



# Latrobe City Council

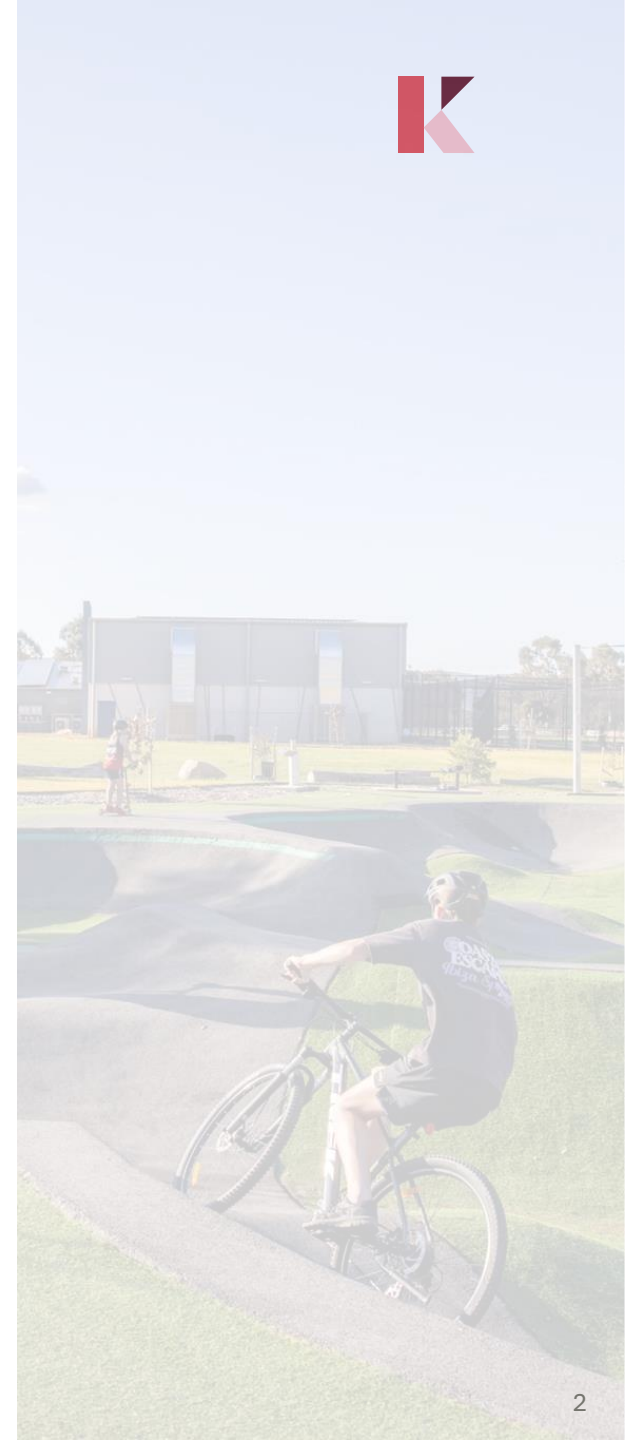
## Community Satisfaction Report 2026

**Klein**

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

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# Executive Summary





# Latrobe City Council Community Satisfaction

**56**  
Overall Performance  
+1 since last year

**58** State Performance  
+4 vs last year

**57** Regional City Performance  
+4 vs last year

## Key Takeouts



Latrobe City Council's overall performance is 56, similar to 2025 and slightly behind the State benchmark.

Residents aged 18-34 and 65+, and those located in the East are more positive than other residents.

## Top performing areas

- 74 Libraries\*
- 74 Waste management\*
- 72 Art centres\*

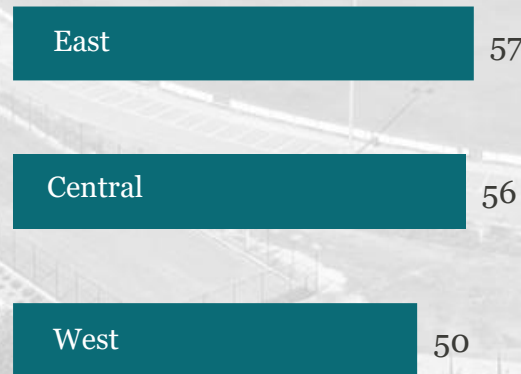
## Lowest performing areas

- 45 Maintenance of unsealed roads
- 52 Condition of sealed local streets\*
- 53 Parking facilities

**56**  
-2

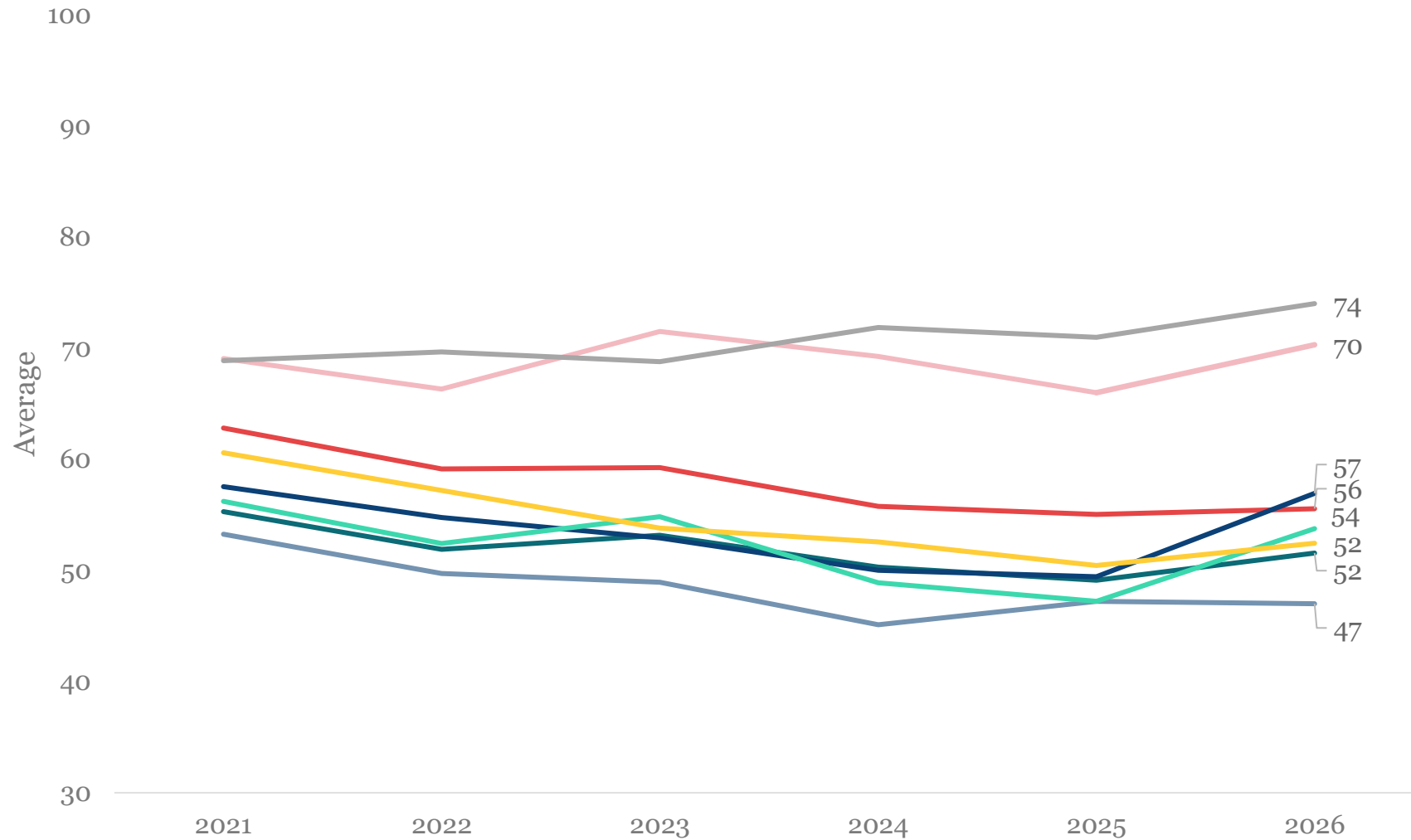
**55**  
+3

Aged 18-34	<b>58</b>	+5
Aged 35-49	<b>54</b>	+4
Aged 50-64	<b>52</b>	-
Aged 65+	<b>58</b>	-3





# Core Measures by Year











*Change on Previous Year*

- +1** Overall Performance
- +2** Spending Public Funds\*
- Direction of council
- +4** Customer Service
- +8** Opportunities to give feedback\*
- +3** Waste Management\*
- +7** Making Decisions\*
- +2** Sealed local Streets\*

Changed questions are marked with an asterisk.

# LGV Core Summary



		Latrobe CC 2026	Chg vs 2025	State 2026	Chg vs 2025	Regional City 2026	Chg vs 2025
<b>Overall Performance</b> <i>Overall Performance of Council</i>		56	+1	58	<b>+4</b>	57	<b>+4</b>
<b>Spending Public Funds</b> <i>Spending public funds... in ways that benefit the community</i>		52	+2	51	<b>+4</b>	50	<b>+3</b>
<b>General Direction</b> <i>Views on direction of council's performance</i>		47	-	48	<b>+2</b>	49	+1
<b>Customer Service</b> <i>...on most recent contact, rate Council for Customer Service</i>		70	+4	68	<b>+2</b>	71	<b>+3</b>
<b>Opportunities to Give Feedback</b> <i>Opportunities offered by Council to give your feedback on key local issues</i>		57	<b>+8</b>	55	<b>+5</b>	56	<b>+7</b>
<b>Waste management</b> <i>Waste Management including garbage, recyclables and green waste</i>		74	+3	72	<b>+6</b>	71	<b>+6</b>
<b>Making decisions</b> <i>Making decisions in the interest of the community</i>		54	<b>+7</b>	52	<b>+3</b>	53	<b>+5</b>
<b>Sealed local streets</b> <i>Condition of sealed local streets</i>		52	+2	54	<b>+9</b>	51	<b>+4</b>



# Performance of Council Services – Summary by Service Area

## Governance, Engagement & Advocacy

Service	2026	vs LY
Keeping the community informed	60	<b>+8</b>
Opportunities to give feedback*	57	<b>+8</b>
Community consultation and engagement	55	<b>+5</b>
Making decisions in the interest of the community*	54	<b>+7</b>
Advocating for the community*	54	<b>+7</b>

## Infrastructure & Maintenance

Service	2026	vs LY
The appearance of public areas	62	+1
The condition of footpaths*	58	<b>+5</b>
Condition of sealed local streets*	52	+2
Maintenance of unsealed roads	45	-

## Community Services & Support

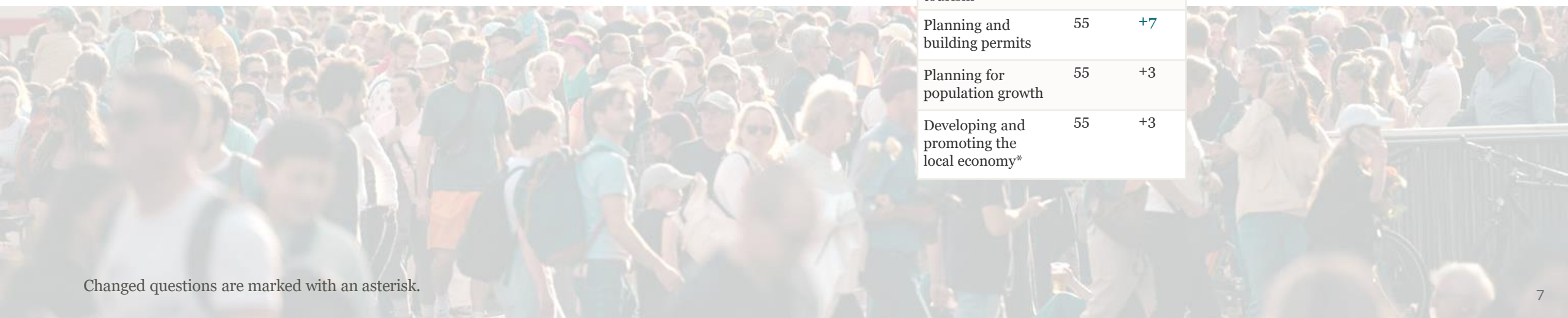
Service	2026	vs LY
Waste management*	74	+3
Family support services	63	+3
Supporting health and wellbeing	62	NA

## Planning & Development

Service	2026	vs LY
Emergency and disaster management	66	+2
Enforcement of local laws and regulations*	62	+2
Environmental sustainability	60	+2
Developing and promoting local tourism*	58	<b>+6</b>
Business and community development and tourism	57	+5
Planning and building permits	55	<b>+7</b>
Planning for population growth	55	+3
Developing and promoting the local economy*	55	+3

## Community Facilities & Recreation

Service	2026	vs LY
Libraries*	74	NA
Arts Centres*	72	NA
Recreational facilities	70	+1
Community events and cultural activities*	65	+4
Parking facilities	53	<b>+6</b>



Changed questions are marked with an asterisk.

# Executive Summary – Key Strengths of Latrobe City Council



## Waste management

Waste management is the highest-scoring service measured, alongside libraries, and one of the strongest peer positions Latrobe City Council holds across the service areas measured. Performance at 74 sits two points above the State benchmark and three points above the Regional City group, and has improved three points year-on-year. Residents also rate waste management as the single most important service Council delivers, making this one of Council's most valuable services to maintain.



## Art centres

Art centres score 72 across the service areas measured, eight points above the State benchmark and two points above the Regional City group. This is the largest positive State gap of any service rated for Latrobe. Although art centres are rated as a lower-importance service relative to others, the strong relative performance represents a genuine point of difference for Latrobe.



## Recreational facilities

Recreational facilities score 70, sitting four points above the State benchmark and two points above the Regional City group. The result has held steady year-on-year while State and Regional City peers have declined, sharpening the relative position. Open-ended feedback also identifies recreation and family facilities as the most frequently mentioned best thing about Council, with the strongest endorsement coming from residents aged 50 to 64.



## Keeping the community informed

Keeping the community informed records the largest year-on-year improvement of any service measured, rising eight points to 60. The result now sits in line with the State benchmark and one point above the Regional City group, recovering from a position that previously trailed peers. Improvements of this magnitude on a high-influence service are uncommon and indicate that recent communication efforts are landing with residents.



## Libraries

Libraries is the equal highest-scoring service measured for Latrobe City Council in 2026, rated at 74. This is in line with the State and slightly behind the Regional City benchmark but represents a genuine strength for the Council, with most residents indicating they are satisfied with libraries.



## Maintenance of unsealed roads



Maintenance of unsealed roads is the lowest-scoring service across the service areas measured at 45 and has remained flat year-on-year while the Regional City group has improved by five points and the State average by three.

## Condition of sealed local streets



The condition of sealed local streets sits two points below the State benchmark at 52. While the score has improved by two points year-on-year, the State average has moved up by nine points over the same period, widening the relative gap. Road conditions are also among the most frequently raised improvement priorities in open-ended feedback.

## Parking facilities



Parking facilities is one of the lowest rated service areas for Latrobe City Council at 53. While performance improved significantly by six points in 2026, it is still a relatively lower performing area and there is an opportunity to improve deliver of this service.

## General direction of Council



The general direction of Latrobe City Council over the last twelve months is rated at 47, the lowest of the headline performance measures. The result is flat year-on-year while the State average has improved by two points and the Regional City group by one, leaving Council one point below State and two points below the Regional City group.

# Executive Summary – Recommendations



## **Maintain strong service positions**

We recommend Latrobe City Council retain a clear focus on the services where it currently leads its peer group, waste management, libraries, art centres, and recreational facilities. We suggest continued service investment and visible communication of what is being delivered, to maintain momentum.

## **Prioritise local road network condition**

We recommend Latrobe City Council treat the local road network, unsealed roads in particular, and the condition of sealed local streets, as a priority service area to act on across the service areas measured. Unsealed roads remain the lowest-scoring service and have not moved while peers have improved, and sealed streets sit two points below State. We suggest a programmed maintenance plan paired with proactive communications.

## **Address lower performing services**

While Latrobe City Council's performance improved in most areas in 2026, there is an opportunity for further improvement to several services: community consultation, decisions in interest of the community, advocating for the community, parking facilities and planning services received relatively low ratings. Latrobe City Council should consider prioritising improvements to consultation, advocacy and community decisions as they have the most influence on overall community sentiment.

## **Build on communication and engagement gains**

We recommend Council continue to build on the eight-point gain in keeping the community informed, which is the strongest single-year improvement. We suggest the same communication approach be extended to the services where opportunities have been identified, particularly road maintenance, public area appearance and environmental sustainability, so that improvement work undertaken is matched by visible communication.

# Summary of Approach





# About the LGV CSS program

What the program is

Program overview

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

Understand strengths and areas for improvement

1

Track performance over time

3

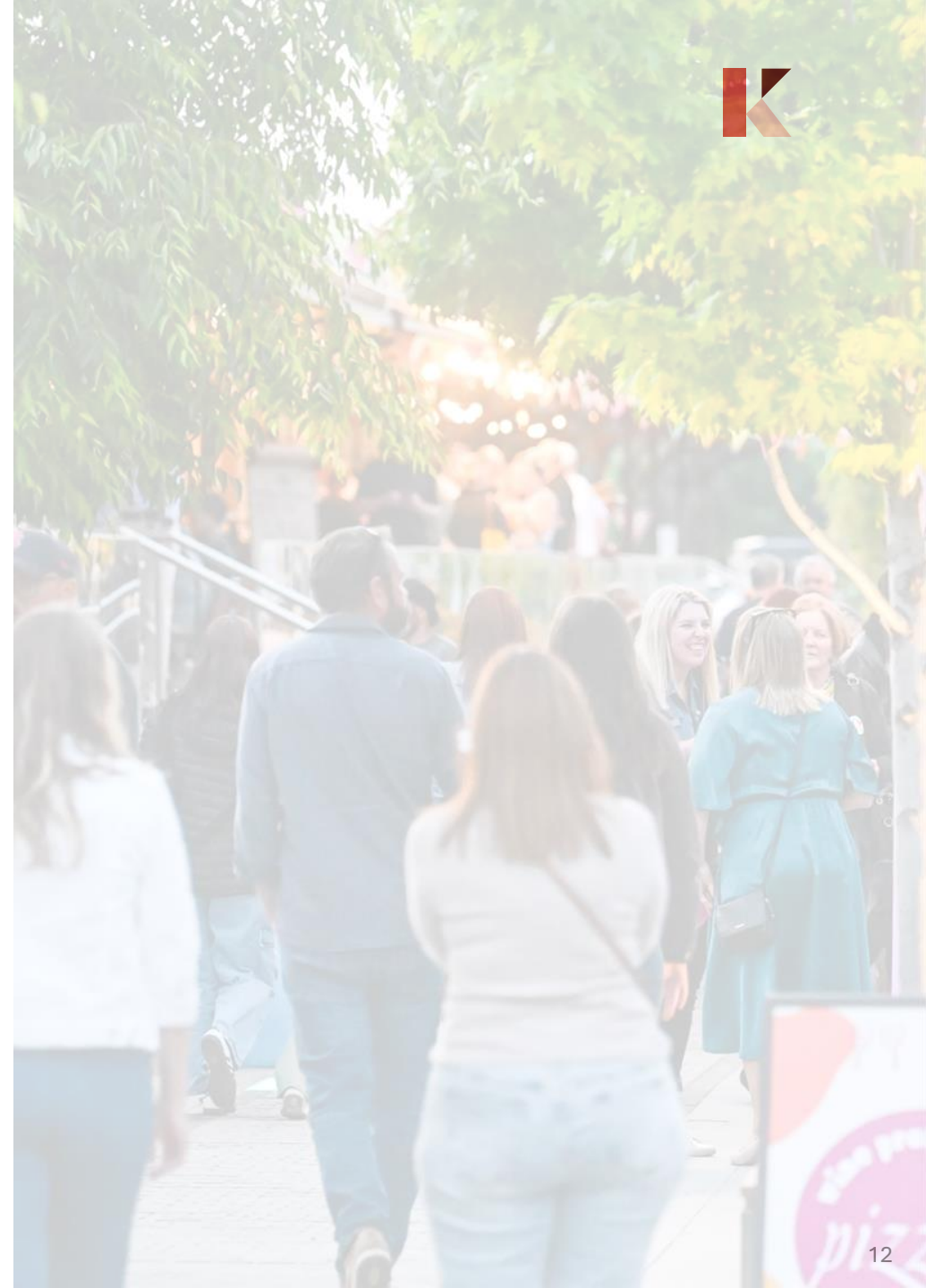
Benchmark against similar councils and the wider sector

2

Support planning, service improvement and community accountability

4

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





# About Klein

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

## Klein's appointment to the program

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



## A new phase for the program

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

## About Klein

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

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

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

# Explanation of Survey Metrics

How the key survey measures should be interpreted



## Key metrics included in this report

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

**Key Performance:** Measures overall views of Council, including overall performance, value for money and direction.

**Core measures:** Covers key areas such as decision-making in the interests of the community, waste management, opportunities to give feedback, and the condition of sealed local streets.

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

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

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



## Service reporting categories

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

**Governance, Engagement & Advocacy**

**Infrastructure & Maintenance**

**Community Facilities & Recreation**

**Community Services & Support**

**Planning & Growth**



## Note on interpretation

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

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



## How results are reported

Results are typically shown for

**Total Council sample**

**Demographic sub-groups within the Council** such as age, gender and region

**Similar councils** for benchmarking

**State-wide** results for broader comparison





# Benchmarking and comparison

How Council's results are interpreted in context

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

## Benchmark comparisons used in reporting

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



Latrobe City Council is classified as a **Regional City** council. The **Regional City** group includes: Ballarat, Horsham, Mildura, Warrnambool, Latrobe.

# Enhanced Questions

Question wording review and comparability assessment

## CORE MEASURES



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

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

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

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

Changed questions are marked with an asterisk.



