



2026 Local Government Community Satisfaction Survey

**South Gippsland
Shire Council**



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Background and objectives

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

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

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

- councils' overall performance, with benchmarking against other participating councils
- 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 27 years

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.

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.



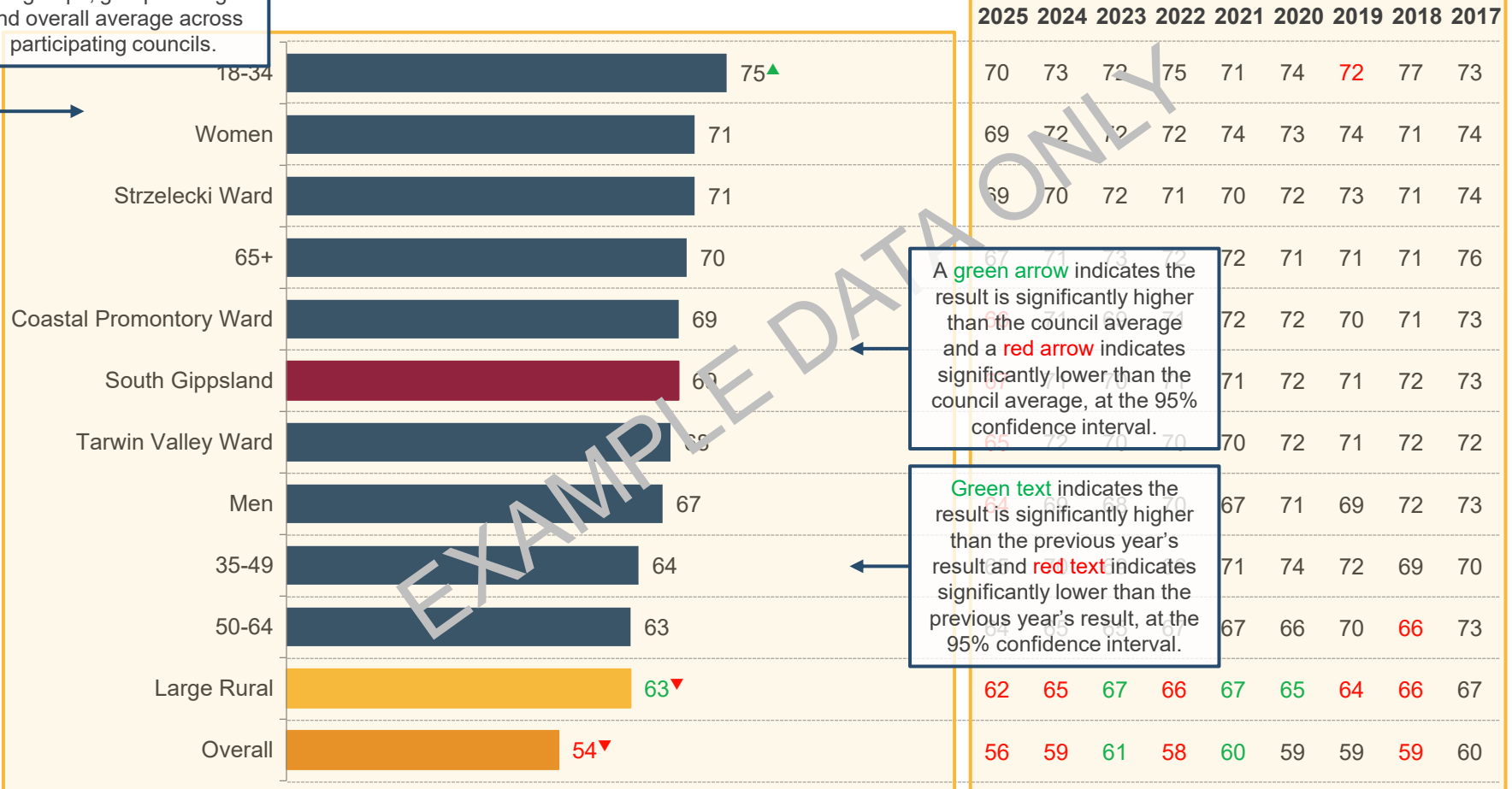
How to read index score charts in this report

Main chart shows the results among the total sample, subgroups, group average and overall average across participating councils.

2026 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results



Question asked and base size(s)

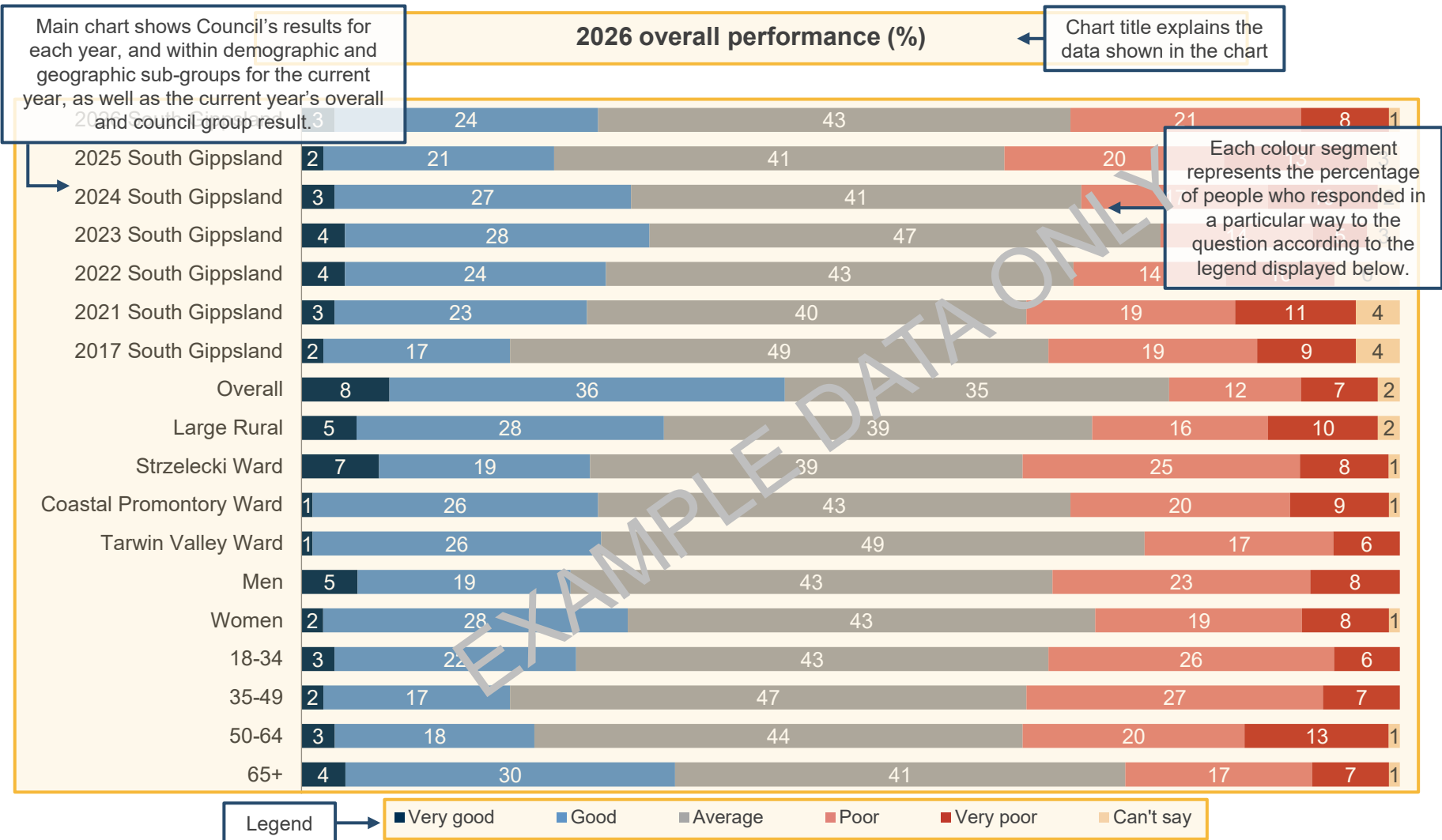
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked: 23 Councils asked group: 7

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



How to read stacked bar charts in this report



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: 23 Councils asked group: 7

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

Key findings and recommendations



South Gippsland Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



South
Gippsland 48



Large Rural 50



Overall 57

Council performance compared to group average

Top performing areas



Waste management

= on par



Consultation & engagement

= on par

Bottom performing area



Sealed local roads

▼ lower



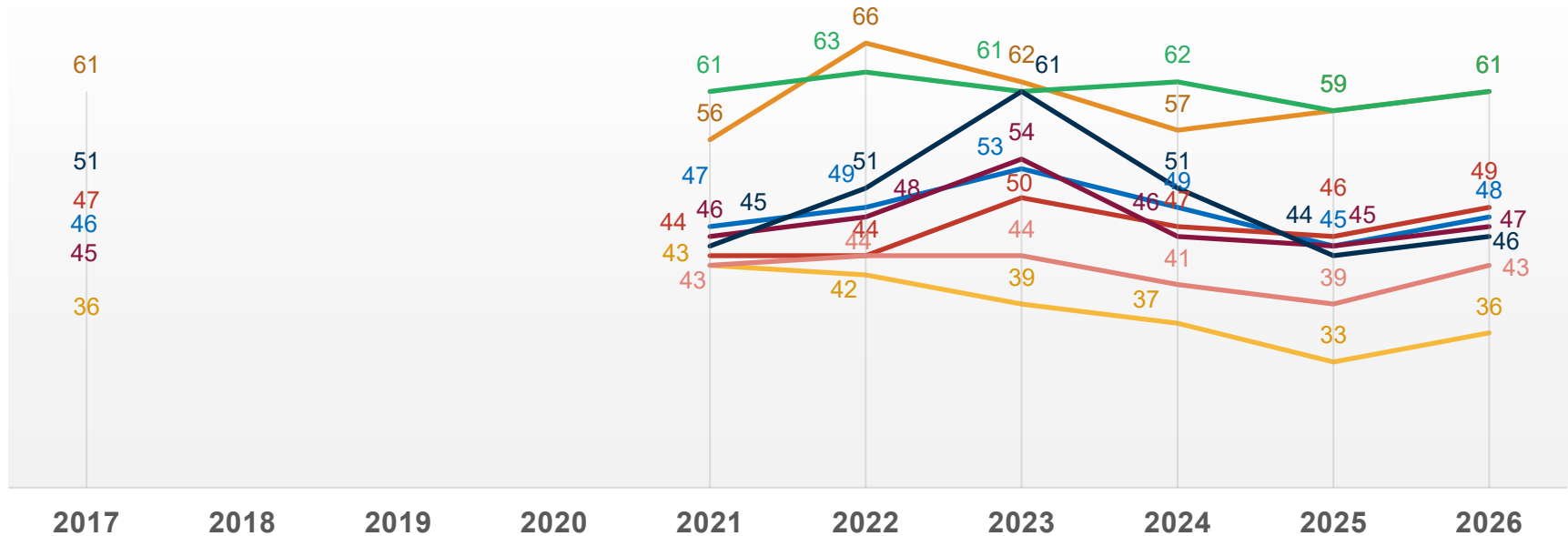
Customer service

▼ lower



Summary of core measures

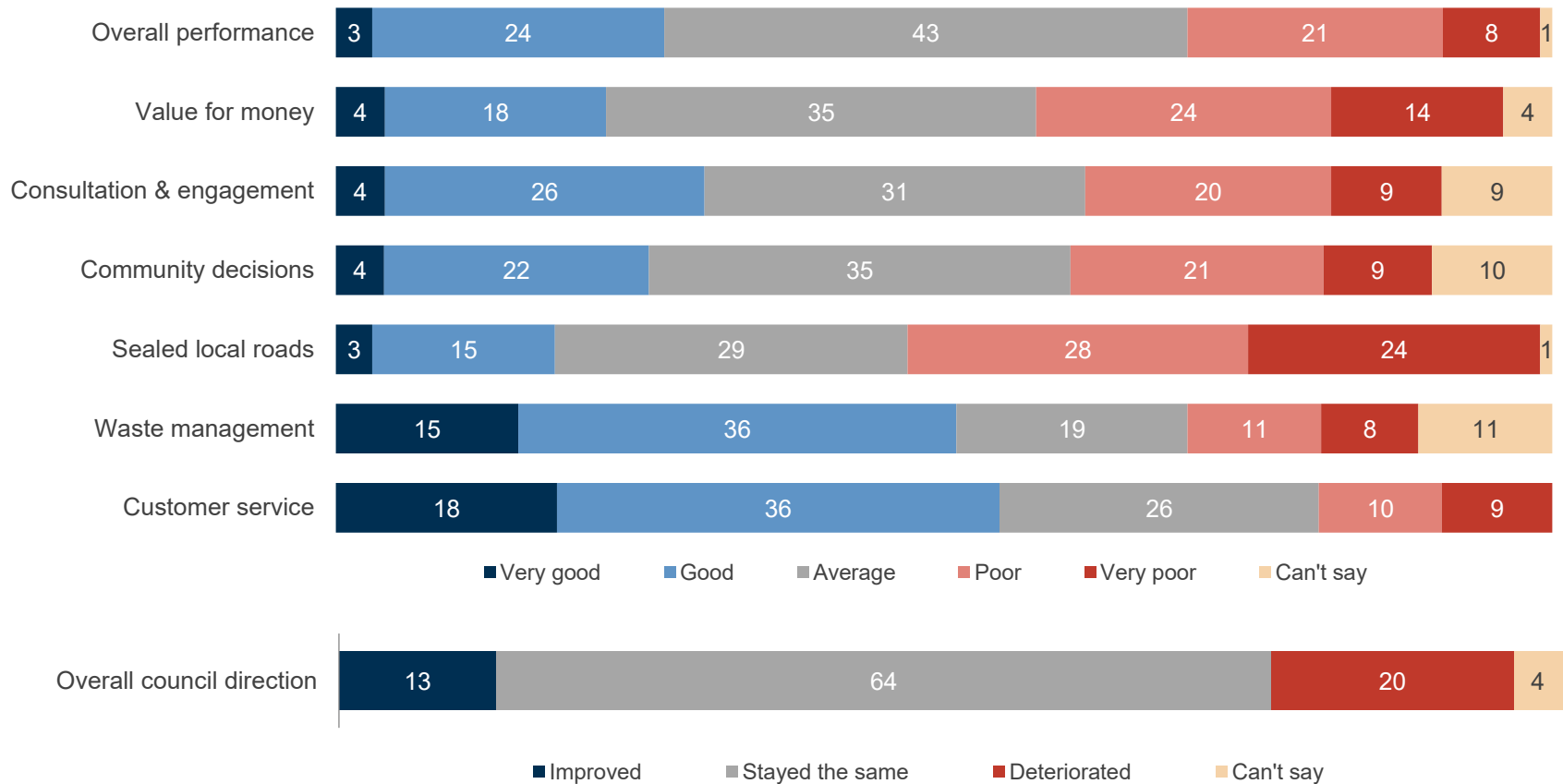
Index scores





Summary of core measures

Core measures summary results (%)





