



# **2025 Local Government Community Satisfaction Survey**

## **South Gippsland Shire Council**

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



# Contents

---

<b><u>Background and objectives</u></b>	<b><u>3</u></b>
<b><u>Key findings and recommendations</u></b>	<b><u>6</u></b>
<b><u>Detailed findings</u></b>	<b><u>12</u></b>
<u>Overall performance</u>	<u>13</u>
<u>Customer service</u>	<u>24</u>
<u>Council direction</u>	<u>30</u>
<u>Individual service areas</u>	<u>34</u>
<u>Community consultation and engagement</u>	<u>35</u>
<u>Lobbying on behalf of the community</u>	<u>37</u>
<u>Decisions made in the interest of the community</u>	<u>39</u>
<u>Condition of sealed local roads</u>	<u>41</u>
<u>Waste management</u>	<u>43</u>
<b><u>Detailed demographics</u></b>	<b><u>45</u></b>
<b><u>Appendix A: Index scores, margins of error and significant differences</u></b>	<b><u>47</u></b>
<b><u>Appendix B: Further project information</u></b>	<b><u>51</u></b>



## 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

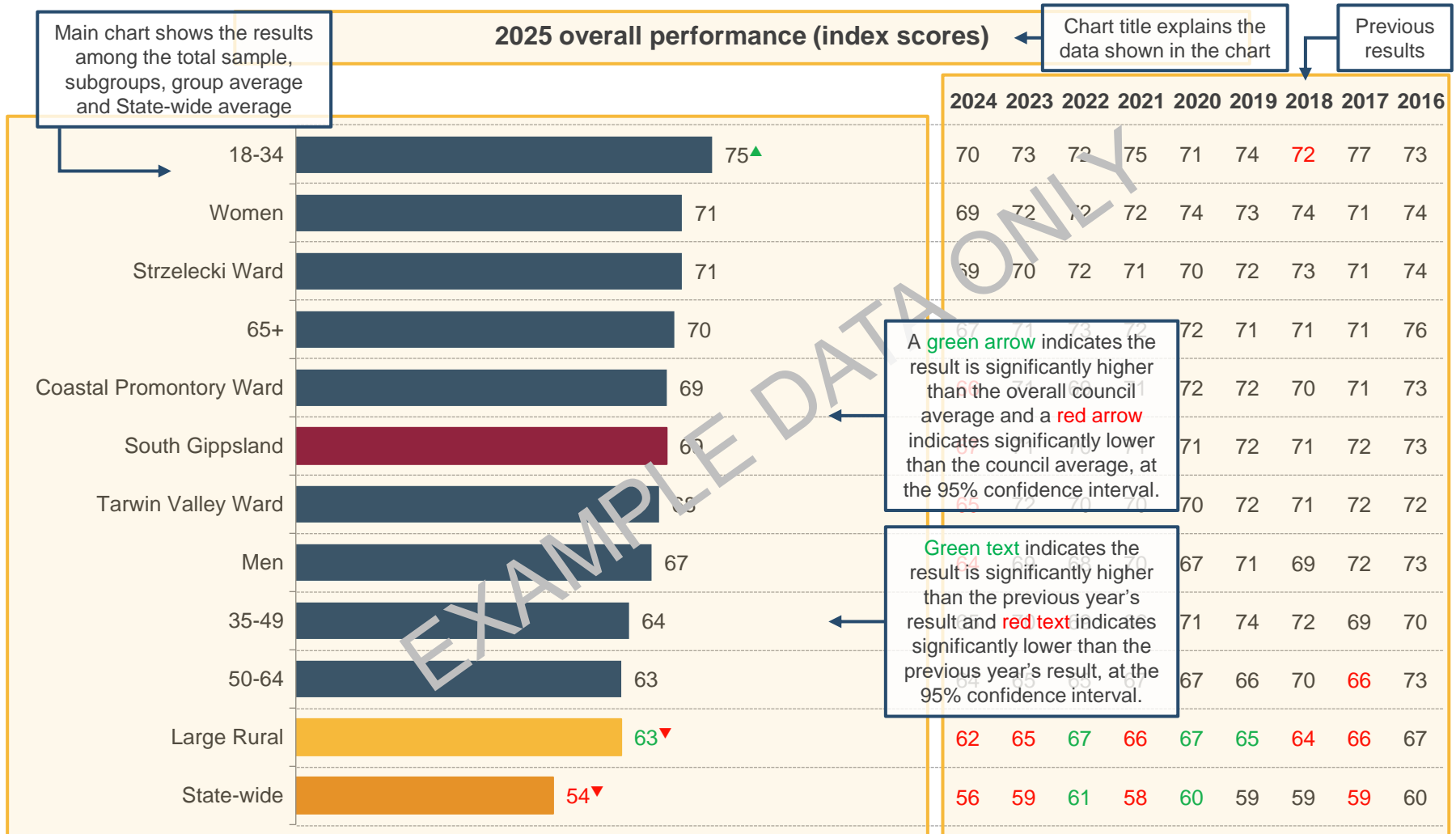
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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



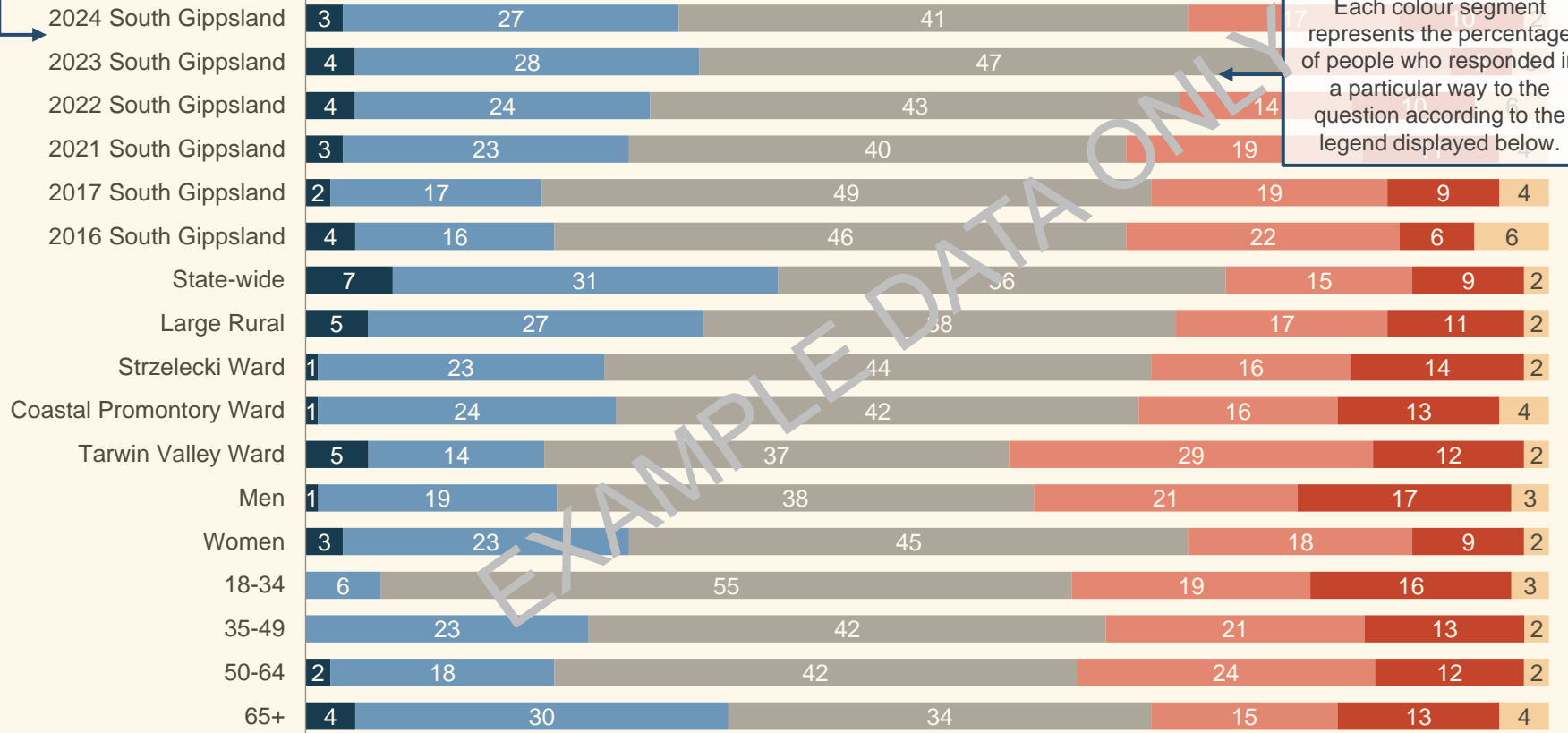
## How to read stacked bar charts in this report

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 South 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. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