# How to interpret results

Statistical significance and margin of error




## Statistical significance

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

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

95%

## Reading the charts and tables

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

## Approximate margins of error used in this report

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

Sub-Group	Sample	Margin of error
<b>Latrobe CC</b>	404	+/-4.9 pts
<b>State</b>	17,730	+/-0.7 pts
<b>Regional City</b>	2,616	+/-1.9 pts
<b>18 to 34</b>	51	+/-13.7 pts
<b>35 to 49</b>	109	+/-9.4 pts
<b>50 to 64</b>	126	+/-8.7 pts
<b>65+</b>	118	+/-9.0 pts
<b>Male</b>	204	+/-6.9 pts
<b>Female</b>	200	+/-6.9 pts
<b>East</b>	173	+/-7.5 pts
<b>Central</b>	176	+/-7.4 pts
<b>West</b>	55	+/-13.2 pts

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

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

# Why the sample size is appropriate

## Understanding the Sample



### Sample size

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



### Margin of error

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



### Confidence level

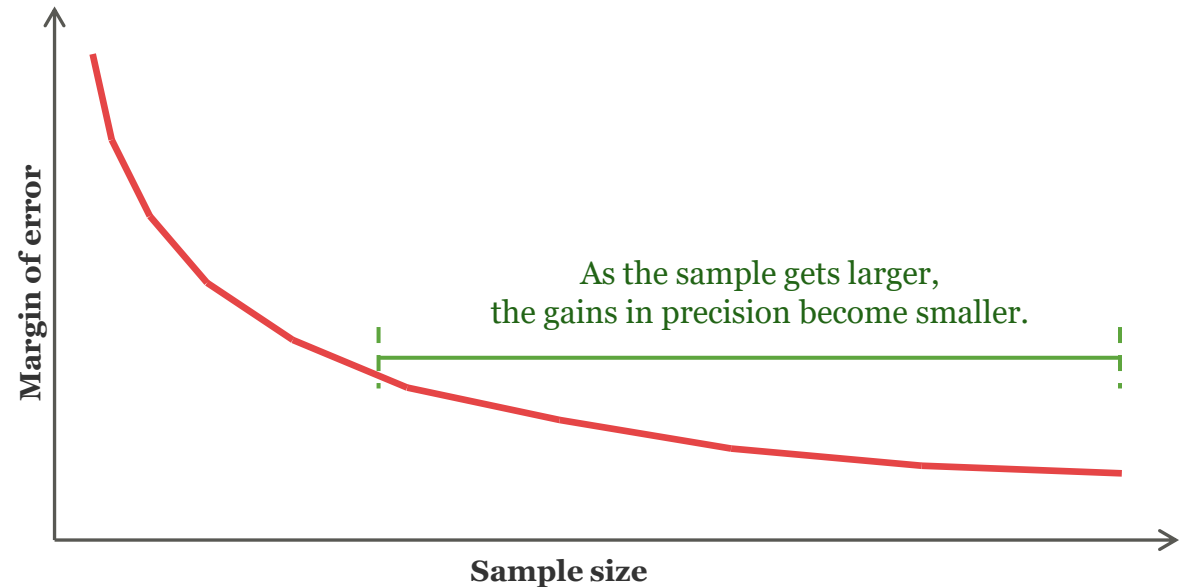
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



### Statistical significance

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

## How sample size affects precision



## What this means

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



# How weighting is used

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

## Sample weighting

Age	Unweighted	Weighted
<b>18-24</b>	1%	1%
<b>25-34</b>	12%	24%
<b>35-49</b>	27%	22%
<b>50-64</b>	31%	27%
<b>65+</b>	29%	25%
<b>NET</b>	100%	100%

Gender	Unweighted	Weighted
<b>Male</b>	50%	48%
<b>Female</b>	50%	52%
<b>NET</b>	100%	100%



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



# Comparative Benchmarks

In addition to the core LGV questions, each council was able to select additional service areas to assess. As a result, the number of councils in the benchmark for each questions varies. The following are the number of councils for each service area assessed within this report. Where there is only one other council in the benchmark, we have not provided a benchmark and labelled it as NA.

Performance	State	Regional City
Art centres*	12	3
Supporting health and wellbeing	2	1
Planning and building permits	12	3
Business and community development and tourism	10	3
Libraries*	17	4
Emergency and disaster management	14	4
Enforcement of local laws and regulations*	16	3
Advocating for the community*	20	4
Community events and cultural activities *	15	2
Environmental sustainability	19	4
Recreational facilities	20	4
Keeping the community informed	19	3
Parking facilities	6	2
Family support services	12	3
Planning for population growth	7	3
Developing and promoting local tourism*	10	2
The appearance of public areas	23	4
Condition of sealed local streets*	38	6
Decisions in the interest of the community*	38	6
Maintenance of unsealed roads	15	3
Opportunities to give feedback on key local issues*	38	6
Waste management*	38	6
The condition of footpaths*	15	4
Developing and promoting the local economy*	11	3

Importance	State	Regional City
Supporting health and wellbeing	1	1
Environmental sustainability	9	2
Family support services	5	2
Developing and promoting the local economy*	4	1
Developing and promoting local tourism*	3	1
Parking facilities	3	1
Planning for population growth in the area	3	1
Community events and cultural activities	10	1
Waste management*	11	2
Keeping the community informed*	8	2
Recreational facilities	12	2
The appearance of public areas	12	2
The condition of sealed local streets*	9	3
Emergency and disaster management	8	2
Advocating for the community*	7	2
Libraries*	8	2
Opportunities to give feedback on key local issues*	10	2
Enforcement of local laws and regulations*	8	2
Maintenance of unsealed roads in your area	7	2
Art centres*	6	2
Business and community development and tourism	7	2
Planning and building permits	7	2



# How Performance Index Scores are Calculated

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

## In simple terms

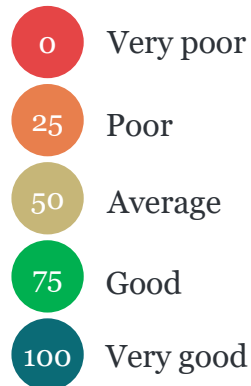
Performance is asked on a 5-point scale from Very poor to Very good.

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

## Scale



## Index Values



Can't say is excluded from the calculation

## Worked example

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

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

## How to interpret scores

Higher scores indicate stronger performance.

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

Direction in the past 12 months

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



# How to read the results slide - Performance Distribution

## Guide to reading results

### What this slide shows

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

It helps the reader see:

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

### What the table categories mean

**Council** - result for this Council

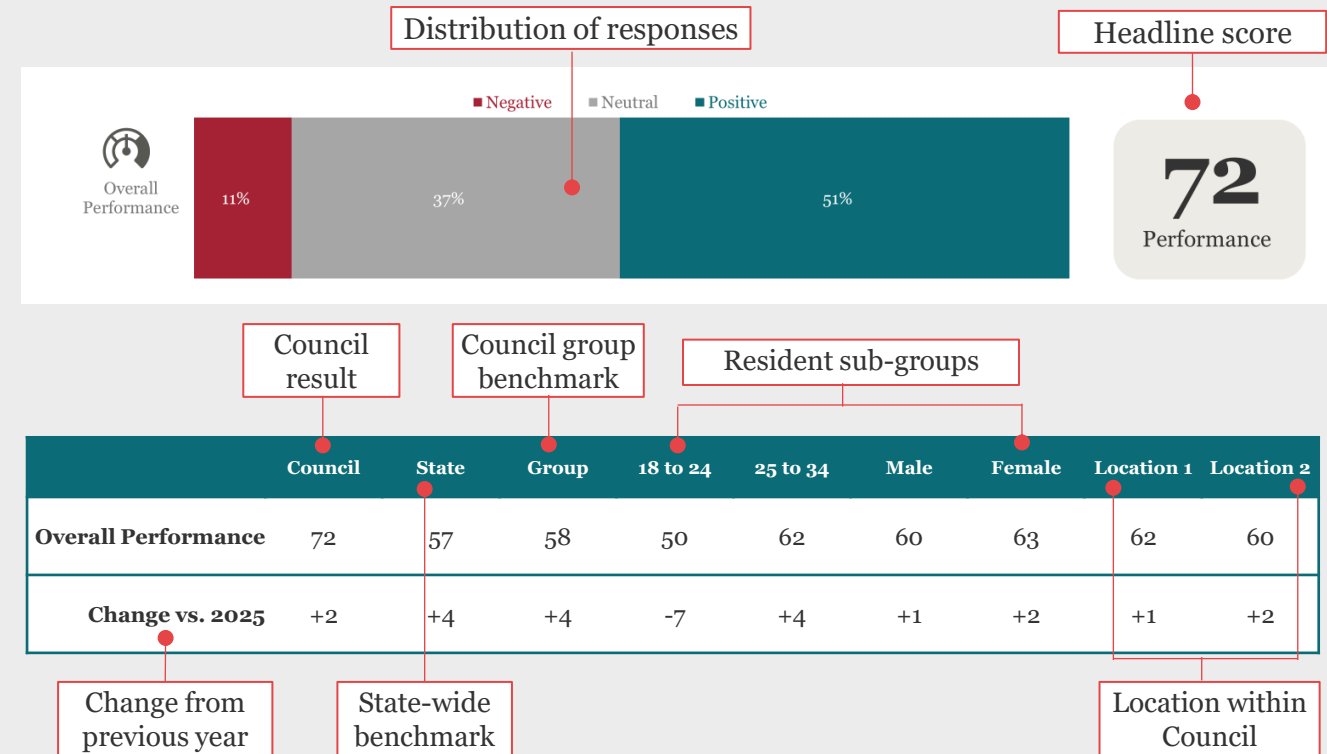
**State** - average across all participating Councils

**Group** - average for similar councils

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

**Change vs. previous year** - movement since last year

### Annotated example





# How to read the line chart slide - Importance and Performance

## Guide to reading results

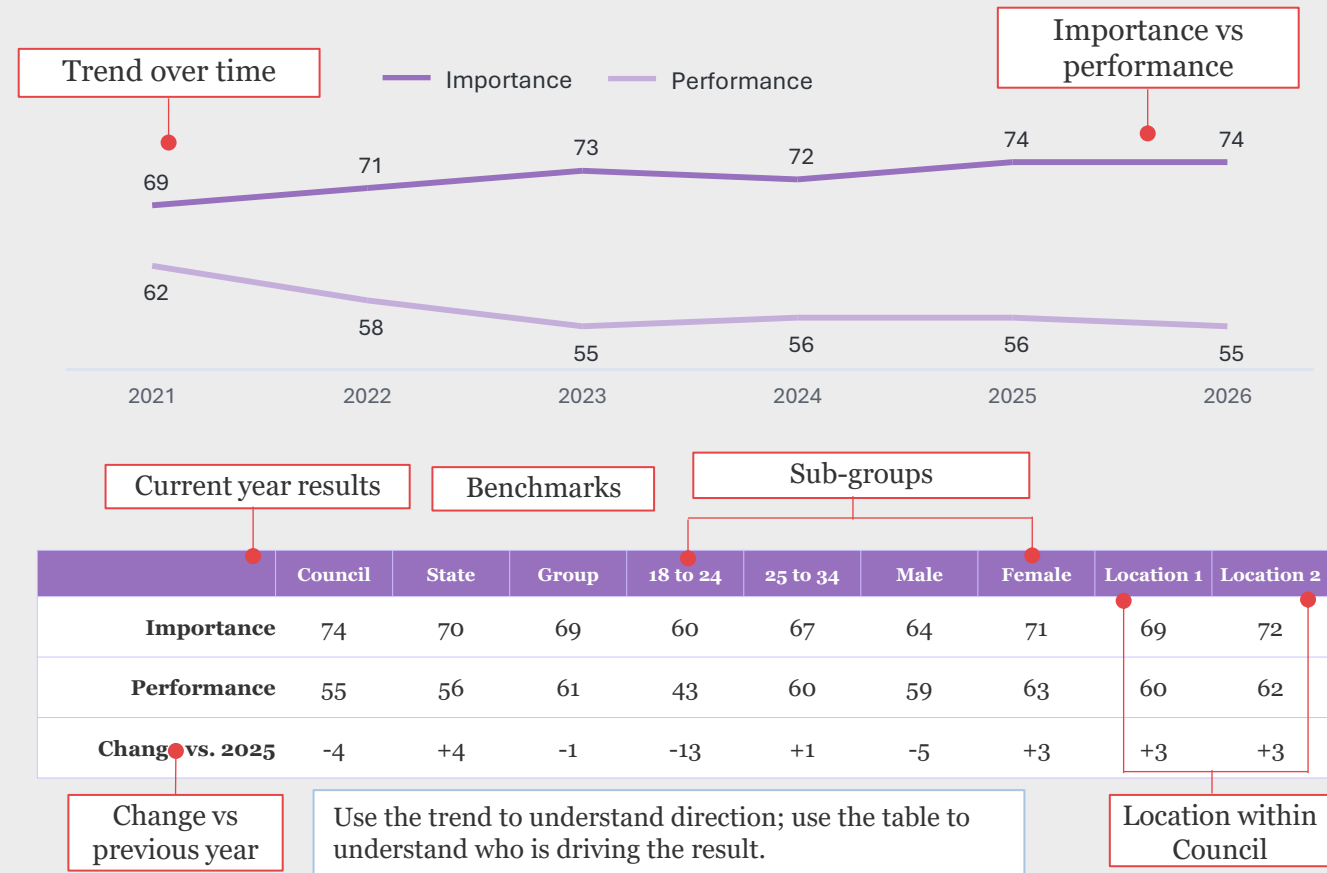
### What this slide shows

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

### Table categories

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

### Annotated example



# Fieldwork Summary

## Who?

Residents of Latrobe City Council aged 18+

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

## What?

16-minute survey

Conducted by Telephone

## How Many?

n=404 Telephone recruited from sourced residential sample list

## When?

Fieldwork conducted February/March 2026



# Key Performance Measures



# Overall Council Performance



## Overview



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

Specifically, this section includes:

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

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

## Summary of results

### Key measures:

- Community views of overall performance were slightly more positive in 2026, with the result increasing by 1 point to 56.
- The latest result for Council direction is 47, unchanged from 2025.
- Compared with 2025, spending public funds to benefit the community increased by 2 points to 52.

### Vs. Benchmarks

- Overall performance scores 56 and is slightly below the State (58) and Regional City (57).
- Council direction scores 47, sitting broadly in line with the State (48) and slightly below Regional City (49).
- Spending public funds to benefit the community (52) scored broadly in line with the State (51) and slightly above Regional City (50).

### Sub-group differences:

- Residents aged 18 to 34 year were more positive on Council direction and spending public funds to benefit the community.
- Residents aged 50 to 64 year were more critical of overall performance and spending public funds to benefit the community.



# Performance Summary – At a Glance

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



**56**  
Overall  
Performance



**47**  
Direction  
of Council



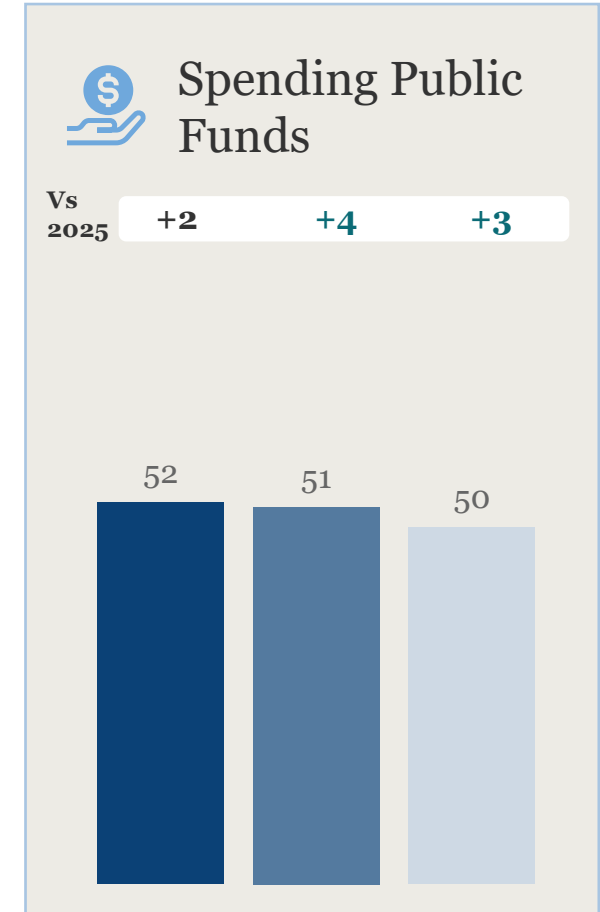
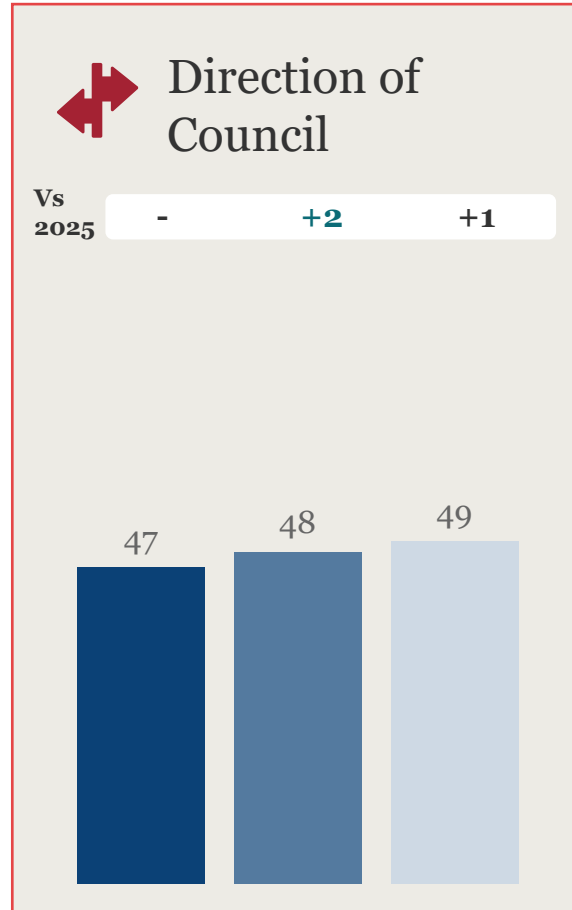
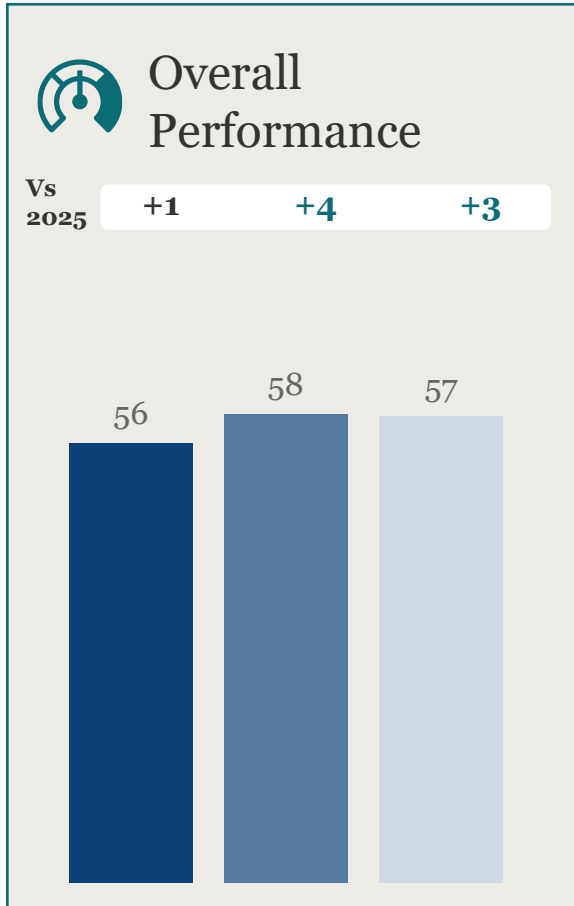
**52**  
Spending Public  
Funds



## Council Performance by Year



# Overall Performance – Council vs. Benchmarks



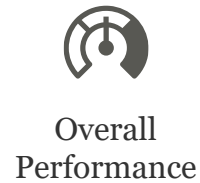
■ Latrobe ■ State ■ Regional City



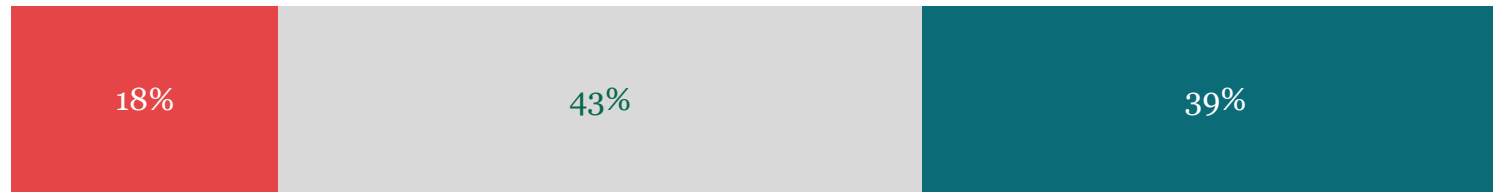
# Overall Performance – Distribution of Results 2026



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



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



**56**  
Score

	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Overall Performance</b>	56	58	57	58	54	52	58	55	56	57	56	50
<b>Change vs. 2025</b>	+1	+4	+4	+5	+4	0	-3	+3	-2	+2	+3	-9

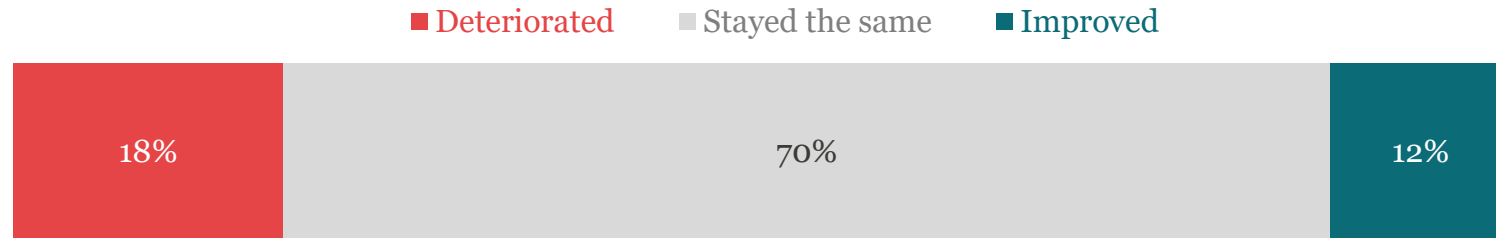


# Direction of Council – Distribution of Results 2026



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

Direction of Council



47  
Score

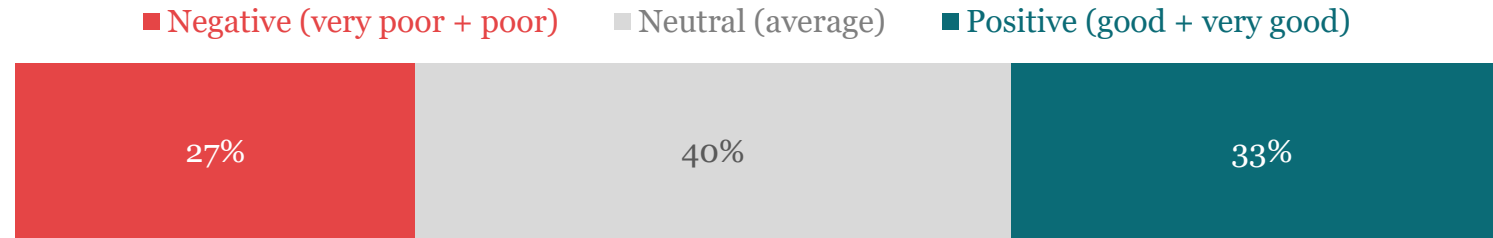
	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Direction of Council</b>	47	48	49	50	43	45	49	46	48	46	49	43
<b>Change vs. 2025</b>	0	+2	+1	-3	+4	+2	-1	+3	-3	-3	+5	-5

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance? For base sizes, please refer to slide 17.

