



2025 Local Government Community Satisfaction Survey

Wellington Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Business and community development and tourism</u>	<u>92</u>
<u>Key findings and recommendations</u>	<u>6</u>	<u>General town planning policy</u>	<u>96</u>
<u>Detailed findings</u>	<u>14</u>	<u>Planning and building permits</u>	<u>100</u>
<u>Overall performance</u>	<u>15</u>	<u>Environmental sustainability</u>	<u>104</u>
<u>Customer service</u>	<u>32</u>	<u>Emergency and disaster management</u>	<u>108</u>
<u>Council direction</u>	<u>38</u>	<u>Planning for population growth</u>	<u>112</u>
<u>Individual service areas</u>	<u>43</u>	<u>Roadside slashing and weed control</u>	<u>116</u>
<u>Community consultation and engagement</u>	<u>44</u>	<u>Maintenance of unsealed roads</u>	<u>120</u>
<u>Lobbying on behalf of the community</u>	<u>48</u>	<u>Detailed demographics</u>	<u>124</u>
<u>Decisions made in the interest of the community</u>	<u>52</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>127</u>
<u>Condition of sealed local roads</u>	<u>56</u>	<u>Appendix B: Further project information</u>	<u>131</u>
<u>Informing the community</u>	<u>60</u>		
<u>Condition of local streets and footpaths</u>	<u>64</u>		
<u>Enforcement of local laws</u>	<u>68</u>		
<u>Recreational facilities</u>	<u>72</u>		
<u>Appearance of public areas</u>	<u>76</u>		
<u>Art centres and libraries</u>	<u>80</u>		
<u>Community and cultural activities</u>	<u>84</u>		
<u>Waste management</u>	<u>88</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 26 years

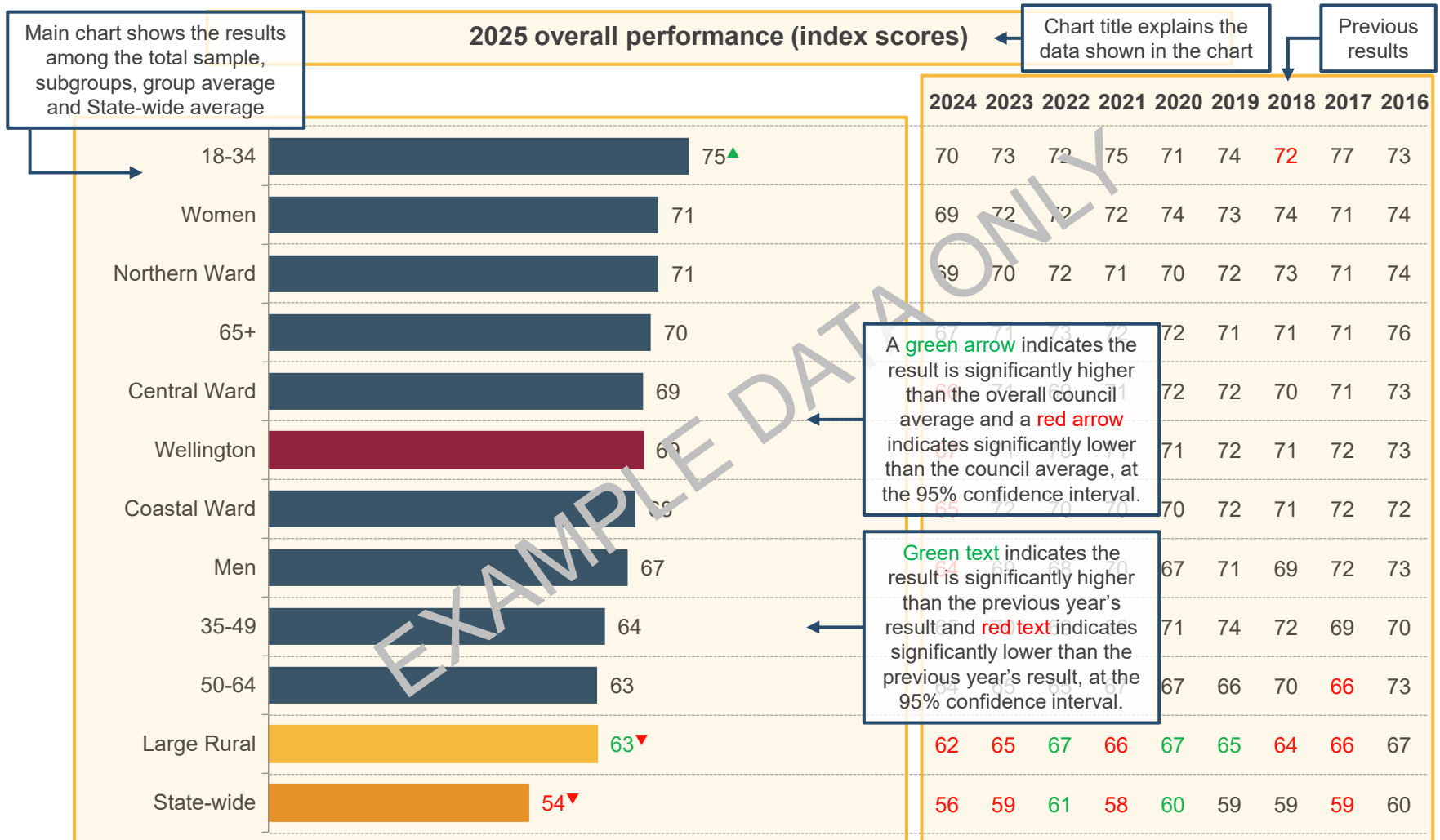
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



How to read index score charts in this report



Question asked and base size(s)

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



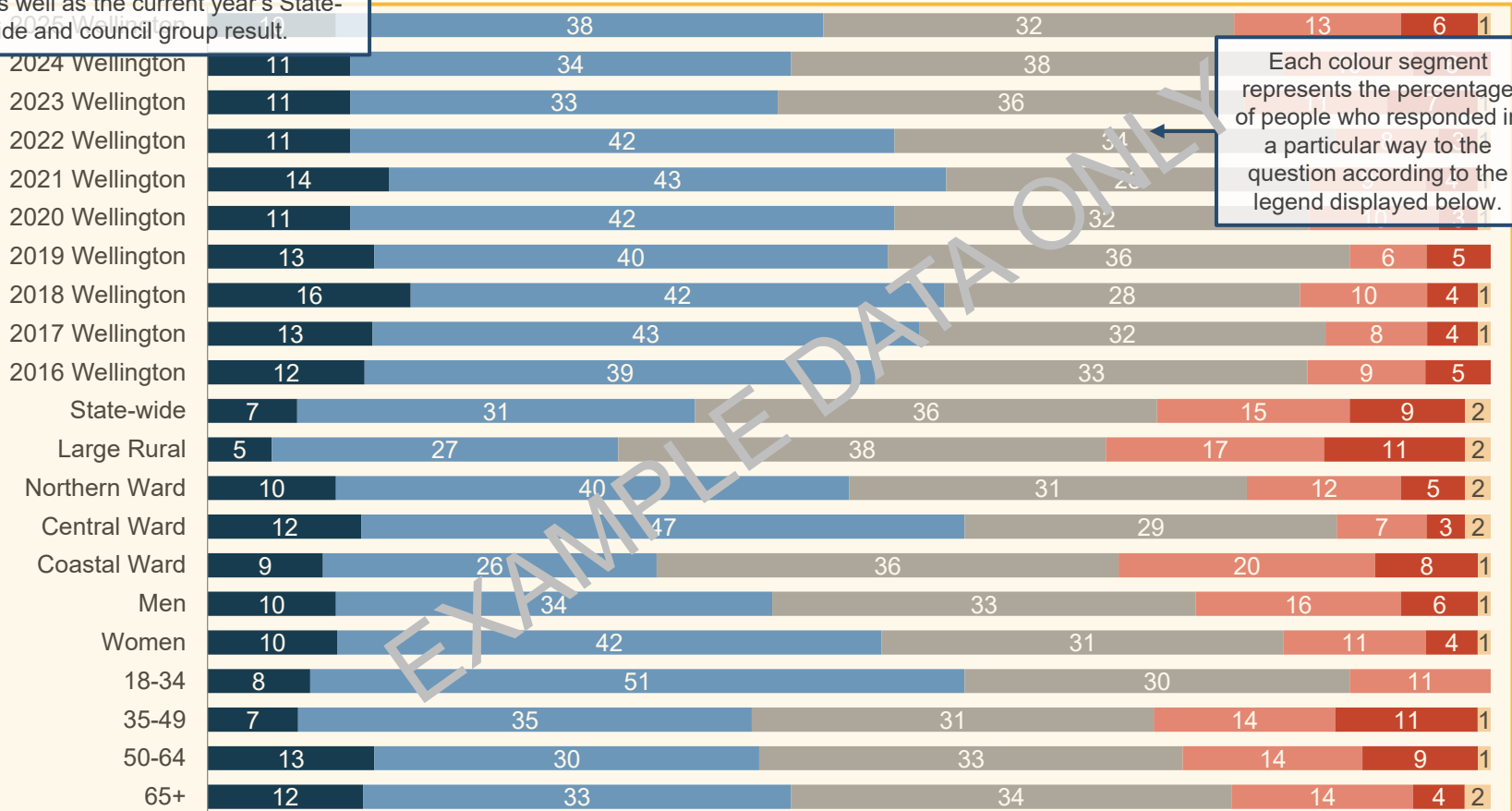
How to read stacked bar charts in this report

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

2025 overall performance (%)

Chart title explains the data shown in the chart

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



Legend

Very good

Good

Average

Poor

Very poor

Can't say

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wellington Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

Key findings and recommendations



Wellington Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Wellington 58



Large Rural 50



State-wide 53

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

▲ higher



Appearance of public areas

▲ higher



Recreational facilities

▲ higher

Bottom 3 performing areas



Unsealed roads

▲ higher



Slashing & weed control

▲ higher



Sealed local roads

▲ higher



Customer service

▬ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

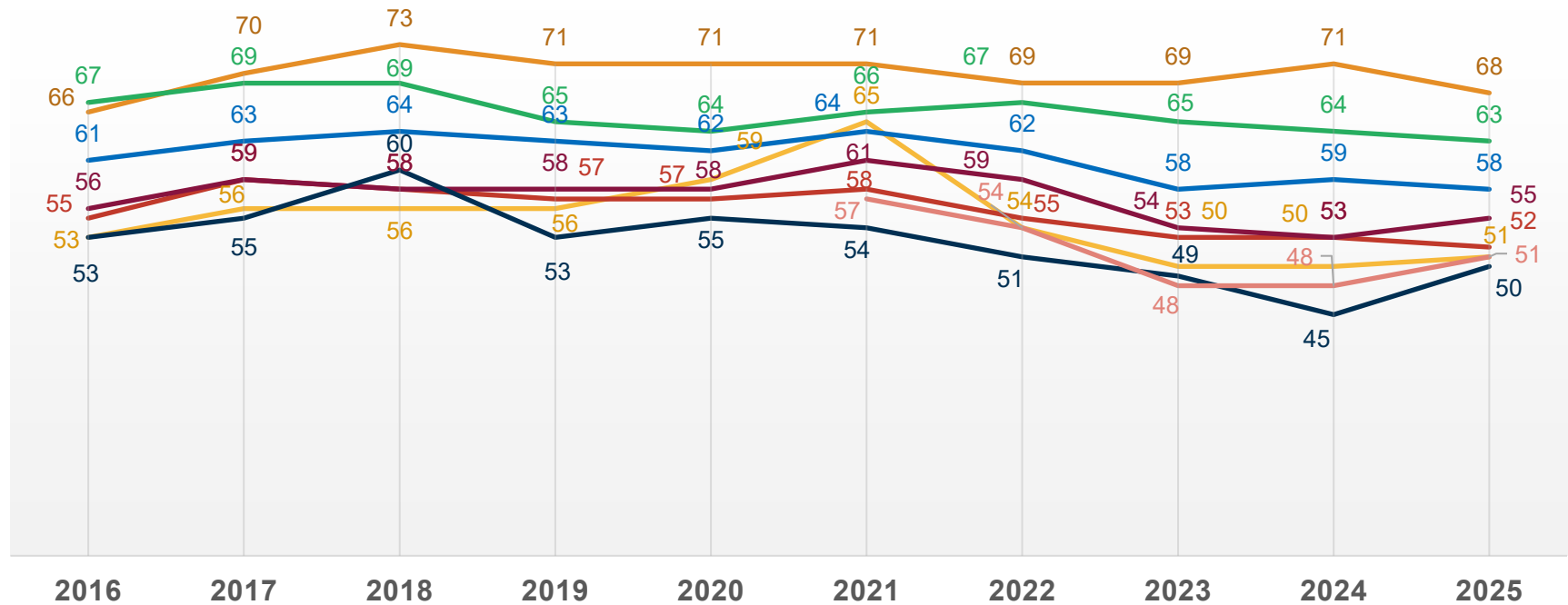

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

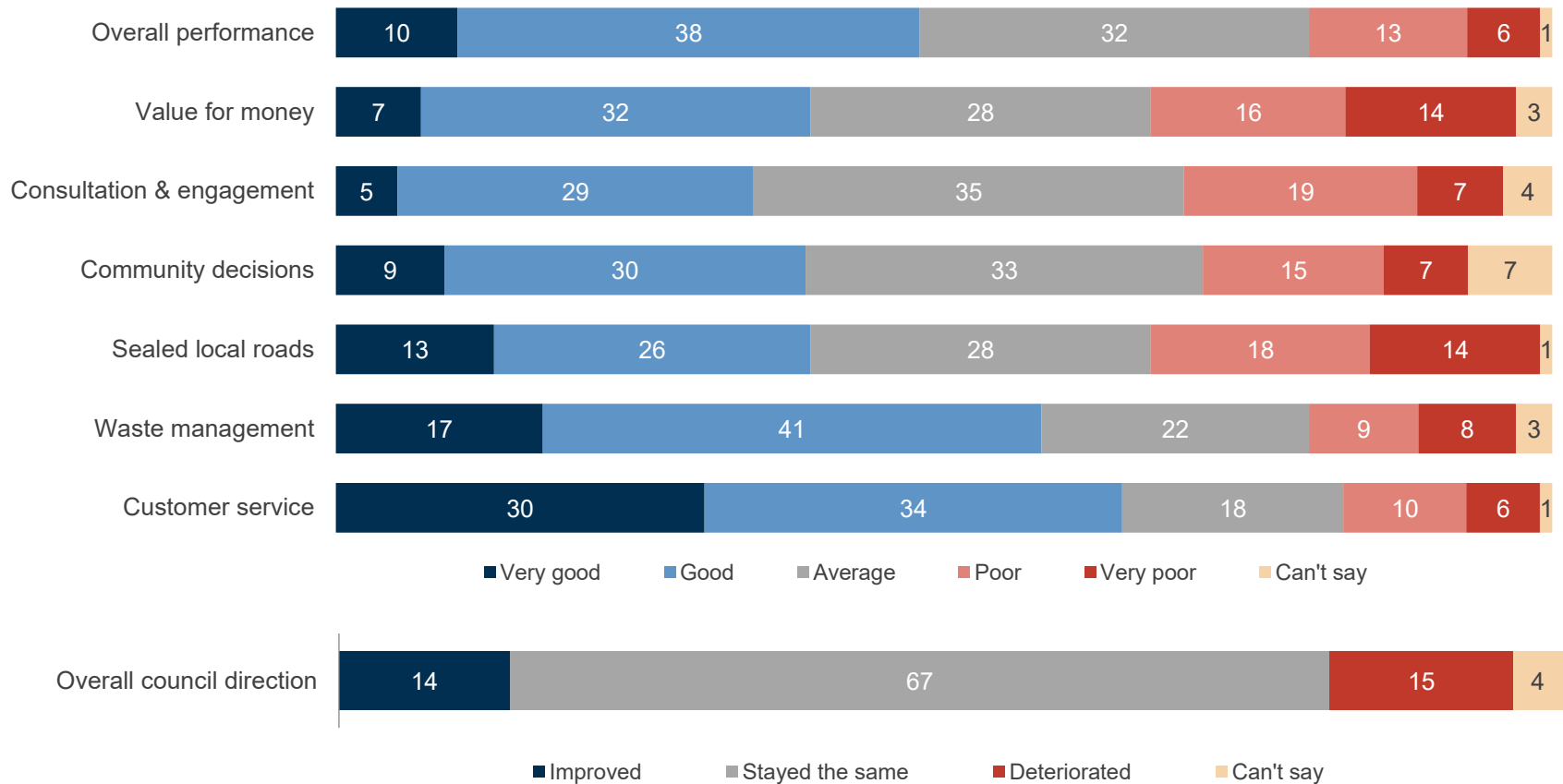

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)















Summary of Wellington Shire Council performance

Services		Wellington 2025	Wellington 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	58	59	50	53	Central Ward residents, 18-34 years	Coastal Ward residents
	Value for money	51	48	43	47	Central Ward residents	Coastal Ward residents
	Overall council direction	50	45	44	46	18-34 years	Coastal Ward residents
	Customer service	68	71	65	66	18-34 years, Women	35-49 years
	Art centres & libraries	77	79	71	73	Central Ward residents, Users	Coastal Ward residents
	Appearance of public areas	71	71	66	68	18-34 years	50-64 years
	Recreational facilities	70	69	65	67	Northern Ward residents, Central Ward residents	Coastal Ward residents
	Emergency & disaster mngt	67	65	65	65	18-34 years	Coastal Ward residents
	Community & cultural	66	64	63	65	Users	Men, 50-64 years
	Waste management	63	64	62	65	Women	35-49 years







Summary of Wellington Shire Council performance

Services		Wellington 2025	Wellington 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Bus/community dev./tourism	61	61	55	56	18-34 years, Users	Coastal Ward residents
	Enforcement of local laws	60	62	59	59	18-34 years, Central Ward residents	Coastal Ward residents
	Environmental sustainability	59	59	58	59	18-34 years	Coastal Ward residents
	Town planning policy	58	55	46	48	18-34 years	50-64 years
	Population growth	57	55	46	48	18-34 years	Coastal Ward residents
	Informing the community	57	55	54	56	18-34 years	Coastal Ward residents, 35-49 years
	Local streets & footpaths	56	56	48	52	Central Ward residents	Coastal Ward residents
	Community decisions	55	53	46	49	18-34 years	35-49 years
	Planning & building permits	53	55	41	43	18-34 years	50-64 years
	Lobbying	52	52	47	49	18-34 years	Coastal Ward residents, 35-49 years



Summary of Wellington Shire Council performance

Services		Wellington 2025	Wellington 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Consultation & engagement	52	53	48	50	18-34 years	Coastal Ward residents, 35-49 years
	Sealed local roads	51	50	39	45	Central Ward residents	Coastal Ward residents
	Slashing & weed control	50	44	46	47	18-34 years	Coastal Ward residents
	Unsealed roads	43	40	36	38	Central Ward residents	Coastal Ward residents



Focus areas for the next 12 months

Overview

Wellington Shire Council's overall performance index score of 58 is in line with 2024 and remains at a lower level than it has been in the past. Results have not been able to recover since overall performance ratings significantly declined in 2023. Nevertheless, Council's overall performance continues to be rated significantly higher than the State-wide and Large Rural group averages. Impressions of performance on the vast majority of service areas evaluated remain consistent with 2024 results.

Key influences on perceptions of overall performance

Decisions made in the interest of the community and the condition of sealed local roads are areas that warrant continued attention in the year ahead, as these have the strongest influence on perceptions of overall performance. For both areas, Council has historically demonstrated the ability to achieve higher results. In particular, sealed local roads is rated among Council's lowest performing service areas; and Council efforts in this area will be quickly noticed by residents due to its tangibility.

Comparison to state and area grouping

Council performance across all core measures and individual service areas evaluated is rated in line with, or significantly higher than, the State-wide and Large Rural group averages. For the majority of these metrics, Council performs significantly higher than both groups.

Focus on the Coastal Ward

Residents of the Coastal Ward tend to be more critical of Council performance, providing the lowest rating for 14 of the 20 service areas evaluated, alongside the core measures of overall performance, value for money and overall Council direction. This is in contrast to Central Ward residents who tend to have more positive Council perceptions. Engaging with Coastal Ward residents and working to improve perceptions among this cohort over the next year should be a priority for Council.

DETAILED FINDINGS

Overall performance



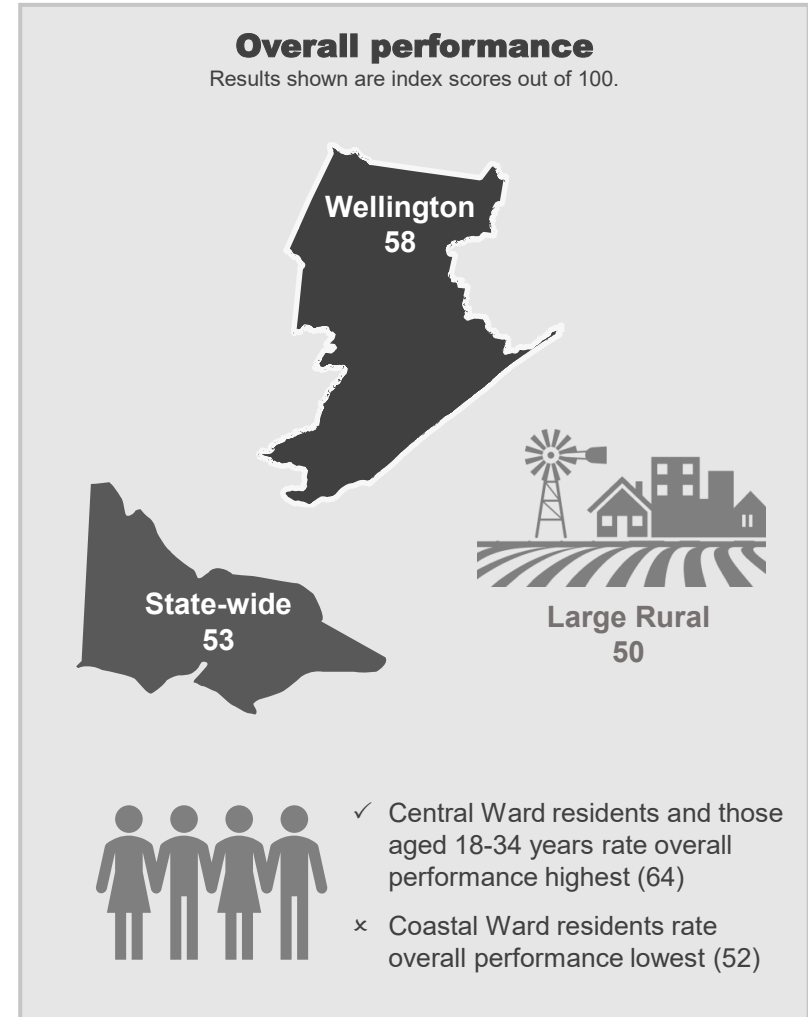
Overall performance

The overall performance index score of 58 for Wellington Shire Council is in line with the 2024 result (down one point). Overall performance perceptions remain largely stable since significantly decreasing in 2023 to a series low. The recent stability means Council has been unable to recover any of the ground lost in 2023 and the overall rating remains lower than it has been in the past.

Even so, Council's overall performance continues to be rated significantly higher (at the 95% confidence interval) than the average ratings for Councils State-wide (index score of 53) and in the Large Rural group (50).

- Residents of the Central Ward (index score of 64) rate overall Council performance the highest and significantly higher than the Council average. By contrast, residents of the Coastal Ward (index score of 52) rate Council performance the lowest and significantly lower than the average.
- Residents aged 18 to 34 years (index score of 64) also rate Council performance significantly higher than the average, with their perceptions also improving significantly in the last year (up 10 points).

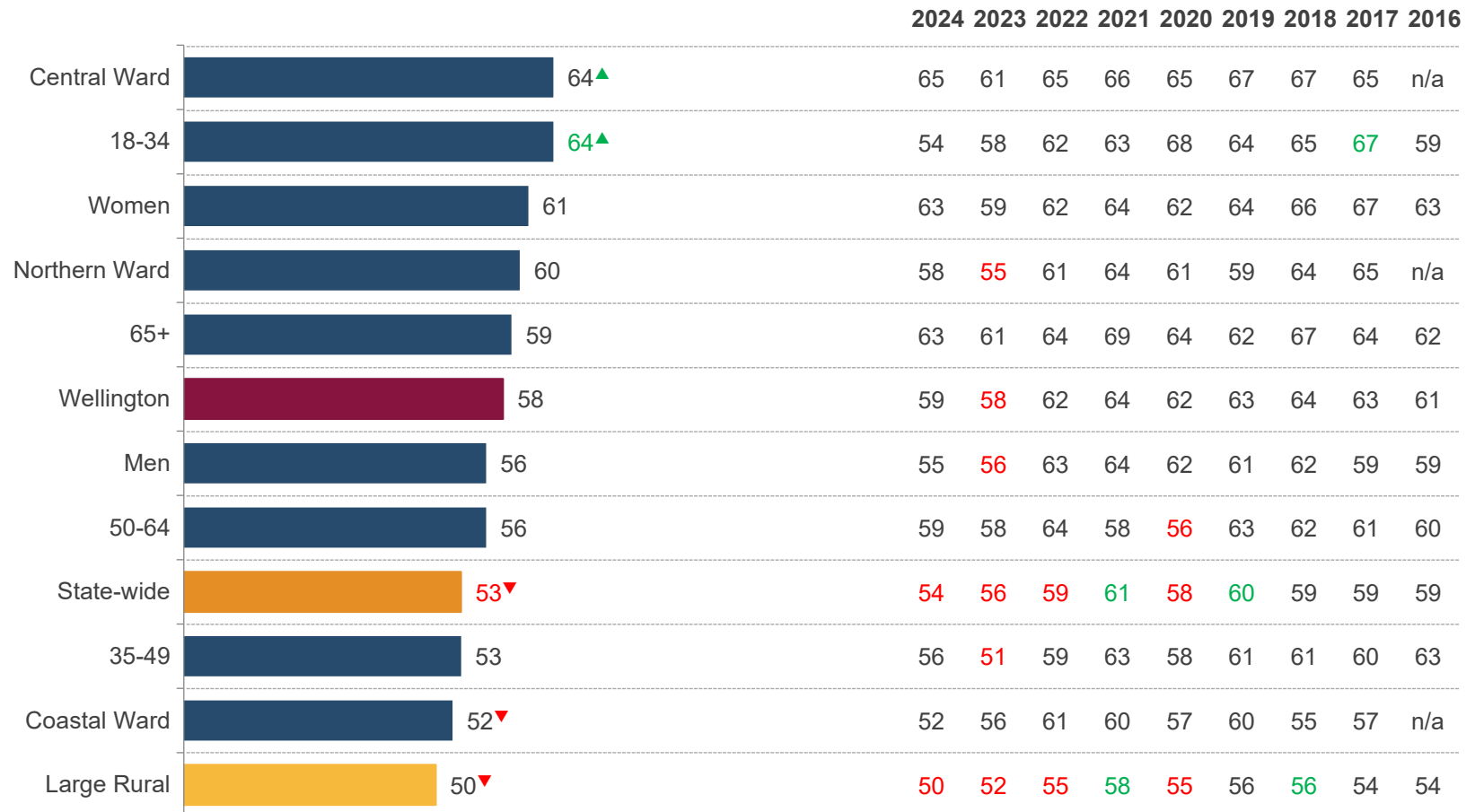
Around two in five residents (39%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. A smaller amount rate Council as 'very poor' or 'poor' (30%) or average (28%) in terms of providing value for money.





Overall performance

2025 overall performance (index scores)



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

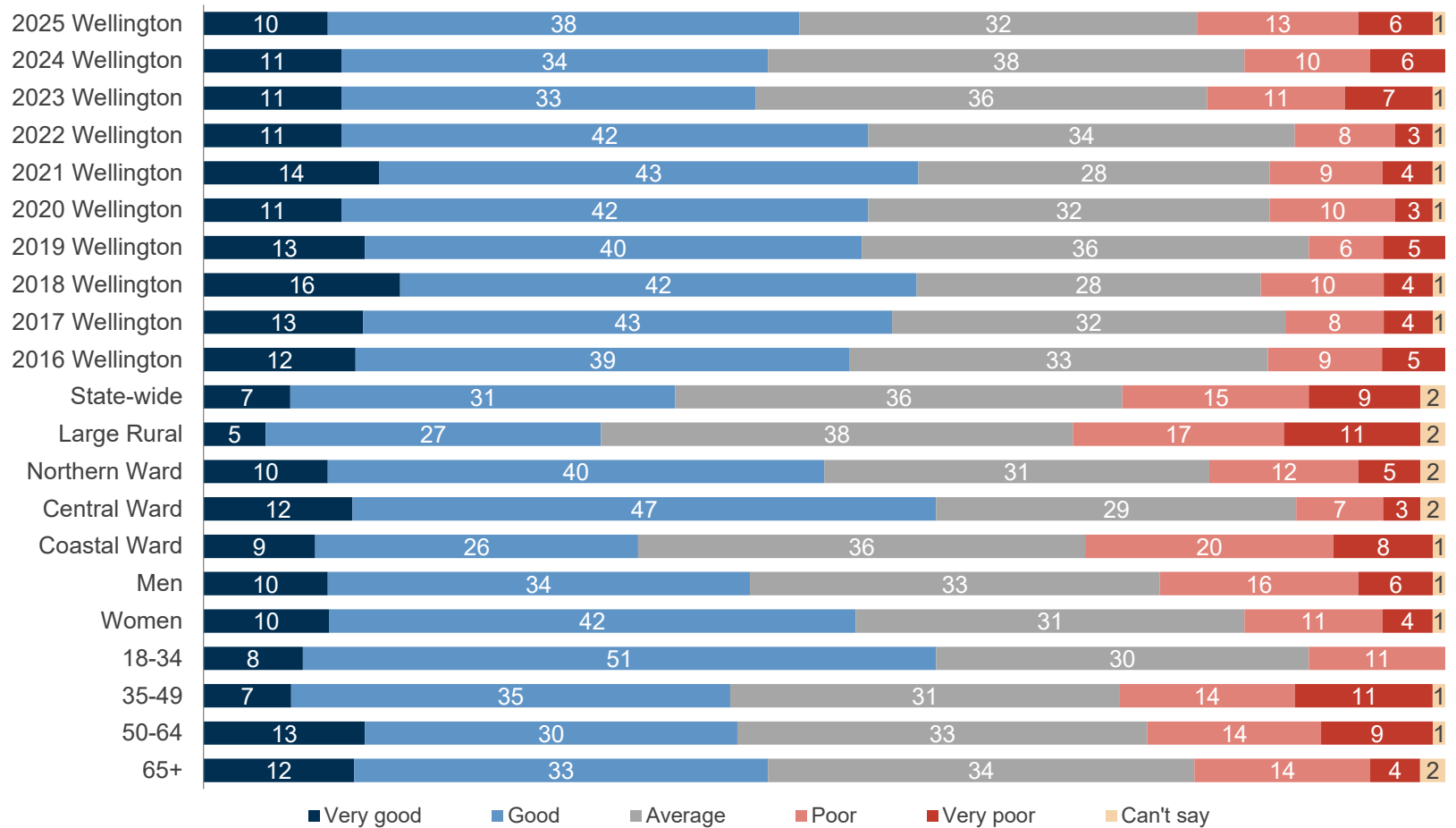
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



Overall performance

2025 overall performance (%)

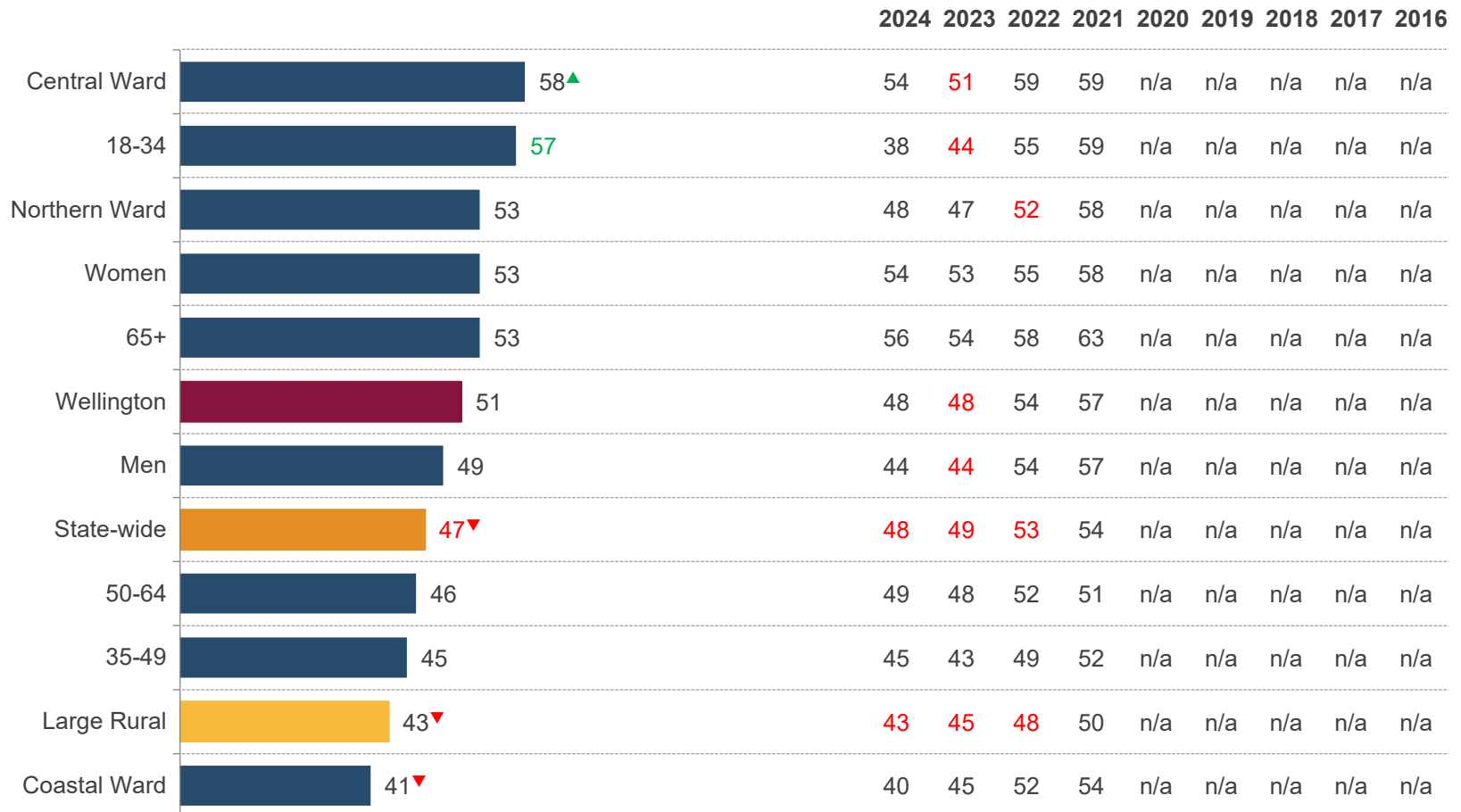


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wellington Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18



Value for money in services and infrastructure

2025 value for money (index scores)



