



# **2025 Local Government Community Satisfaction Survey**

## **Macedon Ranges 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

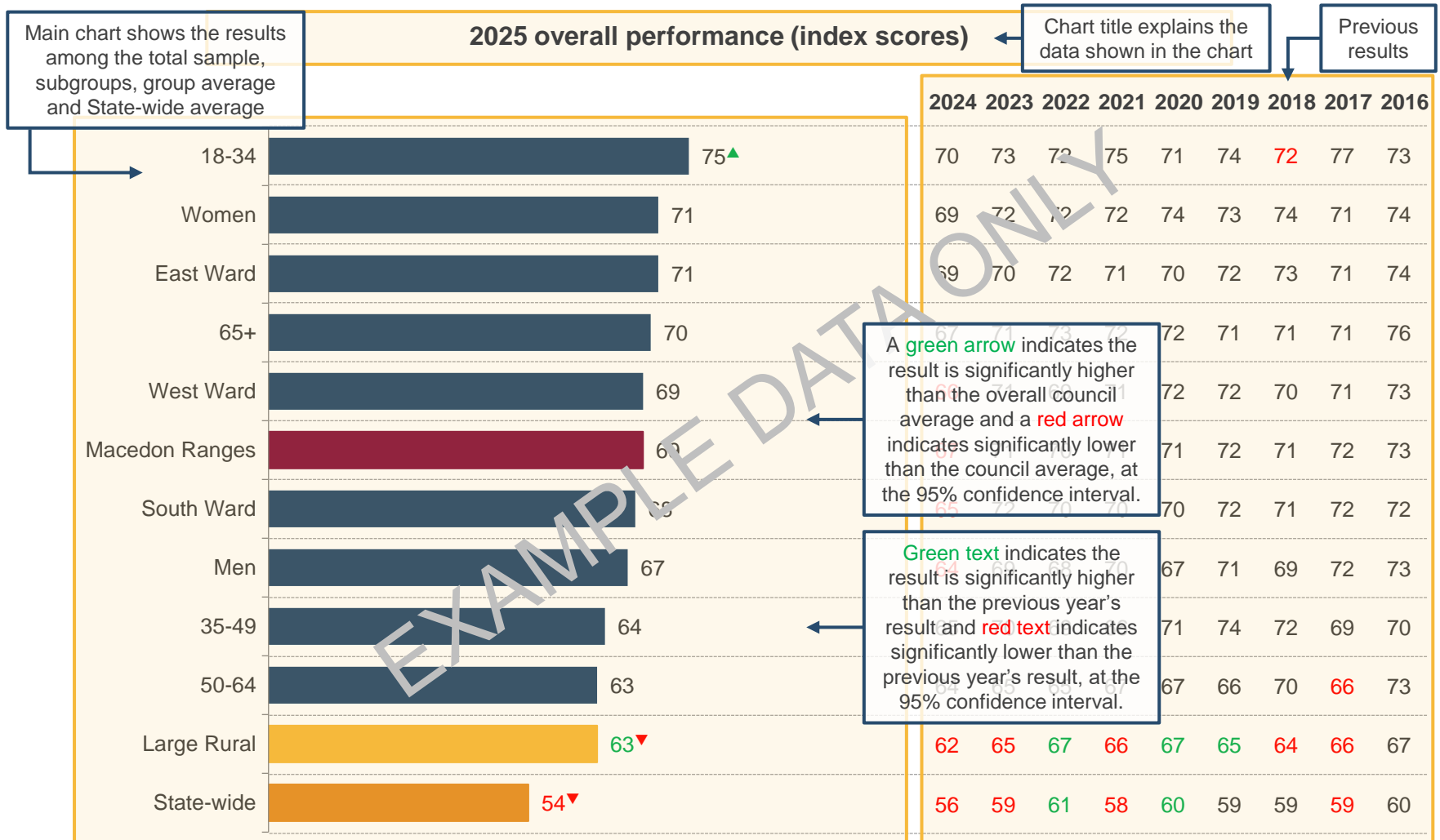
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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 Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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



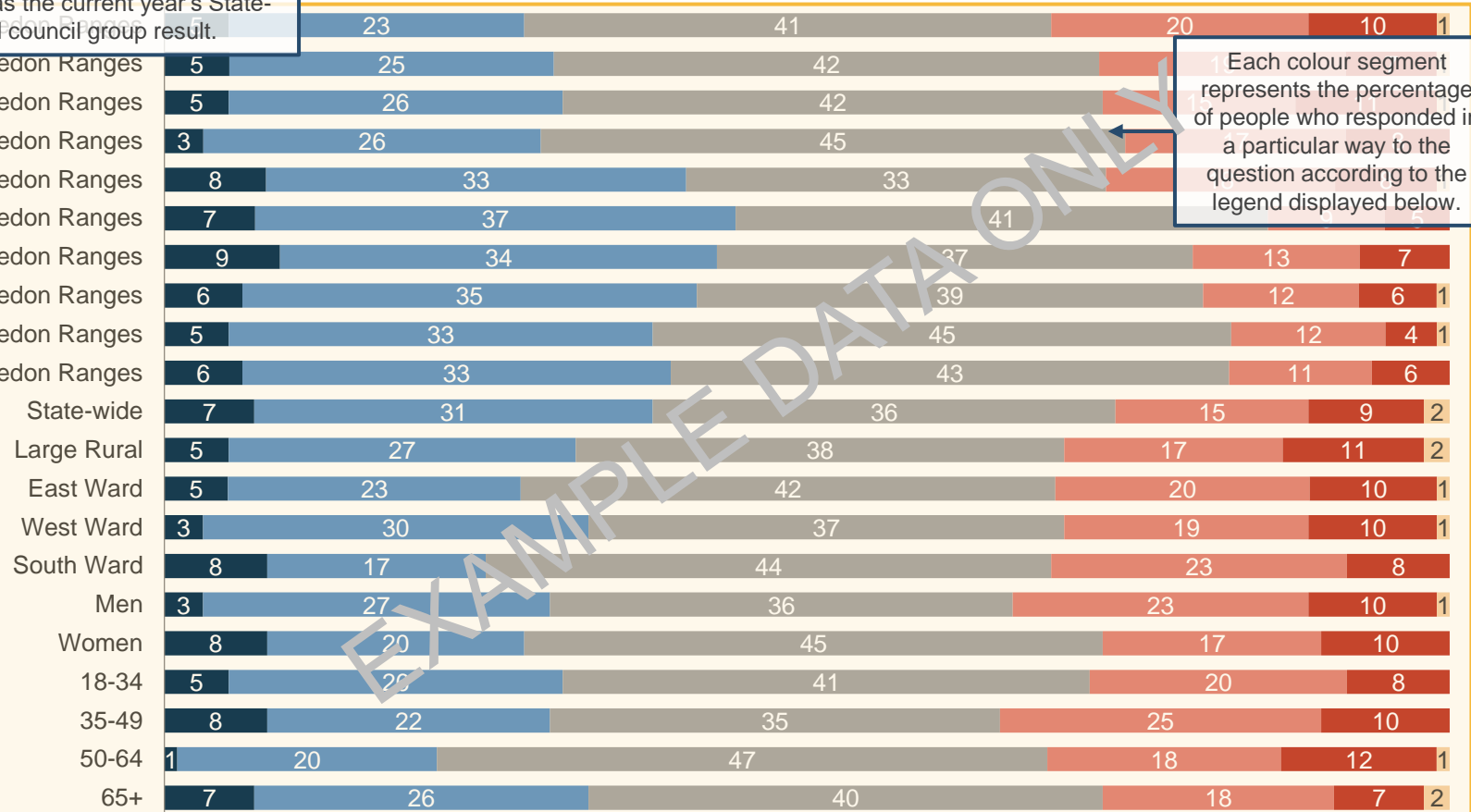
## How to read stacked bar charts in this report

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

2025 overall performance (%)

Chart title explains the data shown in the chart

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.



Legend

Very good Good Average Poor Very poor Can't say

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

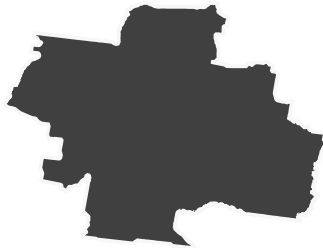
## **Key findings and recommendations**



# Macedon Ranges Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Macedon Ranges 49



Large Rural 50



State-wide 53

## Council performance compared to group average

### Top 2 performing areas



Art centres & libraries

▼ lower



Waste management

▲ higher

### Bottom 2 performing areas



Unsealed roads

▼ lower



Sealed local roads

▼ lower



Customer service

= on par



# Summary of core measures

## Index scores

  
Overall  
Performance

  
Value for  
money

  
Community  
Consultation

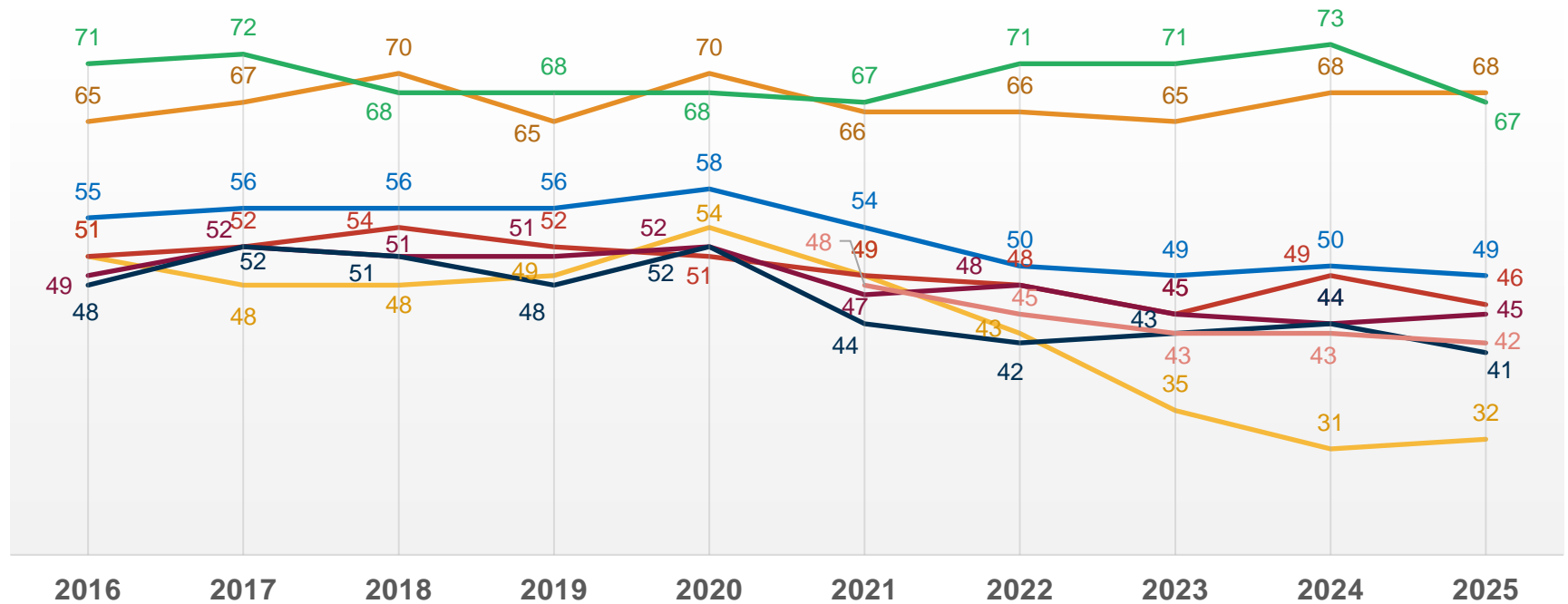
  
Making  
Community  
Decisions

  
Sealed  
Local  
Roads

  
Waste  
management

  
Customer  
Service

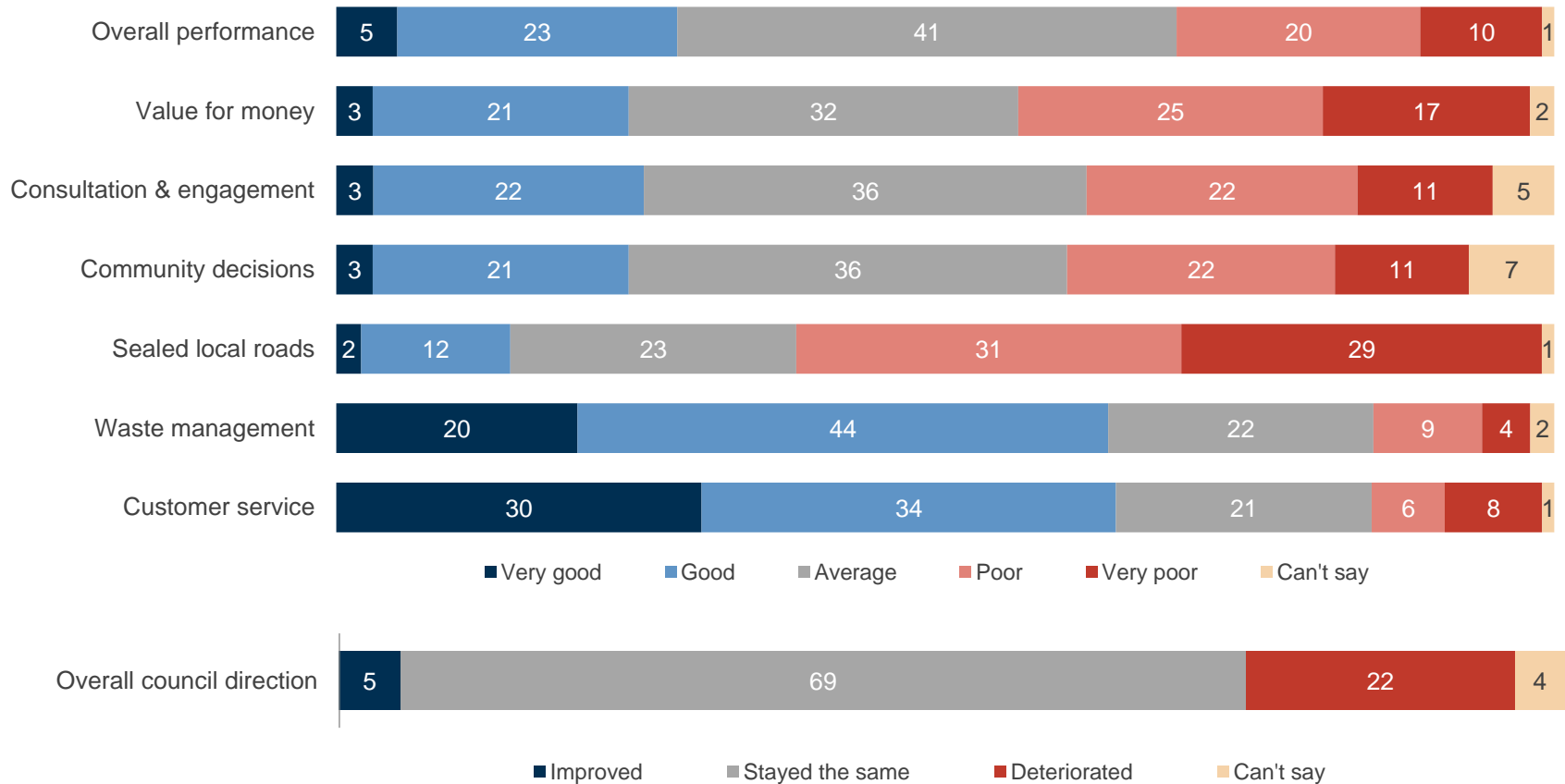
  
Overall  
Council  
Direction














## Summary of core measures

### Core measures summary results (%)















# Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2025	Macedon Ranges 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	49	50	50	53	65+ years	50-64 years
	Value for money	42	43	43	47	65+ years	50-64 years
	Overall council direction	41	44	44	46	65+ years	50-64 years
	Customer service	68	68	65	66	South Ward residents	West Ward residents
	Art centres & libraries	68	67	71	73	35-49 years	50-64 years
	Waste management	67	73	62	65	65+ years	50-64 years
	Appearance of public areas	66	65	66	68	East Ward residents	50-64 years
	Recreational facilities	66	64	65	67	South Ward residents	West Ward residents, East Ward residents, 50-64 years
	Emergency & disaster mngt	66	64	65	65	18-34 years, South Ward residents	50-64 years
	Community & cultural	61	62	63	65	35-49 years, Women	50-64 years














# Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2025	Macedon Ranges 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Enforcement of local laws	59	59	59	59	35-49 years, Women	Men, 65+ years
	Environmental sustainability	59	61	58	59	35-49 years	50-64 years
	Family support services	59	59	61	62	35-49 years	50-64 years
	Tourism development	57	57	59	60	18-34 years	50-64 years
	Bus/community dev./tourism	56	58	55	56	18-34 years	50-64 years
	Elderly support services	56	54	63	63	18-34 years	West Ward residents
	COVID-19 response	56	60	61	60	18-34 years	Men
	Disadvantaged support serv.	54	55	58	58	18-34 years	50-64 years
	Parking facilities	53	53	50	54	East Ward residents	South Ward residents
	Informing the community	52	52	54	56	18-34 years	50-64 years



# Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2025	Macedon Ranges 2024	Large Rural 2025	State-wide 2025	Highest score	Lowest score
	Business & community dev.	52	53	55	54	18-34 years	50-64 years
	Consultation & engagement	46	49	48	50	18-34 years	50-64 years
	Community decisions	45	44	46	49	65+ years	50-64 years
	Lobbying	45	46	47	49	65+ years	50-64 years
	Slashing & weed control	44	44	46	47	18-34 years	50-64 years
	Local streets & footpaths	42	41	48	52	East Ward residents	35-49 years
	Population growth	41	38	46	48	West Ward residents	South Ward residents
	Town planning policy	39	40	46	48	65+ years	50-64 years
	Planning & building permits	38	38	41	43	18-34 years	50-64 years
	Sealed local roads	32	31	39	45	65+ years	50-64 years
	Unsealed roads	31	30	36	38	65+ years, Men	Women



## Focus areas for the next 12 months

### Overview

Perceptions of Macedon Ranges Shire Council's overall performance are in line with the previous three years' results. Perceptions of performance across most core and individual service areas evaluated are in line with last year. The exceptions are waste management and Council's COVID-19 response, where performance ratings have significantly declined.

### Key influences on perceptions of overall performance

Decisions made in the interest of the community and community consultation are among Council's lower rated service areas and have the strongest influence on overall perceptions of Council performance, making these a priority for improvement. Council's unsealed roads and planning and building permits should also remain focus areas moving forward as changes here will also have a significant influence on overall perceptions and these are among Council's poorest performing areas.

### Comparison to state and area grouping

Council performance is rated higher than the Large Rural group averages for waste management and parking facilities, and in line with the group average across a majority of core and individual service areas. However, Council performance is rated below the Large Rural group average in 12 out of 31 areas, and below the State-wide average in 21 areas.

### Service declines and cohorts where ratings are consistently low require attention

Residents aged 50 to 64 years are the most critical of Council in 2025, providing the lowest performance ratings in 20 individual service areas. It is recommended that extra attention be paid to their key concerns and interactions with Council over the next year. Council should also work to recover from the significant decline in perceptions of its waste management this year. This is historically one of Council's strongest areas so early attention here is warranted.

# DETAILED FINDINGS

# Overall performance



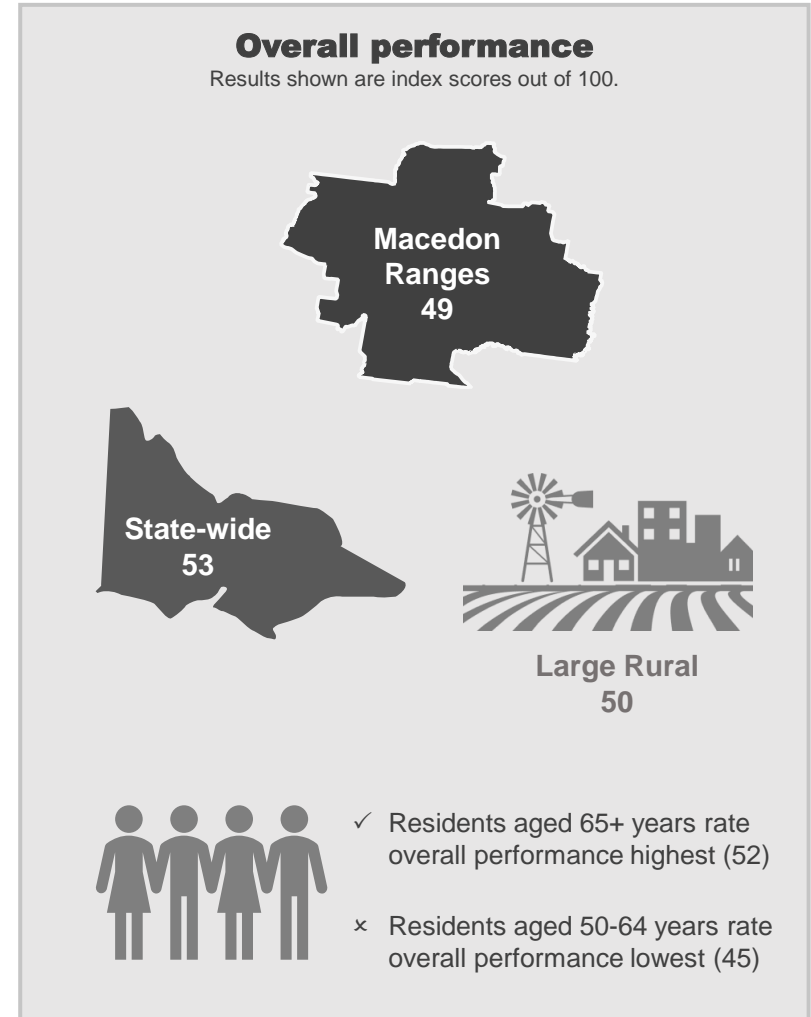
## Overall performance

The overall performance index score of 49 for Macedon Ranges Shire Council is in line with the previous three years' results.

Council's overall performance is rated significantly lower (at the 95% confidence interval) than the State-wide average for councils but in line with the Large Rural group average (index scores of 53 and 50 respectively).

- No significant differences were found among residents from different geographic or demographic cohorts compared to the Council average.

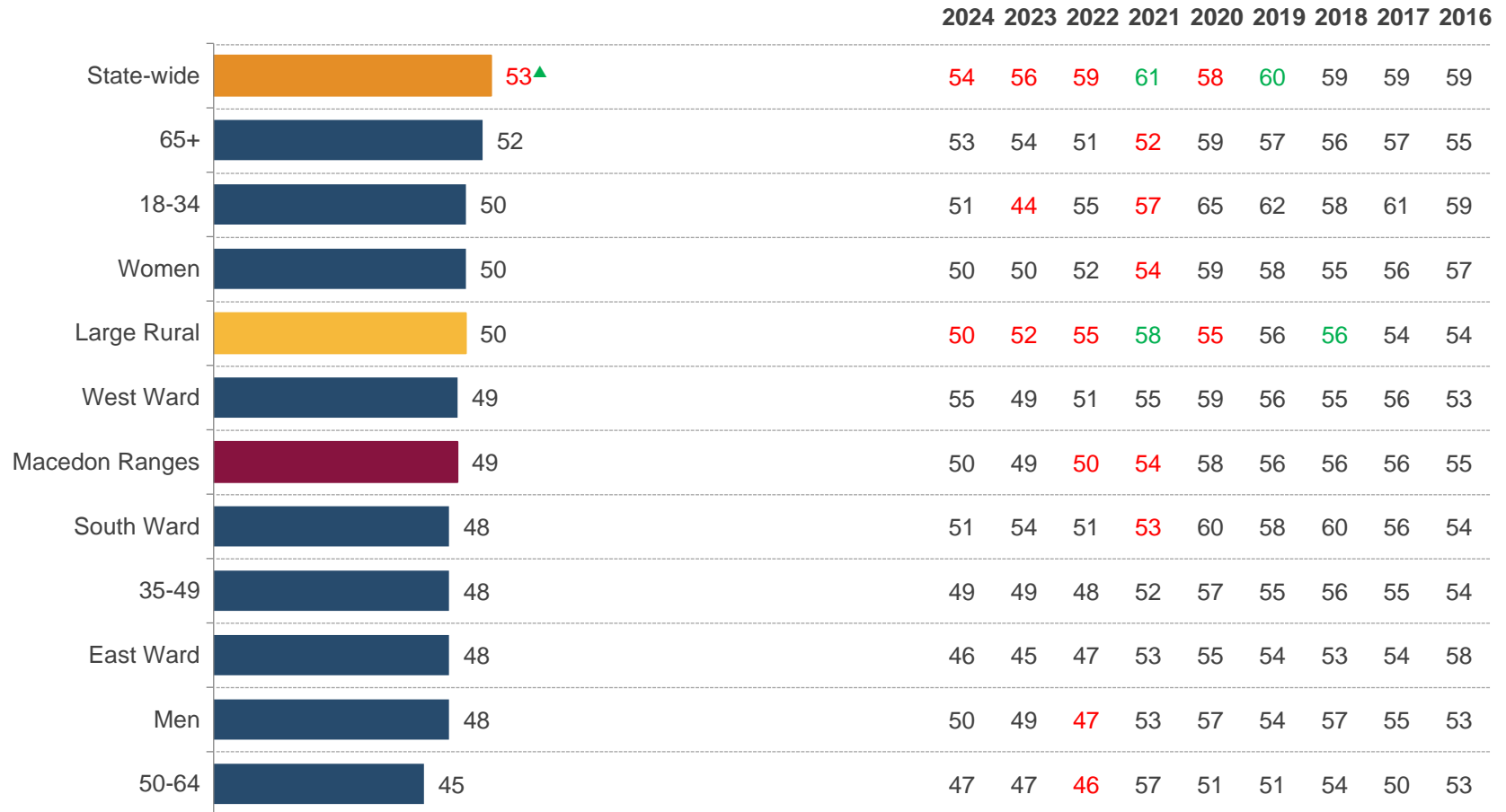
Close to one quarter of residents (24%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. A further 32% rate this as 'average'. Four in ten residents (42%) rate Council as 'very poor' or 'poor' on providing value for money.





# Overall performance

## 2025 overall performance (index scores)



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

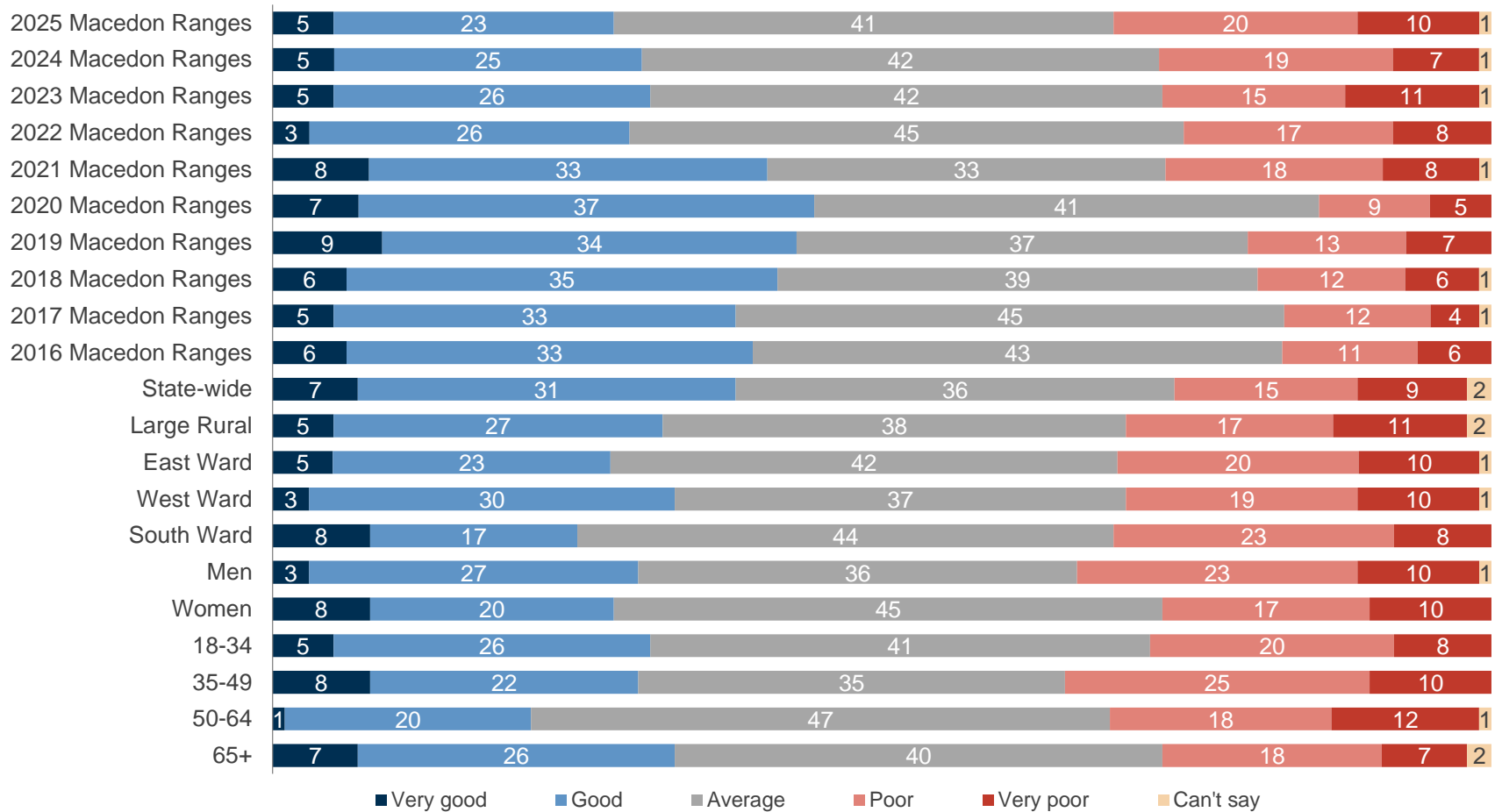
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



## Overall performance

### 2025 overall performance (%)



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

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



# Value for money in services and infrastructure

## 2025 value for money (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	47▲	48	49	53	54	n/a	n/a	n/a	n/a	n/a
65+	46	46	49	47	51	n/a	n/a	n/a	n/a	n/a
18-34	44	51	31	53	49	n/a	n/a	n/a	n/a	n/a
35-49	44	37	44	41	45	n/a	n/a	n/a	n/a	n/a
Large Rural	43	43	45	48	50	n/a	n/a	n/a	n/a	n/a
Women	43	43	44	48	49	n/a	n/a	n/a	n/a	n/a
West Ward	43	47	44	48	50	n/a	n/a	n/a	n/a	n/a
South Ward	43	45	45	45	46	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	42	43	43	45	48	n/a	n/a	n/a	n/a	n/a
Men	41	43	43	42	48	n/a	n/a	n/a	n/a	n/a
East Ward	41	37	41	43	48	n/a	n/a	n/a	n/a	n/a
50-64	35▼	39	44	39	49	n/a	n/a	n/a	n/a	n/a

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

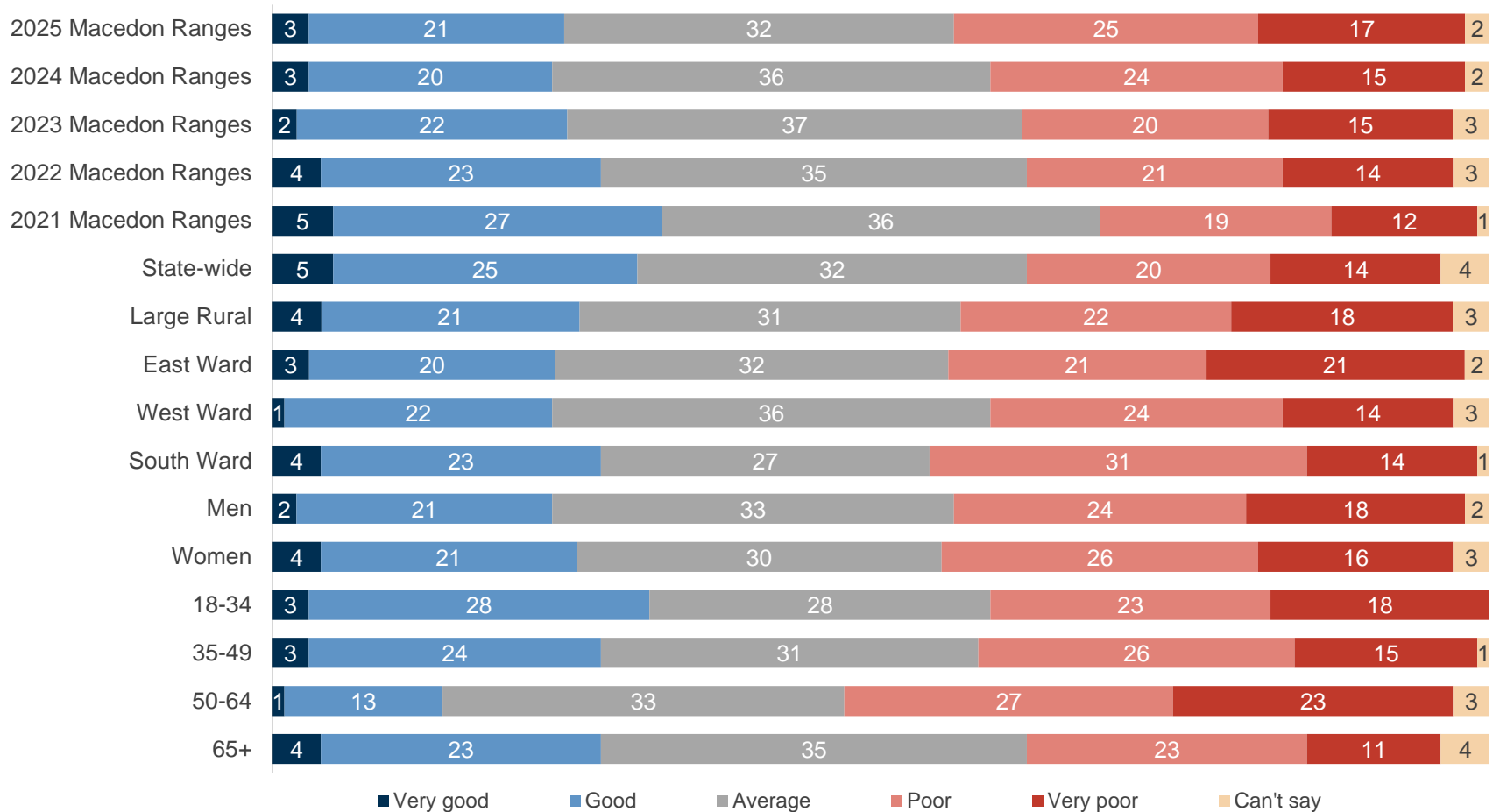
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 18

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



## Value for money in services and infrastructure

### 2025 value for money (%)



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

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



## Top performing service areas

Council performs best in the area of art centres and libraries (index score of 68) this year.

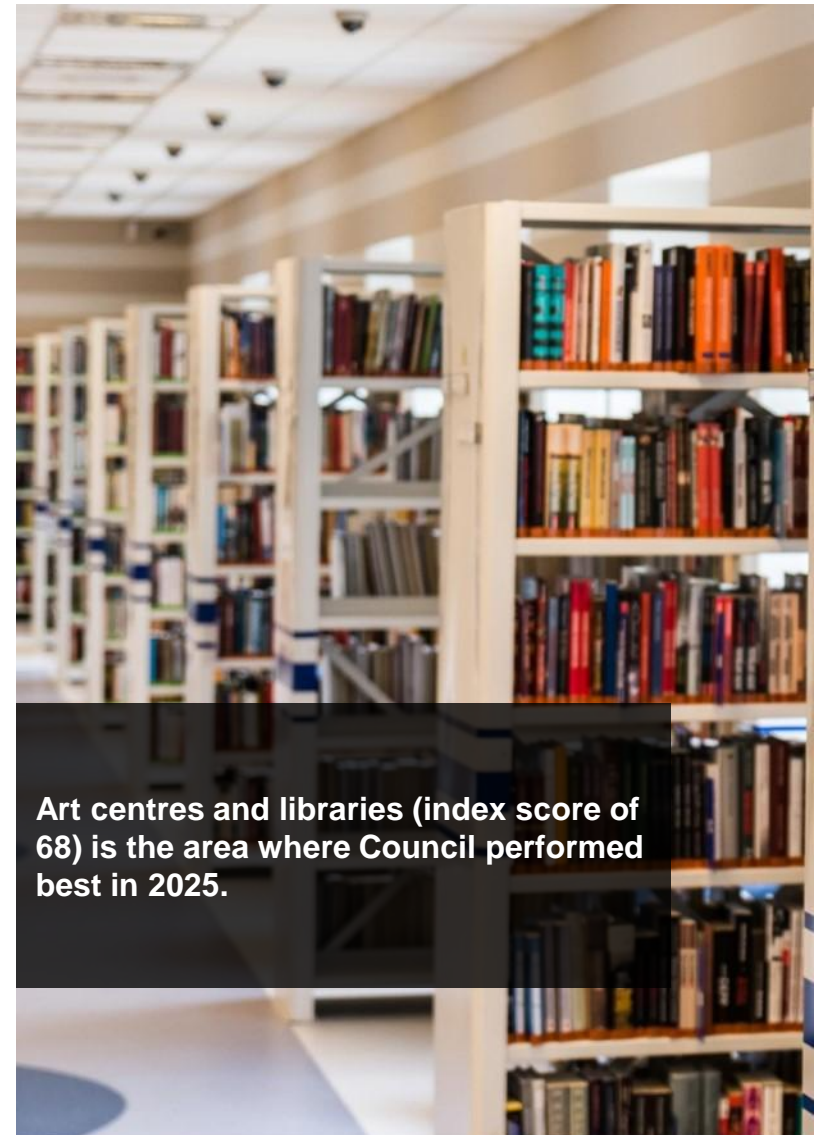
- Perceptions of performance in this area are in line with the 2024 result but significantly lower than the Large Rural group and State-wide group averages this year (index scores of 71 and 73 respectively).

Waste management is Council's next highest rated service area (index score of 67) however performance has significantly declined in the past 12 months (down six index points).

- Contributing to this decrease are significant declines among both women and men, West Ward residents and residents aged 18 to 34 years.
- Positively, Council performs in line with the State-wide average and significantly higher than the Large Rural group average (index scores of 65 and 62 respectively).

Council also continues to perform well on the appearance of public areas, recreational facilities and emergency and disaster management (index scores of 66 for each).

- Perceptions are significantly improved on the appearance of public areas among East Ward residents, and on recreational facilities among 35 to 49 year olds.



**Art centres and libraries (index score of 68) is the area where Council performed best in 2025.**



## Low performing service areas



Council rates lowest in the areas of unsealed roads and sealed local roads (index scores of 31 and 32 respectively). Performance ratings in these areas have been relatively steady since 2023, however higher ratings in earlier years demonstrate there is opportunity to improve.

Council's next lowest rated areas are planning and building permits, town planning policy and planning for population growth (index scores of 38, 39 and 41 respectively).

- Council rates below the Large Rural group and State-wide averages for these five service areas.
- Maintenance of unsealed roads and planning and building permits each have a significant influence on Council's overall performance rating, so it will be important to address resident concerns about these service areas moving forward.
- The need for Council to remain attentive to these areas is also underpinned by the fact that sealed road maintenance (32%) and town planning / permits / red tape (16%) are the top two areas mentioned by residents as most in need of improvement.



