	NA	46	44	42	44	52	46	44

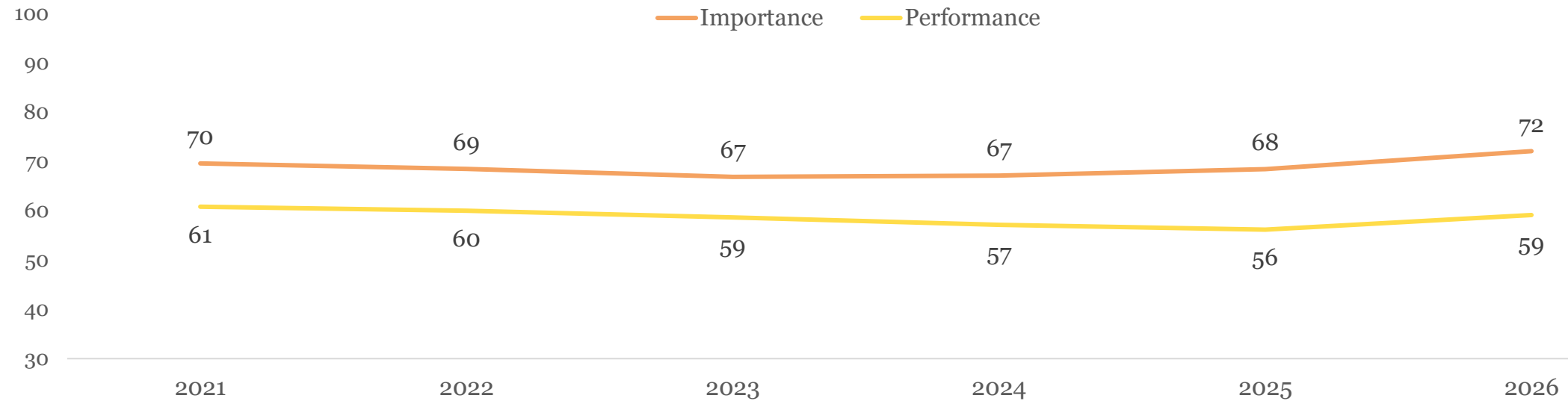
Difference 2026 vs. 2025

Importance	+5	NA	NA	-2	-0	NA	+14	+9	+3	+3	+1	+4	+6
Performance	-3	NA	+4	+3	+7	NA	-14	-5	-3	-1	+2	-2	-4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Planning for population growth in the area. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Business and Community Development and Tourism



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	72	NA	NA	70	75	72	68	71	72	74	71	70	75
Performance	59	NA	NA	58	60	58	59	60	59	57	61	59	59

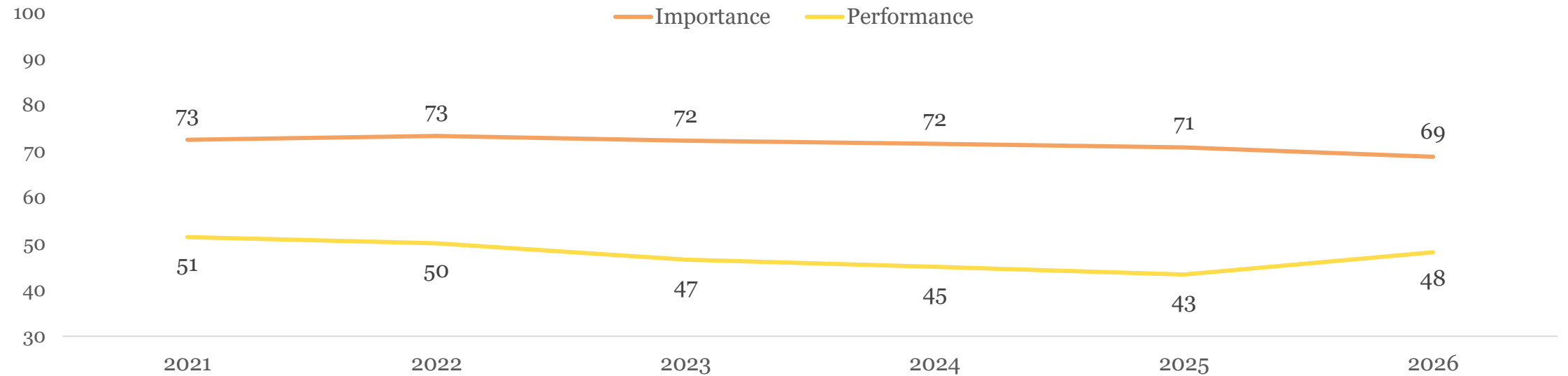
Difference 2026 vs. 2025

Importance	+4	NA	NA	+0	+8	+1	+2	+2	+3	+5	+4	+3	+5
Performance	+3	NA	NA	+1	+6	+1	-1	+4	+2	+4	+3	+5	+1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Business and community development and tourism. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Planning and Building Permits



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	69	NA	NA	68	70	69	67	65	67	71	72	68	70
Performance	48	49	45	54	48	48	53	52	47	46	48	48	48

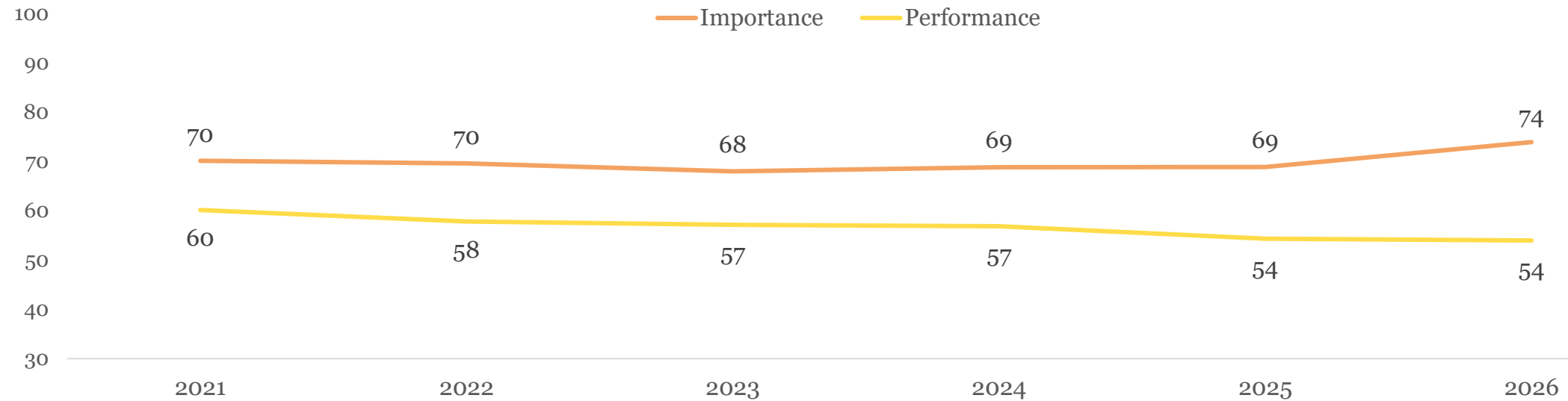
Difference 2026 vs. 2025

Importance	-2	NA	NA	-3	-1	-1	+8	-2	-4	-1	-2	-2	-2
Performance	+5	+1	+12	+6	+7	+5	+2	+6	+4	+6	+4	+6	+4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Planning and building permits. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Developing and Promoting the Local Economy



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	74	73	73	78	72	NA	74	75	76	73	71	74	74
Performance	54	56	52	56	59	NA	53	56	53	52	56	54	54

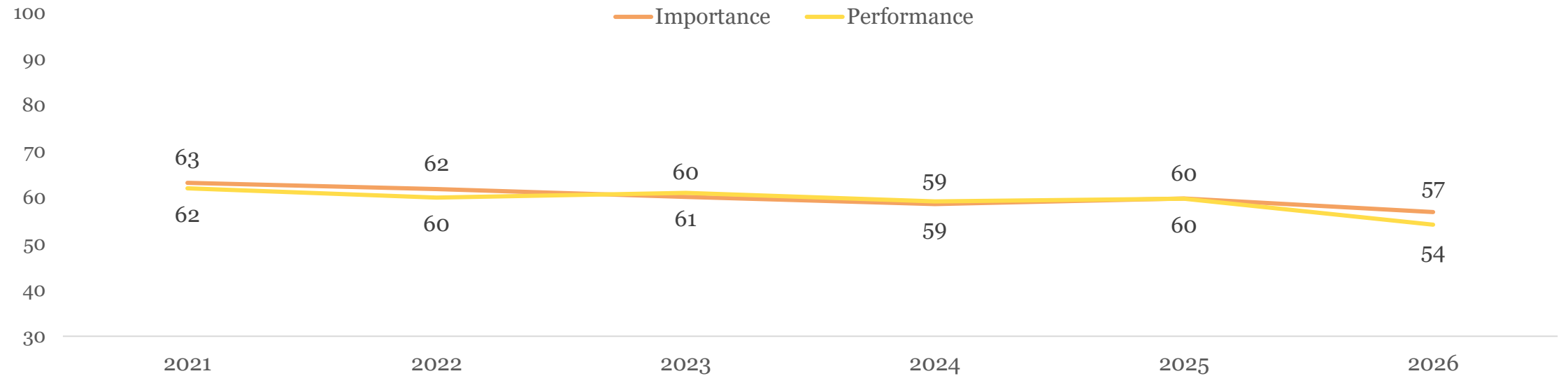
Difference 2026 vs. 2025

Importance	+5	NA	NA	+8	+3	NA	+3	+5	+6	+4	+4	+7	+3
Performance	-	-1	+2	+2	+5	NA	-10	+1	-1	-	-	+2	-2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Developing and promoting the local economy. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Developing Local Tourism



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	57	NA	53	67	64	NA	61	52	59	56	62	55	59
Performance	54	NA	51	61	63	60	55	54	51	54	58	53	54

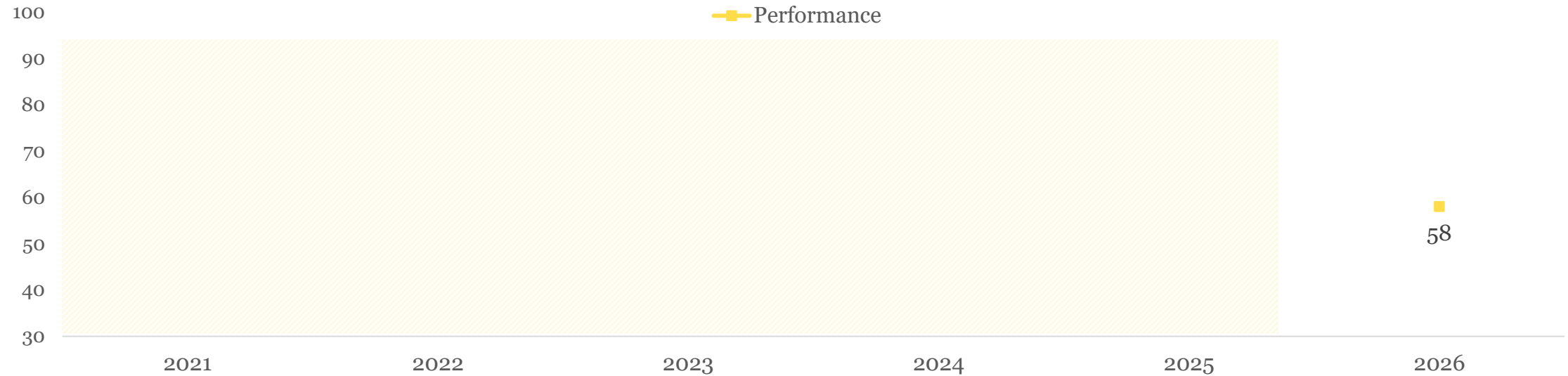
Difference 2026 vs. 2025

Importance	-3	NA	NA	+4	+7	NA	-1	-8	-0	-4	+2	-3	-3
Performance	-6	NA	-4	+3	+4	-2	-7	-6	-8	-5	-3	-5	-7

