



2025 Local Government Community Satisfaction Survey

Strathbogie Shire Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 26 years

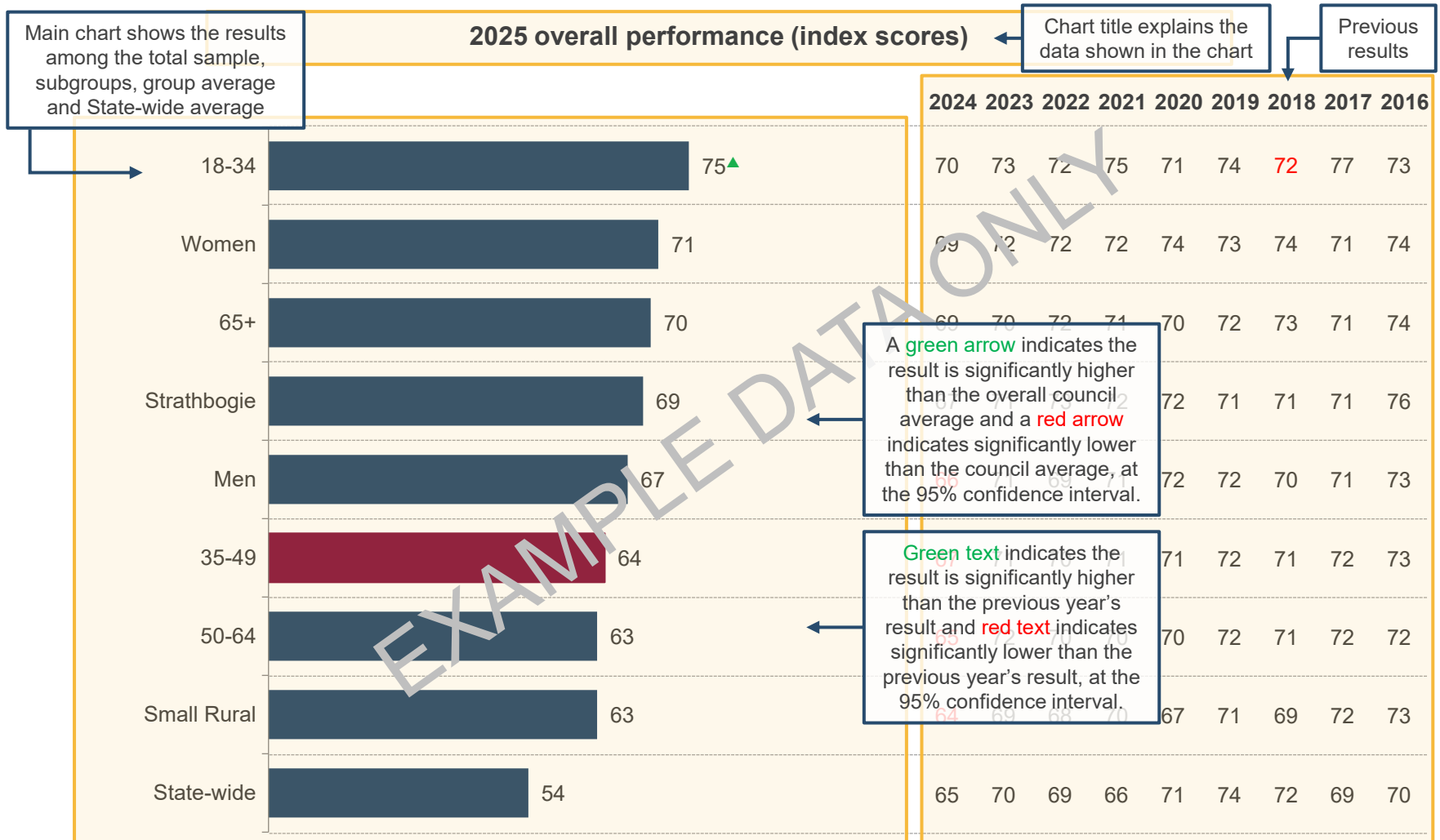
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

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

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



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 Strathbogie Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



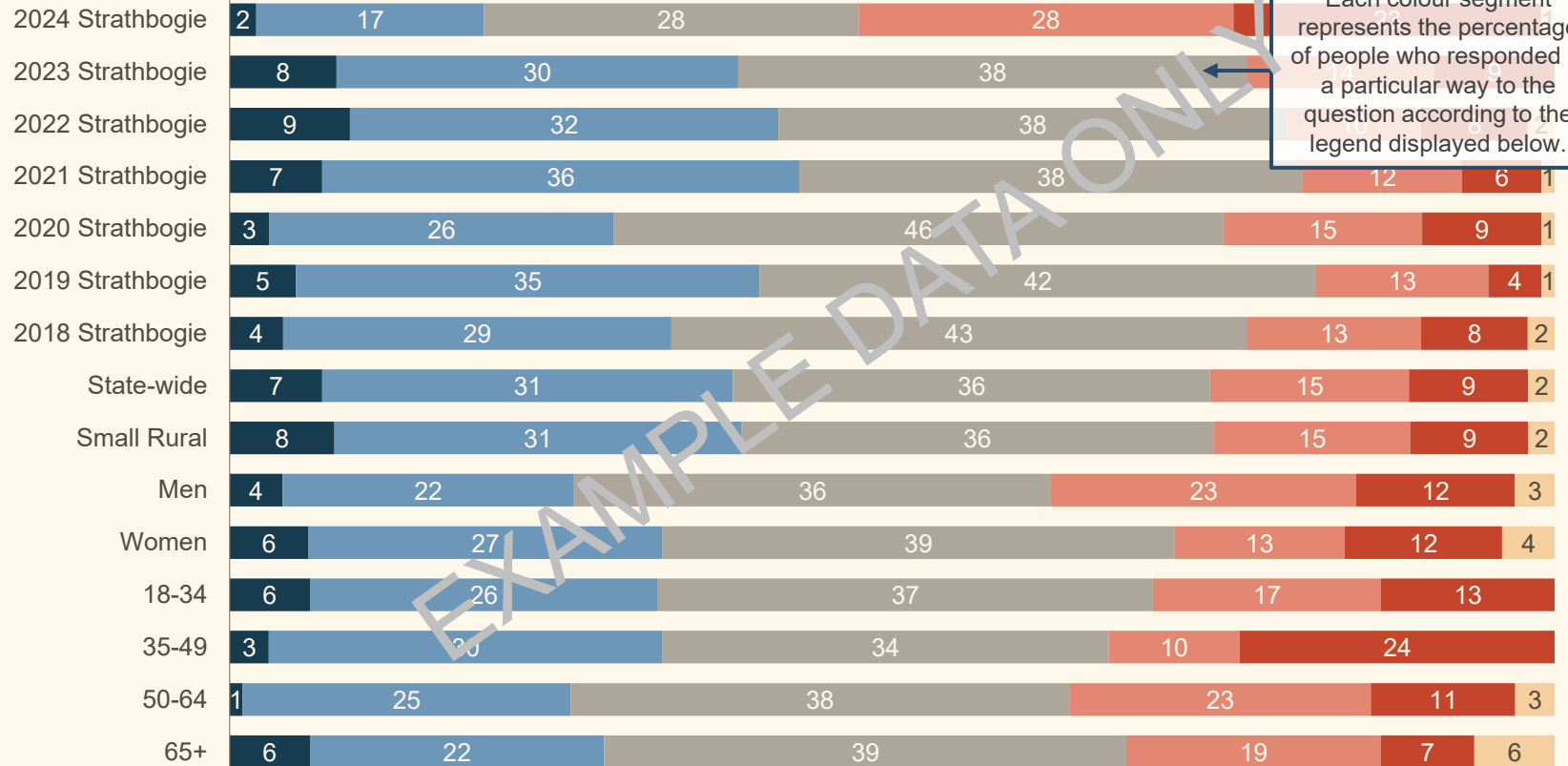
How to read stacked bar charts in this report

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

2025 overall performance (%)

Chart title explains the data shown in the chart

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



Legend

Very good Good Average Poor Very poor Can't say

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



Strathbogie Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Strathbogie 48



Small Rural 54



State-wide 53

Council performance compared to group average

Top 3 performing areas



Appearance of public areas

≡ on par



Art centres & libraries

▼ lower



Waste management

▲ higher

Bottom 3 performing areas



Unsealed roads

▼ lower



Sealed local roads

▼ lower



Planning & building permits

≡ on par



Customer service

≡ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

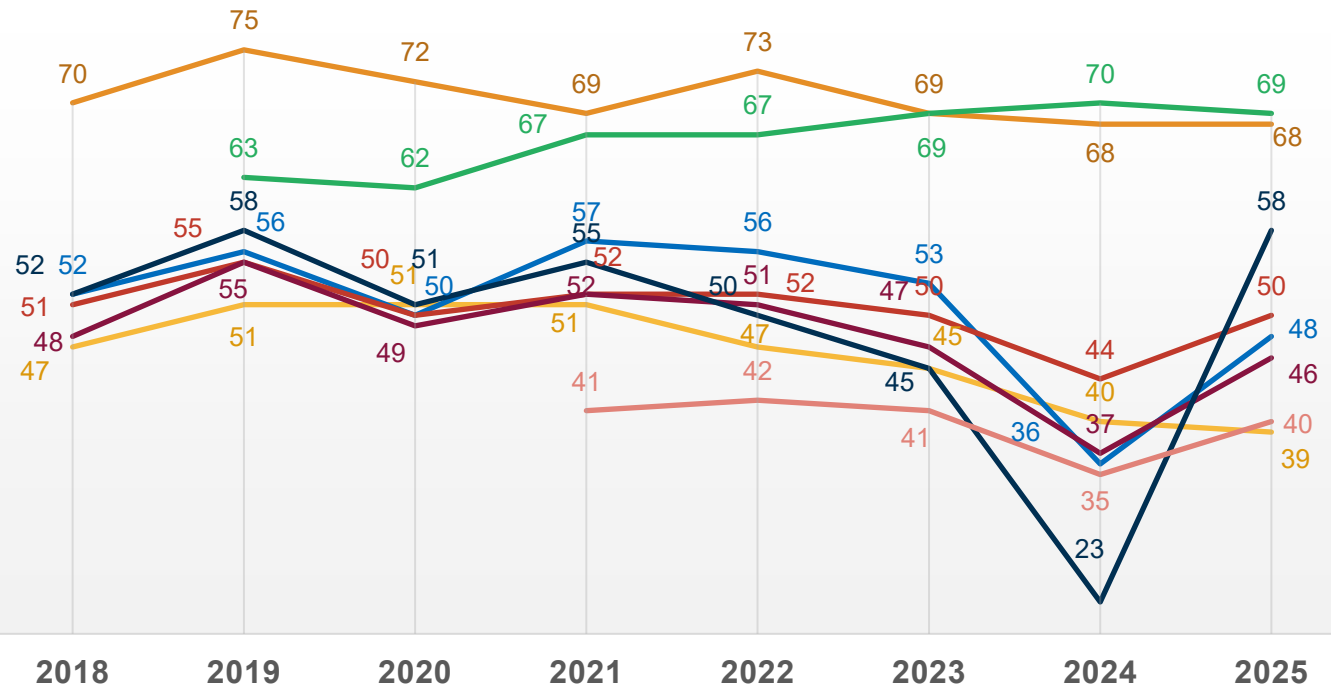

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

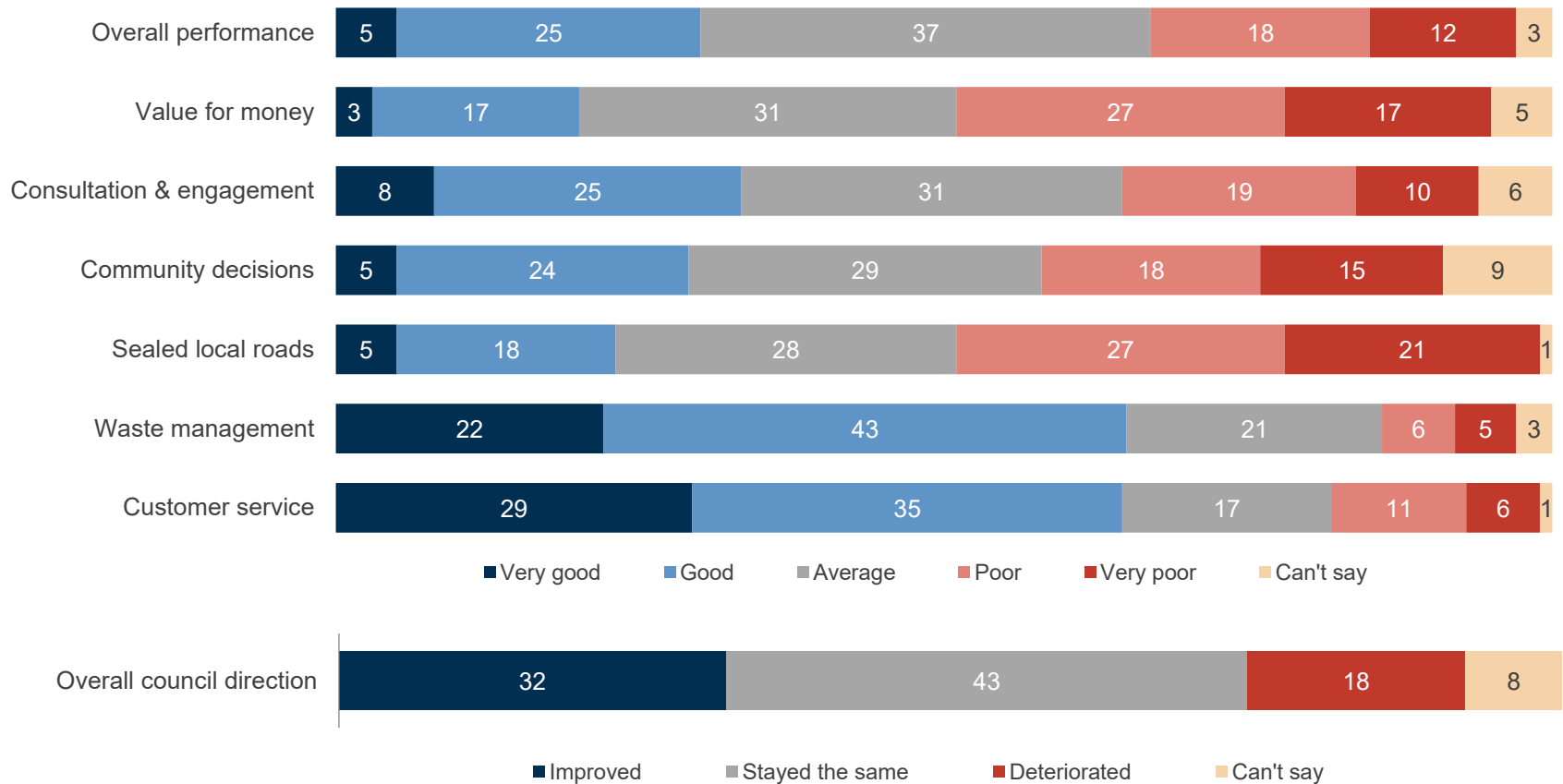

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)















Summary of Strathbogie Shire Council performance

Services		Strathbogie 2025	Strathbogie 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	48	36	54	53	Women, 65+ years	35-49 years
	Value for money	40	35	47	47	65+ years	50-64 years
	Overall council direction	58	23	46	46	18-34 years	Women, 65+ years
	Customer service	68	68	65	66	65+ years	50-64 years
	Appearance of public areas	72	73	70	68	Women, 65+ years, 35-49 years	18-34 years
	Art centres & libraries	69	68	72	73	65+ years	50-64 years
	Waste management	69	70	66	65	65+ years	18-34 years
	Recreational facilities	64	67	66	67	65+ years	18-34 years
	Tourism development	59	57	62	60	Women	Men
	Environmental sustainability	58	57	58	59	35-49 years	50-64 years



Summary of Strathbogie Shire Council performance

Services		Strathbogie 2025	Strathbogie 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Bus/community dev./tourism	56	57	57	56	18-34 years	Men, 50-64 years
	Enforcement of local laws	56	57	58	59	35-49 years	65+ years
	Informing the community	52	49	57	56	65+ years	50-64 years
	Consultation & engagement	50	44	51	50	65+ years	50-64 years
	Lobbying	49	44	51	49	35-49 years, Women, 65+ years	50-64 years
	Local streets & footpaths	48	45	53	52	50-64 years	35-49 years
	Community decisions	46	37	50	49	Women	Men
	Planning & building permits	43	42	43	43	Women	Men
	Sealed local roads	39	40	44	45	65+ years	35-49 years
	Unsealed roads	36	32	40	38	65+ years	35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Strathbogie Shire Council's overall performance have improved significantly by 12 index points in 2025. Council performance across other core and individual service areas held steady or improved in the past year, recovering some of the significant losses experienced in 2024. This includes key improvements in lower performing areas such as value for money, council direction, unsealed roads, community decisions and the related areas of lobbying and community consultation.

Key influences on perceptions of overall performance

Council should focus on continuing to improve performance on community decisions, which is the individual service area that most influences perceptions of overall performance. Following this, the more moderately influential but also lower performing areas of planning and building permits and lobbying should be prioritised for improvement, to help boost positive perceptions of overall performance in the coming 12 months.

Comparison to state and area grouping

Council performs significantly higher than the Small Rural group and State-wide averages for overall council direction and waste management, and above the State-wide average for the appearance of public areas. However, Council rates significantly lower than the Small Rural group average in seven of the 14 individual service areas evaluated, and also below the State-wide average in a total of seven areas.

Attend to roads and engage with key cohorts

Sealed and unsealed roads are service areas that remain key pain points for residents. Council should strive to build upon its improved performance in maintaining its unsealed roads and accelerate service improvements on its sealed local roads, where ratings are at a series-low. The 35 to 49 year old cohort are most critical of Council performance in these areas and overall. However, they have the highest rate of contact with Council, providing opportunities to engage and address their concerns to help improve future perceptions.

DETAILED FINDINGS

Overall performance



Overall performance

The overall performance index score of 48 for Strathbogie Shire Council represents a significant 12-point increase, following a 17-point decline in 2024. While a strong improvement for Council, perceptions remain below Council's peak result of 57 in 2021.

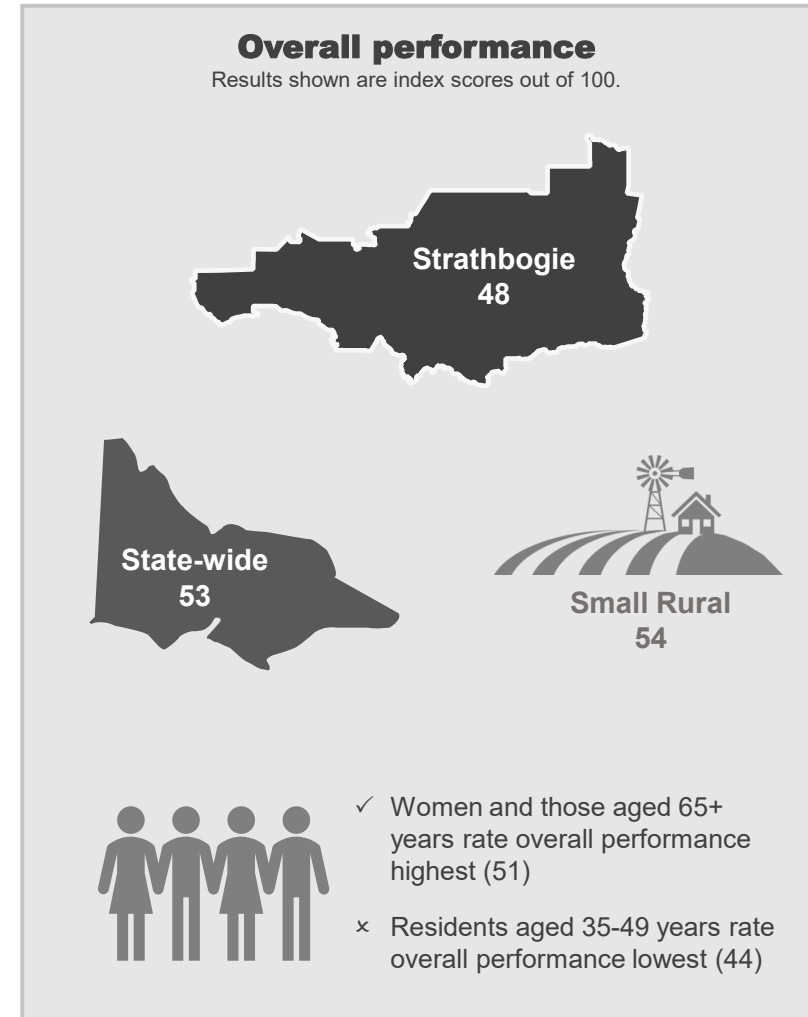
- Ratings have increased across all demographic sub-groups, in most cases statistically significantly (at the 95% confidence level).

Council's overall performance is rated significantly lower than the Small Rural group and State-wide averages for councils (index scores of 54 and 53 respectively).

Perceptions of the value for money provided by Council in infrastructure and services have significantly improved, returning to previous levels after a decline last year (index score of 40, up from 35 in 2024).

While two in 10 residents (20%) rate the value for money they receive as 'very good' or 'good', a further 31% rate it as 'average' and four in 10 (44%) rate this as 'very poor' or 'poor'.

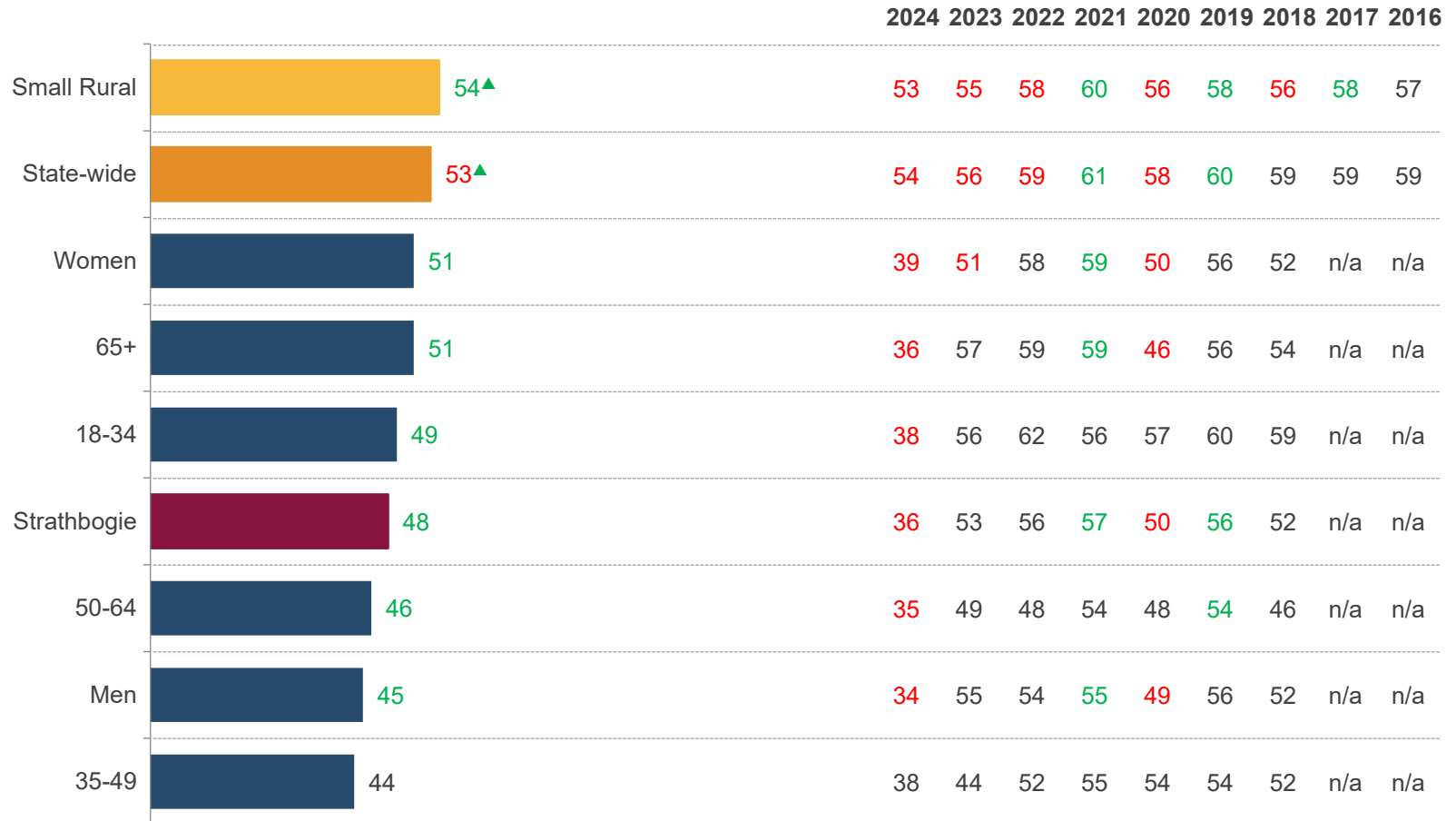
- Perceptions of value are most positive and significantly improved among residents aged 65 years and over and women, while 50 to 64 year olds continue to be least positive in their assessment.





Overall performance

2025 overall performance (index scores)



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

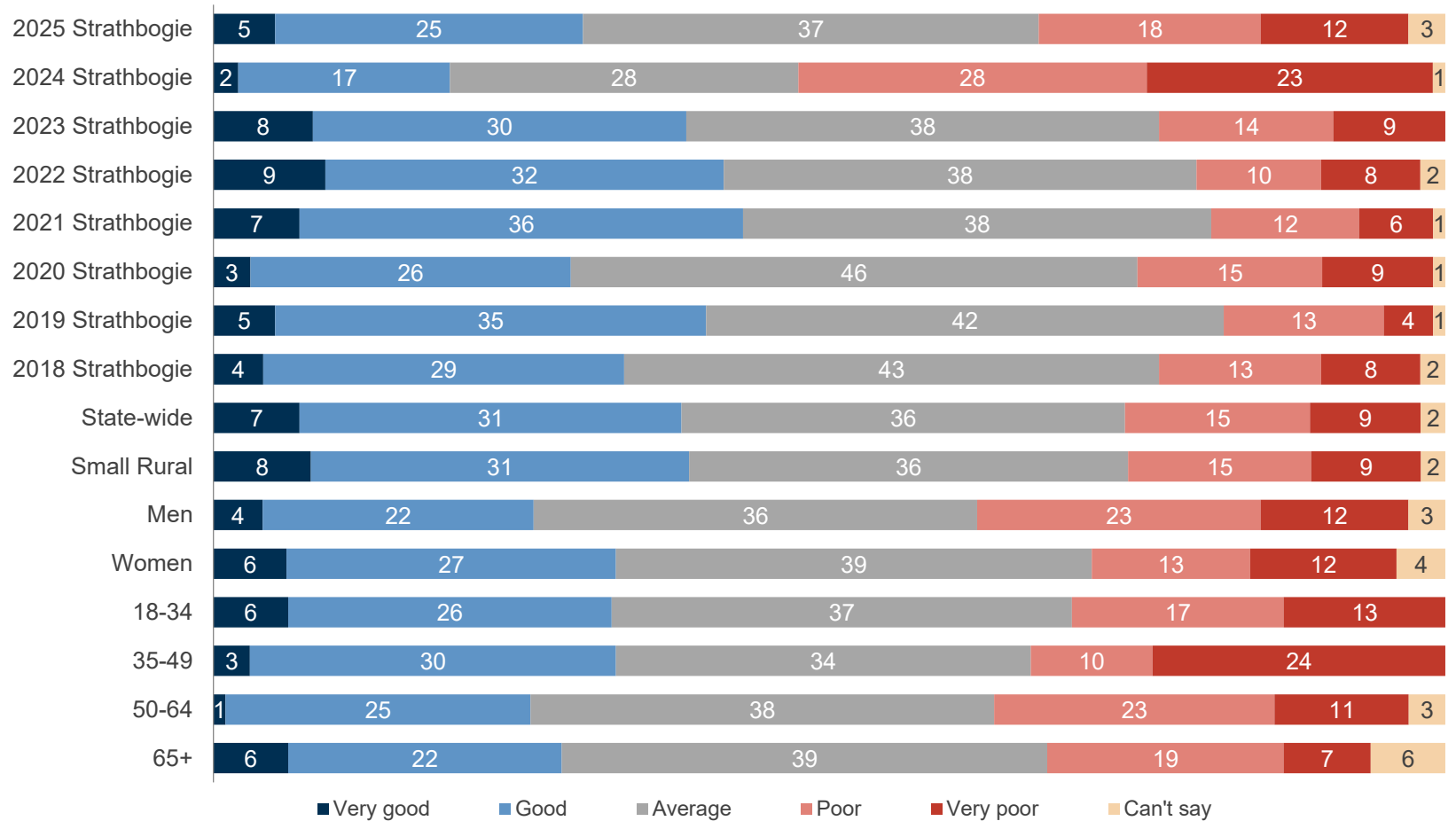
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



Overall performance

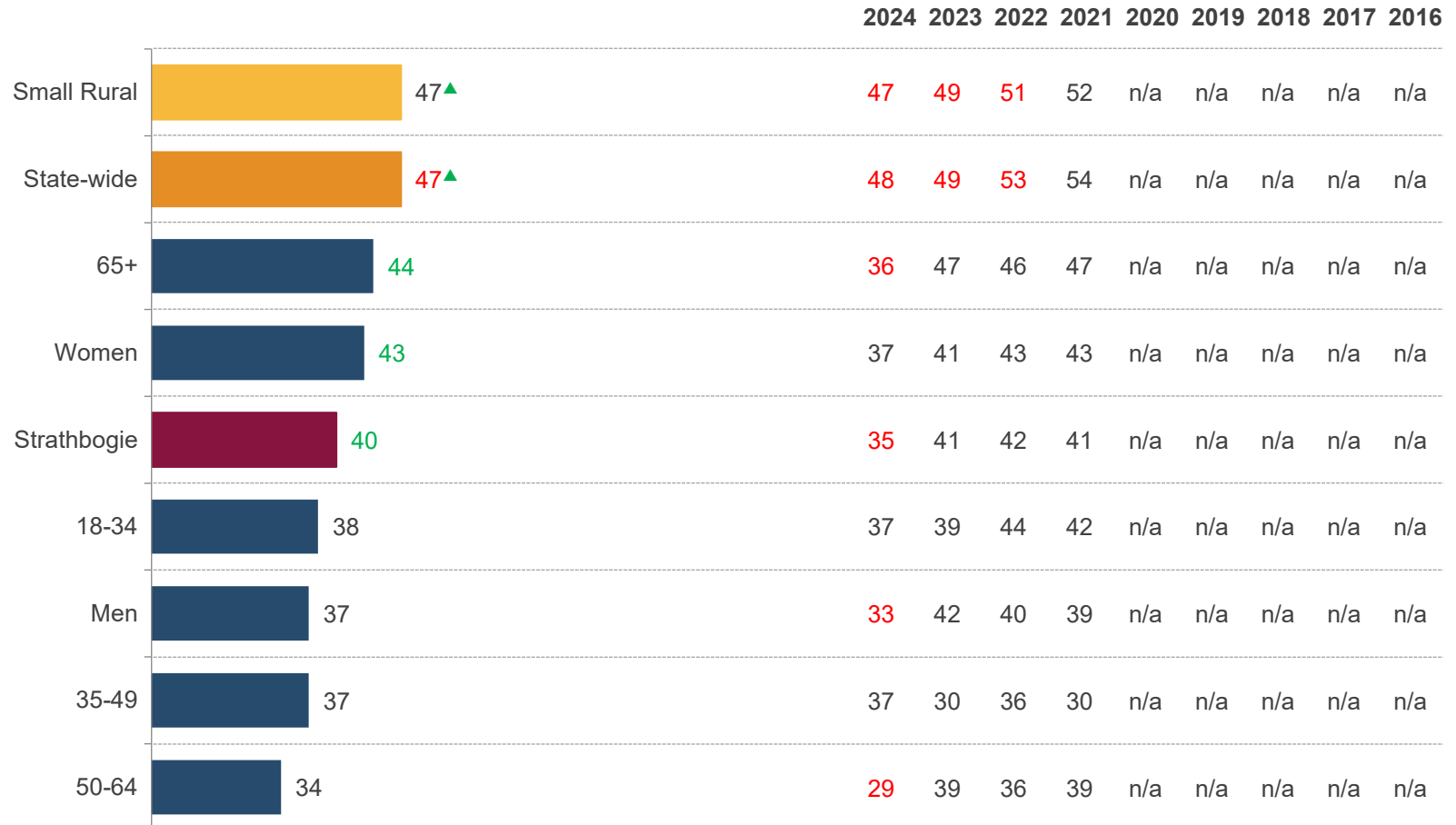
2025 overall performance (%)





Value for money in services and infrastructure

2025 value for money (index scores)



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

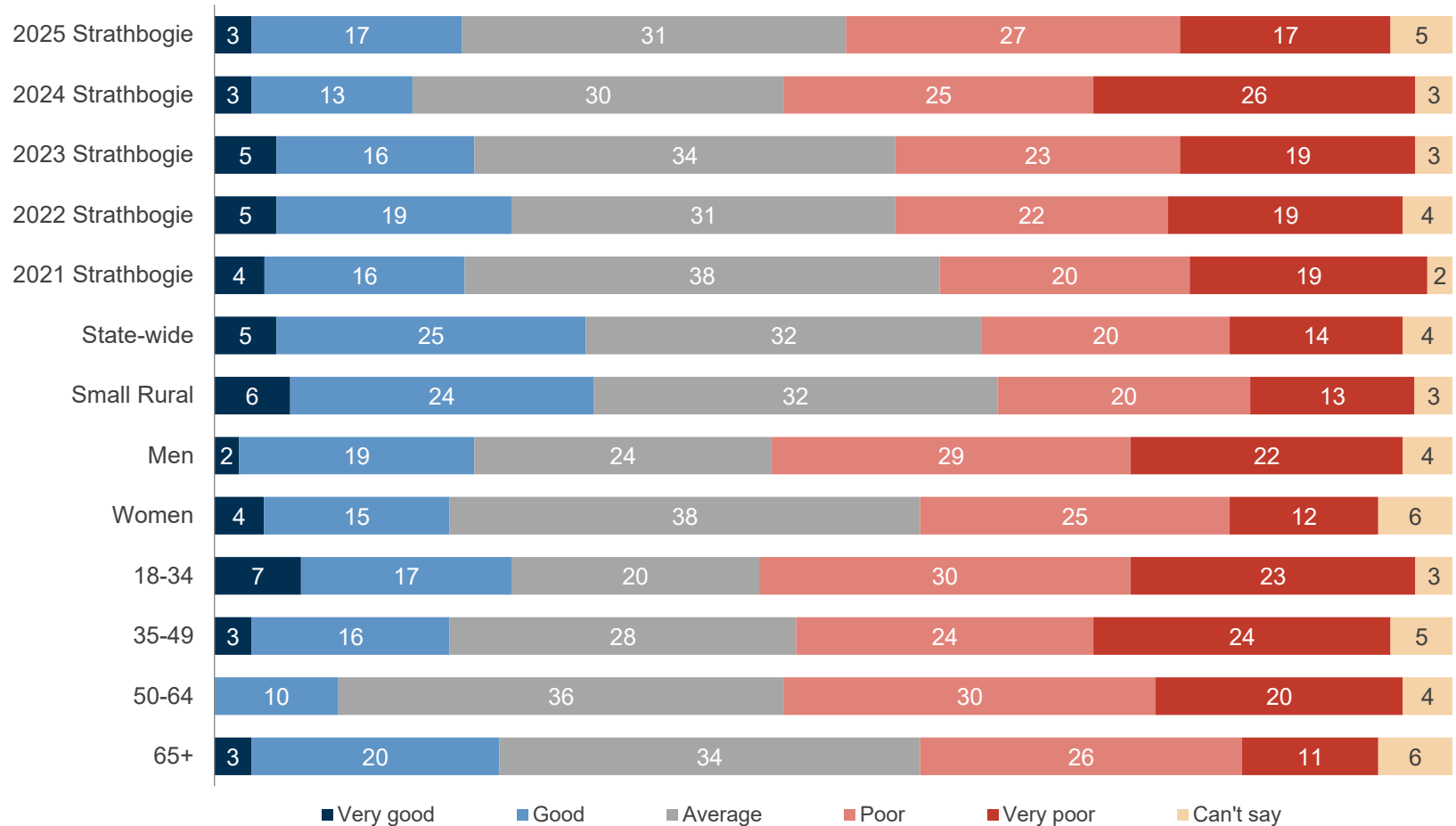
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19

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Value for money in services and infrastructure

2025 value for money (%)



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

Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19



Top performing service areas

The appearance of public areas (index score of 72) remains the service area where Council performs best. Council performs significantly higher than the State-wide average and in line with the Small Rural group average in this service area.

Art centres and libraries and waste management are Council's next highest-rated areas (index score of 69 for each). Council performs significantly higher than the State-wide and Small Rural group averages for waste management but significantly lower on art centres and libraries.

- Ratings are significantly higher among residents aged 65 years and older than the Council averages for these service areas.

Recreational facilities (index score of 64) is another higher performing area for Council. Here, Council rates in line with the Small Rural group average but significantly lower than the State-wide average.

- Perceptions of this area have significantly declined among 18 to 34 year olds this year (down nine percentage points).

Council's strong performance is further highlighted by location (7%), parks and gardens (5%), and recreational and sporting facilities (5%) being among the top mentions of the best thing about Council.





Low performing service areas



Council rates lowest in the areas of unsealed roads and sealed local roads (index scores of 36 and 39 respectively).

Council continues to rate lowest in the area of unsealed roads (index score of 36), despite a significant four-point improvement from 2024.

Sealed local roads is Council's next lowest-rated service area (index score of 39), followed by planning and building permits (index score of 43). In both these areas, performance ratings have not yet recovered from the significant declines recorded in the last evaluation.

- Ratings of sealed local roads and unsealed roads among residents aged 35 to 49 years are now significantly lower than the Council averages.

