



2026 Local Government Community Satisfaction Survey

Borough of Queenscliffe



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Background and objectives

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

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

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

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

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

Serving Victoria for 27 years

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

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



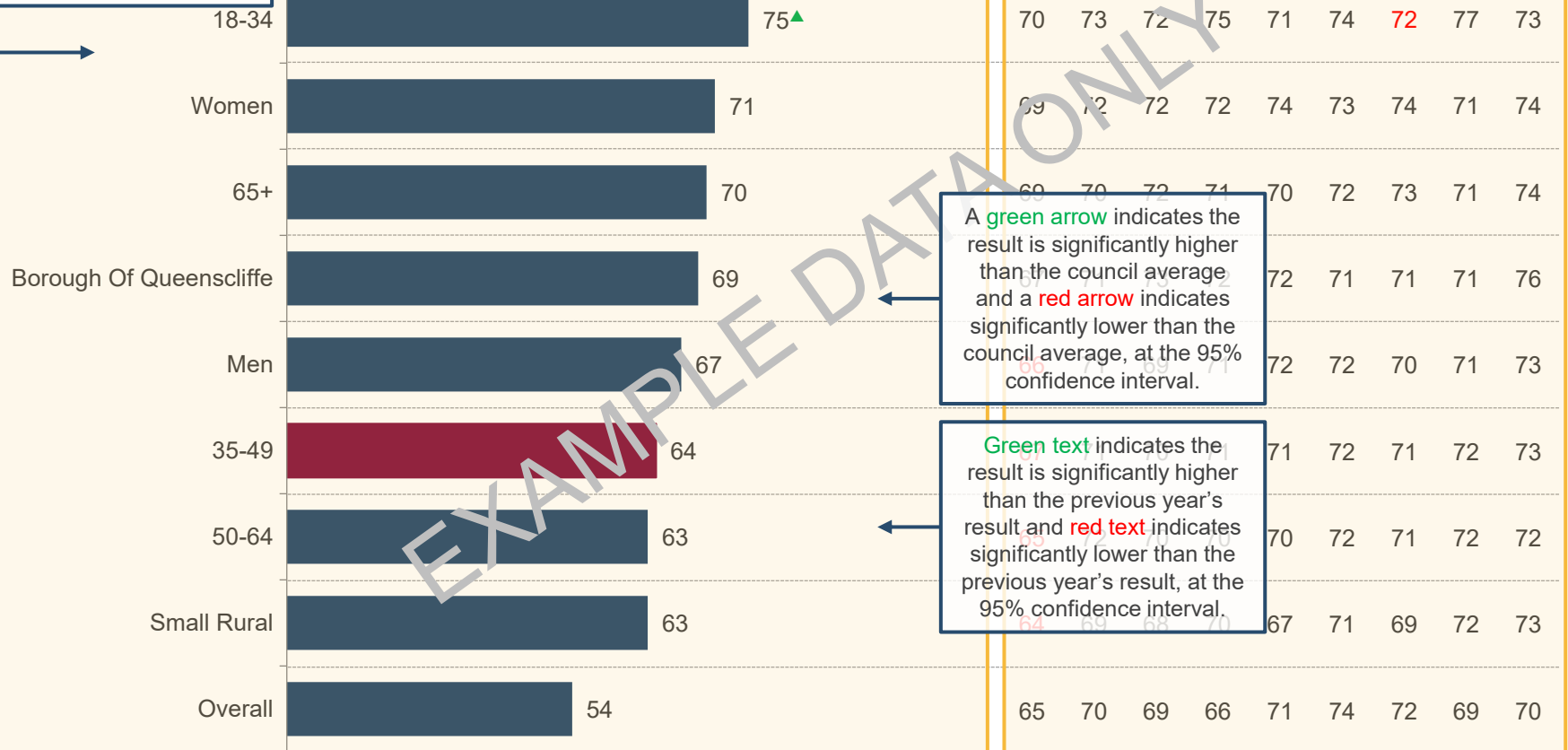
How to read index score charts in this report

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

2026 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results



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

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

Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, 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: 9

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 overall and council group result.

2026 overall performance (%)

Chart title explains the data shown in the chart

2026 Borough Of Queenscliffe

2025 Borough Of Queenscliffe

2024 Borough Of Queenscliffe

2023 Borough Of Queenscliffe

2022 Borough Of Queenscliffe

2021 Borough Of Queenscliffe

2020 Borough Of Queenscliffe

2019 Borough Of Queenscliffe

2018 Borough Of Queenscliffe

2017 Borough Of Queenscliffe

Overall

Small Rural

Residents

Non-resident ratepayers

Men

Women

18-34

35-49

50-64

65+

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 Borough of Queenscliffe, 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: 9

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, resembling a map or a data visualization, overlaid on its structure.

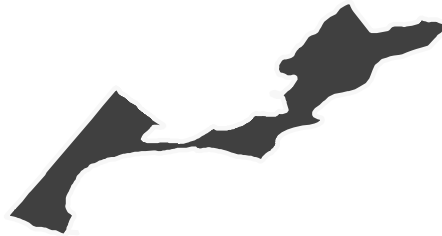
Key findings and recommendations



Borough of Queenscliffe – at a glance

Overall council performance

Results shown are index scores out of 100.



**Borough of
Queenscliffe**

62



Small Rural 60



Overall 57

Council performance compared to group average

Highest performing areas



Art centres & libraries

▲ higher



Waste management

▲ higher

Lowest performing areas



Town planning policy

▬ on par



Community decisions

▬ on par



Customer service

▬ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

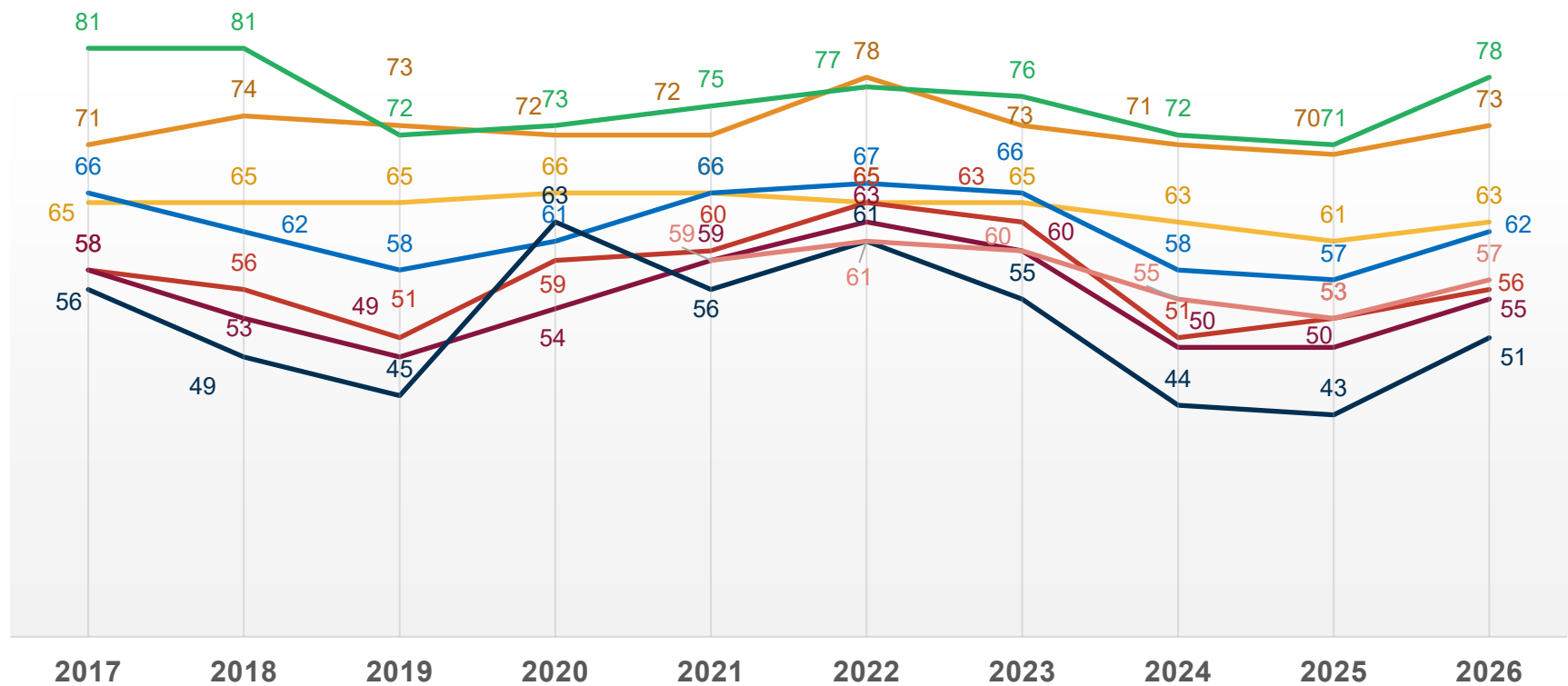

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

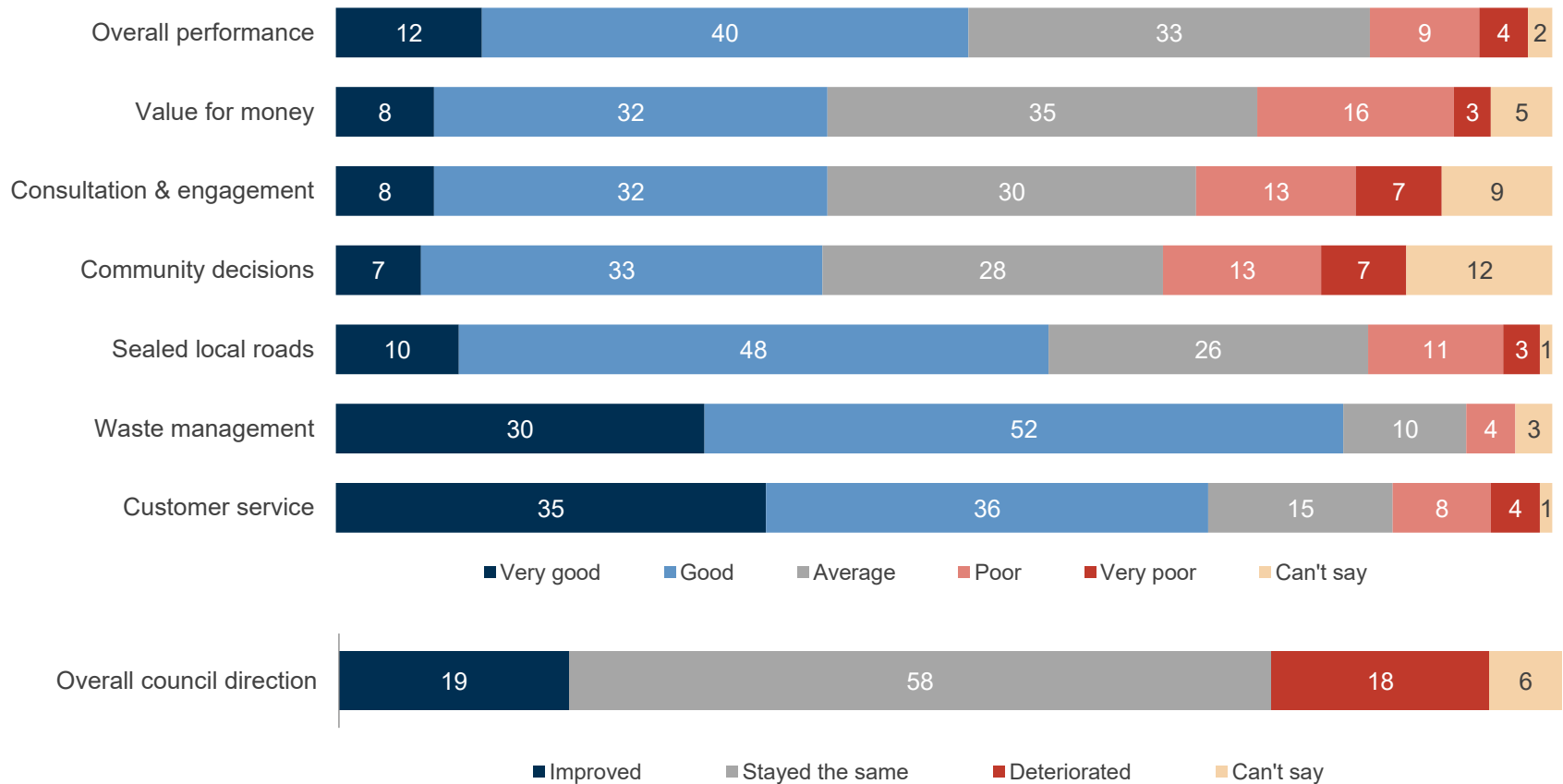

Overall
Council
Direction





Summary of core measures

Core measures summary results (%)





Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2026	Borough of Queenscliffe 2025	Small Rural 2026	Overall 2026	Highest score	Lowest score
	Overall performance	62	57	60	57	Non-Residents	Residents, 65+ years
	Value for money	57	53	52	49	35-49 years	18-34 years
	Overall council direction	51	43	52	48	18-34 years, 50-64 years	35-49 years
	Customer service	73	70	70	69	Non-Residents, 50-64 years	Residents, Men
	Art centres & libraries	80	81	77	76	35-49 years	18-34 years
	Waste management	78	71	71	69	65+ years	35-49 years
	Elderly support services	72	69	67	62	Non-Residents	Men, 18-49 years, Residents, 65+ years
	Appearance of public areas	72	69	73	71	35-49 years	18-34 years
	Recreational facilities	71	69	69	71	Non-Residents	Men
	Community & cultural	70	70	70	67	35-49 years	18-34 years



Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2026	Borough of Queenscliffe 2025	Small Rural 2026	Overall 2026	Highest score	Lowest score
	Parking facilities	66	64	64	55	Non-Residents	Men
	Family support services	65	65	64	63	Non-Residents	18-34 years
	Traffic management	64	63	64	56	Non-Residents	18-34 years
	Sealed local roads	63	61	48	46	Non-Residents	18-34 years
	Environmental sustainability	62	66	60	60	35-49 years, Non-residents	18-34 years
	Enforcement of local laws	62	59	60	60	50-64 years	18-34 years
	Informing the community	61	56	62	60	Non-Residents	Residents
	Planning & building permits	56	51	47	46	35-49 years	18-34 years
	Consultation & engagement	56	53	57	53	Non-Residents	18-34 years
	Lobbying	56	50	57	54	Non-Residents	18-34 years



Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2026	Borough of Queenscliffe 2025	Small Rural 2026	Overall 2026	Highest score	Lowest score
	Bus/community dev./tourism	56	53	60	59	Non-Residents	18-34 years
	Community decisions	55	50	56	52	Non-Residents, 35-49 years	18-34 years
	Town planning policy	55	49	55	51	Non-Residents	18-34 years



Focus areas for the next 12 months

Overview

Perceptions of overall performance in the Borough of Queenscliffe (index score of 62) improved by a significant five points since 2025, with Council now having recovered half the ground lost from a significant decline in 2024. Significant improvements are noted in the strong performing service area of waste management, and in the low rated areas of town planning policy, decisions made in the community's interest, lobbying, planning and building permits, and informing the community. These are positive results for Council.

Key influences on perceptions of overall performance

Decisions made in the community's interest, followed by town planning policy, have the strongest influence on perceptions of overall performance, but are Council's equal-lowest performing areas. Informing the community is a related, lower-performing service area with a moderate-to-strong influence on perceptions of overall performance. Improving transparency and information provision, especially regarding planning issues, will help to strengthen community perceptions of overall performance over the next 12 months.

Comparison to Overall and area grouping

Council performs significantly higher than the Small Rural group average on value for money and on five of the 19 service areas evaluated. Compared to the Overall average across participating councils State-wide (the Overall average), Council rates significantly higher on overall performance, value for money, customer service and on 11 of the 19 service areas. Business and community development and tourism is the only area where Council rates significantly lower than both group and Overall averages.

Focus on low performing areas and 18 to 34 year olds

Several low-rated service areas improved significantly this year and Council should seek to maintain this momentum and build on these gains over the next 12 months. Lifting ratings of other low performing areas that have not achieved significant gains, consultation and engagement, and business and community development and tourism, should also be a focus. Despite some significant improvements, residents aged 18 to 34 years rate Council the lowest across most measures and should remain a priority for improvement.

DETAILED FINDINGS

Overall performance



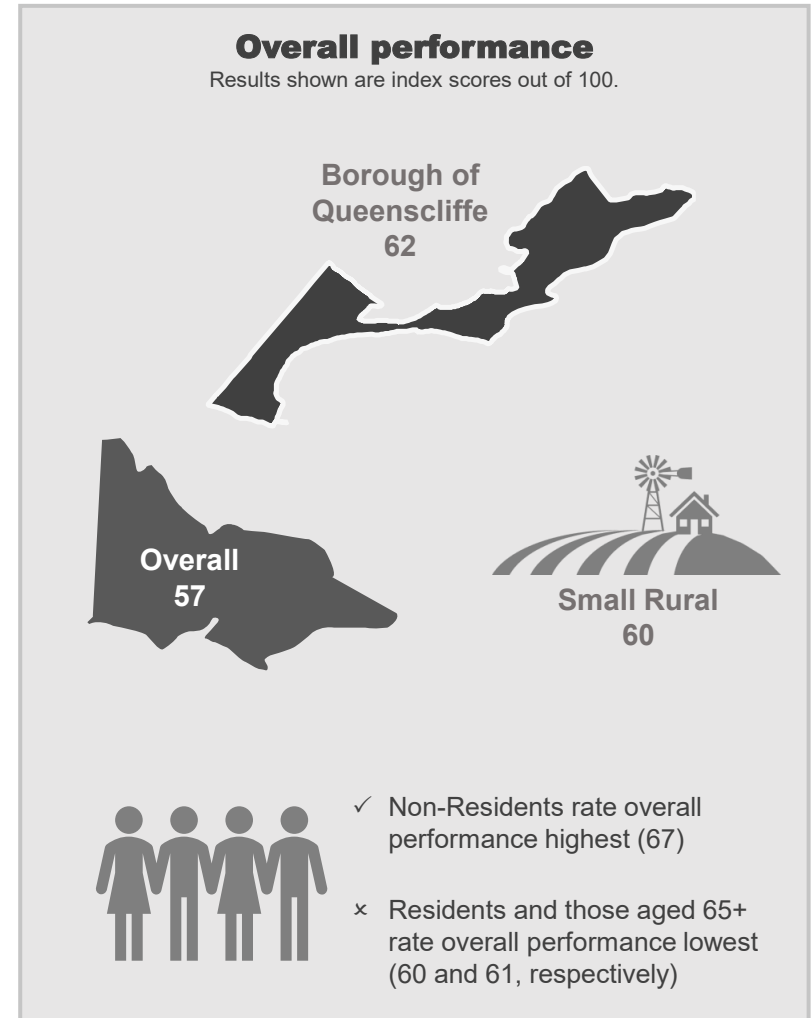
Overall performance

The overall performance index score of 62 for the Borough of Queenscliffe is a significant five-point increase (at the 95% confidence interval) on last year's result (index score of 57). Council has now recovered more than half of the ground lost following a significant eight-point decline in 2024.

Council's overall performance is rated statistically in line with the Small Rural group average and significantly higher than the Overall average across participating councils State-wide (index scores of 60 and 57 respectively).

- Ratings of overall performance among residents increased significantly in 2026 (index score of 60, up seven points) and remain significantly higher than the Council average for non-resident ratepayers (67).
- Overall performance ratings also increased significantly among men (index score of 63, up nine points) and people aged 18 to 34 years (index score of 66, up 26 points) (noting this latter cohort is based on a small sample size).

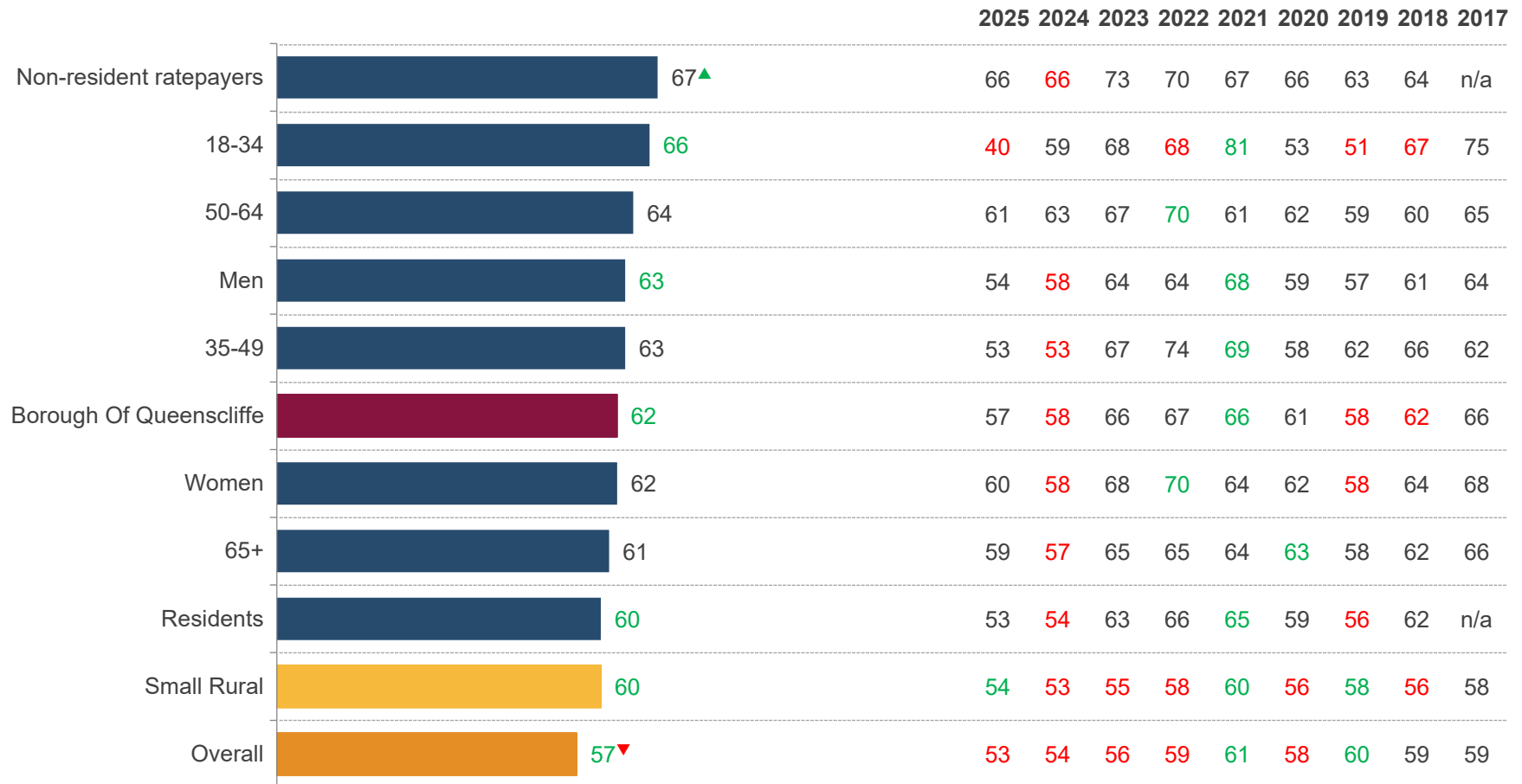
Two-in-five people (40%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Just under one-in-five people (19%) rate value for money as 'very poor' or 'poor', while a further 35% rate Council as 'average' in terms of providing value for money.





