



2025 Local Government Community Satisfaction Survey

East Gippsland 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

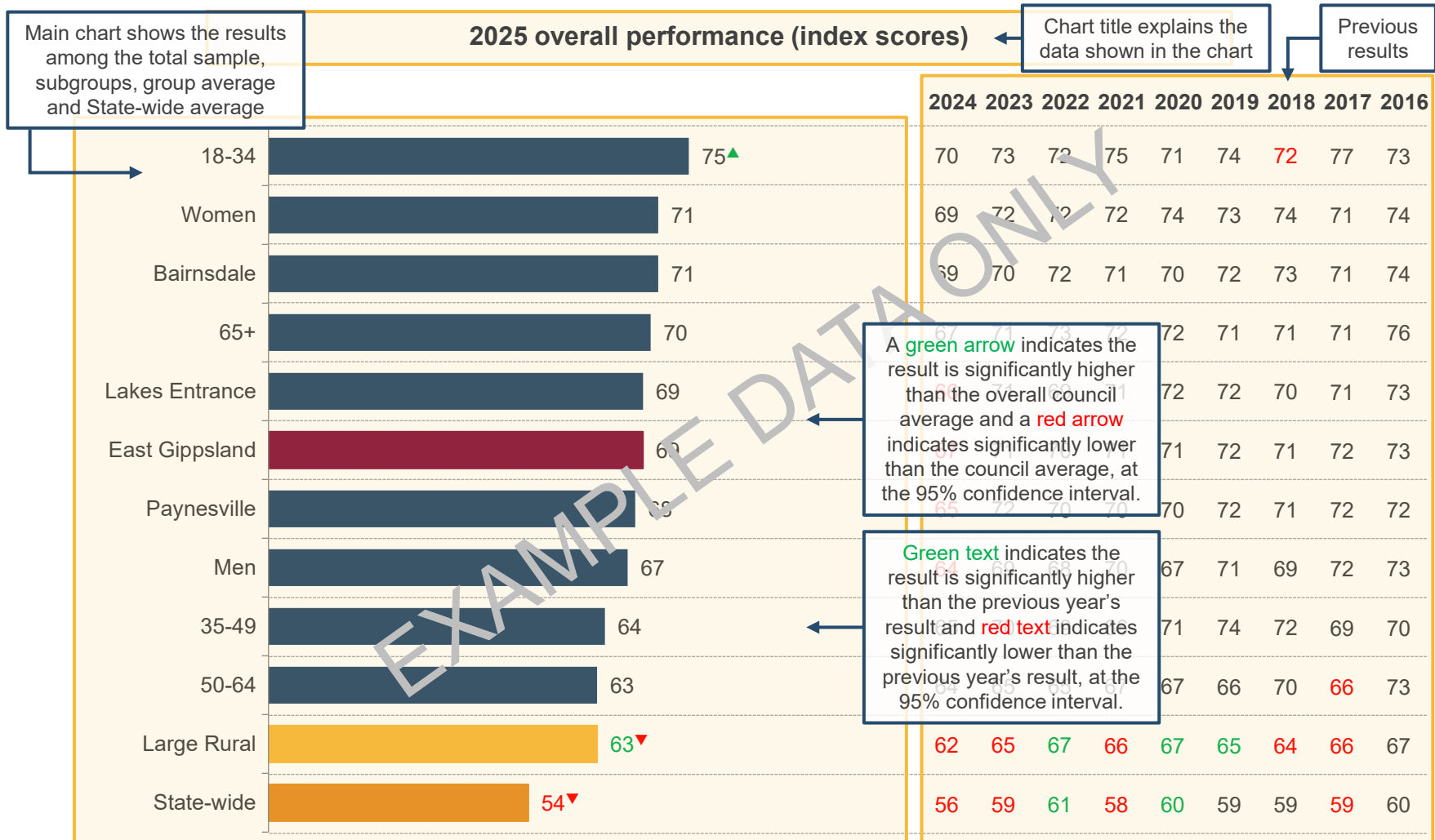
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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 East Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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



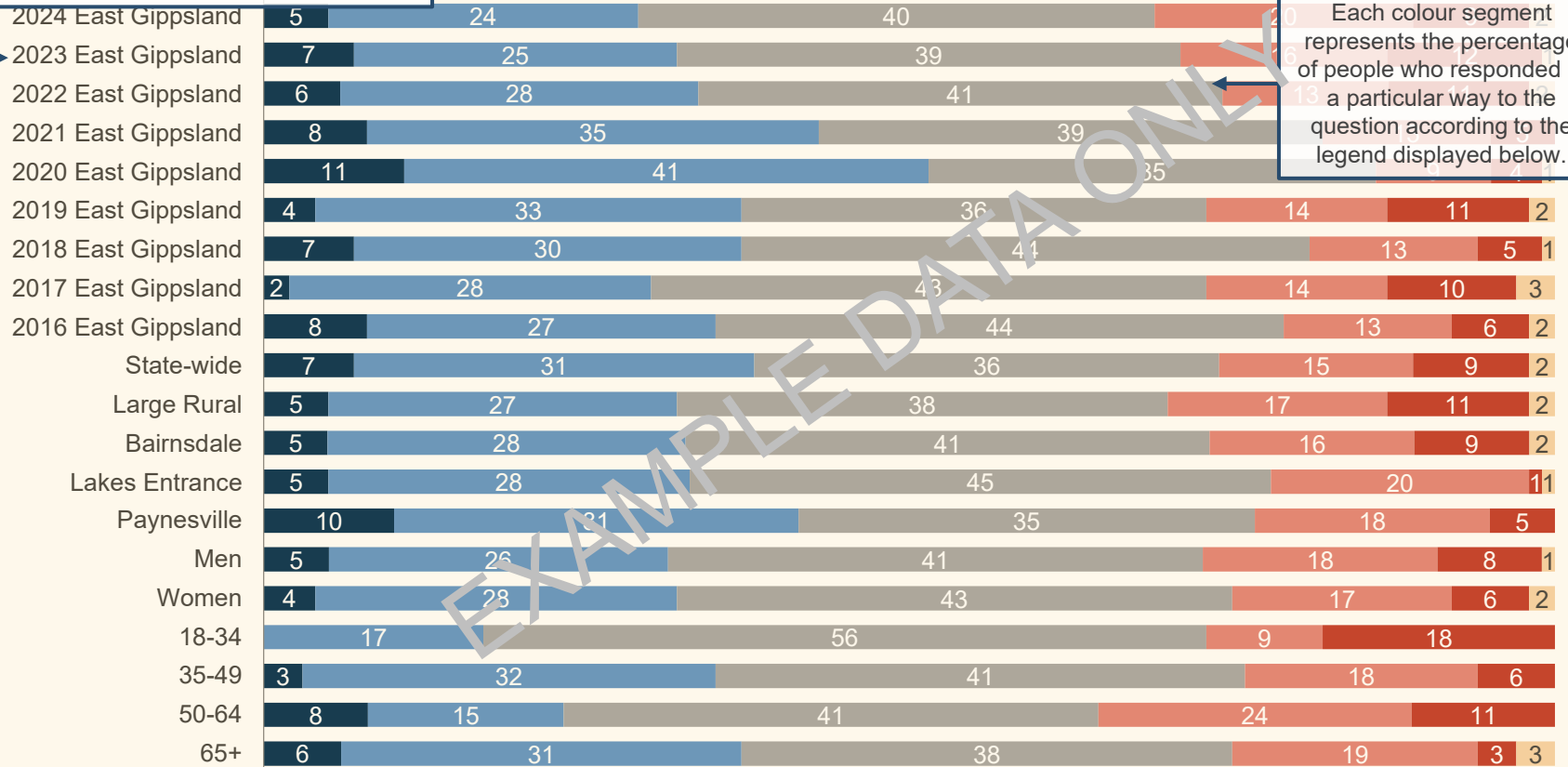
How to read stacked bar charts in this report

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

2025 overall performance (%)

Chart title explains the data shown in the chart

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



Legend

Very good Good Average Poor Very poor Can't say

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web, with some nodes appearing brighter than others.

Key findings and recommendations



East Gippsland Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



East Gippsland
51



Large Rural 50



State-wide 53

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

≡ on par



Waste management

▲ higher



Recreational facilities

≡ on par

Bottom 3 performing areas



Planning & building permits

≡ on par



Sealed local roads

≡ on par



Slashing & weed control

≡ on par



Customer service

≡ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

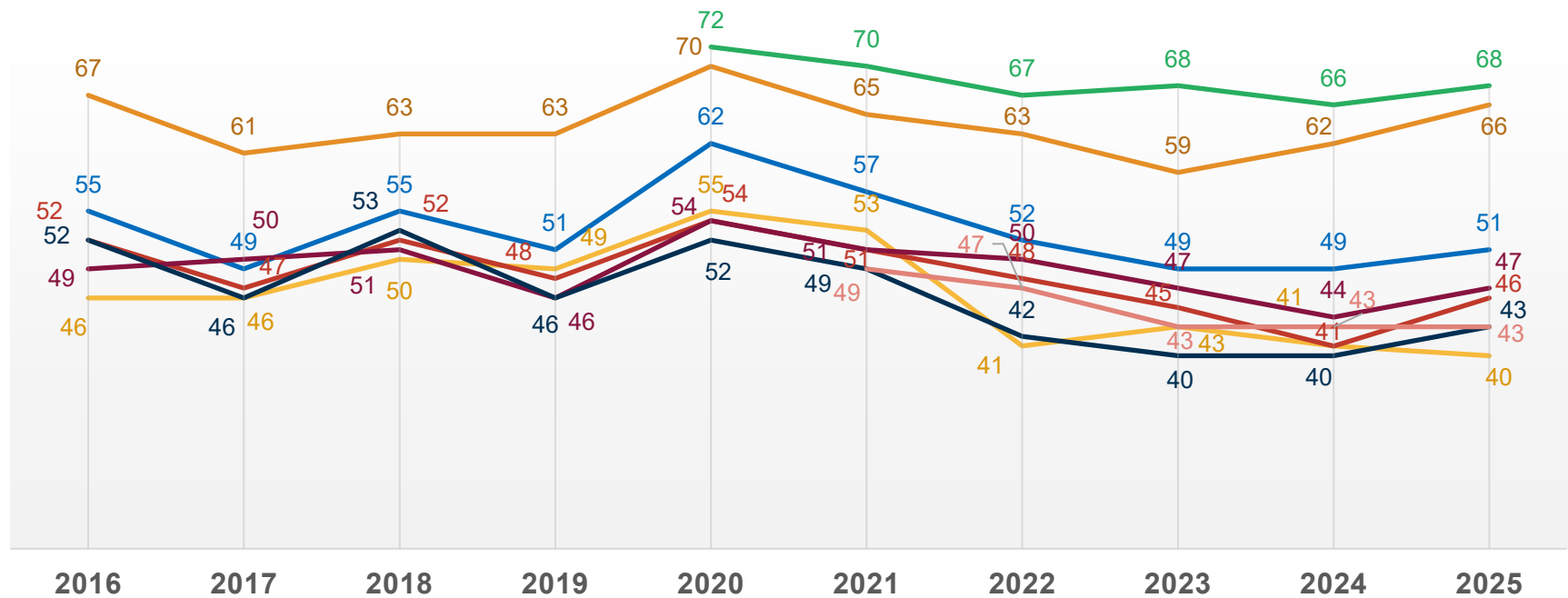

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

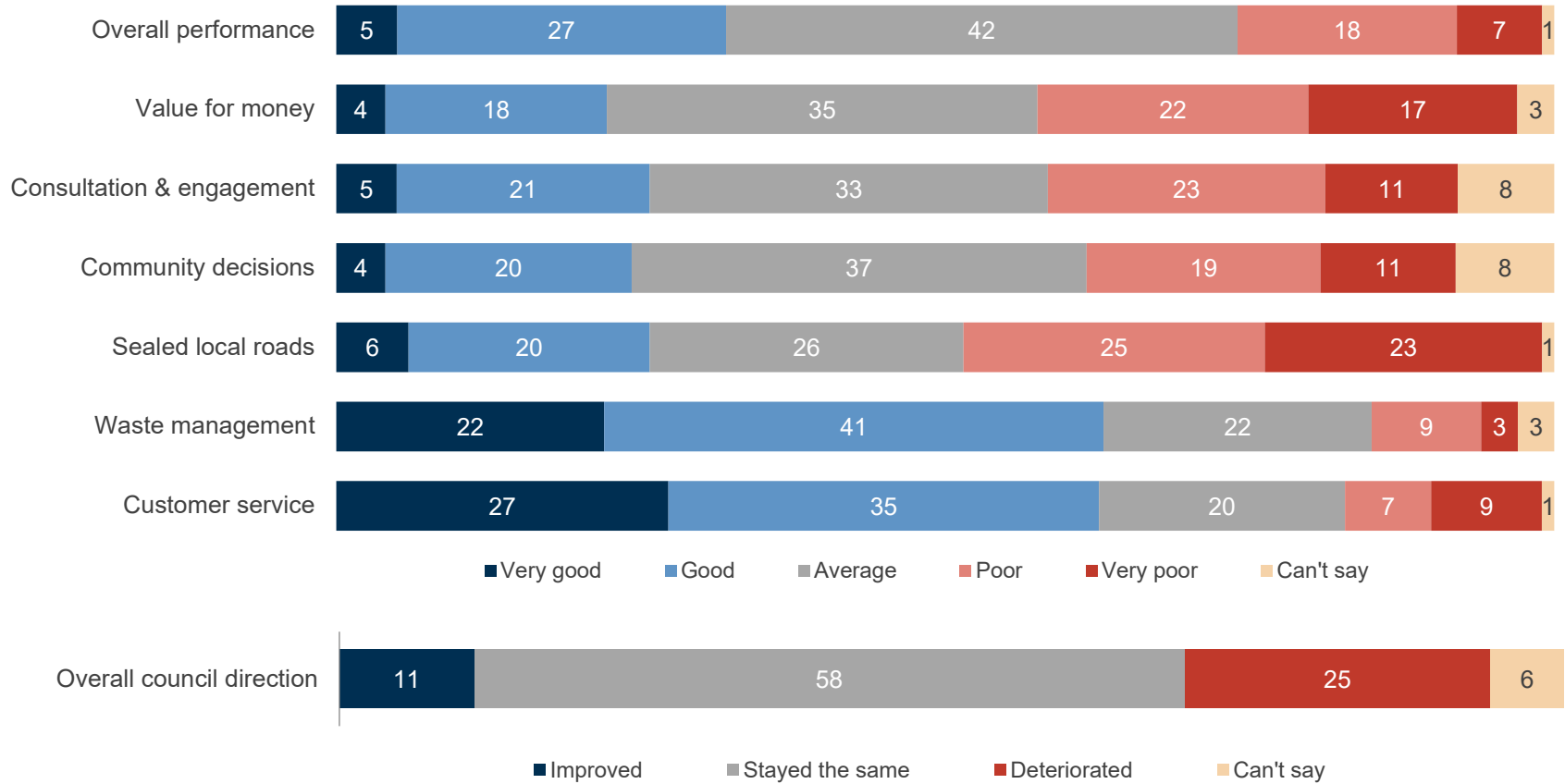

Overall
Council
Direction












Summary of core measures

Core measures summary results (%)














Summary of East Gippsland Shire Council performance

Services		East Gippsland 2025	East Gippsland 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	51	49	50	53	Paynesville residents	18-34 years
	Value for money	43	43	43	47	65+ years	18-34 years
	Overall council direction	43	40	44	46	Paynesville residents	18-64 years
	Customer service	66	62	65	66	50-64 years	35-49 years
	Art centres & libraries	69	66	71	73	65+ years, 35-49 years, Lakes Entrance residents, Bairnsdale residents	50-64 years
	Waste management	68	66	62	65	65+ years	18-34 years
	Recreational facilities	66	63	65	67	35-49 years	18-34 years
	Emergency & disaster mngt	65	60	65	65	Lakes Entrance residents	50-64 years, Men
	Appearance of public areas	64	65	66	68	Lakes Entrance residents,	18-34 years, Paynesville residents
	Environmental sustainability	56	55	58	59	Lakes Entrance residents	65+ years, Bairnsdale residents



Summary of East Gippsland Shire Council performance

Services		East Gippsland 2025	East Gippsland 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Enforcement of local laws	55	57	59	59	35-49 years	65+ years
	Bus/community dev./tourism	55	55	55	56	Lakes Entrance residents	35-49 years
	Informing the community	48	48	54	56	Men	18-34 years
	Lobbying	47	44	47	49	65+ years, Men, Bairnsdale residents	18-34 years
	Community decisions	47	44	46	49	Paynesville residents	18-34 years
	Consultation & engagement	46	41	48	50	50-64 years	Paynesville residents, 18-34 years
	Slashing & weed control	45	41	46	47	Lakes Entrance residents, Paynesville residents	Men, 50-64 years, 18-34 years, 65+ years
	Sealed local roads	40	41	39	45	65+ years	50-64 years
	Planning & building permits	40	39	41	43	50-64 years, Bairnsdale residents, Men	18-34 years



Focus areas for the next 12 months

Overview

Perceptions of East Gippsland Shire Council's overall performance (index score of 51, up two points on 2024) are showing some signs of recovery after two consecutive years of record-low ratings. Perceptions in most areas evaluated in 2025 have also been maintained from 12 months ago. Emergency and disaster management, and consultation and engagement, are the exceptions, where Council's performance has significantly improved this year.

Key influences on perceptions of overall performance

Over the next 12 months, Council should seek to improve its communication and transparency with residents, as making decisions in the community's interest is a lower rated service area with the strongest influence on overall performance. Improving perceptions of the lowest rated areas of planning and building permits, and sealed local roads, should also be prioritised due to their moderate to strong influence on overall performance.

Comparison to state and area grouping

Council performs in line with the Large Rural group on the core measures of overall performance, value for money, overall council direction and customer service, and in 12 of the 15 service areas evaluated. On waste management, Council rates significantly higher than both the Large Rural group and State-wide averages. In contrast, on informing the community and the enforcement of local laws, Council rates significantly lower than both group averages.

Maintain improvements and focus on residents aged 18 to 34 years

Council should seek to maintain and build upon the significant improvements in consultation and engagement, and emergency and disaster management. The former service area, in particular, is influential on Council's overall performance ratings. Attention should also be paid to residents aged 18 to 34 years, as they provide the lowest ratings for overall performance, value for money, overall council direction and in nine of the 15 service areas.

DETAILED FINDINGS

Overall performance



Overall performance

The overall performance index score of 51 for East Gippsland Shire Council represents a two-point improvement on the 2024 result.

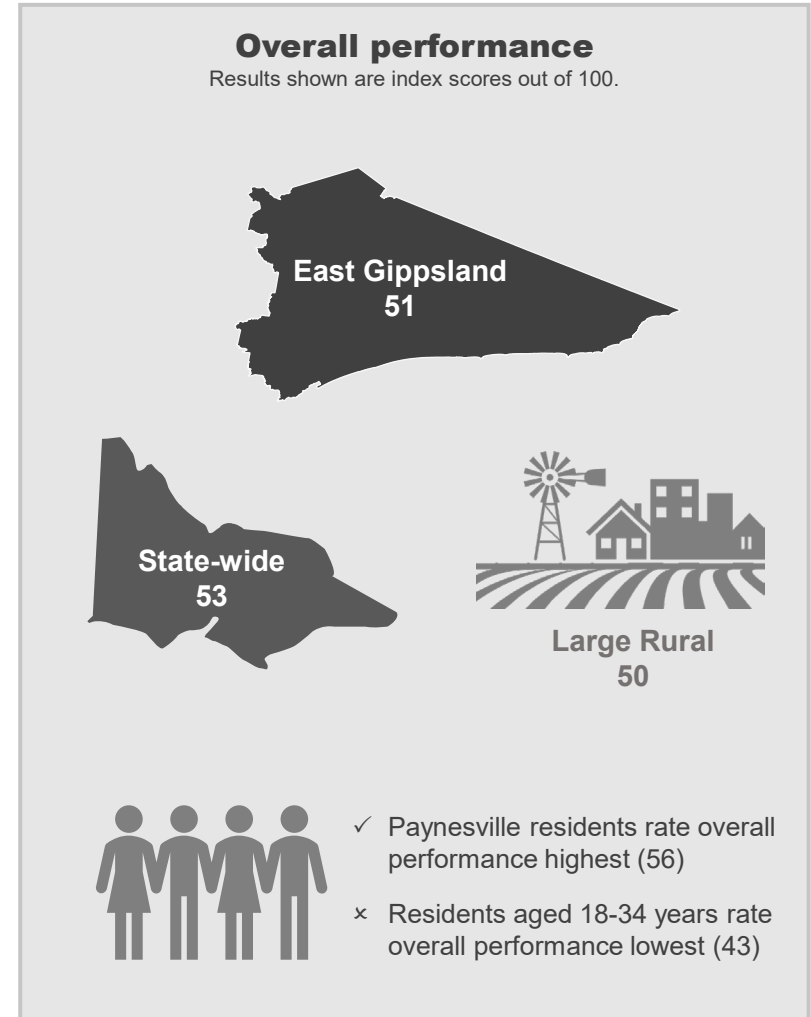
- Council's overall performance is rated statistically in-line (at the 95% confidence interval) with the Large Rural group and State-wide averages (index scores of 50 and 53 respectively).

Perceptions of overall performance differ significantly from the Council average among residents aged:

- 65 years and over (index score of 55) who rate Council's overall performance significantly higher
- 18 to 34 years (index score of 43) who rate Council's overall performance significantly lower.

Perceptions of Council's value for money in services and infrastructure (index score of 43) have not changed since 2023 when ratings on this metric suffered a significant decline.

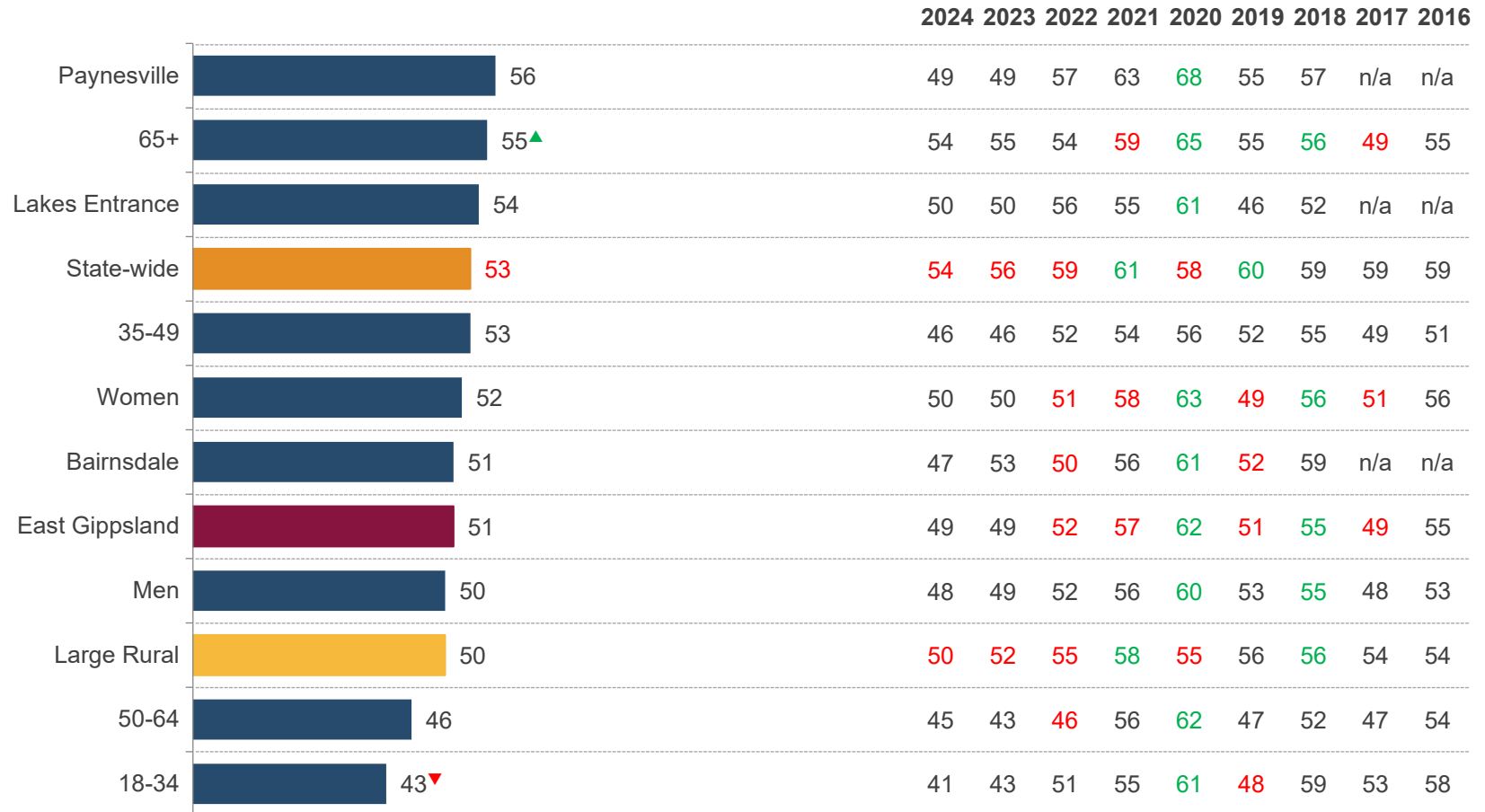
More residents continue to rate the value for money Council provides in services and infrastructure as 'very poor' or 'poor' (39%) than 'very good' or 'good' (22%).





Overall performance

2025 overall performance (index scores)



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

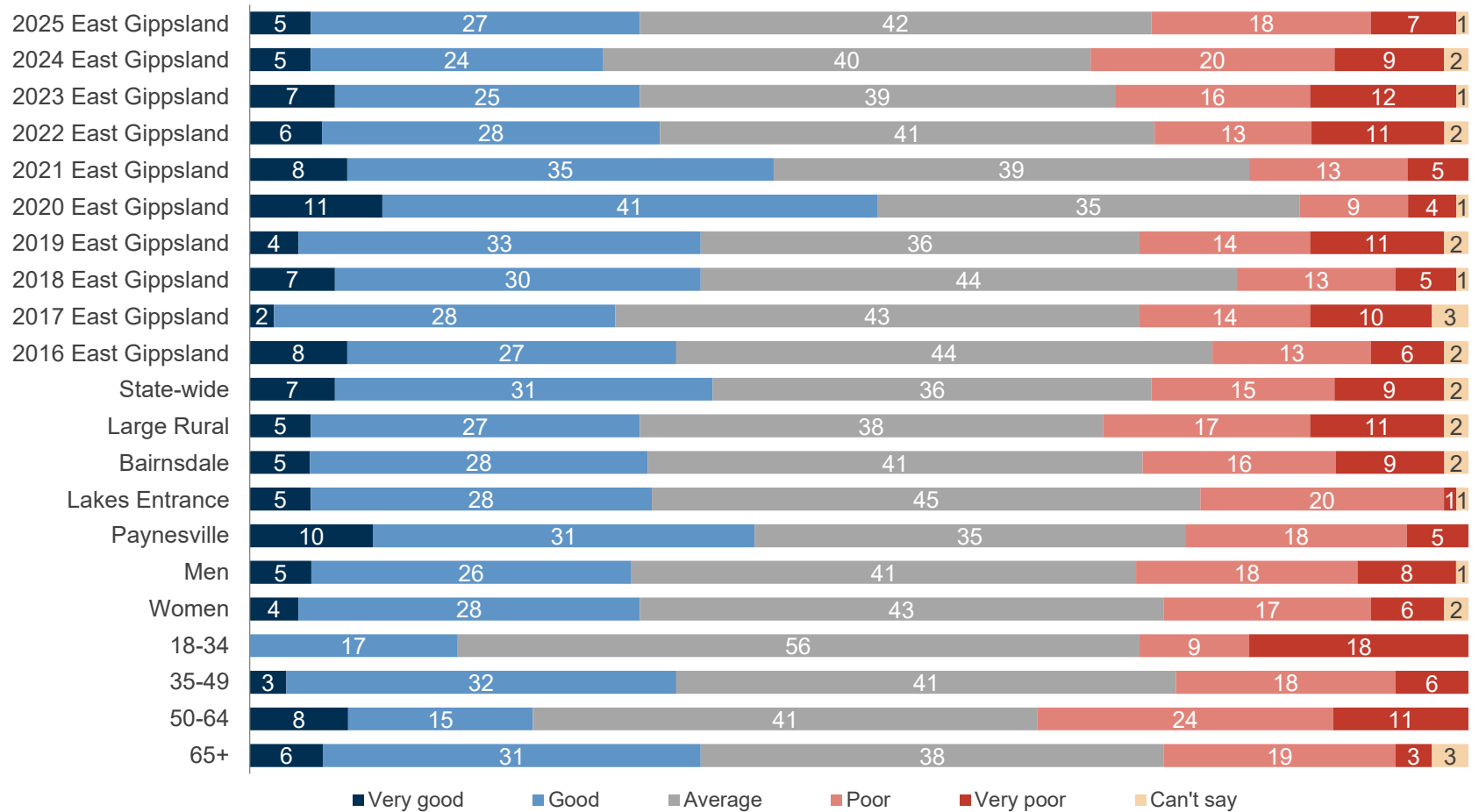
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



Overall performance

2025 overall performance (%)



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



Value for money in services and infrastructure

2025 value for money (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	47	48	48	49	56	n/a	n/a	n/a	n/a	n/a
State-wide	47▲	48	49	53	54	n/a	n/a	n/a	n/a	n/a
Paynesville	46	43	42	53	55	n/a	n/a	n/a	n/a	n/a
Lakes Entrance	46	51	44	50	46	n/a	n/a	n/a	n/a	n/a
Bairnsdale	44	41	48	46	49	n/a	n/a	n/a	n/a	n/a
Men	44	41	42	48	49	n/a	n/a	n/a	n/a	n/a
Large Rural	43	43	45	48	50	n/a	n/a	n/a	n/a	n/a
East Gippsland	43	43	43	47	49	n/a	n/a	n/a	n/a	n/a
Women	42	46	45	46	50	n/a	n/a	n/a	n/a	n/a
50-64	41	37	35	42	47	n/a	n/a	n/a	n/a	n/a
35-49	40	36	40	47	46	n/a	n/a	n/a	n/a	n/a
18-34	33▼	42	39	46	40	n/a	n/a	n/a	n/a	n/a

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

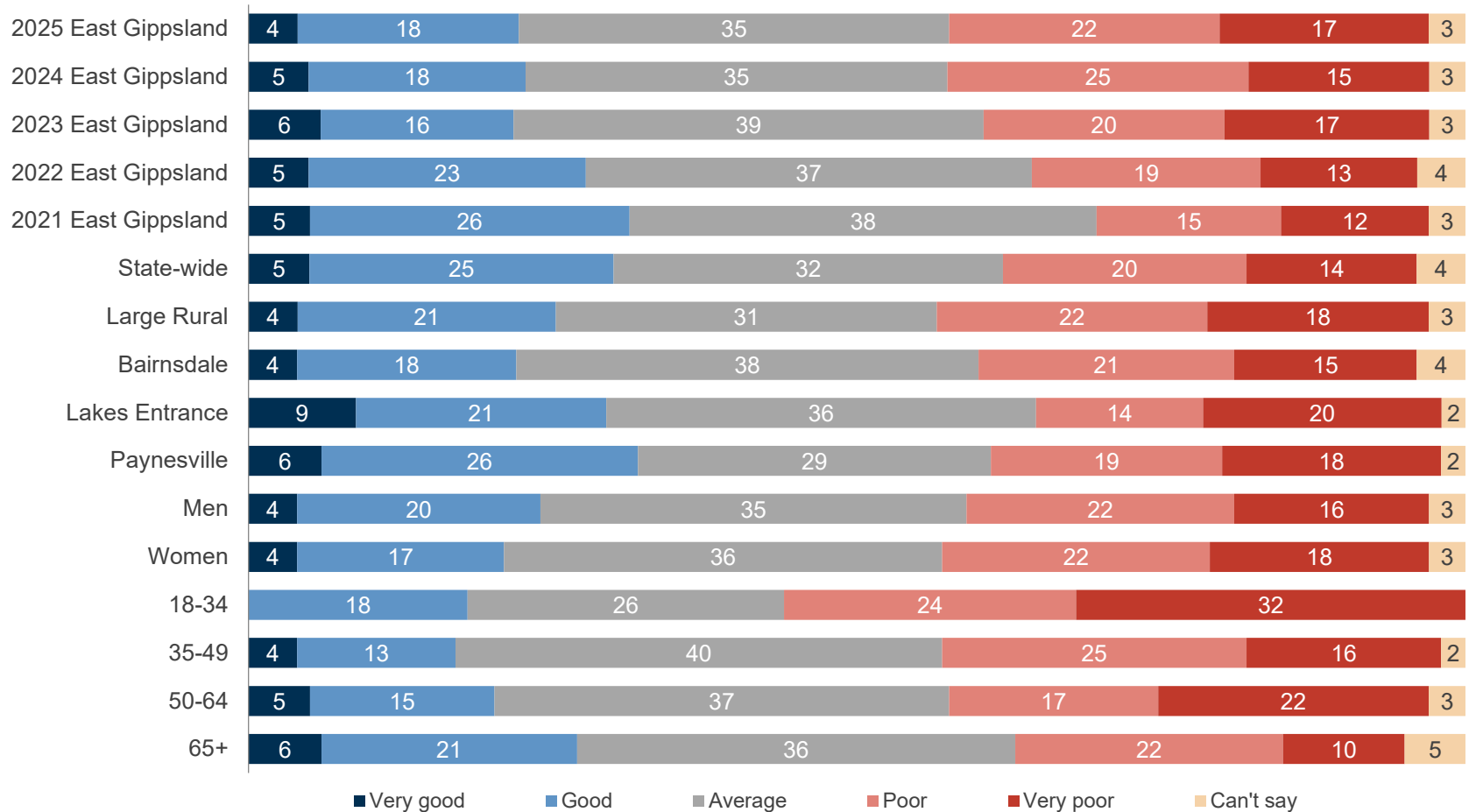
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Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2025 value for money (%)



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

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



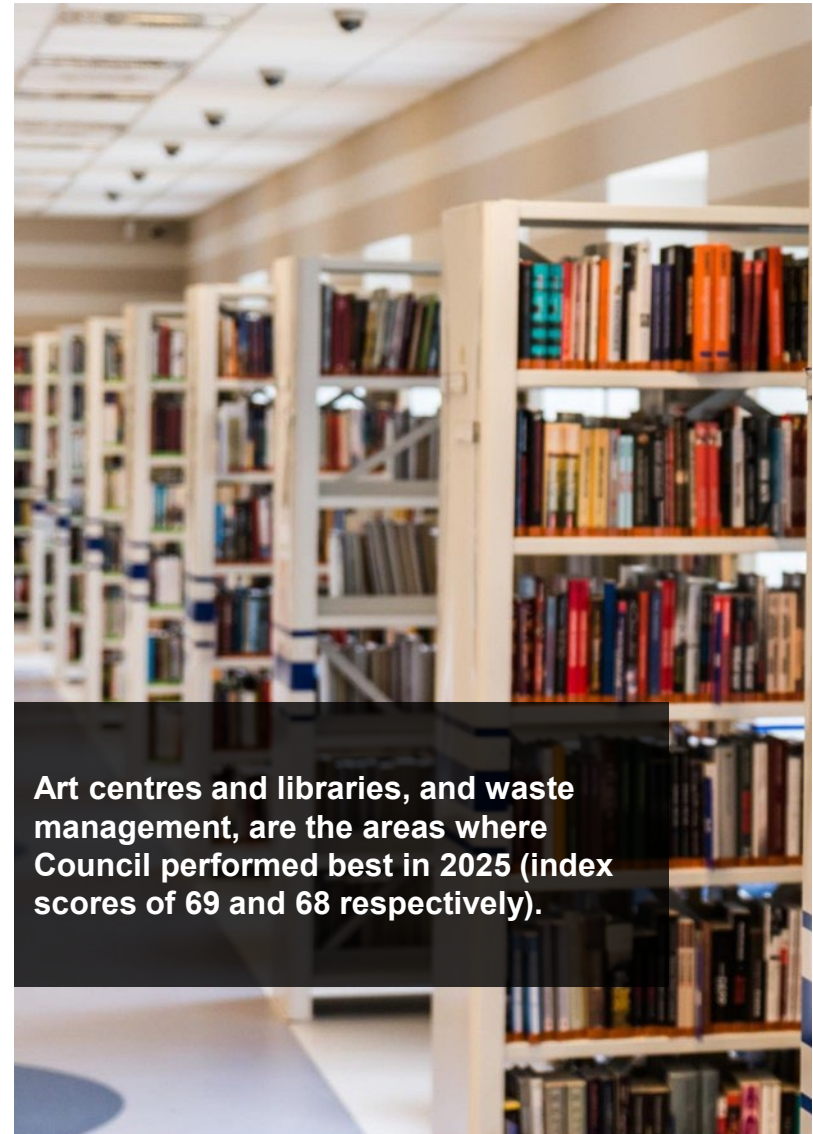
Top performing service areas

Art centres and libraries, and waste management, remain Council's top performing service areas (index scores of 69 and 68 respectively).