Planning and building permits is an area shown to have a significant influence on Council's overall performance rating, so it will be important to address resident concerns regarding this service area to improve overall community opinion moving forward.

The need for Council to focus on improving performance in these service areas is also highlighted by one in four residents (26%) nominating sealed road maintenance as the area where Council most needs to improve, while 7% mention each of unsealed road maintenance and town planning / permits / red tape.



Individual service area performance

2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Appearance of public areas	72	73	74	73	74	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	69	68	71	67	67	n/a	n/a	n/a	n/a	n/a
Waste management	69	70	69	67	67	62	63	n/a	n/a	n/a
Recreational facilities	64	67	67	68	65	n/a	n/a	n/a	n/a	n/a
Tourism development	59	57	61	62	61	62	64	63	n/a	n/a
Environmental sustainability	58	57	57	59	57	56	n/a	n/a	n/a	n/a
Bus/community dev./tourism	56	57	60	60	59	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	56	57	59	57	61	59	59	56	n/a	n/a
Informing the community	52	49	53	55	56	55	59	55	n/a	n/a
Consultation & engagement	50	44	50	52	52	50	55	51	n/a	n/a
Lobbying	49	44	52	54	51	50	54	48	n/a	n/a
Local streets & footpaths	48	45	47	47	52	46	48	46	n/a	n/a
Community decisions	46	37	47	51	52	49	55	48	n/a	n/a
Planning & building permits	43	42	47	44	51	n/a	n/a	n/a	n/a	n/a
Sealed local roads	39	40	45	47	51	51	51	47	n/a	n/a
Unsealed roads	36	32	36	40	42	41	43	37	n/a	n/a

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

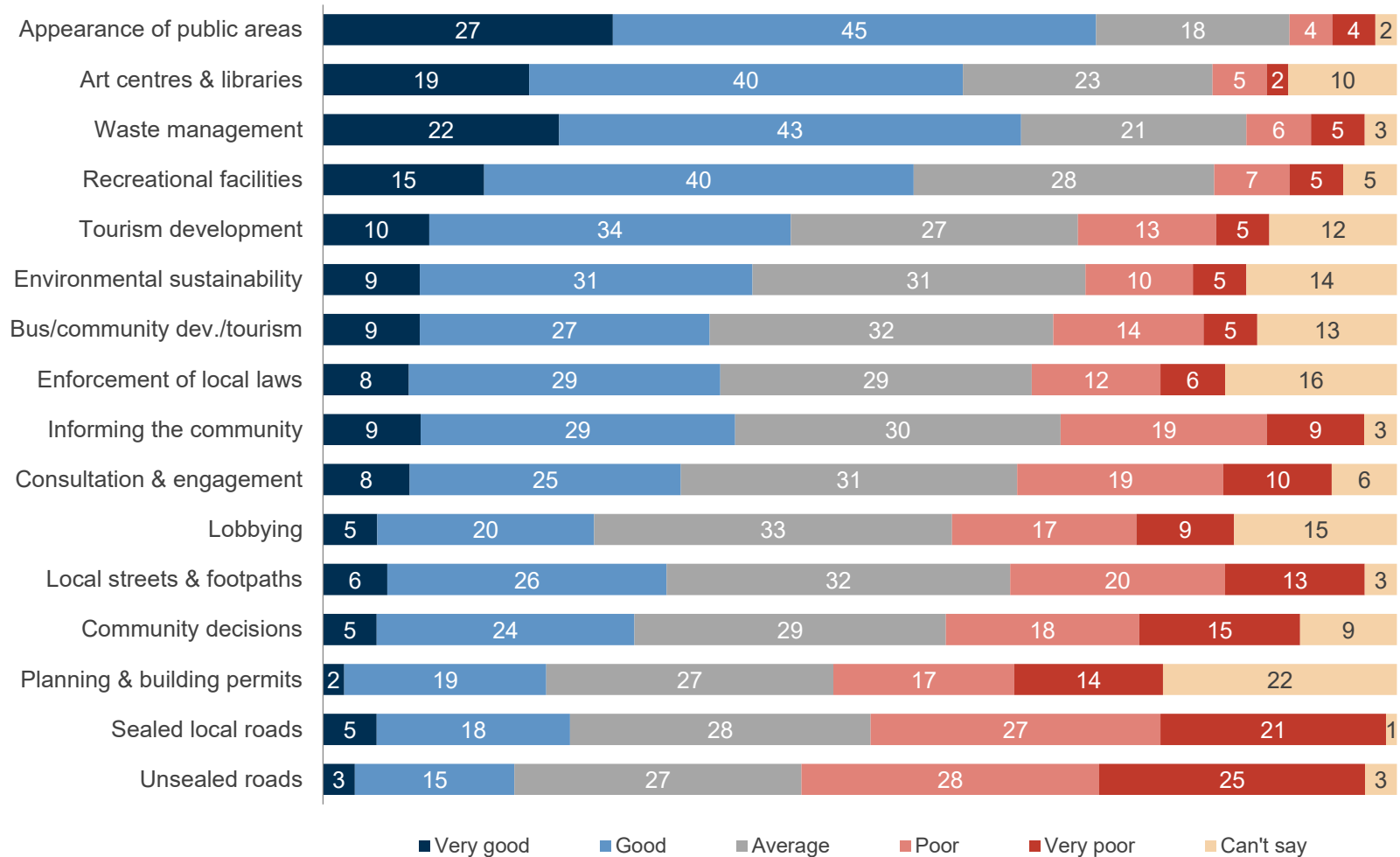
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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
Unsealed roads	84	86	85	83	84	n/a	n/a	n/a	n/a	n/a
Sealed local roads	83	86	84	83	83	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	79	80	80	81	78	n/a	n/a	n/a	n/a	n/a
Waste management	78	79	77	79	78	n/a	n/a	n/a	n/a	n/a
Informing the community	76	77	75	77	76	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	75	77	77	78	75	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	74	73	72	76	75	n/a	n/a	n/a	n/a	n/a
Recreational facilities	72	72	73	74	74	n/a	n/a	n/a	n/a	n/a
Planning & building permits	72	73	73	75	71	n/a	n/a	n/a	n/a	n/a
Lobbying	71	69	67	71	68	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	68	67	67	70	73	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	66	66	66	67	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	62	60	61	65	63	n/a	n/a	n/a	n/a	n/a

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

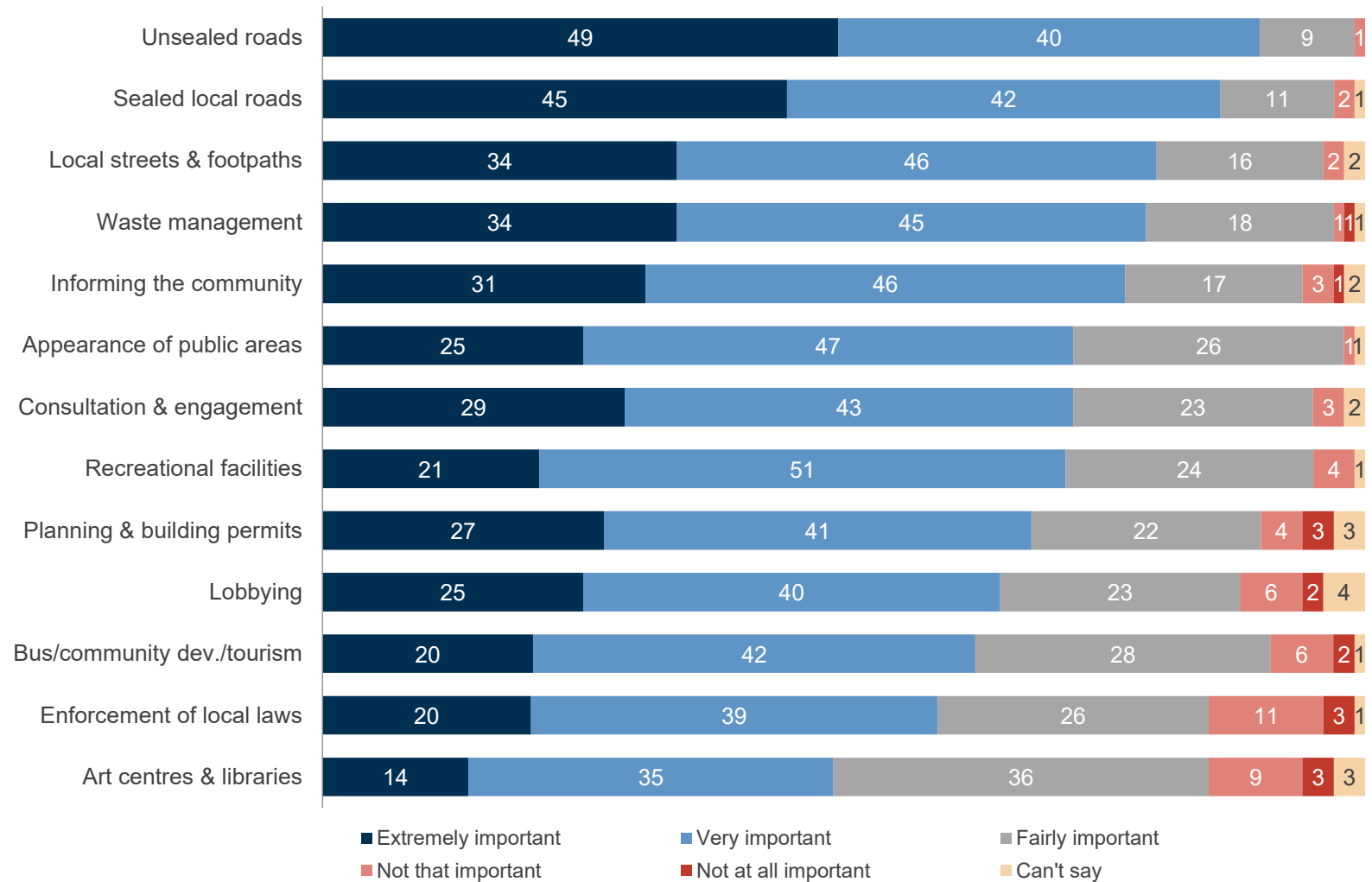
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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



Individual service area importance

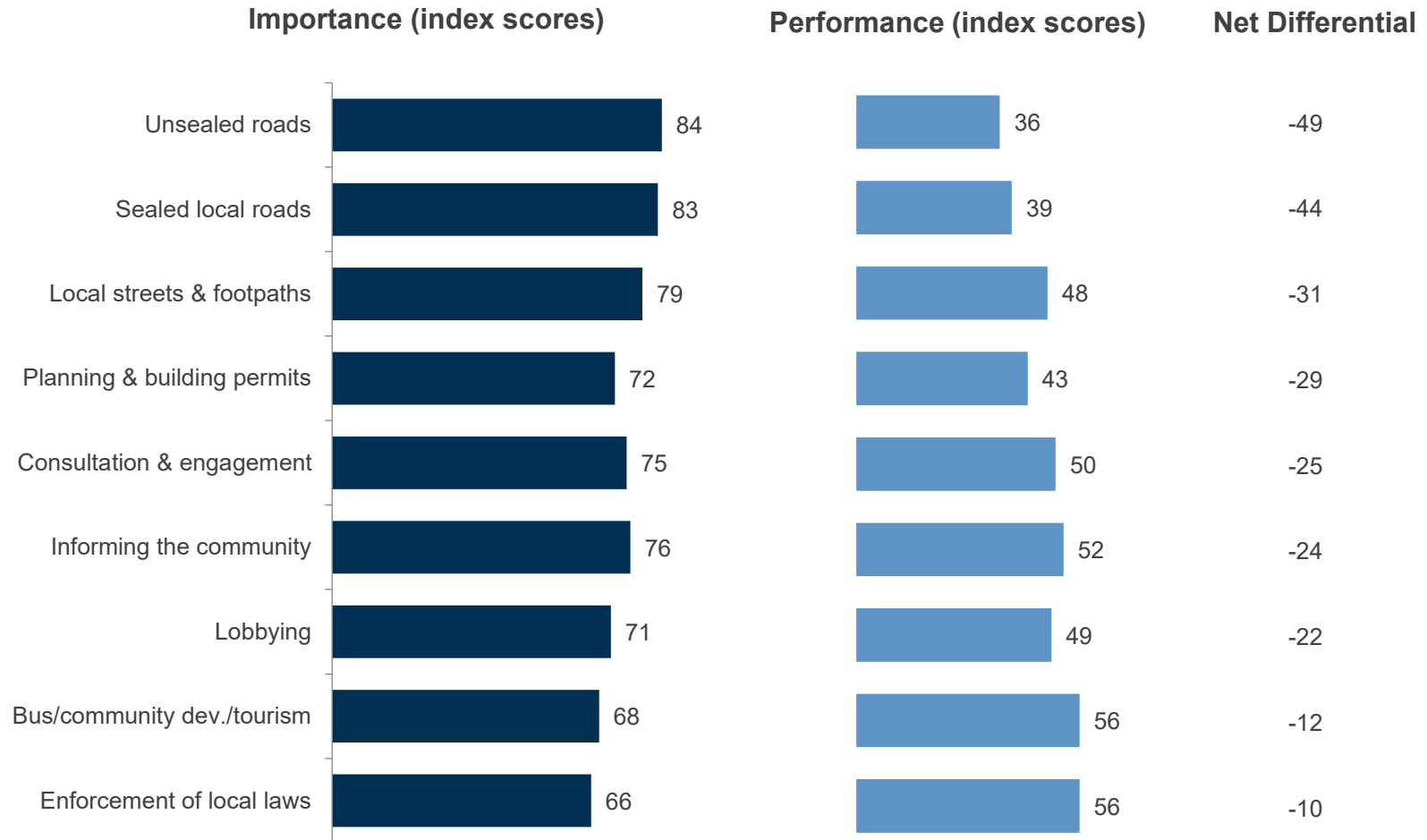
2025 individual service area importance (%)





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, Council is rated as poor in this area (index score of 46).

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

- Informing the community
- Lobbying on behalf of the community
- Planning and building permits
- Enforcement of local laws.

Looking at these key service areas only, Council performs relatively well on the enforcement of local laws (index score of 56), which is a moderate influence on the overall performance rating.

Council should work to maintain efforts in this area over the next 12 months – but there is greater work to be done elsewhere.

Another service area that has a moderate influence on overall perceptions, but where Council performs less well, is informing the community (index score of 52).

Ensuring residents are kept well informed about Council policies, plans and activities can also help to shore up positive community perceptions.

In addition to Council's decision making, most in need of attention are its planning and building permits and lobbying efforts, which are rated as poor (index scores of 43 and 49 respectively). Both are moderate influences on overall perceptions of performance.

It will be important to attend to resident concerns about Council's planning and building permits and to demonstrate Council efforts to advocate for community interests to help improve overall ratings of 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.

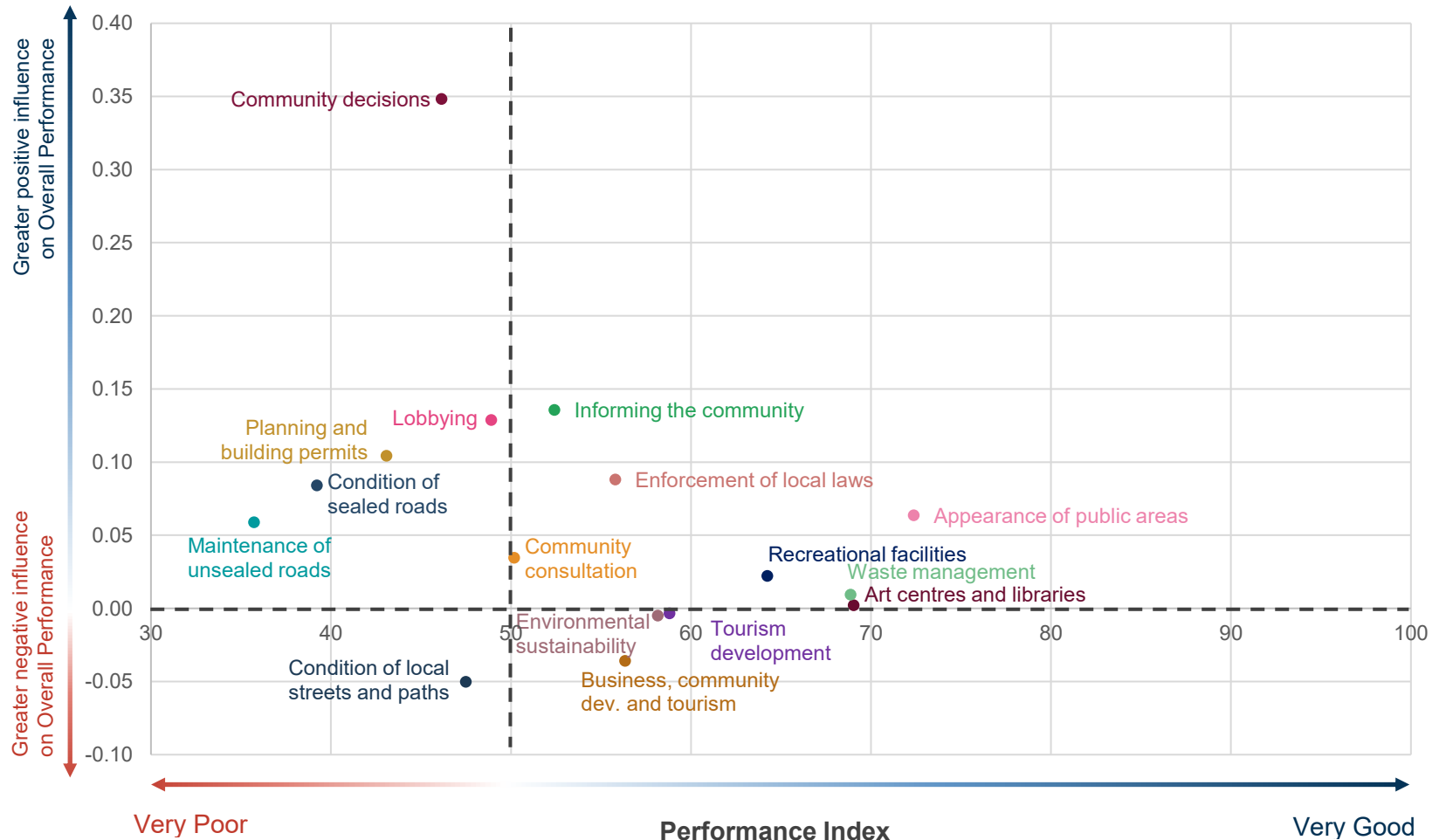
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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)

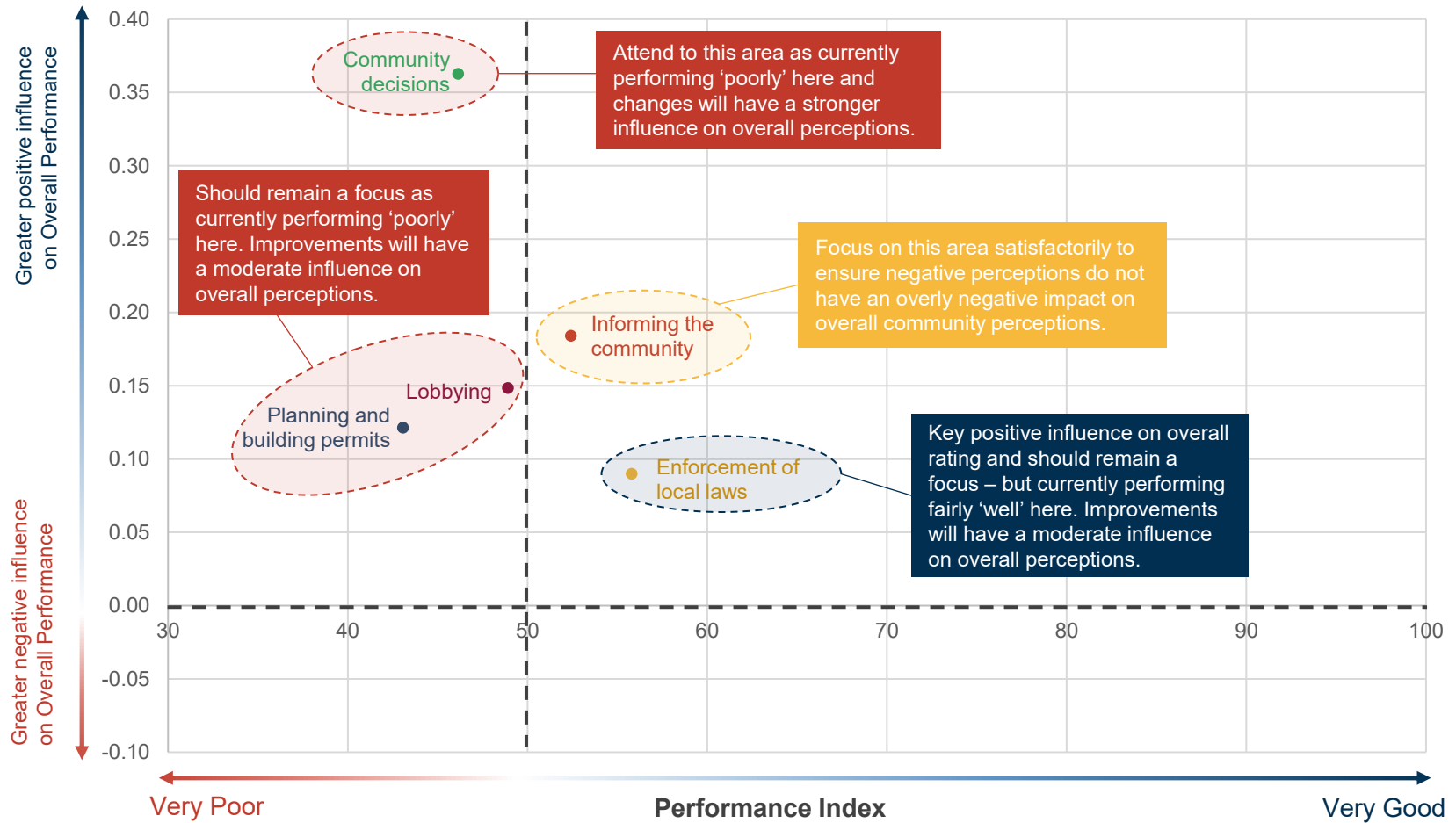


The multiple regression analysis model above (all service areas) has an R^2 value of 0.484 and adjusted R^2 value of 0.462, which means that 46% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 22.44$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key services

2025 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.465 and adjusted R^2 value of 0.459, which means that 46% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 68.62$.

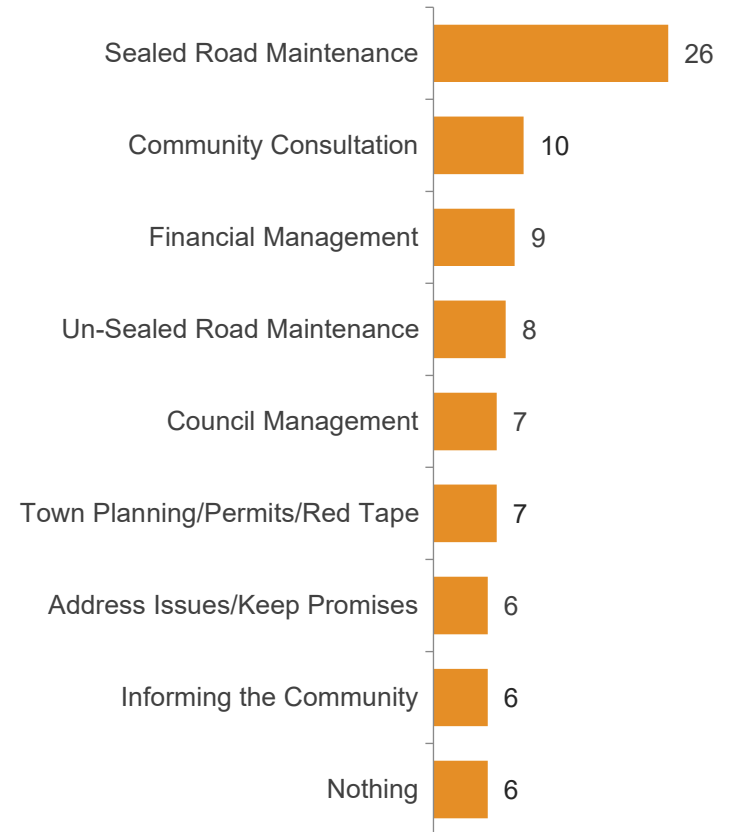


Best things about Council and areas for improvement

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 Strathbogie Shire 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: 10

Q17. What does Strathbogie Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 44 Councils asked group: 14

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

Two thirds of households (67%) have had contact with Strathbogie Shire Council in the last 12 months. Rate of contact has been relatively consistent over time.

- Rate of contact remains significantly higher among residents aged 35 to 49 years and lowest among those aged 18 to 34 years.
- Rate of contact among men significantly increased (up 10 percentage points on 2024).

Telephone remains the most common method of contact with Council (39%), followed by in person (36%) and email (26%).

Customer service

Council's customer service index of 68 is unchanged from 2024, and has remained relatively stable over time. Council continues to rate in line with the State-wide and Small Rural group averages (index scores of 66 and 65 respectively).

Importantly, among residents who have had contact with Council, more than three times as many rate customer service as 'very good' or 'good' (64%) than as 'very poor' or 'poor' (17%). Furthermore, customer service continues to be nominated by residents as one of the best things about Council (9%).

- Perceptions of customer service are most positive among residents aged 65 years and over (index score of 71) and least positive among those aged 50 to 64 years (index score of 64).

Of the more frequently used channels, customer service is rated highly for in person and telephone contact (index scores of 74 and 71 respectively). However, ratings continue to be relatively lower for email (index score of 55), indicating that Council should focus on improving customer service interactions via this channel.

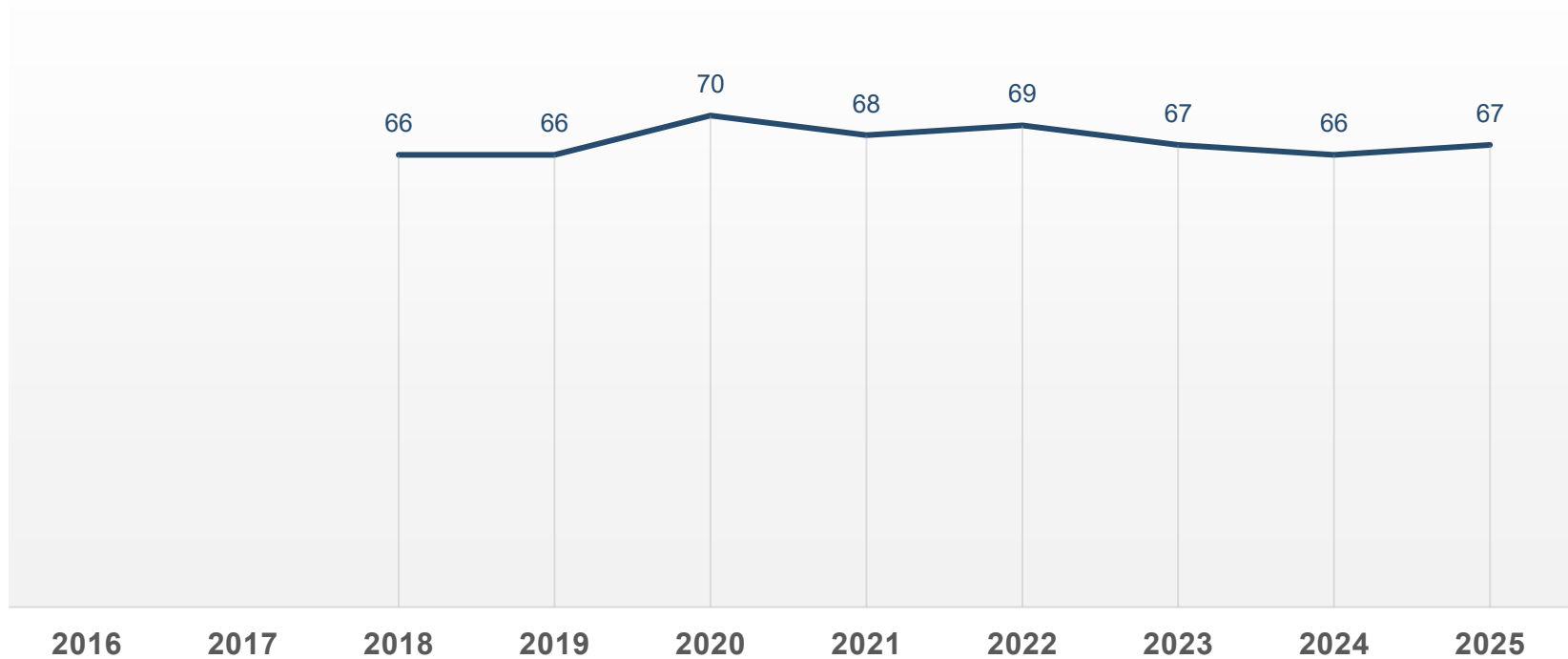


Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 29% of residents who rate Council's customer service as 'very good'.



Contact with council

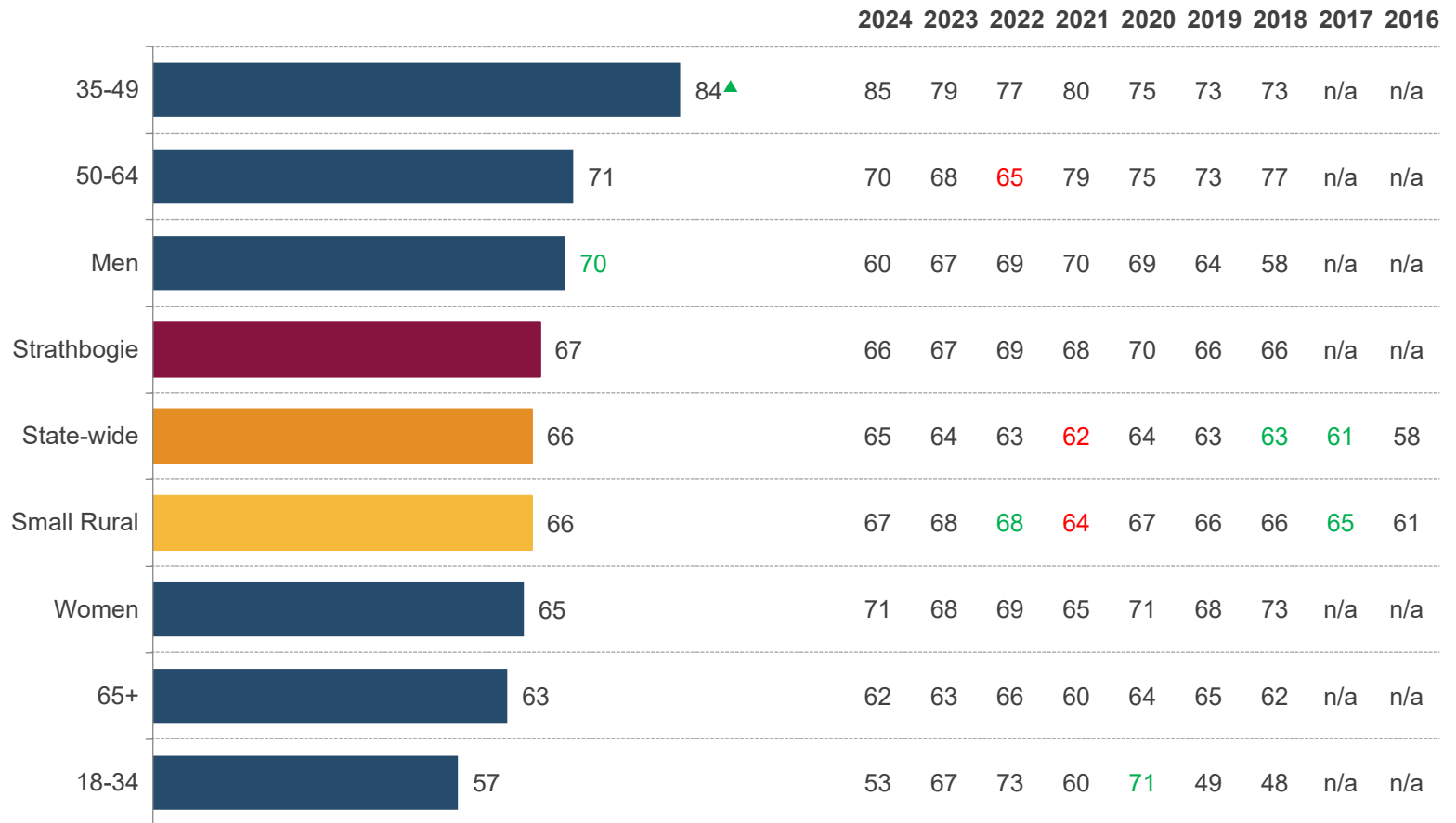
2025 contact with council (%)
Have had contact





Contact with council

2025 contact with council (%)



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

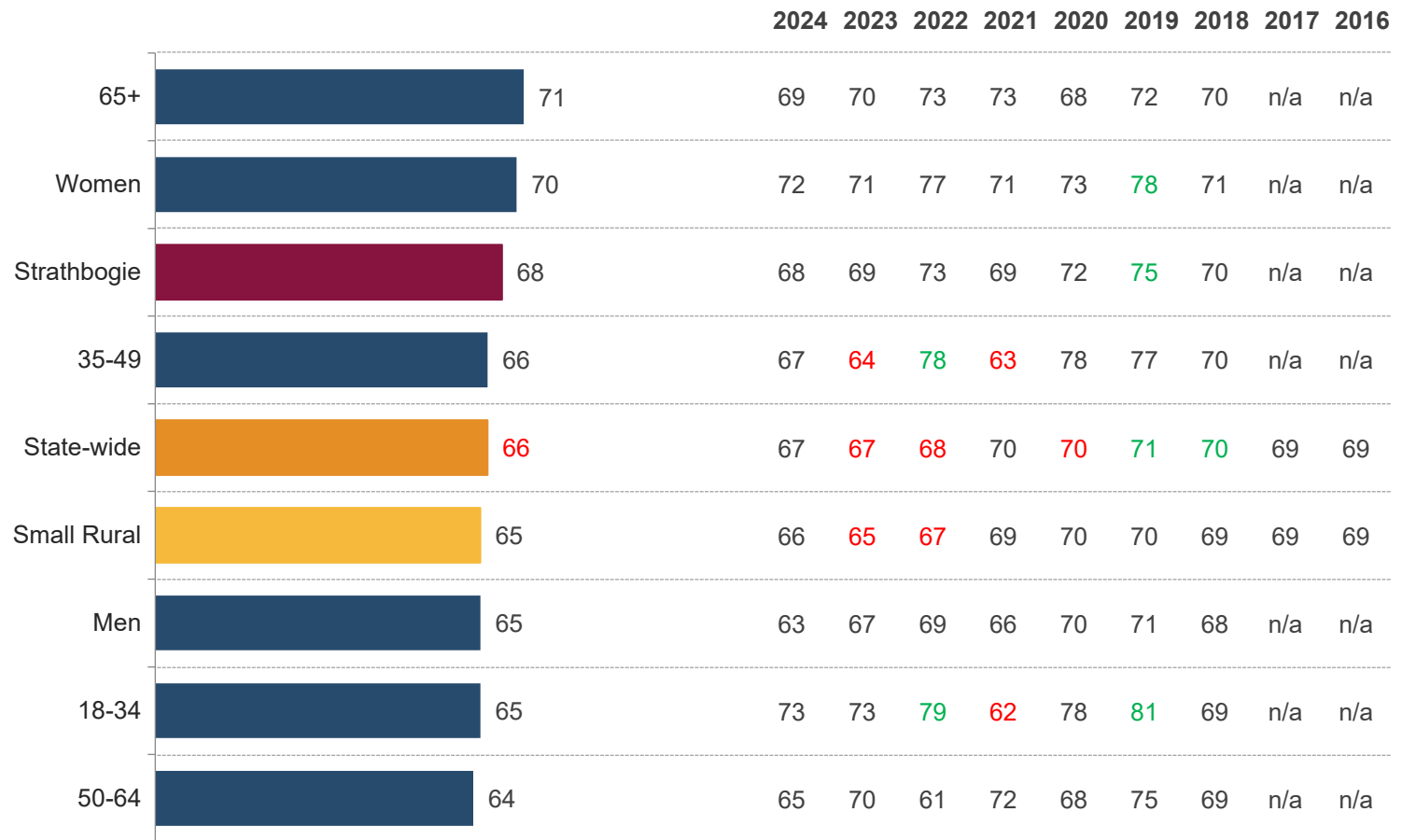
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

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



Customer service rating

2025 customer service rating (index scores)



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

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

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

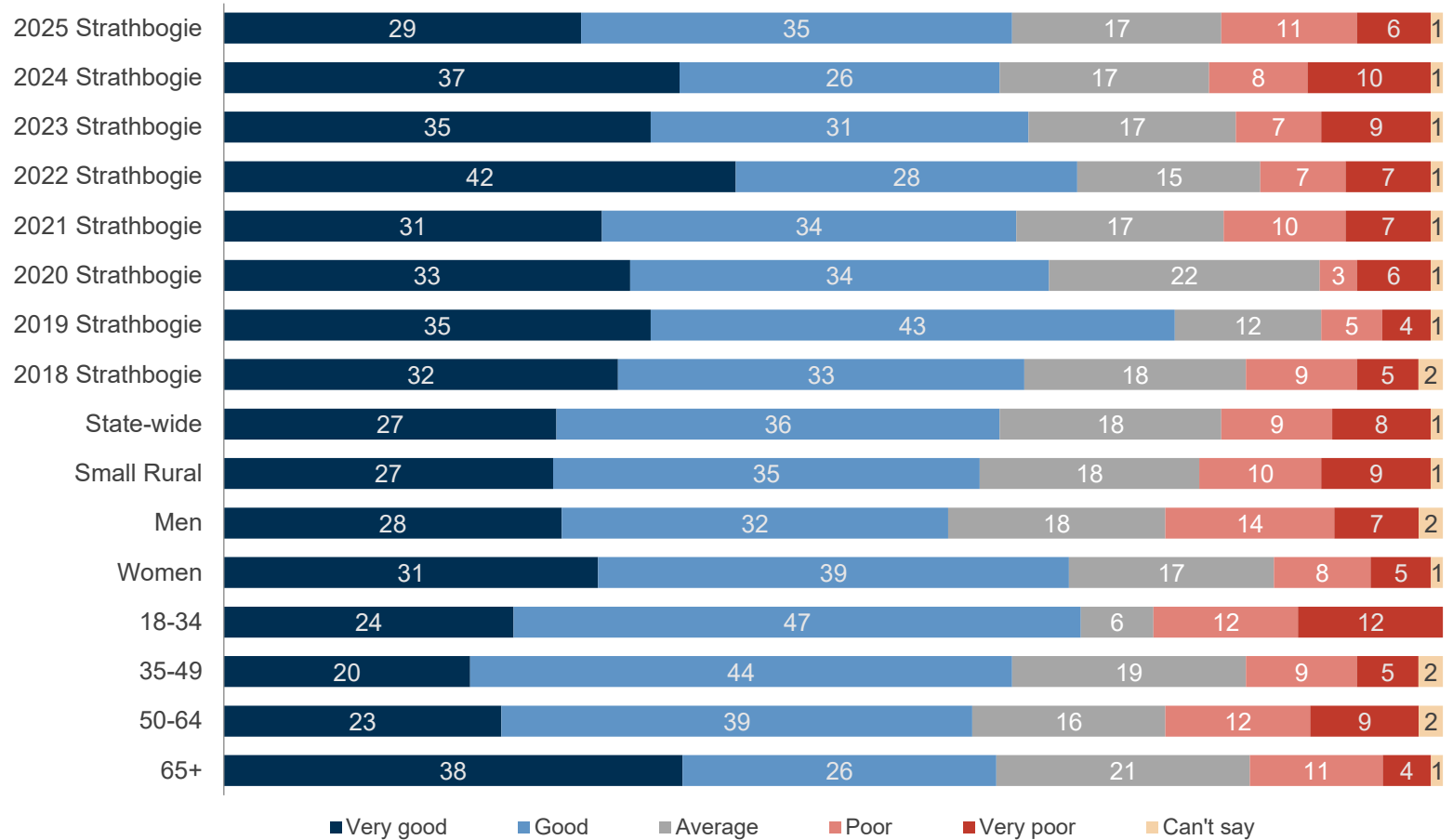
Councils asked State-wide: 56 Councils asked group: 19

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 Strathbogie Shire Council for customer service?

