



# **2025 Local Government Community Satisfaction Survey**

## **Yarriambiack Shire Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 26 years

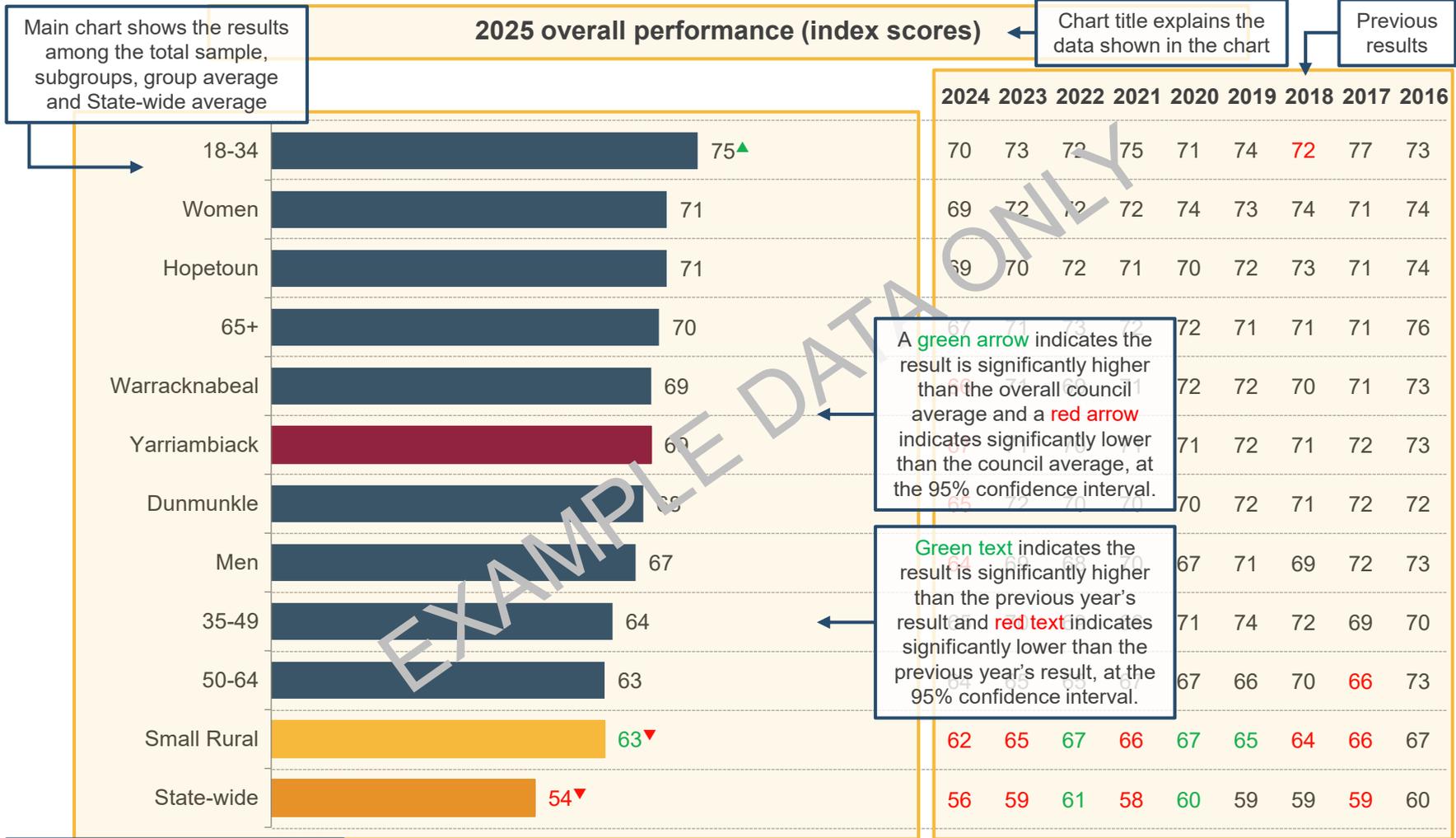
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



# How to read index score charts in this report

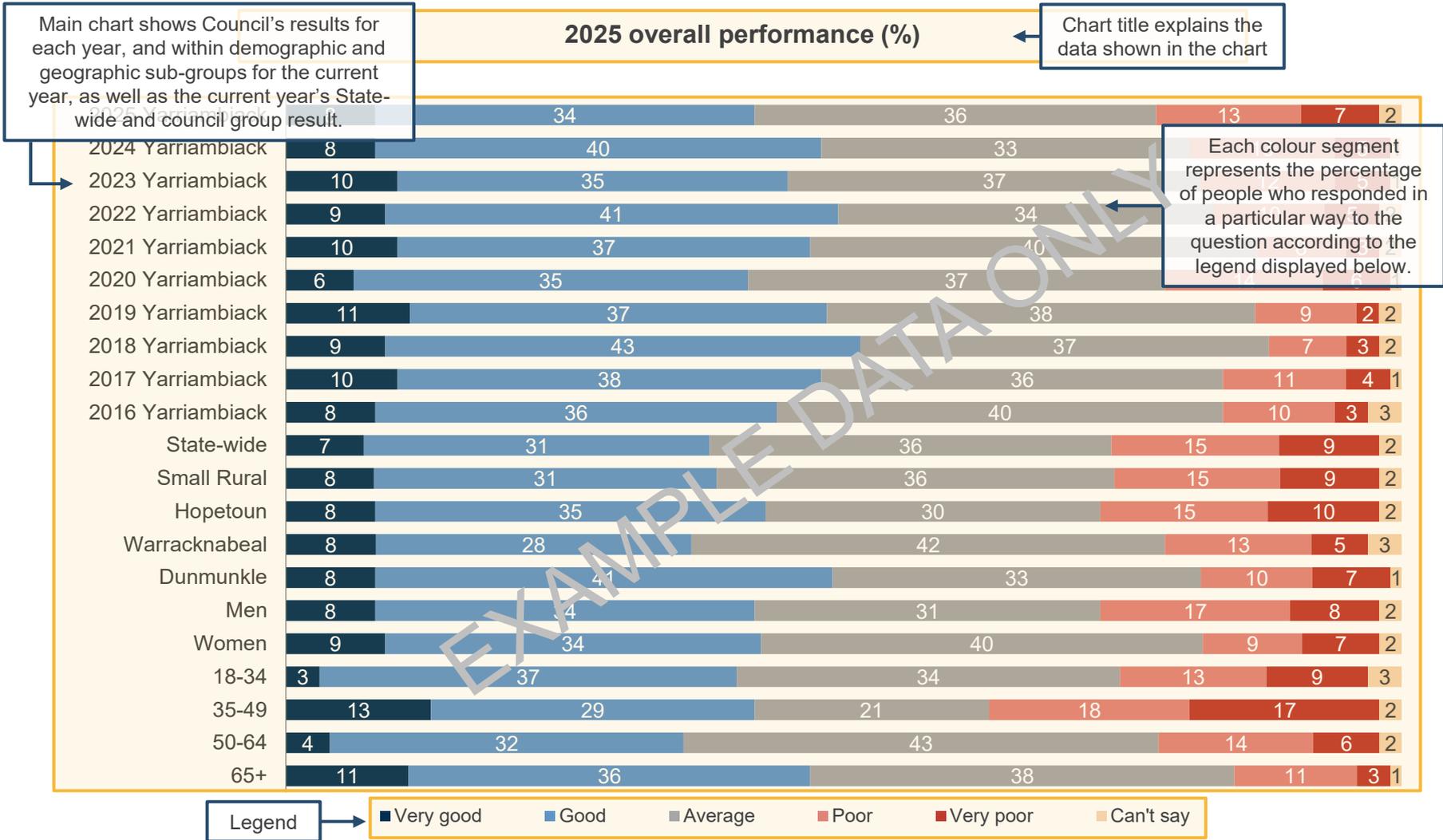


Question asked and base size(s)

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



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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a dark blue gradient.

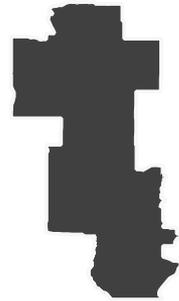
# **Key findings and recommendations**



# Yarriambiack Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Yarriambiack  
56



Small Rural 54



State-wide 53

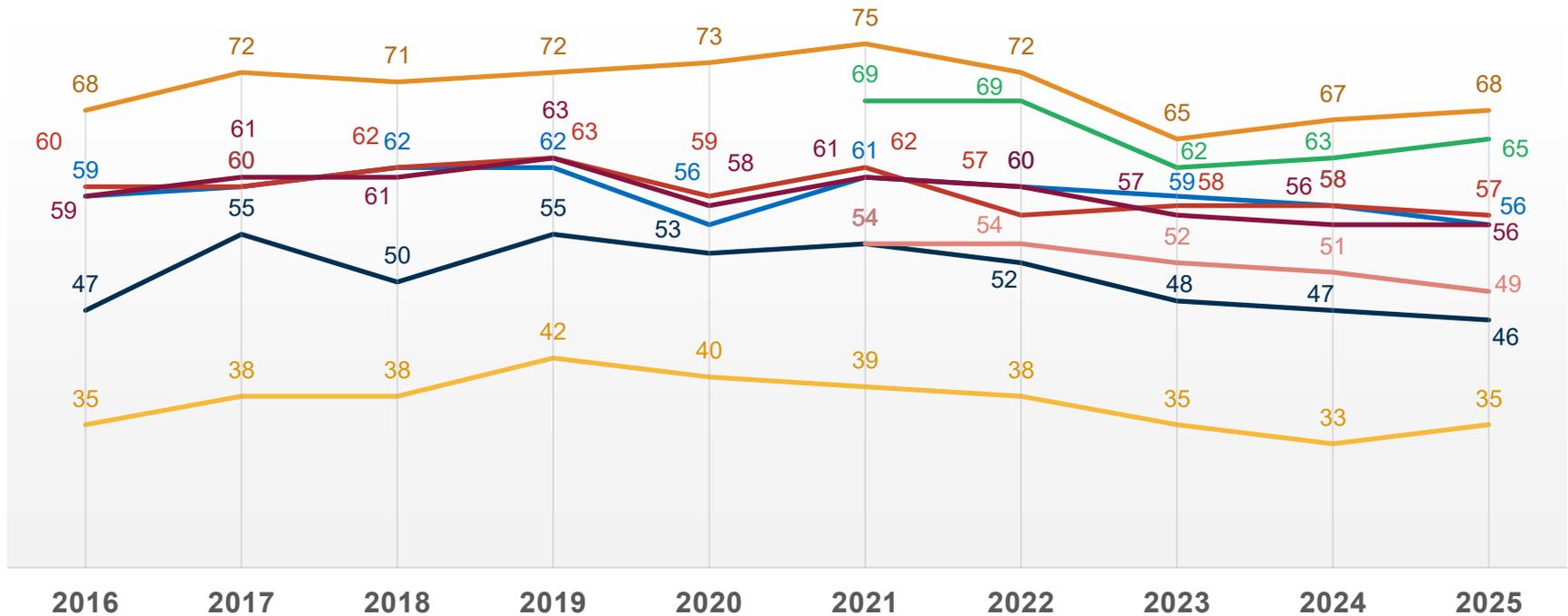
## Council performance compared to group average

| Top 3 performing areas    |                          |          |
|---------------------------|--------------------------|----------|
|                           | Waste management         | ≡ on par |
|                           | Recreational facilities  | ≡ on par |
|                           | Elderly support services | ▼ lower  |
| Bottom 3 performing areas |                          |          |
|                           | Sealed local roads       | ▼ lower  |
|                           | Lobbying                 | ≡ on par |
|                           | Community decisions      | ▲ higher |
|                           | Customer service         | ≡ on par |



# Summary of core measures

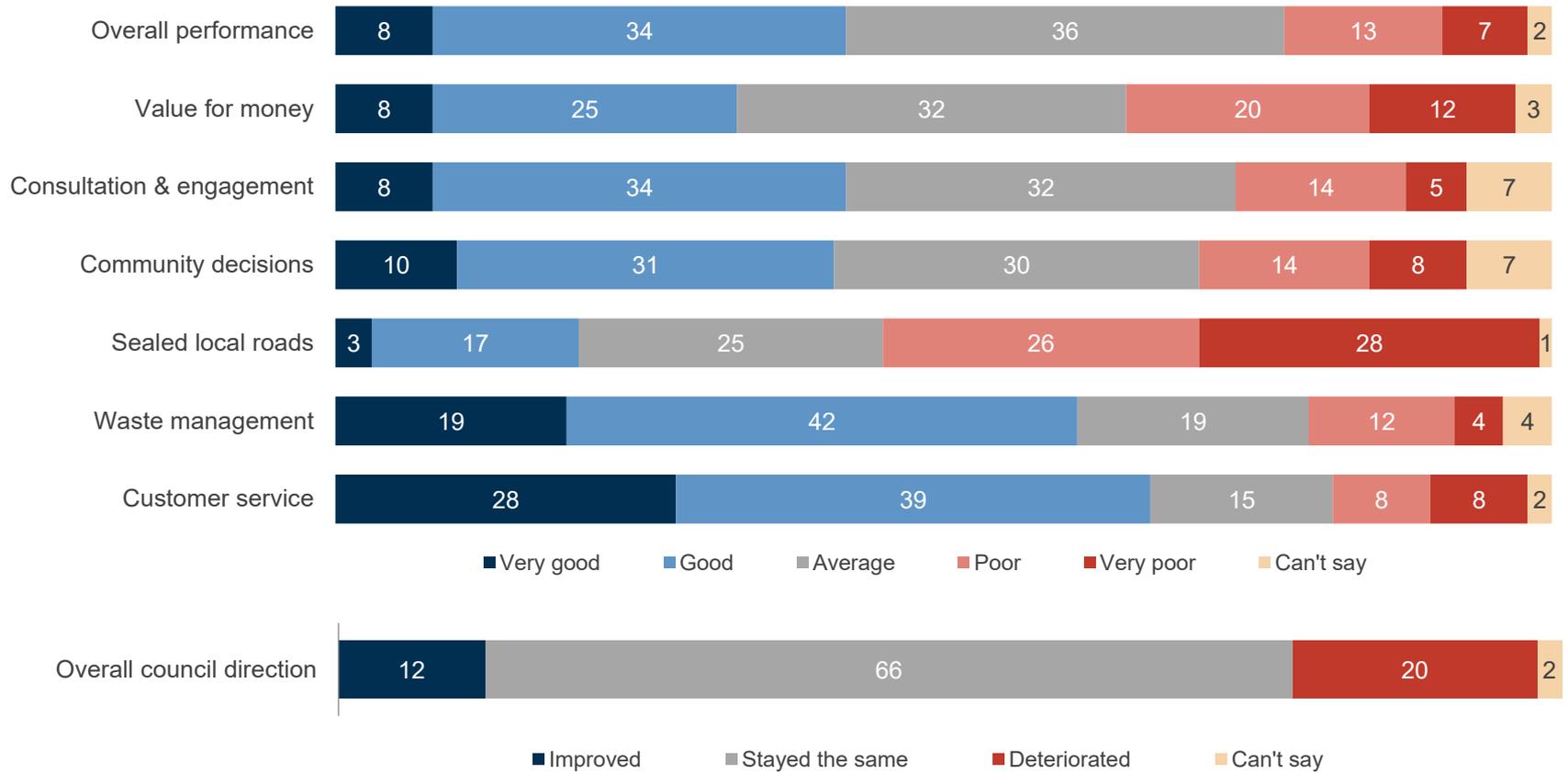
## Index scores





# Summary of core measures

Core measures summary results (%)





## Summary of Yarriambiack Shire Council performance

| Services  | Yarriambiack 2025 | Yarriambiack 2024 | Small Rural 2025 | State-wide 2025 | Highest score                    | Lowest score |
|---|-------------------|-------------------|------------------|-----------------|----------------------------------|--------------|
|  Overall performance         | 56                | 58                | 54               | 53              | 65+ years                        | 35-49 years  |
|  Value for money             | 49                | 51                | 47               | 47              | 65+ years                        | 35-49 years  |
|  Overall council direction   | 46                | 47                | 46               | 46              | Dunmunkle residents, 65+ years   | 18-49 years  |
|  Customer service            | 68                | 67                | 65               | 66              | 65+ years                        | 18-49 years  |
|  Waste management            | 65                | 63                | 66               | 65              | 65+ years                        | 50-64 years  |
|  Recreational facilities     | 65                | 69                | 66               | 67              | 65+ years                        | 18-34 years  |
|  Elderly support services    | 60                | 63                | 66               | 63              | Warracknabeal residents          | 35-49 years  |
|  Bus/community dev./tourism | 58                | 61                | 57               | 56              | Dunmunkle residents, 35-49 years | 50-64 years  |
|  Consultation & engagement | 57                | 58                | 51               | 50              | 65+ years                        | 18-34 years  |
|  Community decisions       | 56                | 56                | 50               | 49              | 65+ years                        | 50-64 years  |



## Summary of Yarriambiack Shire Council performance

| Services  |                    | Yarriambiack 2025 | Yarriambiack 2024 | Small Rural 2025 | State-wide 2025 | Highest score | Lowest score |
|---|--------------------|-------------------|-------------------|------------------|-----------------|---------------|--------------|
|  | Lobbying           | 53                | 54                | 51               | 49              | 65+ years     | 50-64 years  |
|  | Sealed local roads | 35                | 33                | 44               | 45              | 65+ years     | 50-64 years  |



## Focus areas for the next 12 months

### Overview

Yarriambiack Shire Council's overall performance index score of 56 represents a slight two-point decrease from last year, which has contributed to an ongoing downward trend apparent since 2022. Council's overall performance rating has now returned to its lowest recorded level, last seen in 2020. Council's performance ratings on most individual service areas are statistically in line with 2024 results, although there are similar downward trends apparent in some cases.