- In the area of art centres and libraries, perceptions continue to recover from the significant decline that occurred in 2023, increasing by another three index points in the last 12 months. Council's is now rated on par with the Large Rural group (71) in this service area.
- Council's waste management performance is now rated significantly higher than both the Large Rural group and State-wide averages (62 and 65 respectively). Ratings of this service area among Bairnsdale residents significantly increased from 2024 (69, up six points).

Recreational facilities is the next highest rated service area (index score of 66). Residents aged 18 to 34 years rate this area significantly lower than average (59). For three consecutive years, recreational facilities ratings are lowest among the younger cohort.

Perceptions of Council's fourth highest rated area, emergency and disaster management, increased significantly from 2024 (65, up five index points). Ratings improved significantly among Lakes Entrance residents (70, up nine points) and those aged 65 years and over (65, up five points).



Art centres and libraries, and waste management, are the areas where Council performed best in 2025 (index scores of 69 and 68 respectively).



Low performing service areas



Council rates lowest in the area of planning and building permits, and sealed local roads (index score of 40 for both).

The lowest performing service areas for Council this year are planning and building permits, and sealed local roads (index score of 40 for both).

- Planning and building permits has been Council's lowest rated area for several years now. The low rating in this service area has been relatively consistent since measurement of this service began in 2021.
- Performance on sealed local roads has fluctuated over the past decade but has largely trended downwards since a peak rating of 55 in 2020.
- Sealed local roads has been deemed the most important individual service area for three consecutive years now (importance index score of 83). Close to one in five residents (18%) nominate sealed road maintenance as the area Council needs to focus on most to improve its performance.
- Both service areas have a moderate-to-strong influence on Council's overall performance rating, meaning any improvements seen here will have a positive impact on perceptions of overall performance.

Council performance in both service areas is in line with the Large Rural group average.



Individual service area performance

2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	69	66	63	72	72	75	n/a	n/a	n/a	74
Waste management	68	66	68	67	70	72	n/a	n/a	n/a	n/a
Recreational facilities	66	63	66	66	67	71	n/a	n/a	n/a	n/a
Emergency & disaster mngt	65	60	60	62	69	73	n/a	n/a	n/a	n/a
Appearance of public areas	64	65	60	58	69	74	n/a	n/a	n/a	n/a
Environmental sustainability	56	55	56	57	56	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	55	57	59	60	61	64	n/a	n/a	n/a	n/a
Bus/community dev./tourism	55	55	58	57	57	n/a	n/a	n/a	n/a	59
Informing the community	48	48	47	52	55	58	n/a	n/a	n/a	55
Lobbying	47	44	49	50	54	56	46	50	49	50
Community decisions	47	44	47	50	51	54	46	51	50	49
Consultation & engagement	46	41	45	48	51	54	48	52	47	52
Slashing & weed control	45	41	43	36	50	n/a	n/a	n/a	n/a	n/a
Sealed local roads	40	41	43	41	53	55	49	50	46	46
Planning & building permits	40	39	41	40	42	n/a	n/a	n/a	n/a	46

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

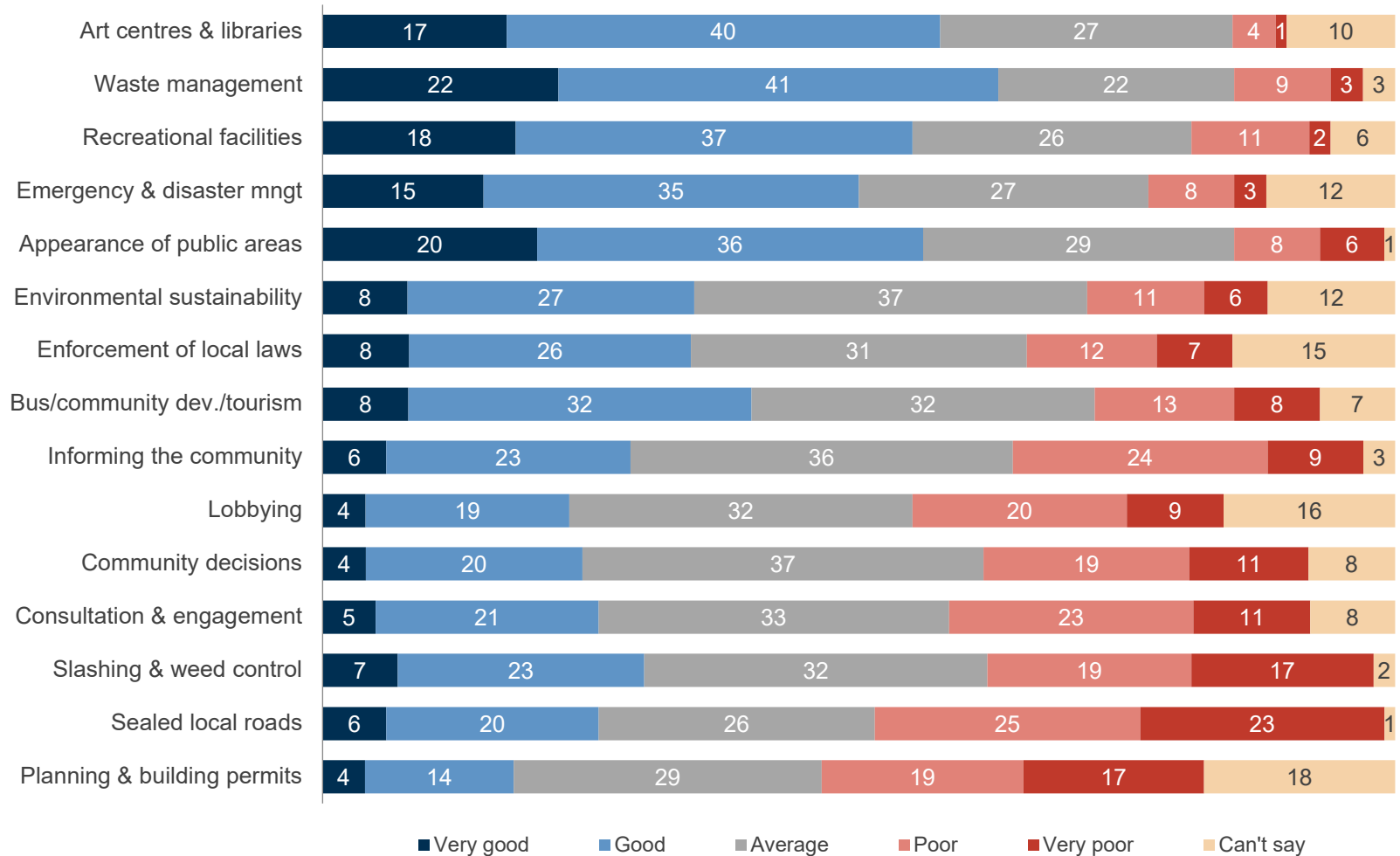
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



Individual service area performance

2025 individual service area performance (%)





Individual service area importance

2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Sealed local roads	83	83	81	84	80	83	n/a	n/a	n/a	n/a
Slashing & weed control	79	79	78	81	78	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	79	80	79	85	84	86	n/a	n/a	n/a	n/a
Waste management	78	79	81	84	81	82	n/a	n/a	n/a	n/a
Informing the community	78	79	79	79	81	80	n/a	n/a	n/a	77
Consultation & engagement	77	79	78	77	78	79	n/a	n/a	n/a	n/a
Community decisions	77	80	79	80	83	82	n/a	n/a	n/a	n/a
Appearance of public areas	74	75	74	77	77	77	n/a	n/a	n/a	n/a
Planning & building permits	71	73	73	71	72	n/a	n/a	n/a	n/a	69
Bus/community dev./tourism	71	74	71	72	78	n/a	n/a	n/a	n/a	74
Recreational facilities	70	73	71	74	74	77	n/a	n/a	n/a	n/a
Lobbying	69	68	68	70	71	71	n/a	n/a	n/a	n/a
Enforcement of local laws	68	67	66	68	67	70	n/a	n/a	n/a	n/a
Environmental sustainability	64	66	68	75	72	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	63	66	67	66	66	67	n/a	n/a	n/a	66

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

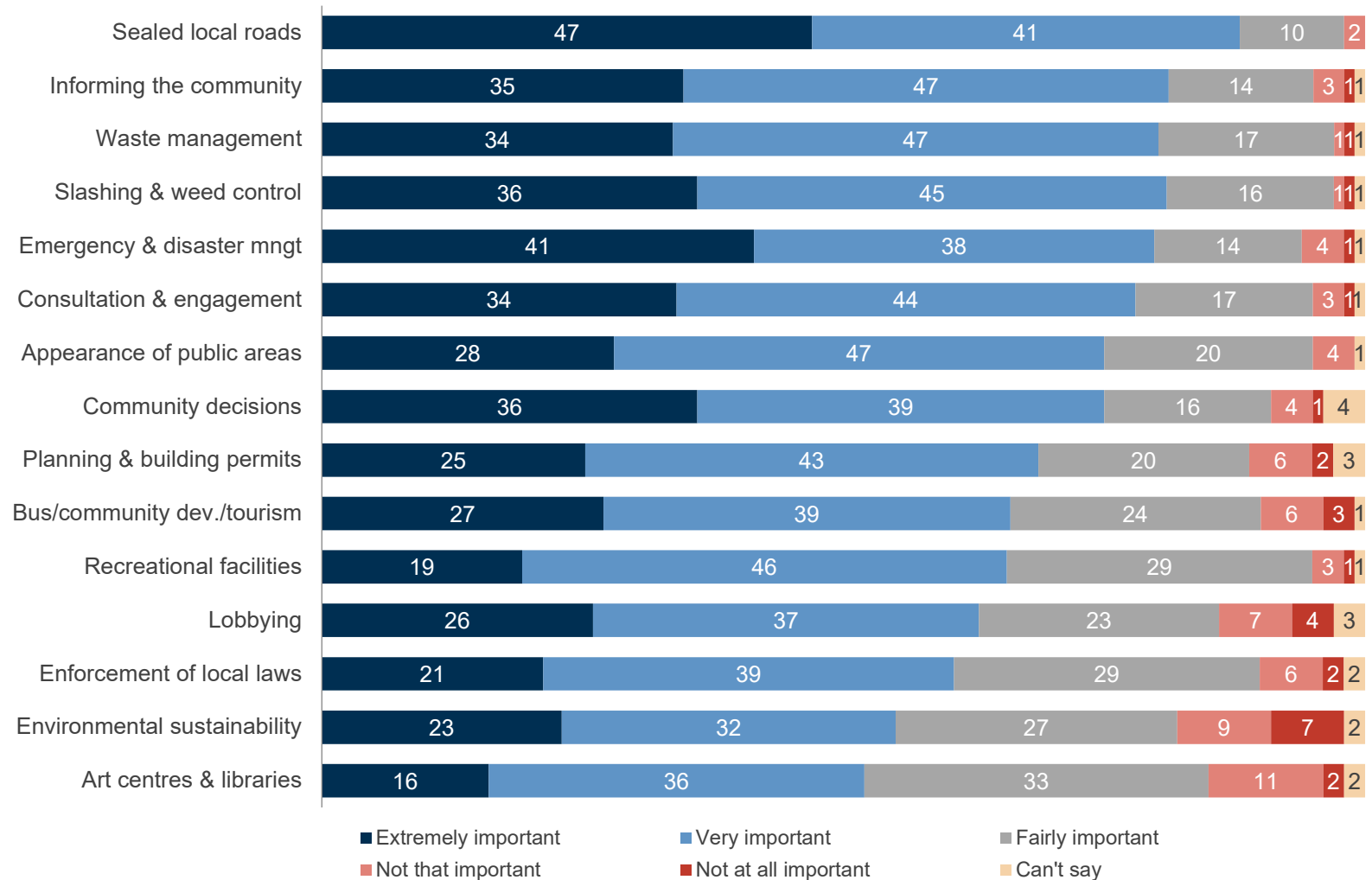
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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



Individual service area importance

2025 individual service area importance (%)



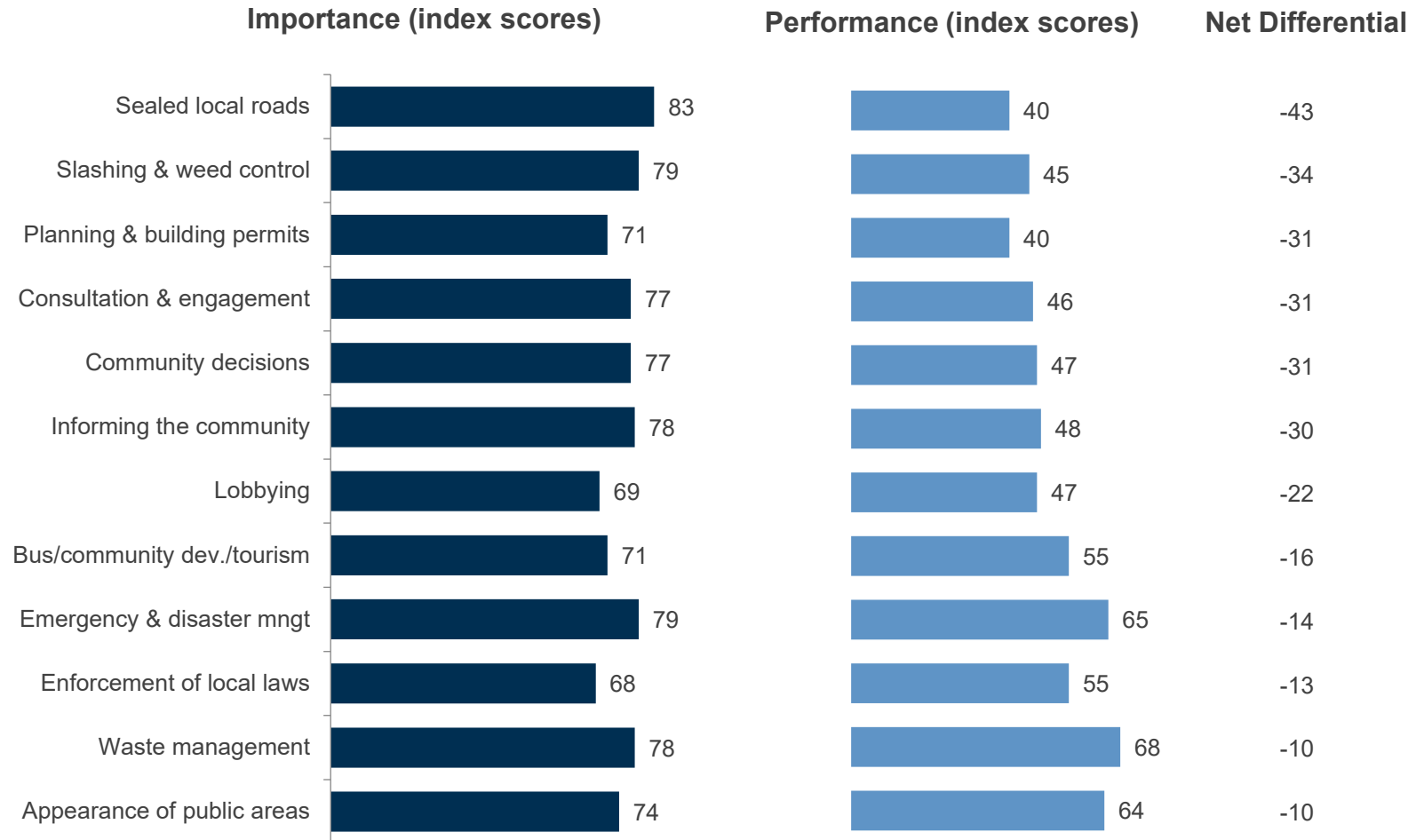
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

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



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 performance. This is currently one of Council's poorer performing areas (index score of 47).

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

- Planning and building permits
- The condition of sealed roads
- Lobbying on behalf of the community
- Community consultation and engagement
- Roadside slashing and weed control
- Art centres and libraries
- Waste management
- Business, community development and tourism.

Looking at these key service areas only, art centres and libraries, and waste management, have high

performance index scores (69 and 68 respectively) and a moderate influence on the overall performance rating.

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

Another service area that has a moderate influence on overall perceptions, but where Council performs relatively less well, is business, community development and tourism (index score of 55).

A focus on generating opportunities for local business and the community can also help to shore up positive overall opinion of Council.

However, service areas most in need of attention are planning and building permits, and sealed roads, which are stronger influences on overall perceptions but currently rated as performing poorly (index scores of 40 for each). Council is also rated as poor on the more moderate influences of roadside slashing and weed control, community consultation and lobbying (index scores of 45, 46 and 47 respectively).

It will be important to address resident concerns about Council permits and attend to the condition of sealed roads and roadside areas. A focus on good consultation and advocacy can also help to improve overall ratings of Council performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

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

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



Influence on overall performance: all services

2025 regression analysis (all services)

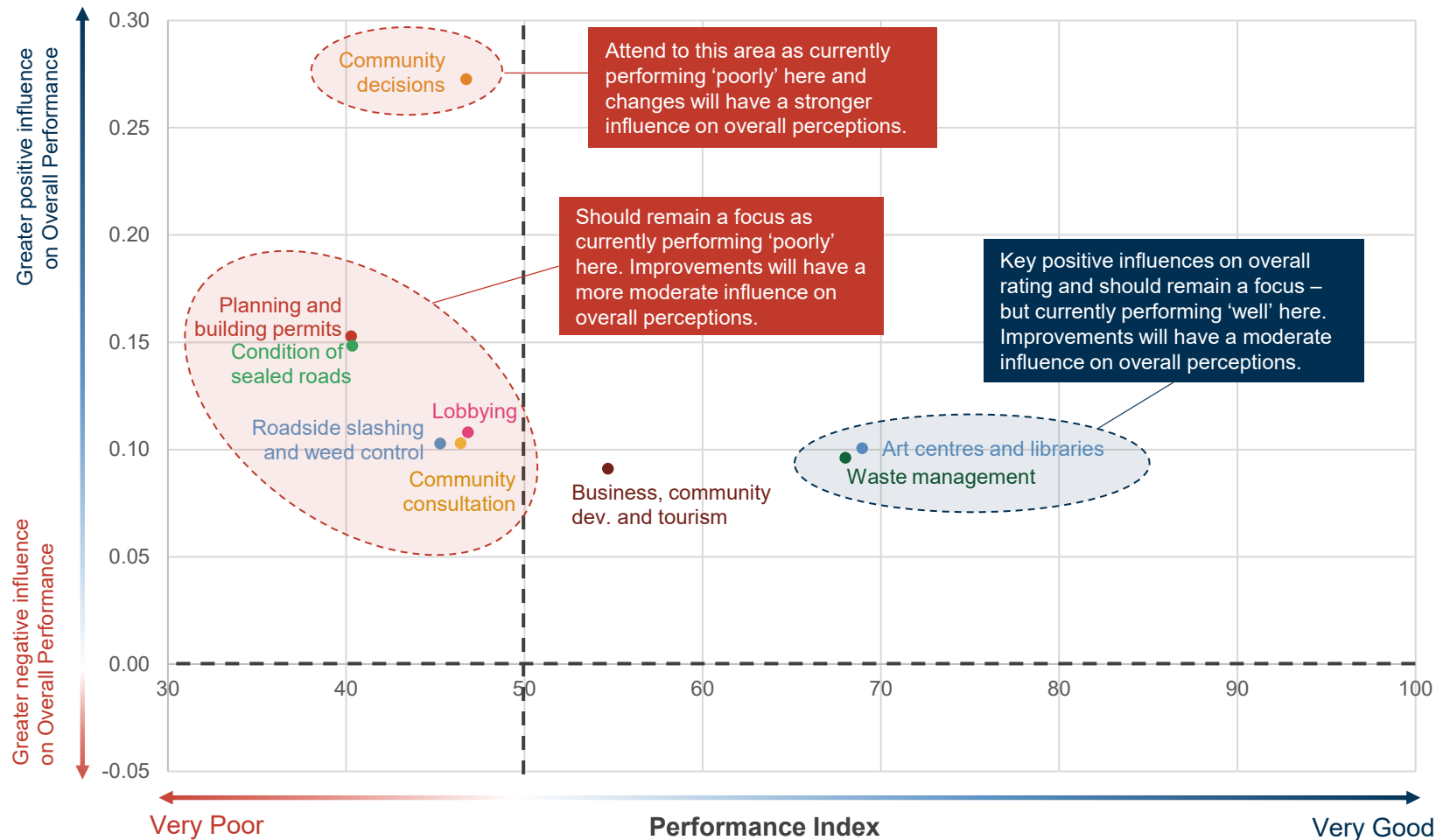


The multiple regression analysis model above (all service areas) has an R^2 value of 0.606 and adjusted R^2 value of 0.590, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 39.31$. 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 0.600 and adjusted R^2 value of 0.590, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 64.91$.

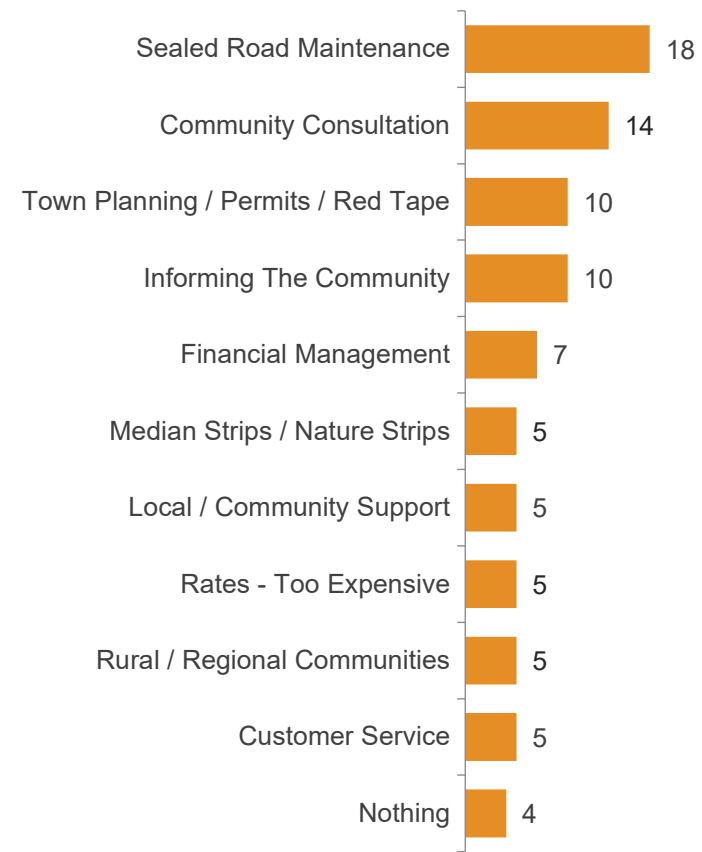


Best things about Council and areas for improvement

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 East Gippsland 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: 9

Q17. What does East Gippsland 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

Just over six in 10 residents (62%) had contact with East Gippsland Shire Council in the last 12 months. The rate of contact with Council has remained relatively stable for several years now.

Residents aged 50 to 64 years had the most contact with Council (68%), while those aged 18 to 34 years had the least (56%).

Telephone (32%) was the most frequently used means to contact Council, followed by in person (28%) and email (19%).



Among those residents who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 66 is not significantly different from last year but has improved by four points in the past 12 months (up from 62).

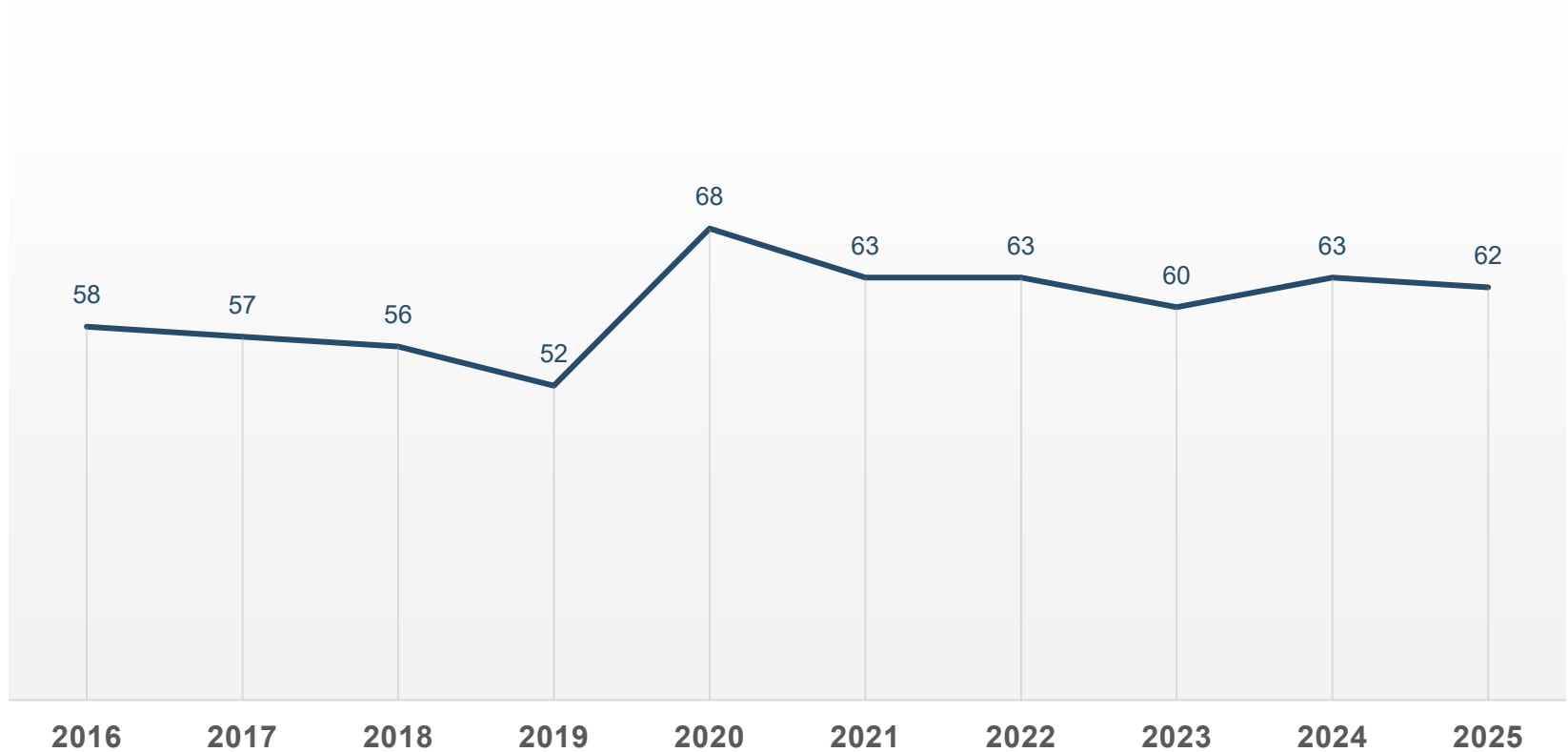
- Customer service ratings improved significantly among Bairnsdale residents (65, up 10 points).
- The highest customer service rating is among residents aged 50 to 64 years (69). This is a positive result for Council given this age group has the highest rate of contact with Council (68%).
- Ratings of customer service are lowest among residents aged 35 to 49 years (62). This age group should be a priority for customer service improvements, given they have the second highest rate of contact with Council (66%).

Considering the contact methods most used, residents who interact with Council in-person or via telephone provide comparable customer service ratings (index scores of 69 and 70 respectively). Those who interact via email rate customer service lower (52), suggesting Council should prioritise improving experiences through this channel.