Summary of South Gippsland Shire Council performance

Services		South Gippsland 2026	South Gippsland 2025	Large Rural 2026	Overall 2026	Highest score	Lowest score
	Overall performance	48	45	50	57	65+ years	50-64 years
	Value for money	43	39	44	49	65+ years	50-64 years
	Overall council direction	46	44	44	48	65+ years, Men	50-64 years
	Customer service	61	59	66	69	Men, 50-64 years	Women, 18-34 years
	Waste management	61	59	64	69	65+ years	50-64 years
	Consultation & engagement	49	46	49	53	18-34 years	50-64 years
	Community decisions	47	45	47	52	35-49 years, 65+ years	50-64 years
	Lobbying	47	44	49	54	Coastal Promontory Ward residents	Strzelecki Ward residents
	Sealed local roads	36	33	39	46	Strzelecki Ward residents, 65+ years	Coastal Promontory Ward residents, 18-34 years



Focus areas for the next 12 months

Overview

Perceptions of South Gippsland Shire Council's overall performance have improved slightly from 2025, stemming two years of significant decline (index score 48, up three points). Council's overall performance is now rated in-line with the Large Rural group but remains significantly lower than the Overall average across participating councils State-wide (the Overall average). Council's rating in all other evaluated service areas show slight improvement, and significantly so for value for money. This is a positive result for Council.

Focus areas

In the next twelve months Council should focus its efforts on improving perceptions of the condition of sealed local roads. Although there has been a slight improvement since 2025, this has consistently been Council's lowest performing area. In addition, one in four residents (25%) nominate sealed road maintenance as the area Council needs to improve most. Residents in Coastal Promontory Ward provide the lowest ratings in this service area, so targeting this geographic area should be a key priority for improvement.

Comparison to Overall and area grouping

On most core and individual service areas evaluated, Council performs in line with the Large Rural group average. The exceptions are sealed local roads and customer service, where Council's performance is rated significantly lower than the Large Rural group average. When it comes to the Overall group average, Council's performance rates significantly lower on virtually all core and individual service areas evaluated.

Shore up improved performance

Council should look to maintain and build upon its improved performance across most measures over the next 12 months. To assist, it may be worth paying particular attention to interactions with 50 to 64 year olds in the coming 12 months. This group provides the lowest ratings in many service areas. Given the majority have contact with Council (60%), there is opportunity to engage with them and work to improve their perceptions.

DETAILED FINDINGS

Overall performance



Overall performance

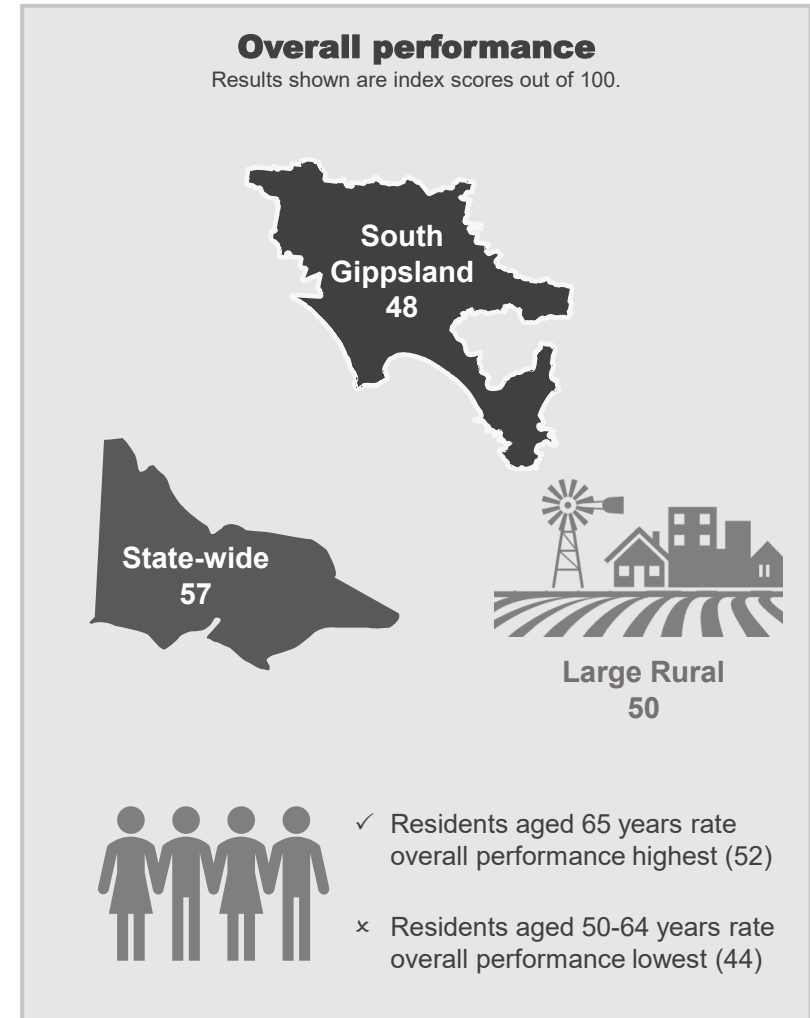
The overall performance index score of 48 for South Gippsland Shire Council represents a three-point improvement from the 2025 result, stemming two consecutive years of significant decline.

South Gippsland Shire Council's overall performance is now rated statistically similar (at the 95% confidence interval) to the average ratings for councils in the Large Rural group (index score of 50). However, Council's overall performance rating remains significantly lower than the Overall average across participating councils State-wide (index score of 57).

- Overall performance ratings improved significantly among Tarwin Valley Ward residents (index score of 50, up eight points), men (47, up six points) and 18 to 34 year olds (47, up nine points). These increases generally offset last year's declines, though ratings among 18 to 34 year olds have yet to fully recover.

One-in-five residents (22%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. However, a larger proportion of residents (38%) rate Council as 'very poor' or 'poor' for providing value for money.

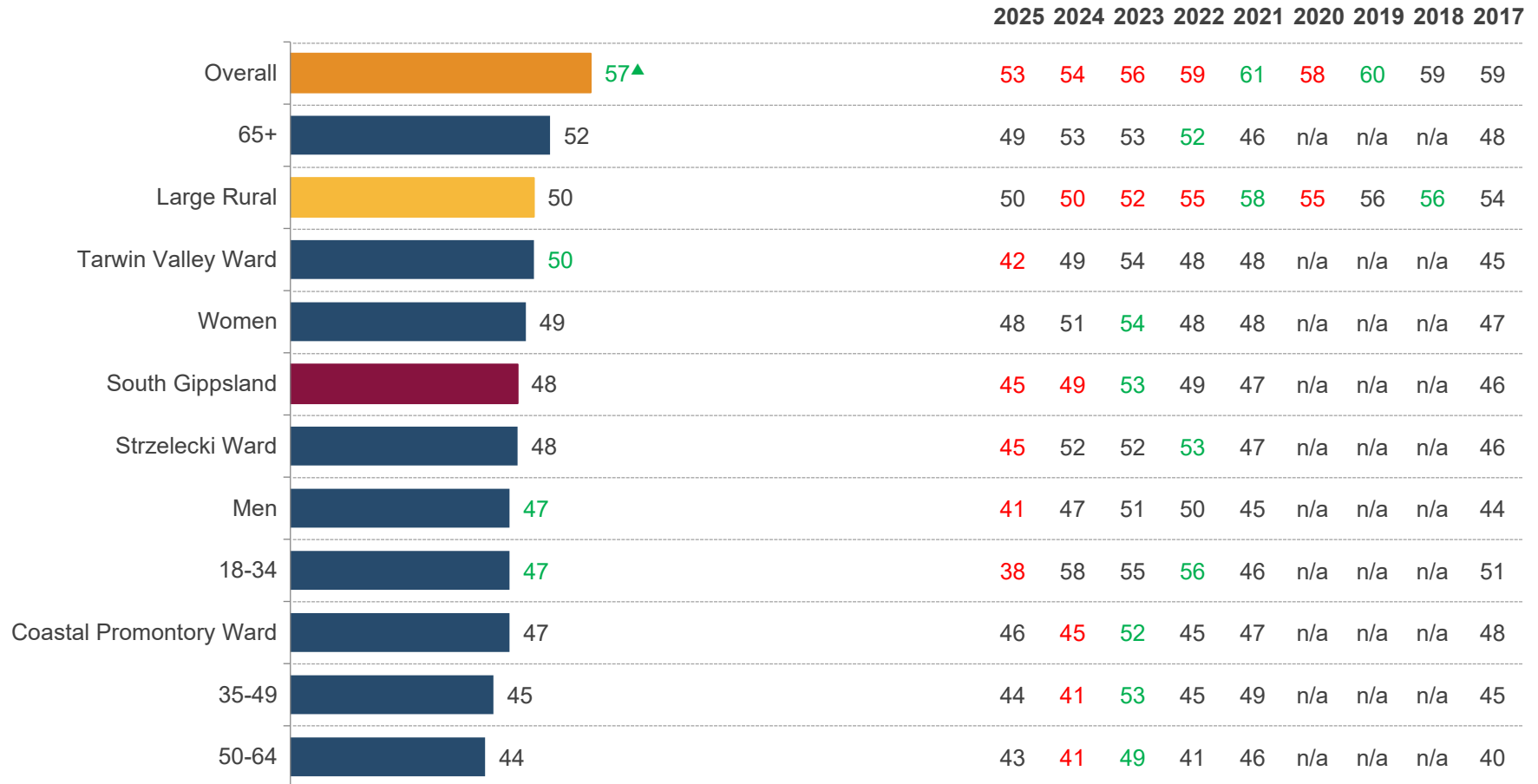
- Value for money ratings among all geographic and demographic groups improved since 2025, lifting Council's index score significantly (43, up four points).





Overall performance

2026 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?

