



**2026 Local
Government
Community
Satisfaction Survey**

**Glennelg Shire
Council**



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Background and objectives

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

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

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

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

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

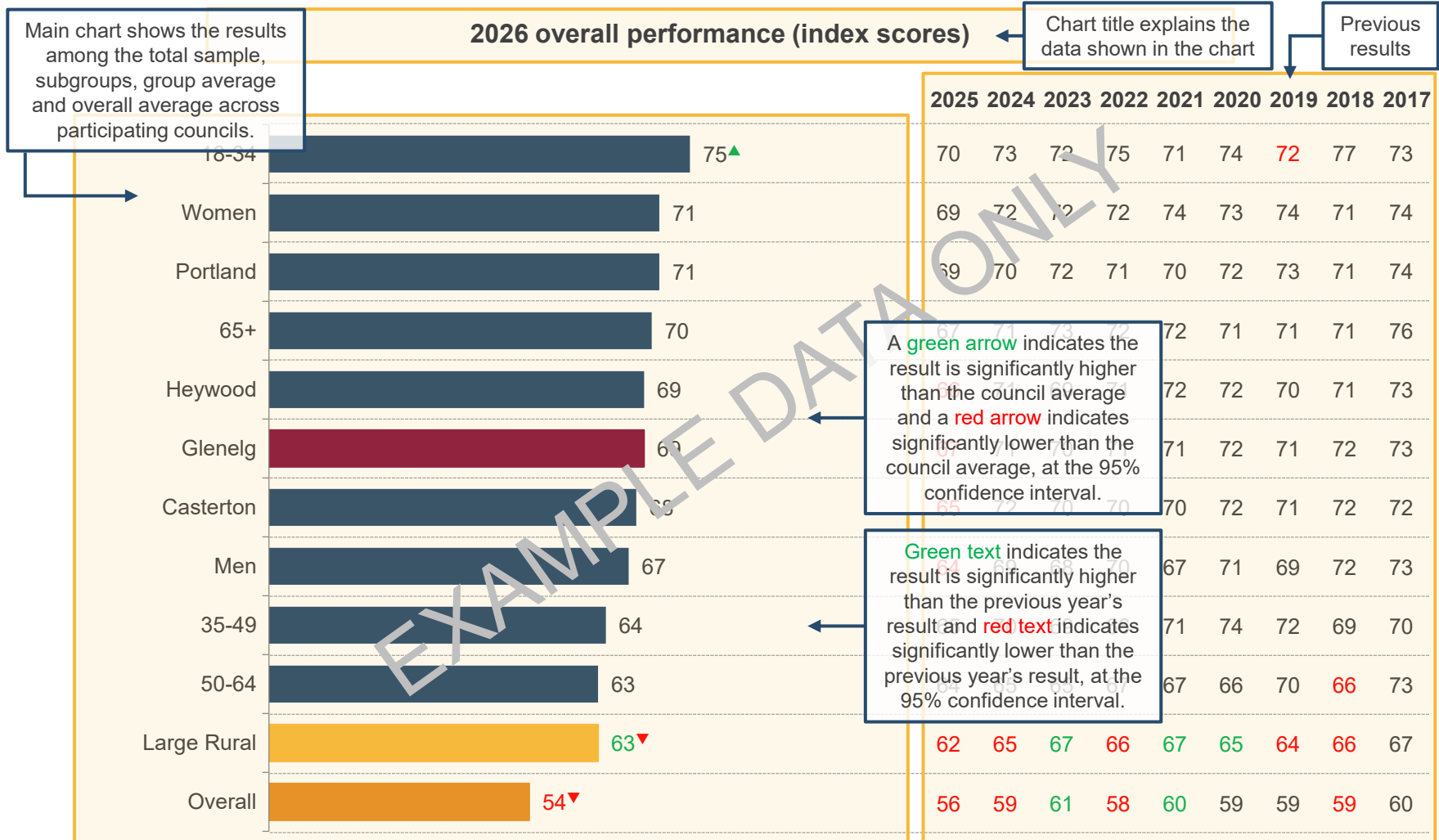
Serving Victoria for 27 years

The CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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



How to read index score charts in this report

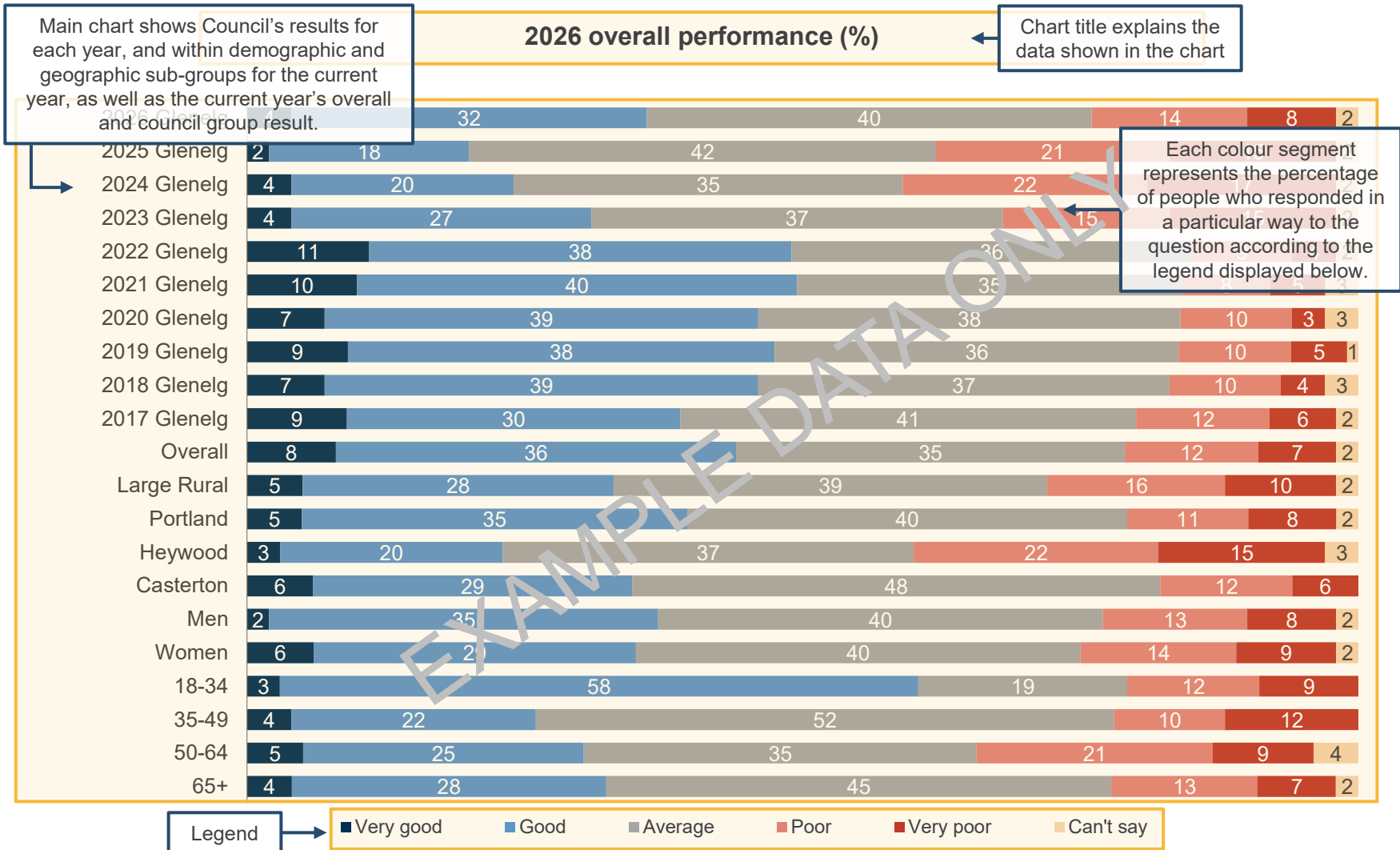


Question asked and base size(s)

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



How to read stacked bar charts in this report



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

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Key findings and recommendations



Glenelg Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Glenelg 52



Large Rural 50



Overall 57

Council performance compared to group average

Highest performing area		
	Waste management	= on par
Lowest performing area		
	Sealed local roads	= on par
	Customer service	▲ higher



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

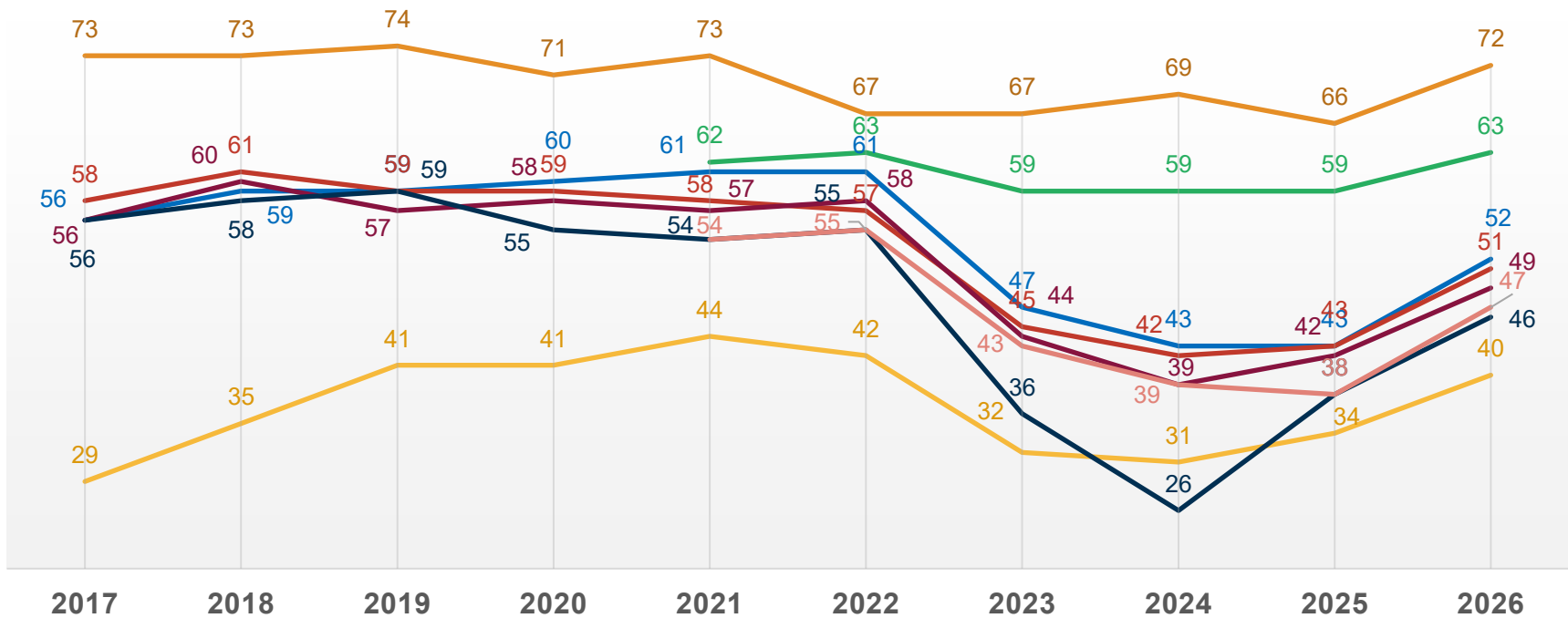
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

