2025 Local Government Community Satisfaction Survey

Pyrenees Shire Council

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

JWS RESEARCH

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Background and objectives

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

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

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

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

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

Serving Victoria for 26 years

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

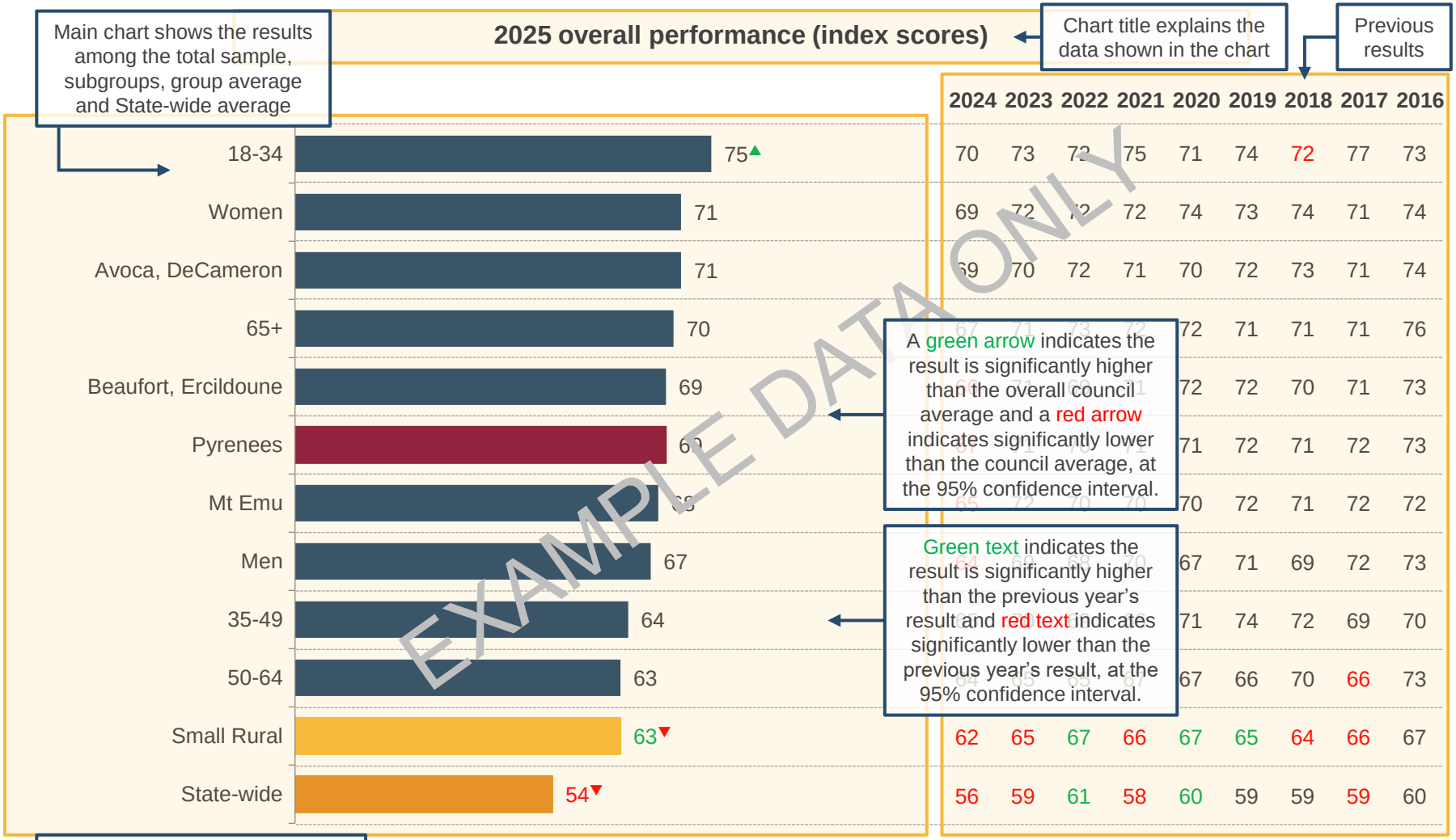
Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

How to read index score charts in this report

Main chart shows the results among the total sample, subgroups, group average and State-wide average

Chart title explains the data shown in the chart

Previous results



A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

EXAMPLE DATA ONLY

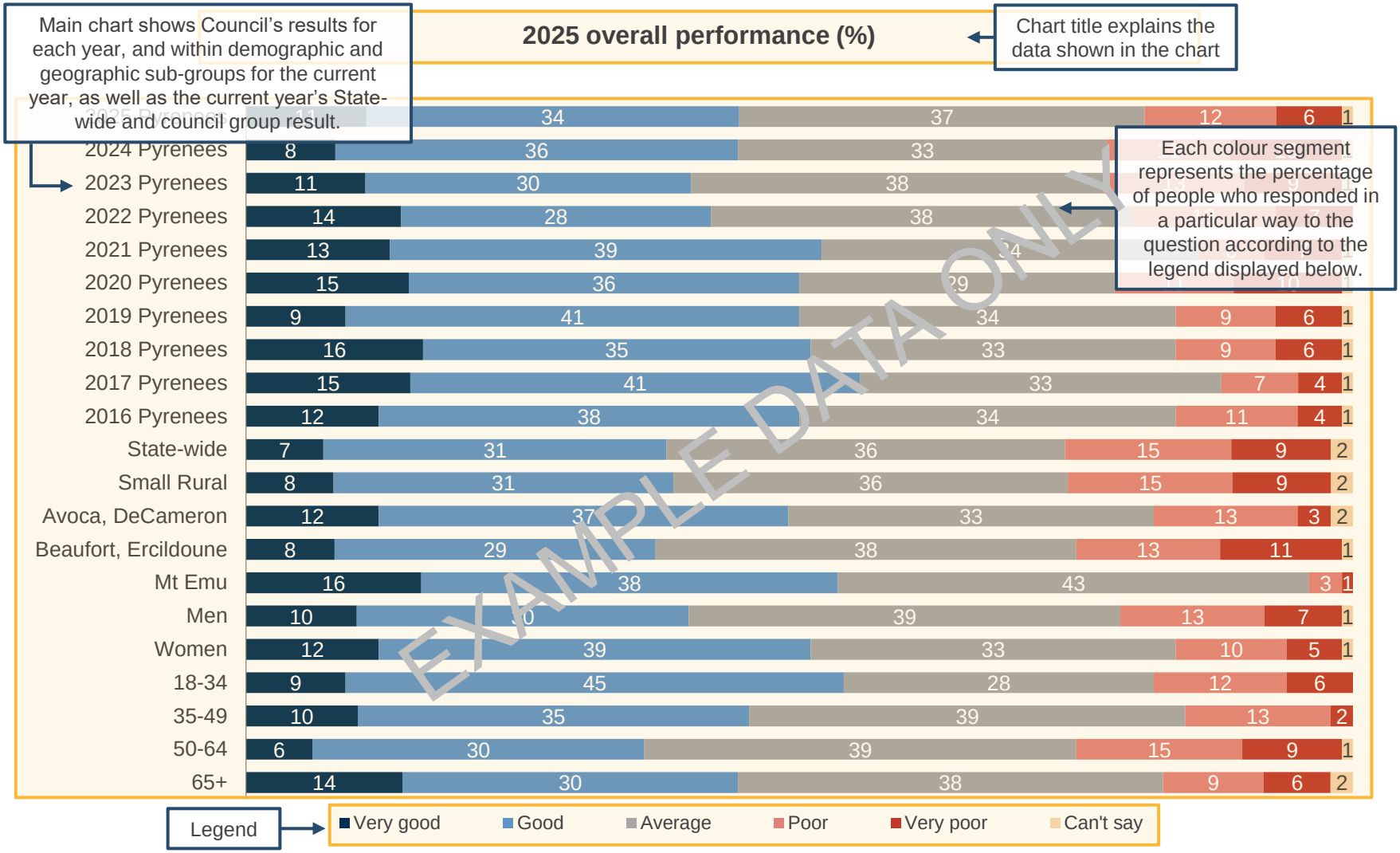
Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

How to read stacked bar charts in this report

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

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

EXAMPLE DATA ONLY

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Key findings and recommendations

Pyrenees Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Pyrenees 58

Small Rural 54

State-wide 53

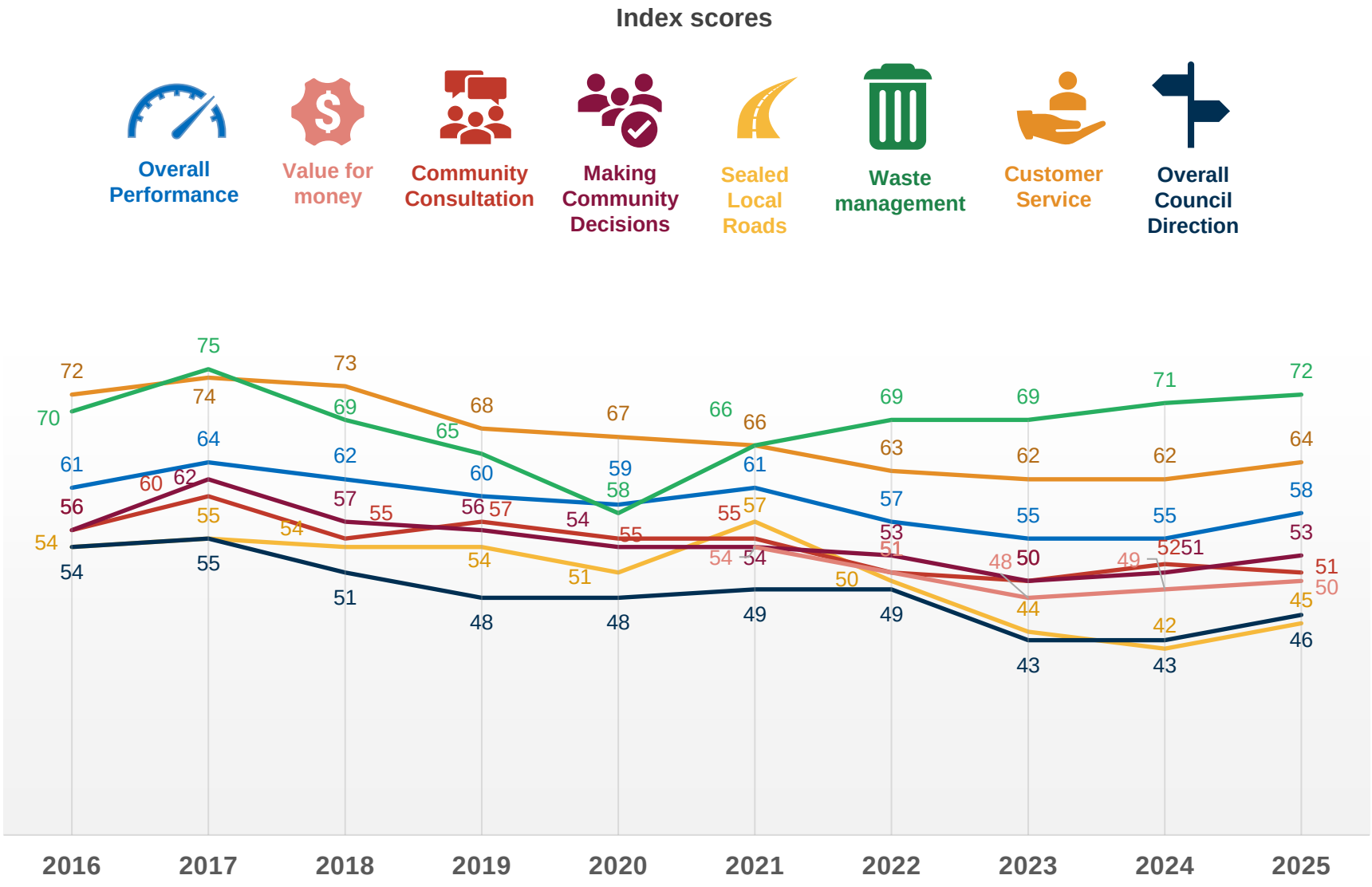
Council performance compared to group average

Top 3 performing areas	
Waste management	▲ higher
Appearance of public areas	= on par
Art centres & libraries	= on par

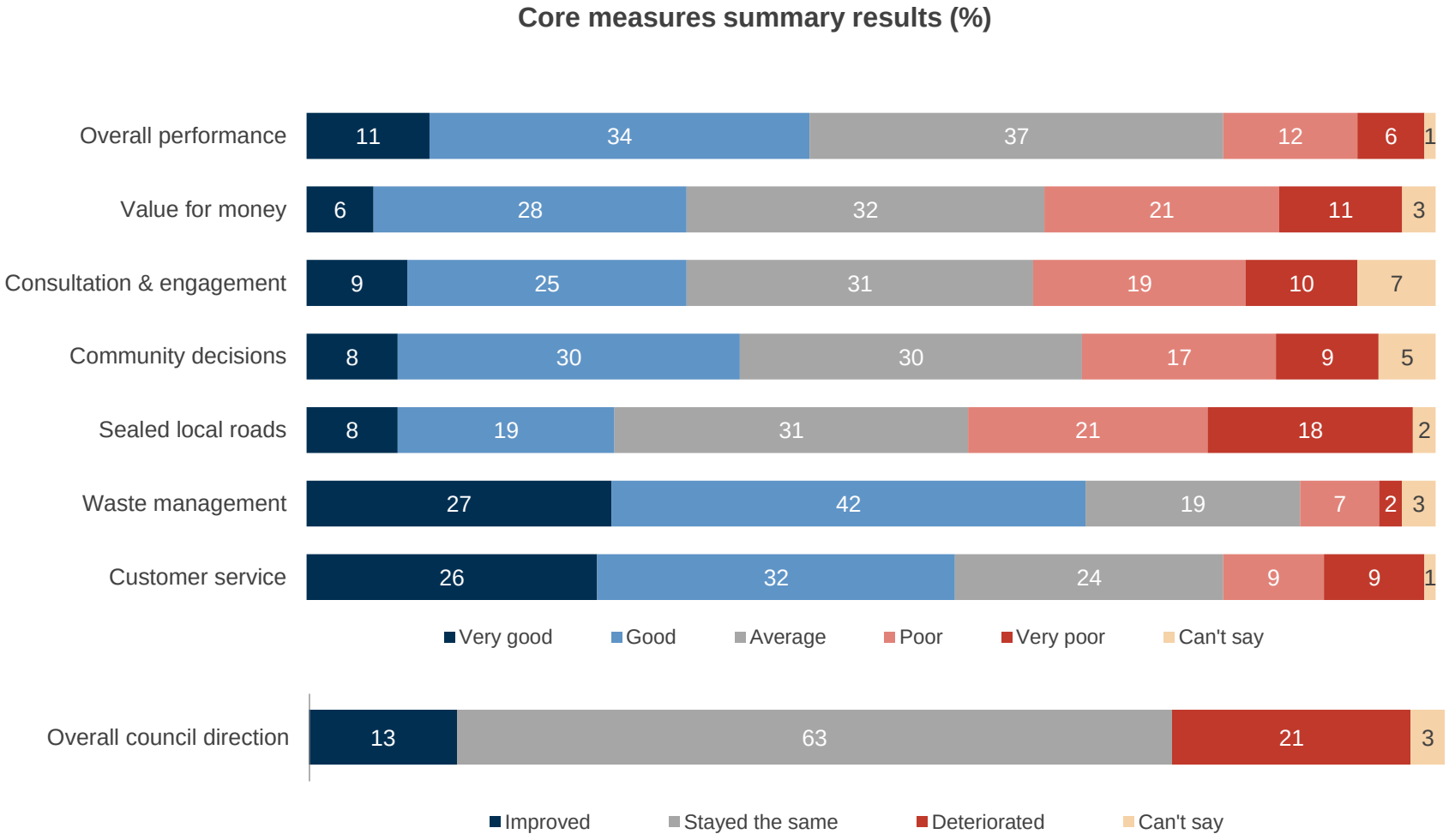
Bottom 3 performing areas	
Unsealed roads	= on par
Sealed local roads	= on par
Consultation & engagement	= on par

Customer service	= on par

Summary of core measures



Summary of core measures



Summary of Pyrenees Shire Council performance

Services	Pyrenees 2025	Pyrenees 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
Overall performance	**58**	55	54	53	Mt Emu residents	50-64 years, Beaufort, Ercildoune residents
Value for money	**50**	49	47	47	18-34 years	50-64 years
Overall council direction	**46**	43	46	46	18-34 years	50-64 years
Customer service	**64**	62	65	66	65+ years	18-49 years
Waste management	**72**	71	66	65	65+ years, 35-49 years	18-34 years
Appearance of public areas	**71**	69	70	68	Avoca, DeCameron residents	50-64 years
Art centres & libraries	**70**	70	72	73	35-49 years	50-64 years
Emergency & disaster mngt	**66**	69	66	65	Mt Emu residents	Beaufort, Ercildoune residents
Recreational facilities	**66**	68	66	67	Mt Emu residents	Beaufort, Ercildoune residents
Family support services	**64**	60	61	62	35-49 years	50-64 years

Significantly higher / lower than Pyrenees Shire Council 2025 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Pyrenees Shire Council performance

Services	Pyrenees 2025	Pyrenees 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
Bus/community dev./tourism	**60**	61	57	56	Mt Emu residents	50-64 years
Enforcement of local laws	**58**	60	58	59	Mt Emu residents	Beaufort, Ercildoune residents
Community decisions	**53**	51	50	49	Mt Emu residents	50-64 years
Consultation & engagement	**51**	52	51	50	18-34 years, Avoca, DeCameron residents	50-64 years
Sealed local roads	**45**	42	44	45	65+ years, Avoca, DeCameron residents	35-49 years
Unsealed roads	**39**	33	40	38	65+ years	35-64 years

Significantly higher / lower than Pyrenees Shire Council 2025 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Pyrenees Shire Council's overall performance have slightly improved from the previous evaluation. Performance perceptions on most individual service areas are not significantly different to 2024, with exception to family support services and unsealed roads, where perceptions improved significantly.

Key influences on perceptions of overall performance

The condition of sealed local roads is among the lowest rated areas for Council yet it has a moderate influence on perceptions of Council's overall performance. Community decisions has the strongest influence on the overall performance rating, therefore, communicating any decision of Council's to focus on the condition of sealed roads is likely to be most beneficial in driving up opinion of overall performance.

Comparison to state and area grouping

Council rates significantly higher than both the Small Rural group and State-wide averages on overall performance, value for money, business, community development and tourism, community decisions and waste management. In family support services, Council is rated significantly higher than the Small Rural group. It is also performing above the State-wide average when it comes to the appearance of public areas, but is lower in art centres and libraries. In all other metrics, Council rates in line with the State-wide and group average.

Opportunity to engage

Residents aged 50 to 64 years warrant extra attention in the year ahead, as they continue to rate Council lowest on overall performance and on most individual service areas. This age group has the highest rate of contact with Council, so there is opportunity to use these interactions to engage with them and improve perceptions. Special attention should also be paid to residents in the Beaufort and Ercildoune area, as perceptions among this group are often lower and in some cases have deteriorated significantly in the last 12 months.

DETAILED FINDINGS

Overall performance

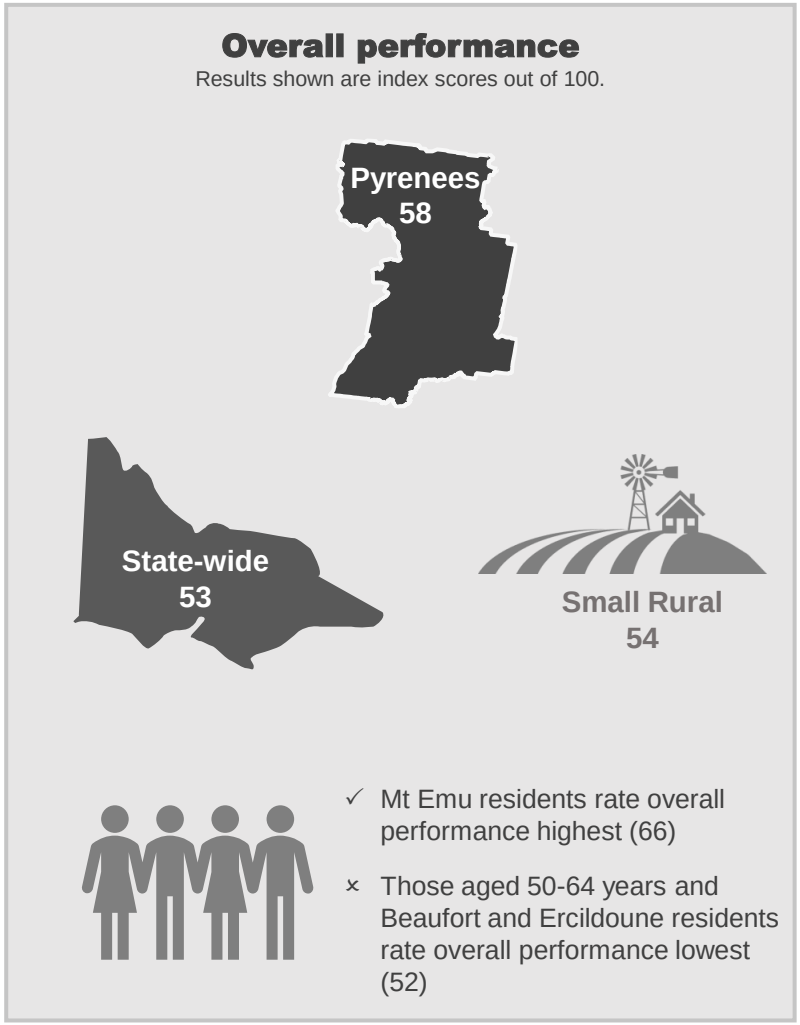
Overall performance

The overall performance index score of 58 for Pyrenees Shire Council is a slight three point improvement on both the 2024 and 2023 result (index score of 55 for both).

Pyrenees Shire Council's overall performance is now rated statistically significantly higher (at the 95% confidence interval) than the Small Rural group and the State-wide average for councils (index scores of 54 and 53 respectively).

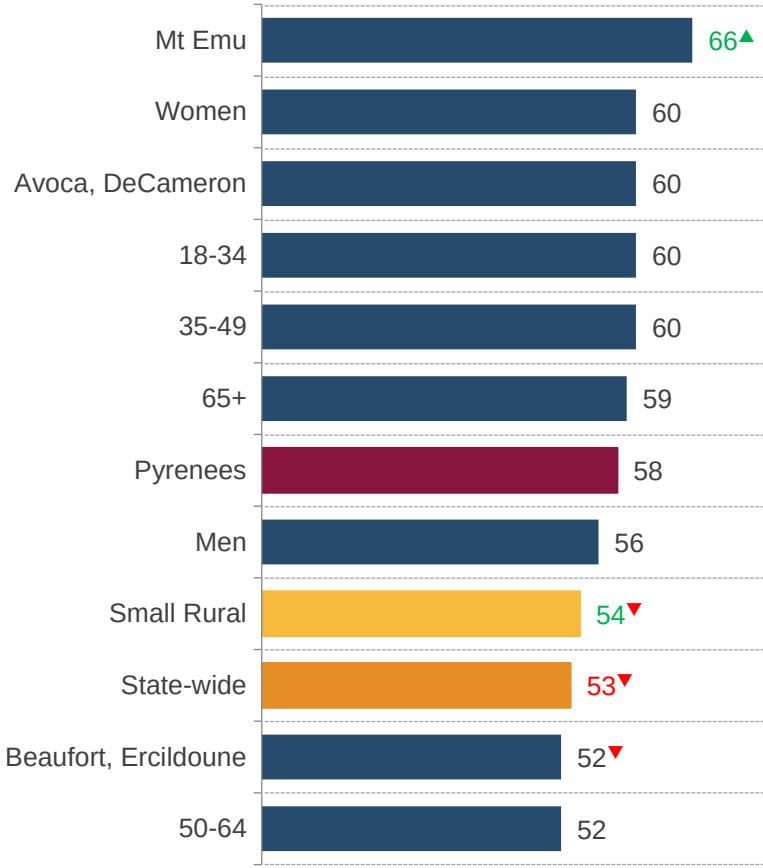
- Residents of Mt Emu (index score of 66) rate Council's overall performance significantly higher than average. Impressions have also significantly improved from last year (index score of 55), reaching an all-time high.
- By contrast, Beaufort and Ercildoune residents (index score of 52) rate overall performance significantly lower than average.
- Performance ratings across the remaining geographic and demographic cohorts are not significantly different from the Council average.

Just over one in three residents (34%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. A similar amount rate Council as 'very poor' or 'poor' (32%), or as 'average' (32%) in terms of value for money.



