

East Gippsland Shire Council

Community Satisfaction Report 2026

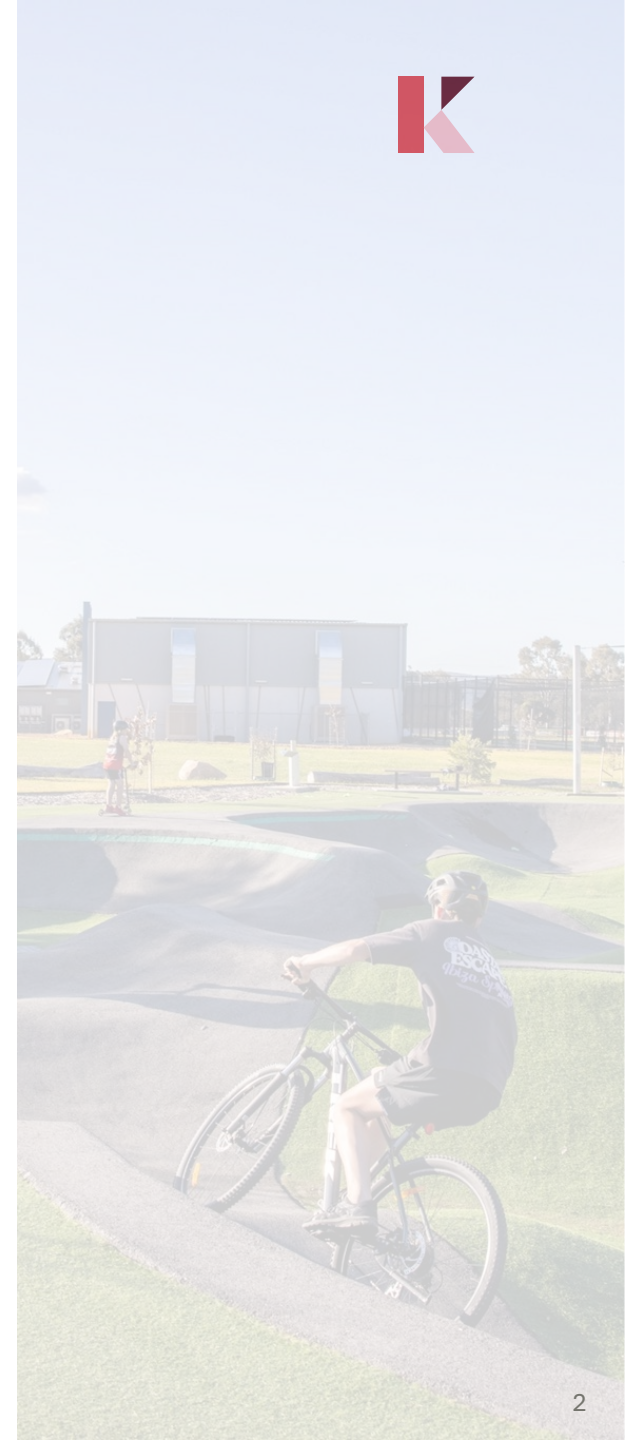


Klein

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

Table of Contents

Executive Summary	Page 3
Summary of Approach	Page 10
Key Performance Measures	Page 24
Open Ended Resident Feedback	Page 31
Performance of Council Service Areas	Page 35
Importance of Council Services	Page 45
Engagement with Council	Page 54
Demographics and Profiling	Page 64
Appendix: Detailed Results by Council Service Area	Page 68



Executive Summary



East Gippsland Shire Council Community Satisfaction



53
Overall Performance
+2 since last year

58 State Performance
+4 vs last year

53 Large Shire Performance
+4 vs last year

Key Takeouts



East Gippsland Shire Council achieved an overall performance score of 53, similar to 2025, However, performance increased significantly in most service areas and the perceived direction of the Council.

Top performing areas

- 77 Libraries*
- 72 Waste management*
- 65 Emergency and disaster management

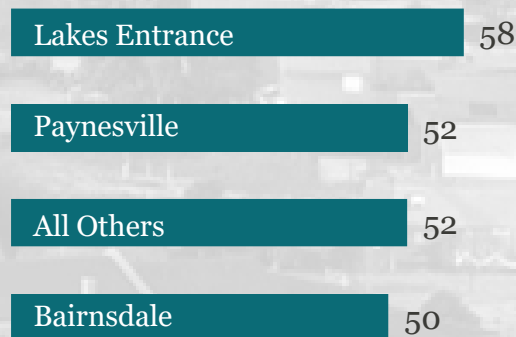
Lowest performing areas

- 47 Making decisions*
- 47 Planning and building permits
- 50 Condition of sealed local streets*

51
-

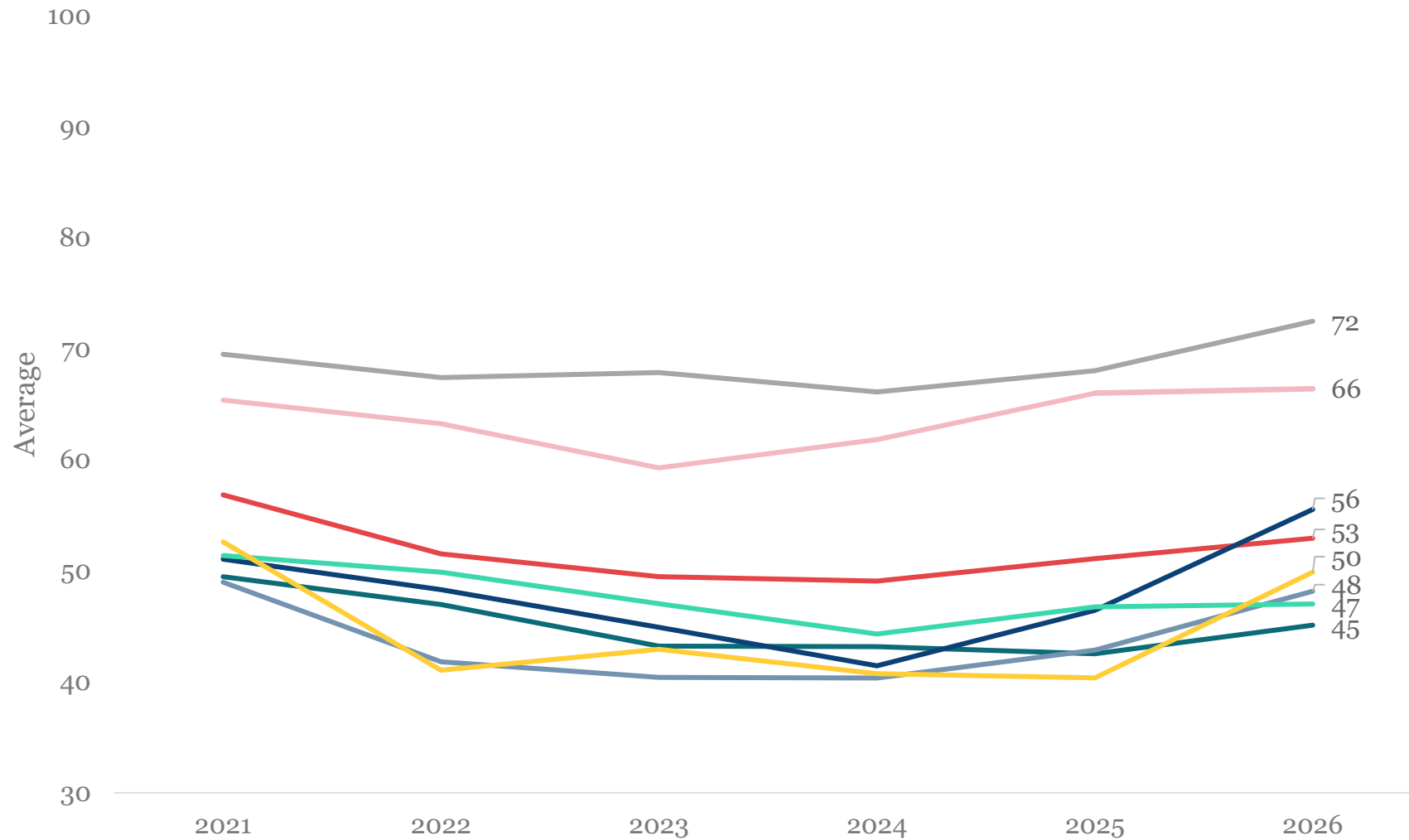
55
+4

Aged 18-34	52	+9
Aged 35-49	52	-1
Aged 50-64	49	+2
Aged 65+	56	+2





LGV Core Measures by Year



Change on Previous Year

- +2** Overall Performance
- +3** Spending Public Funds*
- +5** Direction of council
- Customer Service
- +9** Opportunities to give feedback*
- +4** Waste Management*
- Making Decisions*
- +10** Sealed local Streets*

Changed questions are marked with an asterisk.

LGV Core Measure Summary



		East Gippsland SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Large Shire 2026	Chg vs 2025
Overall Performance <i>Overall Performance of Council</i>		53	+2	58	+4	53	+4
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		45	+3	51	+4	46	+3
General Direction <i>Views on direction of council's performance</i>		48	+5	48	+2	47	+3
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		66	-	68	+2	66	+1
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		56	+9	55	+5	54	+6
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		72	+4	72	+6	69	+7
Making decisions* <i>Making decisions in the interest of the community</i>		47	-	52	+3	49	+3
Sealed local streets* <i>Condition of sealed local streets</i>		50	+10	54	+9	47	+7

Changed questions are marked with an asterisk.



Performance of Council Services – Summary by Service Area

Governance, Engagement & Advocacy

Service	2026	vs 2025
Keeping the community informed	57	+9
Opportunities to give feedback*	56	+9
Advocating for the community*	53	+6
Making decisions in the interest of the community*	47	-

Infrastructure & Maintenance

Service	2026	vs 2025
The appearance of public areas	65	-
Roadside slashing and weed control	51	+6
Condition of sealed local streets*	50	+10

Community Services & Support

Service	2026	vs 2025
Waste management*	72	+4

Community Facilities & Recreation

Service	2026	vs 2025
Libraries*	77	NA
Recreational facilities	63	-2
Arts Centres*	63	NA

Planning & Development

Service	2026	vs 2025
Emergency and disaster management	65	-
Environmental sustainability	60	+5
Enforcement of local laws and regulations*	59	+4
Business and community development and tourism	59	+4
Planning and building permits	47	+7



Changed questions are marked with an asterisk.

Executive Summary – Key Strengths of East Gippsland Shire Council



Libraries

Libraries are East Gippsland Shire Council's highest-scoring service across the service areas measured in this report, with a score of 77 that sits two points above the State benchmark and one point above the Large Shire group. Residents also rate the service as important (73), making this a clear position of strength for Council.



Waste management

Waste management is one of Council's strongest performing services, scoring 72 and rising four points year-on-year. Residents identified it among the most frequently raised positives about Council in open-ended feedback, reinforcing its role as a service that consistently meets community expectations.



Appearance of public areas

The appearance of public areas sits two points above the State benchmark and on par with the Large Shire group, scoring 65 on a service residents rate as highly important (75). Cleanliness and town presentation also featured among the most frequently raised positives about Council in open-ended feedback.



Customer service

Residents who contacted Council rate their experience positively, with a customer service score of 66 and almost two-thirds (63%) giving a positive rating. Customer service was the single most frequently raised positive theme in open-ended feedback (10%), making it one of Council's most visible strengths in direct resident interactions.



Sealed local streets – improvement momentum

Sealed local streets recorded the largest year-on-year improvement of any service measured in this report, rising ten points to 50 and now sitting three points above the Large Shire group. The score remains three points below the State benchmark, but the rate of improvement is the strongest recovery in the deck.



Making decisions in the interest of the community

Decisions made in the interest of the community is the largest negative gap against the State benchmark among the high-influence services measured in this report, scoring 47 (five points below State and two below the Large Shire group). Residents rate this as one of the most important things East Gippsland Shire Council does (importance 78), and the matrix identifies it as a top driver of overall satisfaction.



Spending public funds to benefit the community

Spending public funds to benefit the community is the largest negative gap against the State benchmark of the three headline performance measures, scoring 45 (six points below State and one below the Large Shire group). It has improved three points year-on-year, but resident open-ended feedback cites budget priorities and value for money among the most frequently mentioned improvement themes (10%).



Keeping the community informed

Communication and transparency is the most frequently raised improvement theme in resident open-ended feedback (13%). Performance on keeping the community informed has rebounded nine points year-on-year to 57, but still sits three points below both the State benchmark and the Large Shire group on a service the matrix identifies as a key driver of overall satisfaction.



Advocating for the community

Advocating for the community sits on par with both benchmarks (one point below State, two below the Large Shire group), with a score of 53 on a service residents rate as important (73) and which the matrix identifies as high-influence. Year-on-year improvement of six points is encouraging and shows there is momentum.



Recreational facilities

Recreational facilities was the only service to decline year-on-year, dropping two points to 63 and sitting three points below the State benchmark. Importance jumped seven points to 77, meaning a widening gap is emerging on a service residents now rate among the most important things Council provides.

Summary of Approach





About the LGV CSS program

What the program is

Program overview

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

Understand strengths and areas for improvement

1

Track performance over time

3

Benchmark against similar councils and the wider sector

2

Support planning, service improvement and community accountability

4

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



About Klein

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

Klein's appointment to the program

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



A new phase for the program

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

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

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



About Klein

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

Explanation of Survey Metrics

How the key survey measures should be interpreted



Key metrics included in this report

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

Key Performance: Measures overall views of Council, including overall performance, spending funds and direction.

Council Services: Measures perceptions of specific Council services and responsibilities, including areas such as waste management, libraries, roads, community engagement and planning.

LGV Core measures: The mandatory measures included in all councils participating in the Local Government Victoria CSS. These measures cover key areas such as the Key Measures, decision-making in the interests of the community, waste management, opportunities to give feedback, and the condition of sealed local streets.

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

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

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



Service reporting categories

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

- Governance, Engagement & Advocacy**
- Infrastructure & Maintenance**
- Community Facilities & Recreation**
- Community Services & Support**
- Planning & Growth**



Note on interpretation

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

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



How results are reported

Results are typically shown for

- Total Council sample**
- Demographic sub-groups within the Council** such as age, gender and region
- Similar councils** for benchmarking
- State-wide** results for broader comparison





Benchmarking and comparison

How Council's results are interpreted in context

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

Benchmark comparisons used in reporting

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



East Gippsland Shire Council is classified as a **Large Shire** council. The **Large Shire** group includes: Bass Coast, Colac Otway, Corangamite, Mitchell, Moira, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill Rural.

Enhanced Questions

Question wording review and comparability assessment

CORE MEASURES



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

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

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

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

Changed questions are marked with an asterisk.



How to interpret results

Statistical significance and margin of error

Statistical significance

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

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

95%

Reading the charts and tables



Up arrow or green text = significantly higher



Down arrow or red text = significantly lower



Circle / marker or black text = not statistically significant, but may still be noteworthy

Approximate margins of error used in this report

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

Sub-Group	Sample	Margin of error
East Gippsland SC	400	+/-4.9 pts
State	17,730	+/-0.7 pts
Large Shire	4,770	+/-1.4 pts
18 to 34	29	+/-18.2 pts
35 to 49	90	+/-10.3 pts
50 to 64	107	+/-9.5 pts
65+	174	+/-7.4 pts
Male	191	+/-7.1 pts
Female	209	+/-6.8 pts
Bairnsdale	121	+/-8.9 pts
Lakes Entrance	77	+/-11.2 pts
Paynesville	61	+/-12.5 pts

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

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

Why the sample size is appropriate

Understanding the Sample



Sample size

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



Margin of error

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



Confidence level

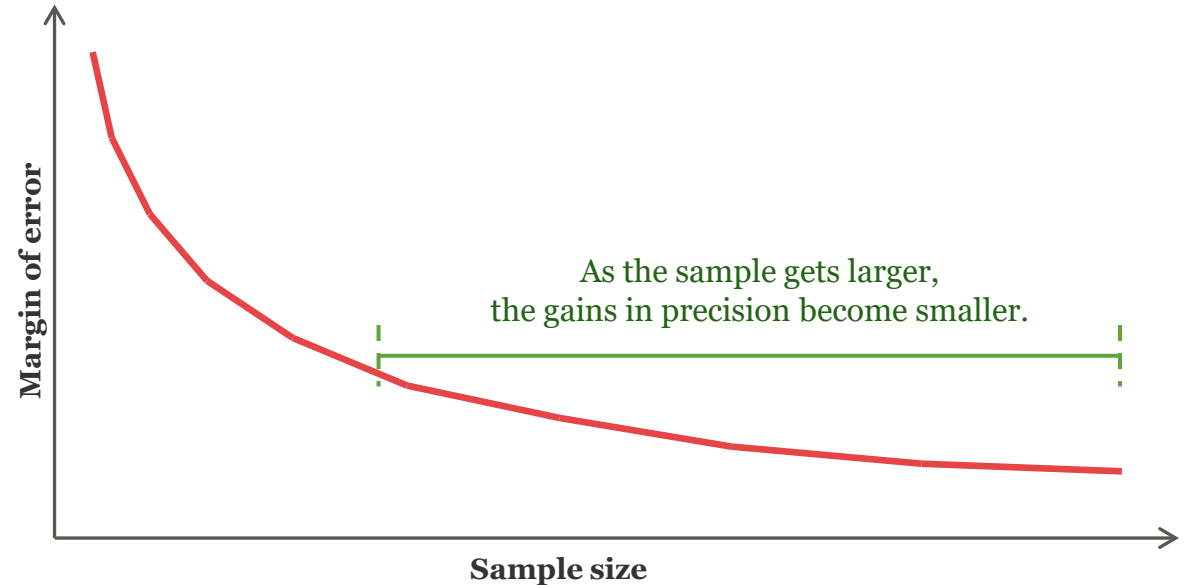
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



Statistical significance

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

How sample size affects precision



What this means

Larger samples can improve precision, but after a sample of 400, additional sample is unlikely to materially change the overall story.

How weighting is used

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

Sample weighting

Age	Unweighted	Weighted
18-24	1%	2%
25-34	7%	16%
35-49	23%	18%
50-64	27%	24%
65+	44%	40%
NET	100%	100%

Gender	Unweighted	Weighted
Male	48%	49%
Female	52%	51%
NET	100%	100%



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



Comparative Benchmarks

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

Performance	State	Large Shire
Art centres*	12	3
Roadside slashing and weed control	6	3
Planning and building permits	12	4
Business and community development and tourism	10	4
Libraries*	17	4
Emergency and disaster management	14	5
Enforcement of local laws and regulations*	16	5
Advocating for the community*	20	7
Community events and cultural activities *	15	7
Environmental sustainability	19	7
Recreational facilities	20	6
Keeping the community informed	19	5
The appearance of public areas	23	7
Condition of sealed local streets*	38	11
Decisions in the interest of the community*	38	11
Opportunities to give feedback on key local issues*	38	11
Waste management*	38	11

Importance	State	Large Shire
Community events and cultural activities	10	4
Waste management*	11	4
Keeping the community informed*	8	2
Recreational facilities	12	4
The appearance of public areas	12	4
The condition of sealed local streets*	9	3
Emergency and disaster management	8	4
Advocating for the community*	7	3
Libraries*	8	2
Opportunities to give feedback on key local issues*	10	4
Decisions in the interest of the community*	6	3
Enforcement of local laws and regulations*	8	2
Roadside slashing and weed control	2	2
Art centres*	6	2
Business and community development and tourism	7	2
Planning and building permits	7	3



How Performance Index Scores are Calculated

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

In simple terms

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

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

Scale



Index Values

- 0 Very poor
- 25 Poor
- 50 Average
- 75 Good
- 100 Very good

Can't say is excluded from the calculation

Worked example

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

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

How to interpret scores

Higher scores indicate stronger performance.