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Developing and promoting local tourism. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Development of Vibrant Local Economy

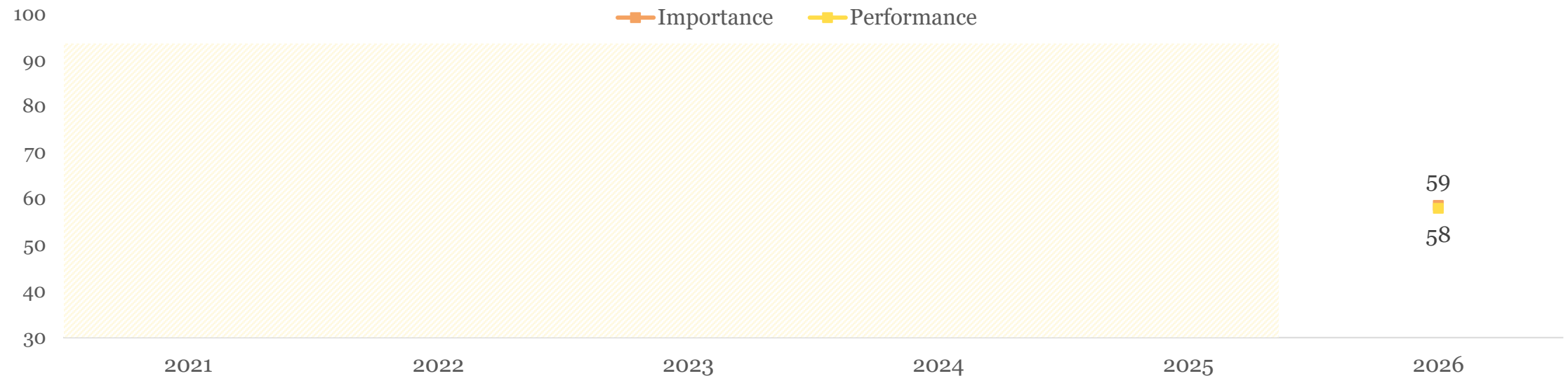


Performance of Service 2026

Score	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	58	48	58	59	57	61	55	60

Note: Development of vibrant local economy has only been asked by Regional City and has not been historically asked

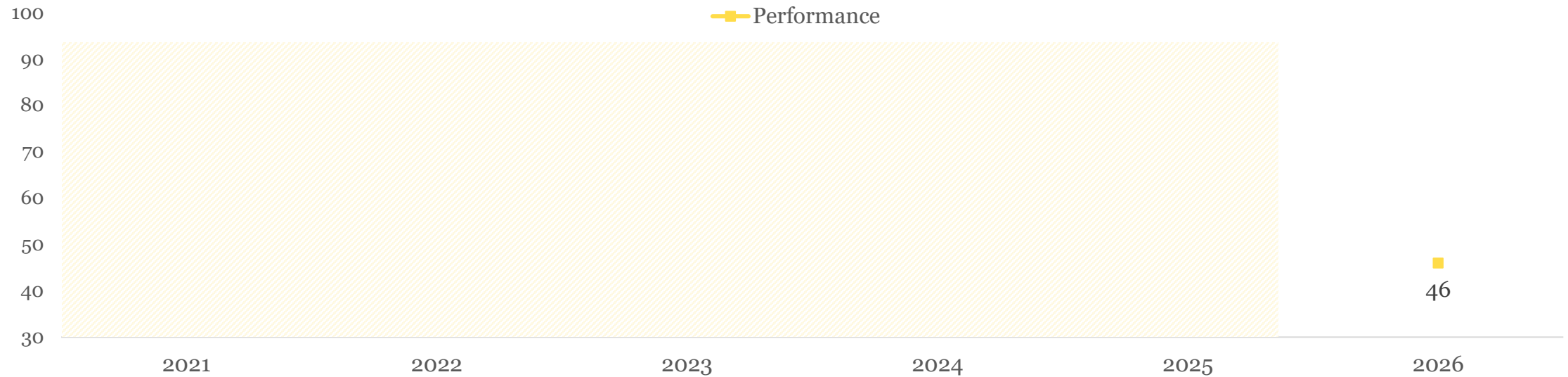
Council Services – Adapting to a Changing Climate



Importance and Performance of Service 2026

Score	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	59	61	62	58	58	56	51	66
Performance	58	46	58	58	58	62	55	60

Note: Adapting to a climate change has only been asked by Regional City and has not been historically asked

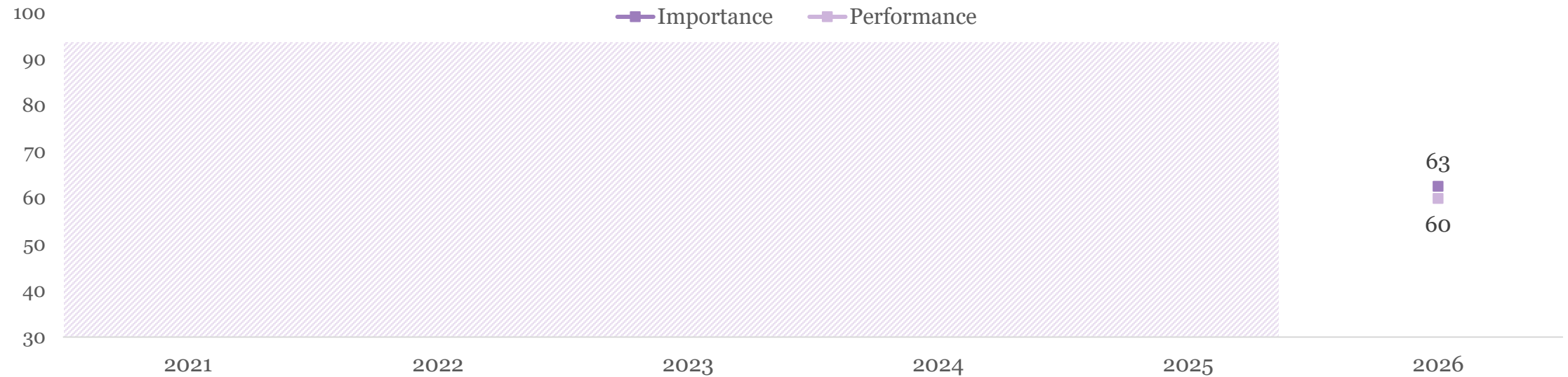


Performance of Service 2026

Score	Large Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	46	46	58	58	58	62	55	60

Note: Planning has not been historically asked

Council Services – Community Facilities and Venues for Hire

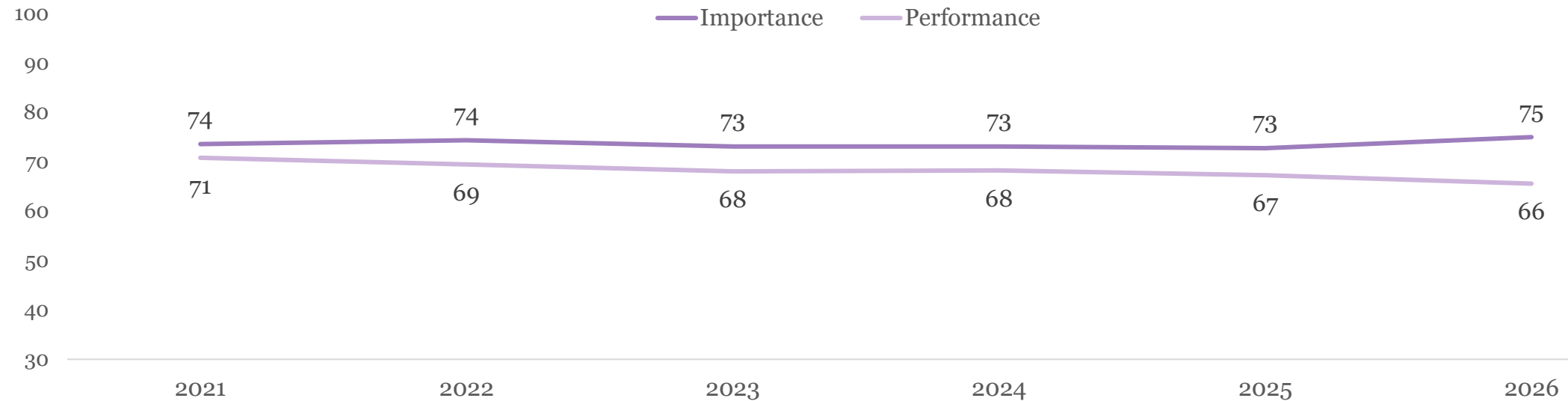


Importance and Performance of Service 2026

Score	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	63	49	64	62	62	64	61	64
Performance	60	55	61	59	60	61	60	60

Note: Community facilities and venues for hire has not been historically asked

Council Services – Recreational Facilities



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	75	77	75	73	75	74	74	75	76	76	74	74	76
Performance	66	71	62	68	62	63	66	65	62	67	69	66	65

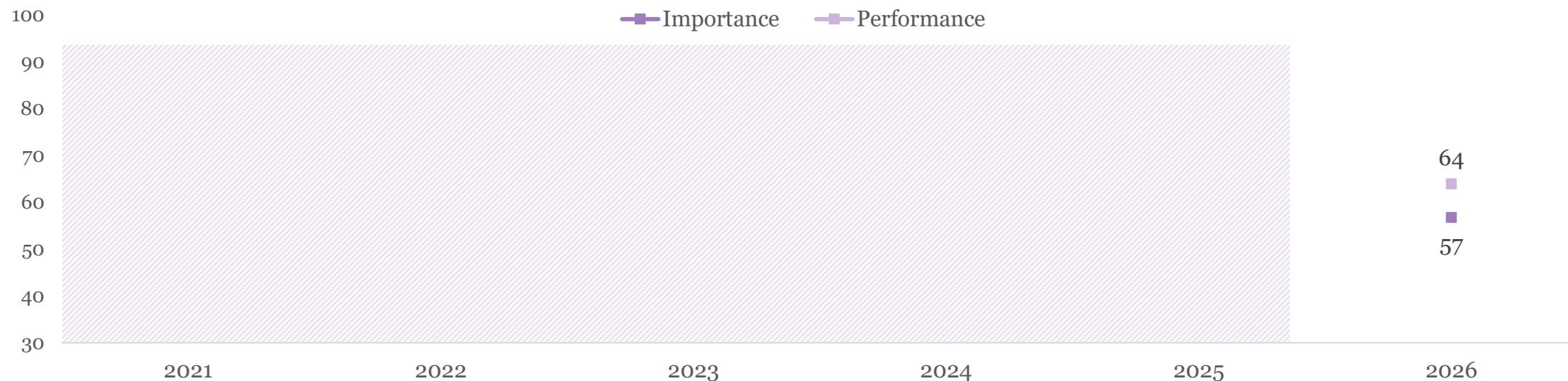
Difference 2026 vs. 2025

Importance	+2	+4	NA	-1	+3	+1	+7	+3	+1	+2	+2	+3	+2
Performance	-1	-3	-	-	-3	-3	-1	-1	-3	+1	-1	-1	-2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Recreational facilities. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Art Centres