Overall performance

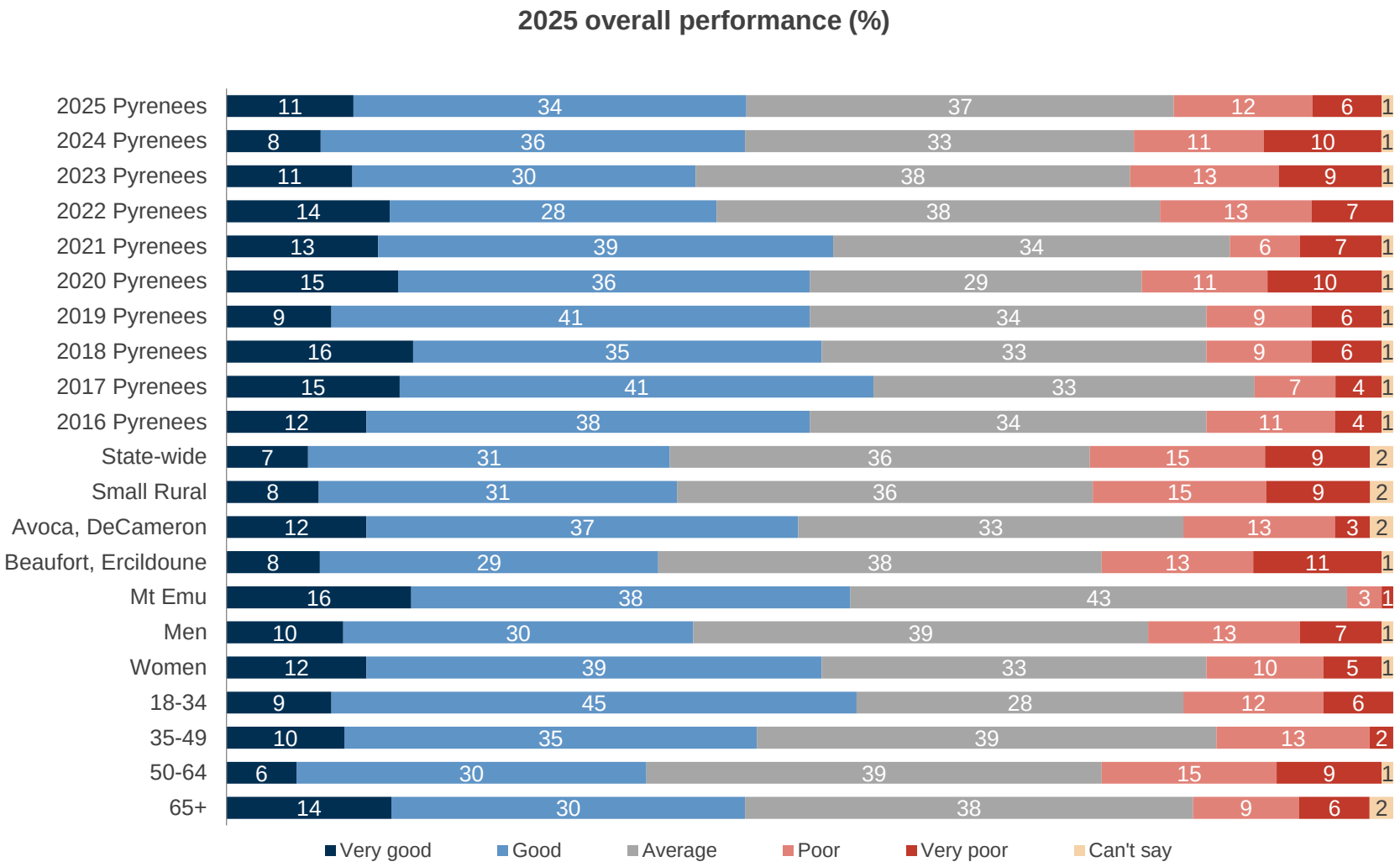
2025 overall performance (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mt Emu	55	58	60	60	54	48	50	64	57
Women	57	59	59	65	59	61	60	65	61
Avoca, DeCameron	58	57	56	64	62	63	66	63	61
18-34	58	55	49	59	56	59	59	70	62
35-49	57	61	58	65	61	57	68	65	60
65+	55	55	60	63	62	63	64	66	62
Pyrenees	55	55	57	61	59	60	62	64	61
Men	53	52	56	59	59	59	63	63	61
Small Rural	53	55	58	60	56	58	56	58	57
State-wide	54	56	59	61	58	60	59	59	59
Beaufort, Ercildoune	54	53	57	59	56	58	63	66	64
50-64	52	51	58	57	53	57	55	58	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance



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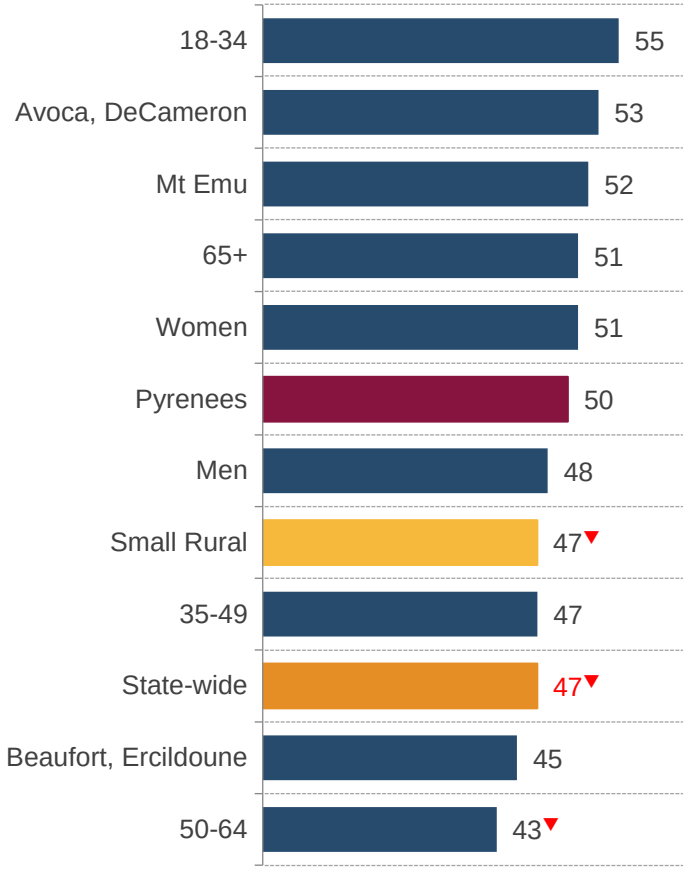
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Value for money in services and infrastructure

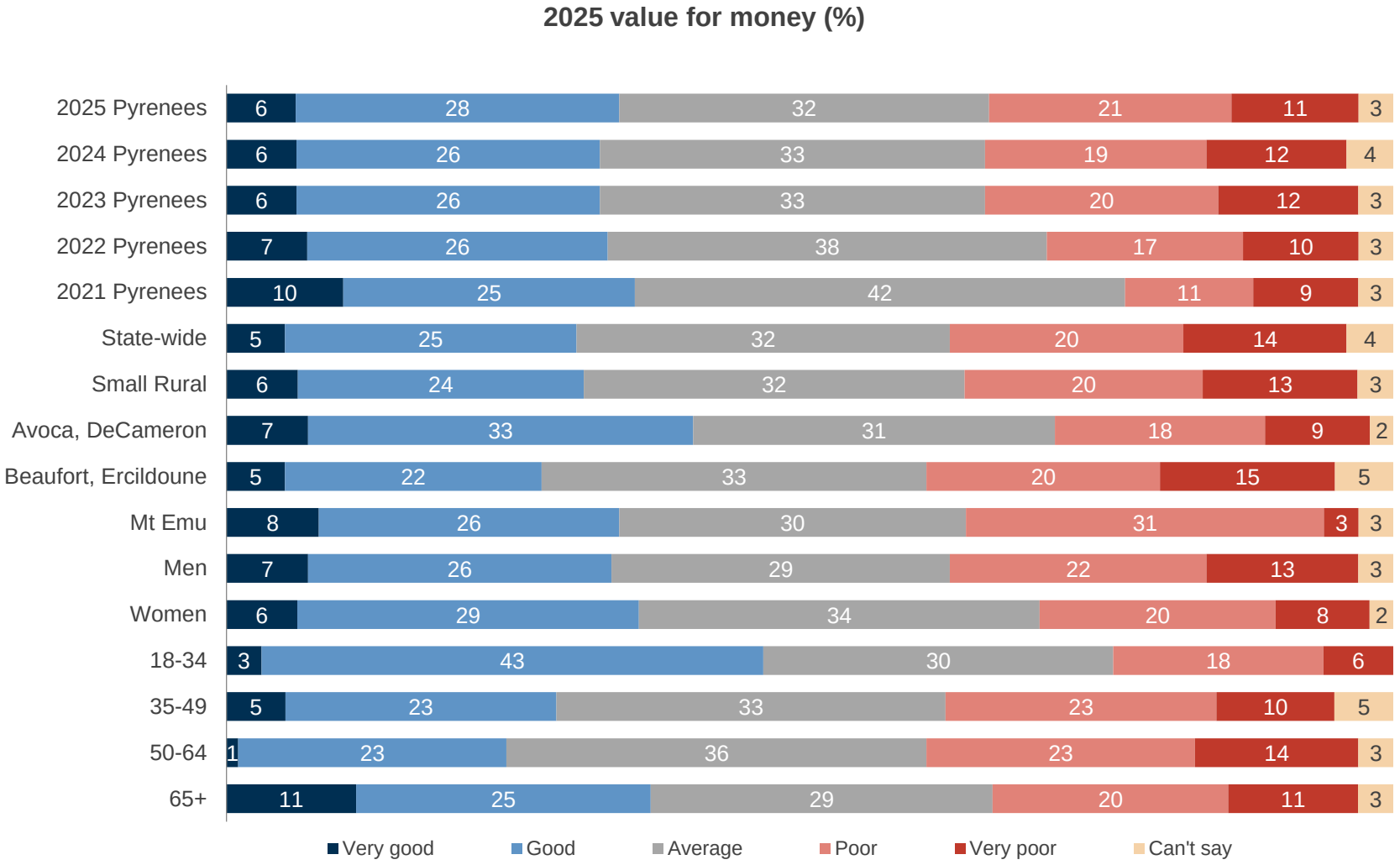
2025 value for money (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	47	52	42	55	n/a	n/a	n/a	n/a	n/a
Avoca, DeCameron	52	52	50	56	n/a	n/a	n/a	n/a	n/a
Mt Emu	44	46	50	53	n/a	n/a	n/a	n/a	n/a
65+	50	50	54	57	n/a	n/a	n/a	n/a	n/a
Women	50	52	54	57	n/a	n/a	n/a	n/a	n/a
Pyrenees	49	48	51	54	n/a	n/a	n/a	n/a	n/a
Men	48	46	49	52	n/a	n/a	n/a	n/a	n/a
Small Rural	47	49	51	52	n/a	n/a	n/a	n/a	n/a
35-49	52	51	52	51	n/a	n/a	n/a	n/a	n/a
State-wide	48	49	53	54	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	48	47	52	53	n/a	n/a	n/a	n/a	n/a
50-64	45	40	52	53	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Pyrenees Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure



Q3b. How would you rate Pyrenees Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19

Top performing service areas

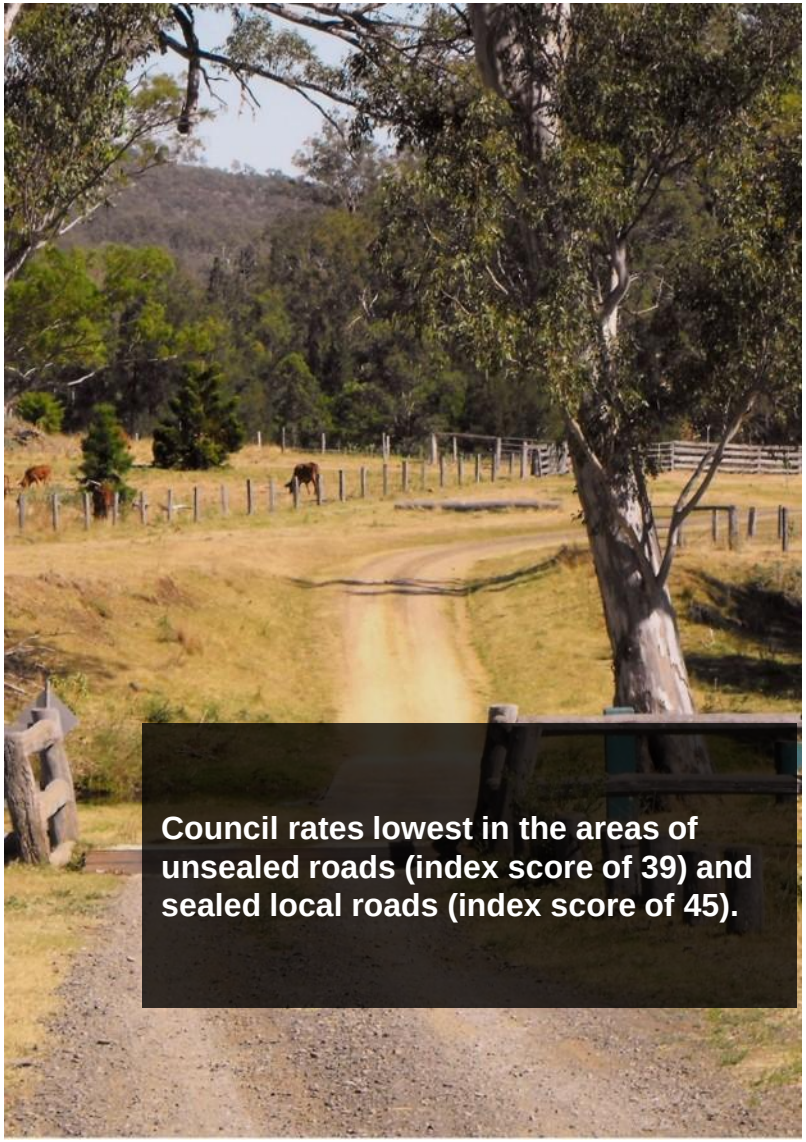
Council continues to perform best in the area of waste management (index score of 72). Performance in this service area has been improving since 2021.

- Council continues to performs significantly higher than the Small Rural group and State-wide averages (index scores of 66 and 65 respectively) in this service area.
- Further, 8% of residents mention waste management as one of the best things about Council.
- Residents aged 18 to 34 years (index score of 62) rate performance in waste management lowest and significantly lower compared to the Council average.

The appearance of public areas (index score of 71) and art centres and libraries (index score of 70) are Council's next best performing service areas. Both service areas have continually performed at a relatively high level since tracking commenced and remain in line with the Small Rural group average.

- In the case of the appearance of public areas, Council's performance rating has improved by two points since 2024, though this is not a significant change.
- In art centres and libraries, Council's index score has been maintained for three years now. Ratings among residents aged 35 to 49 years old are now significantly higher than average.

Low performing service areas



Council's lowest performing service areas continue to relate to roads. Performance on unsealed roads (index score of 39) is rated lowest (despite perceptions improving significantly in the last 12 months), followed by sealed local roads (45).

This year, Council rates in line with the State-wide and Small Rural group averages for both areas.

Just over nine in 10 residents (93%) believe unsealed roads should be 'extremely' or 'very' important to Council, including 53% who believe it should be 'extremely' important.

Around one in five residents (19%) mention sealed local roads as the top area for improvement, along with 5% who volunteer unsealed roads.

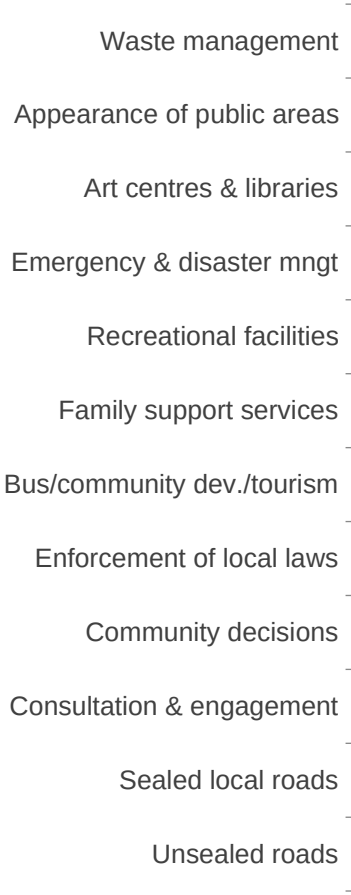
The condition of sealed local roads has a moderate influence on overall perceptions of Council, so should remain a key focus.

Sealed local roads ratings are lower among Beaufort and Ercildoune residents and have not improved at all since significantly declining in 2023, meaning efforts would likely be best directed here.

In terms of areas to focus on for unsealed roads, ratings have significantly improved among Avoca and DeCameron residents, meaning efforts would be best directed to the other remaining geographic areas.

Individual service area performance

2025 individual service area performance (index scores)

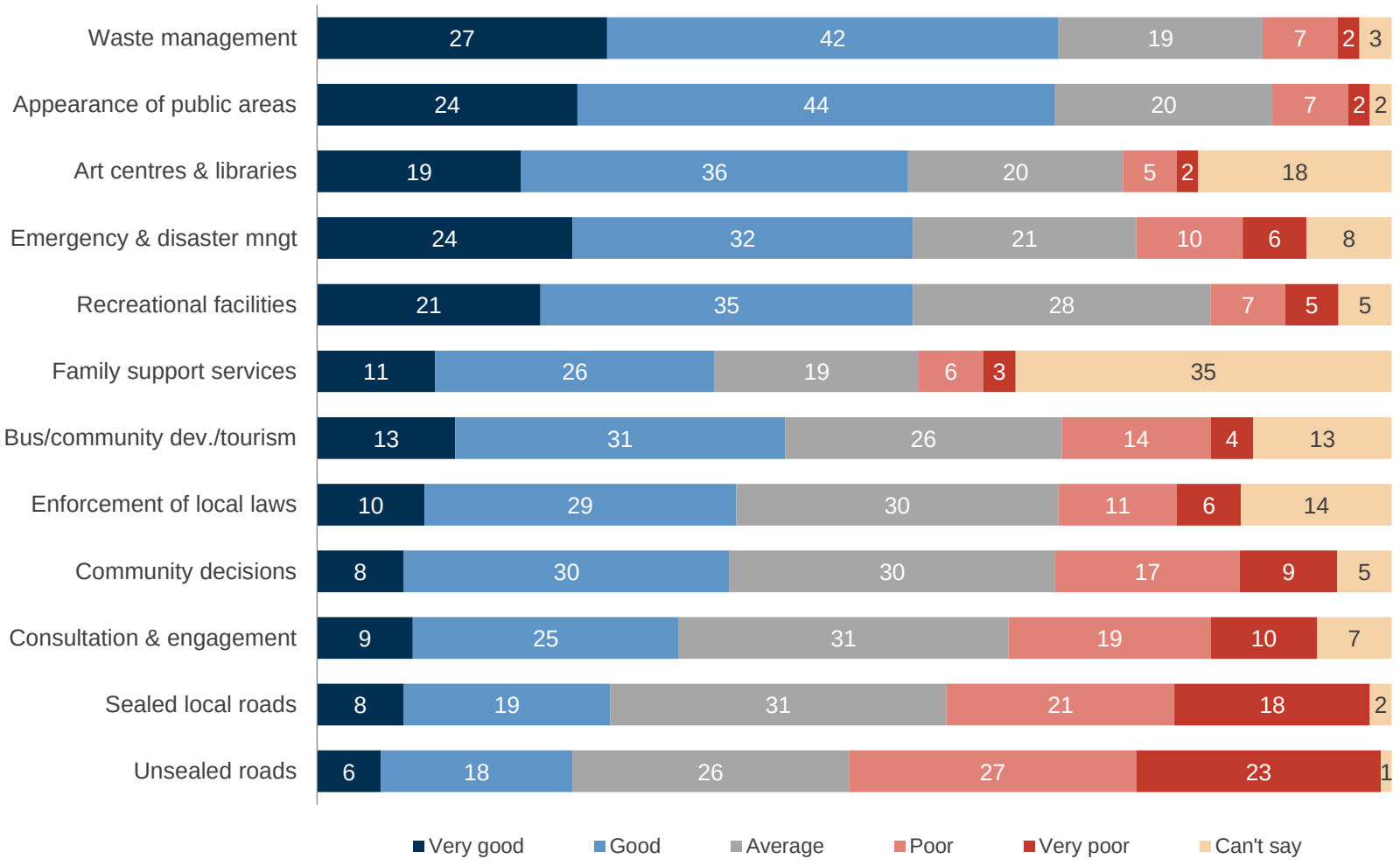


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Waste management	71	69	69	66	58	65	69	75	70
Appearance of public areas	69	65	68	70	69	69	69	73	70
Art centres & libraries	70	70	68	69	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	69	62	65	72	72	72	73	74	73
Recreational facilities	68	65	68	69	68	69	68	72	65
Family support services	60	63	64	68	65	68	68	70	68
Bus/community dev./tourism	61	57	60	60	60	61	62	67	60
Enforcement of local laws	60	61	59	62	n/a	n/a	n/a	n/a	n/a
Community decisions	51	50	53	54	54	56	57	62	56
Consultation & engagement	52	50	51	55	55	57	55	60	56
Sealed local roads	42	44	50	57	51	54	54	55	54
Unsealed roads	33	35	39	44	43	43	44	44	45

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2025 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Individual service area importance

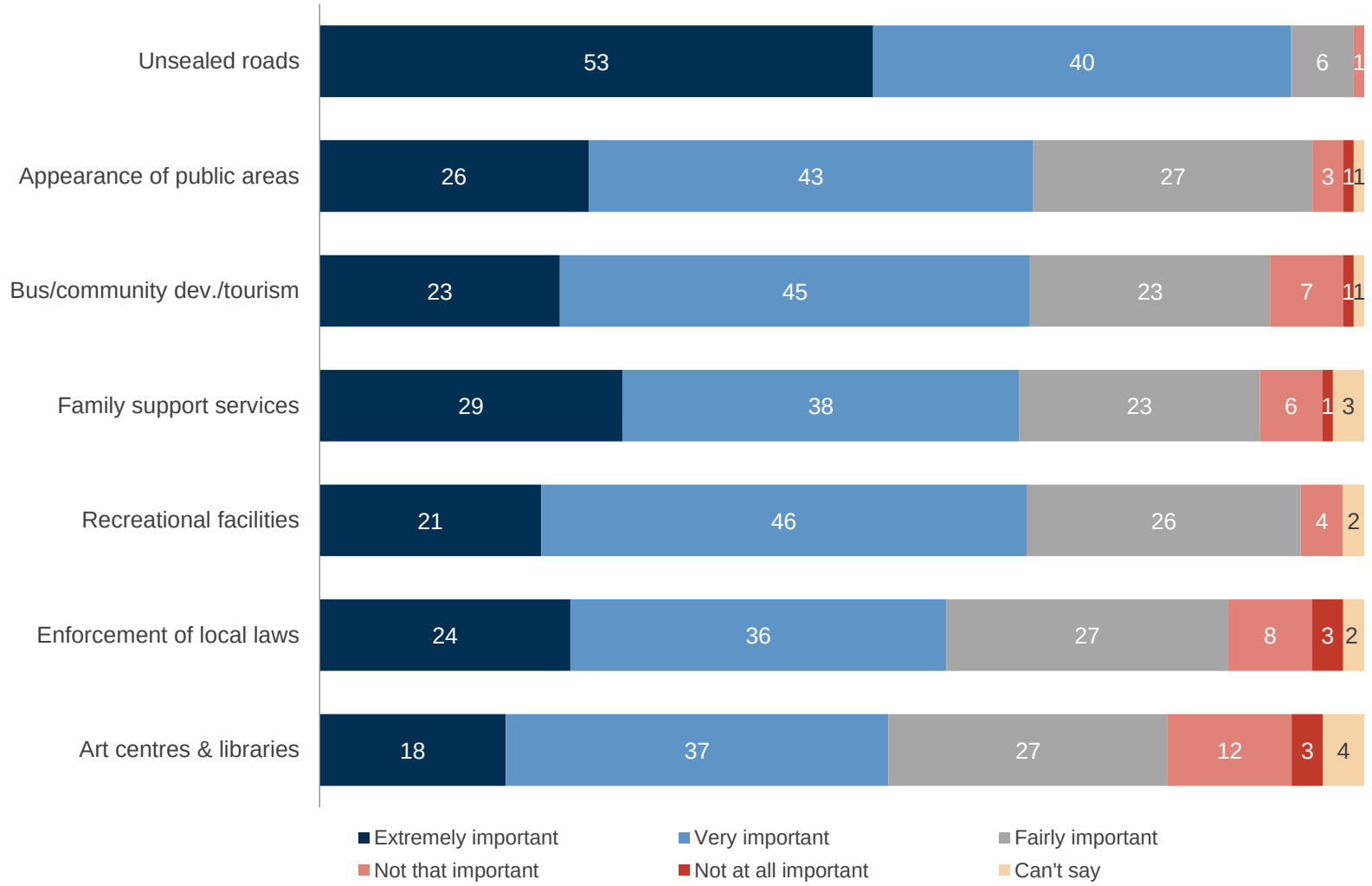
2025 individual service area importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
Unsealed roads	86	86	85	85	n/a	80	83	81	82
Appearance of public areas	71	71	71	72	n/a	71	72	72	71
Family support services	72	74	73	75	74	72	72	70	71
Recreational facilities	70	69	71	71	n/a	69	71	67	68
Bus/community dev./tourism	67	66	68	72	75	72	70	70	68
Enforcement of local laws	64	64	65	68	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	59	59	60	62	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

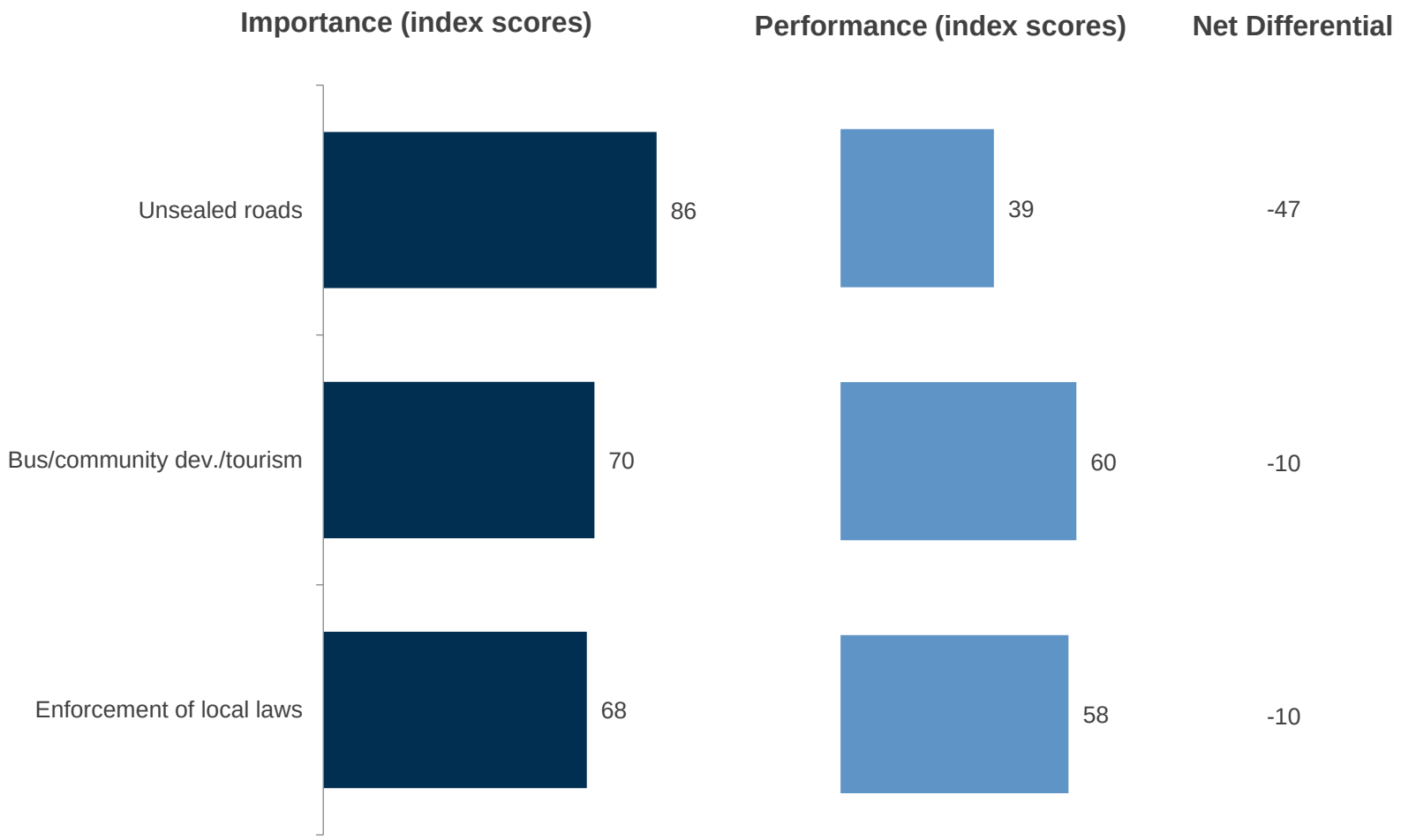
2025 individual service area importance (%)



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Community consultation and engagement
- Emergency management
- Condition of sealed roads.

Looking at these services only, emergency management has a high performance index (66) and a moderate influence on the overall performance rating.

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

Another service that has a moderate influence on overall perceptions, but where Council performs relatively less well, is community consultation and engagement (performance index of 51).

A focus on consulting local residents about key issues in the community can also help shore up positive overall opinion of Council.

However, most in need of attention is condition of sealed roads, which is poorly rated (performance index of 45) and a moderate influence on overall community opinion.

It is therefore important to attend to residents concerns around maintaining sealed roads to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

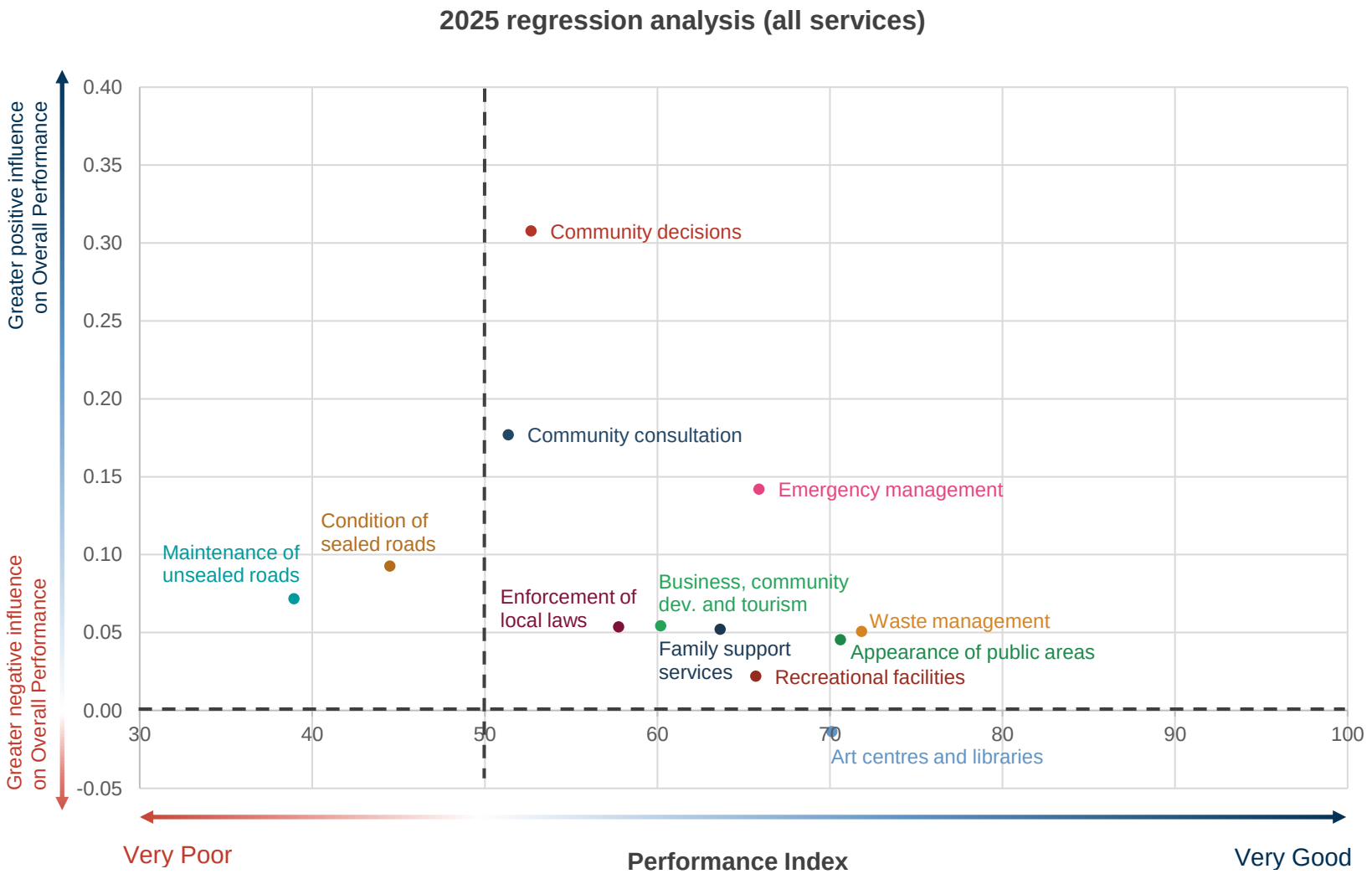
- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed.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

The regressions are shown on the following two charts.