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

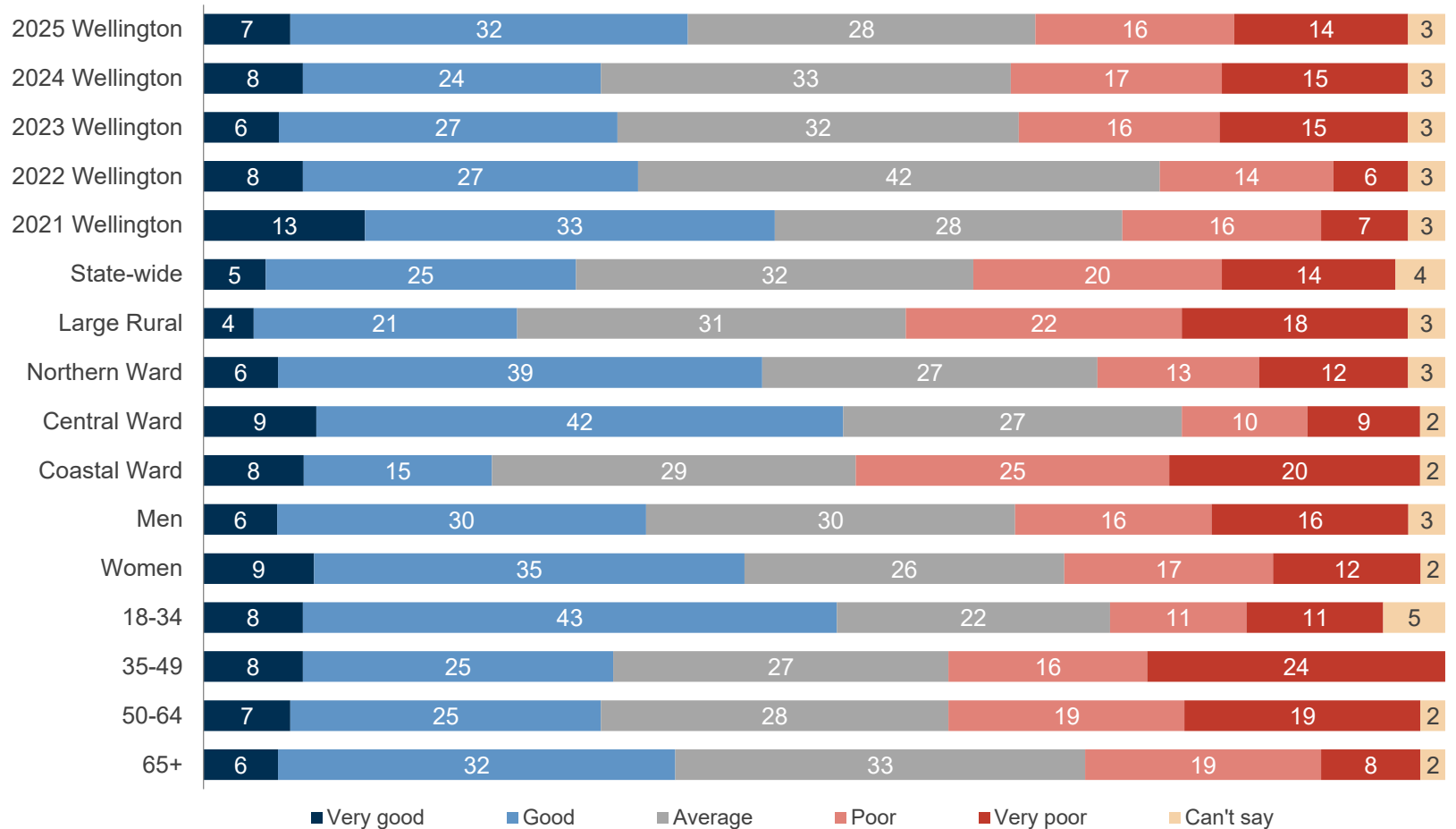
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 18

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



Value for money in services and infrastructure

2025 value for money (%)



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

Base: All respondents. Councils asked State-wide: 55 Councils asked group: 18



Top performing service areas

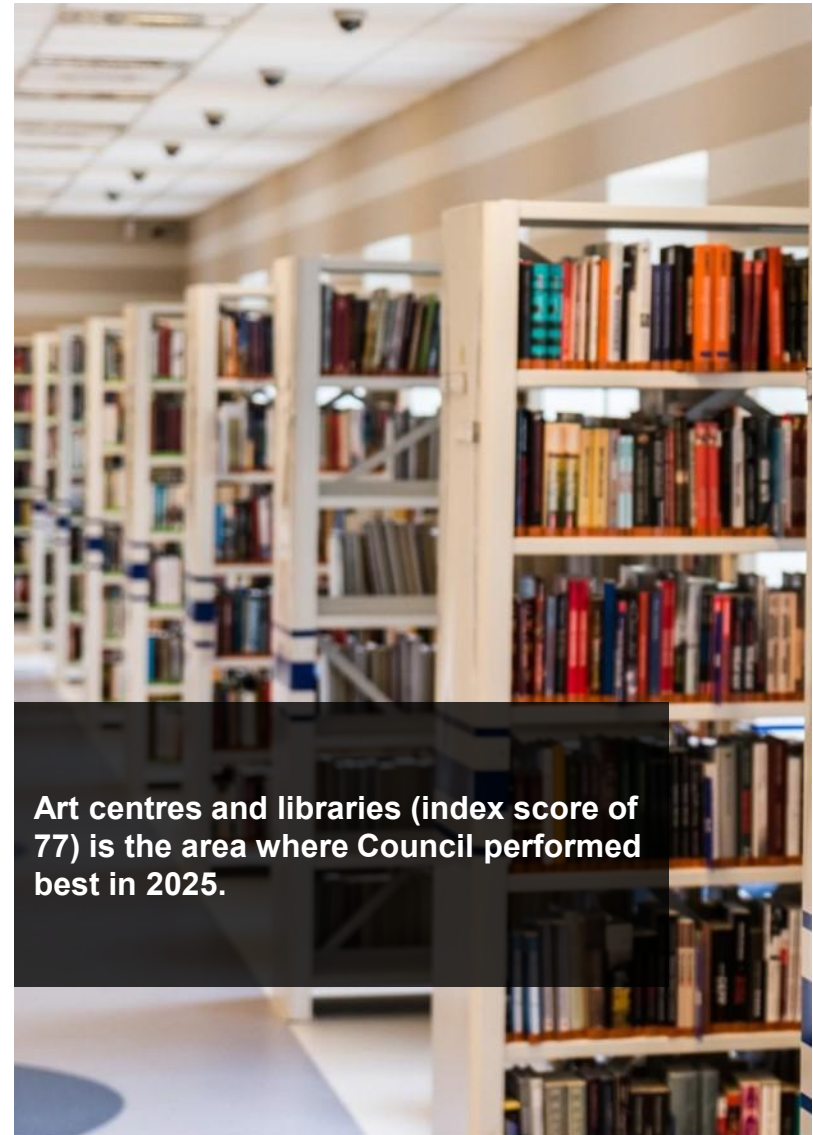
Council continues to perform best in the area of art centres and libraries (index score of 77), although impressions of Council performance in this area have decreased by a slight (not significant) two index points.

- Residents of the Central Ward (index score of 81) rate Council performance on art centres and libraries significantly higher than the Council average. By contrast, residents of the Coastal Ward (index score of 72) rate Council significantly lower than the average.
- Positively, both household and personal users of art centres and libraries (index score of 81 for both) rate this service area significantly higher than average.
- Perceptions of Council's performance on art centres and libraries have significantly declined among residents aged 18 to 34 years over the last year (index score of 76, down seven index points).

Council's next best performing service areas are the appearance of public areas (index score of 71) and recreational facilities (index score of 70).

- Recreational facilities has a moderate influence on Council's overall performance rating, so maintaining positive results here should remain a focus.

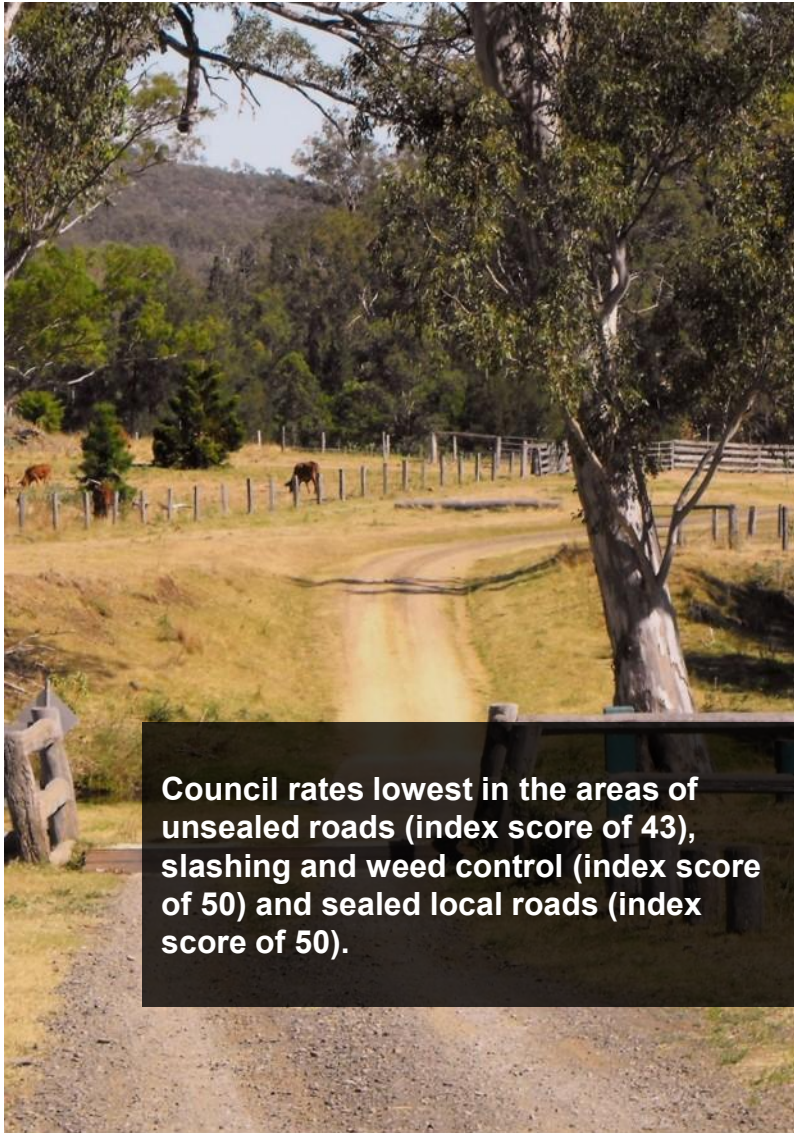
For all three service areas, Council performs significantly higher than the State-wide and Large Rural group averages.



Art centres and libraries (index score of 77) is the area where Council performed best in 2025.



Low performing service areas



Council continues to rate lowest in the area of unsealed roads (index score of 43), although impressions of performance in this area have improved by a slight (not significant) three index points in the last year.

- Council continues to rate significantly higher than the State-wide and Large Rural group averages for performance on unsealed roads (index scores of 38 and 36 respectively).

Council's next lowest performing service areas are slashing and weed control (index score of 50, up a significant six index points) and sealed local roads (index score of 51).

- For both roadside slashing and weed control, and sealed local roads, Council performs significantly higher than the Large Rural group average.

For all three service areas, impressions are significantly higher than the Council average among residents of the Central Ward. In contrast, ratings are lowest among Coastal Ward residents, meaning efforts to improve perceptions would best be focused here first.

These three service areas are also rated among the most important Council responsibilities, with sealed and unsealed roads being the two most important.



Individual service area performance

2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	77	79	77	81	80	81	81	79	74	74
Appearance of public areas	71	71	70	70	75	77	76	77	74	76
Recreational facilities	70	69	71	73	74	75	74	73	74	73
Emergency & disaster mngt	67	65	66	69	71	71	74	73	72	73
Community & cultural	66	64	68	67	65	69	68	69	69	70
Waste management	63	64	65	67	66	64	65	69	69	67
Bus/community dev./tourism	61	61	61	65	64	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	60	62	63	65	65	66	66	66	66	61
Environmental sustainability	59	59	61	62	62	59	63	62	65	62
Town planning policy	58	55	55	61	60	60	62	59	60	56
Population growth	57	55	54	59	60	n/a	n/a	n/a	n/a	n/a
Informing the community	57	55	57	59	60	60	60	58	62	60
Local streets & footpaths	56	56	56	54	64	60	59	58	59	56
Community decisions	55	53	54	59	61	58	58	58	59	56
Planning & building permits	53	55	55	60	58	60	60	57	58	55
Lobbying	52	52	55	59	57	57	57	57	61	55
Consultation & engagement	52	53	53	55	58	57	57	58	59	55
Sealed local roads	51	50	50	54	65	59	56	56	56	53
Slashing & weed control	50	44	44	45	55	51	56	55	54	56
Unsealed roads	43	40	40	44	51	52	50	47	47	50

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

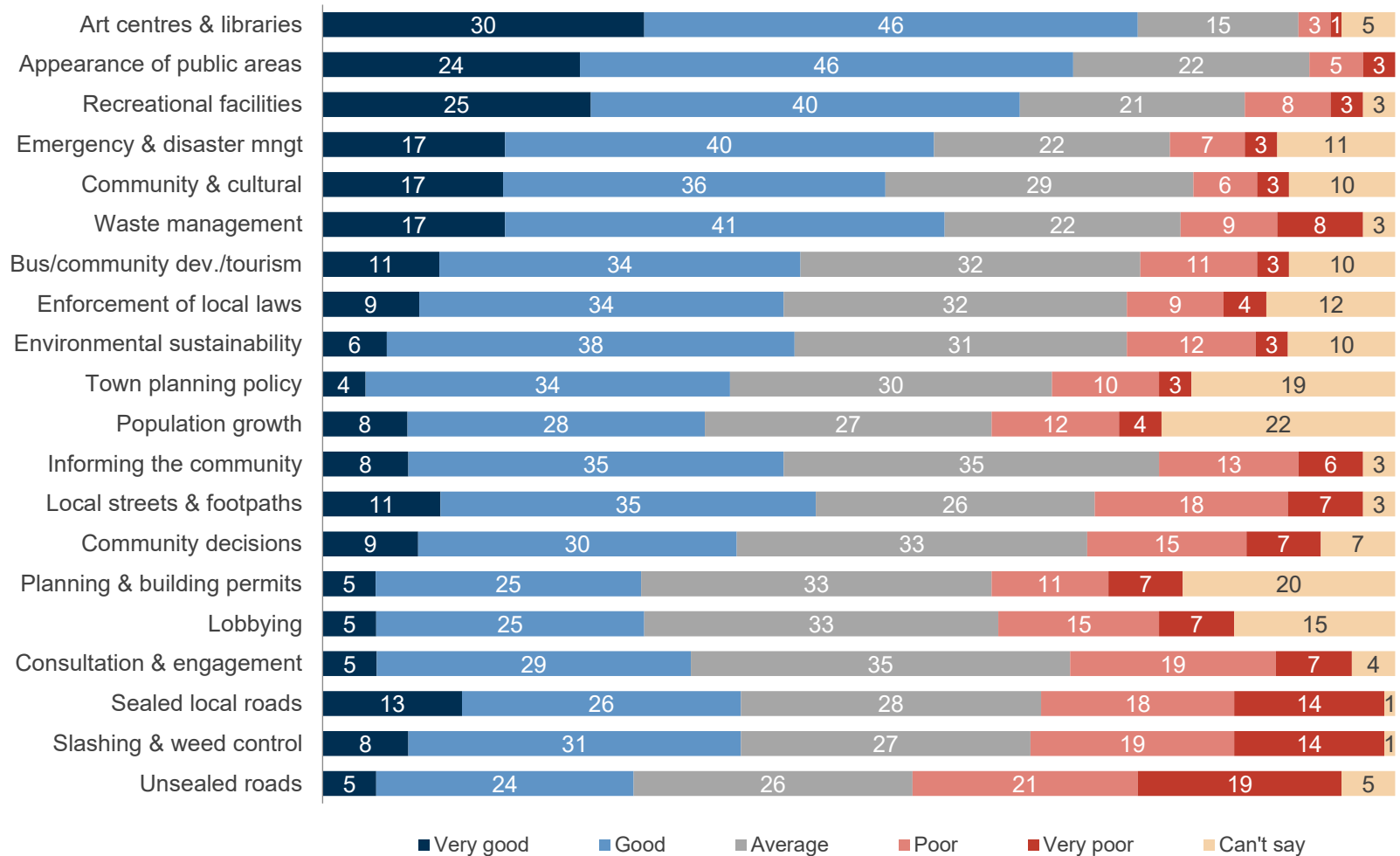
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



Individual service area performance

2025 individual service area performance (%)





Individual service area importance

2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Sealed local roads	82	81	80	82	79	80	79	81	80	81
Unsealed roads	81	82	82	83	79	80	79	79	79	81
Community decisions	80	77	79	81	81	78	81	79	78	79
Waste management	79	79	80	81	81	80	78	79	79	80
Emergency & disaster mngt	78	83	80	82	83	84	83	82	81	83
Slashing & weed control	77	78	80	80	78	77	73	75	74	75
Local streets & footpaths	76	78	78	79	77	76	76	78	76	77
Informing the community	76	77	77	79	78	77	76	75	75	74
Consultation & engagement	74	77	75	77	77	76	76	76	74	77
Recreational facilities	71	73	73	75	75	72	72	75	73	73
Appearance of public areas	71	72	74	74	75	74	72	73	74	72
Town planning policy	70	70	71	73	71	68	70	71	69	73
Lobbying	70	70	70	70	72	72	69	70	72	70
Population growth	68	74	72	71	72	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	68	72	73	72	75	72	n/a	n/a	n/a	n/a
Planning & building permits	67	68	68	70	69	68	68	66	69	67
Enforcement of local laws	66	68	69	69	68	69	70	69	70	69
Art centres & libraries	62	67	66	66	67	66	63	61	63	64
Environmental sustainability	61	65	65	70	71	74	71	70	67	72
Community & cultural	56	60	60	66	65	62	62	60	62	60

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

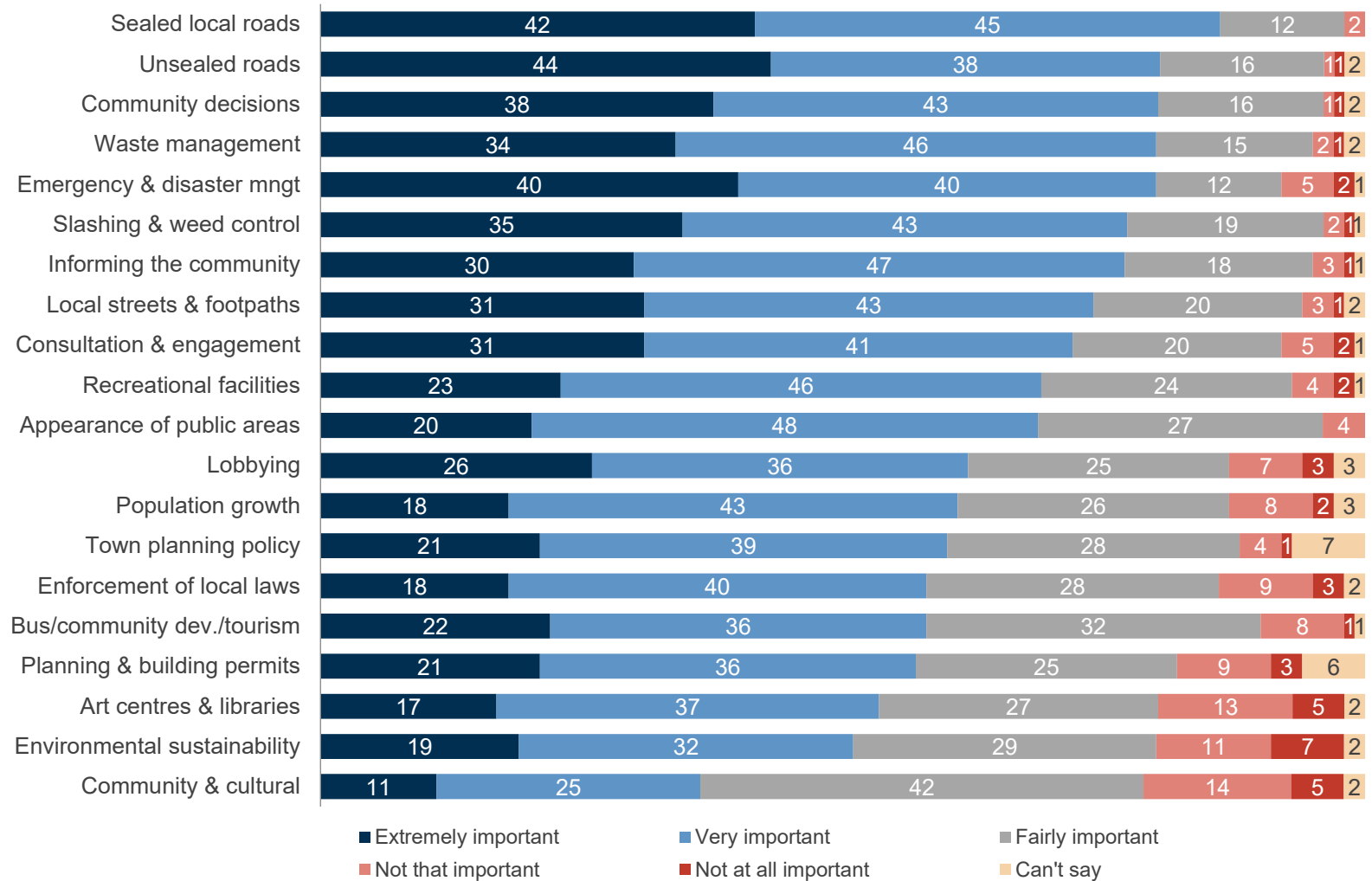
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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



Individual service area importance

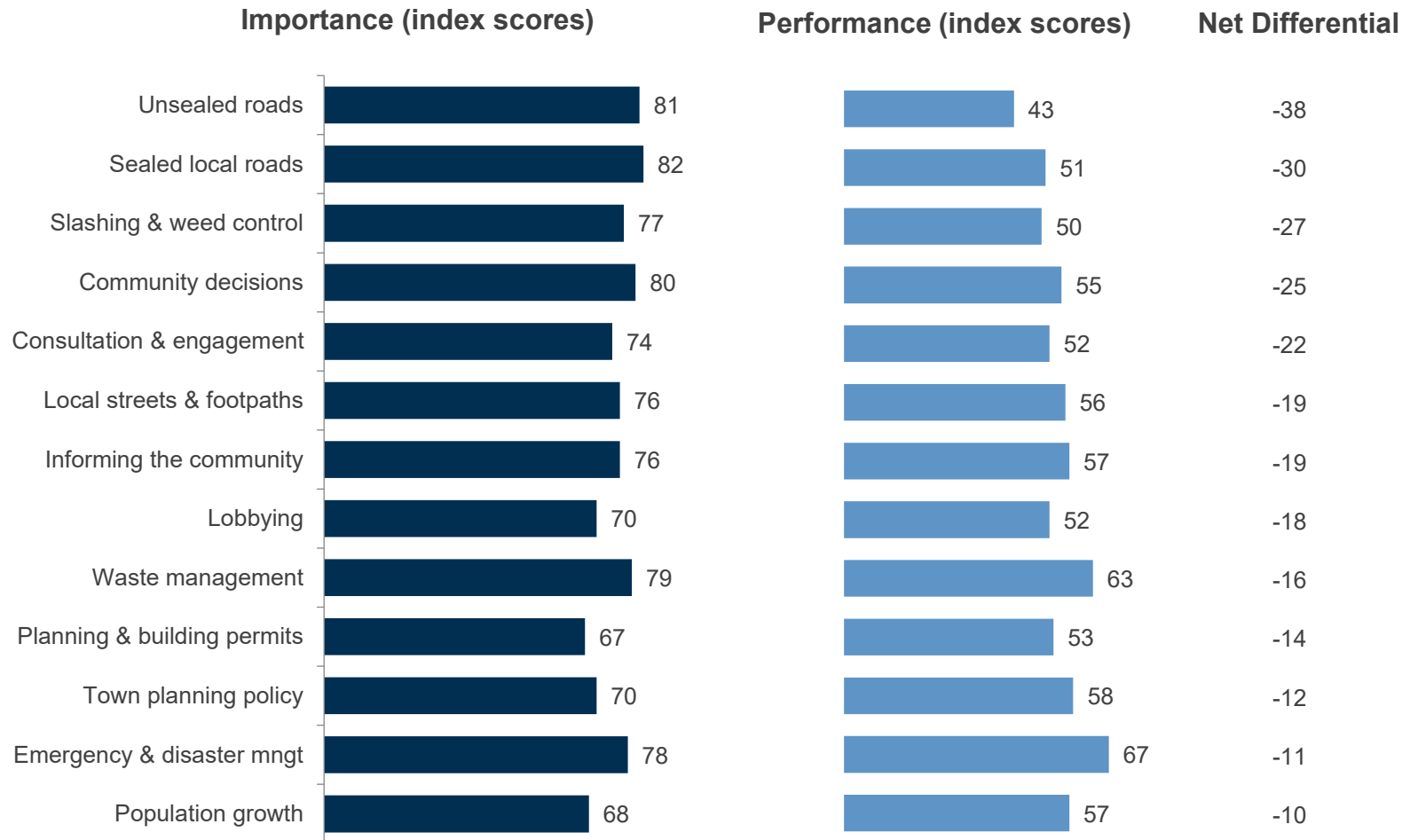
2025 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community
- The condition of sealed local roads.

Good communication and transparency with residents around Council decision making and keeping sealed local roads well maintained provide the greatest opportunities to drive up overall opinion of Council's performance.

Following on from that, other service areas with a moderate-to-strong influence on the overall performance rating are:

- Town planning
- Emergency management
- Recreational facilities
- Waste management.

Looking at these key service areas only, recreational facilities and emergency management have high performance index scores (70 and 67 respectively) and Council also performs well on waste management (index score of 63). All are moderate influences on the overall performance rating.

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Council performs relatively less well on town planning (index score of 58) which is a stronger influence on perceptions of its overall performance.

A focus on understanding community preferences, needs and concerns around local planning can also help to shore up Council's overall performance rating.



Regression analysis explained

We use regression analysis to investigate which individual service areas such as community consultation and the condition of sealed local roads (the independent variables) are influencing respondent perceptions of Council's overall performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than those located closer to the axis.

The regressions are shown on the following two charts.

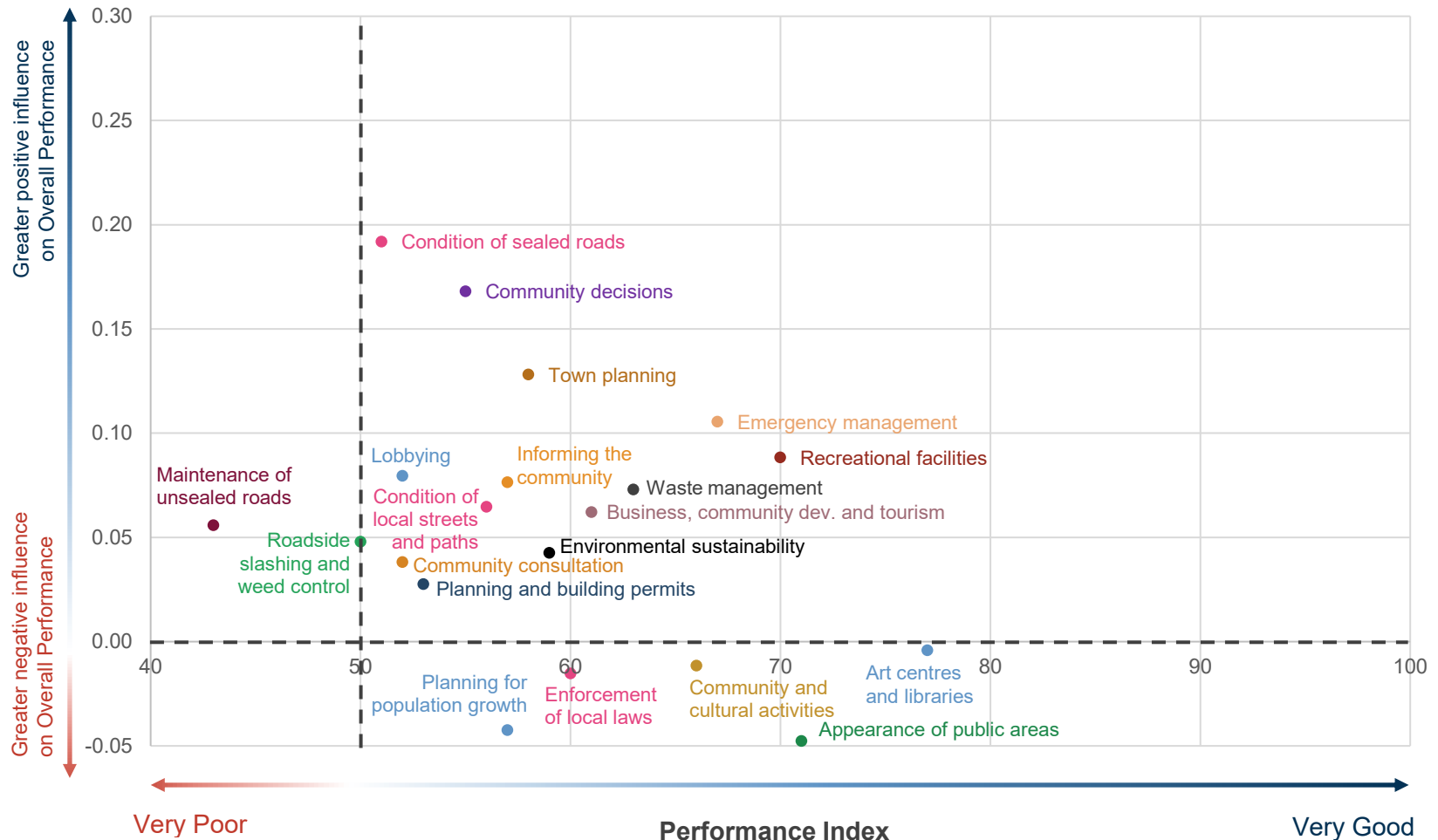
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all services

2025 regression analysis (all services)

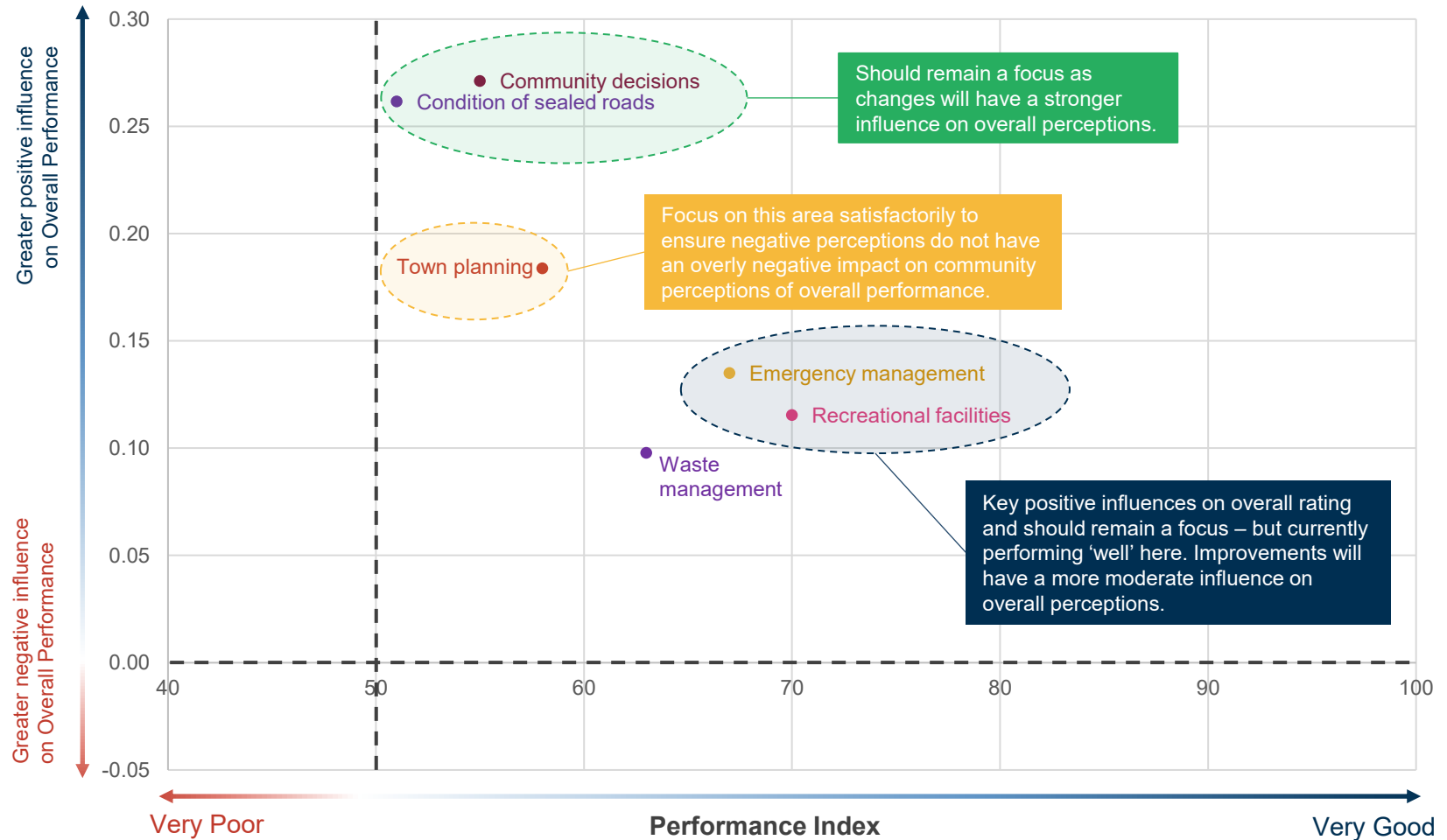


The multiple regression analysis model above (all service areas) has an R^2 value of 0.653 and adjusted R^2 value of 0.634, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 35.62$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key services

2025 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.628 and adjusted R^2 value of 0.622, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 110.61$.



Customer service



Contact with council and customer service

Contact with council

Three in five Council residents (61%) had contact with Council in the last 12 months. Rate of contact has remained relatively stable in recent years, fluctuating from year to year but not to a significant extent.

- Residents aged 18 to 34 years (46%) had significantly less contact with Council over the last 12 months compared to 2024 (down 19 percentage points) and now contact Council at a significantly lower rate compared to the Council average.



Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 68 represents a slight (not significant) three-point decrease from the previous result. The decline means Council's customer service rating is now at its lowest point since 2016.

Despite this, Council's customer service rating remains in line with the State-wide and Large Rural group averages (index scores of 66 and 65 respectively).