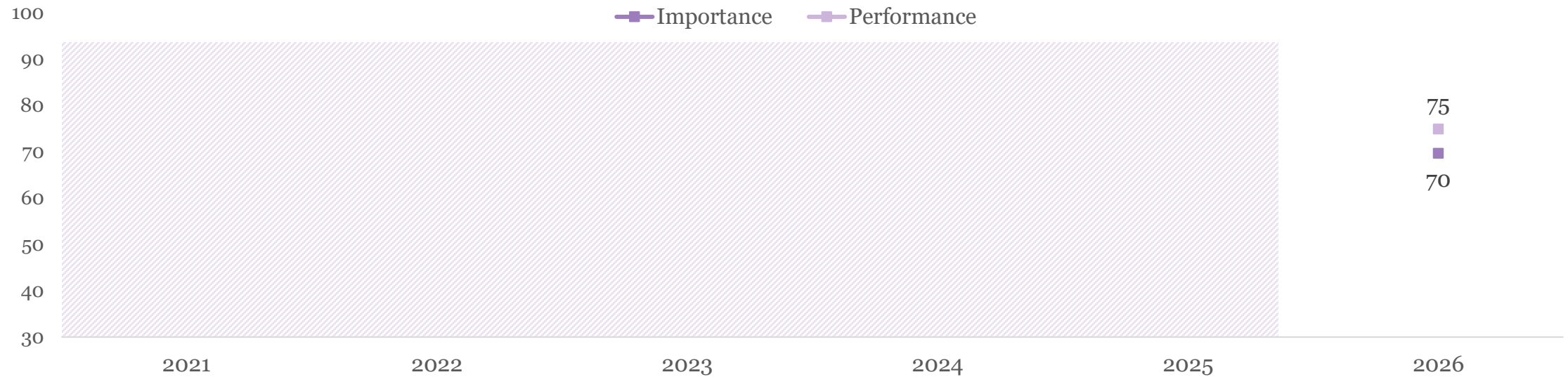


Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	57	NA	NA	57	58	52	46	53	58	58	59	53	61
Performance	64	69	58	70	65	59	58	63	62	66	67	63	65

Note: Art Centres has not been historically asked

Council Services – Libraries

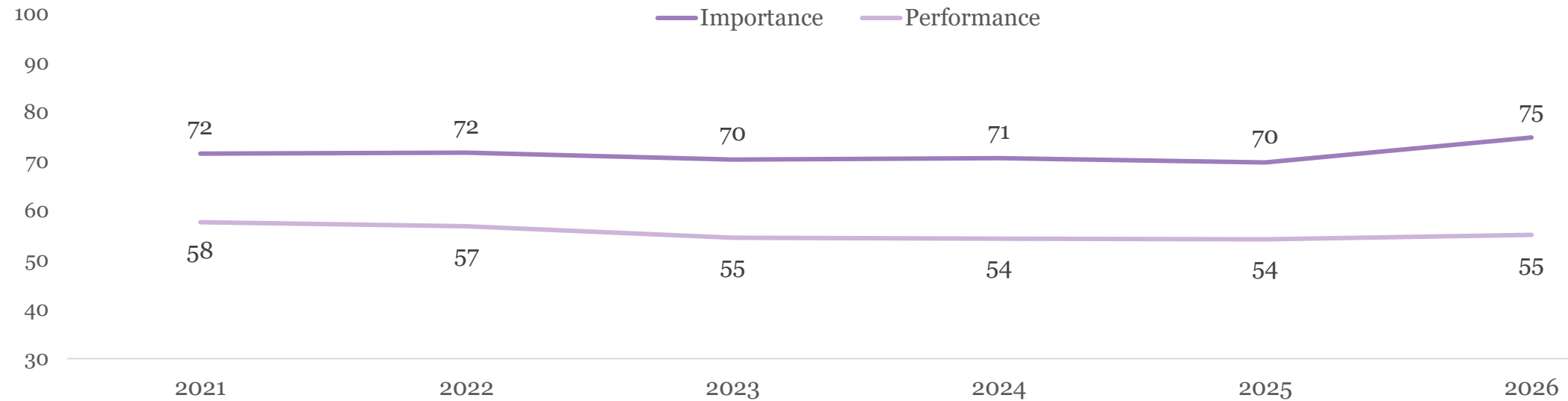


Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	70	72	69	67	71	66	59	69	72	69	71	64	75
Performance	75	79	72	77	76	73	72	74	74	75	78	72	77

Note: Libraries has not been historically asked

Council Services – Parking Facilities



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	75	NA	75	76	67	NA	84	72	76	76	76	73	77
Performance	55	NA	56	52	55	NA	57	59	54	53	54	56	54

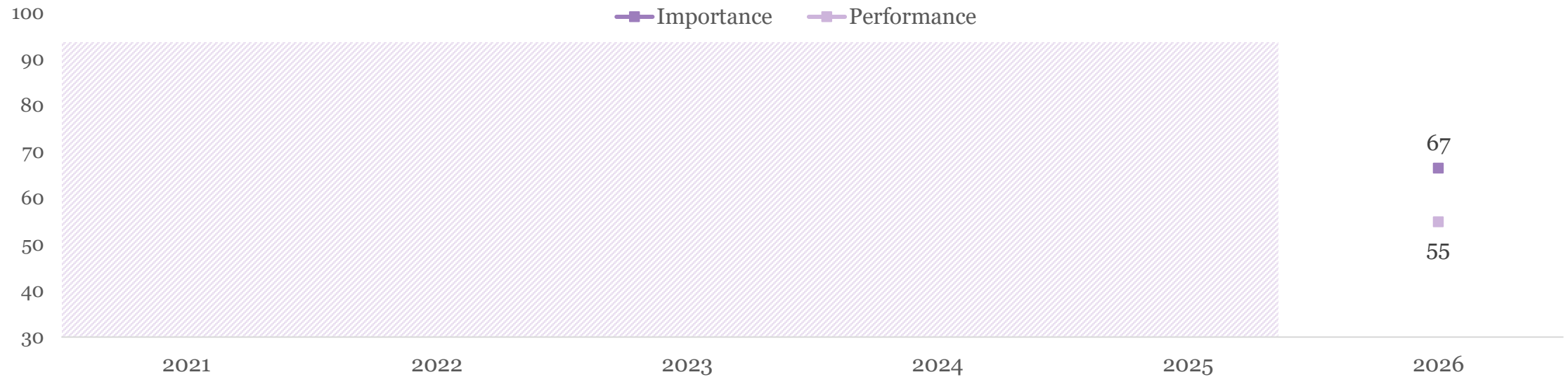
Difference 2026 vs. 2025

Importance	+5	NA	NA	+3	+2	NA	+15	+4	+8	+6	+3	+5	+5
Performance	+1	NA	+2	-	+5	NA	-	+6	-1	-2	-	+2	+0

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Parking facilities.
For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Public Swimming Pools

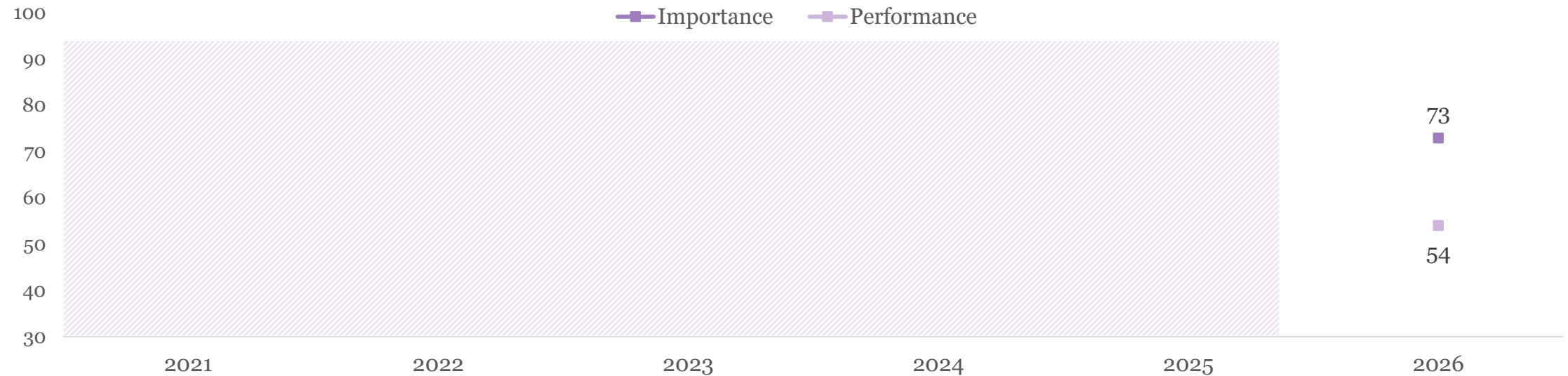


Importance and Performance of Service 2026

Score	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	67	65	64	68	67	69	63	70
Performance	55	53	56	52	57	58	56	54

Note: Public Swimming Pools has only been asked by Interface councils and has not been historically asked

Council Services – Streetscapes, Garden Beds and Trees

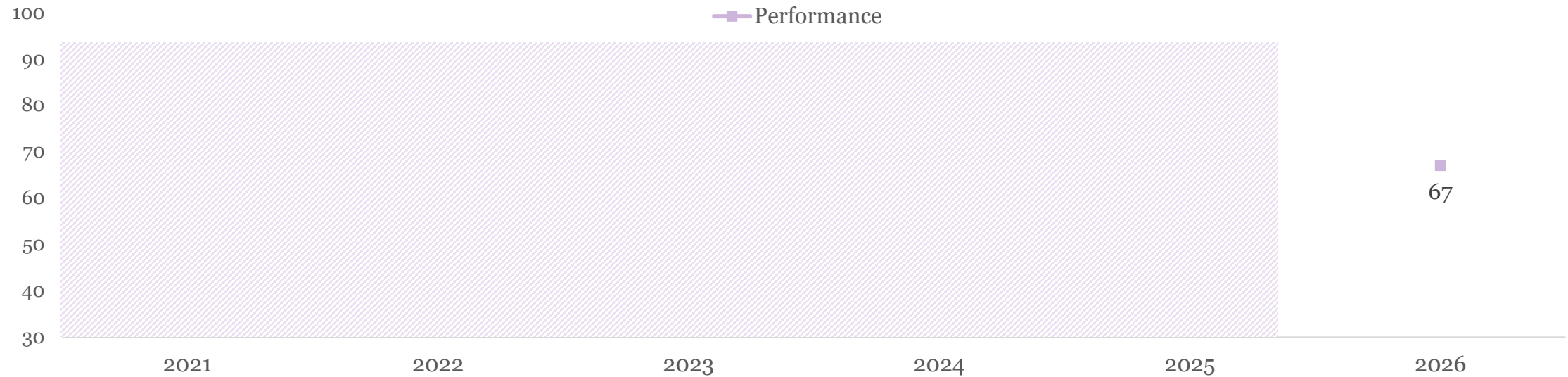


Importance and Performance of Service 2026

Score	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	73	74	66	67	74	71	74	74	73	73
Performance	54	51	67	60	52	54	52	58	54	54