### Key influences on perceptions of overall performance

Lobbying on behalf of the community is an area that warrants attention in the year ahead. Lobbying rates among Council's lowest performing service areas, and has the strongest influence on perceptions of overall performance. Additionally, a continued effort is required in the area of sealed local roads, Council's lowest performing service area. Sealed local roads has a relatively strong influence on perceptions of overall performance, and Council efforts in this area will be quickly noticed by residents due to its tangibility.

### Comparison to state and area grouping

Council rates significantly higher than both the State-wide and Small Rural group averages for consultation and engagement and community decisions. Despite trending downwards overtime, Council's overall performance and performance on lobbying is also rated significantly higher than the State-wide average and in line with the Small Rural group average. In the areas of sealed local roads and elderly support services, Council rates significantly lower than both the State-wide and Small Rural group averages.

### Opportunity to engage

Residents aged 35 to 49 years tend to be more critical of Council's performance, providing the lowest rating for overall performance and value for money, and equal-lowest for overall Council direction and customer service. It is recommended that extra attention be paid to interactions with this cohort over then next year. Residents in this age group have the highest rate of contact with Council, significantly higher than the average, so there is opportunity to engage with them and improve perceptions.

# DETAILED FINDINGS



# Overall performance



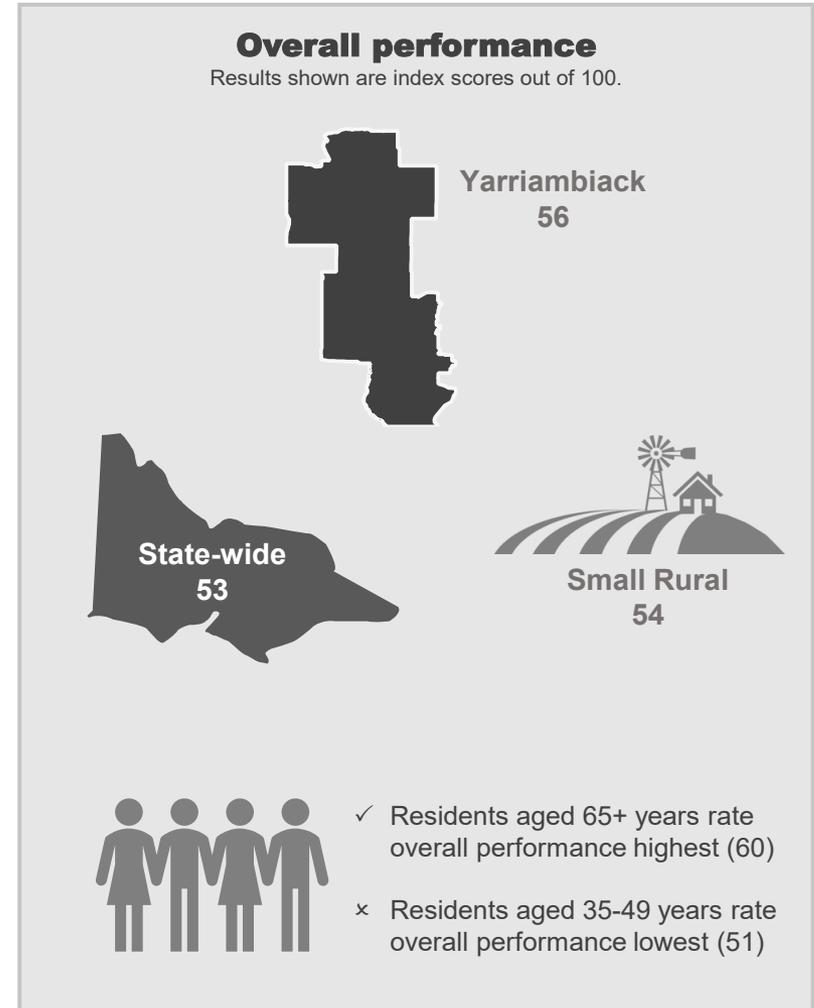
## Overall performance

The overall performance index score of 56 for Yarriambiack Shire Council represents a slight two-point decrease from the previous result. Ratings have continued to decline incrementally since 2022, taking Councils overall performance score back to its lowest recorded level, last seen in 2020.

- Council's overall performance remains rated significantly higher (at the 95% confidence interval) than the average for councils State-wide (index score of 53), and is in line with the Small Rural group average (index score of 54).
- There are no significant changes in overall performance ratings at the sub-group level compared to last year.
- In addition, ratings at the sub-group level do not differ significantly compared to the Council average.

One in three residents (33%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. A similar amount (32%) rate Council as 'very poor' or 'poor'. A further 32% rate Council as 'average' for providing value for money.

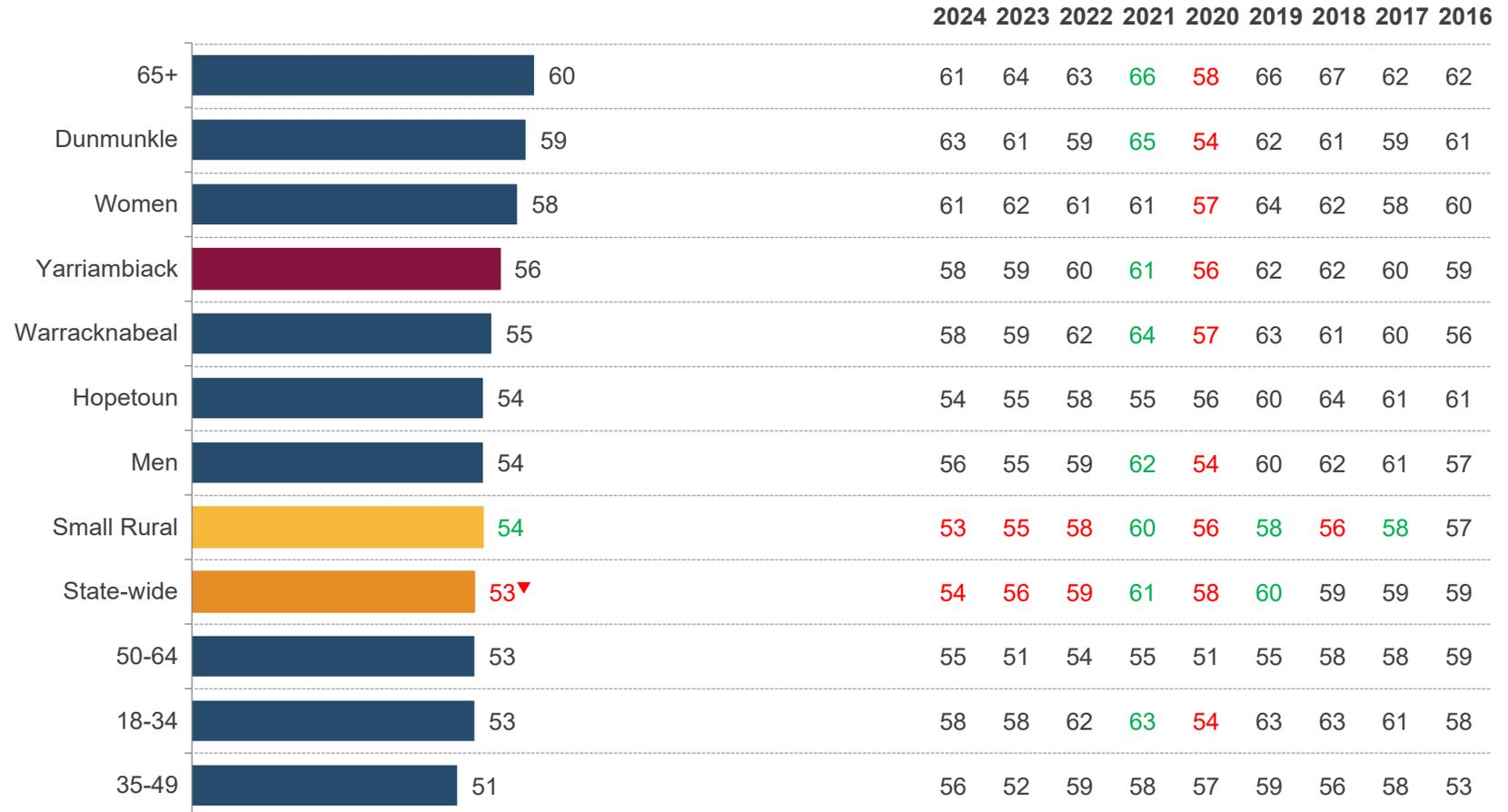
- Similar to the overall performance trend, Council's value for money index score (49) has also been incrementally declining each year since 2023.





# Overall performance

## 2025 overall performance (index scores)

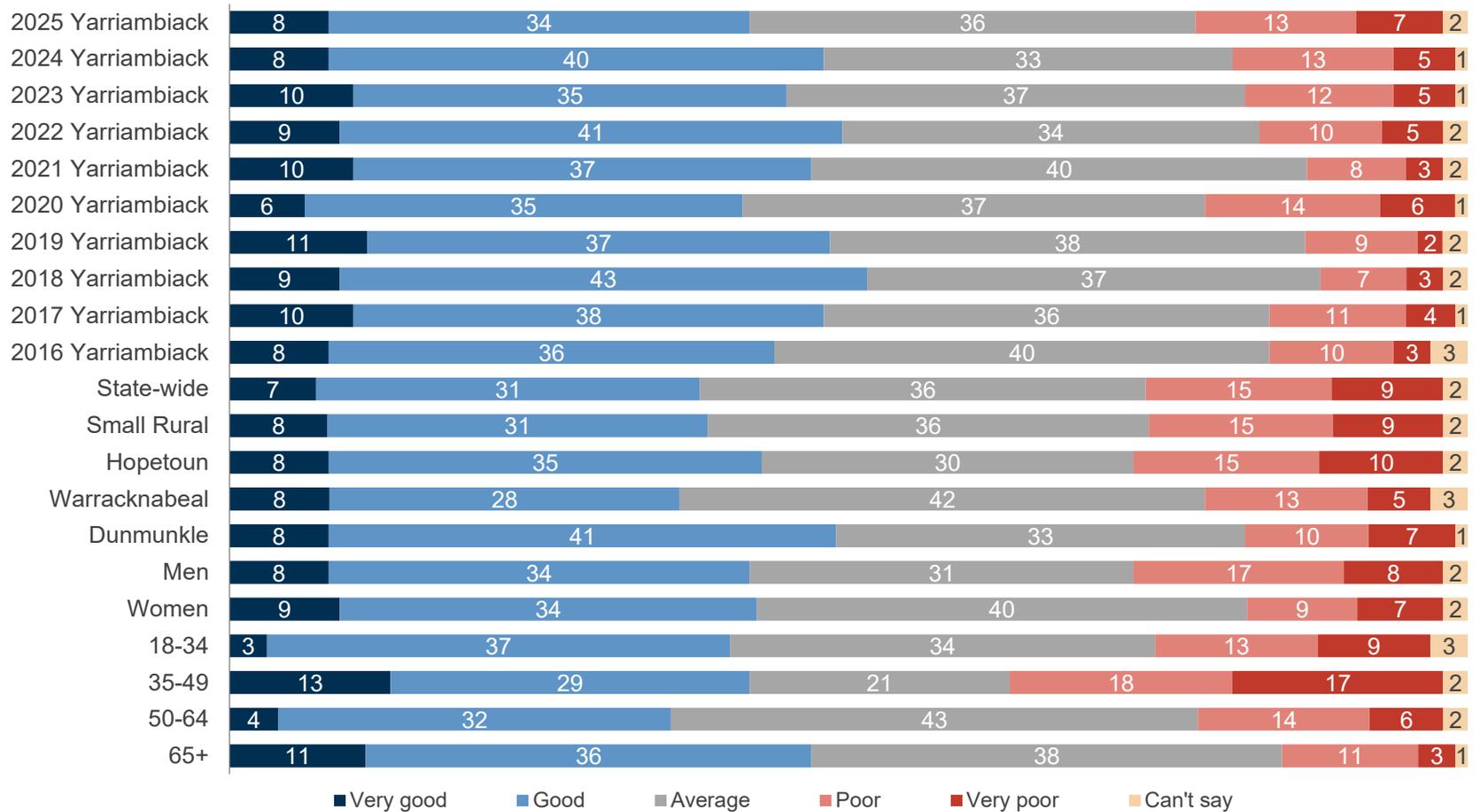


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarriambiack Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 56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