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

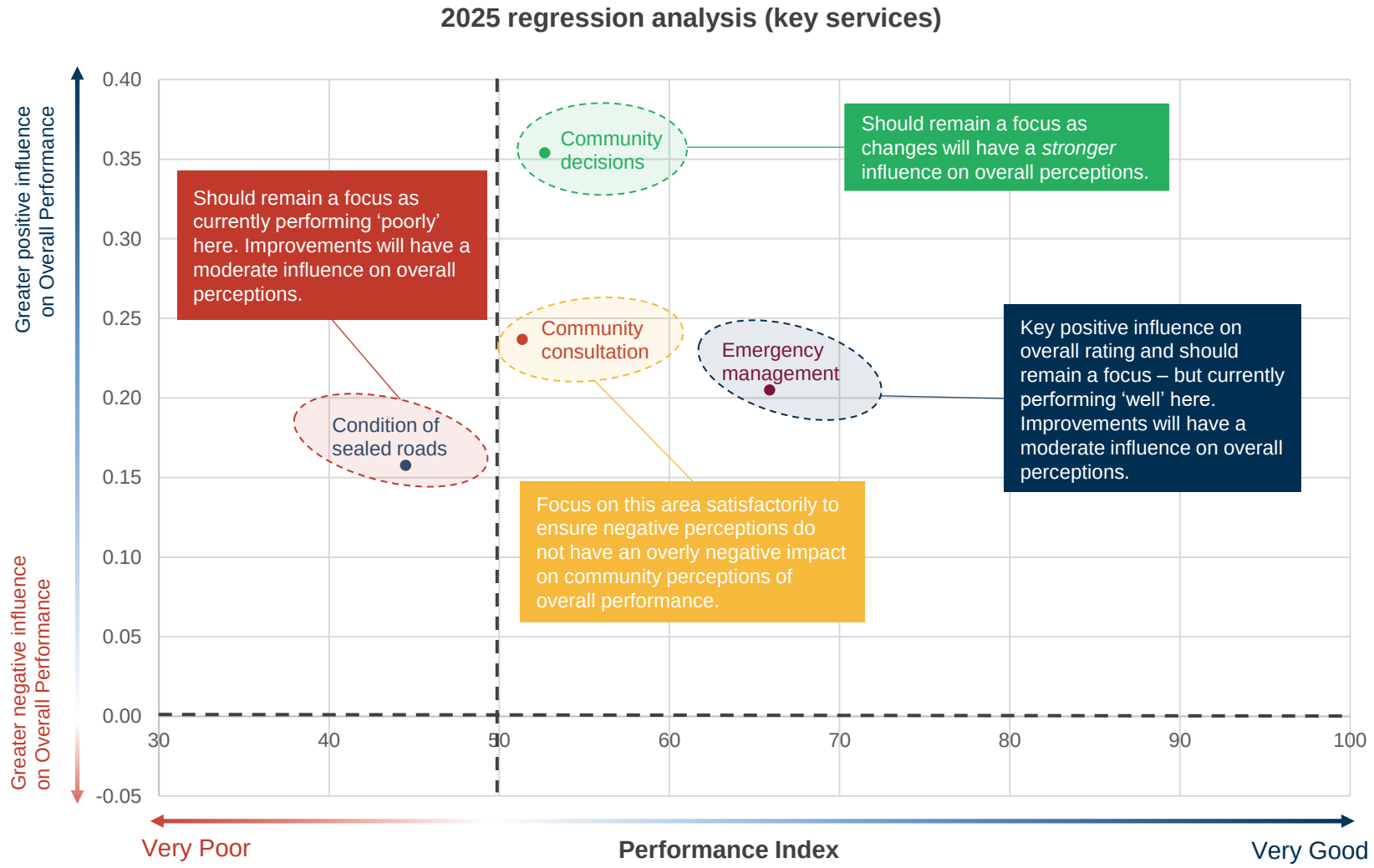
Key insights from this analysis are derived from the second chart.

Influence on overall performance: all services



The multiple regression analysis model above (all service areas) has an R^2 value of 0.565 and adjusted R^2 value of 0.551, which means that 55% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 41.80. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key services



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.544 and adjusted R^2 value of 0.539, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 117.64.

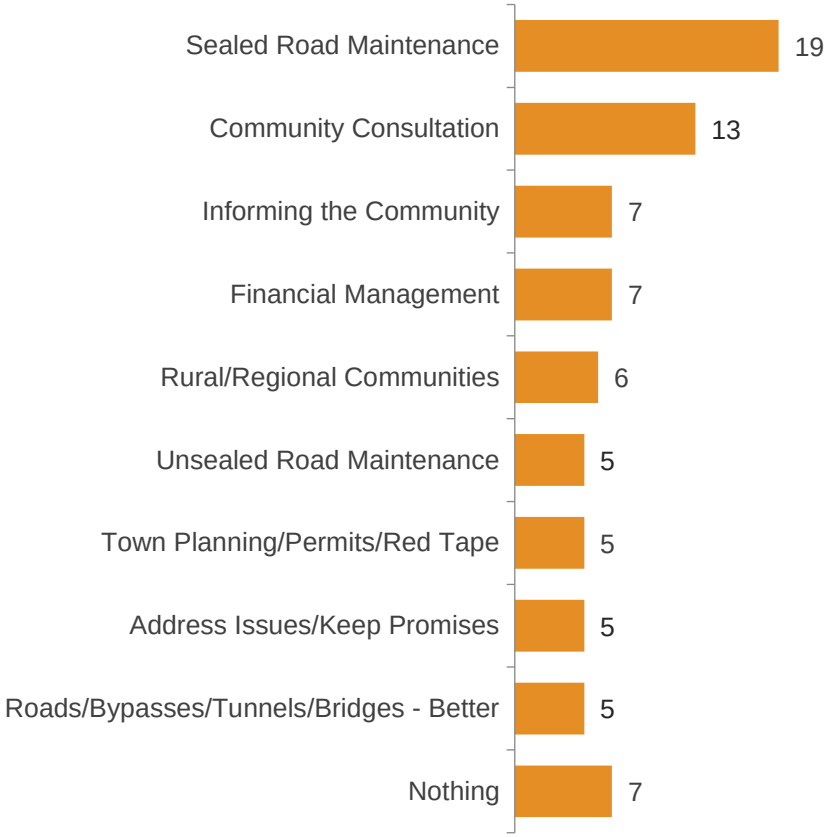
Best things about Council

2025 best things about Council (%)
- Top mentions only -

Q16. Please tell me what is the ONE BEST thing about Pyrenees Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 10
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Areas for improvement

2025 areas for improvement (%)
- Top mentions only -



Q17. What does Pyrenees 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 this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Just over three in five Council residents (64%) had contact with Council in the last 12 months. This is a significant drop from last year (72%).

The rate of contact is also significantly lower than last year among those aged 35 to 49 years (64%, down from 83%) and Avoca and DeCameron residents (57%, down from 68% in 2024).

Customer service

Council’s customer service index of 64 remains in line with last year, slightly improving from its lowest level recorded (up two index points from 62 in 2024).

- Customer service is rated in line with the State-wide and Small Rural group averages (index scores of 66 and 65 respectively).

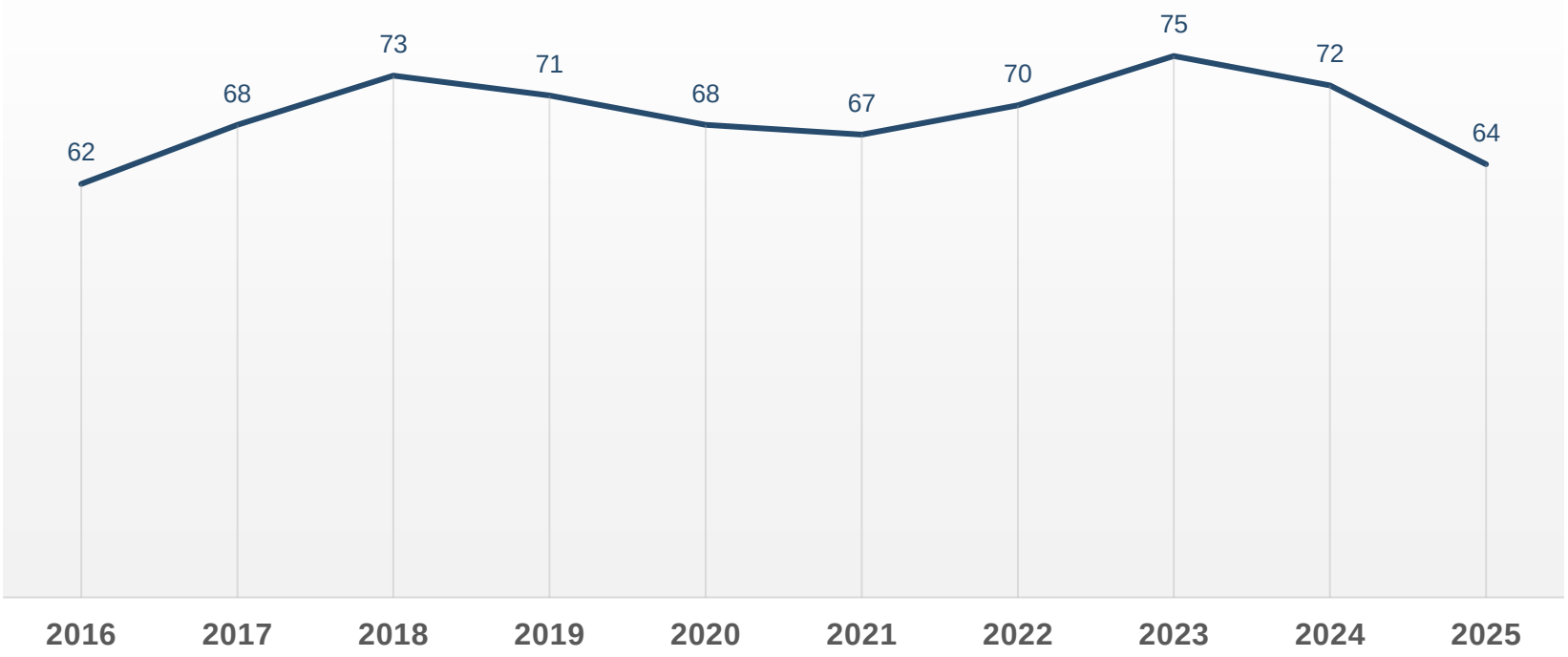
Over half of Council’s residents (58%) provide a positive customer service rating of ‘very good’ or ‘good’. This far outweighs the 18% who rate Council’s customer service as ‘very poor’ or ‘poor’.

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

- Residents aged 65 years and above rate customer service highest (index score of 70)
- Residents aged 18 to 49 years rate customer service lowest (index score of 60)

Contact with council

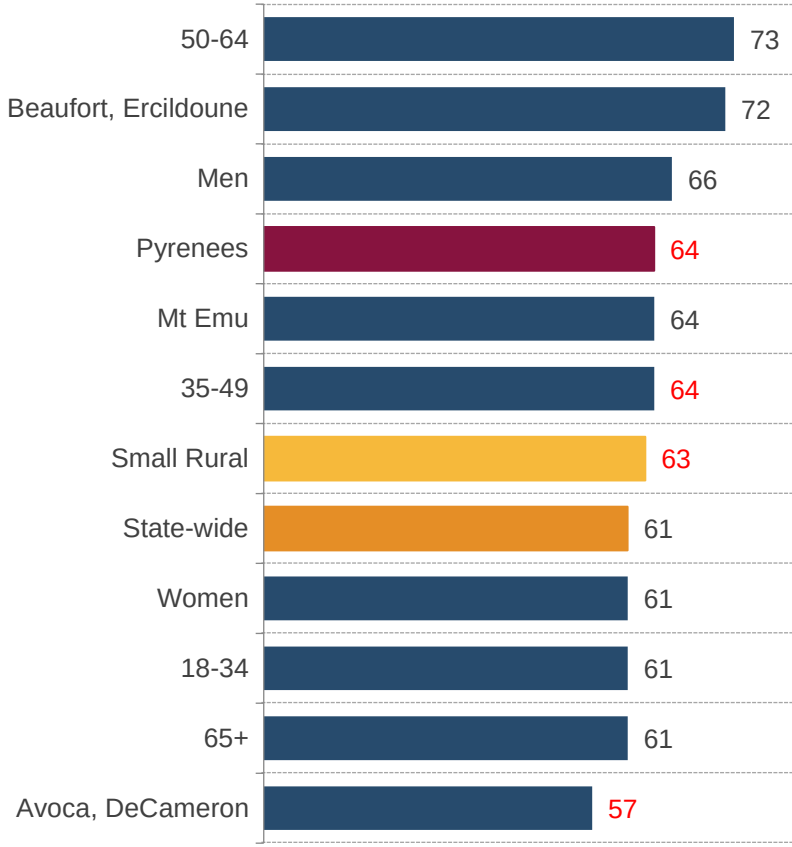
2025 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees 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: 14

Contact with council

2025 contact with council (%)

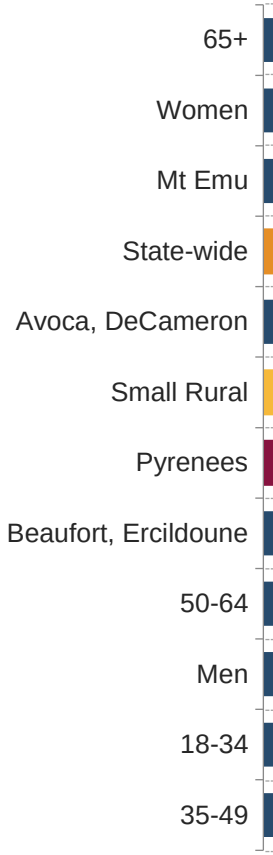


	2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	81	82	82	78	70	76	76	73	68
Beaufort, Ercildoune	77	73	77	70	68	70	72	71	64
Men	73	74	66	66	66	71	72	69	58
Pyrenees	72	75	70	67	68	71	73	68	62
Mt Emu	66	79	74	66	53	80	69	66	63
35-49	83	77	80	74	79	83	76	77	80
Small Rural	65	66	63	63	67	66	66	65	60
State-wide	62	62	60	61	64	63	63	61	60
Women	70	75	75	69	72	71	74	67	66
18-34	63	68	59	52	56	68	66	62	44
65+	66	72	62	64	67	61	71	61	54
Avoca, DeCameron	68	75	61	64	70	71	76	64	60

Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees 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: 14
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2025 customer service rating (index scores)

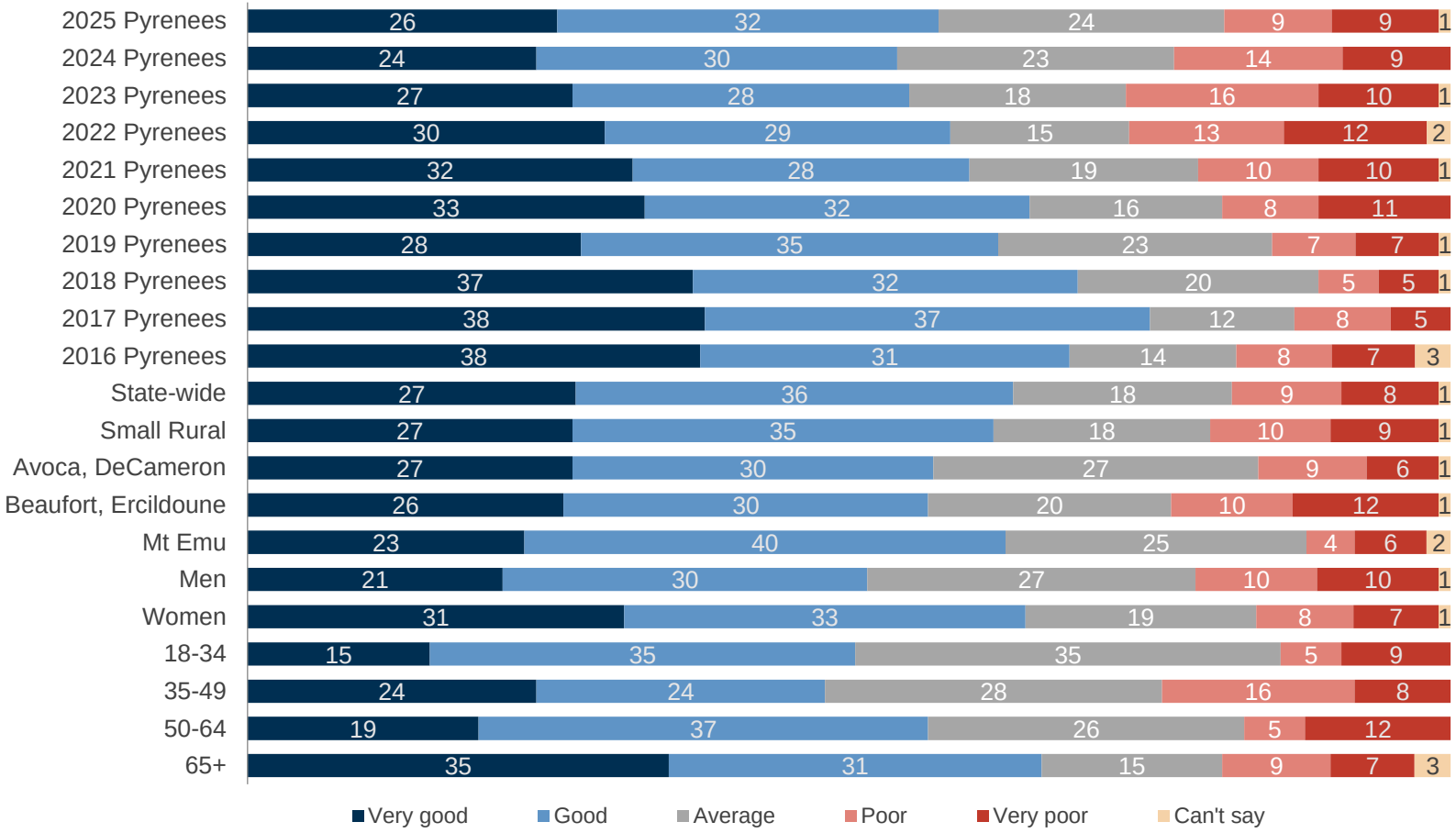


	2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	64	62	69	70	70	72	74	78	74
Women	65	67	64	73	68	70	73	74	77
Mt Emu	62	71	66	60	80	62	63	78	69
State-wide	67	67	68	70	70	71	70	69	69
Avoca, DeCameron	65	67	64	69	66	72	76	73	73
Small Rural	66	65	67	69	70	70	69	69	69
Pyrenees	62	62	63	66	67	68	73	74	72
Beaufort, Ercildoune	59	55	62	64	67	65	73	74	73
50-64	61	59	67	64	64	65	68	73	70
Men	59	57	63	59	66	66	72	74	66
18-34	52	58	50	67	69	67	69	72	75
35-49	65	66	58	60	64	66	79	71	70

Q5c. Thinking of the most recent contact, how would you rate Pyrenees Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2025 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Pyrenees Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 56 Councils asked group: 19

Council direction

Council direction

Over the last 12 months, 63% of residents believe the direction of Council's overall performance has stayed the same. This is unchanged from last year.

- Just over one in 10 residents (13%, up from 10% in 2024) believe the direction of Council's overall performance has improved.
- More (21%) believe it has deteriorated (down from 24% in 2024).

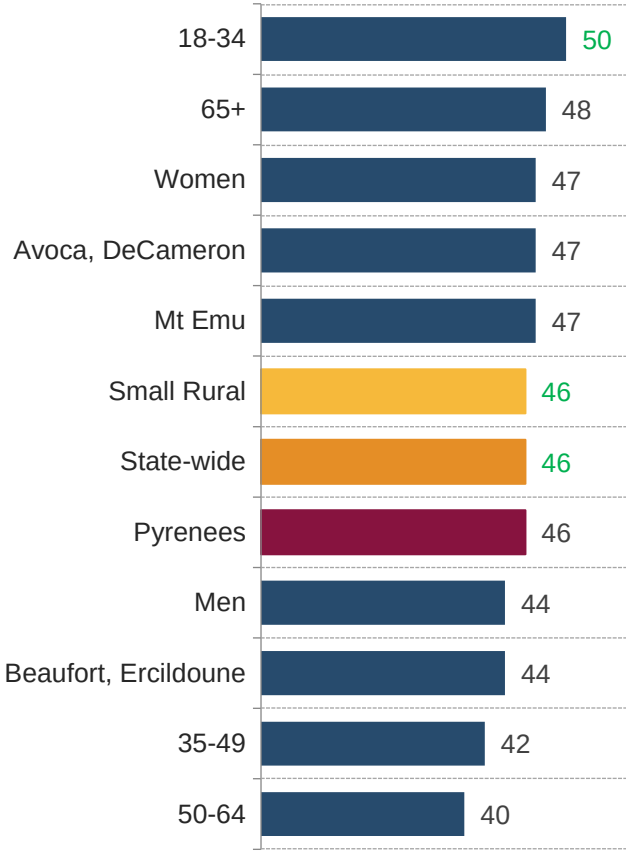
Council's overall direction index score (46) has improved by three points, though this is not a statistically significant change. Perceptions of Council's overall direction are in line with the Small Rural group and State-wide averages (index score of 46 for both).

- The most satisfied with council direction are residents aged 18 to 34 years (index score of 50). Impressions among this cohort have significantly increased since last year (up 14 index points), a pleasing turnaround given they were least satisfied with Council's overall direction last year. The least satisfied this year are residents aged 50 to 64 years (index score of 40).

In a trade-off between rates and services, 54% of residents 'definitely' or 'probably' prefer cuts in council services to keep council rates at the same level as they are now, compared to 22% who would 'definitely' or 'probably' prefer rate rises to improve local services.

Overall council direction last 12 months

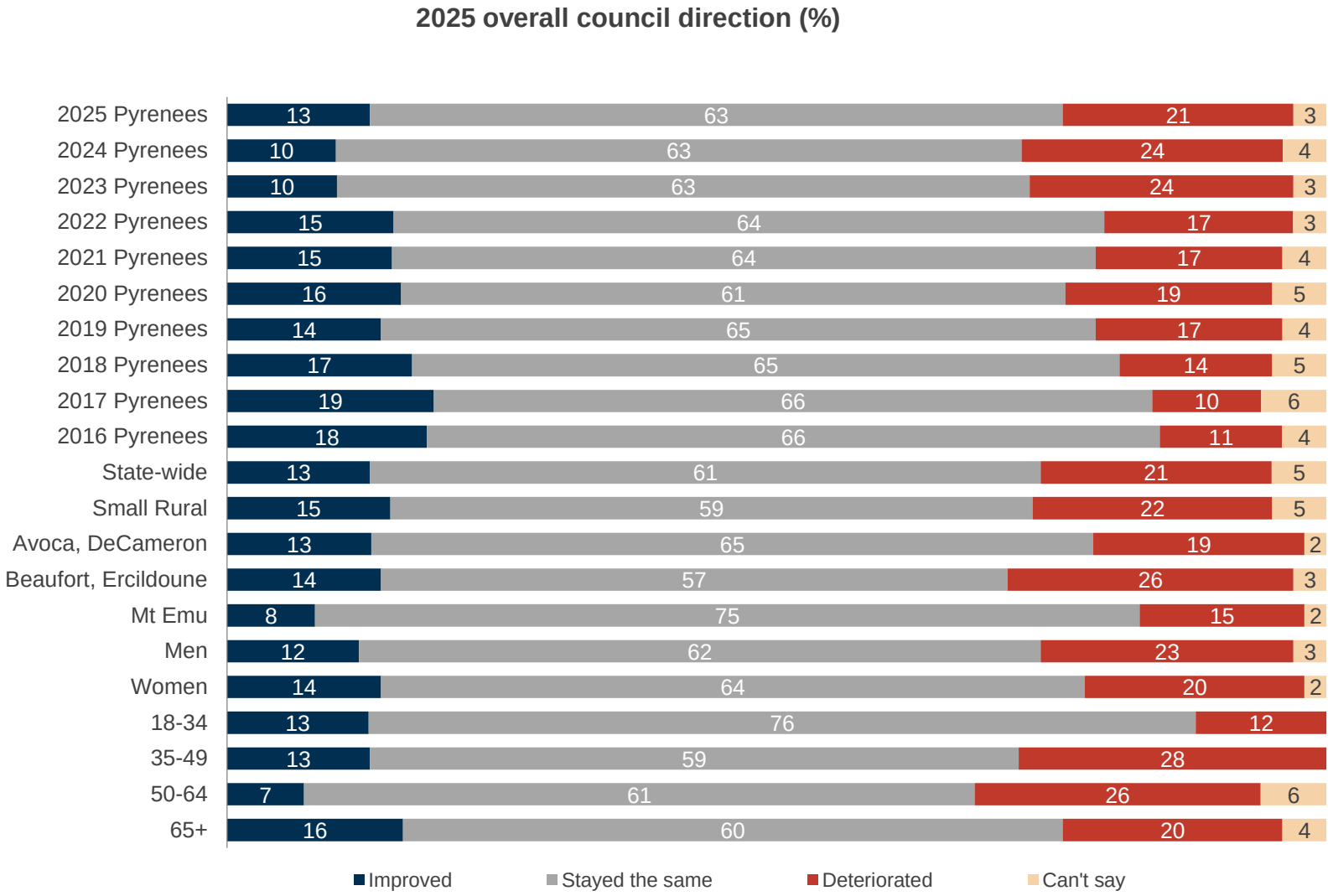
2025 overall council direction (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	36	49	50	52	45	45	49	57	58
65+	43	40	51	52	49	52	54	55	56
Women	45	44	51	51	50	50	52	56	57
Avoca, DeCameron	46	44	51	52	49	52	55	53	55
Mt Emu	40	43	54	51	55	48	49	53	56
Small Rural	44	47	51	53	50	53	50	52	50
State-wide	45	46	50	53	51	53	52	53	51
Pyrenees	43	43	49	49	48	48	51	55	54
Men	41	43	47	47	47	47	51	53	51
Beaufort, Ercildoune	41	43	46	46	47	45	50	56	52
35-49	47	48	49	48	52	49	53	53	54
50-64	43	39	46	42	47	44	48	54	49

Q6. Over the last 12 months, what is your view of the direction of Pyrenees Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