Note: Streetscapes, garden beds, and trees has not been historically asked

Council Services – Arts & Cultural Programs

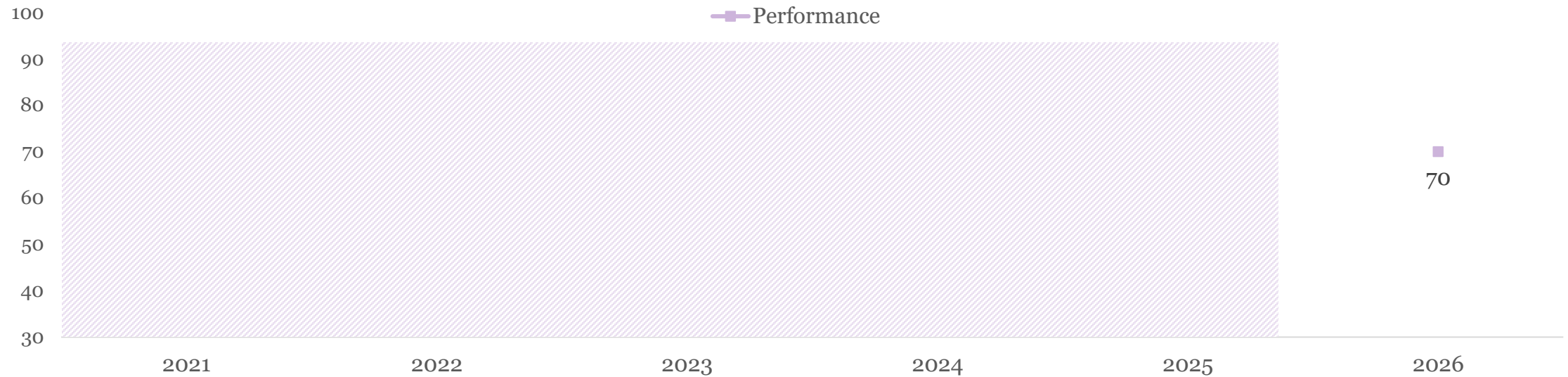


Performance of Service 2026

Score	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	67	64	66	66	66	70	65	68

Note: Arts & cultural programs has only been asked by Regional City and has not been historically asked

Council Services – Arts & Cultural Facilities

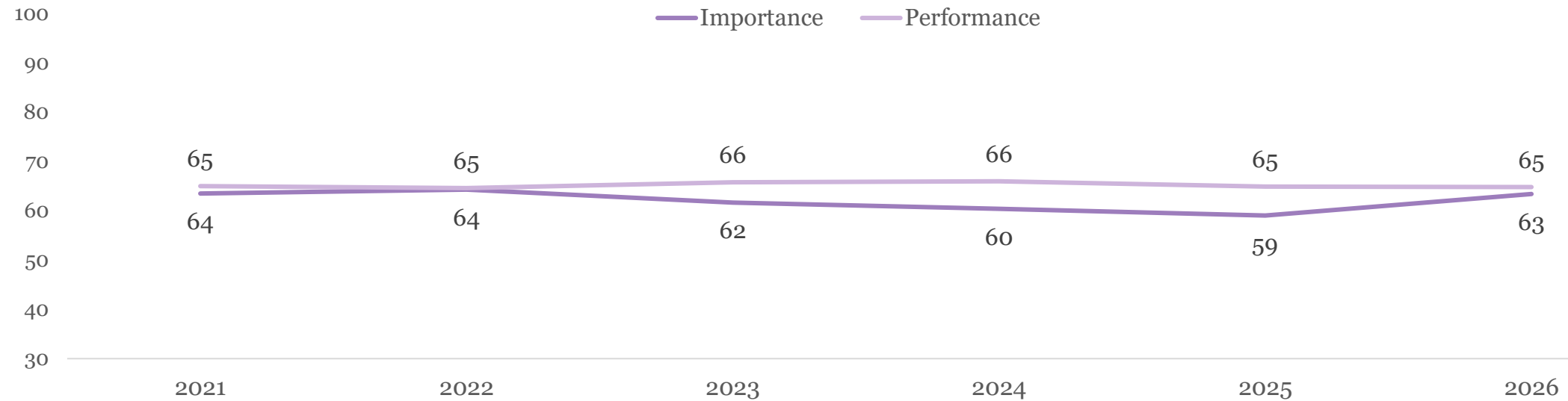


Performance of Service 2026

Score	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Performance	70	69	69	68	70	73	68	72

Note: Arts & cultural facilities has only been asked by Regional City and has not been historically asked

Council Services – Community Events and Cultural Activities



Importance and Performance of Service 2026

Score	State	Metro	Interface	Regional City	Large Shire	Small Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	63	65	63	64	64	NA	67	64	63	63	63	60	67
Performance	65	68	63	64	68	62	65	64	64	65	66	64	66

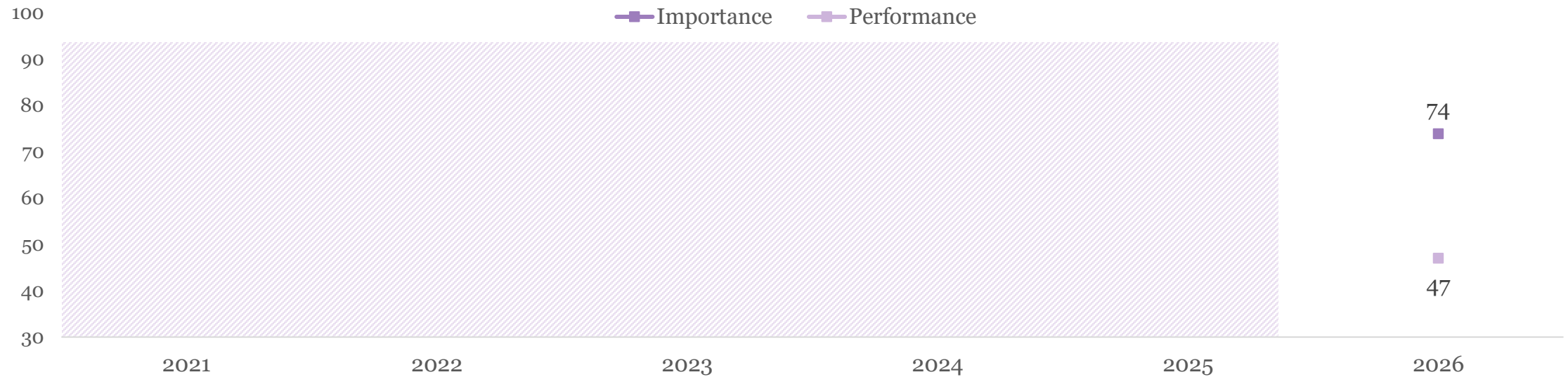
Difference 2026 vs. 2025

Importance	+4	+6	NA	+3	+6	NA	+7	+5	+4	+4	+4	+5	+3
Performance	-0	-1	+4	-0	+5	-6	+2	+0	+0	+0	-1	+1	-1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Community events and cultural activities. For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Public Toilets



Importance and Performance of Service 2026

Score	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Importance	74	NA	74	66	76	71	75	76	69	78
Performance	47	46	58	40	47	46	48	51	49	45

Note: Public toilets has not been historically asked

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Public toilets.
For base sizes, please refer to slide 19, as well as slides 128-129

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

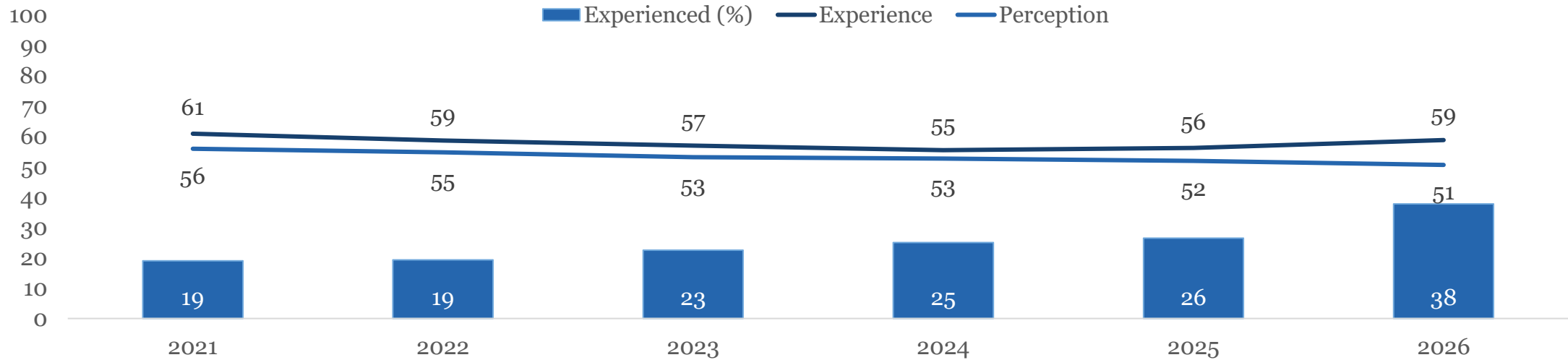


Council Service Areas

Performance by Experience & Perception



Council Services – Opportunities to Give Feedback on Key Local Issues



Experience vs. Perception 2026

Average	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	38	33	33	39	35	40	36	40	37	39
Experience	59	52	63	61	58	59	55	62	56	62
Perception	51	46	52	48	56	44	50	54	49	52

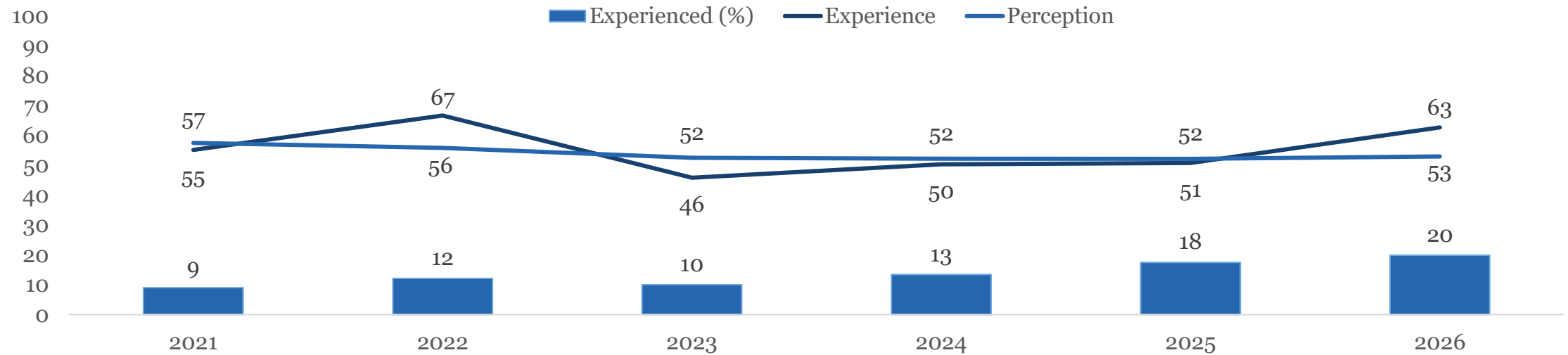
Difference 2026 vs. 2025

Experienced (%)	+11	NA	+10	+28	+9	+13	+6	+15	+9	+13
Experience	+3	NA	+11	+11	-2	+5	+2	+6	+1	+4
Perception	-1	NA	+2	-2	+1	-8	-1	+3	-1	-2