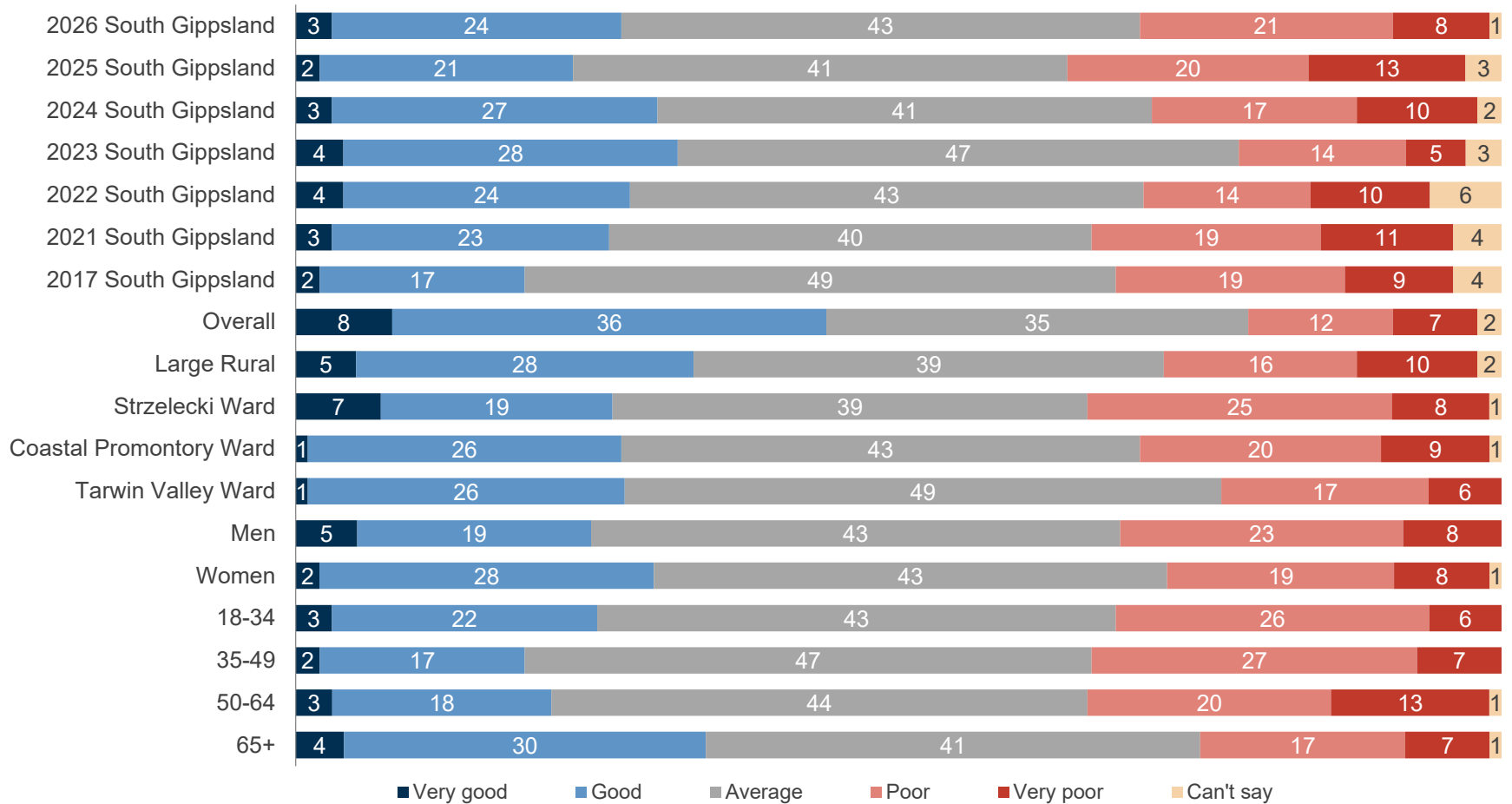
Base: All respondents. Councils asked: 23 Councils asked group: 7

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



Overall performance

2026 overall performance (%)

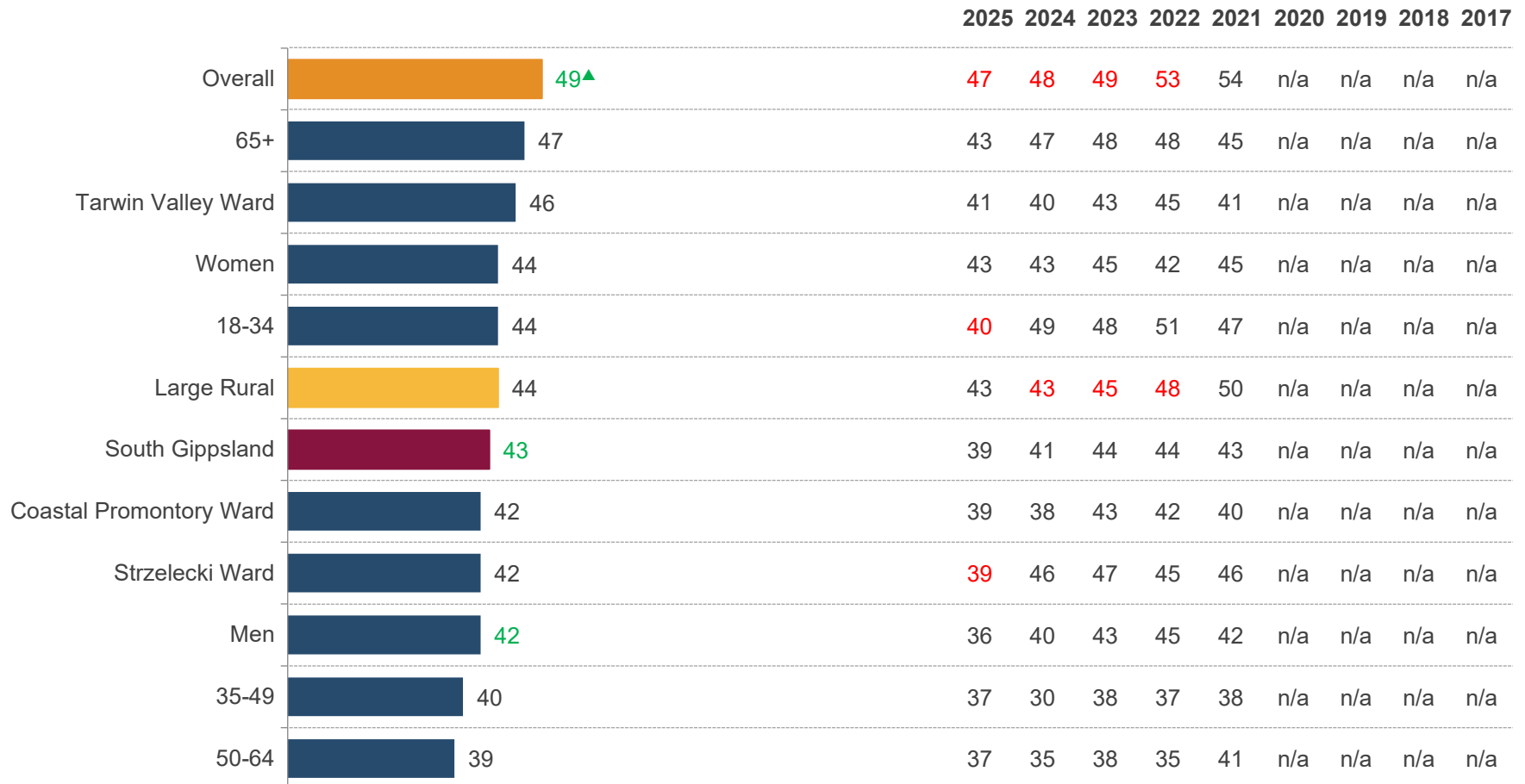


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of South Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked: 23 Councils asked group: 7



Value for money in services and infrastructure

2026 value for money (index scores)



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

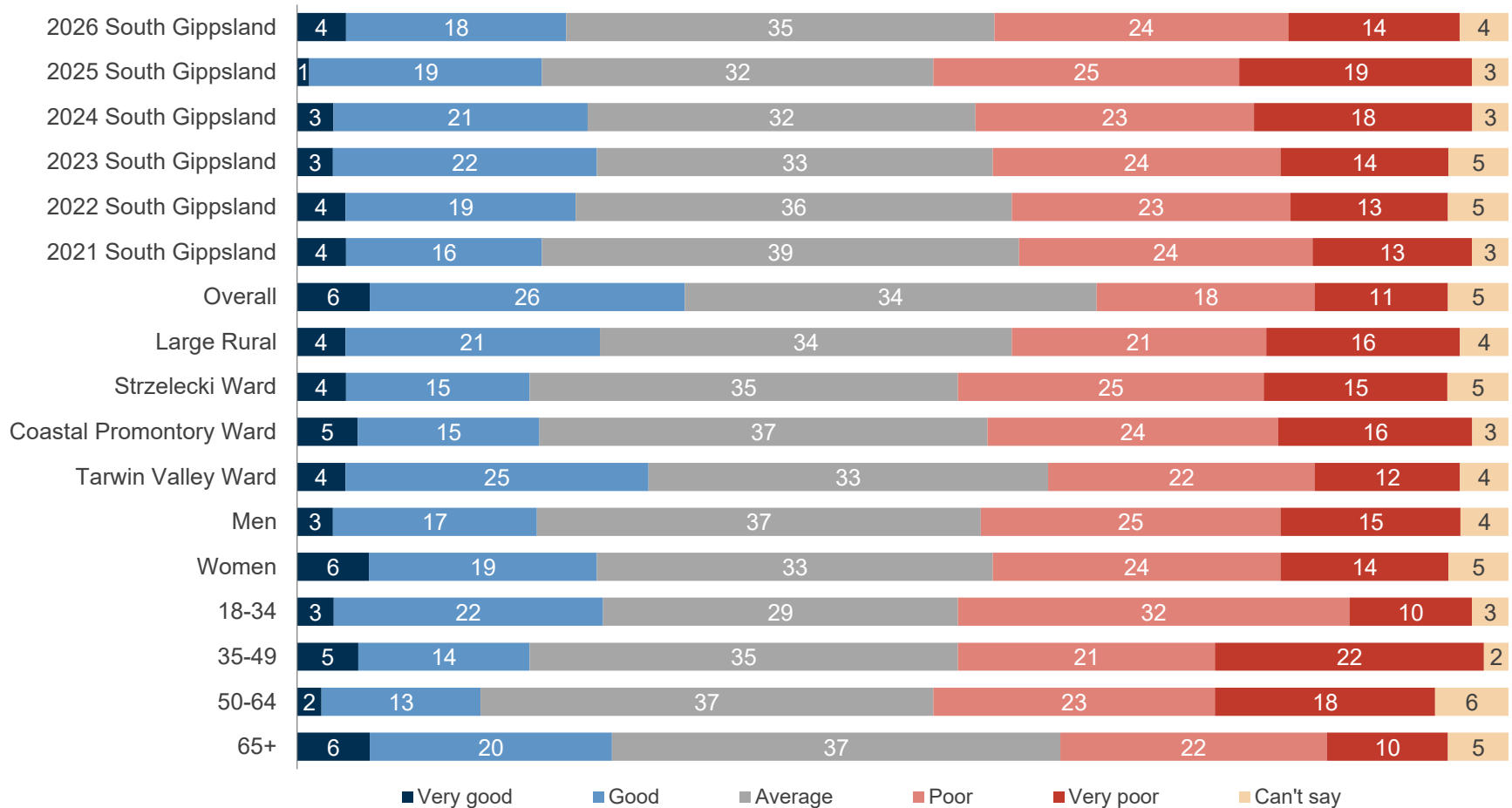
Base: All respondents. Councils asked: 21 Councils asked group: 7

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



Value for money in services and infrastructure

2026 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: 21 Councils asked group: 7



Top performing service areas

Council continues to perform best in the area of waste management (index score of 61), improving slightly from 2025 (up two index points). Council now performs in line with the Large Rural group but remains significantly lower than the Overall average in waste management (index scores of 64 and 69 respectively).

- Residents aged 65 years and over provide Council's highest rating for waste management (index score of 69) significantly above the Council average. By contrast, residents aged 50 to 64 years (52, down three points) rate Council significantly lower than average.
- Waste management ratings are more positive among Tarwin Valley Ward (index score of 64) and Coastal Promontory Ward (62) residents compared to Strzelecki Ward residents (58). The latter is among the only groups to provide a lower rating compared to last year, albeit the decrease is not significant.

Council's next best performing service is consultation and engagement (index score of 49, up three points on 2025).

- Ratings of Council's consultation and engagement performance have significantly improved among 18 to 34 year olds (index score of 54, up 11 points), Tarwin Valley Ward residents (50, up seven points) and men (50, up eight points).
- Council's performance in this service area is on par with the Large Rural group average (49).



Waste management (index score of 61) is the area where Council performed best in 2026.



Low performing service areas



Council rates lowest in the area of sealed local roads (index score of 36). Sealed local roads rates 11 index points lower than the next lowest rated area, lobbying. For the first time since 2021, Council's performance rating in this area improved, albeit not significantly. The three-point improvement stems four consecutive years of decline.