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

Direction in the past 12 months

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



How to read the results slide - Performance Distribution

Guide to reading results

What this slide shows

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

It helps the reader see:

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

What the table categories mean

Council - result for this Council

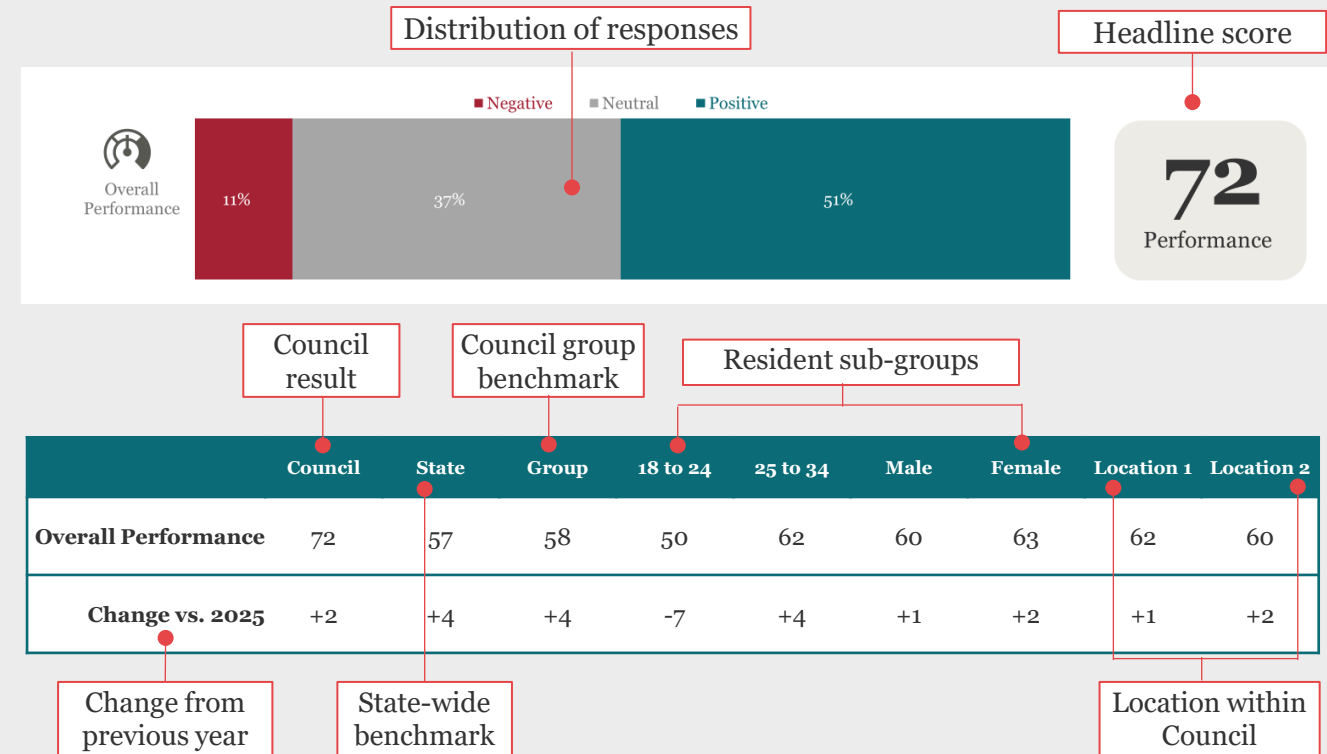
State - average across all participating Councils

Group - average for similar councils

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

Change vs. previous year - movement since last year

Annotated example





How to read the line chart slide - Importance and Performance

Guide to reading results

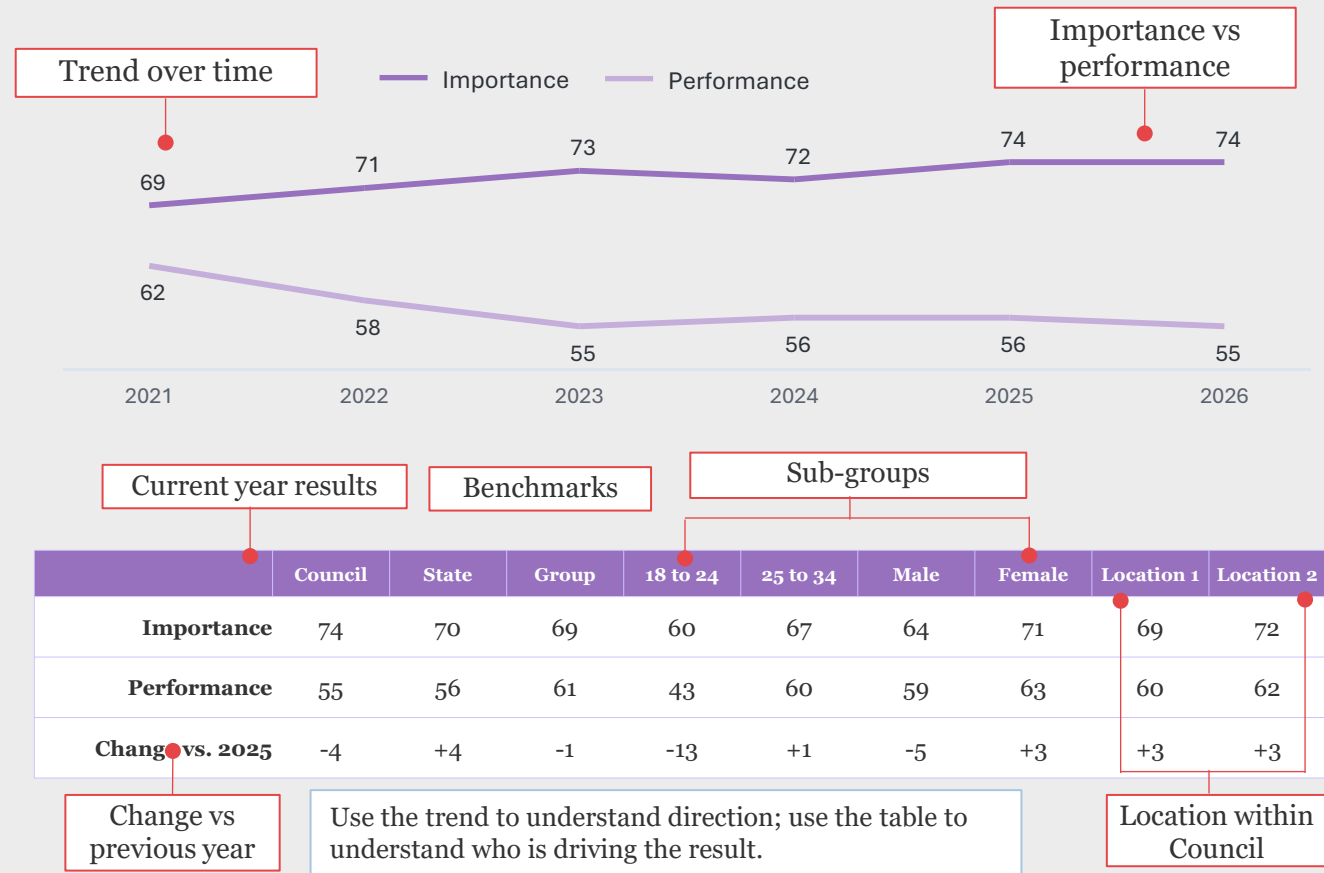
What this slide shows

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

Table categories

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

Annotated example



Fieldwork Summary

Who?

Residents of East Gippsland Shier Council aged 18+

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

What?

14-minute survey

Conducted by Telephone

How Many?

n=400

n=400 Telephone recruited from sourced residential sample list

When?

Fieldwork conducted February/March 2026





Key Performance Measures



Overall Council Performance



Overview



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

Specifically, this section includes:

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

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

Summary of results

Key measures:

- Community views of overall performance were slightly more positive in 2026, with the result increasing by 2 points to 53.
- Residents were more positive about Council direction in 2026, with the result increasing by 5 points to 48.
- Spending public funds to benefit the community also increased, by 3 points to 45.

Vs. Benchmarks

- Overall performance scores 53, sitting below the State (58) and in line with Large Shire (53).
- Council direction scores 48, sitting on par with the State (48) and broadly in line with Large Shire (47).
- Spending public funds to benefit the community scores 45, sitting slightly below the State (51) and broadly in line with Large Shire (46).

Sub-group differences:

- Residents aged 18 to 34 were more positive on Council direction.
- Residents aged 50-64 were generally less positive, particularly on overall performance and spending public funds.



Performance Summary – At a Glance

Council performance summary.

Results shown are index scores out of 100.



53

Overall
Performance



48

Direction
of Council

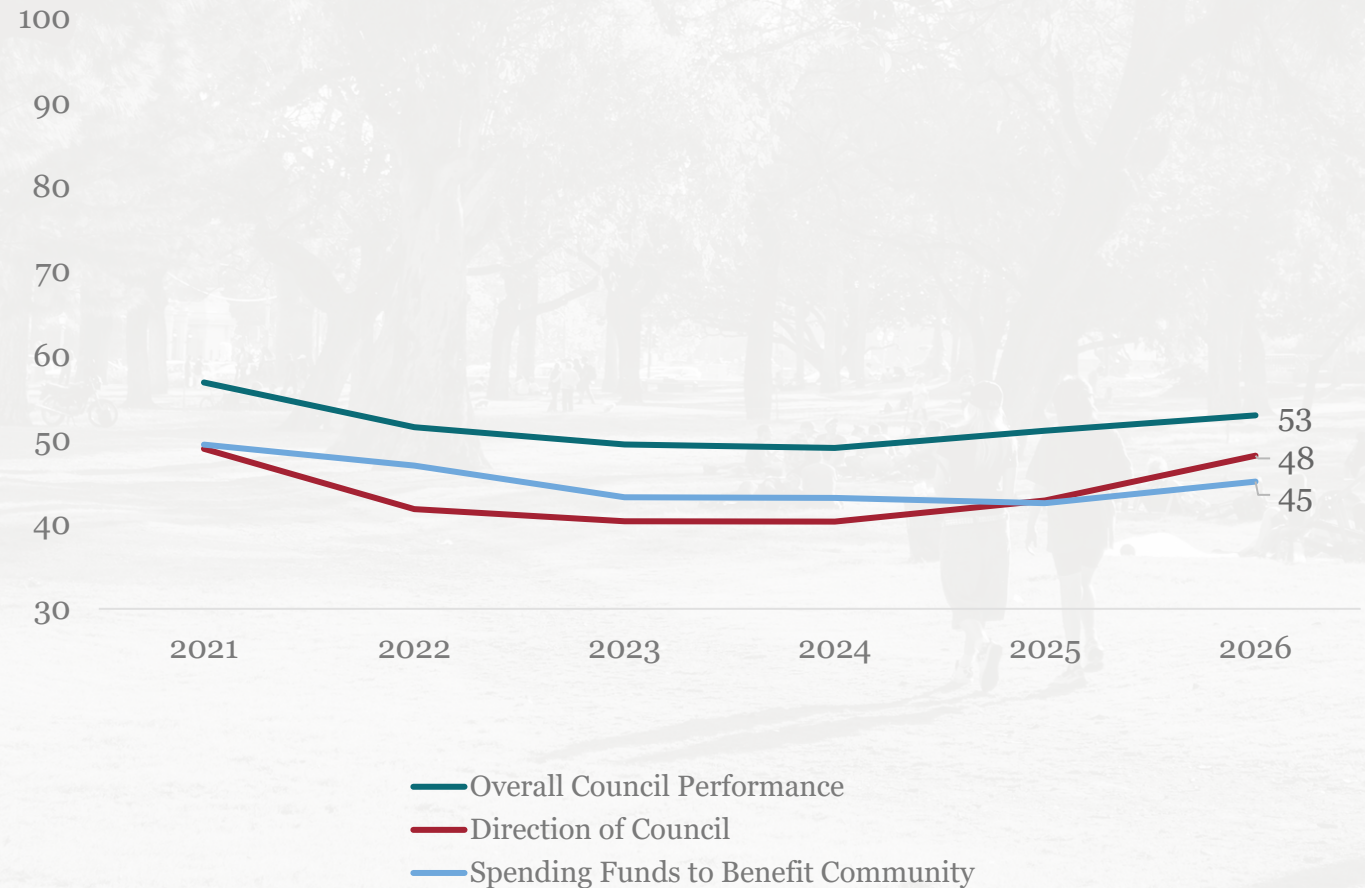


45

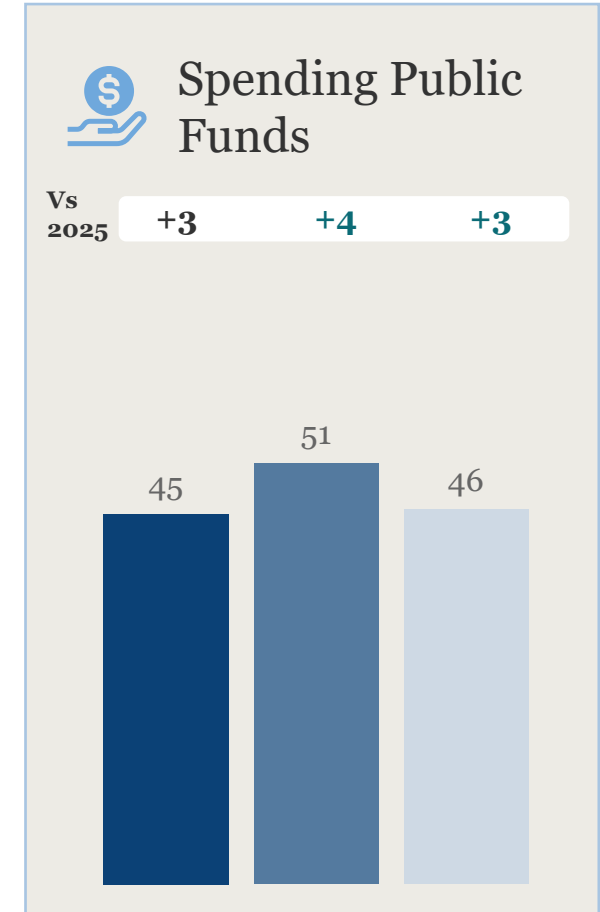
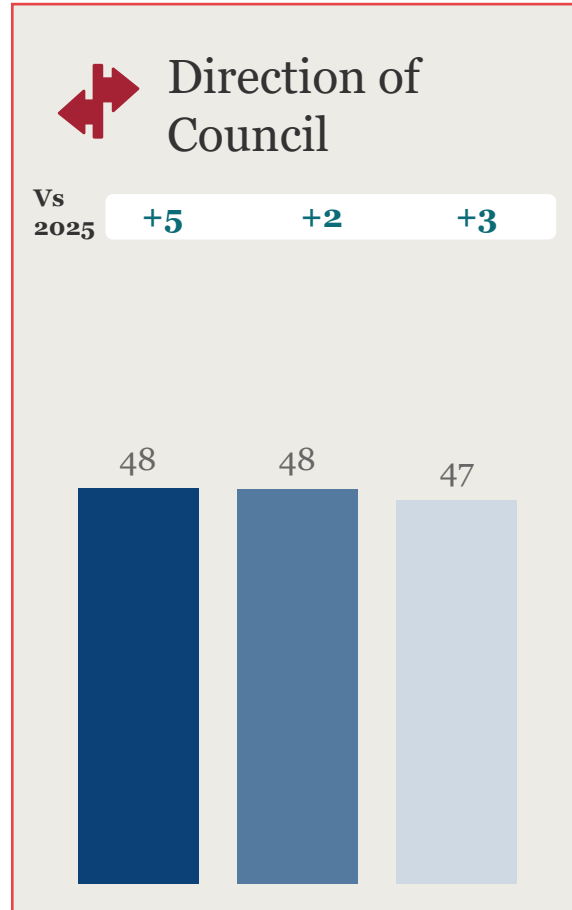
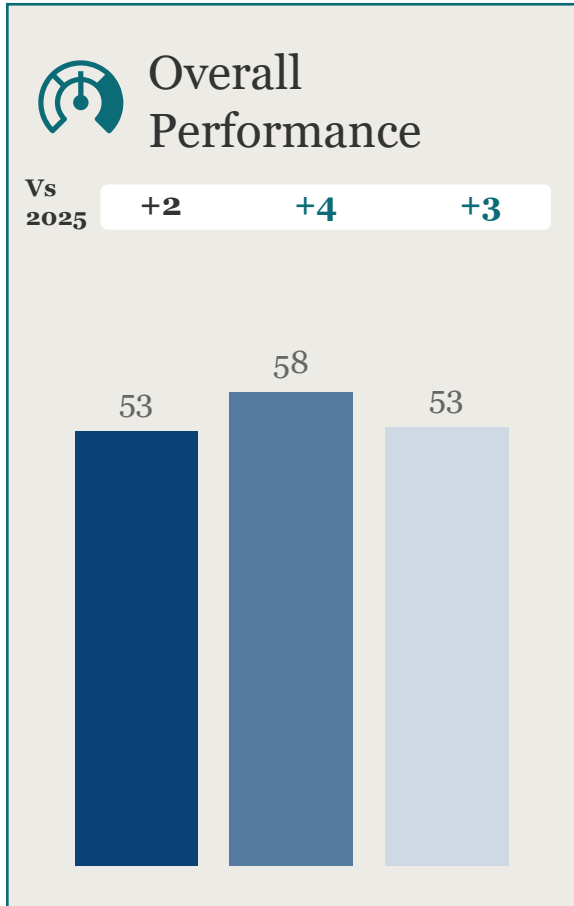
Spending Public
Funds



Council Performance by Year




Overall Performance – Council vs. Benchmarks

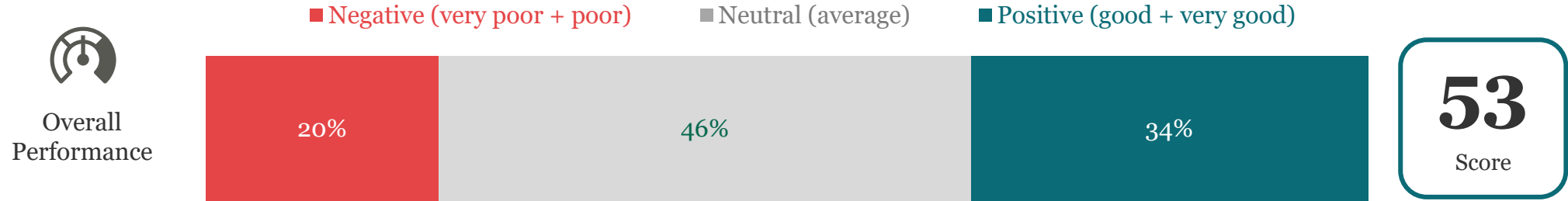


■ East Gippsland ■ State ■ Large Shire

Overall Performance – Distribution of Results 2026




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



	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Overall Performance	53	58	53	52	52	49	56	55	51	50	58	52	52
Change vs. 2025	+2	+4	+4	+9	-1	+2	+2	+4	-	-	+4	-3	+3

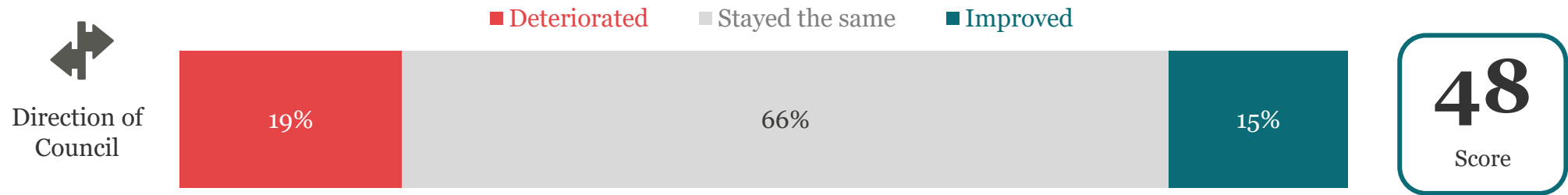
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? For base sizes, please refer to slide 18.



