

Buloke Shire Council

Community Satisfaction Report 2026

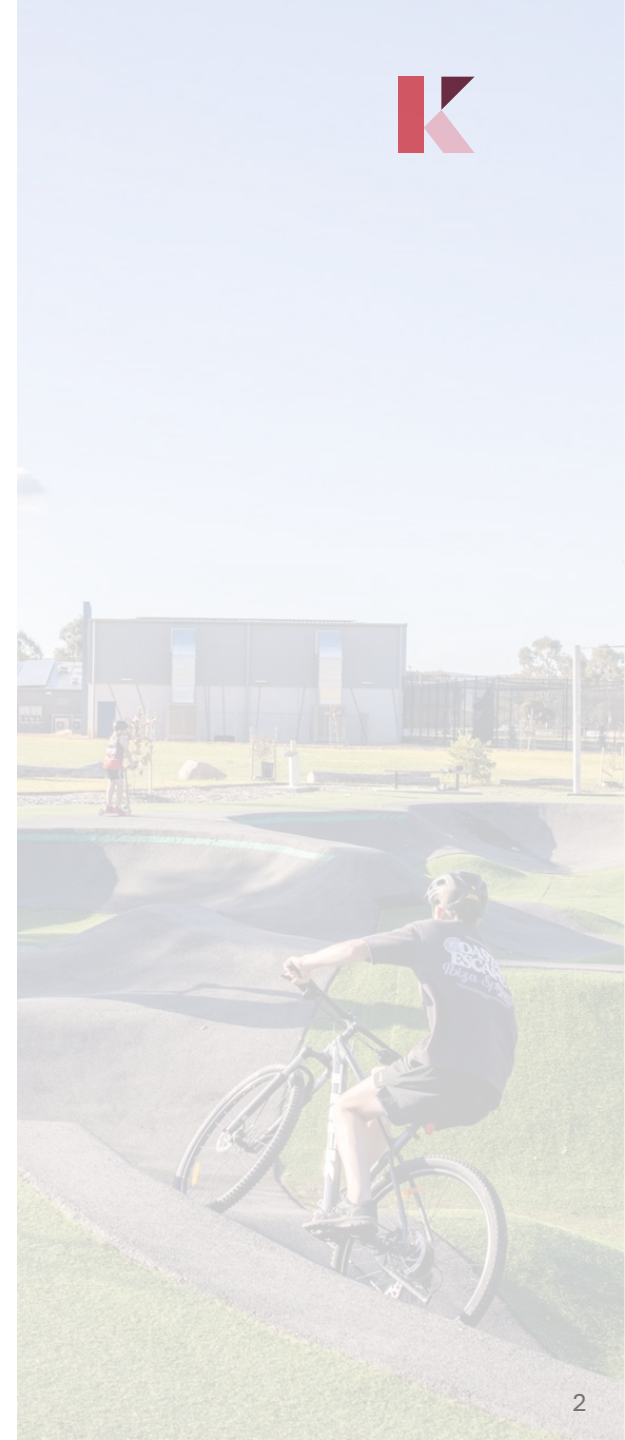


klein

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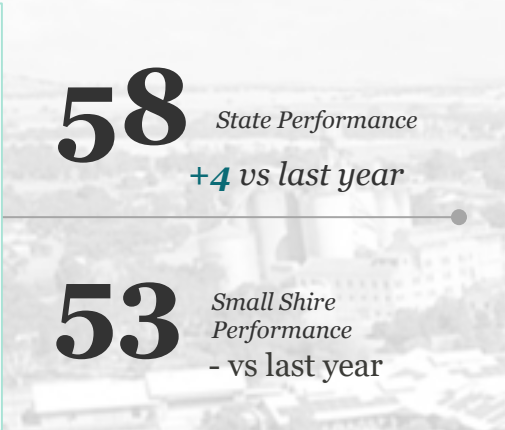
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Executive Summary



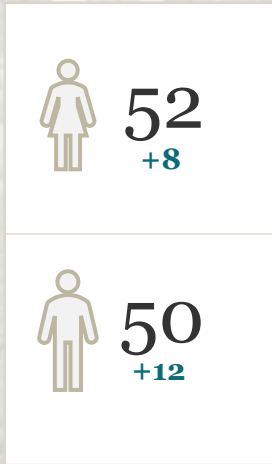
Buloke Shire Council Community Satisfaction



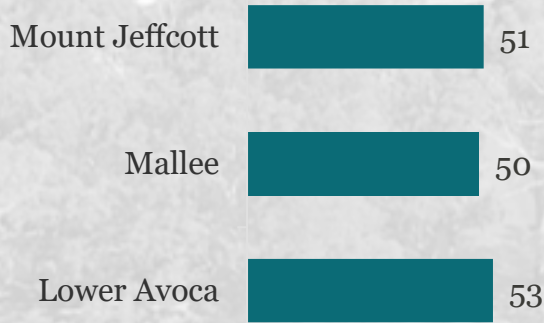
Key Takeouts



Buloke Shire Council achieved an overall score of 51, a significant increase of +10, but still trails the State benchmark. Sentiment increased significantly amongst residents aged 35+, with the largest increase amongst 35–49-year-olds.



Aged 18-34	56 +14
Aged 35-49	50 +15
Aged 50-64	49 +11
Aged 65+	52 +7



Top performing areas

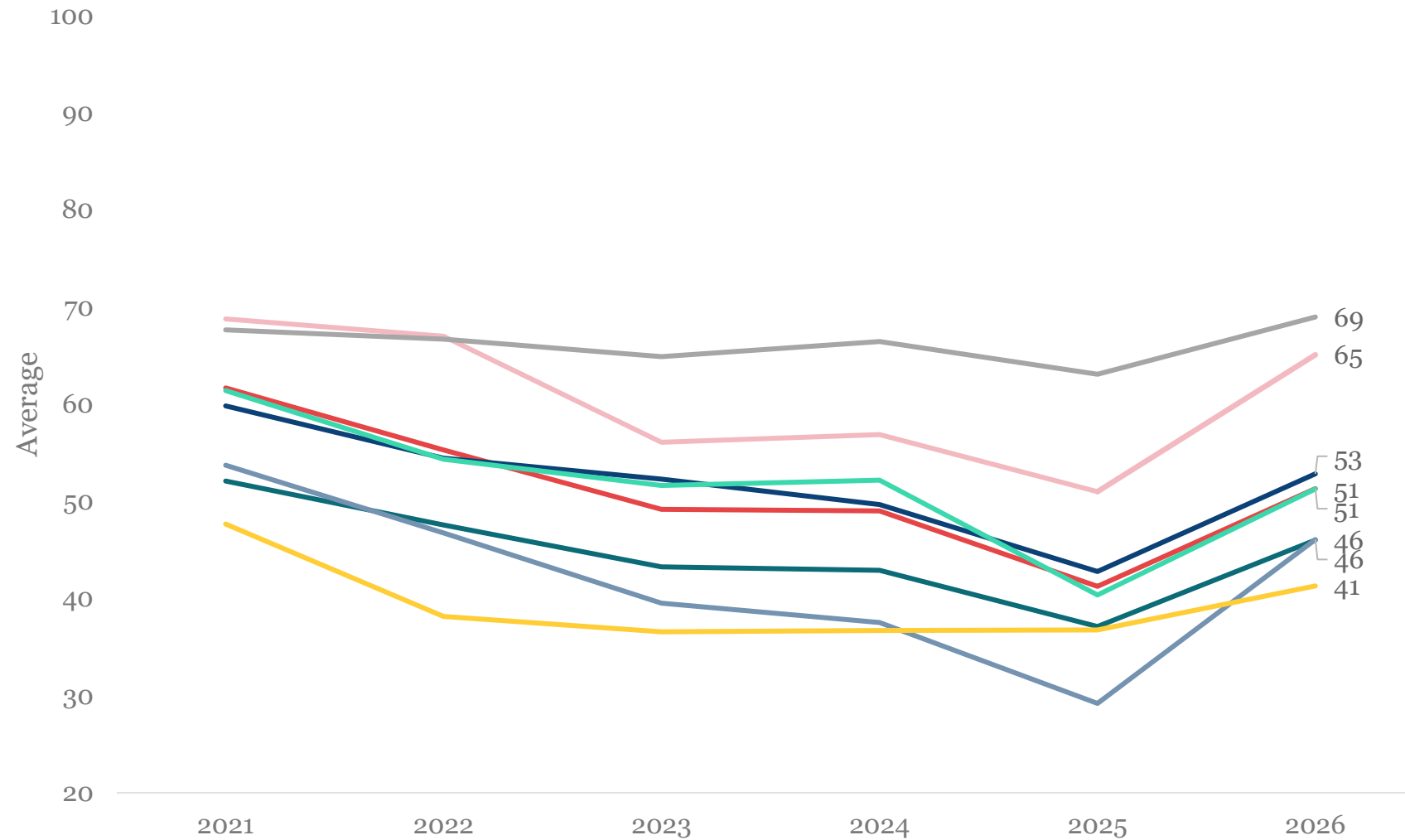
69	Waste management*	
67	The appearance of public areas	
65	Recreational facilities	

Lowest performing areas

32	Maintenance of unsealed roads	
41	Condition of sealed local streets*	
49	The condition of footpaths*	



Core Measures by Year



Change on Previous Year

- +10** Overall Performance
- +9** Spending Public Funds*
- +17** Direction of council
- +14** Customer Service
- +10** Opportunities to give feedback*
- +6** Waste Management*
- +11** Making Decisions*
- +5** Sealed local Streets*

Changed questions are marked with an asterisk.

LGV Core Summary



		Buloke SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Small Shire 2026	Chg vs 2025
Overall Performance <i>Overall Performance of Council</i>		51	+10	58	+4	53	-
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		46	+9	51	+4	47	-1
General Direction <i>Views on direction of council's performance</i>		46	+17	48	+2	46	-
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		65	+14	68	+2	65	-
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		53	+10	55	+5	54	+2
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		69	+6	72	+6	71	+5
Making decisions* <i>Making decisions in the interest of the community</i>		51	+11	52	+3	51	+1
Sealed local streets* <i>Condition of sealed local streets</i>		41	+5	54	+9	45	+1



Performance of Council Services – Summary by Service Area

Governance, Engagement & Advocacy			Infrastructure & Maintenance			Community Services & Support			Community Facilities & Recreation			Planning & Development		
														
Service	2026	vs LY	Service	2026	vs LY	Service	2026	vs LY	Service	2026	vs LY	Service	2026	vs LY
Advocating for the community*	53	+13	The appearance of public areas	67	+4	Waste Management*	69	+6	Recreational facilities	65	-	Emergency and disaster management	63	+2
Opportunities to give feedback*	53	+10	The condition of footpaths*	49	+4				Libraries*	61	NA	Enforcement of local laws and regulations*	59	+5
Making decisions in the interest of the community*	51	+11	Condition of sealed local streets*	41	+5				Arts Centres*	55	NA	Environmental sustainability	59	+6
			Maintenance of unsealed roads	32	+1							Business and community development and tourism	55	+8
												Planning and building permits	49	+15

Changed questions are marked with an asterisk.

Executive Summary – Key Strengths of Buloke Shire Council



Customer service

Customer service is a clear strength for Buloke Shire Council in this year's results. Performance sits at 65, matching the Small Shire benchmark and is up 14 points year-on-year, a significant increase. Customer service is the most frequently raised strength in open-ended feedback, with residents repeatedly noting the helpfulness and responsiveness of Council staff.



General direction of Council

Resident perceptions of Council's overall direction have improved substantially, with the score at 46 - the single largest year-on-year movement (+17 points) across the core measures. This signals a meaningful shift in resident sentiment about where Buloke Shire Council is heading.



Advocating for the community

Advocacy is rated 53 and up 13 points year-on-year and is one of the largest improvements across the service areas. Advocating for the community now performs at a similar level of other governance and advocacy service areas for Buloke Shire Council.



Appearance of public areas

The appearance of public areas is one of the highest-scoring service areas measured in this report, rated 67 and up four points year-on-year. Open-ended feedback cited the upkeep of parks, gardens and town presentation, and this performance gives Council a visible, well-regarded foundation to build from.

Executive Summary – Key Opportunities for Council to Address



Condition of sealed local streets

The condition of sealed local streets is the largest negative gap against benchmarks across the services measured in this report, with Buloke Shire Council rated thirteen points below the State average and four below the Small Shire benchmark. Open-ended feedback overwhelmingly identifies road conditions and maintenance as the dominant improvement priority residents raise, and Mallee residents feel this most acutely.



Maintenance of unsealed roads

Maintenance of unsealed roads is the lowest-scoring service area measured, rated 32 and effectively flat year-on-year. Given the spread of the municipality and how much residents may rely on the unsealed road network, this sits alongside sealed streets as an important driver of overall infrastructure sentiment.



Spending public funds

Perceptions of how Council spends public funds is the weakest of the core measures relative to peers, rated 46 and five points below the State average. While the score has improved nine points year-on-year, residents continue to question how rates are allocated and prioritised, with budget and spending decisions recurring in open-ended feedback.



Condition of footpaths

The condition of footpaths is rated 49; six points below the State average among the infrastructure services measured. Residents raise footpaths alongside roads as a connected concern in open-ended feedback, and pedestrian safety and trip hazards are a particular focus among older residents.

Executive Summary – Recommendations



Build on this year's momentum

Every core measure has improved markedly year-on-year, with overall performance up ten points, general direction up seventeen, and customer service up fourteen. We recommend Buloke Shire Council view this as a turning-point and consolidate the gains by maintaining current standards of performance while focusing on the most influential service areas: sealed local streets, making decisions in the interest of the community, and developing community business and tourism.

Prioritise sealed local streets

We recommend that Buloke Shire Council view the condition of sealed local streets as a priority service area to address. It carries the largest negative benchmark gap (thirteen points below State) and dominates resident open-ended feedback as the improvement priority. A clearly communicated plan and progressive work is recommended - particularly for Mallee townships where concern is more acute.

Address the broader roads picture

Buloke Shire Council should consider pairing a sealed-streets focus with a coordinated response on unsealed roads (rated 32) and footpaths (49), since residents raise these as connected areas rather than as separate services. A consolidated infrastructure narrative - covering what is being maintained, what is being upgraded, and on what timeframe is likely to be well received by residents.

Demonstrate value for rates spent

Perceptions of how Council spends public funds (46) and decisions in the community interest (51) remain among the softest of the core measures relative to benchmarks, even after this year's improvements. Buloke Shire Council should consider focusing on providing residents with a clear explanation of how rates are being allocated and what residents are getting in return.

Summary of Approach





About the LGV CSS program

What the program is

Program overview

The **LGV Community Satisfaction Survey (CSS)** is a state-wide program that measures how residents rate the performance of their local council. It provides councils with an independent, consistent and comparable view of community perceptions across key service and performance areas, helping them to:

Understand strengths
and areas for improvement

1

Track performance
over time

3

Benchmark against similar
councils and the wider sector

2

Support planning, service
improvement and community
accountability

4

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



About Klein

What the program is and Klein's role in its next phase

Klein's appointment to the program

Klein is the newly appointed and Government-endorsed provider for the LGV CSS program. Our appointment through a robust and competitive procurement process provides confidence in the strength of the approach and the quality of delivery.



A new phase for the program

As the new provider, Klein brings energy, curiosity and a modern perspective — helping to refresh the program while maintaining the integrity, comparability and credibility that councils rely on.

Independent. Comparable. Credible. Refreshed for the program's next phase.

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



About Klein

- 30 years' experience in community and customer satisfaction tracking.
- Diverse expertise in public-sector, local-government and stakeholder engagement, as well as commercial clients.
- Proven in managing large tracking programs.
- A “safe set of hands” - independent, transparent, and responsive.

Explanation of Survey Metrics

How the key survey measures should be interpreted



Key metrics included in this report

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.

Key Performance: Measures overall views of Council, including overall performance, value for money and direction.

Core measures: Covers key areas such as decision-making in the interests of the community, waste management, opportunities to give feedback, and the condition of sealed local streets.

Importance of council services: Measures how important different services are to residents.

Performance: Measures how residents rate Council's performance in each area over the past 12 months.

Experience: Measures whether residents or anyone in their household has used particular services in the past 12 months.



Service reporting categories

For ease of interpretation, service results are grouped into the following categories

Governance, Engagement & Advocacy

Infrastructure & Maintenance

Community Facilities & Recreation

Community Services & Support

Planning & Growth



Note on interpretation

Residents may rate Council based on either direct experience or broader perceptions. Both are valuable, as they help show not only how services are experienced, but also how Council is seen by the wider community.

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.



How results are reported

Results are typically shown for

Total Council sample

Demographic sub-groups within the Council such as age, gender and region

Similar councils for benchmarking

State-wide results for broader comparison



Benchmarking and comparison

How Council's results are interpreted in context

Why Benchmarking matters	Benchmarking helps put Council's results into context by comparing performance with relevant peers, historical results and key resident groups.
What it helps show	Benchmarking helps answer four key questions: • How is Council performing overall? • How is Council performing compared with all participating councils? • How is Council performing compared with similar councils? • Which results reflect Council-specific issues versus broader sector-wide patterns?
Important note	Comparisons are based on a common methodology and question set. Where differences are observed, significance testing is used to identify whether Council is <i>meaningfully above or below</i> benchmark.

Benchmark comparisons used in reporting

Comparator	What it helps show
State-wide average	How Council compares with all participating councils across the program
Council group average	How Council compares with similar councils, providing the most relevant peer context
Previous years	Whether performance is improving, stable or declining over time
Resident sub-groups	Which groups score higher or lower, and where perceptions differ across the community



Buloke Shire Council is classified as a **Small Shire** council. The **Small Shire** group includes: Alpine, Central Goldfields, Indigo, Murrindindi, Northern Grampians, Pyrenees, Strathbogie, Towong, West Wimmera.

Mixed method control

How online surveying was introduced while maintaining comparability

Methodology change

Why online was added

In 2026, the LGV CSS program introduced online surveying via social media recruitment alongside the traditional CATI (telephone) methodology.

Online was added to broaden participation and improve the representativeness of the sample, rather than relying only on residents who are reachable by phone.

This also provides greater access to younger, digitally engaged and other harder-to-reach residents.

CATI remains a core part of the methodology; online has been added to improve coverage and respondent mix.

How the mixed method approach is controlled

Same questionnaire and measurement framework

Telephone and online respondents answer the same questions, using the same scales and core question order.

Mode review before merging

Each response is flagged as telephone or online, allowing results to be checked by mode before they are combined.

Comparison of results

Klein reviews demographic profiles and key results across modes to identify whether any meaningful differences are present.

Integrated weighting

Once verified, telephone and online results are combined and weighted together to align with ABS population benchmarks.



What this means

The mixed method approach improves access, engagement and representativeness, while the control process helps maintain continuity and comparability with previous CATI-only results.

Enhanced Questions

Question wording review and comparability assessment



CORE MEASURES



In consultation with Local Government Victoria and participating councils, a number of questions used in the Community Satisfaction Survey were reviewed and updated to improve clarity and relevance.

As wording changes can affect comparability with historical results, a split-sample approach was used to assess the impact of the main revisions. One group received the historic wording and another received the enhanced wording.

The following table summarises the changes made and the extent to which the revised wording affected results.