# Overall performance

## 2025 overall performance (%)

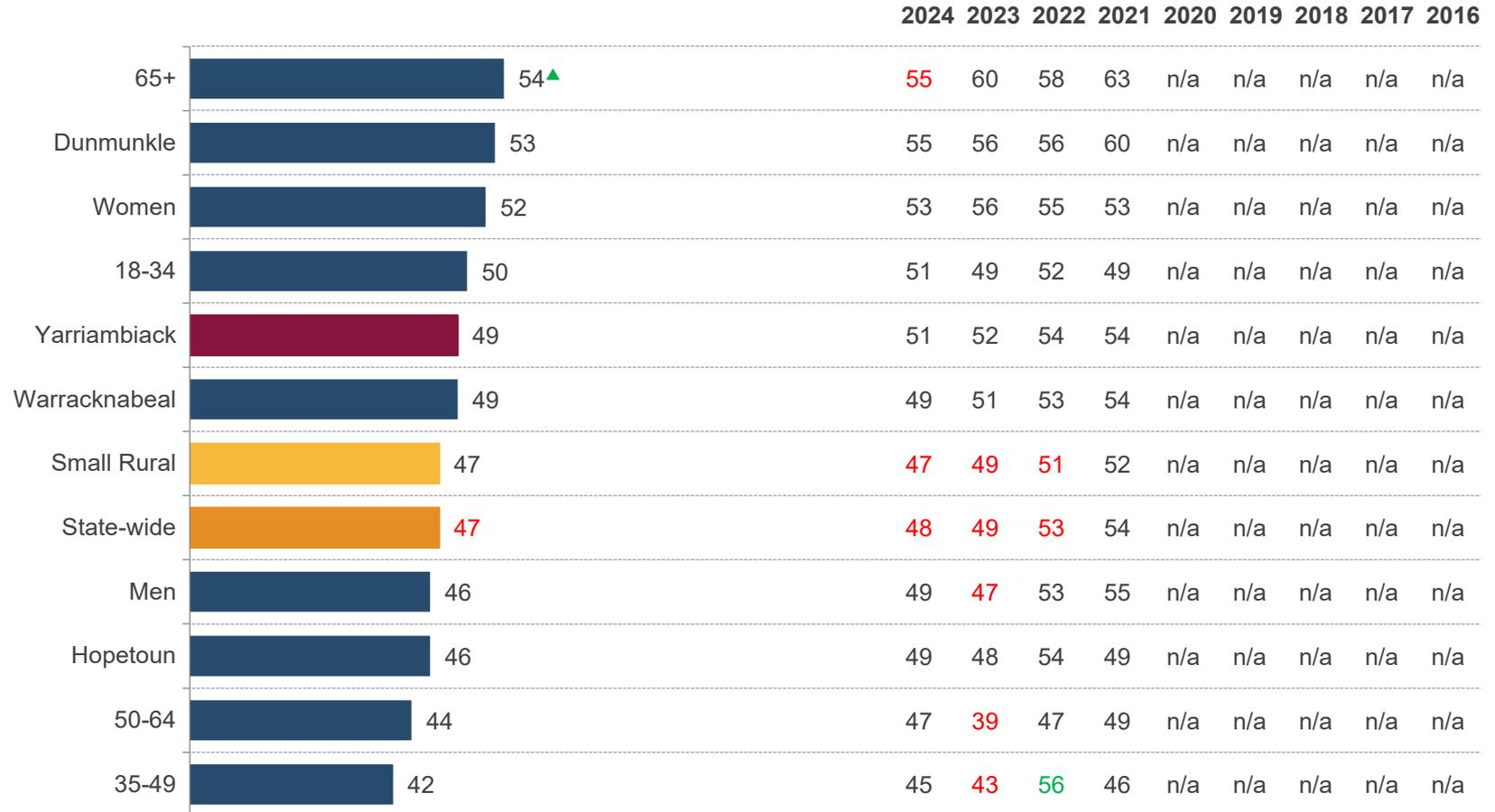


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# Value for money in services and infrastructure

## 2025 value for money (index scores)



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

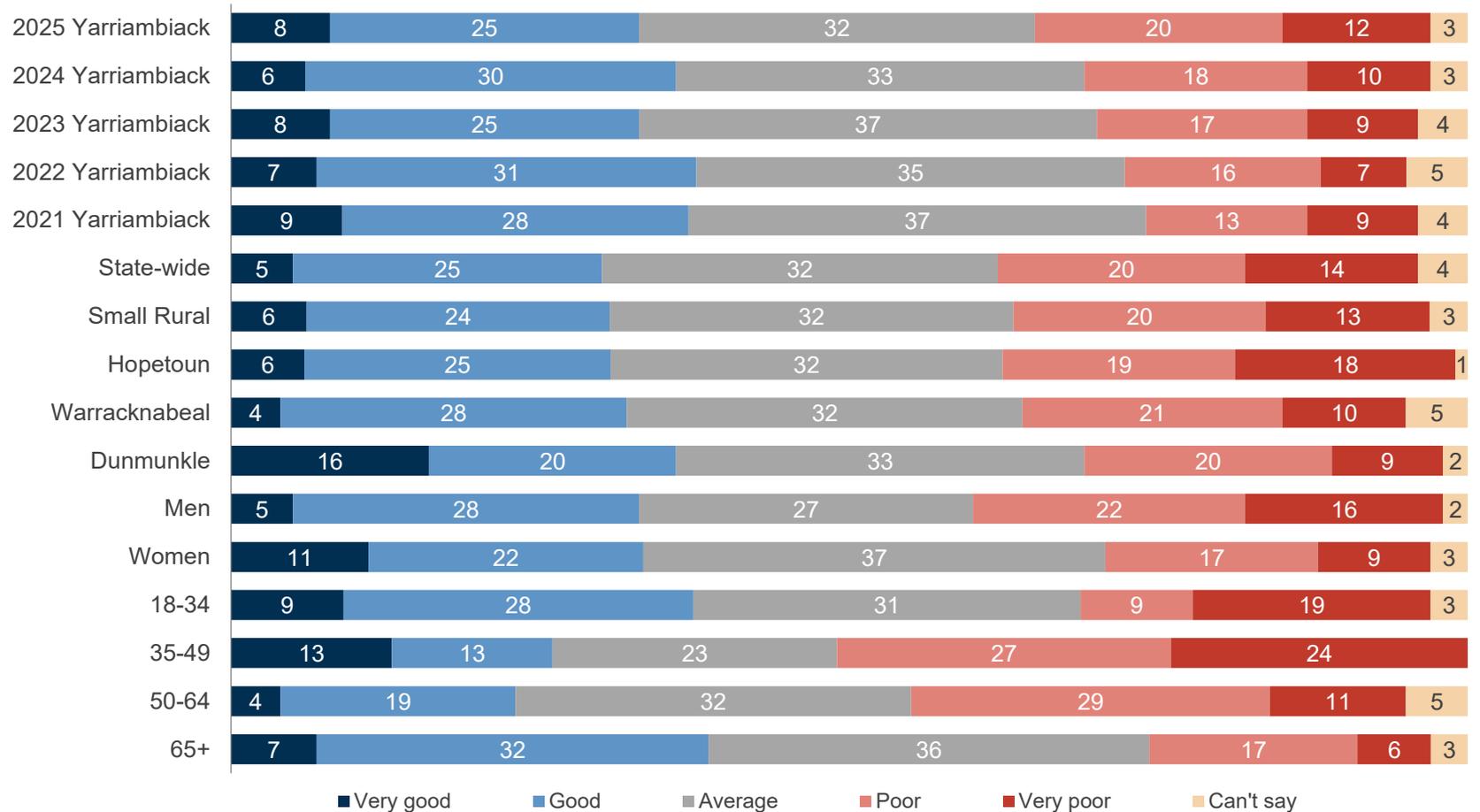
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# Value for money in services and infrastructure

2025 value for money (%)



Q3b. How would you rate Yarriambiack 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 performs best in the areas of waste management and recreational facilities (index score of 65 for both). Council performs in line with the State-wide and Small Rural group averages for both service areas.

Impressions of Council performance on waste management have been incrementally improving for the last two consecutive years following a significant decline in 2023.

In contrast, impressions of Council performance on recreational facilities have significantly declined in the last 12 months (down four index points) to a record low.

- The decline is largely driven by residents of Dunmunkle (index score of 66, down seven points), men (index score of 65, down five points) and residents aged 18 to 34 years (index score of 56, down 16 points) who all rate Council performance on recreational facilities significantly lower than they did in 2024.
- Residents aged 18 to 34 years now rate Council performance on recreational facilities the lowest and significantly lower than the Council average.

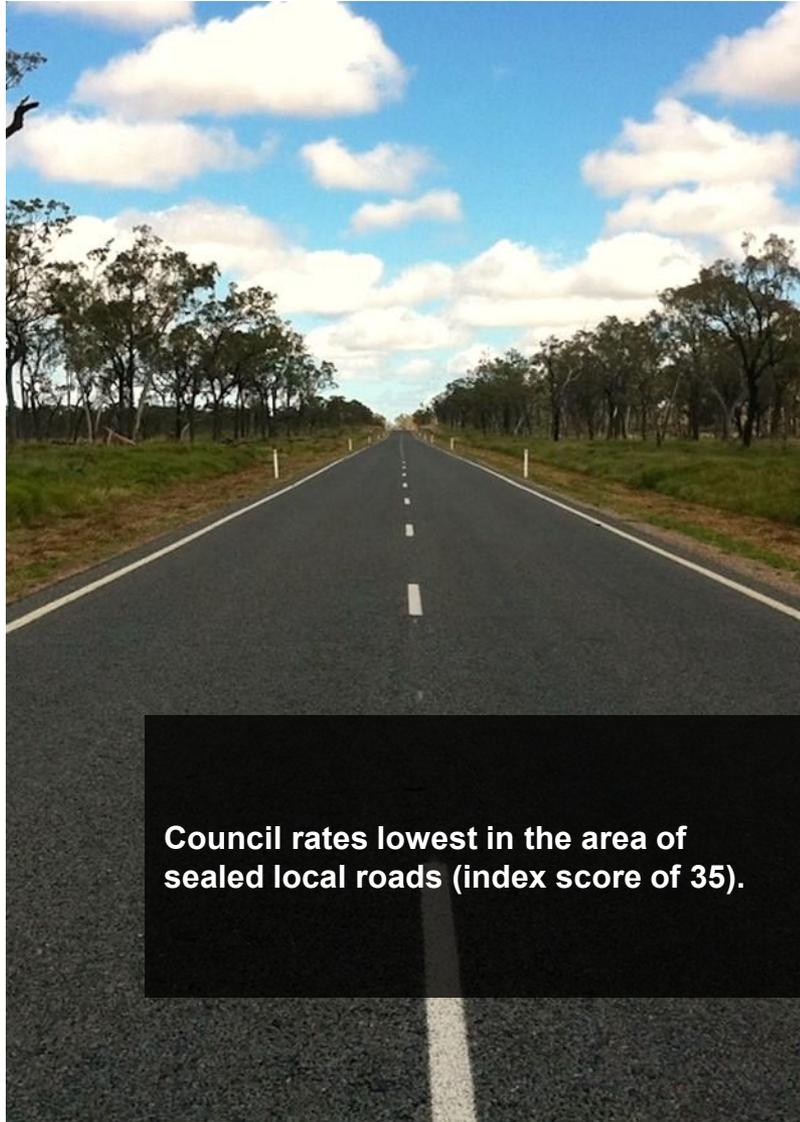
Given both of these service areas have a moderate influence on Council's overall performance rating, it will be important to maintain positive results in waste management and ensure there are no further declines in the area of recreational facilities.



**Waste management and recreational facilities (index score of 65 for both) are the areas where Council performed best in 2025.**



## Low performing service areas



**Council rates lowest in the area of sealed local roads (index score of 35).**

Council continues to rate lowest in the area of sealed local roads (index score of 35), although ratings have slightly increased for the first time in since 2017 (up two index points in the last 12 months). Prior to 2025, ratings had decreased for five consecutive years. The downward trend appears to have been stemmed for now. Sealed local roads rates 18 index points lower than Council's next lowest performing service area, lobbying on behalf of the community (index score of 53).

Council continues to be rated significantly lower than the State-wide and Small Rural group averages for performance on sealed local roads (index scores of 45 and 44 respectively).

- Slight (not significant) improvements in ratings of sealed local roads are seen among residents of Dunmunkle (index score of 40, up four index points) and Warracknabeal (index score of 35, up three index points), while impressions among Hopetoun residents remain unchanged (index score of 32). Ratings among Hopetoun residents are also lower than that of Dunmunkle and Warracknabeal residents and have been since 2023 when they significantly declined. This suggests improvements to sealed local roads should be prioritised in the Hopetoun area first.



# Individual service area performance

2025 individual service area performance (index scores)

|                            | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|----------------------------|------|------|------|------|------|------|------|------|------|
| Waste management           | 65   | 63   | 62   | 69   | 69   | n/a  | n/a  | n/a  | n/a  |
| Recreational facilities    | 65   | 69   | 70   | 69   | 70   | n/a  | n/a  | n/a  | n/a  |
| Elderly support services   | 60   | 63   | 65   | 68   | 71   | n/a  | n/a  | n/a  | n/a  |
| Bus/community dev./tourism | 58   | 61   | 64   | 64   | 65   | n/a  | n/a  | n/a  | n/a  |
| Consultation & engagement  | 57   | 58   | 58   | 57   | 62   | 59   | 63   | 62   | 60   |
| Community decisions        | 56   | 56   | 57   | 60   | 61   | 58   | 63   | 61   | 61   |
| Lobbying                   | 53   | 54   | 54   | 57   | 58   | 58   | 58   | 59   | 59   |
| Sealed local roads         | 35   | 33   | 35   | 38   | 39   | 40   | 42   | 38   | 38   |

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

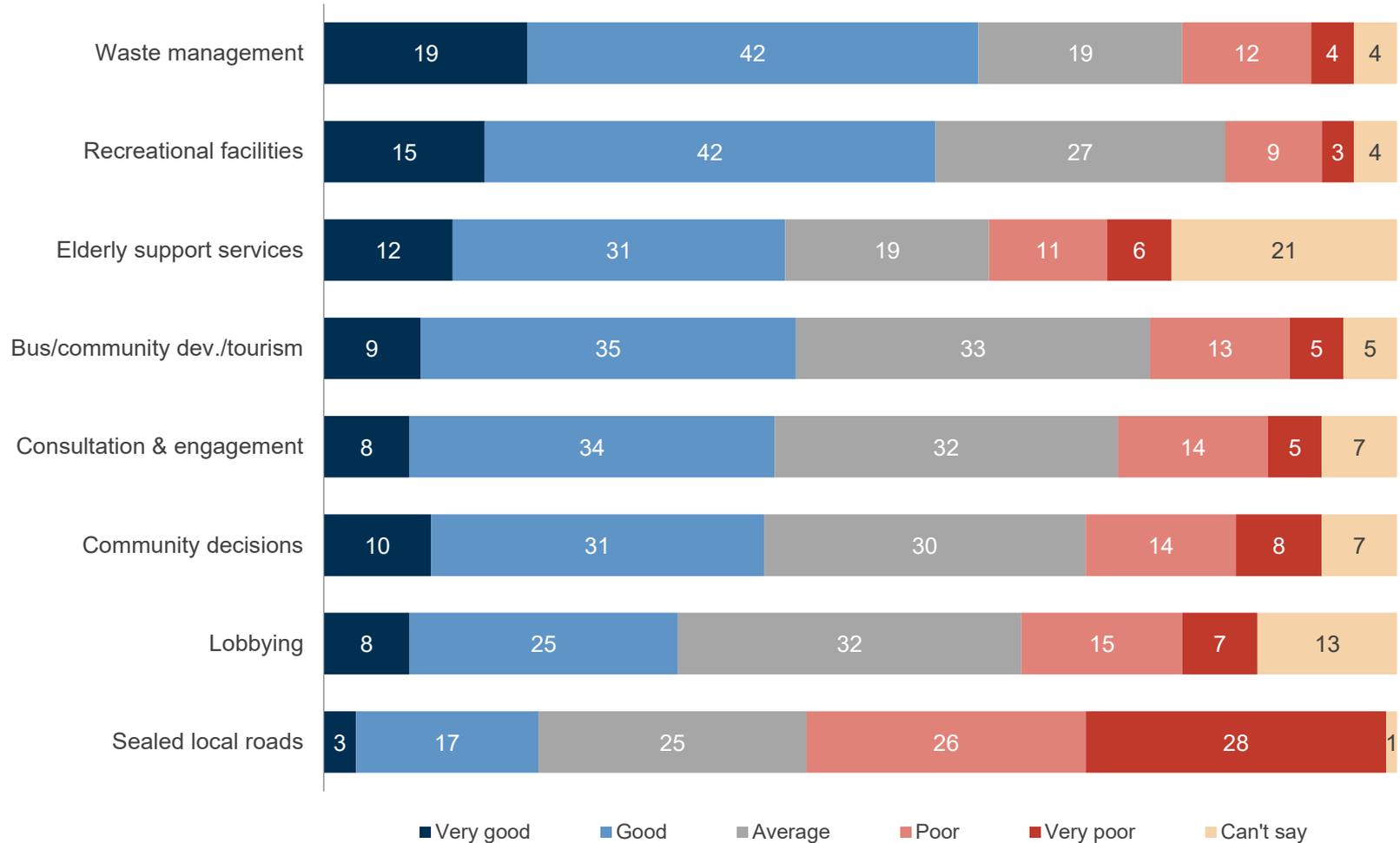
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



## Influences on perceptions of overall performance

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

- Lobbying on behalf of the community.