# Spending Public Funds to Benefit Community – Distribution of Results 2026



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



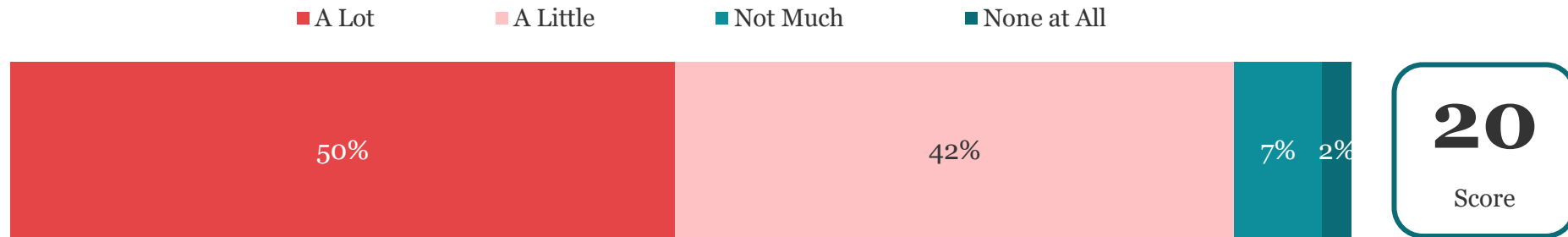
**52**  
Score

	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Spending Funds</b>	52	51	50	56	49	48	53	52	52	<b>56</b>	50	45
<b>Change vs. 2025</b>	+2	<b>+4</b>	<b>+3</b>	+9	+6	+4	-5	+6	-1	+7	-	-4

Q3b. How would you rate Council at spending public funds on infrastructure and services in ways that benefit the community? For base sizes, please refer to slide 17.



# Room for Council to Improve in Next 12 Months – 2026 and Results by Sub-group



## Room for Council to Improve in Next 12 Months by Sub-group

Score	Latrobe CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Central	East	West
Room for Council to improve	20	26	19	14	22	23	18	21	23	10

Q7 - Thinking about the next 12 months, how much room for improvement do you think there is in Council's overall performance? For base sizes, please refer to slide 17.

# Open Ended Resident Feedback

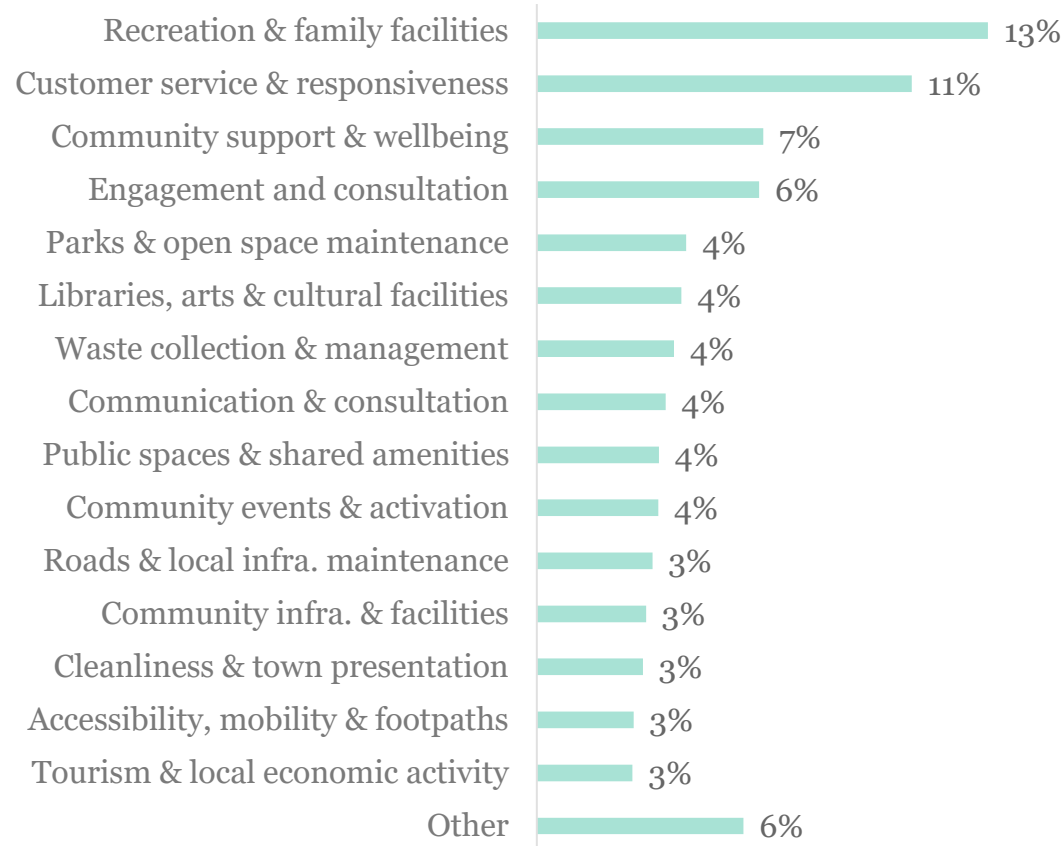




# Open ended Resident Feedback - Reasons for Sentiment

Verbatim Comments

Best Thing about Council (Open comments coded into Themes)



## Subgroup Variance

- Recreation and family facilities is the most commonly mentioned strength across the municipality, particularly among residents aged 50 to 64.
- Customer service and responsiveness, community support and wellbeing and engagement and consultation are also cited, reflecting appreciation for Council visibility, responsiveness and community connection.
- Community support and wellbeing is more commonly recognised by residents aged 25 to 34.
- Parks and open space maintenance and libraries, arts and cultural facilities emerge as secondary positive themes raised by residents.
- Subgroup differences are otherwise relatively limited overall, indicating broad alignment in perceptions of Council strengths.

Q16. In your own words, please tell me what is the BEST thing about [INSERT COUNCIL NAME]? For base sizes, please refer to slide 17.

# Performance of Council Services



# Performance of Council Services



## Overview



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

Specifically, this section includes:

- Performance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

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

## Summary of results

### Key measures:

- Libraries and waste management were the strongest performing service areas, scoring 74.
- Maintenance of unsealed roads and condition of sealed local streets scored lowest, at 45 and 52 respectively.
- Compared with 2025, keeping the community informed recorded the clearest improvement, increasing by 8 points to 60.

### Vs. Benchmarks

- Compared with the State, planning for population growth performed more strongly for Council (55 vs 45).
- Developing and promoting local tourism increased 6 points for Council, outpacing Regional City (+3) and State (-6).

### Sub-group differences:

- Residents aged 18 to 34 year olds were more positive on business and community development and tourism, and developing and promoting the local economy.
- Females rated emergency and disaster management and libraries notably higher than Males.

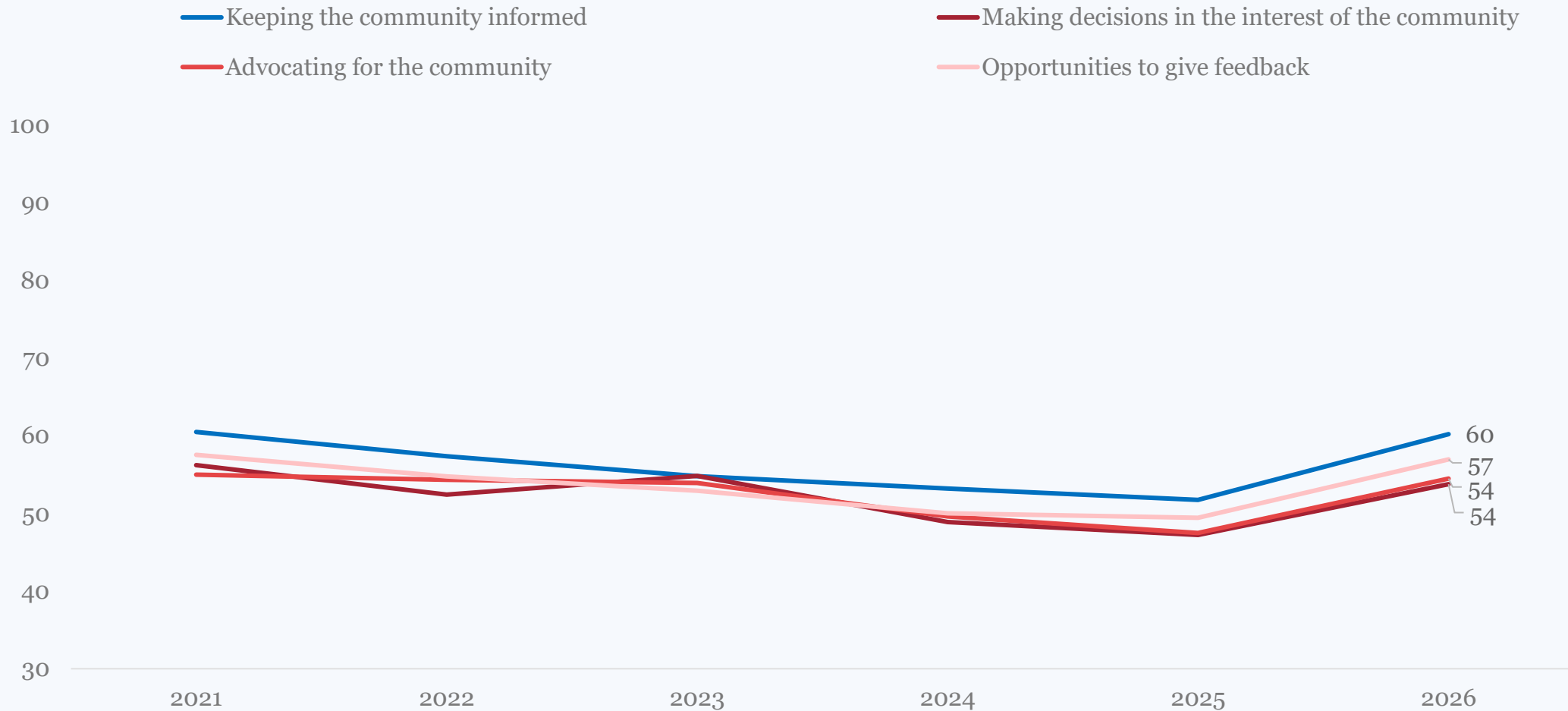


## Performance of Council Services – by Year

	Latrobe CC 2026	Chg vs 2025	State 2026	Chg vs 2025	Regional City 2026	Chg vs 2025
Libraries*	74	NA	75	NA	77	NA
Waste management*	74	+3	72	+6	71	+6
Art centres*	72	NA	64	NA	70	NA
Recreational facilities	70	+1	66	-2	68	-1
Emergency and disaster management	66	+1	63	-2	65	-
Community events and cultural activities *	65	+4	65	-	64	-
Family support services	63	+3	61	-1	63	-
The appearance of public areas	62	+1	63	-5	65	-3
Enforcement of local laws and regulations*	62	+2	56	-3	61	-
Supporting health and wellbeing	62	NA	61	NA	NA	NA
Environmental sustainability	60	+2	61	+2	62	+2
Keeping the community informed	60	+8	60	+4	59	+5
Developing and promoting local tourism*	58	+6	54	-6	61	+3
The condition of footpaths*	58	+5	53	+2	56	+4
Business and community development and tourism	57	+6	59	+3	58	+1
Opportunities to give feedback on key local issues*	57	+8	55	+5	56	+7
Developing and promoting the local economy*	55	+3	54	0	56	+2
Planning for population growth	55	+3	45	-3	55	+3
Planning and building permits	55	+7	48	+5	54	+6
Community consultation and engagement	55	+6	55	+5	54	+5
Advocating for the community*	54	+7	54	+4	54	+5
Decisions in the interest of the community*	54	+7	52	+3	53	+5
Parking facilities	53	+6	55	+1	52	0
Condition of sealed local streets*	52	+2	54	+9	51	+4
Maintenance of unsealed roads	45	-	41	+3	45	+5

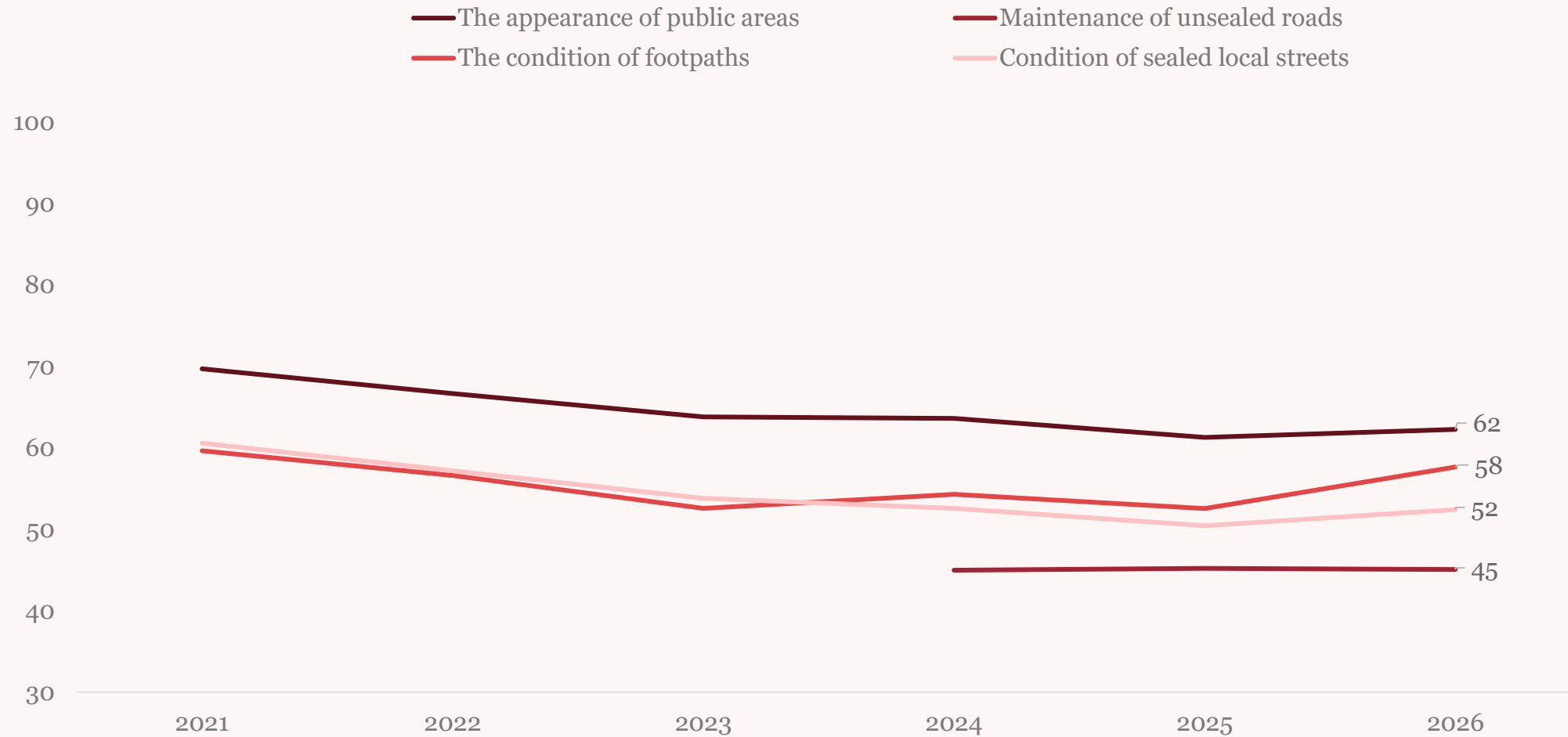
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 17.

# Performance of Council Services – Governance, Engagement & Advocacy



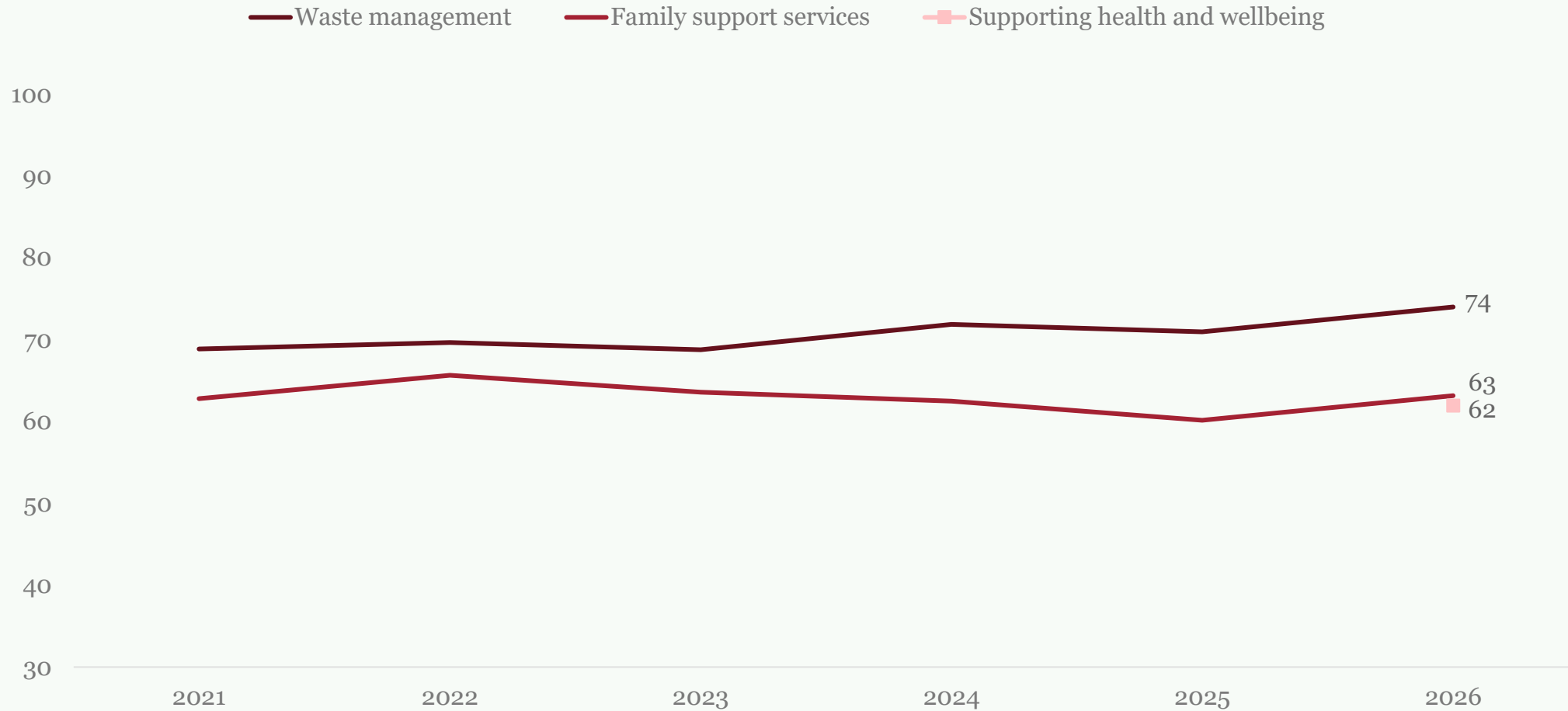
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 17.