Contact with council

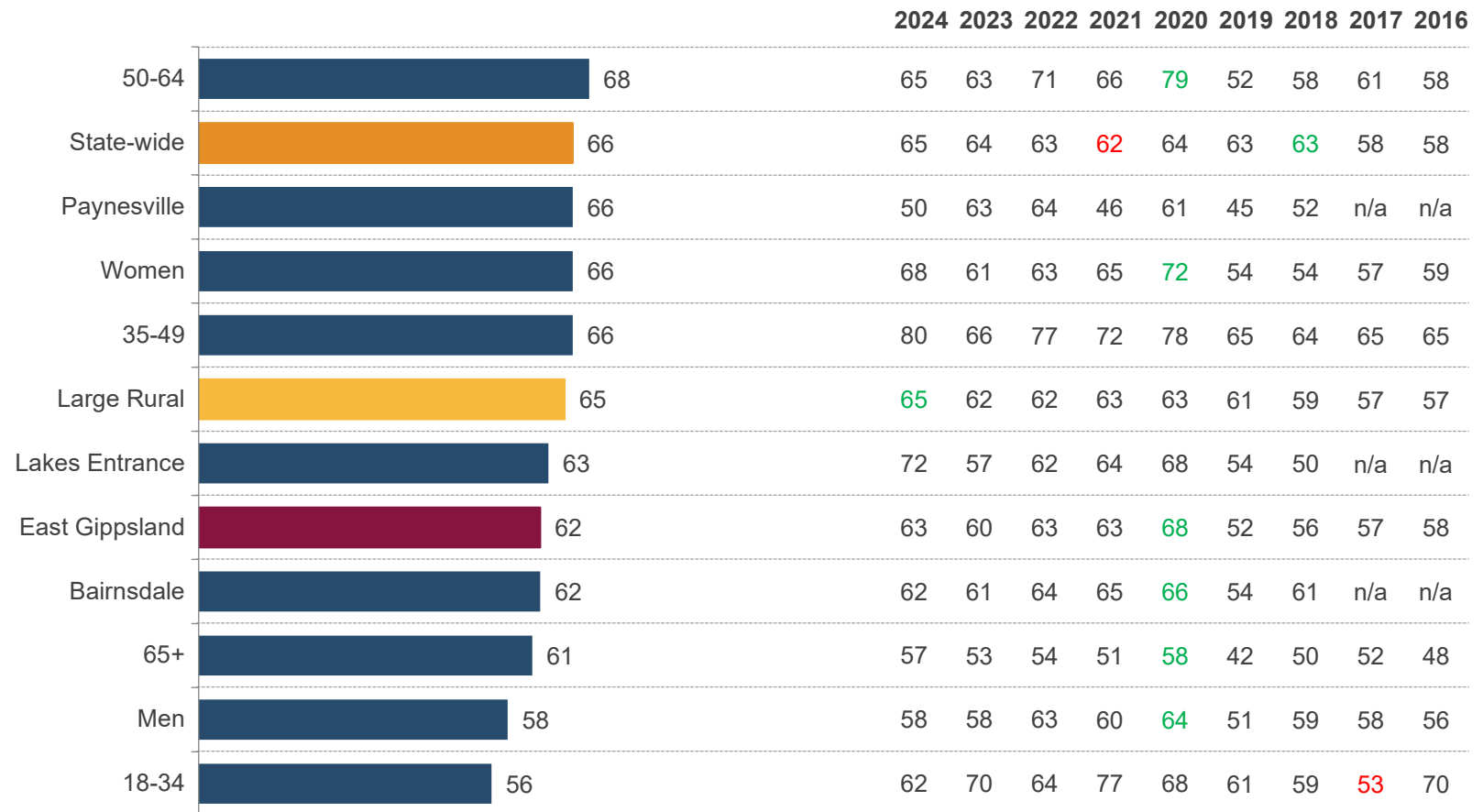
2025 contact with council (%)
Have had contact





Contact with council

2025 contact with council (%)



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

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

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



Customer service rating

2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	69	55	58	58	70	74	57	66	58	64
Women	67	66	64	67	71	74	66	63	62	70
18-34	67	60	65	61	67	71	53	58	75	73
State-wide	66	67	67	68	70	70	71	70	69	69
65+	66	63	57	64	65	70	69	64	59	65
East Gippsland	66	62	59	63	65	70	63	63	61	67
Large Rural	65	65	65	67	68	68	69	67	66	67
Bairnsdale	65	55	65	61	64	66	65	64	n/a	n/a
Paynesville	65*	58	51	61	56	76	62	60	n/a	n/a
Men	64	57	55	59	59	65	61	63	60	63
Lakes Entrance	64	68	53	62	65	70	60	57	n/a	n/a
35-49	62	65	60	69	60	65	72	63	58	66

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

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

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

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

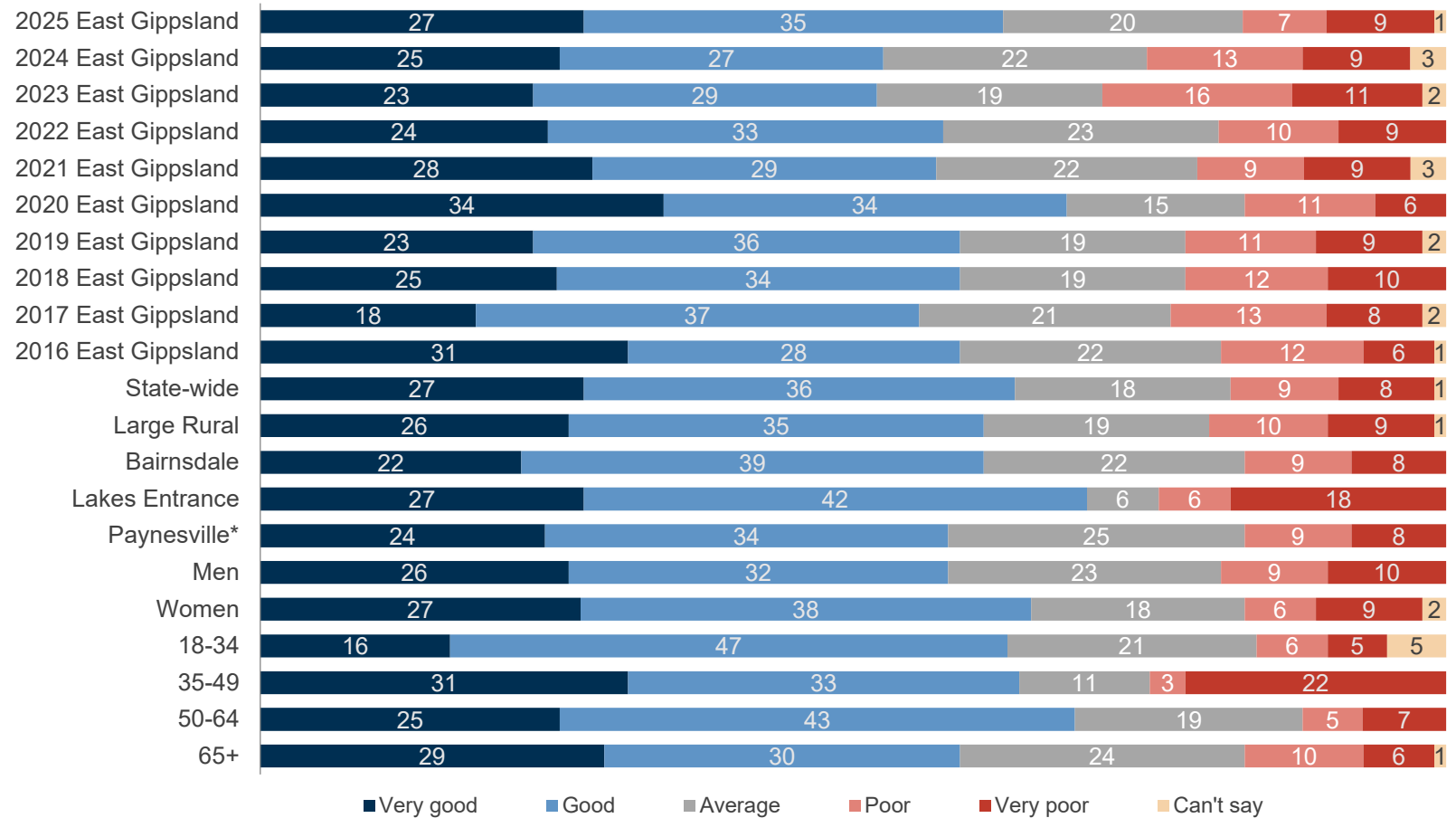
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2025 customer service rating (%)



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

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

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

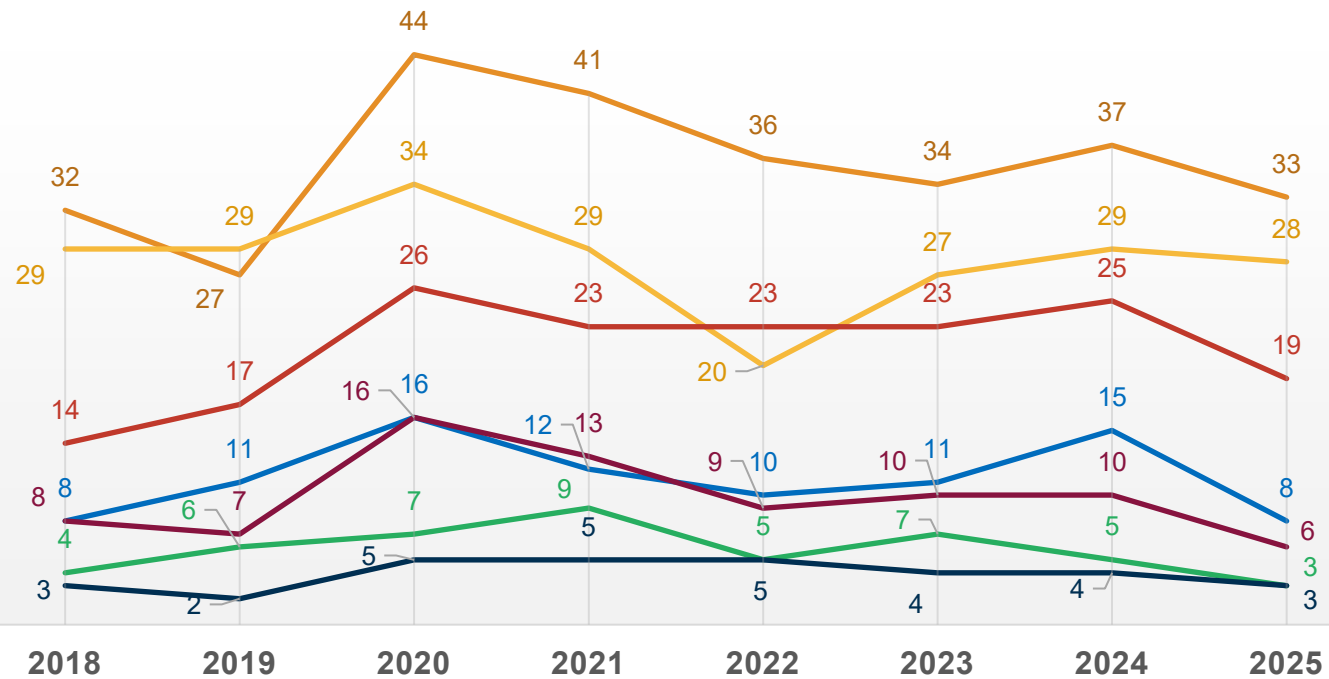
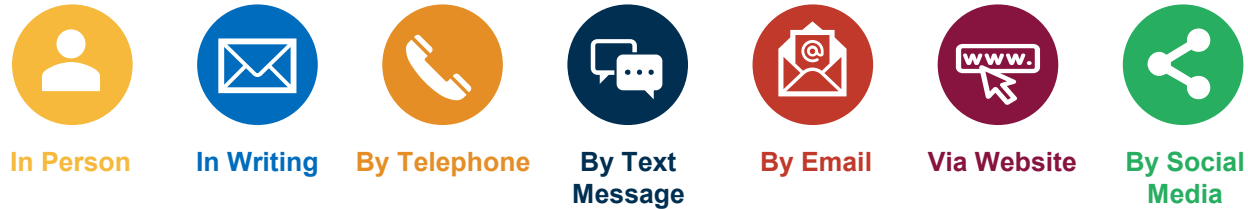
Councils asked State-wide: 56 Councils asked group: 18

*Caution: small sample size < n=30



Method of contact with council

2025 method of contact (%)



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

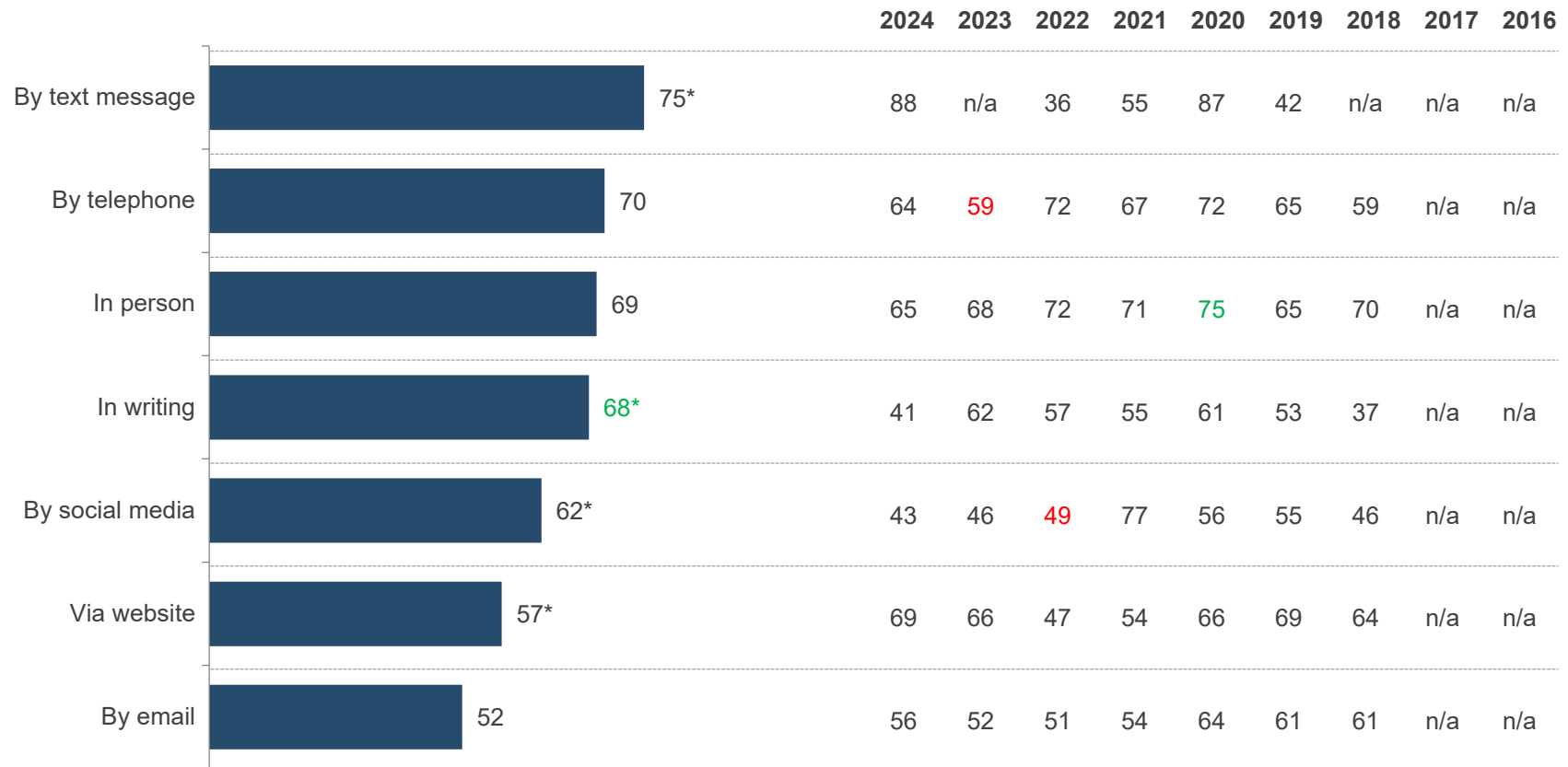
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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 East Gippsland 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: 9

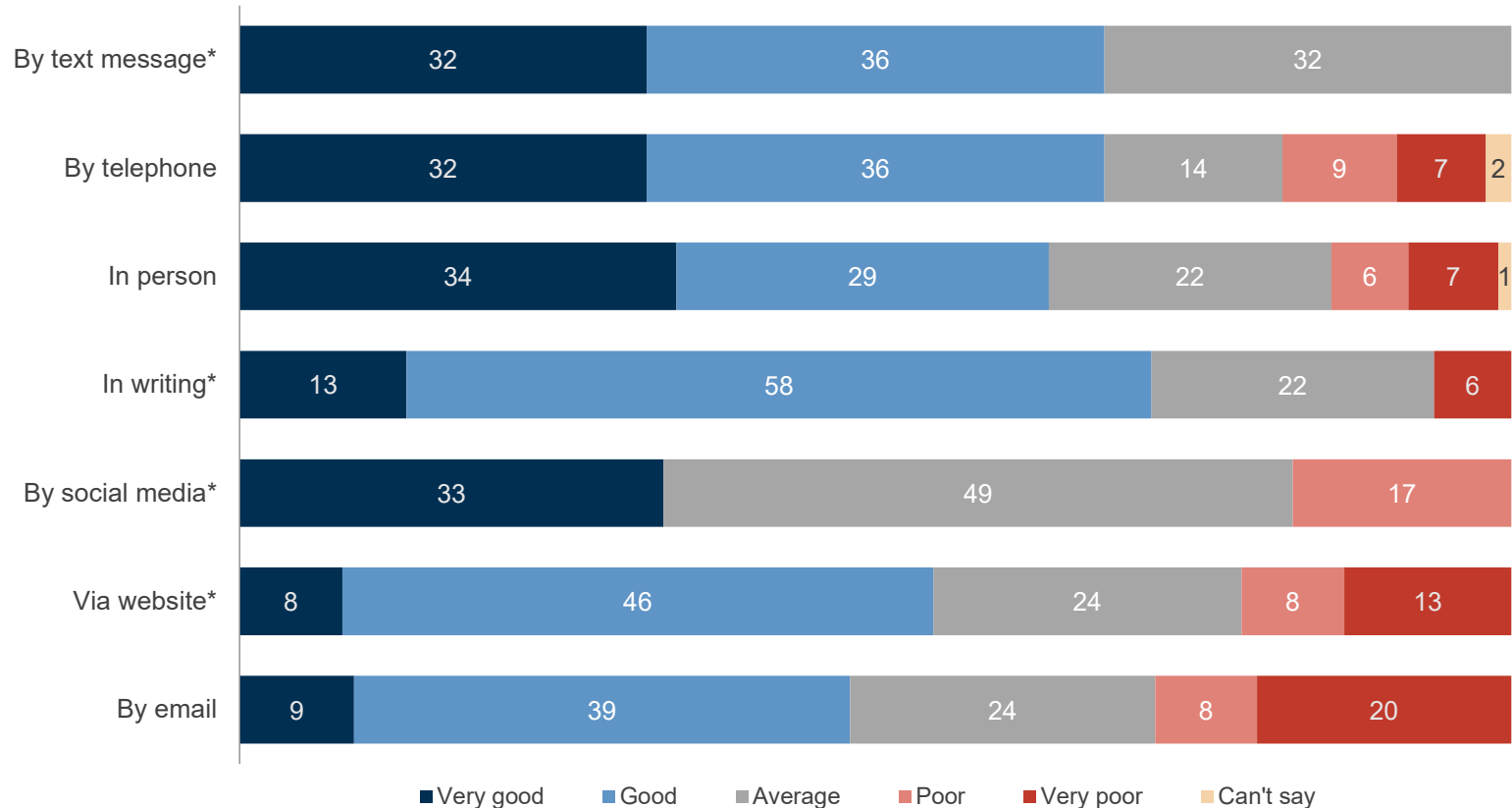
Note: Please see Appendix A for explanation of significant differences.

*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 East Gippsland 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: 9

*Caution: small sample size < n=30



Communication



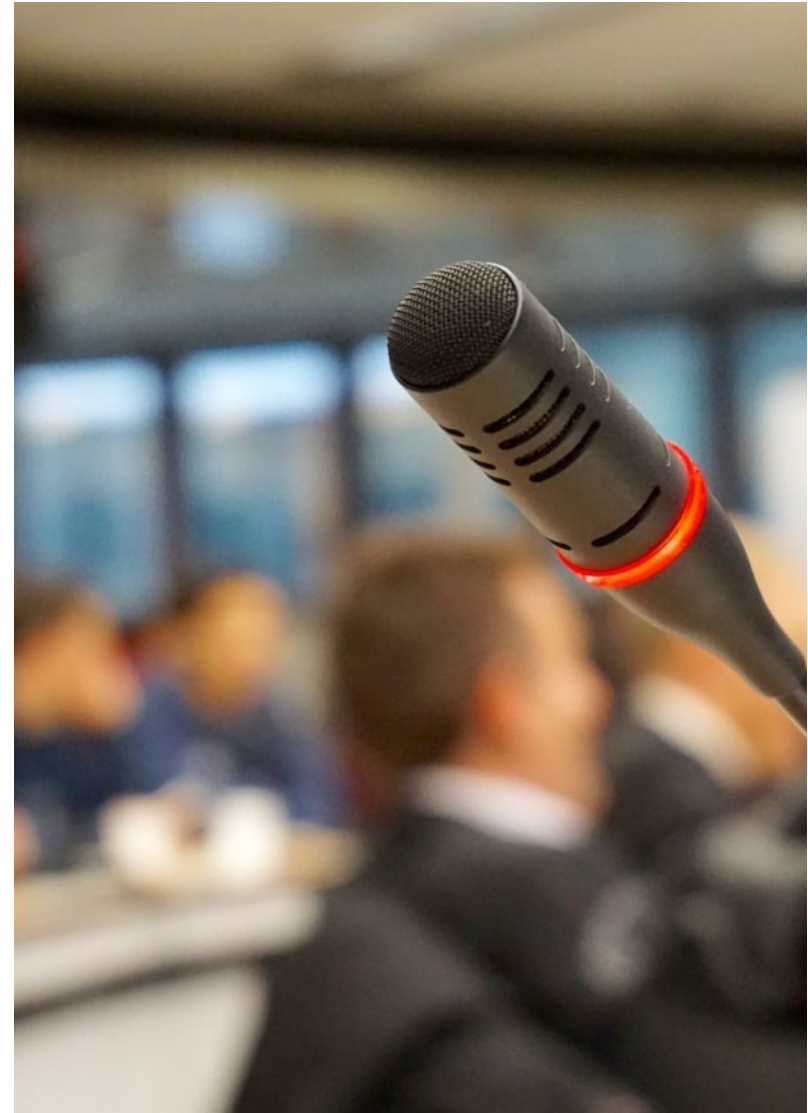
Communication

East Gippsland Shire Council residents continue to prefer a Council newsletter sent via email (32%) as the best form of communication about news and information and upcoming events. Since 2020, this has consistently been the preferred channel of those evaluated. A newsletter sent via mail (20%) is the next most preferred form of communication.

Preference for an advertisement in a local newspaper declined in the last 12 months to a series low (11%, down nine percentage points) and is now on par with preference for social media (11%).

While the top communication preference is now aligned between age groups, beyond this, communications preferences continue to differ.

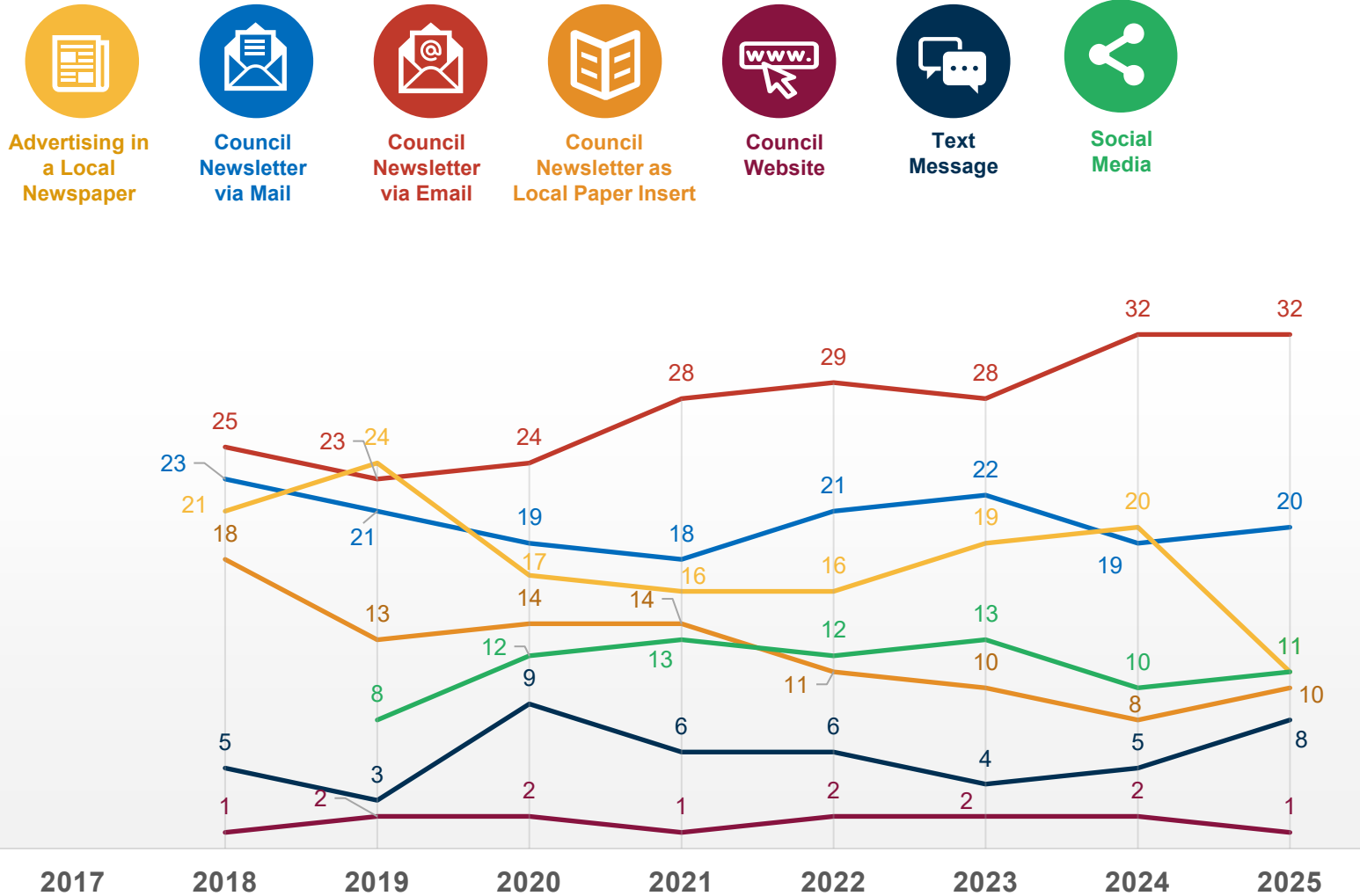
- Those aged under 50 years continue to prefer a Council newsletter sent via email as the best form of communication (37%, down six percentage points), ahead of social media (21%) or a newsletter sent via mail (17%).
- Those aged 50 years or older now prefer a Council newsletter sent via email (30%, up five percentage points) over a newsletter sent via mail (22%), while their preference for an advertisement in a local newspaper waned in the last 12 months (now 17%, down nine percentage points).





Best form of communication

2025 best form of communication (%)



Q13. If East Gippsland 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?

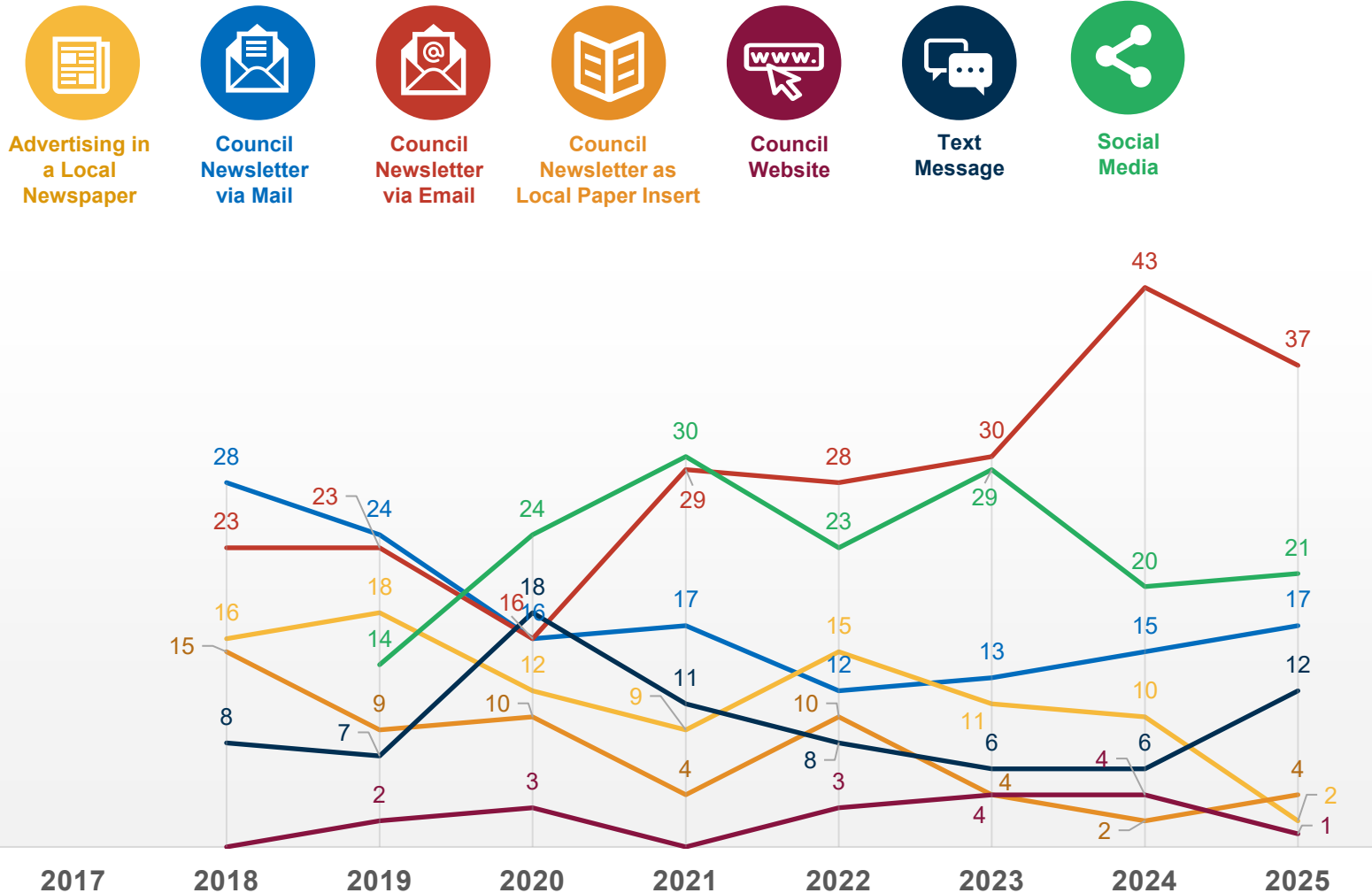
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2025 under 50s best form of communication (%)



Q13. If East Gippsland 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: 9

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



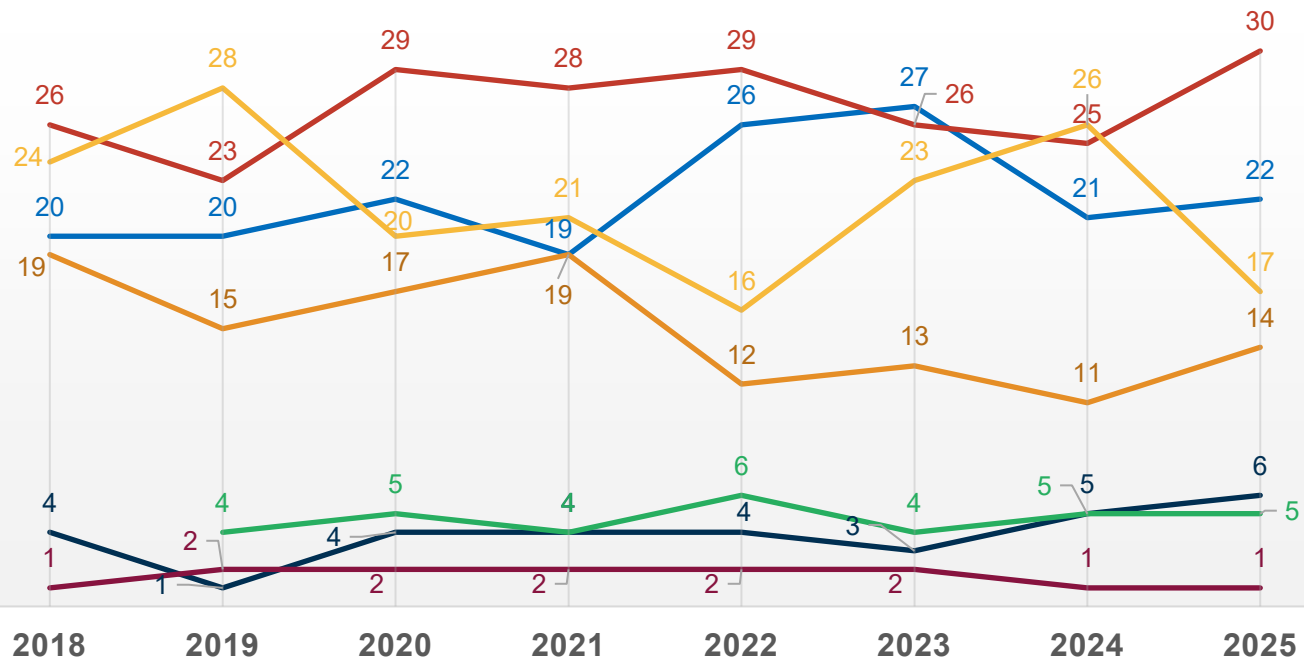
Council
Website



Text
Message



Social
Media



Q13. If East Gippsland 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: 9

Note: 'Social Media' was included in 2019.