Overall performance

2026 overall performance (index scores)



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

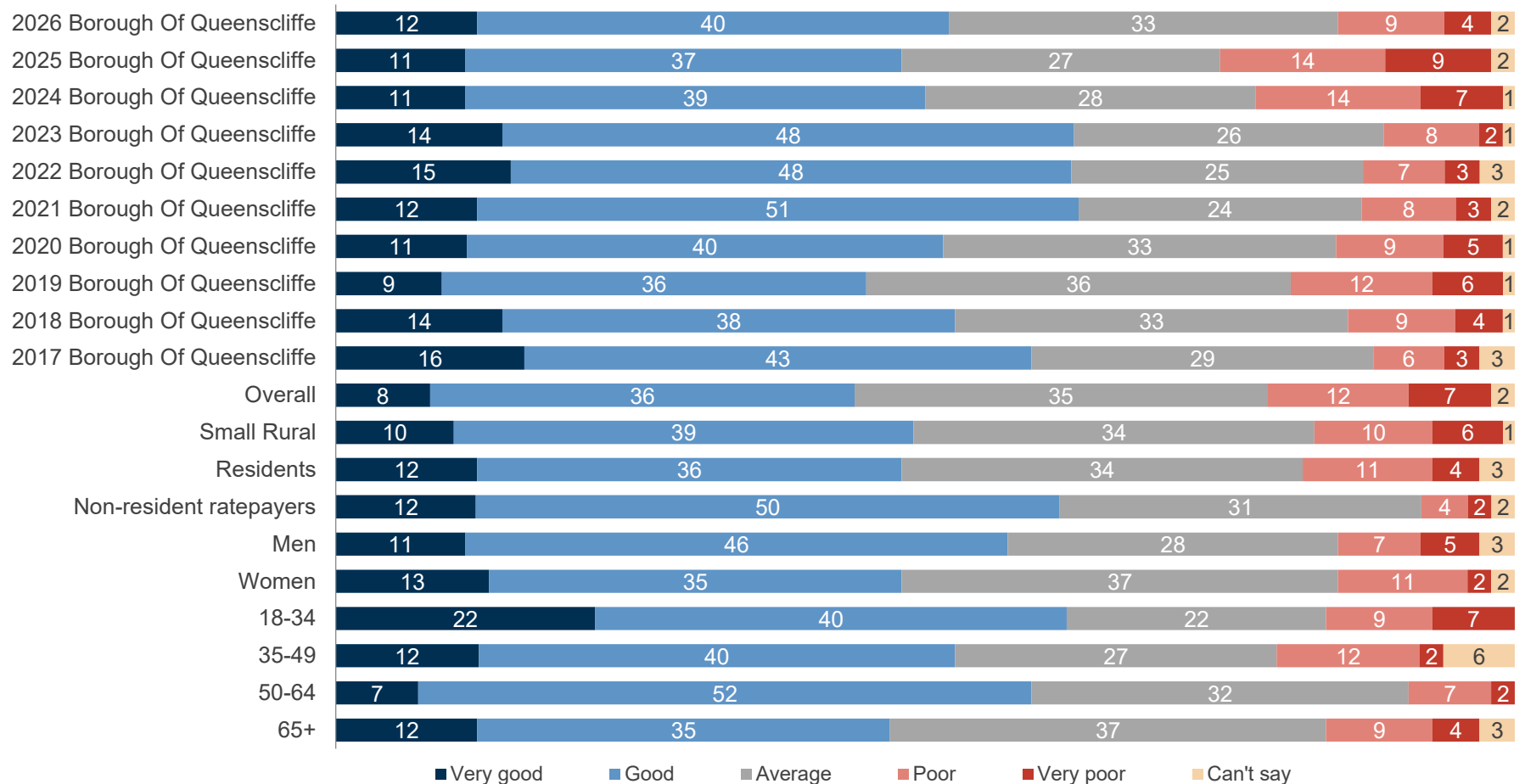
Base: All respondents. Councils asked: 23 Councils asked group: 9

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



Overall performance

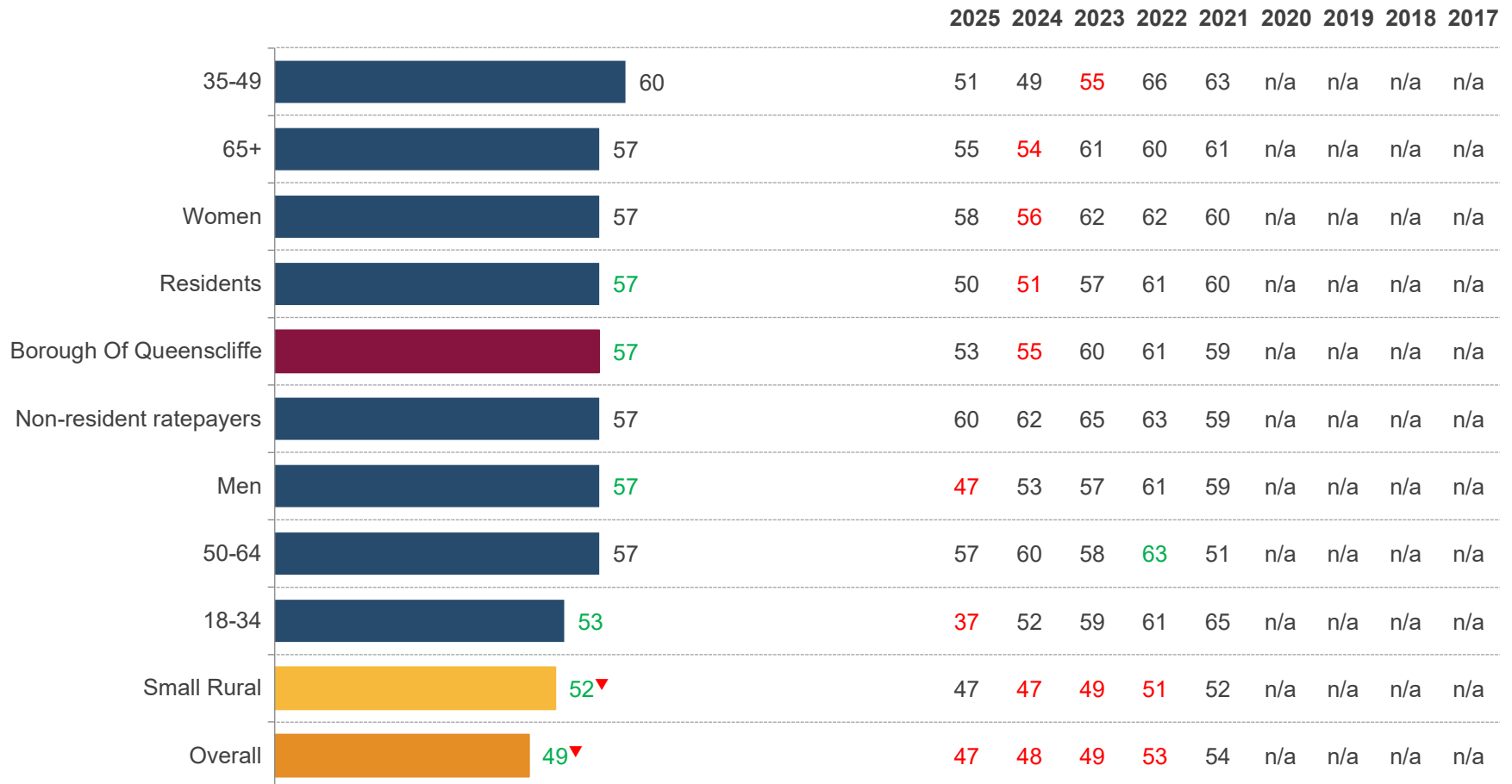
2026 overall performance (%)





Value for money in services and infrastructure

2026 value for money (index scores)



Q3b. How would you rate Borough of Queenscliffe at providing good value for money in infrastructure and services provided to your community?

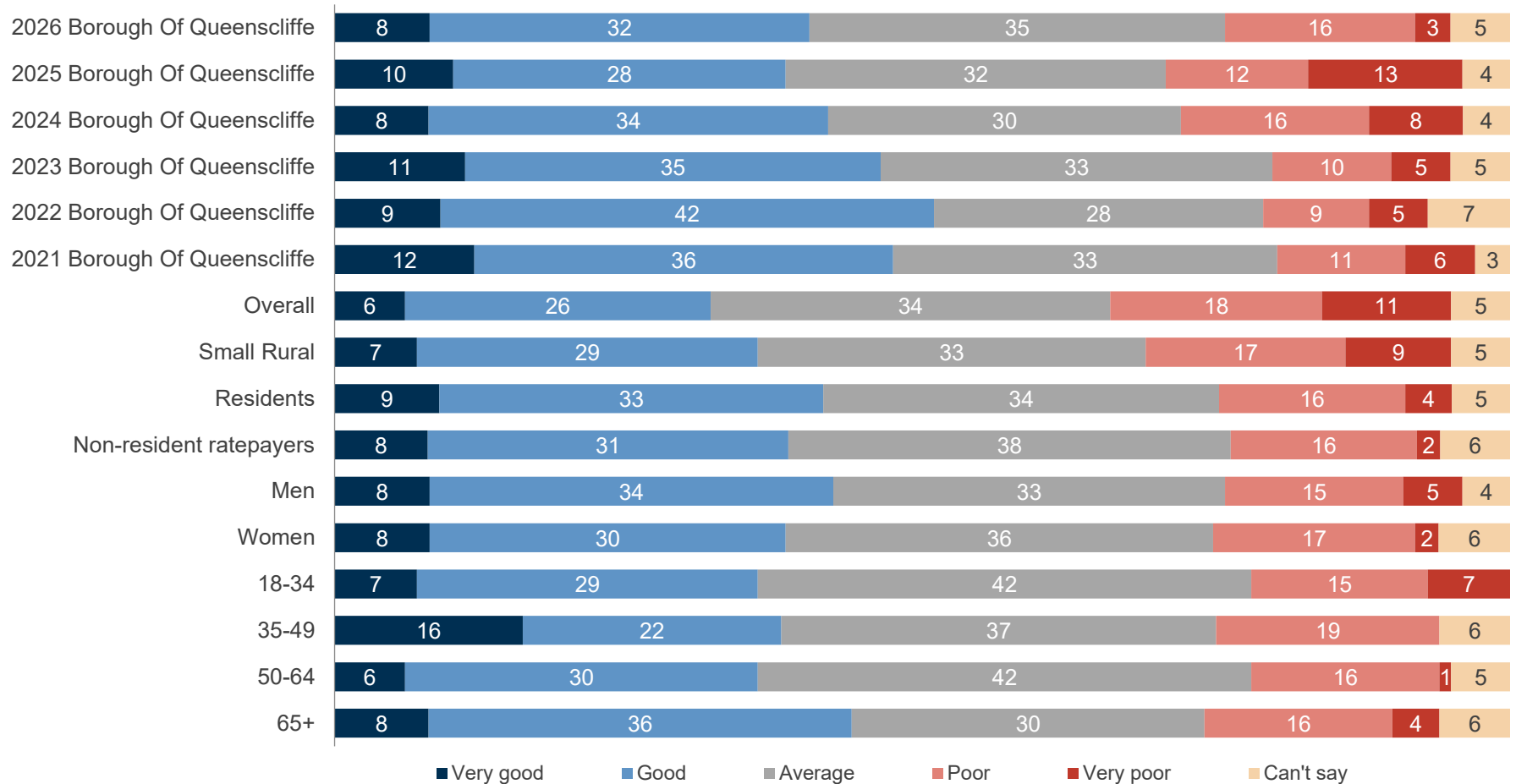
Base: All respondents. Councils asked: 21 Councils asked group: 8

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 Borough of Queenscliffe at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked: 21 Councils asked group: 8



Top performing service areas

Council's strongest performing service area continues to be arts centres and libraries (index score of 80), with ratings stabilising after trending upwards since 2023.

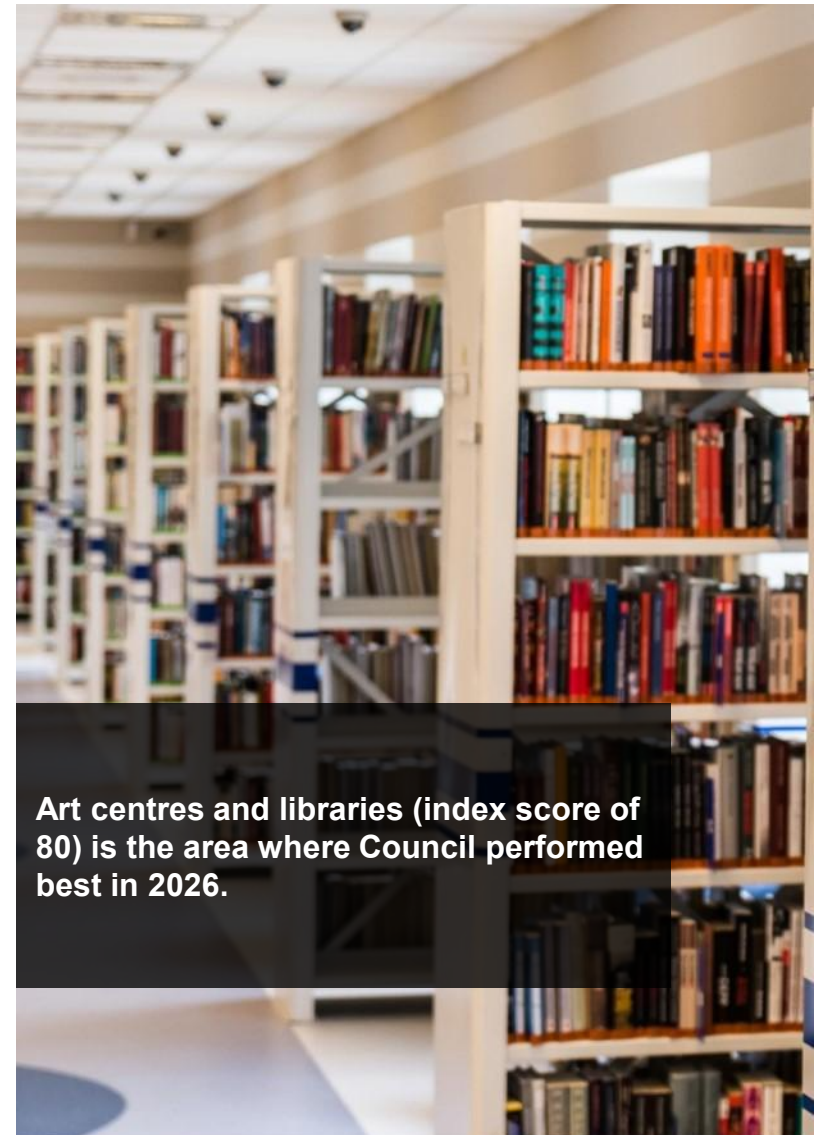
- Ratings of this service area among people aged 18 to 34 years declined significantly over the last 12 months (index score of 76, down 12 points).

Ratings for Council's next best performing area, waste management, increased significantly (index score of 78, up seven points), recovering from a significant decline in 2024 to reach its highest level in eight years.

- Ratings of this service area improved significantly among men and women (index score of 78, up seven points for both), residents (78, up nine points), people aged 18 to 34 years (77, up 25 points) and 65 years and over (79, up six points).

On both arts centres and libraries and waste management, Council performs significantly higher than the Small Rural group and Overall averages.

Council's equal third-best performing areas are elderly support services and the appearance of public areas (index score of 72 for both), with ratings improving slightly by three points each (but not significantly) over the last 12 months.



Art centres and libraries (index score of 80) is the area where Council performed best in 2026.



Low performing service areas



Council rates lowest in the areas of town planning policy and community decisions (index scores of 55 for each).

Council's equal lowest performing areas are town planning policy and community decisions (index scores of 55). However, ratings are significantly improved this year (up six and five points respectively), following sharp declines in 2024. Council performs in line with the Small Rural group average in both these areas.

- People aged 18 to 34 years continue to rate Council's planning and decision making as 'poor' (index scores of 48 and 47 respectively).

Other lower rated service areas include the related areas of planning and building permits, consultation and engagement, lobbying, and business and community development and tourism (index scores of 56 for each). Performance ratings for these areas have also improved over the past year, some significantly, however community consultation is the leading area mentioned as most needing improvement (12%).

Environmental sustainability is the only service area where ratings have significantly declined (index score of 62, down four points). This includes significant declines among non-resident ratepayers and women (down six points and five points respectively). Environmental issues is the second most frequently cited area where Council needs to improve (8%).



Individual service area performance

2026 individual service area performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Art centres & libraries	80	81	79	78	73	73	73	71	73	72
Waste management	78	71	72	76	77	75	73	72	81	81
Elderly support services	72	69	72	72	79	76	75	75	75	71
Appearance of public areas	72	69	69	73	78	74	74	73	75	80
Recreational facilities	71	69	70	72	74	72	73	70	74	72
Community & cultural	70	70	71	75	71	70	73	68	69	72
Parking facilities	66	64	63	64	64	63	64	62	63	63
Family support services	65	65	65	68	69	66	70	67	69	67
Traffic management	64	63	58	64	66	67	64	66	65	66
Sealed local roads	63	61	63	65	65	66	66	65	65	65
Environmental sustainability	62	66	67	70	69	67	62	60	66	66
Enforcement of local laws	62	59	60	60	62	59	62	59	63	66
Informing the community	61	56	57	67	67	67	65	57	59	60
Planning & building permits	56	51	50	53	52	52	47	51	51	53
Consultation & engagement	56	53	51	63	65	60	59	51	56	58
Lobbying	56	50	49	59	61	57	56	55	58	59
Bus/community dev./tourism	56	53	57	62	65	61	59	57	62	66
Community decisions	55	50	50	60	63	59	54	49	53	58
Town planning policy	55	49	52	59	59	56	53	53	54	57

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

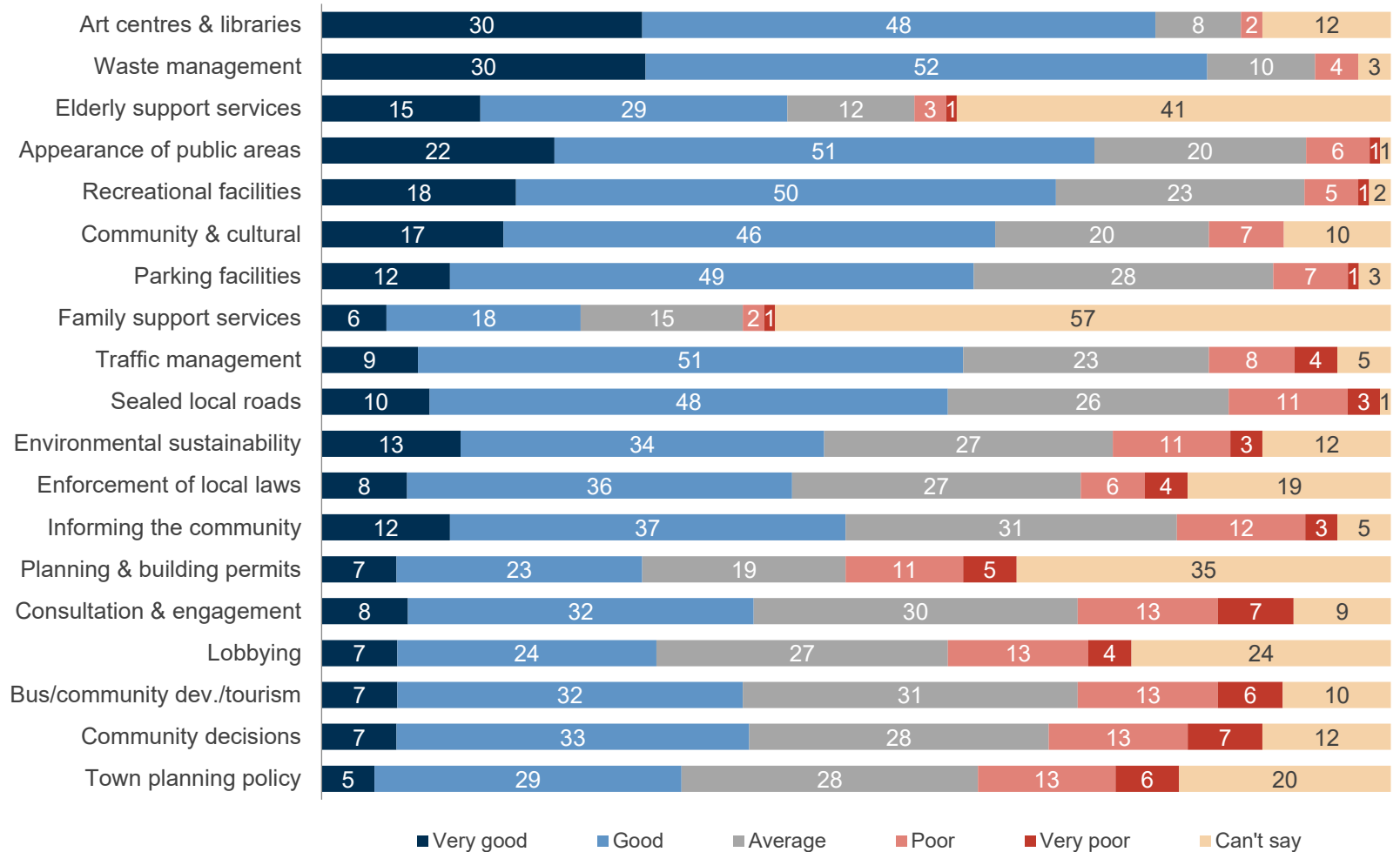
Base: All respondents. Councils asked: 23 Councils asked group: 9

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



Individual service area performance

2026 individual service area performance (%)





Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Town planning
- Informing the community
- Community and cultural activities
- Recreational facilities.

Looking at these key service areas only, Council's highest performance ratings are on recreational facilities and community and cultural activities (index scores of 71 and 70 respectively), which are more moderate influences on the overall performance rating.

Council also performs relatively well on informing the community (index score of 61).

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

Council performs less well on the stronger influence of town planning (index score of 55).

A focus on addressing resident concerns around planning issues can also help to shore up positive overall ratings of Council performance.



Regression analysis explained

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

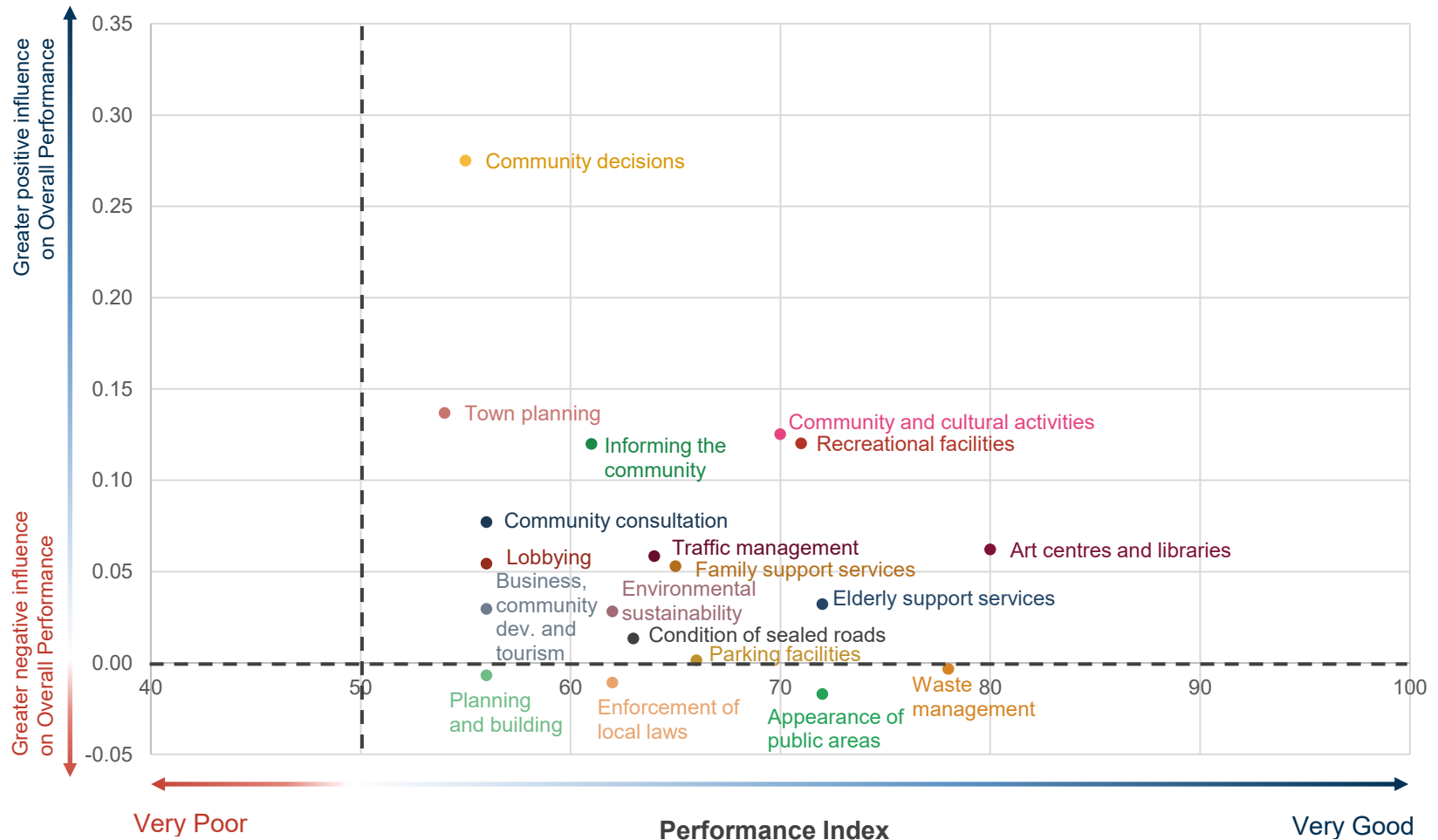
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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.