Enhanced Wording	Historic Wording	Estimated Impact	Outcome
How would you rate [COUNCIL.NAME] at spending public funds on infrastructure and services in ways that benefit the community	How would you rate [COUNCIL.NAME] at providing good value for money in infrastructure and services provided to your community?	N/A	Not tested. The historic question focused on perceptions of value for money, while the revised measure assesses perceptions of how effectively council directs public funds to generate community benefit. As these are related but not equivalent concepts, direct trend comparability was not assumed.
The opportunities offered by [NAME OF COUNCIL] to give your feedback or engage on key local issues.	Community consultation and engagement	+1pts	No material impact detected. Results are considered comparable.
Condition of sealed local streets in your area. This includes local streets but does NOT include highways and major arterial roads such as [INSERT UP THREE LOCAL EXAMPLES].	The condition of suburban sealed local roads in your area. This includes local streets and roads managed by your council but excluding highways and main roads that are managed by VicRoads.	+2pts	No material impact detected. Added specificity does not appear to have materially changed responses.
Waste management including the collection of garbage, recyclables and green waste	Waste management	+6pts	Material impact detected; revised wording appears to have increased positive ratings likely by making the measure more concrete and inclusive.
Making decisions in the interest of the community	Decisions made in the interest of the community	-1pt	No material impact detected. Results are considered comparable.
Advocating for, and representing the community to government and other organisations	Lobbying on behalf of the community	+2pts	No material impact detected. Results are considered comparable.
Developing and promoting local tourism	Tourism Development	-3pts	No material impact detected. Movement appears within expected variation.
Developing and promoting the local economy	Business and community development	-3pts	No material impact detected. Movement appears within expected variation.
Enforcement of local laws and Council regulations	Enforcement of local laws	-5pts	Potential material impact detected. Expanded reference to “Council regulations” may have broadened respondents’ frame of reference and contributed to lower ratings.
The condition of footpaths in your area	The condition of local streets and footpaths in your area	+2pts	No material impact detected. Revised wording appears comparable.
Keeping the community informed on council services, events and programs	Informing the community	+3pts	No material impact detected. Revised wording appears comparable.

Changed questions are marked with an asterisk.

Enhanced Methodology

The incorporation of Online and comparability assessment



In 2026, the LGV CSS program expanded beyond its traditional CATI (telephone interviewing) approach, with online surveying via social media recruitment available as an option for councils.

This reflected a desire to modernise the program while retaining the consistency and comparability of the long-standing methodology.

Where used, online broadened participation and improved the representativeness of the sample, particularly by improving access to younger, digitally engaged and other harder-to-reach residents.

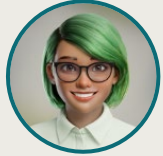
Index Score	Score Impact	Impact of including Online
Overall Performance	0 pts	No material impact detected. Movement appears within expected variation
Spending Public Funds	-1 pts	No material impact detected. Movement appears within expected variation
General Direction	-1 pts	No material impact detected. Movement appears within expected variation
Customer Service	-1 pts	No material impact detected. Movement appears within expected variation
Consultation/Engagement	-1 pts	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Waste management	0 pts	No material impact detected. Movement appears within expected variation
Making decisions	-2 pts	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Sealed local streets	0 pts	No material impact detected. Movement appears within expected variation



After weighting for demographic differences, CATI and online results were broadly aligned.

Any remaining differences were generally small and mostly within expected variation. **Importantly**, the differences observed are generally small and not statistically significant, supporting a combined dataset that improves reach while maintaining comparability.

Elicitation of Qualitative Feedback



Open ended comments are a great way to capture information and insights.

To encourage richer, more natural feedback, our survey platform utilises a technology called 'EVE' (Evolved Verbatim Engine).

EVE uses natural language processing to enable human-like interactions with survey respondents. It enables us to provide

- **Deeper and richer insights from open comments**
- **An improved respondent experience**

Think of EVE having a chat with the respondents (where there are open-ended question in the survey), allowing them to engage with an inquisitive feedback companion using two-way, automatically moderated conversation. 'EVE' probes them further in unique ways depending upon what the customer has said.

This leads to more reliable feedback and insights.



EVE
Evolved Verbatim Engine

How to interpret results

Statistical significance and margin of error

Statistical significance

Statistical significance testing at the 95% confidence level has been applied to key comparisons in this report.

Where a difference is highlighted, it is unlikely to be due to chance alone. Where no difference is highlighted, the results should be treated as broadly similar.

95%

Reading the charts and tables



Up arrow or green text = significantly higher



Down arrow or red text = significantly lower



Circle / marker or black text = not statistically significant, but may still be noteworthy

Approximate margins of error used in this report

All survey results are subject to a margin of error, which varies depending on sample size.

Sub-Group	Sample	Margin of error
Buloke SC	406	+/-4.9 pts
State	17,730	+/-0.7 pts
Small Shire	3,994	+/-1.6 pts
18 to 34	47	+/-14.3 pts
35 to 49	84	+/-10.7 pts
50 to 64	151	+/-8.0 pts
65+	124	+/-8.8 pts
Male	206	+/-6.8 pts
Female	200	+/-6.9 pts
Lower Avoca	131	+/-8.6 pts
Mallee	164	+/-7.7 pts
Mount Jeffcott	111	+/-9.3 pts

Larger groups have a smaller margin of error; smaller groups have a larger one.

Why the sample size is appropriate

Understanding the Sample



Sample size

This survey includes enough interviews to give a reliable overall picture of community views.



Margin of error

All surveys have a small amount of natural variation. A bigger sample reduces this (and Councils have the option to increase sample size), but the improvement in accuracy becomes smaller as sample size increases.



Confidence level

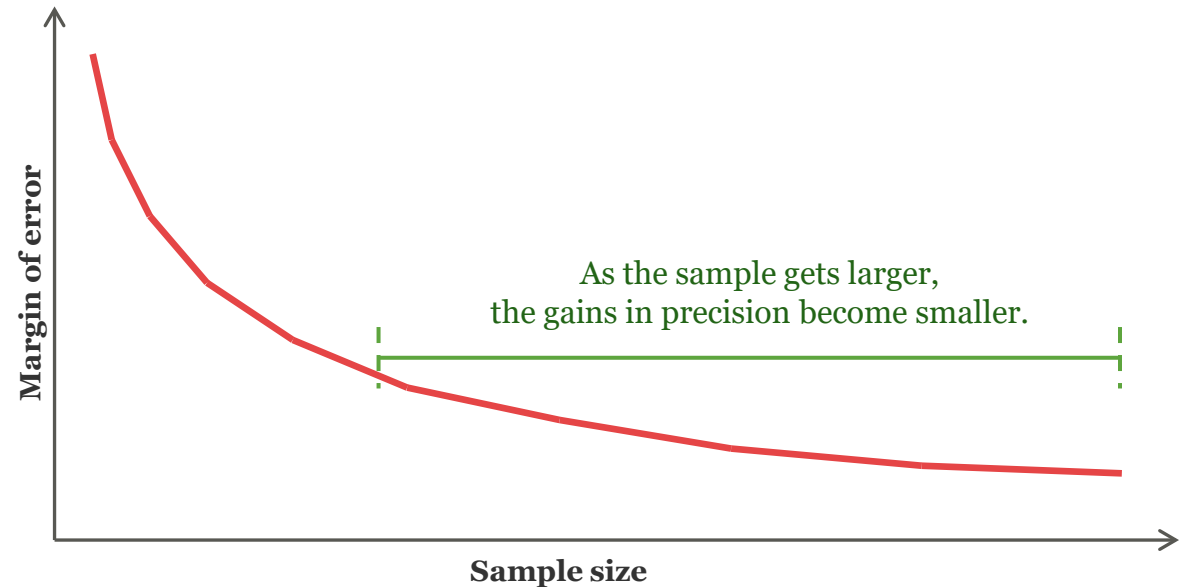
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



Statistical significance

In our analysis, we test whether differences and movements in scores are large enough to be meaningful, rather than just normal survey variation. These are highlighted through the report.

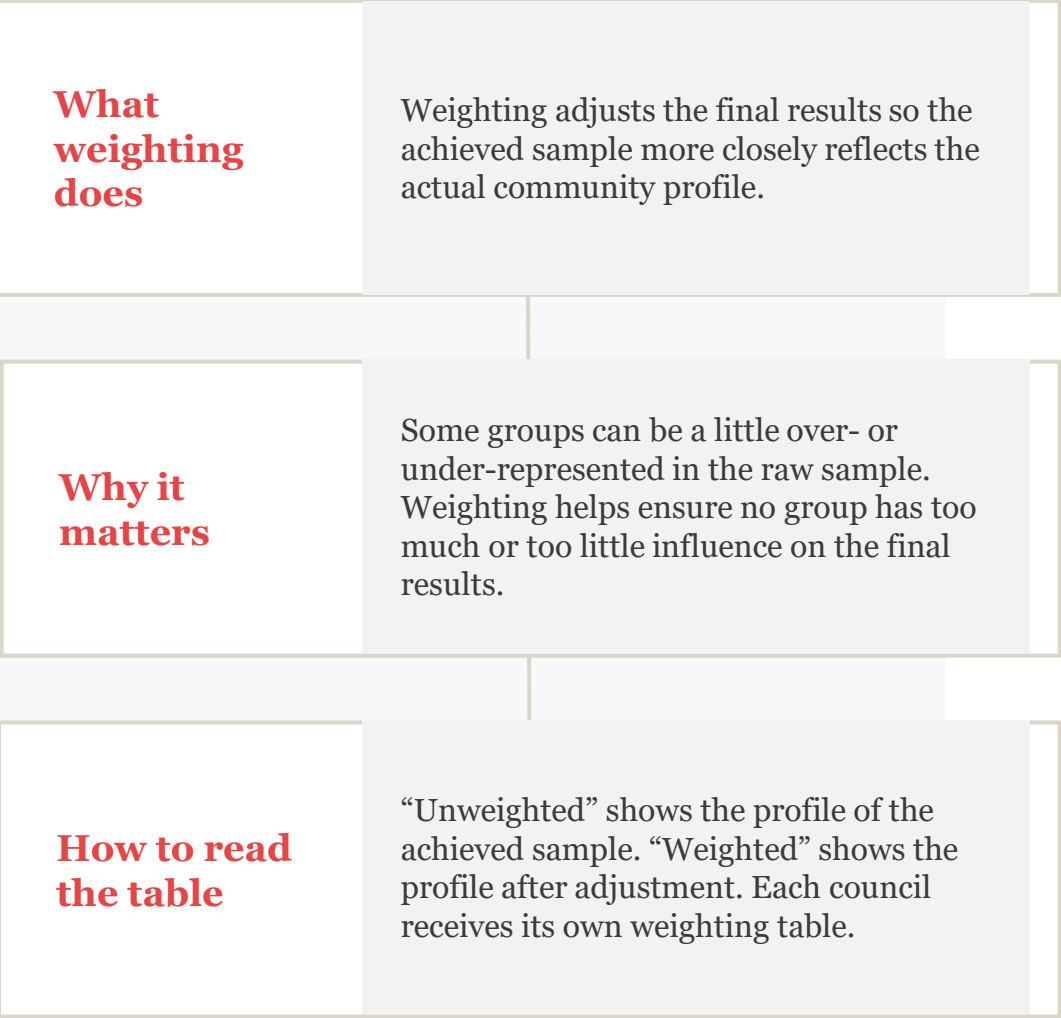
How sample size affects precision



What this means

Larger samples can improve precision, but after a point they are unlikely to materially change the overall story.

How weighting is used



Sample weighting

Age	Unweighted	Weighted
18-24	4%	7%
25-34	7%	12%
35-49	21%	18%
50-64	37%	35%
65+	31%	29%
NET	100%	100%

Gender	Unweighted	Weighted
Male	51%	51%
Female	49%	49%
NET	100%	100%



Weighting improves representativeness, but it does not change what respondents said. It simply helps ensure that each group is reflected in the right proportion in the final results.

Comparative Benchmarks

In addition to the core LGV questions, each council was able to select additional service areas to assess. As a result, the number of councils in the benchmark for each questions varies. The following are the number of councils for each service area assessed within this report. Where there is only one other council in the benchmark, we have not provided a benchmark and labelled it as NA.

Performance	State	Small Shire
Art centres*	12	3
Planning and building permits	12	2
Business and community development and tourism	10	3
Libraries*	17	4
Emergency and disaster management	14	2
Enforcement of local laws and regulations*	16	4
Advocating for the community*	20	5
Environmental sustainability	19	2
Recreational facilities	20	4
The appearance of public areas	23	6
Maintenance of unsealed roads	15	5
Condition of sealed local streets*	38	10
Decisions in the interest of the community*	38	10
Opportunities to give feedback on key local issues*	38	10
The condition of footpaths*	15	3
Waste management*	38	10

Importance	State	Small Shire
The condition of footpaths*	8	2
Environmental sustainability	9	1
Community events and cultural activities	10	3
Waste management*	11	2
Recreational facilities	12	3
The appearance of public areas	12	3
Emergency and disaster management	8	1
Opportunities to give feedback on key local issues*	10	2
Enforcement of local laws and regulations*	8	3
Maintenance of unsealed roads in your area	7	3
Business and community development and tourism	7	3
Planning and building permits	7	2

How Performance Index Scores are Calculated

A simple guide to how 5-point ratings are converted into a 0 to 100 index

In simple terms

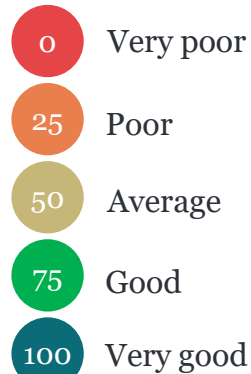
Performance is asked on a 5-point scale from Very poor to Very good.

Responses are then converted into an index from 0 to 100 so results can be compared consistently.

Scale



Index Values



Can't say is excluded from the calculation

Worked example

Each response ‘% share’ is multiplied by its index value. The contributions are then summed to create the score.

Response	Index Value	Share	Contribution
Very good	100	25%	25.0
Good	75	30%	22.5
Average	50	20%	10.0
Poor	25	10%	2.5
Very poor	0	10%	0.0
Can't say	-	5%	Excluded
Total index score		100%	60.0

How to interpret scores

Higher scores indicate stronger performance.

Band	Interpretation
85+	Very strong performance
75-84	Positive performance
50-74	Mixed or passable performance
40-49	Underperforming
<40	Clear community dissatisfaction

Direction in the past 12 months

The same principle is used for the Direction metric: Improved = 100, Stayed the same = 50, Deteriorated = 0. “Can't say” responses are excluded.

How to read the results slide - Performance Distribution



Guide to reading results

What this slide shows

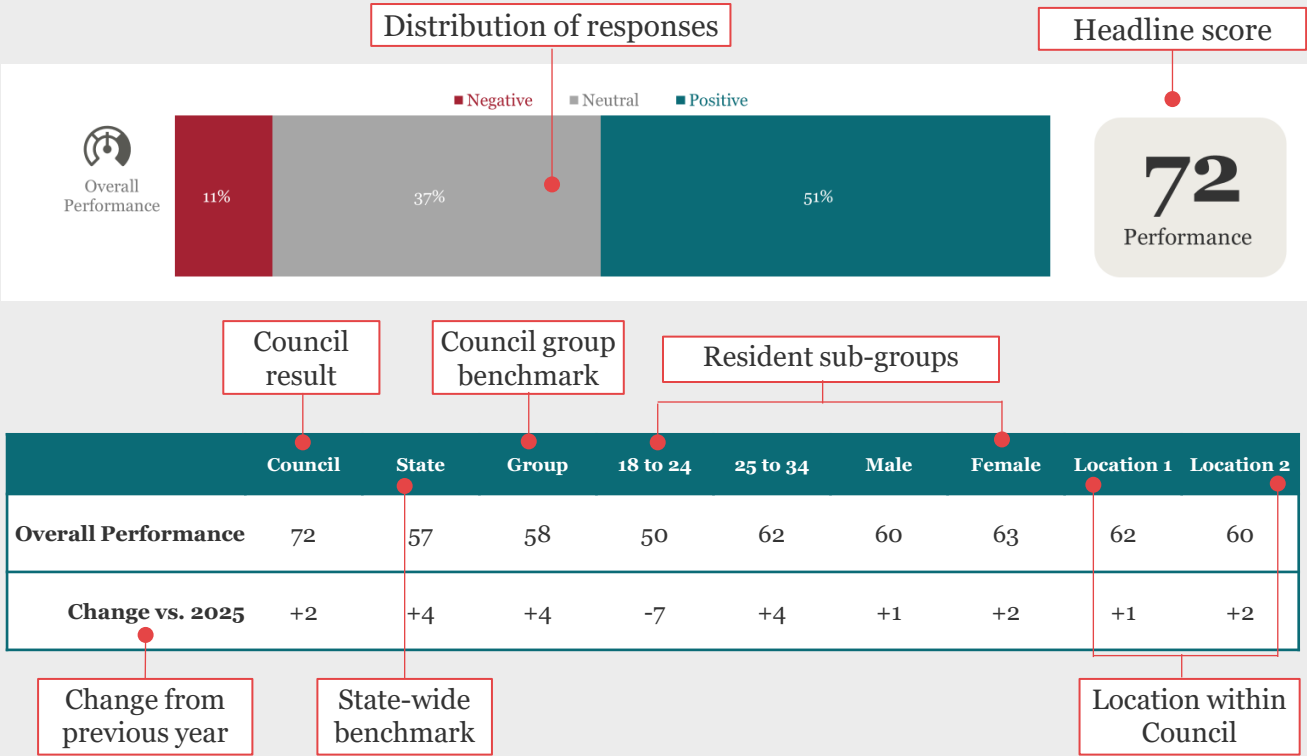
This slide shows the overall result, the distribution of responses, and how results vary across benchmarks and key sub-groups.

- It helps the reader see:
- How Council is performing overall
 - How the result compares with key benchmarks
 - Which groups score higher or lower
 - Whether the result has improved or declined over time

What the table categories mean

- Council** - result for this Council
- State** - average across all participating Councils
- Group** - average for similar councils
- Age / gender / location columns** - results for key sub-groups within the Council area
- Change vs. previous year** - movement since last year

Annotated example



How to read the line chart slide - Importance and Performance



Guide to reading results

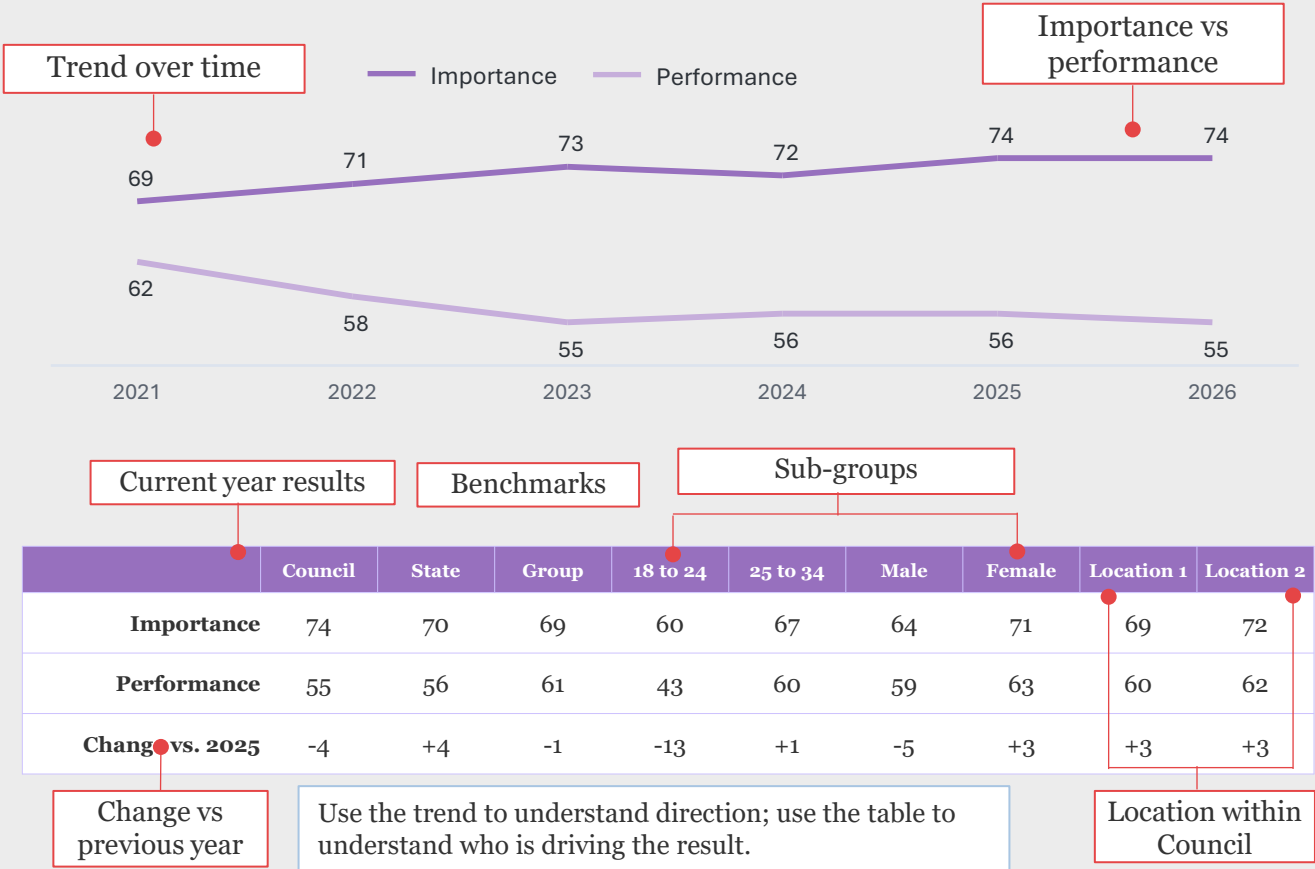
What this slide shows

- These slides show how importance and performance have changed over time, and how the current year result varies across benchmarks and sub-groups.
- The top chart shows the trend over time.
- The table below shows the current year results by benchmark and sub-group.
- The change table shows movement compared with the previous year.
- Importance = how much the area matters to the community
- Performance = how residents rate Council on that area

Table categories

Council, State and Group provide benchmarks; age, gender and location columns show resident sub-groups.