# Individual service area performance

## 2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	68	67	65	66	69	71	70	67	68	67
Waste management	67	73	71	71	67	68	68	68	72	71
Appearance of public areas	66	65	63	66	68	73	70	68	72	71
Recreational facilities	66	64	63	62	67	68	68	67	69	69
Emergency & disaster mngt	66	64	60	63	68	68	72	71	73	70
Community & cultural	61	62	60	61	61	66	63	65	65	63
Enforcement of local laws	59	59	59	63	61	62	64	63	61	61
Environmental sustainability	59	61	59	60	61	66	n/a	n/a	n/a	n/a
Family support services	59	59	59	63	63	62	64	63	65	64
Tourism development	57	57	60	59	58	63	61	n/a	n/a	n/a
Bus/community dev./tourism	56	58	56	55	57	60	60	60	61	59
Elderly support services	56	54	54	59	63	63	64	63	66	64
COVID-19 response	56	60	59	64	68	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	54	55	53	58	63	58	58	58	58	60
Parking facilities	53	53	53	56	56	59	58	57	58	60
Informing the community	52	52	49	53	53	56	56	55	56	56
Business & community dev.	52	53	52	54	56	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	46	49	45	48	49	51	52	54	52	51
Community decisions	45	44	45	48	47	52	51	51	52	49
Lobbying	45	46	46	45	48	52	53	50	52	49
Slashing & weed control	44	44	42	42	45	49	47	45	44	51
Local streets & footpaths	42	41	42	47	52	56	52	52	52	54
Population growth	41	38	39	41	43	45	46	47	47	49
Town planning policy	39	40	41	44	46	48	48	47	47	48
Planning & building permits	38	38	36	39	43	44	45	44	43	43
Sealed local roads	32	31	35	43	49	54	49	48	48	51
Unsealed roads	31	30	31	37	45	49	42	43	42	46

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

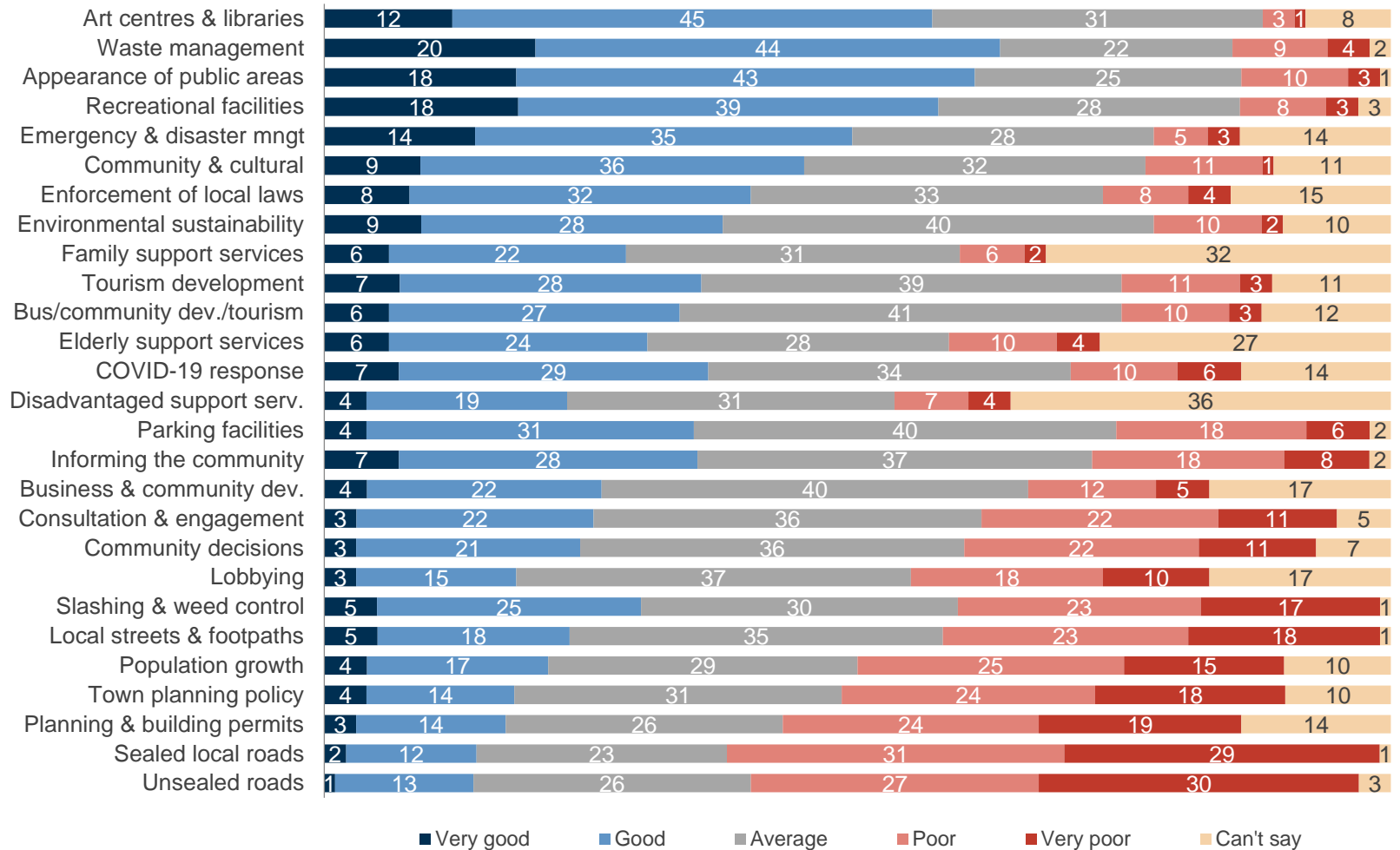
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



# Individual service area performance

## 2025 individual service area performance (%)





# Individual service area importance

## 2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Unsealed roads	84	83	84	83	79	76	81	78	79	76
Emergency & disaster mngt	82	80	80	83	79	82	83	83	81	81
Local streets & footpaths	81	82	83	82	77	76	78	78	76	74
Community decisions	81	80	80	80	81	n/a	n/a	n/a	n/a	n/a
Population growth	80	79	80	81	77	79	79	80	81	76
Waste management	79	81	80	81	79	81	82	81	76	75
Elderly support services	78	78	78	81	79	77	78	79	77	75
Consultation & engagement	78	78	78	78	78	76	75	77	73	76
Slashing & weed control	78	80	80	80	77	76	78	77	79	77
Town planning policy	77	76	78	78	75	74	76	75	74	72
Informing the community	76	76	77	77	78	75	76	76	74	74
Appearance of public areas	75	74	73	77	74	73	73	74	73	72
Planning & building permits	74	73	75	75	74	74	74	73	72	72
Recreational facilities	73	73	74	73	72	72	71	73	73	71
Family support services	72	72	72	75	74	74	72	72	72	69
Disadvantaged support serv.	70	70	72	75	74	72	71	72	70	72
Lobbying	67	67	69	70	69	69	64	68	68	67
Environmental sustainability	67	69	70	74	74	75	74	n/a	n/a	n/a
Parking facilities	64	65	66	68	67	64	64	66	63	62
Business & community dev.	64	64	64	67	66	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	64	62	66	64	66	67	68	67	67	67
Bus/community dev./tourism	63	63	62	65	65	66	65	66	66	64
Art centres & libraries	62	63	63	63	65	63	64	63	64	62
Tourism development	59	58	57	61	63	60	59	n/a	n/a	n/a
Community & cultural	56	58	60	61	59	59	59	59	58	59
COVID-19 response	42	45	53	59	64	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

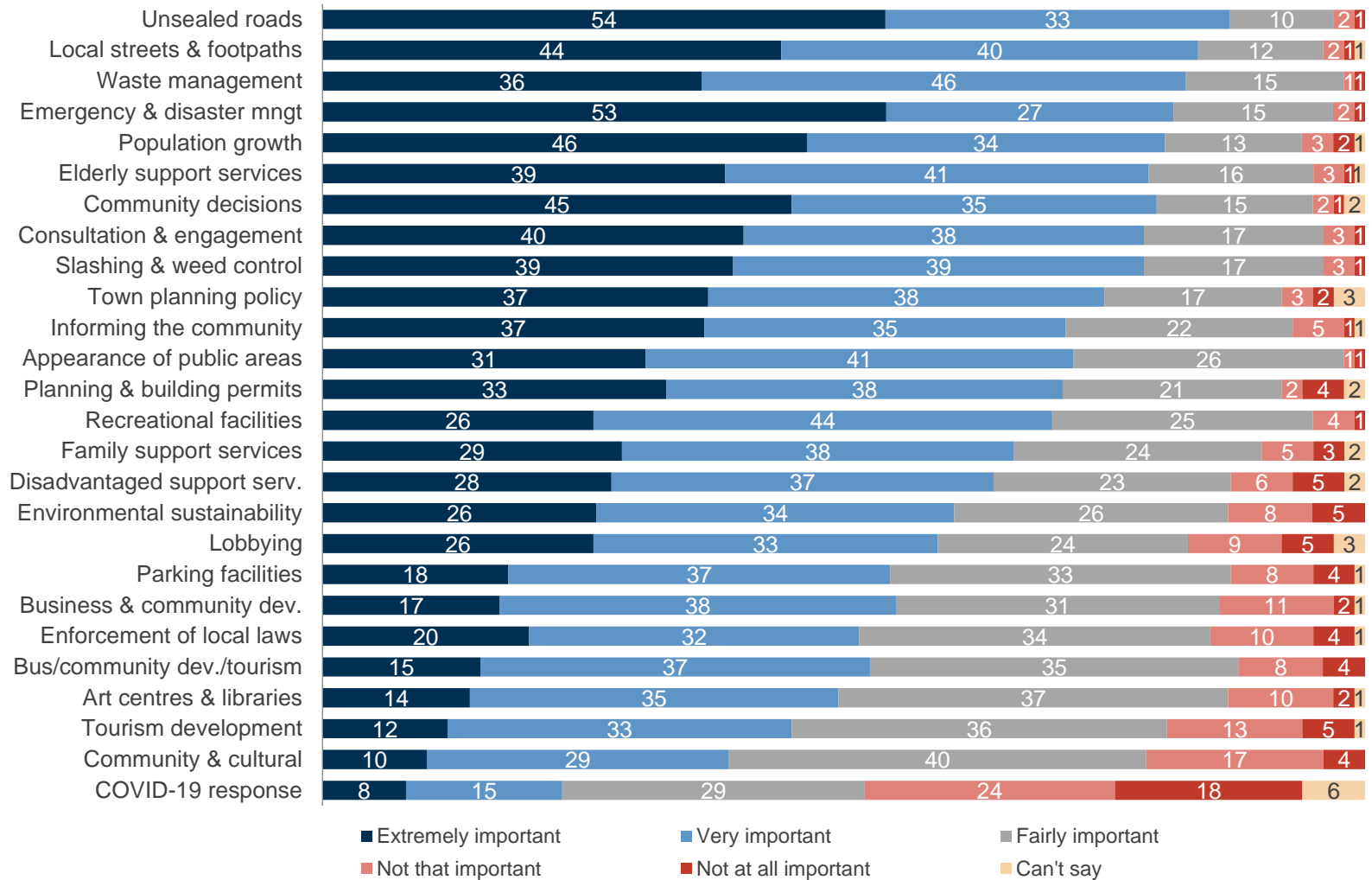
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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



# Individual service area importance

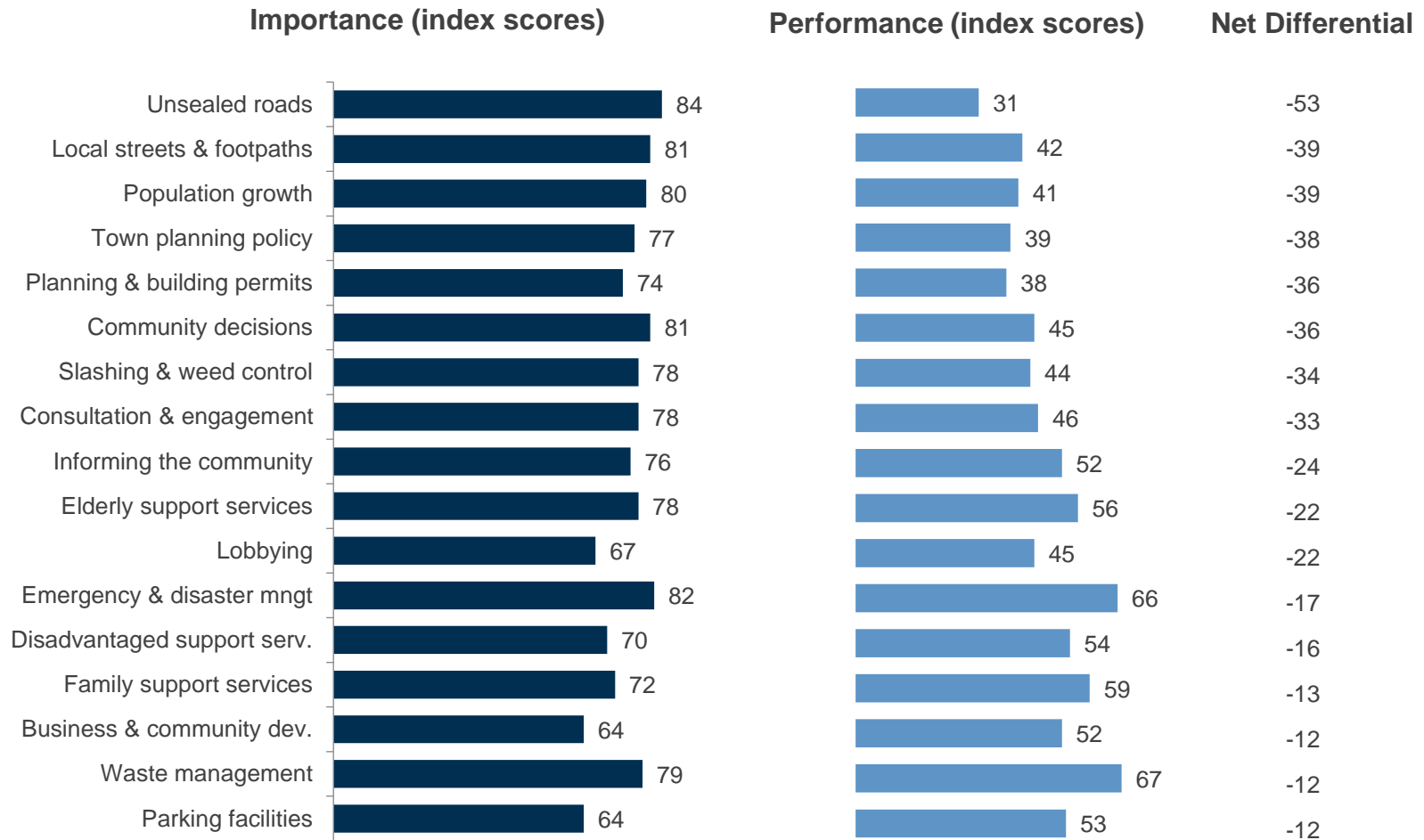
## 2025 individual service area importance (%)





# 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. Currently, performance in this area is rated as poor (index score of 45).**

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

- Community consultation and engagement
- Parking facilities
- Planning and building permits
- Maintenance of unsealed roads.

Looking at these key service areas only, Council performs best on parking facilities (index score of 53), which has a relatively strong influence on the overall performance rating.

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

In addition to Council's decision making, most in need of attention are its community consultation, another strong influence on overall performance ratings, and the more moderate influences of planning and building permits and unsealed roads. Council performance in these areas is also rated as 'poor' (index scores of 46, 38 and 31 respectively).

**It will be important to engage with residents on key local issues, and to attend to their concerns about Council's planning and building permit system and the condition of its unsealed roads to help improve overall ratings of 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:

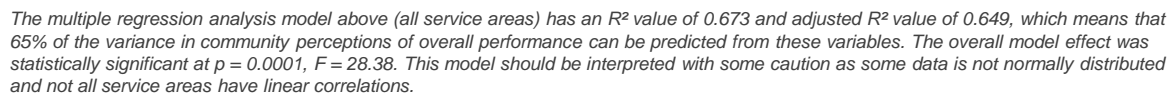
- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. 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 weaker 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.**

## 2025 regression analysis (all services)





# Influence on overall performance: key services

## 2025 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.611 and adjusted  $R^2$  value of 0.606, 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  $p = 0.0001$ ,  $F = 123.85$ .



## Areas for improvement

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



Q17. What does Macedon Ranges 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

Seven in 10 residents (70%) had contact with Council in the last 12 months. Rate of contact has been steadily recovering for the past three years, after a small post-COVID-19 decline.

- Rate of contact was highest for 35 to 49 year olds (76%) and lowest for residents aged 65 years and over (65%).

The most common methods of contact were telephone (40%), in-person (32%) and email (28%).



### Customer service

Council's customer service index score of 68 is unchanged from the 2024 result. Ratings of customer service have been relatively stable over the years.

Council's customer service is rated in line with the State-wide and Large Rural group averages (index scores of 66 and 65 respectively).

- Ratings are significantly higher than the Council average among South Ward residents (index score of 74) and lowest among West Ward residents (index score of 64).

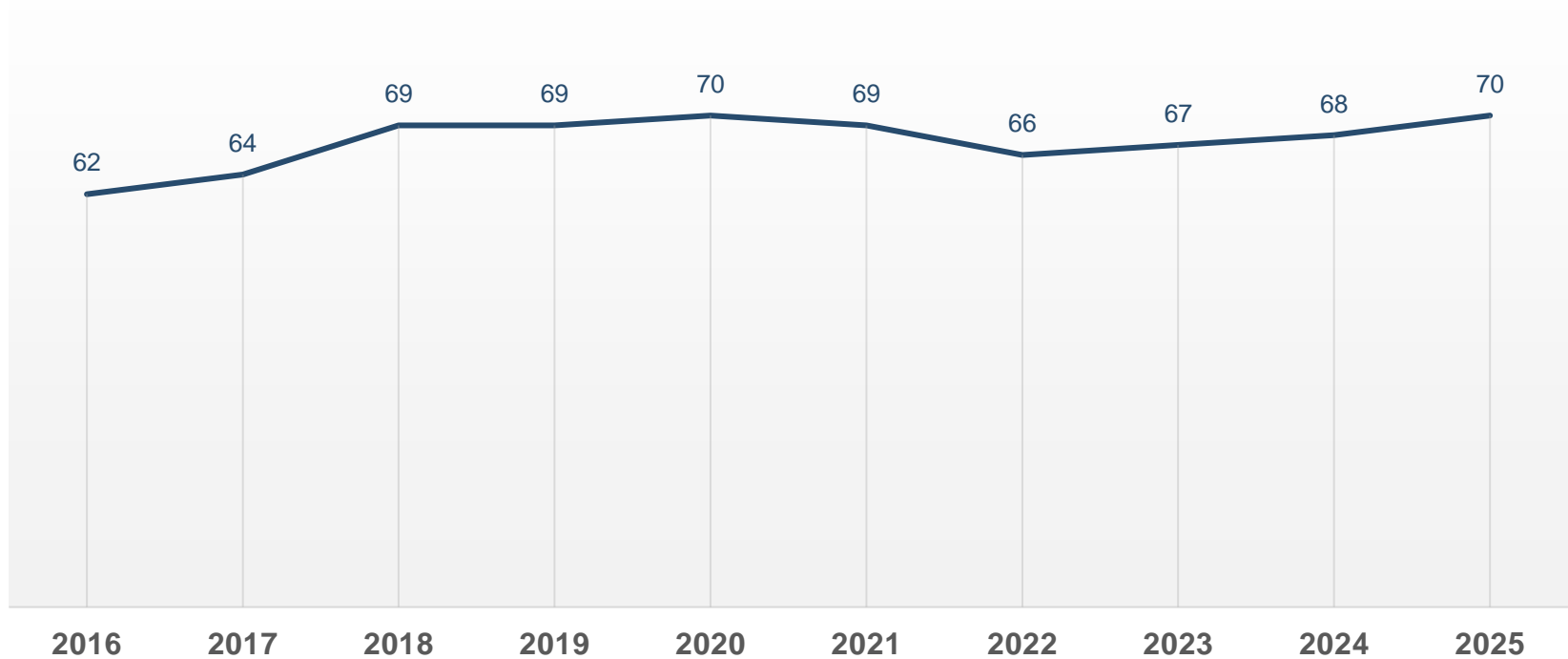
Among those residents who have had contact with Council, a majority (64%) rate customer service as 'very good' or 'good' in 2025.

Of the more frequently used channels, residents who interact with Council in-person or via telephone provide high customer service ratings (index scores of 75 and 70 respectively). However, ratings are relatively lower for email (index score of 59), indicating that Council should focus on improving customer service interactions via this channel.



## Contact with council

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



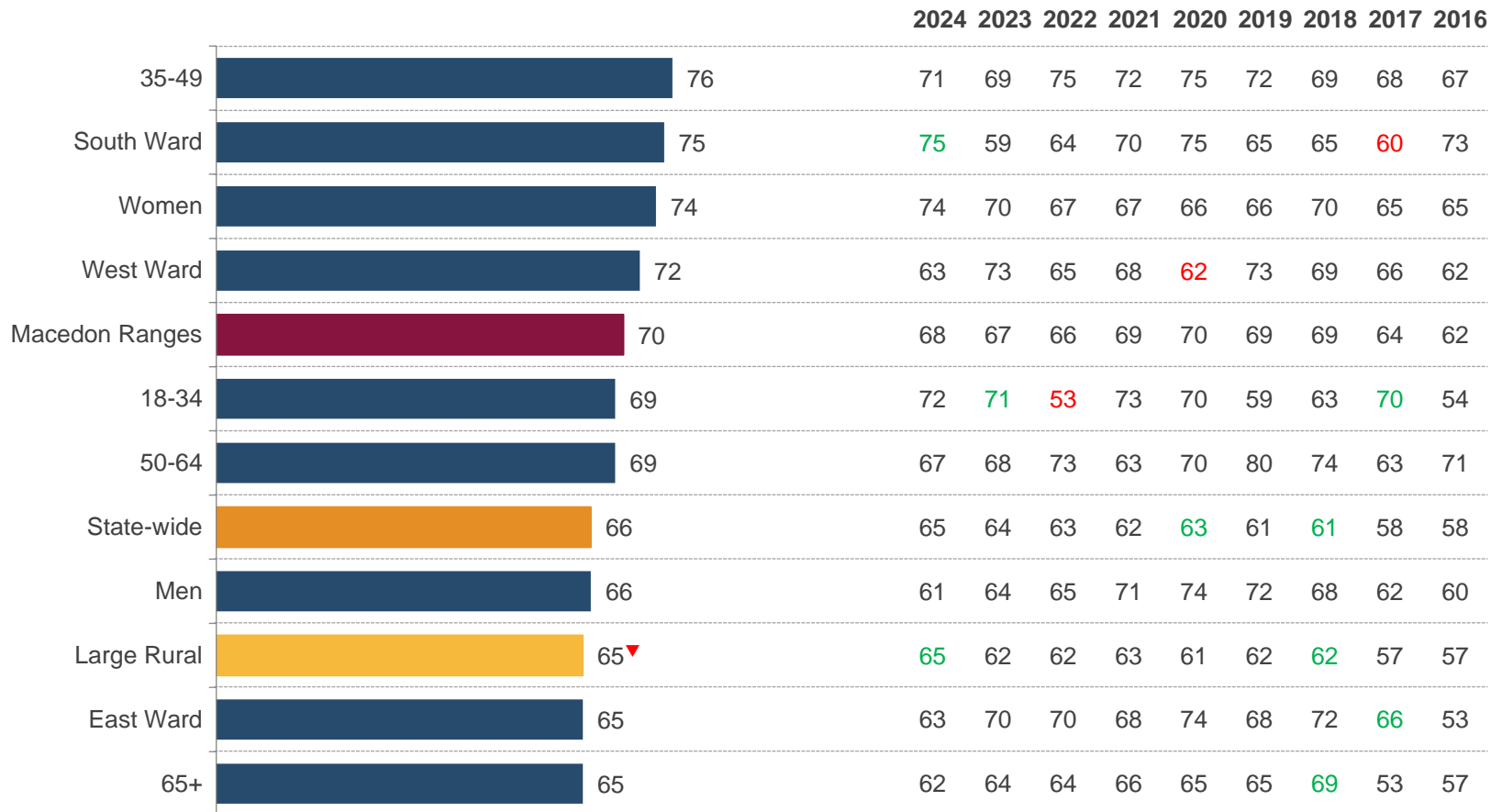
Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9



# Contact with council

## 2025 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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



# Customer service rating

## 2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
South Ward	74▲	68	68	67	68	67	67	75	75	62
65+	73	72	69	69	69	74	67	69	72	65
Women	70	66	67	71	69	72	70	71	71	72
35-49	69	72	63	68	65	69	65	74	65	72
Macedon Ranges	68	68	65	66	66	70	65	70	67	65
East Ward	67	66	65	64	67	70	60	67	64	67
18-34	67	61	63	65	68	72	61	64	69	58
State-wide	66	67	67	68	70	70	71	70	69	69
Men	66	72	63	60	64	67	60	68	63	57
Large Rural	65	65	65	67	68	68	69	67	66	67
50-64	65	66	63	59	59	61	65	69	65	61
West Ward	64	72	63	66	64	71	66	68	63	66

Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

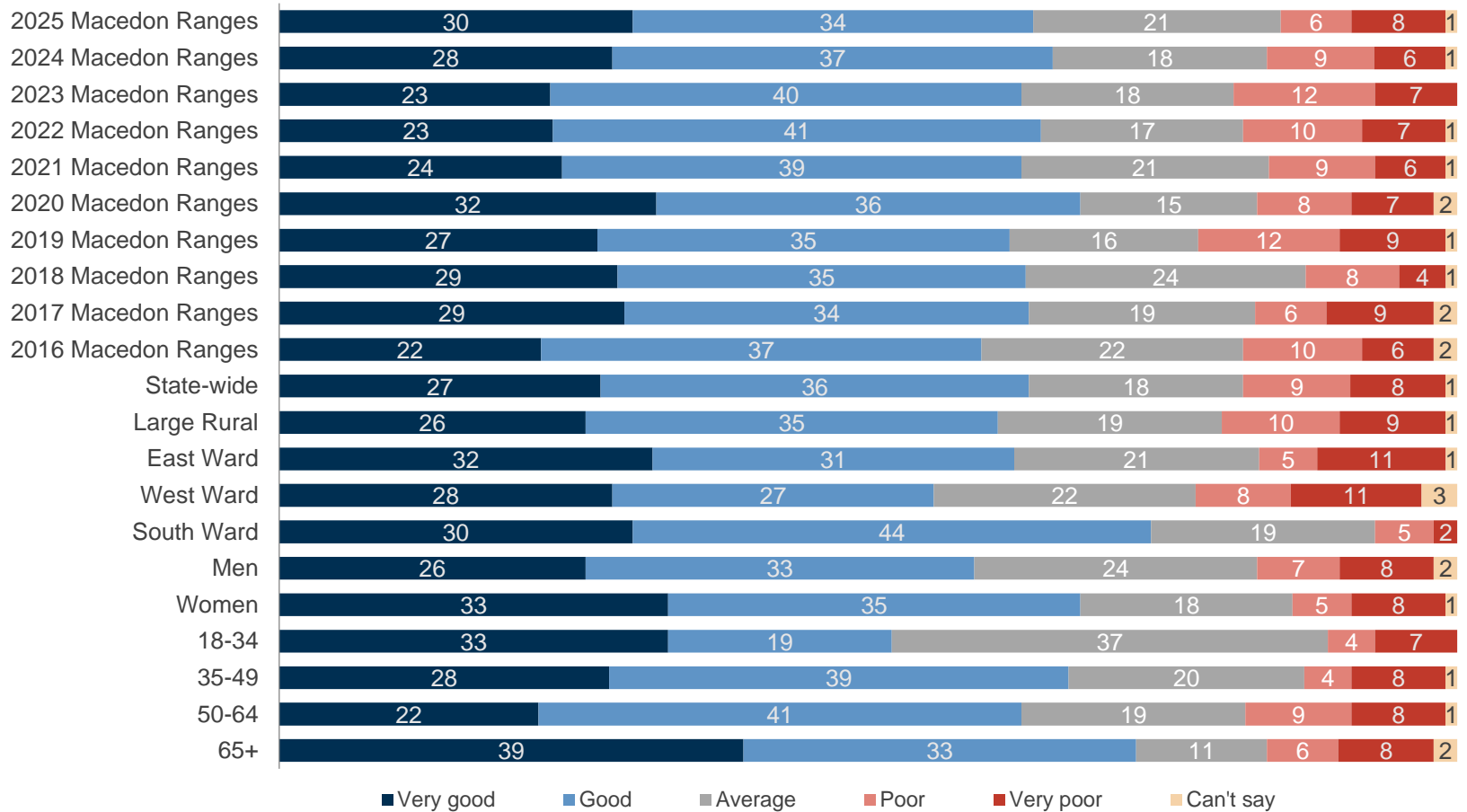
Councils asked State-wide: 56 Councils asked group: 18

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



## Customer service rating

### 2025 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

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



# Method of contact with council

2025 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



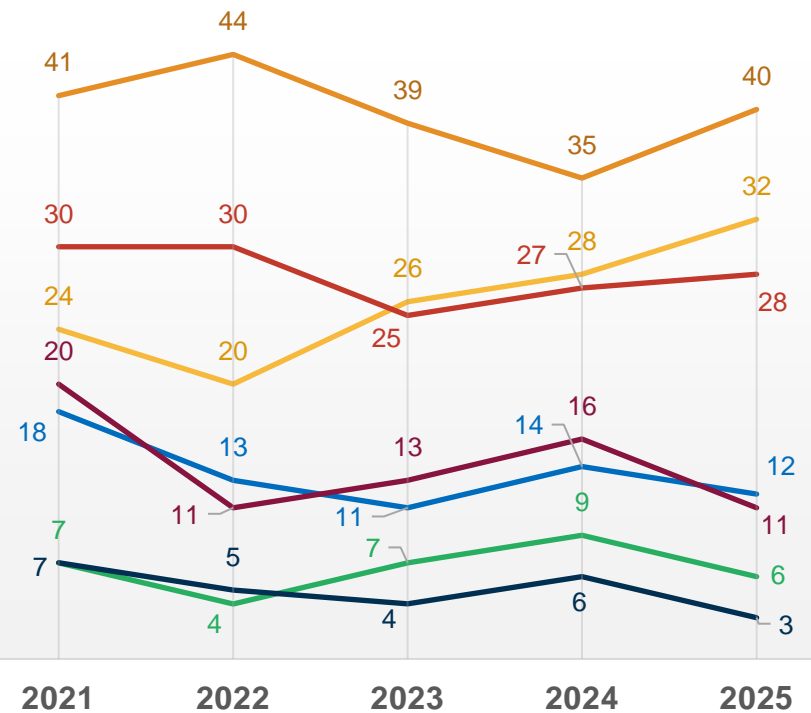
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

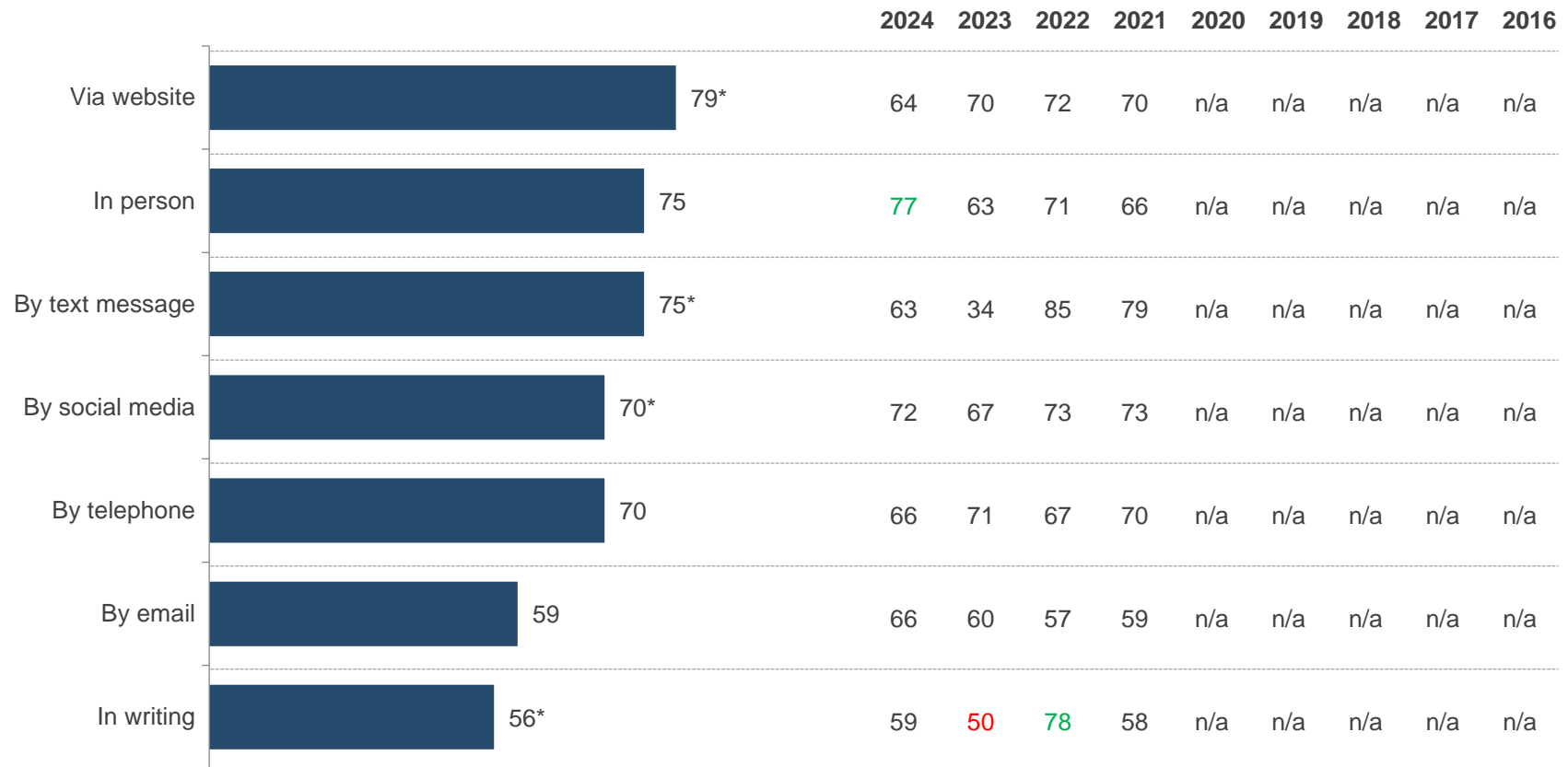
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



## Customer service rating by method of last contact

2025 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges 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: 24 Councils asked group: 9

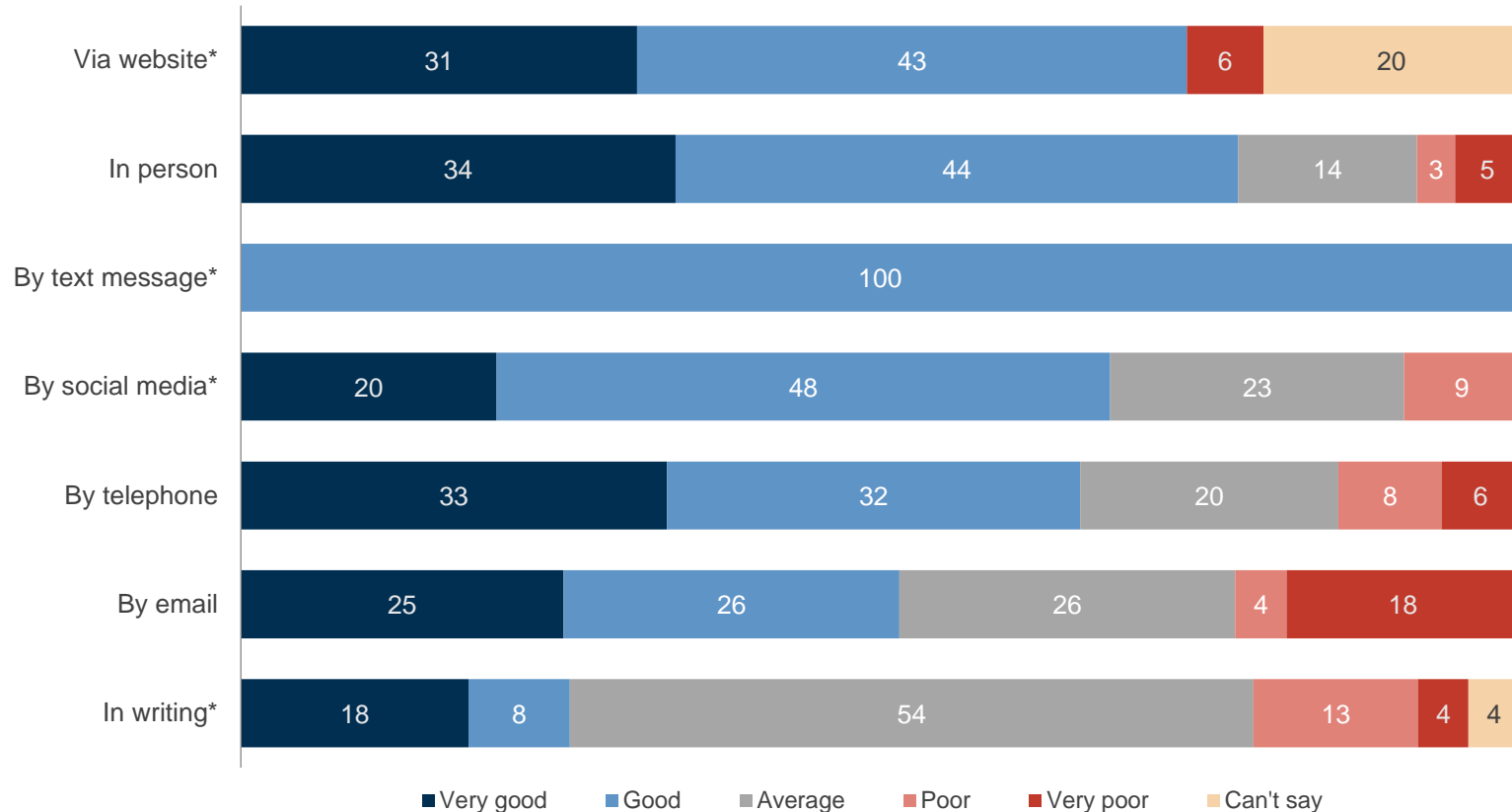
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



## Customer service rating by method of last contact

2025 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges 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: 24 Councils asked group: 9

\*Caution: small sample size < n=30



# Communication

## Communication

The best form of communication about Council news and information and upcoming events continues to be a Council newsletter sent via email (35%), followed by a newsletter sent via mail (28%).

These are preferred well ahead of other options, such as social media (11%), advertising in a local newspaper (10%) and text message (8%).

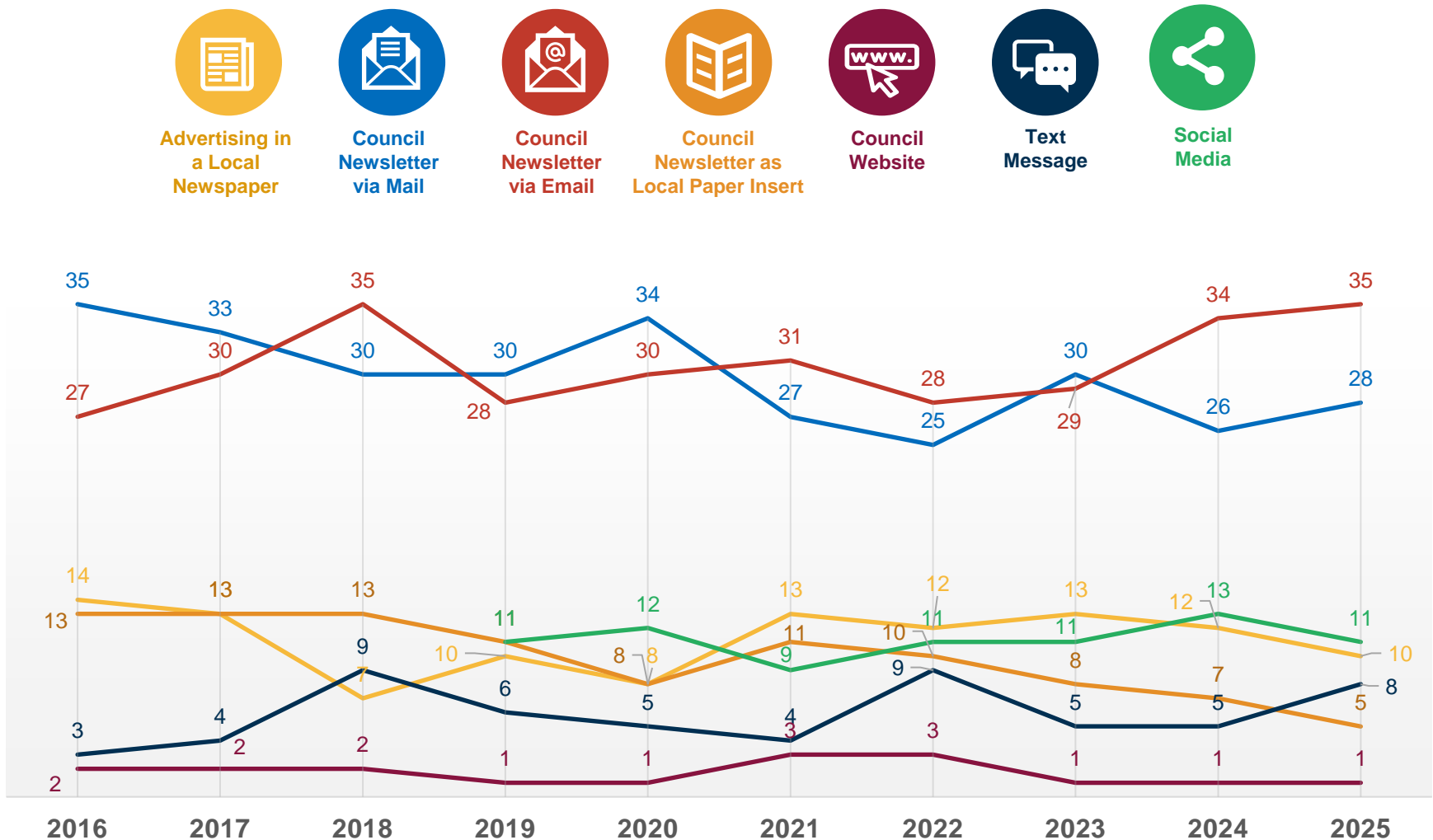
- Those aged under 50 years continue to prefer a Council newsletter sent via email (37%, unchanged from 2024), followed by a newsletter sent via mail (28%, up seven percentage points), and social media (13%, down seven points).
- Those aged 50 years or older also continue to prefer a Council newsletter sent via email (34%) ahead of those sent via mail (28%), followed by advertising in a local newspaper (12%) and social media (9%).





## Best form of communication

2025 best form of communication (%)



Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

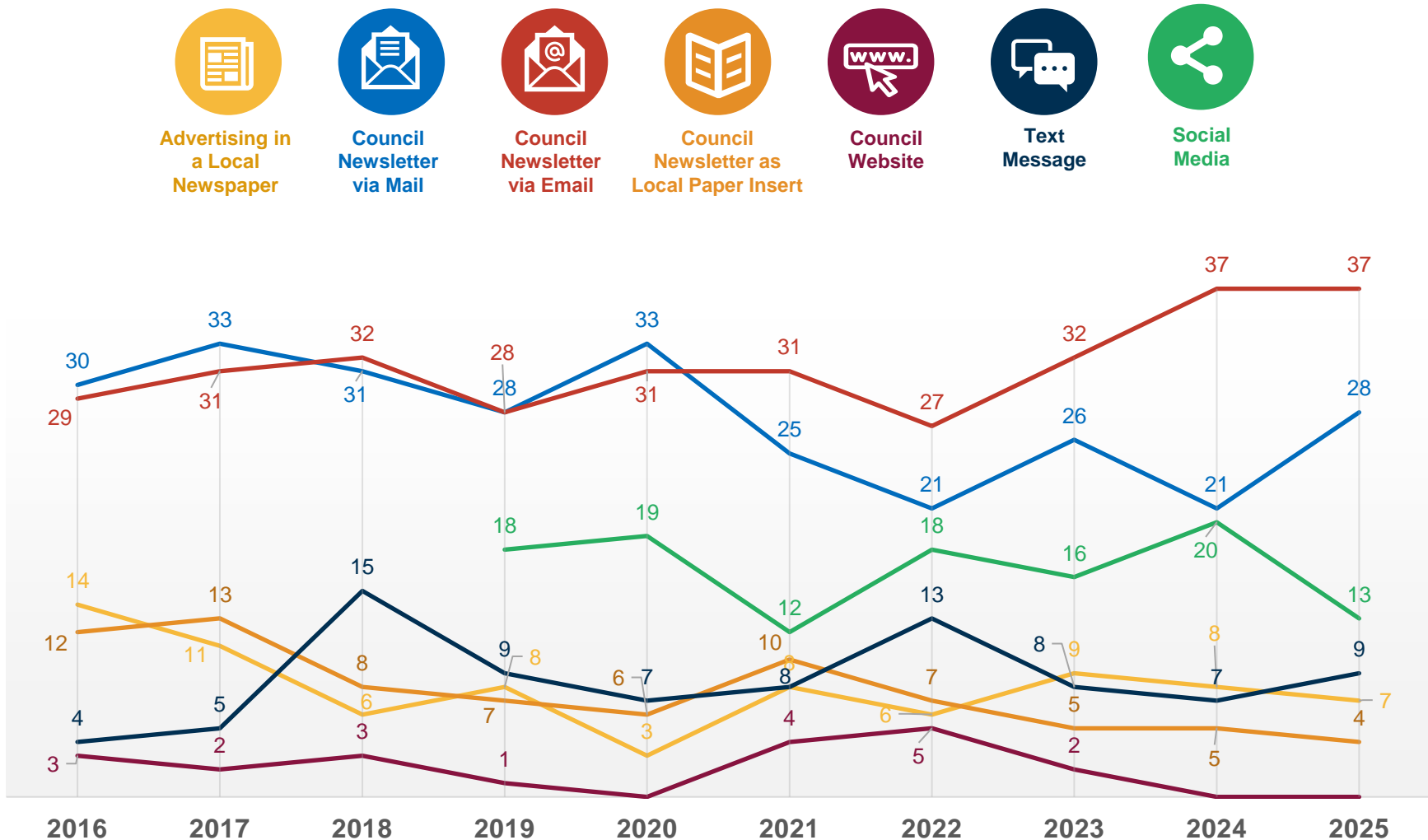
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2025 under 50s best form of communication (%)



Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

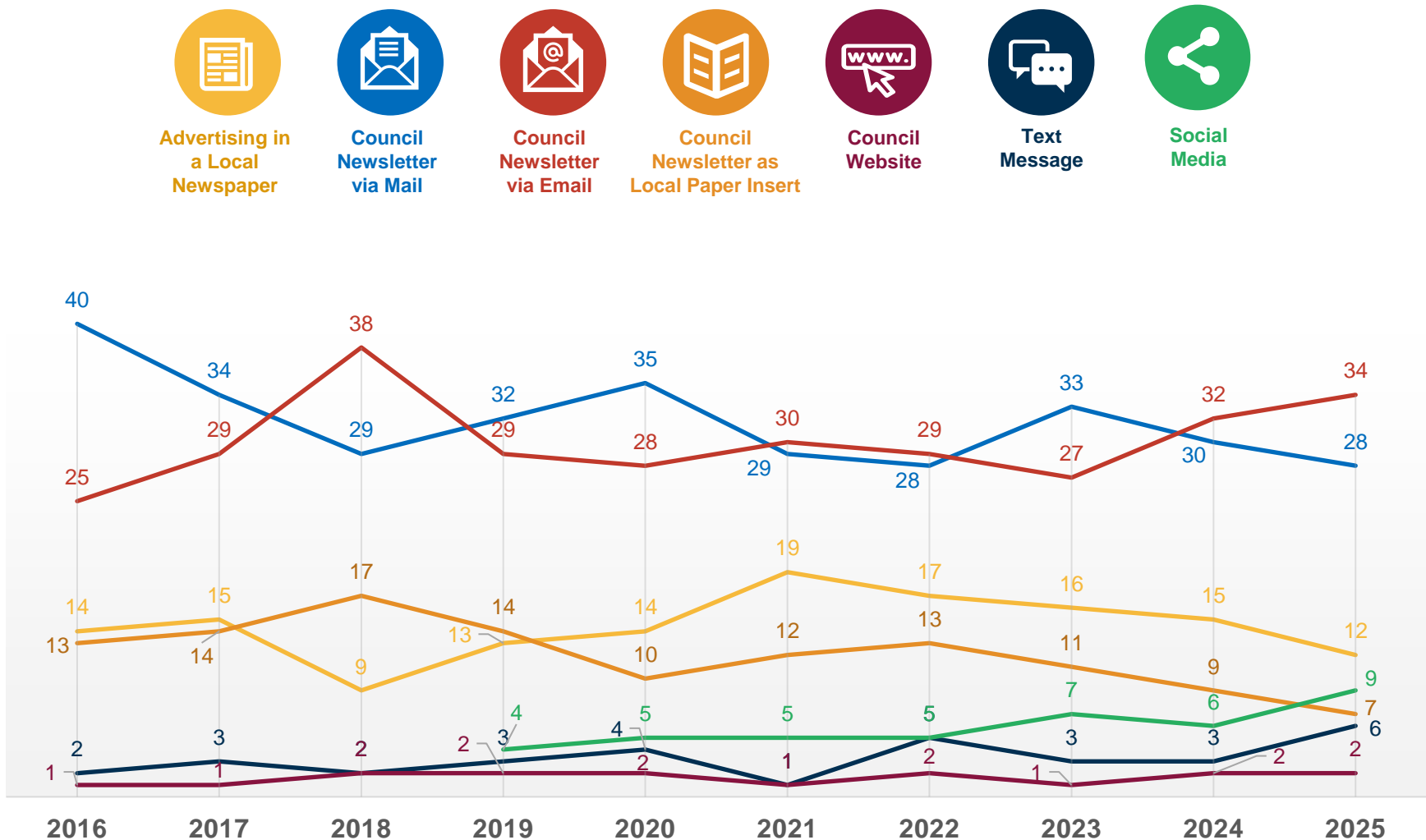
Base: All respondents aged under 50. Councils asked State-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged 50+ years. Councils asked State-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



# **Council direction**



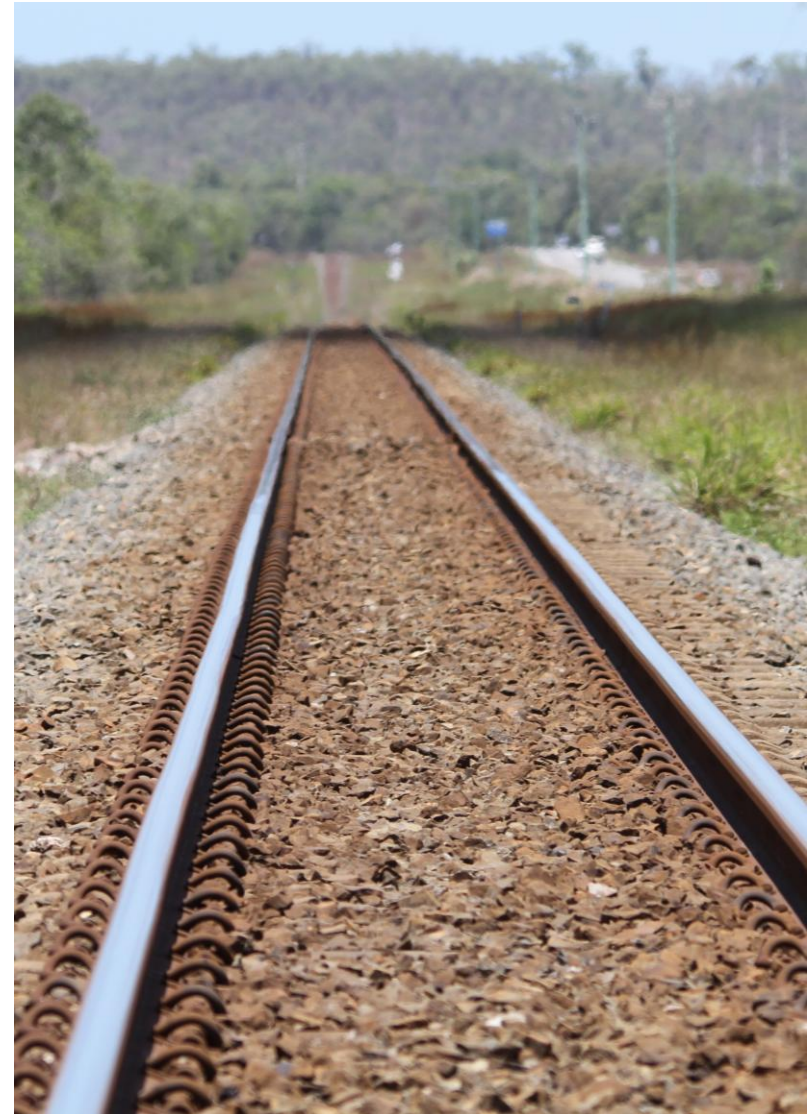
## Council direction

Council's overall direction index score of 41 has been relatively steady in recent years, following a significant decline in 2021. However, this represents Council's lowest rating in a decade.