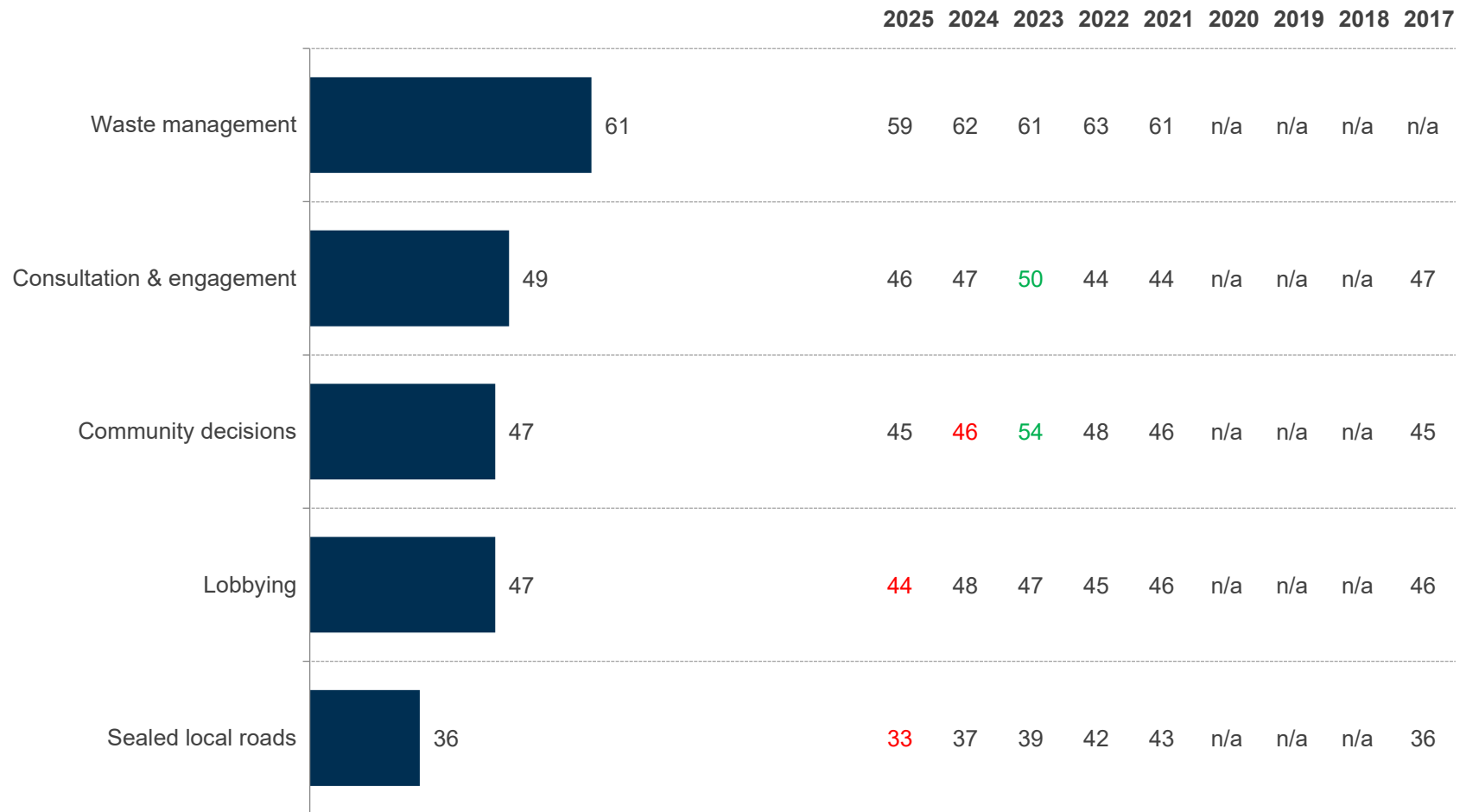
- Despite this improvement, Council continues to rate significantly lower than the Overall and Large Rural group averages for sealed local roads (index scores of 46 and 39 respectively).
- Over the last 12 months, sealed local road ratings among Strzelecki Ward residents improved significantly (up seven points to an index score of 41). This increase means they are now the most positive cohort when it comes to sealed local roads.
- Ratings among Tarwin Valley Ward residents are identical to the Council average (index score of 36) and have incrementally improved for two consecutive years now. In contrast, in Coastal Promontory Ward, ratings continue to experience small year-on-year declines (down a further one point to 32 this year) and are the lowest of any cohort this year.

Council also performs less well, compared to other service areas evaluated, in community decisions and lobbying (both with an index score of 47). That said, Council's rating for both is in line with the Large Rural group and has improved in the last year (up three points for lobbying and two points for community decisions).



Individual service area performance

2026 individual service area performance (index scores)



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

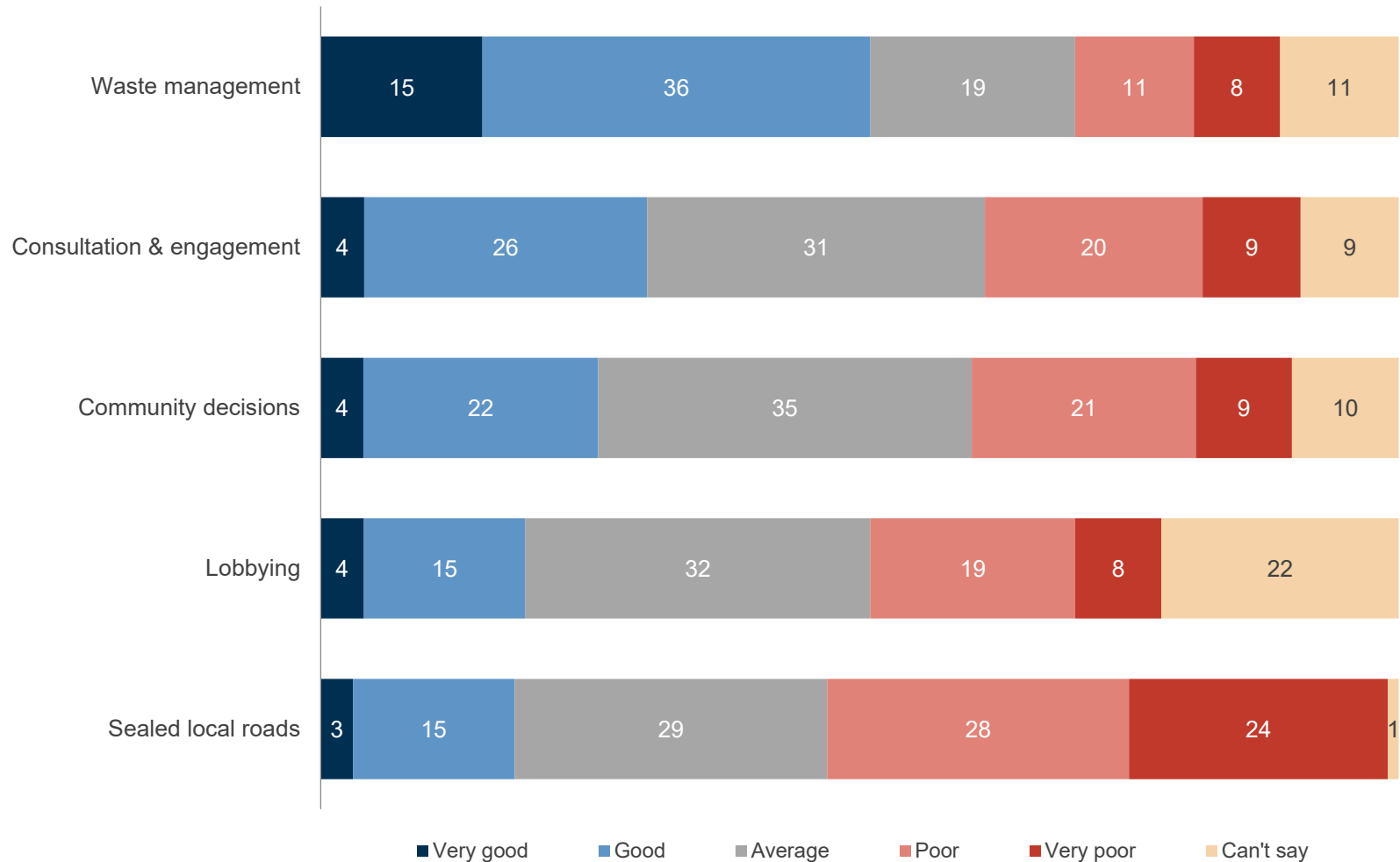
Base: All respondents. Councils asked: 23 Councils asked group: 7

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



Individual service area performance

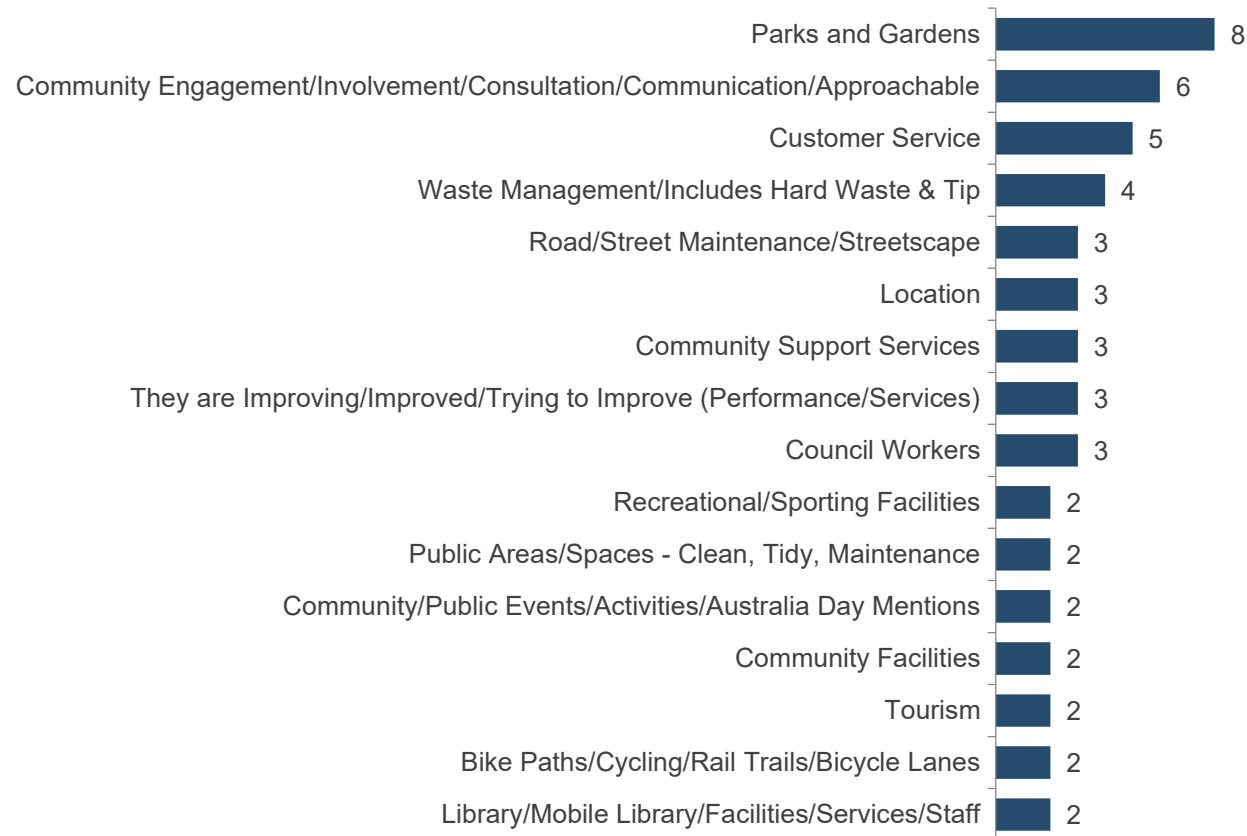
2026 individual service area performance (%)





Best things about Council

2026 best things about Council (%) - 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?

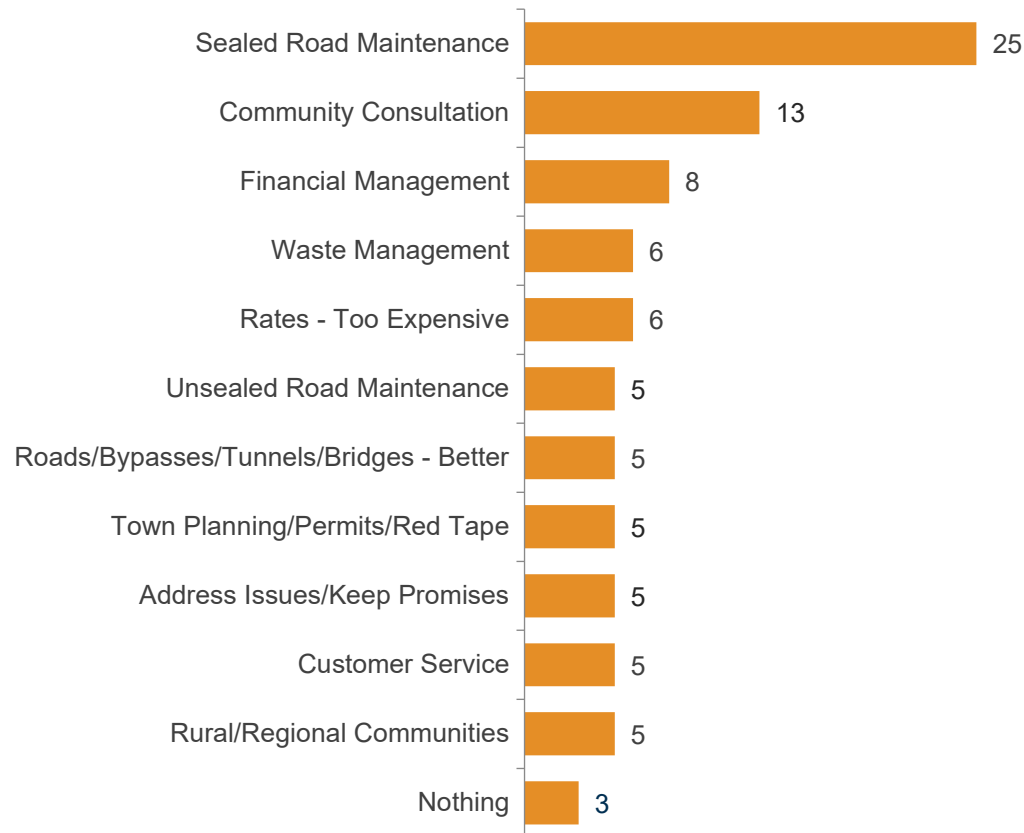
Base: All respondents. Councils asked: 9 Councils asked group: 2

A verbatim listing of responses to this question can be found in the accompanying dashboard.



Areas for improvement

2026 areas for improvement (%) - Top mentions only -



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

Base: All respondents. Councils asked: 14 Councils asked group: 3

A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

More than half of Council residents (56%) had contact with Council in the last 12 months.