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

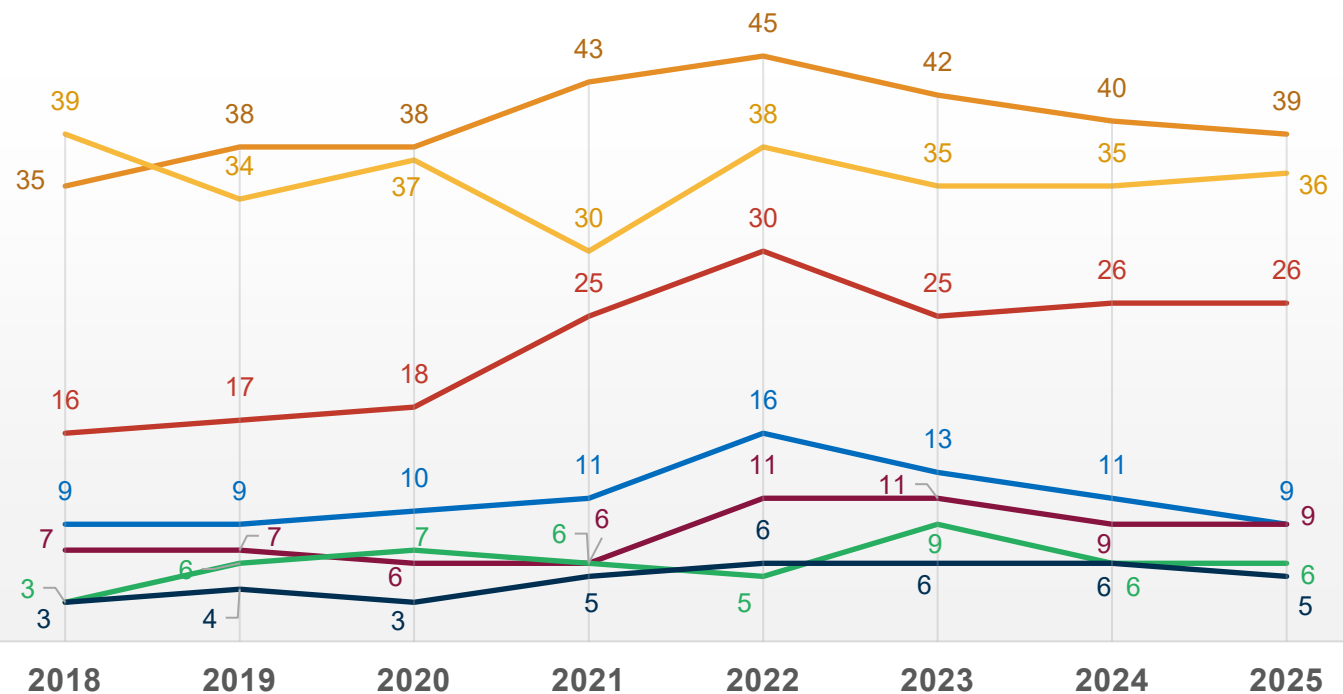
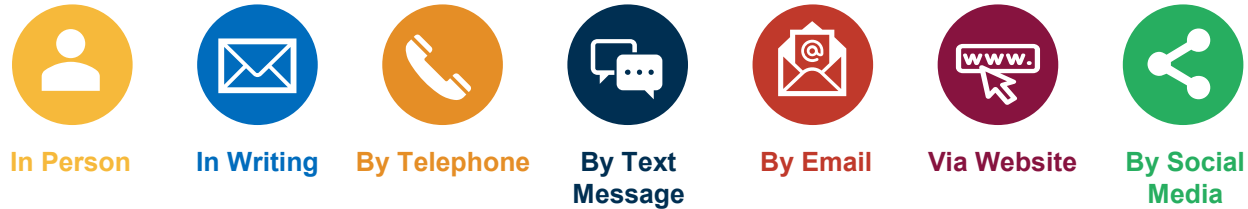
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 56 Councils asked group: 19



Method of contact with council

2025 method of contact (%)



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

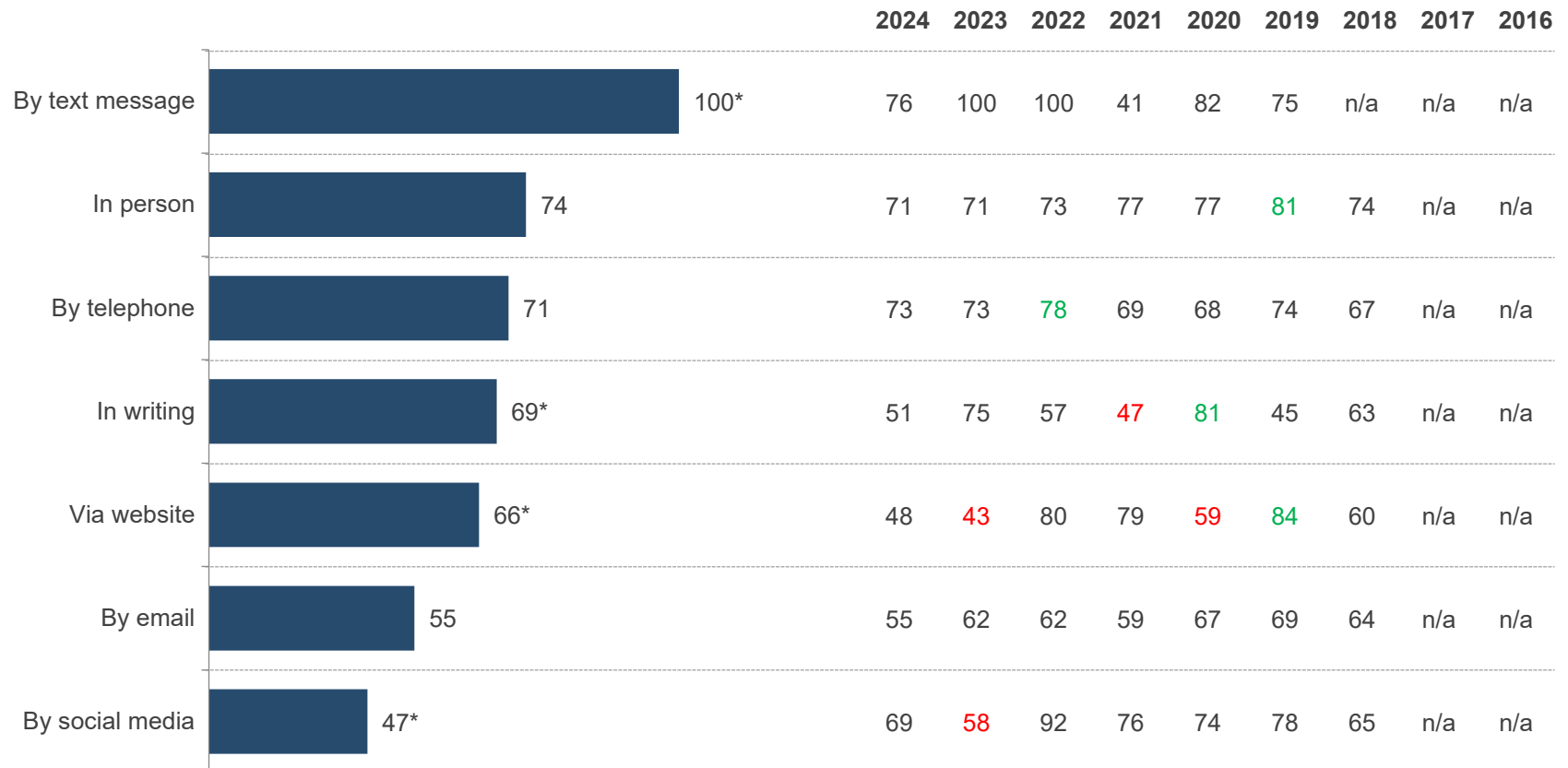
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

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 Strathbogie Shire Council for customer service?

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

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

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

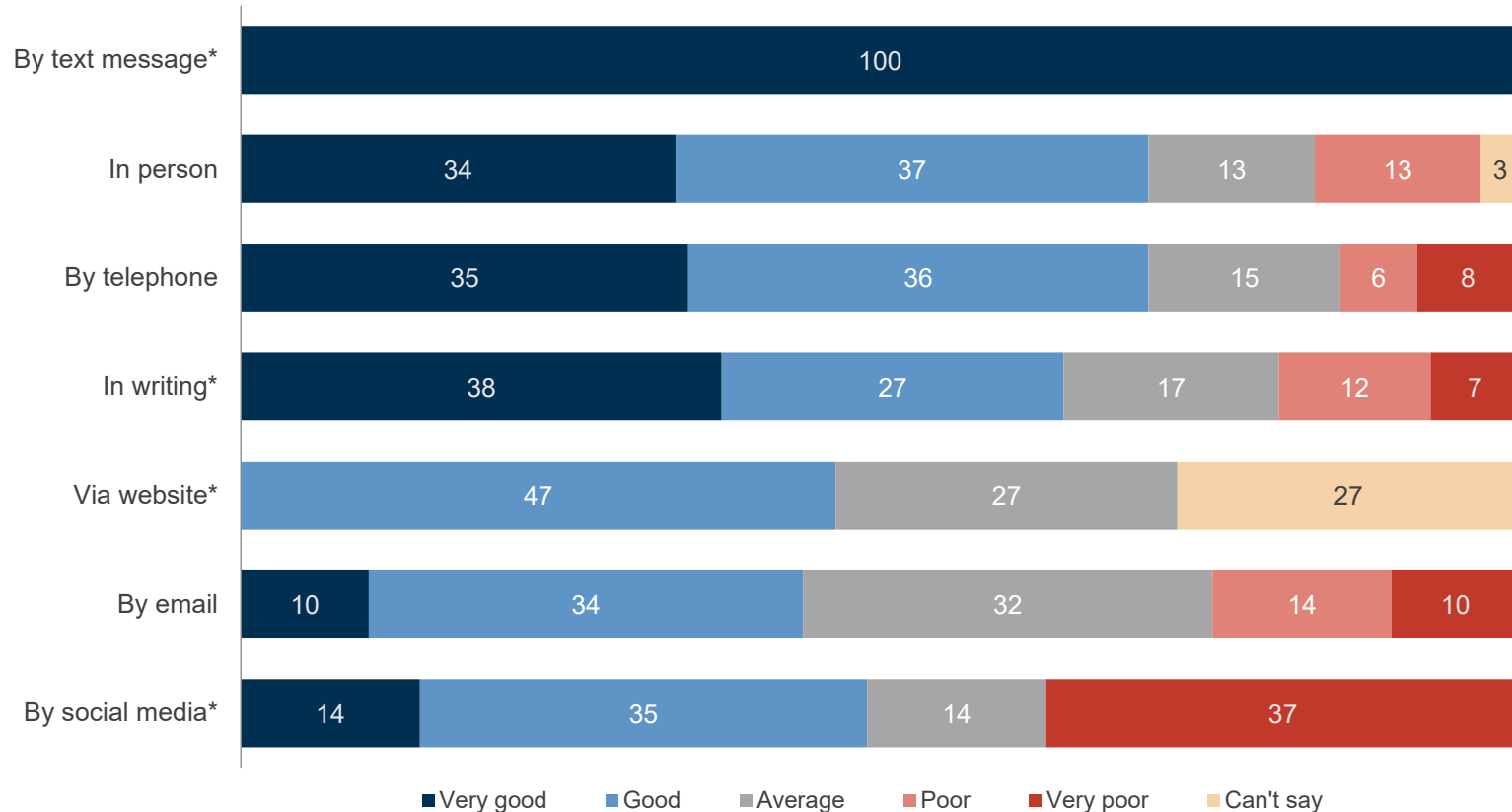
Note: Please see Appendix A for explanation of significant differences.

*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 Strathbogie Shire Council for customer service?

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

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

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

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events remains newsletters sent via email (36%), followed by newsletters via mail (22%).

Preference for emailed newsletters continues to increase (up six percentage points), while mailed newsletters have lost some appeal (down four points).

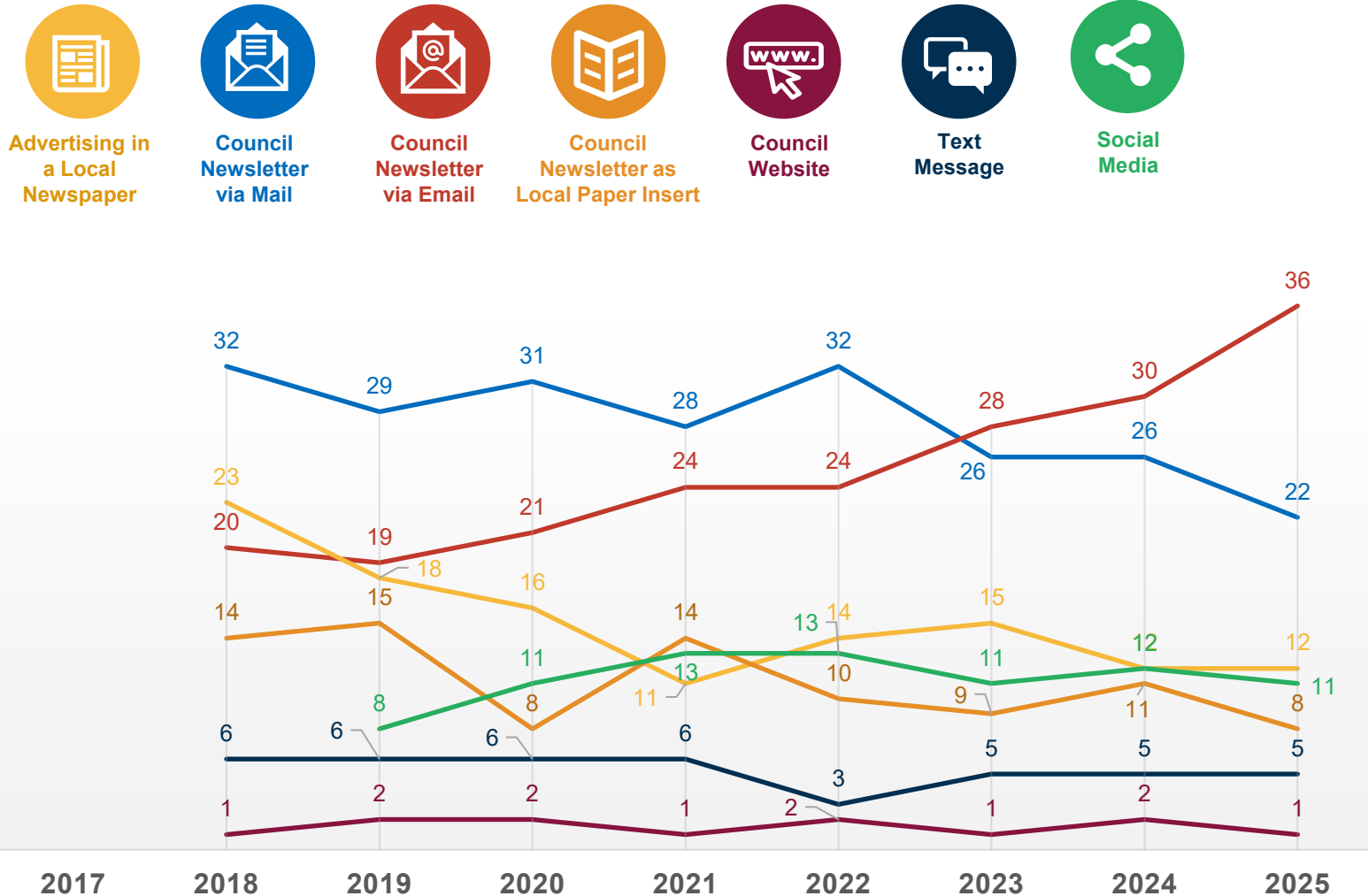
- Among residents aged under 50 years, an emailed newsletter from Council (41%) remains most preferred, followed by a mailed newsletter or text message (18% for each).
- Among those aged 50 years and over, emailed newsletters (33%) are for the first time preferred over those sent via mail (25%).





Best form of communication

2025 best form of communication (%)



Q13. If Strathbogie Shire 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?

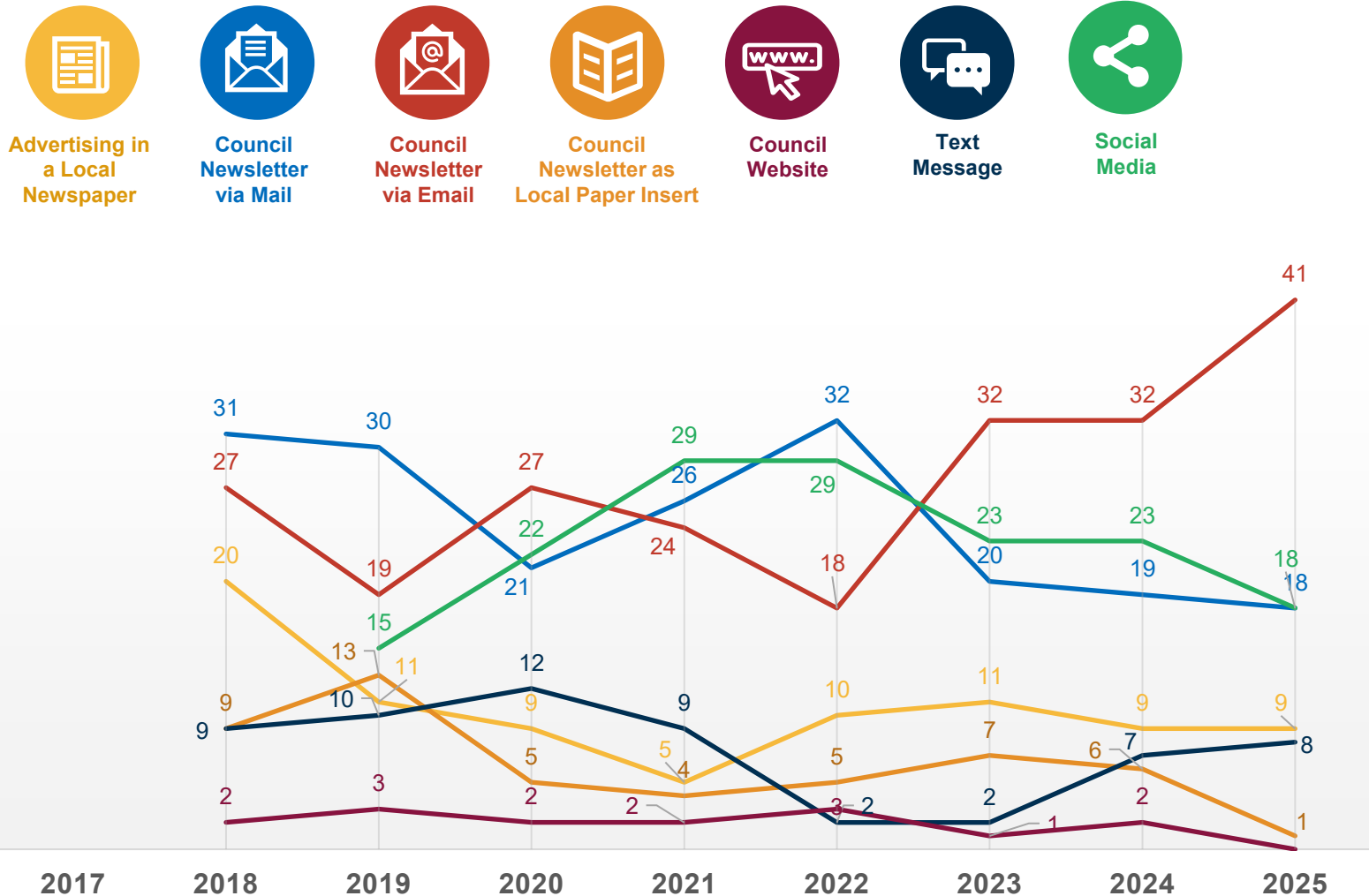
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 12

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2025 under 50s best form of communication (%)



Q13. If Strathbogie Shire 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: 12

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



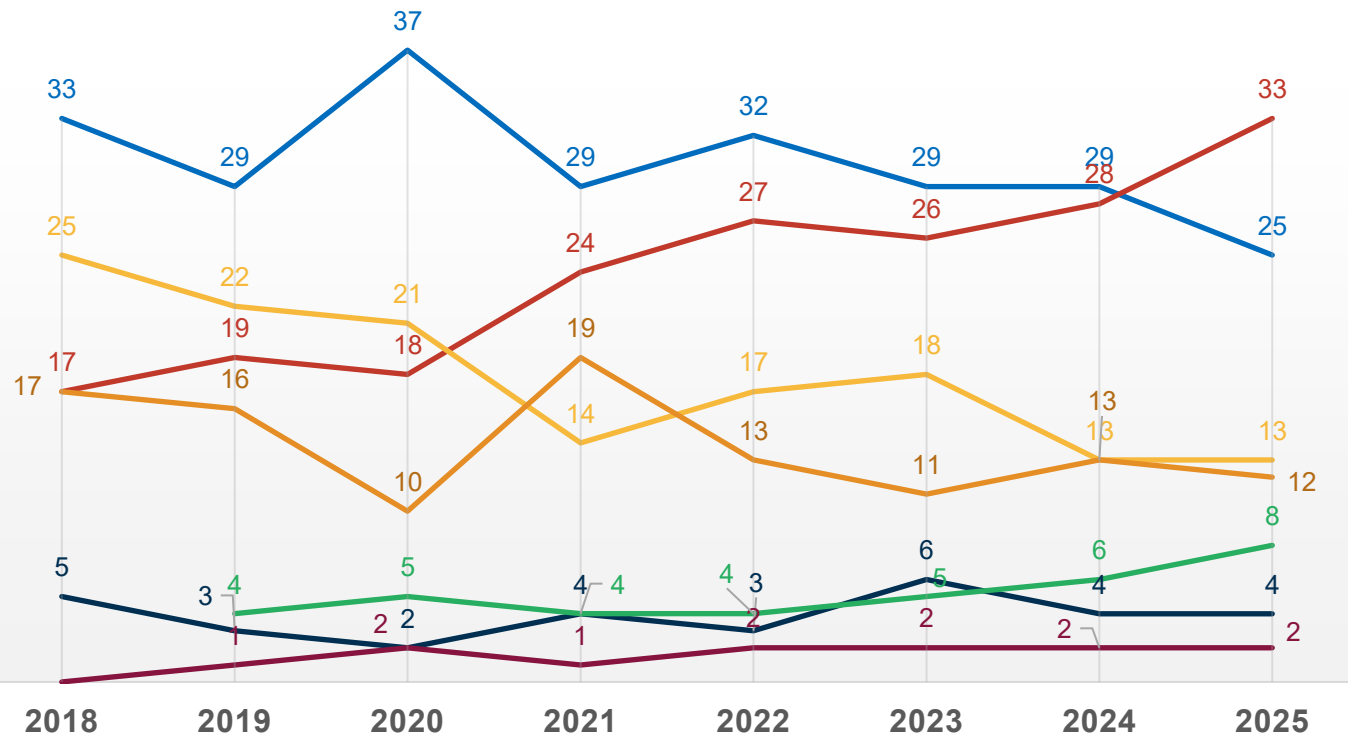
Council
Website



Text
Message



Social
Media



Q13. If Strathbogie Shire 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: 12

Note: 'Social Media' was included in 2019.



Council direction



Council direction

Perceptions of the direction of Council's overall performance have significantly improved (index score of 58, up from 23 in 2024). After three consecutive years of decline, perceptions are now in line with Council's peak result, last seen in 2019.

- Ratings have increased significantly across all demographic sub-groups.

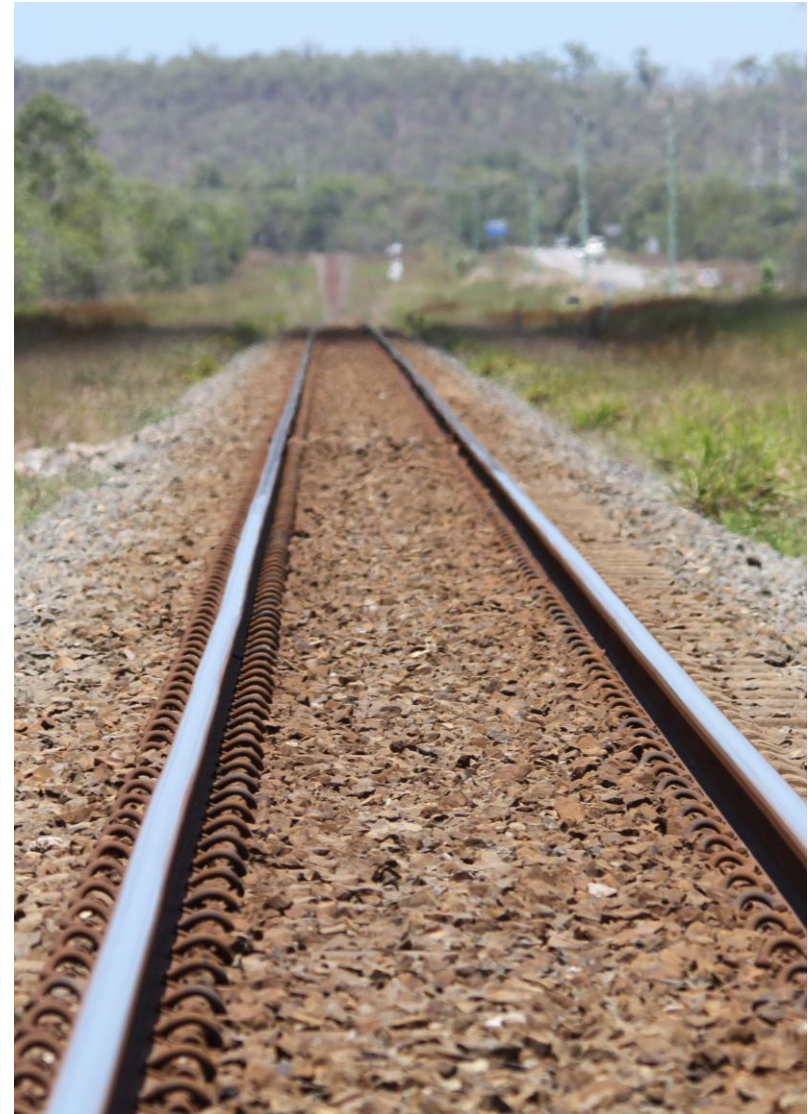
Council now rates significantly higher than the Small Rural group and State-wide averages (index score of 46 for each).

Over the last 12 months, 43% of residents believe the direction of Council's overall performance has stayed the same (up from 30% in 2024). One in three (32%) believe direction has improved (up from just 6%), while 18% believe it has deteriorated (down from 58%).

- The most satisfied with council direction are residents aged 18 to 34 years.
- The least satisfied with council direction are women and residents aged 65 years and over.

More than twice as many residents say Council is generally heading in the right direction than at the last evaluation (58%, up from 27%).

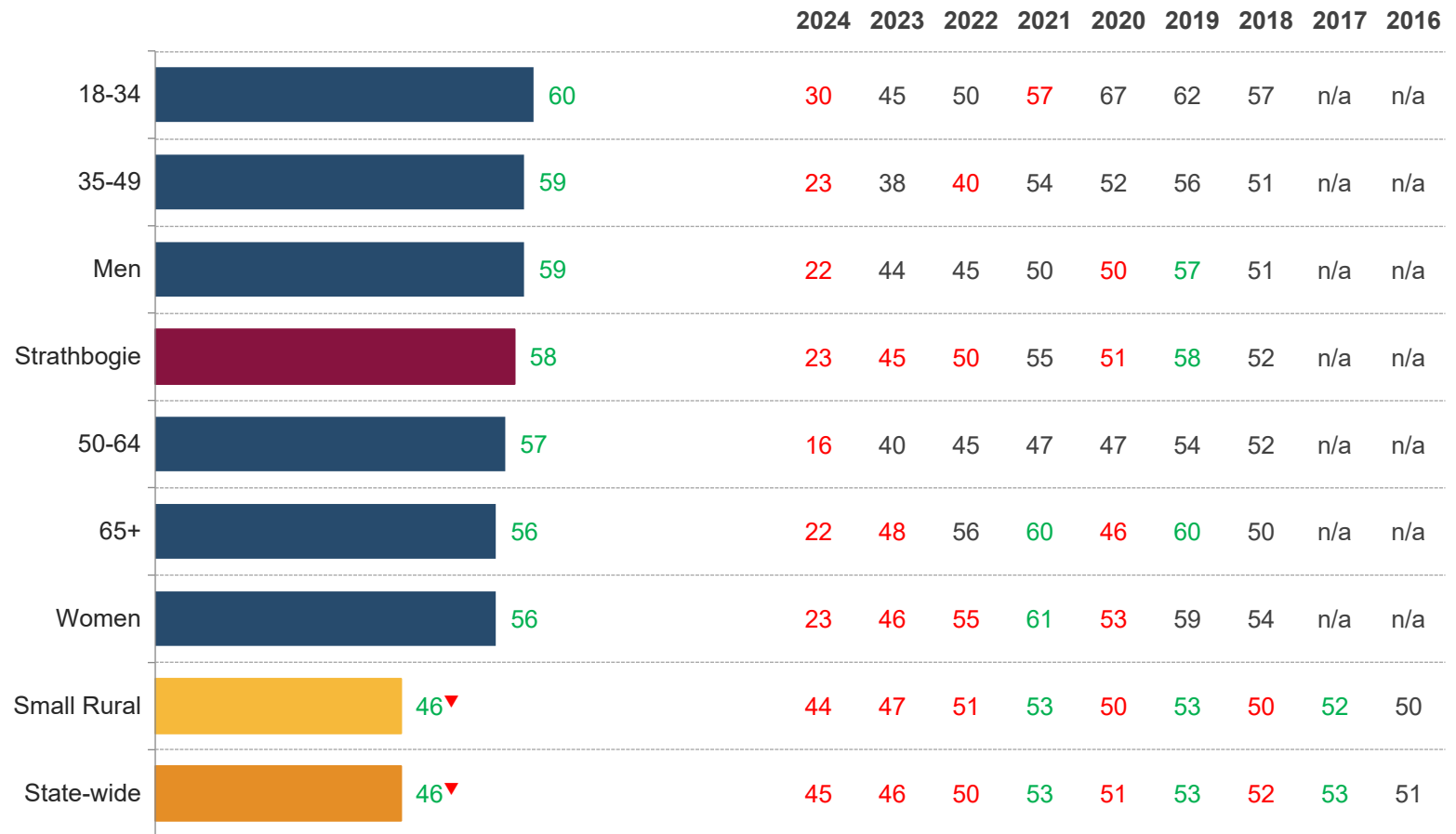
More residents favour service cuts to keep rates the same (62%) than rate rises to improve services (14%).





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 Strathbogie Shire Council's overall performance?