Direction of Council – Distribution of Results 2026



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



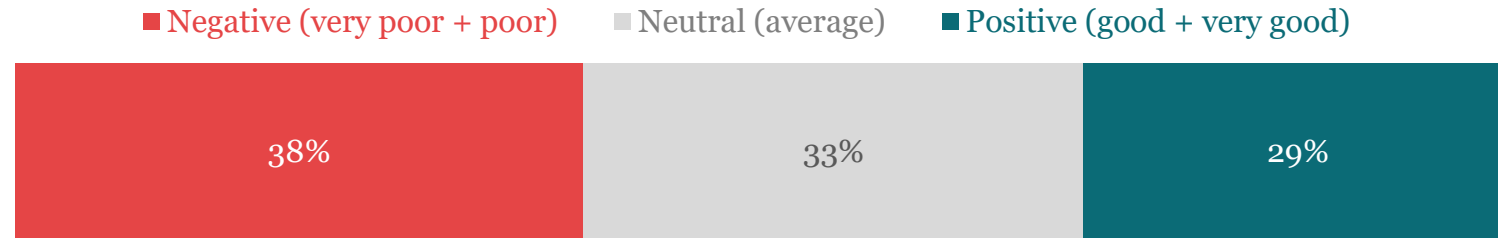
	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Direction of Council	48	48	47	57	42	44	50	50	46	43	53	54	47
Change vs. 2025	+5	+2	+3	+18	+3	+6	+3	+8	+2	-	+12	+6	+5

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance? For base sizes, please refer to slide 18.

Spending Public Funds to Benefit Community – Distribution of Results 2026



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



45
Score

	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Spending Funds	45	51	46	45	42	40	50	47	43	44	54	44	42
Change vs. 2025	+3	+4	+3	+13	+2	-1	+2	+4	+1	+1	+6	+0	+2

Q3b. How would you rate Council at spending public funds on infrastructure and services in ways that benefit the community? For base sizes, please refer to slide 18.

Open Ended Resident Feedback

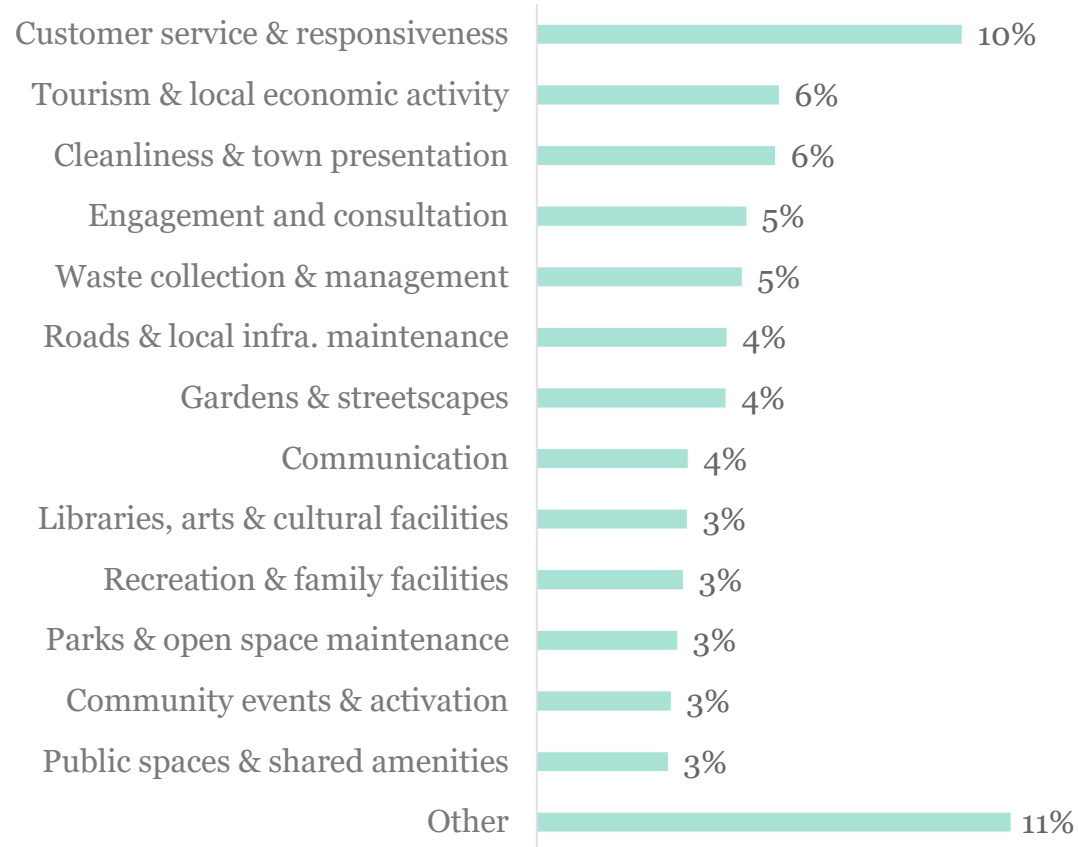


Open ended Resident Feedback - Reasons for Sentiment

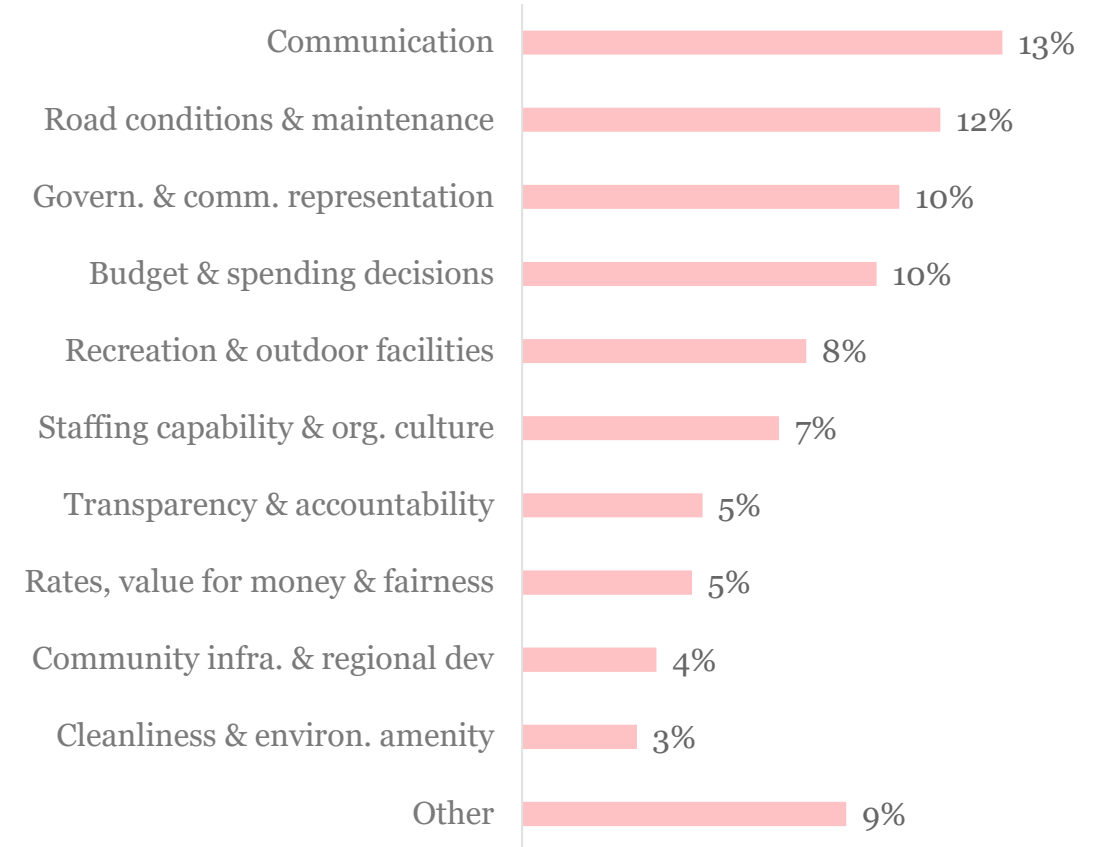
Verbatim Comments



Best Thing about Council (Open comments coded into Themes)



Improvement Areas (Open comments coded into Themes)



Q16. In your own words, please tell me what is the BEST thing about East Gippsland Council? Q17. What does East Gippsland Council most need to do to improve its performance? For base sizes, please refer to slide 18.



Open ended Resident Feedback - Reasons for Sentiment

Coding Themes

Best Thing about Council

Theme	Description
Customer service & responsiveness	Includes comments relating to positive interactions with council staff, including helpfulness, responsiveness, professionalism, ease of dealing with council and timely support or issue resolution.
Tourism & local economic activity	Captures comments relating to tourism, support for local business, economic development and initiatives that contribute to local vibrancy and visitation.
Cleanliness & town presentation	Includes comments relating to cleanliness, rubbish removal, street presentation and the overall upkeep of public areas.
Engagement and consultation	Includes references to council involving residents in decision-making, community participation opportunities and responsiveness to local feedback.
Waste collection & management	Includes comments relating to rubbish collection, recycling services, green waste and general waste management operations.
Roads & local infra. maintenance	Includes references to the condition, maintenance and improvement of local roads, streets and associated infrastructure.
Gardens & streetscapes	Includes comments about gardens, landscaping, beautification, tree planting and the visual presentation of towns and public areas.
Communication	Captures comments relating to how council communicates with residents, including sharing information, keeping residents informed, listening to feedback and consulting with the community.
Libraries, arts & cultural facilities	Captures feedback relating to libraries, galleries, arts facilities and other cultural or educational community assets.
Recreation & family facilities	Includes comments relating to sporting facilities, pools, playgrounds, recreation centres and family-oriented amenities.
Parks & open space maintenance	Captures positive feedback relating to parks, playgrounds, reserves and open spaces, including their maintenance, quality and availability.
Community events & activation	Captures comments relating to festivals, markets, events and activities that contribute to community vibrancy and local participation.
Public spaces & shared amenities	Captures comments relating to the quality and accessibility of shared community spaces such as walking tracks, public seating, foreshore areas and gathering spaces.

Improvement Areas

Theme	Description
Communication	Includes concerns relating to how council communicates, shares information, explains decisions and keeps residents informed.
Road conditions & maintenance	Includes complaints or suggestions relating to potholes, road quality, resurfacing, maintenance and the overall condition of local roads.
Govern. & comm. representation	Captures broader concerns relating to council leadership, representation, strategic direction and responsiveness to community needs.
Budget & spending decisions	Captures comments relating to how council allocates funding, prioritises projects and spends public money.
Recreation & outdoor facilities	Includes suggestions relating to sporting facilities, playgrounds, pools, walking tracks and broader recreational infrastructure improvements.
Staffing capability & org. culture	Includes comments relating to staffing levels, staff capability, organisational culture and perceptions of council professionalism.
Transparency & accountability	Includes concerns relating to openness, accountability, trust in council decisions and perceptions of transparency.
Rates, value for money & fairness	Includes concerns relating to council rates, affordability and perceptions of value for money for residents.
Community infra. & regional dev	Captures broader infrastructure concerns including public facilities, town development, growth planning and investment in community assets.
Cleanliness & environ. amenity	Includes comments relating to litter, street cleanliness, maintenance standards and the appearance of public areas.



Open ended Resident Feedback - Reasons for Sentiment

Demographic Differences

Best Thing about Council ●

- Customer service and responsiveness is the most commonly mentioned strength across the municipality.
- Tourism and local economic activity, cleanliness and town presentation and engagement and consultation are also recognised positively, reflecting appreciation for visible day-to-day service delivery and local infrastructure.
- Tourism and local economic activity is more commonly recognised by residents aged 25 to 34 and Lakes Entrance and District residents.
- Engagement and consultation is more likely cited by Paynesville District residents.
- Waste collection and management and roads and local infrastructure maintenance emerge as secondary positive themes raised by residents.
- Subgroup differences are otherwise relatively limited overall, indicating broad alignment in perceptions of Council strengths.

Improvement Areas ●

- Communication and transparency are the most commonly mentioned improvement area, particularly by Females and residents outside the major centres.
- Road conditions and maintenance, governance and community representation and budget and spending decisions emerge as notable secondary concerns raised by residents.
- Road conditions and maintenance is less commonly raised by Bairnsdale and District residents.
- Governance and community representation is more commonly raised by Bairnsdale and District residents.
- Recreation and outdoor facilities and staffing capability and organisational culture are recurring but clearly secondary concerns relative to the leading issues.
- Subgroup differences are otherwise relatively limited, suggesting broad alignment in improvement priorities across the community.

Q16. In your own words, please tell me what is the BEST thing about East Gippsland Council? Q17. What does East Gippsland Council most need to do to improve its performance? For base sizes, please refer to slide 18.

Performance of Council Services



Performance of Council Services



Overview



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

Specifically, this section includes:

- Performance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

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

Summary of results

Key measures:

- Libraries was the strongest performing service area, scoring 77, followed by waste management at 72.
- The lower service results were for planning and building permits and decisions in the interest of the community, both scoring 47.
- Compared with 2025, condition of sealed local streets recorded the greatest improvement, increasing by 10 points to 50.

Vs. Benchmarks

- Compared with the State, roadside slashing and weed control performed more strongly for Council (51 vs 43).
- Decisions in the interest of the community sits below the State benchmark (47 vs 52).
- Compared with 2025, Council's result for enforcement of local laws and regulations increased by 4 points, while the State decreased by 3 points.

Sub-group differences:

- Residents aged 18-34 were more positive than other age groups on roadside slashing and weed control, environmental sustainability and recreational facilities.
- Residents aged 50-64 were generally less positive on most service areas.
- Female residents were more positive on environmental sustainability compared to male residents.

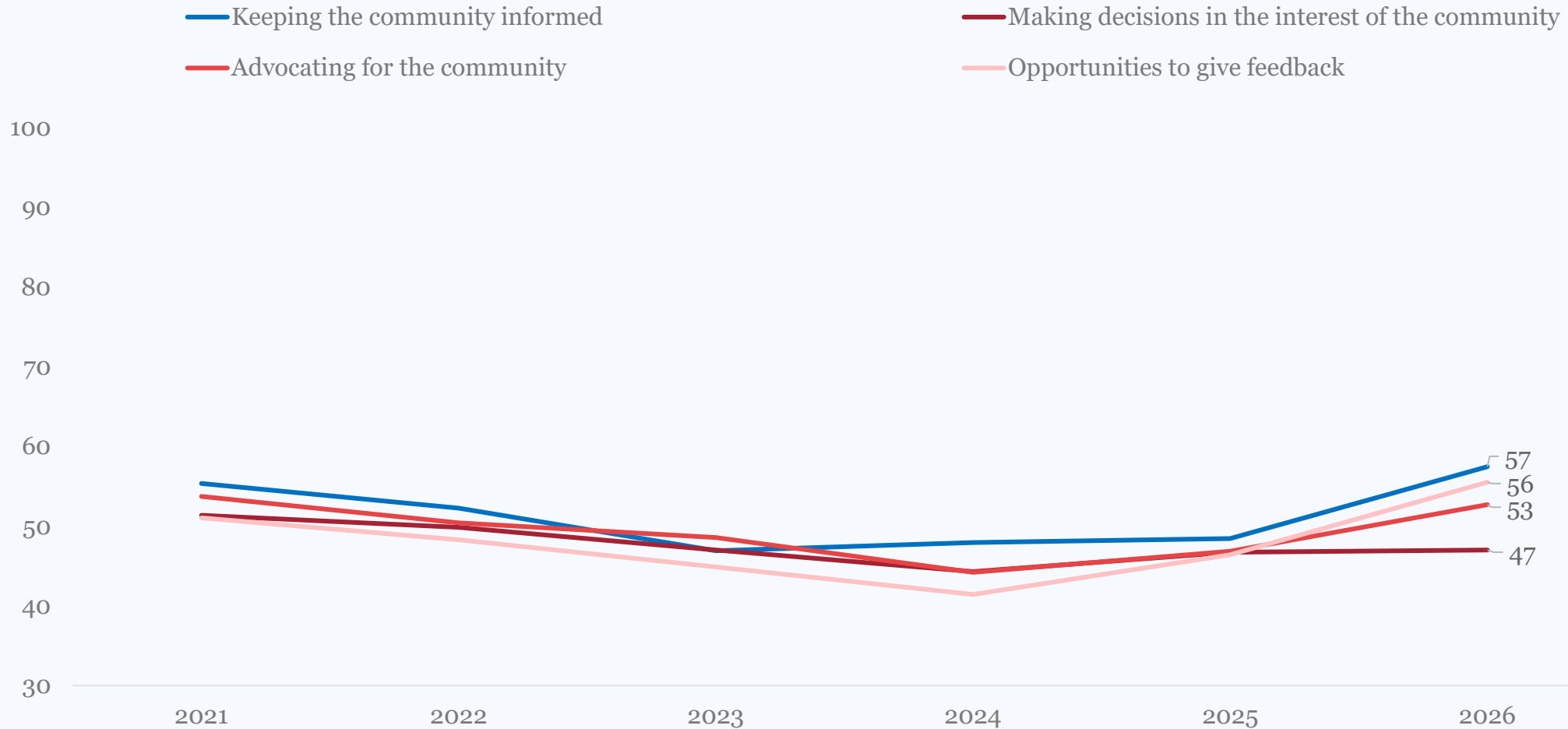


Performance of Council Services – by Year

	East Gippsland SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Large Shire 2026	Chg vs 2025
Libraries*	77	NA	75	NA	76	NA
Waste management*	72	+4	72	+6	69	+7
Emergency and disaster management	65	-	63	-2	67	+2
The appearance of public areas	65	-	63	-5	65	-1
Art centres*	63	NA	64	NA	65	NA
Recreational facilities	63	-2	66	-2	62	-3
Environmental sustainability	60	+5	61	+2	61	+4
Enforcement of local laws and regulations*	59	+4	56	-3	60	+2
Business and community development and tourism	59	+4	59	+3	60	+6
Keeping the community informed	57	+9	60	+4	60	+6
Opportunities to give feedback on key local issues*	56	+9	55	+5	54	+6
Advocating for the community*	53	+6	54	+4	55	+8
Roadside slashing and weed control	51	+6	43	-4	49	+3
Condition of sealed local streets*	50	+10	54	+9	47	+7
Planning and building permits	47	+7	48	+5	48	+7
Decisions in the interest of the community*	47	-	52	+3	49	+3

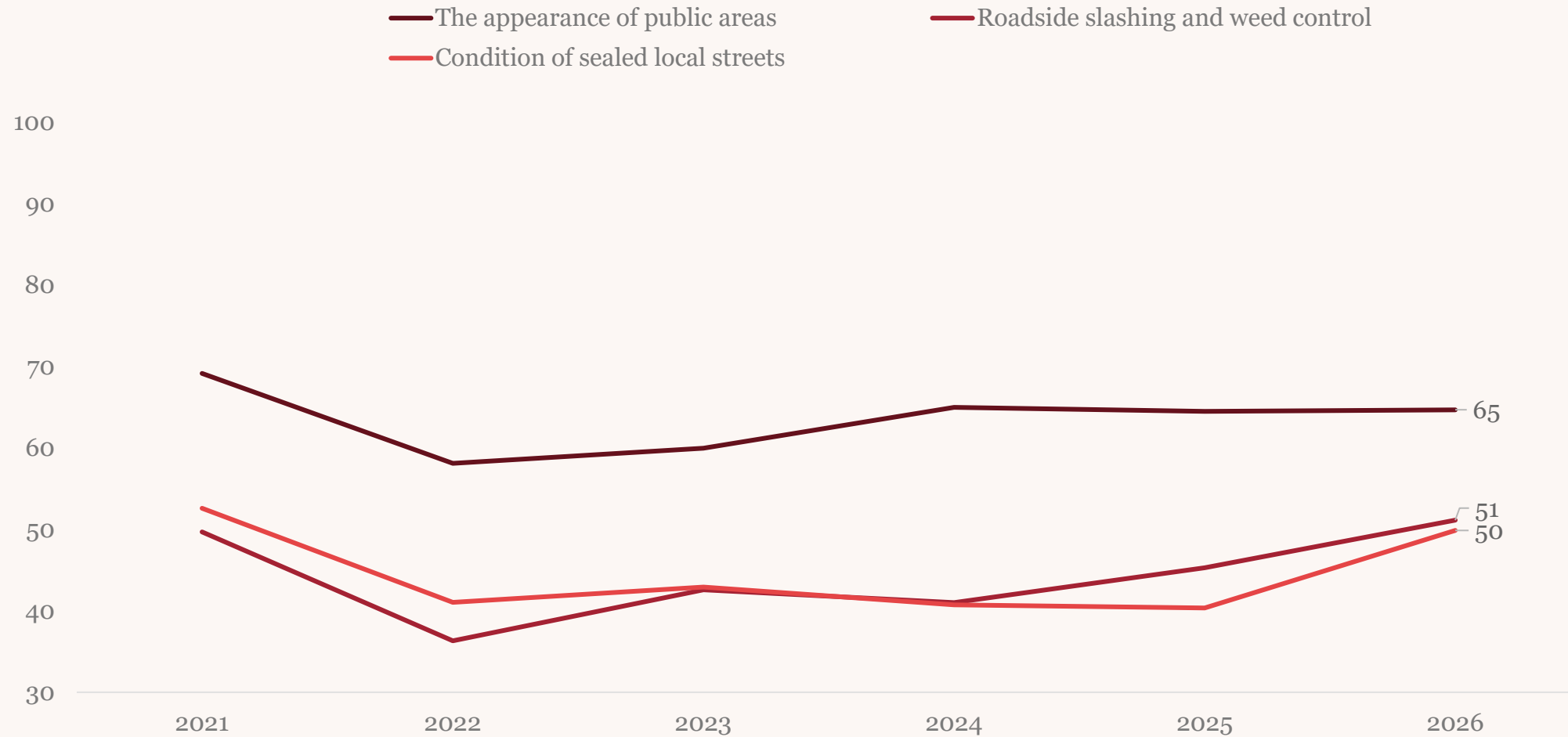
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 18.