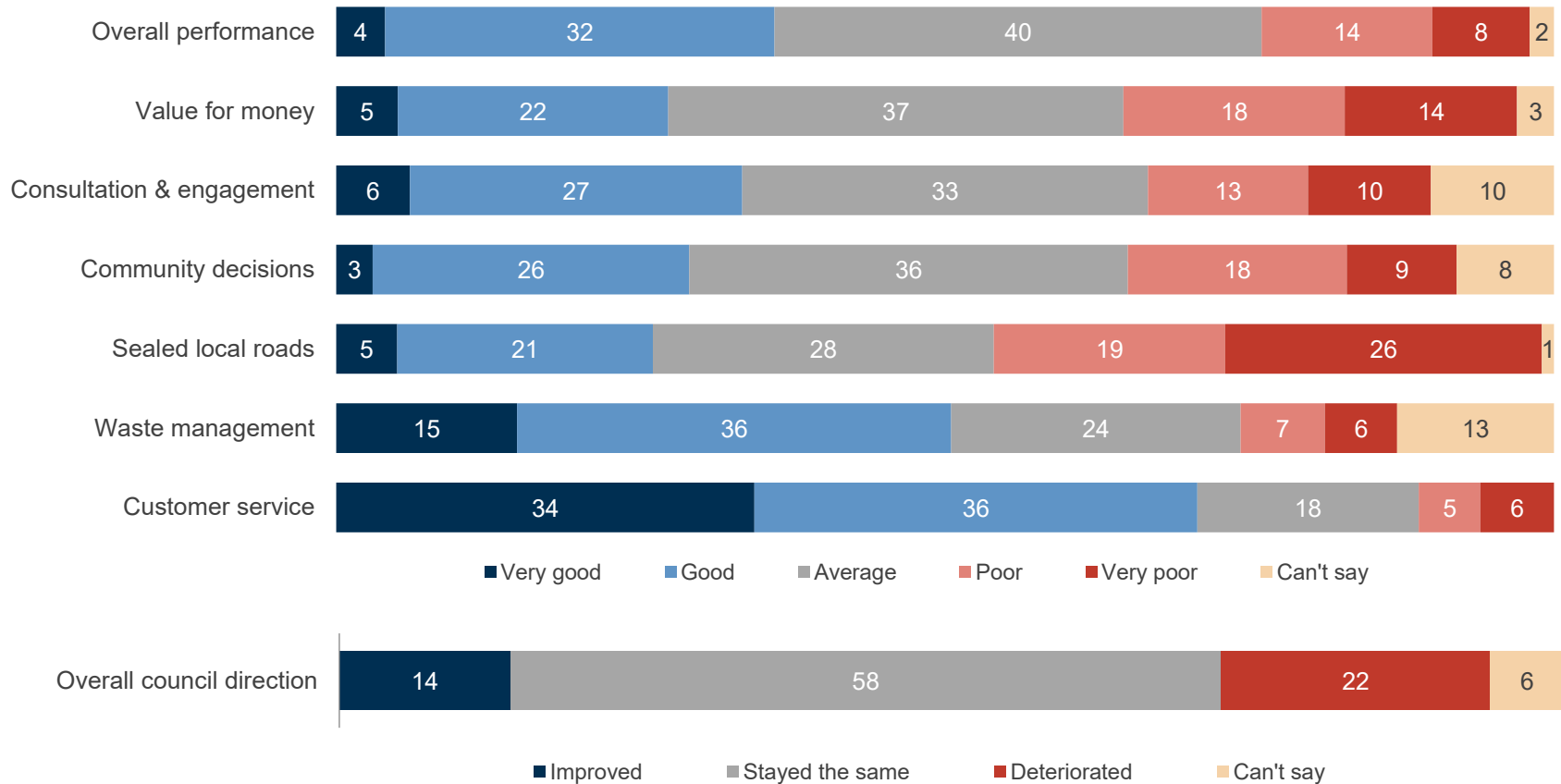
Overall Council Direction













Summary of core measures

Core measures summary results (%)





Summary of Glenelg Shire Council performance

Services	Glenelg 2026	Glenelg 2025	Large Rural 2026	Overall 2026	Highest score	Lowest score
 Overall performance	52	43	50	57	18-34 years	Heywood residents
 Value for money	47	38	44	49	Casterton residents	Heywood residents
 Overall council direction	46	38	44	48	Casterton residents	Heywood residents
 Customer service	72	66	66	69	18-34 years	Heywood residents
 Waste management	63	59	64	69	Casterton residents	35-49 years
 Consultation & engagement	51	43	49	53	Casterton residents	Heywood residents
 Community decisions	49	42	47	52	Casterton residents	Heywood residents
 Sealed local roads	40	34	39	46	35-49 years	50-64 years, Heywood residents



Focus areas for the next 12 months

Overview

Perceptions of Glenelg Shire Council's overall performance have improved significantly this year (index score of 52, up a significant nine points from 2025). This marks a notable recovery, with Council regaining half of the points lost across 2023 and 2024, albeit ratings remain lower than levels recorded between 2017 and 2022. Council's performance ratings in 2026 have improved significantly in all service areas. Perceptions of the direction of Council's overall performance have also significantly improved (46, up eight index points).

Focus areas

Decisions made in the interest of the community, and consultation and engagement, should be a key focus over the next 12 months. While Council's performance ratings in these areas have significantly improved, they remain far below the historically higher levels seen prior to the significant 2023 declines. Heywood residents rate Council's performance in these areas the lowest.

Comparison to Overall and area grouping

Council performs in line with the Large Rural group average on all individual service areas evaluated, as well as on overall performance and Council direction. Council performs significantly higher than the group average on value for money and customer service. In comparison to the Overall average across participating councils State-wide (the Overall average), Council performs in line with the Overall averages on half of the evaluated metrics, but significantly lower than the Overall averages on the remainder.

Maintain and continue to build on gains achieved in previous 12 months

Council should look to maintain and build upon its significantly improved performance over the next 12 months. Aside from working to hold firm on all gains made, Council should pay particular attention to residents of Heywood who are most critical of Council's overall performance, overall direction and customer service. As Council's engagement with this group through regular contact channels is low, increasing Council's visibility and engagement in Heywood could support more positive perceptions.

DETAILED FINDINGS



Overall performance

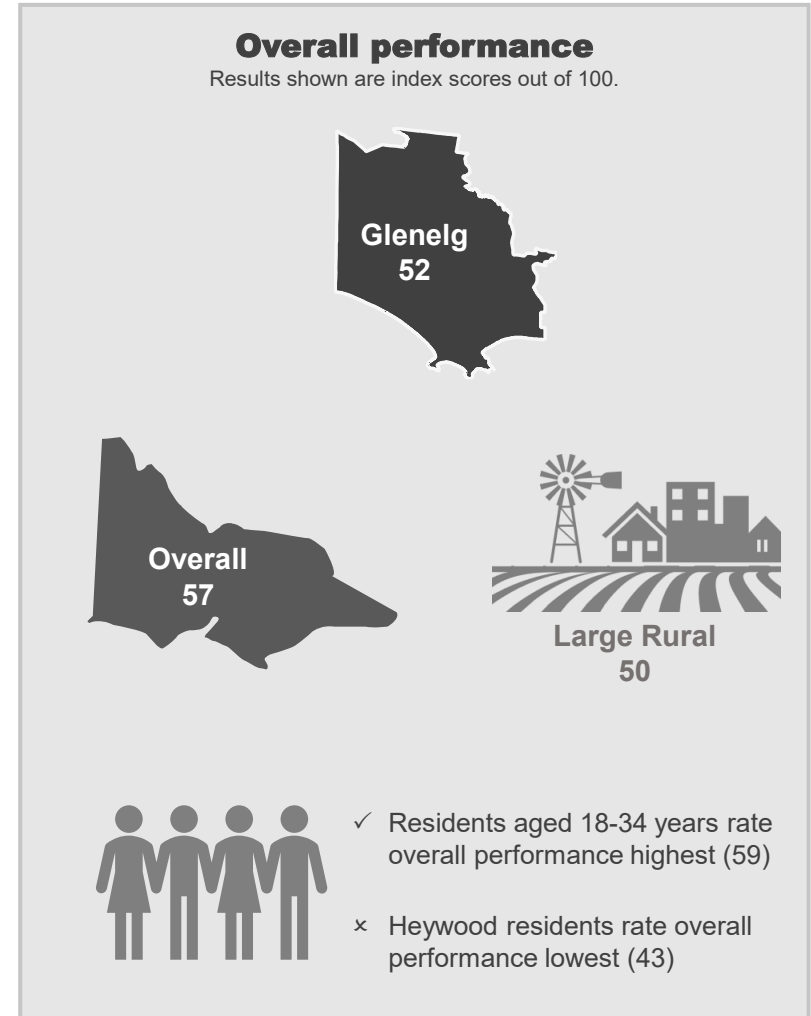


Overall performance

The overall performance index score of 52 for Glenelg Shire Council represents a nine-point significant increase on the 2025 result. This improvement sees Council regaining half of the points lost in 2023 and 2024, albeit ratings remain lower than previously achieved higher levels seen between 2017 and 2022.

- Glenelg Shire Council's overall performance is rated in line with the average rating for the Large Rural group (index score of 50) but significantly lower (at the 95% confidence interval) than the Overall average across participating councils State-wide (index score of 57).
- Performance ratings across Portland and Casterton are not significantly different from the Council average, although those in Portland have seen a significant increase since 2025 (55, up 14 index points). In contrast, ratings among Heywood residents (43) are significantly lower than the average.
- Perceptions among residents aged 18 to 34 years are significantly higher than the Council average.