Council direction



Council direction

East Gippsland Shire Council's overall direction index score of 43 has improved by three index points in the past 12 months (not significant). This is the first positive shift in perceptions of Council's overall direction since 2020. That said, Council's current rating is still well below the peak of 53 achieved in 2018.

Council's performance remains in-line with the Large Rural group, but significantly lower than the State-wide average (index scores of 44 and 46 respectively).

Over the last 12 months, 58% of residents believe that the direction of Council's overall performance has stayed the same. One in ten residents (11%) believe that overall direction has improved, however, a quarter believe that it has deteriorated (25%).

Perceptions of Council's overall direction among all demographic and geographic cohorts have remained relatively stable in the past 12 months.

- This year, Paynesville residents are the most satisfied with Council's overall direction (index score of 48), after being among the least satisfied last year.
- Residents aged 18 to 34 years, 35 to 49 years and 50 to 64 years are the least satisfied with Council's overall direction (index score of 39 for each) this year.





Overall council direction last 12 months

2025 overall council direction (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Paynesville	48	36	39	51	42	51	47	58	n/a	n/a
65+	47	42	43	46	52	54	48	52	46	51
State-wide	46▲	45	46	50	53	51	53	52	53	51
Bairnsdale	44	38	40	37	51	51	47	53	n/a	n/a
Women	44	43	42	39	51	54	44	53	48	54
Large Rural	44	42	44	47	51	50	51	52	52	48
East Gippsland	43	40	40	42	49	52	46	53	46	52
Men	41	38	39	45	47	49	47	52	45	50
Lakes Entrance	40	42	44	49	49	56	46	50	n/a	n/a
18-34	39	35	33	44	46	50	47	58	57	59
35-49	39	41	42	36	47	49	47	49	41	51
50-64	39	41	39	36	47	53	41	52	45	46

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

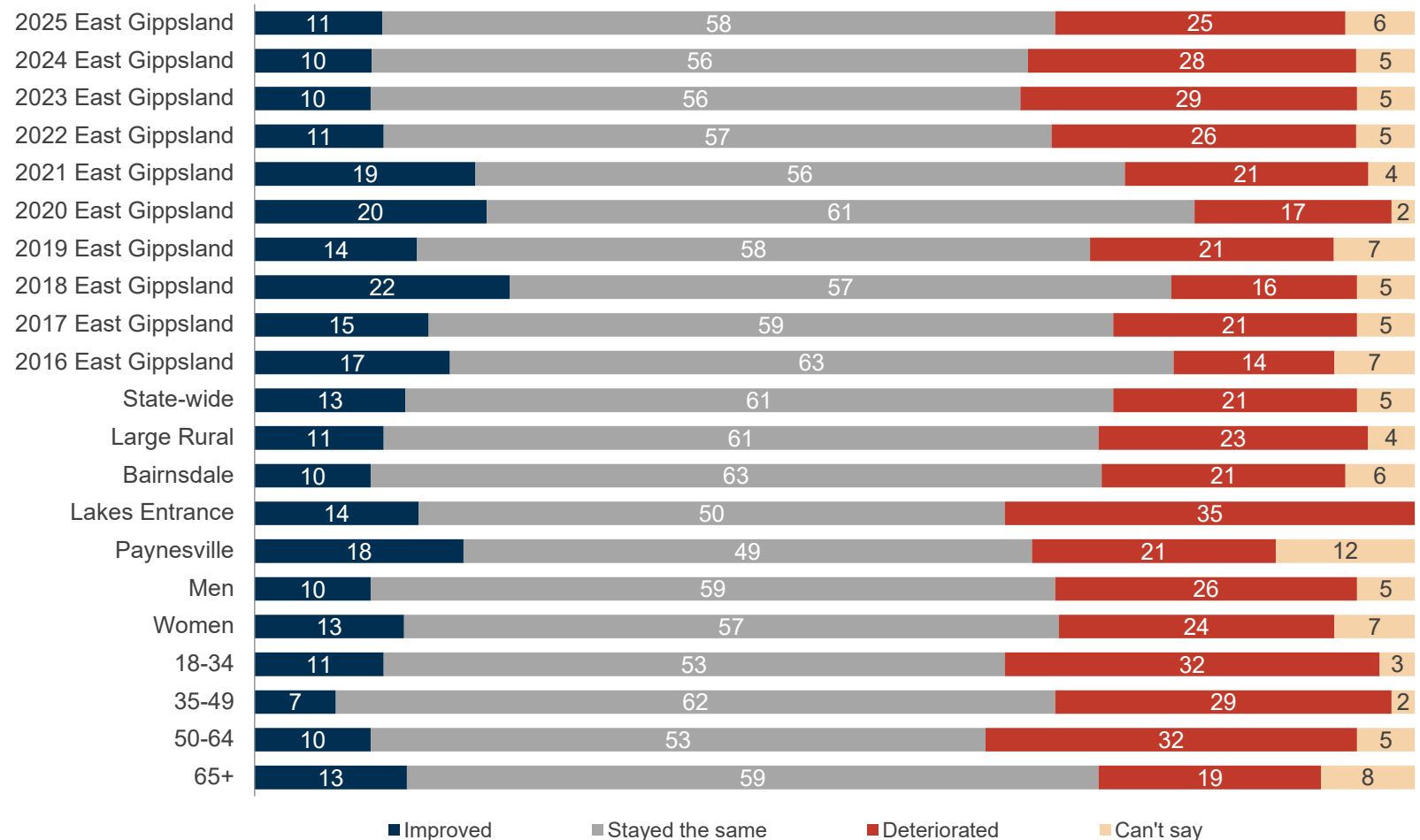
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



Overall council direction last 12 months

2025 overall council direction (%)



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

Individual service areas



Community consultation and engagement importance



2025 consultation and engagement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Paynesville	87▲	77	77	75	84	80	n/a	n/a	n/a	n/a
Women	81▲	82	80	79	84	83	n/a	n/a	n/a	n/a
18-34	81	74	76	71	67	71	n/a	n/a	n/a	n/a
50-64	79	80	83	83	83	81	n/a	n/a	n/a	n/a
East Gippsland	77	79	78	77	78	79	n/a	n/a	n/a	n/a
Bairnsdale	77	79	77	79	77	79	n/a	n/a	n/a	n/a
65+	76	81	77	77	81	80	n/a	n/a	n/a	n/a
Large Rural	76	77	77	77	77	76	75	76	75	76
35-49	76	79	80	78	80	81	n/a	n/a	n/a	n/a
State-wide	76	76	76	76	75	74	74	74	74	75
Men	74	76	77	76	73	75	n/a	n/a	n/a	n/a
Lakes Entrance	71	79	83	80	77	78	n/a	n/a	n/a	n/a

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

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

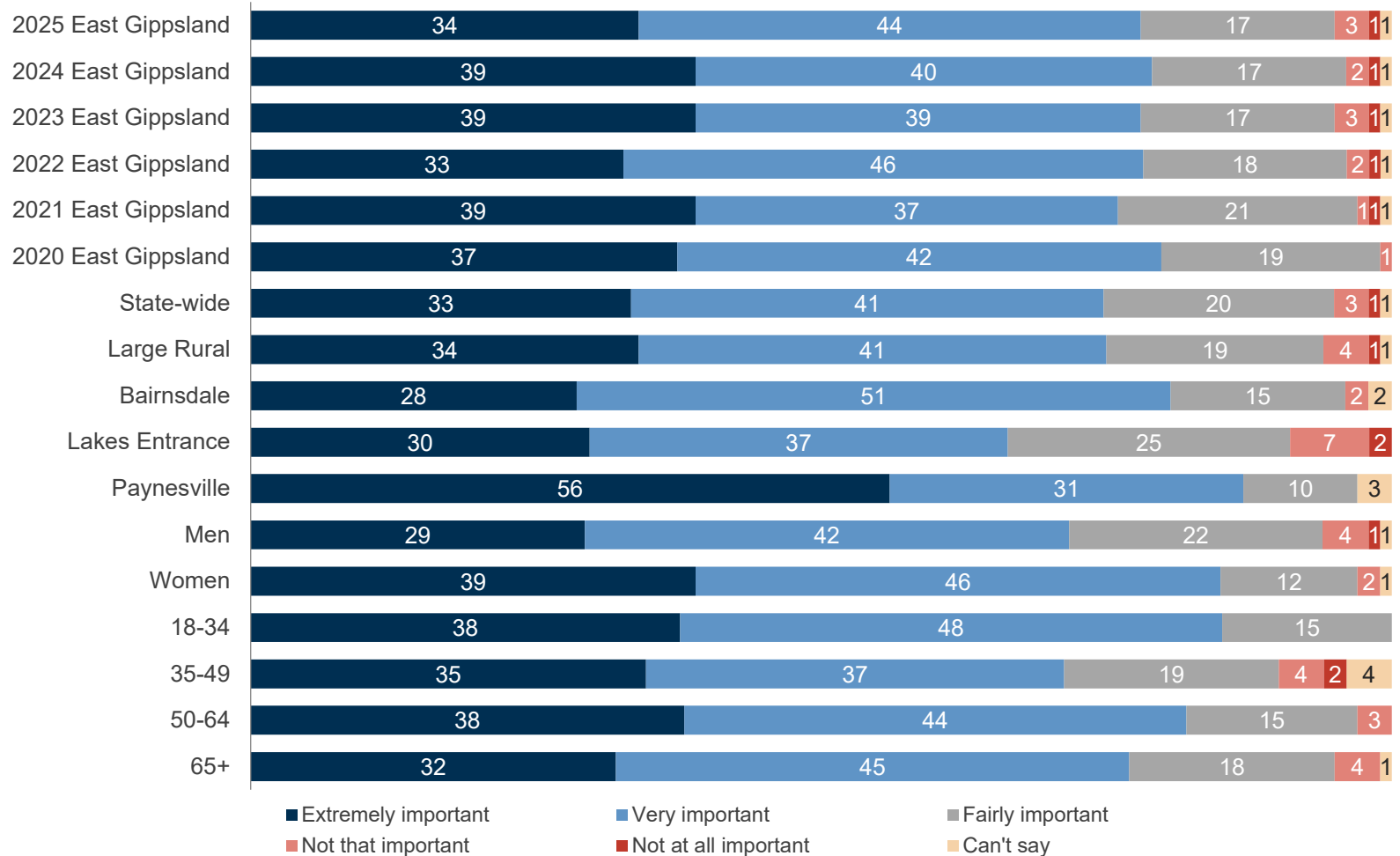
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2025 consultation and engagement importance (%)





Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	50	39	45	44	49	54	39	48	47	52
State-wide	50▲	51	52	54	56	55	56	55	55	54
Bairnsdale	49	38	49	49	50	54	47	55	n/a	n/a
65+	48	43	46	47	52	55	53	50	44	50
Large Rural	48	48	49	51	54	54	54	54	52	52
Men	47	40	43	46	52	54	50	51	44	49
East Gippsland	46	41	45	48	51	54	48	52	47	52
Lakes Entrance	46	43	45	42	53	52	46	53	n/a	n/a
Women	45	43	47	51	50	54	47	52	51	54
35-49	44	46	42	52	47	51	55	56	48	51
18-34	42	35	46	52	54	53	44	57	55	57
Paynesville	42	40	38	51	53	59	49	51	n/a	n/a

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

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

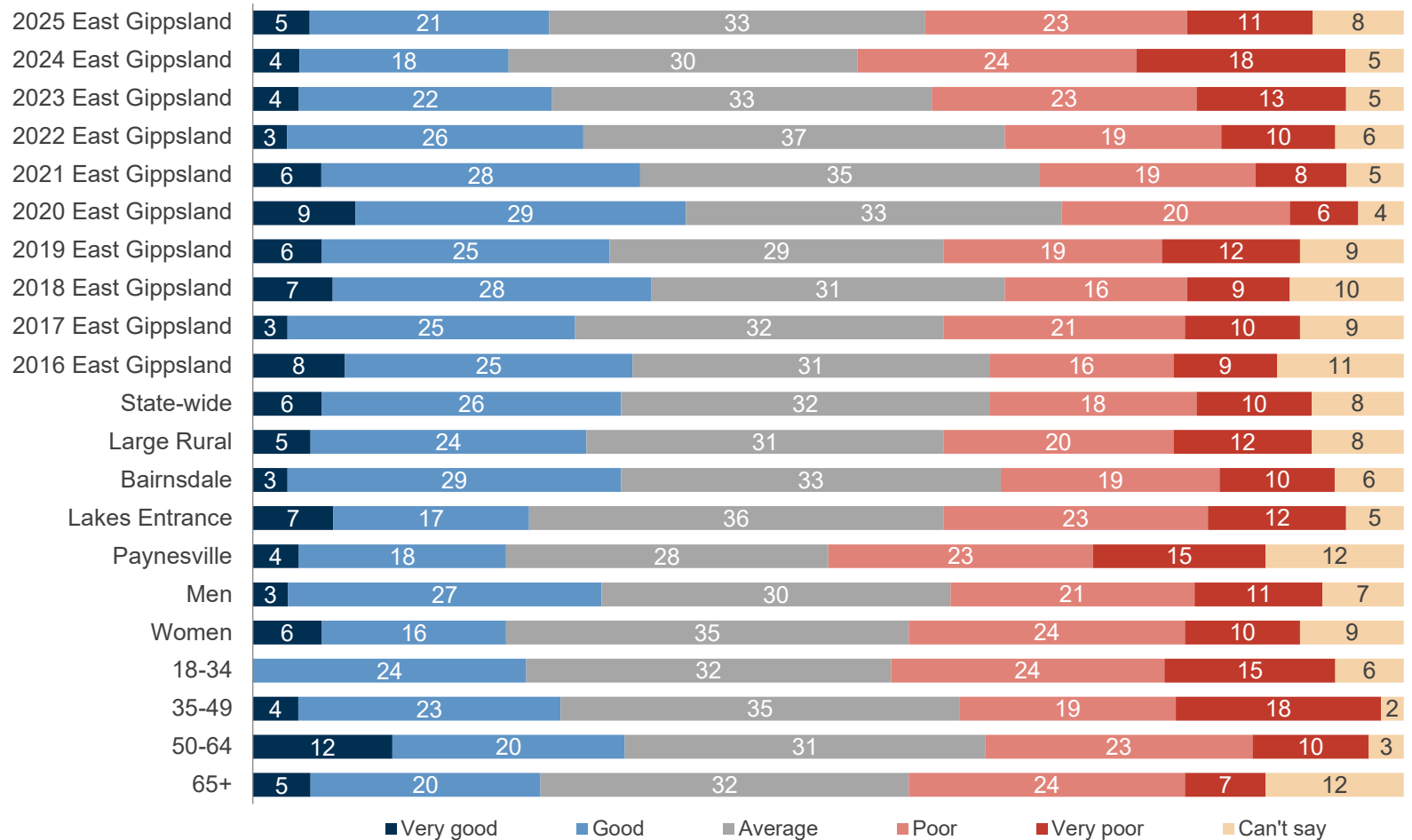
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)

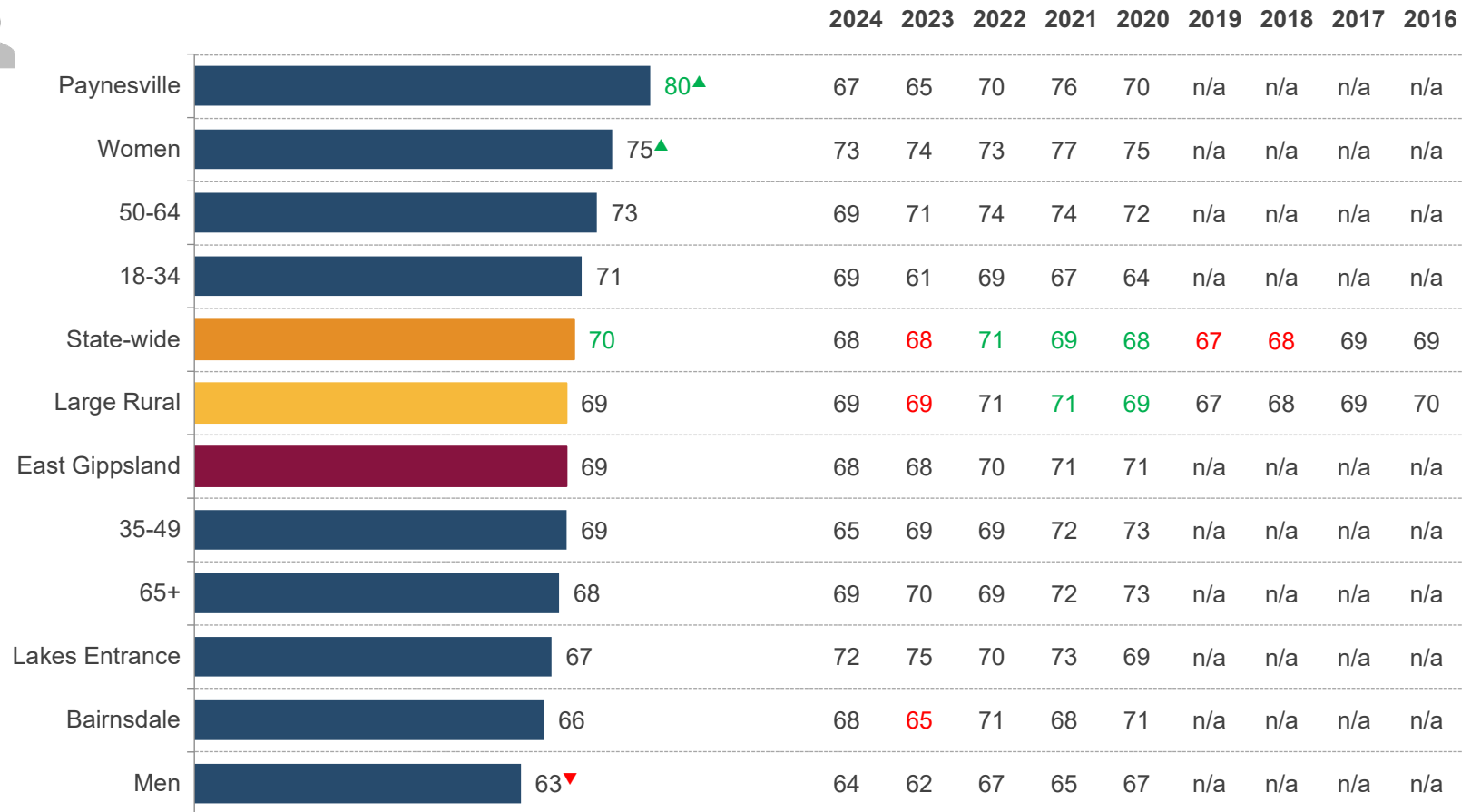




Lobbying on behalf of the community importance



2025 lobbying importance (index scores)



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

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

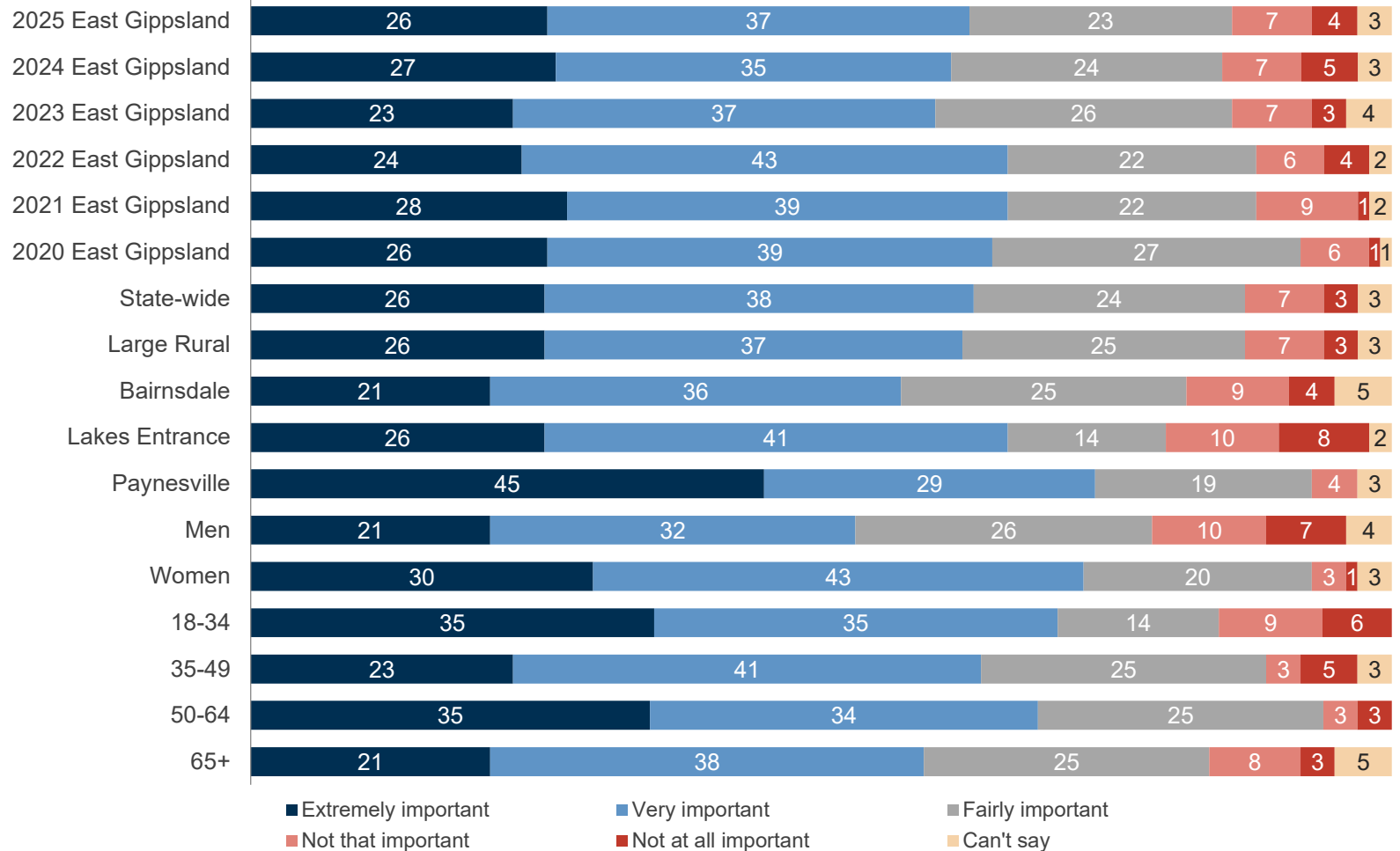
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2025 lobbying importance (%)





Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	49	47	52	48	58	59	51	50	46	49
State-wide	49	50	51	53	55	53	54	54	54	53
Men	49	43	46	50	53	57	49	50	47	48
Bairnsdale	49	42	53	54	54	53	46	54	n/a	n/a
Paynesville	48	42	45	49	59	61	44	53	n/a	n/a
East Gippsland	47	44	49	50	54	56	46	50	49	50
Lakes Entrance	47	45	44	41	50	55	45	46	n/a	n/a
Large Rural	47	47	49	51	54	53	52	52	51	50
50-64	46	38	47	48	52	56	42	43	46	48
Women	45	45	51	51	54	54	44	50	50	53
35-49	45	47	42	57	48	55	43	54	48	49
18-34	43	38	47	53	53	51	45	54	57	57

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

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

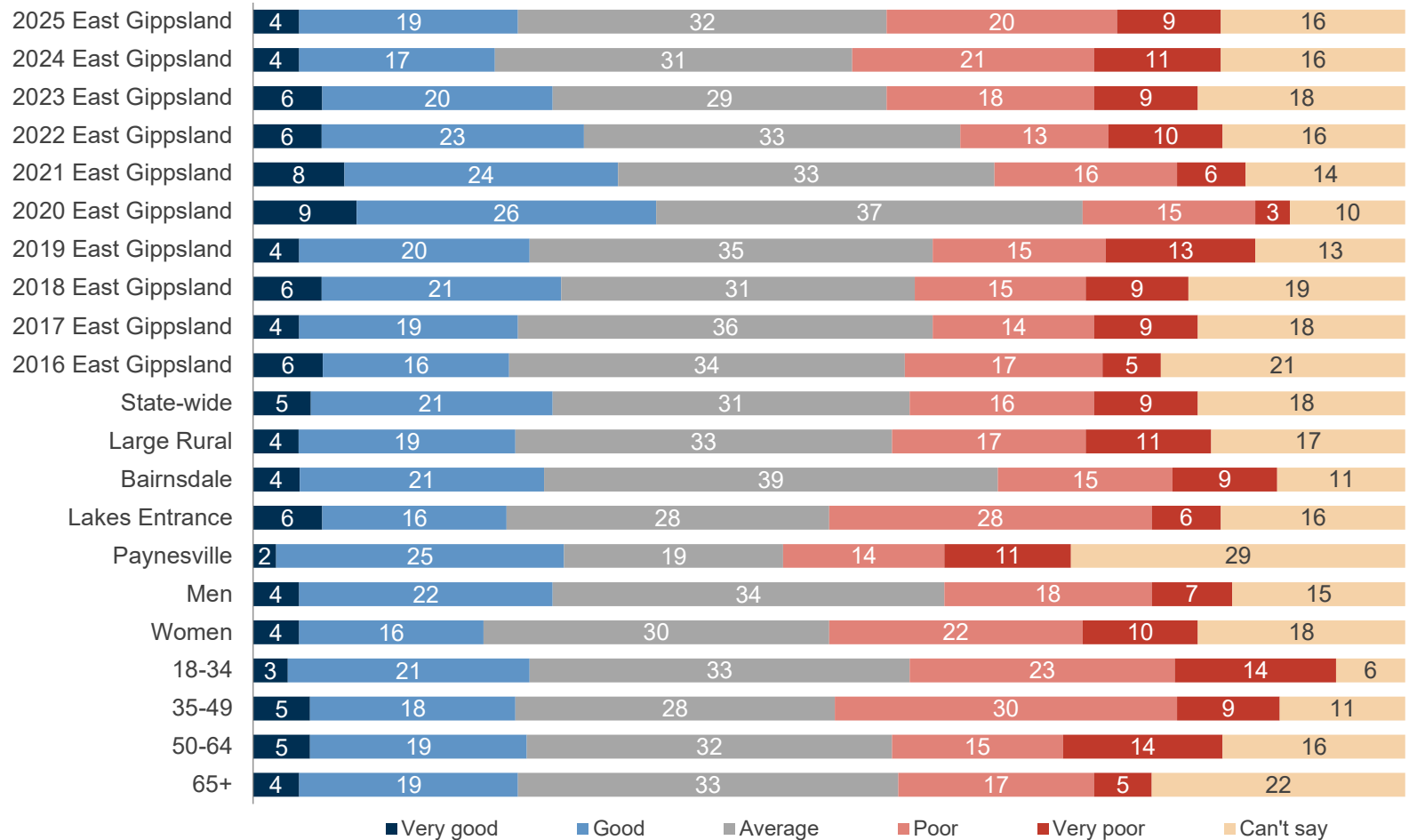
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



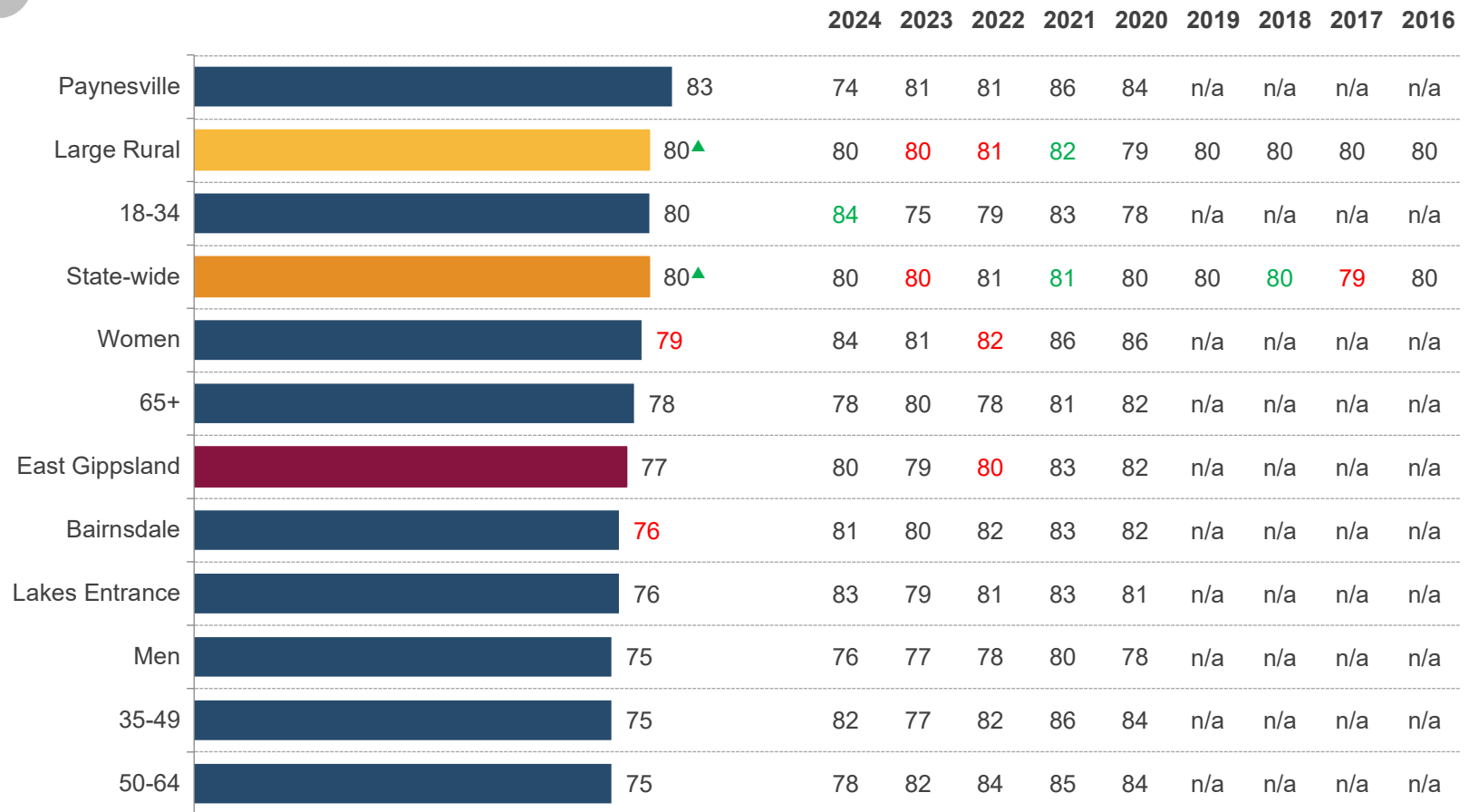
2025 lobbying performance (%)



Decisions made in the interest of the community importance



2025 community decisions made importance (index scores)