Performance of Council Services – Governance, Engagement & Advocacy



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 18.

Performance of Council Services – Infrastructure & Maintenance



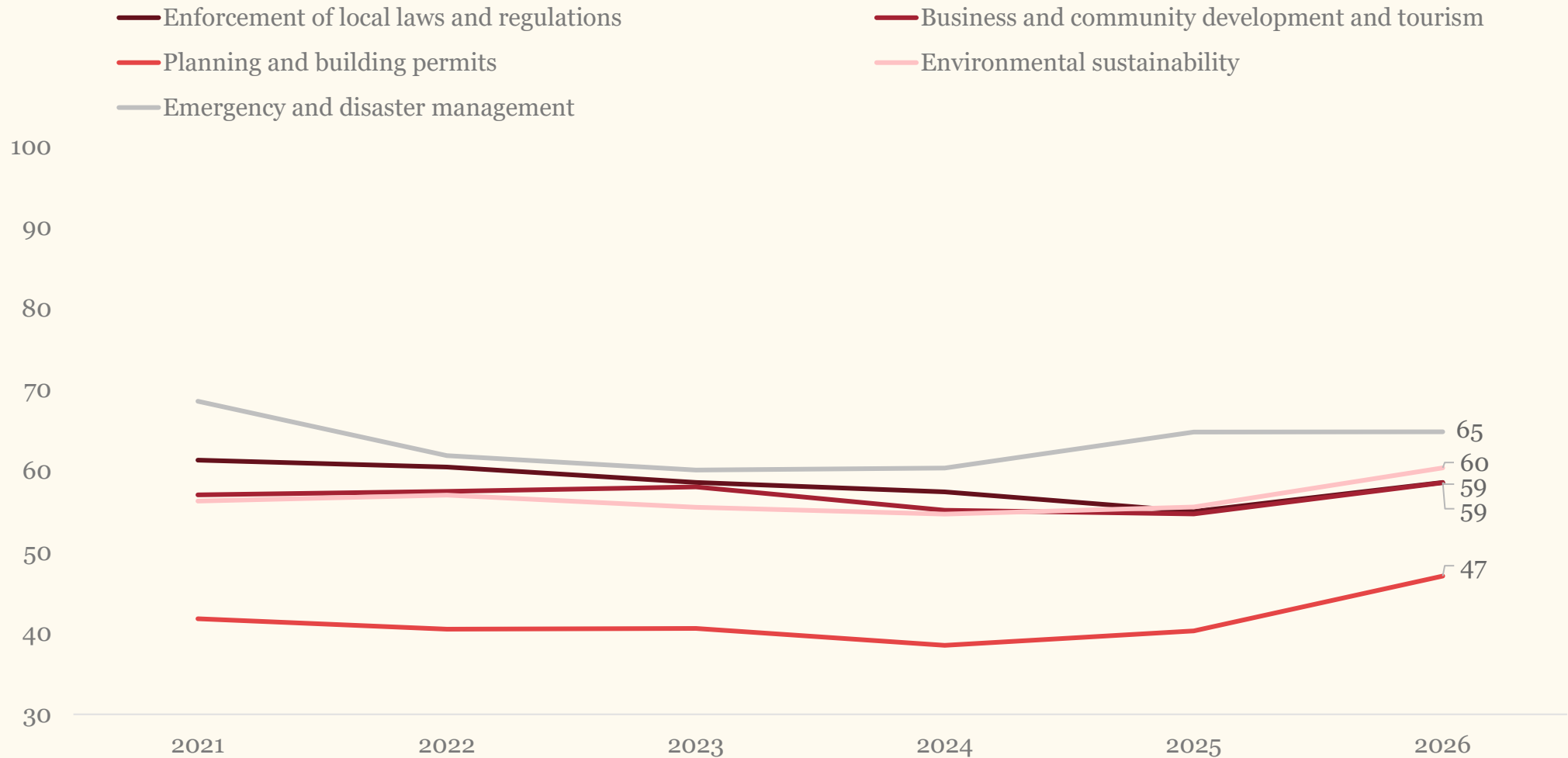
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 18.

Performance of Council Services – Community Services & Support



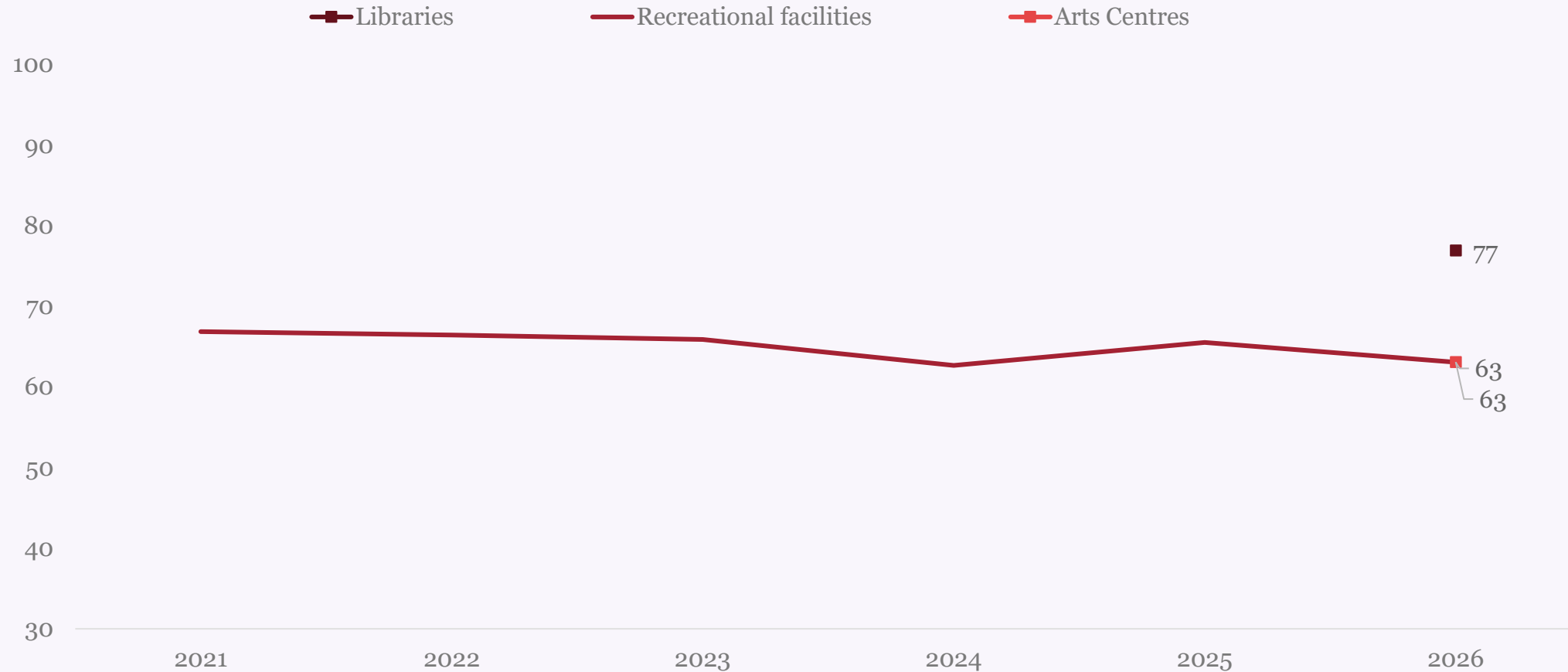
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 18.

Performance of Council Services – Planning & Development



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 18.

Performance of Council Services – Community Facilities & Recreation



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 18.

Influence-Performance Matrix

Analysis Framework

How to read the Matrix

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

- **Influence**

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

- **Performance**

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

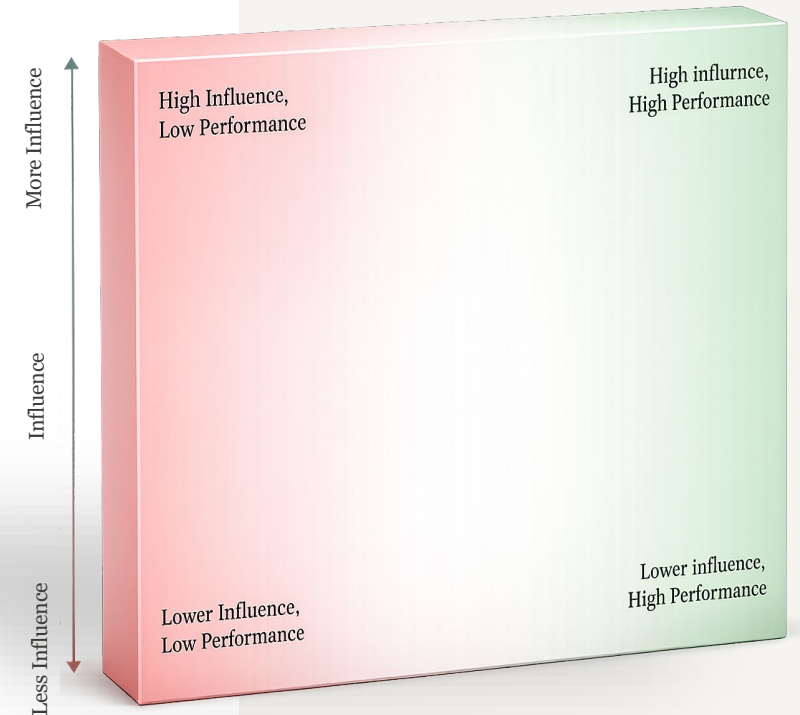
Together, these dimensions help identify priorities for action.

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

High influence, lower performance - highest priorities for improvement.

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

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



Influence vs. Performance – Service Delivery 2026



The results show that some service areas carry more weight than others in shaping overall views of Council.

The clearest priorities are the higher-influence areas with more room to improve:

- Advocating for, and representing, the community
- Making decisions in the interest of the community
- Keeping the community informed on council services, events and programs
- Slashing and Weeds

The chart suggests libraries and waste management are more about maintaining current performance than driving a major shift in sentiment.

The lower scores for Sealed Local Streets and Planning Permits are largely offset by their much lower influence.



Importance of Council Service Areas



Importance of Service Areas



Overview



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

Specifically, this section includes:

- Importance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

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

Summary of results

Key measures:

- Waste management remains the most important service area, scoring 84, followed by emergency and disaster management at 82.
- The lowest importance ratings were for art centres and planning and building permits, at 58 and 69 respectively.
- The greatest movement from 2025 was for recreational facilities, which increased by 7 points.

Vs. Benchmarks

- Libraries sit slightly above both the State (70) and Large Shire (71) benchmarks.
- Compared with 2025, Council's importance score for emergency and disaster management increased by 3 points, while the State was stable.

Sub-group differences:

- Residents aged 50-64 considered most service areas as important, particularly advocating for the community, waste management and roadside slashing and weed control.
- Residents aged 35-49 placed lower importance on advocating for the community, roadside slashing and weed control and planning and building permits.

Explanatory Note

How should importance be interpreted?

Stated Importance:

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

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

Derived Importance:

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

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



Both measures provide valuable insights, but answer different questions.

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

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

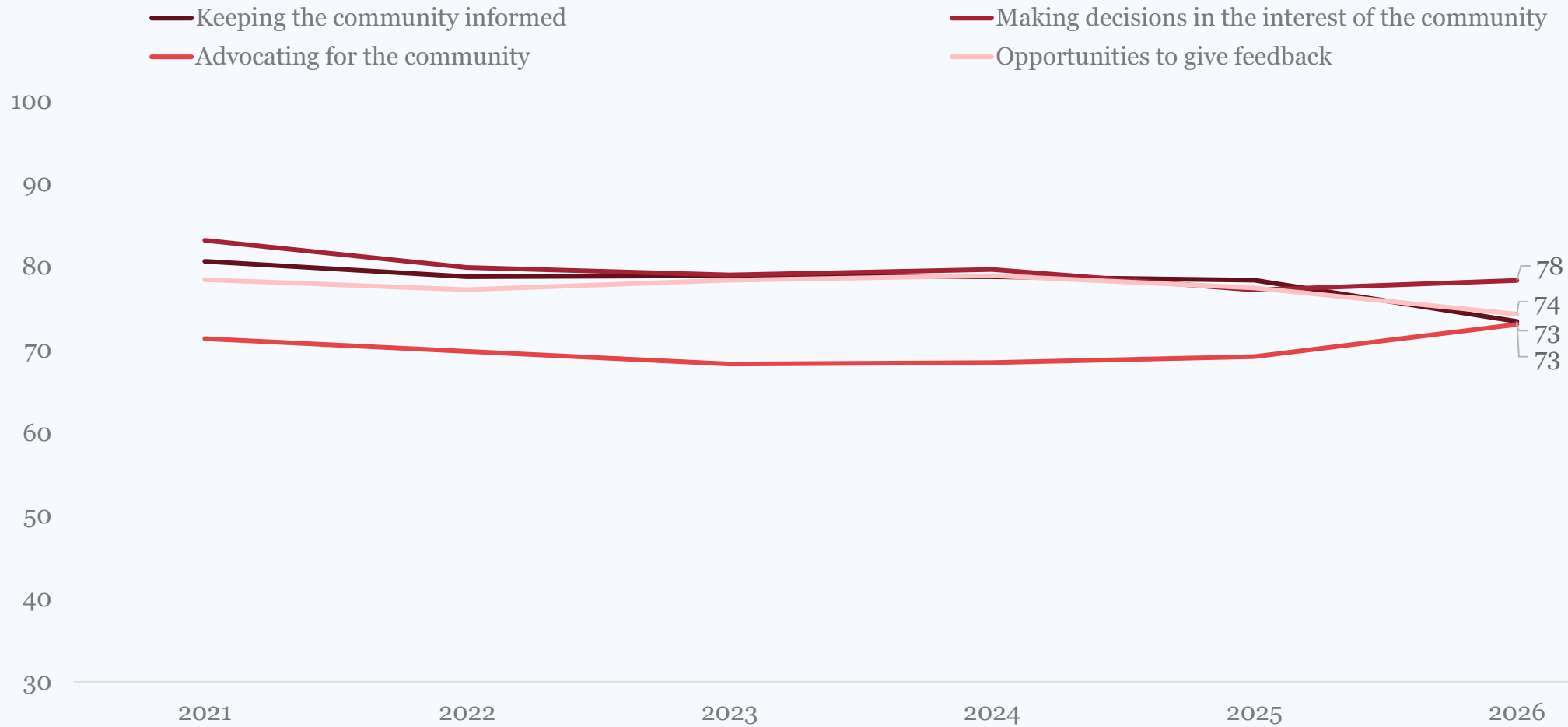
Importance of Council Services – by Year



	East Gippsland SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Large Shire 2026	Chg vs 2025
Waste management*	84	+6	85	+6	81	+2
Emergency and disaster management	82	+3	79	-	81	+2
The condition of sealed local streets*	80	-3	80	-3	80	-3
Decisions in the interest of the community*	78	+1	80	-	78	-2
Roadside slashing and weed control	78	-1	79	-	79	+1
Recreational facilities	77	+7	75	+2	75	+3
Business and community development and tourism	76	+5	72	+4	75	+8
The appearance of public areas	75	+1	77	+3	74	+1
Opportunities to give feedback on key local issues*	74	-3	72	-4	73	-3
Advocating for the community*	73	+4	73	+3	73	+4
Keeping the community informed*	73	-5	71	-5	73	-4
Libraries*	73	NA	70	NA	71	NA
Enforcement of local laws and regulations*	70	+2	70	+3	69	+3
Planning and building permits	69	-2	69	-2	70	-1
Art centres*	58	NA	57	NA	58	NA

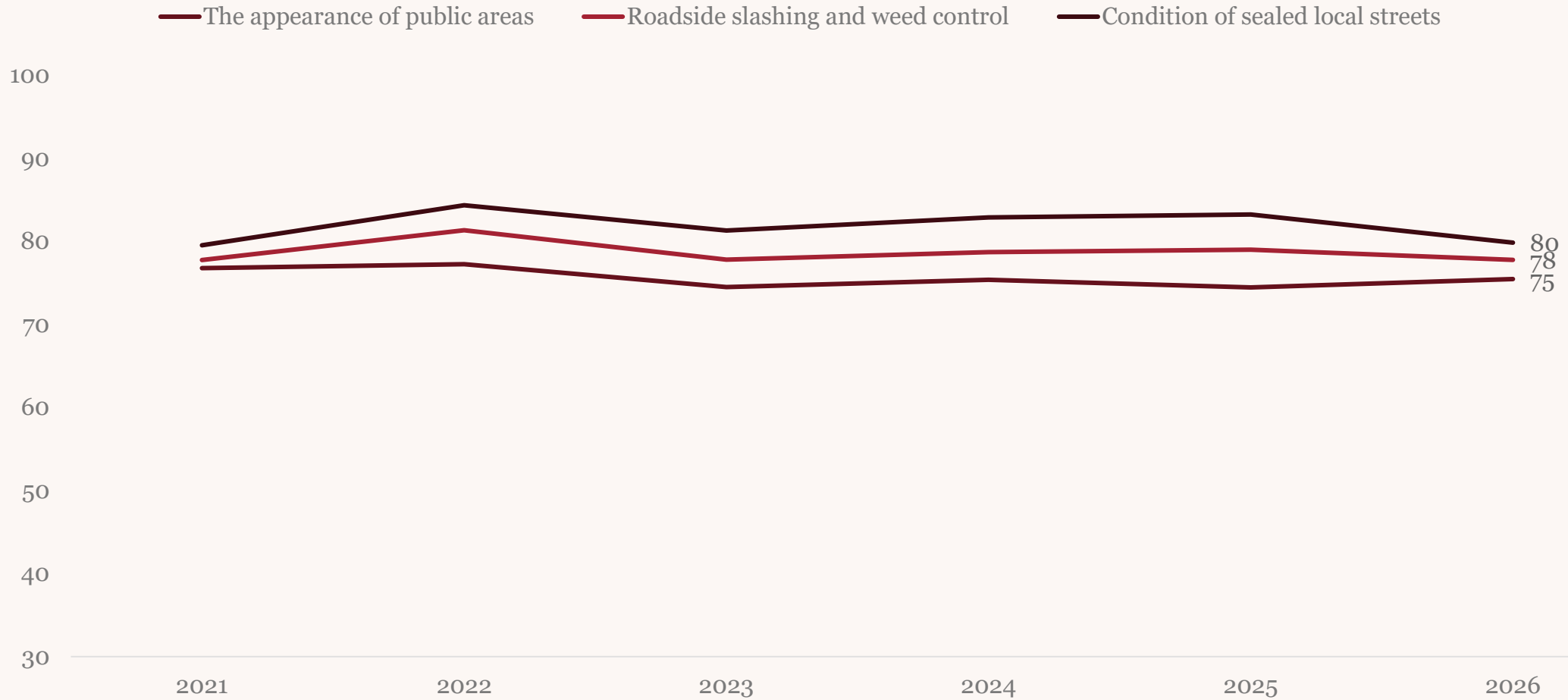
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 18.