**Demonstrating Council efforts to advocate on behalf of the community provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Decisions made in the interest of the community
- Community consultation and engagement
- The condition of sealed roads
- Business, community development and tourism
- Recreational facilities
- Waste management
- Elderly support services.

Looking at these key service areas only, Council performs best on waste management and recreational facilities (index scores of 65 for each) which have a moderate influence on the overall performance rating.

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

Service areas where Council performs relatively less well include the stronger influences of business, community development and tourism, community consultation and decisions made in the interest of the community (index scores of 58, 57 and 56 respectively).

**A focus on community development and opportunities for local business and tourism, and on good communication, consultation and transparency with residents around Council activities, can also help to shore up positive overall opinion of Council.**

However, most in need of attention is Council performance on the condition of sealed local roads, which is rated as poor (index score of 35) and is among the stronger influences on overall community perceptions.

**It will be important for Council to attend to the maintenance of its sealed roads to help improve overall ratings of performance.**



## Regression analysis explained

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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).

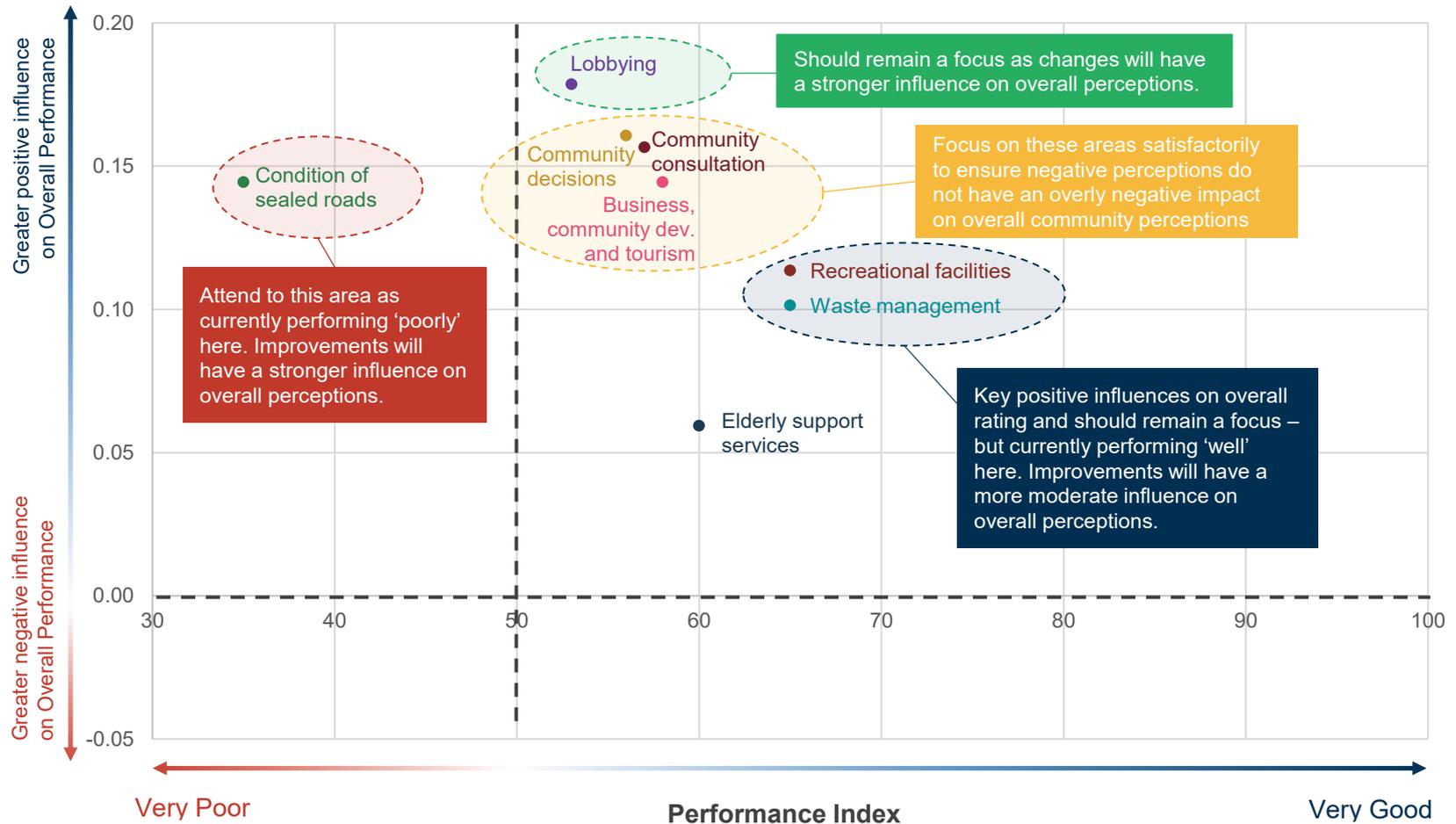
In the chart that follows:

- 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.



# Influence on overall performance: all services

2025 regression analysis (all services)



The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.617 and adjusted  $R^2$  value of 0.609, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 78.85$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Customer service



## Contact with council and customer service

### Contact with council

Two in three Council residents (67%) had contact with Council in the last 12 months. Rate of contact remains at relatively higher levels compared to previous years.

- Residents aged 35 to 49 years (82%) contacted Council the most over the last 12 months and at a significantly higher rate than the average. Residents aged 65 years and older contacted Council the least (60%).



**Among those residents who have had contact with Council, 67% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index (68) continues to improve following a significant decline in 2023 (up one point in the last 12 months. Though the last two years of small improvements are not statistically significant on their own, they represent an emerging positive trend. Customer service remains rated in line with the State-wide and Small Rural group averages (index scores of 66 and 65 respectively).

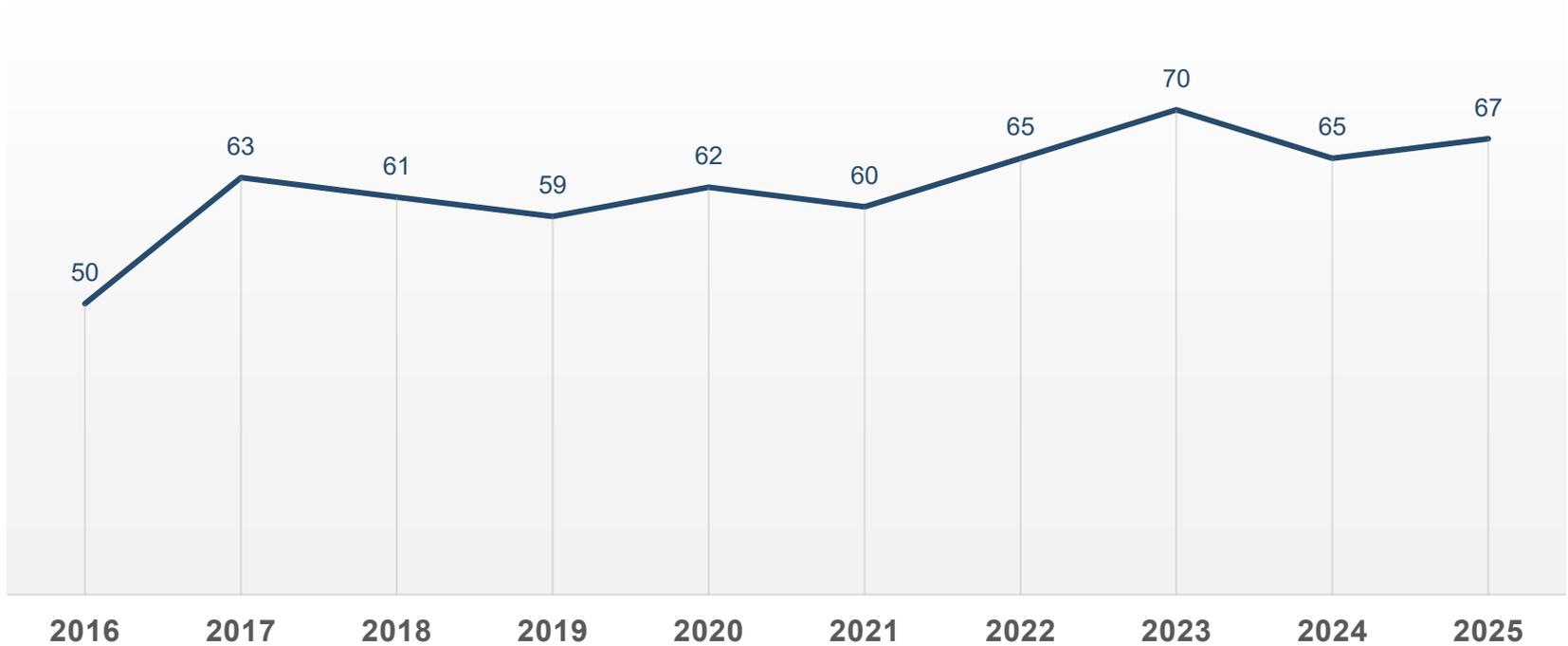
- Impressions of Council's customer service among all demographic and geographic cohorts remain statistically similar to 2024 results.
- Residents aged 18 to 34 years and 35 to 49 years (index score of 62 for both) rate Council's customer service the lowest. By contrast, residents aged 65 years and older (index score of 74) rate customer service the highest.

Given residents aged 35 to 49 years have a significantly higher rate of contact with Council and a lower customer service rating, this age group should be a priority for customer service improvement strategies.



# Contact with council

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



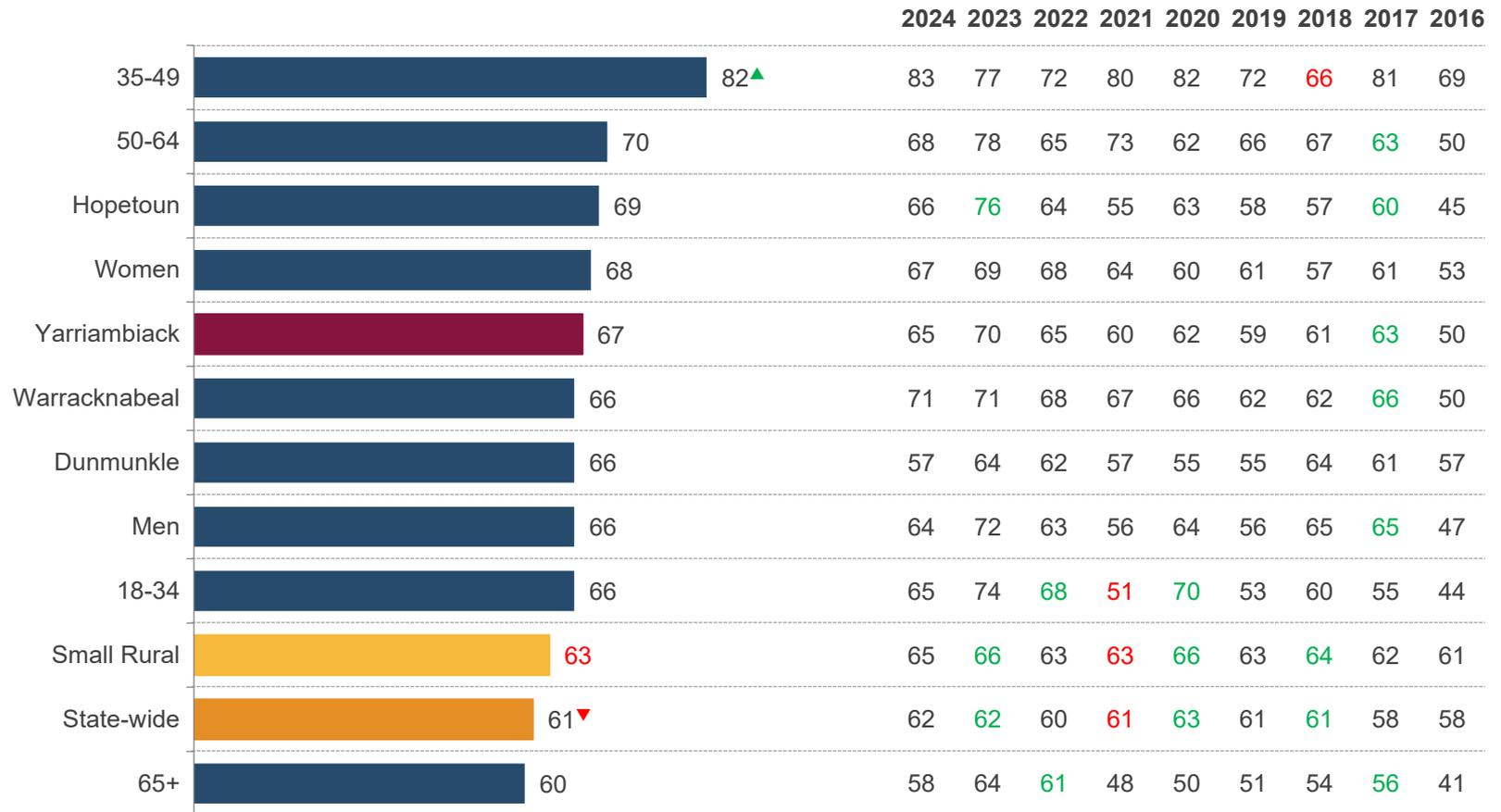
Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack Shire Council?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 14



# Contact with council

2025 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Yarriambiack 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?