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

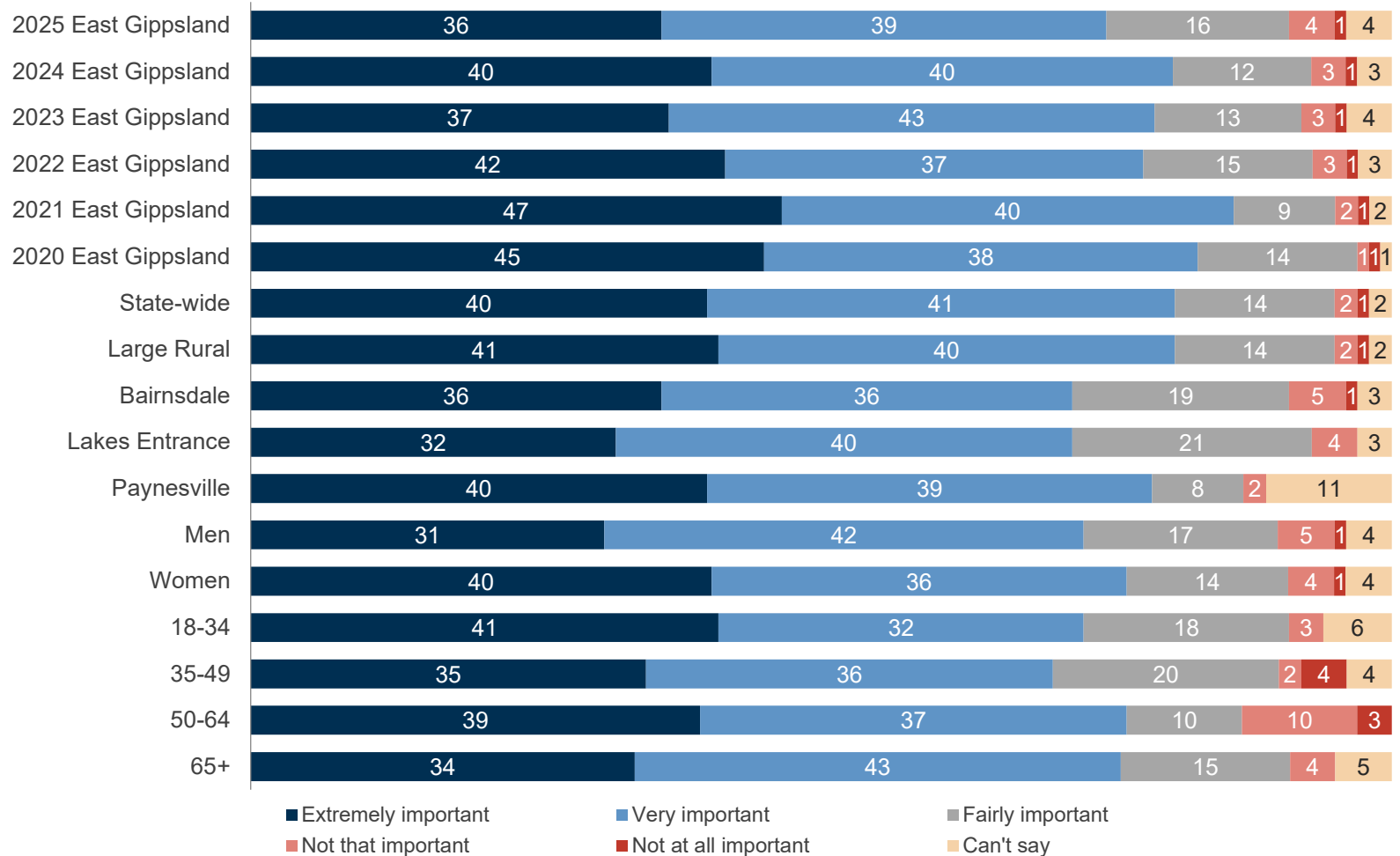
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 8

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

Decisions made in the interest of the community importance



2025 community decisions made importance (%)



Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Paynesville	52	41	41	49	57	58	50	53	n/a	n/a
Lakes Entrance	50	51	46	46	50	52	41	50	n/a	n/a
65+	49	49	51	49	54	58	51	50	49	49
State-wide	49	50	51	54	56	53	55	54	54	54
35-49	48	43	45	52	46	48	47	54	47	46
Men	47	43	47	51	49	54	48	51	47	48
Bairnsdale	47	41	52	52	51	55	46	53	n/a	n/a
East Gippsland	47	44	47	50	51	54	46	51	50	49
Large Rural	46	46	48	51	54	52	52	52	51	50
Women	46	45	47	49	54	55	44	51	52	51
50-64	44	40	46	47	50	56	40	45	46	52
18-34	40▼	37	40	54	52	51	41	56	60	52

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

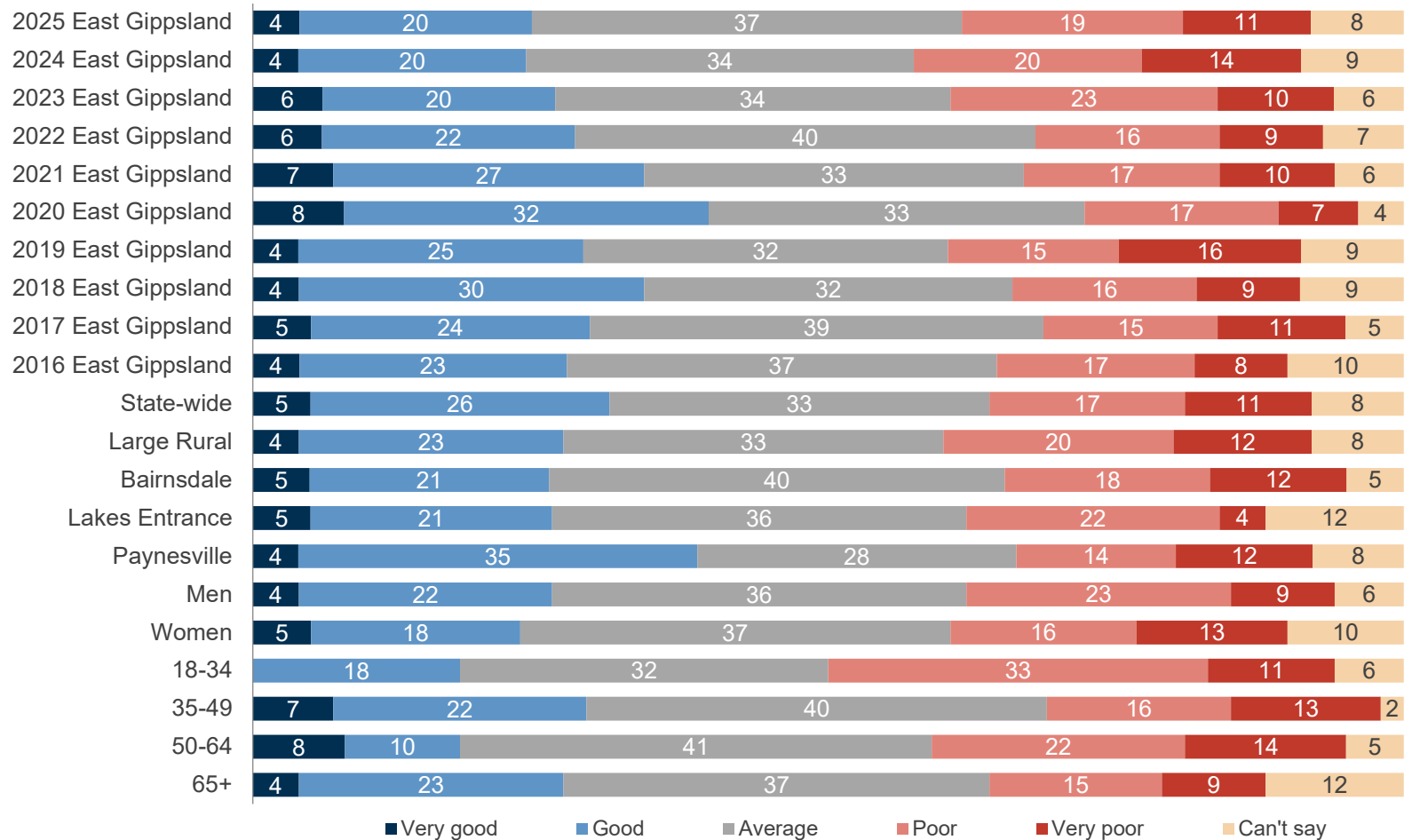
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

Decisions made in the interest of the community performance



2025 community decisions made performance (%)



The condition of sealed local roads in your area importance



2025 sealed local roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	88▲	83	90	83	80	85	n/a	n/a	n/a	n/a
35-49	87	88	80	87	80	83	n/a	n/a	n/a	n/a
Paynesville	85	82	79	89	80	82	n/a	n/a	n/a	n/a
Women	84	84	82	84	83	85	n/a	n/a	n/a	n/a
Bairnsdale	83	83	80	86	81	84	n/a	n/a	n/a	n/a
Large Rural	83	84	83	83	80	81	80	80	77	80
East Gippsland	83	83	81	84	80	83	n/a	n/a	n/a	n/a
Men	83	81	81	84	76	81	n/a	n/a	n/a	n/a
65+	83	82	81	84	82	82	n/a	n/a	n/a	n/a
State-wide	83	83	82	81	79	79	79	80	78	78
Lakes Entrance	81	82	82	85	75	80	n/a	n/a	n/a	n/a
18-34	78▼	79	77	84	73	83	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?

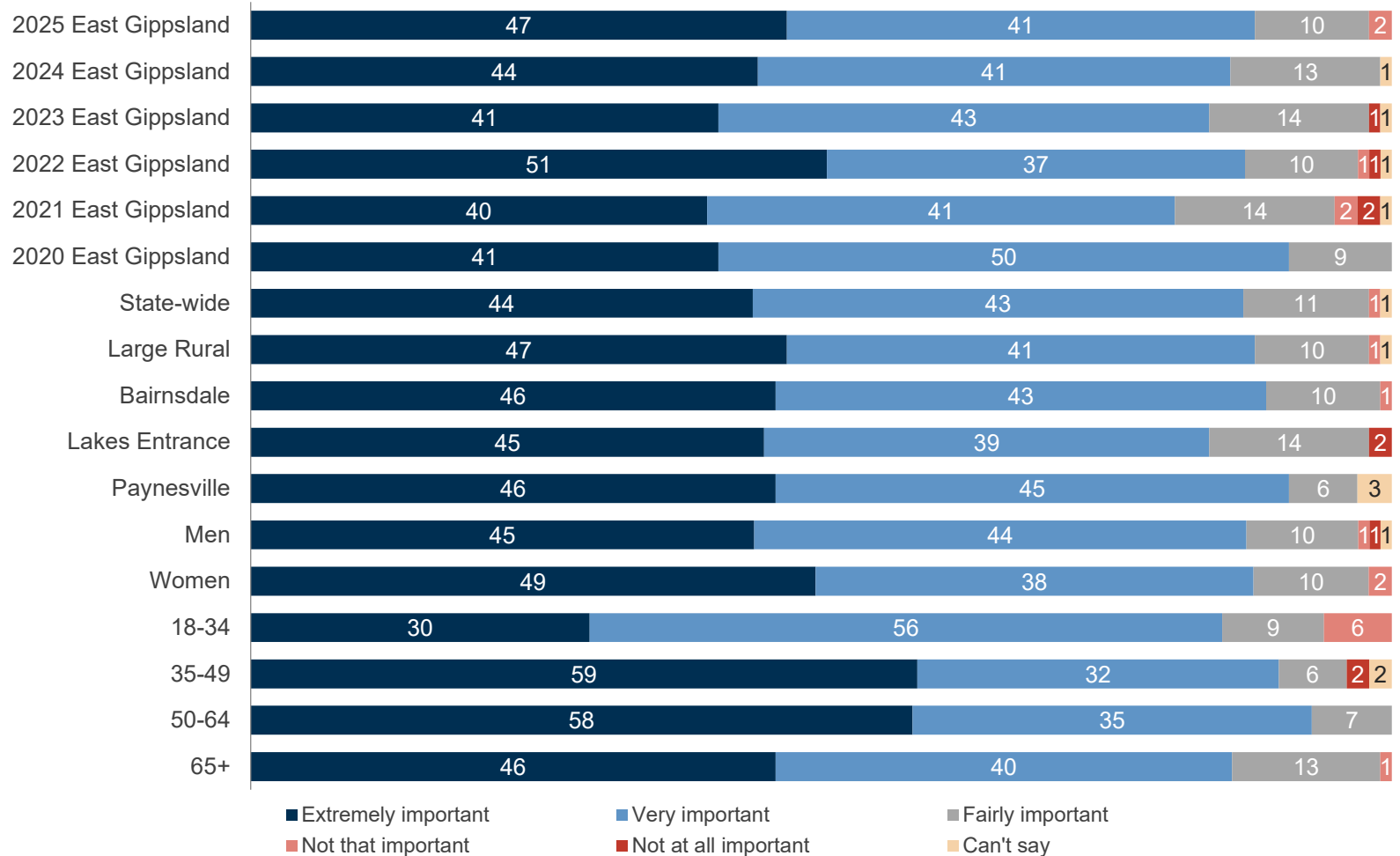
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2025 sealed local roads importance (%)



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+	43	46	46	44	60	62	55	53	48	48
Lakes Entrance	42	43	47	44	55	57	52	50	n/a	n/a
18-34	41	34	40	37	37	41	34	49	51	48
Men	41	43	45	43	53	52	48	49	48	45
Paynesville	41	43	39	37	53	66	51	56	n/a	n/a
East Gippsland	40	41	43	41	53	55	49	50	46	46
Bairnsdale	40	37	47	40	50	52	50	51	n/a	n/a
Women	39	39	41	40	52	57	49	52	45	47
Large Rural	39	38	40	45	50	47	47	45	43	44
35-49	38	34	45	38	53	53	52	45	42	39
50-64	32	39	34	41	51	55	47	52	43	47

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

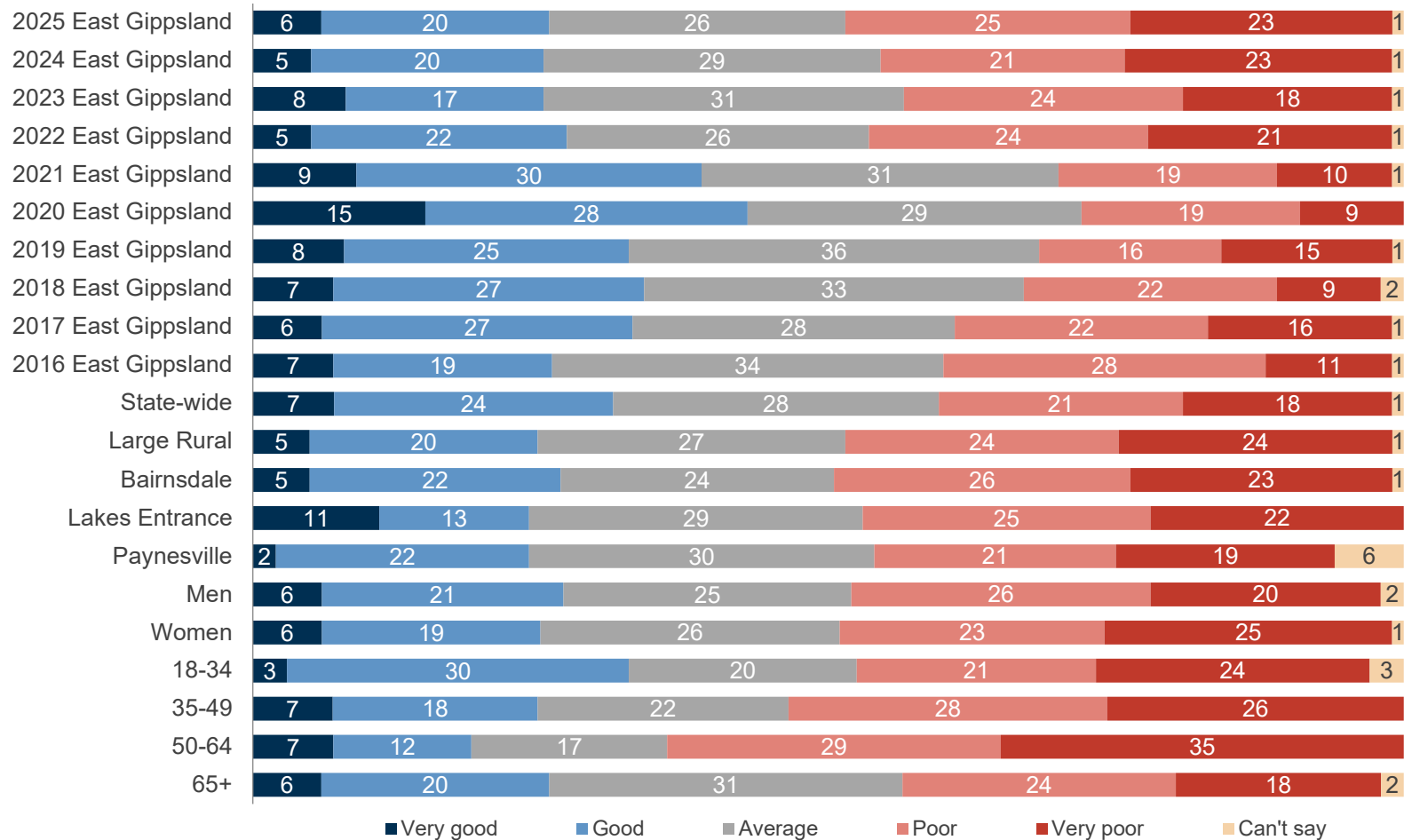
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)





Informing the community importance



2025 informing community importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	83▲	78	80	78	79	75	n/a	n/a	n/a	78
Women	82▲	83	81	82	85	84	n/a	n/a	n/a	79
Paynesville	80	81	79	82	83	78	n/a	n/a	n/a	n/a
35-49	80	75	78	78	78	78	n/a	n/a	n/a	76
East Gippsland	78	79	79	79	81	80	n/a	n/a	n/a	77
Bairnsdale	78	80	79	80	81	81	n/a	n/a	n/a	n/a
50-64	78	79	82	79	82	82	n/a	n/a	n/a	77
Lakes Entrance	77	78	83	82	81	81	n/a	n/a	n/a	n/a
Large Rural	77	77	77	78	78	77	75	75	74	77
65+	77	80	78	80	82	82	n/a	n/a	n/a	77
State-wide	76	76	76	77	77	75	75	75	74	76
Men	75	74	77	76	76	76	n/a	n/a	n/a	74

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

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

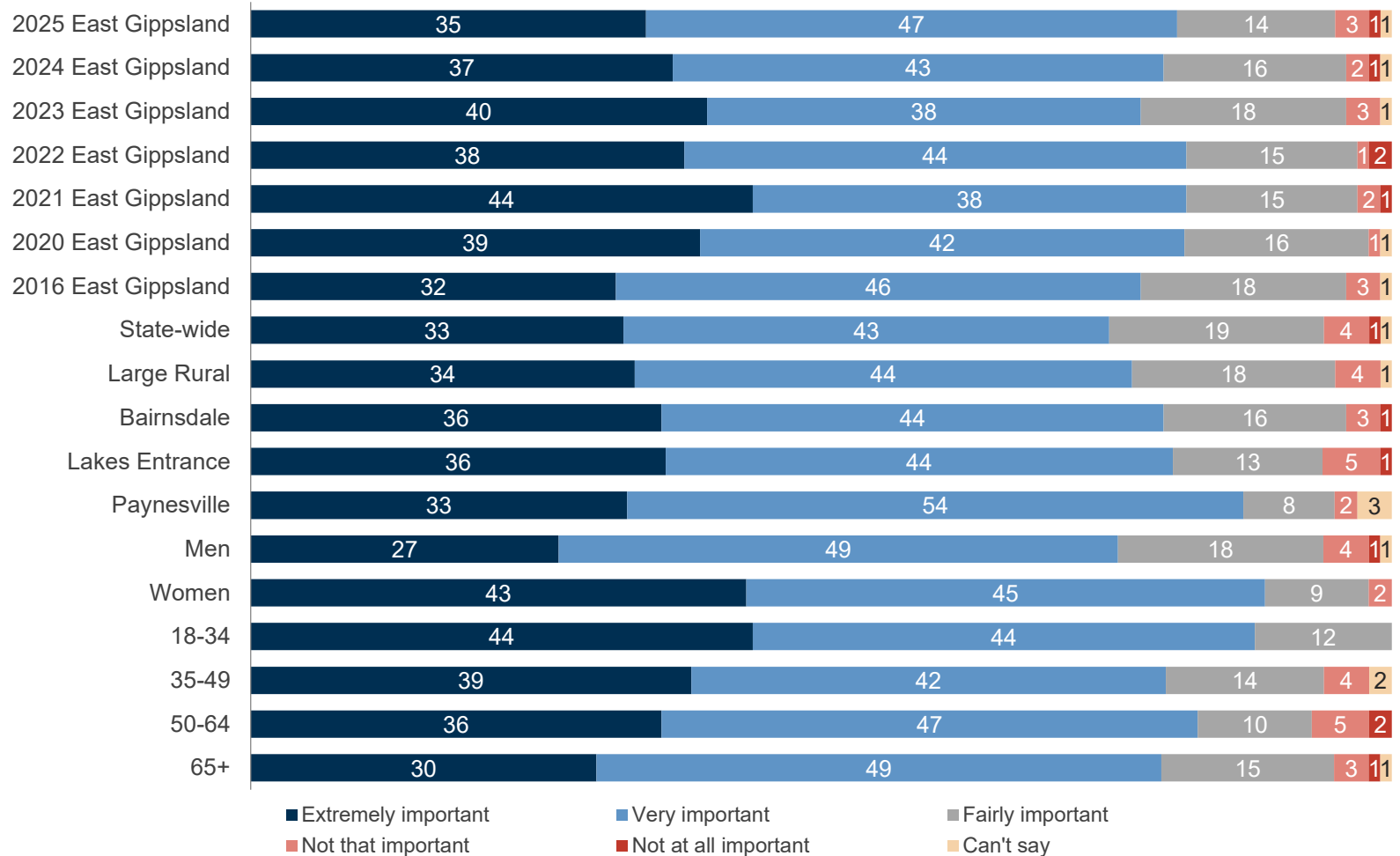
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2025 informing community importance (%)





Informing the community performance



2025 informing community performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	56▲	56	57	59	60	59	60	59	59	59
Large Rural	54▲	53	54	56	59	59	61	59	60	56
Men	51	47	46	51	55	59	n/a	n/a	n/a	55
50-64	50	45	46	49	54	61	n/a	n/a	n/a	55
35-49	49	47	46	58	49	51	n/a	n/a	n/a	51
65+	49	49	47	50	56	61	n/a	n/a	n/a	55
East Gippsland	48	48	47	52	55	58	n/a	n/a	n/a	55
Paynesville	48	46	41	48	60	61	n/a	n/a	n/a	n/a
Bairnsdale	48	48	51	54	56	59	n/a	n/a	n/a	n/a
Lakes Entrance	47	47	45	48	54	56	n/a	n/a	n/a	n/a
Women	46	49	48	53	55	57	n/a	n/a	n/a	56
18-34	45	48	48	56	63	53	n/a	n/a	n/a	60

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

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

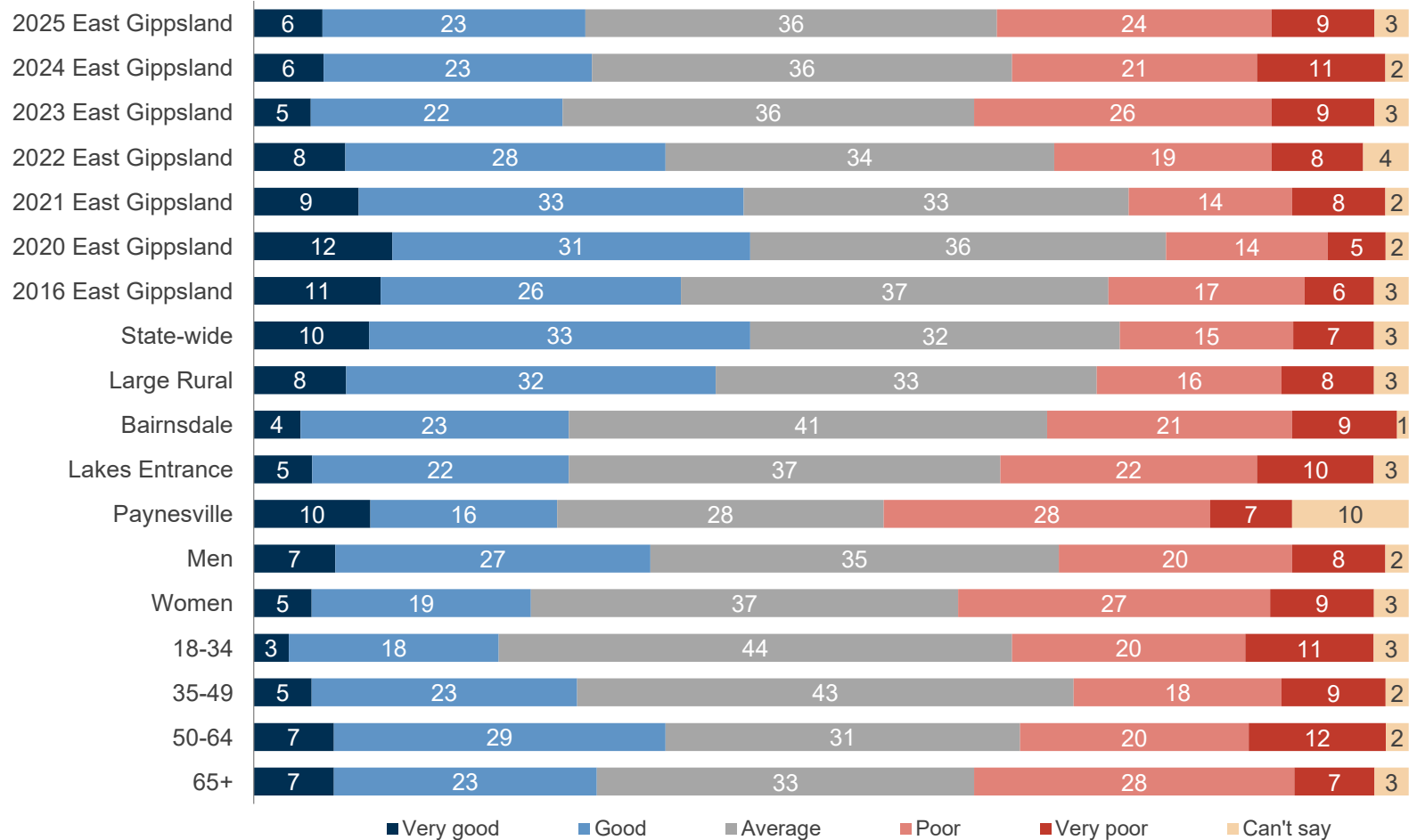
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2025 informing community performance (%)





Enforcement of local laws importance



2025 law enforcement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Paynesville	74	70	67	68	76	72	n/a	n/a	n/a	n/a
Women	71	71	70	71	75	75	n/a	n/a	n/a	n/a
65+	70	72	69	71	68	73	n/a	n/a	n/a	n/a
Lakes Entrance	70	71	70	75	66	76	n/a	n/a	n/a	n/a
18-34	69	66	57	63	69	63	n/a	n/a	n/a	n/a
Bairnsdale	69	69	67	68	68	70	n/a	n/a	n/a	n/a
East Gippsland	68	67	66	68	67	70	n/a	n/a	n/a	n/a
State-wide	67	67	68	68	70	70	71	71	71	70
50-64	66	60	71	70	66	74	n/a	n/a	n/a	n/a
Large Rural	66	66	66	67	67	68	68	68	68	69
Men	65	64	61	65	60	65	n/a	n/a	n/a	n/a
35-49	63	62	59	64	65	66	n/a	n/a	n/a	n/a

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

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

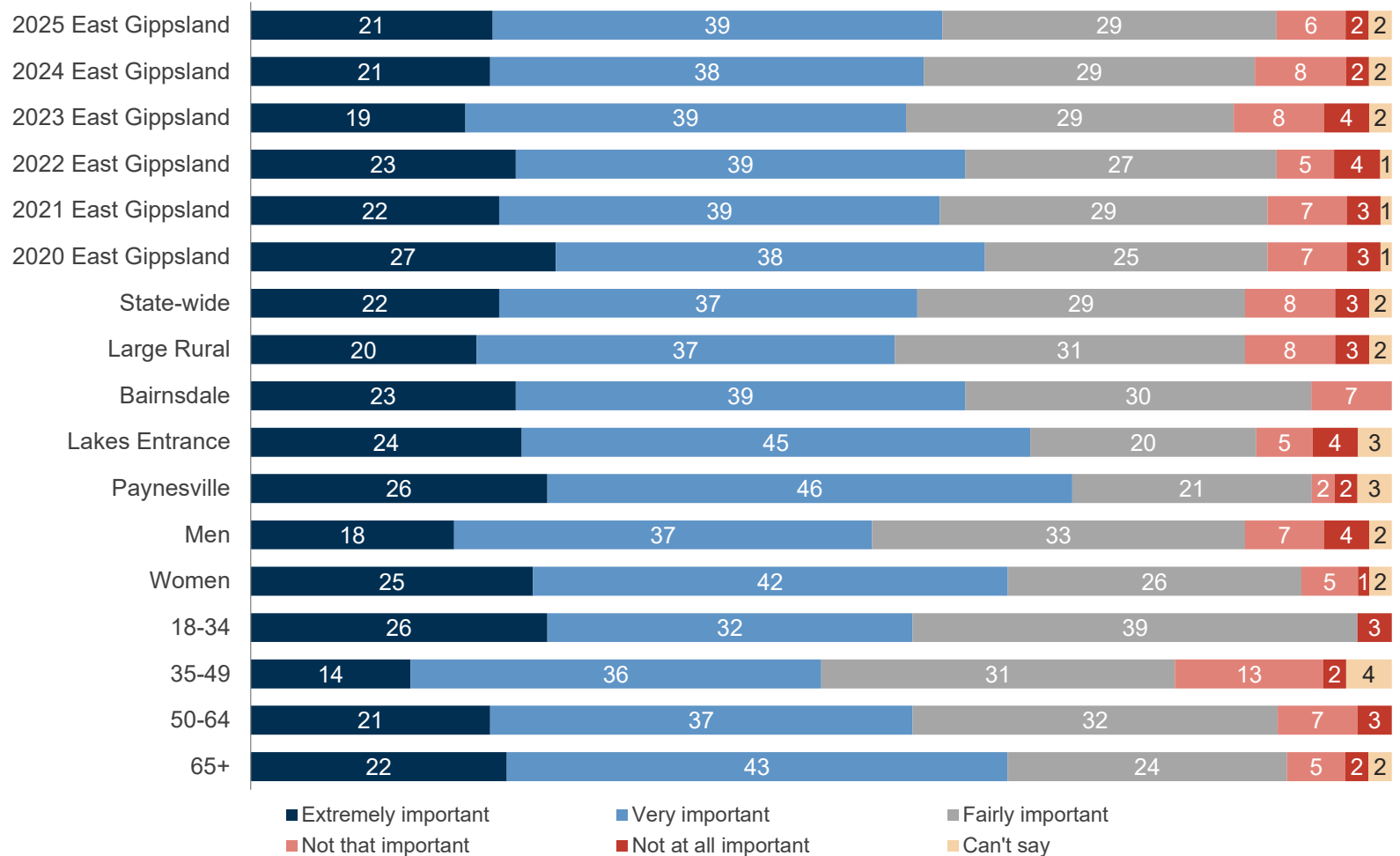
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2025 law enforcement importance (%)





Enforcement of local laws performance



2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	61	58	56	61	64	65	n/a	n/a	n/a	n/a
State-wide	59▲	61	61	63	64	63	64	64	64	63
Large Rural	59▲	60	61	64	64	64	64	64	63	63
18-34	58	56	59	64	63	61	n/a	n/a	n/a	n/a
Lakes Entrance	58	55	57	55	61	55	n/a	n/a	n/a	n/a
Women	57	58	59	62	63	65	n/a	n/a	n/a	n/a
Bairnsdale	56	58	61	63	61	65	n/a	n/a	n/a	n/a
50-64	56	58	56	63	58	66	n/a	n/a	n/a	n/a
East Gippsland	55	57	59	60	61	64	n/a	n/a	n/a	n/a
Paynesville	54	51	61	60	58	64	n/a	n/a	n/a	n/a
Men	53	57	58	59	59	62	n/a	n/a	n/a	n/a
65+	51	58	60	58	61	63	n/a	n/a	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: 8