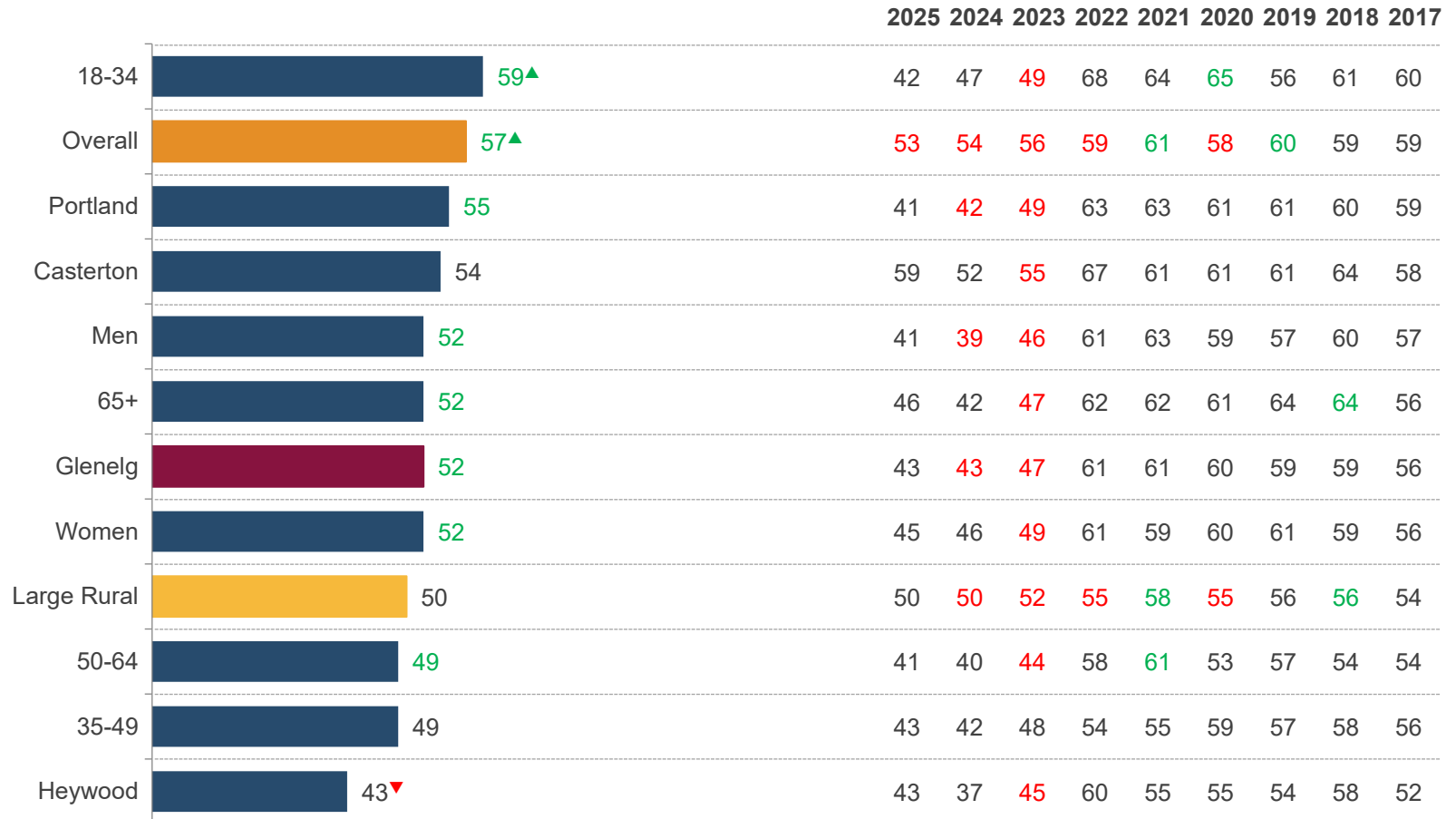
Just over a quarter of residents (27%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', whereas almost a third (32%) rate it as 'very poor' or 'poor'. A further 37% rate Council as 'average' in terms of providing value for money.





Overall performance

2026 overall performance (index scores)

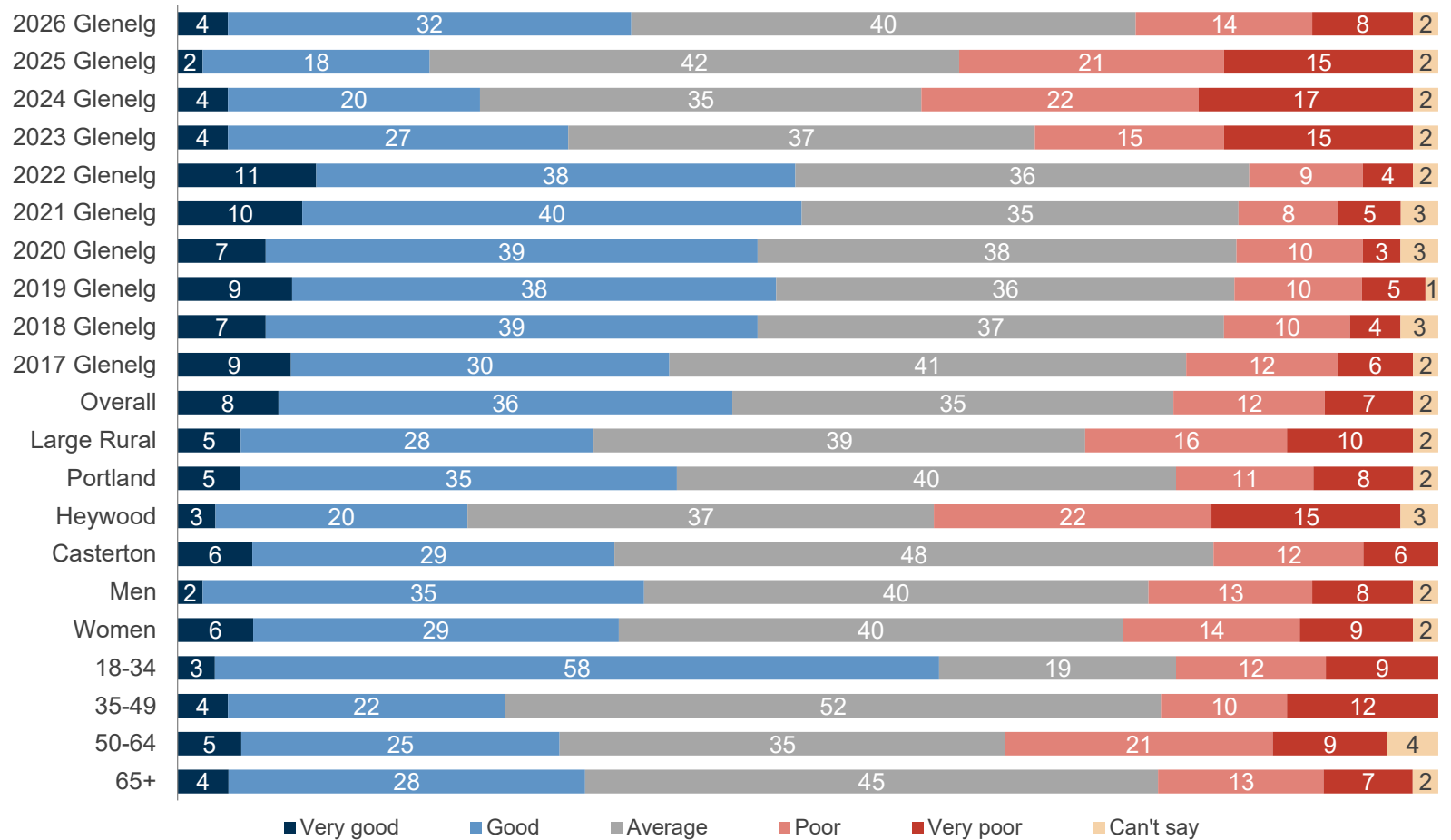


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glenelg Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked: 23 Councils asked group: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



Overall performance

2026 overall performance (%)



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



Value for money in services and infrastructure

2026 value for money (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
Casterton	56▲	51	50	44	61	65	n/a	n/a	n/a
Portland	50	38	40	48	58	56	n/a	n/a	n/a
Overall	49	47	48	49	53	54	n/a	n/a	n/a
18-34	48	33	35	43	63	53	n/a	n/a	n/a
65+	47	43	40	45	57	58	n/a	n/a	n/a
Women	47	38	41	44	56	55	n/a	n/a	n/a
Glenelg	47	38	39	43	55	54	n/a	n/a	n/a
Men	46	39	36	41	55	53	n/a	n/a	n/a
35-49	46	38	35	40	49	46	n/a	n/a	n/a
50-64	45	39	41	41	53	54	n/a	n/a	n/a
Large Rural	44▼	43	43	45	48	50	n/a	n/a	n/a
Heywood	31▼	34	30	39	50	49	n/a	n/a	n/a

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

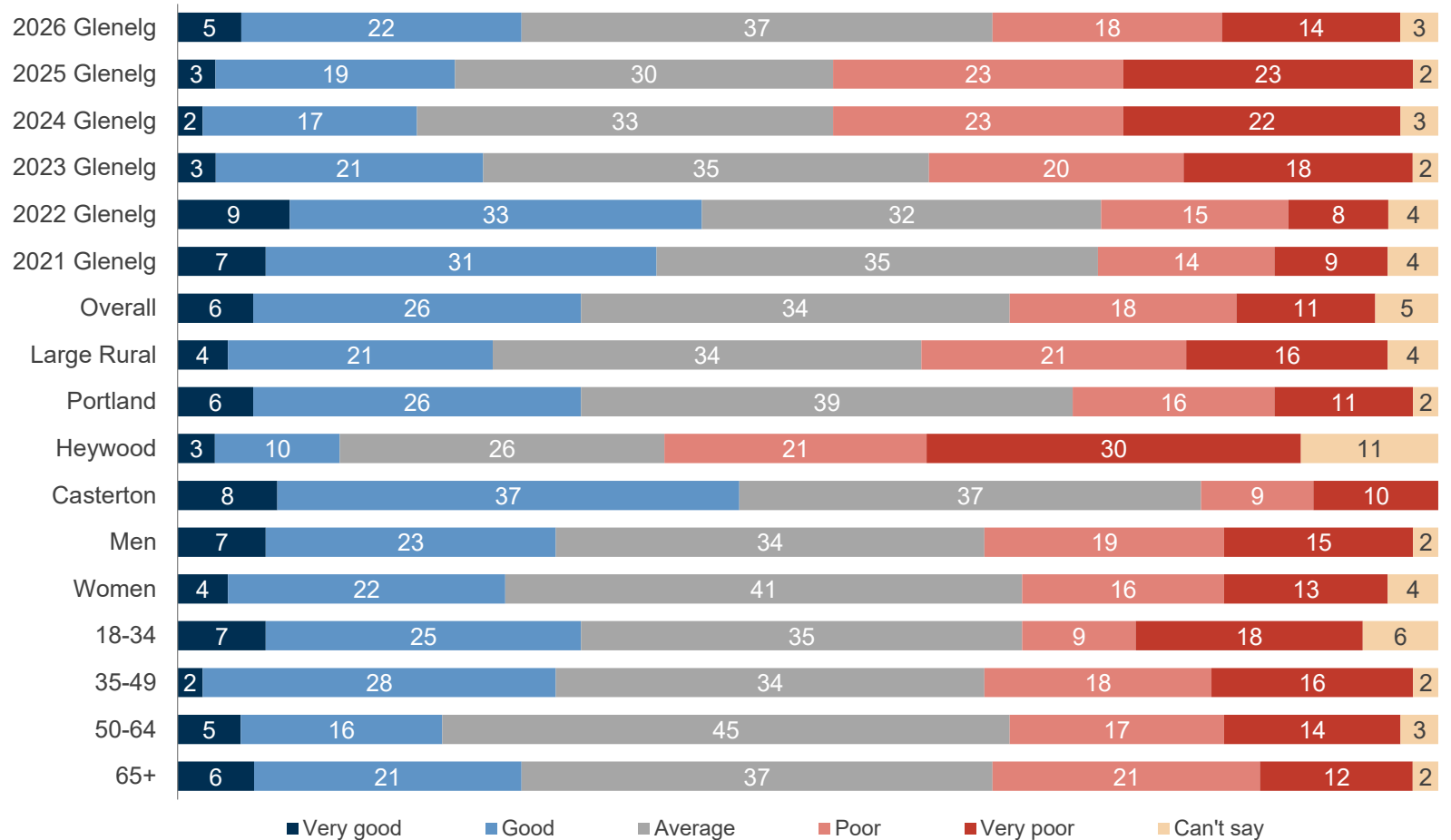
Base: All respondents. Councils asked: 21 Councils asked group: 7

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



Value for money in services and infrastructure

2026 value for money (%)



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

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



Higher performing service areas

Glenelg Shire Council continues to perform best in the area of waste management (index score of 63). This represents a significant four-point increase since 2025, offsetting the significant decline in 2023 and returning Council's performance rating for this area to 2022 levels.

- Council performs in line with the Large Rural group average (index score of 64) and significantly lower than the Overall average (69) in waste management.
- Impressions of Council's performance in waste management have increased significantly among Portland residents (66, up seven index points from 2025), residents aged 18 to 34 years (66, up 11 points), those aged 50 to 64 years (63, up eight points) and women (62, up seven points).