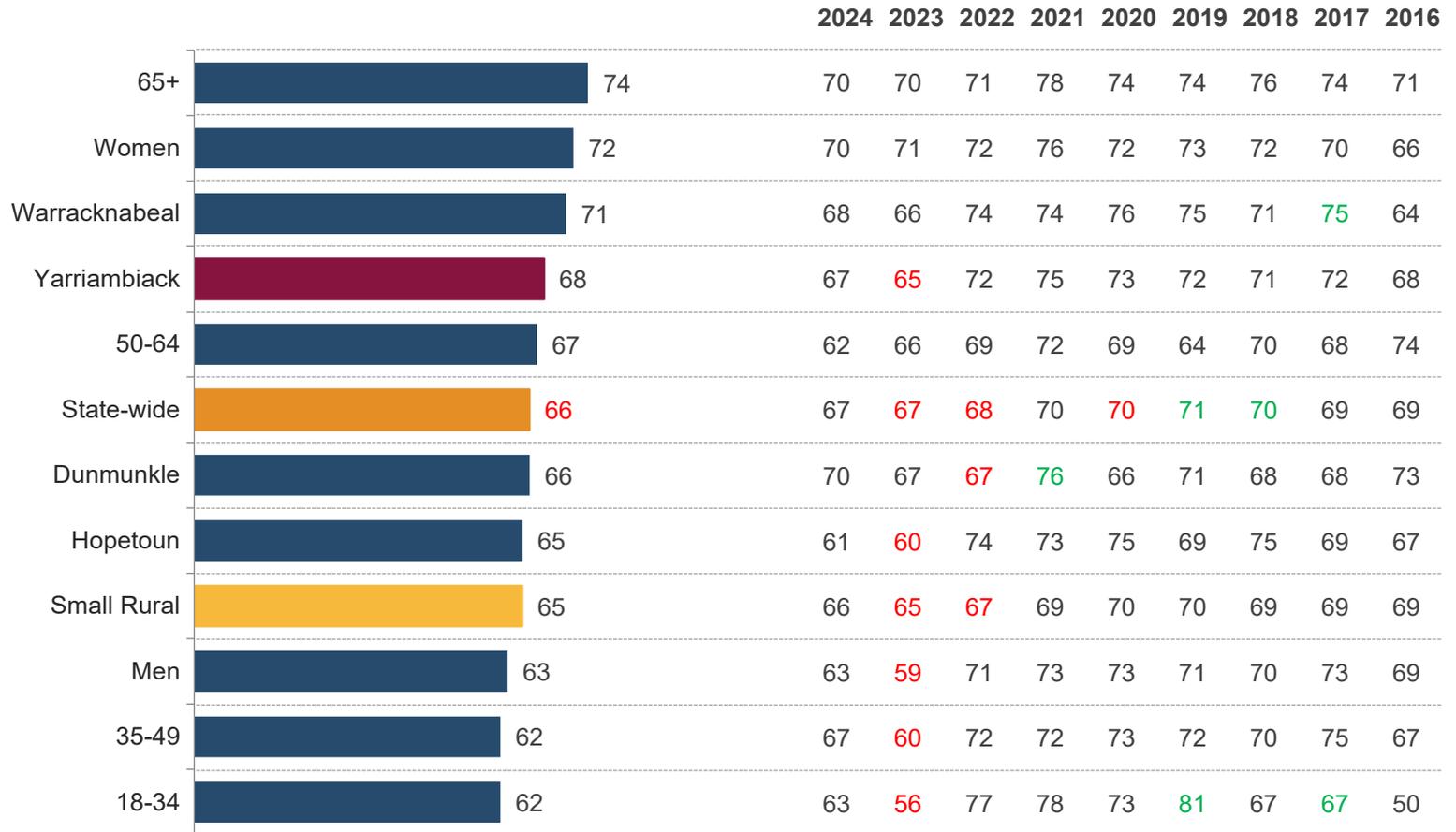
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 14

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



# Customer service rating

2025 customer service rating (index scores)



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

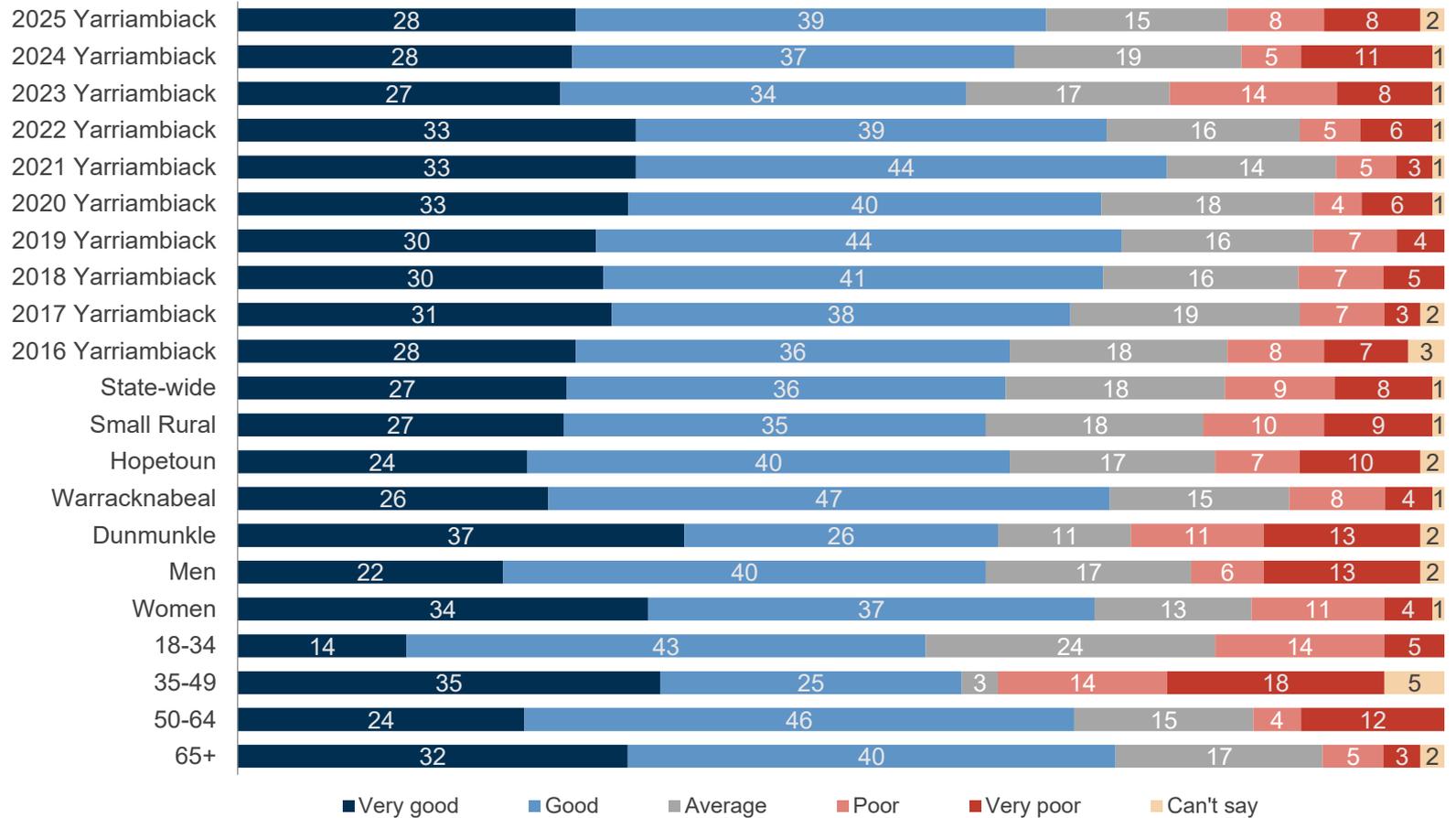
Councils asked State-wide: 56 Councils asked group: 19

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 Yarriambiack 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



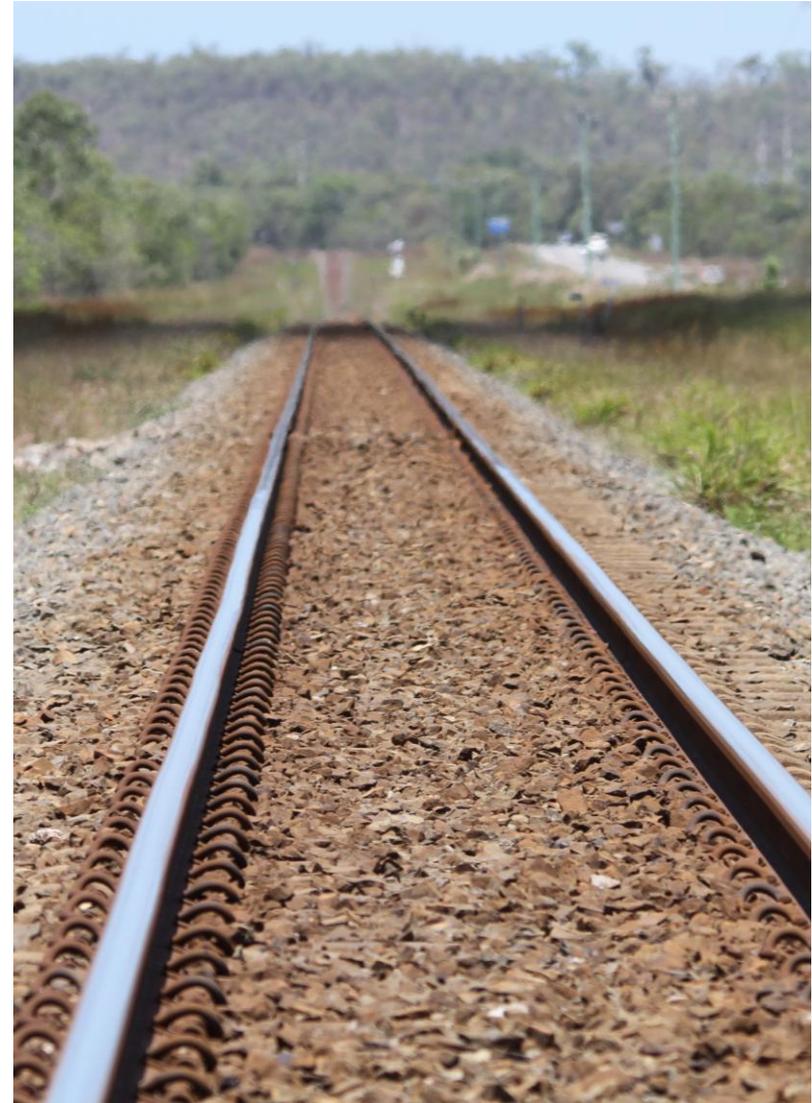
## Council direction

Over the last 12 months, 66% believe the direction of Council's overall performance has stayed the same (up seven percentage points on 2024).

- 12% believe the direction has improved (down three percentage points on 2024) in the last 12 months.
- More (20%) believe the direction of Council's overall performance has deteriorated (down two percentage points on 2024).

Perceptions of the direction of Yarriambiack Shire Council's overall performance have declined by one index point (not significant) in the last 12 months, continuing a trend of incremental decline since 2022. This year marks the lowest rating of the direction of Council's overall performance in 10 years.

- The most satisfied with the direction of Council's overall performance are residents of Dunmunkle and those aged 65 years and older (index score of 51 for both). Residents aged 65 years and older rate overall Council direction significantly higher than the Council average.
- The least satisfied with overall Council direction are residents aged 18 to 34 years and those aged 35 to 49 years (index score of 39 for both).





# Overall council direction last 12 months

2025 overall council direction (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |    |
|---------------|------|------|------|------|------|------|------|------|------|----|
| Dunmunkle     | 51   | 48   | 53   | 55   | 54   | 52   | 59   | 50   | 54   | 50 |
| 65+           | 51▲  | 50   | 55   | 54   | 61   | 58   | 58   | 55   | 59   | 54 |
| Women         | 50   | 52   | 55   | 54   | 53   | 53   | 56   | 50   | 57   | 50 |
| 50-64         | 47   | 50   | 42   | 46   | 47   | 45   | 50   | 48   | 54   | 48 |
| Small Rural   | 46   | 44   | 47   | 51   | 53   | 50   | 53   | 50   | 52   | 50 |
| State-wide    | 46   | 45   | 46   | 50   | 53   | 51   | 53   | 52   | 53   | 51 |
| Yarriambiack  | 46   | 47   | 48   | 52   | 54   | 53   | 55   | 50   | 55   | 47 |
| Warracknabeal | 45   | 49   | 47   | 54   | 61   | 53   | 54   | 48   | 54   | 44 |
| Hopetoun      | 42   | 41   | 45   | 47   | 45   | 53   | 52   | 52   | 58   | 49 |
| Men           | 42   | 42   | 42   | 51   | 54   | 53   | 54   | 49   | 54   | 45 |
| 35-49         | 39   | 38   | 40   | 49   | 57   | 47   | 49   | 44   | 50   | 38 |
| 18-34         | 39   | 42   | 44   | 59   | 44   | 53   | 61   | 48   | 57   | 42 |

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

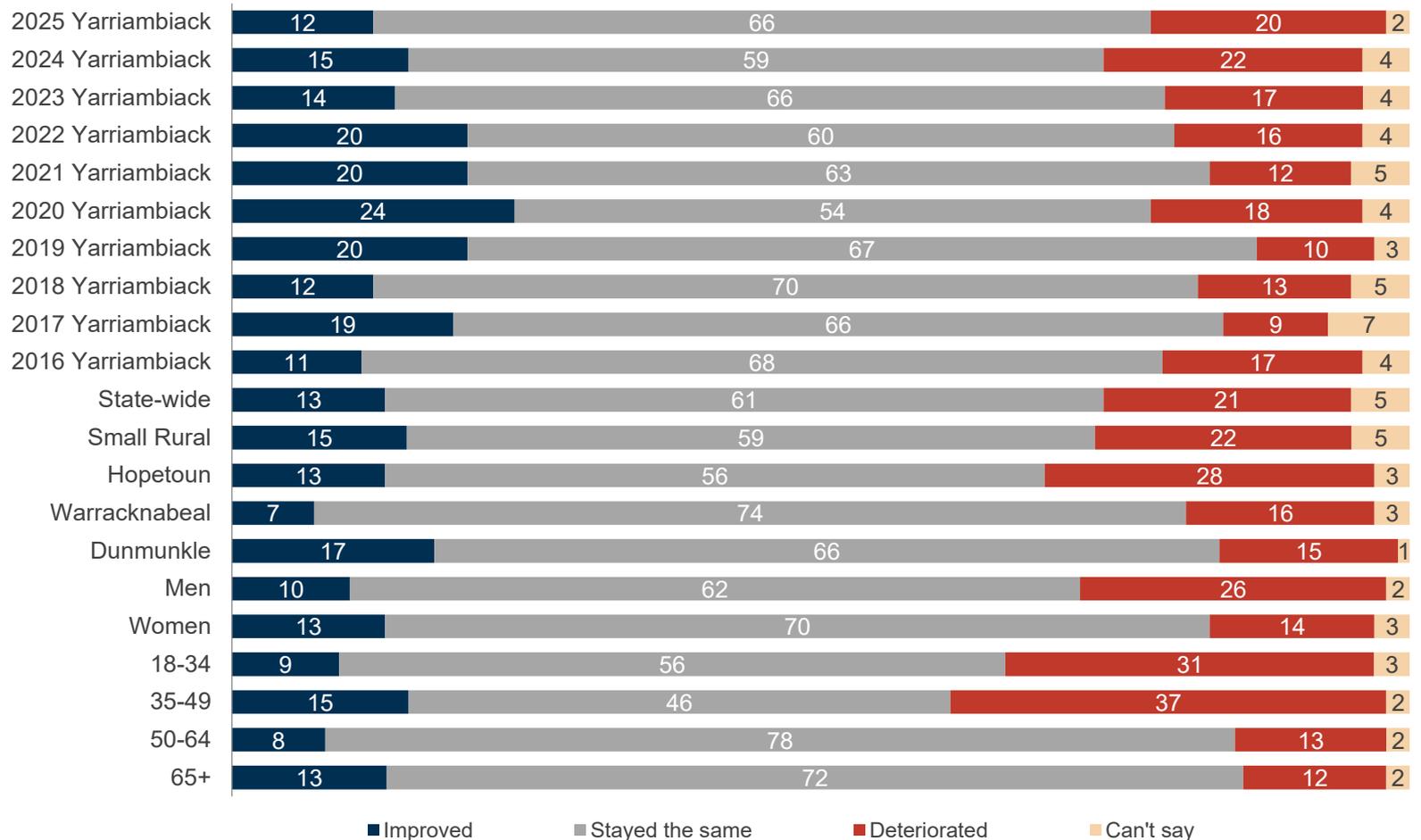
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



# Overall council direction last 12 months

2025 overall council direction (%)



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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a dark blue gradient.