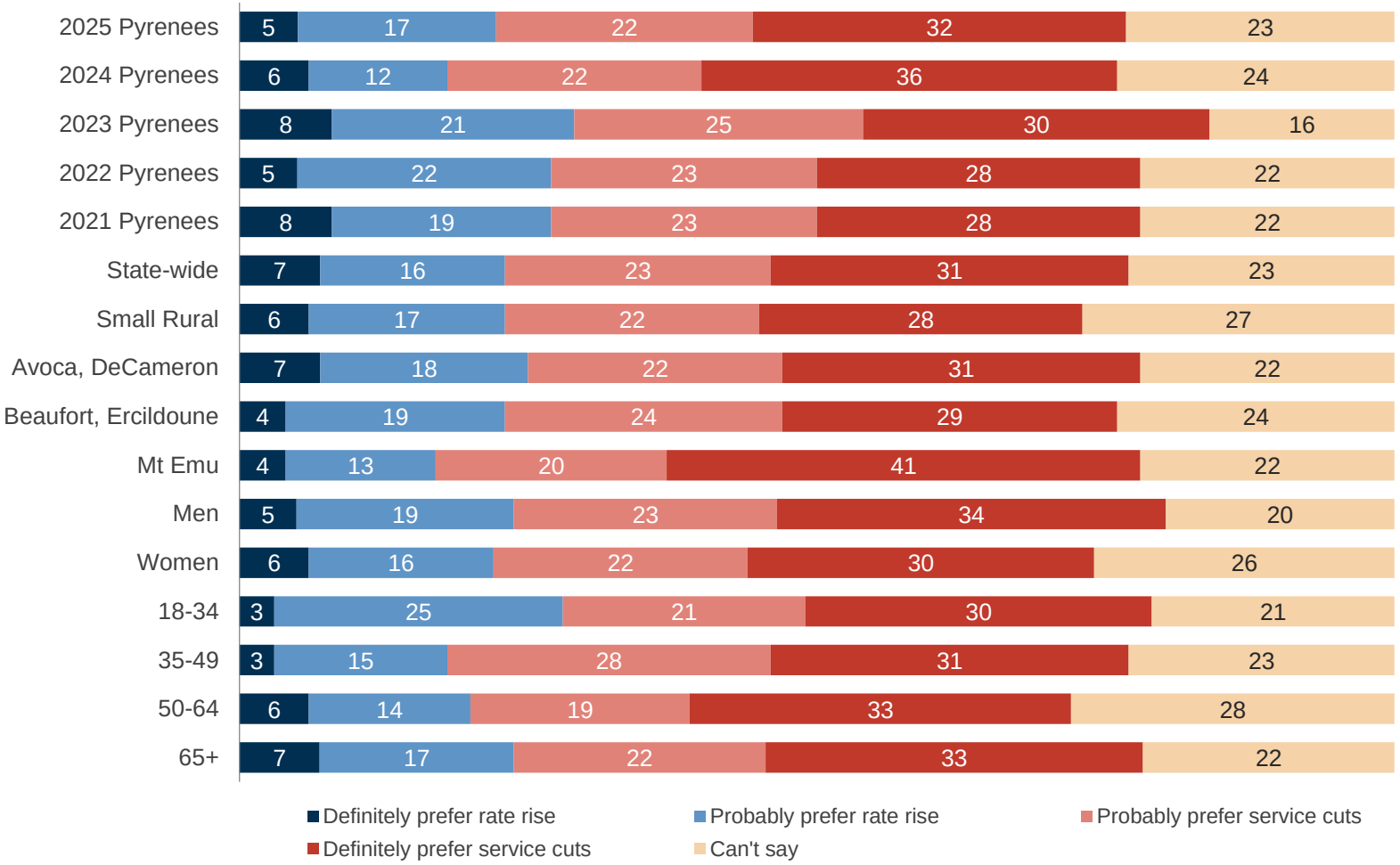
Overall council direction last 12 months



Q6. Over the last 12 months, what is your view of the direction of Pyrenees Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Rates / services trade-off

2025 rates / services trade-off (%)

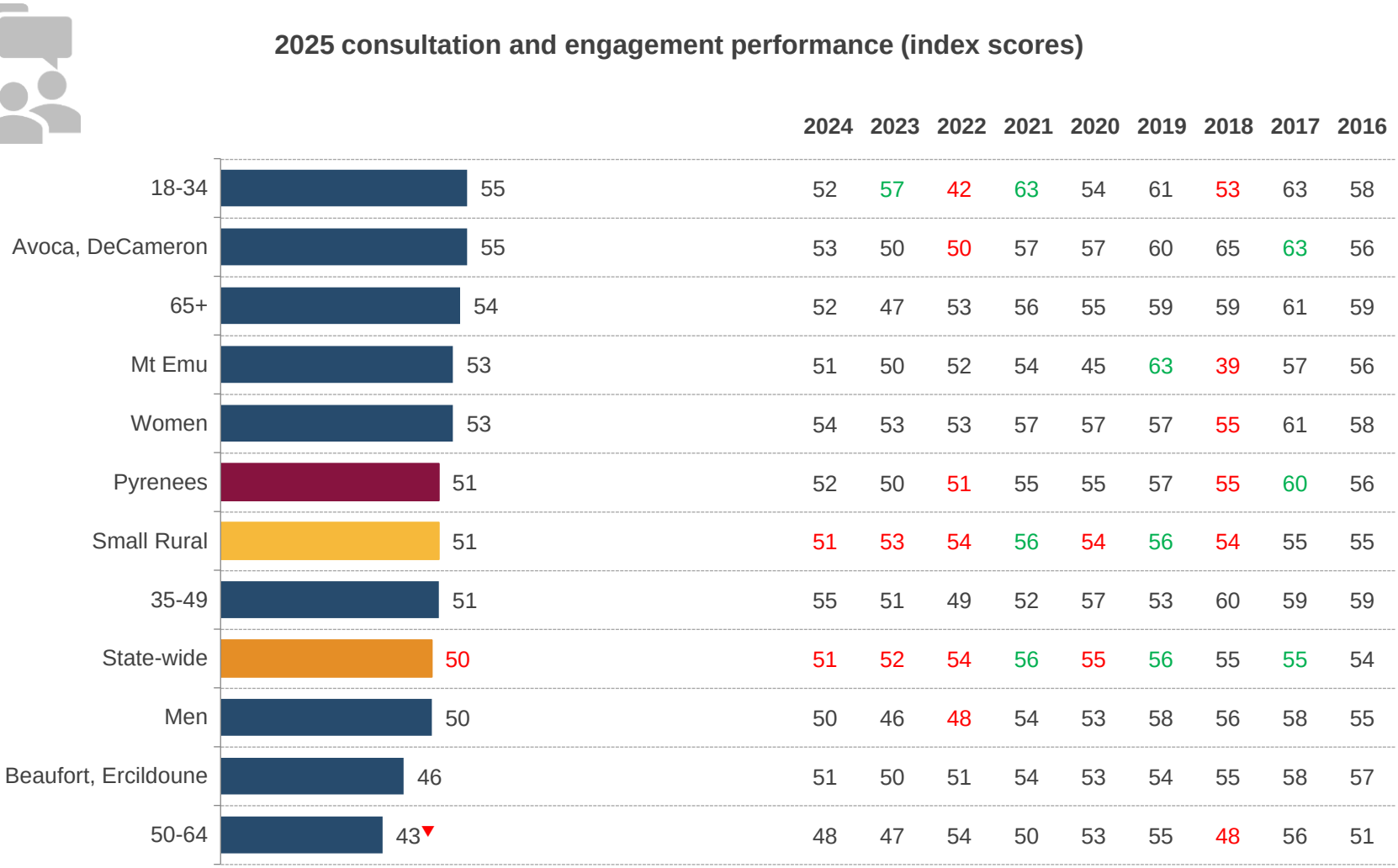


Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

Individual service areas

Community consultation and engagement performance

2025 consultation and engagement performance (index scores)

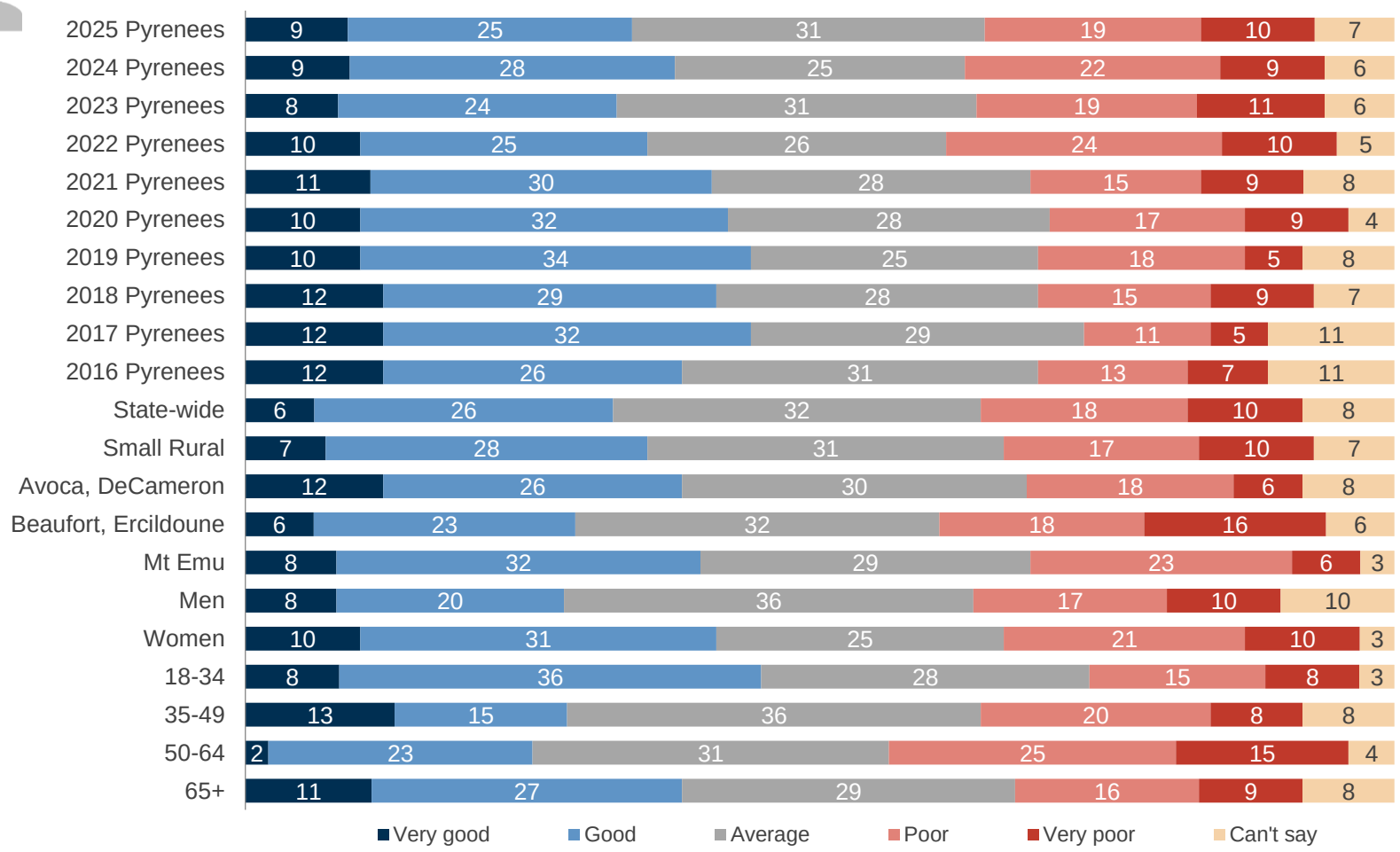


	2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	52	57	42	63	54	61	53	63	58
Avoca, DeCameron	53	50	50	57	57	60	65	63	56
65+	52	47	53	56	55	59	59	61	59
Mt Emu	51	50	52	54	45	63	39	57	56
Women	54	53	53	57	57	57	55	61	58
Pyrenees	52	50	51	55	55	57	55	60	56
Small Rural	51	53	54	56	54	56	54	55	55
35-49	55	51	49	52	57	53	60	59	59
State-wide	51	52	54	56	55	56	55	55	54
Men	50	46	48	54	53	58	56	58	55
Beaufort, Ercildoune	51	50	51	54	53	54	55	58	57
50-64	48	47	54	50	53	55	48	56	51

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

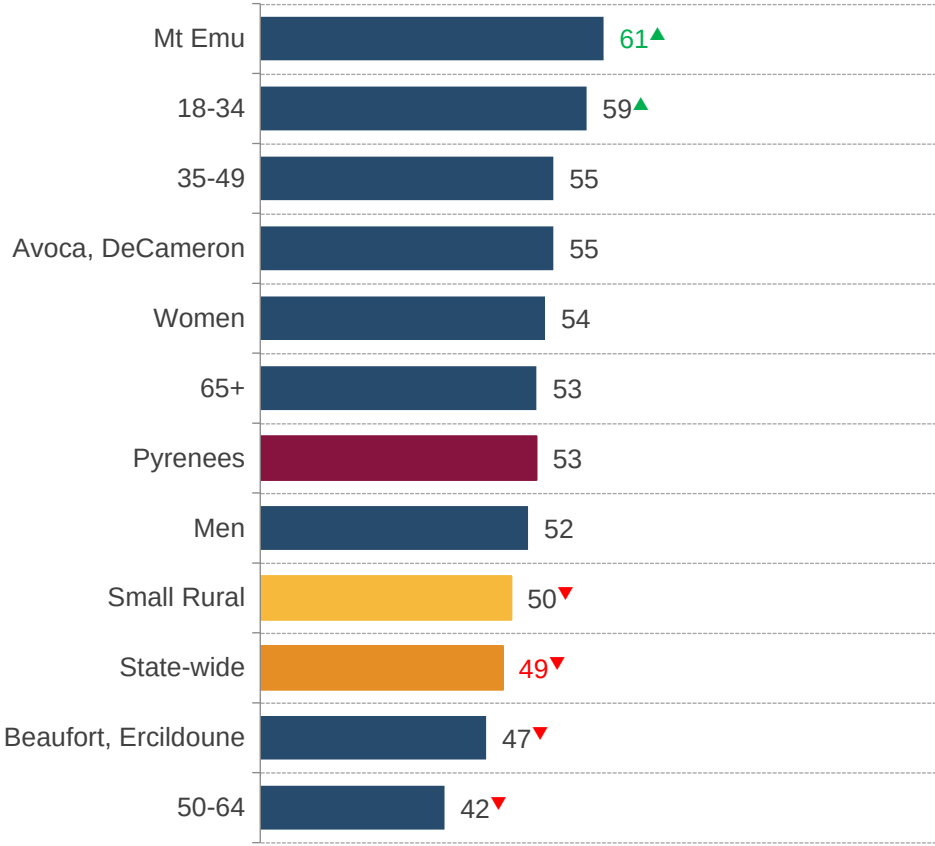
2025 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Decisions made in the interest of the community performance

2025 community decisions made performance (index scores)

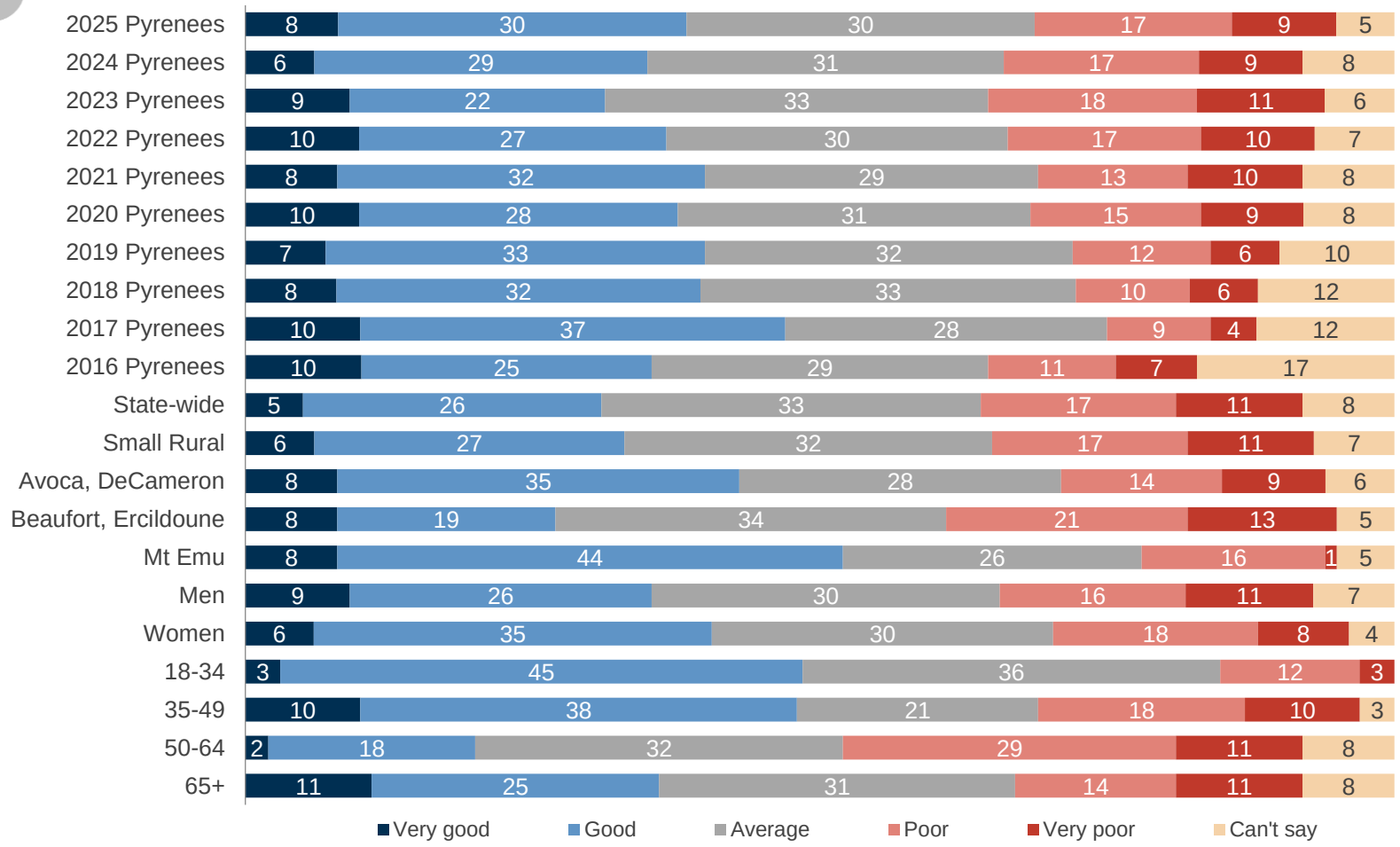


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mt Emu	52	55	53	53	51	61	48	59	50
18-34	52	55	47	62	58	62	59	63	55
35-49	52	49	54	55	55	55	62	61	55
Avoca, DeCameron	51	47	49	54	54	60	65	62	58
Women	55	54	55	57	57	57	56	61	56
65+	52	50	53	53	54	57	58	66	59
Pyrenees	51	50	53	54	54	56	57	62	56
Men	48	47	51	51	52	56	58	62	57
Small Rural	50	52	54	56	53	55	52	55	53
State-wide	50	51	54	56	53	55	54	54	54
Beaufort, Ercildoune	51	50	55	54	55	54	56	62	57
50-64	48	47	54	48	50	54	50	55	54

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

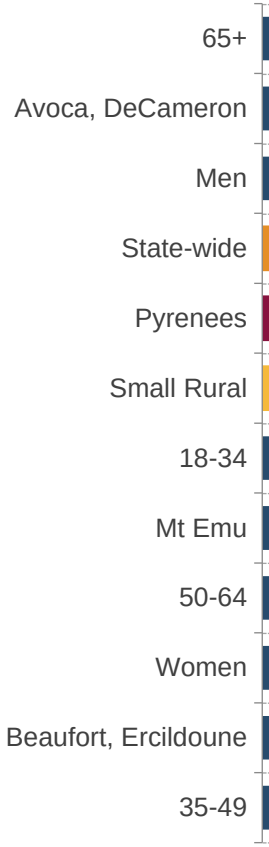
2025 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

The condition of sealed local roads in your area performance

2025 sealed local roads performance (index scores)

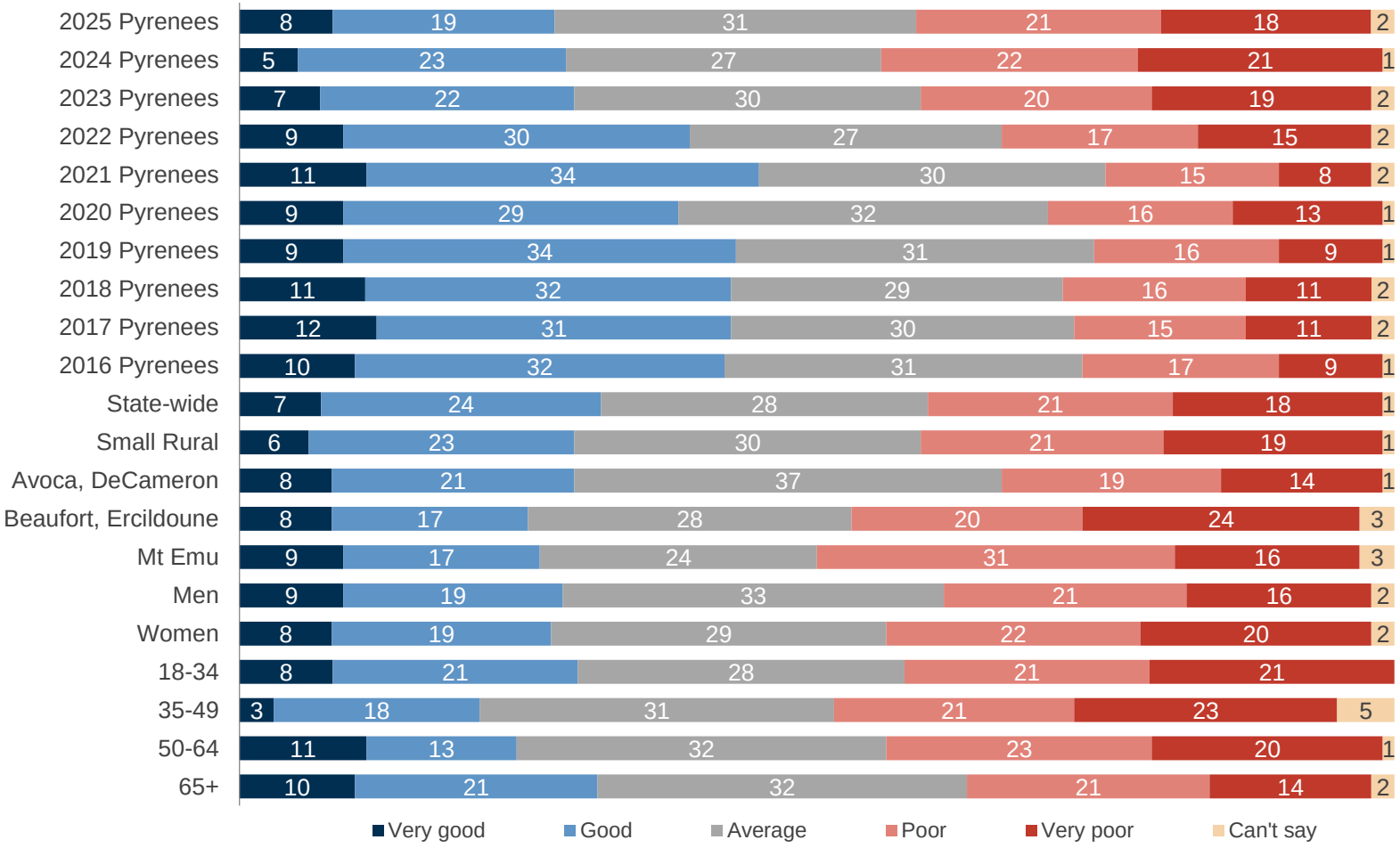


	2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	48	47	56	58	56	60	58	59	57
Avoca, DeCameron	46	50	51	61	52	59	58	52	56
Men	41	44	49	56	52	54	54	54	55
State-wide	45	48	53	57	54	56	53	53	54
Pyrenees	42	44	50	57	51	54	54	55	54
Small Rural	41	44	50	53	51	53	49	50	52
18-34	34	44	36	52	40	46	42	50	55
Mt Emu	34	43	49	48	34	33	50	55	53
50-64	38	41	50	54	52	58	51	51	52
Women	42	44	51	57	51	55	53	55	54
Beaufort, Ercildoune	41	41	50	55	52	52	52	56	54
35-49	38	43	50	59	51	47	59	54	53

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2025 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Enforcement of local laws importance

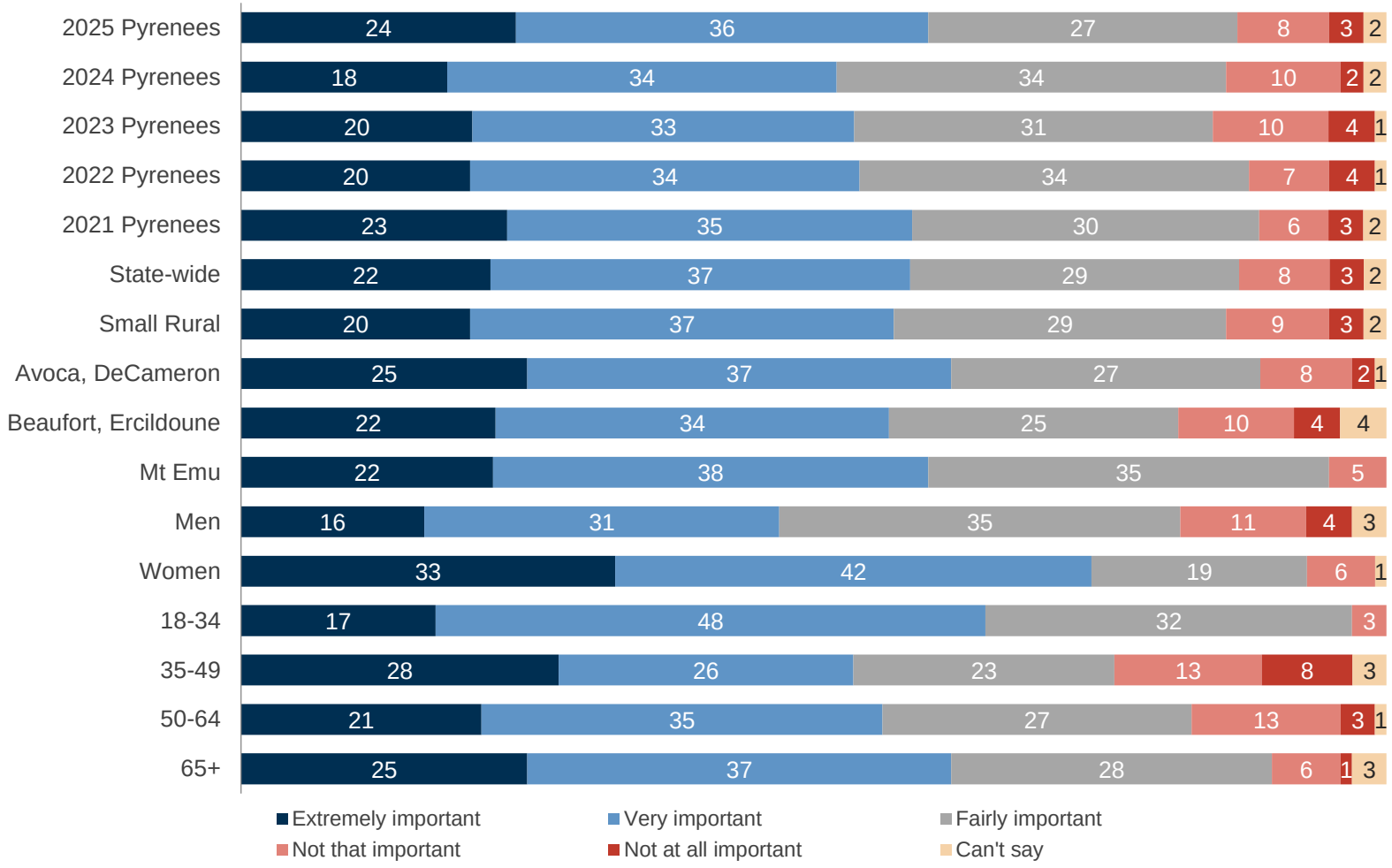
2025 law enforcement importance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	75▲	68	68	72	72	n/a	n/a	n/a	n/a	n/a
65+	70	69	66	66	69	n/a	n/a	n/a	n/a	n/a
18-34	70	57	69	57	74	n/a	n/a	n/a	n/a	n/a
Mt Emu	69	64	69	63	70	n/a	n/a	n/a	n/a	n/a
Avoca, DeCameron	69	65	68	63	68	n/a	n/a	n/a	n/a	n/a
Pyrenees	68	64	64	65	68	n/a	n/a	n/a	n/a	n/a
State-wide	67	67	68	68	70	70	71	71	71	70
Small Rural	66	65	65	65	67	66	68	66	67	69
Beaufort, Ercildoune	66	63	60	67	67	n/a	n/a	n/a	n/a	n/a
50-64	65	66	63	69	70	n/a	n/a	n/a	n/a	n/a
35-49	64	58	57	63	59	n/a	n/a	n/a	n/a	n/a
Men	61▼	60	61	59	64	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