Importance of Council Services – Governance, Engagement & Advocacy



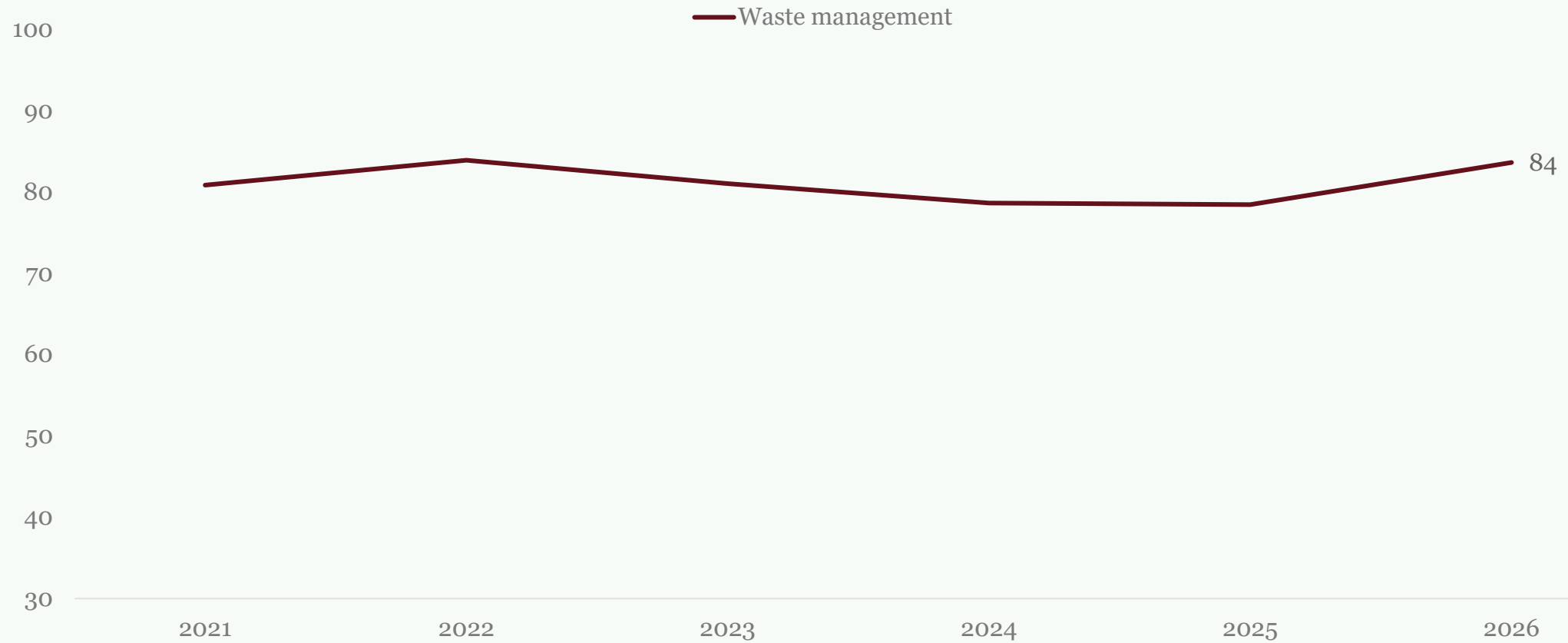
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 18.

Importance of Council Services – Infrastructure & Maintenance



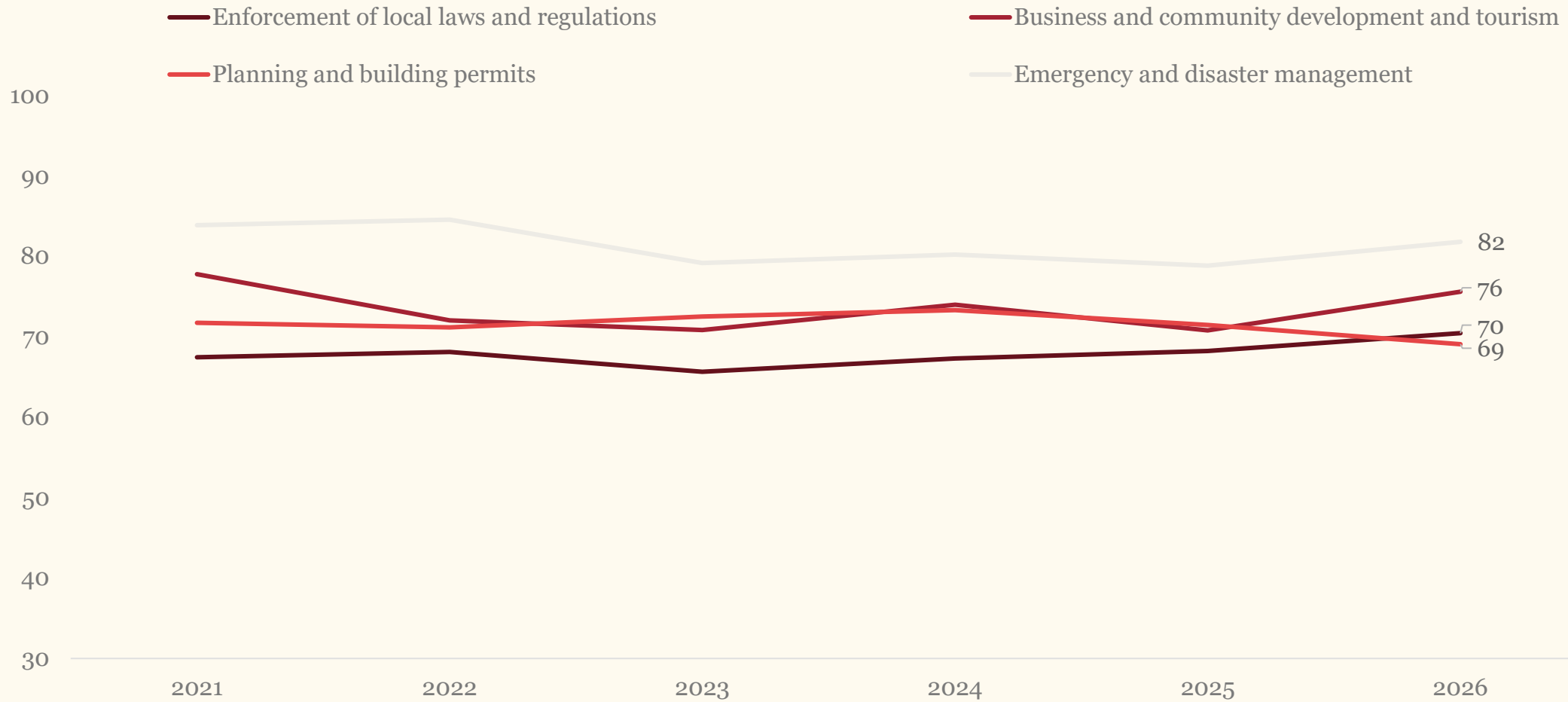
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 18.

Importance of Council Services – Community Services & Support



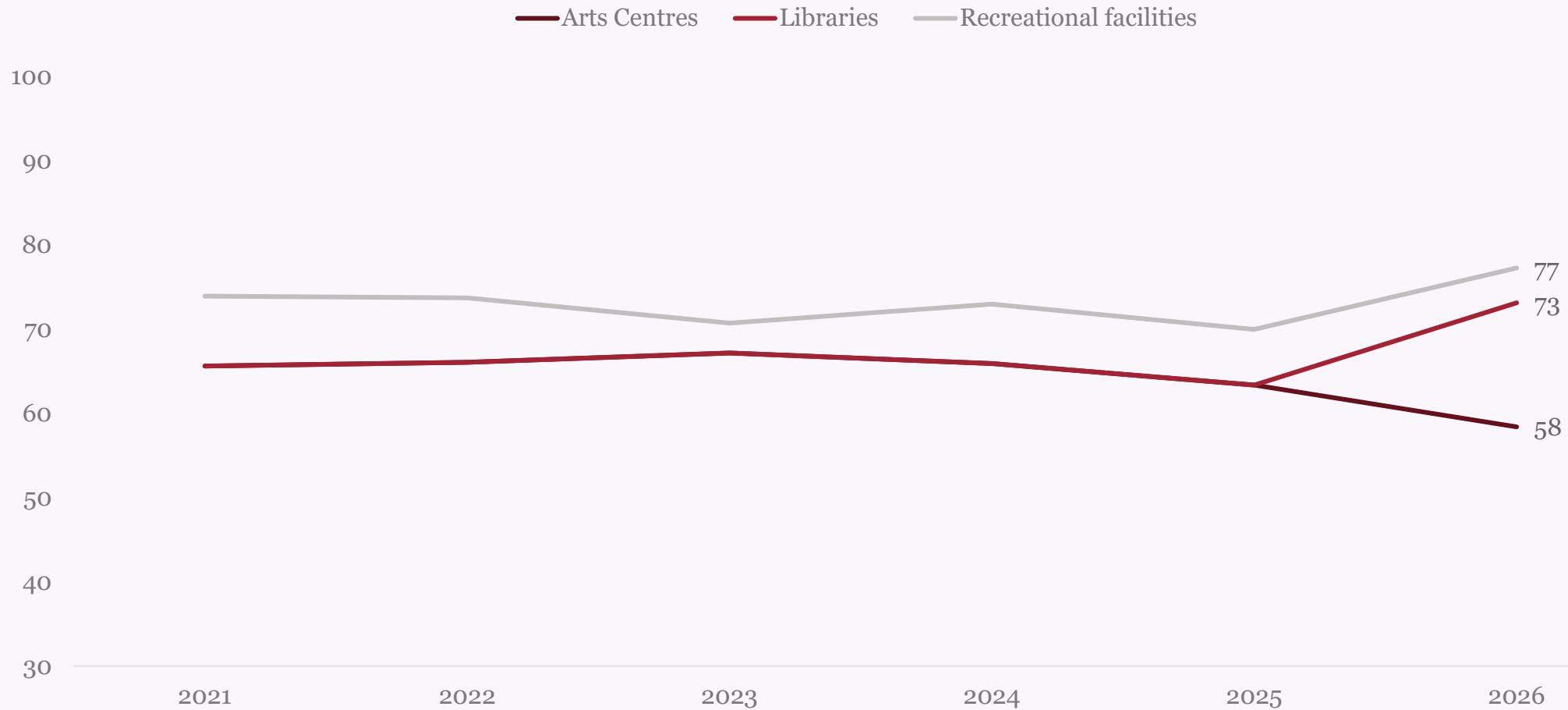
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 18.

Importance of Council Services – Planning & Development



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 18.

Importance of Council Services – Community Facilities & Recreation



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 18.

Engagement with Council



Engagement with Council



Overview



This section provides an overview of how residents engage with Councils. It highlights the extent of contact with Council, satisfaction with customer service, and how engagement differs across the community.

Specifically, this section includes:

- Contact with the Council in the last 12 months
- Satisfaction with customer service
- Subgroup differences
- Preferred channels for accessing information

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

Summary of results

Key Performance:

- 55% had contact with Council in the past 12 months, which decreased by 7 points from 2025.
- The customer service rating remained stable at 66, indicating little shift in the quality of service experience.

Vs. Benchmarks

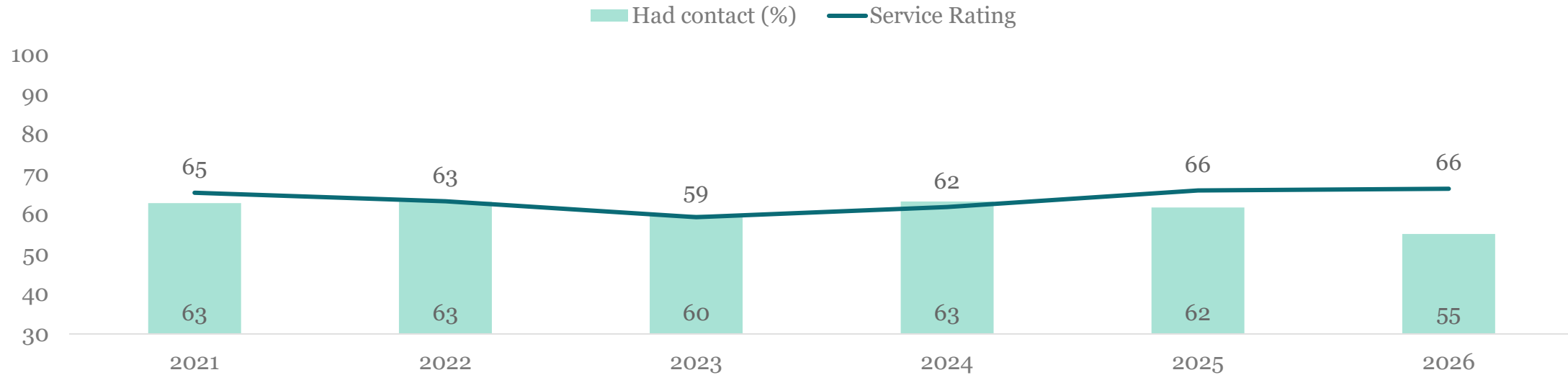
- Contact with Council sits below both the State (58%) and Large Shire (57%) benchmarks.
- Customer service is slightly below the State (68) and on par with Large Shires (66).

Sub-group differences:

- Residents aged 35-49 were more likely to have had contact with Council.
- Residents aged 18-34 were the least likely to have had contact with Council, however, had the highest rating for customer service.
- Female residents were more likely to have had contact with Council, and also reported higher levels of customer satisfaction.



Contact with Council and Satisfaction with Service During Contact



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

Average	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Had contact (%)	55	58	57	39	66	63	53	47	63	54	61	55	52
Service Rating	66	68	66	73	65	62	68	62	70	63	68	65	69

Difference 2026 vs. 2025

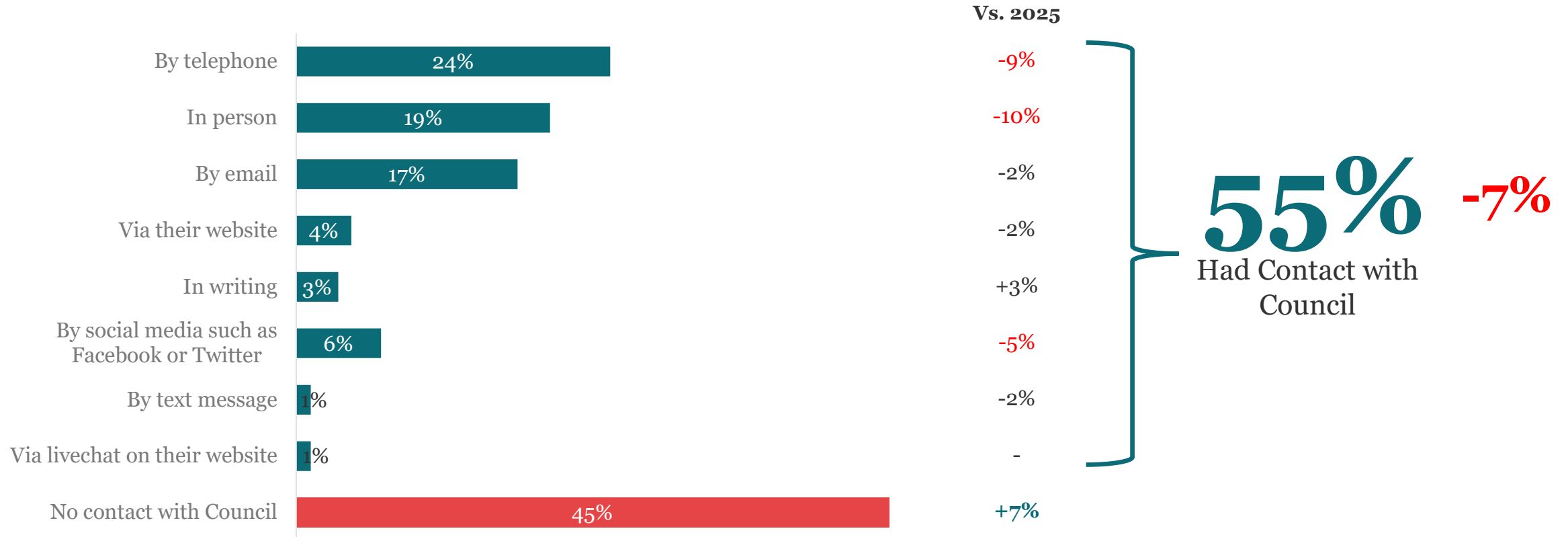
Had contact (%)	-7	-5	-6	-16	-1	-6	-8	-11	-3	-8	-2	-14	-6
Service Rating	-	+2	+1	+6	+3	-7	+2	-2	+3	-2	+4	-	NA

Q5. Over the last 12 months, have you or any member of your household had any contact with East Gippsland Council? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 18.

Contact with Council in Last 12 Months



Had Contact Council in Last 12 Months by Channel

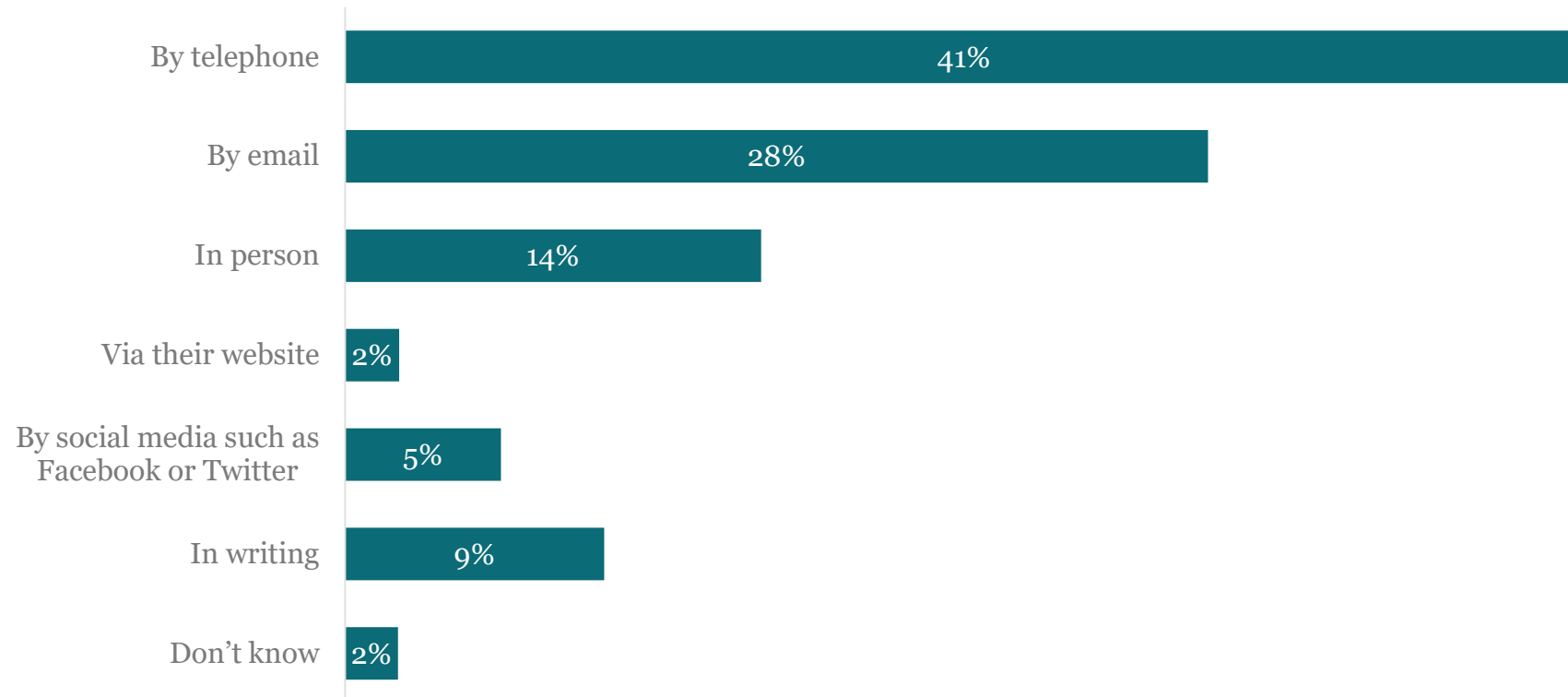


Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? For base sizes, please refer to slide 18.