Influence on overall performance: all services

2026 regression analysis (all services)

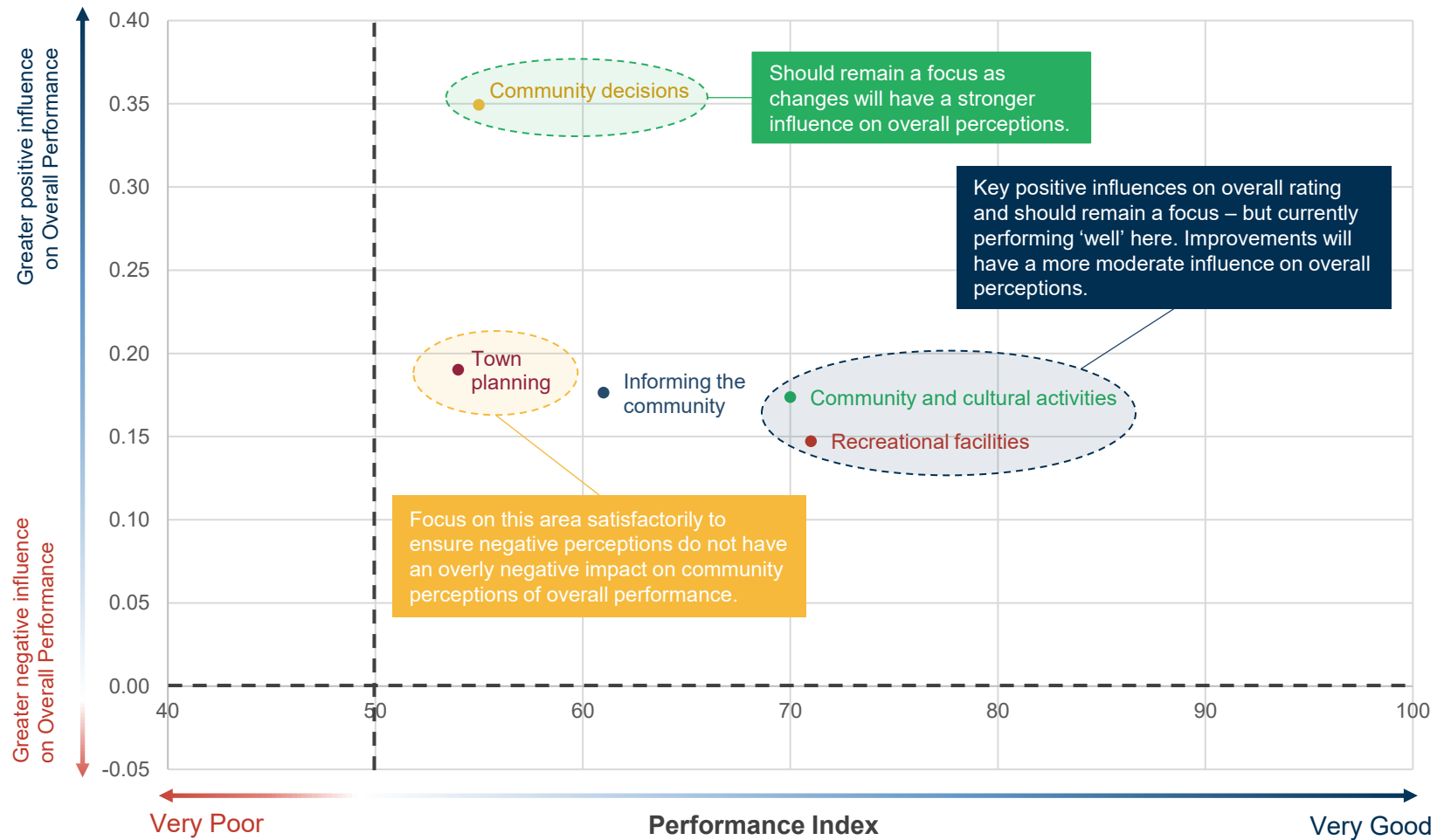


The multiple regression analysis model above (all service areas) has an R^2 value of 0.641 and adjusted R^2 value of 0.623, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 35.73$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key services

2026 regression analysis (key services)

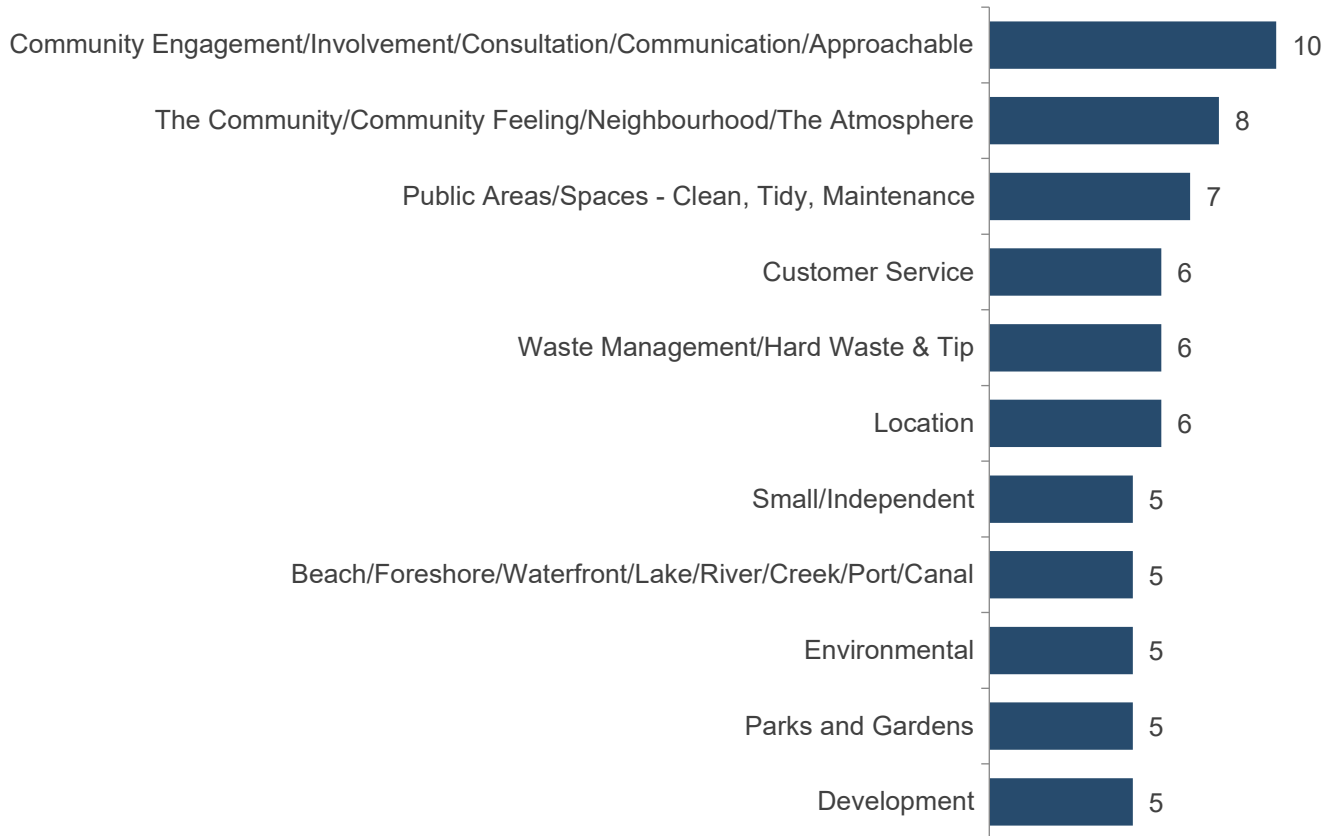


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.617 and adjusted R^2 value of 0.612, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 127.02$.



Best things about Council

2026 best things about Council (%) - Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Borough of Queenscliffe? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

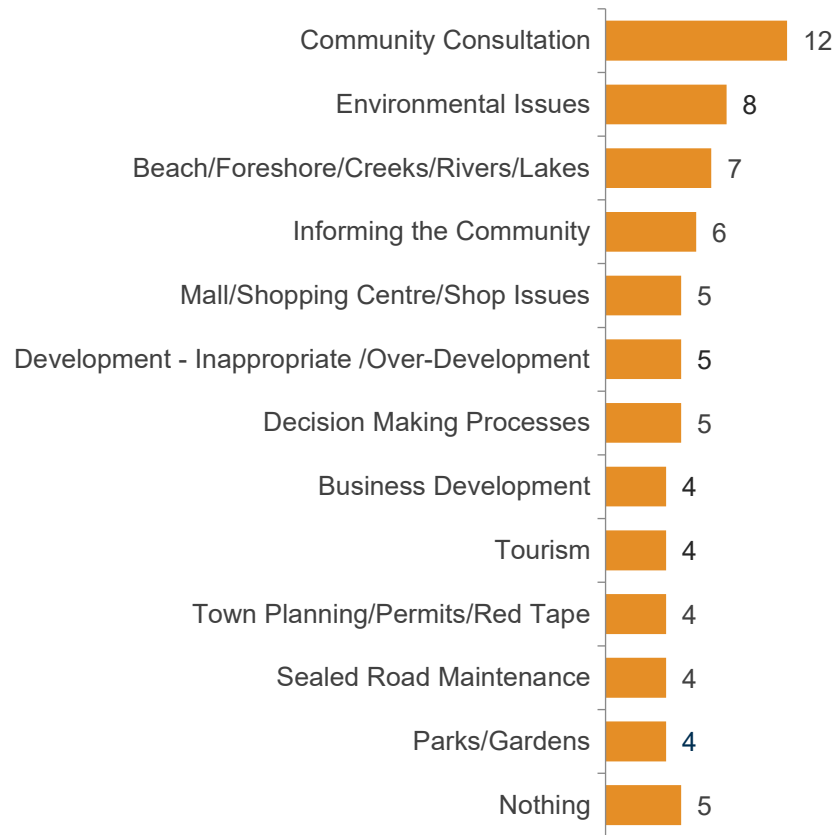
Base: All respondents. Councils asked: 9 Councils asked group: 4

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



Areas for improvement

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





Customer service

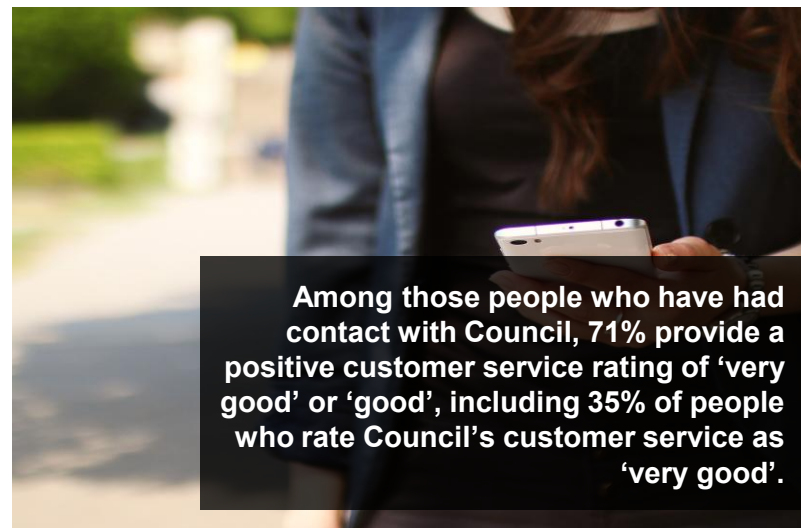


Contact with council and customer service

Contact with council

In the last 12 months, three-in-five people (60%) had contact with Council. Rate of contact has fallen by a significant 11 percentage points and is now at its lowest level in close to a decade.

- People aged 65 years and over had the highest rate of contact, although it fell significantly this year (64%, down nine percentage points). Those aged 18 to 34 years had the lowest rate of contact, also down significantly (49%, down 28 percentage points).
- Rate of contact also declined significantly for women (62%, down 10 percentage points), men (59%, down 12 percentage points) and residents (61%, down 13 percentage points).



Customer service

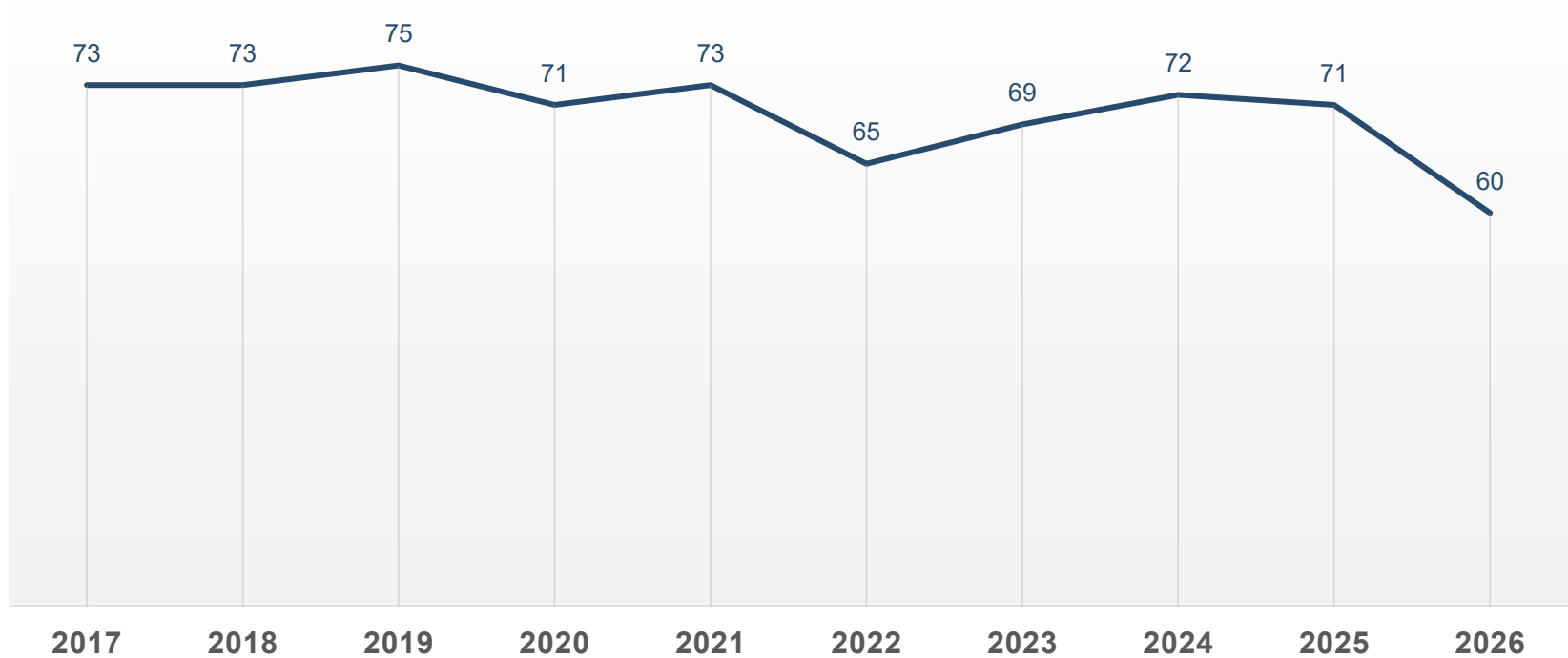
Council's customer service index score of 73 is a slight (but not significant) three-point improvement on the 2025 result (70). Customer service is rated in line with the Small Rural group average but significantly higher than the Overall average (index scores of 70 and 69 respectively).

- Ratings of customer service increased significantly among people aged 35 to 49 years (index score of 78, up 15 points).
- People aged 18 to 34 years (index score of 59) rate customer service lowest overall but also have the lowest rate of contact.
- People aged 50 to 64 years and non-resident ratepayers continue to rate customer service highest overall (index score of 79 for each), with non-residents being more positive than local residents (index score of 70).



Contact with council

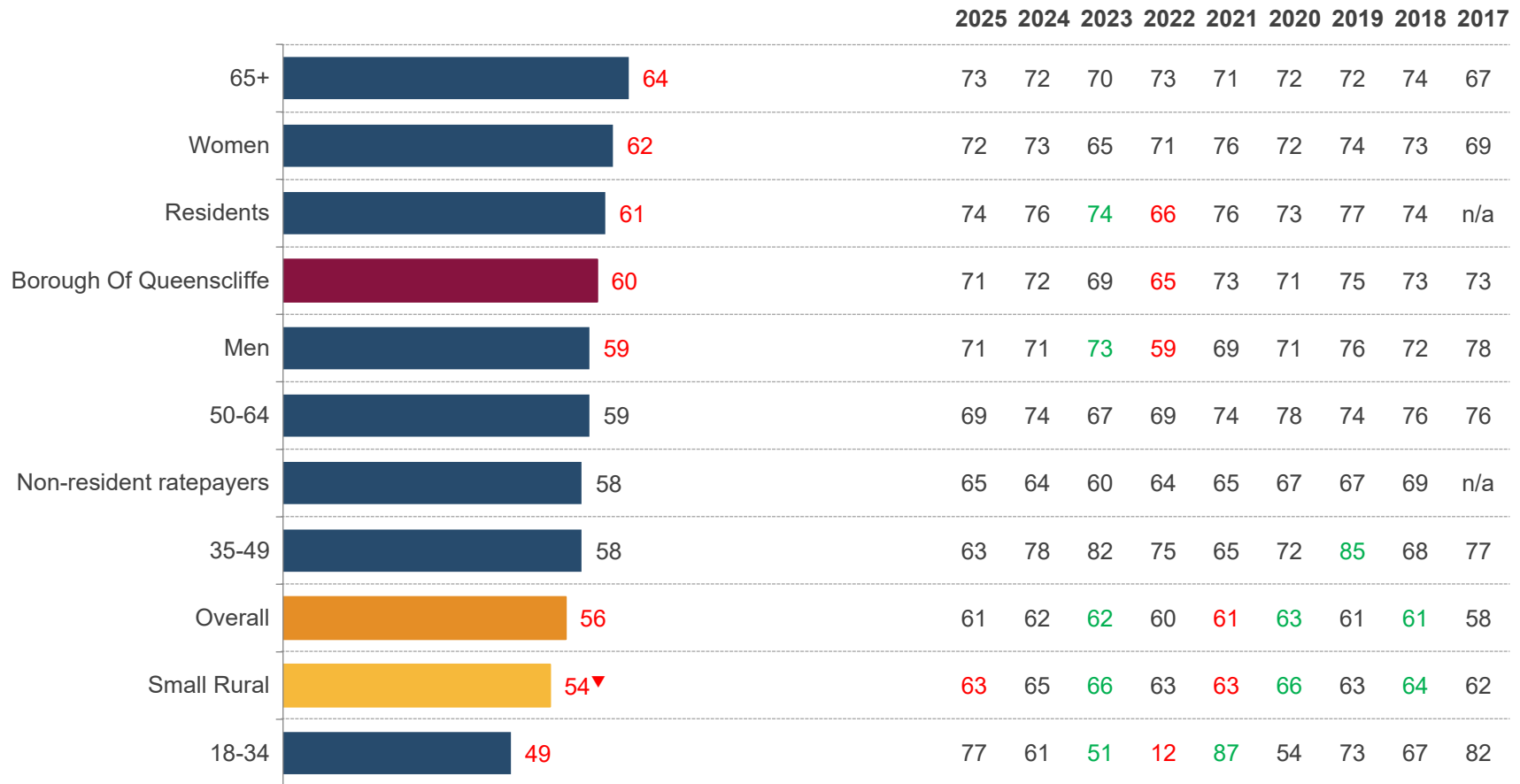
2026 contact with council (%)
Have had contact





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 Borough of Queenscliffe? 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: 7

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



Customer service rating

2026 customer service rating (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	79	75	77	76	84	71	72	74	72	n/a
50-64	79	75	76	75	82	66	74	75	67	71
35-49	78*	63	71	76	84	77	67	77	78	73
Women	75	72	72	75	82	74	76	73	73	75
Borough Of Queenscliffe	73	70	71	73	78	72	72	73	74	71
65+	71	70	68	71	75	72	74	73	77	74
Small Rural	70	65	66	65	67	69	70	70	69	69
Men	70	68	70	71	72	70	67	73	75	66
Residents	70	68	69	72	76	72	72	73	75	n/a
Overall	69▼	66	67	67	68	70	70	71	70	69
18-34	59*	69	80	79	75	78	62	69	69	61

Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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: 9

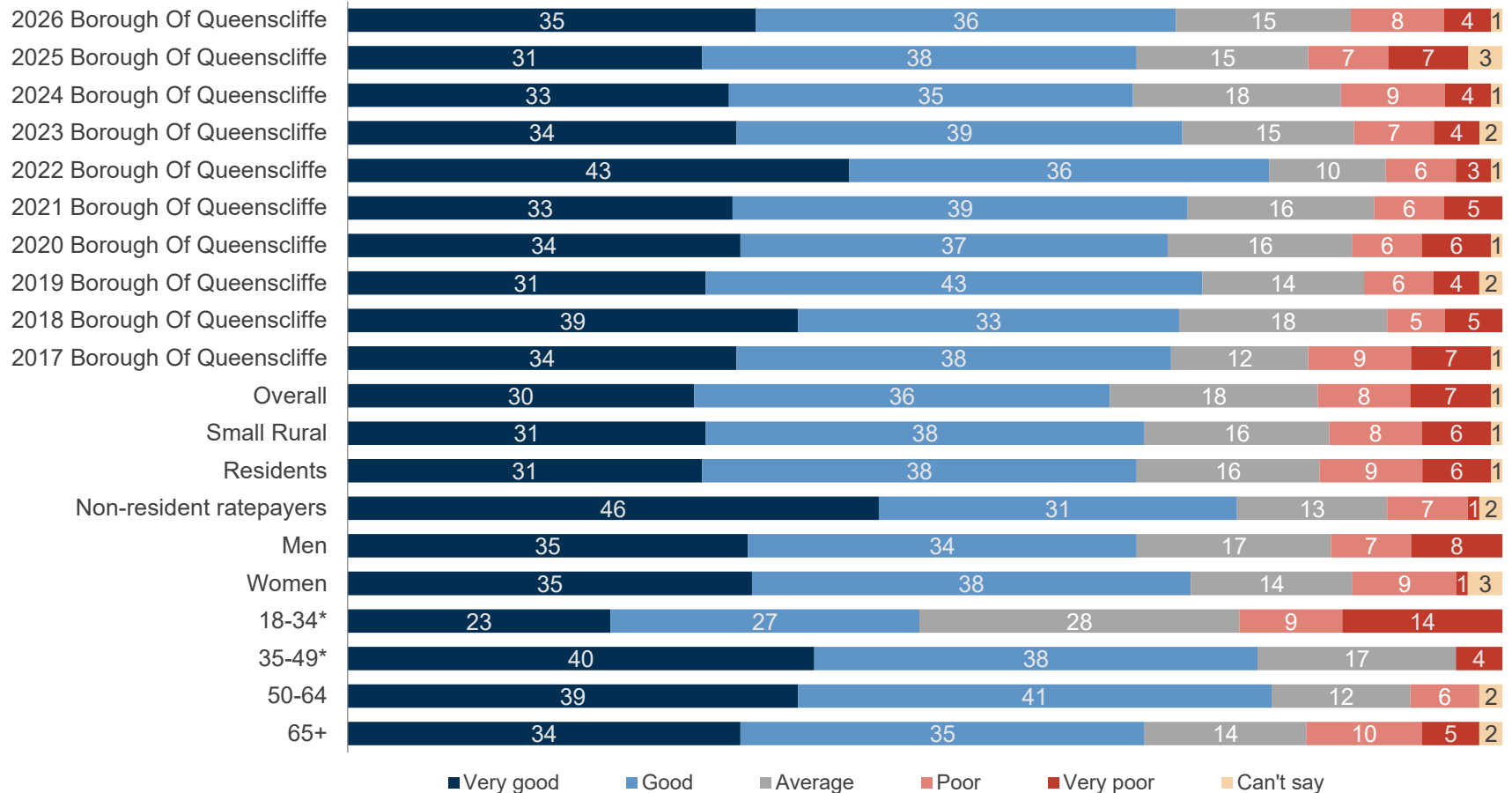
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2026 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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: 9

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council for news, information and upcoming events remains a newsletter sent via email (54%). Preference for this channel appears to have stabilised since 2024, after trending upwards from 35% in 2017.

A newsletter sent via mail (24%) is the next most preferred form of communication, up four percentage points. After a period of steady decline, preference for this channel has risen steadily since 2024.