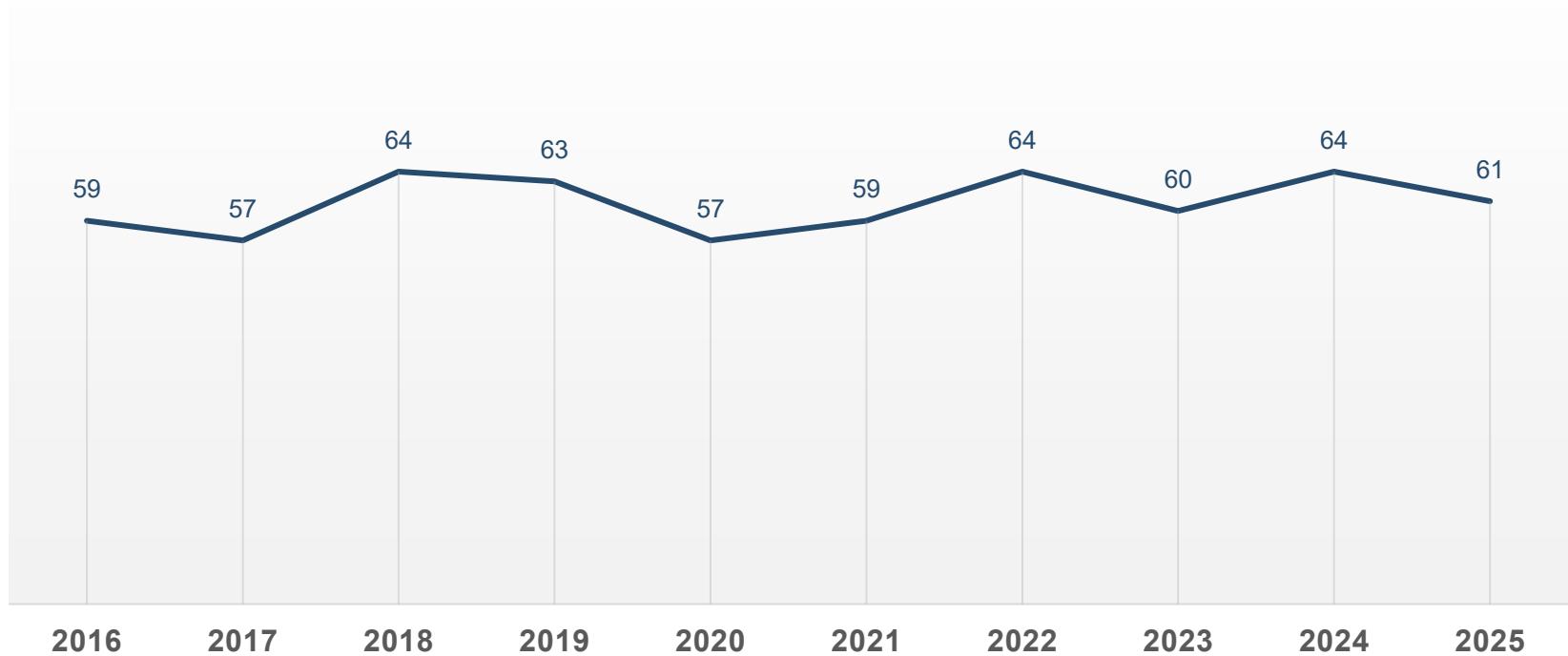
There are no significant differences in ratings of customer service among demographic and geographic cohorts compared to the Council average or compared 2024 results.

Residents aged 18 to 34 years and women (index score of 72 for both) rate customer service the highest, while residents aged 35 to 49 years (index score of 62) rate customer service the lowest.



Contact with council

2025 contact with council (%)
Have had contact



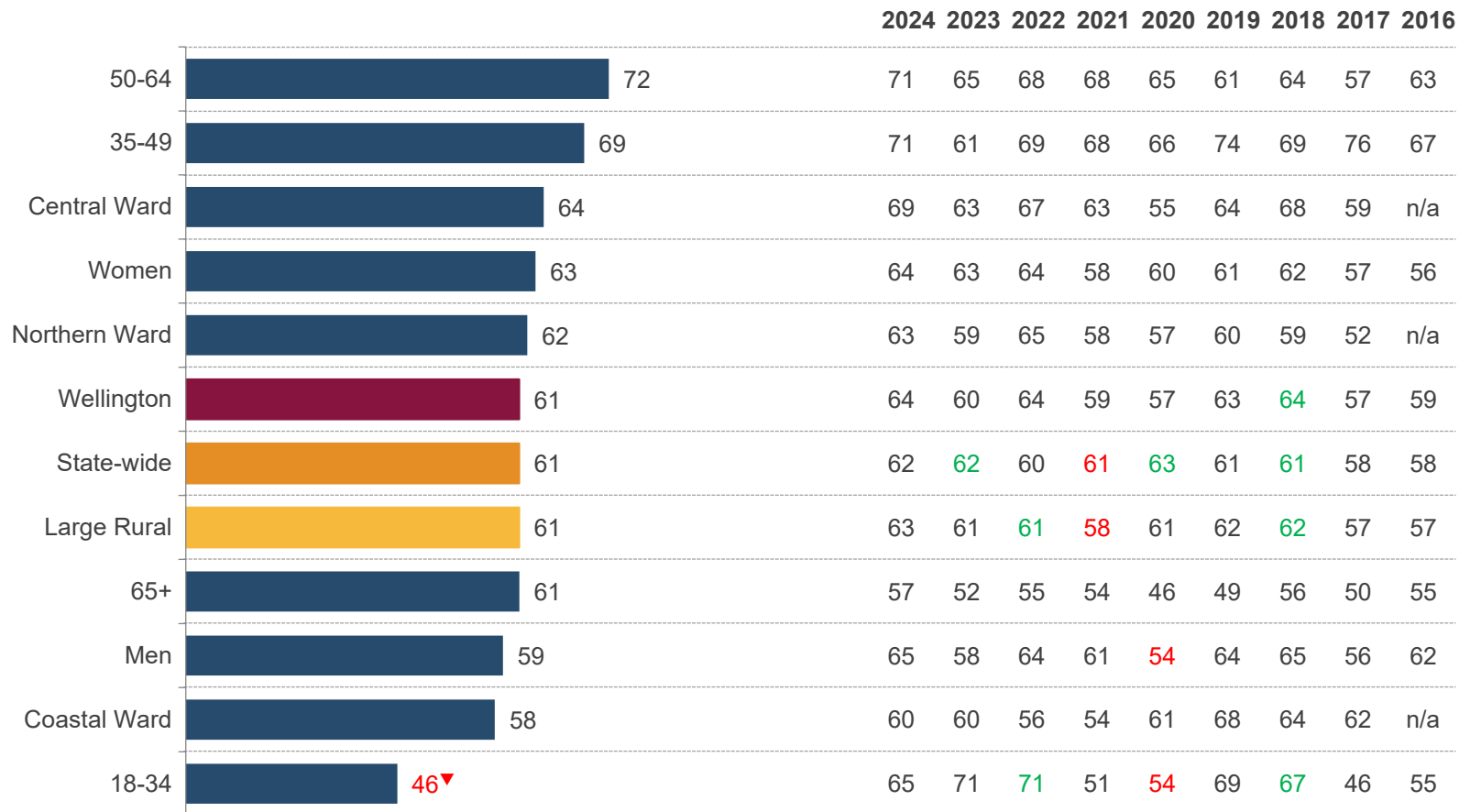
Q5. Over the last 12 months, have you or any member of your household had any contact with Wellington Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9



Contact with council

2025 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Wellington Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

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



Customer service rating

2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	72	69	71	63	70	68	68	73	71	57
Women	72	75	71	68	77	75	74	76	75	73
65+	71	71	69	75	77	74	78	76	69	65
Northern Ward	70	68	66	64	70	70	68	75	68	n/a
Central Ward	69	76	71	75	74	72	73	75	77	n/a
Wellington	68	71	69	69	71	71	71	73	70	66
50-64	68	73	69	71	72	69	67	72	70	73
State-wide	66	67	67	68	70	70	71	70	69	69
Coastal Ward	66	68	68	70	69	72	73	68	63	n/a
Large Rural	65	65	65	67	68	68	69	67	66	67
Men	65	66	66	71	67	67	68	71	66	60
35-49	62	70	65	67	64	73	72	73	71	71

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

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

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

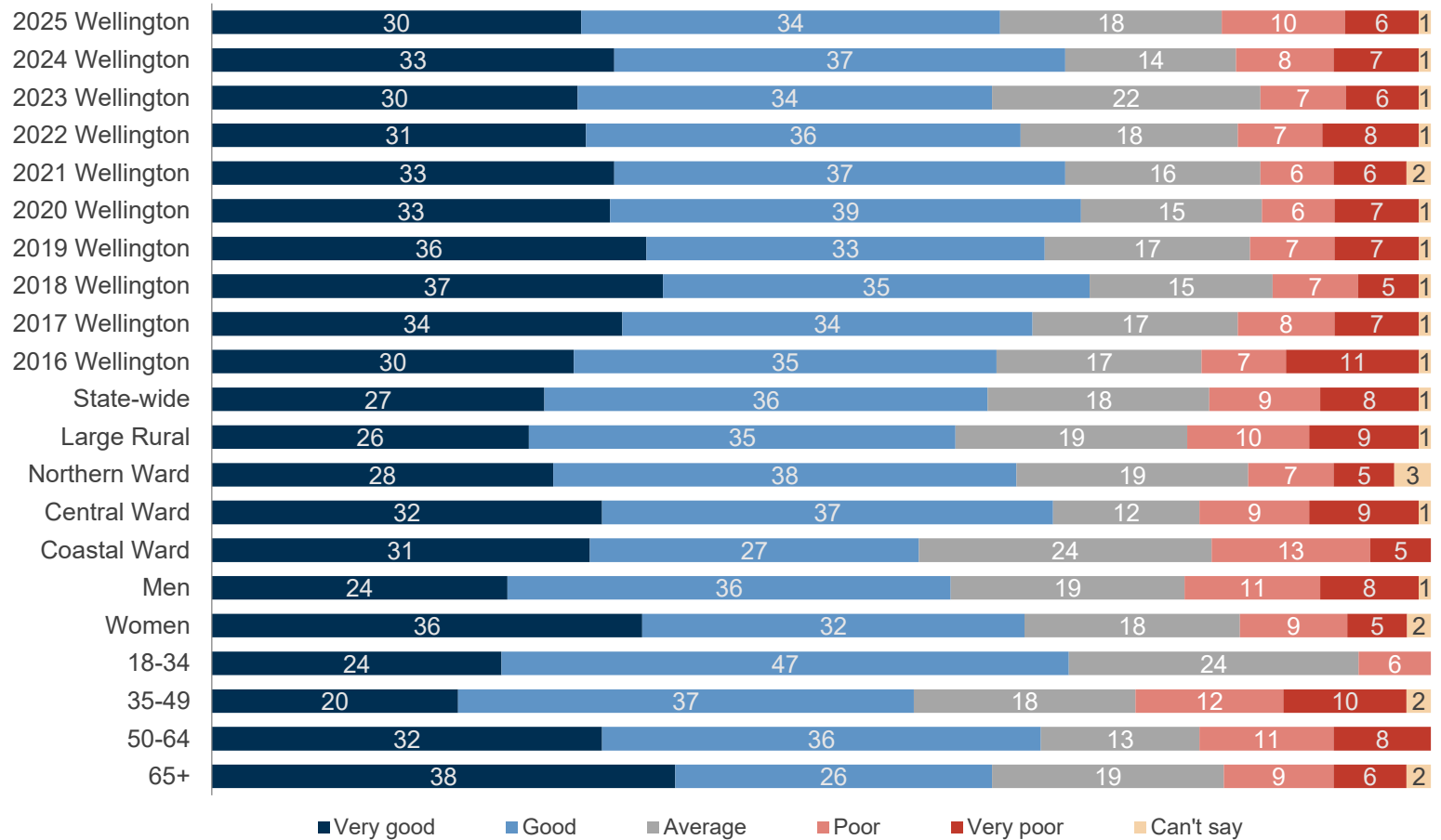
Councils asked State-wide: 56 Councils asked group: 18

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



Customer service rating

2025 customer service rating (%)



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

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

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

Councils asked State-wide: 56 Councils asked group: 18



Council direction



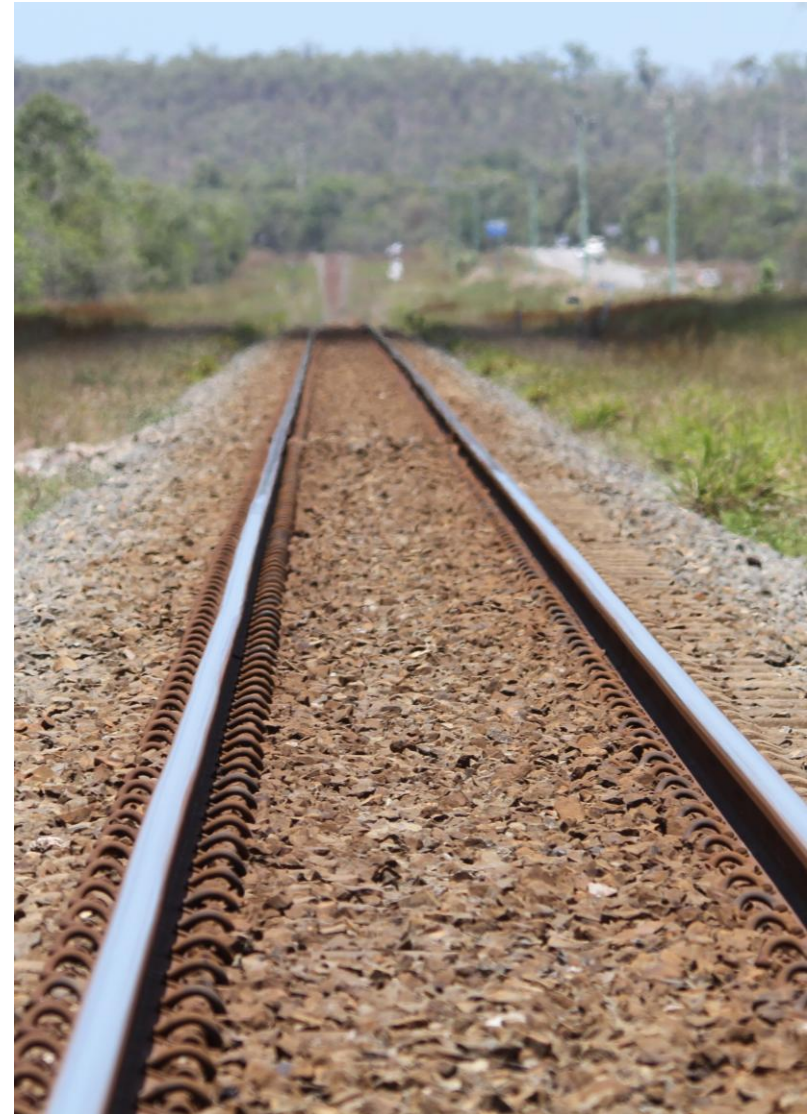
Council direction

Over the last 12 months, 67% believe the direction of Council's overall performance has stayed the same.

- 14% believe the direction has improved (up four percentage points on 2024) in the last 12 months.
- A similar amount (15%) believe the direction of Council's overall performance has deteriorated (down four percentage points on 2024).

Perceptions of the direction of Wellington Shire Council's overall performance (index score of 50) have improved by a significant five index points in the last year. This comes after ratings of overall Council direction significantly declined to a 10-year low in 2024.

- Council rates significantly higher than the State-wide and Large Rural group averages for overall Council direction (index scores of 46 and 44 respectively).
- Council's overall direction ratings among residents aged 18 to 34 years (index score of 53, up eight index points), those in the Northern Ward (index score of 52, up eight points) and men (index score of 48, up eight points) improved significantly in the last year, while ratings among all other demographic and geographic cohorts remained stable.





Overall council direction last 12 months

2025 overall council direction (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	53	45	47	53	55	63	55	68	60	50
Central Ward	52	52	50	57	56	55	58	67	55	n/a
Northern Ward	52	44	47	48	54	56	49	55	55	n/a
Women	52	50	50	51	55	55	55	63	62	57
65+	51	48	51	54	59	54	53	58	59	53
Wellington	50	45	49	51	54	55	53	60	55	53
Men	48	40	48	51	53	54	52	57	49	49
35-49	47	40	47	46	50	52	52	56	52	56
State-wide	46▼	45	46	50	53	51	53	52	53	51
50-64	46	44	50	50	49	50	53	57	49	53
Coastal Ward	45	39	50	49	50	52	50	52	56	n/a
Large Rural	44▼	42	44	47	51	50	51	52	52	48

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

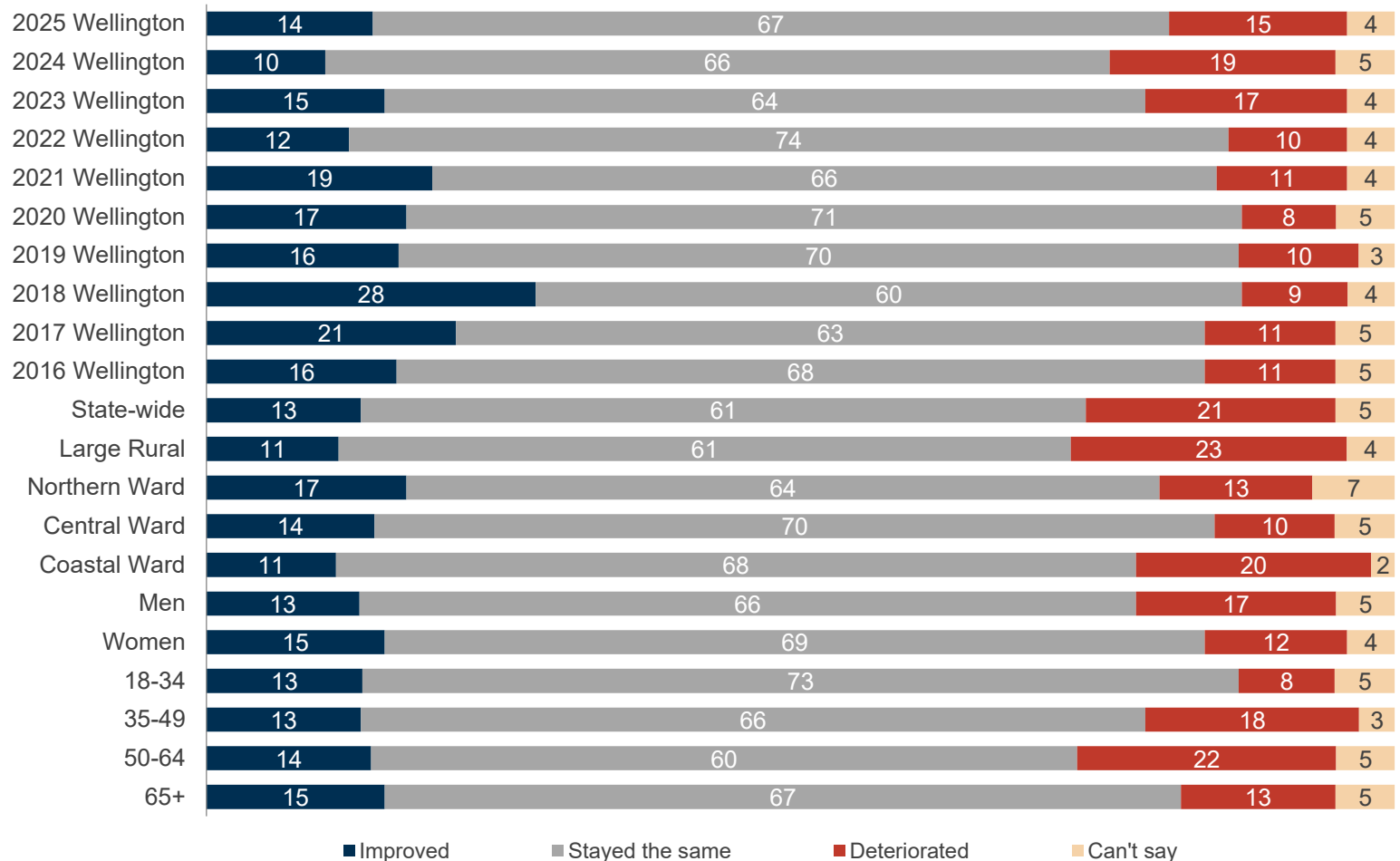
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



Overall council direction last 12 months

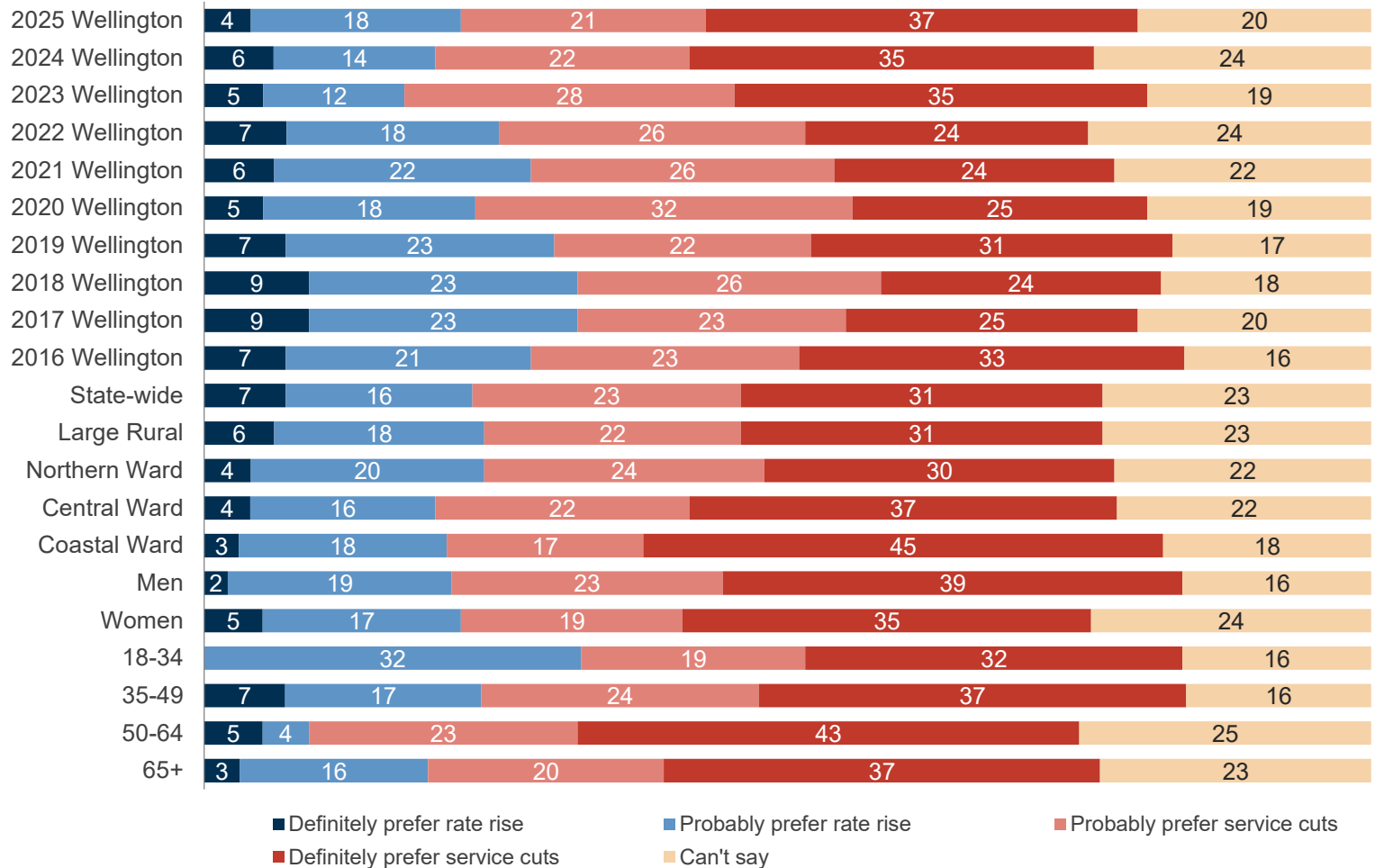
2025 overall council direction (%)





Rates / services trade-off

2025 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

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

Individual service areas



Community consultation and engagement importance



2025 consultation and engagement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	80▲	78	76	81	78	77	78	77	79	81
Women	77	78	77	80	81	77	78	76	75	78
Central Ward	76	76	73	76	79	77	75	75	74	n/a
65+	76	76	79	78	80	77	77	78	75	77
Large Rural	76	77	77	77	77	76	75	76	75	76
35-49	76	78	73	76	76	78	74	72	77	78
State-wide	76	76	76	76	75	74	74	74	74	75
Coastal Ward	75	75	77	79	78	76	74	74	76	n/a
Wellington	74	77	75	77	77	76	76	76	74	77
Northern Ward	71	77	77	77	75	76	77	77	73	n/a
Men	70	76	73	74	74	76	74	75	73	77
Personal user	70	80	81	80	83	n/a	n/a	n/a	n/a	n/a
Household user	69▼	81	80	78	81	n/a	n/a	n/a	n/a	n/a
18-34	64▼	76	71	75	73	74	74	75	65	76

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

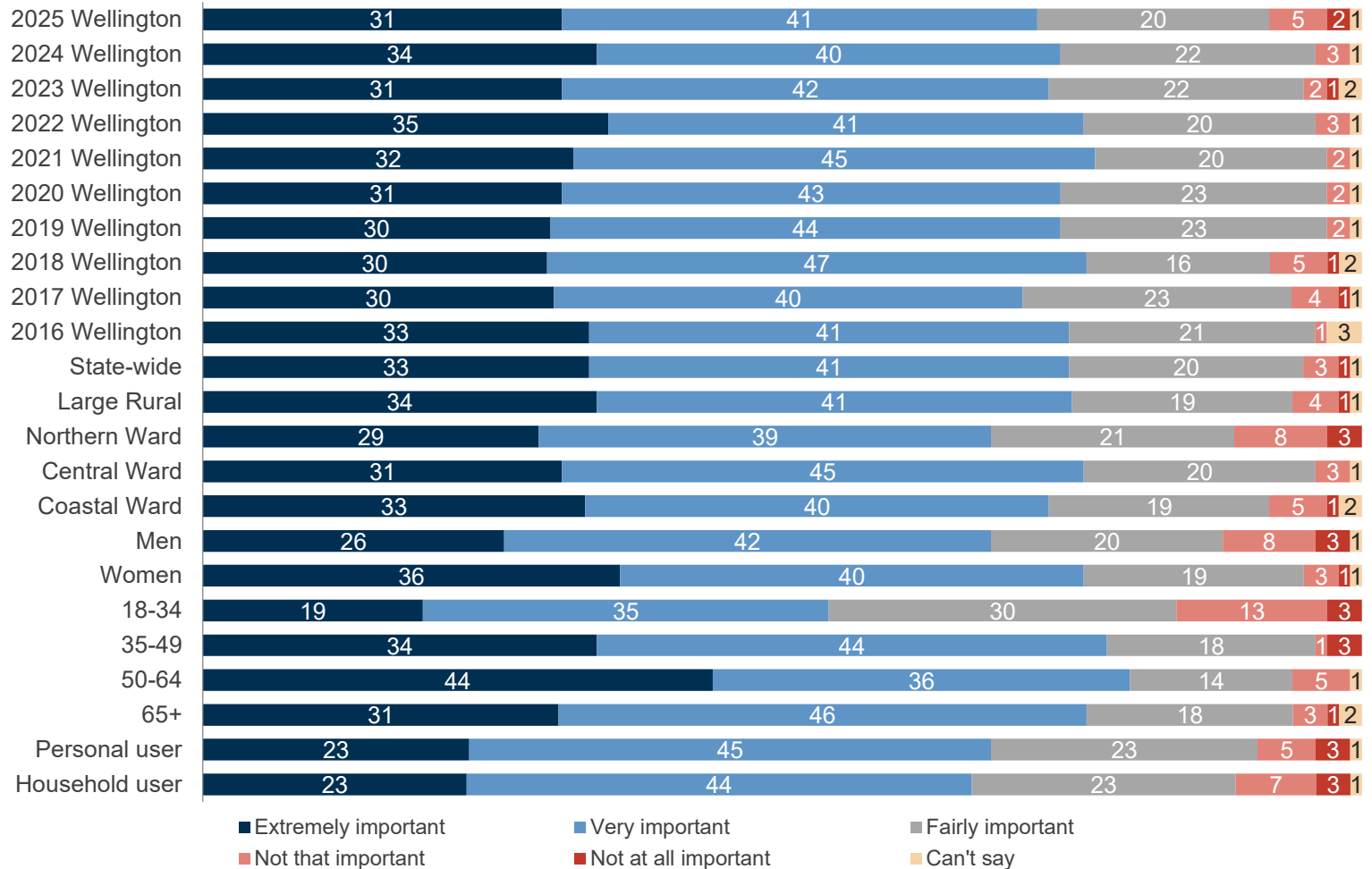
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2025 consultation and engagement importance (%)





Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	59▲	50	54	56	58	60	56	60	70	60
Household user	55	57	55	63	64	n/a	n/a	n/a	n/a	n/a
Women	55	55	56	55	57	58	59	59	62	60
Personal user	54	58	55	60	62	n/a	n/a	n/a	n/a	n/a
Northern Ward	54	52	52	55	59	56	53	58	61	n/a
Central Ward	54	57	57	56	57	60	59	61	62	n/a
Wellington	52	53	53	55	58	57	57	58	59	55
50-64	50	53	50	55	51	52	55	57	58	57
State-wide	50	51	52	54	56	55	56	55	55	54
65+	50	54	54	58	63	57	57	58	55	51
Men	49	51	51	55	58	55	55	57	57	51
Large Rural	48▼	48	49	51	54	54	54	54	52	52
35-49	47	53	55	49	54	59	60	57	55	56
Coastal Ward	47	48	51	54	55	51	60	52	52	n/a

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

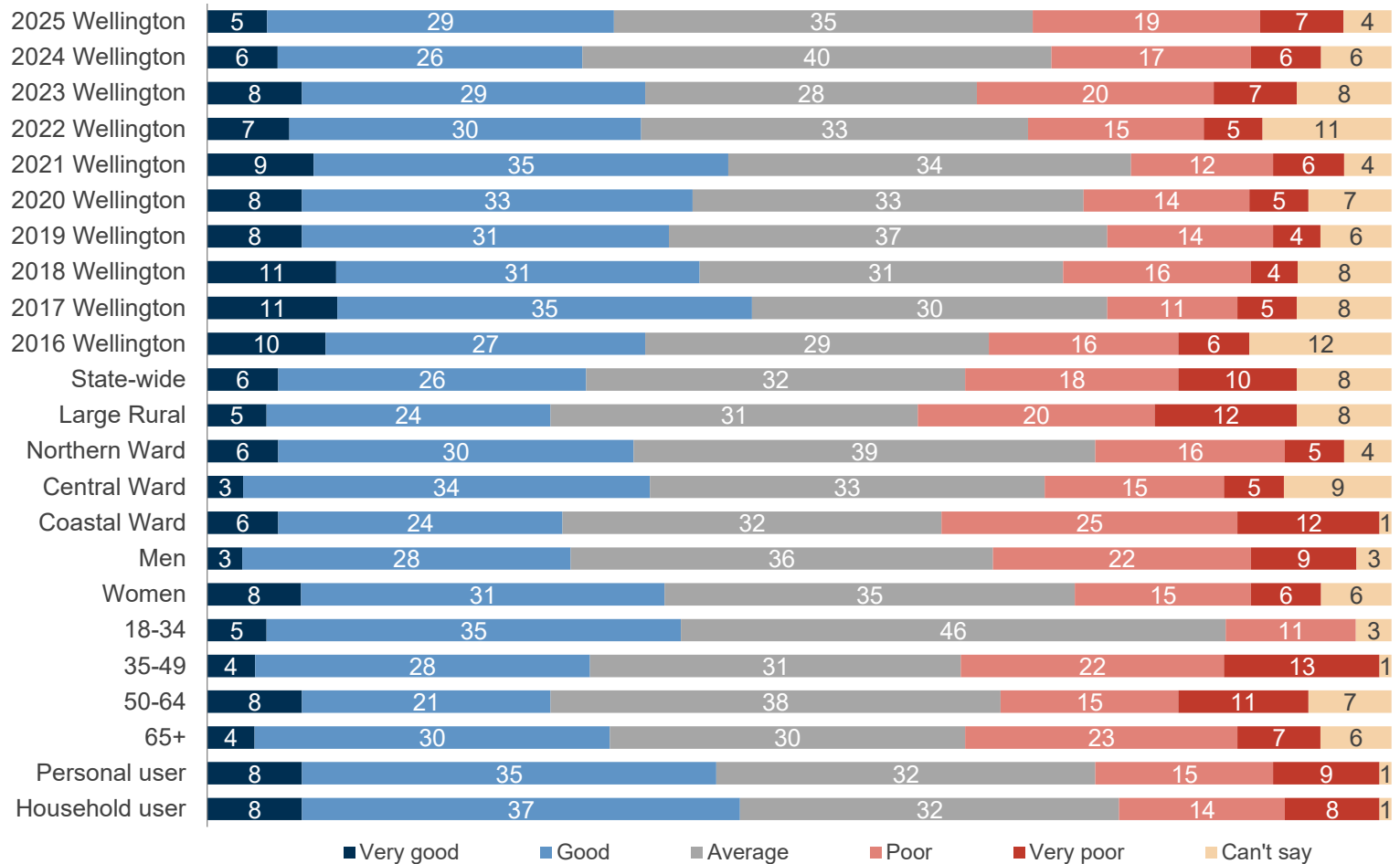
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2025 lobbying importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	74▲	71	74	71	76	73	74	73	77	74
35-49	74	72	67	70	69	73	73	66	71	70
50-64	71	67	73	69	75	71	72	70	73	71
Personal user	70	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	70	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70	68	68	71	69	68	67	68	69	69
Northern Ward	70	72	70	70	72	72	69	69	73	n/a
Wellington	70	70	70	70	72	72	69	70	72	70
Central Ward	70	67	66	69	73	71	68	71	69	n/a
Coastal Ward	70	72	77	70	70	74	69	71	74	n/a
Large Rural	69	69	69	71	71	69	67	68	69	70
65+	69	70	69	71	70	71	68	68	70	68
Men	66	69	67	69	69	70	64	67	67	66
18-34	65	72	73	69	75	73	64	77	73	71

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

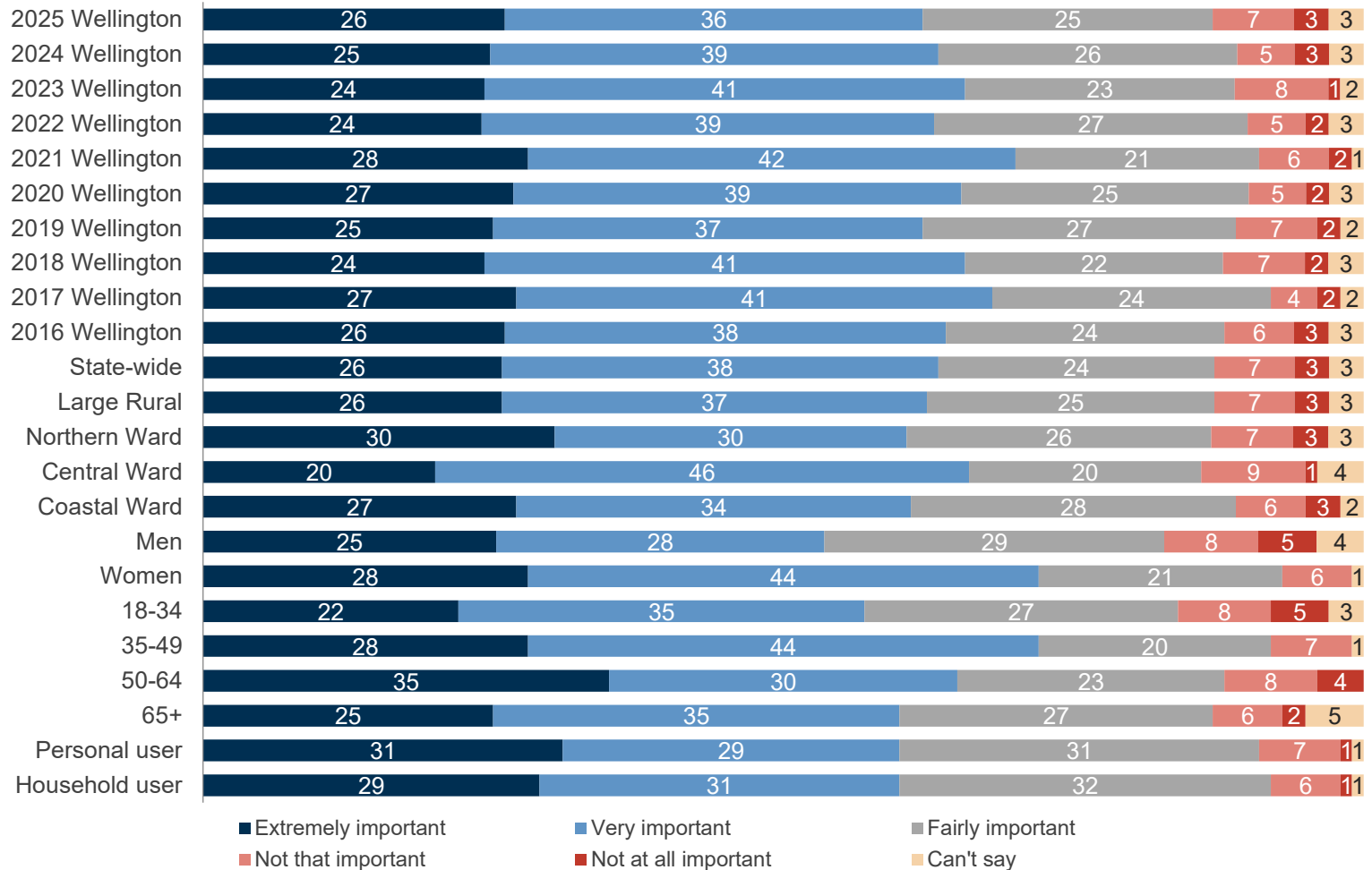
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2025 lobbying importance (%)





Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	59▲	50	57	62	57	60	50	57	65	55
Northern Ward	57▲	52	53	59	57	57	54	59	62	n/a
Women	55	55	57	57	57	58	60	58	62	57
Central Ward	53	55	60	59	59	58	60	58	64	n/a
Wellington	52	52	55	59	57	57	57	57	61	55
50-64	52	52	52	56	54	51	60	54	59	59
Household user	51	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	55	54	60	62	57	57	60	61	54
State-wide	49▼	50	51	53	55	53	54	54	54	53
Personal user	49	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	49	52	60	57	56	55	56	60	54
Large Rural	47▼	47	49	51	54	53	52	52	51	50
35-49	46▼	48	55	53	52	58	62	58	59	54
Coastal Ward	46▼	48	50	57	53	52	57	51	52	n/a

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

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 14

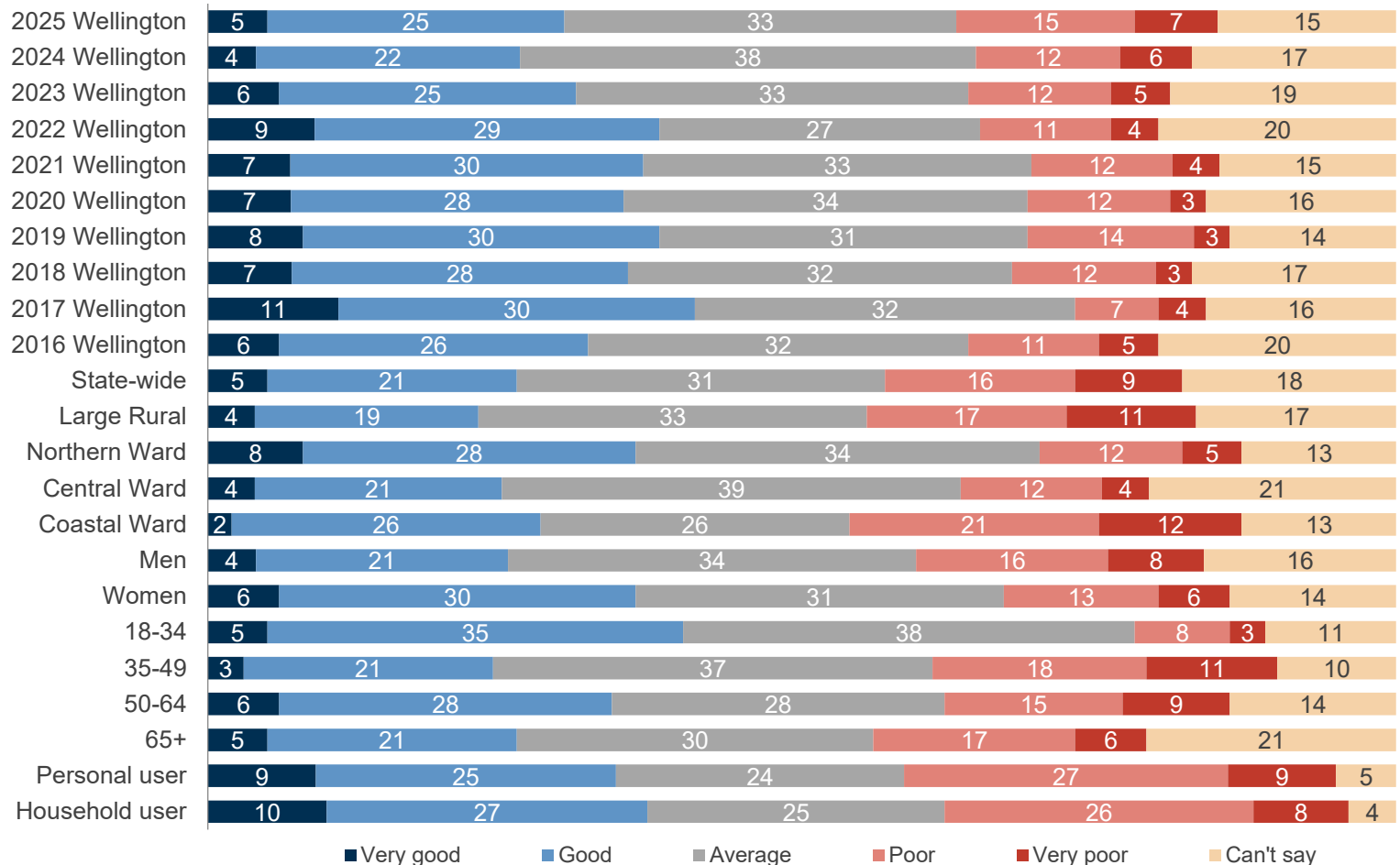
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2025 lobbying performance (%)



Decisions made in the interest of the community importance



2025 community decisions made importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	84	79	77	81	83	78	85	81	82	81
Women	83	79	81	83	81	78	83	80	82	80
35-49	82	79	82	79	80	78	83	77	79	75
Household user	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	80	79	77	82	83	79	82	80	78	n/a
Personal user	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	80	81	82	79	80	80	80	80
Wellington	80	77	79	81	81	78	81	79	78	79
Coastal Ward	80	79	79	83	78	77	79	77	78	n/a
State-wide	80	80	80	81	81	80	80	80	79	80
Northern Ward	79	74	80	80	80	77	81	80	78	n/a
65+	79	77	77	78	80	79	78	78	76	81
Men	77	75	77	80	80	78	80	78	74	78
18-34	76	74	81	87	81	75	79	81	75	78

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

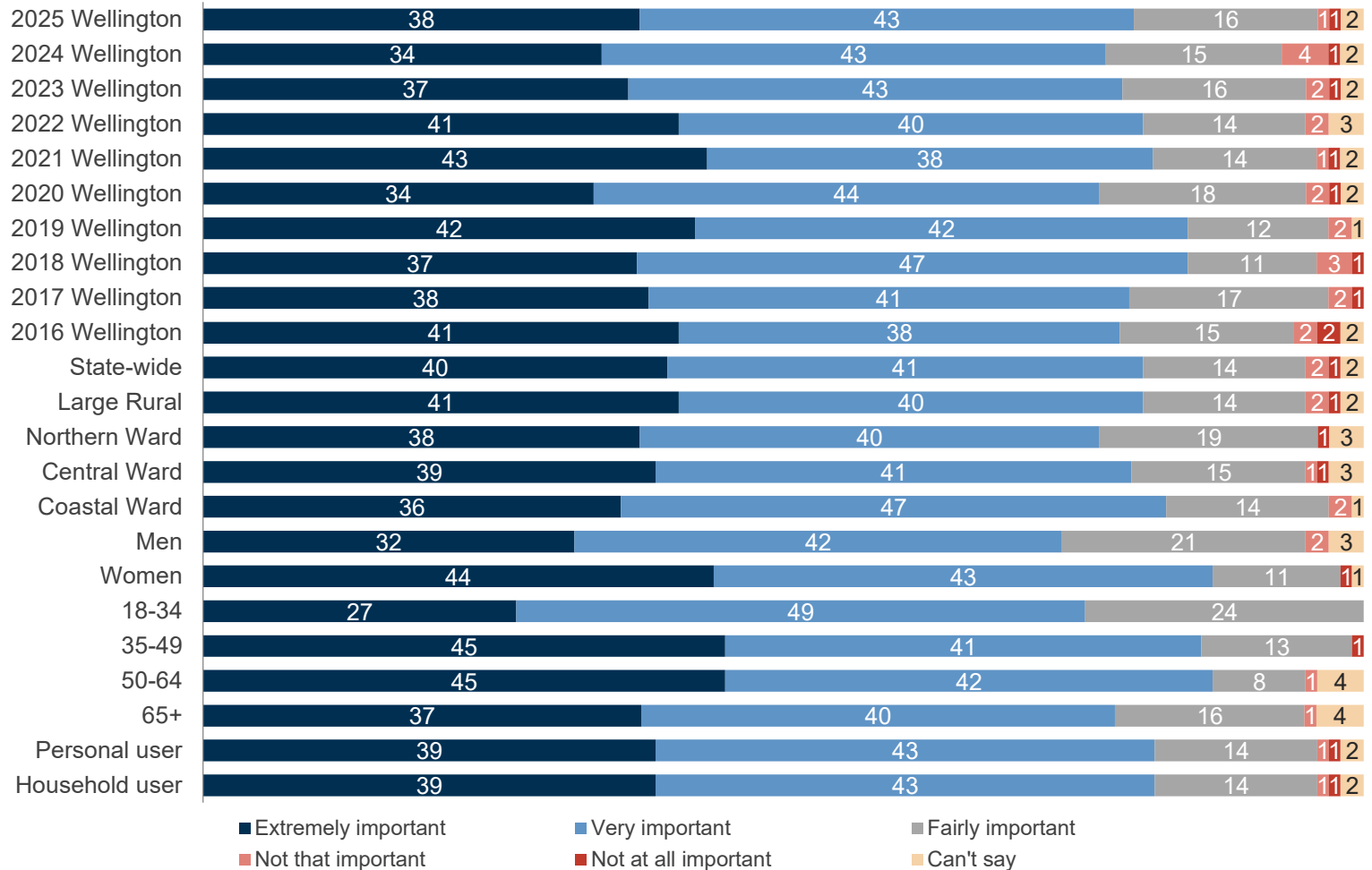
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 8

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

Decisions made in the interest of the community importance



2025 community decisions made importance (%)



Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	63▲	48	53	54	65	63	59	54	68	54
Household user	61▲	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	61▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	60	57	59	63	65	61	60	60	62	n/a
Women	56	58	56	58	61	59	62	59	62	61
Northern Ward	55	54	51	58	61	57	56	57	61	n/a
65+	55	55	56	62	65	59	58	61	57	55
Wellington	55	53	54	59	61	58	58	58	59	56
Men	54	48	52	61	62	57	55	56	57	51
Coastal Ward	50	44	51	56	55	52	60	53	51	n/a
50-64	50	54	50	59	55	55	60	56	57	56
State-wide	49▼	50	51	54	56	53	55	54	54	54
35-49	49	54	54	62	58	54	55	58	55	58
Large Rural	46▼	46	48	51	54	52	52	52	51	50

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

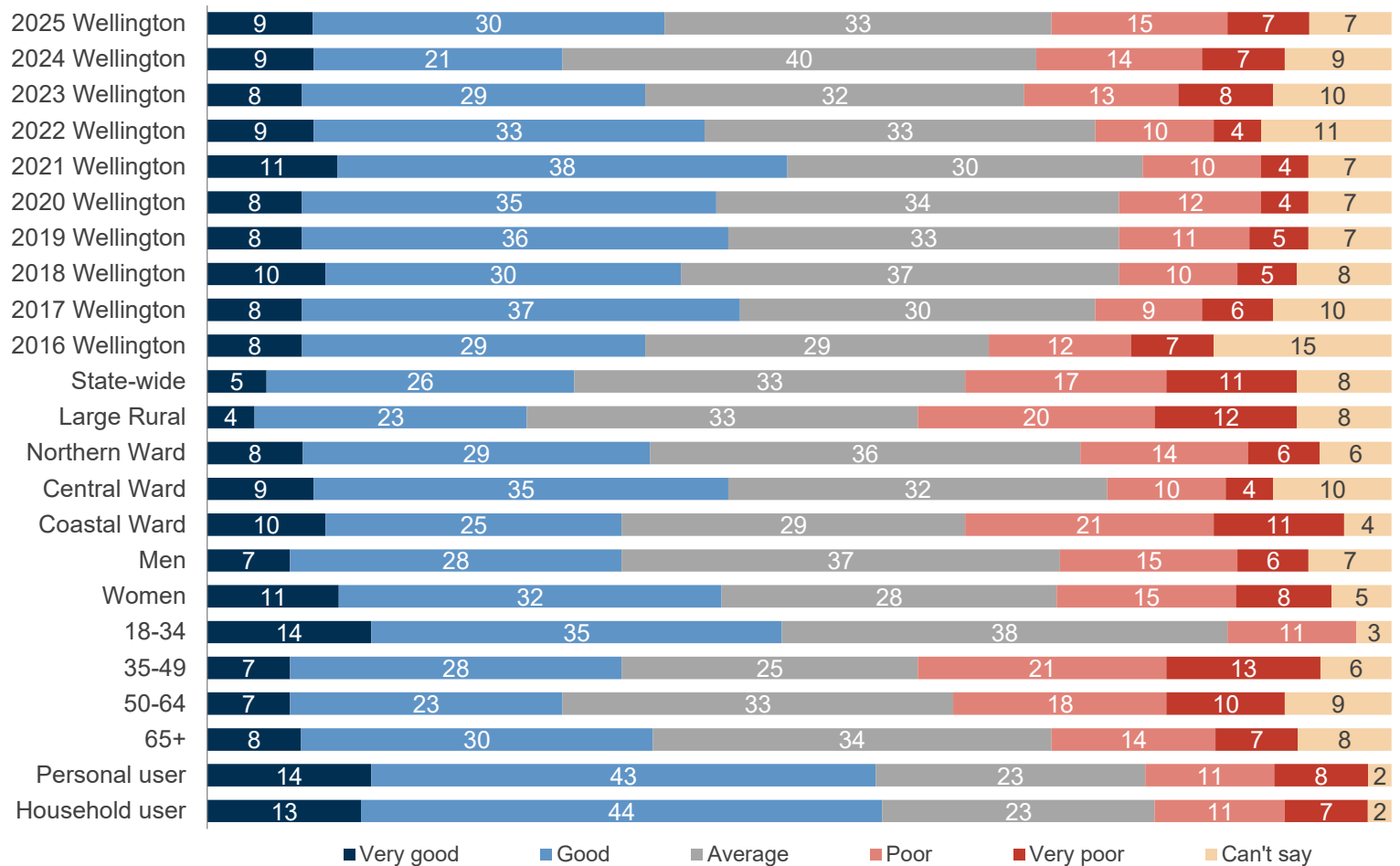
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

Decisions made in the interest of the community performance



2025 community decisions made performance (%)



The condition of sealed local roads in your area importance



2025 sealed local roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Large Rural	83	84	83	83	80	81	80	80	77	80
Northern Ward	83	82	83	83	78	81	80	83	80	n/a
50-64	83	85	84	82	80	81	82	83	84	83
State-wide	83	83	82	81	79	79	79	80	78	78
Women	83	84	83	83	80	81	82	82	83	81
65+	83	81	80	80	82	79	79	81	79	79
Household user	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	82	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	82	81	80	82	79	80	79	81	80	81
Coastal Ward	81	83	81	84	82	80	80	80	85	n/a
35-49	81	83	81	80	82	80	77	79	80	81
Men	80	79	77	81	79	79	76	79	78	80
Central Ward	80	79	75	80	79	78	77	79	79	n/a
18-34	80	76	76	86	73	80	77	79	77	82

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

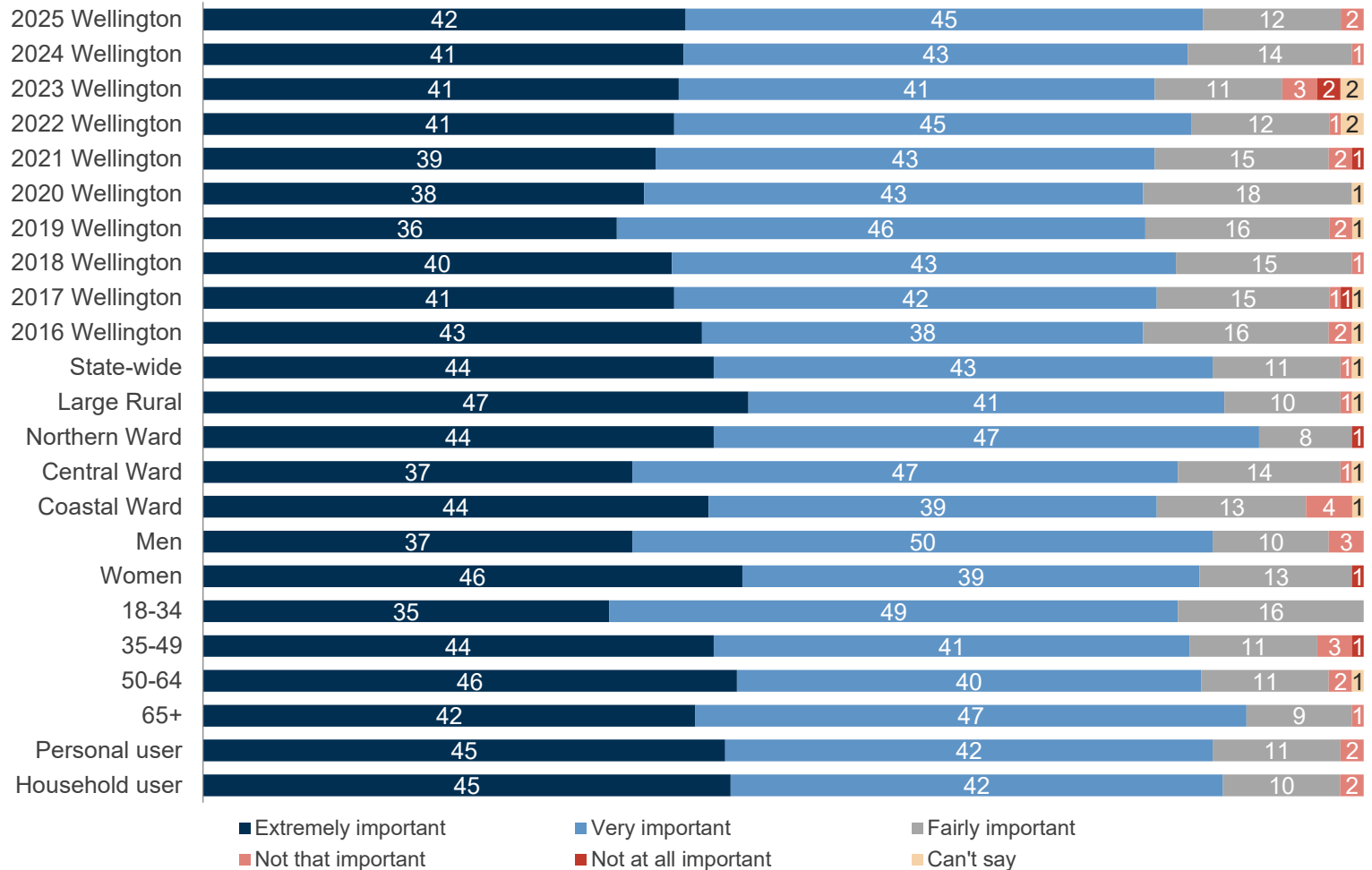
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2025 sealed local roads importance (%)



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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 6

The condition of sealed local roads in your area performance



2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central Ward	61▲	57	59	62	68	67	61	61	61	n/a
18-34	53	45	47	49	65	65	52	52	56	56
Men	53	50	51	56	65	60	55	54	54	55
Household user	52	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	54	57	59	68	60	60	61	59	54
Personal user	52	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	51	50	50	54	65	59	56	56	56	53
35-49	49	47	43	49	65	57	55	53	56	52
Women	49	50	49	52	64	58	58	57	58	52
50-64	49	52	48	56	59	54	58	56	54	50
Northern Ward	47	46	41	46	63	54	52	51	54	n/a
Coastal Ward	46	48	50	58	61	51	55	52	52	n/a
State-wide	45▼	45	48	53	57	54	56	53	53	54
Large Rural	39▼	38	40	45	50	47	47	45	43	44

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

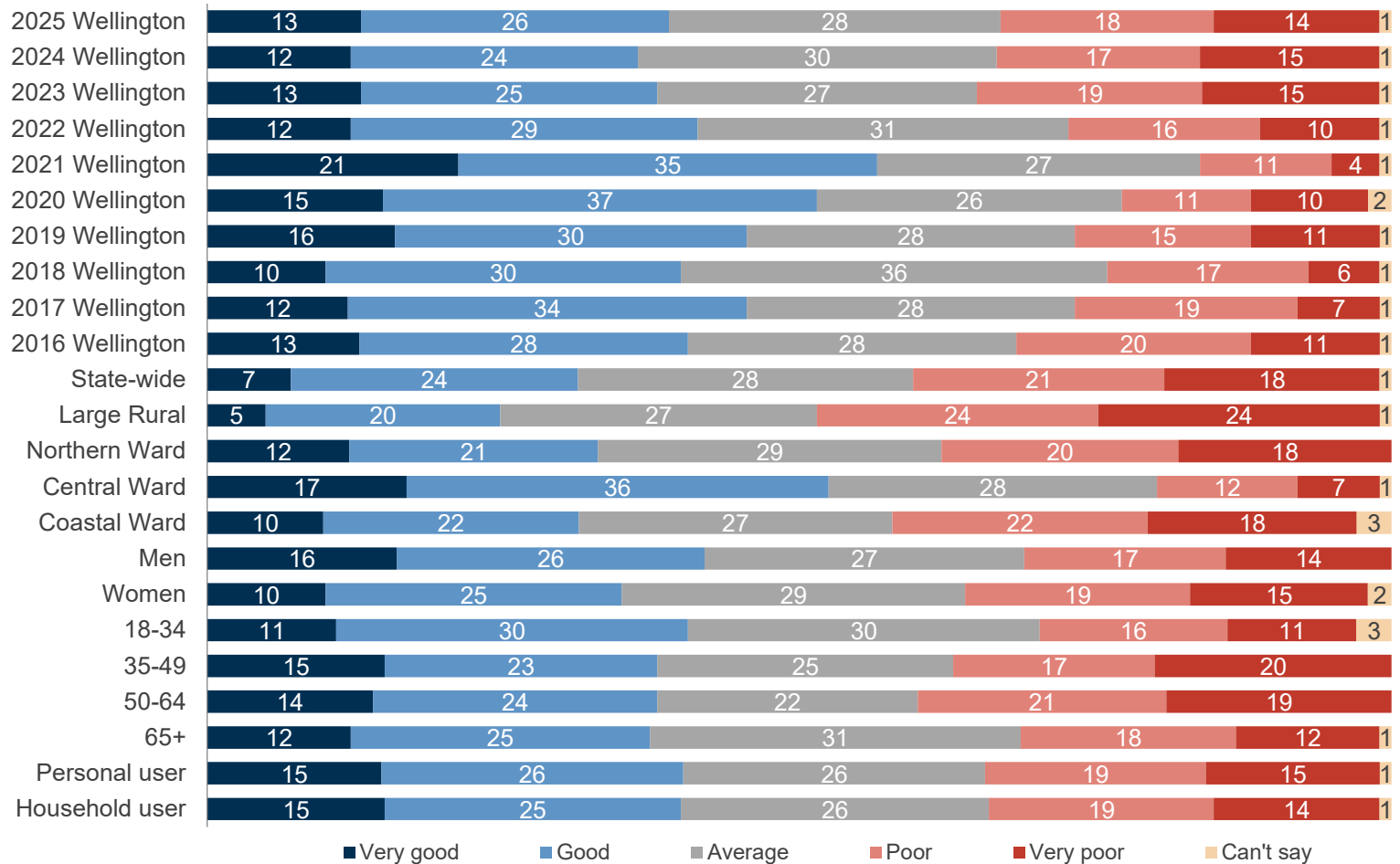
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)





Informing the community importance



2025 informing community importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	80	77	77	85	76	77	77	75	76	79
Women	78	80	80	80	80	79	81	79	78	77
65+	77	77	77	78	80	76	77	77	75	76
Large Rural	77	77	77	78	78	77	75	75	74	77
Household user	76	78	78	78	81	n/a	n/a	n/a	n/a	n/a
Northern Ward	76	76	76	81	76	75	76	75	73	n/a
State-wide	76	76	76	77	77	75	75	75	74	76
Personal user	76	78	78	77	81	n/a	n/a	n/a	n/a	n/a
Coastal Ward	76	81	79	79	79	82	75	73	74	n/a
Wellington	76	77	77	79	78	77	76	75	75	74
Central Ward	75	75	75	76	78	76	77	76	77	n/a
35-49	75	79	73	74	75	77	78	76	76	73
Men	73	73	74	77	75	74	72	71	71	71
18-34	71▼	74	79	80	79	75	74	71	72	70

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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

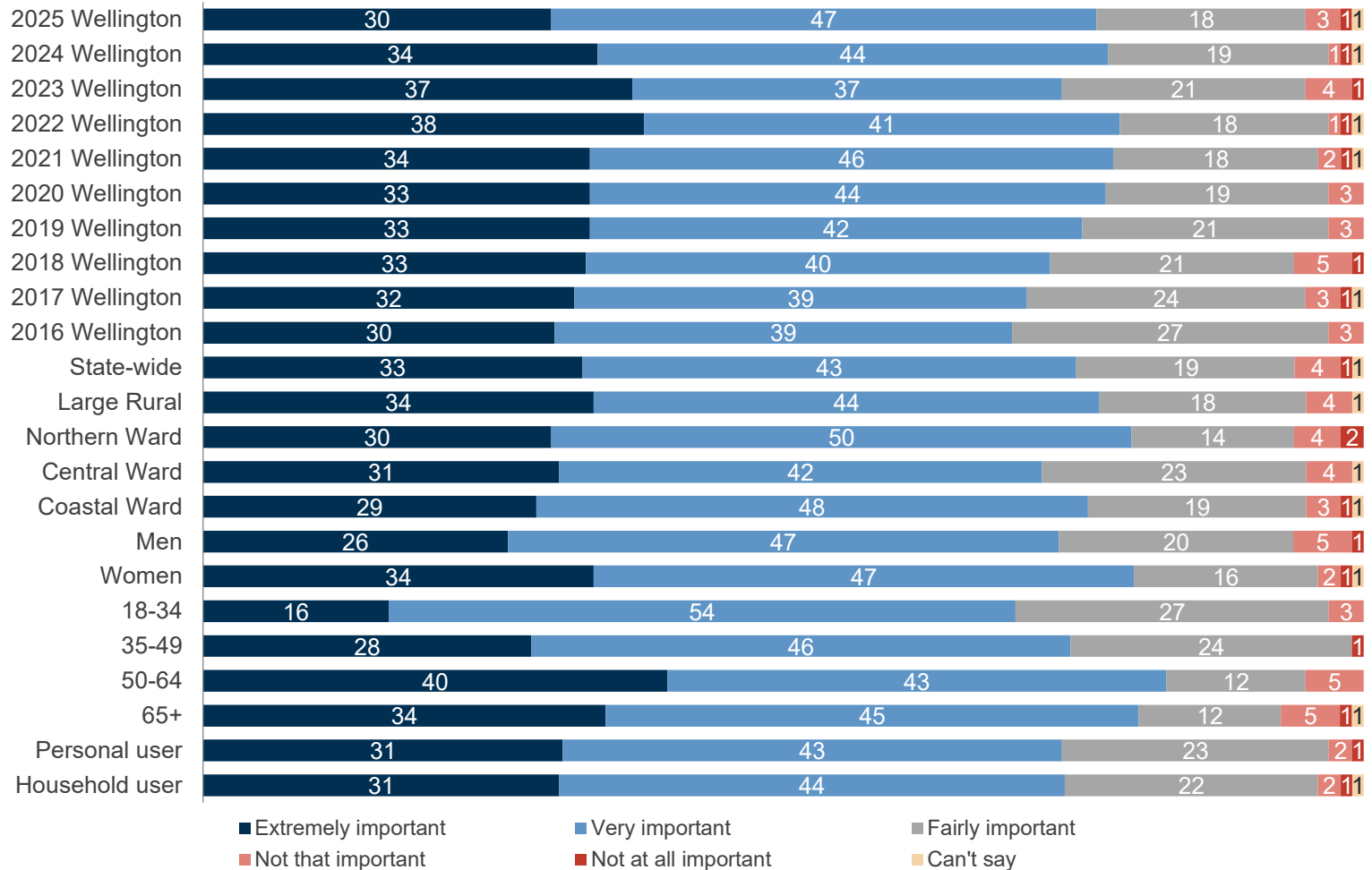
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2025 informing community importance (%)





Informing the community performance



2025 informing community performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	64▲	51	61	61	63	64	55	55	67	60
Personal user	62▲	60	65	65	66	n/a	n/a	n/a	n/a	n/a
Household user	62▲	60	64	65	65	n/a	n/a	n/a	n/a	n/a
Northern Ward	61	54	55	57	61	59	58	58	62	n/a
Women	58	58	57	60	61	61	64	60	64	61
Central Ward	57	60	61	61	62	63	62	59	65	n/a
Wellington	57	55	57	59	60	60	60	58	62	60
State-wide	56	56	57	59	60	59	60	59	59	59
Men	55	53	57	57	60	58	57	56	61	58
65+	55	56	57	61	65	61	61	59	59	57
50-64	55	59	52	57	54	55	63	58	62	58
Large Rural	54▼	53	54	56	59	59	61	59	60	56
35-49	52	56	57	54	57	59	63	61	62	63
Coastal Ward	52	50	53	58	55	56	62	58	58	n/a

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7

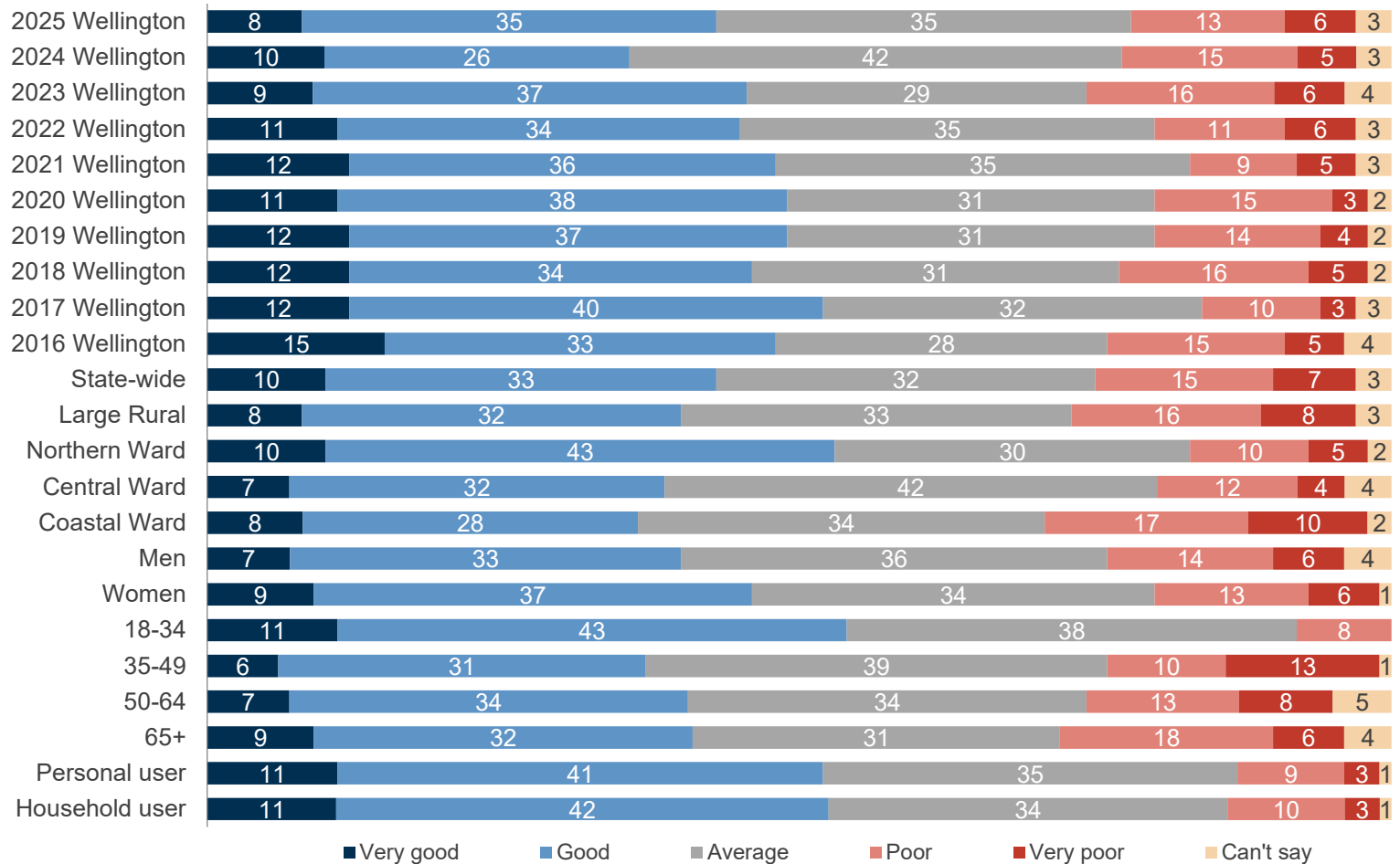
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2025 informing community performance (%)



The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	80▲	80	80	81	81	79	80	80	78	79
50-64	79	77	83	80	77	74	78	79	81	80
State-wide	79▲	80	81	81	79	78	77	78	77	77
65+	79	78	77	80	82	79	76	79	79	76
Central Ward	79	78	76	79	78	77	78	77	75	n/a
Large Rural	79▲	80	80	80	79	78	77	77	75	77
35-49	77	82	77	80	76	78	72	77	73	79
Personal user	76	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	76	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	76	78	78	79	77	76	76	78	76	77
Coastal Ward	75	78	80	78	77	75	72	79	78	n/a
Northern Ward	73	78	80	80	76	76	75	78	76	n/a
Men	71▼	75	77	78	74	74	72	76	74	75
18-34	66▼	73	79	76	72	74	76	76	71	76