- Council is rated significantly lower than the State-wide and Large Rural group averages (index scores of 46 and 44 respectively).

Over the last 12 months, 69% of residents believe that the direction of Council's overall performance has stayed the same. Just 5% believe this has improved, and over four times as many believe Council direction has deteriorated (22%).

- Residents aged 65 years and over provide Council's highest rating for overall direction (index score of 46).
- Residents aged 50 to 64 years rate this significantly lower than the Council average (index score of 35).





## Overall council direction last 12 months

### 2025 overall council direction (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	46▲	45	46	50	53	51	53	52	53	51
65+	46	45	48	44	43	52	49	50	52	44
Large Rural	44▲	42	44	47	51	50	51	52	52	48
18-34	43	48	40	49	52	62	49	53	54	57
East Ward	42	40	41	44	43	51	47	50	50	48
Men	41	45	42	41	45	52	46	51	52	47
35-49	41	42	38	39	38	50	46	51	52	44
Macedon Ranges	41	44	43	42	44	52	48	51	52	48
West Ward	41	46	45	42	45	52	51	52	54	47
Women	41	42	43	42	44	52	50	51	51	49
South Ward	40	45	42	40	45	54	47	50	50	47
50-64	35▼	40	42	35	46	46	50	48	49	47

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

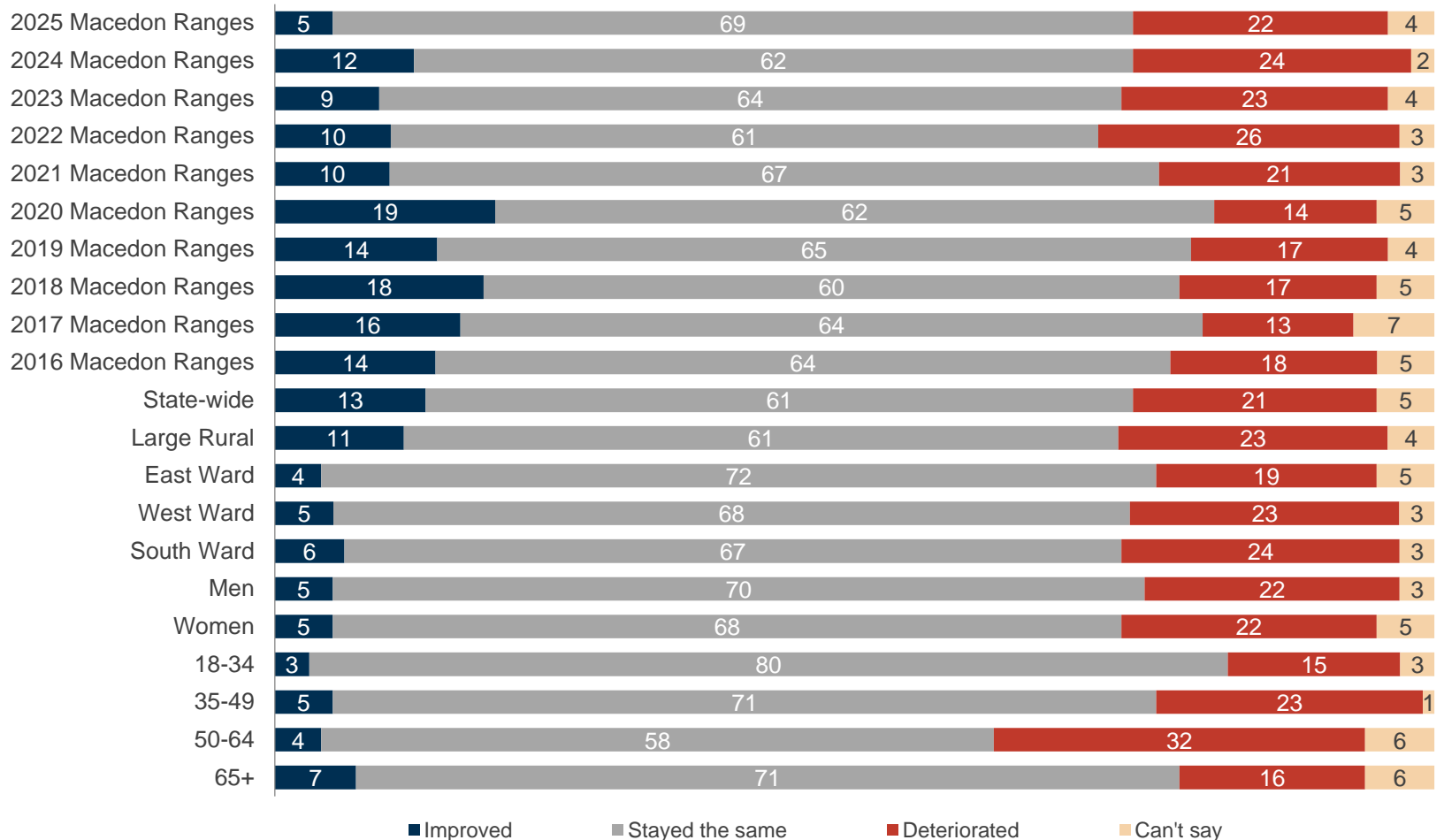
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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



## Overall council direction last 12 months

### 2025 overall council direction (%)



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

# **Individual service areas**



# Community consultation and engagement importance



## 2025 consultation and engagement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	85▲	75	77	73	69	69	69	70	62	75
Women	81	81	81	78	78	78	78	78	76	80
South Ward	81	78	78	77	79	76	76	76	73	73
Macedon Ranges	78	78	78	78	78	76	75	77	73	76
35-49	78	81	81	78	79	75	77	79	75	75
West Ward	77	81	79	77	75	75	76	74	72	80
East Ward	77	77	76	79	82	77	75	80	74	76
50-64	77	79	83	82	84	81	77	81	80	79
Large Rural	76	77	77	77	77	76	75	76	75	76
State-wide	76	76	76	76	75	74	74	74	74	75
65+	75	78	74	78	80	79	78	78	73	77
Men	75	76	74	77	78	74	73	76	69	72

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

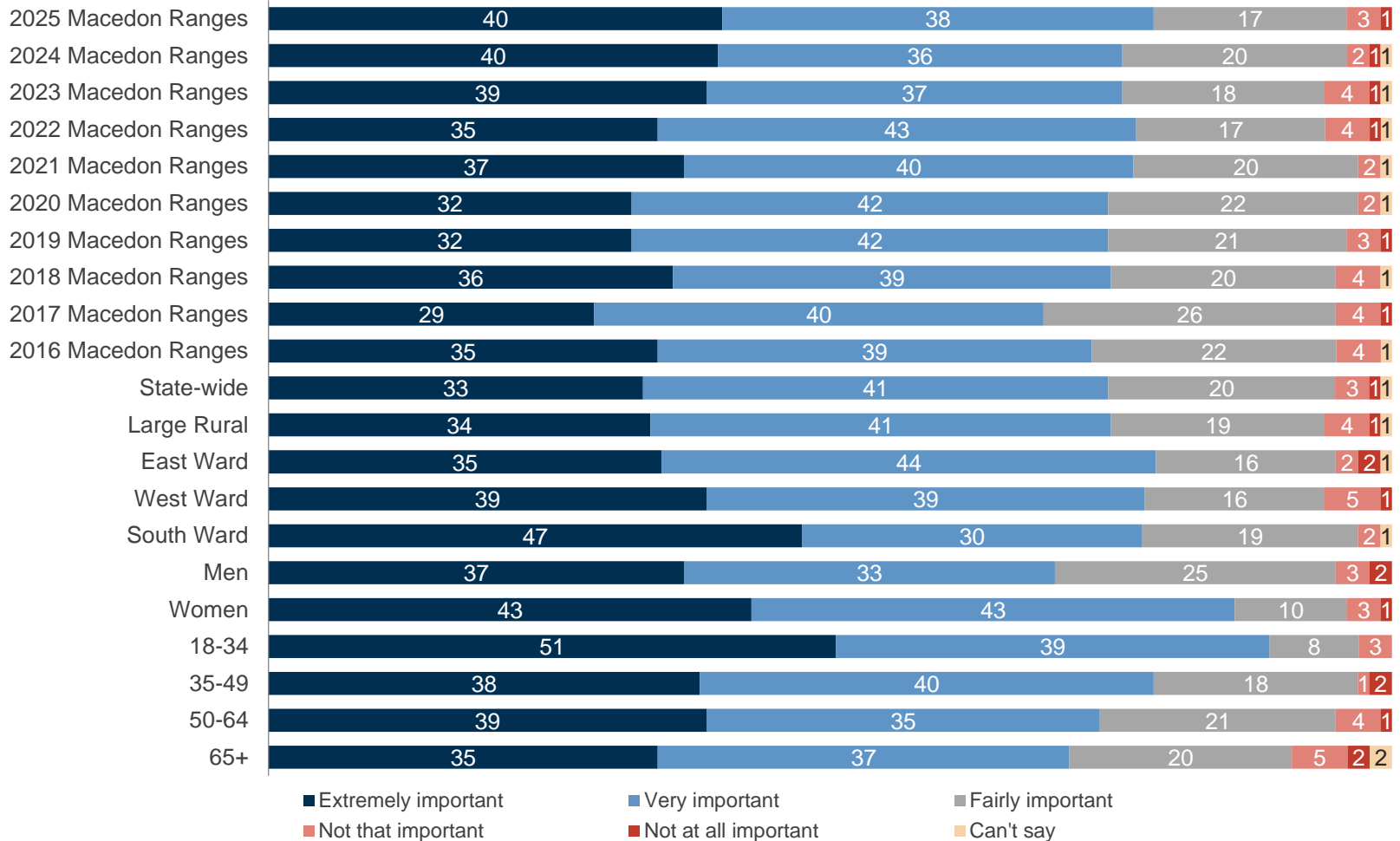
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2025 consultation and engagement importance (%)





# Community consultation and engagement performance



## 2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	50▲	51	52	54	56	55	56	55	55	54
18-34	49	54	40	59	53	55	56	59	55	57
Large Rural	48	48	49	51	54	54	54	54	52	52
East Ward	47	47	42	47	50	48	49	50	49	53
Women	47	47	47	51	51	52	53	54	53	54
65+	47	51	48	48	49	55	54	53	54	49
Macedon Ranges	46	49	45	48	49	51	52	54	52	51
South Ward	45	48	49	51	45	50	54	59	53	51
35-49	45	45	45	43	46	50	50	55	51	50
Men	44	50	43	44	47	51	52	56	51	48
West Ward	44	51	44	45	50	56	53	56	53	48
50-64	43	45	45	41	46	46	48	52	48	47

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

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

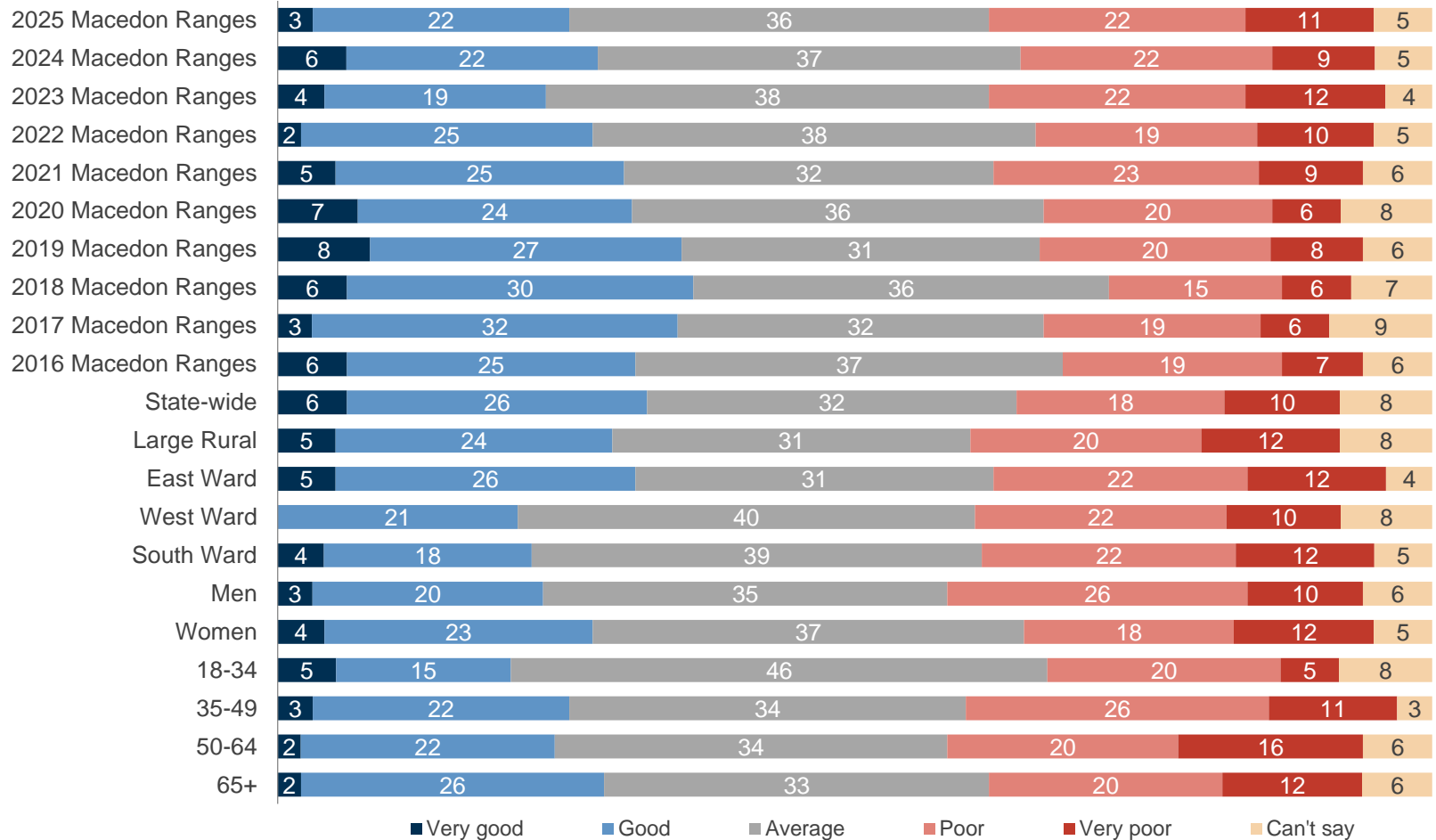
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2025 consultation and engagement performance (%)

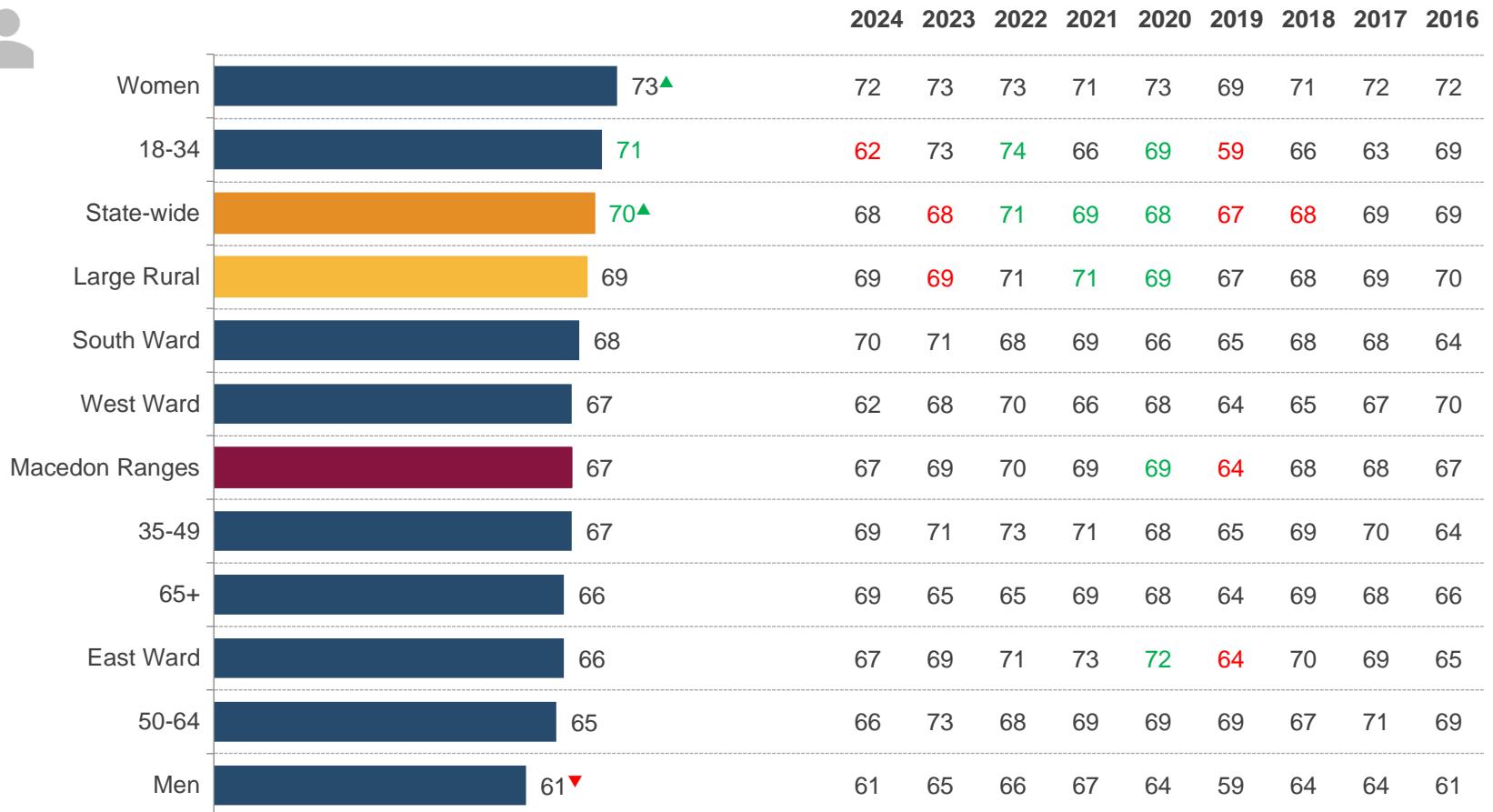




# Lobbying on behalf of the community importance



## 2025 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

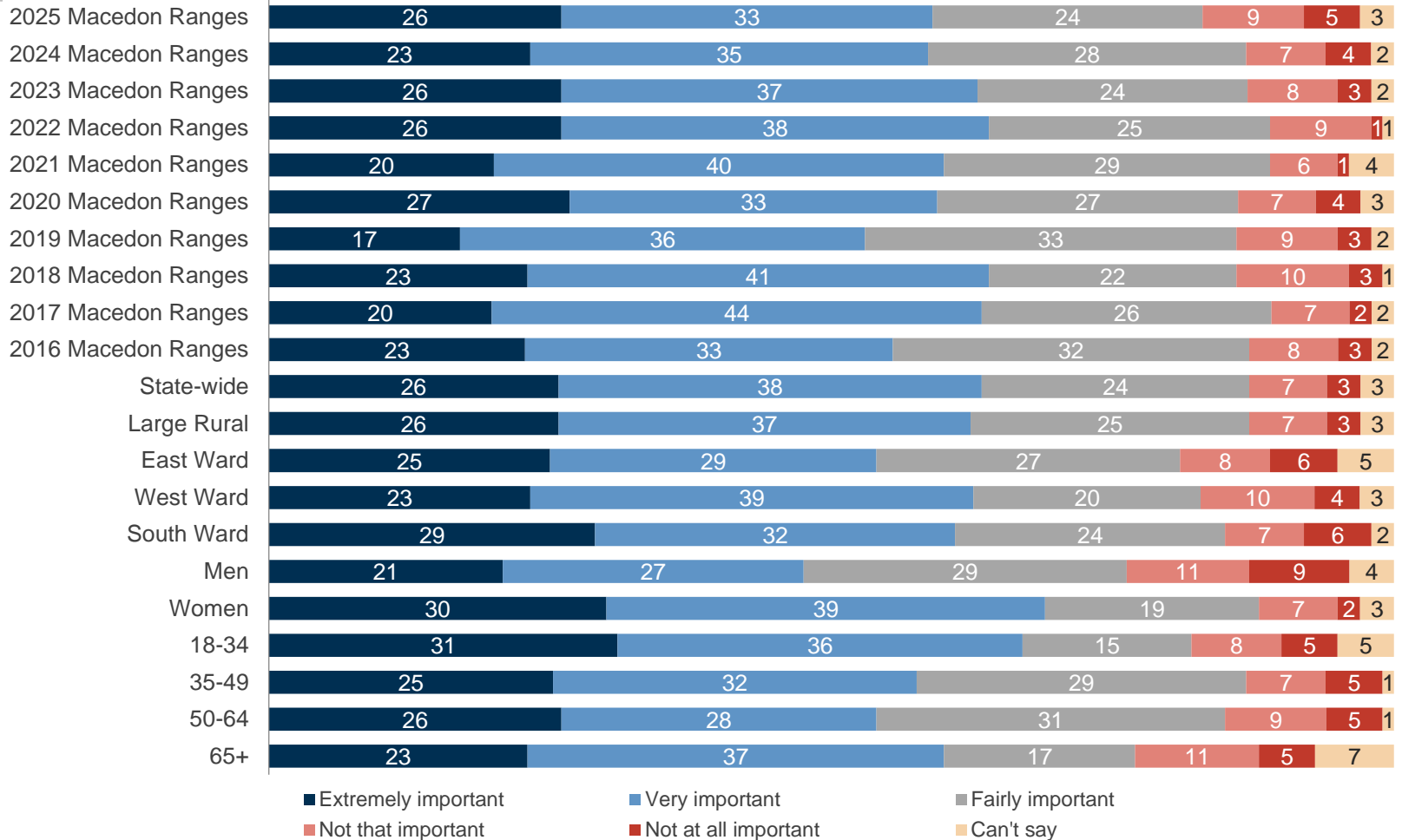
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



## 2025 lobbying importance (%)

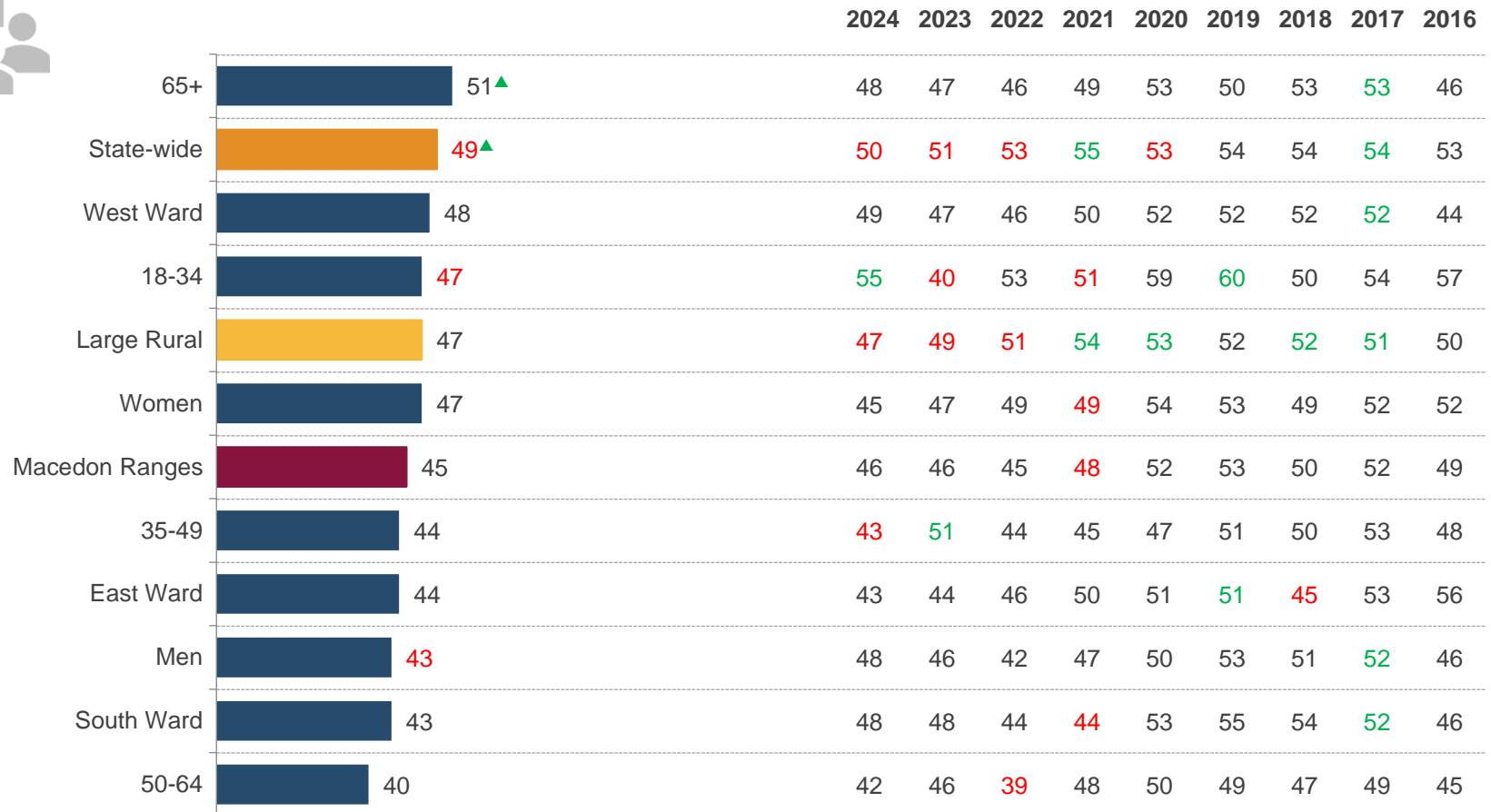




# Lobbying on behalf of the community performance



## 2025 lobbying performance (index scores)



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

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

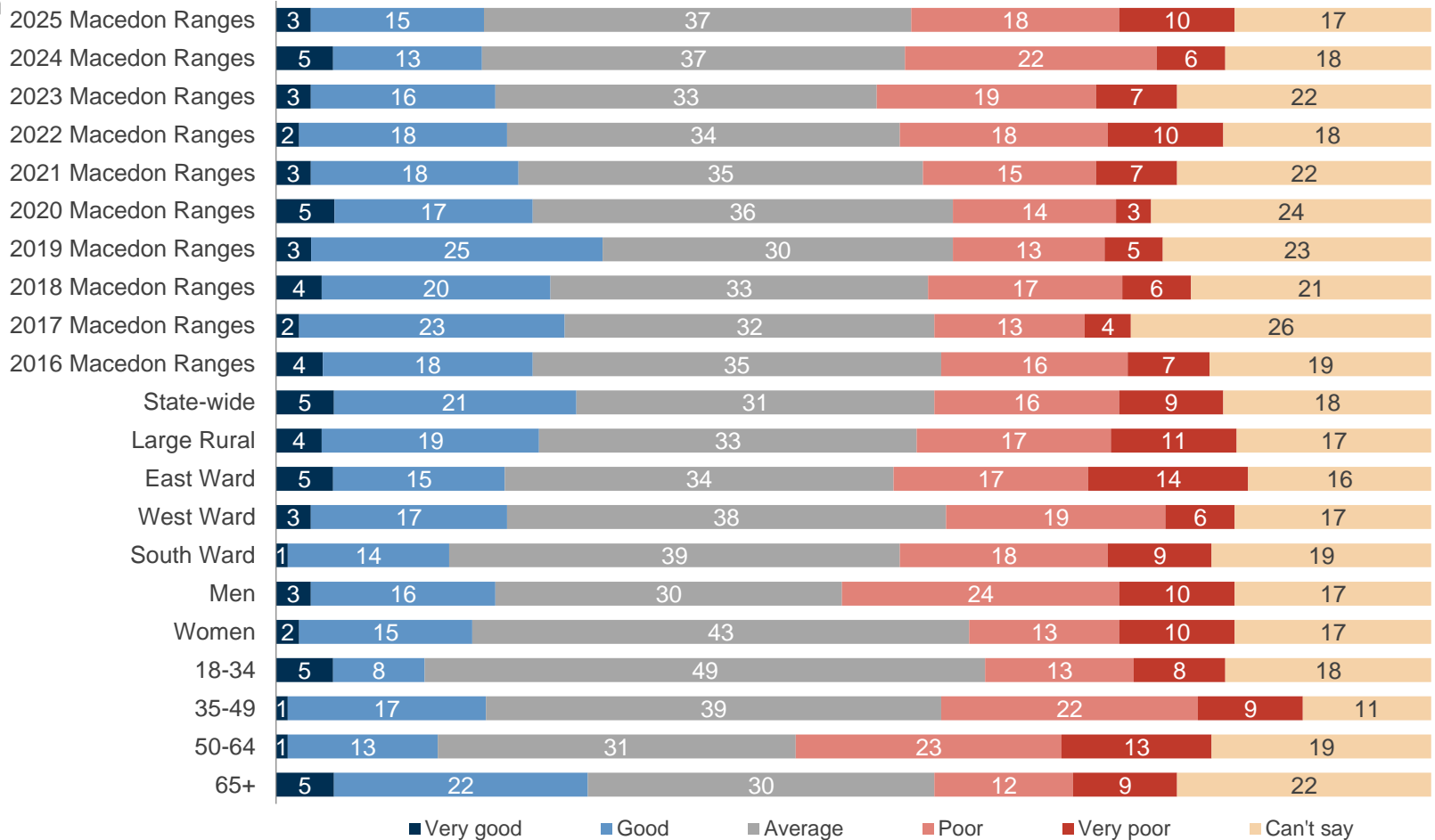
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



## 2025 lobbying performance (%)



# Decisions made in the interest of the community importance



## 2025 community decisions made importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	84	78	82	81	76	n/a	n/a	n/a	n/a	n/a
South Ward	82	80	81	80	82	n/a	n/a	n/a	n/a	n/a
35-49	82	82	83	83	84	n/a	n/a	n/a	n/a	n/a
Women	82	82	82	81	82	n/a	n/a	n/a	n/a	n/a
50-64	81	79	82	79	84	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	81	80	80	80	81	n/a	n/a	n/a	n/a	n/a
East Ward	81	81	78	80	85	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	80	81	82	79	80	80	80	80
Men	80	78	77	80	81	n/a	n/a	n/a	n/a	n/a
State-wide	80	80	80	81	81	80	80	80	79	80
West Ward	79	78	80	81	79	n/a	n/a	n/a	n/a	n/a
65+	76	79	75	78	81	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

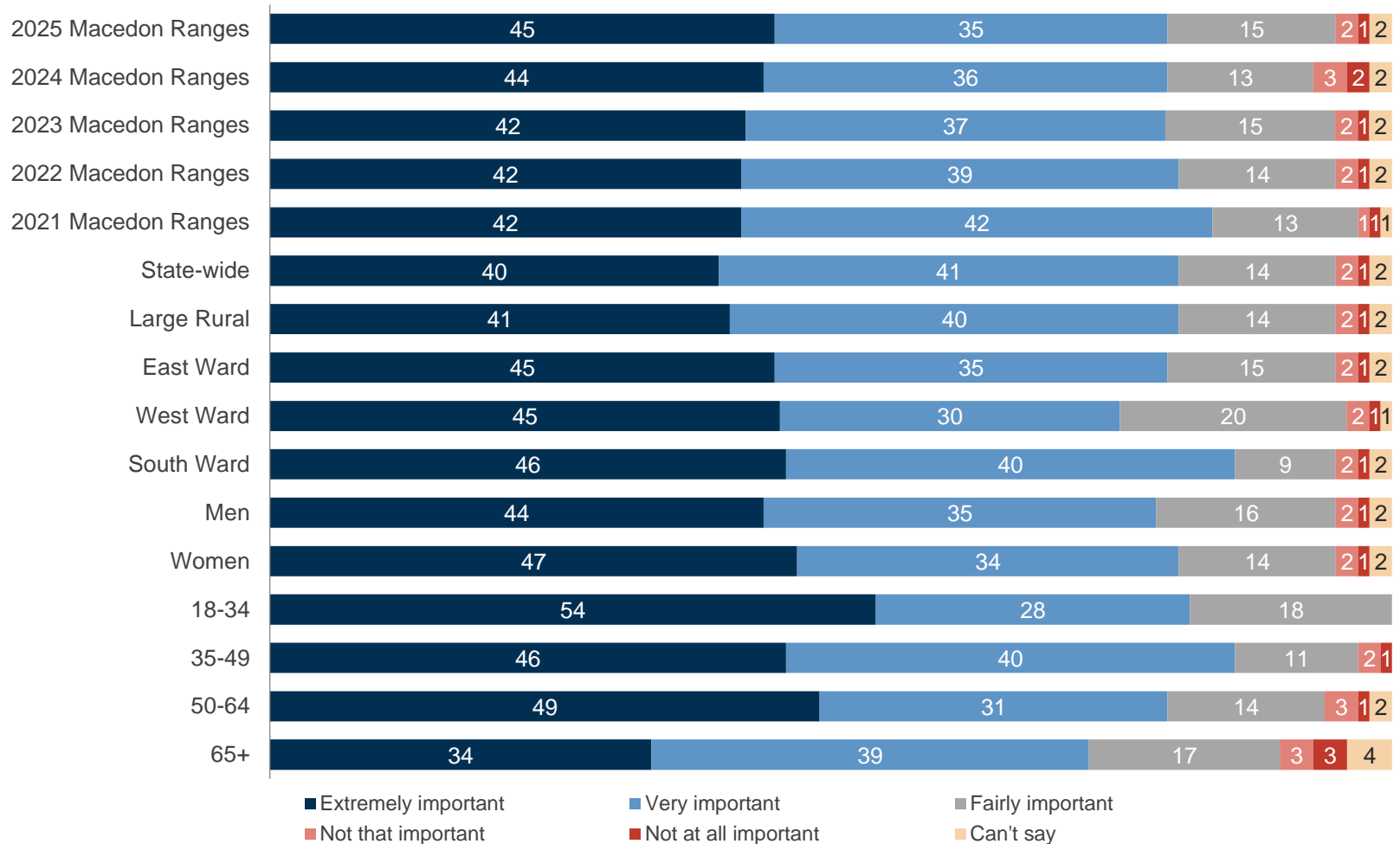
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 8

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

# Decisions made in the interest of the community importance



## 2025 community decisions made importance (%)



# 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+	51▲	46	48	47	46	53	51	50	53	46
State-wide	49▲	50	51	54	56	53	55	54	54	54
18-34	48	48	39	57	52	63	54	54	55	54
West Ward	47	48	46	47	51	53	51	52	58	44
Large Rural	46	46	48	51	54	52	52	52	51	50
Men	45	46	45	44	47	51	51	51	54	46
Macedon Ranges	45	44	45	48	47	52	51	51	52	49
Women	45	42	46	51	47	54	50	51	51	52
35-49	45	41	45	45	43	50	51	51	54	51
East Ward	44	44	43	49	48	51	48	48	49	54
South Ward	44	41	47	47	42	53	52	53	51	48
50-64	39▼	42	48	42	53	45	46	50	46	45

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

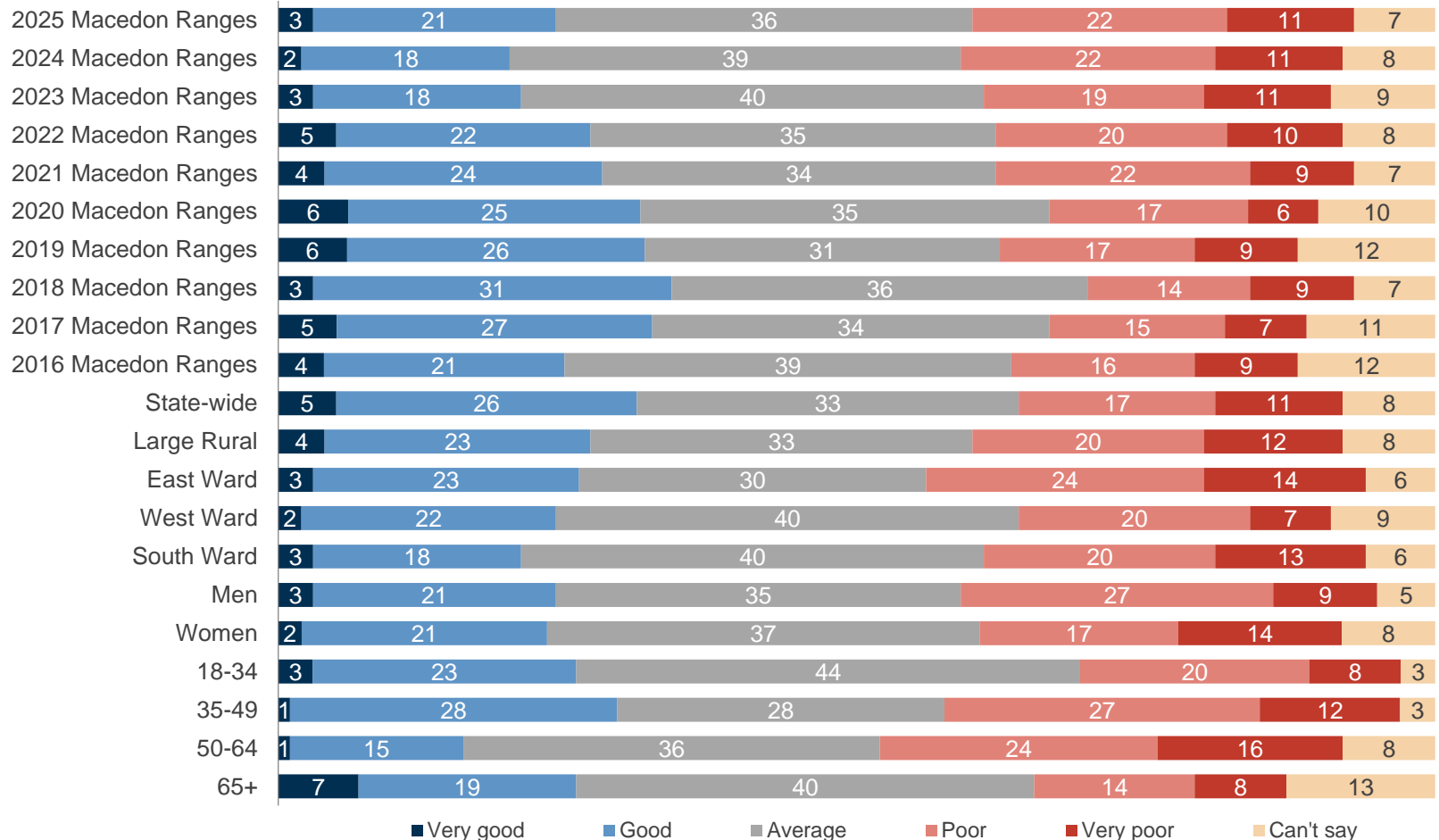
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

# Decisions made in the interest of the community performance



## 2025 community decisions made performance (%)



# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	45▲	45	48	53	57	54	56	53	53	54
Large Rural	39▲	38	40	45	50	47	47	45	43	44
65+	39▲	39	42	46	50	55	51	49	53	56
18-34	37	31	28	40	49	54	49	48	51	52
Men	33	31	33	45	48	54	49	48	47	51
East Ward	33	27	29	35	51	49	39	44	43	51
West Ward	32	36	37	48	49	58	51	47	49	48
Macedon Ranges	32	31	35	43	49	54	49	48	48	51
Women	30	30	36	42	50	53	49	49	49	52
South Ward	29	30	38	46	49	54	56	54	52	55
35-49	28	22	34	45	49	55	48	47	46	47
50-64	26▼	30	29	39	49	50	48	50	43	50

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

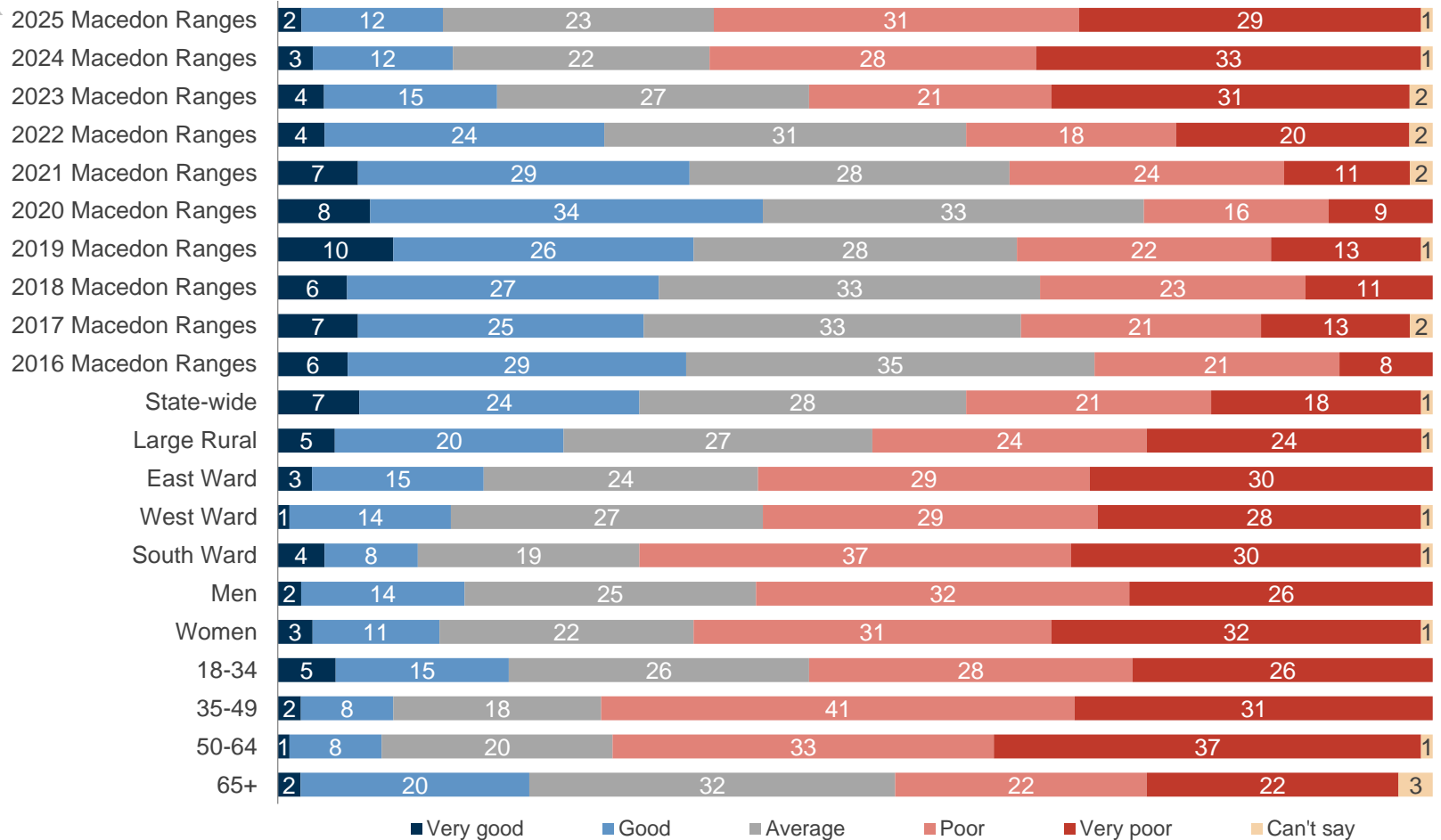
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 18

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

# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (%)





# Informing the community importance



## 2025 informing community importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	79	73	77	74	74	67	75	69	70	79
Women	78	81	78	81	80	77	81	77	77	79
South Ward	78	75	77	78	80	74	78	73	73	75
Large Rural	77	77	77	78	78	77	75	75	74	77
Macedon Ranges	76	76	77	77	78	75	76	76	74	74
50-64	76	77	80	78	78	78	75	78	80	74
State-wide	76	76	76	77	77	75	75	75	74	76
East Ward	75	76	75	78	81	77	70	78	74	70
West Ward	75	78	78	76	74	75	79	75	74	79
35-49	75	76	77	81	78	74	75	77	72	72
65+	75	79	75	77	80	79	77	78	75	74
Men	73	71	75	74	75	73	70	74	70	69

