**2025 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY**

**STATE-WIDE REPORT**

**COORDINATED BY THE DEPARTMENT OF GOVERNMENT SERVICES ON BEHALF OF VICTORIAN COUNCILS**

**CONDUCTED BY JWS RESEARCH**

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**BACKGROUND AND OBJECTIVES**

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-sixth year, this survey provides insight into the community’s views on:

* councils’ overall performance, with benchmarking against State-wide and council group results
* value for money in services and infrastructure
* community consultation and engagement
* decisions made in the interest of the community
* customer service, local infrastructure, facilities, services and
* overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community’s views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public’s expectations.

**Serving Victoria for 26 years**

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

**CONTEXTUAL CONSIDERATIONS**

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

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

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

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

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

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

**KEY FINDINGS AND RECOMMENDATIONS**

**SUMMARY OF CORE MEASURES**

**Index scores**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Overall performance** | 53 | 54 | 56 | 59 | 61 | 58 | 60 | 59 | 59 | 59 |
| **Value for money** | 47 | 48 | 49 | 53 | 54 |  |  |  |  |  |
| **Consultation & engagement** | 50 | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 |
| **Community decisions** | 49 | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 |
| **Sealed local roads** | 45 | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 |
| **Waste management** | 65 | 67 | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 |
| **Customer service** | 66 | 67 | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 |
| **Overall council direction** | 46 | 45 | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 |

**Core measures summary results (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Overall performance** | 7 | 31 | 36 | 15 | 9 | 2 |
| **Value for money** | 5 | 25 | 32 | 20 | 14 | 4 |
| **Consultation & engagement** | 6 | 26 | 32 | 18 | 10 | 8 |
| **Community decisions** | 5 | 26 | 33 | 17 | 11 | 8 |
| **Sealed local roads** | 7 | 24 | 28 | 21 | 18 | 1 |
| **Waste management** | 19 | 42 | 21 | 9 | 6 | 3 |
| **Customer service** | 27 | 36 | 18 | 9 | 8 | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **Overall council direction** | 13 | 61 | 21 | 5 |

**SUMMARY OF STATE-WIDE PERFORMANCE**

|  | **State-wide 2025** | **State-wide 2024** | **Highest score** | **Lowest score** |
| --- | --- | --- | --- | --- |
| **Overall performance** | 53 | 54 | Metropolitan | Interface |
| **Value for money** | 47 | 48 | Metropolitan | Large Rural Shires,  35-64 years |
| **Overall council direction** | 46 | 45 | Metropolitan,  18-34 years, Regional Centres, 65+ years | 50-64 years |
| **Customer service** | 66 | 67 | Metropolitan | Men |
| **Art centres & libraries** | 73 | 73 | Metropolitan, Regional Centres | Interface |
| **Appearance of public areas** | 68 | 68 | Metropolitan | Interface |
| **Recreational facilities** | 67 | 68 | Metropolitan | Interface |
| **Waste management** | 65 | 67 | Metropolitan | Interface |
| **Emergency & disaster mngt** | 65 | 65 | 65+ years, Metropolitan | Interface |
| **Community & cultural** | 65 | 66 | Metropolitan | Interface |
| **Elderly support services** | 63 | 63 | 65+ years,  Small Rural Shires | Interface |
| **Family support services** | 62 | 63 | Metropolitan | Interface |
| **COVID-19 response** | 60 | 65 | Women | Men,  Regional Centres |
| **Tourism development** | 60 | 59 | Small Rural Shires | Interface |
| **Environmental sustainability** | 59 | 60 | Metropolitan | Large Rural Shires,  50-64 years, Small Rural Shires |
| **Enforcement of local laws** | 59 | 61 | Metropolitan | Interface |
| **Disadvantaged support serv.** | 58 | 58 | Men, Metropolitan | Interface,  50-64 years |
| **Bus/community dev./tourism** | 56 | 57 | Metropolitan, Women,  65+ years | 50-64 years |
| **Informing the community** | 56 | 56 | Metropolitan | Interface |
| **Business & community dev.** | 54 | 57 | Metropolitan | Interface |
| **Parking facilities** | 54 | 54 | Small Rural Shires | Large Rural Shires |
| **Traffic management** | 54 | 53 | Small Rural Shires | Large Rural Shires |
| **Local streets & footpaths** | 52 | 52 | Metropolitan | Interface |
| **Consultation & engagement** | 50 | 51 | Metropolitan | Interface |
| **Community decisions** | 49 | 50 | Metropolitan | Interface |
| **Lobbying** | 49 | 50 | Metropolitan | Interface |
| **Town planning policy** | 48 | 50 | Metropolitan | Interface |
| **Population growth** | 48 | 47 | Regional Centres | Interface |
| **Slashing & weed control** | 47 | 45 | Small Rural Shires,  18-34 years | 50-64 years, Interface |
| **Sealed local roads** | 45 | 45 | Metropolitan | Large Rural Shires |
| **Planning & building permits** | 43 | 45 | Regional Centres | Interface |
| **Unsealed roads** | 38 | 36 | 65+ years | 35-49 years |

**FOCUS AREAS FOR THE NEXT 12 MONTHS**

**Overview**

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

**Key influences on perceptions of overall performance**

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

**Area grouping comparisons**

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

**Build on improved council direction**

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

**DETAILED FINDINGS**

**OVERALL PERFORMANCE**

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

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

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

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

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

**2025 overall performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 62 | 63 | 62 | 65 | 67 | 66 | 67 | 65 | 64 | 66 |
| **65+** | 56 | 56 | 57 | 60 | 62 | 59 | 61 | 59 | 60 | 59 |
| **18-34** | 55 | 56 | 57 | 61 | 64 | 61 | 63 | 62 | 62 | 62 |
| **Women** | 55 | 55 | 57 | 59 | 62 | 59 | 60 | 59 | 60 | 60 |
| **Small Rural** | 54 | 53 | 55 | 58 | 60 | 56 | 58 | 56 | 58 | 57 |
| **Regional Centres** | 54 | 54 | 56 | 59 | 60 | 56 | 58 | 58 | 57 | 55 |
| **Overall** | 53 | 54 | 56 | 59 | 61 | 58 | 60 | 59 | 59 | 59 |
| **Men** | 52 | 53 | 54 | 58 | 60 | 57 | 59 | 58 | 58 | 58 |
| **35-49** | 51 | 52 | 54 | 57 | 59 | 56 | 58 | 57 | 57 | 57 |
| **50-64** | 50 | 51 | 52 | 54 | 57 | 54 | 56 | 54 | 55 | 55 |
| **Large Rural** | 50 | 50 | 52 | 55 | 58 | 55 | 56 | 56 | 54 | 54 |
| **Interface** | 48 | 50 | 51 | 56 | 59 | 56 | 61 | 60 | 60 | 61 |

**2025 overall performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 7 | 31 | 36 | 15 | 9 | 2 |
| **2024 Overall** | 8 | 32 | 36 | 14 | 9 | 1 |
| **2023 Overall** | 9 | 33 | 36 | 13 | 7 | 1 |
| **2022 Overall** | 10 | 37 | 35 | 11 | 6 | 2 |
| **2021 Overall** | 11 | 39 | 34 | 10 | 4 | 2 |
| **2020 Overall** | 9 | 37 | 36 | 11 | 6 | 1 |
| **2019 Overall** | 10 | 39 | 35 | 10 | 5 | 1 |
| **2018 Overall** | 9 | 37 | 36 | 11 | 5 | 2 |
| **2017 Overall** | 9 | 36 | 37 | 10 | 5 | 2 |
| **2016 Overall** | 9 | 36 | 36 | 11 | 5 | 2 |
| **Metropolitan** | 11 | 42 | 31 | 9 | 4 | 2 |
| **Interface** | 3 | 28 | 36 | 18 | 12 | 2 |
| **Regional Centres** | 7 | 32 | 37 | 15 | 8 | 1 |
| **Large Rural** | 5 | 27 | 38 | 17 | 11 | 2 |
| **Small Rural** | 8 | 31 | 36 | 15 | 9 | 2 |
| **Men** | 7 | 31 | 35 | 16 | 10 | 2 |
| **Women** | 8 | 32 | 37 | 14 | 7 | 2 |
| **18-34** | 6 | 36 | 35 | 13 | 8 | 1 |
| **35-49** | 6 | 30 | 35 | 17 | 11 | 1 |
| **50-64** | 6 | 27 | 38 | 17 | 10 | 1 |
| **65+** | 10 | 31 | 37 | 13 | 7 | 2 |

**VALUE FOR MONEY IN SERVICES AND INFRASTRUCTURE**

**2025 value for money (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 56 | 57 | 56 | 61 | 62 | n/a | n/a | n/a | n/a | n/a |
| **65+** | 51 | 51 | 53 | 55 | 57 | n/a | n/a | n/a | n/a | n/a |
| **Women** | 48 | 49 | 51 | 54 | 55 | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 48 | 49 | 50 | 55 | 57 | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 47 | 47 | 49 | 51 | 52 | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 47 | 48 | 50 | 53 | 55 | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 47 | 48 | 49 | 53 | 54 | n/a | n/a | n/a | n/a | n/a |
| **Men** | 45 | 47 | 48 | 51 | 53 | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 44 | 47 | 48 | 51 | 54 | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 43 | 44 | 45 | 48 | 50 | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 43 | 44 | 46 | 49 | 51 | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 43 | 43 | 45 | 48 | 50 | n/a | n/a | n/a | n/a | n/a |

**2025 value for money (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 5 | 25 | 32 | 20 | 14 | 4 |
| **2024 Overall** | 6 | 25 | 33 | 19 | 13 | 4 |
| **2023 Overall** | 7 | 26 | 34 | 18 | 12 | 4 |
| **2022 Overall** | 7 | 29 | 34 | 16 | 9 | 4 |
| **2021 Overall** | 8 | 31 | 34 | 15 | 8 | 4 |
| **Metropolitan** | 8 | 34 | 33 | 13 | 7 | 6 |
| **Interface** | 3 | 23 | 33 | 20 | 17 | 4 |
| **Regional Centres** | 5 | 24 | 34 | 20 | 13 | 4 |
| **Large Rural** | 4 | 21 | 31 | 22 | 18 | 3 |
| **Small Rural** | 6 | 24 | 32 | 20 | 13 | 3 |
| **Men** | 5 | 24 | 31 | 20 | 16 | 3 |
| **Women** | 6 | 25 | 33 | 20 | 12 | 4 |
| **18-34** | 5 | 28 | 32 | 18 | 14 | 3 |
| **35-49** | 4 | 22 | 31 | 22 | 18 | 2 |
| **50-64** | 4 | 21 | 32 | 23 | 16 | 3 |
| **65+** | 8 | 26 | 33 | 18 | 10 | 5 |

**TOP PERFORMING SERVICE AREAS**

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

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

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

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

**LOW PERFORMING SERVICE AREAS**

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

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

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

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

**Individual service area performance**

**2025 individual service area performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Art centres & libraries** | 73 | 73 | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 |
| **Appearance of public areas** | 68 | 68 | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 |
| **Recreational facilities** | 67 | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 |
| **Waste management** | 65 | 67 | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 |
| **Emergency & disaster mngt** | 65 | 65 | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 |
| **Community & cultural** | 65 | 66 | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 |
| **Elderly support services** | 63 | 63 | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 |
| **Family support services** | 62 | 63 | 63 | 65 | 66 | 66 | 67 | 66 | 67 | 66 |
| **COVID-19 response** | 60 | 65 | 67 | 69 | 73 | n/a | n/a | n/a | n/a | n/a |
| **Tourism development** | 60 | 59 | 61 | 60 | 62 | 62 | 63 | 63 | 63 | 63 |
| **Environmental sustainability** | 59 | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 |
| **Enforcement of local laws** | 59 | 61 | 61 | 63 | 64 | 63 | 64 | 64 | 64 | 63 |
| **Disadvantaged support serv.** | 58 | 58 | 59 | 62 | 63 | 60 | 62 | 61 | 61 | 61 |
| **Bus/community dev./tourism** | 56 | 57 | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 |
| **Informing the community** | 56 | 56 | 57 | 59 | 60 | 59 | 60 | 59 | 59 | 59 |
| **Business & community dev.** | 54 | 57 | 57 | 58 | 60 | 59 | 61 | 60 | 60 | 60 |
| **Parking facilities** | 54 | 54 | 55 | 57 | 58 | 55 | 56 | 56 | 55 | 56 |
| **Traffic management** | 54 | 53 | 55 | 58 | 59 | 58 | 58 | 57 | 59 | 59 |
| **Local streets & footpaths** | 52 | 52 | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 |
| **Consultation & engagement** | 50 | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 |
| **Community decisions** | 49 | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 |
| **Lobbying** | 49 | 50 | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 53 |
| **Town planning policy** | 48 | 50 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 |
| **Population growth** | 48 | 47 | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 |
| **Slashing & weed control** | 47 | 45 | 46 | 49 | 51 | 49 | 56 | 55 | 53 | 56 |
| **Sealed local roads** | 45 | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 |
| **Planning & building permits** | 43 | 45 | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 |
| **Unsealed roads** | 38 | 36 | 37 | 41 | 45 | 44 | 44 | 43 | 44 | 43 |

**2025 individual service area performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very**  **good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Art centres & libraries** | 24 | 41 | 19 | 4 | 2 | 11 |
| **Appearance of public areas** | 21 | 44 | 24 | 7 | 3 | 1 |
| **Recreational facilities** | 19 | 42 | 24 | 8 | 3 | 4 |
| **Waste management** | 19 | 42 | 21 | 9 | 6 | 3 |
| **Emergency & disaster mngt** | 14 | 36 | 24 | 7 | 4 | 15 |
| **Community & cultural** | 14 | 39 | 28 | 7 | 3 | 9 |
| **Elderly support services** | 12 | 29 | 21 | 8 | 4 | 27 |
| **Family support services** | 9 | 28 | 22 | 7 | 3 | 32 |
| **COVID-19 response** | 10 | 31 | 27 | 8 | 6 | 18 |
| **Tourism development** | 10 | 33 | 30 | 11 | 4 | 11 |
| **Environmental sustainability** | 8 | 33 | 32 | 9 | 4 | 13 |
| **Enforcement of local laws** | 9 | 34 | 28 | 10 | 5 | 14 |
| **Disadvantaged support serv.** | 6 | 23 | 23 | 8 | 4 | 37 |
| **Bus/community dev./tourism** | 8 | 30 | 32 | 14 | 5 | 10 |
| **Informing the community** | 10 | 33 | 32 | 15 | 7 | 3 |
| **Business & community dev.** | 5 | 28 | 34 | 12 | 6 | 15 |
| **Parking facilities** | 8 | 33 | 31 | 16 | 9 | 3 |
| **Traffic management** | 8 | 34 | 30 | 15 | 10 | 3 |
| **Local streets & footpaths** | 9 | 30 | 29 | 18 | 12 | 3 |
| **Consultation & engagement** | 6 | 26 | 32 | 18 | 10 | 8 |
| **Community decisions** | 5 | 26 | 33 | 17 | 11 | 8 |
| **Lobbying** | 5 | 21 | 31 | 16 | 9 | 18 |
| **Town planning policy** | 4 | 23 | 29 | 16 | 10 | 18 |
| **Population growth** | 5 | 22 | 29 | 18 | 11 | 14 |
| **Slashing & weed control** | 7 | 26 | 31 | 20 | 15 | 2 |
| **Sealed local roads** | 7 | 24 | 28 | 21 | 18 | 1 |
| **Planning & building permits** | 3 | 18 | 26 | 17 | 14 | 22 |
| **Unsealed roads** | 4 | 17 | 27 | 23 | 24 | 5 |

**INDIVIDUAL SERVICE AREA IMPORTANCE**

**2025 individual service area importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Unsealed roads** | 83 | 84 | 83 | 83 | 81 | 80 | 80 | 80 | 79 | 79 |
| **Sealed local roads** | 83 | 83 | 82 | 81 | 79 | 79 | 79 | 80 | 78 | 78 |
| **Community decisions** | 80 | 80 | 80 | 81 | 81 | 80 | 80 | 80 | 79 | 80 |
| **Local streets & footpaths** | 79 | 80 | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 |
| **Slashing & weed control** | 79 | 80 | 79 | 79 | 79 | 78 | 74 | 73 | 74 | 73 |
| **Waste management** | 79 | 81 | 81 | 82 | 82 | 82 | 81 | 81 | 79 | 80 |
| **Emergency & disaster mngt** | 79 | 80 | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 |
| **Elderly support services** | 79 | 80 | 80 | 82 | 82 | 80 | 80 | 79 | 78 | 78 |
| **Informing the community** | 76 | 76 | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 76 |
| **Consultation & engagement** | 76 | 76 | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 |
| **Appearance of public areas** | 74 | 74 | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 |
| **Population growth** | 73 | 75 | 76 | 77 | 76 | 76 | 77 | 77 | 76 | 76 |
| **Recreational facilities** | 73 | 73 | 73 | 74 | 74 | 72 | 72 | 73 | 72 | 73 |
| **Family support services** | 73 | 74 | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 |
| **Town planning policy** | 72 | 73 | 73 | 74 | 74 | 72 | 73 | 73 | 72 | 73 |
| **Planning & building permits** | 71 | 72 | 72 | 73 | 73 | 71 | 71 | 71 | 72 | 71 |
| **Lobbying** | 70 | 68 | 68 | 71 | 69 | 68 | 67 | 68 | 69 | 69 |
| **Traffic management** | 70 | 74 | 74 | 73 | 73 | 73 | 73 | 74 | 72 | 72 |
| **Disadvantaged support serv.** | 70 | 73 | 74 | 77 | 77 | 74 | 74 | 72 | 71 | 73 |
| **Parking facilities** | 70 | 71 | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 |
| **Business & community dev.** | 69 | 69 | 68 | 70 | 70 | 69 | 69 | 69 | 70 | 70 |
| **Bus/community dev./tourism** | 69 | 67 | 67 | 69 | 70 | 67 | 65 | 66 | 67 | 67 |
| **Enforcement of local laws** | 67 | 67 | 68 | 68 | 70 | 70 | 71 | 71 | 71 | 70 |
| **Environmental sustainability** | 65 | 68 | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 73 |
| **Art centres & libraries** | 63 | 64 | 65 | 67 | 67 | 65 | 65 | 65 | 64 | 66 |
| **Tourism development** | 60 | 59 | 60 | 62 | 63 | 62 | 59 | 61 | 62 | 63 |
| **Community & cultural** | 59 | 60 | 62 | 64 | 64 | 62 | 61 | 61 | 61 | 62 |
| **COVID-19 response** | 47 | 51 | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a |

**2025 individual service area importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **Sealed local roads** | 44 | 43 | 11 | 1 | 0 | 1 |
| **Unsealed roads** | 47 | 39 | 11 | 2 | 1 | 1 |
| **Waste management** | 35 | 46 | 15 | 1 | 1 | 1 |
| **Elderly support services** | 37 | 45 | 14 | 2 | 1 | 1 |
| **Slashing & weed control** | 37 | 44 | 16 | 2 | 1 | 1 |
| **Local streets & footpaths** | 37 | 44 | 15 | 2 | 1 | 2 |
| **Community decisions** | 40 | 41 | 14 | 2 | 1 | 2 |
| **Emergency & disaster mngt** | 42 | 37 | 15 | 4 | 1 | 1 |
| **Informing the community** | 33 | 43 | 19 | 4 | 1 | 1 |
| **Consultation & engagement** | 33 | 41 | 20 | 3 | 1 | 1 |
| **Appearance of public areas** | 26 | 48 | 23 | 2 | 1 | 0 |
| **Recreational facilities** | 24 | 47 | 24 | 3 | 1 | 1 |
| **Population growth** | 31 | 39 | 21 | 5 | 2 | 2 |
| **Family support services** | 29 | 40 | 22 | 5 | 2 | 3 |
| **Town planning policy** | 27 | 39 | 23 | 5 | 2 | 5 |
| **Traffic management** | 24 | 41 | 27 | 5 | 2 | 1 |
| **Planning & building permits** | 27 | 38 | 23 | 6 | 3 | 3 |
| **Lobbying** | 26 | 38 | 24 | 7 | 3 | 3 |
| **Parking facilities** | 24 | 39 | 27 | 6 | 2 | 1 |
| **Disadvantaged support serv.** | 26 | 38 | 25 | 4 | 4 | 2 |
| **Bus/community dev./tourism** | 22 | 40 | 28 | 7 | 2 | 1 |
| **Business & community dev.** | 22 | 39 | 29 | 6 | 2 | 2 |
| **Enforcement of local laws** | 22 | 37 | 29 | 8 | 3 | 2 |
| **Environmental sustainability** | 22 | 36 | 26 | 10 | 5 | 1 |
| **Art centres & libraries** | 16 | 37 | 33 | 10 | 3 | 1 |
| **Tourism development** | 12 | 35 | 34 | 13 | 4 | 1 |
| **Community & cultural** | 11 | 33 | 38 | 12 | 4 | 1 |
| **COVID-19 response** | 10 | 20 | 28 | 19 | 16 | 8 |

**INDIVIDUAL SERVICE AREAS IMPORTANCE VS PERFORMANCE**

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Importance (index scores)** | **Performance (index scores)** | **Net differential** |
| **Unsealed roads** | 83 | 38 | -45 |
| **Sealed local roads** | 83 | 45 | -38 |
| **Slashing & weed control** | 79 | 47 | -32 |
| **Community decisions** | 80 | 49 | -30 |
| **Planning & building permits** | 71 | 43 | -28 |
| **Local streets & footpaths** | 79 | 52 | -27 |
| **Population growth** | 73 | 48 | -26 |
| **Consultation & engagement** | 76 | 50 | -26 |
| **Town planning policy** | 72 | 48 | -24 |
| **Lobbying** | 70 | 49 | -21 |
| **Informing the community** | 76 | 56 | -20 |
| **Traffic management** | 70 | 54 | -16 |
| **Elderly support services** | 79 | 63 | -16 |
| **Parking facilities** | 70 | 54 | -16 |
| **Business & community dev.** | 69 | 54 | -15 |
| **Emergency & disaster mngt** | 79 | 65 | -14 |
| **Waste management** | 79 | 65 | -14 |
| **Bus/community dev./tourism** | 69 | 56 | -12 |
| **Disadvantaged support serv.** | 70 | 58 | -12 |
| **Family support services** | 73 | 62 | -11 |

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

**INFLUENCES ON PERCEPTIONS OF OVERALL PERFORMANCE**

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

* Decisions made in the interest of the community.

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

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

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

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

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

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

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

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

**REGRESSION ANALYSIS EXPLAINED**

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

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

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

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

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

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

**BEST THINGS ABOUT COUNCIL AND AREAS FOR IMPROVEMENT**

**2025 best things about Council – top mentions only (%)**

|  |  |
| --- | --- |
| **Parks and Gardens** | 9 |
| **Customer Service** | 8 |
| **Recreational / Sporting Facilities** | 7 |
| **Waste Management / Hard Waste & Tip** | 6 |
| **Community Engagement / Involvement /  Communication / Approachable** | 5 |
| **Location** | 4 |
| **Generally Good - Overall / No Complaints** | 4 |
| **Road / Street Maintenance / Streetscape** | 3 |
| **Public Areas / Spaces, Clean, Tidy, Maintenance** | 3 |
| **Community / Public Events / Activities /  Australia Day Mentions** | 3 |
| **Library / Libraries / Mobile Library / Facilities /  Services / Staff** | 3 |

**2025 areas for improvement – top mentions only (%)**

|  |  |
| --- | --- |
| **Sealed Road Maintenance** | 19 |
| **Community Consultation** | 12 |
| **Financial Management** | 8 |
| **Informing the Community** | 7 |
| **Waste Management** | 7 |
| **Town Planning / Permits / Red Tape** | 6 |
| **Council Management** | 5 |
| **Rates - Too Expensive** | 5 |
| **Nothing** | 7 |

**CONTACT WITH COUNCIL AND CUSTOMER SERVICE**

**Contact with council**

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

**Customer service**

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

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

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

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

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

**CONTACT WITH COUNCIL**

**2025 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Have had contact** | 63 | 63 | 63 | 61 | 61 | 64 | 62 | 62 | 59 | 58 |

**2025 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **35-49** | 69 | 69 | 68 | 68 | 70 | 71 | 69 | 68 | 66 | 65 |
| **50-64** | 69 | 70 | 68 | 68 | 66 | 68 | 68 | 66 | 63 | 62 |
| **Women** | 65 | 65 | 64 | 63 | 63 | 65 | 63 | 63 | 60 | 59 |
| **Small Rural** | 64 | 65 | 66 | 64 | 63 | 67 | 64 | 64 | 63 | 61 |
| **Overall** | 63 | 63 | 63 | 61 | 61 | 64 | 62 | 62 | 59 | 58 |
| **Metropolitan** | 63 | 63 | 63 | 60 | 61 | 61 | 59 | 60 | 59 | 58 |
| **Large Rural** | 63 | 64 | 61 | 61 | 61 | 62 | 62 | 61 | 57 | 57 |
| **Regional Centres** | 62 | 60 | 59 | 57 | 59 | 62 | 60 | 59 | 56 | 56 |
| **Men** | 61 | 62 | 62 | 60 | 60 | 62 | 61 | 60 | 58 | 58 |
| **Interface** | 60 | 61 | 63 | 62 | 62 | 65 | 64 | 64 | 60 | 60 |
| **18-34** | 59 | 59 | 61 | 55 | 55 | 58 | 55 | 55 | 52 | 52 |
| **65+** | 59 | 60 | 59 | 58 | 57 | 60 | 58 | 59 | 56 | 56 |

**CUSTOMER SERVICE RATING**

**2025 customer service rating (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 71 | 71 | 71 | 72 | 74 | 74 | 76 | 72 | 71 | 73 |
| **Women** | 69 | 69 | 69 | 71 | 72 | 72 | 73 | 72 | 72 | 72 |
| **65+** | 68 | 68 | 68 | 70 | 72 | 72 | 73 | 72 | 71 | 71 |
| **Regional Centres** | 68 | 68 | 68 | 69 | 71 | 70 | 72 | 72 | 72 | 70 |
| **Overall** | 66 | 67 | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 |
| **50-64** | 66 | 66 | 65 | 67 | 69 | 68 | 69 | 68 | 68 | 69 |
| **18-34** | 66 | 67 | 66 | 69 | 70 | 70 | 71 | 69 | 69 | 68 |
| **Small Rural** | 65 | 66 | 65 | 67 | 69 | 70 | 70 | 69 | 69 | 69 |
| **35-49** | 65 | 65 | 67 | 68 | 68 | 70 | 70 | 69 | 68 | 69 |
| **Large Rural** | 65 | 65 | 65 | 67 | 68 | 68 | 69 | 67 | 66 | 67 |
| **Interface** | 65 | 66 | 65 | 68 | 68 | 68 | 69 | 70 | 69 | 70 |
| **Men** | 63 | 64 | 64 | 66 | 68 | 68 | 69 | 68 | 66 | 67 |