# Performance of Council Services – Infrastructure & Maintenance



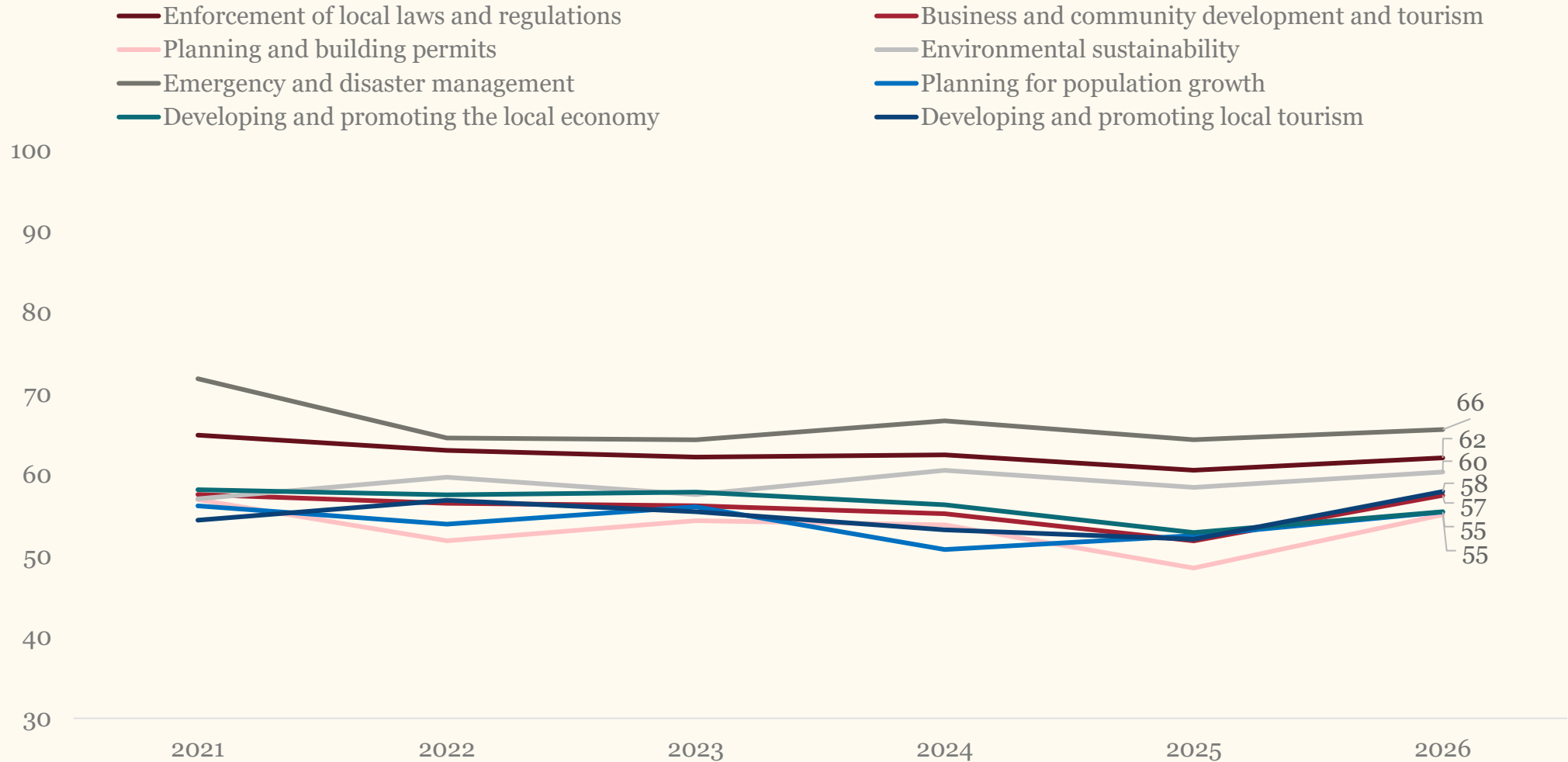
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 17.

# Performance of Council Services – Community Services & Support



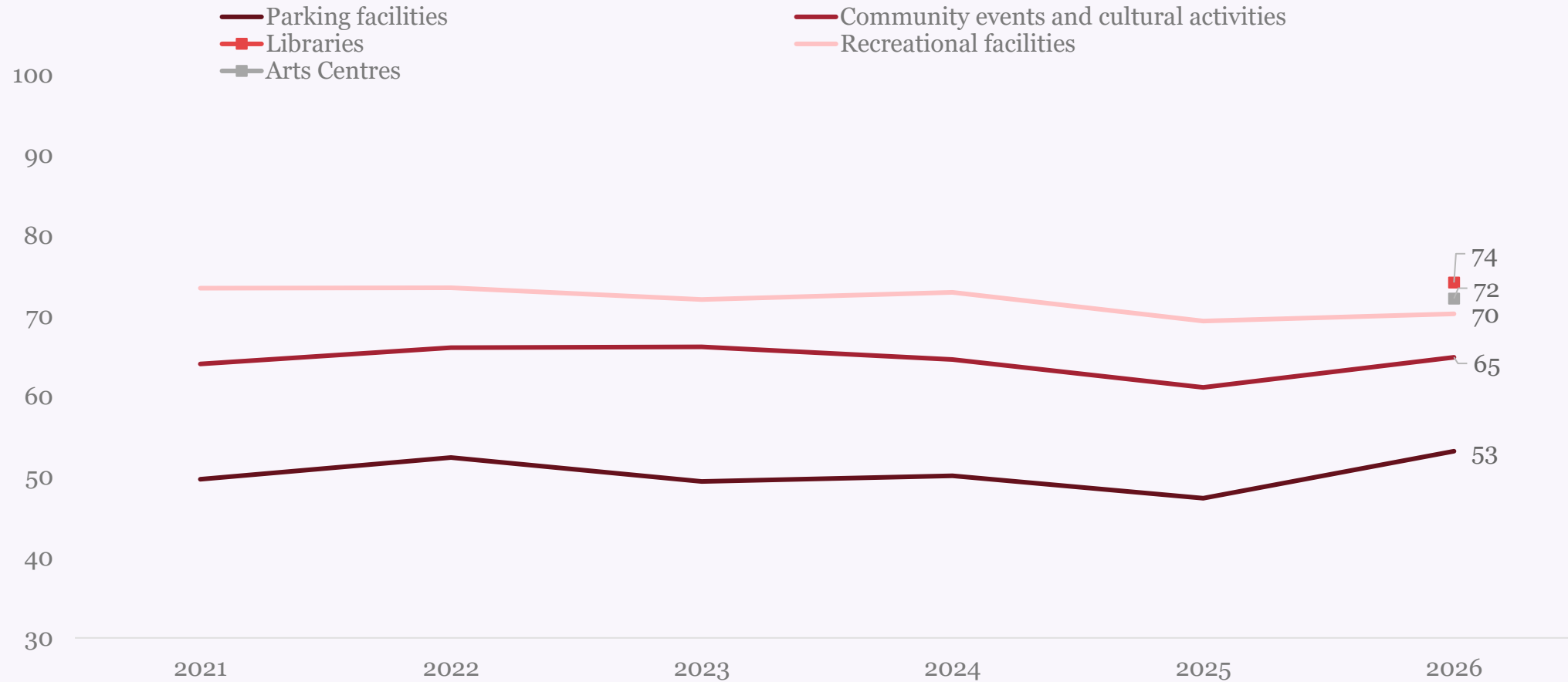
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 17.

# Performance of Council Services – Planning & Development



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 17.

# Performance of Council Services – Community Facilities & Recreation



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 17.

# Influence-Performance Matrix

Analysis Framework

## How to read the Matrix

The influence-performance matrix helps show which areas matter most, and where improvement is likely to have the greatest impact.

- **Influence**

is based on regression analysis, this indicates which attributes matter most to overall satisfaction. Derived influence is often preferred over asking directly (stated importance) because it uncovers subconscious drivers, hidden priorities, and actual behaviour. All aspects are important; some are more powerful at driving overall sentiment.

- **Performance**

is based on respondents' ratings of Council on each attribute.

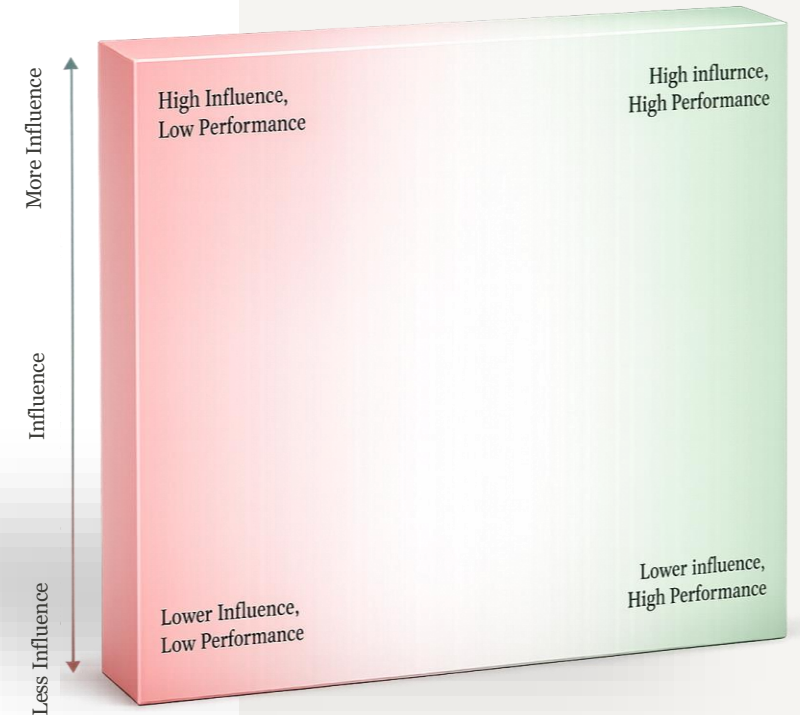
Together, these dimensions help identify priorities for action.

High influence, high performance - important areas where Council is performing well

High influence, lower performance - highest priorities for improvement.

Lower influence, high performance - performing well, but less influential overall.

Lower influence, lower performance - lower priority areas for improvement.



# Influence vs. Performance – Service Delivery 2026



This analysis helps separate lower scores from the service areas that are most likely to influence overall perceptions of Council.

In particular, the analysis points to prioritising improvement in:

- Consultation and engagement with the community
- Advocating for, and representing, the community
- Making decisions in the interest of the community
- Unsealed roads is much lower in influence but due to its low score may warrant attention.

The chart suggests libraries and waste management including the collection of garbage, recyclables and green waste are more about maintaining current performance than driving a major shift in sentiment.



# Importance of Council Service Areas



# Importance of Service Areas



## Overview



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

Specifically, this section includes:

- Importance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

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

## Summary of results

### Key measures:

- Waste management remains the highest-importance service area, scoring 82, followed by emergency and disaster management at 80.
- The lowest importance rating was for art centres, at 58.
- The clearest movement from 2025 was for developing and promoting local tourism, which increased in importance by 8 points.

### Vs. Benchmarks

- Compared with the State, developing and promoting local tourism was more important for Council (67 vs 57).
- Enforcement of local laws and regulations grew in importance vs. 2025 for Council and State (+3) while slightly declining for Regional City.

### Sub-group differences:

- Females rated importance of advocating for the community, art centres, libraries and environmental sustainability higher than Males.
- Residents aged 18 to 34 year olds were less positive on art centres, keeping the community informed, and opportunities to give feedback on key local issues.

# Explanatory Note

How should importance be interpreted?

## Stated Importance:

- Calculated by directly asking residents how important each service or activity is to them
- Reflects community expectations, priorities and perceived needs
- Helps identify the services residents believe Council should focus on delivering well

**Results for Stated importance are included in this section of the report.**

## Derived Importance:

- Calculated by analysing the relationship between individual service ratings and overall performance ratings
- Identifies which services have the greatest influence on residents' overall perceptions of Council
- Helps identify where improvements are most likely to have the greatest impact on overall performance

**Results for Derived Importance (Influence) are reported in the Influence-Performance Matrix.**



Both measures provide valuable insights, but answer different questions.

- Stated importance tells us what residents say is important and addressing these directly addresses their expectations.
- Derived importance tells us what most influences their overall assessment of Council performance.

Considering both measures together provides the most complete understanding of community priorities and performance drivers.

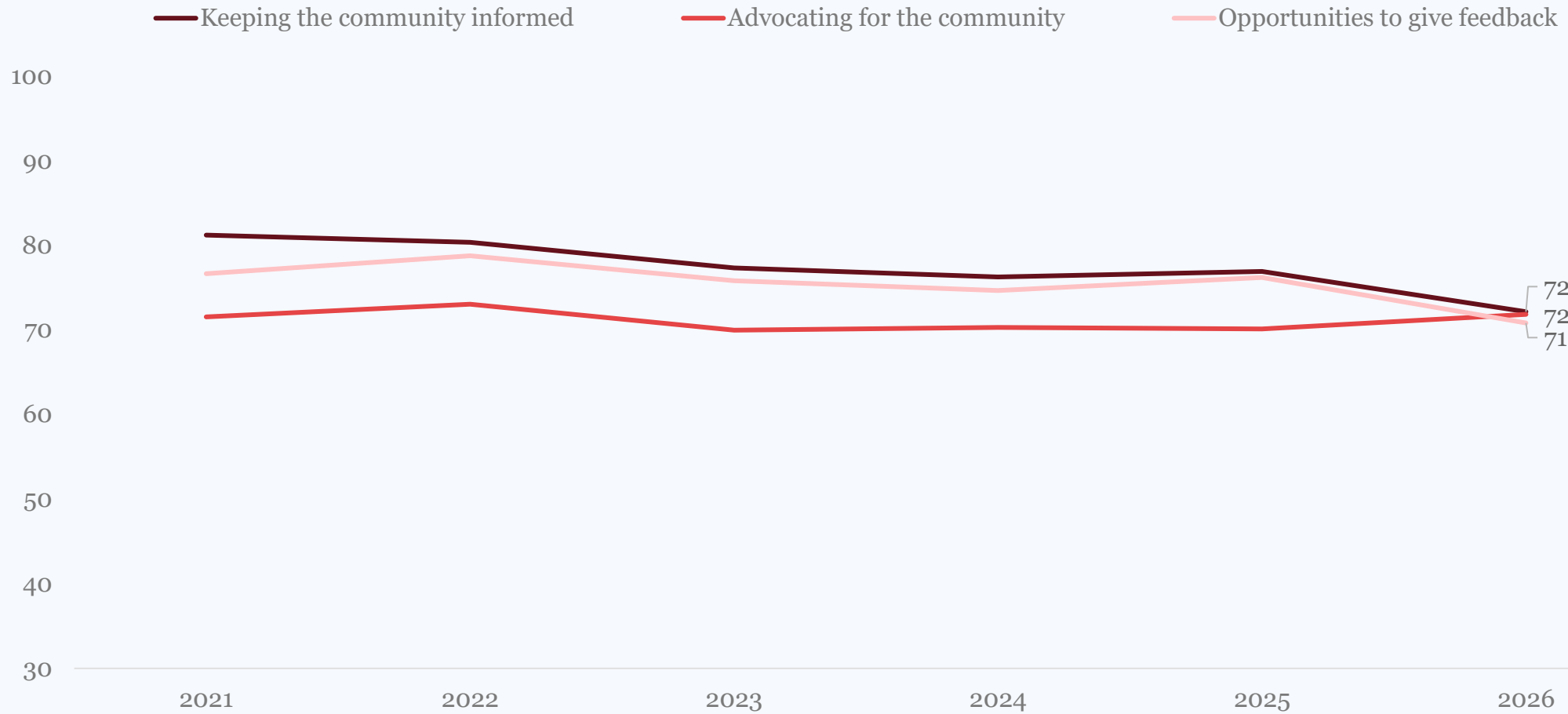


# Importance of Council Services – by Year

	Latrobe CC 2026	Chg vs 2025	State 2026	Chg vs 2025	Regional City 2026	Chg vs 2025
Waste management*	82	+3	85	+6	82	+3
Emergency and disaster management	80	-	79	-	80	+1
Maintenance of unsealed roads in your area	78	-	80	-3	78	-3
Developing and promoting the local economy*	78	+6	74	+5	NA	NA
Family support services	77	+2	75	+2	76	+1
Supporting health and wellbeing	77	NA	NA	NA	NA	NA
The condition of sealed local streets*	77	-4	80	-3	78	-3
Parking facilities	76	+2	75	+5	NA	NA
The appearance of public areas	74	-3	77	+3	74	-1
Planning for population growth in the area	74	+1	78	+5	NA	NA
Recreational facilities	73	-1	75	+2	73	-1
Keeping the community informed*	72	-5	71	-5	73	-4
Advocating for the community*	72	+2	73	+3	73	+1
Opportunities to give feedback on key local issues*	71	-5	72	-4	72	-4
Community consultation and engagement	71	-1	72	-4	71	-5
Business and community development and tourism	70	+1	72	+4	70	-
Enforcement of local laws and regulations*	70	+3	70	+3	69	-1
Libraries*	68	NA	70	NA	67	NA
Planning and building permits	67	-	69	-2	68	-2
Environmental sustainability	67	-	71	+6	67	-1
Developing and promoting local tourism*	67	+8	57	-3	NA	NA
Community events and cultural activities*	64	+6	63	+4	NA	NA
Art centres*	58	NA	57	NA	57	NA

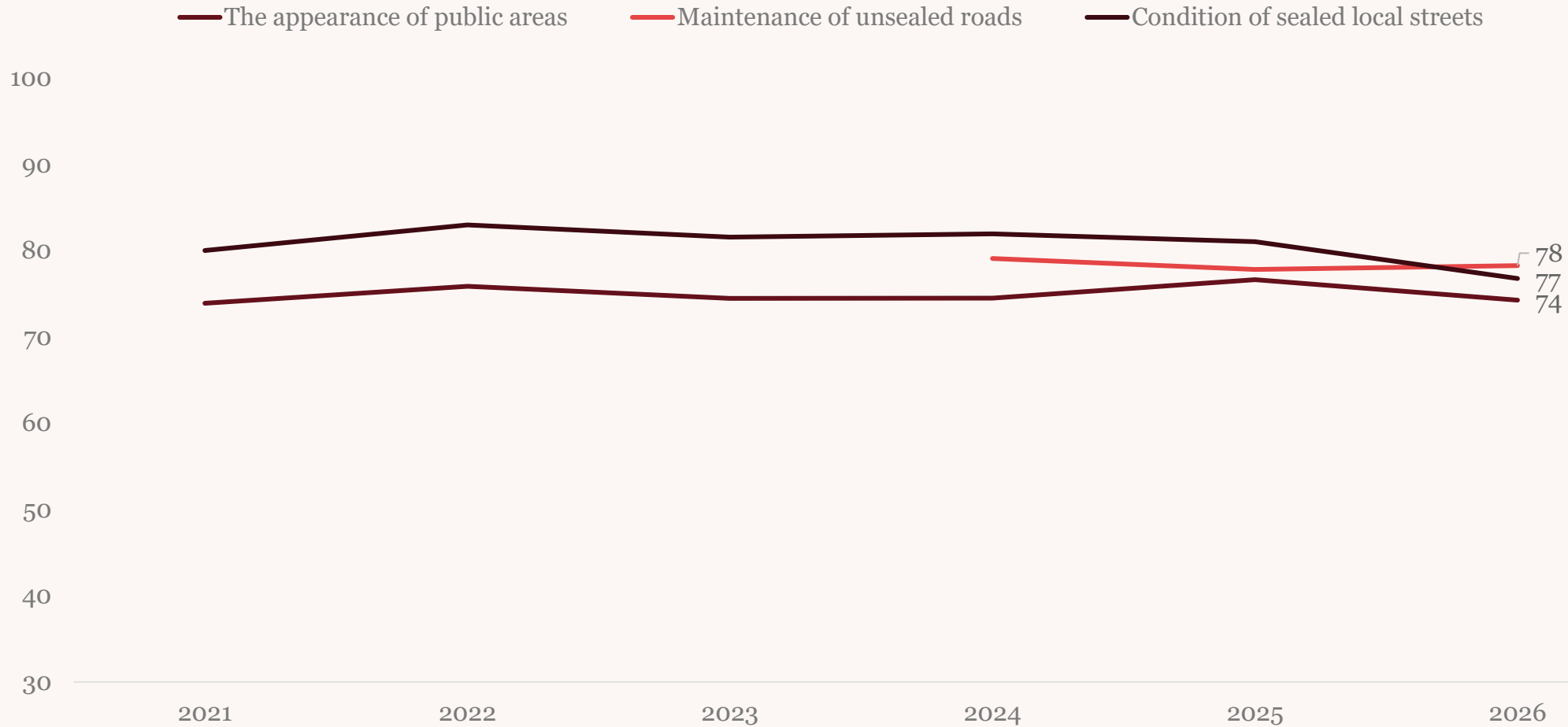
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 17.

# Importance of Council Services – Governance, Engagement & Advocacy



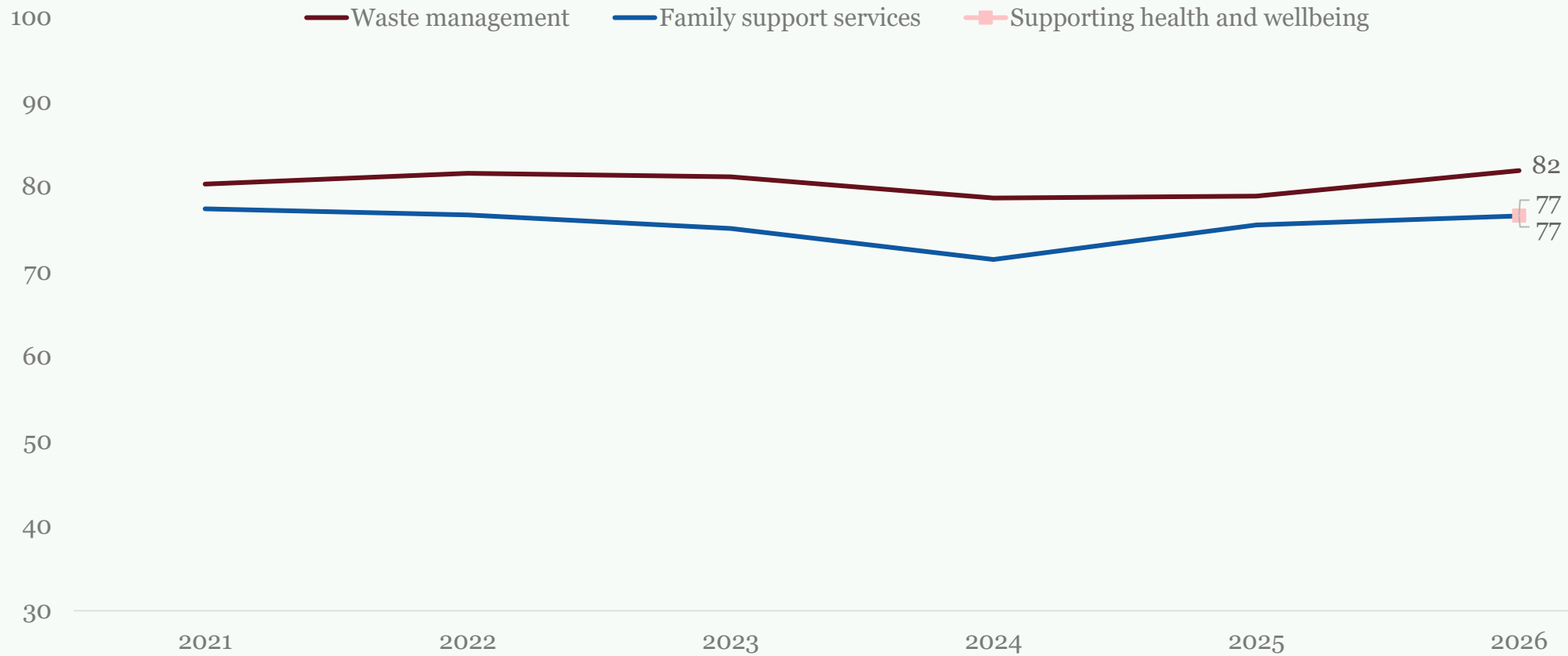
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 17.

