



2025 Local Government Community Satisfaction Survey

Buloke Shire Council

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



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

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

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

Serving Victoria for 26 years

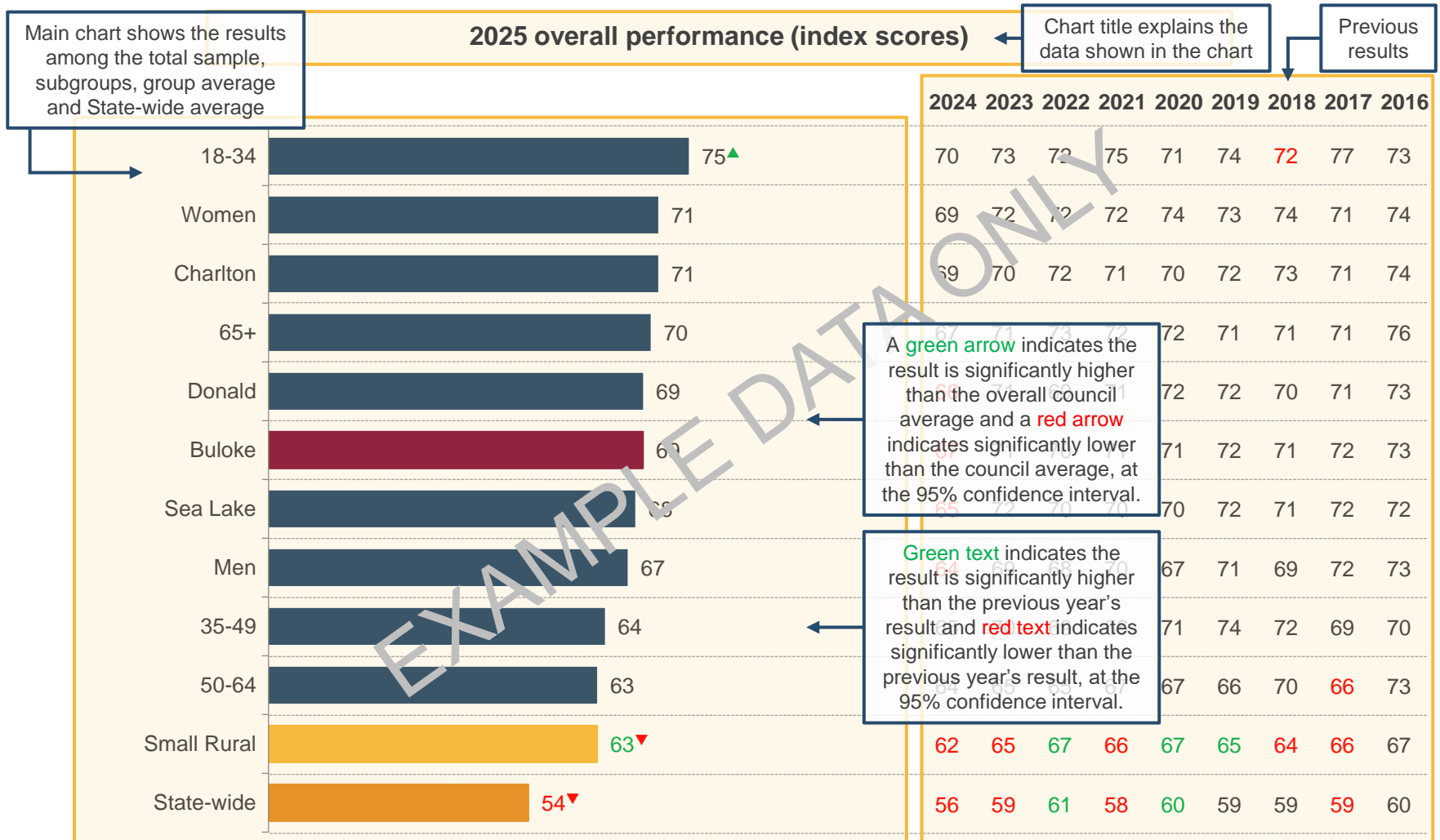
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

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

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



How to read index score charts in this report



Question asked and base size(s)

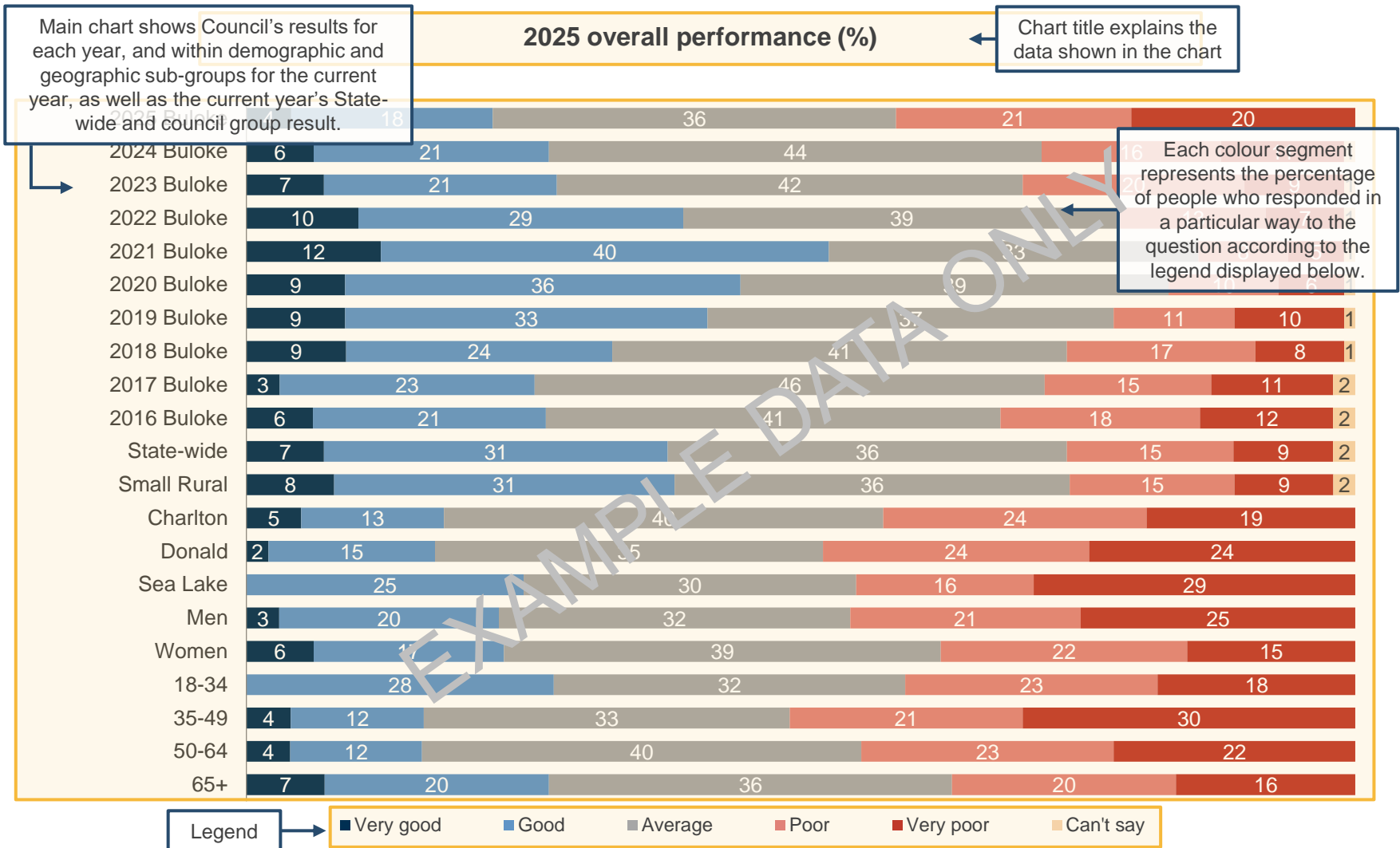
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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



How to read stacked bar charts in this report



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

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

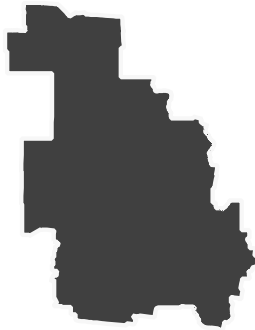
Key findings and recommendations



Buloke Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Buloke 41



Small Rural 54



State-wide 53

Council performance compared to group average

Top 3 performing areas



Recreational facilities

▬ on par



Waste management

▼ lower



Appearance of public areas

▼ lower

Bottom 3 performing areas



Unsealed roads

▼ lower



Planning & building permits

▼ lower



Sealed local roads

▼ lower



Customer service

▼ lower



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

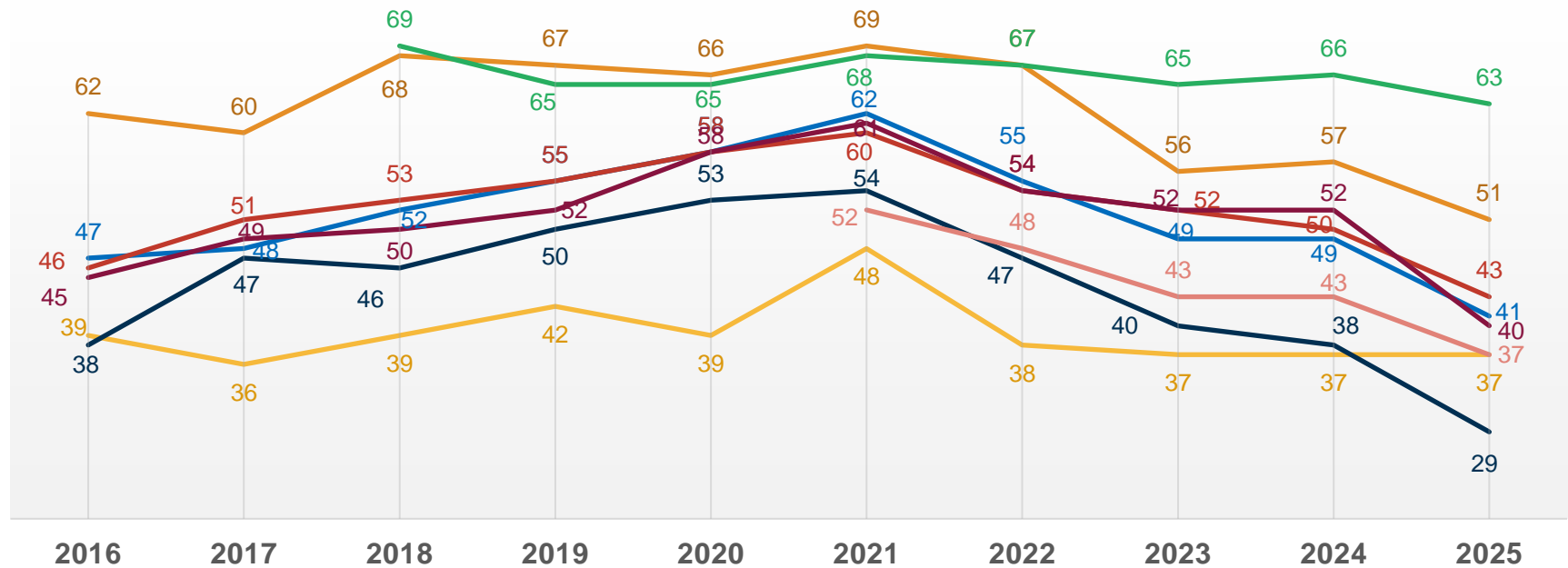

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

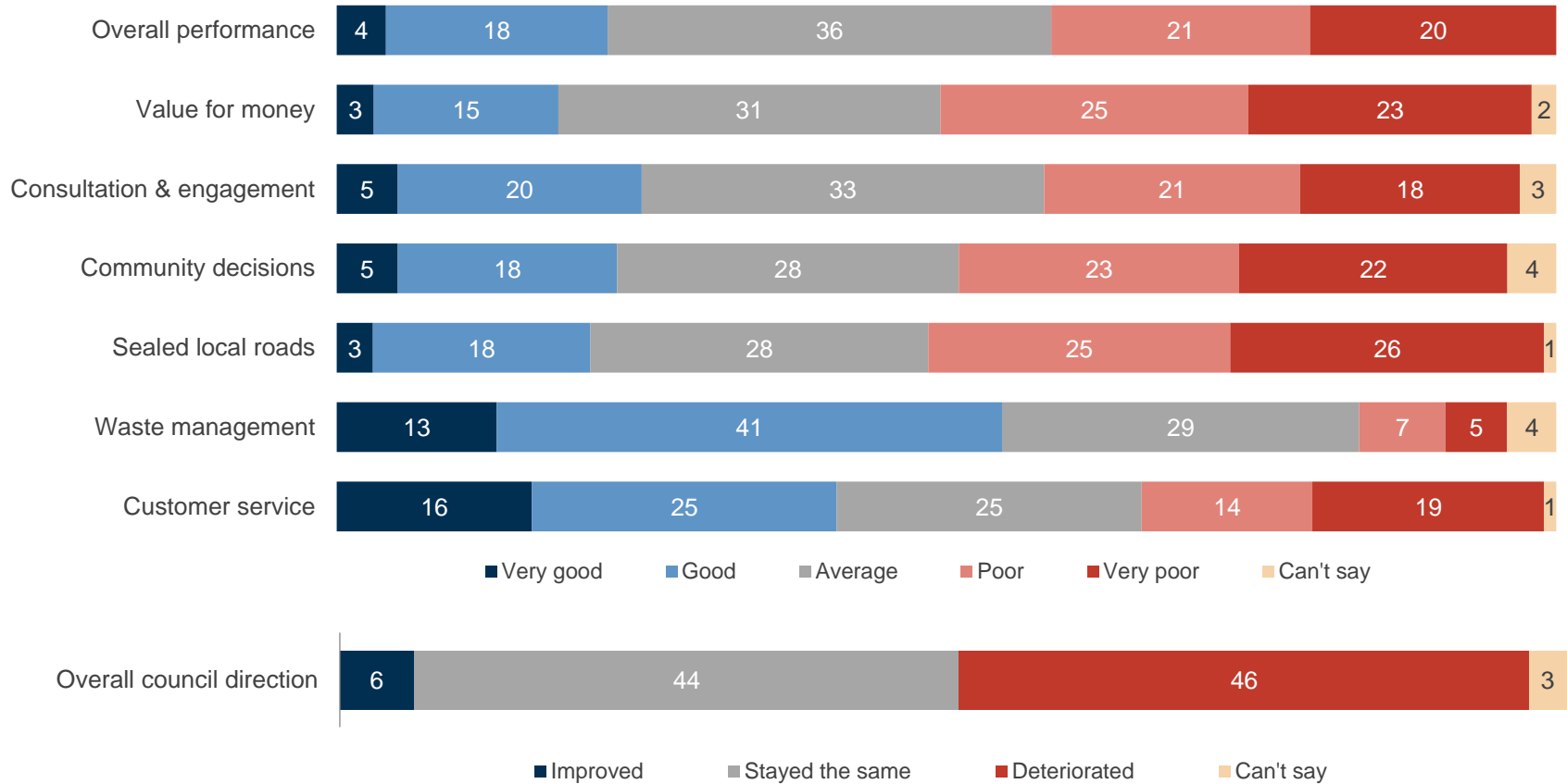

Overall
Council
Direction














Summary of core measures

Core measures summary results (%)














