



2025 Local Government Community Satisfaction Survey

Latrobe City Council

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



J W S R E S E A R C H



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Appearance of public areas</u>	<u>93</u>
<u>Key findings and recommendations</u>	<u>6</u>	<u>Art centres and libraries</u>	<u>97</u>
<u>Detailed findings</u>	<u>14</u>	<u>Community and cultural activities</u>	<u>101</u>
<u>Overall performance</u>	<u>15</u>	<u>Waste management</u>	<u>105</u>
<u>Customer service</u>	<u>34</u>	<u>Business and community development and tourism</u>	<u>109</u>
<u>Communication</u>	<u>43</u>	<u>Planning and building permits</u>	<u>113</u>
<u>Council direction</u>	<u>48</u>	<u>Environmental sustainability</u>	<u>117</u>
<u>Individual service areas</u>	<u>52</u>	<u>Emergency and disaster management</u>	<u>121</u>
<u>Community consultation and engagement</u>	<u>53</u>	<u>Planning for population growth</u>	<u>125</u>
<u>Lobbying on behalf of the community</u>	<u>57</u>	<u>Maintenance of unsealed roads</u>	<u>129</u>
<u>Decisions made in the interest of the community</u>	<u>61</u>	<u>Business and community development</u>	<u>133</u>
<u>Condition of sealed local roads</u>	<u>65</u>	<u>Tourism development</u>	<u>137</u>
<u>Informing the community</u>	<u>69</u>	<u>Detailed demographics</u>	<u>141</u>
<u>Condition of local streets and footpaths</u>	<u>73</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>144</u>
<u>Parking facilities</u>	<u>77</u>	<u>Appendix B: Further project information</u>	<u>148</u>
<u>Enforcement of local laws</u>	<u>81</u>		
<u>Family support services</u>	<u>85</u>		
<u>Recreational facilities</u>	<u>89</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 26 years

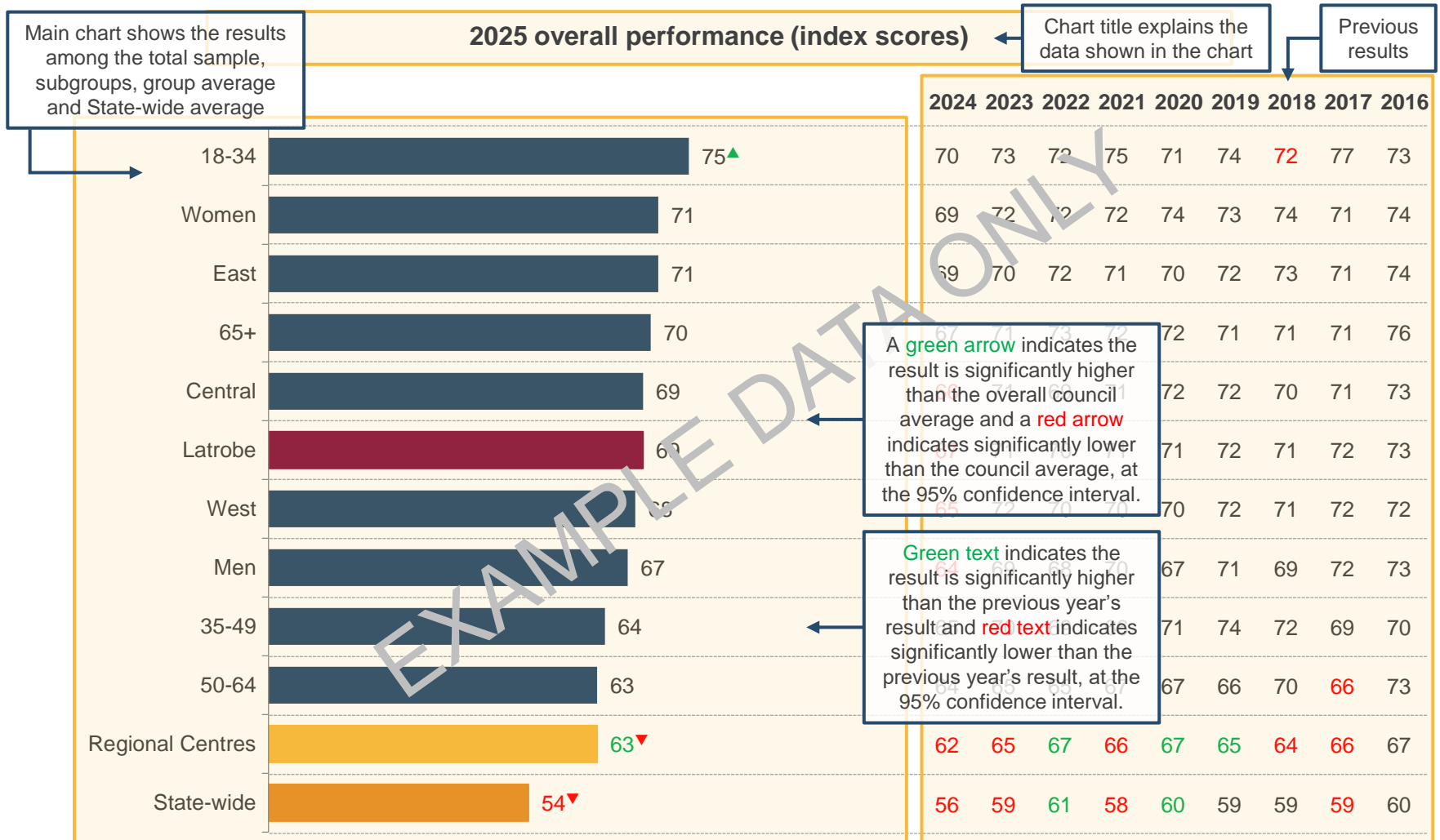
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

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

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



How to read index score charts in this report



Question asked and base size(s)

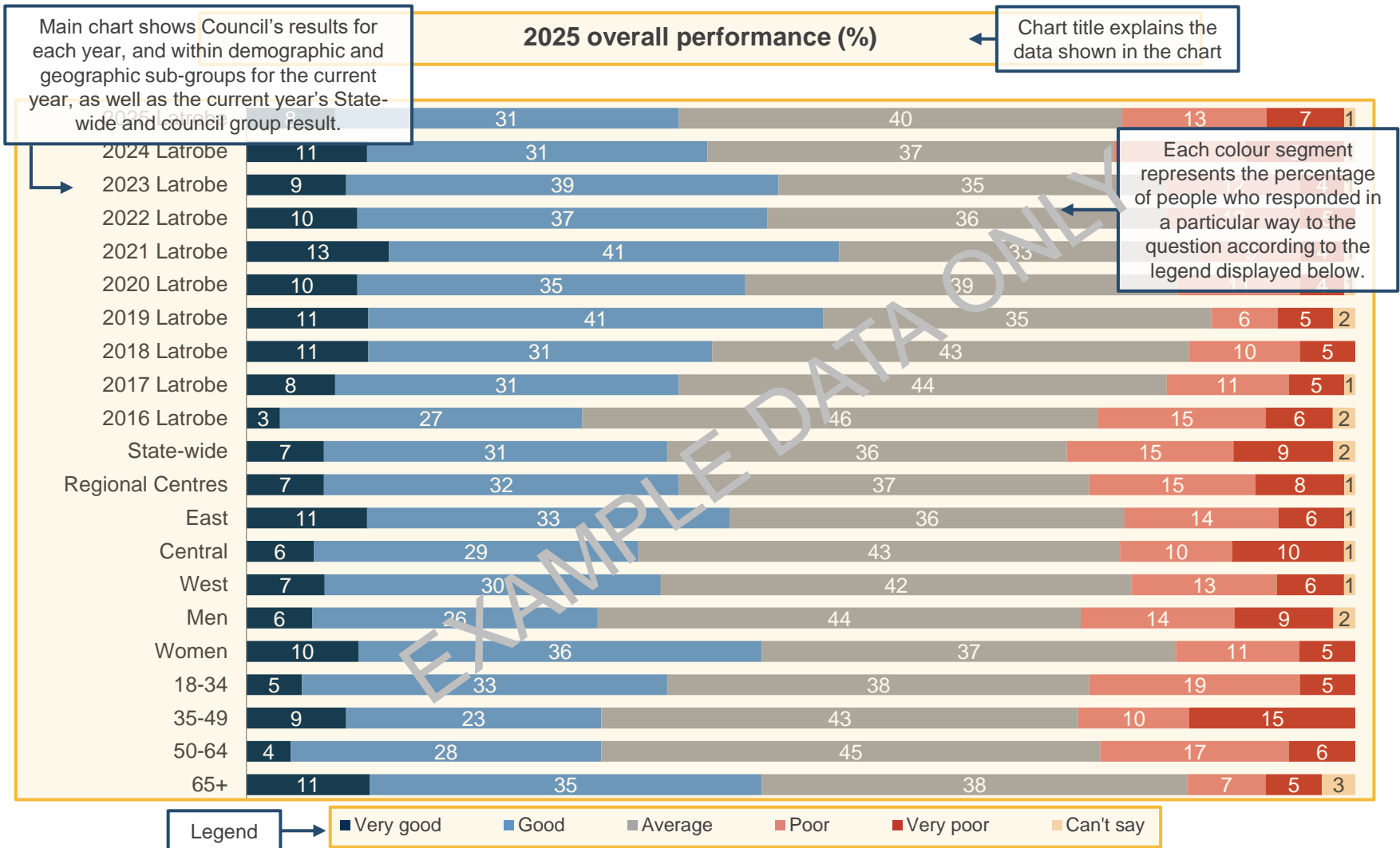
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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



Latrobe City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Latrobe 55



Regional Centres 54



State-wide 53

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

≡ on par



Waste management

▲ higher



Recreational facilities

≡ on par

Lowest performing areas



Unsealed roads

▲ higher



Community decisions

≡ on par



Parking facilities

▼ lower



Lobbying

≡ on par



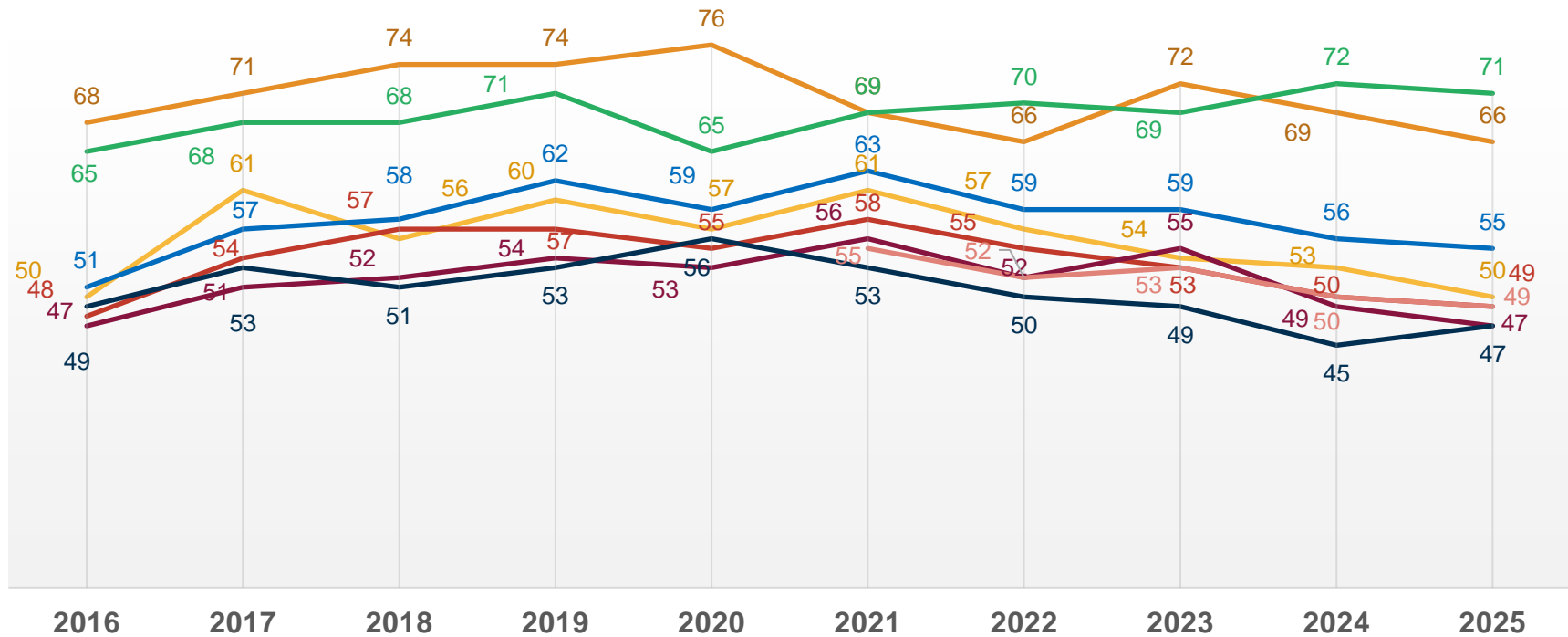
Customer service

≡ on par



Summary of core measures

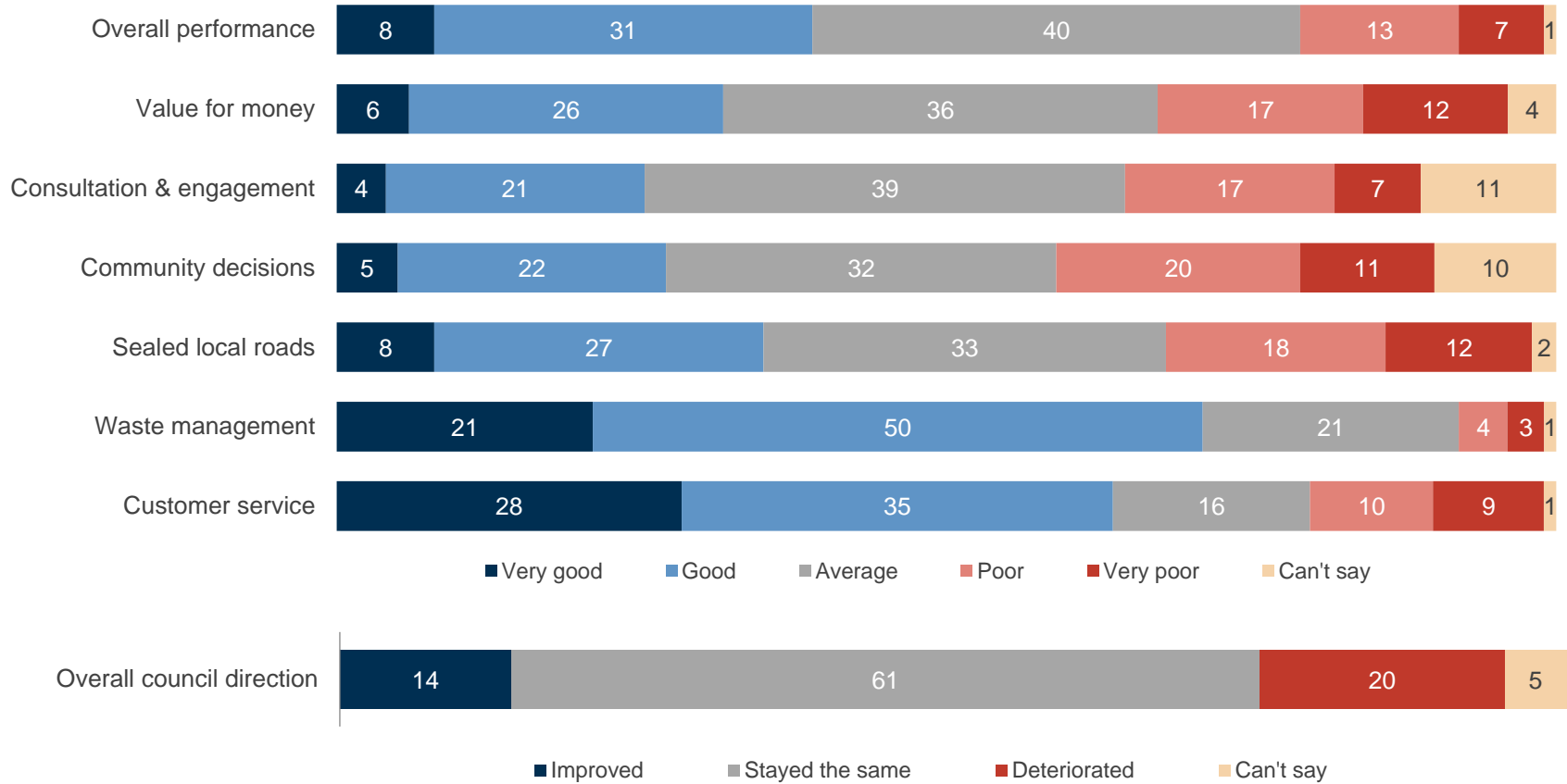
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Latrobe City Council performance

Services		Latrobe 2025	Latrobe 2024	Regional Centres 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	55	56	54	53	65+ years	35-49 years
	Value for money	49	50	47	47	65+ years	35-49 years
	Overall council direction	47	45	48	46	18-34 years	35-49 years
	Customer service	66	69	68	66	Central residents	18-34 years
	Art centres & libraries	75	78	76	73	65+ years	18-34 years
	Waste management	71	72	65	65	35-49 years	18-34 years
	Recreational facilities	69	73	68	67	65+ years	East residents
	Emergency & disaster mngt	64	67	65	65	65+ years	35-49 years, Central residents
	Appearance of public areas	61	64	68	68	65+ years	18-34 years
	Community & cultural	61	65	64	65	65+ years	35-49 years









Summary of Latrobe City Council performance

Services		Latrobe 2025	Latrobe 2024	Regional Centres 2025	State-wide 2025	Highest score	Lowest score
	Enforcement of local laws	61	62	61	59	35-49 years, Women, West residents	50-64 years
	Family support services	60	63	62	62	65+ years	18-34 years
	Environmental sustainability	58	61	60	59	65+ years	18-34 years
	Business & community dev.	53	56	54	54	West residents	Central residents
	Local streets & footpaths	53	54	53	52	65+ years	18-34 years
	Population growth	53	51	52	48	65+ years	35-49 years
	Tourism development	52	53	59	60	65+ years	35-49 years
	Bus/community dev./tourism	52	55	57	56	65+ years, West residents, Women	Men, 50-64 years
	Informing the community	52	53	53	56	Central residents	West residents
	Sealed local roads	50	53	46	45	65+ years	50-64 years, 18-34 years



Summary of Latrobe City Council performance

Services		Latrobe 2025	Latrobe 2024	Regional Centres 2025	State-wide 2025	Highest score	Lowest score
	Consultation & engagement	49	50	49	50	Women, 65+ years	Men, 18-34 years
	Planning & building permits	49	54	48	43	65+ years	35-49 years
	Lobbying	47	50	49	49	65+ years	Men, 50-64 years, 18-34 years
	Parking facilities	47	50	51	54	East residents	West residents
	Community decisions	47	49	48	49	65+ years	Men
	Unsealed roads	45	45	39	38	65+ years	50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Latrobe City Council's overall performance have slightly declined from 2024, continuing a downward trend since 2021. Perceptions of Council's performance on the majority of service areas evaluated have decreased over the past year, with statistically significant declines on recreational facilities, community and cultural activities, and planning and building permits.

Key influences on perceptions of overall performance

Decisions made in the interest of the community remain a key area for improvement over the next 12 months, as performance ratings in this service area have returned to their lowest level in a decade and have the strongest influence on overall perceptions of Council. Council should also prioritise lobbying on behalf of the community to demonstrate it is acting on community decisions. Maintaining local streets and pathways is also important, as this service area has a moderate-to-strong influence on overall performance.

Comparison to state and area grouping

On most measures evaluated, Council's performance is rated in line with the State-wide and Regional Centres group averages. Council performs significantly better than both groups in waste management, sealed local roads and the maintenance of unsealed roads. However, Council scores significantly lower than both group averages on the appearance of public areas, community and cultural activities, tourism development, business and community development and tourism, and parking facilities.

Focus on consultation and engagement

Perceptions of consultation and engagement, while not significantly different to last year, are trending down over time and is close to the lowest level in a decade. This service area also has a moderate-to-strong influence on the overall performance rating. That said, Council ratings are in line with the Regional Centres group average. Information provision will be important to ensure the community is aware of any consultation opportunities, especially for men and 18- to 34-year-olds, who rate Council's performance lowest here.

DETAILED FINDINGS

Overall performance



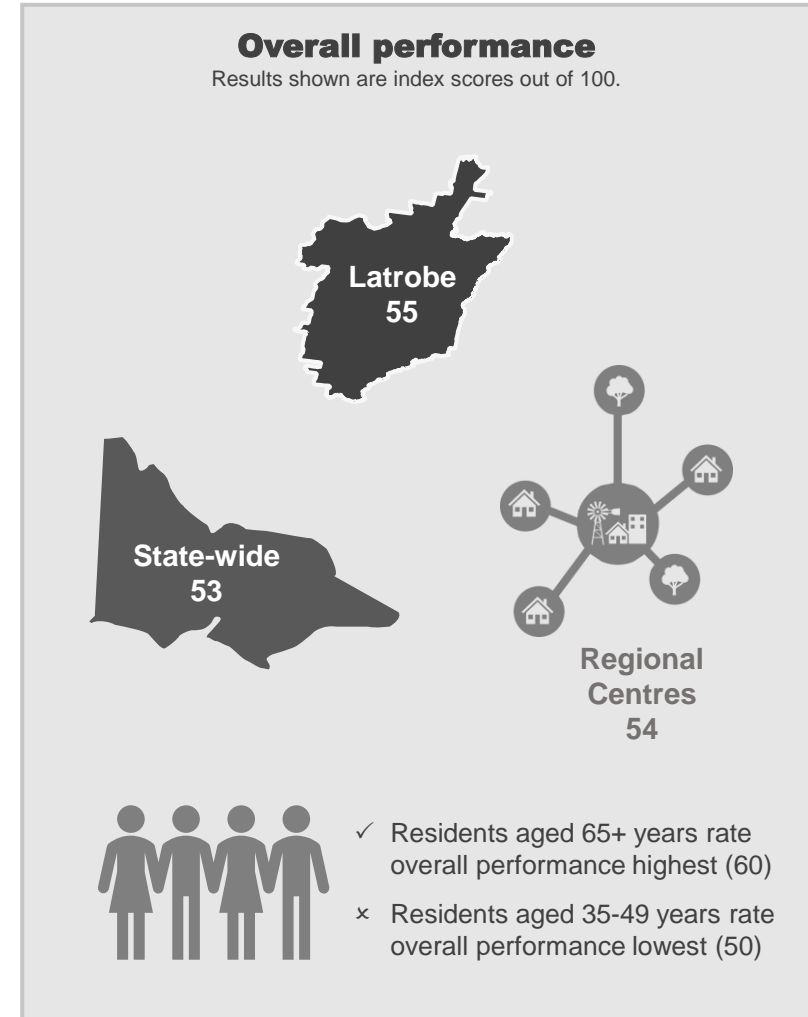
Overall performance

The overall performance index score of 55 for Latrobe City Council represents a non-significant one-point decline on the 2024 result, continuing a downward trend since 2021.

Latrobe City Council's overall performance is rated statistically (at the 95% confidence interval) in line with the average rating for councils in the Regional Centres and State-wide (index scores of 54 and 53 respectively).

- Performance ratings across each of the demographic and geographic cohorts evaluated are not significantly different from the Council average. The exception is residents aged 65 years and over whose performance ratings are significantly higher (index score of 60) than the Council average.

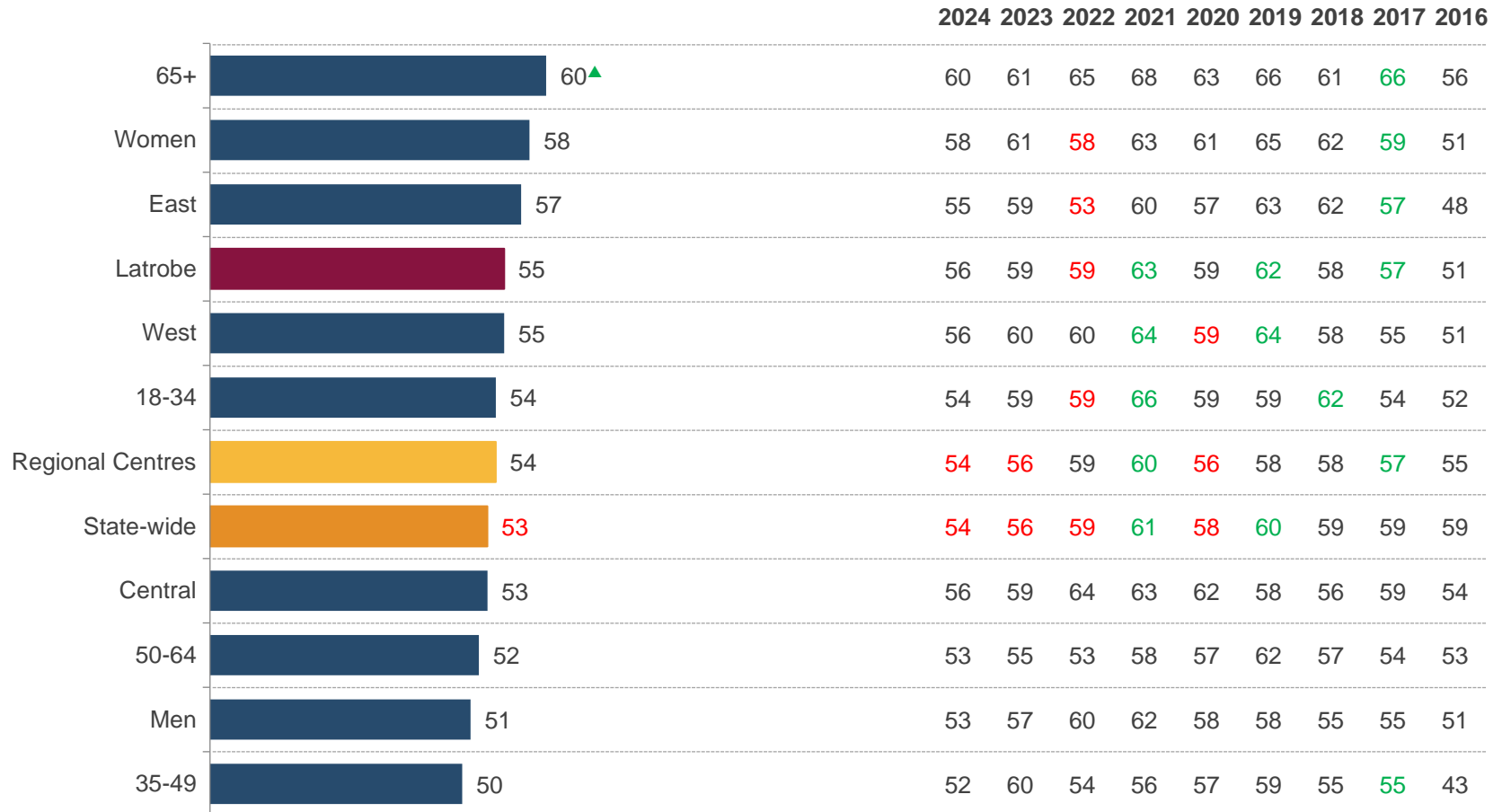
Close to a third of residents (32%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Close to three in ten residents (29%) rate Council as 'very poor' or 'poor' on this metric. A further 36% rate Council as 'average' in terms of providing value for money.





Overall performance

2025 overall performance (index scores)



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

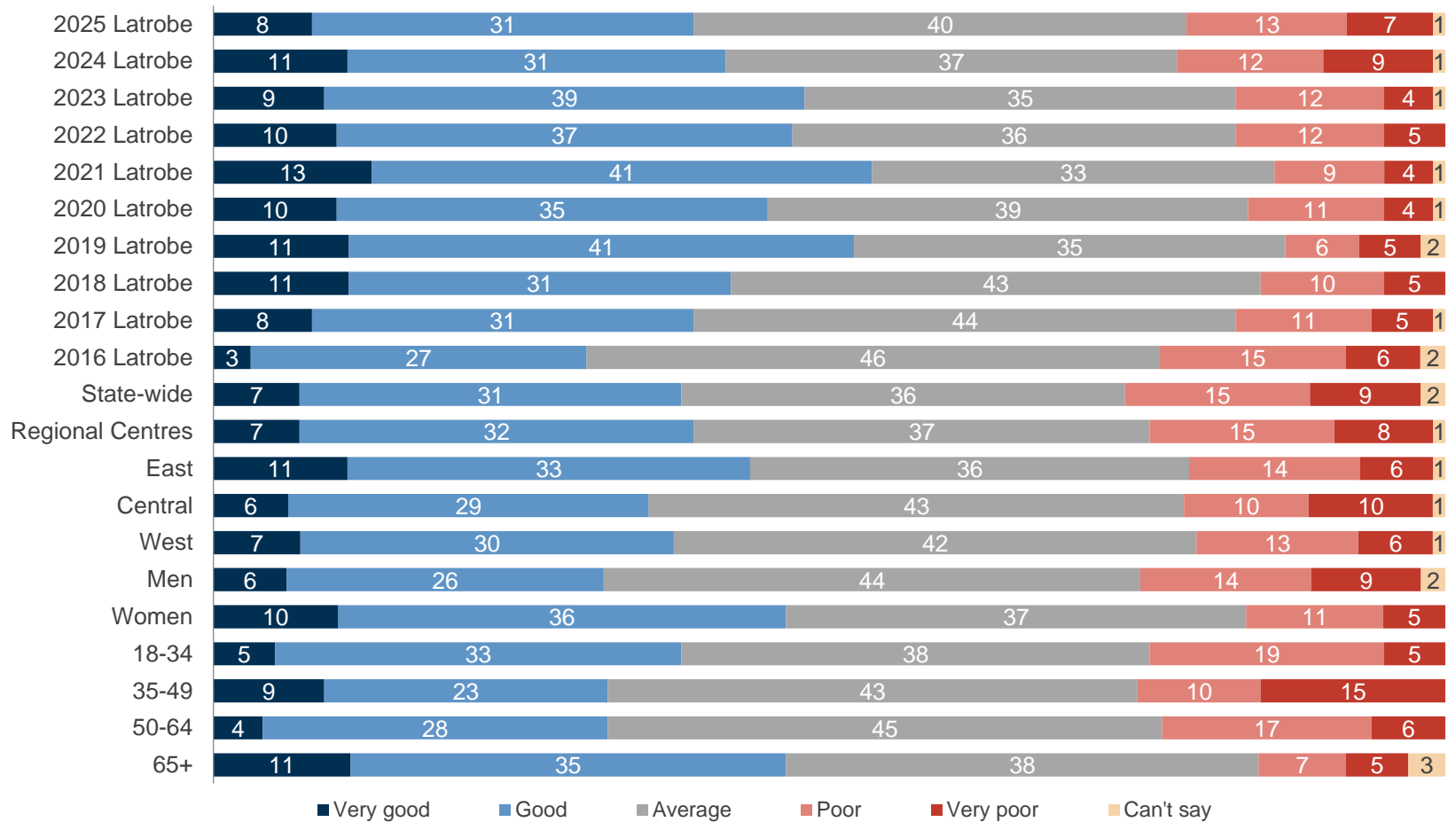
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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



Overall performance

2025 overall performance (%)

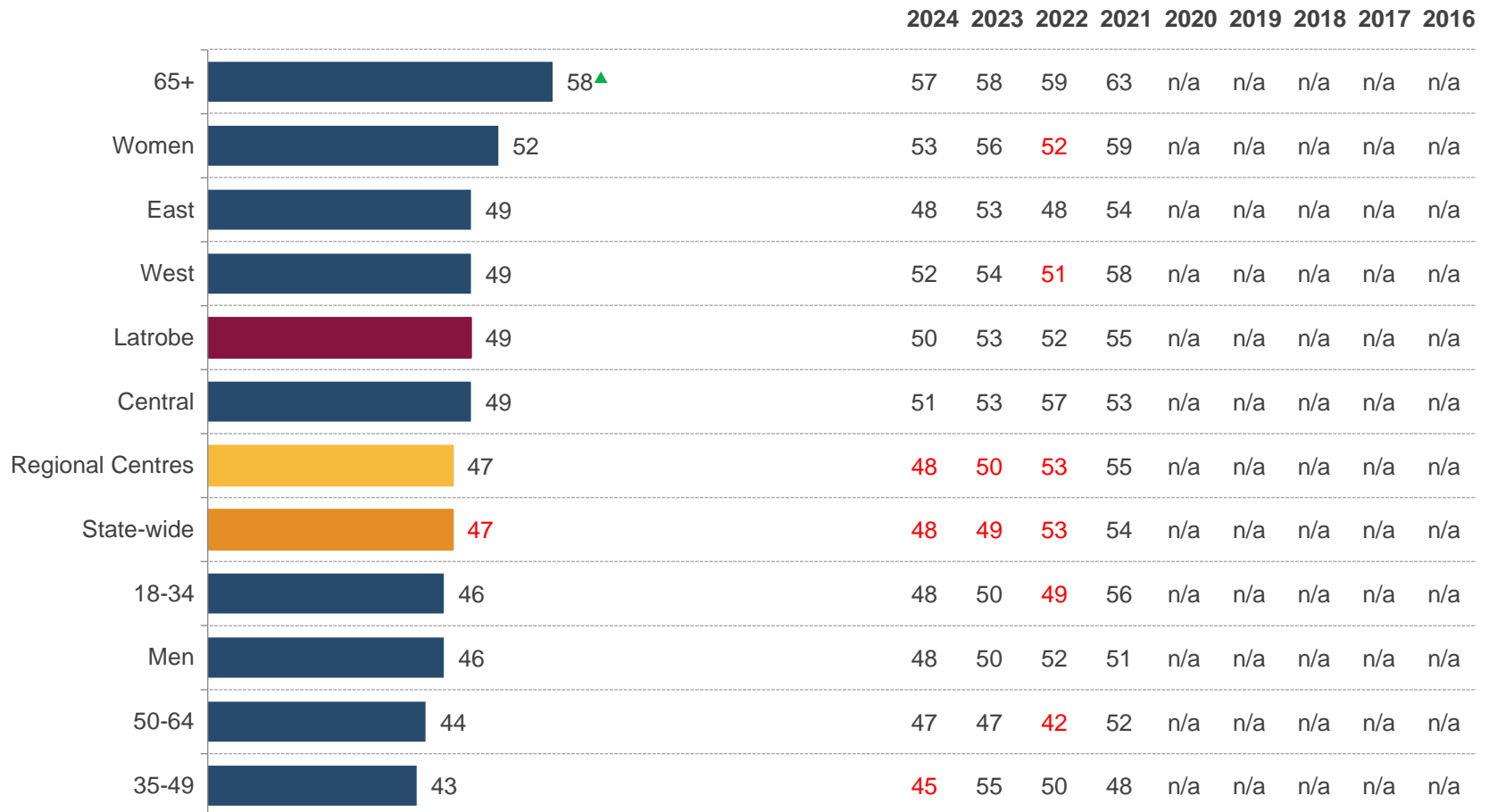


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9



Value for money in services and infrastructure

2025 value for money (index scores)



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

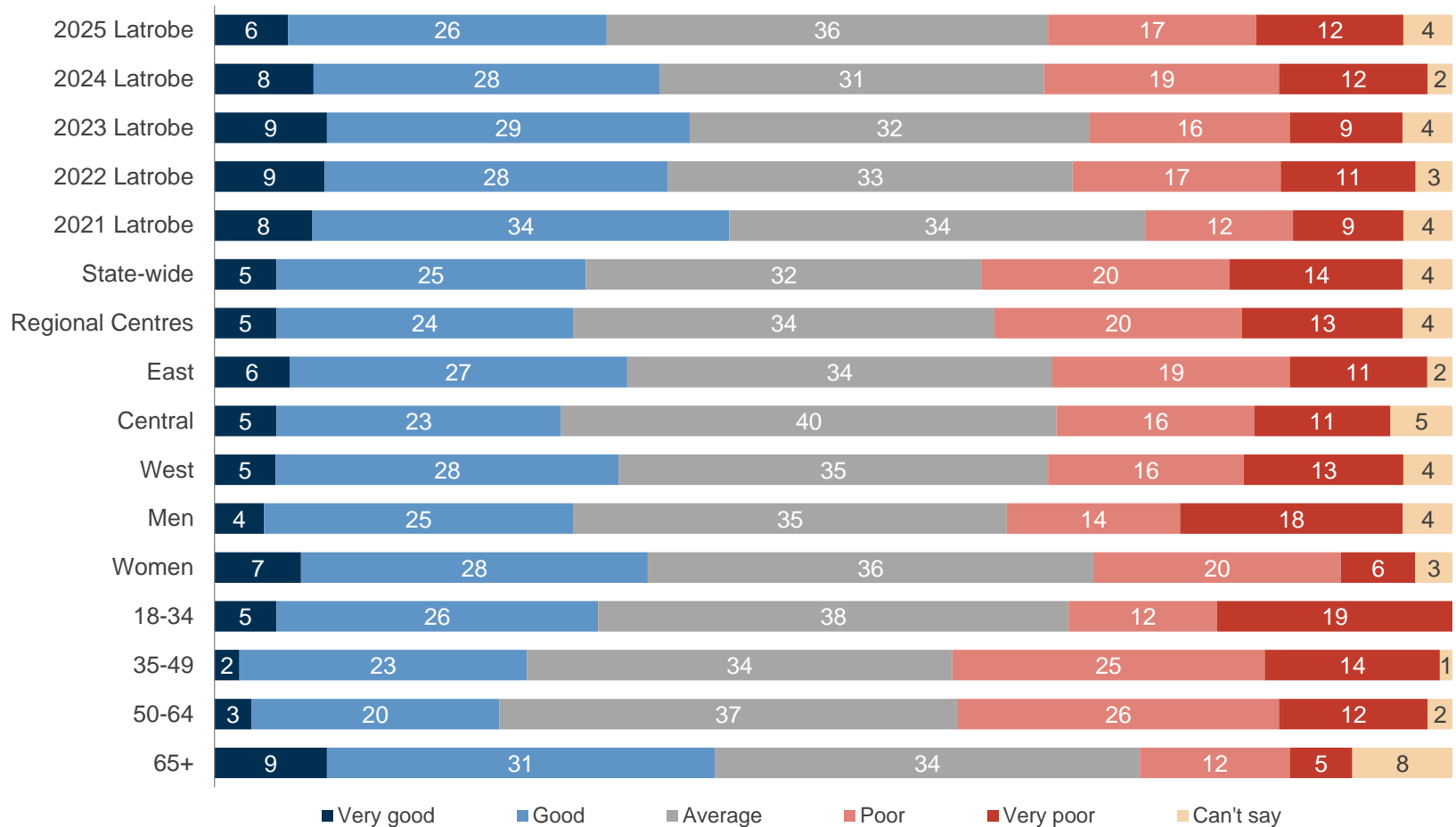
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 9

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



Value for money in services and infrastructure

2025 value for money (%)



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

Base: All respondents. Councils asked State-wide: 55 Councils asked group: 9



Top performing service areas

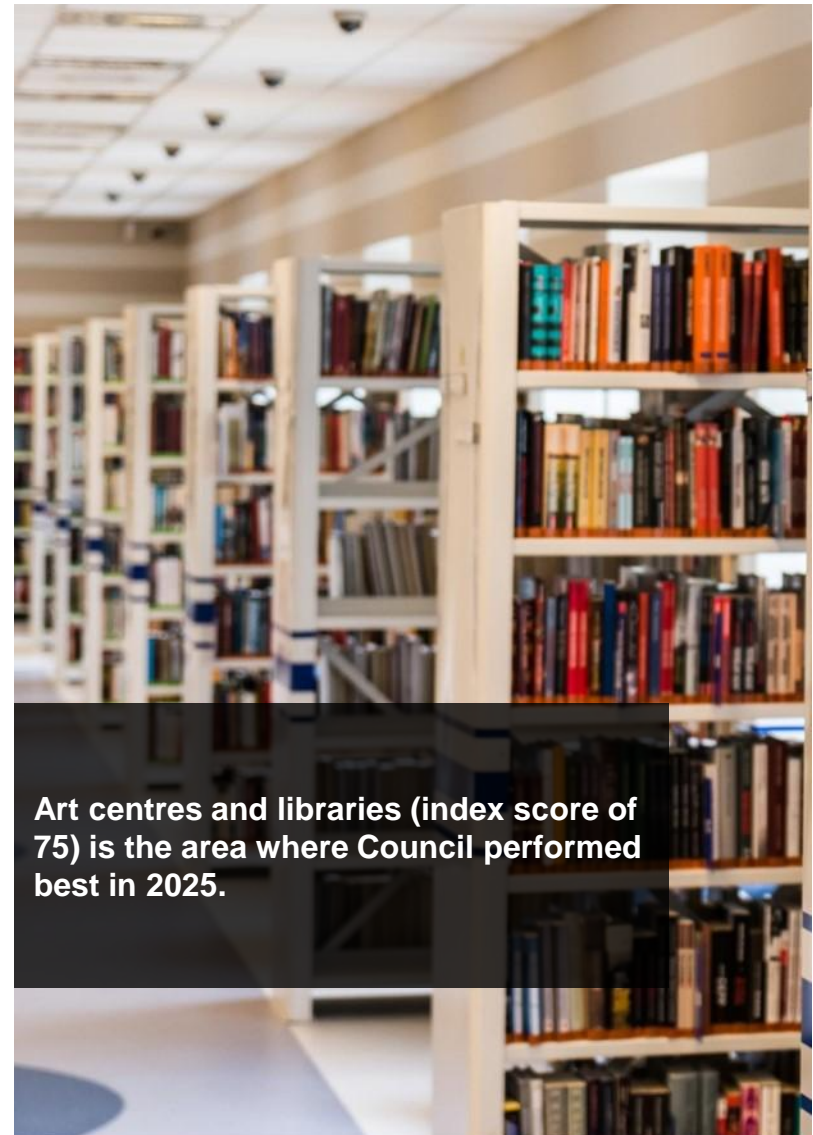
Art centres and libraries (index score of 75, representing a non-significant three-point decline on the 2024 result) continues to be Council's top-rated service area.