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

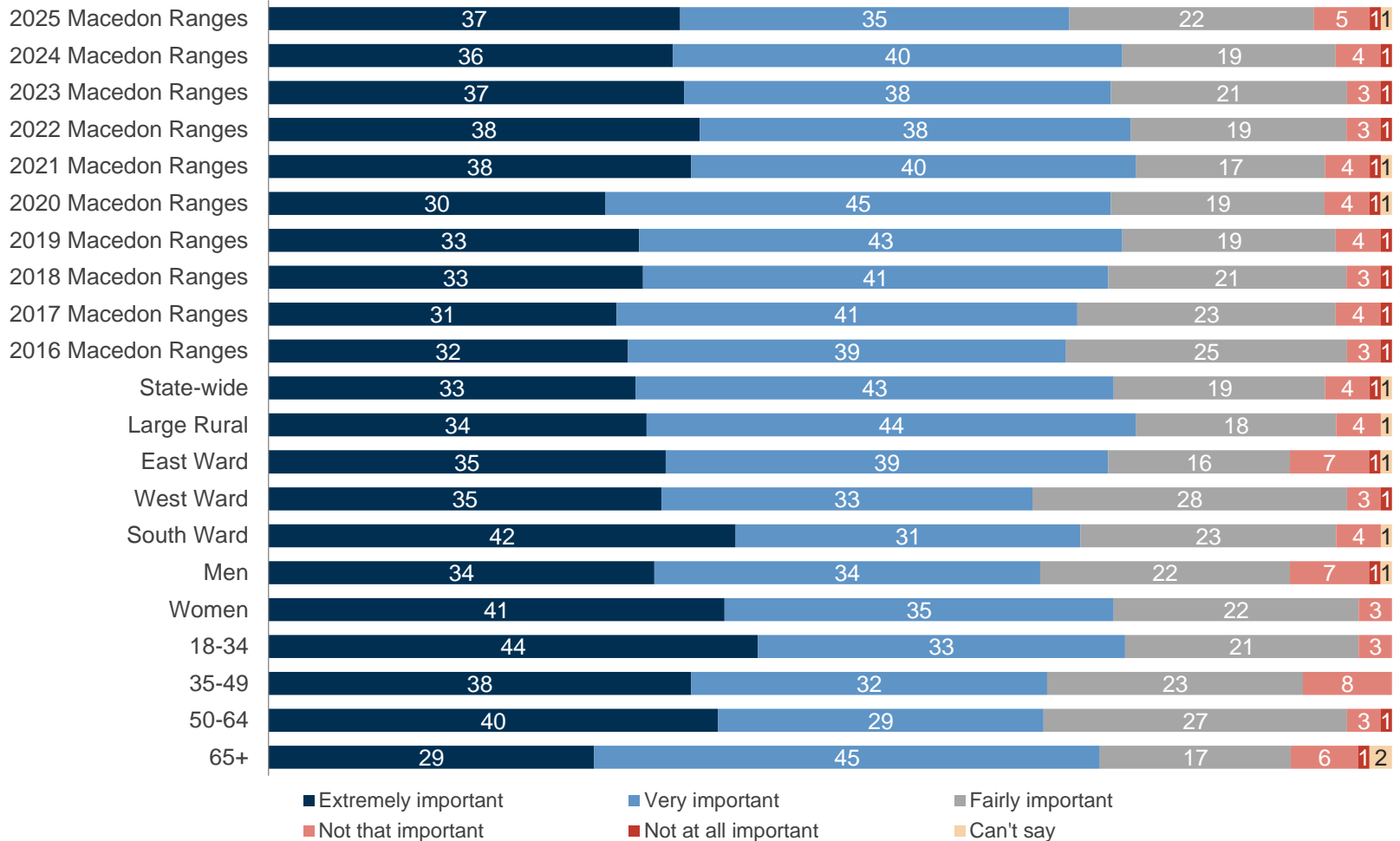
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2025 informing community importance (%)





# Informing the community performance



## 2025 informing community performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	58▲	55	45	58	53	54	63	56	57	62
State-wide	56▲	56	57	59	60	59	60	59	59	59
35-49	55	54	49	56	49	58	52	57	56	55
Large Rural	54	53	54	56	59	59	61	59	60	56
East Ward	54	49	46	54	55	51	53	54	52	59
Women	54	49	52	56	52	57	57	55	56	58
South Ward	53	52	54	54	46	55	57	56	57	56
Macedon Ranges	52	52	49	53	53	56	56	55	56	56
65+	52	51	52	52	55	58	60	57	58	55
Men	51	54	47	51	53	56	55	56	55	53
West Ward	50	53	49	51	56	62	58	57	57	50
50-64	46▼	48	50	47	53	53	51	52	52	50

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7

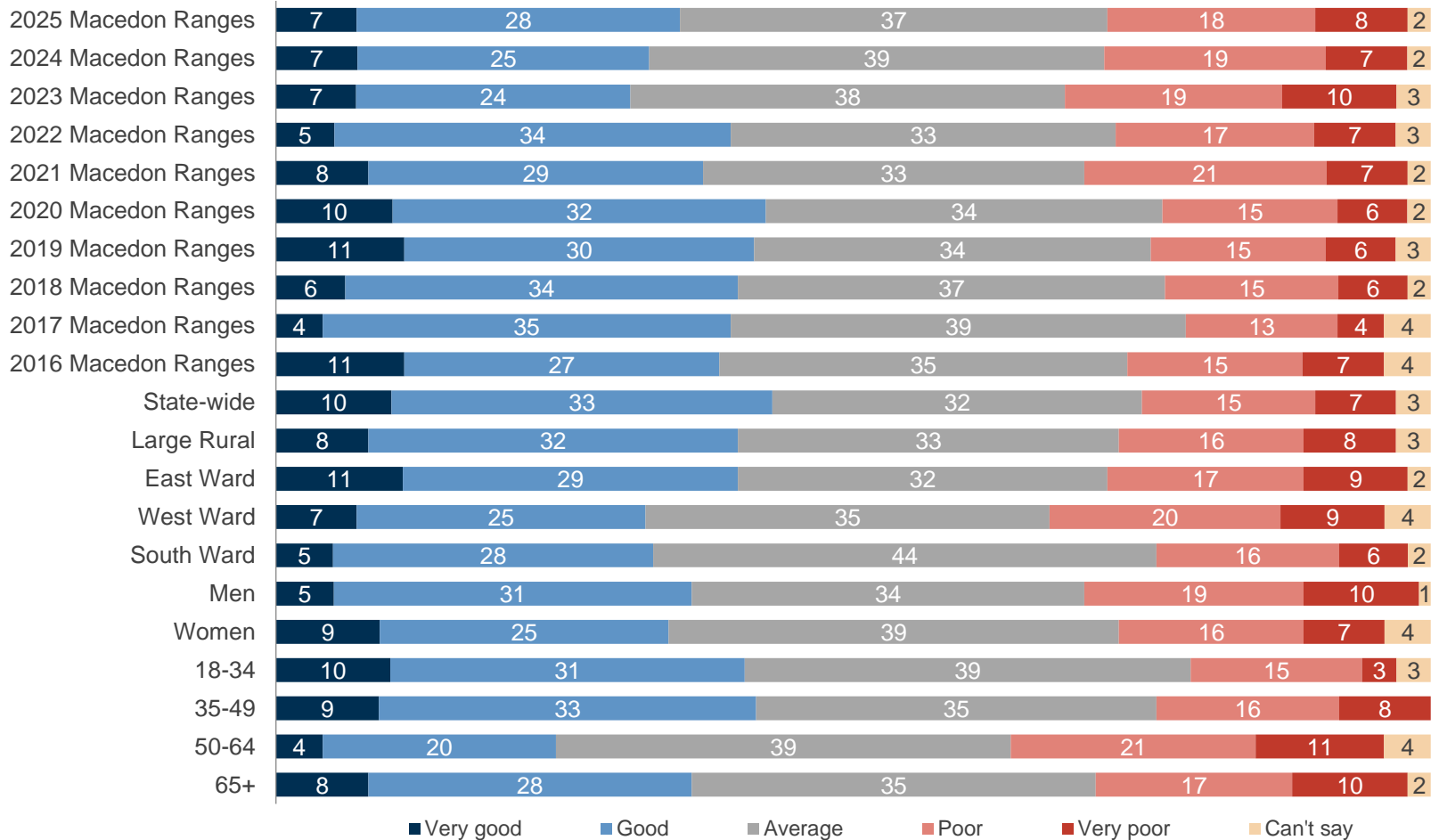
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2025 informing community performance (%)



# The condition of local streets and footpaths in your area importance



## 2025 streets and footpaths importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	84	80	85	85	79	76	80	81	79	77
Women	83	84	83	86	79	74	79	77	77	77
35-49	83	84	84	83	76	77	79	78	75	72
South Ward	83	82	86	81	78	75	77	76	75	75
Macedon Ranges	81	82	83	82	77	76	78	78	76	74
East Ward	81	82	82	84	78	77	80	79	76	72
West Ward	79	82	81	81	76	75	77	77	77	75
65+	79	81	81	79	83	81	81	80	80	72
State-wide	79	80	81	81	79	78	77	78	77	77
Men	79	80	83	78	75	77	77	79	75	70
Large Rural	79	80	80	80	79	78	77	77	75	77
18-34	76	83	84	82	69	68	71	72	70	74

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

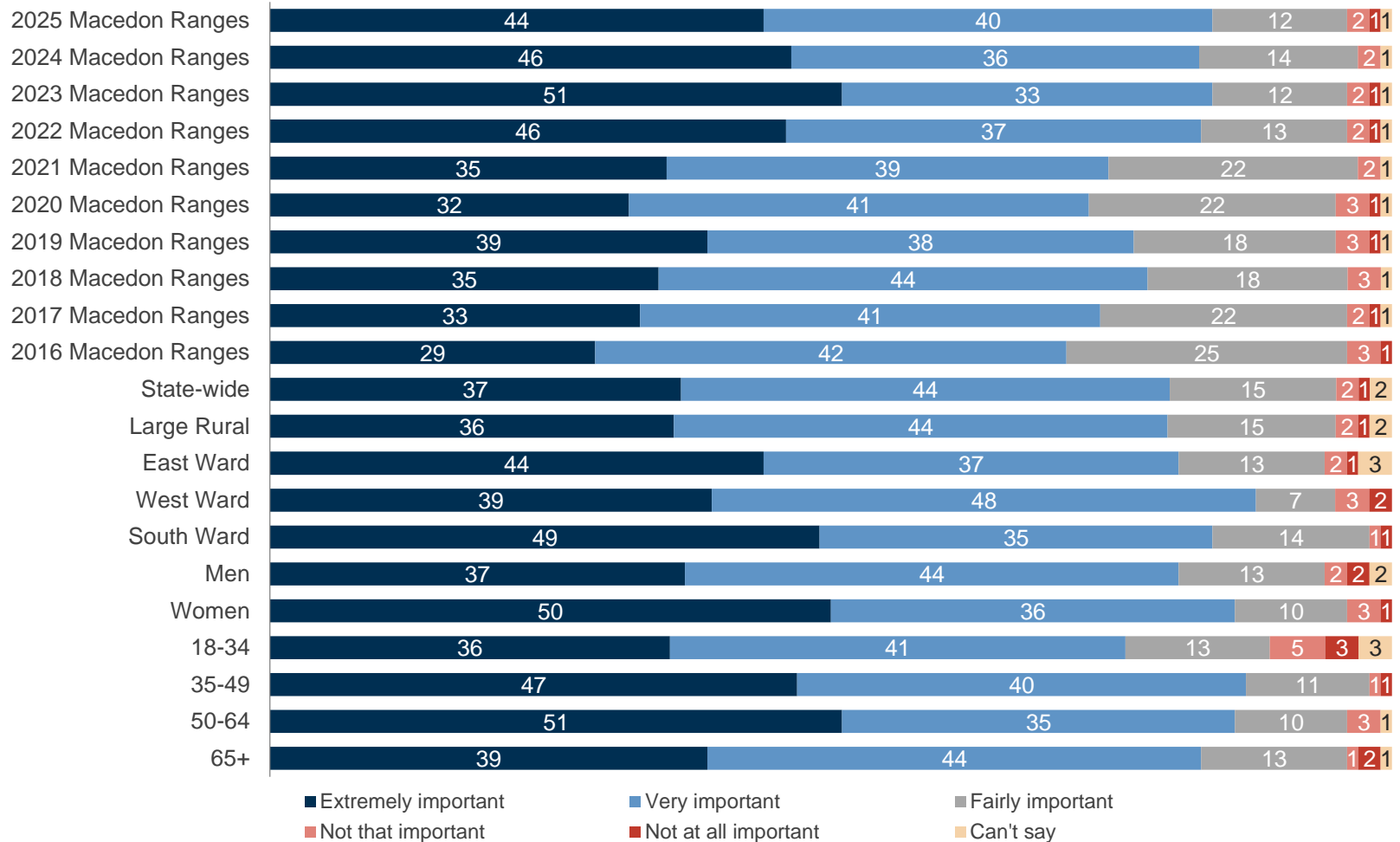
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 6

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

# The condition of local streets and footpaths in your area importance



## 2025 streets and footpaths importance (%)



# The condition of local streets and footpaths in your area performance



## 2025 streets and footpaths performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	52▲	52	52	57	59	58	59	58	57	57
Large Rural	48▲	46	47	51	55	54	55	54	53	53
East Ward	48▲	39	40	41	55	58	49	49	49	57
18-34	47	43	41	52	55	62	54	54	55	56
65+	46	44	45	44	48	52	48	49	53	55
Women	44	40	43	45	50	57	52	49	54	52
Macedon Ranges	42	41	42	47	52	56	52	52	52	54
Men	41	42	41	48	55	54	52	55	50	56
West Ward	40	42	41	51	52	53	51	50	49	49
50-64	39	38	39	43	54	53	52	53	48	52
South Ward	38	41	46	48	50	57	54	58	57	55
35-49	38	39	41	48	54	57	54	52	52	52

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

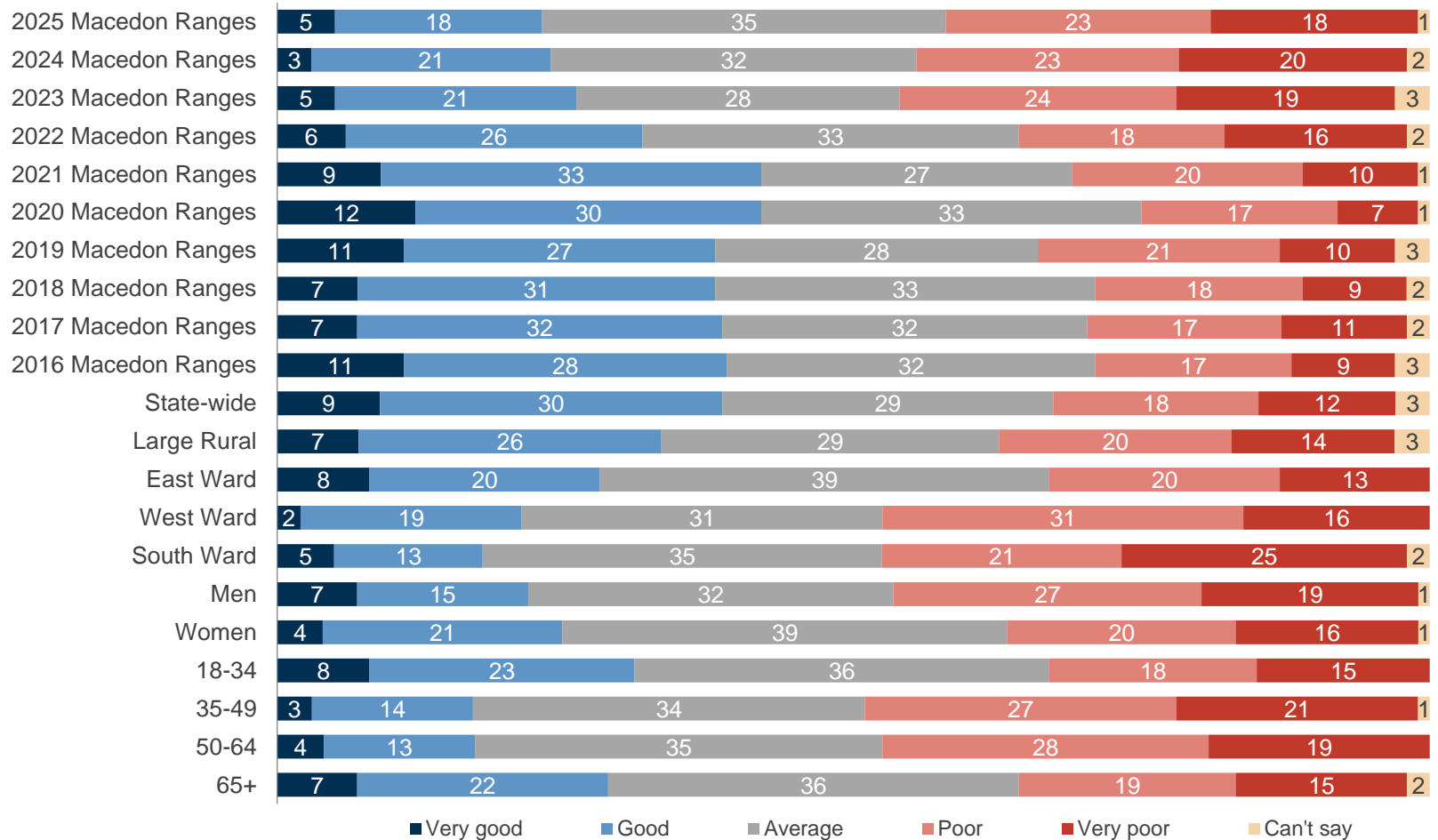
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

# The condition of local streets and footpaths in your area performance



## 2025 streets and footpaths performance (%)





## Parking facilities importance



### 2025 parking importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	70▲	71	70	72	72	71	71	71	70	70
65+	69	70	67	67	71	73	66	66	67	67
South Ward	67	68	71	70	73	67	66	66	66	65
Women	66	67	67	67	68	66	66	68	66	68
Large Rural	65	66	66	68	67	66	66	66	66	68
West Ward	65	66	65	67	64	62	64	66	65	64
Macedon Ranges	64	65	66	68	67	64	64	66	63	62
35-49	64	66	63	68	67	62	63	65	58	59
50-64	63	64	72	63	67	63	66	67	63	62
Men	63	64	64	68	65	62	62	64	60	56
East Ward	62	63	60	67	65	63	61	66	57	58
18-34	62	59	62	72	60	56	59	67	64	61

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2

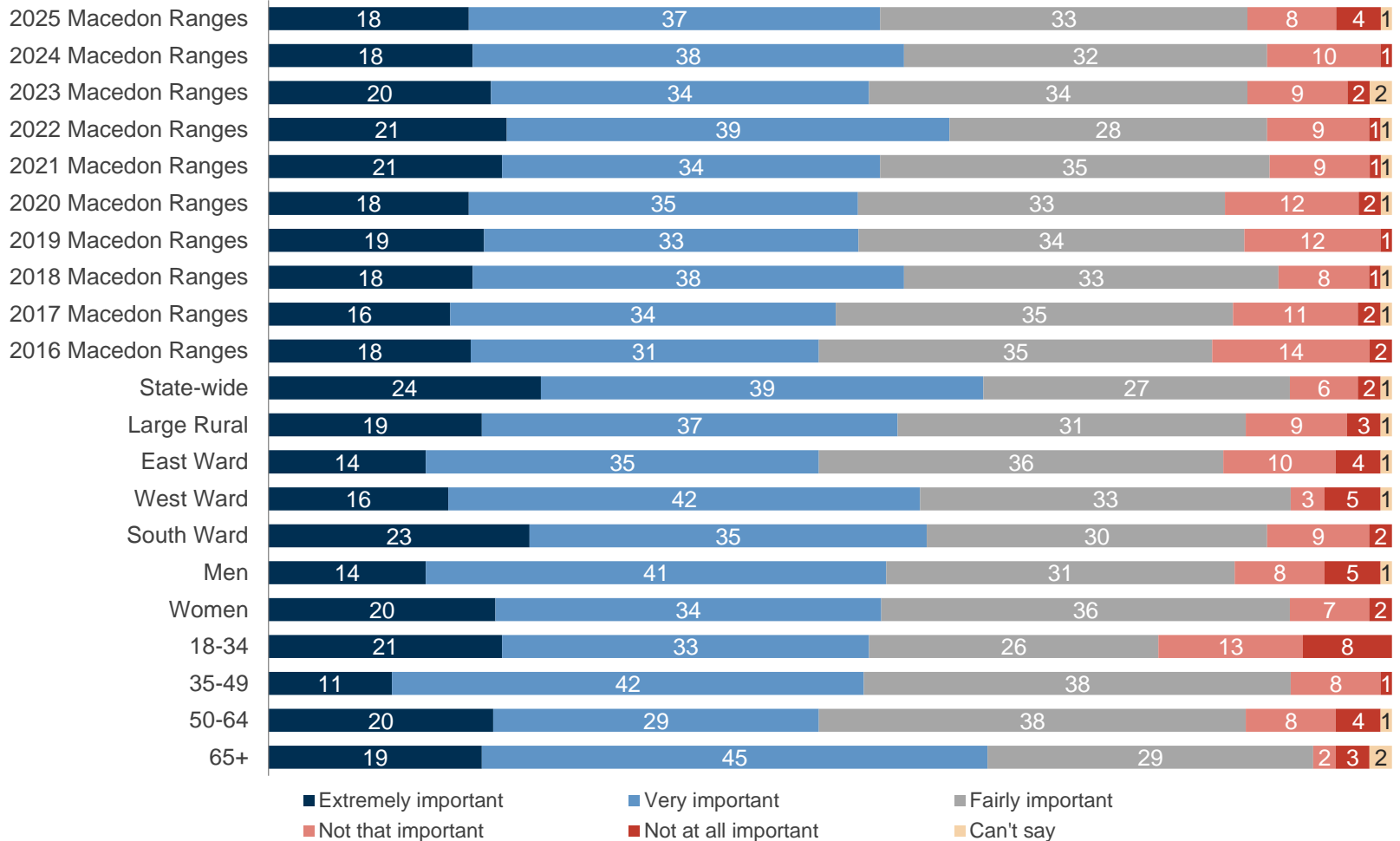
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities importance



### 2025 parking importance (%)





# Parking facilities performance



## 2025 parking performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
East Ward	57	55	53	60	57	57	60	57	61	65
35-49	54	53	60	54	57	60	55	55	63	61
State-wide	54	54	55	57	58	55	56	56	55	56
Women	54	52	54	59	55	58	56	58	57	59
Macedon Ranges	53	53	53	56	56	59	58	57	58	60
18-34	53	60	49	62	61	64	65	58	58	63
West Ward	52	58	58	56	60	63	59	59	56	57
65+	52	51	52	54	51	55	54	57	56	58
50-64	52	52	50	55	57	58	60	60	55	56
Men	52	55	52	53	57	60	60	57	60	60
Large Rural	50▼	50	51	53	56	57	58	59	60	58
South Ward	49	48	49	52	49	56	55	56	58	56

Q2. How has Council performed on 'Parking facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3

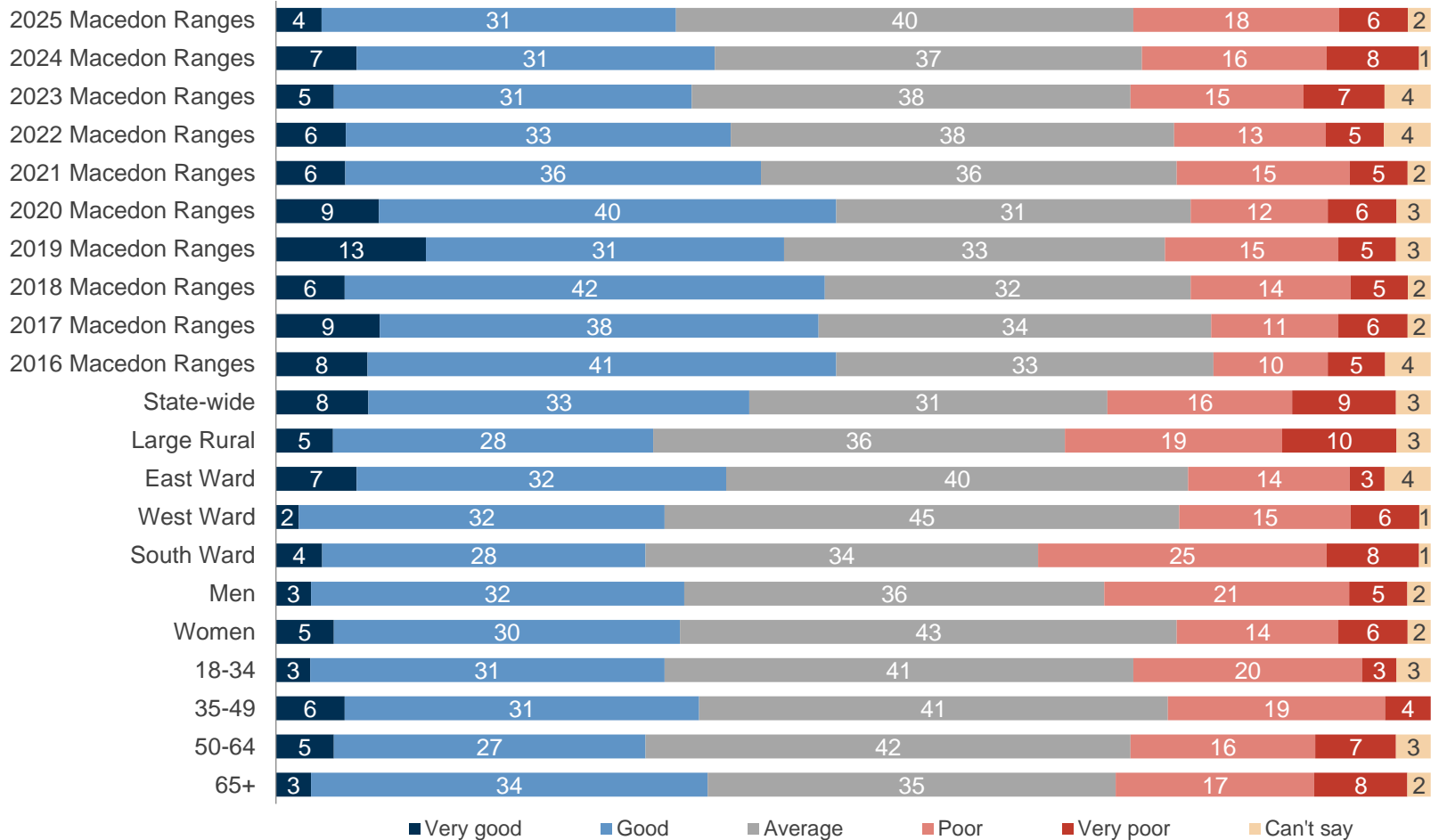
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities performance



### 2025 parking performance (%)

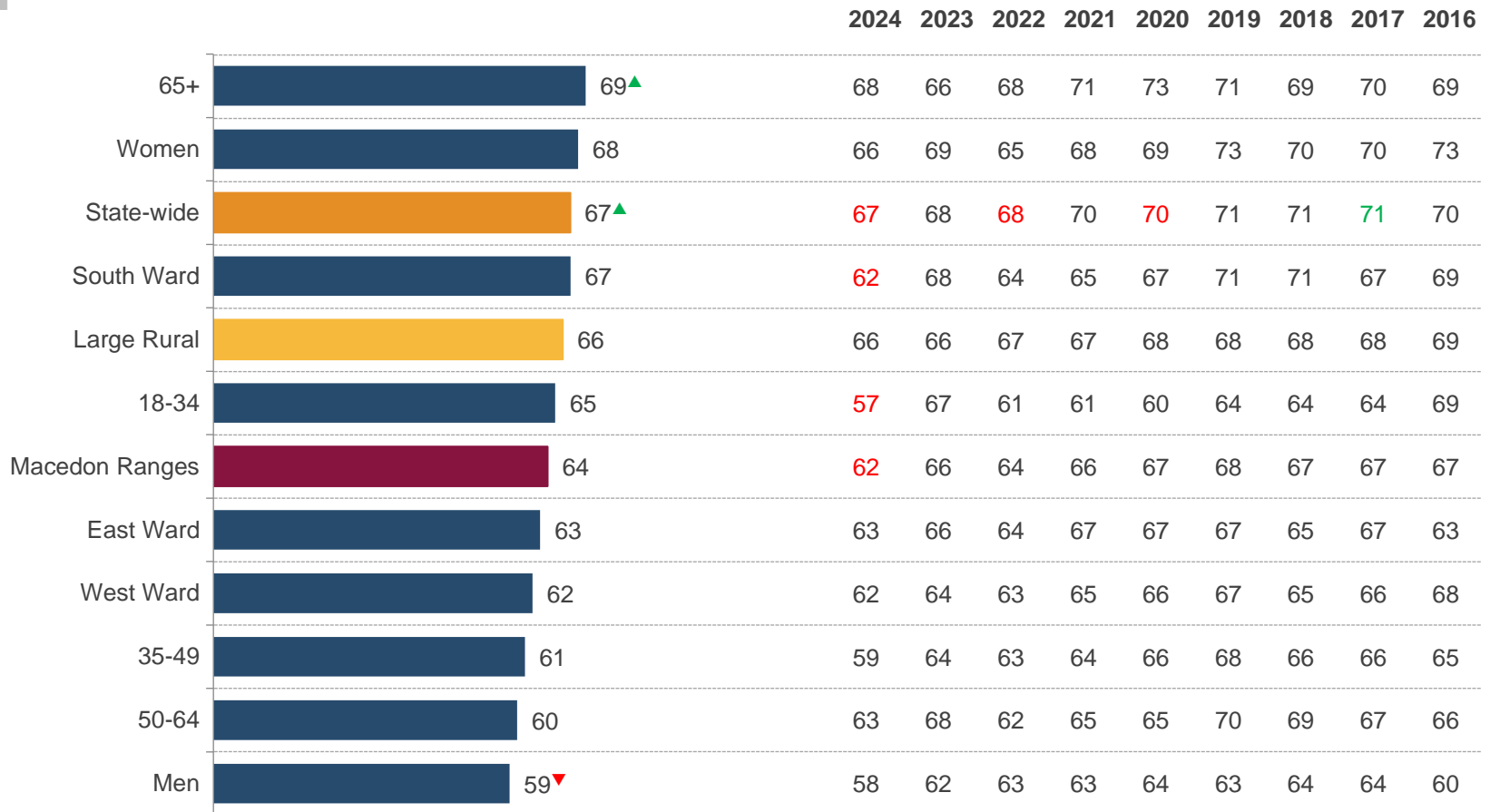




# Enforcement of local laws importance



## 2025 law enforcement importance (index scores)



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: 4

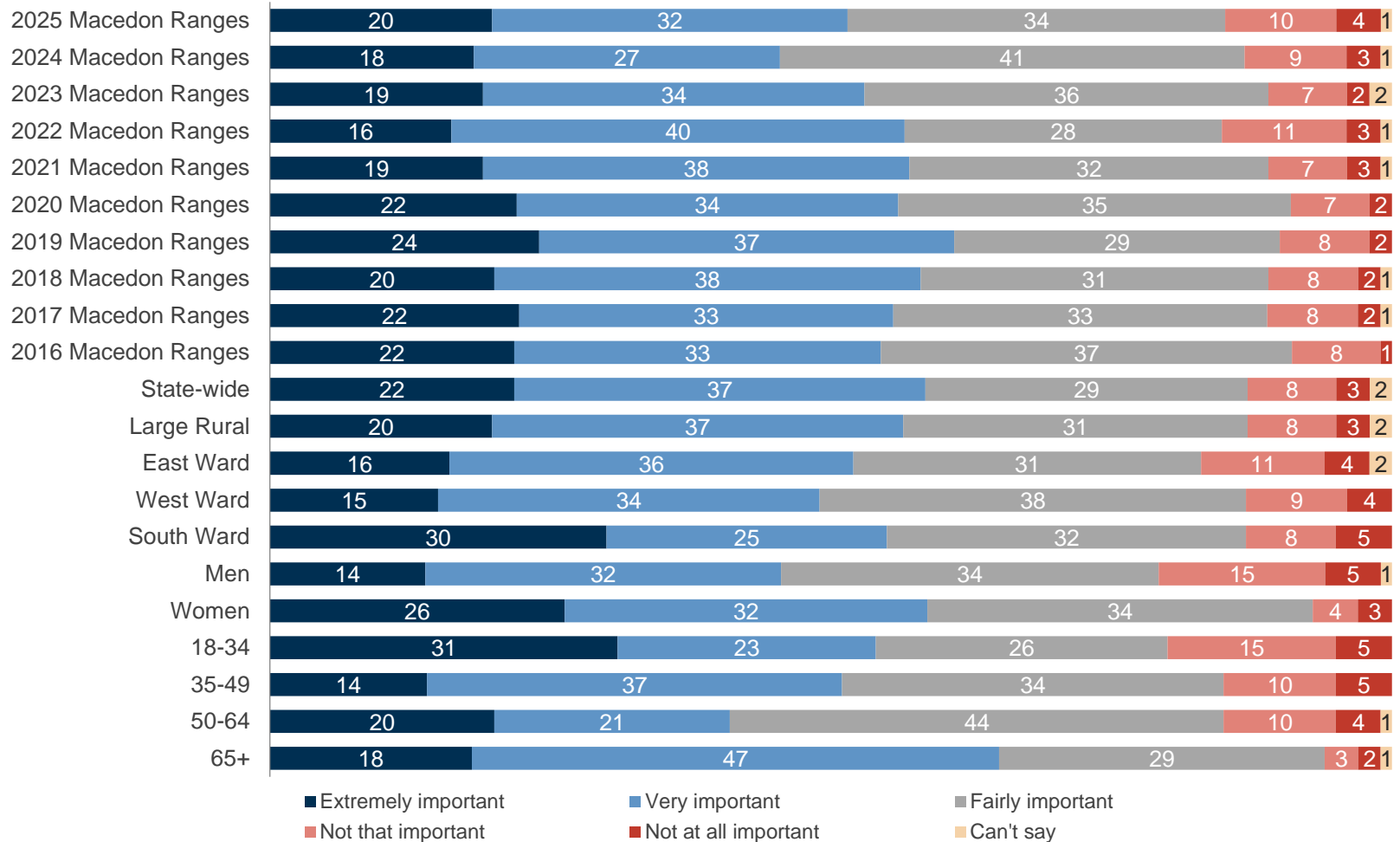
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws importance



### 2025 law enforcement importance (%)





## Enforcement of local laws performance



### 2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	62	63	62	65	60	60	63	62	60	63
Women	62	60	62	63	62	63	64	64	63	60
South Ward	62	58	61	65	60	60	65	68	64	60
18-34	60	62	60	72	68	68	70	66	64	65
Macedon Ranges	59	59	59	63	61	62	64	63	61	61
State-wide	59	61	61	63	64	63	64	64	64	63
Large Rural	59	60	61	64	64	64	64	64	63	63
East Ward	59	59	57	64	62	62	63	61	59	64
West Ward	58	60	60	61	62	63	64	60	60	60
50-64	58	55	63	57	58	60	61	64	58	59
65+	57	56	54	57	59	61	61	59	61	58
Men	57	58	56	63	61	60	63	61	58	62

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: 8

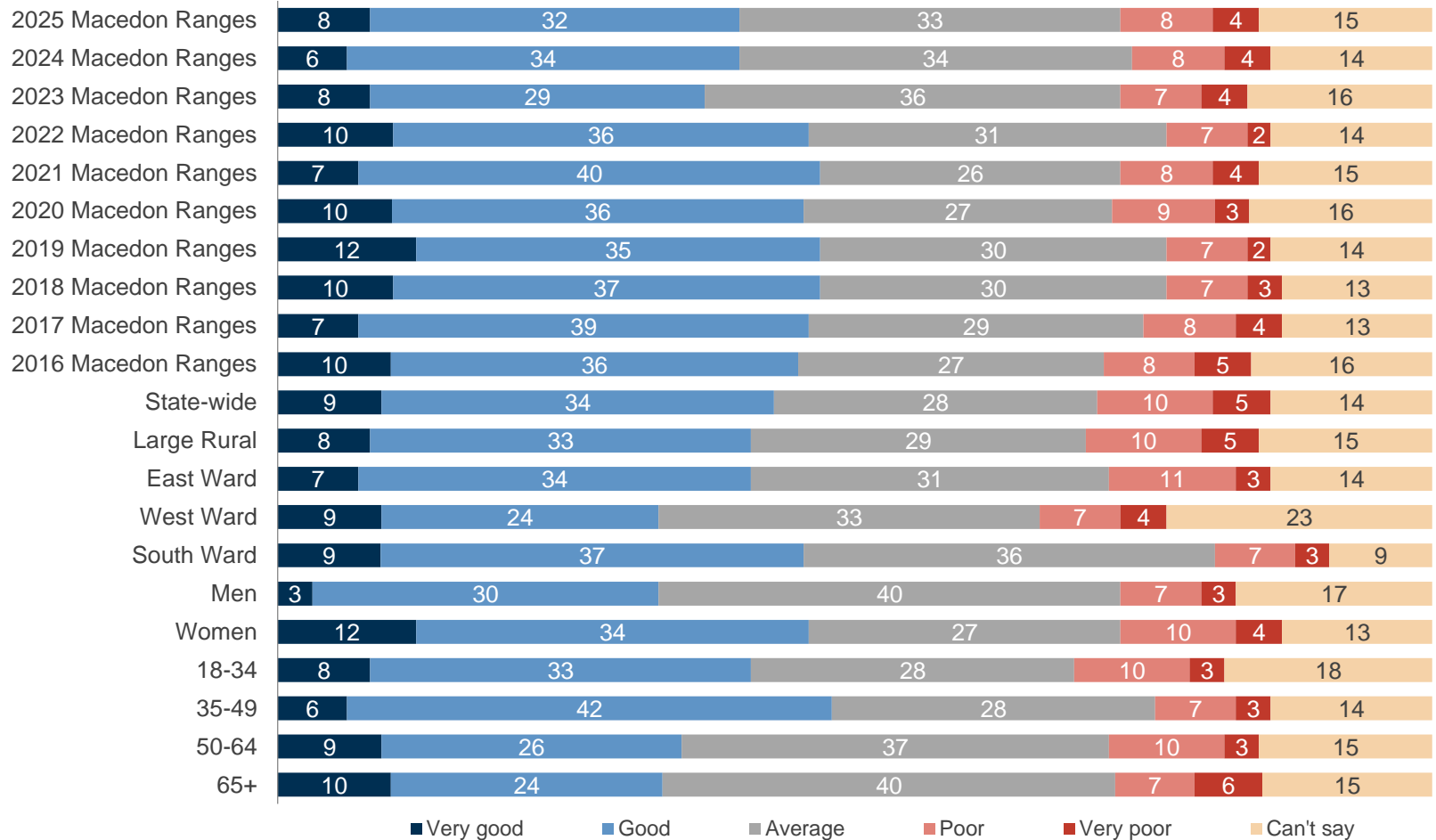
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2025 law enforcement performance (%)

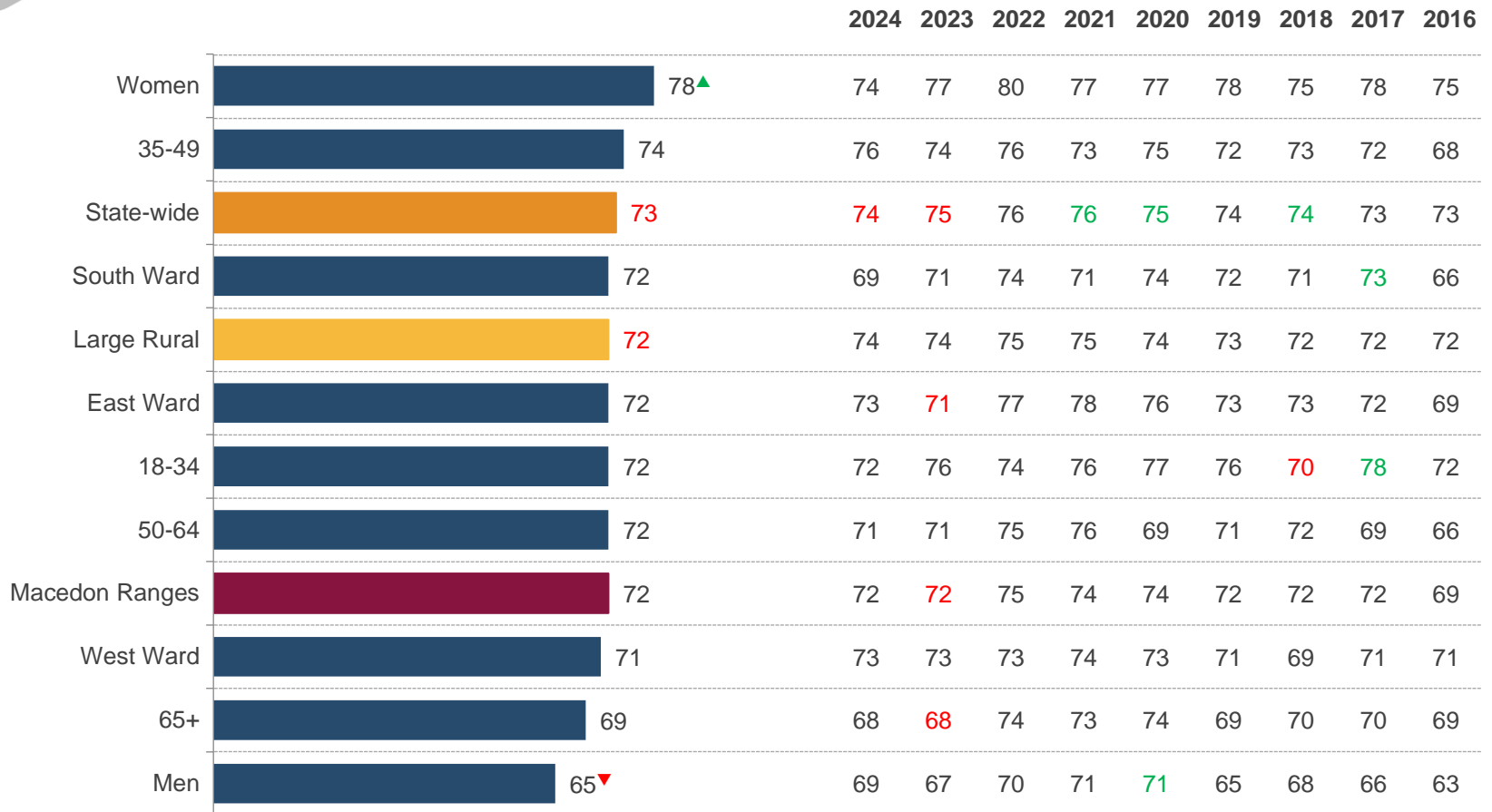




# Family support services importance



## 2025 family support importance (index scores)



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: 4

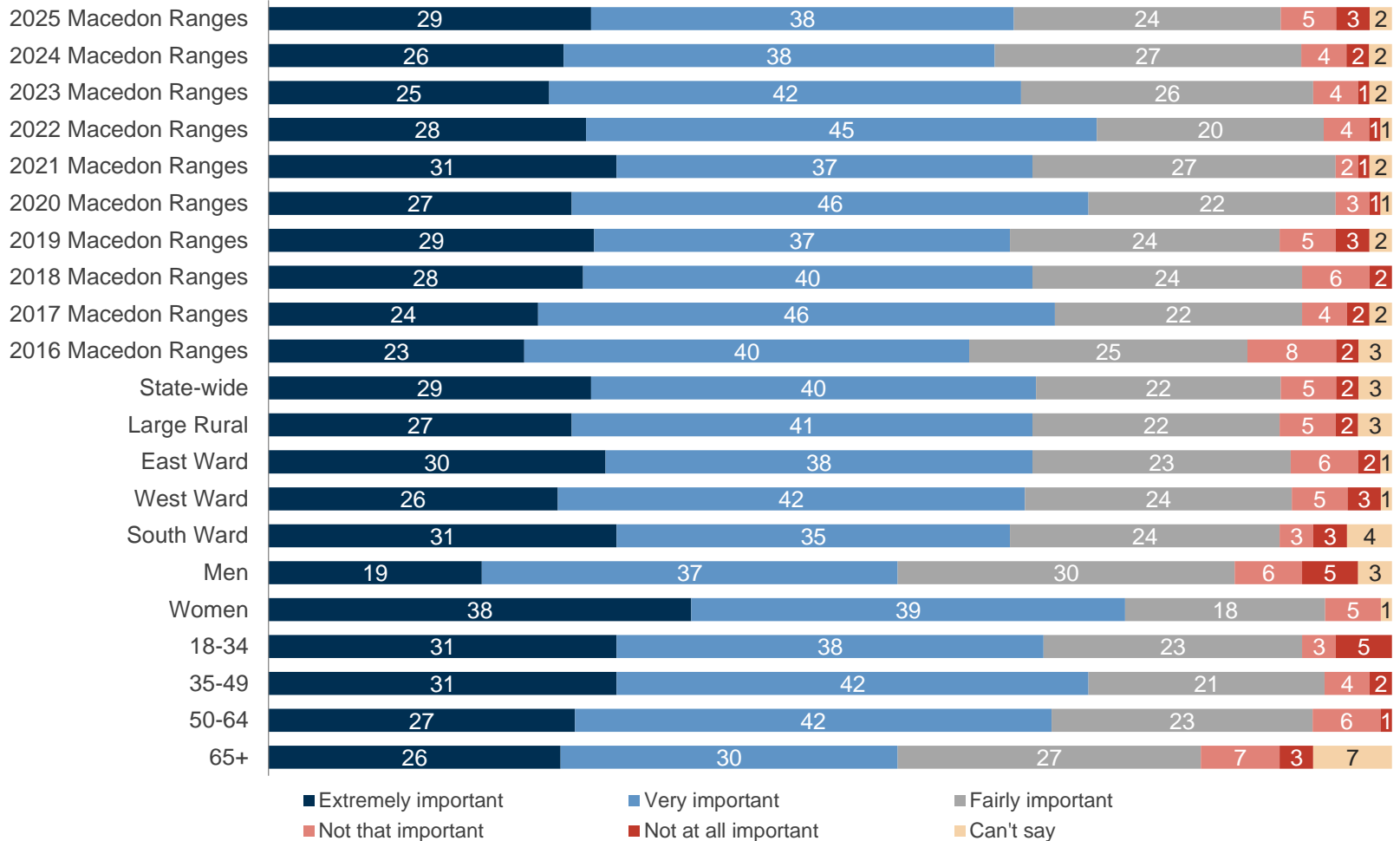
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2025 family support importance (%)





# Family support services performance



## 2025 family support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	63	58	60	66	62	65	64	64	63	63
State-wide	62▲	63	63	65	66	66	67	66	67	66
South Ward	62	61	64	64	61	64	64	64	63	57
Large Rural	61	62	61	64	66	64	65	65	65	64
18-34	60	62	57	65	66	63	67	59	67	66
Women	60	58	61	62	65	63	64	62	67	64
Macedon Ranges	59	59	59	63	63	62	64	63	65	64
East Ward	59	57	53	61	63	60	63	60	65	70
65+	58	60	58	62	61	65	65	66	69	67
Men	58	60	57	63	61	62	64	64	63	63
West Ward	57	59	60	63	65	63	66	64	68	62
50-64	54▼	57	64	55	64	54	58	63	60	57