## **Key findings and recommendations**



# South Gippsland Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



South  
Gippsland 45



Large Rural 50



State-wide 53

## Council performance compared to group average

### Top 3 performing areas



Waste management

▼ lower



Consultation & engagement

≡ on par



Community decisions

≡ on par

### Lowest performing areas



Sealed local roads

▼ lower



Lobbying

▼ lower



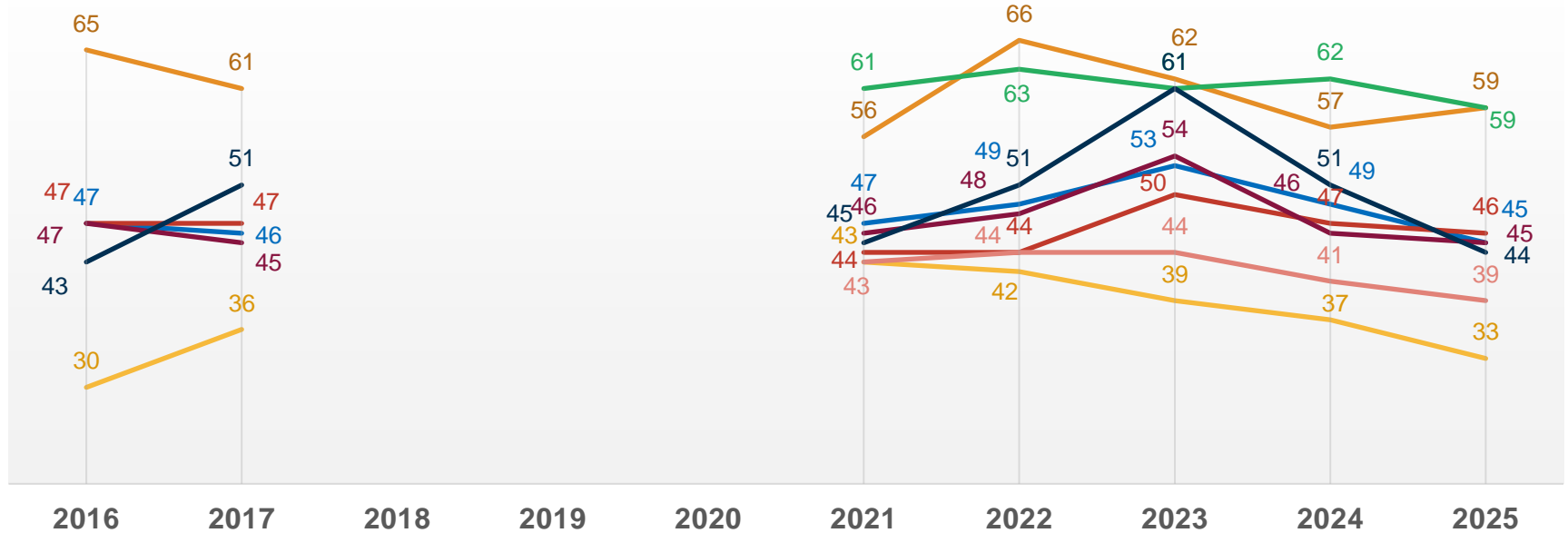
Customer service

▼ lower



# Summary of core measures

## Index scores

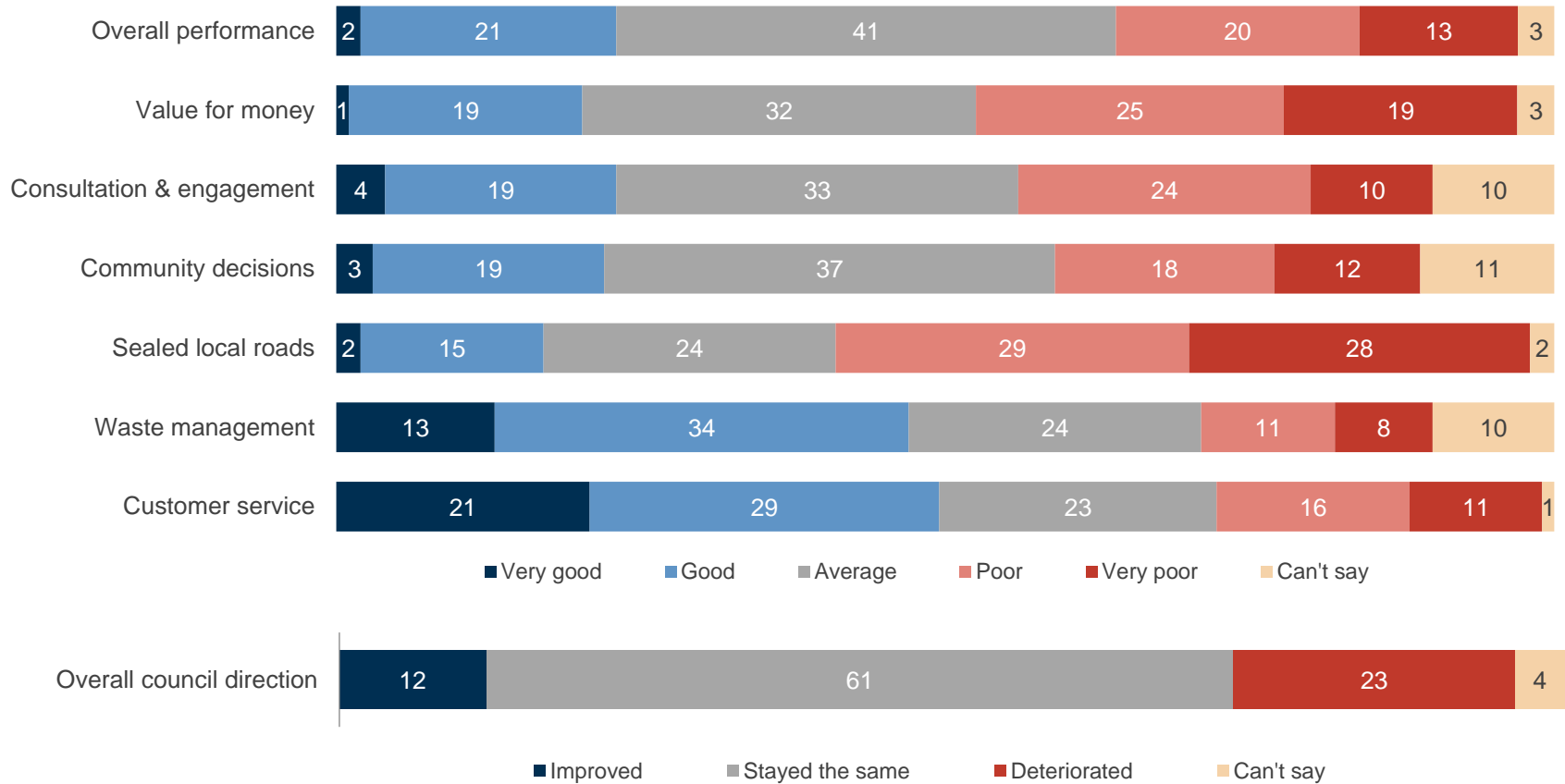















## Summary of core measures

### Core measures summary results (%)





# Summary of South Gippsland Shire Council performance

Services		South Gippsland 2025	South Gippsland 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	45	49	50	53	65+ years	18-34 years
	Value for money	39	41	43	47	Women, 65+ years	Men
	Overall council direction	44	51	44	46	Women	Men, 18-34 years
	Customer service	59	57	65	66	Coastal Promontory Ward residents	Strzelecki Ward residents
	Waste management	59	62	62	65	65+ years	50-64 years, 18-34 years, Coastal Promontory Ward residents
	Consultation & engagement	46	47	48	50	Strzelecki Ward residents, Women	Men
	Community decisions	45	46	46	49	Women	Men, 35-49 years
	Lobbying	44	48	47	49	18-34 years	35-49 years
	Sealed local roads	33	37	39	45	65+ years	18-34 years



## Focus areas for the next 12 months

### Overview

Perceptions of South Gippsland Shire Council's overall performance saw a significant decline for a second consecutive year, now well below the peak rating achieved in 2023. Indeed, nearly twice as many residents feel that the direction of Council's overall performance has deteriorated than improved in the last 12 months. Performance perceptions on most individual service areas are not significantly different to 2024, with the exceptions of lobbying and sealed local roads, where ratings declined significantly.

### Focus areas

Sealed local roads continues to be the service area that warrants most attention moving forward. After three consecutive years of decline, performance ratings of this service area are at their lowest level since 2016. Council also performs below the Large Rural group average here. Ratings experienced a significant decline among residents in the Strzelecki Ward suggesting Council should prioritise improvements in this geographic area in the year ahead.

### Comparison to state and area grouping

South Gippsland Shire Council performs significantly lower than both the Large Rural group and State-wide averages on many measures evaluated. The exceptions are community decisions, and consultation and engagement, where it performs in line with the Large Rural group average, and overall council direction, where it performs in line with both the Large Rural group and State-wide averages.

### Opportunity to engage with key cohorts

In the year ahead, Council must work to abate the significant declines among residents aged 18 to 34 years. Rate of contact with Council among these residents is currently higher than ever, so there is opportunity to engage with them and improve their perceptions.

# DETAILED FINDINGS

# Overall performance



## Overall performance

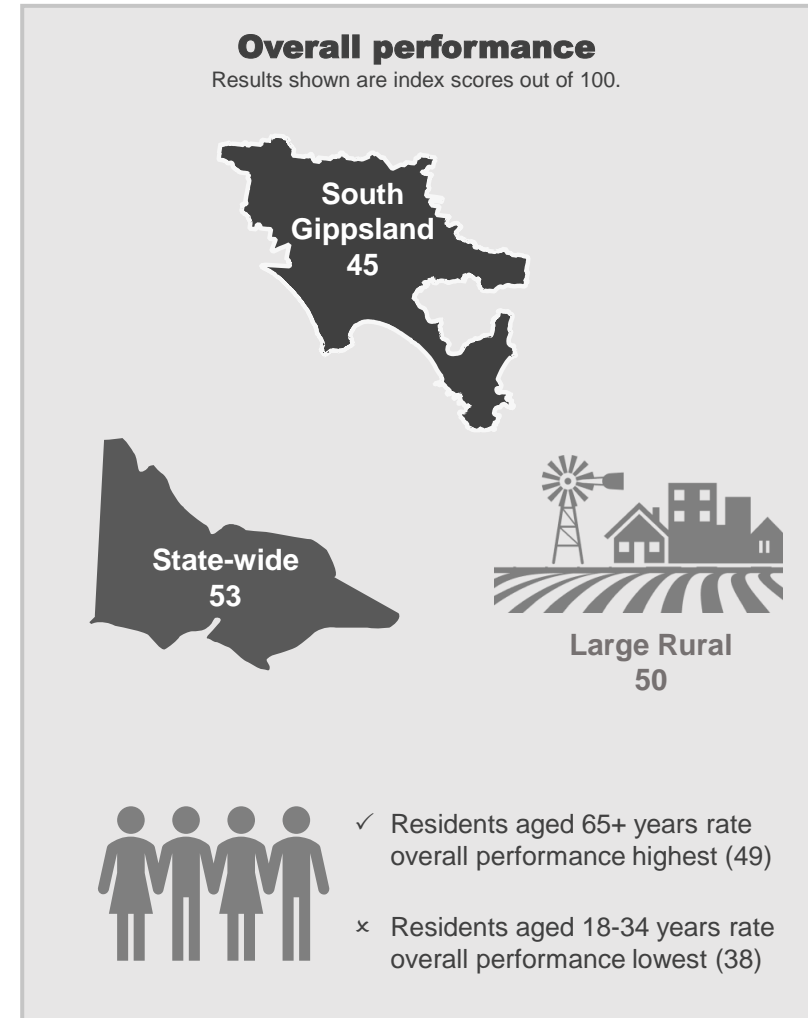
The overall performance index score of 45 for South Gippsland Shire Council represents a significant four-point decline from the 2024 result. This marks a second consecutive year of decline and Council's lowest rating in 10 years.

- Contributing to this result are significant declines in perceptions among 18 to 34 year olds, men, and Strzelecki and Tarwin Valley Ward residents.

Council's overall performance is now rated statistically significantly lower (at the 95% confidence level) than the State-wide and Large Rural group averages (index scores of 53 and 50 respectively).

- Overall performance is rated highest among residents aged 65 years and over (index score 49), and lowest among those aged 18 to 34 years (38 – now significantly below the Council average).

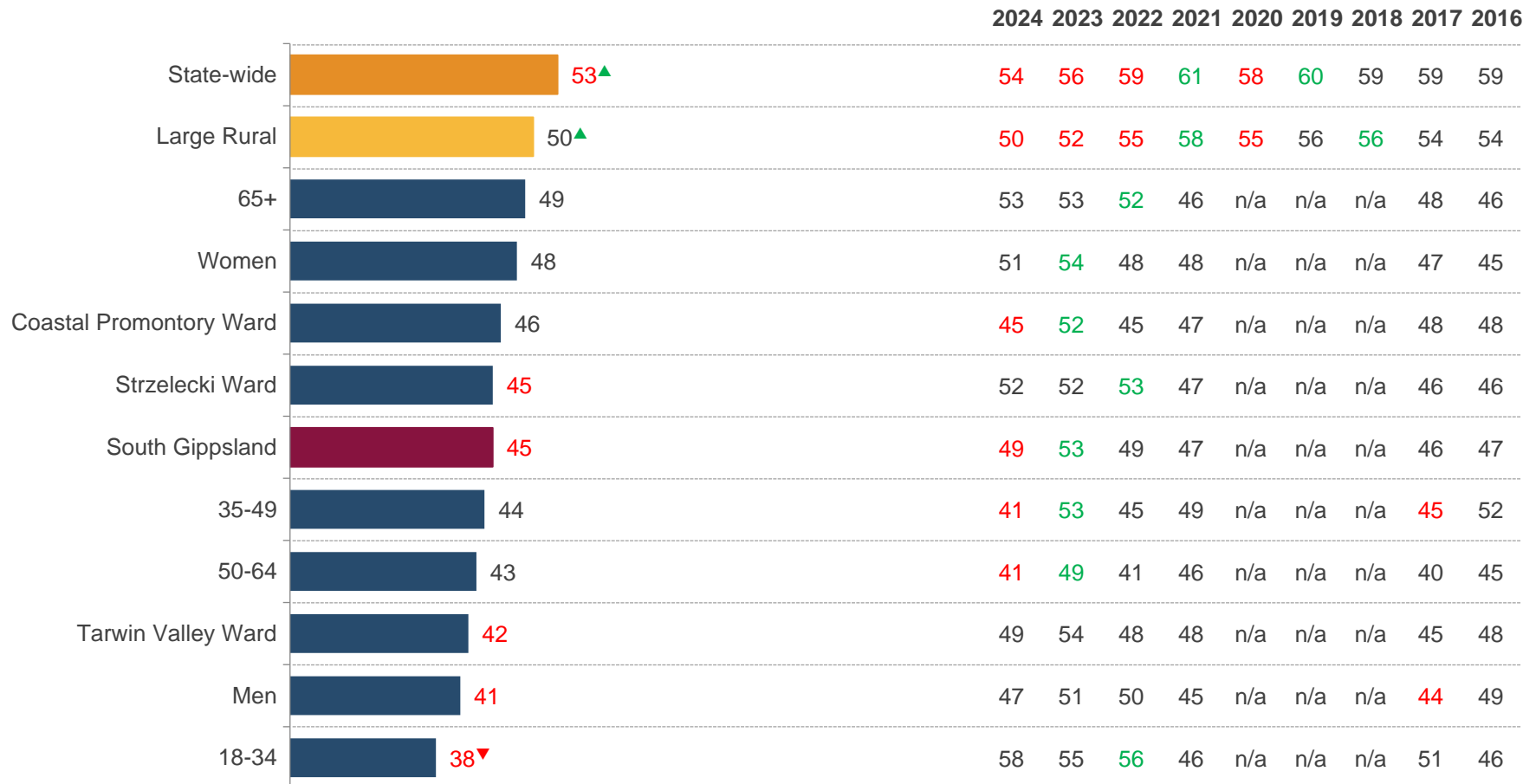
One in five residents (20%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while more than twice as many (44%) rate Council as 'very poor' or 'poor'. A further 32% rate Council as 'average' in terms of providing value for money.