Summary of Buloke Shire Council performance

Services		Buloke 2025	Buloke 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	41	49	54	53	65+ years	35-49 years
	Value for money	37	43	47	47	65+ years	35-49 years
	Overall council direction	29	38	46	46	Sea Lake residents	Donald residents
	Customer service	51	57	65	66	18-34 years	35-49 years
	Recreational facilities	65	72	66	67	65+ years	Sea Lake residents
	Waste management	63	66	66	65	65+ years	50-64 years
	Appearance of public areas	63	65	70	68	Donald residents	Sea Lake residents
	Emergency & disaster mngt	62	65	66	65	Women	Sea Lake residents
	Art centres & libraries	59	59	72	73	18-34 years	35-49 years
	Enforcement of local laws	54	63	58	59	Women	Sea Lake residents



Summary of Buloke Shire Council performance

Services		Buloke 2025	Buloke 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Environmental sustainability	53	56	58	59	18-34 years	Sea Lake residents
	Bus/community dev./tourism	47	57	57	56	18-34 years	Donald residents
	Local streets & footpaths	45	48	53	52	Donald residents	Sea Lake residents
	Consultation & engagement	43	50	51	50	18-34 years	35-49 years
	Community decisions	40	52	50	49	18-34 years	35-49 years
	Lobbying	40	47	51	49	65+ years	35-49 years, Donald residents
	Sealed local roads	37	37	44	45	Charlton residents	50-64 years
	Planning & building permits	34	48	43	43	Sea Lake residents	Donald residents
	Unsealed roads	31	27	40	38	Charlton residents, 65+ years	Sea Lake residents, 50-64 years



Focus areas for the next 12 months

Overview

Ratings of Buloke Shire Council's overall performance and overall direction have declined significantly in the past 12 months to record lows. While performance on unsealed roads maintenance has improved significantly this year, seven other service areas – including recreational facilities, enforcement of local laws, business and community development and tourism, consultation and engagement, community decisions, lobbying, and planning and building permits – saw significant declines since 2024.

Key influences on perceptions of overall performance

Council should look to improve perceptions of its decision-making and consultation, which have significantly declined this year and have a stronger influence on Council's overall performance rating. Council should also prioritise attending to the maintenance of its sealed roads, another strong influence on overall perceptions where Council rates poorly. Efforts in the influential and more positively rated area of emergency and disaster management should also be maintained to help improve overall perceptions of Council.

Comparison to state and area grouping

Council performs in line with both the Small Rural group and State-wide averages on recreational facilities and the State-wide average for councils on waste management. However, Council performance is rated significantly lower than both the Small Rural group and State-wide averages on other core measures and individual service areas evaluated.

Build upon improvements and address key service declines

Council should look to maintain efforts and build upon improvements to its unsealed road maintenance. It should also work to improve perceptions of performance on planning and building permits, and on business and community development and tourism which has a significant influence on Council's overall performance rating. Both these service areas recorded double-digit declines this year and particular attention should be given to Donald, whose residents provided Council's lowest ratings for these areas.

DETAILED FINDINGS

Overall performance



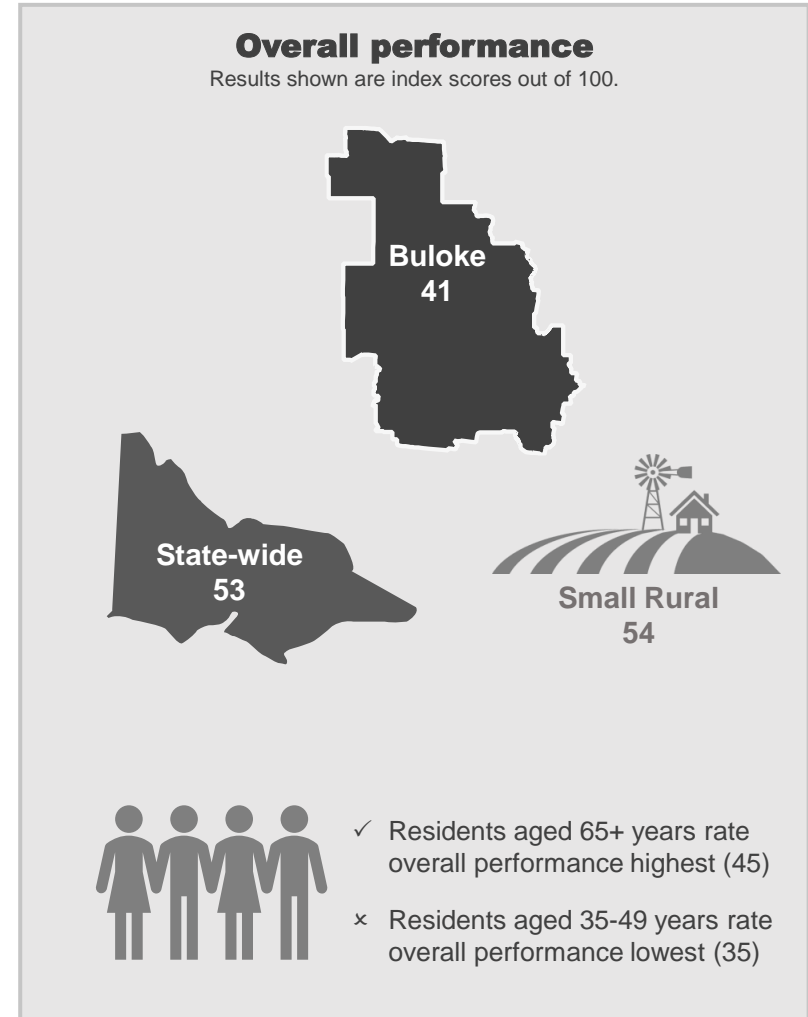
Overall performance

Perceptions of Buloke Shire Council's overall performance have declined significantly over the past 12 months, with the overall performance index score of 41 representing a 10 year low.

Council's overall performance continues to be rated significantly lower (at the 95% confidence interval) than the Small Rural group and State-wide averages for councils (index scores of 54 and 53 respectively).

- Overall performance ratings have declined significantly this year among residents aged 65 years and over (index score of 45, down six points from 2024), men (index score of 39, down nine points) and residents aged 35 to 49 years (index score of 35, down 18 points).
- Council's overall performance rating is slightly higher in Charlton (index score of 41) than in Sea Lake or Donald (index scores of 38 and 36 respectively), which have each seen significant declines from last year (down 15 and 12 points respectively).

Less than one in five residents (18%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Close to half (48%) rate this as 'very poor' or 'poor', and a further 31% rate Council as 'average' at providing value for money.





Overall performance

2025 overall performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	54▲	53	55	58	60	56	58	56	58	57
State-wide	53▲	54	56	59	61	58	60	59	59	59
65+	45	51	53	60	66	63	62	55	51	51
Women	44	49	51	57	64	61	56	55	53	48
18-34	42	47	45	57	69	58	57	55	49	47
Buloke	41	49	49	55	62	58	55	52	48	47
Charlton	41	48	50	58	67	60	57	51	46	n/a
Men	39	48	48	54	60	54	54	49	44	47
50-64	38	43	45	51	55	51	50	42	44	41
Sea Lake	38	53	47	50	59	53	55	52	51	n/a
Donald	36	48	47	53	58	57	54	48	48	n/a
35-49	35	53	49	50	52	55	46	59	50	50

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

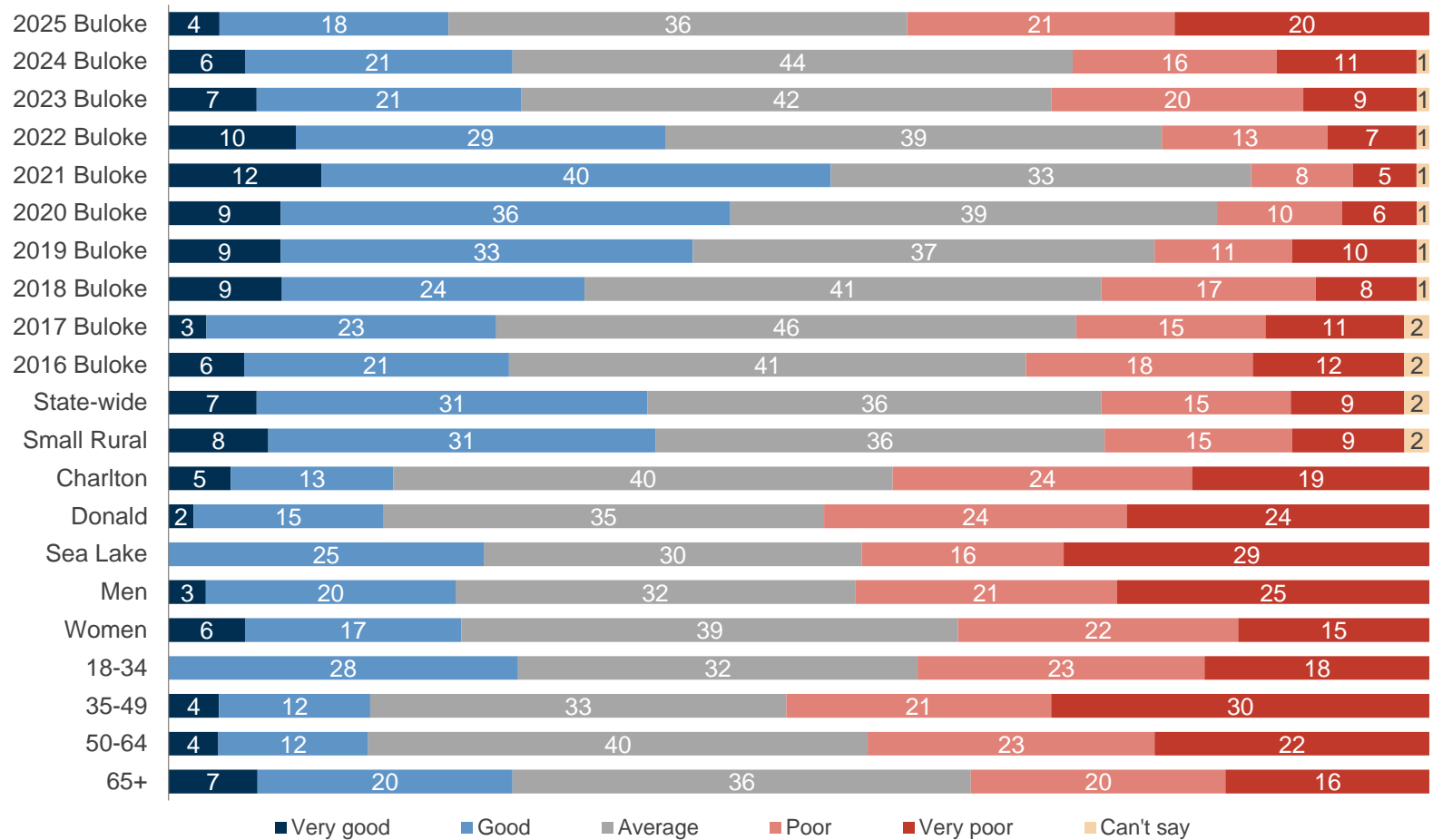
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



Overall performance

2025 overall performance (%)