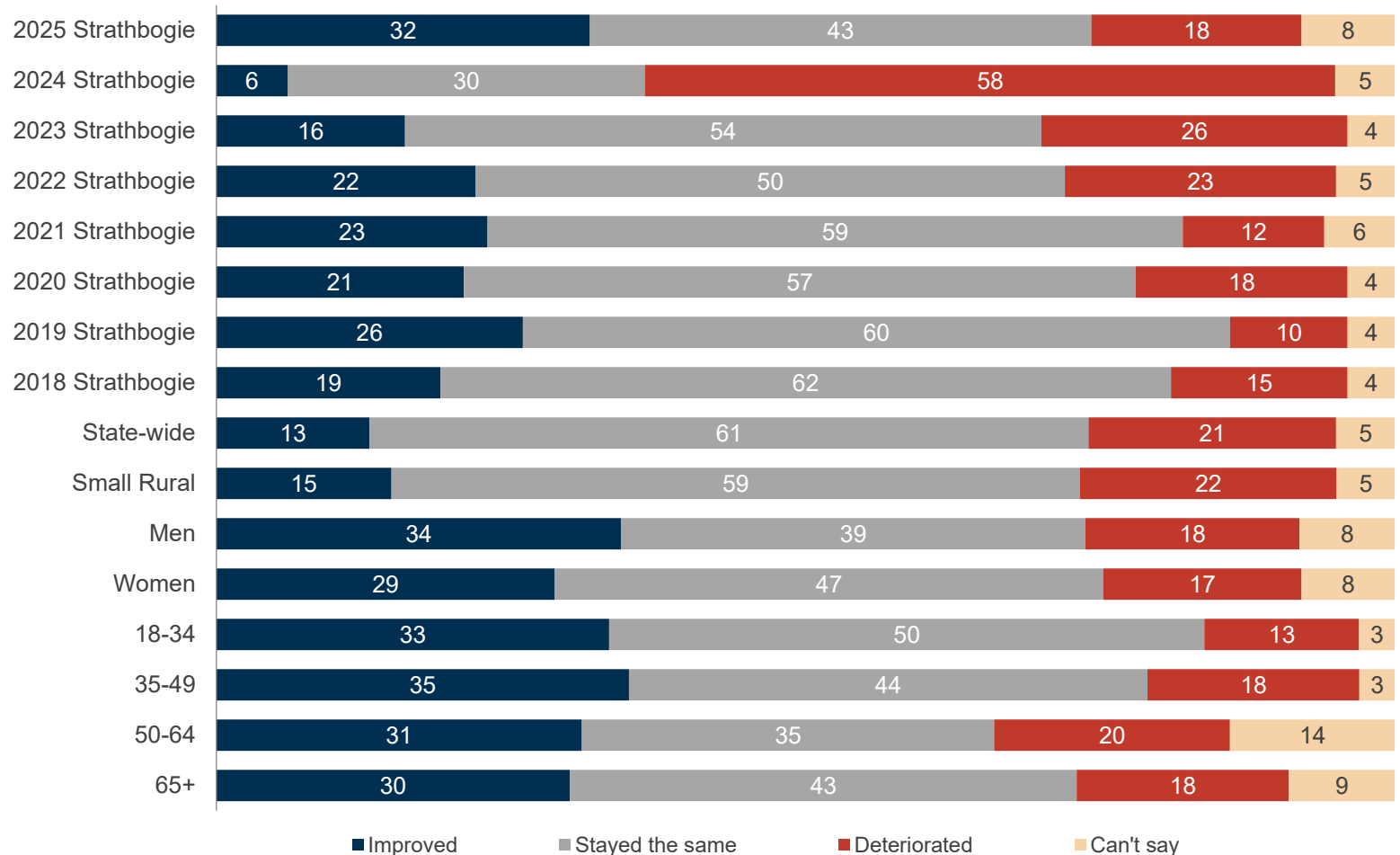
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



Overall council direction last 12 months

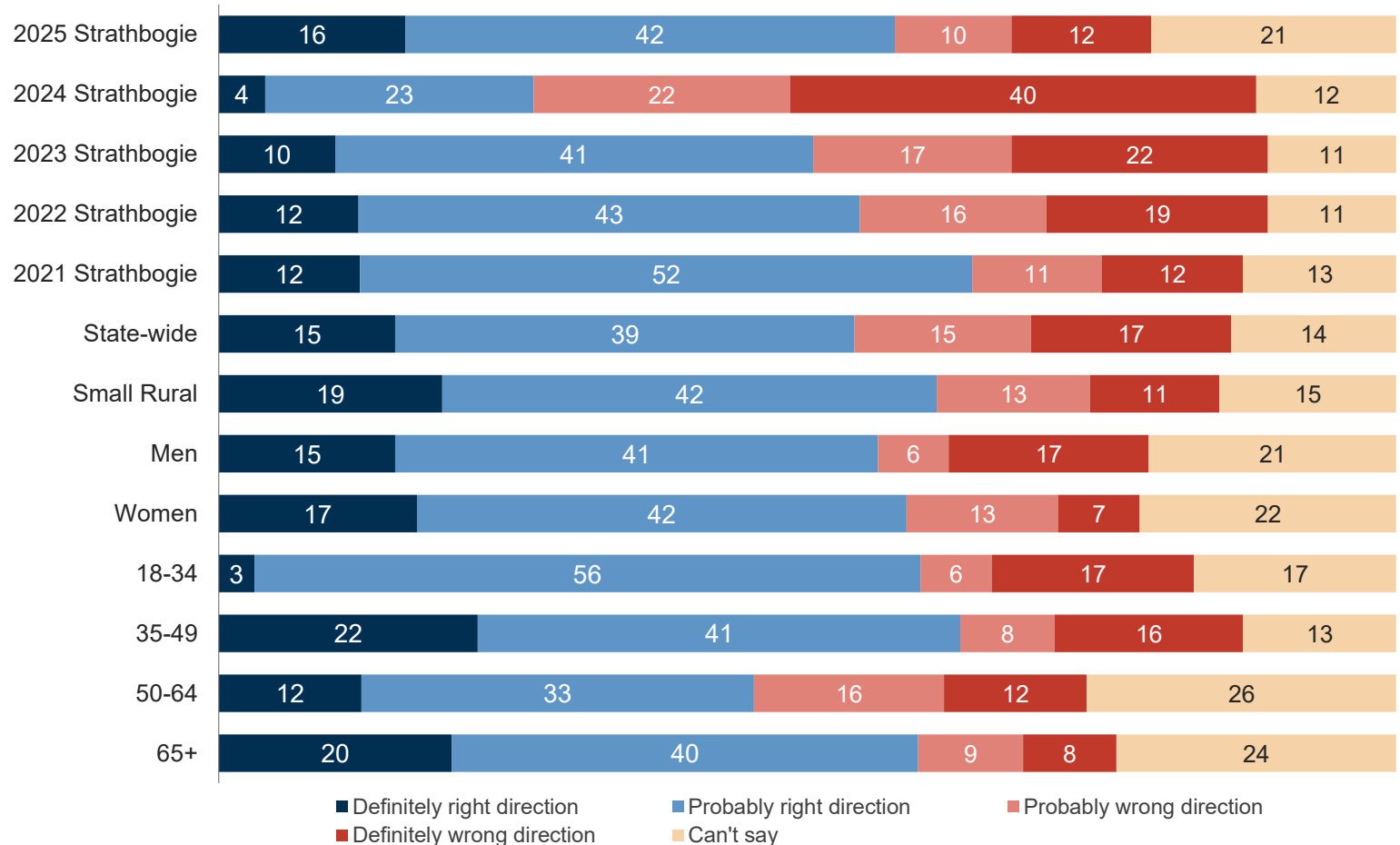
2025 overall council direction (%)





Right / wrong direction

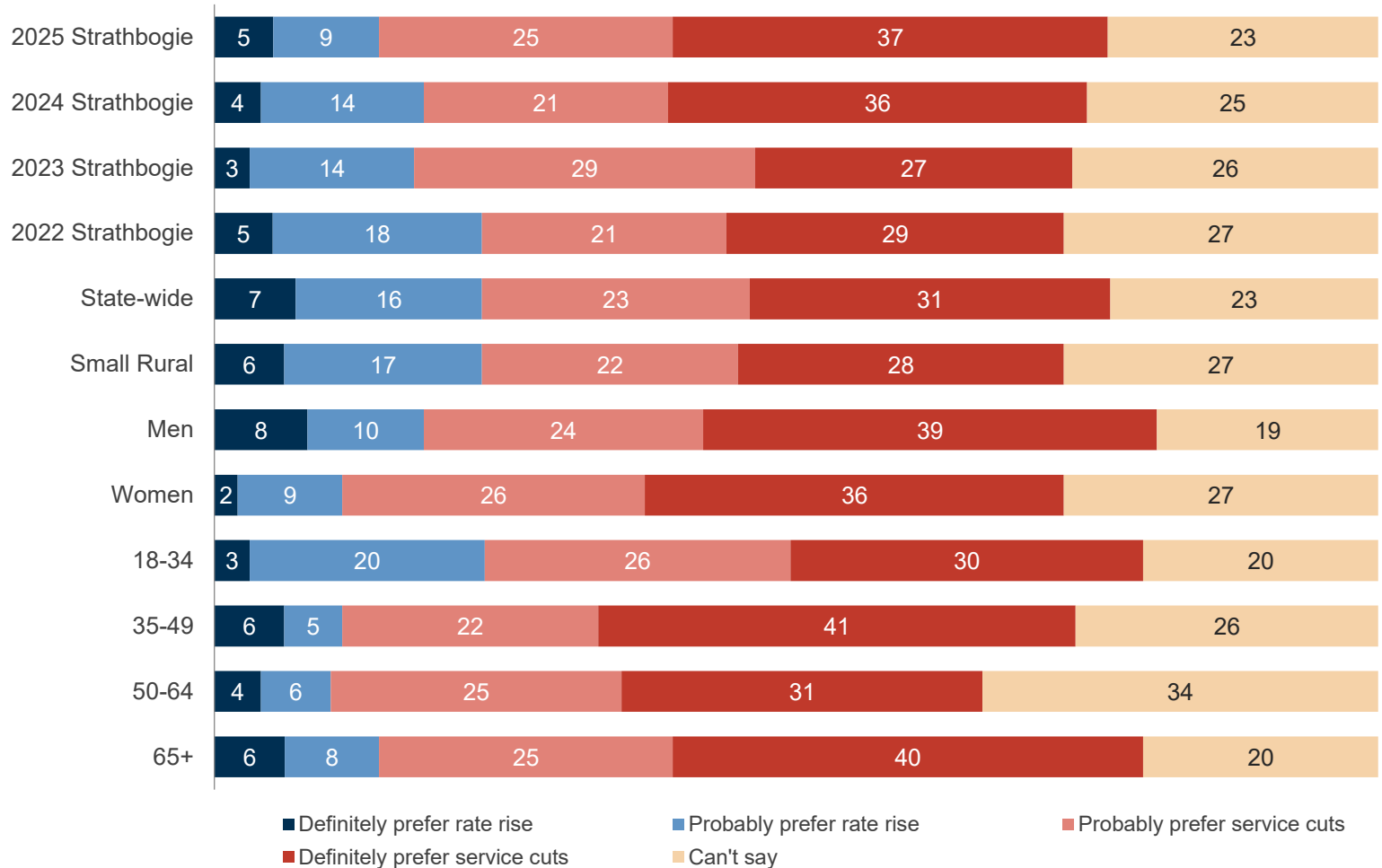
2025 right / wrong direction (%)





Rates / services trade-off

2025 rates / services trade-off (%)



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

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

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

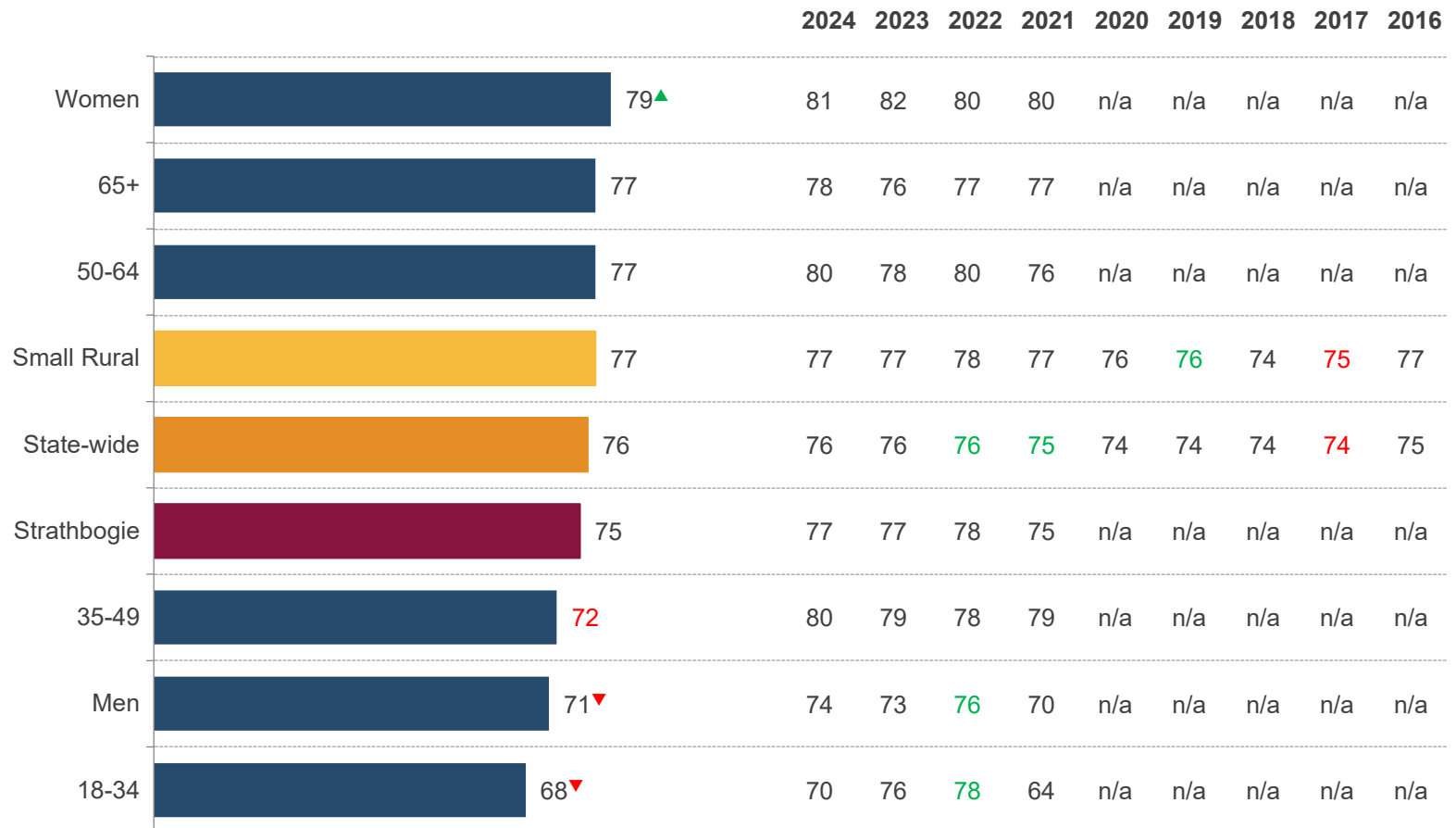
Individual service areas



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: 6

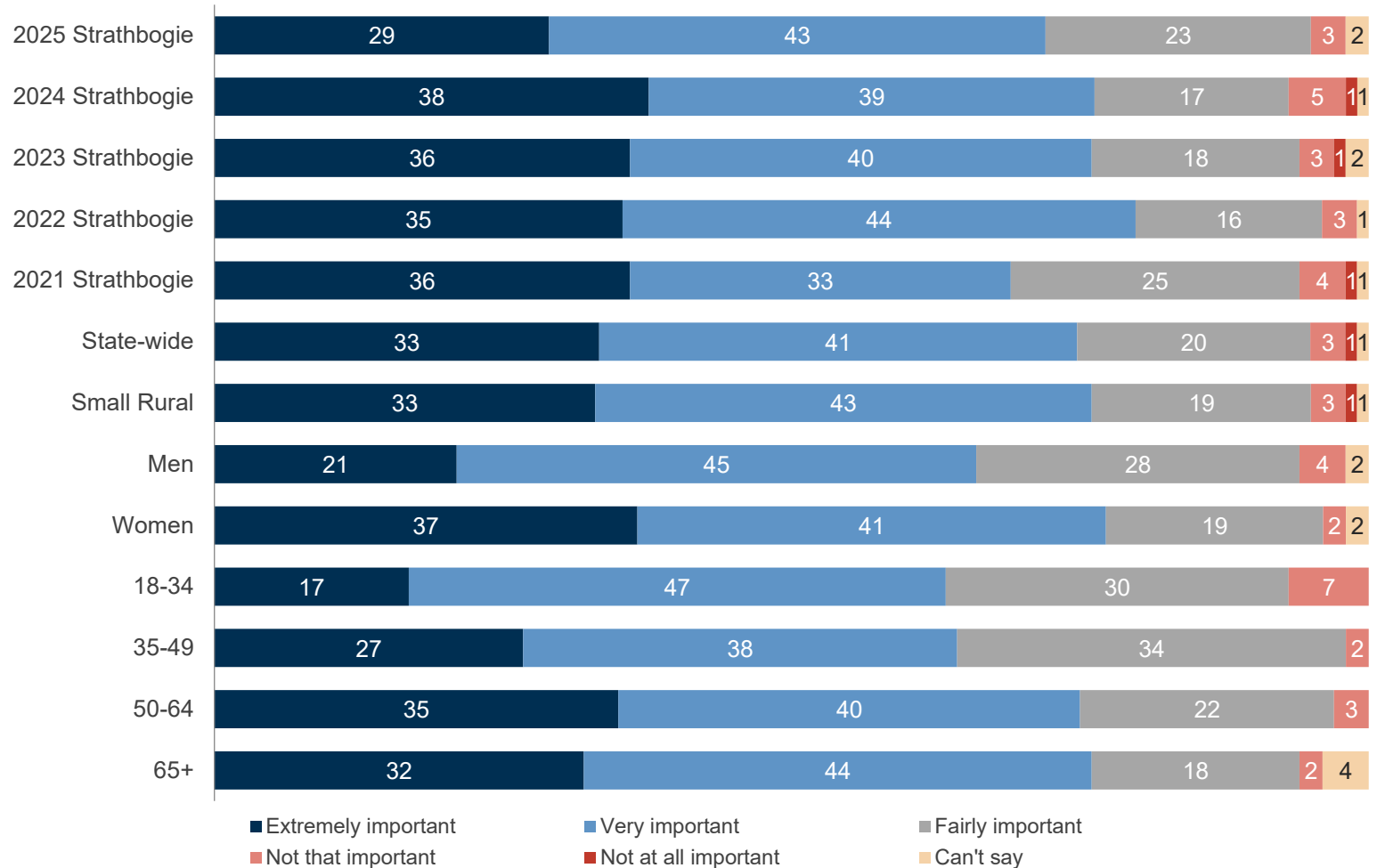
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2025 consultation and engagement importance (%)

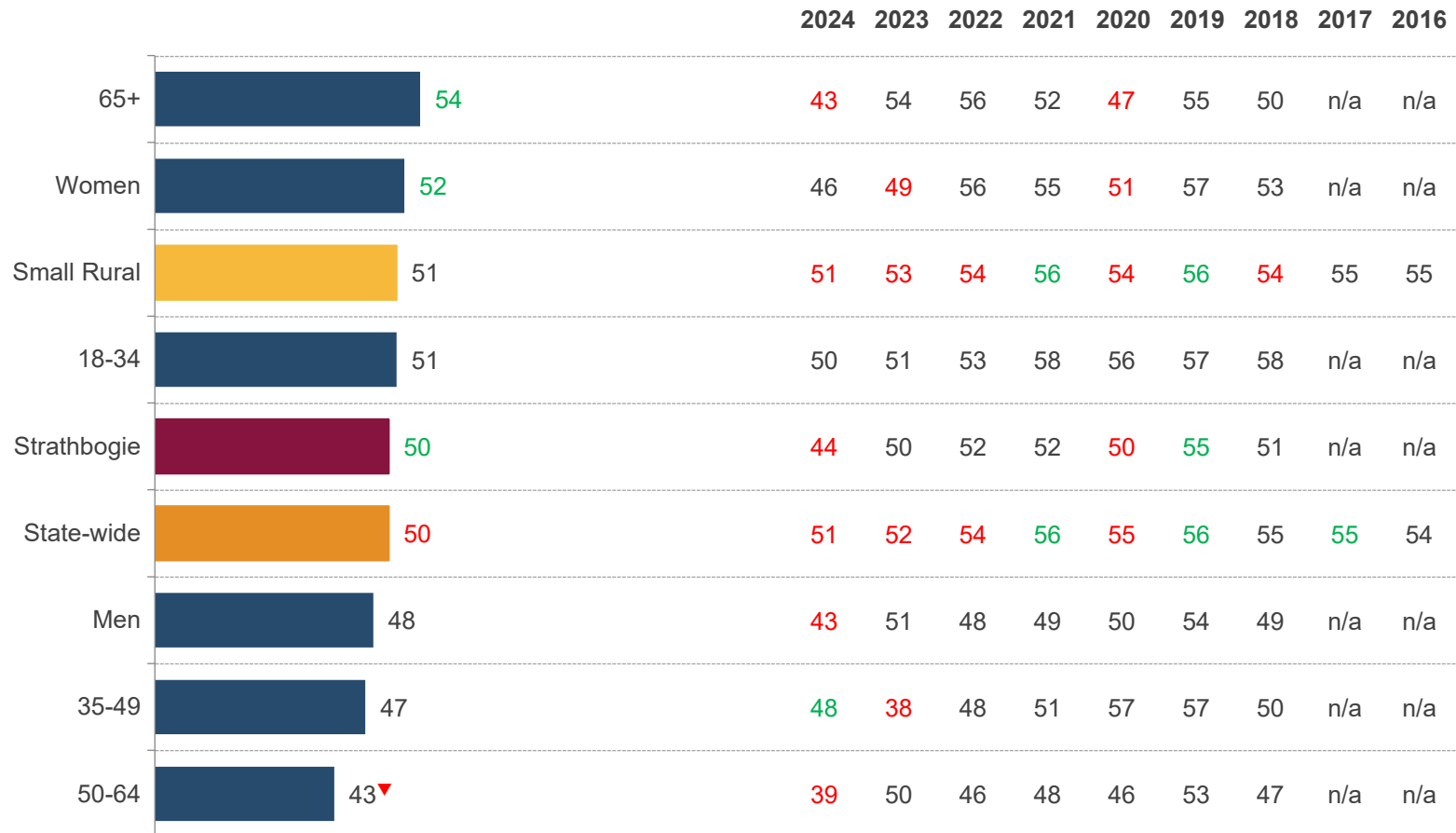




Community consultation and engagement performance



2025 consultation and engagement performance (index scores)



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: 19

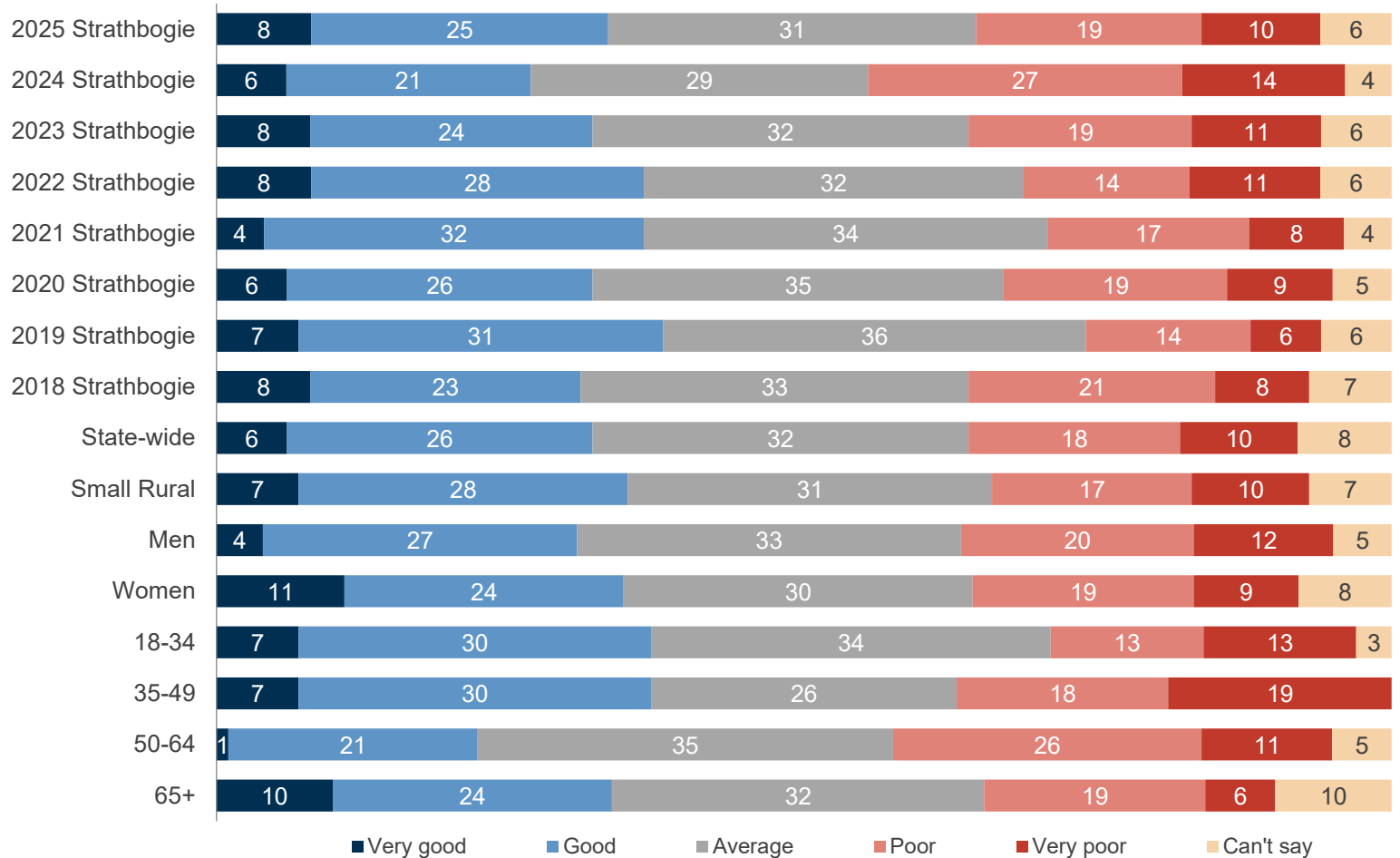
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)

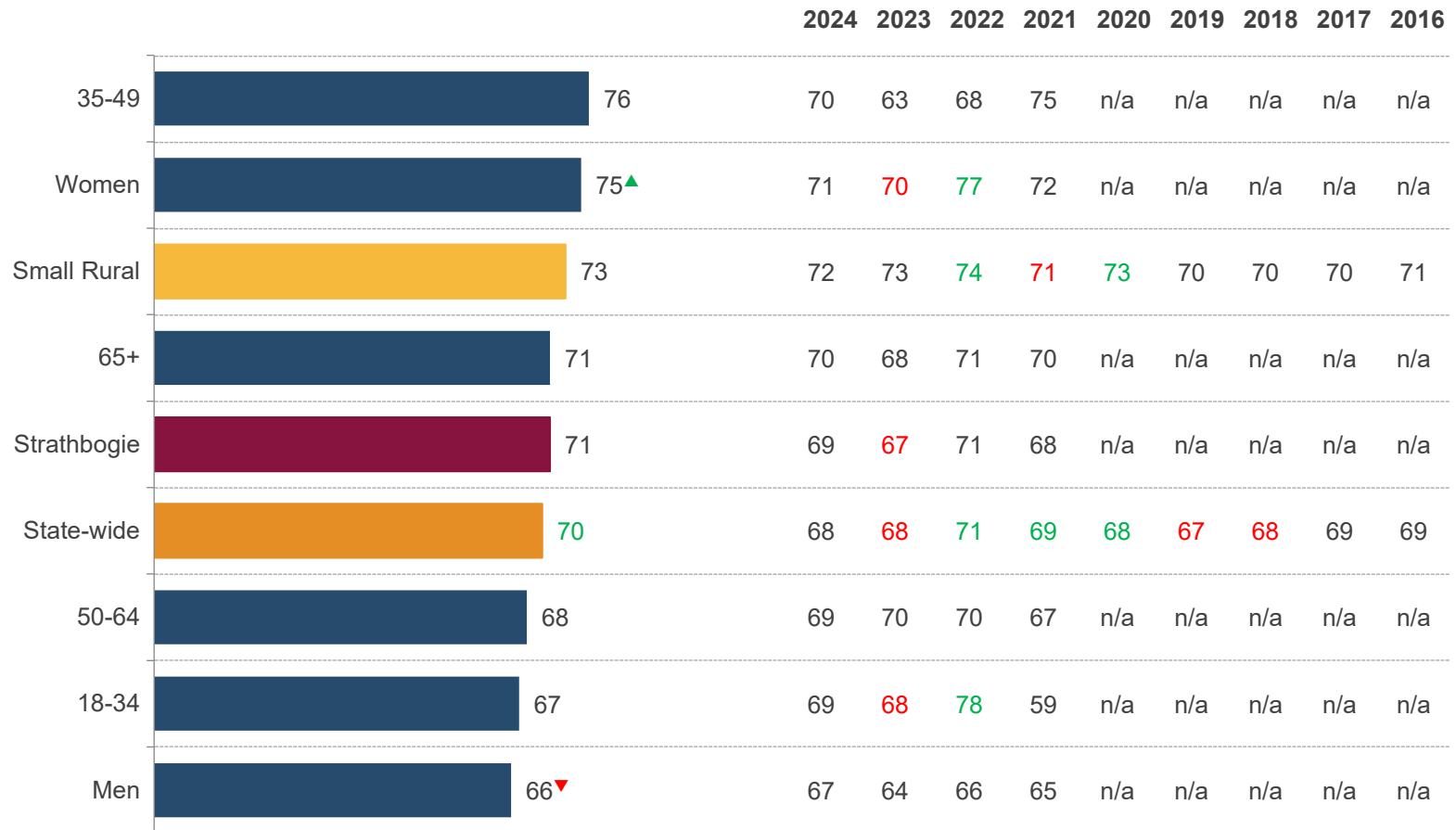




Lobbying on behalf of the community importance



2025 lobbying importance (index scores)



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

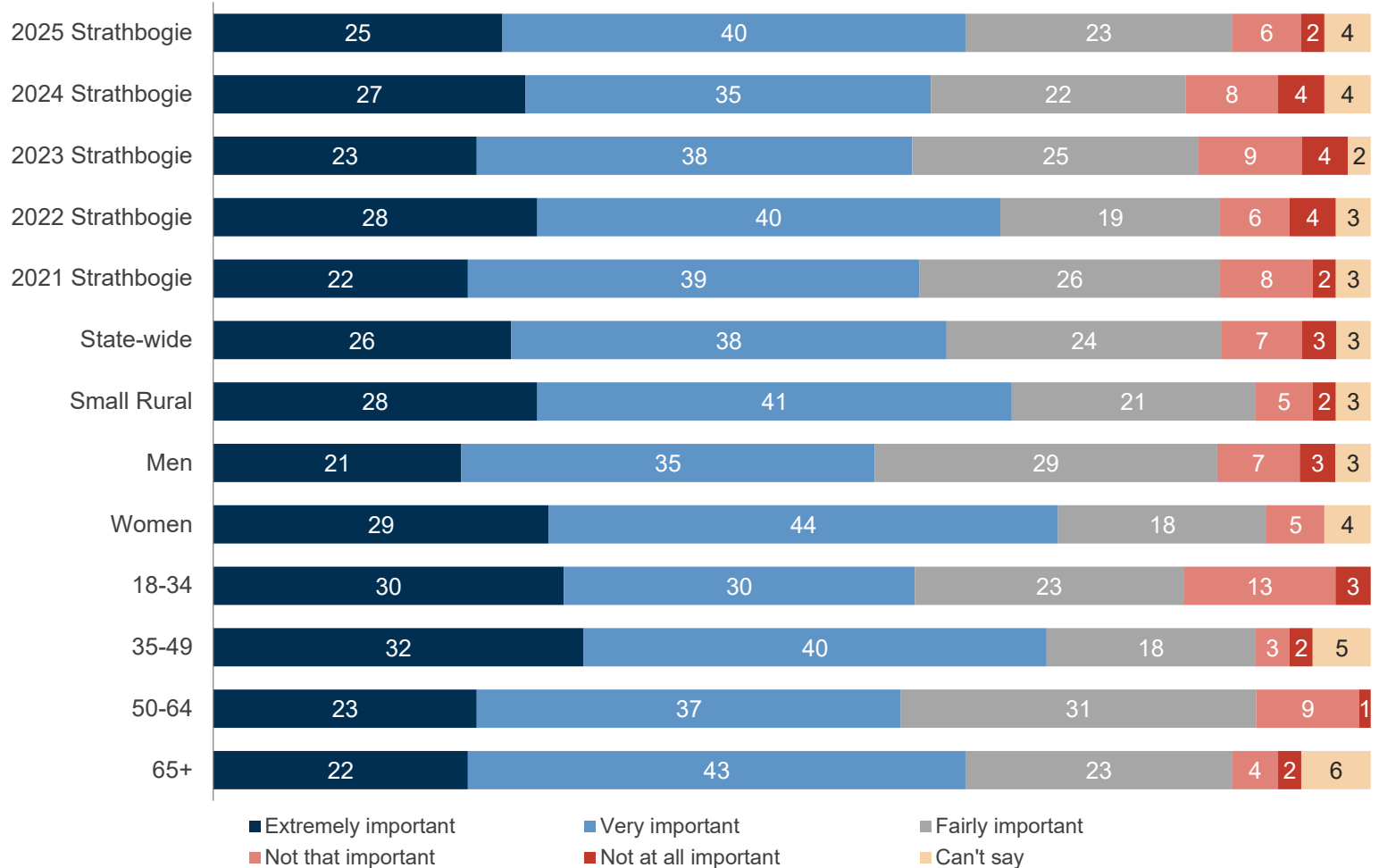
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2025 lobbying importance (%)

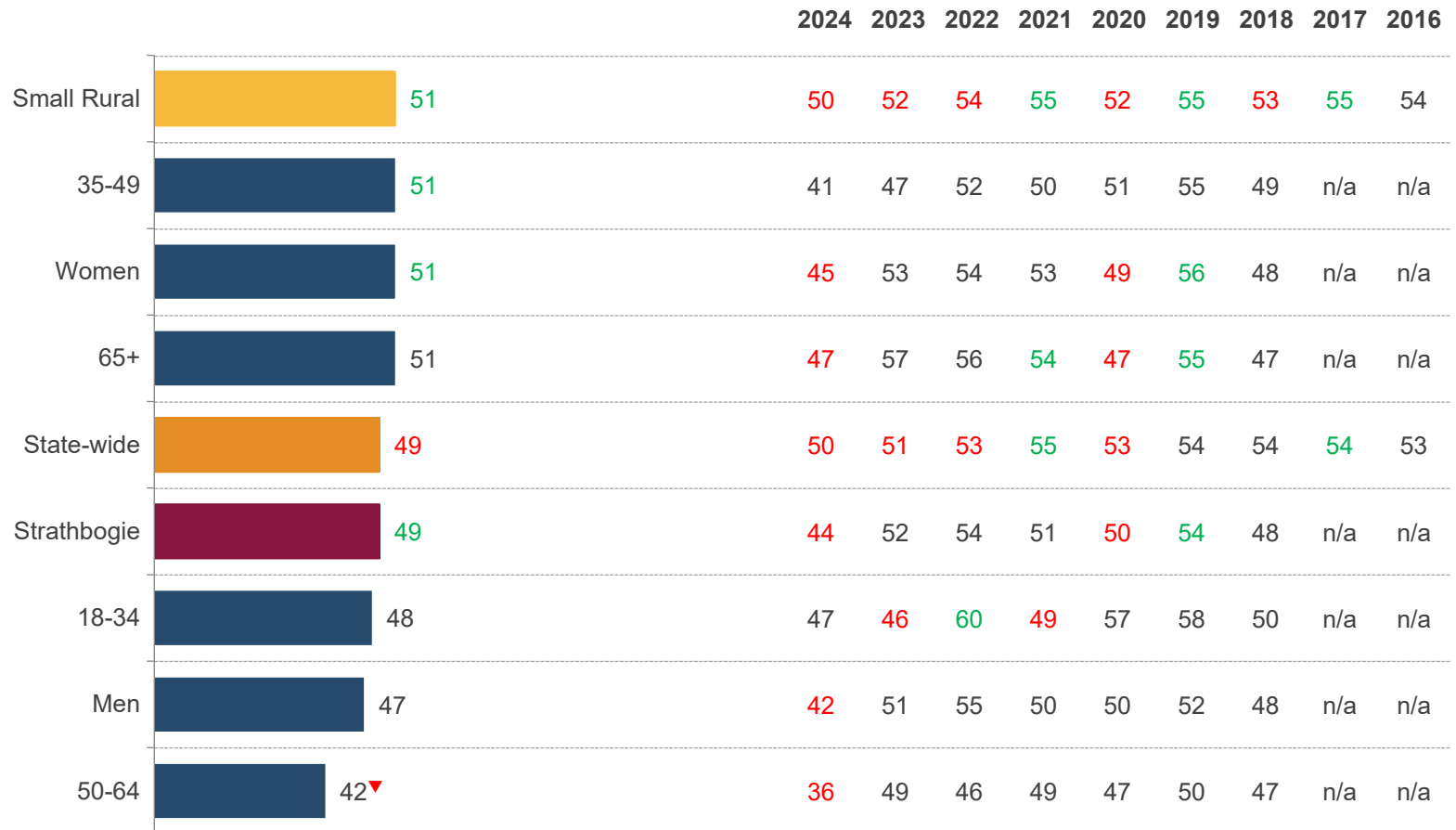




Lobbying on behalf of the community performance



2025 lobbying performance (index scores)



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

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

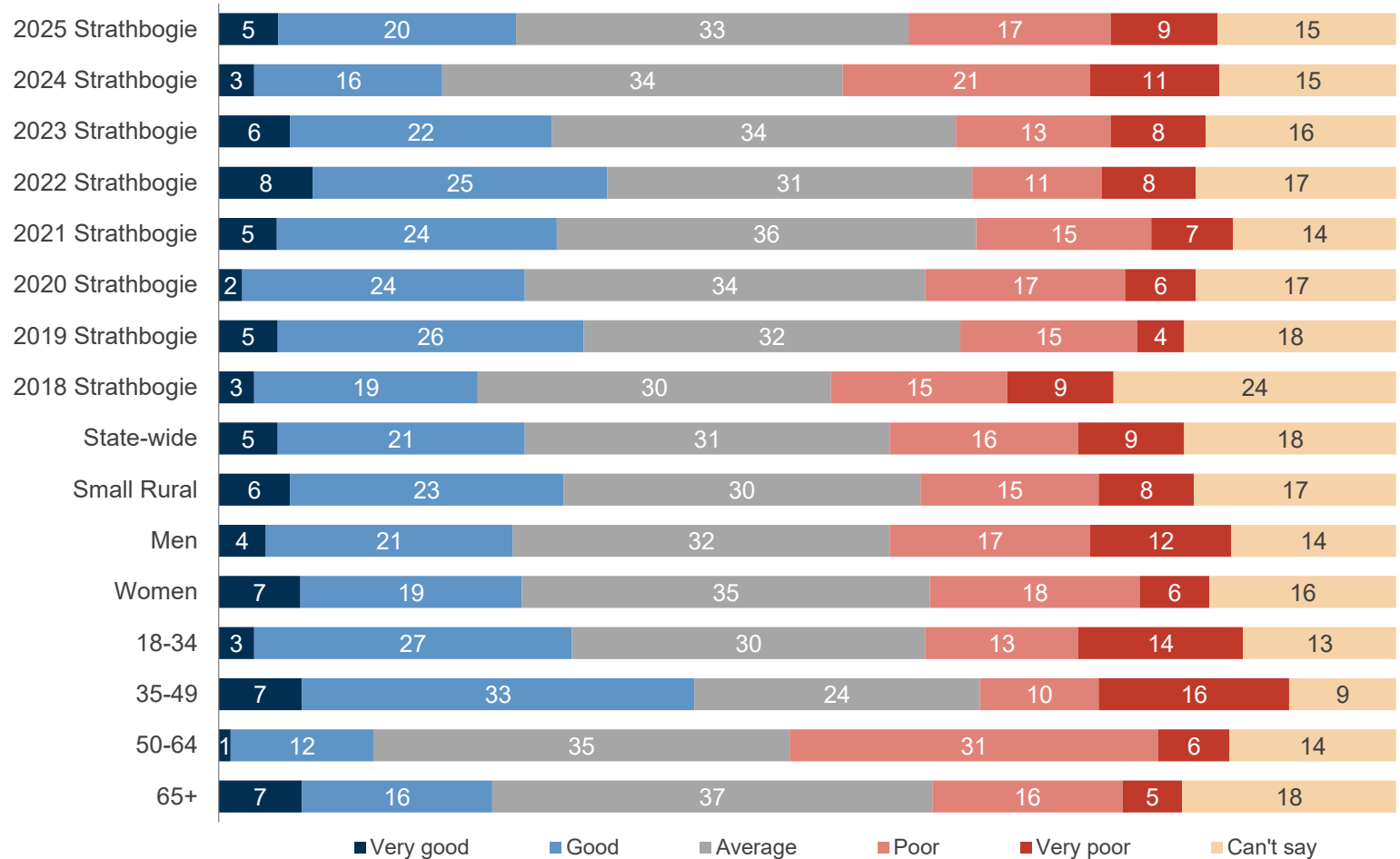
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