# Importance of Council Services – Infrastructure & Maintenance



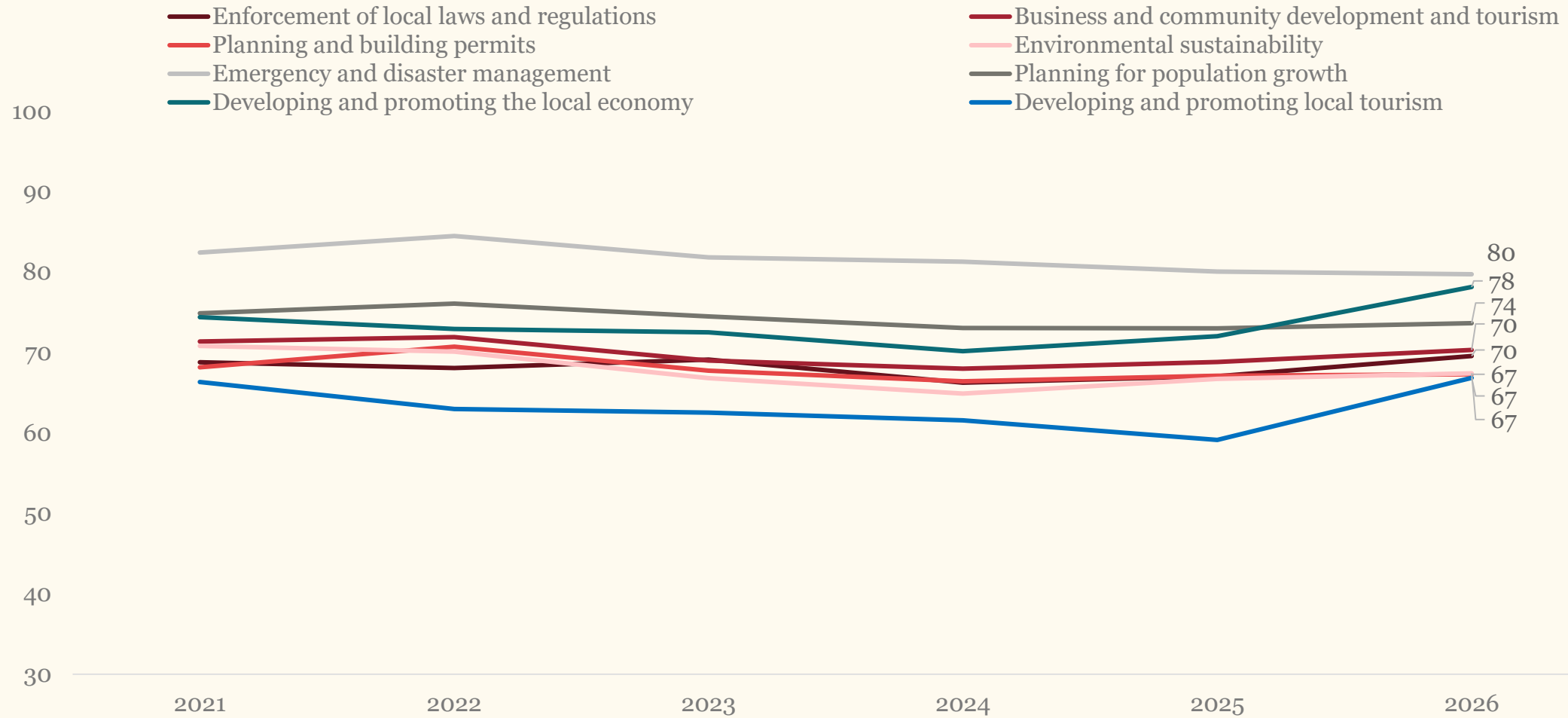
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 17.

# Importance of Council Services – Community Services & Support



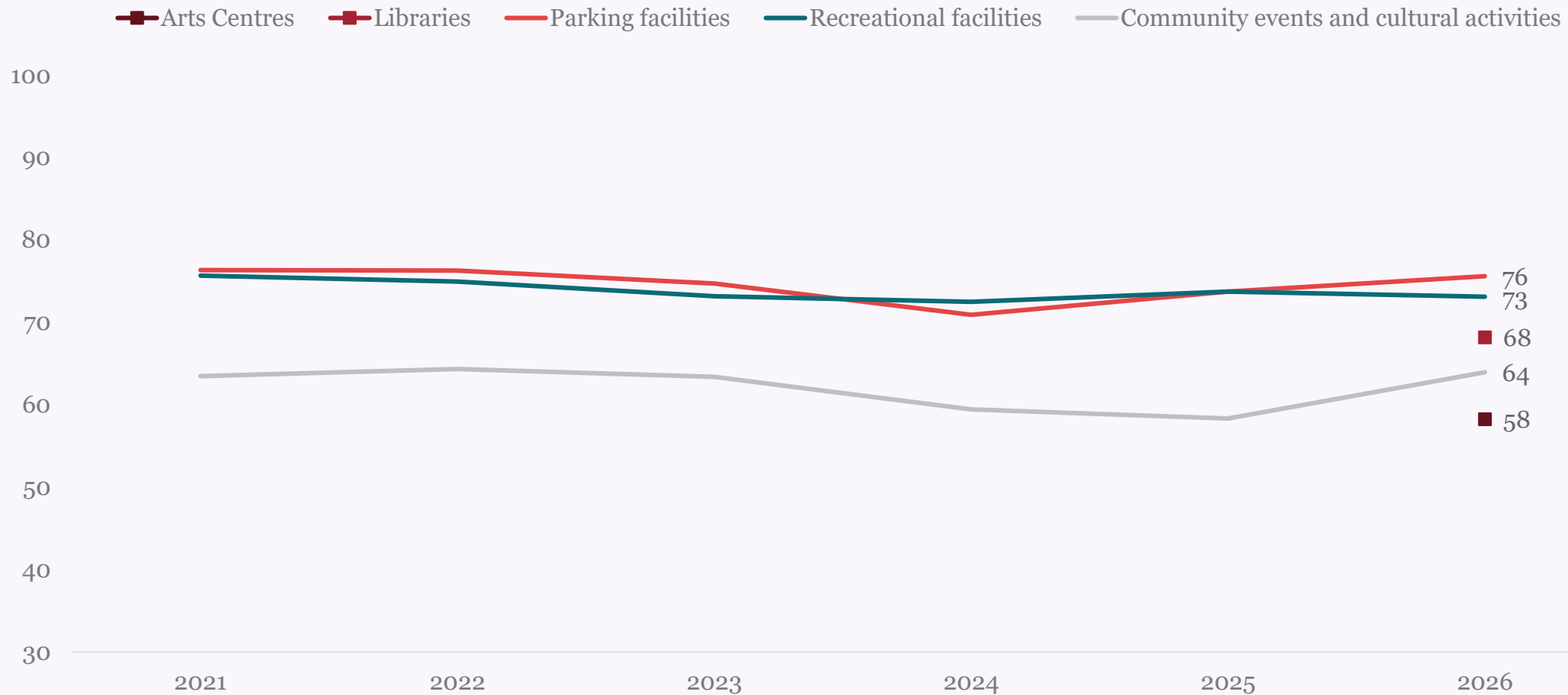
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 17.

# Importance of Council Services – Planning & Development



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 17.

# Importance of Council Services – Community Facilities & Recreation



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 17.

# Engagement with Council



# Engagement with Council



## Overview



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

Specifically, this section includes:

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

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

## Summary of results

### Key measures:

- Over half of residents had contact with Council in the past 12 months (55%), decreasing by 6 points from 2025.
- The customer service rating increased by 4 points to 70.
- Social media was the preferred channel for Council news and information, selected by 26% of residents.

### Vs. Benchmarks

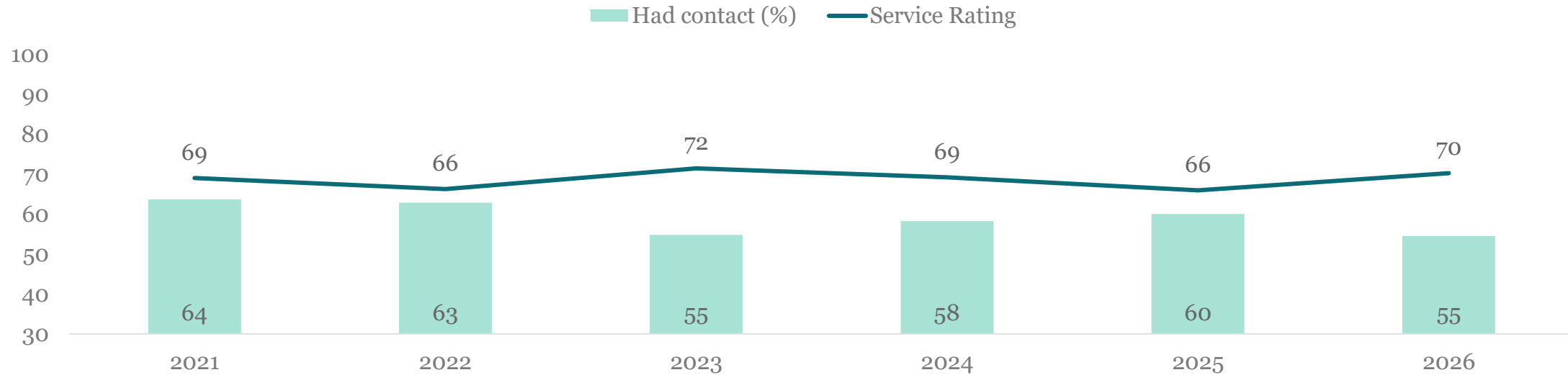
- Compared with 2025, Council's contact rate changed by -6 points, compared with -5 points for the State and -8 points for Regional City.
- Council's service rating changed by +4 points, compared with +2 points for the State and +3 points for Regional City.
- Newsletter via mail decreased by 6 points from 2025 to 17%.
- Newsletter as newspaper insert decreased by 3 points from 2025 to 5%.

### Sub-group differences:

- Residents aged 18-34 had less contact than 2025 (-4) but a large increase service rating (+18)
- Residents aged 65+ had far less contact vs. 2025 (-13) but a marginal uptick in service rating (+1).



# Contact with Council and Satisfaction with Service During Contact



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

Average	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
Had contact (%)	55	58	55	55	59	64	40	50	59	57	55	45
Service Rating	70	68	71	76	69	65	72	65	74	68	72	74

## Difference 2026 vs. 2025

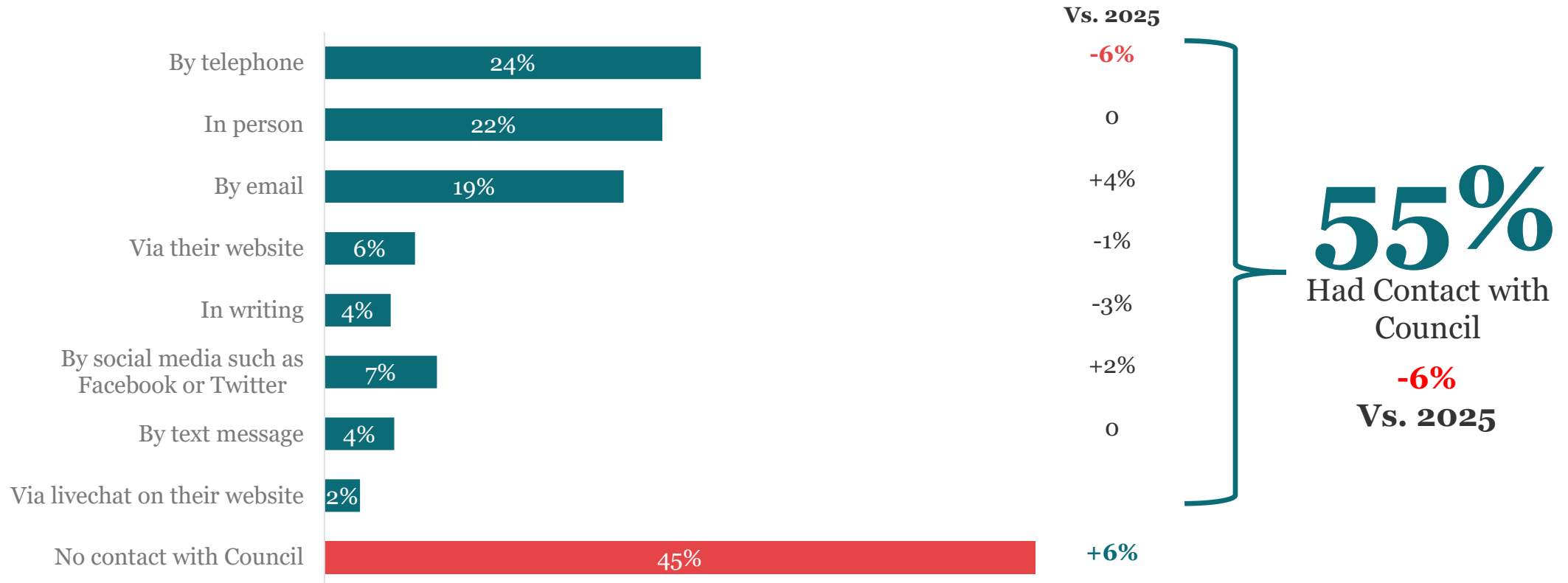
Had contact (%)	-6	-5	-8	-4	-9	-3	-13	-11	-1	-3	-6	-13
Service Rating	+4	+2	+3	+18	+5	-5	+1	+4	+3	+2	-1	+13

Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 17.

# Contact with Council in Last 12 Months



## Had Contact Council in Last 12 Months by Channel

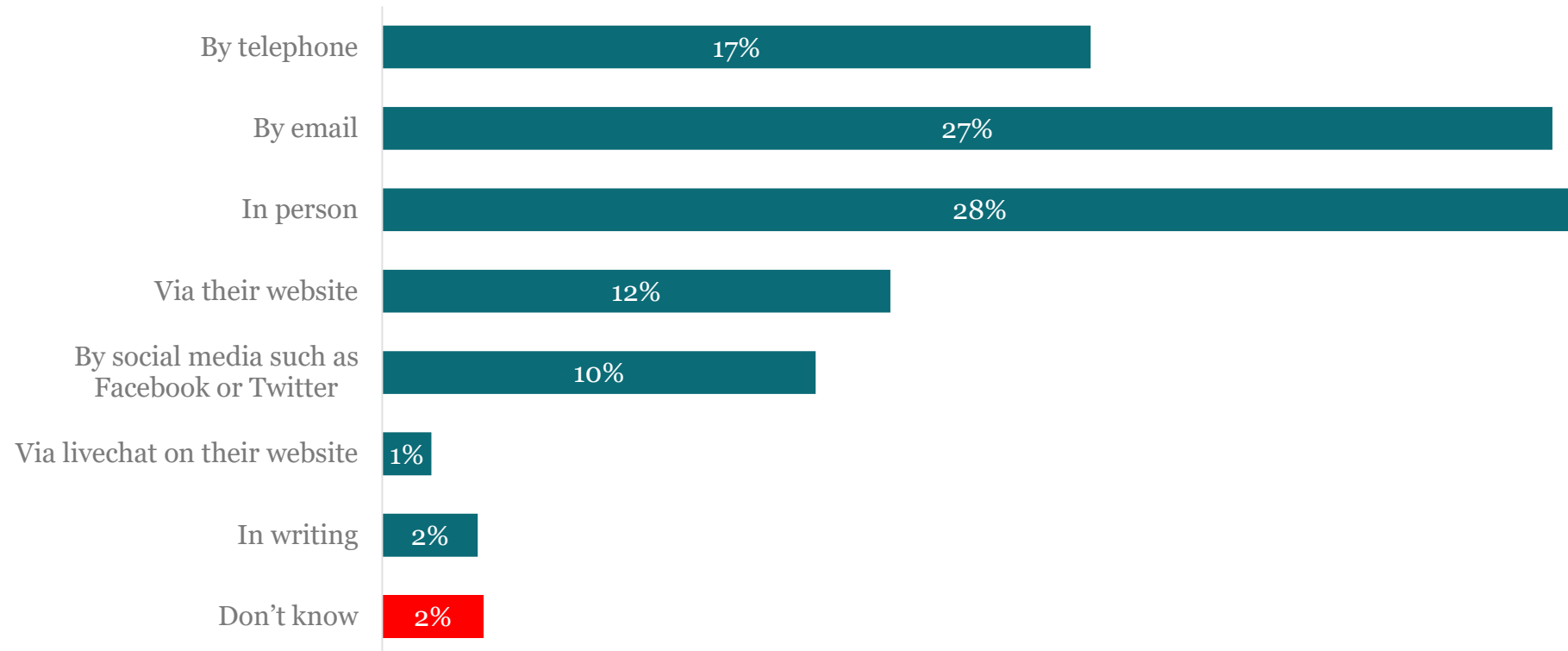


Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? For base sizes, please refer to slide 17.

# Most Recent Contact with Council



## Most Recent Contact with Council by Channel



Q5B. What was the method of contact for the most recent contact you had with Council? For base sizes, please refer to slide 17.

**Note:** Historic data not provided

# Satisfaction with Customer Service During Contact



**55%**  
Had Contact with Council

**-6%**  
Vs. 2025

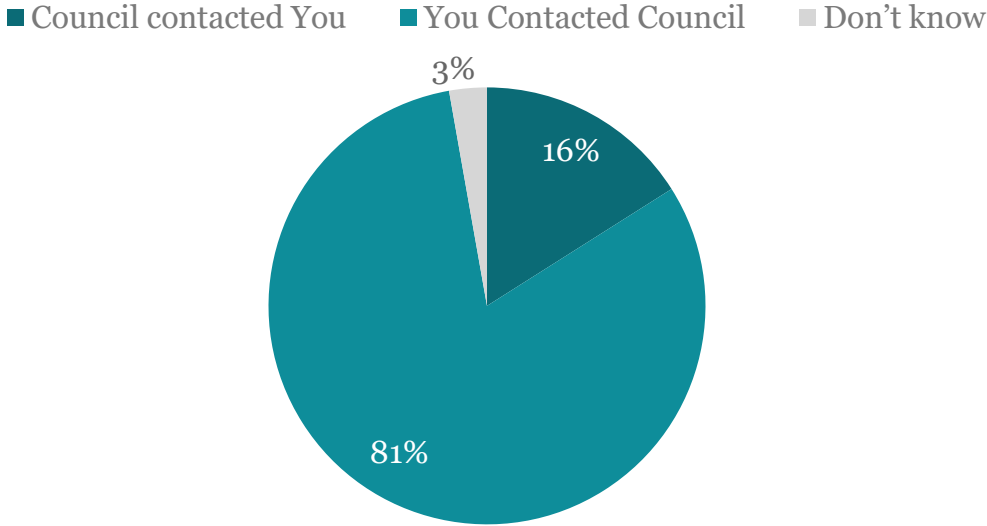


**70**  
Score

Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 17.



