



2026 Local Government Community Satisfaction Survey

**Wellington Shire
Council**



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Background and objectives

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

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

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

- councils' overall performance, with benchmarking against other participating councils
- 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 27 years

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.

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



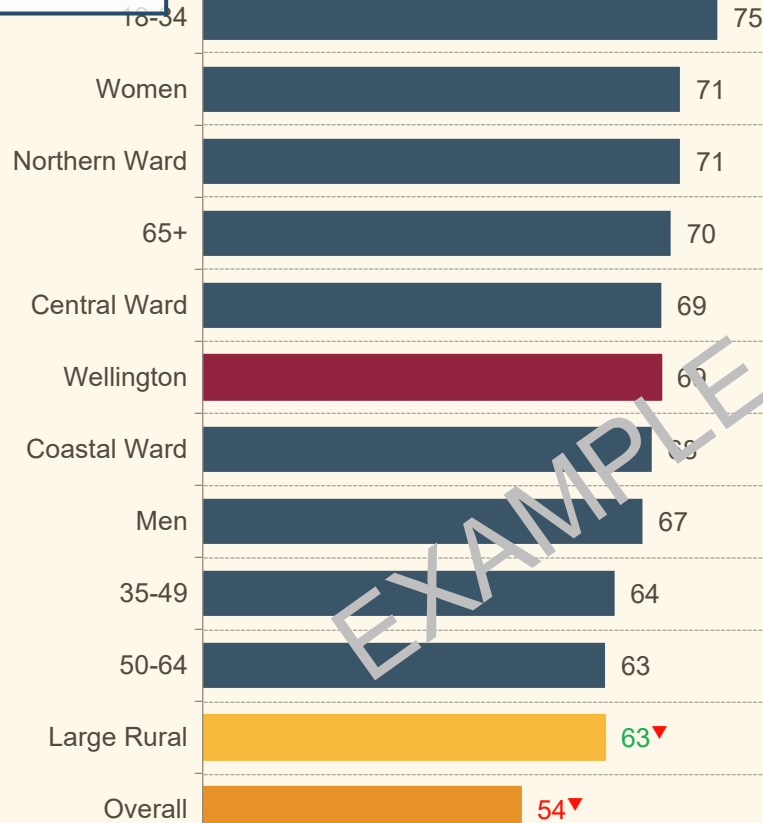
How to read index score charts in this report

Main chart shows the results among the total sample, subgroups, group average and overall average across participating councils.

2026 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results



2025 2024 2023 2022 2021 2020 2019 2018 2017

70	73	72	75	71	74	72	77	73
69	72	72	72	74	73	74	71	74
69	70	72	71	70	72	73	71	74
67	71	73	72	72	71	71	71	76
72	72	70	71	73				
71	72	71	72	73				
70	72	71	72	72				
67	71	69	72	73				
71	74	72	69	70				
67	66	70	66	73				
62	65	67	66	67	65	64	66	67
56	59	61	58	60	59	59	59	60

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

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

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: 23 Councils asked group: 7

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 overall and council group result.

2026 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: 23 Councils asked group: 7

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



Overall 57

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

▲ higher



Recreational facilities

▬ on par



Appearance of public areas

▬ on par

Bottom 3 performing areas



Unsealed roads

▬ on par



Slashing & weed control

▬ on par



Sealed local roads

▲ higher



Customer service

▬ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

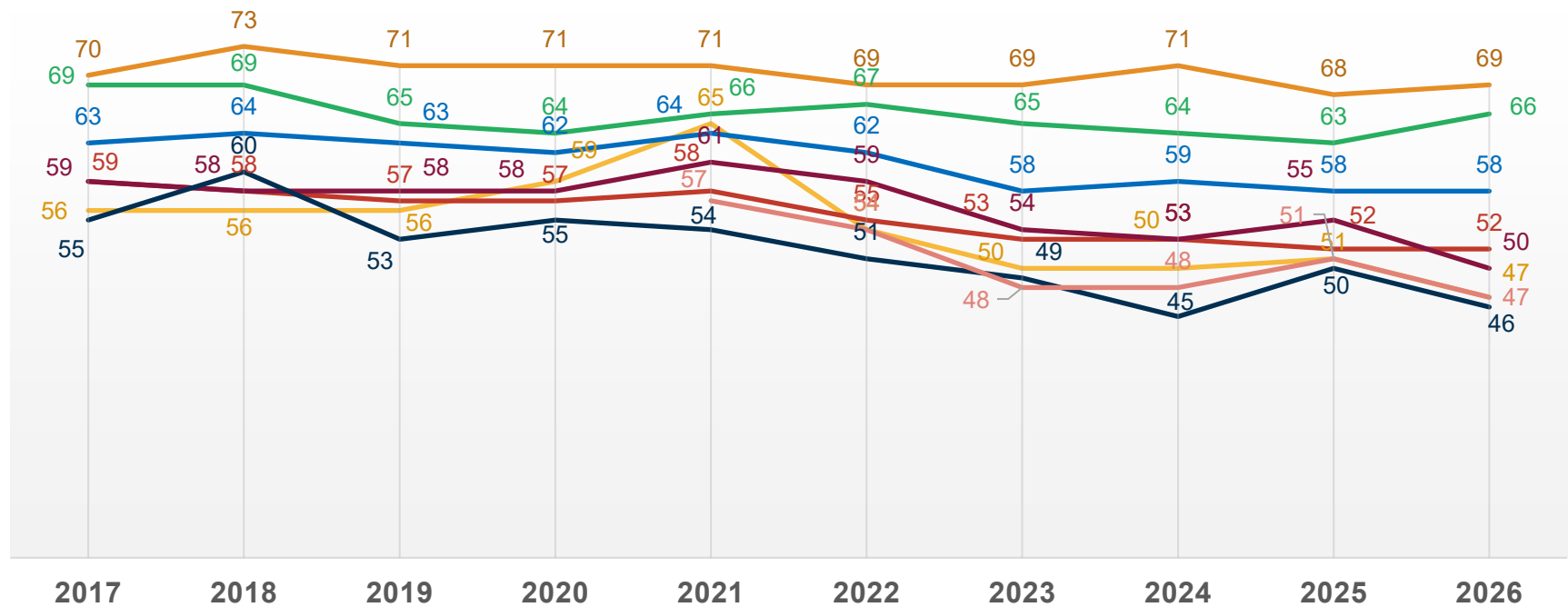

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

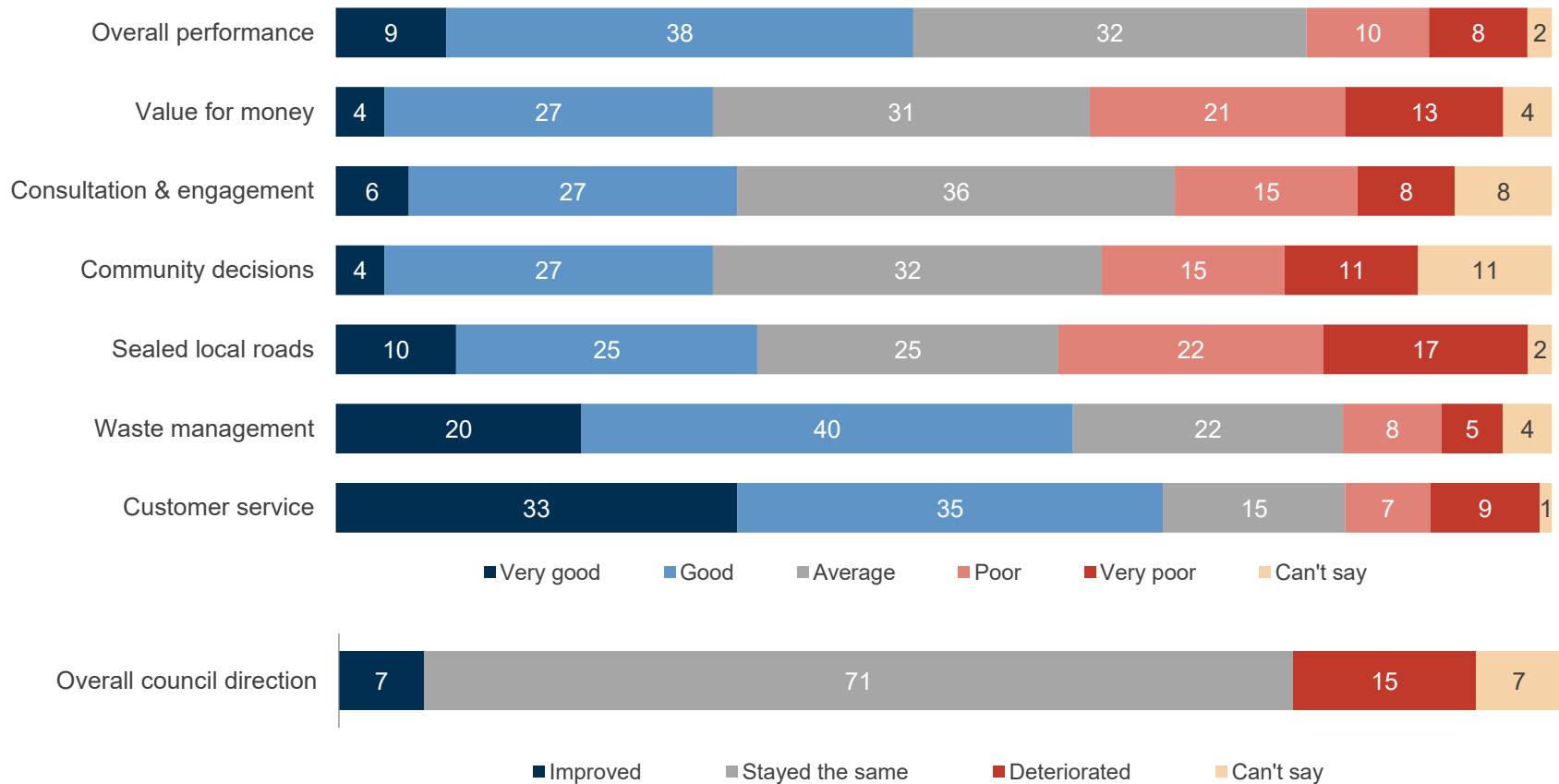

Overall
Council
Direction





Summary of core measures

Core measures summary results (%)





Summary of Wellington Shire Council performance

Services		Wellington 2026	Wellington 2025	Large Rural 2026	Overall 2026	Highest score	Lowest score
	Overall performance	58	58	50	57	Central Ward residents	18-34 years
	Value for money	47	51	44	49	65+ years	35-49 years
	Overall council direction	46	50	44	48	Women	Men
	Customer service	69	68	66	69	35-49 years	18-34 years
	Art centres & libraries	76	77	72	76	Users, Central Ward residents	Northern Ward residents
	Recreational facilities	70	70	70	71	65+ years, Users	18-34 years
	Appearance of public areas	69	71	69	71	Users, Men	Women
	Waste management	66	63	64	69	65+ years, Central Ward residents, 18-34 years	35-64 years
	Emergency & disaster mngt	65	67	64	68	Central Ward residents	35-49 years
	Community & cultural	64	66	63	67	Central Ward residents	Northern Ward residents



Summary of Wellington Shire Council performance

Services		Wellington 2026	Wellington 2025	Large Rural 2026	Overall 2026	Highest score	Lowest score
	Enforcement of local laws	61	60	60	60	Central Ward residents	Coastal Ward residents, 50-64 years
	Bus/community dev./tourism	59	61	57	59	35-49 years	50-64 years
	Environmental sustainability	58	59	58	60	35-49 years	18-34 years
	Informing the community	57	57	55	60	Users, 35-49 years	50-64 years
	Local streets & footpaths	55	56	50	54	Central Ward residents	Women, 50-64 years
	Town planning policy	55	58	47	51	35-49 years	50-64 years
	Population growth	54	57	48	48	35-49 years	50-64 years
	Planning & building permits	54	53	44	46	Coastal Ward residents	50-64 years
	Consultation & engagement	52	52	49	53	Central Ward residents, Men	Coastal Ward residents, 50-64 years
	Lobbying	51	52	49	54	65+ years	Users, 50-64 years



Summary of Wellington Shire Council performance

Services		Wellington 2026	Wellington 2025	Large Rural 2026	Overall 2026	Highest score	Lowest score
	Community decisions	50	55	47	52	65+ years	18-34 years
	Sealed local roads	47	51	39	46	Central Ward residents, 65+ years	35-49 years
	Slashing & weed control	41	50	43	45	Central Ward residents	50-64 years
	Unsealed roads	38	43	36	40	Central Ward residents	Women



Focus areas for the next 12 months

Overview

Perceptions of Wellington Shire Council's overall performance (index score of 58) are in line with the previous three years, but have declined significantly this year among residents aged 18 to 34 years. While Council performance is in line with 2025 across most measures, ratings have declined significantly on value for money, council direction, community decisions and the lower performing areas of roadside slashing and weed control, and unsealed roads.

Key influences on perceptions of overall performance

Decisions made in the community's interest should be a key focus over the next 12 months, as improvements in this area have the greatest influence on overall perceptions of Council performance. The related service areas of informing the community and planning for population growth, and the poorly rated condition of sealed roads, should also be priorities for improvement, being moderate-to-strong influences on overall perceptions. Council should also shore up its strong performance on waste management and public areas.

Comparison to Overall and area grouping

Council performs in line with the Overall average across participating councils State-wide (the Overall average) on the four core measures, but significantly higher than the Large Rural group on overall performance and value for money. Council performs significantly higher than the Overall average in three service areas, lower in six areas, and in line with the average in the remaining 11 areas. Council rates significantly higher than the Large Rural group average in eight service areas and in line with this average for other areas.

A need to focus on demonstrating that decisions are made in the community interest

Overall perceptions of Council's performance in community decisions have significantly declined this year and are at a 10 year low. There has been a downward trend in perceptions for several years running from the peak rating achieved in 2021. As improvements in this area have the strongest influence on overall performance, continuing communication and transparency around Council's decision-making may serve to demonstrate that residents are indeed being considered.

DETAILED FINDINGS

Overall performance



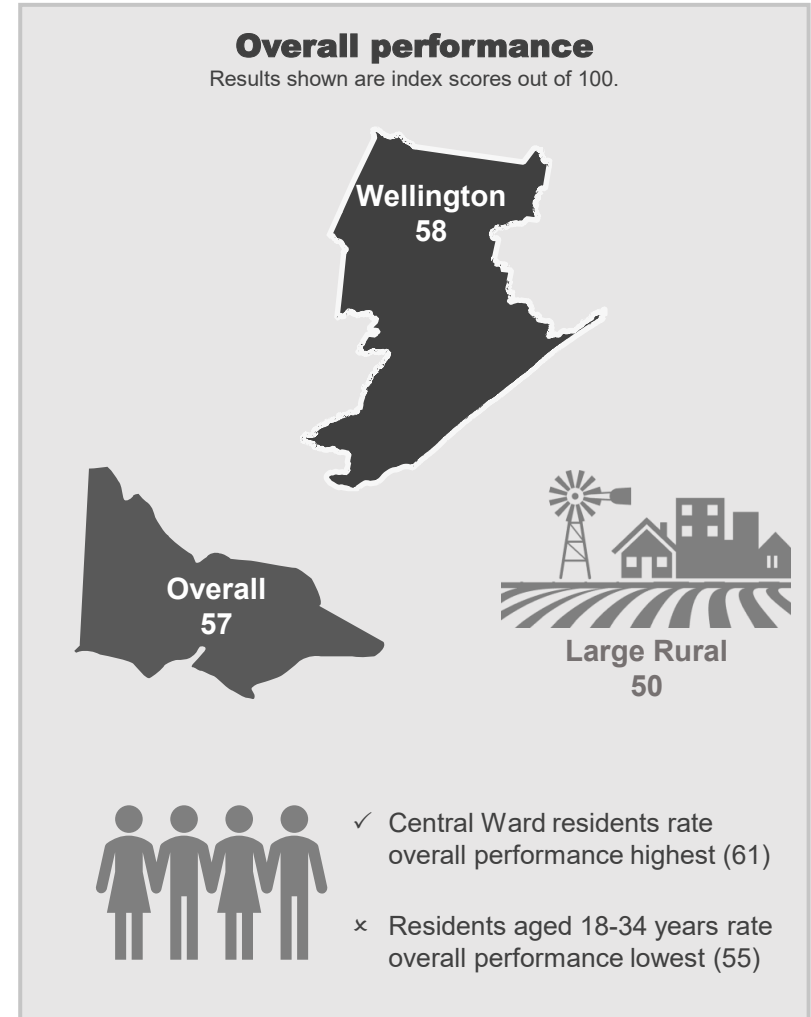
Overall performance

The overall performance index score of 58 for Wellington Shire Council is unchanged from the 2025 result. Overall performance ratings have been stable for some years now, but have not recovered from the significant decline in 2023, and remain at a 10 year low.

- Council's overall performance is rated statistically similar (at the 95% confidence interval) to the Overall average across participating councils State-wide and significantly higher than the Large Rural group average (index scores of 57 and 50 respectively).
- Perceptions among residents aged 18 to 34 years have significantly declined (index score of 55, down nine points), losing most of the gain achieved last year. This cohort has gone from being among the groups providing the highest rating for overall performance to the lowest.

Three in 10 residents rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good' (31%). A similar proportion rate value for money as 'very poor' or 'poor' (34%), with another third (31%) rating this as 'average'.

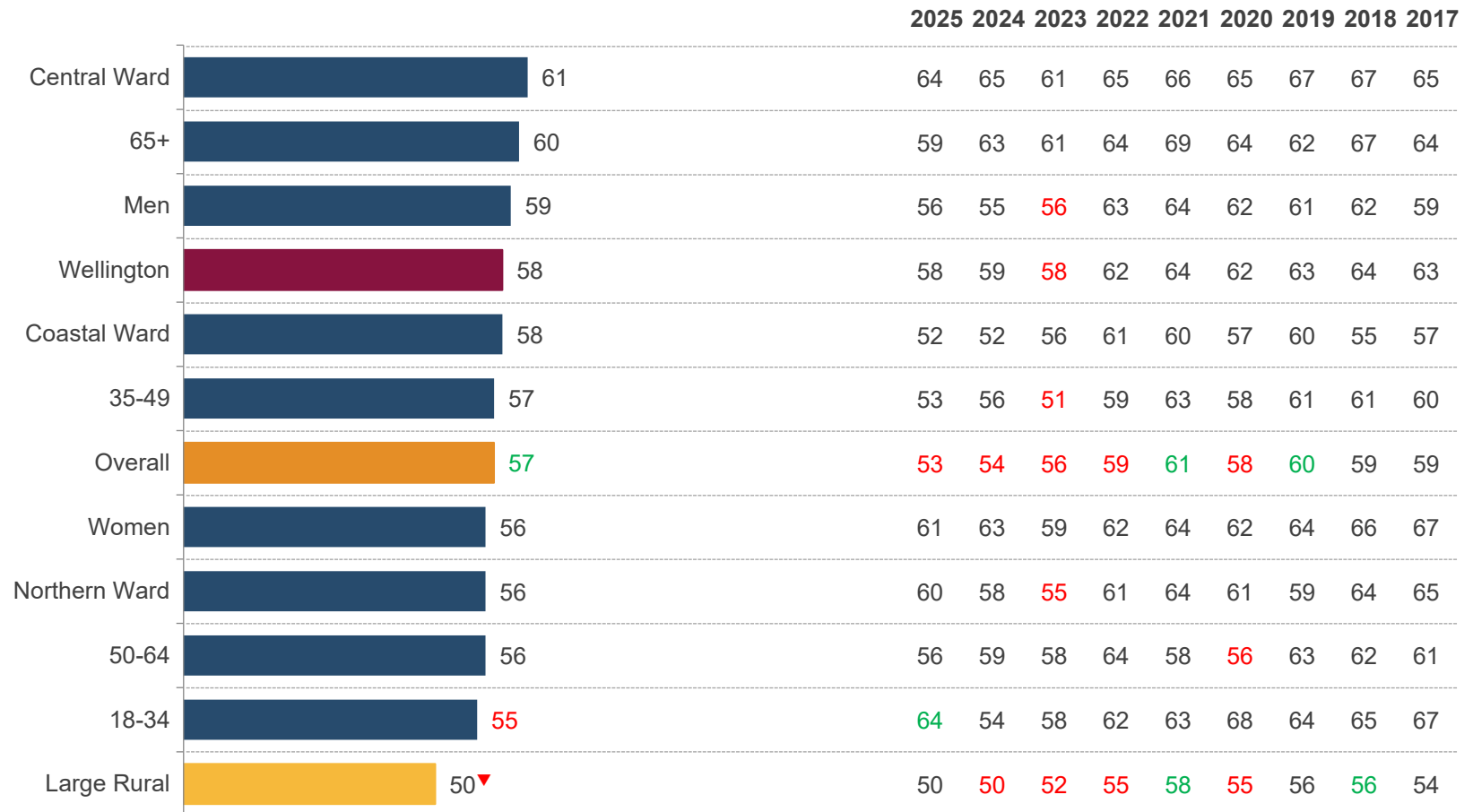
- Overall perceptions of Council's value for money (index score of 47) have significantly declined since last year. That said, perceptions remain significantly higher than the Large Rural Group average (44).





Overall performance

2026 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?

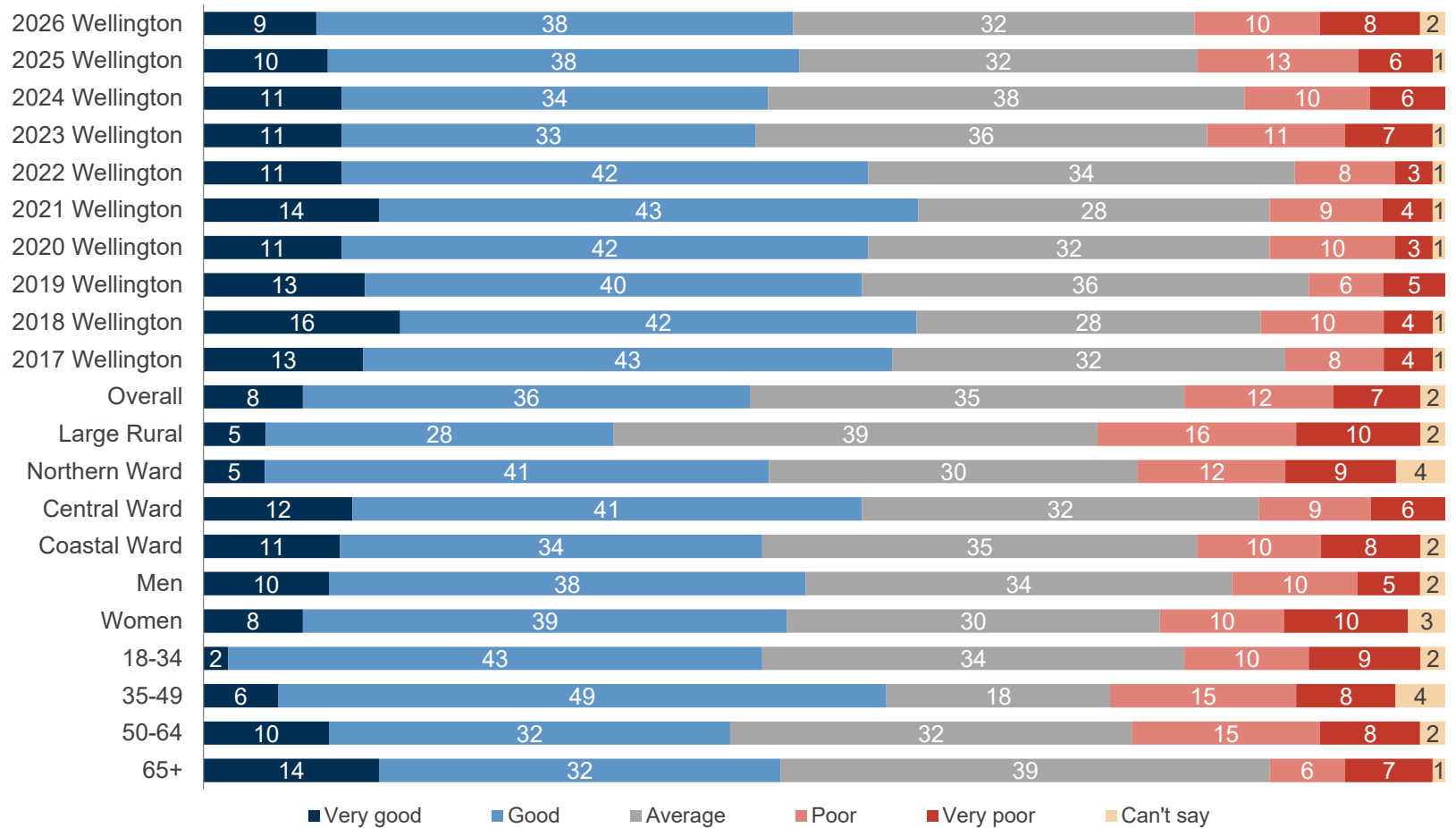
Base: All respondents. Councils asked: 23 Councils asked group: 7

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



Overall performance

2026 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: 23 Councils asked group: 7



Value for money in services and infrastructure

2026 value for money (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	53▲	53	56	54	58	63	n/a	n/a	n/a	n/a
Central Ward	50	58	54	51	59	59	n/a	n/a	n/a	n/a
Overall	49	47	48	49	53	54	n/a	n/a	n/a	n/a
Men	48	49	44	44	54	57	n/a	n/a	n/a	n/a
Northern Ward	47	53	48	47	52	58	n/a	n/a	n/a	n/a
Wellington	47	51	48	48	54	57	n/a	n/a	n/a	n/a
Women	46	53	54	53	55	58	n/a	n/a	n/a	n/a
Coastal Ward	44	41	40	45	52	54	n/a	n/a	n/a	n/a
Large Rural	44▼	43	43	45	48	50	n/a	n/a	n/a	n/a
50-64	43	46	49	48	52	51	n/a	n/a	n/a	n/a
18-34	43	57	38	44	55	59	n/a	n/a	n/a	n/a
35-49	42	45	45	43	49	52	n/a	n/a	n/a	n/a

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

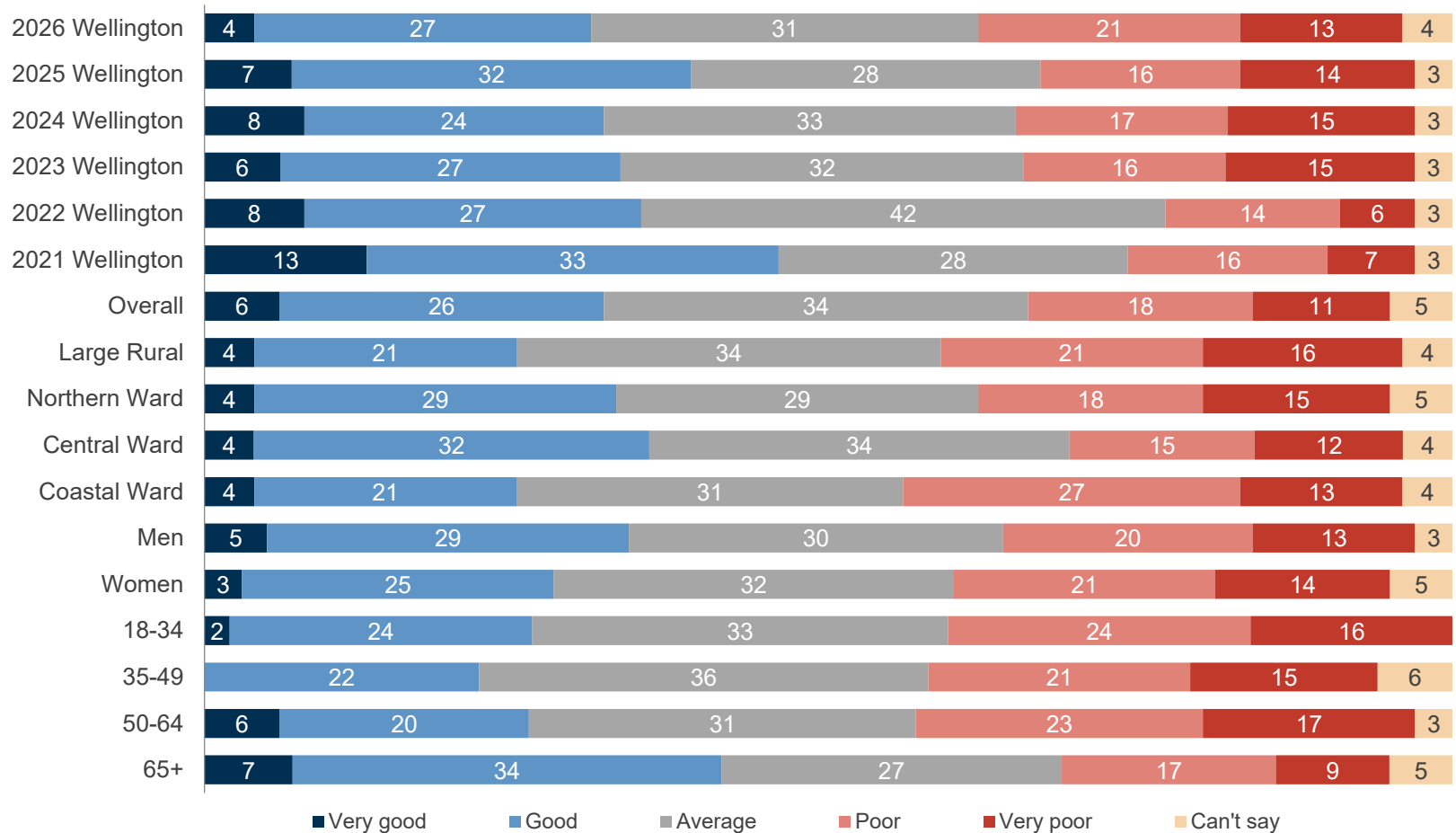
Base: All respondents. Councils asked: 21 Councils asked group: 7

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



Value for money in services and infrastructure

2026 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: 21 Councils asked group: 7



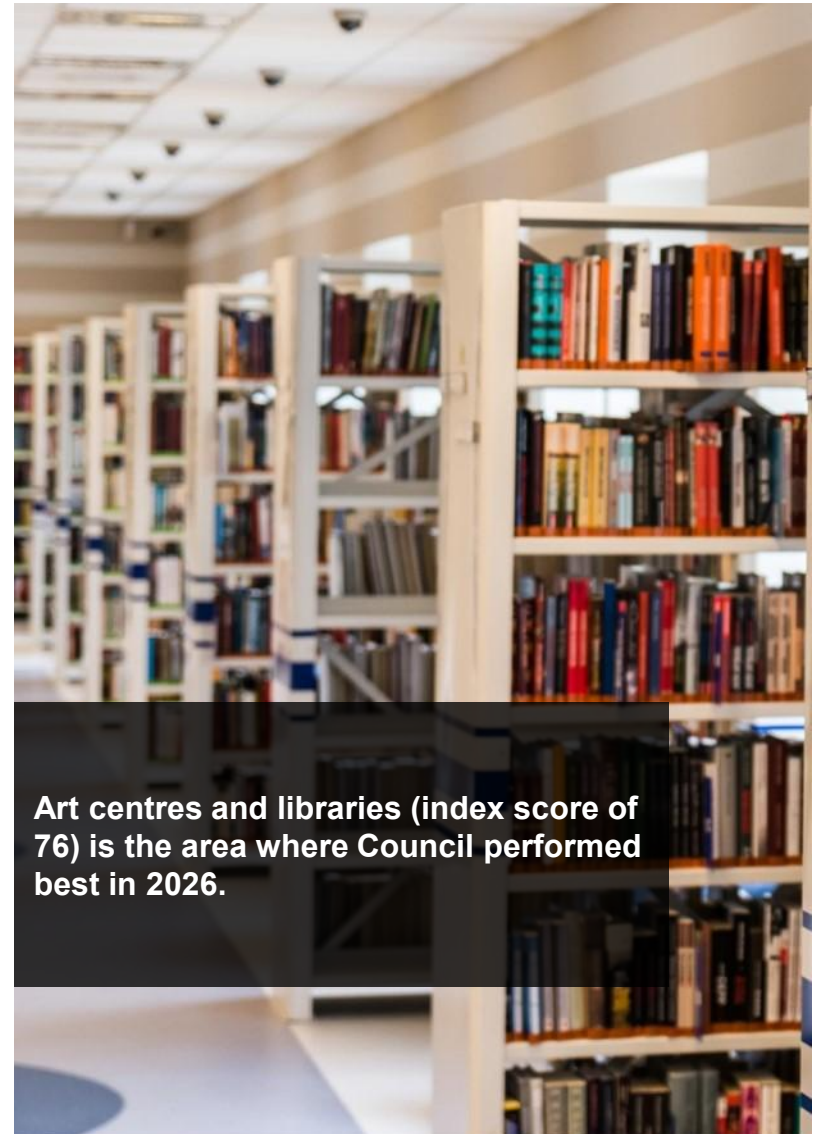
Top performing service areas

Art centres and libraries (index score of 76) remain as Council's top performing service area for 10 consecutive years. However, the past two years have seen a slight downward trend in ratings.

- Perceptions of Council's performance in art centres and libraries are significantly higher than the Large Rural group average (index score of 72).
- Both personal and household users of art centres and libraries (index scores of 82 and 81 respectively) rate this area significantly higher than average.
- Geographically, Central Ward residents (index score of 82) rate Council's performance significantly higher than average. By contrast, Northern Ward residents rate performance lowest (index score of 72), and their perceptions have significantly declined since last year.

Recreational facilities is Council's next best performing area (index score of 70). Overall perceptions here are unchanged and have been relatively stable for a decade.

- Perceptions among all cohorts for this service area are in line with Council's average.
- Notably, perceptions of recreational facilities among Costal Ward residents have significantly improved from last year (index score of 69, up eight points).



Art centres and libraries (index score of 76) is the area where Council performed best in 2026.



Low performing service areas



Council continues to rate lowest in the maintenance of unsealed roads (index score of 38). Perceptions of this service have significantly declined since last year (down five points) and is at its lowest in 10 years.

- In particular, perceptions among Northern Ward residents have significantly declined since last year (index score of 35, down seven points).

Council's next lowest performing area is roadside slashing and weed control (index score of 41). Perceptions of performance have significantly declined this year following last year's significant increase. This current result marks a record low in this area.

- Perceptions among all demographic and geographic cohorts, except Coastal Ward residents, have significantly declined over the last year.

Notably, perceptions among Central Ward residents on both unsealed roads, and slashing and weed control, are significantly higher than average.

Despite the decline in performance perceptions this year, Council performs in line with the Large Rural group average on both of these services areas.

Both areas are rated among the two most important Council responsibilities (importance index scores of 81 and 79 respectively) and so should remain a focus over the coming 12 months.