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: 7

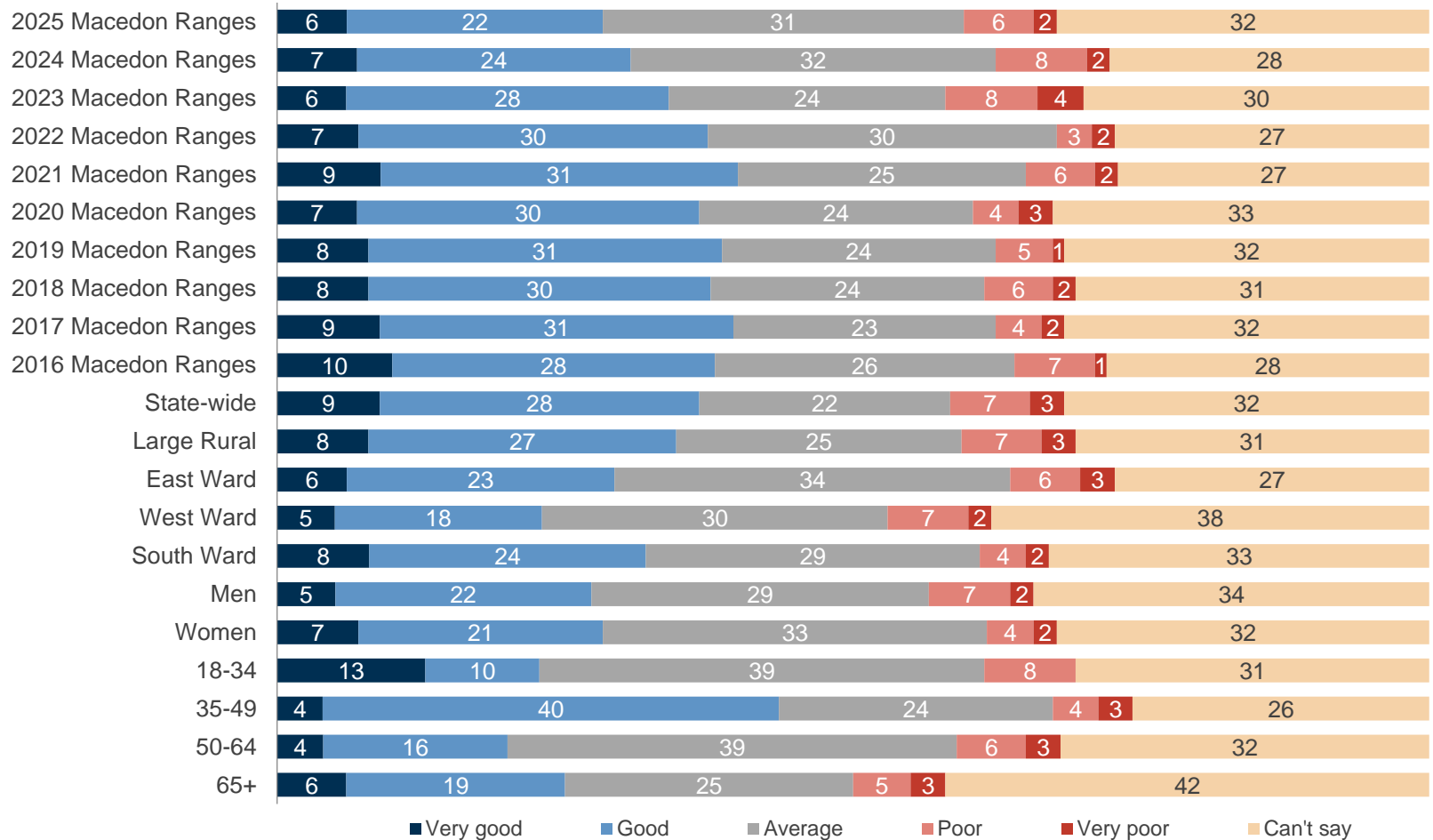
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



## 2025 family support performance (%)





# Elderly support services importance



## 2025 elderly support importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	83▲	82	81	85	81	80	83	81	81	80
18-34	82	77	80	79	78	75	75	77	73	79
South Ward	81	77	79	82	80	75	78	79	80	72
35-49	80	80	78	85	77	75	78	79	77	71
State-wide	79	80	80	82	82	80	80	79	78	78
Large Rural	79	79	79	81	80	80	79	78	78	78
Macedon Ranges	78	78	78	81	79	77	78	79	77	75
East Ward	78	78	77	84	77	79	78	81	76	76
50-64	77	77	79	81	82	77	81	81	79	75
West Ward	77	78	77	79	79	76	77	77	76	78
65+	76	78	76	80	80	80	77	80	80	77
Men	74▼	74	74	78	77	74	73	78	73	70

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 2

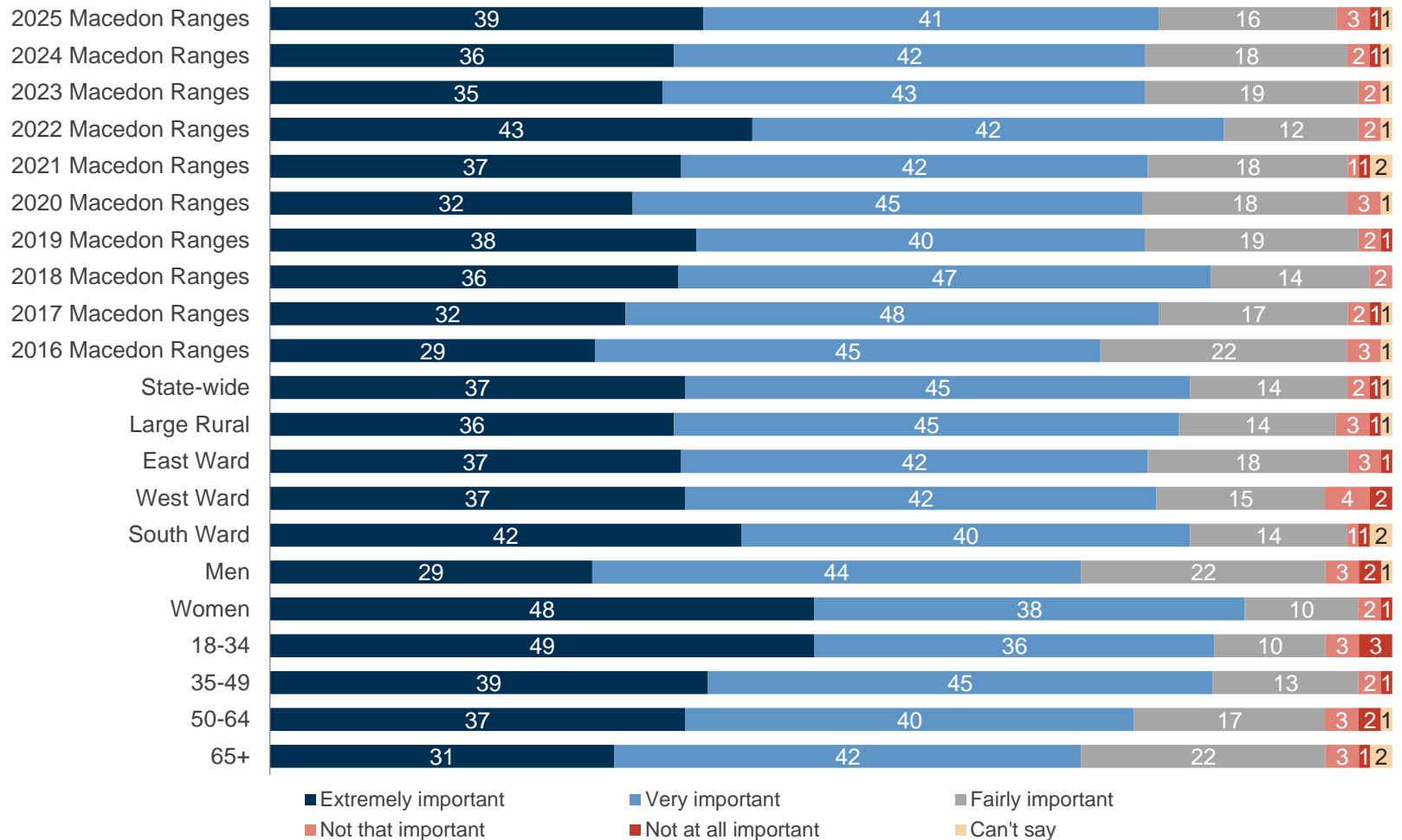
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



## 2025 elderly support importance (%)





# Elderly support services performance



## 2025 elderly support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Large Rural	63▲	62	63	65	68	67	67	67	67	66
State-wide	63▲	63	63	67	69	68	68	68	68	68
18-34	61	54	49	66	66	58	67	57	67	67
East Ward	60	54	51	57	58	54	59	56	62	67
Men	58	59	53	61	62	63	64	63	64	63
South Ward	56	56	57	64	62	70	65	69	70	63
Macedon Ranges	56	54	54	59	63	63	64	63	66	64
65+	56	56	54	56	59	67	64	65	71	65
35-49	55	55	58	61	64	63	64	64	61	65
Women	54	50	56	57	64	63	64	63	67	65
50-64	54	52	56	55	63	65	59	65	63	59
West Ward	51	53	56	57	66	64	68	65	65	61

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

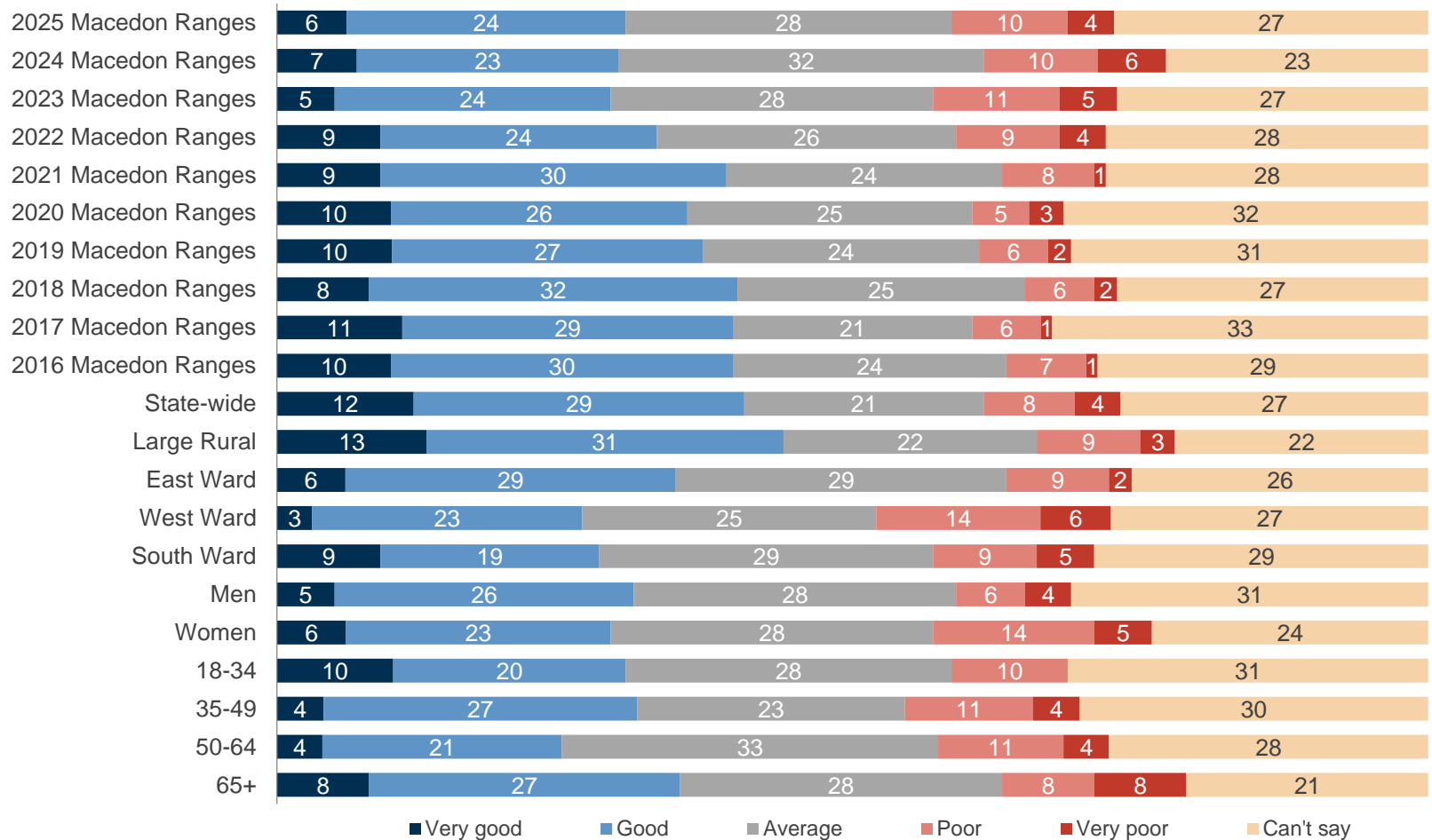
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



## 2025 elderly support performance (%)

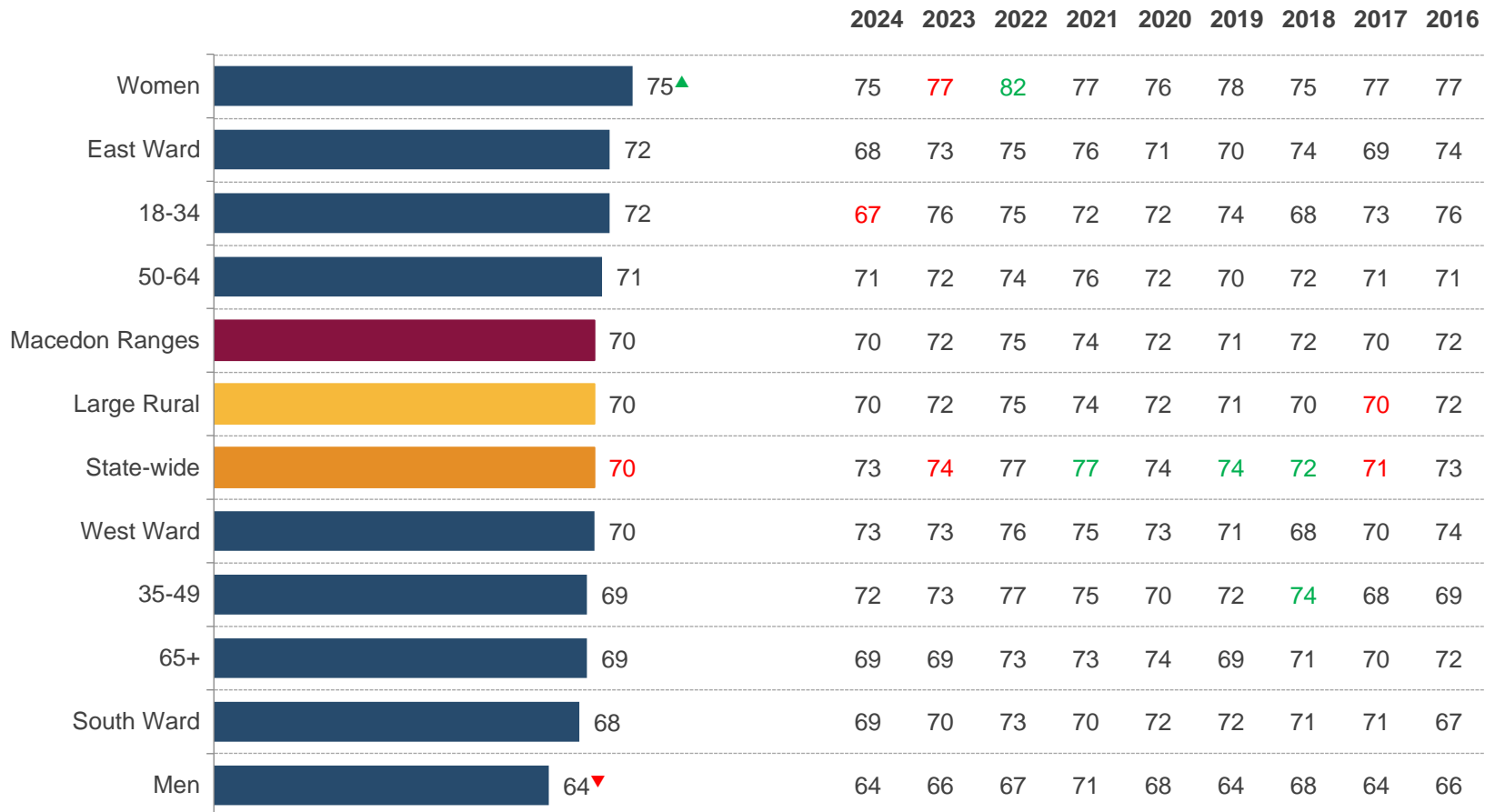




# Disadvantaged support services importance



## 2025 disadvantaged support importance (index scores)



Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 2 Councils asked group: 1

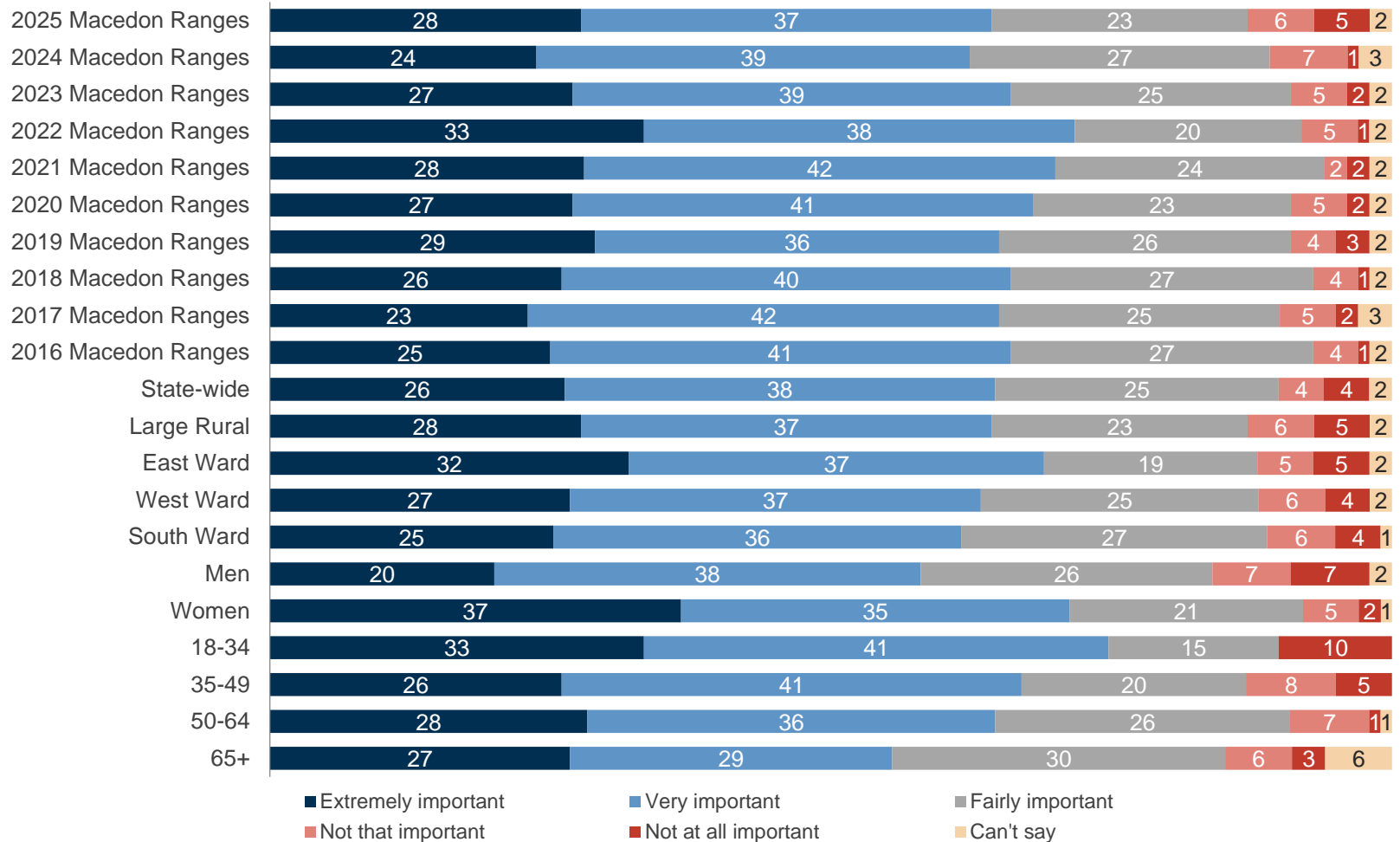
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services importance



## 2025 disadvantaged support importance (%)





# Disadvantaged support services performance



## 2025 disadvantaged support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	60▲	56	44	68	68	59	61	58	64	64
Large Rural	58▲	59	58	62	64	61	61	61	61	61
State-wide	58▲	58	59	62	63	60	62	61	61	61
Women	56	52	52	54	63	57	54	56	59	58
West Ward	55	54	50	60	65	59	62	58	58	60
South Ward	55	55	58	61	63	61	58	60	60	59
Macedon Ranges	54	55	53	58	63	58	58	58	58	60
35-49	54	53	55	57	64	60	57	59	56	59
65+	54	56	53	56	59	59	61	61	61	61
East Ward	53	55	49	53	58	55	55	56	57	62
Men	53	58	54	63	62	60	62	60	57	63
50-64	51	53	59	51	59	54	51	54	50	56

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2

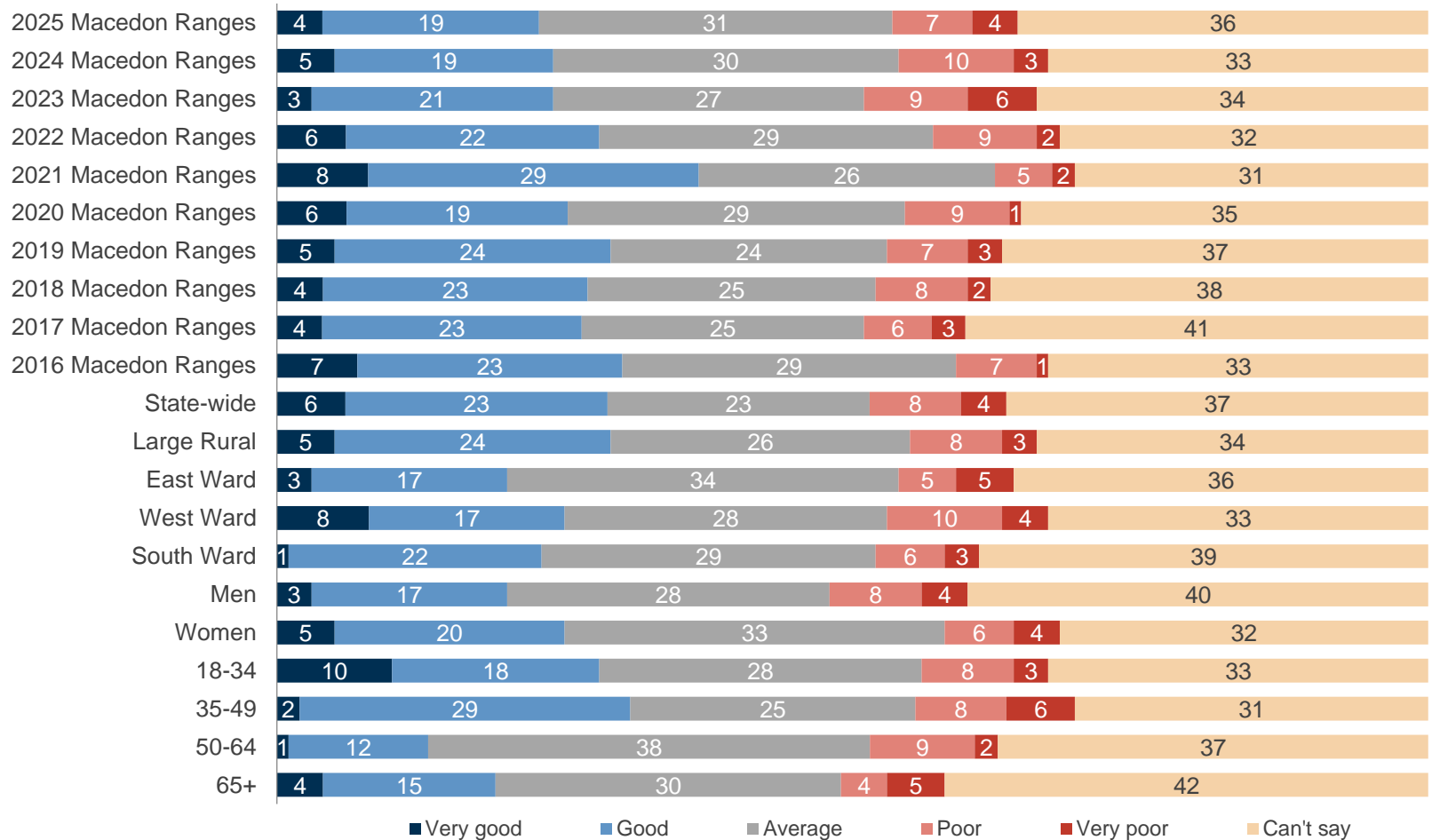
Note: Please see Appendix A for explanation of significant differences.



## Disadvantaged support services performance



### 2025 disadvantaged support performance (%)





## Recreational facilities importance



### 2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
South Ward	75	73	80	75	72	74	73	72	74	72
Women	74	74	75	76	74	72	75	75	75	74
35-49	74	74	77	80	77	75	75	76	77	72
East Ward	73	75	72	71	75	72	72	74	72	72
18-34	73	73	78	68	67	67	72	69	73	74
State-wide	73	73	73	74	74	72	72	73	72	73
Macedon Ranges	73	73	74	73	72	72	71	73	73	71
50-64	72	74	74	73	75	74	71	73	73	74
Large Rural	72	73	73	74	73	72	72	74	72	72
65+	71	72	69	71	70	73	68	74	68	66
Men	71	72	72	71	71	73	68	72	71	69
West Ward	69	71	69	74	70	71	70	73	73	69

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

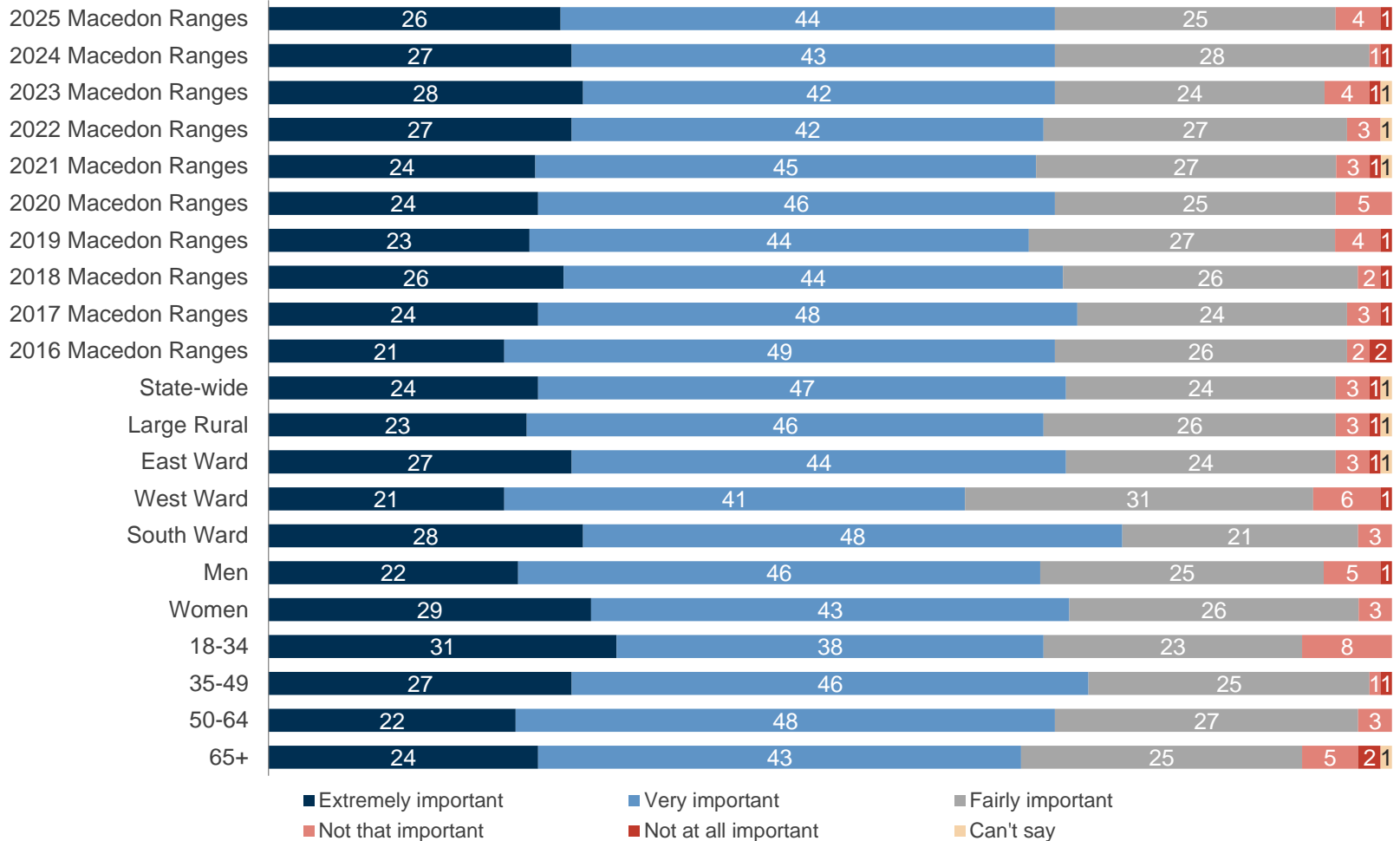
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



## 2025 recreational facilities importance (%)





# Recreational facilities performance



## 2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
South Ward	72▲	66	65	64	67	70	70	69	71	69
65+	68	66	68	64	66	71	70	71	71	72
State-wide	67	68	68	69	71	70	70	69	70	69
18-34	67	68	59	66	66	68	66	62	73	71
Women	67	63	64	64	66	70	67	65	69	69
35-49	66	58	61	58	65	69	68	66	66	68
Macedon Ranges	66	64	63	62	67	68	68	67	69	69
Large Rural	65	64	65	66	68	67	68	66	66	65
Men	65	65	63	61	68	67	69	69	68	69
50-64	63	63	62	62	70	66	67	68	66	65
East Ward	63	61	61	61	65	66	64	63	65	69
West Ward	63	64	64	61	68	69	69	69	70	69

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11

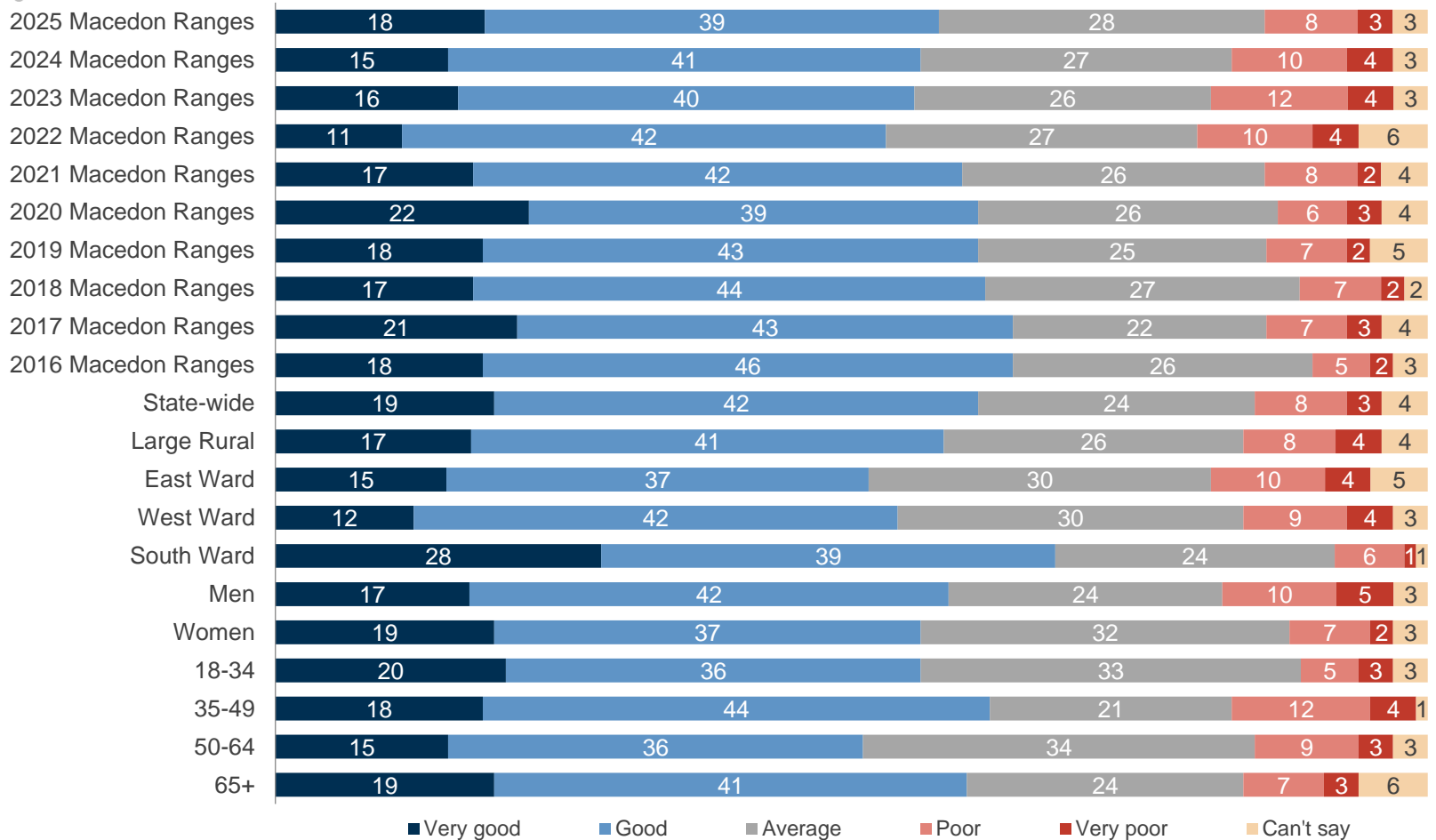
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2025 recreational facilities performance (%)





# The appearance of public areas importance



## 2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
South Ward	77	76	77	76	75	73	74	74	73	74
Women	77	76	74	77	77	75	75	73	74	75
18-34	76	69	73	78	71	71	71	70	71	70
50-64	75	72	74	79	77	74	75	75	75	71
East Ward	75	73	70	79	77	75	72	73	73	69
Macedon Ranges	75	74	73	77	74	73	73	74	73	72
65+	75	74	72	74	76	77	74	75	72	72
35-49	74	79	73	77	72	71	72	74	72	73
State-wide	74	74	74	75	75	74	73	74	74	74
Men	74	71	72	77	71	72	71	74	71	69
Large Rural	73	74	73	75	75	73	73	73	73	74
West Ward	73	72	71	76	71	72	73	74	72	72

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: 8

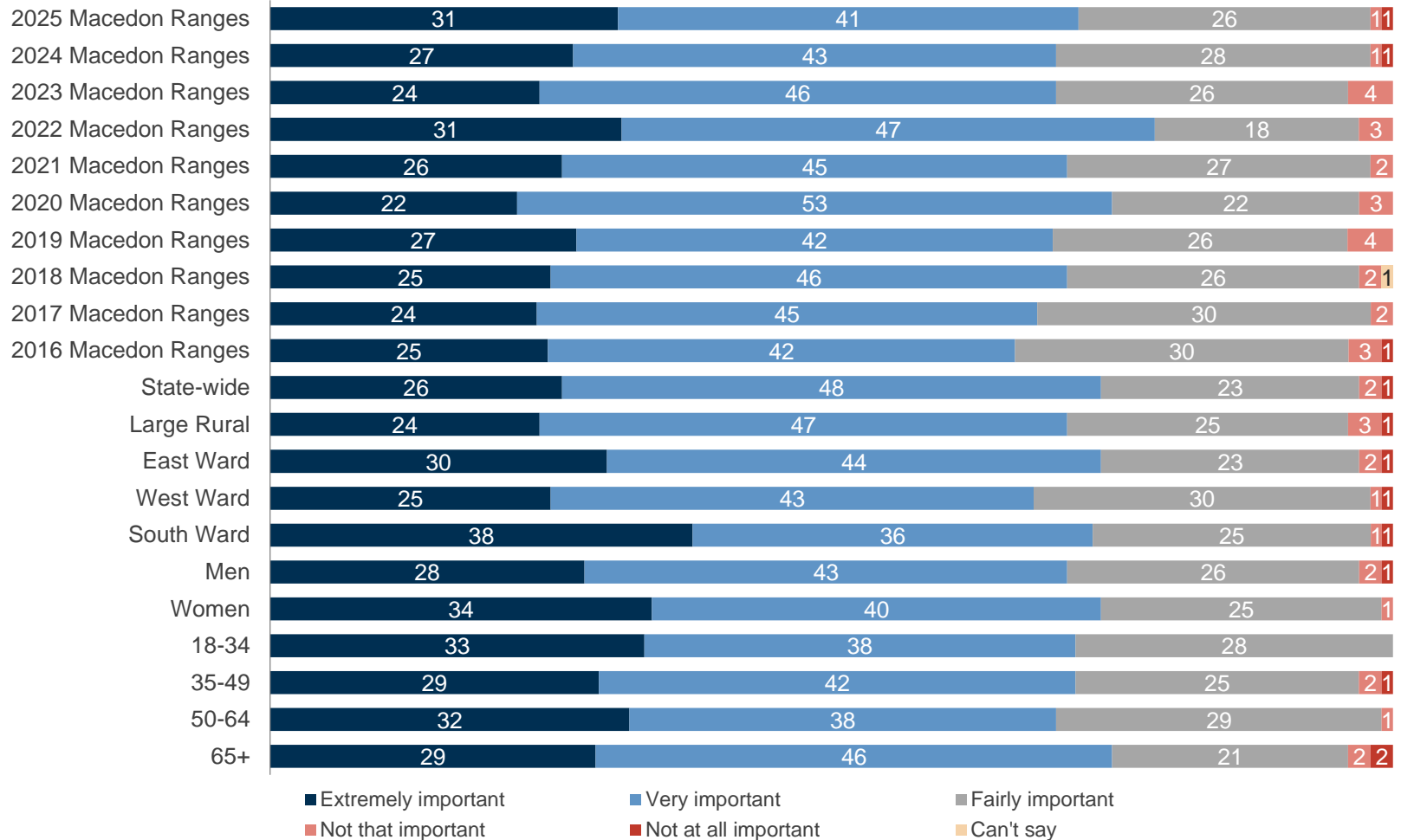
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2025 public areas importance (%)





# The appearance of public areas performance



## 2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
East Ward	70	64	60	63	65	70	70	63	69	75
18-34	69	64	58	76	69	79	69	69	77	75
State-wide	68	68	67	71	73	72	72	71	71	71
65+	67	68	65	65	68	72	68	67	70	69
Men	67	67	62	67	70	73	67	68	70	69
35-49	66	65	63	64	68	72	74	66	74	72
Macedon Ranges	66	65	63	66	68	73	70	68	72	71
Large Rural	66	66	65	67	70	71	70	69	69	69
Women	66	63	63	66	66	73	72	68	73	73
South Ward	64	66	65	71	69	75	72	72	72	69
West Ward	64	66	63	65	70	73	67	70	73	68
50-64	63	63	62	61	68	70	67	70	66	69

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: 11

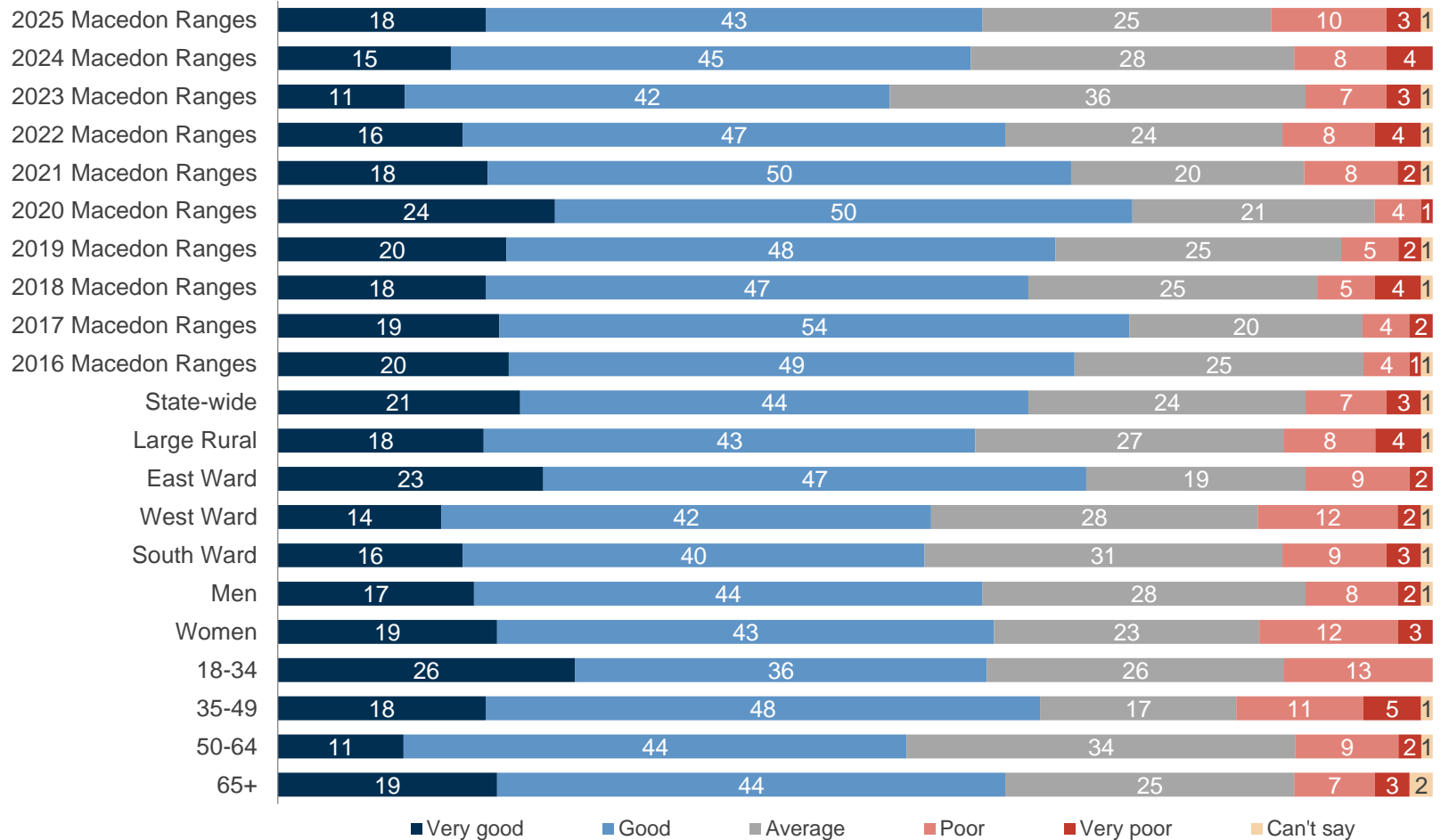
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



## 2025 public areas performance (%)





# Art centres and libraries importance



## 2025 art centres and libraries importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	67▲	66	67	68	71	65	68	66	69	68
18-34	64	62	64	60	58	57	61	56	62	57
65+	64	63	63	64	66	71	68	66	66	64
East Ward	64	64	60	63	64	63	60	60	64	59
State-wide	63	64	65	67	67	65	65	65	64	66
Macedon Ranges	62	63	63	63	65	63	64	63	64	62
West Ward	62	64	65	66	66	63	68	64	66	65
Large Rural	61	64	64	64	66	64	64	62	63	63
35-49	61	67	66	64	69	63	65	66	66	62
50-64	61	58	60	64	64	60	62	65	61	64
South Ward	61	60	65	62	64	63	64	67	62	62
Men	58▼	59	59	59	59	61	60	61	59	55

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: 5

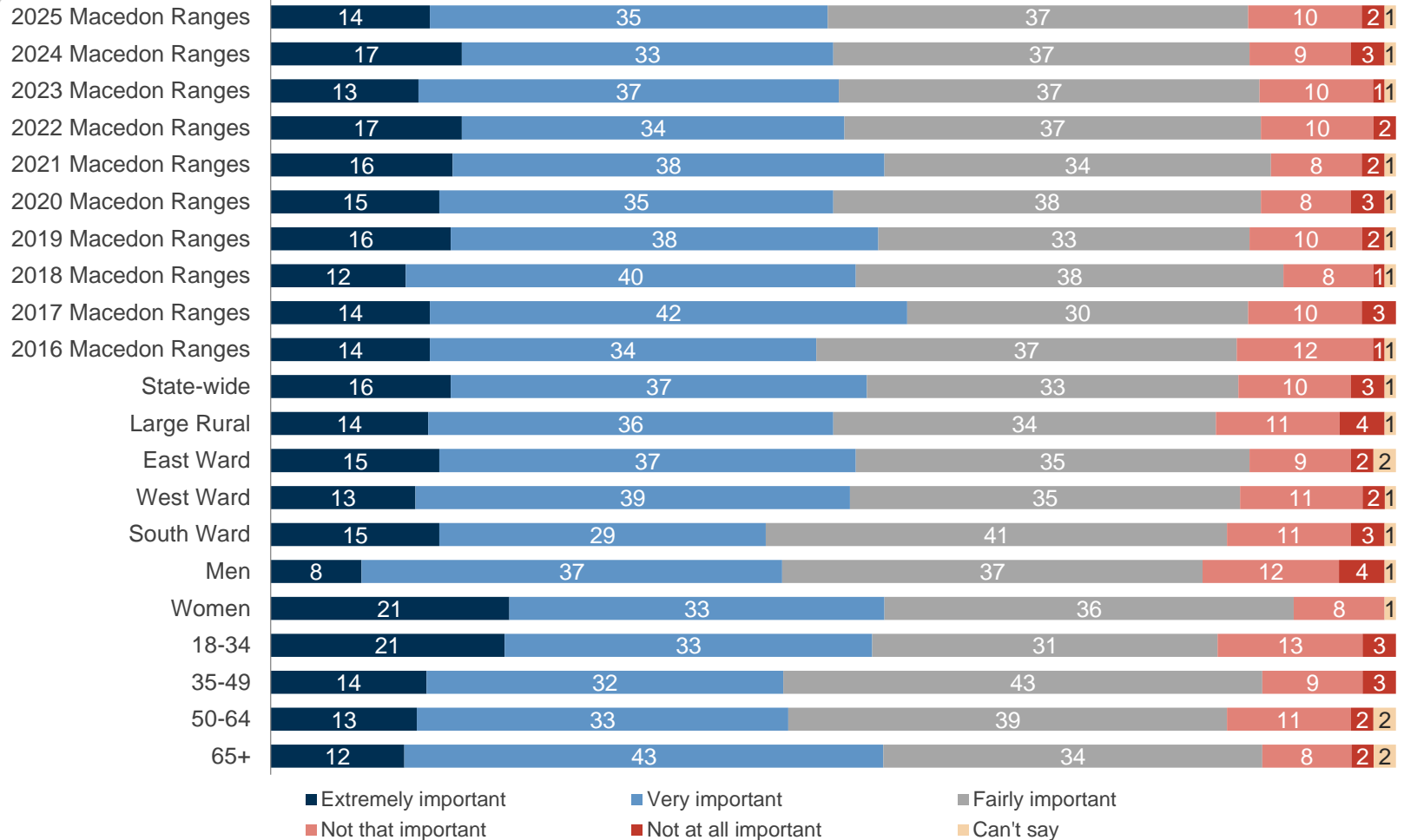
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