# Most Recent Contact with Council – 2026 and Results by Sub-group



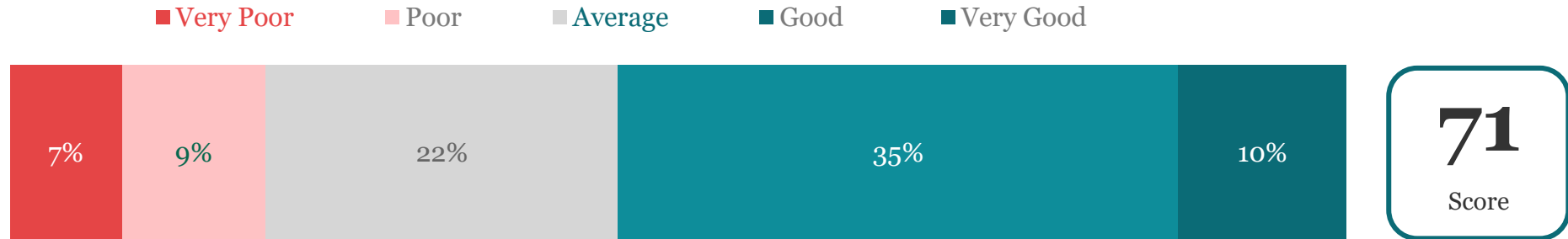
**Most Recent Contact by Sub-group**

Column %	Latrobe CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Central	East	West
<b>Council contacted You</b>	16%	24%	21%	9%	11%	25%	9%	12%	17%	29%
<b>You Contacted Council</b>	81%	68%	79%	90%	87%	74%	87%	85%	80%	71%
<b>Don't know</b>	3%	8%	0%	1%	2%	2%	4%	3%	3%	0%

*NQ24 - Thinking about your most recent contact with council, was it because the council contacted you, or because you contacted the council? For base sizes, please refer to slide 17.*



# Rating of Customer Service When Contacted Council – 2026 and Results by Sub-group

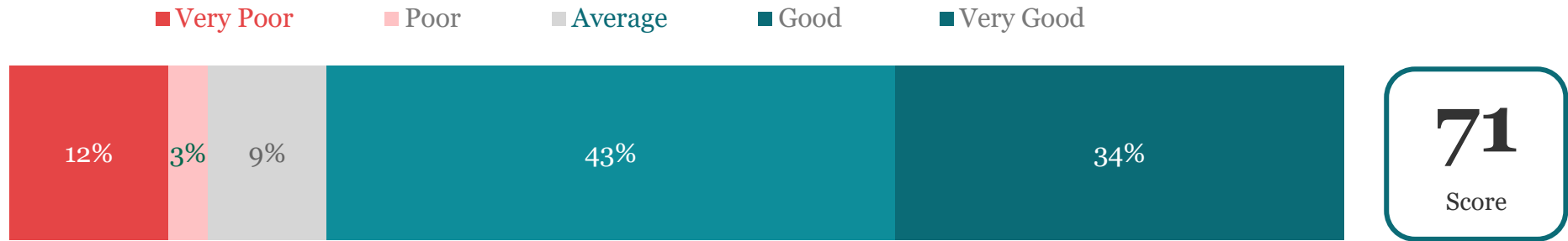


## Rating of Service by Sub-group

Score	Latrobe CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Central	East	West
<b>Rating of Service</b>	71	77	68	71	71	67	74	70	72	76
<b>Sample</b>	181	19	50	71	41	77	104	84	79	18

*IF CONTACTED COUNCIL NQ26 - How did you rate the customer service during the interactions Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor? Base = AS ABOVE*

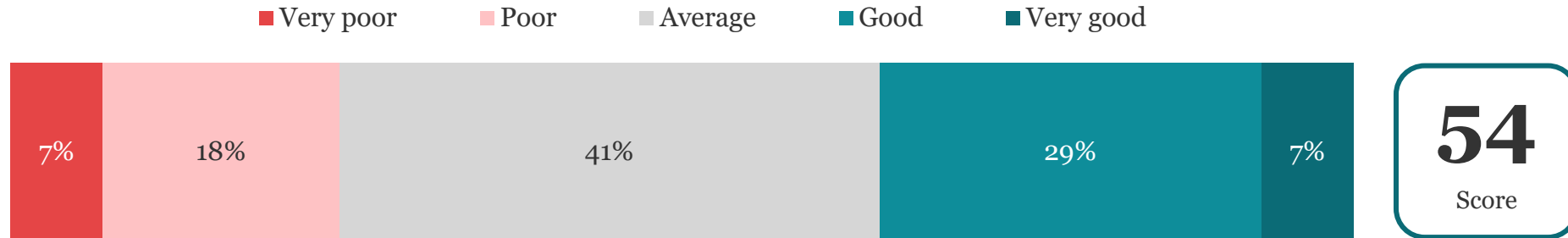
# Rating of Customer Service When Contacted Council – 2026 and Results by Sub-group



*IF COUNCIL CONTACTED NQ25. How would you rate the communication you received from Latrobe Council during your most recent contact? Would you say that their performance on this has been... Base = 33*



# Keeping You Informed about Council Services – 2026 and Results by Sub-group



## Keeping You Informed – Council’s Performance by Sub-group

Score	Latrobe CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Central	East	West
Keeping you informed	54	60	54	49	53	52	55	56	54	45

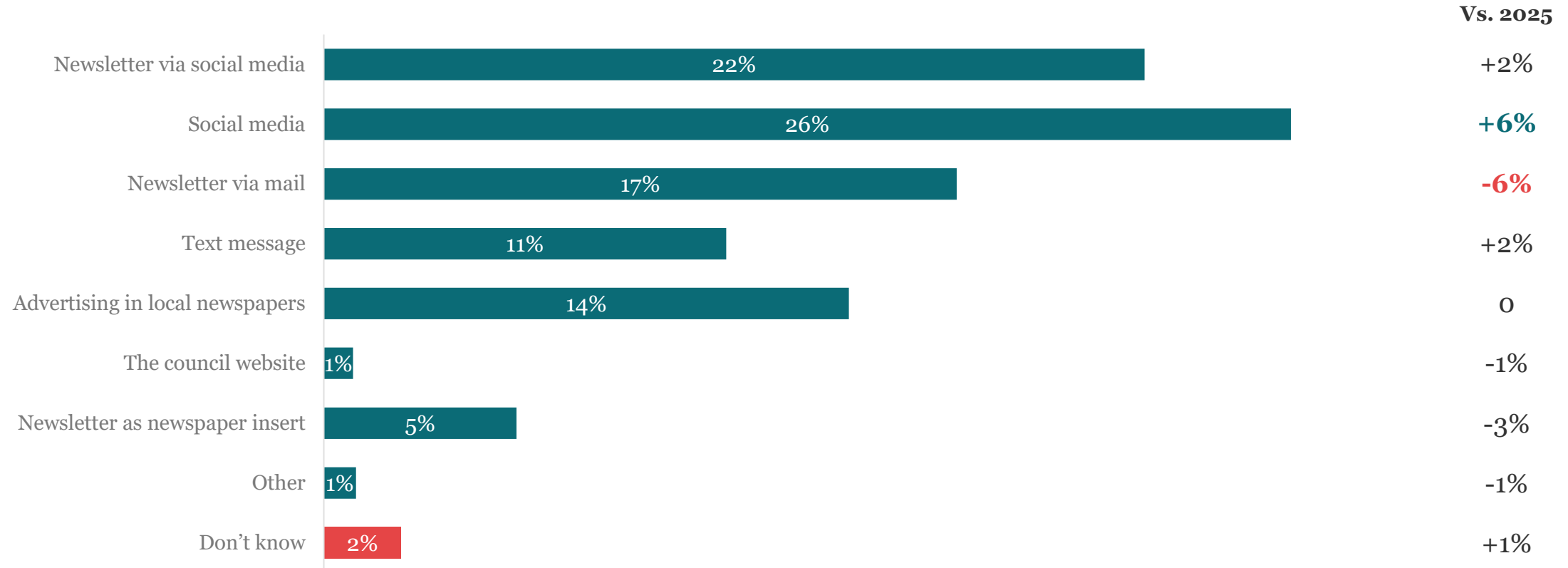
No history

Q13B - Overall how well informed do you think your local council keeps you about the services and benefits it provides? Would you say that their performance on this has been... For base sizes, please refer to slide 17.

# Preferred Channel for Council News and Information 2026



## Preferred Channel for Council News and Information



Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 17.



# Preferred Channel for Council News and Information 2026

Column %	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
Newsletter via social media	22%	33%	24%	25%	23%	22%	18%	23%	22%	22%	24%	19%
Social media	26%	19%	28%	32%	33%	29%	11%	20%	32%	28%	24%	28%
Newsletter via mail	17%	21%	17%	12%	18%	17%	21%	16%	18%	18%	16%	17%
Advertising in local newspapers	14%	6%	10%	6%	12%	10%	29%	15%	14%	11%	19%	11%
Text message	11%	12%	10%	19%	6%	9%	9%	16%	6%	12%	9%	14%
The council website	1%	2%	2%	0%	2%	1%	1%	1%	0%	0%	1%	2%
Newsletter as newspaper insert	5%	2%	3%	2%	2%	8%	9%	5%	6%	4%	5%	9%
Other	1%	2%	1%	2%	1%	1%	0%	1%	0%	1%	1%	0%
Don't know	2%	2%	2%	0%	4%	2%	3%	2%	2%	2%	2%	0%

Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 17.

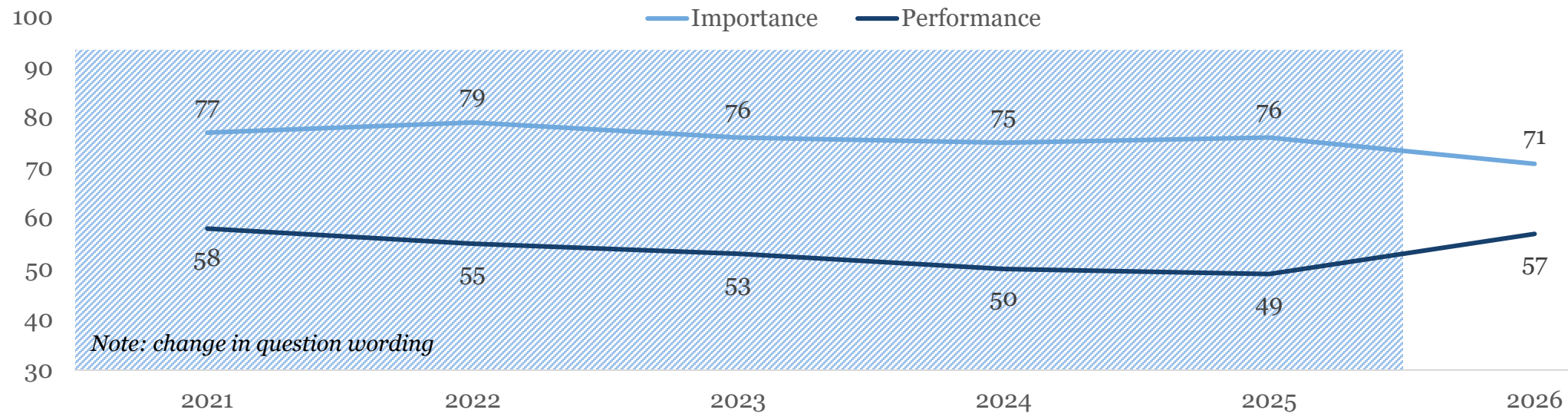


# Council Service Areas

Importance and Performance by Year and Demographic Groups



# Council Services – Opportunities to Give Feedback on Key Local Issues



## Importance and Performance of Service 2026

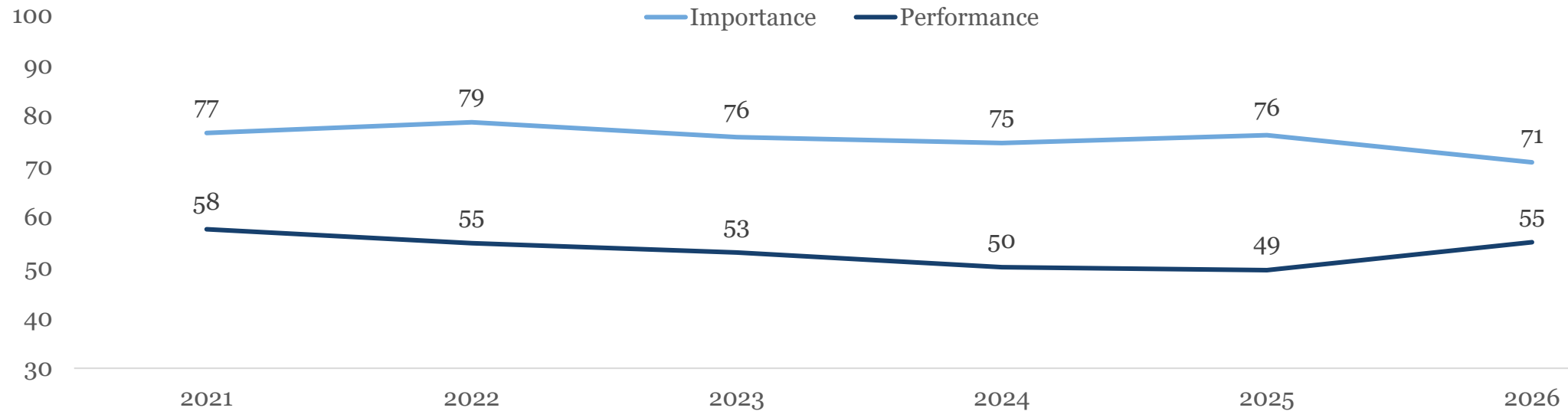
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	71	72	72	63	71	76	73	70	72	70	72	68
<b>Performance</b>	57	56	56	64	55	53	55	56	58	57	58	54

## Difference 2026 vs. 2025

<b>Importance</b>	-5	-4	-4	-7	-8	-4	-4	-2	-9	-4	-6	-8
<b>Performance</b>	+8	+6	+7	+19	+4	+7	+1	+12	+4	+9	+6	+5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The opportunities offered by Council to give your feedback on key local issues. For base sizes, please refer to slide 17.

# Council Services – Community consultation and engagement



## Importance and Performance of Service 2026

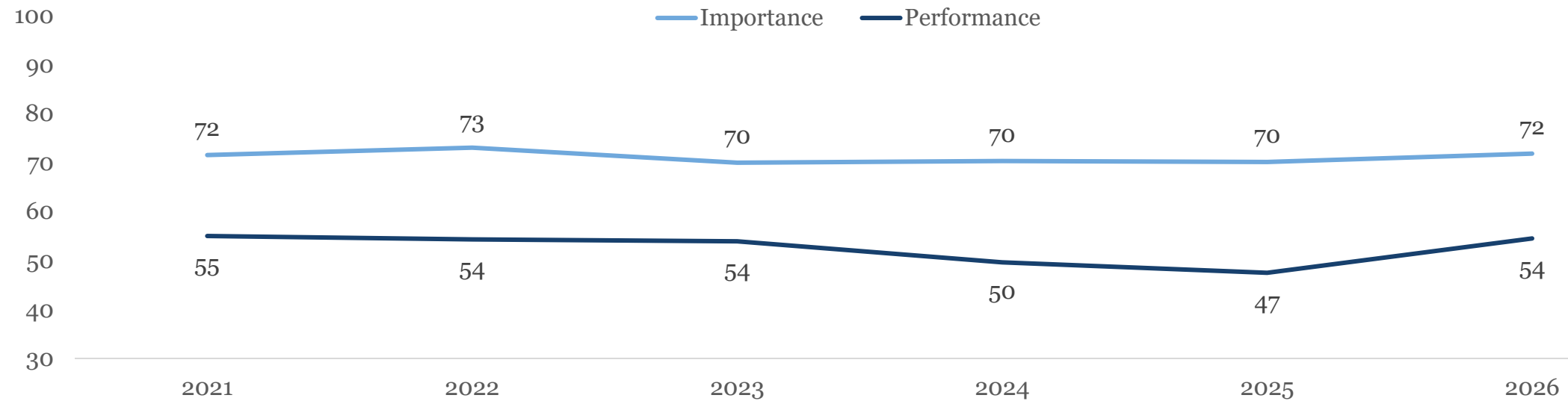
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	71	72	71	63	71	76	73	70	72	72	72	68
<b>Performance</b>	55	55	54	59	52	50	57	56	53	57	54	50

## Difference 2026 vs. 2025

<b>Importance</b>	-5	-4	-5	-7	+1	-3	-5	-10	-8	+2	-6	-8
<b>Performance</b>	+6	+5	+5	+14	+1	+4	+3	+11	+1	+9	+3	-

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The opportunities offered by Council to give your feedback on key local issues. For base sizes, please refer to slide 17.

# Council Services – Advocating for the Community



## Importance and Performance of Service 2026

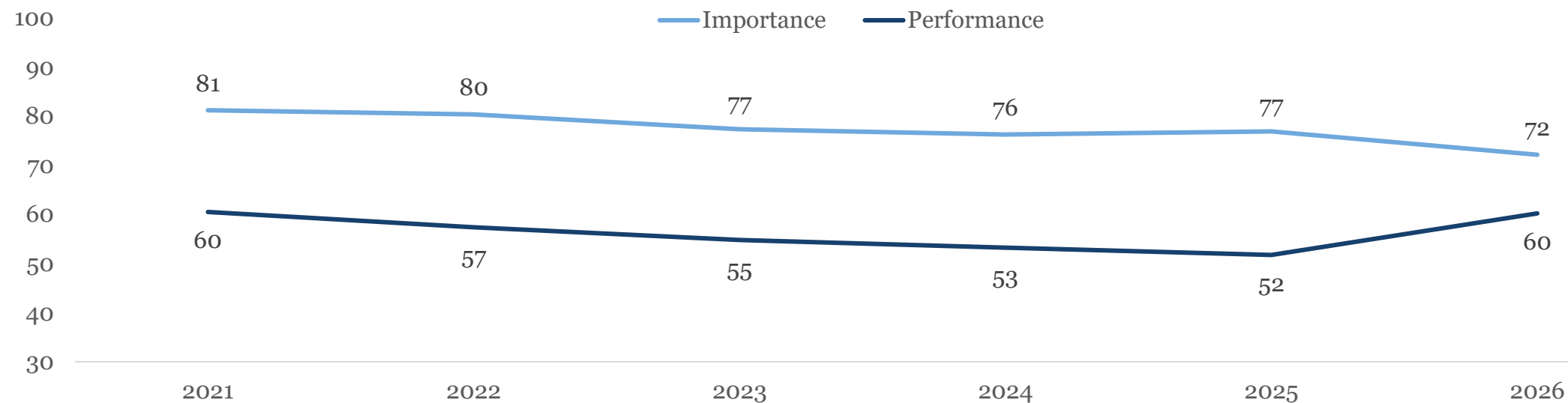
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	72	73	73	70	72	75	71	<b>68</b>	<b>76</b>	71	73	70
<b>Performance</b>	54	54	54	57	<b>48</b>	52	<b>60</b>	55	54	55	55	51

## Difference 2026 vs. 2025

<b>Importance</b>	+2	<b>+3</b>	+1	+4	+0	-0	+1	+1	+2	+4	+0	-0
<b>Performance</b>	<b>+7</b>	<b>+4</b>	<b>+5</b>	+12	+3	+8	+6	<b>+11</b>	+4	<b>+9</b>	<b>+7</b>	+1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Advocating for, and representing the community to government and other organisations. For base sizes, please refer to slide 17.

# Council Services – Keeping the Community Informed



## Importance and Performance of Service 2026

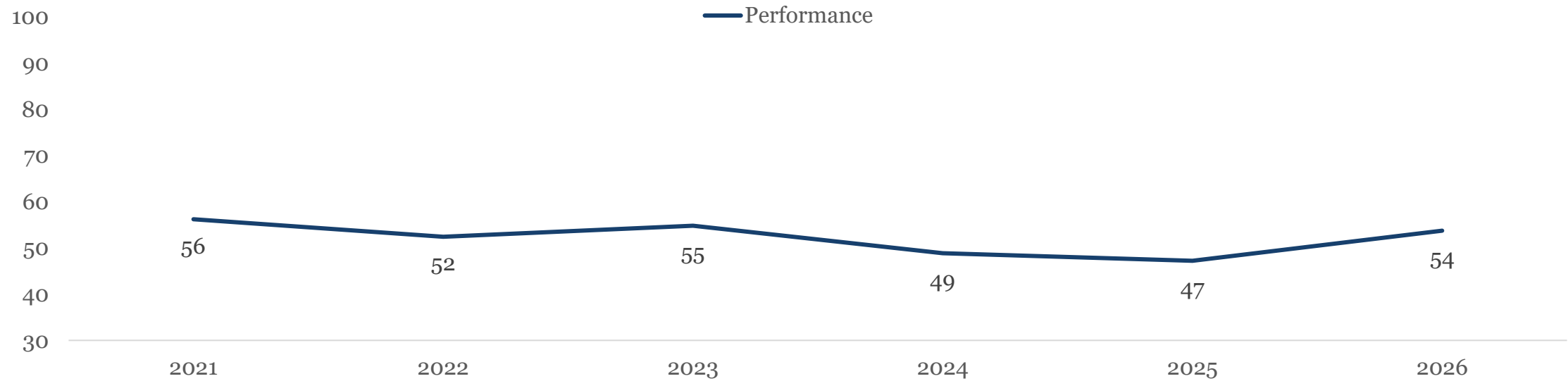
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	72	71	73	68	73	73	75	70	74	72	72	74
<b>Performance</b>	60	60	59	61	59	57	63	61	59	60	62	55

## Difference 2026 vs. 2025

<b>Importance</b>	-5	-4	-4	-1	-5	-11	-3	-3	-7	-5	-5	-4
<b>Performance</b>	+8	+4	+5	+11	+9	+8	+8	+12	+5	+12	+6	+5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Keeping the community informed on council services, events and programs. For base sizes, please refer to slide 17.

# Council Services – Making Decisions in Interest of Community



## Performance of Service 2026

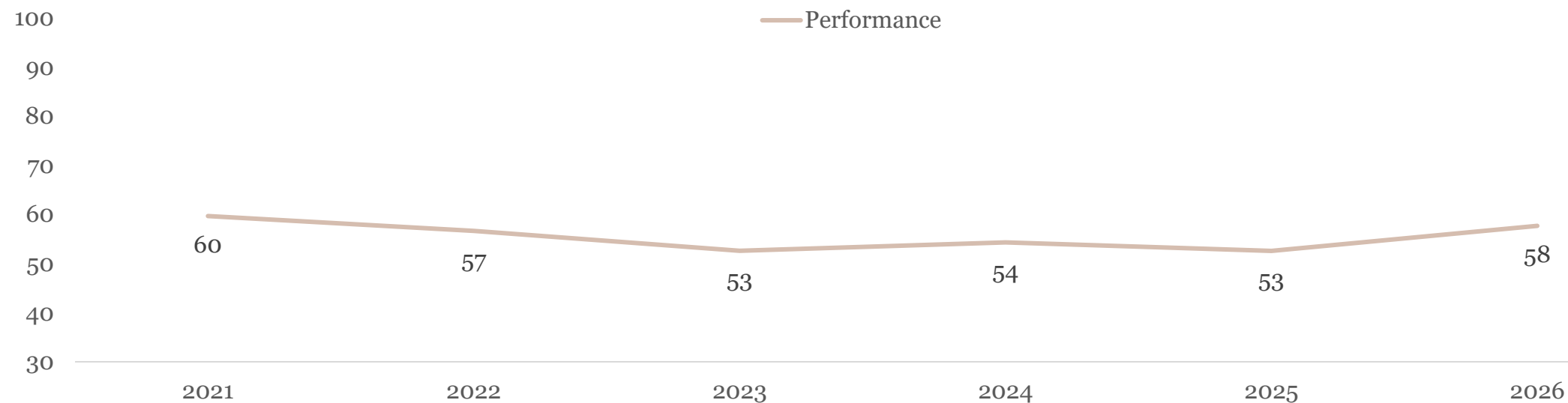
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Performance</b>	54	52	53	59	47	49	59	54	53	55	54	48

## Difference 2026 vs. 2025

<b>Performance</b>	+7	+3	+5	+15	+2	+3	+6	+11	+2	+8	+7	-0
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 17.