Individual service area performance

2026 individual service area performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Art centres & libraries	76	77	79	77	81	80	81	81	79	74
Recreational facilities	70	70	69	71	73	74	75	74	73	74
Appearance of public areas	69	71	71	70	70	75	77	76	77	74
Waste management	66	63	64	65	67	66	64	65	69	69
Emergency & disaster mngt	65	67	65	66	69	71	71	74	73	72
Community & cultural	64	66	64	68	67	65	69	68	69	69
Enforcement of local laws	61	60	62	63	65	65	66	66	66	66
Bus/community dev./tourism	59	61	61	61	65	64	n/a	n/a	n/a	n/a
Environmental sustainability	58	59	59	61	62	62	59	63	62	65
Informing the community	57	57	55	57	59	60	60	60	58	62
Local streets & footpaths	55	56	56	56	54	64	60	59	58	59
Town planning policy	55	58	55	55	61	60	60	62	59	60
Population growth	54	57	55	54	59	60	n/a	n/a	n/a	n/a
Planning & building permits	54	53	55	55	60	58	60	60	57	58
Consultation & engagement	52	52	53	53	55	58	57	57	58	59
Lobbying	51	52	52	55	59	57	57	57	57	61
Community decisions	50	55	53	54	59	61	58	58	58	59
Sealed local roads	47	51	50	50	54	65	59	56	56	56
Slashing & weed control	41	50	44	44	45	55	51	56	55	54
Unsealed roads	38	43	40	40	44	51	52	50	47	47

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

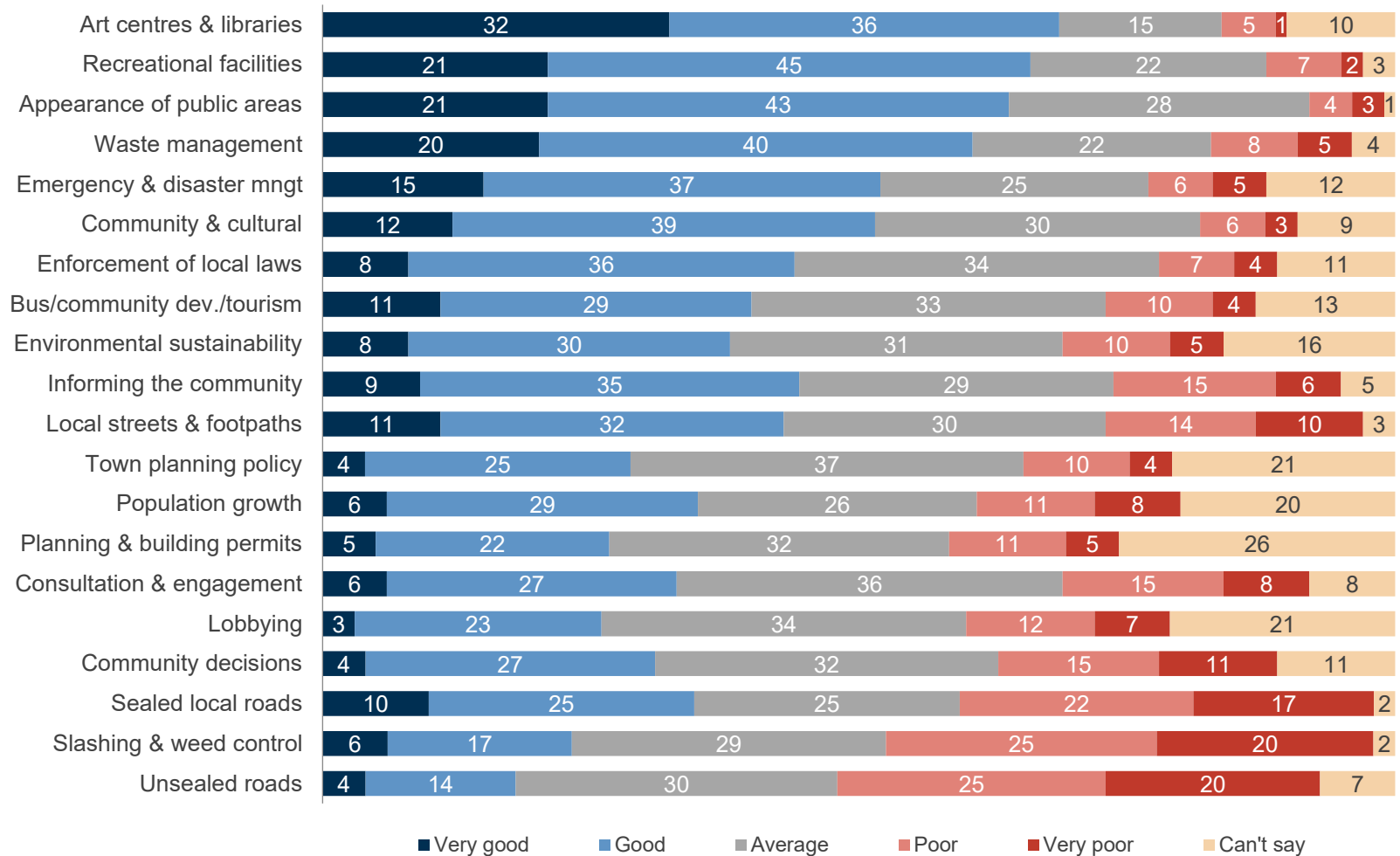
Base: All respondents. Councils asked: 23 Councils asked group: 7

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



Individual service area performance

2026 individual service area performance (%)





Individual service area importance

2026 individual service area importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Sealed local roads	83	82	81	80	82	79	80	79	81	80
Unsealed roads	81	81	82	82	83	79	80	79	79	79
Emergency & disaster mngt	80	78	83	80	82	83	84	83	82	81
Slashing & weed control	79	77	78	80	80	78	77	73	75	74
Local streets & footpaths	79	76	78	78	79	77	76	76	78	76
Waste management	78	79	79	80	81	81	80	78	79	79
Community decisions	77	80	77	79	81	81	78	81	79	78
Consultation & engagement	76	74	77	75	77	77	76	76	76	74
Informing the community	75	76	77	77	79	78	77	76	75	75
Appearance of public areas	75	71	72	74	74	75	74	72	73	74
Recreational facilities	74	71	73	73	75	75	72	72	75	73
Lobbying	71	70	70	70	70	72	72	69	70	72
Population growth	71	68	74	72	71	72	n/a	n/a	n/a	n/a
Bus/community dev./tourism	70	68	72	73	72	75	72	n/a	n/a	n/a
Enforcement of local laws	70	66	68	69	69	68	69	70	69	70
Town planning policy	69	70	70	71	73	71	68	70	71	69
Planning & building permits	68	67	68	68	70	69	68	68	66	69
Art centres & libraries	65	62	67	66	66	67	66	63	61	63
Environmental sustainability	64	61	65	65	70	71	74	71	70	67
Community & cultural	59	56	60	60	66	65	62	62	60	62

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

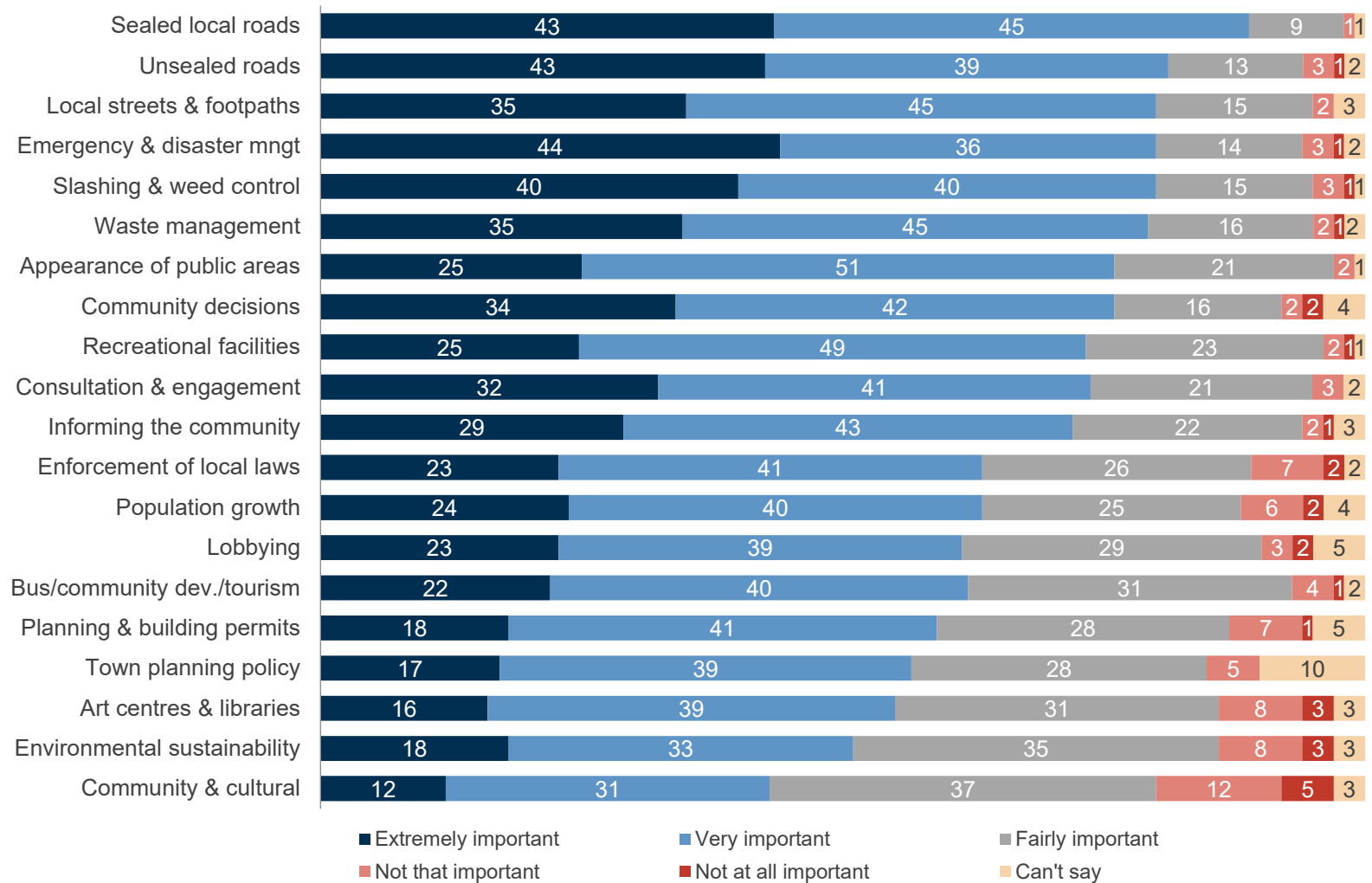
Base: All respondents. Councils asked: 8 Councils asked group: 3

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



Individual service area importance

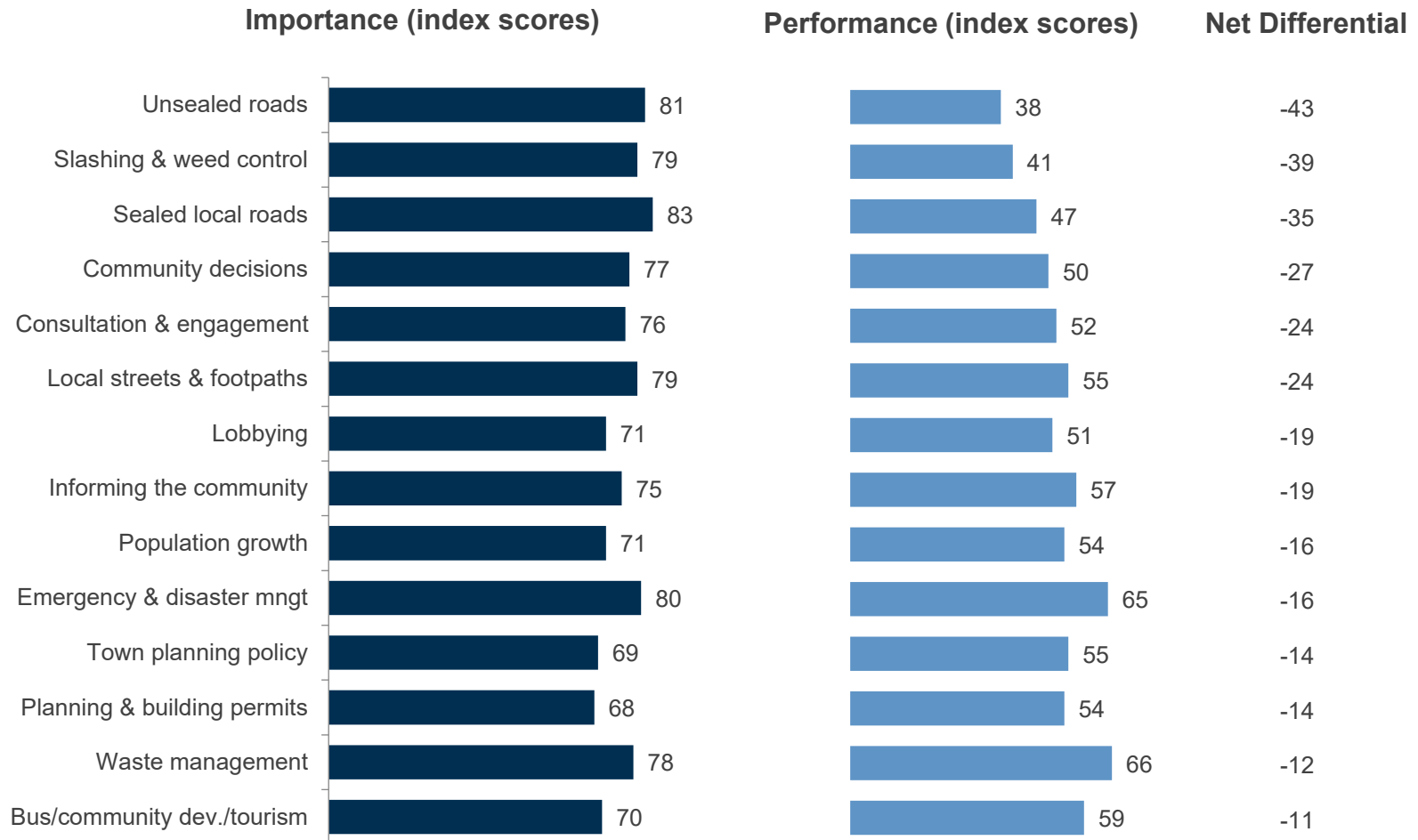
2026 individual service area importance (%)





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 area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity 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:

- Informing the community
- Planning for population growth
- The condition of sealed local roads
- The appearance of public areas
- Waste management.

Looking at these key service areas only, Council's highest performance ratings are on the appearance of public areas and waste management (index scores of 69 and 66 respectively). These areas have a moderate influence 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 the stronger influences of planning for population growth and informing the community (index scores of 54 and 57 respectively).

Keeping residents well informed about key local issues and Council activities, particularly around planning for growth, can also help to shore up positive overall performance ratings.

However, most in need of attention is Council performance on sealed local roads, which is rated as 'poor' (index score of 47) and has a moderate influence on the overall performance rating.

It will be important to attend to the maintenance of sealed roads to help improve overall perceptions of Council performance.



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

2026 regression analysis (all services)

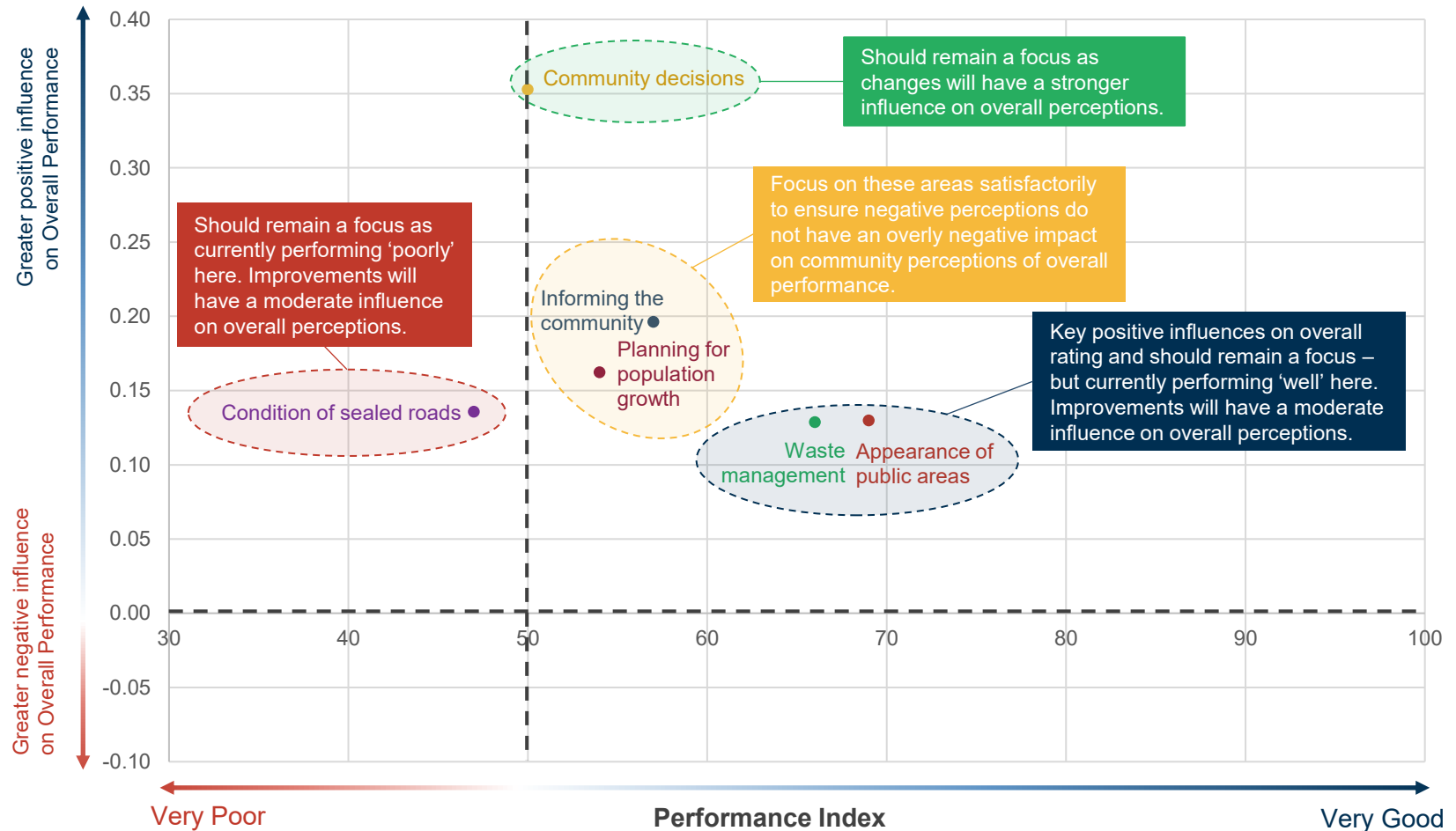


The multiple regression analysis model above (all service areas) has an R^2 value of 0.658 and adjusted R^2 value of 0.640, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 36.44$. 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

2026 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.629 and adjusted R^2 value of 0.623, 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 $p = 0.0001$, $F = 110.98$.



Customer service



Contact with council and customer service

Contact with council

Almost three in five Council residents (59%) had contact with Council in the last 12 months. While rate of contact has remained generally stable over time, this marks a steady decline in contact since 2024.

- Residents aged 35 to 49 years (73%) have had significantly more contact with council than average
- The rate with which residents contact Council is in line with the Large Rural group and Overall averages.



Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

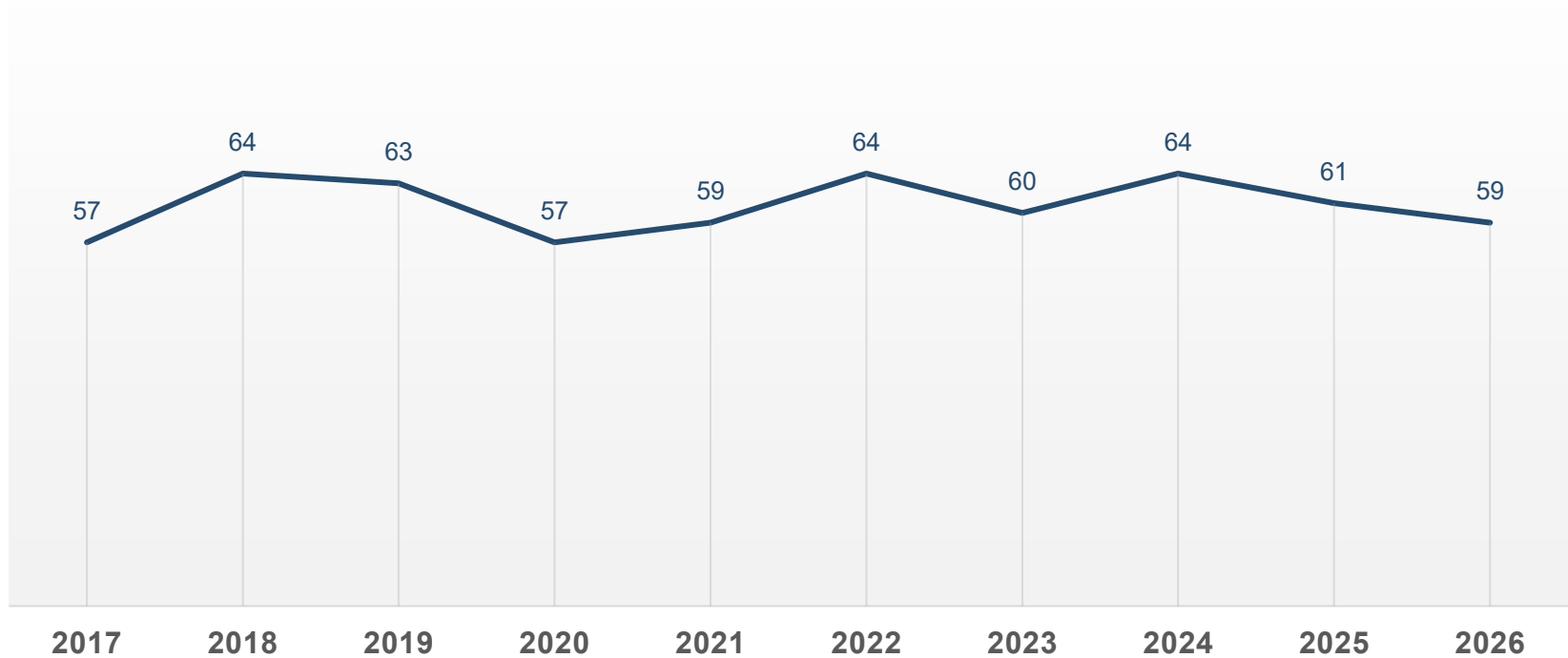
Council's customer service index score of 69 represents a slight (not significant) increase from 2025. Customer service ratings have not changed significantly over the last 10 years, generally only fluctuating each year by a few index points.

- Council continues to perform in line with the Overall and Large Rural group averages (index scores of 69 and 66 respectively).
- Perceptions of Council's customer service among residents aged 35 to 49 years have increased significantly (index score of 77, up 15 points). This is a positive result, given this cohort has the highest rate of contact with Council. Perceptions among this group are also significantly higher than the Council average.
- Residents aged 18 to 34 years rate Council's customer service significantly lower than average and significantly lower than last year (index score of 54, down 18 points).



Contact with council

2026 contact with council (%)
Have had contact

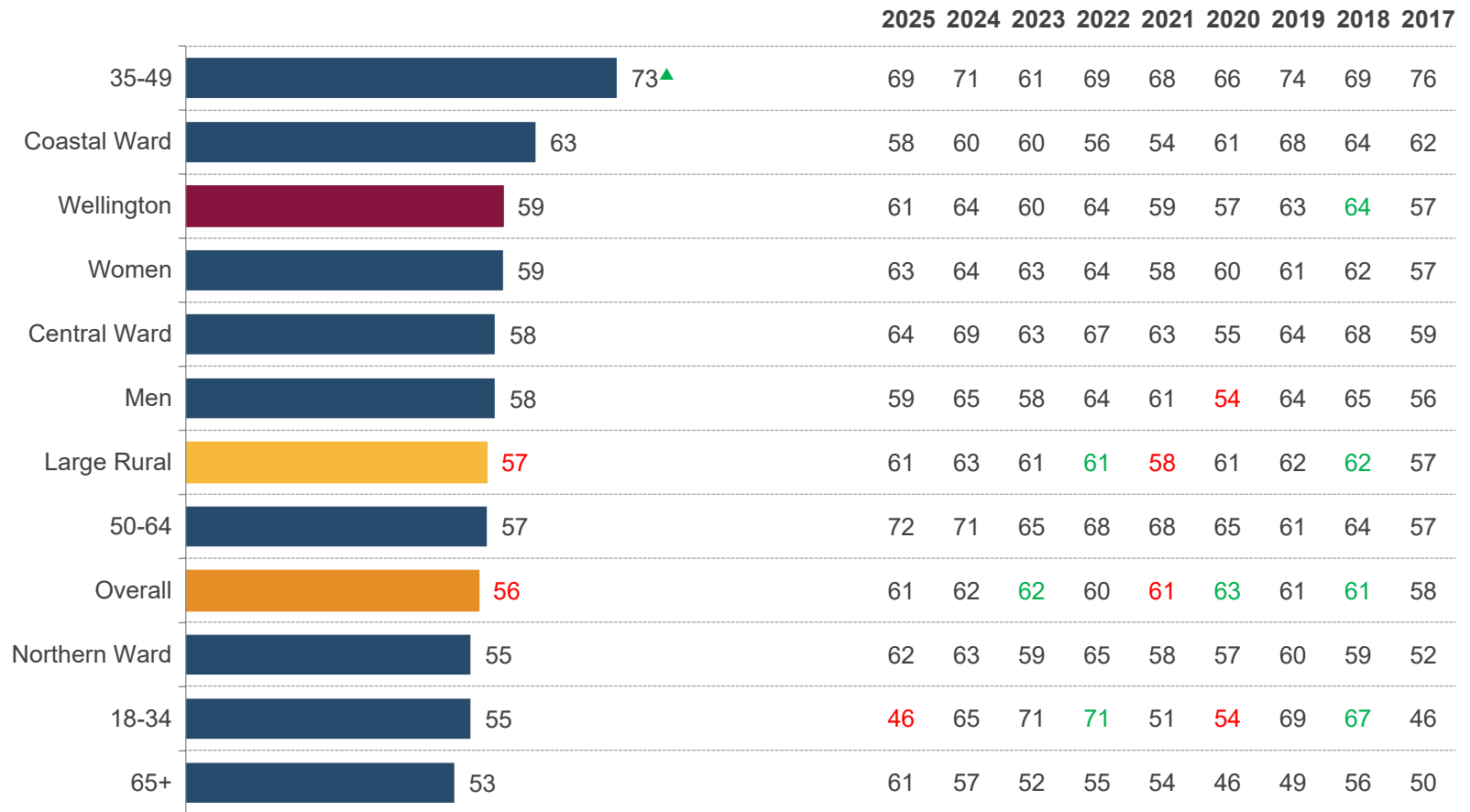


Q5. Over the last 12 months, have you or any member of your household had any contact with Wellington Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or X (formerly known as Twitter)?
Base: All respondents. Councils asked: 14 Councils asked group: 5



Contact with council

2026 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 X (formerly known as Twitter)?

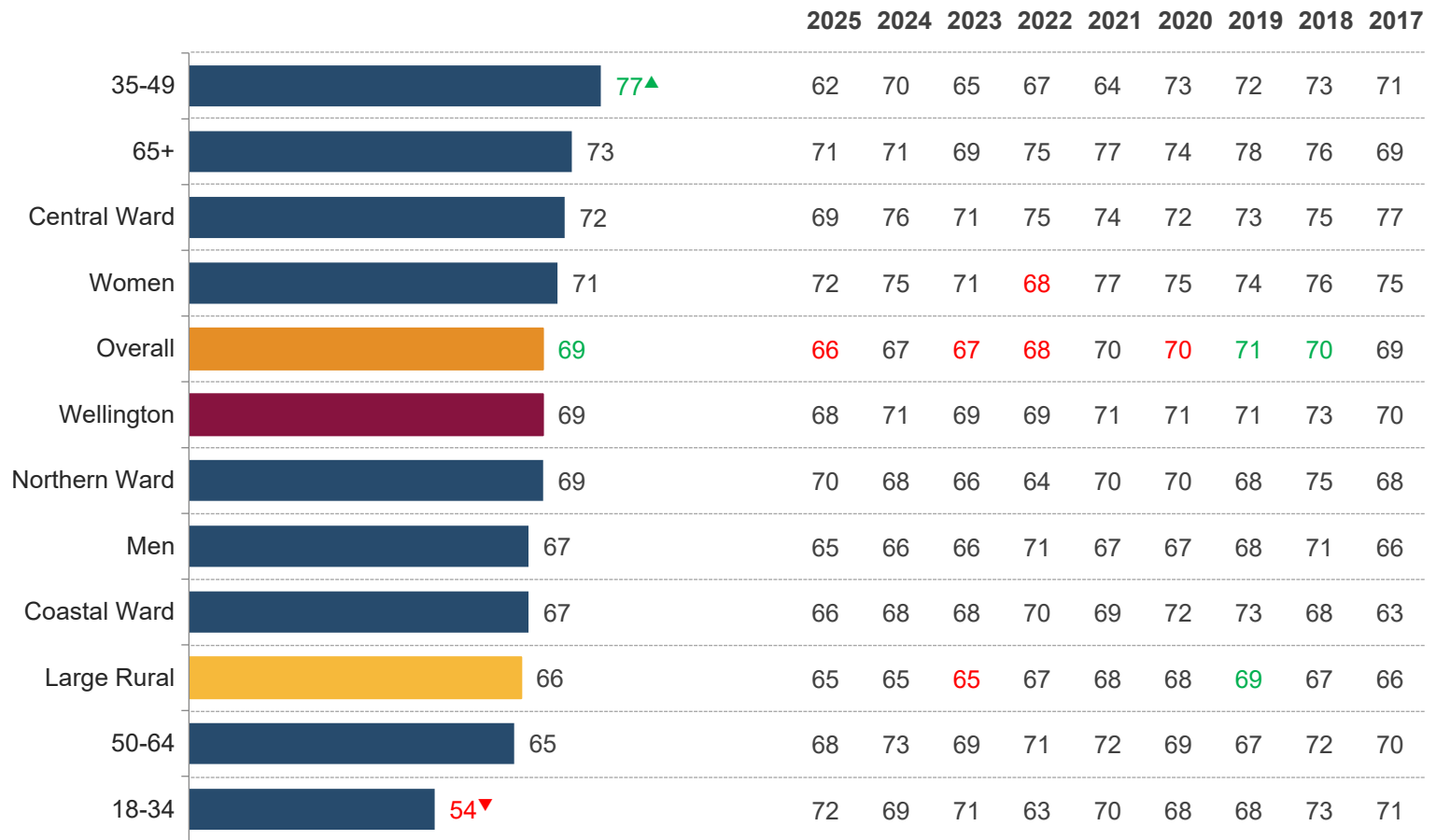
Base: All respondents. Councils asked: 14 Councils asked group: 5

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



Customer service rating

2026 customer service rating (index scores)



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.