# Overall performance

## 2025 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South 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?

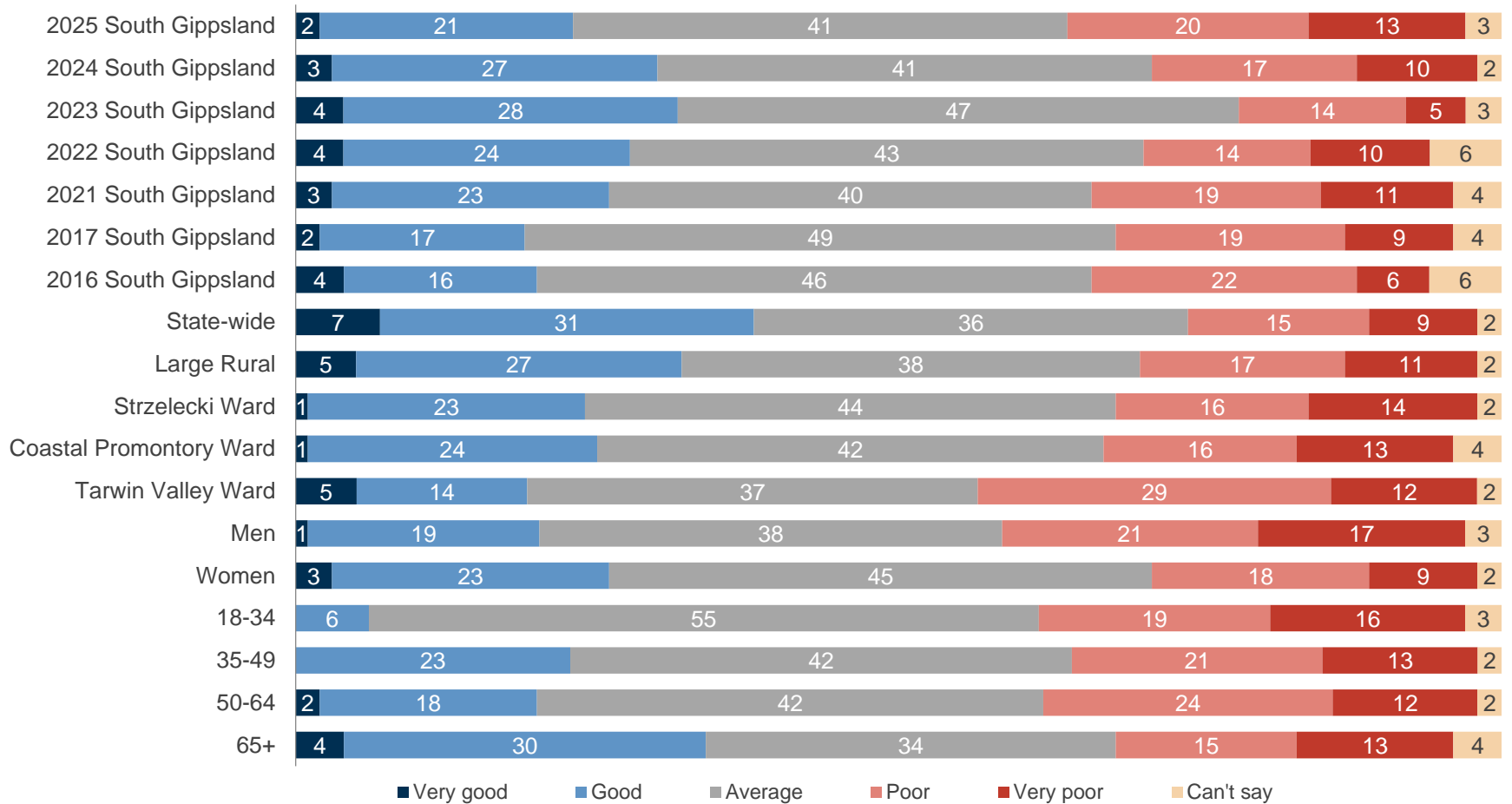
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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 South 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
State-wide	47▲	48	49	53	54	n/a	n/a	n/a	n/a	n/a
Women	43	43	45	42	45	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
65+	43	47	48	48	45	n/a	n/a	n/a	n/a	n/a
Tarwin Valley Ward	41	40	43	45	41	n/a	n/a	n/a	n/a	n/a
18-34	40	49	48	51	47	n/a	n/a	n/a	n/a	n/a
South Gippsland	39	41	44	44	43	n/a	n/a	n/a	n/a	n/a
Coastal Promontory Ward	39	38	43	42	40	n/a	n/a	n/a	n/a	n/a
Strzelecki Ward	39	46	47	45	46	n/a	n/a	n/a	n/a	n/a
35-49	37	30	38	37	38	n/a	n/a	n/a	n/a	n/a
50-64	37	35	38	35	41	n/a	n/a	n/a	n/a	n/a
Men	36	40	43	45	42	n/a	n/a	n/a	n/a	n/a

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

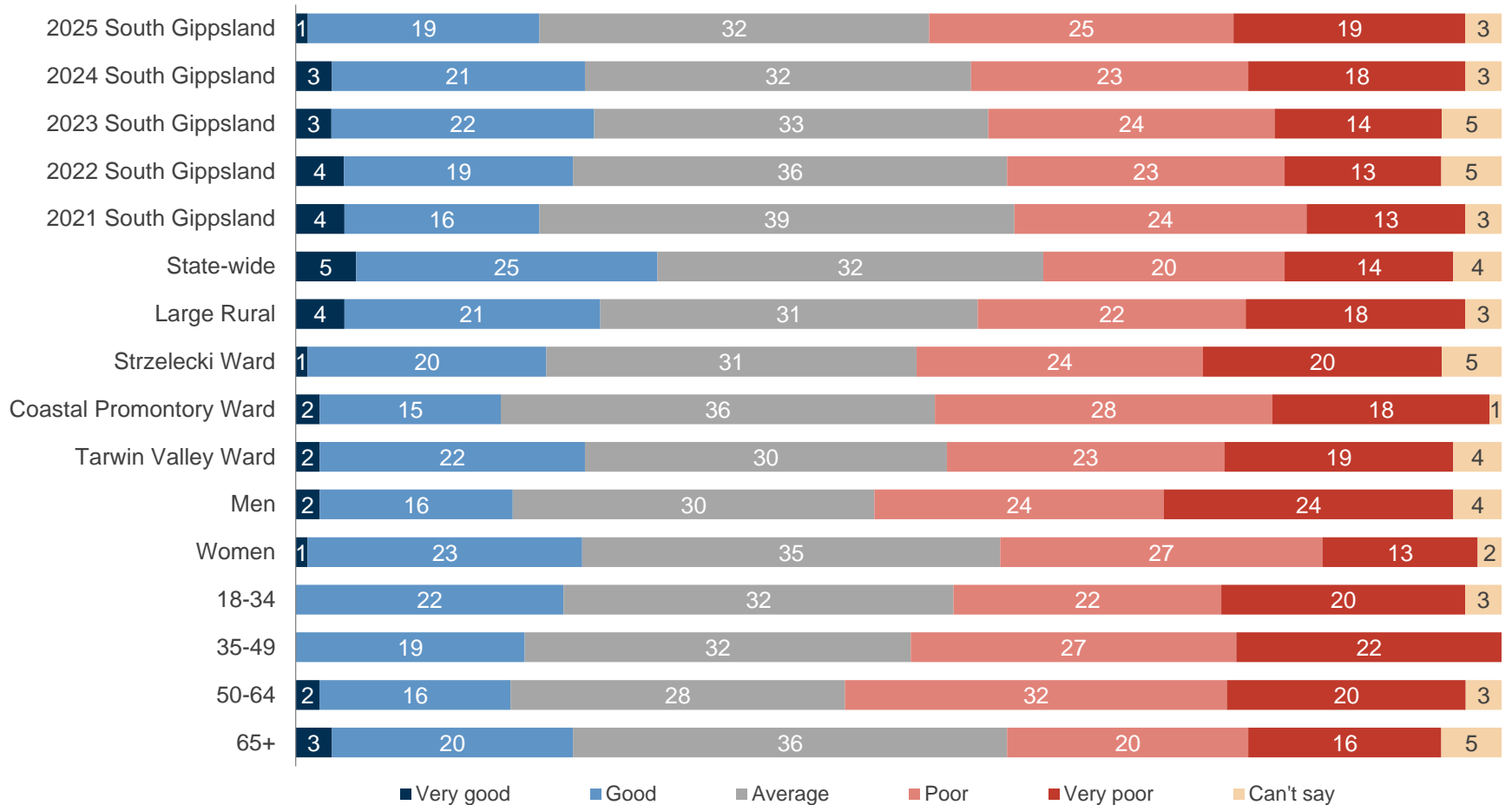
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 18

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 South 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

Waste management (index score of 59) remains the area where Council performs best, despite experiencing a three-point decline since the 2024 evaluation. Council continues to perform significantly below the State-wide and Large Rural group averages (65 and 62 respectively).

In line with these results, waste management (including hard waste and tip) remains among the top areas cited by residents as the best thing about Council (6% – noting the same proportion also cite this as the area most needing improvement).

- Performance ratings of waste management are highest among residents aged 65 years and over (66 – significantly higher than average) and are lowest among residents aged 50 to 64 years (49).
- In terms of location, ratings of waste management are consistently lower than average in the Coastal Promontory Ward, indicating this location should be prioritised for service improvements moving forward.

Consultation and engagement is Council's next highest performing service area (index score of 46). Perceptions here are not significantly different to last year, although have declined significantly among Tarwin Valley Ward residents and those aged 18 to 34 years – cohorts to watch when it comes to future consultation activities.



**Waste management (index score of 59) is the area where Council performed best in 2025.**



## Low performing service areas



Council continues to rate lowest in the condition of sealed local roads (index score of 33 – down a significant four points on 2024). This marks three consecutive years of decline and the lowest result since 2017.

- The ongoing need for Council to recover its performance in this area is reinforced by the fact that more than a quarter of residents (28%) volunteer sealed road maintenance as the area that Council needs to improve the most.
- Since the last evaluation, ratings of sealed local roads among Strzelecki Ward residents saw a significant eight-point decline.

Lobbying (index score of 44) is Council's next lowest rated service area. Here again, ratings saw a significant four-point decline in 2025.