**2025 customer service rating (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 27 | 36 | 18 | 9 | 8 | 1 |
| **2024 Overall** | 29 | 34 | 18 | 9 | 8 | 1 |
| **2023 Overall** | 29 | 34 | 19 | 9 | 8 | 1 |
| **2022 Overall** | 30 | 35 | 18 | 9 | 7 | 1 |
| **2021 Overall** | 32 | 35 | 17 | 8 | 6 | 1 |
| **2020 Overall** | 31 | 36 | 17 | 7 | 6 | 1 |
| **2019 Overall** | 33 | 36 | 17 | 7 | 6 | 1 |
| **2018 Overall** | 31 | 36 | 18 | 8 | 6 | 1 |
| **2017 Overall** | 30 | 36 | 18 | 8 | 6 | 2 |
| **2016 Overall** | 30 | 36 | 17 | 8 | 6 | 2 |
| **Metropolitan** | 32 | 38 | 16 | 7 | 5 | 2 |
| **Interface** | 24 | 38 | 19 | 8 | 10 | 1 |
| **Regional Centres** | 29 | 36 | 17 | 9 | 8 | 1 |
| **Large Rural** | 26 | 35 | 19 | 10 | 9 | 1 |
| **Small Rural** | 27 | 35 | 18 | 10 | 9 | 1 |
| **Men** | 24 | 36 | 19 | 10 | 10 | 1 |
| **Women** | 31 | 35 | 17 | 8 | 7 | 1 |
| **18-34** | 23 | 40 | 19 | 8 | 9 | 2 |
| **35-49** | 27 | 35 | 17 | 10 | 10 | 1 |
| **50-64** | 28 | 35 | 18 | 10 | 8 | 1 |
| **65+** | 30 | 34 | 19 | 9 | 7 | 1 |

**METHOD OF CONTACT WITH COUNCIL**

**2025 method of contact (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **By telephone** | 34 | 37 | 37 | 36 | 37 | 36 | 35 | 36 | 32 | 32 |
| **In person** | 27 | 25 | 23 | 20 | 21 | 29 | 28 | 30 | 28 | 29 |
| **By email** | 24 | 24 | 23 | 23 | 23 | 21 | 18 | 18 | 14 | 13 |
| **In writing** | 10 | 10 | 9 | 10 | 12 | 13 | 11 | 13 | 11 | 12 |
| **Via website** | 10 | 12 | 10 | 10 | 13 | 11 | 9 | 10 | 8 | 8 |
| **By social media** | 5 | 5 | 5 | 6 | 7 | 7 | 5 | 5 | 4 | 3 |
| **By text message** | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 2 | 2 | 1 |

**CUSTOMER SERVICE RATING BY METHOD OF LAST CONTACT**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **In person** | 73 | 72 | 71 | 73 | 75 | 75 | 76 | 74 | 76 | 74 |
| **By telephone** | 69 | 69 | 70 | 71 | 72 | 72 | 73 | 71 | 73 | 71 |
| **Via website** | 69 | 71 | 70 | 74 | 75 | 70 | 76 | 75 | 75 | 76 |
| **By social media** | 68 | 65 | 67 | 70 | 70 | 70 | 71 | 72 | 69 | 74 |
| **By text message** | 66 | 69 | 64 | 67 | 76 | 75 | 70 | 57 | 84 | 79 |
| **By email** | 61 | 61 | 61 | 63 | 66 | 66 | 66 | 64 | 65 | 69 |
| **In writing** | 59 | 57 | 59 | 63 | 63 | 64 | 64 | 65 | 61 | 62 |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very  good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **In person** | 36 | 38 | 13 | 6 | 6 | 1 |
| **By telephone** | 32 | 33 | 18 | 8 | 7 | 1 |
| **Via website** | 25 | 42 | 17 | 8 | 5 | 4 |
| **By social media** | 22 | 41 | 26 | 5 | 4 | 2 |
| **By text message** | 23 | 39 | 26 | 7 | 6 | 0 |
| **By email** | 21 | 36 | 20 | 12 | 11 | 1 |
| **In writing** | 15 | 35 | 27 | 10 | 10 | 3 |

**COMMUNICATION**

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

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

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

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

**2025 best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **A council newsletter sent via email** | 31 | 28 | 28 | 27 | 24 | 25 | 25 | 26 | 25 | 24 |
| **A council newsletter sent via mail** | 24 | 29 | 29 | 30 | 29 | 29 | 28 | 32 | 34 | 39 |
| **By social media** | 14 | 15 | 14 | 13 | 15 | 14 | 13 | n/a | n/a | n/a |
| **Advertising in a local newspaper** | 10 | 9 | 11 | 10 | 11 | 12 | 13 | 14 | 15 | 14 |
| **A text message** | 8 | 7 | 7 | 7 | 7 | 6 | 5 | 8 | 5 | 4 |
| **A council newsletter as an insert in a local paper** | 6 | 6 | 6 | 7 | 9 | 9 | 11 | 12 | 12 | 13 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 |

**2025 under 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **A council newsletter sent via email** | 32 | 29 | 29 | 29 | 25 | 26 | 26 | 28 | 28 | 27 |
| **By social media** | 22 | 24 | 22 | 21 | 25 | 24 | 22 | n/a | n/a | n/a |
| **A council newsletter sent via mail** | 21 | 24 | 25 | 26 | 24 | 25 | 25 | 30 | 32 | 37 |
| **A text message** | 11 | 9 | 10 | 10 | 11 | 8 | 8 | 12 | 8 | 5 |
| **Advertising in a local newspaper** | 5 | 5 | 6 | 6 | 6 | 7 | 9 | 11 | 13 | 12 |
| **A council newsletter as an insert in a local paper** | 3 | 3 | 3 | 4 | 4 | 5 | 6 | 9 | 10 | 10 |
| **The council website** | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 |

**2025 over 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **A council newsletter sent via email** | 30 | 27 | 26 | 26 | 24 | 23 | 24 | 25 | 21 | 21 |
| **A council newsletter sent via mail** | 27 | 33 | 33 | 34 | 34 | 34 | 31 | 33 | 37 | 41 |
| **Advertising in a local newspaper** | 14 | 13 | 15 | 14 | 15 | 16 | 17 | 17 | 18 | 16 |
| **A council newsletter as an insert in a local paper** | 9 | 8 | 9 | 10 | 12 | 12 | 15 | 15 | 15 | 15 |
| **By social media** | 8 | 7 | 7 | 5 | 5 | 6 | 4 | n/a | n/a | n/a |
| **A text message** | 6 | 5 | 5 | 4 | 3 | 3 | 2 | 4 | 3 | 2 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |

**COUNCIL DIRECTION**

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

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

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

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

**OVERALL COUNCIL DIRECTION LAST 12 MONTHS**

**2025 overall council direction last 12 months (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 48 | 49 | 49 | 53 | 55 | 54 | 55 | 54 | 54 | 55 |
| **18-34** | 48 | 47 | 48 | 54 | 56 | 55 | 57 | 57 | 56 | 56 |
| **Regional Centres** | 48 | 45 | 47 | 52 | 54 | 50 | 52 | 53 | 55 | 51 |
| **65+** | 48 | 45 | 47 | 51 | 54 | 51 | 53 | 52 | 54 | 51 |
| **Women** | 47 | 46 | 48 | 51 | 53 | 52 | 54 | 53 | 54 | 52 |
| **Small Rural** | 46 | 44 | 47 | 51 | 53 | 50 | 53 | 50 | 52 | 50 |
| **Overall** | 46 | 45 | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 |
| **Men** | 44 | 44 | 45 | 49 | 52 | 50 | 52 | 51 | 52 | 51 |
| **Large Rural** | 44 | 42 | 44 | 47 | 51 | 50 | 51 | 52 | 52 | 48 |
| **35-49** | 44 | 43 | 45 | 48 | 50 | 49 | 50 | 50 | 51 | 49 |
| **Interface** | 43 | 44 | 43 | 48 | 50 | 48 | 54 | 53 | 53 | 54 |
| **50-64** | 42 | 41 | 42 | 46 | 49 | 47 | 50 | 48 | 50 | 48 |

**2025 overall council direction last 12 months (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **2025 Overall** | 13 | 61 | 21 | 5 |
| **2024 Overall** | 12 | 60 | 23 | 5 |
| **2023 Overall** | 13 | 61 | 21 | 5 |
| **2022 Overall** | 17 | 62 | 16 | 5 |
| **2021 Overall** | 18 | 63 | 13 | 5 |
| **2020 Overall** | 18 | 61 | 16 | 5 |
| **2019 Overall** | 19 | 62 | 14 | 5 |
| **2018 Overall** | 19 | 60 | 15 | 5 |
| **2017 Overall** | 19 | 62 | 13 | 6 |
| **2016 Overall** | 18 | 62 | 15 | 5 |
| **Metropolitan** | 12 | 68 | 15 | 6 |
| **Interface** | 11 | 60 | 24 | 6 |
| **Regional Centres** | 16 | 59 | 20 | 4 |
| **Large Rural** | 11 | 61 | 23 | 4 |
| **Small Rural** | 15 | 59 | 22 | 5 |
| **Men** | 12 | 60 | 23 | 4 |
| **Women** | 14 | 62 | 19 | 5 |
| **18-34** | 14 | 66 | 17 | 4 |
| **35-49** | 12 | 60 | 24 | 3 |
| **50-64** | 11 | 59 | 26 | 5 |
| **65+** | 15 | 59 | 19 | 6 |

**ROOM FOR IMPROVEMENT IN SERVICES**

**2025 room for improvement in services (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **A lot** | **A little** | **Not much** | **Not at all** | **Can't say** |
| **2025 Overall** | 58 | 32 | 6 | 1 | 2 |
| **2024 Overall** | 51 | 40 | 5 | 1 | 3 |
| **2023 Overall** | 54 | 38 | 4 | 1 | 3 |
| **2022 Overall** | 47 | 44 | 6 | 1 | 2 |
| **2021 Overall** | 47 | 44 | 6 | <1 | 3 |
| **2020 Overall** | 49 | 42 | 5 | 1 | 2 |
| **2019 Overall** | 47 | 45 | 5 | 1 | 2 |
| **2018 Overall** | 44 | 45 | 7 | 2 | 3 |
| **2017 Overall** | 46 | 42 | 7 | 1 | 3 |
| **2016 Overall** | 40 | 48 | 7 | 2 | 3 |
| **Large Rural** | 68 | 24 | 5 | 1 | 2 |
| **Small Rural** | 49 | 41 | 6 | 1 | 3 |
| **Men** | 58 | 32 | 7 | 1 | 2 |
| **Women** | 58 | 33 | 5 | 1 | 3 |
| **18-34** | 59 | 36 | 2 | 2 | 0 |
| **35-49** | 65 | 24 | 10 | 0 | 1 |
| **50-64** | 62 | 33 | 3 | 1 | 1 |
| **65+** | 53 | 34 | 7 | 1 | 5 |

**RIGHT / WRONG DIRECTION**

**2025 right / wrong direction (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely right direction** | **Probably right direction** | **Probably wrong direction** | **Definitely wrong direction** | **Can't say** |
| **2025 Overall** | 15 | 39 | 15 | 17 | 14 |
| **2024 Overall** | 14 | 39 | 15 | 21 | 11 |
| **2023 Overall** | 15 | 43 | 15 | 16 | 11 |
| **2022 Overall** | 19 | 49 | 11 | 12 | 9 |
| **2021 Overall** | 18 | 51 | 10 | 10 | 11 |
| **2020 Overall** | 17 | 46 | 13 | 14 | 10 |
| **2019 Overall** | 20 | 47 | 11 | 11 | 11 |
| **2018 Overall** | 17 | 47 | 14 | 11 | 11 |
| **2017 Overall** | 18 | 47 | 12 | 10 | 13 |
| **2016 Overall** | 20 | 48 | 9 | 9 | 14 |
| **Interface** | 8 | 35 | 18 | 25 | 14 |
| **Regional Centres** | 16 | 43 | 16 | 17 | 9 |
| **Large Rural** | 13 | 37 | 16 | 20 | 14 |
| **Small Rural** | 19 | 42 | 13 | 11 | 15 |
| **Men** | 15 | 37 | 14 | 21 | 13 |
| **Women** | 15 | 42 | 16 | 13 | 15 |
| **18-34** | 10 | 42 | 16 | 19 | 13 |
| **35-49** | 13 | 37 | 16 | 22 | 12 |
| **50-64** | 13 | 34 | 18 | 20 | 14 |
| **65+** | 21 | 41 | 12 | 10 | 16 |

**RATES / SERVICES TRADE-OFF**

**2025 rates / services trade-off (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely prefer rate rise** | **Probably prefer rate rise** | **Probably prefer service cuts** | **Definitely prefer service cuts** | **Can't say** |
| **2025 Overall** | 7 | 16 | 23 | 31 | 23 |
| **2024 Overall** | 6 | 18 | 23 | 29 | 23 |
| **2023 Overall** | 7 | 19 | 24 | 28 | 22 |
| **2022 Overall** | 8 | 23 | 24 | 24 | 22 |
| **2021 Overall** | 8 | 22 | 23 | 25 | 22 |
| **2020 Overall** | 9 | 24 | 24 | 25 | 19 |
| **2019 Overall** | 10 | 23 | 22 | 27 | 18 |
| **2018 Overall** | 9 | 23 | 24 | 24 | 19 |
| **2017 Overall** | 10 | 21 | 23 | 27 | 20 |
| **2016 Overall** | 10 | 21 | 22 | 28 | 19 |
| **Metropolitan** | 8 | 14 | 25 | 31 | 22 |
| **Interface** | 5 | 12 | 29 | 35 | 19 |
| **Regional Centres** | 10 | 17 | 23 | 33 | 17 |
| **Large Rural** | 6 | 18 | 22 | 31 | 23 |
| **Small Rural** | 6 | 17 | 22 | 28 | 27 |
| **Men** | 7 | 16 | 22 | 32 | 22 |
| **Women** | 6 | 17 | 24 | 29 | 24 |
| **18-34** | 6 | 17 | 25 | 31 | 20 |
| **35-49** | 7 | 15 | 24 | 31 | 23 |
| **50-64** | 7 | 15 | 22 | 31 | 26 |
| **65+** | 8 | 18 | 21 | 29 | 25 |

**INDIVIDUAL SERVICE AREAS**

**COMMUNITY CONSULTATION AND ENGAGEMENT**

**2025 consultation and engagement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 79 | 78 | 78 | 78 | 78 | 76 | 76 | 76 | 76 | 77 |
| **50-64** | 78 | 79 | 78 | 79 | 79 | 78 | 77 | 77 | 78 | 78 |
| **Small Rural** | 77 | 77 | 77 | 78 | 77 | 76 | 76 | 74 | 75 | 77 |
| **35-49** | 76 | 76 | 76 | 77 | 76 | 75 | 75 | 75 | 75 | 76 |
| **Large Rural** | 76 | 77 | 77 | 77 | 77 | 76 | 75 | 76 | 75 | 76 |
| **65+** | 76 | 76 | 76 | 77 | 77 | 76 | 75 | 76 | 75 | 76 |
| **Regional Centres** | 76 | 77 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 |
| **Overall** | 76 | 76 | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 |
| **18-34** | 73 | 73 | 73 | 72 | 69 | 68 | 68 | 68 | 67 | 72 |
| **Men** | 73 | 74 | 74 | 74 | 73 | 72 | 71 | 72 | 72 | 73 |
| **Metropolitan** | 72 | 73 | 73 | 73 | 73 | 72 | 71 | 72 | 72 | 73 |

**2025 consultation and engagement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 33 | 41 | 20 | 3 | 1 | 1 |
| **2024 Overall** | 33 | 41 | 21 | 3 | 1 | 1 |
| **2023 Overall** | 33 | 41 | 20 | 3 | 1 | 1 |
| **2022 Overall** | 32 | 43 | 20 | 3 | 1 | 1 |
| **2021 Overall** | 32 | 41 | 22 | 3 | 1 | 1 |
| **2020 Overall** | 29 | 42 | 23 | 4 | 1 | 1 |
| **2019 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2018 Overall** | 30 | 40 | 24 | 4 | 1 | 1 |
| **2017 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2016 Overall** | 32 | 41 | 22 | 3 | 1 | 2 |
| **Metropolitan** | 29 | 39 | 24 | 5 | 2 | 1 |
| **Regional Centres** | 33 | 40 | 22 | 3 | 1 | 1 |
| **Large Rural** | 34 | 41 | 19 | 4 | 1 | 1 |
| **Small Rural** | 33 | 43 | 19 | 3 | 1 | 1 |
| **Men** | 28 | 41 | 24 | 4 | 2 | 1 |
| **Women** | 37 | 41 | 17 | 2 | <1 | 1 |
| **18-34** | 30 | 39 | 25 | 4 | 1 | <1 |
| **35-49** | 35 | 39 | 20 | 4 | 1 | 1 |
| **50-64** | 37 | 40 | 18 | 3 | 1 | 1 |
| **65+** | 31 | 44 | 19 | 3 | 1 | 2 |

**2025 consultation and engagement performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 56 | 56 | 55 | 58 | 59 | 58 | 58 | 57 | 57 | 58 |
| **18-34** | 52 | 54 | 54 | 57 | 59 | 57 | 58 | 58 | 58 | 57 |
| **Women** | 52 | 52 | 53 | 55 | 56 | 56 | 56 | 56 | 56 | 56 |
| **65+** | 52 | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 55 |
| **Small Rural** | 51 | 51 | 53 | 54 | 56 | 54 | 56 | 54 | 55 | 55 |
| **Overall** | 50 | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 |
| **Regional Centres** | 49 | 49 | 50 | 54 | 54 | 51 | 54 | 55 | 54 | 52 |
| **Men** | 49 | 50 | 50 | 53 | 55 | 54 | 55 | 54 | 53 | 53 |
| **35-49** | 49 | 50 | 51 | 52 | 54 | 54 | 55 | 55 | 53 | 54 |
| **Large Rural** | 48 | 48 | 49 | 51 | 54 | 54 | 54 | 54 | 52 | 52 |
| **50-64** | 47 | 48 | 49 | 50 | 52 | 51 | 52 | 51 | 52 | 51 |
| **Interface** | 43 | 49 | 49 | 52 | 53 | 53 | 55 | 56 | 53 | 55 |

**2025 consultation and engagement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 6 | 26 | 32 | 18 | 10 | 8 |
| **2024 Overall** | 7 | 26 | 31 | 17 | 10 | 8 |
| **2023 Overall** | 7 | 27 | 32 | 17 | 9 | 8 |
| **2022 Overall** | 8 | 29 | 32 | 16 | 8 | 8 |
| **2021 Overall** | 9 | 30 | 32 | 15 | 6 | 8 |
| **2020 Overall** | 8 | 30 | 32 | 15 | 7 | 8 |
| **2019 Overall** | 9 | 30 | 31 | 15 | 6 | 9 |
| **2018 Overall** | 8 | 30 | 32 | 15 | 7 | 9 |
| **2017 Overall** | 7 | 29 | 32 | 15 | 6 | 10 |
| **2016 Overall** | 8 | 29 | 32 | 15 | 7 | 10 |
| **Metropolitan** | 8 | 31 | 32 | 13 | 6 | 10 |
| **Interface** | 4 | 18 | 28 | 18 | 16 | 16 |
| **Regional Centres** | 5 | 25 | 34 | 18 | 10 | 8 |
| **Large Rural** | 5 | 24 | 31 | 20 | 12 | 8 |
| **Small Rural** | 7 | 28 | 31 | 17 | 10 | 7 |
| **Men** | 6 | 26 | 31 | 19 | 11 | 8 |
| **Women** | 7 | 27 | 32 | 17 | 9 | 8 |
| **18-34** | 6 | 30 | 34 | 15 | 8 | 7 |
| **35-49** | 5 | 26 | 32 | 19 | 12 | 6 |
| **50-64** | 5 | 24 | 31 | 21 | 12 | 7 |
| **65+** | 8 | 25 | 30 | 17 | 9 | 10 |

**Lobbying on behalf of the community**

**2025 lobbying importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 74 | 71 | 72 | 73 | 73 | 71 | 70 | 71 | 72 | 73 |
| **Small Rural** | 73 | 72 | 73 | 74 | 71 | 73 | 70 | 70 | 70 | 71 |
| **Regional Centres** | 72 | 71 | 70 | 71 | 70 | 70 | 70 | 70 | 72 | 69 |
| **35-49** | 71 | 69 | 69 | 72 | 70 | 69 | 68 | 69 | 70 | 71 |
| **18-34** | 70 | 68 | 68 | 71 | 68 | 66 | 65 | 66 | 66 | 69 |
| **Overall** | 70 | 68 | 68 | 71 | 69 | 68 | 67 | 68 | 69 | 69 |
| **50-64** | 70 | 69 | 69 | 71 | 71 | 70 | 70 | 69 | 70 | 71 |
| **65+** | 70 | 67 | 68 | 69 | 69 | 68 | 66 | 68 | 68 | 68 |
| **Large Rural** | 69 | 69 | 69 | 71 | 71 | 69 | 67 | 68 | 69 | 70 |
| **Men** | 66 | 65 | 65 | 68 | 66 | 65 | 64 | 65 | 66 | 66 |
| **Metropolitan** | 65 | 64 | 65 | 69 | 67 | 66 | 65 | 66 | 67 | 68 |

**2025 lobbying importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 26 | 38 | 24 | 7 | 3 | 3 |
| **2024 Overall** | 23 | 37 | 26 | 7 | 3 | 3 |
| **2023 Overall** | 24 | 36 | 26 | 7 | 3 | 3 |
| **2022 Overall** | 26 | 40 | 24 | 6 | 2 | 3 |
| **2021 Overall** | 24 | 39 | 27 | 7 | 2 | 2 |
| **2020 Overall** | 23 | 38 | 27 | 8 | 2 | 2 |
| **2019 Overall** | 21 | 38 | 28 | 8 | 2 | 2 |
| **2018 Overall** | 23 | 37 | 27 | 8 | 2 | 2 |
| **2017 Overall** | 23 | 39 | 27 | 7 | 2 | 2 |
| **2016 Overall** | 24 | 38 | 27 | 6 | 2 | 3 |
| **Metropolitan** | 22 | 33 | 28 | 9 | 5 | 4 |
| **Regional Centres** | 28 | 39 | 23 | 6 | 2 | 3 |
| **Large Rural** | 26 | 37 | 25 | 7 | 3 | 3 |
| **Small Rural** | 28 | 41 | 21 | 5 | 2 | 3 |
| **Men** | 22 | 37 | 26 | 8 | 4 | 3 |
| **Women** | 30 | 39 | 22 | 6 | 1 | 3 |
| **18-34** | 26 | 36 | 27 | 7 | 2 | 2 |
| **35-49** | 27 | 38 | 24 | 7 | 3 | 2 |
| **50-64** | 28 | 35 | 25 | 7 | 3 | 2 |
| **65+** | 23 | 40 | 21 | 7 | 3 | 5 |

**2025 lobbying performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 54 | 54 | 53 | 55 | 56 | 57 | 57 | 56 | 56 | 56 |
| **65+** | 52 | 52 | 53 | 54 | 56 | 54 | 56 | 55 | 55 | 54 |
| **Small Rural** | 51 | 50 | 52 | 54 | 55 | 52 | 55 | 53 | 55 | 54 |
| **18-34** | 50 | 52 | 52 | 56 | 57 | 57 | 57 | 57 | 57 | 57 |
| **Women** | 50 | 50 | 52 | 54 | 55 | 54 | 55 | 54 | 55 | 54 |
| **Overall** | 49 | 50 | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 53 |
| **Regional Centres** | 49 | 50 | 52 | 55 | 56 | 52 | 54 | 54 | 54 | 52 |
| **Men** | 49 | 49 | 50 | 53 | 54 | 53 | 54 | 53 | 53 | 53 |
| **35-49** | 47 | 47 | 49 | 52 | 53 | 51 | 52 | 52 | 52 | 51 |
| **Large Rural** | 47 | 47 | 49 | 51 | 54 | 53 | 52 | 52 | 51 | 50 |
| **50-64** | 46 | 46 | 48 | 49 | 52 | 49 | 51 | 50 | 51 | 50 |
| **Interface** | 43 | 48 | 47 | 51 | 52 | 51 | 54 | 54 | 54 | 55 |

**2025 lobbying performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 5 | 21 | 31 | 16 | 9 | 18 |
| **2024 Overall** | 4 | 21 | 31 | 15 | 8 | 20 |
| **2023 Overall** | 5 | 21 | 31 | 15 | 7 | 21 |
| **2022 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2021 Overall** | 6 | 25 | 32 | 12 | 5 | 19 |
| **2020 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2019 Overall** | 6 | 25 | 31 | 13 | 5 | 20 |
| **2018 Overall** | 5 | 24 | 32 | 13 | 5 | 20 |
| **2017 Overall** | 5 | 24 | 31 | 13 | 5 | 22 |
| **2016 Overall** | 5 | 23 | 31 | 13 | 5 | 22 |
| **Metropolitan** | 5 | 23 | 29 | 11 | 5 | 26 |
| **Interface** | 2 | 18 | 27 | 19 | 12 | 23 |
| **Regional Centres** | 4 | 20 | 33 | 18 | 7 | 17 |
| **Large Rural** | 4 | 19 | 33 | 17 | 11 | 17 |
| **Small Rural** | 6 | 23 | 30 | 15 | 8 | 17 |
| **Men** | 5 | 21 | 31 | 16 | 9 | 18 |
| **Women** | 5 | 21 | 31 | 16 | 8 | 19 |
| **18-34** | 4 | 24 | 34 | 15 | 9 | 14 |
| **35-49** | 4 | 21 | 31 | 18 | 11 | 14 |
| **50-64** | 4 | 18 | 31 | 18 | 10 | 18 |
| **65+** | 6 | 20 | 30 | 14 | 6 | 23 |