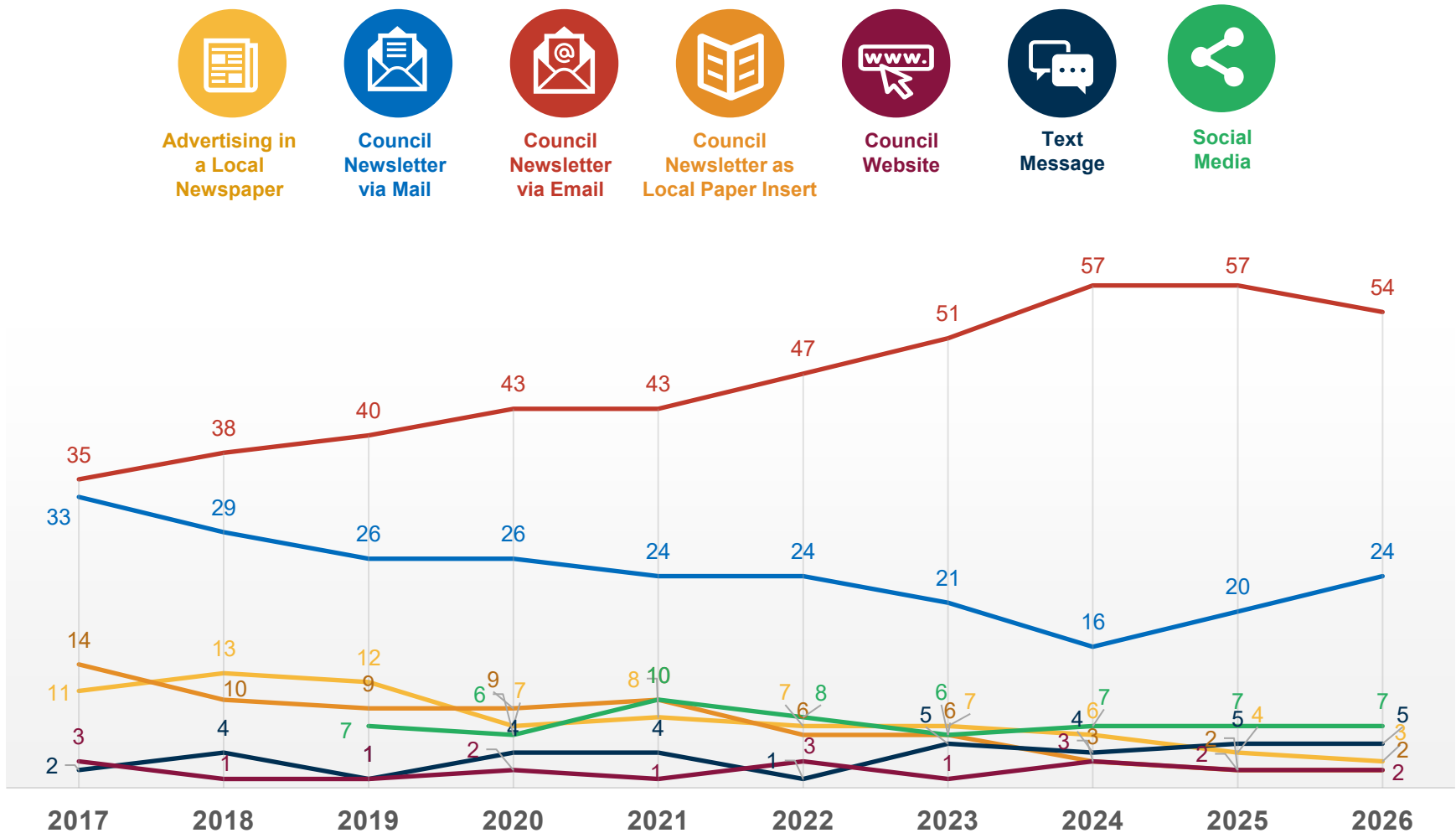
- A newsletter sent via email remains the preferred form of communication for people under 50 years of age (46%), although preference has declined in the last 12 months (by 12 percentage points). By contrast, desire for a mailed newsletter (28%) has increased (by 14 percentage points). Preference for social media updates (8%, down 13 percentage points) has lost ground in the last 12 months.
- Among people aged 50 years and older, a newsletter sent via email (57%) continues to be the preferred form of communication (unchanged since 2025). A newsletter sent via mail (22%) follows as the next preferred form of communication, with demand in line with last year's result. Preference for social media updates (7%) among this age group has increased (by four percentage points).





Best form of communication

2026 best form of communication (%)



Q13. If Borough of Queenscliffe 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?

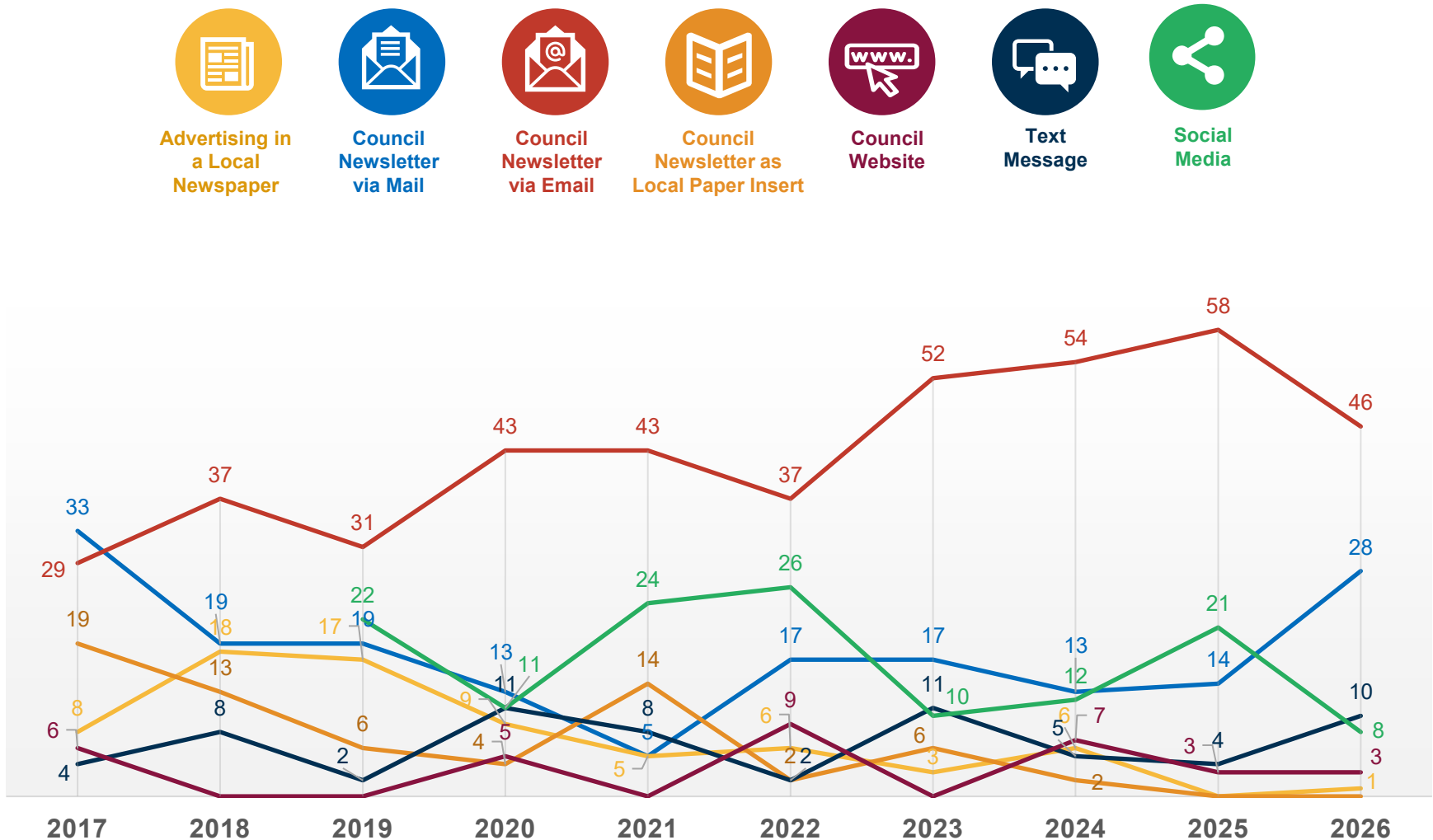
Base: All respondents. Councils asked: 11 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2026 under 50s best form of communication (%)



Q13. If Borough of Queenscliffe 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?

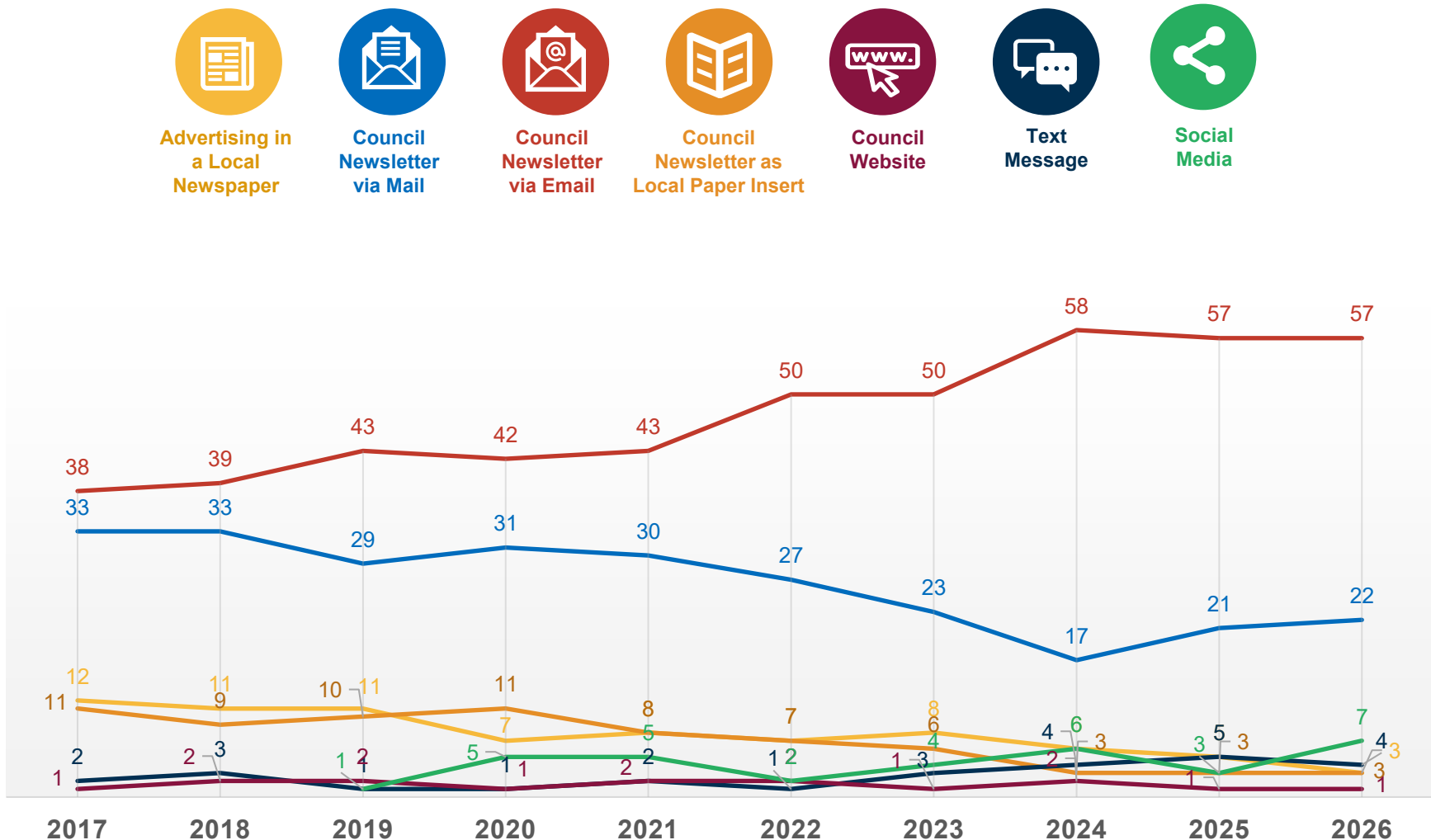
Base: All respondents aged under 50. Councils asked: 11 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2026 50+ years best form of communication (%)



Q13. If Borough of Queenscliffe 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: 11 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction

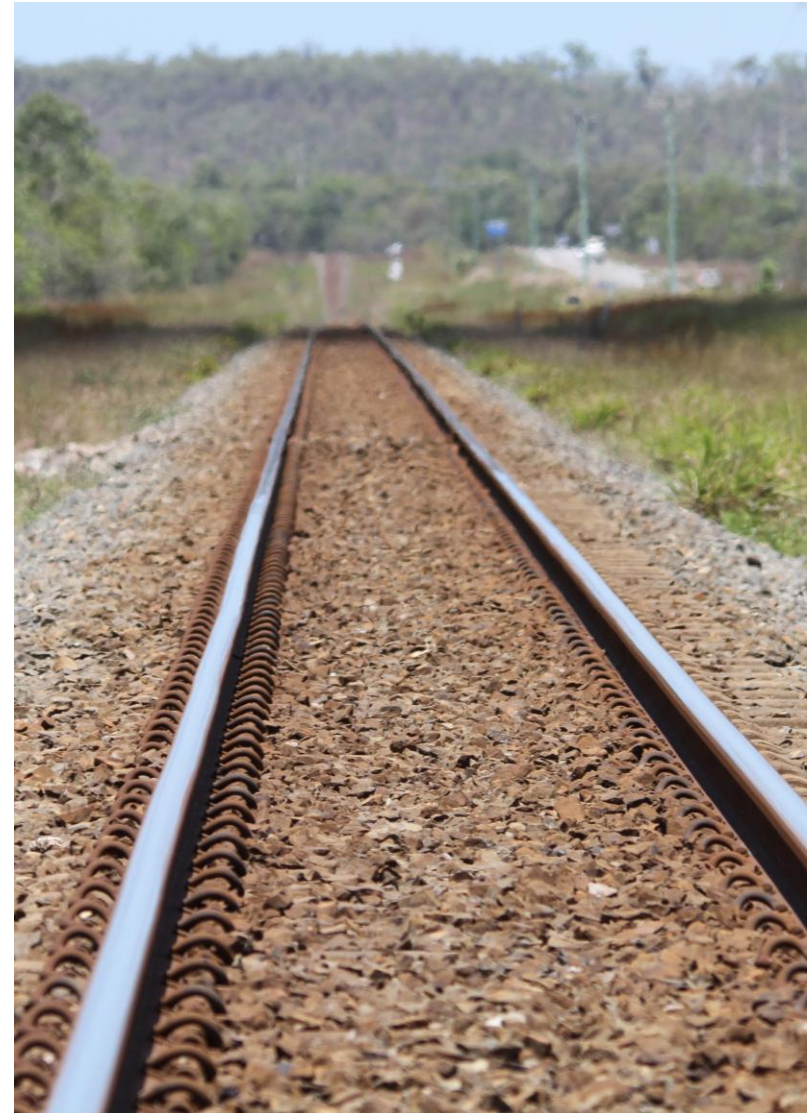
Council direction

Over the last 12 months, 58% believe the direction of Council's overall performance has stayed the same. Just under one-in-five believe the direction has improved (19%, up nine percentage points) and a similar proportion believe it has deteriorated (18%, down six percentage points).

Council's overall direction rating (index score of 51) has increased by a significant eight points in 2026, following an 18-point decline from 2022 to 2025.

- Council rates in line with the Small Rural group and Overall averages for council direction (index scores of 52 and 48 respectively).
- People aged 18 to 34 years rate Council's overall direction the highest, increasing significantly this year (index score of 54, up 19 points).
- The lowest rating of overall direction is among people aged 35 to 49 years, although their perceptions improved significantly this year (index score of 47, up 10 points).

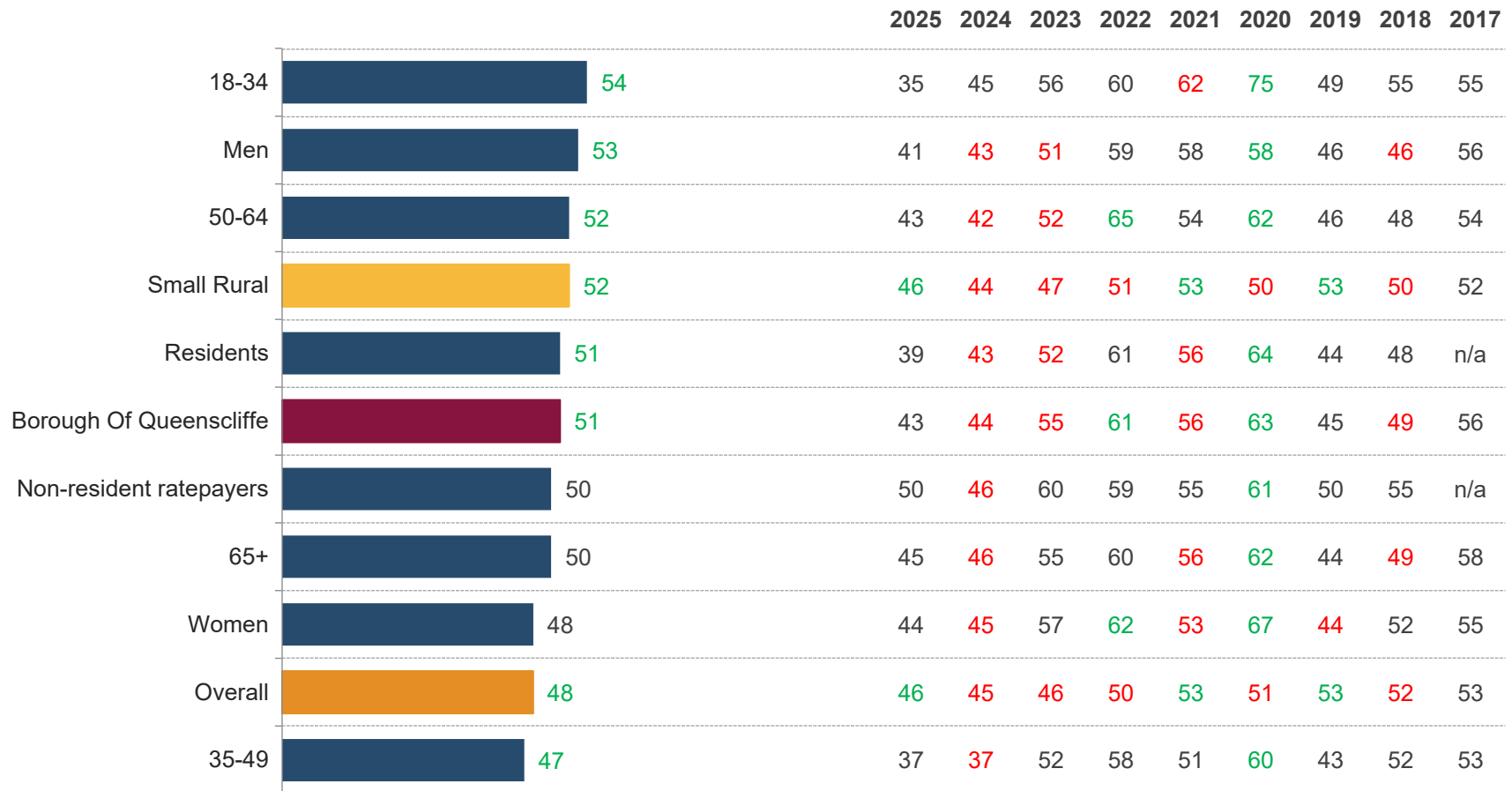
Overall, more people would prefer to see service cuts to keep council rates at the same level as they are now (48%) than would prefer rate rises to improve local services (27%).





Overall council direction last 12 months

2026 overall council direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe's overall performance?

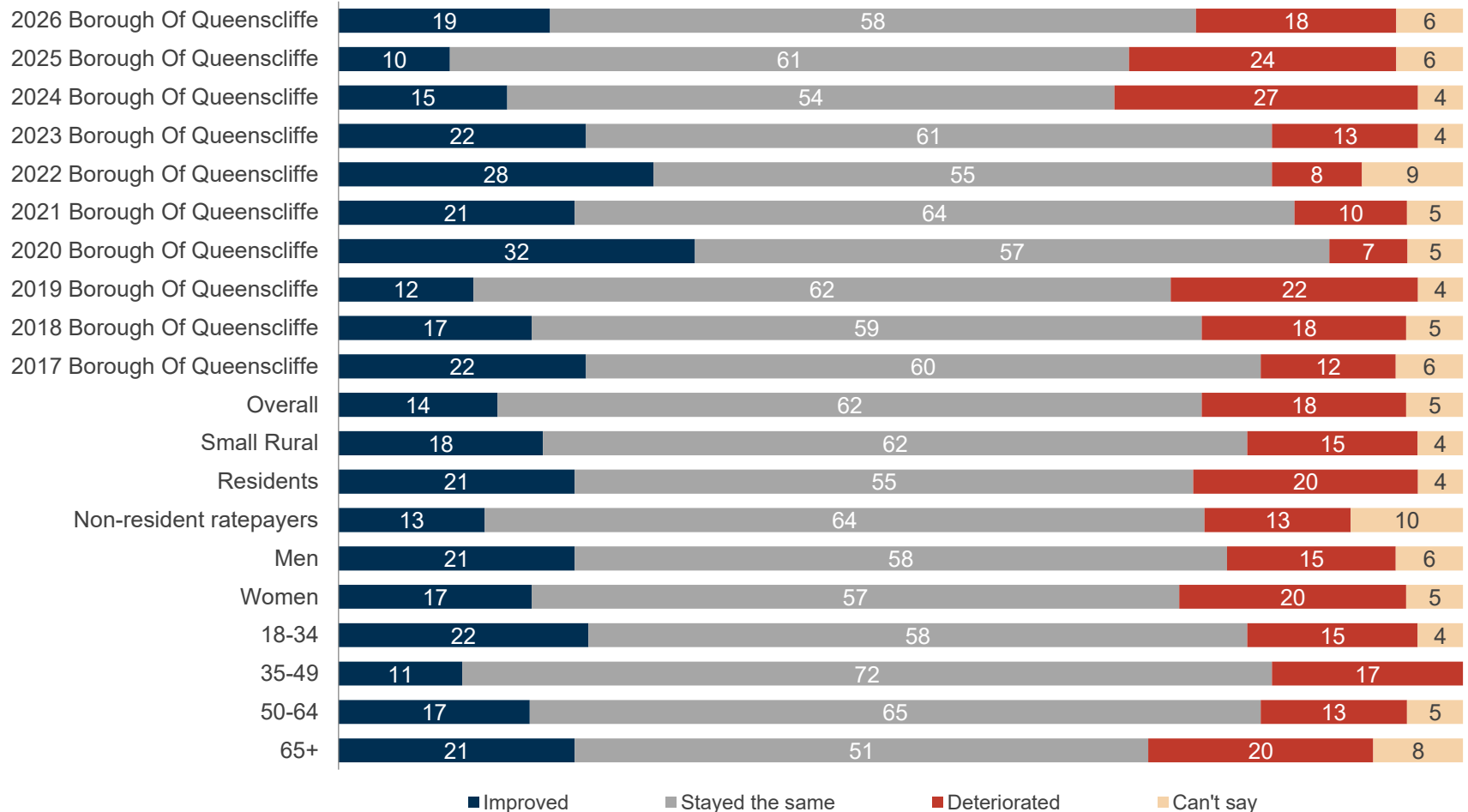
Base: All respondents. Councils asked: 22 Councils asked group: 9