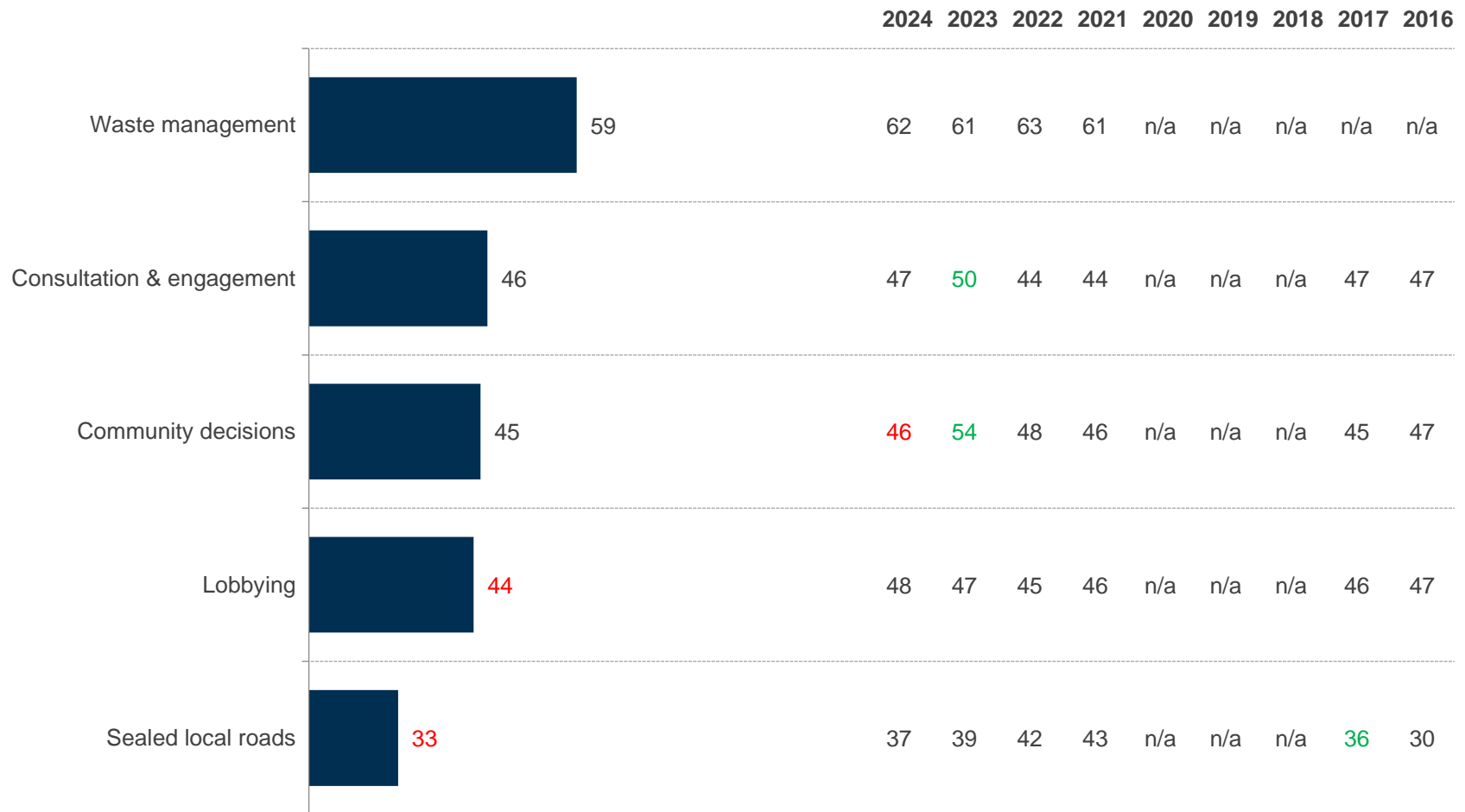
Council now performs significantly below the State-wide and Large Rural group averages in both of the aforementioned service areas.

Residents aged 18 to 34 years are a cohort that may also warrant particular attention in the coming 12 months. On almost all measures evaluated, ratings among these residents have declined significantly (customer service is the only exception).



# Individual service area performance

## 2025 individual service area performance (index scores)



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

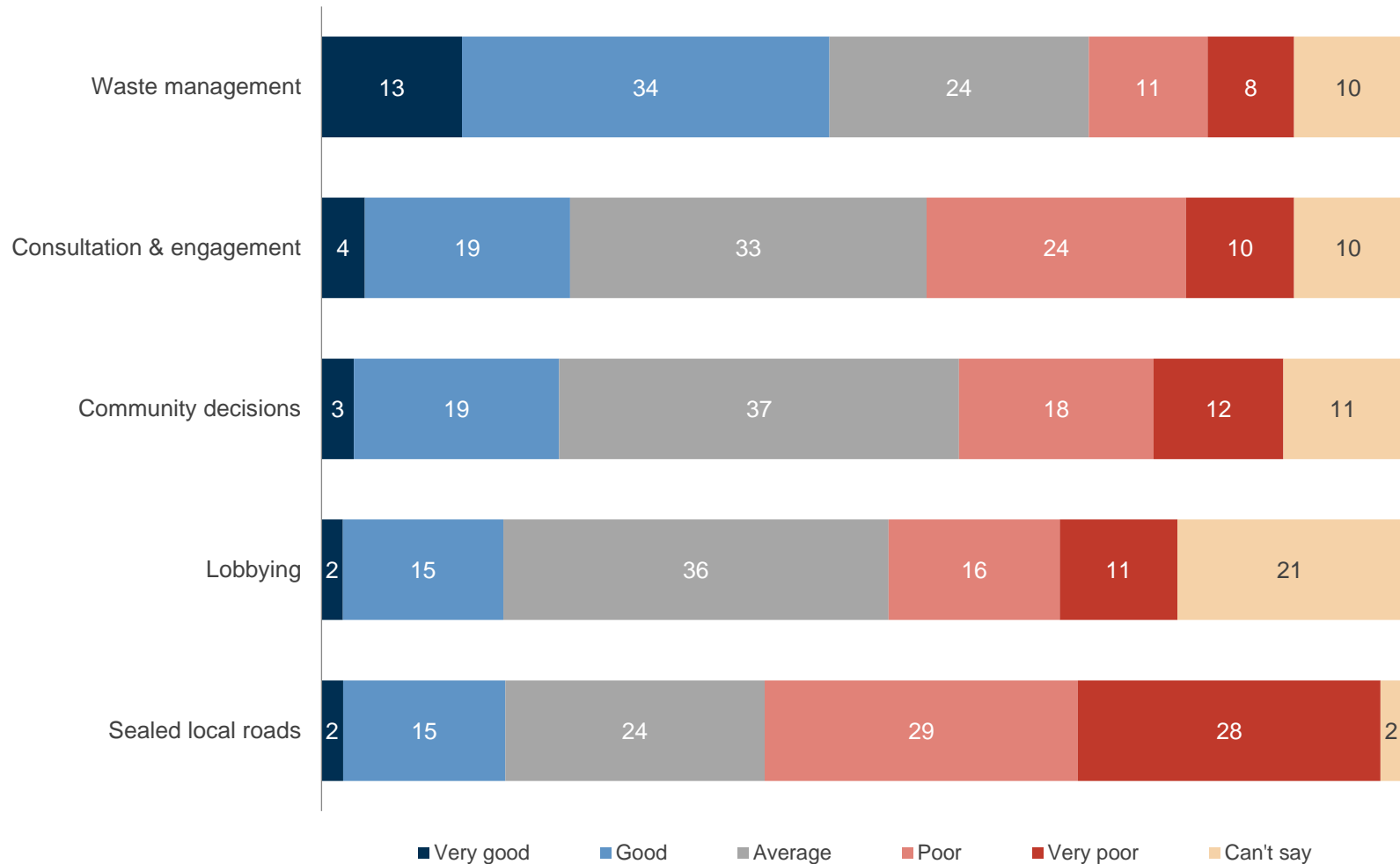
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



## Individual service area performance

2025 individual service area performance (%)



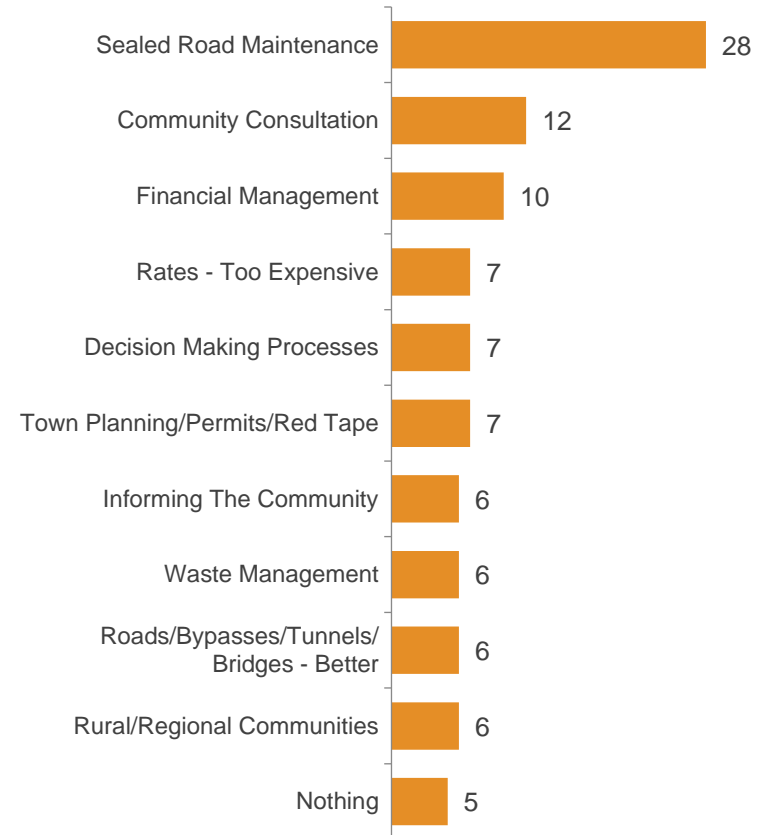


# Best things about Council and areas for improvement

**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 South 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 South 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

More than three in five households (63%) have had contact with Council in the last 12 months – unchanged from 2024.

- Rate of contact is highest among Tarwin Valley Ward residents (72%) and lowest among Coastal Promontory Ward residents (56%).



**Among those residents who have had contact with Council, 50% provide a positive customer service rating of 'very good' or 'good', including 21% of residents who rate Council's customer service as 'very good'.**

### Customer service

South Gippsland Shire Council's customer service index of 59 marks a slight, two-point improvement on the 2024 result. That said, Council's customer service is rated significantly lower than the State-wide and Large Rural group averages (index scores of 66 and 65 respectively).

Importantly, residents who have had contact with Council are almost twice as likely to provide a 'very good' or 'good' customer service rating (50%) than a 'very poor' or 'poor' rating (28%).