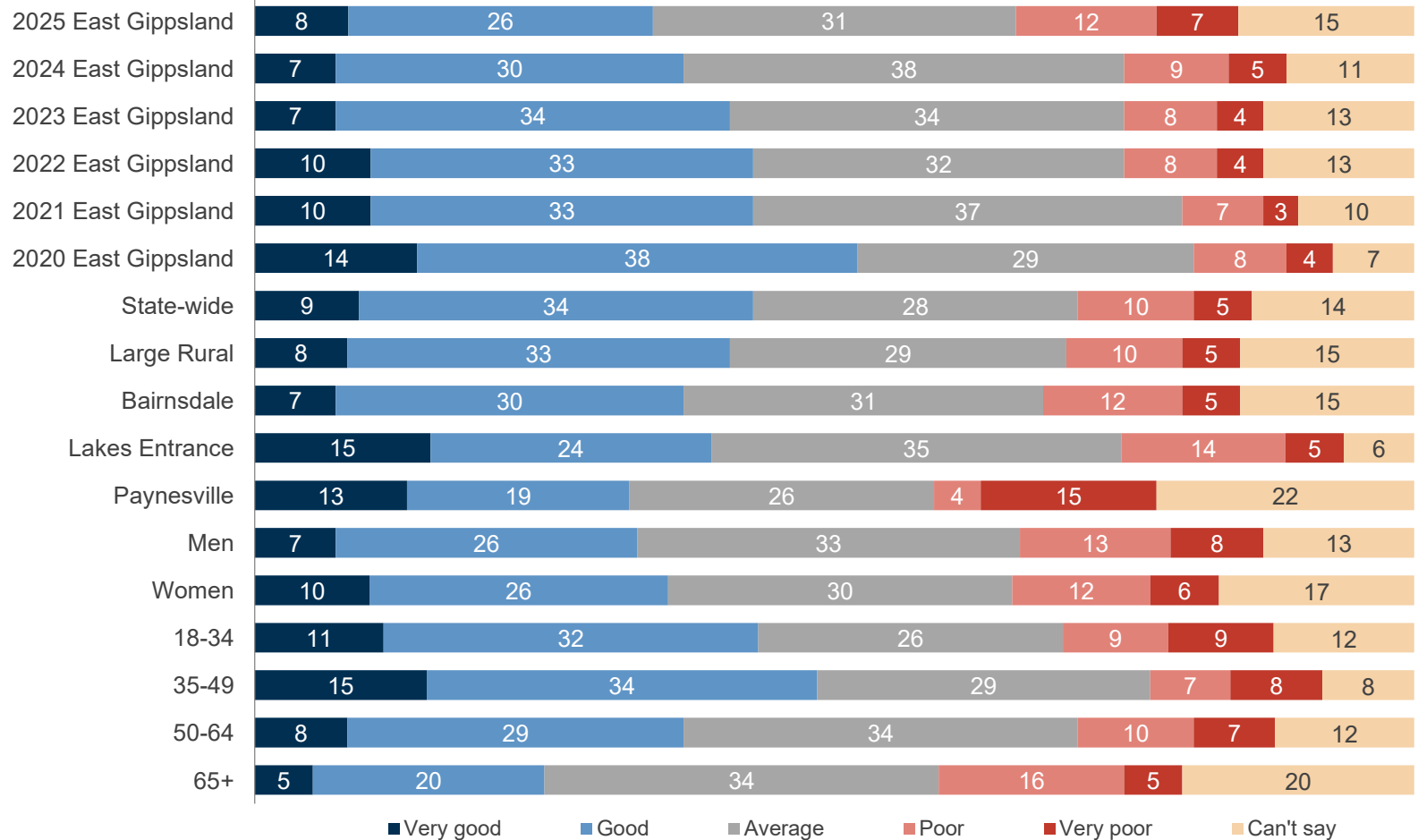
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)





Recreational facilities importance



2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	73▲	73	73	74	74	72	72	73	72	73
35-49	72	74	72	75	77	79	n/a	n/a	n/a	n/a
Women	72	75	72	75	77	80	n/a	n/a	n/a	n/a
Large Rural	72	73	73	74	73	72	72	74	72	72
Paynesville	72	70	69	77	75	75	n/a	n/a	n/a	n/a
18-34	70	75	72	76	72	75	n/a	n/a	n/a	n/a
East Gippsland	70	73	71	74	74	77	n/a	n/a	n/a	n/a
50-64	70	73	72	73	77	79	n/a	n/a	n/a	n/a
Bairnsdale	70	74	69	75	73	80	n/a	n/a	n/a	n/a
65+	69	72	69	73	72	75	n/a	n/a	n/a	n/a
Lakes Entrance	69	77	72	76	74	77	n/a	n/a	n/a	n/a
Men	68	71	69	73	71	73	n/a	n/a	n/a	n/a

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

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

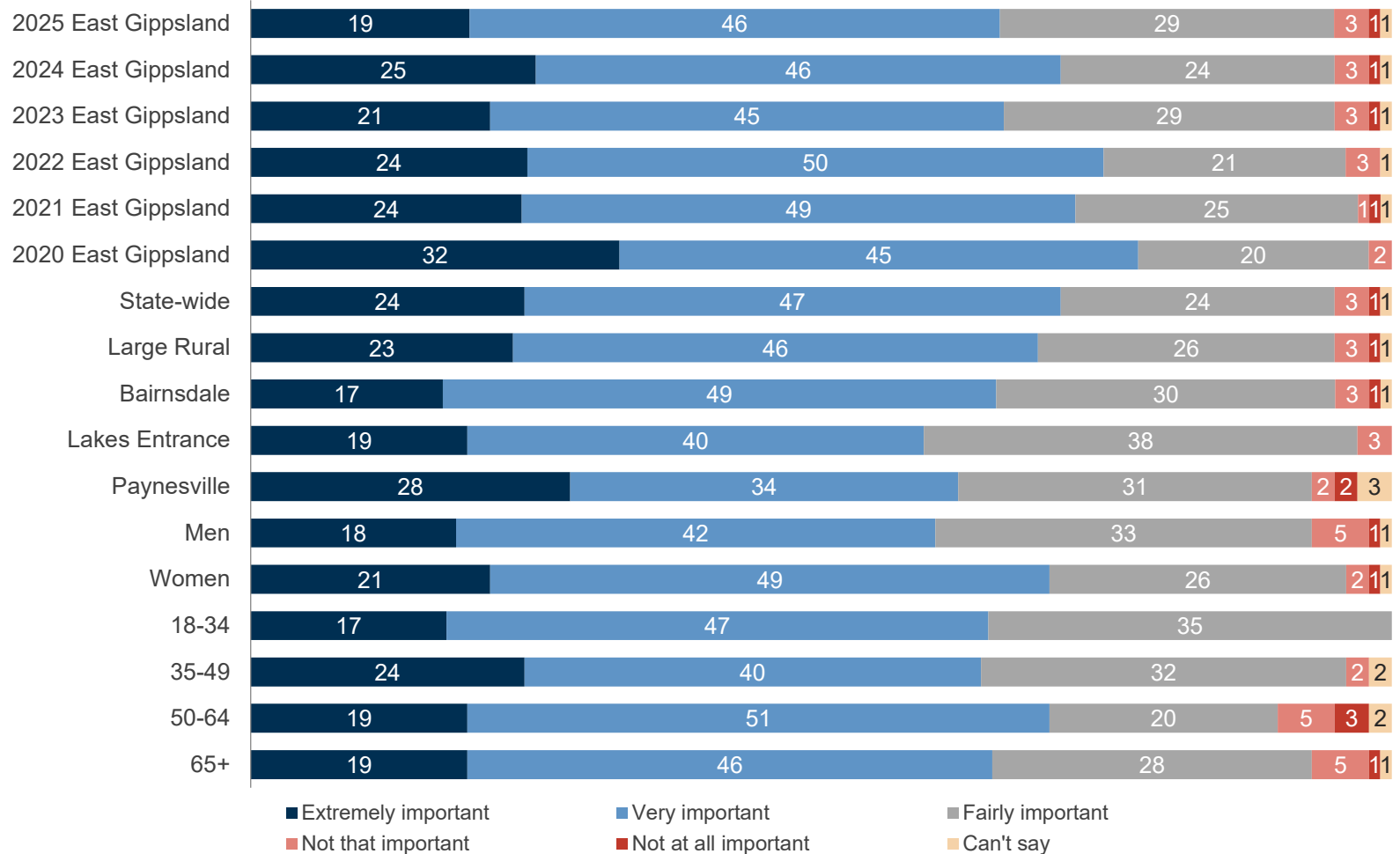
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2025 recreational facilities importance (%)





Recreational facilities performance



2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	69	62	63	70	60	69	n/a	n/a	n/a	n/a
65+	67	67	69	66	70	74	n/a	n/a	n/a	n/a
State-wide	67	68	68	69	71	70	70	69	70	69
Bairnsdale	67	62	69	70	71	72	n/a	n/a	n/a	n/a
Lakes Entrance	67	60	65	59	68	70	n/a	n/a	n/a	n/a
Men	66	63	66	68	66	71	n/a	n/a	n/a	n/a
East Gippsland	66	63	66	66	67	71	n/a	n/a	n/a	n/a
Large Rural	65	64	65	66	68	67	68	66	66	65
Women	65	63	65	65	67	71	n/a	n/a	n/a	n/a
Paynesville	63	66	64	70	67	73	n/a	n/a	n/a	n/a
50-64	63	59	66	62	63	70	n/a	n/a	n/a	n/a
18-34	59▼	55	59	69	70	66	n/a	n/a	n/a	n/a

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

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

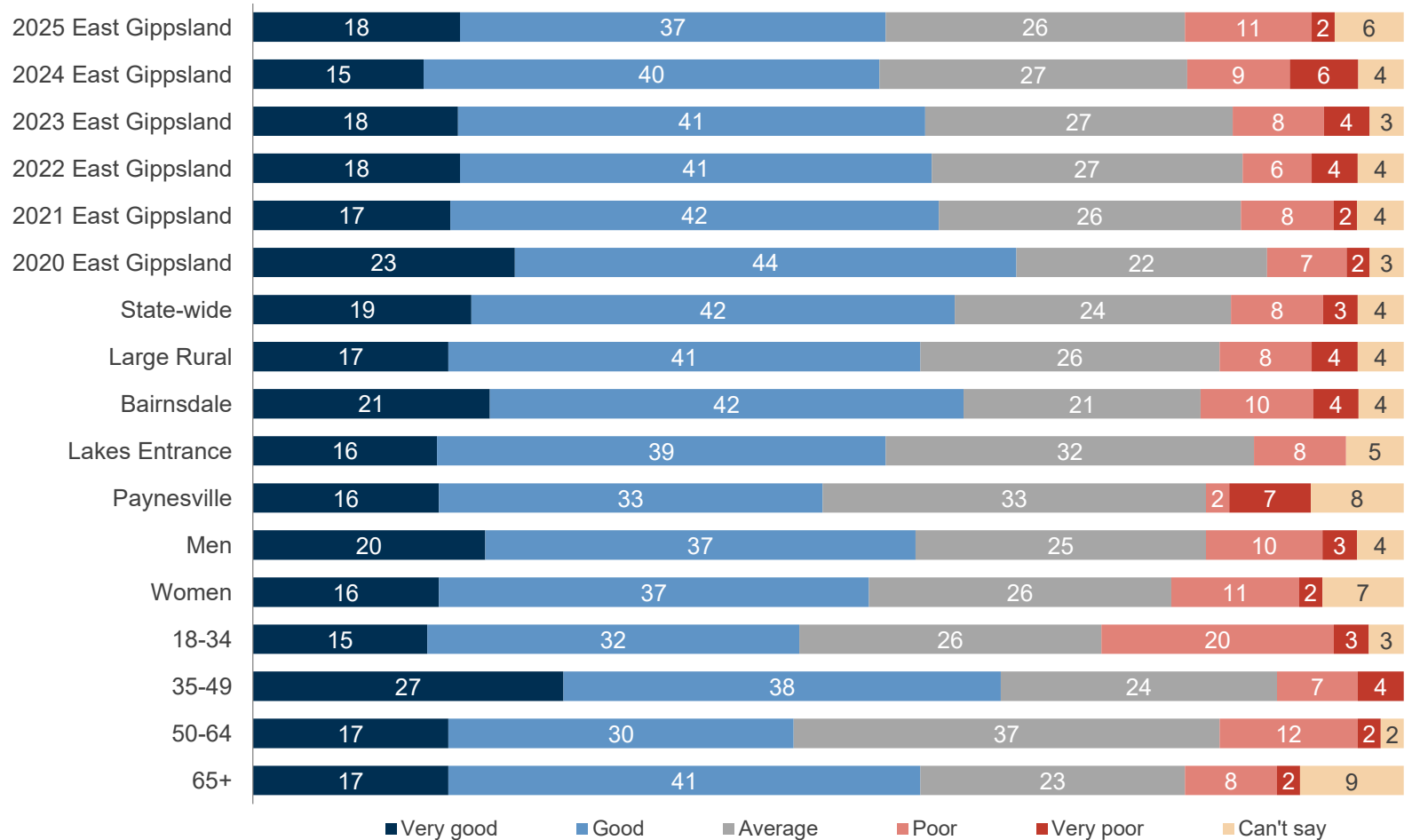
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance

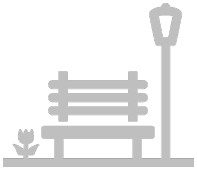


2025 recreational facilities performance (%)





The appearance of public areas importance



2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lakes Entrance	78	77	76	80	79	78	n/a	n/a	n/a	n/a
Women	77	78	76	79	79	79	n/a	n/a	n/a	n/a
18-34	76	76	76	76	76	71	n/a	n/a	n/a	n/a
35-49	76	74	73	81	76	76	n/a	n/a	n/a	n/a
Paynesville	76	74	73	76	78	79	n/a	n/a	n/a	n/a
50-64	75	73	77	79	78	80	n/a	n/a	n/a	n/a
East Gippsland	74	75	74	77	77	77	n/a	n/a	n/a	n/a
State-wide	74	74	74	75	75	74	73	74	74	74
Bairnsdale	73	76	74	78	75	76	n/a	n/a	n/a	n/a
65+	73	77	74	76	77	78	n/a	n/a	n/a	n/a
Large Rural	73	74	73	75	75	73	73	73	73	74
Men	72	72	73	75	75	74	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: 8

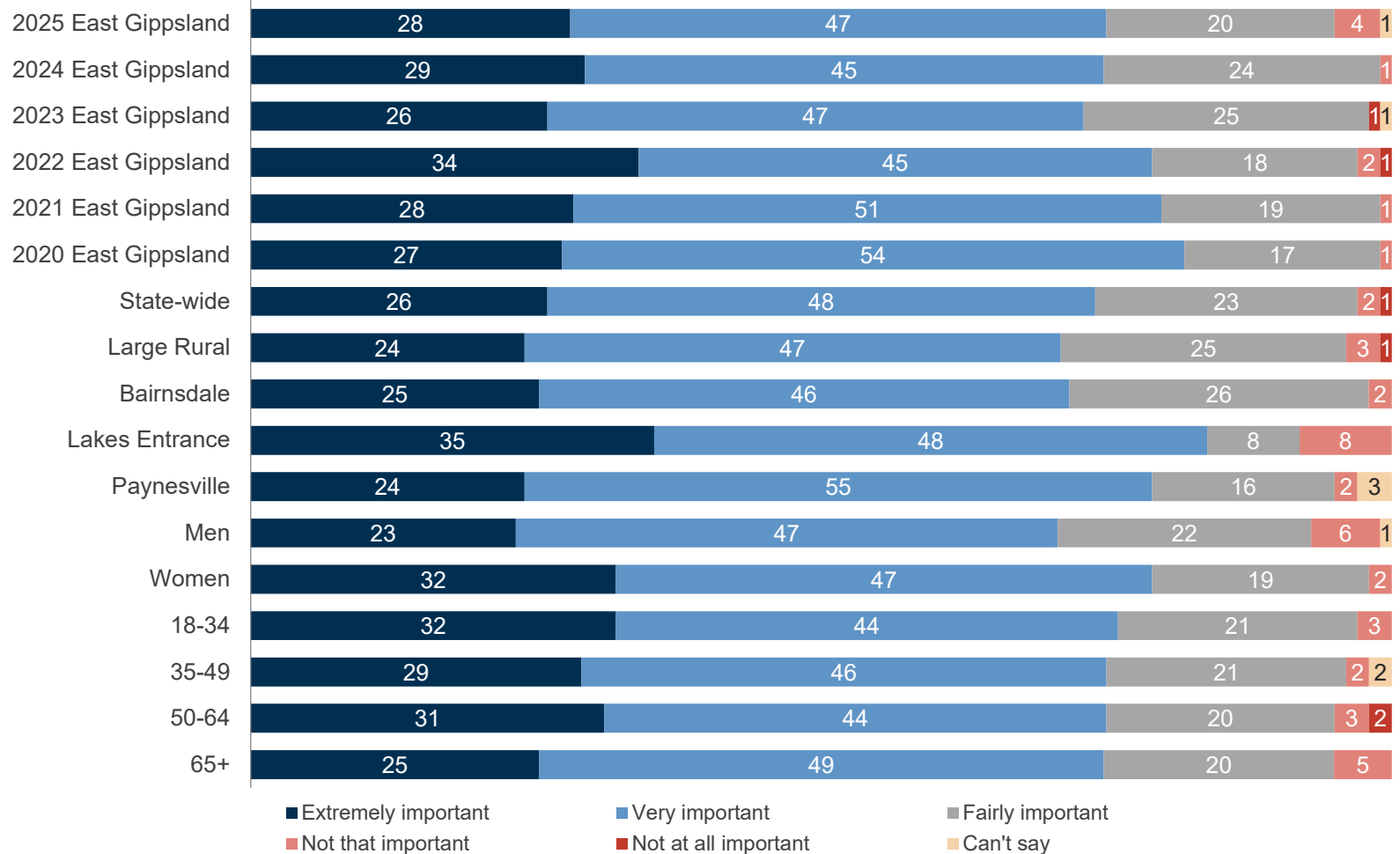
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2025 public areas importance (%)





The appearance of public areas performance



2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lakes Entrance	71	69	66	63	73	72	n/a	n/a	n/a	n/a
35-49	70	58	60	58	68	70	n/a	n/a	n/a	n/a
State-wide	68▲	68	67	71	73	72	72	71	71	71
Large Rural	66	66	65	67	70	71	70	69	69	69
Women	65	65	59	55	70	74	n/a	n/a	n/a	n/a
65+	65	67	62	60	69	77	n/a	n/a	n/a	n/a
East Gippsland	64	65	60	58	69	74	n/a	n/a	n/a	n/a
Men	64	65	61	61	69	74	n/a	n/a	n/a	n/a
Bairnsdale	64	67	56	54	70	75	n/a	n/a	n/a	n/a
50-64	62	63	60	53	69	76	n/a	n/a	n/a	n/a
Paynesville	60	67	62	62	70	76	n/a	n/a	n/a	n/a
18-34	60	67	54	58	71	71	n/a	n/a	n/a	n/a

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

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

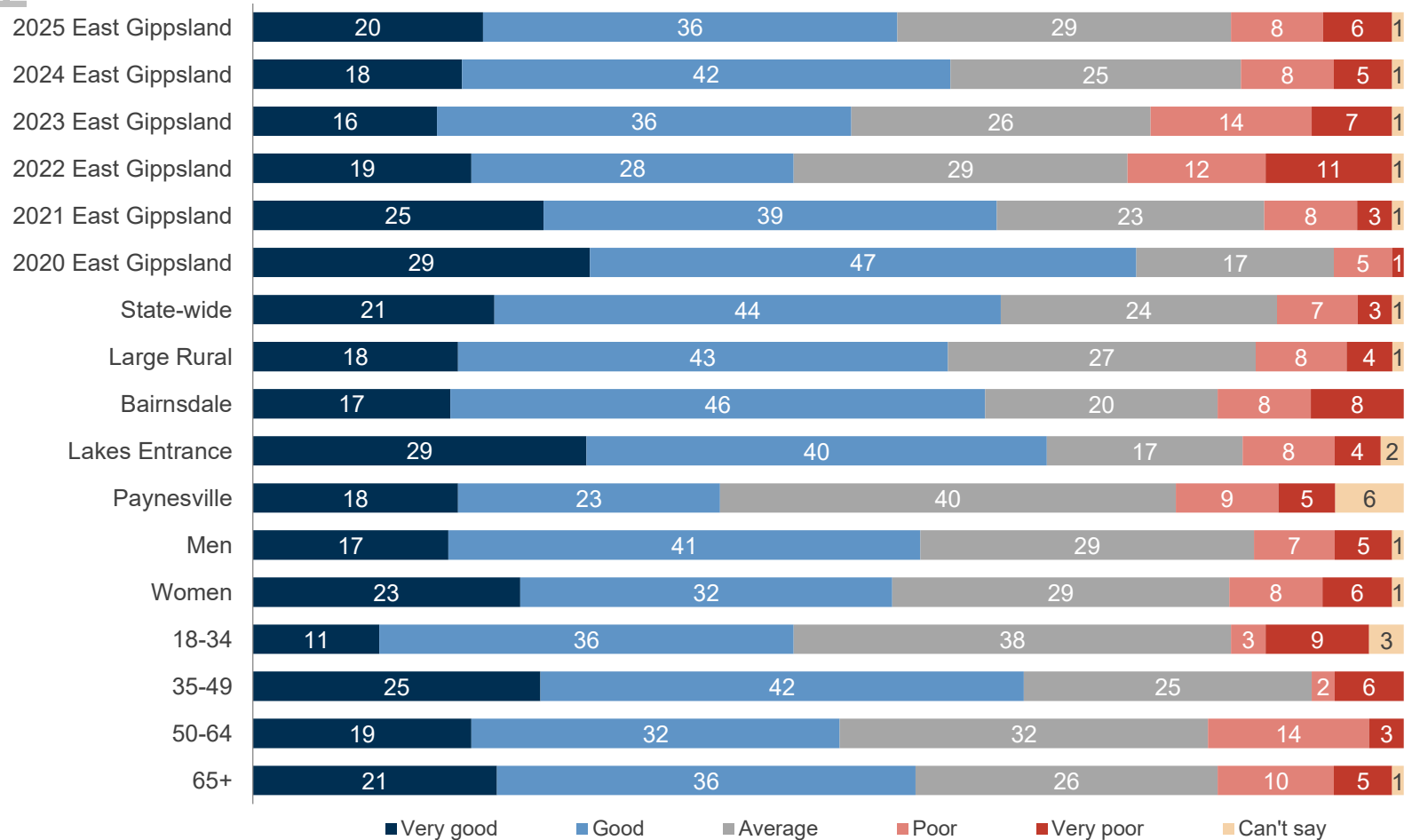
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)





Art centres and libraries importance



2025 art centres and libraries importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	68▲	72	71	70	72	75	n/a	n/a	n/a	71
65+	68▲	68	69	66	69	68	n/a	n/a	n/a	66
Bairnsdale	66	66	64	64	66	68	n/a	n/a	n/a	n/a
East Gippsland	63	66	67	66	66	67	n/a	n/a	n/a	66
State-wide	63	64	65	67	67	65	65	65	64	66
50-64	62	64	69	67	66	69	n/a	n/a	n/a	68
35-49	62	64	68	67	64	69	n/a	n/a	n/a	67
Large Rural	61	64	64	64	66	64	64	62	63	63
Lakes Entrance	61	67	73	70	62	67	n/a	n/a	n/a	n/a
Paynesville	60	64	65	66	71	66	n/a	n/a	n/a	n/a
Men	58▼	59	63	62	59	59	n/a	n/a	n/a	61
18-34	54▼	64	60	63	60	61	n/a	n/a	n/a	63

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

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

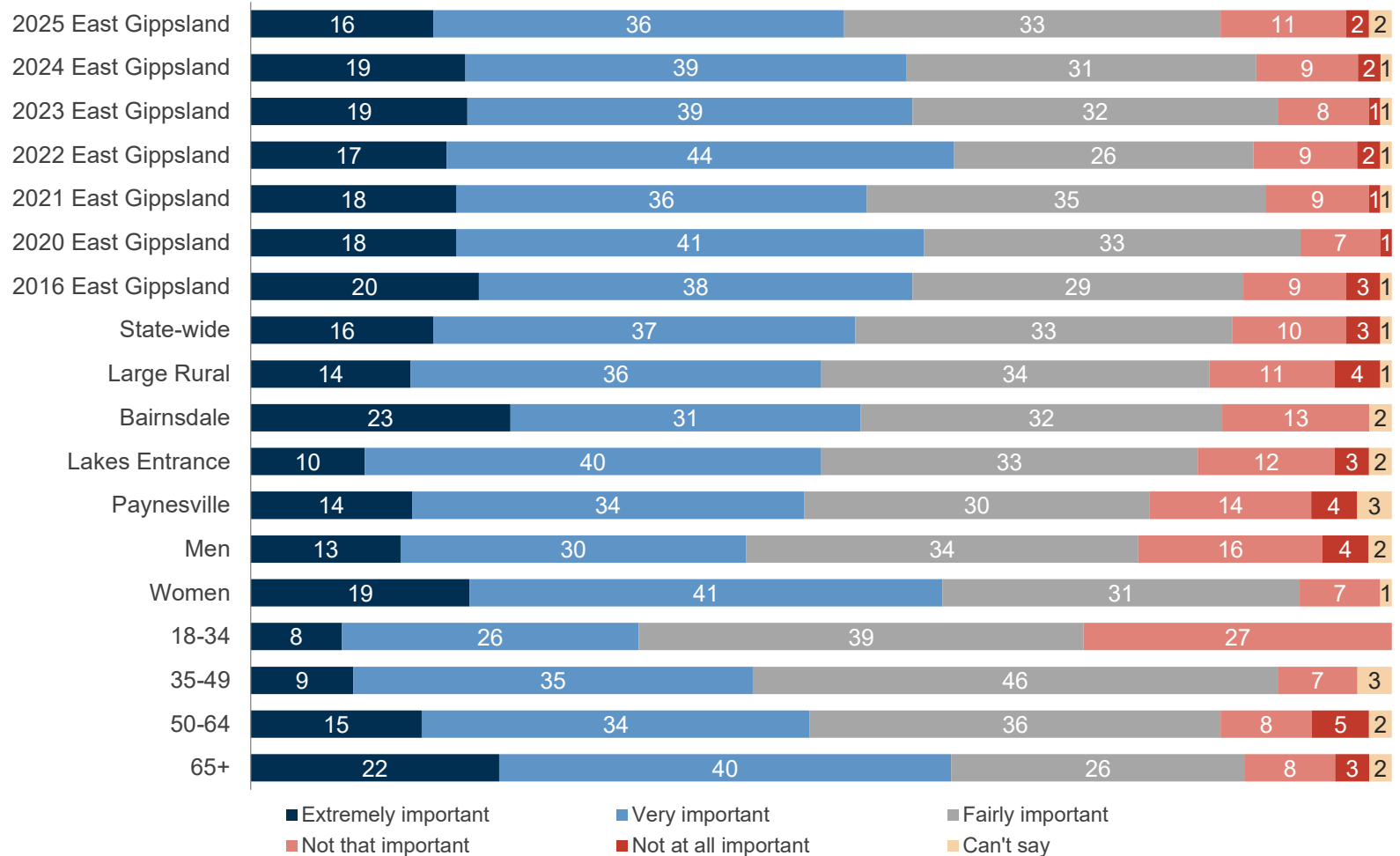
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2025 art centres and libraries importance (%)





Art centres and libraries performance



2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	73▲	73	73	73	73	74	74	74	73	72
Large Rural	71	71	69	72	73	72	73	71	70	70
65+	70	68	67	73	76	78	n/a	n/a	n/a	74
35-49	70	66	58	77	71	72	n/a	n/a	n/a	75
Lakes Entrance	70	61	57	66	71	72	n/a	n/a	n/a	n/a
Bairnsdale	70	69	70	72	74	76	n/a	n/a	n/a	n/a
Men	69	63	62	68	70	73	n/a	n/a	n/a	72
East Gippsland	69	66	63	72	72	75	n/a	n/a	n/a	74
Women	69	68	64	76	75	77	n/a	n/a	n/a	77
Paynesville	69	59	61	76	71	77	n/a	n/a	n/a	n/a
18-34	66	63	61	69	70	75	n/a	n/a	n/a	73
50-64	64	60	60	69	66	73	n/a	n/a	n/a	75

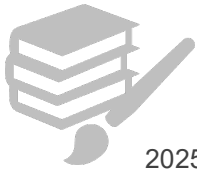
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

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

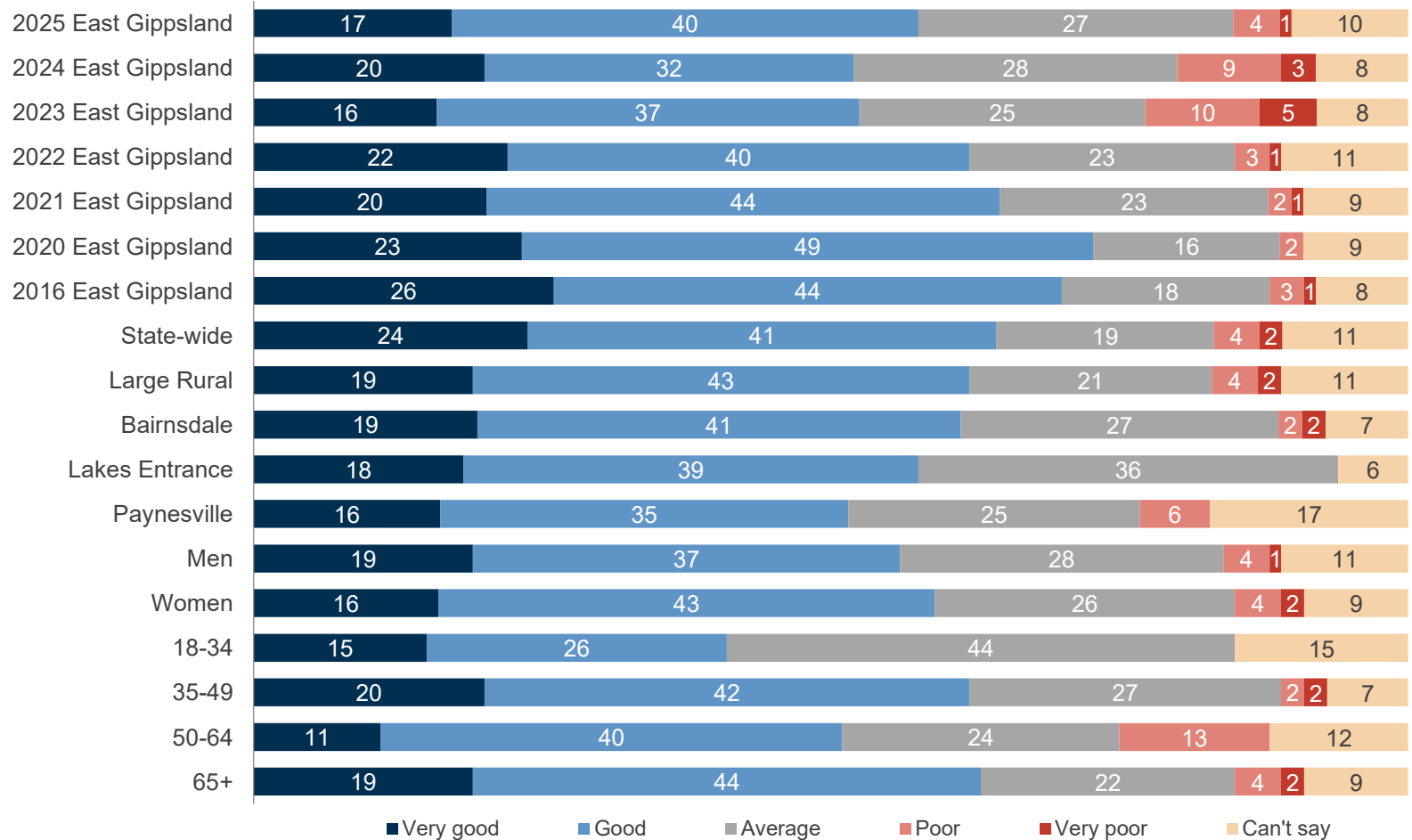
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)





Waste management importance



2025 waste management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Paynesville	83	77	79	81	85	82	n/a	n/a	n/a	n/a
Bairnsdale	79	79	81	84	79	82	n/a	n/a	n/a	n/a
65+	79	79	81	84	82	84	n/a	n/a	n/a	n/a
State-wide	79	81	81	82	82	82	81	81	79	80
Men	79	76	81	82	79	79	n/a	n/a	n/a	n/a
18-34	79	79	82	86	78	75	n/a	n/a	n/a	n/a
Large Rural	79	80	80	81	81	81	80	81	78	79
East Gippsland	78	79	81	84	81	82	n/a	n/a	n/a	n/a
Lakes Entrance	78	78	83	88	84	81	n/a	n/a	n/a	n/a
Women	78	81	81	86	83	84	n/a	n/a	n/a	n/a
35-49	77	76	79	81	79	82	n/a	n/a	n/a	n/a
50-64	75	80	83	84	83	83	n/a	n/a	n/a	n/a