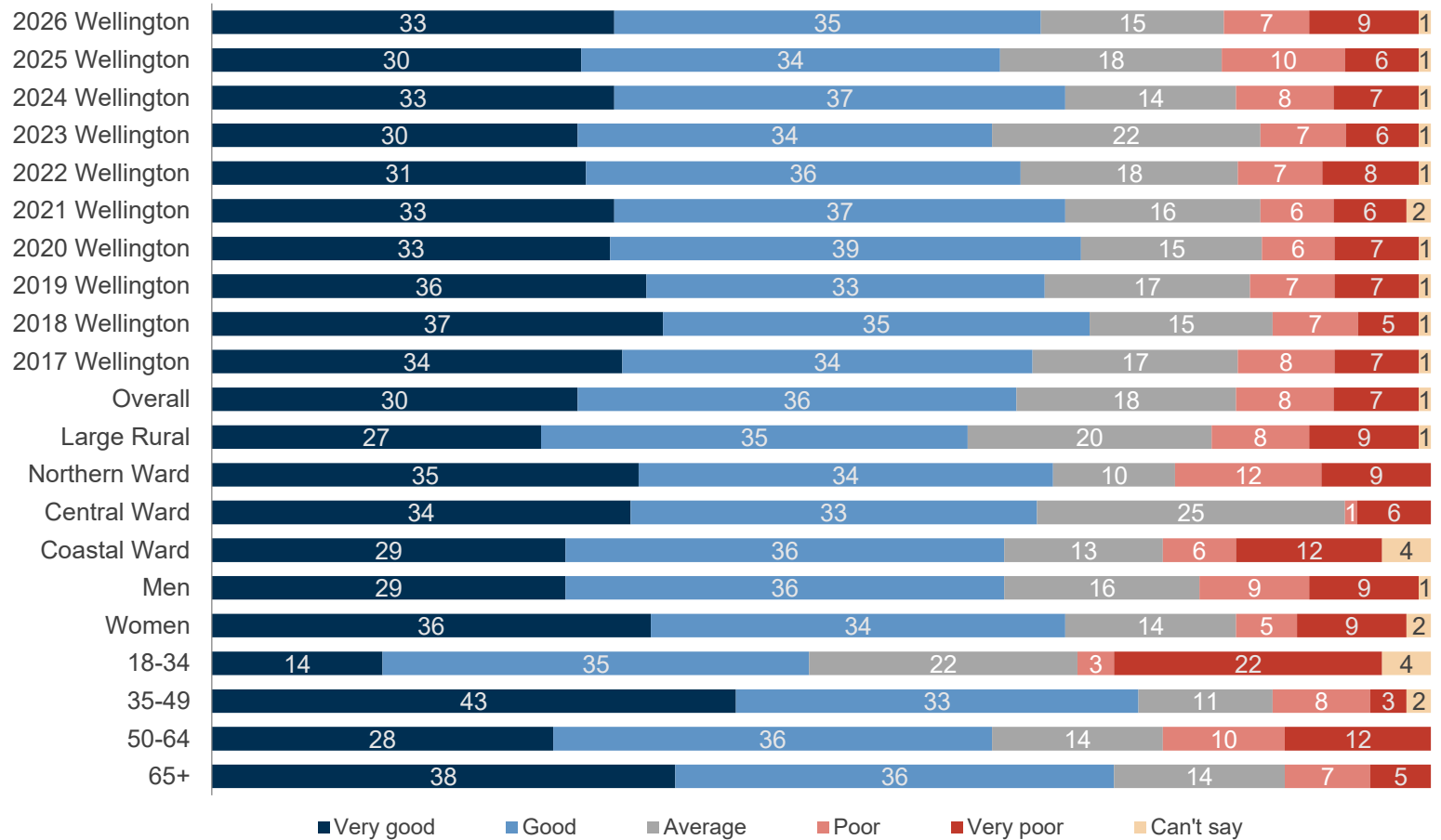
Councils asked: 22 Councils asked group: 7

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



Customer service rating

2026 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: 22 Councils asked group: 7



Council direction



Council direction

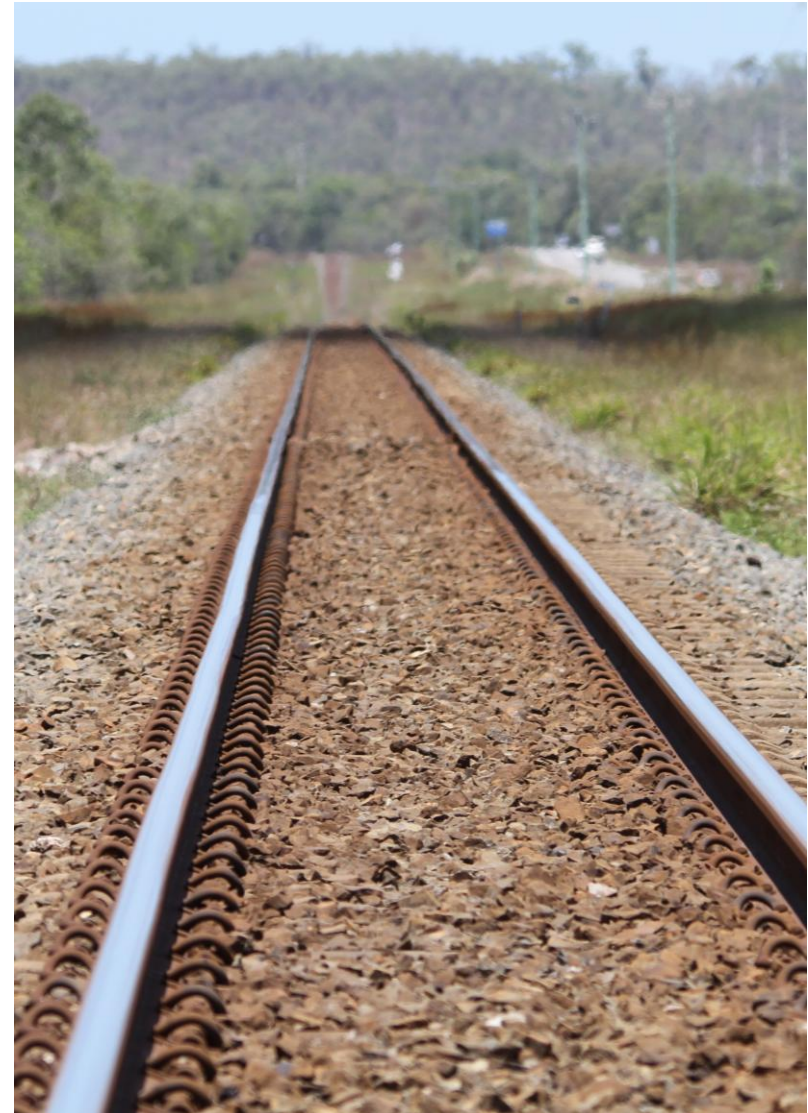
Over the last 12 months, 71% of residents believe the direction of Council's overall performance has stayed the same (up four percentage points from 2025).

- Less than one in 10 residents (7%, down from 14% in 2025) believe the direction has improved.
- More (15%) believe it has deteriorated (unchanged from 2025).

Perceptions of overall council direction have declined significantly from last year (index score of 46, down four index points). While this is not a record low rating for Council overall direction, it shows greater efforts are needed to keep perceptions afloat and prevent them from trending downwards.

- Despite this, Council performs in line with the Overall and Large Rural group averages.
- Perceptions of Council's direction across most demographic and geographic cohorts are in line with last year. The exception are Northern Ward residents and those aged 18 to 34 years, where perceptions have significantly declined.

While less than one in five residents (17%) 'definitely' or 'probably' prefer rate rises to improve local services, over three times more (56%) 'definitely' or 'probably' prefer cuts in council services to keep council rates at the same level as they are now.





Overall council direction last 12 months

2026 overall council direction (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	49	52	50	50	51	55	55	55	63	62
Central Ward	48	52	52	50	57	56	55	58	67	55
Overall	48	46	45	46	50	53	51	53	52	53
65+	47	51	48	51	54	59	54	53	58	59
18-34	46	53	45	47	53	55	63	55	68	60
Coastal Ward	46	45	39	50	49	50	52	50	52	56
Wellington	46	50	45	49	51	54	55	53	60	55
Northern Ward	45	52	44	47	48	54	56	49	55	55
35-49	44	47	40	47	46	50	52	52	56	52
50-64	44	46	44	50	50	49	50	53	57	49
Large Rural	44	44	42	44	47	51	50	51	52	52
Men	43	48	40	48	51	53	54	52	57	49

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

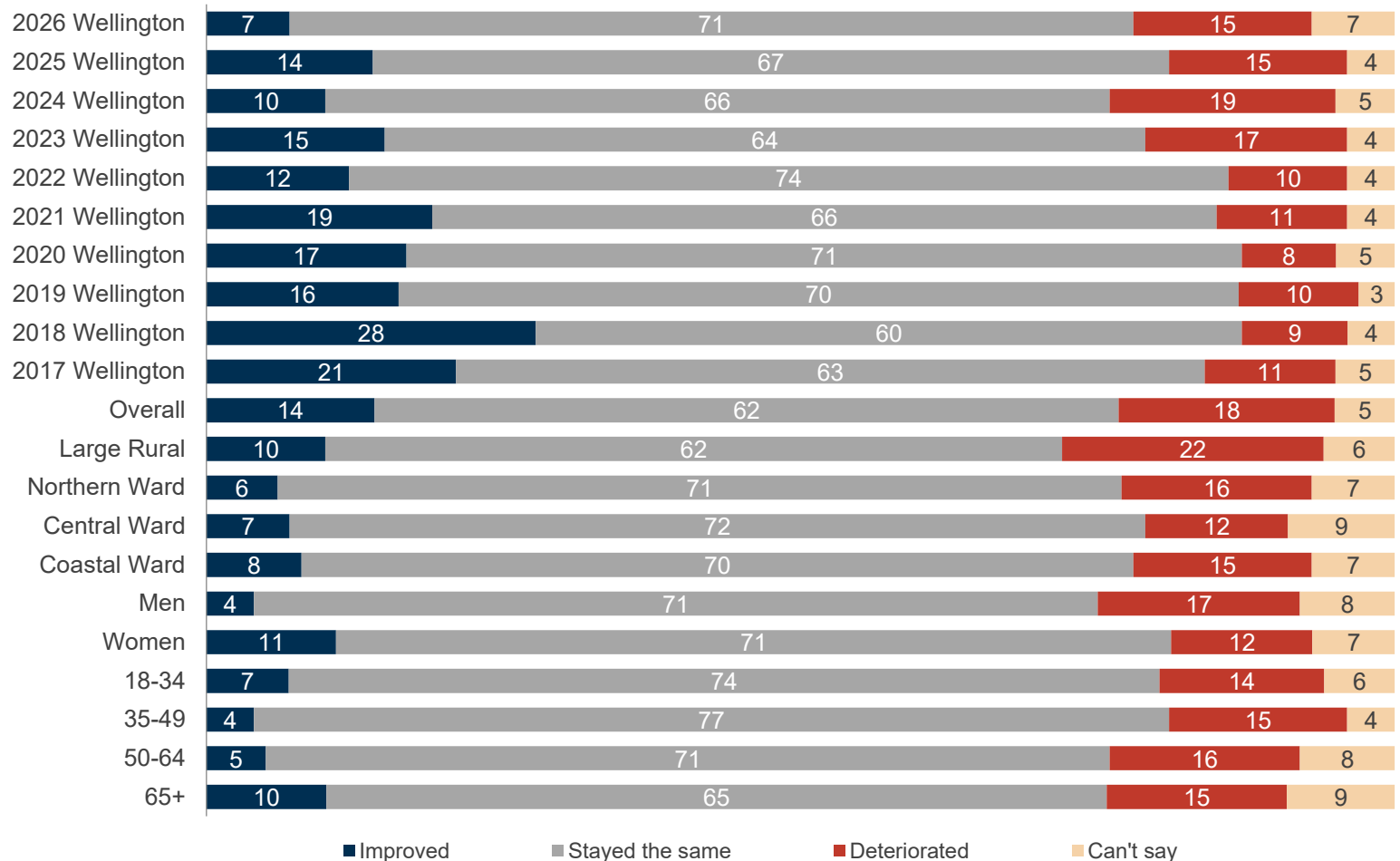
Base: All respondents. Councils asked: 22 Councils asked group: 7

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



Overall council direction last 12 months

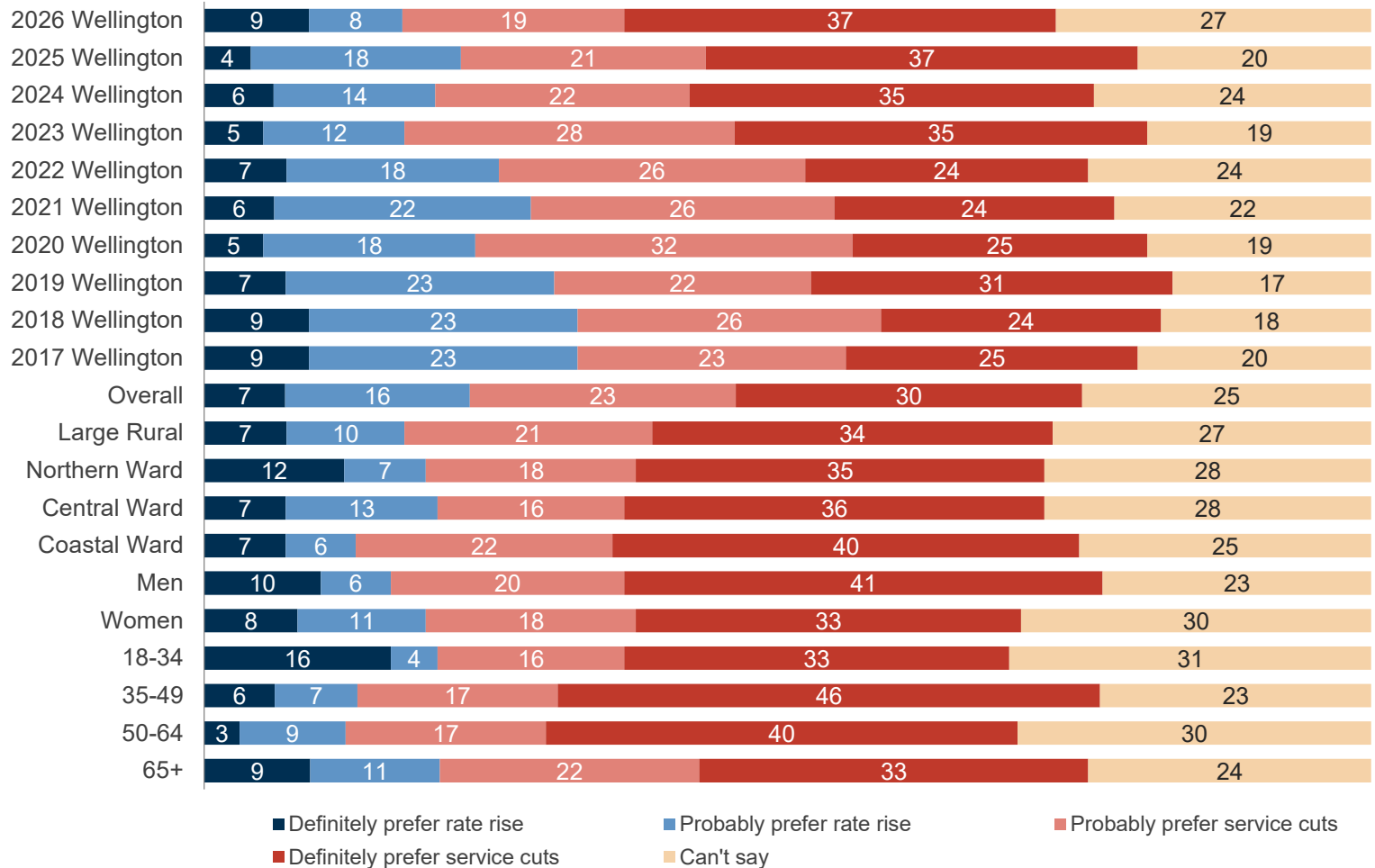
2026 overall council direction (%)





Rates / services trade-off

2026 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: 6 Councils asked group: 2

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



2026 consultation and engagement importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	80▲	77	78	77	80	81	77	78	76	75
Personal user	78	70	80	81	80	83	n/a	n/a	n/a	n/a
65+	78	76	76	79	78	80	77	77	78	75
Central Ward	78	76	76	73	76	79	77	75	75	74
Household user	77	69	81	80	78	81	n/a	n/a	n/a	n/a
35-49	77	76	78	73	76	76	78	74	72	77
Coastal Ward	77	75	75	77	79	78	76	74	74	76
Wellington	76	74	77	75	77	77	76	76	76	74
Overall	76	76	76	76	76	75	74	74	74	74
Large Rural	75	76	77	77	77	77	76	75	76	75
18-34	75	64	76	71	75	73	74	74	75	65
Northern Ward	74	71	77	77	77	75	76	77	77	73
50-64	73	80	78	76	81	78	77	78	77	79
Men	72▼	70	76	73	74	74	76	74	75	73

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

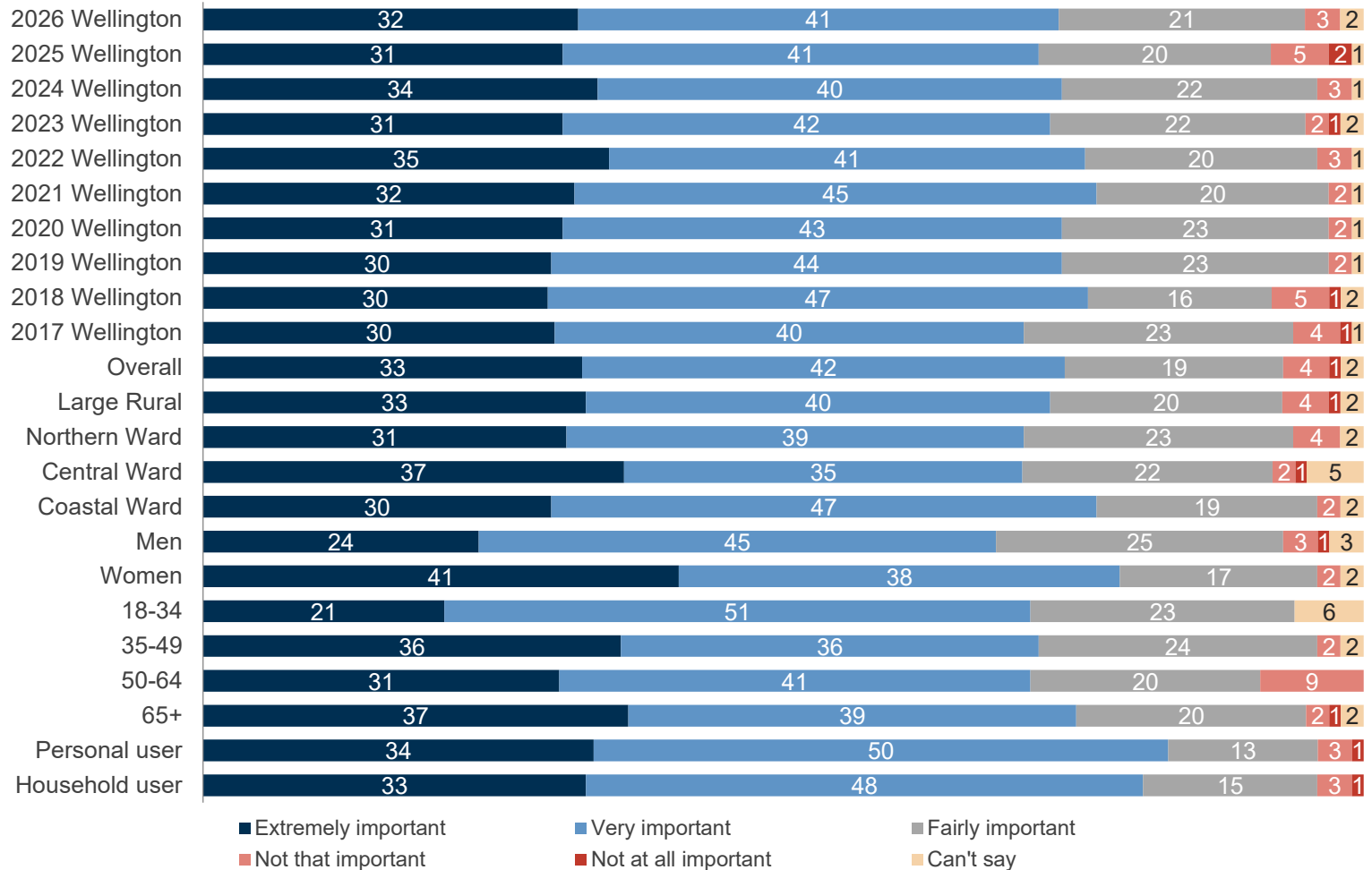
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2026 consultation and engagement importance (%)





Community consultation and engagement performance



2026 consultation and engagement performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	54	54	57	57	56	57	60	59	61	62
Men	54	49	51	51	55	58	55	55	57	57
Northern Ward	53	54	52	52	55	59	56	53	58	61
18-34	53	59	50	54	56	58	60	56	60	70
35-49	53	47	53	55	49	54	59	60	57	55
Overall	53	50	51	52	54	56	55	56	55	55
Wellington	52	52	53	53	55	58	57	57	58	59
65+	52	50	54	54	58	63	57	57	58	55
Household user	51	55	57	55	63	64	n/a	n/a	n/a	n/a
Women	51	55	55	56	55	57	58	59	59	62
Personal user	50	54	58	55	60	62	n/a	n/a	n/a	n/a
50-64	49	50	53	50	55	51	52	55	57	58
Coastal Ward	49	47	48	51	54	55	51	60	52	52
Large Rural	49	48	48	49	51	54	54	54	54	52

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

Base: All respondents. Councils asked: 23 Councils asked group: 7

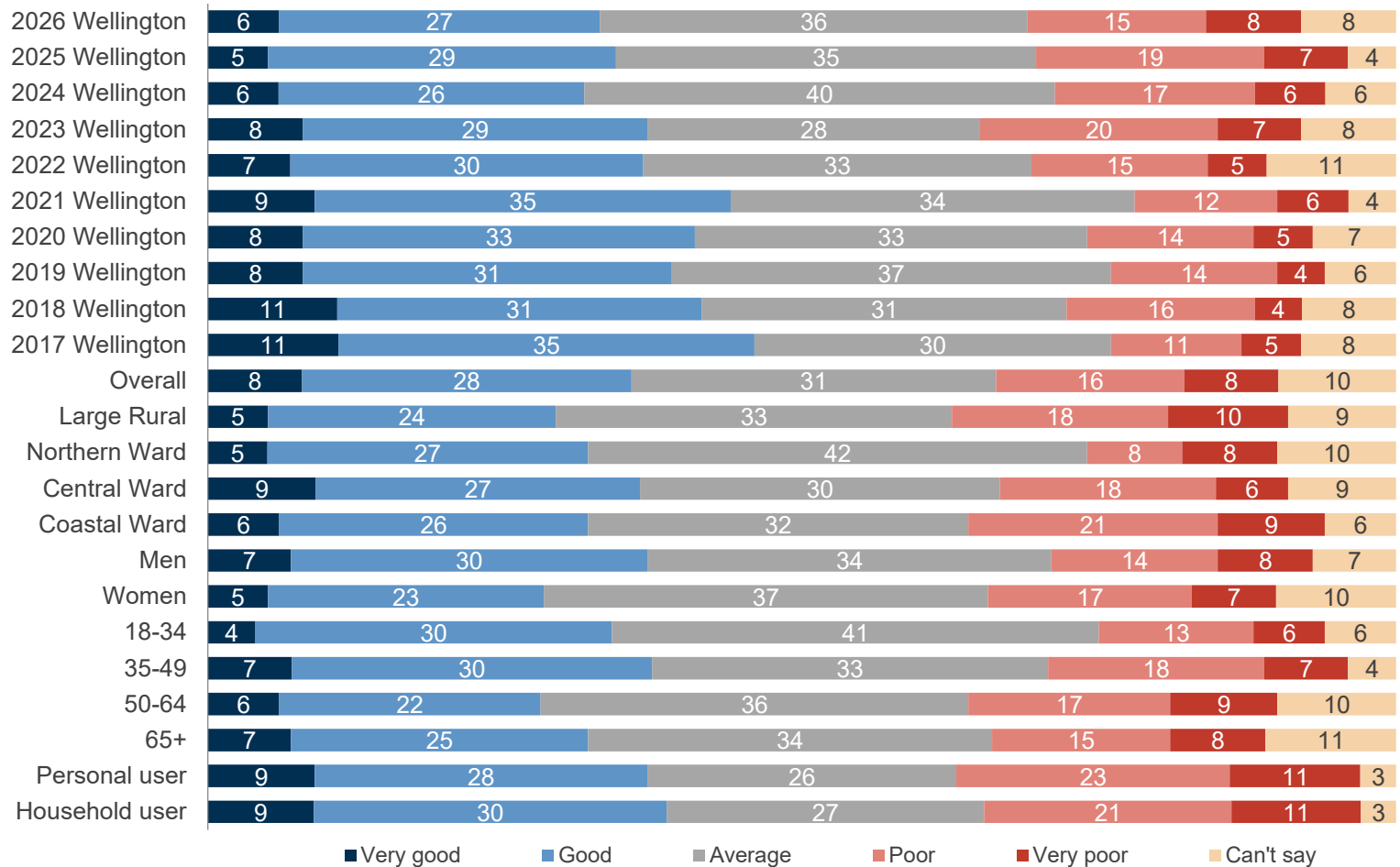
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2026 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2026 lobbying importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Household user	76▲	70	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	76	70	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75▲	74	71	74	71	76	73	74	73	77
35-49	74	74	72	67	70	69	73	73	66	71
Coastal Ward	72	70	72	77	70	70	74	69	71	74
50-64	71	71	67	73	69	75	71	72	70	73
Wellington	71	70	70	70	70	72	72	69	70	72
65+	70	69	70	69	71	70	71	68	68	70
Overall	70	70	68	68	71	69	68	67	68	69
Central Ward	70	70	67	66	69	73	71	68	71	69
Northern Ward	70	70	72	70	70	72	72	69	69	73
Large Rural	69	69	69	69	71	71	69	67	68	69
18-34	67	65	72	73	69	75	73	64	77	73
Men	66▼	66	69	67	69	69	70	64	67	67

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

Base: All respondents. Councils asked: 7 Councils asked group: 3

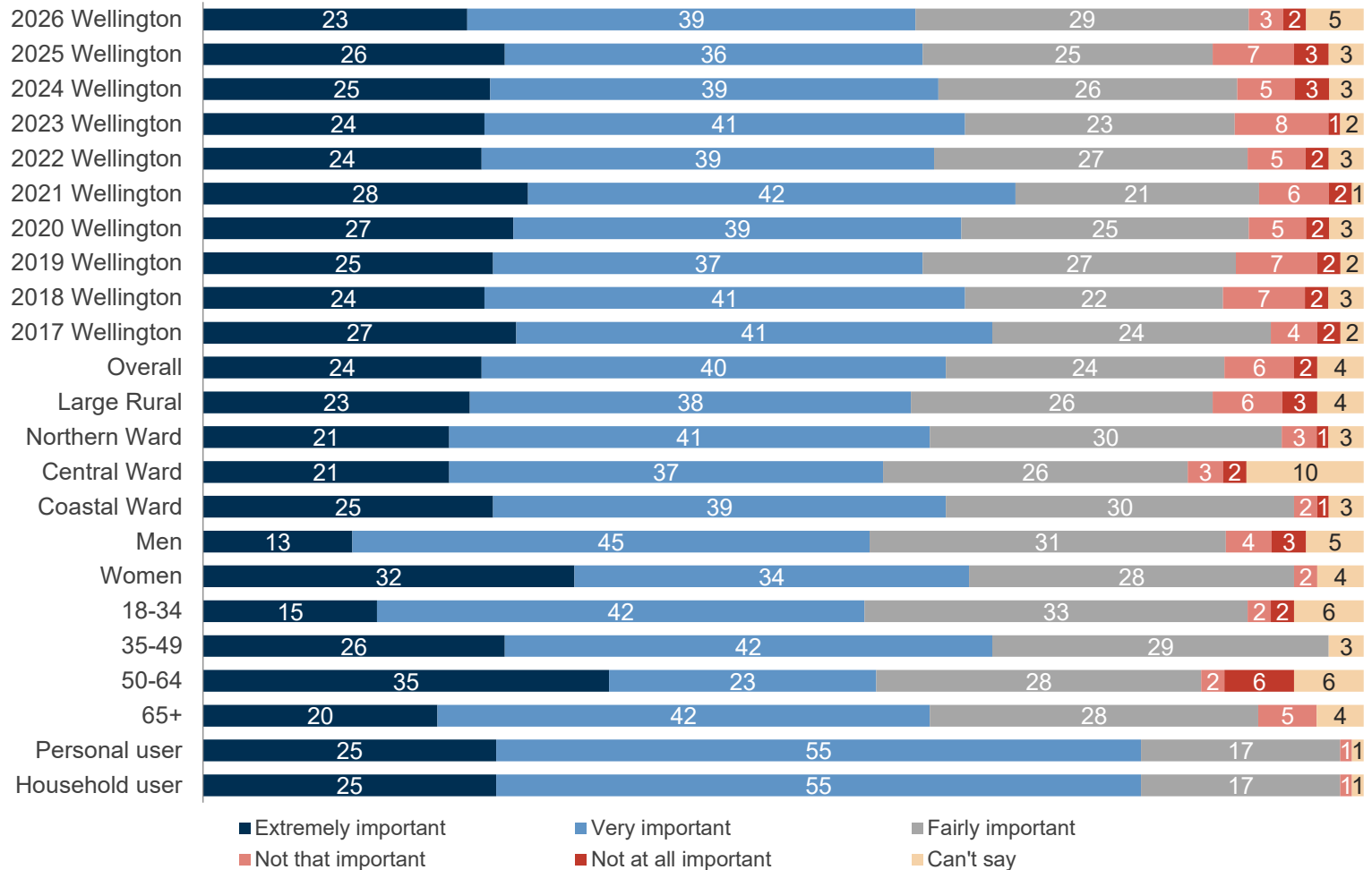
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2026 lobbying importance (%)





Lobbying on behalf of the community performance



2026 lobbying performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	54	51	55	54	60	62	57	57	60	61
Overall	54▲	49	50	51	53	55	53	54	54	54
Coastal Ward	53	46	48	50	57	53	52	57	51	52
Men	52	49	49	52	60	57	56	55	56	60
Central Ward	52	53	55	60	59	59	58	60	58	64
Wellington	51	52	52	55	59	57	57	57	57	61
Women	51	55	55	57	57	57	58	60	58	62
18-34	51	59	50	57	62	57	60	50	57	65
Northern Ward	50	57	52	53	59	57	57	54	59	62
35-49	49	46	48	55	53	52	58	62	58	59
Large Rural	49	47	47	49	51	54	53	52	52	51
50-64	47	52	52	52	56	54	51	60	54	59
Personal user	46	49	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	43▼	51	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked: 17 Councils asked group: 4

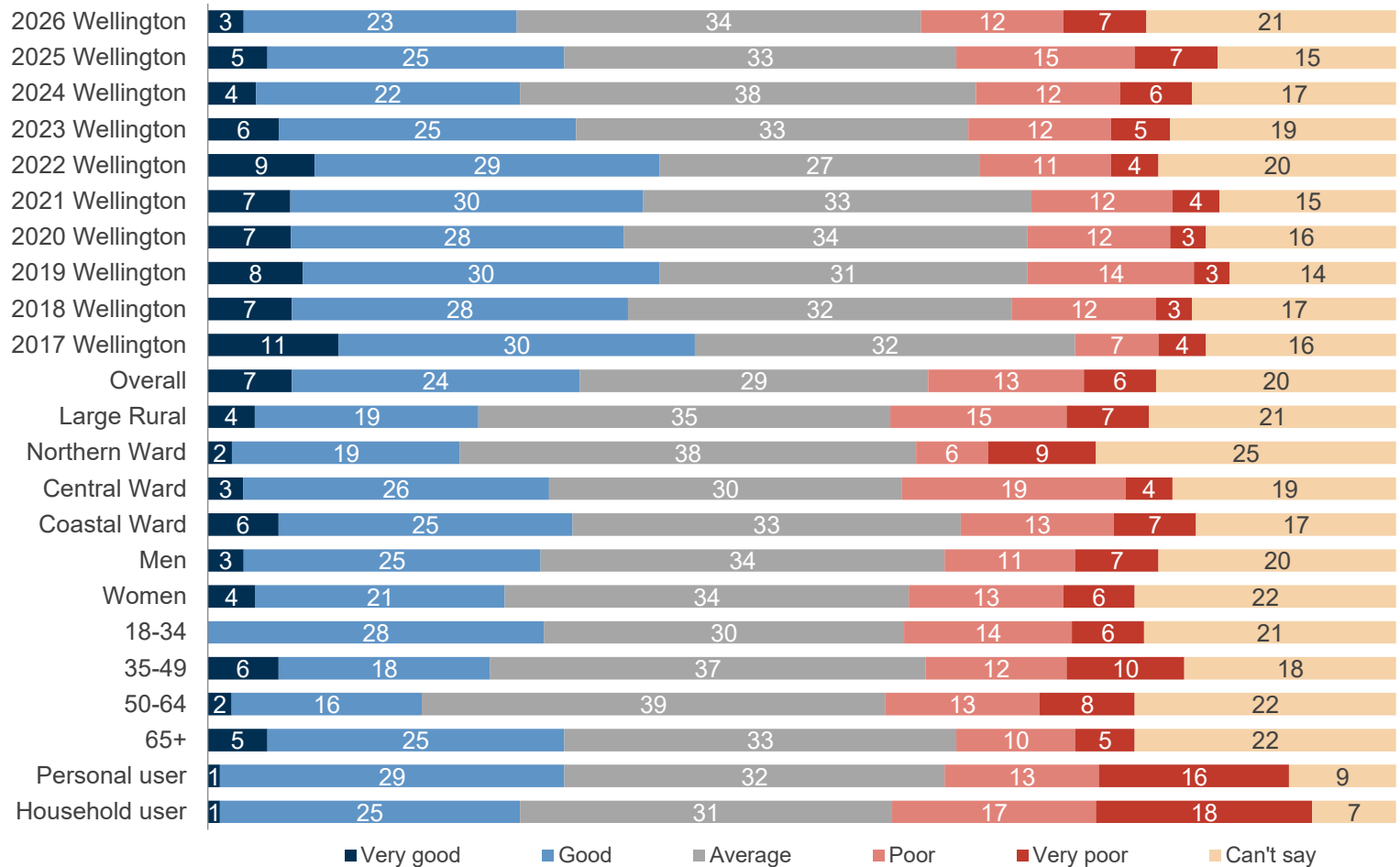
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2026 lobbying performance (%)



Decisions made in the interest of the community importance



2026 community decisions made importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	82▲	83	79	81	83	81	78	83	80	82
35-49	80	82	79	82	79	80	78	83	77	79
Personal user	80	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	79	80	80	80	81	81	80	80	80	79
Large Rural	79	80	80	80	81	82	79	80	80	80
Household user	79	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Ward	78	80	79	79	83	78	77	79	77	78
65+	77	79	77	77	78	80	79	78	78	76
Wellington	77	80	77	79	81	81	78	81	79	78
Northern Ward	77	79	74	80	80	80	77	81	80	78
50-64	77	84	79	77	81	83	78	85	81	82
Central Ward	76	80	79	77	82	83	79	82	80	78
18-34	74	76	74	81	87	81	75	79	81	75
Men	72▼	77	75	77	80	80	78	80	78	74

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

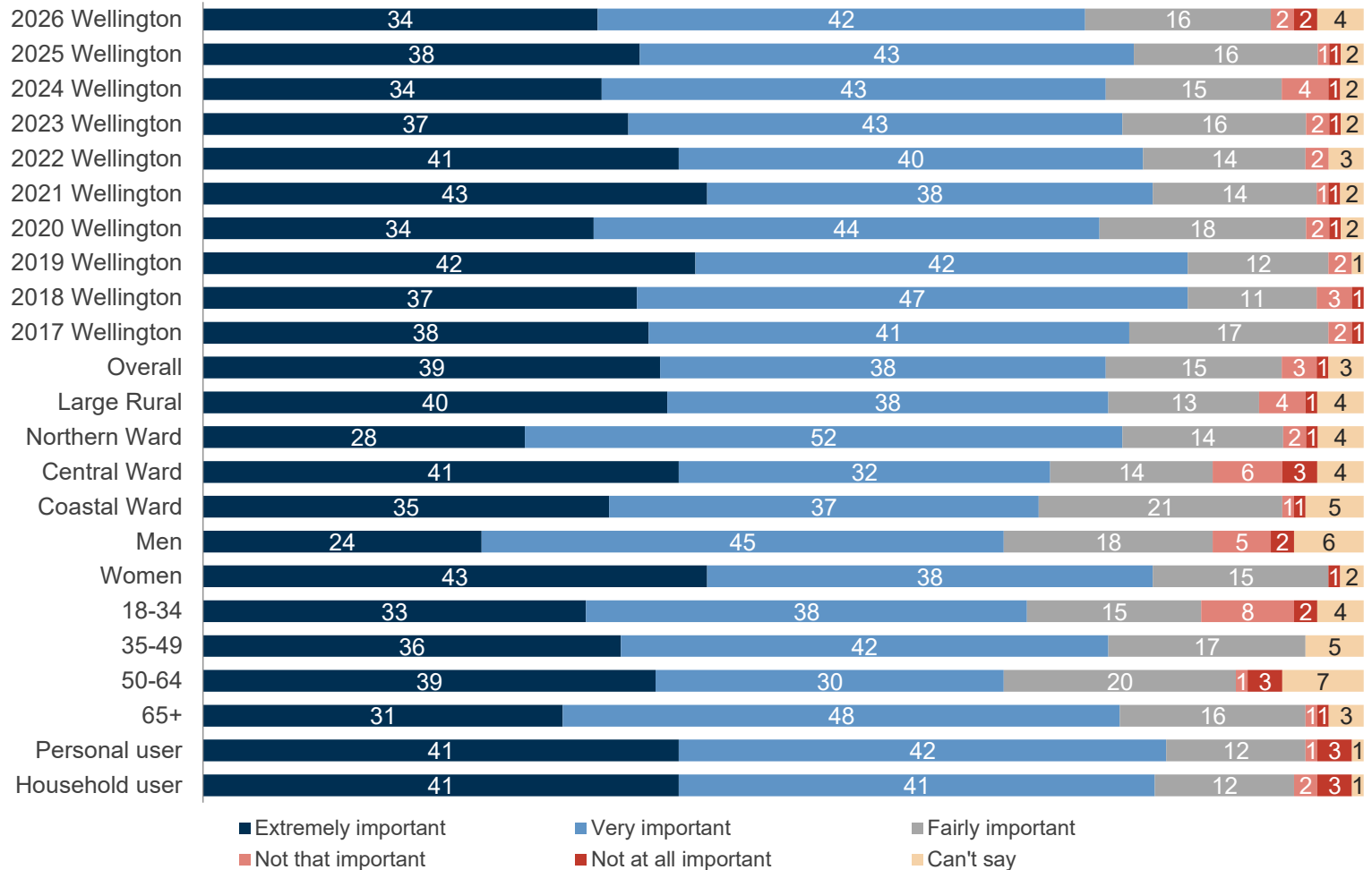
Base: All respondents. Councils asked: 6 Councils asked group: 3