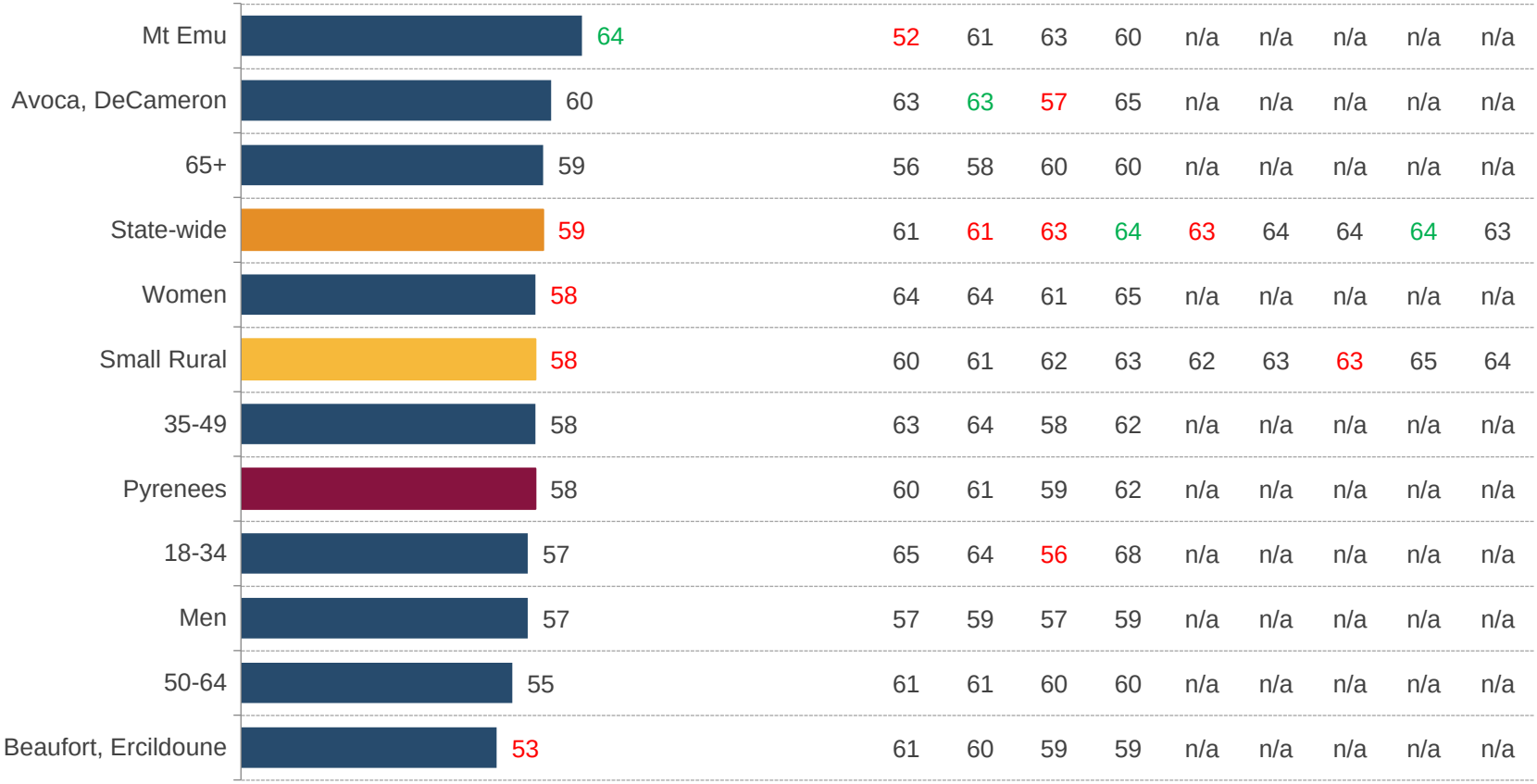
2025 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

Enforcement of local laws performance

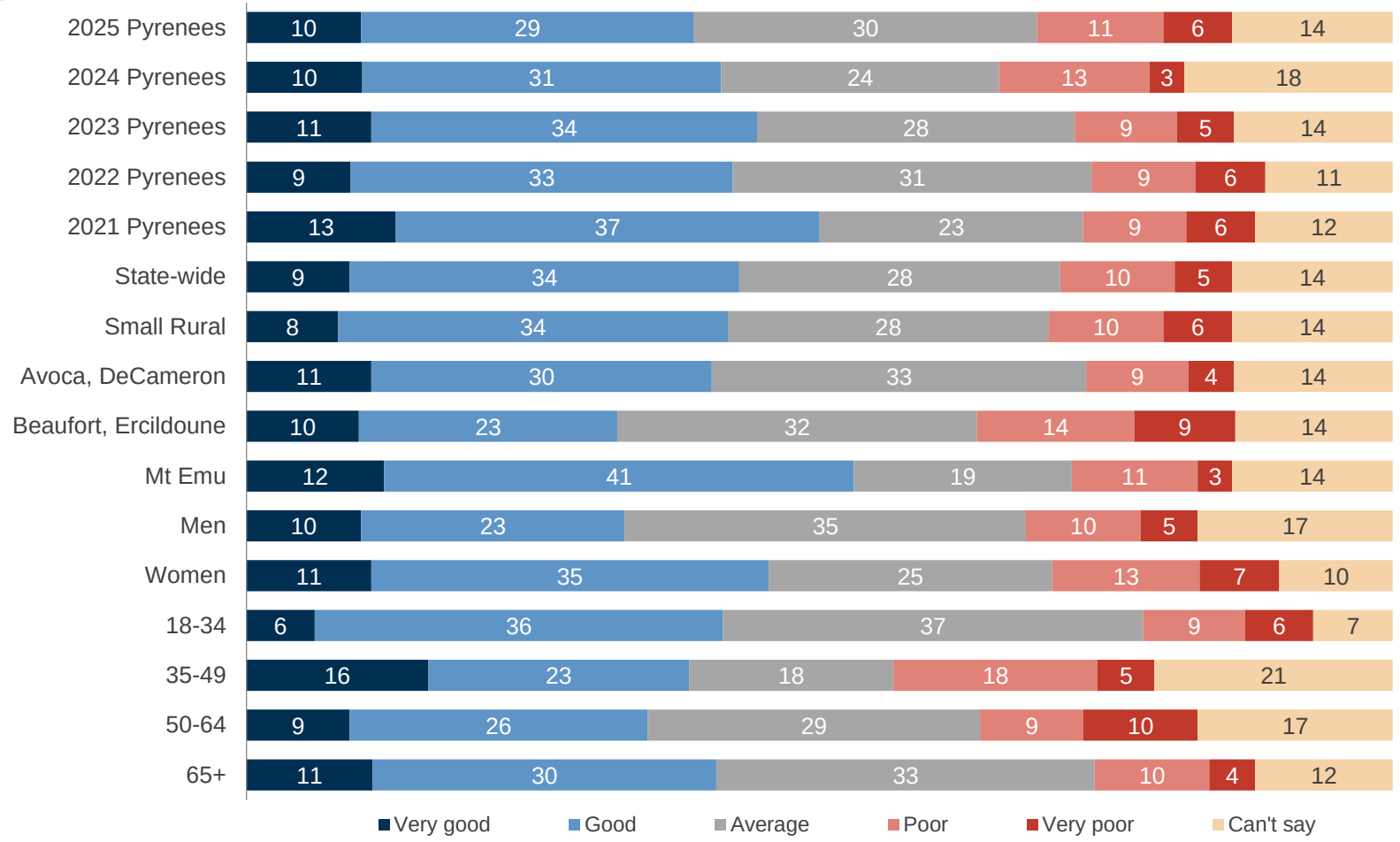
2025 law enforcement performance (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mt Emu	52	61	63	60	n/a	n/a	n/a	n/a	n/a
Avoca, DeCameron	63	63	57	65	n/a	n/a	n/a	n/a	n/a
65+	56	58	60	60	n/a	n/a	n/a	n/a	n/a
State-wide	61	61	63	64	63	64	64	64	63
Women	64	64	61	65	n/a	n/a	n/a	n/a	n/a
Small Rural	60	61	62	63	62	63	63	65	64
35-49	63	64	58	62	n/a	n/a	n/a	n/a	n/a
Pyrenees	60	61	59	62	n/a	n/a	n/a	n/a	n/a
18-34	65	64	56	68	n/a	n/a	n/a	n/a	n/a
Men	57	59	57	59	n/a	n/a	n/a	n/a	n/a
50-64	61	61	60	60	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	61	60	59	59	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 10

Family support services importance

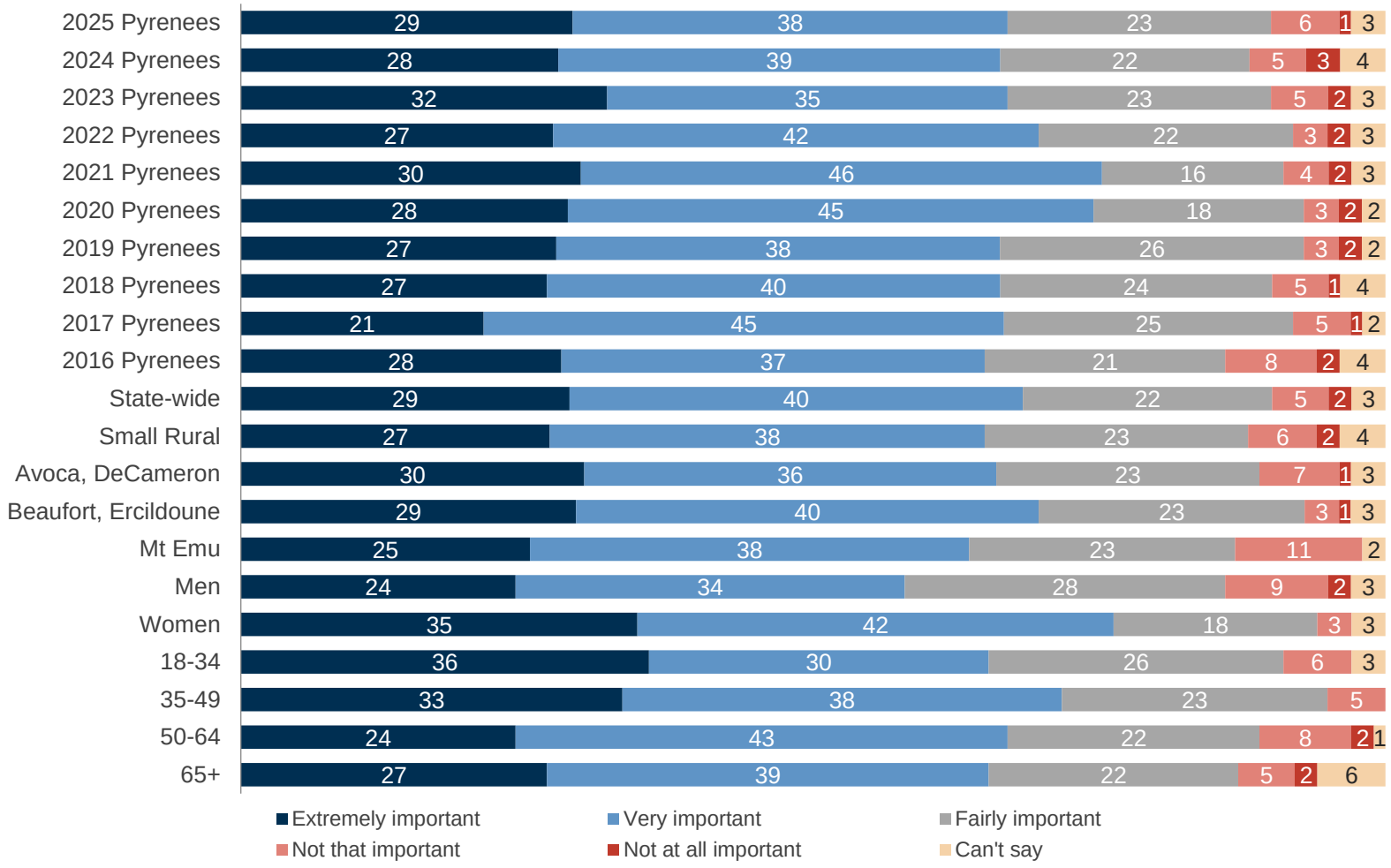
2025 family support importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	77	77	77	80	78	76	78	78	76
35-49	76	74	72	76	74	74	78	78	79
18-34	71	80	79	87	82	73	79	67	69
Beaufort, Ercildoune	72	74	73	77	72	72	72	69	70
Pyrenees	72	74	73	75	74	72	72	70	71
State-wide	74	75	76	76	75	74	74	73	73
Avoca, DeCameron	73	73	73	74	76	71	74	72	70
65+	71	71	72	71	73	71	71	68	73
Small Rural	72	74	75	76	74	71	69	71	72
Mt Emu	68	72	70	74	84	77	71	70	74
50-64	71	73	71	73	72	70	66	69	66
Men	67	70	69	71	71	68	68	63	66

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

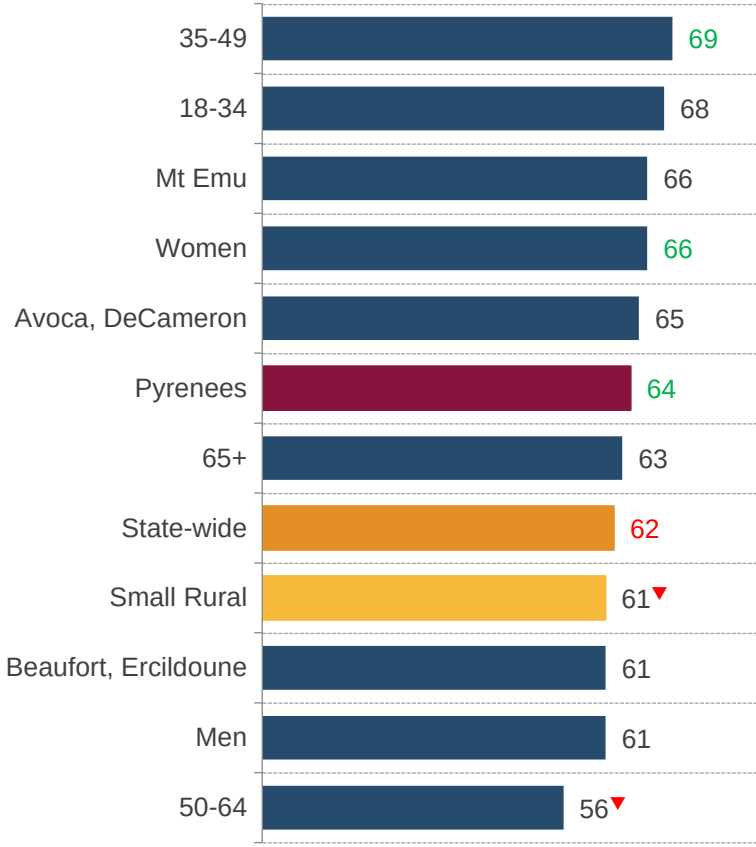
2025 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

Family support services performance

2025 family support performance (index scores)

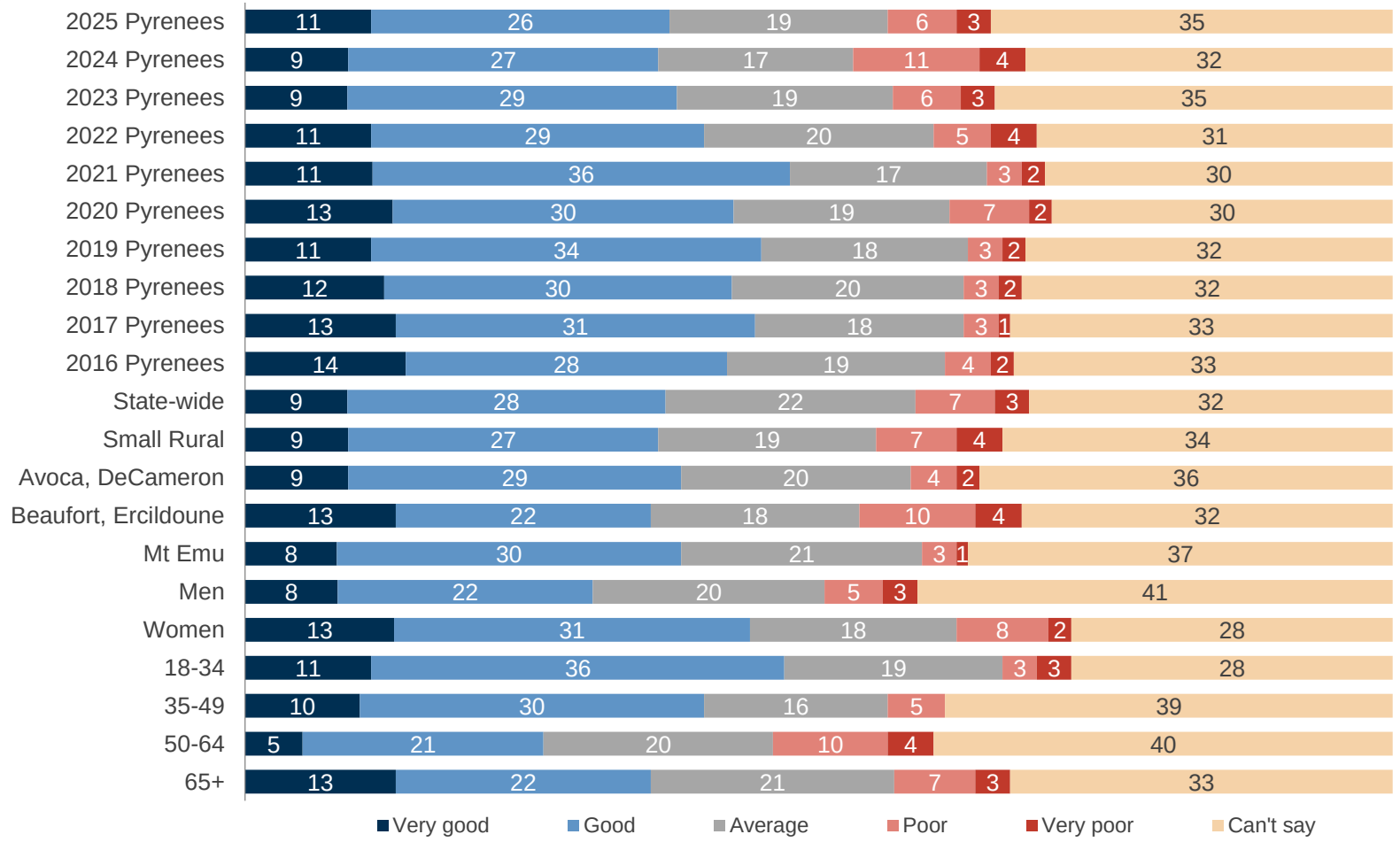


	2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	61	66	60	65	67	67	72	71	66
18-34	61	65	53	66	62	69	66	74	71
Mt Emu	60	66	66	60	48	46	66	68	64
Women	56	63	63	66	67	68	67	69	66
Avoca, DeCameron	61	62	61	70	67	70	73	71	66
Pyrenees	60	63	64	68	65	68	68	70	68
65+	60	62	69	72	68	70	69	71	72
State-wide	63	63	65	66	66	67	66	67	66
Small Rural	61	62	64	66	66	68	67	68	66
Beaufort, Ercildoune	59	63	66	69	65	67	66	70	71
Men	64	63	65	71	64	67	69	71	69
50-64	59	58	69	67	62	64	64	63	62

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

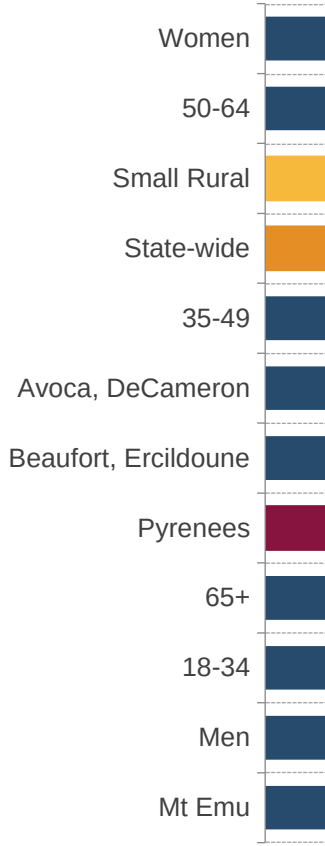
2025 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

Recreational facilities importance

2025 recreational facilities importance (index scores)

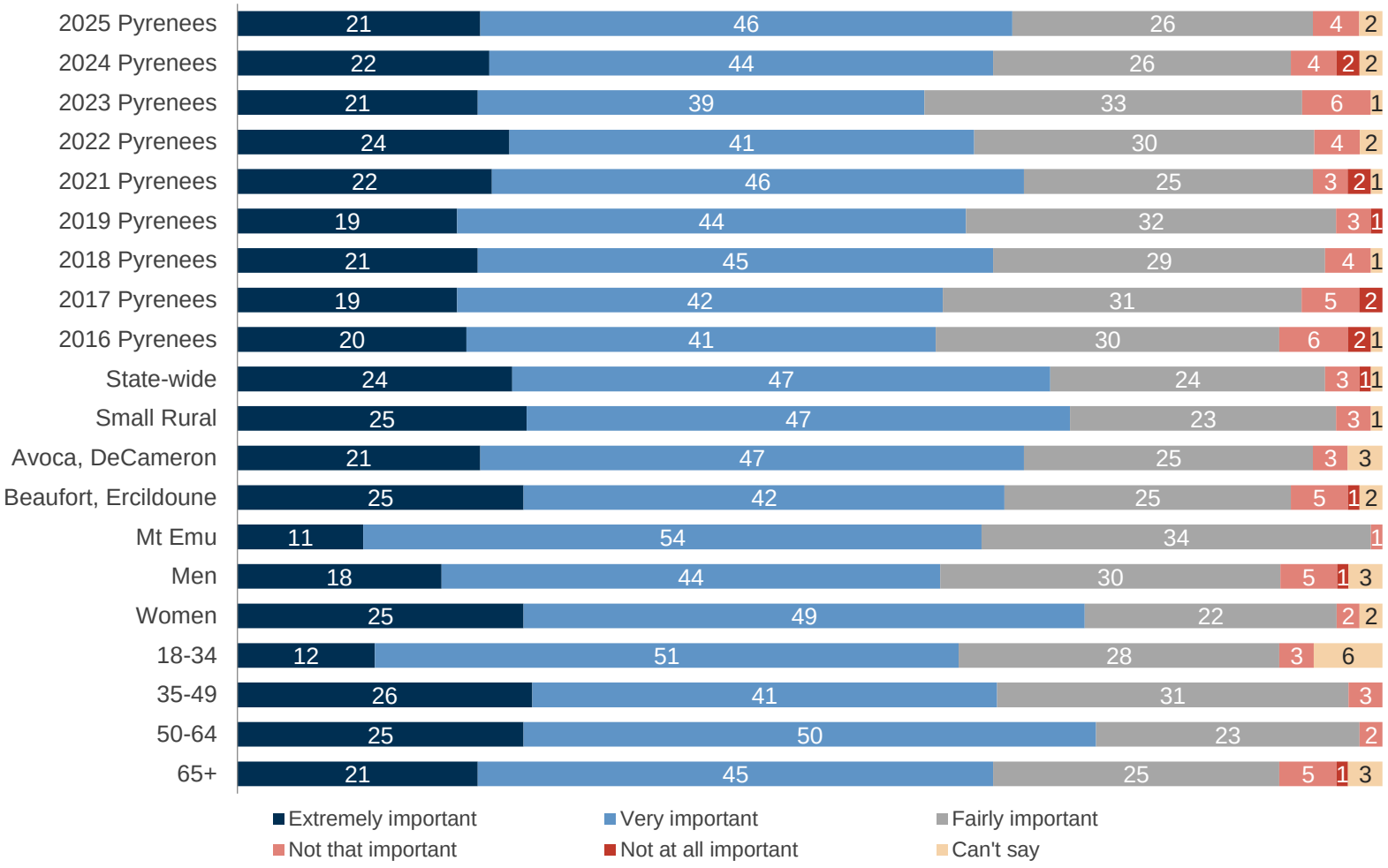


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	73	73	72	75	n/a	71	73	71	72
50-64	70	72	72	69	n/a	70	68	67	66
Small Rural	73	73	74	73	73	72	72	71	72
State-wide	73	73	74	74	72	72	73	72	73
35-49	73	64	76	77	n/a	71	76	68	70
Avoca, DeCameron	71	69	71	71	n/a	68	70	65	64
Beaufort, Ercildoune	70	69	74	71	n/a	70	71	69	69
Pyrenees	70	69	71	71	n/a	69	71	67	68
65+	68	68	71	65	n/a	68	71	67	69
18-34	72	71	67	81	n/a	69	68	69	65
Men	68	65	71	68	n/a	68	68	64	63
Mt Emu	68	65	64	71	n/a	75	70	67	71

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

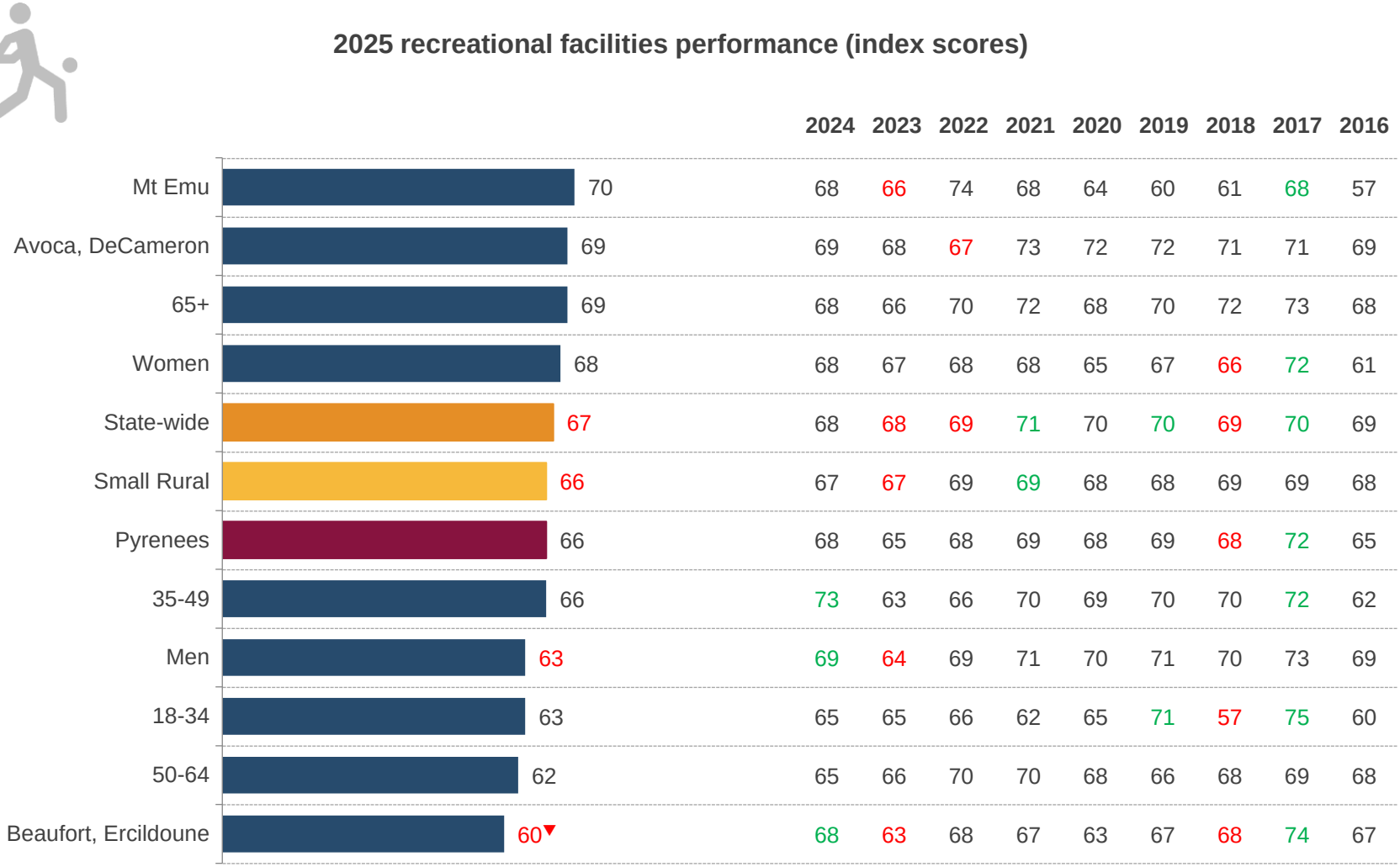
2025 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