Council's next best performing service areas are consultation and engagement (index score of 51, up eight points since 2025) and making decisions in the interest of the community (49, up seven points).

- Perceptions in both of these service areas are in line with the Large Rural group averages.
- Heywood residents rate consultation and engagement (index score of 42) and community decisions (41) significantly lower than the Council average.
- For consultation and engagement, ratings among Casterton residents (61) and those aged 18 to 34 years (59) are significantly higher than Council average.



Waste management (index score of 63) is the area where Council performed best in 2026.



Lowest performing service area



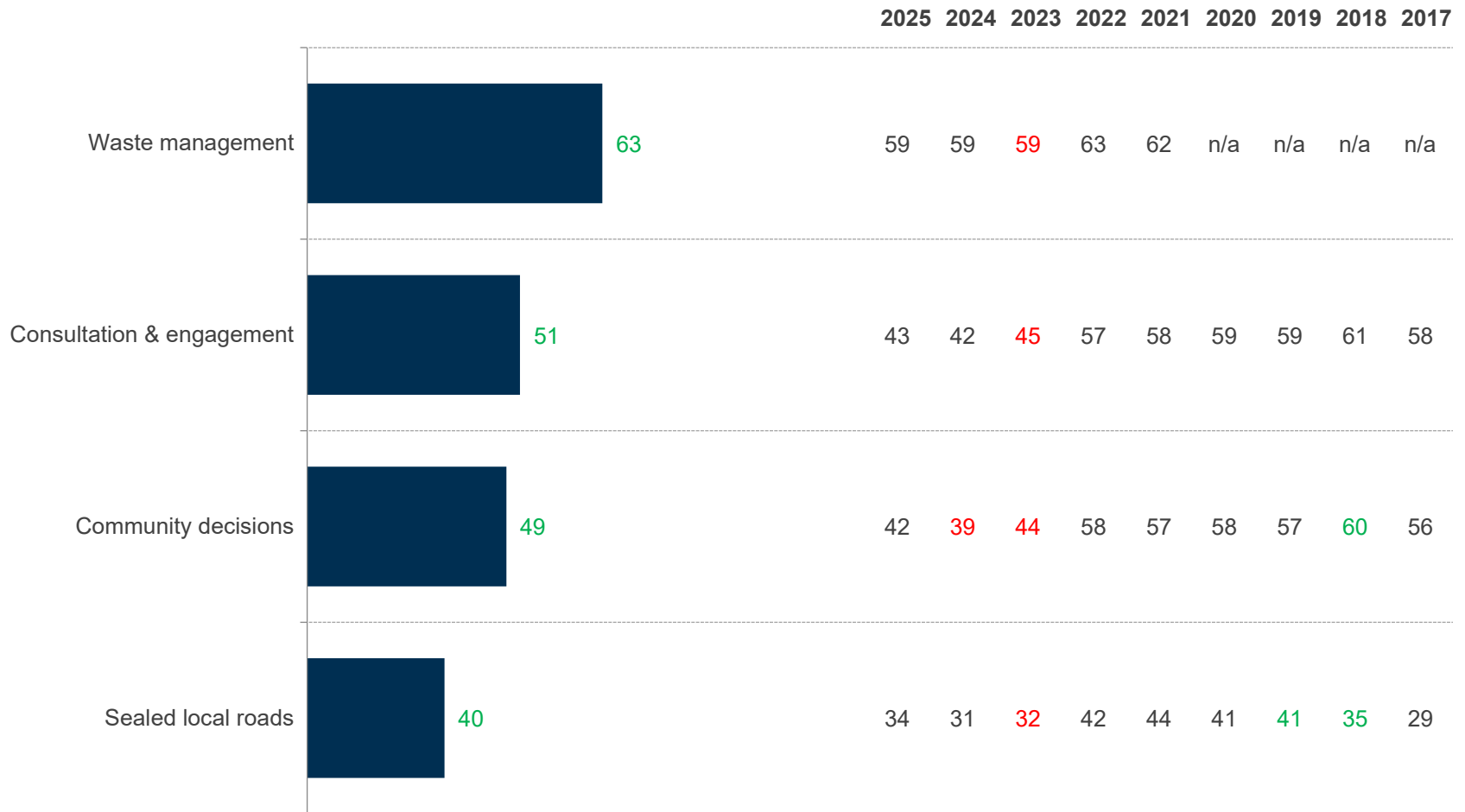
Council rates lowest in the area of sealed local roads (index score of 40), despite a significant six-point increase since 2025). This represents a notable recovery after a significant decline in 2023 and subsequent stagnation, bringing the score more closely in line with performance ratings recorded in 2019 and 2020.

- Council rates in line with the Large Rural group average (index score of 39) and significantly lower than the Overall average (index score of 46) for sealed local roads.
- Residents aged 35 to 49 years (index score of 50) rate Council significantly higher than the Council average for sealed local roads.
- Portland residents (index score of 43) are more positive about Council's sealed road maintenance compared to those in Casterton (38) or Heywood (35). This would suggest that, where possible, attention on sealed local roads should first be focused in the Heywood region.
- Indeed, perceptions of Council's performance in sealed local roads have increased significantly among Portland residents in the last year (43, up 10 points).



Individual service area performance

2026 individual service area performance (index scores)



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

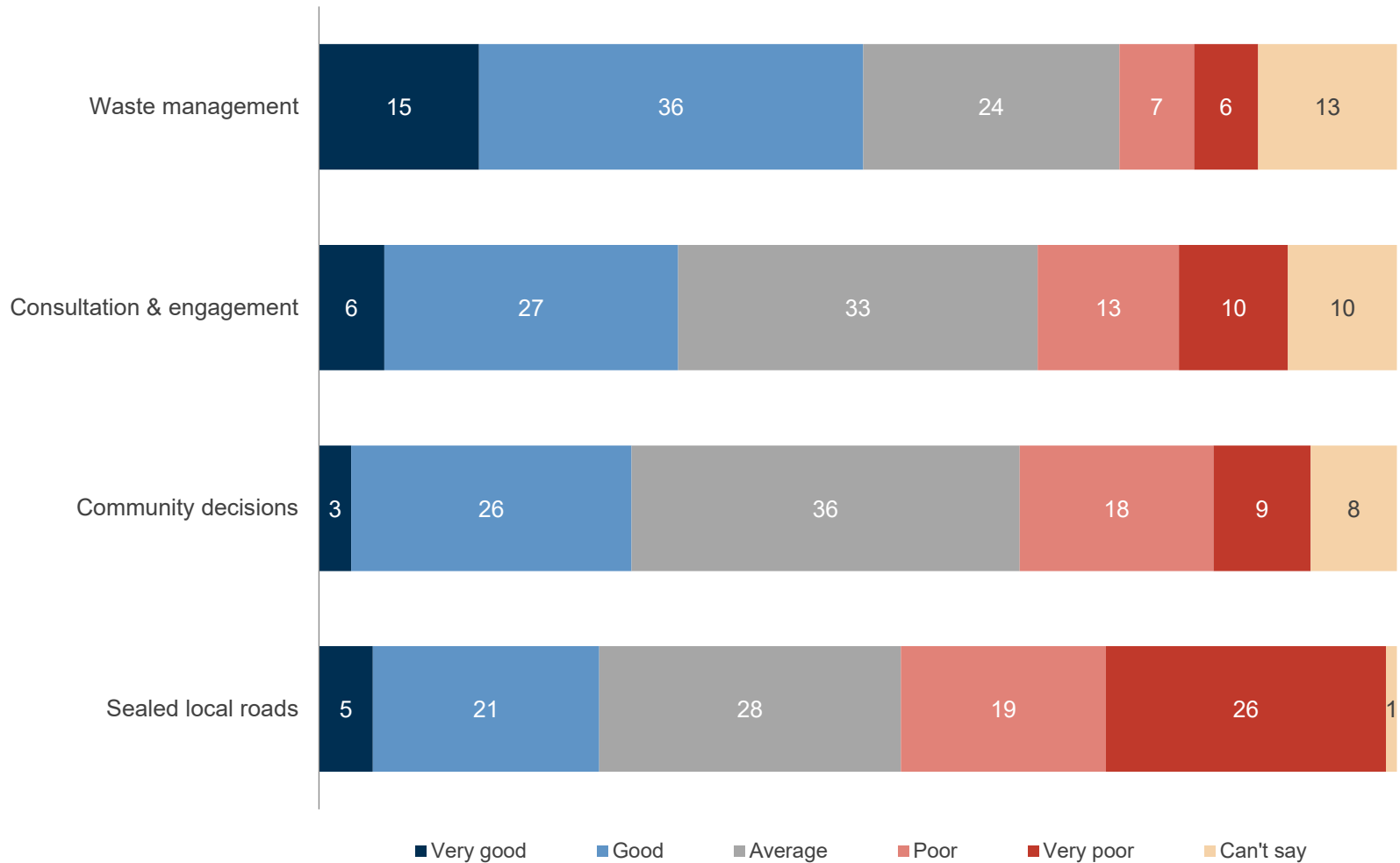
Base: All respondents. Councils asked: 23 Councils asked group: 7

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



Individual service area performance

2026 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked: 23 Councils asked group: 7



Customer service



Contact with council and customer service

Contact with council

Half of Glenelg Shire Council residents had contact with Council in the last 12 months (50%, representing a significant 12 percentage points decrease since 2025). Contact rates have been higher in previous years.

- Residents aged 35 to 49 years have the highest rate of contact with Council (56%). Those aged 18 to 34 years contact Council least often (45% have done so in the last 12 months).



Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 34% of residents who rate Council's customer service as 'very good'.

Customer service

Glenelg Shire Council's customer service index of 72 is a significant six-point increase on the 2025 result. This represents a notable recovery of perceptions, bringing the score more closely in line with ratings seen prior to the significant decline in 2022.

- Customer service is rated in line with the Overall average (index score of 69) and significantly higher than the Large Rural group average (66).