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

Decisions made in the interest of the community importance



2026 community decisions made importance (%)



Decisions made in the interest of the community performance



2026 community decisions made performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	55▲	55	55	56	62	65	59	58	61	57
Personal user	53	61	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	53	61	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	52	49	50	51	54	56	53	55	54	54
Women	51	56	58	56	58	61	59	62	59	62
Central Ward	51	60	57	59	63	65	61	60	60	62
Wellington	50	55	53	54	59	61	58	58	58	59
Northern Ward	50	55	54	51	58	61	57	56	57	61
Coastal Ward	50	50	44	51	56	55	52	60	53	51
Men	49	54	48	52	61	62	57	55	56	57
35-49	49	49	54	54	62	58	54	55	58	55
50-64	48	50	54	50	59	55	55	60	56	57
Large Rural	47▼	46	46	48	51	54	52	52	52	51
18-34	45	63	48	53	54	65	63	59	54	68

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

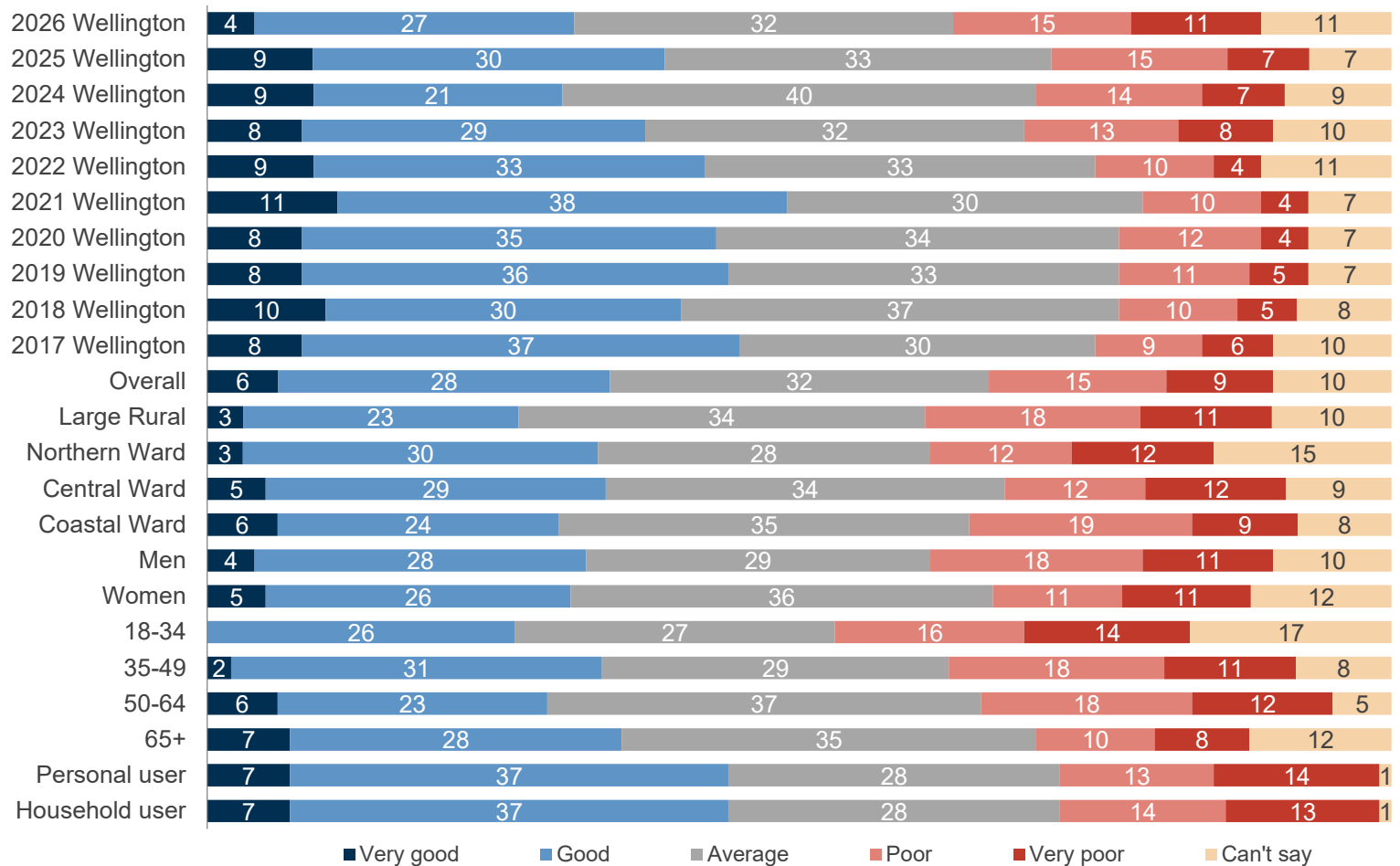
Base: All respondents. Councils asked: 23 Councils asked group: 7

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

Decisions made in the interest of the community performance



2026 community decisions made performance (%)



The condition of sealed local roads in your area importance



2026 sealed local roads importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
50-64	86	83	85	84	82	80	81	82	83	84
Personal user	85	82	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	85	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	83	84	83	83	80	81	82	82	83
35-49	84	81	83	81	80	82	80	77	79	80
Large Rural	84	83	84	83	83	80	81	80	80	77
Coastal Ward	83	81	83	81	84	82	80	80	80	85
Northern Ward	83	83	82	83	83	78	81	80	83	80
Wellington	83	82	81	80	82	79	80	79	81	80
18-34	82	80	76	76	86	73	80	77	79	77
Central Ward	82	80	79	75	80	79	78	77	79	79
Overall	82	83	83	82	81	79	79	79	80	78
Men	81	80	79	77	81	79	79	76	79	78
65+	81	83	81	80	80	82	79	79	81	79

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

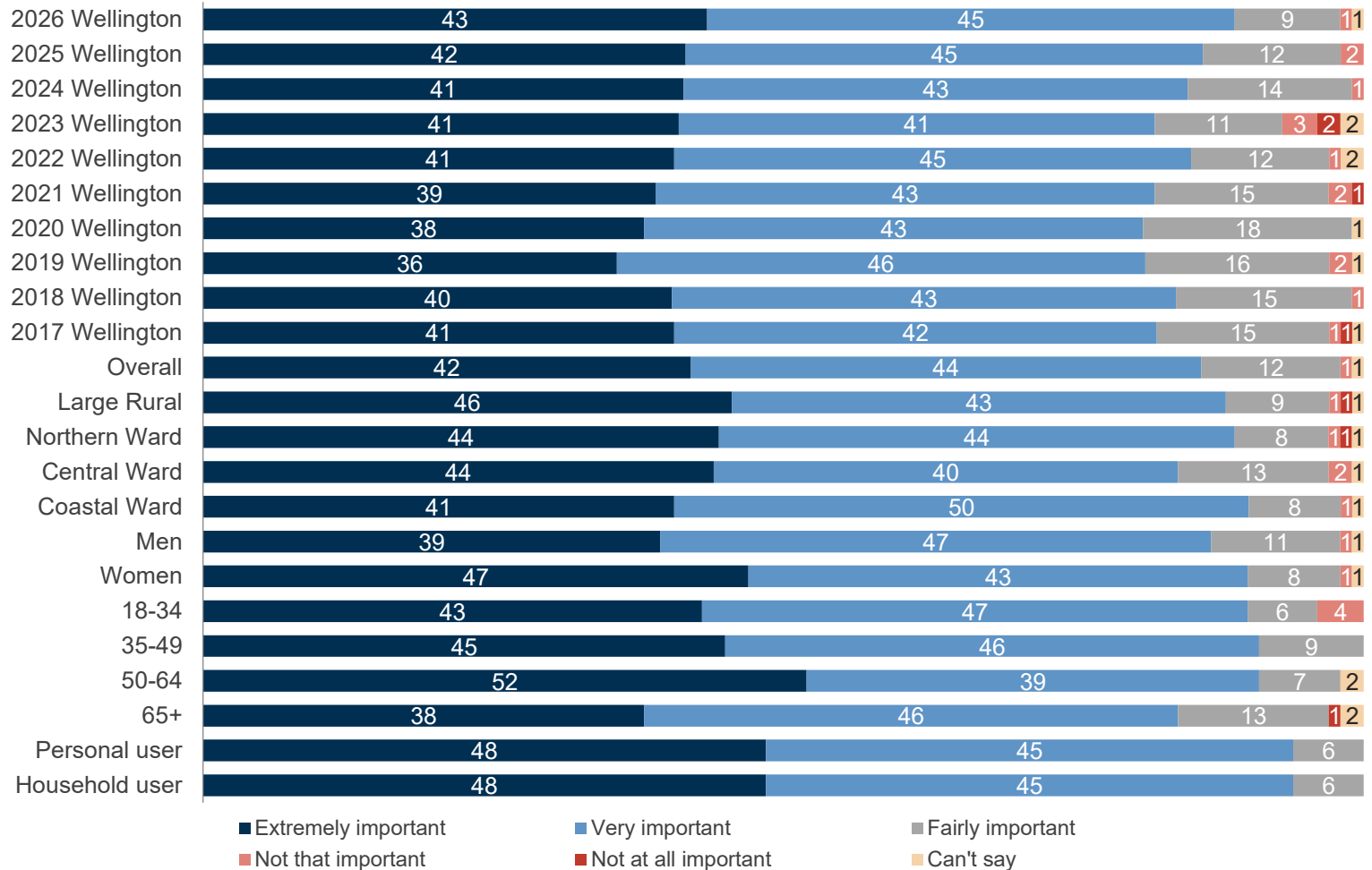
Base: All respondents. Councils asked: 5 Councils asked group: 2

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

The condition of sealed local roads in your area importance



2026 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2026 sealed local roads performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	55▲	61	57	59	62	68	67	61	61	61
65+	55▲	52	54	57	59	68	60	60	61	59
Men	49	53	50	51	56	65	60	55	54	54
Coastal Ward	48	46	48	50	58	61	51	55	52	52
Personal user	48	52	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	47	52	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	47	51	50	50	54	65	59	56	56	56
50-64	46	49	52	48	56	59	54	58	56	54
Overall	46	45	45	48	53	57	54	56	53	53
18-34	46	53	45	47	49	65	65	52	52	56
Women	45	49	50	49	52	64	58	58	57	58
Northern Ward	41▼	47	46	41	46	63	54	52	51	54
Large Rural	39▼	39	38	40	45	50	47	47	45	43
35-49	35▼	49	47	43	49	65	57	55	53	56

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

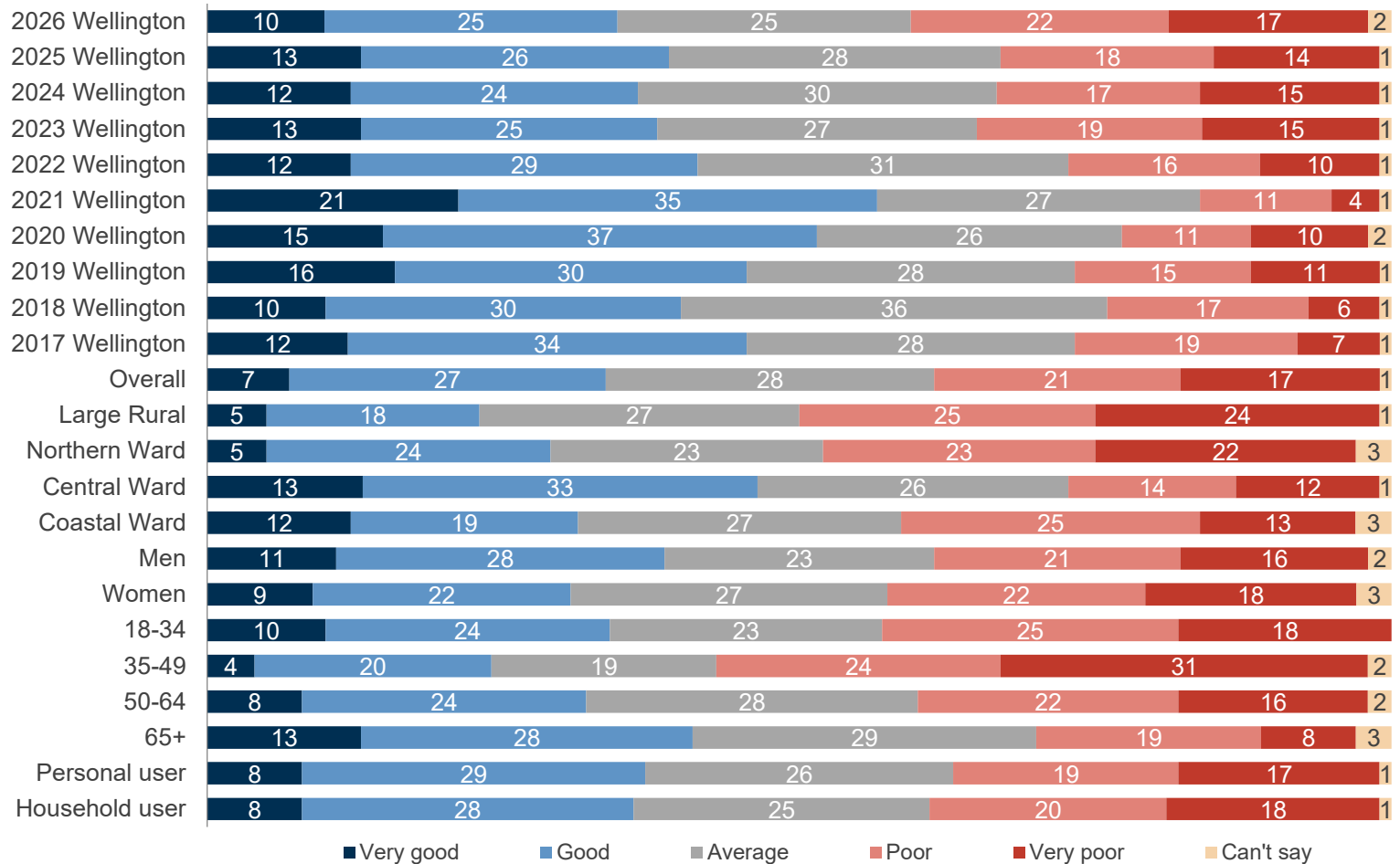
Base: All respondents. Councils asked: 23 Councils asked group: 7

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

The condition of sealed local roads in your area performance



2026 sealed local roads performance (%)





Informing the community importance



2026 informing community importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	80▲	78	80	80	80	80	79	81	79	78
35-49	78	75	79	73	74	75	77	78	76	76
Central Ward	77	75	75	75	76	78	76	77	76	77
Coastal Ward	76	76	81	79	79	79	82	75	73	74
65+	76	77	77	77	78	80	76	77	77	75
Household user	76	76	78	78	78	81	n/a	n/a	n/a	n/a
Personal user	75	76	78	78	77	81	n/a	n/a	n/a	n/a
Wellington	75	76	77	77	79	78	77	76	75	75
50-64	75	80	77	77	85	76	77	77	75	76
Large Rural	75	77	77	77	78	78	77	75	75	74
Overall	74	76	76	76	77	77	75	75	75	74
Northern Ward	73	76	76	76	81	76	75	76	75	73
18-34	71	71	74	79	80	79	75	74	71	72
Men	71▼	73	73	74	77	75	74	72	71	71

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

Base: All respondents. Councils asked: 6 Councils asked group: 2

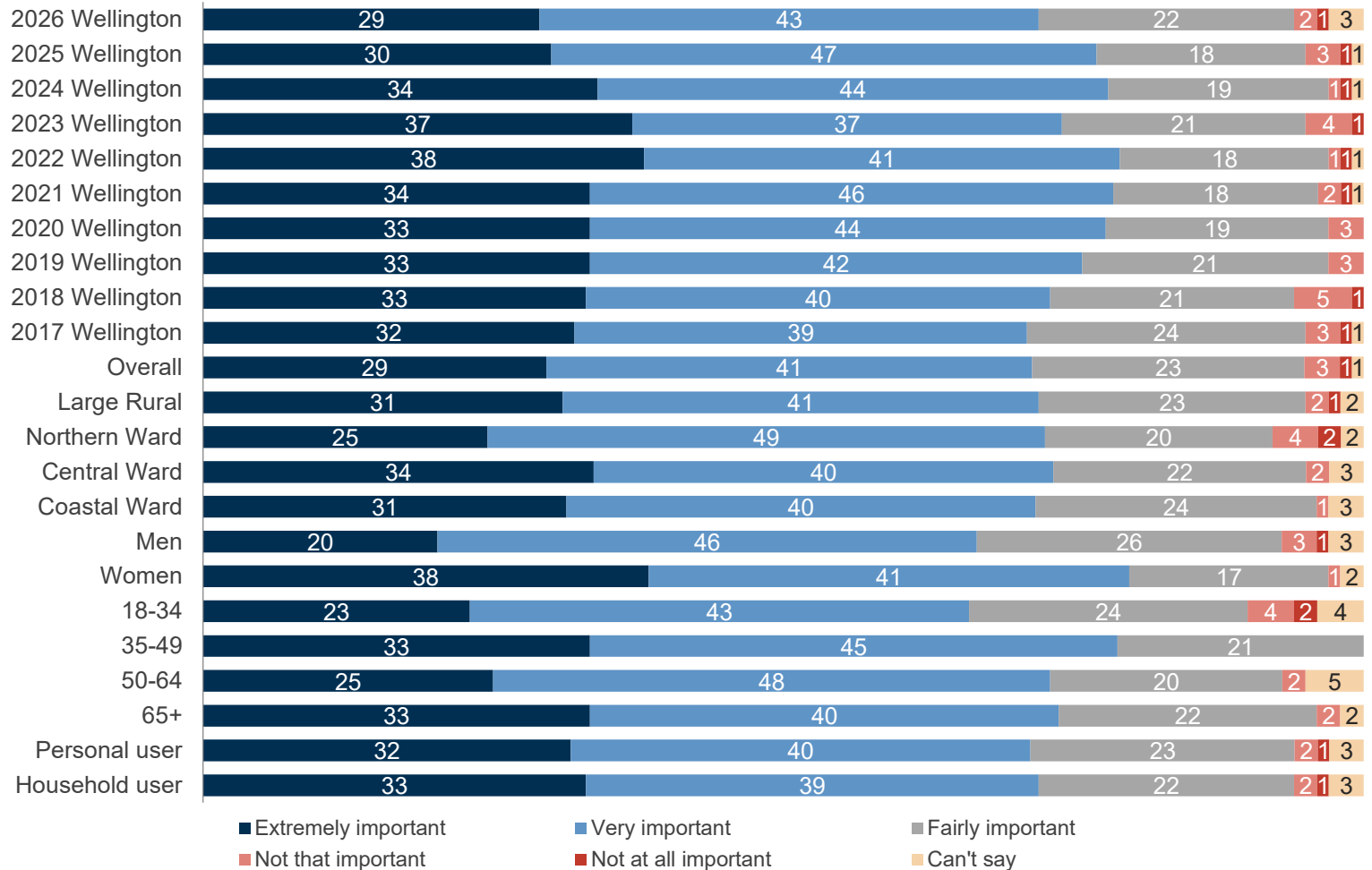
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2026 informing community importance (%)





Informing the community performance



2026 informing community performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Personal user	62▲	62	60	65	65	66	n/a	n/a	n/a	n/a
Household user	62▲	62	60	64	65	65	n/a	n/a	n/a	n/a
35-49	60	52	56	57	54	57	59	63	61	62
Overall	60▲	56	56	57	59	60	59	60	59	59
Central Ward	59	57	60	61	61	62	63	62	59	65
Men	58	55	53	57	57	60	58	57	56	61
18-34	57	64	51	61	61	63	64	55	55	67
65+	57	55	56	57	61	65	61	61	59	59
Wellington	57	57	55	57	59	60	60	60	58	62
Coastal Ward	56	52	50	53	58	55	56	62	58	58
Northern Ward	56	61	54	55	57	61	59	58	58	62
Women	55	58	58	57	60	61	61	64	60	64
Large Rural	55	54	53	54	56	59	59	61	59	60
50-64	51	55	59	52	57	54	55	63	58	62

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

Base: All respondents. Councils asked: 12 Councils asked group: 2

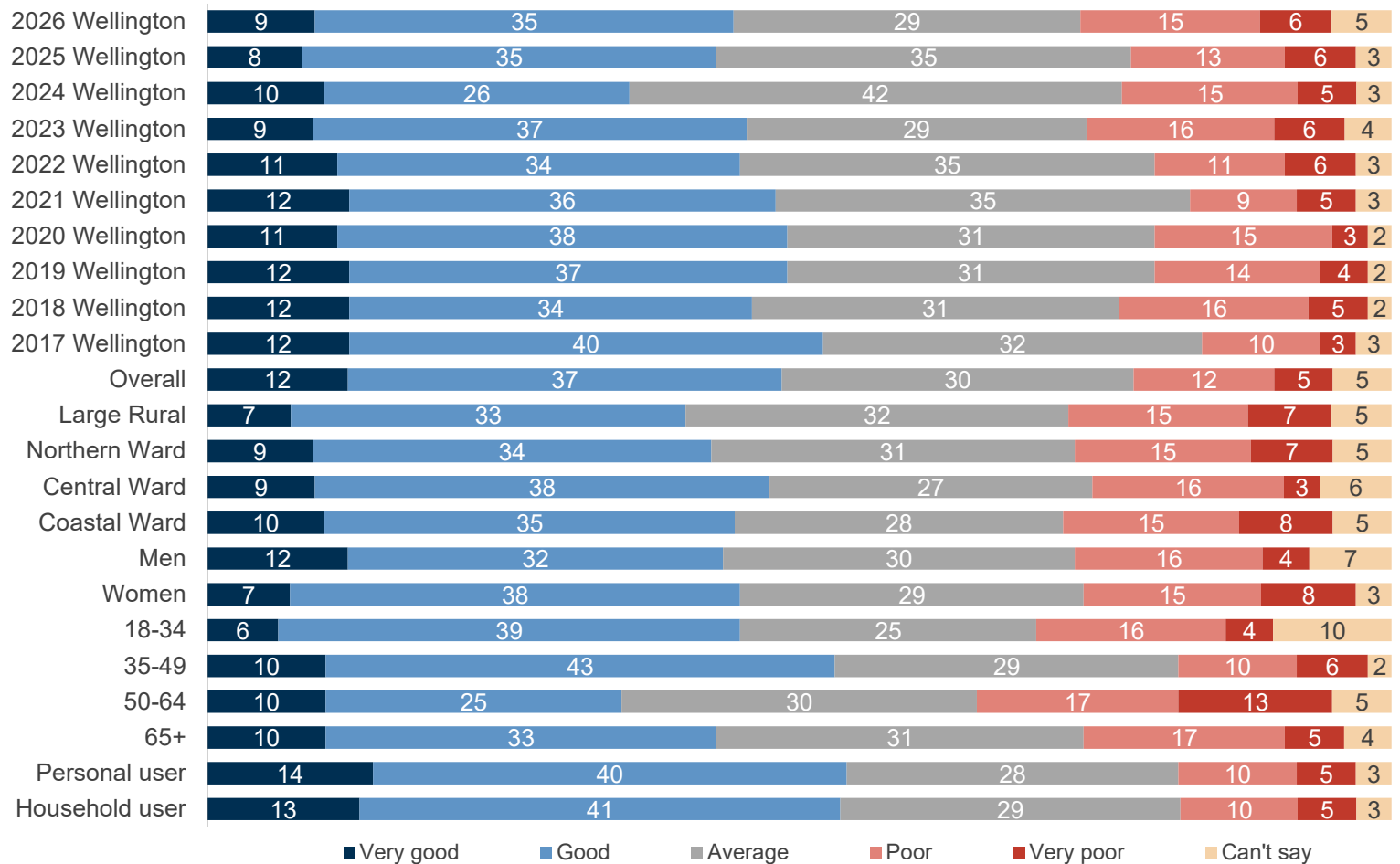
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2026 informing community performance (%)



The condition of local streets and footpaths in your area importance



2026 streets and footpaths importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	83▲	80	80	80	81	81	79	80	80	78
35-49	83	77	82	77	80	76	78	72	77	73
Northern Ward	80	73	78	80	80	76	76	75	78	76
Household user	80	76	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	80	76	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	79	80	80	80	79	78	77	77	75
Wellington	79	76	78	78	79	77	76	76	78	76
Central Ward	79	79	78	76	79	78	77	78	77	75
Overall	79	79	80	81	81	79	78	77	78	77
50-64	79	79	77	83	80	77	74	78	79	81
18-34	78	66	73	79	76	72	74	76	76	71
Coastal Ward	77	75	78	80	78	77	75	72	79	78
65+	77	79	78	77	80	82	79	76	79	79
Men	75▼	71	75	77	78	74	74	72	76	74

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

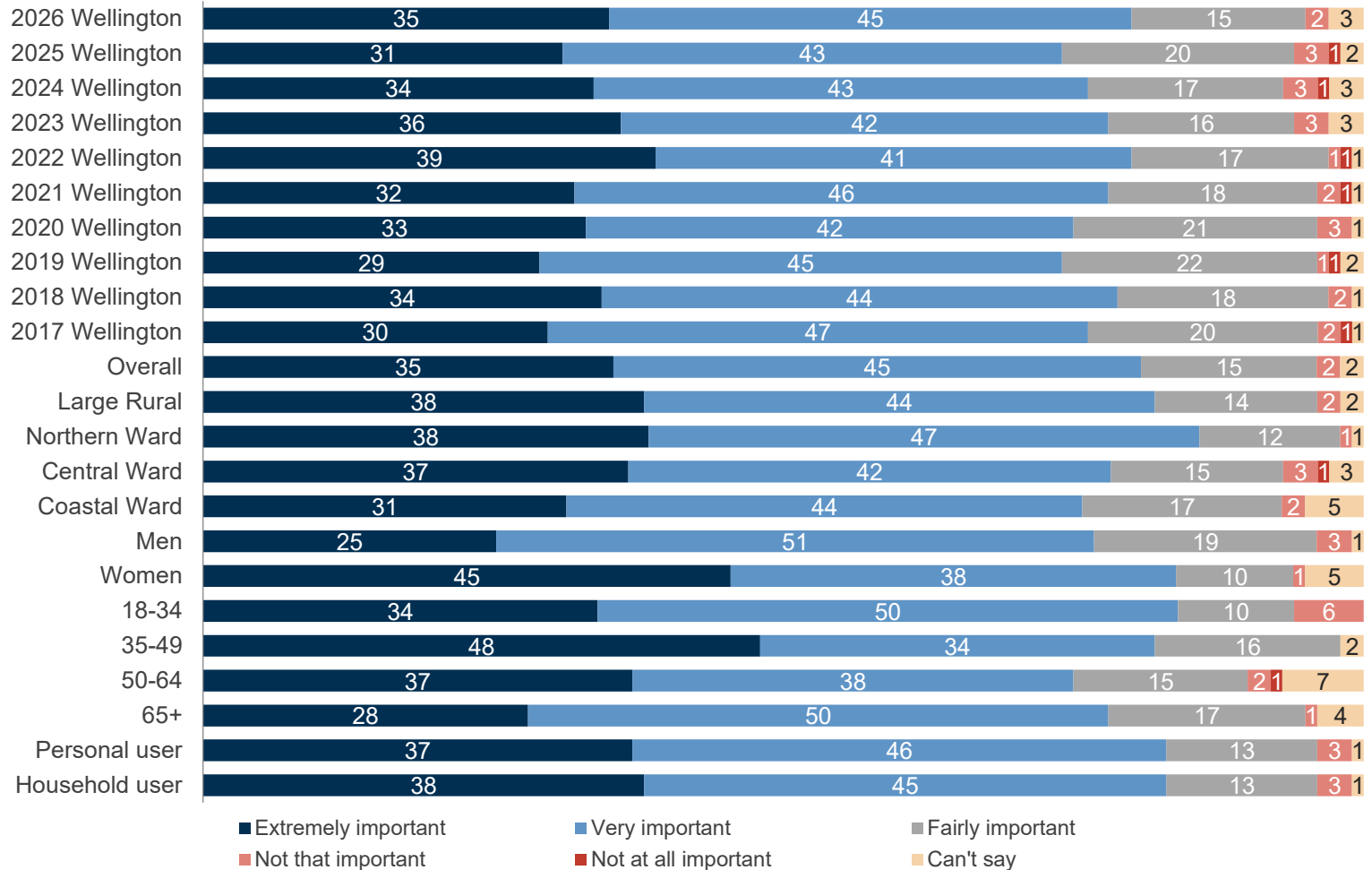
Base: All respondents. Councils asked: 6 Councils asked group: 2

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

The condition of local streets and footpaths in your area importance



2026 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2026 streets and footpaths performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	61▲	62	64	62	62	66	67	62	61	65
Men	58	58	55	58	53	66	62	59	57	58
65+	57	55	55	61	59	66	58	60	60	59
18-34	56	58	56	56	49	64	66	54	58	59
Wellington	55	56	56	56	54	64	60	59	58	59
Household user	54	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	54	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	54	52	52	52	57	59	58	59	58	57
Coastal Ward	54	50	54	54	55	60	58	58	52	54
35-49	53	58	55	53	52	64	57	60	58	59
Northern Ward	53	57	51	52	49	64	55	57	56	55
50-64	52	56	58	50	55	61	62	63	54	58
Women	52	55	57	54	57	62	59	60	58	60
Large Rural	50▼	48	46	47	51	55	54	55	54	53

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

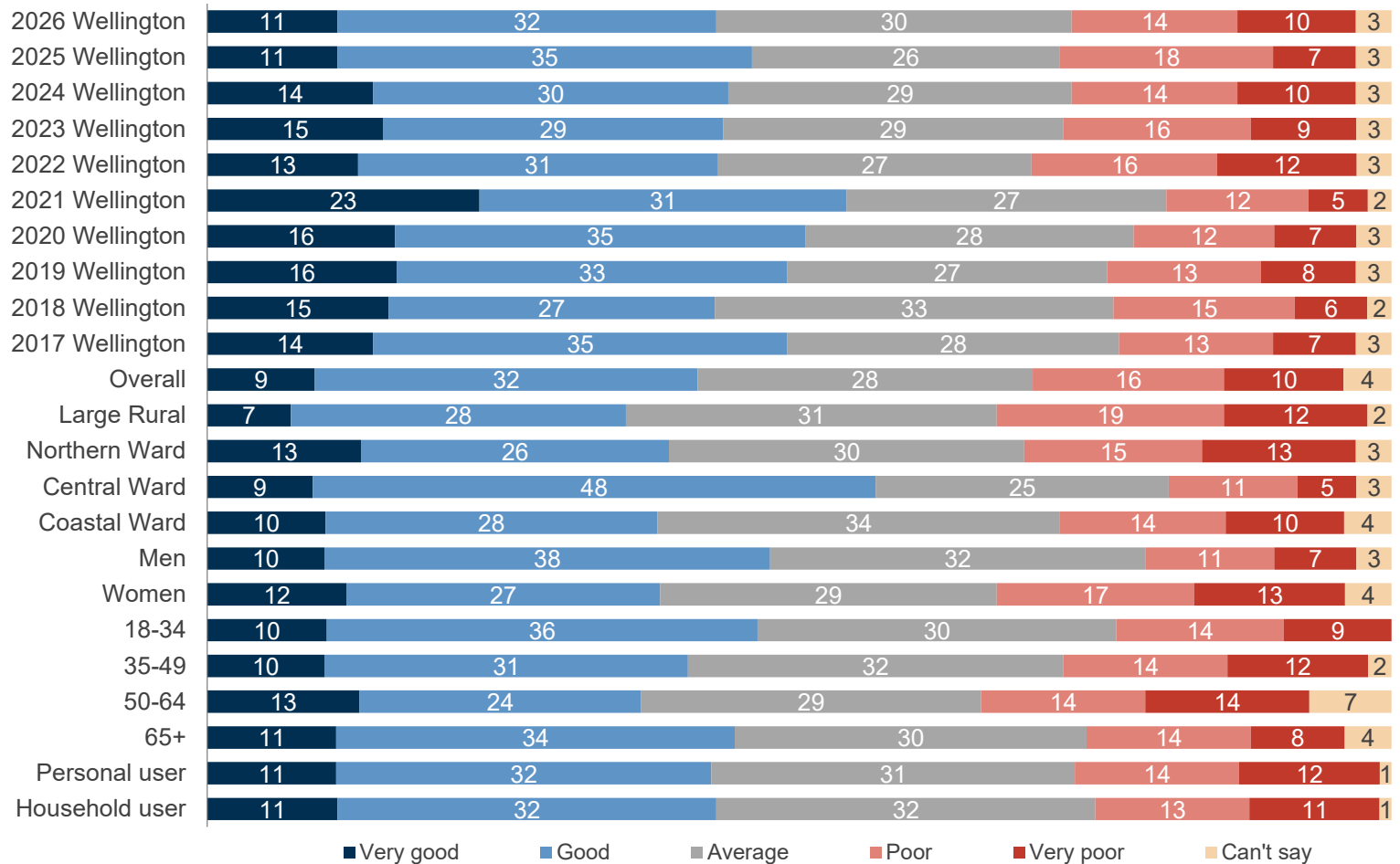
Base: All respondents. Councils asked: 11 Councils asked group: 2