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



Overall council direction last 12 months

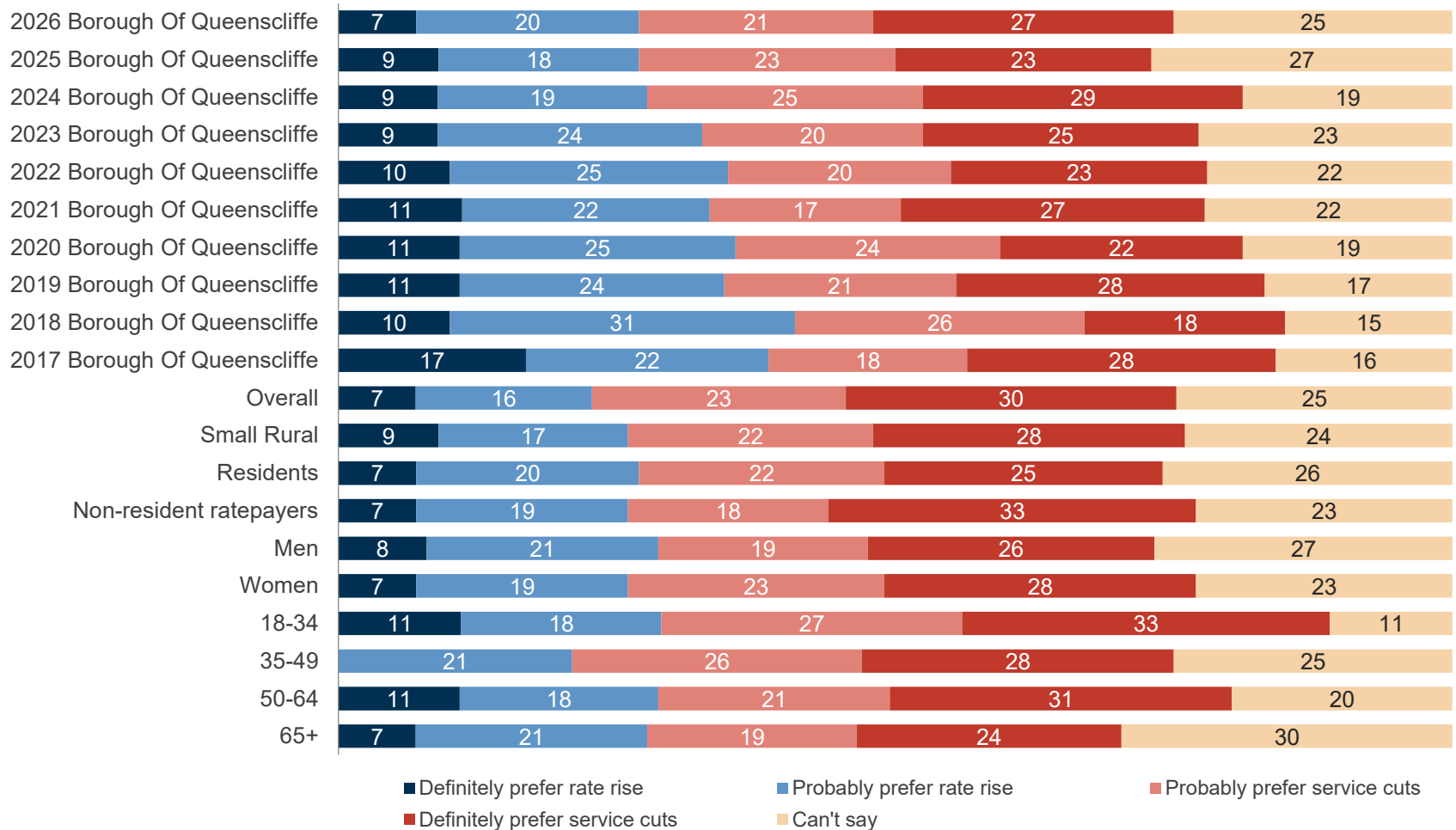
2026 overall council direction (%)





Rates / services trade-off

2026 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked: 6 Councils asked group: 2

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

Individual service areas



Community consultation and engagement performance



2026 consultation and engagement performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	64▲	63	59	69	69	62	66	61	60	n/a
50-64	60	56	54	62	66	58	60	54	58	58
35-49	59	45	44	65	72	64	57	52	63	58
Men	57	51	50	61	62	61	60	54	57	59
Small Rural	57	51	51	53	54	56	54	56	54	55
Borough Of Queenscliffe	56	53	51	63	65	60	59	51	56	58
Women	55	54	51	64	67	59	59	50	55	58
65+	55	55	51	62	62	56	60	52	54	59
Overall	53▼	50	51	52	54	56	55	56	55	55
Residents	53	49	47	60	63	59	56	49	55	n/a
18-34	49	42	49	65	69	75	59	43	48	59

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

Base: All respondents. Councils asked: 23 Councils asked group: 9

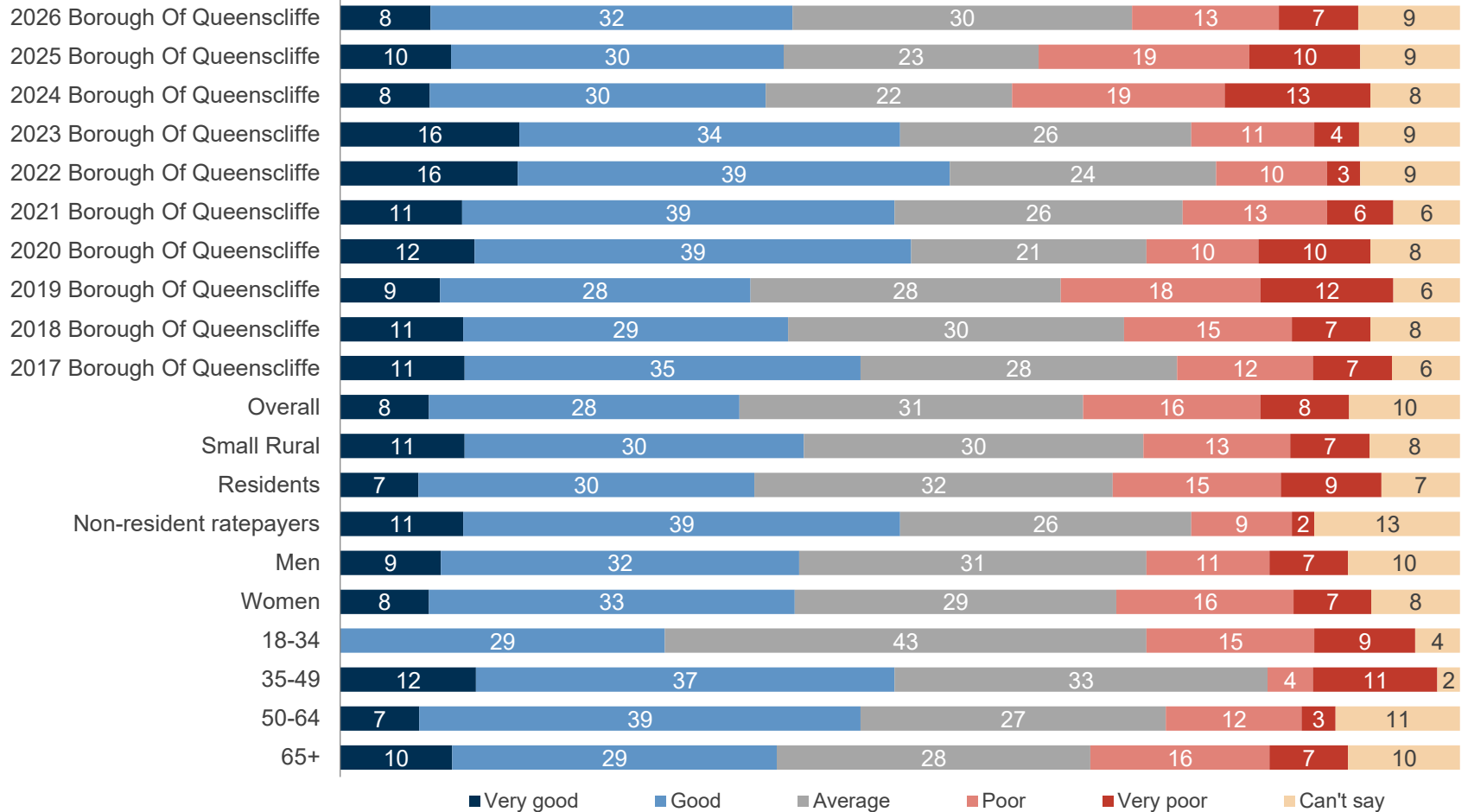
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2026 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2026 lobbying performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	62▲	58	58	67	59	59	59	57	56	n/a
35-49	59	47	42	63	64	56	53	66	57	53
50-64	57	52	54	57	61	53	56	51	53	59
Small Rural	57	51	50	52	54	55	52	55	53	55
Men	56	45	50	58	59	58	56	55	58	59
Borough Of Queenscliffe	56	50	49	59	61	57	56	55	58	59
Women	55	53	48	59	62	57	55	55	58	58
65+	55	53	50	58	59	57	57	55	58	59
Overall	54	49	50	51	53	55	53	54	54	54
Residents	54	47	46	56	61	57	55	54	58	n/a
18-34	52	34	48	61	68	70	53	47	68	62

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

Base: All respondents. Councils asked: 17 Councils asked group: 9

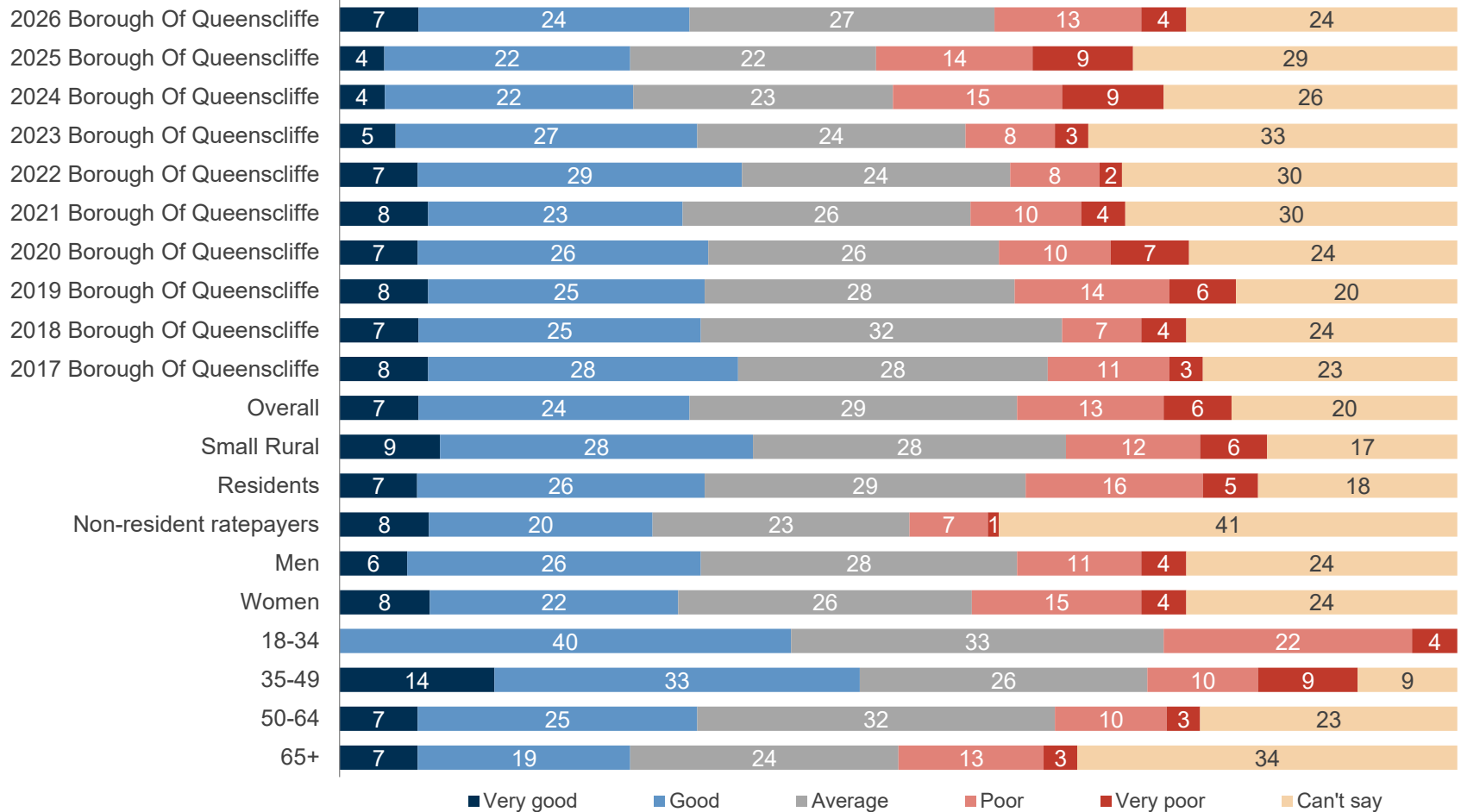
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2026 lobbying performance (%)



Decisions made in the interest of the community performance



2026 community decisions made performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	61▲	59	61	68	65	60	60	53	53	n/a
35-49	61	44	45	66	66	66	53	54	54	52
50-64	58	53	55	63	65	55	55	50	52	56
Small Rural	56	50	50	52	54	56	53	55	52	55
Borough Of Queenscliffe	55	50	50	60	63	59	54	49	53	58
Men	55	46	49	57	60	60	54	50	51	55
Women	55	54	51	63	66	57	54	48	54	59
65+	55	52	50	58	60	54	54	47	51	59
Residents	53	47	45	57	62	58	51	48	53	n/a
Overall	52▼	49	50	51	54	56	53	55	54	54
18-34	47	44	49	62	70	75	51	49	63	61

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

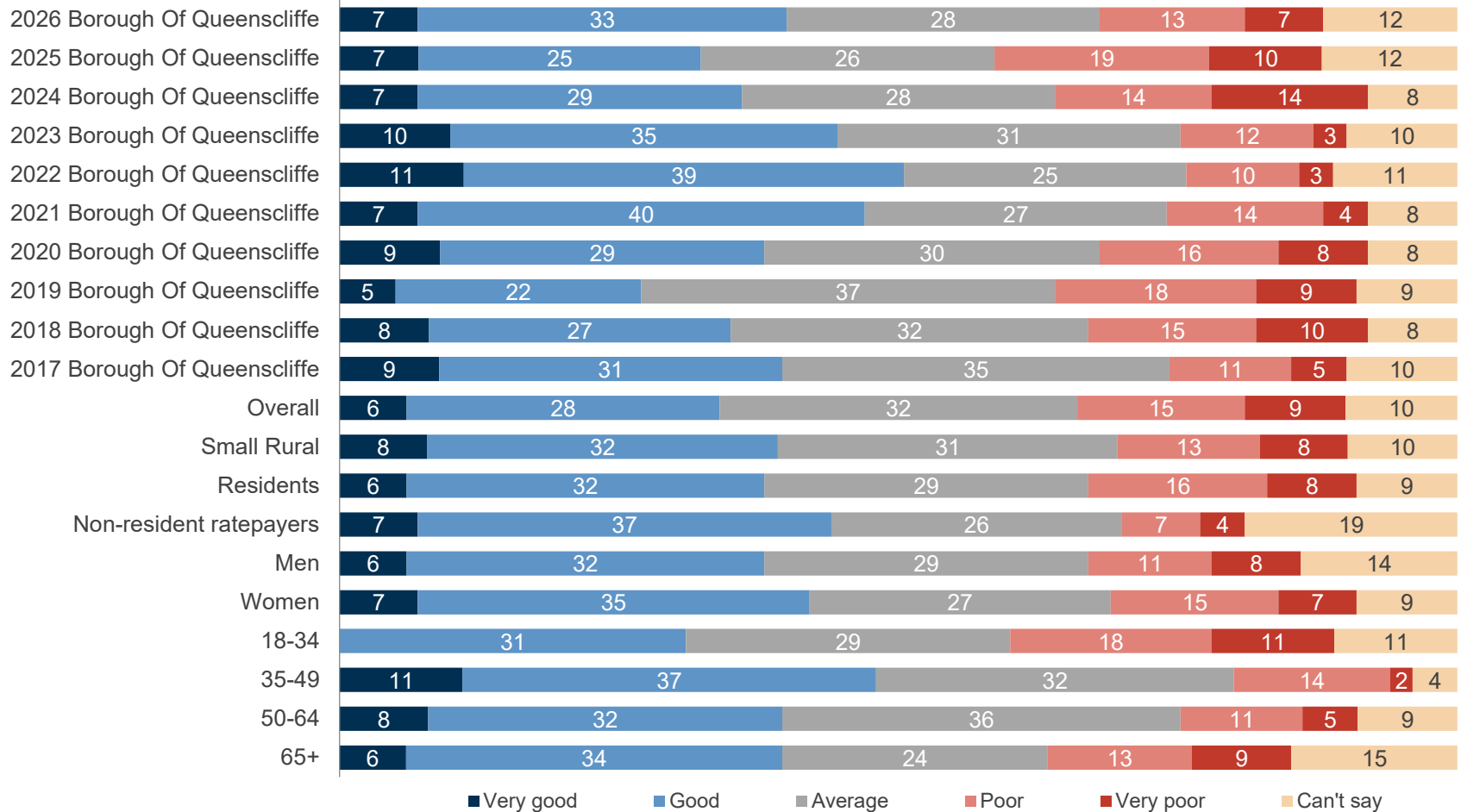
Base: All respondents. Councils asked: 23 Councils asked group: 9

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

Decisions made in the interest of the community performance



2026 community decisions made performance (%)



The condition of sealed local roads in your area performance



2026 sealed local roads performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	69▲	70	72	72	71	68	73	69	68	n/a
35-49	67	63	66	70	69	71	72	66	64	63
50-64	66	66	66	65	70	63	69	65	65	69
Women	65	61	61	66	66	64	65	65	64	68
65+	63	60	60	63	62	63	64	63	64	62
Borough Of Queenscliffe	63	61	63	65	65	66	66	65	65	65
Men	61	61	64	63	64	67	66	65	66	62
Residents	60	57	58	61	63	65	63	64	64	n/a
18-34	51▼	52	65	72	66	75	58	69	71	72
Small Rural	48▼	44	41	44	50	53	51	53	49	50
Overall	46▼	45	45	48	53	57	54	56	53	53

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

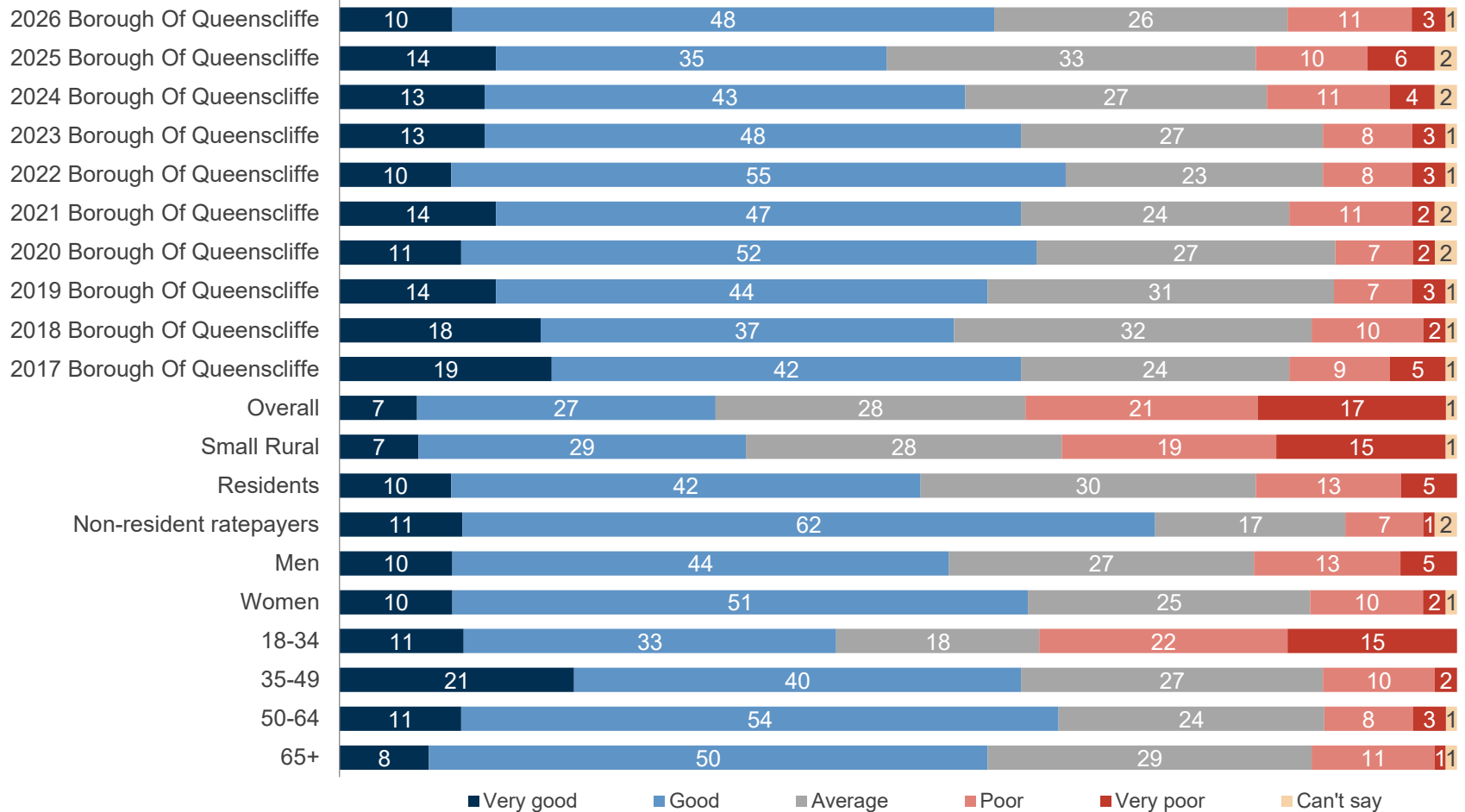
Base: All respondents. Councils asked: 23 Councils asked group: 9

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 (%)





Informing the community performance



2026 informing community performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	69▲	67	65	75	72	72	72	67	64	n/a
50-64	63	61	60	68	71	66	67	62	56	59
35-49	63	51	55	66	73	72	60	61	64	60
Small Rural	62	57	56	58	59	61	58	58	56	58
Men	62	53	56	65	65	68	66	58	59	58
Borough Of Queenscliffe	61	56	57	67	67	67	65	57	59	60
Women	60	59	57	69	70	65	65	56	60	62
65+	60	58	56	67	65	63	68	56	60	64
Overall	60	56	56	57	59	60	59	60	59	59
18-34	59	44	54	68	69	75	55	46	58	52
Residents	58	52	53	64	65	65	63	54	58	n/a

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

Base: All respondents. Councils asked: 12 Councils asked group: 5

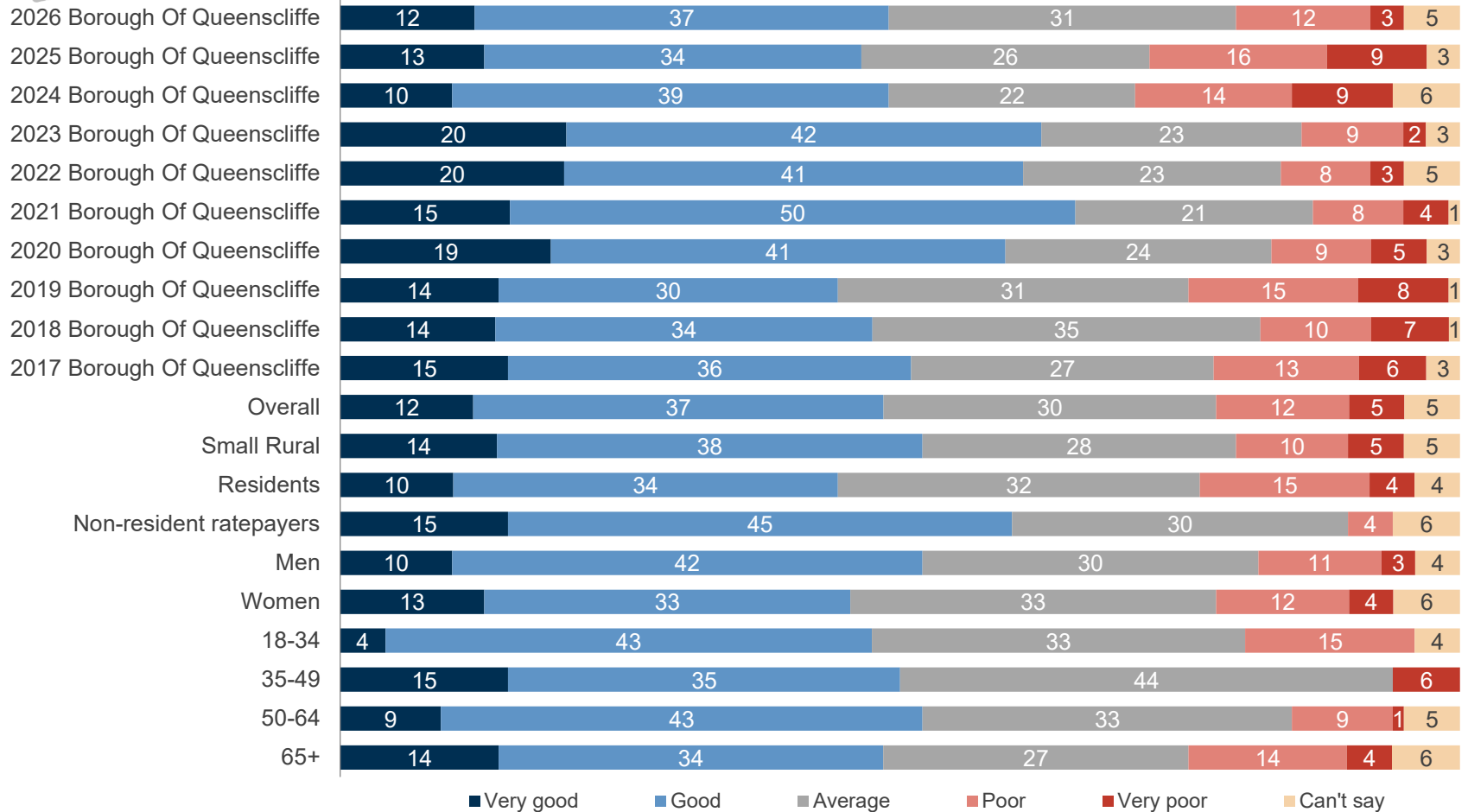
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2026 informing community performance (%)