# Council Services – Condition of Footpaths



## Performance of Service 2026

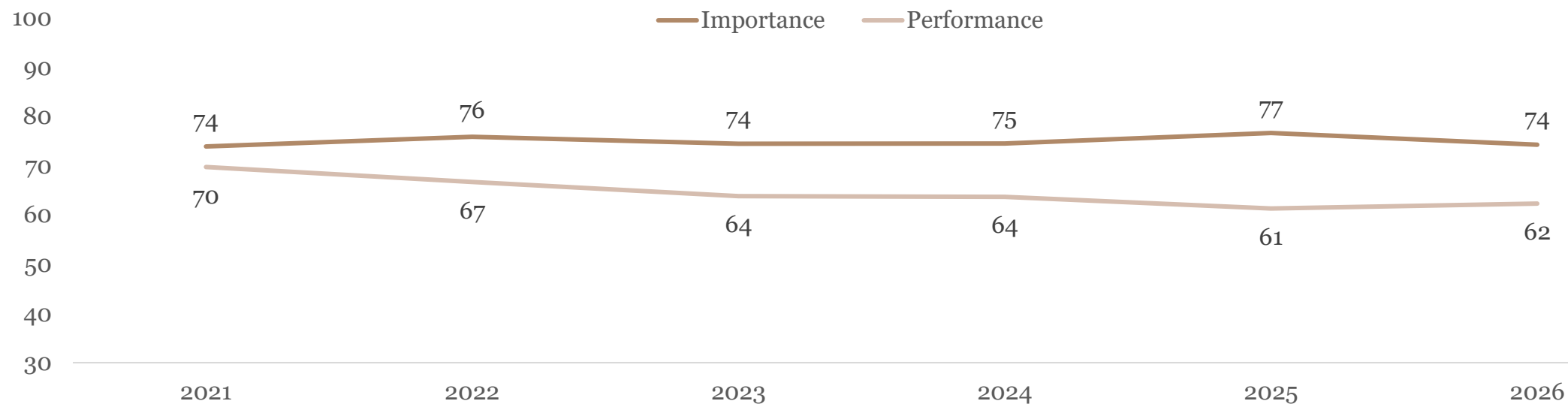
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Performance</b>	58	53	56	65	57	53	55	59	56	58	58	56

## Difference 2026 vs. 2025

<b>Performance</b>	+5	+2	+4	+19	+7	+5	-6	+6	+5	+5	+6	+3
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The condition of footpaths in your area. For base sizes, please refer to slide 17.

# Council Services – Appearance of Public Areas



## Importance and Performance of Service 2026

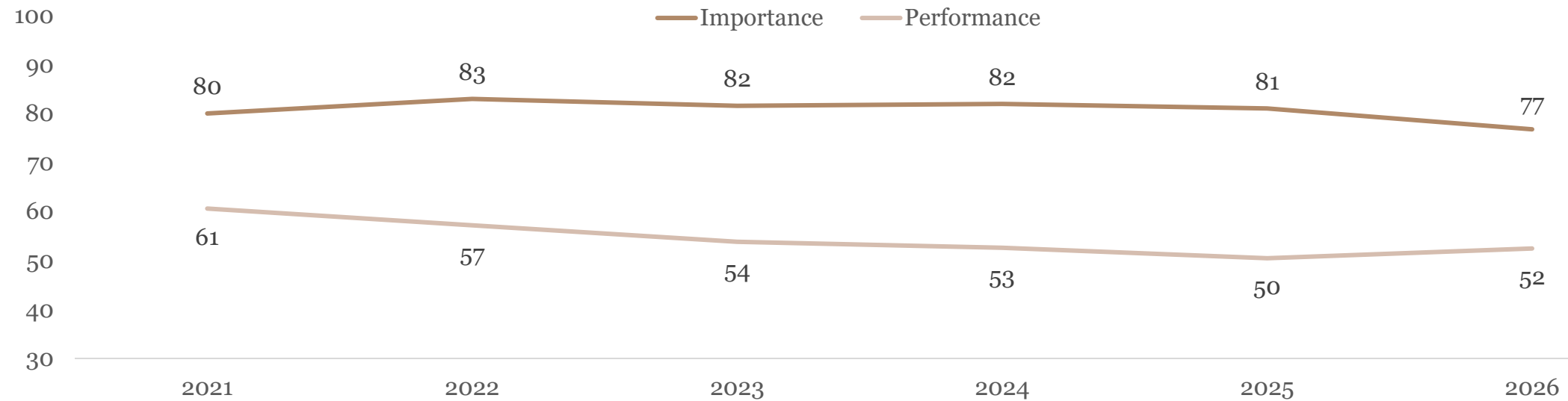
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	74	77	74	72	75	75	75	72	76	76	73	75
<b>Performance</b>	62	63	65	57	62	62	<b>69</b>	63	61	62	62	62

## Difference 2026 vs. 2025

<b>Importance</b>	-2	<b>+3</b>	-1	+1	-4	-5	-2	-3	-2	+1	-4	-6
<b>Performance</b>	+1	<b>-5</b>	<b>-3</b>	+4	+2	+2	-1	+2	-0	+1	+1	-1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The appearance of public areas. For base sizes, please refer to slide 17.

# Council Services – Condition of Sealed Local Streets



## Importance and Performance of Service 2026

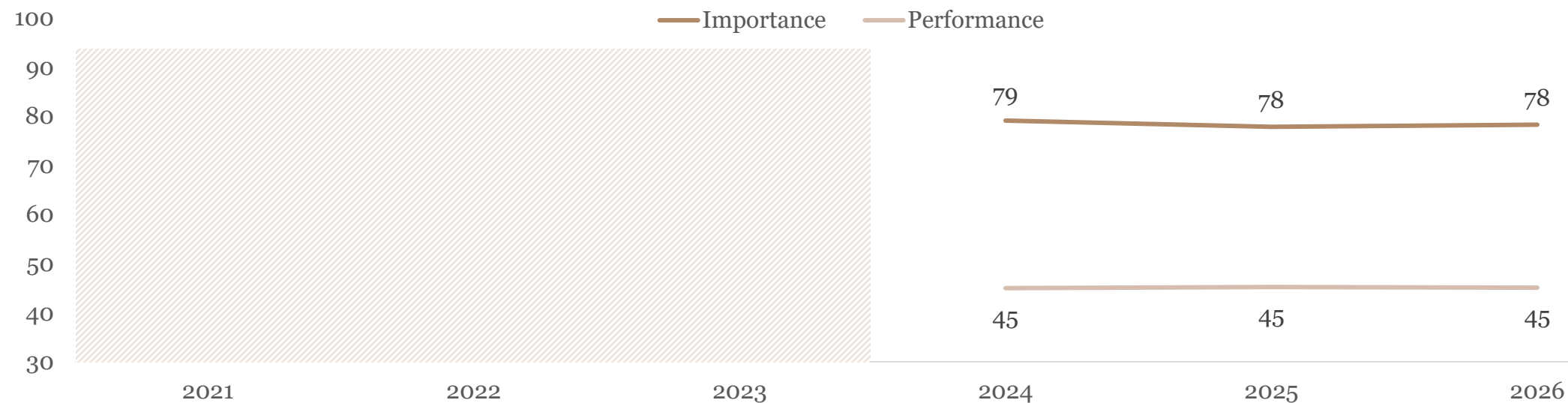
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	77	80	78	72	79	<b>81</b>	75	76	77	76	79	72
<b>Performance</b>	52	53	51	49	49	54	<b>58</b>	53	52	<b>56</b>	50	51

## Difference 2026 vs. 2025

<b>Importance</b>	-4	<b>-3</b>	<b>-3</b>	-6	-5	-5	-4	-5	-4	-5	-1	-11
<b>Performance</b>	+2	<b>+8</b>	<b>+4</b>	+3	+2	+8	-0	+2	+2	+6	-0	-2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Condition of sealed local streets in your area. For base sizes, please refer to slide 17.

# Council Services – Maintenance of Unsealed Roads



## Importance and Performance of Service 2026

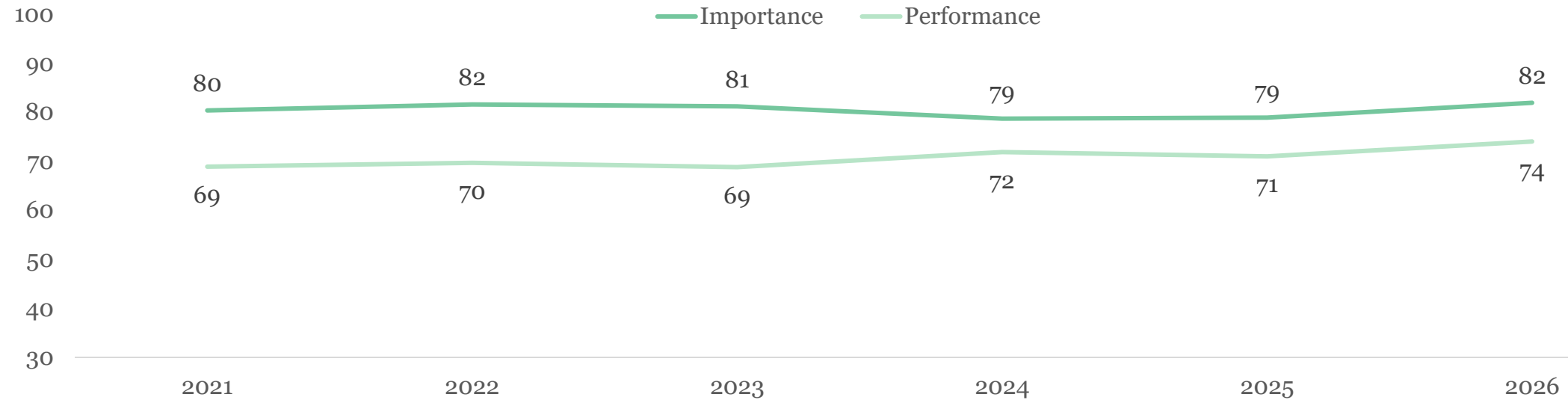
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	78	80	78	79	76	80	78	76	81	78	78	79
<b>Performance</b>	45	42	45	43	43	45	50	47	43	49	42	42

## Difference 2026 vs. 2025

<b>Importance</b>	+0	-4	-2	+4	-0	-1	-1	-1	+2	+1	-0	+1
<b>Performance</b>	-0	+4	+5	-3	+2	+5	-2	+1	-2	+3	-2	-5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Maintenance of unsealed roads in your area. For base sizes, please refer to slide 17.

# Council Services – Waste Management



## Importance and Performance of Service 2026

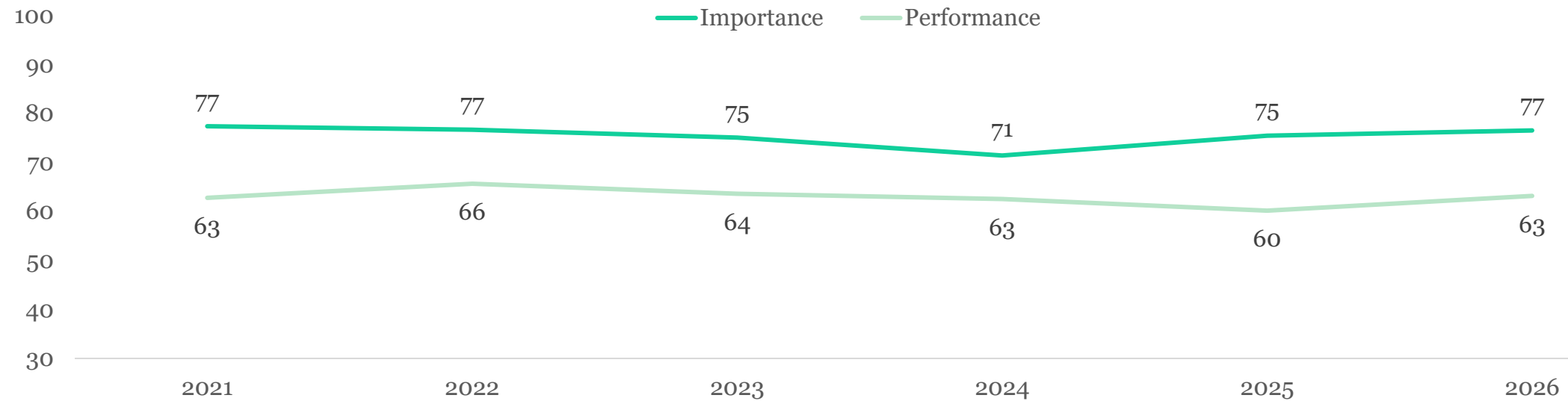
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	82	85	82	81	82	81	83	82	82	83	81	82
<b>Performance</b>	74	72	71	72	76	73	75	73	75	74	75	70

## Difference 2026 vs. 2025

<b>Importance</b>	+3	<b>+6</b>	<b>+3</b>	+5	+3	+1	+3	+6	+0	+4	+1	+3
<b>Performance</b>	+3	<b>+6</b>	<b>+6</b>	+7	+1	+3	+2	+3	+3	+2	+7	-5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to slide 17.

# Council Services – Family Support Services



## Importance and Performance of Service 2026

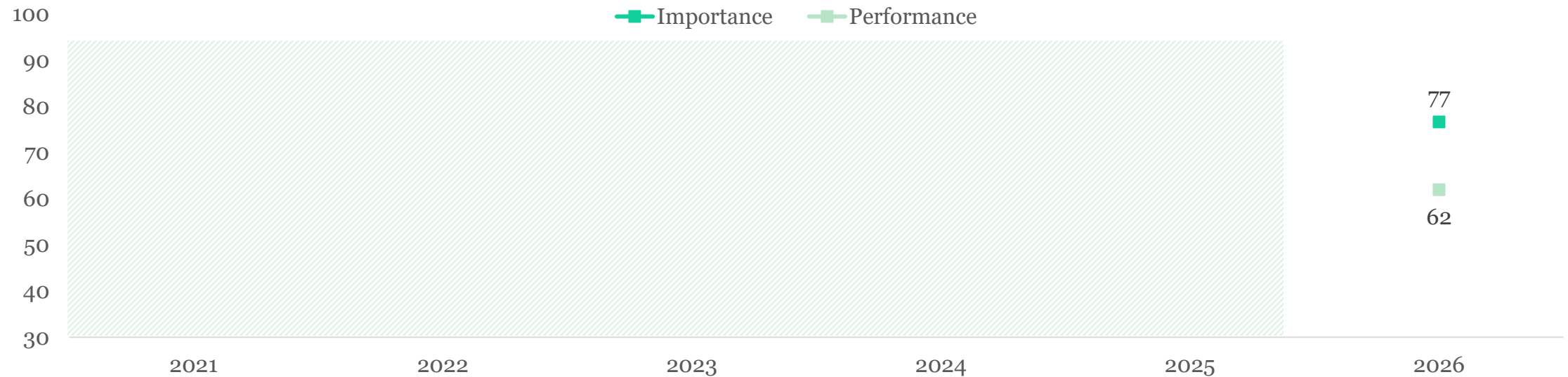
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	77	75	76	78	76	76	76	74	79	75	78	78
<b>Performance</b>	63	61	63	67	63	59	63	64	62	63	64	64

## Difference 2026 vs. 2025

<b>Importance</b>	+1	+3	+1	+7	-2	-4	+2	+5	-2	+0	+2	+0
<b>Performance</b>	+3	-1	-0	+10	+5	-3	-1	+6	+0	+3	+2	+5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Family support services. For base sizes, please refer to slide 17.

# Council Services – Supporting Health & Wellbeing

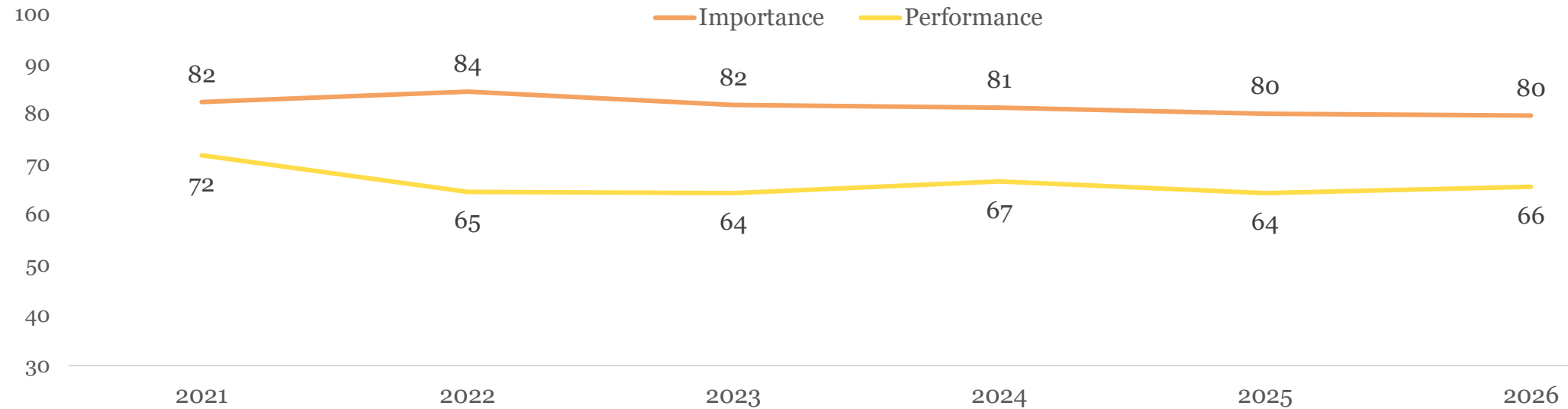


## Importance and Performance of Service 2026

Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	77	NA	NA	75	78	75	79	74	79	75	77	78
<b>Performance</b>	62	62	NA	67	56	59	65	64	60	64	61	59

*Note: Supporting Health and Wellbeing has not been historically asked*

# Council Services – Emergency and Disaster Management



## Importance and Performance of Service 2026

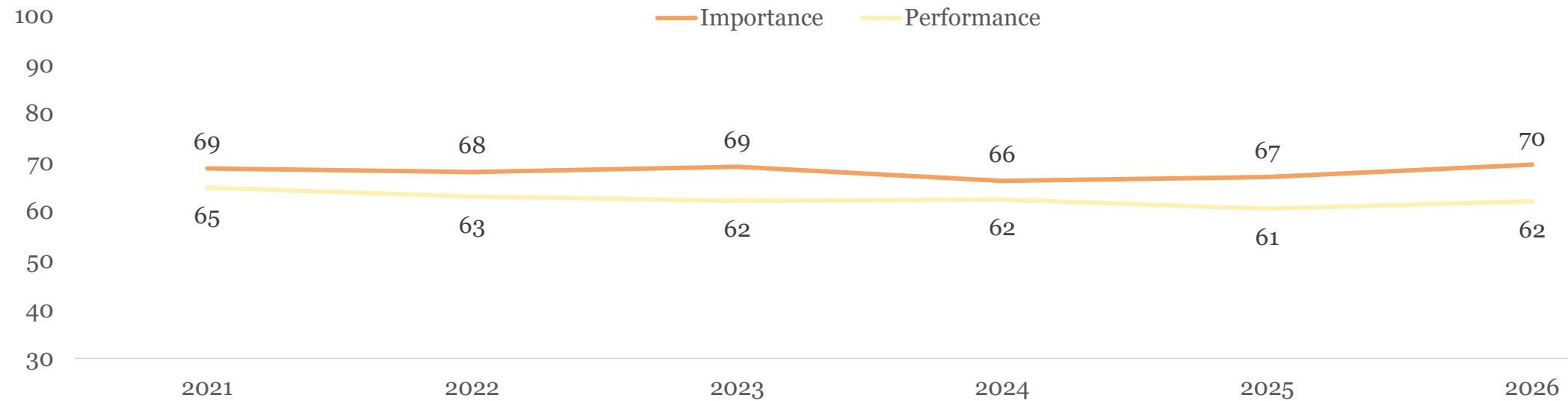
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	80	79	80	80	79	81	78	77	82	80	81	75
<b>Performance</b>	66	63	65	67	61	63	71	62	69	65	66	66

## Difference 2026 vs. 2025

<b>Importance</b>	-0	+0	+2	+3	+0	+0	-4	+1	-1	+2	-1	-7
<b>Performance</b>	+1	-2	+0	+3	+2	+0	+2	-2	+4	-1	+4	+0

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Emergency and disaster management. For base sizes, please refer to slide 17.

# Council Services – Enforcement of Laws and Regulations



## Importance and Performance of Service 2026

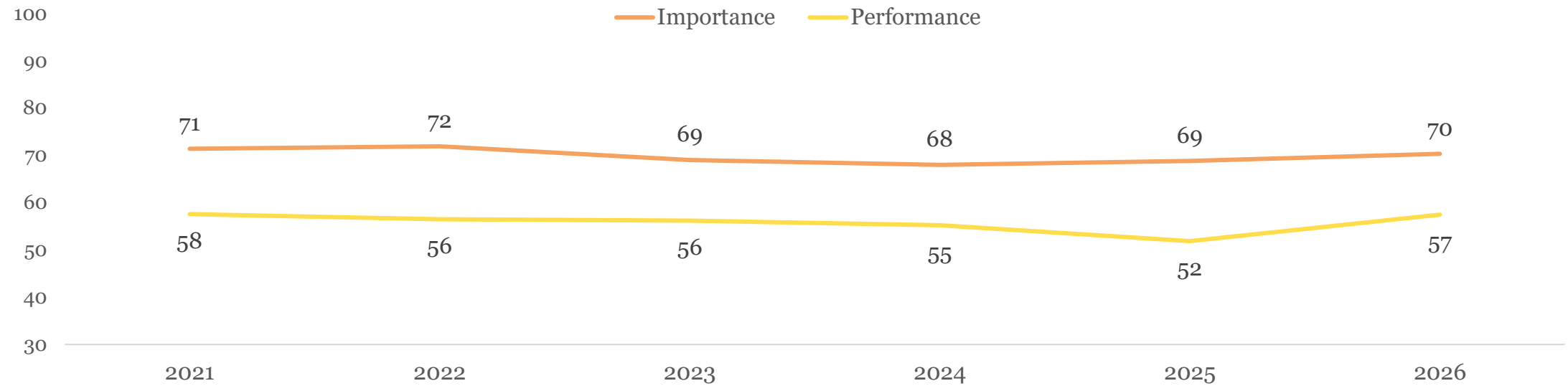
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	70	70	69	71	66	70	71	68	71	68	71	69
<b>Performance</b>	62	56	61	63	60	62	63	61	63	60	63	66

## Difference 2026 vs. 2025

<b>Importance</b>	+3	+4	-1	+15	+1	-3	-3	+7	-1	+2	+3	+3
<b>Performance</b>	+2	-3	+0	+2	-2	+6	+2	+2	+1	-1	+4	+6

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Enforcement of local laws and Council regulations. For base sizes, please refer to slide 17.