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

The condition of local streets and footpaths in your area performance



2026 streets and footpaths performance (%)





Enforcement of local laws importance



2026 law enforcement importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	76▲	68	66	71	69	69	69	74	69	70
Women	73	70	72	74	72	71	71	76	75	76
65+	73	69	72	72	71	72	71	71	71	73
18-34	70	64	64	66	63	64	71	73	71	67
Wellington	70	66	68	69	69	68	69	70	69	70
Northern Ward	69	63	69	69	69	68	71	67	71	72
Household user	68	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	69	65	69	75	68	66	69	70	73
Personal user	68	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	68	66	66	66	67	67	68	68	68	68
Overall	67▼	67	67	68	68	70	70	71	71	71
Men	66▼	62	64	64	66	65	68	65	64	64
Coastal Ward	65▼	68	69	68	68	67	65	70	66	66
35-49	65	60	68	69	67	67	69	68	65	67

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

Base: All respondents. Councils asked: 5 Councils asked group: 2

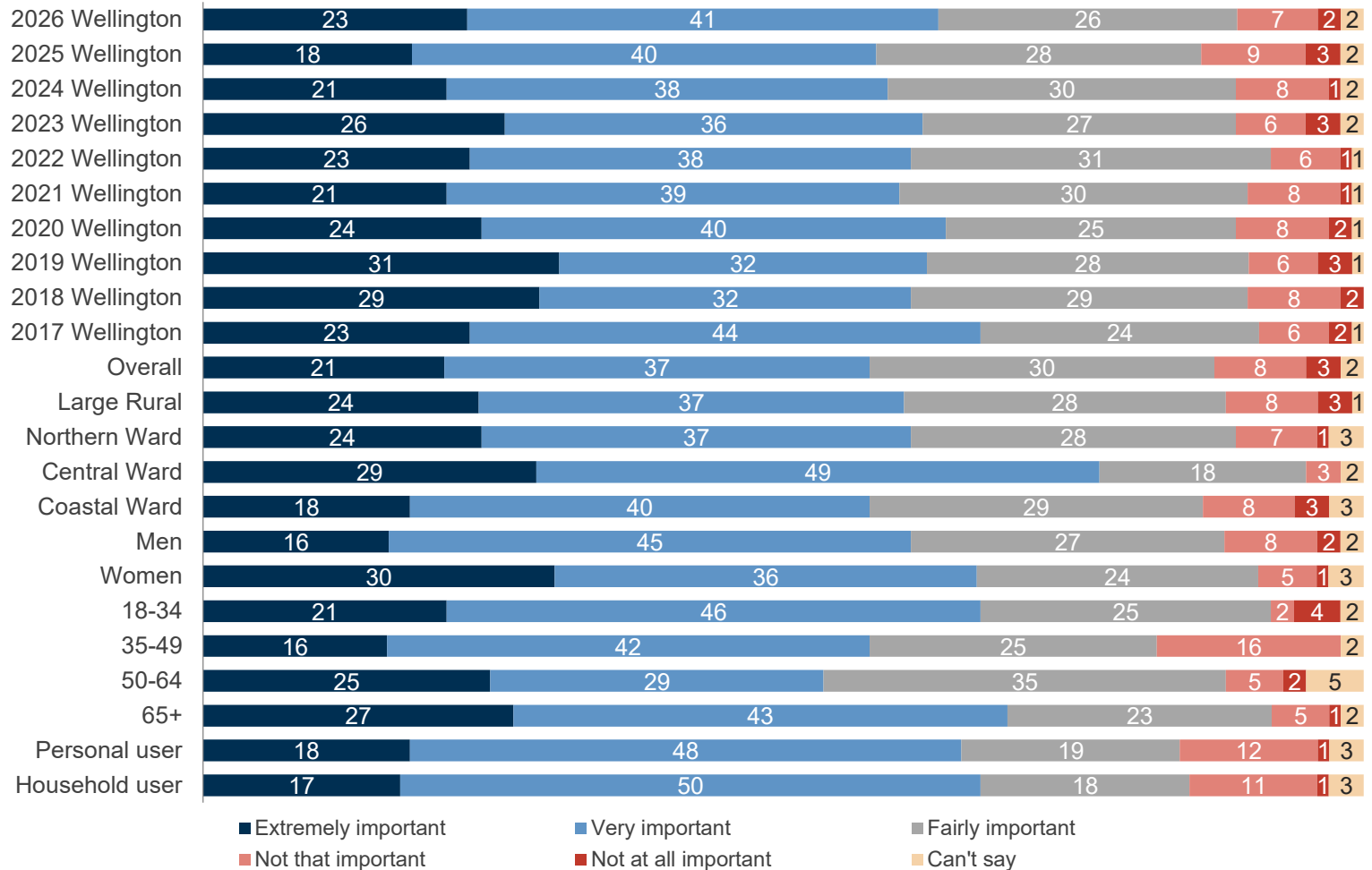
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2026 law enforcement importance (%)





Enforcement of local laws performance



2026 law enforcement performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	65	65	65	68	67	68	68	66	67	68
35-49	62	61	65	65	62	65	61	71	65	65
65+	62	56	58	62	63	64	67	64	64	64
Personal user	62	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	61	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	57	59	61	66	65	66	64	63	63
Wellington	61	60	62	63	65	65	66	66	66	66
Women	60	63	65	65	64	65	67	67	69	69
Overall	60	59	61	61	63	64	63	64	64	64
Northern Ward	60	61	61	60	65	64	65	66	62	67
Large Rural	60	59	60	61	64	64	64	64	64	63
18-34	59	65	61	62	66	66	75	63	67	70
50-64	58	60	65	64	69	64	62	65	66	65
Coastal Ward	58	54	58	60	60	59	64	64	69	61

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

Base: All respondents. Councils asked: 10 Councils asked group: 2

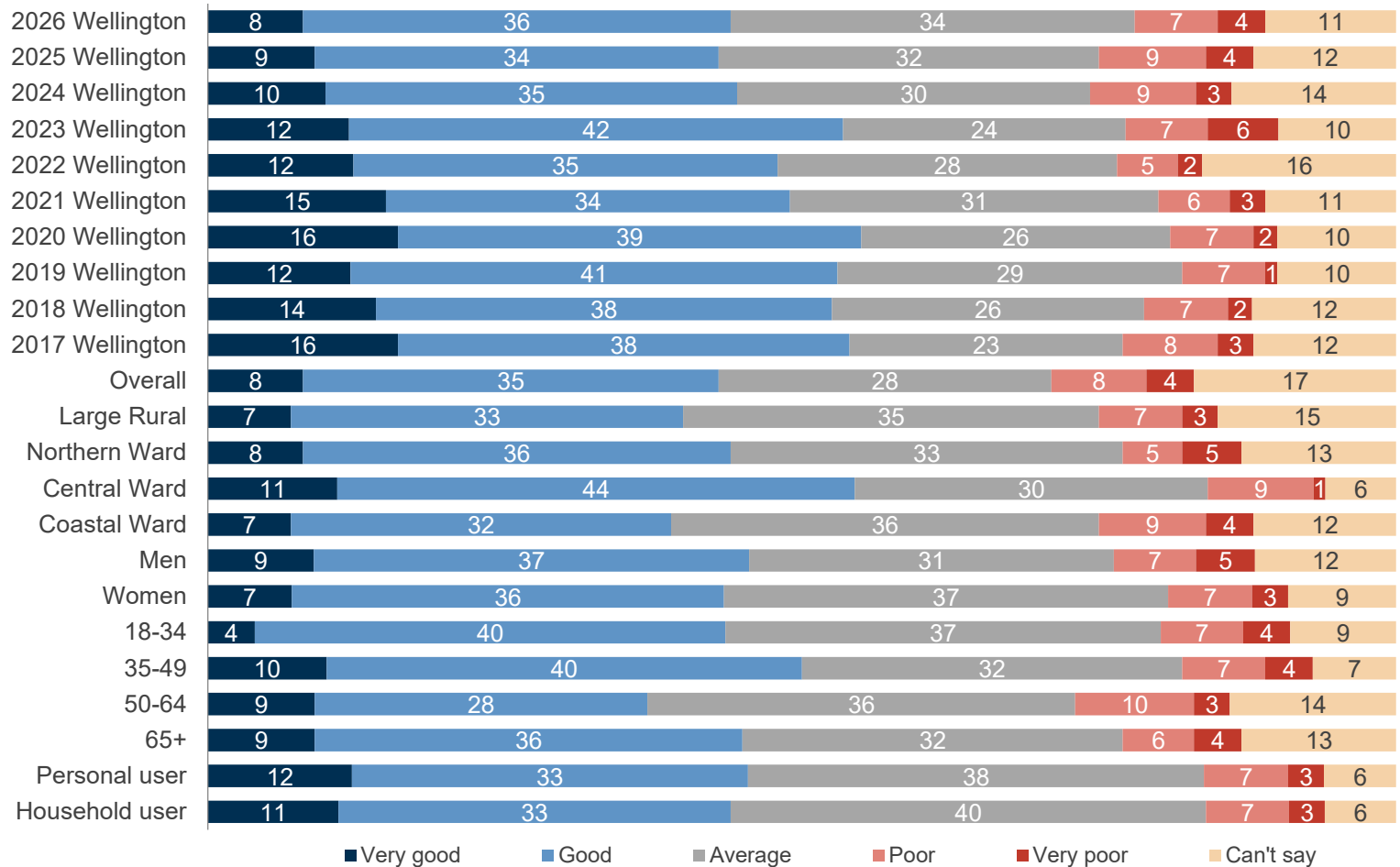
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2026 law enforcement performance (%)





Recreational facilities importance



2026 recreational facilities importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	80▲	73	74	73	77	80	73	74	76	73
Women	77	71	75	75	77	77	73	76	78	74
Personal user	76	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	76	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	69	74	72	75	76	77	72	74	73
18-34	75	70	77	75	77	74	71	72	74	75
Wellington	74	71	73	73	75	75	72	72	75	73
50-64	74	76	72	77	76	74	74	74	74	71
Northern Ward	74	70	73	74	73	72	72	72	74	72
Overall	73	73	73	73	74	74	72	72	73	72
Large Rural	73	72	73	73	74	73	72	72	74	72
65+	73	71	70	70	74	75	69	71	77	73
Men	72	72	71	71	74	72	72	69	72	71
Coastal Ward	70▼	71	72	72	78	69	74	68	73	74

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

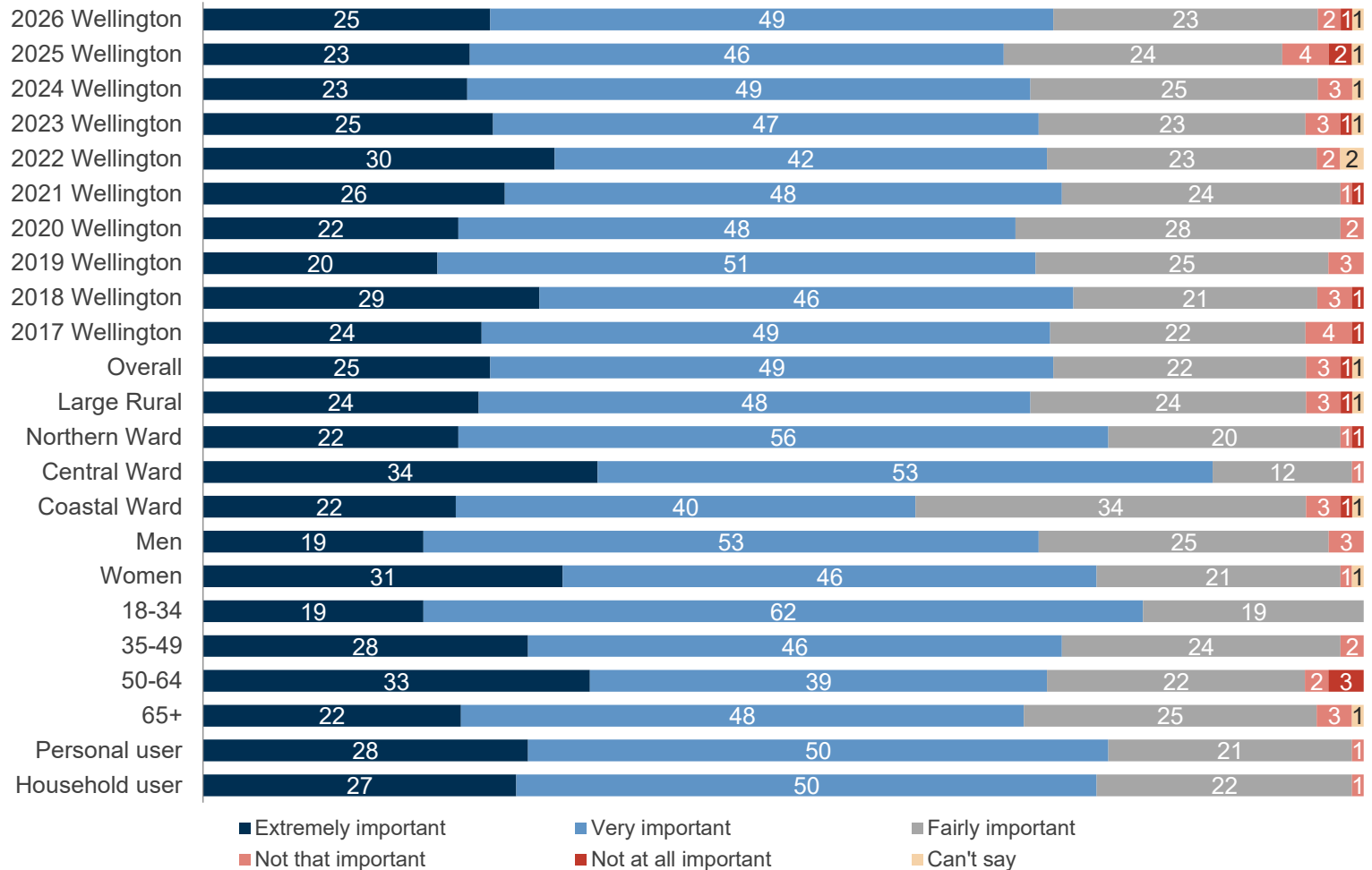
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2026 recreational facilities importance (%)





Recreational facilities performance



2026 recreational facilities performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	72	70	70	74	75	78	79	75	77	75
Personal user	72	72	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	71	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	71	74	75	74	76	76	81	78	78	78
35-49	71	69	73	67	74	73	76	76	72	67
Overall	71	67	68	68	69	71	70	70	69	70
Men	70	70	68	70	75	74	75	74	73	72
Wellington	70	70	69	71	73	74	75	74	73	74
Large Rural	70	65	64	65	66	68	67	68	66	66
Coastal Ward	69	61	60	68	68	62	68	66	66	67
Women	69	70	70	72	71	73	75	75	73	76
Northern Ward	69	74	69	70	73	77	72	72	70	73
50-64	68	71	69	70	76	72	70	75	73	73
18-34	66	70	64	70	67	69	74	72	68	79

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

Base: All respondents. Councils asked: 16 Councils asked group: 3

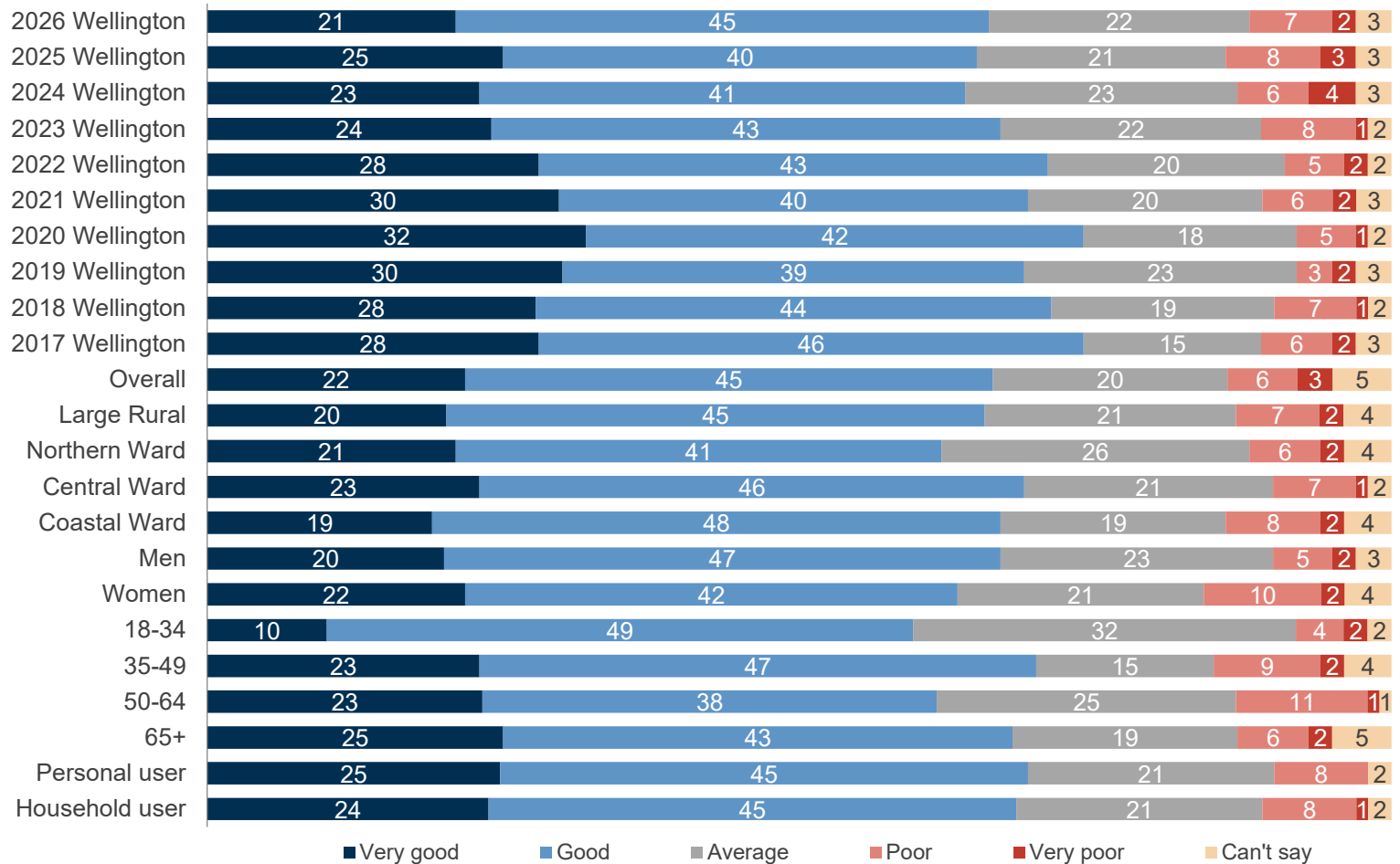
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2026 recreational facilities performance (%)





The appearance of public areas importance



2026 public areas importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	78	73	74	76	77	76	75	74	75	75
Northern Ward	76	70	74	73	74	75	72	73	75	73
Central Ward	76	70	72	75	74	75	75	72	70	74
50-64	76	74	75	77	78	75	73	74	78	77
65+	75	74	72	73	75	77	74	72	76	73
Household user	75	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	75	71	72	74	74	75	74	72	73	74
Personal user	75	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	66	71	75	74	72	72	71	66	71
Large Rural	74	73	74	73	75	75	73	73	73	73
35-49	74	69	71	73	72	75	77	73	73	74
Overall	73▼	74	74	74	75	75	74	73	74	74
Coastal Ward	72	73	70	74	75	75	76	71	76	75
Men	71▼	69	71	71	71	74	73	71	71	73

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

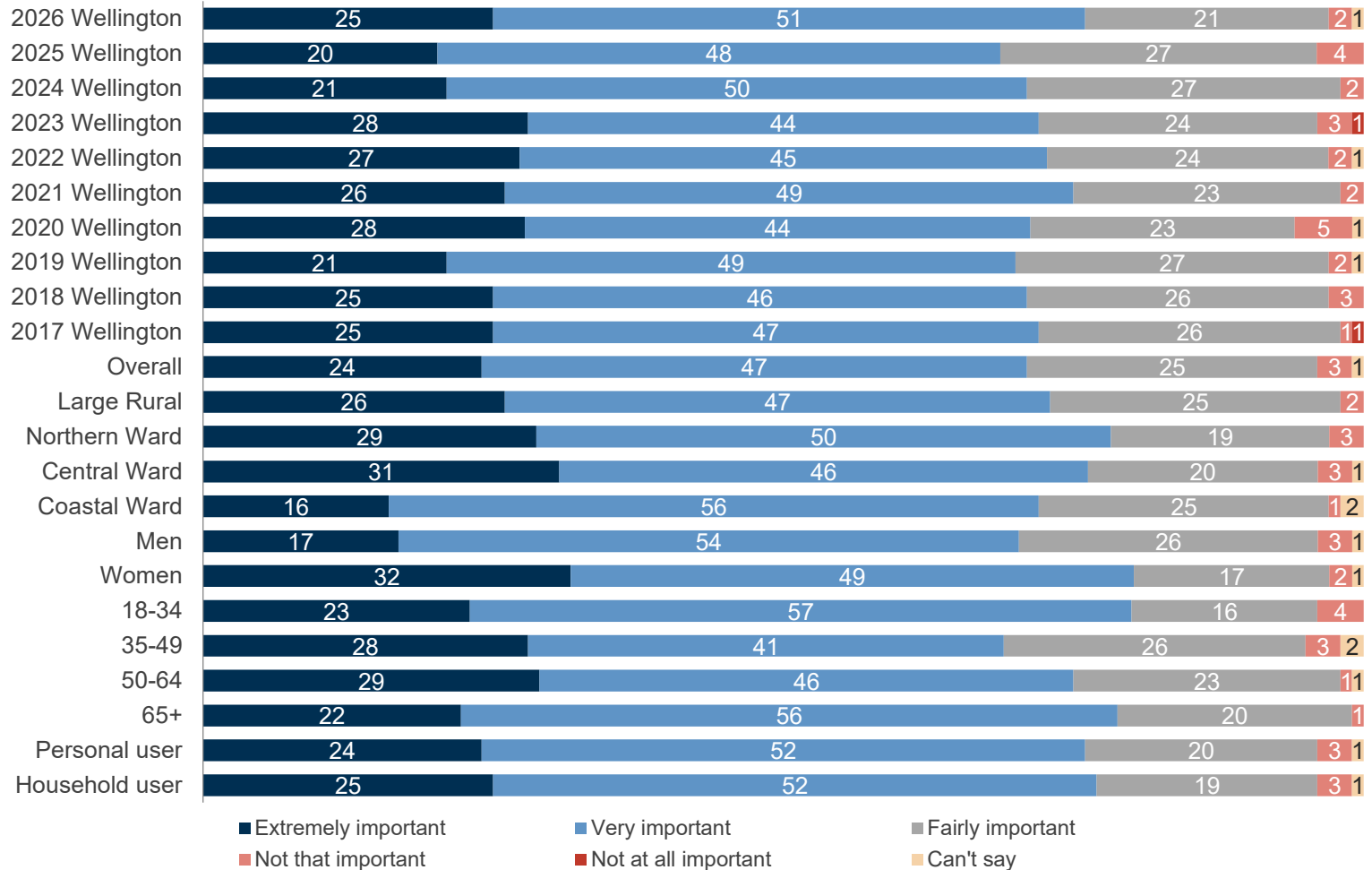
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2026 public areas importance (%)





The appearance of public areas performance



2026 public areas performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Personal user	71	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	71	68	68	67	71	73	72	72	71	71
Household user	71	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	69	68	71	73	74	77	75	77	70
Central Ward	70	74	76	74	74	76	81	80	79	76
50-64	70	66	71	71	69	74	74	76	76	72
35-49	70	70	71	67	68	73	77	78	82	77
Large Rural	69	66	66	65	67	70	71	70	69	69
Wellington	69	71	71	70	70	75	77	76	77	74
Northern Ward	69	72	68	66	67	76	73	72	74	71
65+	69	70	73	71	73	81	77	77	77	73
Coastal Ward	68	67	70	71	72	72	79	77	80	77
18-34	68	77	67	72	70	71	80	73	72	73
Women	67	73	74	70	68	76	78	77	77	78

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

Base: All respondents. Councils asked: 15 Councils asked group: 3

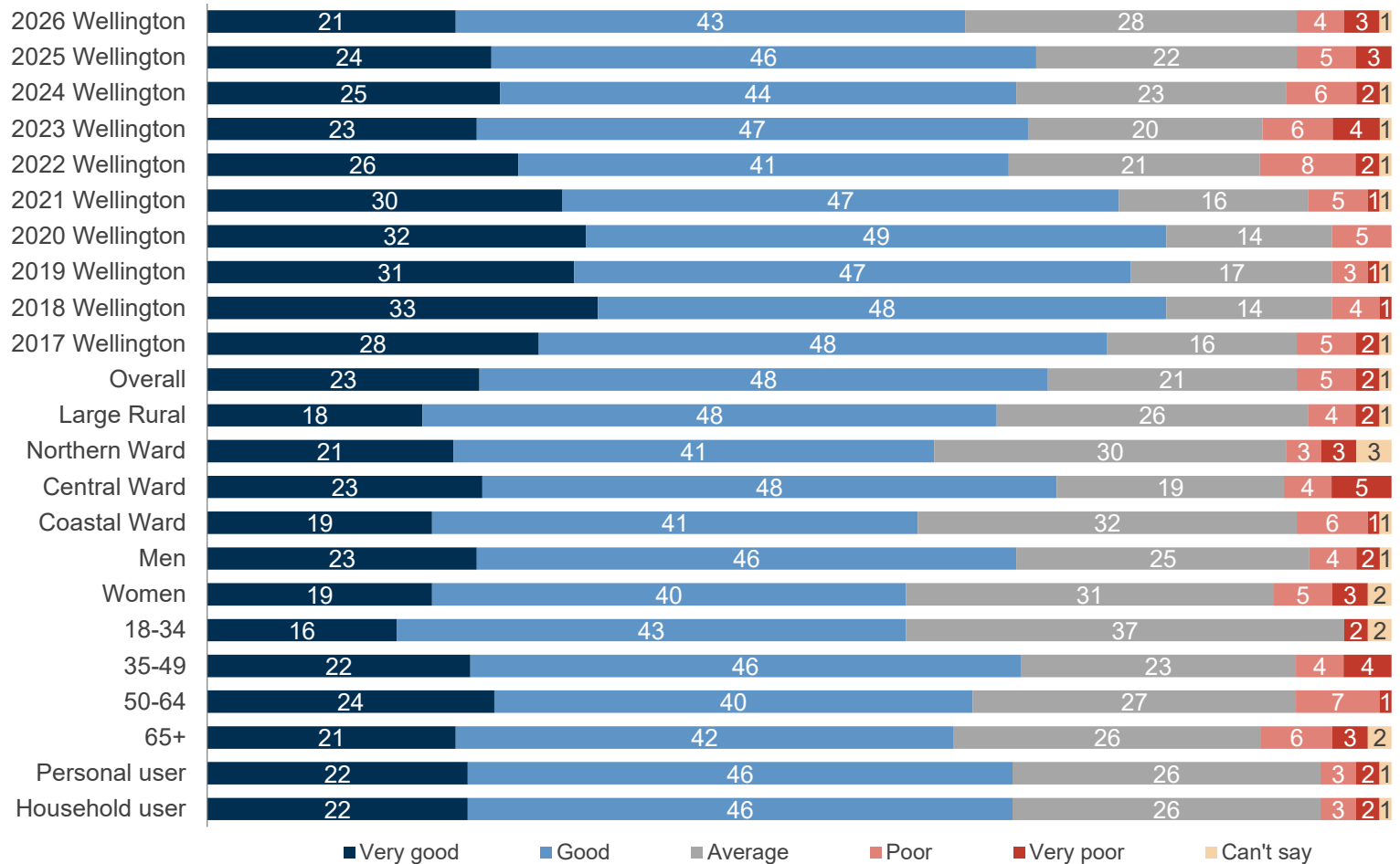
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2026 public areas performance (%)





Art centres and libraries importance



2026 art centres and libraries importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	72▲	67	73	68	69	72	68	71	66	69
Personal user	72▲	70	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	70▲	69	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	68	65	71	66	64	71	67	63	61	59
65+	68	66	70	66	68	72	65	65	64	62
18-34	67	57	71	70	64	61	70	62	56	62
Overall	65	63	64	65	67	67	65	65	65	64
Wellington	65	62	67	66	66	67	66	63	61	63
Coastal Ward	64	64	66	67	69	65	63	62	59	63
Large Rural	63	61	64	64	64	66	64	64	62	63
Northern Ward	63	59	65	64	66	64	66	63	61	66
35-49	61	60	66	61	65	67	66	63	62	63
50-64	60	65	59	64	64	67	64	63	61	64
Men	58▼	58	61	63	63	62	64	56	55	56

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

Base: All respondents. Councils asked: 6 Councils asked group: 3

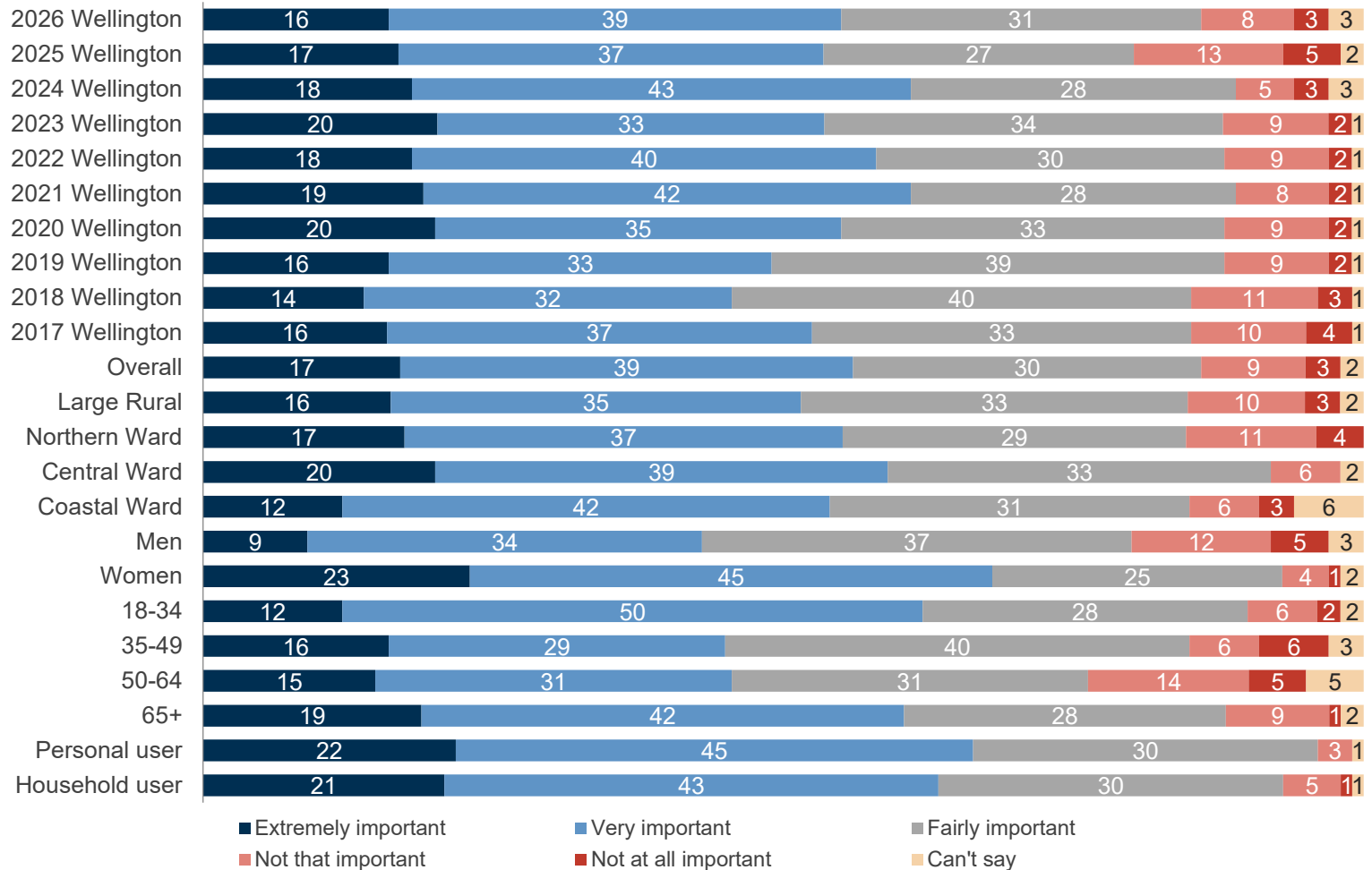
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2026 art centres and libraries importance (%)





Art centres and libraries performance



2026 art centres and libraries performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Personal user	82▲	81	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	82▲	81	85	82	85	84	84	89	85	77
Household user	81▲	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	79	82	79	81	81	82	83	82	76
18-34	77	76	83	78	82	80	85	81	78	75
Overall	76	73	73	73	73	73	74	74	74	73
35-49	76	79	79	76	79	79	84	87	79	73
Wellington	76	77	79	77	81	80	81	81	79	74
Coastal Ward	75	72	73	69	76	73	79	72	69	75
50-64	75	76	77	73	82	77	74	79	81	76
65+	75	76	78	79	81	82	81	80	79	73
Men	73	74	77	75	81	78	79	80	77	73
Large Rural	72▼	71	71	69	72	73	72	73	71	70
Northern Ward	72	77	78	77	79	78	78	77	78	71