Annotated example



Fieldwork Summary

Who?

Residents of Buloke Shire Council aged 18+
Minimum quotas of gender within age groups were applied during fieldwork. Post-survey weighting was then conducted to ensure accurate representation of the ABS age and gender profile of the council area.

What?

11-minute survey
Conducted by Telephone and Online

How Many?

n=406
n=301 Telephone recruited from sourced residential sample list
n=105 Online recruited via social media

When?

Fieldwork conducted February/March 2026



Key Performance Measures



Overall Council Performance

Overview



This section provides a summary of overall community perceptions of Council performance. It presents key headline metrics and a high-level view of how Council is performing across the municipality.

Specifically, this section includes:

- Overall performance score
- Perceptions of Council direction
- Views on how well Council spends public funds
- Benchmark comparisons (where applicable)
- Results by key subgroups (e.g. age, location)

Together, these results provide a clear snapshot of overall community sentiment and set the foundation for the deeper insights that follow in the report.



Summary of results

Key measures:

- Community views of overall performance were significantly more positive in 2026, with the result increasing by 10 points to 51.
- Residents were also more positive about Council direction in 2026, with the result increasing by 17 points to 46.
- Perceptions of spending public funds also increased by 9 points to 46.

Vs. Benchmarks

- Overall performance sits well below the State (58) and slightly below Small Shire (53).
- Council direction is just below the State (48) and in line with the Small Shire benchmark (46).
- Perceptions of spending public funds sits below the State average (51) and broadly in line with the Small Shire benchmark (47).

Sub-group differences:

- 18 to 34 year olds tended to be more positive on overall performance, council direction and spending public funds.
- Residents aged 65+ were less positive on Council direction.
- Lower Avoca residents were generally more positive on all measures.

Performance Summary – At a Glance

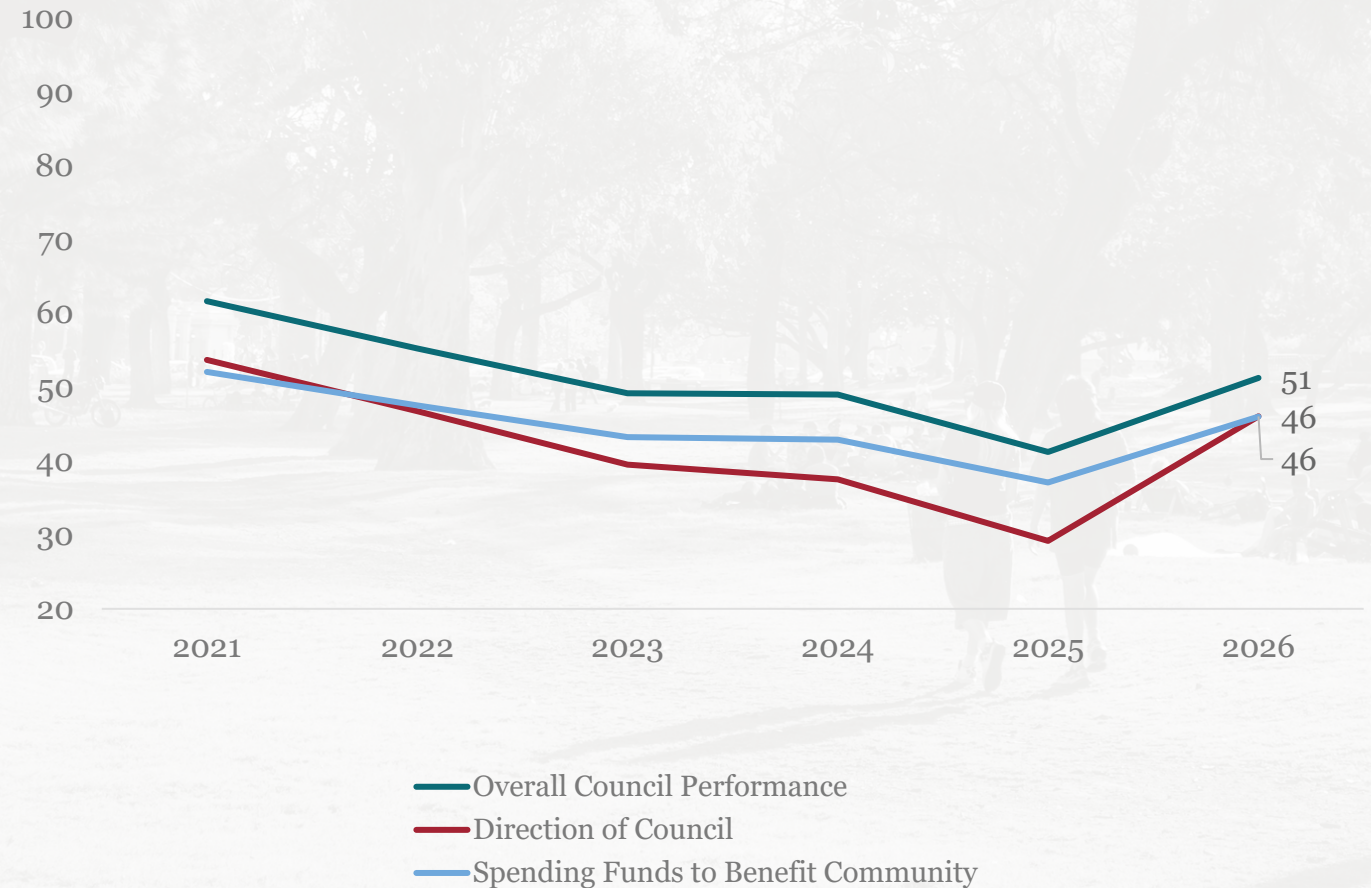


Council performance summary.

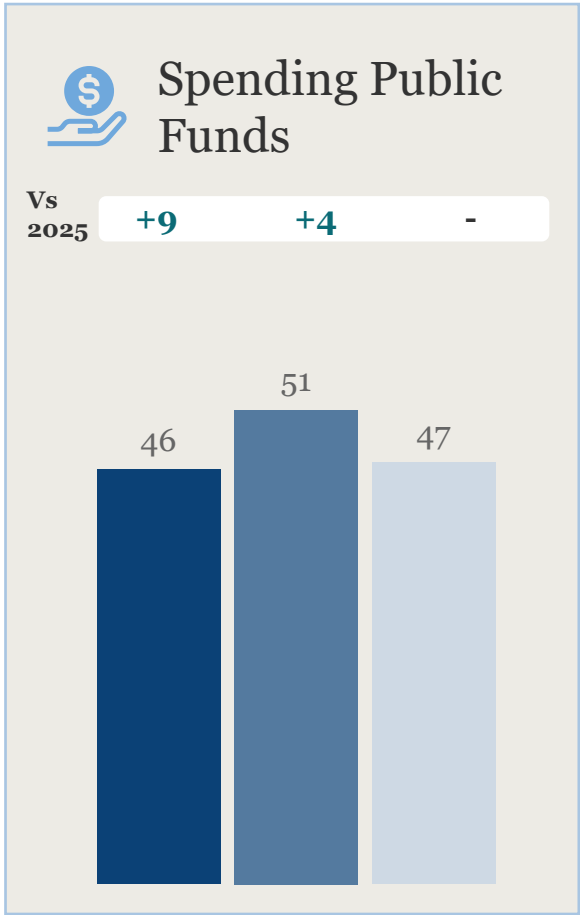
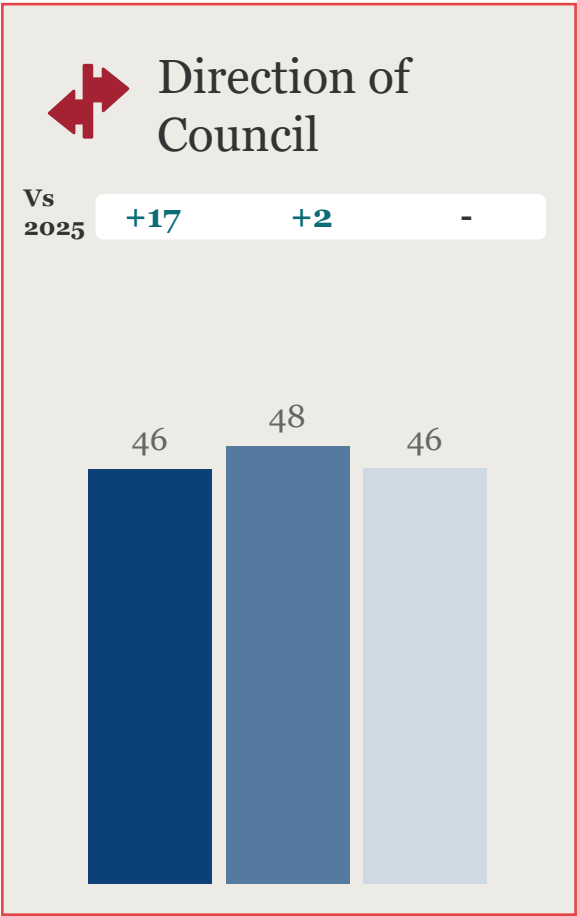
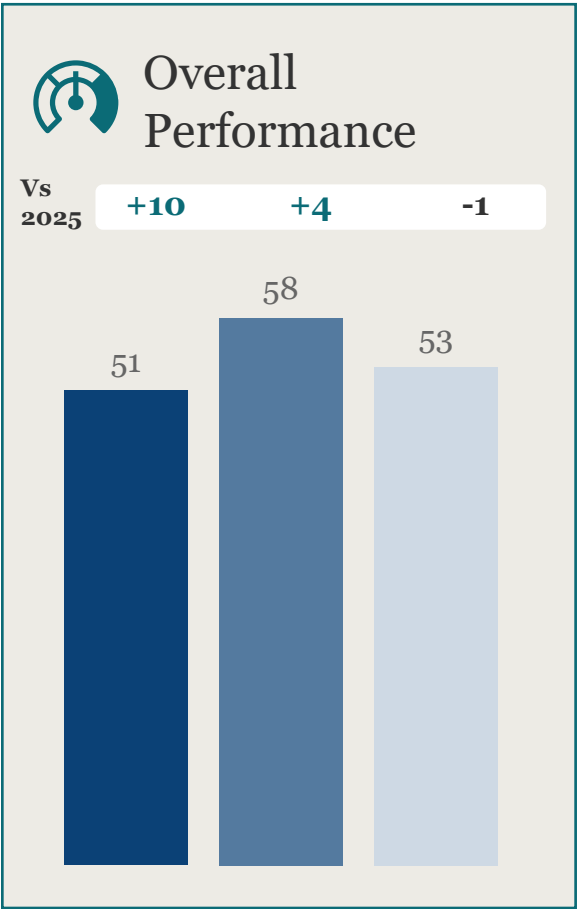
Results shown are index scores out of 100.



Council Performance by Year



Overall Performance – Council vs. Benchmarks

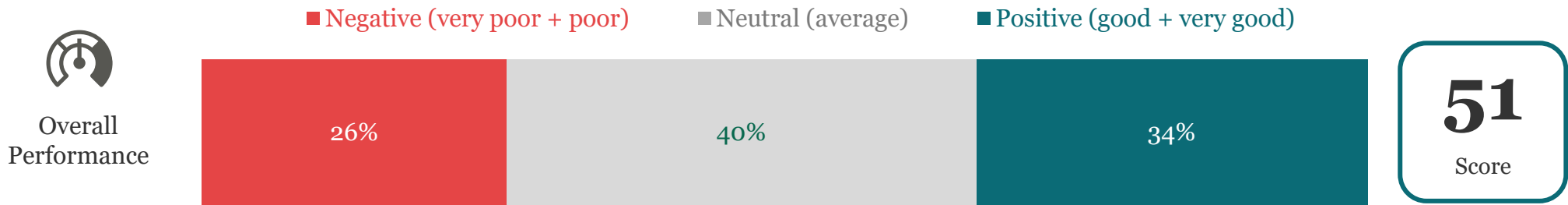


■ Buloke ■ State ■ Small Shire

Overall Performance – Distribution of Results 2026



These results show the distribution of responses for **Overall Performance** (categorized into negative, neutral and positive), and by sub-group to give deeper insight into community perceptions

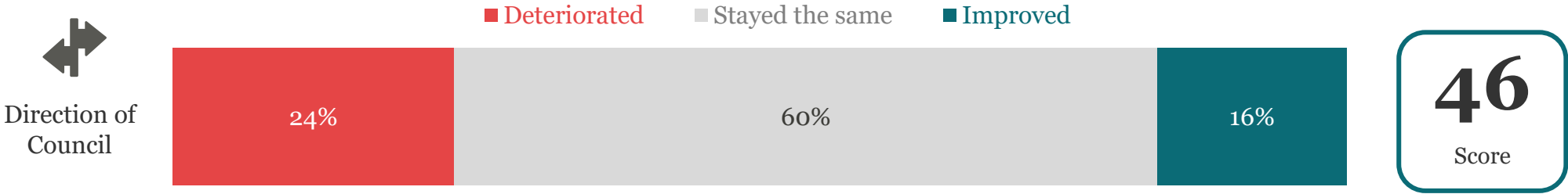


	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Overall Performance	51	58	53	56	50	49	52	50	52	53	50	51
Change vs. 2025	+10	+4	-	+14	+15	+11	+7	+12	+8	+8	+5	+15

Direction of Council – Distribution of Results 2026



These results show the distribution of responses for **Direction of Council** (improved, stayed the same, deteriorated), and by sub-group to give deeper insight into community perceptions



	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Direction of Council	46	48	46	56	44	45	43	46	46	48	47	42
Change vs. 2025	+17	+2	-	+28	+19	+21	+9	+19	+14	+11	+11	+24

Q6. Over the last 12 months, what is your view of the direction of Council’s overall performance? For base sizes, please refer to slide 20.

Spending Public Funds to Benefit Community – Distribution of Results 2026

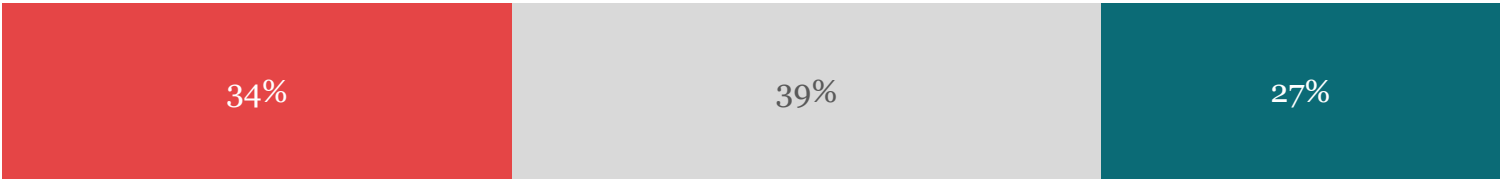


These results show the distribution of responses for **Spending Public Funds** (categorised into positive, natural and negative), and by sub-group to give deeper insight into community perceptions



Spending Funds

■ Negative (very poor + poor) ■ Neutral (average) ■ Positive (good + very good)



46
Score

	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Spending Funds	46	51	47	52	43	43	48	47	45	47	45	47
Change vs. 2025	+9	+4	-1	+17	+13	+11	+4	+11	+7	+5	+5	+15

Q3b. How would you rate Council at spending public funds on infrastructure and services in ways that benefit the community? For base sizes, please refer to slide 20.