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

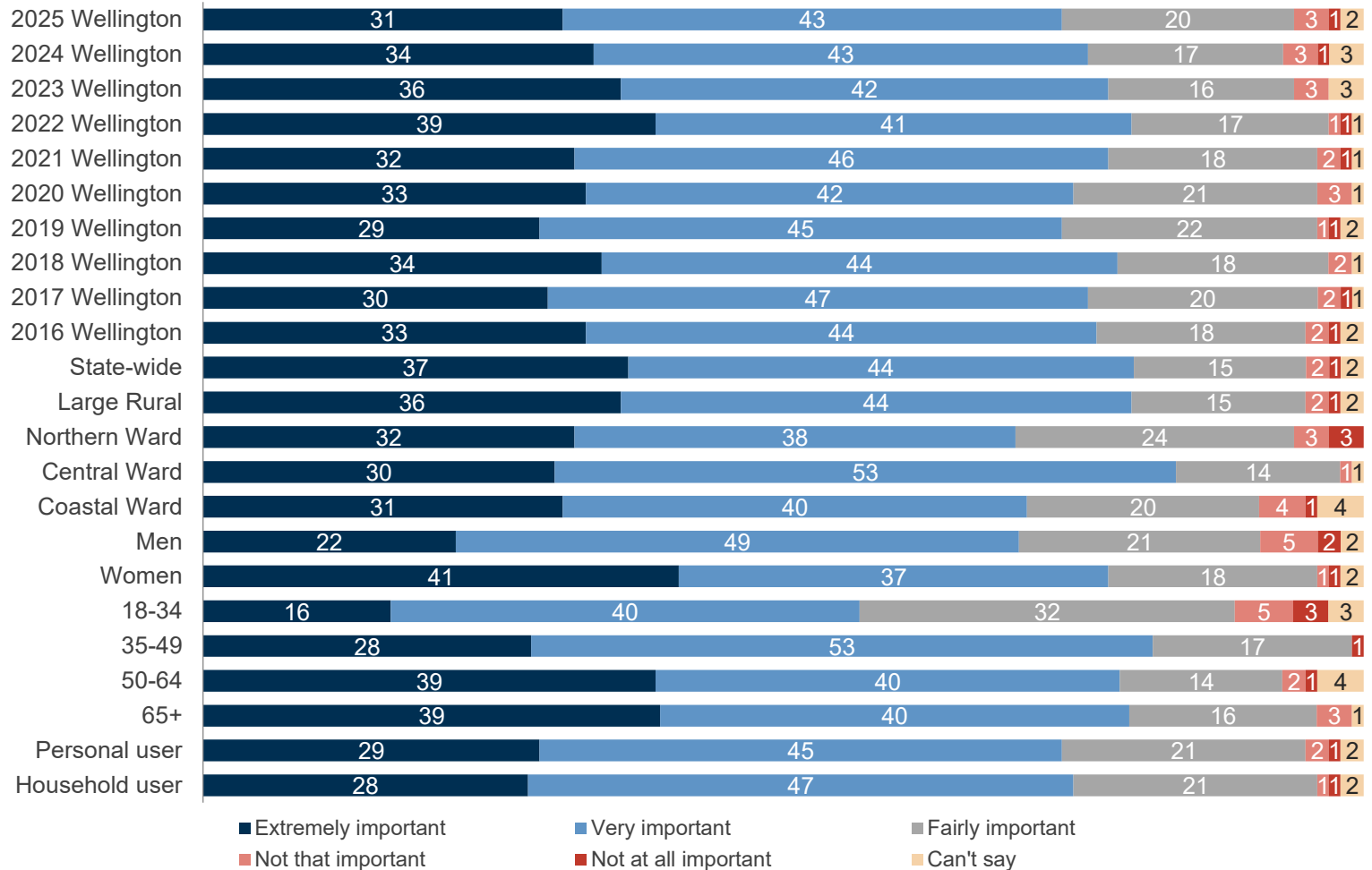
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 6

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

The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central Ward	62▲	64	62	62	66	67	62	61	65	n/a
Household user	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	55	58	53	66	62	59	57	58	56
35-49	58	55	53	52	64	57	60	58	59	58
18-34	58	56	56	49	64	66	54	58	59	59
Northern Ward	57	51	52	49	64	55	57	56	55	n/a
Wellington	56	56	56	54	64	60	59	58	59	56
50-64	56	58	50	55	61	62	63	54	58	53
Women	55	57	54	57	62	59	60	58	60	56
65+	55	55	61	59	66	58	60	60	59	54
State-wide	52▼	52	52	57	59	58	59	58	57	57
Coastal Ward	50▼	54	54	55	60	58	58	52	54	n/a
Large Rural	48▼	46	47	51	55	54	55	54	53	53

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

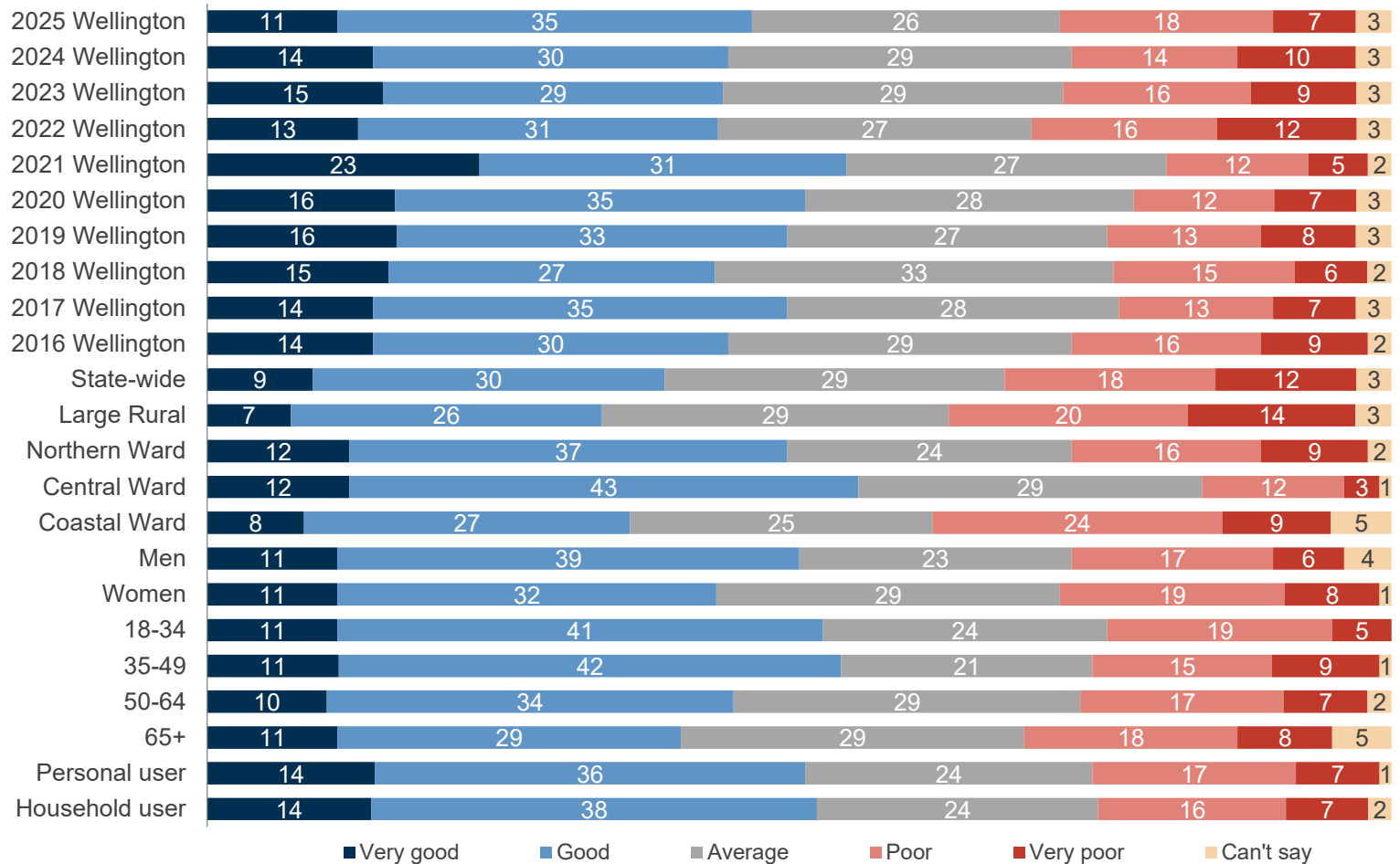
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (%)





Enforcement of local laws importance



2025 law enforcement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	70▲	72	74	72	71	71	76	75	76	75
65+	69	72	72	71	72	71	71	71	73	71
50-64	69	65	69	75	68	66	69	70	73	72
Personal user	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	68	66	71	69	69	69	74	69	70	n/a
Coastal Ward	68	69	68	68	67	65	70	66	66	n/a
State-wide	67	67	68	68	70	70	71	71	71	70
Wellington	66	68	69	69	68	69	70	69	70	69
Large Rural	66	66	66	67	67	68	68	68	68	69
18-34	64	64	66	63	64	71	73	71	67	67
Northern Ward	63	69	69	69	68	71	67	71	72	n/a
Men	62	64	64	66	65	68	65	64	64	64
35-49	60▼	68	69	67	67	69	68	65	67	69

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 4

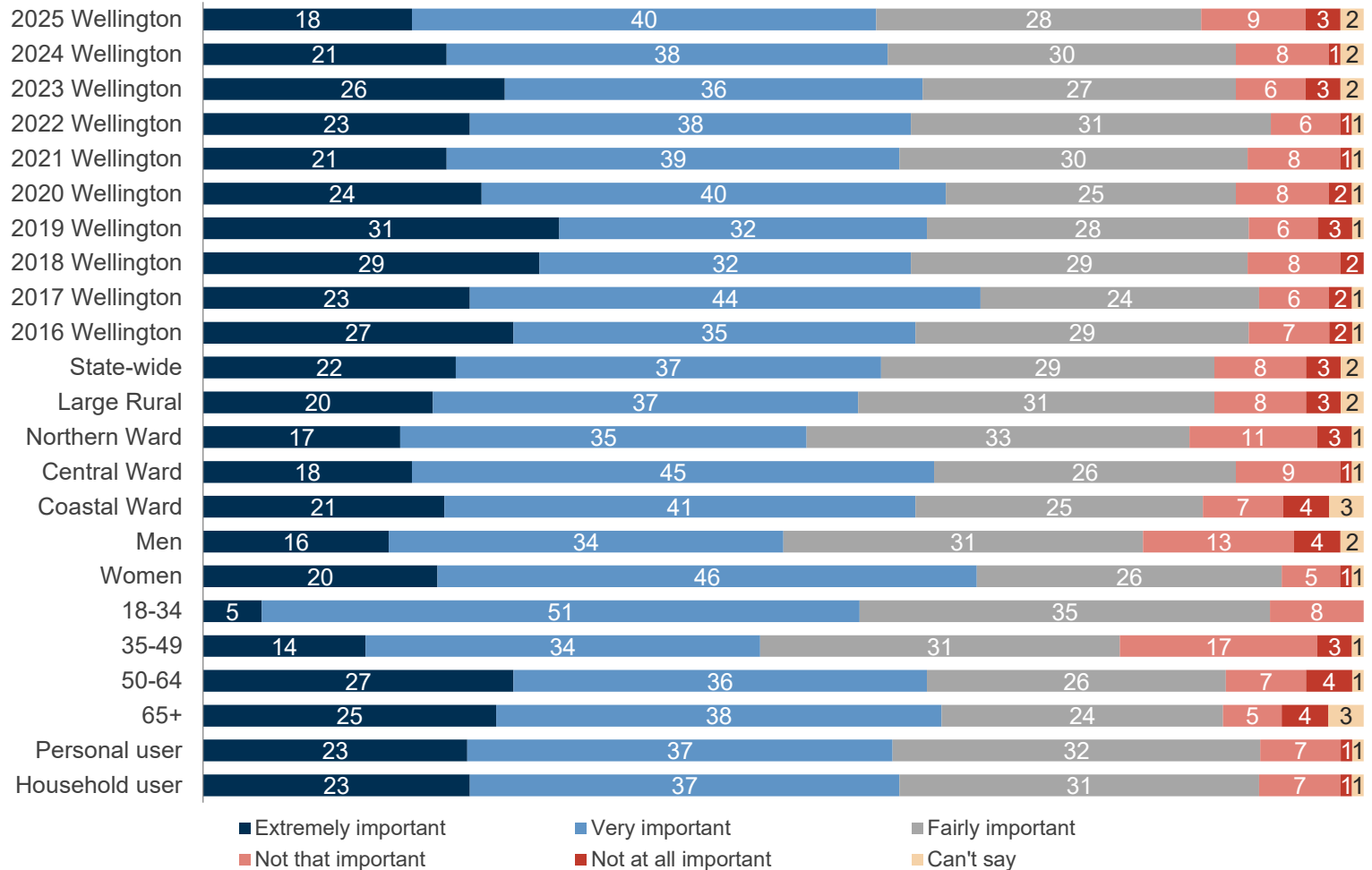
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2025 law enforcement importance (%)





Enforcement of local laws performance



2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	65▲	61	62	66	66	75	63	67	70	64
Central Ward	65	65	68	67	68	68	66	67	68	n/a
Women	63	65	65	64	65	67	67	69	69	66
Household user	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	61	61	60	65	64	65	66	62	67	n/a
Personal user	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	65	65	62	65	61	71	65	65	59
Wellington	60	62	63	65	65	66	66	66	66	61
50-64	60	65	64	69	64	62	65	66	65	60
State-wide	59	61	61	63	64	63	64	64	64	63
Large Rural	59	60	61	64	64	64	64	64	63	63
Men	57	59	61	66	65	66	64	63	63	56
65+	56	58	62	63	64	67	64	64	64	60
Coastal Ward	54▼	58	60	60	59	64	64	69	61	n/a

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8

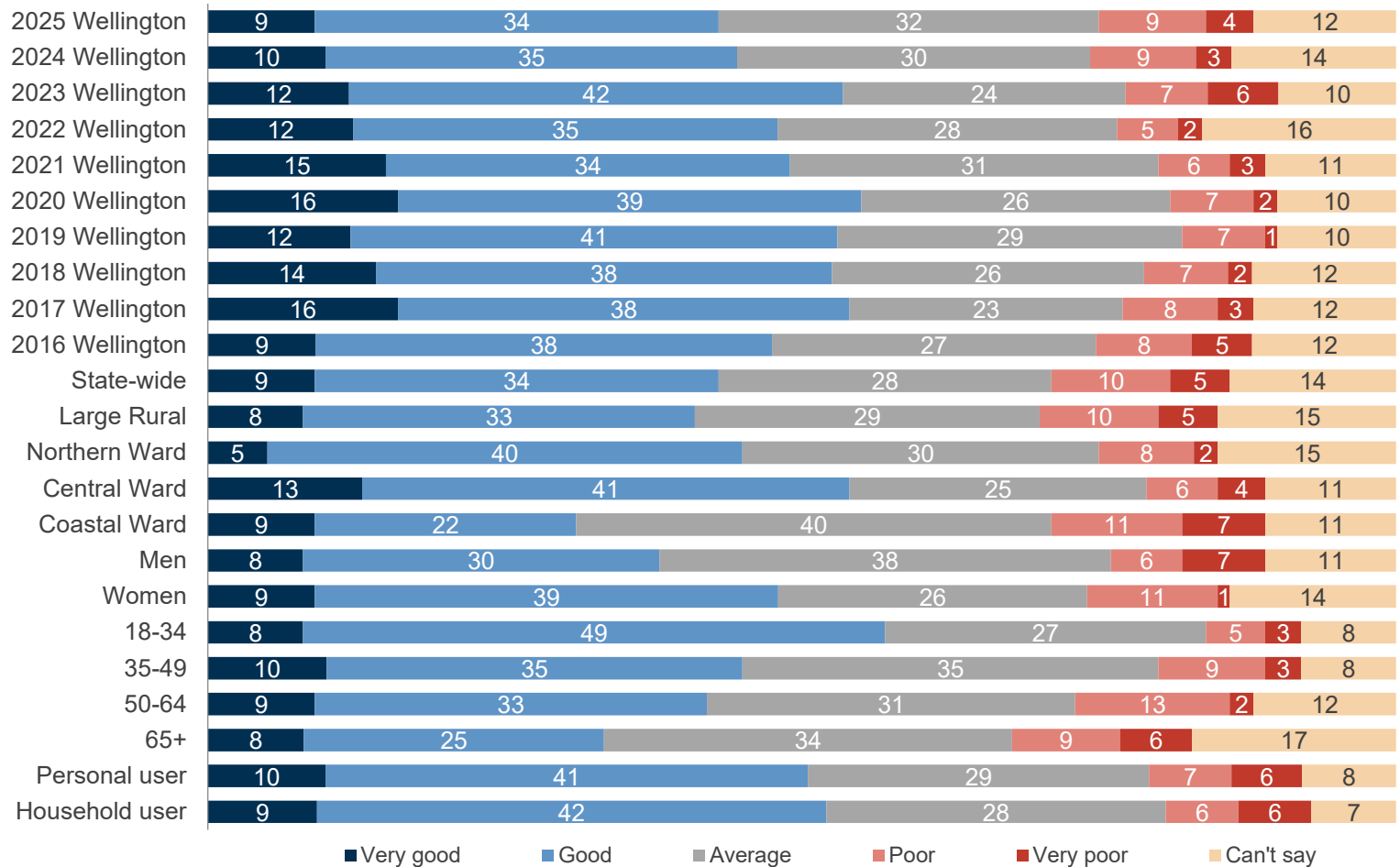
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)





Recreational facilities importance



2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	76	72	77	76	74	74	74	74	71	72
Household user	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	73	74	74	72	72	73	72	73
Central Ward	73	74	73	77	80	73	74	76	73	n/a
Large Rural	72	73	73	74	73	72	72	74	72	72
Men	72	71	71	74	72	72	69	72	71	72
65+	71	70	70	74	75	69	71	77	73	73
Coastal Ward	71	72	72	78	69	74	68	73	74	n/a
Wellington	71	73	73	75	75	72	72	75	73	73
Women	71	75	75	77	77	73	76	78	74	74
Northern Ward	70	73	74	73	72	72	72	74	72	n/a
18-34	70	77	75	77	74	71	72	74	75	70
35-49	69	74	72	75	76	77	72	74	73	75

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

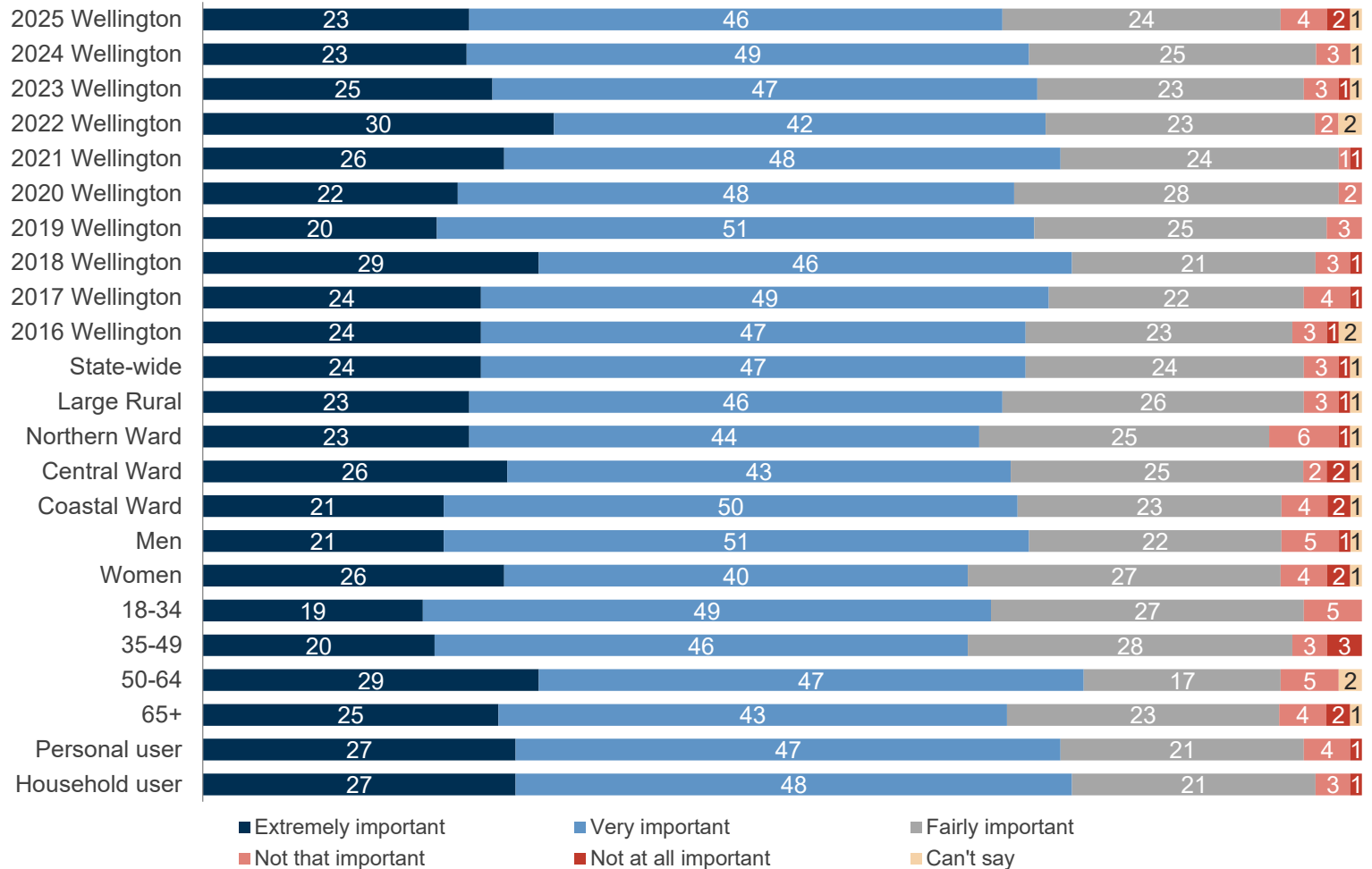
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2025 recreational facilities importance (%)





Recreational facilities performance



2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Northern Ward	74	69	70	73	77	72	72	70	73	n/a
Central Ward	74	75	74	76	76	81	78	78	78	n/a
Personal user	72	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	69	70	76	72	70	75	73	73	68
65+	70	70	74	75	78	79	75	77	75	73
Women	70	70	72	71	73	75	75	73	76	73
Wellington	70	69	71	73	74	75	74	73	74	73
18-34	70	64	70	67	69	74	72	68	79	75
Men	70	68	70	75	74	75	74	73	72	73
35-49	69	73	67	74	73	76	76	72	67	75
State-wide	67▼	68	68	69	71	70	70	69	70	69
Large Rural	65▼	64	65	66	68	67	68	66	66	65
Coastal Ward	61▼	60	68	68	62	68	66	66	67	n/a

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11

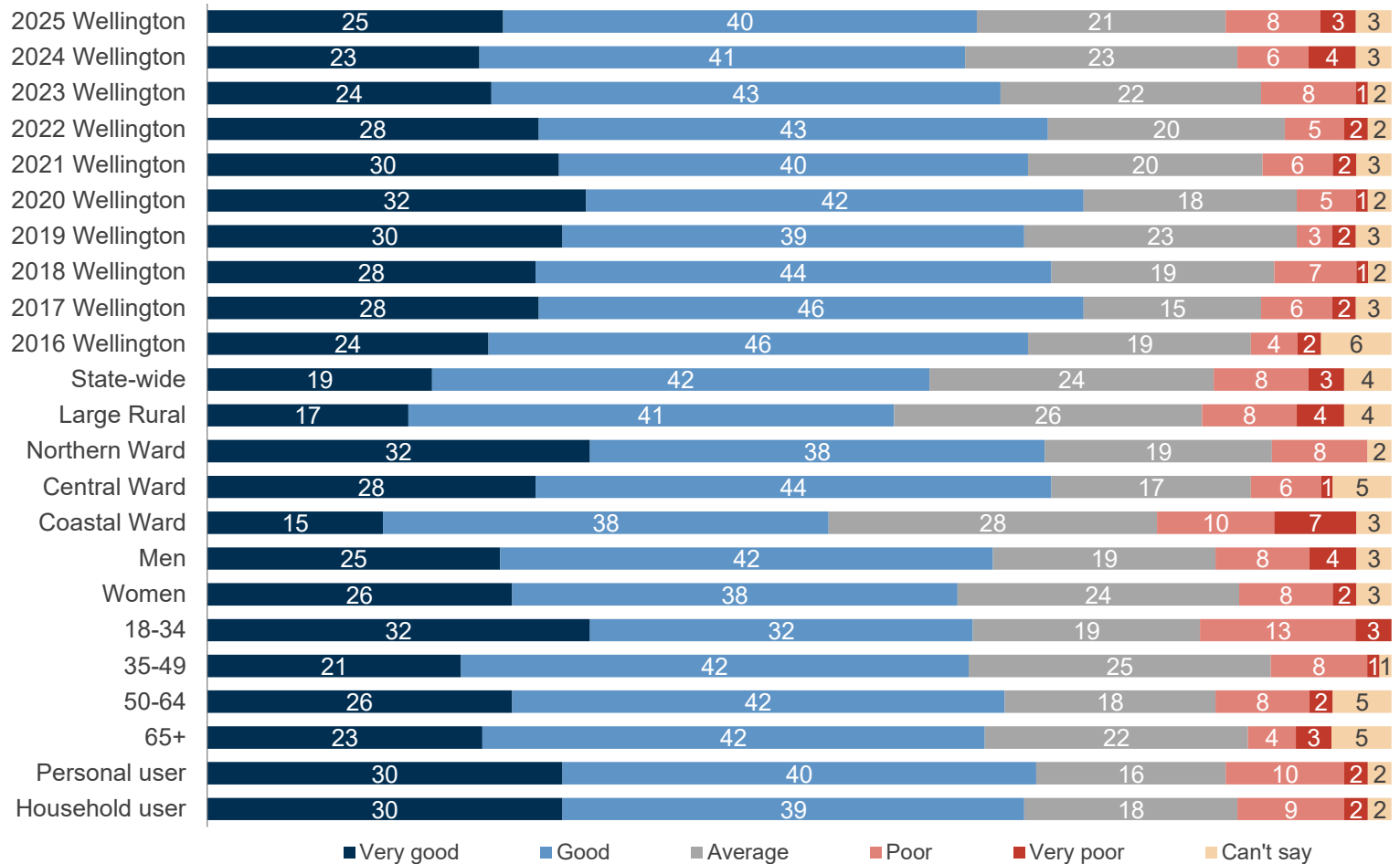
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2025 recreational facilities performance (%)





The appearance of public areas importance



2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	74	75	77	78	75	73	74	78	77	73
State-wide	74▲	74	74	75	75	74	73	74	74	74
65+	74	72	73	75	77	74	72	76	73	73
Women	73	74	76	77	76	75	74	75	75	71
Large Rural	73	74	73	75	75	73	73	73	73	74
Coastal Ward	73	70	74	75	75	76	71	76	75	n/a
Personal user	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	71	72	74	74	75	74	72	73	74	72
Northern Ward	70	74	73	74	75	72	73	75	73	n/a
Central Ward	70	72	75	74	75	75	72	70	74	n/a
35-49	69	71	73	72	75	77	73	73	74	72
Men	69	71	71	71	74	73	71	71	73	73
18-34	66▼	71	75	74	72	72	71	66	71	69

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

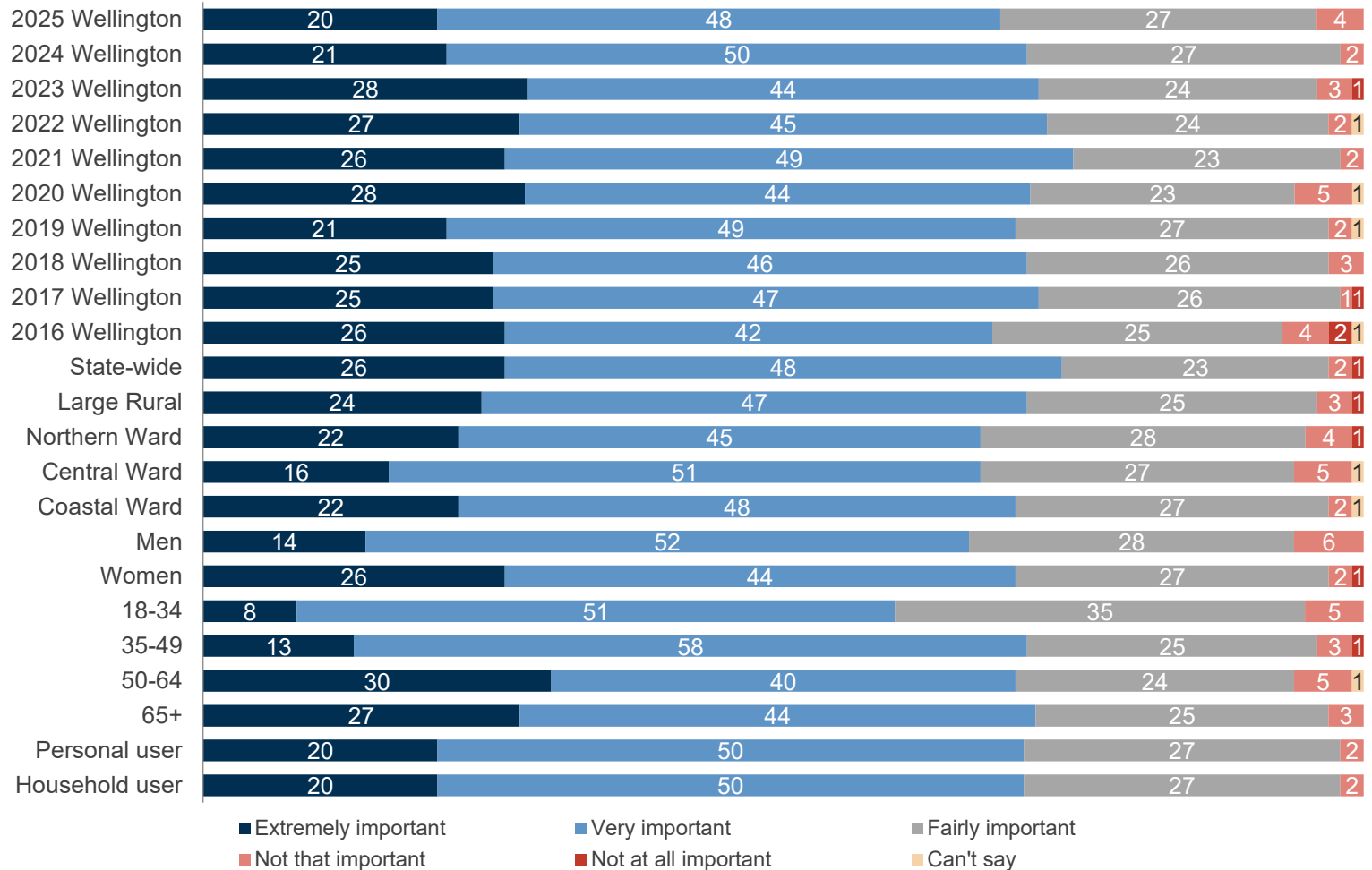
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2025 public areas importance (%)





The appearance of public areas performance



2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	77▲	67	72	70	71	80	73	72	73	78
Central Ward	74	76	74	74	76	81	80	79	76	n/a
Women	73	74	70	68	76	78	77	77	78	77
Household user	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	72	68	66	67	76	73	72	74	71	n/a
Personal user	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	71	71	70	70	75	77	76	77	74	76
35-49	70	71	67	68	73	77	78	82	77	82
65+	70	73	71	73	81	77	77	77	73	74
Men	69	68	71	73	74	77	75	77	70	75
State-wide	68▼	68	67	71	73	72	72	71	71	71
Coastal Ward	67	70	71	72	72	79	77	80	77	n/a
50-64	66	71	71	69	74	74	76	76	72	70
Large Rural	66▼	66	65	67	70	71	70	69	69	69

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

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 11

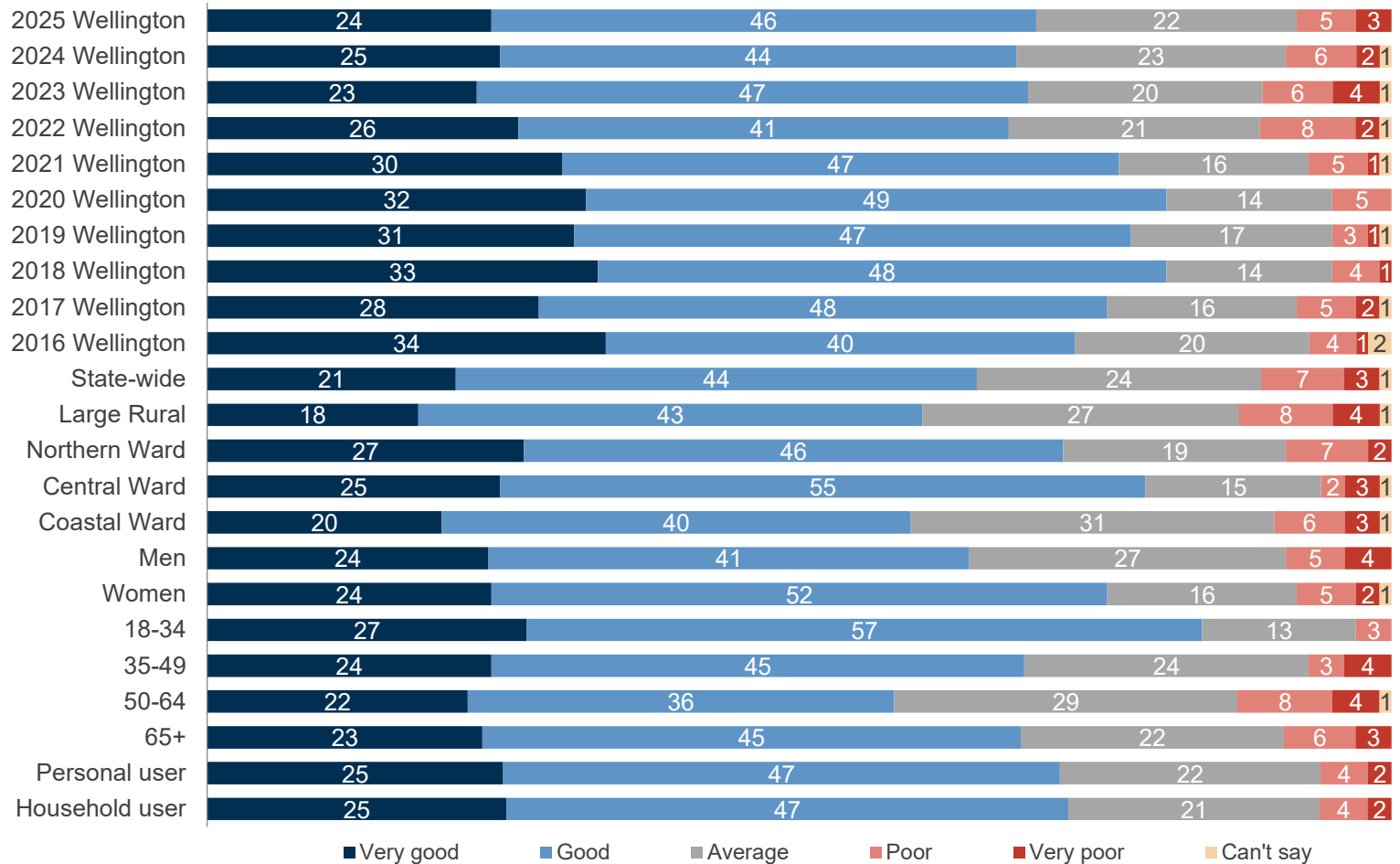
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)





Art centres and libraries importance



2025 art centres and libraries importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Personal user	70▲	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	69▲	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67▲	73	68	69	72	68	71	66	69	68
65+	66	70	66	68	72	65	65	64	62	66
Central Ward	65	71	66	64	71	67	63	61	59	n/a
50-64	65	59	64	64	67	64	63	61	64	58
Coastal Ward	64	66	67	69	65	63	62	59	63	n/a
State-wide	63	64	65	67	67	65	65	65	64	66
Wellington	62	67	66	66	67	66	63	61	63	64
Large Rural	61	64	64	64	66	64	64	62	63	63
35-49	60	66	61	65	67	66	63	62	63	68
Northern Ward	59	65	64	66	64	66	63	61	66	n/a
Men	58	61	63	63	62	64	56	55	56	60
18-34	57	71	70	64	61	70	62	56	62	62