Most Recent Contact with Council



Most Recent Contact with Council by Channel

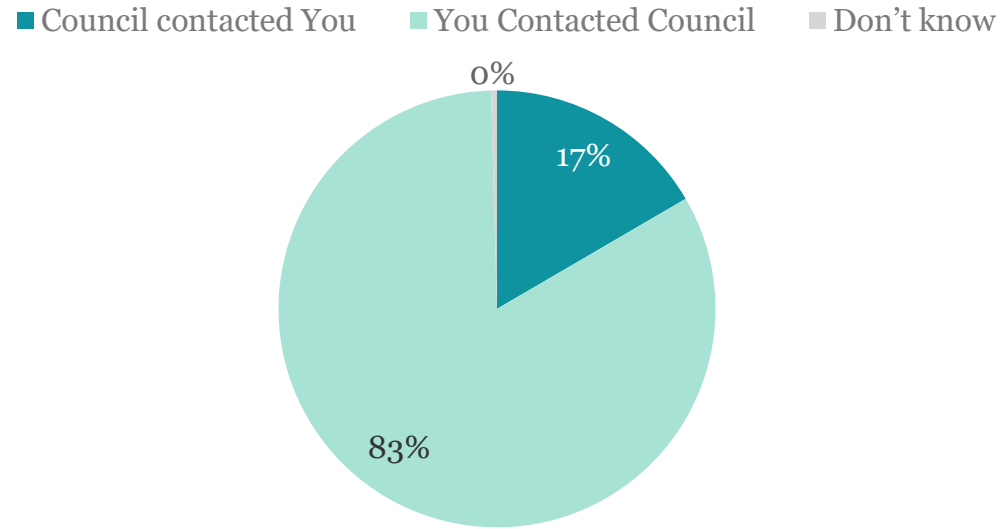


Q5B. What was the method of contact for the most recent contact you had with Council? For base sizes, please refer to slide 18.

Note: Historic data not provided



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



Most Recent Contact by Sub-group

Column %	East Gippsland SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Council contacted You	17%	27%	10%	15%	21%	17%	16%	16%	11%	11%	23%
You Contacted Council	83%	73%	88%	85%	79%	83%	83%	82%	89%	89%	77%
Don't know	0%	0%	2%	0%	0%	0%	1%	1%	0%	0%	0%

NQ24 - Thinking about your most recent contact with council, was it because the council contacted you, or because you contacted the council? For base sizes, please refer to slide 18.

Satisfaction with Customer Service During Contact



These results relate to residents who have contacted the Council and residents who were contacted by the Council.

55%
Had Contact with Council

-7%
Vs. 2025

■ Negative (Poor/Very Poor) ■ Neutral (Average) ■ Positive (Good/Very Good)



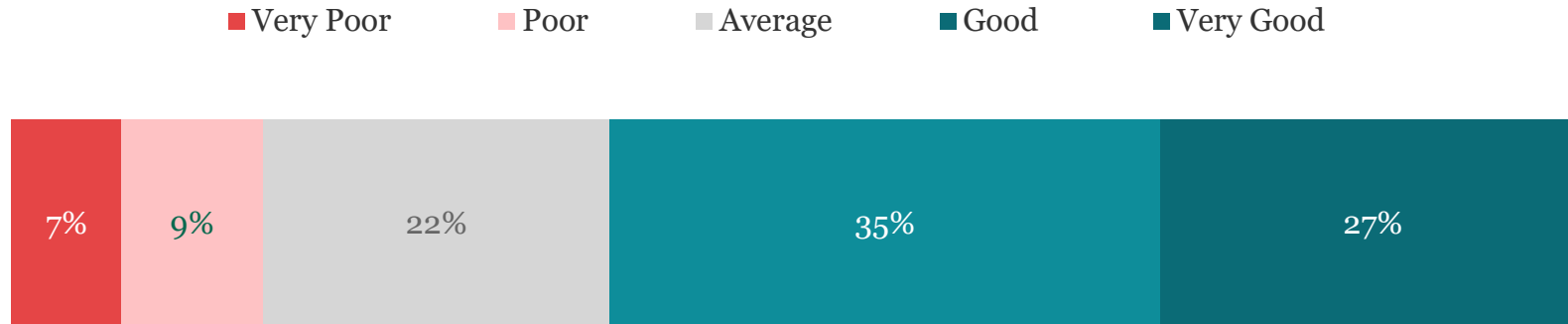
66
Score



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



These results relate only to residents who had contact with Council in the past 12 months and reflect their experience of Council's customer service during those interactions.



67
Score

Rating of Service by Sub-group

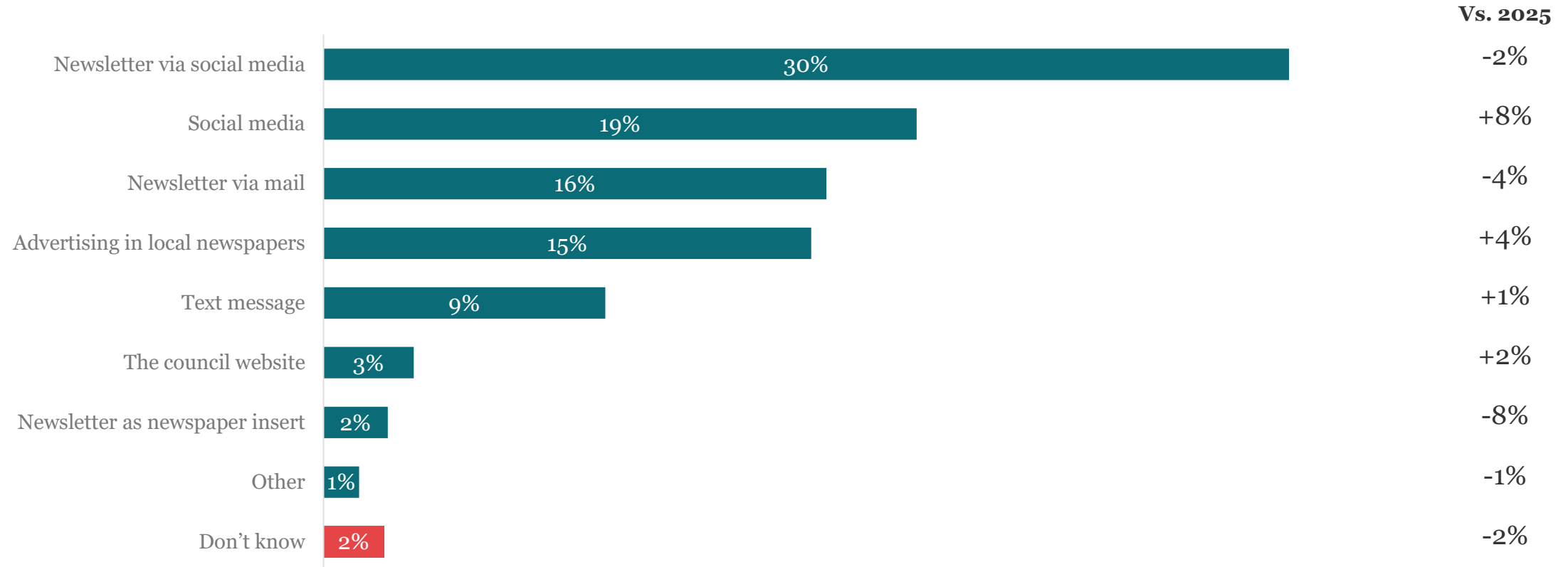
Average	East Gippsland SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Rating	67	72	70	65	64	60	71	68	66	63	69
Sample	189	8	52	57	72	80	109	59	42	31	57

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

Preferred Channel for Council News and Information 2026



Preferred Channel for Council News and Information



Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 18.



Preferred Channel for Council News and Information 2026

Column %	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Newsletter via social media	30%	33%	30%	35%	32%	29%	29%	27%	34%	33%	26%	33%	30%
Social media	19%	19%	21%	17%	25%	25%	13%	16%	21%	19%	25%	15%	16%
Newsletter via mail	16%	21%	18%	17%	9%	19%	17%	18%	14%	15%	13%	12%	21%
Advertising in local newspapers	15%	6%	12%	10%	14%	15%	19%	19%	12%	16%	13%	19%	14%
Text message	9%	12%	9%	4%	10%	7%	12%	10%	8%	8%	13%	10%	7%
The council website	3%	2%	2%	11%	0%	1%	2%	2%	4%	1%	6%	1%	3%
Newsletter as newspaper insert	2%	2%	3%	0%	1%	2%	3%	1%	3%	4%	1%	1%	1%
Other	1%	2%	1%	0%	1%	1%	2%	1%	1%	2%	0%	0%	1%
Don't know	2%	2%	2%	3%	4%	1%	1%	3%	0%	0%	2%	3%	3%

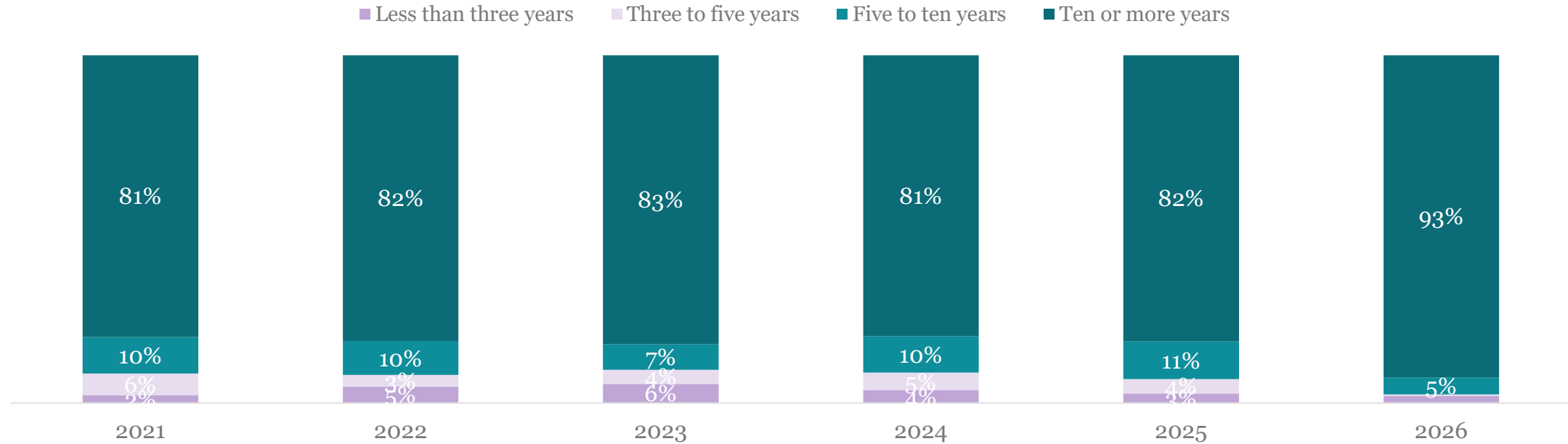
Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 18.

Demographics and Profiling





Years Lived in Council Area – Results by Year and Sub-group



Years Lived in Council Area by Sub-group

Column %	East Gippsland SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Less than three years	2%	3%	4%	2%	1%	2%	2%	3%	3%	0%	2%
Three to five years	0%	0%	0%	1%	1%	0%	0%	2%	0%	0%	0%
Five to ten years	5%	14%	3%	3%	3%	7%	3%	6%	1%	13%	2%
Ten years or more	93%	83%	92%	94%	96%	91%	94%	90%	96%	87%	96%

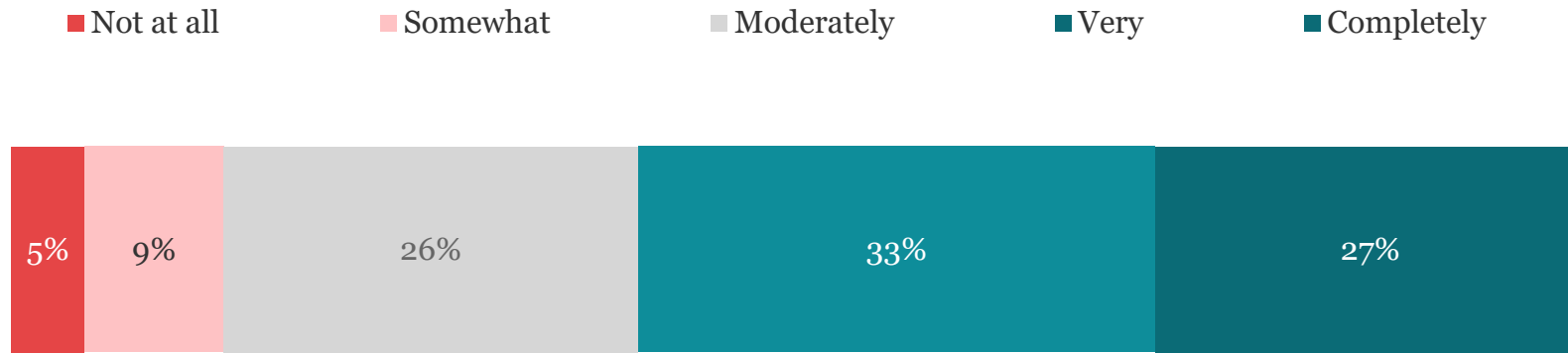
S5 - How long have you lived in this area? For base sizes, please refer to slide 18.



Feeling of Safety in Local Area – 2026 and Results by Sub-group



These results show how safe residents feel in their local area and how it differs by sub-group. Responses are presented as the distribution across the five-point scale and converted into an index out of 100. Higher scores indicate stronger feelings of safety.



67
Score

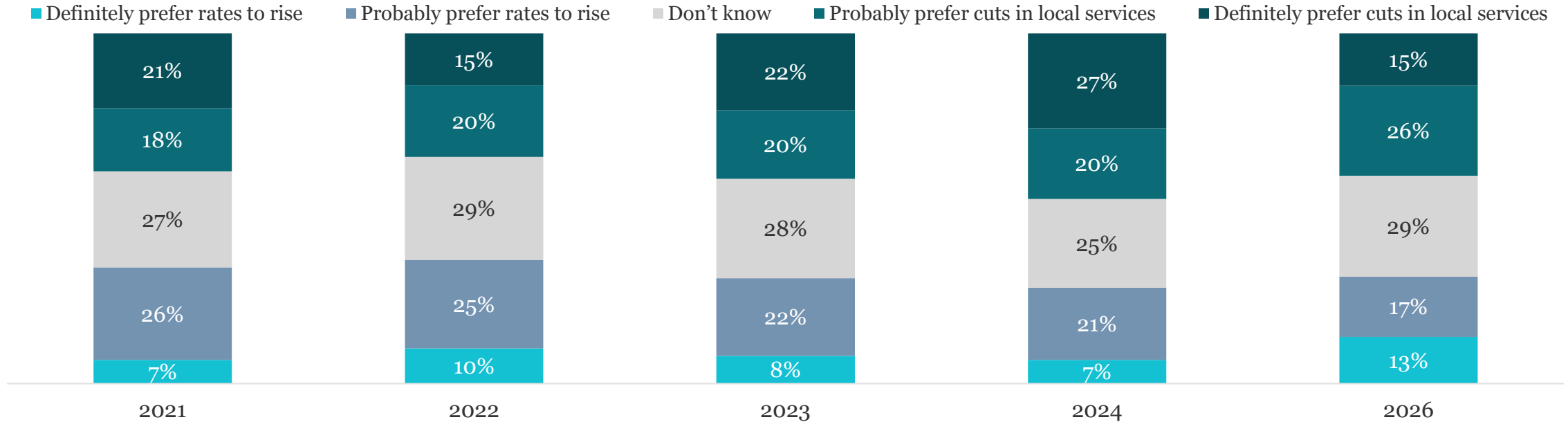
Feeling of Safety in Local Area by Sub-group

Score	East Gippsland SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
How safe do you feel in your local area?	67	70	66	62	70	70	65	63	67	69	71

NQ28 - How safe do you feel in your local area? For base sizes, please refer to slide 18.



Preference for Investment in Services vs. Impact on Rates – by Year and Sub-group



Preference for Investment in Services vs. Impact on Rates by Sub-group

Column %	East Gippsland SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale	Lakes Entrance	Paynesville	All Others
Definitely prefer rates to rise	13%	17%	16%	10%	13%	16%	11%	14%	18%	16%	9%
Probably prefer rates to rise	17%	14%	12%	20%	20%	16%	19%	15%	18%	10%	22%
Don't know	29%	14%	22%	36%	34%	26%	32%	28%	21%	31%	33%
Probably prefer cuts in services	26%	38%	35%	16%	22%	26%	25%	27%	25%	37%	20%
Definitely prefer cuts in services	15%	17%	15%	18%	12%	16%	14%	16%	18%	7%	16%

Q10 - If you had to choose between Council rate rises to improve local services OR cuts in local services to keep Council rates at the same level as they are now, would you prefer? For base sizes, please refer to slide 18.

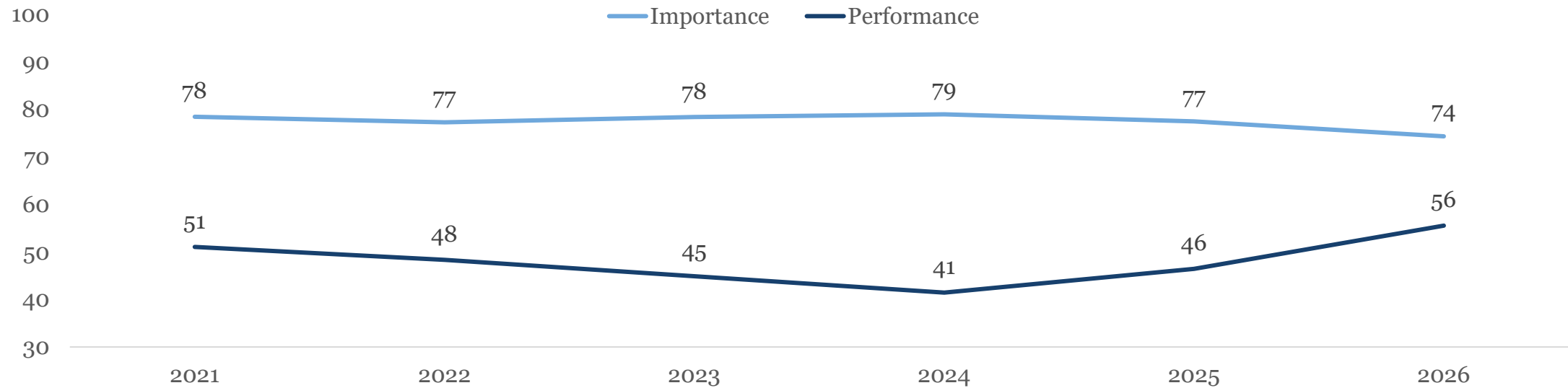


Council Service Areas

Importance and Performance by Year and Demographic Groups



Council Services – Opportunities to Give Feedback on Key Local Issues



Importance and Performance of Service 2026

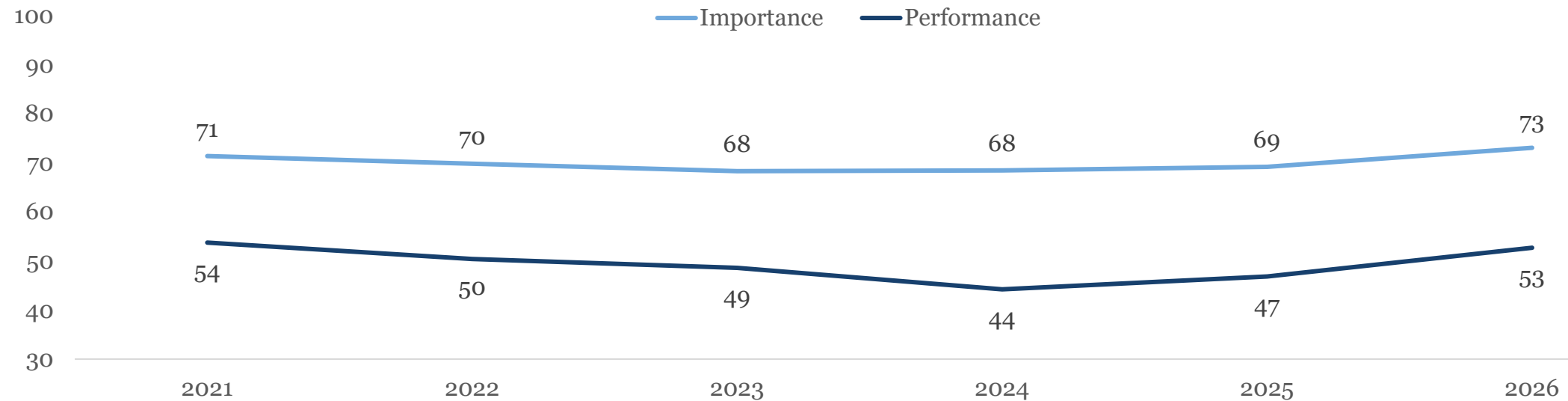
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	74	72	73	74	73	78	73	71	77	75	78	72	73
Performance	56	56	55	63	58	51	54	55	56	58	61	55	50

Difference 2026 vs. 2025

Importance	-3	-4	-3	-6	-3	-2	-4	-3	-4	-2	+7	-12	-5
Performance	+9	+6	+7	+20	+14	-	+6	+7	+11	+8	+14	+11	+6

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The opportunities offered by Council to give your feedback on key local issues. For base sizes, please refer to slide 18.