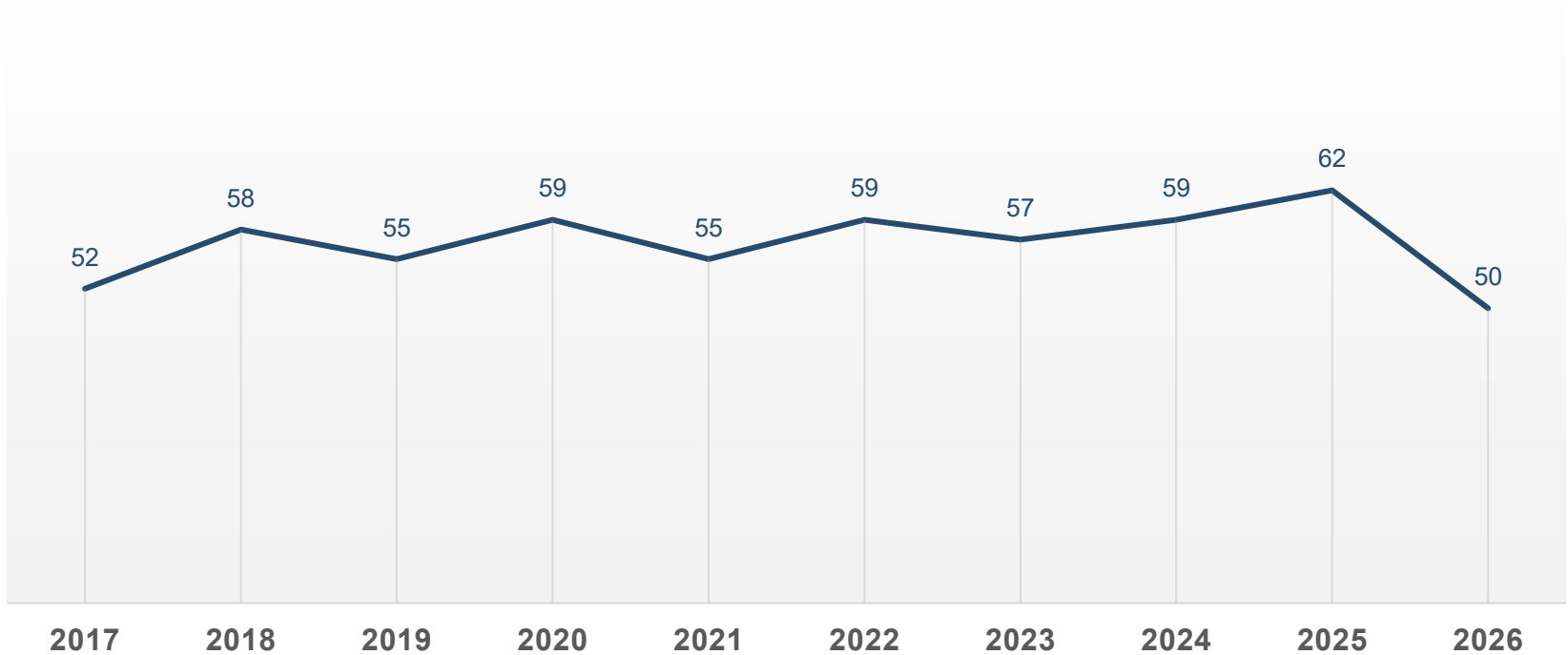
Seven in 10 residents (70%) who have had contact with Council provide a positive customer service rating of 'very good' or 'good', up 10 percentage points from 2025.

- Residents aged 18 to 34 years (index score of 87) rate Council's customer service significantly higher than the Council average.
- Perceptions of Council's customer service have increased significantly among residents aged 18 to 34 years (87, up 33 index points since 2025), Portland residents (75, up 10 points), but decreased significantly among Casterton residents (67, down 16 points, noting this is based on a small sample size).



Contact with council

2026 contact with council (%)
Have had contact

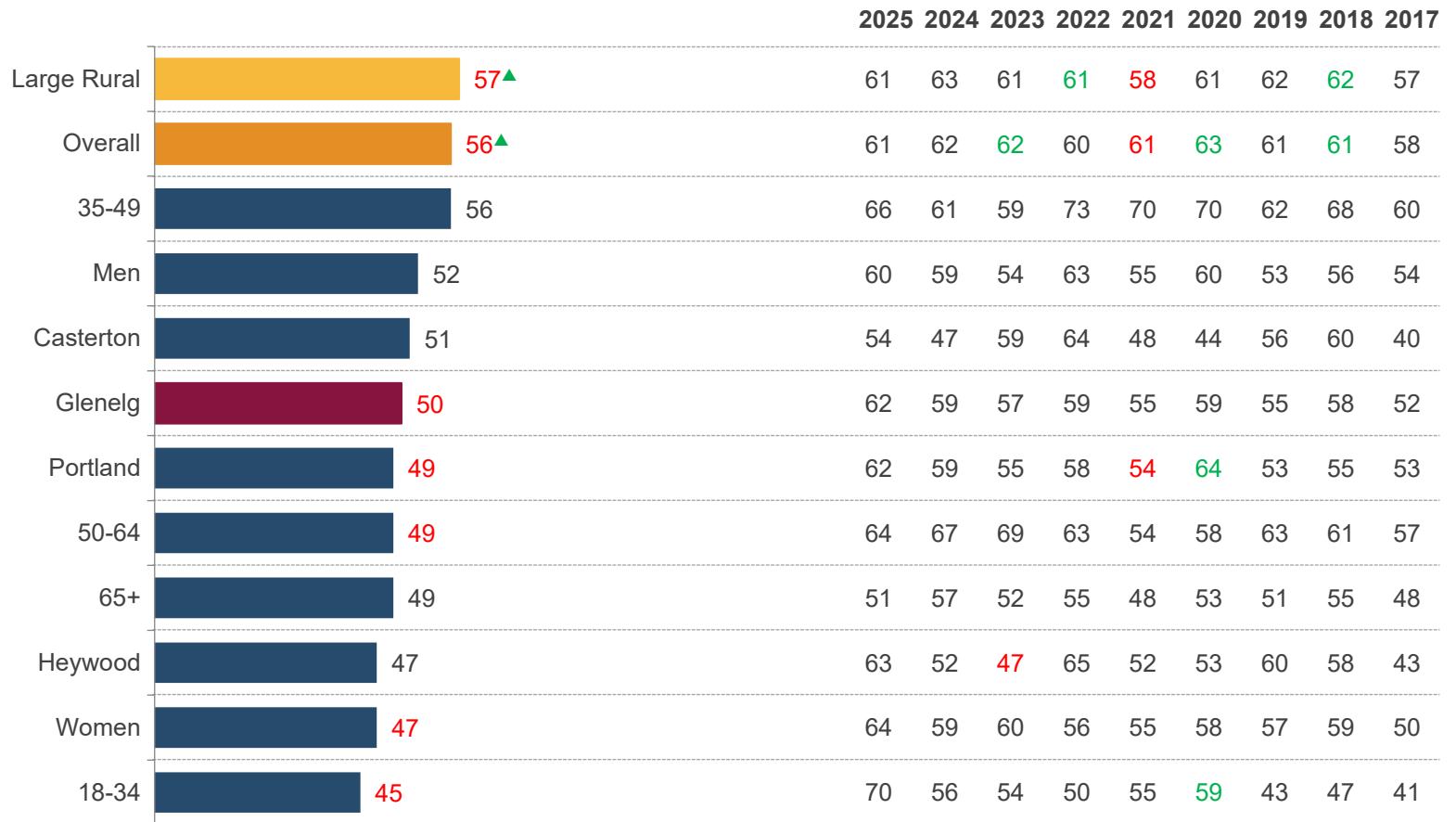


Q5. Over the last 12 months, have you or any member of your household had any contact with Glenelg Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or X (formerly known as Twitter)?
Base: All respondents. Councils asked: 14 Councils asked group: 5



Contact with council

2026 contact with council (%)

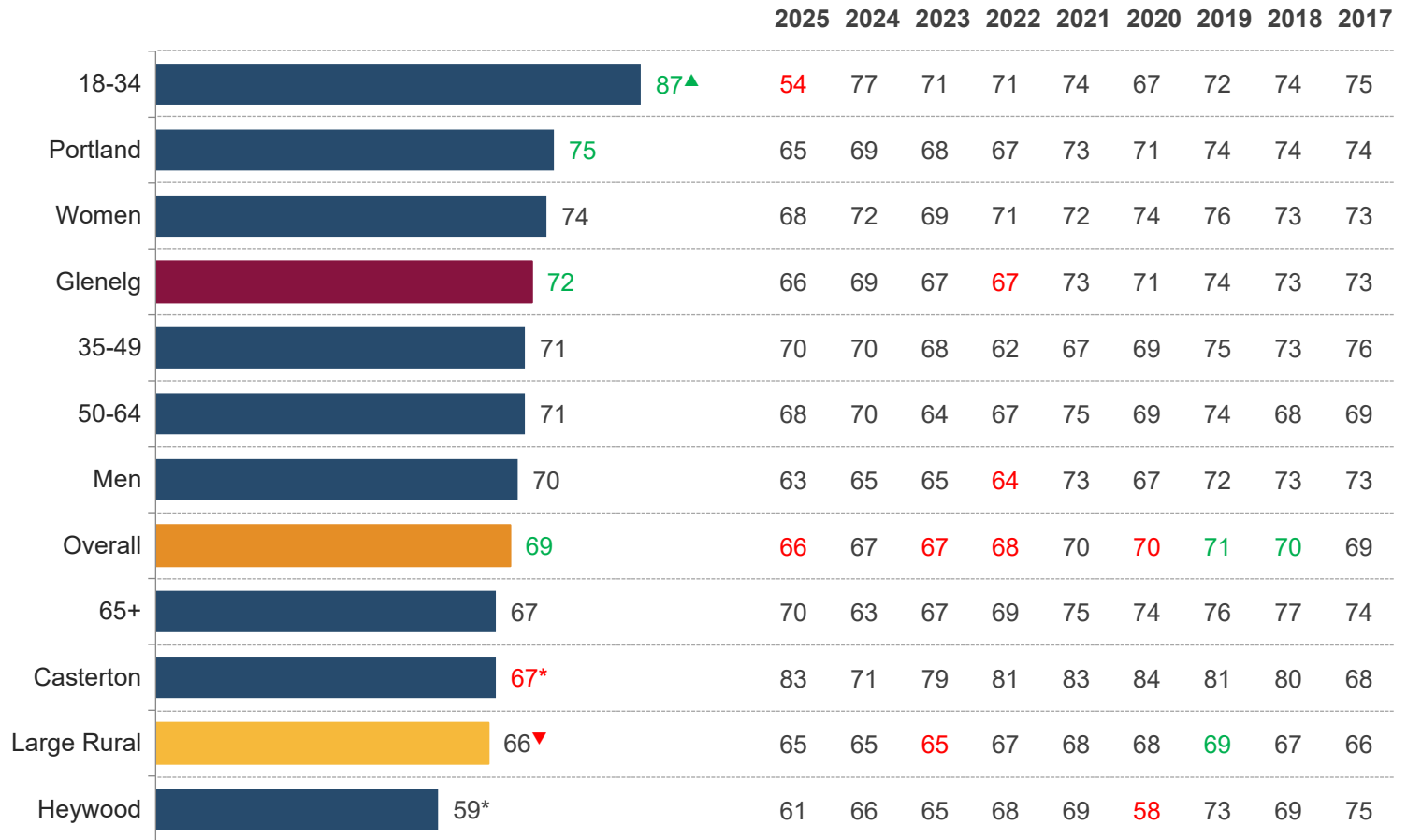


Q5. Over the last 12 months, have you or any member of your household had any contact with Glenelg Shire Council?
 This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or X (formerly known as Twitter)?
 Base: All respondents. Councils asked: 14 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2026 customer service rating (index scores)