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? The opportunities offered by Council to give your feedback on key local issues.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Advocating for the Community



Experience vs. Perception 2026

Average	State	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	20	20	14	16	17	23	26	22	18
Experience	63	63	36	60	60	60	72	61	65
Perception	53	53	48	51	54	47	62	52	54

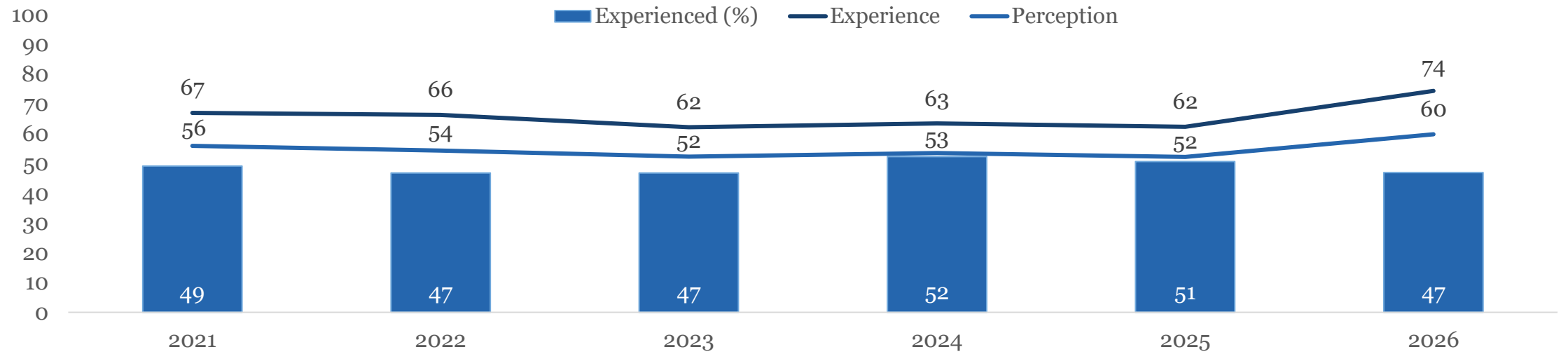
Difference 2026 vs. 2025

Experienced (%)	+2	NA	+14	-5	+4	+2	+8	+5	-1
Experience	+12	NA	NA	-1	+15	+19	+20	+15	+9
Perception	+1	NA	-8	-8	+8	-8	+11	+2	-1

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Advocating for, and representing the community to government and other organisations.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Keeping the Community Informed



Experience vs. Perception 2026

Average	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	47	41	42	51	42	48	45	55	44	49
Experience	74	NA	67	77	75	74	73	75	73	76
Perception	60	NA	52	36	59	62	60	64	55	64

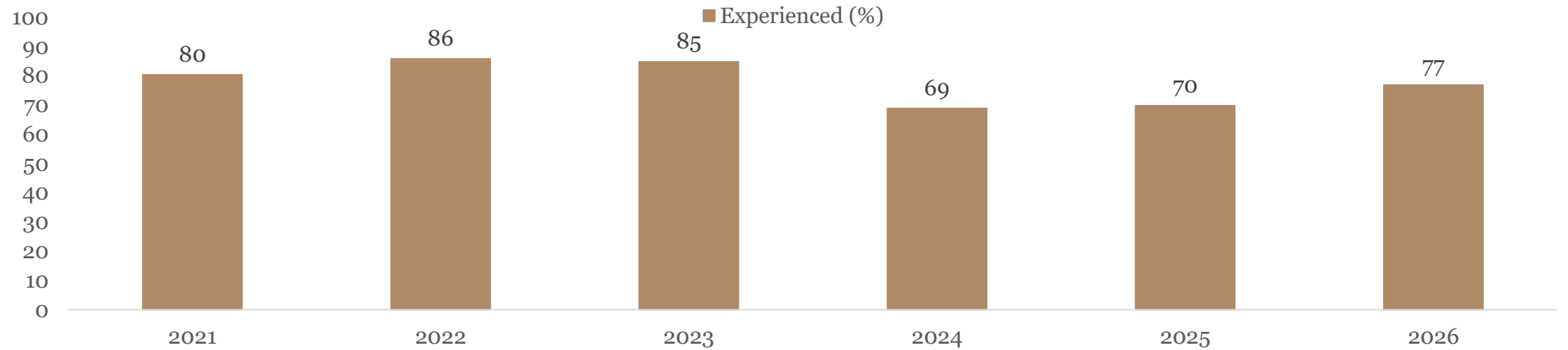
Difference 2026 vs. 2025

Experienced (%)	-4	NA	+3	+3	-2	-10	-10	+6	-3	-5
Experience	+12	NA	+8	+29	+12	+11	+12	+11	+12	+12
Perception	+8	NA	+1	-23	+3	+17	+8	+12	+4	+11

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Keeping the community informed on council services, events and programs.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Condition of Footpaths



Experience vs. Perception 2026

Average	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	77	83	79	75	73	79	78	76

Difference 2026 vs. 2025

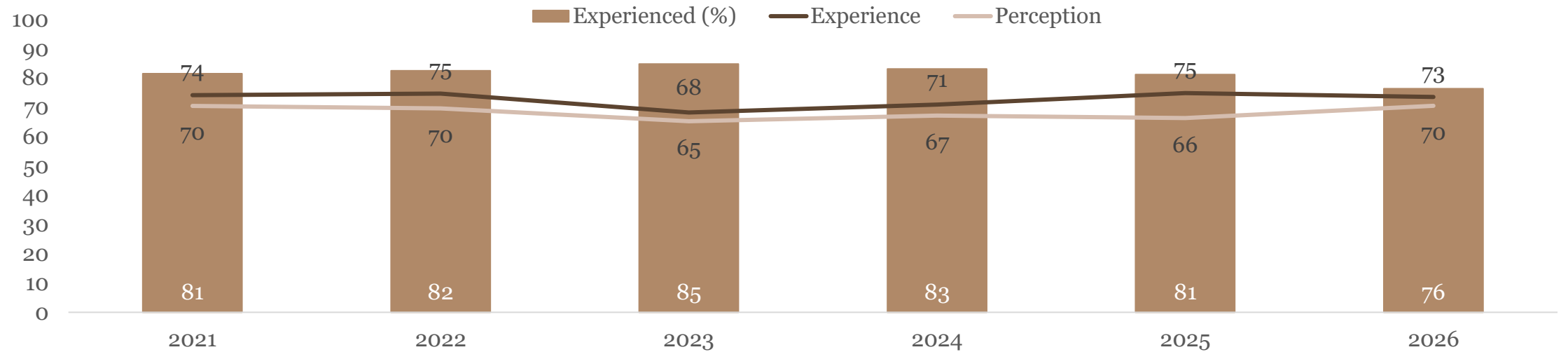
Experienced (%)	+7	+32	+3	+1	-0	+16	+8	+6
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**Performance and Importance not asked by same council who asked experience*

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? The condition of footpaths in your area.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Appearance of Public Areas



Experience vs. Perception 2026

Average	State	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	76	76	84	78	80	68	76	76	77
Experience	73	73	54	67	71	80	81	72	75
Perception	70	70	38	65	68	76	76	66	75

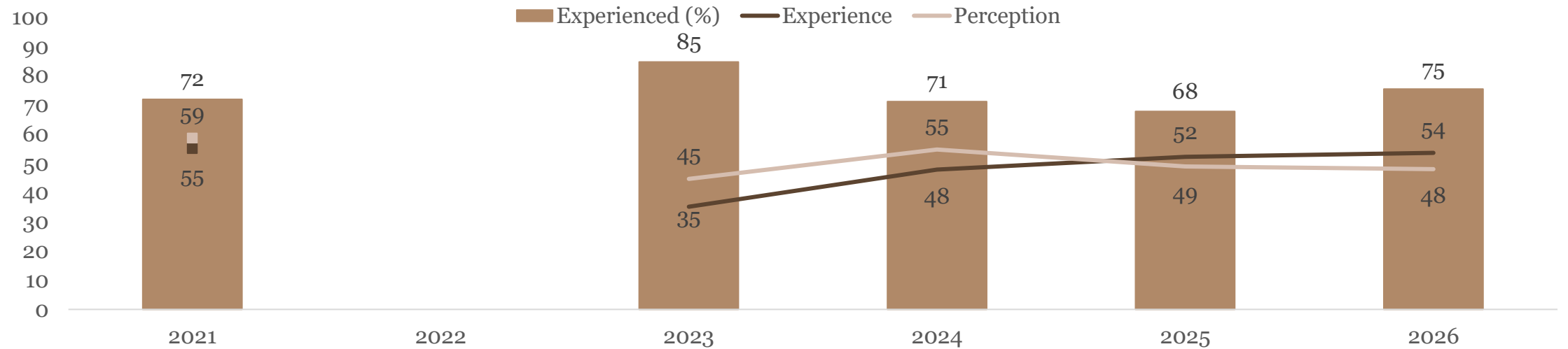
Difference 2026 vs. 2025

Experienced (%)	-5	-9	-0	-9	-6	-14	+4	-4	-6
Experience	-2	-4	-22	-8	-4	+7	+7	-2	-1
Perception	+4	+5	+12	-11	+10	+12	+7	-0	+9

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? The appearance of public areas.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Condition of Sealed Local Streets



Experience vs. Perception 2026

Average	State	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	75	75	87	76	75	70	79	76	75
Experience	54	54	54	61	50	47	54	55	52
Perception	48	48	38	54	45	46	47	46	50

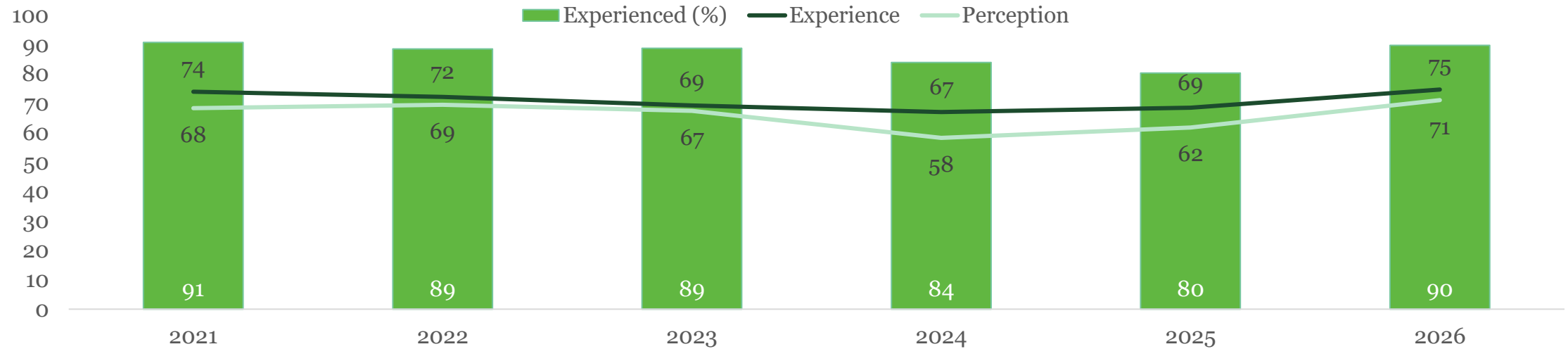
Difference 2026 vs. 2025

Experienced (%)	+8	NA	NA	+3	+1	-3	+18	+11	+5
Experience	+1	NA	NA	+6	-2	-3	+1	0	+2
Perception	-1	NA	NA	-2	+5	+1	-4	-5	+4