Residents in Strzelecki Ward had the most contact with Council (63%) compared to any other demographic or geographic groups, while residents are 65 years and over and those in Coastal Promontory Ward had the least (both 50%).



Among those residents who have had contact with Council, 54% provide a positive customer service rating of 'very good' or 'good', including 18% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service rating has improved by a slight two index points over the last 12 months (to an index score of 61). Despite this, Council's customer service performance remains rated significantly lower than both the Overall and Large Rural group averages (index scores of 69 and 66 respectively).

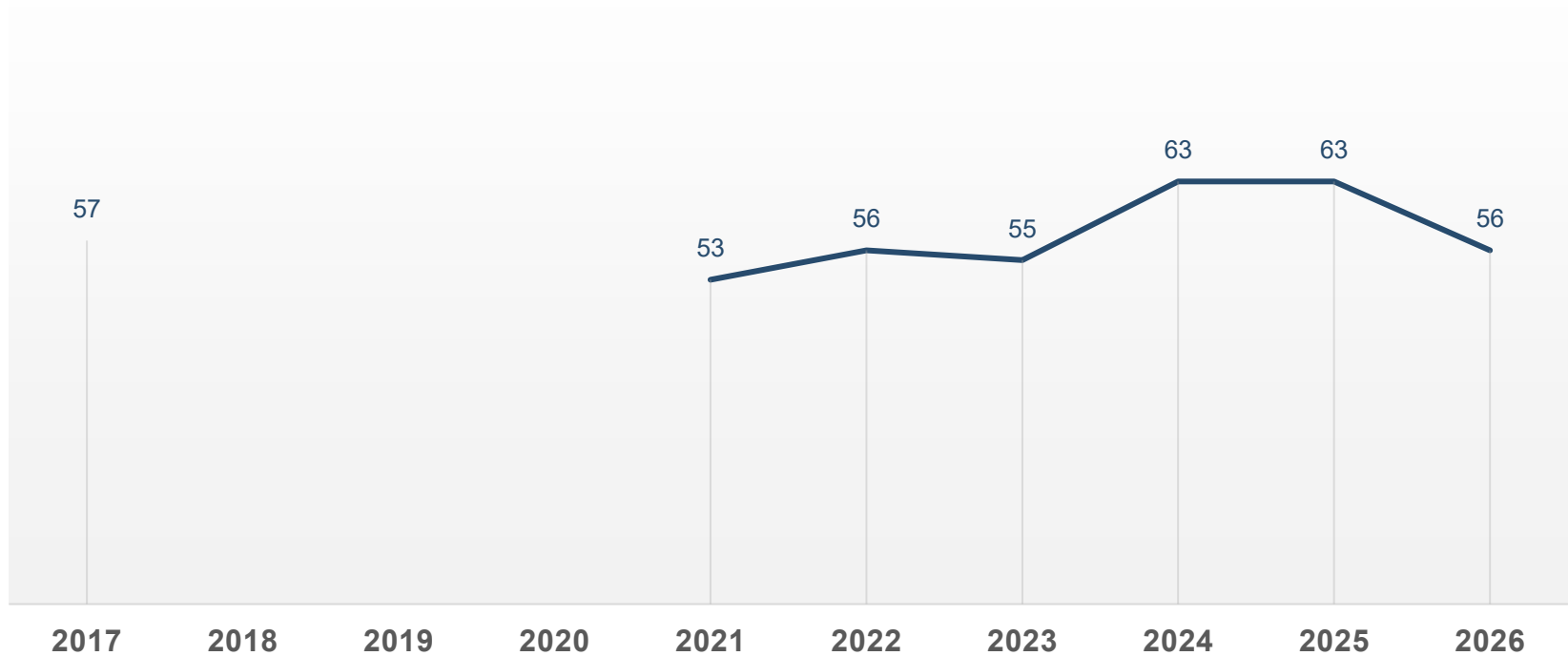
- Men and those aged 50 to 64 years old have the highest ratings for Council's customer service (both 64). In the last 12 months ratings significantly increased among men (up nine points).
- Women and those aged 18 to 34 years old (both 57) provide the lowest customer service ratings. Ratings among both groups have decreased over the last 12 months (down two points for 18 to 34 year olds and down six points among women), but none to a statistically significant extent.

Customer service ratings across all demographic and geographic cohorts are not significantly different compared to the Council average.



Contact with council

2026 contact with council (%)
Have had contact



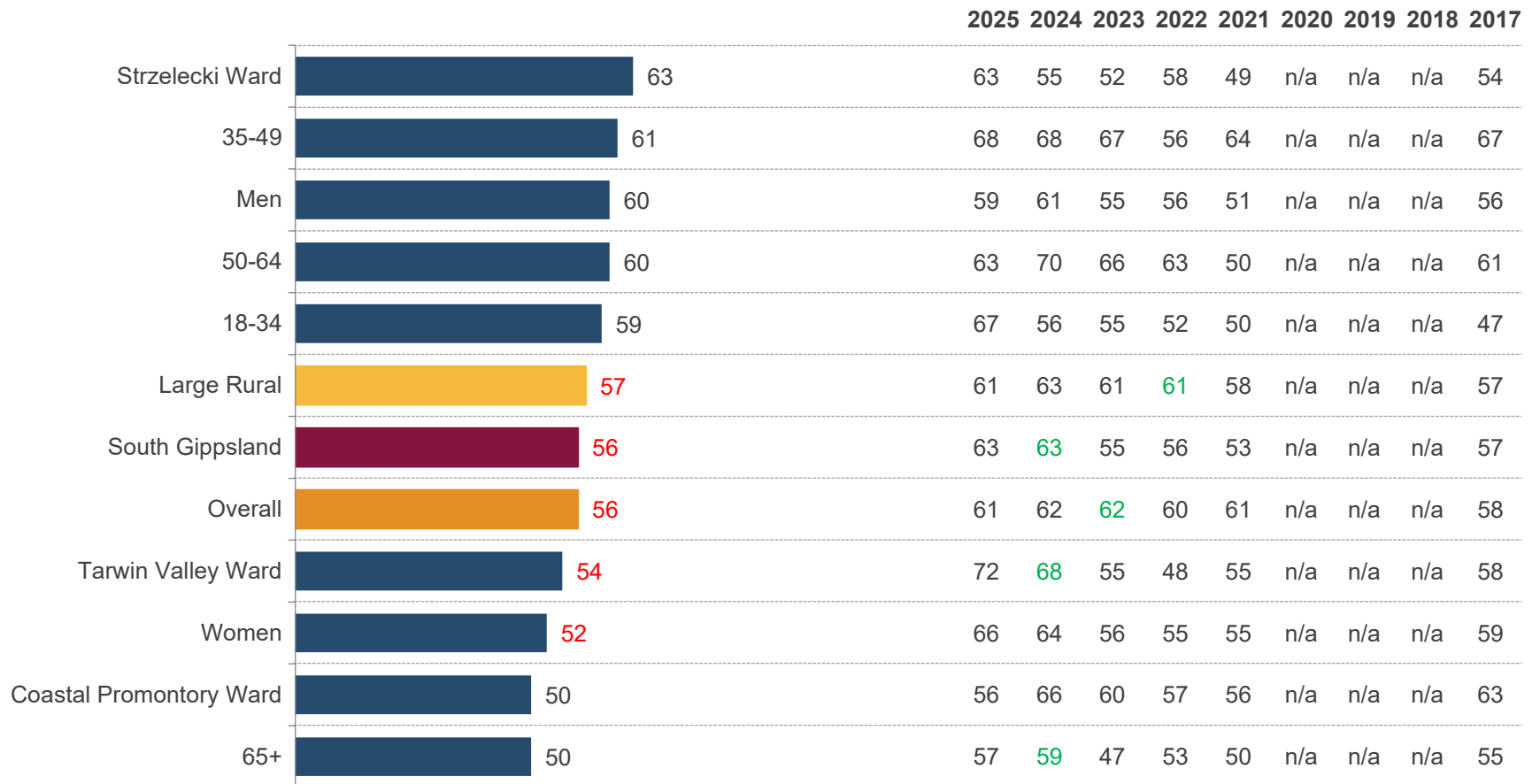
Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or X (formerly known as Twitter)?

Base: All respondents. Councils asked: 14 Councils asked group: 5



Contact with council

2026 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 X (formerly known as Twitter)?

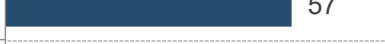
Base: All respondents. Councils asked: 14 Councils asked group: 5

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



Customer service rating

2026 customer service rating (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Overall	 69▲	66	67	67	68	70	70	71	70	69
Large Rural	 66▲	65	65	65	67	68	68	69	67	66
Men	 64	55	53	60	64	56	n/a	n/a	n/a	57
50-64	 64	62	58	59	61	64	n/a	n/a	n/a	59
Strzelecki Ward	 62	54	58	59	67	60	n/a	n/a	n/a	61
Tarwin Valley Ward	 61	57	56	61	73	52	n/a	n/a	n/a	60
65+	 61	59	61	62	67	59	n/a	n/a	n/a	65
South Gippsland	 61	59	57	62	66	56	n/a	n/a	n/a	61
35-49	 61	56	44	65	67	55	n/a	n/a	n/a	59
Coastal Promontory Ward	 59	64	58	66	61	54	n/a	n/a	n/a	64
18-34	 57	55	64	61	67	42	n/a	n/a	n/a	60
Women	 57	63	61	64	68	56	n/a	n/a	n/a	65

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.

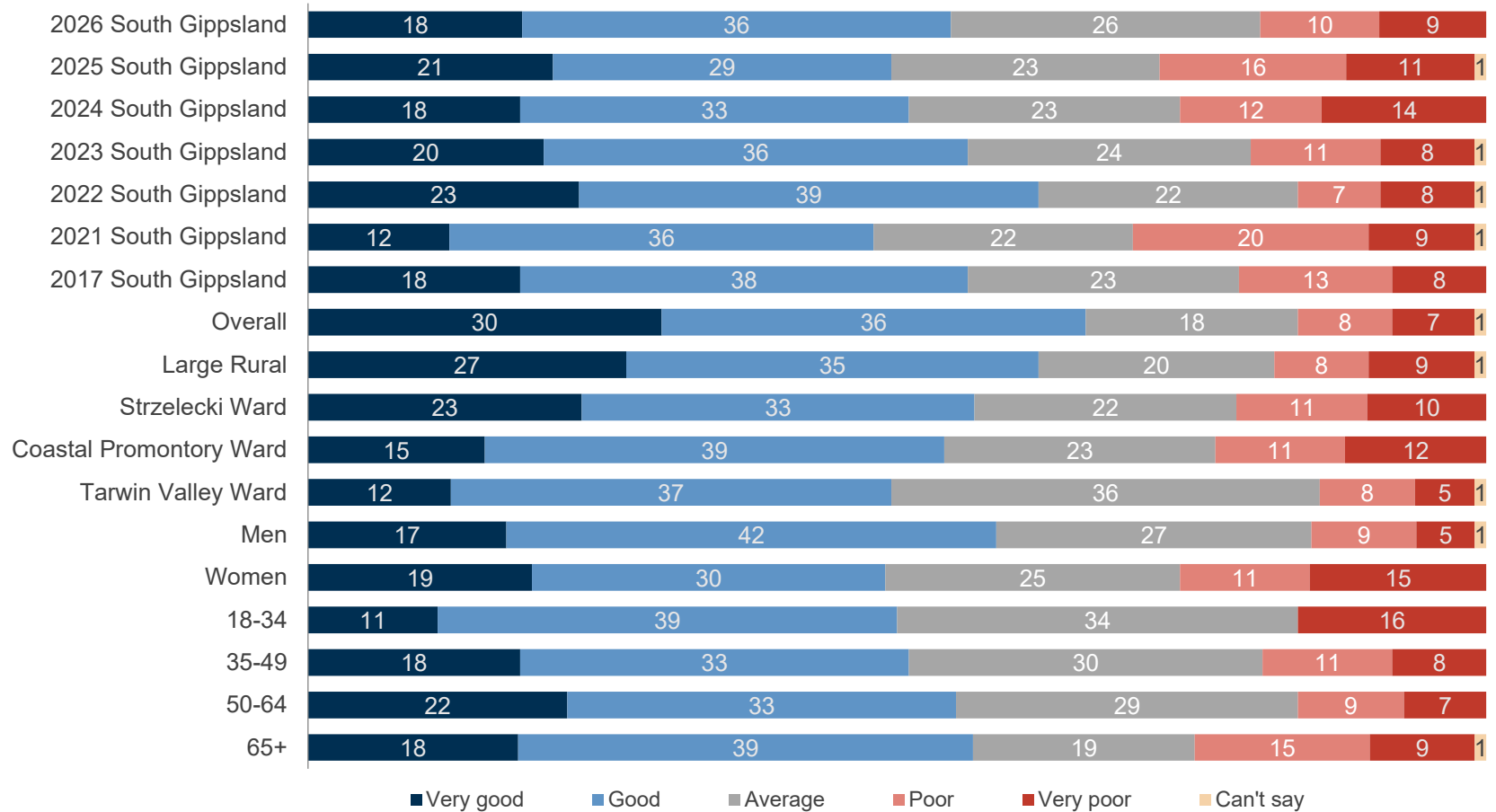
Councils asked: 22 Councils asked group: 7

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



Customer service rating

2026 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: 22 Councils asked group: 7