**DECISIONS MADE IN THE INTEREST OF THE COMMUNITY**

**2025 community decisions made importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 82 | 82 | 82 | 82 | 83 | 81 | 81 | 81 | 81 | 82 |
| **35-49** | 81 | 81 | 82 | 82 | 82 | 81 | 81 | 80 | 81 | 80 |
| **50-64** | 81 | 81 | 81 | 82 | 82 | 81 | 82 | 81 | 81 | 80 |
| **Large Rural** | 80 | 80 | 80 | 81 | 82 | 79 | 80 | 80 | 80 | 80 |
| **Regional Centres** | 80 | 81 | 80 | 82 | 81 | 80 | 82 | 81 | 82 | 82 |
| **Overall** | 80 | 80 | 80 | 81 | 81 | 80 | 80 | 80 | 79 | 80 |
| **Metropolitan** | 79 | 78 | 79 | 80 | 80 | 79 | 78 | 79 | 79 | 79 |
| **18-34** | 79 | 80 | 79 | 81 | 80 | 77 | 78 | 79 | 78 | 79 |
| **Small Rural** | 79 | 80 | 82 | 82 | 80 | 82 | 81 | 77 | 78 | n/a |
| **65+** | 78 | 78 | 78 | 79 | 80 | 79 | 79 | 79 | 79 | 79 |
| **Men** | 77 | 78 | 78 | 79 | 79 | 78 | 78 | 78 | 78 | 77 |

**2025 community decisions made importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 40 | 41 | 14 | 2 | 1 | 2 |
| **2024 Overall** | 41 | 39 | 15 | 2 | 1 | 2 |
| **2023 Overall** | 40 | 40 | 14 | 2 | 1 | 3 |
| **2022 Overall** | 42 | 40 | 13 | 2 | 1 | 2 |
| **2021 Overall** | 42 | 40 | 14 | 2 | 1 | 2 |
| **2020 Overall** | 39 | 41 | 15 | 2 | 1 | 2 |
| **2019 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2018 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2017 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2016 Overall** | 39 | 42 | 14 | 2 | 1 | 2 |
| **Metropolitan** | 39 | 39 | 16 | 2 | 1 | 3 |
| **Regional Centres** | 40 | 42 | 14 | 2 | 1 | 1 |
| **Large Rural** | 41 | 40 | 14 | 2 | 1 | 2 |
| **Small Rural** | 38 | 42 | 15 | 2 | 1 | 2 |
| **Men** | 35 | 42 | 17 | 3 | 2 | 3 |
| **Women** | 45 | 40 | 12 | 1 | 1 | 2 |
| **18-34** | 40 | 39 | 17 | 2 | 1 | 1 |
| **35-49** | 44 | 40 | 13 | 2 | 1 | 2 |
| **50-64** | 43 | 39 | 13 | 2 | 1 | 2 |
| **65+** | 35 | 43 | 15 | 2 | 1 | 4 |

**2025 community decisions made performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 56 | 57 | 55 | 59 | 61 | 59 | 60 | 58 | 58 | 59 |
| **65+** | 52 | 51 | 53 | 55 | 57 | 54 | 55 | 54 | 55 | 54 |
| **18-34** | 51 | 52 | 53 | 58 | 60 | 57 | 58 | 57 | 58 | 58 |
| **Women** | 50 | 50 | 53 | 55 | 57 | 54 | 55 | 54 | 55 | 55 |
| **Small Rural** | 50 | 50 | 52 | 54 | 56 | 53 | 55 | 52 | 55 | 53 |
| **Overall** | 49 | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 |
| **Men** | 48 | 49 | 50 | 54 | 55 | 52 | 54 | 53 | 53 | 53 |
| **Regional Centres** | 48 | 48 | 50 | 54 | 54 | 50 | 52 | 52 | 52 | 51 |
| **35-49** | 47 | 48 | 50 | 53 | 54 | 51 | 52 | 52 | 52 | 52 |
| **Large Rural** | 46 | 46 | 48 | 51 | 54 | 52 | 52 | 52 | 51 | 50 |
| **50-64** | 46 | 46 | 48 | 50 | 52 | 49 | 51 | 50 | 51 | 50 |
| **Interface** | 44 | 47 | 49 | 53 | 55 | 52 | 55 | 56 | 55 | 56 |

**2025 community decisions made performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 5 | 26 | 33 | 17 | 11 | 8 |
| **2024 Overall** | 6 | 26 | 33 | 17 | 11 | 9 |
| **2023 Overall** | 6 | 27 | 33 | 16 | 9 | 9 |
| **2022 Overall** | 7 | 30 | 33 | 14 | 8 | 9 |
| **2021 Overall** | 8 | 32 | 32 | 13 | 6 | 9 |
| **2020 Overall** | 7 | 29 | 33 | 14 | 8 | 9 |
| **2019 Overall** | 7 | 30 | 33 | 14 | 7 | 10 |
| **2018 Overall** | 6 | 30 | 34 | 14 | 7 | 9 |
| **2017 Overall** | 6 | 29 | 34 | 14 | 7 | 10 |
| **2016 Overall** | 7 | 29 | 33 | 14 | 8 | 10 |
| **Metropolitan** | 7 | 31 | 32 | 10 | 7 | 12 |
| **Interface** | 2 | 22 | 31 | 19 | 14 | 12 |
| **Regional Centres** | 5 | 24 | 35 | 18 | 12 | 7 |
| **Large Rural** | 4 | 23 | 33 | 20 | 12 | 8 |
| **Small Rural** | 6 | 27 | 32 | 17 | 11 | 7 |
| **Men** | 5 | 25 | 32 | 17 | 12 | 8 |
| **Women** | 5 | 26 | 34 | 17 | 9 | 8 |
| **18-34** | 4 | 30 | 34 | 16 | 10 | 7 |
| **35-49** | 5 | 25 | 34 | 18 | 13 | 6 |
| **50-64** | 4 | 22 | 33 | 20 | 13 | 9 |
| **65+** | 7 | 25 | 32 | 15 | 9 | 11 |

**THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA**

**2025 sealed local roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 84 | 85 | 84 | 82 | 81 | 83 | 82 | 84 | 81 | n/a |
| **50-64** | 84 | 84 | 84 | 82 | 81 | 82 | 81 | 82 | 80 | 79 |
| **35-49** | 84 | 83 | 82 | 82 | 80 | 80 | 80 | 80 | 79 | 78 |
| **Women** | 84 | 84 | 83 | 83 | 81 | 81 | 81 | 81 | 80 | 79 |
| **Large Rural** | 83 | 84 | 83 | 83 | 80 | 81 | 80 | 80 | 77 | 80 |
| **Overall** | 83 | 83 | 82 | 81 | 79 | 79 | 79 | 80 | 78 | 78 |
| **18-34** | 82 | 82 | 81 | 81 | 77 | 77 | 77 | 77 | 75 | 76 |
| **Men** | 82 | 81 | 81 | 80 | 78 | 78 | 77 | 78 | 77 | 76 |
| **Regional Centres** | 81 | 82 | 82 | 81 | 79 | 79 | 79 | 81 | 80 | 76 |
| **65+** | 81 | 82 | 81 | 81 | 80 | 80 | 79 | 80 | 79 | 79 |
| **Metropolitan** | 79 | 80 | 79 | 80 | 78 | 77 | 77 | 78 | 77 | 76 |

**2025 sealed local roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 44 | 43 | 11 | 1 | <1 | 1 |
| **2024 Overall** | 45 | 41 | 12 | 1 | <1 | 1 |
| **2023 Overall** | 43 | 42 | 13 | 1 | <1 | 1 |
| **2022 Overall** | 42 | 42 | 13 | 1 | <1 | <1 |
| **2021 Overall** | 38 | 43 | 16 | 2 | <1 | 1 |
| **2020 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2019 Overall** | 37 | 45 | 16 | 2 | <1 | <1 |
| **2018 Overall** | 38 | 44 | 15 | 2 | <1 | <1 |
| **2017 Overall** | 35 | 44 | 18 | 2 | <1 | 1 |
| **2016 Overall** | 34 | 46 | 16 | 3 | 1 | 1 |
| **Metropolitan** | 35 | 47 | 15 | 2 | <1 | 1 |
| **Regional Centres** | 42 | 44 | 12 | 1 | 1 | 1 |
| **Large Rural** | 47 | 41 | 10 | 1 | <1 | 1 |
| **Small Rural** | 48 | 41 | 8 | 1 | <1 | 1 |
| **Men** | 41 | 46 | 11 | 1 | <1 | 1 |
| **Women** | 48 | 40 | 10 | 1 | <1 | 1 |
| **18-34** | 45 | 42 | 12 | 1 | <1 | <1 |
| **35-49** | 48 | 40 | 9 | 1 | 1 | 1 |
| **50-64** | 48 | 40 | 10 | 1 | <1 | <1 |
| **65+** | 40 | 47 | 11 | 1 | <1 | 1 |

**2025 sealed local roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 59 | 61 | 61 | 65 | 68 | 67 | 69 | 68 | 66 | 67 |
| **65+** | 47 | 47 | 50 | 55 | 58 | 56 | 58 | 55 | 54 | 56 |
| **18-34** | 47 | 46 | 48 | 55 | 58 | 56 | 57 | 55 | 56 | 58 |
| **Regional Centres** | 46 | 46 | 49 | 54 | 60 | 55 | 57 | 54 | 53 | 54 |
| **Men** | 45 | 46 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 |
| **Overall** | 45 | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 |
| **Women** | 45 | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 54 | 54 |
| **Small Rural** | 44 | 41 | 44 | 50 | 53 | 51 | 53 | 49 | 50 | 52 |
| **Interface** | 43 | 45 | 45 | 53 | 57 | 55 | 60 | 57 | 59 | 60 |
| **35-49** | 43 | 44 | 46 | 52 | 55 | 53 | 54 | 52 | 52 | 52 |
| **50-64** | 42 | 43 | 44 | 49 | 54 | 50 | 53 | 50 | 51 | 51 |
| **Large Rural** | 39 | 38 | 40 | 45 | 50 | 47 | 47 | 45 | 43 | 44 |

**2025 sealed local roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 7 | 24 | 28 | 21 | 18 | 1 |
| **2024 Overall** | 8 | 24 | 27 | 20 | 19 | 1 |
| **2023 Overall** | 8 | 27 | 28 | 19 | 17 | 1 |
| **2022 Overall** | 10 | 31 | 29 | 17 | 12 | 1 |
| **2021 Overall** | 13 | 34 | 28 | 15 | 9 | 1 |
| **2020 Overall** | 11 | 32 | 28 | 16 | 11 | 1 |
| **2019 Overall** | 13 | 33 | 28 | 16 | 10 | 1 |
| **2018 Overall** | 11 | 31 | 28 | 17 | 12 | 1 |
| **2017 Overall** | 11 | 32 | 28 | 16 | 12 | 1 |
| **2016 Overall** | 11 | 33 | 28 | 16 | 11 | 1 |
| **Metropolitan** | 14 | 36 | 27 | 15 | 8 | 1 |
| **Interface** | 5 | 24 | 29 | 21 | 20 | 1 |
| **Regional Centres** | 6 | 26 | 29 | 22 | 15 | 1 |
| **Large Rural** | 5 | 20 | 27 | 24 | 24 | 1 |
| **Small Rural** | 6 | 23 | 30 | 21 | 19 | 1 |
| **Men** | 7 | 24 | 28 | 21 | 19 | 1 |
| **Women** | 6 | 24 | 29 | 22 | 18 | 1 |
| **18-34** | 7 | 27 | 27 | 20 | 17 | 1 |
| **35-49** | 6 | 24 | 27 | 21 | 21 | 1 |
| **50-64** | 6 | 21 | 27 | 24 | 21 | 1 |
| **65+** | 7 | 24 | 31 | 20 | 16 | 2 |

**INFORMING THE COMMUNITY**

**2025 informing community importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 79 | 79 | 79 | 80 | 79 | 77 | 78 | 77 | 77 | 79 |
| **Small Rural** | 77 | 78 | 77 | 79 | 77 | 77 | 76 | 75 | 76 | 78 |
| **50-64** | 77 | 77 | 77 | 79 | 78 | 78 | 77 | 76 | 76 | 77 |
| **Regional Centres** | 77 | 79 | 78 | 79 | 79 | 77 | 79 | 77 | 77 | 76 |
| **Large Rural** | 77 | 77 | 77 | 78 | 78 | 77 | 75 | 75 | 74 | 77 |
| **65+** | 77 | 77 | 76 | 77 | 78 | 76 | 75 | 76 | 76 | 76 |
| **Overall** | 76 | 76 | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 76 |
| **35-49** | 75 | 75 | 75 | 77 | 76 | 75 | 74 | 75 | 74 | 75 |
| **18-34** | 74 | 75 | 76 | 76 | 75 | 72 | 74 | 73 | 72 | 75 |
| **Men** | 72 | 73 | 73 | 74 | 74 | 73 | 71 | 72 | 71 | 72 |
| **Metropolitan** | 71 | 72 | 73 | 74 | 75 | 72 | 73 | 73 | 73 | 74 |

**2025 informing community importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 33 | 43 | 19 | 4 | 1 | 1 |
| **2024 Overall** | 34 | 42 | 20 | 3 | 1 | <1 |
| **2023 Overall** | 34 | 41 | 21 | 3 | 1 | 1 |
| **2022 Overall** | 35 | 42 | 19 | 3 | 1 | 1 |
| **2021 Overall** | 35 | 41 | 19 | 3 | 1 | <1 |
| **2020 Overall** | 32 | 42 | 22 | 4 | 1 | <1 |
| **2019 Overall** | 32 | 41 | 22 | 4 | 1 | <1 |
| **2018 Overall** | 32 | 41 | 22 | 4 | 1 | <1 |
| **2017 Overall** | 30 | 43 | 23 | 4 | 1 | <1 |
| **2016 Overall** | 33 | 42 | 20 | 4 | 1 | 1 |
| **Metropolitan** | 25 | 41 | 25 | 6 | 1 | 1 |
| **Regional Centres** | 35 | 42 | 18 | 3 | 1 | 1 |
| **Large Rural** | 34 | 44 | 18 | 4 | <1 | 1 |
| **Small Rural** | 34 | 43 | 19 | 2 | 1 | 1 |
| **Men** | 27 | 44 | 22 | 5 | 1 | 1 |
| **Women** | 38 | 41 | 17 | 2 | <1 | 1 |
| **18-34** | 31 | 41 | 22 | 4 | 1 | <1 |
| **35-49** | 33 | 39 | 22 | 5 | 1 | 1 |
| **50-64** | 36 | 40 | 19 | 4 | 1 | 1 |
| **65+** | 32 | 47 | 16 | 3 | 1 | 1 |

**2025 informing community performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 61 | 62 | 60 | 62 | 62 | 62 | 62 | 61 | 61 | 63 |
| **65+** | 58 | 58 | 58 | 60 | 61 | 60 | 60 | 60 | 61 | 59 |
| **Small Rural** | 57 | 56 | 58 | 59 | 61 | 58 | 58 | 56 | 58 | 58 |
| **Women** | 57 | 57 | 58 | 60 | 61 | 59 | 60 | 60 | 60 | 60 |
| **Overall** | 56 | 56 | 57 | 59 | 60 | 59 | 60 | 59 | 59 | 59 |
| **18-34** | 56 | 58 | 58 | 61 | 62 | 59 | 61 | 61 | 60 | 61 |
| **Men** | 55 | 56 | 57 | 58 | 60 | 58 | 59 | 58 | 58 | 58 |
| **35-49** | 55 | 55 | 57 | 58 | 59 | 58 | 60 | 58 | 59 | 59 |
| **Large Rural** | 54 | 53 | 54 | 56 | 59 | 59 | 61 | 59 | 60 | 56 |
| **50-64** | 54 | 54 | 54 | 56 | 57 | 56 | 57 | 56 | 57 | 56 |
| **Regional Centres** | 53 | 54 | 55 | 58 | 59 | 56 | 56 | 59 | 58 | 59 |
| **Interface** | 50 | 51 | 53 | 56 | 58 | 57 | 59 | 60 | 55 | 55 |

**2025 informing community performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 10 | 33 | 32 | 15 | 7 | 3 |
| **2024 Overall** | 10 | 33 | 32 | 15 | 7 | 3 |
| **2023 Overall** | 11 | 33 | 31 | 15 | 6 | 3 |
| **2022 Overall** | 12 | 35 | 32 | 13 | 6 | 3 |
| **2021 Overall** | 13 | 36 | 31 | 12 | 5 | 3 |
| **2020 Overall** | 12 | 35 | 32 | 13 | 5 | 3 |
| **2019 Overall** | 13 | 35 | 31 | 14 | 5 | 3 |
| **2018 Overall** | 11 | 36 | 31 | 13 | 5 | 3 |
| **2017 Overall** | 11 | 35 | 32 | 13 | 5 | 3 |
| **2016 Overall** | 12 | 35 | 31 | 13 | 5 | 4 |
| **Metropolitan** | 14 | 35 | 30 | 11 | 6 | 4 |
| **Interface** | 3 | 30 | 34 | 21 | 8 | 4 |
| **Regional Centres** | 7 | 29 | 37 | 16 | 8 | 4 |
| **Large Rural** | 8 | 32 | 33 | 16 | 8 | 3 |
| **Small Rural** | 11 | 34 | 30 | 14 | 7 | 3 |
| **Men** | 9 | 33 | 31 | 15 | 8 | 3 |
| **Women** | 11 | 32 | 33 | 14 | 6 | 3 |
| **18-34** | 9 | 33 | 34 | 14 | 7 | 3 |
| **35-49** | 9 | 33 | 34 | 15 | 8 | 2 |
| **50-64** | 9 | 32 | 33 | 15 | 9 | 3 |
| **65+** | 12 | 33 | 30 | 15 | 6 | 4 |

**THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA**

**2025 streets and footpaths importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 81 | 82 | 83 | 83 | 81 | 80 | 79 | 79 | 79 | 80 |
| **50-64** | 80 | 81 | 82 | 82 | 80 | 81 | 79 | 79 | 78 | 78 |
| **Regional Centres** | 80 | 80 | 81 | 80 | 78 | 78 | 77 | 79 | 77 | 77 |
| **35-49** | 80 | 81 | 81 | 82 | 80 | 79 | 78 | 78 | 78 | 78 |
| **Overall** | 79 | 80 | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 |
| **Small Rural** | 79 | 80 | 80 | 80 | 77 | 77 | 77 | 76 | 76 | 75 |
| **Metropolitan** | 79 | 80 | 81 | 81 | 80 | 78 | 78 | 79 | 78 | 78 |
| **Large Rural** | 79 | 80 | 80 | 80 | 79 | 78 | 77 | 77 | 75 | 77 |
| **65+** | 79 | 80 | 80 | 80 | 80 | 79 | 78 | 78 | 78 | 77 |
| **18-34** | 78 | 80 | 81 | 78 | 77 | 74 | 75 | 75 | 74 | 76 |
| **Men** | 77 | 79 | 79 | 78 | 76 | 76 | 75 | 76 | 75 | 74 |

**2025 streets and footpaths importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 37 | 44 | 15 | 2 | 1 | 2 |
| **2024 Overall** | 40 | 42 | 15 | 1 | <1 | 1 |
| **2023 Overall** | 41 | 41 | 14 | 2 | 1 | 1 |
| **2022 Overall** | 41 | 41 | 14 | 2 | <1 | 1 |
| **2021 Overall** | 38 | 42 | 17 | 2 | 1 | 1 |
| **2020 Overall** | 36 | 42 | 19 | 2 | 1 | 1 |
| **2019 Overall** | 34 | 44 | 18 | 2 | 1 | 1 |
| **2018 Overall** | 35 | 43 | 18 | 3 | <1 | 1 |
| **2017 Overall** | 34 | 42 | 19 | 2 | 1 | 1 |
| **2016 Overall** | 34 | 43 | 18 | 2 | 1 | 2 |
| **Metropolitan** | 36 | 45 | 16 | 3 | <1 | <1 |
| **Regional Centres** | 37 | 45 | 14 | 2 | 1 | 2 |
| **Large Rural** | 36 | 44 | 15 | 2 | 1 | 2 |
| **Small Rural** | 36 | 43 | 15 | 2 | <1 | 3 |
| **Men** | 31 | 47 | 17 | 2 | 1 | 2 |
| **Women** | 42 | 40 | 13 | 2 | 1 | 2 |
| **18-34** | 35 | 45 | 16 | 2 | 1 | 2 |
| **35-49** | 39 | 42 | 15 | 2 | 1 | 1 |
| **50-64** | 40 | 42 | 13 | 3 | 1 | 1 |
| **65+** | 34 | 45 | 15 | 2 | 1 | 3 |

**2025 streets and footpaths performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 58 | 59 | 57 | 63 | 65 | 64 | 65 | 64 | 62 | 63 |
| **18-34** | 53 | 53 | 52 | 59 | 63 | 60 | 62 | 62 | 60 | 60 |
| **Small Rural** | 53 | 51 | 52 | 55 | 58 | 57 | 57 | 57 | 57 | 58 |
| **65+** | 53 | 53 | 53 | 57 | 58 | 57 | 58 | 58 | 57 | 57 |
| **Regional Centres** | 53 | 53 | 53 | 59 | 62 | 59 | 61 | 59 | 57 | 58 |
| **Men** | 53 | 53 | 53 | 57 | 61 | 59 | 60 | 59 | 57 | 58 |
| **Overall** | 52 | 52 | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 |
| **Women** | 51 | 50 | 51 | 56 | 58 | 57 | 58 | 58 | 56 | 56 |
| **35-49** | 50 | 50 | 52 | 56 | 58 | 58 | 59 | 58 | 56 | 57 |
| **50-64** | 50 | 49 | 50 | 54 | 57 | 55 | 57 | 56 | 54 | 55 |
| **Large Rural** | 48 | 46 | 47 | 51 | 55 | 54 | 55 | 54 | 53 | 53 |
| **Interface** | 44 | 46 | 47 | 54 | 58 | 54 | 60 | 59 | 56 | 57 |

**2025 streets and footpaths performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 9 | 30 | 29 | 18 | 12 | 3 |
| **2024 Overall** | 10 | 29 | 28 | 18 | 12 | 2 |
| **2023 Overall** | 10 | 30 | 28 | 18 | 12 | 2 |
| **2022 Overall** | 13 | 33 | 29 | 14 | 9 | 2 |
| **2021 Overall** | 15 | 35 | 28 | 14 | 7 | 2 |
| **2020 Overall** | 13 | 34 | 28 | 15 | 8 | 3 |
| **2019 Overall** | 14 | 35 | 28 | 14 | 7 | 2 |
| **2018 Overall** | 14 | 34 | 28 | 14 | 7 | 2 |
| **2017 Overall** | 13 | 33 | 28 | 15 | 9 | 2 |
| **2016 Overall** | 12 | 34 | 28 | 14 | 8 | 3 |
| **Metropolitan** | 14 | 35 | 28 | 14 | 8 | 1 |
| **Interface** | 6 | 22 | 29 | 23 | 17 | 2 |
| **Regional Centres** | 10 | 30 | 29 | 18 | 11 | 3 |
| **Large Rural** | 7 | 26 | 29 | 20 | 14 | 3 |
| **Small Rural** | 9 | 31 | 30 | 16 | 10 | 3 |
| **Men** | 10 | 31 | 28 | 17 | 12 | 3 |
| **Women** | 9 | 29 | 30 | 18 | 12 | 3 |
| **18-34** | 9 | 32 | 29 | 17 | 10 | 2 |
| **35-49** | 9 | 30 | 29 | 18 | 13 | 2 |
| **50-64** | 9 | 28 | 30 | 19 | 12 | 2 |
| **65+** | 10 | 29 | 29 | 17 | 11 | 4 |

**TRAFFIC MANAGEMENT**

**2025 traffic management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 75 | 76 | 76 | 74 | 77 | 75 | 74 | 74 | 74 | 73 |
| **Women** | 73 | 76 | 76 | 76 | 75 | 76 | 76 | 77 | 75 | 75 |
| **50-64** | 72 | 75 | 74 | 74 | 74 | 74 | 74 | 73 | 72 | 72 |
| **Metropolitan** | 70 | 73 | 73 | 74 | 74 | 73 | 75 | 76 | 76 | 75 |
| **Overall** | 70 | 74 | 74 | 73 | 73 | 73 | 73 | 74 | 72 | 72 |
| **Regional Centres** | 70 | 70 | 73 | 72 | 74 | 72 | 73 | 74 | 71 | 72 |
| **18-34** | 67 | 71 | 73 | 72 | 71 | 71 | 72 | 73 | 71 | 70 |
| **Men** | 67 | 72 | 72 | 70 | 72 | 70 | 71 | 71 | 69 | 69 |
| **35-49** | 65 | 75 | 74 | 73 | 73 | 72 | 73 | 74 | 72 | 72 |

**2025 traffic management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 24 | 41 | 27 | 5 | 2 | 1 |
| **2024 Overall** | 29 | 42 | 22 | 4 | 1 | 1 |
| **2023 Overall** | 31 | 40 | 23 | 4 | 1 | 1 |
| **2022 Overall** | 30 | 39 | 23 | 5 | 1 | 1 |
| **2021 Overall** | 29 | 40 | 25 | 4 | 1 | 1 |
| **2020 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **2019 Overall** | 30 | 40 | 23 | 6 | 1 | 1 |
| **2018 Overall** | 31 | 40 | 22 | 5 | 1 | 1 |
| **2017 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2016 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **Metropolitan** | 22 | 45 | 25 | 5 | 2 | 1 |
| **Regional Centres** | 25 | 38 | 29 | 5 | 2 | <1 |
| **Men** | 22 | 40 | 25 | 9 | 4 | <1 |
| **Women** | 26 | 43 | 29 | 2 | 1 | 1 |
| **18-34** | 20 | 41 | 31 | 4 | 4 | 0 |
| **35-49** | 17 | 41 | 31 | 9 | 3 | 0 |
| **50-64** | 32 | 32 | 29 | 5 | 1 | <1 |
| **65+** | 28 | 47 | 20 | 3 | 1 | 1 |