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Condition of sealed local streets in your area.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Waste Management



Experience vs. Perception 2026

Average	State	Metro	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	90	86	92	84	90	91	89	90	88	91
Experience	75	77	74	68	74	72	77	77	74	75
Perception	71	75	68	64	74	69	69	75	69	74

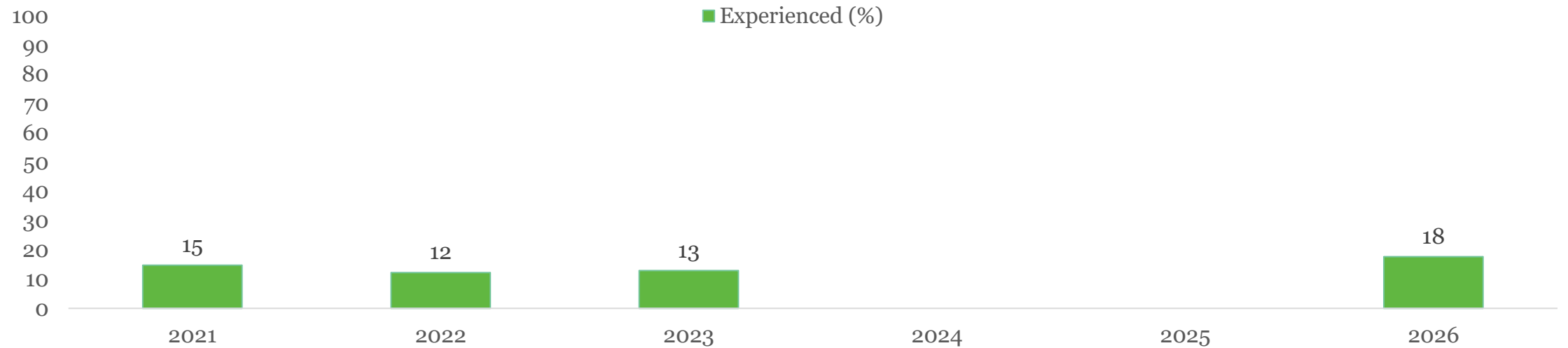
Difference 2026 vs. 2025

Experienced (%)	+9	-3	NA	-2	+11	+9	+4	+12	+8	+10
Experience	+6	+4	NA	+9	+6	+5	+10	+5	+7	+6
Perception	+9	+7	NA	-11	+15	+7	+13	+11	+17	+2

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Waste management including the collection of garbage, recyclables and green waste.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Family Support Services



Experience vs. Perception 2026

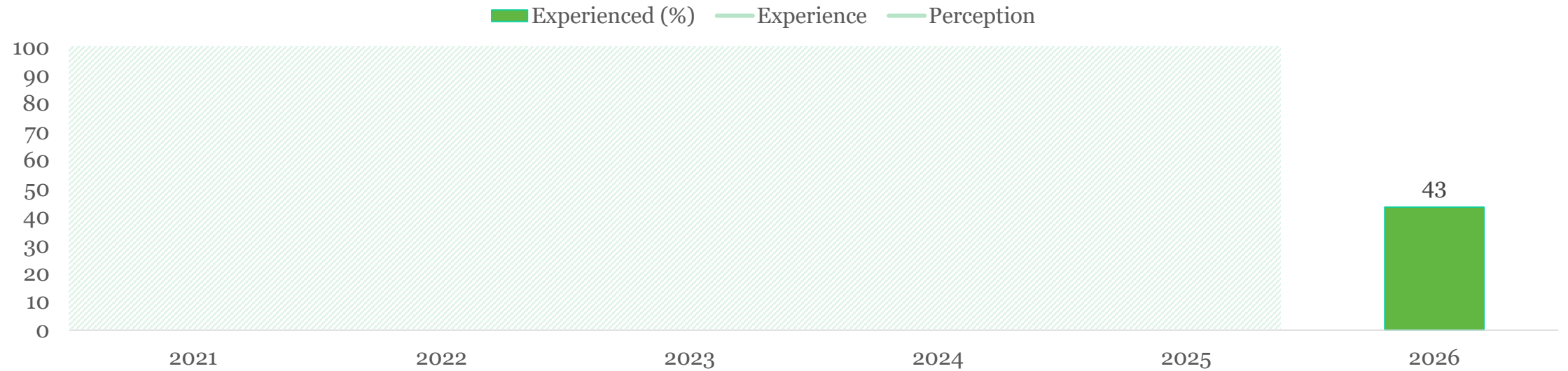
Average	State	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	18	18	17	24	21	9	11	18	17

**Performance and Importance not asked by same council who asked experience*

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Family support services.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Animal Management



Experience vs. Perception 2026

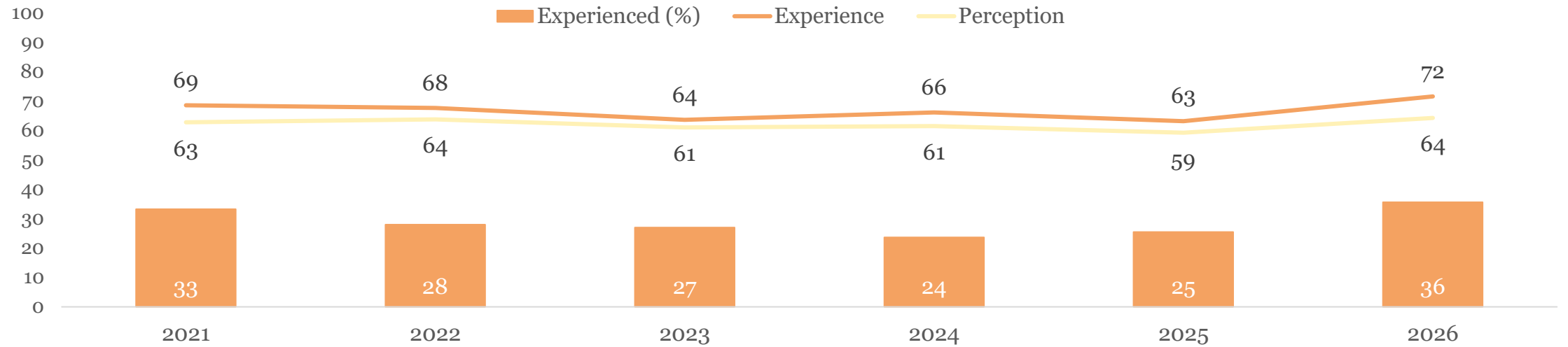
Average	State	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	43	43	46	34	45	51	47	40	47

**Performance and Importance not asked by same council who asked experience*

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months Animal management including registration of pets and animal control.

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Environmental Sustainability



Experience vs. Perception 2026

Average	Metro	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	36	48	41	26	31	40	40	32
Experience	72	80	69	72	73	71	75	69
Perception	64	58	60	67	68	63	62	66

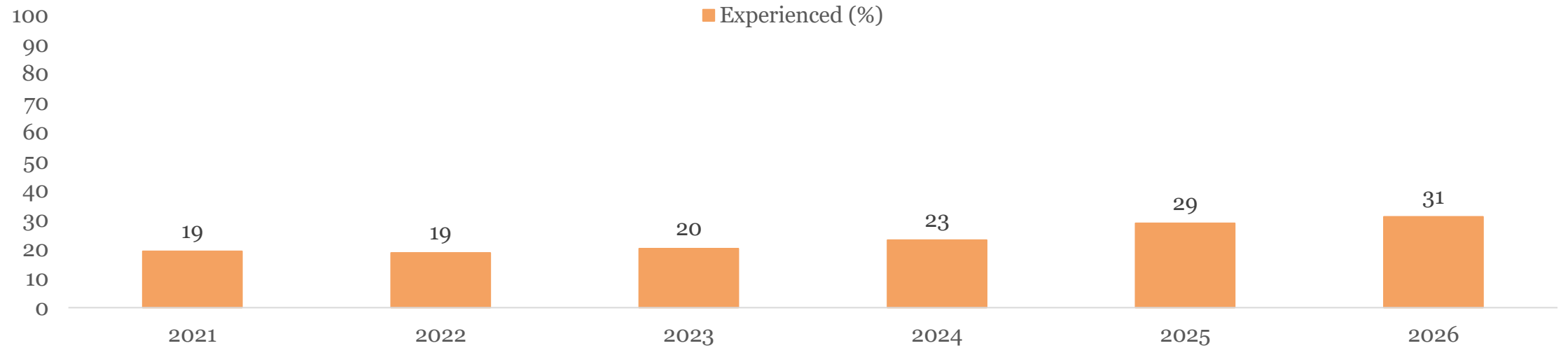
Difference 2026 vs. 2025

Experienced (%)	+10	+33	+11	-0	+5	+19	+18	+4
Experience	+8	+32	+5	+9	+7	+9	+12	+5
Perception	+5	+8	-1	+9	+6	+4	+2	+7

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Environmental sustainability

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Enforcement of Laws and Regulations



Experience vs. Perception 2026

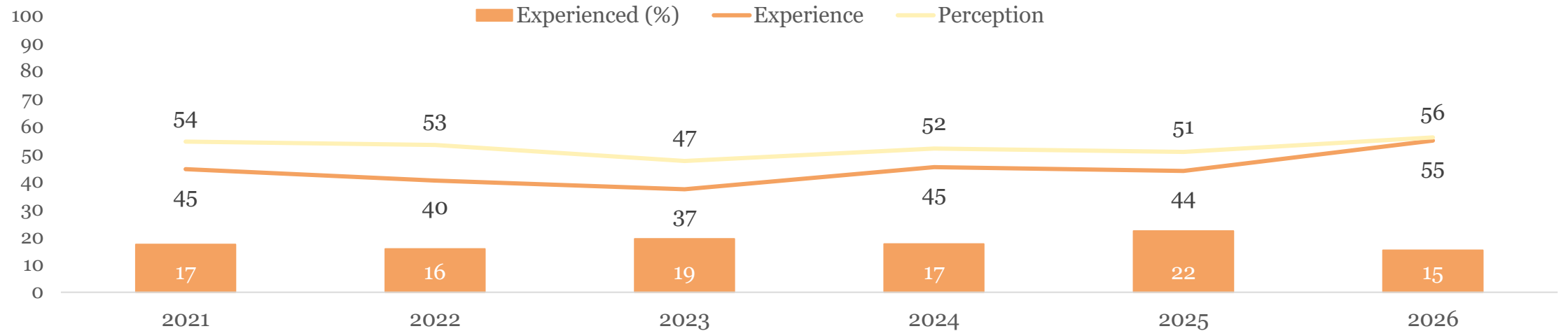
Average	State	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	31	31	28	29	39	26	28	33	29

Difference 2026 vs. 2025

Experienced (%)	+2	NA	+2	-2	+4	-3	+3	+5	-0
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**Performance and Importance not asked by same council who asked experience*