- Council performs in line with the Regional Centres and State-wide group averages in this service area.
- Impressions decreased significantly among men (index score of 73, down five points from 2024) and residents aged 18 to 34 years (71, down eight points).

Waste management (index score of 71) and recreational facilities (69, down a significant four points on 2024) are Council's next highest rated service areas.

- Council performs significantly higher in the service area of waste management than the Regional Centres and State-wide group averages.
- Residents aged 18 to 34 years rate waste management performance significantly lower than the Council average.
- The decline in impressions of recreational facilities this year was driven by significantly lower ratings among residents living in the East and men relative to 2024.

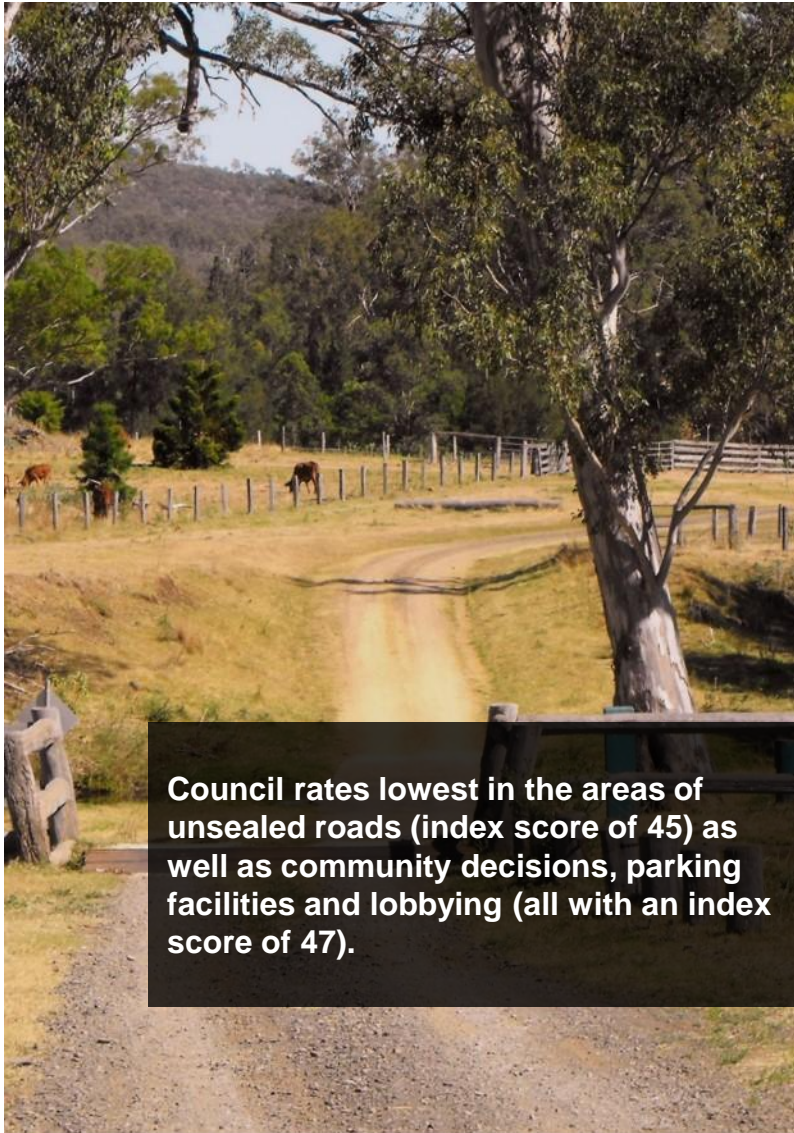
Further underpinning these positive ratings, residents volunteer recreational and sporting facilities (10%) and waste management (8%) as among the best things about Latrobe City Council.



Art centres and libraries (index score of 75) is the area where Council performed best in 2025.



Low performing service areas



Council rates lowest in the area of the maintenance of unsealed roads (index score of 45).

- In this service area, Council performs significantly higher than the Regional Centres and State-wide group averages (39 and 38 respectively).
- Residents aged 65 years and over (index score of 51) rate Council performance in this service area significantly higher than the Council average.

Council's next lowest performing service areas are decisions made in the interest of the community, parking facilities and lobbying (all with index scores of 47).

- Positively, Council performs in line with the Regional Centres and State-wide group averages on both community decisions and lobbying.
- Council performs significantly lower in the service area of parking facilities than the Regional Centres and State-wide group averages. Residents in the West rate Council performance significantly lower on this measure, suggesting this area should be prioritised first for parking facilities attention.

Residents volunteer sealed road maintenance (13%), community consultation (9%) and parking availability (7%) as areas Council most needs to address to improve its performance.



Individual service area performance

2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	75	78	79	79	76	73	n/a	n/a	71	64
Waste management	71	72	69	70	69	65	71	68	68	65
Recreational facilities	69	73	72	74	74	72	70	65	66	64
Emergency & disaster mngt	64	67	64	65	72	68	75	69	70	62
Appearance of public areas	61	64	64	67	70	65	66	64	68	66
Community & cultural	61	65	66	66	64	68	67	66	63	64
Enforcement of local laws	61	62	62	63	65	62	65	64	64	63
Family support services	60	63	64	66	63	63	67	62	63	64
Environmental sustainability	58	61	58	60	57	60	62	60	61	59
Business & community dev.	53	56	58	58	58	57	n/a	n/a	n/a	n/a
Local streets & footpaths	53	54	53	57	60	55	61	54	59	53
Population growth	53	51	56	54	56	53	55	52	56	53
Tourism development	52	53	55	57	54	56	n/a	n/a	n/a	n/a
Bus/community dev./tourism	52	55	56	56	58	57	59	52	56	55
Informing the community	52	53	55	57	60	57	n/a	n/a	n/a	n/a
Sealed local roads	50	53	54	57	61	57	60	56	61	50
Consultation & engagement	49	50	53	55	58	55	57	57	54	48
Planning & building permits	49	54	54	52	57	56	59	55	55	52
Lobbying	47	50	54	54	55	55	57	53	54	50
Parking facilities	47	50	49	52	50	46	52	52	53	51
Community decisions	47	49	55	52	56	53	54	52	51	47
Unsealed roads	45	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

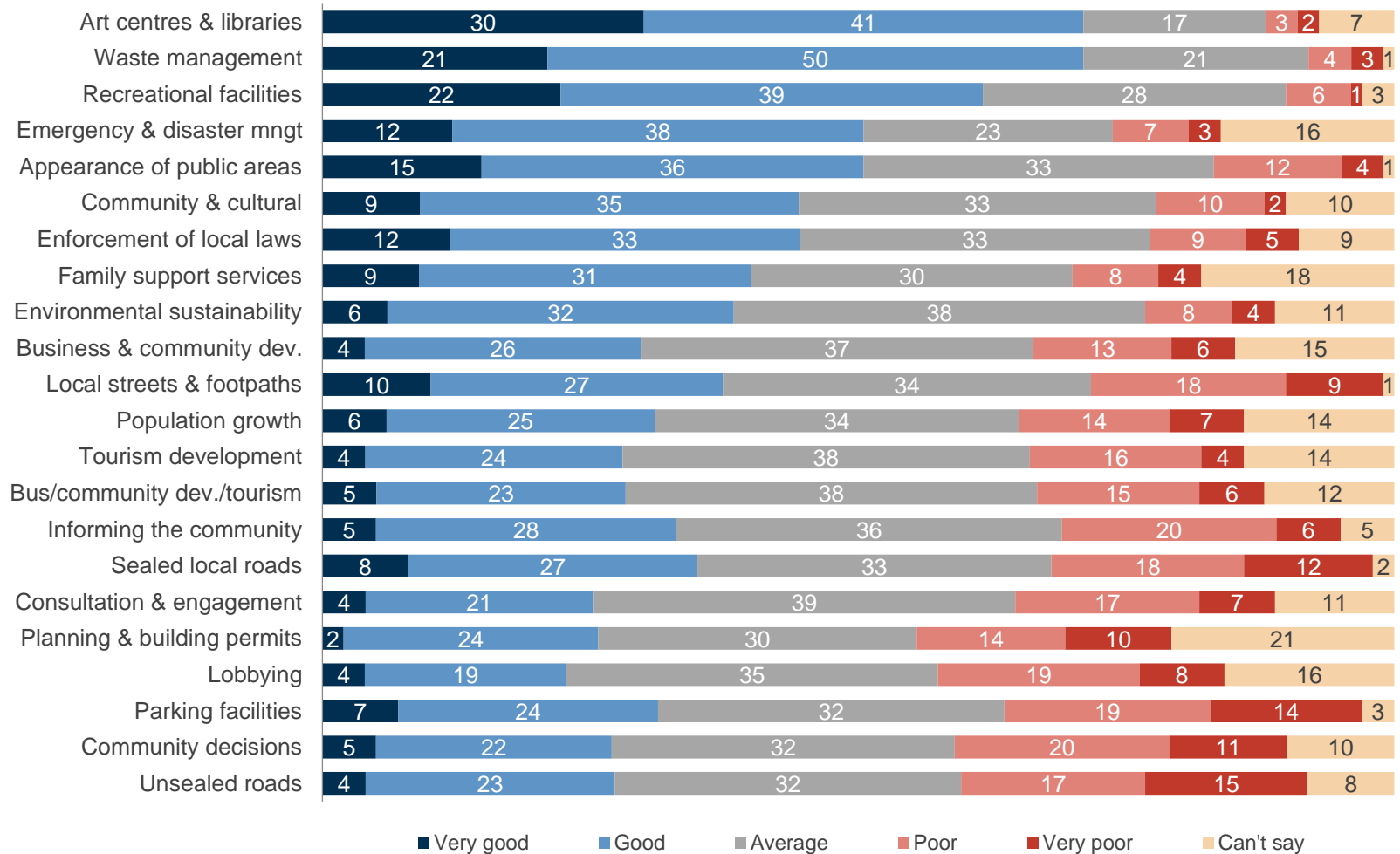
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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



Individual service area performance

2025 individual service area performance (%)





Individual service area importance

2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Sealed local roads	81	82	82	83	80	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	80	81	82	84	82	82	84	81	81	79
Community decisions	79	79	77	82	82	79	n/a	n/a	n/a	n/a
Waste management	79	79	81	82	80	82	78	79	79	78
Local streets & footpaths	79	80	82	82	79	81	77	78	78	78
Unsealed roads	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	77	76	77	80	81	77	n/a	n/a	n/a	n/a
Appearance of public areas	77	75	74	76	74	75	73	74	75	75
Consultation & engagement	76	75	76	79	77	73	73	74	76	76
Family support services	75	71	75	77	77	74	75	74	76	74
Recreational facilities	74	73	73	75	76	72	71	72	72	73
Parking facilities	74	71	75	76	76	77	73	73	72	74
Population growth	73	73	75	76	75	76	74	73	73	75
Business & community dev.	72	70	73	73	74	74	n/a	n/a	n/a	n/a
Lobbying	70	70	70	73	72	71	69	71	73	68
Bus/community dev./tourism	69	68	69	72	71	71	73	73	74	71
Planning & building permits	67	66	68	71	68	69	68	66	68	68
Enforcement of local laws	67	66	69	68	69	71	72	70	71	70
Environmental sustainability	67	65	67	70	71	70	73	71	70	70
Art centres & libraries	65	64	64	65	64	63	n/a	n/a	63	65
Tourism development	59	62	63	63	66	64	n/a	n/a	n/a	n/a
Community & cultural	58	59	63	64	63	61	60	60	62	61

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

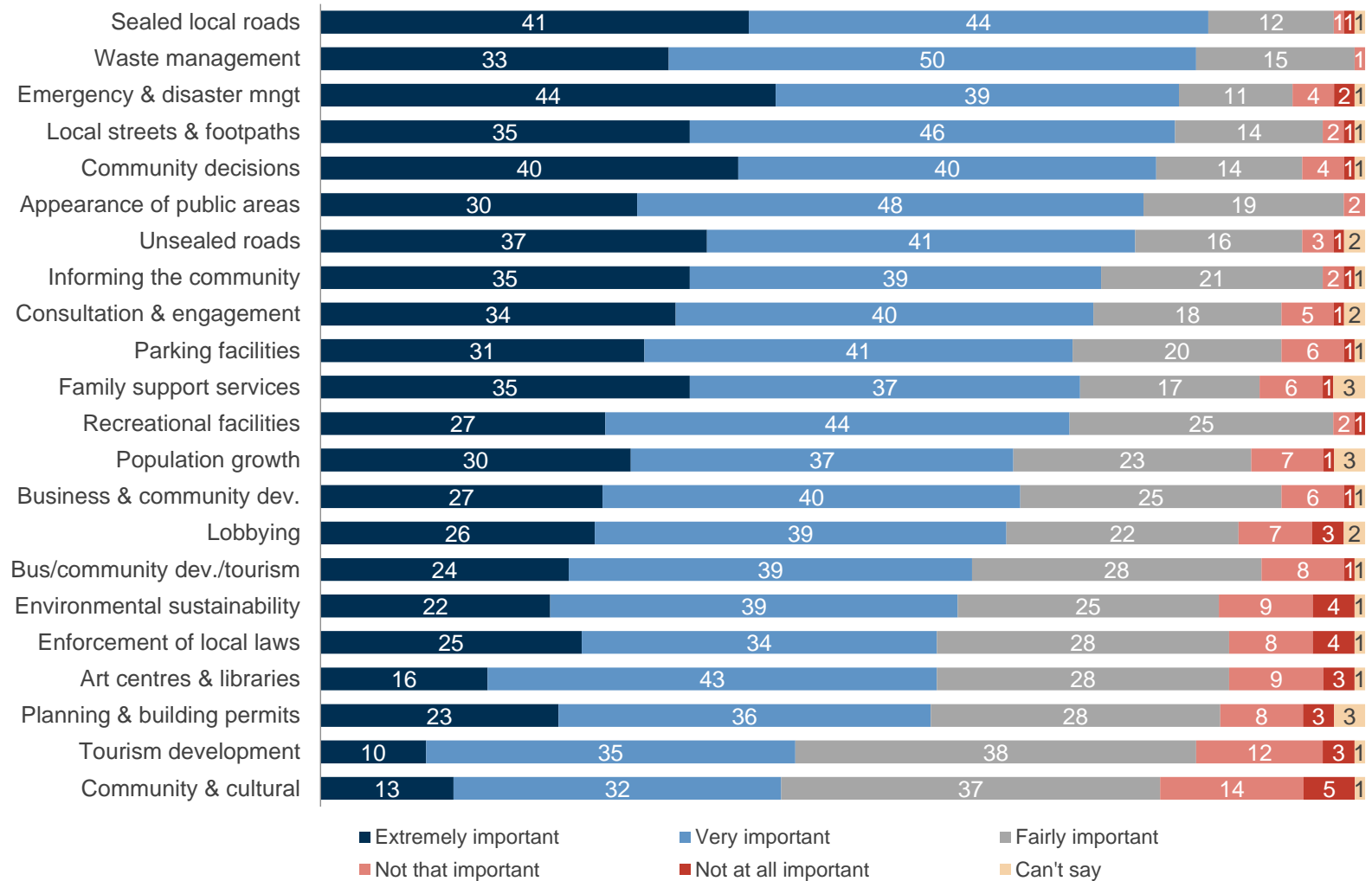
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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



Individual service area importance

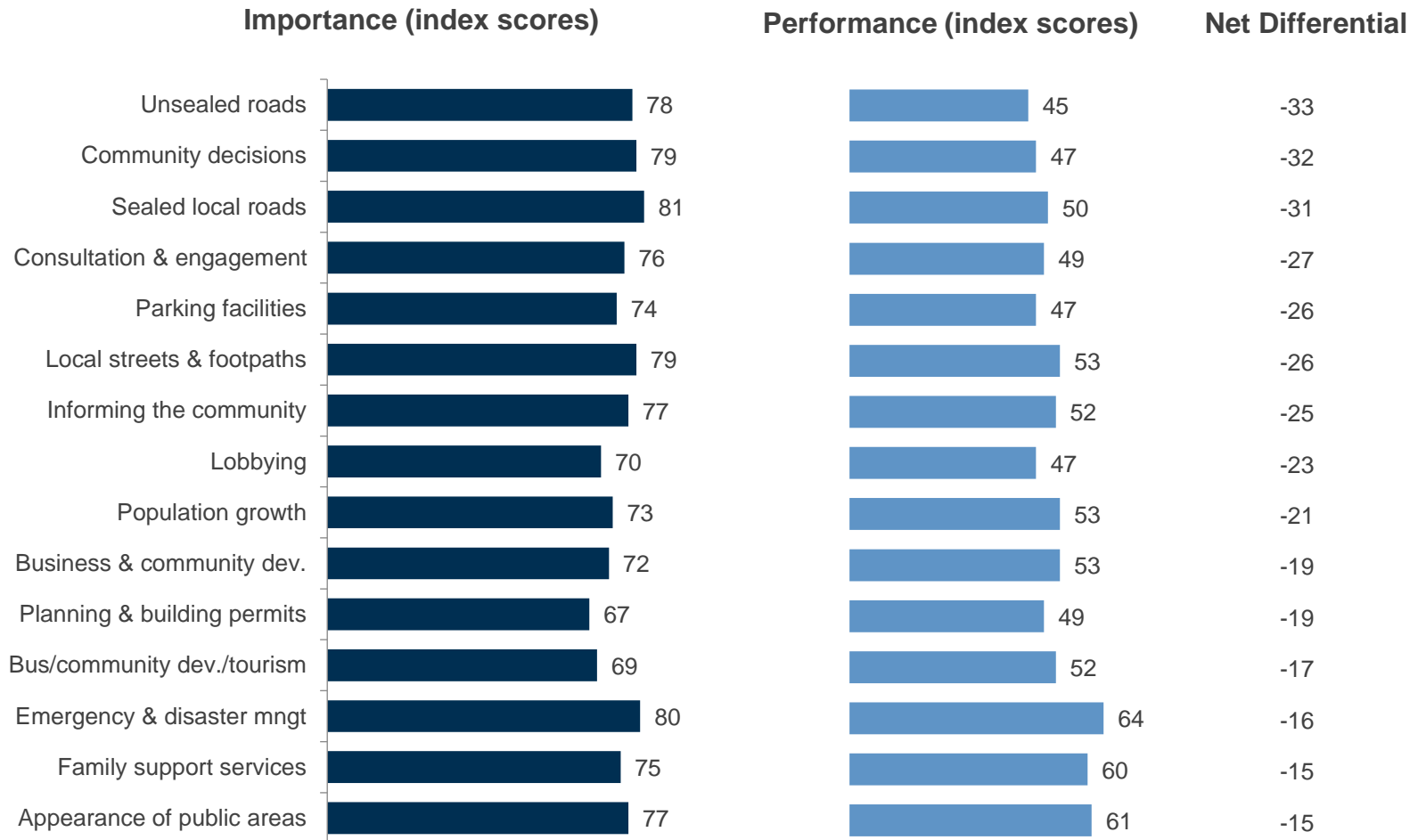
2025 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

The individual service 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. Currently, performance in this area is rated as poor (index score of 47).

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

- Lobbying on behalf of the community
- The condition of local streets and footpaths
- Business, community development and tourism
- Community consultation and engagement
- Waste management.

Looking at these key services only, waste management has a high performance index score (71) and a moderate influence on the overall performance rating.

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

Service areas where Council performs relatively less well include business, community development and tourism and the stronger influence of maintaining local streets and footpaths (index scores of 52 and 53 respectively).

Balancing local business, tourism and other opportunities against community sensitivities around change, and ensuring local streets and paths are well maintained can also help to shore up positive opinion of Council.

In addition to Council decision making, most in need of attention are the related areas of lobbying, also a strong influence on the overall rating, and community consultation. Performance in these areas is rated as 'poor' (index scores of 47 and 49 respectively).

It will be important to consult residents on key local issues and to demonstrate efforts to advocate on their behalf to improve overall ratings 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 overall council performance (the dependent variable).

In the charts that follow:

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

The regressions are shown on the following two charts.

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

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



Influence on overall performance: all services

2025 regression analysis (all services)

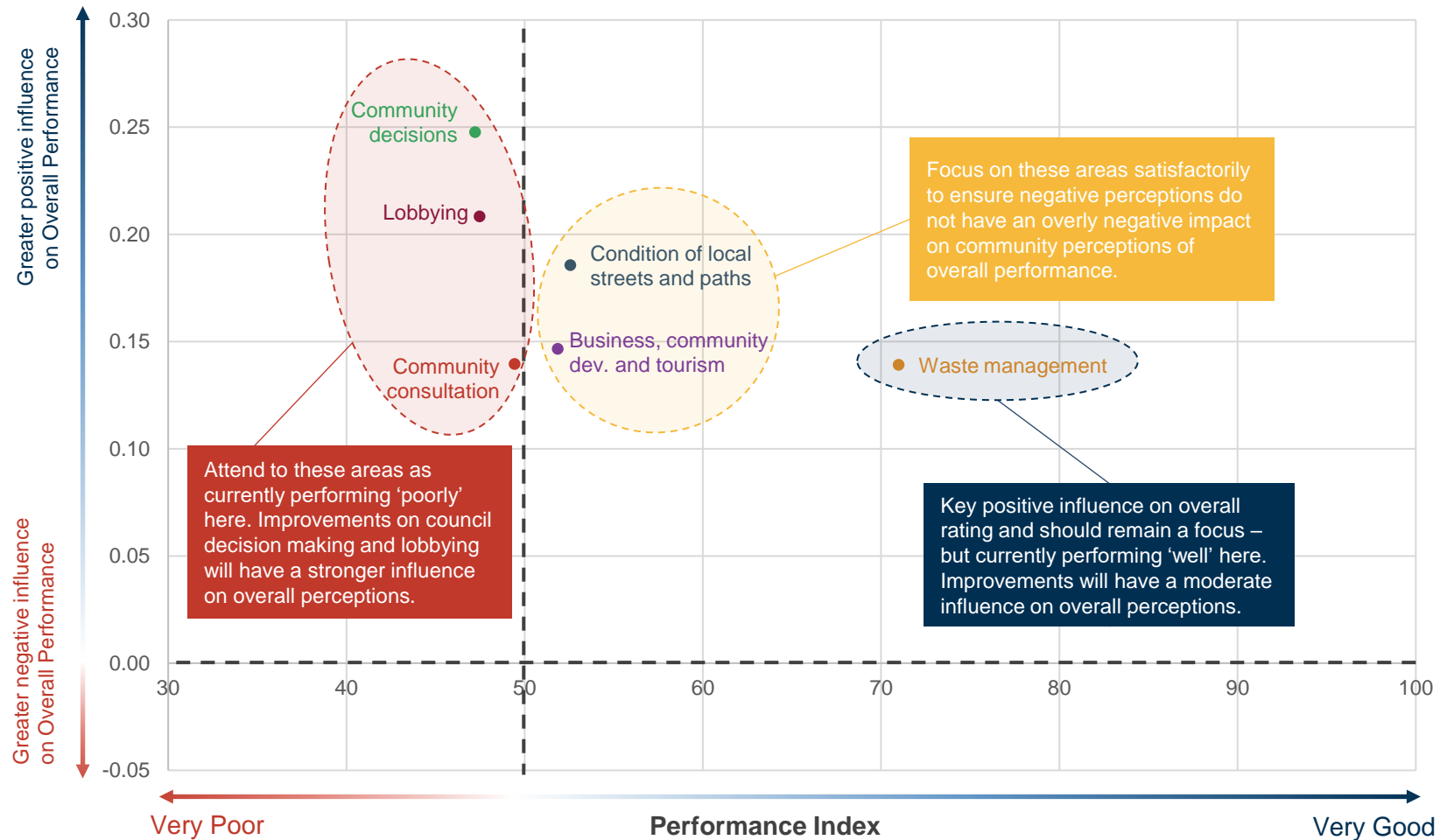


The multiple regression analysis model above (all service areas) has an R^2 value of 0.615 and adjusted R^2 value of 0.593, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 27.38$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key services

2025 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.589 and adjusted R^2 value of 0.582, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 93.72$.



Best things about Council and areas for improvement

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



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



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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 4

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

Base: All respondents. Councils asked State-wide: 44 Councils asked group: 9

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



Customer service



Contact with council and customer service

Contact with council

Six in 10 Council residents (60%, up two percentage points on 2024) have had contact with Council in the last 12 months, continuing the increase in rate of contact (albeit still lower than the rate seen in 2020).

- Rate of contact across demographic and geographic cohorts is not significantly different from the Council average.



Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 is three index points lower than the 2024 result and in line with the Regional Centres and State-wide group averages (index scores of 68 and 66 respectively).

- Perceptions of customer service remained consistent among geographic and demographic cohorts compared to 2024.

More than six in 10 residents (63%) provide a positive customer service rating of 'very good' or 'good'. This far outweighs the 19% who provide a 'poor' or 'very poor' customer service rating.

Residents are most likely to contact Council by phone (30%) or in person (22%), followed by email (15%). The use of phone and email has decreased slightly since 2024, while in-person interactions remain steady.

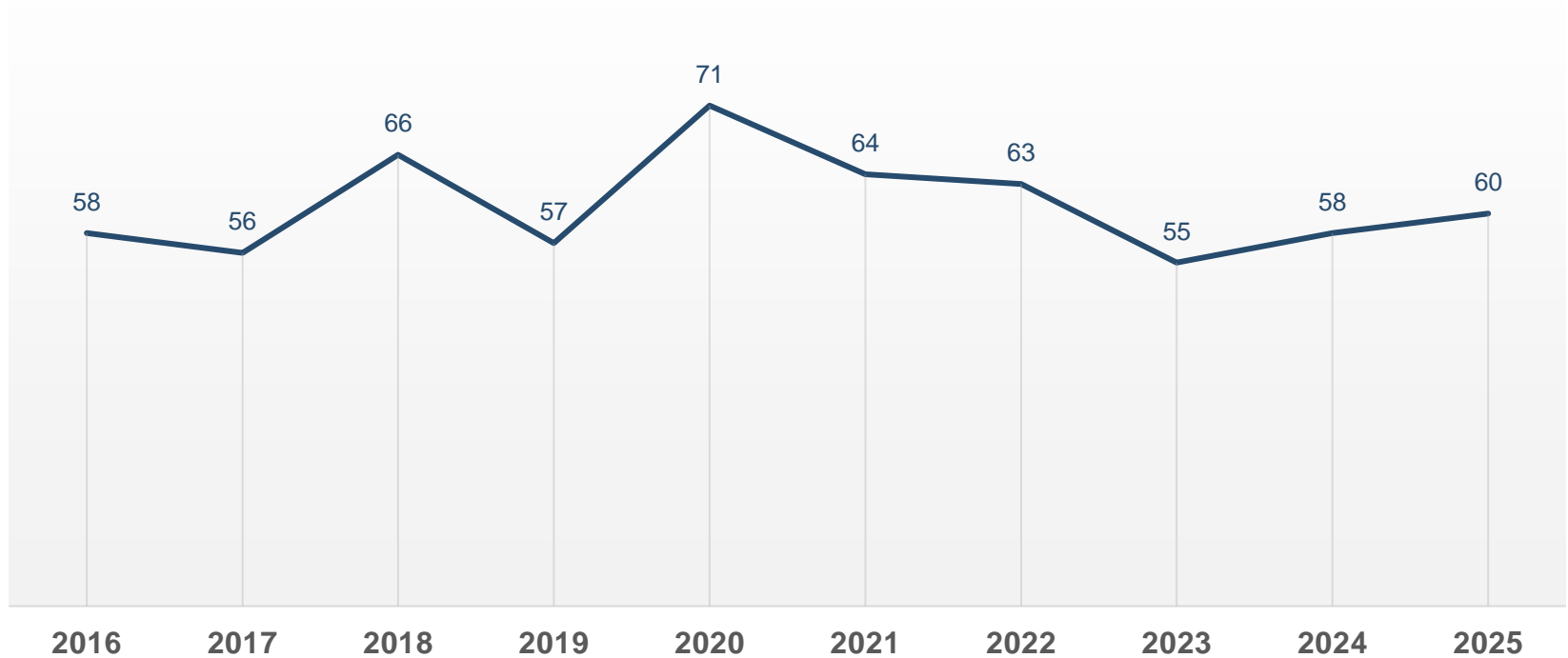
Of the more frequently used contact methods, customer service ratings are higher than average for those who communicated with Council in-person (index score of 75), and lower than average for interactions by telephone (64) or email (63).

- This suggests that any customer service improvement strategies should focus on email and telephone interactions in the first instance.



Contact with council

2025 contact with council (%)
Have had contact



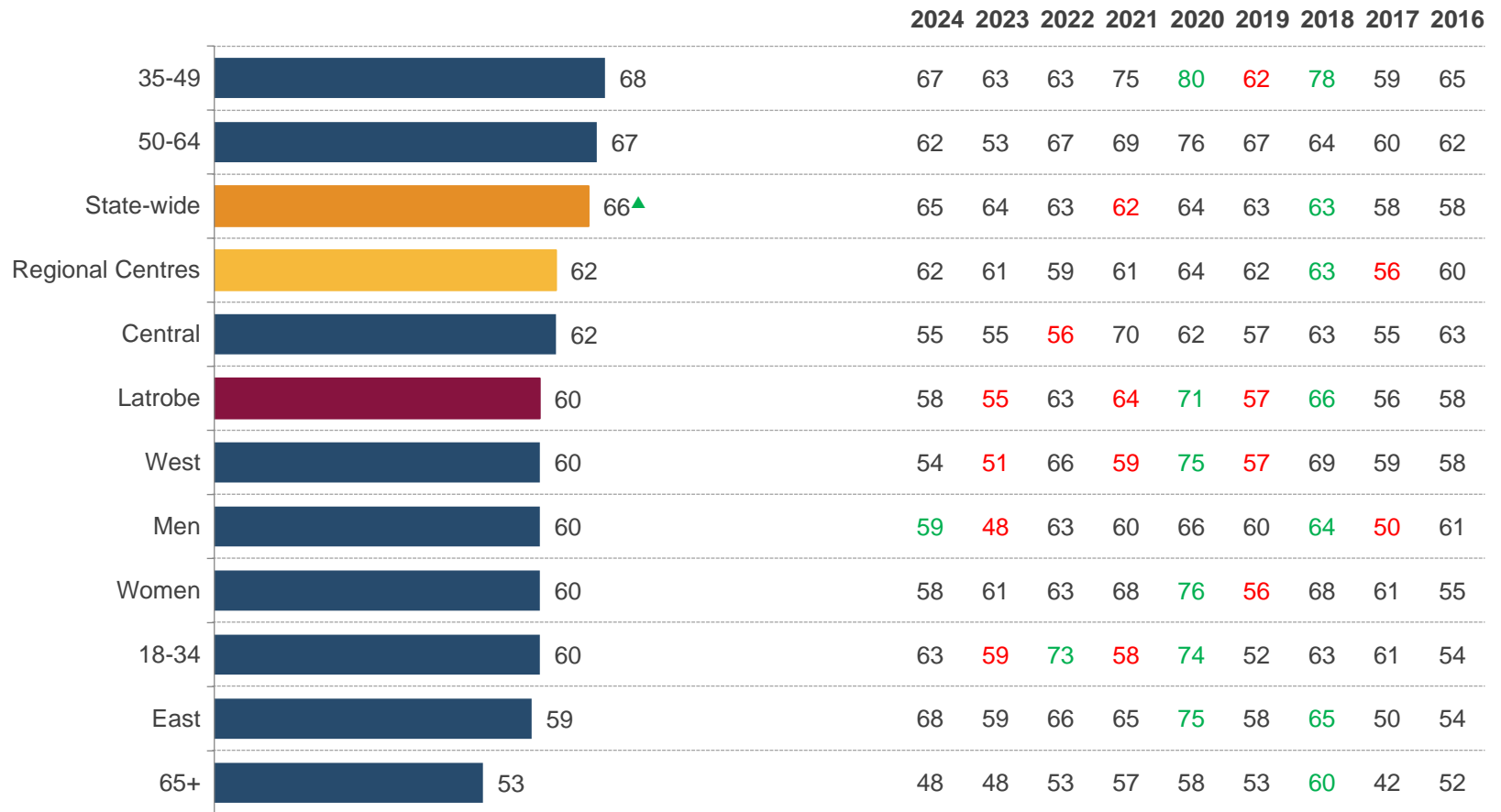
Q5a. Have you or any member of your household had any recent contact with Latrobe City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5



Contact with council

2025 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

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



Customer service rating

2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central	73	68	79	70	66	76	73	74	77	74
65+	71	71	73	72	71	80	81	80	80	75
Women	71	75	72	66	70	75	76	80	72	69
50-64	70	65	73	70	68	79	71	73	72	65
Regional Centres	68	68	68	69	71	70	72	72	72	70
State-wide	66	67	67	68	70	70	71	70	69	69
East	66	70	67	64	69	77	73	79	73	59
Latrobe	66	69	72	66	69	76	74	74	71	68
35-49	64	73	70	65	65	70	70	74	65	63
West	61	69	69	65	72	76	76	70	67	67
Men	61	63	70	67	68	77	73	68	69	67
18-34	58	67	71	60	72	76	74	71	69	68

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

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

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

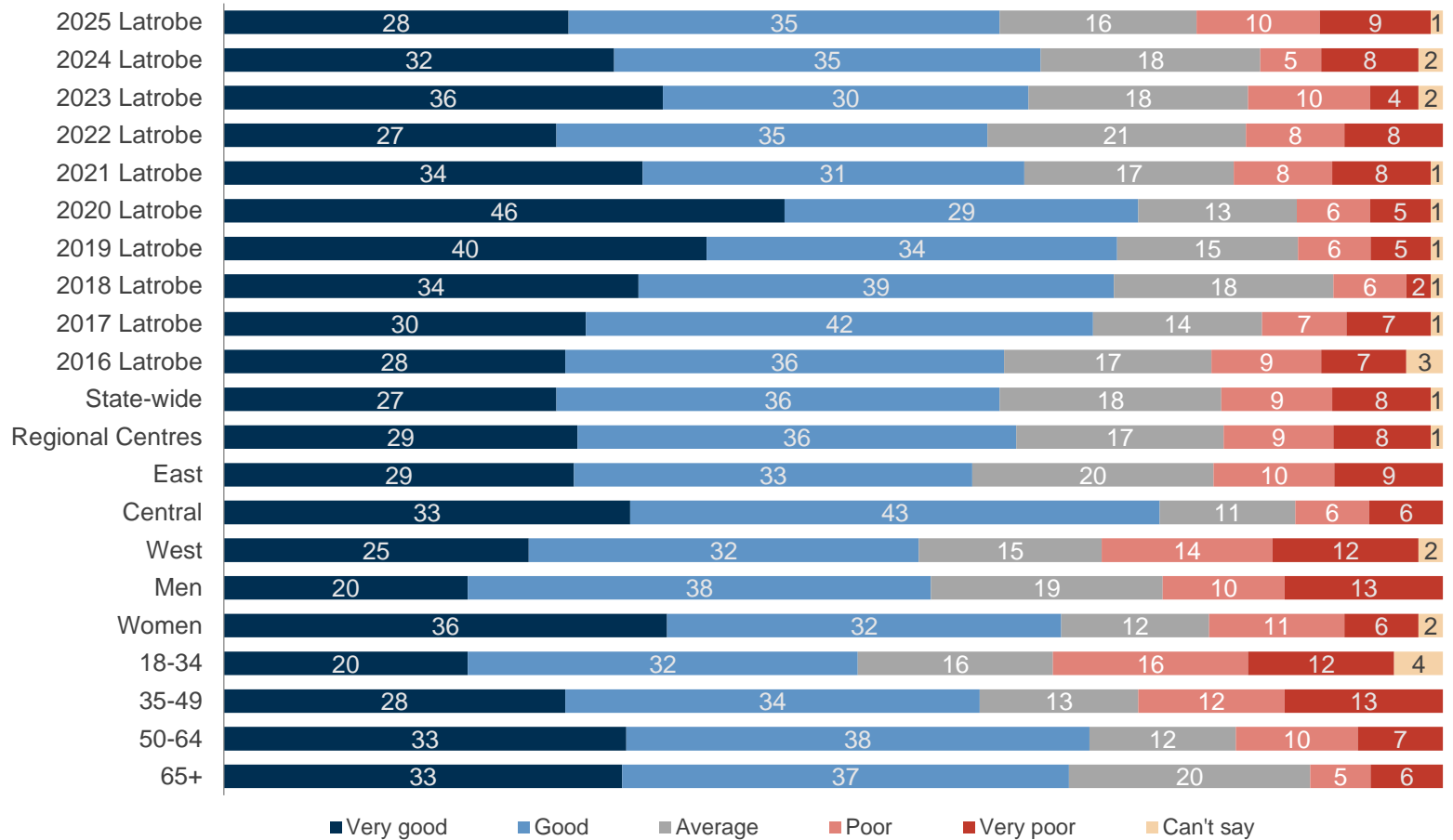
Councils asked State-wide: 56 Councils asked group: 9

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



Customer service rating

2025 customer service rating (%)

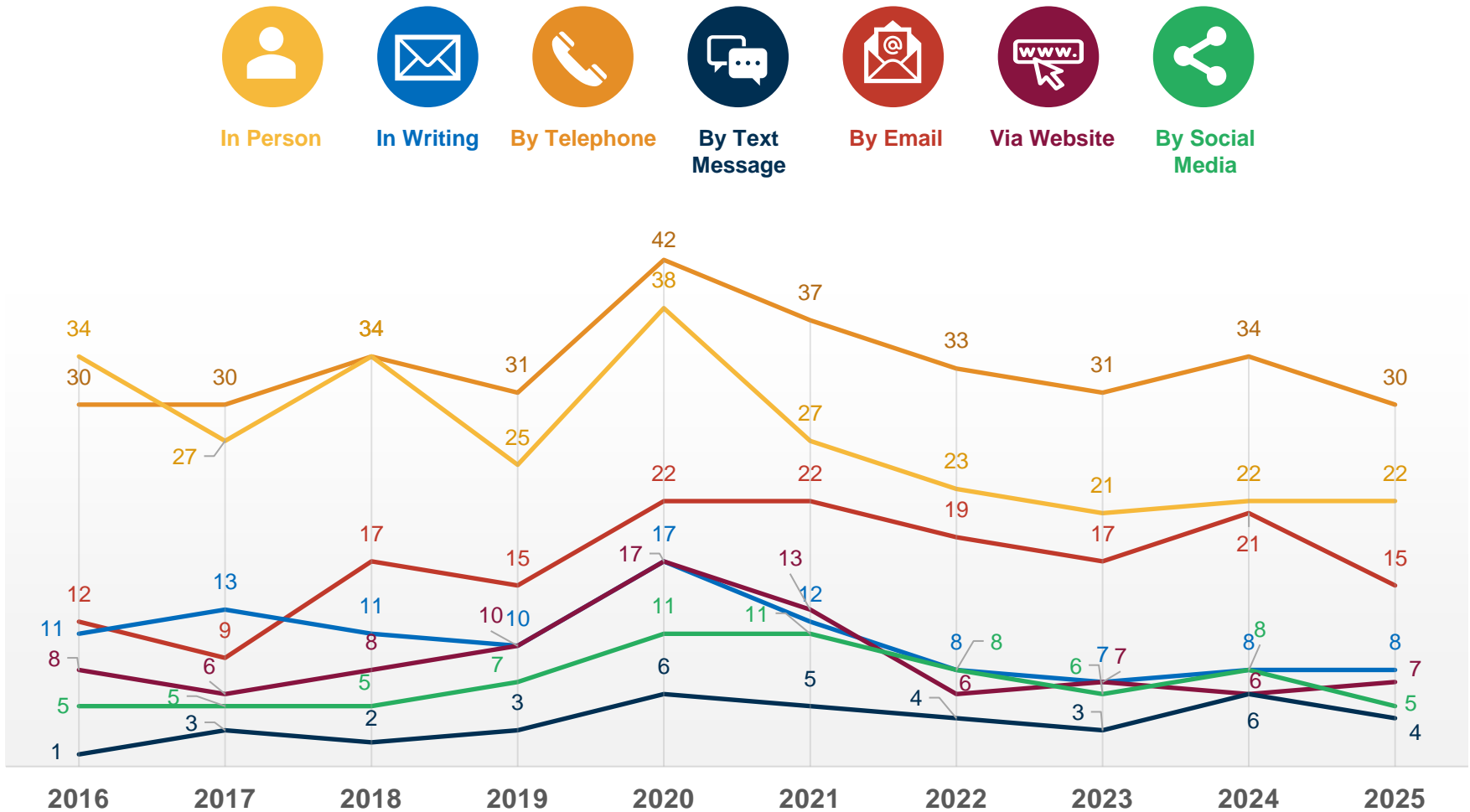


Q5c. Thinking of the most recent contact, how would you rate Latrobe City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 56 Councils asked group: 9



Method of contact with council

2025 method of contact (%)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

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



Customer service rating by method of last contact

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



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

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

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

Councils asked State-wide: 24 Councils asked group: 5

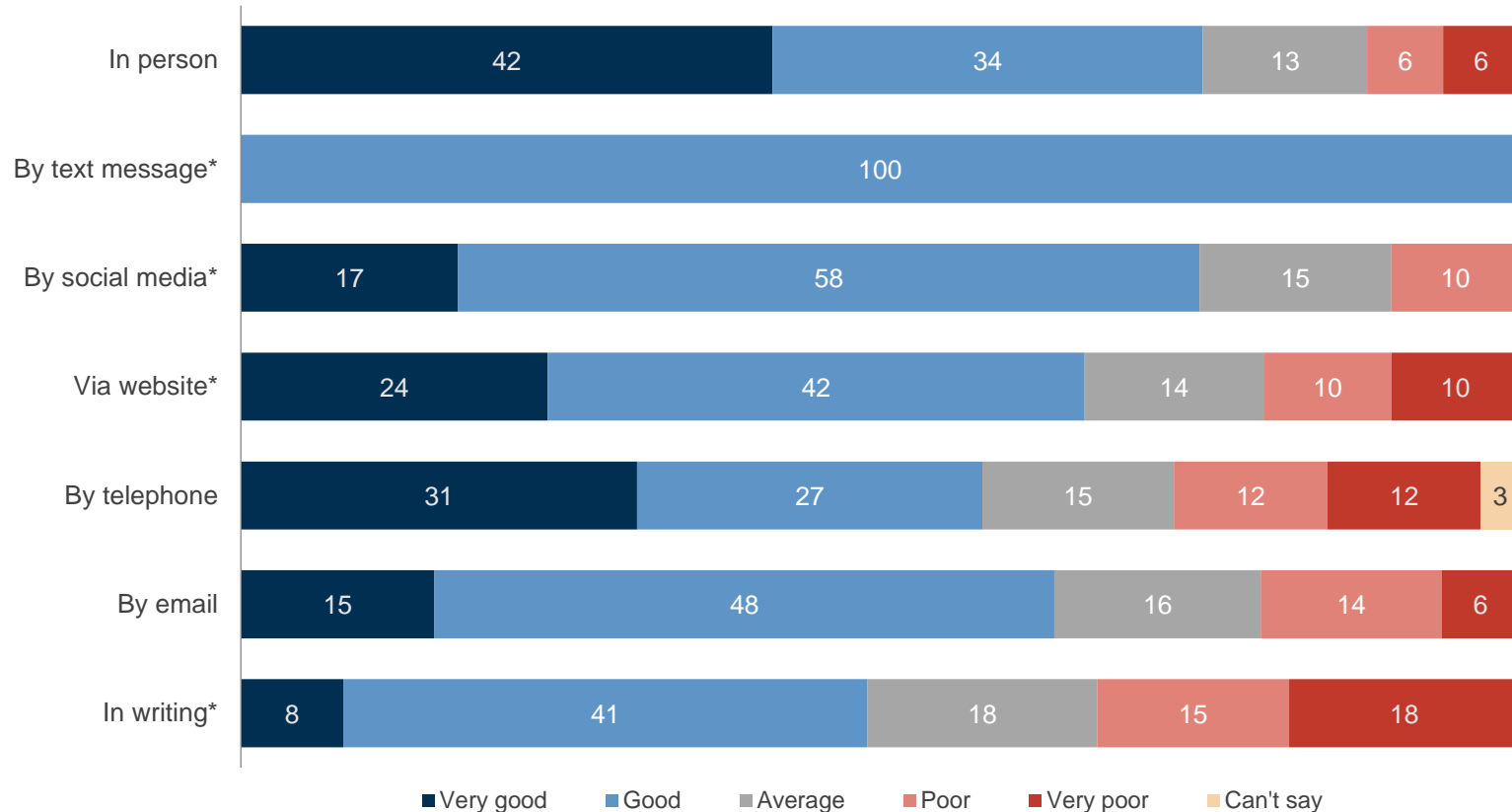
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

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



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

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

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

Councils asked State-wide: 24 Councils asked group: 5

*Caution: small sample size < n=30



Communication



Communication

A Council newsletter via mail (23%) is the preferred form of communication from Council about news and information and upcoming events, overtaking social media which now shares second place with a Council newsletter sent via email (both 20%).