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

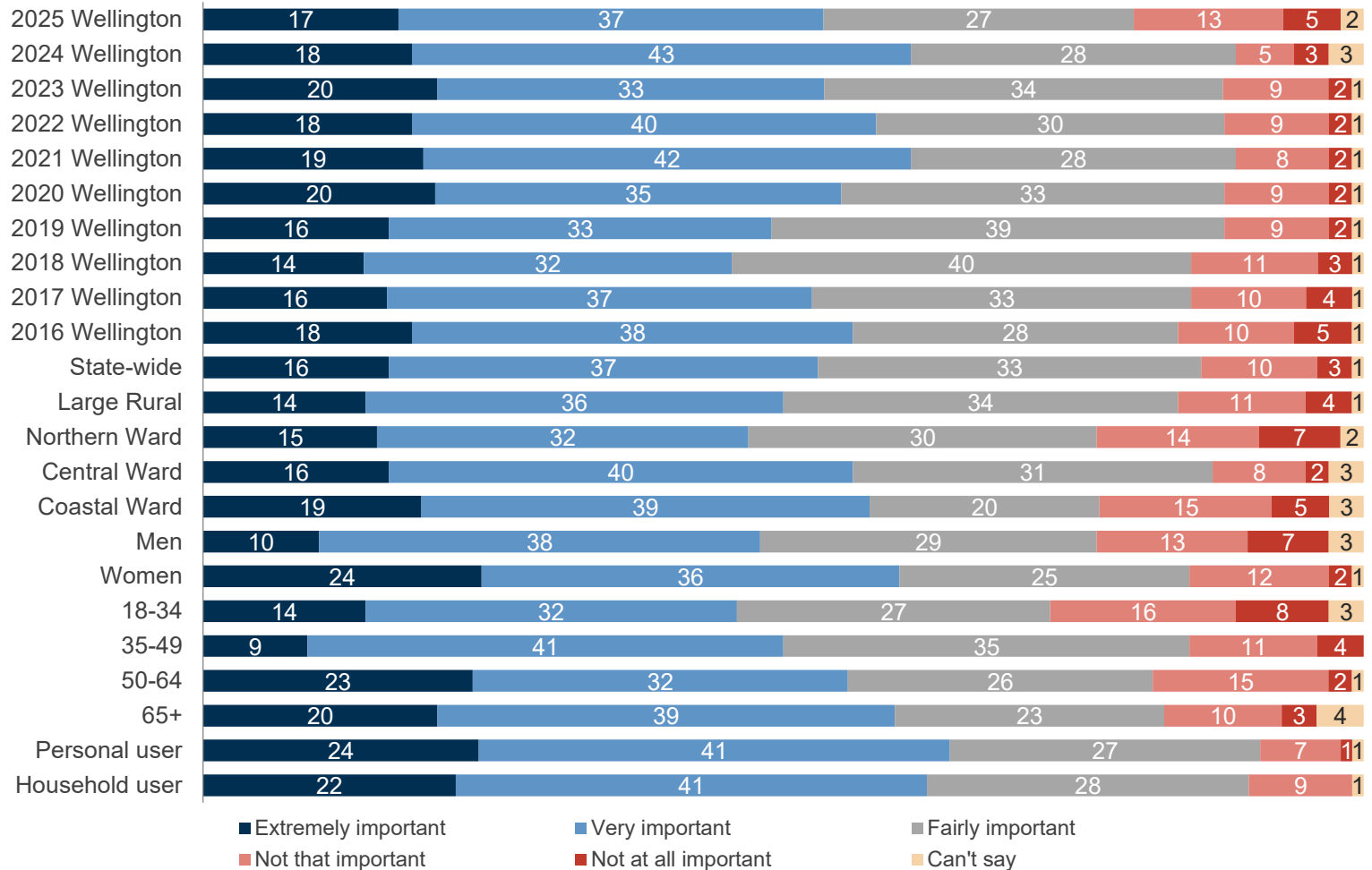
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2025 art centres and libraries importance (%)





Art centres and libraries performance



2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central Ward	81▲	85	82	85	84	84	89	85	77	n/a
Household user	81▲	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	81▲	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	79	76	79	79	84	87	79	73	76
Women	79	82	79	81	81	82	83	82	76	76
Northern Ward	77	78	77	79	78	78	77	78	71	n/a
Wellington	77	79	77	81	80	81	81	79	74	74
50-64	76	77	73	82	77	74	79	81	76	71
65+	76	78	79	81	82	81	80	79	73	76
18-34	76	83	78	82	80	85	81	78	75	71
Men	74	77	75	81	78	79	80	77	73	71
State-wide	73▼	73	73	73	73	74	74	74	73	72
Coastal Ward	72▼	73	69	76	73	79	72	69	75	n/a
Large Rural	71▼	71	69	72	73	72	73	71	70	70

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

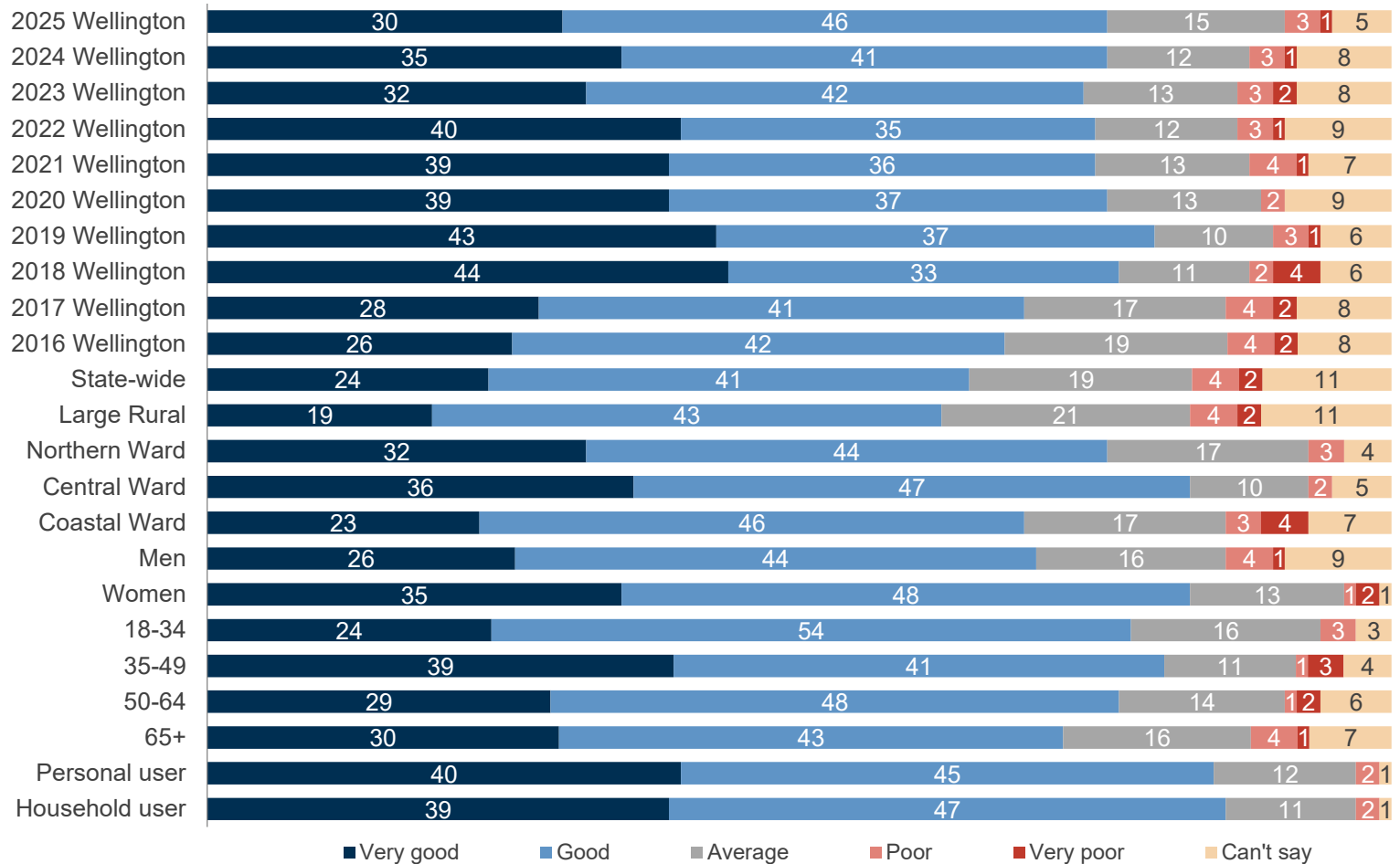
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)





Community and cultural activities importance



2025 community and cultural activities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	62▲	65	64	68	70	65	66	65	67	65
Household user	60▲	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	60	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	58	59	64	65	60	62	59	59	60
State-wide	59▲	60	62	64	64	62	61	61	61	62
Central Ward	57	61	61	64	68	62	64	61	61	n/a
Large Rural	57	60	60	64	63	61	61	60	61	61
65+	57	59	59	66	68	62	62	59	62	61
Wellington	56	60	60	66	65	62	62	60	62	60
Northern Ward	56	58	59	68	63	62	62	60	62	n/a
35-49	55	63	56	66	63	64	62	56	63	62
Coastal Ward	55	63	60	66	66	62	57	57	64	n/a
18-34	51	59	64	70	65	62	62	65	64	59
Men	49▼	55	55	65	61	60	58	55	57	56

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

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 4

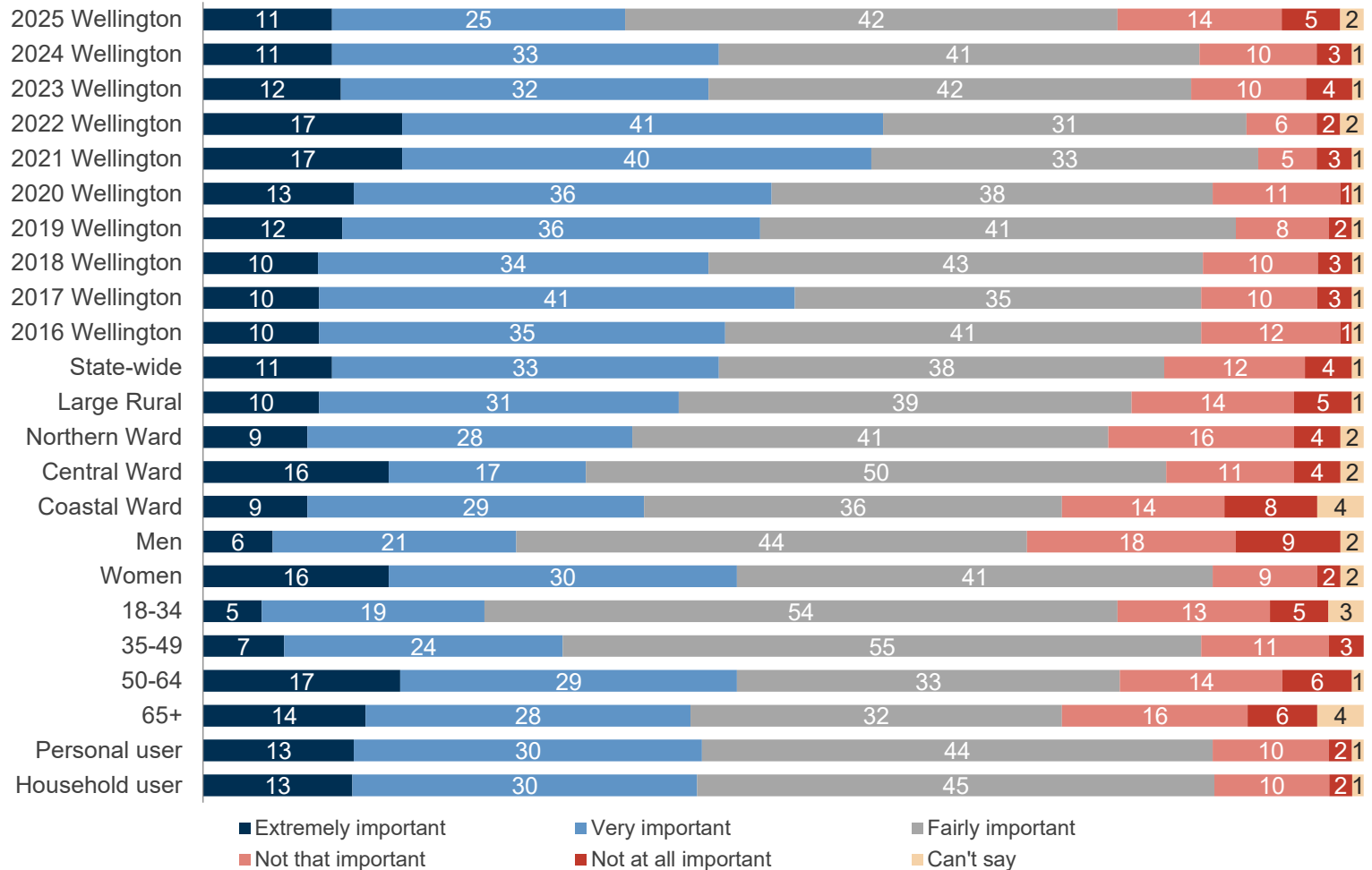
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2025 community and cultural activities importance (%)





Community and cultural activities performance



2025 community and cultural activities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Personal user	71▲	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	71▲	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	67	69	66	65	72	68	72	71	73
Northern Ward	68	64	66	65	65	66	65	71	69	n/a
35-49	68	66	67	67	63	72	69	70	66	76
Central Ward	67	69	72	70	67	73	71	71	73	n/a
65+	67	67	68	71	70	70	68	70	67	67
18-34	66	60	68	60	63	70	64	69	75	70
Wellington	66	64	68	67	65	69	68	69	69	70
State-wide	65	66	66	65	65	68	69	69	69	69
Large Rural	63▼	64	64	63	65	67	67	67	69	67
Coastal Ward	63	59	63	66	62	69	68	63	60	n/a
50-64	62	65	67	68	62	67	70	68	67	67
Men	62▼	62	66	68	65	67	67	67	67	66

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7

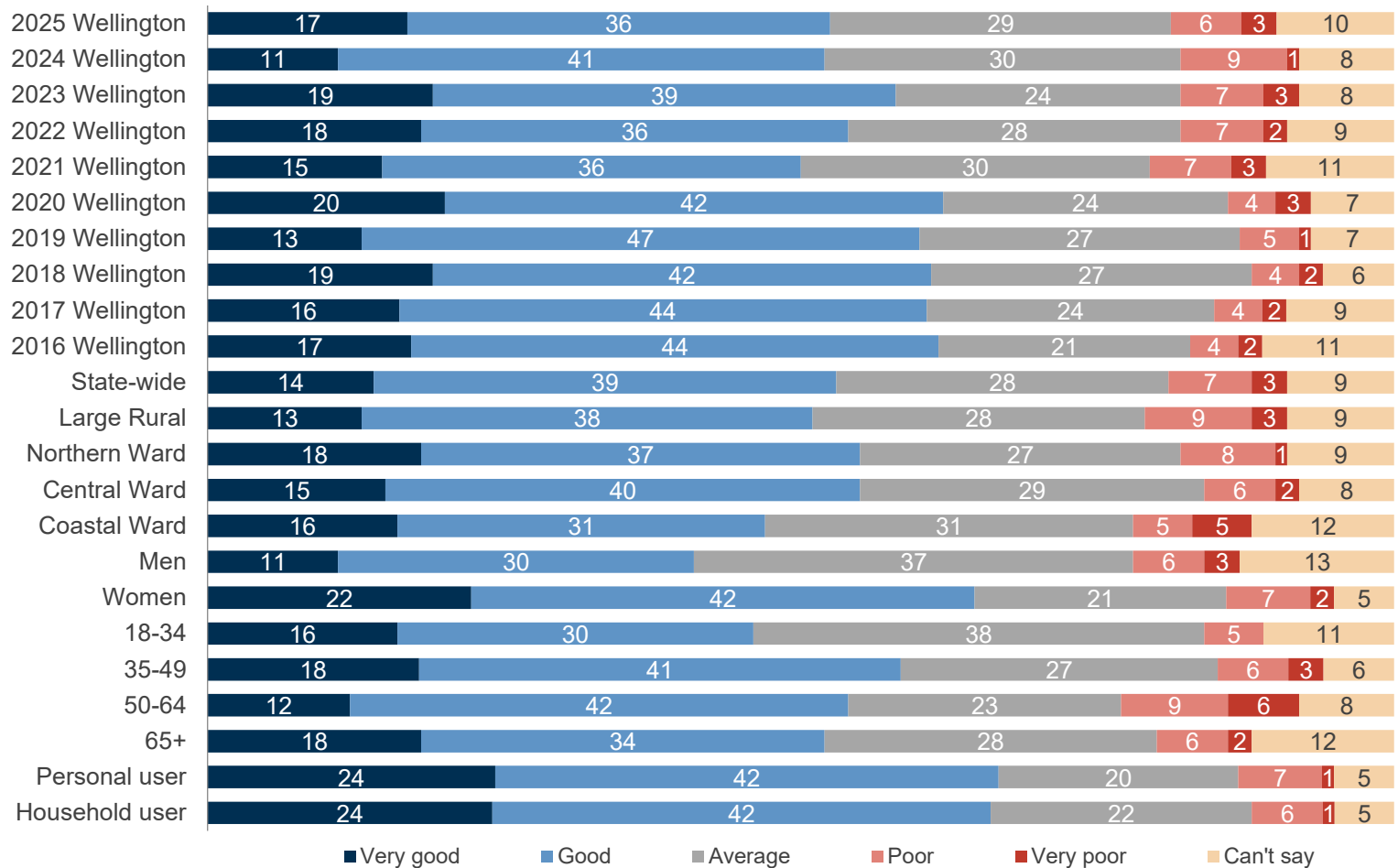
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2025 community and cultural activities performance (%)





Waste management importance



2025 waste management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	82	79	81	81	82	82	79	81	79	78
50-64	82	78	81	82	83	80	82	80	80	79
Personal user	82▲	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	80	81	84	84	82	80	80	80	81
Household user	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	80	79	79	83	82	81	80	80	78	n/a
Coastal Ward	79	76	81	82	78	81	75	79	83	n/a
State-wide	79	81	81	82	82	82	81	81	79	80
Large Rural	79	80	80	81	81	81	80	81	78	79
Wellington	79	79	80	81	81	80	78	79	79	80
Northern Ward	77	80	81	79	81	78	77	77	77	n/a
35-49	76	78	77	75	80	83	78	77	81	77
Men	76	78	79	78	78	77	76	77	77	78
18-34	72▼	80	82	84	79	73	73	76	74	84

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 8

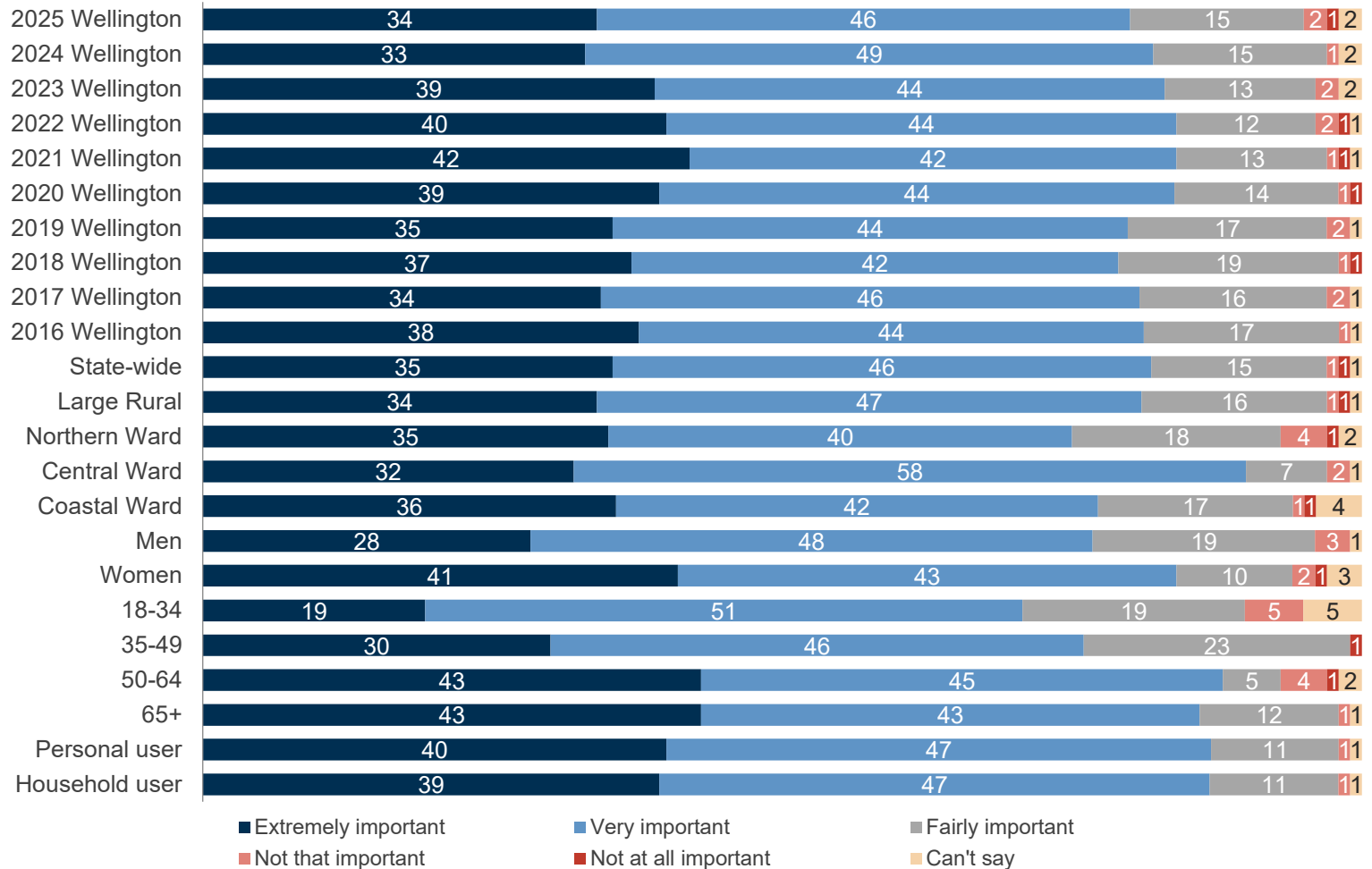
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2025 waste management importance (%)





Waste management performance



2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	66	65	65	66	64	61	65	70	69	68
State-wide	65	67	66	68	69	65	68	70	71	70
18-34	65	60	67	69	61	65	64	70	69	66
65+	65	67	69	71	72	67	70	74	75	71
Central Ward	65	65	64	70	67	67	68	69	71	n/a
Household user	64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	63	62	66	65	66	61	63	71	70	n/a
Wellington	63	64	65	67	66	64	65	69	69	67
Large Rural	62	65	65	65	66	62	64	67	68	66
Coastal Ward	60	67	66	70	63	67	63	67	65	n/a
Men	59	63	66	69	68	68	65	69	70	66
50-64	59	68	64	68	65	61	66	67	67	62
35-49	58	59	58	59	64	63	61	65	66	67

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

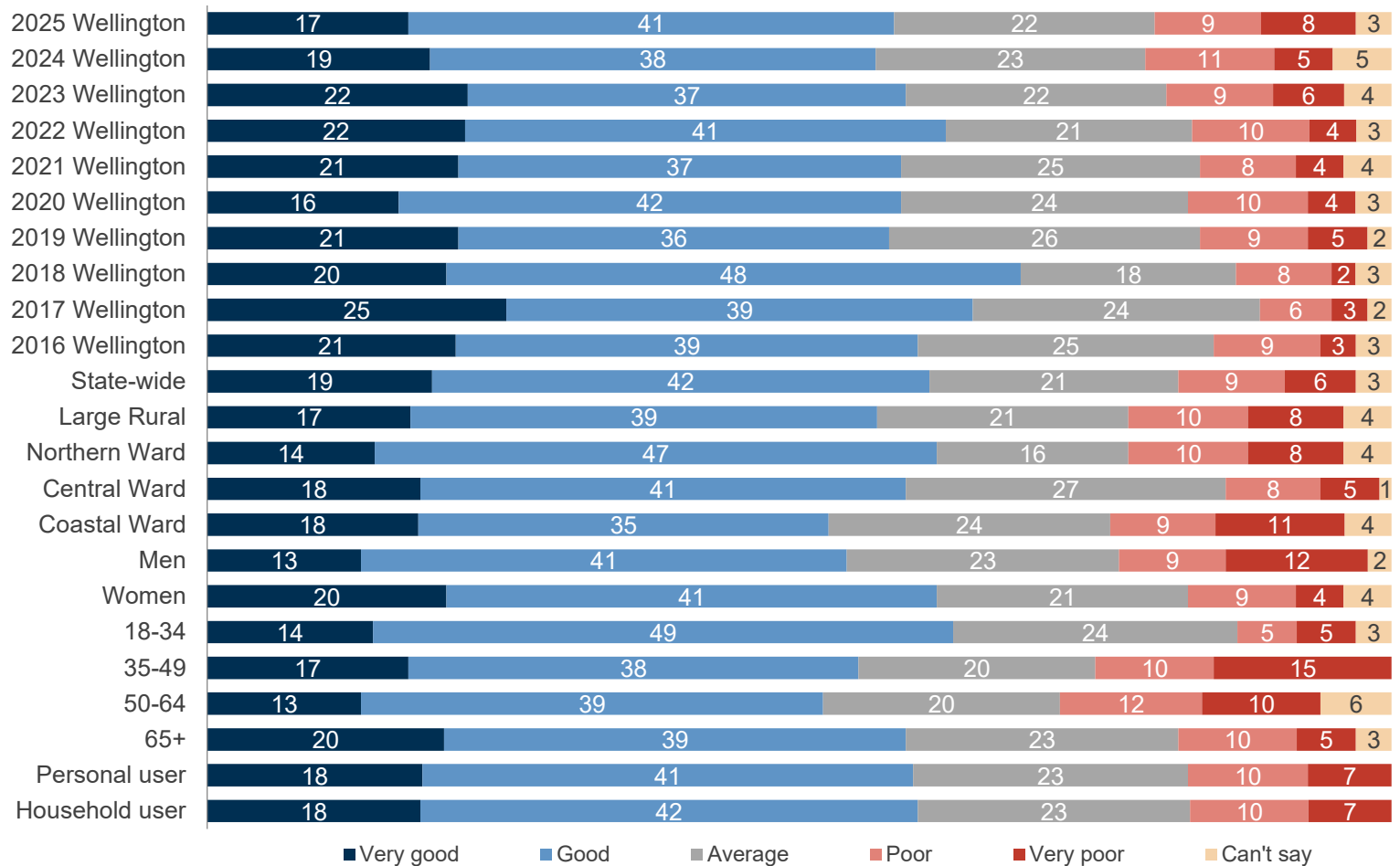
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



Business and community development and tourism importance



2025 business/development/tourism importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	73	74	73	75	73	73	n/a	n/a	n/a	n/a
Central Ward	70	71	75	74	77	74	n/a	n/a	n/a	n/a
State-wide	69	67	67	70	67	65	66	67	67	67
Men	68	72	71	71	73	72	n/a	n/a	n/a	n/a
Household user	68	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	68	72	73	72	75	72	n/a	n/a	n/a	n/a
65+	68	70	67	72	74	70	n/a	n/a	n/a	n/a
Personal user	67	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	67	69	68	70	71	68	64	65	67	69
Coastal Ward	67	73	72	69	74	71	n/a	n/a	n/a	n/a
Women	67	72	76	72	77	72	n/a	n/a	n/a	n/a
18-34	66	76	80	74	75	72	n/a	n/a	n/a	n/a
Northern Ward	66	72	72	70	73	71	n/a	n/a	n/a	n/a
35-49	65	69	76	66	78	75	n/a	n/a	n/a	n/a

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

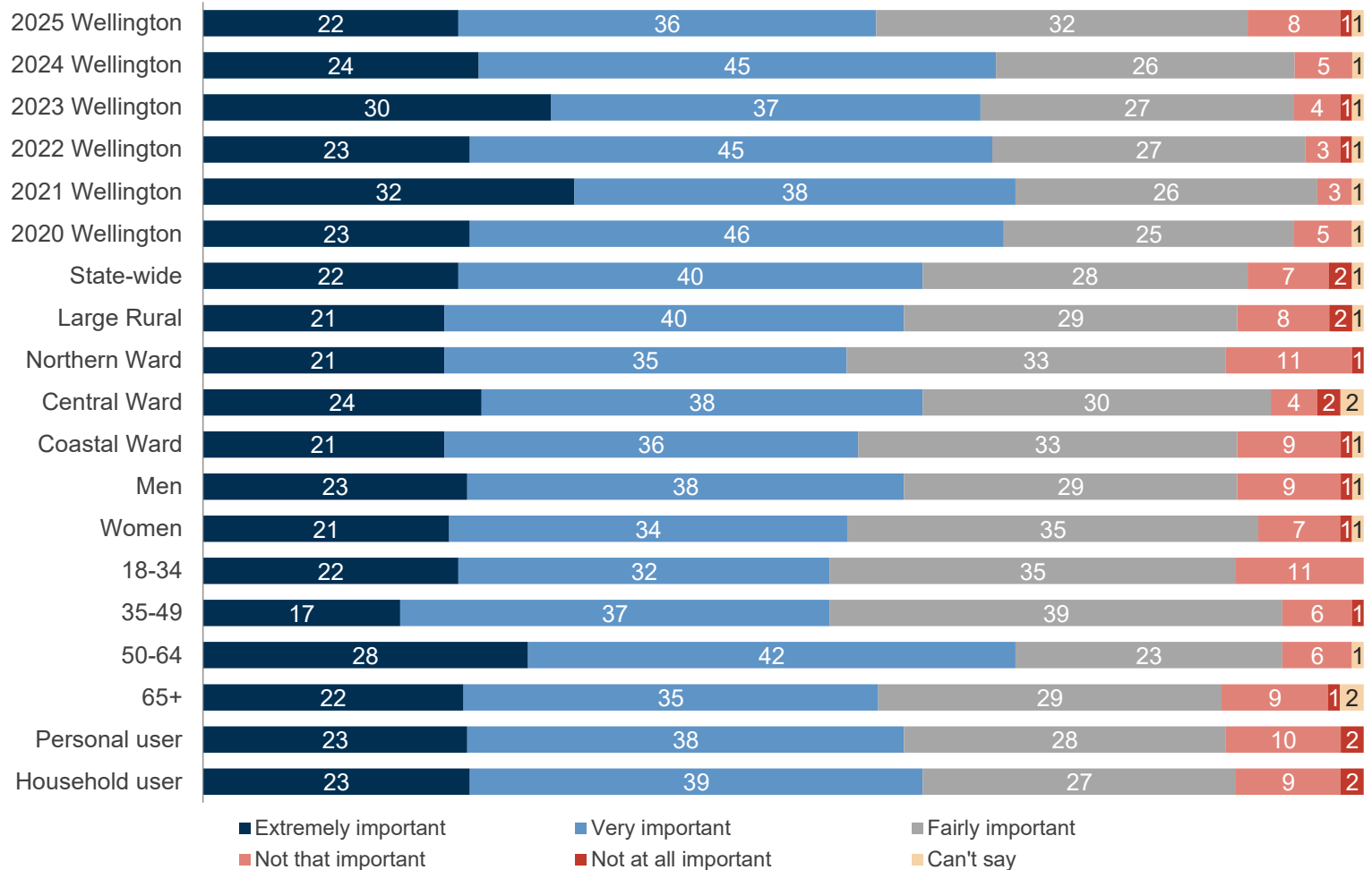
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 6

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

Business and community development and tourism importance



2025 business/development/tourism importance (%)



Business and community development and tourism performance



2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	68▲	59	62	68	64	n/a	n/a	n/a	n/a	n/a
Personal user	68▲	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	68▲	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	64	63	62	64	65	n/a	n/a	n/a	n/a	n/a
Women	63	64	64	66	65	n/a	n/a	n/a	n/a	n/a
Central Ward	63	63	62	65	66	n/a	n/a	n/a	n/a	n/a
35-49	61	62	61	64	61	n/a	n/a	n/a	n/a	n/a
Wellington	61	61	61	65	64	n/a	n/a	n/a	n/a	n/a
Men	59	59	59	65	63	n/a	n/a	n/a	n/a	n/a
50-64	58	63	60	62	61	n/a	n/a	n/a	n/a	n/a
65+	57	61	62	66	68	n/a	n/a	n/a	n/a	n/a
State-wide	56▼	57	59	60	61	59	61	60	61	60
Coastal Ward	55▼	56	60	68	59	n/a	n/a	n/a	n/a	n/a
Large Rural	55▼	55	56	58	59	61	62	61	60	59

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

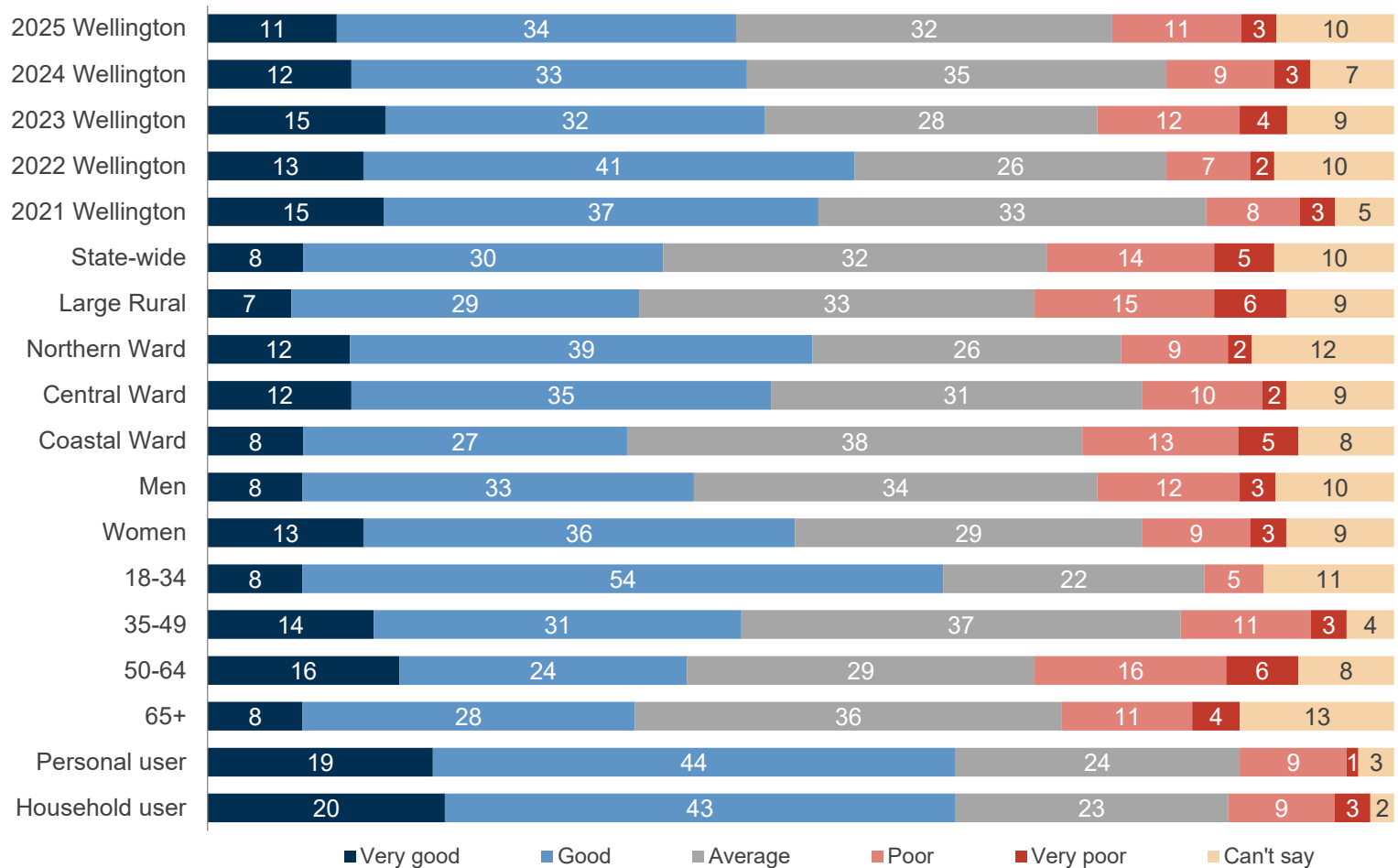
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

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

Business and community development and tourism performance



2025 business/development/tourism performance (%)