Council direction



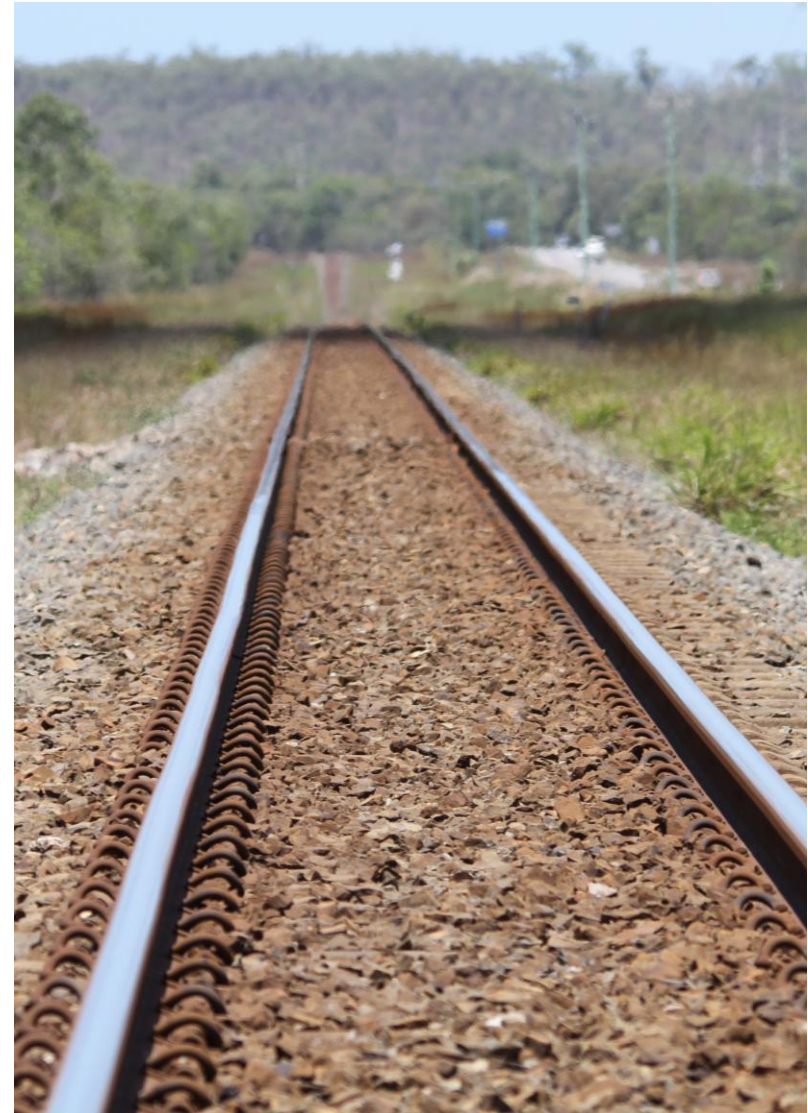
Council direction

Over the last 12 months, 64% believe the direction of Council's overall performance has stayed the same, up three percentage points on 2025.

- Just 13% believe the direction has improved in the last 12 months (up one percentage point on 2025). This proportion has halved since 2023 – when 31% say that the direction of Council's overall performance had improved.
- More (20%) believe it has deteriorated, down three percentage points on 2025.

Perceptions among all demographic and geographic groups do not differ significantly compared to the Council average.

- The most satisfied with council direction are those aged 65 and over years and men (both with an index score of 48). Perceptions of the direction of Council's overall performance have improved significantly in the last 12 months among men (up eight points).
- The least satisfied with council direction are those aged 50 to 64 years and those aged 18 to 34 years (index score of 43 and 44 respectively).





Overall council direction last 12 months

2026 overall council direction (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	48	45	51	62	52	44	n/a	n/a	n/a	57
Men	48	40	48	59	52	45	n/a	n/a	n/a	50
Overall	48	46	45	46	50	53	51	53	52	53
Tarwin Valley Ward	47	44	53	64	44	42	n/a	n/a	n/a	53
Coastal Promontory Ward	47	43	51	60	46	46	n/a	n/a	n/a	54
35-49	46	45	47	58	50	42	n/a	n/a	n/a	49
South Gippsland	46	44	51	61	51	45	n/a	n/a	n/a	51
Strzelecki Ward	45	45	50	58	58	45	n/a	n/a	n/a	49
Women	45	48	54	62	49	44	n/a	n/a	n/a	53
18-34	44	40	60	61	52	46	n/a	n/a	n/a	51
Large Rural	44	44	42	44	47	51	50	51	52	52
50-64	43	45	48	60	47	48	n/a	n/a	n/a	47

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

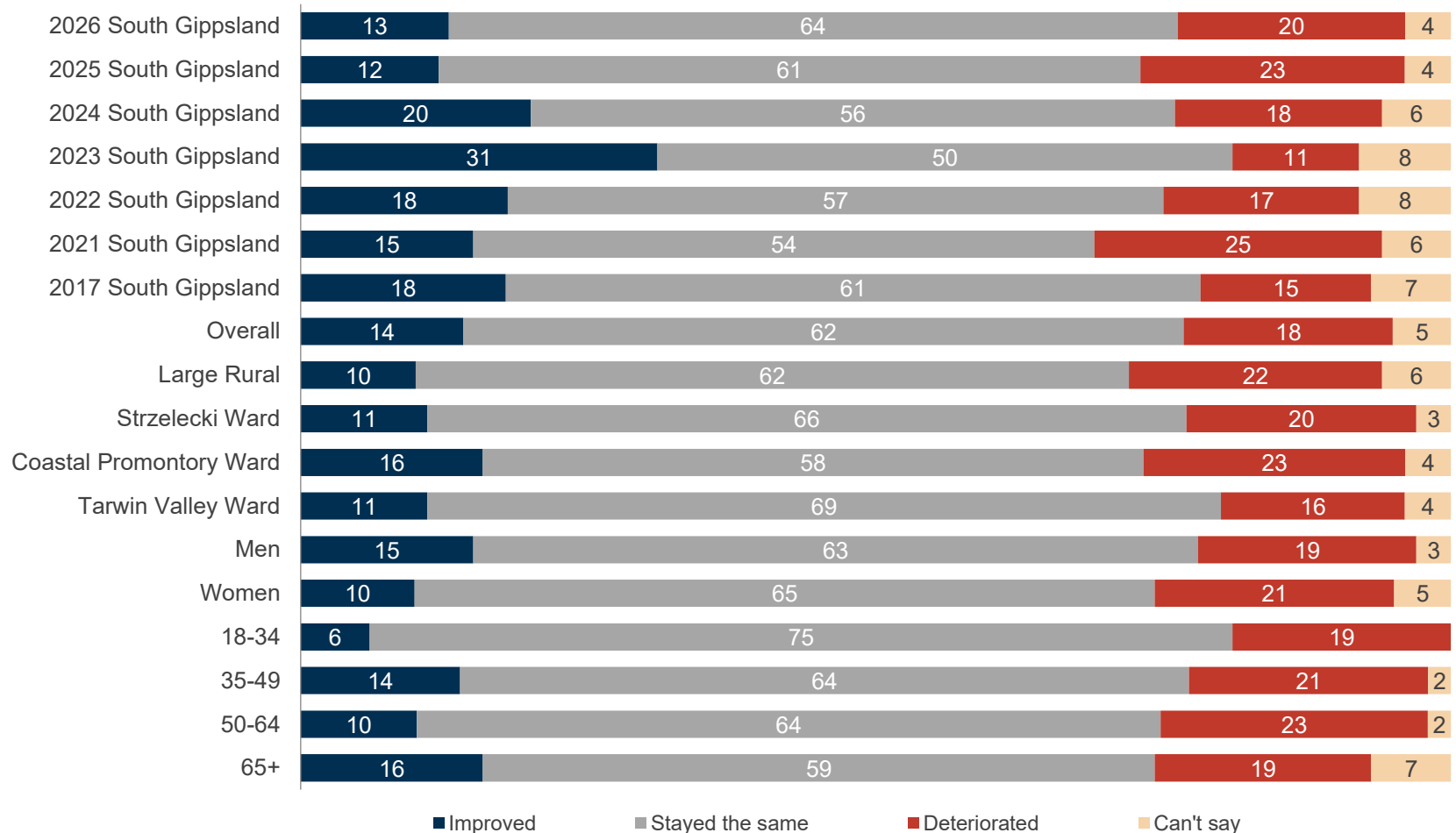
Base: All respondents. Councils asked: 22 Councils asked group: 7

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



Overall council direction last 12 months

2026 overall council direction (%)



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Individual service areas



Community consultation and engagement performance



2026 consultation and engagement performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	54	43	56	59	50	52	n/a	n/a	n/a	47
Overall	53▲	50	51	52	54	56	55	56	55	55
Tarwin Valley Ward	50	43	52	55	50	45	n/a	n/a	n/a	46
Men	50	42	44	47	46	43	n/a	n/a	n/a	43
Strzelecki Ward	49	49	47	47	45	43	n/a	n/a	n/a	46
35-49	49	46	43	46	40	44	n/a	n/a	n/a	47
South Gippsland	49	46	47	50	44	44	n/a	n/a	n/a	47
65+	49	47	49	48	47	42	n/a	n/a	n/a	50
Large Rural	49	48	48	49	51	54	54	54	54	52
Women	48	49	50	53	41	46	n/a	n/a	n/a	51
Coastal Promontory Ward	48	44	43	48	38	45	n/a	n/a	n/a	53
50-64	44	46	41	51	34	41	n/a	n/a	n/a	44

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

Base: All respondents. Councils asked: 23 Councils asked group: 7

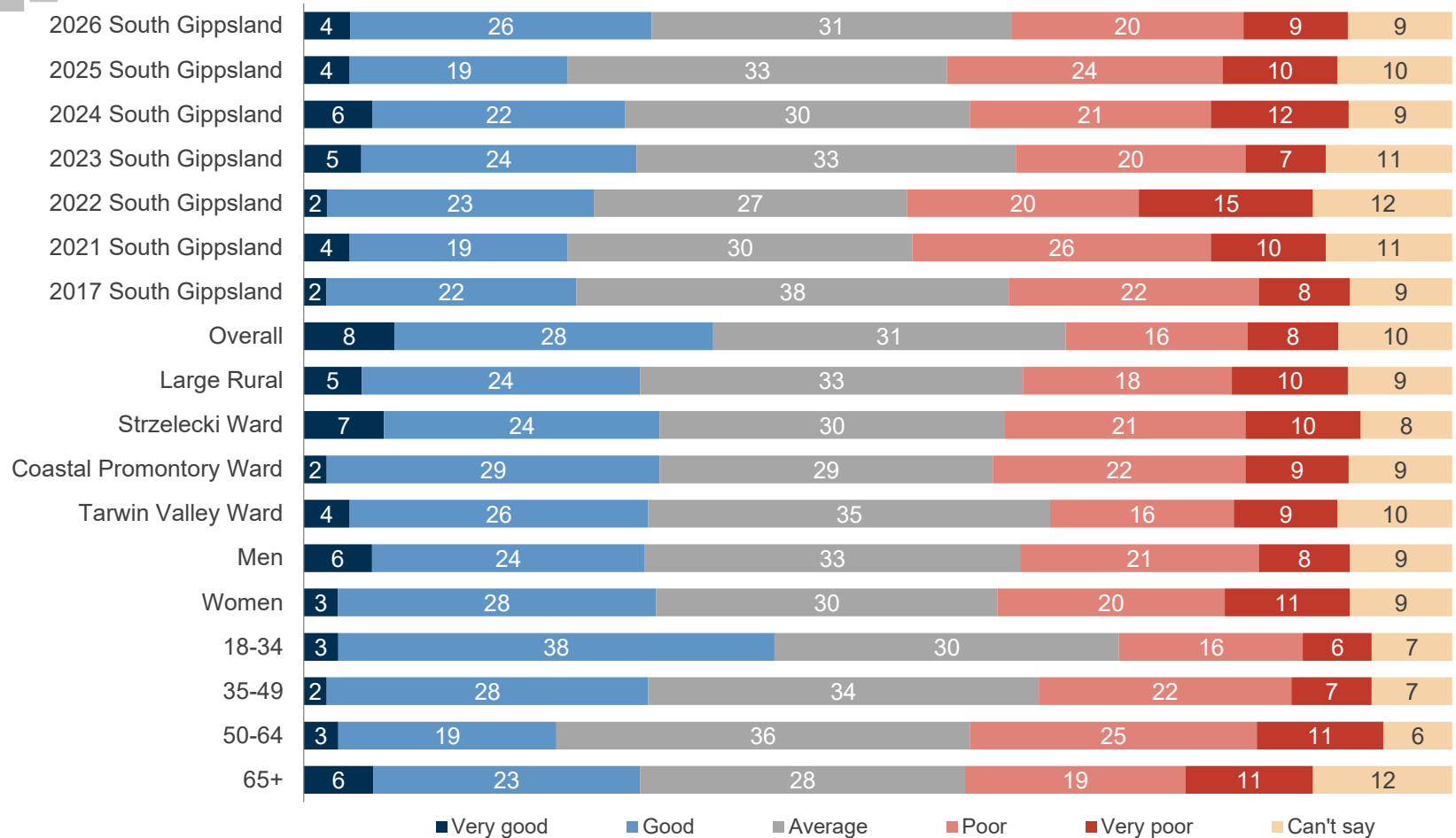
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2026 consultation and engagement performance (%)