- Social media remains the preferred form of communication among residents under 50 years of age (29%, down 20 points since 2024). This is followed by a Council newsletter sent via mail (25%, up 13 points) and via email (21%, up seven points), which have switched places since last year, when email was the more preferred option.
- The preferred form of communication among those aged 50 years or older is advertising in the local newspaper (23%). A Council newsletter via mail is almost equally as popular, preferred by 22% of residents aged 50 years and over, followed by a Council newsletter via email (20%).
- While social media is less preferred by residents aged 50 years or older (12%), its popularity continues to grow and has now overtaken the Council newsletter included as a local paper insert (11%).





Best form of communication

2025 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



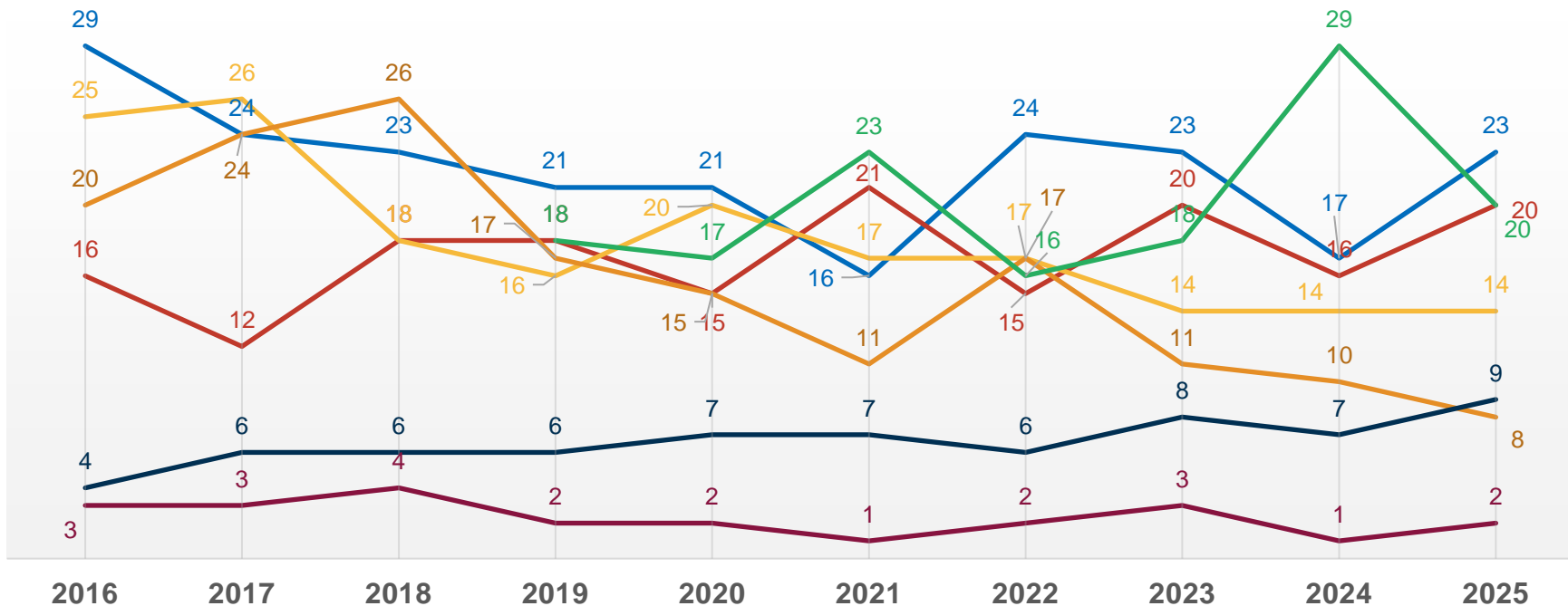
Council
Website



Text
Message



Social
Media



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2025 under 50s best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



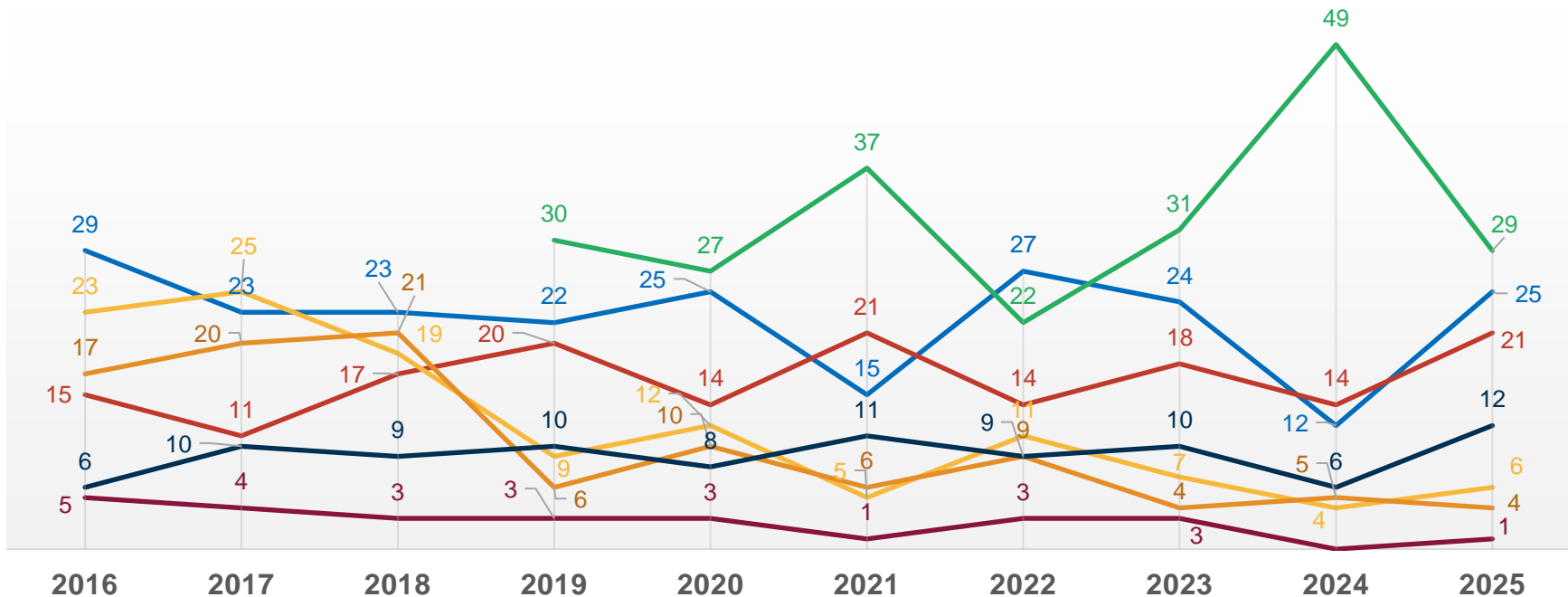
Council
Website



Text
Message



Social
Media



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

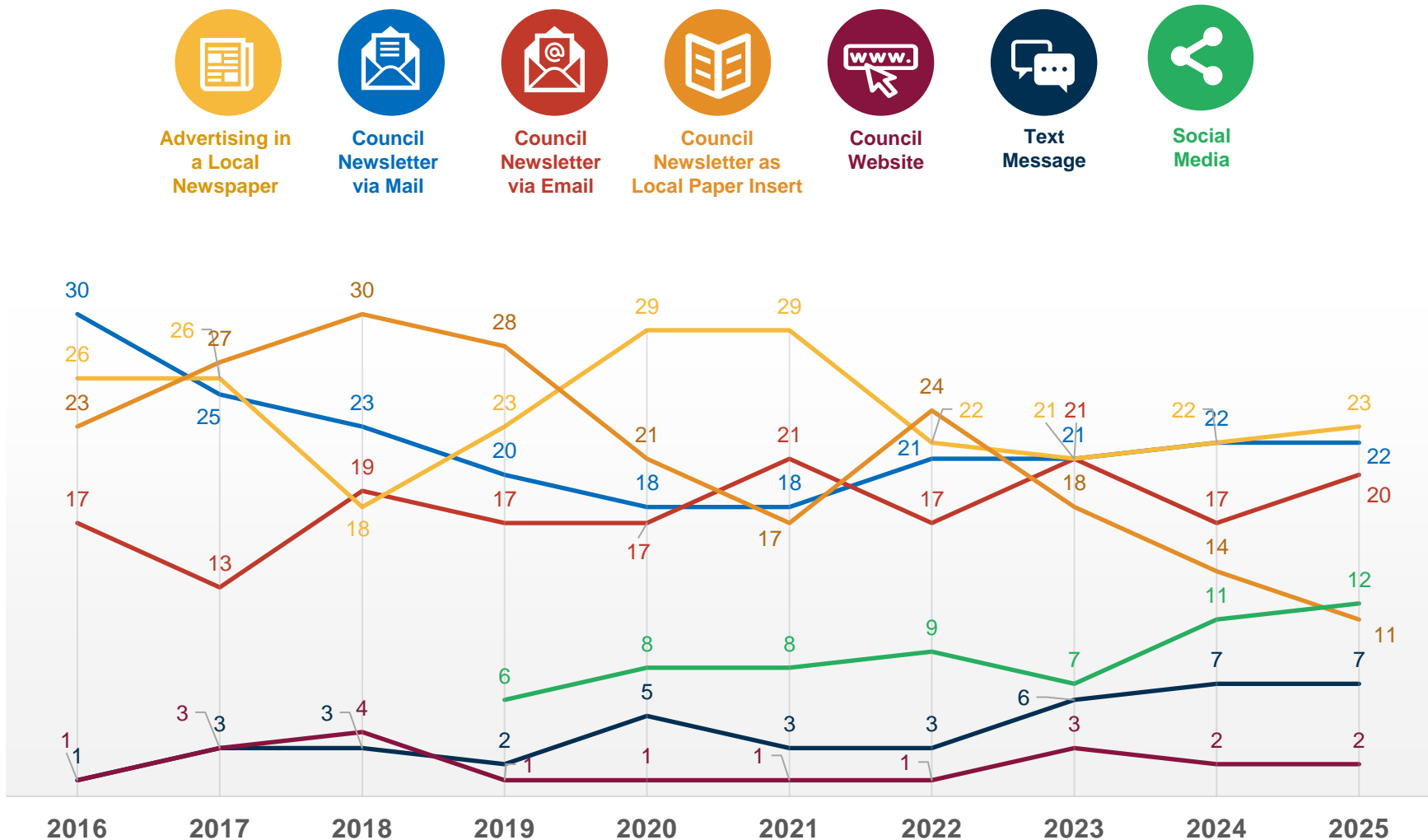
Base: All respondents aged under 50. Councils asked State-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Q13. If Latrobe City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which

ONE of the following is the BEST way to communicate with you?

Base: All respondents aged 50+ years. Councils asked State-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction



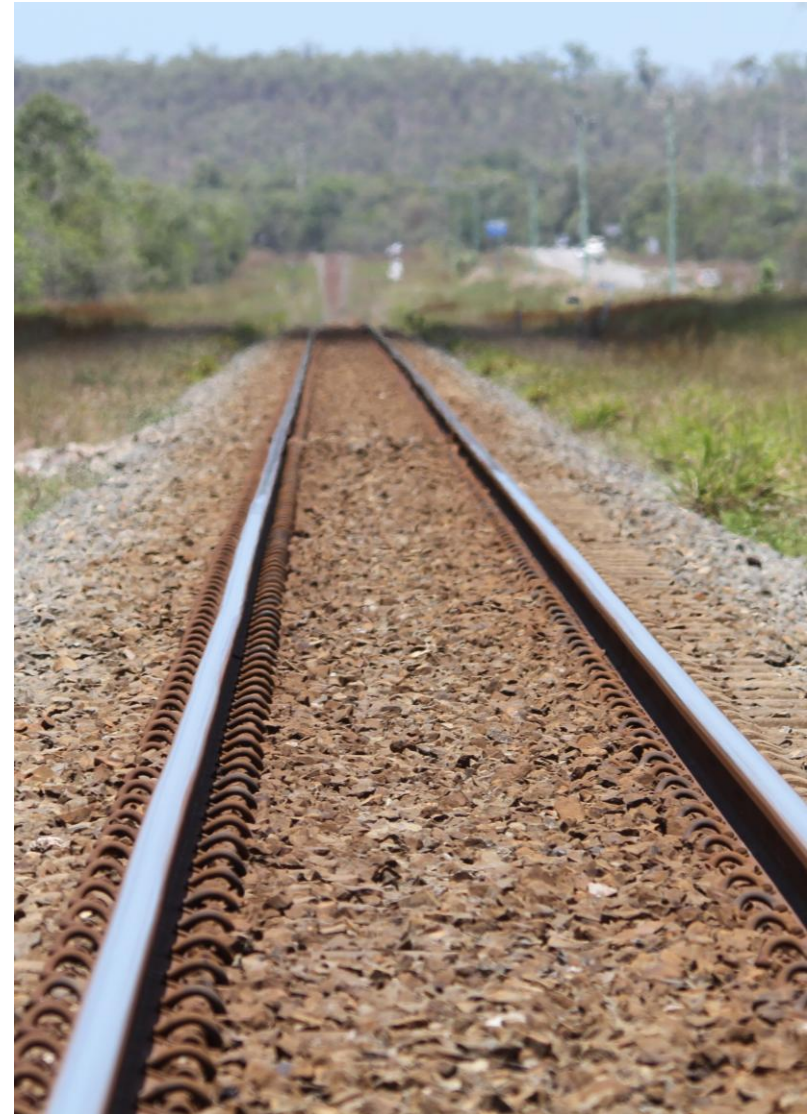
Council direction

Perceptions of the direction of Council's overall performance have improved since 2024 (index score of 47, up two index points), reversing the downward trend seen since 2020.

- Latrobe City Council's index score for overall council direction is rated in line with both the Regional Centres and State-wide group averages.
- Ratings are significantly higher among residents aged 18 to 34 years (index score of 54) and significantly lower among those aged 35 to 49 years (index score of 39) than the Council average.

Over the last 12 months, six in 10 residents (61%) believe the direction of Council's overall performance has stayed the same, down six percentage points since last year.

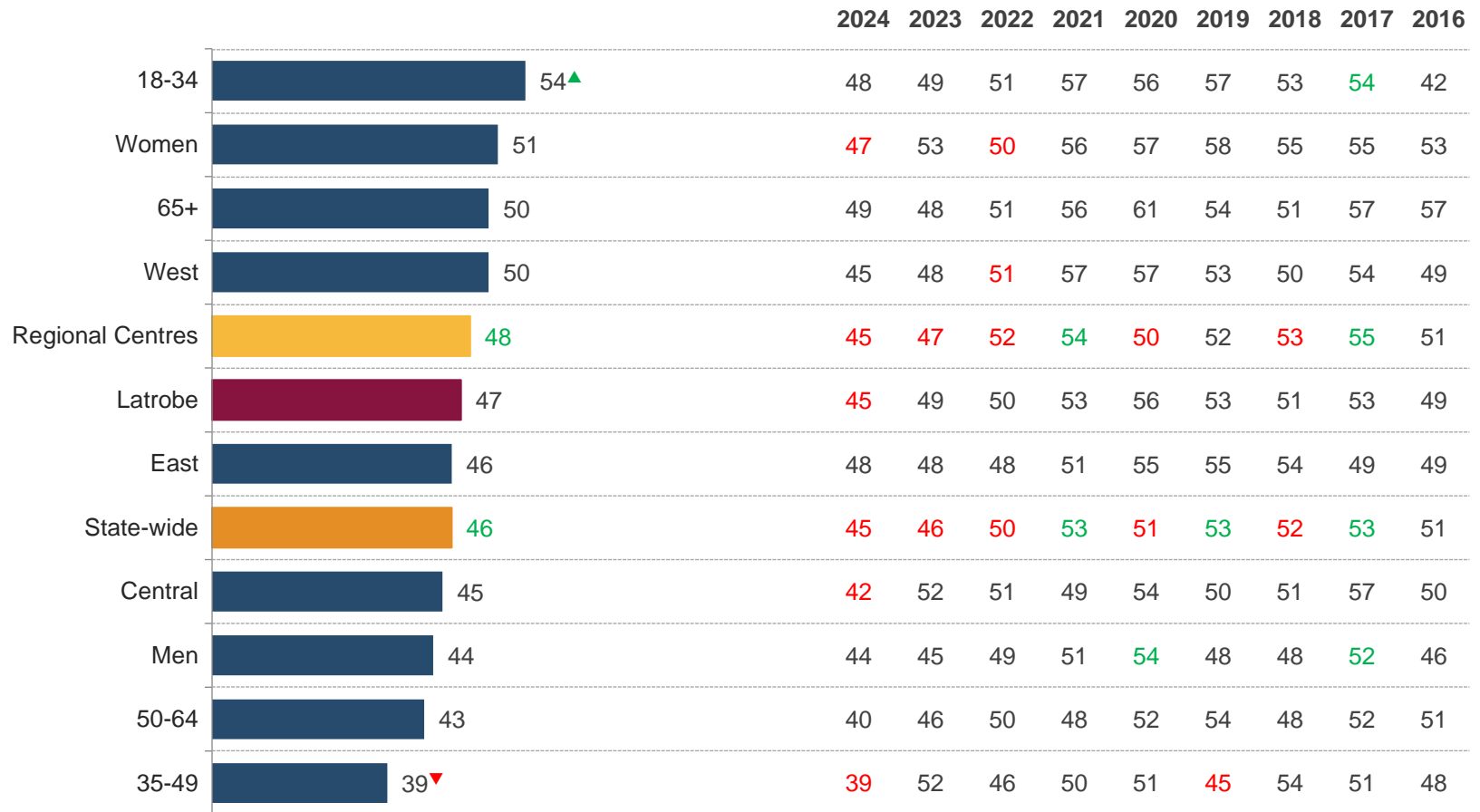
- 14% believe the direction has improved in the last 12 months (up four percentage points)
- 20% believe it has deteriorated (up one percentage point).





Overall council direction last 12 months

2025 overall council direction (index scores)



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

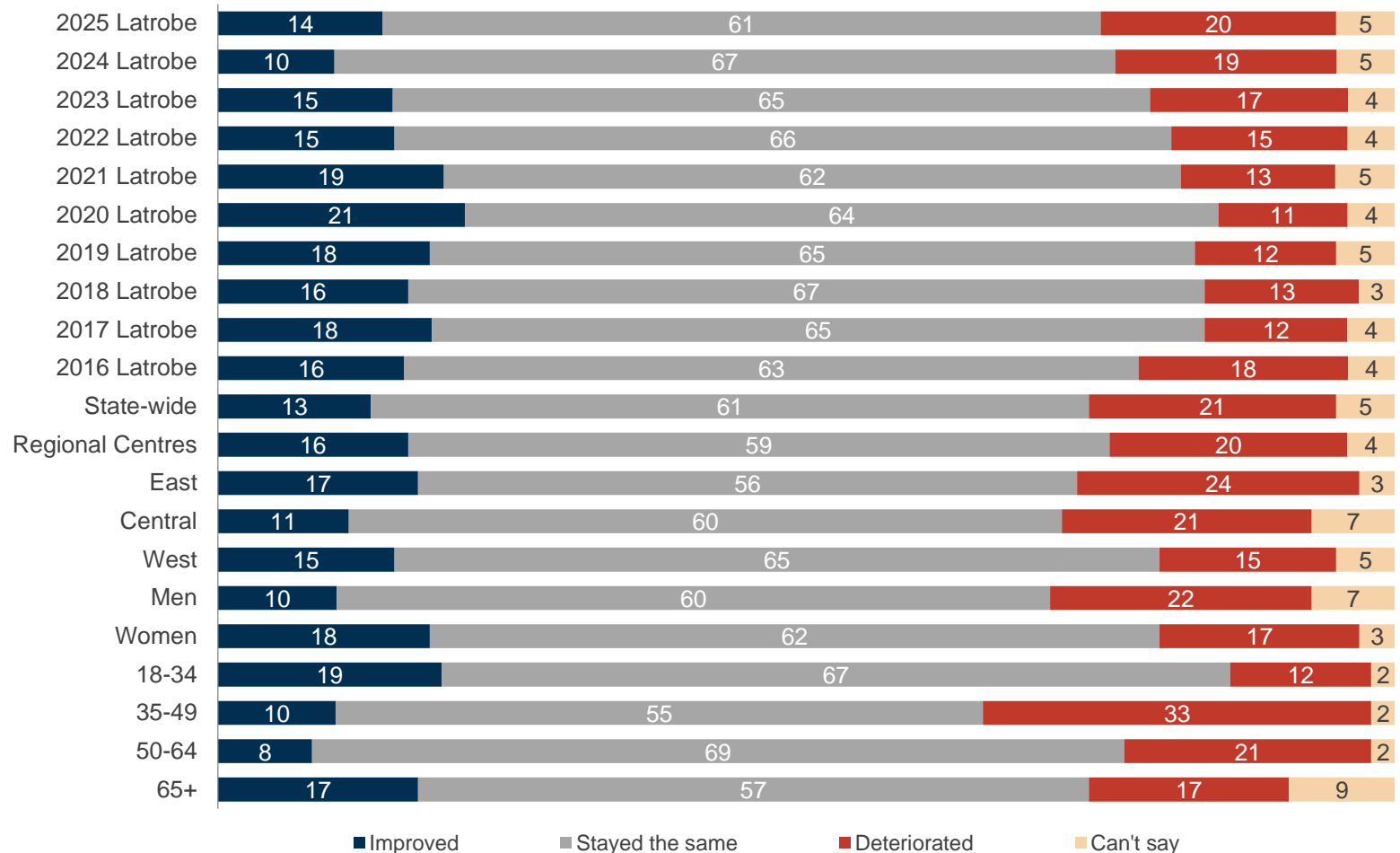
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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



Overall council direction last 12 months

2025 overall council direction (%)



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

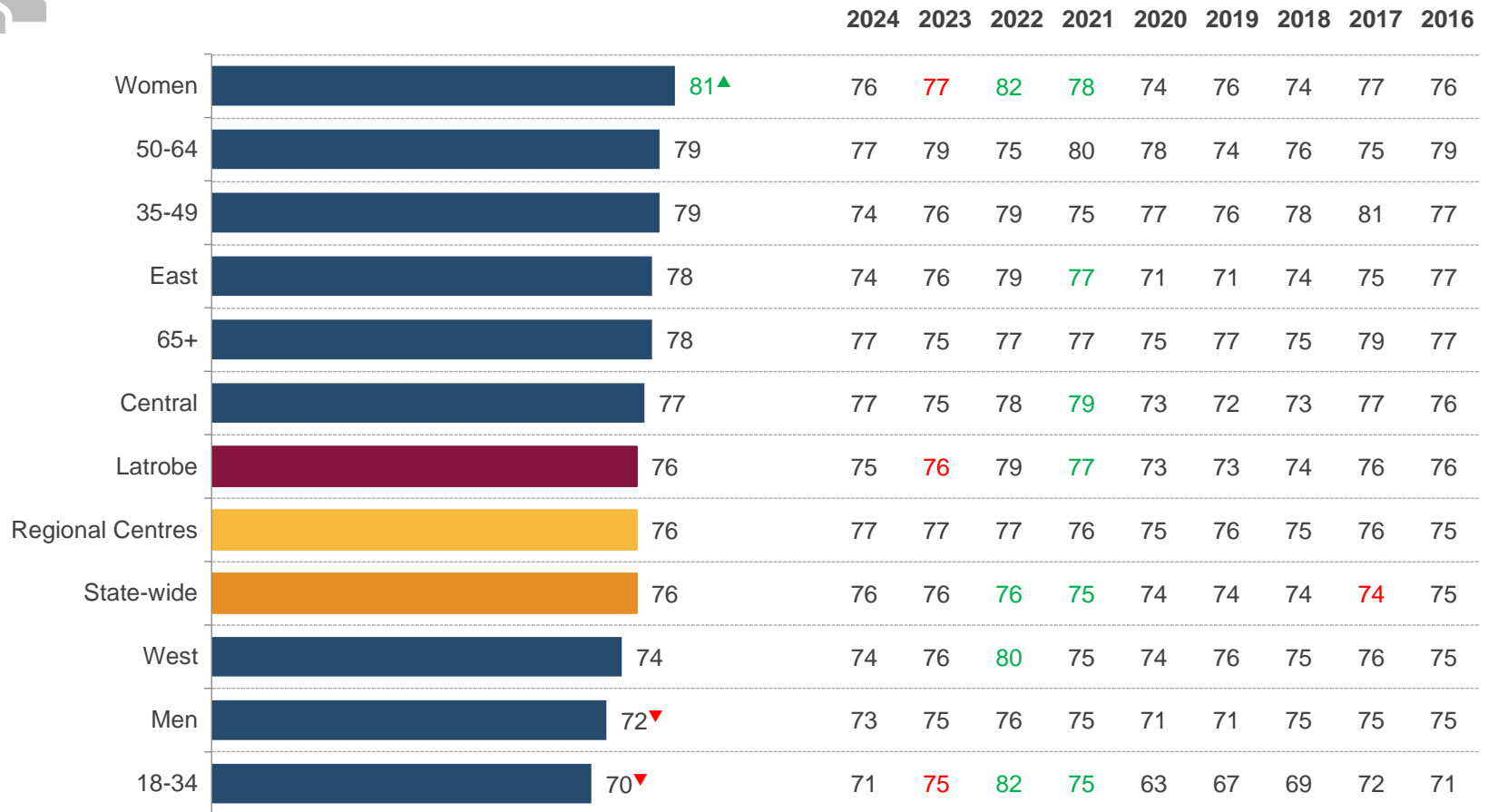
Individual service areas



Community consultation and engagement importance



2025 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

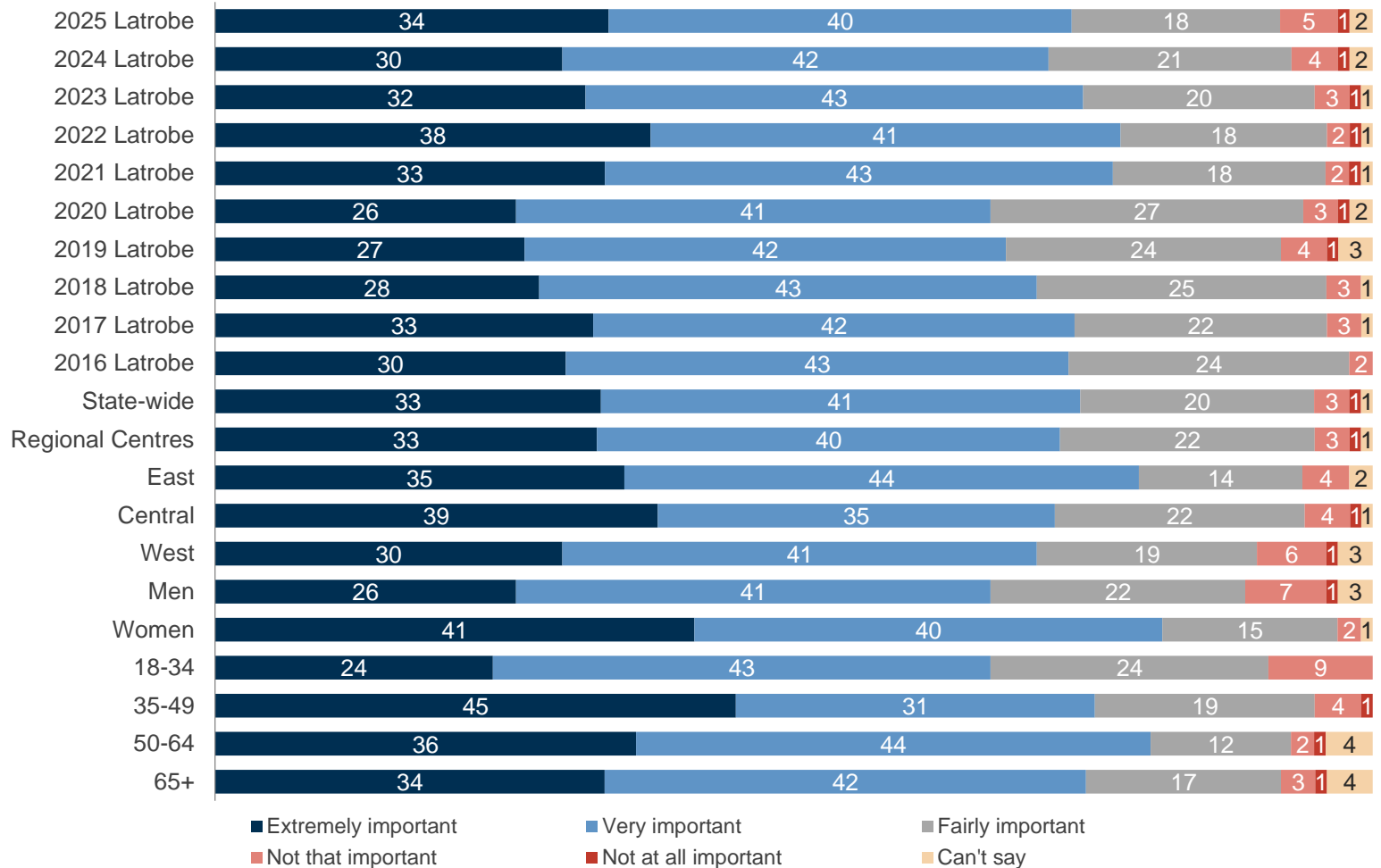
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2025 consultation and engagement importance (%)





Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	54▲	54	53	56	60	56	57	58	55	49
65+	54▲	53	53	57	63	59	59	56	62	53
35-49	51	44	53	53	54	55	55	52	52	40
Central	51	50	50	61	57	56	55	59	56	50
East	51	49	56	50	57	51	57	57	51	47
State-wide	50	51	52	54	56	55	56	55	55	54
Latrobe	49	50	53	55	58	55	57	57	54	48
Regional Centres	49	49	50	54	54	51	54	55	54	52
West	47	51	53	54	58	58	59	56	54	47
50-64	46	49	50	43	56	55	56	53	53	46
18-34	45	51	55	58	56	52	57	66	49	52
Men	45	45	53	54	55	54	57	57	52	47

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

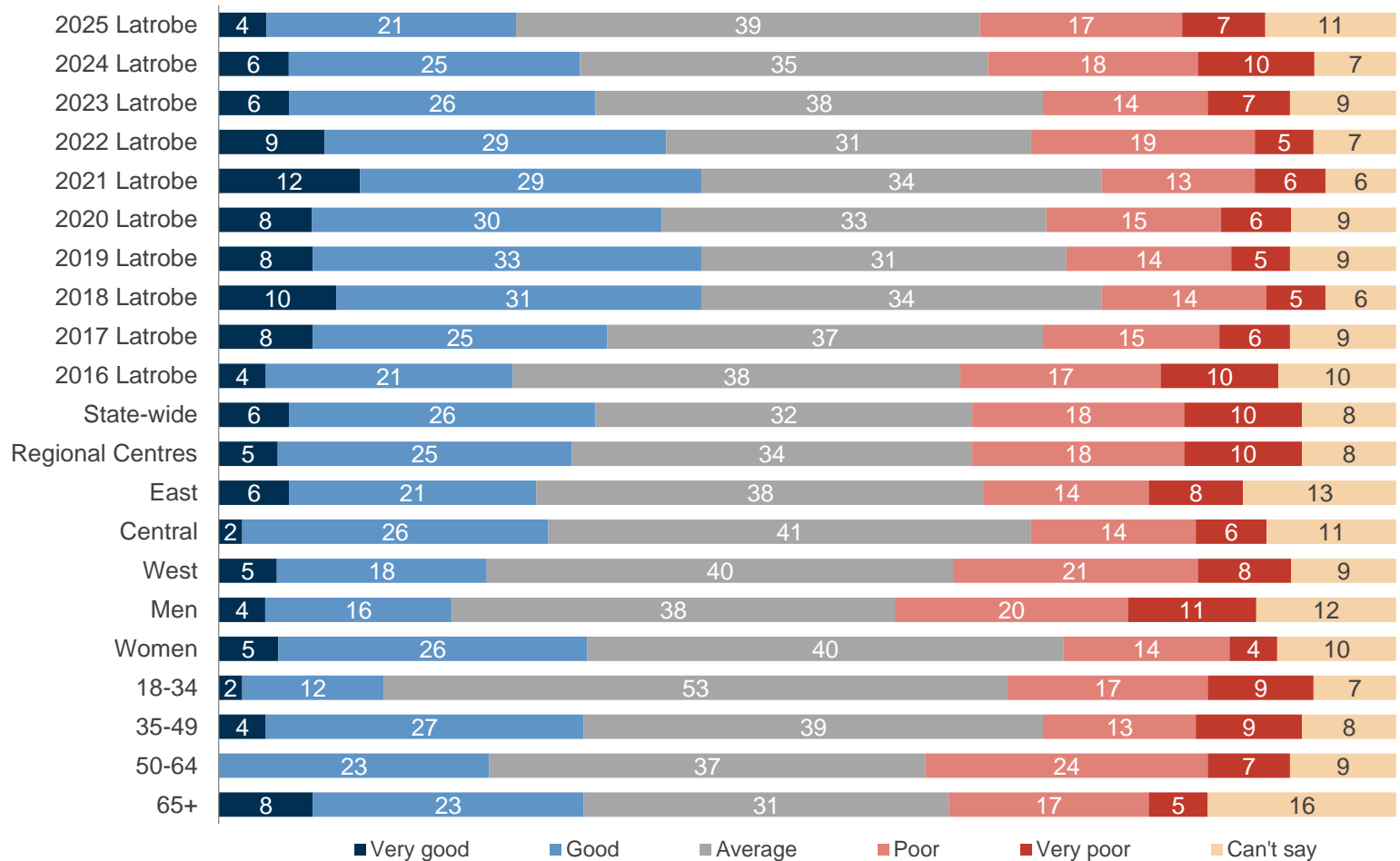
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2025 lobbying importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	75	70	70	72	69	78	71	72	73	71
Central	74	71	74	73	77	71	70	74	75	72
Women	74▲	73	74	74	77	74	72	73	78	70
35-49	72	74	75	74	72	71	70	77	78	67
East	72	67	67	73	70	74	69	69	74	65
Regional Centres	72	71	70	71	70	70	70	70	72	69
Latrobe	70	70	70	73	72	71	69	71	73	68
State-wide	70	68	68	71	69	68	67	68	69	69
65+	70	69	70	70	71	72	70	66	71	67
West	66	72	69	73	69	70	69	69	72	68
Men	66	67	66	72	66	68	66	69	68	67
18-34	66	70	67	76	74	66	66	69	71	69

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

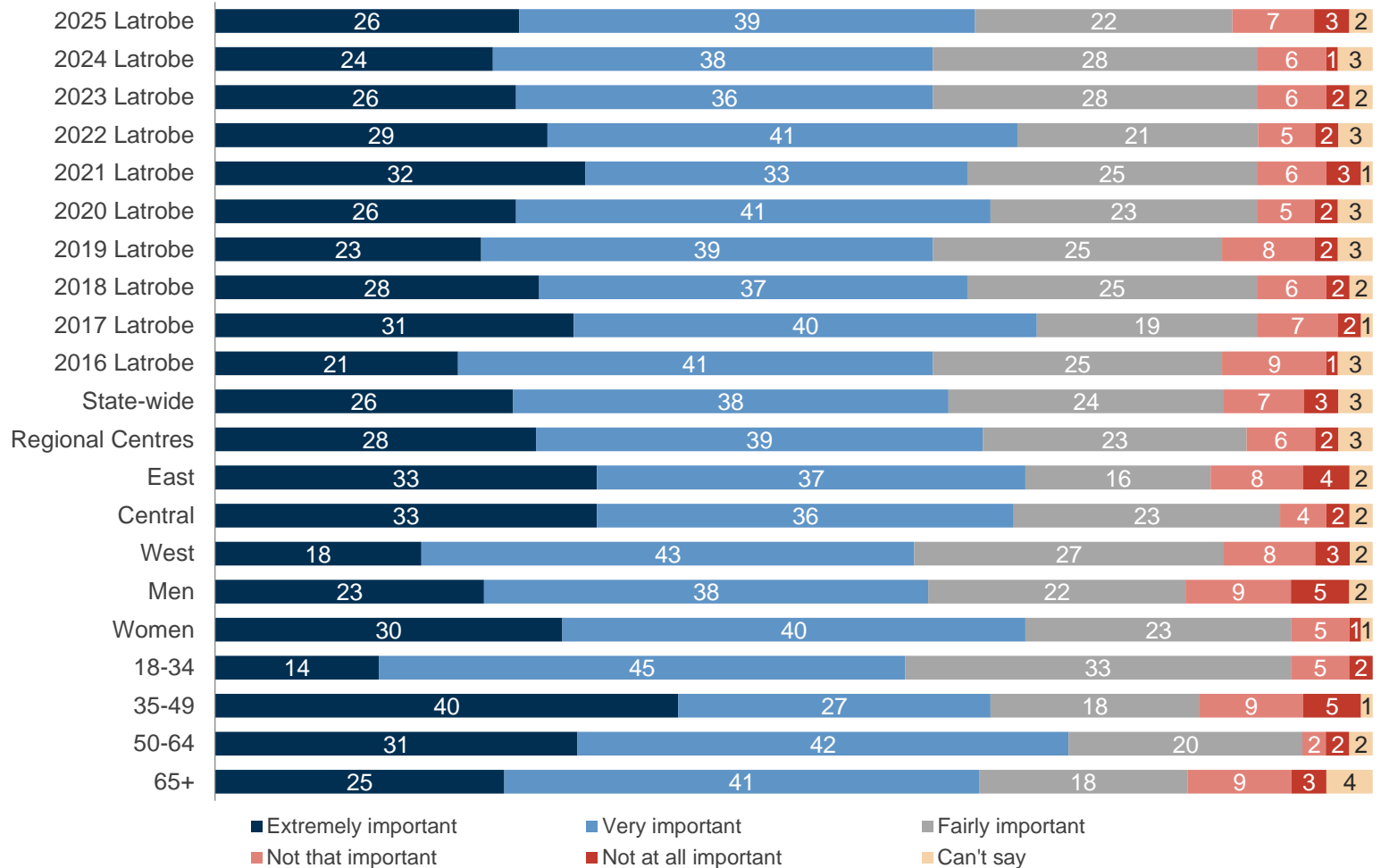
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2025 lobbying importance (%)





Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	54▲	54	58	58	62	59	62	58	63	54
Women	51	53	57	53	55	56	58	53	57	53
State-wide	49	50	51	53	55	53	54	54	54	53
East	49	51	54	47	54	51	60	53	52	52
Regional Centres	49	50	52	55	56	52	54	54	54	52
Central	48	49	50	61	52	58	55	51	55	47
Latrobe	47	50	54	54	55	55	57	53	54	50
West	46	50	57	54	58	56	57	54	54	51
35-49	45	44	55	53	50	51	51	49	53	41
18-34	44	50	52	57	55	54	59	57	50	53
50-64	44	48	48	43	52	57	54	47	51	53
Men	44	46	51	56	55	54	56	53	51	48