Council's general town planning policy importance



2025 town planning importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	78▲	69	71	79	73	69	72	75	73	75
Personal user	76▲	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	74▲	74	74	74	73	71	73	74	73	73
State-wide	72	73	73	74	74	72	73	73	72	73
65+	72	72	72	75	75	70	72	73	71	72
Women	71	71	73	74	73	67	73	72	72	75
Central Ward	71	71	72	72	72	68	71	70	69	n/a
Coastal Ward	70	71	70	74	72	69	72	69	69	n/a
Wellington	70	70	71	73	71	68	70	71	69	73
Men	69	69	70	72	69	68	67	70	66	72
Northern Ward	69	69	72	73	70	67	69	72	69	n/a
35-49	68	72	72	69	71	72	70	65	67	76
18-34	64▼	66	70	69	64	59	67	69	64	71

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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4

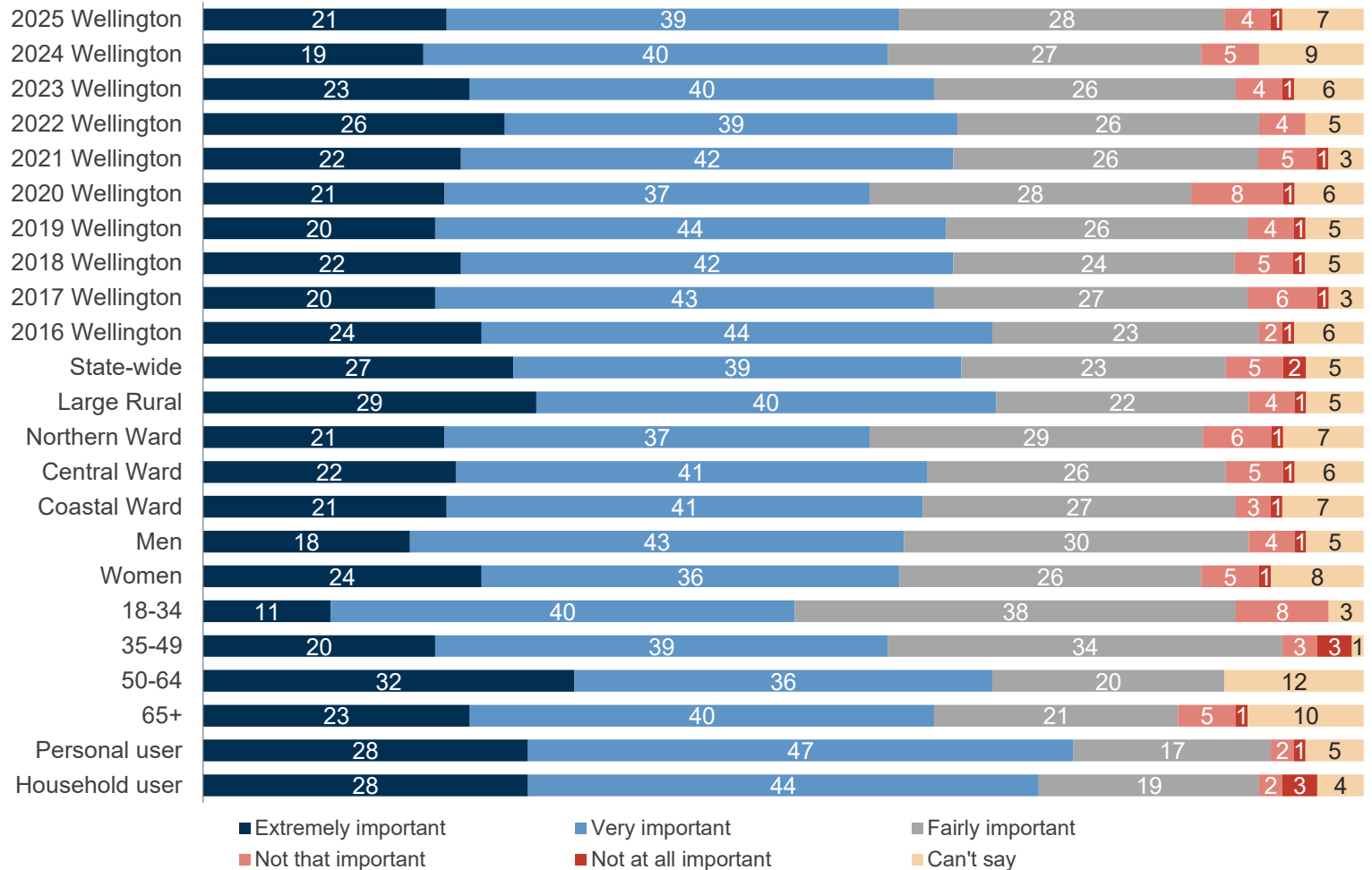
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2025 town planning importance (%)





Council's general town planning policy performance



2025 town planning performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	52	50	62	60	61	67	60	64	58
Northern Ward	54	51	60	59	58	59	61	60	n/a
Women	58	57	62	60	60	64	62	63	60
35-49	56	59	59	56	60	62	57	58	57
Central Ward	60	58	61	63	62	65	61	65	n/a
Wellington	55	55	61	60	60	62	59	60	56
Men	53	54	59	60	59	60	57	57	52
65+	55	57	62	67	62	58	62	61	53
Coastal Ward	50	56	62	56	58	61	52	52	n/a
Household user	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	55	60	54	55	60	58	58	56
State-wide	50	50	54	55	54	55	54	53	52
Large Rural	48	49	53	55	54	55	54	54	51

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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 7

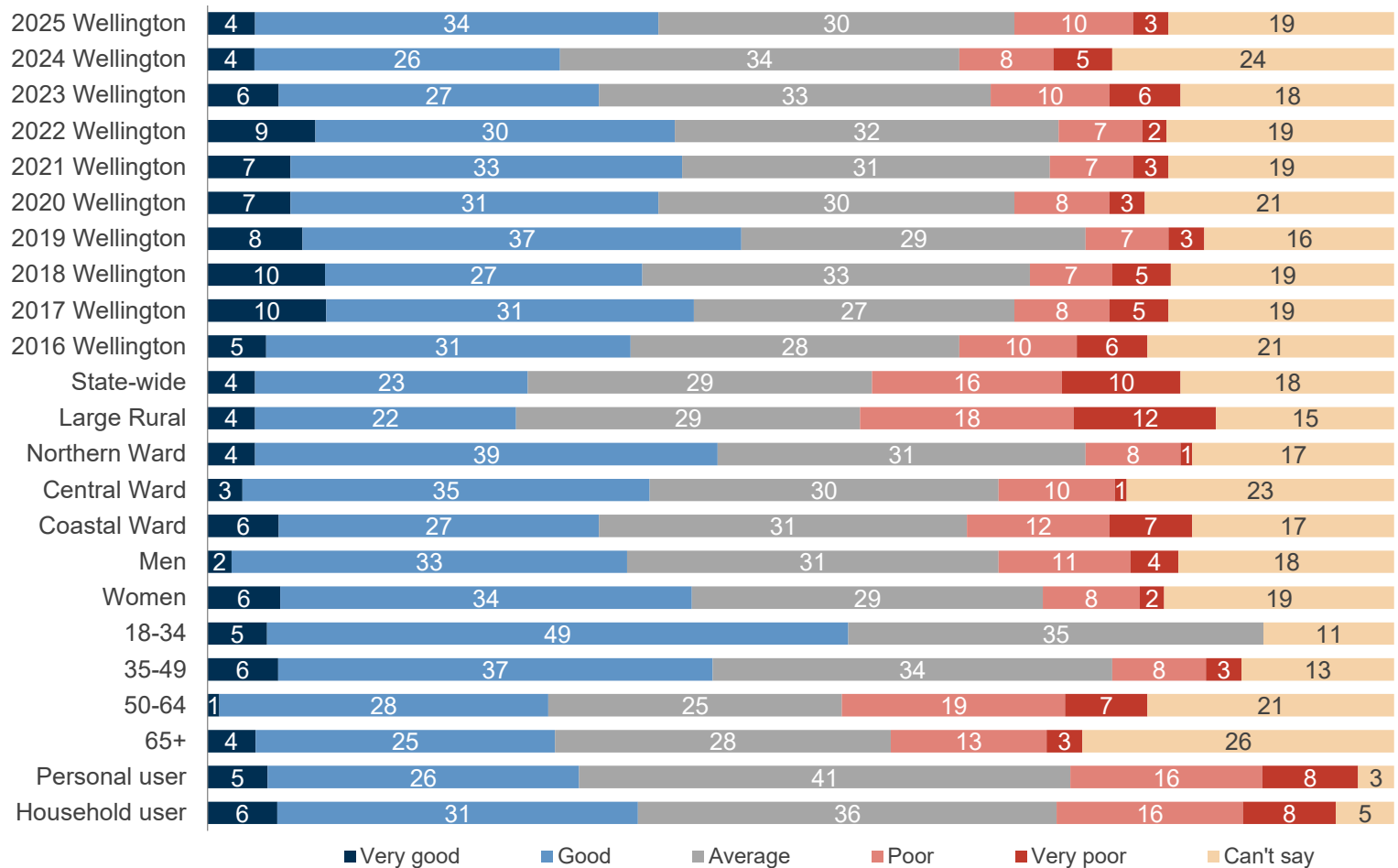
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2025 town planning performance (%)





Planning and building permits importance



2025 planning and building permits importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	74▲	67	69	72	69	68	74	69	72	68
Large Rural	71▲	73	72	73	73	71	71	70	72	70
Household user	71	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	71	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71▲	72	72	73	73	71	71	71	72	71
65+	69	73	72	73	75	73	70	72	70	69
Women	68	71	72	73	72	71	71	66	70	70
35-49	68	69	68	70	65	70	66	62	64	69
Coastal Ward	67	72	67	70	67	65	70	66	66	n/a
Central Ward	67	67	70	72	70	70	69	66	72	n/a
Wellington	67	68	68	70	69	68	68	66	69	67
Northern Ward	67	67	67	69	68	66	67	66	69	n/a
Men	65	66	65	68	66	65	65	66	69	65
18-34	58▼	62	63	66	64	60	63	59	71	62

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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

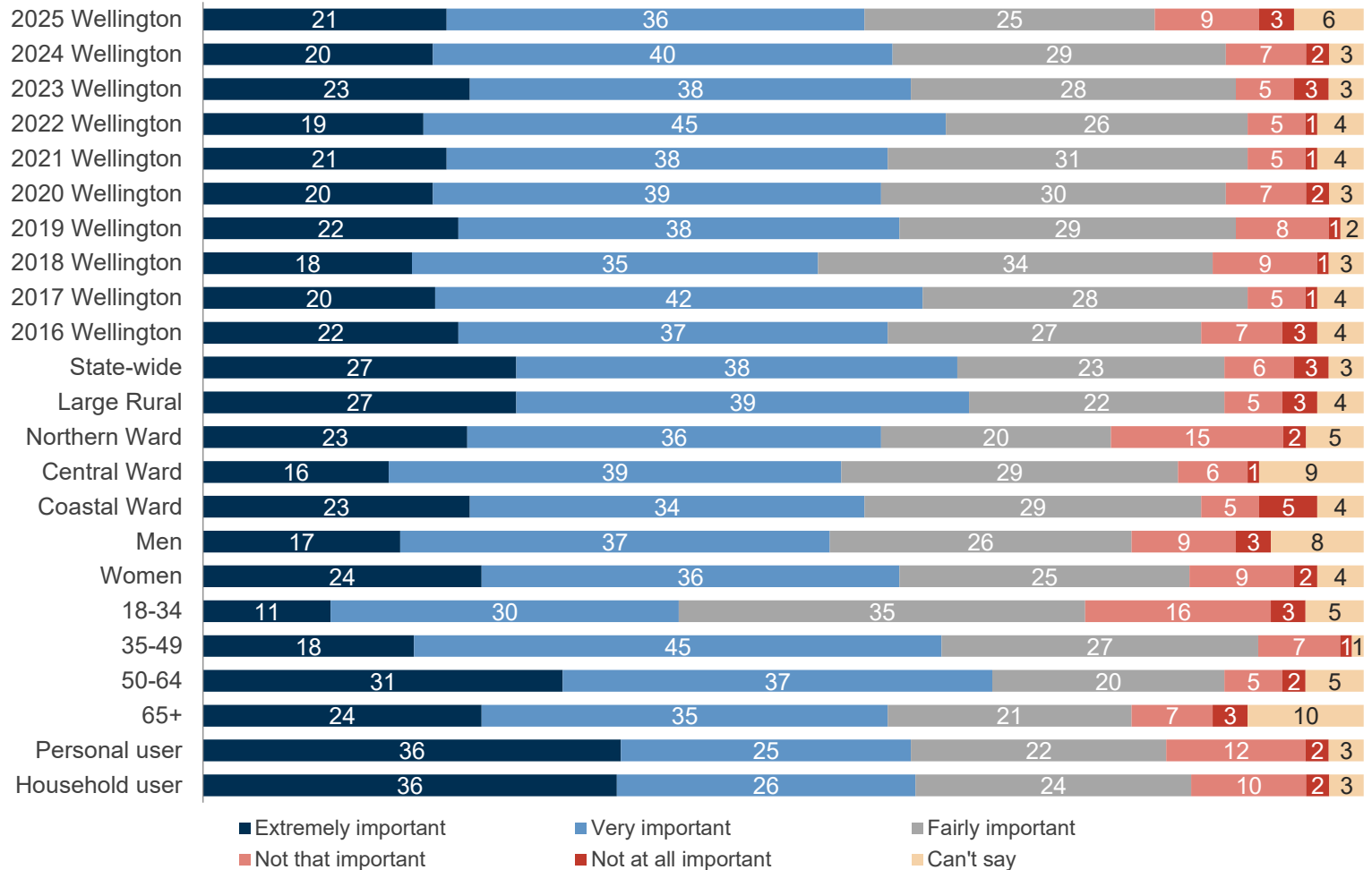
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2025 planning and building permits importance (%)





Planning and building permits performance



2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	56	58	53	62	61	65	62	54	59	54
Central Ward	55	58	56	59	59	61	63	57	59	n/a
Northern Ward	54	55	52	62	60	58	57	56	57	n/a
Women	54	59	58	60	55	59	63	58	62	60
35-49	53	51	54	65	55	60	64	58	55	55
65+	53	53	57	58	62	59	55	59	60	55
Wellington	53	55	55	60	58	60	60	57	58	55
Men	53	52	53	61	61	60	57	55	54	51
Household user	51	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	51	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Ward	50	53	58	58	53	61	58	57	58	n/a
50-64	47	59	56	57	53	55	59	55	57	55
State-wide	43▼	45	47	50	51	51	52	52	51	50
Large Rural	41▼	41	42	46	48	49	49	49	48	50

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

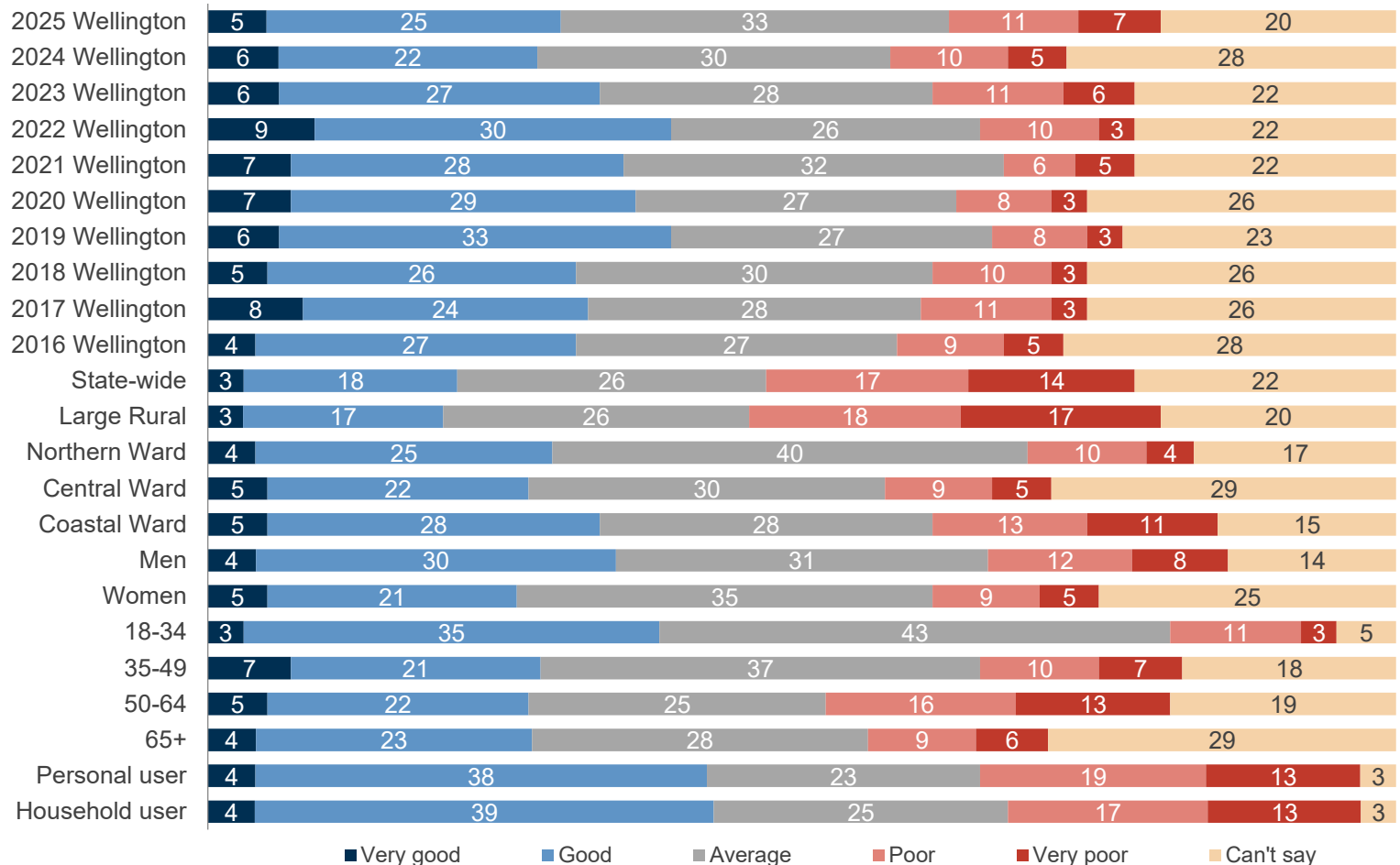
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)





Environmental sustainability importance



2025 environmental sustainability importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	69▲	73	71	71	75	76	76	77	73	76
Household user	67▲	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	69	68	69	69	69	67	67	65	68
State-wide	65▲	68	70	73	74	74	74	73	72	73
Large Rural	64▲	67	68	71	72	73	74	73	72	73
Central Ward	62	64	64	67	72	73	73	71	65	n/a
Northern Ward	61	64	64	71	69	74	70	70	69	n/a
Wellington	61	65	65	70	71	74	71	70	67	72
50-64	61	66	63	75	75	72	73	71	70	74
35-49	61	66	64	70	70	76	72	69	65	75
Coastal Ward	60	69	67	74	72	74	66	68	67	n/a
18-34	56	58	61	70	71	79	72	72	67	75
Men	54▼	57	58	70	67	71	66	63	61	69

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

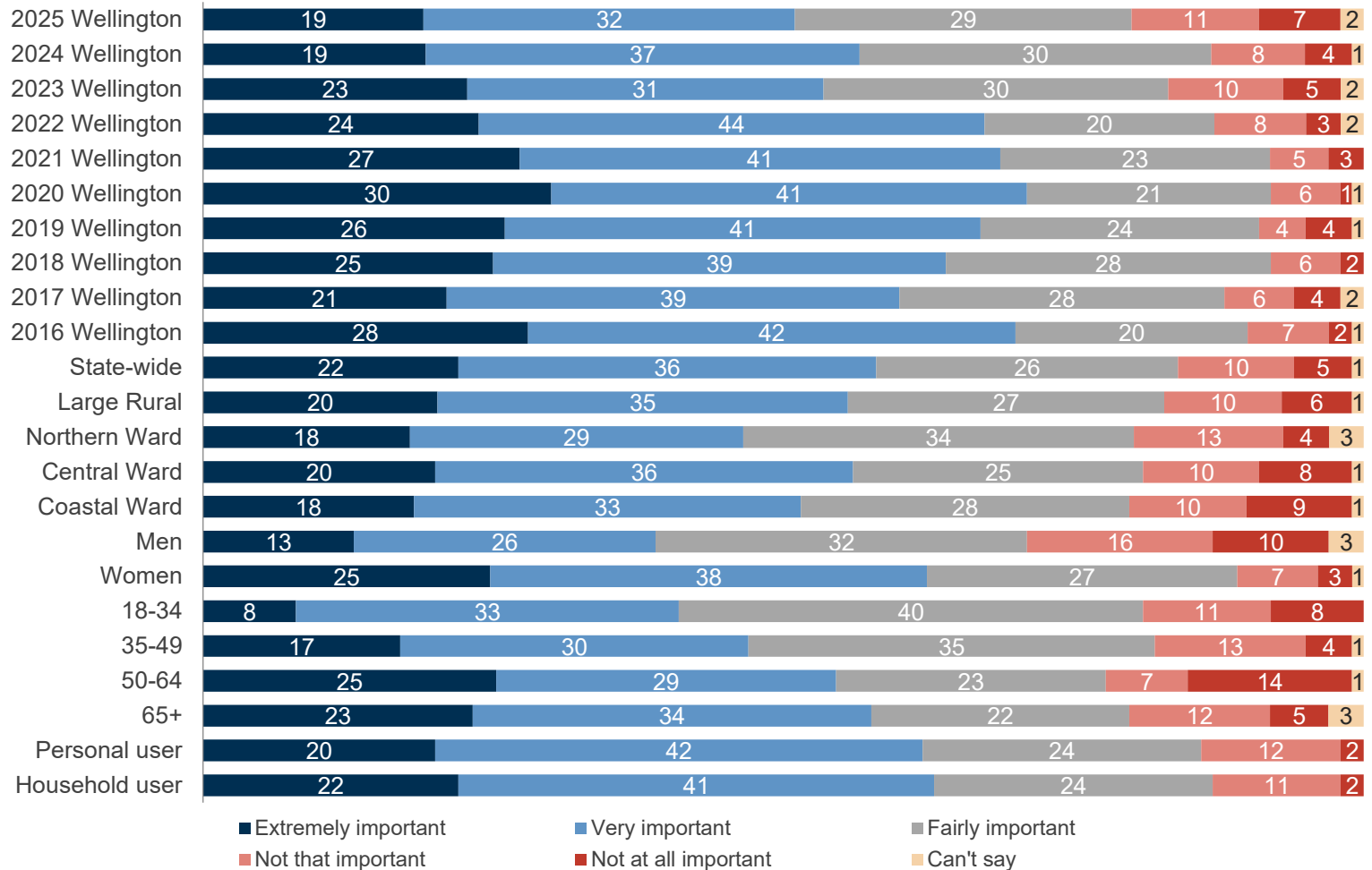
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2025 environmental sustainability importance (%)





Environmental sustainability performance



2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	67▲	61	64	64	62	54	65	64	70	68
Central Ward	62	61	65	67	63	62	68	63	68	n/a
Household user	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	61	64	60	60	57	63	62	66	66
Northern Ward	59	60	58	59	62	56	59	62	63	n/a
State-wide	59	60	60	61	62	60	62	63	64	63
Wellington	59	59	61	62	62	59	63	62	65	62
50-64	58	62	64	62	58	62	63	59	62	59
Large Rural	58	58	58	59	61	60	61	61	62	62
Men	57	58	59	63	64	61	62	62	64	58
35-49	57	56	62	56	63	63	64	61	64	63
65+	56	59	59	64	64	60	59	64	64	59
Coastal Ward	55	54	60	58	62	60	58	58	62	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

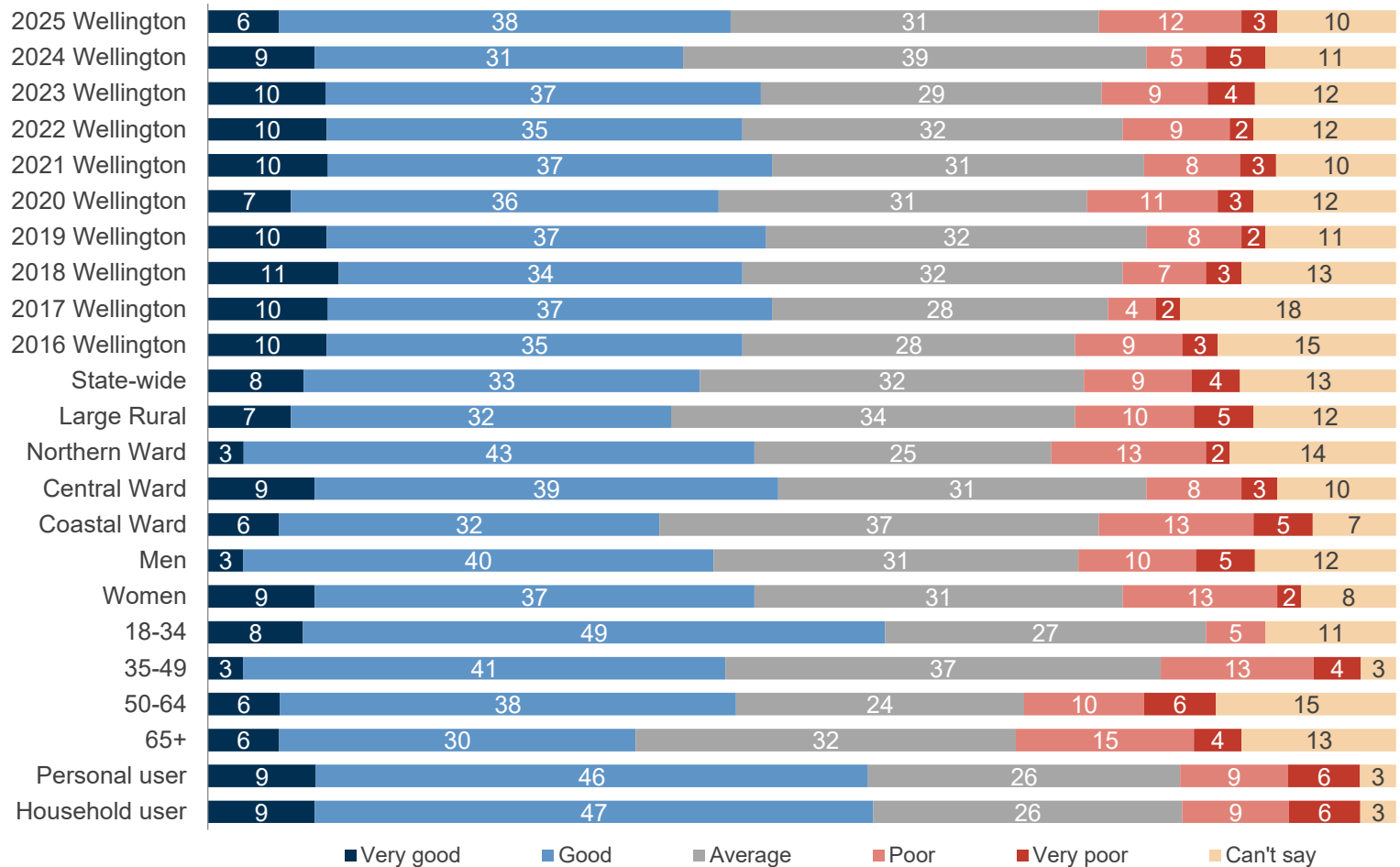
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2025 environmental sustainability performance (%)





Emergency and disaster management importance



2025 emergency and disaster management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Household user	84▲	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	84▲	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	86	85	85	86	87	87	86	85	86
Coastal Ward	80	84	82	85	84	85	82	81	78	n/a
35-49	80	85	78	81	81	85	83	81	80	84
18-34	79	82	81	84	84	86	85	83	80	83
State-wide	79	80	80	81	81	80	81	81	80	80
Large Rural	79	80	80	81	81	81	82	82	81	81
Wellington	78	83	80	82	83	84	83	82	81	83
65+	78	83	80	81	84	82	79	82	80	81
Central Ward	77	81	78	80	85	84	84	82	82	n/a
Northern Ward	77	83	80	83	81	84	82	82	81	n/a
50-64	77	81	79	85	83	82	85	81	82	83
Men	76	79	75	80	80	81	79	78	76	79

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

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 6

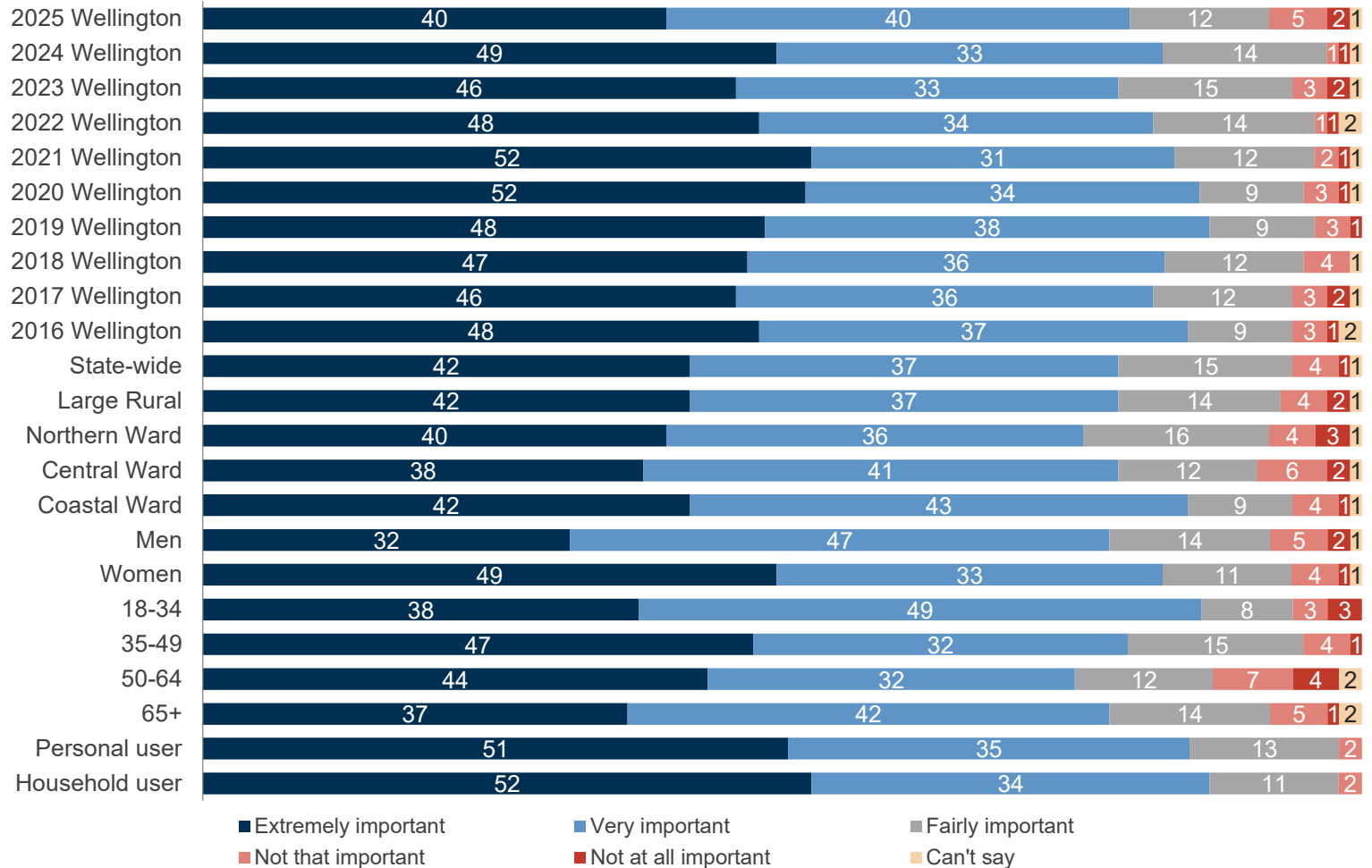
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2025 emergency and disaster management importance (%)





Emergency and disaster management performance



2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	72▲	63	67	67	72	69	73	70	74	78
Northern Ward	71	68	64	68	71	69	71	73	73	n/a
Women	70	68	69	69	72	72	78	73	76	76
Central Ward	69	68	70	72	73	74	78	73	76	n/a
Wellington	67	65	66	69	71	71	74	73	72	73
65+	66	67	67	71	73	72	73	75	72	67
Household user	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	65	65	64	70	74	74	76	74	79
Men	65	63	64	68	71	71	71	72	69	69
State-wide	65	65	65	66	71	68	72	71	70	69
Large Rural	65	65	64	66	71	69	72	71	70	70
Personal user	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	65	67	72	70	68	77	70	70	67
Coastal Ward	62	55	66	62	70	68	72	71	64	n/a

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 9

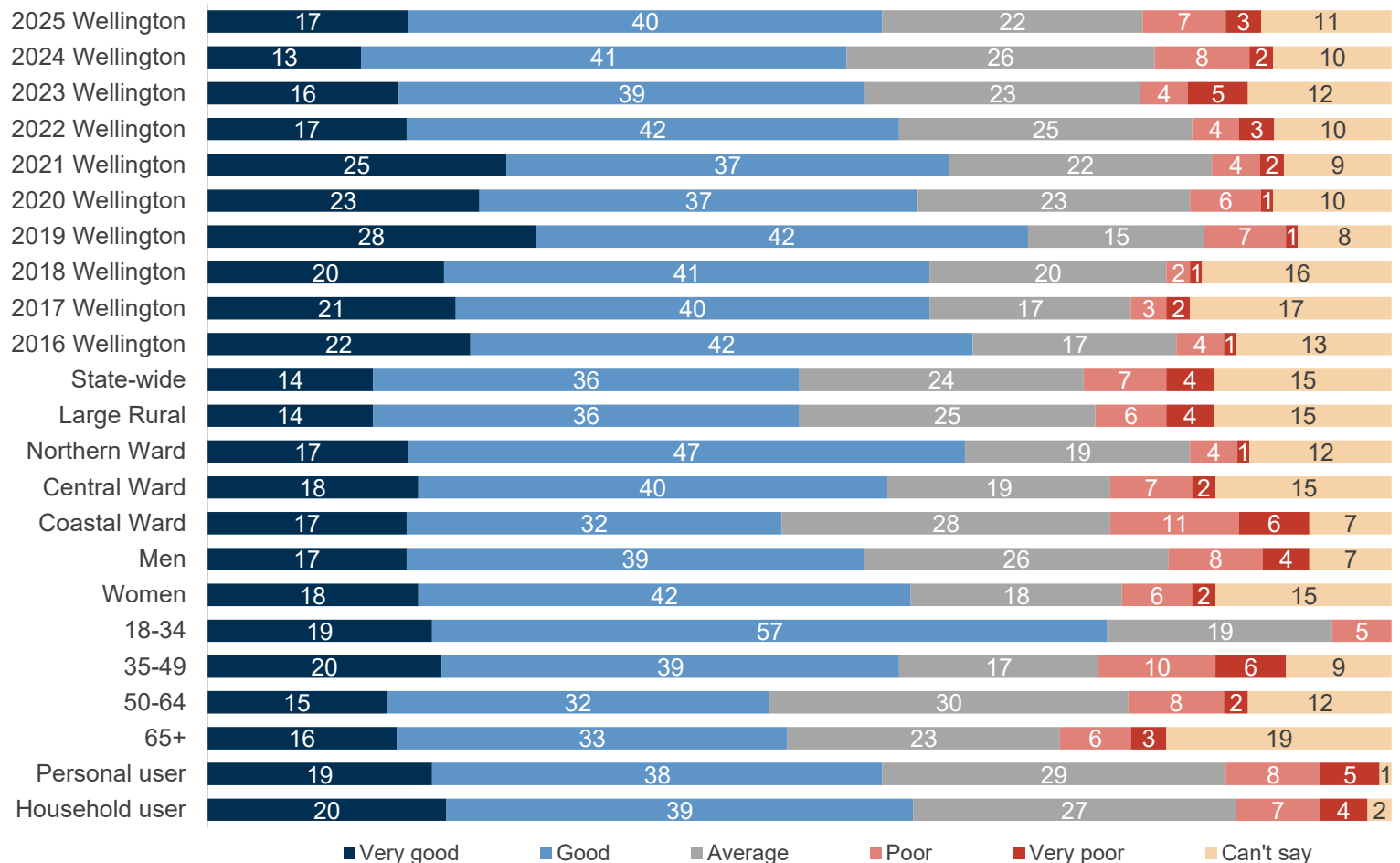
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2025 emergency and disaster management performance (%)