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

Base: All respondents. Councils asked: 11 Councils asked group: 3

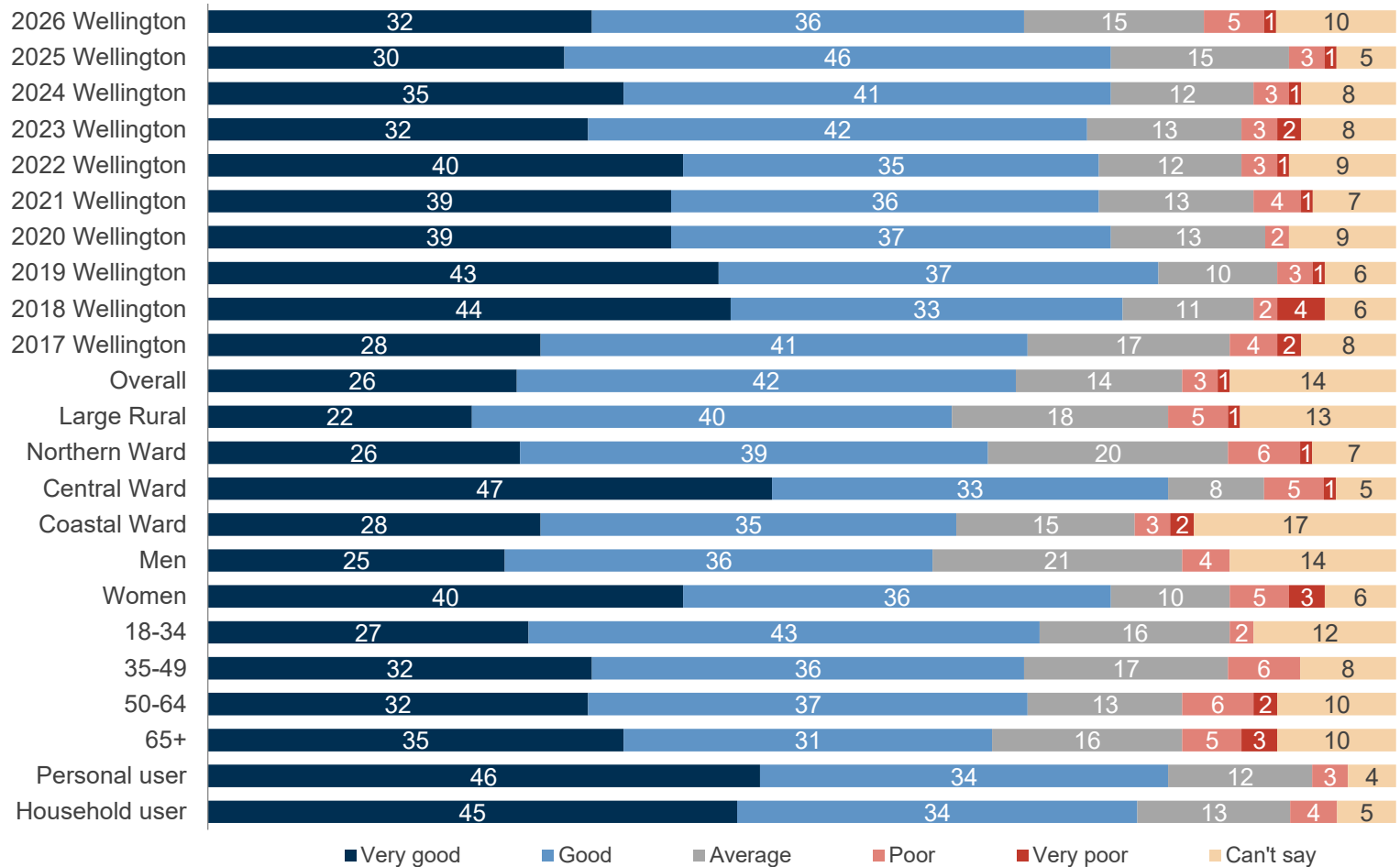
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2026 art centres and libraries performance (%)





Community and cultural activities importance



2026 community and cultural activities importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	64▲	62	65	64	68	70	65	66	65	67
Household user	64▲	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	64▲	60	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	63	57	61	61	64	68	62	64	61	61
65+	61	57	59	59	66	68	62	62	59	62
35-49	59	55	63	56	66	63	64	62	56	63
18-34	59	51	59	64	70	65	62	62	65	64
Northern Ward	59	56	58	59	68	63	62	62	60	62
Overall	59	59	60	62	64	64	62	61	61	61
Wellington	59	56	60	60	66	65	62	62	60	62
Large Rural	57	57	60	60	64	63	61	61	60	61
Coastal Ward	56	55	63	60	66	66	62	57	57	64
Men	54▼	49	55	55	65	61	60	58	55	57
50-64	52	59	58	59	64	65	60	62	59	59

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

Base: All respondents. Councils asked: 5 Councils asked group: 2

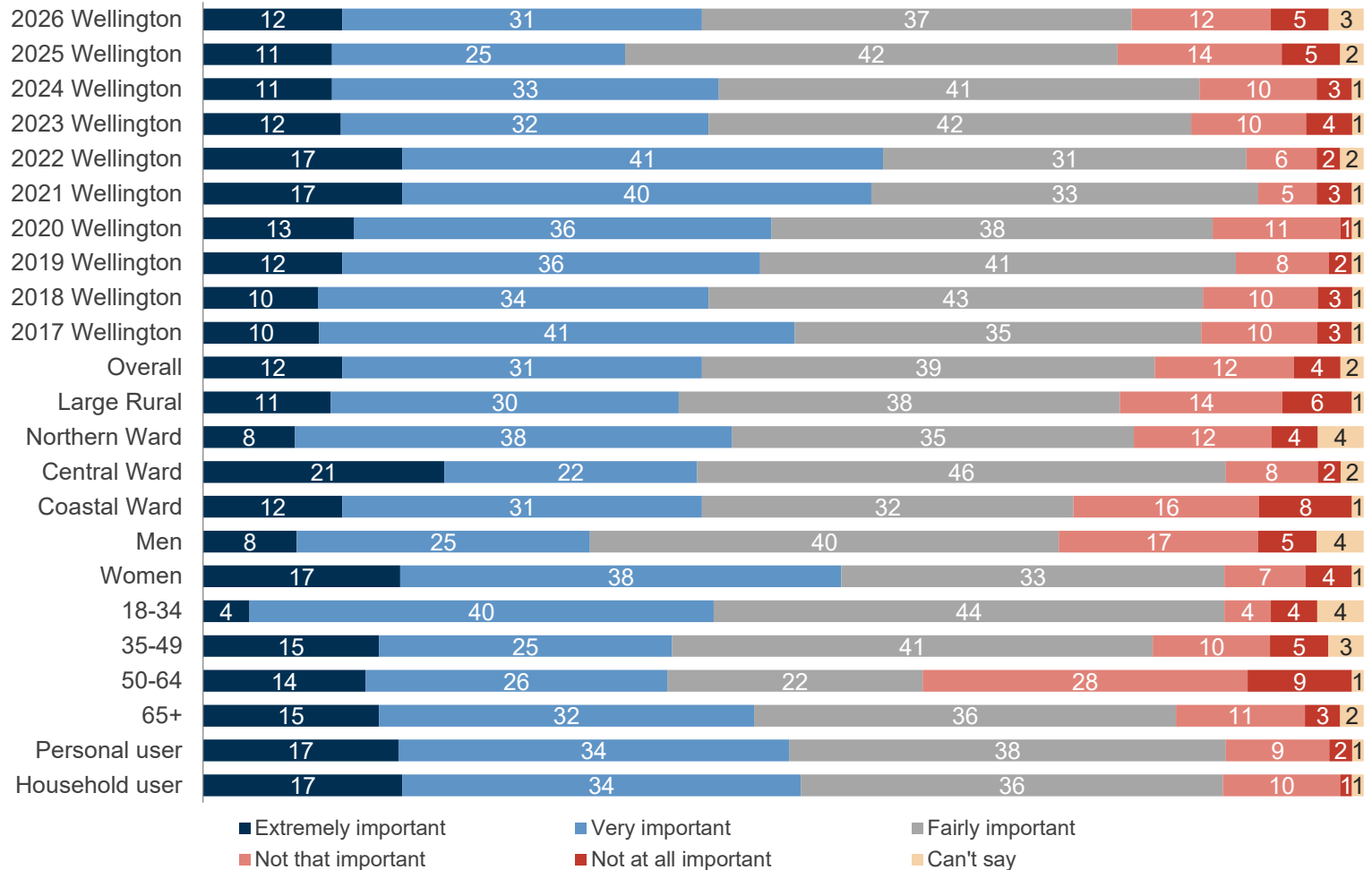
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2026 community and cultural activities importance (%)





Community and cultural activities performance



2026 community and cultural activities performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	70▲	67	69	72	70	67	73	71	71	73
Personal user	69▲	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	69▲	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	67▲	65	66	66	65	65	68	69	69	69
35-49	66	68	66	67	67	63	72	69	70	66
Women	65	70	67	69	66	65	72	68	72	71
18-34	64	66	60	68	60	63	70	64	69	75
Wellington	64	66	64	68	67	65	69	68	69	69
Coastal Ward	64	63	59	63	66	62	69	68	63	60
65+	64	67	67	68	71	70	70	68	70	67
Large Rural	63	63	64	64	63	65	67	67	67	69
50-64	63	62	65	67	68	62	67	70	68	67
Men	63	62	62	66	68	65	67	67	67	67
Northern Ward	60	68	64	66	65	65	66	65	71	69

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

Base: All respondents. Councils asked: 9 Councils asked group: 2

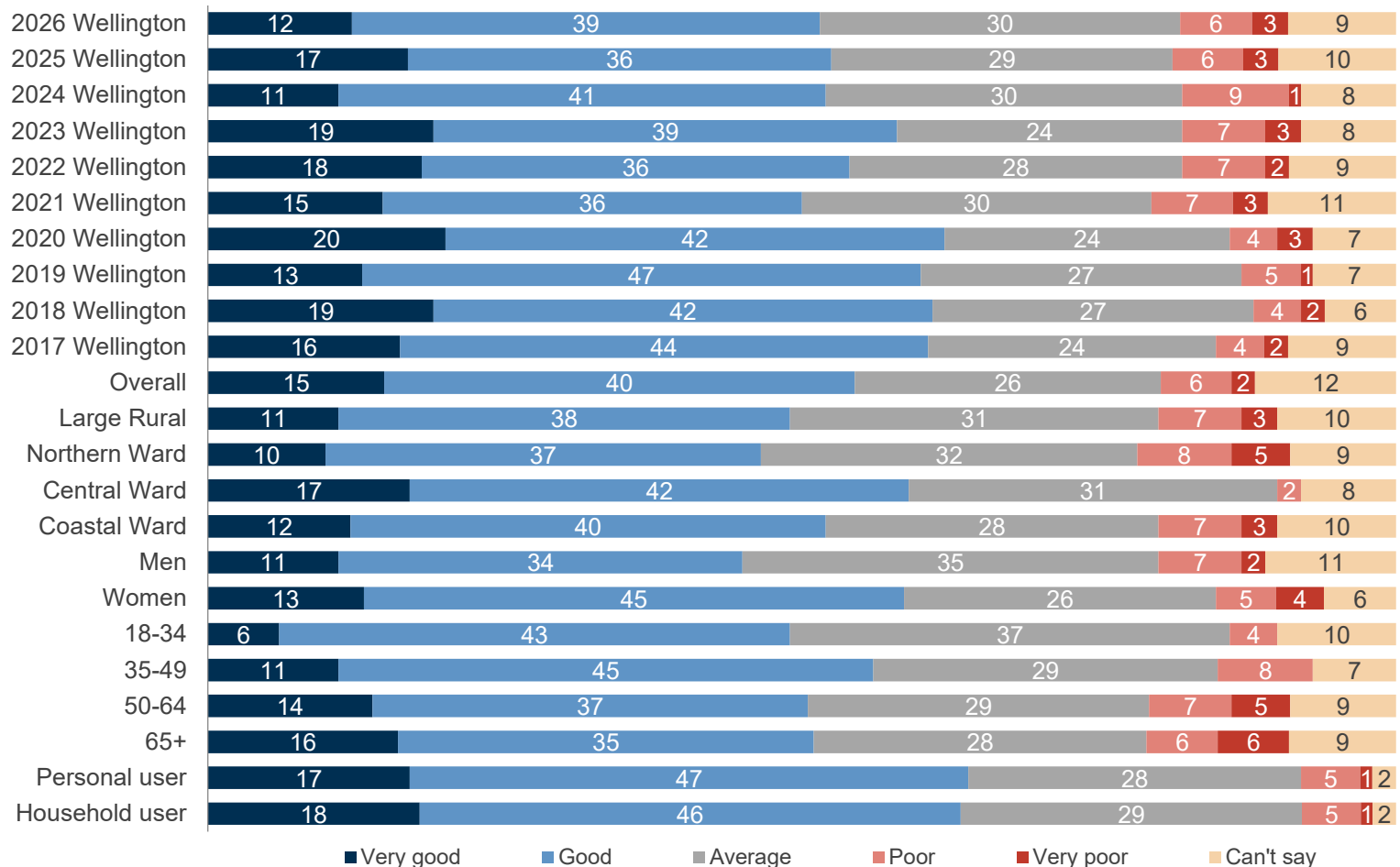
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2026 community and cultural activities performance (%)





Waste management importance



2026 waste management importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
50-64	80	82	78	81	82	83	80	82	80	80
65+	80	82	79	81	81	82	82	79	81	79
Personal user	80	82	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	82	80	81	84	84	82	80	80	80
Household user	80	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	79	80	79	79	83	82	81	80	80	78
Coastal Ward	79	79	76	81	82	78	81	75	79	83
Large Rural	79	79	80	80	81	81	81	80	81	78
Overall	79	79	81	81	82	82	82	81	81	79
Wellington	78	79	79	80	81	81	80	78	79	79
Northern Ward	76	77	80	81	79	81	78	77	77	77
Men	76	76	78	79	78	78	77	76	77	77
35-49	76	76	78	77	75	80	83	78	77	81
18-34	75	72	80	82	84	79	73	73	76	74

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

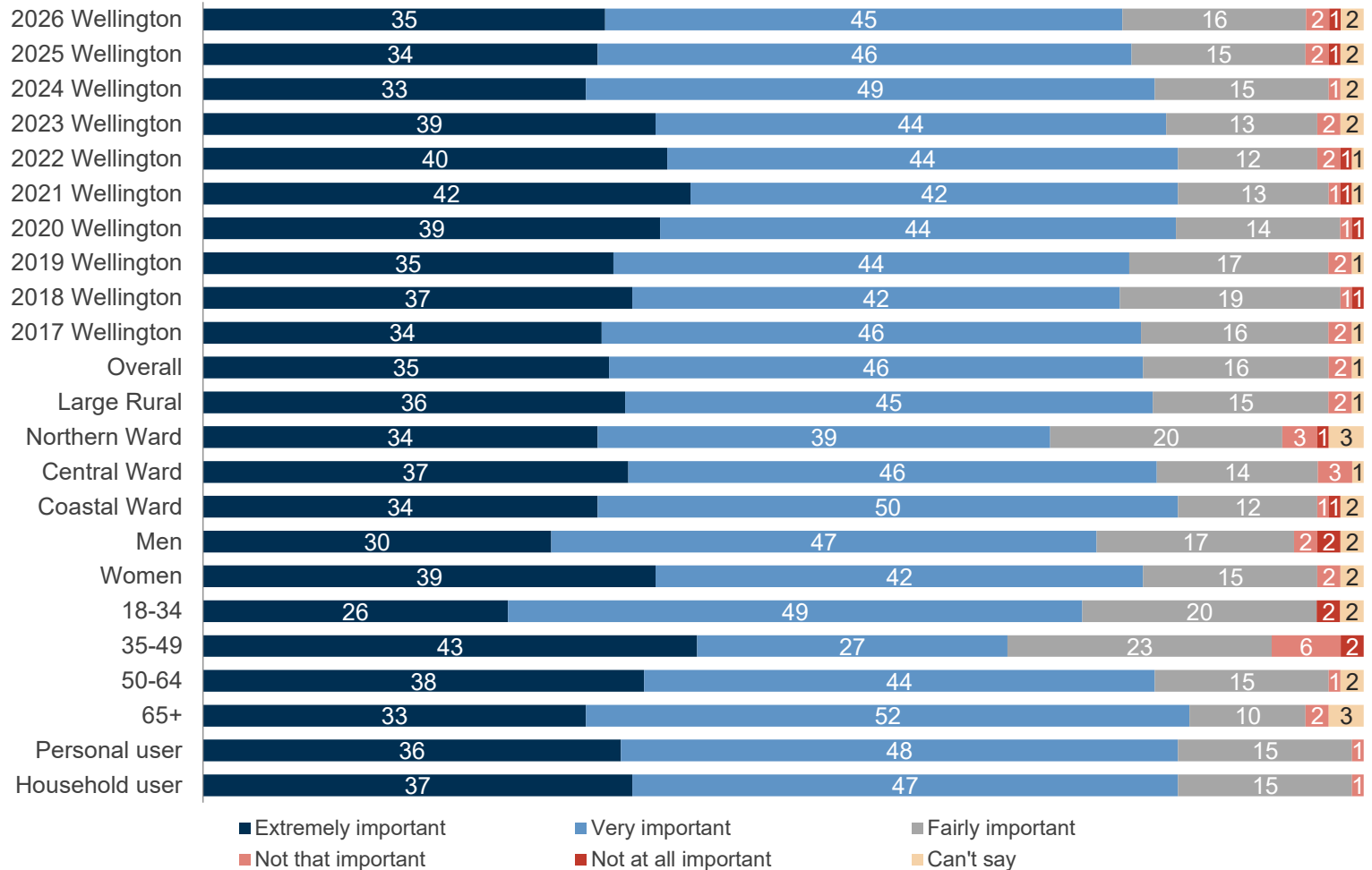
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2026 waste management importance (%)





Waste management performance



2026 waste management performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Overall	69▲	65	67	66	68	69	65	68	70	71
65+	68	65	67	69	71	72	67	70	74	75
Central Ward	68	65	65	64	70	67	67	68	69	71
18-34	68	65	60	67	69	61	65	64	70	69
Personal user	68	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	59	63	66	69	68	68	65	69	70
Household user	67	64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Ward	67	60	67	66	70	63	67	63	67	65
Wellington	66	63	64	65	67	66	64	65	69	69
Women	65	66	65	65	66	64	61	65	70	69
Northern Ward	65	63	62	66	65	66	61	63	71	70
Large Rural	64	62	65	65	65	66	62	64	67	68
50-64	64	59	68	64	68	65	61	66	67	67
35-49	64	58	59	58	59	64	63	61	65	66

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

Base: All respondents. Councils asked: 22 Councils asked group: 7

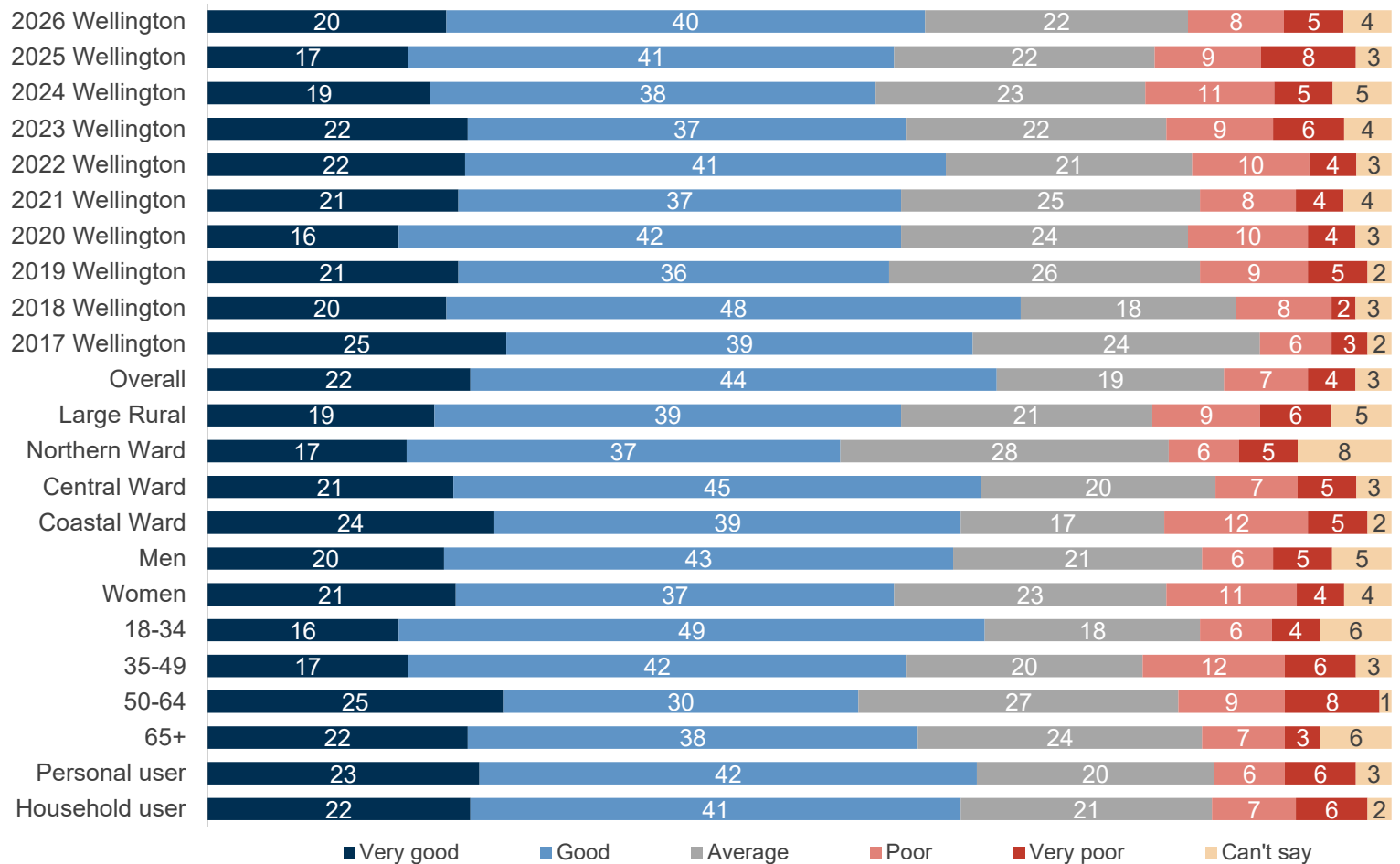
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2026 waste management performance (%)



Business and community development and tourism importance



2026 business/development/tourism importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Household user	76▲	68	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	76▲	67	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	67	72	76	72	77	72	n/a	n/a	n/a
35-49	72	65	69	76	66	78	75	n/a	n/a	n/a
18-34	71	66	76	80	74	75	72	n/a	n/a	n/a
Northern Ward	71	66	72	72	70	73	71	n/a	n/a	n/a
Wellington	70	68	72	73	72	75	72	n/a	n/a	n/a
Coastal Ward	70	67	73	72	69	74	71	n/a	n/a	n/a
65+	69	68	70	67	72	74	70	n/a	n/a	n/a
Central Ward	68	70	71	75	74	77	74	n/a	n/a	n/a
50-64	67	73	74	73	75	73	73	n/a	n/a	n/a
Large Rural	66▼	67	69	68	70	71	68	64	65	67
Men	66▼	68	72	71	71	73	72	n/a	n/a	n/a
Overall	66▼	69	67	67	69	70	67	65	66	67

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

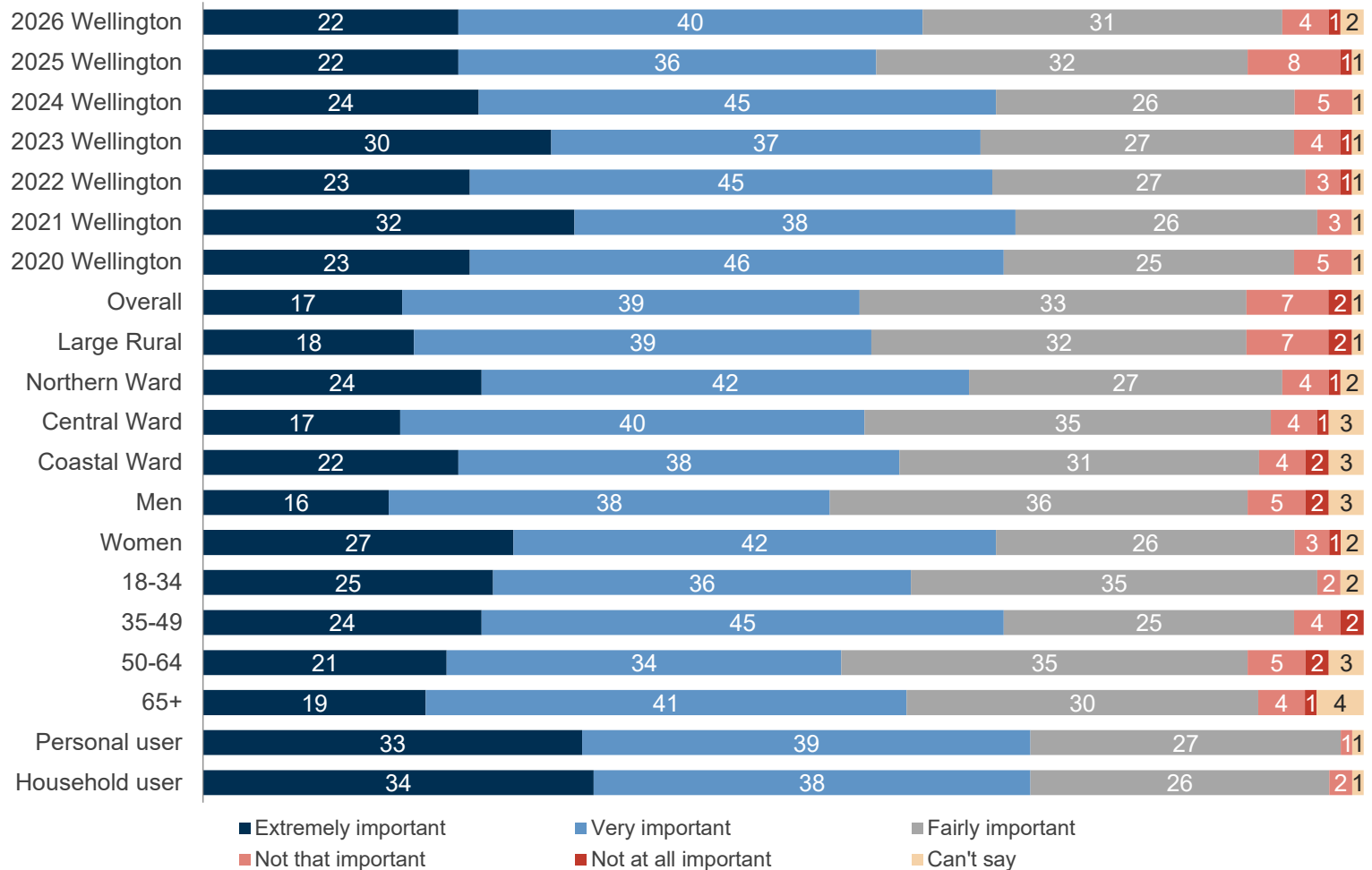
Base: All respondents. Councils asked: 6 Councils asked group: 3

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

Business and community development and tourism importance



2026 business/development/tourism importance (%)



Business and community development and tourism performance



2026 business/development/tourism performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	64	61	62	61	64	61	n/a	n/a	n/a	n/a
Northern Ward	63	64	63	62	64	65	n/a	n/a	n/a	n/a
Household user	63	68	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	63	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	59	59	59	65	63	n/a	n/a	n/a	n/a
65+	60	57	61	62	66	68	n/a	n/a	n/a	n/a
Wellington	59	61	61	61	65	64	n/a	n/a	n/a	n/a
Overall	59	56	57	59	60	61	59	61	60	61
Women	59	63	64	64	66	65	n/a	n/a	n/a	n/a
Coastal Ward	59	55	56	60	68	59	n/a	n/a	n/a	n/a
18-34	58	68	59	62	68	64	n/a	n/a	n/a	n/a
Large Rural	57	55	55	56	58	59	61	62	61	60
Central Ward	54	63	63	62	65	66	n/a	n/a	n/a	n/a
50-64	53	58	63	60	62	61	n/a	n/a	n/a	n/a

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

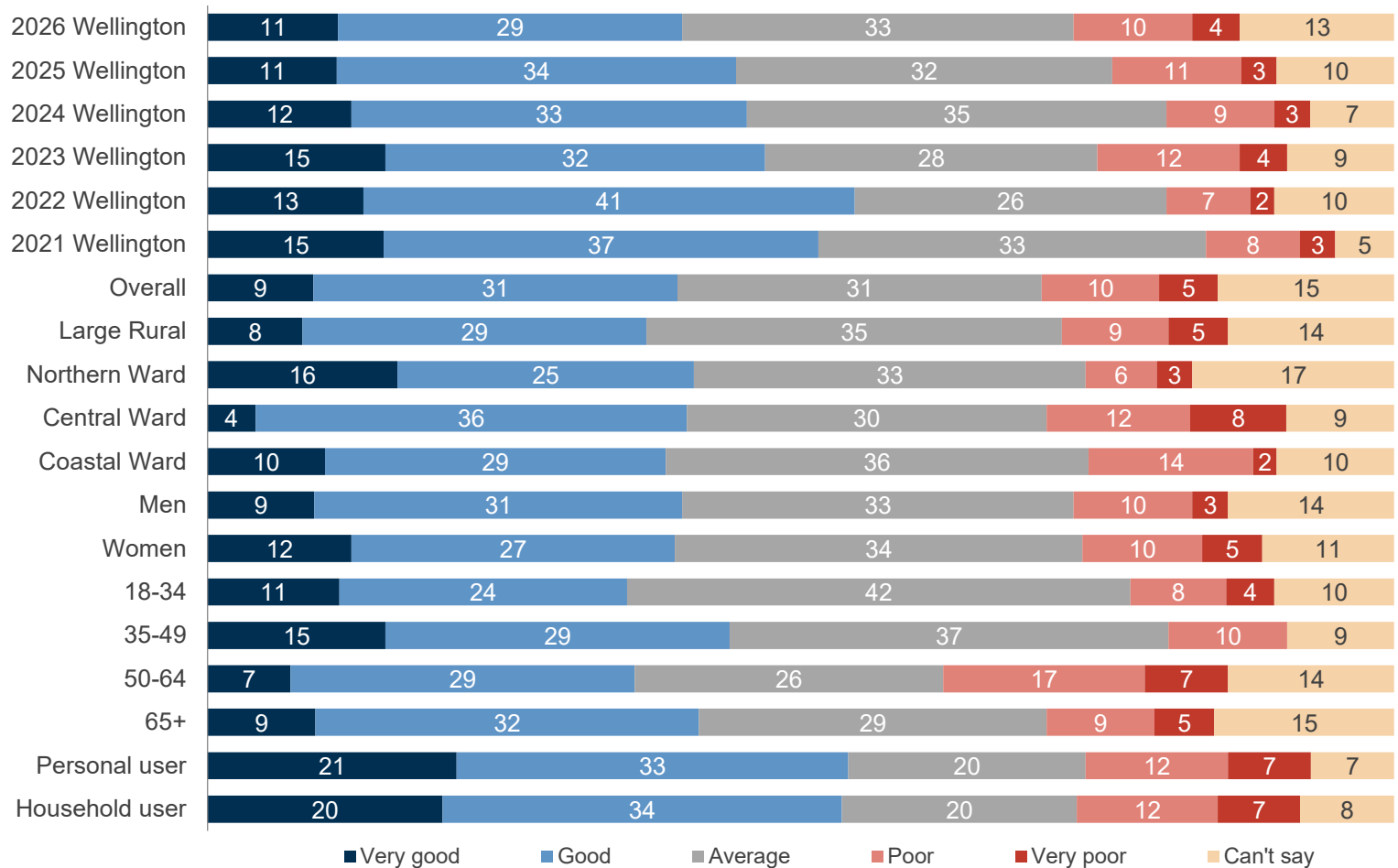
Base: All respondents. Councils asked: 10 Councils asked group: 3

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

Business and community development and tourism performance



2026 business/development/tourism performance (%)





Council's general town planning policy importance



2026 town planning importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Large Rural	73▲	74	74	74	74	73	71	73	74	73
Women	73▲	71	71	73	74	73	67	73	72	72
Overall	72▲	72	73	73	74	74	72	73	73	72
65+	72	72	72	72	75	75	70	72	73	71
Household user	72	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	71	76	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	78	69	71	79	73	69	72	75	73
Central Ward	70	71	71	72	72	72	68	71	70	69
35-49	69	68	72	72	69	71	72	70	65	67
Wellington	69	70	70	71	73	71	68	70	71	69
Coastal Ward	69	70	71	70	74	72	69	72	69	69
Northern Ward	69	69	69	72	73	70	67	69	72	69
Men	66	69	69	70	72	69	68	67	70	66
18-34	64▼	64	66	70	69	64	59	67	69	64

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

Base: All respondents. Councils asked: 5 Councils asked group: 3

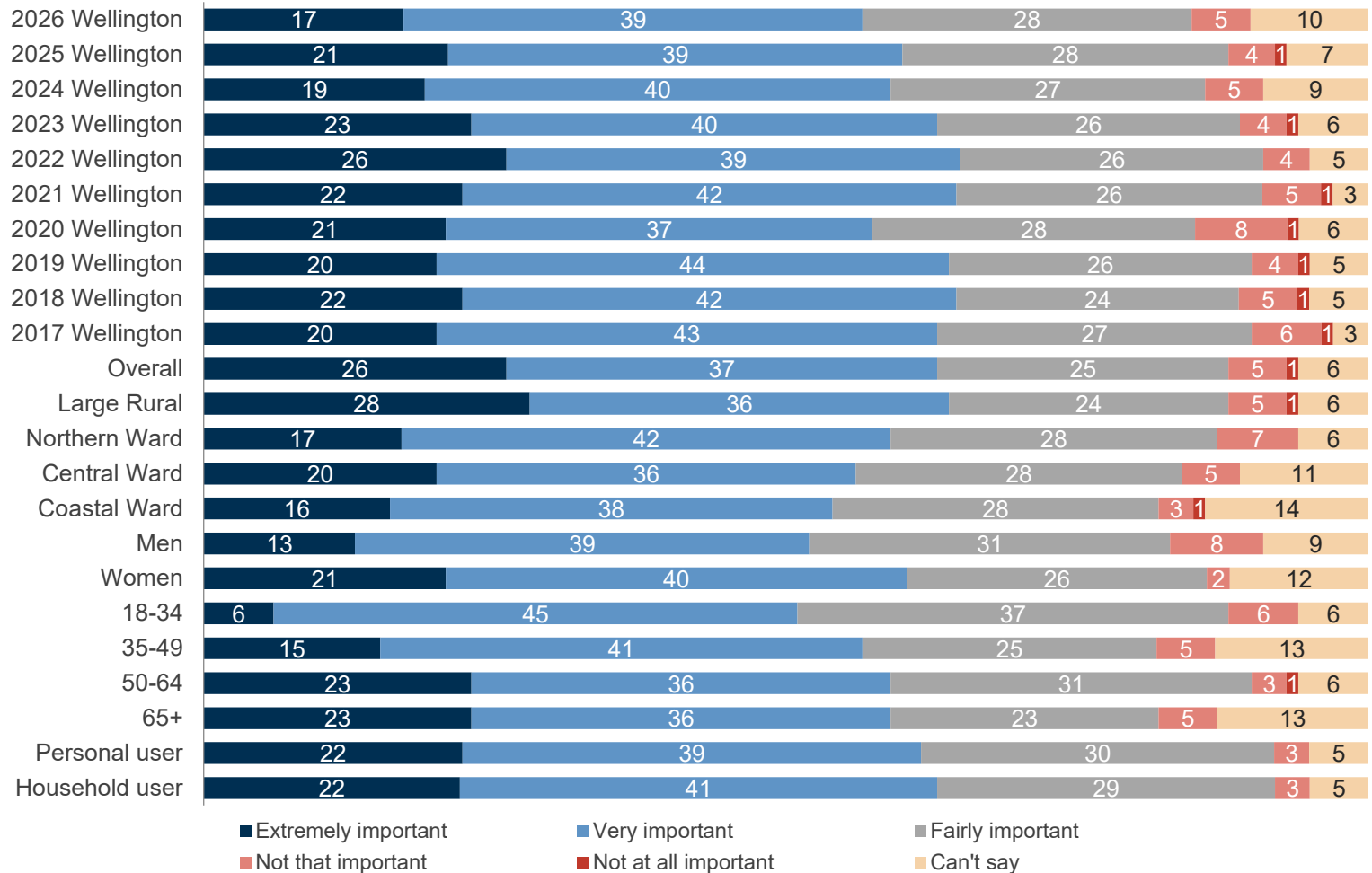
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2026 town planning importance (%)