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

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 7

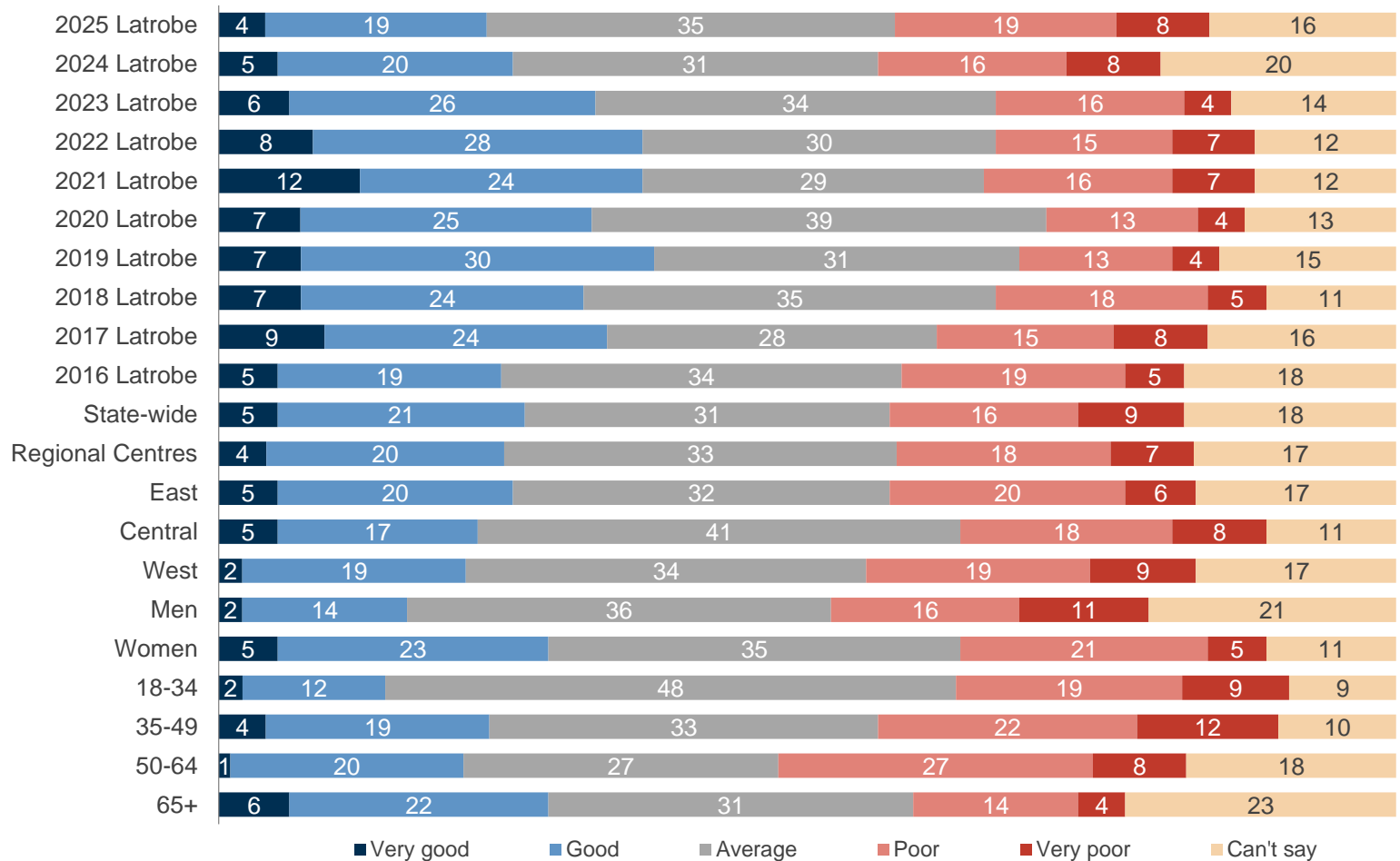
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



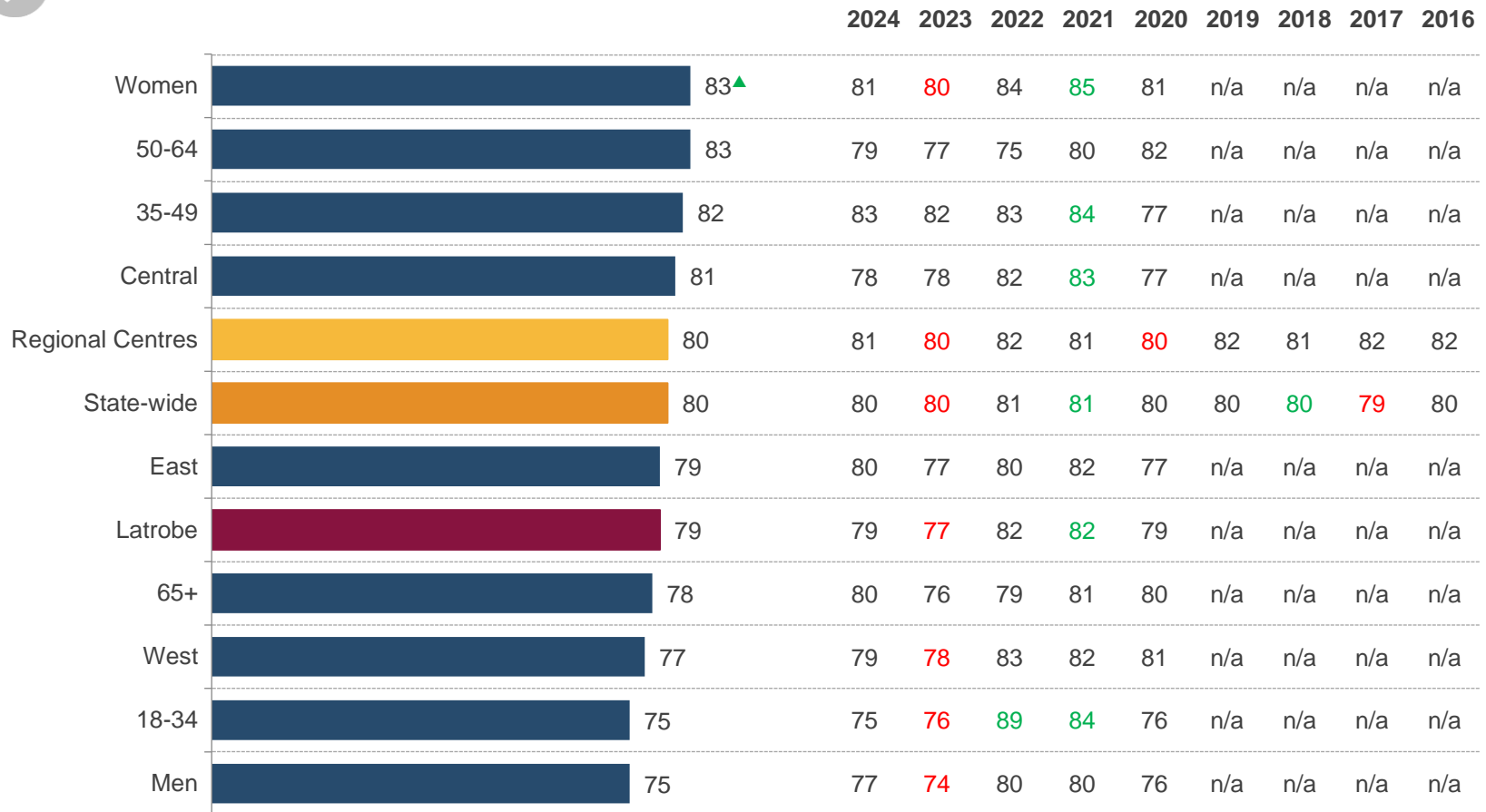
2025 lobbying performance (%)



Decisions made in the interest of the community importance



2025 community decisions made importance (index scores)



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

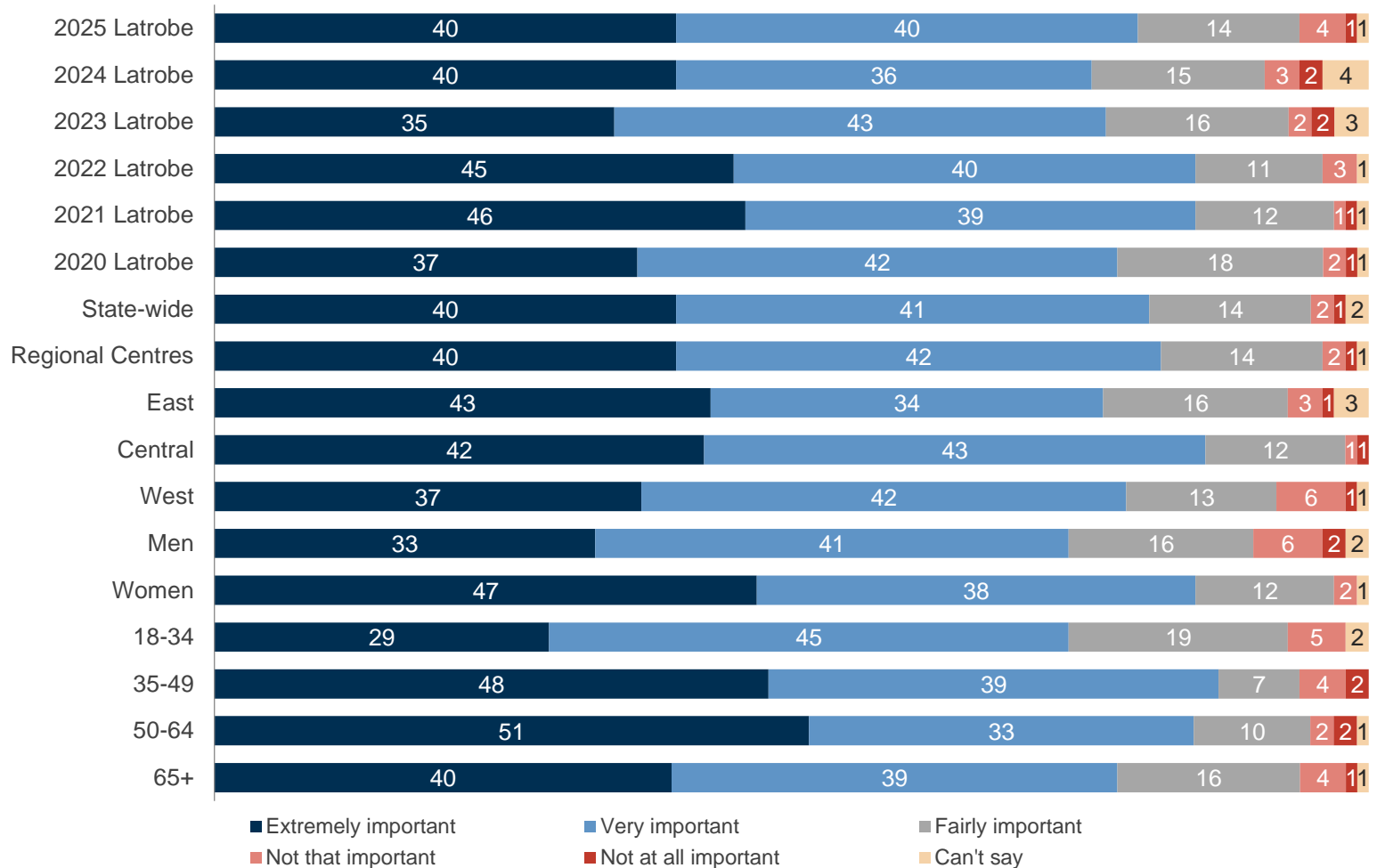
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

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

Decisions made in the interest of the community importance



2025 community decisions made importance (%)



Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	53▲	55	56	57	64	57	59	57	65	54
Women	51	52	58	52	58	56	57	55	55	49
State-wide	49	50	51	54	56	53	55	54	54	54
Regional Centres	48	48	50	54	54	50	52	52	52	51
East	48	46	53	49	54	48	53	55	51	43
Central	48	49	52	55	57	54	52	49	52	51
Latrobe	47	49	55	52	56	53	54	52	51	47
West	47	51	58	53	57	57	56	52	51	47
50-64	46	47	51	45	53	50	54	49	49	47
35-49	44	47	55	46	48	51	55	49	48	37
18-34	44	44	56	56	56	54	47	53	46	51
Men	43	45	52	53	54	50	50	49	48	45

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

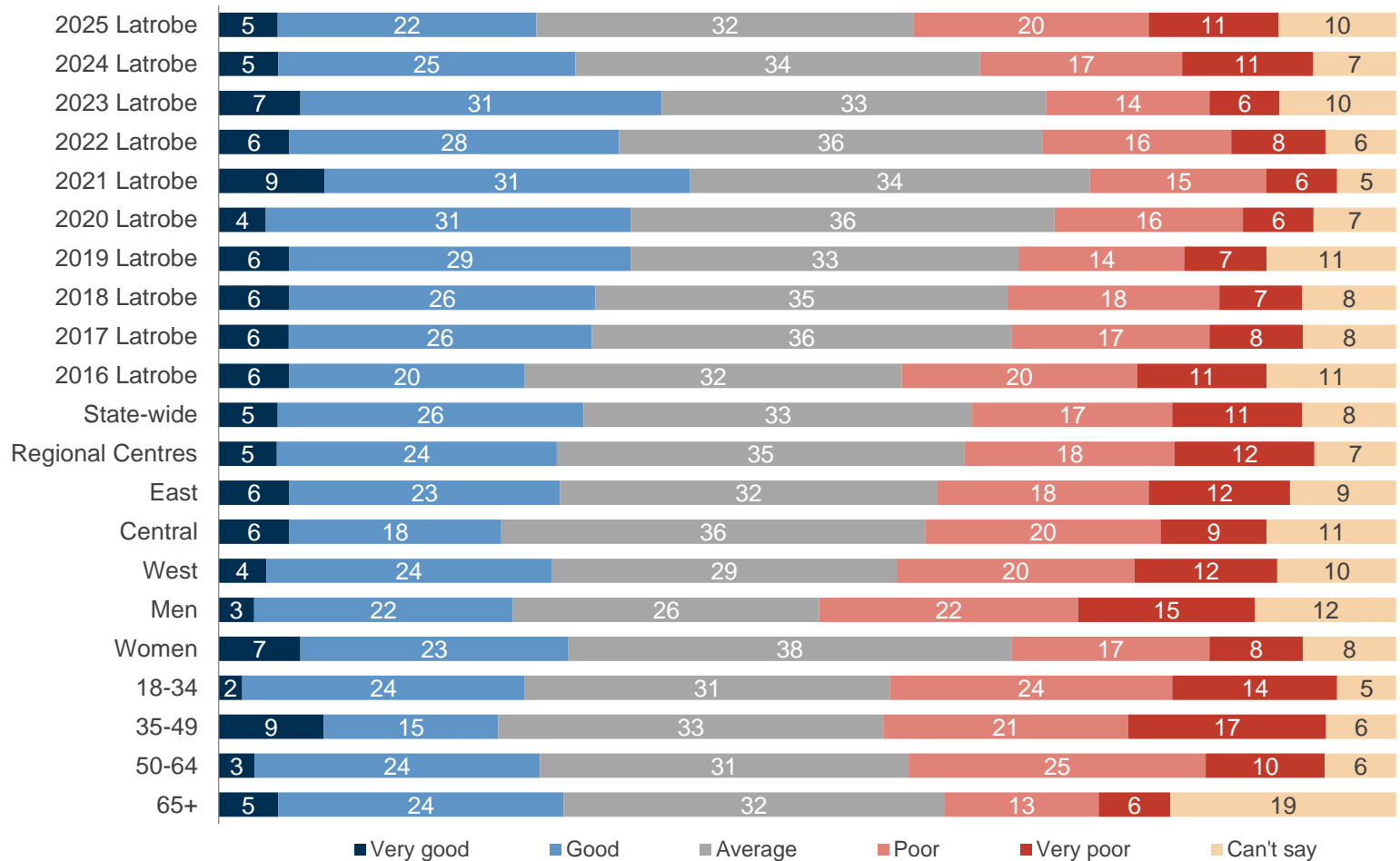
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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

Decisions made in the interest of the community performance



2025 community decisions made performance (%)



The condition of sealed local roads in your area importance



2025 sealed local roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	87▲	84	82	79	81	n/a	n/a	n/a	n/a	n/a
35-49	84	82	81	83	79	n/a	n/a	n/a	n/a	n/a
East	83	81	82	83	81	n/a	n/a	n/a	n/a	n/a
State-wide	83	83	82	81	79	79	79	80	78	78
Regional Centres	81	82	82	81	79	79	79	81	80	76
Women	81	84	82	84	83	n/a	n/a	n/a	n/a	n/a
Latrobe	81	82	82	83	80	n/a	n/a	n/a	n/a	n/a
Men	81	80	81	82	77	n/a	n/a	n/a	n/a	n/a
West	81	82	81	83	79	n/a	n/a	n/a	n/a	n/a
65+	79	80	79	82	82	n/a	n/a	n/a	n/a	n/a
Central	79	83	82	82	81	n/a	n/a	n/a	n/a	n/a
18-34	78	84	85	86	78	n/a	n/a	n/a	n/a	n/a

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

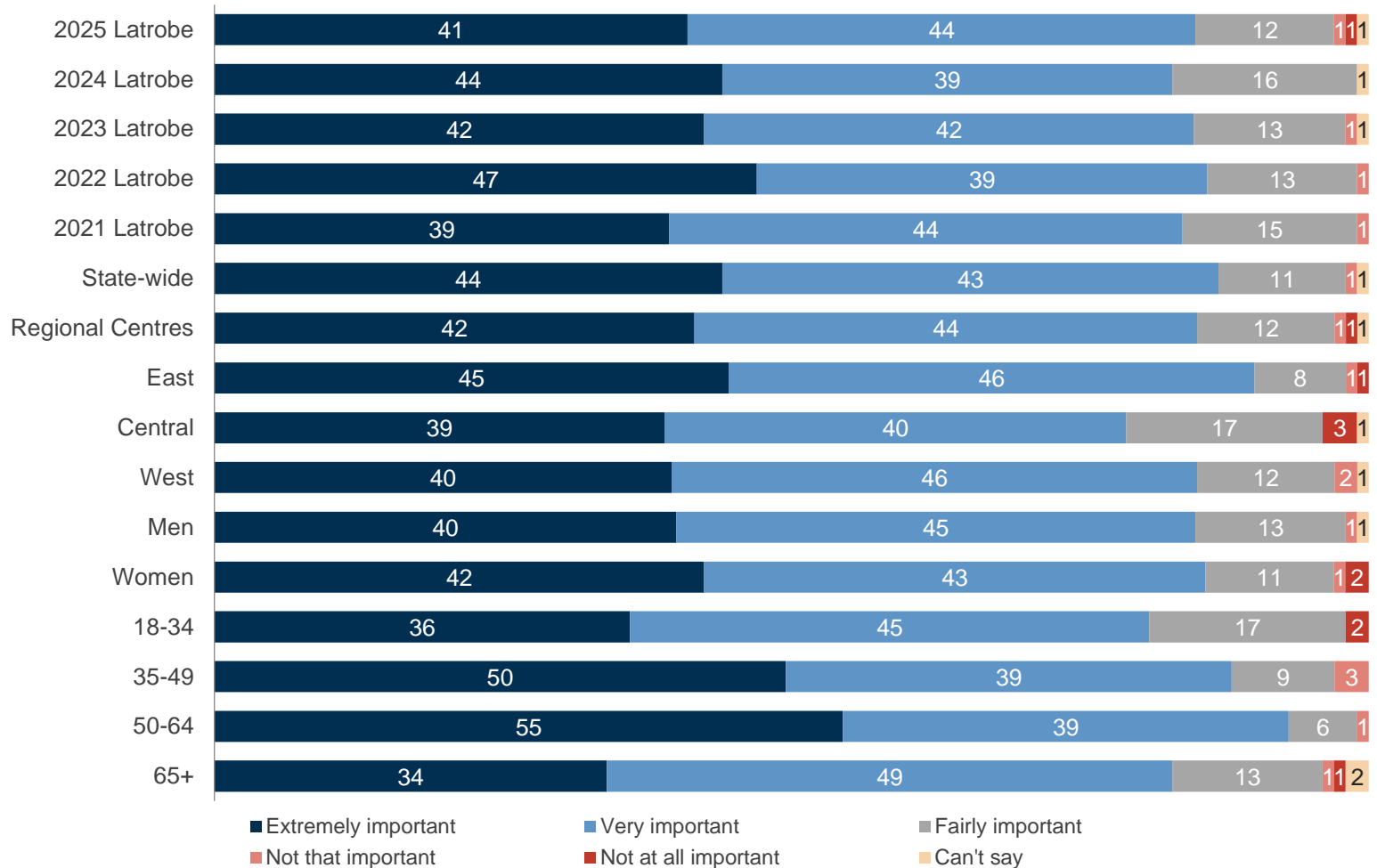
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

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

The condition of sealed local roads in your area importance



2025 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	58▲	59	59	58	71	63	65	60	69	58
Central	51	52	54	61	58	56	54	53	60	51
Men	51	53	54	57	59	56	58	54	62	50
East	51	52	52	51	59	54	60	54	55	49
Latrobe	50	53	54	57	61	57	60	56	61	50
Women	50	52	53	58	62	58	61	57	61	51
West	50	53	55	59	64	59	63	60	66	51
35-49	47	48	49	54	52	55	57	47	60	45
Regional Centres	46▼	46	49	54	60	55	57	54	53	54
18-34	46	46	52	60	56	53	53	55	58	49
50-64	46	54	52	53	62	55	62	60	59	49
State-wide	45▼	45	48	53	57	54	56	53	53	54

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

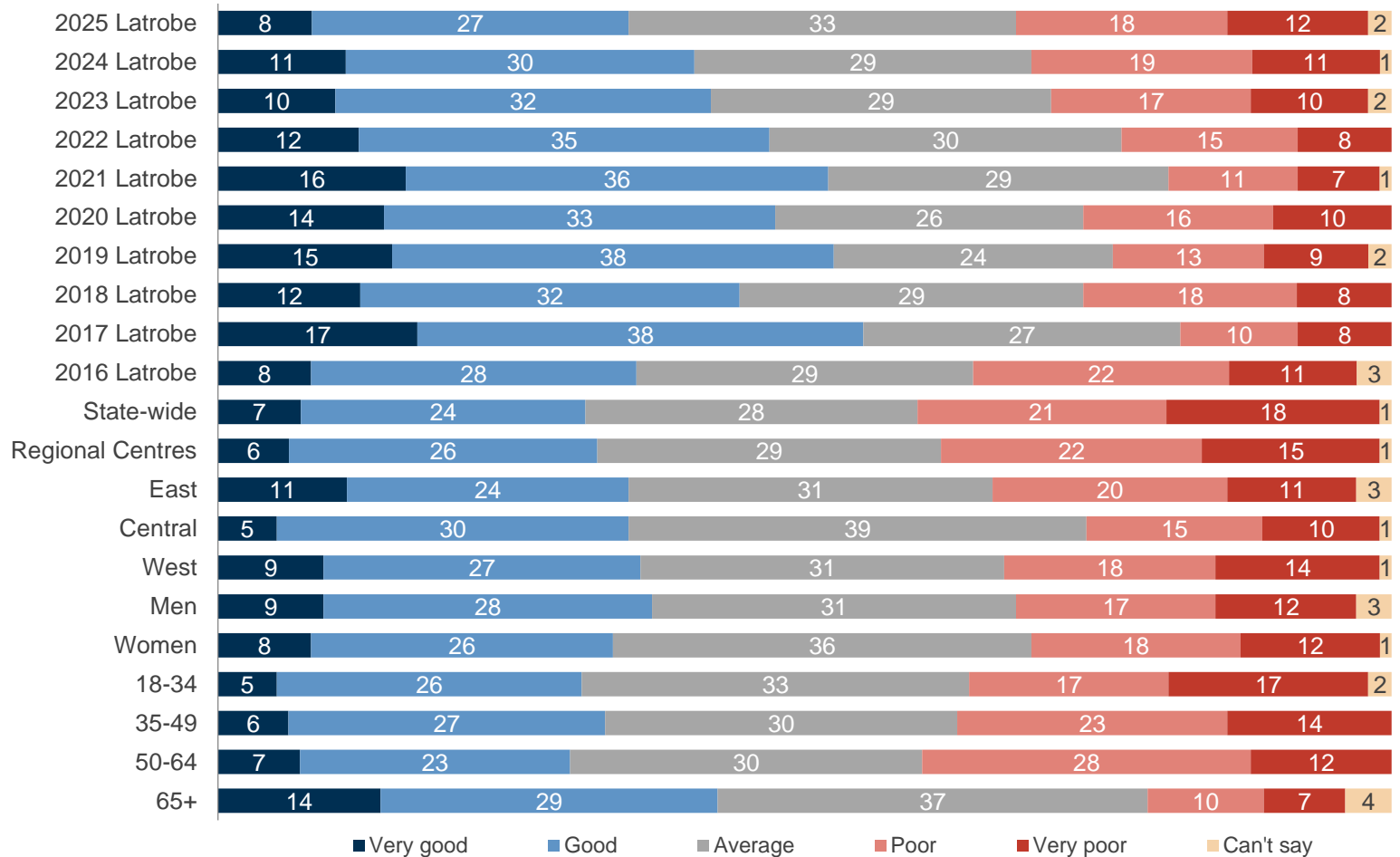
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

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

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)

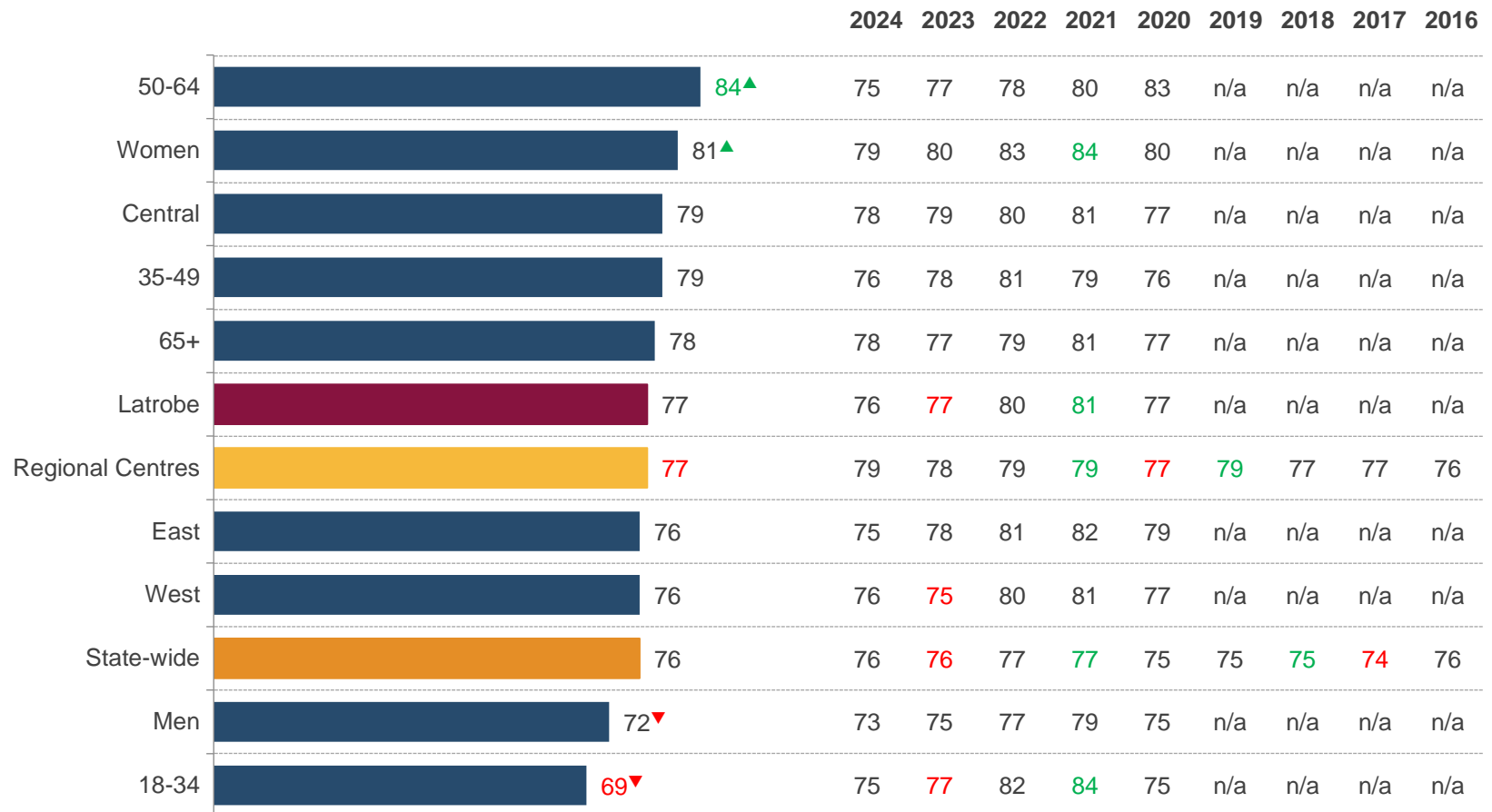




Informing the community importance



2025 informing community importance (index scores)



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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4

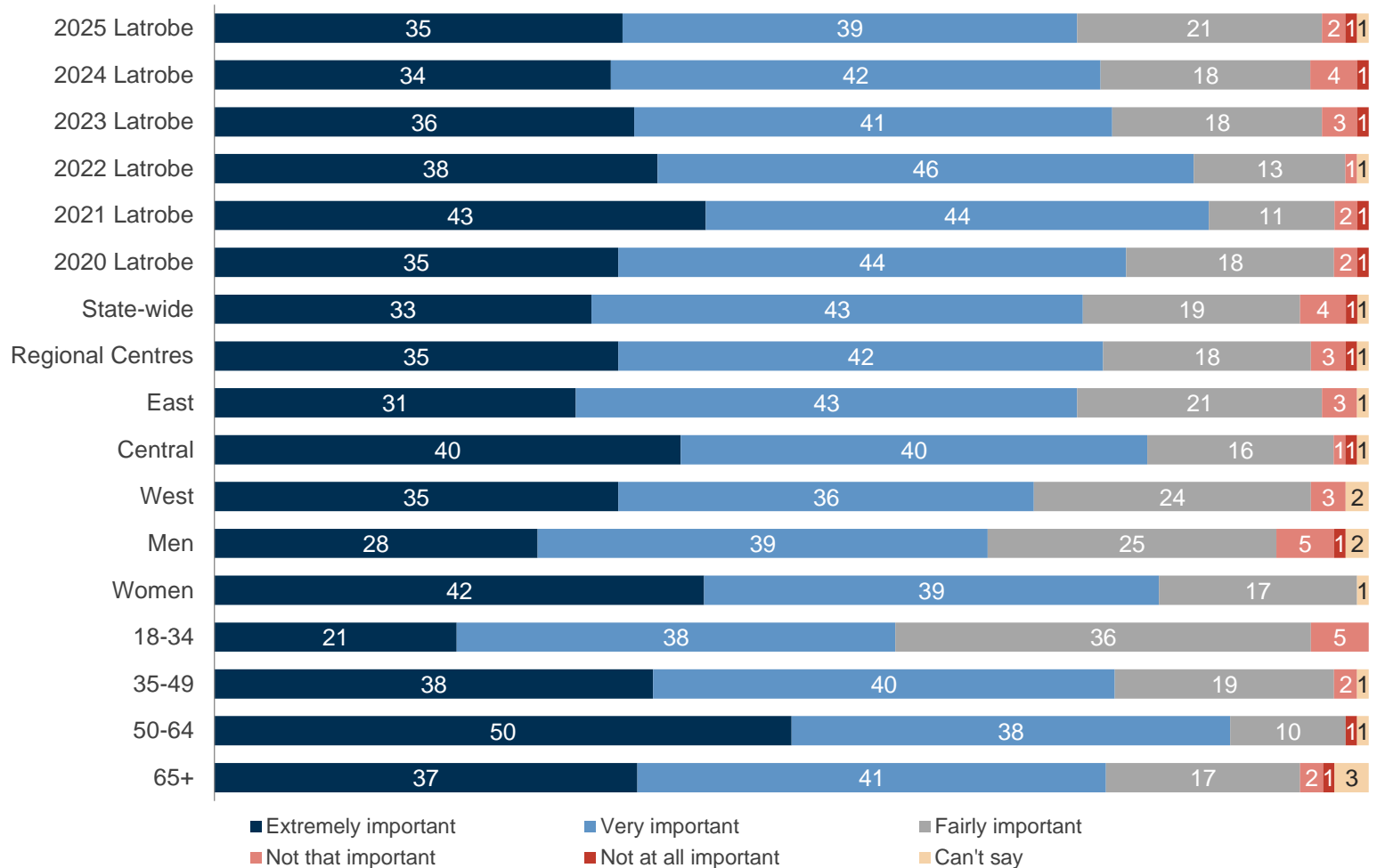
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2025 informing community importance (%)





Informing the community performance



2025 informing community performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central	58▲	52	53	62	61	57	n/a	n/a	n/a	n/a
State-wide	56▲	56	57	59	60	59	60	59	59	59
65+	55	58	56	60	63	61	n/a	n/a	n/a	n/a
Women	54	57	54	56	62	58	n/a	n/a	n/a	n/a
Regional Centres	53	54	55	58	59	56	56	59	58	59
Latrobe	52	53	55	57	60	57	n/a	n/a	n/a	n/a
East	51	51	59	50	58	55	n/a	n/a	n/a	n/a
35-49	50	50	54	54	60	55	n/a	n/a	n/a	n/a
18-34	50	52	56	59	59	54	n/a	n/a	n/a	n/a
50-64	49	50	51	52	59	59	n/a	n/a	n/a	n/a
Men	49	50	56	58	59	57	n/a	n/a	n/a	n/a
West	48	56	54	59	61	60	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

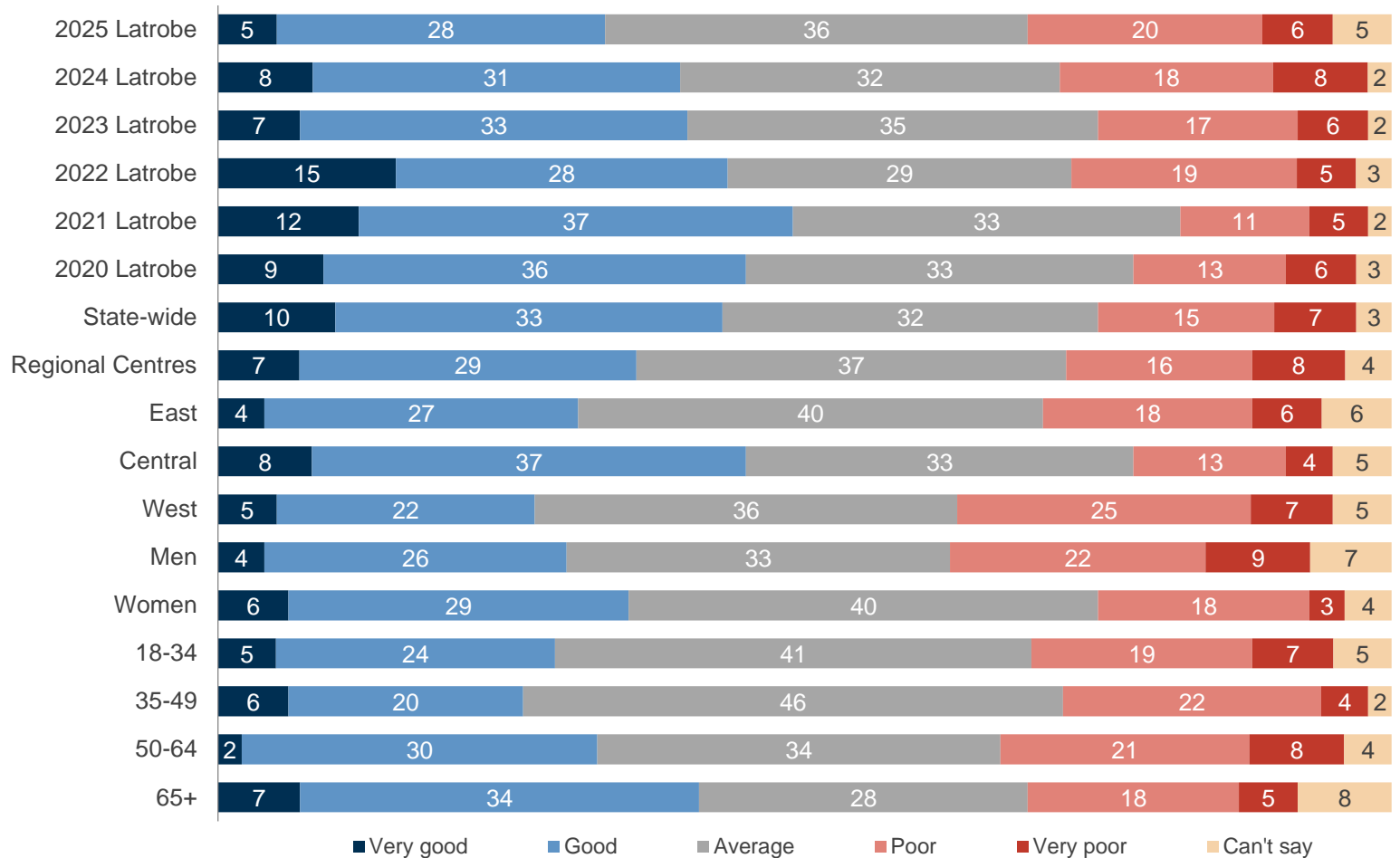
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2025 informing community performance (%)



The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	82	82	82	81	81	80	74	83	81	75
50-64	81	81	84	81	78	84	80	78	76	80
Women	80	83	83	84	80	81	78	80	79	81
Regional Centres	80	80	81	80	78	78	77	79	77	77
East	80	78	85	84	81	80	75	80	80	79
Central	79	79	80	80	80	81	77	78	76	79
State-wide	79	80	81	81	79	78	77	78	77	77
65+	79	79	81	82	80	82	78	77	78	81
Latrobe	79	80	82	82	79	81	77	78	78	78
West	78	82	82	83	77	81	77	77	77	76
Men	78	76	82	80	77	80	75	76	76	75
18-34	74▼	80	85	85	76	77	75	75	76	76

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

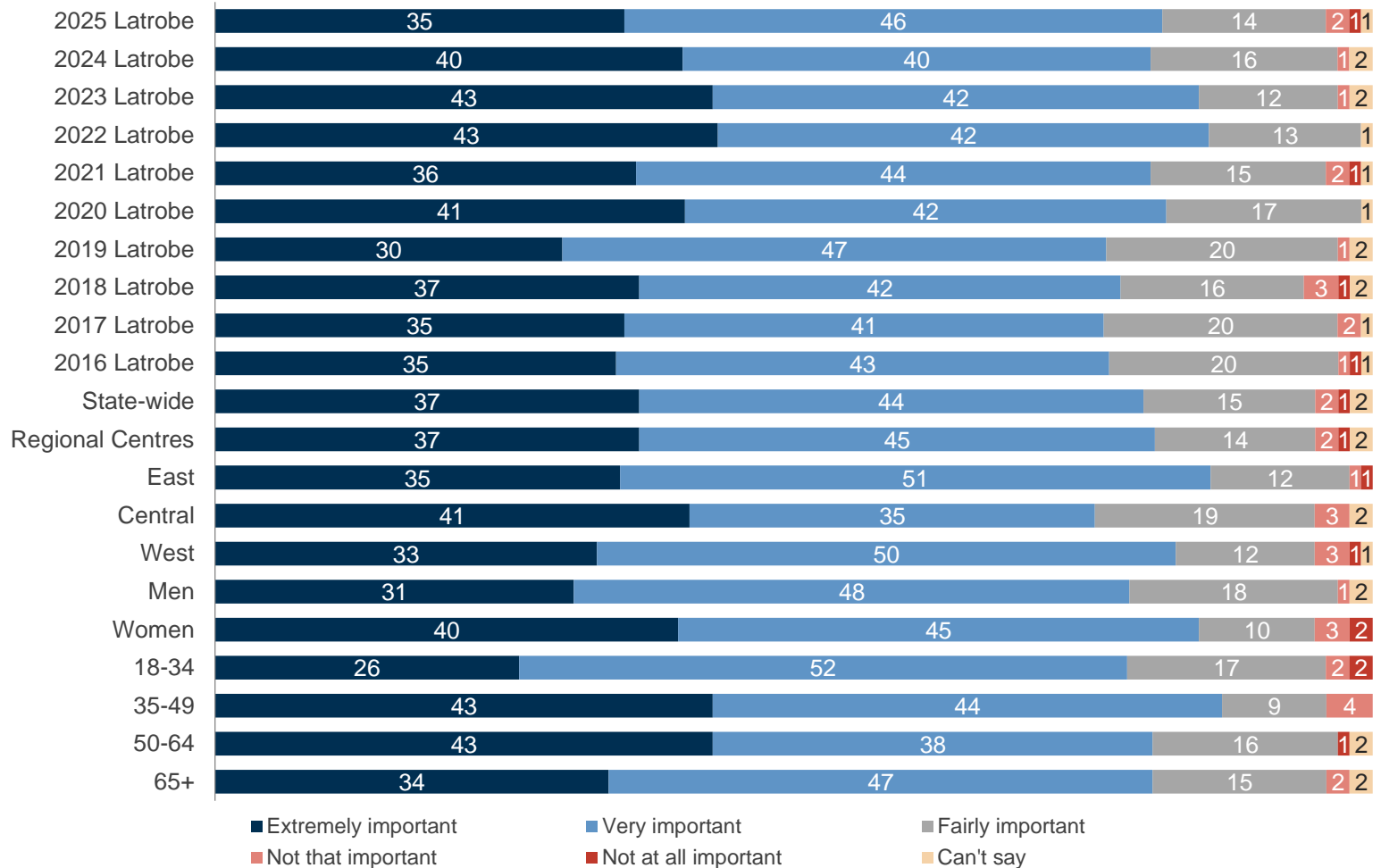
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