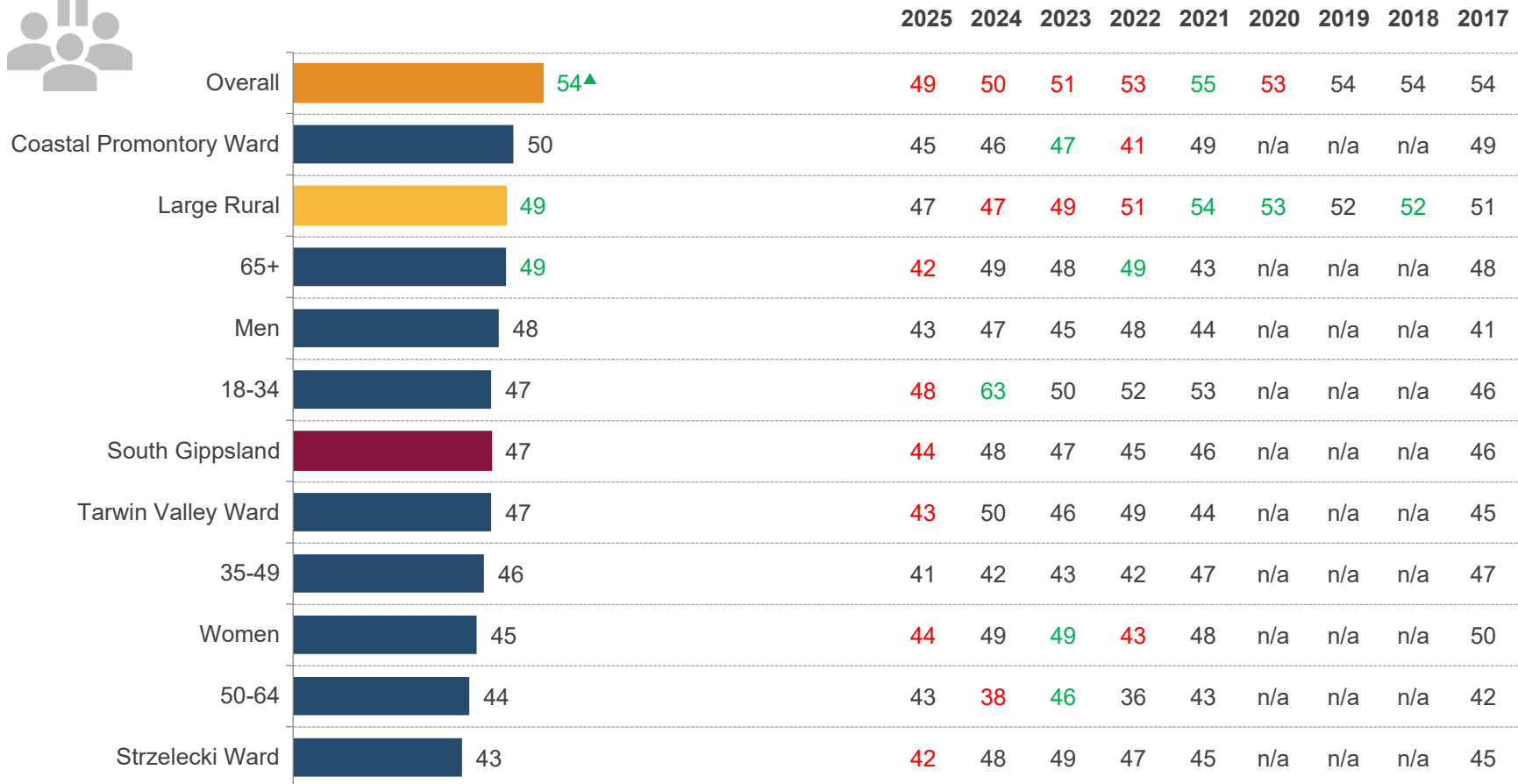




Lobbying on behalf of the community performance



2026 lobbying performance (index scores)



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

Base: All respondents. Councils asked: 17 Councils asked group: 4

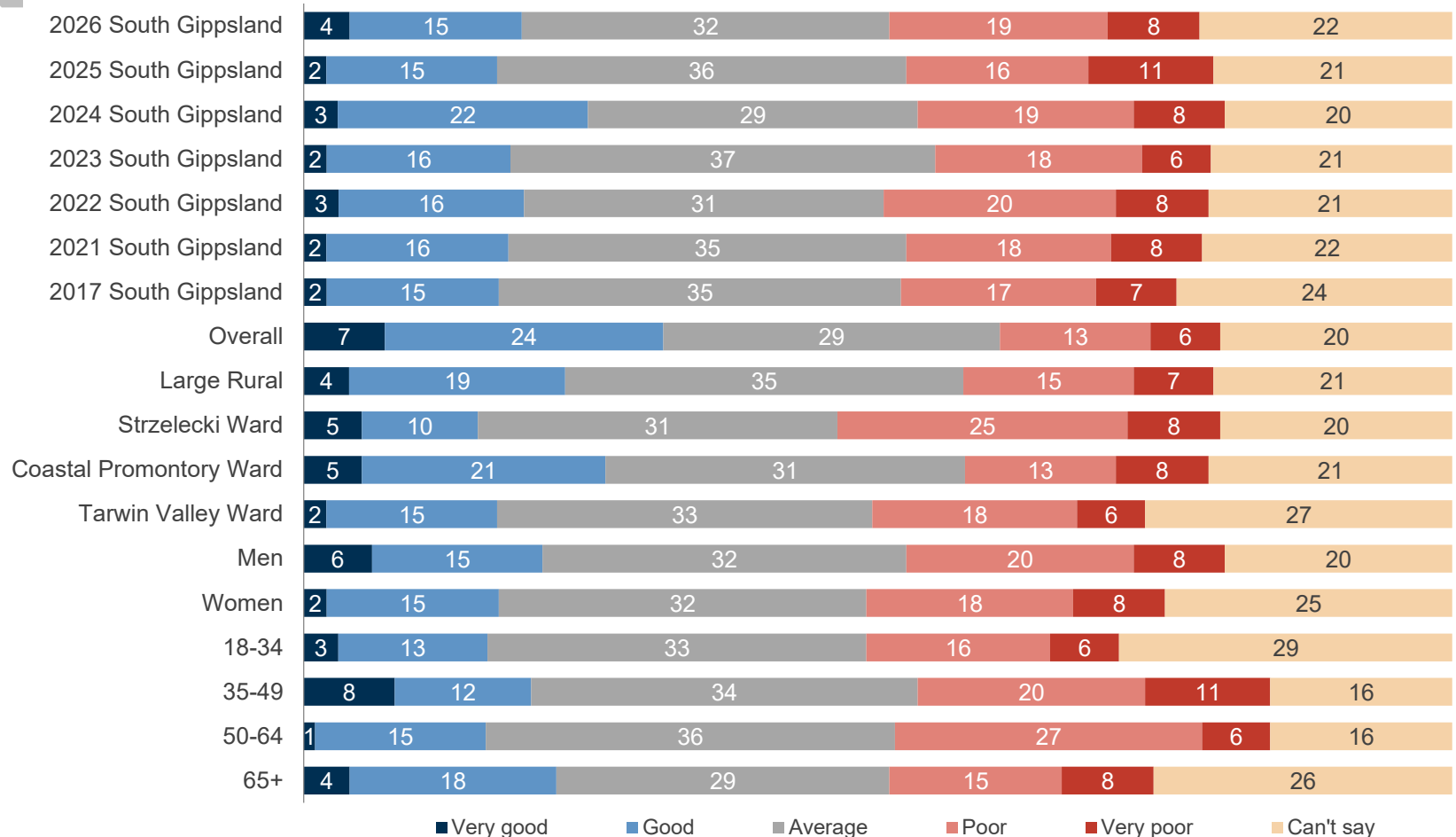
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2026 lobbying performance (%)



Decisions made in the interest of the community performance



2026 community decisions made performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Overall	52▲	49	50	51	54	56	53	55	54	54
35-49	49	43	41	49	45	44	n/a	n/a	n/a	45
65+	49	46	50	53	50	45	n/a	n/a	n/a	49
Men	49	43	45	51	50	43	n/a	n/a	n/a	44
Tarwin Valley Ward	48	46	47	52	48	41	n/a	n/a	n/a	45
Coastal Promontory Ward	47	44	43	54	41	49	n/a	n/a	n/a	47
South Gippsland	47	45	46	54	48	46	n/a	n/a	n/a	45
18-34	47	47	55	59	54	49	n/a	n/a	n/a	47
Large Rural	47	46	46	48	51	54	52	52	52	51
Strzelecki Ward	46	46	49	55	54	46	n/a	n/a	n/a	45
Women	46	48	47	56	47	49	n/a	n/a	n/a	47
50-64	42	45	37	53	42	46	n/a	n/a	n/a	41

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

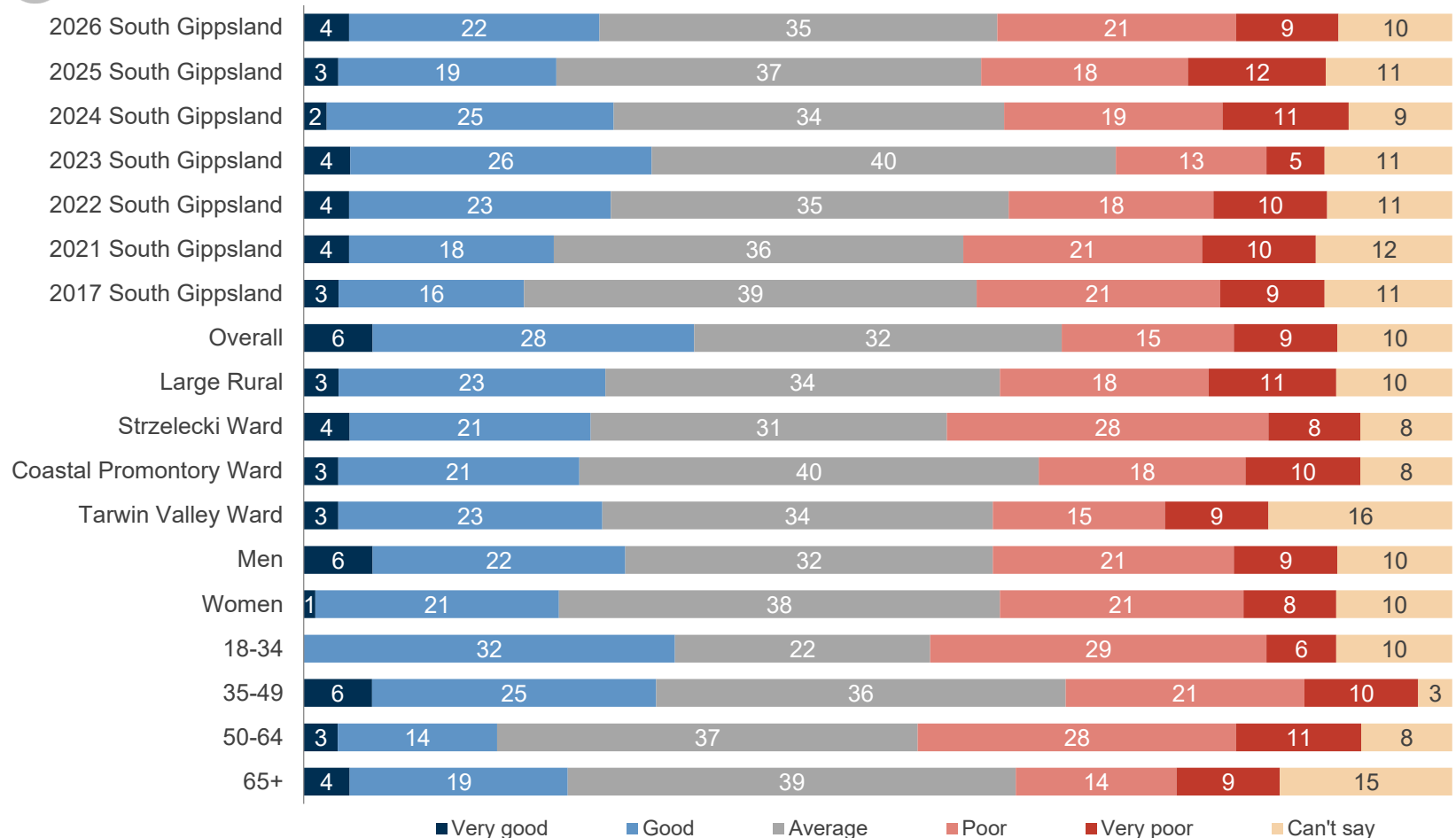
Base: All respondents. Councils asked: 23 Councils asked group: 7

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

Decisions made in the interest of the community performance



2026 community decisions made performance (%)