Council's general town planning policy performance



2026 town planning performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	58	60	56	59	59	56	60	62	57	58
Central Ward	57	59	60	58	61	63	62	65	61	65
Women	55	61	58	57	62	60	60	64	62	63
Coastal Ward	55	54	50	56	62	56	58	61	52	52
Wellington	55	58	55	55	61	60	60	62	59	60
Men	55	56	53	54	59	60	59	60	57	57
65+	55	55	55	57	62	67	62	58	62	61
18-34	53	67	52	50	62	60	61	67	60	64
Northern Ward	53	61	54	51	60	59	58	59	61	60
50-64	53	49	57	55	60	54	55	60	58	58
Personal user	52	51	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	52	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	51▼	48	50	50	54	55	54	55	54	53
Large Rural	47▼	46	48	49	53	55	54	55	54	54

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

Base: All respondents. Councils asked: 9 Councils asked group: 3

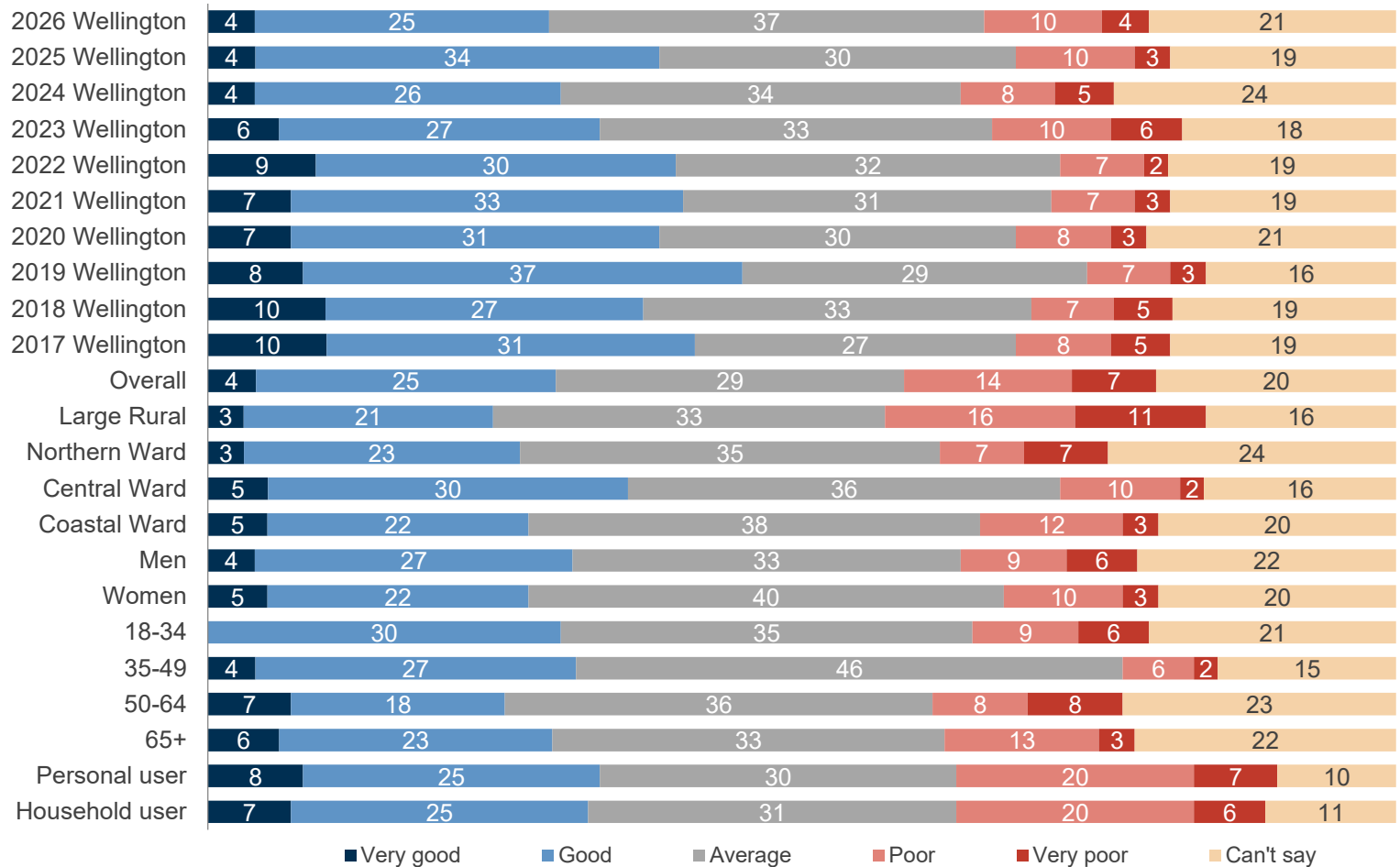
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2026 town planning performance (%)





Planning and building permits importance



2026 planning and building permits importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	72▲	69	73	72	73	75	73	70	72	70
Personal user	71	71	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	70	71	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	70	71	72	72	73	73	71	71	71	72
Large Rural	70	71	73	72	73	73	71	71	70	72
Women	70	68	71	72	73	72	71	71	66	70
50-64	69	74	67	69	72	69	68	74	69	72
Northern Ward	69	67	67	67	69	68	66	67	66	69
Central Ward	68	67	67	70	72	70	70	69	66	72
Wellington	68	67	68	68	70	69	68	68	66	69
35-49	67	68	69	68	70	65	70	66	62	64
Coastal Ward	67	67	72	67	70	67	65	70	66	66
Men	66	65	66	65	68	66	65	65	66	69
18-34	60▼	58	62	63	66	64	60	63	59	71

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

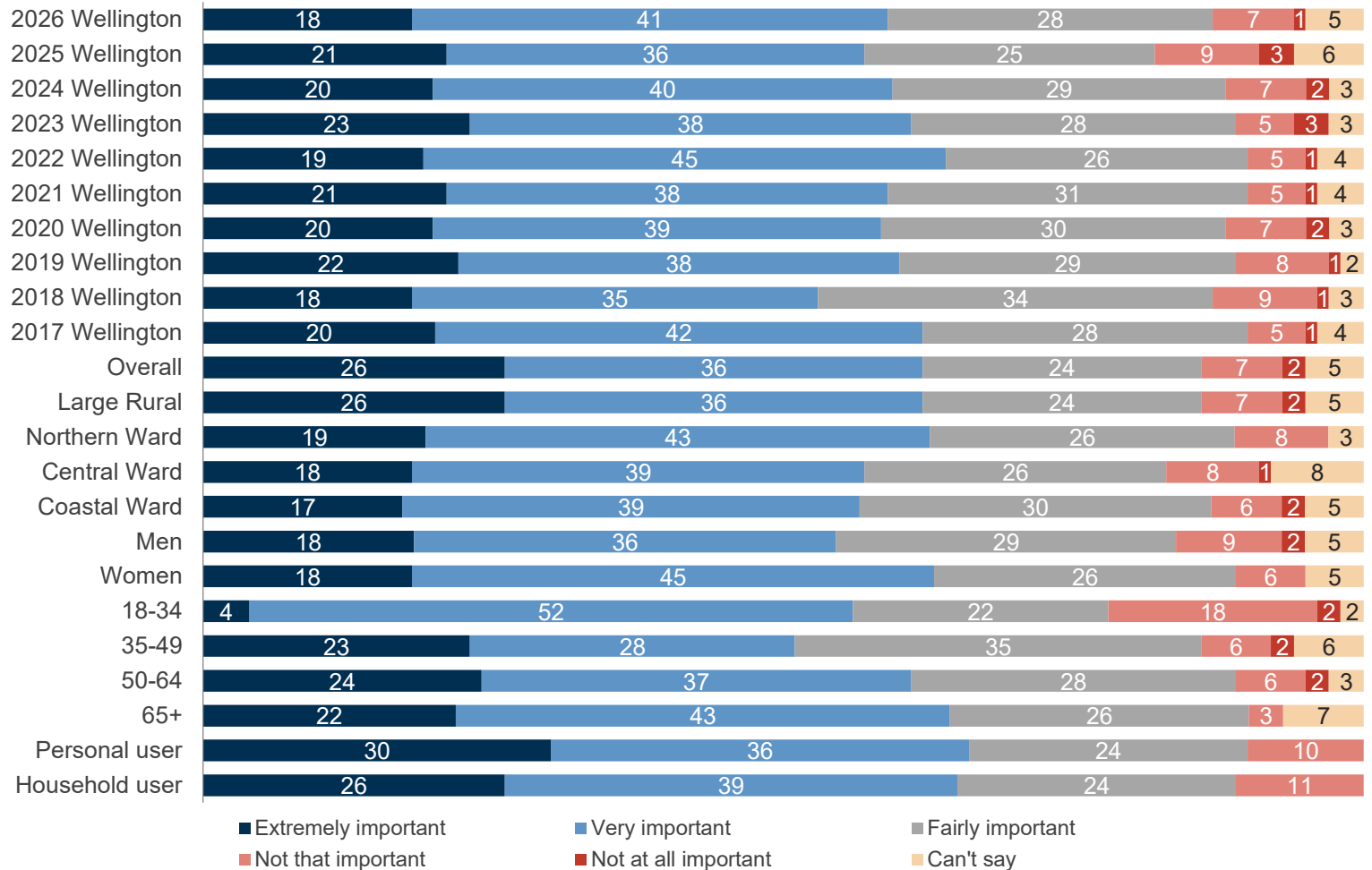
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2026 planning and building permits importance (%)





Planning and building permits performance



2026 planning and building permits performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Coastal Ward	56	50	53	58	58	53	61	58	57	58
35-49	56	53	51	54	65	55	60	64	58	55
18-34	55	56	58	53	62	61	65	62	54	59
Women	54	54	59	58	60	55	59	63	58	62
Central Ward	54	55	58	56	59	59	61	63	57	59
Wellington	54	53	55	55	60	58	60	60	57	58
65+	54	53	53	57	58	62	59	55	59	60
Men	54	53	52	53	61	61	60	57	55	54
Personal user	52	51	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	52	54	55	52	62	60	58	57	56	57
50-64	51	47	59	56	57	53	55	59	55	57
Household user	50	51	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	46▼	43	45	47	50	51	51	52	52	51
Large Rural	44▼	41	41	42	46	48	49	49	49	48

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

Base: All respondents. Councils asked: 11 Councils asked group: 3

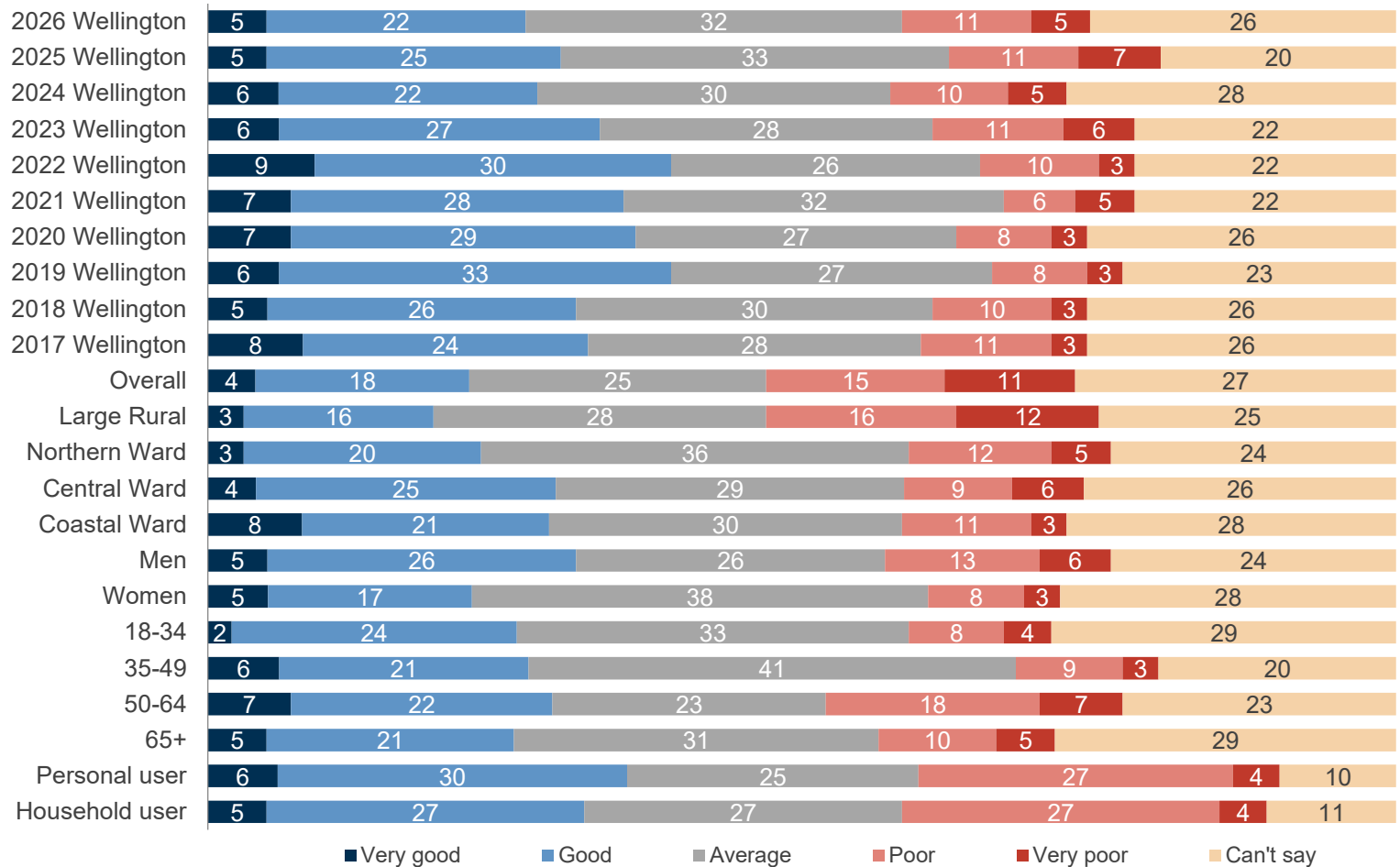
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2026 planning and building permits performance (%)





Environmental sustainability importance



2026 environmental sustainability importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Household user	72▲	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	71▲	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69▲	69	73	71	71	75	76	76	77	73
65+	68	65	69	68	69	69	69	67	67	65
Northern Ward	65	61	64	64	71	69	74	70	70	69
Overall	65	65	68	70	73	74	74	74	73	72
Large Rural	65	64	67	68	71	72	73	74	73	72
Wellington	64	61	65	65	70	71	74	71	70	67
Central Ward	64	62	64	64	67	72	73	73	71	65
Coastal Ward	63	60	69	67	74	72	74	66	68	67
18-34	63	56	58	61	70	71	79	72	72	67
50-64	63	61	66	63	75	75	72	73	71	70
35-49	59	61	66	64	70	70	76	72	69	65
Men	59▼	54	57	58	70	67	71	66	63	61

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

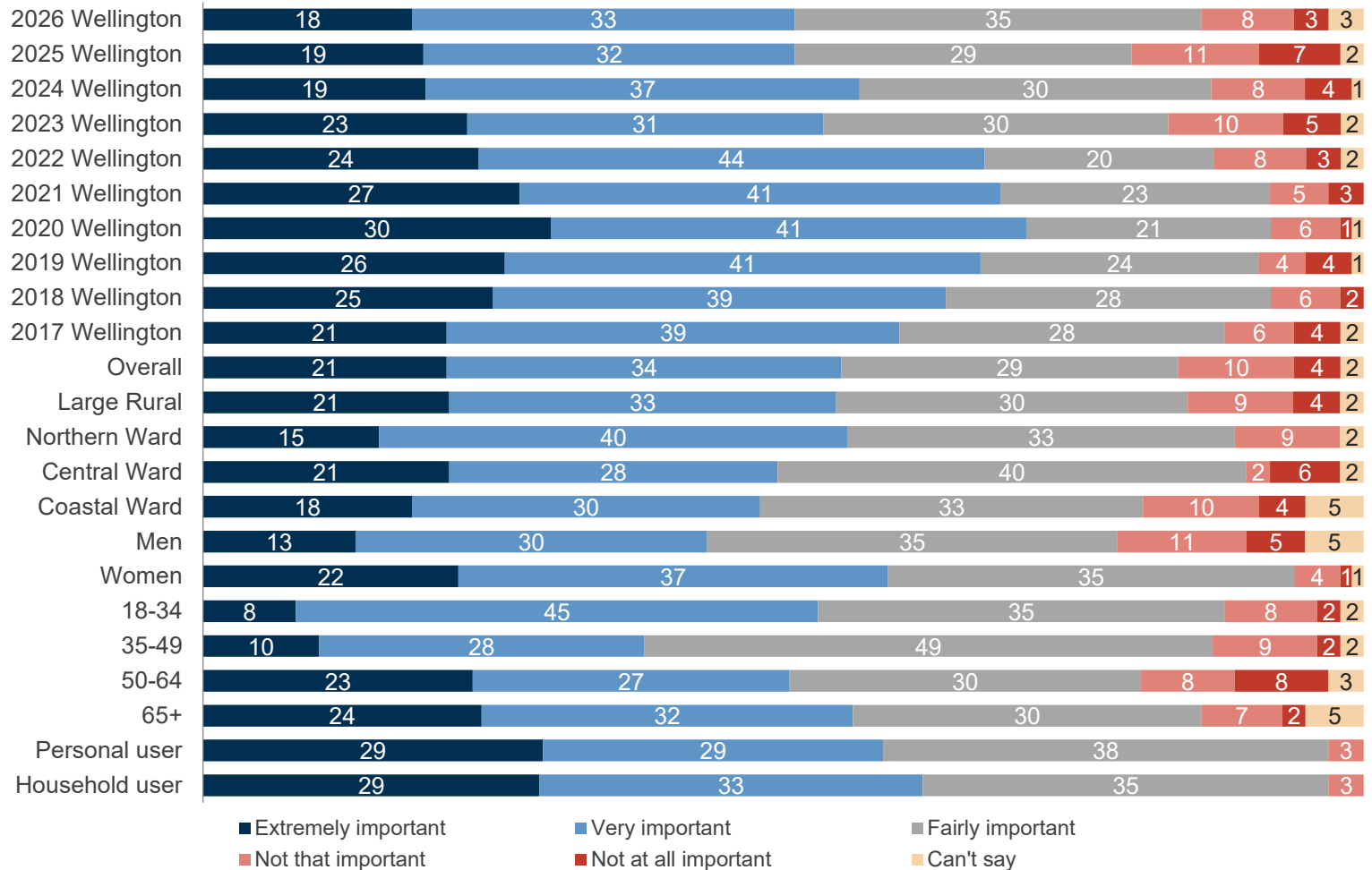
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2026 environmental sustainability importance (%)





Environmental sustainability performance



2026 environmental sustainability performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	62	57	56	62	56	63	63	64	61	64
65+	61	56	59	59	64	64	60	59	64	64
Overall	60	59	60	60	61	62	60	62	63	64
Personal user	60	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Ward	59	55	54	60	58	62	60	58	58	62
Central Ward	59	62	61	65	67	63	62	68	63	68
Household user	59	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58	58	58	58	59	61	60	61	61	62
Men	58	57	58	59	63	64	61	62	62	64
Wellington	58	59	59	61	62	62	59	63	62	65
Women	58	60	61	64	60	60	57	63	62	66
50-64	57	58	62	64	62	58	62	63	59	62
Northern Ward	56	59	60	58	59	62	56	59	62	63
18-34	49▼	67	61	64	64	62	54	65	64	70

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

Base: All respondents. Councils asked: 12 Councils asked group: 3

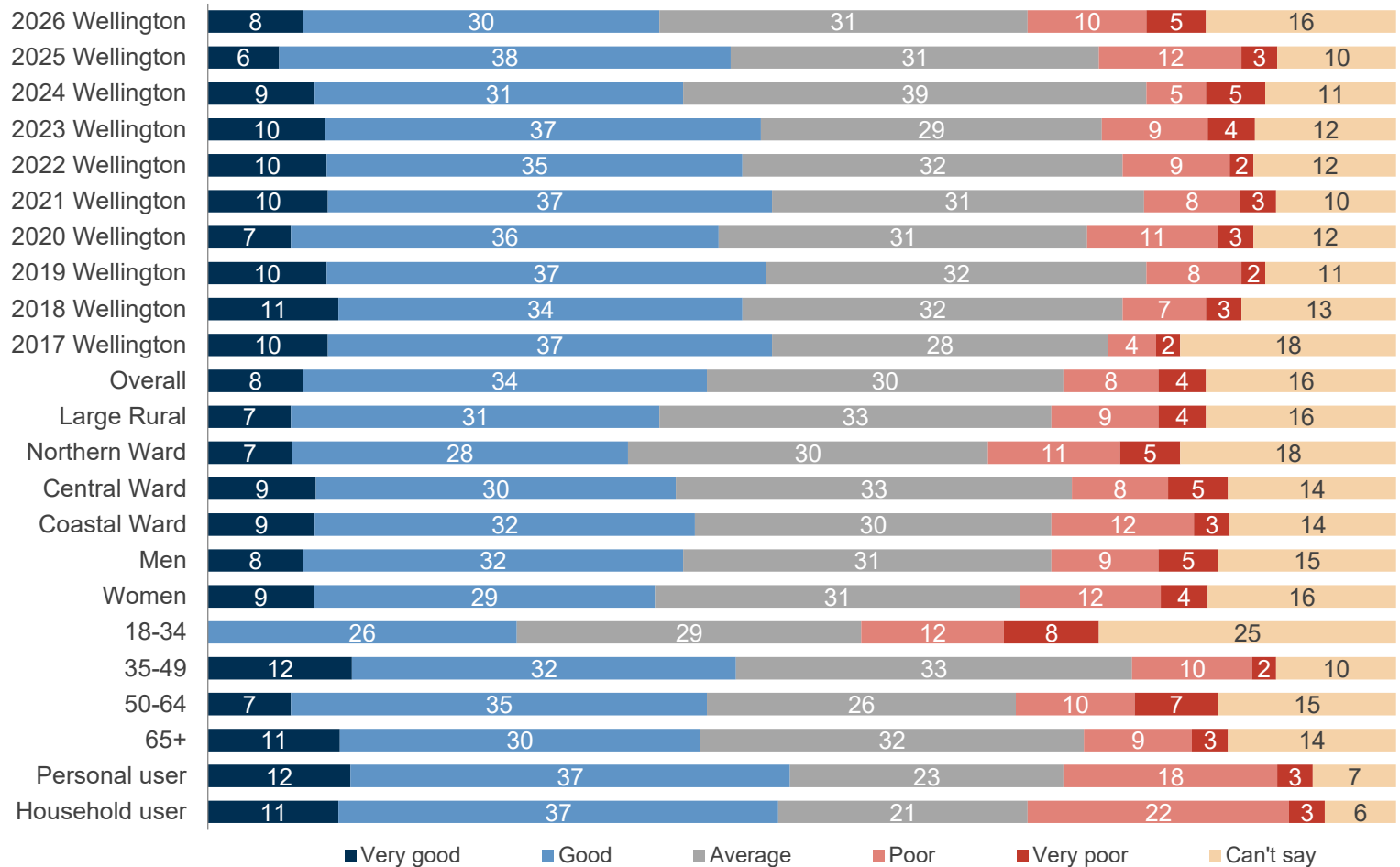
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2026 environmental sustainability performance (%)





Emergency and disaster management importance



2026 emergency and disaster management importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Personal user	87▲	84	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84▲	81	86	85	85	86	87	87	86	85
Household user	83	84	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	83	77	83	80	83	81	84	82	82	81
65+	81	78	83	80	81	84	82	79	82	80
18-34	81	79	82	81	84	84	86	85	83	80
Central Ward	81	77	81	78	80	85	84	84	82	82
Large Rural	81	79	80	80	81	81	81	82	82	81
Wellington	80	78	83	80	82	83	84	83	82	81
Overall	80	79	80	80	81	81	80	81	81	80
50-64	80	77	81	79	85	83	82	85	81	82
35-49	78	80	85	78	81	81	85	83	81	80
Coastal Ward	78	80	84	82	85	84	85	82	81	78
Men	77	76	79	75	80	80	81	79	78	76

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

Base: All respondents. Councils asked: 5 Councils asked group: 3

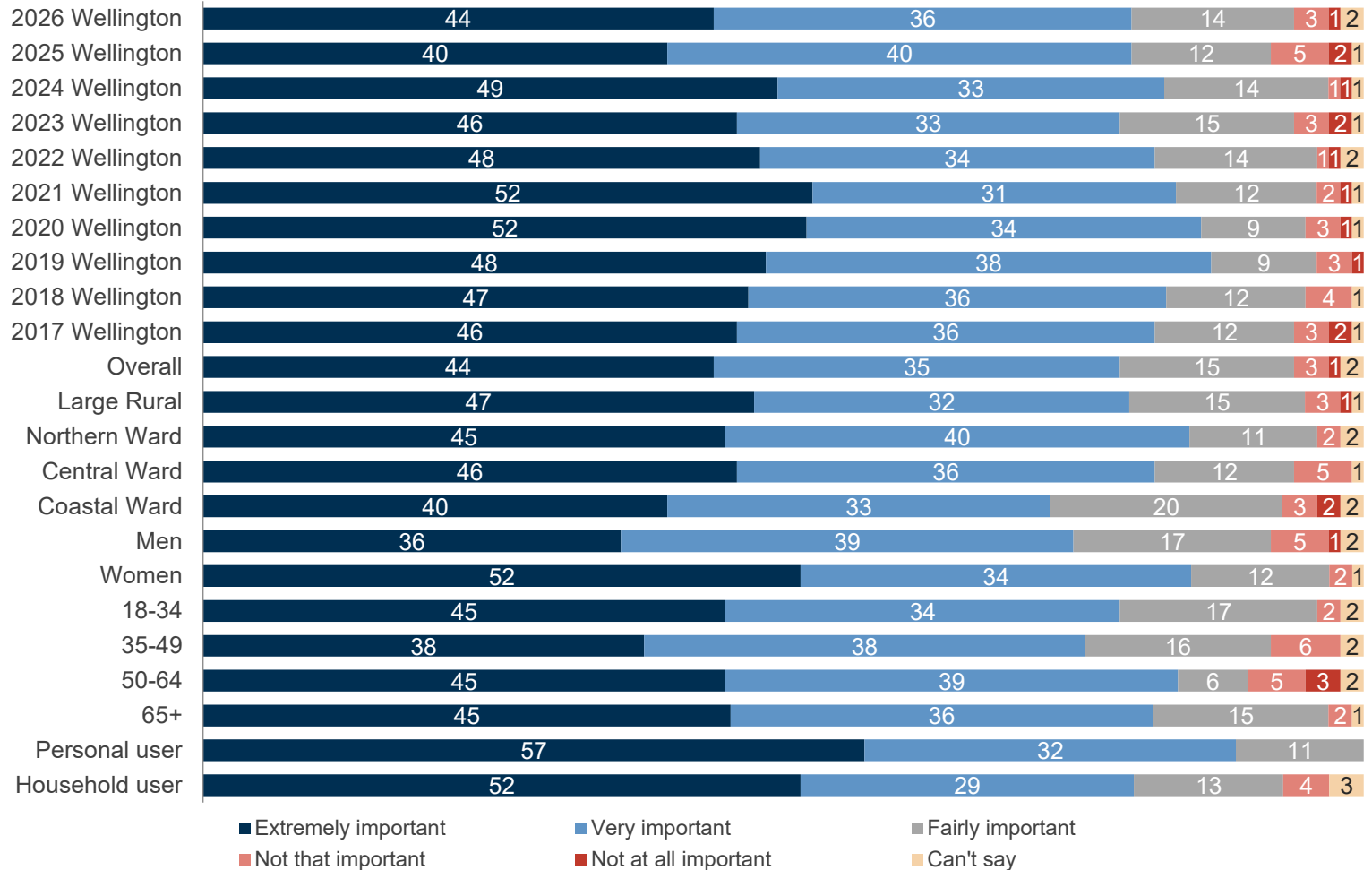
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2026 emergency and disaster management importance (%)





Emergency and disaster management performance



2026 emergency and disaster management performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	68	69	68	70	72	73	74	78	73	76
Overall	68▲	65	65	65	66	71	68	72	71	70
50-64	66	64	65	67	72	70	68	77	70	70
Men	66	65	63	64	68	71	71	71	72	69
65+	66	66	67	67	71	73	72	73	75	72
Personal user	66	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wellington	65	67	65	66	69	71	71	74	73	72
Large Rural	64	65	65	64	66	71	69	72	71	70
Women	64	70	68	69	69	72	72	78	73	76
Coastal Ward	64	62	55	66	62	70	68	72	71	64
Northern Ward	63	71	68	64	68	71	69	71	73	73
18-34	63	72	63	67	67	72	69	73	70	74
35-49	63	66	65	65	64	70	74	74	76	74
Household user	62	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

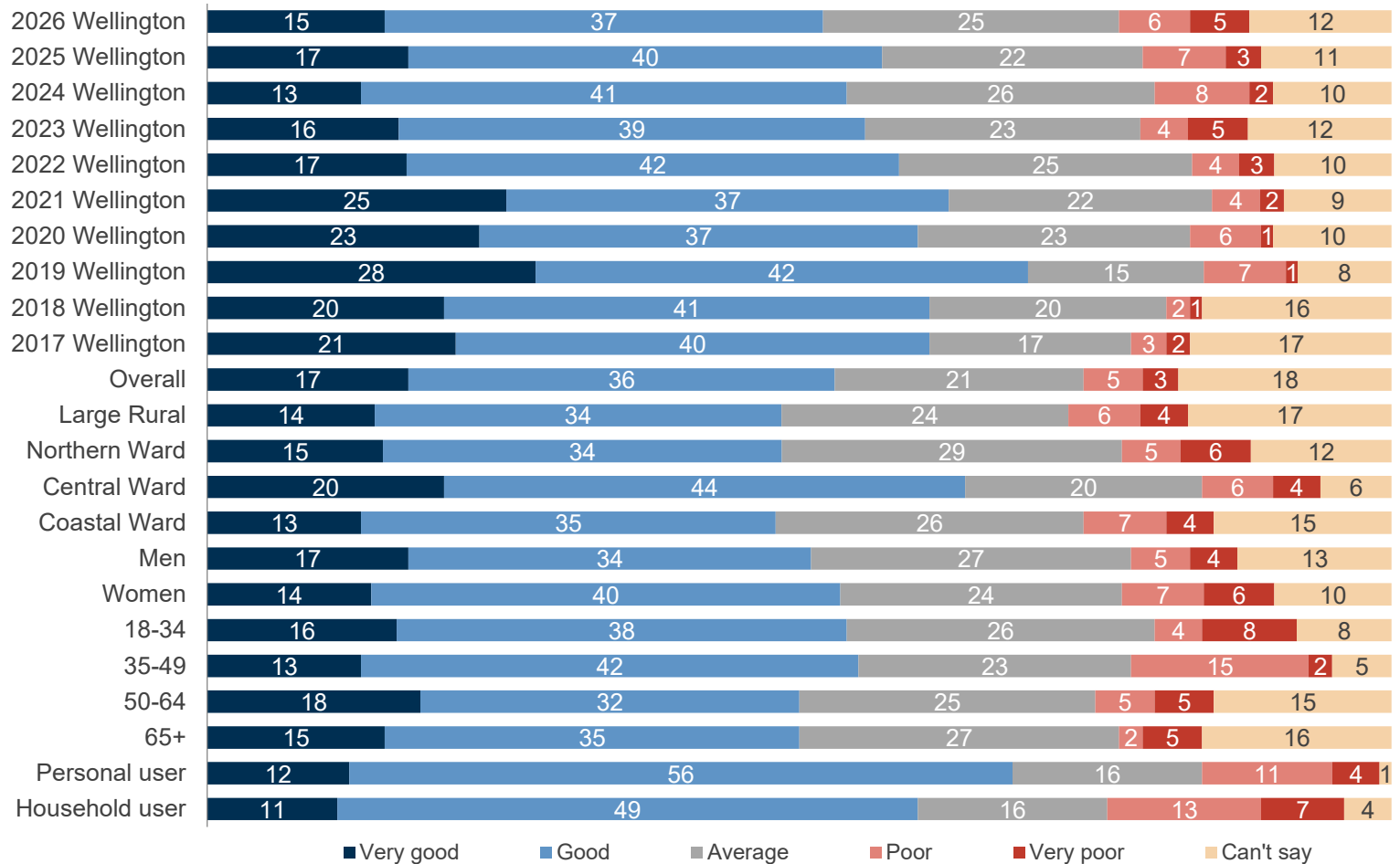
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2026 emergency and disaster management performance (%)





Planning for population growth in the area importance



2026 population growth importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Large Rural	76▲	73	74	76	75	74	75	77	78	78
Women	75▲	69	73	74	74	73	n/a	n/a	n/a	n/a
Overall	74▲	73	75	76	77	76	76	77	77	76
Personal user	74	72	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	70	74	70	72	75	n/a	n/a	n/a	n/a
Household user	73	73	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	72	73	75	73	70	76	n/a	n/a	n/a	n/a
Northern Ward	72	66	74	73	73	71	n/a	n/a	n/a	n/a
Wellington	71	68	74	72	71	72	n/a	n/a	n/a	n/a
18-34	70	57	76	70	70	70	n/a	n/a	n/a	n/a
35-49	69	70	71	76	68	72	n/a	n/a	n/a	n/a
Coastal Ward	68	65	72	70	67	68	n/a	n/a	n/a	n/a
50-64	67	75	73	76	75	72	n/a	n/a	n/a	n/a
Men	67	66	74	71	68	72	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: 3 Councils asked group: 2