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

The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	62▲	60	59	60	67	59	63	59	64	57
Men	54	56	52	55	61	56	61	55	61	53
West	53	54	52	57	63	60	62	58	60	56
East	53	53	53	52	55	53	63	51	57	48
Regional Centres	53	53	53	59	62	59	61	59	57	58
Latrobe	53	54	53	57	60	55	61	54	59	53
Central	52	55	52	61	59	52	56	52	61	53
State-wide	52	52	52	57	59	58	59	58	57	57
Women	51	53	53	58	58	55	60	53	58	53
35-49	50	50	53	52	57	54	62	49	56	53
50-64	48	54	50	50	58	52	60	53	58	52
18-34	46▼	51	46	59	56	55	57	55	59	49

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

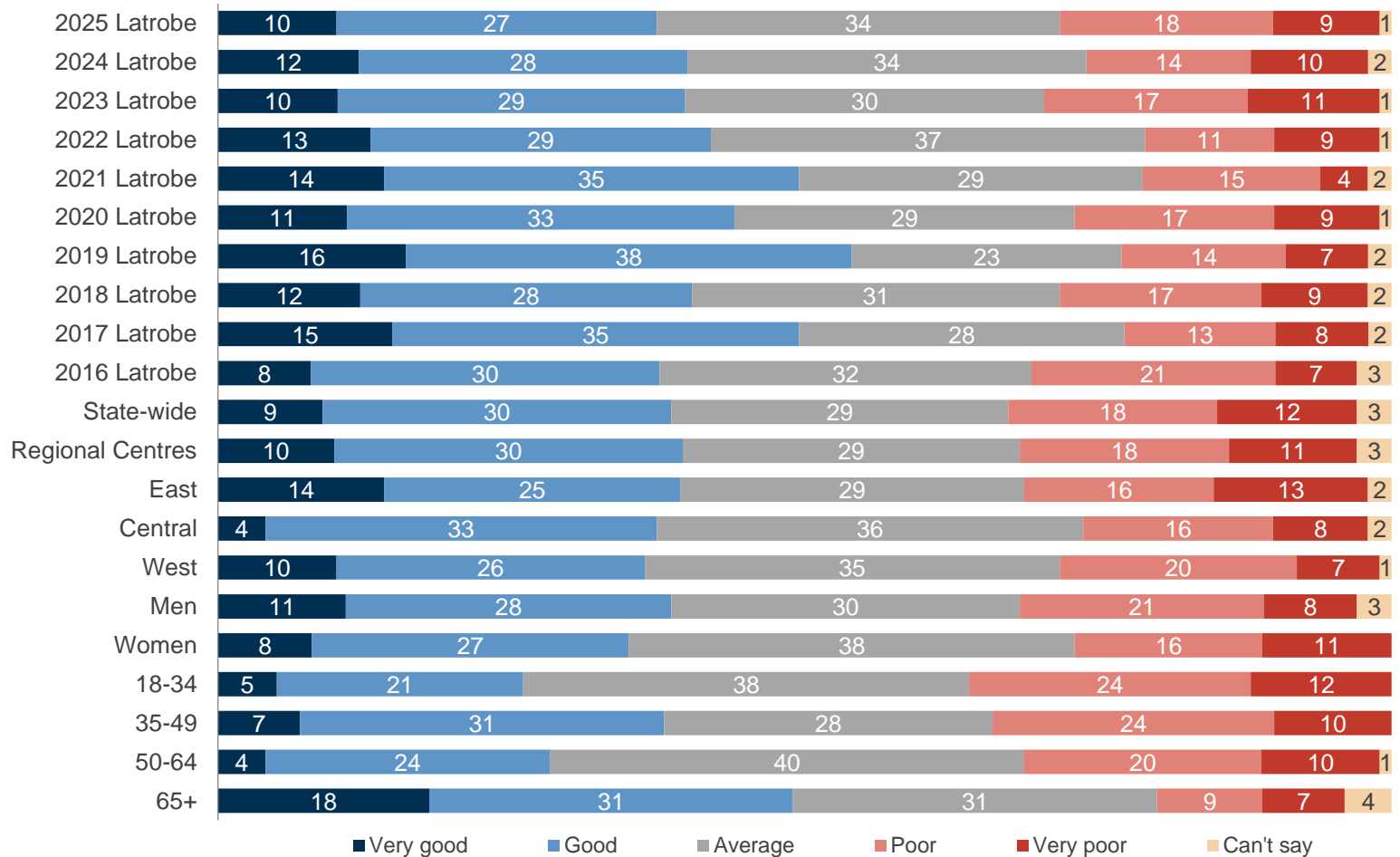
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6

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

The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (%)

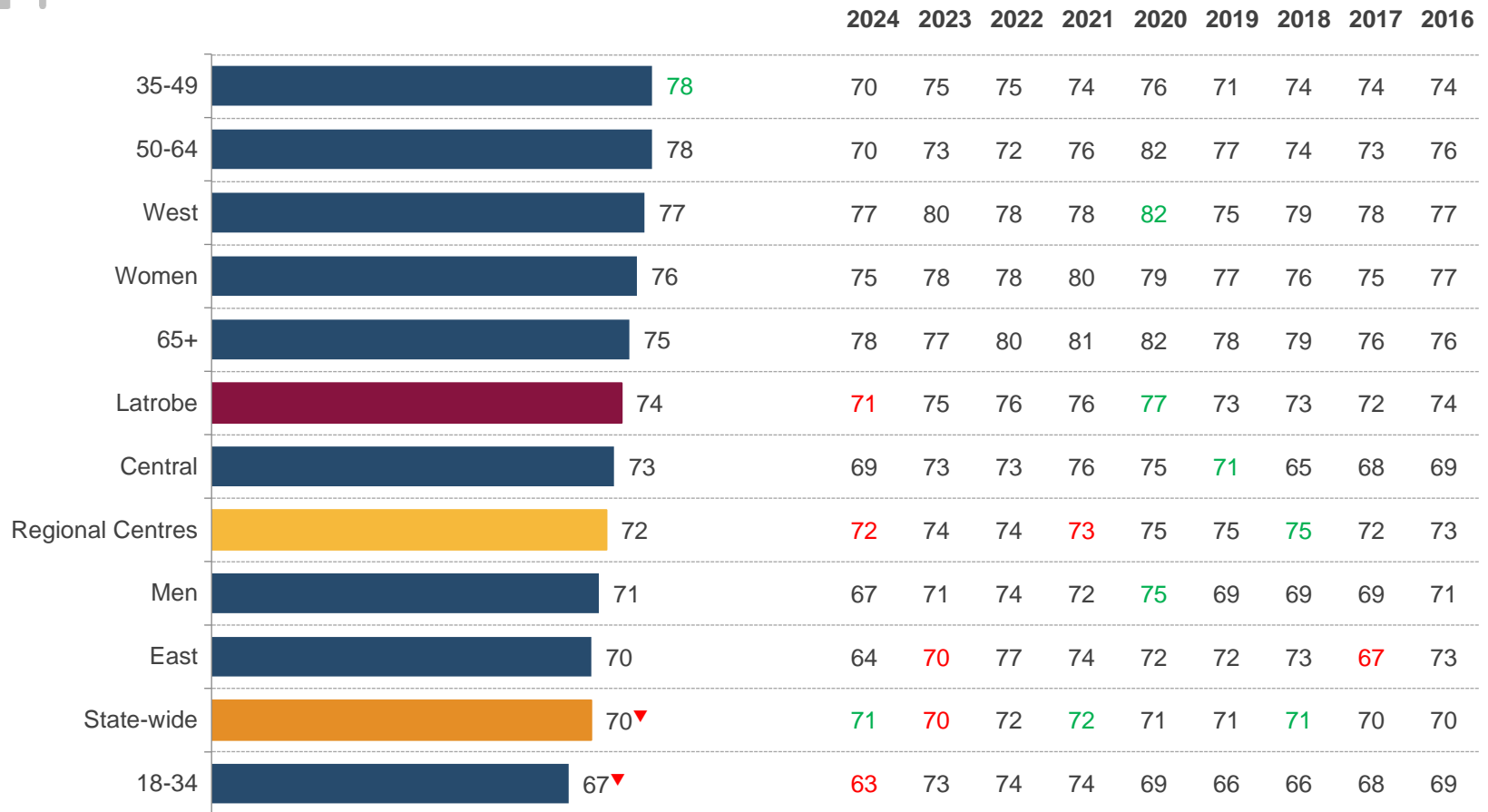




Parking facilities importance



2025 parking importance (index scores)



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

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

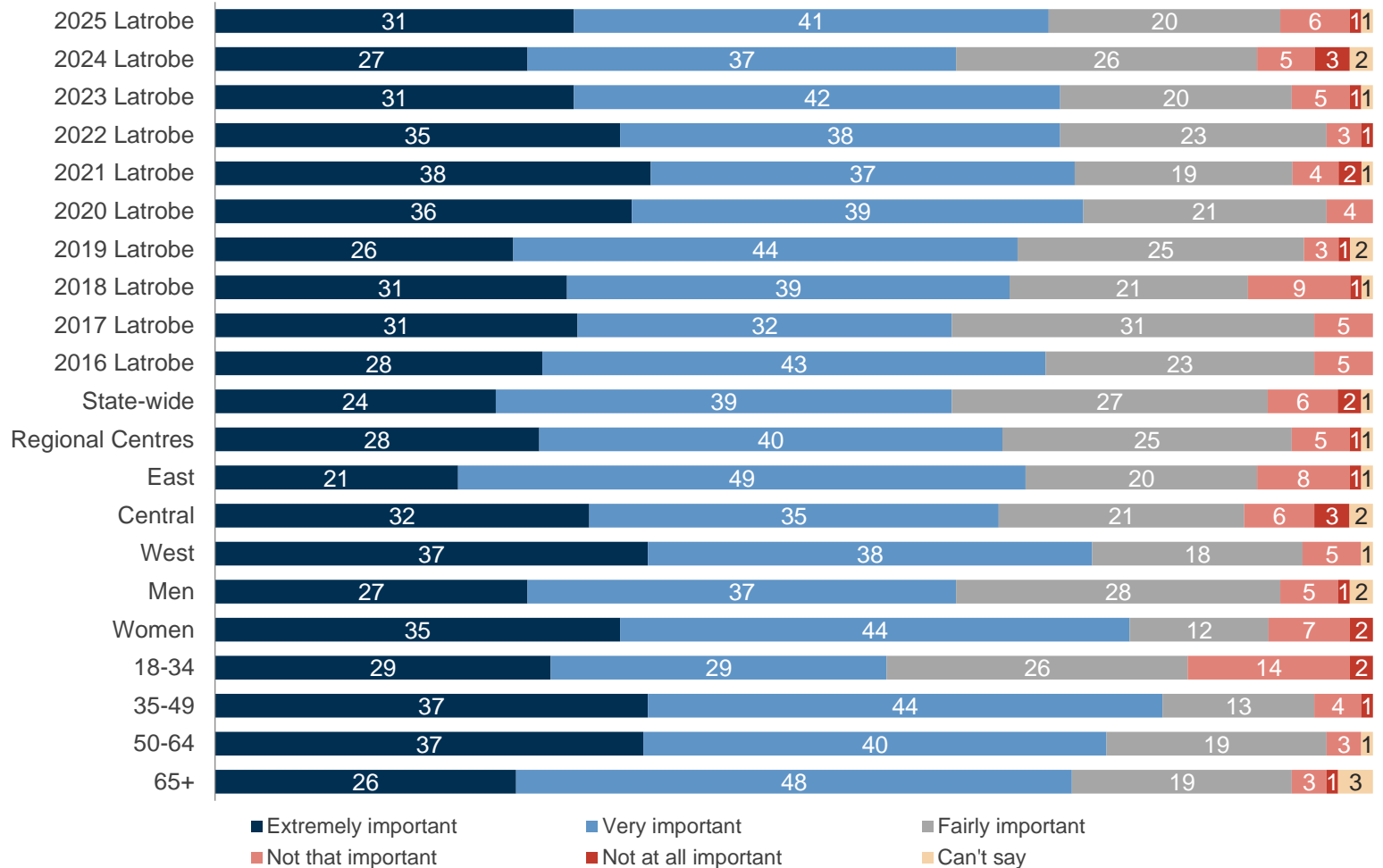
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2025 parking importance (%)





Parking facilities performance



2025 parking performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
East	58▲	59	59	52	55	52	57	55	59	56
State-wide	54▲	54	55	57	58	55	56	56	55	56
Regional Centres	51▲	54	53	56	55	49	50	51	52	54
65+	50	49	51	54	53	48	53	48	57	52
Women	50	48	48	52	48	45	50	50	54	49
Central	48	51	51	58	52	44	54	58	61	59
Latrobe	47	50	49	52	50	46	52	52	53	51
35-49	47	48	47	51	50	43	50	49	50	46
50-64	47	49	47	47	49	43	52	51	54	51
Men	45	53	51	53	51	47	53	54	53	52
18-34	44	54	51	55	47	49	52	58	53	53
West	40▼	44	41	49	45	43	47	44	46	42

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

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

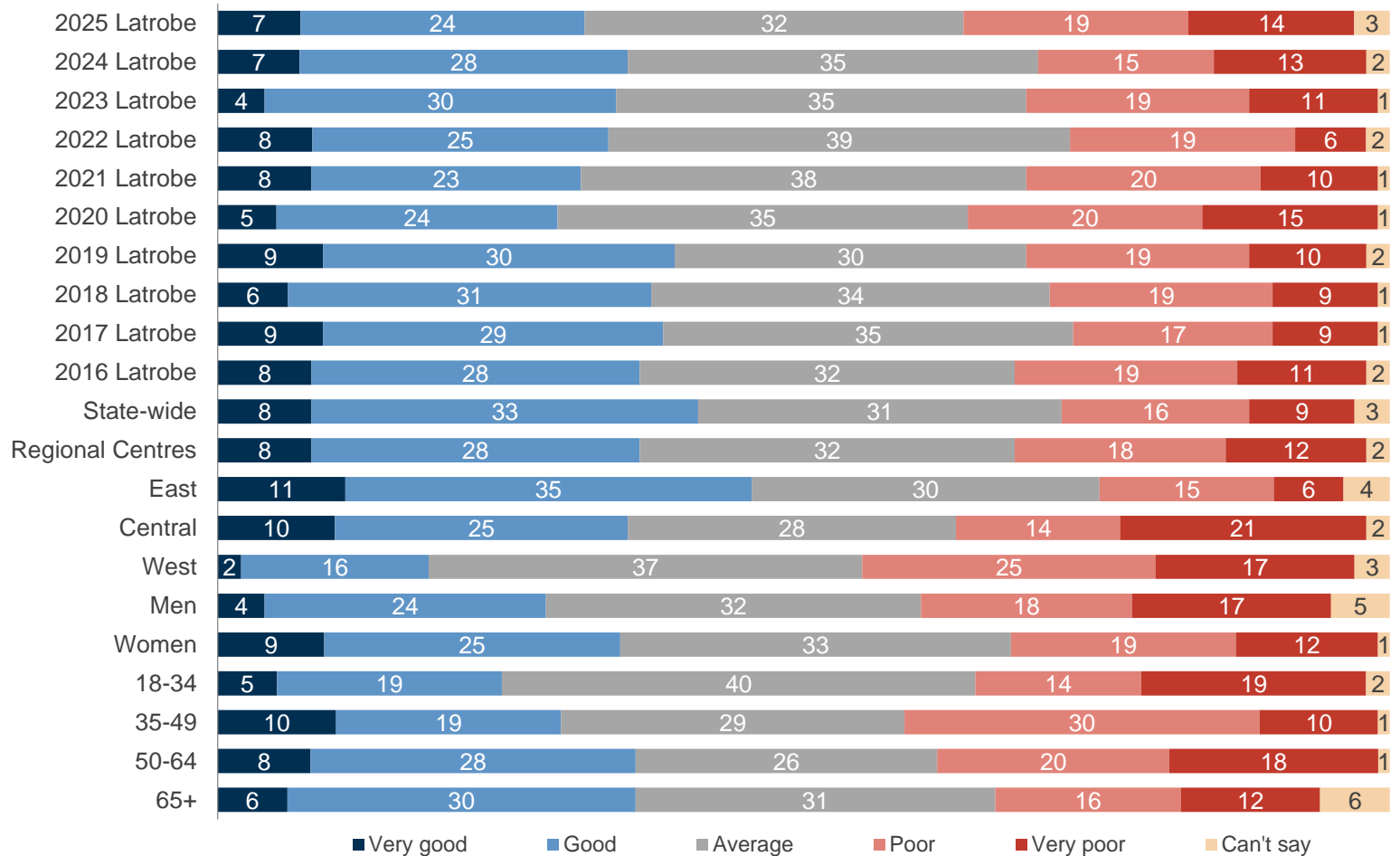
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2025 parking performance (%)

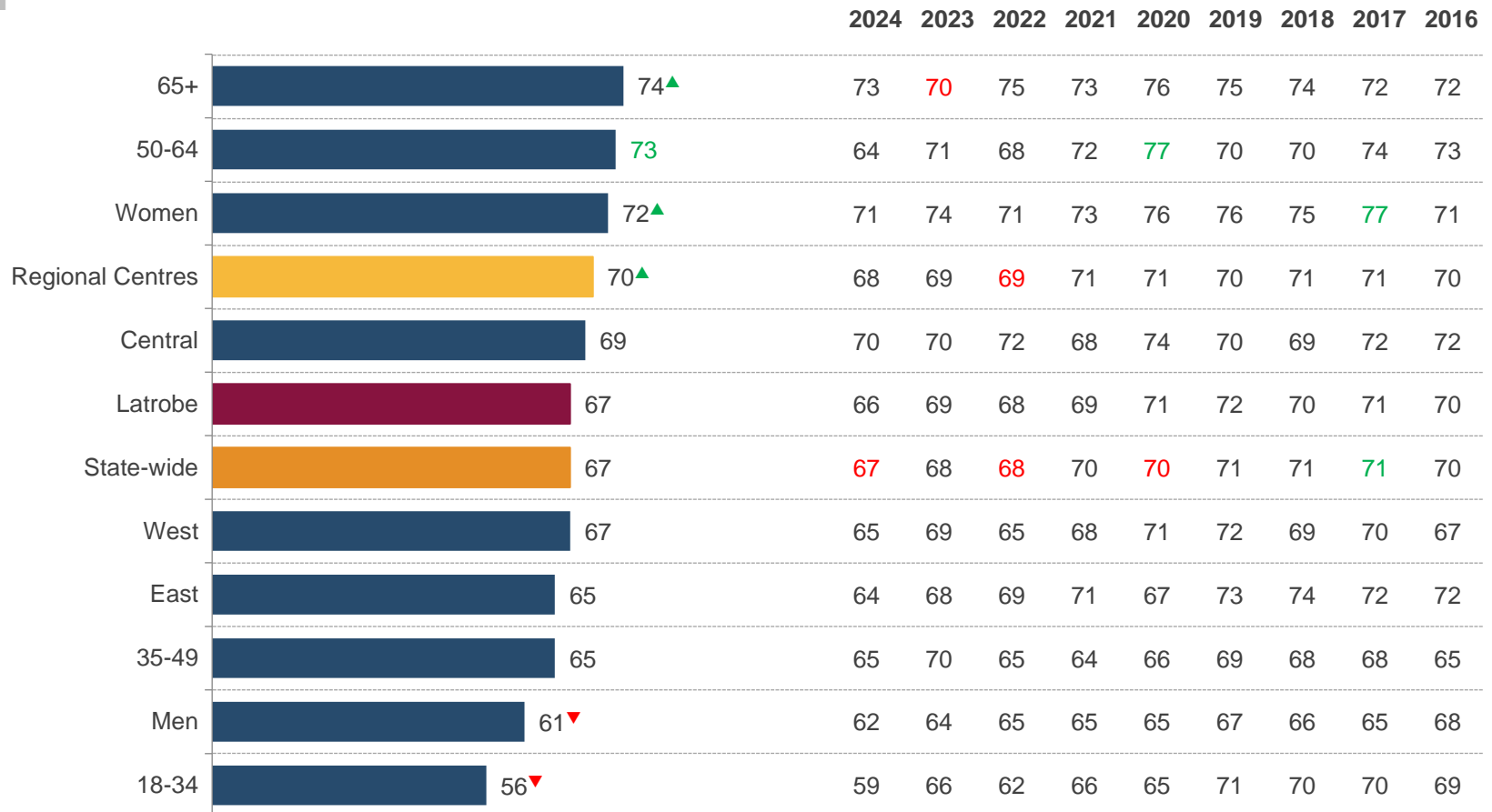




Enforcement of local laws importance



2025 law enforcement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3

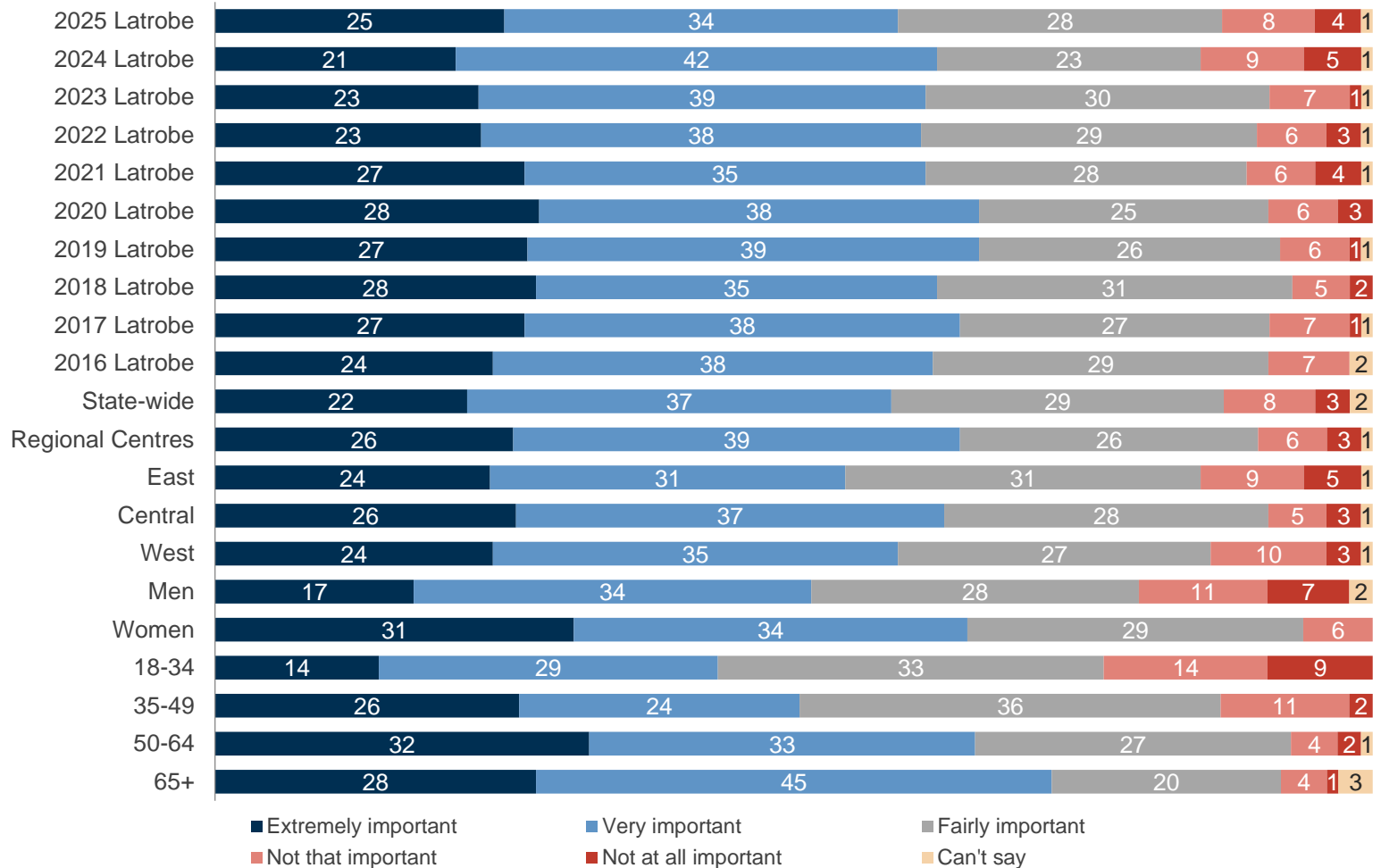
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2025 law enforcement importance (%)





Enforcement of local laws performance



2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	62	56	64	60	63	62	67	65	69	59
Women	62	65	63	65	65	65	66	66	64	64
West	62	62	63	66	67	63	68	64	68	65
18-34	61	66	64	67	66	62	63	62	58	67
65+	61	64	61	65	67	62	67	63	69	62
Regional Centres	61	62	64	66	67	64	66	66	66	64
Latrobe	61	62	62	63	65	62	65	64	64	63
Central	60	62	62	60	64	65	61	64	63	65
East	59	63	62	61	62	59	65	62	58	55
State-wide	59	61	61	63	64	63	64	64	64	63
Men	59	60	61	61	65	59	64	61	65	61
50-64	56	63	58	53	63	63	63	64	62	62

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4

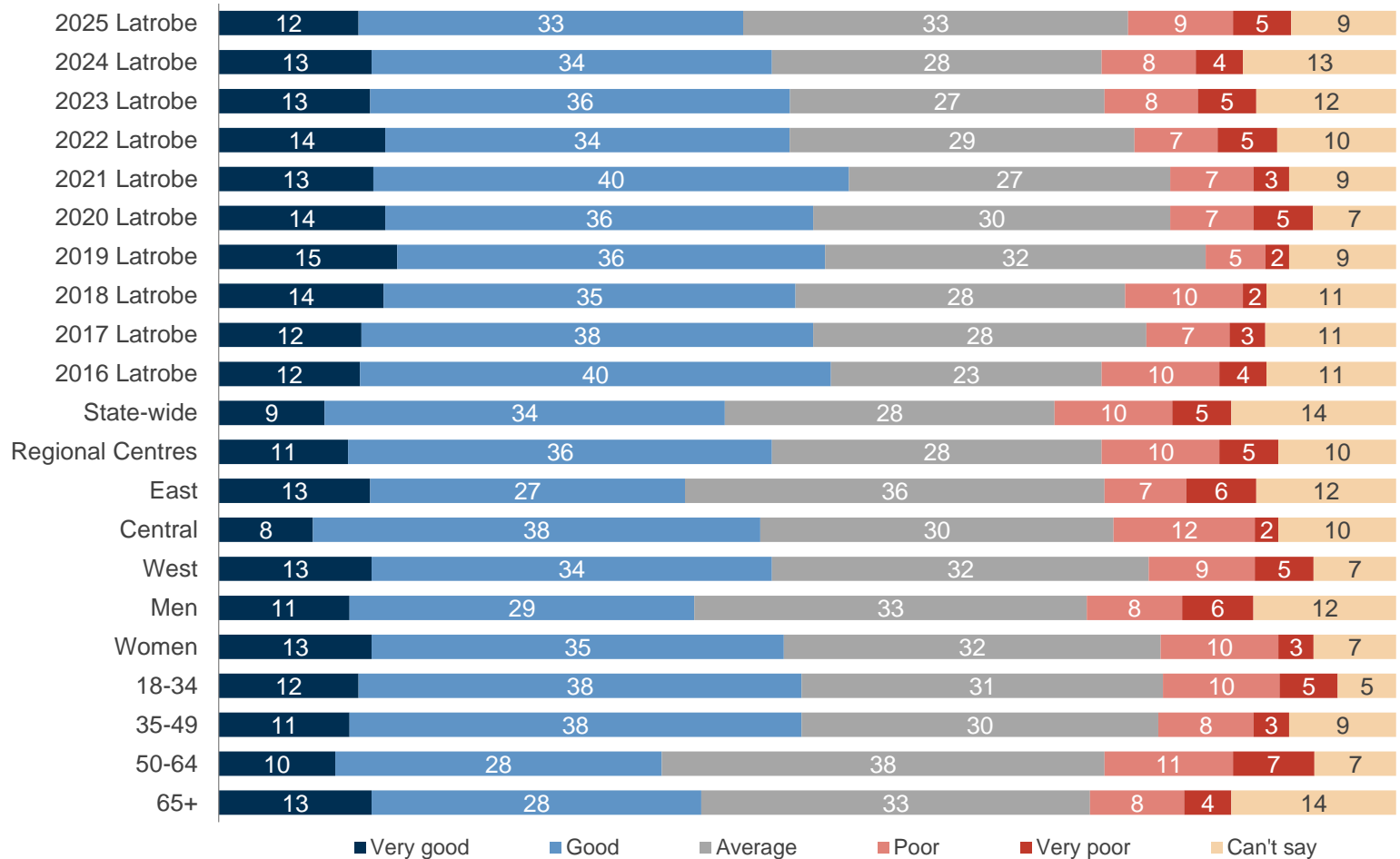
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)

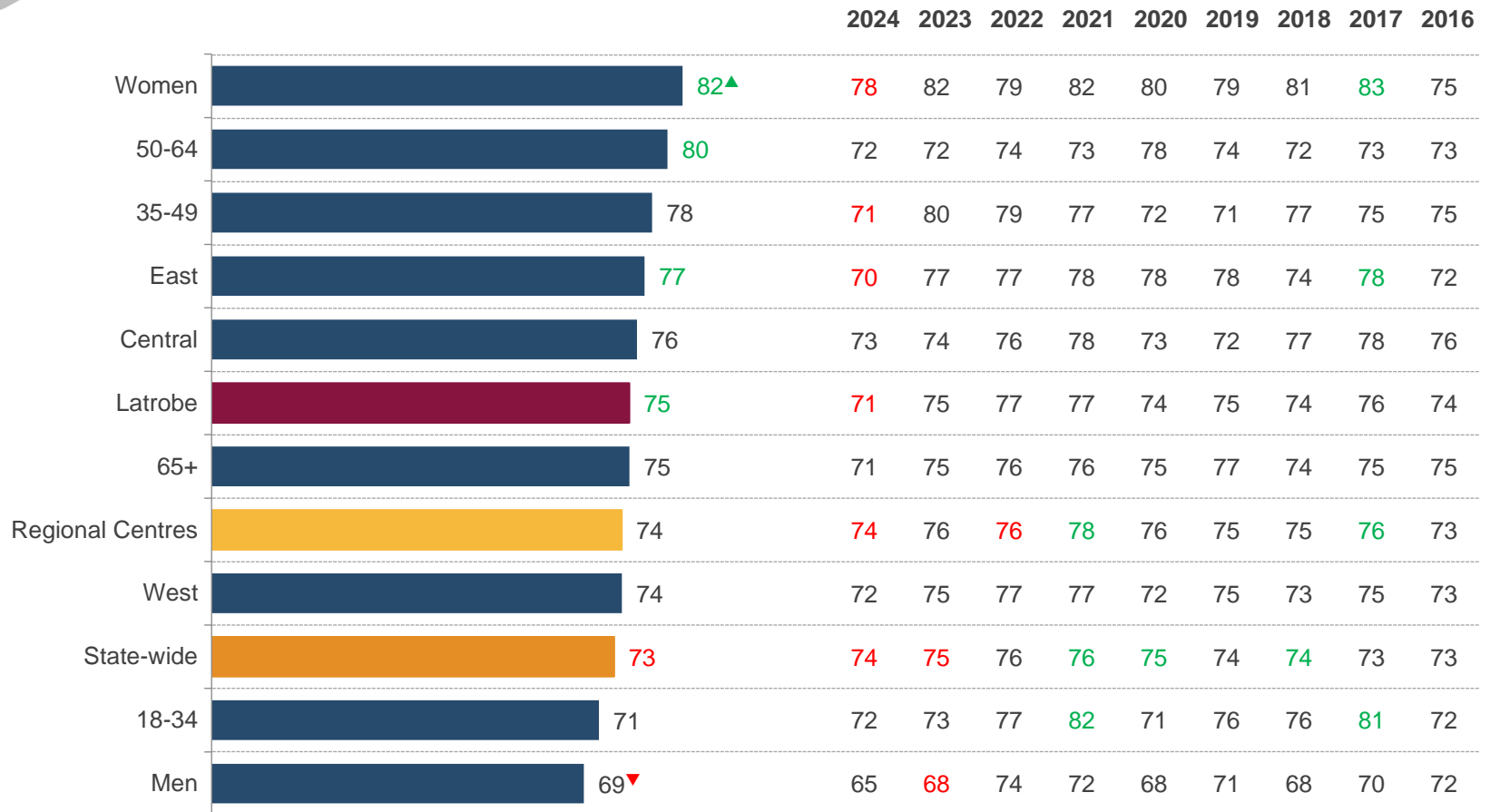




Family support services importance



2025 family support importance (index scores)



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

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 3

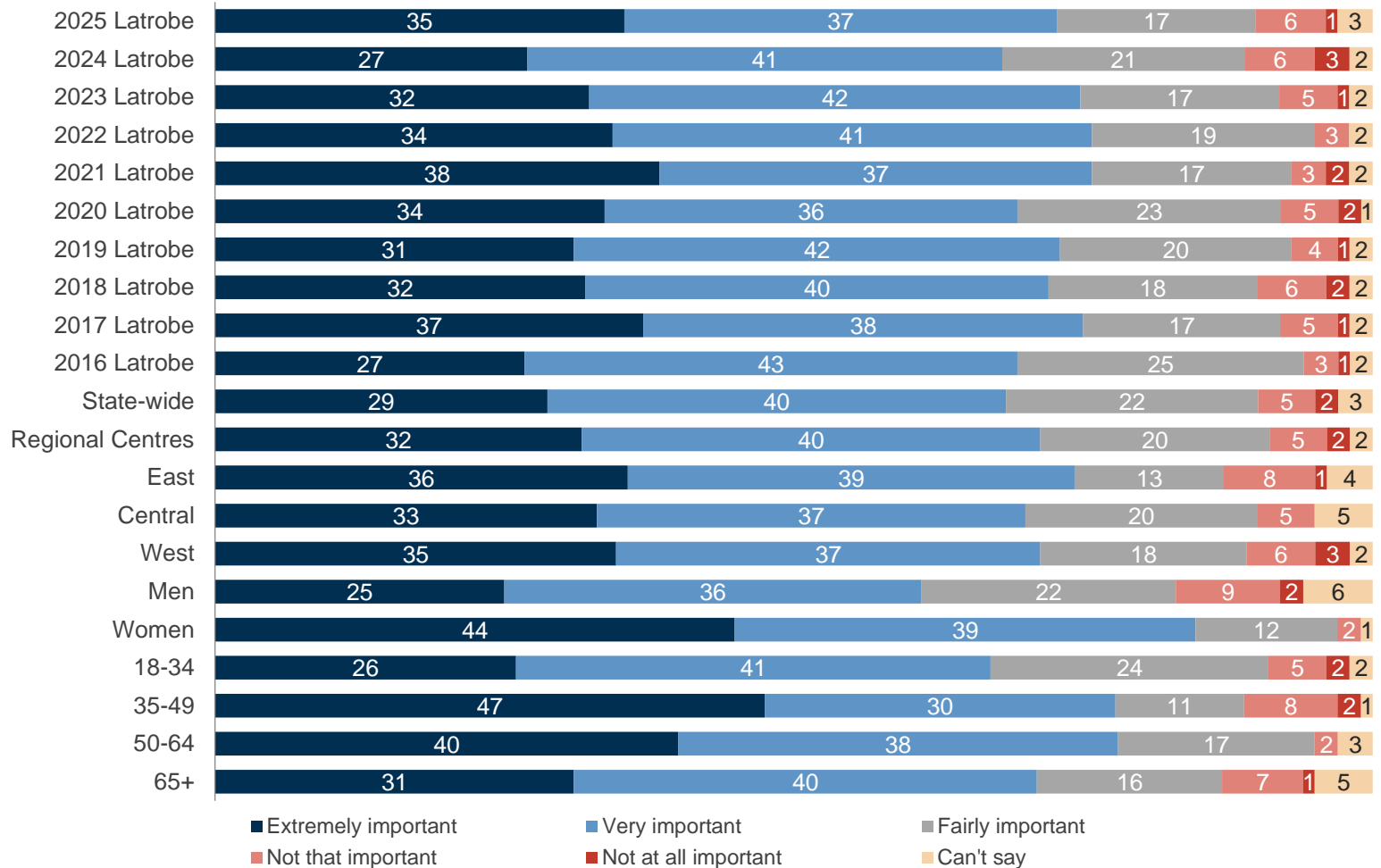
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2025 family support importance (%)





Family support services performance



2025 family support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	64	65	62	67	69	64	71	68	70	68
Central	62	62	62	69	60	66	59	57	65	64
Regional Centres	62	62	64	67	66	65	68	66	67	66
Women	62	65	62	66	60	63	66	63	65	63
State-wide	62	63	63	65	66	66	67	66	67	66
50-64	62	62	61	55	66	65	63	59	61	64
Latrobe	60	63	64	66	63	63	67	62	63	64
West	60	66	63	68	66	64	68	65	61	67
East	59	59	66	59	61	59	72	64	67	58
35-49	58	61	65	63	56	64	64	61	62	62
Men	58	60	66	65	66	63	68	61	62	66
18-34	57	62	66	71	61	60	67	60	62	63

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

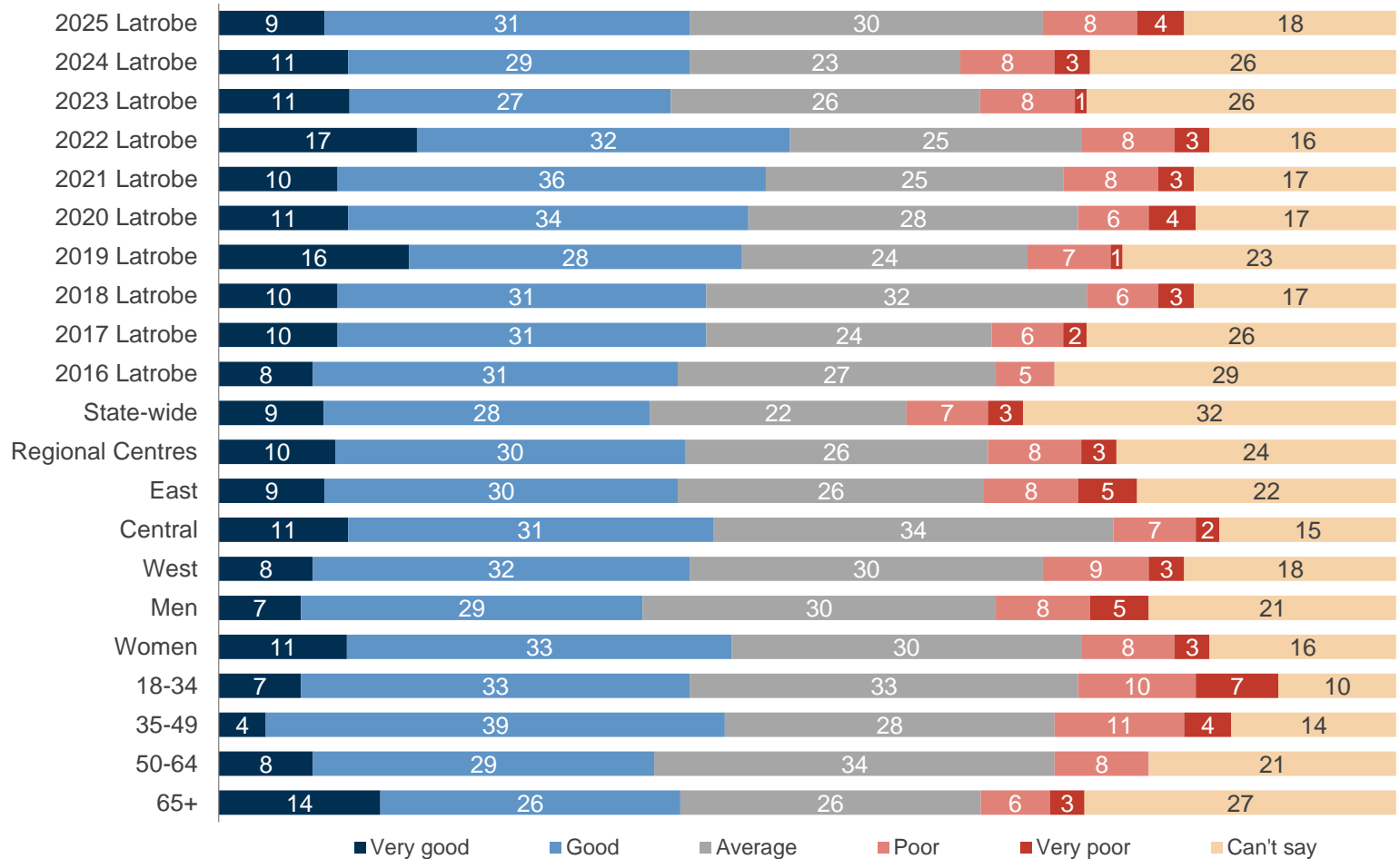
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2025 family support performance (%)





Recreational facilities importance



2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	77	72	75	73	76	70	71	77	73	74
East	76	71	74	75	75	70	70	75	71	72
Women	75	75	73	76	77	73	70	73	73	75
50-64	75	72	74	73	76	76	76	72	73	76
65+	74	73	72	76	77	74	72	72	75	75
Latrobe	74	73	73	75	76	72	71	72	72	73
Regional Centres	74	73	73	75	74	72	72	74	73	73
West	73	74	73	74	77	72	74	72	73	75
State-wide	73	73	73	74	74	72	72	73	72	73
Men	72	70	73	74	74	71	71	71	70	72
Central	72	71	73	76	75	73	67	69	72	72
18-34	70▼	73	72	76	75	68	65	67	68	70