# Individual service areas



# Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |    |
|---------------|------|------|------|------|------|------|------|------|------|----|
| 65+           | 61   | 59   | 63   | 62   | 64   | 62   | 67   | 67   | 62   | 64 |
| Hopetoun      | 59   | 56   | 54   | 54   | 56   | 63   | 65   | 65   | 61   | 62 |
| Women         | 58   | 60   | 63   | 58   | 60   | 58   | 65   | 62   | 60   | 61 |
| Warracknabeal | 57   | 57   | 57   | 57   | 63   | 56   | 60   | 60   | 61   | 53 |
| Yarriambiack  | 57   | 58   | 58   | 57   | 62   | 59   | 63   | 62   | 60   | 60 |
| Men           | 56   | 56   | 54   | 56   | 64   | 59   | 61   | 62   | 60   | 58 |
| 50-64         | 55   | 56   | 54   | 53   | 58   | 53   | 61   | 60   | 59   | 60 |
| 35-49         | 55   | 54   | 56   | 53   | 64   | 57   | 56   | 56   | 55   | 55 |
| Dunmunkle     | 55   | 61   | 64   | 59   | 67   | 57   | 64   | 62   | 58   | 64 |
| 18-34         | 53   | 60   | 55   | 54   | 62   | 59   | 63   | 61   | 62   | 54 |
| Small Rural   | 51   | 51   | 53   | 54   | 56   | 54   | 56   | 54   | 55   | 55 |
| State-wide    | 50   | 51   | 52   | 54   | 56   | 55   | 56   | 55   | 55   | 54 |

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

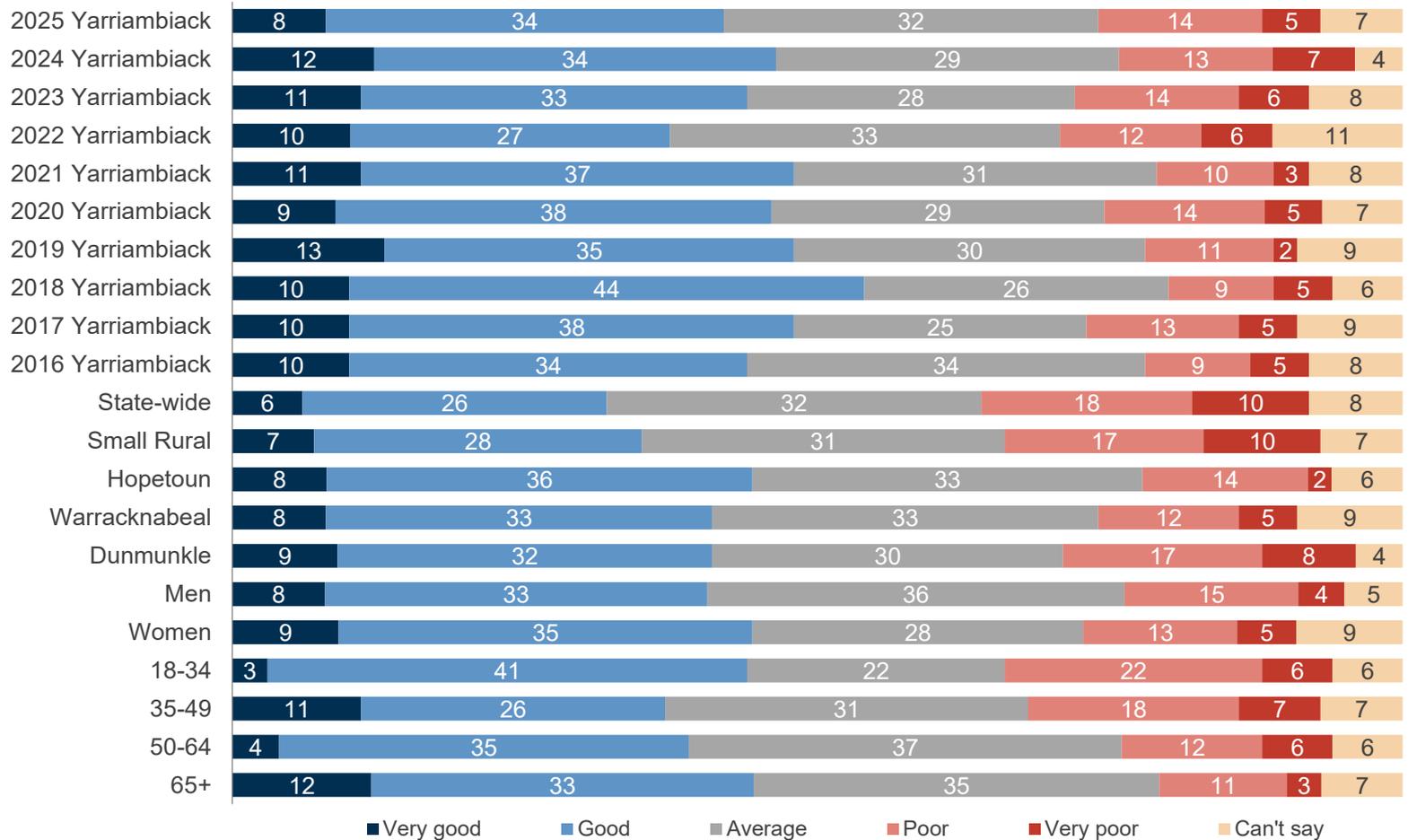
Note: Please see Appendix A for explanation of significant differences.



# 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



# Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |    |
|---------------|------|------|------|------|------|------|------|------|------|----|
| 65+           | 57   | 56   | 60   | 60   | 64   | 60   | 64   | 62   | 61   | 60 |
| Women         | 55   | 56   | 58   | 58   | 56   | 57   | 59   | 60   | 57   | 59 |
| Dunmunkle     | 55   | 57   | 58   | 58   | 63   | 56   | 60   | 56   | 56   | 58 |
| Yarriambiack  | 53   | 54   | 54   | 57   | 58   | 58   | 58   | 59   | 59   | 57 |
| Hopetoun      | 52   | 51   | 50   | 55   | 51   | 60   | 57   | 65   | 60   | 59 |
| 18-34         | 52   | 54   | 50   | 55   | 48   | 59   | 47   | 63   | 61   | 53 |
| Warracknabeal | 52   | 55   | 54   | 57   | 60   | 59   | 57   | 56   | 61   | 53 |
| Small Rural   | 51   | 50   | 52   | 54   | 55   | 52   | 55   | 53   | 55   | 54 |
| Men           | 51   | 53   | 50   | 55   | 60   | 59   | 56   | 58   | 62   | 54 |
| 35-49         | 50   | 52   | 51   | 55   | 59   | 57   | 54   | 51   | 58   | 53 |
| State-wide    | 49▼  | 50   | 51   | 53   | 55   | 53   | 54   | 54   | 54   | 53 |
| 50-64         | 48   | 53   | 49   | 55   | 56   | 54   | 59   | 58   | 58   | 58 |

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

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

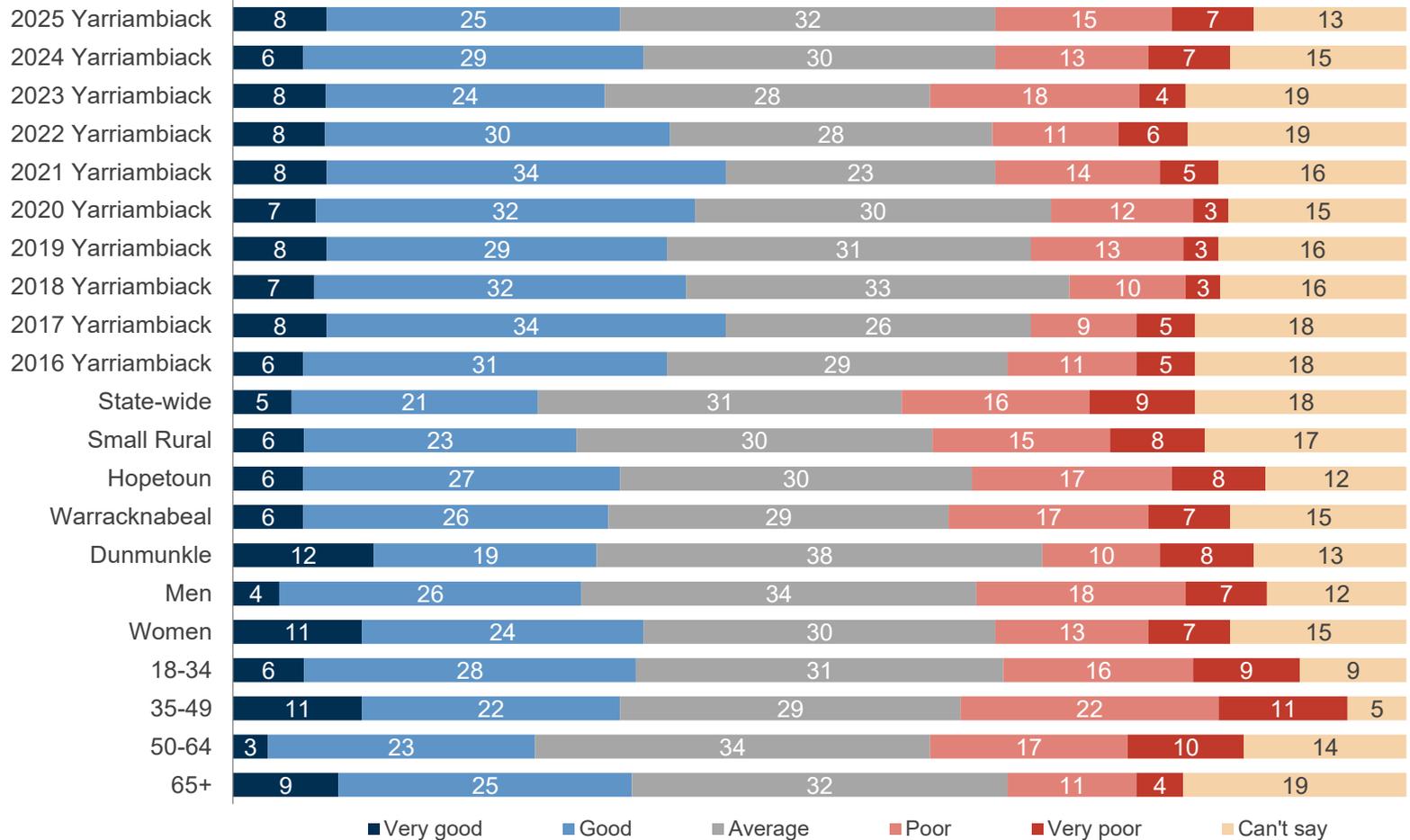
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2025 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 41 Councils asked group: 14

# 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 |    |
|---------------|------|------|------|------|------|------|------|------|------|----|
| 65+           | 59   | 58   | 60   | 63   | 63   | 62   | 68   | 66   | 64   | 63 |
| Women         | 58   | 57   | 61   | 61   | 59   | 59   | 66   | 61   | 60   | 60 |
| Dunmunkle     | 57   | 60   | 59   | 60   | 63   | 56   | 66   | 61   | 56   | 62 |
| Hopetoun      | 57   | 53   | 53   | 58   | 55   | 61   | 60   | 64   | 64   | 60 |
| Yarriambiack  | 56   | 56   | 57   | 60   | 61   | 58   | 63   | 61   | 61   | 59 |
| 35-49         | 54   | 54   | 53   | 63   | 58   | 56   | 57   | 59   | 56   | 56 |
| Men           | 54   | 54   | 53   | 60   | 62   | 58   | 60   | 62   | 61   | 58 |
| Warracknabeal | 53   | 54   | 58   | 61   | 64   | 57   | 64   | 60   | 62   | 56 |
| 18-34         | 53   | 54   | 60   | 59   | 62   | 61   | 64   | 55   | 59   | 58 |
| 50-64         | 51   | 52   | 48   | 53   | 57   | 50   | 60   | 61   | 61   | 58 |
| Small Rural   | 50   | 50   | 52   | 54   | 56   | 53   | 55   | 52   | 55   | 53 |
| State-wide    | 49   | 50   | 51   | 54   | 56   | 53   | 55   | 54   | 54   | 54 |

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

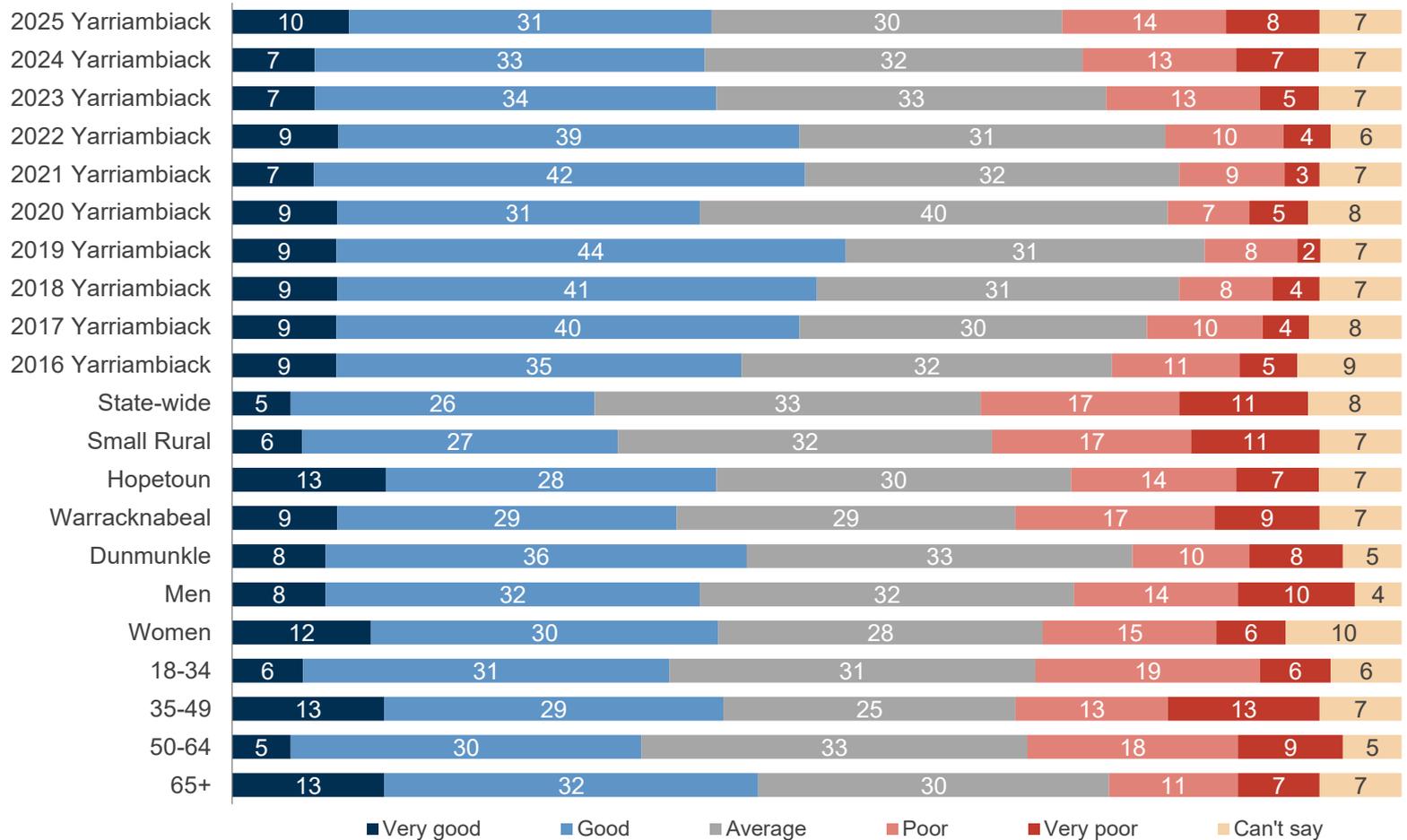
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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 |
|---------------|------|------|------|------|------|------|------|------|------|
| State-wide    | 45▲  | 48   | 53   | 57   | 54   | 56   | 53   | 53   | 54   |
| Small Rural   | 44▲  | 44   | 50   | 53   | 51   | 53   | 49   | 50   | 52   |
| 65+           | 41▲  | 42   | 43   | 46   | 44   | 51   | 43   | 42   | 42   |
| Dunmunkle     | 40   | 41   | 39   | 46   | 42   | 41   | 38   | 37   | 34   |
| Women         | 37   | 35   | 35   | 37   | 36   | 42   | 33   | 35   | 36   |
| Yarriambiack  | 35   | 35   | 38   | 39   | 40   | 42   | 38   | 38   | 35   |
| Warracknabeal | 35   | 34   | 37   | 37   | 35   | 43   | 36   | 36   | 32   |
| Men           | 34   | 35   | 41   | 40   | 43   | 42   | 43   | 41   | 35   |
| 18-34         | 34   | 31   | 36   | 35   | 37   | 38   | 37   | 32   | 29   |
| Hopetoun      | 32   | 31   | 39   | 35   | 42   | 42   | 40   | 43   | 40   |
| 35-49         | 31   | 26   | 31   | 34   | 40   | 31   | 35   | 32   | 29   |
| 50-64         | 30   | 31   | 36   | 33   | 32   | 38   | 34   | 40   | 35   |