**2025 traffic management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 63 | 58 | 64 | 66 | 67 | 64 | 66 | 65 | 67 | 65 |
| **Metropolitan** | 56 | 55 | 55 | 58 | 59 | 59 | 58 | 57 | 56 | 56 |
| **65+** | 55 | 55 | 55 | 58 | 59 | 59 | 59 | 57 | 60 | 60 |
| **Women** | 55 | 54 | 56 | 59 | 59 | 58 | 58 | 58 | 60 | 60 |
| **Regional Centres** | 55 | 53 | 55 | 57 | 60 | 56 | 60 | 56 | 61 | 59 |
| **18-34** | 55 | 55 | 56 | 59 | 61 | 60 | 59 | 58 | 61 | 61 |
| **Overall** | 54 | 53 | 55 | 58 | 59 | 58 | 58 | 57 | 59 | 59 |
| **35-49** | 53 | 52 | 53 | 58 | 57 | 55 | 56 | 55 | 58 | 57 |
| **Men** | 52 | 53 | 54 | 57 | 59 | 58 | 57 | 56 | 58 | 57 |
| **50-64** | 52 | 50 | 53 | 56 | 57 | 57 | 56 | 55 | 57 | 57 |
| **Interface** | 48 | 48 | 49 | 54 | 52 | 52 | 52 | 51 | 59 | 57 |
| **Large Rural** | 42 | 43 | n/a | n/a | 59 | 62 | 59 | 60 | 62 | 62 |

**2025 traffic management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 8 | 34 | 30 | 15 | 10 | 3 |
| **2024 Overall** | 7 | 34 | 30 | 17 | 9 | 3 |
| **2023 Overall** | 8 | 34 | 30 | 16 | 8 | 3 |
| **2022 Overall** | 10 | 36 | 30 | 14 | 6 | 3 |
| **2021 Overall** | 10 | 37 | 31 | 13 | 5 | 3 |
| **2020 Overall** | 10 | 38 | 30 | 13 | 7 | 3 |
| **2019 Overall** | 9 | 37 | 31 | 13 | 6 | 3 |
| **2018 Overall** | 10 | 36 | 30 | 15 | 7 | 3 |
| **2017 Overall** | 10 | 38 | 30 | 13 | 5 | 3 |
| **2016 Overall** | 10 | 38 | 30 | 13 | 6 | 4 |
| **Metropolitan** | 8 | 35 | 32 | 15 | 7 | 3 |
| **Interface** | 4 | 29 | 32 | 18 | 14 | 3 |
| **Regional Centres** | 9 | 36 | 29 | 15 | 9 | 2 |
| **Large Rural** | 4 | 23 | 31 | 18 | 22 | 2 |
| **Small Rural** | 11 | 46 | 23 | 10 | 5 | 5 |
| **Men** | 8 | 33 | 29 | 15 | 12 | 3 |
| **Women** | 8 | 35 | 30 | 15 | 8 | 3 |
| **18-34** | 8 | 38 | 30 | 14 | 11 | 1 |
| **35-49** | 9 | 33 | 28 | 16 | 12 | 2 |
| **50-64** | 6 | 33 | 29 | 19 | 11 | 3 |
| **65+** | 8 | 32 | 33 | 14 | 8 | 6 |

**PARKING FACILITIES**

**2025 parking importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 73 | 74 | 73 | 75 | 76 | 75 | 73 | 74 | 73 | 73 |
| **Regional Centres** | 72 | 72 | 74 | 74 | 73 | 75 | 75 | 75 | 72 | 73 |
| **Women** | 72 | 73 | 73 | 74 | 74 | 74 | 74 | 74 | 73 | 74 |
| **Overall** | 70 | 71 | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 |
| **50-64** | 70 | 70 | 71 | 73 | 73 | 72 | 72 | 72 | 71 | 70 |
| **18-34** | 69 | 67 | 69 | 70 | 68 | 67 | 69 | 69 | 67 | 68 |
| **Metropolitan** | 69 | 72 | 70 | 72 | 72 | 71 | 73 | 73 | 73 | 72 |
| **Men** | 68 | 68 | 68 | 69 | 69 | 68 | 68 | 69 | 66 | 66 |
| **35-49** | 68 | 70 | 68 | 70 | 70 | 69 | 70 | 70 | 69 | 69 |
| **Large Rural** | 65 | 66 | 66 | 68 | 67 | 66 | 66 | 66 | 66 | 68 |

**2025 parking importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 24 | 39 | 27 | 6 | 2 | 1 |
| **2024 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **2023 Overall** | 25 | 40 | 26 | 6 | 2 | 1 |
| **2022 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2021 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2020 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2019 Overall** | 26 | 40 | 26 | 6 | 1 | 1 |
| **2018 Overall** | 27 | 39 | 27 | 6 | 1 | 1 |
| **2017 Overall** | 25 | 39 | 28 | 6 | 1 | 1 |
| **2016 Overall** | 24 | 41 | 27 | 7 | 1 | 1 |
| **Metropolitan** | 21 | 41 | 28 | 7 | 2 | 2 |
| **Regional Centres** | 28 | 40 | 25 | 5 | 1 | 1 |
| **Large Rural** | 19 | 37 | 31 | 9 | 3 | 1 |
| **Men** | 21 | 39 | 30 | 7 | 2 | 1 |
| **Women** | 28 | 39 | 25 | 6 | 1 | 1 |
| **18-34** | 25 | 35 | 30 | 7 | 2 | <1 |
| **35-49** | 22 | 38 | 31 | 7 | 2 | <1 |
| **50-64** | 26 | 36 | 28 | 7 | 2 | 1 |
| **65+** | 24 | 47 | 21 | 4 | 2 | 3 |

**2025 parking performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 63 | 59 | 60 | 60 | 62 | 60 | 60 | 60 | 63 | 61 |
| **35-49** | 55 | 54 | 55 | 58 | 58 | 56 | 56 | 56 | 56 | 57 |
| **65+** | 55 | 54 | 54 | 56 | 56 | 54 | 55 | 54 | 54 | 55 |
| **50-64** | 54 | 54 | 54 | 54 | 56 | 54 | 54 | 56 | 54 | 55 |
| **Interface** | 54 | 54 | 56 | 56 | 57 | 58 | 57 | 57 | 57 | 56 |
| **Women** | 54 | 54 | 54 | 57 | 57 | 54 | 55 | 55 | 55 | 56 |
| **Overall** | 54 | 54 | 55 | 57 | 58 | 55 | 56 | 56 | 55 | 56 |
| **Men** | 54 | 55 | 55 | 57 | 58 | 56 | 56 | 56 | 56 | 56 |
| **Metropolitan** | 54 | 54 | 54 | 58 | 58 | 56 | 55 | 55 | 53 | 54 |
| **18-34** | 53 | 57 | 55 | 59 | 60 | 57 | 57 | 58 | 56 | 57 |
| **Regional Centres** | 51 | 54 | 53 | 56 | 55 | 49 | 50 | 51 | 52 | 54 |
| **Large Rural** | 50 | 50 | 51 | 53 | 56 | 57 | 58 | 59 | 60 | 58 |

**2025 parking performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 8 | 33 | 31 | 16 | 9 | 3 |
| **2024 Overall** | 9 | 32 | 32 | 16 | 9 | 3 |
| **2023 Overall** | 8 | 33 | 32 | 15 | 8 | 3 |
| **2022 Overall** | 9 | 35 | 33 | 13 | 7 | 3 |
| **2021 Overall** | 10 | 35 | 32 | 14 | 6 | 3 |
| **2020 Overall** | 9 | 33 | 32 | 16 | 8 | 2 |
| **2019 Overall** | 9 | 34 | 32 | 16 | 7 | 2 |
| **2018 Overall** | 9 | 35 | 31 | 15 | 8 | 2 |
| **2017 Overall** | 10 | 33 | 32 | 16 | 8 | 2 |
| **2016 Overall** | 9 | 34 | 32 | 14 | 7 | 3 |
| **Metropolitan** | 7 | 32 | 33 | 17 | 8 | 4 |
| **Interface** | 6 | 38 | 27 | 17 | 9 | 2 |
| **Regional Centres** | 8 | 28 | 32 | 18 | 12 | 2 |
| **Large Rural** | 5 | 28 | 36 | 19 | 10 | 3 |
| **Small Rural** | 14 | 45 | 23 | 9 | 6 | 2 |
| **Men** | 8 | 34 | 29 | 16 | 10 | 3 |
| **Women** | 8 | 32 | 32 | 16 | 9 | 3 |
| **18-34** | 8 | 31 | 32 | 17 | 10 | 2 |
| **35-49** | 9 | 35 | 30 | 15 | 9 | 2 |
| **50-64** | 8 | 35 | 30 | 15 | 10 | 2 |
| **65+** | 9 | 33 | 30 | 16 | 9 | 4 |

**ENFORCEMENT OF LOCAL LAWS**

**2025 law enforcement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 71 | 71 | 71 | 72 | 73 | 73 | 75 | 74 | 74 | 74 |
| **65+** | 71 | 71 | 70 | 71 | 72 | 73 | 72 | 72 | 73 | 71 |
| **Regional Centres** | 70 | 68 | 69 | 69 | 71 | 71 | 70 | 71 | 71 | 70 |
| **Metropolitan** | 67 | 70 | 70 | 70 | 71 | 71 | 73 | 73 | 72 | 71 |
| **Overall** | 67 | 67 | 68 | 68 | 70 | 70 | 71 | 71 | 71 | 70 |
| **Small Rural** | 66 | 65 | 65 | 65 | 67 | 66 | 68 | 66 | 67 | 69 |
| **50-64** | 66 | 66 | 68 | 68 | 70 | 70 | 69 | 71 | 71 | 71 |
| **Large Rural** | 66 | 66 | 66 | 67 | 67 | 68 | 68 | 68 | 68 | 69 |
| **35-49** | 65 | 66 | 65 | 66 | 67 | 68 | 69 | 69 | 70 | 70 |
| **18-34** | 64 | 64 | 66 | 66 | 68 | 69 | 71 | 70 | 70 | 70 |
| **Men** | 62 | 64 | 64 | 64 | 66 | 66 | 66 | 67 | 68 | 66 |

**2025 law enforcement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 22 | 37 | 29 | 8 | 3 | 2 |
| **2024 Overall** | 22 | 37 | 30 | 7 | 3 | 1 |
| **2023 Overall** | 23 | 36 | 29 | 8 | 3 | 1 |
| **2022 Overall** | 22 | 38 | 28 | 7 | 2 | 1 |
| **2021 Overall** | 25 | 38 | 28 | 6 | 2 | 1 |
| **2020 Overall** | 26 | 38 | 26 | 7 | 2 | 1 |
| **2019 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2018 Overall** | 27 | 37 | 27 | 6 | 2 | 1 |
| **2017 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2016 Overall** | 26 | 38 | 27 | 6 | 2 | 1 |
| **Metropolitan** | 23 | 36 | 29 | 7 | 3 | 1 |
| **Regional Centres** | 26 | 39 | 26 | 6 | 3 | 1 |
| **Large Rural** | 20 | 37 | 31 | 8 | 3 | 2 |
| **Small Rural** | 20 | 37 | 29 | 9 | 3 | 2 |
| **Men** | 16 | 36 | 32 | 10 | 4 | 2 |
| **Women** | 27 | 38 | 26 | 5 | 2 | 2 |
| **18-34** | 17 | 39 | 31 | 9 | 5 | <1 |
| **35-49** | 22 | 32 | 31 | 11 | 4 | 1 |
| **50-64** | 22 | 35 | 30 | 9 | 3 | 1 |
| **65+** | 24 | 41 | 25 | 5 | 2 | 3 |

**2025 law enforcement performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 62 | 62 | 62 | 65 | 66 | 65 | 64 | 64 | 64 | 64 |
| **18-34** | 61 | 64 | 64 | 67 | 69 | 66 | 67 | 67 | 67 | 67 |
| **Women** | 61 | 62 | 62 | 65 | 66 | 64 | 65 | 65 | 65 | 65 |
| **Regional Centres** | 61 | 62 | 64 | 66 | 67 | 64 | 66 | 66 | 66 | 64 |
| **35-49** | 59 | 61 | 61 | 64 | 64 | 63 | 64 | 64 | 64 | 63 |
| **Overall** | 59 | 61 | 61 | 63 | 64 | 63 | 64 | 64 | 64 | 63 |
| **Large Rural** | 59 | 60 | 61 | 64 | 64 | 64 | 64 | 64 | 63 | 63 |
| **Small Rural** | 58 | 60 | 61 | 62 | 63 | 62 | 63 | 63 | 65 | 64 |
| **65+** | 58 | 59 | 60 | 62 | 63 | 62 | 62 | 62 | 63 | 62 |
| **50-64** | 58 | 59 | 59 | 61 | 61 | 60 | 61 | 61 | 61 | 61 |
| **Men** | 57 | 59 | 60 | 62 | 63 | 62 | 63 | 62 | 63 | 62 |
| **Interface** | 53 | 58 | 57 | 61 | 63 | 59 | 62 | 61 | 60 | 61 |

**2025 law enforcement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 9 | 34 | 28 | 10 | 5 | 14 |
| **2024 Overall** | 9 | 35 | 29 | 8 | 4 | 14 |
| **2023 Overall** | 10 | 35 | 28 | 8 | 4 | 15 |
| **2022 Overall** | 12 | 38 | 28 | 7 | 3 | 13 |
| **2021 Overall** | 12 | 39 | 26 | 7 | 3 | 12 |
| **2020 Overall** | 12 | 38 | 27 | 8 | 4 | 12 |
| **2019 Overall** | 12 | 38 | 26 | 8 | 3 | 12 |
| **2018 Overall** | 12 | 39 | 25 | 8 | 3 | 12 |
| **2017 Overall** | 12 | 39 | 26 | 8 | 3 | 13 |
| **2016 Overall** | 12 | 37 | 26 | 8 | 4 | 14 |
| **Metropolitan** | 10 | 37 | 26 | 7 | 4 | 16 |
| **Interface** | 2 | 31 | 31 | 10 | 9 | 16 |
| **Regional Centres** | 11 | 36 | 28 | 10 | 5 | 10 |
| **Large Rural** | 8 | 33 | 29 | 10 | 5 | 15 |
| **Small Rural** | 8 | 34 | 28 | 10 | 6 | 14 |
| **Men** | 8 | 33 | 30 | 11 | 6 | 12 |
| **Women** | 9 | 36 | 27 | 9 | 4 | 15 |
| **18-34** | 9 | 41 | 27 | 8 | 5 | 9 |
| **35-49** | 9 | 37 | 26 | 11 | 5 | 12 |
| **50-64** | 8 | 33 | 29 | 9 | 6 | 14 |
| **65+** | 8 | 29 | 30 | 10 | 5 | 17 |

**FAMILY SUPPORT SERVICES**

**2025 family support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 78 | 78 | 79 | 80 | 81 | 79 | 78 | 78 | 77 | 77 |
| **Regional Centres** | 74 | 74 | 76 | 76 | 78 | 76 | 75 | 75 | 76 | 73 |
| **18-34** | 74 | 76 | 77 | 78 | 79 | 76 | 76 | 76 | 76 | 75 |
| **35-49** | 74 | 76 | 75 | 77 | 76 | 75 | 74 | 74 | 73 | 74 |
| **Overall** | 73 | 74 | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 |
| **Large Rural** | 72 | 74 | 74 | 75 | 75 | 74 | 73 | 72 | 72 | 72 |
| **50-64** | 72 | 73 | 73 | 75 | 75 | 74 | 72 | 72 | 72 | 70 |
| **Metropolitan** | 72 | 74 | 75 | 76 | 76 | 75 | 75 | 75 | 73 | 73 |
| **65+** | 72 | 72 | 73 | 75 | 74 | 74 | 72 | 72 | 71 | 71 |
| **Small Rural** | 71 | 72 | 74 | 75 | 76 | 74 | 71 | 69 | 71 | 72 |
| **Men** | 67 | 70 | 70 | 72 | 72 | 71 | 69 | 69 | 69 | 68 |

**2025 family support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 29 | 40 | 22 | 5 | 2 | 3 |
| **2024 Overall** | 31 | 41 | 20 | 4 | 2 | 2 |
| **2023 Overall** | 33 | 39 | 20 | 5 | 1 | 2 |
| **2022 Overall** | 33 | 41 | 19 | 3 | 1 | 2 |
| **2021 Overall** | 34 | 40 | 20 | 3 | 1 | 2 |
| **2020 Overall** | 31 | 42 | 20 | 4 | 1 | 2 |
| **2019 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2018 Overall** | 30 | 40 | 23 | 5 | 1 | 2 |
| **2017 Overall** | 28 | 41 | 22 | 5 | 2 | 2 |
| **2016 Overall** | 28 | 41 | 22 | 5 | 2 | 3 |
| **Metropolitan** | 28 | 38 | 25 | 4 | 3 | 2 |
| **Regional Centres** | 32 | 40 | 20 | 5 | 2 | 2 |
| **Large Rural** | 27 | 41 | 22 | 5 | 2 | 3 |
| **Small Rural** | 27 | 38 | 23 | 6 | 2 | 4 |
| **Men** | 20 | 40 | 27 | 7 | 3 | 3 |
| **Women** | 37 | 40 | 17 | 4 | 1 | 2 |
| **18-34** | 29 | 43 | 22 | 4 | 2 | 1 |
| **35-49** | 32 | 37 | 21 | 5 | 2 | 1 |
| **50-64** | 28 | 39 | 23 | 6 | 2 | 2 |
| **65+** | 26 | 40 | 21 | 6 | 2 | 6 |

**2025 family support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 66 | 66 | 65 | 66 | 67 | 69 | 69 | 68 | 68 | 69 |
| **65+** | 64 | 66 | 64 | 69 | 69 | 69 | 70 | 68 | 70 | 69 |
| **Regional Centres** | 62 | 62 | 64 | 67 | 66 | 65 | 68 | 66 | 67 | 66 |
| **18-34** | 62 | 63 | 62 | 65 | 64 | 65 | 67 | 67 | 67 | 66 |
| **Men** | 62 | 63 | 62 | 65 | 66 | 65 | 67 | 66 | 66 | 66 |
| **Overall** | 62 | 63 | 63 | 65 | 66 | 66 | 67 | 66 | 67 | 66 |
| **Women** | 62 | 62 | 63 | 65 | 66 | 66 | 67 | 67 | 67 | 67 |
| **Small Rural** | 61 | 61 | 62 | 64 | 66 | 66 | 68 | 67 | 68 | 66 |
| **Large Rural** | 61 | 62 | 61 | 64 | 66 | 64 | 65 | 65 | 65 | 64 |
| **35-49** | 61 | 61 | 63 | 64 | 65 | 65 | 67 | 67 | 66 | 66 |
| **50-64** | 60 | 59 | 61 | 62 | 65 | 63 | 64 | 63 | 64 | 62 |
| **Interface** | 59 | 59 | 57 | 64 | 65 | 63 | 67 | 67 | 65 | 65 |

**2025 family support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 9 | 28 | 22 | 7 | 3 | 32 |
| **2024 Overall** | 9 | 28 | 21 | 6 | 3 | 33 |
| **2023 Overall** | 9 | 27 | 22 | 6 | 3 | 34 |
| **2022 Overall** | 11 | 31 | 22 | 5 | 2 | 29 |
| **2021 Overall** | 11 | 31 | 21 | 5 | 2 | 31 |
| **2020 Overall** | 11 | 30 | 21 | 5 | 2 | 31 |
| **2019 Overall** | 11 | 32 | 20 | 4 | 1 | 31 |
| **2018 Overall** | 11 | 31 | 21 | 4 | 2 | 32 |
| **2017 Overall** | 11 | 30 | 20 | 4 | 1 | 34 |
| **2016 Overall** | 10 | 31 | 21 | 4 | 2 | 32 |
| **Metropolitan** | 9 | 28 | 20 | 3 | 2 | 37 |
| **Interface** | 4 | 25 | 18 | 4 | 5 | 44 |
| **Regional Centres** | 10 | 30 | 26 | 8 | 3 | 24 |
| **Large Rural** | 8 | 27 | 25 | 7 | 3 | 31 |
| **Small Rural** | 9 | 27 | 19 | 7 | 4 | 34 |
| **Men** | 8 | 28 | 22 | 6 | 3 | 33 |
| **Women** | 9 | 28 | 22 | 7 | 3 | 30 |
| **18-34** | 9 | 34 | 25 | 7 | 3 | 22 |
| **35-49** | 8 | 30 | 23 | 8 | 4 | 28 |
| **50-64** | 7 | 23 | 23 | 7 | 3 | 38 |
| **65+** | 10 | 24 | 20 | 6 | 2 | 38 |

**ELDERLY SUPPORT SERVICES**

**2025 elderly support** **importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 82 | 84 | 83 | 85 | 85 | 83 | 84 | 83 | 82 | 82 |
| **Small Rural** | 80 | 82 | 82 | 82 | 83 | 81 | 80 | 80 | 79 | 79 |
| **18-34** | 80 | 79 | 79 | 81 | 81 | 78 | 78 | 77 | 76 | 77 |
| **Regional Centres** | 80 | 80 | 80 | 83 | 82 | 80 | 81 | 80 | 80 | 78 |
| **Overall** | 79 | 80 | 80 | 82 | 82 | 80 | 80 | 79 | 78 | 78 |
| **50-64** | 79 | 80 | 82 | 83 | 84 | 82 | 82 | 81 | 80 | 79 |
| **65+** | 79 | 81 | 80 | 82 | 82 | 81 | 80 | 80 | 79 | 79 |
| **Large Rural** | 79 | 79 | 79 | 81 | 80 | 80 | 79 | 78 | 78 | 78 |
| **35-49** | 78 | 80 | 79 | 82 | 80 | 78 | 79 | 79 | 77 | 78 |
| **Metropolitan** | 76 | 79 | 78 | 80 | 81 | 78 | 79 | 79 | 77 | 78 |
| **Men** | 75 | 76 | 77 | 79 | 78 | 76 | 76 | 75 | 74 | 75 |

**2025 elderly support** **importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 37 | 45 | 14 | 2 | 1 | 1 |
| **2024 Overall** | 40 | 41 | 15 | 2 | 1 | 1 |
| **2023 Overall** | 41 | 40 | 15 | 2 | 1 | 2 |
| **2022 Overall** | 43 | 42 | 12 | 2 | 1 | 1 |
| **2021 Overall** | 43 | 42 | 12 | 1 | 1 | 1 |
| **2020 Overall** | 39 | 42 | 15 | 2 | 1 | 1 |
| **2019 Overall** | 38 | 44 | 15 | 2 | <1 | 1 |
| **2018 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2017 Overall** | 35 | 44 | 17 | 2 | 1 | 1 |
| **2016 Overall** | 36 | 44 | 16 | 2 | 1 | 2 |
| **Metropolitan** | 32 | 44 | 18 | 2 | 2 | 2 |
| **Regional Centres** | 38 | 45 | 15 | 1 | <1 | 1 |
| **Large Rural** | 36 | 45 | 14 | 3 | 1 | 1 |
| **Small Rural** | 39 | 44 | 12 | 2 | 1 | 2 |
| **Men** | 28 | 48 | 17 | 2 | 2 | 2 |
| **Women** | 45 | 41 | 11 | 2 | <1 | 1 |
| **18-34** | 39 | 45 | 12 | 1 | 1 | 1 |
| **35-49** | 37 | 44 | 15 | 2 | 1 | <1 |
| **50-64** | 39 | 41 | 15 | 2 | 1 | 1 |
| **65+** | 34 | 46 | 15 | 2 | 1 | 2 |

**2025 elderly support** **performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 66 | 67 | 65 | 69 | 72 | 72 | 72 | 70 | 72 | 71 |
| **Small Rural** | 66 | 65 | 66 | 70 | 72 | 71 | 71 | 69 | 71 | 70 |
| **Men** | 64 | 65 | 63 | 67 | 69 | 68 | 69 | 67 | 68 | 67 |
| **Metropolitan** | 63 | 64 | 64 | 65 | 66 | 67 | 67 | 67 | 67 | 69 |
| **Large Rural** | 63 | 62 | 63 | 65 | 68 | 67 | 67 | 67 | 67 | 66 |
| **Overall** | 63 | 63 | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 |
| **50-64** | 63 | 60 | 61 | 64 | 67 | 66 | 66 | 65 | 66 | 66 |
| **35-49** | 62 | 60 | 62 | 65 | 66 | 65 | 67 | 67 | 66 | 65 |
| **Women** | 62 | 62 | 63 | 66 | 68 | 68 | 68 | 68 | 68 | 69 |
| **Regional Centres** | 60 | 62 | 61 | 65 | 65 | 63 | 67 | 66 | 68 | 66 |
| **18-34** | 59 | 62 | 61 | 66 | 67 | 66 | 67 | 67 | 67 | 67 |
| **Interface** | 51 | 53 | 52 | 64 | 67 | 65 | 66 | 67 | 64 | 59 |

**2025 elderly support** **performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 12 | 29 | 21 | 8 | 4 | 27 |
| **2024 Overall** | 12 | 27 | 20 | 7 | 4 | 30 |
| **2023 Overall** | 13 | 27 | 21 | 8 | 4 | 28 |
| **2022 Overall** | 15 | 32 | 21 | 6 | 3 | 24 |
| **2021 Overall** | 16 | 32 | 20 | 5 | 2 | 26 |
| **2020 Overall** | 15 | 30 | 20 | 5 | 2 | 28 |
| **2019 Overall** | 14 | 33 | 19 | 5 | 2 | 28 |
| **2018 Overall** | 14 | 32 | 19 | 5 | 2 | 29 |
| **2017 Overall** | 14 | 31 | 19 | 4 | 2 | 30 |
| **2016 Overall** | 14 | 30 | 20 | 5 | 2 | 30 |
| **Metropolitan** | 7 | 27 | 18 | 5 | 2 | 41 |
| **Interface** | 5 | 13 | 20 | 8 | 6 | 48 |
| **Regional Centres** | 11 | 28 | 22 | 10 | 5 | 25 |
| **Large Rural** | 13 | 31 | 22 | 9 | 3 | 22 |
| **Small Rural** | 14 | 33 | 20 | 7 | 3 | 23 |
| **Men** | 11 | 30 | 20 | 7 | 3 | 29 |
| **Women** | 12 | 28 | 22 | 9 | 4 | 25 |
| **18-34** | 8 | 27 | 23 | 9 | 4 | 29 |
| **35-49** | 9 | 30 | 20 | 7 | 3 | 31 |
| **50-64** | 11 | 29 | 20 | 8 | 3 | 29 |
| **65+** | 17 | 30 | 20 | 7 | 4 | 21 |