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



Value for money in services and infrastructure

2025 value for money (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	47▲	47	49	51	52	n/a	n/a	n/a	n/a	n/a
State-wide	47▲	48	49	53	54	n/a	n/a	n/a	n/a	n/a
65+	44▲	48	50	54	60	n/a	n/a	n/a	n/a	n/a
Charlton	41	40	42	53	56	n/a	n/a	n/a	n/a	n/a
Women	39	43	45	52	55	n/a	n/a	n/a	n/a	n/a
Buloke	37	43	43	48	52	n/a	n/a	n/a	n/a	n/a
Sea Lake	36	47	42	37	54	n/a	n/a	n/a	n/a	n/a
Men	36	43	42	43	50	n/a	n/a	n/a	n/a	n/a
18-34	36	42	40	52	54	n/a	n/a	n/a	n/a	n/a
Donald	33	39	41	44	48	n/a	n/a	n/a	n/a	n/a
50-64	32	34	37	41	44	n/a	n/a	n/a	n/a	n/a
35-49	30▼	43	39	41	41	n/a	n/a	n/a	n/a	n/a

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

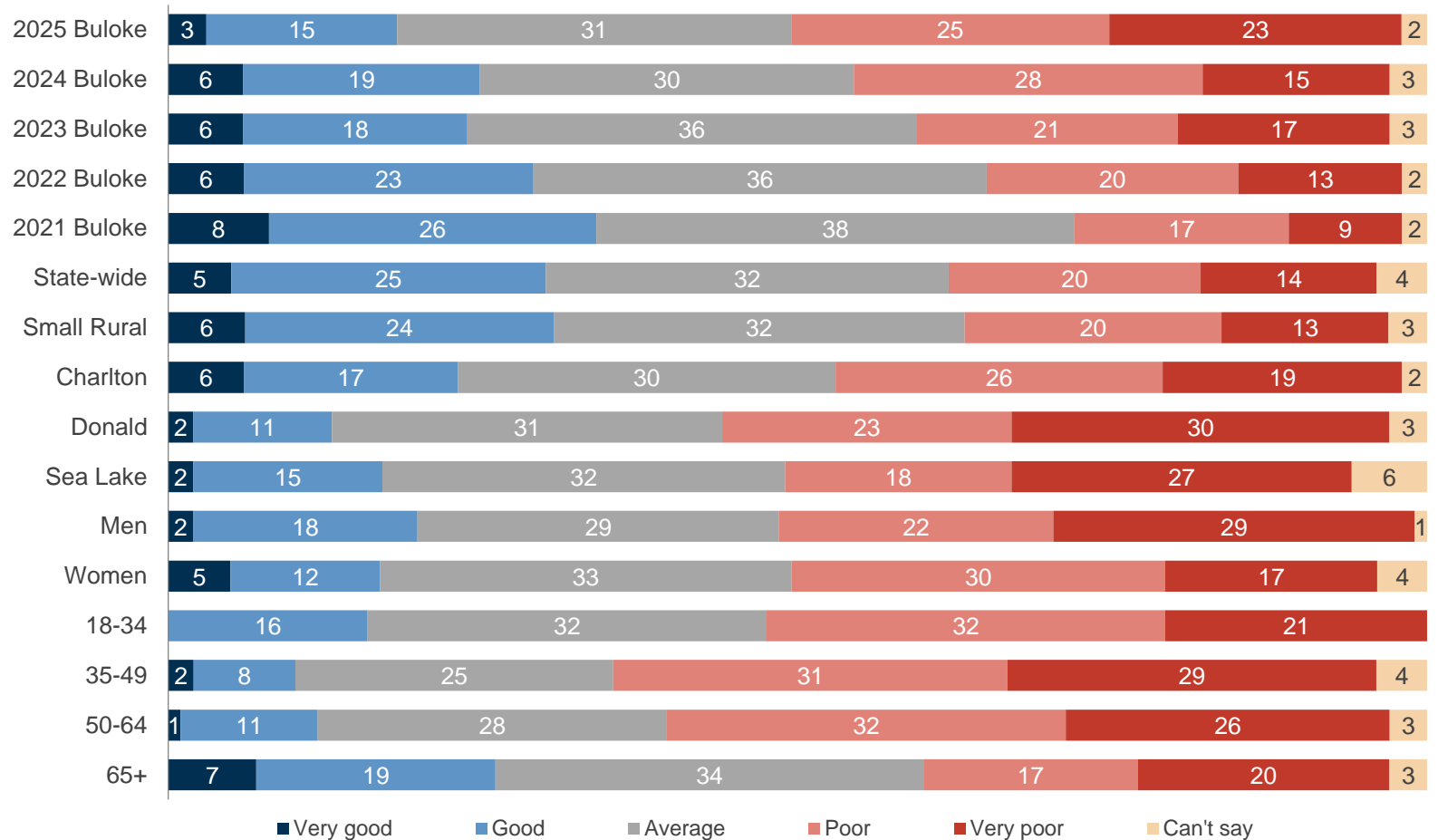
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19

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



Value for money in services and infrastructure

2025 value for money (%)



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

Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19



Top performing service areas

Council continues to perform best in the area of recreational facilities (index score of 65), with recreational and sporting facilities (14%) also most frequently cited by residents as the best thing about Council.

- Council is rated in line with both the State-wide and Small Rural group averages for this service area (index scores of 67 and 66 respectively).
- However, performance has declined significantly by seven points from 2024, with the largest declines among residents aged 18 to 34 years and 35 to 49 years (down 12 and nine points respectively).

Waste management and the appearance of public areas are Council's next highest rated service areas (index scores of 63 for each), followed by emergency and disaster management (index score of 62).

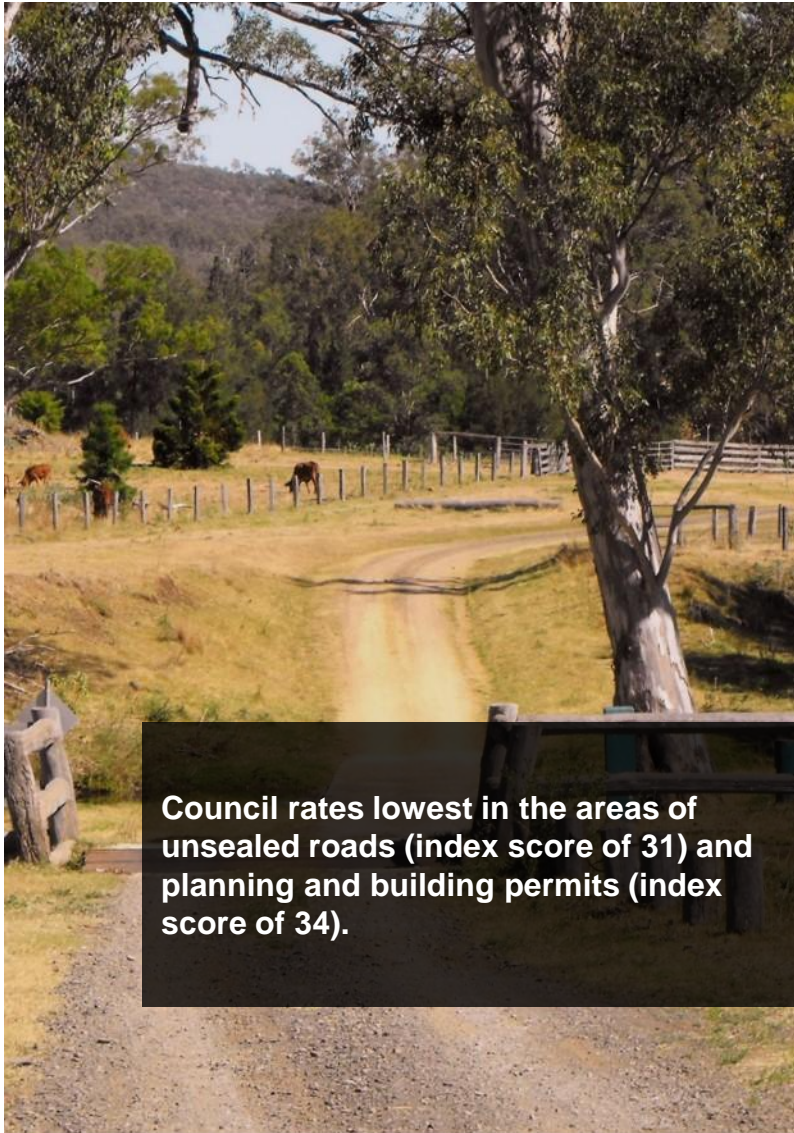
- Council performs in line with the State-wide average for waste management but significantly below the Small Rural group average, and below both the State-wide and Small Rural group averages on the appearance of public areas and emergency and disaster management.
- Council has largely maintained its positive ratings in these service areas across demographic groups but has seen significant declines among men on waste management, and 35 to 49 year olds and Donald and Sea Lake residents on emergency management.



Recreational facilities (index score of 65) is the area where Council performed best in 2025.



Low performing service areas



Council rates lowest in the areas of unsealed roads (index score of 31) and planning and building permits (index score of 34).

Council continues to rate lowest on maintaining its unsealed roads (index score of 31) but has significantly improved its rating by four points on 2024, largely driven by a significant 11-point increase among residents aged 18 to 34 years.

- Residents aged 50 to 64 years (index score of 25) rate performance significantly below the Council average for this service area and equal to Sea Lake residents.

Council's next lowest performing area is planning and building permits (index score of 34) where perceptions have significantly declined by 14 points this year, driven by double-digit decreases across all demographic cohorts.

- Residents of Donald (index score of 26, down 21 points) rate performance significantly below the Council average for this service area.

This is followed by the condition of sealed local roads (index score of 37, unchanged for three years), with almost one in four residents (24%) citing sealed road maintenance as the area Council most needs to improve.

Council performs significantly below the Small Rural group and State-wide averages for councils in these three service areas.



Individual service area performance

2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Recreational facilities	65	72	68	71	74	74	69	67	n/a	n/a
Waste management	63	66	65	67	68	65	65	69	n/a	n/a
Appearance of public areas	63	65	64	71	75	71	68	67	n/a	n/a
Emergency & disaster mngt	62	65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	54	63	64	62	65	62	61	58	n/a	n/a
Environmental sustainability	53	56	58	58	63	59	57	58	n/a	n/a
Bus/community dev./tourism	47	57	61	62	64	62	56	54	n/a	n/a
Local streets & footpaths	45	48	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	43	50	52	54	60	58	55	53	51	46
Community decisions	40	52	52	54	61	58	52	50	49	45
Lobbying	40	47	49	53	58	54	52	52	49	48
Sealed local roads	37	37	37	38	48	39	42	39	36	39
Planning & building permits	34	48	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	31	27	30	31	38	35	37	35	n/a	n/a

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

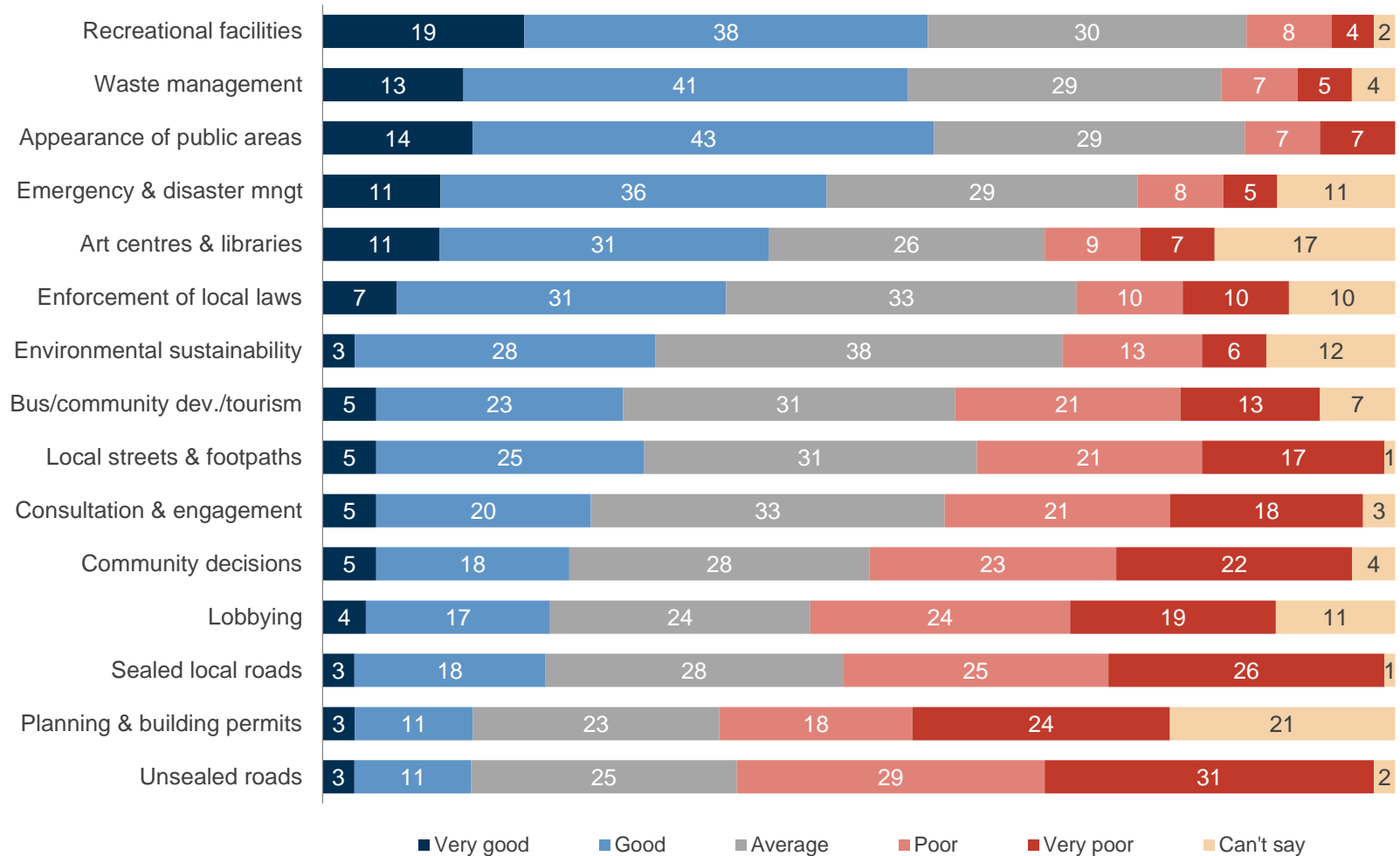
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