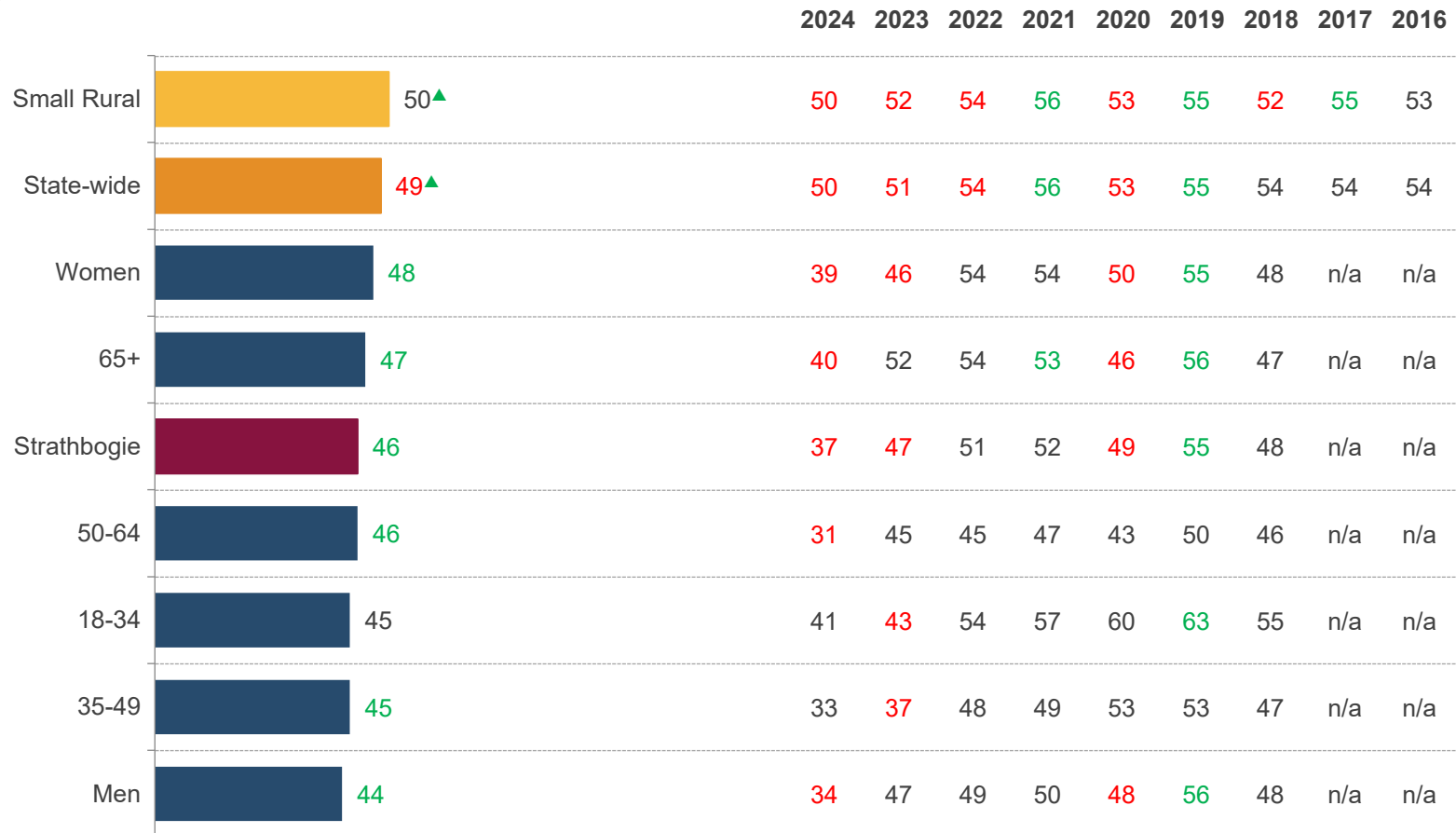
2025 lobbying performance (%)



Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)



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

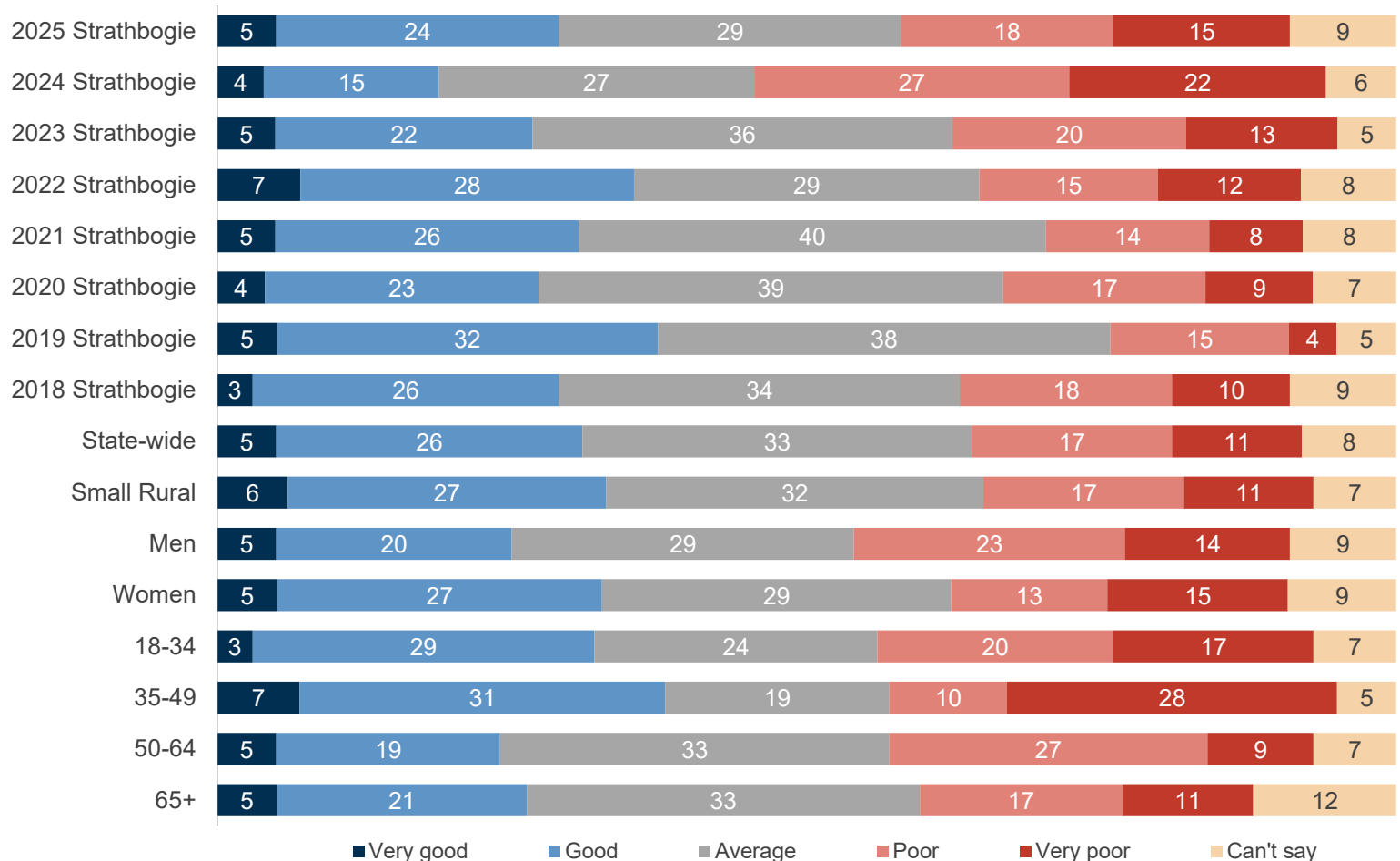
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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
Women	85	88	86	87	84	n/a	n/a	n/a	n/a	n/a
18-34	85	87	86	84	87	n/a	n/a	n/a	n/a	n/a
Small Rural	84	85	84	82	81	83	82	84	81	n/a
35-49	84	82	86	86	85	n/a	n/a	n/a	n/a	n/a
Strathbogie	83	86	84	83	83	n/a	n/a	n/a	n/a	n/a
State-wide	83	83	82	81	79	79	79	80	78	78
50-64	82	89	86	83	83	n/a	n/a	n/a	n/a	n/a
65+	82	85	81	81	80	n/a	n/a	n/a	n/a	n/a
Men	80	84	81	78	81	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?

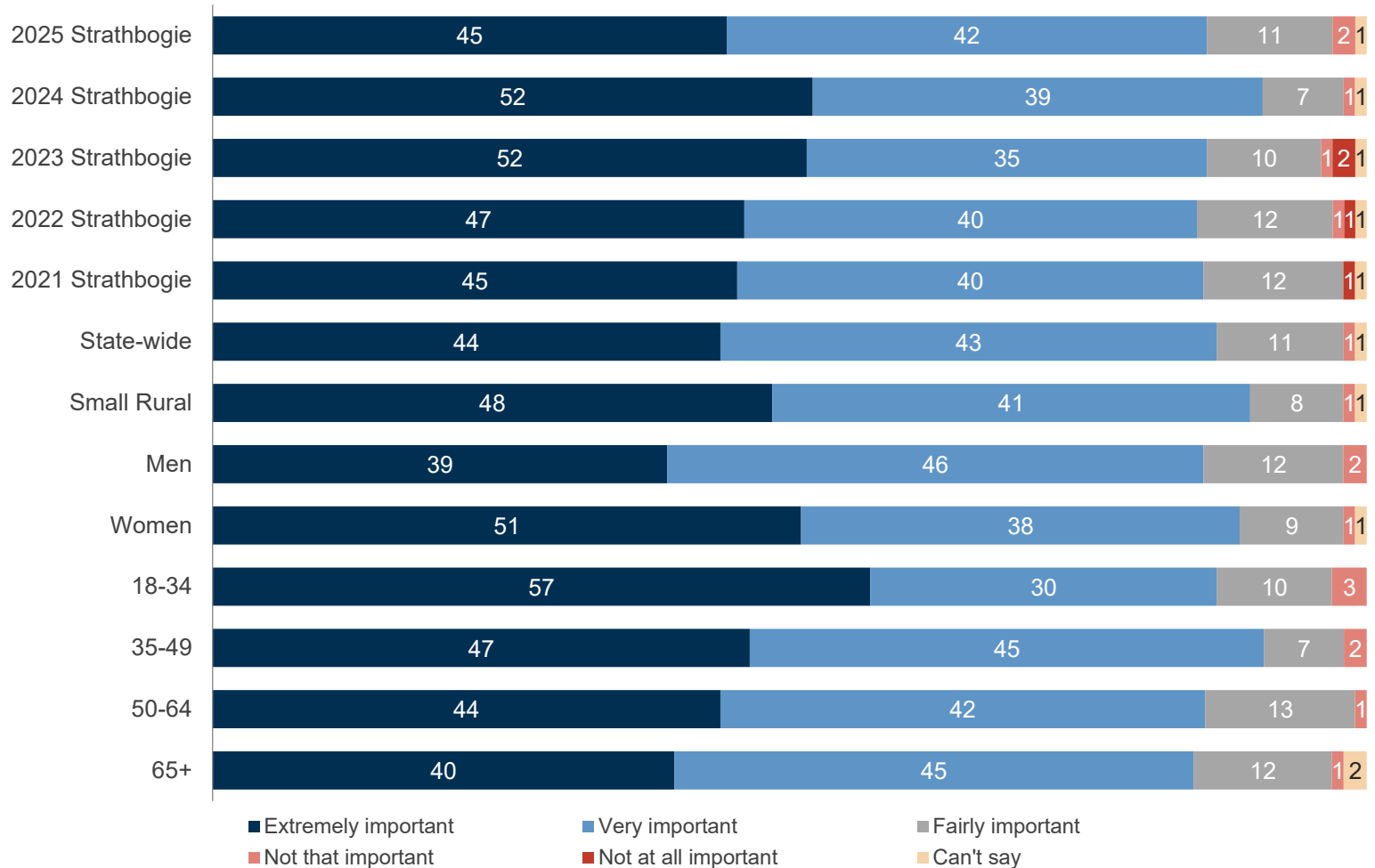
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

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
State-wide	45▲	45	48	53	57	54	56	53	53	54
65+	44▲	42	51	51	53	47	52	53	n/a	n/a
Small Rural	44▲	41	44	50	53	51	53	49	50	52
50-64	41	33	43	44	53	46	49	43	n/a	n/a
Women	40	39	42	48	52	52	50	48	n/a	n/a
Strathbogie	39	40	45	47	51	51	51	47	n/a	n/a
Men	38	40	47	47	49	49	52	47	n/a	n/a
18-34	34	38	35	44	48	58	55	49	n/a	n/a
35-49	29▼	42	37	44	46	54	48	42	n/a	n/a

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

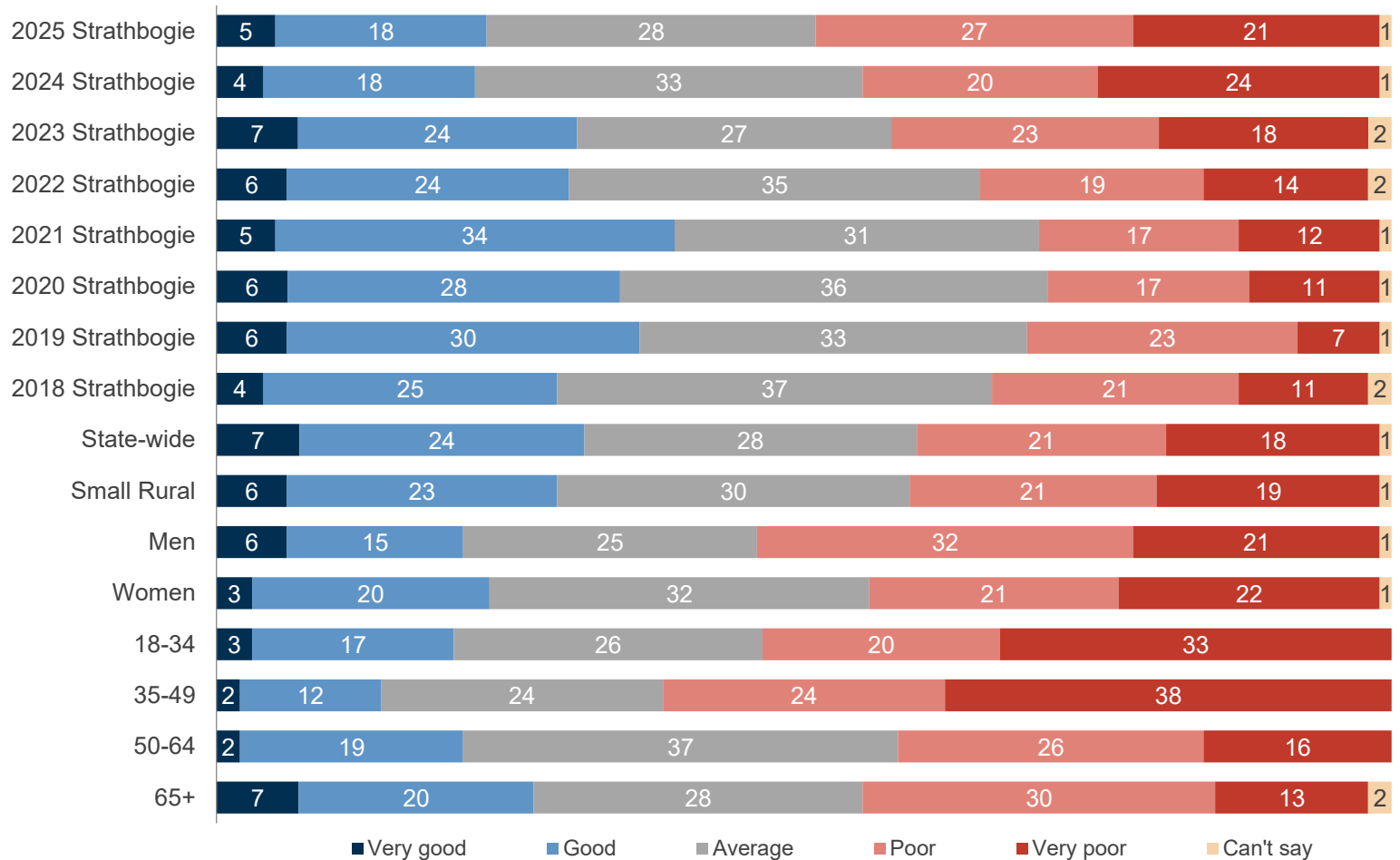
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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 (%)

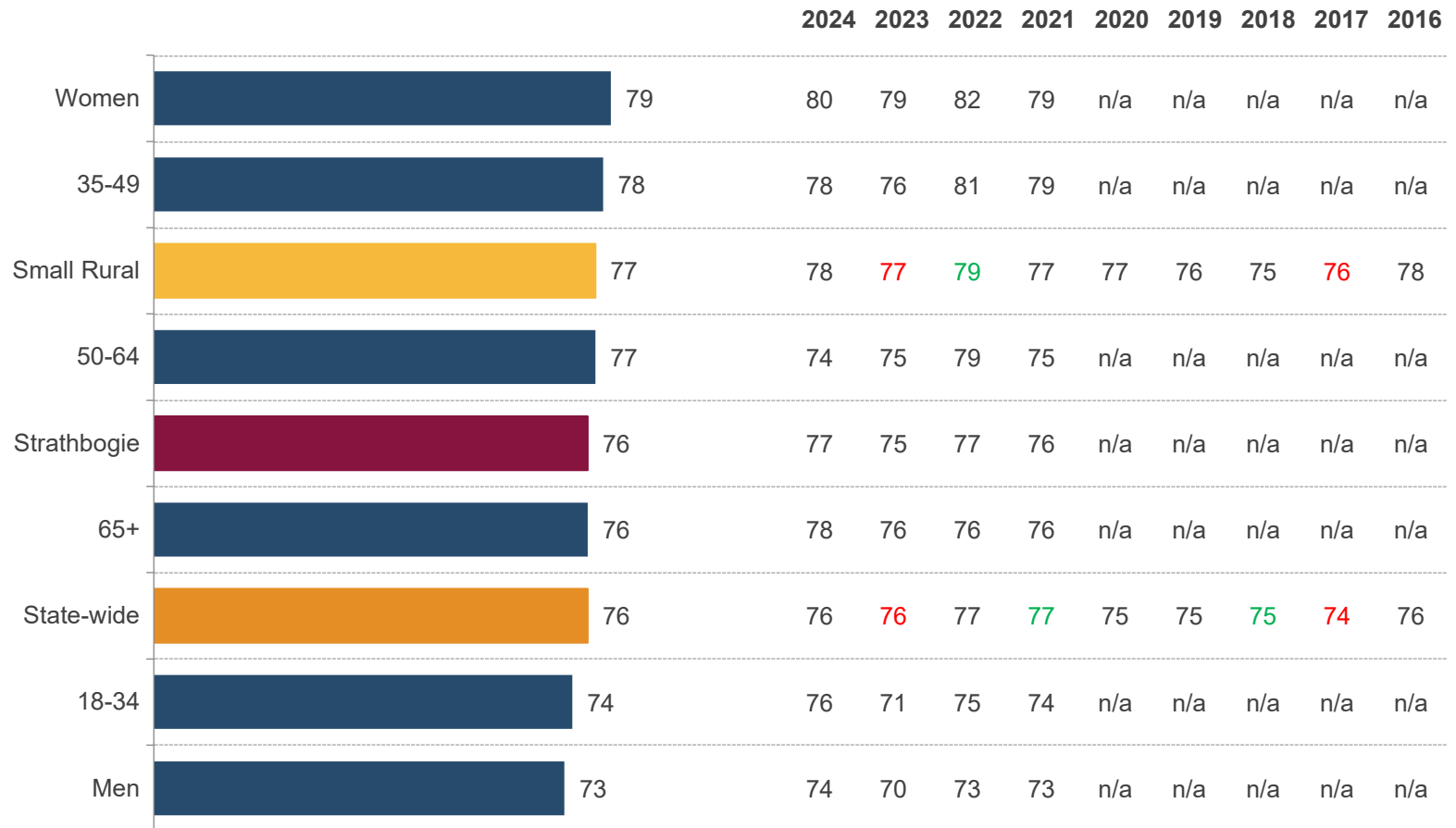




Informing the community importance



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

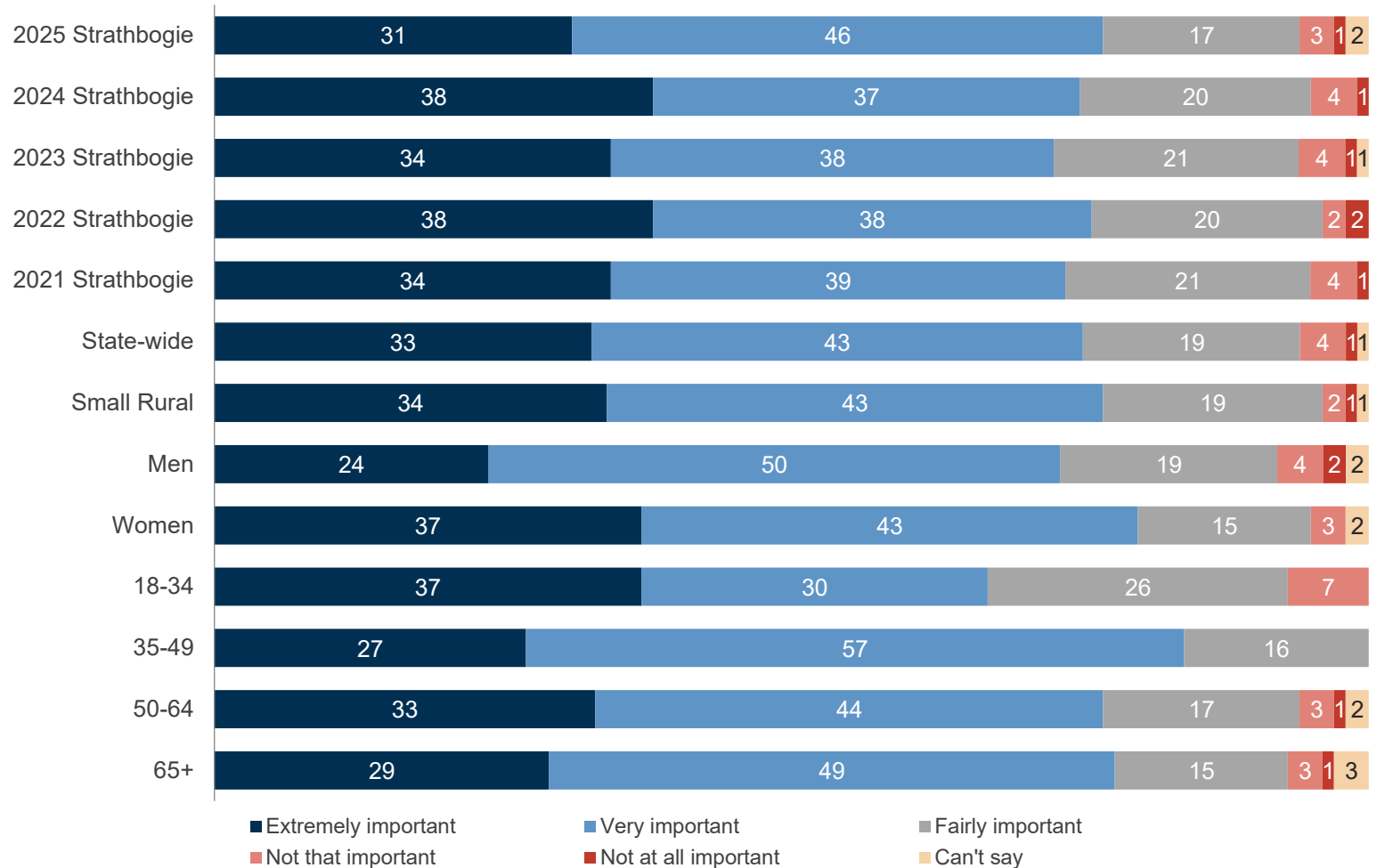
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2025 informing community importance (%)

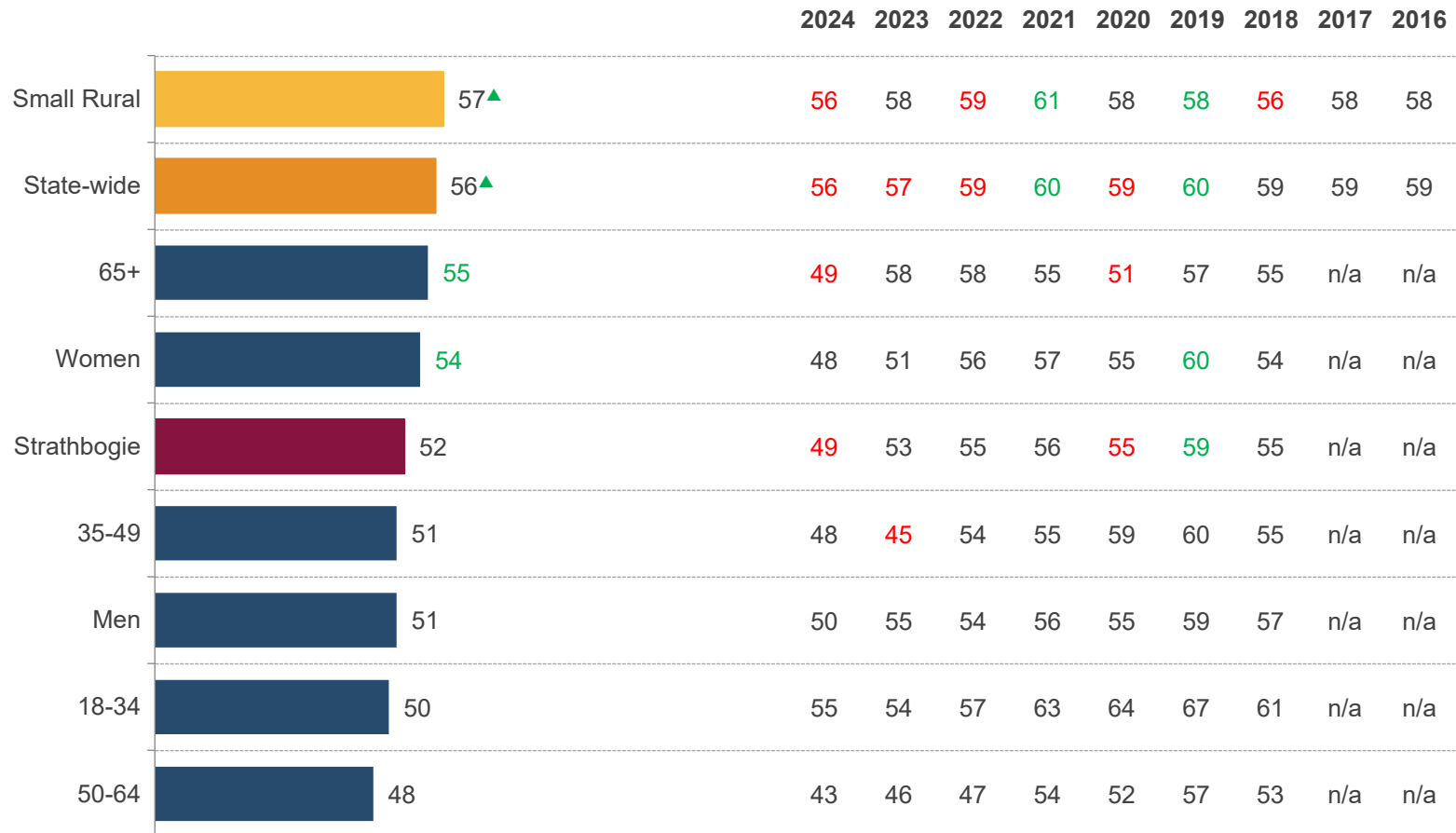




Informing the community performance



2025 informing community performance (index scores)



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: 10

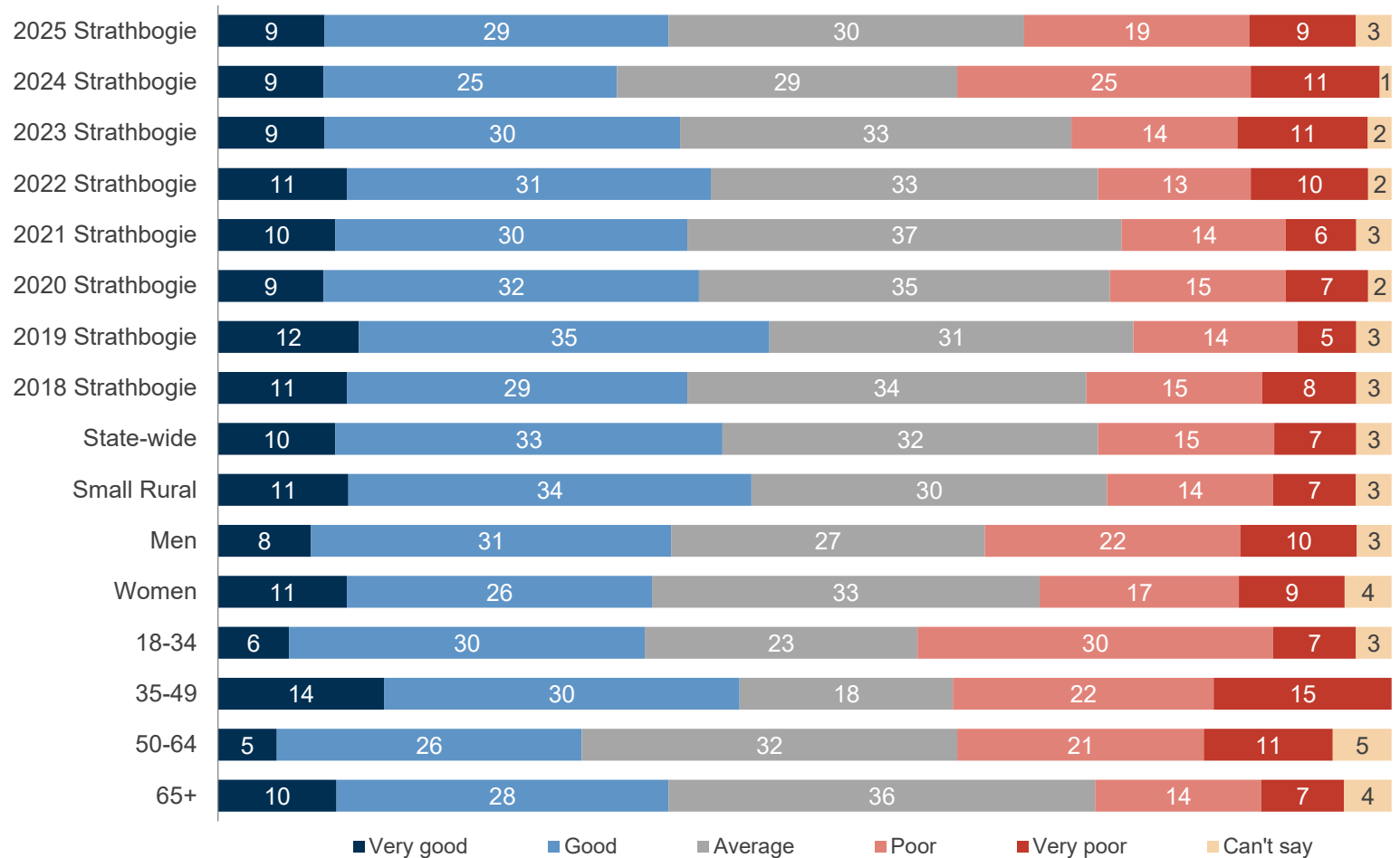
Note: Please see Appendix A for explanation of significant differences.



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	81	78	78	83	73	n/a	n/a	n/a	n/a	n/a
Women	81	81	83	83	82	n/a	n/a	n/a	n/a	n/a
65+	79	80	80	79	78	n/a	n/a	n/a	n/a	n/a
State-wide	79	80	81	81	79	78	77	78	77	77
Small Rural	79	80	80	80	77	77	77	76	76	75
Strathbogie	79	80	80	81	78	n/a	n/a	n/a	n/a	n/a
50-64	77	80	82	84	78	n/a	n/a	n/a	n/a	n/a
Men	76	80	76	80	74	n/a	n/a	n/a	n/a	n/a
18-34	75	84	77	81	82	n/a	n/a	n/a	n/a	n/a

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

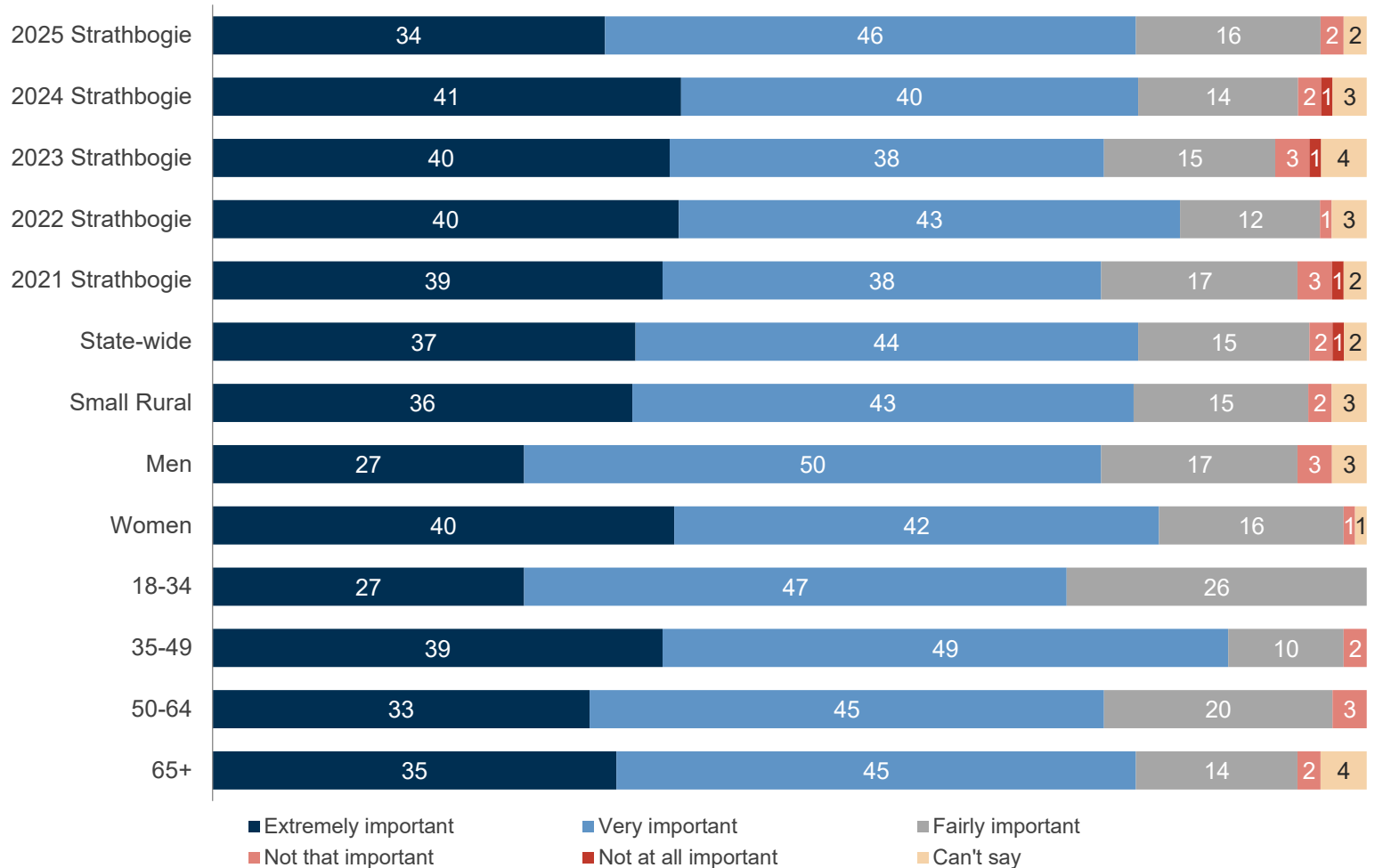
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

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
Small Rural	53▲	51	52	55	58	57	57	57	57	58
50-64	52	43	47	44	51	44	47	43	n/a	n/a
State-wide	52▲	52	52	57	59	58	59	58	57	57
18-34	51	45	45	46	59	56	53	51	n/a	n/a
Men	48	47	51	47	52	46	51	49	n/a	n/a
Strathbogie	48	45	47	47	52	46	48	46	n/a	n/a
65+	47	47	49	49	49	41	46	45	n/a	n/a
Women	47	43	44	48	52	45	45	43	n/a	n/a
35-49	41	41	46	48	52	48	48	47	n/a	n/a

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

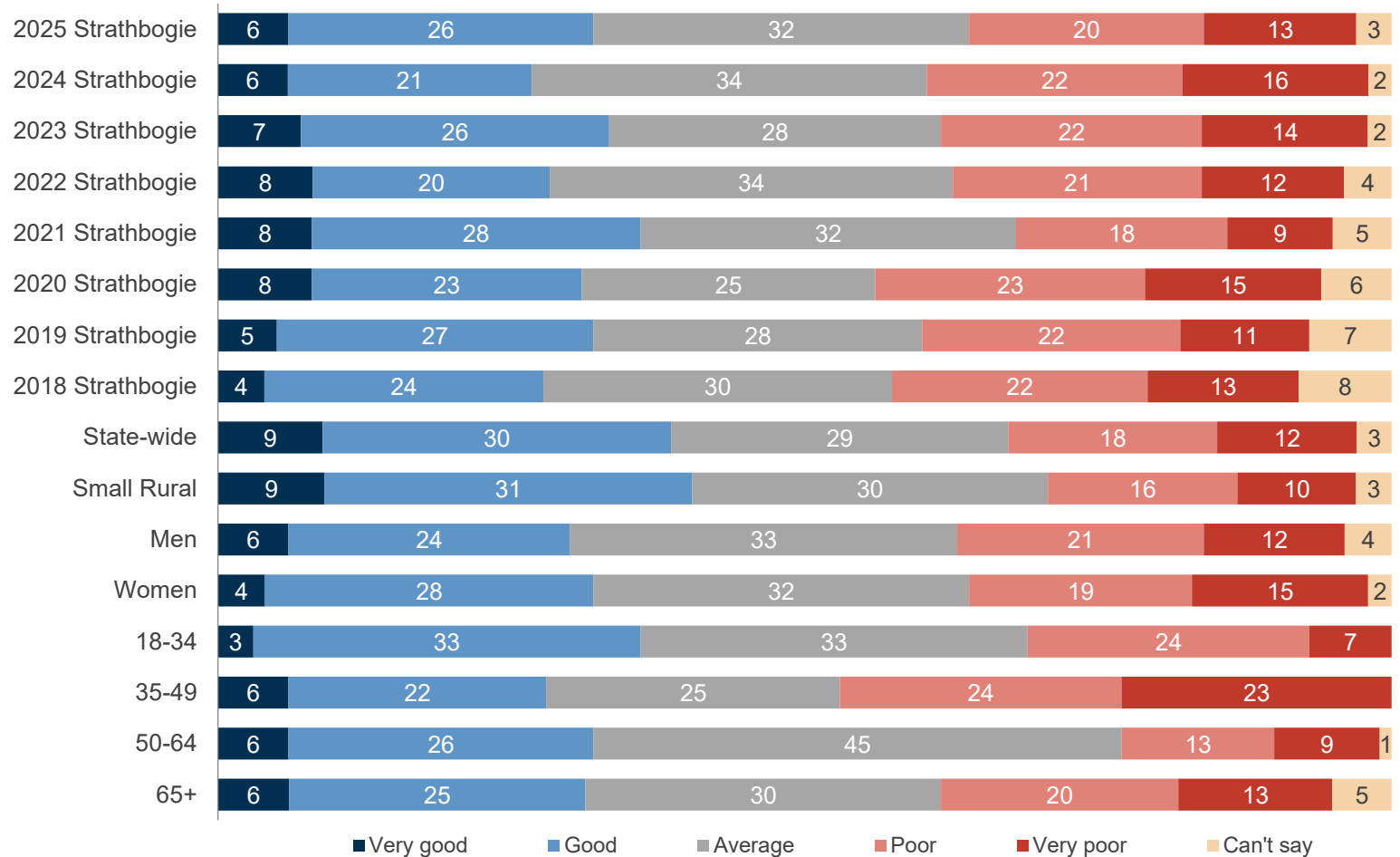
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (%)