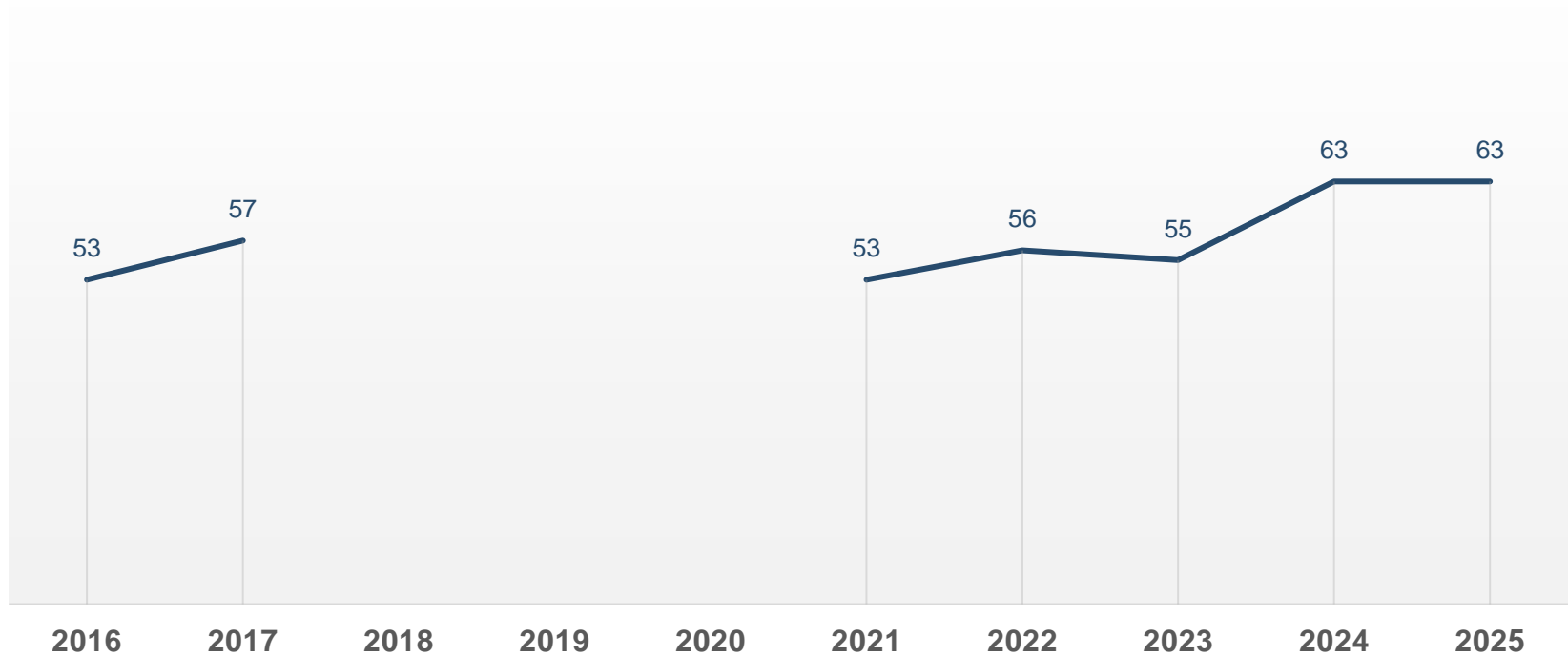
Customer service continues to be nominated by residents as one of the best things about Council (7%).

- Perceptions of Council's customer service are most positive among Coastal Promontory Ward residents (index score of 64) and least positive among Strzelecki Ward residents (54 – a series-low result for this cohort).
- Notably, customer service ratings have significantly improved among 35 to 49 year olds, suggesting that recent efforts to enhance interactions with these residents have been effective.



## Contact with council

**2025 contact with council (%)**  
Have had contact



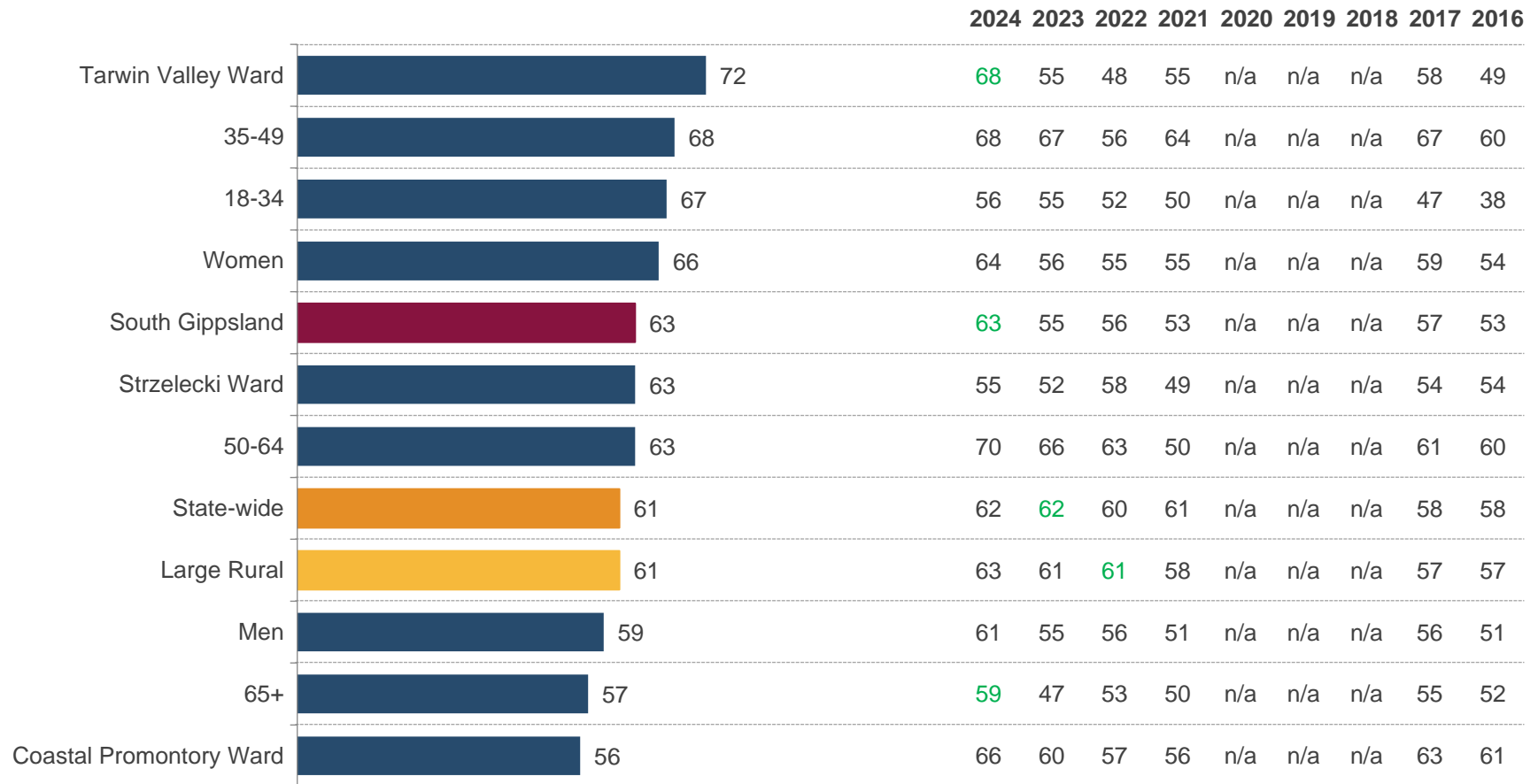
Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9



# Contact with council

## 2025 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 32 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
State-wide	66▲	67	67	68	70	70	71	70	69	69
Large Rural	65▲	65	65	67	68	68	69	67	66	67
Coastal Promontory Ward	64	58	66	61	54	n/a	n/a	n/a	64	64
Women	63	61	64	68	56	n/a	n/a	n/a	65	62
50-64	62	58	59	61	64	n/a	n/a	n/a	59	68
65+	59	61	62	67	59	n/a	n/a	n/a	65	67
South Gippsland	59	57	62	66	56	n/a	n/a	n/a	61	65
Tarwin Valley Ward	57	56	61	73	52	n/a	n/a	n/a	60	67
35-49	56	44	65	67	55	n/a	n/a	n/a	59	61
18-34	55	64	61	67	42	n/a	n/a	n/a	60	67
Men	55	53	60	64	56	n/a	n/a	n/a	57	69
Strzelecki Ward	54	58	59	67	60	n/a	n/a	n/a	61	64

Q5c. Thinking of the most recent contact, how would you rate South 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.

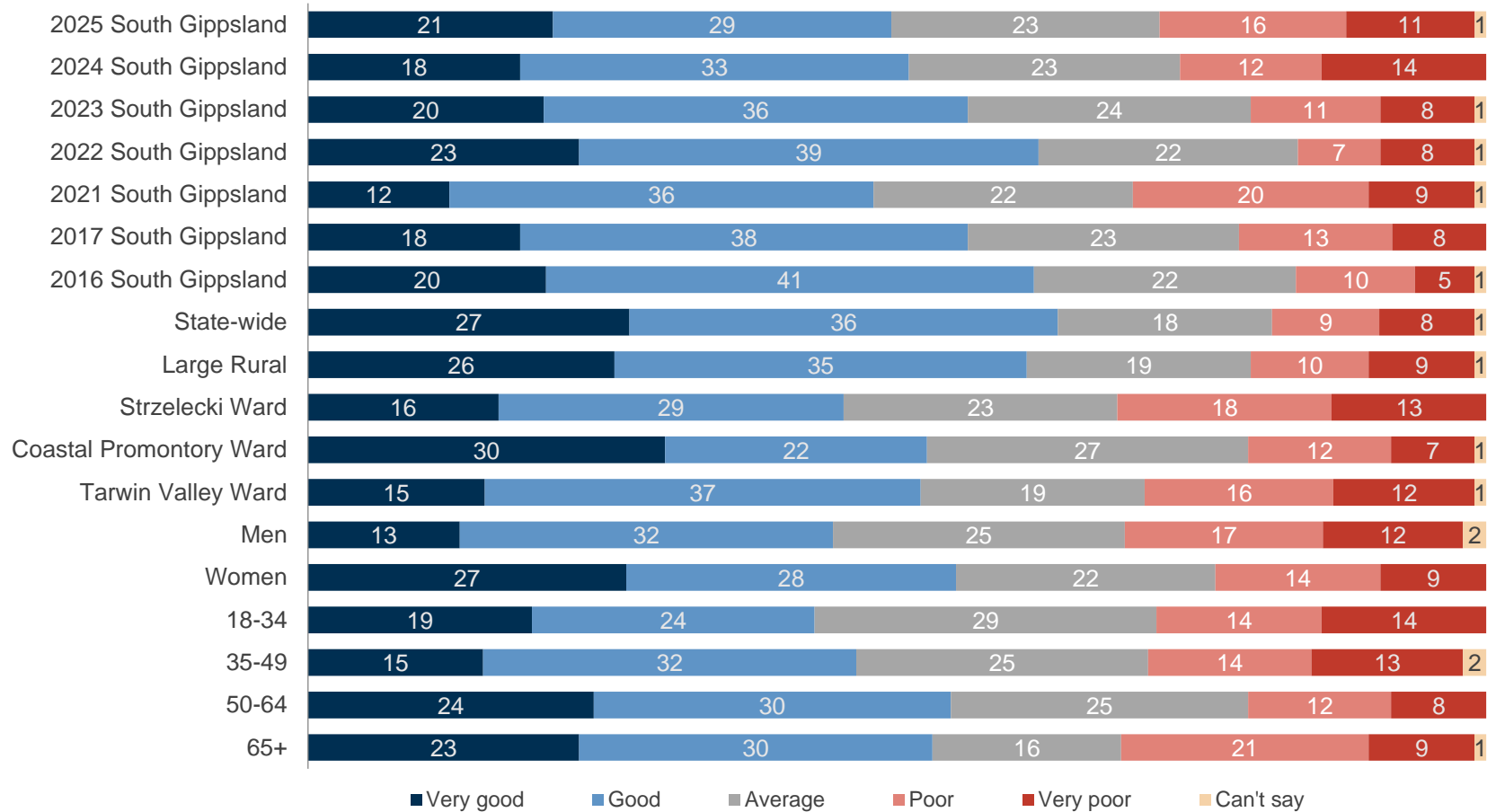
Councils asked State-wide: 56 Councils asked group: 18

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



# Customer service rating

## 2025 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate South 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



# **Council direction**





## Council direction

Over the last 12 months, perceptions of the direction of South Gippsland Shire Council's overall performance have significantly declined (index score of 44, down seven points).