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

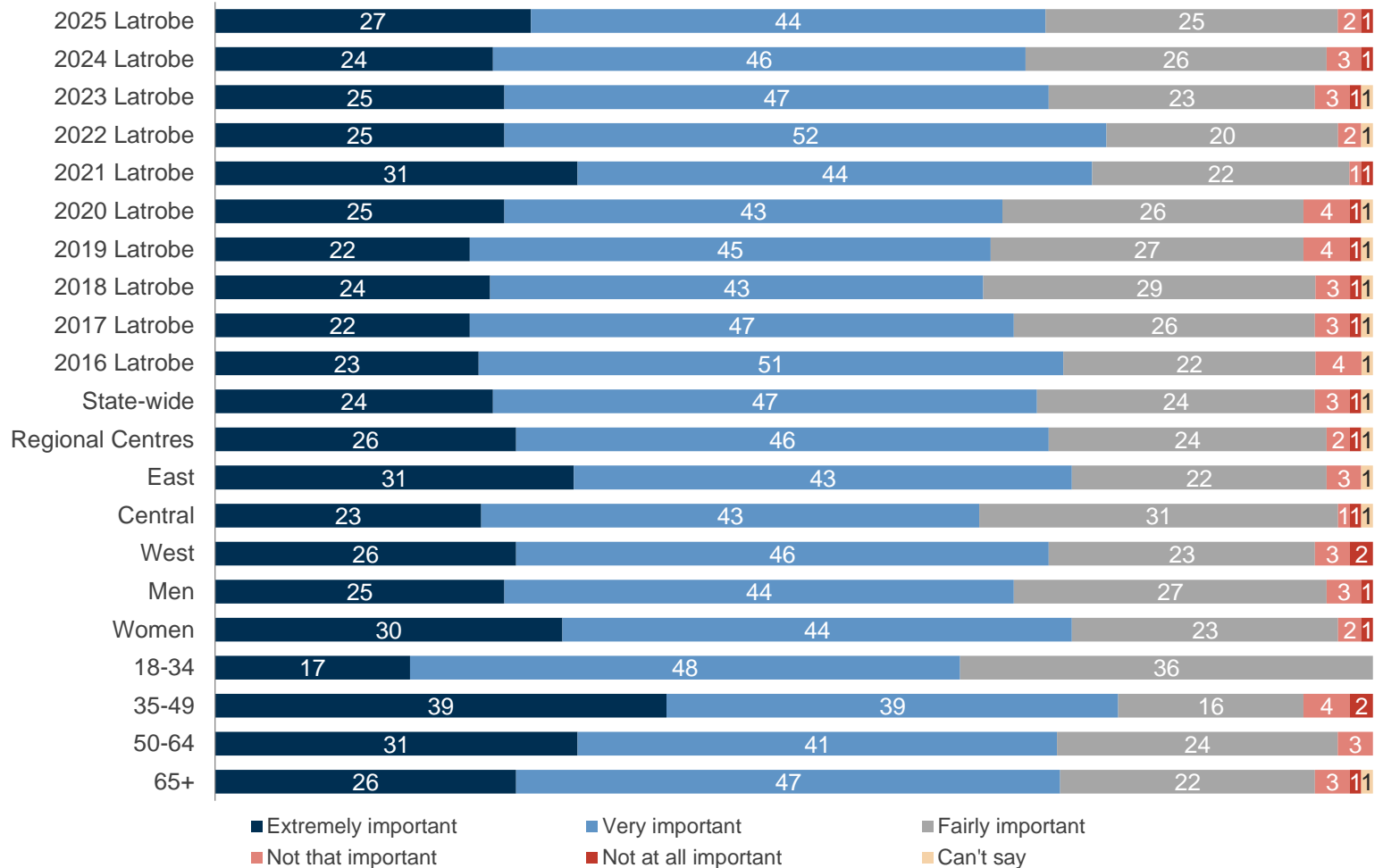
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2025 recreational facilities importance (%)





Recreational facilities performance



2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	74▲	74	73	76	78	76	74	71	77	74
West	73	73	73	74	75	73	71	67	64	60
Women	72	73	74	74	75	73	71	64	66	62
50-64	70	73	72	66	72	72	71	66	65	61
Latrobe	69	73	72	74	74	72	70	65	66	64
Central	69	71	71	76	74	71	64	64	65	67
Regional Centres	68	69	69	72	74	70	71	70	69	70
State-wide	67	68	68	69	71	70	70	69	70	69
18-34	67	72	70	74	74	69	68	64	63	60
Men	66	73	70	73	72	71	69	66	66	66
35-49	66	72	73	73	68	71	69	62	61	63
East	65	74	71	70	70	71	76	65	72	69

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

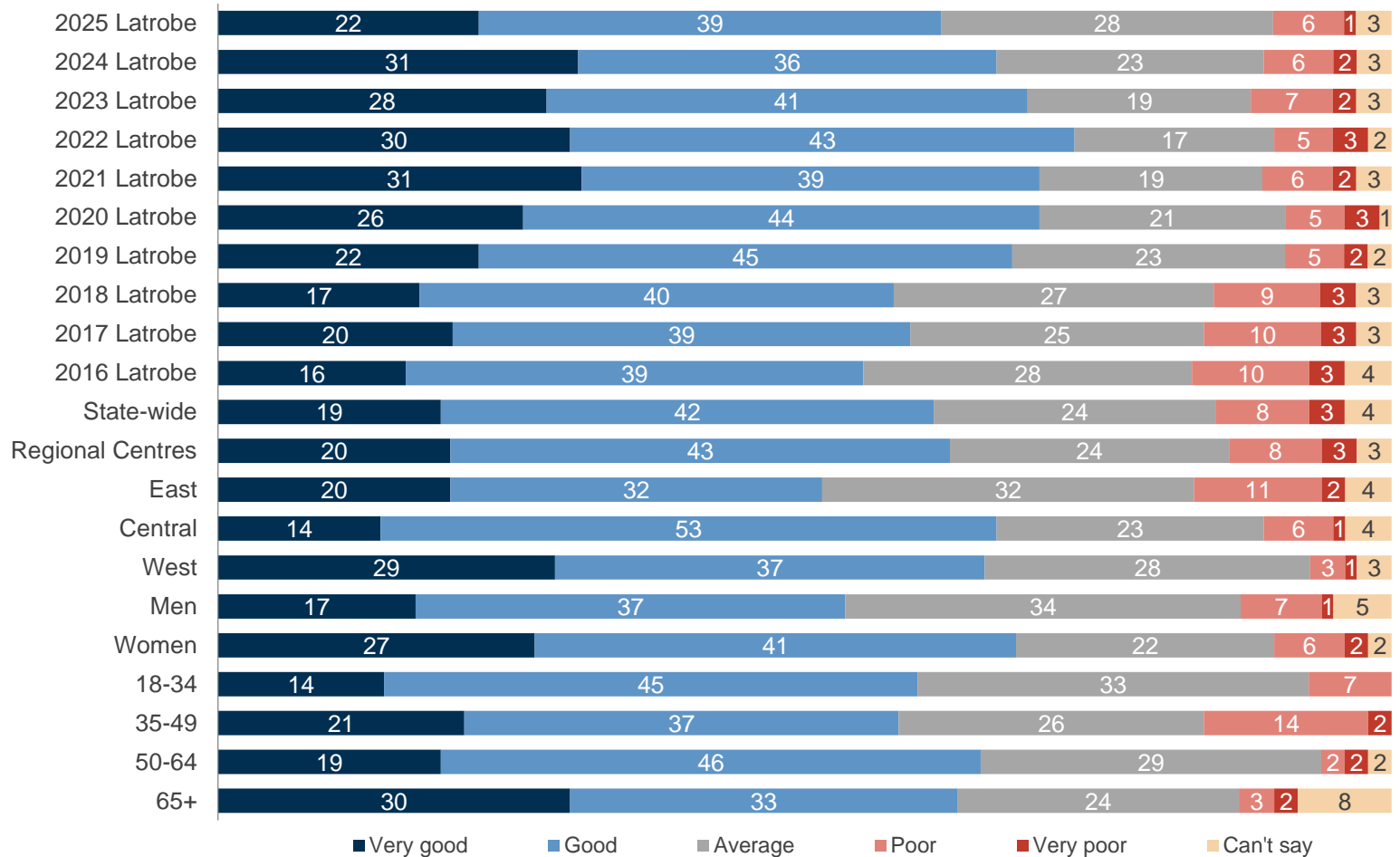
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2025 recreational facilities performance (%)





The appearance of public areas importance



2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	80	79	78	75	76	79	76	75	71	75
35-49	79	73	76	70	76	76	71	80	79	77
Central	79	71	73	74	76	70	73	73	75	78
Women	78	76	75	76	76	76	73	75	76	76
East	78	76	76	76	73	76	73	74	75	76
65+	78	75	74	77	75	76	75	75	75	77
Latrobe	77	75	74	76	74	75	73	74	75	75
Men	75	74	74	75	71	73	73	73	73	73
West	75	76	74	77	73	77	73	75	75	72
Regional Centres	74	74	75	75	74	74	73	74	74	74
State-wide	74	74	74	75	75	74	73	74	74	74
18-34	71	72	71	79	69	68	70	68	75	71

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

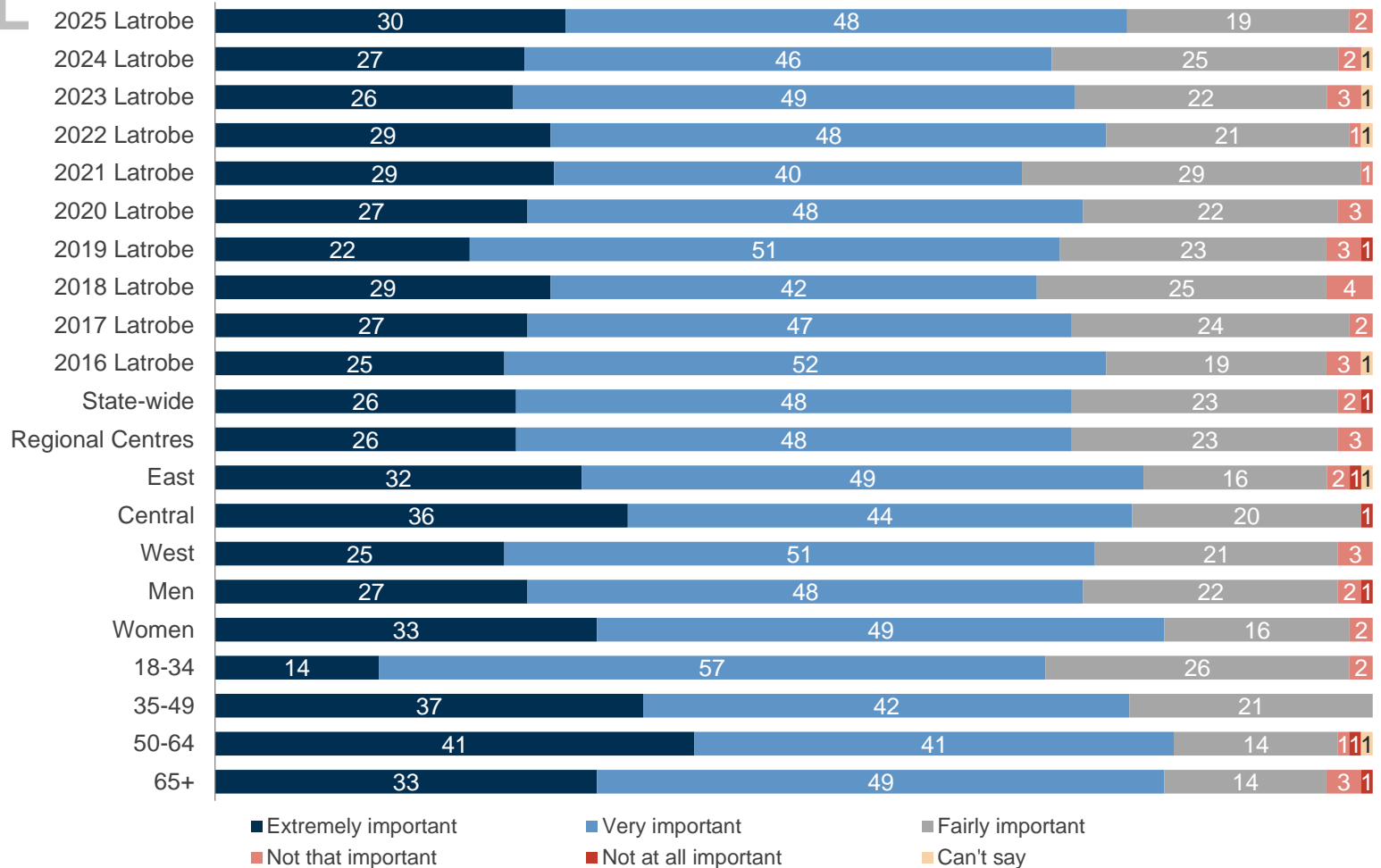
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2025 public areas importance (%)





The appearance of public areas performance



2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	70▲	70	70	71	77	71	68	67	75	71
State-wide	68▲	68	67	71	73	72	72	71	71	71
Regional Centres	68▲	70	71	73	75	72	74	73	73	73
East	62	66	63	62	68	62	69	65	65	62
Women	62	64	67	67	69	65	67	66	68	66
West	61	62	66	68	71	66	69	65	69	70
Latrobe	61	64	64	67	70	65	66	64	68	66
Men	61	64	60	66	71	66	65	62	67	67
Central	60	63	62	69	70	67	60	62	68	65
50-64	60	65	62	60	69	65	71	64	69	67
35-49	59	58	63	65	65	64	67	66	64	63
18-34	53▼	59	59	66	67	61	61	60	64	65

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

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 5

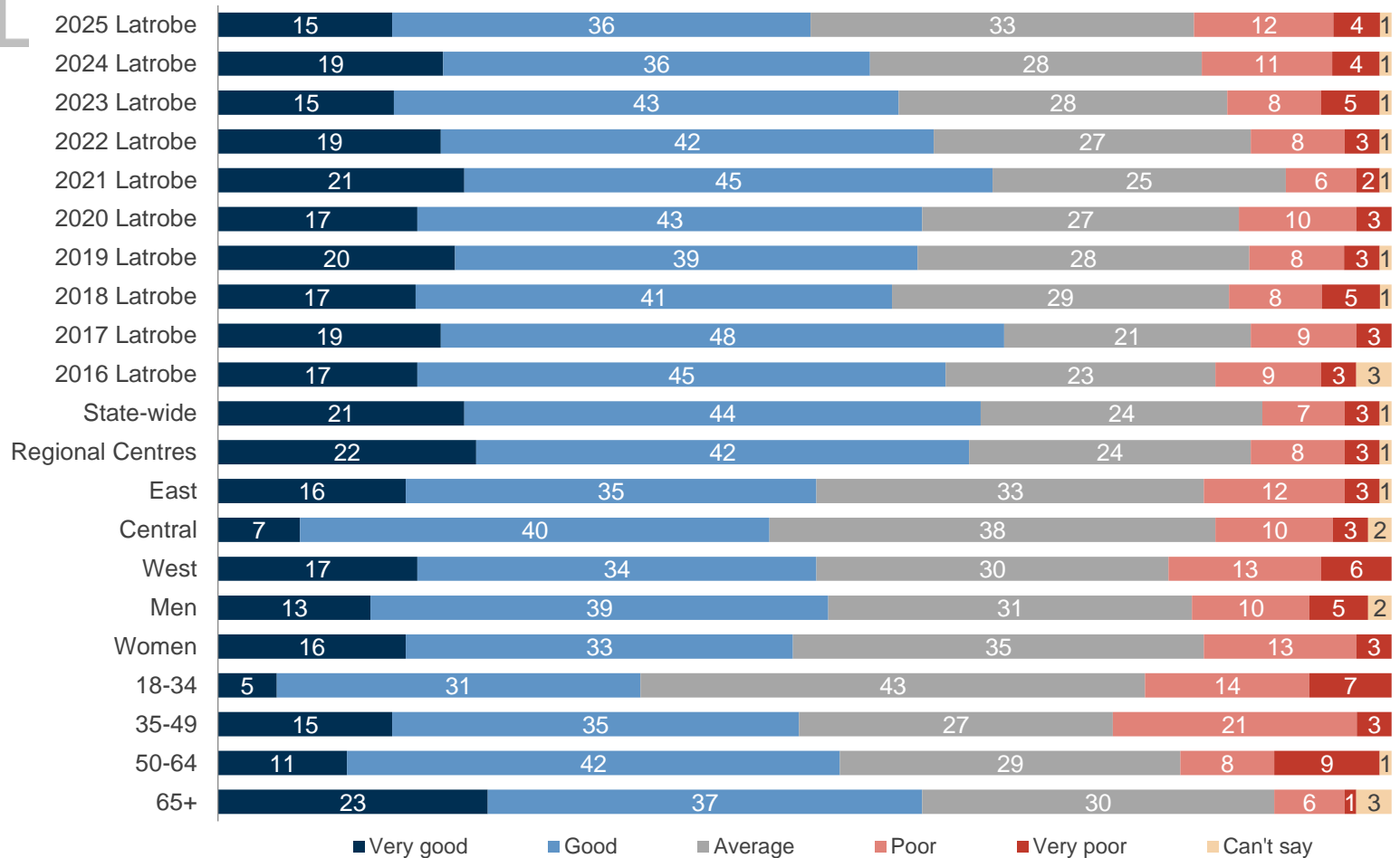
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)





Art centres and libraries importance



2025 art centres and libraries importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	71▲	70	69	68	67	68	n/a	n/a	69	70
East	67	60	65	64	63	62	n/a	n/a	61	64
50-64	67	59	63	60	61	69	n/a	n/a	63	64
65+	66	66	66	66	69	71	n/a	n/a	67	67
Latrobe	65	64	64	65	64	63	n/a	n/a	63	65
West	65	68	63	66	66	66	n/a	n/a	63	67
35-49	65	65	67	65	59	59	n/a	n/a	63	67
18-34	64	63	60	64	65	55	n/a	n/a	59	62
Central	64	61	65	64	61	61	n/a	n/a	66	63
State-wide	63	64	65	67	67	65	65	65	64	66
Regional Centres	62▼	62	64	66	66	63	63	63	62	64
Men	60▼	57	59	61	61	59	n/a	n/a	57	60

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4

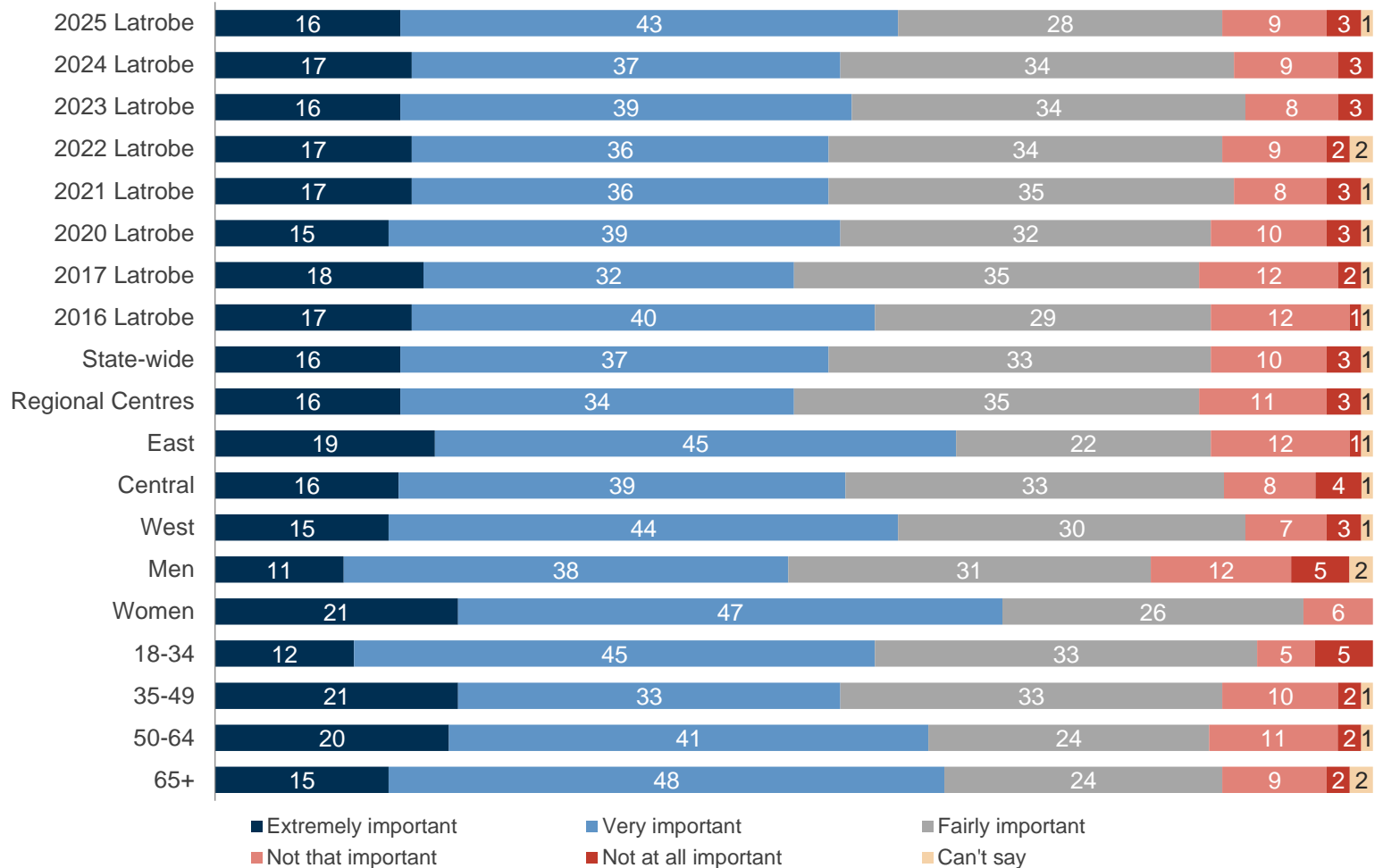
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2025 art centres and libraries importance (%)





Art centres and libraries performance



2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	78	79	79	80	80	73	n/a	n/a	76	72
Women	77	79	82	77	76	74	n/a	n/a	72	64
50-64	76	80	79	77	74	74	n/a	n/a	66	62
Regional Centres	76	75	77	76	75	74	74	76	75	75
Central	76	78	74	79	75	75	n/a	n/a	71	70
West	75	79	84	84	78	72	n/a	n/a	68	62
Latrobe	75	78	79	79	76	73	n/a	n/a	71	64
35-49	75	74	80	76	75	77	n/a	n/a	74	58
East	75	77	77	70	75	74	n/a	n/a	78	62
State-wide	73	73	73	73	73	74	74	74	73	72
Men	73	78	75	80	77	73	n/a	n/a	71	65
18-34	71	79	78	79	76	72	n/a	n/a	70	66

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

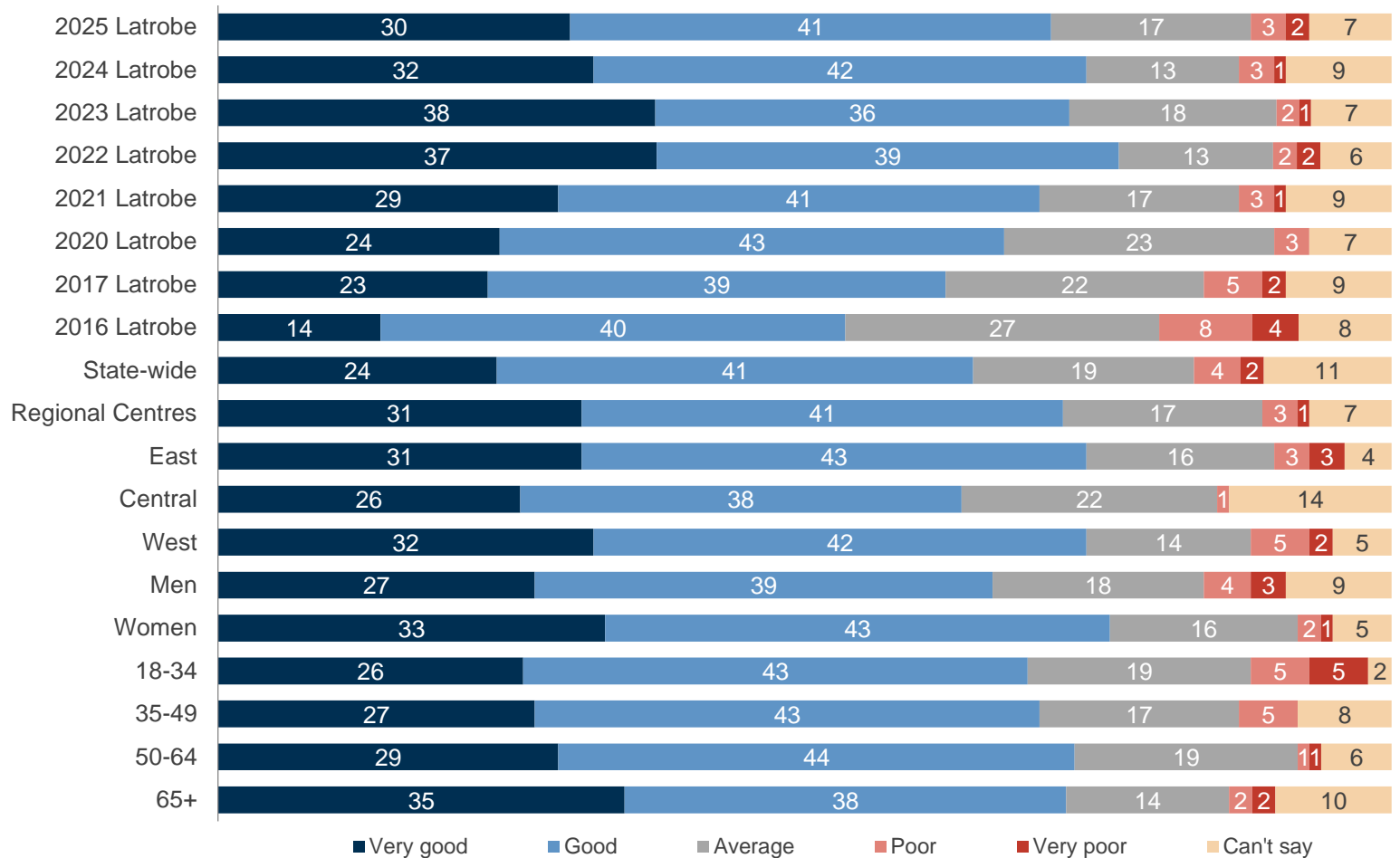
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)





Community and cultural activities importance



2025 community and cultural activities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	65▲	66	67	68	68	67	63	63	67	64
50-64	62	59	58	60	64	66	62	59	59	63
East	61	61	64	64	61	60	59	61	62	58
Central	61	58	63	68	67	63	60	64	66	68
35-49	60	59	70	64	58	60	58	60	64	57
Regional Centres	60	62	63	65	65	63	62	62	62	62
State-wide	59	60	62	64	64	62	61	61	61	62
Latrobe	58	59	63	64	63	61	60	60	62	61
65+	58	60	62	65	62	62	66	61	62	62
West	55	59	63	63	63	61	61	57	60	58
18-34	55	59	62	65	69	58	55	62	64	63
Men	51▼	53	59	61	58	55	58	57	57	59

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

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

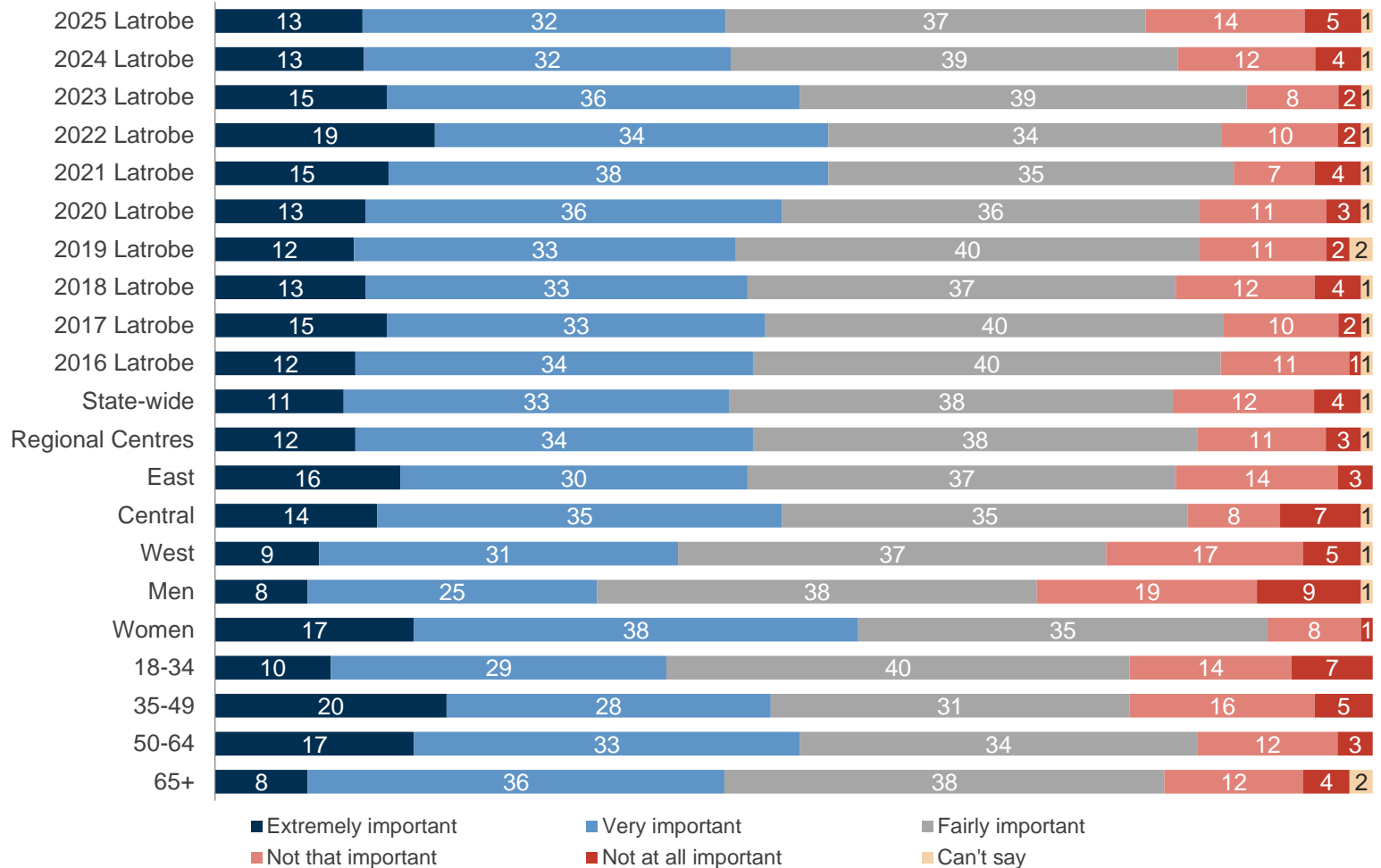
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2025 community and cultural activities importance (%)





Community and cultural activities performance



2025 community and cultural activities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	68▲	66	66	70	69	69	69	63	71	68
State-wide	65▲	66	66	65	65	68	69	69	69	69
Regional Centres	64▲	65	66	65	65	69	69	68	69	69
Women	63	67	70	67	64	68	68	68	65	64
West	62	64	69	68	65	70	69	66	63	66
Central	62	67	63	70	61	69	66	67	65	65
Latrobe	61	65	66	66	64	68	67	66	63	64
East	60	64	66	60	65	65	65	63	62	61
Men	59	63	62	66	64	69	66	63	62	65
50-64	59	64	65	61	67	69	68	65	62	66
18-34	58	64	63	66	60	64	62	69	58	62
35-49	57	64	71	64	61	73	69	65	65	61

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

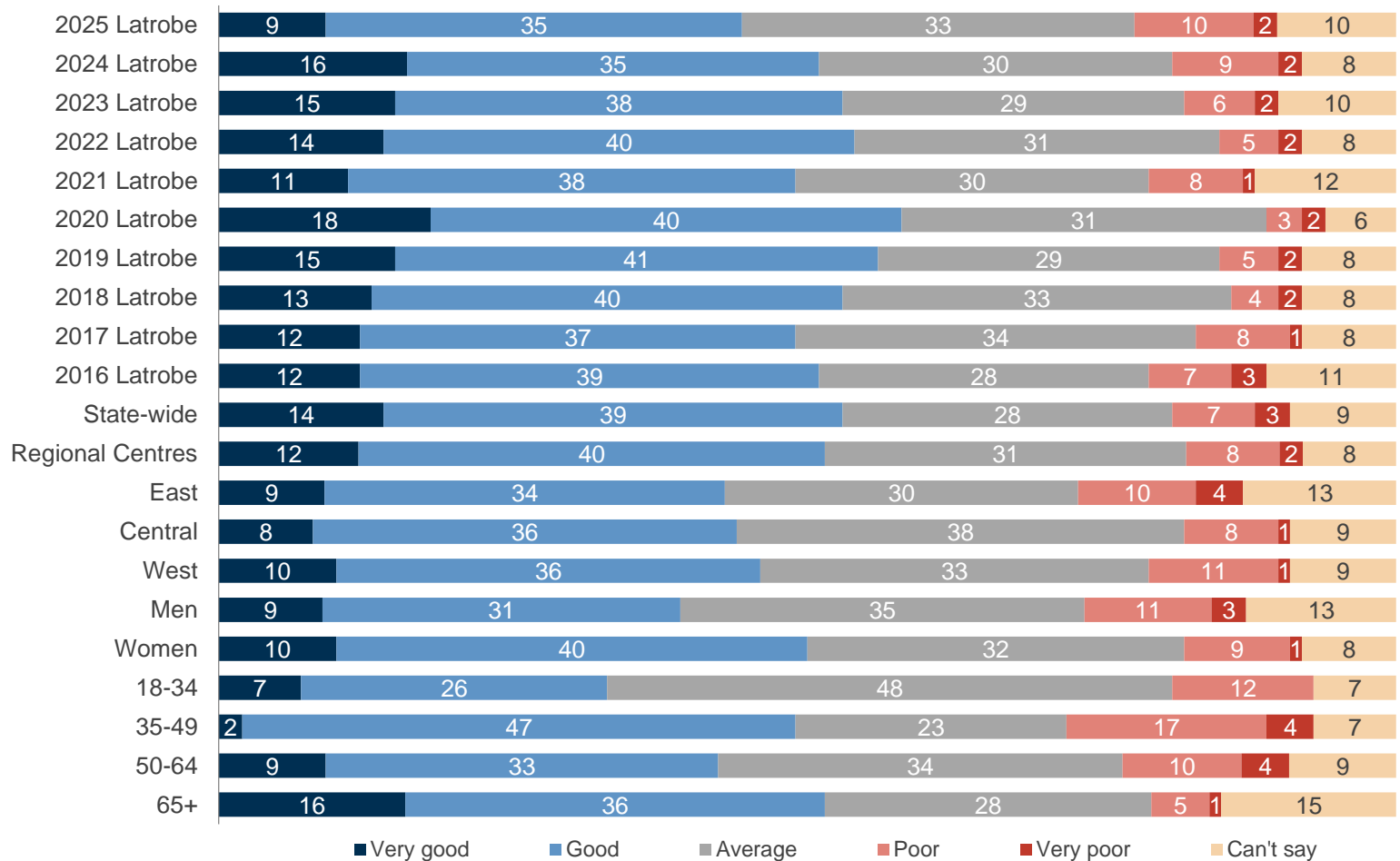
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2025 community and cultural activities performance (%)





Waste management importance



2025 waste management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	81	80	82	81	82	83	80	81	80	79
65+	81	81	82	82	83	84	82	80	79	80
50-64	80	80	81	81	81	84	79	80	79	83
35-49	79	78	83	81	81	81	75	79	80	74
Central	79	79	81	80	80	80	76	77	79	79
State-wide	79	81	81	82	82	82	81	81	79	80
Latrobe	79	79	81	82	80	82	78	79	79	78
West	79	80	80	82	80	86	81	79	79	75
East	79	76	83	83	81	79	77	82	77	80
Regional Centres	79	81	81	83	82	82	80	81	79	79
Men	76	77	81	83	78	82	77	78	77	77
18-34	76	75	79	82	77	80	76	77	76	74

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 4

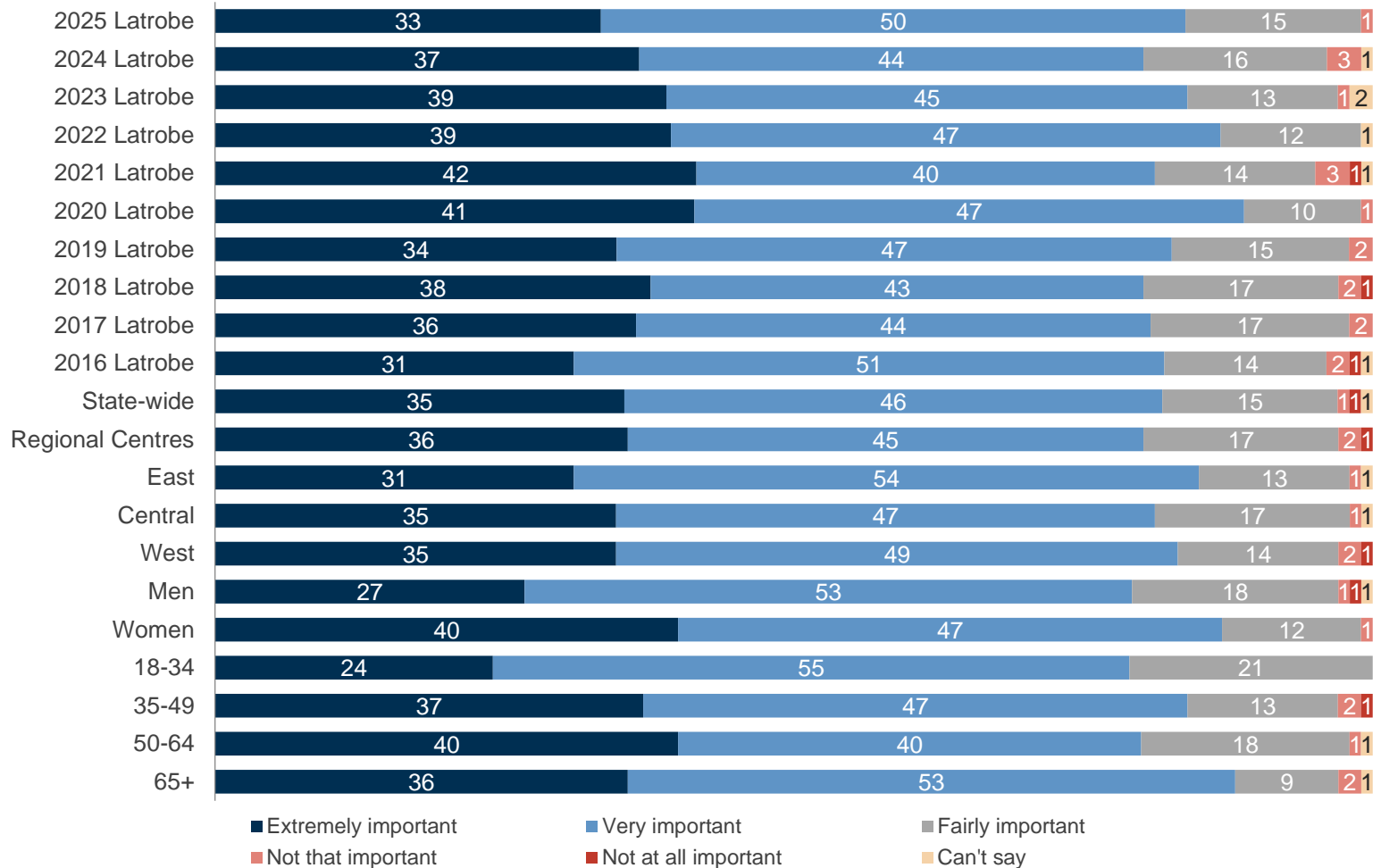
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2025 waste management importance (%)





Waste management performance



2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	75	74	67	66	62	65	69	62	63	58
65+	74	73	68	72	75	64	73	69	75	74
Women	72	72	68	70	68	66	71	68	69	64
West	72	73	68	68	69	67	70	64	68	65
Latrobe	71	72	69	70	69	65	71	68	68	65
Central	71	73	69	73	72	65	71	70	68	68
East	70	70	69	68	66	64	71	70	68	60
Men	70	72	69	69	69	65	70	68	66	65
50-64	70	65	67	62	67	66	69	65	67	64
State-wide	65▼	67	66	68	69	65	68	70	71	70
Regional Centres	65▼	66	67	68	69	66	68	70	69	69
18-34	65▼	73	72	74	70	67	70	73	67	63