Council Services – Planning and Building Permits



Experience vs. Perception 2026

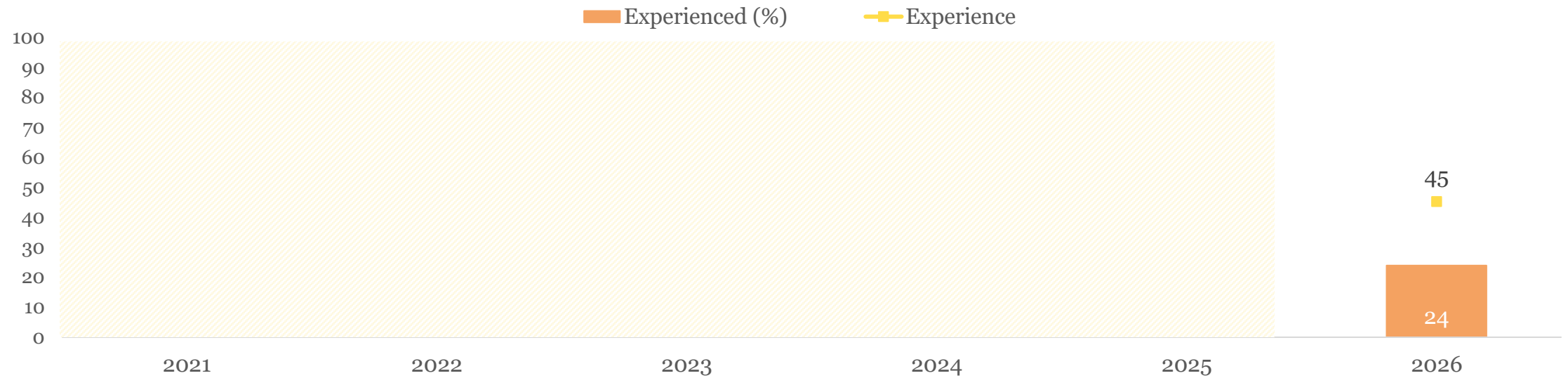
Average	State	Metro	Interface	Regional City	Large Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	15	19	14	24	19	15	15	20	12	11	19	12
Experience	55	48	NA	57	48	63	40	53	58	71	55	55
Perception	56	53	NA	57	53	43	58	56	57	57	52	60

Difference 2026 vs. 2025

Experienced (%)	-7	-3	NA	NA	-3	-18	-7	+0	-21	-4	-4	-10
Experience	+11	-3	NA	NA	-3	+45	-12	+8	+23	+21	+10	+12
Perception	+5	-1	NA	NA	-1	-7	+2	+8	+12	+5	+0	+10

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Planning and building permits

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

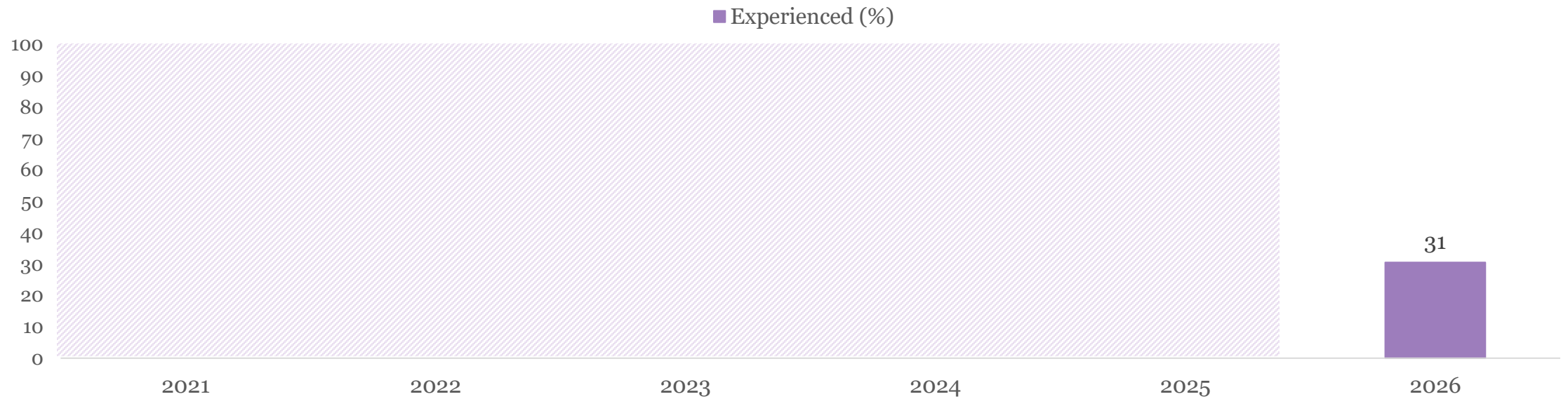


Experience vs. Perception 2026

Average	State	Metro	Large Shire	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	24	24	24	10	35	25	24	21	25	23
Experience	45	45	45	75	50	37	51	40	44	47

**Performance and Importance not asked by same council who asked experience*

Council Services – Community Facilities and Venues for Hire

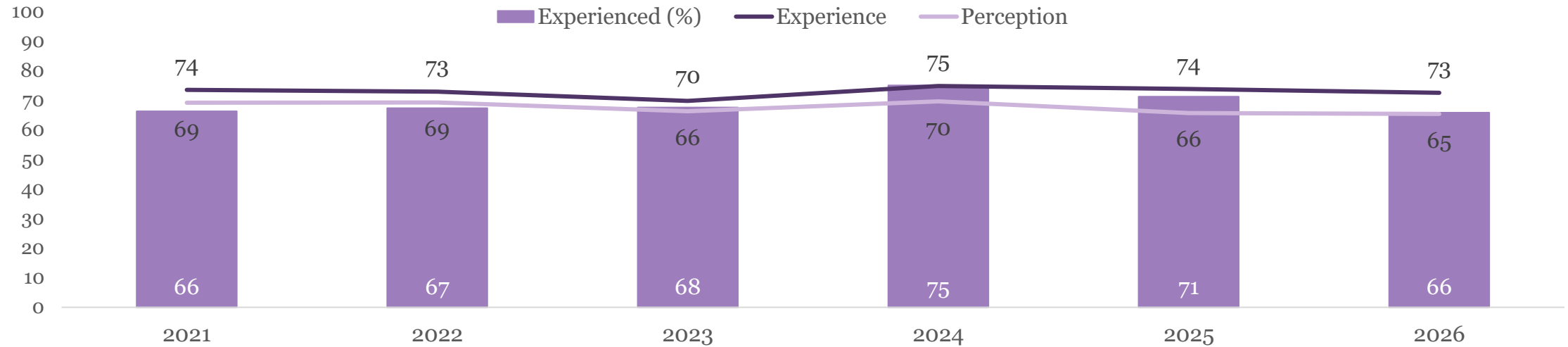


Experience vs. Perception 2026

Average	State	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	31	31	17	32	34	30	22	32	29

**Performance and Importance not asked by same council who asked experience*

Council Services – Recreational Facilities



Experience vs. Perception 2026

Average	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	66	61	71	71	67	72	63	58	68	64
Experience	73	NA	70	72	67	72	75	76	72	73
Perception	65	NA	68	63	60	59	68	72	68	63

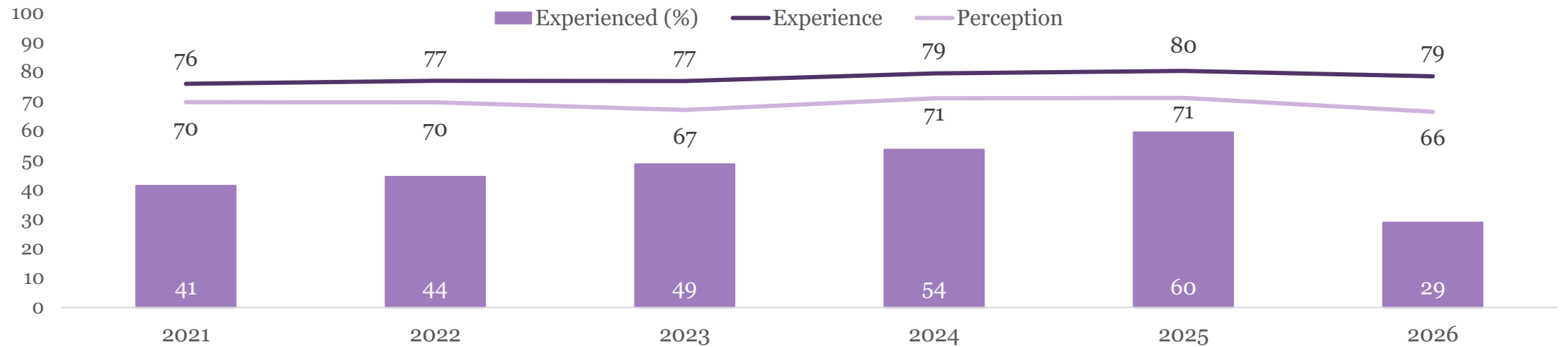
Difference 2026 vs. 2025

Experienced (%)	-5	NA	+1	-8	-9	-7	-15	+2	-3	-8
Experience	-1	NA	-2	+5	-5	-0	+0	-1	-2	-0
Perception	-0	NA	+3	-3	-6	+0	+1	+3	+3	-3

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Recreational facilities

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Art Centres



Experience vs. Perception 2026

Average	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	29	27	41	14	31	30	29	26	29	29
Experience	79	NA	79	67	82	78	74	81	77	80
Perception	66	NA	66	52	62	67	71	71	63	70

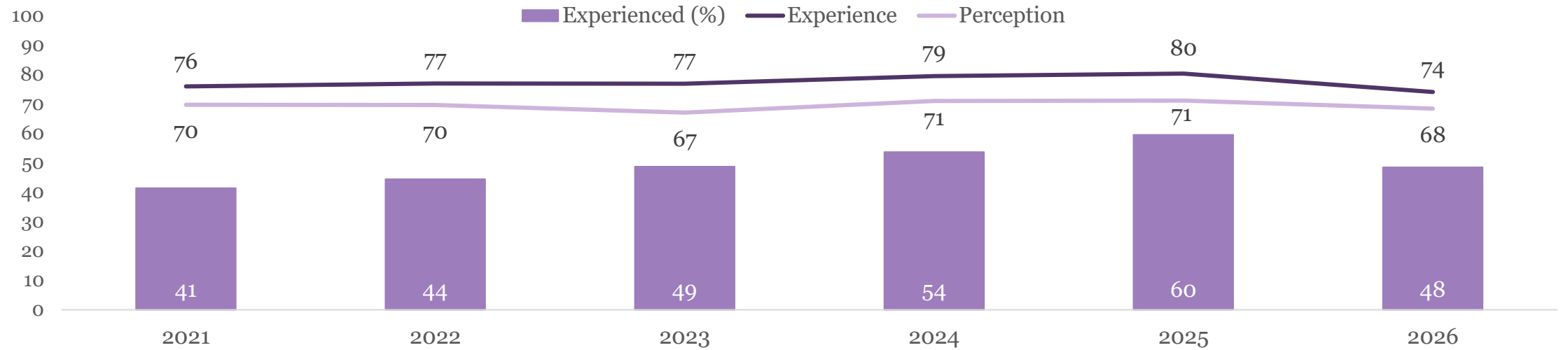
Difference 2026 vs. 2025

Experienced (%)	-31	NA	-17	-47	-28	-33	-30	-31	-26	-35
Experience	-2	NA	-2	-3	+1	-3	-6	-0	-2	-1
Perception	-5	NA	-7	-16	-12	-3	-2	+1	-5	-6

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Arts centres

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Libraries



Experience vs. Perception 2026

Average	State	Interface	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	48	47	58	47	48	58	43	39	47	50
Experience	74	NA	74	68	75	74	74	74	74	74
Perception	68	NA	68	39	67	68	70	75	63	74