# Council Services – Business and Community Development and Tourism



## Importance and Performance of Service 2026

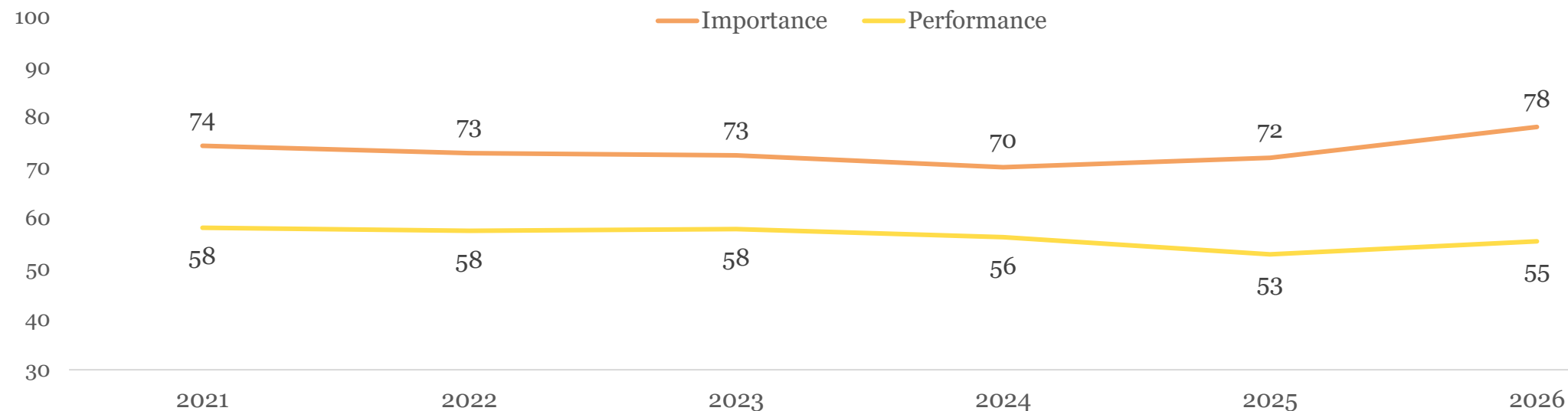
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	70	72	70	68	72	72	69	67	73	69	71	71
<b>Performance</b>	57	59	58	61	54	54	60	57	58	59	58	52

## Difference 2026 vs. 2025

<b>Importance</b>	+1	+4	+0	+2	+2	-1	+1	-1	+4	+4	+0	-2
<b>Performance</b>	+6	+3	+1	+10	+5	+6	+4	+9	+3	+4	+9	+4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Business and community development and tourism. For base sizes, please refer to slide 17.

# Council Services – Developing and Promoting the Local Economy



## Importance and Performance of Service 2026

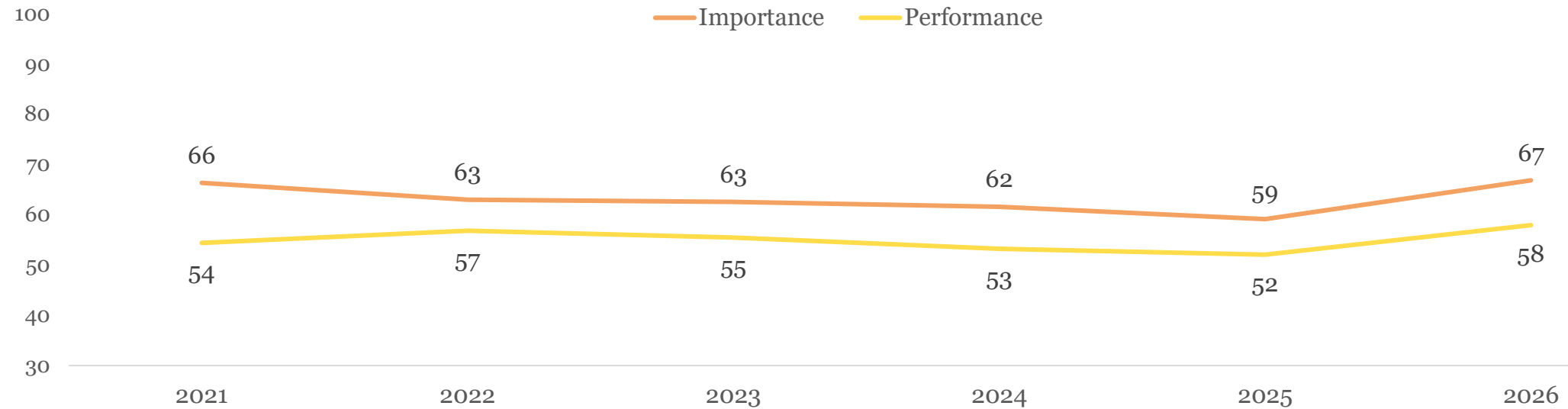
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	78	74	NA	81	76	78	77	77	79	77	80	76
<b>Performance</b>	55	54	56	60	53	53	56	55	56	59	55	47

## Difference 2026 vs. 2025

<b>Importance</b>	+6	+5	NA	+9	+3	+7	+5	+7	+5	+6	+7	+2
<b>Performance</b>	+3	-0	+2	+7	+2	+4	+0	+5	+0	+0	+6	-1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Developing and promoting the local economy. For base sizes, please refer to slide 17.

# Council Services – Developing Local Tourism



## Importance and Performance of Service 2026

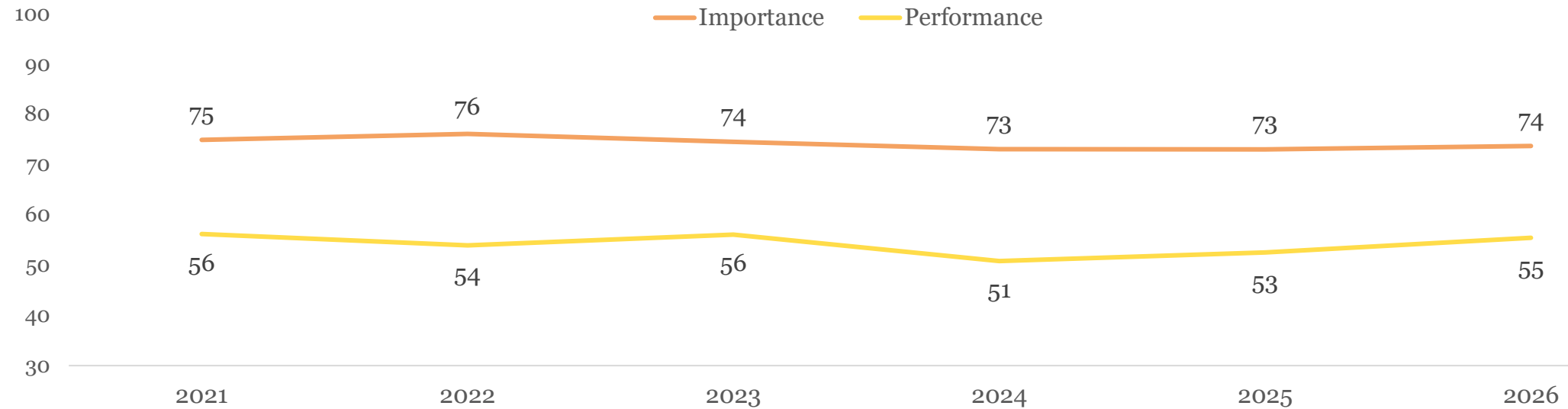
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	67	57	NA	67	66	65	70	64	70	65	67	72
<b>Performance</b>	58	54	61	57	58	56	61	58	58	59	58	53

## Difference 2026 vs. 2025

<b>Importance</b>	+8	-3	NA	+11	+8	+3	+9	+7	+8	+7	+8	+9
<b>Performance</b>	+6	-6	+3	+3	+12	+7	+4	+9	+3	+3	+9	+4

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Developing and promoting local tourism. For base sizes, please refer to slide 17.

# Council Services – Planning for Population Growth



## Importance and Performance of Service 2026

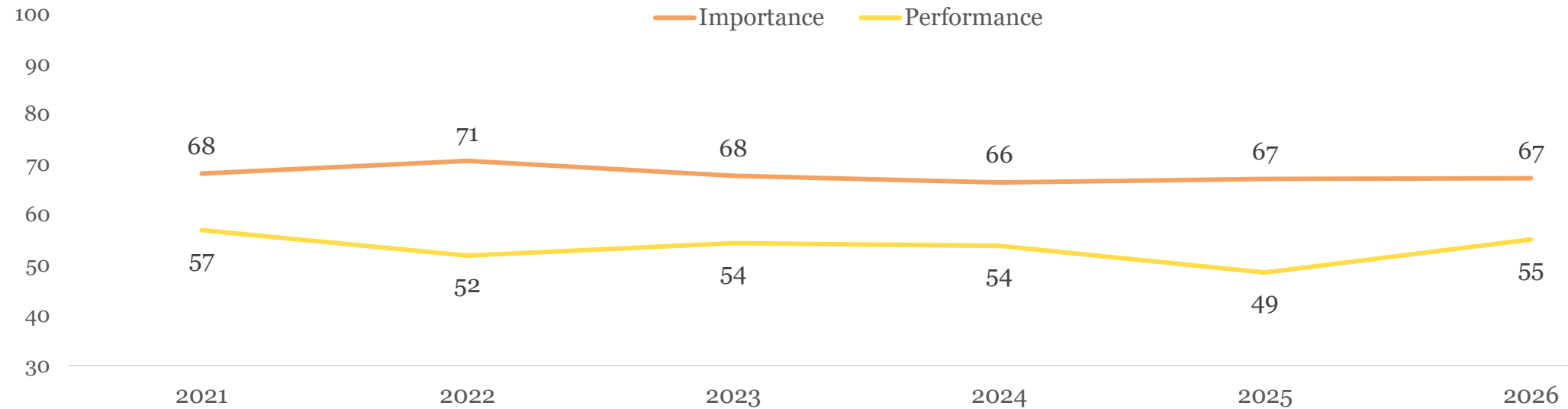
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	74	78	NA	74	70	76	74	72	75	74	74	72
<b>Performance</b>	55	45	55	56	53	56	57	57	54	56	56	52

## Difference 2026 vs. 2025

<b>Importance</b>	+1	+5	NA	+4	-3	+1	-1	+1	+0	-2	+6	-5
<b>Performance</b>	+3	-3	+3	+5	+7	+2	-1	+7	-1	+5	+4	-7

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Planning for population growth in the area. For base sizes, please refer to slide 17.

# Council Services – Planning and Building Permits



## Importance and Performance of Service 2026

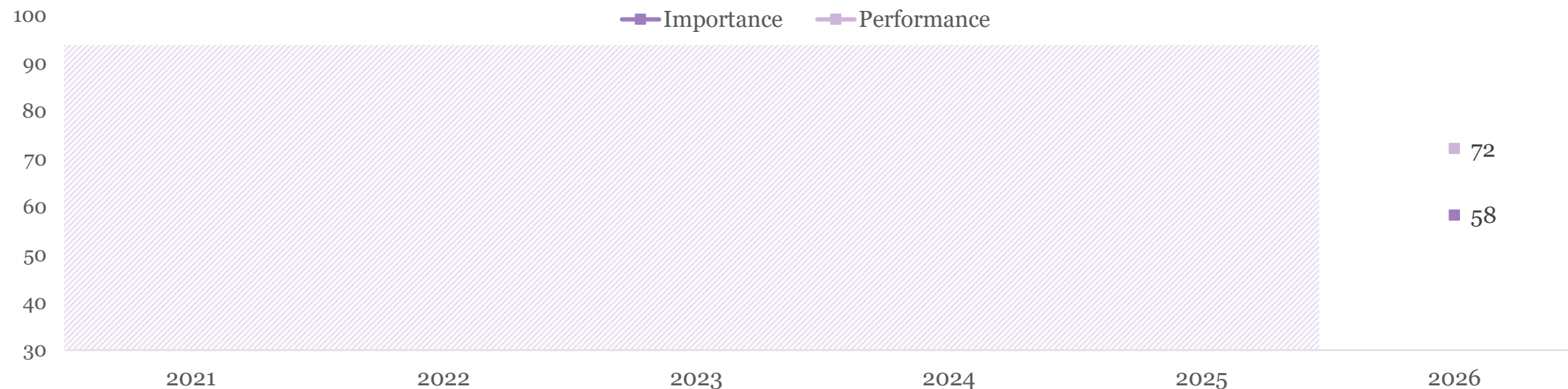
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	67	69	68	64	65	70	70	67	68	67	65	<b>74</b>
<b>Performance</b>	<b>55</b>	<b>48</b>	54	56	55	55	55	55	56	57	54	52

## Difference 2026 vs. 2025

<b>Importance</b>	+0	-2	-3	+1	+1	+0	-1	+3	-2	+1	-3	+9
<b>Performance</b>	<b>+7</b>	<b>+5</b>	<b>+6</b>	+8	<b>+12</b>	+6	+1	<b>+9</b>	+5	<b>+9</b>	<b>+8</b>	-3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Planning and building permits. For base sizes, please refer to slide 17.

# Council Services – Art Centres



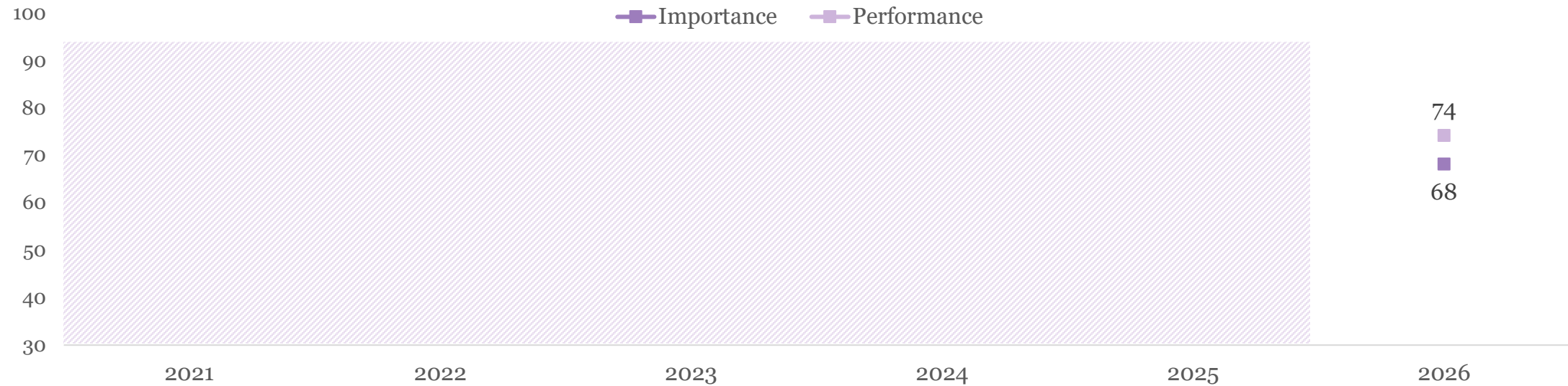
## Importance and Performance of Service 2026

Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	58	57	57	50	61	60	62	54	62	59	58	59
<b>Performance</b>	72	64	70	69	75	73	72	72	72	75	71	67

**Note:** Art Centres has not been historically asked

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Arts centres. For base sizes, please refer to slide 17.

# Council Services – Libraries

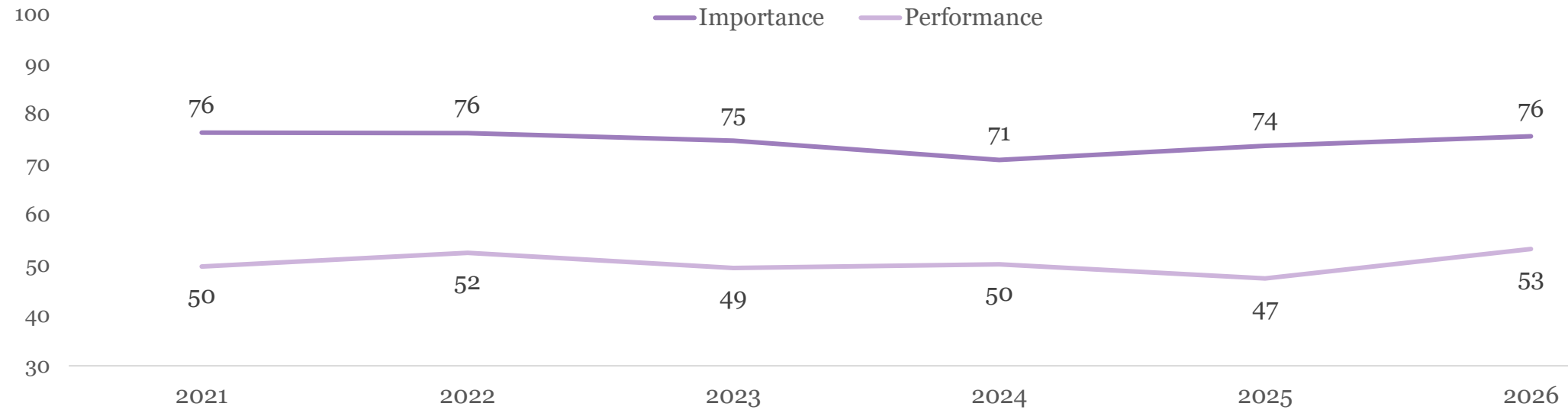


## Importance and Performance of Service 2026

Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	68	70	67	66	68	68	71	64	72	68	69	67
<b>Performance</b>	74	75	77	70	76	76	76	71	77	75	73	75

**Note:** Libraries has not been historically asked

# Council Services – Parking Facilities



## Importance and Performance of Service 2026

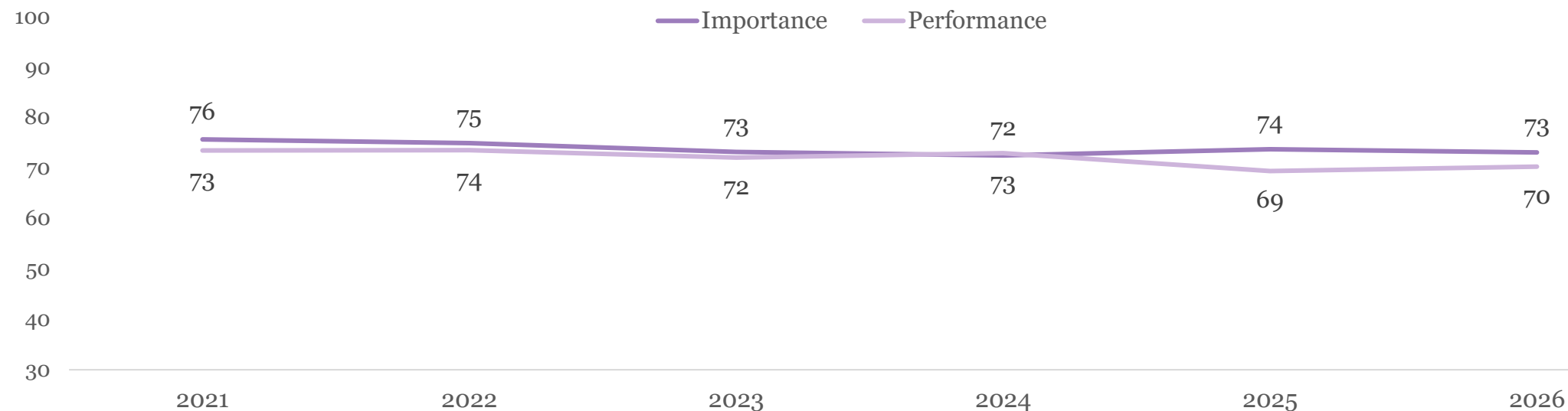
Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	76	75	NA	74	73	78	77	74	77	77	75	71
<b>Performance</b>	53	55	52	54	53	56	50	54	53	48	56	59

## Difference 2026 vs. 2025

<b>Importance</b>	+2	+5	NA	+8	-5	-0	+3	+3	+1	+1	+4	-2
<b>Performance</b>	+6	+1	+0	+10	+5	+9	-1	+9	+3	+8	+5	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Parking facilities. For base sizes, please refer to slide 17.

# Council Services – Recreational Facilities



## Importance and Performance of Service 2026

Score	Latrobe CC	State	Regional City	18 to 34	35 to 49	50 to 64	65+	Male	Female	East	Central	West
<b>Importance</b>	73	75	73	67	77	74	76	71	75	74	72	76
<b>Performance</b>	70	66	68	73	66	69	73	70	70	73	69	66

## Difference 2026 vs. 2025

<b>Importance</b>	-1	+2	-1	-3	-0	-1	+2	-1	-0	+1	-2	+1
<b>Performance</b>	+1	-2	-1	+6	+1	-1	-2	+4	-2	+0	+3	-1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Recreational facilities. For base sizes, please refer to slide 17.



## Thank you

Contact us for more info:

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