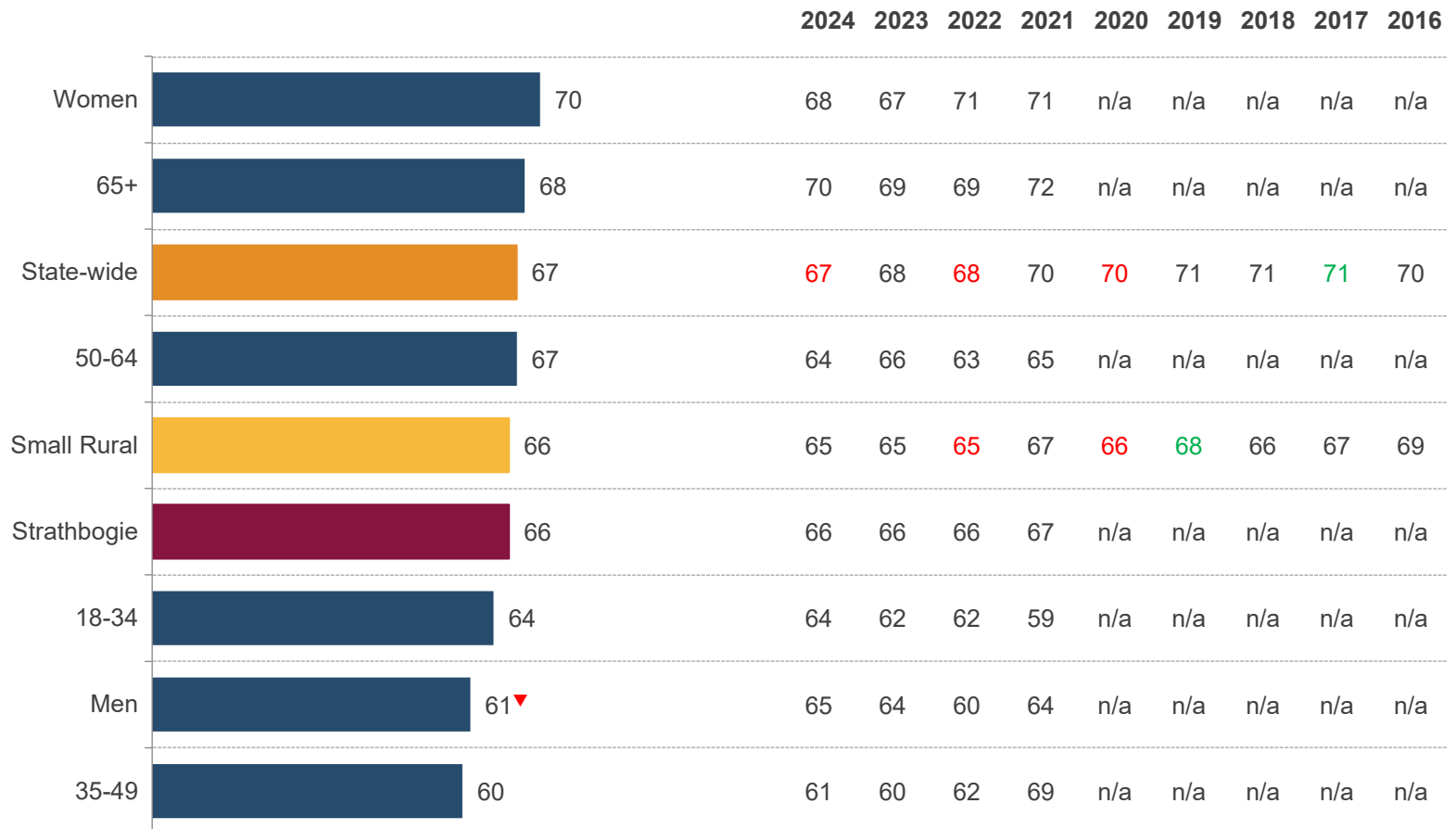




Enforcement of local laws importance



2025 law enforcement importance (index scores)



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: 6

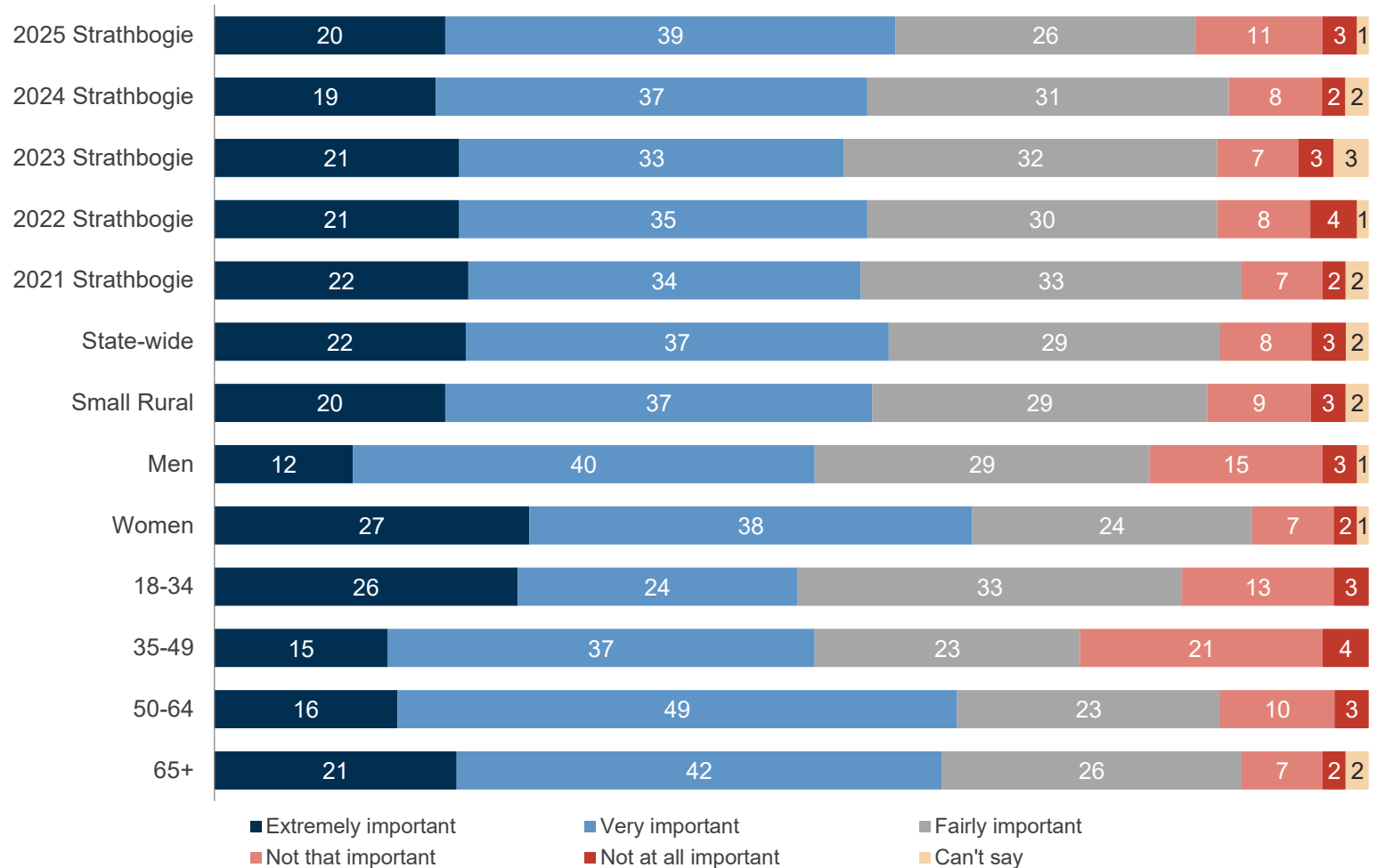
Note: Please see Appendix A for explanation of significant differences.



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
State-wide	59▲	61	61	63	64	63	64	64	64	63
Small Rural	58	60	61	62	63	62	63	63	65	64
35-49	58	61	55	62	60	59	60	57	n/a	n/a
18-34	57	64	61	52	70	70	65	64	n/a	n/a
Women	57	56	58	60	62	60	60	59	n/a	n/a
Strathbogie	56	57	59	57	61	59	59	56	n/a	n/a
50-64	55	55	59	54	59	55	57	53	n/a	n/a
Men	55	58	61	55	60	58	58	54	n/a	n/a
65+	54	54	61	59	58	55	56	55	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 10

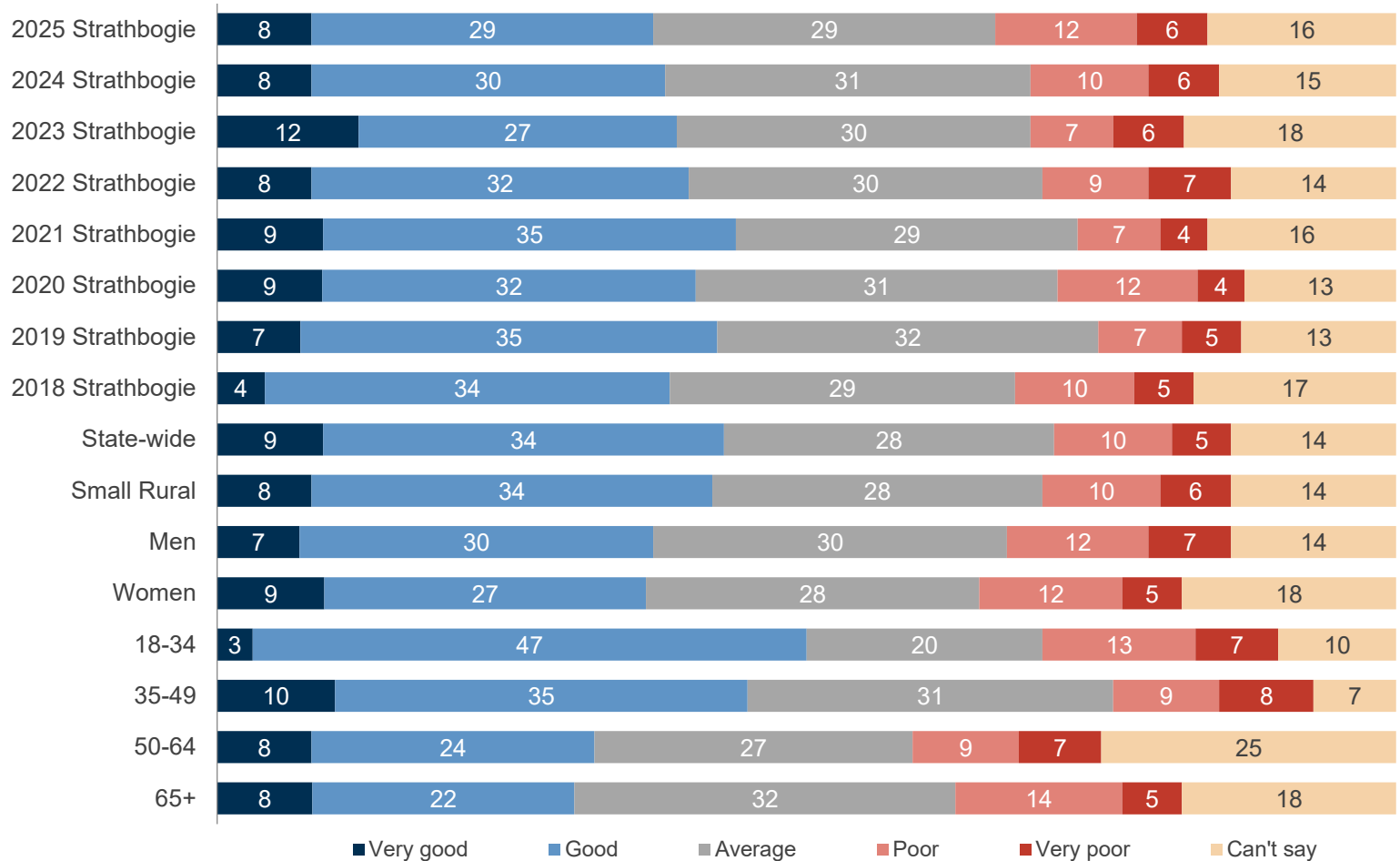
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)

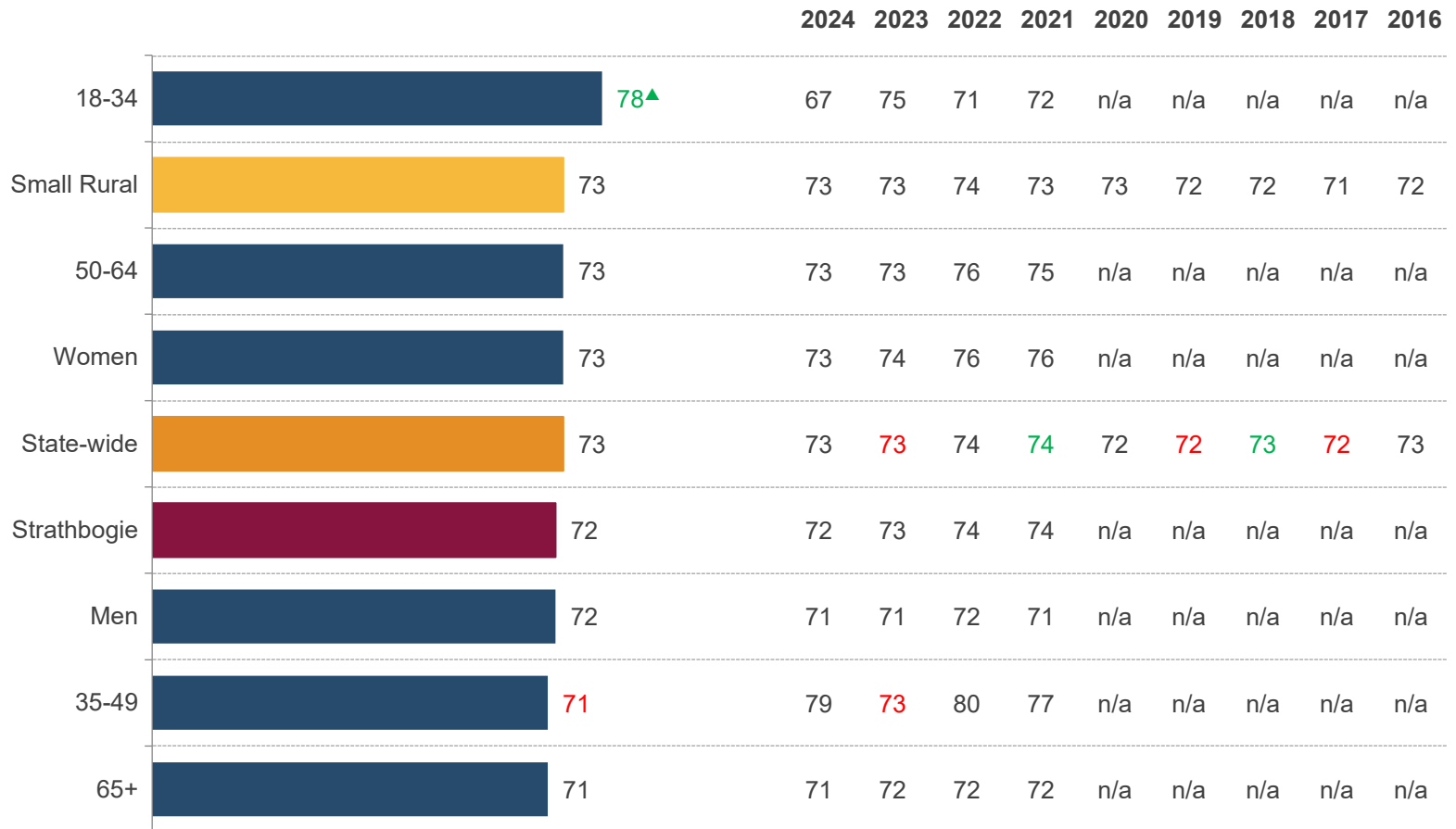




Recreational facilities importance



2025 recreational facilities importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

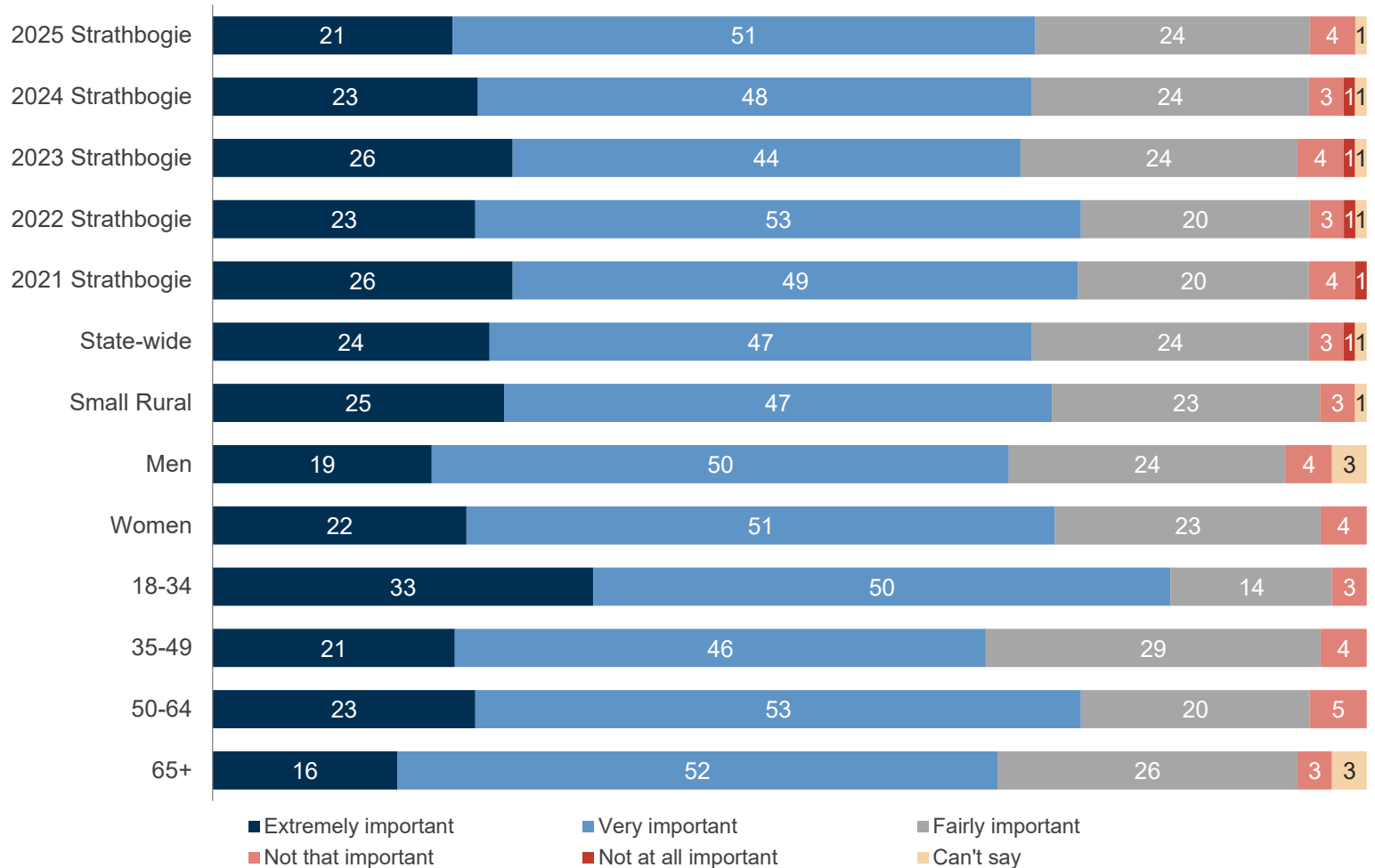
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2025 recreational facilities importance (%)

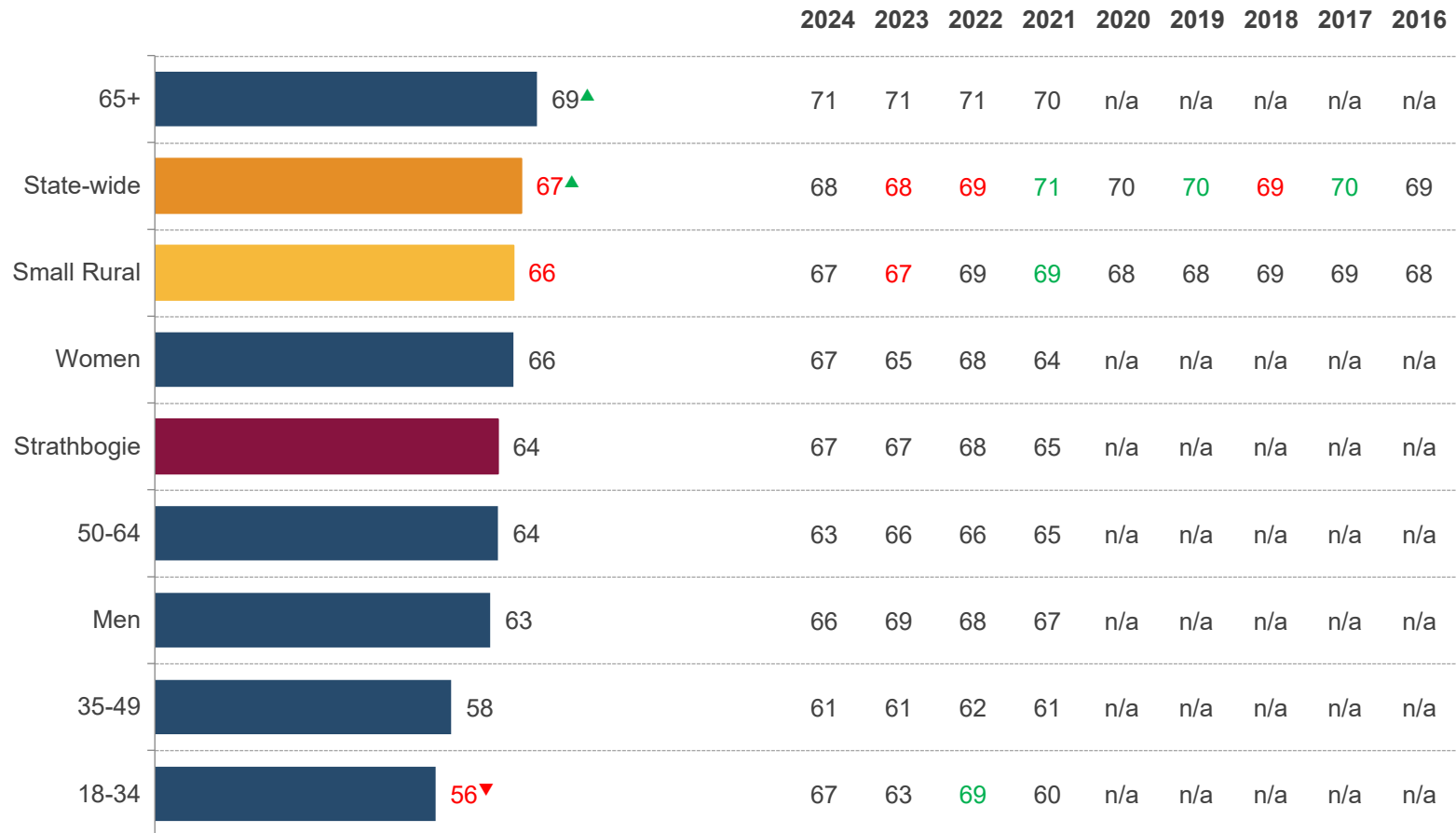




Recreational facilities performance



2025 recreational facilities performance (index scores)



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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 13

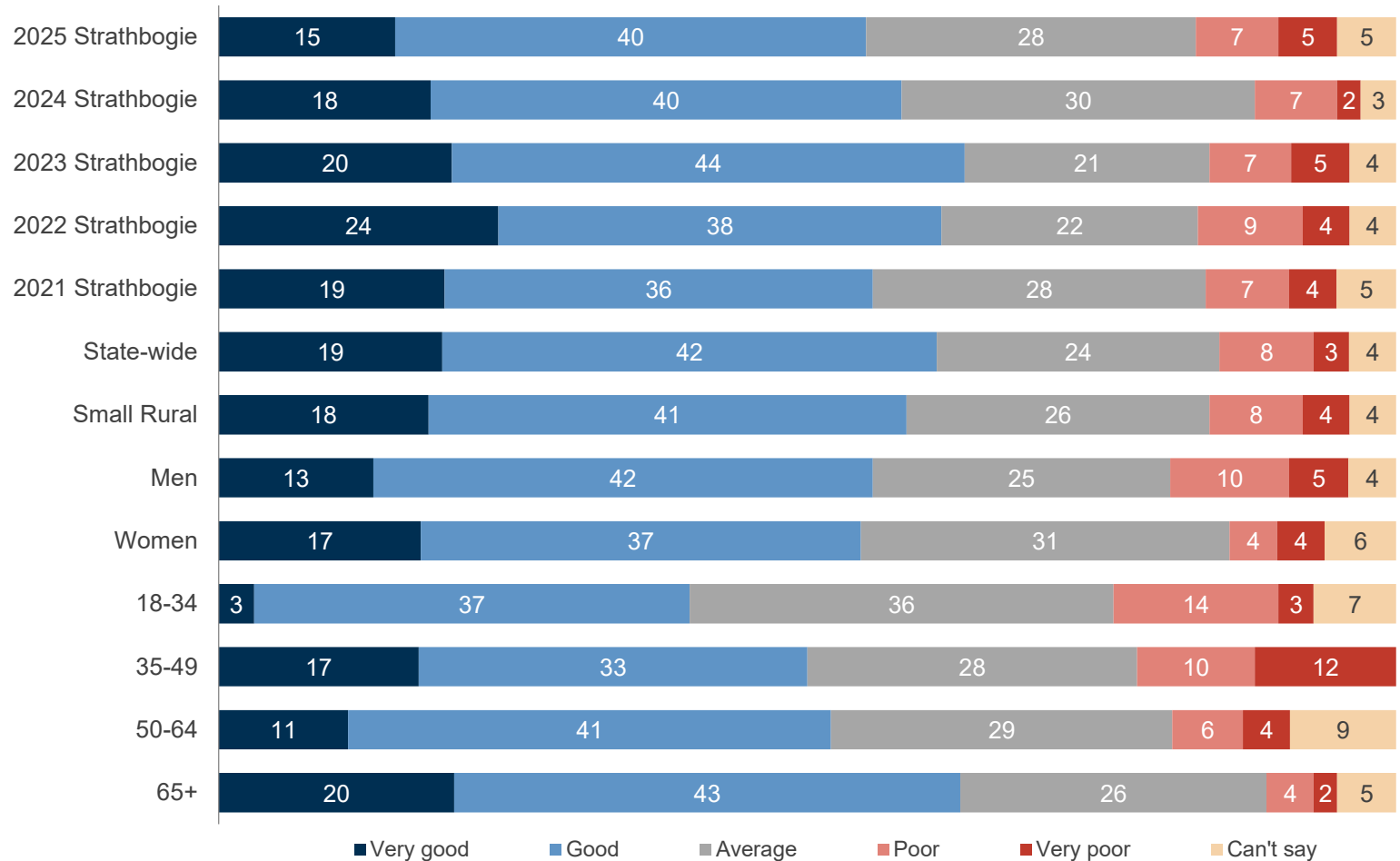
Note: Please see Appendix A for explanation of significant differences.



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
Women	75	72	75	77	77	n/a	n/a	n/a	n/a	n/a
Small Rural	75	74	74	74	74	74	74	74	74	74
65+	75	75	74	76	75	n/a	n/a	n/a	n/a	n/a
Strathbogie	74	73	72	76	75	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	74	75	75	74	73	74	74	74
50-64	74	75	77	78	76	n/a	n/a	n/a	n/a	n/a
35-49	74	75	70	76	72	n/a	n/a	n/a	n/a	n/a
18-34	73	65	66	73	75	n/a	n/a	n/a	n/a	n/a
Men	73	75	70	74	72	n/a	n/a	n/a	n/a	n/a

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: 7

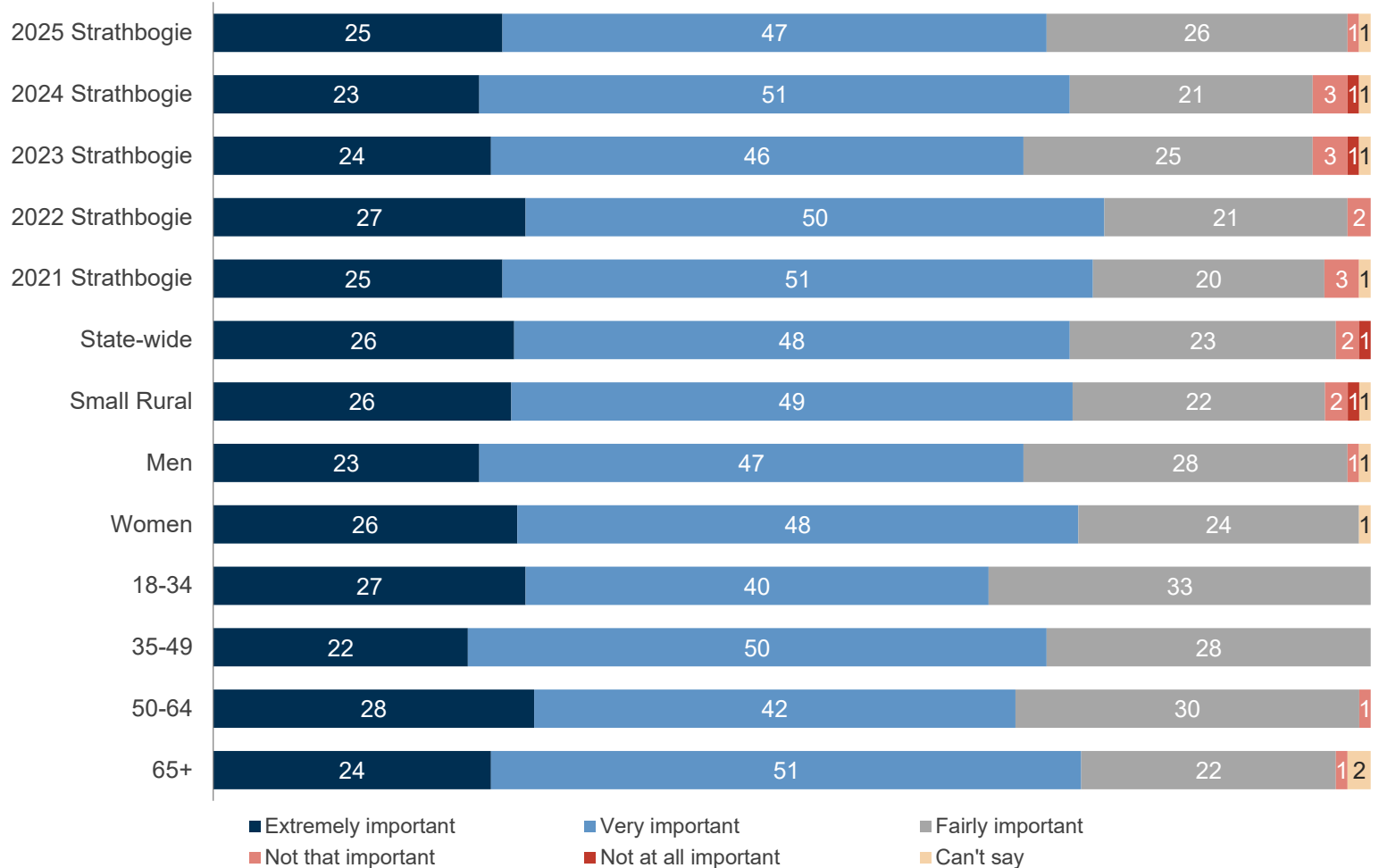
Note: Please see Appendix A for explanation of significant differences.