Open Ended Resident Feedback

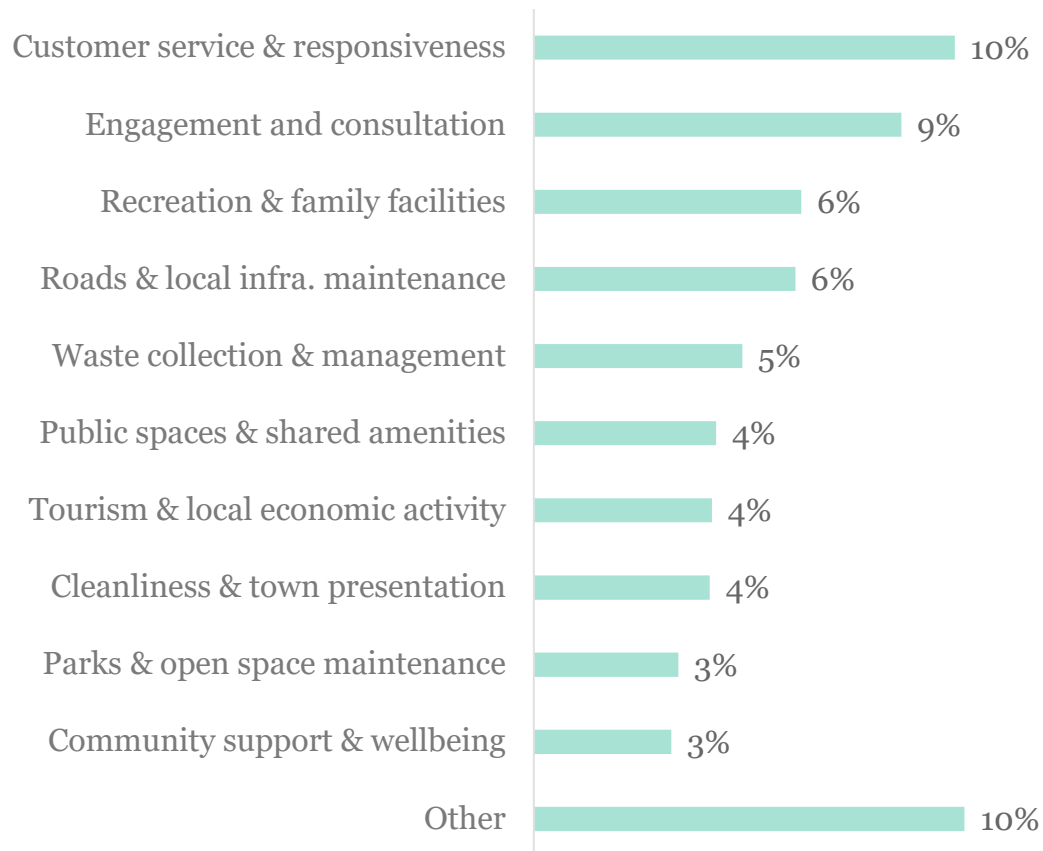


Open ended Resident Feedback - Reasons for Sentiment

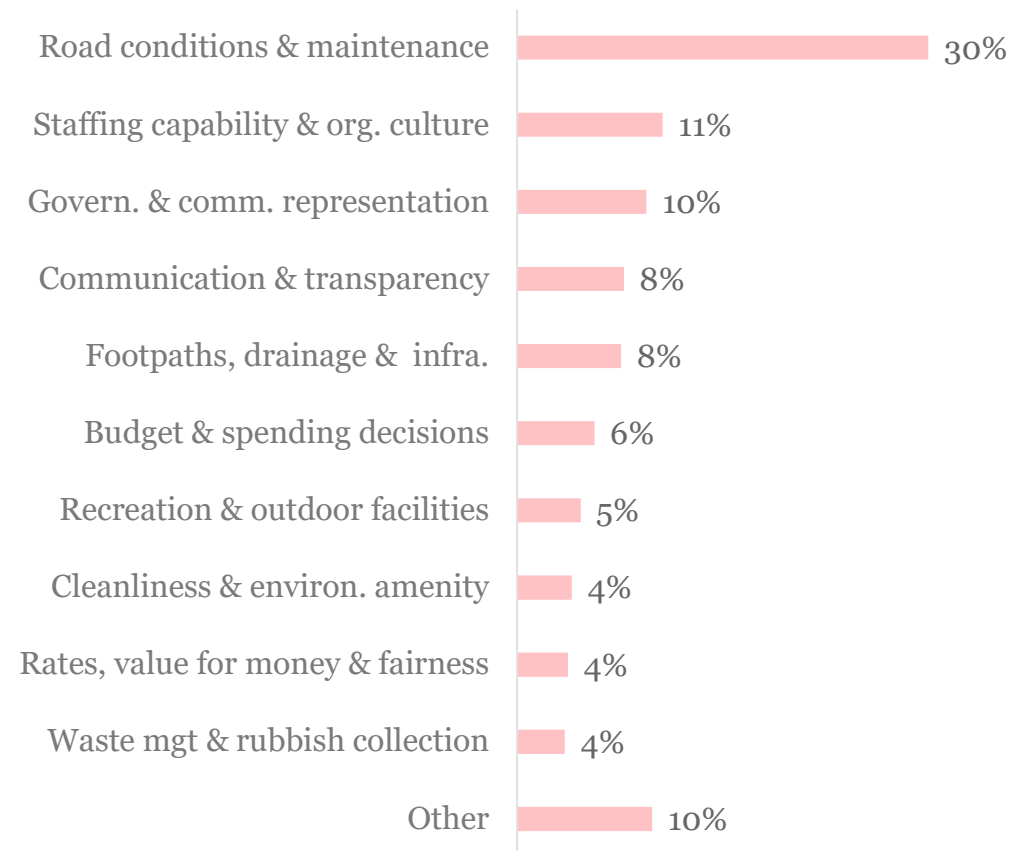
Verbatim Comments



Best Thing about Council (Open comments coded into Themes)



Improvement Areas (Open comments coded into Themes)



Q16. In your own words, please tell me what is the BEST thing about [INSERT COUNCIL NAME]? Q17. What does [INSERT COUNCIL NAME] most need to do to improve its performance? For base sizes, please refer to slide 20.

Open ended Resident Feedback - Reasons for Sentiment

Demographic Differences



Best Thing about Council ●

- Customer service and responsiveness is the most commonly mentioned strength across the municipality.
- Engagement and consultation, recreation and family facilities and roads and local infrastructure maintenance are also recognised positively, reflecting appreciation for visible day-to-day service delivery and local infrastructure.
- Customer service and responsiveness is less commonly mentioned by residents aged 25 to 34.
- Waste collection and management and public spaces and shared amenities emerge as secondary positive themes raised by residents.
- Subgroup differences are otherwise relatively limited overall, indicating broad alignment in perceptions of Council strengths.

Improvement Areas ●

- Road conditions and maintenance overwhelmingly dominate improvement feedback across the municipality, particularly among Mallee residents.
- Staffing capability and organisational culture, governance and community representation and communication and transparency emerge as notable secondary concerns raised by residents.
- Governance and community representation is more commonly raised by residents aged 35 to 49.
- Footpaths, drainage and infrastructure and budget and spending decisions are recurring but clearly secondary concerns relative to the leading issues.
- Subgroup differences are otherwise relatively limited, suggesting broad alignment in improvement priorities across the community.

Q16. In your own words, please tell me what is the BEST thing about [INSERT COUNCIL NAME]? Q17. What does [INSERT COUNCIL NAME] most need to do to improve its performance? For base sizes, please refer to slide 20.

Performance of Council Services



Performance of Council Services



Overview



This section provides a summary of community perceptions of performance across key Council service areas. It highlights how well residents believe Council is delivering services and where performance is strongest or may require improvement.

Specifically, this section includes:

- Performance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

- Governance, Engagement & Advocacy
- Infrastructure, Waste & Maintenance
- Community Facilities & Recreation
- Community Services & Support
- Planning, Development and Growth

Summary of results

Key measures:

- Waste management was the strongest performing service area, scoring 69, followed by the appearance of public areas at 67.
- The lower service results were for maintenance of unsealed roads and condition of sealed local streets, scoring 32 and 41 respectively.
- Compared with 2025, planning and building permits recorded the clearest improvement, increasing by 15 points to 49.

Vs. Benchmarks

- Libraries sits well below both the State (61 vs 75) and Small Shire (61 vs 73) benchmarks, and is the lowest relative score against both groups.
- Condition of sealed local streets also sits significantly below the State (41 vs 54).

Sub-group differences:

- Residents aged 18 to 34 year olds were more positive on art centres, condition of sealed local streets, and condition of footpaths.
- Residents aged 18 to 34 year olds were less positive on emergency and disaster management and recreational facilities.
- Lower Avoca precinct residents were more positive on condition of sealed local streets, art centres, and condition of footpaths.
- Mallee precinct residents were less positive on recreational facilities, condition of sealed local streets, the appearance of public areas and opportunities to give feedback on key local issues.

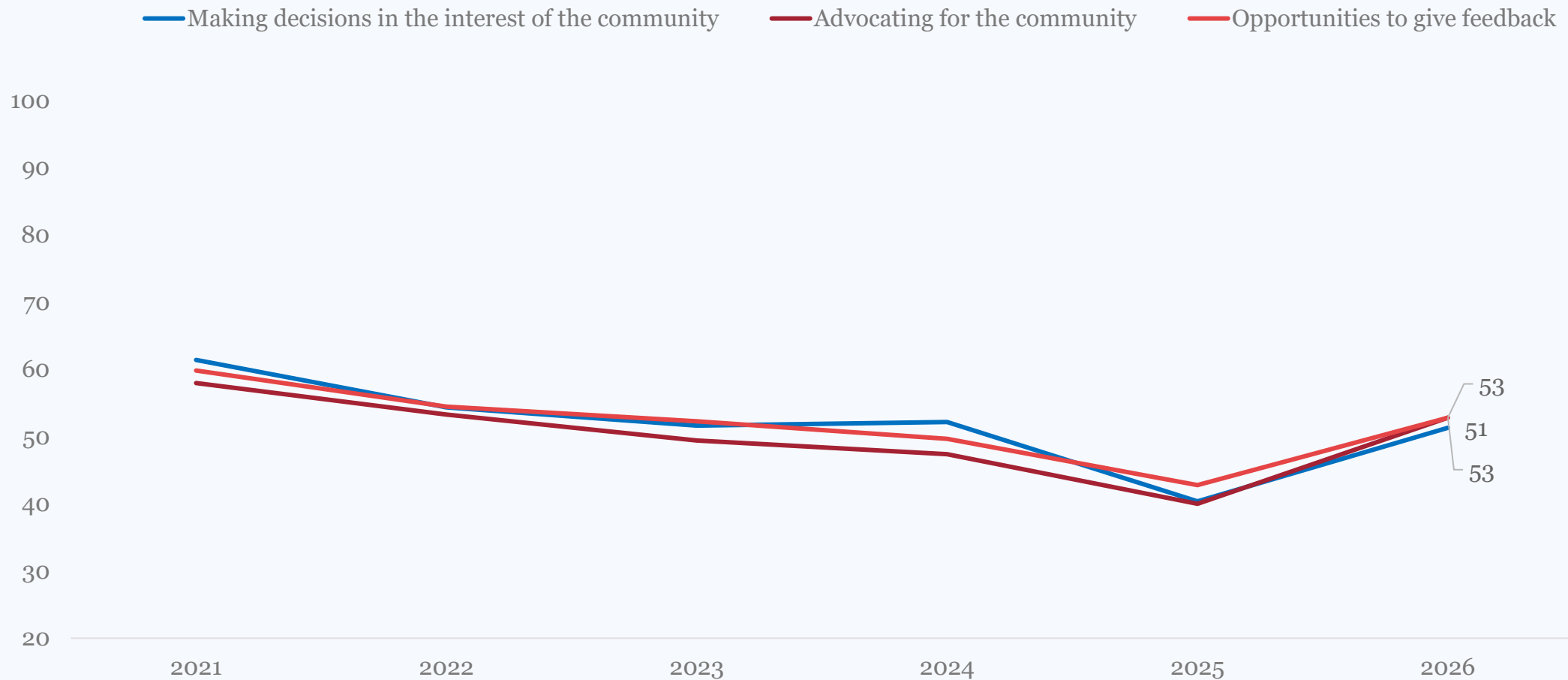
Performance of Council Services – by Year



	Buloke SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Small Shire 2026	Chg vs 2025
Waste management*	69	+6	72	+6	71	+5
The appearance of public areas	67	+4	63	-5	66	-4
Recreational facilities	65	-	66	-2	64	-3
Emergency and disaster management	63	+2	63	-2	64	-2
Libraries*	61	NA	75	NA	73	NA
Enforcement of local laws and regulations*	59	+5	56	-3	60	+2
Environmental sustainability	59	+6	61	+2	58	-
Art centres*	55	NA	64	NA	59	NA
Business and community development and tourism	55	+8	59	+3	58	+1
Opportunities to give feedback on key local issues*	53	+10	55	+5	54	+2
Advocating for the community*	53	+13	54	+4	52	+1
Decisions in the interest of the community*	51	+11	52	+3	51	+1
The condition of footpaths*	49	+4	53	+2	54	+1
Planning and building permits	49	+15	48	+5	48	+5
Condition of sealed local streets*	41	+5	54	+9	45	+1
Maintenance of unsealed roads	32	+1	42	+4	37	-3

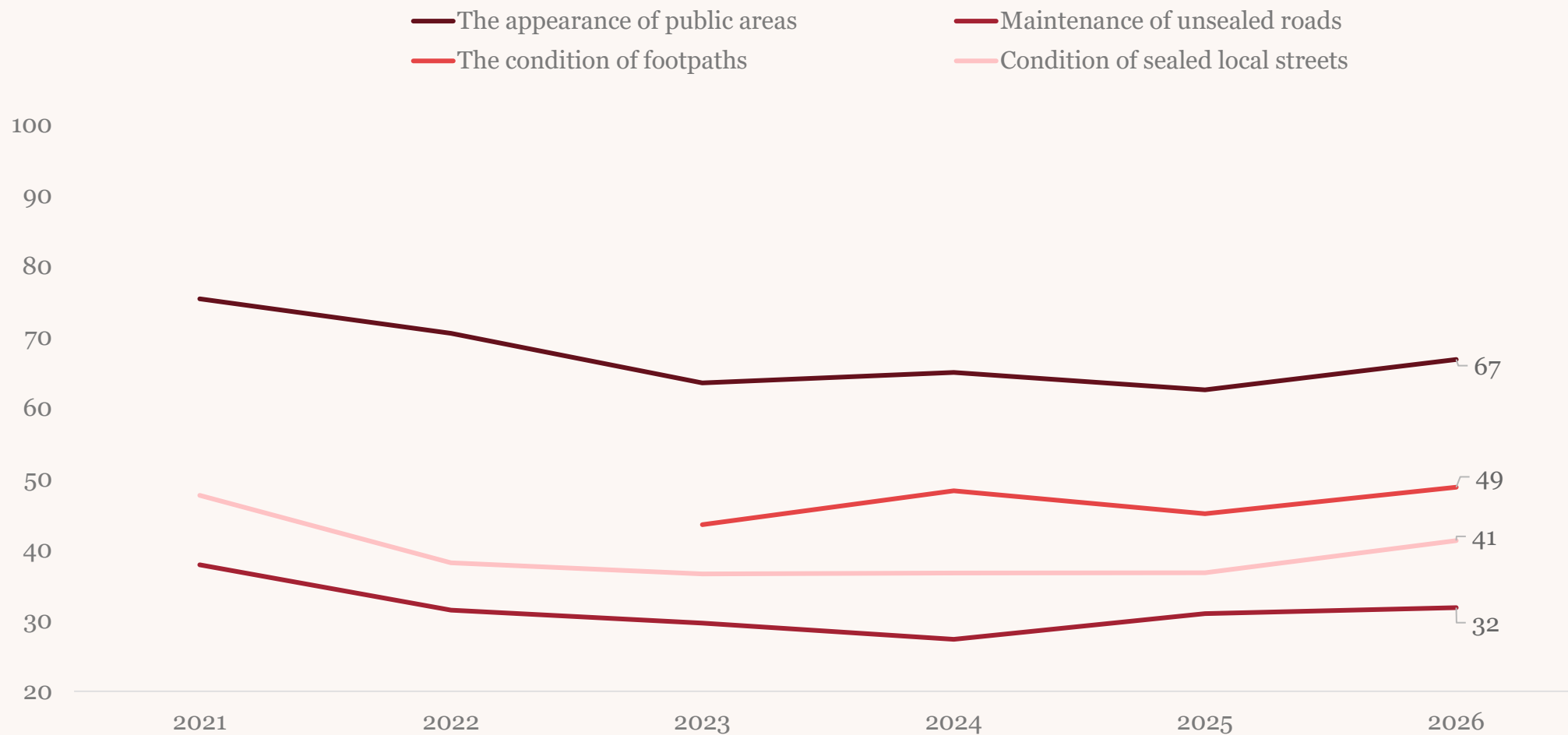
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

Performance of Council Services – Governance, Engagement & Advocacy



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

Performance of Council Services – Infrastructure & Maintenance



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

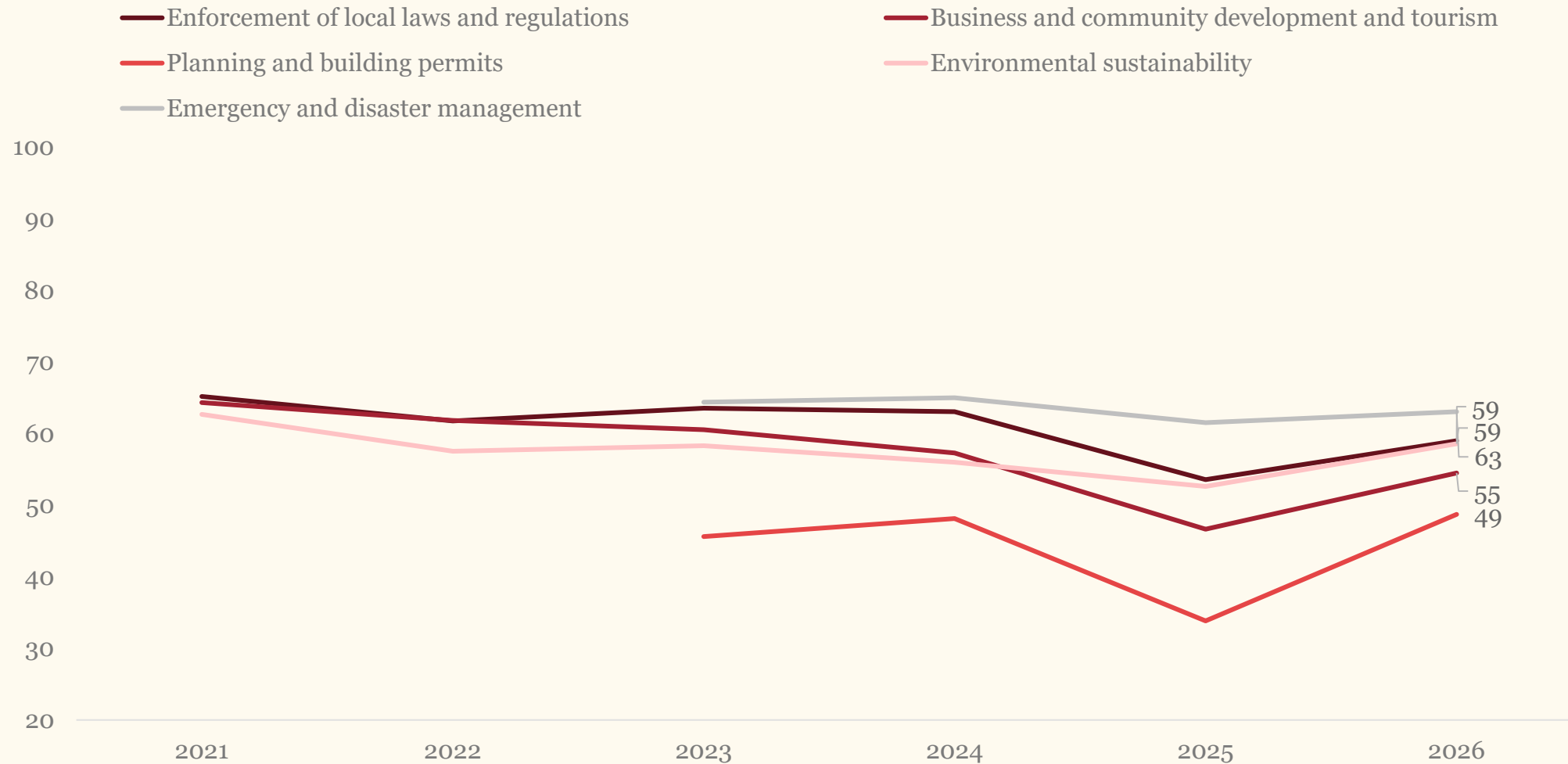
Performance of Council Services – Community Services & Support



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

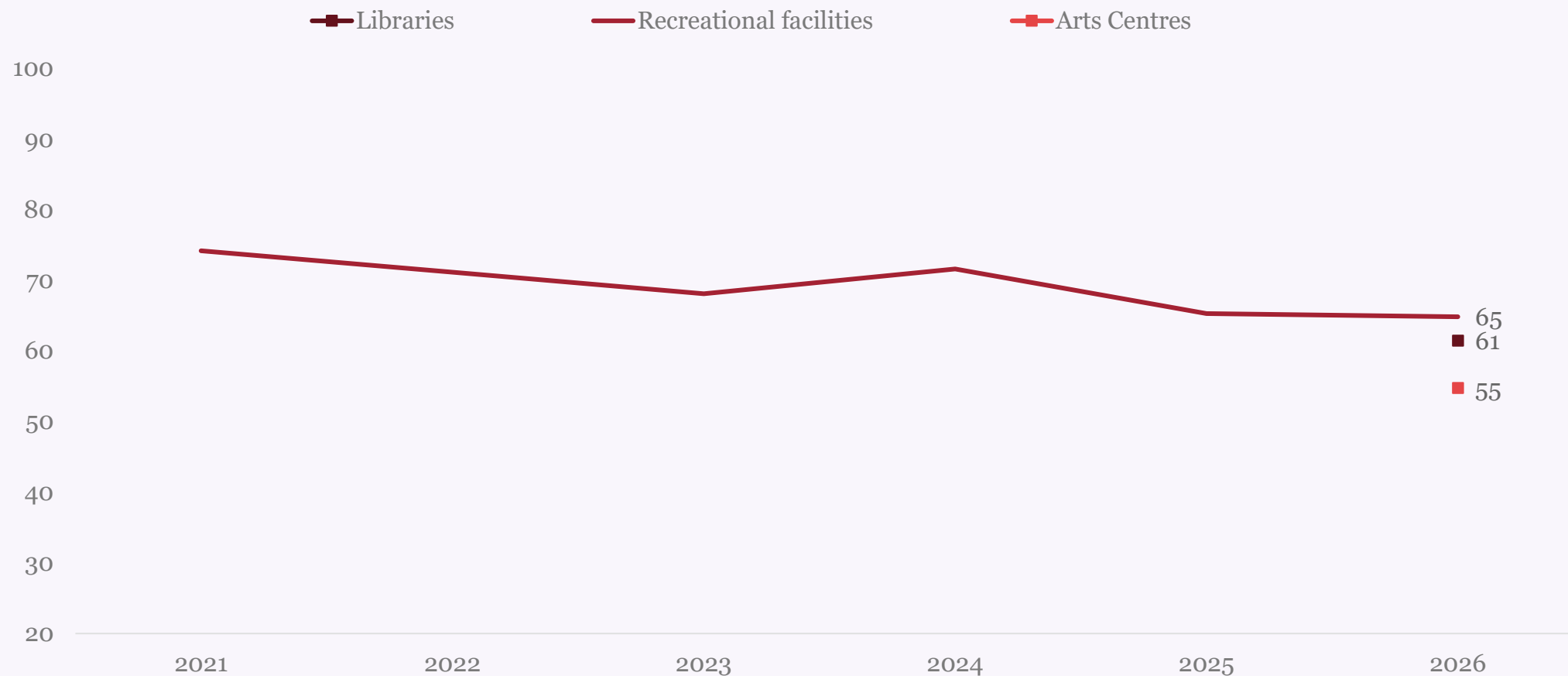


Performance of Council Services – Planning & Development



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

Performance of Council Services – Community Facilities & Recreation



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

Influence-Performance Matrix

Analysis Framework

How to read the Matrix

The influence-performance matrix helps show which areas matter most, and where improvement is likely to have the greatest impact.