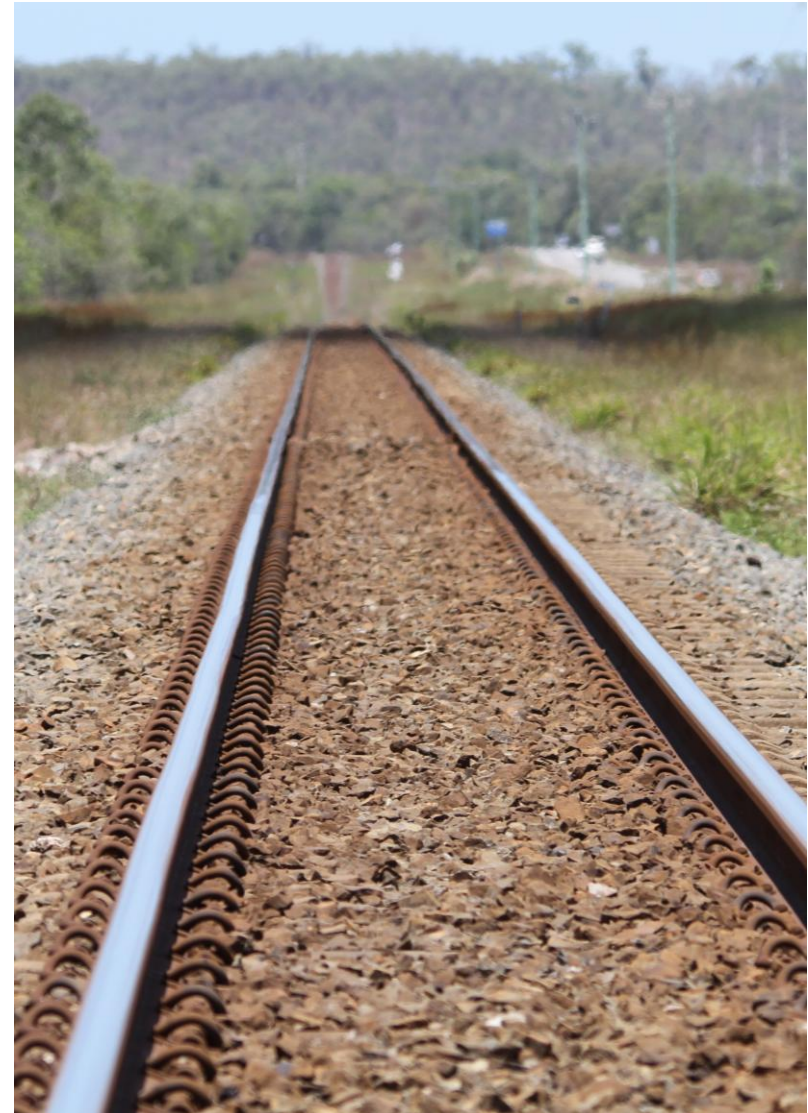
- This is largely driven by significant declines in perceptions among residents aged 18 to 34 years, men, and residents in the Coastal Promontory and Tarwin Valley Wards.

Council rates in line with both the State-wide and Large Rural group averages on overall council direction (index scores of 46 and 44 respectively) – where previously it performed significantly higher than the averages of both groups.

Over the last 12 months, just 12% of residents believe the direction of Council's overall performance has improved (compared to 20% in 2024).

An increased majority of residents (61%, up five percentage points) think it has stayed the same, and 23% think it has deteriorated (up five percentage points).

- The most satisfied with council direction are women.
- The least satisfied with council direction are men and 18 to 34 year olds.





# Overall council direction last 12 months

## 2025 overall council direction (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	48	54	62	49	44	n/a	n/a	n/a	53	40
State-wide	46	45	46	50	53	51	53	52	53	51
35-49	45	47	58	50	42	n/a	n/a	n/a	49	47
Strzelecki Ward	45	50	58	58	45	n/a	n/a	n/a	49	45
50-64	45	48	60	47	48	n/a	n/a	n/a	47	36
65+	45	51	62	52	44	n/a	n/a	n/a	57	43
South Gippsland	44	51	61	51	45	n/a	n/a	n/a	51	43
Large Rural	44	42	44	47	51	50	51	52	52	48
Tarwin Valley Ward	44	53	64	44	42	n/a	n/a	n/a	53	41
Coastal Promontory Ward	43	51	60	46	46	n/a	n/a	n/a	54	42
18-34	40	60	61	52	46	n/a	n/a	n/a	51	46
Men	40	48	59	52	45	n/a	n/a	n/a	50	46

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

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

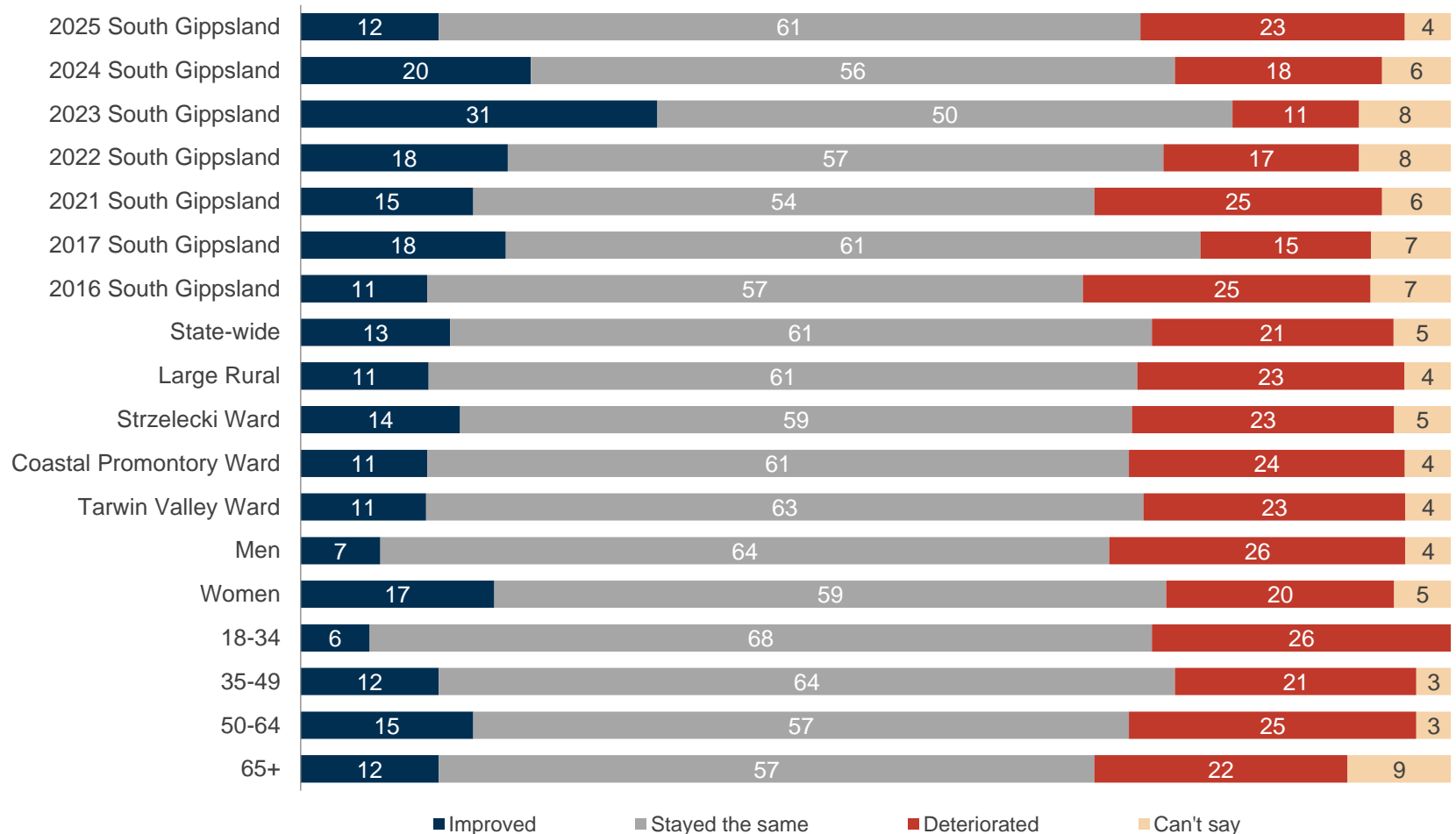
Note: Please see Appendix A for explanation of significant differences.





## 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, resembling a map or a data network, overlaid on its shape.

# **Individual service areas**



# Community consultation and engagement performance



## 2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	50▲	51	52	54	56	55	56	55	55	54
Strzelecki Ward	49	47	47	45	43	n/a	n/a	n/a	46	50
Women	49	50	53	41	46	n/a	n/a	n/a	51	48
Large Rural	48	48	49	51	54	54	54	54	52	52
65+	47	49	48	47	42	n/a	n/a	n/a	50	47
35-49	46	43	46	40	44	n/a	n/a	n/a	47	52
South Gippsland	46	47	50	44	44	n/a	n/a	n/a	47	47
50-64	46	41	51	34	41	n/a	n/a	n/a	44	46
Coastal Promontory Ward	44	43	48	38	45	n/a	n/a	n/a	53	47
18-34	43	56	59	50	52	n/a	n/a	n/a	47	42
Tarwin Valley Ward	43	52	55	50	45	n/a	n/a	n/a	46	45
Men	42	44	47	46	43	n/a	n/a	n/a	43	46

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

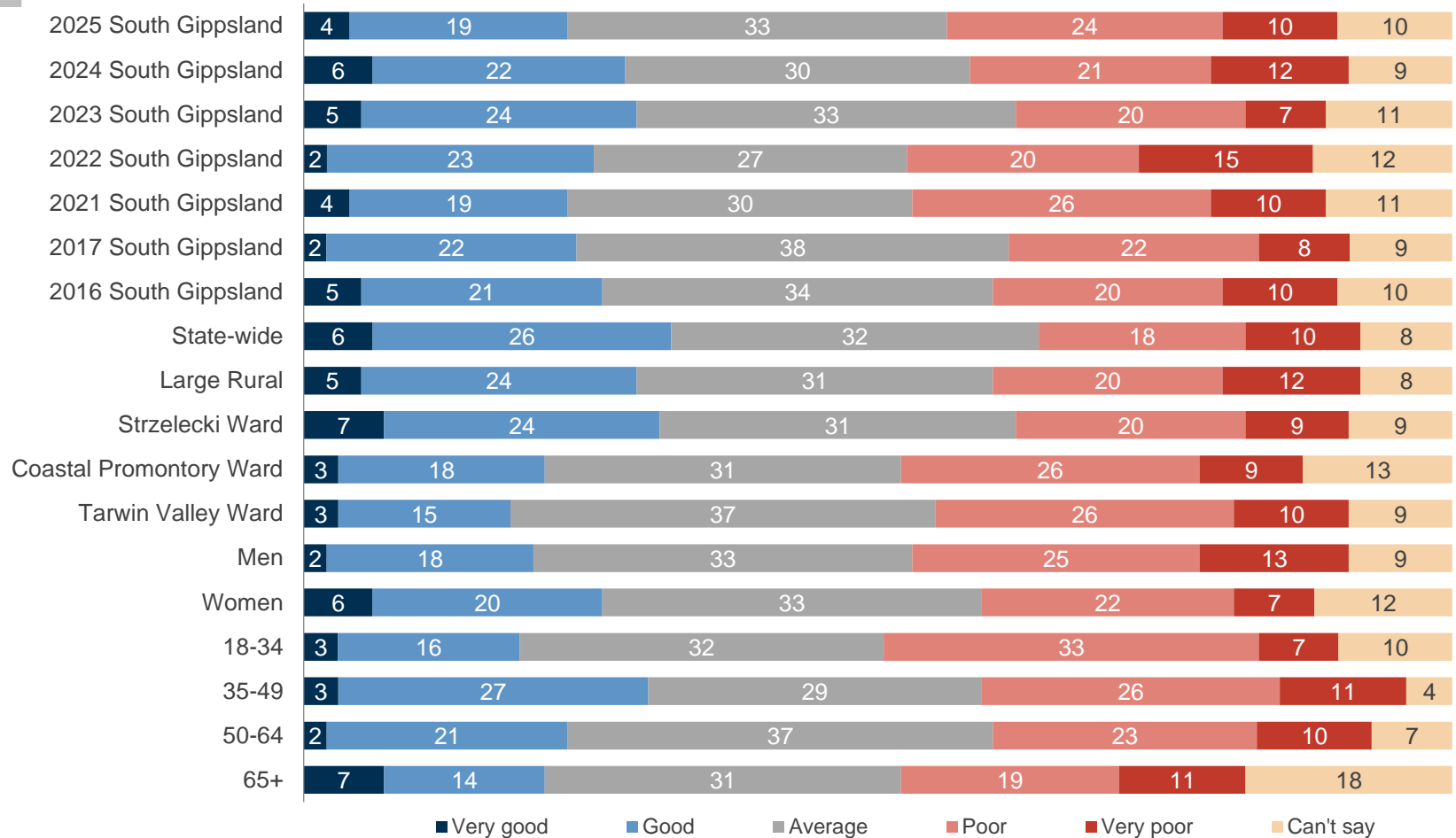
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2025 consultation and engagement performance (%)