## 2025 art centres and libraries importance (%)





# Art centres and libraries performance



## 2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	73▲	73	73	73	73	74	74	74	73	72
Large Rural	71▲	71	69	72	73	72	73	71	70	70
35-49	71	70	67	64	68	73	74	69	71	67
65+	70	69	67	68	71	74	70	68	69	69
West Ward	69	69	68	66	70	73	73	68	73	69
East Ward	68	67	62	66	68	65	67	66	67	70
Macedon Ranges	68	67	65	66	69	71	70	67	68	67
Men	67	69	61	63	67	69	68	66	64	64
Women	67	65	69	68	71	72	72	68	72	69
18-34	66	63	58	68	68	67	69	63	70	68
South Ward	65	65	64	66	69	73	70	67	65	62
50-64	64	65	65	62	69	66	65	68	64	64

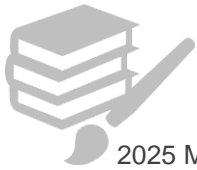
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

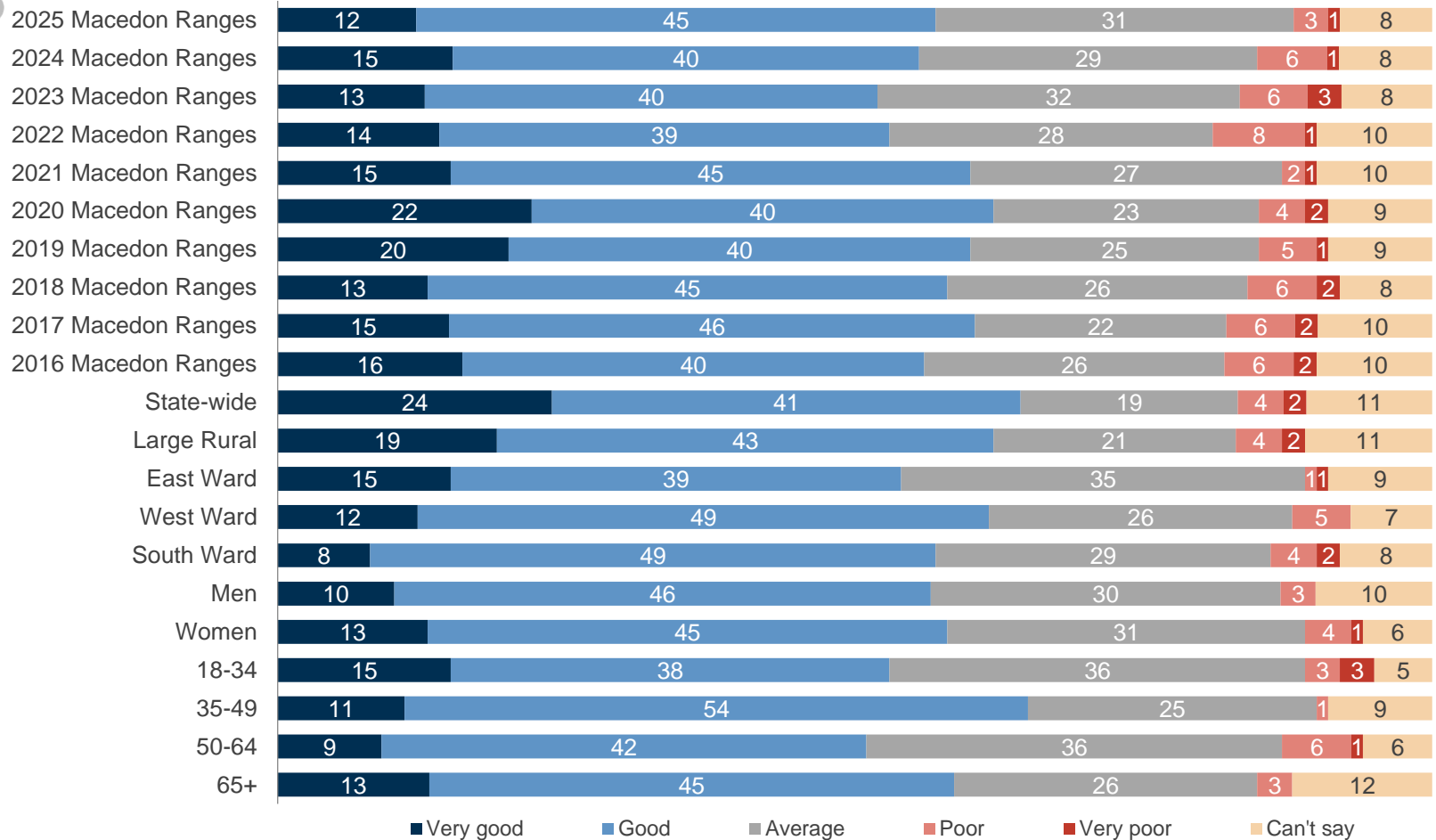
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2025 art centres and libraries performance (%)

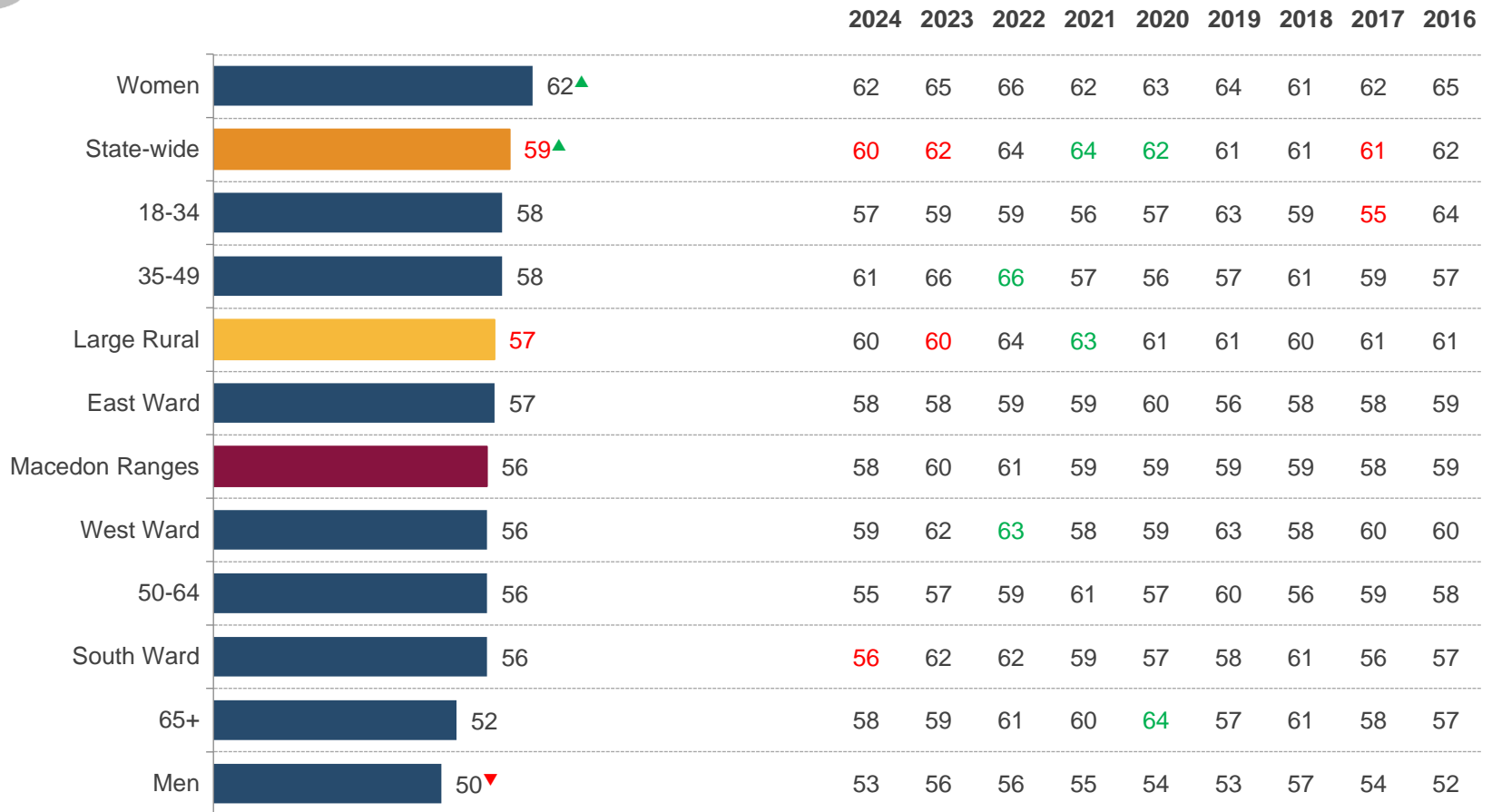




# Community and cultural activities importance



## 2025 community and cultural activities importance (index scores)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 4

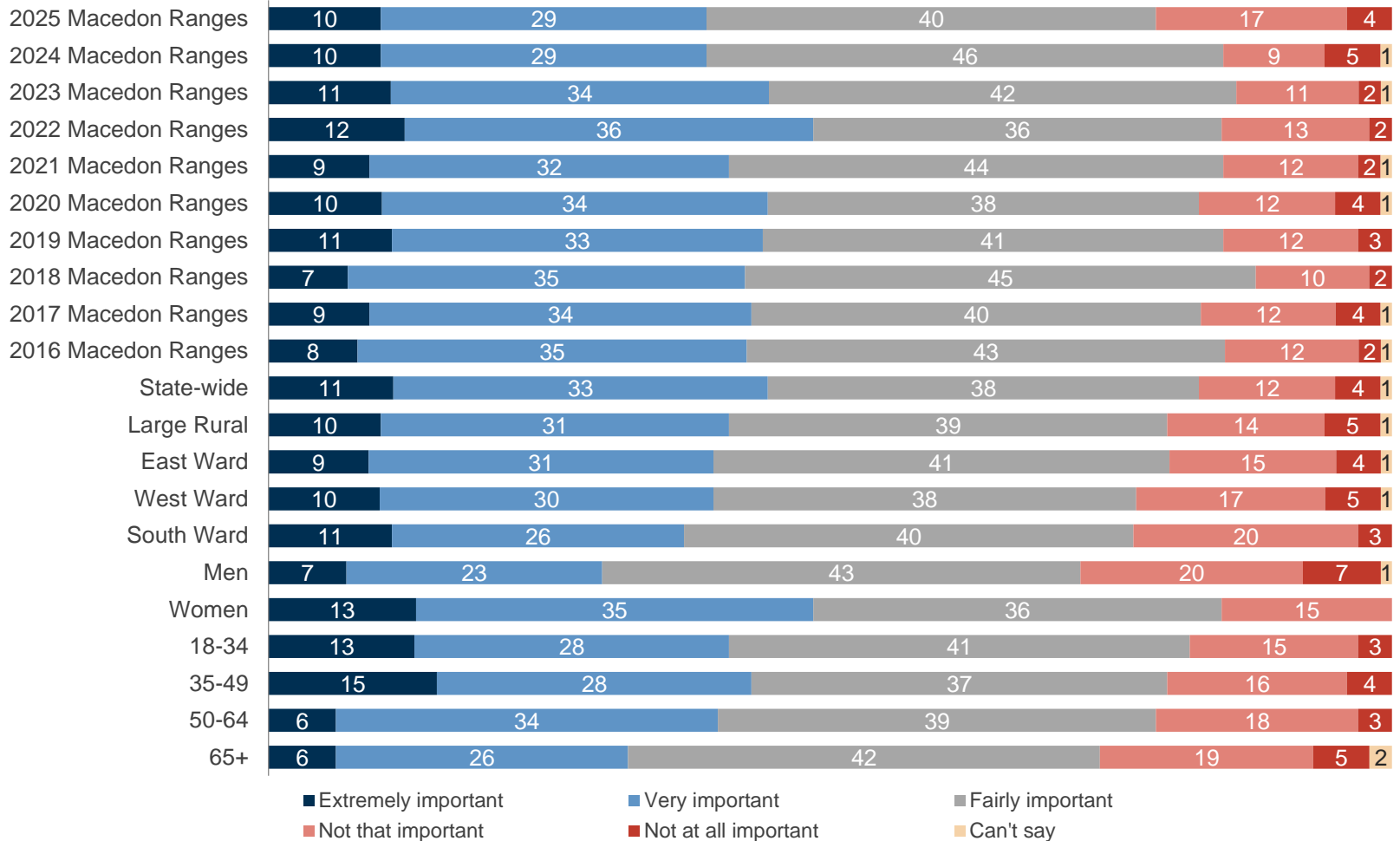
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



## 2025 community and cultural activities importance (%)





# Community and cultural activities performance



## 2025 community and cultural activities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	65▲	66	66	65	65	68	69	69	69	69
Large Rural	63	64	64	63	65	67	67	67	69	67
35-49	63	62	59	57	62	69	65	66	69	65
Women	63	63	63	62	62	68	66	65	67	64
65+	62	62	63	61	62	69	64	64	65	62
West Ward	62	68	67	61	65	73	68	66	67	63
18-34	62	68	57	70	59	61	60	63	64	63
East Ward	62	57	55	60	60	59	61	62	64	63
Macedon Ranges	61	62	60	61	61	66	63	65	65	63
South Ward	61	63	60	61	57	65	62	66	64	61
Men	60	61	58	59	61	65	61	65	63	61
50-64	58	57	61	55	62	64	65	65	62	61

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7

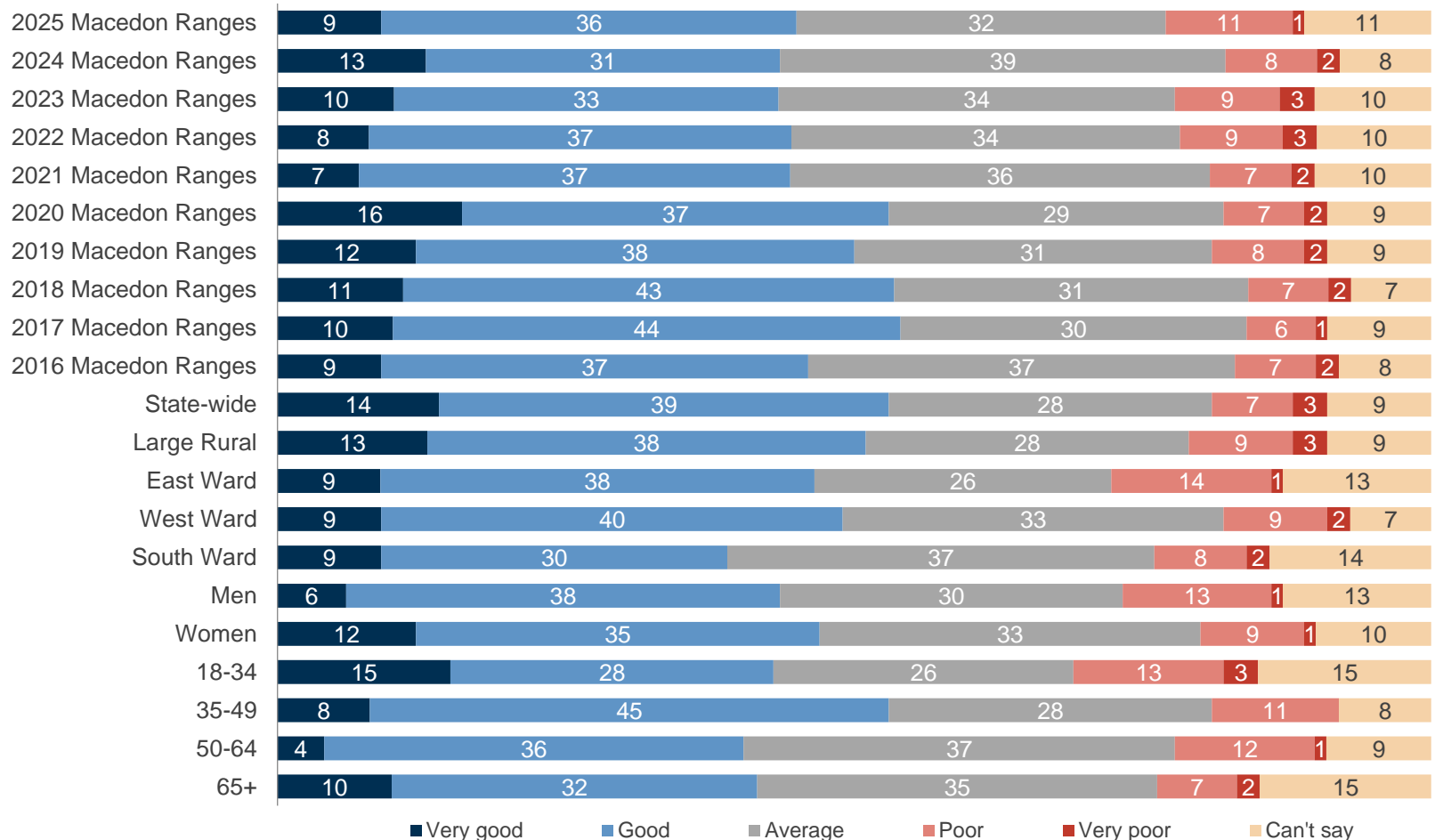
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2025 community and cultural activities performance (%)





# Waste management importance



## 2025 waste management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	80	84	81	81	82	80	84	80	78	79
50-64	80	82	82	86	81	82	82	84	77	76
South Ward	80	82	83	81	79	82	82	81	77	75
18-34	80	78	82	77	73	74	83	71	74	76
65+	79	82	78	81	82	84	82	84	79	75
East Ward	79	79	79	80	78	78	80	81	76	73
State-wide	79	81	81	82	82	82	81	81	79	80
Macedon Ranges	79	81	80	81	79	81	82	81	76	75
Large Rural	79	80	80	81	81	81	80	81	78	79
West Ward	78	83	77	82	81	83	85	82	76	76
Men	77	79	79	81	77	81	80	82	74	70
35-49	77	83	80	81	81	83	82	84	75	72

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 8

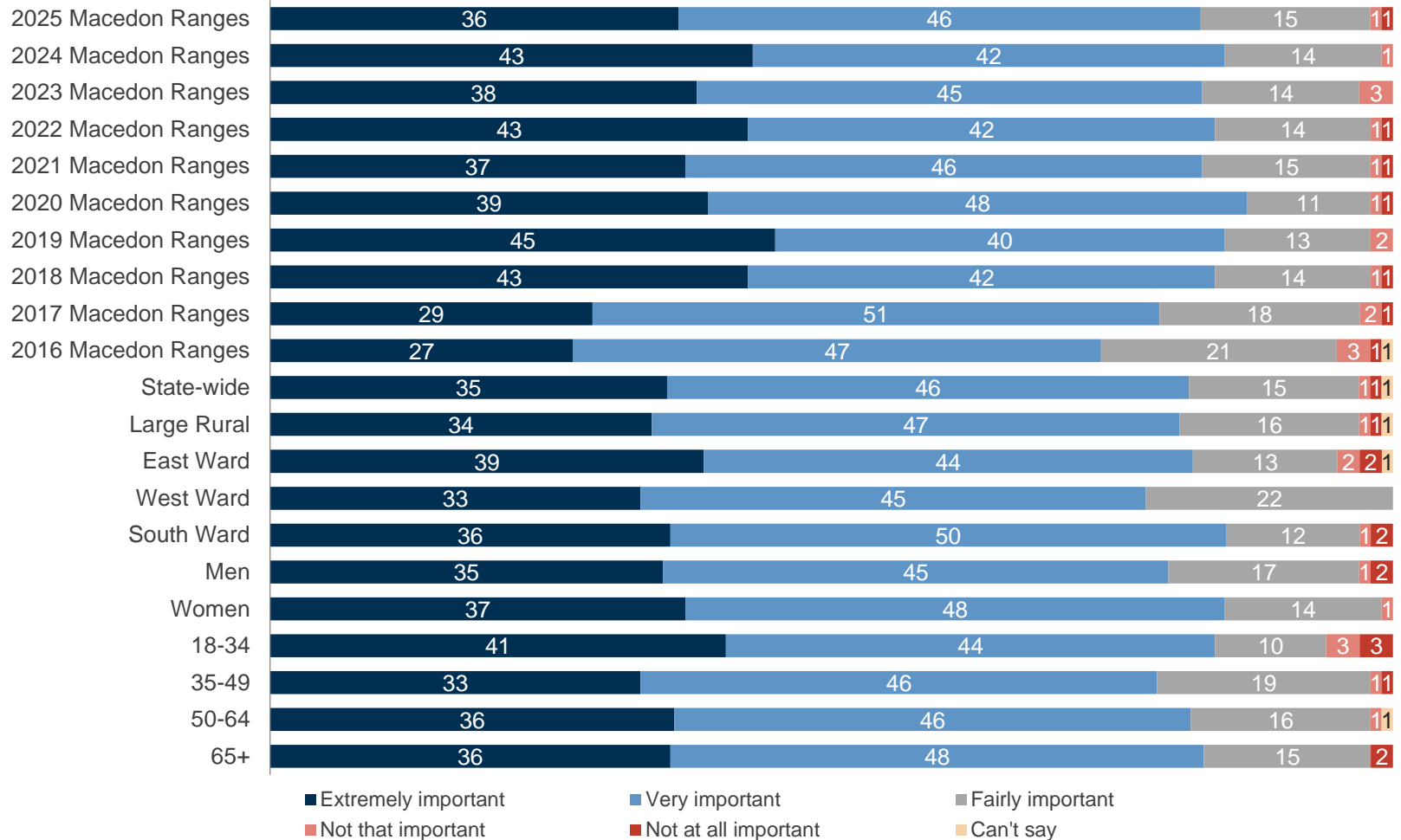
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2025 waste management importance (%)





# Waste management performance



## 2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	74▲	74	74	76	71	74	69	69	73	74
East Ward	68	68	69	71	66	67	70	67	72	71
Women	67	72	74	71	66	70	68	68	73	74
South Ward	67	73	71	69	65	70	68	66	73	70
Macedon Ranges	67	73	71	71	67	68	68	68	72	71
Men	67	73	68	70	69	65	68	67	71	68
35-49	66	70	73	67	64	62	65	69	72	68
State-wide	65	67	66	68	69	65	68	70	71	70
West Ward	65	77	74	71	69	66	66	69	72	72
18-34	65	79	64	74	63	72	72	63	75	74
50-64	64	69	72	65	69	63	68	68	69	67
Large Rural	62▼	65	65	65	66	62	64	67	68	66

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

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

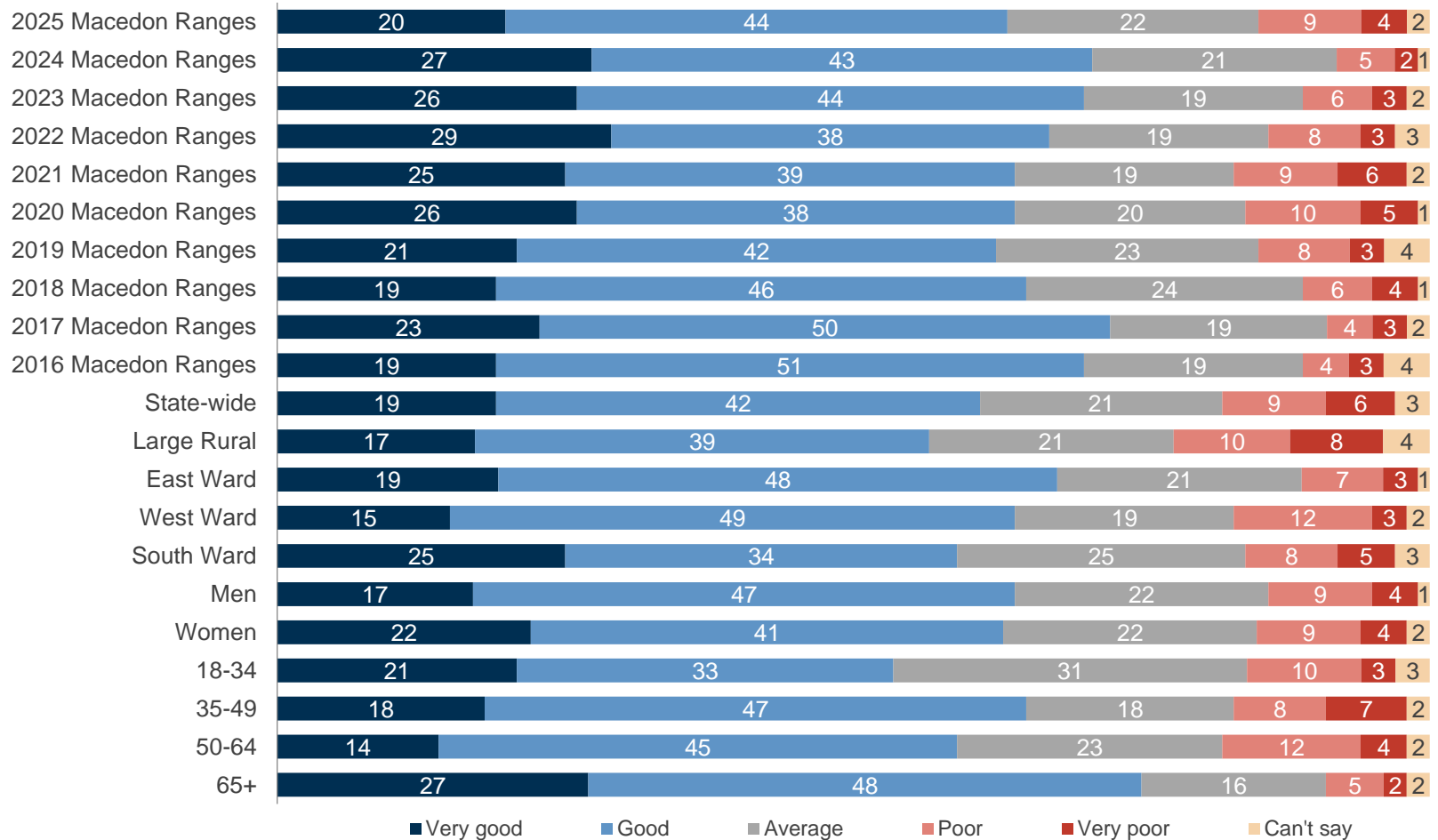
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2025 waste management performance (%)



# Business and community development and tourism importance



## 2025 business/development/tourism importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	69▲	67	67	69	70	67	65	66	67	67
Large Rural	67▲	69	68	70	71	68	64	65	67	69
Women	66	64	65	67	68	68	67	67	67	70
18-34	64	62	62	61	60	69	64	64	65	64
50-64	64	61	66	68	68	64	67	64	66	67
West Ward	63	66	64	66	66	68	67	65	69	67
35-49	63	65	59	70	67	65	67	69	67	65
East Ward	63	62	60	66	67	65	64	66	67	62
Macedon Ranges	63	63	62	65	65	66	65	66	66	64
South Ward	62	61	61	64	62	65	62	65	62	64
65+	60	63	62	62	65	68	60	64	66	62
Men	59	61	59	64	61	65	62	64	65	59

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

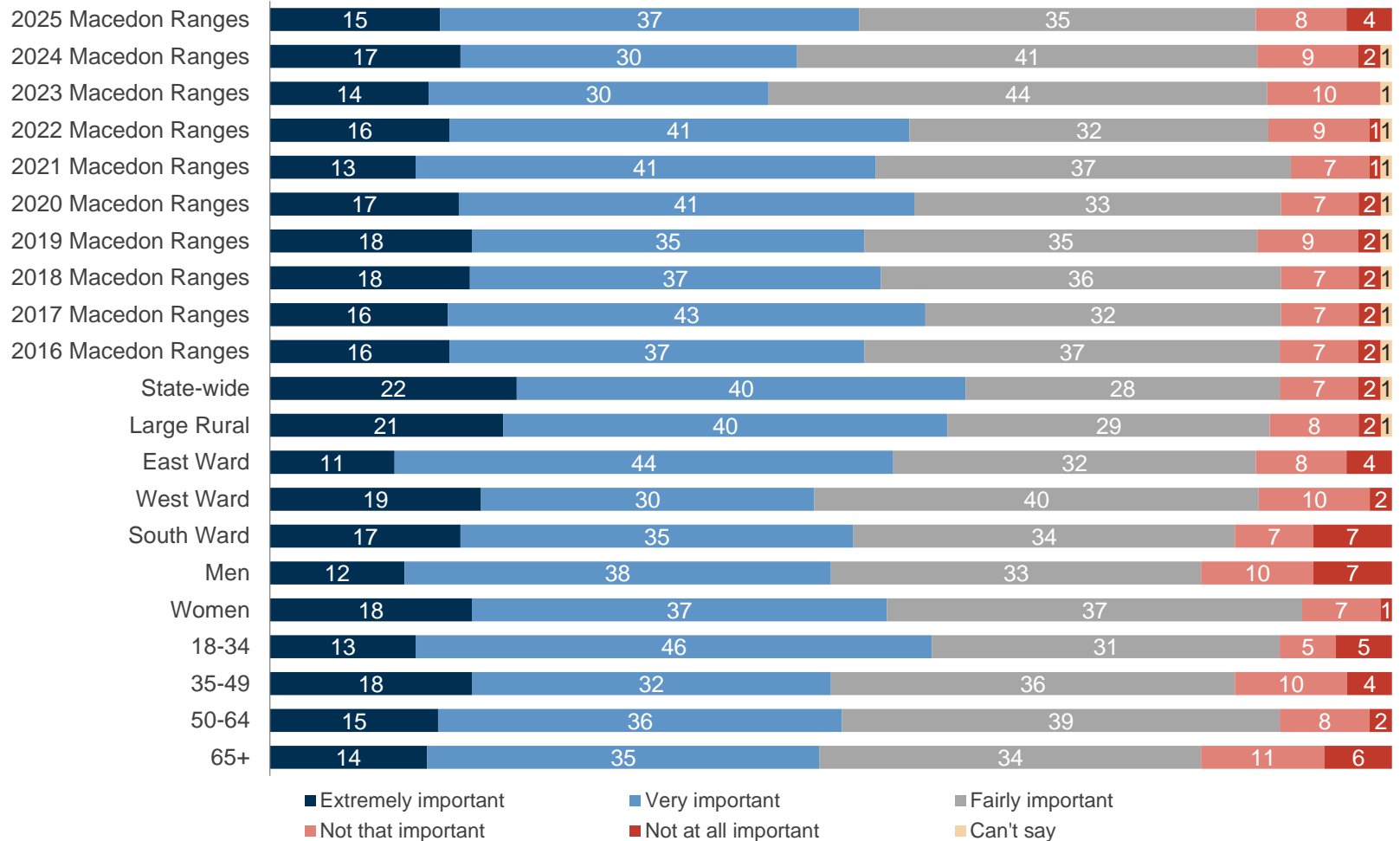
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 6

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: 6

# Business and community development and tourism performance



## 2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	61▲	57	47	60	61	62	64	59	60	60
35-49	60	61	61	55	56	58	61	58	62	57
East Ward	58	52	52	53	55	60	57	57	60	60
65+	57	58	56	55	57	63	58	64	59	61
Macedon Ranges	56	58	56	55	57	60	60	60	61	59
Women	56	56	58	58	58	62	62	62	64	63
Men	56	59	54	52	56	58	59	59	56	55
State-wide	56	57	59	60	61	59	61	60	61	60
South Ward	56	60	59	57	56	58	62	65	63	58
West Ward	55	60	57	55	59	62	61	61	59	58
Large Rural	55	55	56	58	59	61	62	61	60	59
50-64	49▼	54	61	48	55	58	59	61	61	57

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

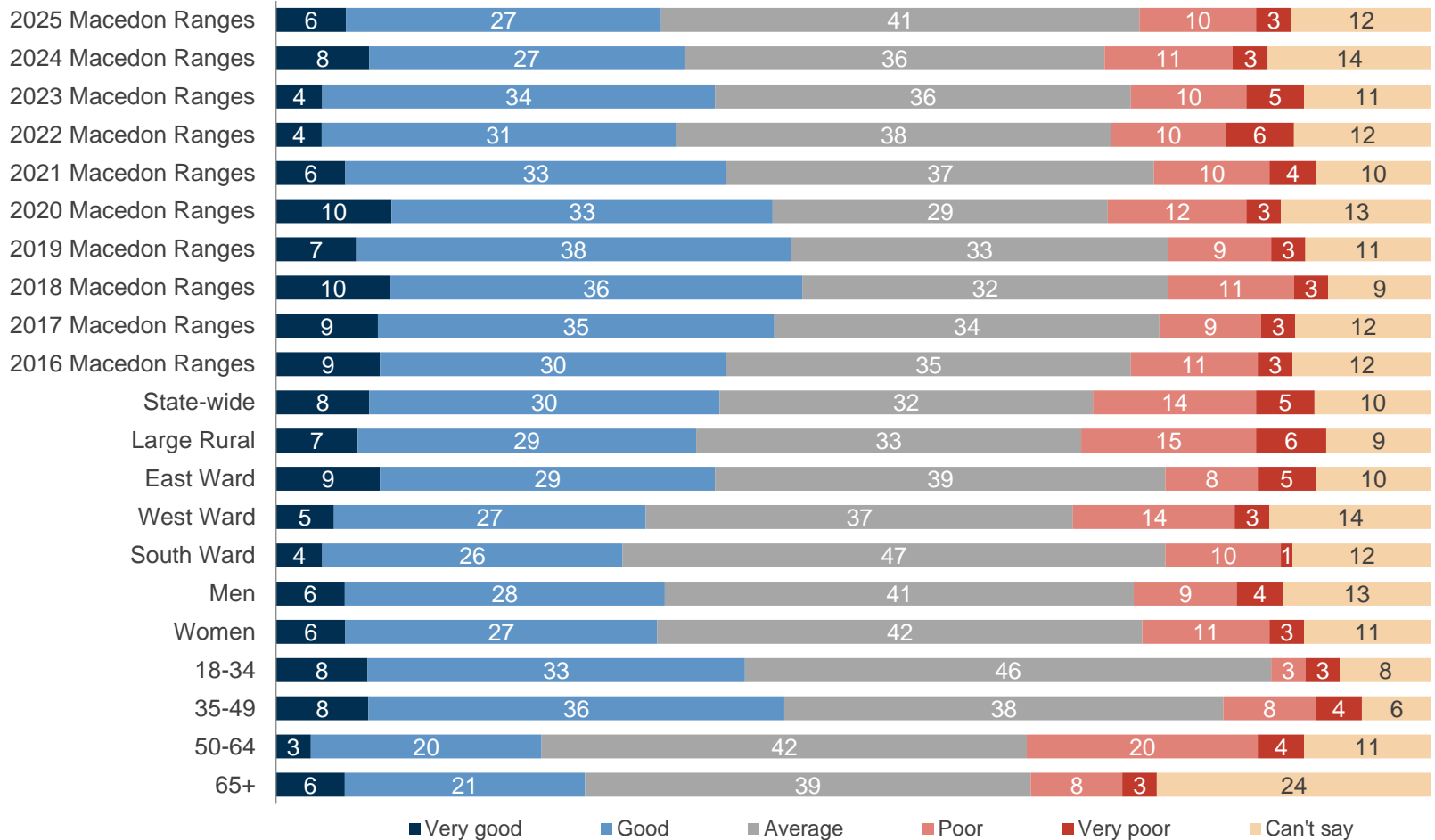
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

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

# Business and community development and tourism performance



## 2025 business/development/tourism performance (%)

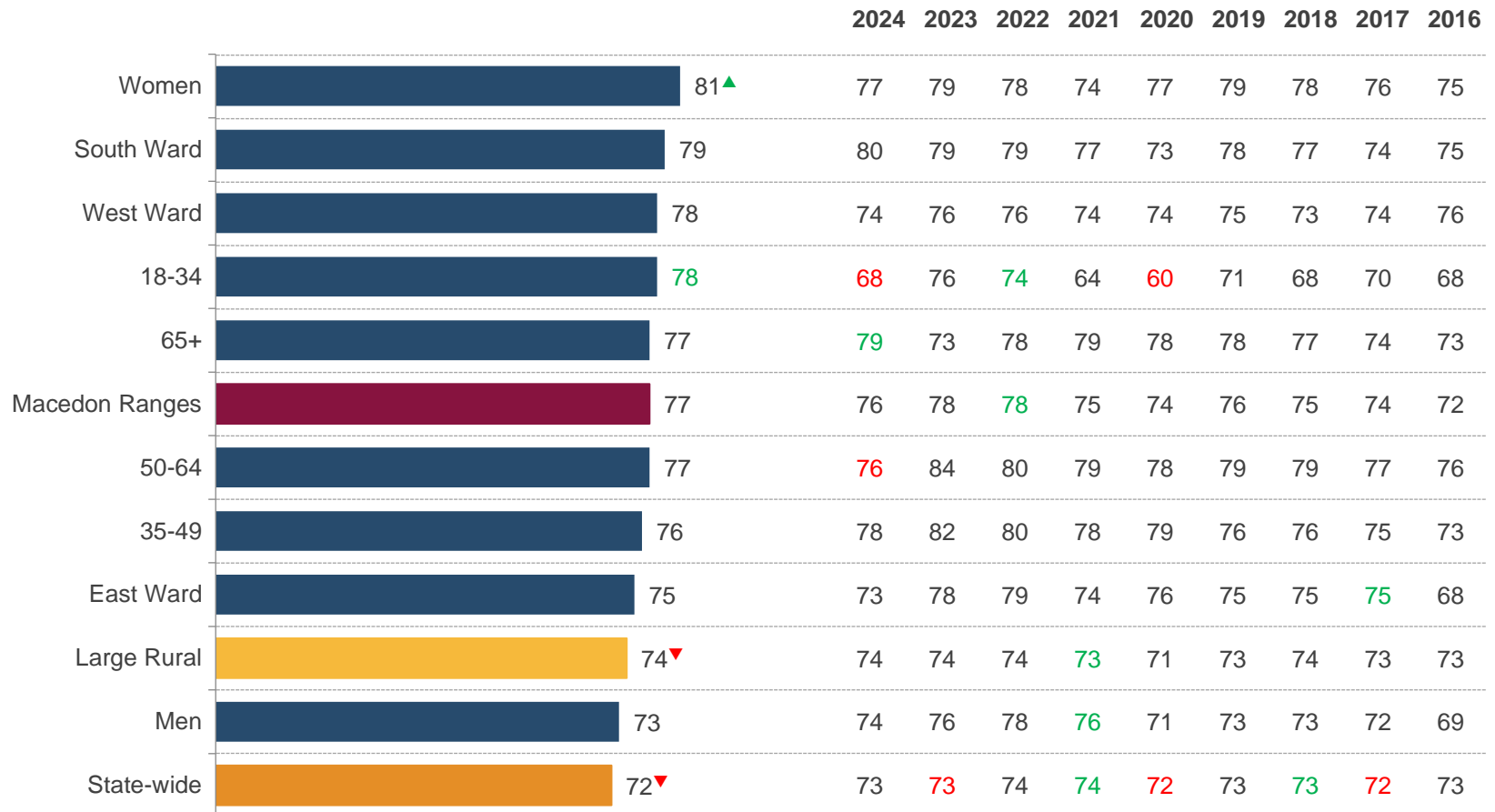




# Council's general town planning policy importance



## 2025 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4

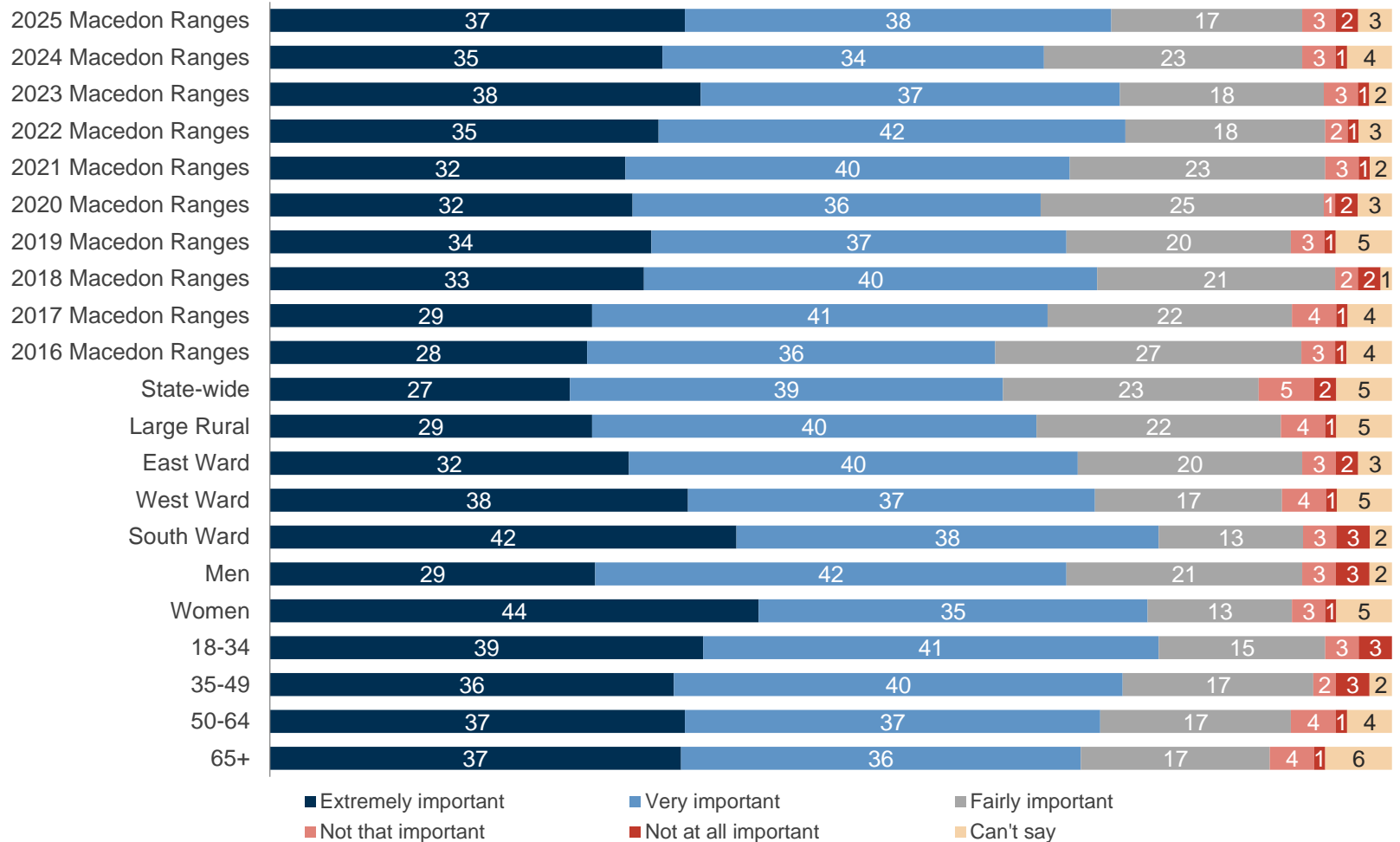
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



## 2025 town planning importance (%)





# Council's general town planning policy performance



## 2025 town planning performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	48▲	50	50	54	55	54	55	54	53	52
Large Rural	46▲	48	49	53	55	54	55	54	54	51
65+	46▲	41	43	43	43	52	47	47	49	47
East Ward	42	39	38	43	44	44	47	44	45	53
35-49	41	39	39	45	46	43	46	45	49	47
West Ward	41	45	42	46	50	52	48	49	47	46
Men	41	41	42	42	45	48	49	46	48	46
Macedon Ranges	39	40	41	44	46	48	48	47	47	48
Women	38	39	39	46	47	48	47	48	47	50
18-34	38	44	39	52	50	56	56	51	48	54
South Ward	35	37	42	45	41	48	47	48	49	45
50-64	33▼	37	41	37	46	42	42	46	43	44