- **Influence**

is based on regression analysis, this indicates which attributes matter most to overall satisfaction. Derived influence is often preferred over asking directly (stated importance) because it uncovers subconscious drivers, hidden priorities, and actual behaviour. All aspects are important; some are more powerful at driving overall sentiment.

- **Performance**

is based on respondents' ratings of Council on each attribute.

Together, these dimensions help identify priorities for action.

High influence, high performance - important areas where Council is performing well

High influence, lower performance - highest priorities for improvement.

Lower influence, high performance - performing well, but less influential overall.

Lower influence, lower performance - lower priority areas for improvement.



Influence vs. Performance – Service Delivery 2026



Buloke's priorities are concentrated around community confidence, local development and core local infrastructure, with several relatively influential measures sitting below the stronger-performing services.

The strongest priority areas are:

- Making decisions in the interest of the community
- The condition of sealed local streets in the local area
- Business and community development and tourism
- Emergency and disaster management

Emergency and disaster management is influential but performs stronger; the larger improvement opportunity sits with decision-making, roads and local development.

Importance of Council Service Areas



Importance of Service Areas

Overview



This section provides a summary of the importance placed on key Council service areas by the community. It highlights which services residents value most and how these priorities are evolving over time.

Specifically, this section includes:

- Importance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

- Governance, Engagement & Advocacy
- Infrastructure, Waste & Maintenance
- Community Facilities & Recreation
- Community Services & Support
- Planning, Development and Growth

Summary of results

Key measures:

- Maintenance of unsealed roads was the highest-importance service area, scoring 85, followed by waste management at 80.
- The lowest listed importance ratings were for environmental sustainability and enforcement of local laws and regulations, at 63 and 64 respectively.
- The clearest movement from 2025 was for opportunities to give feedback on key local issues, which decreased by 8 points.

Vs. Benchmarks

- Compared with the State, maintenance of unsealed roads performed more strongly for Council (85 vs 80).
- Environmental sustainability sits below the State benchmark (63 vs 71).
- Against Small Shire, planning and building permits recorded the lowest relative score (64 vs 69).

Sub-group differences:

- Residents aged 50-64 generally considered most service areas as important compared to other age groups, particularly condition of footpaths and business development and tourism.
- Lower Avoca precinct residents placed greater importance on appearance of public areas, business and community development and tourism, and enforcement of local laws and regulations.

Explanatory Note

How should importance be interpreted?

Stated Importance:

- Calculated by directly asking residents how important each service or activity is to them
- Reflects community expectations, priorities and perceived needs
- Helps identify the services residents believe Council should focus on delivering well

Results for Stated importance are included in this section of the report.

Derived Importance:

- Calculated by analysing the relationship between individual service ratings and overall performance ratings
- Identifies which services have the greatest influence on residents' overall perceptions of Council
- Helps identify where improvements are most likely to have the greatest impact on overall performance

Results for Derived Importance (Influence) are reported in the Influence-Performance Matrix.

Both measures provide valuable insights, but answer different questions.

- Stated importance tells us what residents say is important and addressing these directly addresses their expectations.
- Derived importance tells us what most influences their overall assessment of Council performance.

Considering both measures together provides the most complete understanding of community priorities and performance drivers.

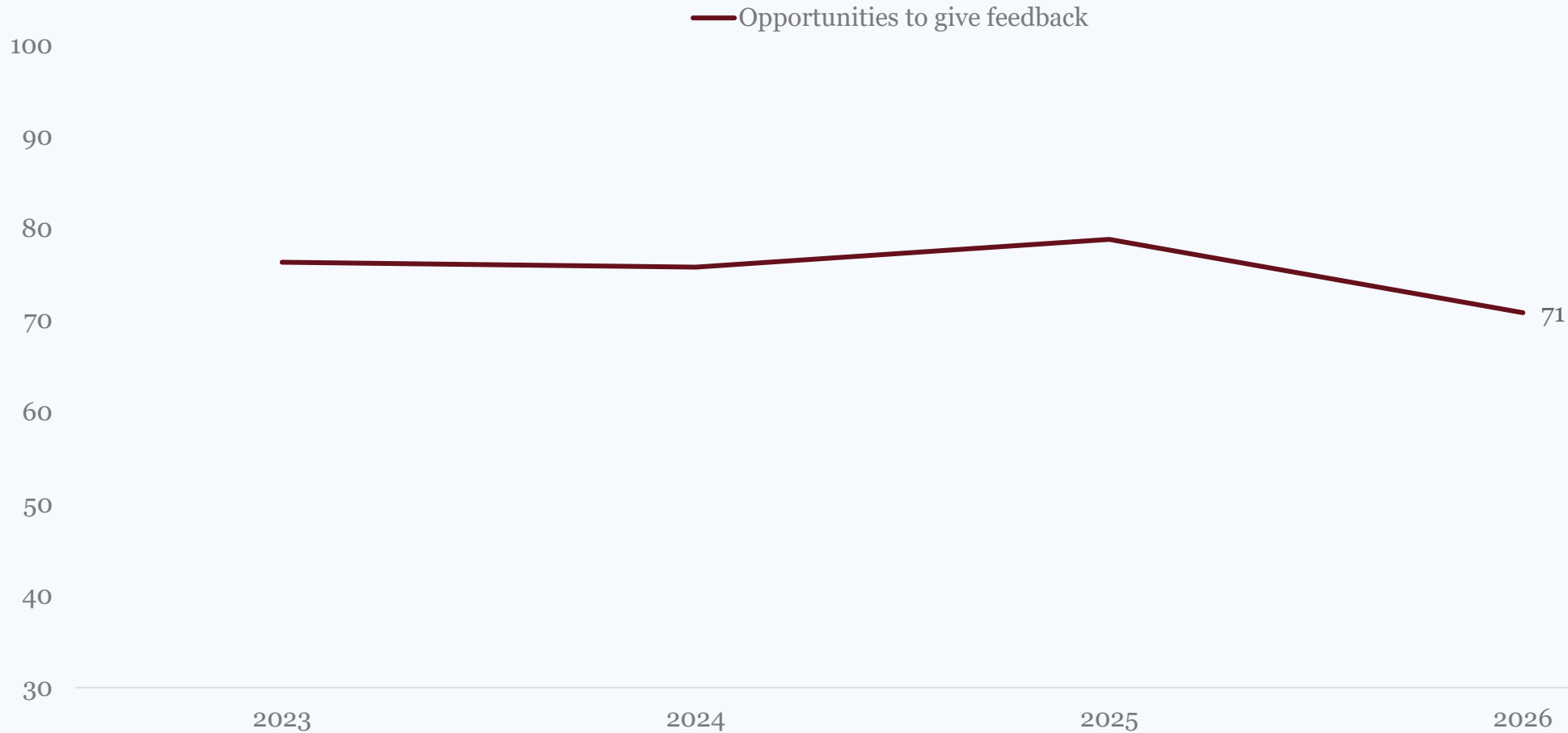
Importance of Council Services – by Year



	Buloke SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Small Shire 2026	Chg vs 2025
Maintenance of unsealed roads in your area	85	-1	80	-3	84	-1
Waste management*	80	+3	85	+6	81	+3
Emergency and disaster management	78	+2	79	-	NA	NA
The appearance of public areas	77	+1	77	+3	75	-
Recreational facilities	76	-	75	+2	74	+1
The condition of footpaths*	75	-6	78	-1	74	-5
Business and community development and tourism	73	+1	72	+4	72	+1
Opportunities to give feedback on key local issues*	71	-8	72	-4	72	-5
Enforcement of local laws and regulations*	64	-	70	+3	65	-1
Planning and building permits	64	-3	69	-2	69	-1
Environmental sustainability	63	+2	71	+6	NA	NA

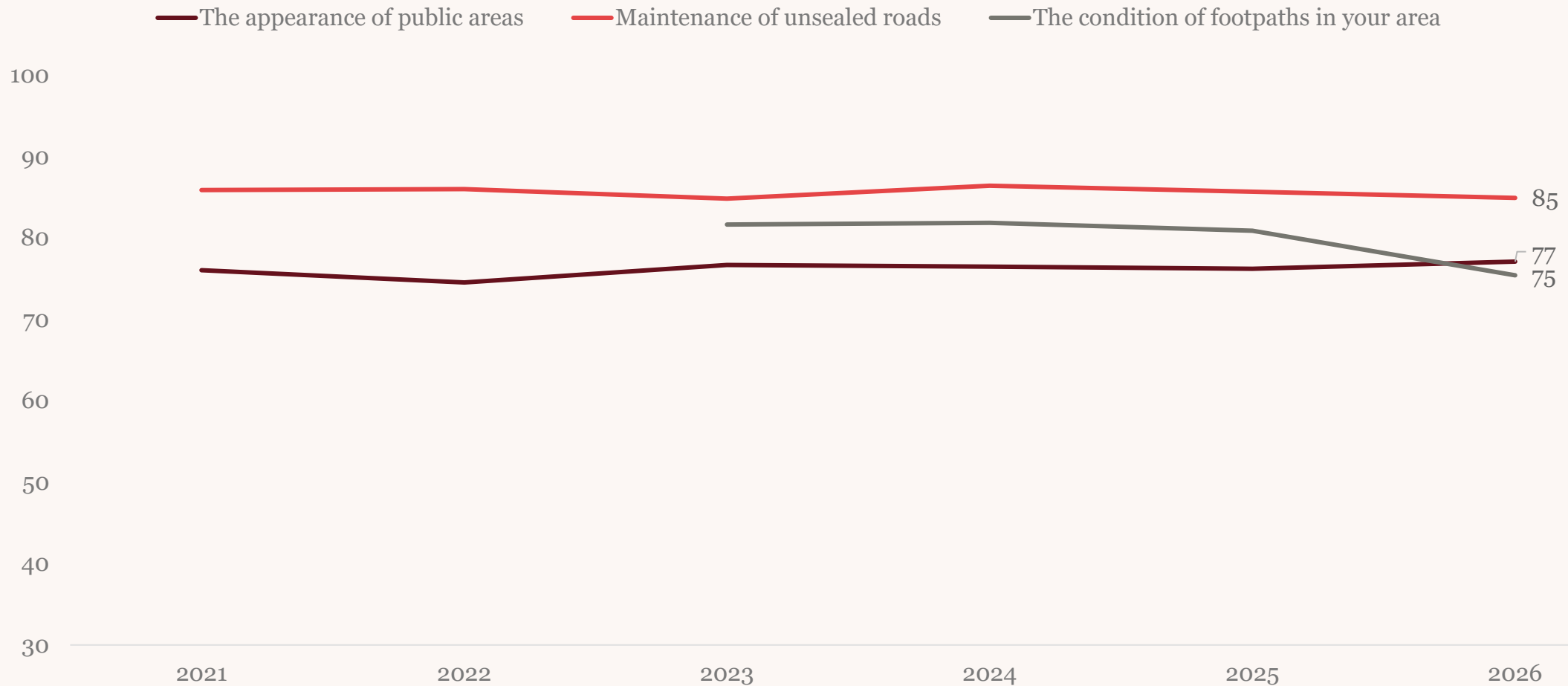
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 20.

Importance of Council Services – Governance, Engagement & Advocacy



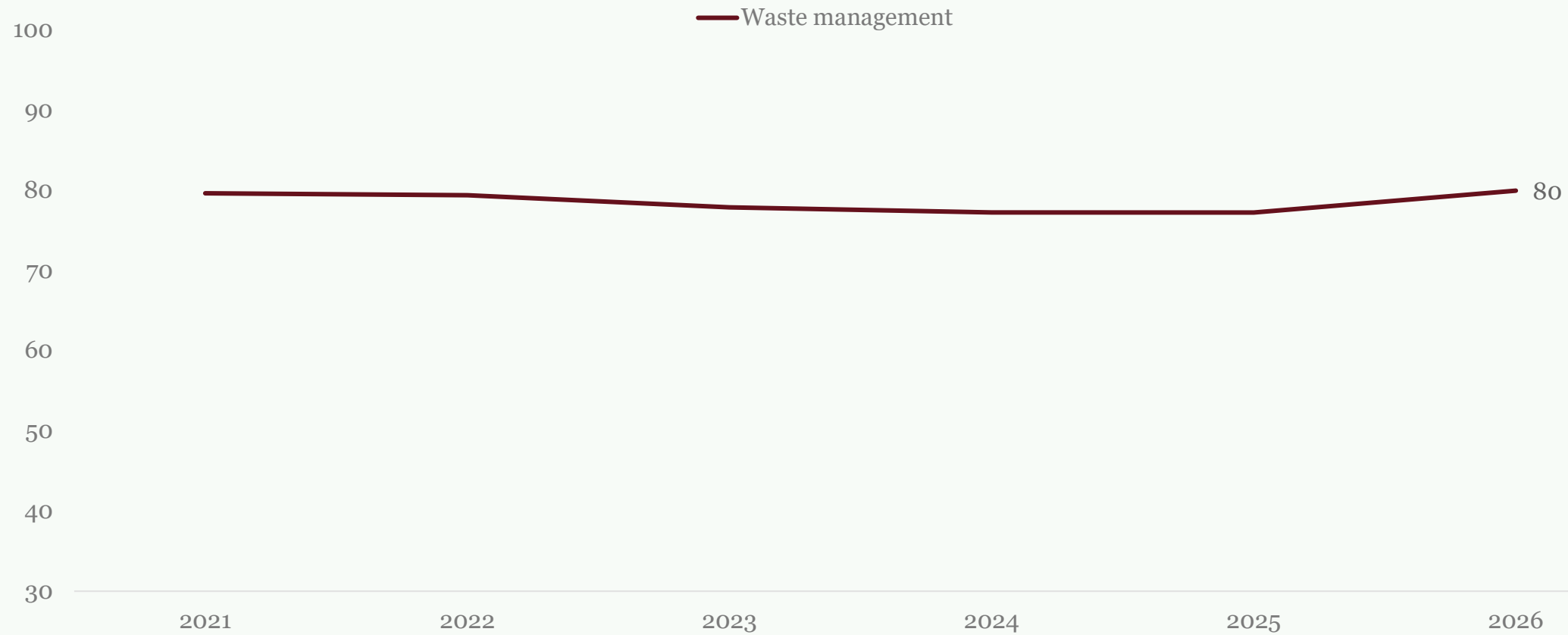
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 20.

Importance of Council Services – Infrastructure & Maintenance



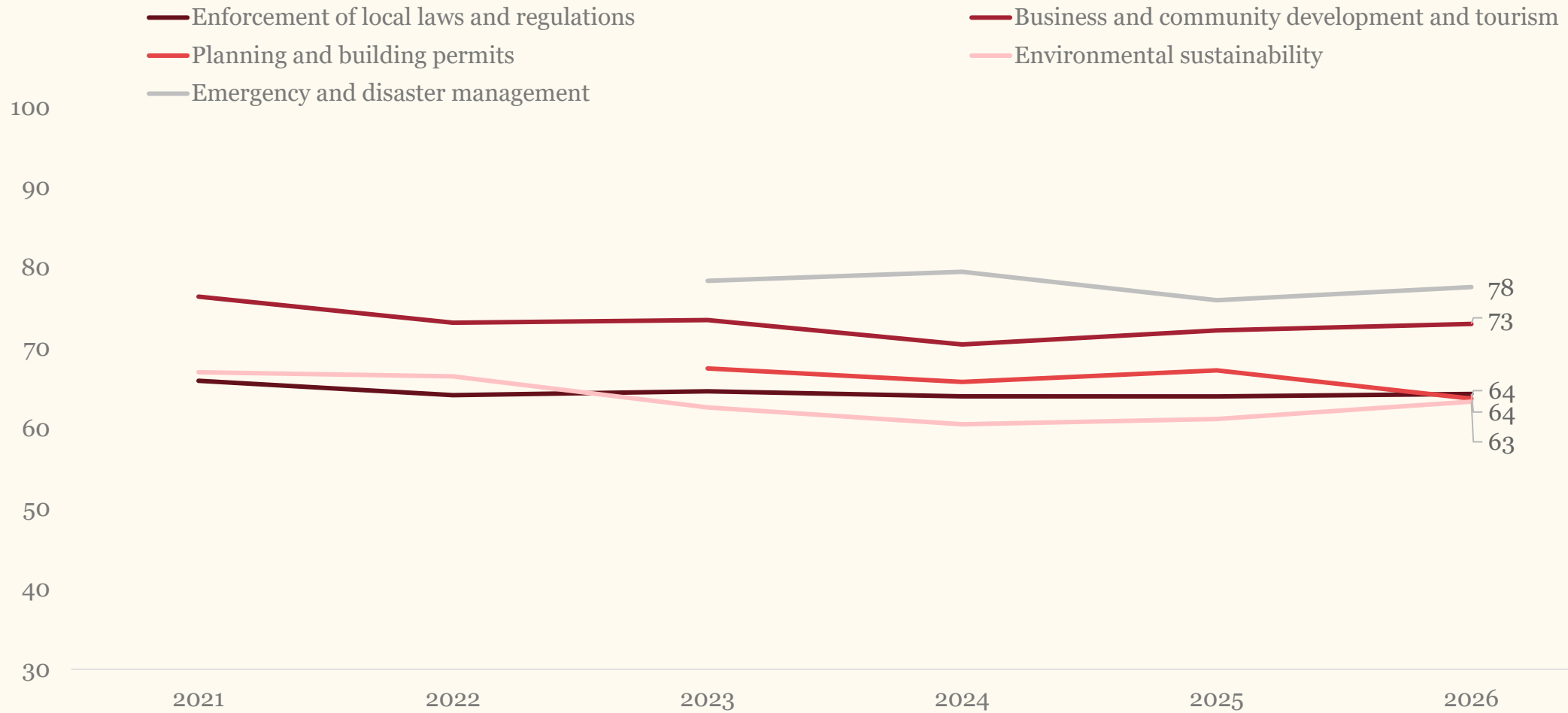
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 20.