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

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

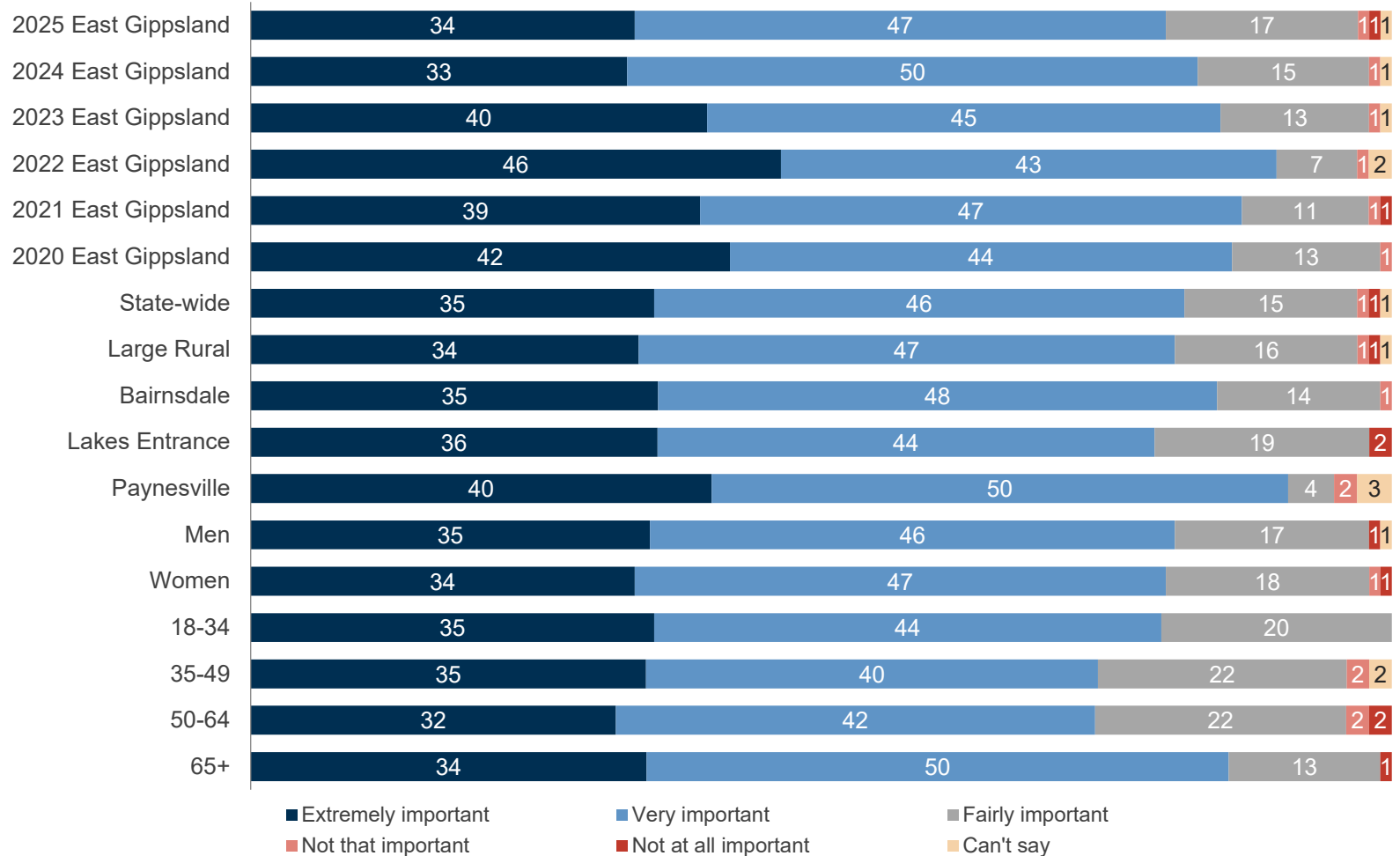
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2025 waste management importance (%)





Waste management performance



2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	70	68	74	70	75	77	n/a	n/a	n/a	n/a
Men	69	66	69	70	71	72	n/a	n/a	n/a	n/a
Bairnsdale	69	63	68	68	69	73	n/a	n/a	n/a	n/a
East Gippsland	68	66	68	67	70	72	n/a	n/a	n/a	n/a
Paynesville	67	67	75	77	74	77	n/a	n/a	n/a	n/a
Lakes Entrance	67	65	64	71	72	73	n/a	n/a	n/a	n/a
50-64	67	60	62	63	68	72	n/a	n/a	n/a	n/a
Women	67	66	67	65	68	71	n/a	n/a	n/a	n/a
35-49	67	67	62	69	68	63	n/a	n/a	n/a	n/a
State-wide	65▼	67	66	68	69	65	68	70	71	70
18-34	64	65	61	62	61	68	n/a	n/a	n/a	n/a
Large Rural	62▼	65	65	65	66	62	64	67	68	66

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

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

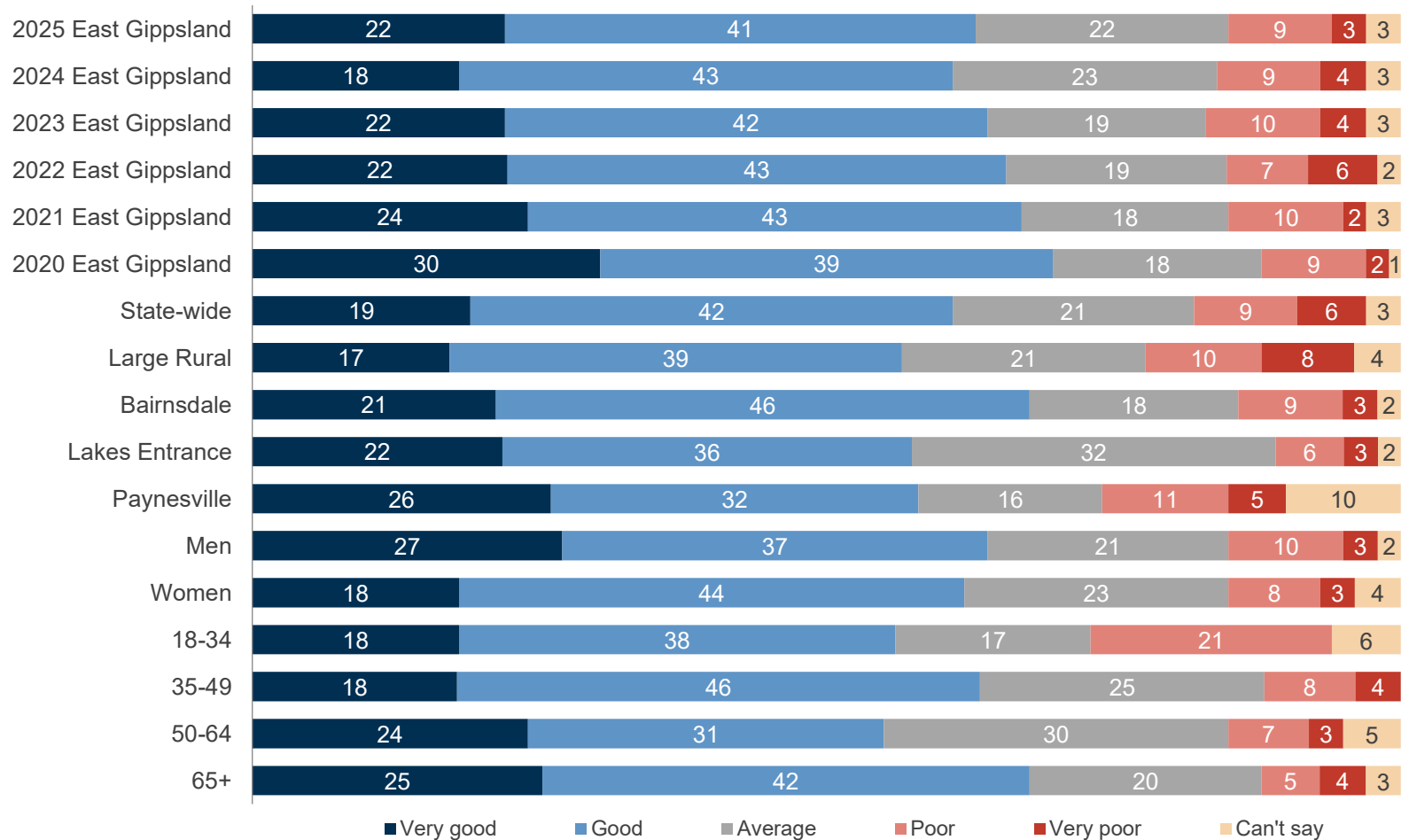
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



Business and community development and tourism importance



2025 business/development/tourism importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	80▲	79	71	71	84	n/a	n/a	n/a	n/a	73
Paynesville	78▲	72	67	67	76	n/a	n/a	n/a	n/a	n/a
Lakes Entrance	72	79	76	77	85	n/a	n/a	n/a	n/a	n/a
35-49	72	71	73	76	81	n/a	n/a	n/a	n/a	80
Women	71	76	74	73	78	n/a	n/a	n/a	n/a	76
East Gippsland	71	74	71	72	78	n/a	n/a	n/a	n/a	74
Bairnsdale	70	73	71	76	76	n/a	n/a	n/a	n/a	n/a
Men	70	71	68	71	77	n/a	n/a	n/a	n/a	73
50-64	70	72	72	75	75	n/a	n/a	n/a	n/a	74
State-wide	69	67	67	69	70	67	65	66	67	67
65+	68	74	70	70	75	n/a	n/a	n/a	n/a	72
Large Rural	67▼	69	68	70	71	68	64	65	67	69

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

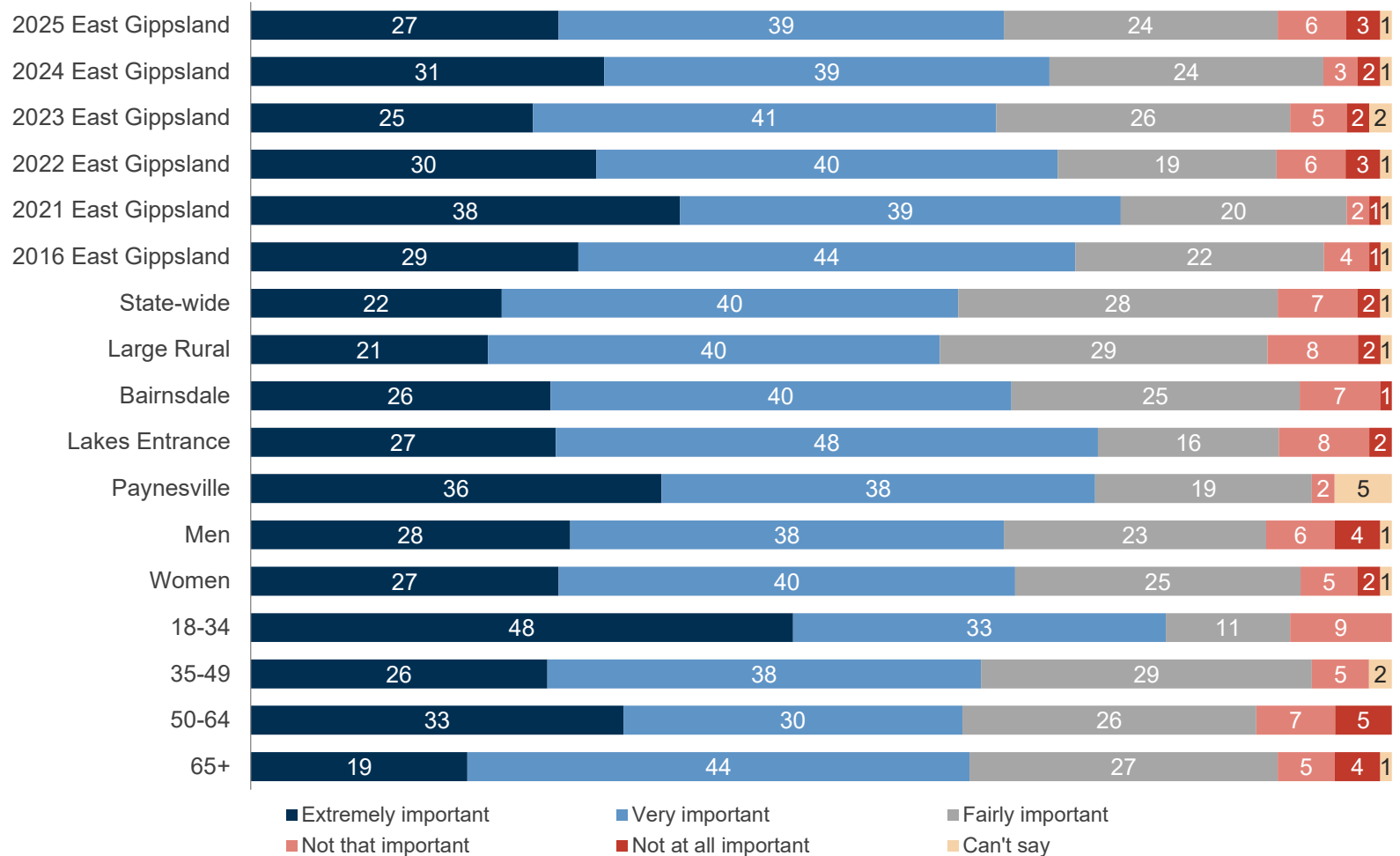
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 6

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

Business and community development and tourism importance



2025 business/development/tourism importance (%)



Business and community development and tourism performance



2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lakes Entrance	60	57	61	55	54	n/a	n/a	n/a	n/a	n/a
18-34	57	52	60	56	53	n/a	n/a	n/a	n/a	62
State-wide	56	57	59	60	61	59	61	60	61	60
Paynesville	56	60	57	55	59	n/a	n/a	n/a	n/a	n/a
Men	56	53	58	56	56	n/a	n/a	n/a	n/a	57
65+	55	58	59	57	62	n/a	n/a	n/a	n/a	62
East Gippsland	55	55	58	57	57	n/a	n/a	n/a	n/a	59
Large Rural	55	55	56	58	59	61	62	61	60	59
Bairnsdale	54	52	58	57	57	n/a	n/a	n/a	n/a	n/a
Women	54	57	58	59	58	n/a	n/a	n/a	n/a	61
50-64	53	52	57	49	55	n/a	n/a	n/a	n/a	56
35-49	52	52	53	67	52	n/a	n/a	n/a	n/a	54

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

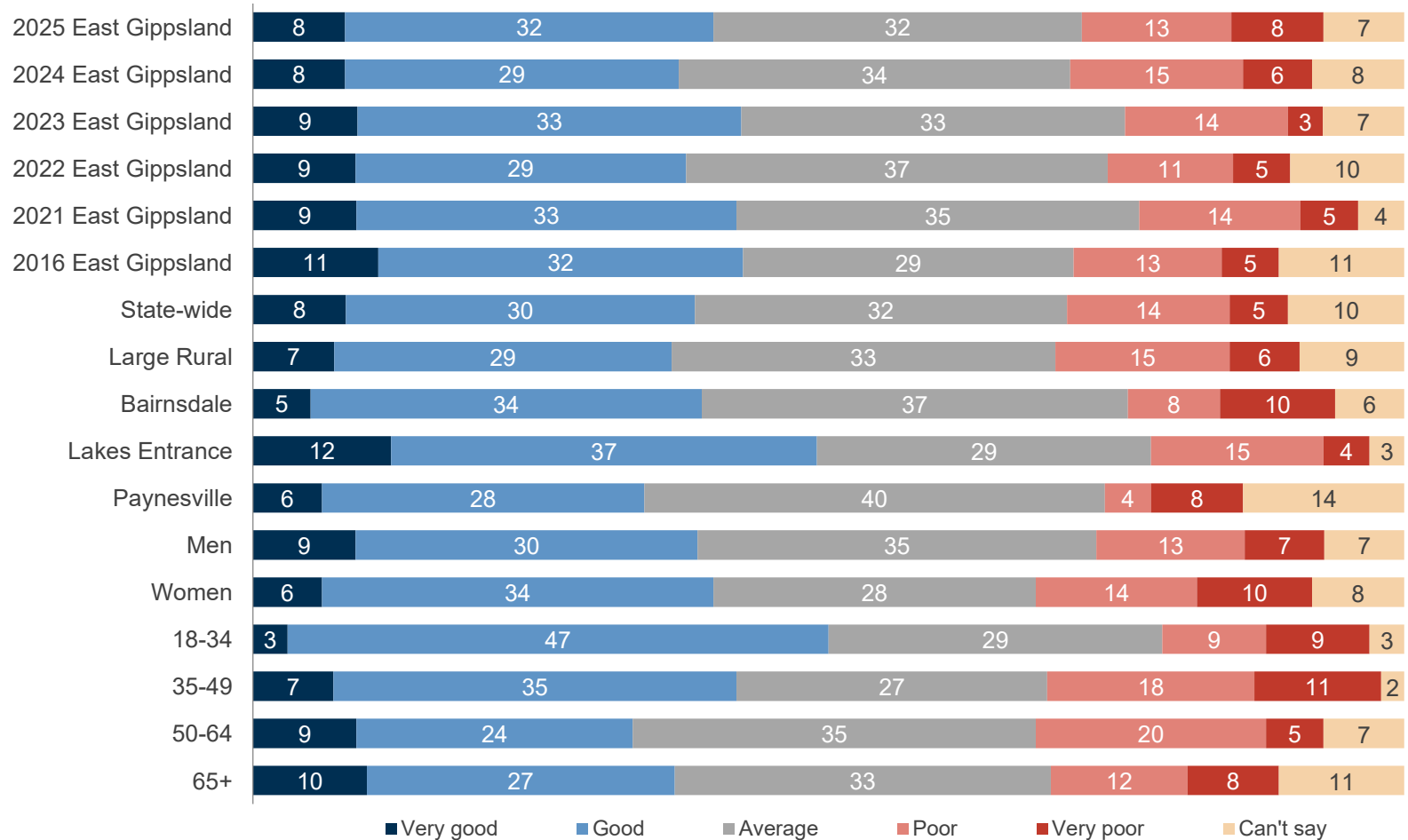
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

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

Business and community development and tourism performance



2025 business/development/tourism performance (%)





Planning and building permits importance



2025 planning and building permits importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	74	74	75	73	73	n/a	n/a	n/a	n/a	73
65+	74	76	74	73	71	n/a	n/a	n/a	n/a	70
Women	73	75	77	73	75	n/a	n/a	n/a	n/a	71
Bairnsdale	73	73	74	73	73	n/a	n/a	n/a	n/a	n/a
Paynesville	72	68	75	73	69	n/a	n/a	n/a	n/a	n/a
East Gippsland	71	73	73	71	72	n/a	n/a	n/a	n/a	69
Large Rural	71	73	72	73	73	71	71	70	72	70
State-wide	71	72	72	73	73	71	71	71	72	71
Men	70	72	68	69	69	n/a	n/a	n/a	n/a	67
Lakes Entrance	69	79	73	75	75	n/a	n/a	n/a	n/a	n/a
35-49	67	71	72	73	71	n/a	n/a	n/a	n/a	67
18-34	67	69	66	62	71	n/a	n/a	n/a	n/a	65

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

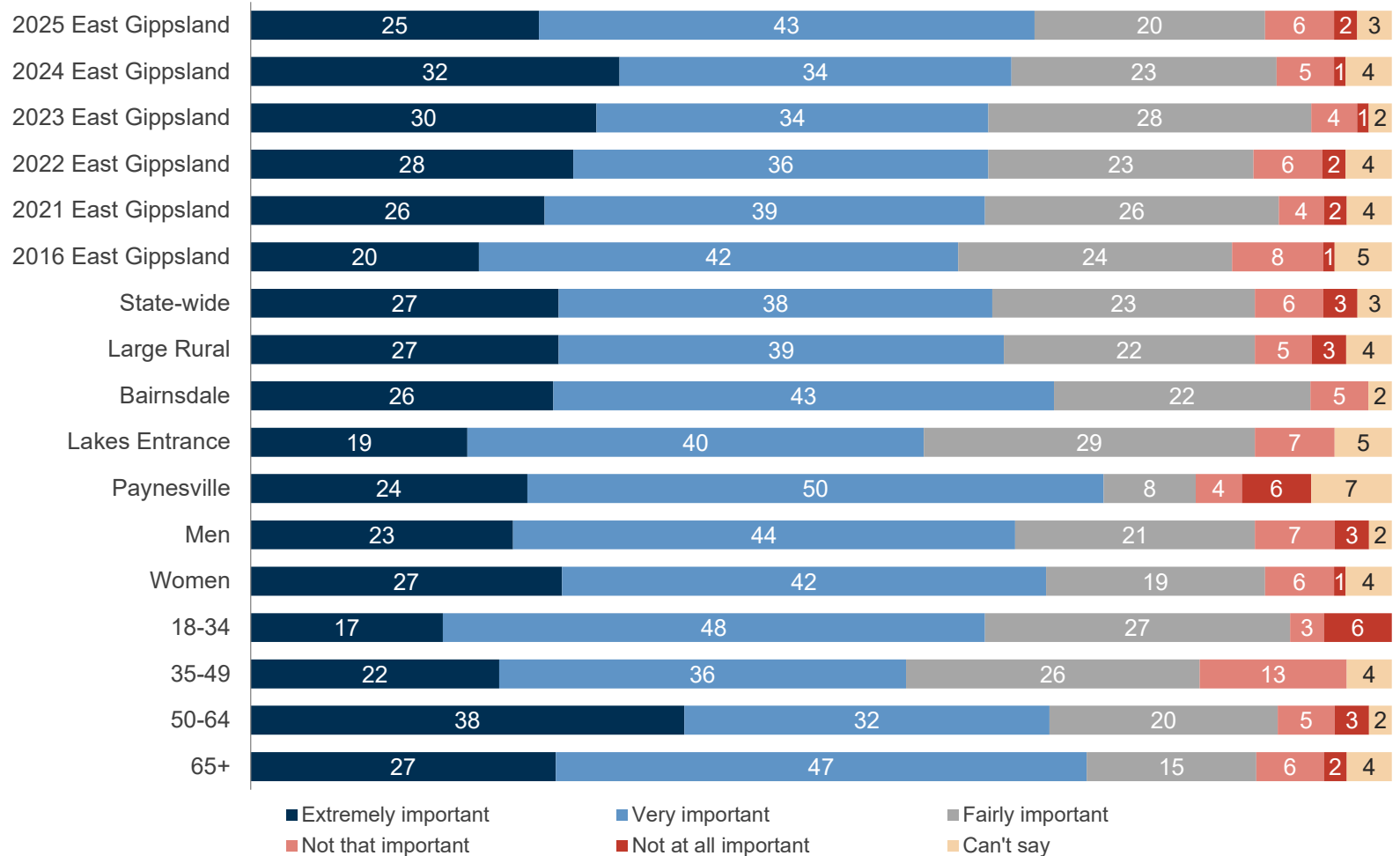
Note: Please see Appendix A for explanation of significant differences.



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
State-wide	43▲	45	47	50	51	51	52	52	51	50
50-64	42	33	37	39	38	n/a	n/a	n/a	n/a	44
Bairnsdale	42	38	45	39	37	n/a	n/a	n/a	n/a	n/a
Men	42	37	41	40	39	n/a	n/a	n/a	n/a	42
65+	41	39	44	39	46	n/a	n/a	n/a	n/a	46
35-49	41	38	37	37	36	n/a	n/a	n/a	n/a	41
Large Rural	41	41	42	46	48	49	49	49	48	50
Paynesville	41	43	35	44	46	n/a	n/a	n/a	n/a	n/a
East Gippsland	40	39	41	40	42	n/a	n/a	n/a	n/a	46
Women	39	40	40	41	45	n/a	n/a	n/a	n/a	50
Lakes Entrance	37	37	40	44	41	n/a	n/a	n/a	n/a	n/a
18-34	35	41	36	48	43	n/a	n/a	n/a	n/a	55

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

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

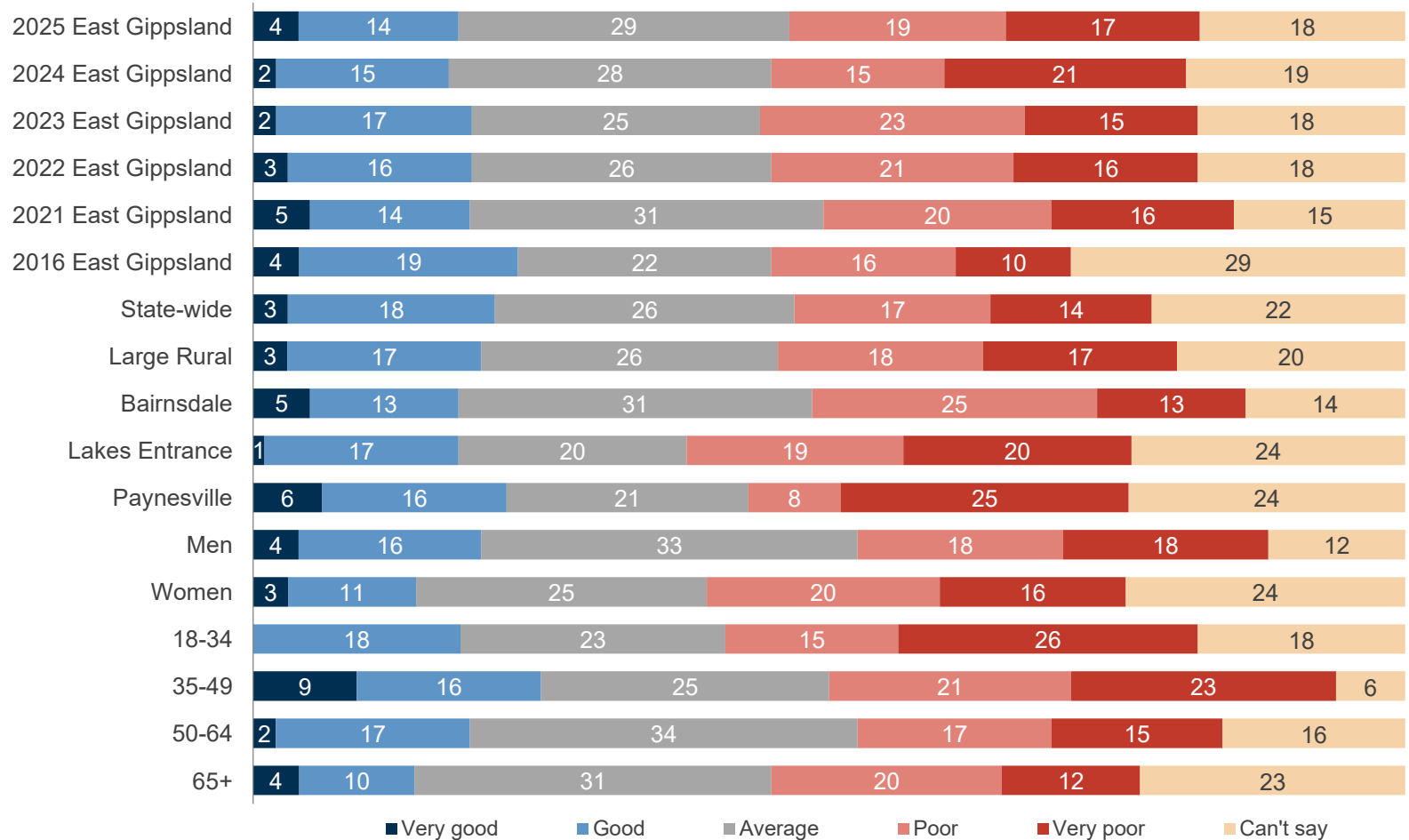
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)





Environmental sustainability importance



2025 environmental sustainability importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	71▲	73	73	78	78	n/a	n/a	n/a	n/a	n/a
18-34	67	68	66	79	69	n/a	n/a	n/a	n/a	n/a
Bairnsdale	66	66	67	73	67	n/a	n/a	n/a	n/a	n/a
65+	66	68	67	72	71	n/a	n/a	n/a	n/a	n/a
Paynesville	65	71	66	70	73	n/a	n/a	n/a	n/a	n/a
State-wide	65	68	70	73	74	74	74	73	72	73
East Gippsland	64	66	68	75	72	n/a	n/a	n/a	n/a	n/a
Large Rural	64	67	68	71	72	73	74	73	72	73
Lakes Entrance	60	70	72	79	71	n/a	n/a	n/a	n/a	n/a
50-64	60	66	73	75	75	n/a	n/a	n/a	n/a	n/a
35-49	60	59	66	76	73	n/a	n/a	n/a	n/a	n/a
Men	57▼	60	62	71	65	n/a	n/a	n/a	n/a	n/a

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

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

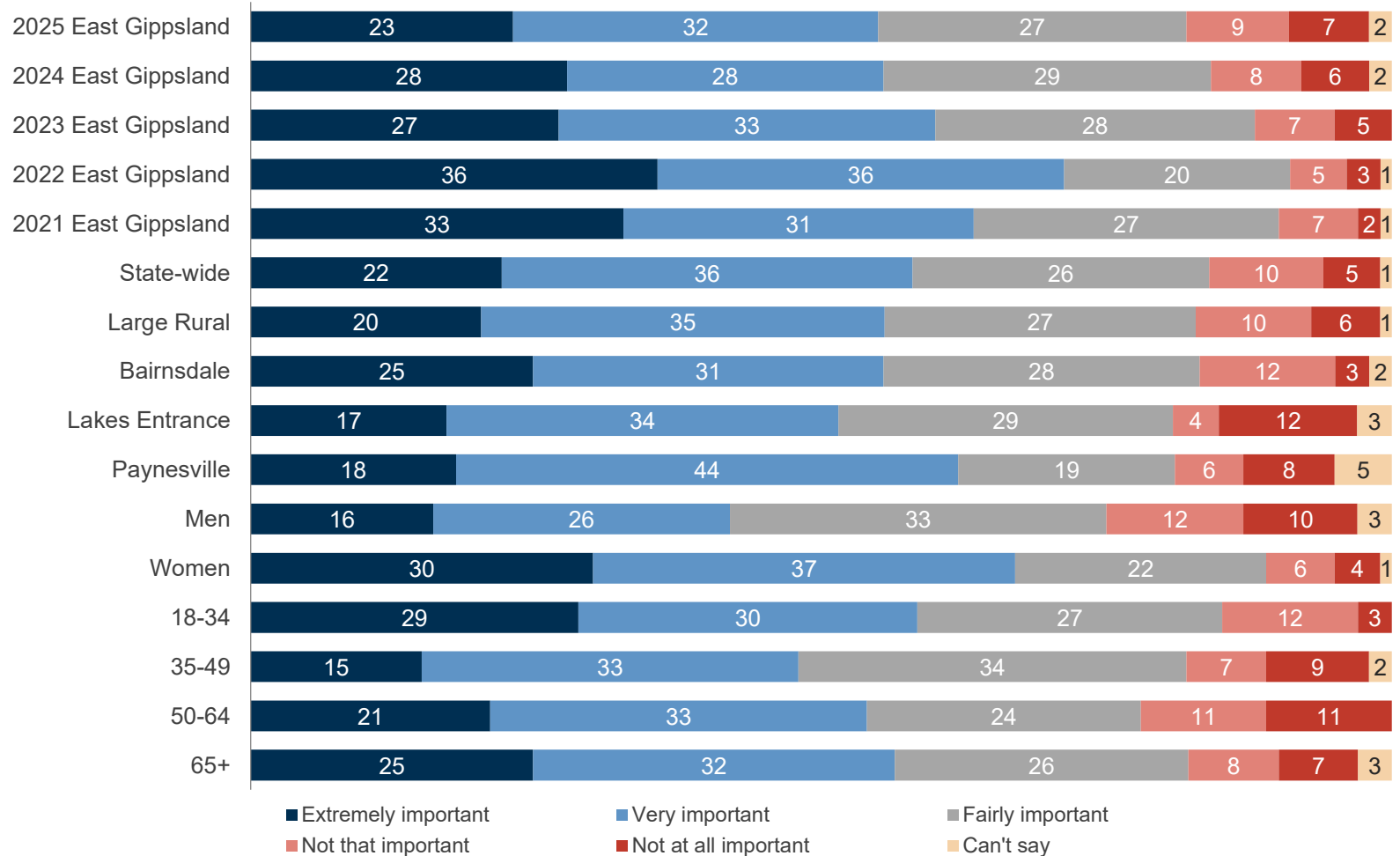
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2025 environmental sustainability importance (%)





Environmental sustainability performance



2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lakes Entrance	65▲	55	59	56	55	n/a	n/a	n/a	n/a	n/a
18-34	60	53	52	63	54	n/a	n/a	n/a	n/a	n/a
State-wide	59▲	60	60	61	62	60	62	63	64	63
Large Rural	58	58	58	59	61	60	61	61	62	62
Men	56	51	56	57	57	n/a	n/a	n/a	n/a	n/a
East Gippsland	56	55	56	57	56	n/a	n/a	n/a	n/a	n/a
50-64	55	53	53	55	54	n/a	n/a	n/a	n/a	n/a
Paynesville	55	54	57	60	61	n/a	n/a	n/a	n/a	n/a
35-49	55	55	52	61	52	n/a	n/a	n/a	n/a	n/a
Women	55	58	55	57	56	n/a	n/a	n/a	n/a	n/a
Bairnsdale	54	54	58	61	58	n/a	n/a	n/a	n/a	n/a
65+	54	56	59	54	61	n/a	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: 10