# Lobbying on behalf of the community performance



## 2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	49▲	50	51	53	55	53	54	54	54	53
18-34	48	63	50	52	53	n/a	n/a	n/a	46	53
Large Rural	47▲	47	49	51	54	53	52	52	51	50
Coastal Promontory Ward	45	46	47	41	49	n/a	n/a	n/a	49	50
Women	44	49	49	43	48	n/a	n/a	n/a	50	45
South Gippsland	44	48	47	45	46	n/a	n/a	n/a	46	47
50-64	43	38	46	36	43	n/a	n/a	n/a	42	43
Men	43	47	45	48	44	n/a	n/a	n/a	41	50
Tarwin Valley Ward	43	50	46	49	44	n/a	n/a	n/a	45	47
Strzelecki Ward	42	48	49	47	45	n/a	n/a	n/a	45	47
65+	42	49	48	49	43	n/a	n/a	n/a	48	46
35-49	41	42	43	42	47	n/a	n/a	n/a	47	49

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

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

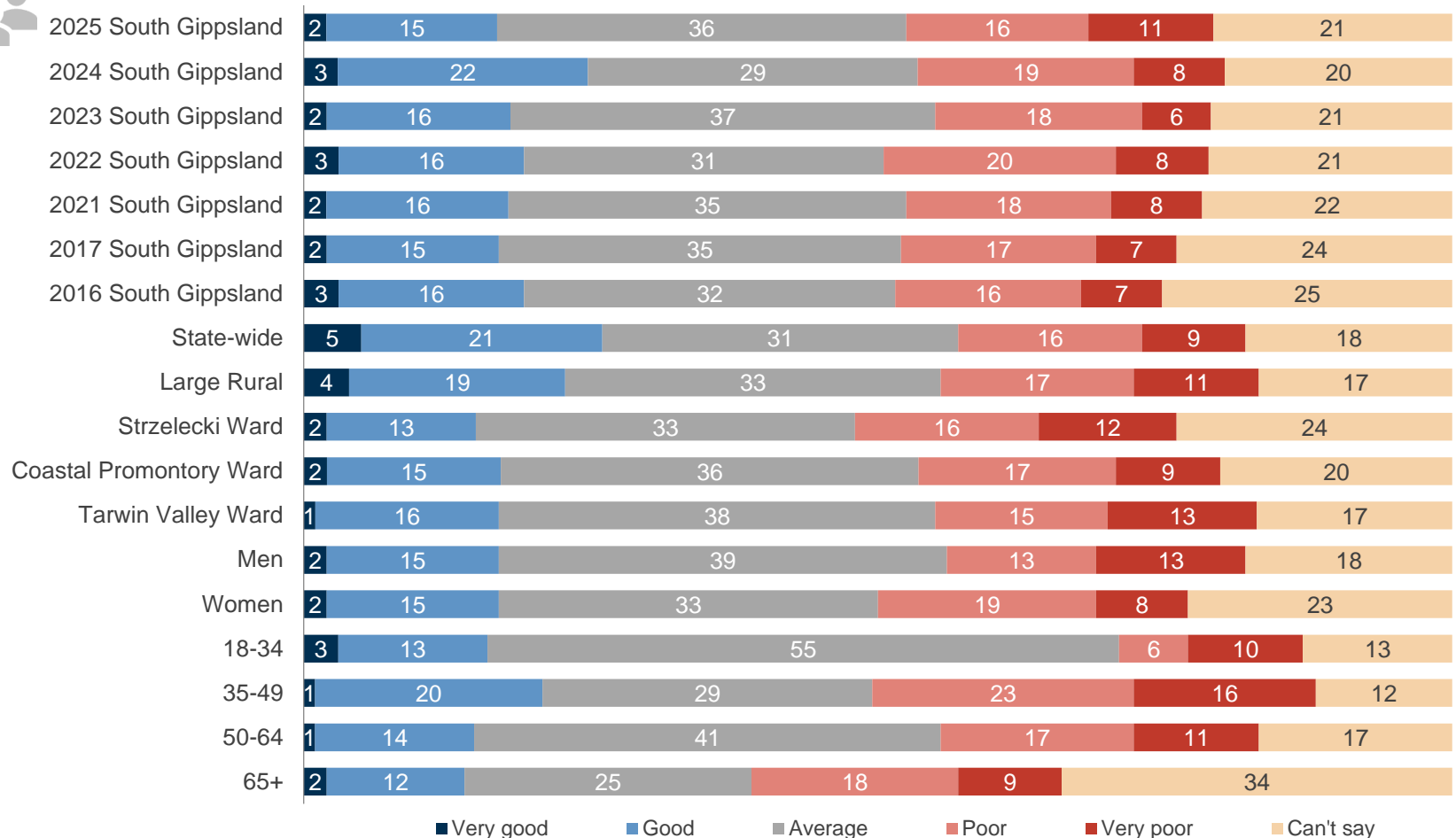
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



## 2025 lobbying performance (%)



# Decisions made in the interest of the community performance



## 2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	49▲	50	51	54	56	53	55	54	54	54
Women	48	47	56	47	49	n/a	n/a	n/a	47	46
18-34	47	55	59	54	49	n/a	n/a	n/a	47	51
Large Rural	46	46	48	51	54	52	52	52	51	50
Strzelecki Ward	46	49	55	54	46	n/a	n/a	n/a	45	47
65+	46	50	53	50	45	n/a	n/a	n/a	49	44
Tarwin Valley Ward	46	47	52	48	41	n/a	n/a	n/a	45	47
South Gippsland	45	46	54	48	46	n/a	n/a	n/a	45	47
50-64	45	37	53	42	46	n/a	n/a	n/a	41	46
Coastal Promontory Ward	44	43	54	41	49	n/a	n/a	n/a	47	48
35-49	43	41	49	45	44	n/a	n/a	n/a	45	51
Men	43	45	51	50	43	n/a	n/a	n/a	44	49

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

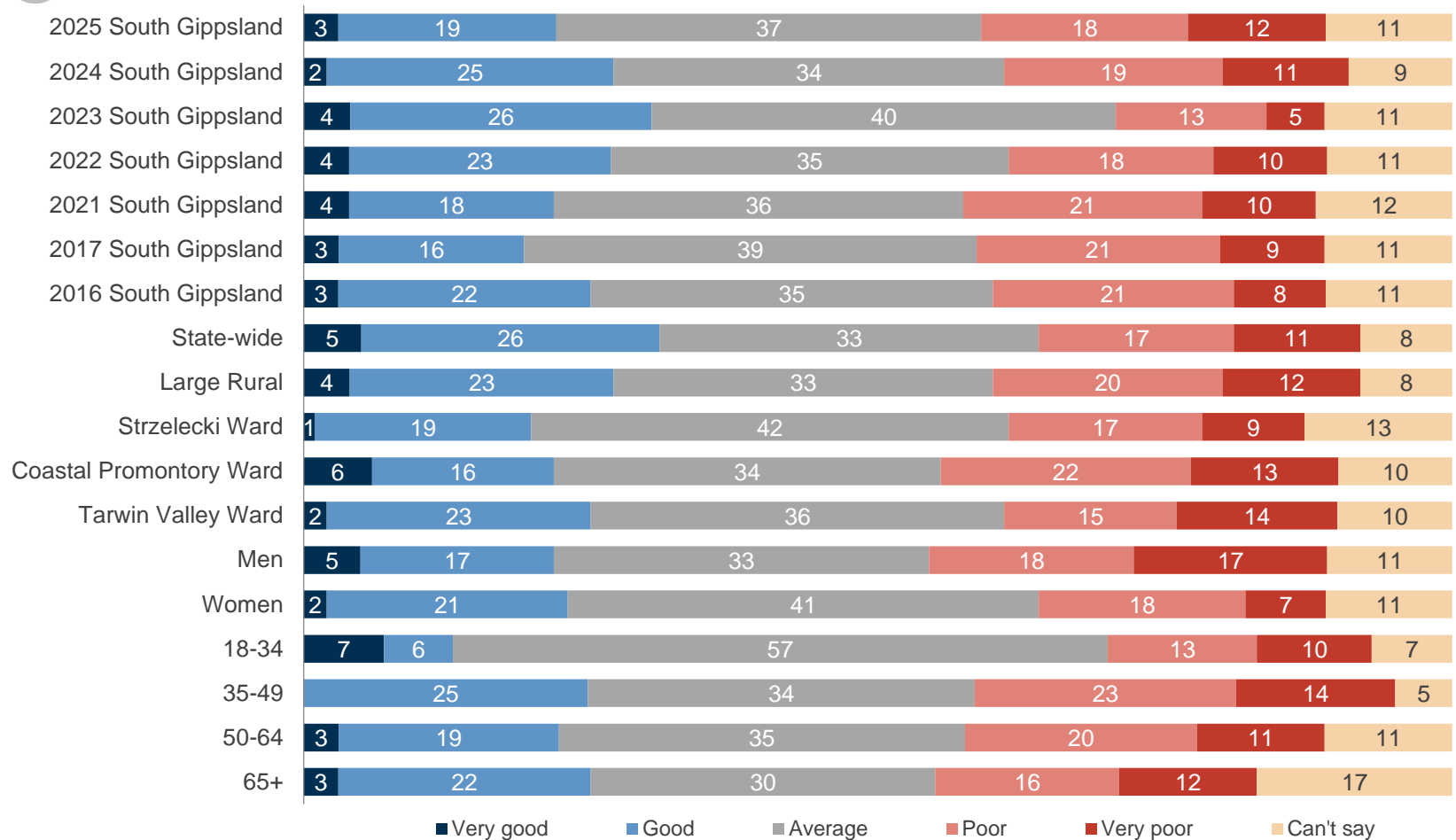
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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 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
Large Rural	39▲	38	40	45	50	47	47	45	43	44
65+	36	40	43	47	48	n/a	n/a	n/a	39	36
50-64	35	33	34	34	43	n/a	n/a	n/a	34	30
Strzelecki Ward	34	42	38	47	42	n/a	n/a	n/a	36	29
Men	34	37	42	46	43	n/a	n/a	n/a	34	35
South Gippsland	33	37	39	42	43	n/a	n/a	n/a	36	30
Tarwin Valley Ward	33	31	39	43	44	n/a	n/a	n/a	35	30
Women	33	36	37	38	43	n/a	n/a	n/a	38	24
Coastal Promontory Ward	33	36	41	35	44	n/a	n/a	n/a	38	32
35-49	32	30	34	37	37	n/a	n/a	n/a	35	31
18-34	27	42	41	44	41	n/a	n/a	n/a	34	16