Importance of Council Services – Community Services & Support



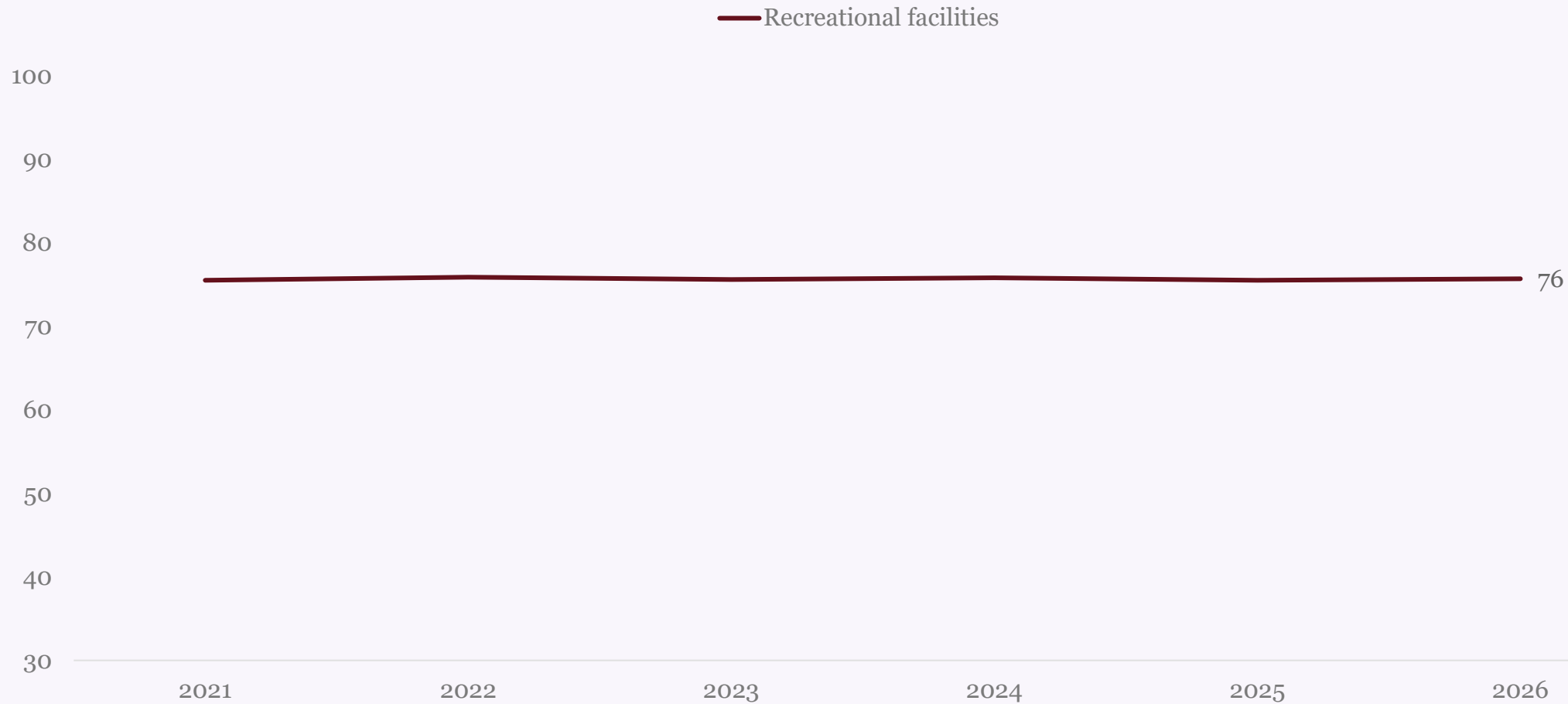
Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 20.

Importance of Council Services – Planning & Development



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 20.

Importance of Council Services – Community Facilities & Recreation



Q1. I would like you to rate the importance of areas for which Council has some responsibility. Firstly, how important should [SERVICE] be as a responsibility for Council? For base sizes, please refer to slide 20.

Engagement with Council



Engagement with Council

Overview



This section provides an overview of how residents engage with Council services and their experiences when doing so. It highlights the extent of contact with Council, satisfaction with customer service, and how engagement differs across the community.

Specifically, this section includes:

- Contact with the Council in the last 12 months
- Satisfaction with customer service
- Importance and performance ratings, with comparisons between those who have contacted Council and those who have not
- Subgroup differences
- Preferred channels for accessing information

Together, these insights provide a clear view of how residents interact with Council, the effectiveness of current service delivery, and opportunities to enhance the customer experience.

Summary of results

Key Performance:

- Two-thirds of residents had contact with Council in the past 12 months (63%), increasing by 2 points from 2025.
- The customer service rating increased by 14 points to 65.

Vs. Benchmarks

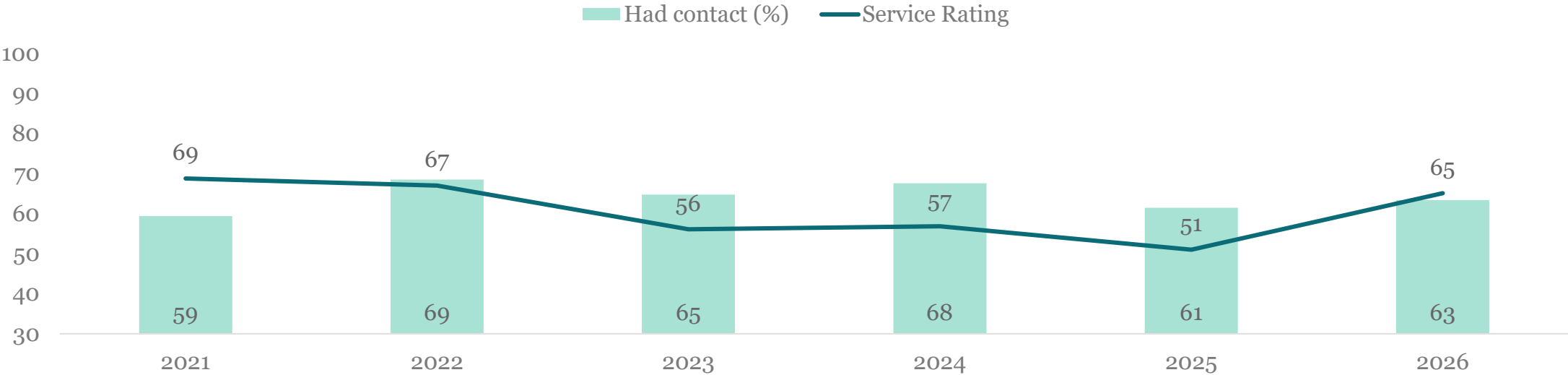
- Contact with Council sits above the State (58%) and on par with Small Shire (63%) benchmark.
- Customer service sits below the State (68) and on par with Small Shires (65).

Sub-group differences:

- Residents aged 35-49 were the most likely to have had contact with Council, and reported the highest customer satisfaction rating.
- Customer service rating improved across all age groups in 2026.
- Female residents were more likely to have had contact with Council compared to male residents.



Contact with Council and Satisfaction with Service During Contact



Contact with Council and Customer Service Rating: 2026 by Demographic Groups

Average	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Had contact (%)	63	58	63	43	74	70	62	58	69	65	63	62
Service Rating	65	68	65	71	72	63	60	65	66	69	63	64

Difference 2026 vs. 2025

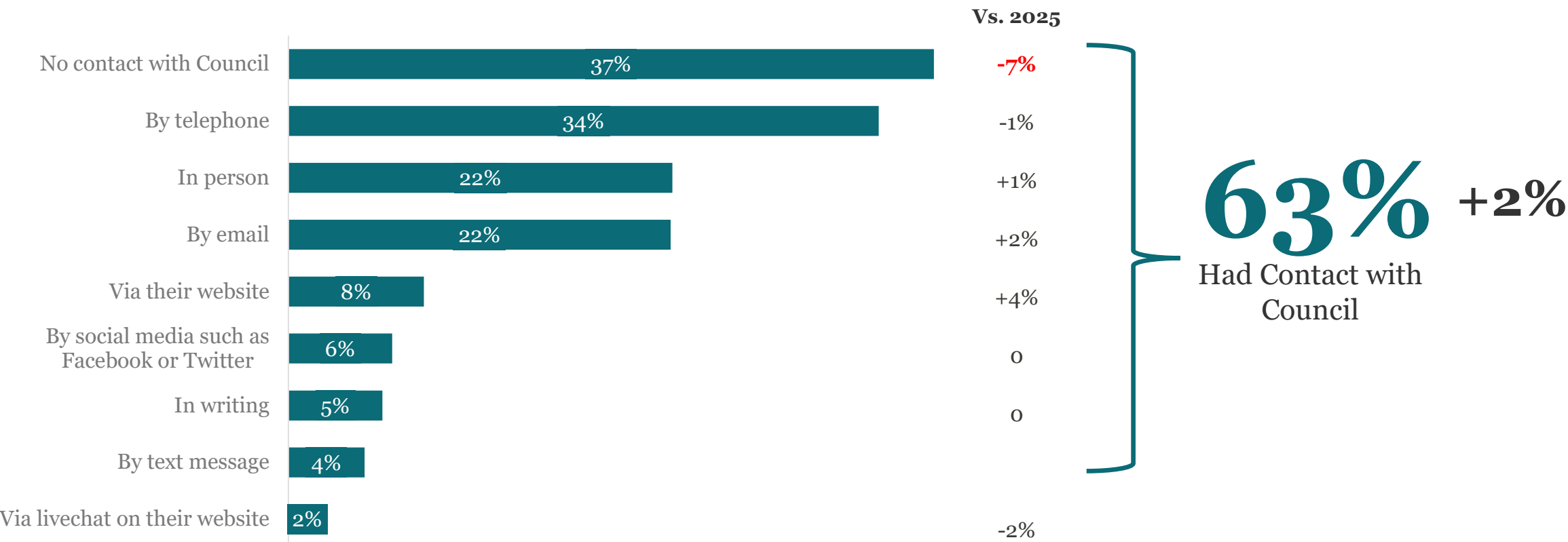
Had contact (%)	+2	-5	0	-11	+4	-4	+7	+3	+0	+1	+6	-1
Service Rating	+14	+2	+0	+9	+26	+15	+10	+18	+12	No History	No History	No History

Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 20.

Contact with Council in Last 12 Months



Had Contact Council in Last 12 Months by Channel

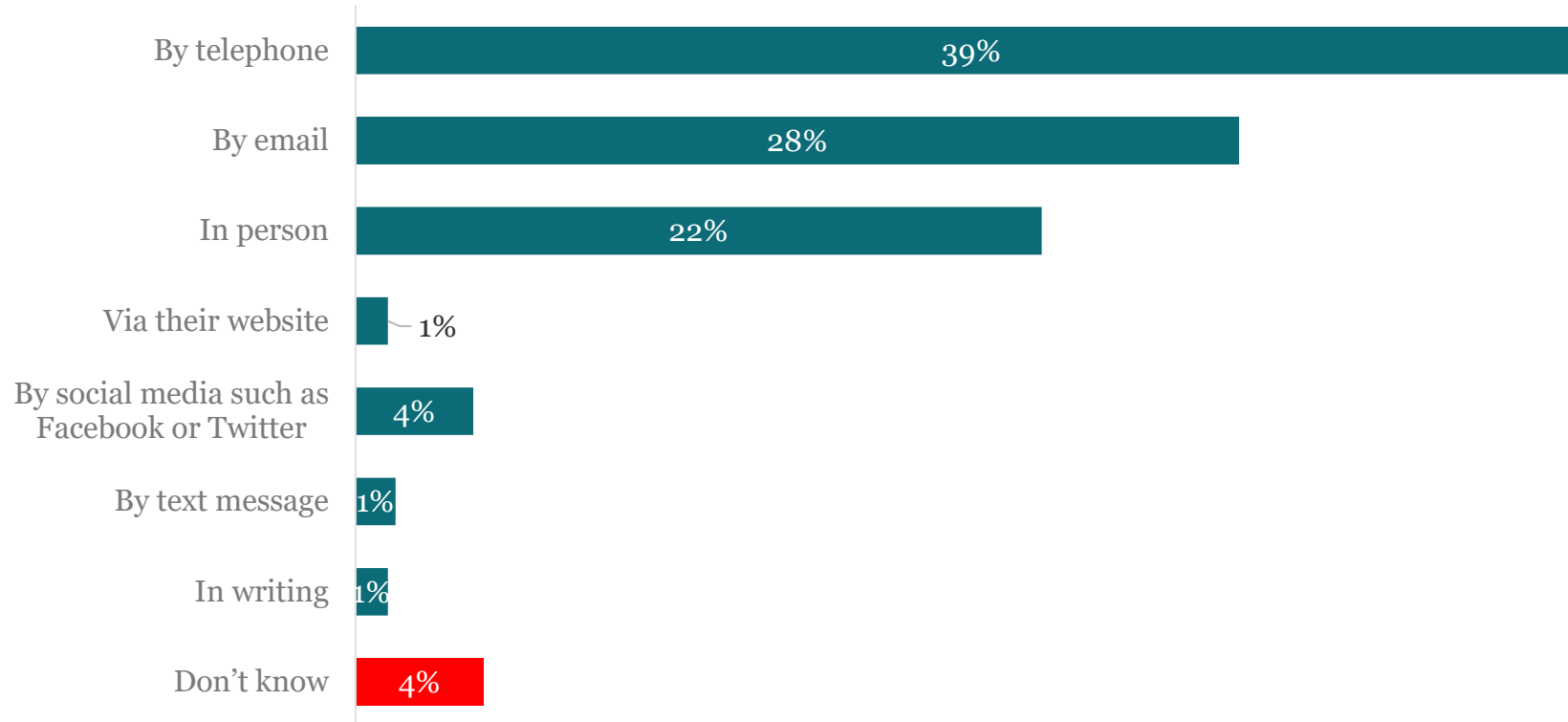


Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? For base sizes, please refer to slide 20.

Most Recent Contact with Council



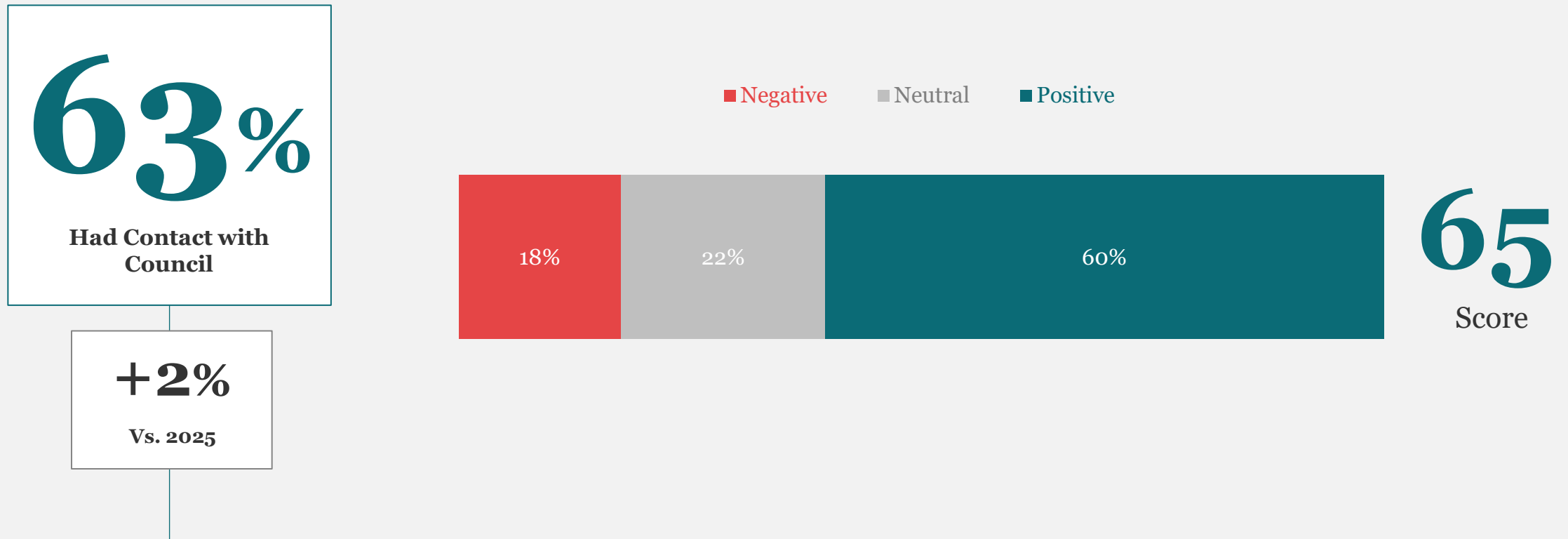
Most Recent Contact with Council by Channel



Q5B. What was the method of contact for the most recent contact you had with Council? For base sizes, please refer to slide 20.

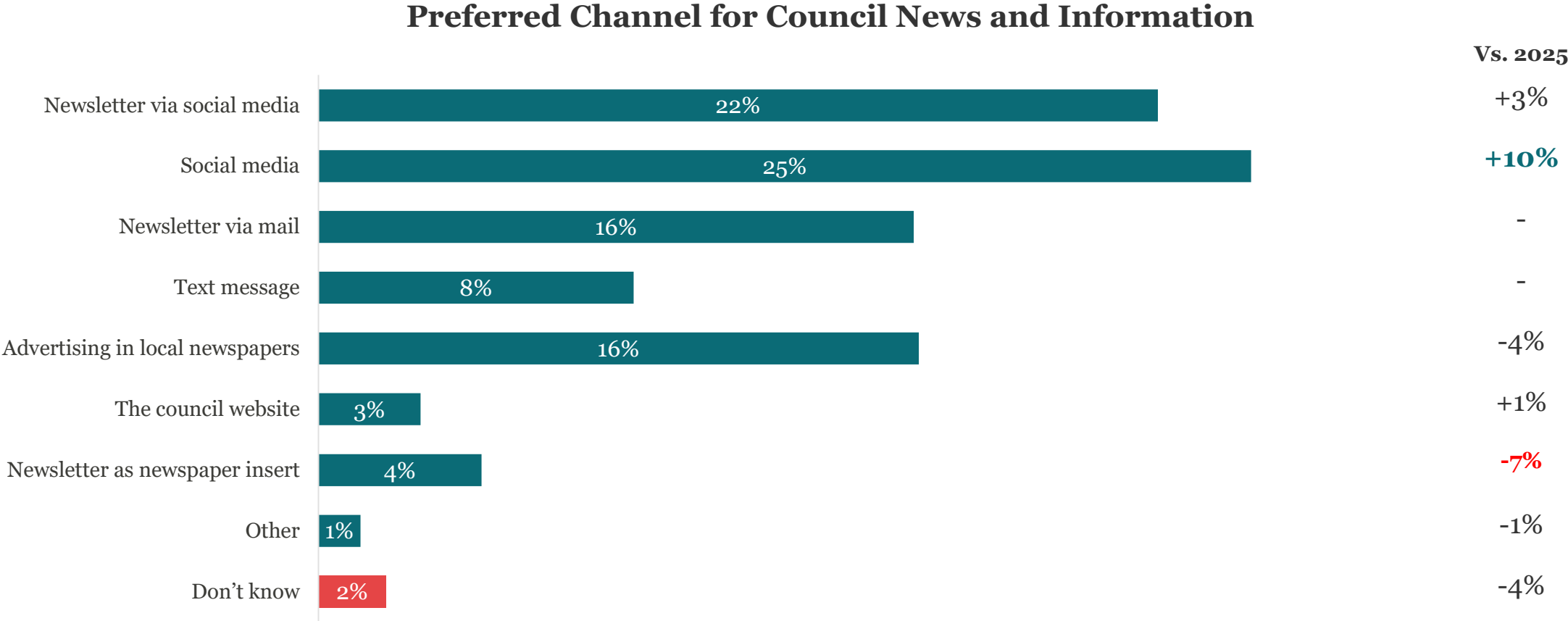
Note: Historic data not provided

Satisfaction with Customer Service During Contact



Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 20.