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

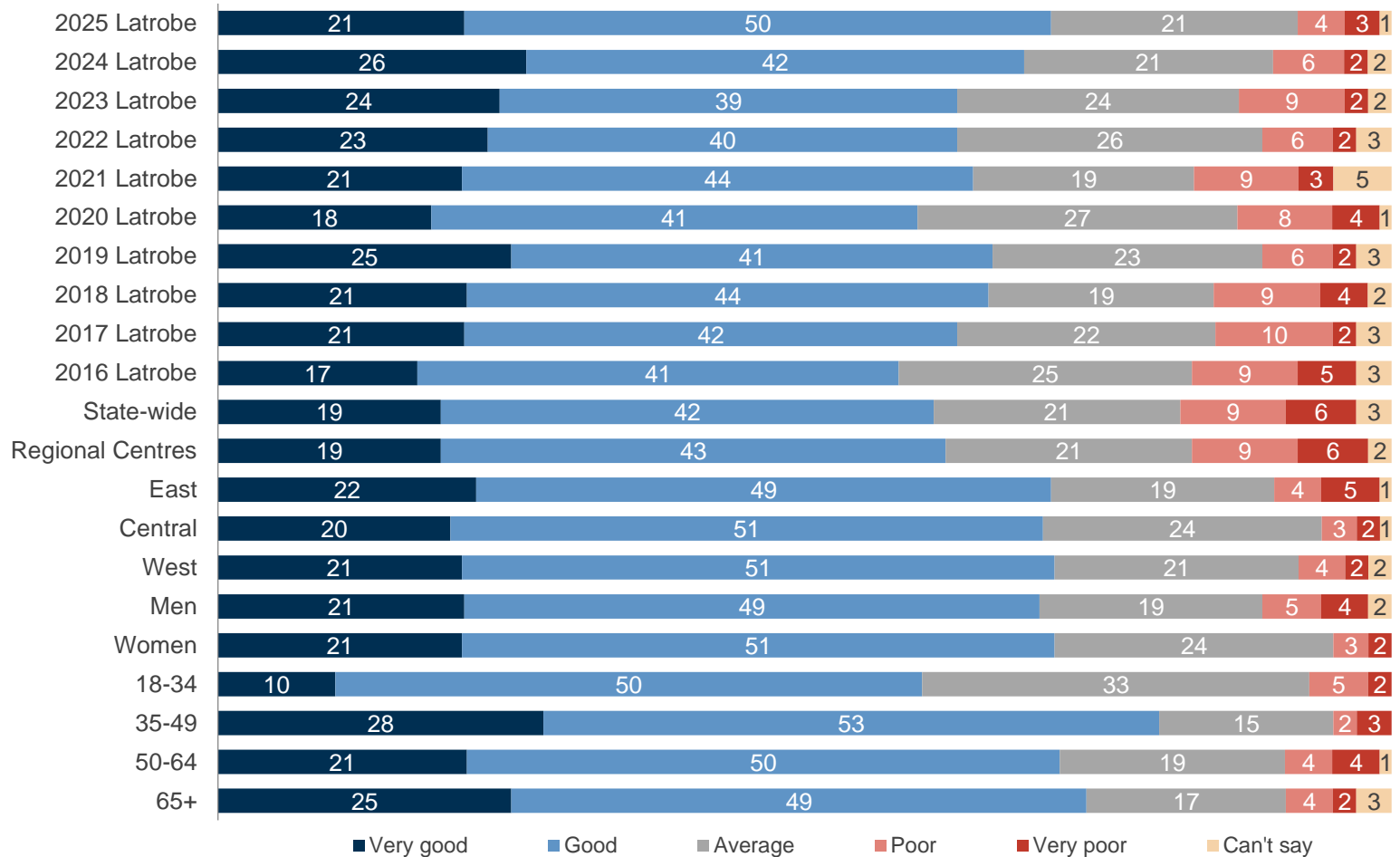
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



Business and community development and tourism importance



2025 business/development/tourism importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	73	70	67	64	76	73	74	75	74	74
East	71	71	71	70	72	71	75	75	72	71
Regional Centres	71	70	72	73	73	73	73	74	74	73
Central	70	68	70	72	71	71	70	74	76	73
35-49	70	68	72	76	69	71	72	76	79	67
Women	69	71	70	72	74	73	73	74	75	72
Latrobe	69	68	69	72	71	71	73	73	74	71
65+	69	67	69	73	71	73	74	71	73	72
State-wide	69	67	67	69	70	67	65	66	67	67
Men	68	65	68	72	69	69	72	72	73	69
West	66	67	67	73	71	71	73	70	75	69
18-34	65	68	68	71	70	66	71	71	72	70

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

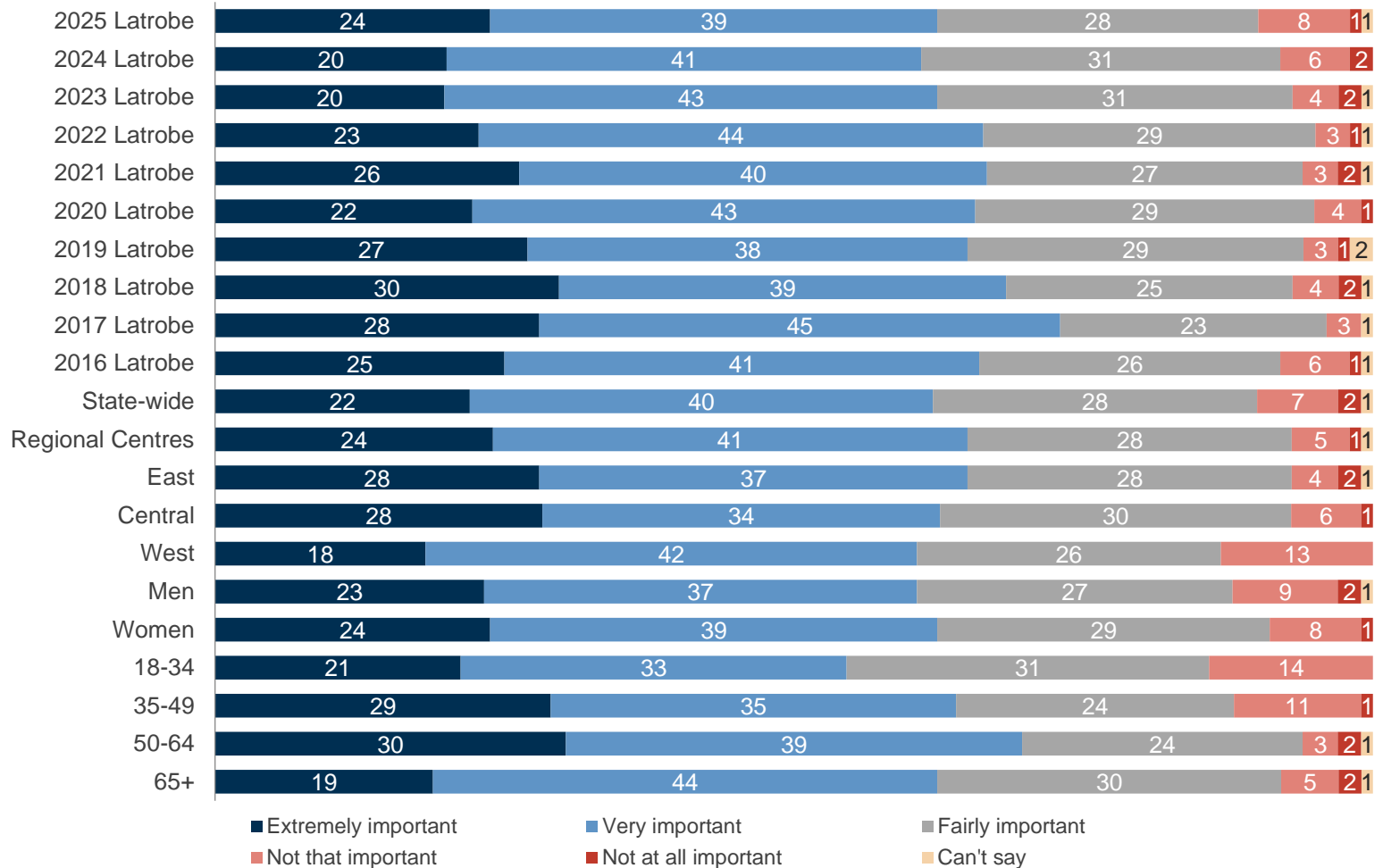
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4

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

Business and community development and tourism importance



2025 business/development/tourism importance (%)



Business and community development and tourism performance



2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Regional Centres	57▲	59	61	62	62	60	61	59	61	62
65+	56	56	56	60	64	58	61	56	63	61
State-wide	56▲	57	59	60	61	59	61	60	61	60
West	56	56	59	59	59	60	60	56	58	55
Women	56▲	57	59	58	59	60	61	55	60	55
Latrobe	52	55	56	56	58	57	59	52	56	55
18-34	51	58	57	54	57	59	60	52	56	53
Central	49	54	53	55	57	58	55	49	55	55
35-49	49	51	58	58	55	55	54	50	51	46
East	49	55	56	55	57	51	61	51	53	52
50-64	48	55	53	49	54	55	60	50	53	58
Men	48	54	54	55	56	54	57	49	51	54

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

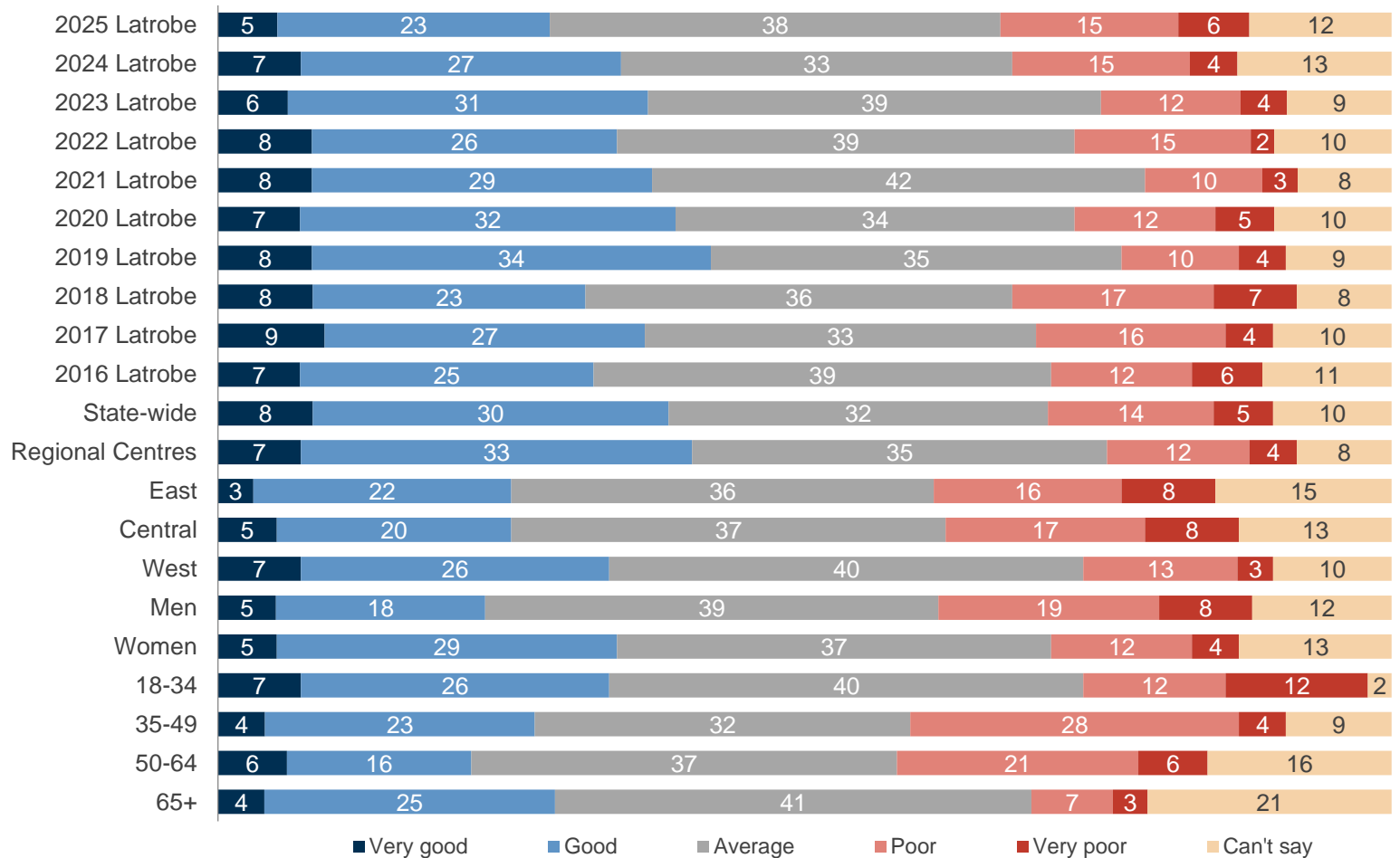
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

Business and community development and tourism performance



2025 business/development/tourism performance (%)





Planning and building permits importance



2025 planning and building permits importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	71	72	70	74	73	73	72	72	72	72
State-wide	71▲	72	72	73	73	71	71	71	72	71
Women	70	67	71	71	71	68	70	67	71	70
Regional Centres	70▲	71	72	73	72	70	71	71	69	69
50-64	69	69	70	66	71	73	72	68	69	72
East	68	64	69	68	66	65	69	69	64	72
Central	67	67	68	71	67	68	65	59	69	63
Latrobe	67	66	68	71	68	69	68	66	68	68
West	66	68	67	72	71	73	70	71	69	68
Men	64	66	64	70	65	69	66	65	65	65
35-49	64	60	66	68	64	65	65	67	68	65
18-34	63	62	65	71	64	64	64	59	63	63

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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4

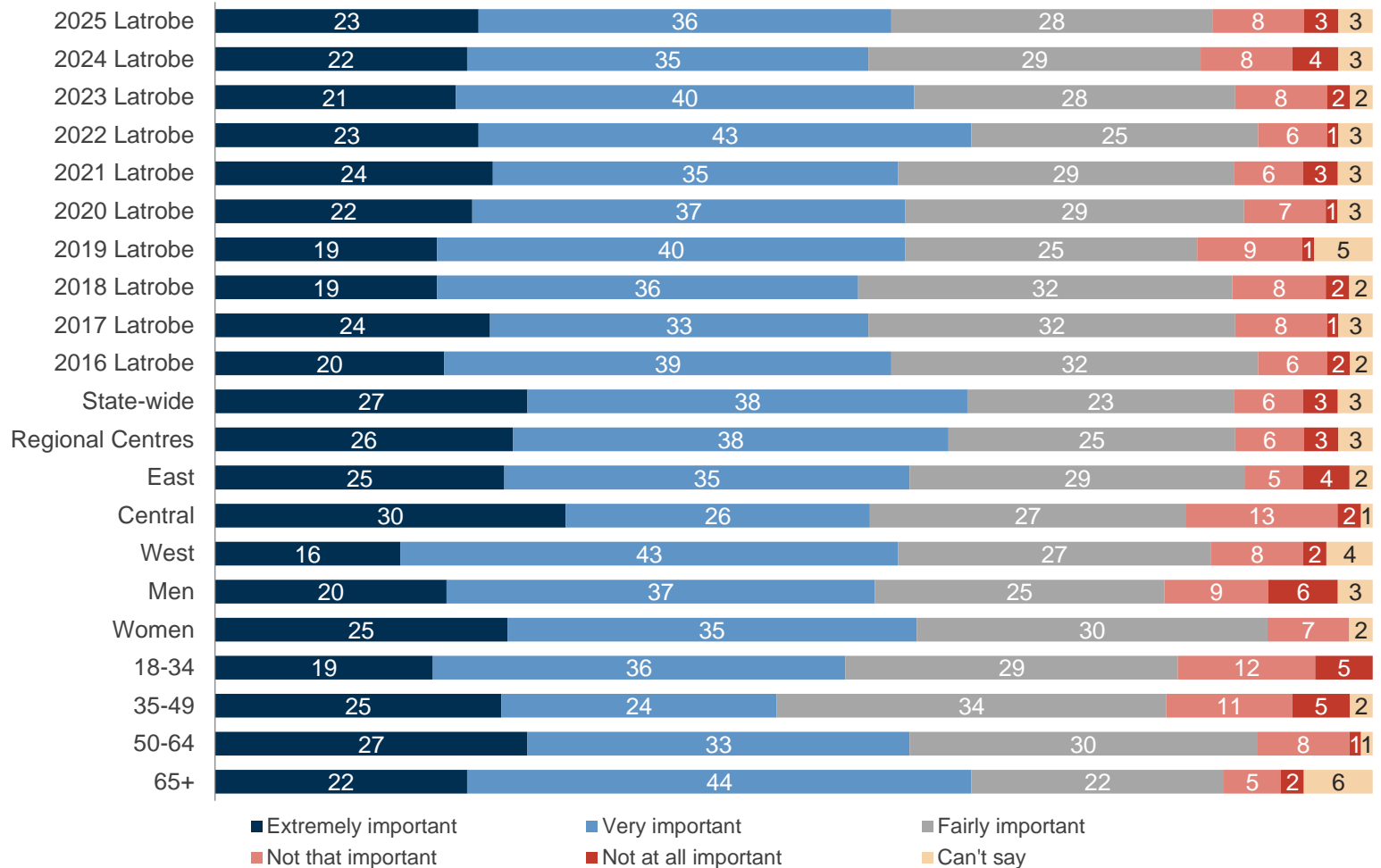
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2025 planning and building permits importance (%)





Planning and building permits performance



2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	54▲	57	54	58	61	58	60	53	60	57
Women	51	58	57	54	58	56	62	60	60	55
East	49	54	53	50	56	55	60	57	51	45
50-64	49	47	52	46	51	56	57	55	52	54
Latrobe	49	54	54	52	57	56	59	55	55	52
Central	48	52	56	55	57	57	54	59	56	55
West	48	55	53	50	58	55	61	51	56	55
Regional Centres	48	50	53	54	58	57	58	57	60	55
18-34	47	57	57	50	61	54	60	59	57	55
Men	46	50	52	49	56	55	55	51	50	50
35-49	43	52	54	49	53	55	57	53	51	42
State-wide	43▼	45	47	50	51	51	52	52	51	50

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 5

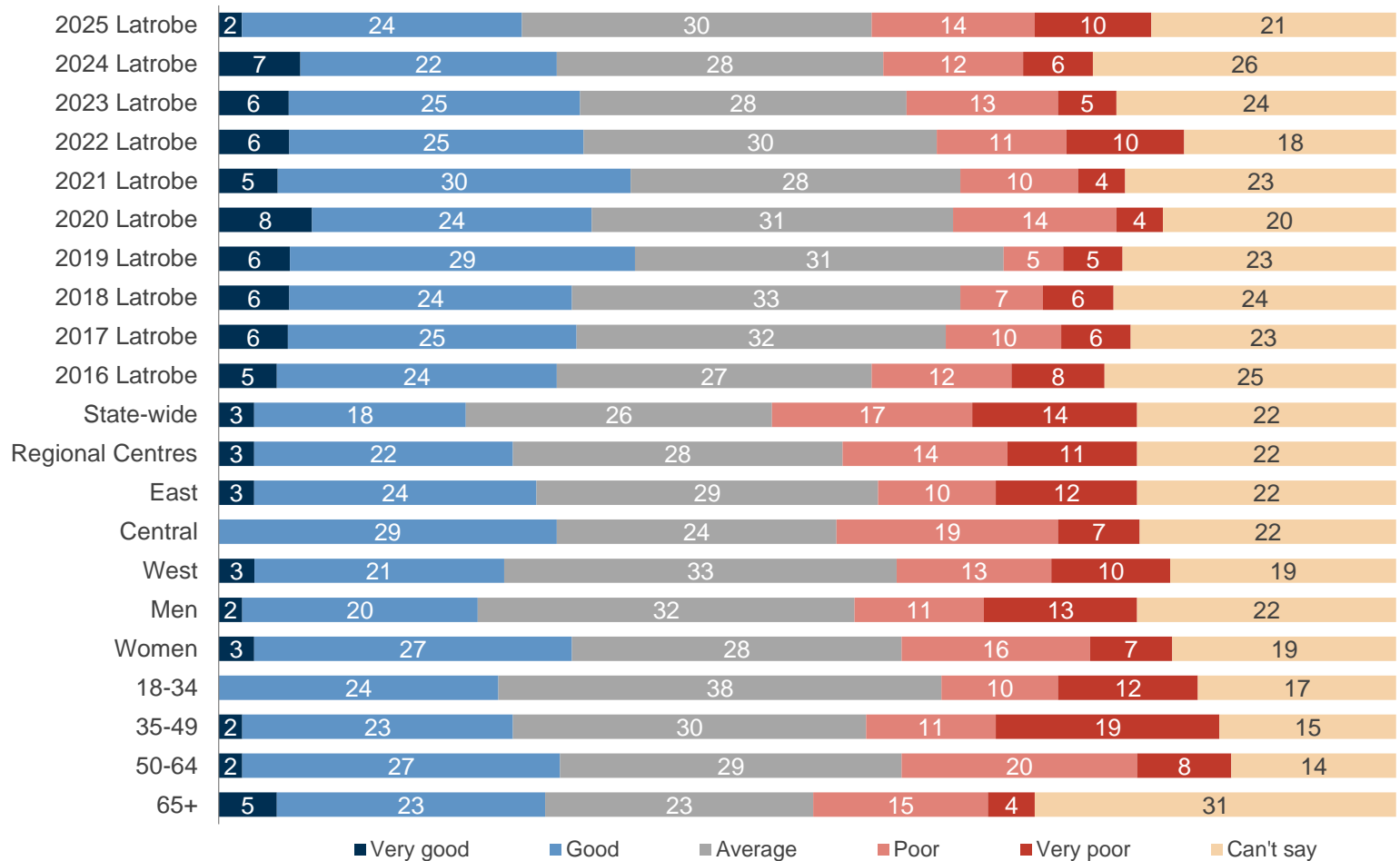
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)

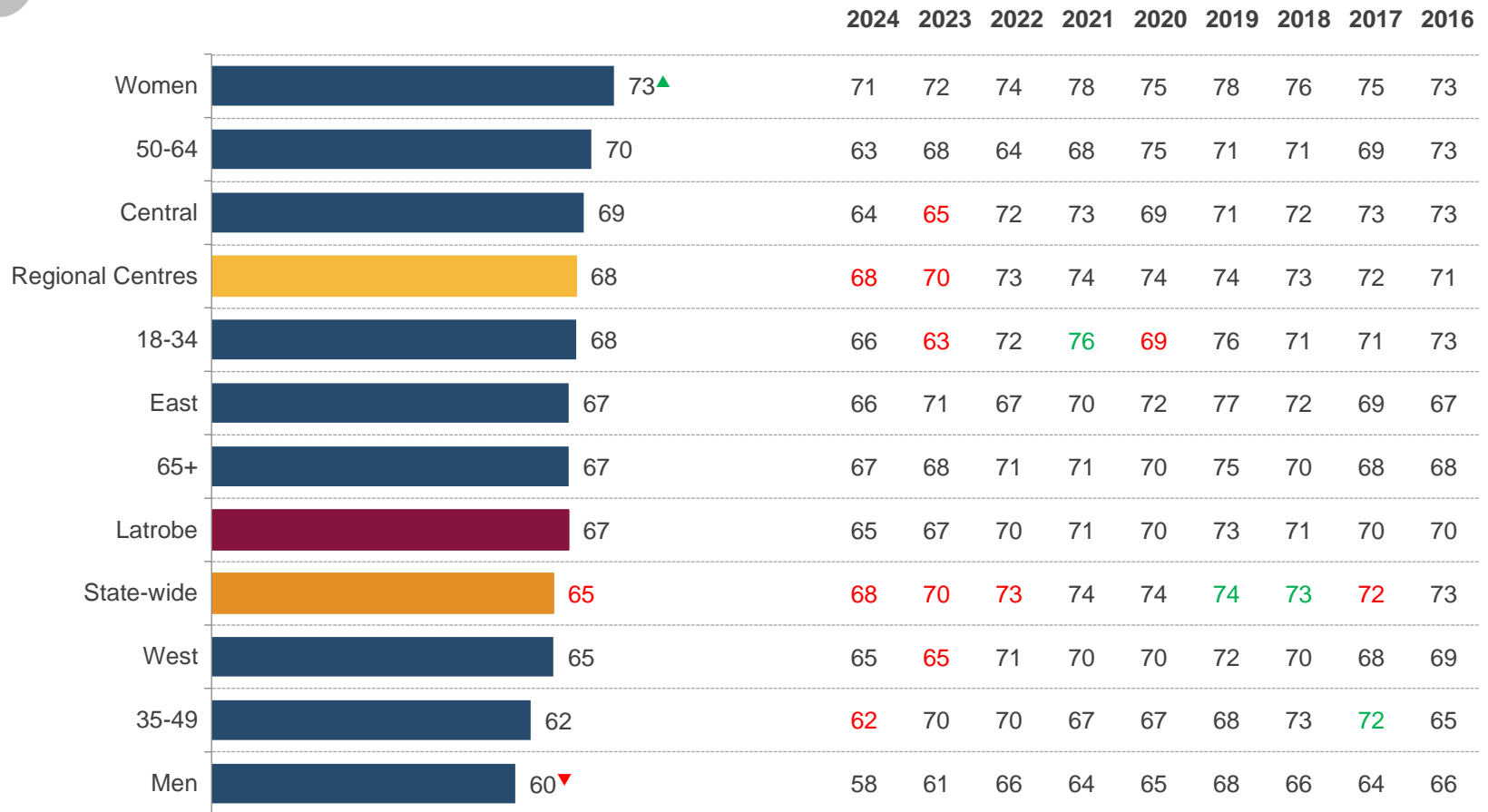




Environmental sustainability importance



2025 environmental sustainability importance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

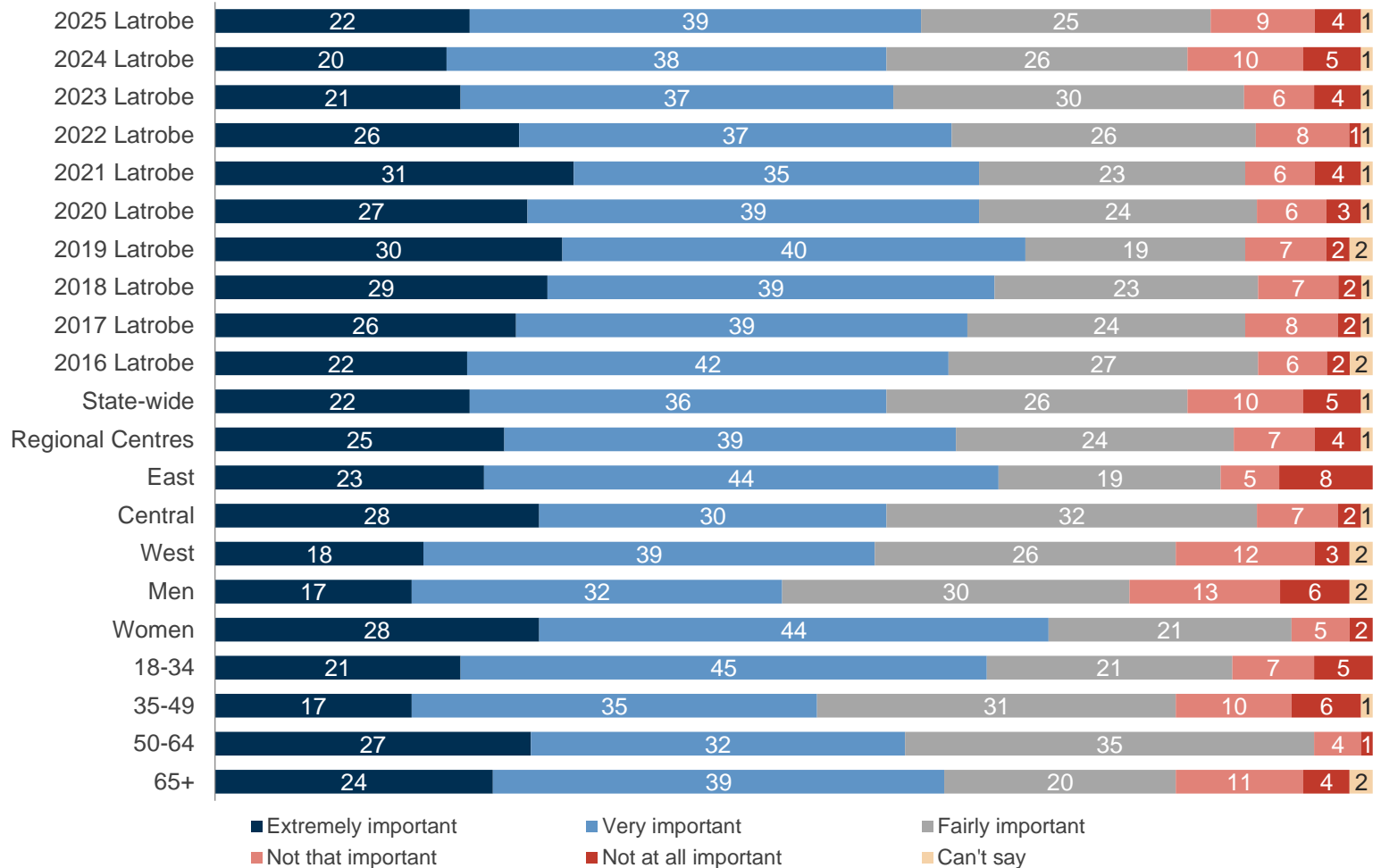
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2025 environmental sustainability importance (%)





Environmental sustainability performance



2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	61	65	61	61	62	62	63	62	67	61
West	60	62	60	61	59	61	60	61	62	59
Regional Centres	60	61	61	62	62	61	63	64	65	63
State-wide	59	60	60	61	62	60	62	63	64	63
50-64	59	56	55	57	58	56	61	56	58	61
Men	59	61	57	60	58	57	61	58	62	62
Latrobe	58	61	58	60	57	60	62	60	61	59
Women	58	60	58	59	56	62	62	62	60	56
Central	58	59	54	62	54	64	64	57	58	60
35-49	57	56	61	58	53	61	61	57	58	52
East	57	59	57	55	57	54	62	61	64	58
18-34	56	62	52	61	55	59	61	63	62	61

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

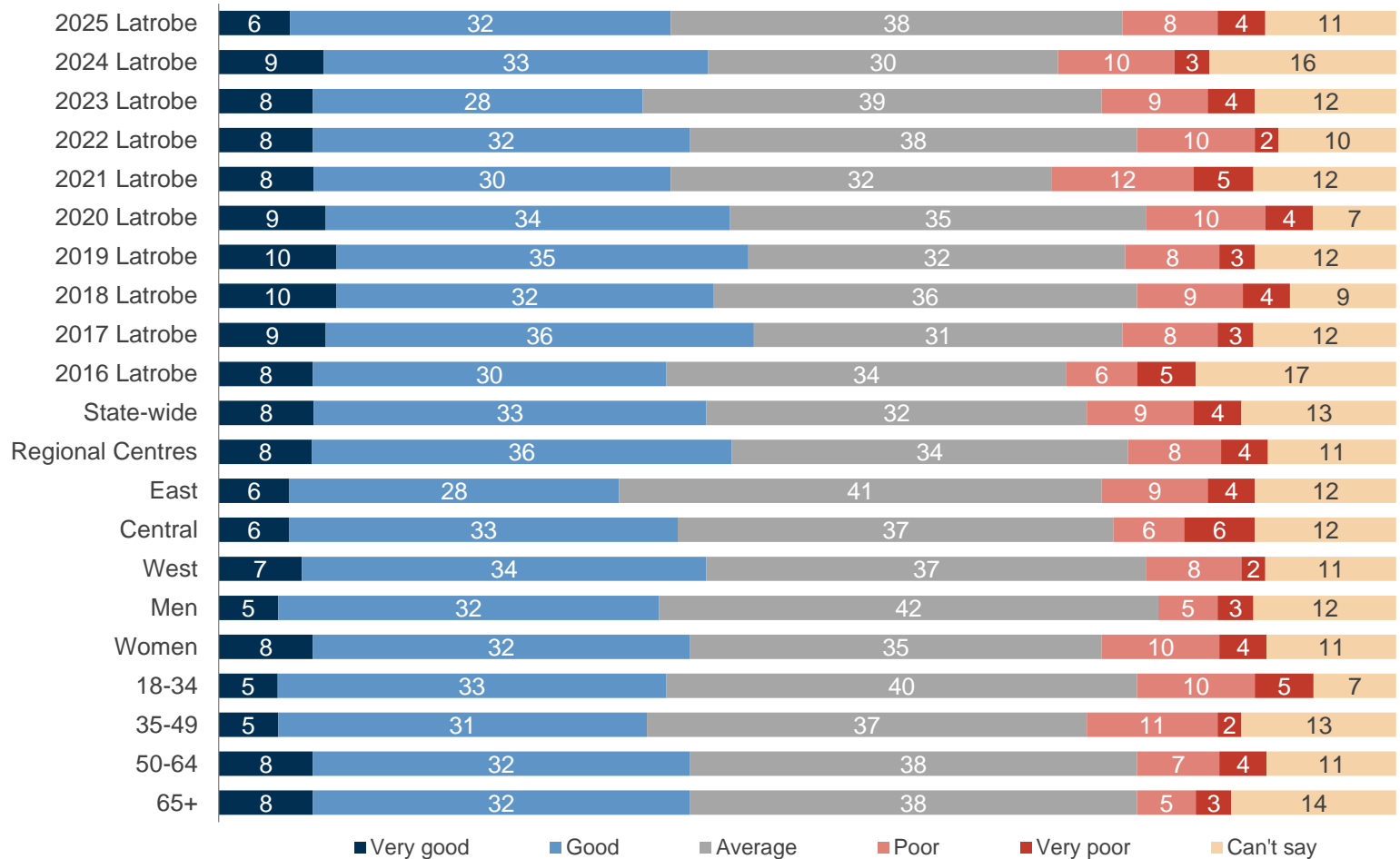
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2025 environmental sustainability performance (%)





Emergency and disaster management importance



2025 emergency and disaster management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Central	84	85	81	84	84	83	82	79	81	81
Women	83	86	86	88	85	87	87	87	86	81
65+	82	81	82	85	82	83	82	82	80	80
50-64	81	79	84	83	83	85	83	82	79	80
East	80	80	82	83	83	84	84	84	81	78
Latrobe	80	81	82	84	82	82	84	81	81	79
35-49	79	82	84	86	81	80	81	80	78	79
State-wide	79	80	80	81	81	80	81	81	80	80
Regional Centres	79	80	80	80	81	81	81	82	80	80
West	78	80	82	85	82	79	84	82	81	78
18-34	77	83	79	84	83	79	88	81	87	78
Men	77	76	77	81	80	76	79	76	76	77

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

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 3

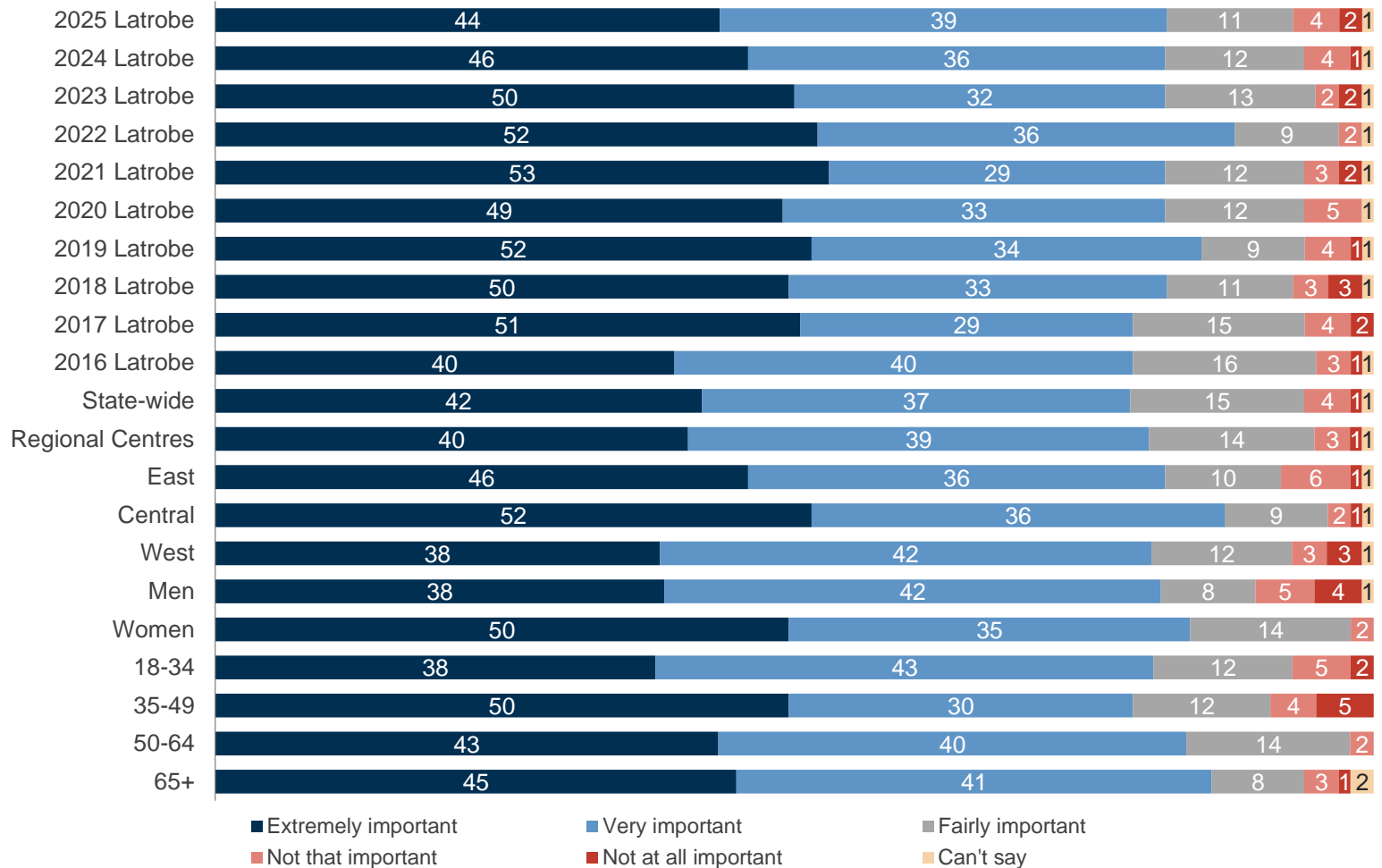
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2025 emergency and disaster management importance (%)





Emergency and disaster management performance



2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	69▲	69	68	70	74	73	75	74	74	71
West	67	69	61	65	73	67	74	70	71	63
State-wide	65	65	65	66	71	68	72	71	70	69
Regional Centres	65	66	65	67	72	70	75	73	70	68
Men	65	63	60	63	70	66	77	66	69	63
East	65	64	68	62	69	68	78	69	70	59
Latrobe	64	67	64	65	72	68	75	69	70	62
Women	64	71	69	66	74	70	74	71	72	61
18-34	64	64	60	65	72	64	78	69	72	63
50-64	63	70	66	60	73	66	76	71	68	61
Central	60	66	65	67	72	70	74	67	69	63
35-49	60	64	63	58	67	69	71	61	67	53

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 4

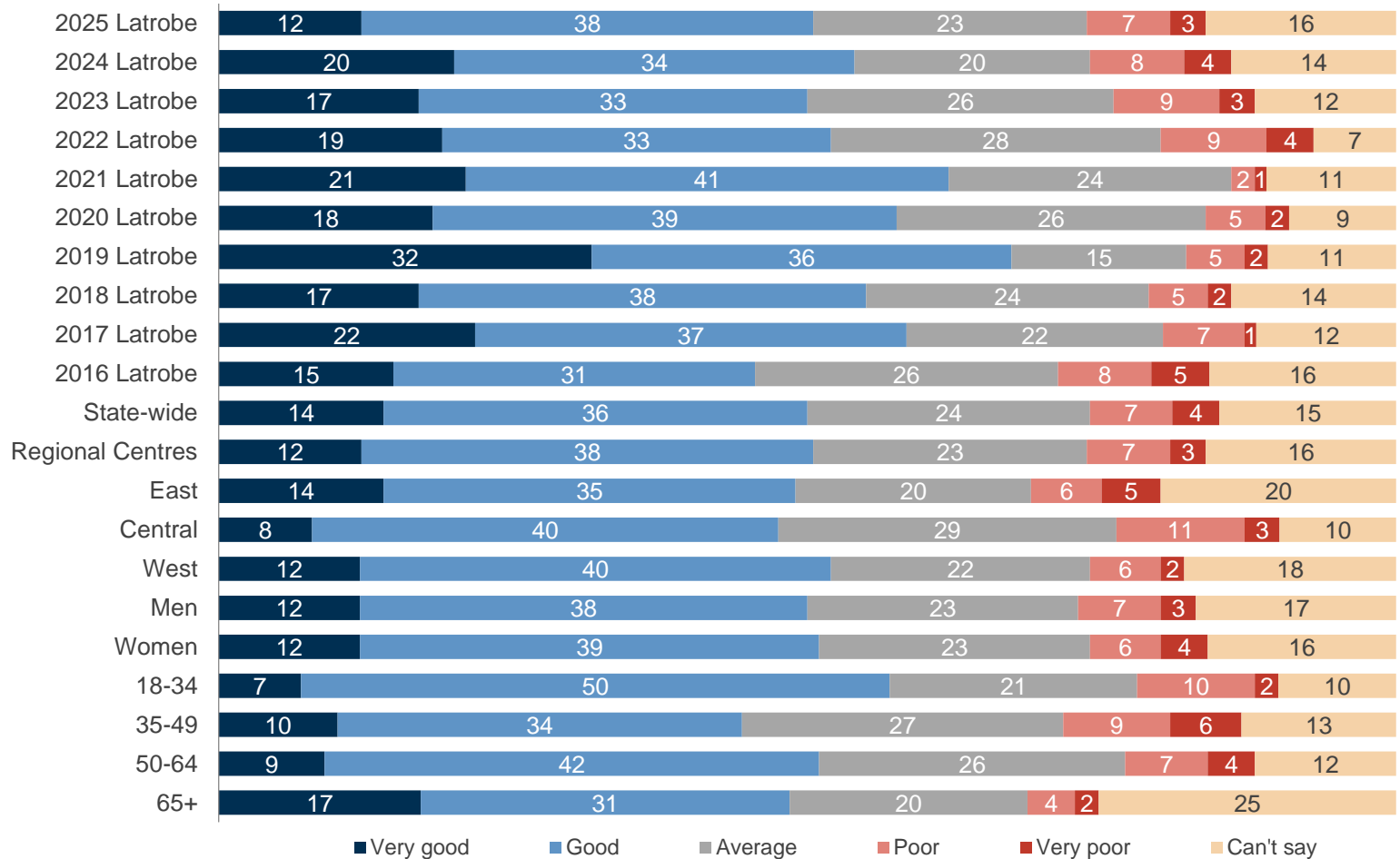
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2025 emergency and disaster management performance (%)