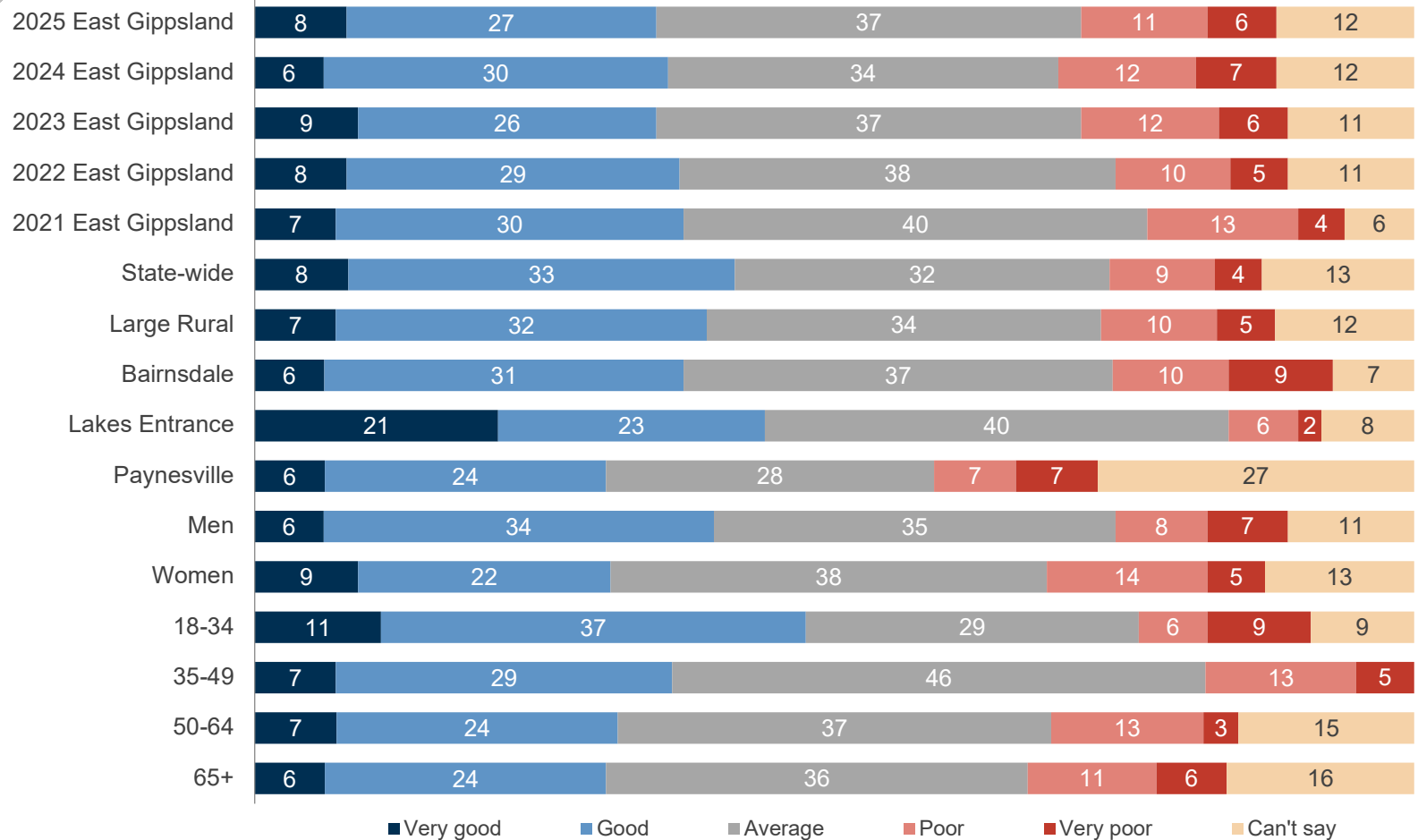
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2025 environmental sustainability performance (%)

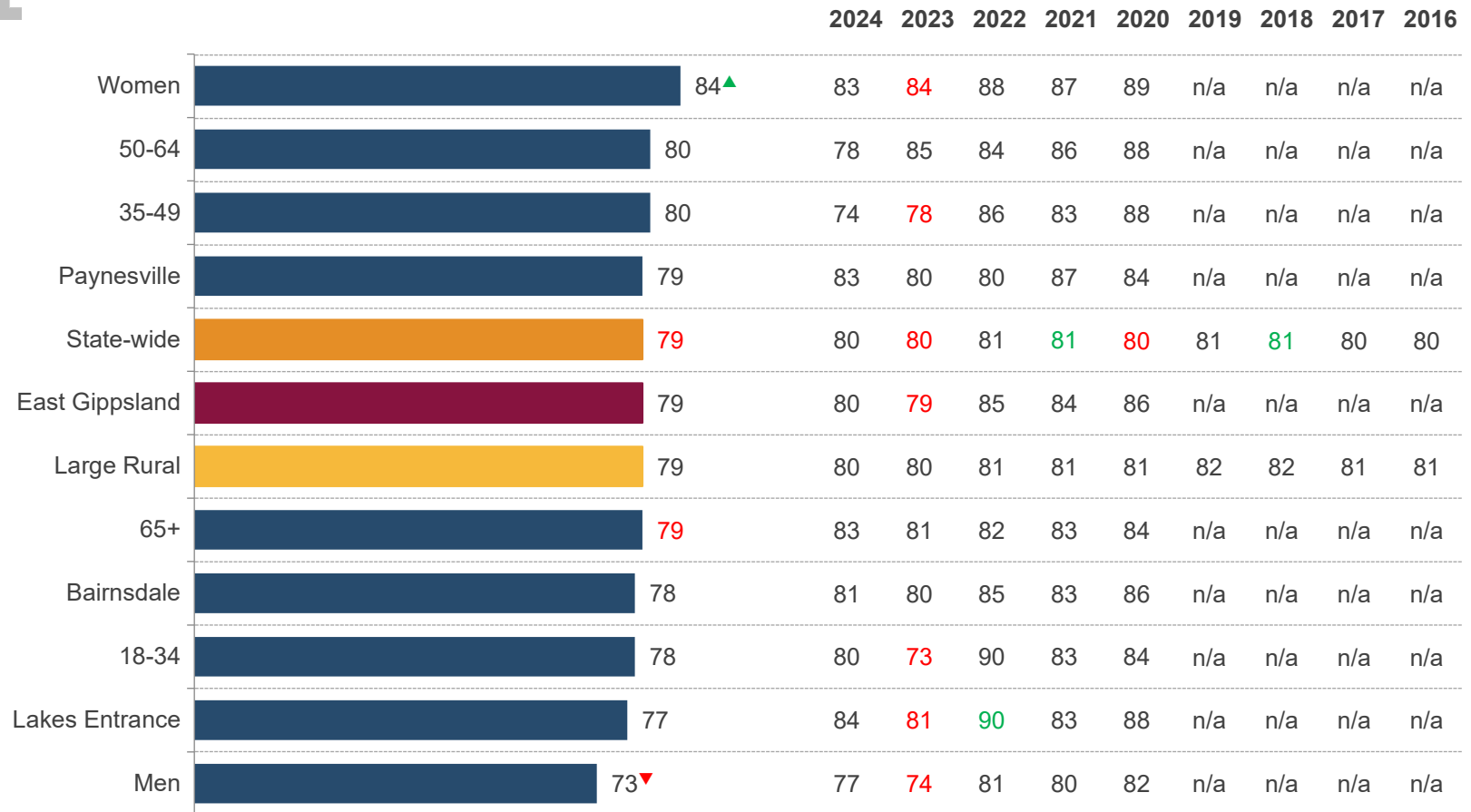




Emergency and disaster management importance



2025 emergency and disaster management importance (index scores)



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

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

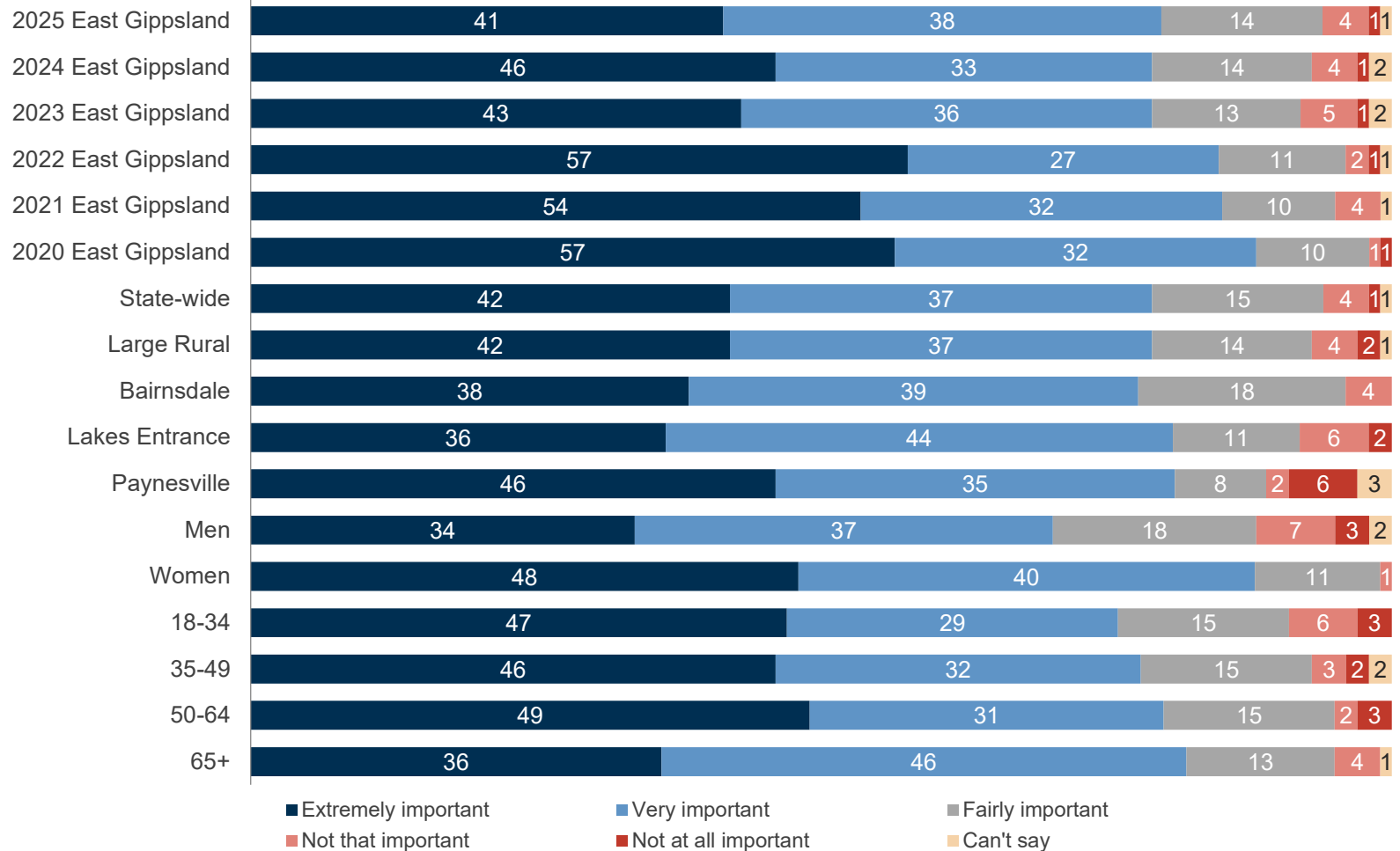
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2025 emergency and disaster management importance (%)





Emergency and disaster management performance



2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lakes Entrance	70	61	64	58	67	75	n/a	n/a	n/a	n/a
Women	66	61	60	62	72	74	n/a	n/a	n/a	n/a
35-49	66	65	58	67	67	68	n/a	n/a	n/a	n/a
Paynesville	66	62	60	73	74	77	n/a	n/a	n/a	n/a
Bairnsdale	65	60	64	62	67	76	n/a	n/a	n/a	n/a
State-wide	65	65	65	66	71	68	72	71	70	69
East Gippsland	65	60	60	62	69	73	n/a	n/a	n/a	n/a
65+	65	60	62	62	72	75	n/a	n/a	n/a	n/a
Large Rural	65	65	64	66	71	69	72	71	70	70
18-34	65	57	58	60	65	72	n/a	n/a	n/a	n/a
Men	63	60	60	62	65	72	n/a	n/a	n/a	n/a
50-64	63	61	57	59	65	75	n/a	n/a	n/a	n/a

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

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

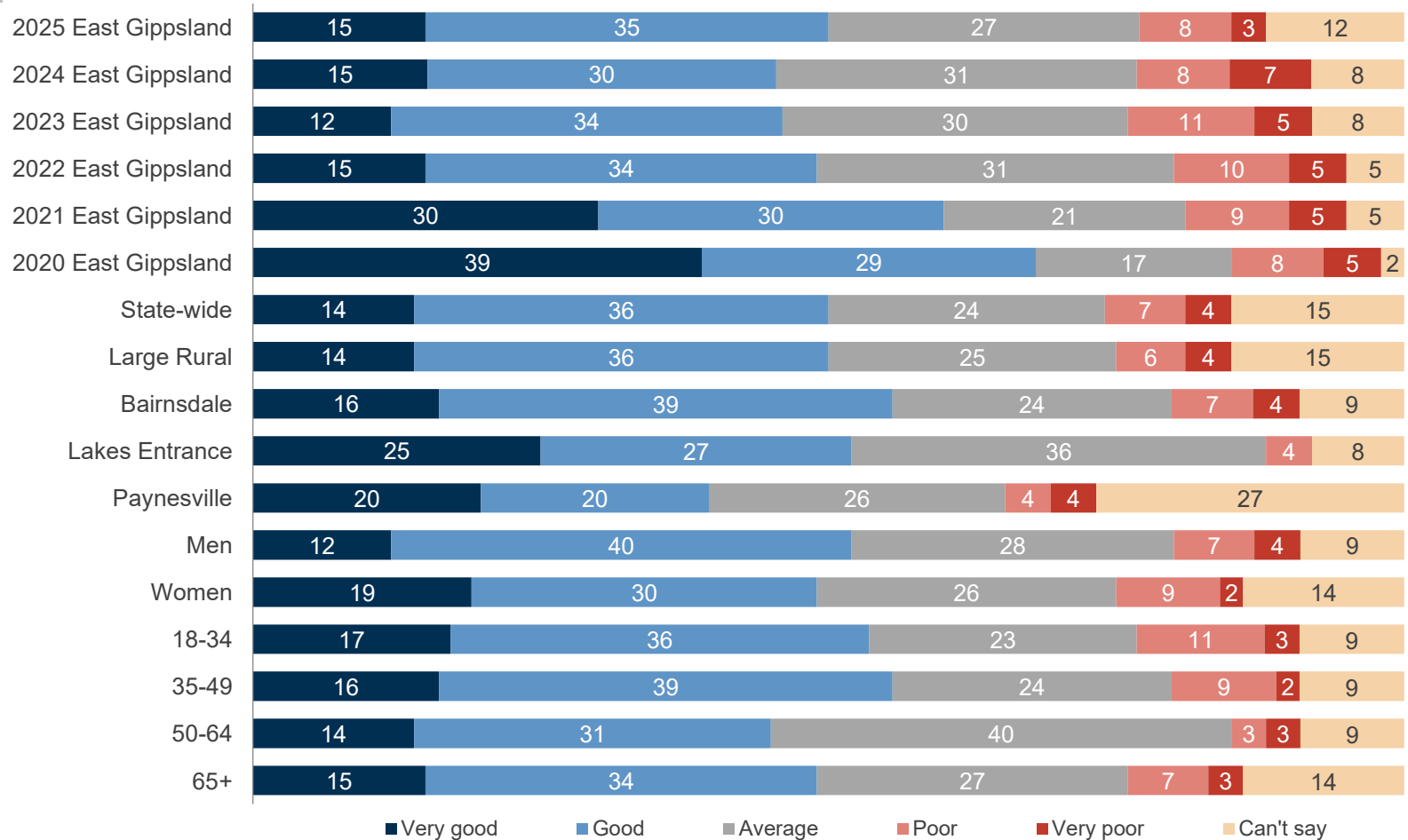
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2025 emergency and disaster management performance (%)





Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	80	81	78	82	81	n/a	n/a	n/a	n/a	n/a
50-64	80	80	84	80	80	n/a	n/a	n/a	n/a	n/a
65+	79	79	77	83	77	n/a	n/a	n/a	n/a	n/a
East Gippsland	79	79	78	81	78	n/a	n/a	n/a	n/a	n/a
State-wide	79	80	79	79	79	78	74	73	74	73
35-49	79	79	79	82	76	n/a	n/a	n/a	n/a	n/a
Bairnsdale	78	78	77	82	78	n/a	n/a	n/a	n/a	n/a
Large Rural	78	79	80	81	79	78	76	75	75	75
Men	78	77	77	80	74	n/a	n/a	n/a	n/a	n/a
Lakes Entrance	77	80	80	83	77	n/a	n/a	n/a	n/a	n/a
18-34	77	75	74	79	78	n/a	n/a	n/a	n/a	n/a
Paynesville	76	74	76	82	75	n/a	n/a	n/a	n/a	n/a

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

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

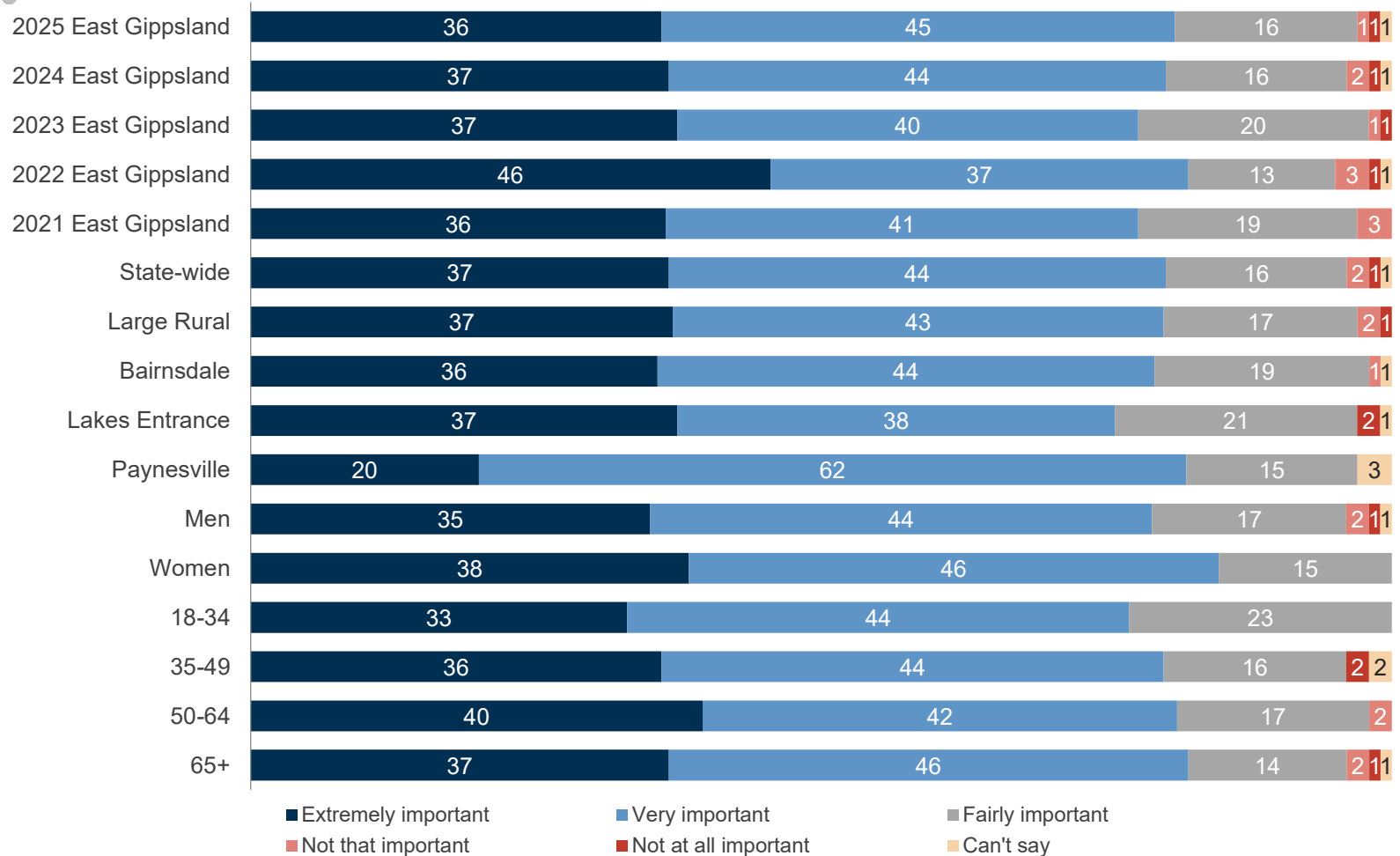
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2025 roadside slashing and weed control performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lakes Entrance	50	49	45	42	48	n/a	n/a	n/a	n/a	n/a
Paynesville	50	43	47	44	53	n/a	n/a	n/a	n/a	n/a
35-49	50	35	40	39	51	n/a	n/a	n/a	n/a	n/a
Bairnsdale	49	39	43	32	49	n/a	n/a	n/a	n/a	n/a
State-wide	47	45	46	49	51	49	56	55	53	56
Women	47	43	41	33	50	n/a	n/a	n/a	n/a	n/a
Large Rural	46	43	43	44	51	48	52	51	50	54
East Gippsland	45	41	43	36	50	n/a	n/a	n/a	n/a	n/a
65+	44	44	44	38	53	n/a	n/a	n/a	n/a	n/a
18-34	44	38	43	33	47	n/a	n/a	n/a	n/a	n/a
50-64	44	40	40	33	45	n/a	n/a	n/a	n/a	n/a
Men	44	39	45	40	49	n/a	n/a	n/a	n/a	n/a

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

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

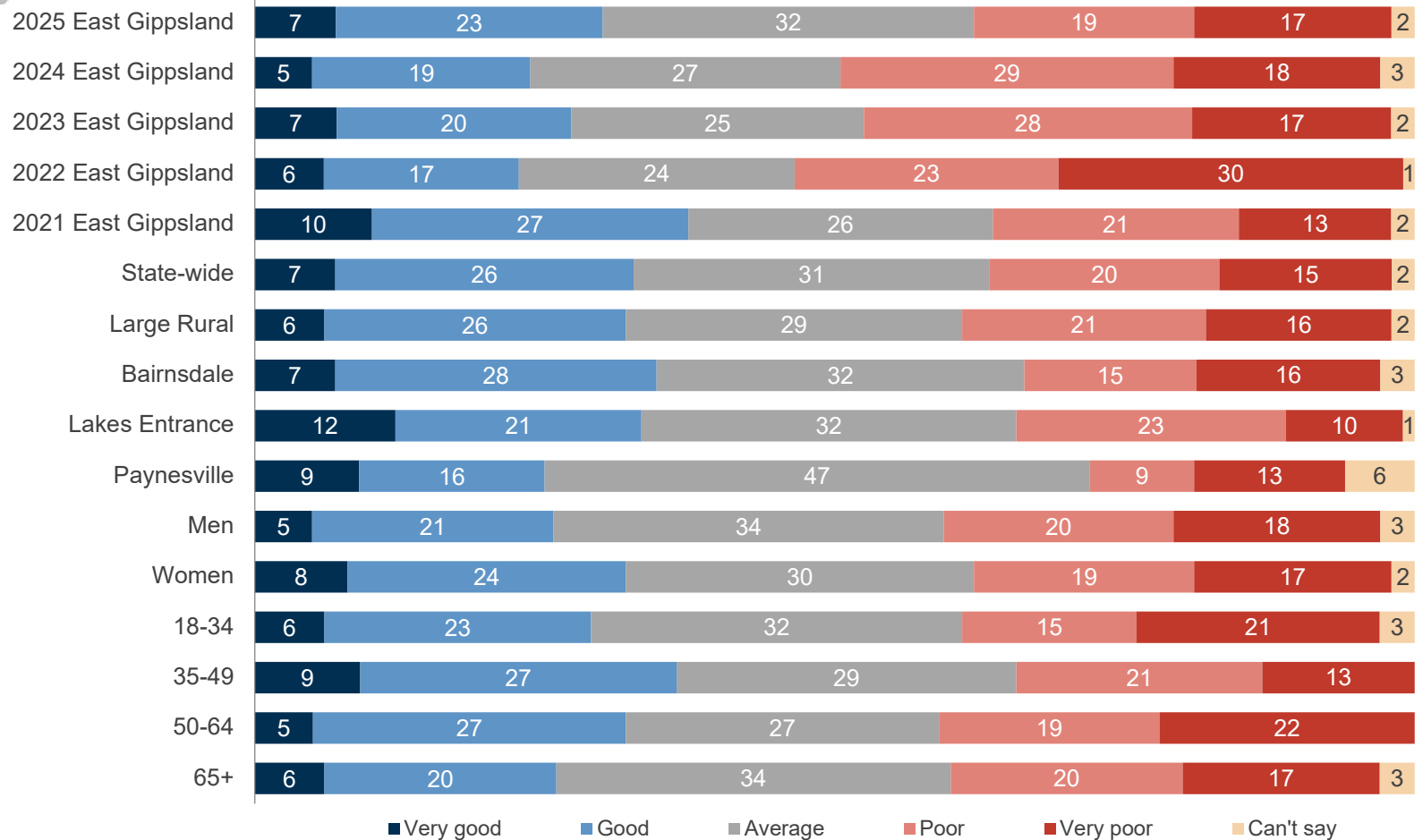
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2025 roadside slashing and weed control performance (%)



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 a public gathering. The background of the entire page is white.

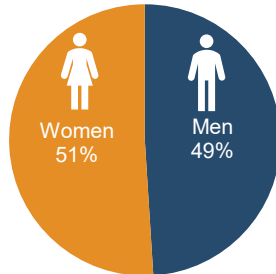
Detailed demographics



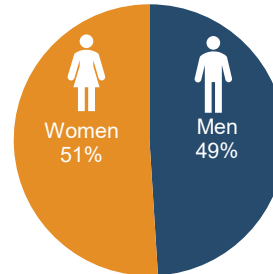
Gender and age profile

2025 gender

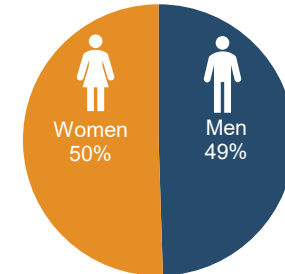
East Gippsland



Large Rural

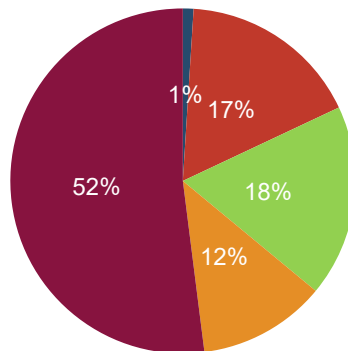


State-wide

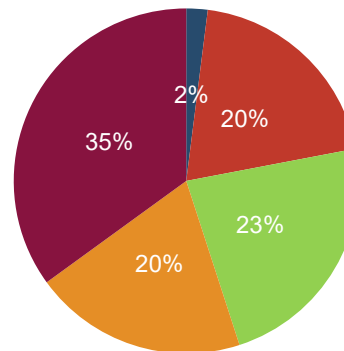


2025 age

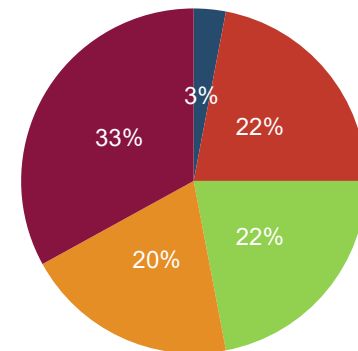
East Gippsland



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

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

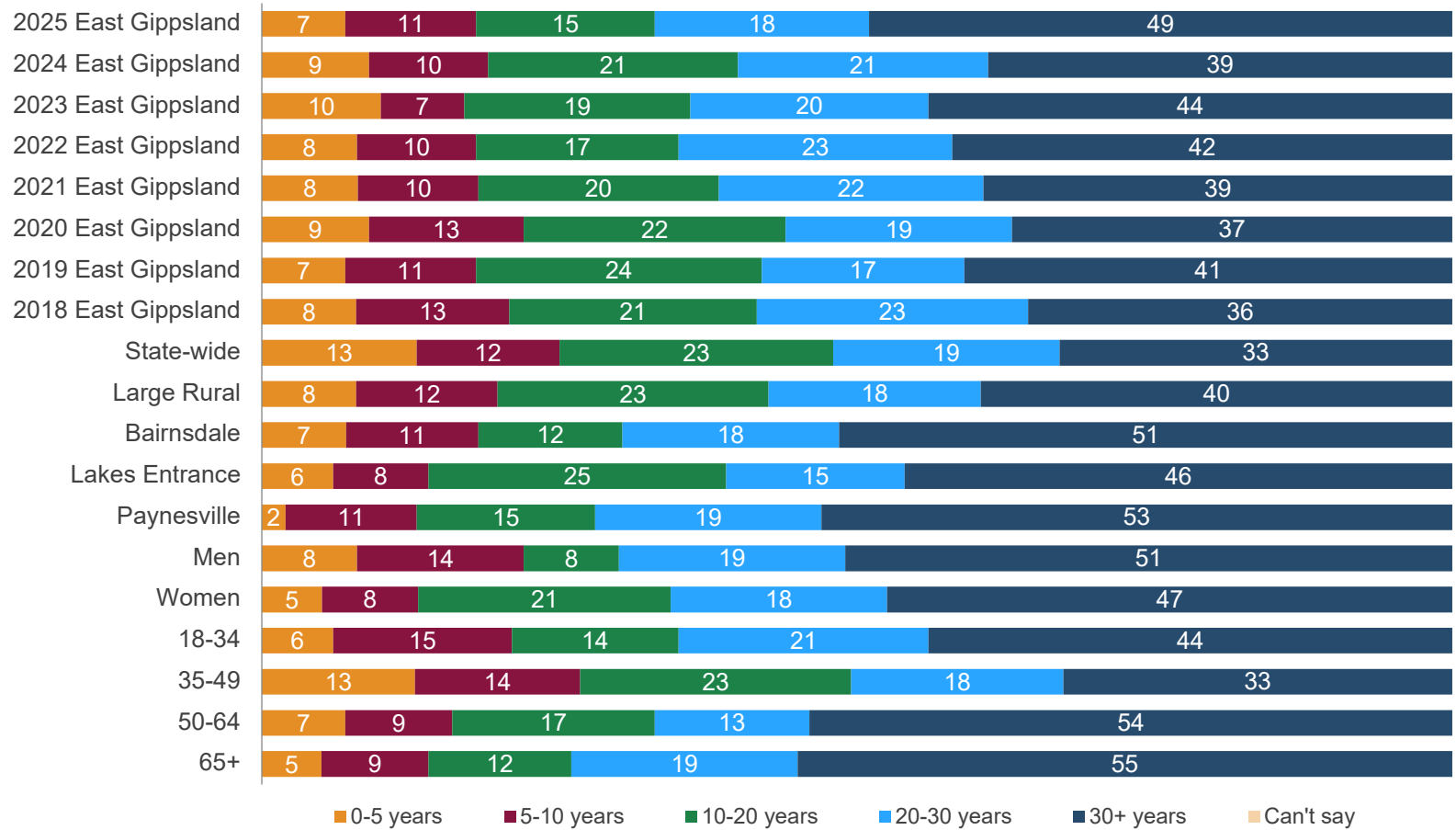
An "Other" option has been included for gender, hence the results may not add to 100%.


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



Years lived in area

2025 years lived in area (%)





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

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 39,600 people aged 18 years or over for East Gippsland Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
East Gippsland Shire Council	400	400	+/-4.9
Men	204	196	+/-6.9
Women	196	204	+/-7.0
Bairnsdale	154	159	+/-7.9
Lakes Entrance	55	54	+/-13.3
Paynesville	39	39	+/-15.9
18-34 years	34	73	+/-17.1
35-49 years	55	72	+/-13.3
50-64 years	59	48	+/-12.9
65+ years	252	207	+/-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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background elements: a line graph with an upward trend on the left, a bar chart in the middle, and another line graph on the right. The overall design is clean and professional, suggesting a business or research context.

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

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

Survey sample matched to the demographic profile of East Gippsland 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 East Gippsland Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in East Gippsland 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

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

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac-Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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