**DISADVANTAGED SUPPORT SERVICES**

**2025 disadvantaged support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 74 | 78 | 78 | 81 | 81 | 77 | 78 | 76 | 75 | 76 |
| **50-64** | 71 | 74 | 75 | 76 | 77 | 74 | 74 | 72 | 71 | 71 |
| **65+** | 71 | 72 | 73 | 75 | 76 | 74 | 73 | 73 | 72 | 72 |
| **Large Rural** | 70 | 70 | 72 | 75 | 74 | 72 | 71 | 70 | 70 | 72 |
| **Overall** | 70 | 73 | 74 | 77 | 77 | 74 | 74 | 72 | 71 | 73 |
| **Metropolitan** | 70 | 73 | 74 | 77 | 77 | 74 | 75 | 74 | 71 | 73 |
| **18-34** | 69 | 73 | 75 | 78 | 77 | 75 | 76 | 73 | 72 | 75 |
| **35-49** | 69 | 73 | 73 | 78 | 76 | 73 | 74 | 72 | 70 | 73 |
| **Men** | 65 | 68 | 70 | 73 | 72 | 71 | 70 | 69 | 67 | 69 |

**2025 disadvantaged support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 26 | 38 | 25 | 4 | 4 | 2 |
| **2024 Overall** | 29 | 41 | 22 | 5 | 2 | 2 |
| **2023 Overall** | 30 | 40 | 22 | 4 | 1 | 2 |
| **2022 Overall** | 35 | 42 | 17 | 3 | 1 | 2 |
| **2021 Overall** | 34 | 41 | 19 | 3 | 1 | 2 |
| **2020 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2019 Overall** | 30 | 41 | 22 | 4 | 1 | 2 |
| **2018 Overall** | 27 | 41 | 24 | 4 | 1 | 2 |
| **2017 Overall** | 26 | 41 | 24 | 5 | 2 | 2 |
| **2016 Overall** | 27 | 42 | 22 | 5 | 1 | 3 |
| **Metropolitan** | 24 | 39 | 27 | 3 | 4 | 3 |
| **Large Rural** | 28 | 37 | 23 | 6 | 5 | 2 |
| **Men** | 19 | 38 | 29 | 5 | 6 | 3 |
| **Women** | 33 | 38 | 21 | 3 | 3 | 2 |
| **18-34** | 28 | 36 | 26 | 1 | 7 | 1 |
| **35-49** | 23 | 42 | 24 | 6 | 4 | 1 |
| **50-64** | 27 | 38 | 26 | 6 | 2 | 1 |
| **65+** | 27 | 35 | 25 | 4 | 3 | 5 |

**2025 disadvantaged support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Men** | 60 | 60 | 60 | 64 | 65 | 62 | 63 | 63 | 62 | 61 |
| **Metropolitan** | 60 | 62 | 61 | 63 | 64 | 62 | 63 | 61 | 62 | 62 |
| **65+** | 59 | 61 | 60 | 64 | 65 | 62 | 65 | 64 | 64 | 64 |
| **18-34** | 59 | 58 | 59 | 63 | 64 | 61 | 61 | 62 | 61 | 60 |
| **35-49** | 58 | 58 | 58 | 62 | 62 | 59 | 61 | 61 | 60 | 59 |
| **Large Rural** | 58 | 59 | 58 | 62 | 64 | 61 | 61 | 61 | 61 | 61 |
| **Overall** | 58 | 58 | 59 | 62 | 63 | 60 | 62 | 61 | 61 | 61 |
| **Regional Centres** | 58 | 54 | 58 | 62 | 63 | 59 | 63 | 61 | 63 | 59 |
| **Women** | 56 | 57 | 57 | 61 | 62 | 59 | 60 | 60 | 61 | 60 |
| **50-64** | 54 | 56 | 57 | 59 | 63 | 58 | 60 | 58 | 59 | 59 |
| **Interface** | 54 | 49 | 51 | 60 | 62 | 59 | 60 | 62 | 56 | 58 |

**2025 disadvantaged support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 6 | 23 | 23 | 8 | 4 | 37 |
| **2024 Overall** | 6 | 23 | 21 | 8 | 3 | 39 |
| **2023 Overall** | 6 | 23 | 22 | 7 | 3 | 39 |
| **2022 Overall** | 8 | 28 | 24 | 6 | 2 | 32 |
| **2021 Overall** | 8 | 27 | 22 | 5 | 2 | 36 |
| **2020 Overall** | 7 | 25 | 23 | 7 | 3 | 36 |
| **2019 Overall** | 7 | 25 | 23 | 6 | 2 | 37 |
| **2018 Overall** | 6 | 25 | 23 | 6 | 2 | 38 |
| **2017 Overall** | 6 | 25 | 22 | 6 | 2 | 39 |
| **2016 Overall** | 6 | 24 | 23 | 6 | 2 | 39 |
| **Metropolitan** | 5 | 22 | 21 | 6 | 2 | 44 |
| **Interface** | 5 | 16 | 18 | 7 | 5 | 49 |
| **Regional Centres** | 9 | 25 | 24 | 11 | 5 | 28 |
| **Large Rural** | 5 | 24 | 26 | 8 | 3 | 34 |
| **Men** | 7 | 24 | 22 | 6 | 3 | 39 |
| **Women** | 6 | 22 | 23 | 10 | 4 | 35 |
| **18-34** | 8 | 25 | 21 | 9 | 4 | 34 |
| **35-49** | 5 | 26 | 23 | 7 | 4 | 35 |
| **50-64** | 4 | 17 | 26 | 8 | 3 | 42 |
| **65+** | 8 | 22 | 21 | 7 | 3 | 39 |

**RECREATIONAL FACILITIES**

**2025 recreational facilities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **35-49** | 75 | 76 | 75 | 77 | 76 | 75 | 75 | 75 | 74 | 75 |
| **Women** | 74 | 74 | 75 | 76 | 75 | 74 | 73 | 75 | 74 | 75 |
| **50-64** | 74 | 74 | 74 | 74 | 74 | 74 | 73 | 74 | 73 | 73 |
| **Regional Centres** | 74 | 73 | 73 | 75 | 74 | 72 | 72 | 74 | 73 | 73 |
| **Small Rural** | 73 | 73 | 73 | 74 | 73 | 73 | 72 | 72 | 71 | 72 |
| **Metropolitan** | 73 | 73 | 74 | 74 | 74 | 72 | 72 | 73 | 73 | 73 |
| **Overall** | 73 | 73 | 73 | 74 | 74 | 72 | 72 | 73 | 72 | 73 |
| **18-34** | 72 | 73 | 73 | 73 | 72 | 69 | 70 | 72 | 71 | 72 |
| **Large Rural** | 72 | 73 | 73 | 74 | 73 | 72 | 72 | 74 | 72 | 72 |
| **65+** | 72 | 71 | 71 | 73 | 73 | 72 | 71 | 72 | 71 | 71 |
| **Men** | 71 | 72 | 72 | 73 | 72 | 71 | 70 | 72 | 70 | 71 |

**2025 recreational facilities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 24 | 47 | 24 | 3 | 1 | 1 |
| **2024 Overall** | 25 | 46 | 24 | 3 | 1 | 1 |
| **2023 Overall** | 26 | 45 | 25 | 3 | 1 | 1 |
| **2022 Overall** | 27 | 46 | 23 | 3 | 1 | 1 |
| **2021 Overall** | 26 | 46 | 24 | 3 | 1 | 1 |
| **2020 Overall** | 24 | 45 | 26 | 4 | 1 | <1 |
| **2019 Overall** | 23 | 46 | 26 | 4 | 1 | <1 |
| **2018 Overall** | 25 | 46 | 25 | 3 | 1 | <1 |
| **2017 Overall** | 24 | 46 | 26 | 4 | 1 | <1 |
| **2016 Overall** | 25 | 45 | 24 | 4 | 1 | 1 |
| **Metropolitan** | 25 | 47 | 24 | 3 | 1 | 1 |
| **Regional Centres** | 26 | 46 | 24 | 2 | 1 | 1 |
| **Large Rural** | 23 | 46 | 26 | 3 | 1 | 1 |
| **Small Rural** | 25 | 47 | 23 | 3 | <1 | 1 |
| **Men** | 21 | 47 | 26 | 4 | 1 | 1 |
| **Women** | 27 | 46 | 22 | 3 | 1 | 1 |
| **18-34** | 22 | 47 | 27 | 3 | 1 | 1 |
| **35-49** | 29 | 45 | 22 | 3 | 1 | 1 |
| **50-64** | 27 | 45 | 23 | 3 | 1 | <1 |
| **65+** | 21 | 48 | 25 | 4 | 1 | 2 |

**2025 recreational facilities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 74 | 74 | 72 | 73 | 75 | 74 | 75 | 74 | 73 | 73 |
| **65+** | 70 | 71 | 71 | 72 | 74 | 73 | 74 | 72 | 73 | 72 |
| **Regional Centres** | 68 | 69 | 69 | 72 | 74 | 70 | 71 | 70 | 69 | 70 |
| **Men** | 67 | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 69 | 69 |
| **Overall** | 67 | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 |
| **Women** | 67 | 68 | 68 | 70 | 71 | 70 | 71 | 70 | 70 | 69 |
| **50-64** | 66 | 67 | 67 | 68 | 70 | 68 | 69 | 68 | 69 | 67 |
| **Small Rural** | 66 | 67 | 67 | 69 | 69 | 68 | 68 | 69 | 69 | 68 |
| **18-34** | 65 | 68 | 67 | 69 | 70 | 69 | 70 | 69 | 68 | 69 |
| **Large Rural** | 65 | 64 | 65 | 66 | 68 | 67 | 68 | 66 | 66 | 65 |
| **35-49** | 65 | 65 | 65 | 67 | 69 | 68 | 68 | 68 | 68 | 67 |
| **Interface** | 62 | 63 | 66 | 67 | 68 | 67 | 70 | 68 | 66 | 67 |

**2025 recreational facilities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 19 | 42 | 24 | 8 | 3 | 4 |
| **2024 Overall** | 21 | 42 | 23 | 7 | 3 | 4 |
| **2023 Overall** | 21 | 42 | 23 | 8 | 3 | 4 |
| **2022 Overall** | 22 | 42 | 23 | 7 | 3 | 4 |
| **2021 Overall** | 23 | 43 | 22 | 6 | 2 | 4 |
| **2020 Overall** | 23 | 42 | 22 | 6 | 3 | 4 |
| **2019 Overall** | 23 | 44 | 21 | 6 | 2 | 4 |
| **2018 Overall** | 22 | 42 | 22 | 7 | 3 | 4 |
| **2017 Overall** | 22 | 43 | 22 | 7 | 2 | 4 |
| **2016 Overall** | 21 | 43 | 23 | 7 | 3 | 4 |
| **Metropolitan** | 29 | 44 | 18 | 4 | 2 | 4 |
| **Interface** | 15 | 40 | 25 | 10 | 6 | 4 |
| **Regional Centres** | 20 | 43 | 24 | 8 | 3 | 3 |
| **Large Rural** | 17 | 41 | 26 | 8 | 4 | 4 |
| **Small Rural** | 18 | 41 | 26 | 8 | 4 | 4 |
| **Men** | 19 | 43 | 24 | 7 | 3 | 4 |
| **Women** | 20 | 40 | 25 | 8 | 3 | 4 |
| **18-34** | 17 | 43 | 25 | 9 | 4 | 2 |
| **35-49** | 19 | 40 | 25 | 9 | 5 | 2 |
| **50-64** | 18 | 42 | 25 | 8 | 4 | 3 |
| **65+** | 23 | 41 | 23 | 5 | 2 | 6 |

**THE APPEARANCE OF PUBLIC AREAS**

**2025 public areas importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 76 | 76 | 76 | 77 | 77 | 75 | 75 | 76 | 76 | 76 |
| **50-64** | 75 | 75 | 76 | 77 | 76 | 76 | 75 | 75 | 75 | 75 |
| **Small Rural** | 75 | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 74 |
| **Metropolitan** | 74 | 75 | 75 | 76 | 76 | 73 | 74 | 74 | 75 | 74 |
| **65+** | 74 | 74 | 74 | 76 | 75 | 74 | 74 | 75 | 75 | 75 |
| **Regional Centres** | 74 | 74 | 75 | 75 | 74 | 74 | 73 | 74 | 74 | 74 |
| **Overall** | 74 | 74 | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 |
| **35-49** | 74 | 75 | 75 | 76 | 76 | 74 | 74 | 75 | 75 | 75 |
| **Large Rural** | 73 | 74 | 73 | 75 | 75 | 73 | 73 | 73 | 73 | 74 |
| **18-34** | 73 | 73 | 73 | 73 | 74 | 71 | 71 | 71 | 72 | 72 |
| **Men** | 72 | 73 | 73 | 73 | 73 | 72 | 71 | 72 | 72 | 72 |

**2025 public areas importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 26 | 48 | 23 | 2 | 1 | <1 |
| **2024 Overall** | 26 | 47 | 24 | 2 | <1 | <1 |
| **2023 Overall** | 27 | 46 | 23 | 2 | <1 | 1 |
| **2022 Overall** | 28 | 47 | 22 | 2 | <1 | <1 |
| **2021 Overall** | 28 | 47 | 23 | 2 | <1 | <1 |
| **2020 Overall** | 25 | 47 | 25 | 2 | <1 | <1 |
| **2019 Overall** | 24 | 47 | 25 | 3 | <1 | <1 |
| **2018 Overall** | 26 | 46 | 24 | 2 | <1 | <1 |
| **2017 Overall** | 26 | 47 | 24 | 2 | <1 | <1 |
| **2016 Overall** | 26 | 48 | 23 | 2 | 1 | <1 |
| **Metropolitan** | 27 | 46 | 24 | 2 | 1 | <1 |
| **Regional Centres** | 26 | 48 | 23 | 3 | <1 | <1 |
| **Large Rural** | 24 | 47 | 25 | 3 | 1 | <1 |
| **Small Rural** | 26 | 49 | 22 | 2 | 1 | 1 |
| **Men** | 22 | 49 | 25 | 3 | 1 | <1 |
| **Women** | 29 | 46 | 22 | 2 | <1 | <1 |
| **18-34** | 24 | 46 | 26 | 3 | 1 | <1 |
| **35-49** | 25 | 48 | 24 | 2 | <1 | <1 |
| **50-64** | 29 | 46 | 23 | 2 | 1 | <1 |
| **65+** | 26 | 49 | 22 | 2 | 1 | 1 |

**2025 public areas performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 71 | 70 | 68 | 72 | 74 | 73 | 74 | 73 | 72 | 72 |
| **Small Rural** | 70 | 71 | 71 | 73 | 75 | 72 | 73 | 72 | 74 | 73 |
| **65+** | 70 | 70 | 69 | 72 | 73 | 72 | 73 | 72 | 72 | 72 |
| **Women** | 69 | 68 | 68 | 71 | 73 | 72 | 73 | 72 | 72 | 71 |
| **Overall** | 68 | 68 | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 |
| **Regional Centres** | 68 | 70 | 71 | 73 | 75 | 72 | 74 | 73 | 73 | 73 |
| **Men** | 68 | 68 | 67 | 70 | 73 | 71 | 72 | 71 | 71 | 71 |
| **35-49** | 67 | 66 | 66 | 70 | 72 | 72 | 72 | 71 | 72 | 71 |
| **50-64** | 67 | 67 | 66 | 68 | 72 | 70 | 71 | 70 | 69 | 69 |
| **18-34** | 67 | 68 | 67 | 72 | 74 | 72 | 73 | 71 | 72 | 72 |
| **Large Rural** | 66 | 66 | 65 | 67 | 70 | 71 | 70 | 69 | 69 | 69 |
| **Interface** | 58 | 56 | 56 | 62 | 68 | 65 | 69 | 68 | 66 | 66 |

**2025 public areas performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 21 | 44 | 24 | 7 | 3 | 1 |
| **2024 Overall** | 22 | 44 | 23 | 7 | 4 | 1 |
| **2023 Overall** | 21 | 43 | 23 | 8 | 4 | 1 |
| **2022 Overall** | 25 | 44 | 21 | 6 | 3 | 1 |
| **2021 Overall** | 27 | 46 | 19 | 5 | 2 | 1 |
| **2020 Overall** | 26 | 45 | 21 | 6 | 2 | 1 |
| **2019 Overall** | 26 | 45 | 20 | 5 | 2 | 1 |
| **2018 Overall** | 24 | 45 | 21 | 6 | 2 | 1 |
| **2017 Overall** | 25 | 46 | 20 | 6 | 2 | 1 |
| **2016 Overall** | 24 | 46 | 21 | 6 | 2 | 1 |
| **Metropolitan** | 24 | 47 | 20 | 5 | 2 | 1 |
| **Interface** | 9 | 43 | 26 | 15 | 7 | 1 |
| **Regional Centres** | 22 | 42 | 24 | 8 | 3 | 1 |
| **Large Rural** | 18 | 43 | 27 | 8 | 4 | 1 |
| **Small Rural** | 23 | 45 | 21 | 6 | 3 | 1 |
| **Men** | 20 | 45 | 23 | 7 | 3 | 1 |
| **Women** | 22 | 43 | 24 | 7 | 3 | 1 |
| **18-34** | 18 | 45 | 24 | 8 | 3 | 1 |
| **35-49** | 19 | 45 | 23 | 7 | 4 | 1 |
| **50-64** | 20 | 44 | 24 | 8 | 4 | 1 |
| **65+** | 24 | 43 | 23 | 6 | 3 | 2 |

**ART CENTRES AND LIBRARIES**

**2025 art centres and libraries importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 68 | 69 | 69 | 71 | 71 | 69 | 69 | 69 | 69 | 70 |
| **Metropolitan** | 67 | 67 | 68 | 70 | 70 | 68 | 67 | 67 | 67 | 68 |
| **65+** | 66 | 66 | 66 | 67 | 68 | 68 | 66 | 67 | 66 | 67 |
| **Small Rural** | 64 | 61 | 60 | 63 | 63 | 60 | 63 | 61 | 61 | 65 |
| **Overall** | 63 | 64 | 65 | 67 | 67 | 65 | 65 | 65 | 64 | 66 |
| **50-64** | 63 | 62 | 64 | 66 | 65 | 66 | 65 | 65 | 64 | 65 |
| **35-49** | 62 | 65 | 65 | 67 | 68 | 66 | 65 | 65 | 66 | 66 |
| **Regional Centres** | 62 | 62 | 64 | 66 | 66 | 63 | 63 | 63 | 62 | 64 |
| **Large Rural** | 61 | 64 | 64 | 64 | 66 | 64 | 64 | 62 | 63 | 63 |
| **18-34** | 60 | 63 | 64 | 66 | 64 | 62 | 64 | 62 | 61 | 64 |
| **Men** | 58 | 59 | 61 | 62 | 62 | 61 | 61 | 61 | 60 | 60 |

**2025 art centres and libraries importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 16 | 37 | 33 | 10 | 3 | 1 |
| **2024 Overall** | 17 | 37 | 33 | 9 | 3 | 1 |
| **2023 Overall** | 17 | 38 | 32 | 9 | 2 | 1 |
| **2022 Overall** | 19 | 41 | 29 | 8 | 2 | 1 |
| **2021 Overall** | 19 | 40 | 31 | 8 | 2 | 1 |
| **2020 Overall** | 17 | 39 | 32 | 9 | 2 | 1 |
| **2019 Overall** | 17 | 39 | 33 | 9 | 2 | 1 |
| **2018 Overall** | 16 | 39 | 34 | 9 | 2 | 1 |
| **2017 Overall** | 15 | 39 | 34 | 9 | 2 | 1 |
| **2016 Overall** | 18 | 40 | 30 | 9 | 3 | 1 |
| **Metropolitan** | 19 | 42 | 28 | 7 | 3 | 1 |
| **Regional Centres** | 16 | 34 | 35 | 11 | 3 | 1 |
| **Large Rural** | 14 | 36 | 34 | 11 | 4 | 1 |
| **Small Rural** | 15 | 38 | 31 | 10 | 2 | 3 |
| **Men** | 11 | 33 | 35 | 14 | 5 | 2 |
| **Women** | 20 | 40 | 31 | 6 | 1 | 1 |
| **18-34** | 13 | 33 | 35 | 13 | 4 | 1 |
| **35-49** | 15 | 35 | 37 | 10 | 3 | 1 |
| **50-64** | 16 | 35 | 33 | 10 | 4 | 1 |
| **65+** | 17 | 41 | 28 | 9 | 3 | 2 |

**2025 art centres and libraries performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 76 | 76 | 75 | 73 | 73 | 75 | 76 | 75 | 75 | 74 |
| **Regional Centres** | 76 | 75 | 77 | 76 | 75 | 74 | 74 | 76 | 75 | 75 |
| **Women** | 75 | 75 | 75 | 74 | 74 | 75 | 76 | 75 | 75 | 74 |
| **65+** | 74 | 75 | 75 | 75 | 76 | 77 | 77 | 76 | 76 | 75 |
| **35-49** | 74 | 74 | 72 | 72 | 73 | 74 | 74 | 74 | 73 | 72 |
| **Overall** | 73 | 73 | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 |
| **18-34** | 72 | 72 | 72 | 72 | 70 | 71 | 73 | 73 | 72 | 71 |
| **Small Rural** | 72 | 73 | 73 | 71 | 72 | 74 | 74 | 73 | 72 | 71 |
| **Men** | 71 | 72 | 71 | 71 | 71 | 73 | 73 | 73 | 72 | 70 |
| **50-64** | 71 | 72 | 72 | 71 | 72 | 72 | 73 | 72 | 72 | 71 |
| **Large Rural** | 71 | 71 | 69 | 72 | 73 | 72 | 73 | 71 | 70 | 70 |
| **Interface** | 69 | 67 | 70 | 69 | 71 | 71 | 75 | 75 | 72 | 68 |

**2025 art centres and libraries performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 24 | 41 | 19 | 4 | 2 | 11 |
| **2024 Overall** | 24 | 41 | 17 | 4 | 2 | 12 |
| **2023 Overall** | 23 | 41 | 18 | 4 | 1 | 12 |
| **2022 Overall** | 23 | 41 | 19 | 4 | 1 | 11 |
| **2021 Overall** | 22 | 42 | 20 | 3 | 1 | 13 |
| **2020 Overall** | 24 | 43 | 19 | 3 | 1 | 10 |
| **2019 Overall** | 26 | 42 | 17 | 4 | 1 | 10 |
| **2018 Overall** | 25 | 42 | 18 | 4 | 1 | 10 |
| **2017 Overall** | 23 | 43 | 18 | 4 | 1 | 10 |
| **2016 Overall** | 23 | 42 | 18 | 5 | 2 | 10 |
| **Metropolitan** | 28 | 42 | 15 | 2 | 1 | 11 |
| **Interface** | 14 | 41 | 23 | 3 | 2 | 17 |
| **Regional Centres** | 31 | 41 | 17 | 3 | 1 | 7 |
| **Large Rural** | 19 | 43 | 21 | 4 | 2 | 11 |
| **Small Rural** | 22 | 39 | 18 | 4 | 2 | 14 |
| **Men** | 20 | 41 | 20 | 4 | 2 | 14 |
| **Women** | 28 | 42 | 17 | 4 | 1 | 8 |
| **18-34** | 23 | 41 | 22 | 4 | 2 | 9 |
| **35-49** | 25 | 43 | 17 | 3 | 2 | 10 |
| **50-64** | 21 | 40 | 19 | 5 | 2 | 13 |
| **65+** | 25 | 40 | 17 | 3 | 1 | 13 |

**COMMUNITY AND CULTURAL ACTIVITIES**

**2025 community and cultural activities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 64 | 65 | 65 | 68 | 67 | 65 | 64 | 64 | 65 | 66 |
| **Small Rural** | 62 | 61 | 64 | 64 | 62 | 60 | 62 | 60 | 62 | 64 |
| **Regional Centres** | 60 | 62 | 63 | 65 | 65 | 63 | 62 | 62 | 62 | 62 |
| **65+** | 60 | 59 | 61 | 63 | 63 | 62 | 61 | 61 | 61 | 61 |
| **18-34** | 59 | 61 | 62 | 65 | 64 | 62 | 61 | 63 | 61 | 64 |
| **Metropolitan** | 59 | 59 | 62 | 64 | 64 | 61 | 60 | 61 | 61 | 62 |
| **Overall** | 59 | 60 | 62 | 64 | 64 | 62 | 61 | 61 | 61 | 62 |
| **35-49** | 59 | 62 | 62 | 65 | 63 | 62 | 61 | 60 | 63 | 62 |
| **50-64** | 58 | 59 | 61 | 64 | 63 | 62 | 61 | 59 | 60 | 61 |
| **Large Rural** | 57 | 60 | 60 | 64 | 63 | 61 | 61 | 60 | 61 | 61 |
| **Men** | 54 | 56 | 58 | 61 | 60 | 58 | 58 | 57 | 57 | 58 |

**2025 community and cultural activities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 11 | 33 | 38 | 12 | 4 | 1 |
| **2024 Overall** | 13 | 34 | 38 | 11 | 3 | 1 |
| **2023 Overall** | 13 | 35 | 37 | 10 | 3 | 1 |
| **2022 Overall** | 16 | 38 | 34 | 9 | 2 | 1 |
| **2021 Overall** | 15 | 37 | 36 | 9 | 2 | 1 |
| **2020 Overall** | 13 | 36 | 38 | 10 | 2 | 1 |
| **2019 Overall** | 12 | 35 | 40 | 10 | 2 | 1 |
| **2018 Overall** | 12 | 34 | 40 | 10 | 2 | 1 |
| **2017 Overall** | 12 | 35 | 39 | 11 | 2 | 1 |
| **2016 Overall** | 12 | 37 | 38 | 10 | 2 | 1 |
| **Metropolitan** | 12 | 32 | 40 | 11 | 4 | 1 |
| **Regional Centres** | 12 | 34 | 38 | 11 | 3 | 1 |
| **Large Rural** | 10 | 31 | 39 | 14 | 5 | 1 |
| **Small Rural** | 11 | 41 | 34 | 11 | 3 | <1 |
| **Men** | 8 | 29 | 40 | 15 | 7 | 1 |
| **Women** | 15 | 37 | 37 | 9 | 2 | 1 |
| **18-34** | 11 | 32 | 42 | 11 | 3 | <1 |
| **35-49** | 13 | 31 | 39 | 12 | 5 | <1 |
| **50-64** | 12 | 32 | 37 | 14 | 5 | <1 |
| **65+** | 11 | 36 | 35 | 12 | 4 | 2 |