Recreational facilities performance

2025 recreational facilities performance (index scores)

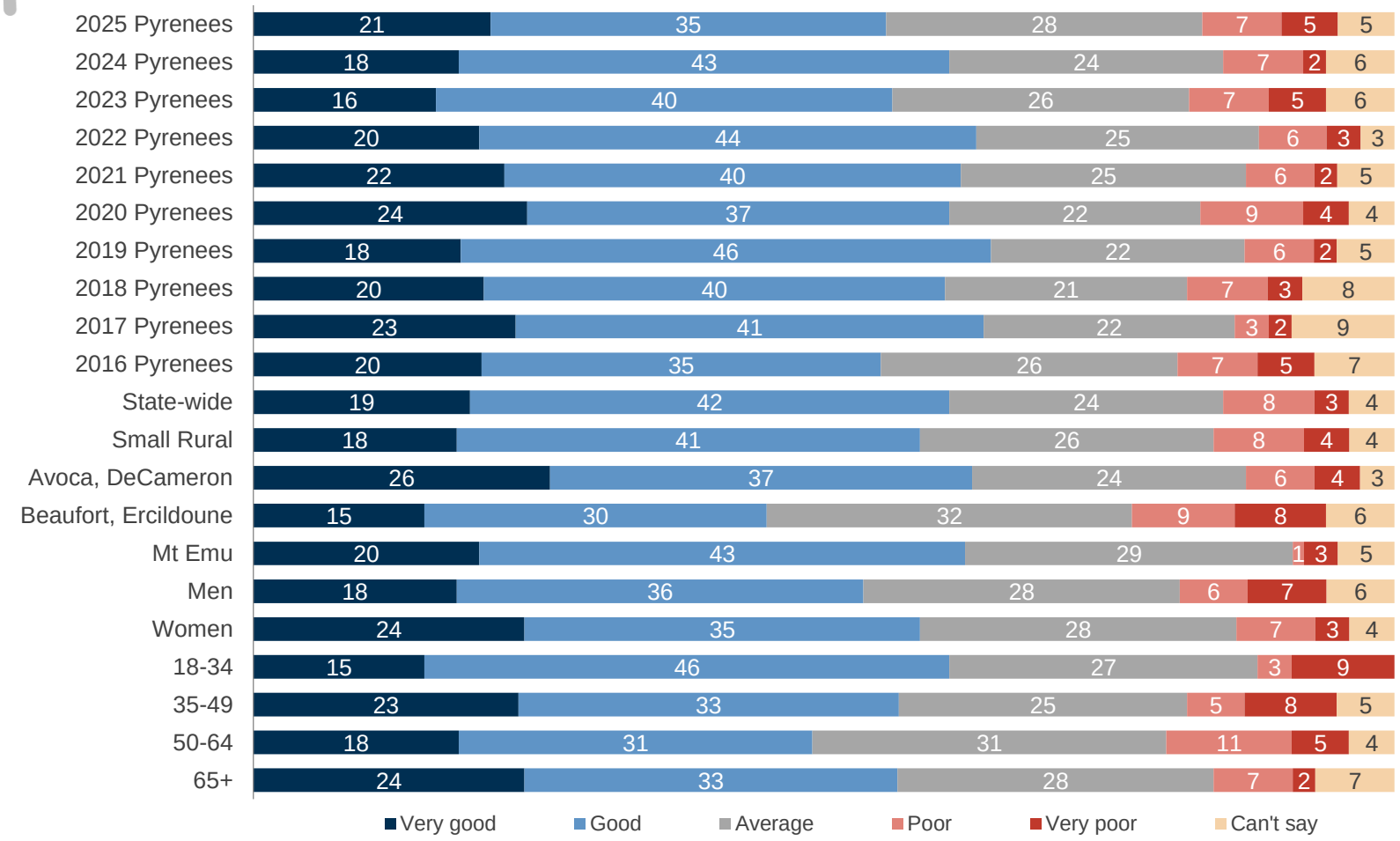


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mt Emu	68	66	74	68	64	60	61	68	57
Avoca, DeCameron	69	68	67	73	72	72	71	71	69
65+	68	66	70	72	68	70	72	73	68
Women	68	67	68	68	65	67	66	72	61
State-wide	68	68	69	71	70	70	69	70	69
Small Rural	67	67	69	69	68	68	69	69	68
Pyrenees	68	65	68	69	68	69	68	72	65
35-49	73	63	66	70	69	70	70	72	62
Men	69	64	69	71	70	71	70	73	69
18-34	65	65	66	62	65	71	57	75	60
50-64	65	66	70	70	68	66	68	69	68
Beaufort, Ercildoune	68	63	68	67	63	67	68	74	67

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

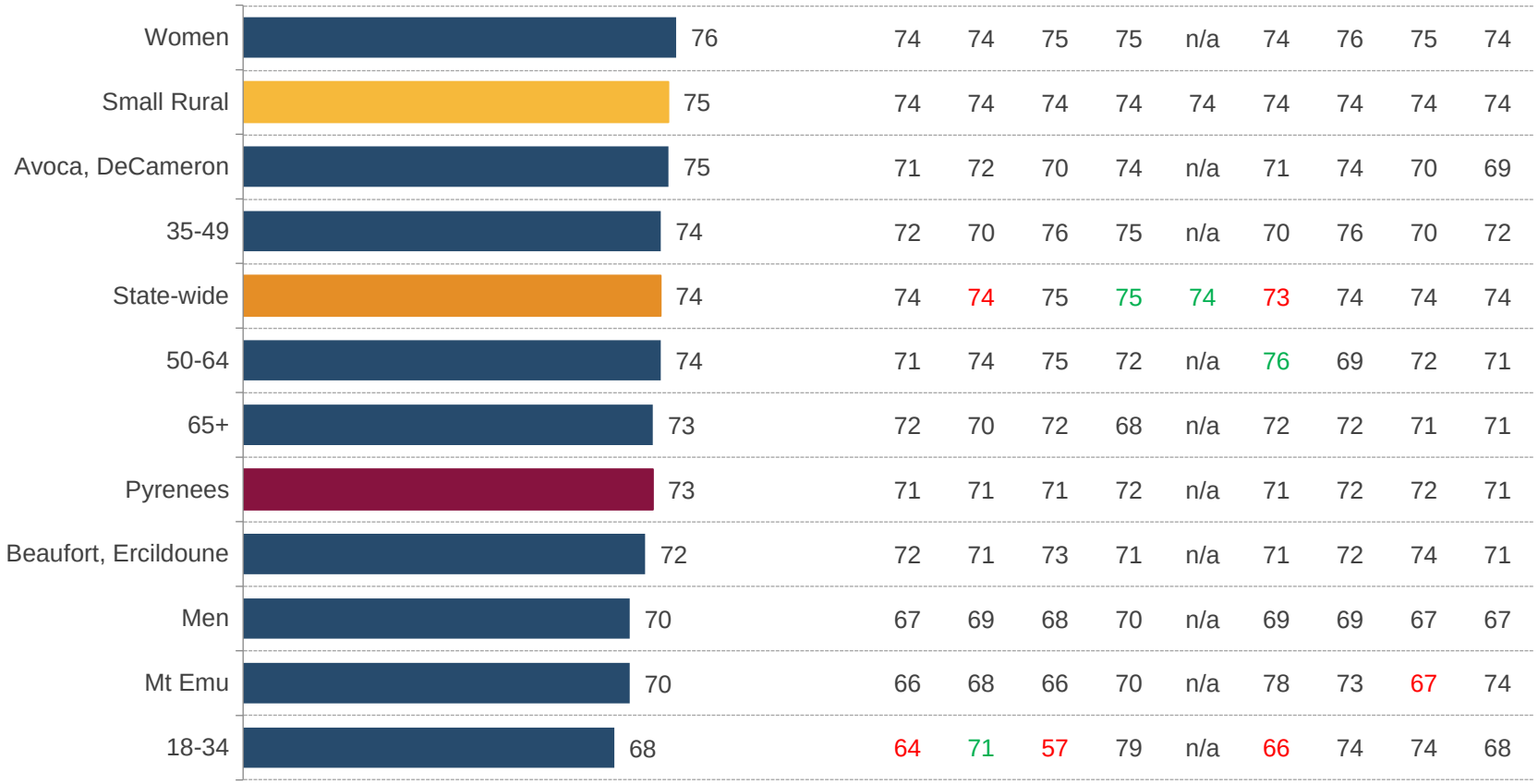
2025 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 13

The appearance of public areas importance

2025 public areas importance (index scores)

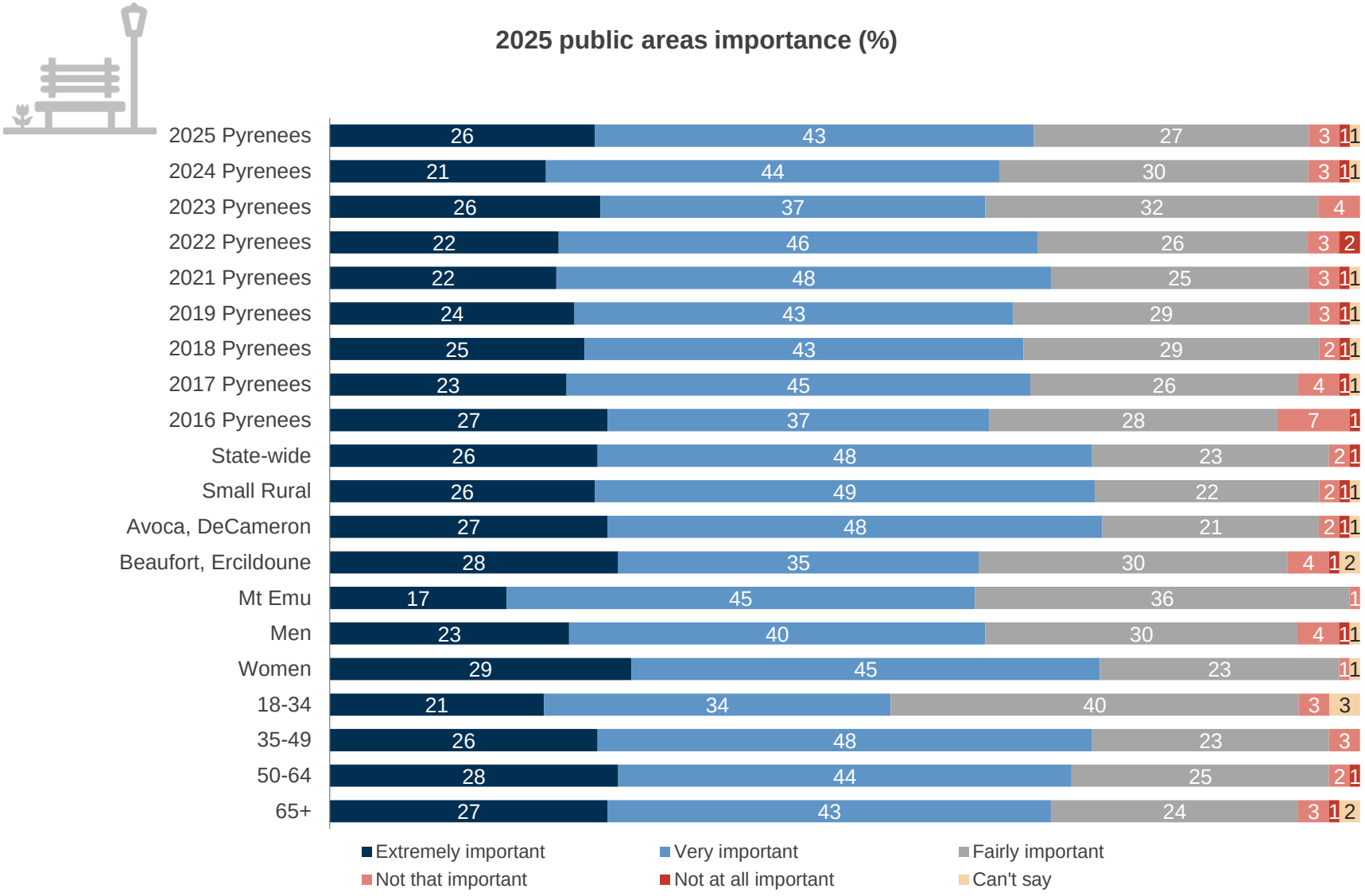


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	74	74	75	75	n/a	74	76	75	74
Small Rural	74	74	74	74	74	74	74	74	74
Avoca, DeCameron	71	72	70	74	n/a	71	74	70	69
35-49	72	70	76	75	n/a	70	76	70	72
State-wide	74	74	75	75	74	73	74	74	74
50-64	71	74	75	72	n/a	76	69	72	71
65+	72	70	72	68	n/a	72	72	71	71
Pyrenees	71	71	71	72	n/a	71	72	72	71
Beaufort, Ercildoune	72	71	73	71	n/a	71	72	74	71
Men	67	69	68	70	n/a	69	69	67	67
Mt Emu	66	68	66	70	n/a	78	73	67	74
18-34	64	71	57	79	n/a	66	74	74	68

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

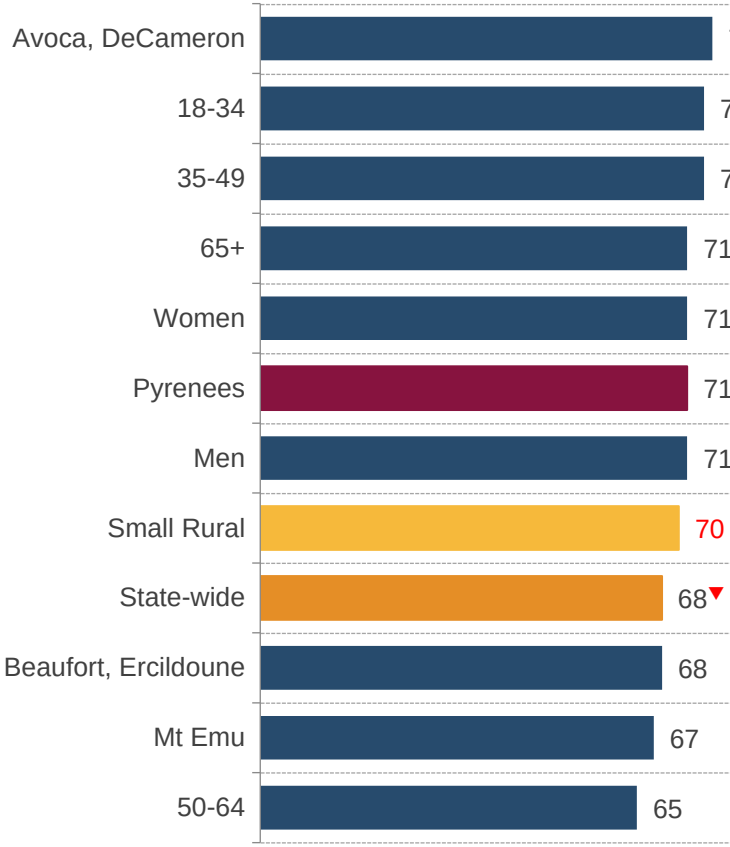
2025 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

The appearance of public areas performance

2025 public areas performance (index scores)

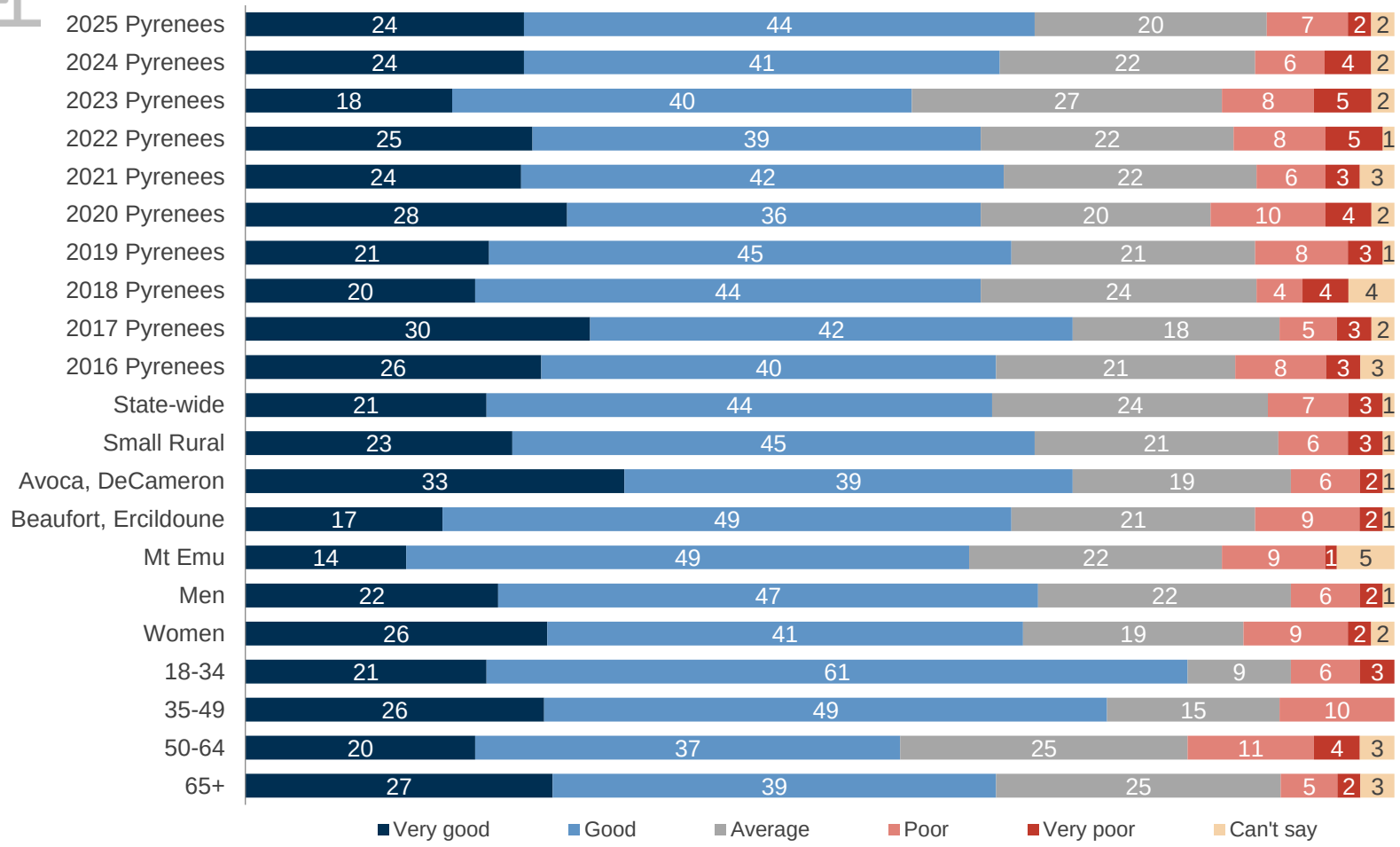


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Avoca, DeCameron	72	67	65	70	72	71	70	74	72
18-34	70	65	65	74	73	67	68	78	66
35-49	76	68	72	72	72	72	74	76	71
65+	67	64	68	68	68	70	68	72	68
Women	70	66	69	68	68	69	67	75	68
Pyrenees	69	65	68	70	69	69	69	73	70
Men	68	64	68	71	69	69	70	70	72
Small Rural	71	71	73	75	72	73	72	74	73
State-wide	68	67	71	73	72	72	71	71	71
Beaufort, Ercildoune	70	65	71	69	66	67	71	74	71
Mt Emu	60	61	68	72	68	70	61	66	65
50-64	67	63	68	68	63	66	67	69	73

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 37 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

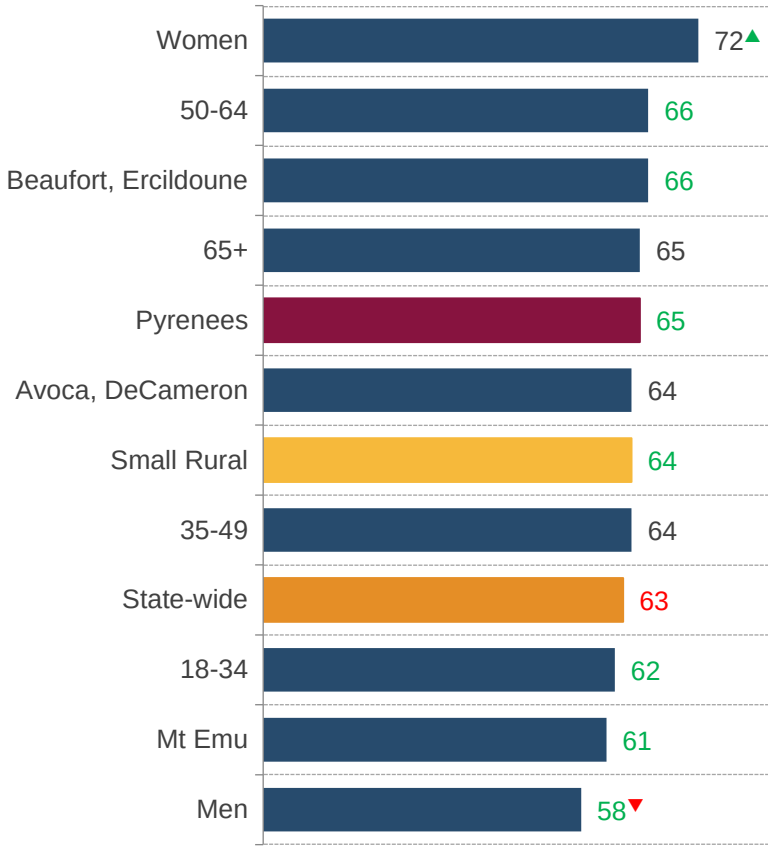
2025 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 37 Councils asked group: 14

Art centres and libraries importance

2025 art centres and libraries importance (index scores)

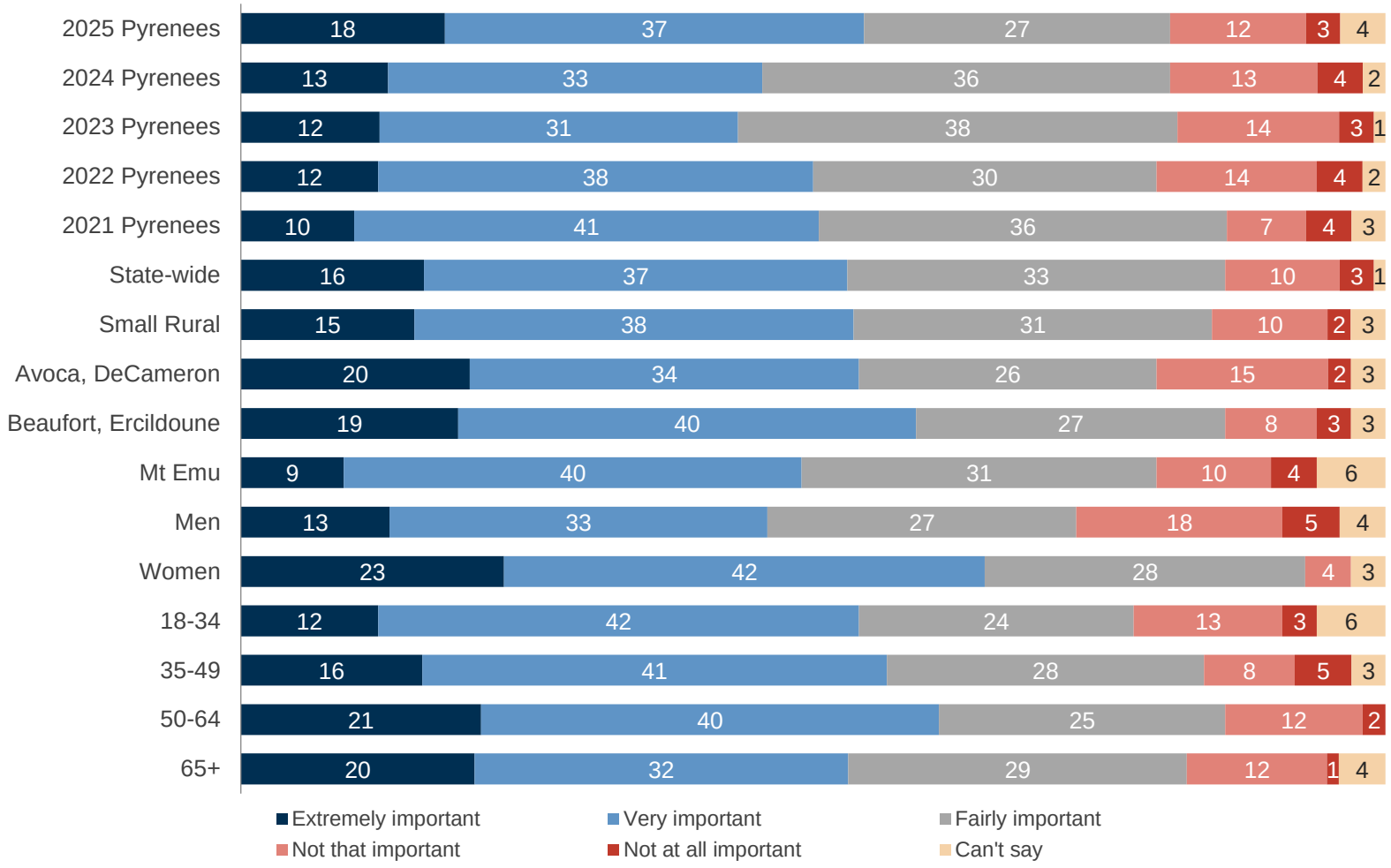


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	68	64	68	68	n/a	n/a	n/a	n/a	n/a
50-64	56	56	62	58	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	60	60	63	62	n/a	n/a	n/a	n/a	n/a
65+	63	62	62	62	n/a	n/a	n/a	n/a	n/a
Pyrenees	59	59	60	62	n/a	n/a	n/a	n/a	n/a
Avoca, DeCameron	62	60	60	63	n/a	n/a	n/a	n/a	n/a
Small Rural	61	60	63	63	60	63	61	61	65
35-49	62	59	56	64	n/a	n/a	n/a	n/a	n/a
State-wide	64	65	67	67	65	65	65	64	66
18-34	51	54	55	62	n/a	n/a	n/a	n/a	n/a
Mt Emu	51	53	52	54	n/a	n/a	n/a	n/a	n/a
Men	52	54	53	56	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

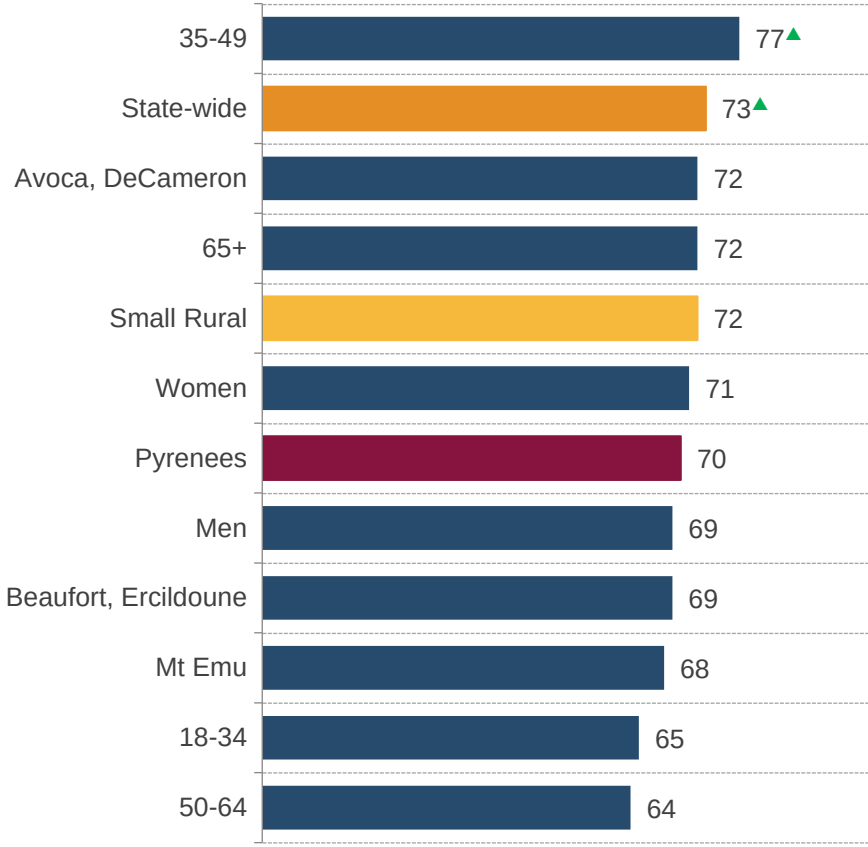
2025 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3