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

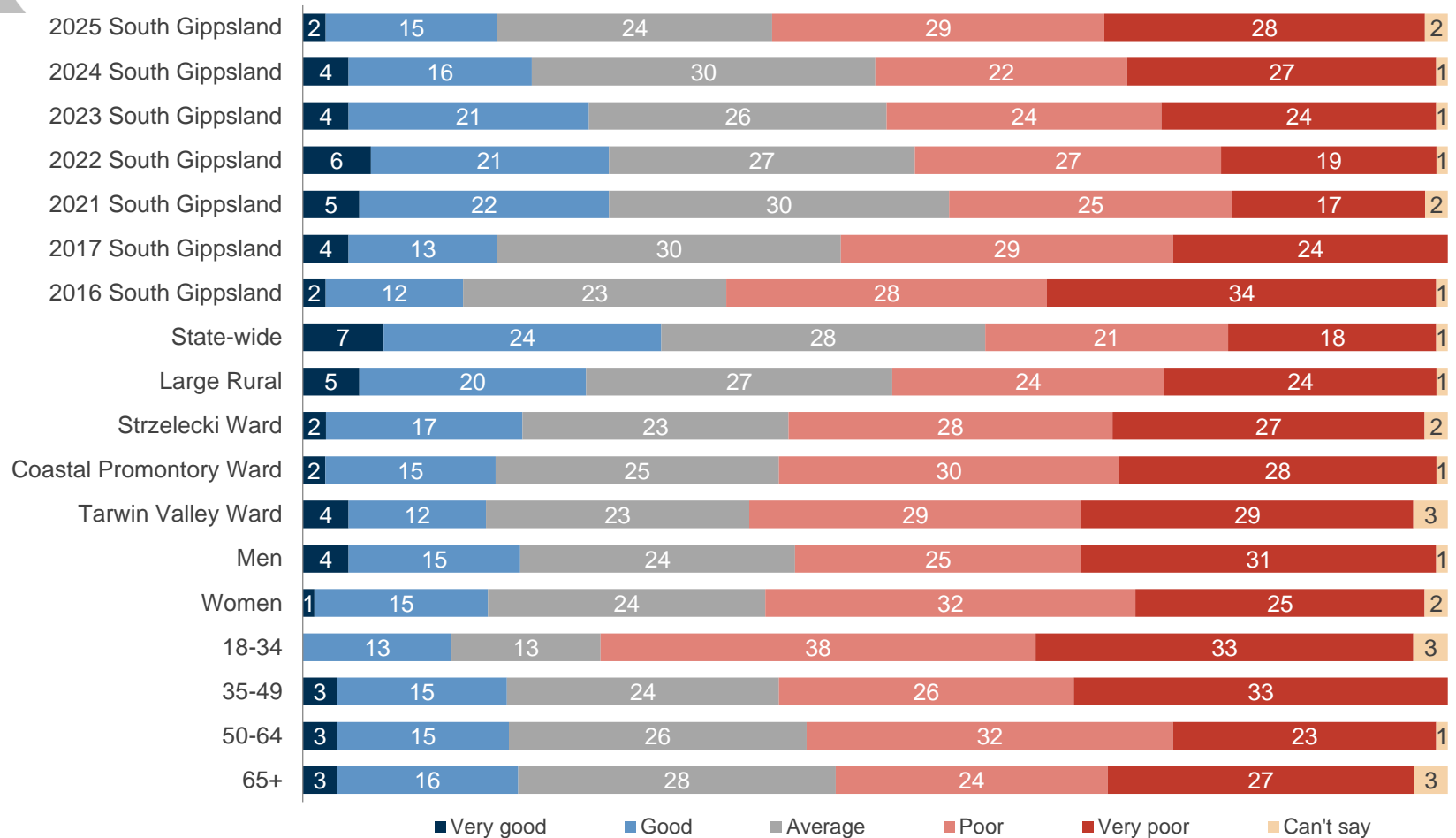
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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 (%)





# Waste management performance



## 2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	66▲	66	64	68	67	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	67	66	68	69	65	68	70	71	70
Strzelecki Ward	62	62	66	67	60	n/a	n/a	n/a	n/a	n/a
Large Rural	62▲	65	65	65	66	62	64	67	68	66
Men	59	64	61	65	63	n/a	n/a	n/a	n/a	n/a
Women	59	60	61	62	60	n/a	n/a	n/a	n/a	n/a
South Gippsland	59	62	61	63	61	n/a	n/a	n/a	n/a	n/a
Tarwin Valley Ward	59	63	62	63	66	n/a	n/a	n/a	n/a	n/a
35-49	57	52	54	65	56	n/a	n/a	n/a	n/a	n/a
Coastal Promontory Ward	56	61	54	58	59	n/a	n/a	n/a	n/a	n/a
18-34	56	67	61	62	61	n/a	n/a	n/a	n/a	n/a
50-64	55	59	59	54	56	n/a	n/a	n/a	n/a	n/a

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

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

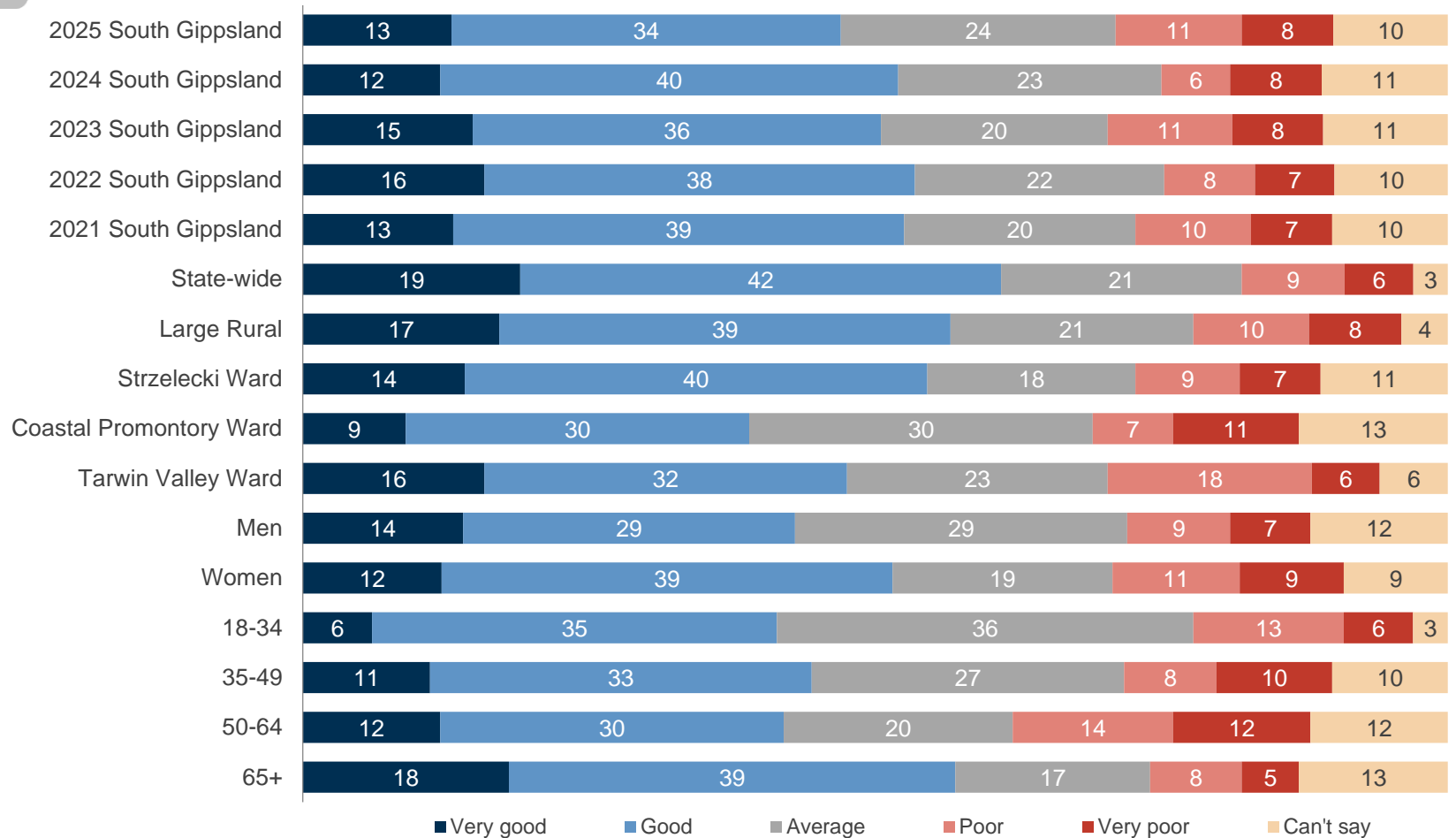
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2025 waste management performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the slide. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or concert, with some individuals wearing red and white clothing.

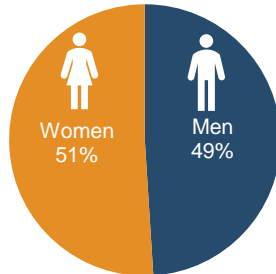
## **Detailed demographics**



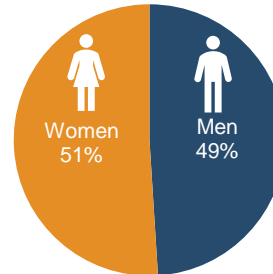
## Gender and age profile

### 2025 gender

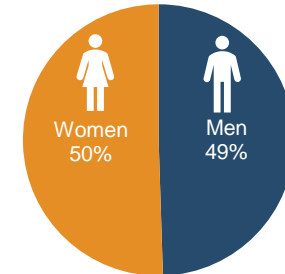
#### South Gippsland



#### Large Rural

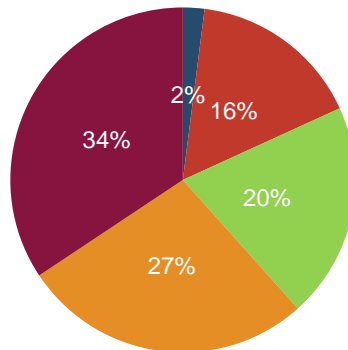


#### State-wide

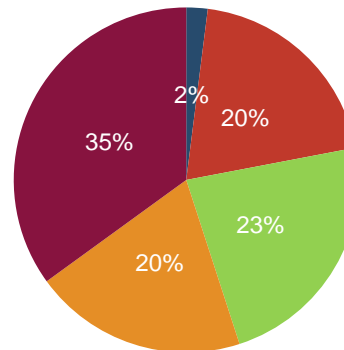


### 2025 age

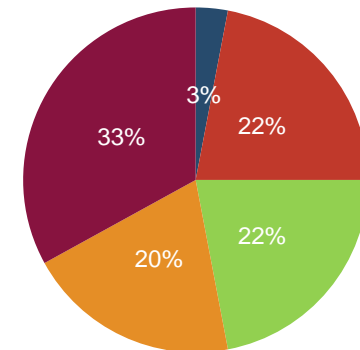
#### South Gippsland



#### 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.



# **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 South 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 24,200 people aged 18 years or over for South Gippsland Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
South Gippsland Shire Council	400	400	+/-4.9
Men	196	195	+/-7.0
Women	201	202	+/-6.9
Strzelecki Ward	150	144	+/-8.0
Coastal Promontory Ward	147	150	+/-8.1
Tarwin Valley Ward	103	106	+/-9.7
18-34 years	31	75	+/-17.9
35-49 years	75	82	+/-11.4
50-64 years	132	110	+/-8.5
65+ years	162	134	+/-7.7



## 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 graphics: a line graph with an upward trend in the upper left, and a bar chart with several bars of varying heights in the lower right.

## **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](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

---

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

- 2024, n=400 completed interviews, conducted across four quarters from 1<sup>st</sup> June 2023 – 18<sup>th</sup> March 2024.
- 2023, n=401 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> 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 South 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 South Gippsland Shire Council.

Survey sample matched to the demographic profile of South 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 46% mobile phone numbers to cater to the diversity of residents within South Gippsland Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in South Gippsland Shire Council. Survey fieldwork was conducted across four quarters from 6<sup>th</sup> June 2024 – 16<sup>th</sup> 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

South 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 South 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.

# THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

# FIND OUT WHAT THEY'RE THINKING.



**Contact us**  
03 8685 8555



**Follow us**  
@JWSResearch

**John Scales**  
Founder  
[jscales@jwsresearch.com](mailto:jscales@jwsresearch.com)

**Mark Zuker**  
Managing Director  
[mzucker@jwsresearch.com](mailto:mzucker@jwsresearch.com)

**Katrina Cox**  
Director of Client Services  
[kcox@jwsresearch.com](mailto:kcox@jwsresearch.com)



J W S R E S E A R C H