**2025 community and cultural activities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 69 | 69 | 67 | 65 | 66 | 70 | 70 | 70 | 70 | 71 |
| **Small Rural** | 68 | 69 | 70 | 68 | 67 | 68 | 66 | 69 | 69 | 65 |
| **Women** | 67 | 67 | 67 | 65 | 65 | 70 | 70 | 70 | 71 | 70 |
| **65+** | 67 | 67 | 67 | 67 | 68 | 70 | 71 | 69 | 70 | 69 |
| **Overall** | 65 | 66 | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 |
| **50-64** | 65 | 65 | 65 | 63 | 64 | 67 | 68 | 67 | 68 | 67 |
| **Regional Centres** | 64 | 65 | 66 | 65 | 65 | 69 | 69 | 68 | 69 | 69 |
| **18-34** | 64 | 66 | 65 | 64 | 63 | 66 | 67 | 68 | 67 | 68 |
| **35-49** | 64 | 65 | 66 | 63 | 64 | 70 | 69 | 69 | 70 | 70 |
| **Large Rural** | 63 | 64 | 64 | 63 | 65 | 67 | 67 | 67 | 69 | 67 |
| **Men** | 63 | 65 | 64 | 64 | 65 | 67 | 67 | 67 | 67 | 67 |
| **Interface** | 58 | 62 | 62 | 62 | 62 | 66 | 68 | 67 | 64 | 63 |

**2025 community and cultural activities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 14 | 39 | 28 | 7 | 3 | 9 |
| **2024 Overall** | 15 | 39 | 26 | 7 | 2 | 10 |
| **2023 Overall** | 15 | 39 | 27 | 7 | 2 | 11 |
| **2022 Overall** | 13 | 38 | 29 | 7 | 2 | 11 |
| **2021 Overall** | 13 | 38 | 28 | 7 | 2 | 13 |
| **2020 Overall** | 17 | 42 | 26 | 5 | 2 | 9 |
| **2019 Overall** | 17 | 42 | 25 | 6 | 1 | 9 |
| **2018 Overall** | 17 | 42 | 25 | 5 | 2 | 9 |
| **2017 Overall** | 17 | 42 | 25 | 5 | 1 | 10 |
| **2016 Overall** | 17 | 41 | 25 | 5 | 2 | 9 |
| **Metropolitan** | 17 | 40 | 24 | 5 | 2 | 11 |
| **Interface** | 6 | 32 | 31 | 11 | 4 | 17 |
| **Regional Centres** | 12 | 40 | 31 | 8 | 2 | 8 |
| **Large Rural** | 13 | 38 | 28 | 9 | 3 | 9 |
| **Small Rural** | 19 | 39 | 25 | 6 | 3 | 9 |
| **Men** | 11 | 38 | 29 | 8 | 3 | 10 |
| **Women** | 17 | 40 | 26 | 6 | 2 | 8 |
| **18-34** | 13 | 36 | 33 | 8 | 2 | 8 |
| **35-49** | 13 | 42 | 25 | 9 | 4 | 6 |
| **50-64** | 13 | 40 | 27 | 7 | 3 | 10 |
| **65+** | 16 | 38 | 26 | 6 | 2 | 12 |

**WASTE MANAGEMENT**

**2025 waste management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 82 | 84 | 84 | 85 | 85 | 84 | 83 | 83 | 81 | 82 |
| **Women** | 81 | 83 | 83 | 84 | 84 | 84 | 83 | 83 | 81 | 82 |
| **50-64** | 80 | 82 | 82 | 83 | 83 | 83 | 82 | 82 | 80 | 81 |
| **65+** | 79 | 81 | 81 | 82 | 82 | 82 | 82 | 82 | 79 | 80 |
| **Overall** | 79 | 81 | 81 | 82 | 82 | 82 | 81 | 81 | 79 | 80 |
| **35-49** | 79 | 81 | 82 | 82 | 83 | 83 | 82 | 82 | 80 | 80 |
| **Large Rural** | 79 | 80 | 80 | 81 | 81 | 81 | 80 | 81 | 78 | 79 |
| **Regional Centres** | 79 | 81 | 81 | 83 | 82 | 82 | 80 | 81 | 79 | 79 |
| **18-34** | 78 | 81 | 81 | 82 | 81 | 81 | 80 | 79 | 78 | 79 |
| **Small Rural** | 78 | 79 | 78 | 80 | 80 | 79 | 79 | 78 | 76 | 79 |
| **Men** | 77 | 79 | 80 | 81 | 80 | 80 | 79 | 80 | 77 | 78 |

**2025 waste management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 35 | 46 | 15 | 1 | 1 | 1 |
| **2024 Overall** | 41 | 43 | 13 | 1 | <1 | 1 |
| **2023 Overall** | 42 | 43 | 13 | 1 | <1 | 1 |
| **2022 Overall** | 44 | 43 | 11 | 1 | <1 | 1 |
| **2021 Overall** | 44 | 42 | 12 | 1 | <1 | <1 |
| **2020 Overall** | 44 | 42 | 11 | 1 | <1 | <1 |
| **2019 Overall** | 41 | 44 | 13 | 1 | <1 | <1 |
| **2018 Overall** | 42 | 43 | 13 | 1 | <1 | <1 |
| **2017 Overall** | 36 | 46 | 16 | 1 | <1 | <1 |
| **2016 Overall** | 38 | 45 | 14 | 2 | 1 | 1 |
| **Metropolitan** | 44 | 43 | 12 | 1 | <1 | <1 |
| **Regional Centres** | 36 | 45 | 17 | 2 | 1 | <1 |
| **Large Rural** | 34 | 47 | 16 | 1 | 1 | 1 |
| **Small Rural** | 33 | 48 | 16 | 1 | <1 | 1 |
| **Men** | 32 | 48 | 17 | 2 | 1 | 1 |
| **Women** | 39 | 45 | 14 | 1 | <1 | 1 |
| **18-34** | 35 | 45 | 17 | 2 | 1 | 1 |
| **35-49** | 36 | 44 | 17 | 1 | 1 | <1 |
| **50-64** | 38 | 44 | 15 | 1 | <1 | 1 |
| **65+** | 33 | 50 | 14 | 1 | 1 | 1 |

**2025 waste management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 72 | 70 | 68 | 71 | 72 | 70 | 73 | 75 | 75 | 76 |
| **65+** | 69 | 70 | 70 | 72 | 72 | 70 | 72 | 73 | 74 | 74 |
| **Small Rural** | 66 | 67 | 66 | 68 | 68 | 64 | 66 | 69 | 70 | 69 |
| **Women** | 66 | 67 | 66 | 68 | 68 | 64 | 68 | 70 | 71 | 70 |
| **Overall** | 65 | 67 | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 |
| **Regional Centres** | 65 | 66 | 67 | 68 | 69 | 66 | 68 | 70 | 69 | 69 |
| **Men** | 65 | 67 | 66 | 68 | 70 | 66 | 69 | 70 | 71 | 70 |
| **18-34** | 64 | 67 | 65 | 68 | 69 | 64 | 68 | 70 | 71 | 70 |
| **50-64** | 63 | 64 | 63 | 65 | 66 | 63 | 66 | 68 | 69 | 67 |
| **35-49** | 62 | 64 | 64 | 65 | 66 | 63 | 66 | 69 | 70 | 68 |
| **Large Rural** | 62 | 65 | 65 | 65 | 66 | 62 | 64 | 67 | 68 | 66 |
| **Interface** | 60 | 65 | 67 | 69 | 71 | 65 | 70 | 68 | 71 | 71 |

**2025 waste management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 19 | 42 | 21 | 9 | 6 | 3 |
| **2024 Overall** | 21 | 42 | 21 | 8 | 5 | 3 |
| **2023 Overall** | 20 | 41 | 22 | 9 | 5 | 3 |
| **2022 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2021 Overall** | 23 | 42 | 20 | 8 | 4 | 3 |
| **2020 Overall** | 20 | 40 | 23 | 10 | 5 | 3 |
| **2019 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2018 Overall** | 24 | 45 | 18 | 7 | 3 | 2 |
| **2017 Overall** | 25 | 44 | 18 | 6 | 3 | 3 |
| **2016 Overall** | 24 | 45 | 18 | 7 | 4 | 2 |
| **Metropolitan** | 25 | 46 | 18 | 6 | 3 | 2 |
| **Interface** | 14 | 42 | 21 | 13 | 9 | 1 |
| **Regional Centres** | 19 | 43 | 21 | 9 | 6 | 2 |
| **Large Rural** | 17 | 39 | 21 | 10 | 8 | 4 |
| **Small Rural** | 19 | 43 | 21 | 9 | 5 | 3 |
| **Men** | 19 | 43 | 20 | 9 | 7 | 3 |
| **Women** | 19 | 42 | 21 | 9 | 6 | 3 |
| **18-34** | 17 | 43 | 22 | 9 | 6 | 2 |
| **35-49** | 17 | 41 | 21 | 11 | 8 | 2 |
| **50-64** | 18 | 40 | 22 | 10 | 7 | 3 |
| **65+** | 23 | 44 | 19 | 7 | 4 | 3 |

**BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM**

**2025 business/development/tourism importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 71 | 70 | 71 | 72 | 74 | 74 | 71 | 71 | 72 | 71 |
| **Regional Centres** | 71 | 70 | 72 | 73 | 73 | 73 | 73 | 74 | 74 | 73 |
| **Women** | 70 | 69 | 69 | 70 | 72 | 69 | 67 | 68 | 69 | 70 |
| **35-49** | 70 | 68 | 67 | 69 | 70 | 68 | 66 | 67 | 69 | 68 |
| **50-64** | 69 | 68 | 68 | 69 | 70 | 69 | 67 | 68 | 67 | 67 |
| **18-34** | 69 | 67 | 67 | 68 | 69 | 65 | 64 | 65 | 66 | 67 |
| **Overall** | 69 | 67 | 67 | 69 | 70 | 67 | 65 | 66 | 67 | 67 |
| **65+** | 68 | 67 | 66 | 68 | 69 | 68 | 66 | 66 | 68 | 67 |
| **Large Rural** | 67 | 69 | 68 | 70 | 71 | 68 | 64 | 65 | 67 | 69 |
| **Men** | 67 | 65 | 65 | 67 | 67 | 66 | 63 | 65 | 65 | 64 |
| **Metropolitan** | 55 | 59 | 59 | 61 | 62 | 58 | 57 | 59 | 60 | 60 |

**2025 business/development/tourism importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 22 | 40 | 28 | 7 | 2 | 1 |
| **2024 Overall** | 20 | 39 | 30 | 7 | 2 | 1 |
| **2023 Overall** | 20 | 38 | 31 | 8 | 2 | 1 |
| **2022 Overall** | 22 | 39 | 29 | 7 | 2 | 1 |
| **2021 Overall** | 24 | 39 | 29 | 6 | 1 | 1 |
| **2020 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2019 Overall** | 19 | 36 | 32 | 9 | 2 | 1 |
| **2018 Overall** | 21 | 36 | 31 | 9 | 2 | 1 |
| **2017 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2016 Overall** | 21 | 38 | 30 | 8 | 2 | 2 |
| **Metropolitan** | 9 | 26 | 39 | 18 | 4 | 4 |
| **Regional Centres** | 24 | 41 | 28 | 5 | 1 | 1 |
| **Large Rural** | 21 | 40 | 29 | 8 | 2 | 1 |
| **Small Rural** | 24 | 44 | 24 | 5 | 2 | 1 |
| **Men** | 21 | 40 | 27 | 8 | 3 | 1 |
| **Women** | 23 | 41 | 28 | 6 | 1 | 1 |
| **18-34** | 21 | 42 | 27 | 7 | 2 | 1 |
| **35-49** | 25 | 38 | 27 | 7 | 2 | <1 |
| **50-64** | 24 | 38 | 28 | 7 | 2 | 1 |
| **65+** | 19 | 42 | 28 | 7 | 2 | 2 |

**2025 business/development/tourism performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 58 | 57 | 59 | 59 | 60 | 59 | 60 | 60 | 60 | 62 |
| **Women** | 58 | 58 | 60 | 61 | 62 | 61 | 62 | 62 | 63 | 62 |
| **65+** | 58 | 58 | 60 | 61 | 63 | 61 | 62 | 62 | 64 | 62 |
| **Regional Centres** | 57 | 59 | 61 | 62 | 62 | 60 | 61 | 59 | 61 | 62 |
| **Small Rural** | 57 | 59 | 61 | 63 | 62 | 58 | 59 | 59 | 64 | 61 |
| **18-34** | 56 | 58 | 60 | 61 | 61 | 61 | 62 | 62 | 63 | 63 |
| **35-49** | 56 | 56 | 58 | 59 | 59 | 58 | 59 | 59 | 60 | 59 |
| **Overall** | 56 | 57 | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 |
| **Large Rural** | 55 | 55 | 56 | 58 | 59 | 61 | 62 | 61 | 60 | 59 |
| **Men** | 54 | 56 | 57 | 59 | 60 | 58 | 59 | 59 | 60 | 59 |
| **50-64** | 53 | 55 | 56 | 57 | 59 | 57 | 58 | 58 | 58 | 59 |

**2025 business/development/tourism performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 8 | 30 | 32 | 14 | 5 | 10 |
| **2024 Overall** | 9 | 30 | 32 | 12 | 5 | 11 |
| **2023 Overall** | 9 | 31 | 32 | 11 | 4 | 12 |
| **2022 Overall** | 10 | 33 | 32 | 10 | 4 | 11 |
| **2021 Overall** | 11 | 33 | 32 | 10 | 3 | 12 |
| **2020 Overall** | 10 | 32 | 32 | 11 | 4 | 12 |
| **2019 Overall** | 10 | 33 | 31 | 10 | 3 | 13 |
| **2018 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2017 Overall** | 11 | 34 | 29 | 10 | 3 | 14 |
| **2016 Overall** | 10 | 32 | 31 | 10 | 3 | 14 |
| **Metropolitan** | 7 | 28 | 28 | 11 | 3 | 24 |
| **Regional Centres** | 7 | 33 | 35 | 12 | 4 | 8 |
| **Large Rural** | 7 | 29 | 33 | 15 | 6 | 9 |
| **Small Rural** | 10 | 31 | 30 | 14 | 6 | 9 |
| **Men** | 7 | 28 | 33 | 15 | 6 | 10 |
| **Women** | 9 | 32 | 32 | 12 | 5 | 10 |
| **18-34** | 6 | 36 | 33 | 13 | 5 | 7 |
| **35-49** | 9 | 31 | 32 | 15 | 6 | 7 |
| **50-64** | 7 | 27 | 33 | 15 | 7 | 11 |
| **65+** | 10 | 28 | 31 | 12 | 4 | 15 |

**COUNCIL’S GENERAL TOWN PLANNING POLICY**

**2025 town planning importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **50-64** | 76 | 74 | 75 | 77 | 77 | 76 | 76 | 76 | 76 | 76 |
| **Women** | 74 | 74 | 74 | 75 | 75 | 73 | 75 | 74 | 74 | 75 |
| **Large Rural** | 74 | 74 | 74 | 74 | 73 | 71 | 73 | 74 | 73 | 73 |
| **65+** | 74 | 75 | 75 | 77 | 77 | 76 | 76 | 76 | 76 | 74 |
| **Overall** | 72 | 73 | 73 | 74 | 74 | 72 | 73 | 73 | 72 | 73 |
| **Metropolitan** | 72 | 72 | 73 | 74 | 74 | 73 | 72 | 73 | 73 | 72 |
| **35-49** | 71 | 73 | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 |
| **Regional Centres** | 71 | 73 | 73 | 73 | 74 | 72 | 71 | 72 | 71 | 72 |
| **Men** | 70 | 71 | 72 | 73 | 73 | 71 | 71 | 72 | 71 | 71 |
| **Small Rural** | 69 | n/a | n/a | 80 | 77 | n/a | 78 | 75 | 76 | 77 |
| **18-34** | 68 | 69 | 70 | 69 | 69 | 65 | 67 | 67 | 64 | 68 |

**2025 town planning importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 27 | 39 | 23 | 5 | 2 | 5 |
| **2024 Overall** | 27 | 39 | 24 | 4 | 1 | 5 |
| **2023 Overall** | 28 | 40 | 23 | 4 | 1 | 4 |
| **2022 Overall** | 29 | 40 | 23 | 3 | 1 | 4 |
| **2021 Overall** | 29 | 40 | 23 | 3 | 1 | 4 |
| **2020 Overall** | 26 | 39 | 26 | 4 | 1 | 4 |
| **2019 Overall** | 26 | 40 | 25 | 3 | 1 | 4 |
| **2018 Overall** | 27 | 40 | 24 | 4 | 1 | 3 |
| **2017 Overall** | 26 | 41 | 24 | 4 | 1 | 4 |
| **2016 Overall** | 27 | 40 | 24 | 4 | 1 | 5 |
| **Metropolitan** | 29 | 36 | 21 | 6 | 3 | 6 |
| **Regional Centres** | 24 | 40 | 27 | 4 | 2 | 2 |
| **Large Rural** | 29 | 40 | 22 | 4 | 1 | 5 |
| **Small Rural** | 21 | 36 | 30 | 5 | 2 | 7 |
| **Men** | 24 | 41 | 25 | 5 | 2 | 3 |
| **Women** | 30 | 37 | 22 | 4 | 1 | 6 |
| **18-34** | 22 | 37 | 29 | 6 | 3 | 3 |
| **35-49** | 27 | 38 | 26 | 5 | 2 | 2 |
| **50-64** | 34 | 39 | 19 | 3 | 1 | 5 |
| **65+** | 27 | 40 | 21 | 3 | 1 | 7 |

**2025 town planning performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 52 | 53 | 52 | 55 | 56 | 55 | 56 | 53 | 53 | 54 |
| **Small Rural** | 51 | 49 | 52 | 56 | 55 | 50 | 48 | 53 | 51 | 49 |
| **65+** | 50 | 51 | 51 | 54 | 55 | 55 | 54 | 54 | 54 | 52 |
| **18-34** | 49 | 52 | 52 | 58 | 60 | 57 | 61 | 59 | 57 | 57 |
| **Women** | 49 | 51 | 51 | 55 | 55 | 53 | 55 | 54 | 53 | 53 |
| **Overall** | 48 | 50 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 |
| **Regional Centres** | 48 | 48 | 50 | 55 | 55 | 52 | 57 | 54 | 56 | 54 |
| **35-49** | 47 | 49 | 49 | 53 | 53 | 51 | 53 | 51 | 51 | 50 |
| **Men** | 47 | 49 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 51 |
| **Large Rural** | 46 | 48 | 49 | 53 | 55 | 54 | 55 | 54 | 54 | 51 |
| **50-64** | 45 | 47 | 47 | 51 | 52 | 49 | 50 | 50 | 49 | 48 |
| **Interface** | 41 | 42 | 45 | 53 | 53 | 52 | 53 | 55 | 51 | 52 |

**2025 town planning performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 4 | 23 | 29 | 16 | 10 | 18 |
| **2024 Overall** | 4 | 24 | 30 | 15 | 9 | 19 |
| **2023 Overall** | 4 | 24 | 30 | 15 | 8 | 18 |
| **2022 Overall** | 5 | 29 | 31 | 13 | 6 | 16 |
| **2021 Overall** | 6 | 28 | 30 | 12 | 5 | 18 |
| **2020 Overall** | 6 | 27 | 30 | 14 | 6 | 18 |
| **2019 Overall** | 6 | 30 | 29 | 12 | 7 | 17 |
| **2018 Overall** | 5 | 27 | 31 | 13 | 7 | 18 |
| **2017 Overall** | 5 | 26 | 30 | 14 | 7 | 19 |
| **2016 Overall** | 5 | 25 | 30 | 14 | 7 | 19 |
| **Metropolitan** | 4 | 26 | 28 | 12 | 8 | 23 |
| **Interface** | <1 | 15 | 27 | 17 | 12 | 29 |
| **Regional Centres** | 4 | 22 | 31 | 16 | 10 | 17 |
| **Large Rural** | 4 | 22 | 29 | 18 | 12 | 15 |
| **Small Rural** | 5 | 25 | 30 | 15 | 8 | 18 |
| **Men** | 4 | 23 | 30 | 16 | 12 | 15 |
| **Women** | 4 | 22 | 28 | 16 | 9 | 21 |
| **18-34** | 4 | 25 | 30 | 13 | 11 | 17 |
| **35-49** | 4 | 24 | 28 | 17 | 11 | 16 |
| **50-64** | 3 | 20 | 28 | 19 | 12 | 18 |
| **65+** | 4 | 21 | 30 | 15 | 8 | 21 |

**PLANNING AND BUILDING PERMITS**

**2025 planning and building permits importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 73 | 74 | 74 | 76 | 75 | 76 | 75 | 75 | 75 | 74 |
| **Women** | 72 | 73 | 74 | 75 | 74 | 73 | 73 | 73 | 74 | 74 |
| **50-64** | 72 | 73 | 74 | 75 | 75 | 74 | 75 | 74 | 74 | 74 |
| **Metropolitan** | 72 | 73 | 74 | 75 | 75 | 74 | 74 | 74 | 76 | 74 |
| **Large Rural** | 71 | 73 | 72 | 73 | 73 | 71 | 71 | 70 | 72 | 70 |
| **Overall** | 71 | 72 | 72 | 73 | 73 | 71 | 71 | 71 | 72 | 71 |
| **35-49** | 70 | 70 | 72 | 72 | 72 | 71 | 72 | 71 | 72 | 71 |
| **Small Rural** | 70 | 70 | 71 | 73 | 71 | 68 | 70 | 68 | 68 | 71 |
| **Regional Centres** | 70 | 71 | 72 | 73 | 72 | 70 | 71 | 71 | 69 | 69 |
| **Men** | 69 | 70 | 70 | 72 | 71 | 70 | 70 | 69 | 70 | 69 |
| **18-34** | 67 | 68 | 69 | 70 | 68 | 65 | 66 | 64 | 66 | 67 |

**2025 planning and building permits importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 27 | 38 | 23 | 6 | 3 | 3 |
| **2024 Overall** | 27 | 39 | 24 | 5 | 2 | 3 |
| **2023 Overall** | 29 | 38 | 24 | 5 | 2 | 3 |
| **2022 Overall** | 29 | 40 | 22 | 4 | 1 | 3 |
| **2021 Overall** | 28 | 39 | 24 | 4 | 1 | 3 |
| **2020 Overall** | 27 | 38 | 25 | 6 | 1 | 3 |
| **2019 Overall** | 26 | 39 | 25 | 6 | 1 | 3 |
| **2018 Overall** | 26 | 39 | 25 | 6 | 2 | 2 |
| **2017 Overall** | 27 | 38 | 25 | 5 | 1 | 3 |
| **2016 Overall** | 26 | 39 | 25 | 6 | 2 | 3 |
| **Metropolitan** | 29 | 38 | 23 | 5 | 2 | 3 |
| **Regional Centres** | 26 | 38 | 25 | 6 | 3 | 3 |
| **Large Rural** | 27 | 39 | 22 | 5 | 3 | 4 |
| **Small Rural** | 26 | 39 | 23 | 6 | 3 | 4 |
| **Men** | 25 | 39 | 23 | 6 | 4 | 3 |
| **Women** | 28 | 38 | 24 | 5 | 2 | 4 |
| **18-34** | 23 | 36 | 29 | 7 | 4 | 2 |
| **35-49** | 27 | 38 | 24 | 6 | 3 | 2 |
| **50-64** | 30 | 37 | 23 | 5 | 3 | 2 |
| **65+** | 26 | 42 | 19 | 5 | 2 | 7 |

**2025 planning and building permits performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Regional Centres** | 48 | 50 | 53 | 54 | 58 | 57 | 58 | 57 | 60 | 55 |
| **Metropolitan** | 47 | 49 | 50 | 54 | 54 | 54 | 53 | 51 | 49 | 50 |
| **18-34** | 45 | 48 | 49 | 54 | 56 | 55 | 57 | 57 | 55 | 55 |
| **Women** | 44 | 46 | 47 | 51 | 52 | 51 | 52 | 52 | 51 | 52 |
| **65+** | 43 | 45 | 47 | 50 | 51 | 50 | 50 | 50 | 51 | 50 |
| **Overall** | 43 | 45 | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 |
| **35-49** | 43 | 44 | 46 | 49 | 49 | 51 | 51 | 50 | 49 | 48 |
| **Small Rural** | 43 | 43 | 45 | 48 | 49 | 46 | 48 | 51 | 51 | 50 |
| **Men** | 42 | 44 | 46 | 49 | 51 | 51 | 51 | 51 | 50 | 49 |
| **Large Rural** | 41 | 41 | 42 | 46 | 48 | 49 | 49 | 49 | 48 | 50 |
| **50-64** | 40 | 42 | 43 | 46 | 48 | 47 | 47 | 49 | 47 | 48 |
| **Interface** | 33 | 45 | 38 | 50 | 52 | 51 | 55 | 54 | 46 | 46 |

**2025 planning and building permits performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 3 | 18 | 26 | 17 | 14 | 22 |
| **2024 Overall** | 4 | 19 | 25 | 16 | 13 | 24 |
| **2023 Overall** | 5 | 19 | 26 | 16 | 12 | 23 |
| **2022 Overall** | 5 | 22 | 28 | 14 | 10 | 22 |
| **2021 Overall** | 6 | 23 | 27 | 13 | 8 | 23 |
| **2020 Overall** | 6 | 22 | 27 | 14 | 8 | 22 |
| **2019 Overall** | 6 | 24 | 26 | 13 | 9 | 22 |
| **2018 Overall** | 5 | 24 | 27 | 13 | 8 | 23 |
| **2017 Overall** | 5 | 23 | 27 | 14 | 9 | 23 |
| **2016 Overall** | 5 | 22 | 25 | 13 | 8 | 27 |
| **Metropolitan** | 4 | 20 | 26 | 16 | 11 | 24 |
| **Interface** | 1 | 9 | 21 | 22 | 18 | 30 |
| **Regional Centres** | 3 | 22 | 28 | 14 | 11 | 22 |
| **Large Rural** | 3 | 17 | 26 | 18 | 17 | 20 |
| **Small Rural** | 4 | 16 | 26 | 17 | 15 | 22 |
| **Men** | 3 | 18 | 26 | 17 | 16 | 19 |
| **Women** | 3 | 17 | 26 | 16 | 12 | 25 |
| **18-34** | 3 | 21 | 28 | 15 | 14 | 18 |
| **35-49** | 4 | 18 | 26 | 17 | 16 | 19 |
| **50-64** | 3 | 16 | 25 | 19 | 17 | 20 |
| **65+** | 3 | 15 | 25 | 17 | 12 | 28 |