Individual service area performance

2025 individual service area performance (%)





Individual service area importance

2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Sealed local roads	86	88	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	86	86	85	86	86	84	82	85	n/a	n/a
Local streets & footpaths	81	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	79	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	77	77	78	79	80	80	77	78	n/a	n/a
Appearance of public areas	76	76	77	75	76	76	75	74	n/a	n/a
Emergency & disaster mngt	76	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	76	76	76	76	76	76	74	77	n/a	n/a
Bus/community dev./tourism	72	70	73	73	76	73	72	76	n/a	n/a
Planning & building permits	67	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	64	64	65	64	66	66	66	64	n/a	n/a
Environmental sustainability	61	61	63	66	67	67	65	65	n/a	n/a

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

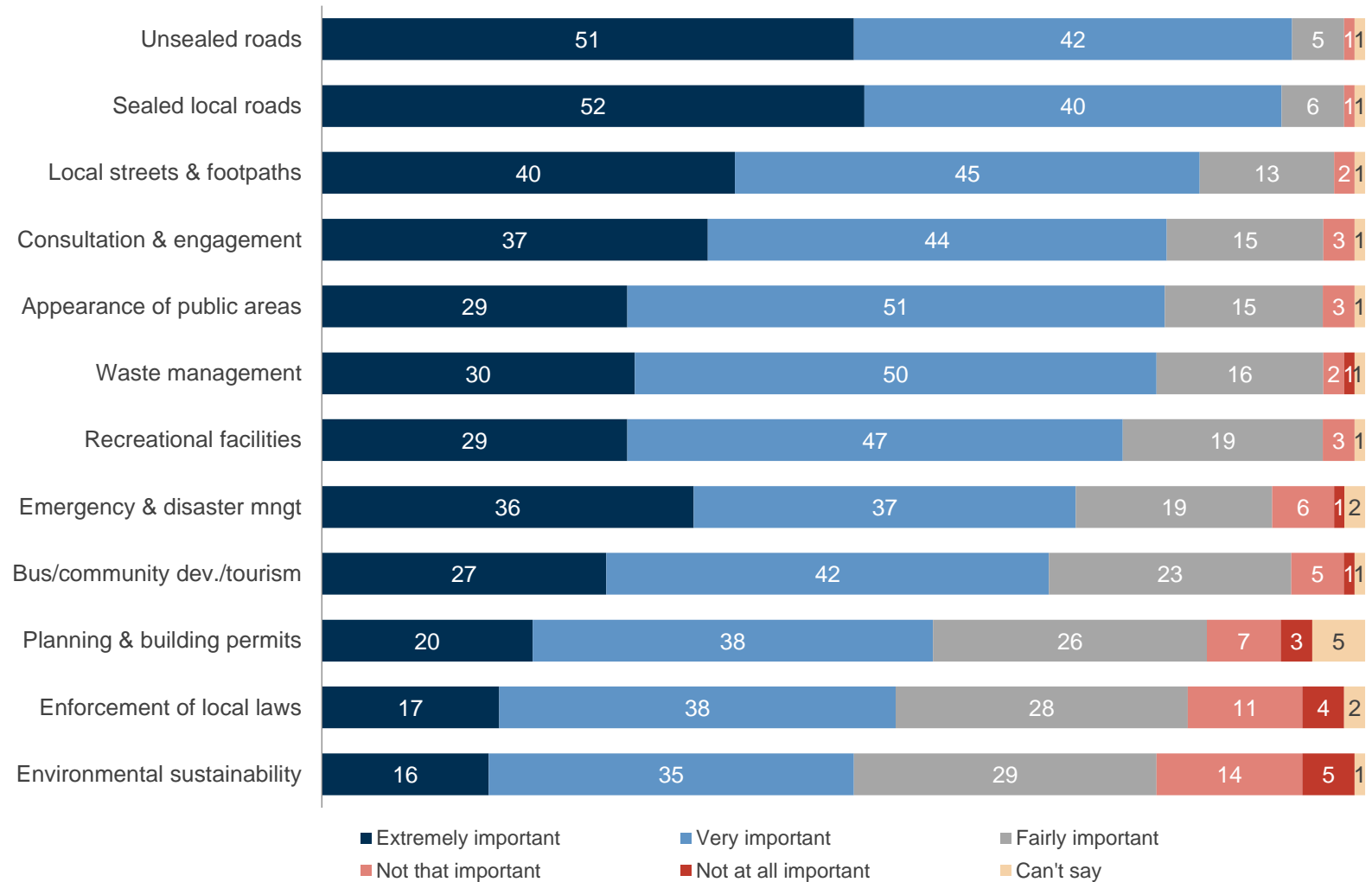
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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



Individual service area importance

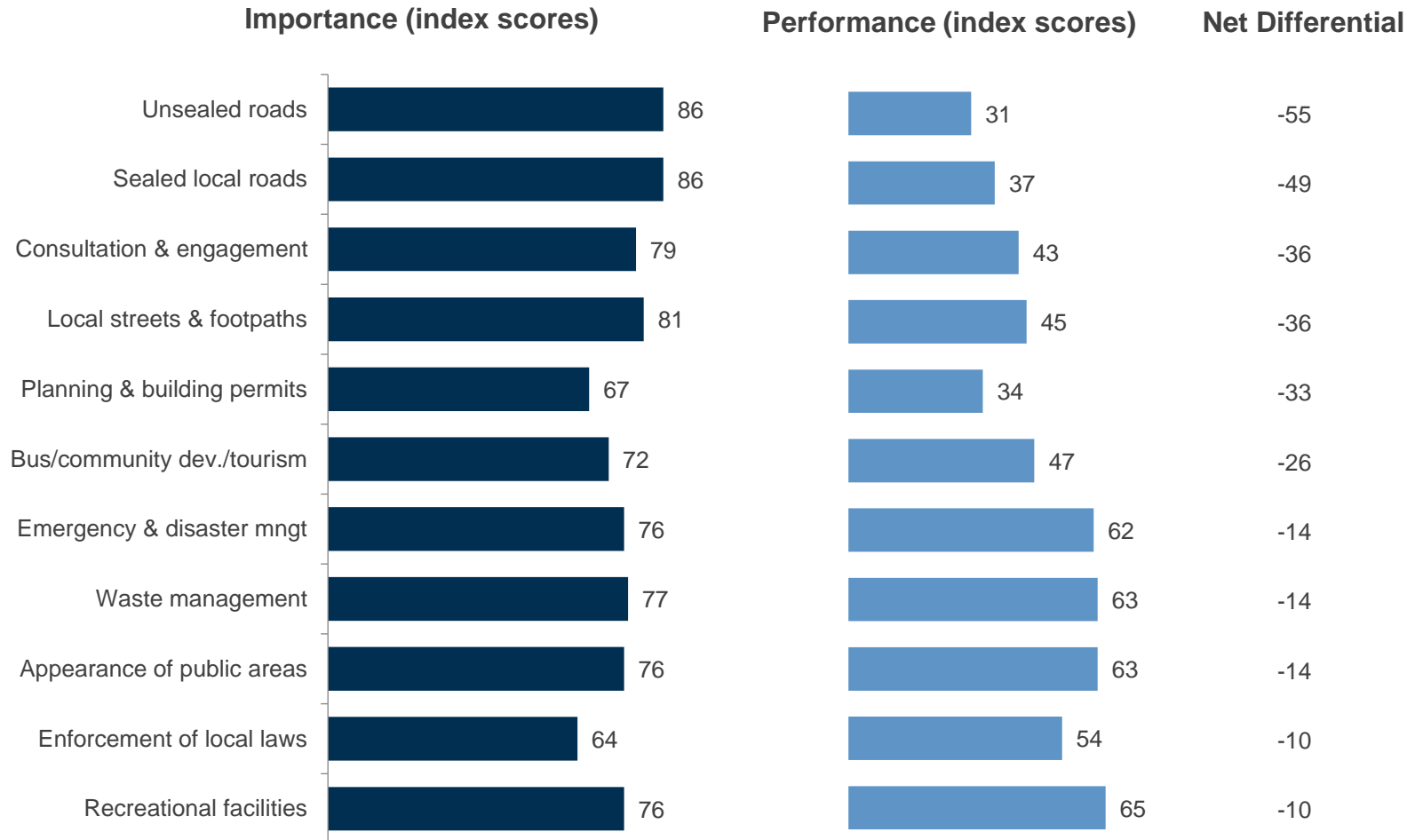
2025 individual service area importance (%)





Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council performance. Currently, Council performance is rated as poor in this area (index score of 40).

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

- Emergency management
- The condition of sealed roads
- Community consultation and engagement
- Business and community development and tourism
- Lobbying on behalf of the community
- The appearance of public areas
- Art centres and libraries
- Waste management.

Looking at these key service areas only, Council performs best on the more moderate influences of the appearance of public areas and waste management (index scores of 63 for each) and stronger influence of emergency management (index score of 62).

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

Most in need of attention is Council's performance on maintaining its sealed local roads, which is rated as 'poor' (index score of 37). Council is also seen to perform poorly on lobbying, community consultation, and business and community development and tourism (index scores of 40, 43 and 47 respectively).

Improvement in these areas will have a moderate-to-strong influence on the overall performance rating.

It will be important for Council to attend to the condition of its sealed roads, to consult residents on key local issues and demonstrate efforts to advocate on their behalf, particularly around community and business development, to help improve 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 overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than those located closer to the axis.

The regressions are shown on the following two charts.

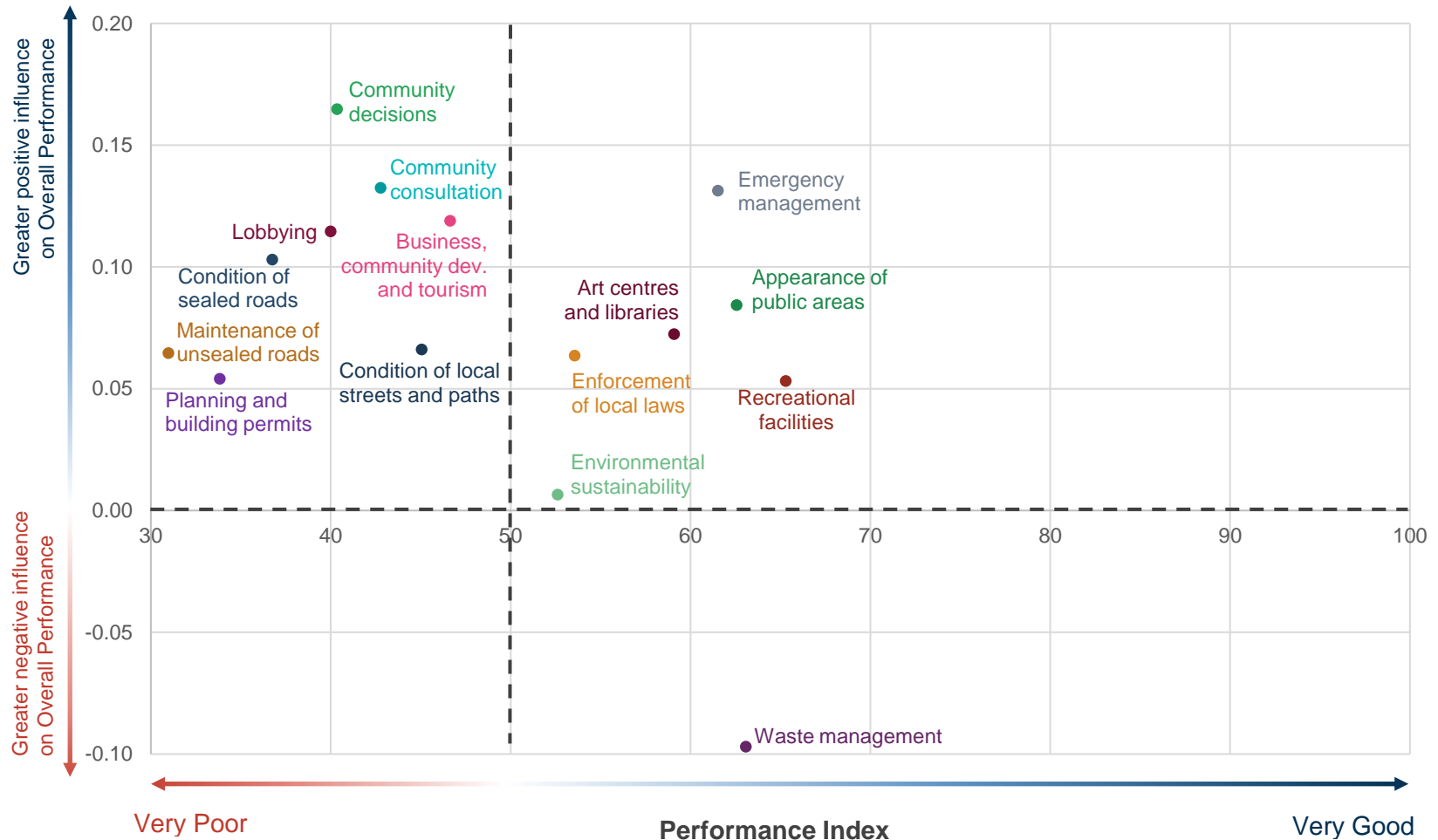
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all services