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

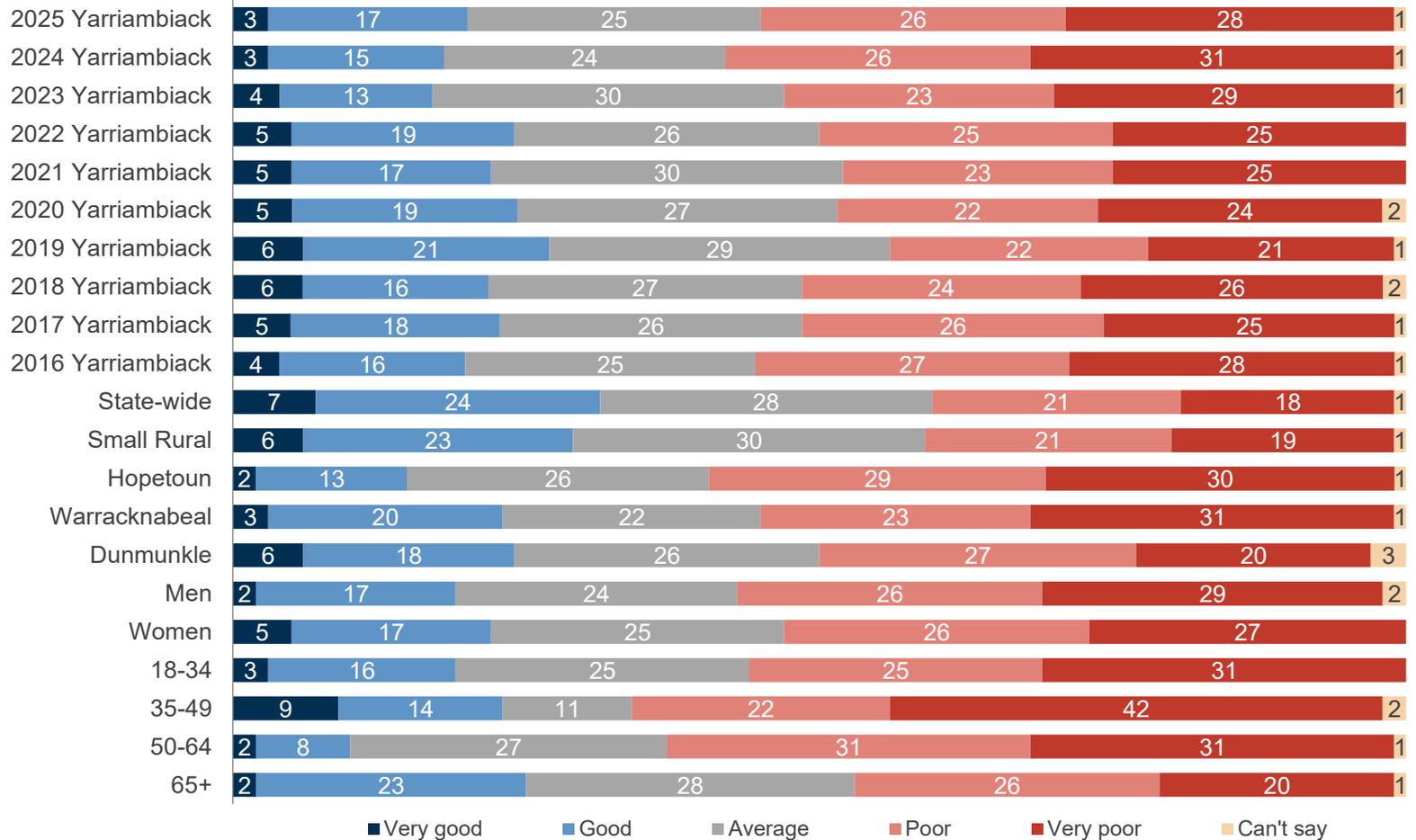
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



# Elderly support services performance



2025 elderly support performance (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |     |
|---------------|------|------|------|------|------|------|------|------|------|-----|
| Small Rural   | 66▲  | 65   | 66   | 70   | 72   | 71   | 71   | 69   | 71   | 70  |
| Warracknabeal | 64   | 68   | 66   | 71   | 76   | n/a  | n/a  | n/a  | n/a  | n/a |
| State-wide    | 63▲  | 63   | 63   | 67   | 69   | 68   | 68   | 68   | 68   | 68  |
| Men           | 63   | 61   | 63   | 69   | 74   | n/a  | n/a  | n/a  | n/a  | n/a |
| 65+           | 62   | 61   | 69   | 72   | 72   | n/a  | n/a  | n/a  | n/a  | n/a |
| Dunmunkle     | 62   | 63   | 68   | 67   | 71   | n/a  | n/a  | n/a  | n/a  | n/a |
| 50-64         | 60   | 62   | 58   | 61   | 64   | n/a  | n/a  | n/a  | n/a  | n/a |
| Yarriambiack  | 60   | 63   | 65   | 68   | 71   | n/a  | n/a  | n/a  | n/a  | n/a |
| 18-34         | 59   | 69   | 62   | 66   | 72   | n/a  | n/a  | n/a  | n/a  | n/a |
| Women         | 57   | 65   | 67   | 66   | 68   | n/a  | n/a  | n/a  | n/a  | n/a |
| Hopetoun      | 55   | 56   | 63   | 63   | 65   | n/a  | n/a  | n/a  | n/a  | n/a |
| 35-49         | 53   | 62   | 67   | 66   | 78   | n/a  | n/a  | n/a  | n/a  | n/a |

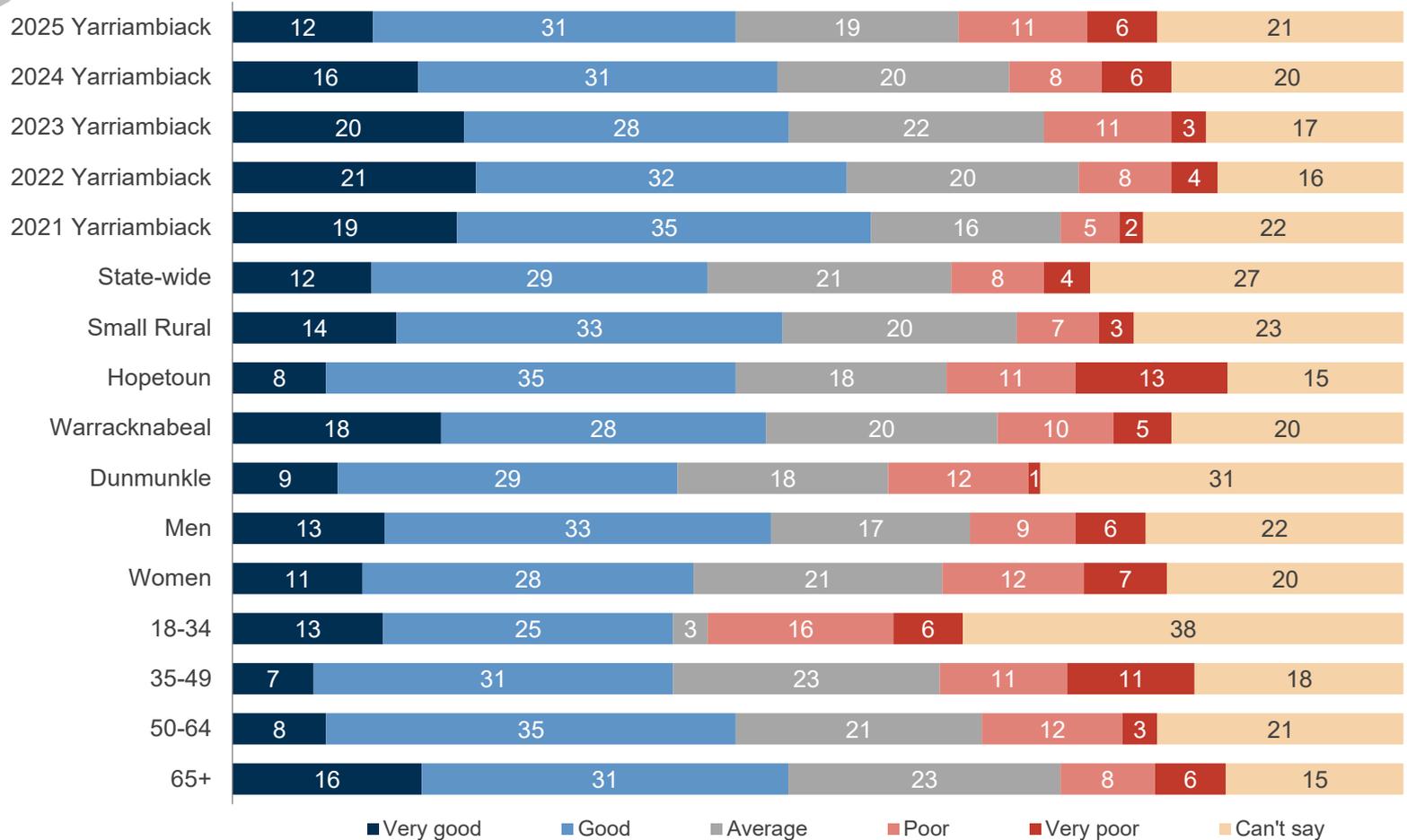
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2025 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5



# Recreational facilities performance



2025 recreational facilities performance (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---------------|------|------|------|------|------|------|------|------|------|
| 65+           | 69   | 70   | 74   | 72   | 74   | n/a  | n/a  | n/a  | n/a  |
| State-wide    | 67   | 68   | 68   | 69   | 71   | 70   | 70   | 69   | 70   |
| Warracknabeal | 67   | 70   | 74   | 72   | 71   | n/a  | n/a  | n/a  | n/a  |
| Dunmunkle     | 66   | 73   | 69   | 67   | 72   | n/a  | n/a  | n/a  | n/a  |
| Small Rural   | 66   | 67   | 67   | 69   | 69   | 68   | 68   | 69   | 69   |
| 50-64         | 66   | 67   | 65   | 66   | 66   | n/a  | n/a  | n/a  | n/a  |
| Men           | 65   | 70   | 70   | 68   | 70   | n/a  | n/a  | n/a  | n/a  |
| Yarriambiack  | 65   | 69   | 70   | 69   | 70   | n/a  | n/a  | n/a  | n/a  |
| Women         | 64   | 68   | 70   | 70   | 69   | n/a  | n/a  | n/a  | n/a  |
| Hopetoun      | 61   | 65   | 67   | 68   | 66   | n/a  | n/a  | n/a  | n/a  |
| 35-49         | 61   | 66   | 64   | 70   | 67   | n/a  | n/a  | n/a  | n/a  |
| 18-34         | 56▼  | 72   | 71   | 67   | 68   | n/a  | n/a  | n/a  | n/a  |

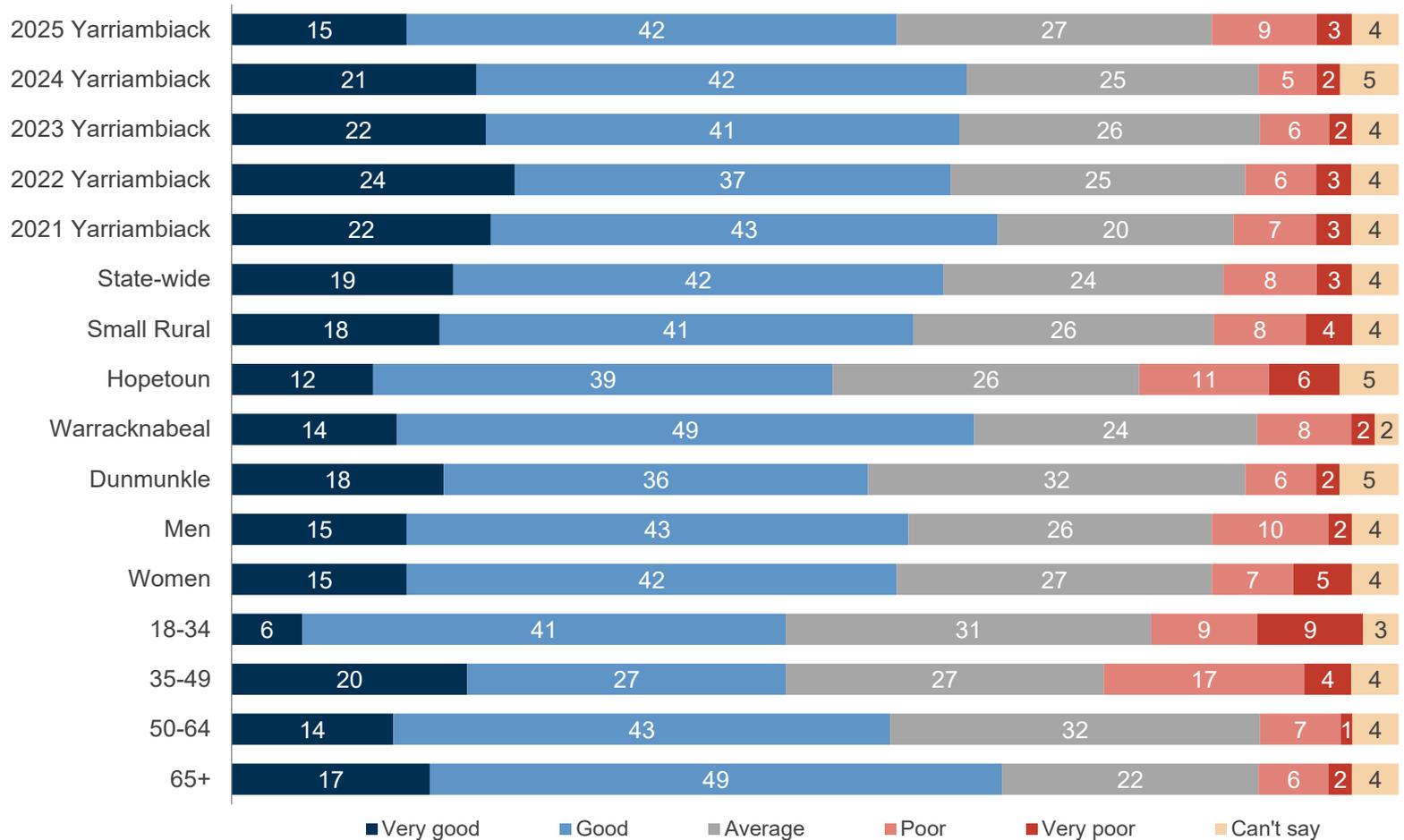
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# 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