**ENVIRONMENTAL SUSTAINABILITY**

**2025 environmental sustainability importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 71 | 74 | 75 | 78 | 79 | 78 | 79 | 77 | 76 | 77 |
| **Regional Centres** | 68 | 68 | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 71 |
| **18-34** | 66 | 70 | 71 | 76 | 77 | 76 | 78 | 76 | 75 | 77 |
| **65+** | 66 | 67 | 69 | 72 | 72 | 72 | 72 | 71 | 70 | 71 |
| **Metropolitan** | 65 | 69 | 72 | 76 | 77 | 76 | 75 | 74 | 73 | 74 |
| **50-64** | 65 | 67 | 69 | 72 | 73 | 74 | 73 | 72 | 72 | 73 |
| **Overall** | 65 | 68 | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 73 |
| **Large Rural** | 64 | 67 | 68 | 71 | 72 | 73 | 74 | 73 | 72 | 73 |
| **Small Rural** | 63 | 66 | 67 | 70 | 71 | 70 | 72 | 70 | 70 | 74 |
| **35-49** | 63 | 66 | 70 | 74 | 75 | 75 | 74 | 73 | 73 | 72 |
| **Men** | 59 | 61 | 65 | 69 | 70 | 70 | 70 | 69 | 68 | 69 |

**2025 environmental sustainability importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 22 | 36 | 26 | 10 | 5 | 1 |
| **2024 Overall** | 25 | 36 | 25 | 8 | 4 | 1 |
| **2023 Overall** | 29 | 35 | 24 | 7 | 4 | 1 |
| **2022 Overall** | 33 | 38 | 20 | 5 | 3 | 1 |
| **2021 Overall** | 35 | 37 | 21 | 5 | 2 | 1 |
| **2020 Overall** | 34 | 37 | 20 | 5 | 2 | 1 |
| **2019 Overall** | 33 | 39 | 21 | 5 | 2 | 1 |
| **2018 Overall** | 31 | 39 | 23 | 5 | 2 | 1 |
| **2017 Overall** | 29 | 40 | 24 | 5 | 2 | 1 |
| **2016 Overall** | 30 | 40 | 21 | 6 | 2 | 1 |
| **Metropolitan** | 26 | 32 | 24 | 10 | 7 | 1 |
| **Regional Centres** | 25 | 39 | 24 | 7 | 4 | 1 |
| **Large Rural** | 20 | 35 | 27 | 10 | 6 | 1 |
| **Small Rural** | 19 | 35 | 27 | 11 | 5 | 2 |
| **Men** | 16 | 32 | 29 | 14 | 8 | 1 |
| **Women** | 28 | 39 | 23 | 6 | 3 | 1 |
| **18-34** | 22 | 38 | 26 | 9 | 5 | <1 |
| **35-49** | 20 | 34 | 29 | 11 | 6 | 1 |
| **50-64** | 24 | 32 | 27 | 10 | 5 | 1 |
| **65+** | 22 | 37 | 24 | 10 | 5 | 3 |

**2025 environmental sustainability performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 64 | 65 | 62 | 63 | 64 | 62 | 64 | 64 | 64 | 64 |
| **18-34** | 60 | 62 | 60 | 62 | 63 | 60 | 63 | 64 | 64 | 64 |
| **Regional Centres** | 60 | 61 | 61 | 62 | 62 | 61 | 63 | 64 | 65 | 63 |
| **35-49** | 60 | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 |
| **Women** | 59 | 61 | 60 | 61 | 62 | 59 | 62 | 63 | 63 | 63 |
| **Overall** | 59 | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 |
| **Men** | 59 | 60 | 60 | 61 | 63 | 61 | 62 | 63 | 64 | 62 |
| **65+** | 59 | 60 | 61 | 62 | 63 | 61 | 63 | 63 | 64 | 63 |
| **Interface** | 59 | 58 | 58 | 60 | 62 | 56 | 60 | 64 | 62 | 60 |
| **Small Rural** | 58 | 59 | 59 | 59 | 61 | 57 | 59 | 62 | 63 | 61 |
| **50-64** | 58 | 59 | 58 | 59 | 61 | 57 | 59 | 61 | 62 | 61 |
| **Large Rural** | 58 | 58 | 58 | 59 | 61 | 60 | 61 | 61 | 62 | 62 |

**2025 environmental sustainability performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 8 | 33 | 32 | 9 | 4 | 13 |
| **2024 Overall** | 10 | 34 | 32 | 9 | 4 | 13 |
| **2023 Overall** | 9 | 33 | 32 | 9 | 4 | 12 |
| **2022 Overall** | 10 | 35 | 32 | 9 | 4 | 10 |
| **2021 Overall** | 11 | 36 | 31 | 9 | 3 | 11 |
| **2020 Overall** | 10 | 33 | 33 | 10 | 3 | 11 |
| **2019 Overall** | 11 | 35 | 31 | 9 | 3 | 12 |
| **2018 Overall** | 10 | 37 | 30 | 8 | 2 | 12 |
| **2017 Overall** | 10 | 37 | 29 | 7 | 2 | 14 |
| **2016 Overall** | 11 | 36 | 30 | 8 | 3 | 13 |
| **Metropolitan** | 12 | 35 | 28 | 7 | 3 | 14 |
| **Interface** | 7 | 37 | 28 | 10 | 5 | 14 |
| **Regional Centres** | 8 | 36 | 34 | 8 | 4 | 11 |
| **Large Rural** | 7 | 32 | 34 | 10 | 5 | 12 |
| **Small Rural** | 8 | 31 | 32 | 10 | 5 | 14 |
| **Men** | 8 | 33 | 32 | 8 | 5 | 14 |
| **Women** | 9 | 33 | 32 | 10 | 4 | 12 |
| **18-34** | 9 | 37 | 31 | 8 | 5 | 11 |
| **35-49** | 9 | 36 | 31 | 10 | 5 | 10 |
| **50-64** | 8 | 31 | 33 | 10 | 5 | 13 |
| **65+** | 8 | 30 | 33 | 9 | 4 | 16 |

**EMERGENCY AND DISASTER MANAGEMENT**

**2025 emergency and disaster management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 83 | 85 | 83 | 85 | 85 | 84 | 85 | 85 | 84 | 84 |
| **18-34** | 80 | 82 | 80 | 82 | 82 | 81 | 83 | 83 | 81 | 81 |
| **Small Rural** | 80 | 82 | 80 | 81 | 82 | 82 | 81 | 80 | 81 | 82 |
| **50-64** | 79 | 80 | 79 | 81 | 81 | 80 | 81 | 80 | 80 | 80 |
| **Overall** | 79 | 80 | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 |
| **Large Rural** | 79 | 80 | 80 | 81 | 81 | 81 | 82 | 82 | 81 | 81 |
| **Regional Centres** | 79 | 80 | 80 | 80 | 81 | 81 | 81 | 82 | 80 | 80 |
| **35-49** | 79 | 80 | 79 | 80 | 80 | 80 | 81 | 81 | 78 | 80 |
| **65+** | 78 | 80 | 79 | 80 | 81 | 80 | 80 | 81 | 80 | 80 |
| **Men** | 75 | 76 | 76 | 77 | 77 | 77 | 77 | 77 | 76 | 76 |

**2025 emergency and disaster management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 42 | 37 | 15 | 4 | 1 | 1 |
| **2024 Overall** | 46 | 34 | 14 | 3 | 1 | 1 |
| **2023 Overall** | 43 | 35 | 15 | 3 | 1 | 2 |
| **2022 Overall** | 46 | 34 | 14 | 3 | 1 | 1 |
| **2021 Overall** | 47 | 34 | 13 | 3 | 1 | 1 |
| **2020 Overall** | 46 | 35 | 13 | 4 | 1 | 1 |
| **2019 Overall** | 47 | 35 | 13 | 3 | 1 | 1 |
| **2018 Overall** | 48 | 33 | 14 | 3 | 1 | 1 |
| **2017 Overall** | 45 | 34 | 14 | 4 | 1 | 1 |
| **2016 Overall** | 45 | 36 | 14 | 3 | 1 | 1 |
| **Regional Centres** | 40 | 39 | 14 | 3 | 1 | 1 |
| **Large Rural** | 42 | 37 | 14 | 4 | 2 | 1 |
| **Small Rural** | 43 | 36 | 15 | 4 | 1 | 2 |
| **Men** | 34 | 40 | 17 | 5 | 2 | 1 |
| **Women** | 49 | 35 | 12 | 2 | 1 | 1 |
| **18-34** | 44 | 36 | 15 | 3 | 2 | <1 |
| **35-49** | 44 | 34 | 15 | 5 | 2 | <1 |
| **50-64** | 45 | 32 | 16 | 4 | 2 | 1 |
| **65+** | 37 | 43 | 13 | 3 | 1 | 2 |

**2025 emergency and disaster management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 67 | 67 | 66 | 68 | 72 | 70 | 73 | 72 | 72 | 71 |
| **Metropolitan** | 67 | 66 | 65 | 67 | 70 | 66 | 70 | 69 | 68 | 68 |
| **Women** | 66 | 66 | 66 | 67 | 72 | 69 | 74 | 72 | 71 | 71 |
| **Small Rural** | 66 | 66 | 66 | 68 | 72 | 70 | 72 | 72 | 72 | 71 |
| **Overall** | 65 | 65 | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 |
| **Large Rural** | 65 | 65 | 64 | 66 | 71 | 69 | 72 | 71 | 70 | 70 |
| **Regional Centres** | 65 | 66 | 65 | 67 | 72 | 70 | 75 | 73 | 70 | 68 |
| **18-34** | 64 | 66 | 64 | 66 | 72 | 68 | 73 | 72 | 71 | 71 |
| **Men** | 64 | 64 | 63 | 66 | 70 | 68 | 71 | 70 | 69 | 68 |
| **50-64** | 64 | 63 | 64 | 64 | 69 | 66 | 70 | 69 | 68 | 67 |
| **35-49** | 63 | 64 | 64 | 66 | 70 | 68 | 72 | 71 | 69 | 68 |
| **Interface** | 59 | 61 | 62 | 64 | 69 | 66 | 73 | 70 | 69 | 69 |

**2025 emergency and disaster management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 14 | 36 | 24 | 7 | 4 | 15 |
| **2024 Overall** | 15 | 35 | 23 | 6 | 4 | 16 |
| **2023 Overall** | 14 | 35 | 23 | 7 | 4 | 18 |
| **2022 Overall** | 15 | 38 | 23 | 6 | 3 | 15 |
| **2021 Overall** | 19 | 39 | 20 | 4 | 2 | 16 |
| **2020 Overall** | 17 | 36 | 22 | 5 | 2 | 19 |
| **2019 Overall** | 20 | 38 | 18 | 4 | 2 | 19 |
| **2018 Overall** | 18 | 39 | 19 | 4 | 2 | 18 |
| **2017 Overall** | 17 | 37 | 19 | 4 | 2 | 21 |
| **2016 Overall** | 17 | 36 | 19 | 4 | 2 | 21 |
| **Metropolitan** | 10 | 35 | 20 | 3 | 2 | 29 |
| **Interface** | 7 | 36 | 23 | 10 | 5 | 19 |
| **Regional Centres** | 12 | 38 | 23 | 7 | 3 | 16 |
| **Large Rural** | 14 | 36 | 25 | 6 | 4 | 15 |
| **Small Rural** | 18 | 37 | 22 | 7 | 5 | 11 |
| **Men** | 14 | 36 | 24 | 7 | 5 | 14 |
| **Women** | 15 | 37 | 23 | 6 | 3 | 15 |
| **18-34** | 13 | 40 | 24 | 7 | 5 | 11 |
| **35-49** | 13 | 37 | 24 | 8 | 5 | 13 |
| **50-64** | 13 | 35 | 25 | 7 | 4 | 17 |
| **65+** | 17 | 34 | 23 | 6 | 3 | 18 |

**PLANNING FOR POPULATION GROWTH**

**2025 planning for population growth importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **50-64** | 76 | 77 | 78 | 77 | 78 | 78 | 79 | 80 | 79 | 77 |
| **Regional Centres** | 75 | 77 | 78 | 78 | 77 | 77 | 75 | 75 | 75 | 76 |
| **Women** | 75 | 77 | 78 | 78 | 77 | 77 | 78 | 79 | 78 | 77 |
| **35-49** | 74 | 76 | 77 | 78 | 78 | 78 | 79 | 78 | 78 | 77 |
| **Overall** | 73 | 75 | 76 | 77 | 76 | 76 | 77 | 77 | 76 | 76 |
| **65+** | 73 | 75 | 75 | 76 | 77 | 77 | 76 | 77 | 77 | 75 |
| **Large Rural** | 73 | 74 | 76 | 75 | 74 | 75 | 77 | 78 | 78 | 74 |
| **Men** | 72 | 74 | 75 | 75 | 75 | 75 | 75 | 76 | 75 | 74 |
| **18-34** | 71 | 75 | 76 | 76 | 73 | 73 | 74 | 74 | 73 | 74 |
| **Metropolitan** | 70 | 74 | 73 | 74 | 75 | 75 | 77 | 78 | 75 | 75 |

**2025 planning for population growth importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 31 | 39 | 21 | 5 | 2 | 2 |
| **2024 Overall** | 35 | 38 | 20 | 5 | 1 | 1 |
| **2023 Overall** | 37 | 38 | 18 | 4 | 2 | 1 |
| **2022 Overall** | 38 | 37 | 18 | 4 | 2 | 2 |
| **2021 Overall** | 37 | 36 | 19 | 4 | 1 | 1 |
| **2020 Overall** | 37 | 37 | 19 | 5 | 1 | 1 |
| **2019 Overall** | 38 | 35 | 19 | 5 | 1 | 1 |
| **2018 Overall** | 39 | 36 | 18 | 4 | 1 | 1 |
| **2017 Overall** | 36 | 38 | 19 | 4 | 1 | 1 |
| **2016 Overall** | 35 | 37 | 20 | 5 | 1 | 2 |
| **Metropolitan** | 27 | 38 | 22 | 8 | 2 | 3 |
| **Regional Centres** | 33 | 40 | 20 | 4 | 1 | 2 |
| **Large Rural** | 30 | 39 | 22 | 5 | 2 | 2 |
| **Men** | 27 | 41 | 21 | 7 | 2 | 2 |
| **Women** | 34 | 37 | 22 | 4 | 1 | 2 |
| **18-34** | 28 | 38 | 25 | 7 | 1 | 1 |
| **35-49** | 32 | 40 | 22 | 4 | 2 | <1 |
| **50-64** | 37 | 36 | 19 | 4 | 3 | 2 |
| **65+** | 29 | 40 | 19 | 6 | 2 | 4 |

**2025 planning for population growth performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Regional Centres** | 52 | 52 | 56 | 58 | 59 | 57 | 62 | 62 | 62 | 59 |
| **65+** | 51 | 50 | 50 | 53 | 54 | 52 | 52 | 51 | 52 | 52 |
| **Metropolitan** | 50 | 49 | 49 | 52 | 53 | 52 | 52 | 50 | 51 | 51 |
| **18-34** | 50 | 49 | 49 | 54 | 56 | 54 | 57 | 56 | 57 | 55 |
| **Women** | 48 | 48 | 48 | 52 | 52 | 51 | 52 | 52 | 52 | 51 |
| **Overall** | 48 | 47 | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 |
| **Men** | 48 | 47 | 48 | 51 | 54 | 51 | 52 | 52 | 53 | 52 |
| **Small Rural** | 47 | 43 | 44 | 49 | 52 | 44 | 51 | n/a | n/a | n/a |
| **Large Rural** | 46 | 46 | 45 | 49 | 51 | 47 | 49 | 48 | 48 | 47 |
| **50-64** | 45 | 44 | 45 | 48 | 51 | 47 | 49 | 50 | 49 | 48 |
| **35-49** | 44 | 45 | 47 | 50 | 50 | 49 | 49 | 51 | 50 | 49 |
| **Interface** | 37 | 43 | 43 | 47 | 47 | 46 | 48 | 49 | 50 | 55 |

**2025 planning for population growth performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 5 | 22 | 29 | 18 | 11 | 14 |
| **2024 Overall** | 5 | 21 | 29 | 19 | 11 | 15 |
| **2023 Overall** | 5 | 21 | 30 | 18 | 9 | 17 |
| **2022 Overall** | 7 | 25 | 31 | 16 | 8 | 14 |
| **2021 Overall** | 7 | 26 | 30 | 16 | 7 | 15 |
| **2020 Overall** | 7 | 23 | 30 | 17 | 8 | 14 |
| **2019 Overall** | 7 | 25 | 29 | 16 | 8 | 15 |
| **2018 Overall** | 8 | 24 | 30 | 16 | 8 | 14 |
| **2017 Overall** | 7 | 24 | 29 | 16 | 7 | 16 |
| **2016 Overall** | 6 | 23 | 30 | 16 | 8 | 16 |
| **Metropolitan** | 4 | 21 | 31 | 11 | 9 | 24 |
| **Interface** | 1 | 14 | 24 | 25 | 17 | 19 |
| **Regional Centres** | 7 | 27 | 29 | 17 | 9 | 11 |
| **Large Rural** | 4 | 21 | 29 | 18 | 13 | 15 |
| **Small Rural** | 4 | 23 | 29 | 21 | 10 | 14 |
| **Men** | 5 | 23 | 28 | 17 | 13 | 14 |
| **Women** | 5 | 22 | 30 | 19 | 10 | 15 |
| **18-34** | 5 | 27 | 29 | 17 | 11 | 11 |
| **35-49** | 5 | 20 | 28 | 22 | 15 | 10 |
| **50-64** | 4 | 21 | 29 | 20 | 14 | 13 |
| **65+** | 5 | 21 | 29 | 16 | 7 | 21 |

**ROADSIDE SLASHING AND WEED CONTROL**

**2025 roadside slashing and weed control importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 81 | 82 | 80 | 80 | 81 | 80 | 76 | 76 | 76 | 75 |
| **50-64** | 81 | 82 | 81 | 80 | 82 | 82 | 78 | 78 | 78 | 76 |
| **Small Rural** | 80 | 80 | 81 | 81 | 82 | 80 | 76 | 76 | 76 | n/a |
| **65+** | 79 | 80 | 78 | 80 | 80 | 80 | 76 | 76 | 76 | 73 |
| **Overall** | 79 | 80 | 79 | 79 | 79 | 78 | 74 | 73 | 74 | 73 |
| **35-49** | 79 | 80 | 78 | 80 | 78 | 76 | 75 | 73 | 73 | 74 |
| **Large Rural** | 78 | 79 | 80 | 81 | 79 | 78 | 76 | 75 | 75 | 75 |
| **Men** | 77 | 78 | 77 | 77 | 76 | 76 | 71 | 71 | 71 | 71 |
| **18-34** | 77 | 78 | 78 | 75 | 75 | 74 | 67 | 67 | 66 | 69 |

**2025 roadside slashing and weed control importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 37 | 44 | 16 | 2 | 1 | 1 |
| **2024 Overall** | 40 | 41 | 16 | 2 | <1 | 1 |
| **2023 Overall** | 39 | 39 | 18 | 2 | 1 | 1 |
| **2022 Overall** | 39 | 40 | 18 | 2 | <1 | 1 |
| **2021 Overall** | 40 | 38 | 18 | 3 | 1 | <1 |
| **2020 Overall** | 38 | 39 | 19 | 3 | 1 | <1 |
| **2019 Overall** | 30 | 41 | 24 | 4 | 1 | <1 |
| **2018 Overall** | 29 | 40 | 25 | 4 | 1 | <1 |
| **2017 Overall** | 30 | 40 | 25 | 4 | 1 | 1 |
| **2016 Overall** | 28 | 42 | 23 | 5 | 1 | 1 |
| **Large Rural** | 37 | 43 | 17 | 2 | 1 | <1 |
| **Small Rural** | 38 | 46 | 14 | 1 | <1 | 1 |
| **Men** | 34 | 45 | 17 | 3 | 1 | 1 |
| **Women** | 41 | 43 | 15 | 1 | 1 | <1 |
| **18-34** | 35 | 43 | 20 | 2 | 1 | 0 |
| **35-49** | 37 | 46 | 14 | 1 | 1 | <1 |
| **50-64** | 41 | 42 | 14 | 2 | <1 | 1 |
| **65+** | 37 | 44 | 15 | 2 | 1 | 1 |

**2025 roadside slashing and weed control performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 49 | 46 | 47 | 50 | 49 | 48 | 55 | 54 | 51 | 51 |
| **18-34** | 49 | 47 | 48 | 53 | 57 | 55 | 62 | 61 | 58 | 61 |
| **35-49** | 48 | 44 | 45 | 47 | 51 | 49 | 57 | 55 | 54 | 57 |
| **Men** | 48 | 46 | 45 | 49 | 52 | 49 | 56 | 54 | 52 | 55 |
| **Overall** | 47 | 45 | 46 | 49 | 51 | 49 | 56 | 55 | 53 | 56 |
| **Women** | 47 | 45 | 46 | 48 | 51 | 49 | 56 | 56 | 54 | 57 |
| **65+** | 47 | 47 | 46 | 48 | 50 | 48 | 54 | 53 | 51 | 54 |
| **Large Rural** | 46 | 43 | 43 | 44 | 51 | 48 | 52 | 51 | 50 | 54 |
| **Interface** | 45 | 44 | 45 | 51 | 57 | 54 | 61 | 60 | 54 | 56 |
| **50-64** | 45 | 43 | 44 | 46 | 48 | 46 | 53 | 51 | 50 | 52 |

**2025 roadside slashing and weed control performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 7 | 26 | 31 | 20 | 15 | 2 |
| **2024 Overall** | 6 | 24 | 30 | 22 | 16 | 2 |
| **2023 Overall** | 7 | 24 | 29 | 22 | 16 | 2 |
| **2022 Overall** | 8 | 27 | 29 | 19 | 15 | 2 |
| **2021 Overall** | 10 | 28 | 29 | 19 | 12 | 2 |
| **2020 Overall** | 9 | 27 | 28 | 19 | 15 | 2 |
| **2019 Overall** | 12 | 34 | 28 | 15 | 9 | 2 |
| **2018 Overall** | 10 | 34 | 29 | 16 | 9 | 3 |
| **2017 Overall** | 10 | 31 | 27 | 18 | 11 | 3 |
| **2016 Overall** | 11 | 34 | 28 | 15 | 9 | 3 |
| **Interface** | 5 | 26 | 29 | 24 | 15 | 1 |
| **Large Rural** | 6 | 26 | 29 | 21 | 16 | 2 |
| **Small Rural** | 7 | 25 | 33 | 19 | 13 | 2 |
| **Men** | 7 | 27 | 31 | 19 | 15 | 2 |
| **Women** | 7 | 25 | 31 | 22 | 14 | 2 |
| **18-34** | 7 | 28 | 31 | 20 | 13 | 1 |
| **35-49** | 6 | 28 | 30 | 20 | 14 | 1 |
| **50-64** | 5 | 24 | 33 | 19 | 18 | 1 |
| **65+** | 7 | 23 | 30 | 21 | 14 | 4 |

**MAINTENANCE OF UNSEALED ROADS**

**2025 maintenance of unsealed roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 85 | 85 | 85 | 85 | 84 | 83 | 82 | 84 | 81 | 81 |
| **Women** | 84 | 85 | 85 | 85 | 83 | 81 | 81 | 82 | 80 | 80 |
| **50-64** | 84 | 85 | 85 | 84 | 83 | 82 | 81 | 82 | 81 | 80 |
| **35-49** | 84 | 85 | 84 | 84 | 83 | 81 | 80 | 79 | 78 | 78 |
| **Overall** | 83 | 84 | 83 | 83 | 81 | 80 | 80 | 80 | 79 | 79 |
| **18-34** | 83 | 85 | 84 | 83 | 79 | 76 | 78 | 79 | 76 | 78 |
| **Large Rural** | 82 | 84 | 83 | 82 | 80 | 79 | 79 | 78 | 77 | 78 |
| **65+** | 82 | 83 | 81 | 82 | 81 | 80 | 79 | 80 | 79 | 79 |
| **Men** | 81 | 83 | 82 | 81 | 80 | 78 | 78 | 78 | 77 | 77 |
| **Regional Centres** | 79 | 82 | 79 | 79 | 78 | 76 | 75 | 77 | 76 | 70 |

**2025 maintenance of unsealed roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 47 | 39 | 11 | 2 | 1 | 1 |
| **2024 Overall** | 50 | 36 | 11 | 1 | <1 | 1 |
| **2023 Overall** | 49 | 35 | 11 | 2 | 1 | 1 |
| **2022 Overall** | 49 | 36 | 12 | 2 | 1 | 1 |
| **2021 Overall** | 45 | 36 | 15 | 2 | 1 | 1 |
| **2020 Overall** | 42 | 37 | 17 | 2 | 1 | 1 |
| **2019 Overall** | 41 | 39 | 16 | 2 | 1 | 1 |
| **2018 Overall** | 43 | 38 | 15 | 3 | 1 | 1 |
| **2017 Overall** | 39 | 39 | 17 | 3 | 1 | 1 |
| **2016 Overall** | 40 | 37 | 17 | 3 | 1 | 2 |
| **Regional Centres** | 40 | 41 | 15 | 2 | 1 | 1 |
| **Large Rural** | 47 | 38 | 12 | 2 | 1 | 1 |
| **Small Rural** | 51 | 39 | 8 | 1 | 1 | 1 |
| **Men** | 43 | 42 | 12 | 2 | 1 | 1 |
| **Women** | 52 | 35 | 10 | 1 | 1 | 1 |
| **18-34** | 47 | 39 | 12 | 1 | 1 | <1 |
| **35-49** | 49 | 37 | 10 | 2 | 1 | 1 |
| **50-64** | 53 | 34 | 10 | 2 | 1 | <1 |
| **65+** | 44 | 42 | 11 | 2 | 1 | 1 |