Planning for population growth in the area importance



2025 population growth importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	75▲	73	76	75	72	n/a	n/a	n/a	n/a	n/a
State-wide	73▲	75	76	77	76	76	77	77	76	76
Household user	73	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	73▲	74	76	75	74	75	77	78	78	74
Central Ward	73▲	75	73	70	76	n/a	n/a	n/a	n/a	n/a
Personal user	72	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	70	71	76	68	72	n/a	n/a	n/a	n/a	n/a
65+	70	74	70	72	75	n/a	n/a	n/a	n/a	n/a
Women	69	73	74	74	73	n/a	n/a	n/a	n/a	n/a
Wellington	68	74	72	71	72	n/a	n/a	n/a	n/a	n/a
Northern Ward	66	74	73	73	71	n/a	n/a	n/a	n/a	n/a
Men	66	74	71	68	72	n/a	n/a	n/a	n/a	n/a
Coastal Ward	65	72	70	67	68	n/a	n/a	n/a	n/a	n/a
18-34	57▼	76	70	70	70	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 4

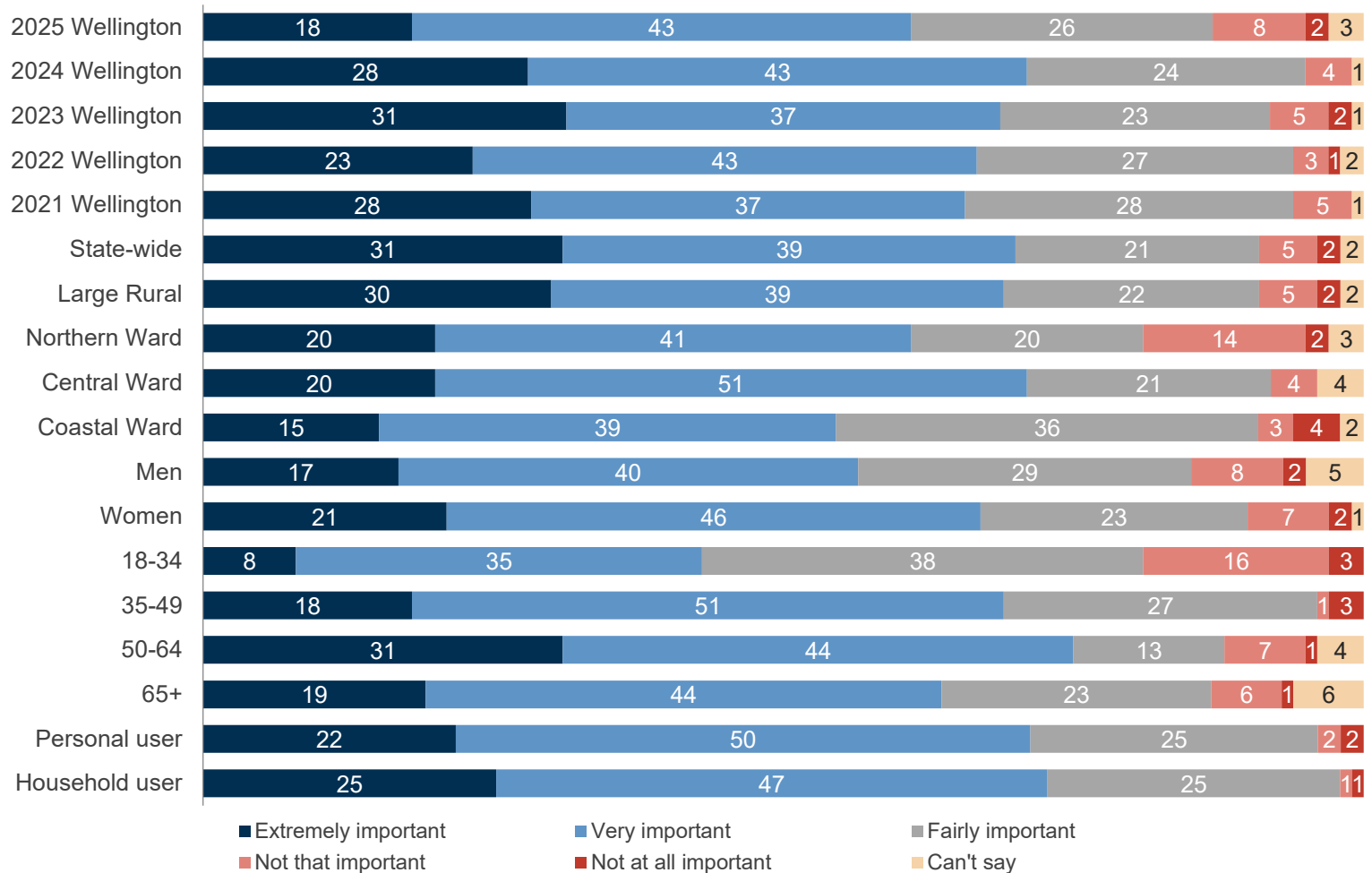
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2025 population growth importance (%)





Planning for population growth in the area performance



2025 population growth performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	67▲	54	45	61	62	n/a	n/a	n/a	n/a	n/a
Northern Ward	62▲	55	54	57	61	n/a	n/a	n/a	n/a	n/a
Central Ward	60	59	57	63	64	n/a	n/a	n/a	n/a	n/a
Women	60	59	57	60	57	n/a	n/a	n/a	n/a	n/a
Household user	58	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	57	55	54	59	60	n/a	n/a	n/a	n/a	n/a
65+	56	56	60	59	65	n/a	n/a	n/a	n/a	n/a
Personal user	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	52	50	59	63	n/a	n/a	n/a	n/a	n/a
35-49	55	54	51	59	56	n/a	n/a	n/a	n/a	n/a
50-64	51	58	54	59	53	n/a	n/a	n/a	n/a	n/a
Coastal Ward	50▼	50	48	60	49	n/a	n/a	n/a	n/a	n/a
State-wide	48▼	47	48	52	53	51	52	52	52	51
Large Rural	46▼	46	45	49	51	47	49	48	48	47

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

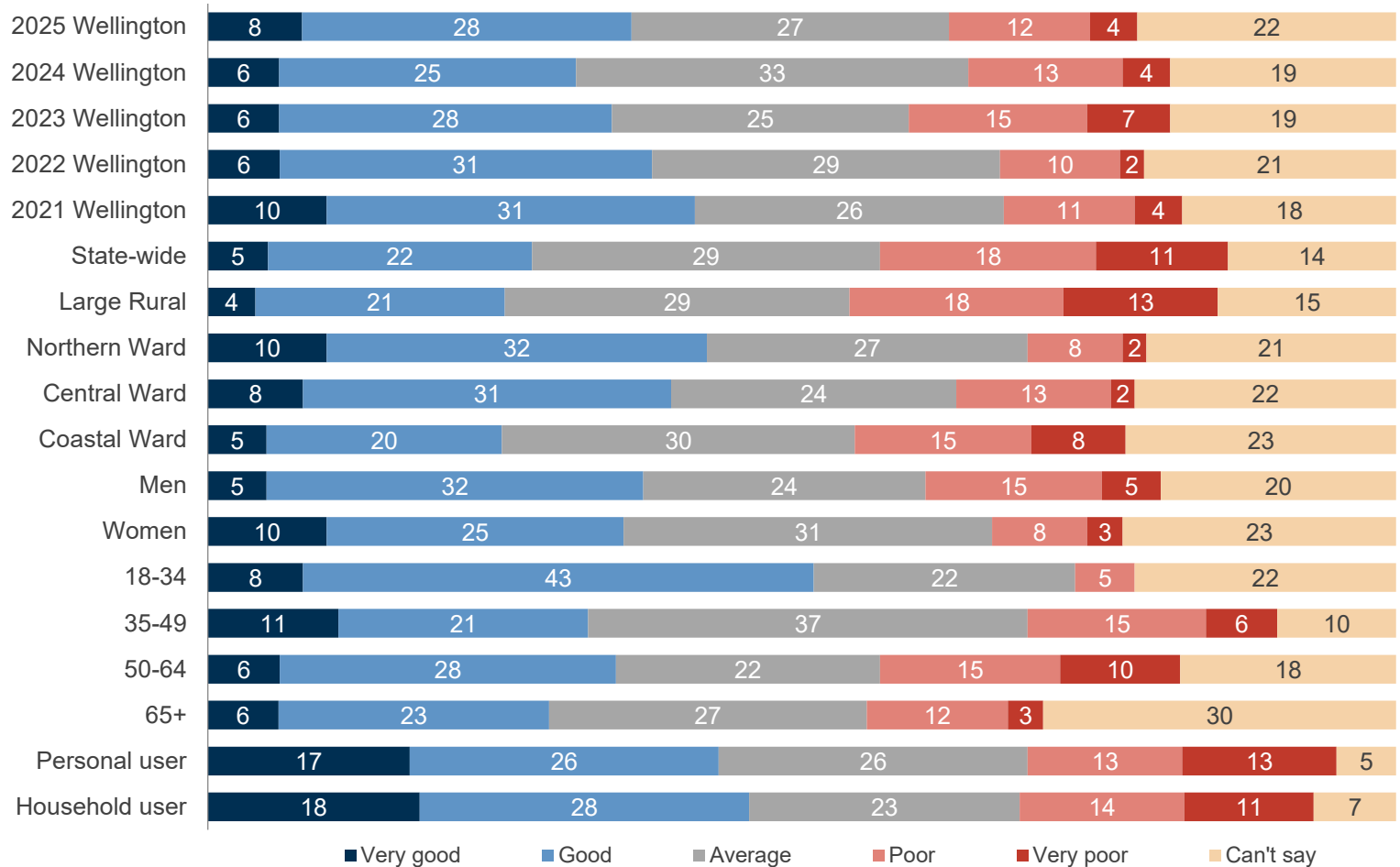
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2025 population growth performance (%)





Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Coastal Ward	80	80	81	81	79	81	77	81	82	n/a
50-64	80	82	84	81	79	80	76	79	79	76
65+	80	78	81	80	82	78	77	80	78	76
State-wide	79	80	79	79	79	78	74	73	74	73
Personal user	79	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	78	79	80	81	79	78	76	75	75	75
Women	78	79	81	83	80	77	77	76	78	77
Household user	78	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	77	78	80	80	78	77	73	75	74	75
Men	77	77	79	78	76	77	69	74	70	73
Northern Ward	76	80	81	81	79	78	73	77	74	n/a
Central Ward	76	75	78	78	75	75	71	71	69	n/a
35-49	75	79	74	84	79	79	75	72	73	77
18-34	72	74	82	77	68	72	62	69	64	73

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

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 4

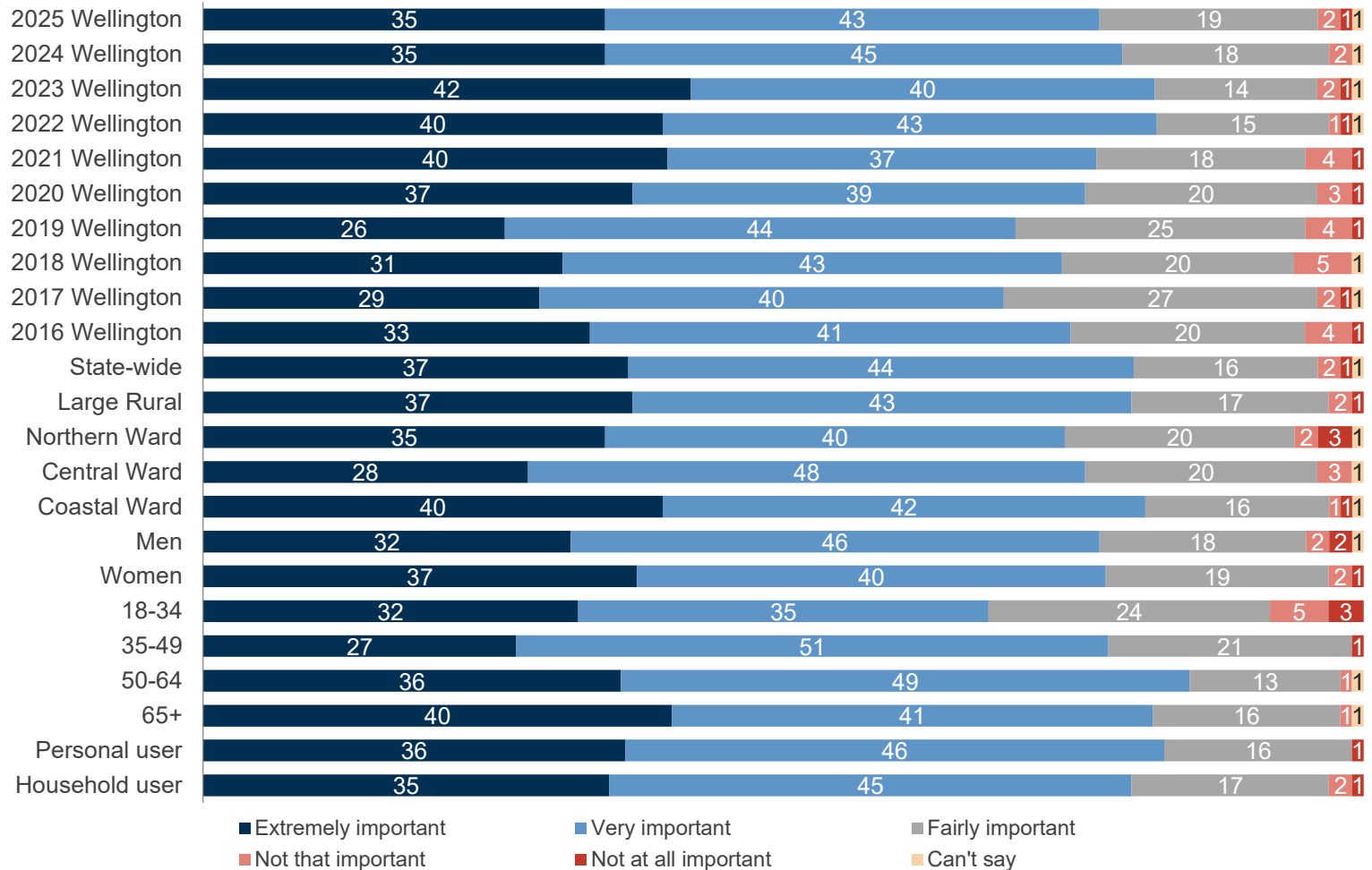
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2025 roadside slashing and weed control performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	59▲	40	49	47	54	55	63	56	61	62
Central Ward	56▲	52	50	51	56	57	62	59	60	n/a
Household user	55	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	54	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	51	39	36	40	54	46	52	53	50	n/a
Men	51	43	42	46	57	50	56	53	52	55
Wellington	50	44	44	45	55	51	56	55	54	56
Women	50	45	45	44	54	52	56	56	57	57
35-49	49	46	38	39	56	49	55	58	53	57
50-64	49	44	42	42	53	52	56	51	52	51
State-wide	47	45	46	49	51	49	56	55	53	56
65+	46	45	44	48	57	49	50	54	51	53
Large Rural	46▼	43	43	44	51	48	52	51	50	54
Coastal Ward	44	42	45	46	55	48	49	48	53	n/a

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

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 5

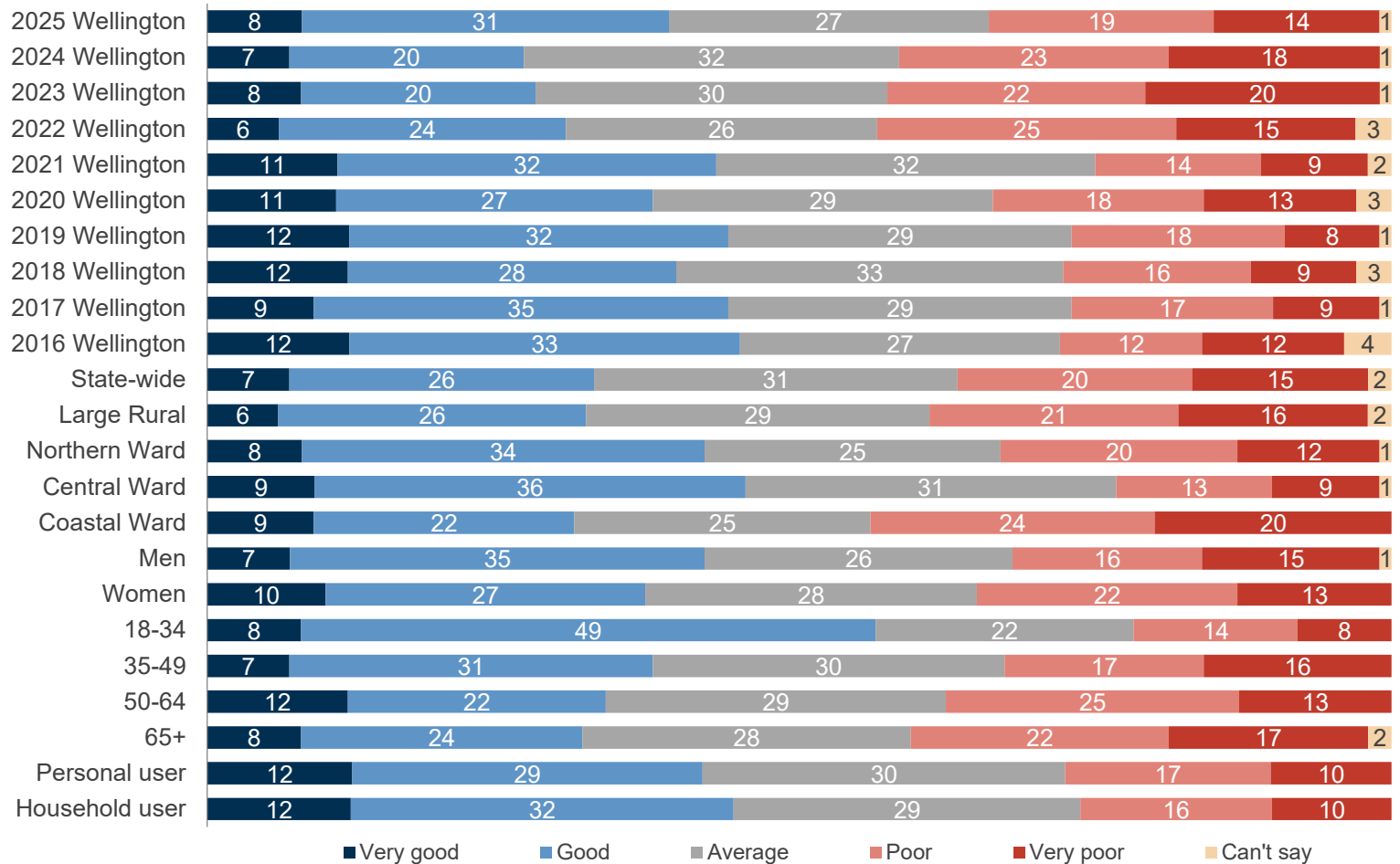
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2025 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	84	85	84	81	83	82	81	83	83	81
State-wide	83	84	83	83	81	80	80	80	79	79
Northern Ward	83	84	83	84	80	79	82	80	79	n/a
Women	83	86	86	86	80	81	82	81	82	81
Household user	83	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	82	84	83	82	80	79	79	78	77	78
Personal user	82	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	78	84	84	74	74	77	79	73	81
Coastal Ward	82	83	87	85	82	81	84	83	87	n/a
65+	82	82	81	84	81	79	80	79	83	80
Wellington	81	82	82	83	79	80	79	79	79	81
Men	80	79	79	79	78	79	77	78	76	80
Central Ward	79	80	79	79	77	80	76	77	75	n/a
35-49	78	85	83	80	79	84	81	76	77	82

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

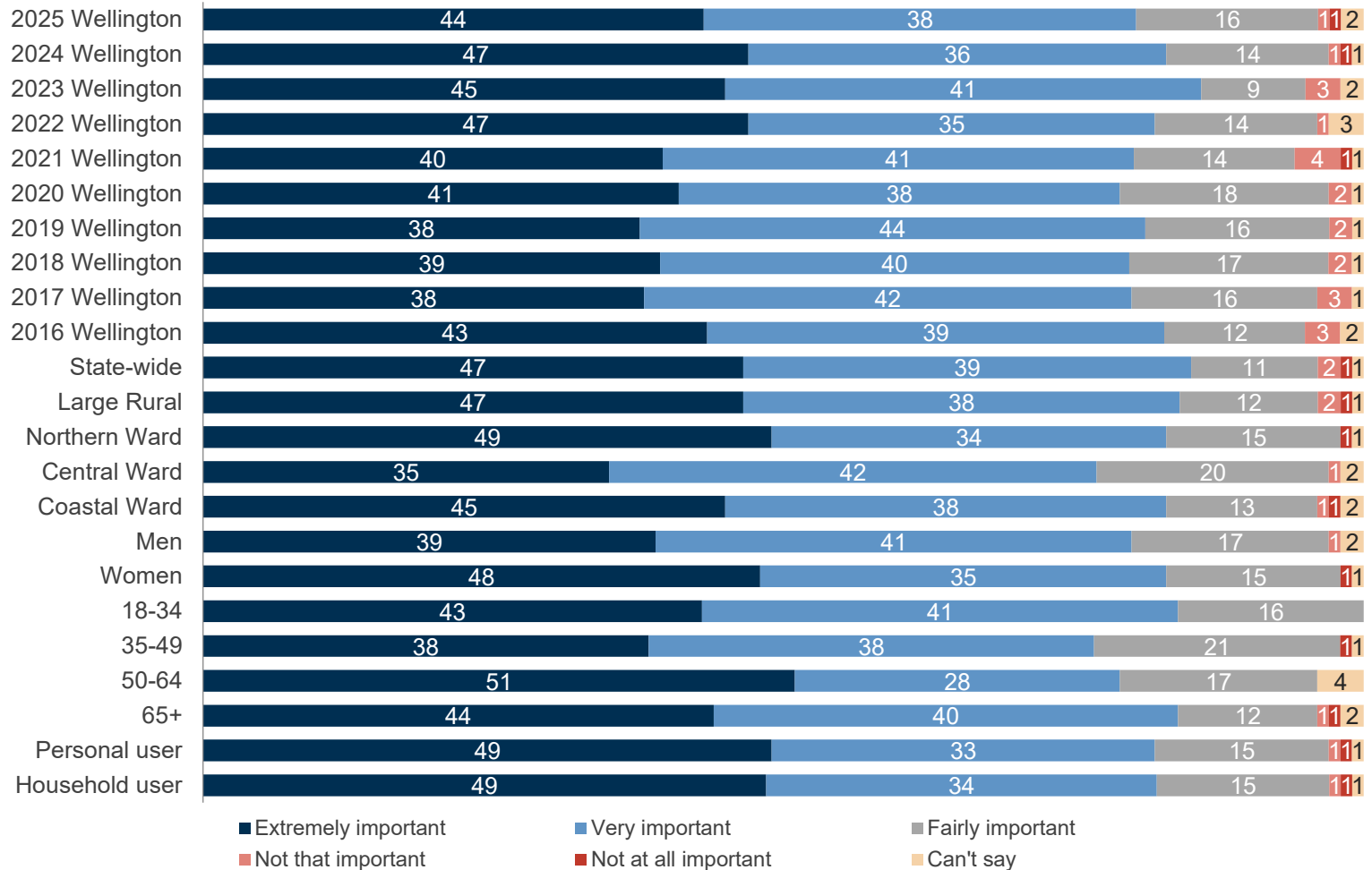
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central Ward	50▲	49	46	54	56	57	54	53	54	n/a
Men	46	41	41	47	52	52	51	46	47	50
Personal user	44	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	44	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	44	35	37	45	53	57	50	47	51	57
65+	44	43	46	47	55	52	49	48	45	46
50-64	44	43	41	44	46	50	53	45	45	49
Wellington	43	40	40	44	51	52	50	47	47	50
Northern Ward	42	36	32	39	51	48	51	42	45	n/a
Women	41	39	39	42	49	51	49	47	46	51
35-49	40	39	32	39	48	48	48	47	45	51
Coastal Ward	39	36	43	37	42	47	37	40	37	n/a
State-wide	38▼	36	37	41	45	44	44	43	44	43
Large Rural	36▼	34	35	39	44	42	41	41	42	43

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

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 12

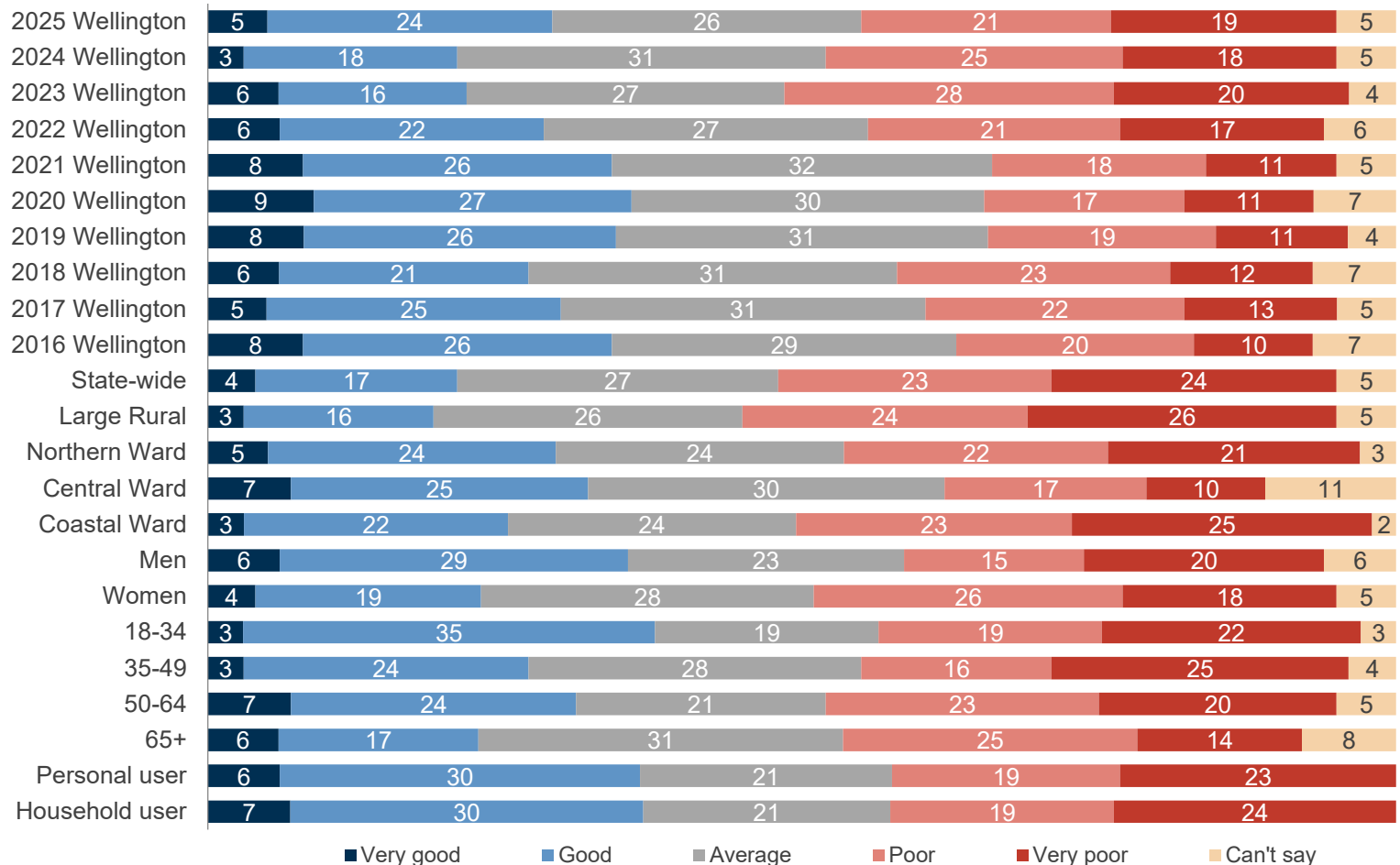
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing.

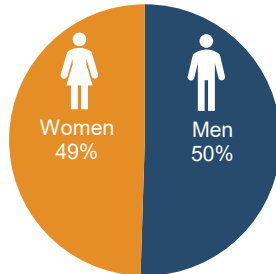
Detailed demographics



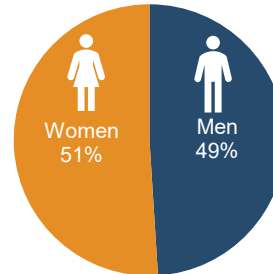
Gender and age profile

2025 gender

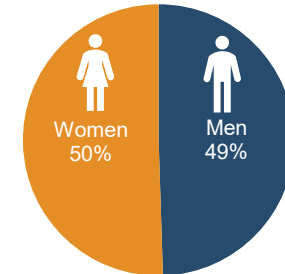
Wellington



Large Rural

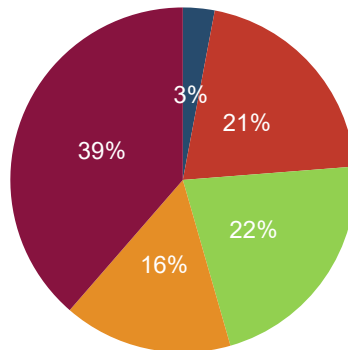


State-wide

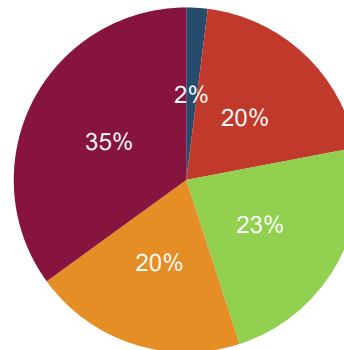


2025 age

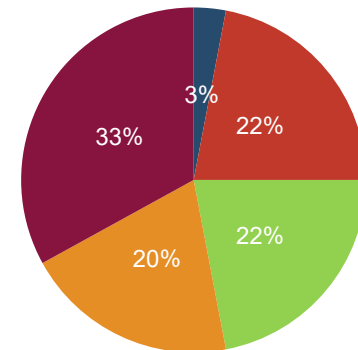
Wellington



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

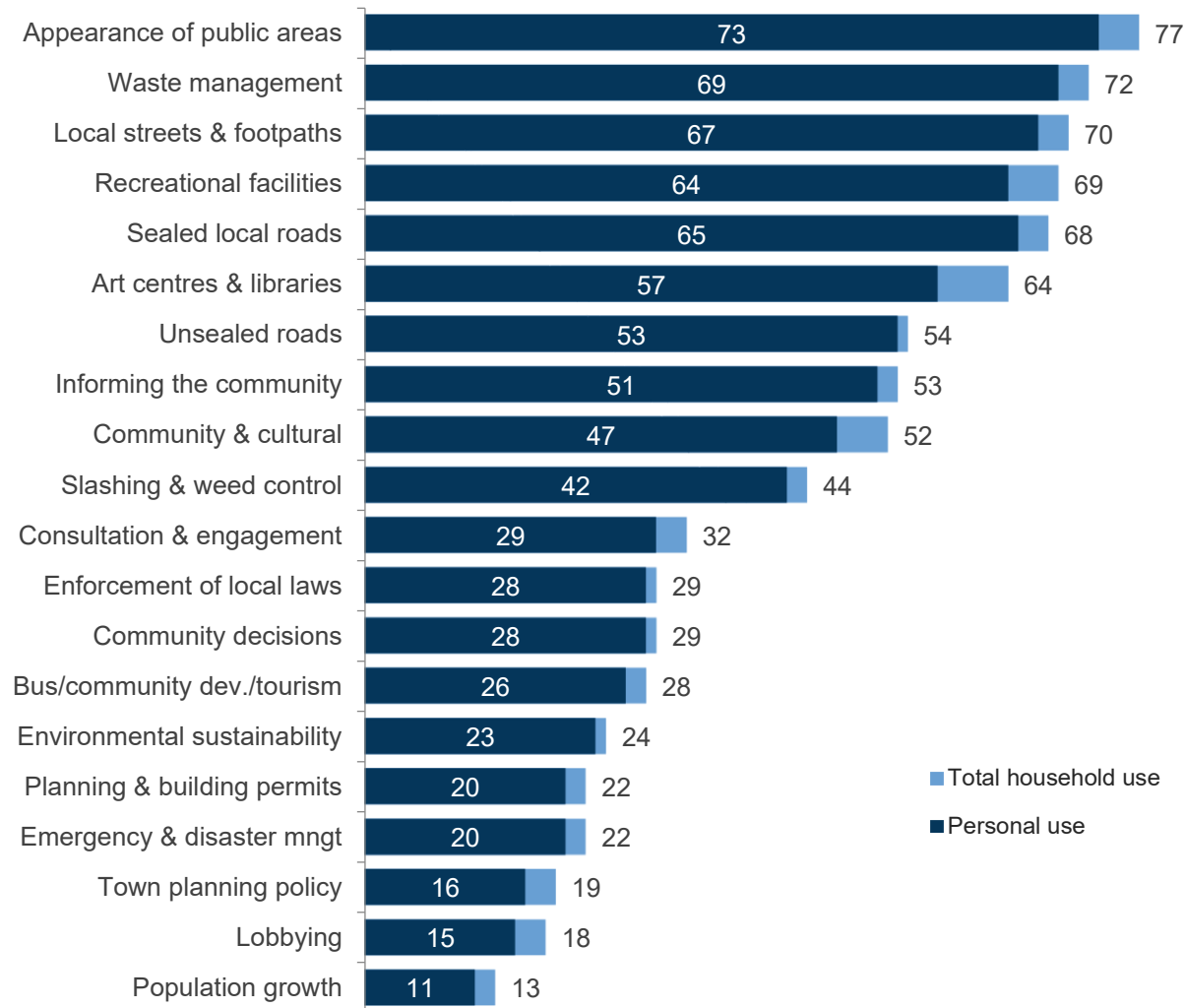
An "Other" option has been included for gender, hence the results may not add to 100%.


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Personal and household use and experience of council services



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





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Wellington Shire Council was n=400. 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=400 interviews is +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 36,100 people aged 18 years or over for Wellington Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Wellington Shire Council	400	400	+/-4.9
Men	195	201	+/-7.0
Women	202	197	+/-6.9
Northern Ward	134	147	+/-8.5
Central Ward	127	120	+/-8.7
Coastal Ward	139	133	+/-8.3
18-34 years	37	94	+/-16.3
35-49 years	71	87	+/-11.7
50-64 years	86	65	+/-10.6
65+ years	206	155	+/-6.8



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2024, n=400 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=402 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Wellington Shire 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 Wellington Shire Council.

Survey sample matched to the demographic profile of Wellington Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 48% mobile phone numbers to cater to the diversity of residents within Wellington Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Wellington Shire Council. Survey fieldwork was conducted in the period of 28th January – 16th March, 2025.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. 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.

Council Groups

Wellington Shire Council is classified as a Large Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Large Rural group are:

- 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 and Wellington.

Wherever appropriate, results for Wellington Shire Council for this 2025 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2025 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 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>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

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

CSS: 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

**THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**



Contact us
03 8685 8555



Follow us
[@JWSResearch](https://twitter.com/JWSResearch)

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



J W S R E S E A R C H