Council Services – Advocating for the Community



Importance and Performance of Service 2026

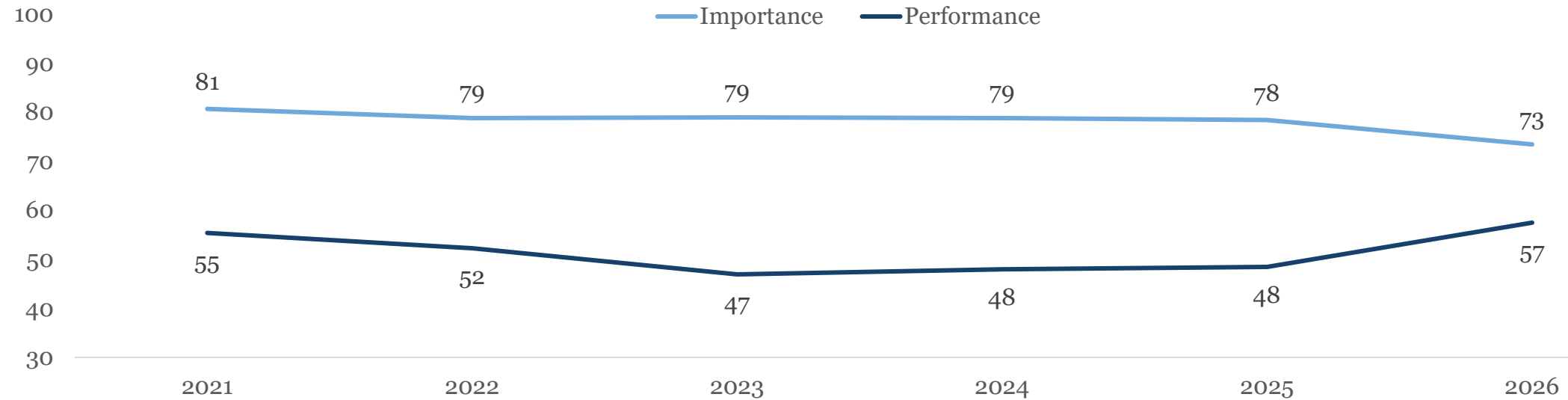
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	73	73	73	77	68	79	70	69	77	72	76	74	72
Performance	53	54	55	54	52	50	54	53	52	53	56	55	49

Difference 2026 vs. 2025

Importance	+4	+3	+3	+6	-	+6	+2	+6	+2	+6	+10	-2	+2
Performance	+6	+4	+8	+10	+7	+4	+5	+4	+7	+4	+7	+8	+5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Advocating for, and representing the community to government and other organisations. For base sizes, please refer to slide 18.

Council Services – Keeping the Community Informed



Importance and Performance of Service 2026

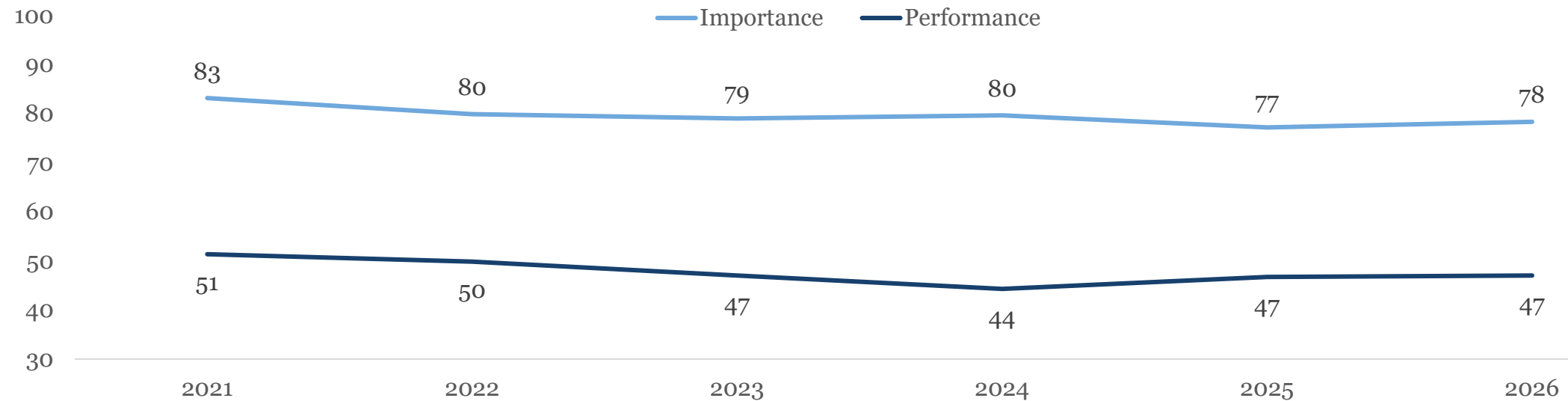
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	73	71	73	75	70	73	74	72	75	74	76	70	74
Performance	57	60	60	56	61	51	61	57	58	55	63	62	54

Difference 2026 vs. 2025

Importance	-5	-5	-4	-8	-10	-4	-2	-3	-7	-5	-1	-9	-5
Performance	+9	+4	+6	+10	+12	+1	+12	+6	+12	+7	+15	+14	+5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Keeping the community informed on council services, events and programs. For base sizes, please refer to slide 18.

Council Services – Making Decisions in Interest of Community



Importance and Performance of Service 2026

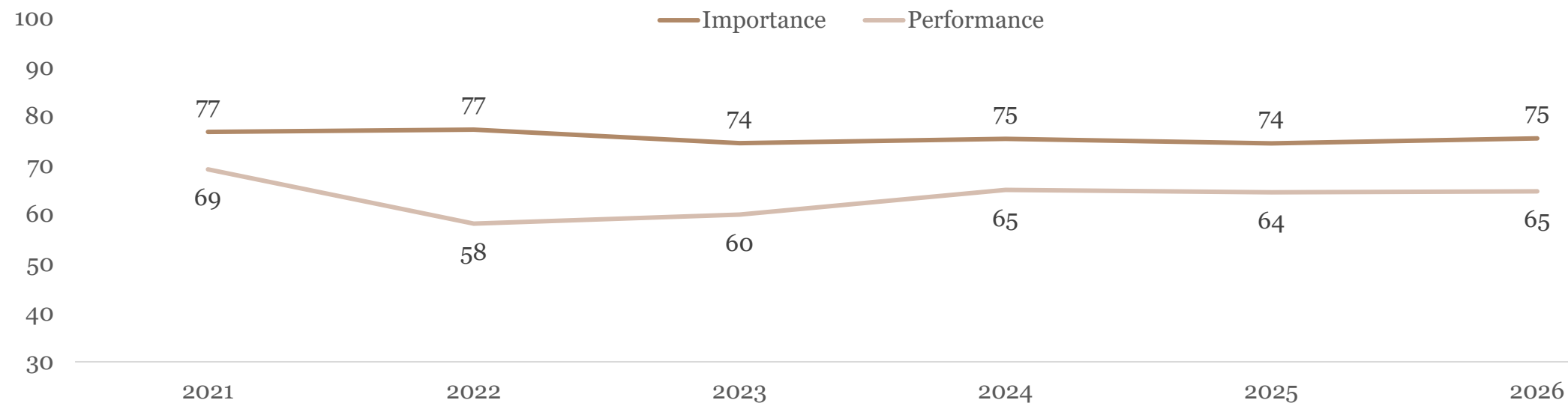
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	78	80	78	79	78	80	77	77	80	78	78	79	79
Performance	47	52	49	46	47	44	49	49	45	46	53	46	45

Difference 2026 vs. 2025

Importance	+1	-	-2	-	+3	+5	-	+2	+1	+2	+3	+1	-
Performance	-	+3	+3	+6	-2	-	-	+2	-1	-2	+3	-5	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 18.

Council Services – Appearance of Public Areas



Importance and Performance of Service 2026

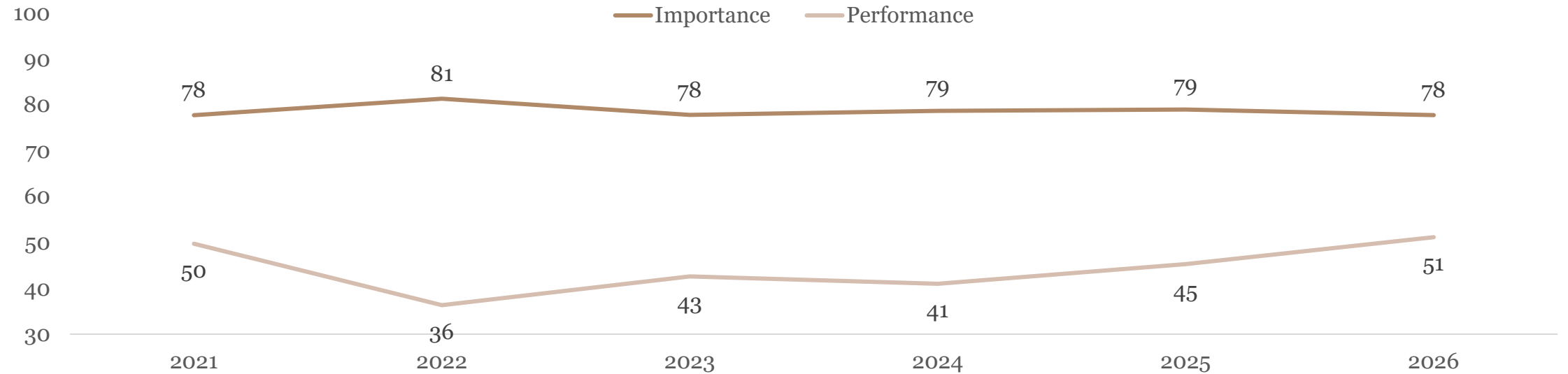
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	75	77	74	78	72	77	75	74	77	75	74	82	73
Performance	65	63	65	66	63	63	66	64	66	61	73	65	62

Difference 2026 vs. 2025

Importance	+1	+3	+1	+2	-4	+2	+2	+2	-0	+3	-3	+5	-1
Performance	-	-5	-1	+6	-7	-	+1	-	+1	-2	+2	-1	-

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The appearance of public areas. For base sizes, please refer to slide 18.

Council Services – Roadside Slashing and Weed Control



Importance and Performance of Service 2026

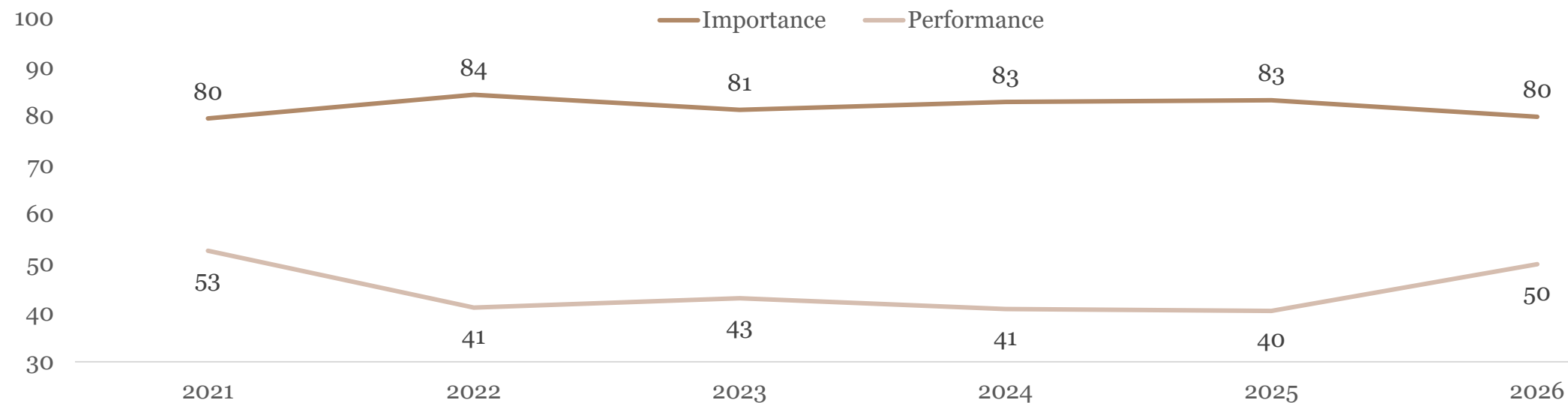
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	78	79	79	75	71	81	80	77	78	78	77	75	79
Performance	51	43	49	62	54	44	49	51	51	51	57	62	42

Difference 2026 vs. 2025

Importance	-1	-	-	-3	-7	+1	-	-1	-2	-	-1	-	-3
Performance	+6	-4	+3	+18	+4	+0	+5	+7	+4	+2	+10	+12	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Roadside slashing and weed control. For base sizes, please refer to slide 18.

Council Services – Condition of Sealed Local Streets



Importance and Performance of Service 2026

Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	80	80	80	80	77	82	80	79	81	79	81	80	80
Performance	50	54	47	57	50	46	49	50	50	55	51	53	43

Difference 2026 vs. 2025

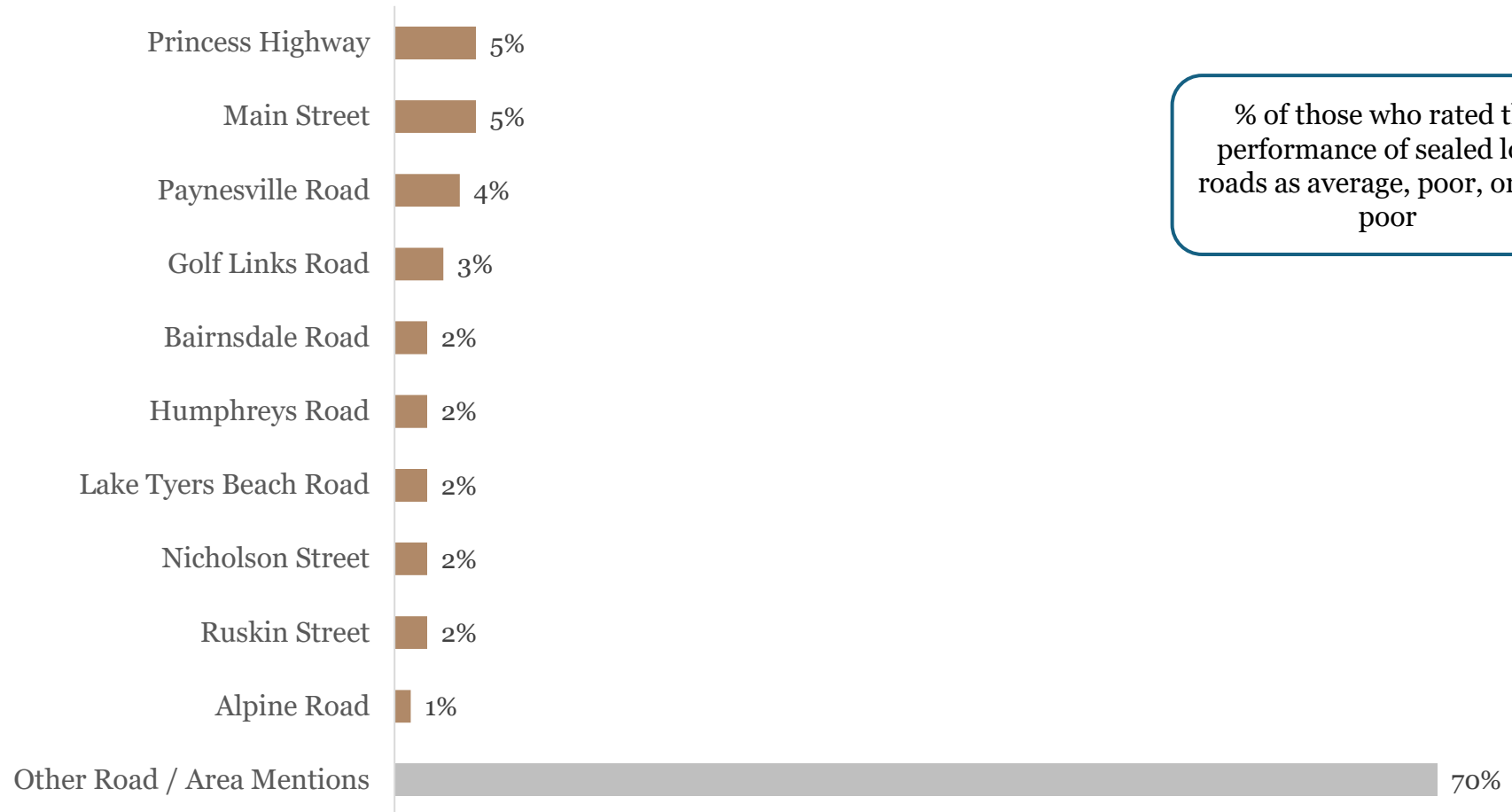
Importance	-3	-3	-3	+2	-11	-6	-3	-4	-3	-5	-2	-3	-3
Performance	+10	+9	+7	+15	+12	+14	+6	+9	+10	+14	+11	+14	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Condition of sealed local streets in your area. For base sizes, please refer to slide 18.

Roads of Most Concern

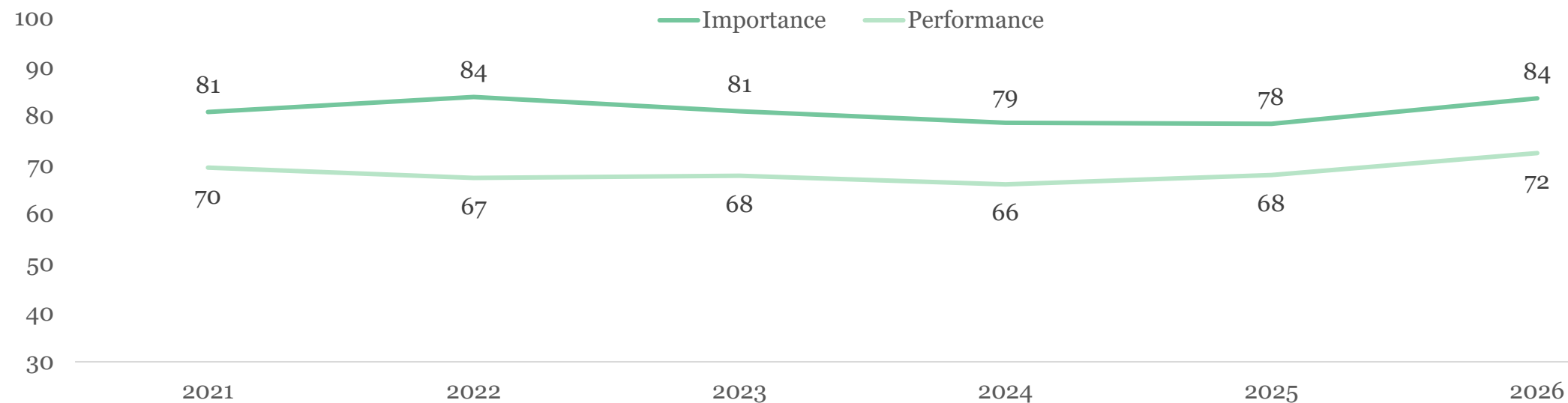


Which particular roads are of concern?