# Waste management performance



2025 waste management performance (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---------------|------|------|------|------|------|------|------|------|------|
| 65+           | 69   | 69   | 73   | 75   | n/a  | n/a  | n/a  | n/a  | n/a  |
| Dunmunkle     | 68   | 61   | 66   | 73   | n/a  | n/a  | n/a  | n/a  | n/a  |
| Small Rural   | 66   | 66   | 68   | 68   | 64   | 66   | 69   | 70   | 69   |
| Women         | 66   | 62   | 69   | 67   | n/a  | n/a  | n/a  | n/a  | n/a  |
| 18-34         | 66   | 58   | 74   | 63   | n/a  | n/a  | n/a  | n/a  | n/a  |
| Warracknabeal | 65   | 66   | 71   | 68   | n/a  | n/a  | n/a  | n/a  | n/a  |
| State-wide    | 65   | 66   | 68   | 69   | 65   | 68   | 70   | 71   | 70   |
| Yarriambiack  | 65   | 62   | 69   | 69   | n/a  | n/a  | n/a  | n/a  | n/a  |
| Men           | 64   | 61   | 69   | 70   | n/a  | n/a  | n/a  | n/a  | n/a  |
| Hopetoun      | 63   | 56   | 71   | 65   | n/a  | n/a  | n/a  | n/a  | n/a  |
| 35-49         | 63   | 53   | 65   | 66   | n/a  | n/a  | n/a  | n/a  | n/a  |
| 50-64         | 59   | 53   | 62   | 63   | n/a  | n/a  | n/a  | n/a  | n/a  |

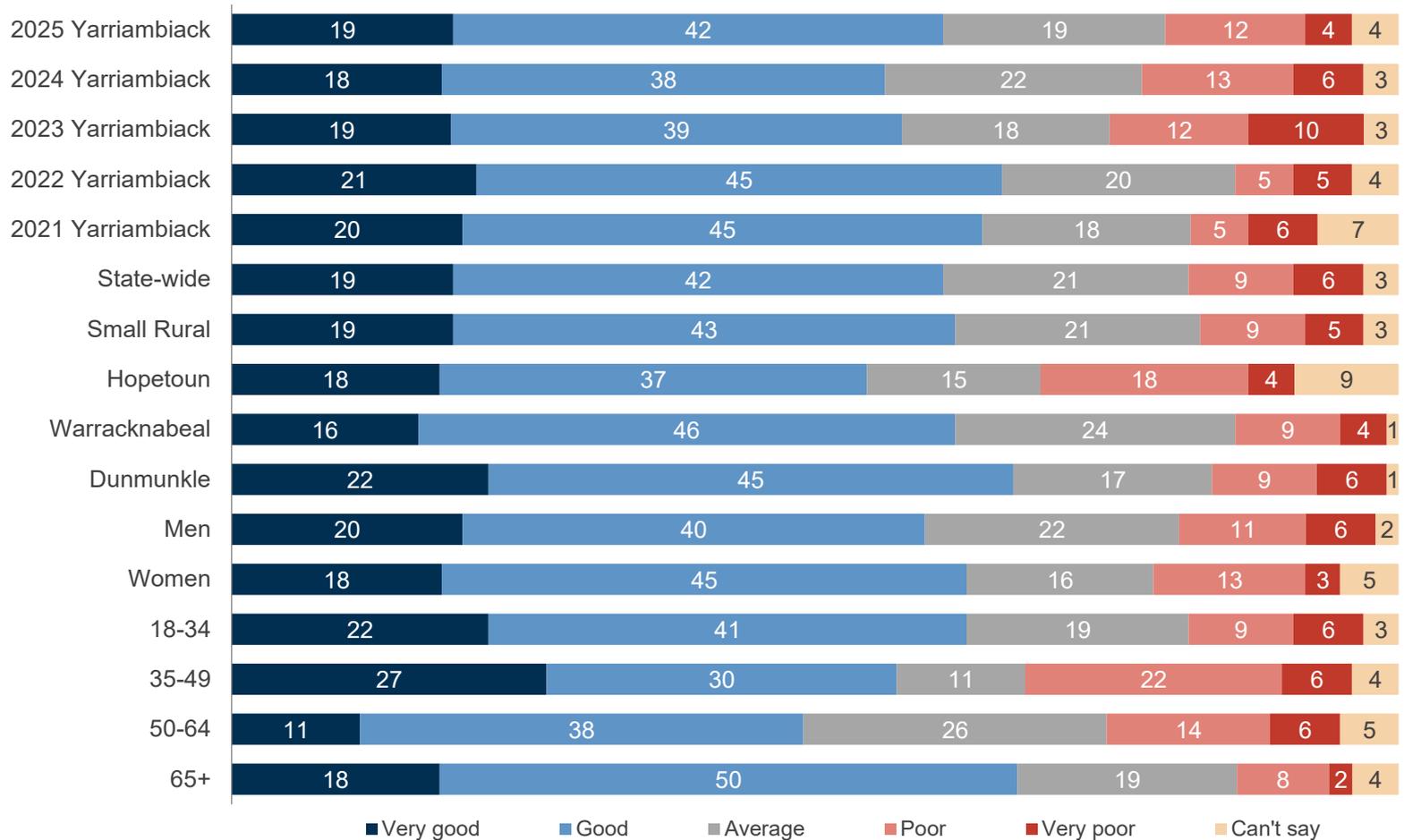
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# 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 performance



2025 business/development/tourism performance (index scores)

|               | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---------------|------|------|------|------|------|------|------|------|------|
| Dunmunkle     | 61   | 67   | 67   | 67   | 71   | n/a  | n/a  | n/a  | n/a  |
| 35-49         | 61   | 58   | 63   | 67   | 66   | n/a  | n/a  | n/a  | n/a  |
| Women         | 60   | 65   | 67   | 66   | 66   | n/a  | n/a  | n/a  | n/a  |
| 65+           | 60   | 62   | 64   | 64   | 65   | n/a  | n/a  | n/a  | n/a  |
| Hopetoun      | 59   | 60   | 65   | 63   | 63   | n/a  | n/a  | n/a  | n/a  |
| Yarriambiack  | 58   | 61   | 64   | 64   | 65   | n/a  | n/a  | n/a  | n/a  |
| Small Rural   | 57   | 59   | 61   | 63   | 62   | 58   | 59   | 59   | 64   |
| 18-34         | 57   | 64   | 67   | 66   | 63   | n/a  | n/a  | n/a  | n/a  |
| State-wide    | 56   | 57   | 59   | 60   | 61   | 59   | 61   | 60   | 61   |
| Men           | 56   | 57   | 61   | 63   | 64   | n/a  | n/a  | n/a  | n/a  |
| Warracknabeal | 55   | 57   | 60   | 63   | 62   | n/a  | n/a  | n/a  | n/a  |
| 50-64         | 53   | 57   | 60   | 63   | 66   | n/a  | n/a  | n/a  | n/a  |

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

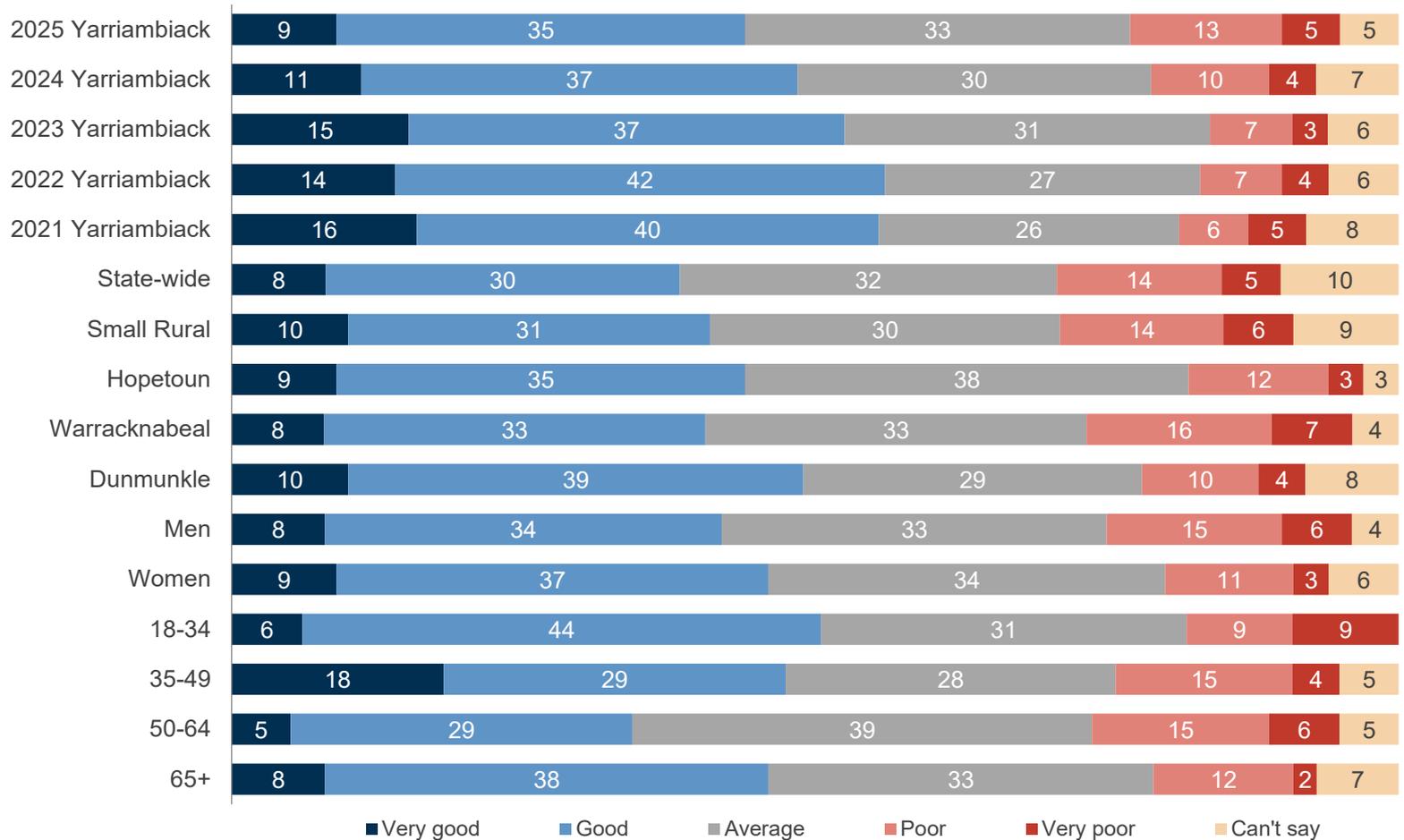
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 8

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

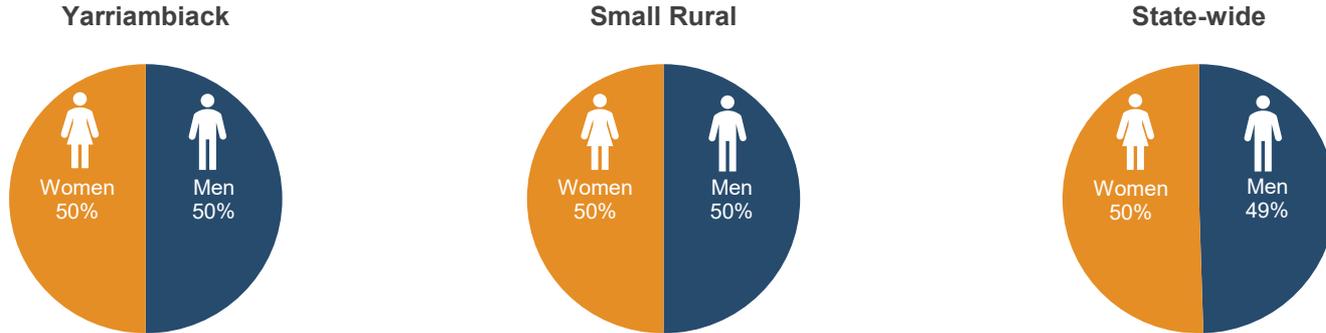


# **Detailed demographics**

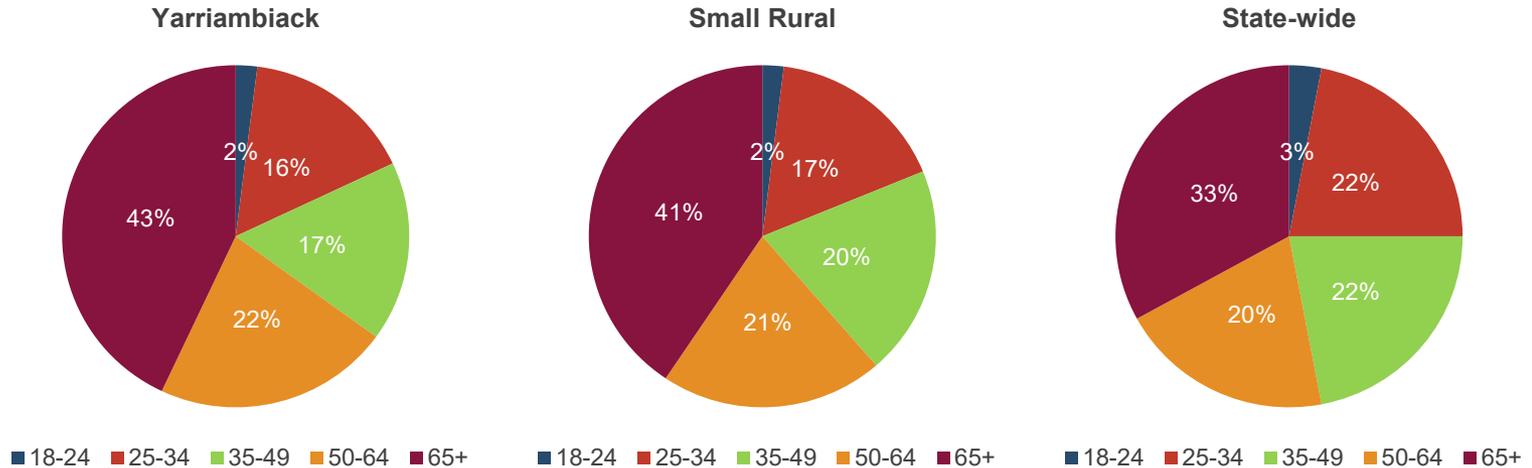


# Gender and age profile

## 2025 gender



## 2025 age



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.



**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<br>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<br>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 Yarriambiack Shire Council was n=401. 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=401 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 5,300 people aged 18 years or over for Yarriambiack Shire Council, according to ABS estimates.

| Demographic                | Actual survey sample size | Weighted base | Maximum margin of error at 95% confidence interval |
|----------------------------|---------------------------|---------------|--|
| Yarriambiack Shire Council | 401                       | 400           | +/-4.7   |
| Men                        | 190                       | 200           | +/-7.0   |
| Women                      | 209                       | 198           | +/-6.7   |
| Hopetoun                   | 138                       | 138           | +/-8.3   |
| Warracknabeal              | 159                       | 155           | +/-7.7   |
| Dunmunkle                  | 104                       | 107           | +/-9.6   |
| 18-34 years                | 32                        | 74            | +/-17.5  |
| 35-49 years                | 45                        | 67            | +/-14.7  |
| 50-64 years                | 110                       | 88            | +/-9.3   |
| 65+ years                  | 214                       | 171           | +/-6.6   |



## Appendix A: Index score significant difference calculation

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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

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

**(03) 8685 8555** or via email:

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



## Appendix B: Survey methodology and sampling

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

- 2024, n=400 completed interviews, conducted across four quarters from 1<sup>st</sup> June 2023 – 18<sup>th</sup> March 2024.
- 2023, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=402 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

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

Survey sample matched to the demographic profile of Yarriambiack 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 42% mobile phone numbers to cater to the diversity of residents within Yarriambiack Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Yarriambiack Shire Council. Survey fieldwork was conducted across four quarters from 20<sup>th</sup> June 2024 – 16<sup>th</sup> March 2025.



## Appendix B: Analysis and reporting

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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

Yarriambiack 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 Yarriambiack 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

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### 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

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### 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

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**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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