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 7

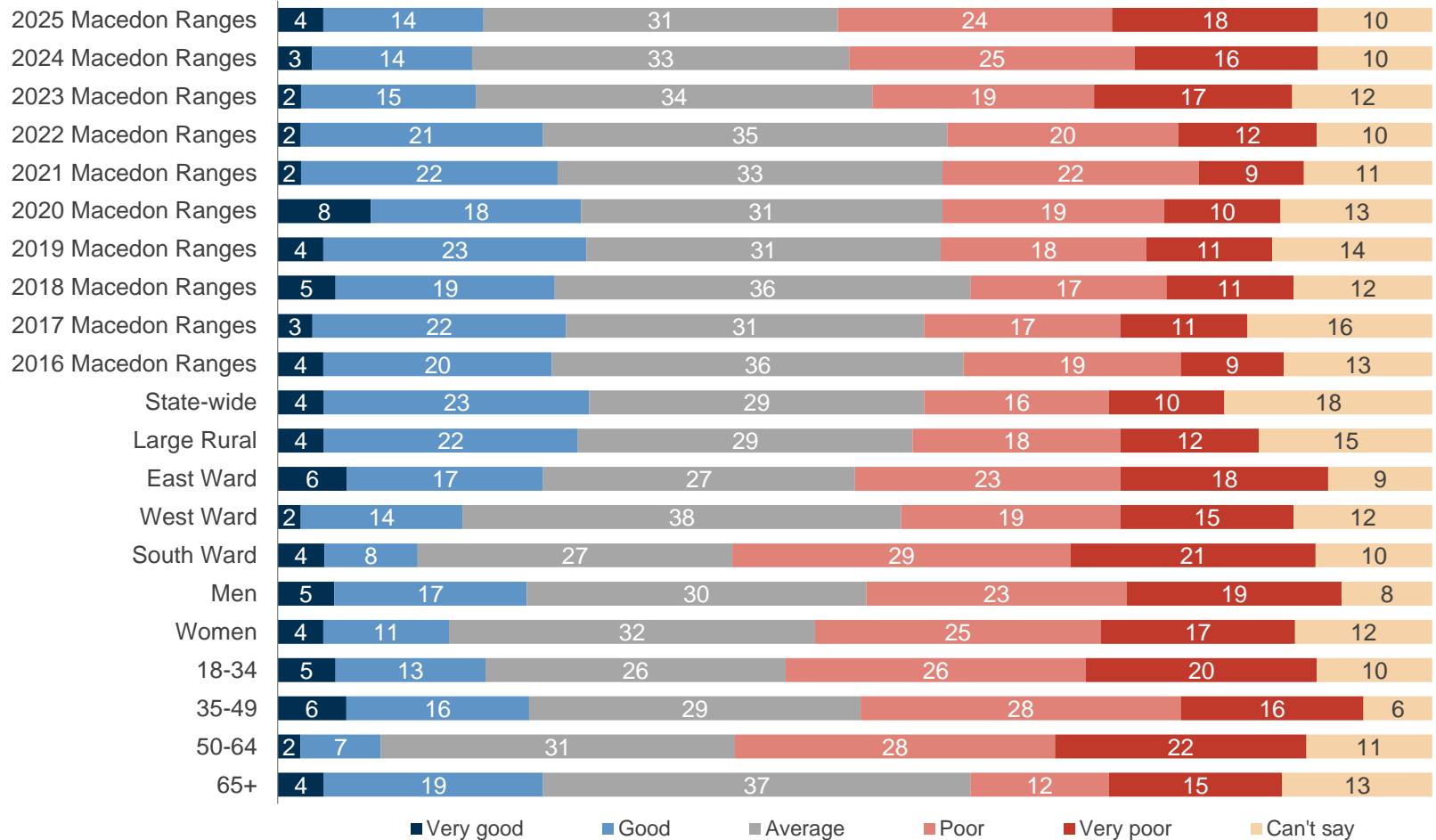
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



## 2025 town planning performance (%)





# Planning and building permits importance



## 2025 planning and building permits importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
South Ward	75	76	76	75	75	74	73	76	71	73
West Ward	75	73	73	74	73	76	75	76	72	74
Men	75	75	75	76	75	74	71	72	70	69
18-34	75	68	74	73	63	64	69	62	70	68
65+	75	77	74	75	78	79	75	77	75	74
50-64	74	75	78	77	80	78	75	75	72	75
Macedon Ranges	74	73	75	75	74	74	74	73	72	72
Women	73	71	75	74	73	73	76	75	75	75
35-49	73	71	75	74	76	73	75	77	72	71
East Ward	72	70	76	75	76	71	73	69	74	69
Large Rural	71▼	73	72	73	73	71	71	70	72	70
State-wide	71▼	72	72	73	73	71	71	71	72	71

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

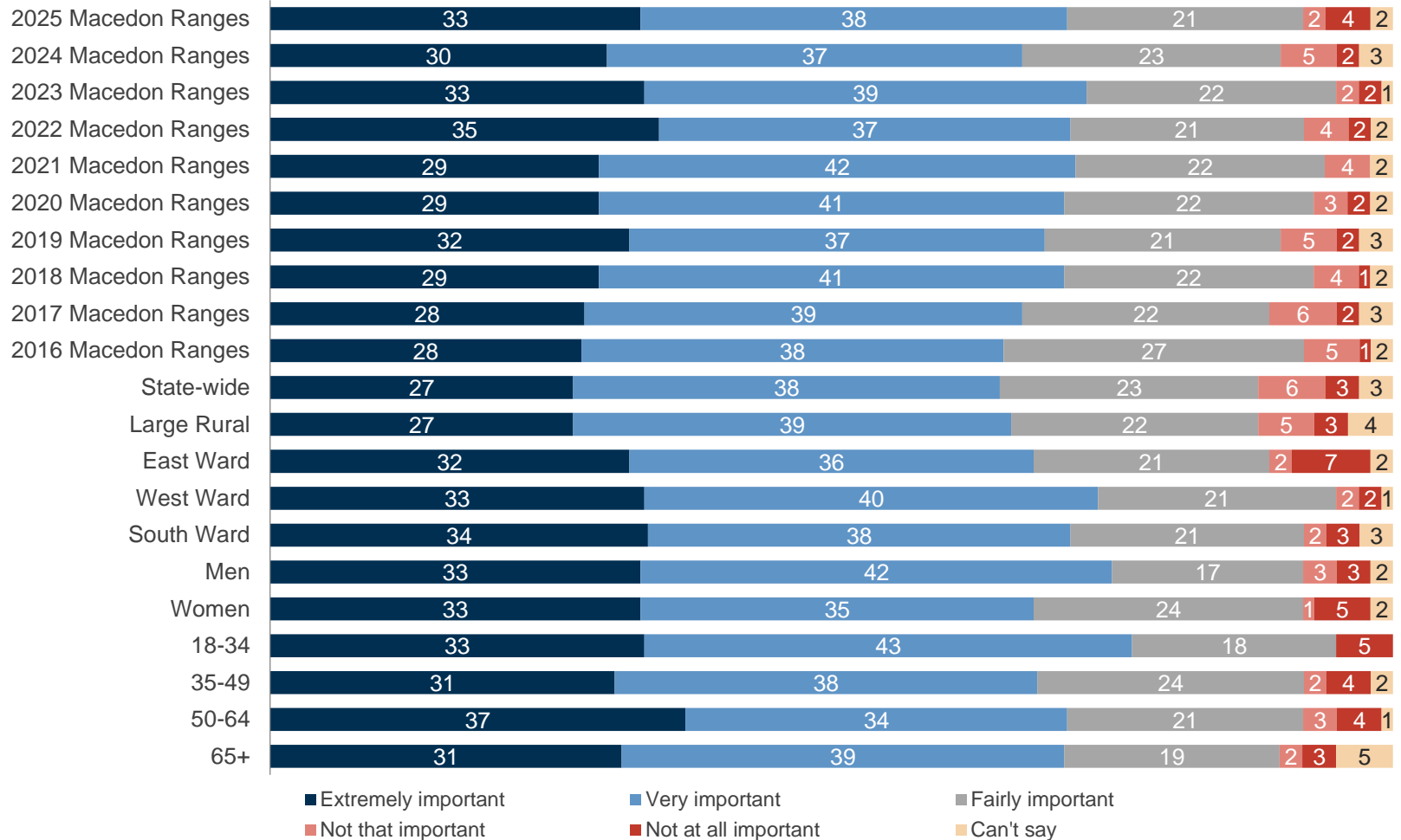
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2025 planning and building permits importance (%)





# Planning and building permits performance



## 2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	43▲	45	47	50	51	51	52	52	51	50
18-34	43	45	29	46	52	52	54	46	45	54
Large Rural	41▲	41	42	46	48	49	49	49	48	50
35-49	40	37	41	40	42	44	43	43	41	39
Men	40	40	37	37	44	44	43	43	44	41
East Ward	39	40	38	36	41	46	49	45	44	50
Macedon Ranges	38	38	36	39	43	44	45	44	43	43
South Ward	37	38	38	42	42	41	47	47	44	39
65+	37	37	38	39	39	43	43	44	48	42
West Ward	36	37	33	39	45	45	38	40	40	40
Women	36	36	35	41	43	44	47	44	41	46
50-64	32▼	35	33	29	40	37	39	44	38	39

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

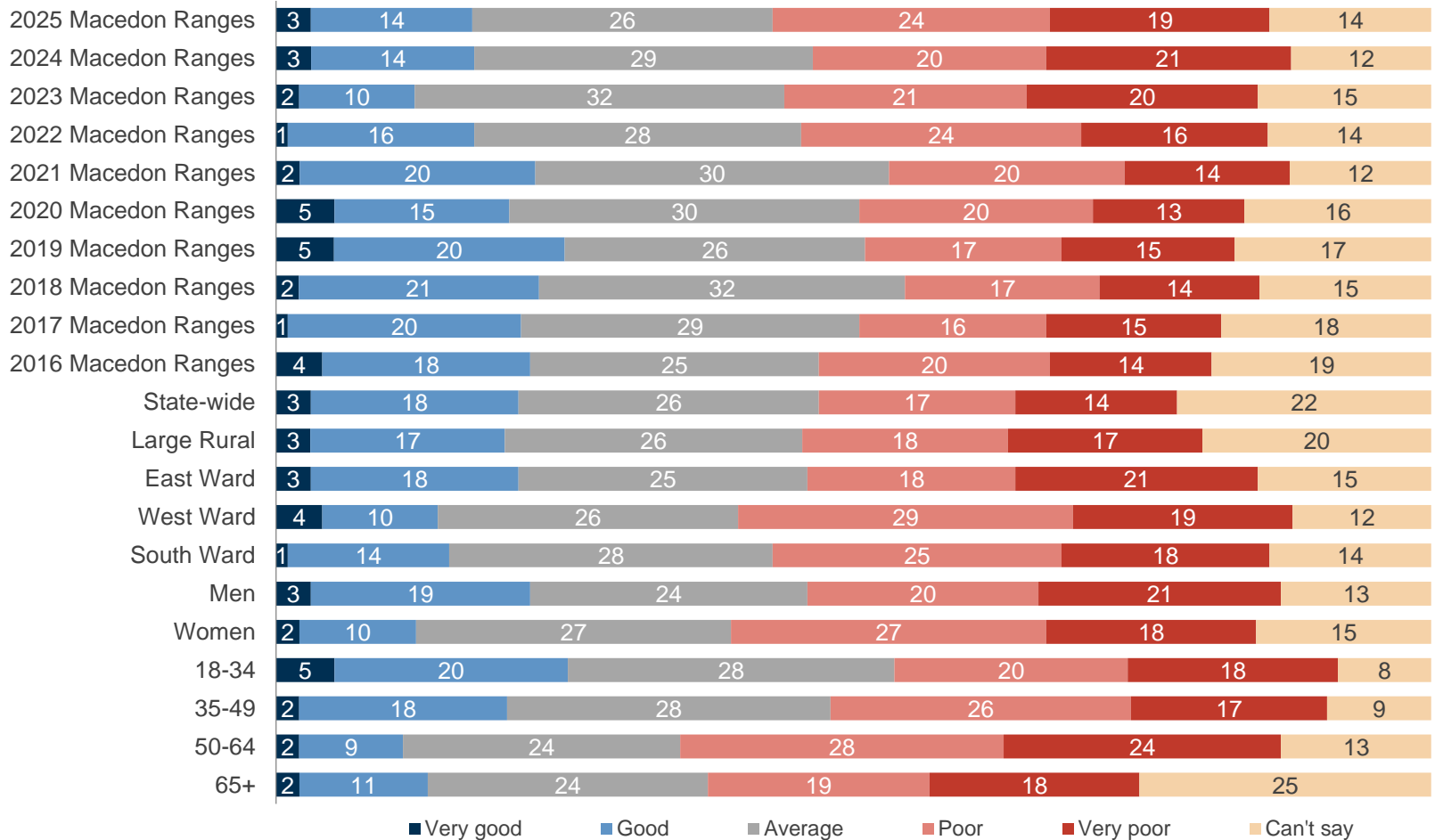
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2025 planning and building permits performance (%)





# Environmental sustainability importance



## 2025 environmental sustainability importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	74▲	75	75	78	78	79	79	n/a	n/a	n/a
18-34	70	64	72	72	74	75	75	n/a	n/a	n/a
South Ward	68	68	71	77	72	77	75	n/a	n/a	n/a
East Ward	67	69	67	72	80	73	71	n/a	n/a	n/a
Macedon Ranges	67	69	70	74	74	75	74	n/a	n/a	n/a
65+	66	69	70	74	76	75	73	n/a	n/a	n/a
35-49	66	71	70	73	73	75	75	n/a	n/a	n/a
50-64	66	67	71	77	74	74	74	n/a	n/a	n/a
West Ward	65	68	73	73	72	75	76	n/a	n/a	n/a
State-wide	65	68	70	73	74	74	74	73	72	73
Large Rural	64▼	67	68	71	72	73	74	73	72	73
Men	60▼	62	65	70	70	70	69	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

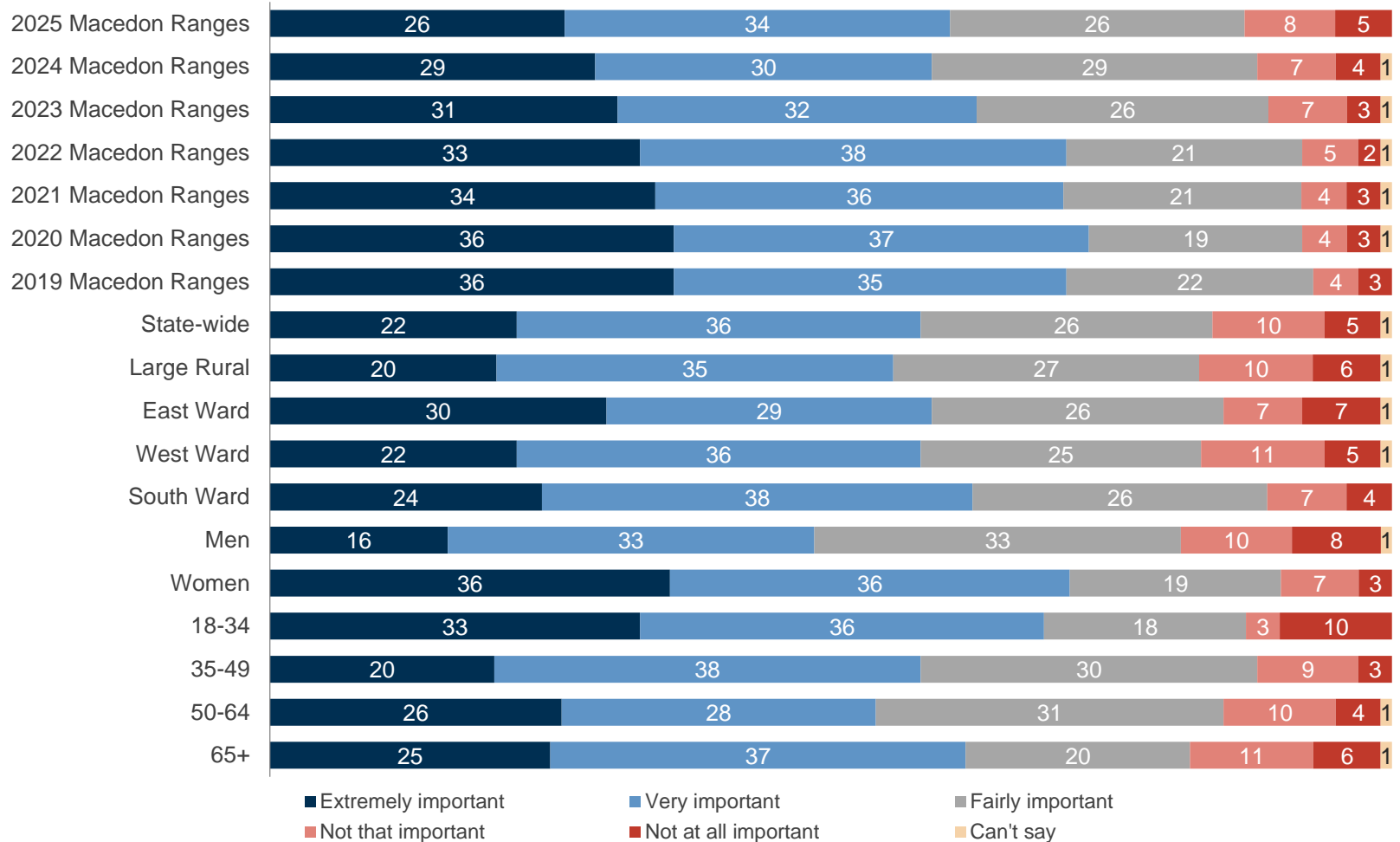
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2025 environmental sustainability importance (%)





# Environmental sustainability performance



## 2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	63	58	63	63	62	65	n/a	n/a	n/a	n/a
West Ward	61	64	61	60	62	66	n/a	n/a	n/a	n/a
Women	60	61	59	61	60	66	n/a	n/a	n/a	n/a
18-34	59	71	56	62	66	74	n/a	n/a	n/a	n/a
East Ward	59	61	58	60	58	63	n/a	n/a	n/a	n/a
State-wide	59	60	60	61	62	60	62	63	64	63
Macedon Ranges	59	61	59	60	61	66	n/a	n/a	n/a	n/a
65+	59	60	58	58	56	63	n/a	n/a	n/a	n/a
Men	58	61	59	59	61	65	n/a	n/a	n/a	n/a
Large Rural	58	58	58	59	61	60	61	61	62	62
South Ward	57	58	59	61	61	67	n/a	n/a	n/a	n/a
50-64	56	56	59	58	61	60	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

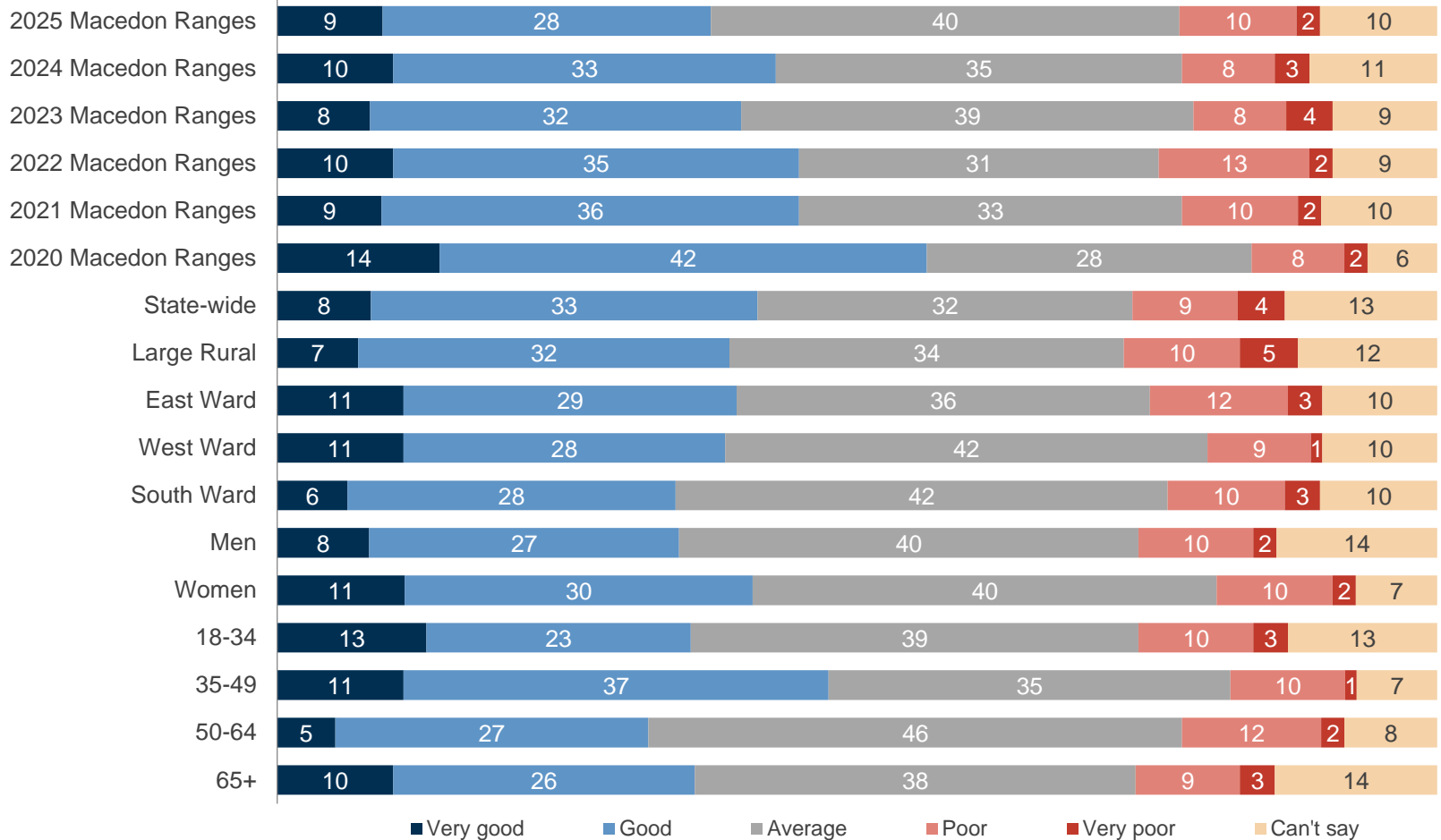
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2025 environmental sustainability performance (%)

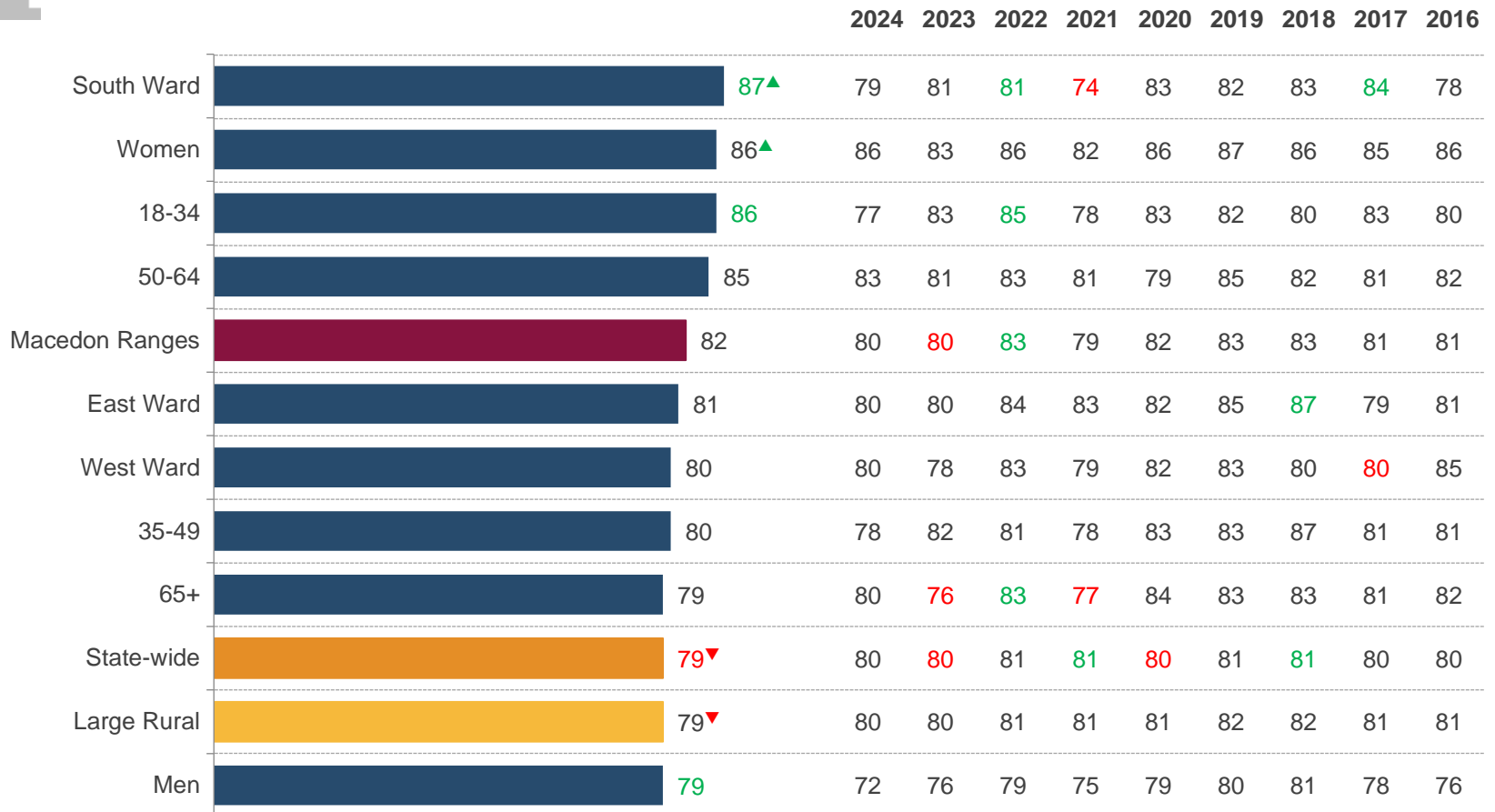




# Emergency and disaster management importance



## 2025 emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 6

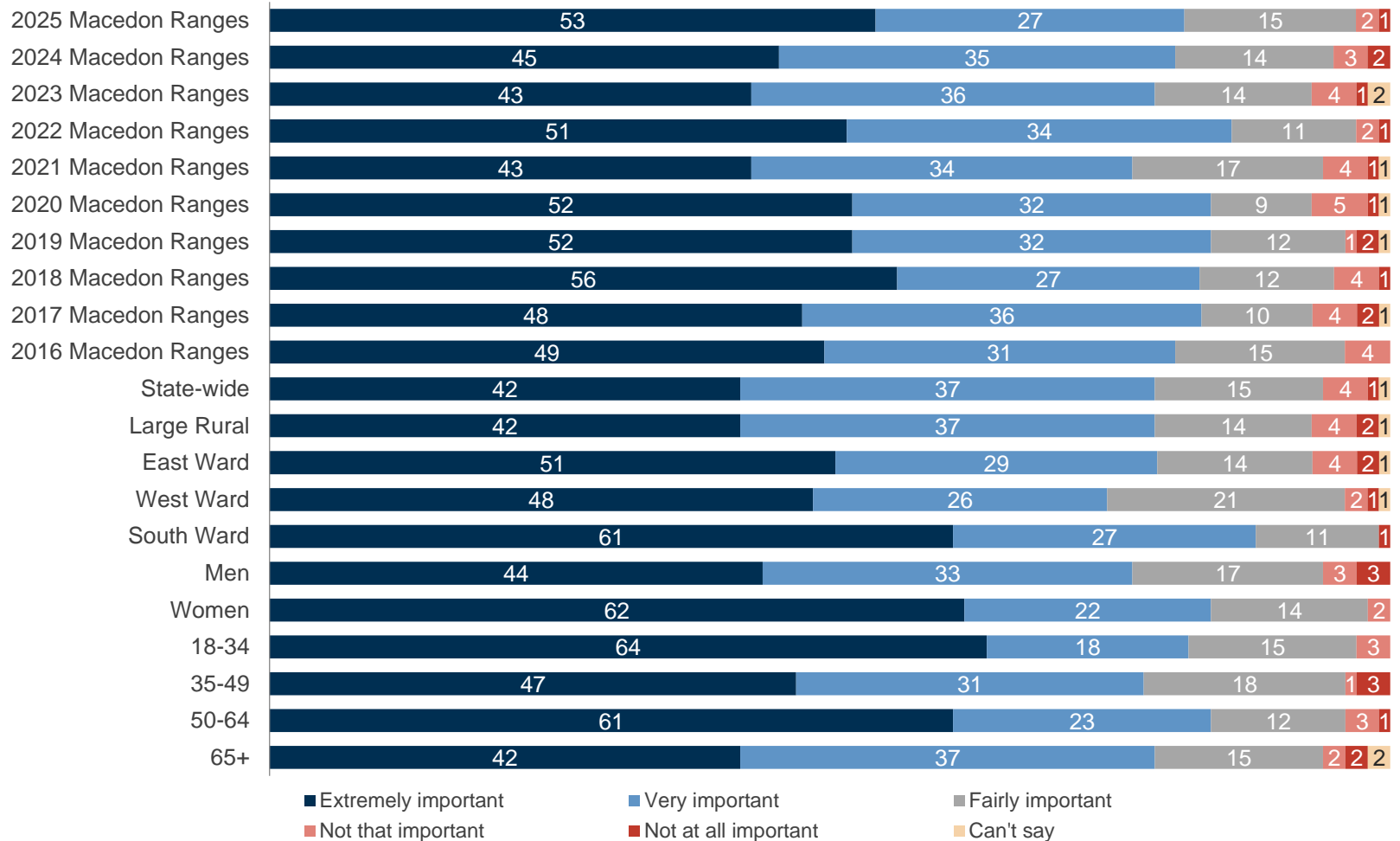
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management importance



## 2025 emergency and disaster management importance (%)





# Emergency and disaster management performance



## 2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	70	70	55	73	68	69	75	70	82	75
South Ward	70	65	64	64	67	70	76	75	75	66
65+	67	64	60	63	70	72	71	70	72	70
35-49	66	63	62	58	65	66	74	72	72	69
Macedon Ranges	66	64	60	63	68	68	72	71	73	70
Women	65	63	60	64	69	70	76	72	75	73
Men	65	66	60	62	67	66	69	70	69	67
State-wide	65	65	65	66	71	68	72	71	70	69
Large Rural	65	65	64	66	71	69	72	71	70	70
West Ward	64	65	58	61	69	69	72	72	72	71
East Ward	63	63	58	64	68	65	69	67	70	73
50-64	59▼	61	63	57	70	66	68	73	65	68

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: 9

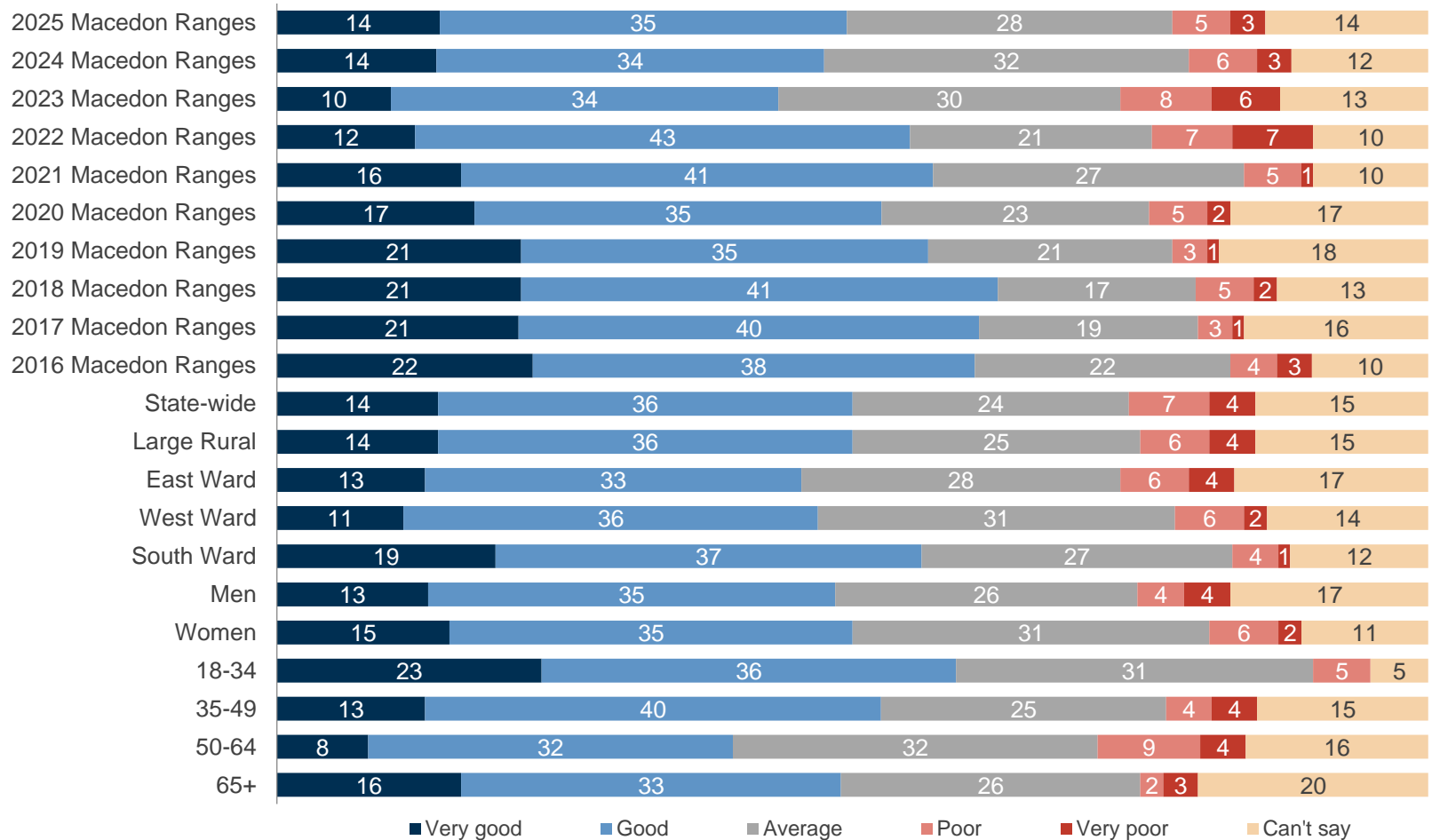
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



## 2025 emergency and disaster management performance (%)





# Planning for population growth in the area importance



## 2025 population growth importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	87▲	78	85	82	69	71	73	71	79	76
South Ward	86▲	81	83	81	79	81	82	84	82	76
Women	83	81	84	82	79	80	81	82	83	78
50-64	81	77	83	83	76	81	83	81	83	78
Macedon Ranges	80	79	80	81	77	79	79	80	81	76
65+	80	79	75	73	77	84	77	81	80	76
East Ward	78	79	78	84	76	81	75	78	82	74
Men	77	77	77	79	75	78	77	78	80	74
West Ward	77	76	80	78	76	77	80	78	80	79
35-49	74▼	82	83	86	83	80	83	84	83	75
State-wide	73▼	75	76	77	76	76	77	77	76	76
Large Rural	73▼	74	76	75	74	75	77	78	78	74

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 4

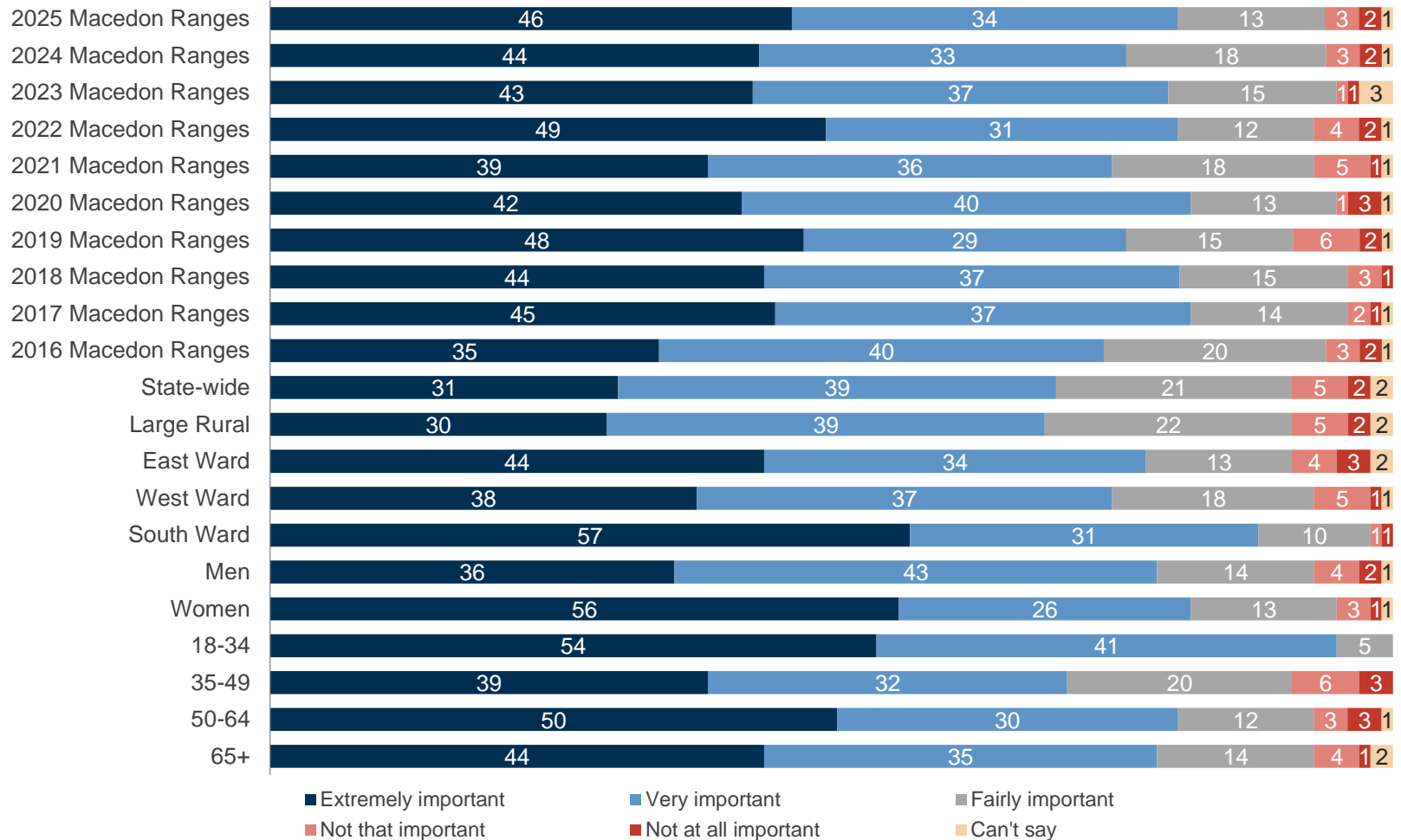
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



## 2025 population growth importance (%)





# Planning for population growth in the area performance



## 2025 population growth performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	48▲	47	48	52	53	51	52	52	52	51
West Ward	47▲	44	44	46	51	50	48	54	51	46
65+	46	41	42	43	45	48	48	45	49	50
Large Rural	46▲	46	45	49	51	47	49	48	48	47
18-34	45	43	36	49	43	51	53	49	52	56
East Ward	44	38	36	39	39	43	46	44	45	52
Men	43	40	40	39	45	46	47	50	48	48
Macedon Ranges	41	38	39	41	43	45	46	47	47	49
35-49	41	32	38	39	38	41	40	46	44	48
Women	40	35	37	43	42	43	44	45	46	50
50-64	35▼	37	36	34	50	40	43	50	45	43
South Ward	33▼	33	35	39	37	41	43	45	45	48

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

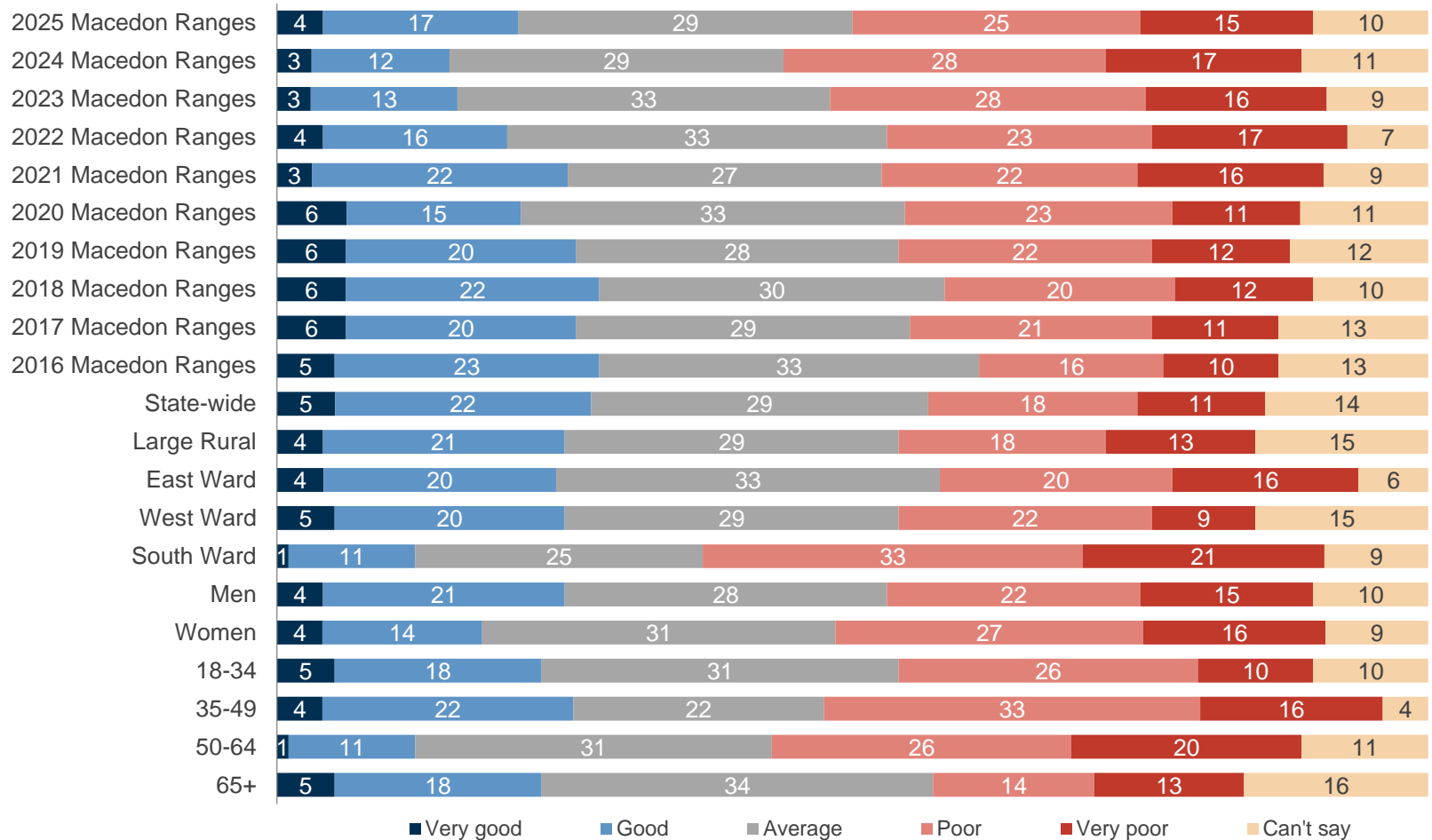
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



## 2025 population growth performance (%)





# Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	80	80	78	77	80	84	79	81	81	77
50-64	80	82	83	82	83	82	85	82	87	81
South Ward	80	79	81	80	77	74	78	74	79	77
Women	79	82	80	79	80	78	81	78	82	78
State-wide	79	80	79	79	79	78	74	73	74	73
East Ward	79	78	80	82	82	78	79	80	82	77
Large Rural	78	79	80	81	79	78	76	75	75	75
Macedon Ranges	78	80	80	80	77	76	78	77	79	77
35-49	78	78	80	85	75	72	80	77	77	79
Men	77	78	79	81	74	74	75	76	76	77
West Ward	76	83	79	78	74	76	77	76	78	77
18-34	74	79	82	75	71	65	66	67	72	71

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 4

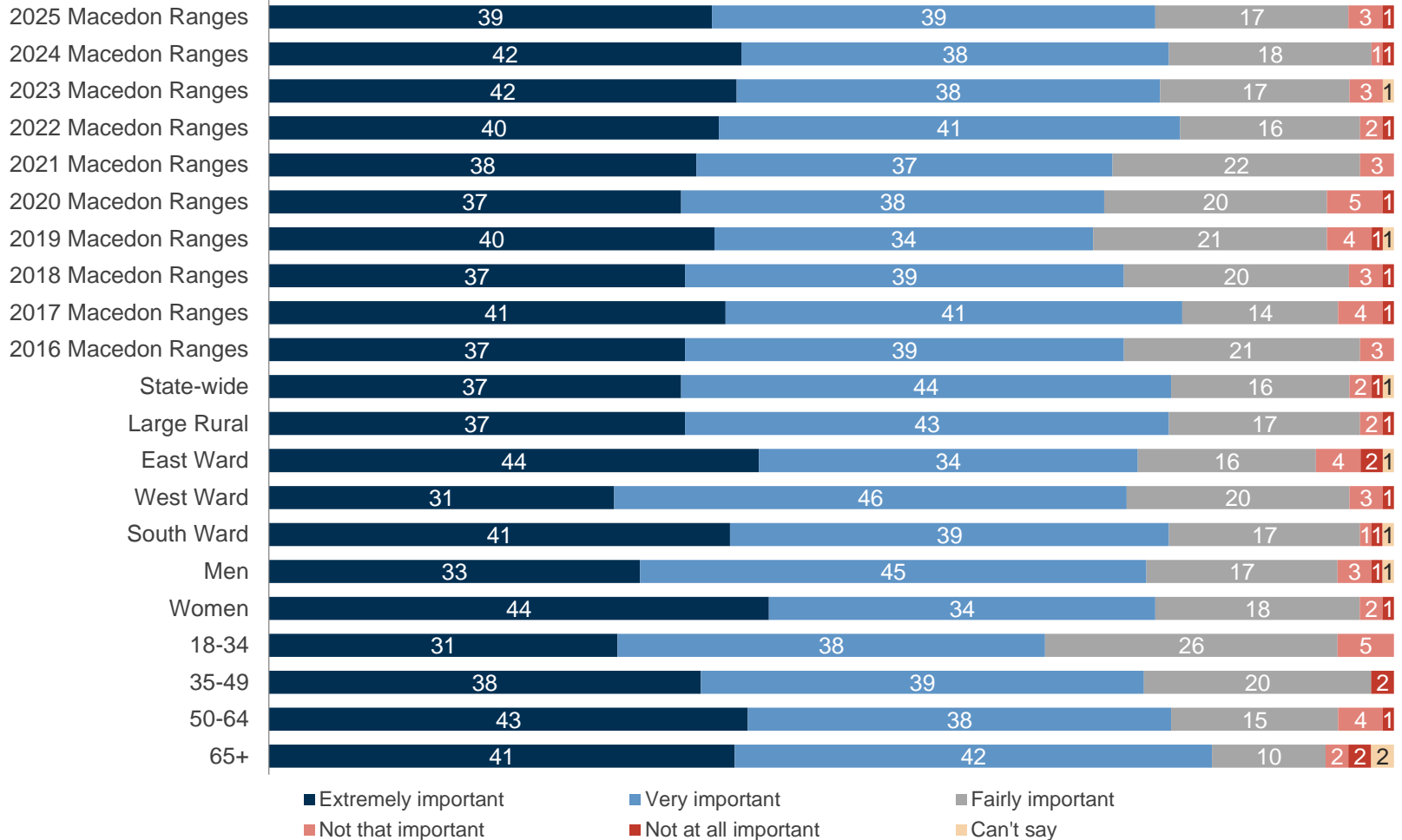
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control importance