2025 regression analysis (all services)

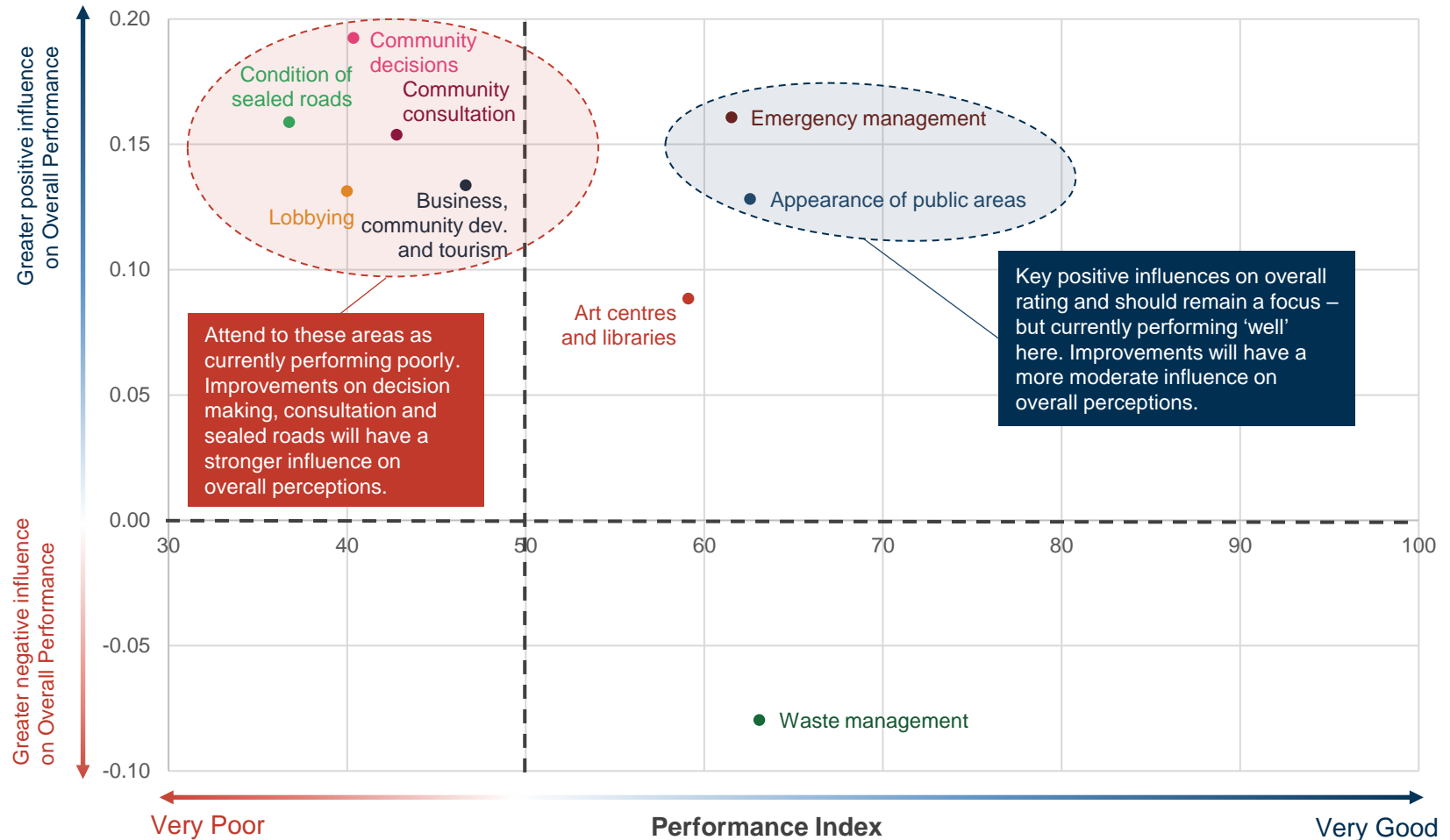


The multiple regression analysis model above (all service areas) has an R^2 value of 0.626 and adjusted R^2 value of 0.612, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 42.91$. 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

2025 regression analysis (key services)

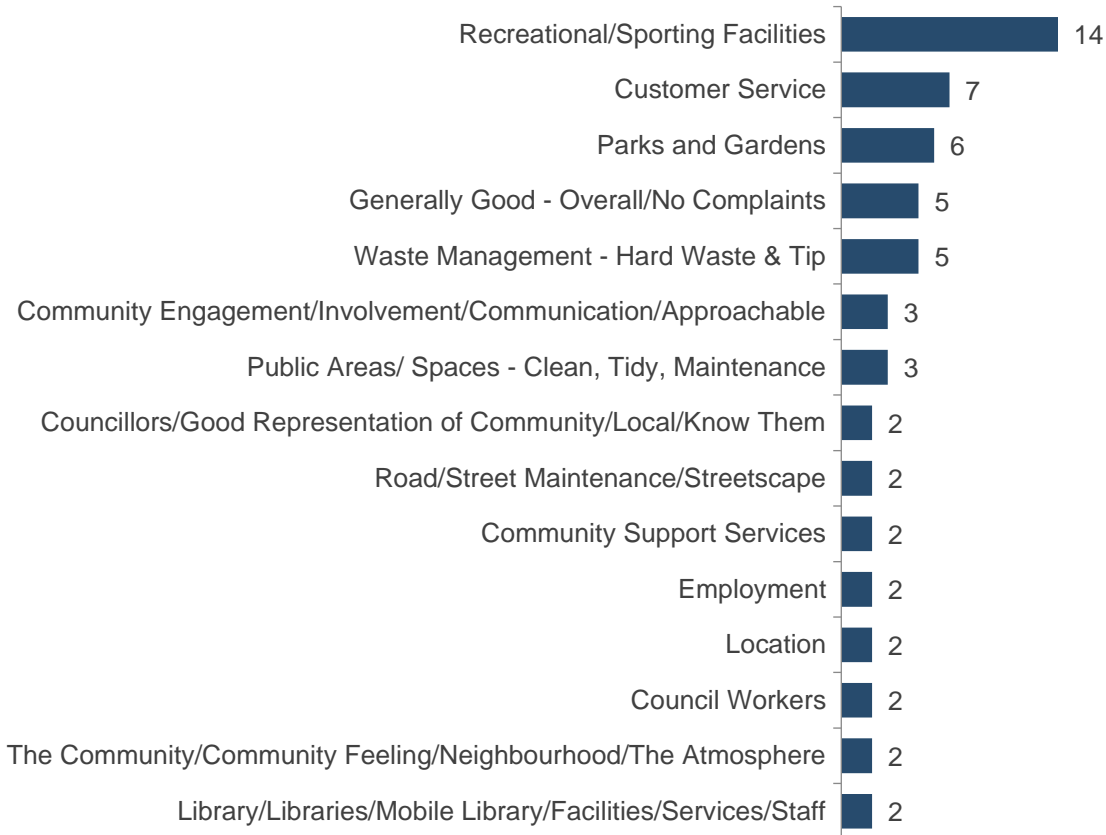


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.613 and adjusted R^2 value of 0.605, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 68.78$



Best things about Council and areas for improvement

2025 best things about Council (%)
- Top mentions only -



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



Q16. Please tell me what is the ONE BEST thing about Buloke Shire Council? 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 State-wide: 29 Councils asked group: 10

Q17. What does Buloke Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 44 Councils asked group: 14

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Six in 10 residents (61%) had contact with Council in the previous 12 months, significantly down on 2024 (68%).

- Rate of contact is significantly higher among residents aged 50 to 64 years (74%).
- Contact has declined this year among people aged 18 to 34 years (54%, down 21 points) and men (55%, down 10 points).



Among those residents who have had contact with Council, 41% provide a positive customer service rating of 'very good' or 'good', including 16% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score has decreased significantly in the past 12 months (51, down six points on 2024). Council rates significantly lower than the State-wide and Small Rural group averages (index scores of 66 and 65 respectively).

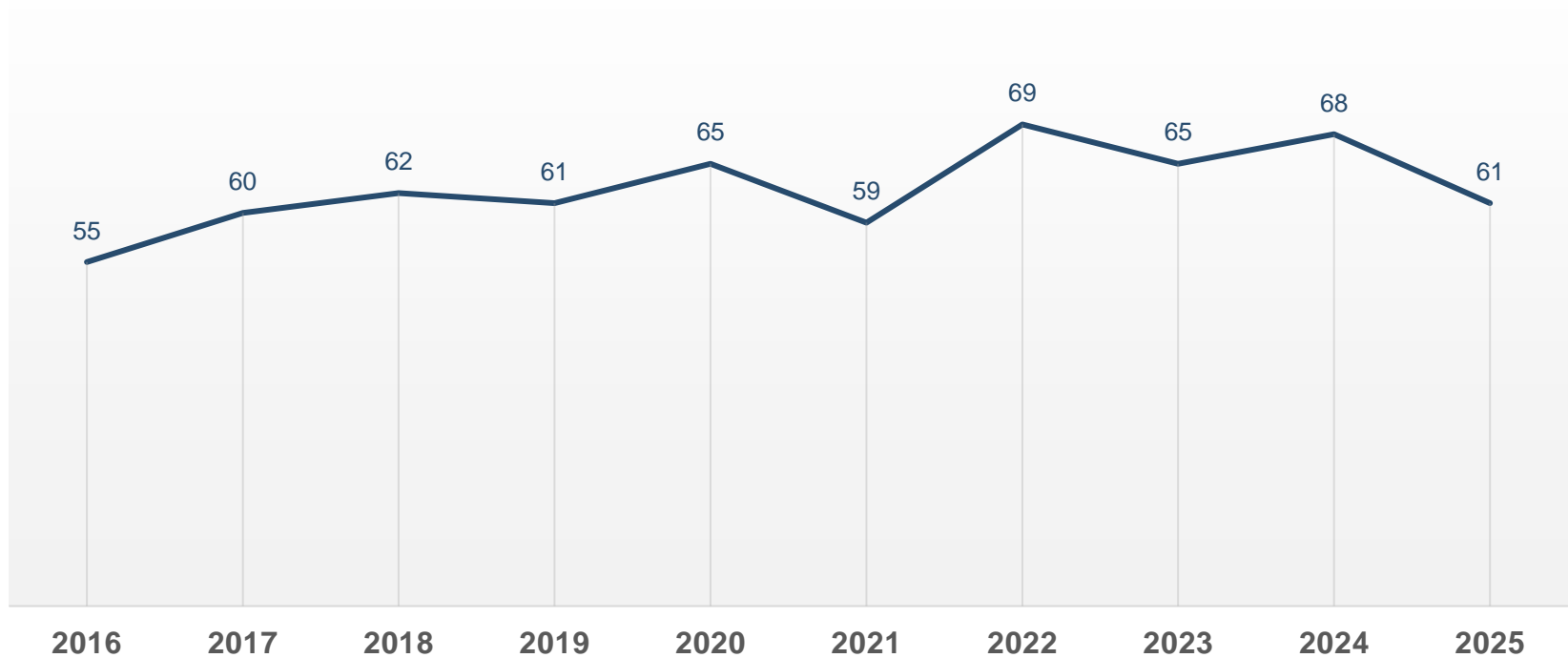
Four in 10 residents (41%) who had contact with Council provide a positive customer service rating of 'very good' or 'good'. One third of residents (33%) provide a negative rating of 'very poor' or 'poor' and a further one in four (25%) rate customer service as 'average'.

- There are no significant differences in perceptions of customer service among demographic groups compared to the Council average, and perceptions among each cohort remain consistent with 2024.
- People aged 18 to 34 years rate customer service highest overall (index score of 62) but have the lowest rate of contact with Council.
- By contrast, people aged 35 to 49 years have the second highest rate of contact with Council and rate customer service lowest overall (index score of 46).