Art centres and libraries performance

2025 art centres and libraries performance (index scores)

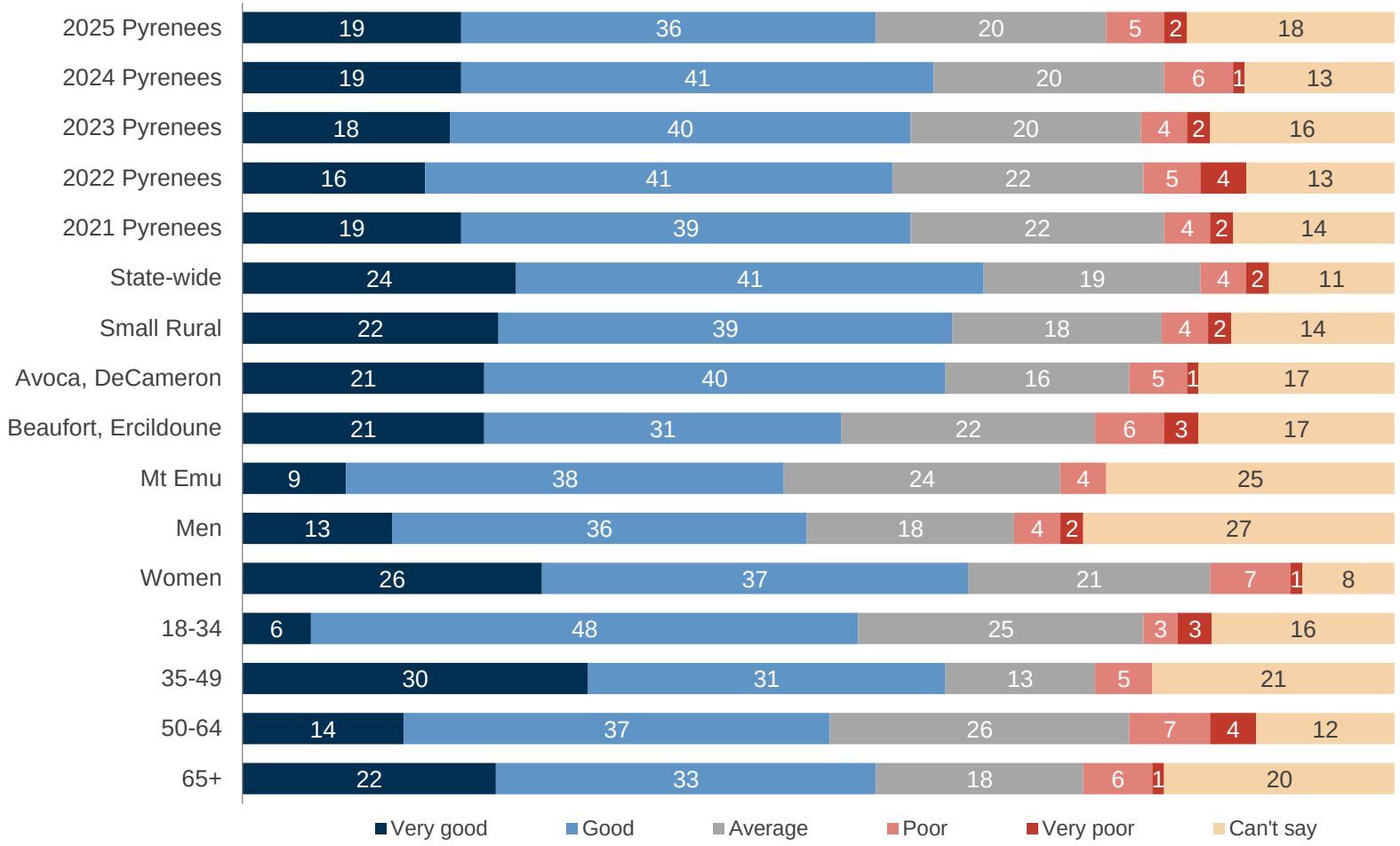


	2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	74	70	67	72	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	73	73	74	74	74	73	72
Avoca, DeCameron	72	71	66	71	n/a	n/a	n/a	n/a	n/a
65+	71	69	71	71	n/a	n/a	n/a	n/a	n/a
Small Rural	73	73	71	72	74	74	73	72	71
Women	74	73	68	68	n/a	n/a	n/a	n/a	n/a
Pyrenees	70	70	68	69	n/a	n/a	n/a	n/a	n/a
Men	67	68	67	70	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	71	72	71	70	n/a	n/a	n/a	n/a	n/a
Mt Emu	63	63	62	60	n/a	n/a	n/a	n/a	n/a
18-34	67	74	59	68	n/a	n/a	n/a	n/a	n/a
50-64	67	71	70	66	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

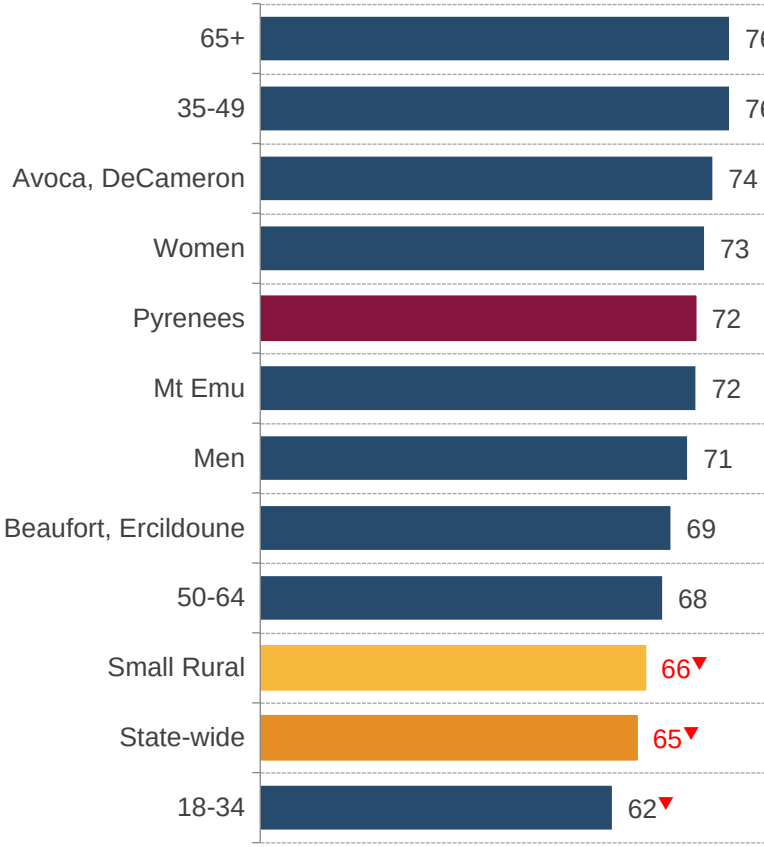
2025 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

Waste management performance

2025 waste management performance (index scores)

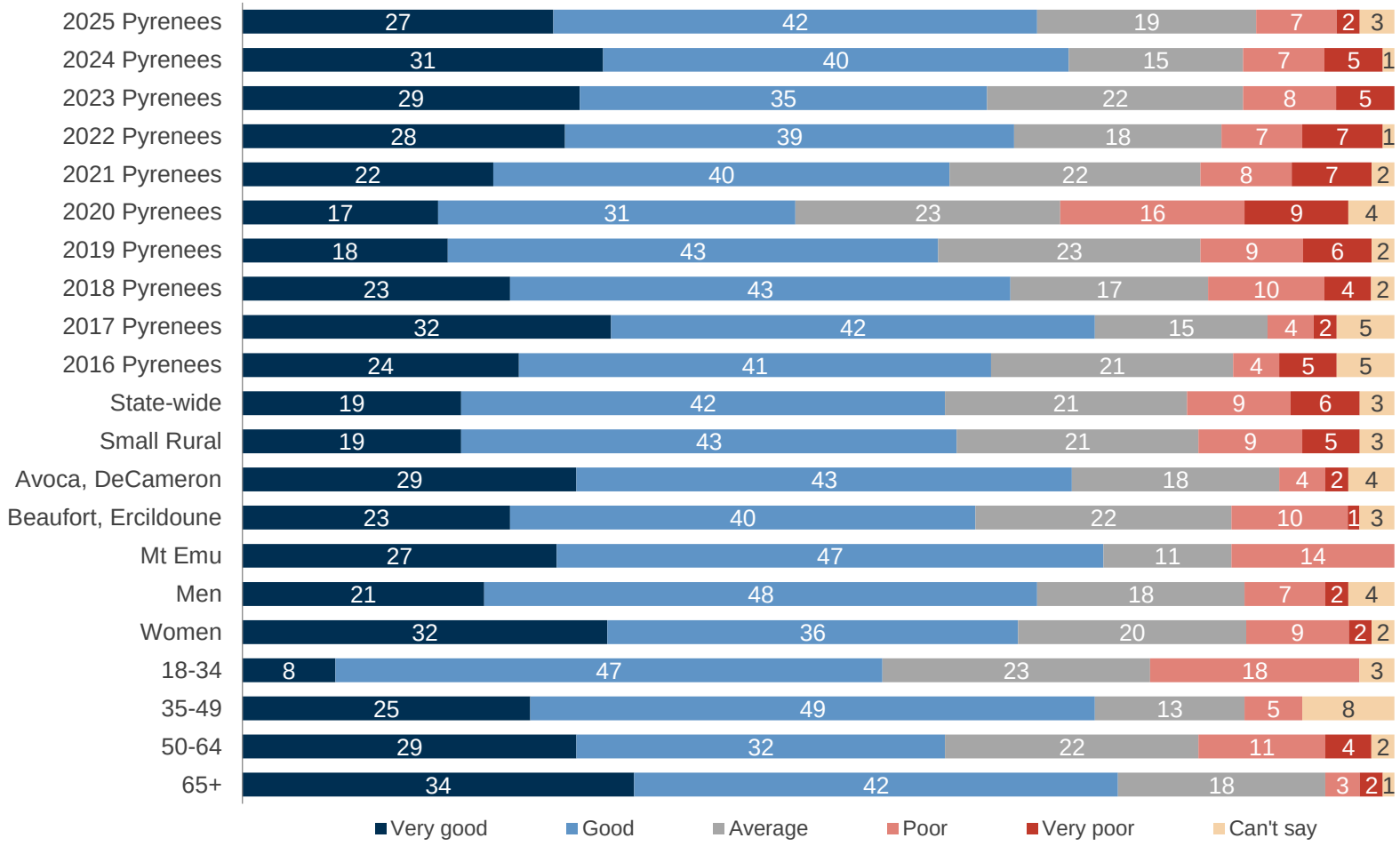


	2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	76	74	73	72	71	65	70	73	77	73
35-49	76	71	68	67	62	50	59	70	75	66
Avoca, DeCameron	74	76	72	69	69	58	68	74	75	74
Women	73	71	69	68	65	56	64	69	74	69
Pyrenees	72	71	69	69	66	58	65	69	75	70
Mt Emu	72	65	71	72	65	46	76	59	72	67
Men	71	72	69	69	67	59	66	68	77	71
Beaufort, Ercildoune	69	70	67	67	63	58	62	68	77	67
50-64	68	70	68	68	63	53	65	66	72	67
Small Rural	66▼	67	66	68	68	64	66	69	70	69
State-wide	65▼	67	66	68	69	65	68	70	71	70
18-34	62▼	67	64	63	62	57	61	60	80	72

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

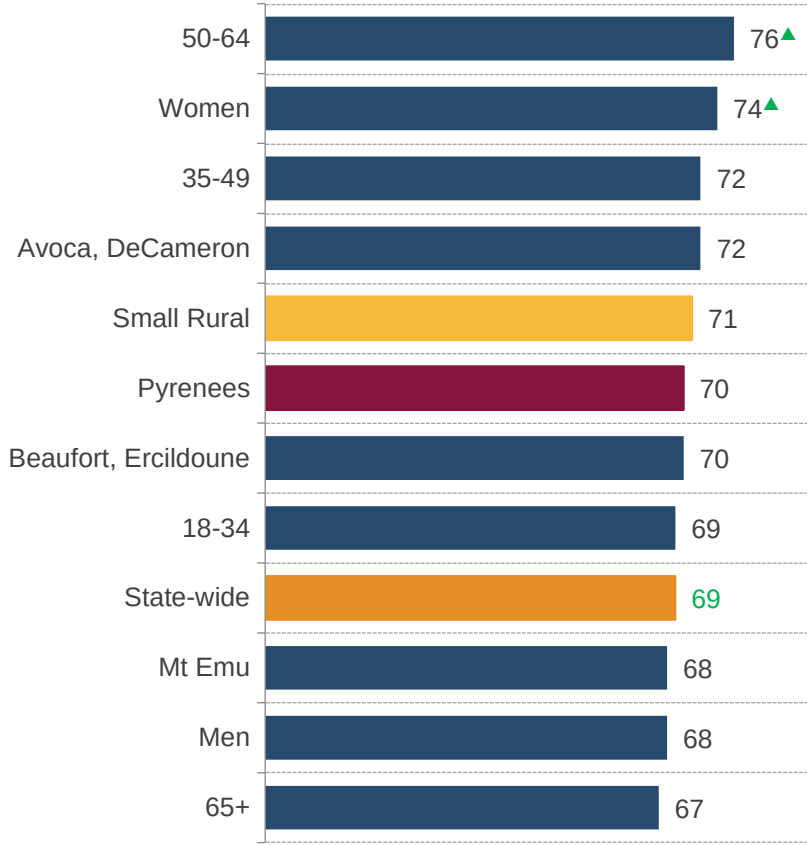
2025 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Business and community development and tourism importance

2025 business/development/tourism importance (index scores)

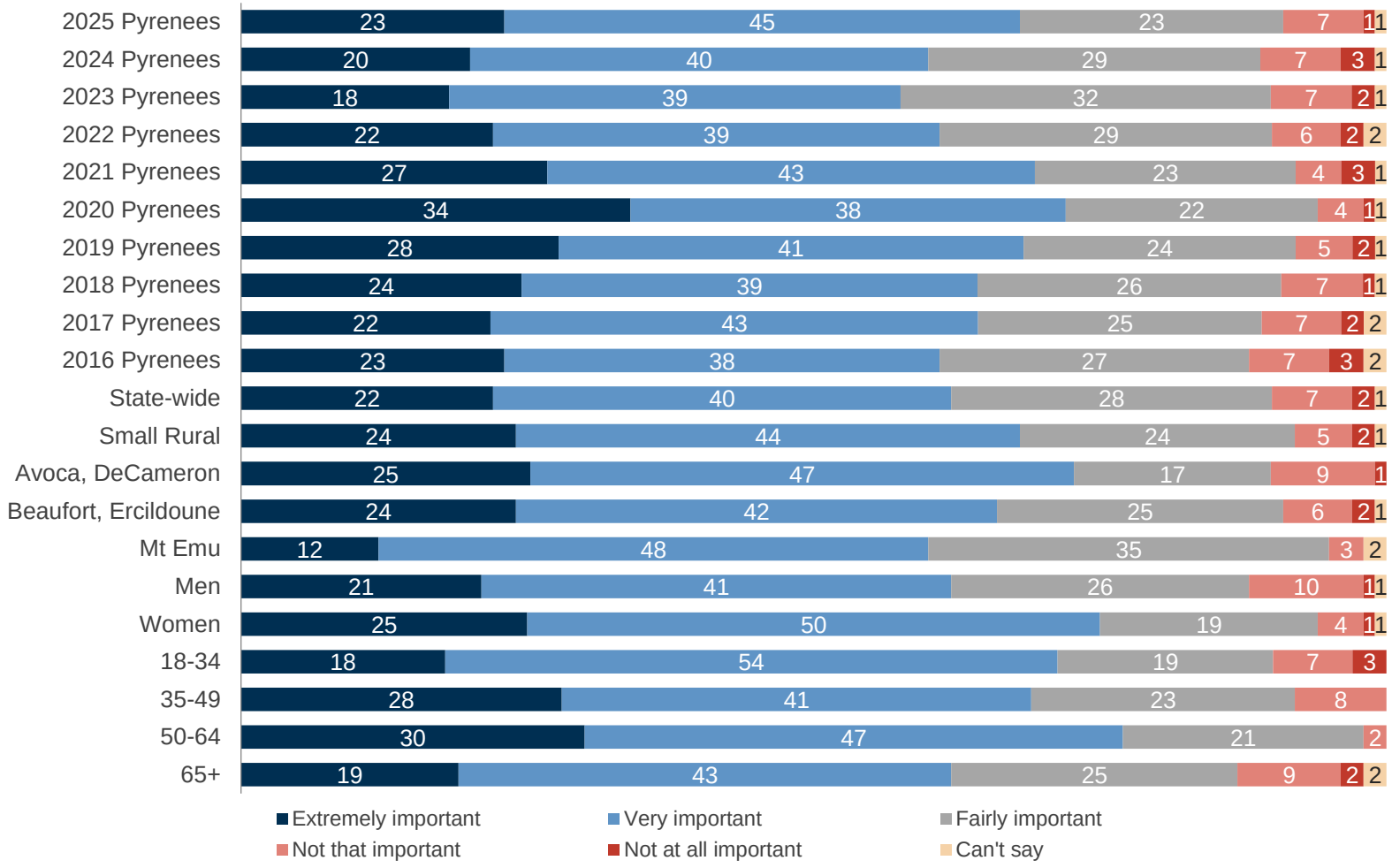


	2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	69	68	69	71	73	73	66	69	66
Women	70	71	71	76	78	76	72	73	70
35-49	68	66	75	73	79	72	78	70	72
Avoca, DeCameron	72	72	71	71	77	72	75	71	69
Small Rural	70	71	72	74	74	71	71	72	71
Pyrenees	67	66	68	72	75	72	70	70	68
Beaufort, Ercildoune	65	64	68	72	74	73	68	71	68
18-34	70	66	65	78	83	72	64	70	71
State-wide	67	67	69	70	67	65	66	67	67
Mt Emu	63	61	61	72	76	64	64	65	65
Men	64	62	66	68	72	69	67	66	66
65+	65	66	66	69	71	72	70	70	65

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

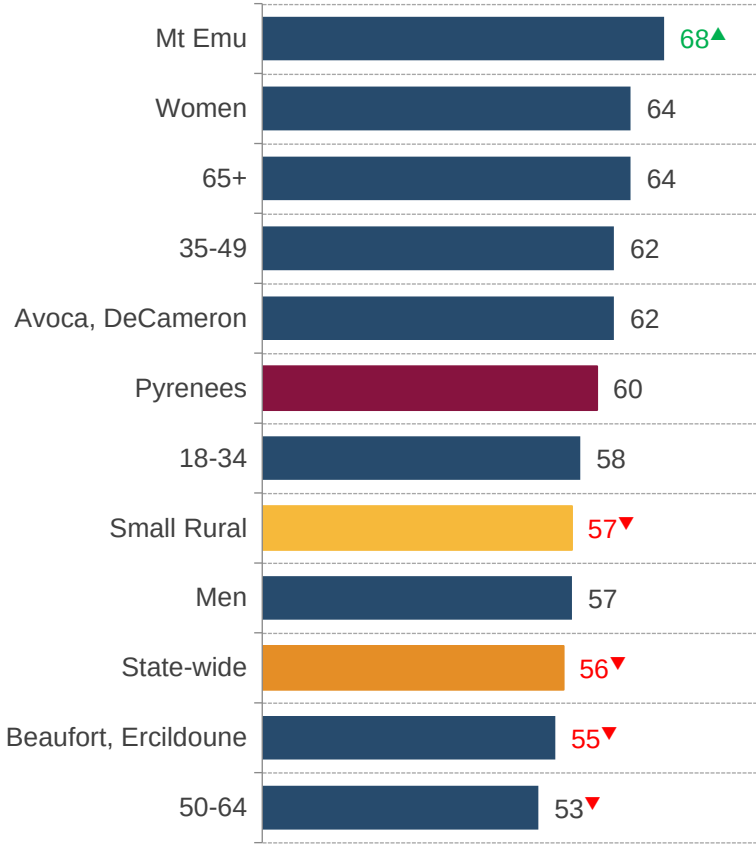
2025 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

Business and community development and tourism performance

2025 business/development/tourism performance (index scores)

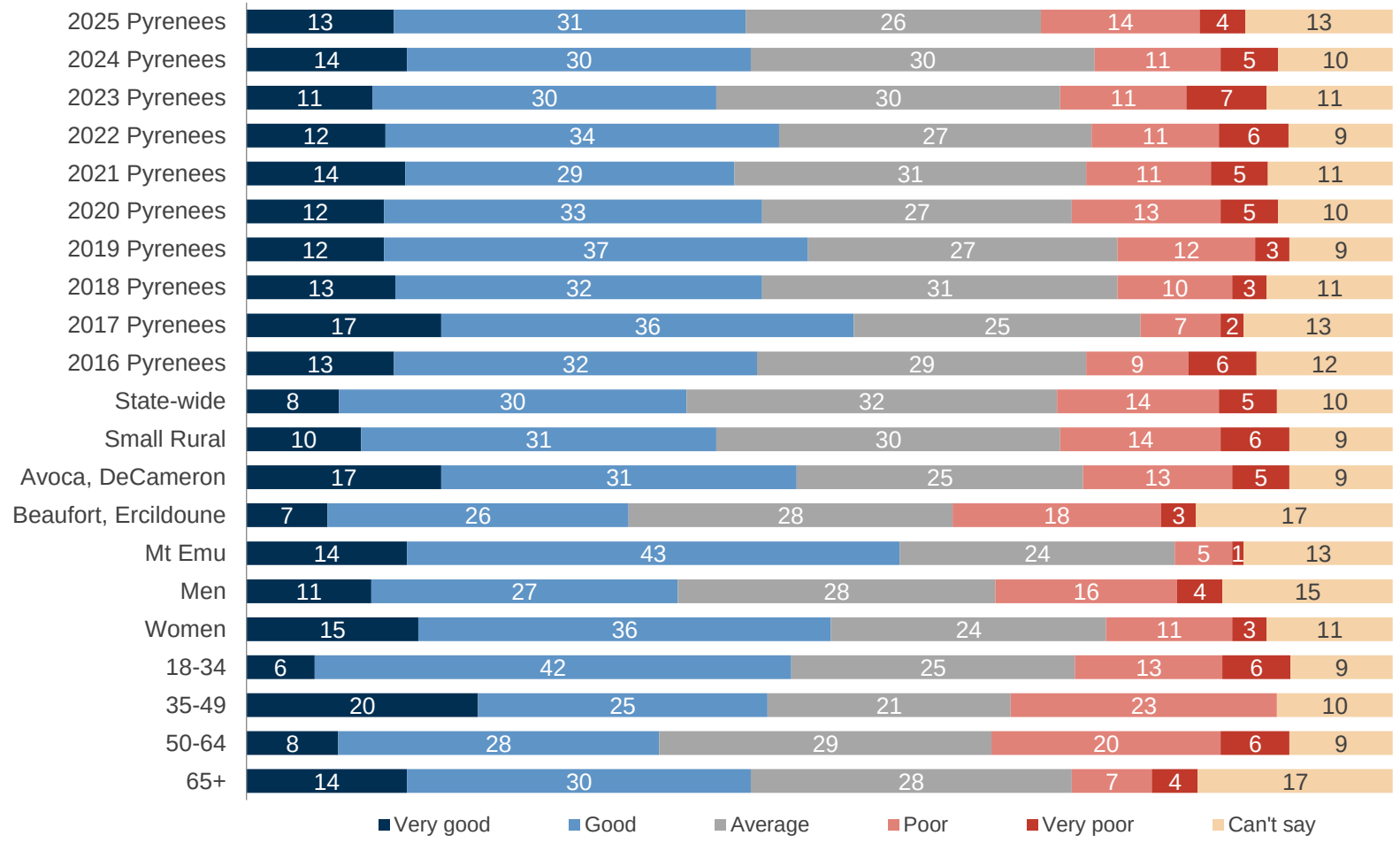


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mt Emu	58	56	62	65	52	46	56	65	53
Women	63	59	63	64	62	63	62	68	59
65+	59	56	58	58	60	62	66	69	61
35-49	66	61	62	60	56	64	59	67	61
Avoca, DeCameron	61	58	58	64	61	66	69	71	63
Pyrenees	61	57	60	60	60	61	62	67	60
18-34	62	59	60	67	63	56	59	70	52
Small Rural	59	61	63	62	58	59	59	64	61
Men	59	56	57	57	58	60	61	66	61
State-wide	57	59	60	61	59	61	60	61	60
Beaufort, Ercildoune	62	58	61	55	59	58	59	64	61
50-64	58	53	60	60	62	61	60	62	63

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

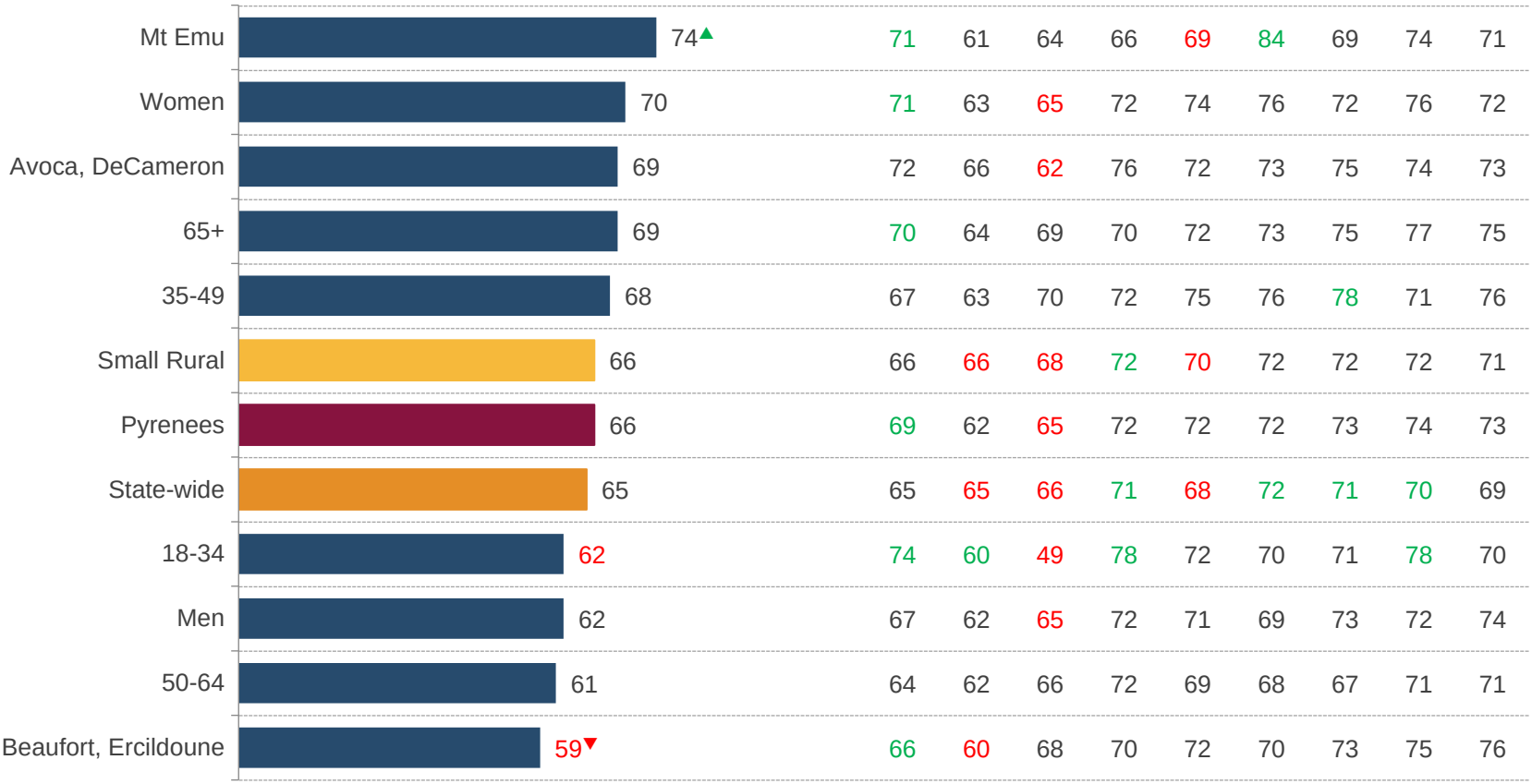
2025 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 8

Emergency and disaster management performance

2025 emergency and disaster management performance (index scores)