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
Women	73	74	73	74	76	n/a	n/a	n/a	n/a	n/a
65+	73	73	74	73	72	n/a	n/a	n/a	n/a	n/a
35-49	73	74	74	79	75	n/a	n/a	n/a	n/a	n/a
Strathbogie	72	73	74	73	74	n/a	n/a	n/a	n/a	n/a
Men	71	72	75	73	72	n/a	n/a	n/a	n/a	n/a
50-64	71	72	72	70	79	n/a	n/a	n/a	n/a	n/a
Small Rural	70	71	71	73	75	72	73	72	74	73
18-34	70	72	75	73	72	n/a	n/a	n/a	n/a	n/a
State-wide	68▼	68	67	71	73	72	72	71	71	71

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: 14

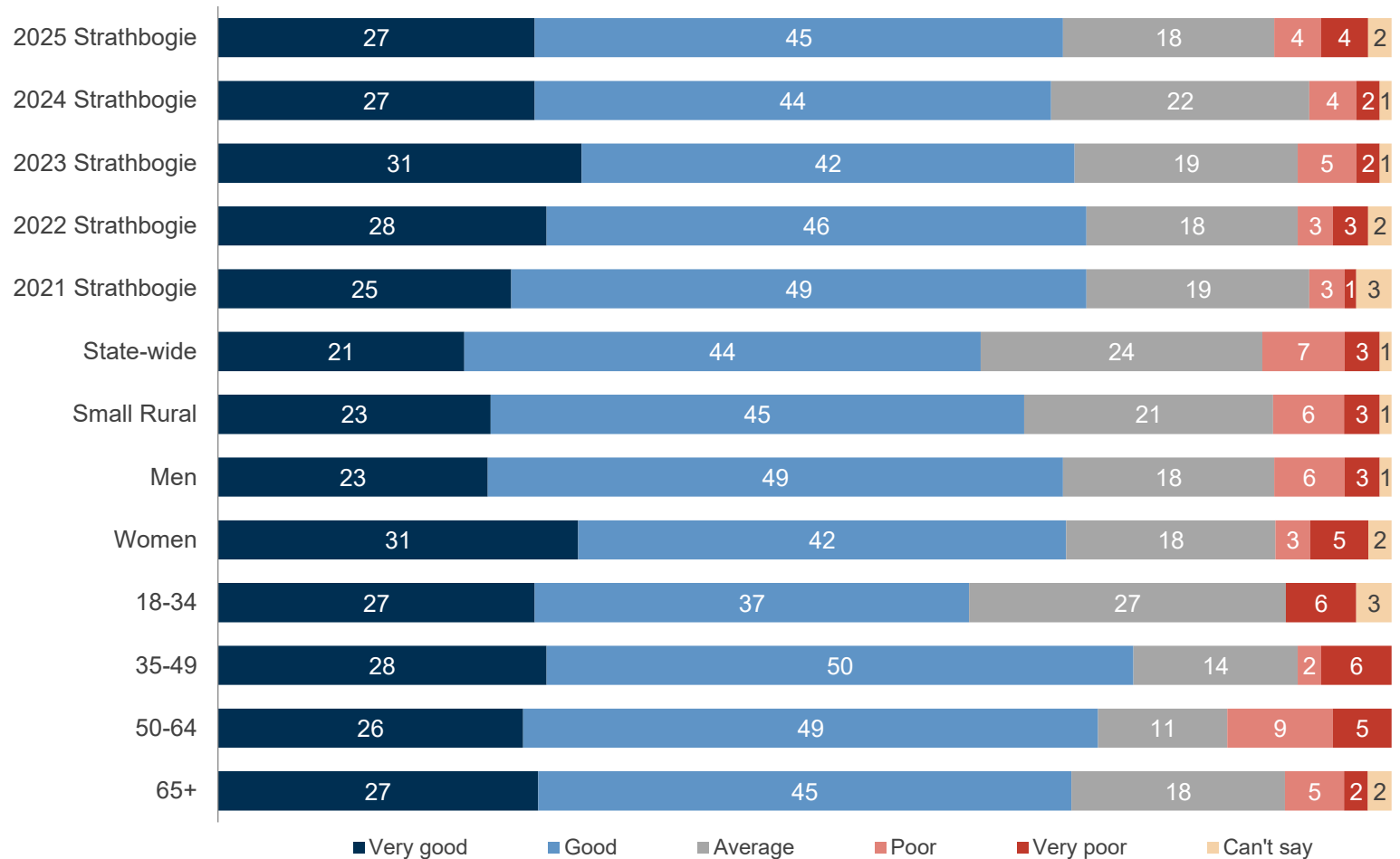
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)

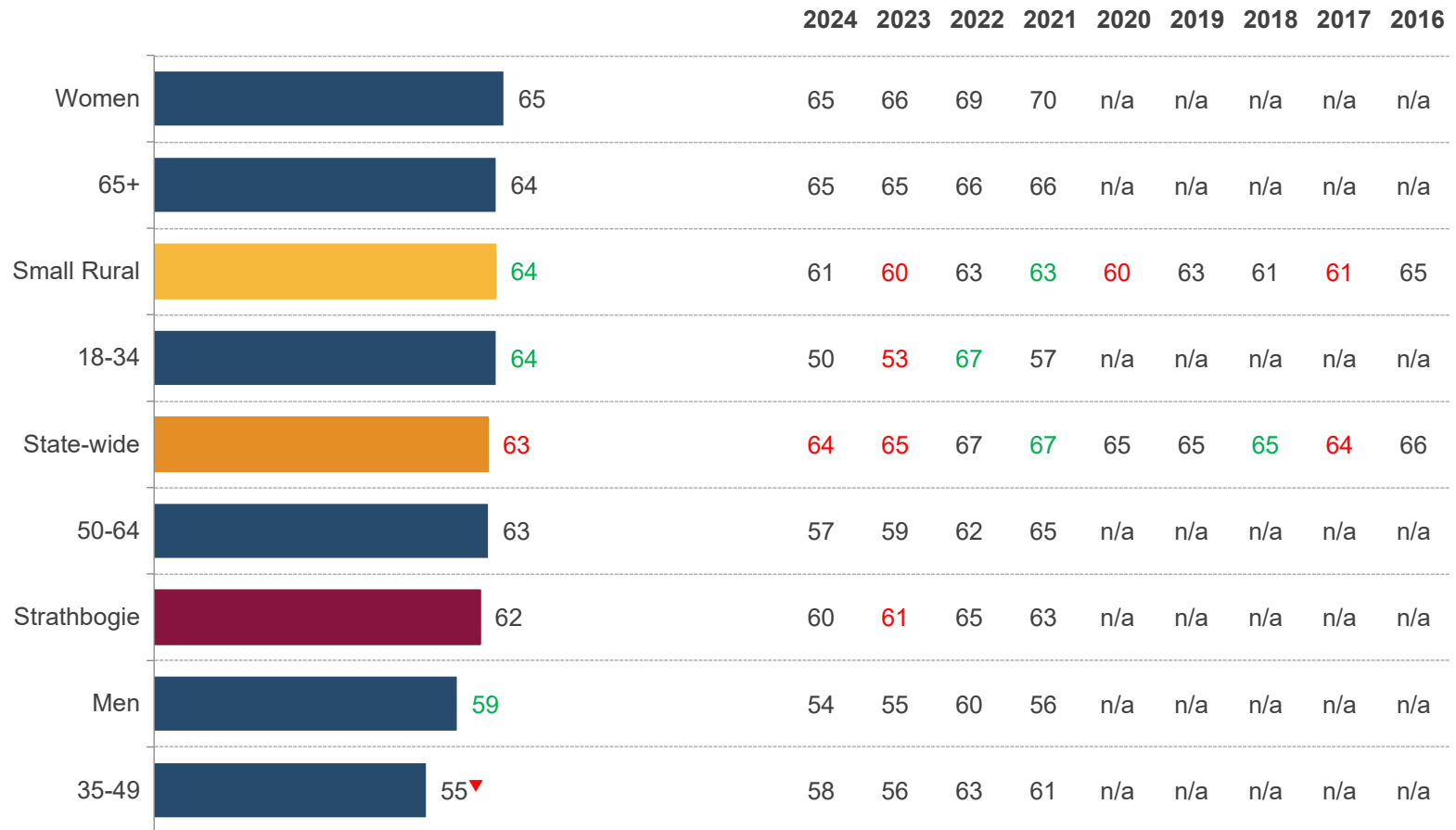




Art centres and libraries importance



2025 art centres and libraries importance (index scores)



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: 3

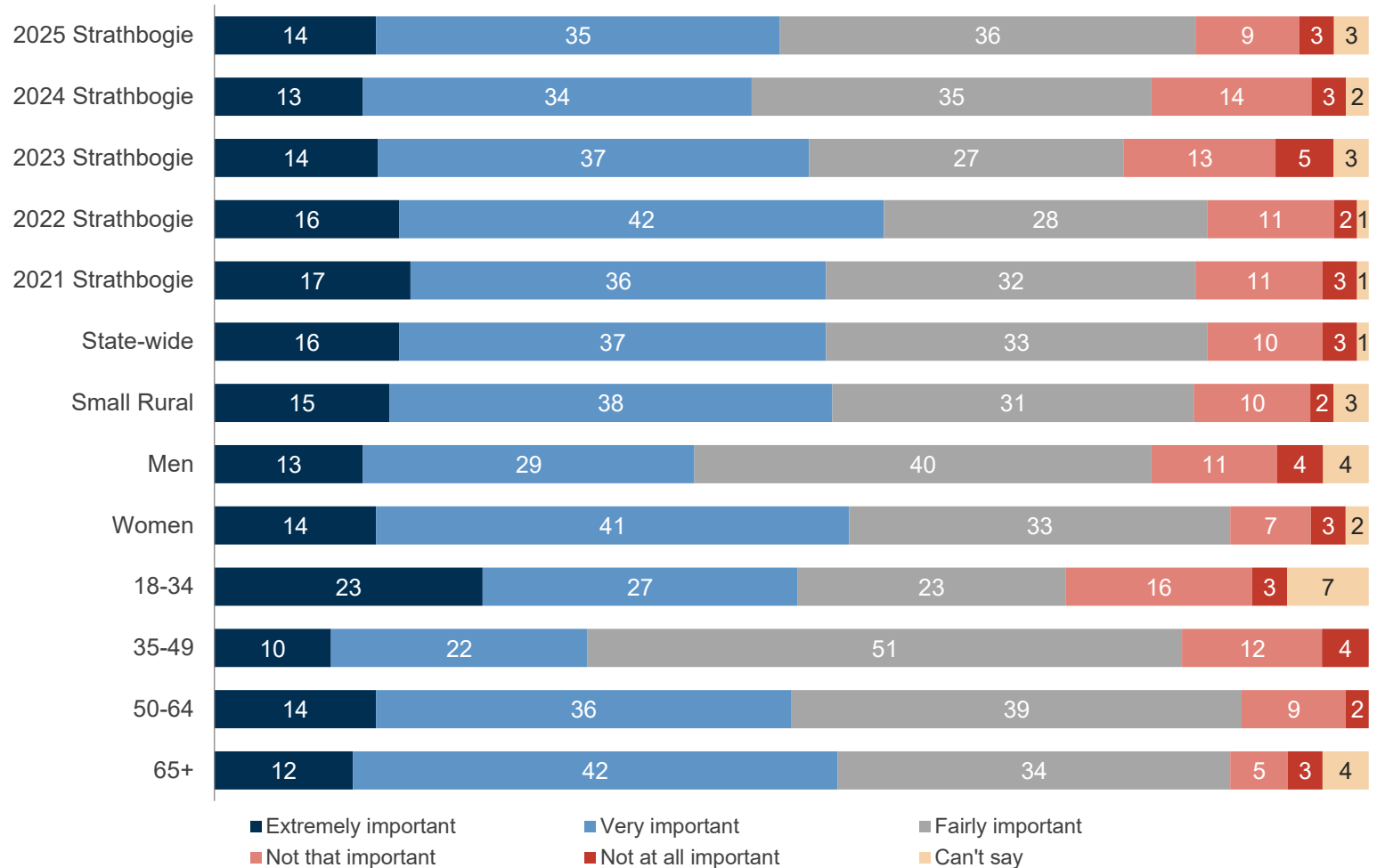
Note: Please see Appendix A for explanation of significant differences.



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+	73▲	69	73	70	73	n/a	n/a	n/a	n/a	n/a
State-wide	73▲	73	73	73	73	74	74	74	73	72
Small Rural	72▲	73	73	71	72	74	74	73	72	71
Women	71	70	73	68	69	n/a	n/a	n/a	n/a	n/a
Strathbogie	69	68	71	67	67	n/a	n/a	n/a	n/a	n/a
35-49	67	69	66	62	62	n/a	n/a	n/a	n/a	n/a
Men	67	67	70	66	66	n/a	n/a	n/a	n/a	n/a
18-34	64	69	75	70	61	n/a	n/a	n/a	n/a	n/a
50-64	63	65	69	63	67	n/a	n/a	n/a	n/a	n/a

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

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

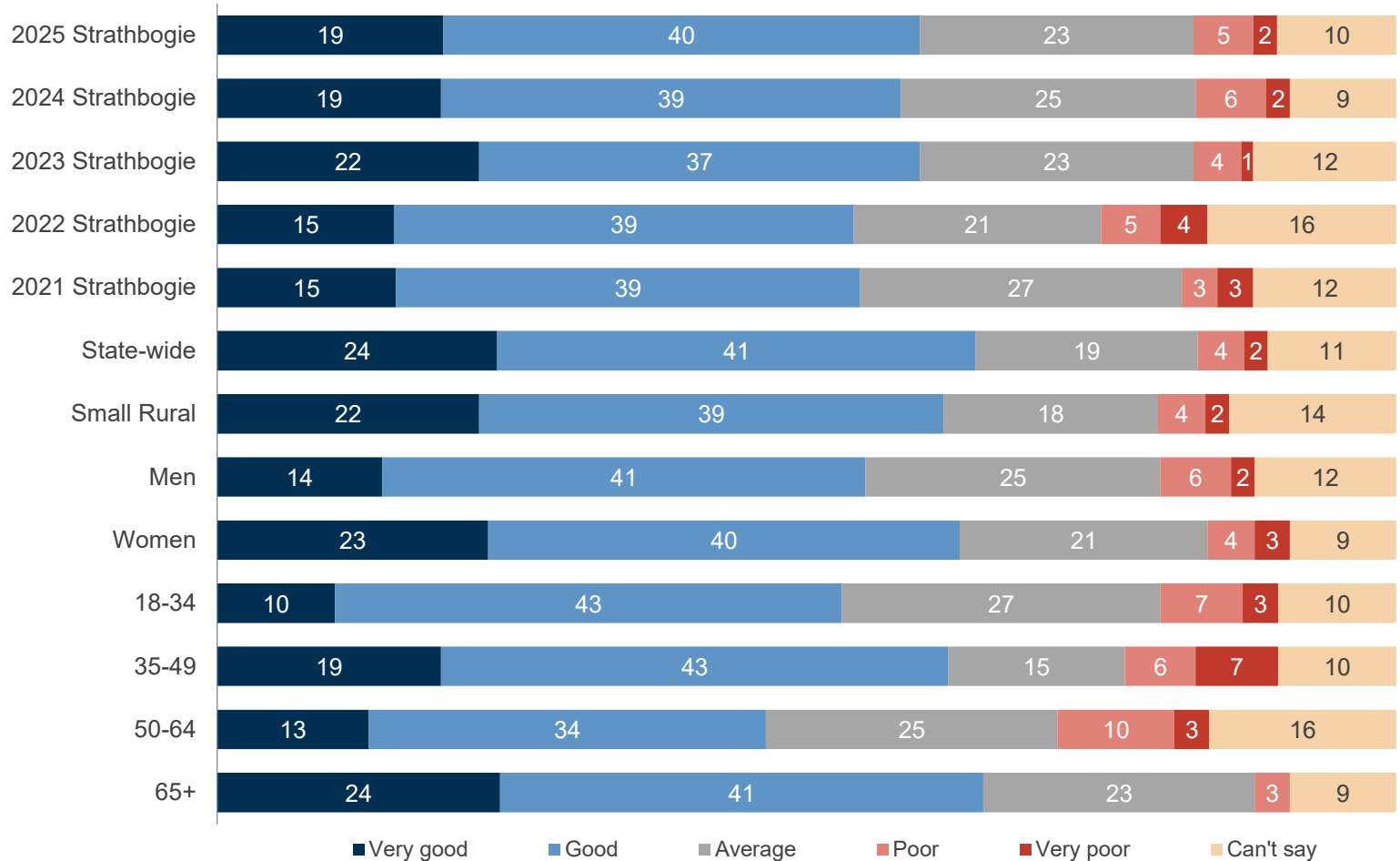
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)

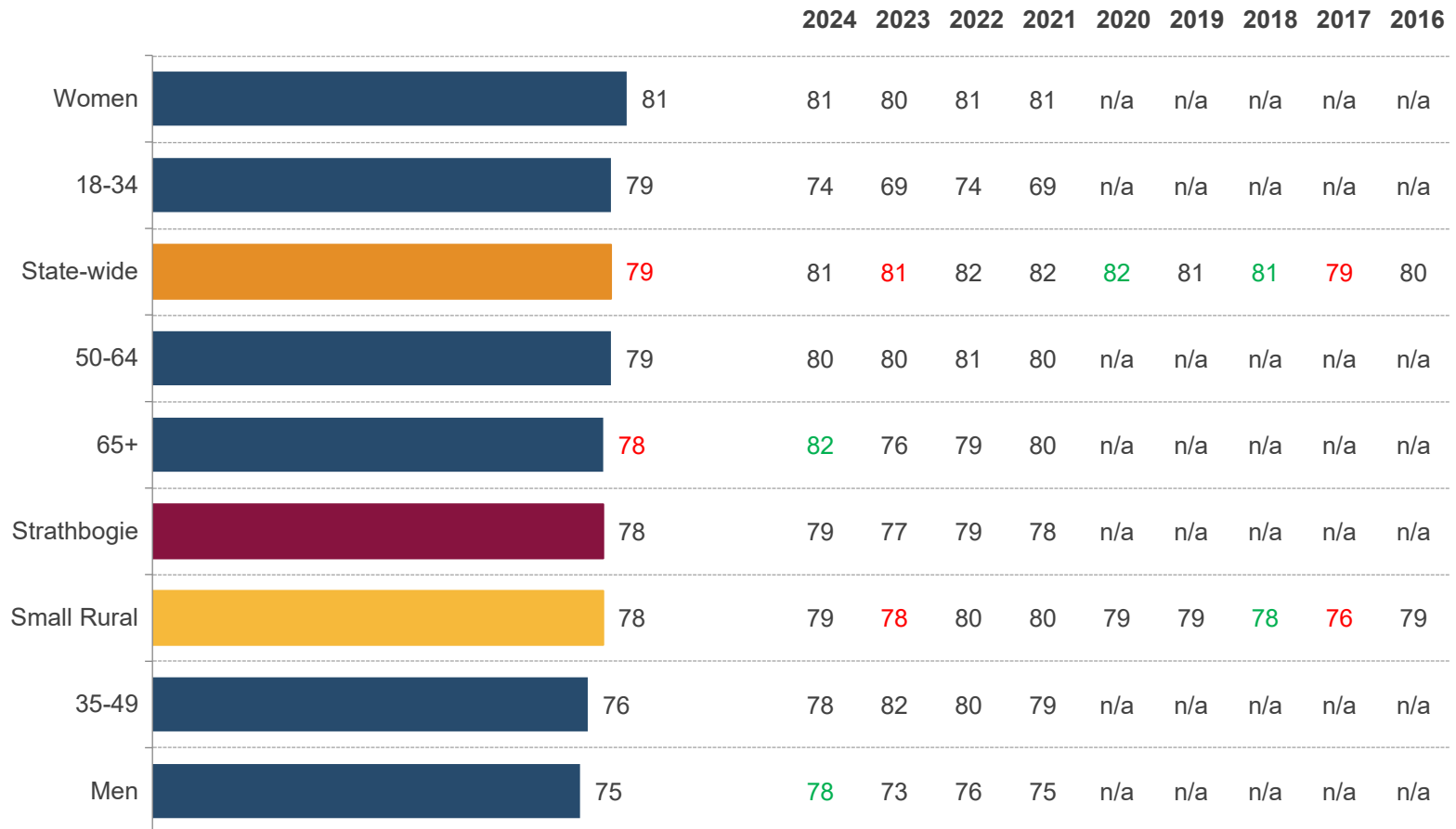




Waste management importance



2025 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

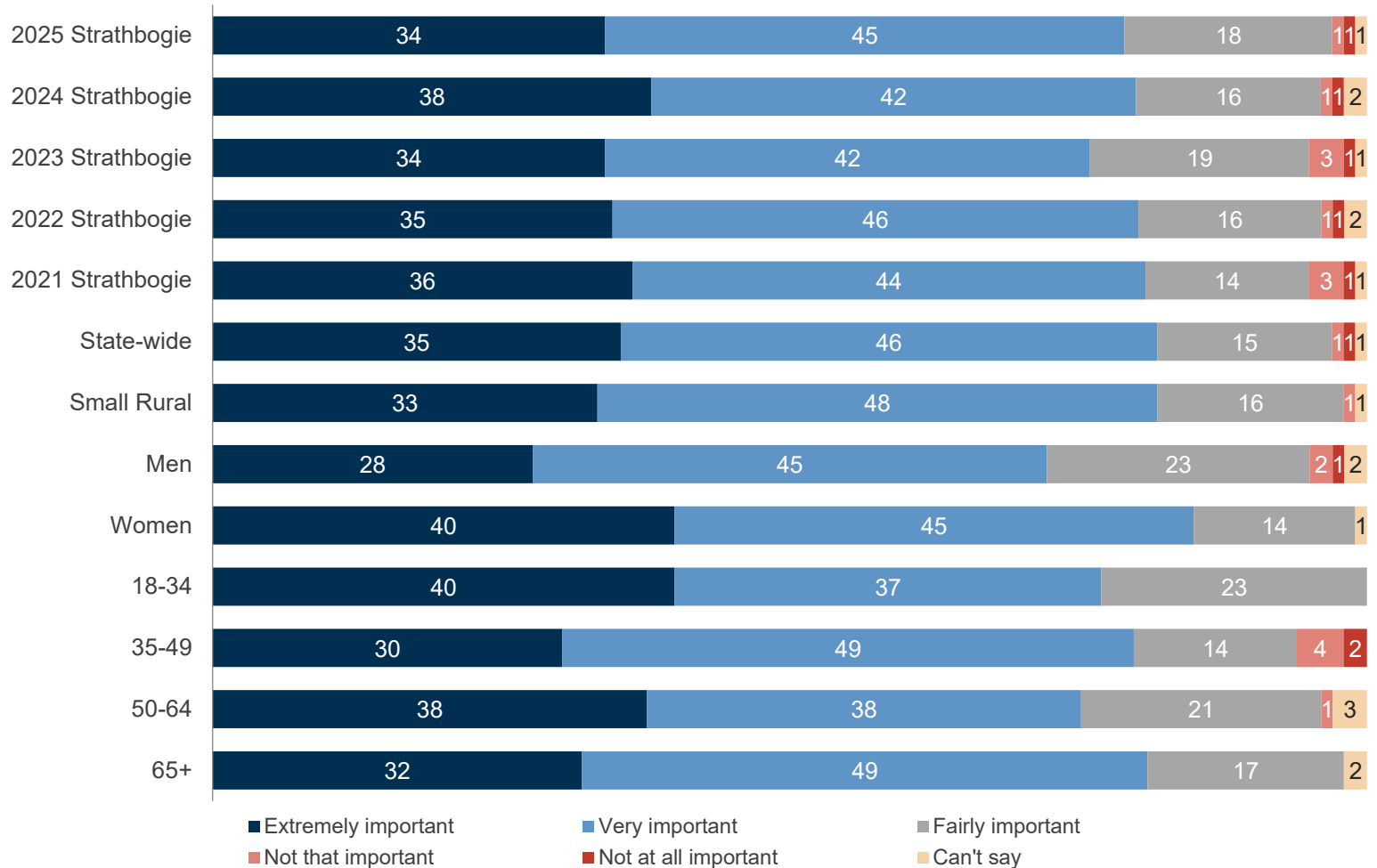
Note: Please see Appendix A for explanation of significant differences.



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
65+	74▲	72	71	73	70	68	70	n/a	n/a	n/a
Women	70	70	71	65	68	61	63	n/a	n/a	n/a
Strathbogie	69	70	69	67	67	62	63	n/a	n/a	n/a
Men	68	70	67	69	67	63	64	n/a	n/a	n/a
35-49	67	68	66	63	60	59	59	n/a	n/a	n/a
Small Rural	66▼	67	66	68	68	64	66	69	70	69
State-wide	65▼	67	66	68	69	65	68	70	71	70
50-64	63	65	67	65	70	56	60	n/a	n/a	n/a
18-34	62	69	67	60	66	61	56	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

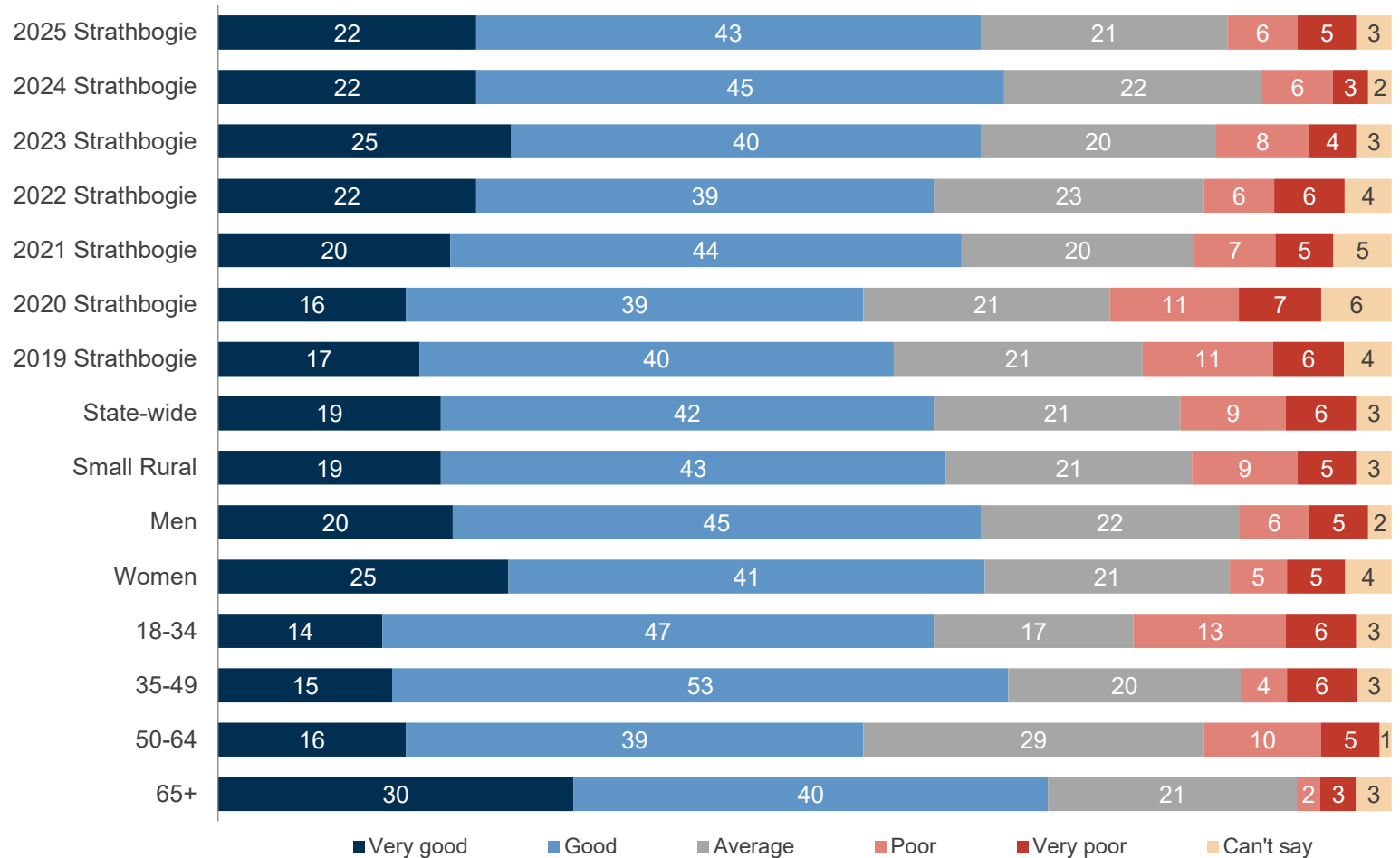
Note: Please see Appendix A for explanation of significant differences.



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
35-49	73	67	66	68	74	n/a	n/a	n/a	n/a	n/a
Small Rural	71▲	70	71	72	74	74	71	71	72	71
50-64	70	68	68	70	71	n/a	n/a	n/a	n/a	n/a
Women	69	68	70	72	77	n/a	n/a	n/a	n/a	n/a
State-wide	69	67	67	69	70	67	65	66	67	67
Strathbogie	68	67	67	70	73	n/a	n/a	n/a	n/a	n/a
18-34	67	68	66	72	80	n/a	n/a	n/a	n/a	n/a
Men	67	67	64	68	70	n/a	n/a	n/a	n/a	n/a
65+	66	67	68	70	72	n/a	n/a	n/a	n/a	n/a

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

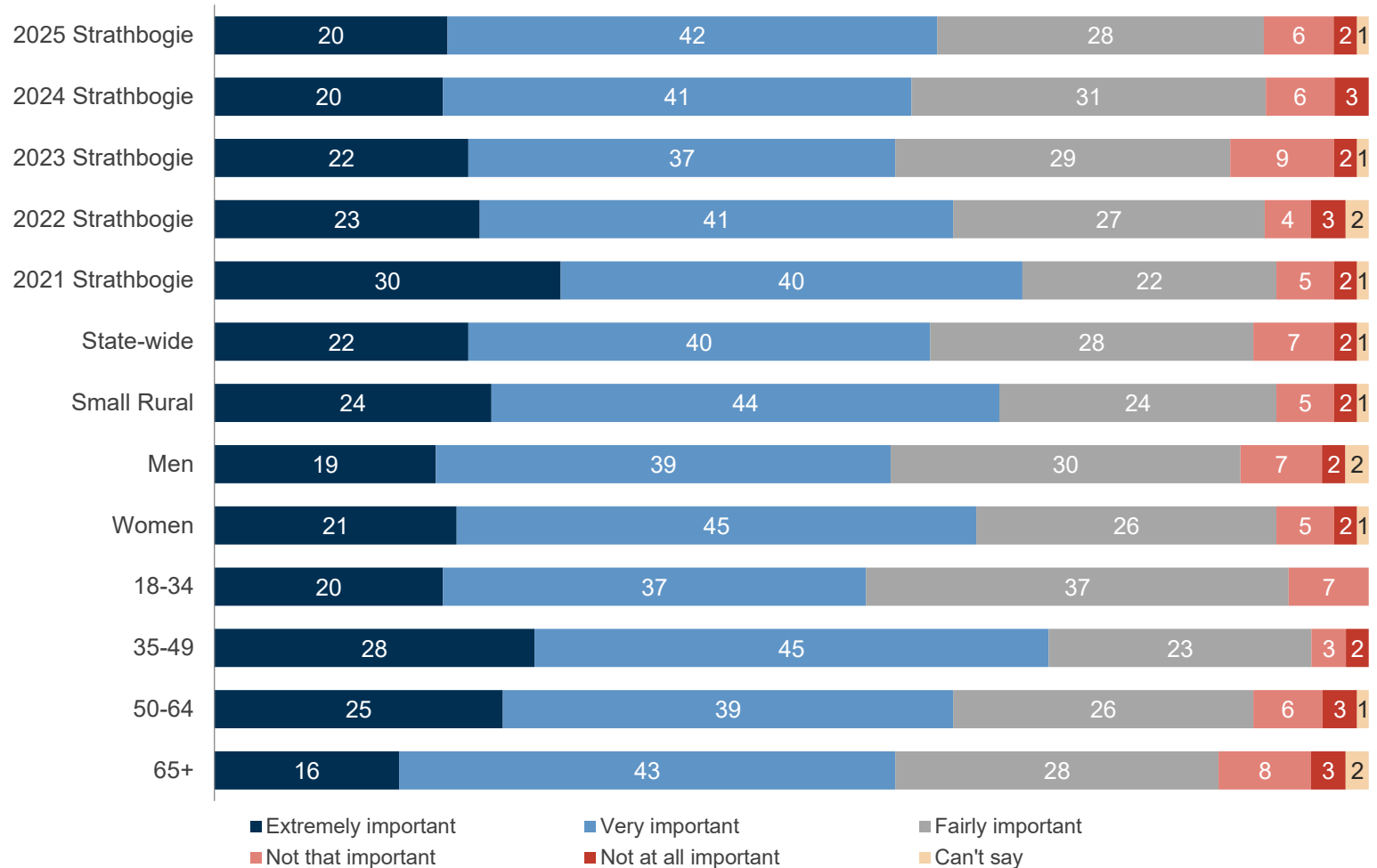
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

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

Business and community development and tourism importance



2025 business/development/tourism importance (%)



Business and community development and tourism performance



2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	61	67	64	67	59	n/a	n/a	n/a	n/a	n/a
Women	60	58	60	60	61	n/a	n/a	n/a	n/a	n/a
Small Rural	57	59	61	63	62	58	59	59	64	61
65+	57	56	62	62	61	n/a	n/a	n/a	n/a	n/a
Strathbogie	56	57	60	60	59	n/a	n/a	n/a	n/a	n/a
State-wide	56	57	59	60	61	59	61	60	61	60
35-49	54	52	55	55	53	n/a	n/a	n/a	n/a	n/a
50-64	53	53	57	56	63	n/a	n/a	n/a	n/a	n/a
Men	53	55	61	60	58	n/a	n/a	n/a	n/a	n/a

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

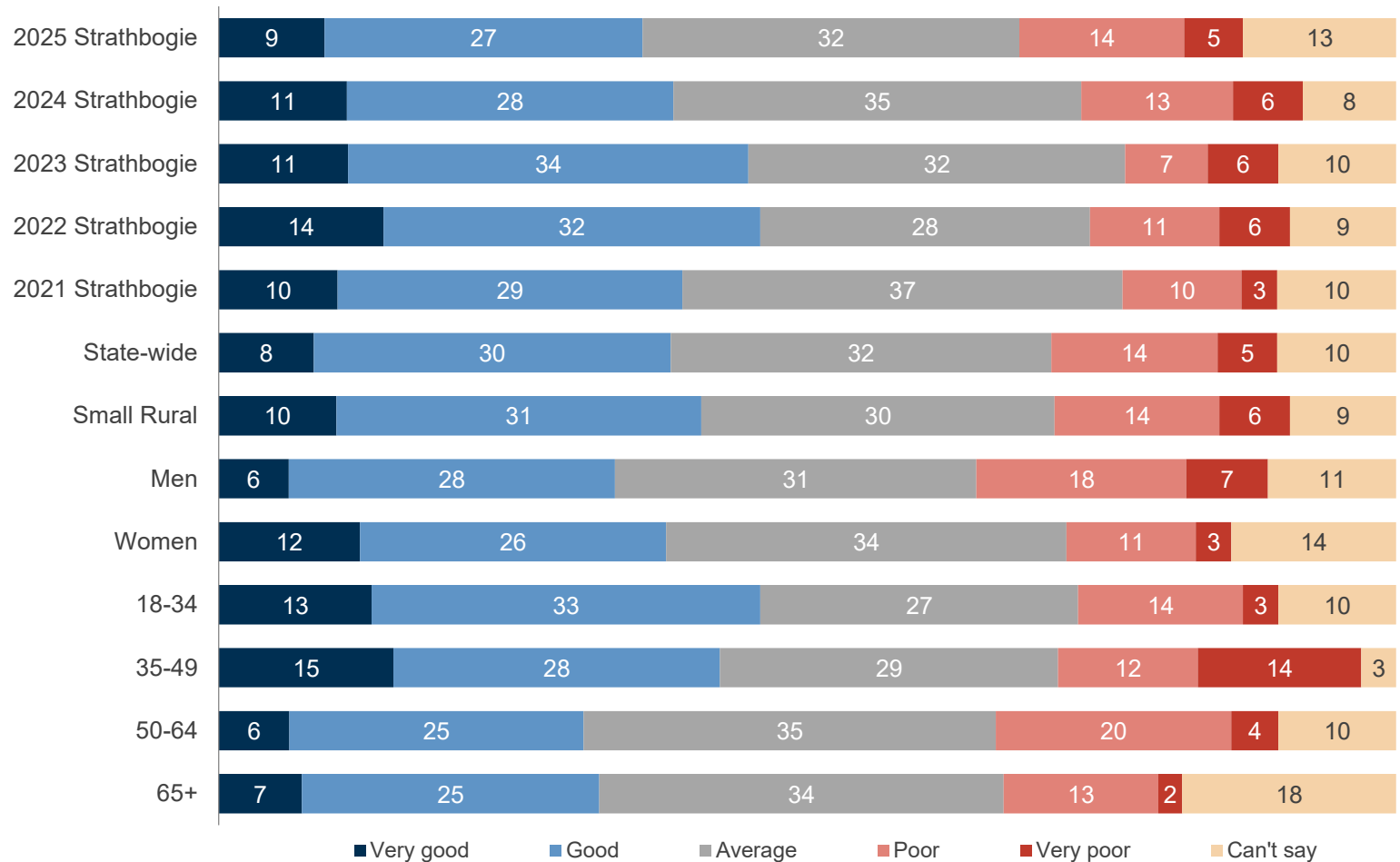
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 8

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

Business and community development and tourism performance



2025 business/development/tourism performance (%)

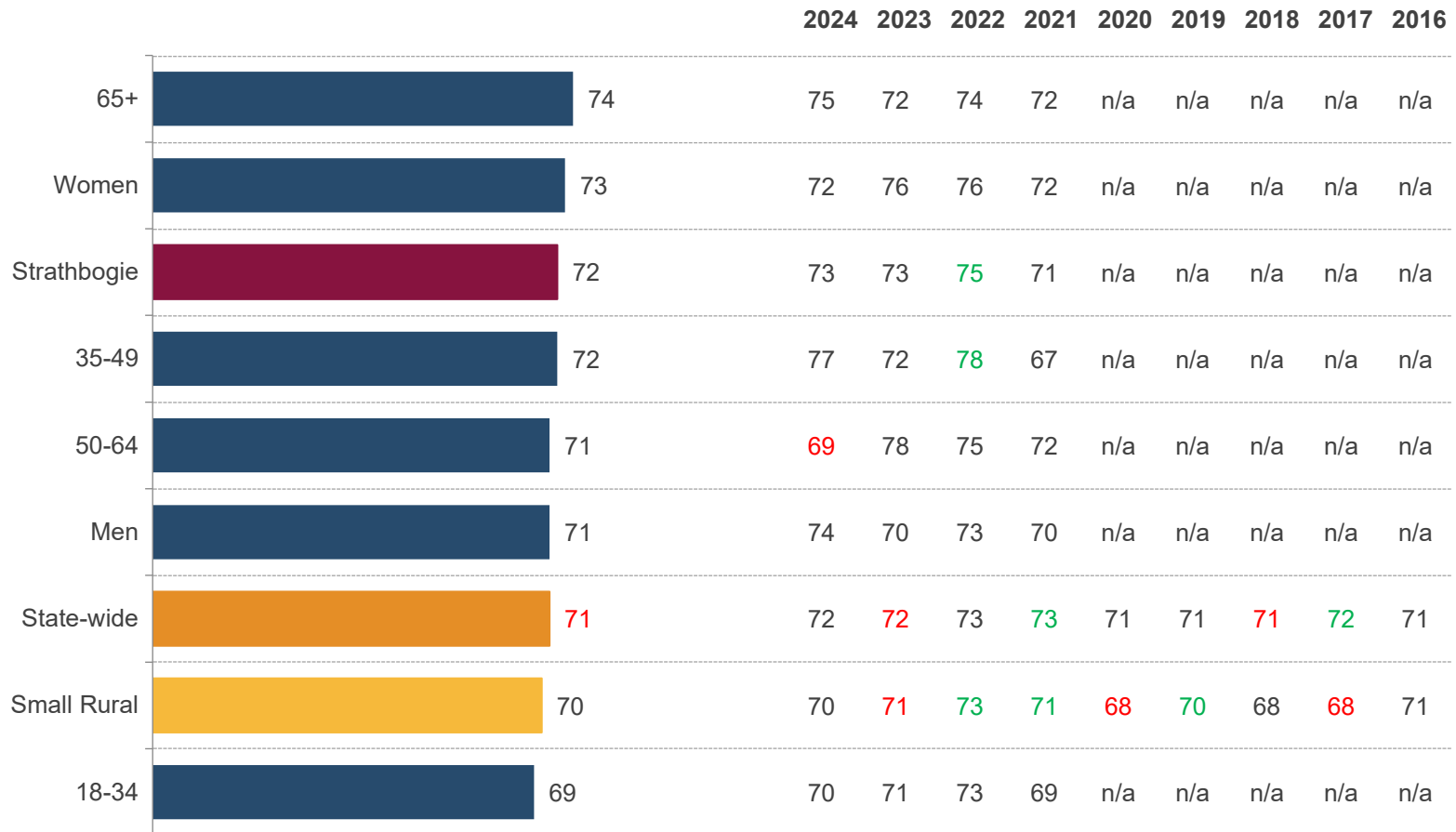




Planning and building permits importance



2025 planning and building permits importance (index scores)