Traffic management performance



2026 traffic management performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	69▲	66	63	70	69	68	68	69	68	n/a
Women	66	63	60	65	68	65	64	68	66	69
35-49	65	62	61	60	70	76	57	72	70	64
50-64	65	68	59	69	71	62	66	65	66	68
65+	65	61	59	63	62	63	65	66	65	66
Borough Of Queenscliffe	64	63	58	64	66	67	64	66	65	66
Small Rural	64	63	58	64	66	67	64	66	65	67
Residents	62	61	56	61	64	66	62	64	64	n/a
Men	62	62	57	62	62	68	63	63	64	63
18-34	59	60	51	65	68	78	60	58	54	65
Overall	56▼	54	53	55	58	59	58	58	57	59

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

Base: All respondents. Councils asked: 5 Councils asked group: 1

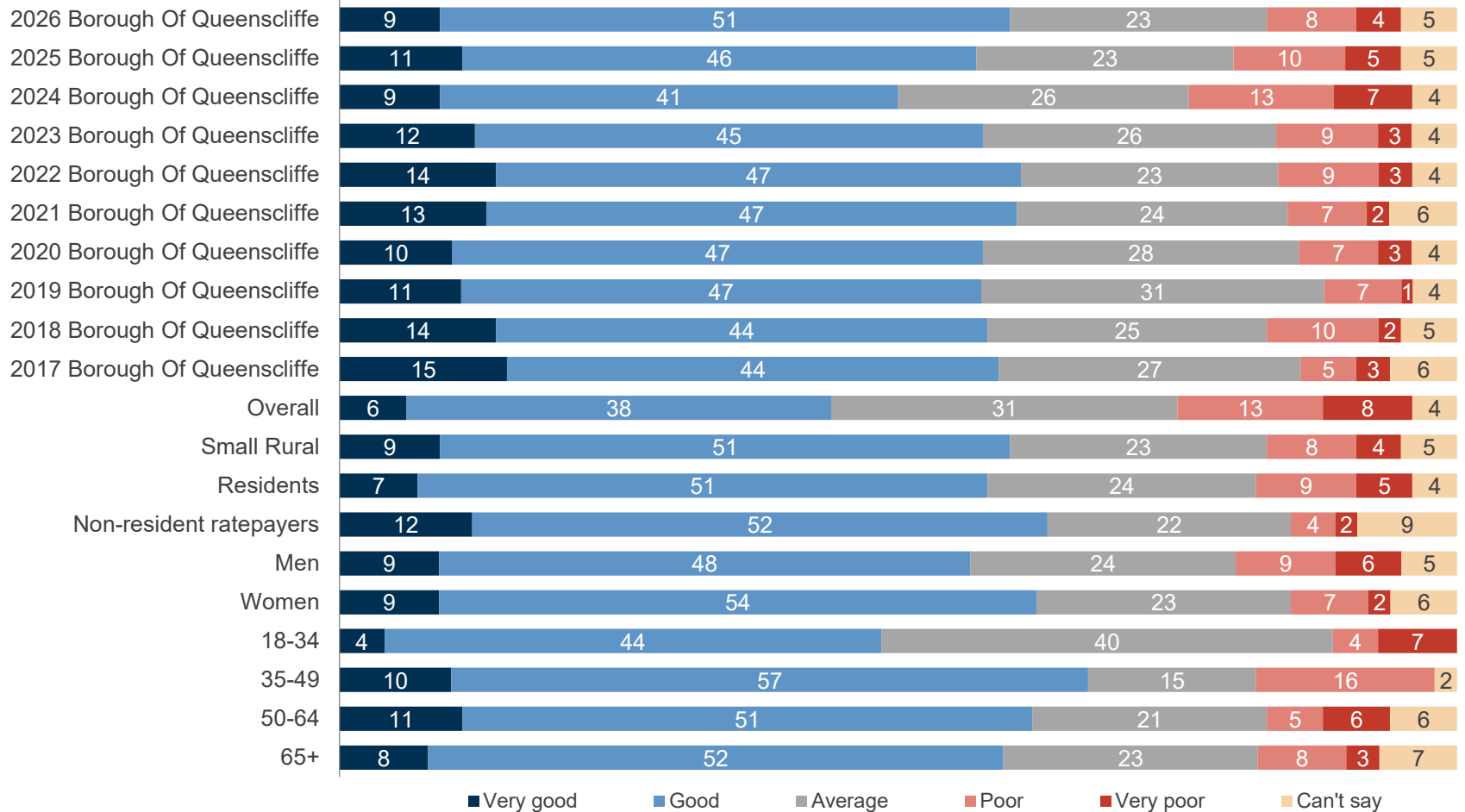
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2026 traffic management performance (%)





Parking facilities performance



2026 parking performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	70▲	73	73	70	66	66	68	66	64	n/a
50-64	69	71	71	70	69	63	68	63	65	67
Women	68	66	64	66	65	62	64	63	65	66
18-34	67	54	60	68	70	66	60	63	60	63
Borough Of Queenscliffe	66	64	63	64	64	63	64	62	63	63
65+	65	61	61	62	59	60	64	60	62	61
35-49	65	72	63	68	71	73	65	71	65	62
Residents	65	60	59	61	63	62	63	62	63	n/a
Men	64	62	63	62	63	64	64	62	61	58
Small Rural	64	63	59	60	60	62	60	60	60	63
Overall	55▼	54	54	55	57	58	55	56	56	55

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

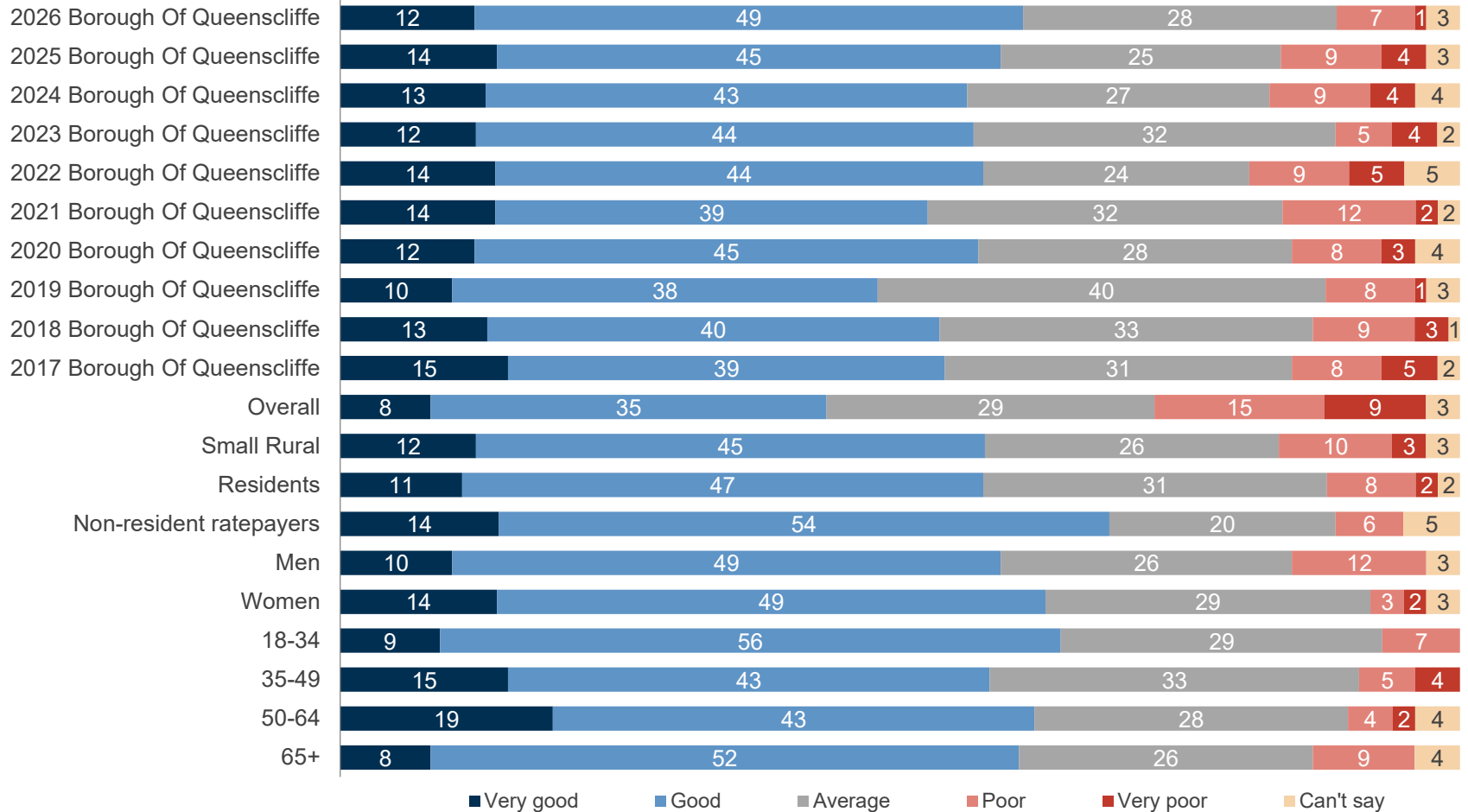
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2026 parking performance (%)

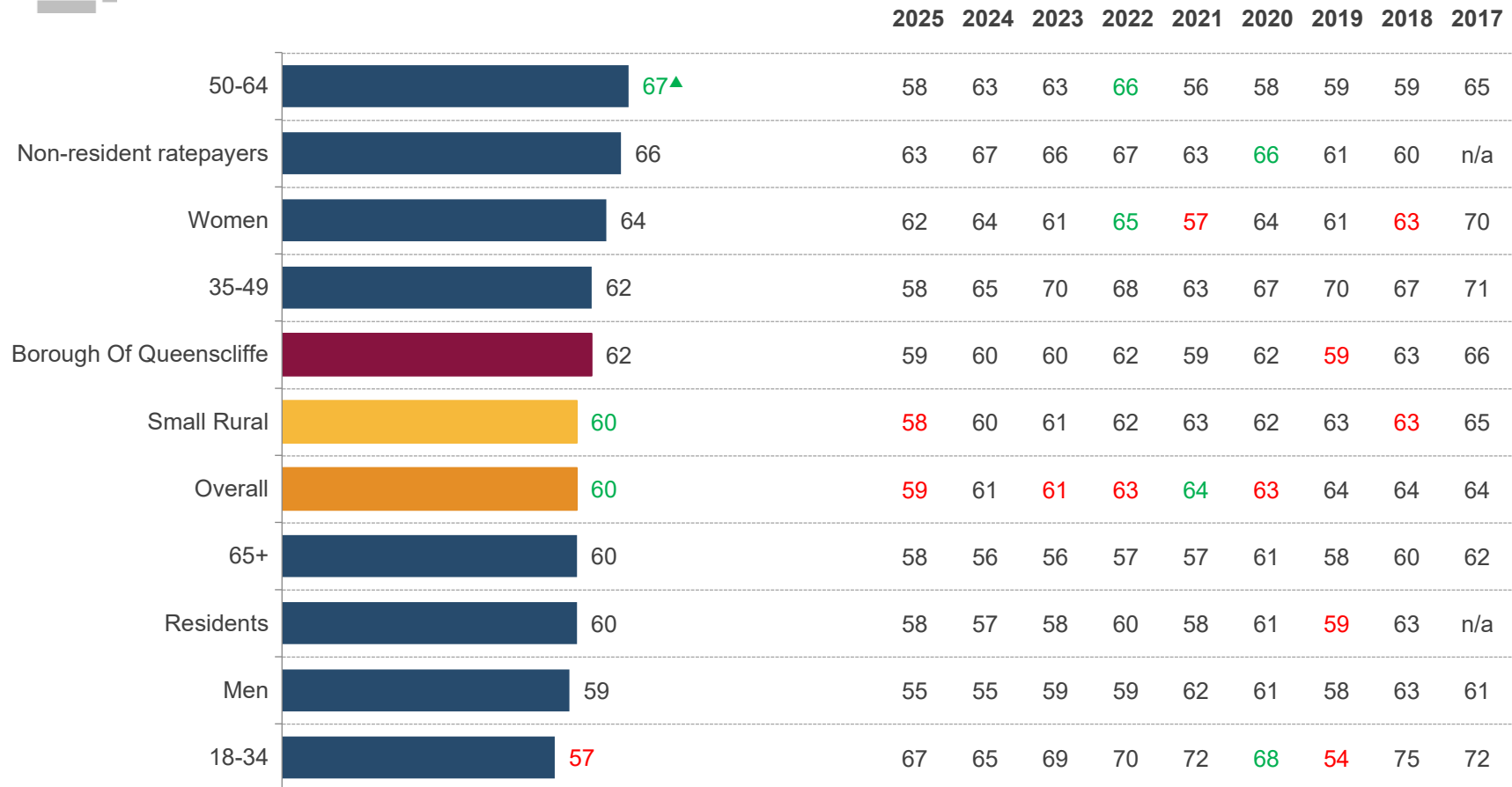




Enforcement of local laws performance



2026 law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked: 10 Councils asked group: 5

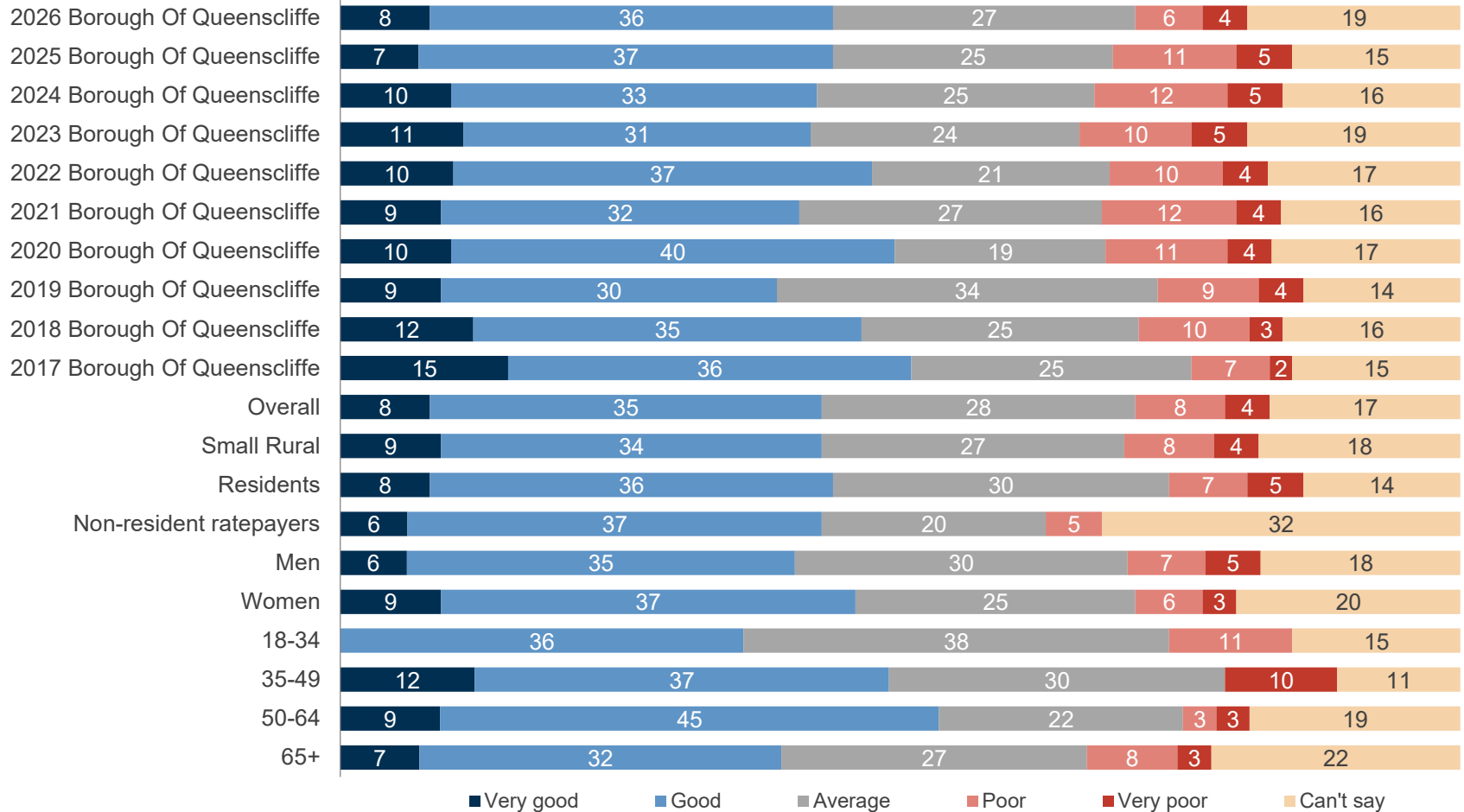
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2026 law enforcement performance (%)





Family support services performance



2026 family support performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	69	72	70	69	69	68	65	65	67	n/a
35-49	67	63	51	70	65	63	63	70	64	62
65+	66	67	68	69	71	68	75	71	70	73
Women	65	71	64	68	70	67	74	68	69	70
Borough Of Queenscliffe	65	65	65	68	69	66	70	67	69	67
50-64	64	64	71	64	75	64	63	61	69	65
Residents	64	64	64	68	69	66	71	68	69	n/a
Small Rural	64	61	61	62	64	66	66	68	67	68
Men	64	57	67	68	68	65	66	66	68	64
Overall	63	62	63	63	65	66	66	67	66	67
18-34	61	61	63	63	60	65	70	60	69	64

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

Base: All respondents. Councils asked: 10 Councils asked group: 5

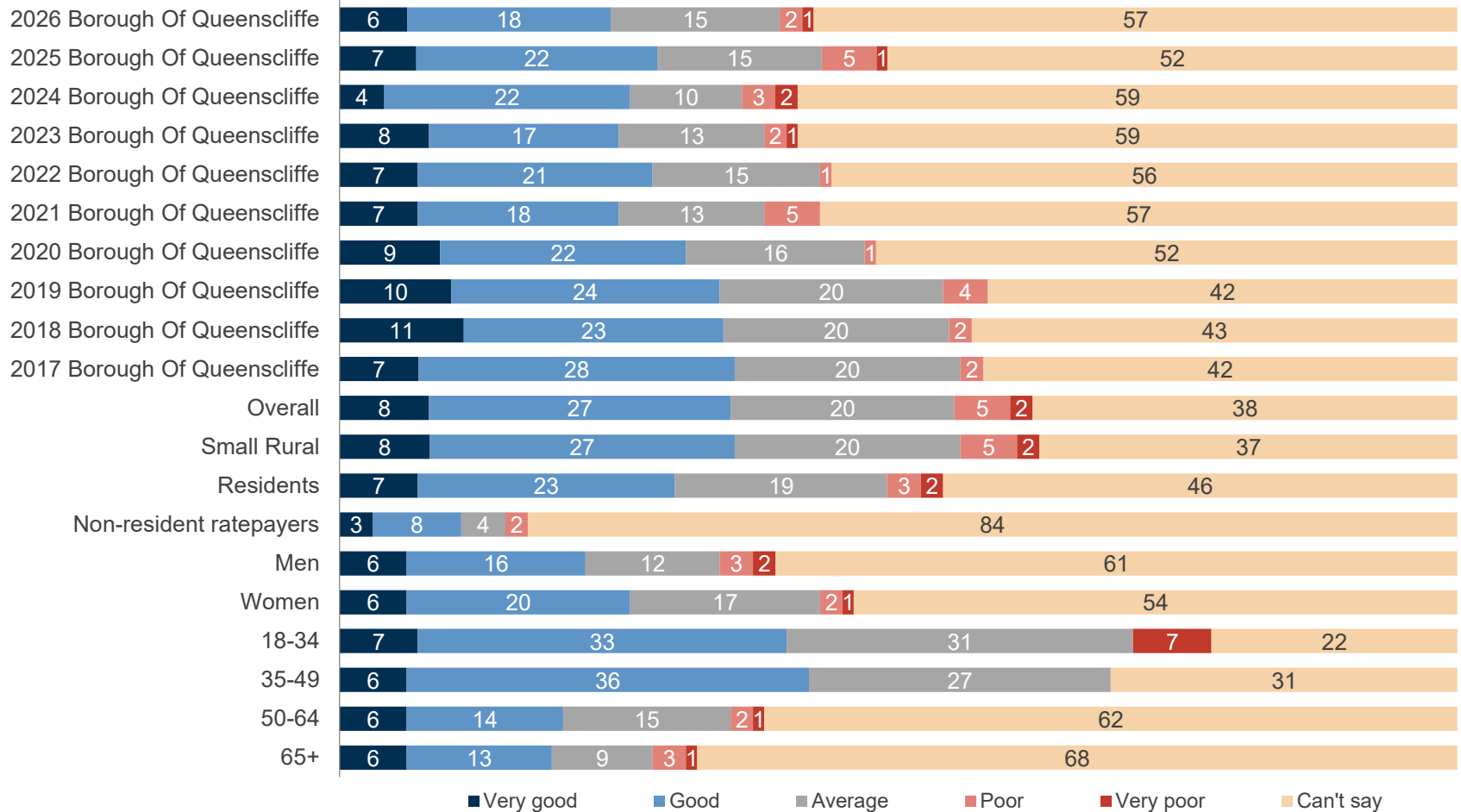
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2026 family support performance (%)





Elderly support services performance



2026 elderly support performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	74	74	78	76	77	71	74	72	74	n/a
50-64	73	77	76	75	83	72	75	73	70	66
Women	73	72	74	73	83	74	75	76	76	73
Borough Of Queenscliffe	72	69	72	72	79	76	75	75	75	71
65+	72	68	71	73	75	74	78	76	76	78
35-49	72	62	75	68	84	83	72	75	82	66
Residents	72	69	71	72	80	76	75	76	75	n/a
18-34	72	73	70	72	91	79	63	77	66	64
Men	72	66	71	71	74	78	74	74	73	69
Small Rural	67▼	66	65	66	70	72	71	71	69	71
Overall	62▼	63	63	63	67	69	68	68	68	68

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

Base: All respondents. Councils asked: 8 Councils asked group: 3

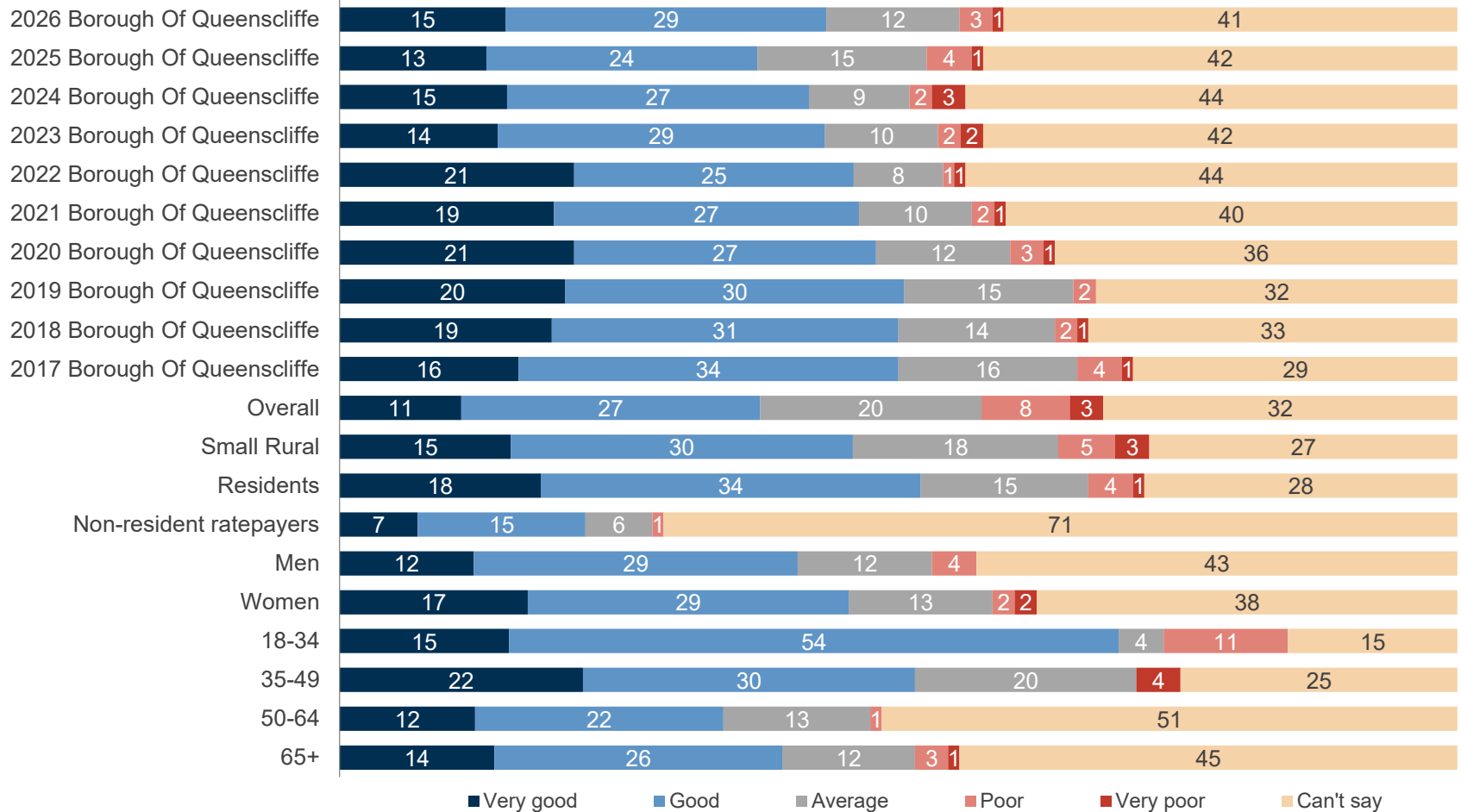
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2026 elderly support performance (%)