Contact with council

2025 contact with council (%)
Have had contact



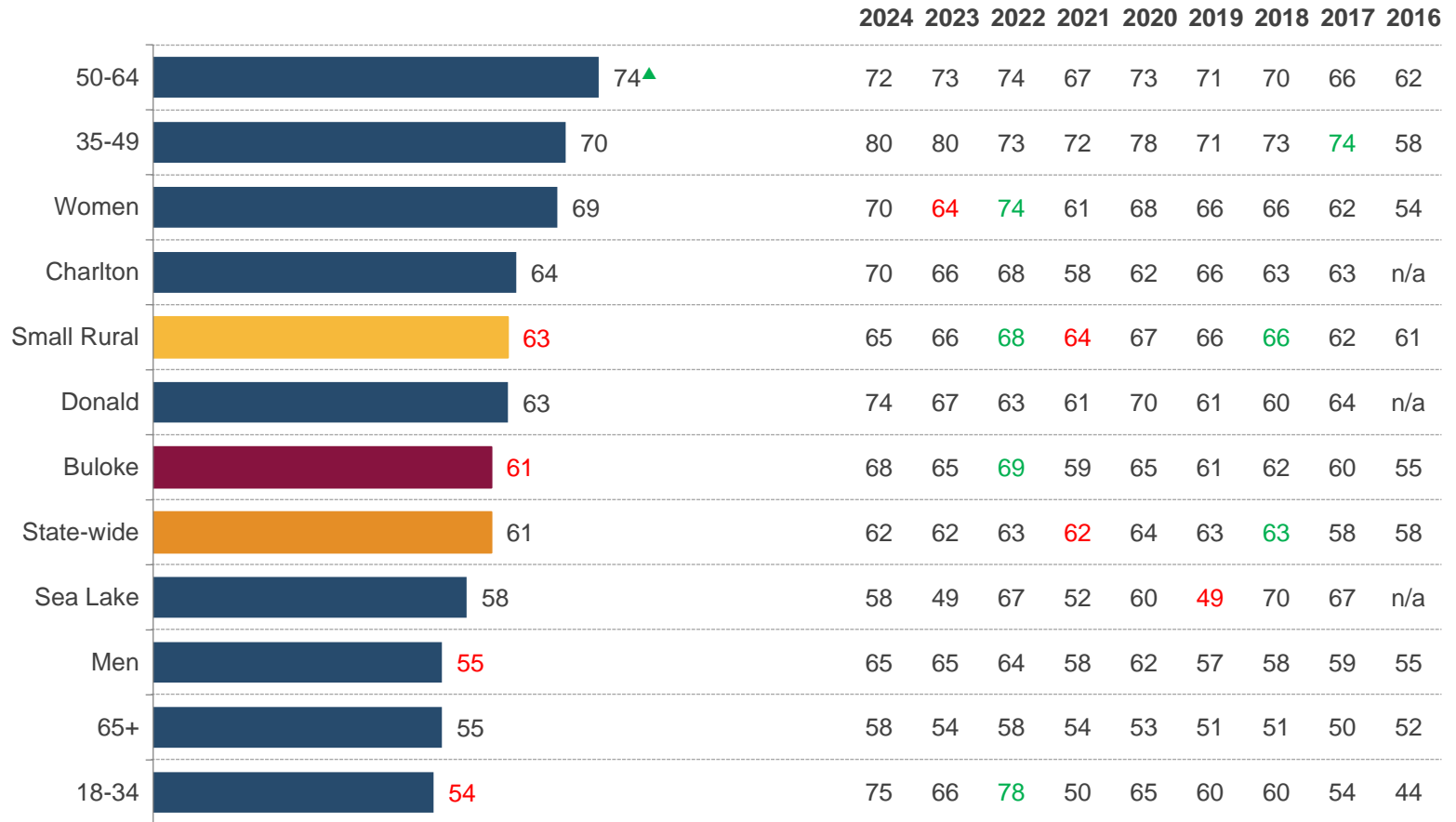
Q5. Over the last 12 months, have you or any member of your household had any contact with Buloke Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



Contact with council

2025 contact with council (%)



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

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

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



Customer service rating

2025 customer service rating (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	66▲	67	67	68	70	70	71	70	69	69
Small Rural	65▲	66	65	67	69	70	70	69	69	69
18-34	62	57	54	70	81	77	73	72	63	60
Women	54	60	57	65	73	69	72	72	65	62
Charlton	51	62	55	62	77	71	72	73	62	n/a
Buloke	51	57	56	67	69	66	67	68	60	62
65+	50	58	55	68	72	66	78	70	58	67
50-64	48	52	57	65	63	60	62	57	61	60
Donald	48	51	49	67	66	63	60	63	61	n/a
Sea Lake	48*	56	60	70	64	76	68	73	60	n/a
Men	47	54	55	69	65	62	63	64	53	61
35-49	46	59	60	65	63	65	57	77	59	58

Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

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

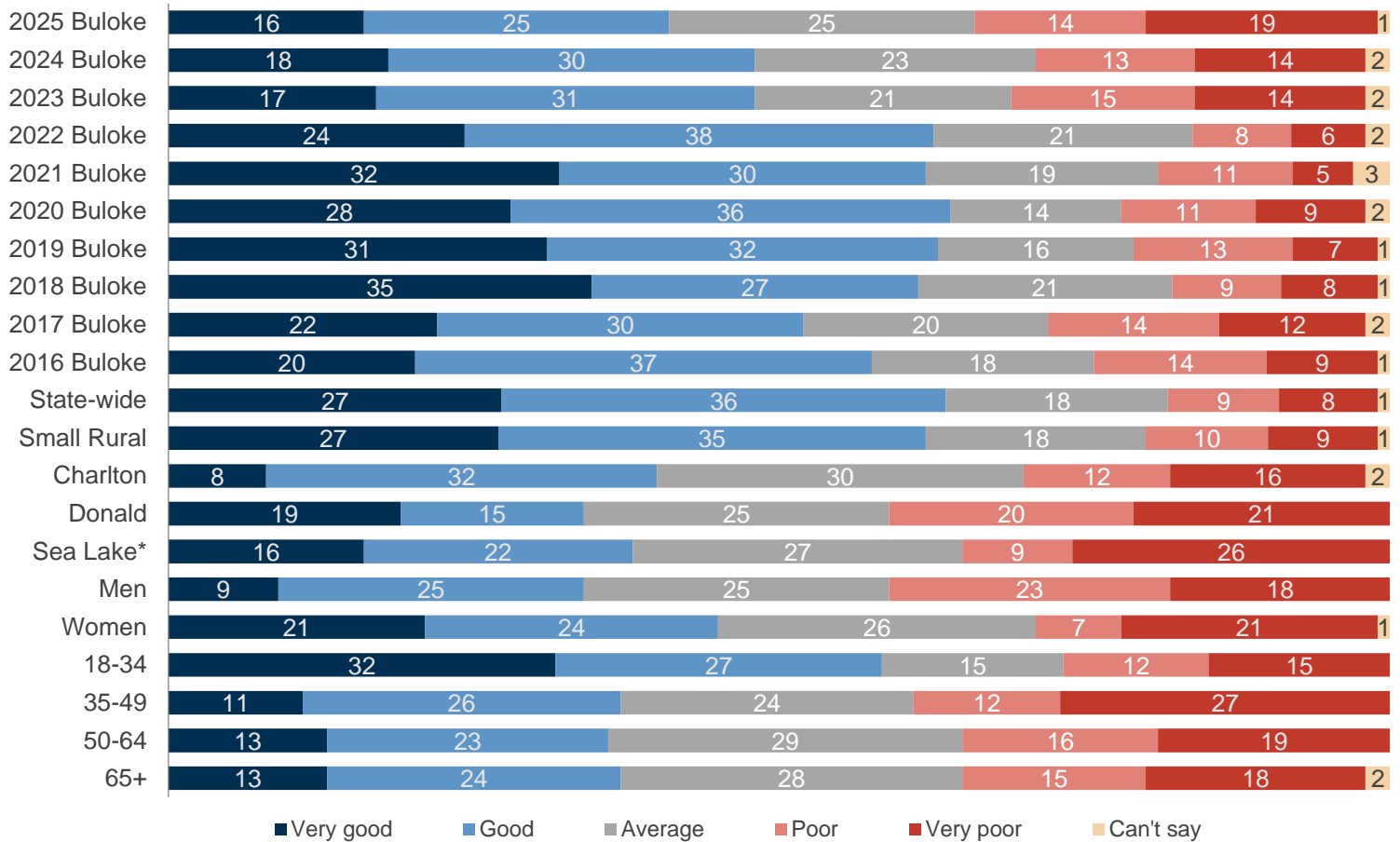
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2025 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

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

*Caution: small sample size < n=30



Communication

Communication

Advertising in a local newspaper and Council newsletters sent via email are the most preferred sources of information about Council news and information and upcoming events, each preferred by 20% of residents. These sources have now overtaken Council newsletters via mail, preferred by 16% of residents, which has sharply declined since last year (down 11 percentage points).

- Among residents aged under 50 years, social media updates and Council newsletters via email are now the preferred forms of communication (25% for each), followed by text messaging (14%). Preference for Council newsletters via mail, which was the most preferred form of communication in 2024, has now declined to 10% among this age group.
- Among residents aged 50 years and over, advertising in a local newspaper (25%) has overtaken Council newsletters via mail (20%, down eight percentage points) and is once again the preferred form of communication.





Best form of communication

2025 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



Council
Website



Text
Message



Social
Media



Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which

ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 12

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2025 under 50s best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



Council
Website



Text
Message



Social
Media



Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which

ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked State-wide: 33 Councils asked group: 12

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



Council
Website



Text
Message



Social
Media



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

Base: All respondents aged 50+ years. Councils asked State-wide: 33 Councils asked group: 12

Note: 'Social Media' was included in 2019.



Council direction

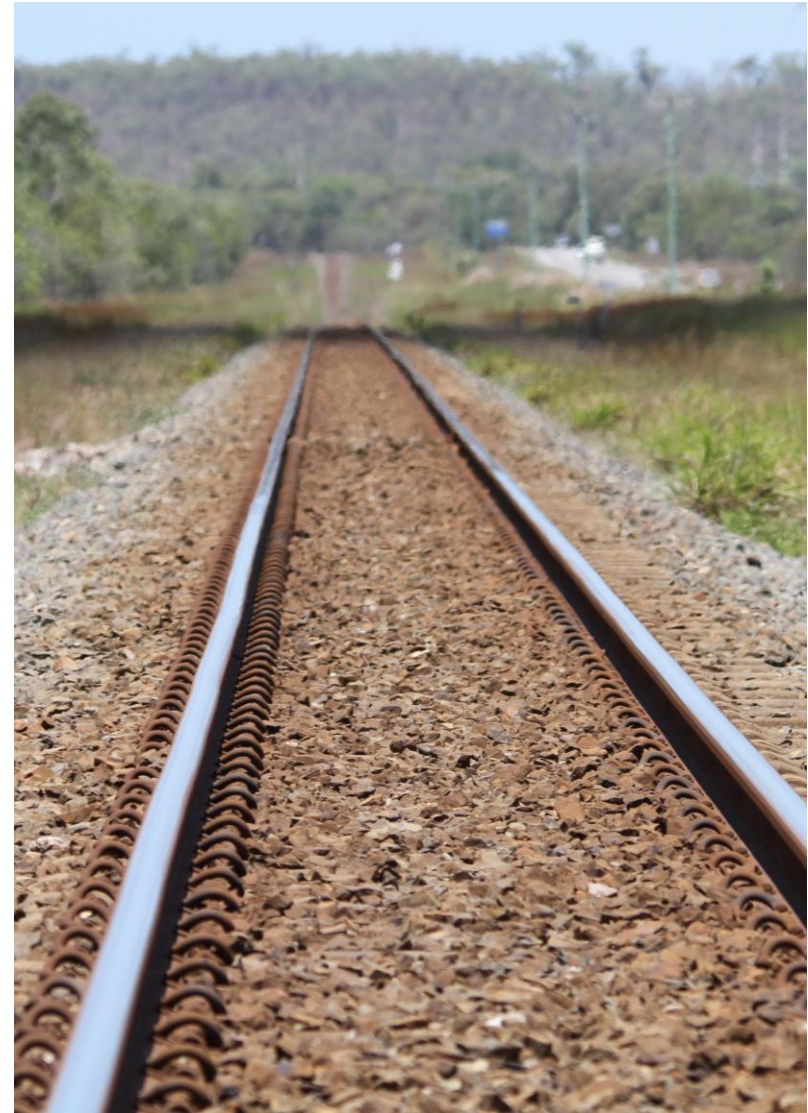


Council direction

Over the last 12 months, 46% believe the direction of Council's overall performance has deteriorated, continuing the steady increase from just 13% in 2021. A similar proportion (44%) believe this has stayed the same and just 6% believe the direction of Council's overall performance has improved.

Ratings of Council's overall direction have declined significantly in the past year (index score of 29, down nine points on 2024), hitting a 10 year low.

- Council rates significantly lower than the State-wide and Small Rural group averages (index scores of 46 for each).
- Residents of Donald (index score of 18, down 19 points on 2024) rate the direction of Council's overall performance significantly lower than the Council average. Ratings have also significantly declined among people aged 35 to 49 years and 50 to 64 years (down 14 points and 10 points respectively).
- By contrast, residents of Sea Lake (index score of 37) rate council direction highest overall, ahead of Charlton residents (index score of 33).