Preferred Channel for Council News and Information 2026



Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 20.

Preferred Channel for Council News and Information 2026



Column %	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Newsletter via social media	22%	33%	27%	21%	20%	21%	27%	21%	23%	22%	26%	17%
Social media	25%	19%	22%	30%	43%	27%	8%	23%	26%	23%	22%	31%
Newsletter via mail	16%	21%	20%	13%	17%	14%	19%	17%	15%	19%	17%	11%
Text message	8%	12%	9%	11%	8%	10%	5%	9%	8%	12%	5%	9%
Advertising in local newspapers	16%	6%	12%	6%	5%	18%	26%	20%	11%	13%	13%	24%
The council website	3%	2%	2%	2%	1%	3%	4%	1%	5%	3%	2%	3%
Newsletter as newspaper insert	4%	2%	4%	6%	2%	5%	4%	4%	5%	1%	7%	4%
Other	1%	2%	1%	0%	1%	1%	2%	1%	1%	1%	2%	1%
Don't know	2%	2%	2%	6%	1%	1%	1%	2%	2%	3%	1%	1%

Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 20.

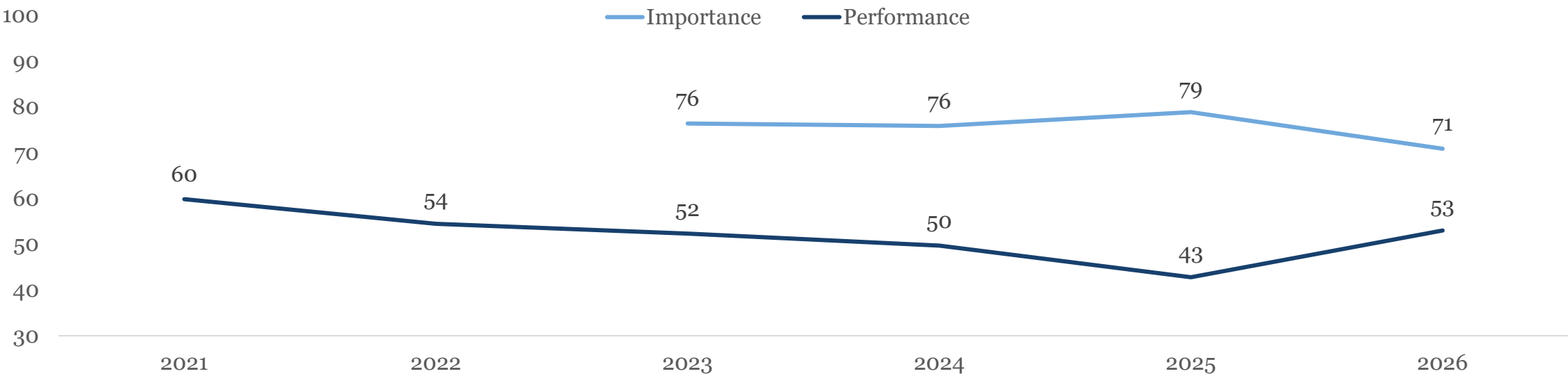


Council Service Areas

Importance and Performance by Year and Demographic Groups



Council Services – Opportunities to Give Feedback on Key Local Issues



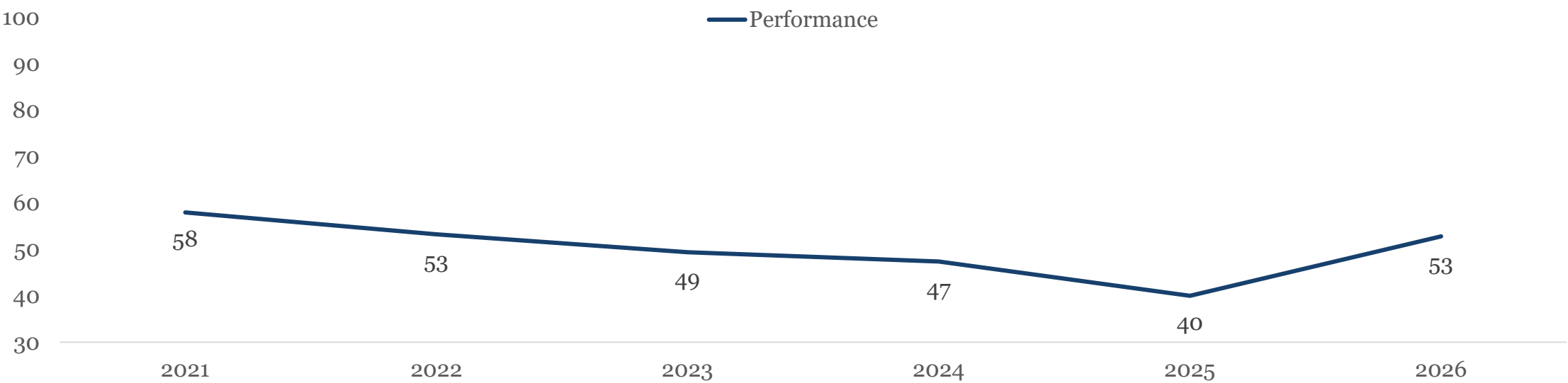
Importance and Performance of Service 2026

Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	71	72	72	69	71	72	70	69	73	73	70	69
Performance	53	56	55	54	55	55	53	56	52	57	52	55

Difference 2026 vs. 2025

Importance	-8	-4	-4	-9	-9	-8	-8	-8	-9	-6	-9	-10
Performance	+10	+6	+3	+5	+21	+16	+7	+13	+10	+9	+6	+18

Council Services – Advocating for the Community



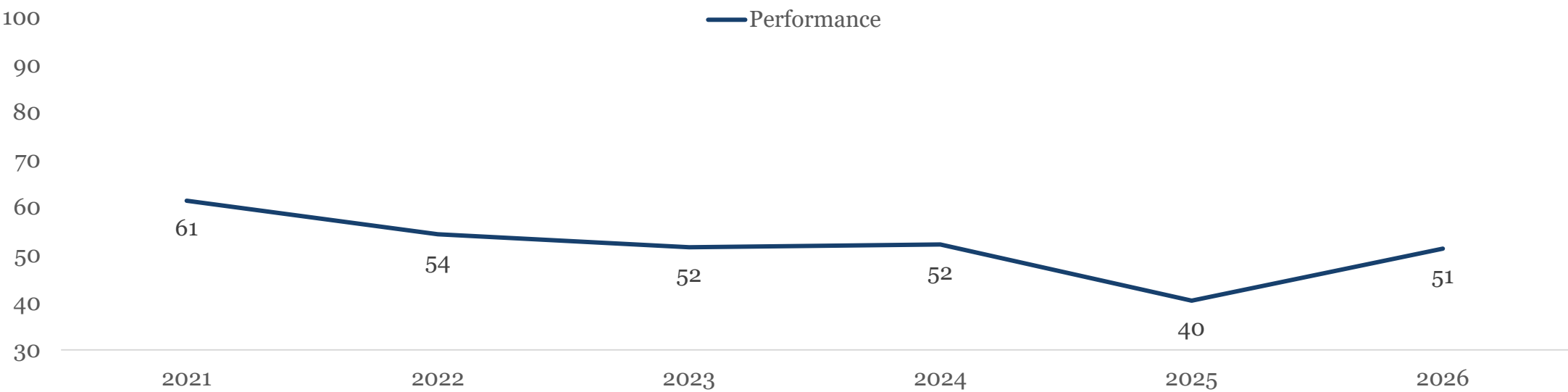
Performance of Service 2026

Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Performance	53	54	52	54	50	51	55	54	52	55	55	48

Difference 2026 vs. 2025

Performance	+13	+4	+1	+13	+16	+17	+11	+13	+13	+12	+11	+14
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Council Services – Making Decisions in Interest of Community



Performance of Service 2026

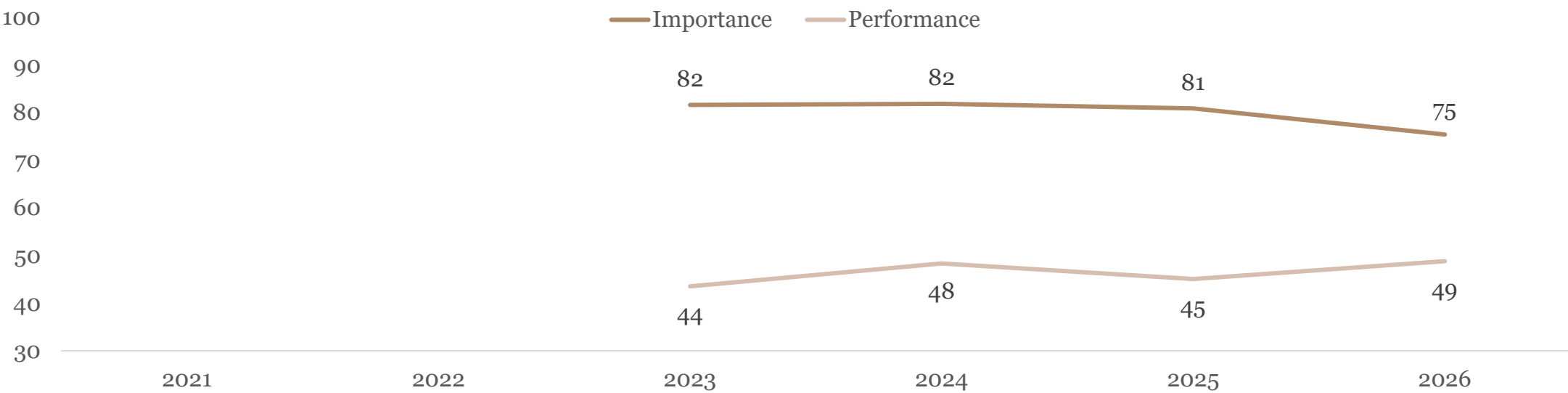
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Performance	51	52	51	53	52	51	50	52	51	52	53	48

Difference 2026 vs. 2025

Performance	+11	+3	+1	+6	+22	+17	+5	+12	+10	+8	+10	+13
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 20.

Council Services – Condition of Footpaths



Importance and Performance of Service 2026

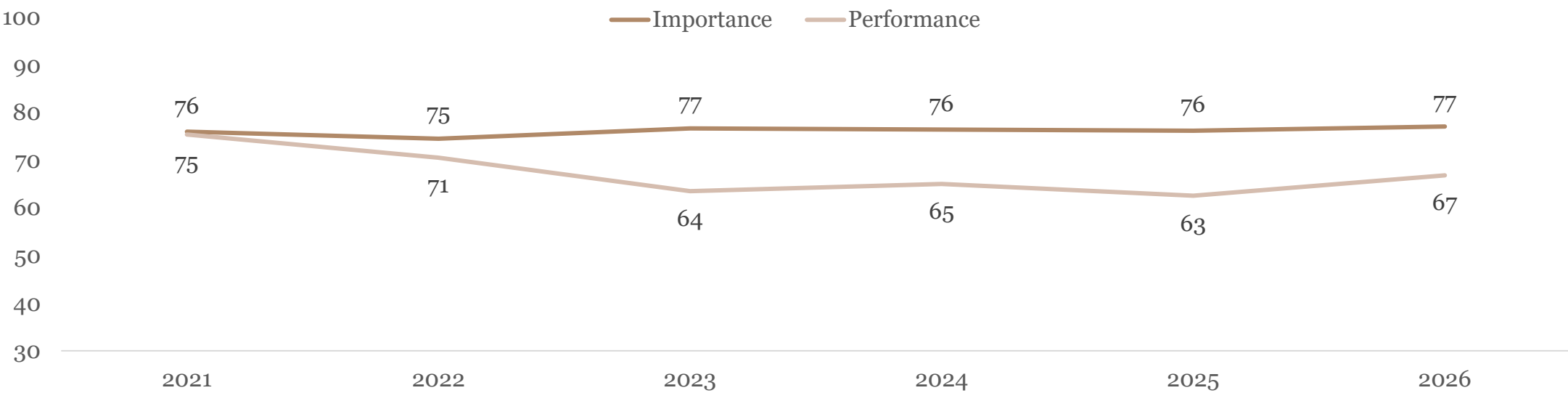
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	75	78	74	68	75	81	74	71	80	78	72	76
Performance	49	53	54	57	43	49	47	53	44	53	47	47

Difference 2026 vs. 2025

Importance	-6	-1	-5	-15	-8	-1	-5	-9	-2	-2	-11	-3
Performance	+4	+2	+1	+11	+3	+2	+1	+8	-1	+7	+6	-0

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The condition of footpaths in your area. For base sizes, please refer to slide 20.

Council Services – Appearance of Public Areas



Importance and Performance of Service 2026

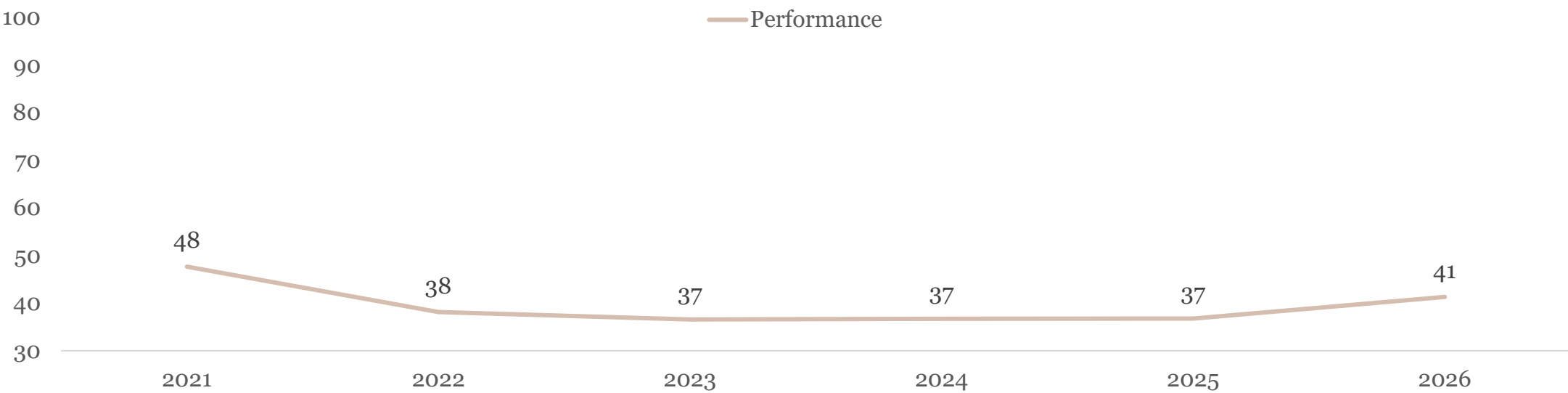
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	77	77	75	72	75	80	78	76	78	81	76	74
Performance	67	63	66	65	69	67	66	66	67	70	64	68

Difference 2026 vs. 2025

Importance	+1	+3	-	-	-3	+2	+2	+3	-1	+4	-1	-1
Performance	+4	-5	-4	+2	+10	+5	+2	+4	+4	+6	+6	+3

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The appearance of public areas. For base sizes, please refer to slide 20.

Council Services – Condition of Sealed Local Streets



Performance of Service 2026

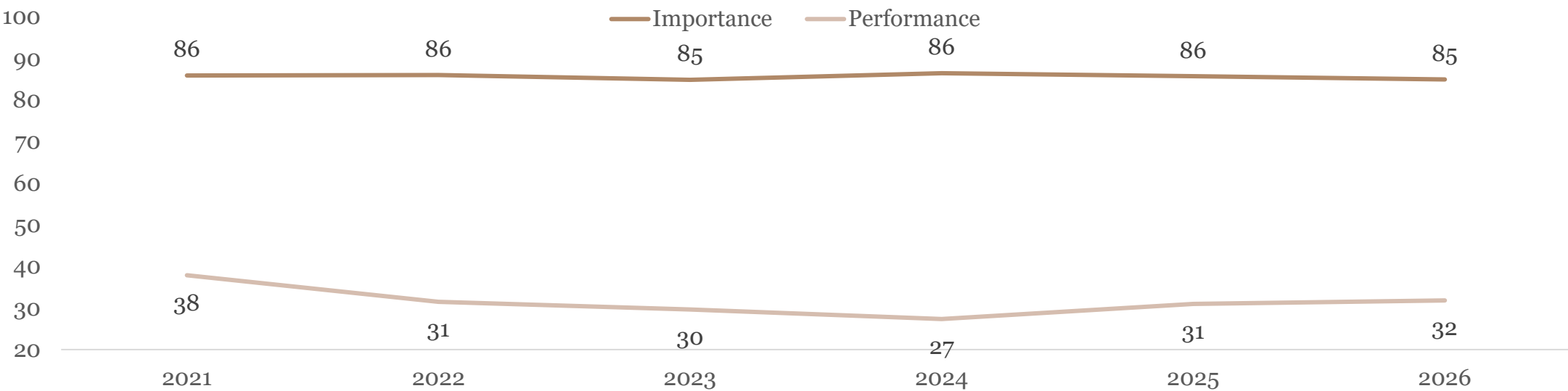
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Performance	41	53	45	44	39	42	40	42	41	48	37	39

Difference 2026 vs. 2025

Performance	+5	+8	+1	+3	+3	+10	+2	+4	+6	+5	+3	+6
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Condition of sealed local streets in your area. For base sizes, please refer to slide 20.

Council Services – Maintenance of Unsealed Roads



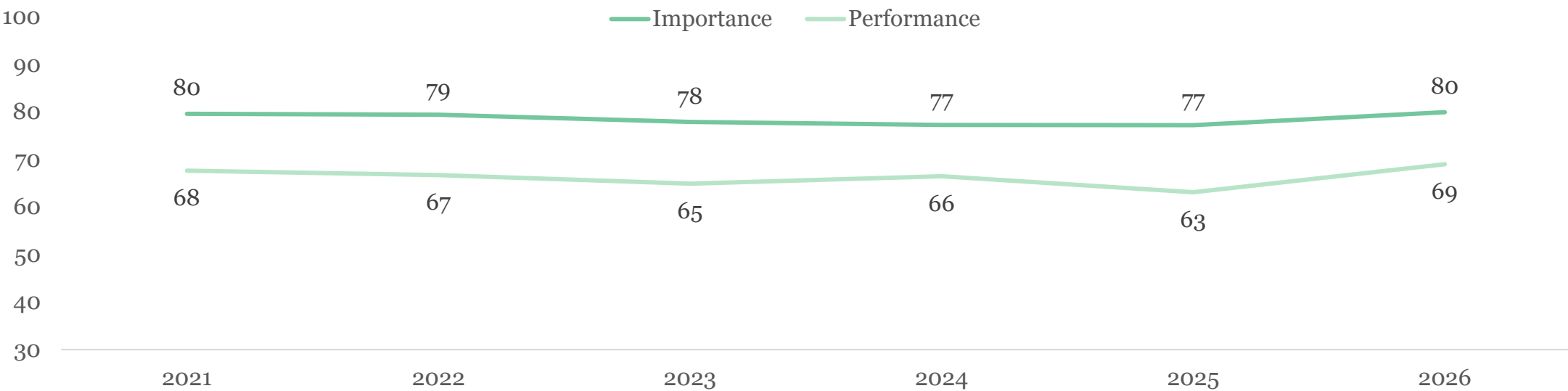
Importance and Performance of Service 2026

Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	85	80	84	83	85	88	83	85	85	87	84	85
Performance	32	42	37	31	27	32	36	31	32	35	30	31

Difference 2026 vs. 2025

Importance	-1	-4	-1	-5	+2	-2	-1	-1	-1	-	-3	-
Performance	+1	+4	-3	-1	-4	+7	+2	-0	+2	+2	-2	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Maintenance of unsealed roads in your area. For base sizes, please refer to slide 20.