**2025 maintenance of unsealed roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 41 | 39 | 41 | 44 | 47 | 46 | 46 | 44 | 45 | 45 |
| **Small Rural** | 40 | 35 | 38 | 42 | 44 | 43 | 43 | 40 | 43 | 44 |
| **Regional Centres** | 39 | 40 | 45 | 46 | 53 | 55 | 52 | 52 | 52 | n/a |
| **Men** | 39 | 36 | 38 | 42 | 46 | 44 | 45 | 43 | 44 | 43 |
| **18-34** | 38 | 34 | 35 | 40 | 45 | 45 | 45 | 44 | 45 | 46 |
| **Overall** | 38 | 36 | 37 | 41 | 45 | 44 | 44 | 43 | 44 | 43 |
| **Women** | 37 | 35 | 37 | 41 | 44 | 43 | 43 | 42 | 43 | 43 |
| **Interface** | 36 | 34 | 36 | 44 | 47 | 43 | 50 | 48 | 45 | 44 |
| **Large Rural** | 36 | 34 | 35 | 39 | 44 | 42 | 41 | 41 | 42 | 43 |
| **50-64** | 36 | 33 | 36 | 40 | 43 | 41 | 42 | 40 | 41 | 40 |
| **35-49** | 35 | 34 | 35 | 39 | 44 | 43 | 43 | 43 | 44 | 42 |

**2025 maintenance of unsealed roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 4 | 17 | 27 | 23 | 24 | 5 |
| **2024 Overall** | 3 | 15 | 26 | 25 | 25 | 6 |
| **2023 Overall** | 4 | 16 | 27 | 23 | 24 | 6 |
| **2022 Overall** | 5 | 19 | 29 | 23 | 19 | 6 |
| **2021 Overall** | 5 | 22 | 31 | 21 | 15 | 6 |
| **2020 Overall** | 5 | 20 | 30 | 21 | 17 | 6 |
| **2019 Overall** | 5 | 21 | 30 | 22 | 16 | 7 |
| **2018 Overall** | 5 | 19 | 28 | 24 | 17 | 7 |
| **2017 Overall** | 5 | 21 | 28 | 23 | 16 | 7 |
| **2016 Overall** | 5 | 20 | 29 | 22 | 16 | 7 |
| **Interface** | 1 | 18 | 24 | 24 | 23 | 10 |
| **Regional Centres** | 3 | 17 | 27 | 21 | 21 | 9 |
| **Large Rural** | 3 | 16 | 26 | 24 | 26 | 5 |
| **Small Rural** | 4 | 19 | 28 | 23 | 22 | 4 |
| **Men** | 4 | 19 | 27 | 22 | 24 | 5 |
| **Women** | 3 | 16 | 27 | 25 | 23 | 6 |
| **18-34** | 3 | 20 | 28 | 21 | 25 | 3 |
| **35-49** | 3 | 17 | 24 | 24 | 28 | 4 |
| **50-64** | 3 | 15 | 25 | 26 | 25 | 5 |
| **65+** | 5 | 17 | 28 | 23 | 19 | 8 |

**BUSINESS AND COMMUNITY DEVELOPMENT**

**2025 business and community development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 71 | 71 | 70 | 72 | 72 | 71 | 71 | 70 | 71 | 72 |
| **35-49** | 70 | 70 | 69 | 71 | 71 | 70 | 71 | 70 | 71 | 73 |
| **Regional Centres** | 70 | 69 | 70 | 71 | 73 | 71 | 72 | 71 | 73 | n/a |
| **18-34** | 70 | 71 | 69 | 72 | 71 | 68 | 70 | 70 | 72 | 72 |
| **Overall** | 69 | 69 | 68 | 70 | 70 | 69 | 69 | 69 | 70 | 70 |
| **50-64** | 69 | 69 | 68 | 68 | 71 | 71 | 69 | 68 | 69 | 69 |
| **Small Rural** | 69 | 66 | 65 | 68 | 69 | 68 | 70 | n/a | n/a | n/a |
| **Large Rural** | 68 | 69 | 67 | 68 | 68 | 68 | 70 | 69 | 70 | 71 |
| **65+** | 67 | 67 | 66 | 68 | 69 | 69 | 67 | 66 | 68 | 67 |
| **Men** | 67 | 67 | 66 | 67 | 68 | 68 | 67 | 68 | 69 | 69 |

**2025 business and community development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 22 | 39 | 29 | 6 | 2 | 2 |
| **2024 Overall** | 22 | 40 | 29 | 6 | 2 | 2 |
| **2023 Overall** | 21 | 39 | 31 | 6 | 2 | 2 |
| **2022 Overall** | 21 | 42 | 28 | 5 | 1 | 1 |
| **2021 Overall** | 21 | 44 | 28 | 4 | 1 | 1 |
| **2020 Overall** | 21 | 41 | 30 | 5 | 2 | 1 |
| **2019 Overall** | 21 | 41 | 31 | 5 | 1 | 1 |
| **2018 Overall** | 21 | 40 | 31 | 5 | 1 | 1 |
| **2017 Overall** | 21 | 43 | 28 | 5 | 1 | 1 |
| **2016 Overall** | 22 | 43 | 27 | 4 | 1 | 2 |
| **Regional Centres** | 24 | 39 | 28 | 6 | 1 | 1 |
| **Large Rural** | 21 | 40 | 29 | 7 | 2 | 1 |
| **Small Rural** | 23 | 39 | 28 | 6 | 3 | 2 |
| **Men** | 20 | 40 | 28 | 8 | 2 | 2 |
| **Women** | 25 | 39 | 29 | 4 | 1 | 2 |
| **18-34** | 23 | 41 | 30 | 4 | 2 | <1 |
| **35-49** | 28 | 35 | 28 | 7 | 2 | 1 |
| **50-64** | 22 | 40 | 29 | 6 | 2 | 1 |
| **65+** | 18 | 42 | 28 | 7 | 2 | 3 |

**2025 business and community development performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Metropolitan** | 57 | 59 | 58 | 58 | n/a | n/a | n/a | n/a | 60 | 62 |
| **Women** | 56 | 58 | 59 | 59 | 61 | 60 | 62 | 61 | 60 | 60 |
| **65+** | 56 | 58 | 57 | 59 | 60 | 59 | 61 | 60 | 61 | 59 |
| **Small Rural** | 55 | 57 | 55 | 57 | 58 | 57 | 60 | 61 | 65 | 62 |
| **18-34** | 55 | 58 | 59 | 60 | 63 | 63 | 64 | 62 | 62 | 63 |
| **Large Rural** | 55 | 59 | 57 | 58 | 60 | 60 | 59 | 58 | 59 | 58 |
| **Overall** | 54 | 57 | 57 | 58 | 60 | 59 | 61 | 60 | 60 | 60 |
| **Regional Centres** | 54 | 55 | 57 | 58 | 61 | 58 | 61 | 55 | 58 | 61 |
| **35-49** | 54 | 56 | 57 | 56 | 58 | 57 | 60 | 60 | 59 | 59 |
| **Men** | 52 | 55 | 56 | 57 | 59 | 58 | 60 | 59 | 59 | 59 |
| **50-64** | 52 | 54 | 55 | 55 | 58 | 55 | 58 | 56 | 56 | 56 |
| **Interface** | 50 | 55 | 56 | 58 | 61 | 60 | 64 | 63 | 59 | 58 |

**2025 business and community development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 5 | 28 | 34 | 12 | 6 | 15 |
| **2024 Overall** | 7 | 30 | 33 | 11 | 4 | 15 |
| **2023 Overall** | 6 | 31 | 34 | 10 | 4 | 16 |
| **2022 Overall** | 7 | 31 | 34 | 11 | 4 | 13 |
| **2021 Overall** | 8 | 33 | 34 | 9 | 3 | 14 |
| **2020 Overall** | 8 | 33 | 32 | 10 | 4 | 14 |
| **2019 Overall** | 8 | 35 | 31 | 9 | 3 | 13 |
| **2018 Overall** | 7 | 34 | 30 | 10 | 3 | 15 |
| **2017 Overall** | 7 | 33 | 32 | 9 | 3 | 16 |
| **2016 Overall** | 7 | 33 | 29 | 10 | 3 | 17 |
| **Metropolitan** | 5 | 28 | 33 | 10 | 3 | 20 |
| **Interface** | 2 | 22 | 39 | 13 | 6 | 19 |
| **Regional Centres** | 5 | 27 | 35 | 13 | 6 | 14 |
| **Large Rural** | 5 | 30 | 33 | 13 | 6 | 14 |
| **Small Rural** | 7 | 29 | 33 | 12 | 6 | 13 |
| **Men** | 4 | 28 | 34 | 13 | 7 | 13 |
| **Women** | 6 | 29 | 33 | 12 | 4 | 16 |
| **18-34** | 5 | 32 | 36 | 12 | 5 | 10 |
| **35-49** | 5 | 31 | 32 | 15 | 7 | 10 |
| **50-64** | 5 | 25 | 35 | 14 | 8 | 14 |
| **65+** | 6 | 26 | 33 | 11 | 4 | 21 |

**TOURISM DEVELOPMENT**

**2025 tourism development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Regional Centres** | 63 | 66 | 65 | 65 | 67 | 67 | 69 | 71 | 70 | n/a |
| **Women** | 62 | 61 | 62 | 64 | 64 | 64 | 62 | 63 | 63 | 65 |
| **Small Rural** | 61 | 58 | 58 | 63 | 64 | 58 | 64 | n/a | n/a | n/a |
| **18-34** | 61 | 58 | 60 | 62 | 62 | 58 | 56 | 59 | 59 | 62 |
| **50-64** | 60 | 60 | 61 | 61 | 65 | 64 | 61 | 63 | 63 | 64 |
| **65+** | 60 | 59 | 60 | 62 | 63 | 65 | 61 | 62 | 64 | 64 |
| **Overall** | 60 | 59 | 60 | 62 | 63 | 62 | 59 | 61 | 62 | 63 |
| **35-49** | 59 | 58 | 60 | 63 | 64 | 61 | 60 | 62 | 62 | 64 |
| **Men** | 57 | 57 | 58 | 60 | 62 | 60 | 57 | 60 | 61 | 62 |
| **Large Rural** | 57 | 57 | 58 | 60 | 62 | 62 | 60 | 62 | 63 | 67 |

**2025 tourism development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 12 | 35 | 34 | 13 | 4 | 1 |
| **2024 Overall** | 13 | 32 | 36 | 13 | 5 | 1 |
| **2023 Overall** | 14 | 32 | 36 | 12 | 4 | 1 |
| **2022 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2021 Overall** | 17 | 35 | 33 | 9 | 4 | 1 |
| **2020 Overall** | 16 | 33 | 35 | 12 | 3 | 1 |
| **2019 Overall** | 14 | 31 | 36 | 13 | 4 | 1 |
| **2018 Overall** | 16 | 32 | 35 | 13 | 3 | 1 |
| **2017 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2016 Overall** | 18 | 34 | 35 | 10 | 3 | 1 |
| **Regional Centres** | 14 | 38 | 34 | 10 | 3 | 1 |
| **Large Rural** | 10 | 32 | 36 | 15 | 5 | 1 |
| **Small Rural** | 14 | 36 | 32 | 13 | 4 | 2 |
| **Men** | 10 | 35 | 34 | 15 | 5 | 1 |
| **Women** | 15 | 35 | 34 | 11 | 3 | 1 |
| **18-34** | 13 | 35 | 35 | 13 | 4 | 1 |
| **35-49** | 12 | 34 | 35 | 14 | 5 | <1 |
| **50-64** | 13 | 34 | 35 | 13 | 4 | 1 |
| **65+** | 11 | 37 | 33 | 13 | 4 | 2 |

**2025 tourism development performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Small Rural** | 62 | 61 | 61 | 62 | 63 | 63 | 66 | 67 | 67 | 64 |
| **Women** | 61 | 61 | 62 | 61 | 62 | 63 | 64 | 64 | 64 | 64 |
| **65+** | 61 | 61 | 61 | 62 | 63 | 63 | 64 | 64 | 63 | 62 |
| **18-34** | 60 | 59 | 60 | 59 | 63 | 63 | 63 | 64 | 64 | 64 |
| **Overall** | 60 | 59 | 61 | 60 | 62 | 62 | 63 | 63 | 63 | 63 |
| **35-49** | 59 | 57 | 62 | 59 | 60 | 62 | 63 | 62 | 63 | 63 |
| **Large Rural** | 59 | 61 | 62 | 61 | 64 | 62 | 61 | 61 | 65 | 64 |
| **Regional Centres** | 59 | 59 | 61 | 59 | 60 | 63 | 70 | 64 | 65 | 71 |
| **50-64** | 58 | 57 | 61 | 58 | 62 | 61 | 62 | 60 | 61 | 60 |
| **Men** | 58 | 58 | 60 | 59 | 62 | 61 | 62 | 61 | 61 | 62 |
| **Interface** | 55 | 53 | 60 | 56 | 59 | 59 | 58 | 61 | 56 | 56 |

**2025 tourism development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 10 | 33 | 30 | 11 | 4 | 11 |
| **2024 Overall** | 10 | 32 | 31 | 11 | 4 | 12 |
| **2023 Overall** | 10 | 35 | 29 | 10 | 3 | 12 |
| **2022 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2021 Overall** | 11 | 35 | 30 | 9 | 3 | 11 |
| **2020 Overall** | 13 | 34 | 29 | 10 | 3 | 10 |
| **2019 Overall** | 13 | 36 | 28 | 10 | 3 | 10 |
| **2018 Overall** | 12 | 37 | 26 | 11 | 3 | 11 |
| **2017 Overall** | 13 | 34 | 29 | 9 | 3 | 12 |
| **2016 Overall** | 13 | 34 | 27 | 9 | 3 | 13 |
| **Interface** | 8 | 24 | 33 | 14 | 5 | 16 |
| **Regional Centres** | 8 | 33 | 31 | 13 | 3 | 11 |
| **Large Rural** | 9 | 32 | 33 | 10 | 4 | 12 |
| **Small Rural** | 13 | 35 | 28 | 10 | 4 | 10 |
| **Men** | 9 | 32 | 30 | 12 | 5 | 12 |
| **Women** | 11 | 34 | 30 | 10 | 3 | 11 |
| **18-34** | 11 | 33 | 34 | 10 | 4 | 8 |
| **35-49** | 10 | 36 | 29 | 14 | 4 | 7 |
| **50-64** | 10 | 32 | 31 | 12 | 5 | 12 |
| **65+** | 10 | 32 | 29 | 10 | 3 | 16 |

**RESPONSE TO COVID-19**

**2025 response to Covid-19 importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **65+** | 58 | 57 | 65 | 70 | 74 | n/a | n/a | n/a | n/a | n/a |
| **Women** | 52 | 56 | 62 | 70 | 76 | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 48 | 54 | 60 | 66 | 71 | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 47 | 51 | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 47 | 50 | 55 | 62 | 67 | n/a | n/a | n/a | n/a | n/a |
| **Men** | 43 | 45 | 52 | 60 | 65 | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 42 | 47 | 56 | 62 | 70 | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 41 | 51 | 52 | 65 | 71 | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 41 | 44 | 52 | 61 | 66 | n/a | n/a | n/a | n/a | n/a |

**2025 response to Covid-19 importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2025 Overall** | 10 | 20 | 28 | 19 | 16 | 8 |
| **2024 Overall** | 11 | 22 | 31 | 17 | 13 | 6 |
| **2023 Overall** | 17 | 26 | 28 | 15 | 9 | 4 |
| **2022 Overall** | 26 | 30 | 23 | 12 | 6 | 4 |
| **2021 Overall** | 33 | 32 | 20 | 9 | 4 | 3 |
| **Large Rural** | 10 | 20 | 29 | 18 | 16 | 7 |
| **Small Rural** | 11 | 21 | 24 | 20 | 15 | 9 |
| **Men** | 8 | 18 | 26 | 22 | 20 | 7 |
| **Women** | 12 | 22 | 30 | 16 | 12 | 8 |
| **18-34** | 9 | 12 | 29 | 26 | 19 | 4 |
| **35-49** | 5 | 17 | 29 | 21 | 20 | 9 |
| **50-64** | 8 | 15 | 29 | 23 | 18 | 7 |
| **65+** | 15 | 29 | 26 | 12 | 9 | 9 |

**2025 response to COVID-19 performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2025** | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** |
| **Women** | 63 | 68 | 69 | 70 | 75 | n/a | n/a | n/a | n/a | n/a |
| **65+** | 62 | 66 | 68 | 71 | 75 | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 61 | 62 | 69 | 69 | 75 | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 61 | 66 | 67 | 71 | 74 | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 60 | 65 | 67 | 69 | 73 | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 59 | 63 | 65 | 70 | 74 | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 59 | 64 | 66 | 66 | 72 | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 58 | 63 | 66 | 66 | 71 | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 57 | 61 | 68 | 69 | 73 | n/a | n/a | n/a | n/a | n/a |
| **Men** | 57 | 61 | 64 | 67 | 72 | n/a | n/a | n/a | n/a | n/a |

**2025 response to COVID-19 performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2025 Overall** | 10 | 31 | 27 | 8 | 6 | 18 |
| **2024 Overall** | 15 | 36 | 25 | 6 | 5 | 13 |
| **2023 Overall** | 18 | 38 | 23 | 6 | 4 | 11 |
| **2022 Overall** | 21 | 38 | 23 | 6 | 3 | 10 |
| **2021 Overall** | 27 | 39 | 18 | 4 | 2 | 9 |
| **Regional Centres** | 10 | 29 | 24 | 9 | 8 | 20 |
| **Large Rural** | 11 | 31 | 29 | 7 | 5 | 16 |
| **Small Rural** | 9 | 33 | 27 | 8 | 4 | 19 |
| **Men** | 10 | 28 | 27 | 9 | 8 | 19 |
| **Women** | 11 | 34 | 28 | 7 | 3 | 16 |
| **18-34** | 11 | 31 | 25 | 9 | 6 | 18 |
| **35-49** | 10 | 32 | 29 | 7 | 7 | 15 |
| **50-64** | 9 | 29 | 30 | 10 | 5 | 17 |
| **65+** | 12 | 32 | 26 | 6 | 5 | 20 |

**Detailed demographics**

**2025 gender (%)**

|  |  |
| --- | --- |
| **Men** | 49 |
| **Women** | 50 |

**2025 age (%)**

|  |  |
| --- | --- |
| **18-24** | 3 |
| **25-34** | 22 |
| **35-49** | 22 |
| **50-64** | 20 |
| **65+** | 33 |

**2025 household structure (%)**

|  |  |
| --- | --- |
| **Single person living alone** | 18 |
| **Single living with friends or housemates** | 9 |
| **Single living with children 16 or under** | 3 |
| **Single with children but none 16 or under living at home** | 3 |
| **Married or living with partner, no children** | 24 |
| **Married or living with partner with children 16 or under at home** | 23 |
| **Married or living with partner with children but none 16 or under at home** | 18 |
| **Do not wish to answer** | 2 |

**2025 years lived in area (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10-20 years** | **20-30 years** | **30+ years** | **Can’t say** |
| **2025 Overall** | 13 | 12 | 23 | 19 | 33 | <1 |
| **2024 Overall** | 14 | 14 | 24 | 19 | 30 | <1 |
| **2023 Overall** | 14 | 12 | 22 | 19 | 33 | <1 |
| **2022 Overall** | 14 | 15 | 22 | 19 | 30 | <1 |
| **2021 Overall** | 14 | 16 | 22 | 19 | 30 | <1 |
| **2020 Overall** | 18 | 16 | 22 | 17 | 27 | 0 |
| **2019 Overall** | 17 | 15 | 22 | 17 | 29 | <1 |
| **2018 Overall** | 12 | 15 | 23 | 21 | 29 | <1 |
| **2017 Overall** | 14 | 17 | 24 | 18 | 28 | <1 |
| **2016 Overall** | 15 | 16 | 25 | 17 | 27 | <1 |
| **Metropolitan** | 19 | 14 | 24 | 19 | 24 | <1 |
| **Regional Centres** | 8 | 10 | 24 | 25 | 33 | 0 |
| **Large Rural** | 8 | 12 | 23 | 18 | 40 | 0 |
| **Men** | 13 | 12 | 23 | 19 | 33 | <1 |
| **Women** | 13 | 13 | 24 | 19 | 32 | <1 |
| **18-34** | 27 | 18 | 23 | 19 | 14 | <1 |
| **35-49** | 11 | 17 | 34 | 15 | 23 | 0 |
| **50-64** | 6 | 8 | 26 | 29 | 32 | 0 |
| **65+** | 4 | 7 | 14 | 17 | 59 | <1 |

**2025 home ownership (%)**

|  |  |  |
| --- | --- | --- |
|  | **Own** | **Rent** |
| **2025 Overall** | 80 | 18 |
| **2024 Overall** | 73 | 26 |
| **2023 Overall** | 77 | 22 |
| **2022 Overall** | 69 | 30 |
| **2021 Overall** | 65 | 34 |
| **2019 Overall** | 92 | 7 |
| **2018 Overall** | 92 | 7 |
| **2017 Overall** | 83 | 15 |
| **2016 Overall** | 79 | 20 |
| **Metropolitan** | 57 | 42 |
| **Large Rural** | 88 | 10 |
| **Men** | 82 | 17 |
| **Women** | 79 | 19 |
| **18-34** | 64 | 33 |
| **35-49** | 83 | 16 |
| **50-64** | 89 | 10 |
| **65+** | 93 | 6 |

**2025 languages spoken at home (%)**

|  |  |
| --- | --- |
| **English only** | 84 |
| **Languages other than English** | 16 |

**2025 languages spoken at home (%)**

|  |  |
| --- | --- |
| **CHINESE** | 4 |
| **GREEK** | 2 |
| **FRENCH** | 1 |
| **GERMAN** | 1 |
| **HINDI** | 1 |
| **ITALIAN** | 1 |
| **RUSSIAN** | 1 |
| **ARABIC** | <1 |
| **CROATIAN** | <1 |
| **DUTCH** | <1 |
| **JAPANESE** | <1 |
| **KOREAN** | <1 |
| **SPANISH** | <1 |
| **VIETNAMESE** | <1 |

**2025 country of birth (%)**

|  |  |
| --- | --- |
| **Australia** | 67 |
| **Countries other than Australia** | 33 |

**2025 country of birth (%)**

|  |  |
| --- | --- |
| **CHINA** | 6 |
| **UNITED KINGDOM** | 4 |
| **INDIA** | 3 |
| **GERMANY** | 1 |
| **UNITED STATES** | 1 |
| **NEW ZEALAND** | 1 |
| **KOREA** | <1 |
| **FRANCE** | <1 |
| **GREECE** | <1 |
| **HUNGARY** | <1 |
| **CANADA** | <1 |

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

|  |  |  |
| --- | --- | --- |
|  | **Personal use** | **Total household use** |
| **Appearance of public areas** | 78 | 82 |
| **Waste management** | 76 | 80 |
| **Recreational facilities** | 65 | 72 |
| **Local streets & footpaths** | 67 | 70 |
| **Sealed local roads** | 65 | 68 |
| **Art centres & libraries** | 51 | 60 |
| **Unsealed roads** | 54 | 55 |
| **Informing the community** | 47 | 51 |
| **Community & cultural** | 41 | 47 |
| **Slashing & weed control** | 42 | 44 |
| **Community decisions** | 28 | 30 |
| **Enforcement of local laws** | 29 | 29 |
| **Bus/community dev./tourism** | 27 | 28 |
| **Consultation & engagement** | 23 | 27 |
| **Environmental sustainability** | 23 | 26 |
| **Emergency & disaster mngt** | 20 | 23 |
| **Planning & building permits** | 19 | 22 |
| **Town planning policy** | 16 | 19 |
| **Lobbying** | 15 | 17 |
| **Population growth** | 11 | 13 |

**APPENDIX A: INDEX SCORES, MARGINS OF ERROR AND SIGNIFICANT DIFFERENCES**

**Index Scores**

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

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

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

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

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

**Margins of Error**

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey was n=23,737. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=23,737 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

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

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

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

**Index score significant difference calculation**

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

Z Score = ($1 - $2) / Sqrt (($5^2 / $3) + ($6^2 / $4))

Where:

* $1 = Index Score 1
* $2 = Index Score 2
* $3 = unweighted sample count 1
* $4 = unweighted sample count 2
* $5 = standard deviation 1
* $6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

**APPENDIX B: FURTHER PROJECT INFORMATION**

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

* Background and objectives
* Analysis and reporting
* Glossary of terms

**Detailed survey tabulations**

Detailed survey tabulations are available in supplied Excel file.

**Contacts**

For further queries about the conduct and reporting of the 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on  
(03) 8685 8555 or via email on [admin@jwsresearch.com](mailto:admin@jwsresearch.com).

**Survey methodology and sampling**

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

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

* 2024, n=27,820 completed interviews, conducted in the period of 29th January – 18th March.
* 2023, n=30,805 completed interviews, conducted in the period of 27th January – 19th March.
* 2022, n=29,316 completed interviews, conducted in the period of 27th January – 24th March.
* 2021, n=28,011 completed interviews, conducted in the period of 28th January – 18th March.
* 2020, n=26,923 completed interviews, conducted in the period of 30th January – 22nd March.
* 2019, n=26,739 completed interviews, conducted in the period of 1st February – 30th March.
* 2018, n=26,814 completed interviews, conducted in the period of 1st February – 30th March.
* 2017, n=27,907 completed interviews, conducted in the period of 1st February – 30th March.
* 2016, n=28,108 completed interviews, conducted in the period of 1st February – 30th March.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in each participating council. Some councils also nominated to include a sample of rate paying non-residents.

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

**Analysis and reporting**

In 2025, 56 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating across 2012-2025 vary slightly.

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

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

**Core, optional and tailored questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2025 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

* These core questions comprised:
* Overall performance last 12 months (Overall performance)
* Value for money in services and infrastructure (Value for money)
* Contact in last 12 months (Contact)
* Rating of contact (Customer service)
* Overall council direction last 12 months (Council direction)
* Community consultation and engagement (Consultation)
* Decisions made in the interest of the community (Making community decisions)
* Condition of sealed local roads (Sealed local roads)
* Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide.

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

Councils also had the ability to ask tailored questions specific only to their council. Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

**Reporting**

Every council that participated in the 2025 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of ‘Core’ and ‘Optional’ questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

**GLOSSARY OF TERMS**

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

**CSS**: 2025 Victorian Local Government Community Satisfaction Survey.

**Council group**: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

**Council group average**: The average result for all participating councils in the council group.

**Highest / lowest**: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

**Index score**: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

**Optional questions**: Questions which councils had an option to include or not.

**Percentages**: Also referred to as ‘detailed results’, meaning the proportion of responses, expressed as a percentage.

**Sample**: The number of completed interviews, e.g. for a council or within a demographic sub-group.

**Significantly higher / lower**: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

**State-wide average**: The average result for all participating councils in the State.

**Tailored questions**: Individual questions tailored by and only reported to the commissioning council.

**Weighting**: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.