Overall council direction last 12 months

2025 overall council direction (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	46▲	44	47	51	53	50	53	50	52	50
State-wide	46▲	45	46	50	53	51	53	52	53	51
Sea Lake	37	43	40	36	51	54	42	42	43	n/a
65+	34	39	39	50	55	56	55	50	48	46
Charlton	33	30	40	51	65	62	54	46	47	n/a
Women	32	41	40	46	55	56	51	49	52	38
Buloke	29	38	40	47	54	53	50	46	47	38
18-34	29	37	44	57	59	61	47	46	52	35
Men	26	35	39	48	53	49	48	42	42	38
35-49	26	40	37	36	52	50	42	48	51	37
50-64	24	34	38	43	48	45	50	37	40	30
Donald	18▼	37	37	47	47	46	52	42	44	n/a

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

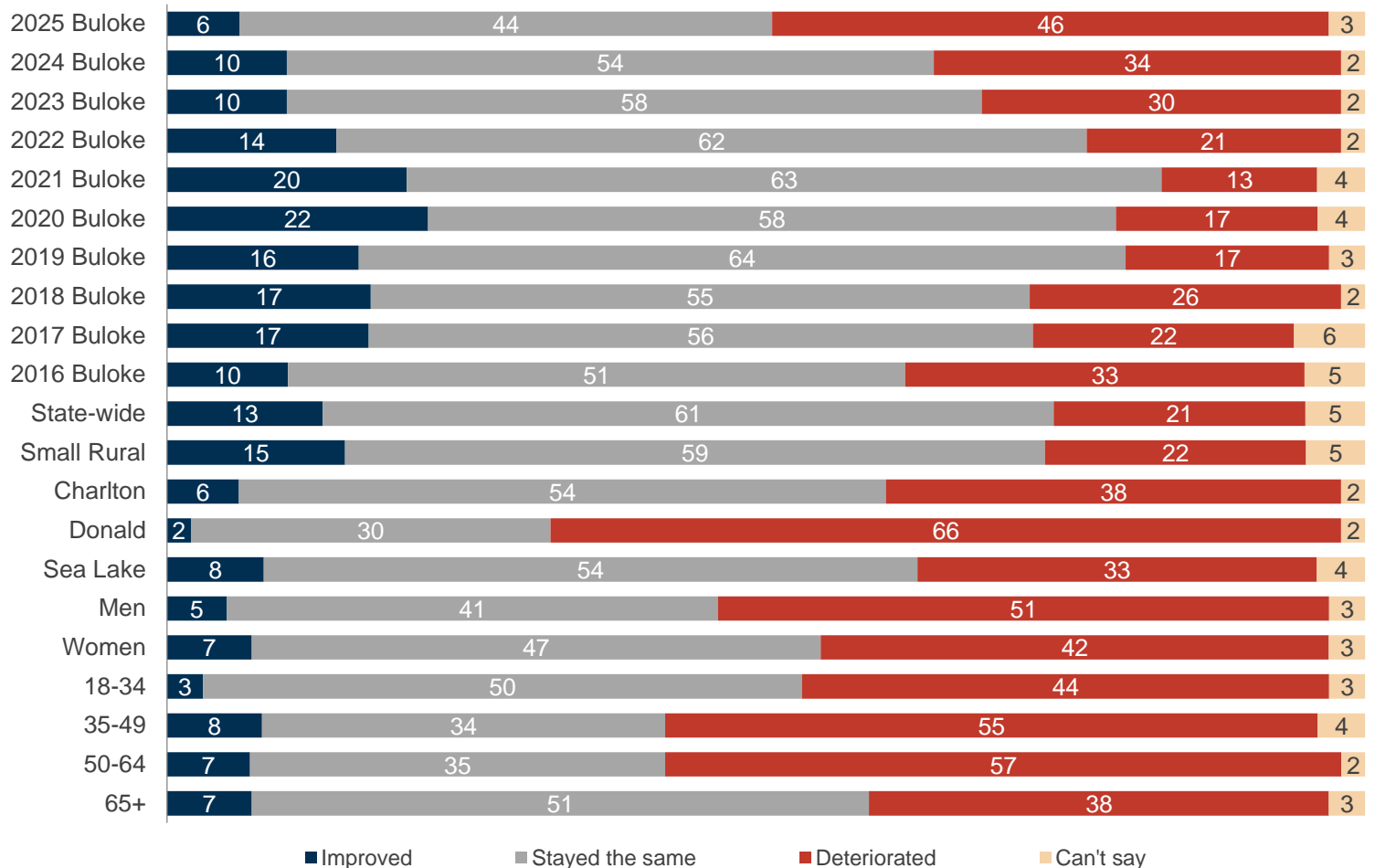
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



Overall council direction last 12 months

2025 overall council direction (%)



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 within its strokes, suggesting a complex system or data flow.

Individual service areas



Community consultation and engagement importance



2025 consultation and engagement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	82	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	80	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	80	80	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	74	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	79	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	78	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	70	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	77	77	77	78	77	76	76	74	75	77
Men	76	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76▼	76	76	76	75	74	74	74	74	75

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6

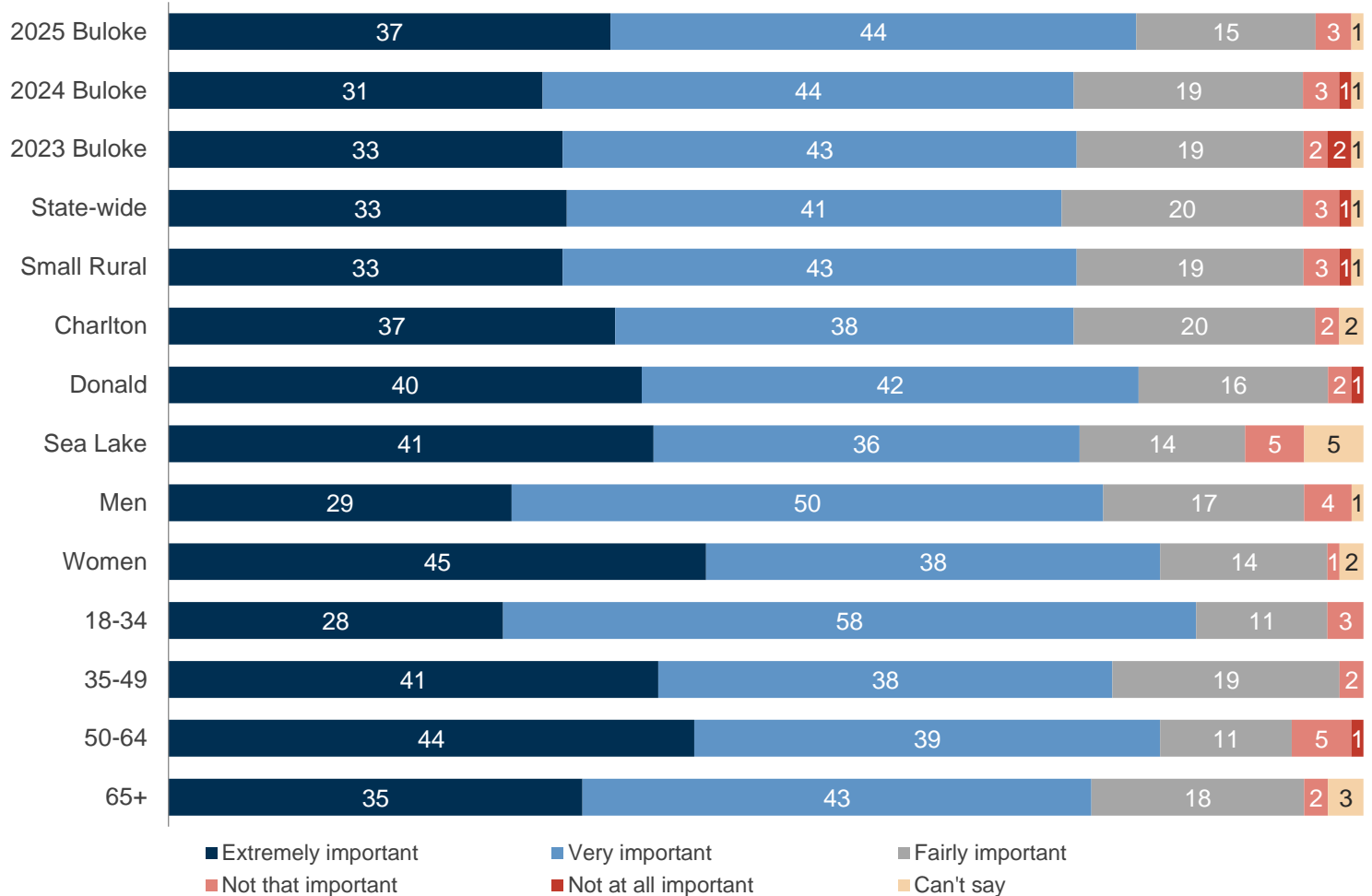
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2025 consultation and engagement importance (%)





Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	51▲	51	53	54	56	54	56	54	55	55
State-wide	50▲	51	52	54	56	55	56	55	55	54
18-34	49	54	50	67	66	68	62	59	49	44
Charlton	47	49	53	55	64	60	50	51	46	n/a
65+	46	51	55	57	63	59	60	57	52	49
Men	44	48	51	53	58	55	53	51	47	44
Buloke	43	50	52	54	60	58	55	53	51	46
Sea Lake	42	51	54	43	58	64	53	48	58	n/a
Women	42	52	54	56	62	60	56	55	54	48
50-64	39	44	48	49	51	49	48	43	45	41
Donald	36▼	48	53	54	54	58	57	54	51	n/a
35-49	35▼	48	54	46	56	57	50	55	55	50

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

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

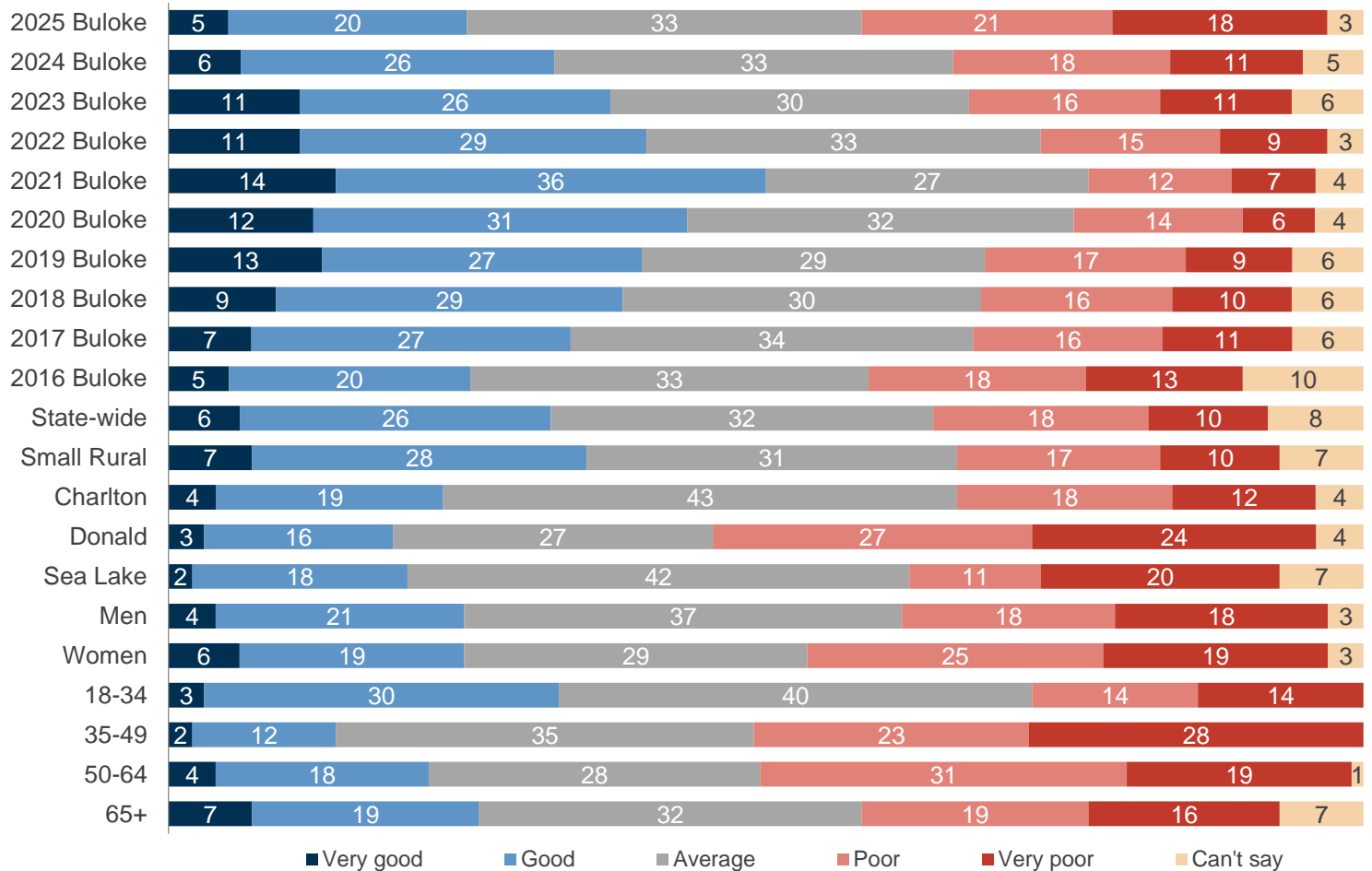
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	51▲	50	52	54	55	52	55	53	55	54
State-wide	49▲	50	51	53	55	53	54	54	54	53
65+	45	51	51	58	63	55	60	56	53	53
Sea Lake	42	48	51	41	48	47	52	56	48	n/a
18-34	41	46	51	53	59	59	55	56	48	46
Men	41	46	50	53	55	53	49	50	46	46
Buloke	40	47	49	53	58	54	52	52	49	48
Women	39	49	49	54	61	55	55	54	52	49
Charlton	39	47	47	55	64	61	52	51	46	n/a
50-64	35	43	47	50	52	49	46	42	44	41
Donald	34▼	46	50	51	56	53	52	49	49	n/a
35-49	34	45	48	48	52	53	44	58	50	48