Planning for population growth in the area importance



2025 population growth importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
West	76	76	75	76	76	75	76	72	76	77
Regional Centres	75	77	78	78	77	77	75	75	75	76
65+	75	73	75	77	77	76	77	75	72	76
Women	74	76	78	77	77	78	77	74	76	75
50-64	74	76	76	74	77	80	75	74	76	78
35-49	74	70	78	78	75	75	73	74	76	76
State-wide	73	75	76	77	76	76	77	77	76	76
Latrobe	73	73	75	76	75	76	74	73	73	75
Central	73	72	74	75	74	77	71	72	74	75
Men	71	70	70	75	73	73	72	73	70	76
18-34	70	74	70	74	71	73	72	70	69	72
East	69	70	74	77	74	76	75	75	66	74

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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

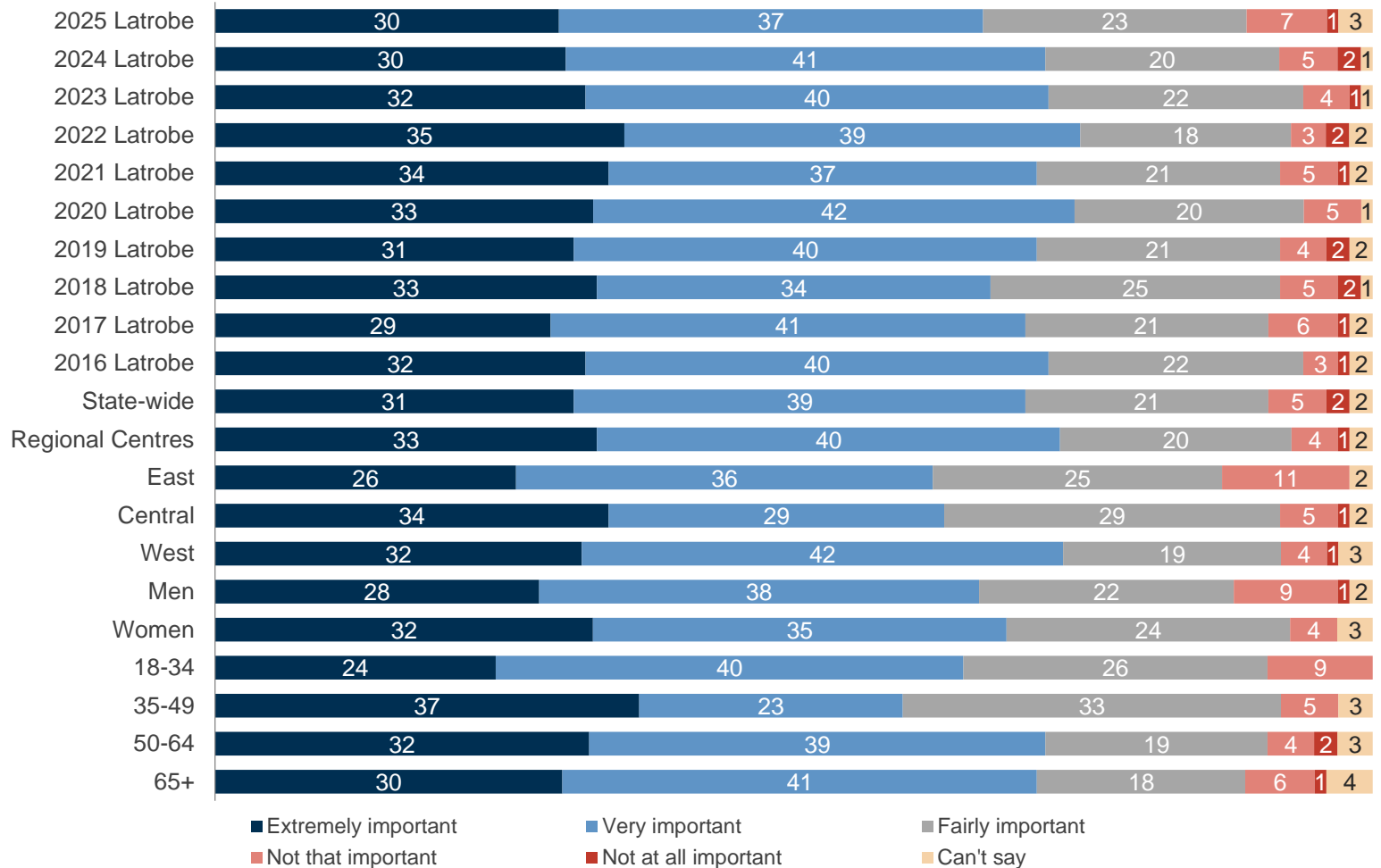
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2025 population growth importance (%)





Planning for population growth in the area performance



2025 population growth performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	58▲	55	59	58	63	57	60	53	60	56
East	55	45	54	48	54	51	55	52	53	48
Women	55	53	56	55	56	56	56	55	57	52
50-64	54	47	51	48	52	54	54	52	55	53
Latrobe	53	51	56	54	56	53	55	52	56	53
Regional Centres	52	52	56	58	59	57	62	62	62	59
West	52	52	56	55	56	56	55	54	59	54
18-34	51	53	57	53	55	51	56	52	57	56
Central	50	54	57	58	59	52	55	50	54	54
Men	50	48	56	53	56	51	54	49	55	54
State-wide	48▼	47	48	52	53	51	52	52	52	51
35-49	46▼	45	55	52	52	51	51	52	52	43

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

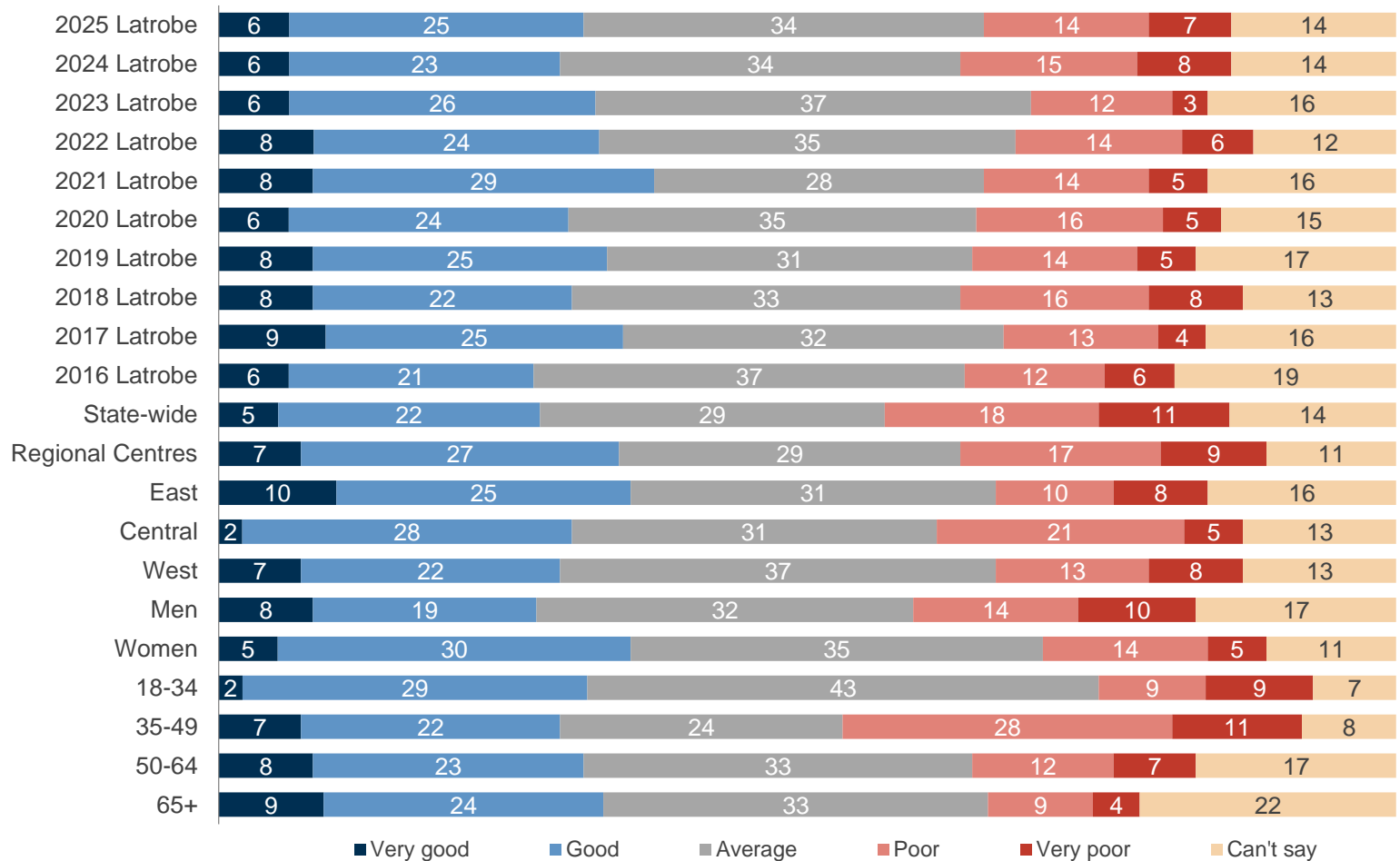
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2025 population growth performance (%)





Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	83▲	84	83	83	81	80	80	80	79	79
50-64	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	79	82	79	79	78	76	75	77	76	70
East	79	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	79	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	76	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2

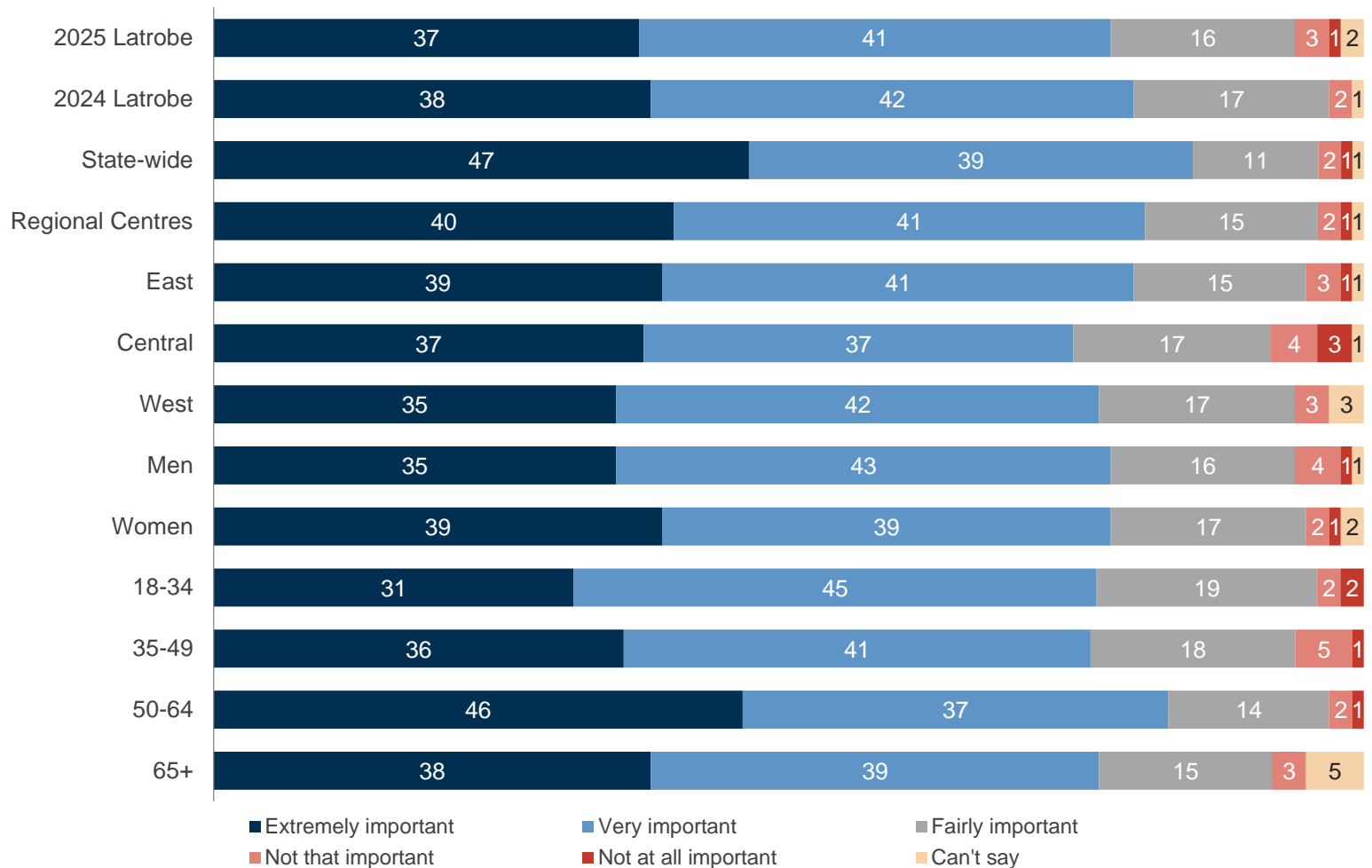
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	51▲	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East	47	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	46	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West	46	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	45	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	45	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	42	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	41	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	39▼	40	45	46	53	55	52	52	52	n/a
State-wide	38▼	36	37	41	45	44	44	43	44	43

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

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5

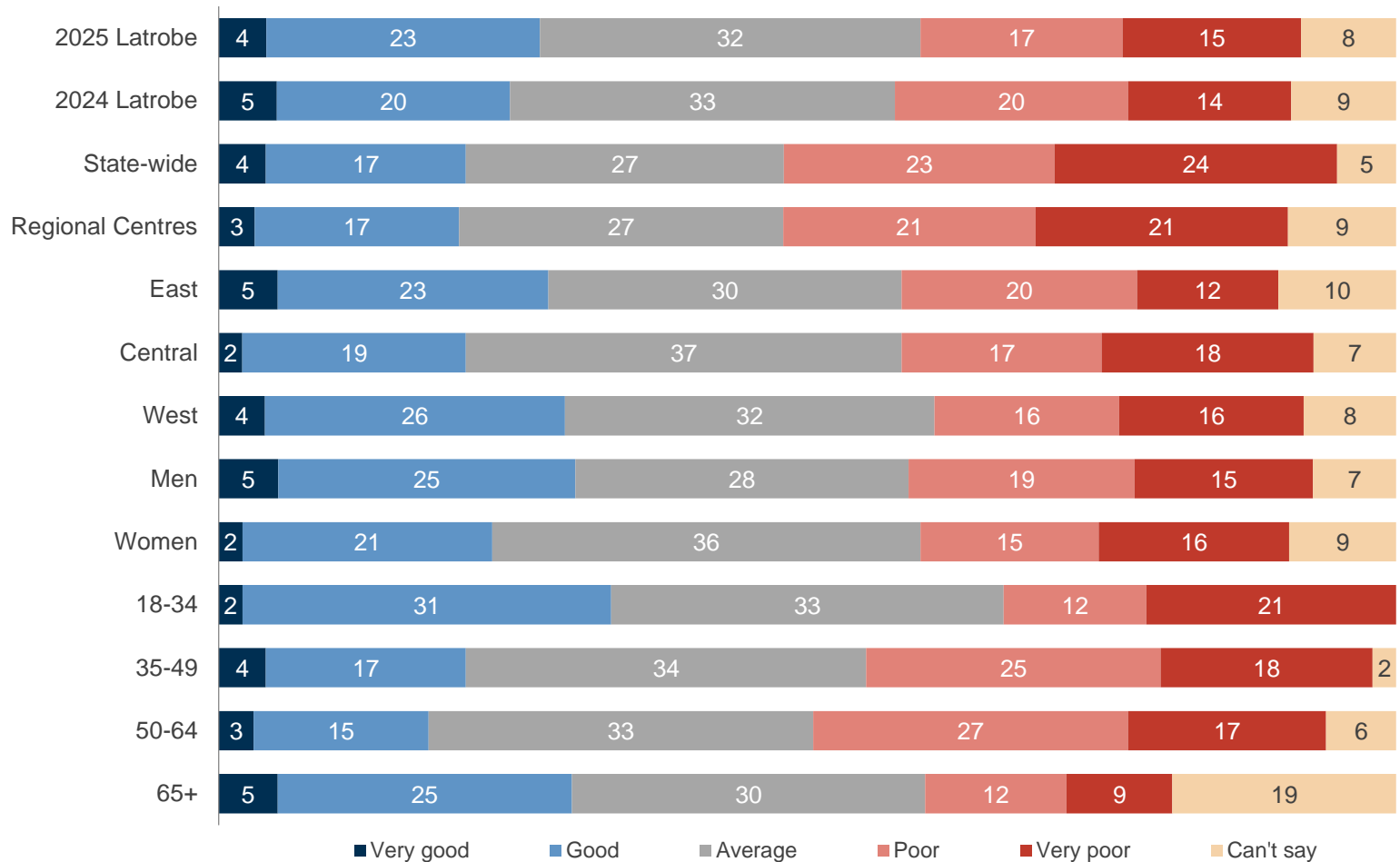
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (%)





Business and community development importance



2025 business/community development importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
East	75	70	74	75	76	75	n/a	n/a	n/a	n/a
Women	74	72	75	75	74	76	n/a	n/a	n/a	n/a
35-49	73	68	73	78	73	73	n/a	n/a	n/a	n/a
65+	72	70	71	72	76	76	n/a	n/a	n/a	n/a
Latrobe	72	70	73	73	74	74	n/a	n/a	n/a	n/a
18-34	72	71	73	72	74	72	n/a	n/a	n/a	n/a
50-64	71	72	73	68	73	75	n/a	n/a	n/a	n/a
West	71	69	70	71	72	73	n/a	n/a	n/a	n/a
Central	70	72	74	73	77	74	n/a	n/a	n/a	n/a
Regional Centres	70	69	70	71	73	71	72	71	73	n/a
Men	70	69	70	71	74	72	n/a	n/a	n/a	n/a
State-wide	69▼	69	68	70	70	69	69	69	70	70

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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2

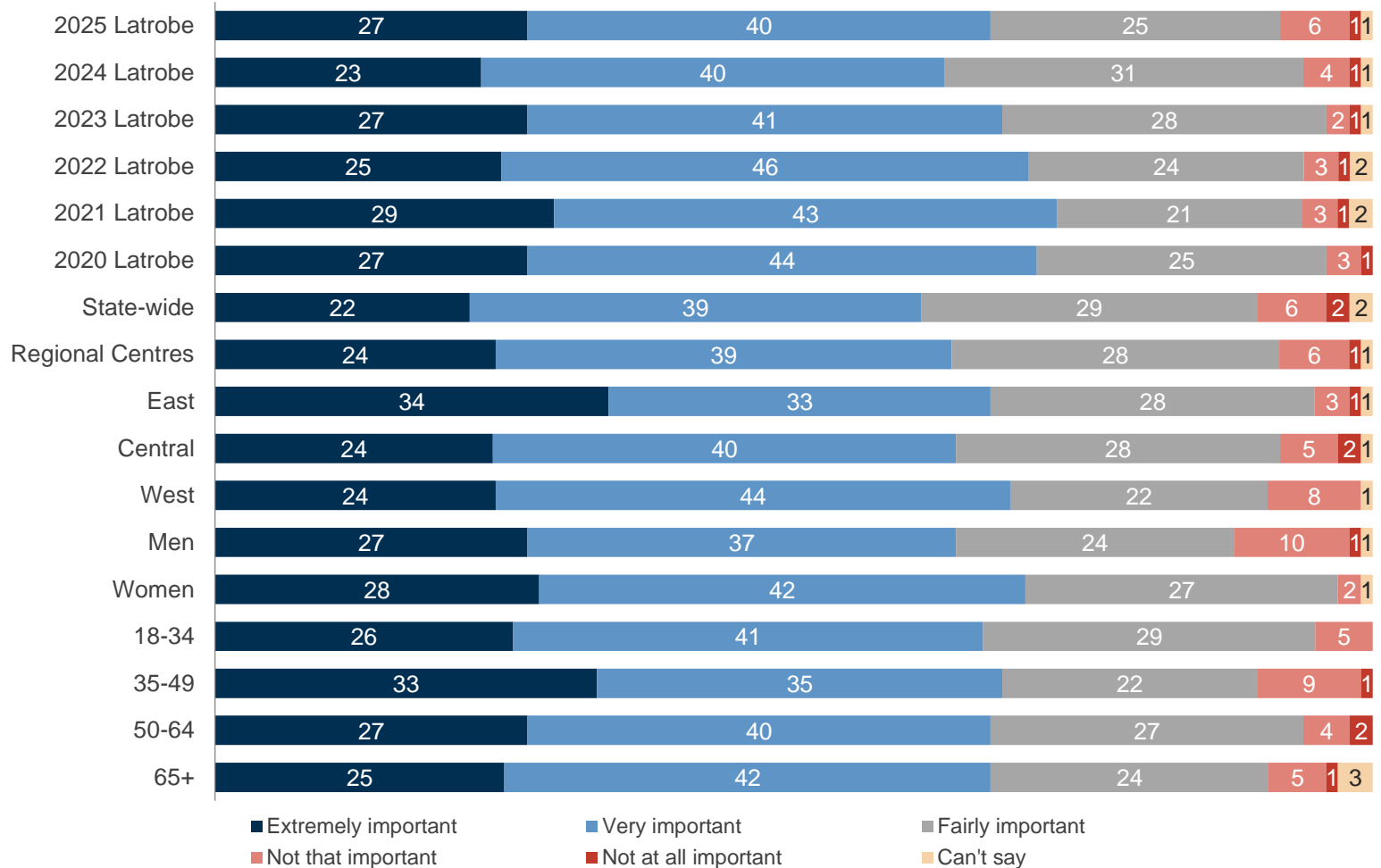
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2025 business/community development importance (%)





Business and community development performance



2025 business/community development performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
West	59▲	61	64	60	62	62	n/a	n/a	n/a	n/a
65+	56	59	57	59	60	58	n/a	n/a	n/a	n/a
Women	56	59	61	55	59	57	n/a	n/a	n/a	n/a
State-wide	54	57	57	58	60	59	61	60	60	60
Regional Centres	54	55	57	58	61	58	61	55	58	61
18-34	53	58	60	60	61	59	n/a	n/a	n/a	n/a
Latrobe	53	56	58	58	58	57	n/a	n/a	n/a	n/a
35-49	51	51	59	54	54	55	n/a	n/a	n/a	n/a
East	50	55	56	55	56	50	n/a	n/a	n/a	n/a
Men	50	54	54	60	57	57	n/a	n/a	n/a	n/a
50-64	49	56	54	53	55	55	n/a	n/a	n/a	n/a
Central	46▼	51	53	57	55	58	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4

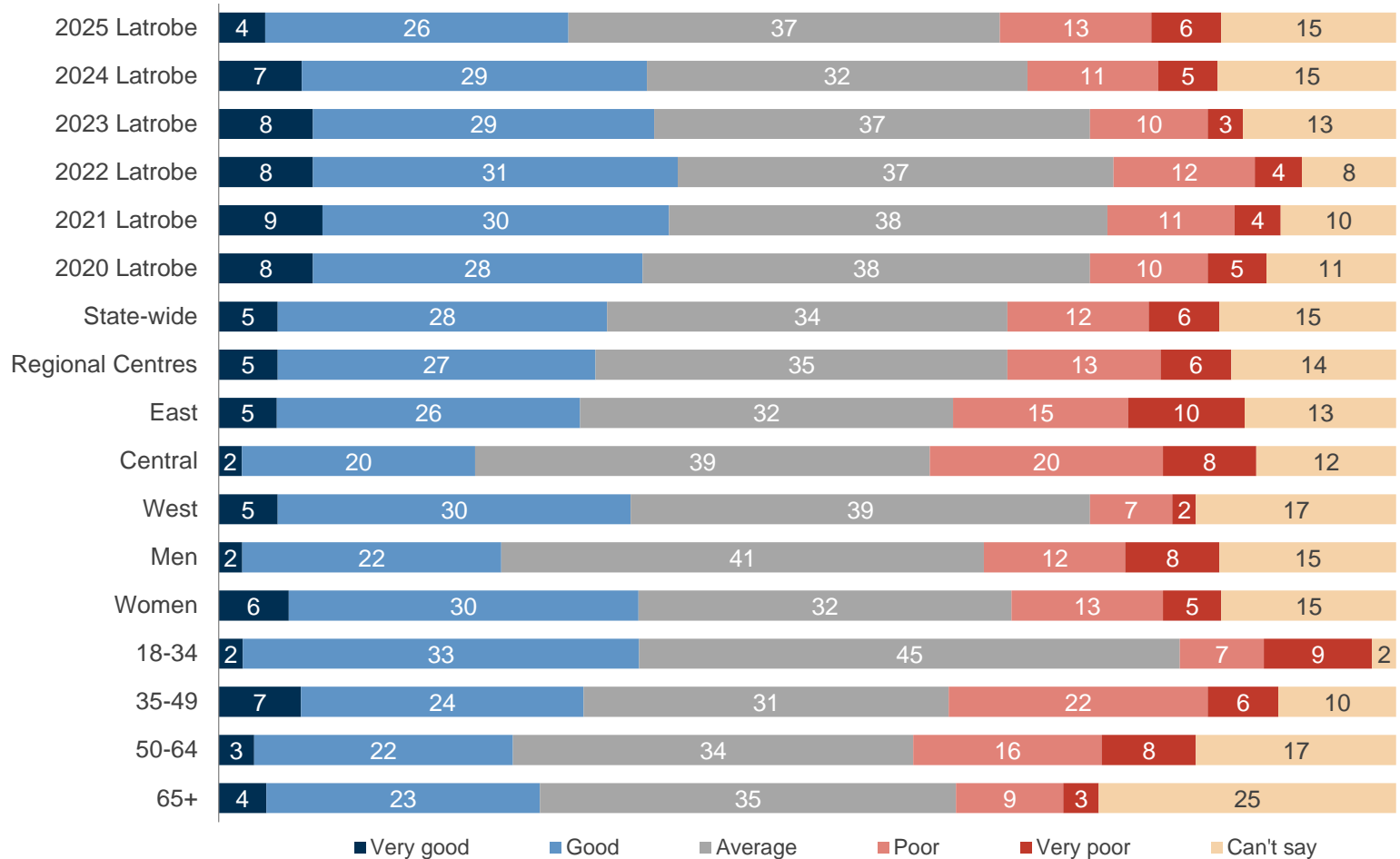
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2025 business/community development performance (%)





Tourism development importance



2025 tourism development importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Regional Centres	63▲	66	65	65	67	67	69	71	70	n/a
50-64	62	66	62	57	68	70	n/a	n/a	n/a	n/a
Women	62	65	63	66	65	69	n/a	n/a	n/a	n/a
East	62	59	63	62	65	65	n/a	n/a	n/a	n/a
65+	61	62	62	64	65	68	n/a	n/a	n/a	n/a
State-wide	60	59	60	62	63	62	59	61	62	63
Latrobe	59	62	63	63	66	64	n/a	n/a	n/a	n/a
Central	59	64	62	66	68	65	n/a	n/a	n/a	n/a
35-49	59	62	64	64	63	65	n/a	n/a	n/a	n/a
West	58	62	62	62	66	63	n/a	n/a	n/a	n/a
Men	57	59	62	60	68	60	n/a	n/a	n/a	n/a
18-34	56	57	62	63	69	56	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2

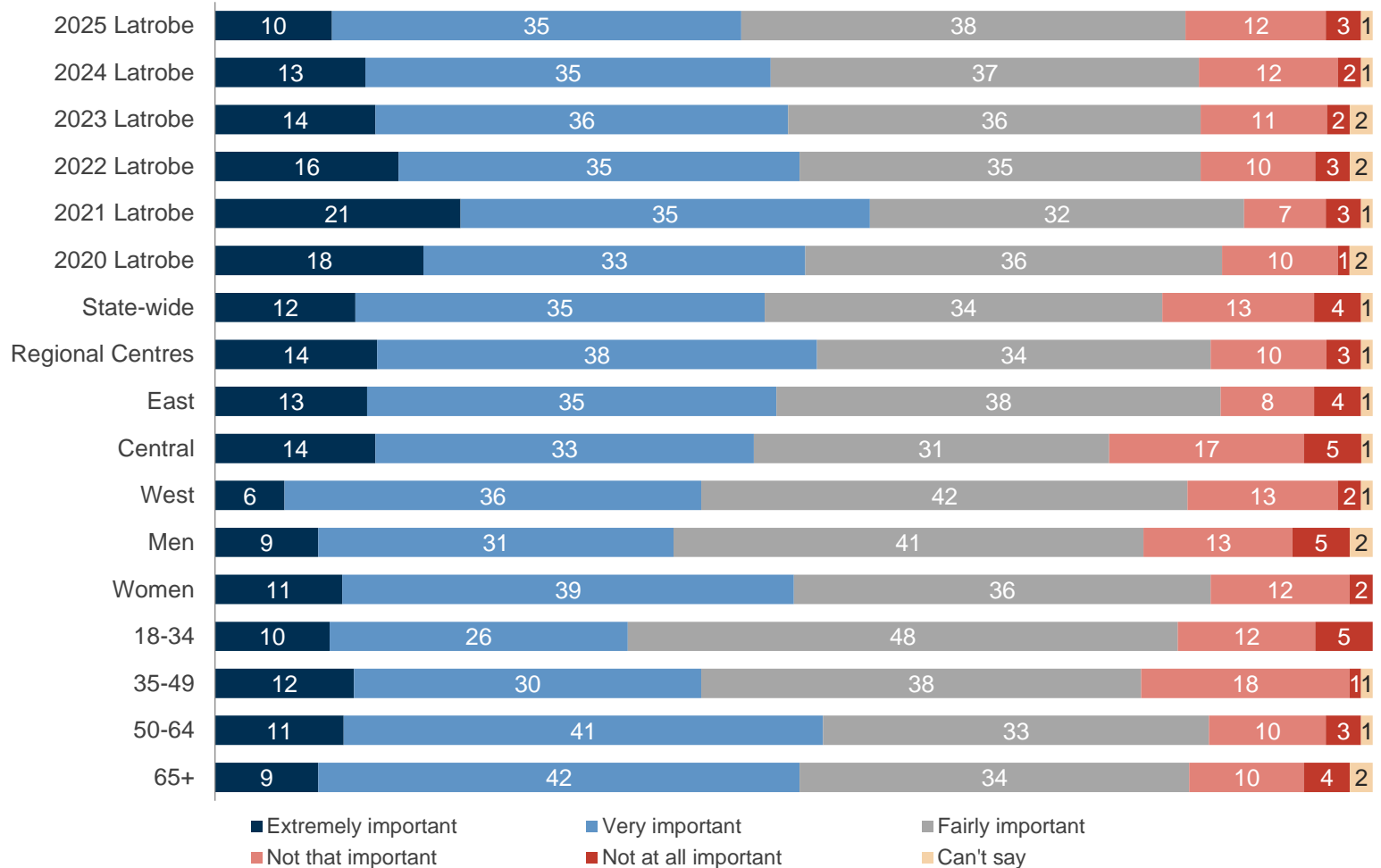
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2025 tourism development importance (%)





Tourism development performance



2025 tourism development performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	60▲	59	61	60	62	62	63	63	63	63
Regional Centres	59▲	59	61	59	60	63	70	64	65	71
65+	57▲	57	55	60	61	59	n/a	n/a	n/a	n/a
West	56▲	55	57	59	54	58	n/a	n/a	n/a	n/a
Women	55	56	57	58	55	59	n/a	n/a	n/a	n/a
18-34	54	52	58	57	53	54	n/a	n/a	n/a	n/a
Latrobe	52	53	55	57	54	56	n/a	n/a	n/a	n/a
Central	51	50	52	56	55	57	n/a	n/a	n/a	n/a
50-64	49	51	52	48	52	57	n/a	n/a	n/a	n/a
Men	49	51	54	56	54	52	n/a	n/a	n/a	n/a
East	48	53	56	54	54	52	n/a	n/a	n/a	n/a
35-49	46▼	51	56	57	51	53	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 3

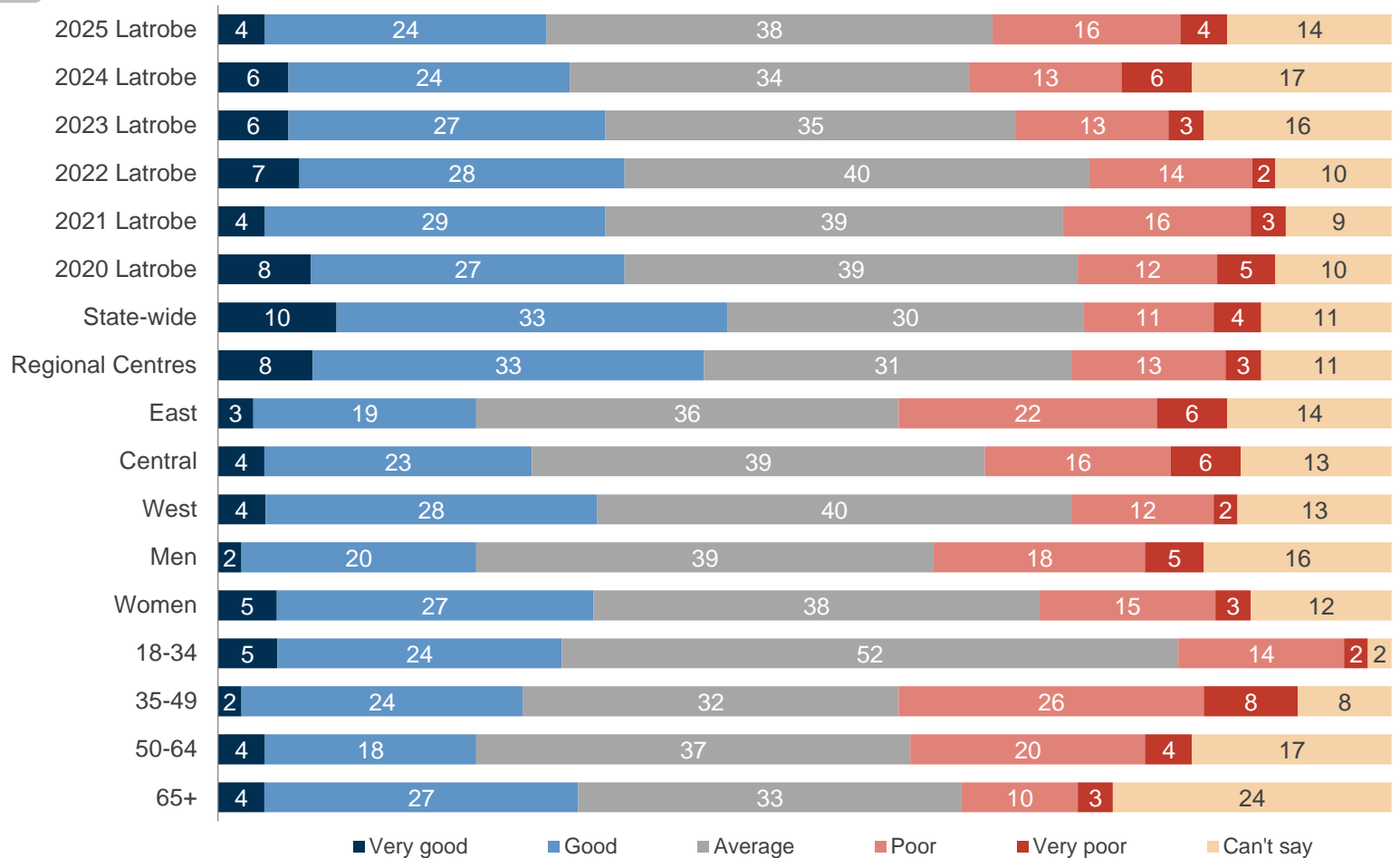
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2025 tourism development 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 concert, with some individuals wearing red and white clothing.

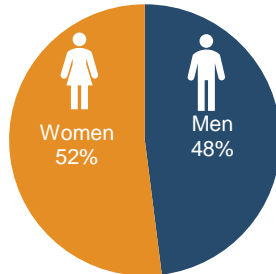
Detailed demographics



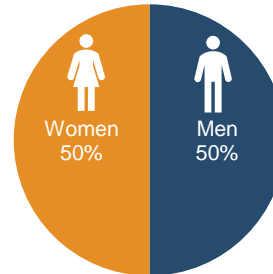
Gender and age profile

2025 gender

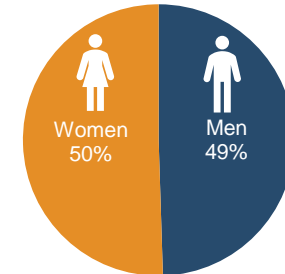
Latrobe



Regional Centres

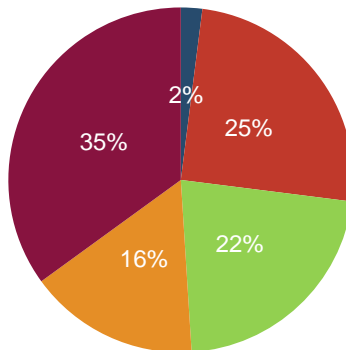


State-wide

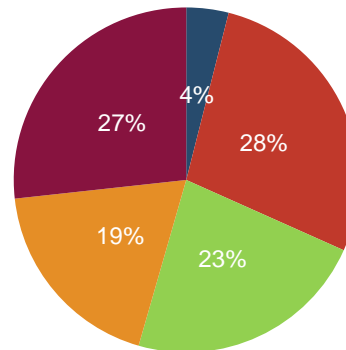


2025 age

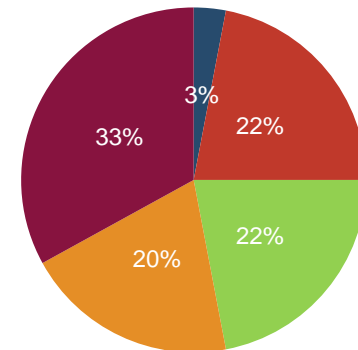
Latrobe



Regional Centres



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9

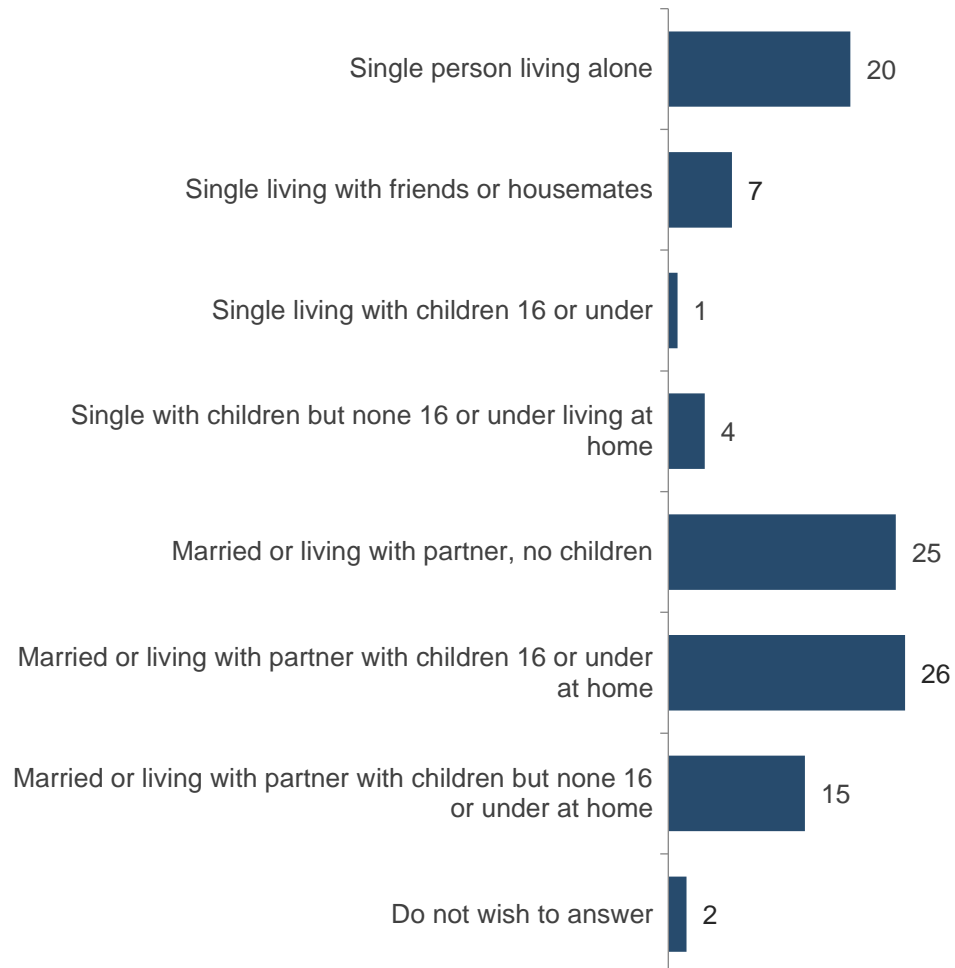
An "Other" option has been included for gender, hence the results may not add to 100%.


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



Household structure

2025 household structure (%)





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Latrobe City 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 60,600 people aged 18 years or over for Latrobe City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Latrobe City Council	400	400	+/-4.9
Men	200	193	+/-6.9
Women	199	206	+/-7.0
East	136	126	+/-8.4
Central	98	101	+/-9.9
West	166	173	+/-7.6
18-34 years	42	106	+/-15.3
35-49 years	76	88	+/-11.3
50-64 years	90	66	+/-10.4
65+ years	192	140	+/-7.1



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2024, n=400 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 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=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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

Survey sample matched to the demographic profile of Latrobe City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 57% mobile phone numbers to cater to the diversity of residents within Latrobe City Council, particularly younger people.

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



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2025 vary slightly.

Council Groups

Latrobe City Council is classified as a Regional Centres council according to the following classification list:

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

Councils participating in the Regional Centres group are:

- Ballarat, Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

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



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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