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

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

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

Councils asked: 22 Councils asked group: 7

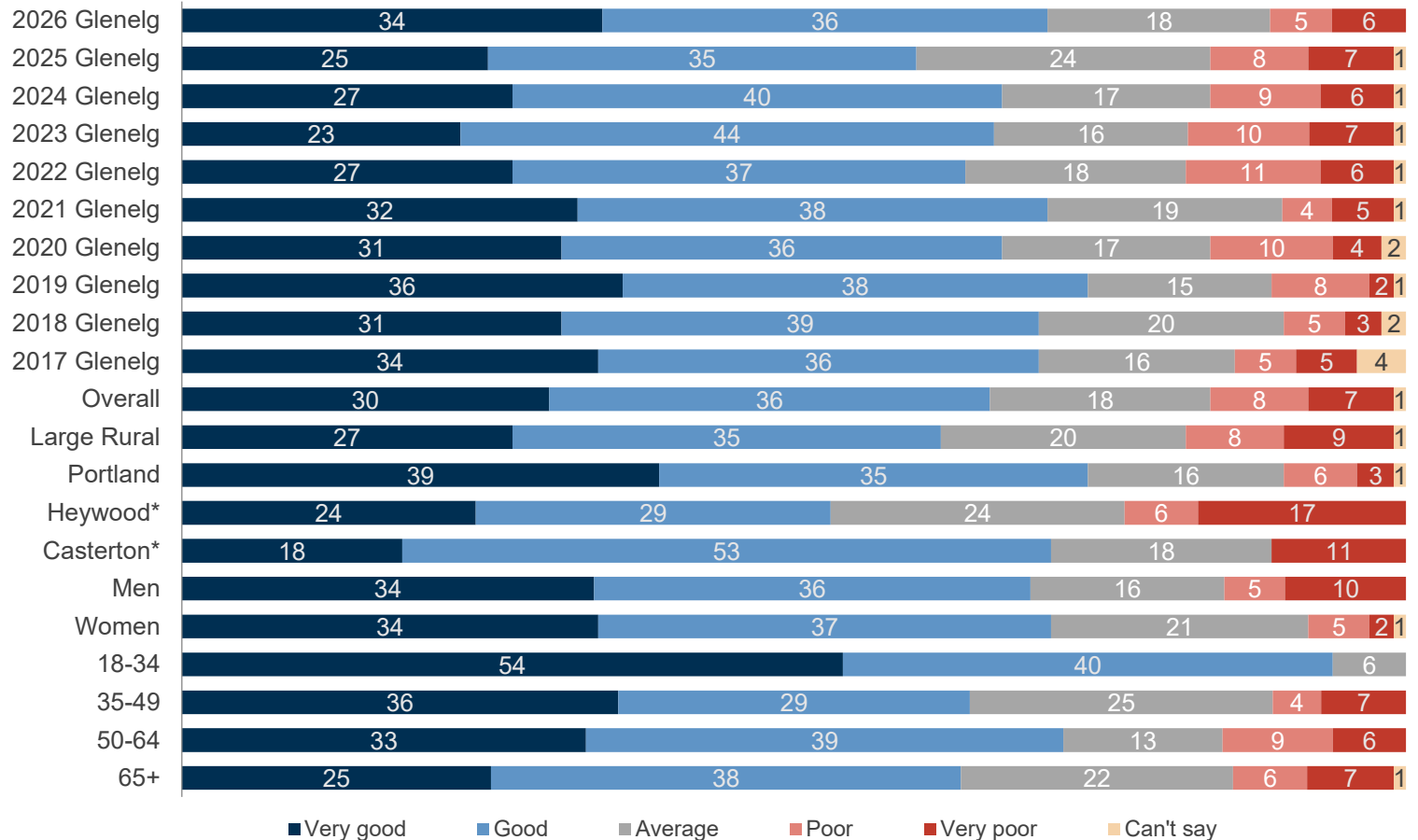
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2026 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Glenelg Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked: 22 Councils asked group: 7
 *Caution: small sample size < n=30



Council direction



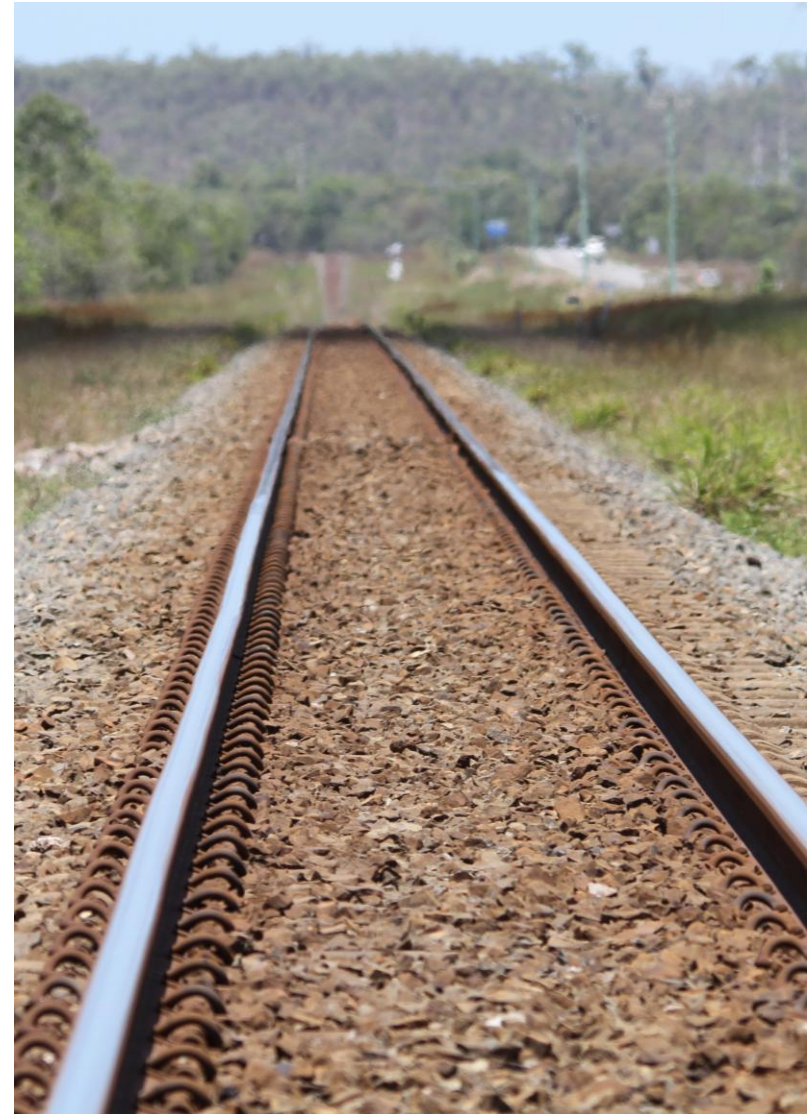
Council direction

Perceptions of the direction of Glenelg Shire Council's overall performance have again significantly improved (index score of 46, up eight index points since 2025) and are now more closely in line with the Overall (index score of 48) and Large Rural group (44) averages. However, perceptions remain lower than historic ratings recorded prior to 2023, which marked the start of a significant decline that continued into 2024.

- Perceptions of Council's overall direction increased significantly among residents of Casterton (50, up 13 points since 2025) and Portland (49, up 10 points), women (47, up six points) and men (44, up eight points), and residents aged 50 to 64 years (45, up 12 points).

Over the last 12 months, 58% believe the direction of Council's overall performance has stayed the same.

- 14% of residents believe the direction has improved (up four percentage points since 2025).
- 22% believe the direction of Council's overall performance has deteriorated (down 11 points).
- Casterton (50) and Portland (49) residents (along with residents aged 18 to 34 years, also with an index score of 49) are the most satisfied with the direction of Council's overall performance, whereas Heywood residents (37) are least satisfied.





Overall council direction last 12 months

2026 overall council direction (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
Casterton	37	42	39	52	59	47	52	50	57
Portland	39	25	36	60	54	58	62	61	59
18-34	40	32	40	66	57	55	56	59	59
Overall	46	45	46	50	53	51	53	52	53
Women	41	27	36	59	56	59	60	59	57
65+	40	24	35	53	56	56	61	61	57
Glenelg	38	26	36	55	54	55	59	58	56
50-64	33	25	35	52	52	48	57	54	51
Men	36	26	35	52	52	51	57	56	55
Large Rural	44	42	44	47	51	50	51	52	52
35-49	43	26	34	52	48	61	60	56	56
Heywood	36	23	42	51	49	52	55	54	48

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

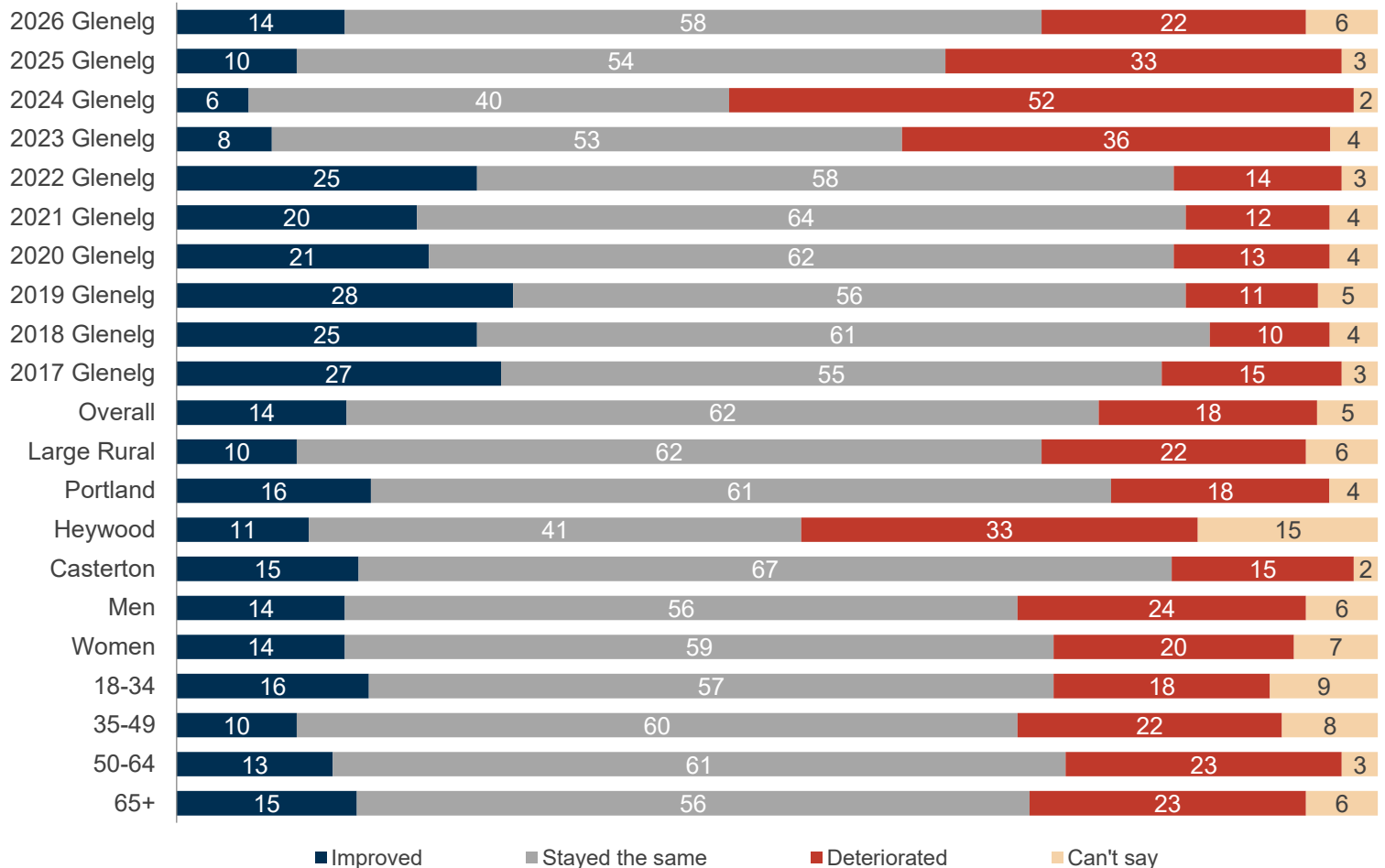
Base: All respondents. Councils asked: 22 Councils asked group: 7

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



Overall council direction last 12 months

2026 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Glenelg Shire Council's overall performance?
 Base: All respondents. Councils asked: 22 Councils asked group: 7