2025 roadside slashing and weed control importance (%)





# Roadside slashing and weed control performance



## 2025 roadside slashing and weed control performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	51▲	49	39	50	43	54	56	53	48	58
State-wide	47▲	45	46	49	51	49	56	55	53	56
Large Rural	46	43	43	44	51	48	52	51	50	54
South Ward	46	49	45	47	43	50	49	49	45	49
Men	45	46	40	41	46	49	48	44	44	48
West Ward	45	44	40	43	50	52	52	48	49	51
Macedon Ranges	44	44	42	42	45	49	47	45	44	51
65+	44	44	46	41	45	49	45	41	44	50
Women	43	42	43	42	44	48	46	47	44	54
35-49	43	44	41	40	48	49	47	44	46	50
East Ward	43	39	40	35	41	44	41	40	38	54
50-64	41	40	36	36	43	42	44	44	38	49

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 5

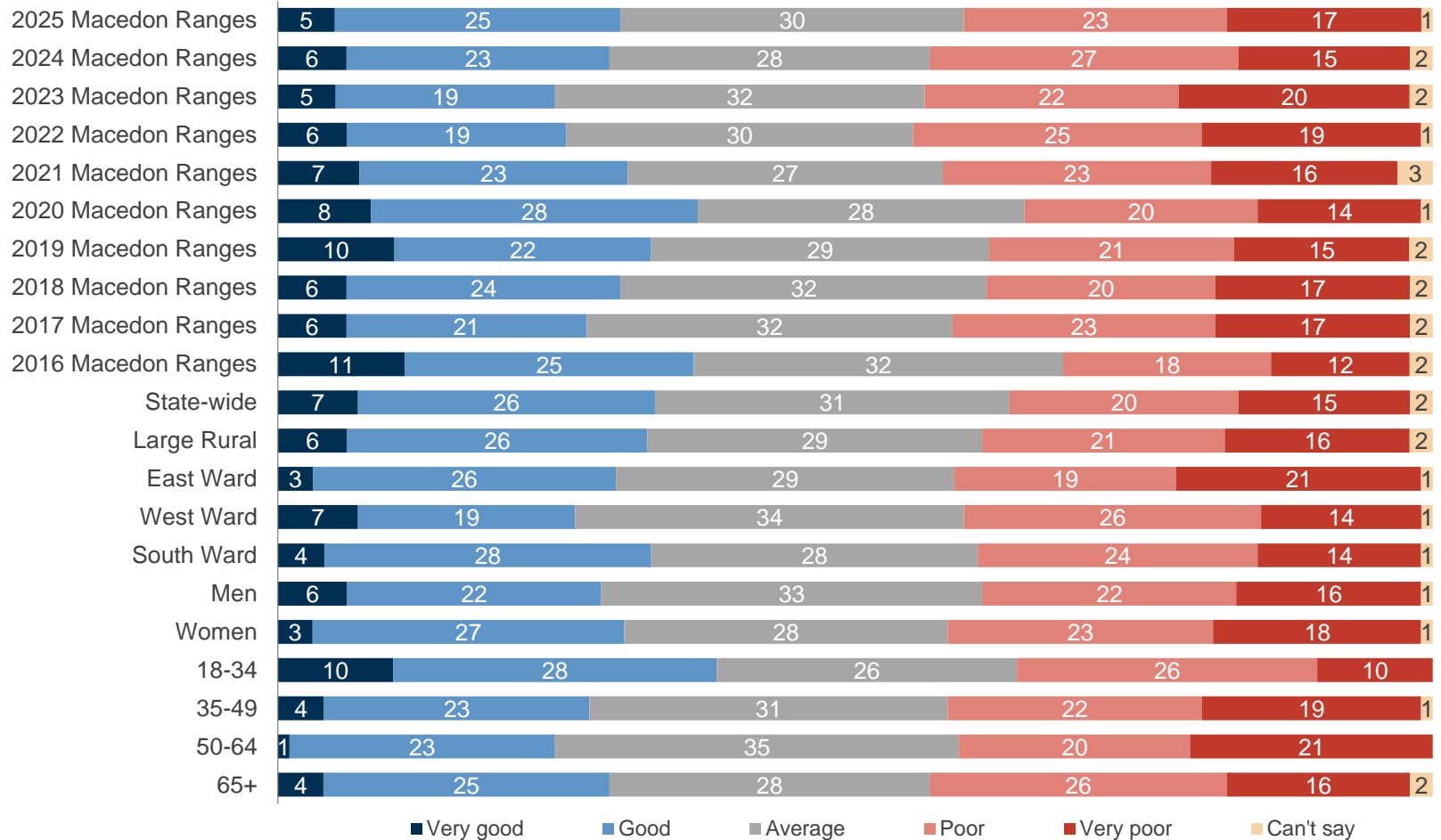
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control performance



## 2025 roadside slashing and weed control performance (%)





# Maintenance of unsealed roads in your area importance



## 2025 unsealed roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
South Ward	87	82	83	79	77	74	79	72	75	74
18-34	87	82	86	86	80	70	79	75	74	76
Women	87	84	84	86	80	76	82	78	79	78
50-64	85	83	84	83	82	78	85	81	81	77
Macedon Ranges	84	83	84	83	79	76	81	78	79	76
35-49	84	87	86	84	75	76	80	75	77	75
East Ward	84	83	86	87	82	77	83	82	81	78
State-wide	83	84	83	83	81	80	80	80	79	79
Large Rural	82	84	83	82	80	79	79	78	77	78
West Ward	81	84	82	82	78	78	81	78	81	76
65+	81	80	80	79	79	79	80	80	83	77
Men	81	82	84	80	77	76	80	77	79	74

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: 7

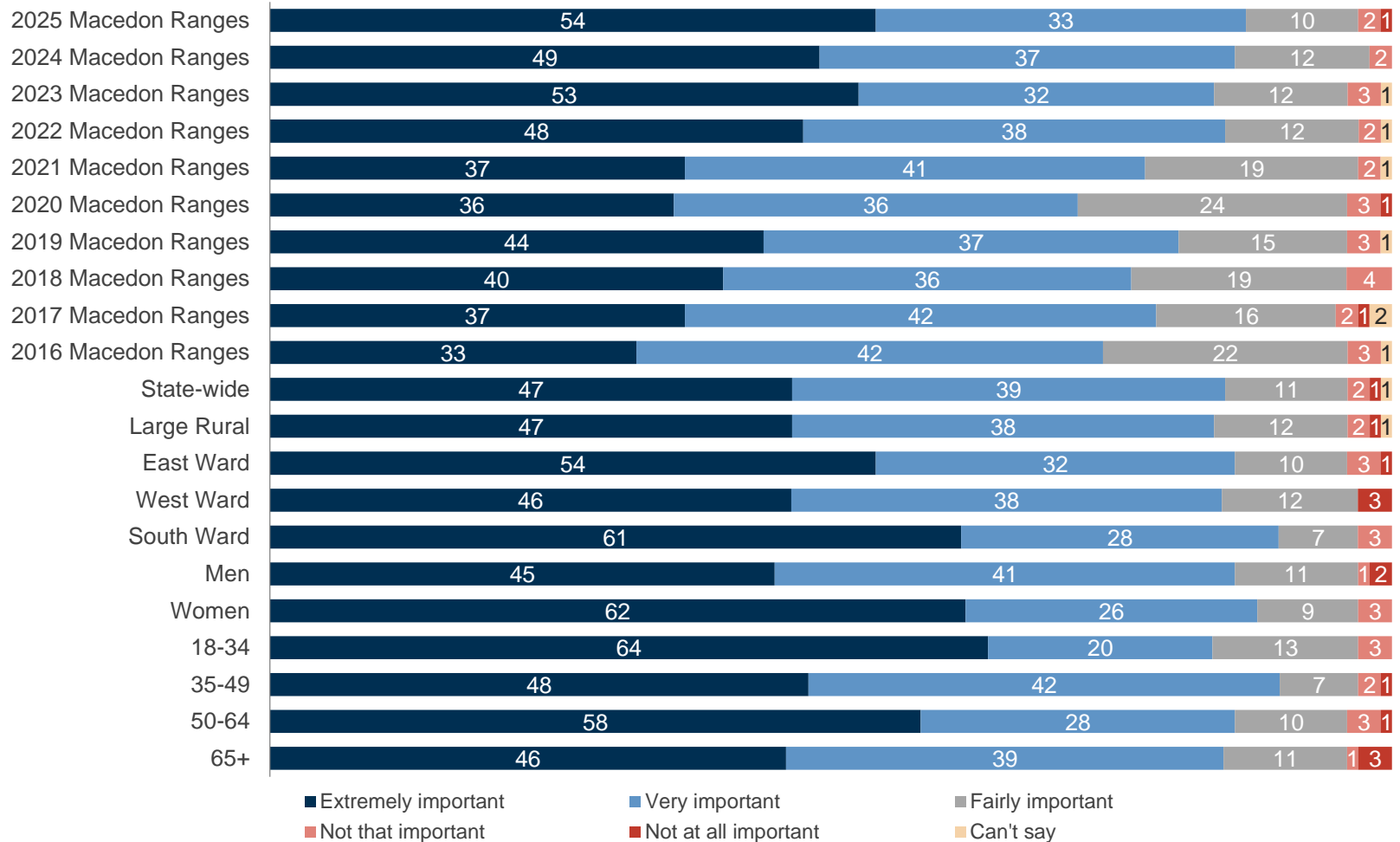
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



## 2025 unsealed roads importance (%)





# Maintenance of unsealed roads in your area performance



## 2025 unsealed roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	38▲	36	37	41	45	44	44	43	44	43
Large Rural	36▲	34	35	39	44	42	41	41	42	43
65+	35	34	38	40	42	46	43	42	48	48
Men	35	33	31	40	46	51	41	42	41	48
East Ward	32	27	26	31	44	45	37	38	40	49
West Ward	32	32	30	39	44	51	43	42	41	40
Macedon Ranges	31	30	31	37	45	49	42	43	42	46
18-34	31	29	24	33	44	54	43	42	41	47
35-49	30	26	28	35	49	48	43	43	41	44
50-64	29	30	30	37	43	46	39	44	40	45
South Ward	29	31	37	41	46	49	45	49	45	48
Women	28	27	31	34	44	46	43	43	43	44

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: 12

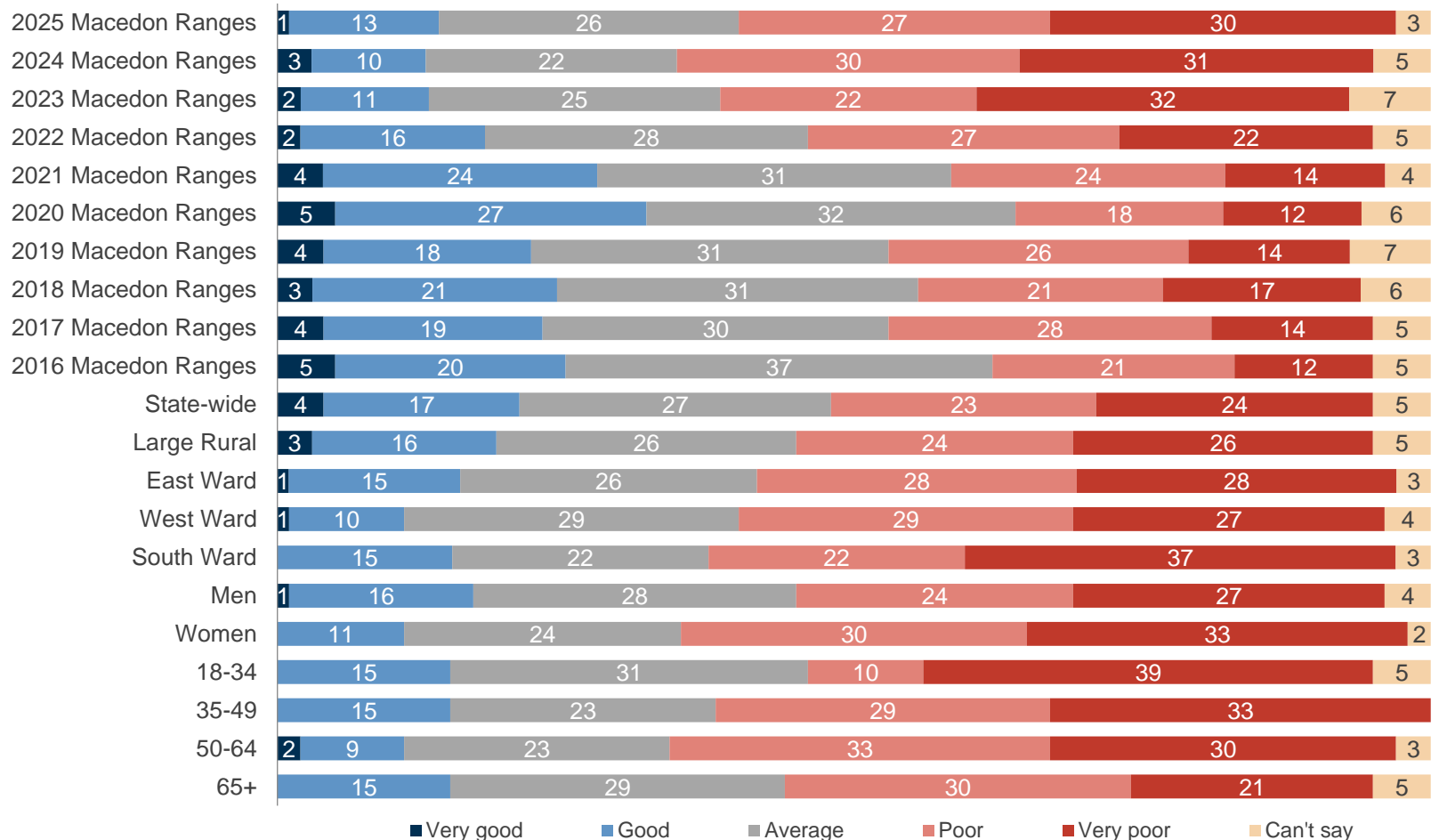
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



## 2025 unsealed roads performance (%)





# Business and community development importance



## 2025 business/community development importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	69▲	69	68	70	70	69	69	69	70	70
Large Rural	68▲	69	67	68	68	68	70	69	70	71
18-34	67	60	62	64	61	n/a	n/a	n/a	n/a	n/a
Women	67	67	67	68	69	n/a	n/a	n/a	n/a	n/a
50-64	66	65	67	71	66	n/a	n/a	n/a	n/a	n/a
South Ward	65	63	65	65	65	n/a	n/a	n/a	n/a	n/a
East Ward	64	66	62	68	69	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	64	64	64	67	66	n/a	n/a	n/a	n/a	n/a
35-49	64	66	66	71	68	n/a	n/a	n/a	n/a	n/a
West Ward	63	62	66	68	65	n/a	n/a	n/a	n/a	n/a
Men	61	60	62	66	63	n/a	n/a	n/a	n/a	n/a
65+	60	64	64	63	67	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 4

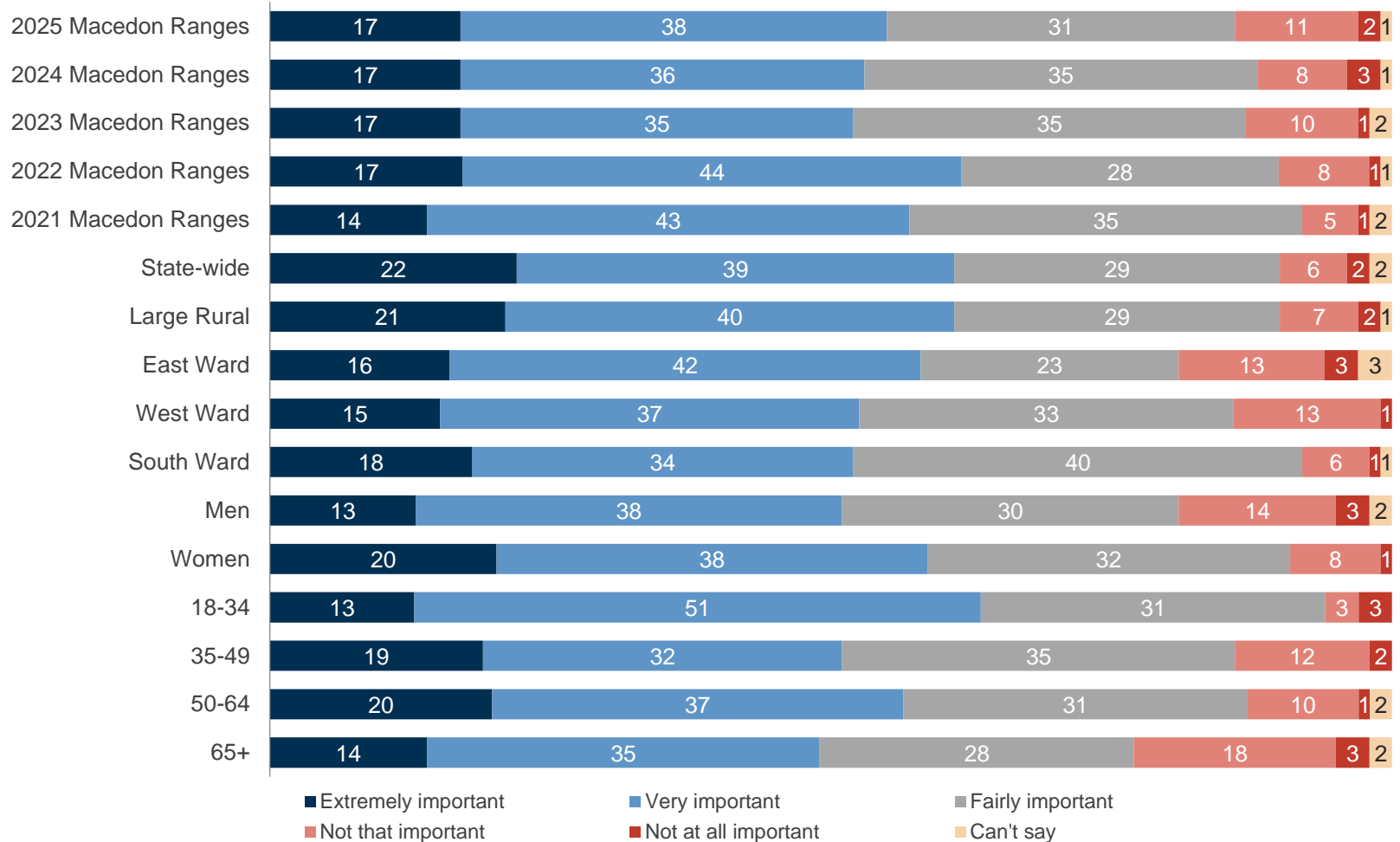
Note: Please see Appendix A for explanation of significant differences.



# Business and community development importance



2025 business/community development importance (%)





# Business and community development performance



## 2025 business/community development performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	55	57	52	65	58	n/a	n/a	n/a	n/a	n/a
Large Rural	55▲	59	57	58	60	60	59	58	59	58
State-wide	54	57	57	58	60	59	61	60	60	60
65+	54	52	51	53	54	n/a	n/a	n/a	n/a	n/a
35-49	53	54	53	53	56	n/a	n/a	n/a	n/a	n/a
East Ward	53	50	48	53	56	n/a	n/a	n/a	n/a	n/a
Women	53	53	53	57	55	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	52	53	52	54	56	n/a	n/a	n/a	n/a	n/a
West Ward	52	56	53	52	57	n/a	n/a	n/a	n/a	n/a
South Ward	51	54	56	57	54	n/a	n/a	n/a	n/a	n/a
Men	51	54	52	51	57	n/a	n/a	n/a	n/a	n/a
50-64	47▼	52	55	47	57	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

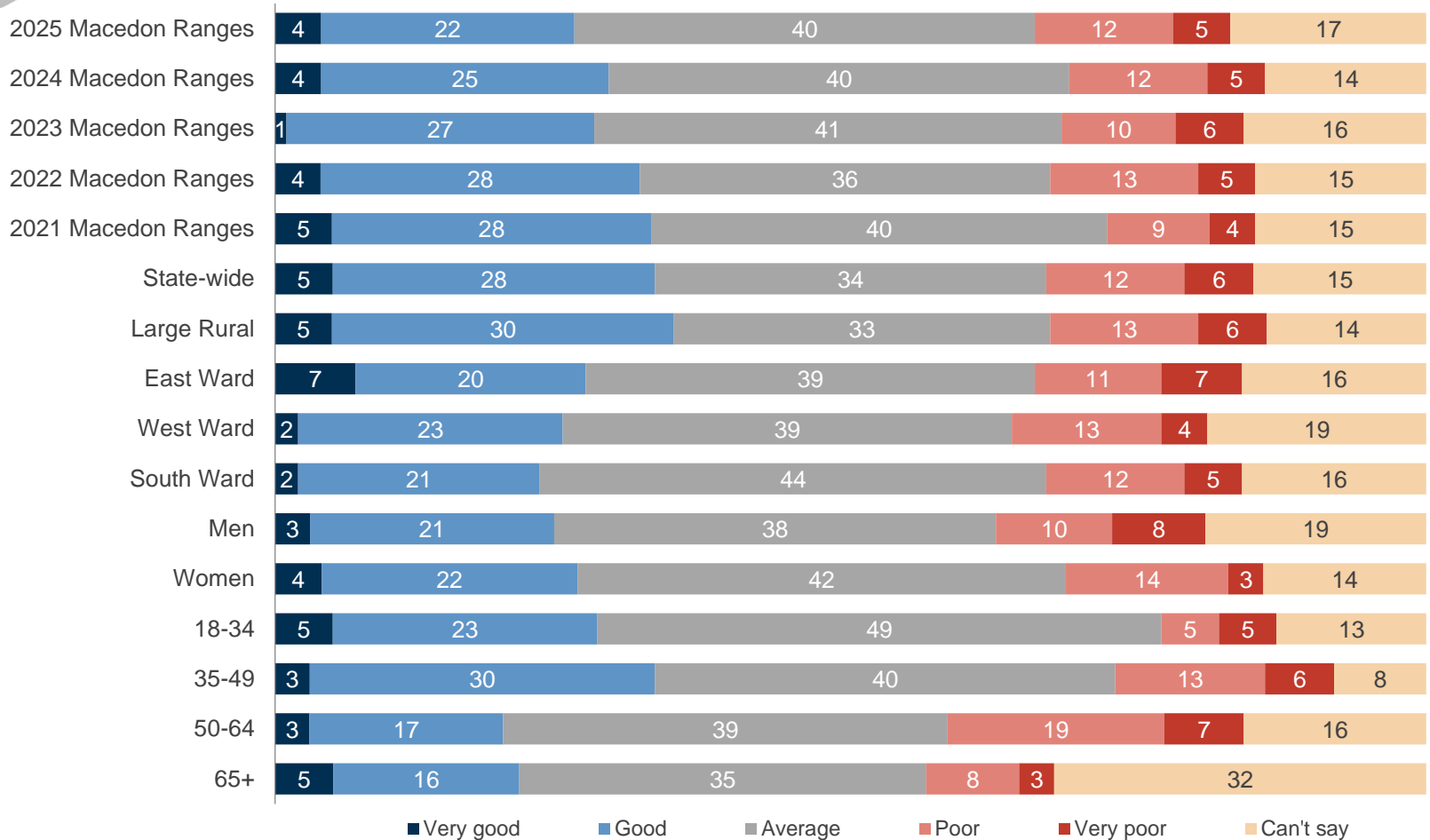
Note: Please see Appendix A for explanation of significant differences.



# Business and community development performance



2025 business/community development performance (%)





# Tourism development importance



## 2025 tourism development importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	64	58	53	54	57	55	53	n/a	n/a	n/a
Women	62	60	59	64	65	62	60	n/a	n/a	n/a
West Ward	61	61	61	67	66	58	64	n/a	n/a	n/a
State-wide	60	59	60	62	63	62	59	61	62	63
South Ward	60	54	55	59	58	60	55	n/a	n/a	n/a
Macedon Ranges	59	58	57	61	63	60	59	n/a	n/a	n/a
35-49	59	55	57	64	65	59	62	n/a	n/a	n/a
50-64	58	59	64	62	66	60	61	n/a	n/a	n/a
East Ward	57	58	55	56	64	62	57	n/a	n/a	n/a
Large Rural	57	57	58	60	62	62	60	62	63	67
65+	56	58	57	62	64	66	58	n/a	n/a	n/a
Men	56	56	56	57	61	58	57	n/a	n/a	n/a

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 3

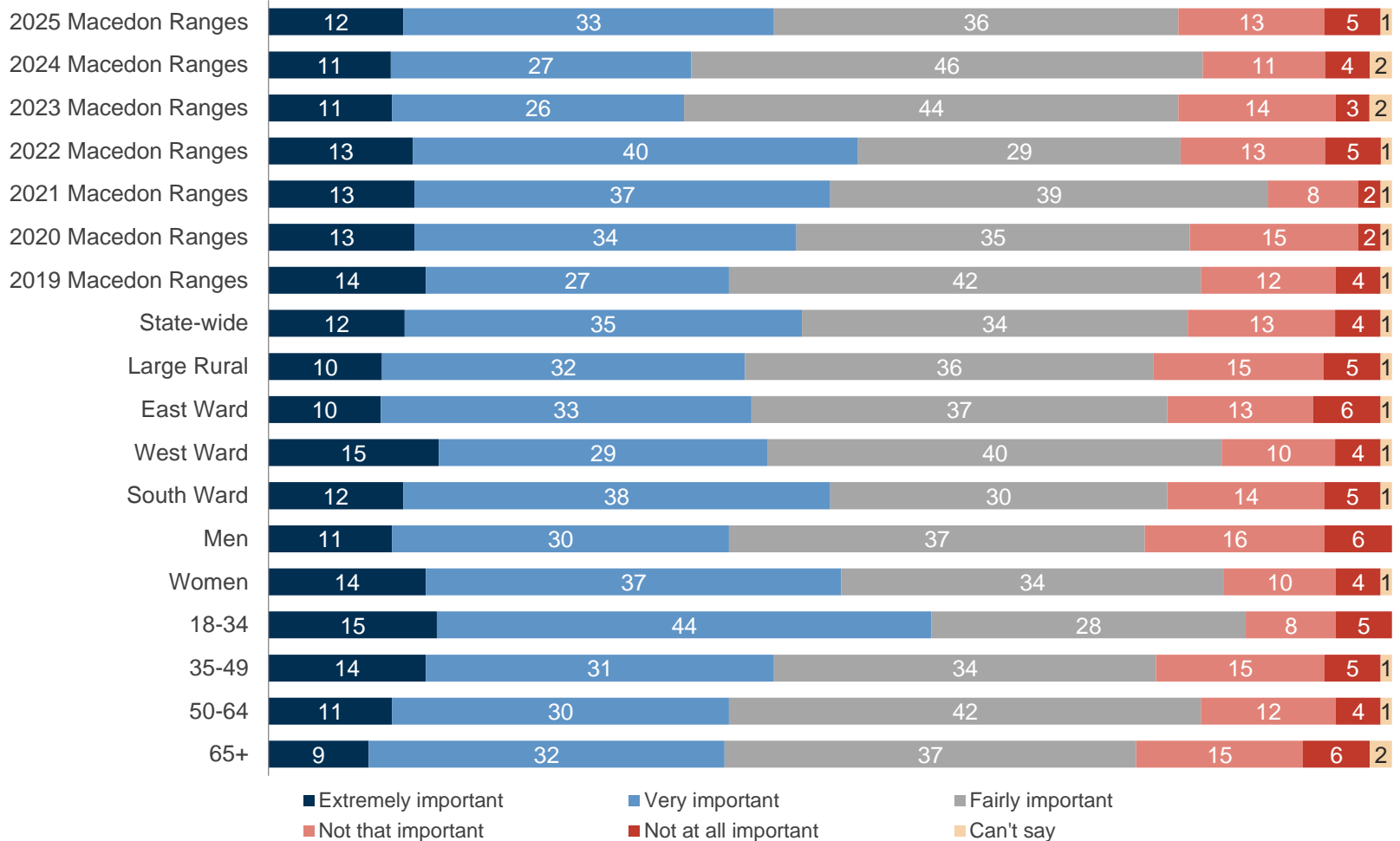
Note: Please see Appendix A for explanation of significant differences.



# Tourism development importance



## 2025 tourism development importance (%)





# Tourism development performance



## 2025 tourism development performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	63▲	62	58	66	56	69	61	n/a	n/a	n/a
State-wide	60▲	59	61	60	62	62	63	63	63	63
Large Rural	59	61	62	61	64	62	61	61	65	64
East Ward	59	51	57	57	55	60	60	n/a	n/a	n/a
Women	58	57	62	61	59	65	62	n/a	n/a	n/a
35-49	57	60	65	60	58	58	61	n/a	n/a	n/a
Macedon Ranges	57	57	60	59	58	63	61	n/a	n/a	n/a
65+	57	54	57	58	58	62	60	n/a	n/a	n/a
South Ward	56	61	64	62	57	61	60	n/a	n/a	n/a
Men	56	58	58	57	56	61	60	n/a	n/a	n/a
West Ward	56	60	60	58	60	66	64	n/a	n/a	n/a
50-64	53	55	62	51	56	63	63	n/a	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 3

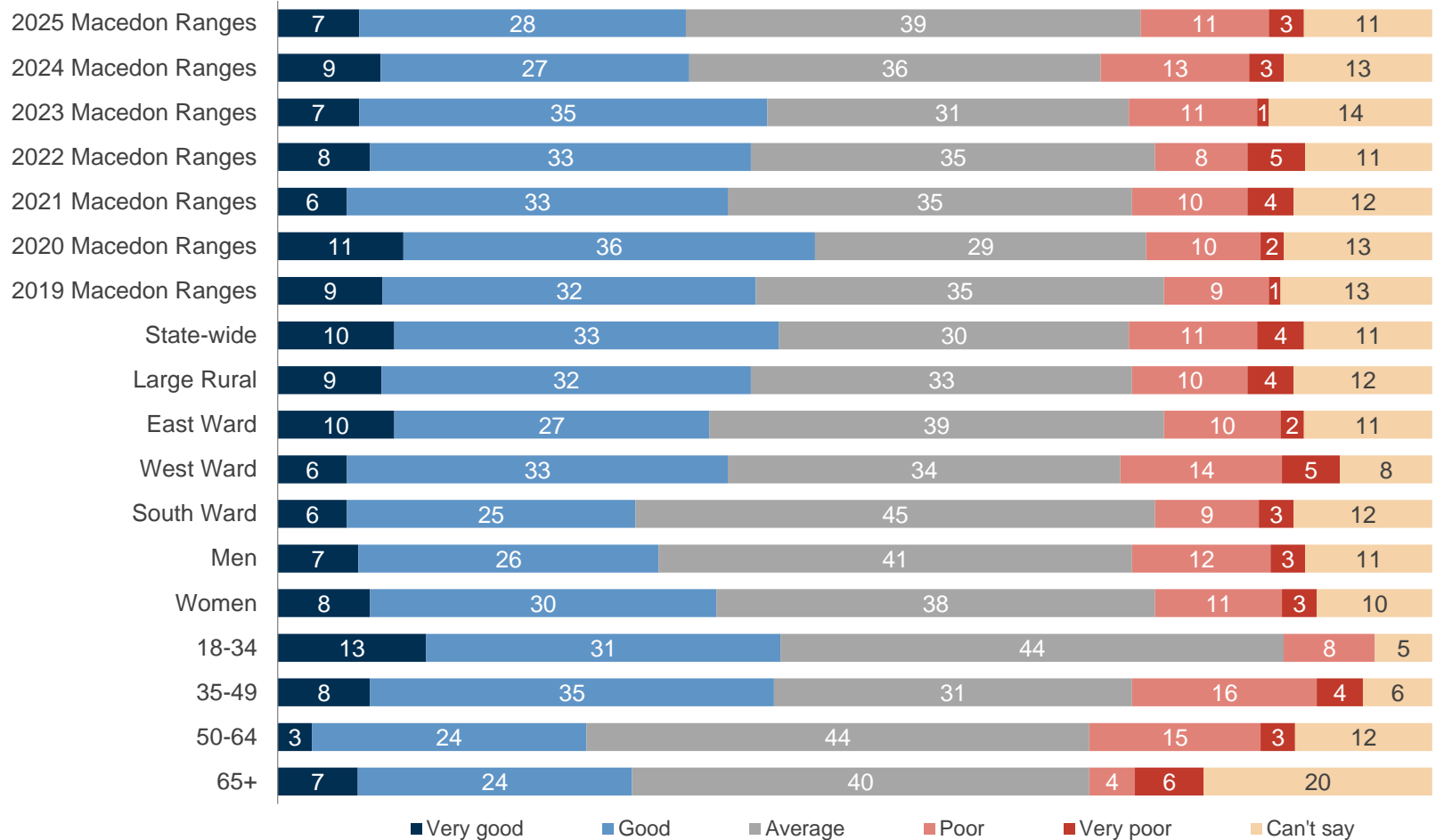
Note: Please see Appendix A for explanation of significant differences.



# Tourism development performance



## 2025 tourism development performance (%)





# COVID-19 response importance



## 2025 COVID-19 response importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	50▲	54	60	63	71	n/a	n/a	n/a	n/a	n/a
State-wide	47▲	51	57	65	71	n/a	n/a	n/a	n/a	n/a
Large Rural	47▲	50	55	62	67	n/a	n/a	n/a	n/a	n/a
Women	46	51	59	65	69	n/a	n/a	n/a	n/a	n/a
East Ward	44	45	55	57	67	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	42	45	53	59	64	n/a	n/a	n/a	n/a	n/a
18-34	42	44	48	61	62	n/a	n/a	n/a	n/a	n/a
South Ward	42	44	50	59	61	n/a	n/a	n/a	n/a	n/a
West Ward	41	47	55	60	64	n/a	n/a	n/a	n/a	n/a
50-64	40	45	54	57	65	n/a	n/a	n/a	n/a	n/a
35-49	39	36	47	53	57	n/a	n/a	n/a	n/a	n/a
Men	39	39	48	52	58	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 3 Councils asked group: 2

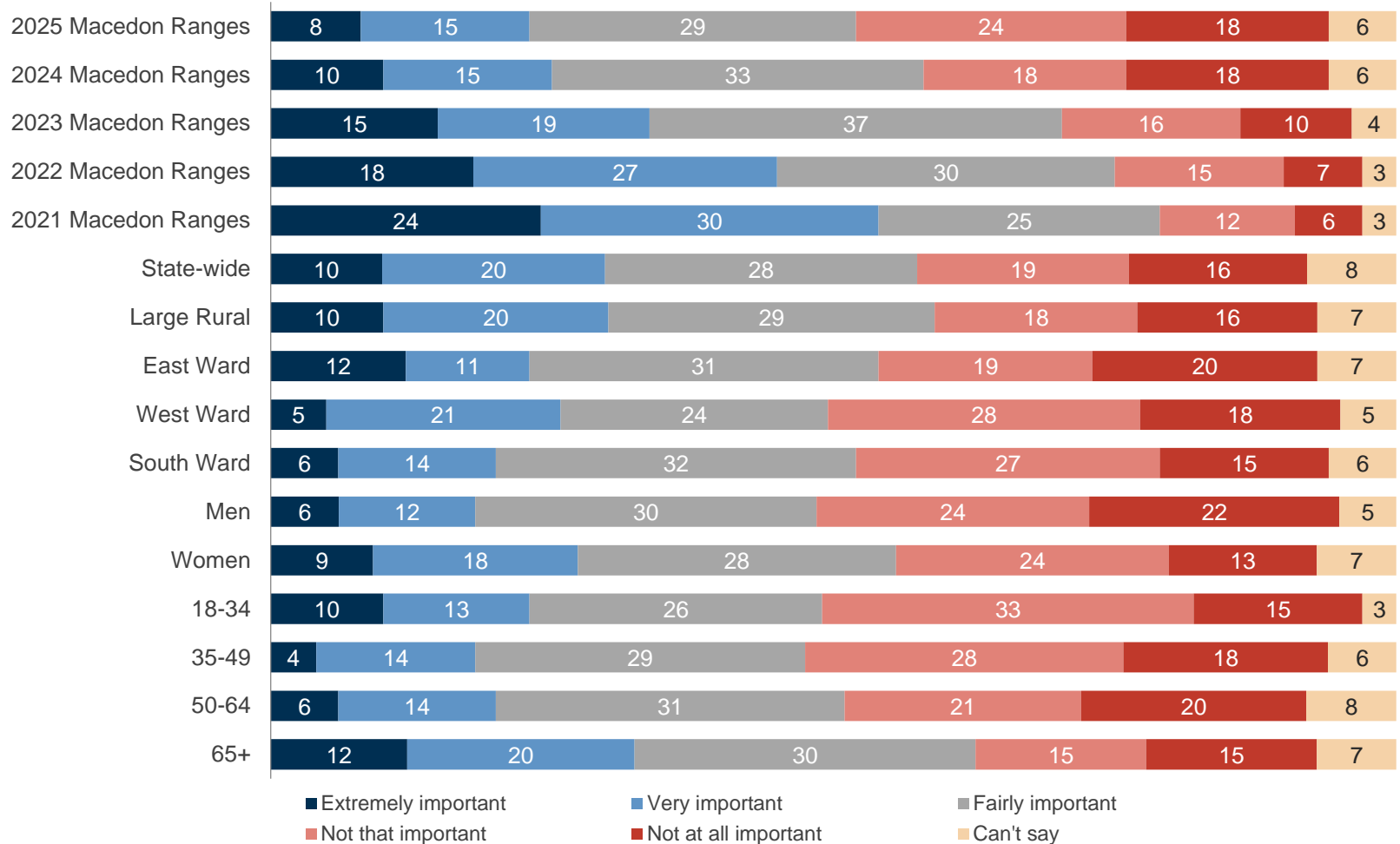
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response importance



## 2025 COVID-19 response importance (%)





# COVID-19 response performance



## 2025 COVID-19 response performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Large Rural	61▲	66	67	71	74	n/a	n/a	n/a	n/a	n/a
State-wide	60▲	65	67	69	73	n/a	n/a	n/a	n/a	n/a
18-34	60	66	57	73	73	n/a	n/a	n/a	n/a	n/a
Women	59	62	61	66	69	n/a	n/a	n/a	n/a	n/a
65+	58	61	59	63	67	n/a	n/a	n/a	n/a	n/a
East Ward	57	60	60	64	68	n/a	n/a	n/a	n/a	n/a
South Ward	56	60	59	69	65	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	56	60	59	64	68	n/a	n/a	n/a	n/a	n/a
West Ward	55	60	60	61	71	n/a	n/a	n/a	n/a	n/a
35-49	54	56	61	63	68	n/a	n/a	n/a	n/a	n/a
50-64	53	59	61	57	66	n/a	n/a	n/a	n/a	n/a
Men	52	58	57	62	67	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 4 Councils asked group: 2

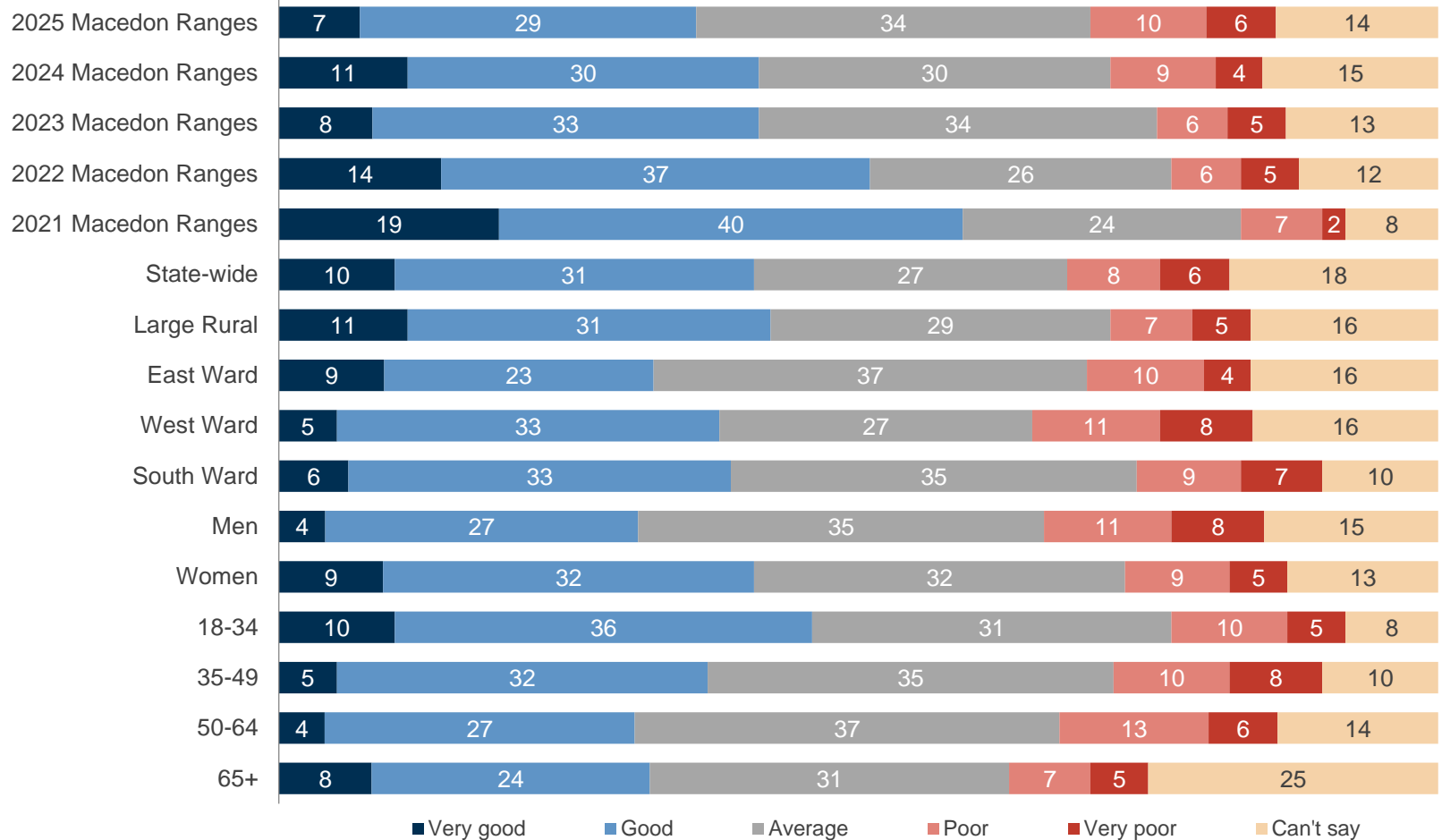
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response performance



## 2025 COVID-19 response performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering. The background of the entire page is white.

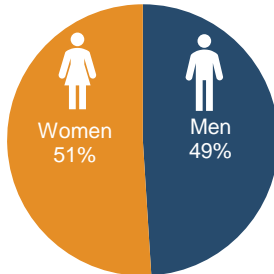
# **Detailed demographics**



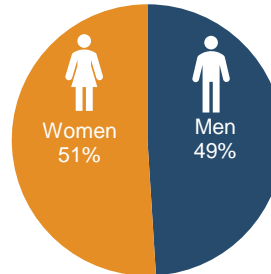
## Gender and age profile

### 2025 gender

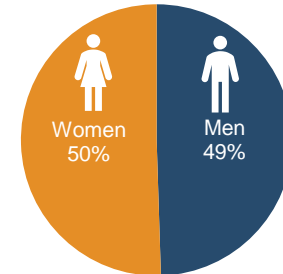
#### Macedon Ranges



#### Large Rural

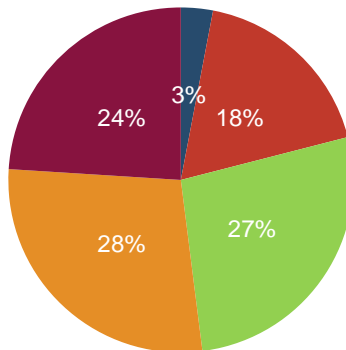


#### State-wide

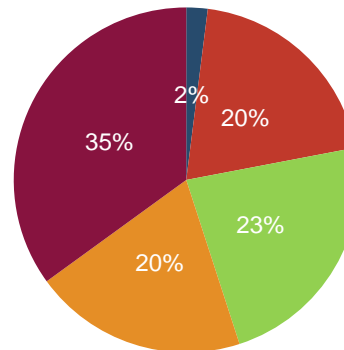


### 2025 age

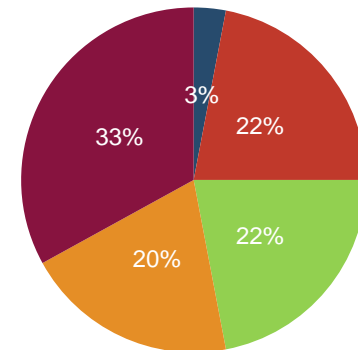
#### Macedon Ranges



#### Large Rural



#### State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

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

An "Other" option has been included for gender, hence the results may not add to 100%.

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



# **Appendix A: Index scores, margins of error and significant differences**



## Appendix A: Index Scores

### Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

*Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.*



## Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Macedon Ranges 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 +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 39,200 people aged 18 years or over for Macedon Ranges Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Macedon Ranges Shire Council	401	400	+/-4.9
Men	209	195	+/-6.8
Women	190	203	+/-7.1
East Ward	150	149	+/-8.0
West Ward	128	126	+/-8.7
South Ward	123	125	+/-8.9
18-34 years	39	82	+/-15.9
35-49 years	100	109	+/-9.8
50-64 years	140	113	+/-8.3
65+ years	122	97	+/-8.9



## 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

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=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 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 Macedon Ranges 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 Macedon Ranges Shire Council.

Survey sample matched to the demographic profile of Macedon Ranges 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 58% mobile phone numbers to cater to the diversity of residents within Macedon Ranges Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Macedon Ranges Shire Council. Survey fieldwork was conducted across four quarters from 6<sup>th</sup> June 2024 – 16<sup>th</sup> March 2025.



## Appendix B: Analysis and reporting

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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

Macedon Ranges Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac-Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

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



## Appendix B:

### Core, optional and tailored questions

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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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