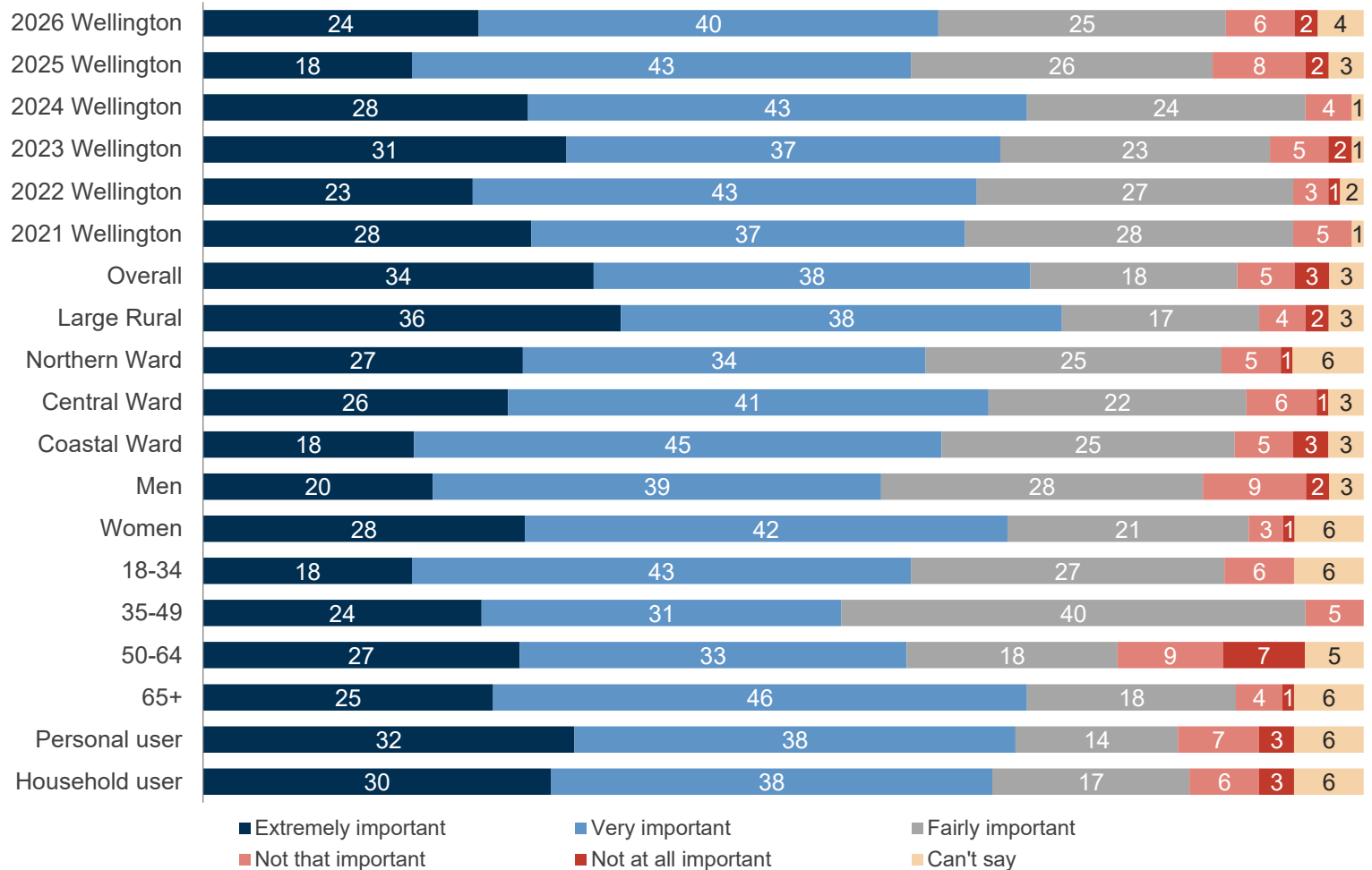
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2026 population growth importance (%)





Planning for population growth in the area performance



2026 population growth performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Personal user	59	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	55	54	51	59	56	n/a	n/a	n/a	n/a
Household user	58	58	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	57	62	55	54	57	61	n/a	n/a	n/a	n/a
Women	55	60	59	57	60	57	n/a	n/a	n/a	n/a
65+	55	56	56	60	59	65	n/a	n/a	n/a	n/a
Wellington	54	57	55	54	59	60	n/a	n/a	n/a	n/a
Men	54	56	52	50	59	63	n/a	n/a	n/a	n/a
18-34	54	67	54	45	61	62	n/a	n/a	n/a	n/a
Central Ward	53	60	59	57	63	64	n/a	n/a	n/a	n/a
Coastal Ward	53	50	50	48	60	49	n/a	n/a	n/a	n/a
50-64	49	51	58	54	59	53	n/a	n/a	n/a	n/a
Overall	48▼	48	47	48	52	53	51	52	52	52
Large Rural	48▼	46	46	45	49	51	47	49	48	48

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

Base: All respondents. Councils asked: 6 Councils asked group: 2

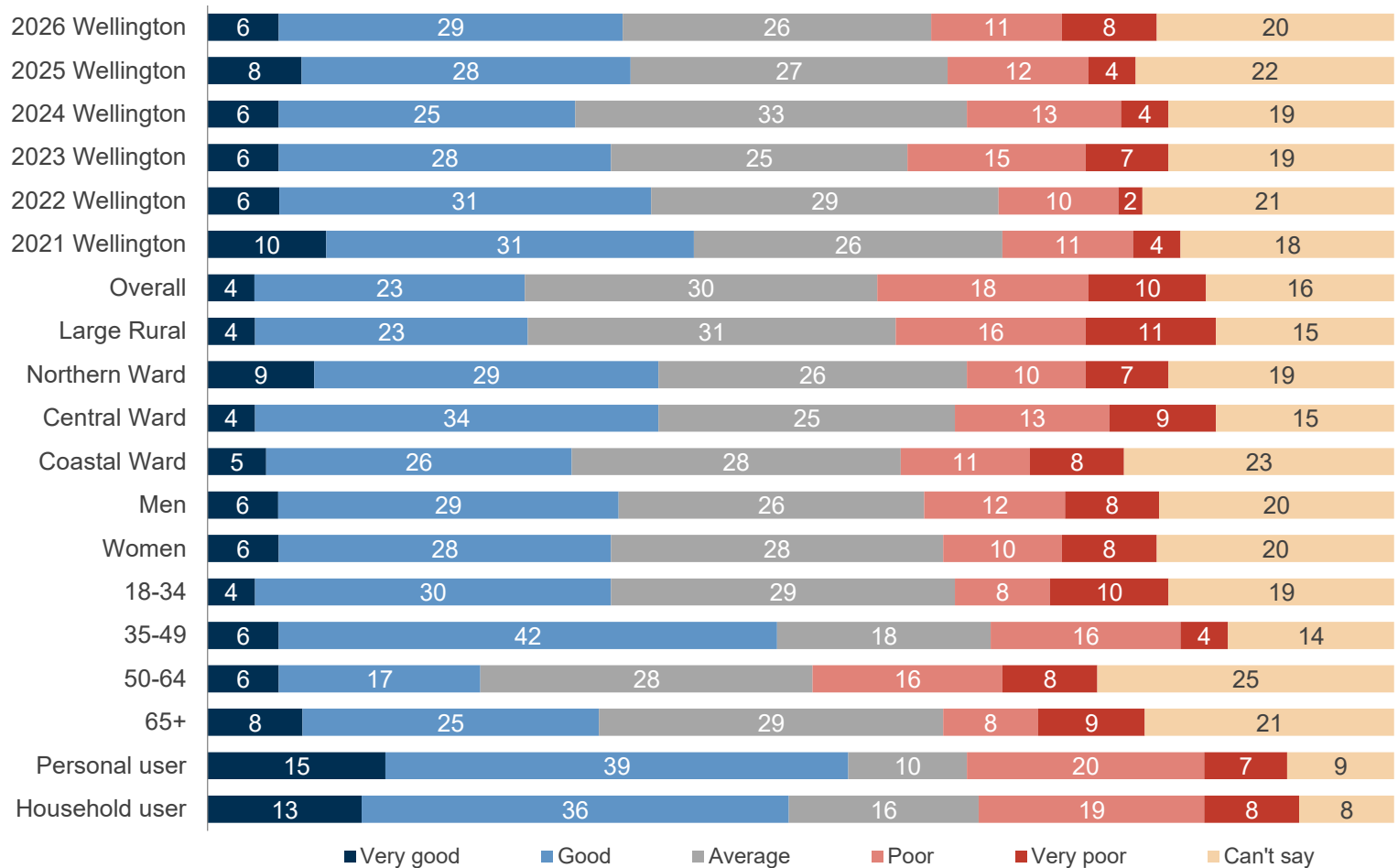
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2026 population growth performance (%)





Roadside slashing and weed control importance



2026 roadside slashing and weed control importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Coastal Ward	82	80	80	81	81	79	81	77	81	82
Women	82	78	79	81	83	80	77	77	76	78
50-64	82	80	82	84	81	79	80	76	79	79
65+	82	80	78	81	80	82	78	77	80	78
35-49	81	75	79	74	84	79	79	75	72	73
Large Rural	79	78	79	80	81	79	78	76	75	75
Overall	79	79	80	79	79	79	78	74	73	74
Wellington	79	77	78	80	80	78	77	73	75	74
Northern Ward	79	76	80	81	81	79	78	73	77	74
Personal user	77	79	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	77	78	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	77	77	79	78	76	77	69	74	70
Central Ward	76	76	75	78	78	75	75	71	71	69
18-34	71▼	72	74	82	77	68	72	62	69	64

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

Base: All respondents. Councils asked: 4 Councils asked group: 2

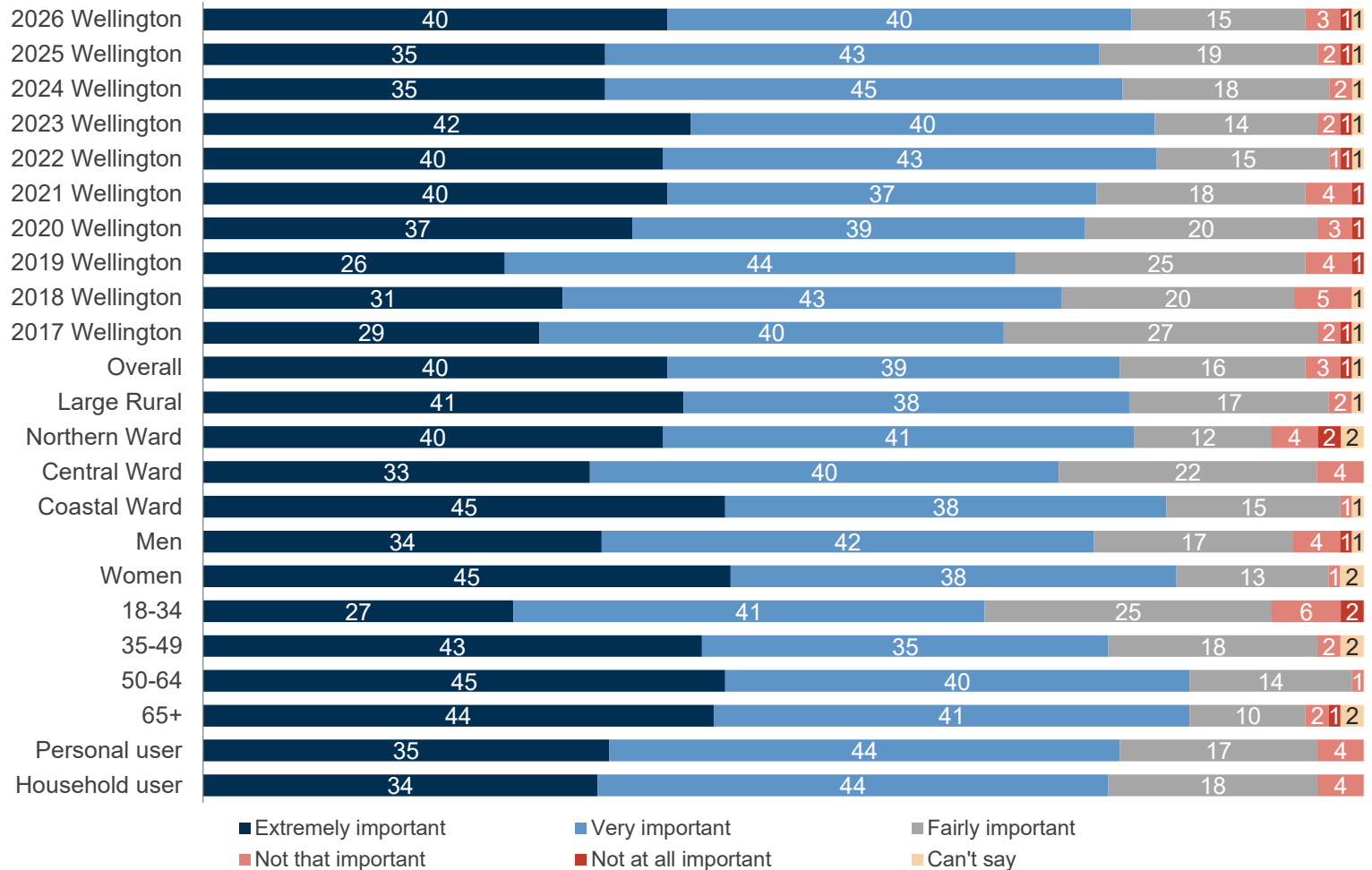
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2026 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2026 roadside slashing and weed control performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	48▲	56	52	50	51	56	57	62	59	60
18-34	47	59	40	49	47	54	55	63	56	61
Personal user	45	54	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	45▲	47	45	46	49	51	49	56	55	53
Household user	45	55	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	51	43	42	46	57	50	56	53	52
Large Rural	43	46	43	43	44	51	48	52	51	50
Wellington	41	50	44	44	45	55	51	56	55	54
35-49	40	49	46	38	39	56	49	55	58	53
65+	39	46	45	44	48	57	49	50	54	51
Women	39	50	45	45	44	54	52	56	56	57
Northern Ward	38	51	39	36	40	54	46	52	53	50
Coastal Ward	38	44	42	45	46	55	48	49	48	53
50-64	37	49	44	42	42	53	52	56	51	52

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

Base: All respondents. Councils asked: 5 Councils asked group: 2

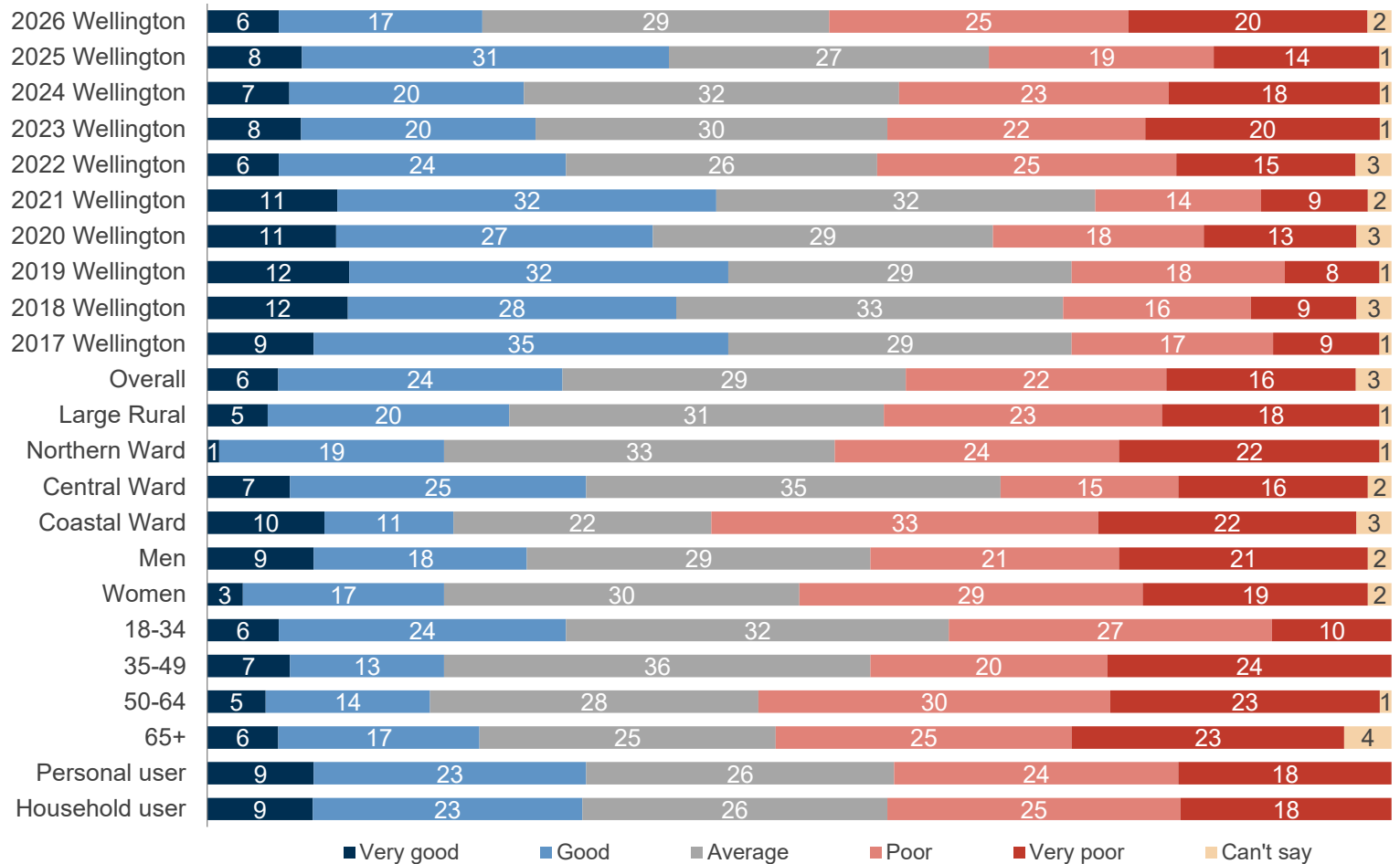
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2026 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area importance



2026 unsealed roads importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
50-64	84	84	85	84	81	83	82	81	83	83
Women	83	83	86	86	86	80	81	82	81	82
Overall	83	83	84	83	83	81	80	80	80	79
Large Rural	83	82	84	83	82	80	79	79	78	77
Household user	82	83	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Ward	82	83	84	83	84	80	79	82	80	79
Personal user	82	82	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Ward	81	82	83	87	85	82	81	84	83	87
Wellington	81	81	82	82	83	79	80	79	79	79
18-34	81	82	78	84	84	74	74	77	79	73
35-49	80	78	85	83	80	79	84	81	76	77
65+	79	82	82	81	84	81	79	80	79	83
Men	78	80	79	79	79	78	79	77	78	76
Central Ward	78	79	80	79	79	77	80	76	77	75

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

Base: All respondents. Councils asked: 6 Councils asked group: 3

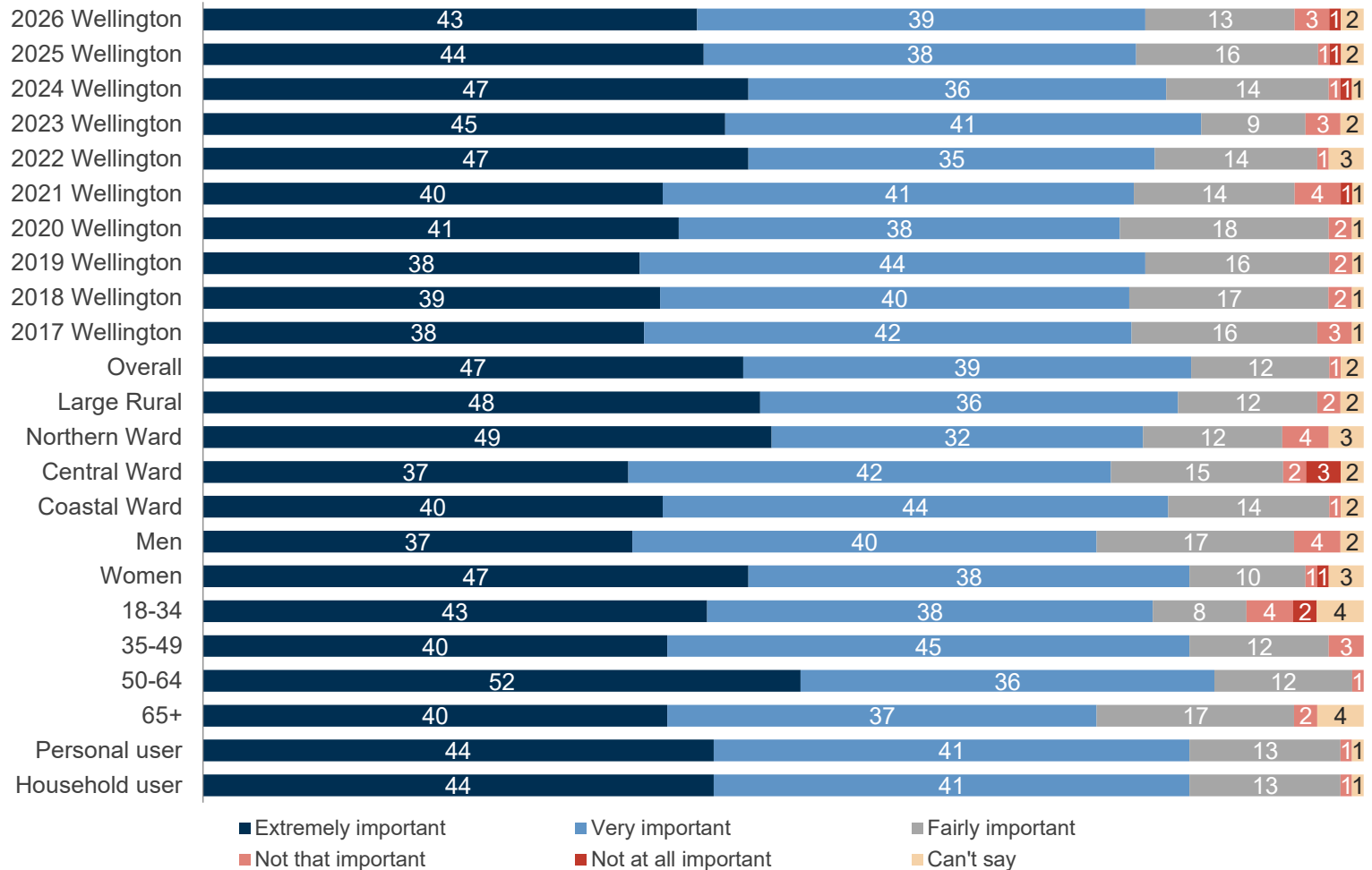
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2026 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2026 unsealed roads performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Central Ward	45▲	50	49	46	54	56	57	54	53	54
Men	43▲	46	41	41	47	52	52	51	46	47
65+	43	44	43	46	47	55	52	49	48	45
Overall	40	38	36	37	41	45	44	44	43	44
Wellington	38	43	40	40	44	51	52	50	47	47
Household user	37	44	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Coastal Ward	37	39	36	43	37	42	47	37	40	37
Personal user	37	44	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	36	36	34	35	39	44	42	41	41	42
35-49	35	40	39	32	39	48	48	48	47	45
50-64	35	44	43	41	44	46	50	53	45	45
18-34	35	44	35	37	45	53	57	50	47	51
Northern Ward	35	42	36	32	39	51	48	51	42	45
Women	33▼	41	39	39	42	49	51	49	47	46

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

Base: All respondents. Councils asked: 10 Councils asked group: 4

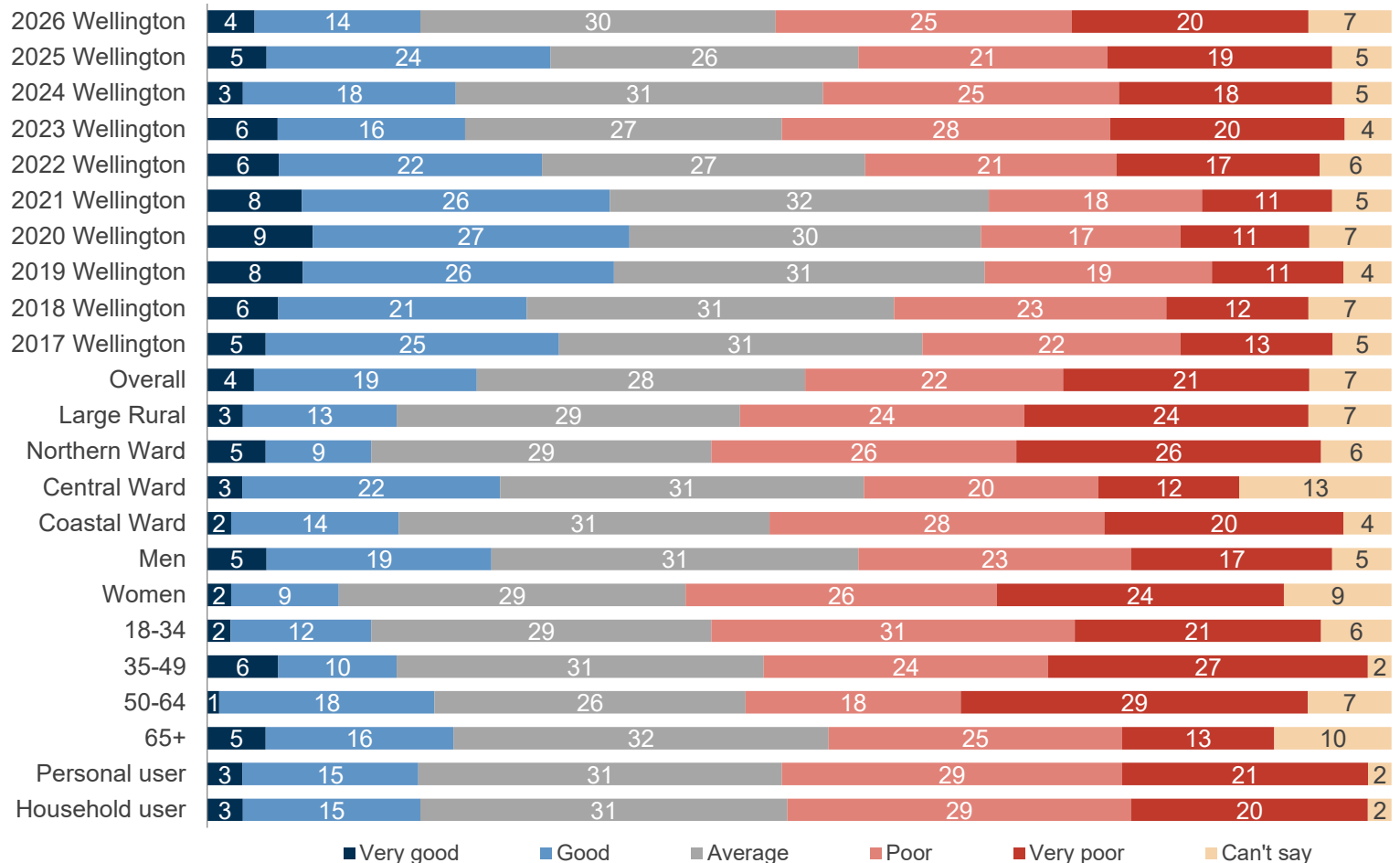
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2026 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 image of a crowd of people, possibly at a sporting event or festival, with some individuals wearing red and white clothing.

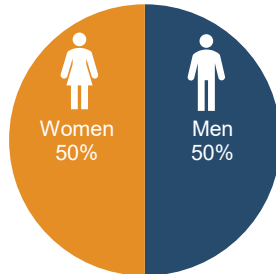
Detailed demographics



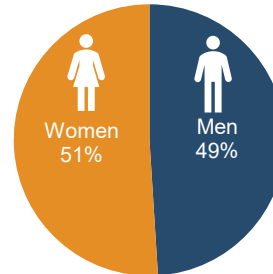
Gender and age profile

2026 gender

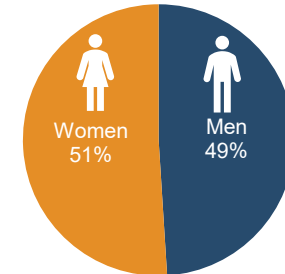
Wellington



Large Rural

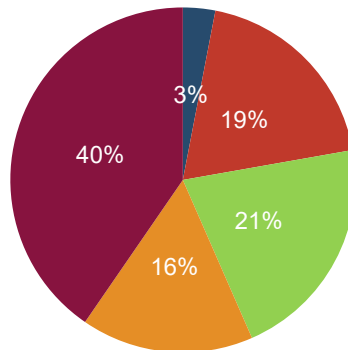


Overall

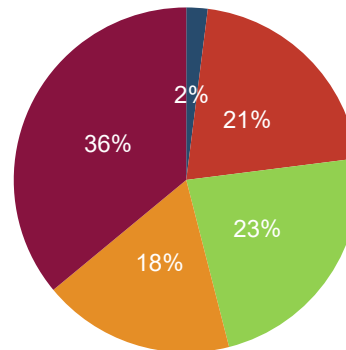


2026 age

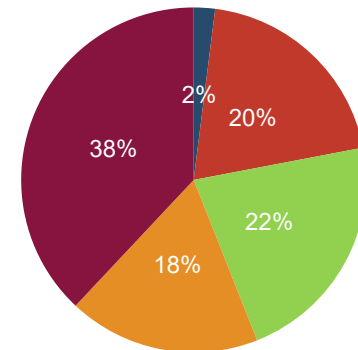
Wellington



Large Rural



Overall



■ 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: 23 Councils asked group: 7

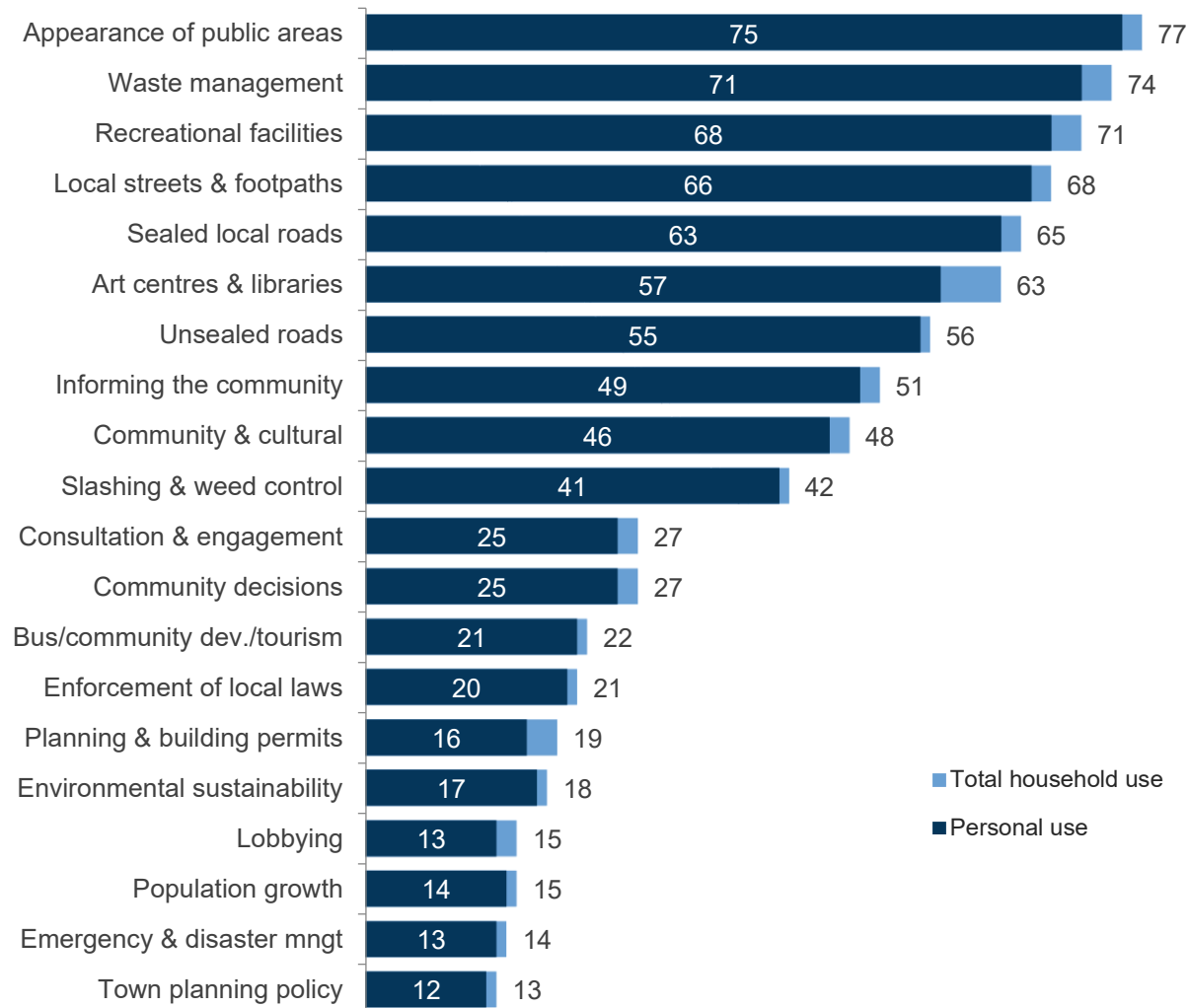
An "Other" option has been included for gender, hence the results may not add to 100%.

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



2026 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 2026 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 37,100 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	201	201	+/-6.9
Women	198	198	+/-7.0
Northern Ward	154	156	+/-7.9
Central Ward	99	100	+/-9.9
Coastal Ward	147	144	+/-8.1
18-34 years	49	89	+/-14.1
35-49 years	51	86	+/-13.8
50-64 years	87	65	+/-10.6
65+ years	213	160	+/-6.7



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 can be found in this section including:

- Survey methodology and sampling
- 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 2026 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 2026 results are compared with previous years, as detailed below:

- 2025, n=400 completed interviews, conducted in the period of 28th January – 16th March.
- 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.

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 February 2nd - March 15th, 2026.



Appendix B: Analysis and reporting

In 2026, 23 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting, JWS Research 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 2012-2026 vary.

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:

- Baw Baw, Glenelg, Golden Plains, Macedon Ranges, Moorabool, South Gippsland and Wellington.

Wherever appropriate, results for Wellington Shire Council have been compared against those in the Large Rural group, as well as against all other participating councils (“Overall”).



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 2026 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. Alternatively, some questions in the 2026 Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Every council that participated in the 2026 Local Government Community Satisfaction Survey receives a customised report. 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: 2026 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.

Overall average: The average result for all participating councils.

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.

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.

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