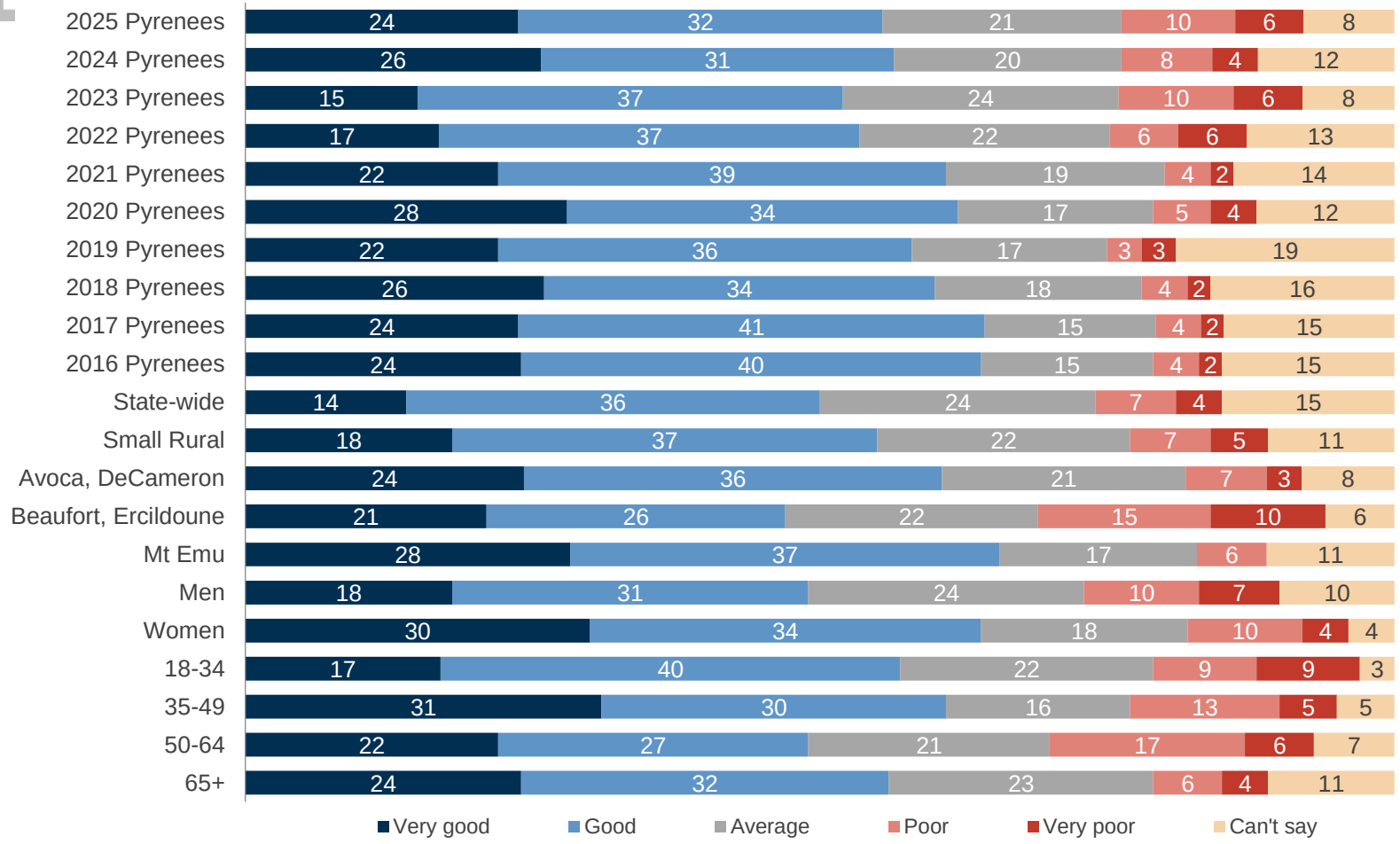


	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mt Emu	74▲	71	61	64	66	69	84	69	74	71
Women	70	71	63	65	72	74	76	72	76	72
Avoca, DeCameron	69	72	66	62	76	72	73	75	74	73
65+	69	70	64	69	70	72	73	75	77	75
35-49	68	67	63	70	72	75	76	78	71	76
Small Rural	66	66	66	68	72	70	72	72	72	71
Pyrenees	66	69	62	65	72	72	72	73	74	73
State-wide	65	65	65	66	71	68	72	71	70	69
18-34	62	74	60	49	78	72	70	71	78	70
Men	62	67	62	65	72	71	69	73	72	74
50-64	61	64	62	66	72	69	68	67	71	71
Beaufort, Ercildoune	59▼	66	60	68	70	72	70	73	75	76

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

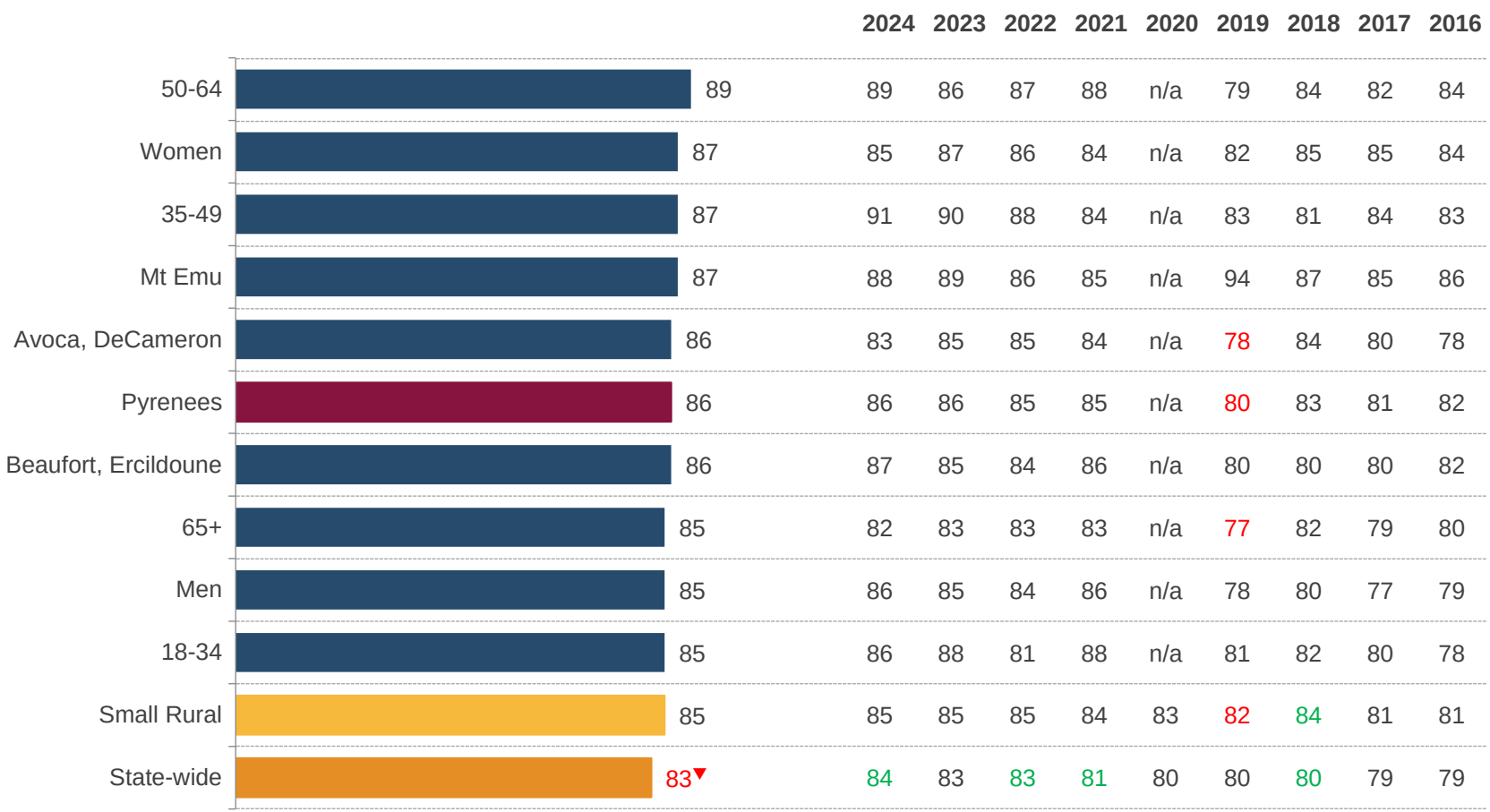
2025 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

Maintenance of unsealed roads in your area importance

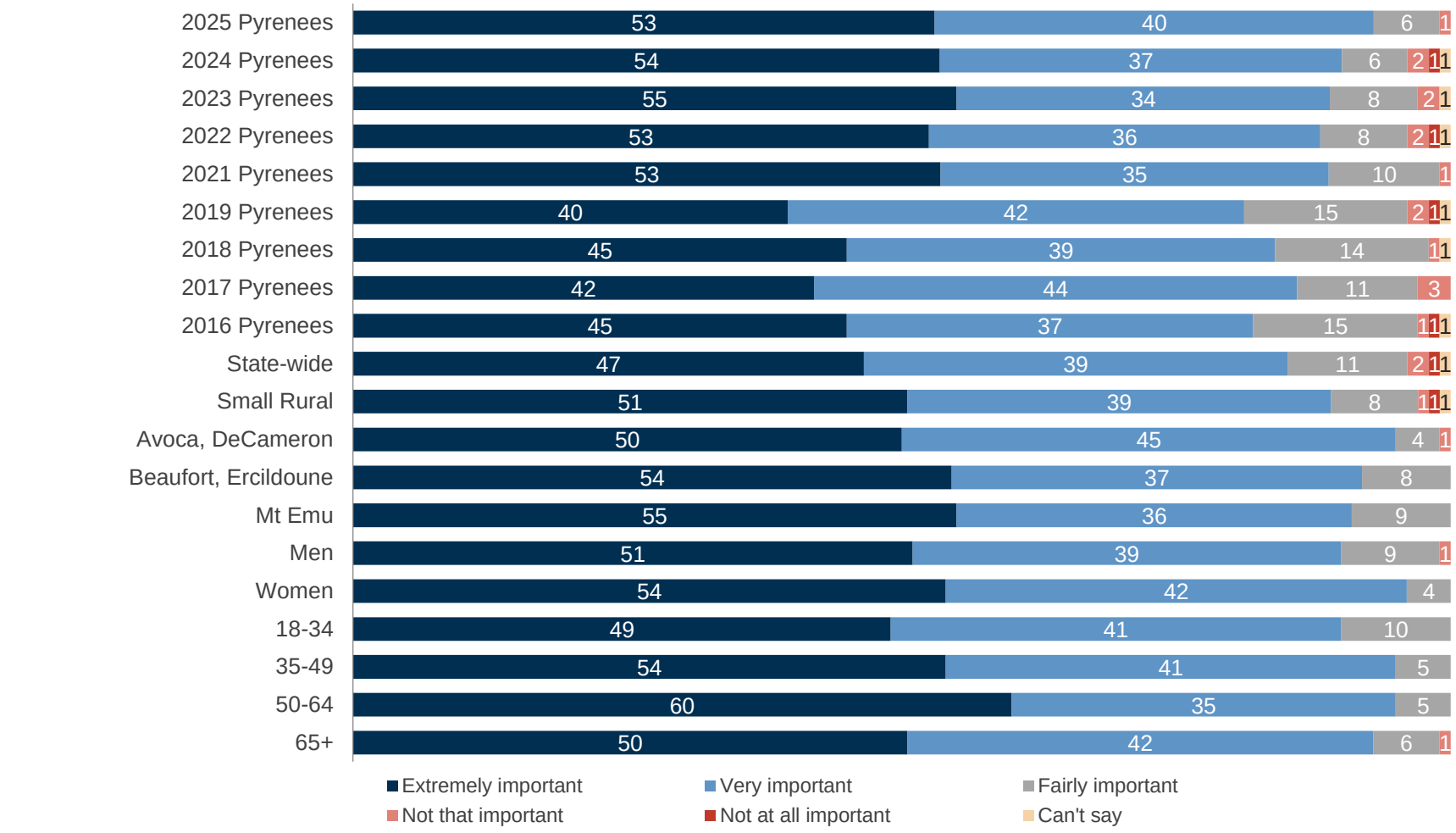
2025 unsealed roads importance (index scores)



	2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	89	86	87	88	n/a	79	84	82	84
Women	85	87	86	84	n/a	82	85	85	84
35-49	91	90	88	84	n/a	83	81	84	83
Mt Emu	88	89	86	85	n/a	94	87	85	86
Avoca, DeCameron	83	85	85	84	n/a	78	84	80	78
Pyrenees	86	86	85	85	n/a	80	83	81	82
Beaufort, Ercildoune	87	85	84	86	n/a	80	80	80	82
65+	82	83	83	83	n/a	77	82	79	80
Men	86	85	84	86	n/a	78	80	77	79
18-34	86	88	81	88	n/a	81	82	80	78
Small Rural	85	85	85	84	83	82	84	81	81
State-wide	84	83	83	81	80	80	80	79	79

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

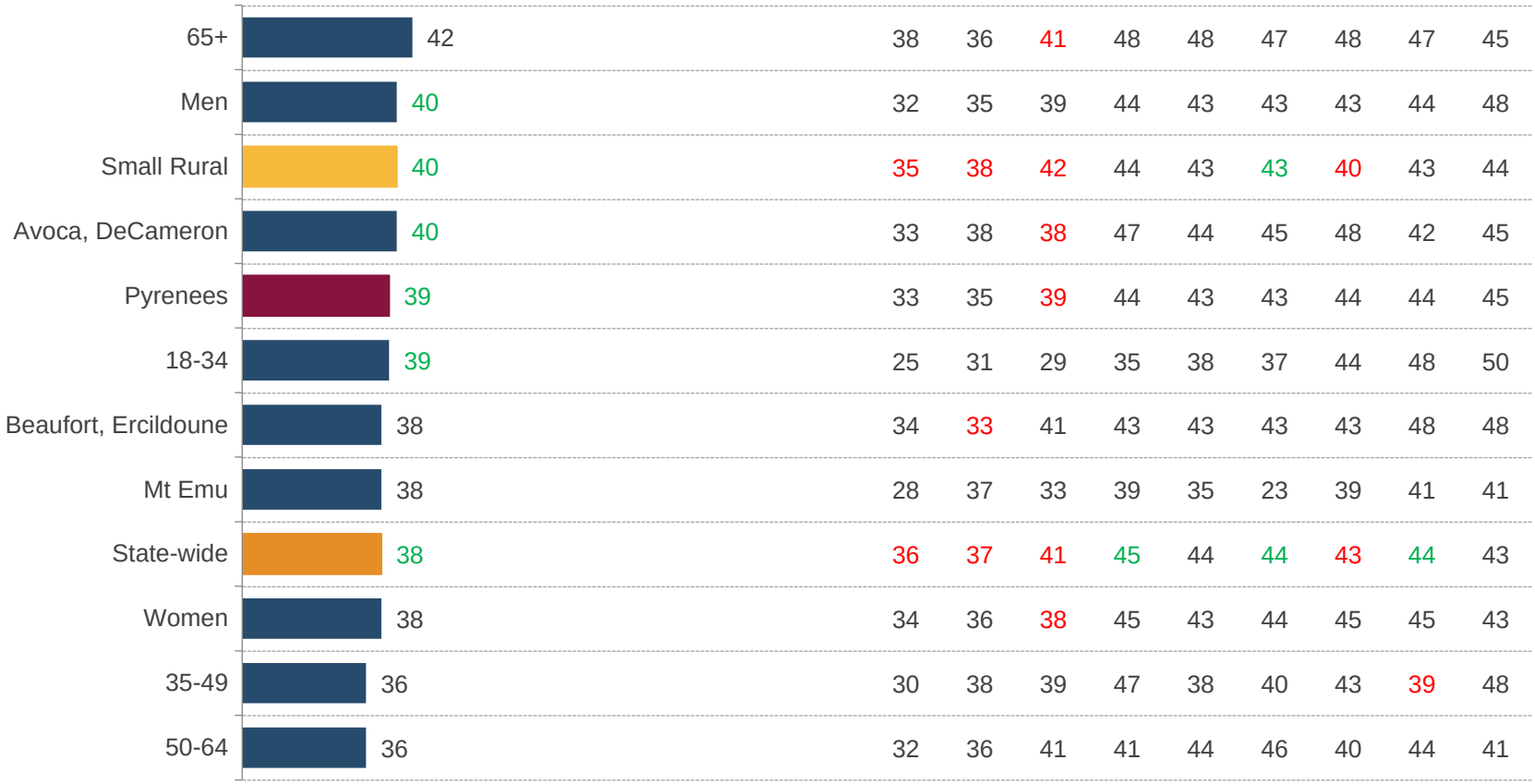
Maintenance of unsealed roads in your area importance



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

Maintenance of unsealed roads in your area performance

2025 unsealed roads performance (index scores)

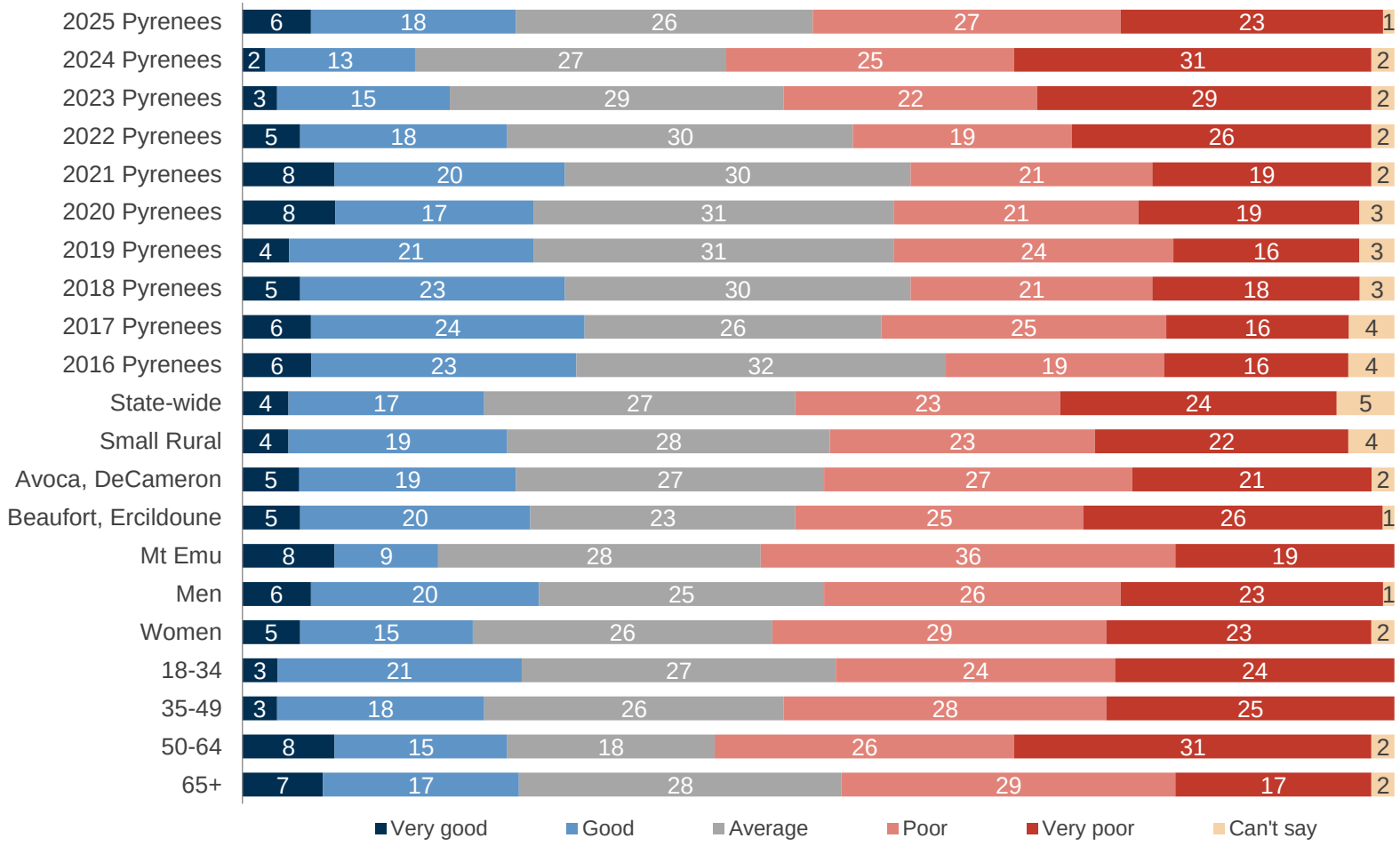


	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	42	38	36	41	48	48	47	48	47	45
Men	40	32	35	39	44	43	43	43	44	48
Small Rural	40	35	38	42	44	43	43	40	43	44
Avoca, DeCameron	40	33	38	38	47	44	45	48	42	45
Pyrenees	39	33	35	39	44	43	43	44	44	45
18-34	39	25	31	29	35	38	37	44	48	50
Beaufort, Ercildoune	38	34	33	41	43	43	43	43	48	48
Mt Emu	38	28	37	33	39	35	23	39	41	41
State-wide	38	36	37	41	45	44	44	43	44	43
Women	38	34	36	38	45	43	44	45	45	43
35-49	36	30	38	39	47	38	40	43	39	48
50-64	36	32	36	41	41	44	46	40	44	41

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2025 unsealed roads performance (%)



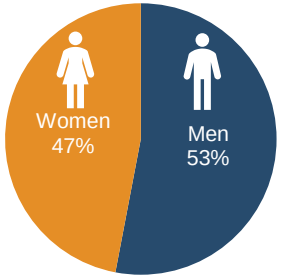
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10

Detailed demographics

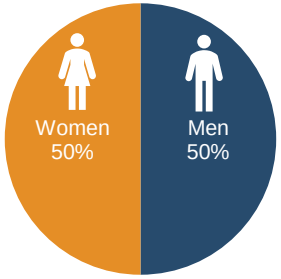
Gender and age profile

2025 gender

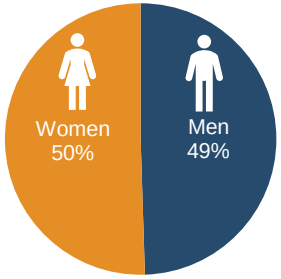
Pyrenees



Small Rural

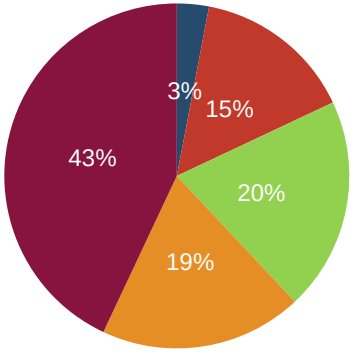


State-wide

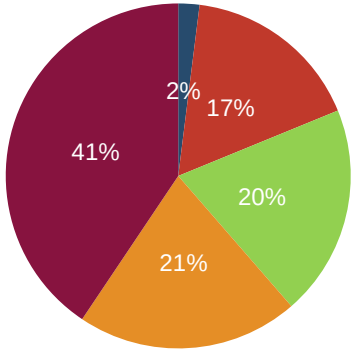


2025 age

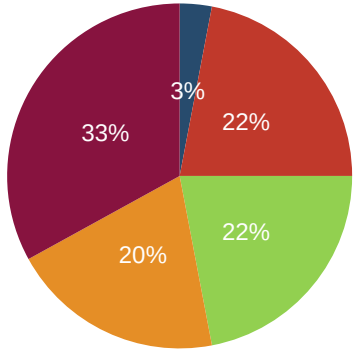
Pyrenees



Small Rural



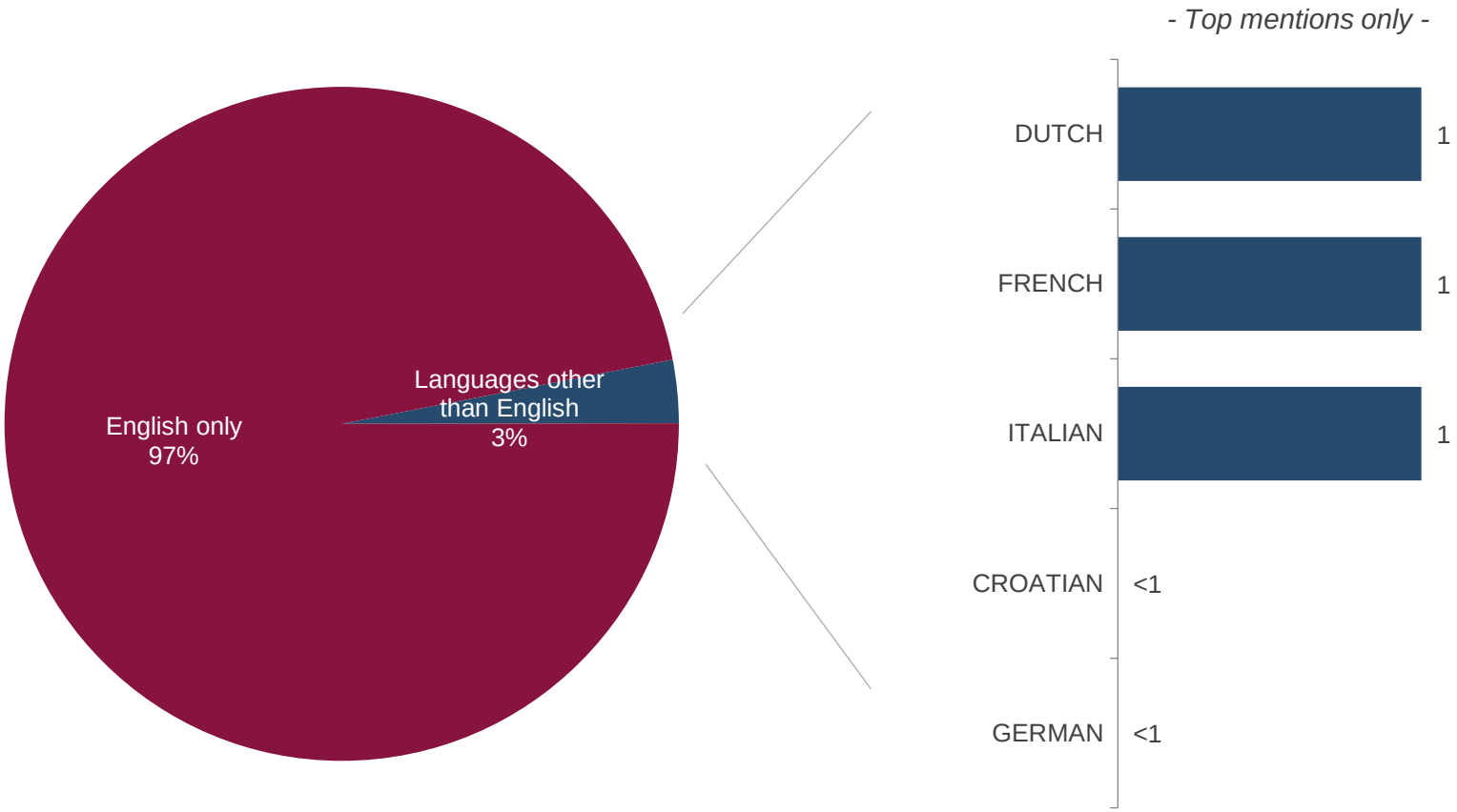
State-wide



S3. How would you describe your gender? / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
An "Other" option has been included for gender, hence the results may not add to 100%.
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Languages spoken at home

2025 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked State-wide: 5 Councils asked group: 1
Note: Respondents could name multiple languages so responses may add to more than 100%

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 Pyrenees 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 +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 6,200 people aged 18 years or over for Pyrenees Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Pyrenees Shire Council	400	400	+/-4.7
Men	208	212	+/-6.7
Women	192	188	+/-7.0
Avoca, DeCameron	190	186	+/-7.0
Beaufort, Ercildoune	156	154	+/-7.8
Mt Emu	54	60	+/-13.4
18-34 years	33	72	+/-17.3
35-49 years	39	81	+/-15.8
50-64 years	100	75	+/-9.8
65+ years	228	171	+/-6.4

Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B: Further information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

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

- 2024, n=401 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=402 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=402 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 Pyrenees 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 Pyrenees Shire Council.

Survey sample matched to the demographic profile of Pyrenees 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 56% mobile phone numbers to cater to the diversity of residents within Pyrenees Shire Council, particularly younger people.

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

Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Small Rural group are:

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

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

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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

Appendix B: Analysis and reporting

Reporting

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

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

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

Appendix B: Glossary of terms

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

CSS: 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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