Recreational facilities performance



2026 recreational facilities performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	73	74	73	74	75	72	74	69	77	n/a
Women	72	71	70	73	78	72	73	72	77	74
50-64	72	73	75	73	77	70	72	68	73	76
Overall	71	67	68	68	69	71	70	70	69	70
Borough Of Queenscliffe	71	69	70	72	74	72	73	70	74	72
18-34	70	65	66	69	77	72	73	68	73	61
35-49	70	61	63	73	77	75	75	70	69	62
65+	70	71	71	72	72	73	72	72	76	76
Residents	70	68	69	71	74	72	72	70	74	n/a
Small Rural	69	66	67	67	69	69	68	68	69	69
Men	69	67	70	71	70	72	72	68	71	69

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

Base: All respondents. Councils asked: 16 Councils asked group: 8

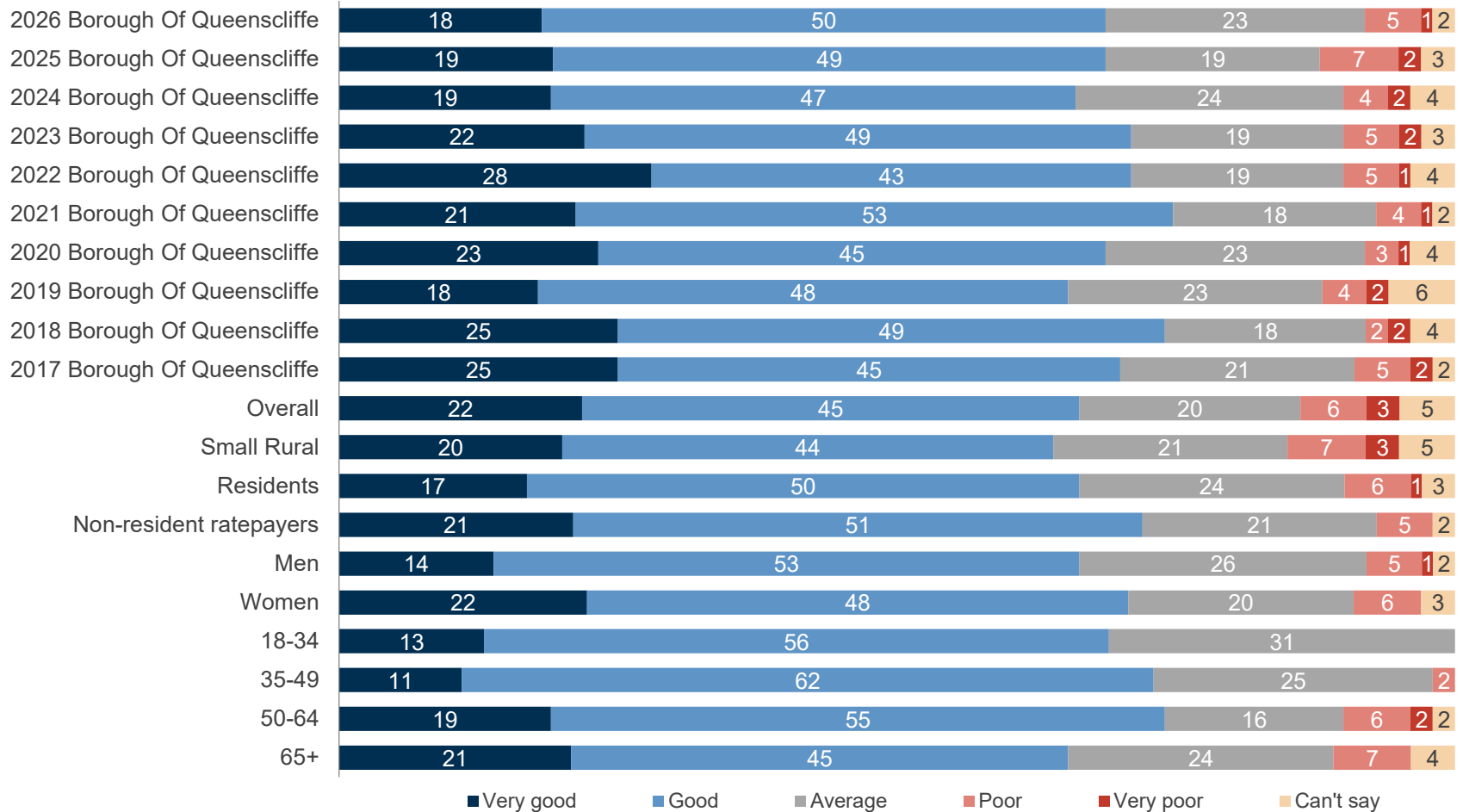
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2026 recreational facilities performance (%)





The appearance of public areas performance



2026 public areas performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	79▲	66	67	73	83	73	71	79	78	79
Non-resident ratepayers	78▲	78	78	80	83	78	77	79	78	n/a
50-64	75	74	74	73	81	73	75	76	75	79
Small Rural	73	70	71	71	73	75	72	73	72	74
Men	72	65	68	71	75	77	73	72	75	76
Borough Of Queenscliffe	72	69	69	73	78	74	74	73	75	80
Women	72	72	70	74	80	72	74	73	75	83
Overall	71	68	68	67	71	73	72	72	71	71
65+	70	69	70	71	74	72	74	71	74	78
Residents	69	65	65	69	75	73	73	71	74	n/a
18-34	66	58	58	78	83	88	78	68	73	88

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked: 15 Councils asked group: 7

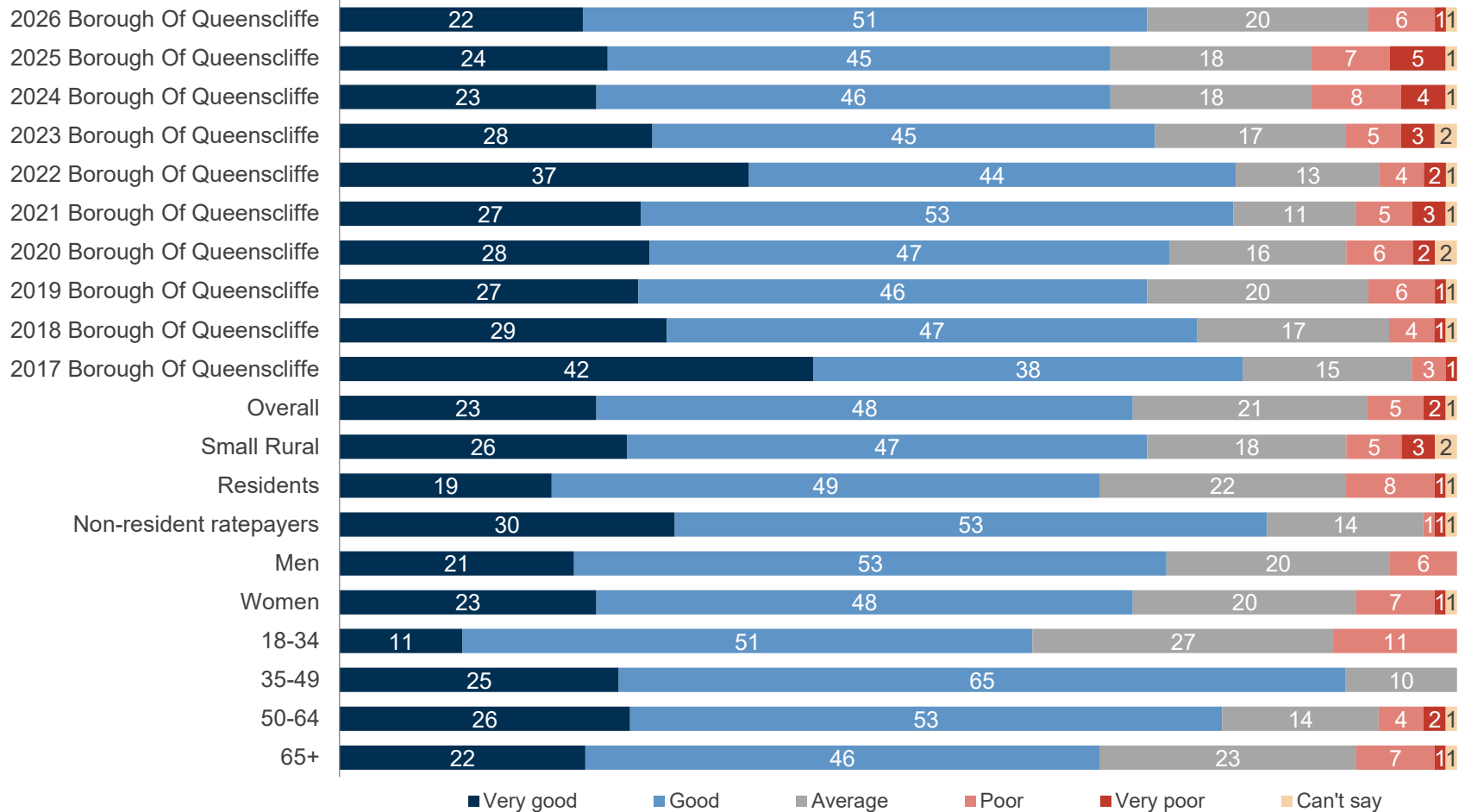
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2026 public areas performance (%)





Art centres and libraries performance



2026 art centres and libraries performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	84	85	82	74	69	73	72	76	72	65
Women	82	83	81	79	76	73	75	71	74	75
Non-resident ratepayers	80	83	80	77	73	71	71	67	70	n/a
Borough Of Queenscliffe	80	81	79	78	73	73	73	71	73	72
65+	80	80	79	79	75	74	76	72	78	76
Residents	80	80	79	78	73	73	74	72	73	n/a
50-64	80	79	79	77	75	68	68	68	66	70
Small Rural	77▼	72	73	73	71	72	74	74	73	72
Men	77	78	78	77	70	73	71	72	71	70
18-34	76	88	80	72	67	75	72	68	63	73
Overall	76▼	73	73	73	73	73	74	74	74	73

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

Base: All respondents. Councils asked: 11 Councils asked group: 4

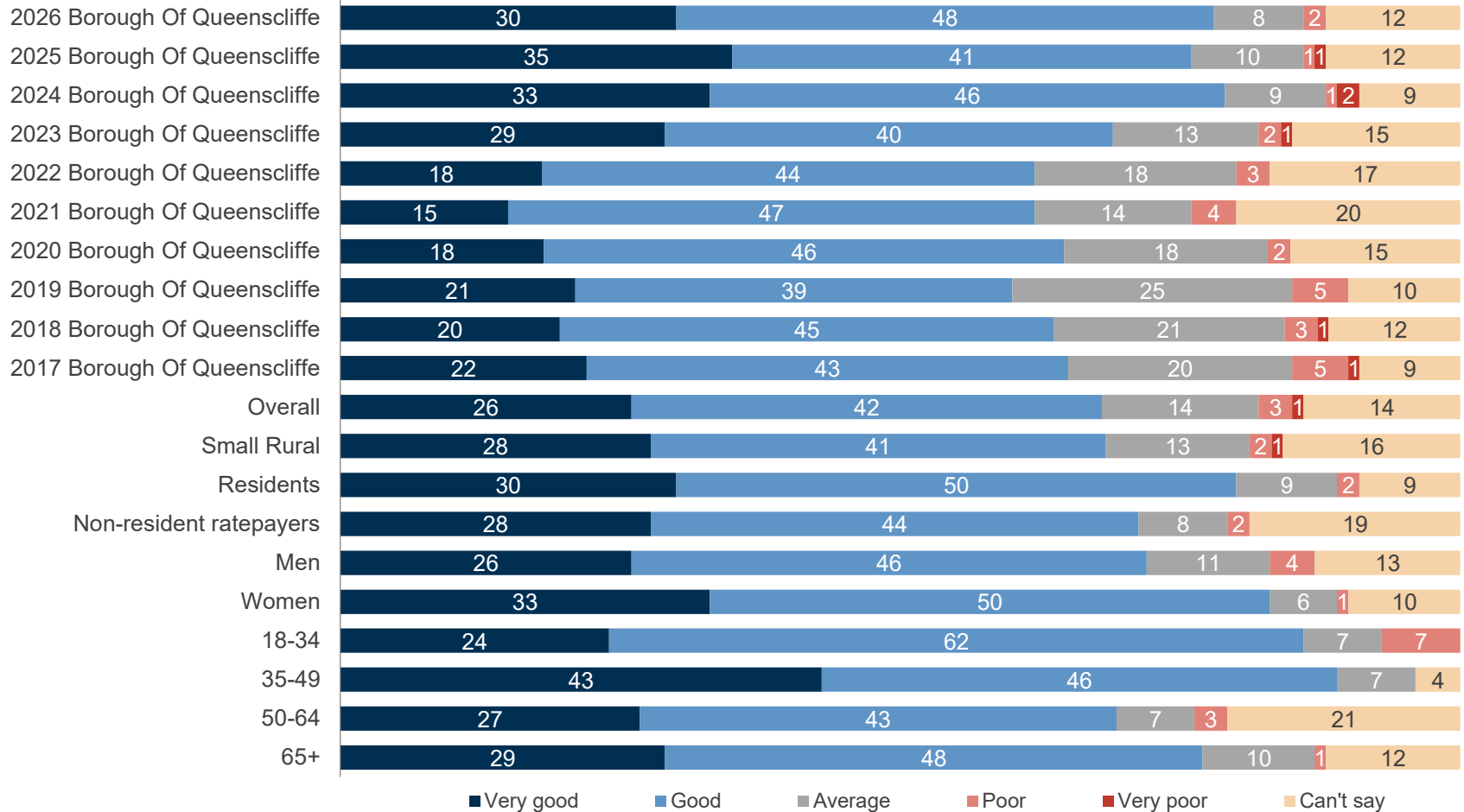
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2026 art centres and libraries performance (%)





Community and cultural activities performance



2026 community and cultural activities performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	77▲	68	69	77	74	77	72	74	68	72
Non-resident ratepayers	76▲	78	78	79	75	72	77	69	71	n/a
50-64	73	73	76	75	72	66	74	70	69	70
Women	71	75	73	77	72	69	75	70	72	73
Borough Of Queenscliffe	70	70	71	75	71	70	73	68	69	72
Men	70	66	70	72	69	71	71	67	66	70
Small Rural	70	68	69	70	68	67	68	66	69	69
65+	69	70	70	75	70	69	77	70	72	73
Residents	68	67	68	73	69	69	71	68	69	n/a
Overall	67▼	65	66	66	65	65	68	69	69	69
18-34	63▼	69	74	70	65	72	53	54	59	70

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

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

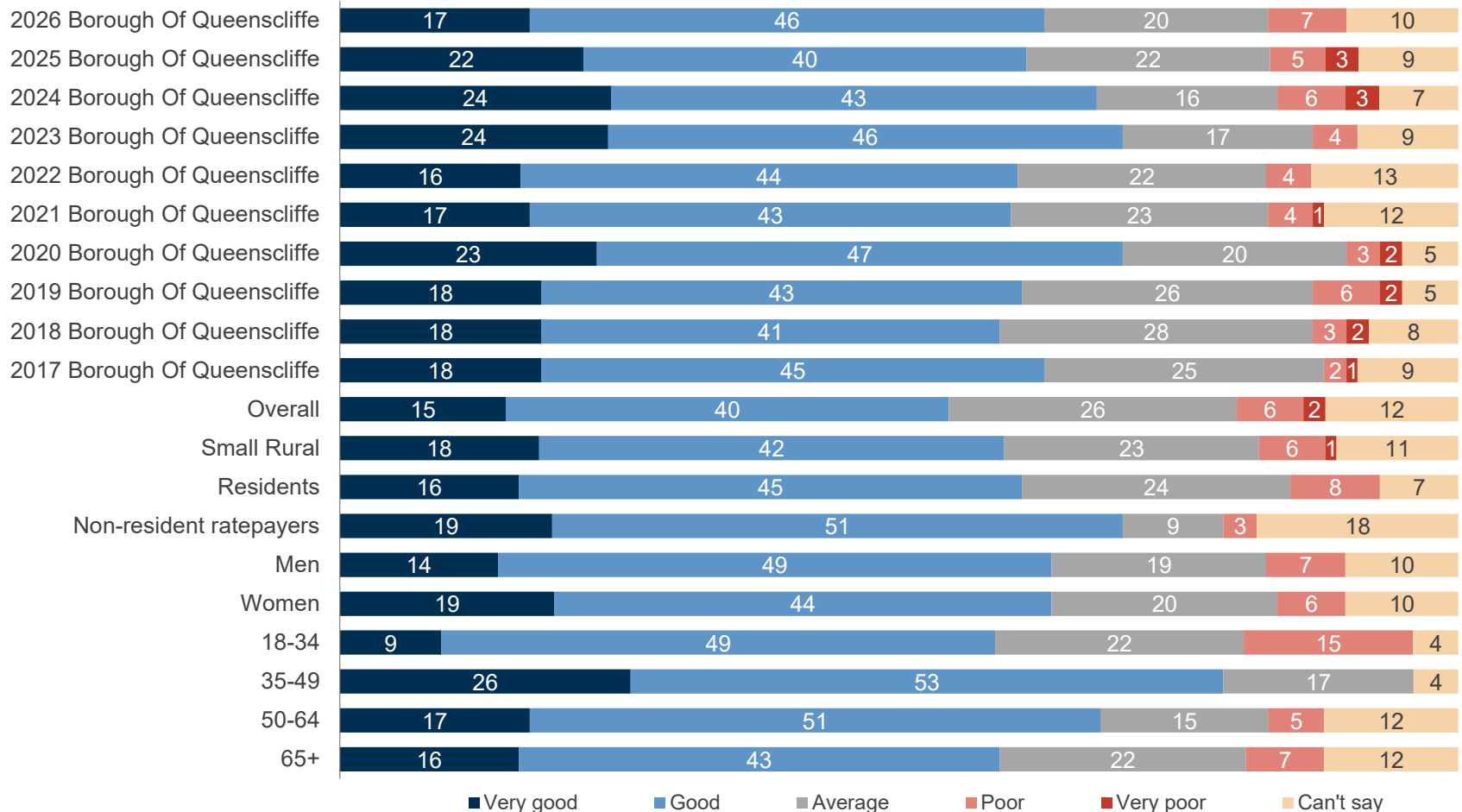
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2026 community and cultural activities performance (%)





Waste management performance



2026 waste management performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	79	73	75	77	78	75	74	74	80	83
Non-resident ratepayers	78	75	72	78	78	72	74	71	75	n/a
Men	78	71	72	74	75	77	72	73	79	79
Borough Of Queenscliffe	78	71	72	76	77	75	73	72	81	81
Residents	78	69	72	75	77	76	73	73	82	n/a
Women	78	71	72	78	80	73	74	72	82	83
18-34	77	52	66	78	78	85	73	79	79	84
50-64	76	74	70	70	72	68	71	67	79	80
35-49	75	73	68	78	81	80	74	71	86	77
Small Rural	71▼	66	67	66	68	68	64	66	69	70
Overall	69▼	65	67	66	68	69	65	68	70	71

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

Base: All respondents. Councils asked: 22 Councils asked group: 9

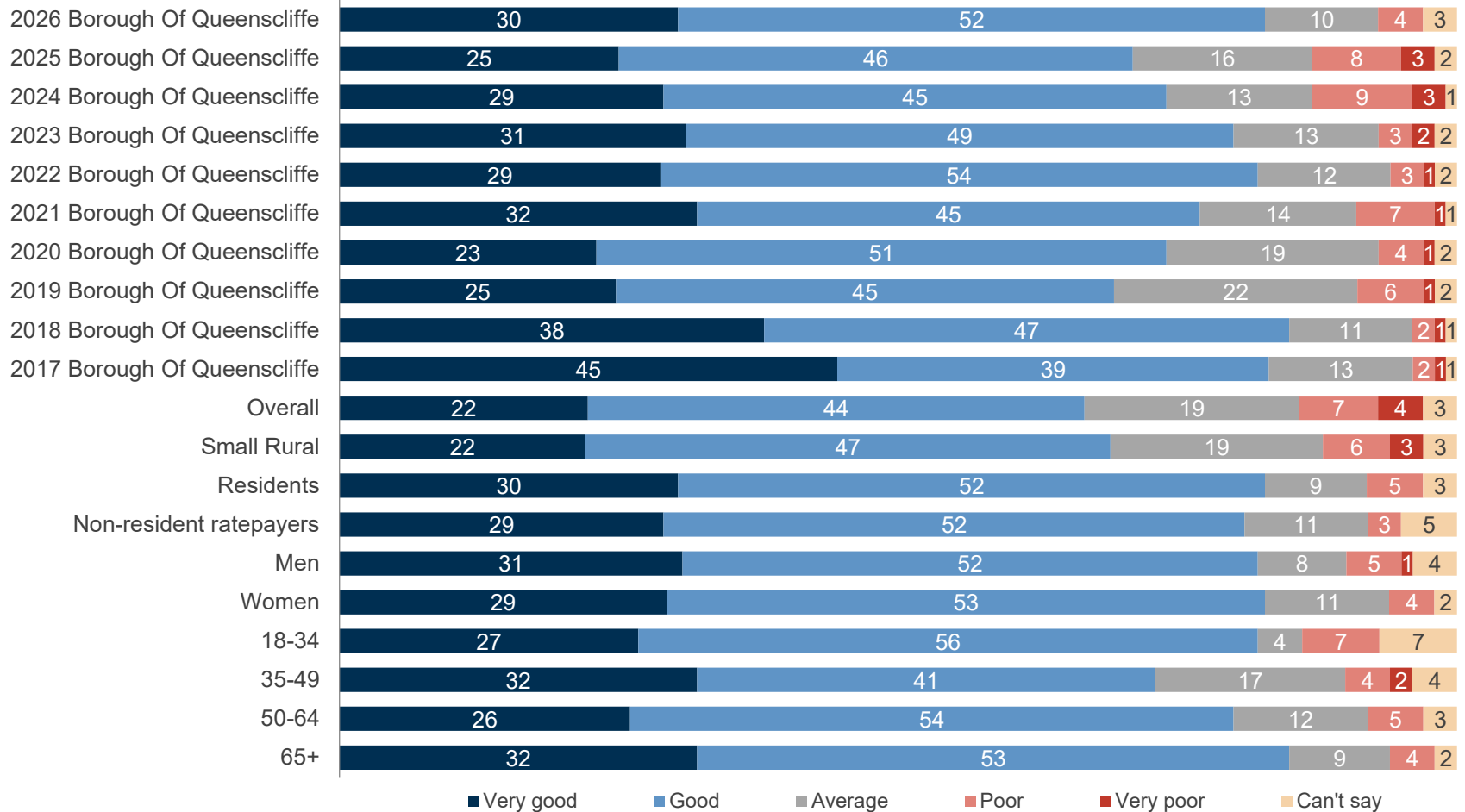
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