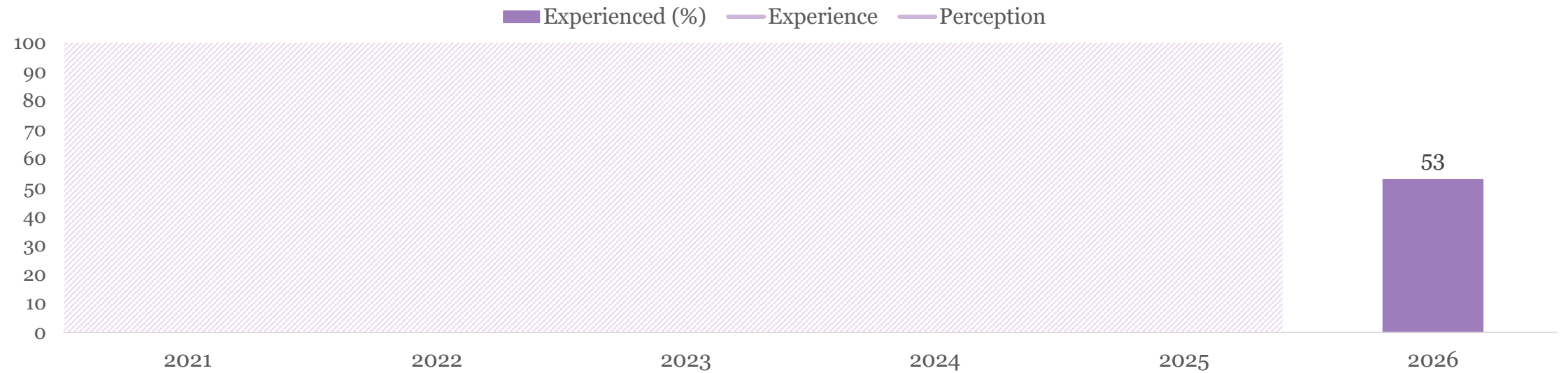
Difference 2026 vs. 2025

Experienced (%)	-11	NA	+0	-13	-11	-5	-16	-18	-7	-14
Experience	-6	NA	-6	-2	-6	-6	-6	-7	-5	-7
Perception	-3	NA	-5	-29	-7	-2	-2	+6	-4	-1

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Libraries

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Streetscapes, Garden Beds and Trees



Experience vs. Perception 2026

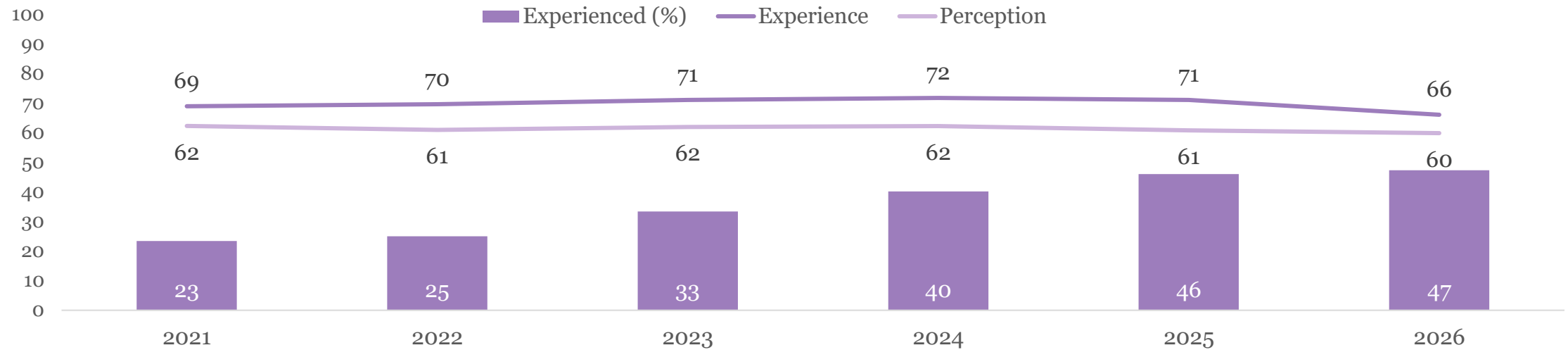
Average	State	Interface	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	53	53	46	52	61	48	49	53	53

**Performance and Importance not asked by same council who asked experience*

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Streetscapes, garden beds and trees

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)

Council Services – Community Events and Cultural Activities



Experience vs. Perception 2026

Average	State	Metro	Regional City	18 to 24	25 to 34	35 to 49	50 to 64	65+	Male	Female
Experienced (%)	47	44	55	51	54	52	40	42	47	48
Experience	66	65	67	62	60	67	67	73	65	67
Perception	60	59	62	59	52	59	61	66	60	60

Difference 2026 vs. 2025

Experienced (%)	+1	-2	+14	+20	+3	+3	-9	+4	+5	-2
Experience	-5	-9	-1	+8	-11	-5	-3	+0	-4	-6
Perception	-1	-2	-	+9	-10	+1	-1	+3	+2	-4

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Community events and cultural activities

When interpreting results please note number of councils across the state who included each service area (refer to slides 128-129)



Service Areas by Councils

Number of Councils who asked each Question



Council Service Areas

Number of Councils who asked each Question



Council Service Area	Question	State	Metro	Interface	Regional City	Small Shire	Large Shire
Advocating for the community*	Experience	1	0	0	1	0	0
	Importance	7	0	1	2	1	3
	Performance	20	1	3	4	5	7
Decisions in the interest of the community*	Importance	6	1	1	1	0	3
	Performance	38	7	4	6	10	11
Keeping the community informed*	Performance	19	4	3	3	4	5
	Experience	3	1	1	1	0	0
	Importance	8	2	1	2	1	2
Opportunities to give feedback on key local issues*	Experience	3	1	1	1	0	0
	Importance	10	1	1	2	2	4
	Performance	38	7	4	6	10	11

Council Service Area	Question	State	Metro	Interface	Regional City	Small Shire	Large Shire
Condition of Footpaths	Experience	1	0	1	0	0	0
Condition of sealed local streets*	Experience	1	0	1	0	0	0
	Performance	38	7	4	6	10	11
Landfills and waste transfer solutions	Importance	1	0	1	0	0	0
	Performance	2	0	2	0	0	0
Maintenance of unsealed roads	Performance	15	0	1	3	5	6
	Importance	7	0	0	2	3	2
Management of wetlands	Performance	1	0	0	1	0	0
Protection of natural bushland	Performance	1	0	0	1	0	0
Roadside slashing and weed control	Importance	2	0	0	0	0	2
	Performance	6	0	2	0	1	3
Street lighting	Importance	2	0	1	1	0	0
	Performance	2	0	2	0	0	0
The appearance of public areas	Importance	12	2	1	2	3	4
	Performance	23	3	3	4	6	7
	Experience	1	0	0	1	0	0
The condition of footpaths*	Importance	8	2	1	1	2	2
	Performance	15	2	3	4	3	3
The condition of sealed local streets*	Importance	9	1	1	3	1	3

Council Service Area	Question	State	Metro	Interface	Regional City	Small Shire	Large Shire
Animal Management	Experience	1	0	1	0	0	0
	Performance	2	0	2	0	0	0
Childcare	Importance	1	0	1	0	0	0
	Performance	1	0	1	0	0	0
Disadvantaged support services	Performance	4	0	2	1	0	1
Elderly support services	Importance	3	0	1	0	0	2
	Performance	8	0	3	1	0	4
Enabling and encouraging a healthy community	Importance	1	1	0	0	0	0
	Performance	3	2	0	1	0	0
Family Support Services	Experience	1	0	1	0	0	0
	Importance	5	0	0	2	1	2
	Performance	12	1	2	3	2	4
Providing equal access for people with disabilities	Performance	1	0	1	0	0	0
Supporting health and wellbeing	Importance	1	0	0	1	0	0
	Performance	2	0	0	1	1	0
Traffic management	Importance	2	0	1	1	0	0
	Performance	4	0	2	2	0	0
Waste management*	Experience	2	1	1	0	0	0
	Importance	11	2	1	2	2	4
	Performance	38	7	4	6	10	11

Q1. How important should this be as a responsibility for Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Community events and cultural activities? Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

Council Service Areas

Number of Councils who asked each Question



Council Service Area	Question	State	Metro	Interface	Regional City	Small Shire	Large Shire
Art centres*	Importance	6	0	0	2	2	2
	Performance	12	1	2	3	3	3
Arts and cultural programs	Performance	1	0	0	1	0	0
Arts and cultural facilities	Performance	1	0	0	1	0	0
Arts Centres	Experience	2	0	1	1	0	0
Community events and cultural activities *	Importance	10	1	1	1	3	4
	Experience	2	1	0	1	0	0
Community Facilities & Venues for Hire	Performance	15	2	2	2	2	7
	Experience	1	0	1	0	0	0
Community Facilities & Venues for Hire	Importance	1	0	1	0	0	0
	Performance	3	0	3	0	0	0
Libraries*	Experience	2	0	1	1	0	0
	Importance	8	1	1	2	2	2
Libraries*	Performance	17	2	3	4	4	4
	Importance	3	0	1	1	0	1
Parking facilities	Performance	6	0	3	2	0	1
	Importance	1	0	1	0	0	0
Public swimming pools	Performance	3	0	3	0	0	0
	Importance	1	0	0	1	0	0
Public toilets	Performance	3	0	2	1	0	0
	Importance	1	0	0	1	0	0
Recreational facilities	Performance	20	3	3	4	4	6
	Importance	12	2	1	2	3	4
Recreational facilities	Experience	4	2	1	1	0	0
	Experience	1	0	1	0	0	0
Streetscapes, Garden Beds & Trees	Importance	2	0	1	1	0	0
	Performance	4	0	2	2	0	0

Council Service Area	Question	State	Metro	Interface	Regional City	Small Shire	Large Shire
Adapting to a changing climate	Importance	1	0	0	1	0	0
	Performance	1	0	0	1	0	0
Business and community development and tourism	Importance	7	0	0	2	3	2
	Performance	10	0	0	3	3	4
Council's general town planning policy	Importance	1	0	0	0	0	1
	Performance	6	0	2	1	0	3
Developing and promoting local tourism*	Importance	3	0	1	1	0	1
	Performance	10	0	3	2	2	3
Developing and promoting the local economy*	Importance	4	1	1	1	0	1
	Performance	11	2	3	3	0	3
Emergency and disaster management	Importance	8	1	0	2	1	4
	Performance	14	1	2	4	2	5
Enforcement of local laws and regulations*	Experience	1	0	1	0	0	0
	Importance	8	0	1	2	3	2
	Performance	16	1	3	3	4	5
Environmental Sustainability	Importance	9	2	1	2	1	3
	Performance	19	3	3	4	2	7
	Experience	1	1	0	0	0	0
Planning	Performance	1	0	0	0	0	1
	Experience	1	0	0	0	0	1
Planning and Building Permits	Importance	7	0	0	2	2	3
	Performance	12	1	2	3	2	4
	Experience	3	0	1	1	0	1
Planning for population growth in the area	Performance	7	0	2	3	0	2
	Importance	3	0	1	1	0	1
Promoting the development of a vibrant local economy	Performance	1	0	0	1	0	0

Q1. How important should this be as a responsibility for Council? Q2. I would now like you to RATE THE PERFORMANCE of Council over the last 12 months? Community events and cultural activities? Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?



Thank you

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