BS7 - You earlier rated the performance of local sealed roads in your area as [average/ poor/ very poor], can you specify which particular local roads are of concern? n=92

Council Services – Waste Management



Importance and Performance of Service 2026

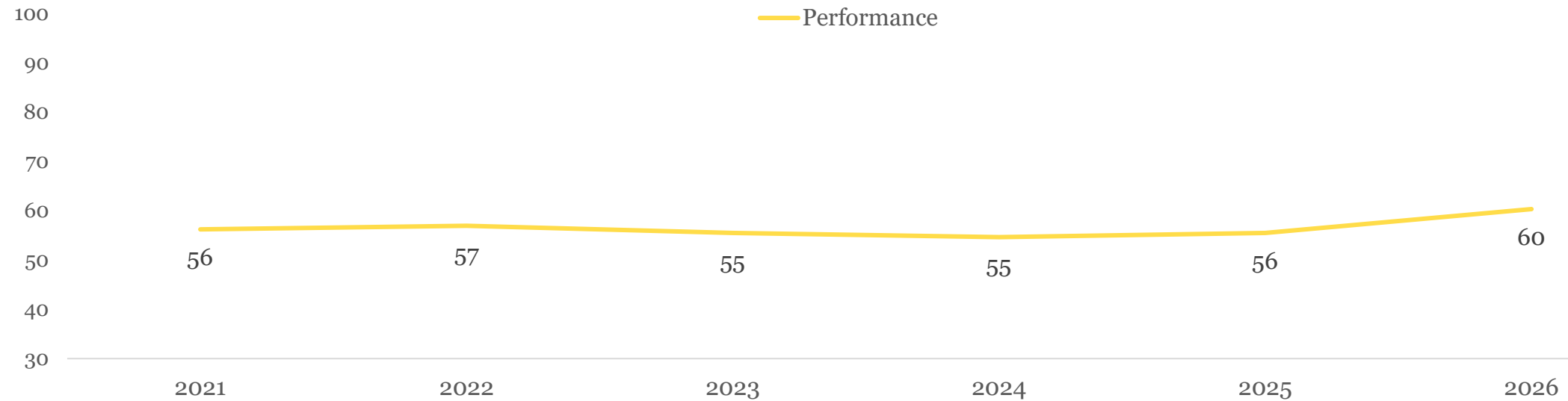
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	84	85	81	82	79	88	84	83	84	82	85	86	83
Performance	72	72	69	69	72	72	75	72	73	73	73	76	69

Difference 2026 vs. 2025

Importance	+5	+6	+2	+3	+2	+12	+4	+4	+6	+2	+7	+2	+8
Performance	+4	+6	+7	+4	+6	+4	+5	+3	+6	+5	+6	+5	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to slide 18.

Council Services – Environmental Sustainability



Performance of Service 2026

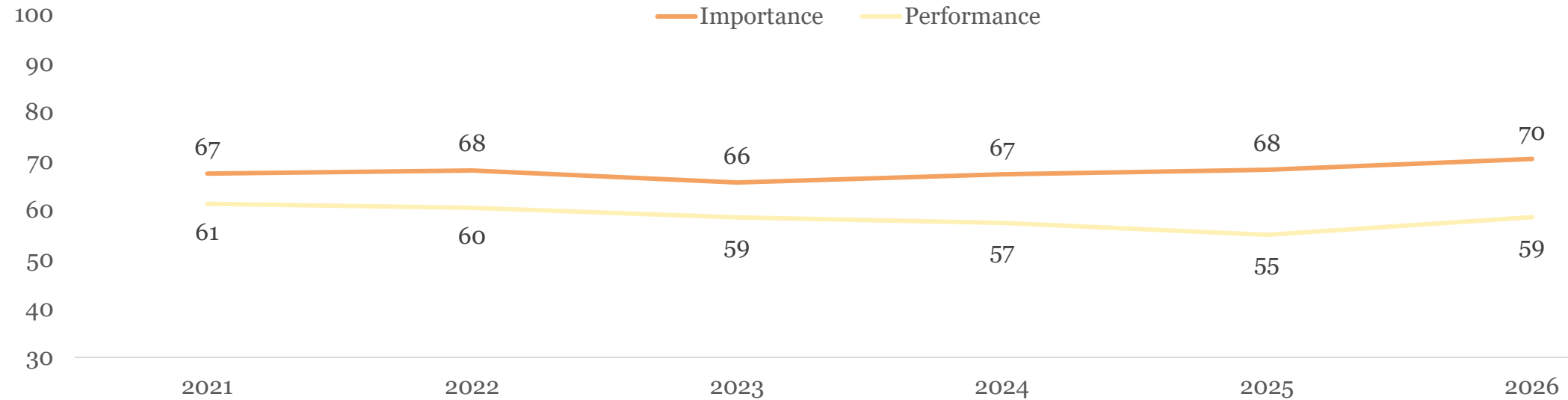
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Performance	60	61	61	68	57	58	60	58	63	61	68	61	55

Difference 2026 vs. 2025

Performance	+5	+2	+4	+8	+2	+3	+6	+1	+8	+6	+3	+5	+2
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Environmental sustainability. For base sizes, please refer to slide 18.

Council Services – Enforcement of Laws and Regulations



Importance and Performance of Service 2026

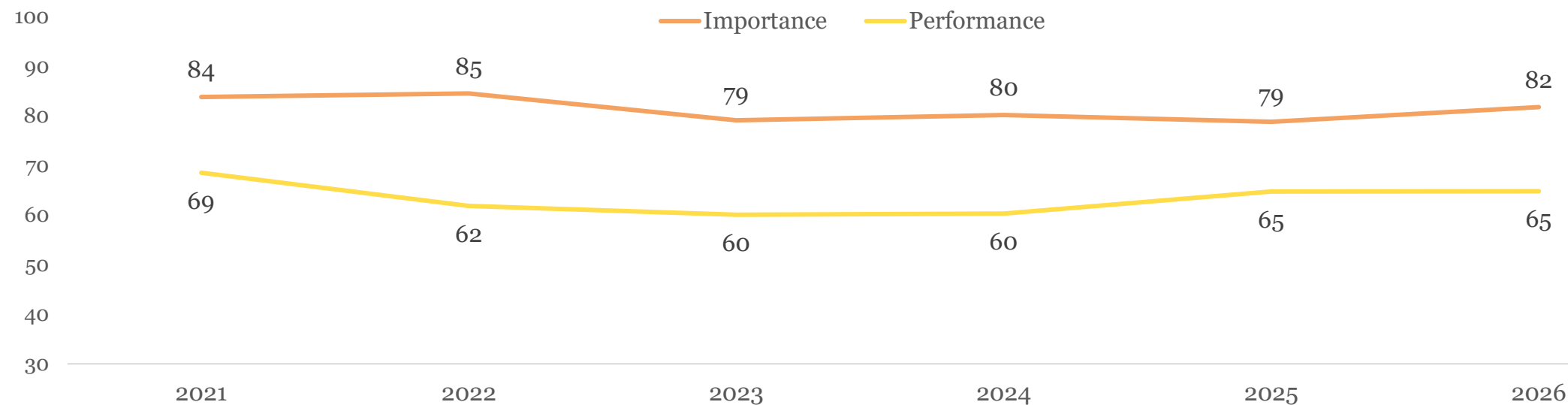
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	70	70	69	73	70	73	68	68	73	71	76	67	68
Performance	59	56	60	61	62	54	58	58	59	58	64	60	54

Difference 2026 vs. 2025

Importance	+2	+3	+3	+4	+7	+6	-2	+3	+2	+2	+5	-7	+4
Performance	+4	-3	+2	+3	+1	-2	+8	+5	+2	+2	+5	+6	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Enforcement of local laws and Council regulations. For base sizes, please refer to slide 18.

Council Services – Emergency and Disaster Management



Importance and Performance of Service 2026

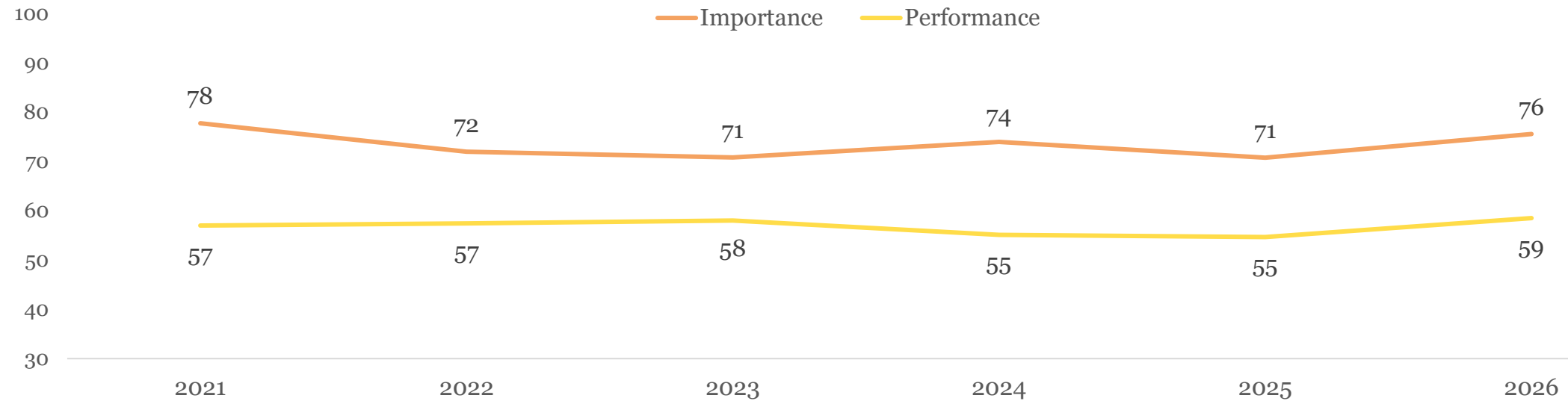
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	82	79	81	83	81	84	80	78	86	84	80	82	81
Performance	65	63	67	65	60	64	68	65	65	63	66	68	64

Difference 2026 vs. 2025

Importance	+3	-	+2	+6	+1	+4	+2	+4	+2	+7	+3	+4	-1
Performance	-	-2	+2	-0	-6	+1	+3	+2	-2	-2	-2	+2	+1

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Emergency and disaster management. For base sizes, please refer to slide 18.

Council Services – Business and Community Development and Tourism



Importance and Performance of Service 2026

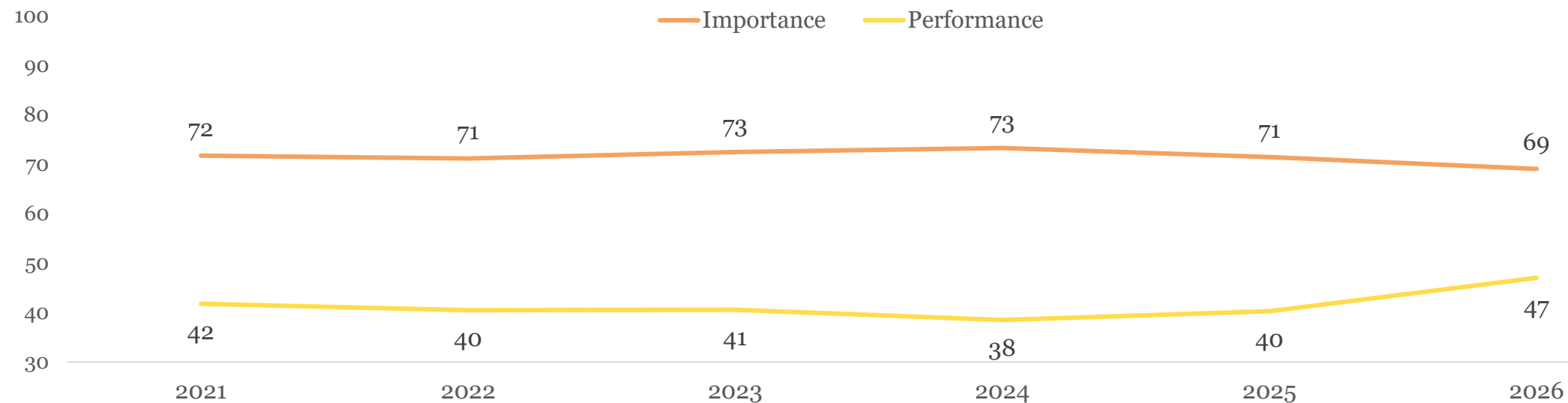
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	76	72	75	77	76	79	73	73	78	78	75	72	76
Performance	59	59	60	58	60	54	61	61	57	57	61	64	56

Difference 2026 vs. 2025

Importance	+5	+4	+8	-3	+4	+10	+5	+3	+6	+7	+4	-1	+6
Performance	+4	+3	+6	+1	+8	+1	+5	+5	+3	+2	-	+8	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Business and community development and tourism. For base sizes, please refer to slide 18.

Council Services – Planning and Building Permits



Importance and Performance of Service 2026

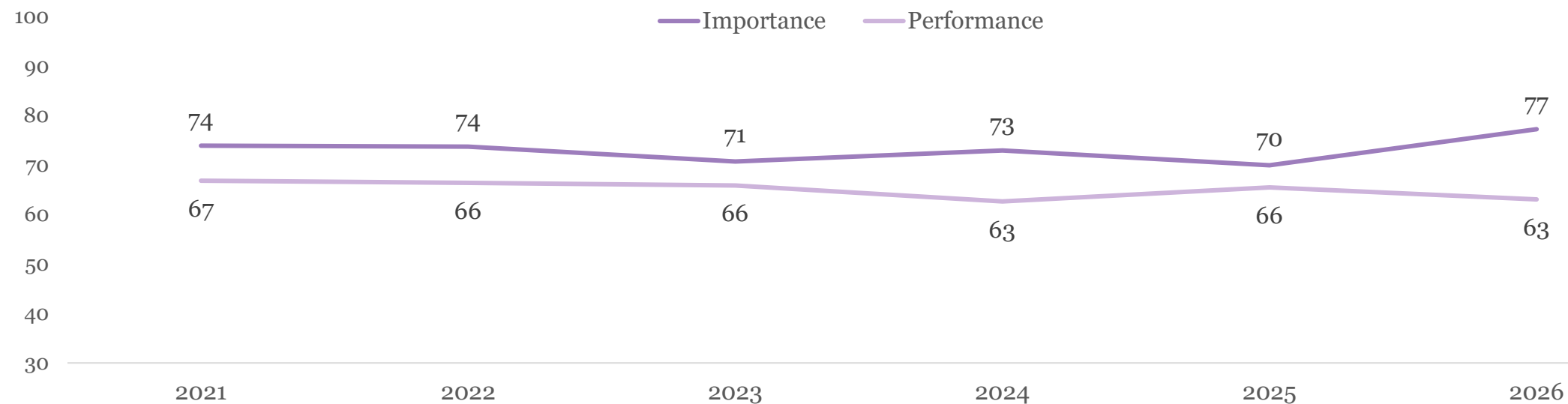
Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	69	69	70	67	64	69	72	67	71	69	72	68	68
Performance	47	48	48	47	48	43	49	47	47	49	47	54	42

Difference 2026 vs. 2025

Importance	-2	-2	-1	-	-3	-5	-1	-3	-2	-3	+2	-5	-3
Performance	+7	+5	+7	+12	+7	-	+8	+5	+8	+5	+7	+18	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Planning and building permits. For base sizes, please refer to slide 18.

Council Services – Recreational Facilities



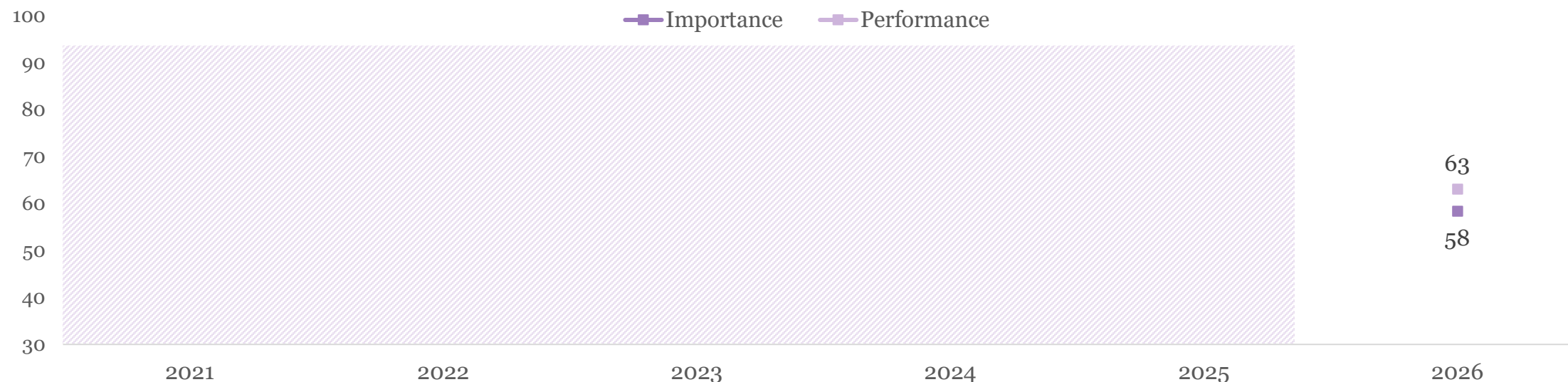
Importance and Performance of Service 2026

Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	77	75	75	78	77	80	75	75	80	77	79	79	75
Performance	63	66	62	70	58	56	67	65	61	60	69	65	61

Difference 2026 vs. 2025

Importance	+7	+2	+3	+7	+5	+11	+6	+7	+8	+7	+10	+7	+6
Performance	-2	-2	-3	+11	-11	-6	-1	-1	-4	-7	+2	+0	-2

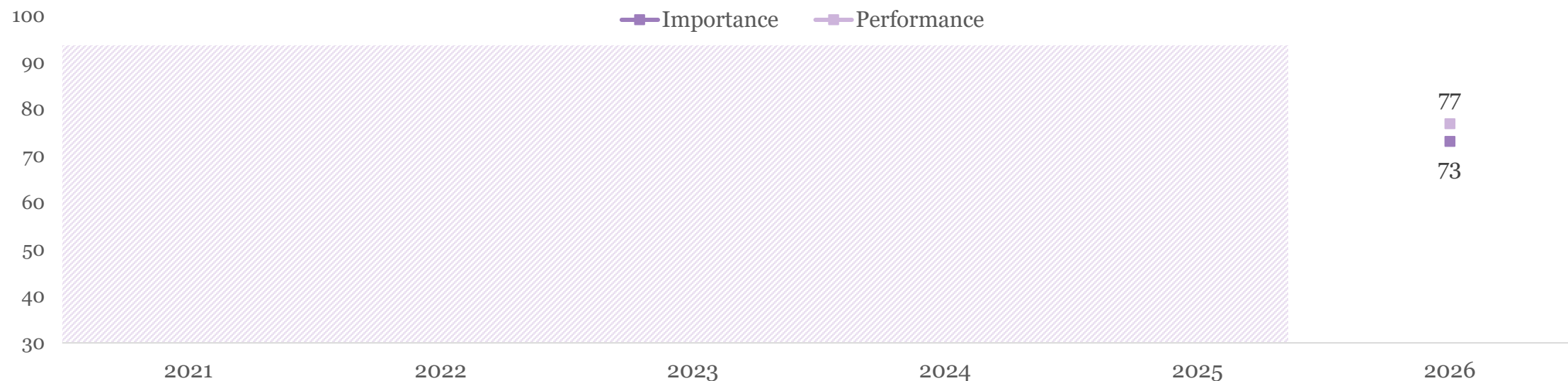
Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Recreational facilities. For base sizes, please refer to slide 18.



Importance and Performance of Service 2026

Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	58	57	58	57	60	57	59	55	62	60	53	63	58
Performance	63	64	65	67	63	60	64	63	63	63	59	71	61

Note: Art centres has not been historically asked



Importance and Performance of Service 2026

Score	East Gippsland SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Bairnsdale and District	Lakes Entrance and District	Paynesville and District	All Others
Importance	73	70	71	74	74	74	72	68	78	74	72	75	72
Performance	77	75	76	80	75	72	79	75	79	77	79	83	73

Note: Libraries has not been historically asked



Thank you

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