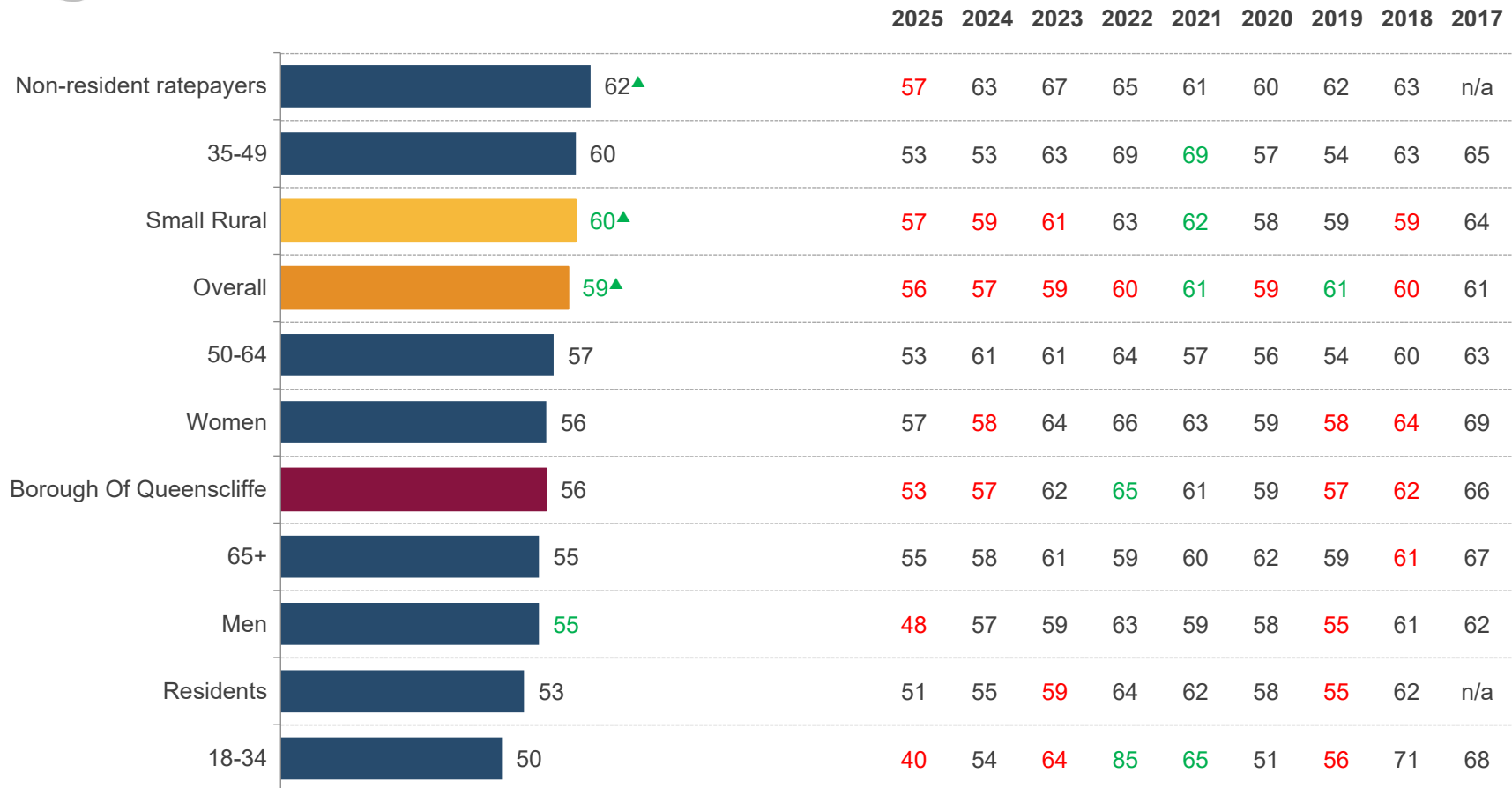
2026 waste management performance (%)



Business and community development and tourism performance



2026 business/development/tourism performance (index scores)



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

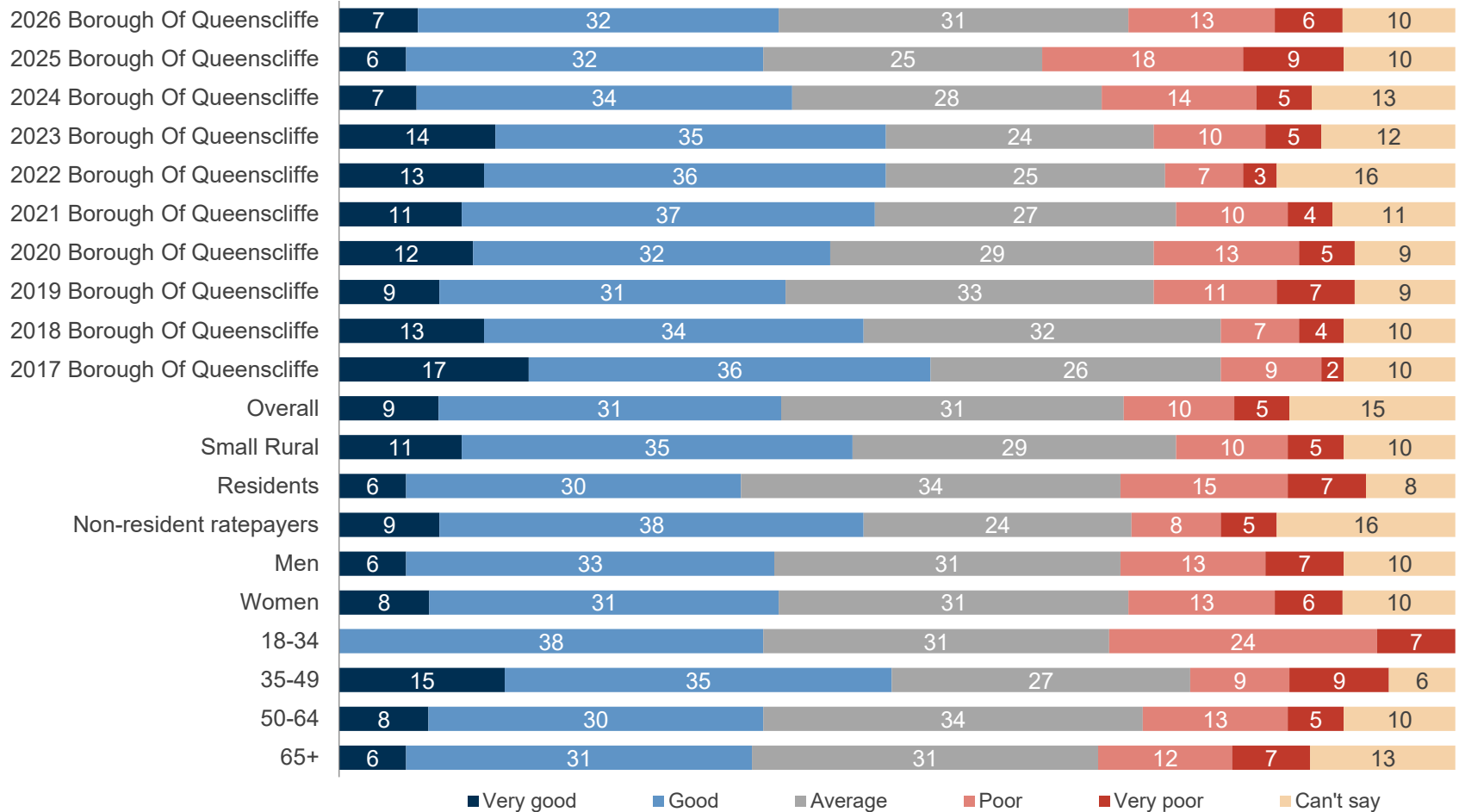
Base: All respondents. Councils asked: 10 Councils asked group: 4

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

Business and community development and tourism performance



2026 business/development/tourism performance (%)





Council's general town planning policy performance



2026 town planning performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Non-resident ratepayers	59	55	59	65	63	58	57	55	55	n/a
50-64	58	55	53	59	61	51	50	51	51	55
35-49	56	49	54	67	62	63	53	60	61	61
Small Rural	55	51	49	52	56	55	50	48	53	51
Men	55	47	54	58	57	57	54	54	54	54
Borough Of Queenscliffe	55	49	52	59	59	56	53	53	54	57
Women	54	51	50	59	61	55	52	51	54	59
65+	54	50	52	57	56	52	54	51	52	56
Residents	53	47	49	56	58	55	51	52	54	n/a
Overall	51▼	48	50	50	54	55	54	55	54	53
18-34	48	35	47	61	69	72	50	52	60	59

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

Base: All respondents. Councils asked: 9 Councils asked group: 3

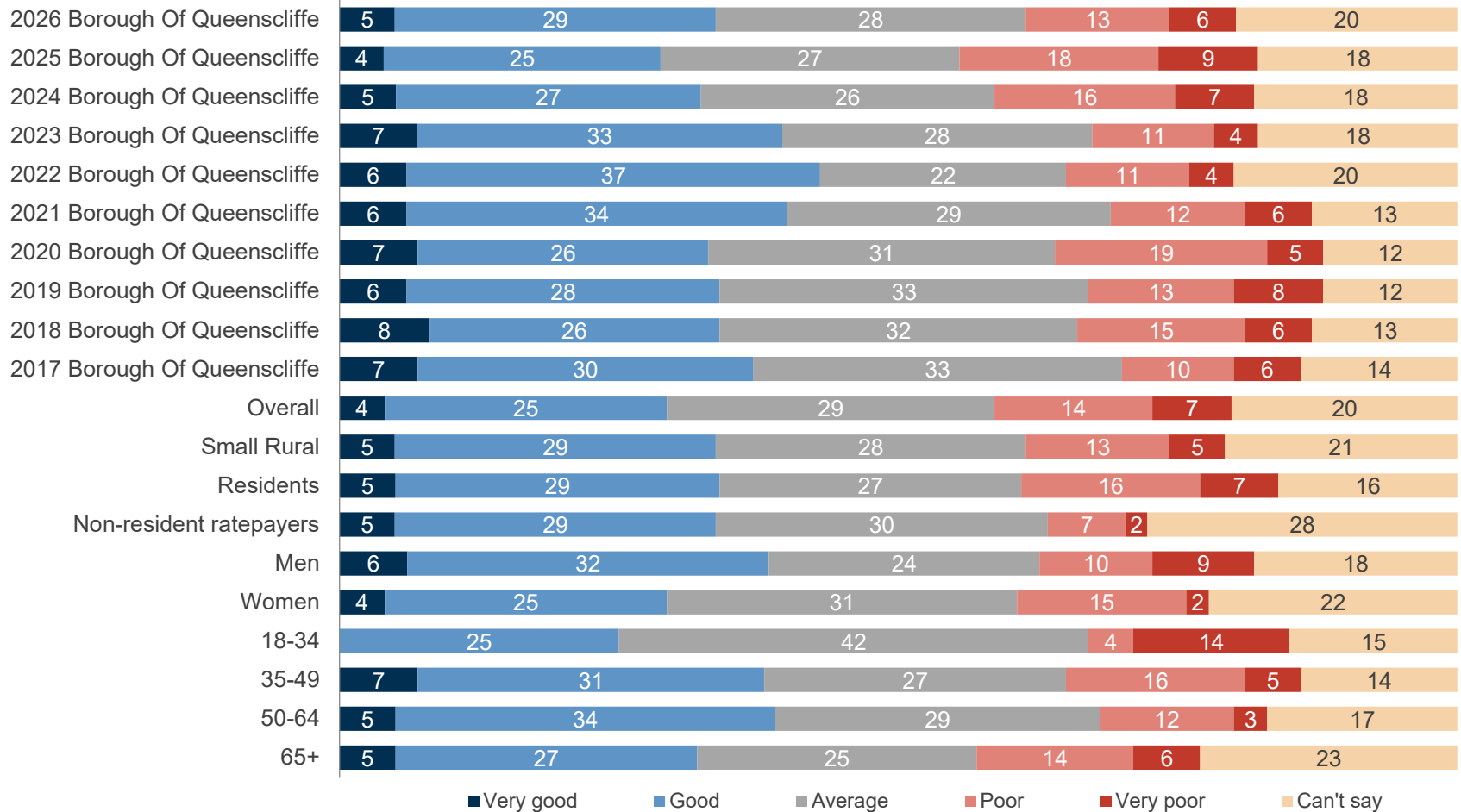
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2026 town planning performance (%)





Planning and building permits performance



2026 planning and building permits performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	66▲	58	44	65	57	56	49	54	57	55
Non-resident ratepayers	63▲	56	59	61	59	51	52	52	47	n/a
50-64	62▲	53	59	52	59	46	49	48	48	52
Women	59	55	52	56	54	51	45	51	52	55
Borough Of Queenscliffe	56	51	50	53	52	52	47	51	51	53
Residents	54	49	46	50	49	52	44	51	52	n/a
Men	54	47	48	51	50	53	49	51	50	50
65+	54	49	49	51	49	50	47	50	50	52
Small Rural	47▼	43	43	45	48	49	46	48	51	51
18-34	47	50	48	58	46	62	39	54	53	54
Overall	46▼	43	45	47	50	51	51	52	52	51

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

Base: All respondents. Councils asked: 11 Councils asked group: 5

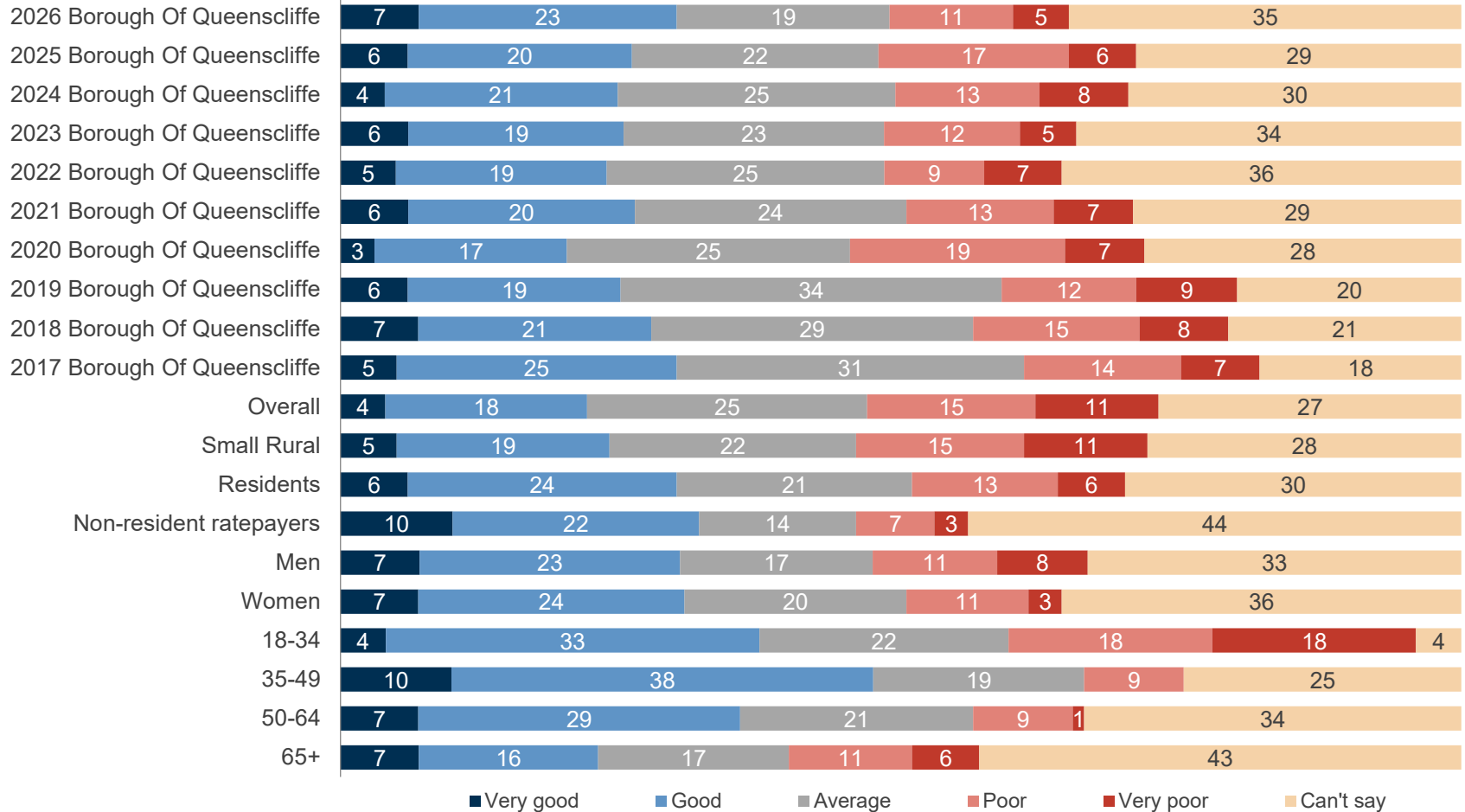
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2026 planning and building permits performance (%)





Environmental sustainability performance



2026 environmental sustainability performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	66	67	69	72	78	74	62	63	72	68
Non-resident ratepayers	66	72	71	73	71	65	65	62	70	n/a
50-64	65	68	68	72	75	62	61	61	65	66
Men	63	64	66	70	66	70	63	60	66	66
Borough Of Queenscliffe	62	66	67	70	69	67	62	60	66	66
Women	62	67	68	71	71	65	61	59	65	67
65+	61	64	65	68	66	65	64	59	66	66
Residents	61	63	65	69	68	68	60	59	65	n/a
Overall	60	59	60	60	61	62	60	62	63	64
18-34	60	69	75	77	61	81	52	59	56	64
Small Rural	60	58	59	59	59	61	57	59	62	63

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

Base: All respondents. Councils asked: 12 Councils asked group: 5

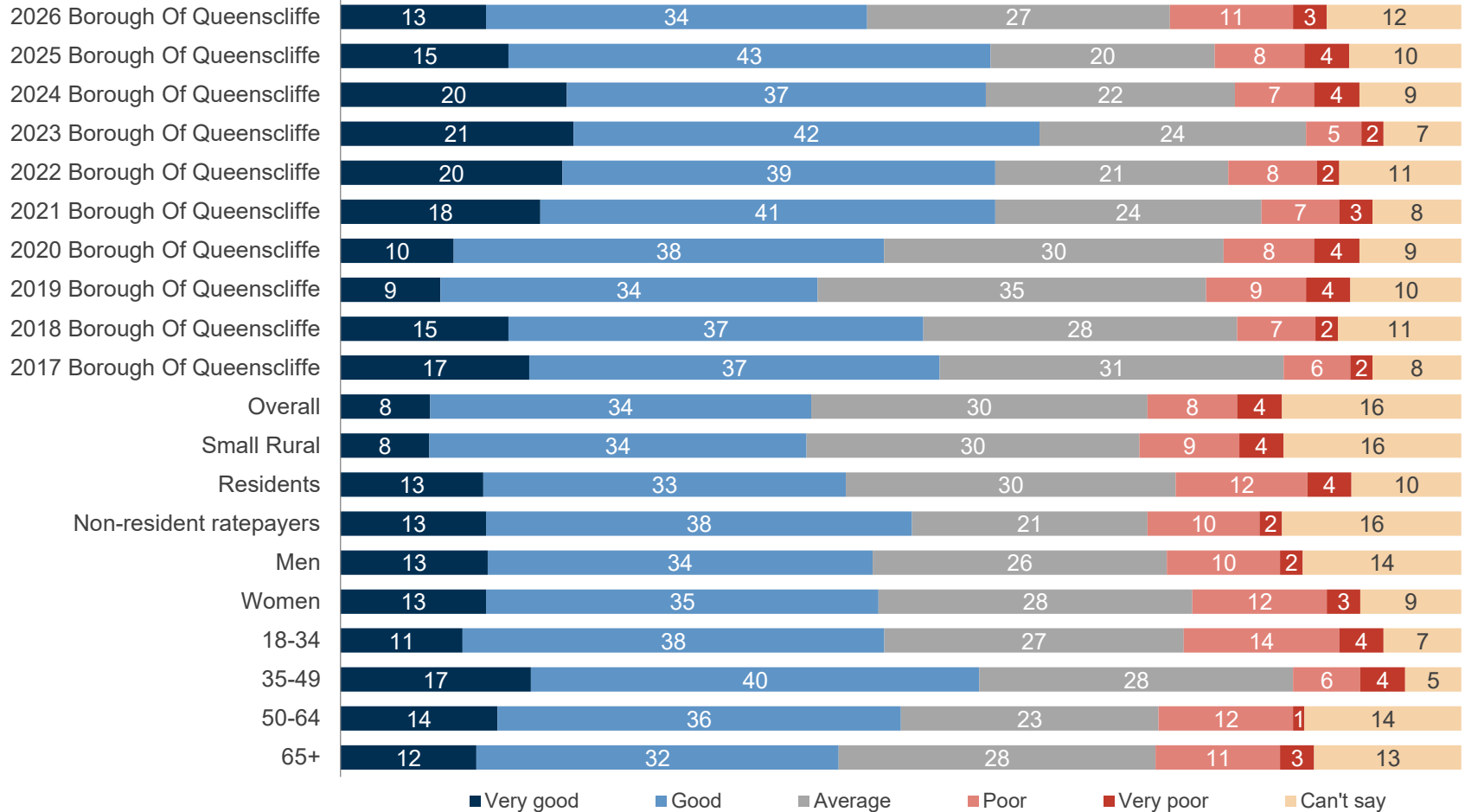
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2026 environmental sustainability 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.

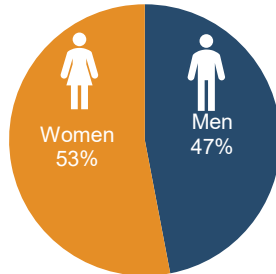
Detailed demographics



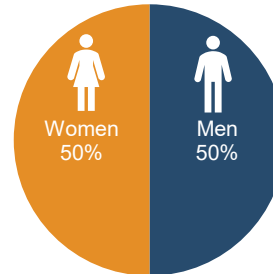
Gender and age profile

2026 gender

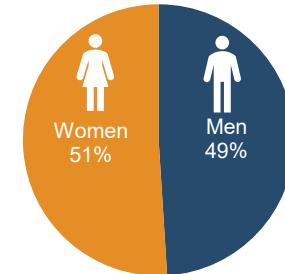
Borough of Queenscliffe



Small Rural

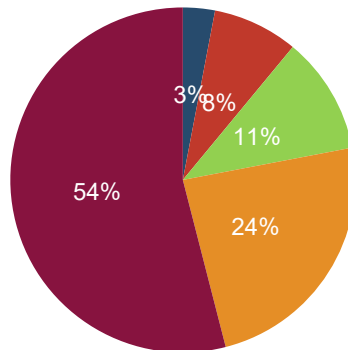


Overall

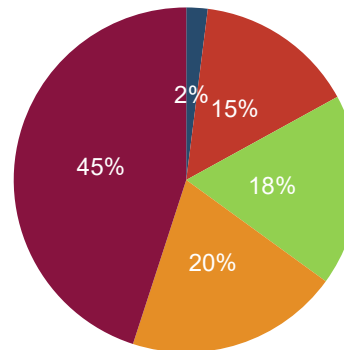


2026 age

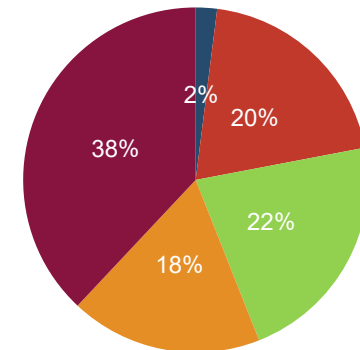
Borough of Queenscliffe



Small 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: 9

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

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2026 Local Government Community Satisfaction Survey for Borough of Queenscliffe 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 +/-4.6% 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 45.4% - 54.6%.

Maximum margins of error are listed in the table below, based on a population of 2,900 people aged 18 years or over for Borough of Queenscliffe, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Borough of Queenscliffe	400	400	+/-4.6
Men	178	189	+/-7.1
Women	222	211	+/-6.3
18-34 years	18	45	+/-23.7
35-49 years	33	46	+/-17.2
50-64 years	107	94	+/-9.3
65+ years	242	215	+/-6.0



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2025, n=400 completed interviews, conducted in the period of 20th June 2024 – 16th March 2025.
- 2024, n=400 completed interviews, conducted in the period of 1st June 2023 – 18th March 2024.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=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 Borough of Queenscliffe 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 and non-resident rate payers aged 18+ years in Borough of Queenscliffe.

Survey sample matched to the demographic profile of Borough of Queenscliffe as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 51% mobile phone numbers to cater to the diversity of residents within Borough of Queenscliffe, particularly younger people.

A total of n=400 completed interviews were achieved in Borough of Queenscliffe. 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.

Council Groups

Borough of Queenscliffe is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Ararat, Benalla, Gannawarra, Hepburn, Hindmarsh, Loddon, Mansfield, Queenscliffe and Yarriambiack.

Wherever appropriate, results for Borough of Queenscliffe have been compared against those in the Small 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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