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Individual service areas



Community consultation and engagement performance



2026 consultation and engagement performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
Casterton	53	53	48	57	55	61	64	65	62
18-34	44	50	49	71	57	64	54	64	65
Women	48	44	46	60	56	63	61	63	56
Overall	50	51	52	54	56	55	56	55	55
Portland	42	41	47	59	59	61	61	61	60
65+	45	39	44	54	59	60	65	62	59
Glenelg	43	42	45	57	58	59	59	61	58
Men	40	40	43	54	59	56	57	58	59
Large Rural	48	48	49	51	54	54	54	54	52
50-64	40	38	42	53	57	55	56	56	52
35-49	46	45	45	54	57	59	59	61	56
Heywood	43	39	51	61	54	53	49	63	56

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

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

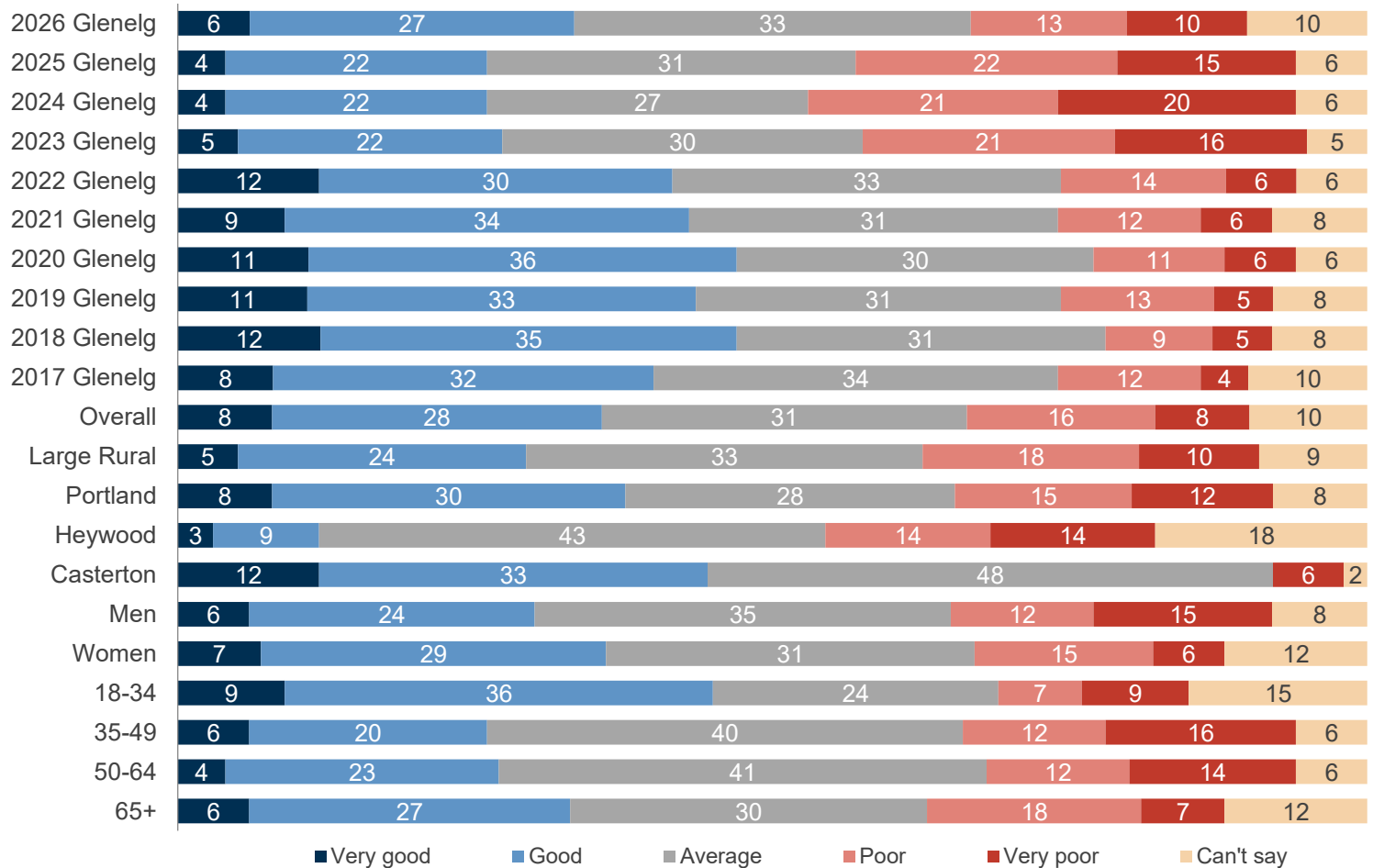
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2026 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked: 23 Councils asked group: 7

Decisions made in the interest of the community performance



2026 community decisions made performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
Casterton	55	58	49	54	63	63	60	59	63	56
Overall	52▲	49	50	51	54	56	53	55	54	54
65+	51	44	39	42	58	58	58	63	63	57
Portland	50	40	38	45	59	57	59	59	61	58
18-34	50	43	46	48	65	60	62	53	62	59
Women	50	44	43	45	58	55	61	59	61	55
Glenelg	49	42	39	44	58	57	58	57	60	56
Men	48	40	36	44	57	58	54	56	58	56
35-49	47	41	37	49	50	53	61	57	59	58
Large Rural	47	46	46	48	51	54	52	52	52	51
50-64	44	40	35	39	58	55	51	55	54	50
Heywood	41▼	41	34	47	57	57	49	50	58	51

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

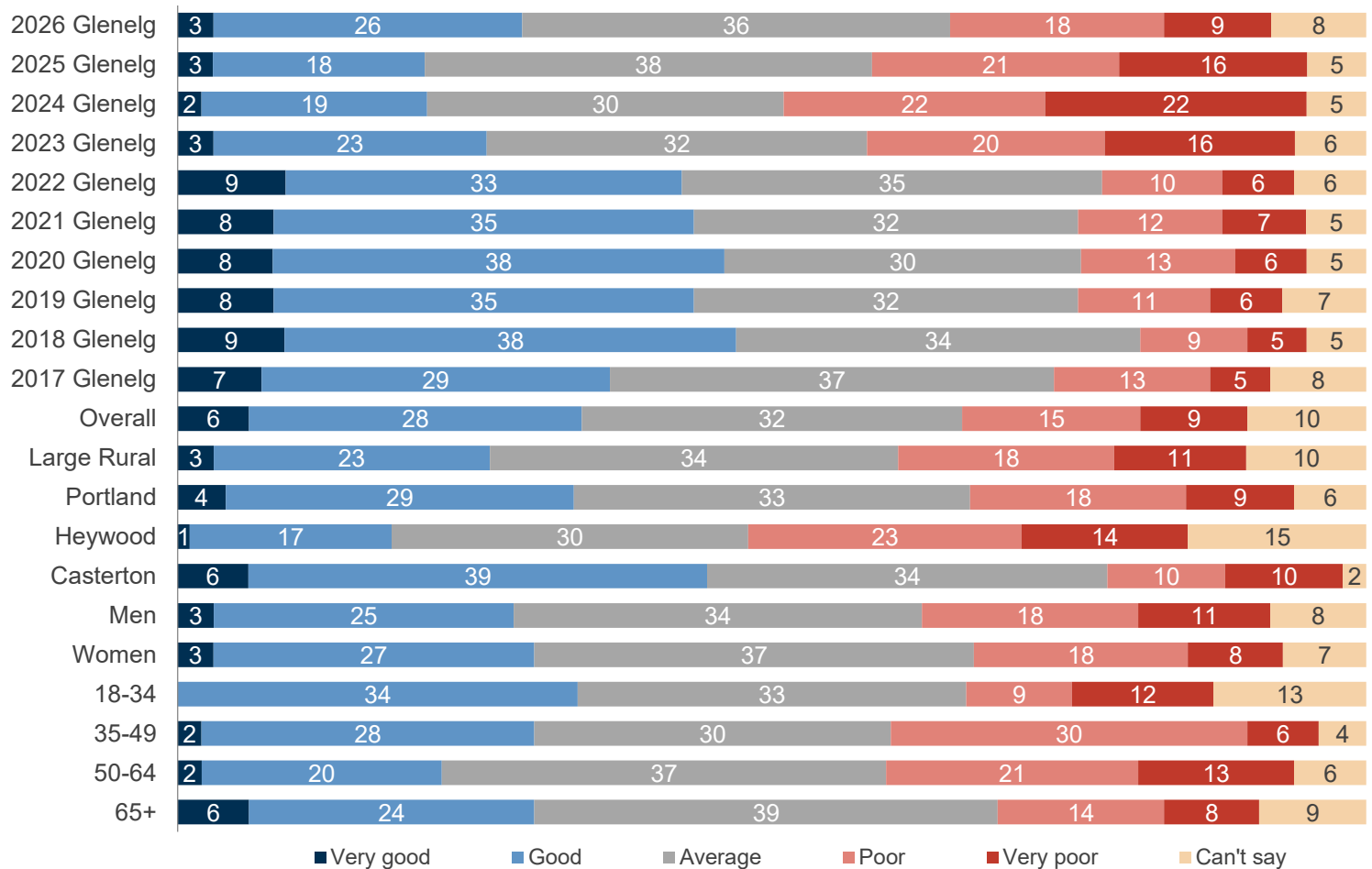
Base: All respondents. Councils asked: 23 Councils asked group: 7

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

Decisions made in the interest of the community performance



2026 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked: 23 Councils asked group: 7

The condition of sealed local roads in your area performance



2026 sealed local roads performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	33	29	29	35	37	35	37	37	31
Overall	45	45	48	53	57	54	56	53	53
Portland	33	32	36	43	45	41	44	37	32
18-34	34	34	34	47	41	48	31	27	26
Men	34	30	34	43	47	40	41	34	32
Glenelg	34	31	32	42	44	41	41	35	29
Women	33	32	31	42	41	42	41	36	26
Large Rural	39	38	40	45	50	47	47	45	43
Casterton	46	45	38	59	44	48	38	36	30
65+	38	31	34	47	48	45	51	40	30
Heywood	35	27	27	44	46	40	36	36	21
50-64	30	32	30	36	44	35	41	34	27