The condition of sealed local roads in your area performance



2026 sealed local roads performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Overall	46▲	45	45	48	53	57	54	56	53	53
Strzelecki Ward	41	34	42	38	47	42	n/a	n/a	n/a	36
65+	41	36	40	43	47	48	n/a	n/a	n/a	39
Large Rural	39▲	39	38	40	45	50	47	47	45	43
Men	38	34	37	42	46	43	n/a	n/a	n/a	34
South Gippsland	36	33	37	39	42	43	n/a	n/a	n/a	36
Tarwin Valley Ward	36	33	31	39	43	44	n/a	n/a	n/a	35
Women	35	33	36	37	38	43	n/a	n/a	n/a	38
35-49	34	32	30	34	37	37	n/a	n/a	n/a	35
50-64	34	35	33	34	34	43	n/a	n/a	n/a	34
18-34	32	27	42	41	44	41	n/a	n/a	n/a	34
Coastal Promontory Ward	32	33	36	41	35	44	n/a	n/a	n/a	38

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

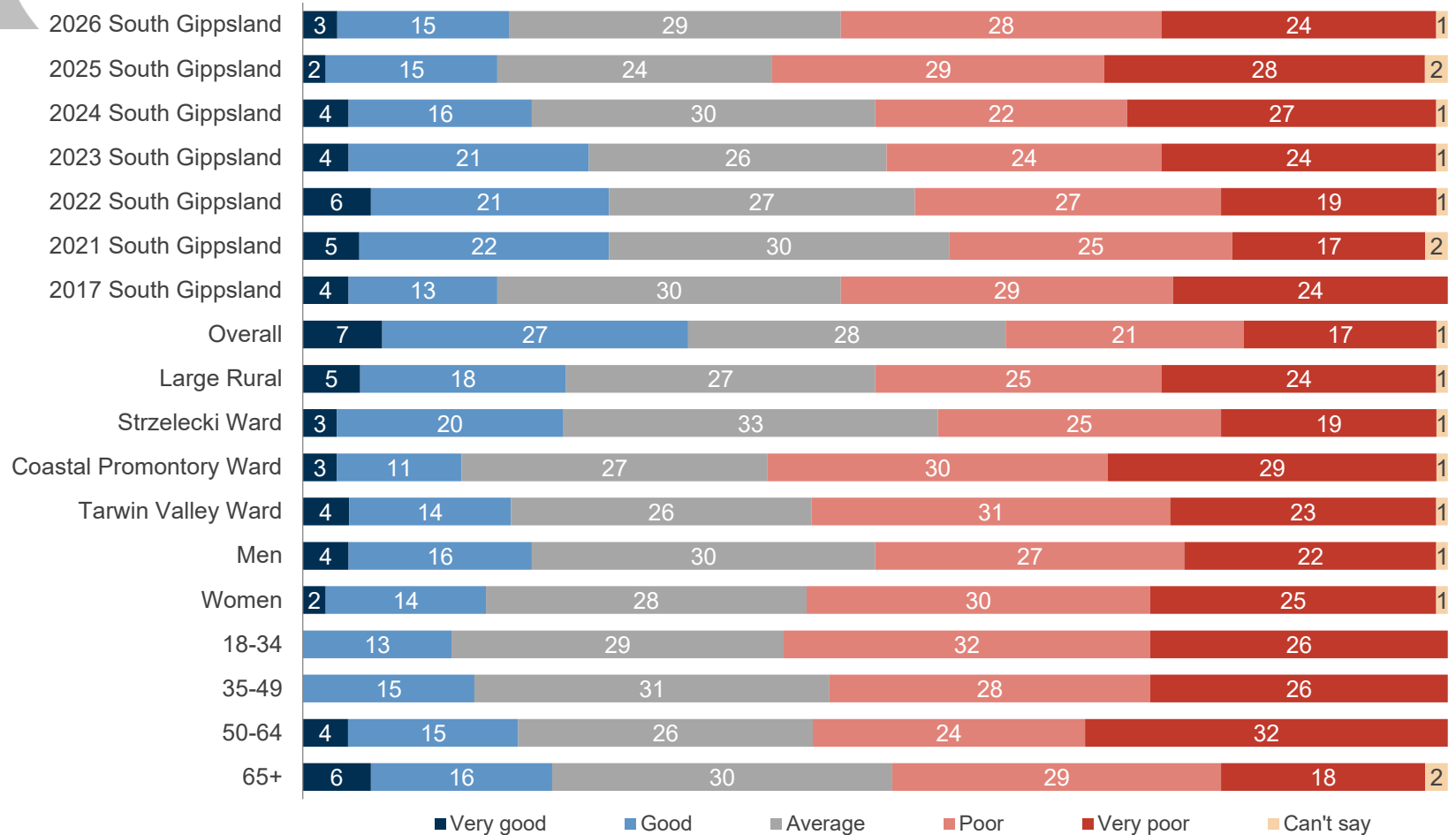
Base: All respondents. Councils asked: 23 Councils asked group: 7

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

The condition of sealed local roads in your area performance



2026 sealed local roads performance (%)





Waste management performance



2026 waste management performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	69▲	66	66	64	68	67	n/a	n/a	n/a	n/a
Overall	69▲	65	67	66	68	69	65	68	70	71
Tarwin Valley Ward	64	59	63	62	63	66	n/a	n/a	n/a	n/a
Large Rural	64	62	65	65	65	66	62	64	67	68
Men	62	59	64	61	65	63	n/a	n/a	n/a	n/a
Coastal Promontory Ward	62	56	61	54	58	59	n/a	n/a	n/a	n/a
South Gippsland	61	59	62	61	63	61	n/a	n/a	n/a	n/a
Women	60	59	60	61	62	60	n/a	n/a	n/a	n/a
35-49	59	57	52	54	65	56	n/a	n/a	n/a	n/a
Strzelecki Ward	58	62	62	66	67	60	n/a	n/a	n/a	n/a
18-34	57	56	67	61	62	61	n/a	n/a	n/a	n/a
50-64	52▼	55	59	59	54	56	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: 22 Councils asked group: 7

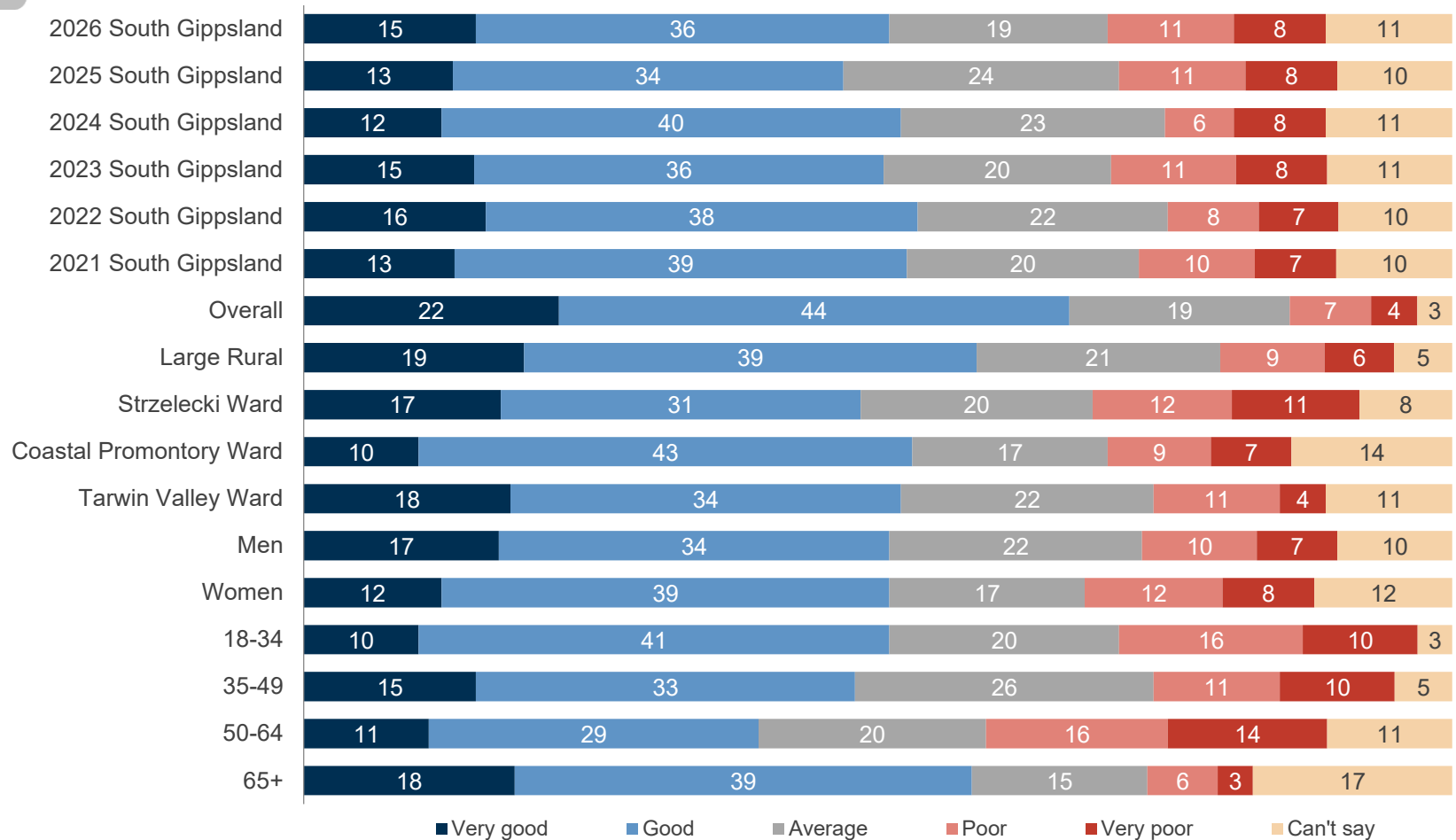
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2026 waste management performance (%)



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

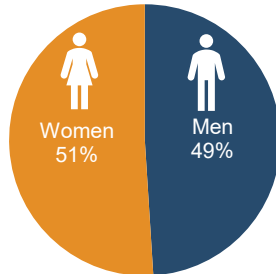
Detailed demographics



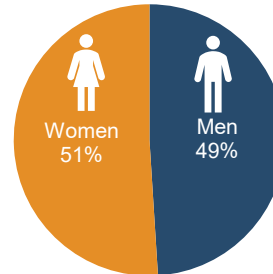
Gender and age profile

2026 gender

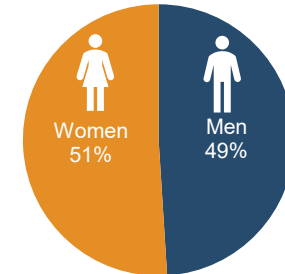
South Gippsland



Large Rural

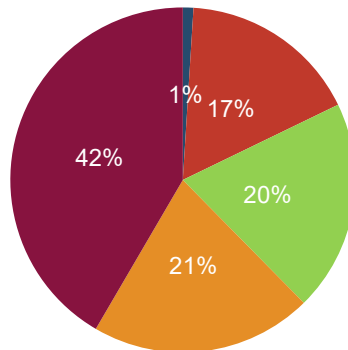


Overall

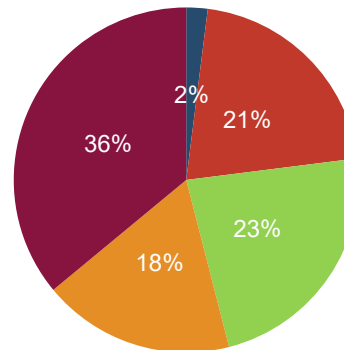


2026 age

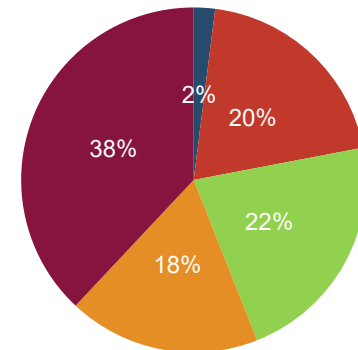
South Gippsland



Large Rural



Overall



■ 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: 23 Councils asked group: 7

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 2026 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 24,900 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	199	196	+/-6.9
Women	201	204	+/-6.9
Strzelecki Ward	143	145	+/-8.2
Coastal Promontory Ward	138	144	+/-8.3
Tarwin Valley Ward	119	110	+/-9.0
18-34 years	31	72	+/-17.9
35-49 years	55	79	+/-13.3
50-64 years	104	82	+/-9.6
65+ years	210	166	+/-6.8



Appendix A: Index score significant difference calculation

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$5^2 / \$3) + (\$6^2 / \$4))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Appendix B: Further project information



Appendix B: Further information

Further information about the report can be found in this section including:

- Survey methodology and sampling
- 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 2026 Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2026 results are compared with previous years, as detailed below:

- 2025, n=400 completed interviews, conducted in the period of 6th June 2024 – 16th March 2025.
- 2024, n=400 completed interviews, conducted in the period of 1st June 2023 – 18th March 2024.
- 2023, n=401 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 55% 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 the 30th June 2025 until the 15th March 2026.



Appendix B: Analysis and reporting

In 2026, 23 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting, JWS Research 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 2012-2026 vary.

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:

- Baw Baw, Glenelg, Golden Plains, Macedon Ranges, Moorabool, South Gippsland and Wellington.

Wherever appropriate, results for South Gippsland Shire Council have been compared against those in the Large Rural group, as well as against all other participating councils (“Overall”).



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 2026 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. Alternatively, some questions in the 2026 Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Every council that participated in the 2026 Local Government Community Satisfaction Survey receives a customised report. 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: 2026 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.

Overall average: The average result for all participating councils.

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.

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

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

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