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

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

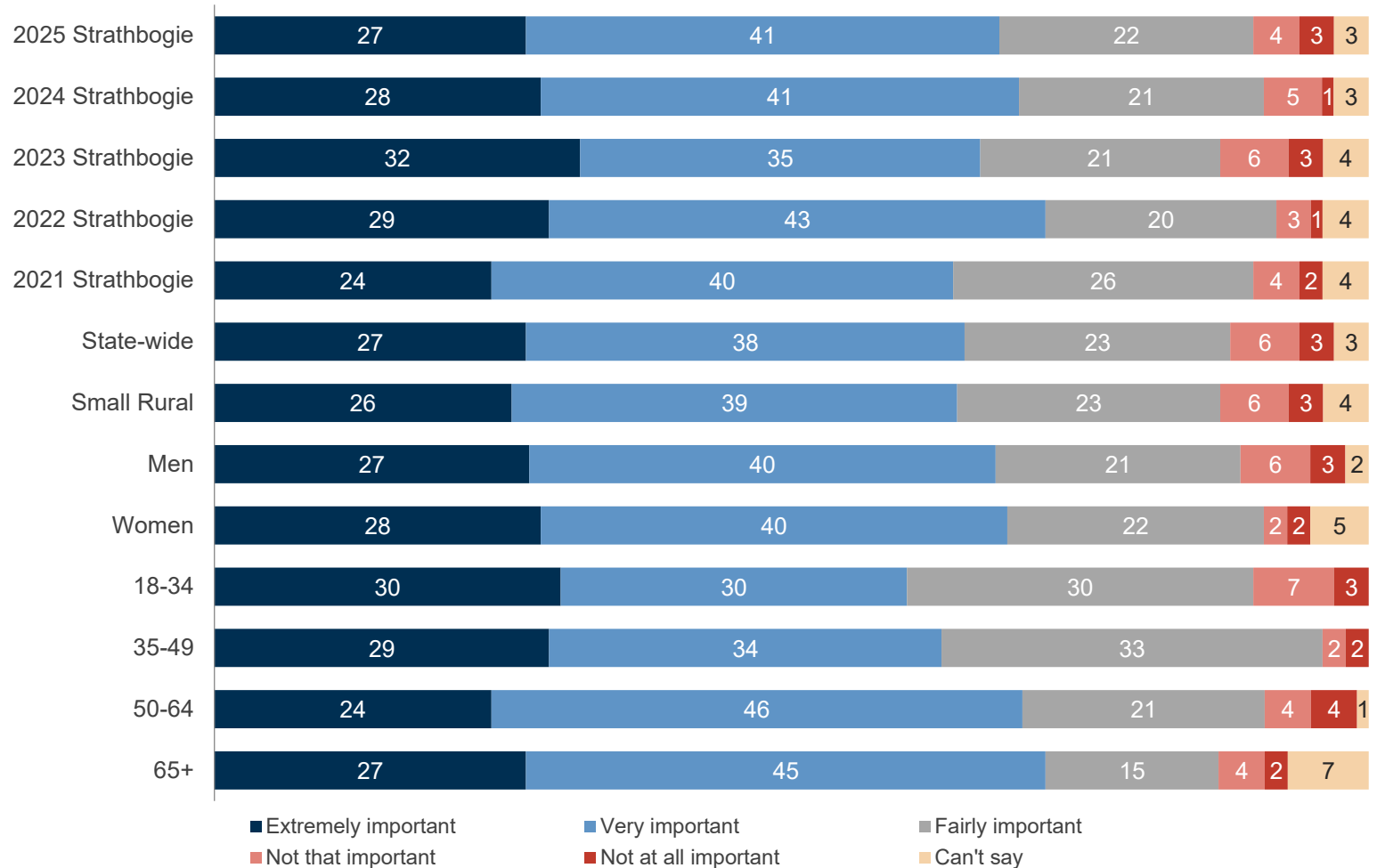
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2025 planning and building permits importance (%)





Planning and building permits performance



2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	47	45	45	43	52	n/a	n/a	n/a	n/a	n/a
35-49	46	39	49	40	48	n/a	n/a	n/a	n/a	n/a
State-wide	43	45	47	50	51	51	52	52	51	50
65+	43	41	48	48	51	n/a	n/a	n/a	n/a	n/a
Strathbogie	43	42	47	44	51	n/a	n/a	n/a	n/a	n/a
Small Rural	43	43	45	48	49	46	48	51	51	50
18-34	43	48	50	44	56	n/a	n/a	n/a	n/a	n/a
50-64	40	39	42	40	48	n/a	n/a	n/a	n/a	n/a
Men	39	38	49	45	49	n/a	n/a	n/a	n/a	n/a

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: 8

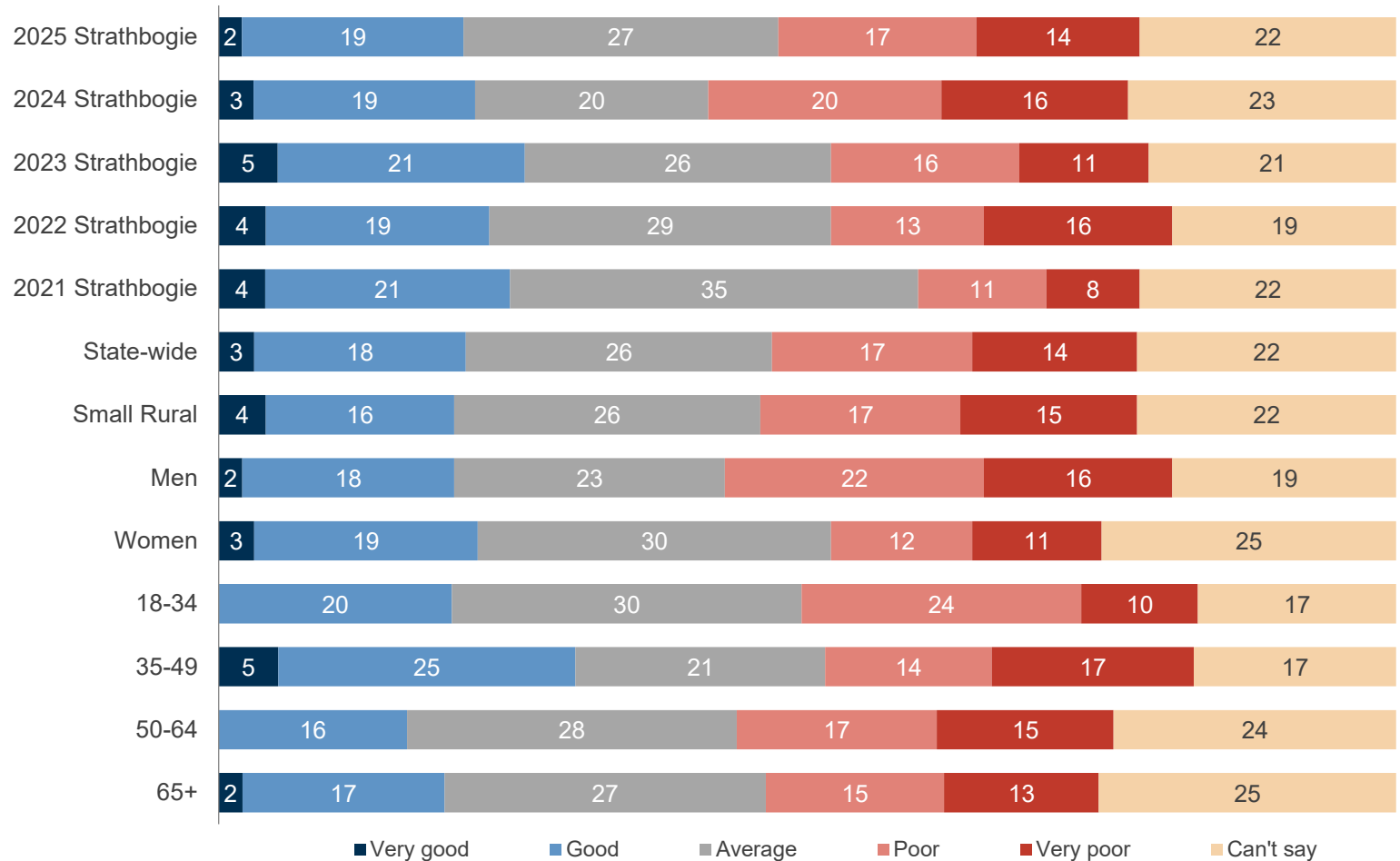
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)





Environmental sustainability performance



2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	63	59	51	57	55	60	n/a	n/a	n/a	n/a
18-34	61	61	62	54	67	61	n/a	n/a	n/a	n/a
Men	59	57	58	59	58	55	n/a	n/a	n/a	n/a
State-wide	59	60	60	61	62	60	62	63	64	63
Small Rural	58	59	59	59	61	57	59	62	63	61
Strathbogie	58	57	57	59	57	56	n/a	n/a	n/a	n/a
65+	58	56	58	64	57	53	n/a	n/a	n/a	n/a
Women	57	57	56	58	57	56	n/a	n/a	n/a	n/a
50-64	51	54	57	53	52	53	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

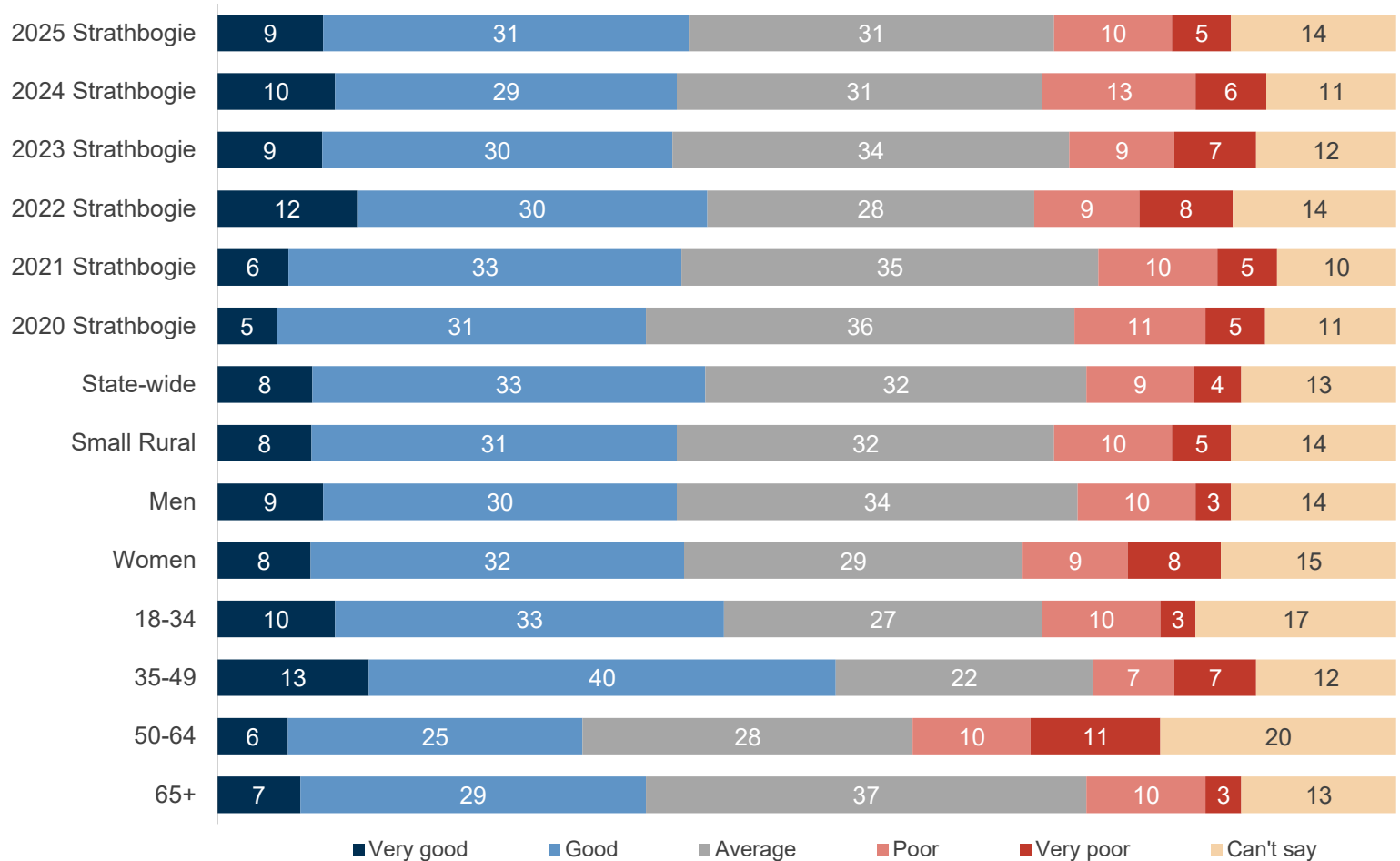
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2025 environmental sustainability performance (%)

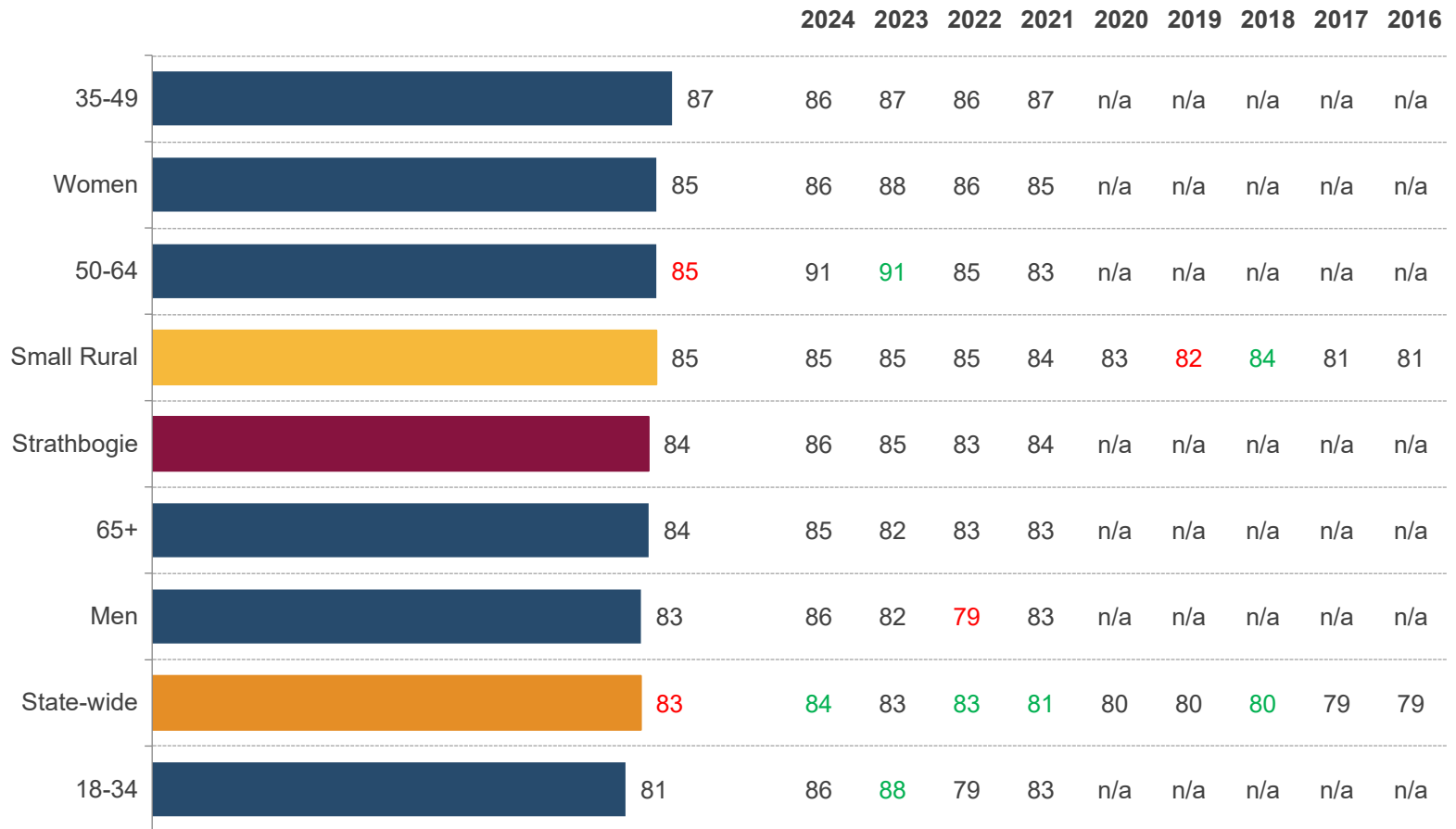




Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (index scores)



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: 6

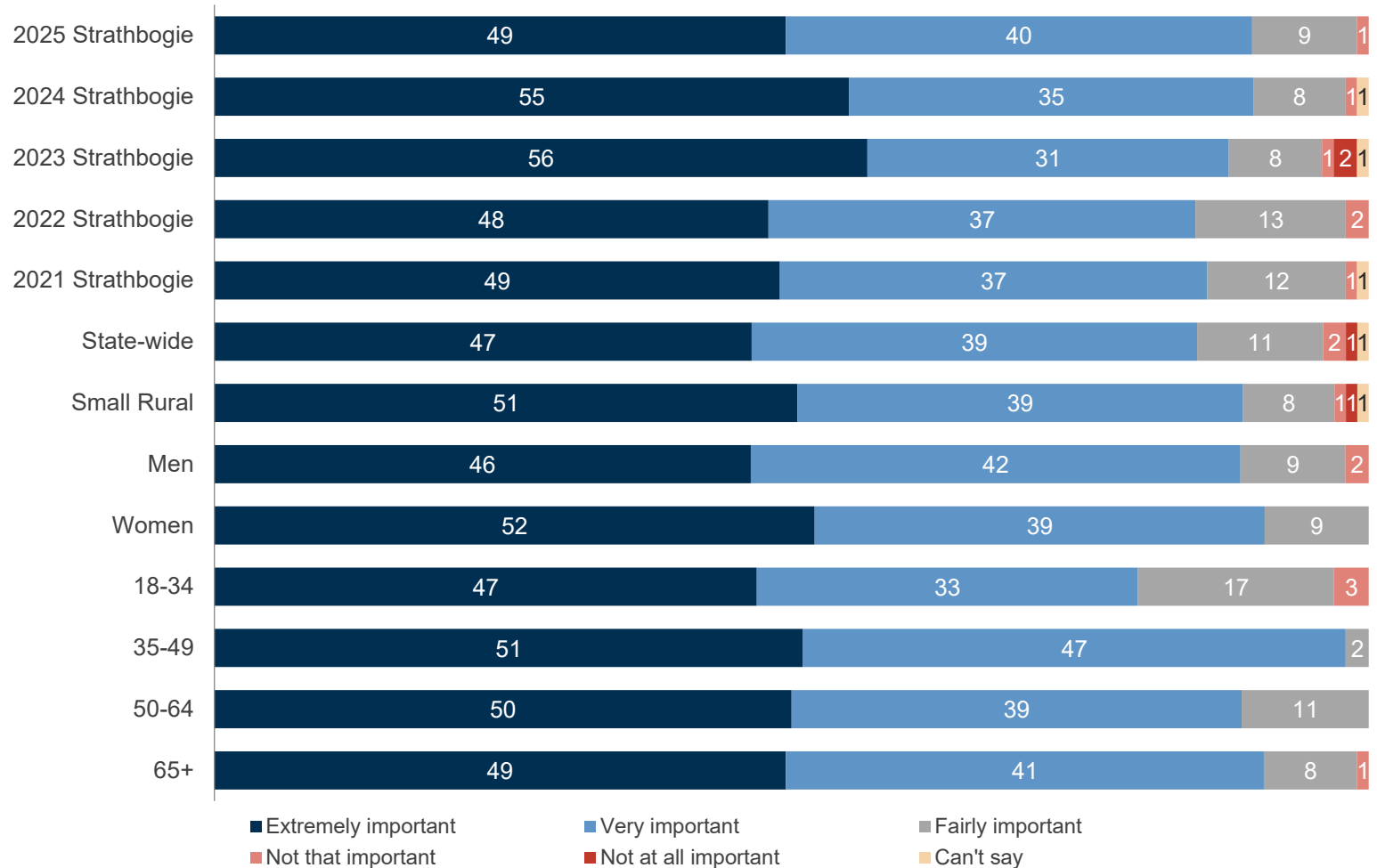
Note: Please see Appendix A for explanation of significant differences.



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+	40	35	42	43	46	41	44	43	n/a	n/a
Small Rural	40▲	35	38	42	44	43	43	40	43	44
State-wide	38	36	37	41	45	44	44	43	44	43
Men	36	32	37	44	43	42	44	40	n/a	n/a
Strathbogie	36	32	36	40	42	41	43	37	n/a	n/a
Women	35	32	34	36	40	40	41	35	n/a	n/a
50-64	35	27	31	34	44	38	43	32	n/a	n/a
18-34	33	33	28	40	33	42	45	42	n/a	n/a
35-49	27▼	30	30	39	38	45	39	31	n/a	n/a

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: 10

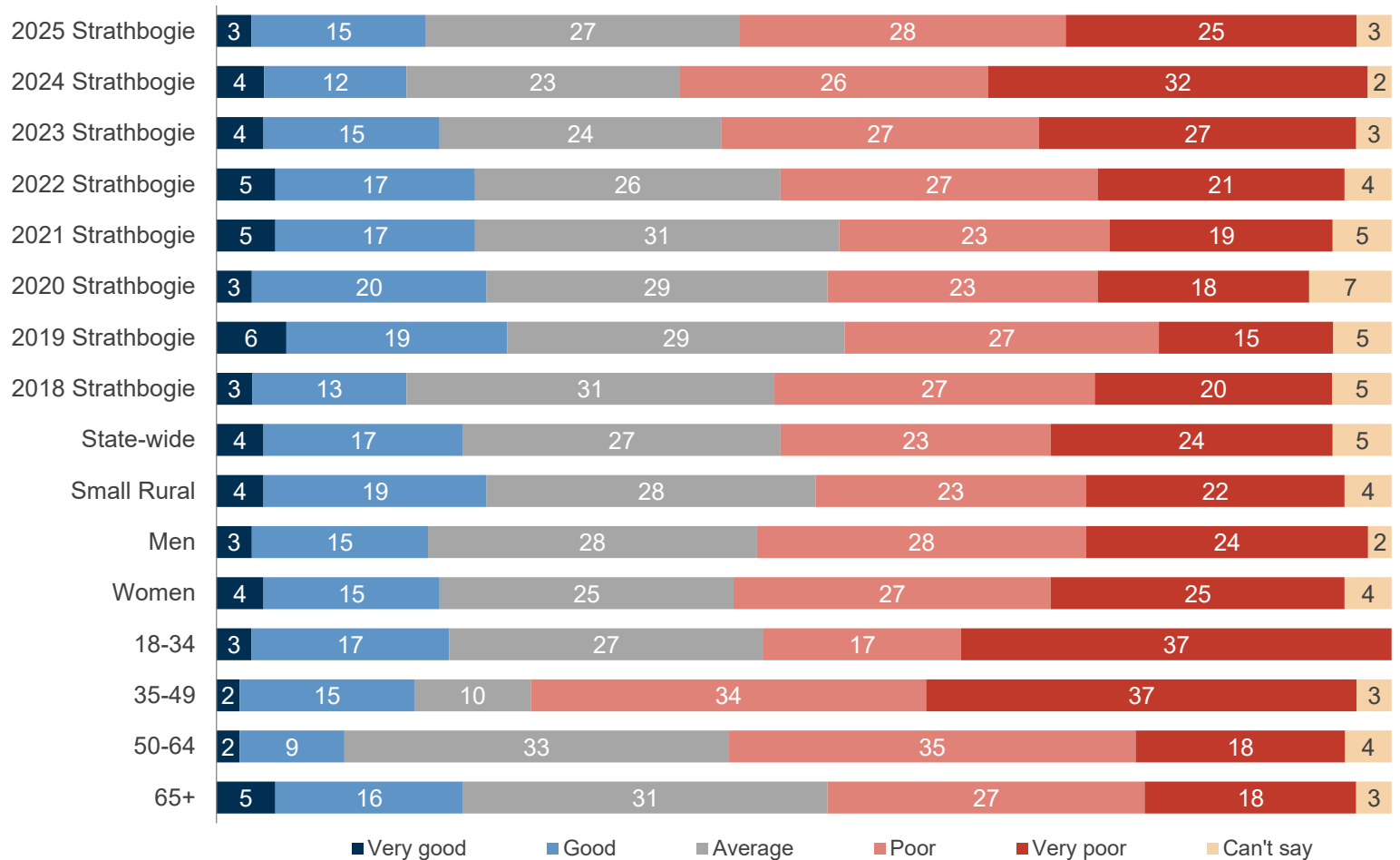
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (%)

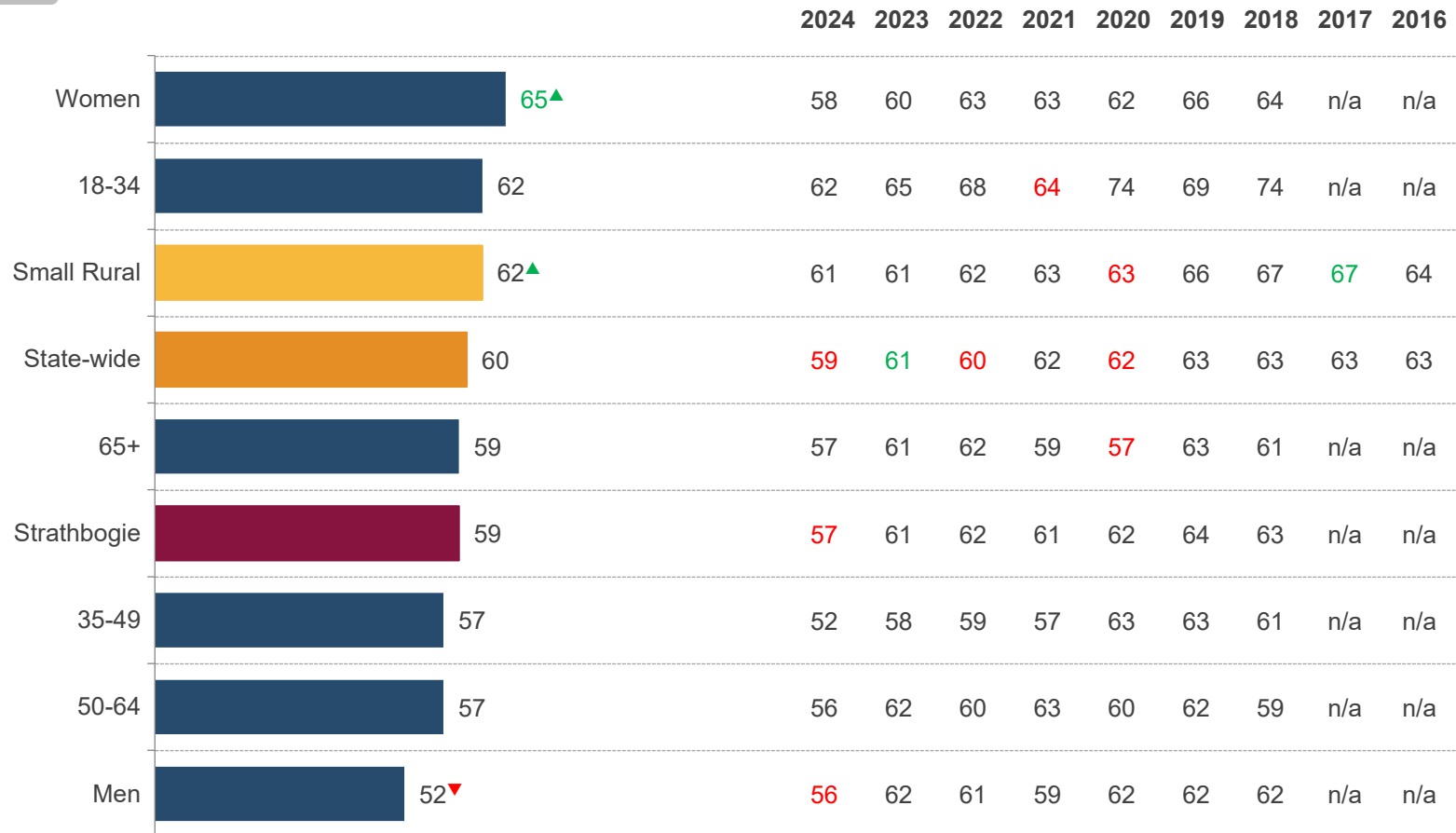




Tourism development performance



2025 tourism development performance (index scores)



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

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 5

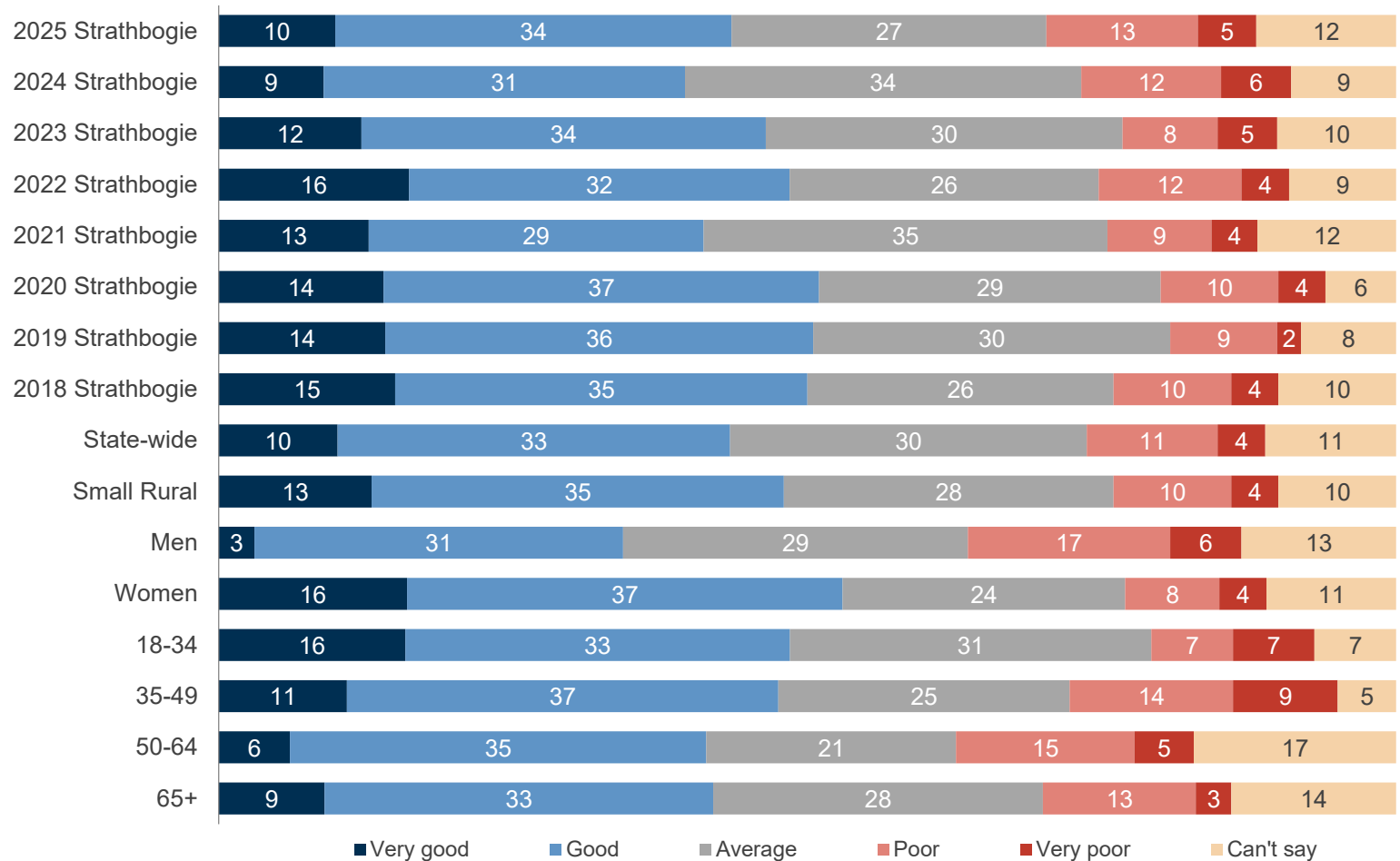
Note: Please see Appendix A for explanation of significant differences.



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.

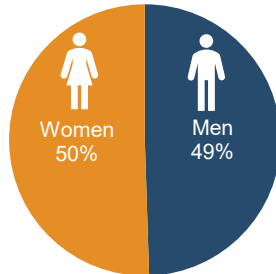
Detailed demographics



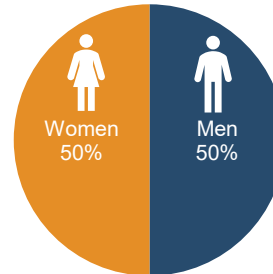
Gender and age profile

2025 gender

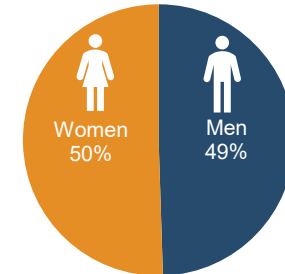
Strathbogie



Small Rural

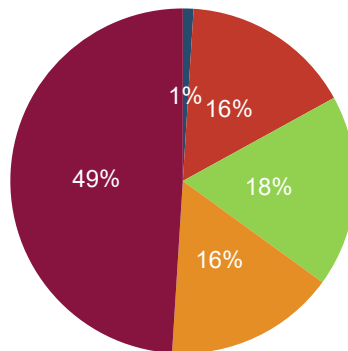


State-wide

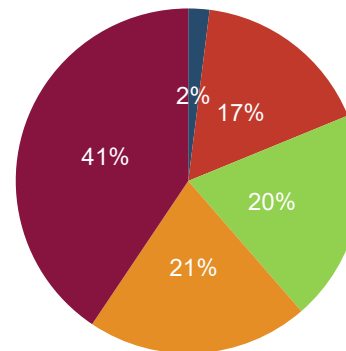


2025 age

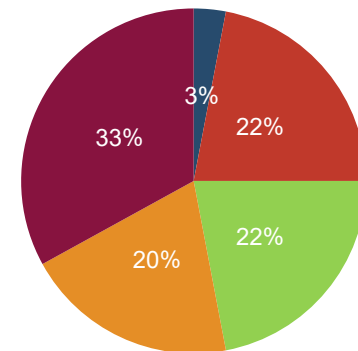
Strathbogie



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

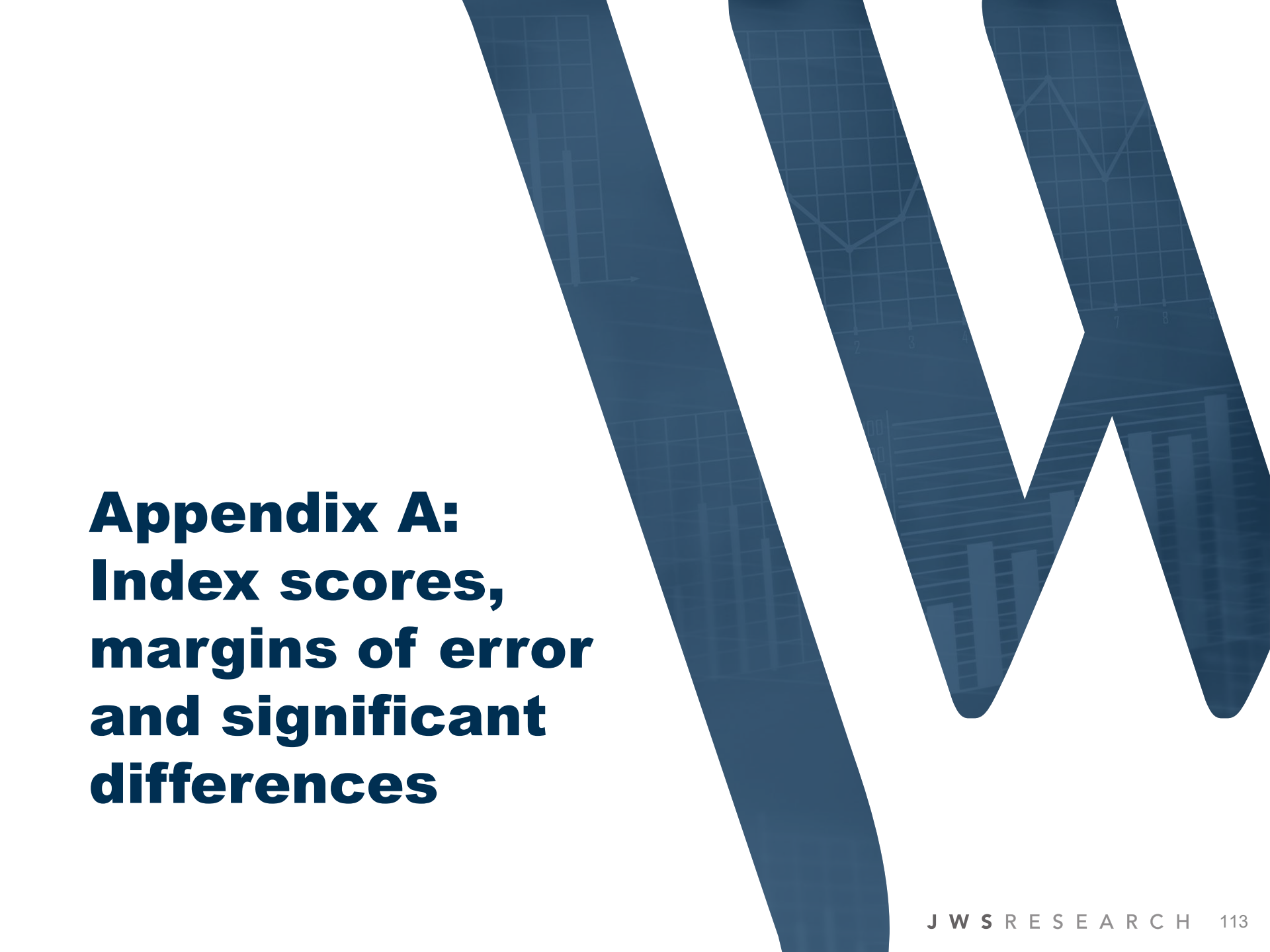
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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.



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 Strathbogie Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 9,400 people aged 18 years or over for Strathbogie Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Strathbogie Shire Council	400	400	+/-4.8
Men	205	198	+/-6.8
Women	194	202	+/-7.0
18-34 years	30	65	+/-18.2
35-49 years	44	73	+/-14.9
50-64 years	80	64	+/-11.0
65+ years	246	197	+/-6.2



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=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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 Strathbogie Shire Council area.

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

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Strathbogie Shire Council.

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

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



Appendix B: Analysis and reporting

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

Council Groups

Strathbogie Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

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