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

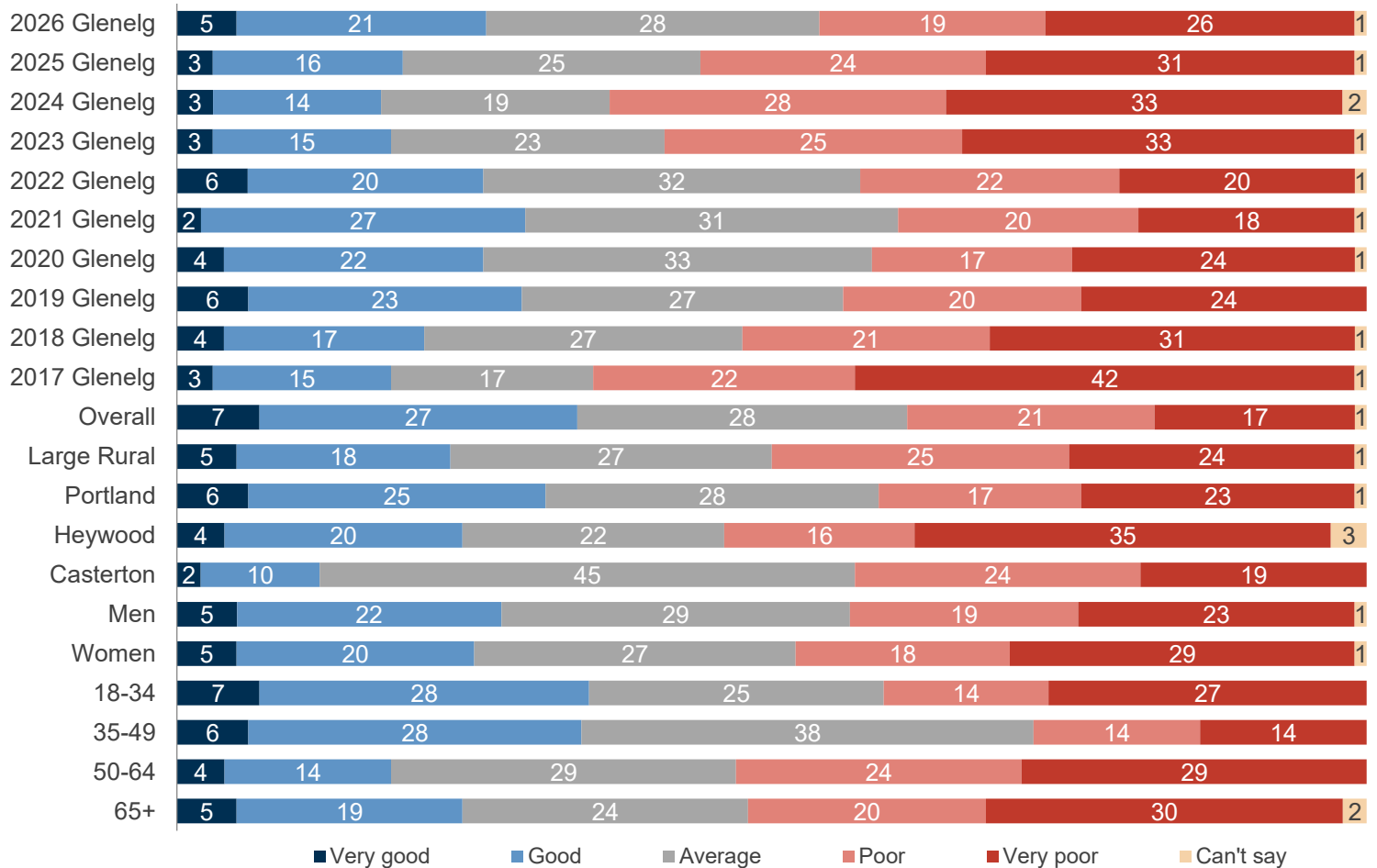
Base: All respondents. Councils asked: 23 Councils asked group: 7

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

The condition of sealed local roads in your area performance



2026 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked: 23 Councils asked group: 7



Waste management performance



2026 waste management performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
Overall	69▲	65	67	66	68	69	65	68	70	71
Casterton	67	65	66	64	74	68	n/a	n/a	n/a	n/a
18-34	66	55	59	57	69	58	n/a	n/a	n/a	n/a
Portland	66	59	58	63	62	64	n/a	n/a	n/a	n/a
Men	65	62	60	59	66	64	n/a	n/a	n/a	n/a
Large Rural	64	62	65	65	65	66	62	64	67	68
65+	64	67	60	61	68	69	n/a	n/a	n/a	n/a
Glenelg	63	59	59	59	63	62	n/a	n/a	n/a	n/a
50-64	63	55	59	58	63	58	n/a	n/a	n/a	n/a
Women	62	55	58	58	60	60	n/a	n/a	n/a	n/a
Heywood	61	60	63	56	68	54	n/a	n/a	n/a	n/a
35-49	60	56	56	57	49	59	n/a	n/a	n/a	n/a

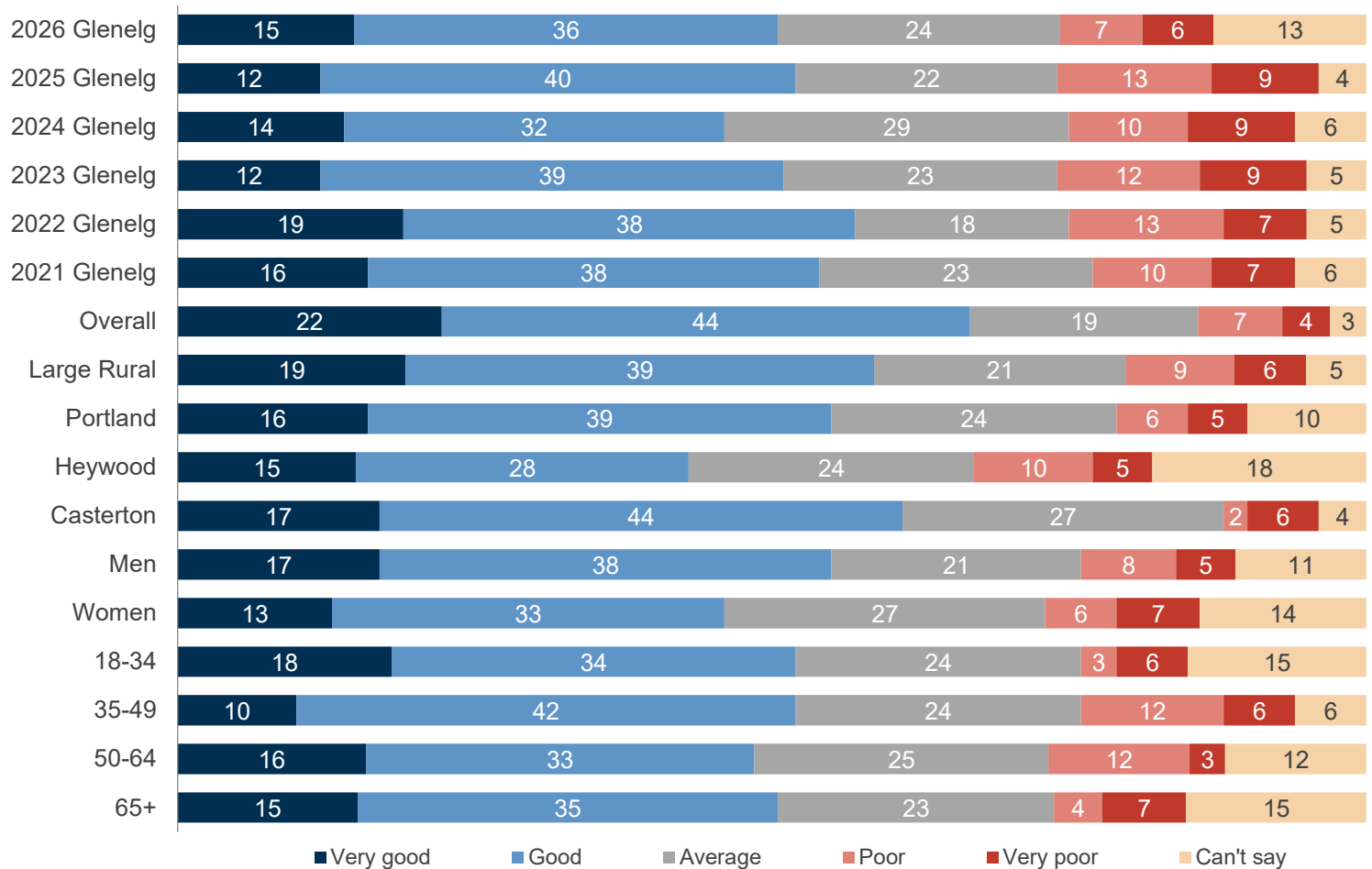
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked: 22 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2026 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked: 22 Councils asked group: 7



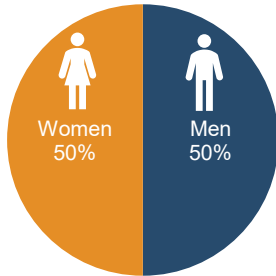
Detailed demographics



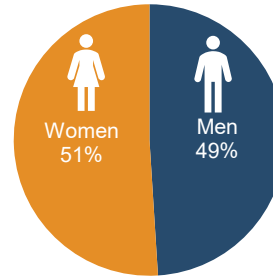
Gender and age profile

2026 gender

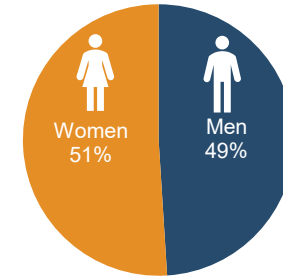
Glenelg



Large Rural

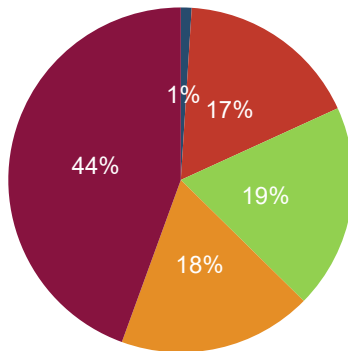


Overall

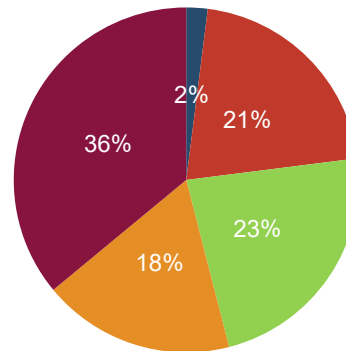


2026 age

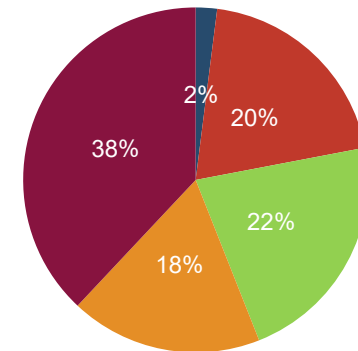
Glenelg



Large Rural



Overall



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

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

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

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2026 Local Government Community Satisfaction Survey for Glenelg Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 16,200 people aged 18 years or over for Glenelg Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Glenelg Shire Council	400	400	+/-4.8
Men	202	198	+/-6.9
Women	197	201	+/-7.0
Portland	231	239	+/-6.4
Heywood	60	56	+/-12.7
Casterton	41	41	+/-15.5
18-34 years	33	74	+/-17.3
35-49 years	50	78	+/-14.0
50-64 years	94	74	+/-10.1
65+ years	223	175	+/-6.5



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. It is semi-transparent, revealing faint background elements: a line graph with a grid and data points, and a bar chart with several vertical bars of varying heights. The overall aesthetic is clean and professional, typical of a corporate or research report.

Appendix B: Further project information

Appendix B: Further information



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

- Survey methodology and sampling
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2026 Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2025, n=400 completed interviews, conducted in the period of 20th June 2024 – 16th March 2025.
- 2024, n=400 completed interviews, conducted in the period of 1st June 2023 – 18th March 2024.
- 2023, n=401 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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 Glenelg 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 Glenelg Shire Council.

Survey sample matched to the demographic profile of Glenelg 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 47% mobile phone numbers to cater to the diversity of residents within Glenelg Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Glenelg Shire Council. Survey fieldwork was conducted across four quarters from the 27th May 2025 until the 15th March 2026.



Appendix B: Analysis and reporting

In 2026, 23 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting, JWS Research has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2026 vary slightly.

Council Groups

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

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

Councils participating in the Large Rural group are:

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

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



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2026 Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils. Alternatively, some questions in the 2026 Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Every council that participated in the 2026 Local Government Community Satisfaction Survey receives a customised report. Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

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

CSS: 2026 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: Metropolitan, Interface, Regional Centres, Large Rural and Small Rural.

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

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

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

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

Overall average: The average result for all participating councils.

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

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

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

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

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

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