Importance and Performance of Service 2026

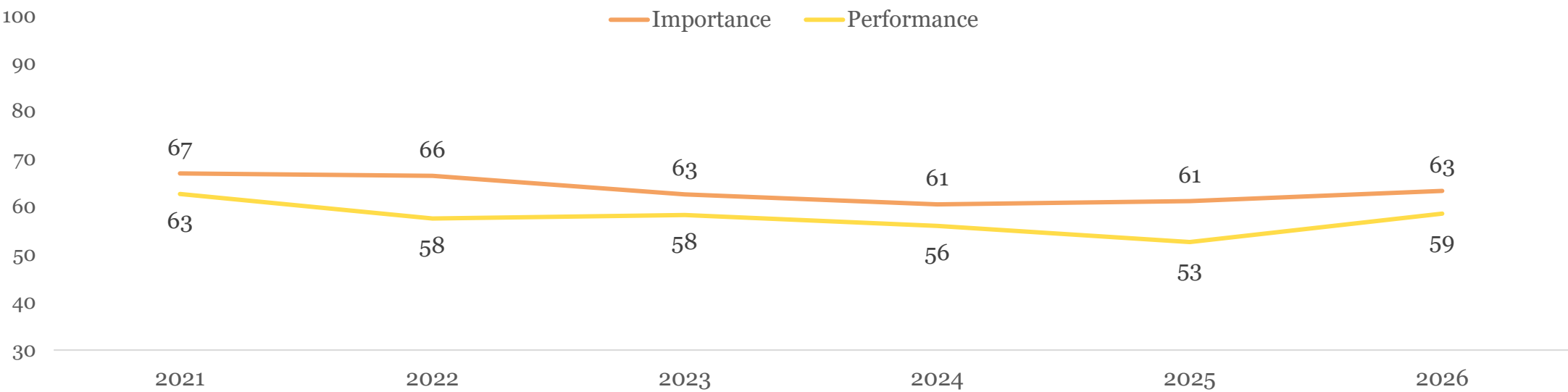
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	80	85	81	78	80	81	80	77	83	83	78	79
Performance	69	72	71	70	73	67	69	71	67	69	68	70

Difference 2026 vs. 2025

Importance	+3	+6	+3	-2	+4	+2	+5	+2	+4	+6	-	+3
Performance	+6	+6	+5	+5	+13	+8	+3	+8	+4	+7	+5	+7

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to slide 20.

Council Services – Environmental Sustainability



Importance and Performance of Service 2026

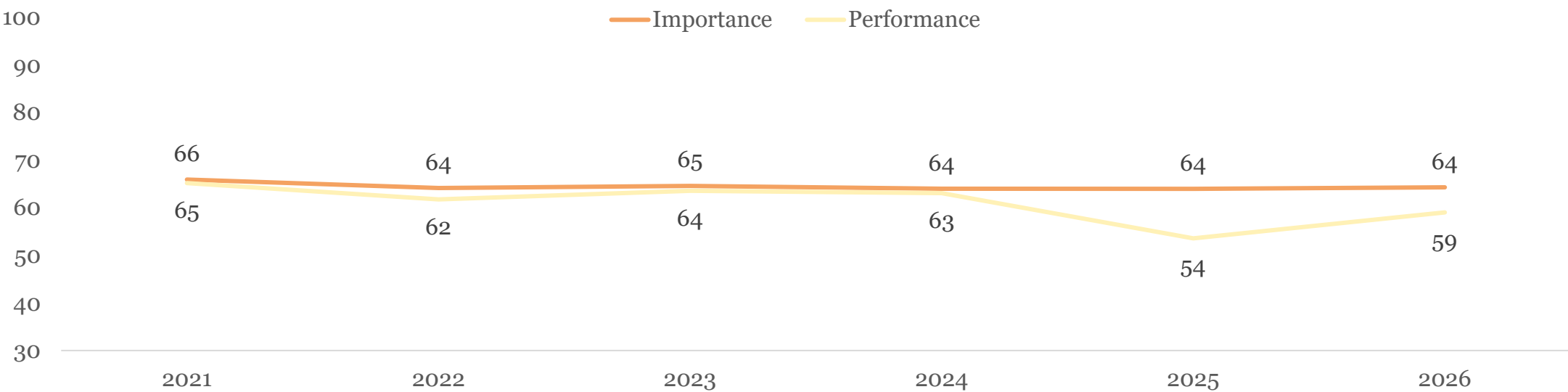
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	63	71	NA	67	62	64	61	59	68	66	62	62
Performance	59	61	58	60	61	57	58	62	55	58	58	60

Difference 2026 vs. 2025

Importance	+2	+6	NA	+8	+1	+2	-1	+4	-1	+4	-2	+3
Performance	+6	+2	-	+6	+8	+5	+6	+9	+3	+4	+7	+7

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Environmental sustainability. For base sizes, please refer to slide 20.

Council Services – Enforcement of Laws and Regulations



Importance and Performance of Service 2026

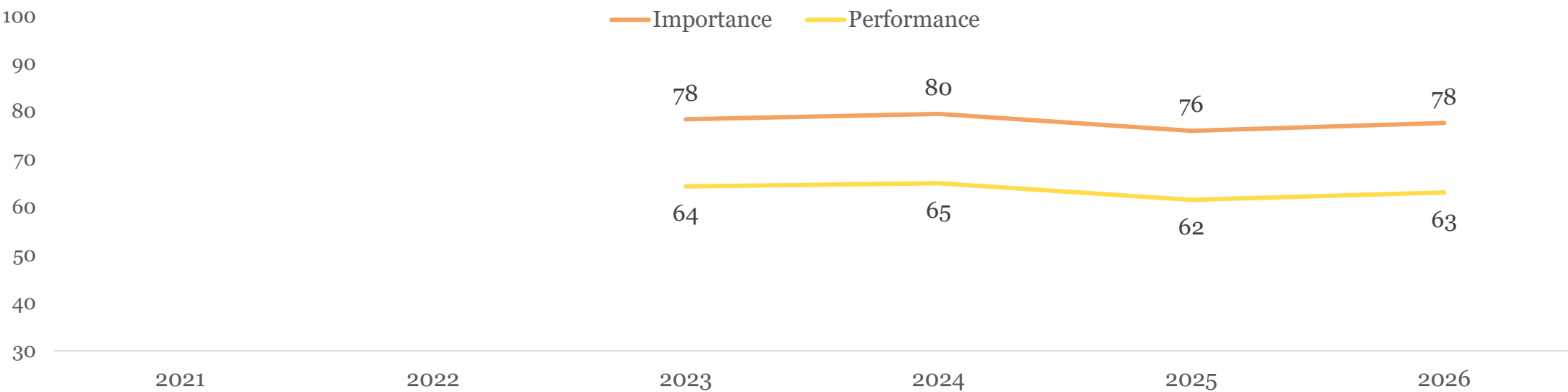
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	64	70	65	65	62	66	63	61	68	68	63	61
Performance	59	56	60	59	60	60	58	59	59	61	59	57

Difference 2026 vs. 2025

Importance	-	+4	-1	+4	-	+5	-5	+2	-2	+4	-3	-1
Performance	+5	-3	+2	+3	+11	+8	+2	+8	+3	+6	+5	+5

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Enforcement of local laws and Council regulations. For base sizes, please refer to slide 20.

Council Services – Emergency and Disaster Management



Importance and Performance of Service 2026

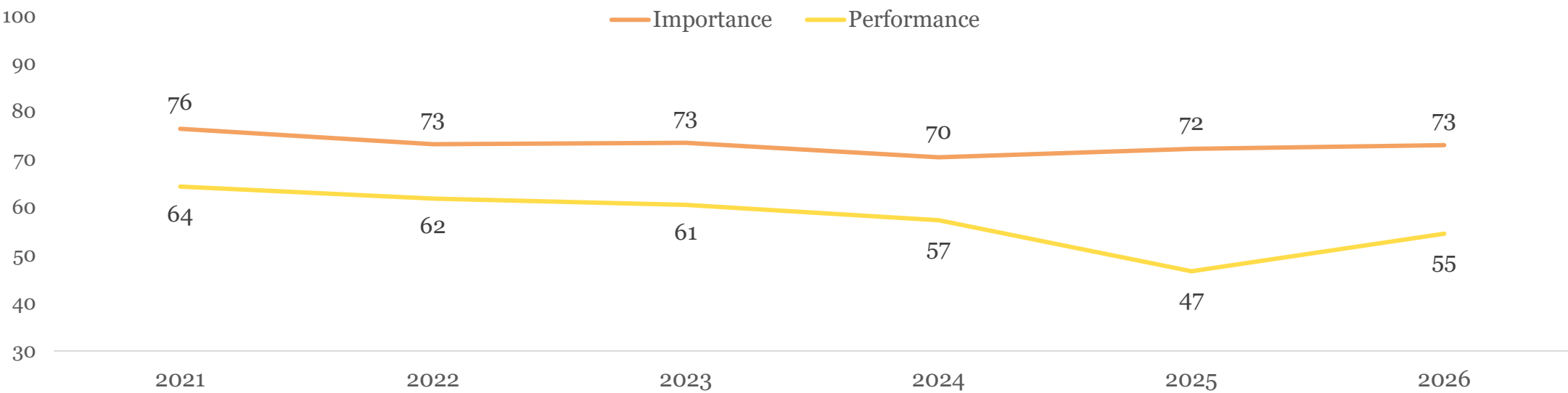
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	78	79	NA	79	77	78	77	75	80	80	77	75
Performance	63	63	64	59	65	61	67	64	62	65	61	64

Difference 2026 vs. 2025

Importance	+2	-	NA	-	+3	+2	+1	+2	+1	+2	+2	+1
Performance	+2	-2	-2	-2	+8	-1	+3	+6	-3	+3	+1	+2

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Emergency and disaster management. For base sizes, please refer to slide 20.

Council Services – Business and Community Development and Tourism



Importance and Performance of Service 2026

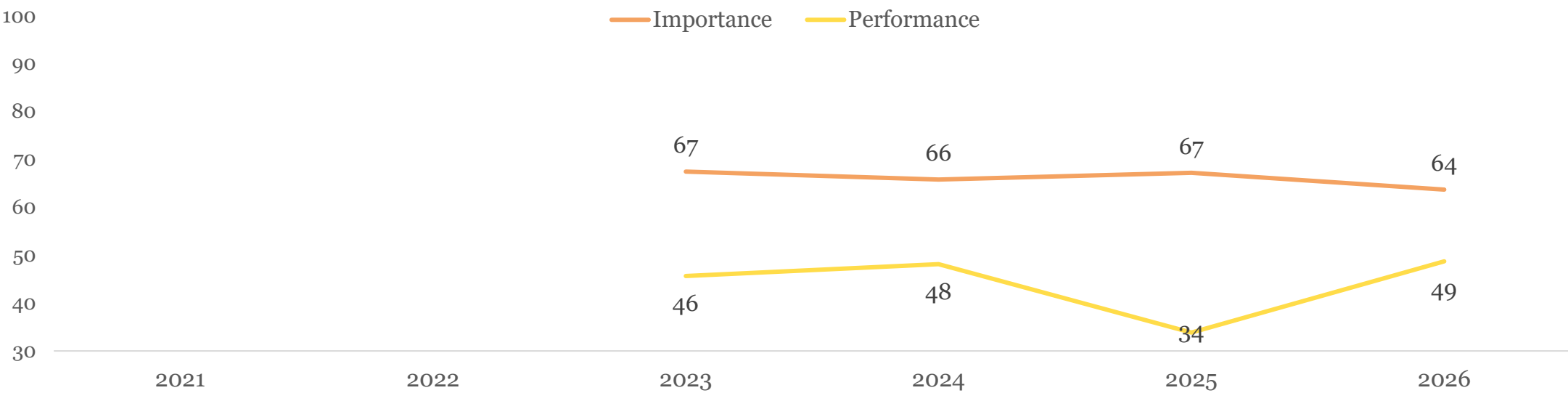
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	73	72	72	68	71	77	73	72	74	77	70	73
Performance	55	59	58	57	58	53	52	55	54	53	57	52

Difference 2026 vs. 2025

Importance	+1	+4	+1	-3	-3	+3	+1	+2	-1	+3	+2	-1
Performance	+8	+3	+1	+6	+16	+7	+5	+10	+6	+4	+7	+10

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Business and community development and tourism. For base sizes, please refer to slide 20.

Council Services – Planning and Building Permits



Importance and Performance of Service 2026

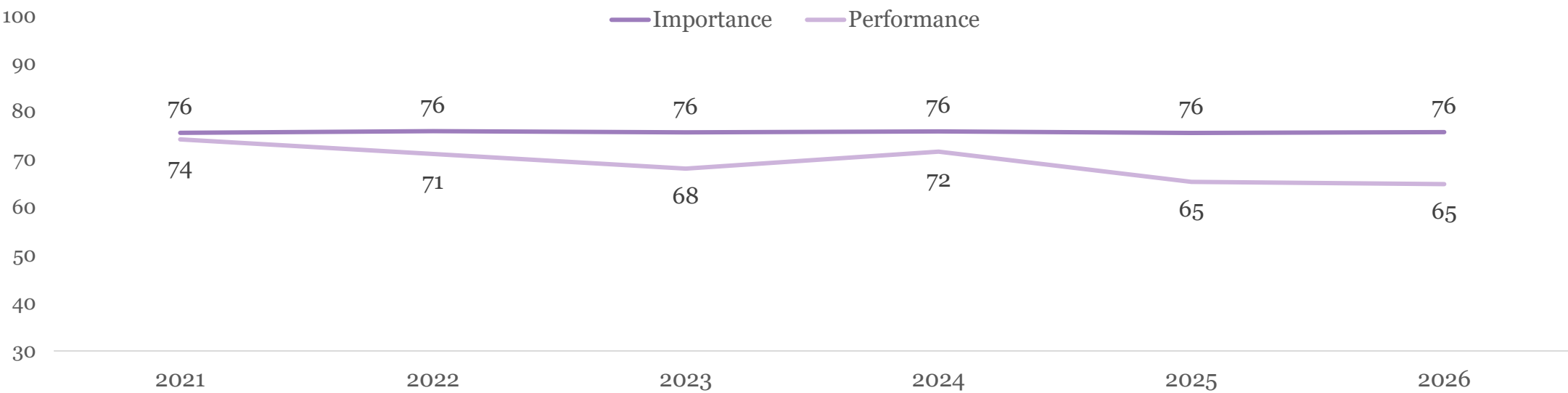
Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	64	69	69	60	67	65	63	61	67	67	61	64
Performance	49	48	48	52	49	48	48	48	49	52	49	45

Difference 2026 vs. 2025

Importance	-3	-2	-1	-1	-1	-3	-7	-6	-1	-	-6	-4
Performance	+15	+5	+5	+15	+21	+17	+10	+15	+15	+14	+9	+18

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Planning and building permits. For base sizes, please refer to slide 20.

Council Services – Recreational Facilities



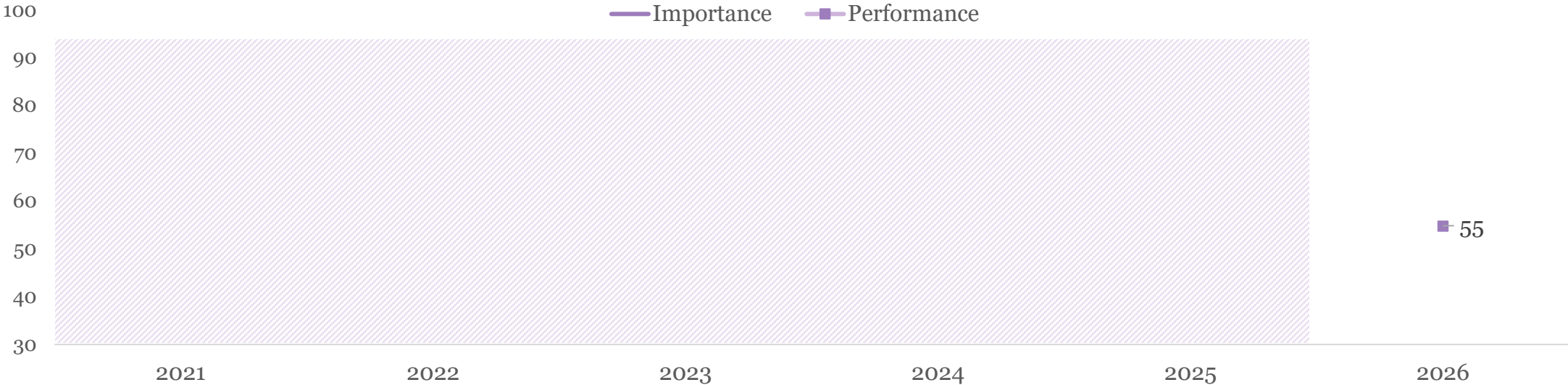
Importance and Performance of Service 2026

Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Importance	76	75	74	77	74	77	75	75	77	77	77	72
Performance	65	66	64	60	66	65	67	65	65	67	60	69

Difference 2026 vs. 2025

Importance	-	+2	+1	-	-1	-2	+1	+1	-1	+1	+4	-5
Performance	-	-2	-3	-1	+2	+2	-2	-2	+1	+1	-4	+3

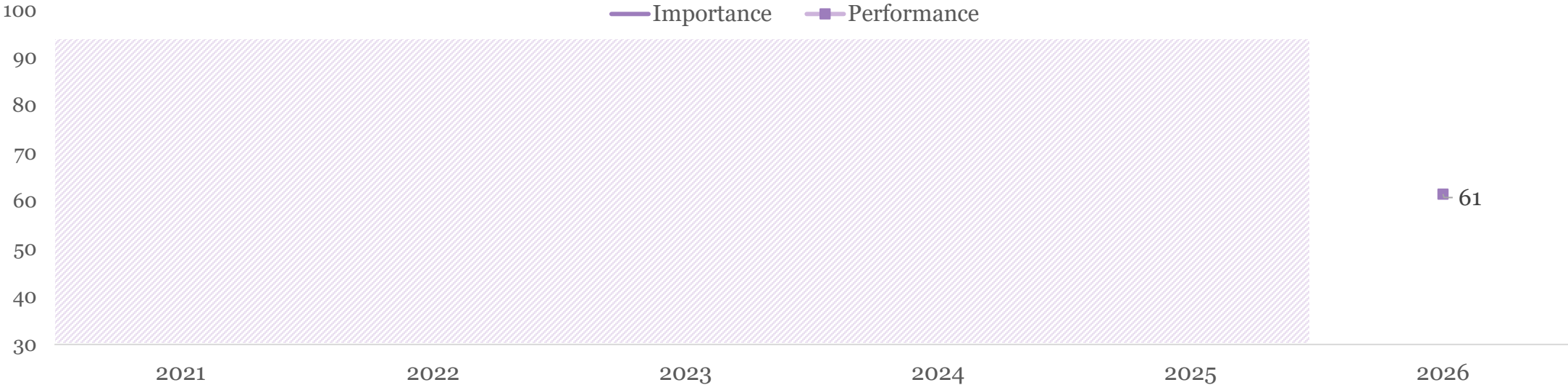
Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Recreational facilities. For base sizes, please refer to slide 20.



Performance of Service 2026

Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Performance	55	64	59	60	52	53	56	58	52	60	53	49

Note: Performance of art centres has not been historically asked



Performance of Service 2026

Score	Buloke SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Lower Avoca	Mallee	Mount Jeffcott
Performance	61	75	73	63	64	59	61	61	62	62	60	62

Note: Performance of libraries has not been historically asked



Thank you

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