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

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

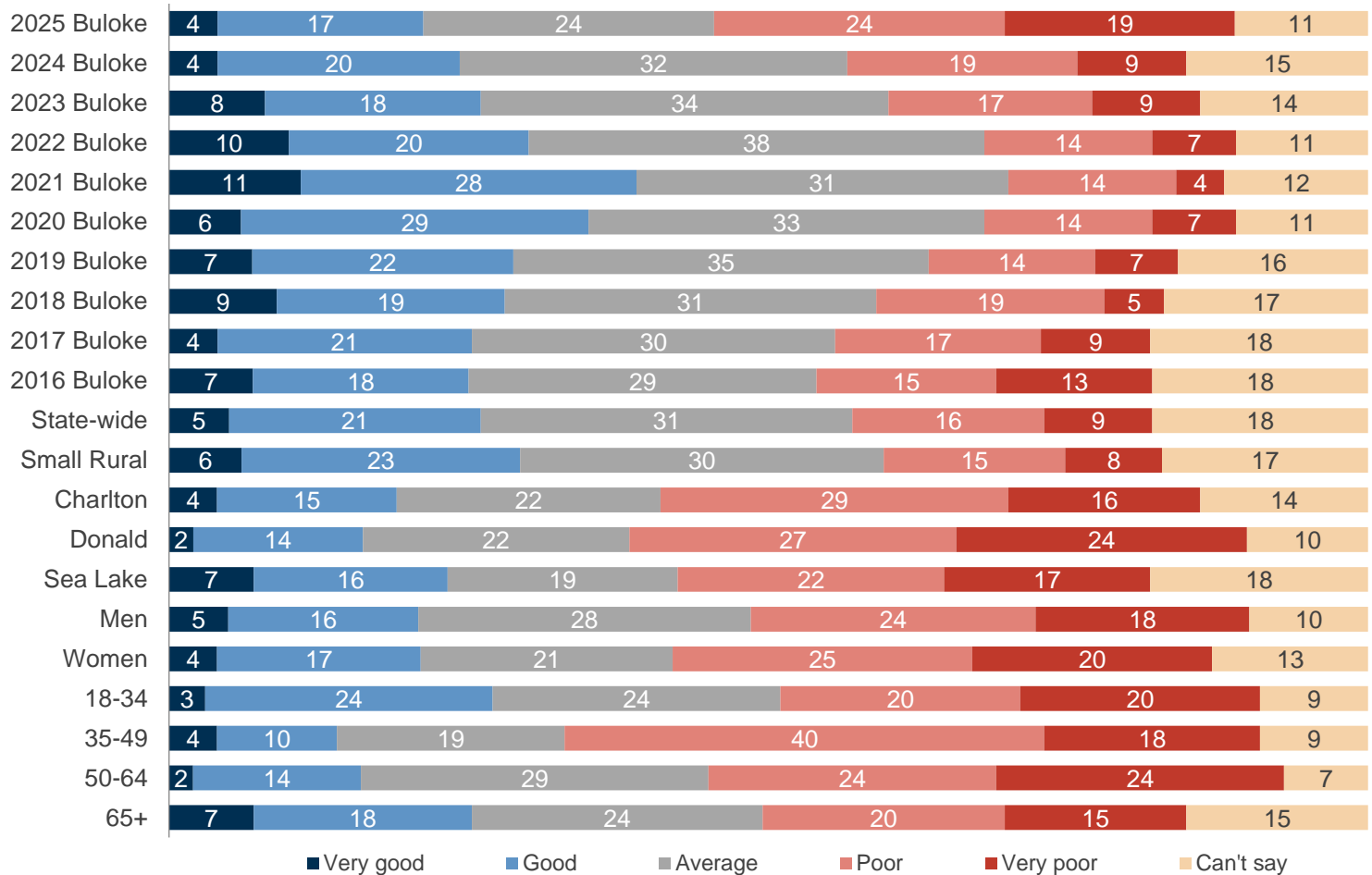
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2025 lobbying performance (%)



Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	50▲	50	52	54	56	53	55	52	55	53
State-wide	49▲	50	51	54	56	53	55	54	54	54
18-34	47▲	53	51	58	64	61	58	47	48	43
65+	45	53	54	61	68	62	59	54	51	49
Sea Lake	42	47	49	44	58	56	52	45	50	n/a
Charlton	41	50	51	60	65	61	52	47	43	n/a
Men	40	53	50	53	59	56	49	48	47	44
Buloke	40	52	52	54	61	58	52	50	49	45
Women	40	51	53	56	64	59	56	52	52	46
Donald	35	51	53	53	60	58	54	47	51	n/a
50-64	34	49	48	50	52	48	46	41	46	39
35-49	31▼	55	52	44	53	59	43	56	52	48

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

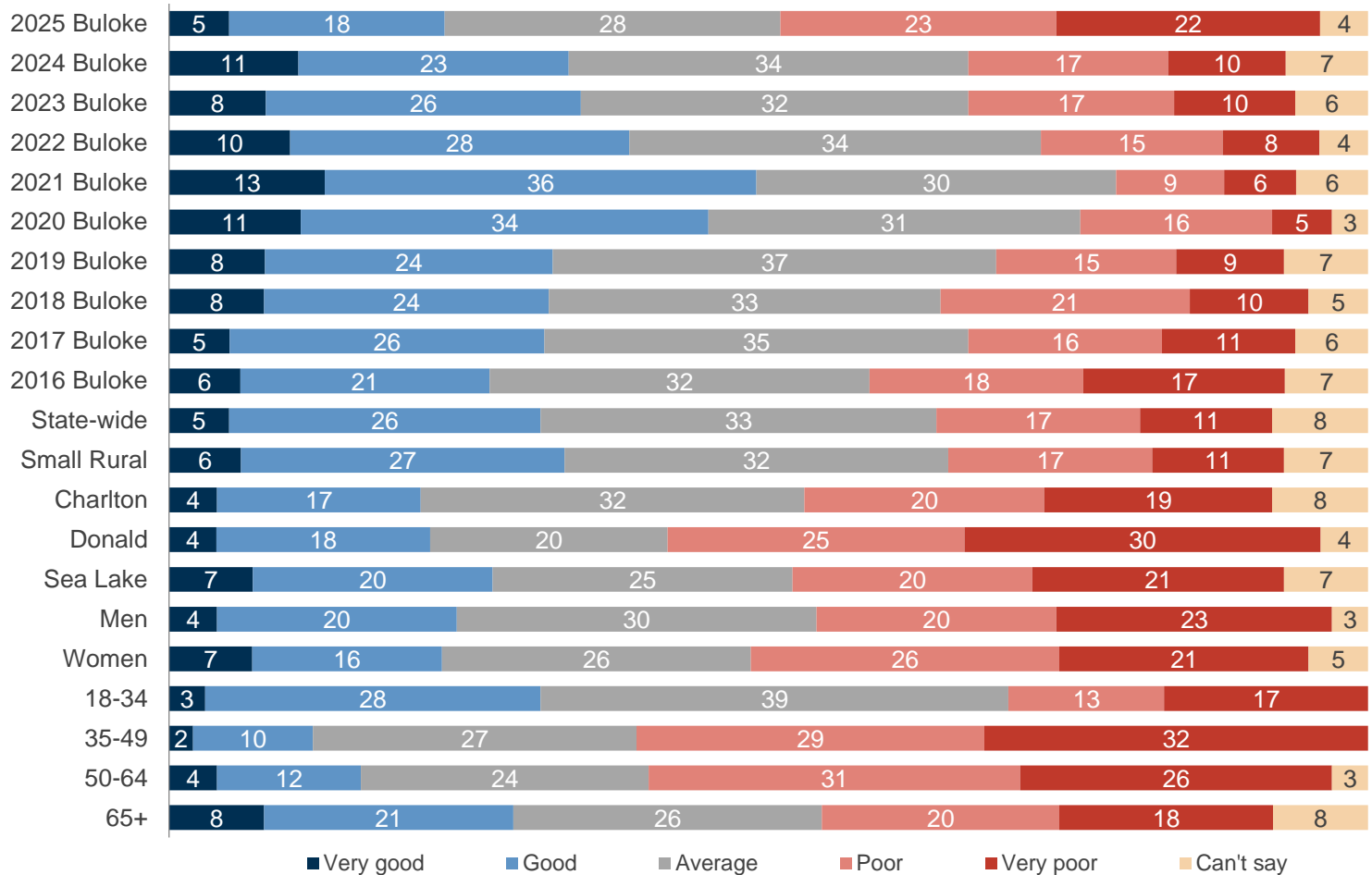
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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

Decisions made in the interest of the community performance



2025 community decisions made performance (%)



The condition of sealed local roads in your area importance



2025 sealed local roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	91▲	87	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	89	90	90	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	87	89	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	86	89	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	86	88	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	86	86	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	85	88	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	85	87	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	85	85	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	84▼	85	84	82	81	83	82	84	81	n/a
State-wide	83▼	83	82	81	79	79	79	80	78	78
65+	83	86	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

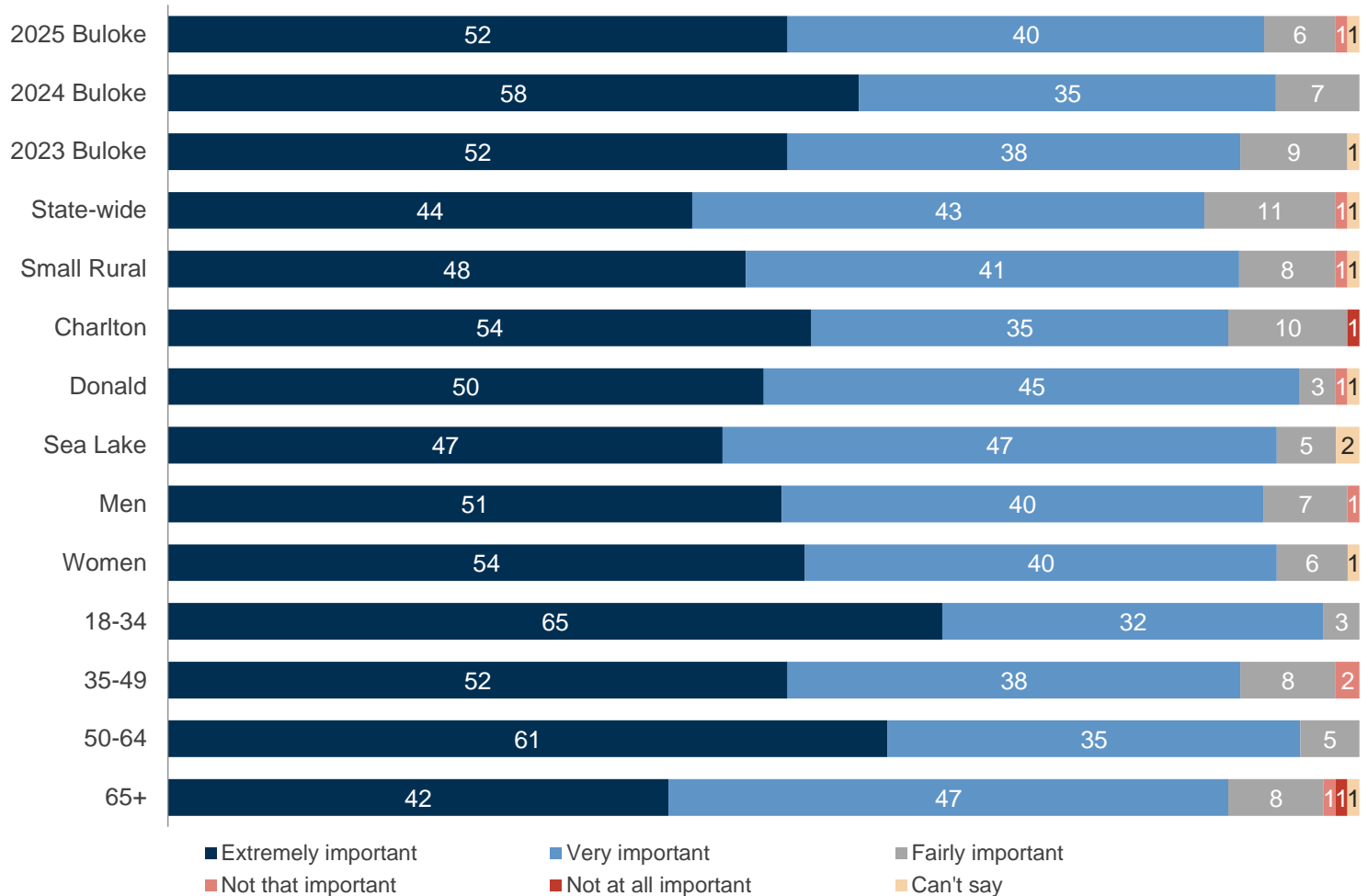
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

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

The condition of sealed local roads in your area importance



2025 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	45▲	45	48	53	57	54	56	53	53	54
Small Rural	44▲	41	44	50	53	51	53	49	50	52
Charlton	43	45	45	45	57	51	51	45	38	n/a
18-34	41	30	29	41	59	35	40	32	39	32
Men	38	36	36	35	46	40	45	38	34	41
65+	38	39	43	46	51	48	51	47	41	46
Buloke	37	37	37	38	48	39	42	39	36	39
35-49	36	41	36	28	36	31	32	36	32	38
Women	36	38	37	41	50	39	38	40	39	38
Donald	34	36	37	38	46	34	36	35	35	n/a
Sea Lake	33	41	32	33	37	34	40	38	38	n/a
50-64	32	34	31	33	44	35	36	35	33	36

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

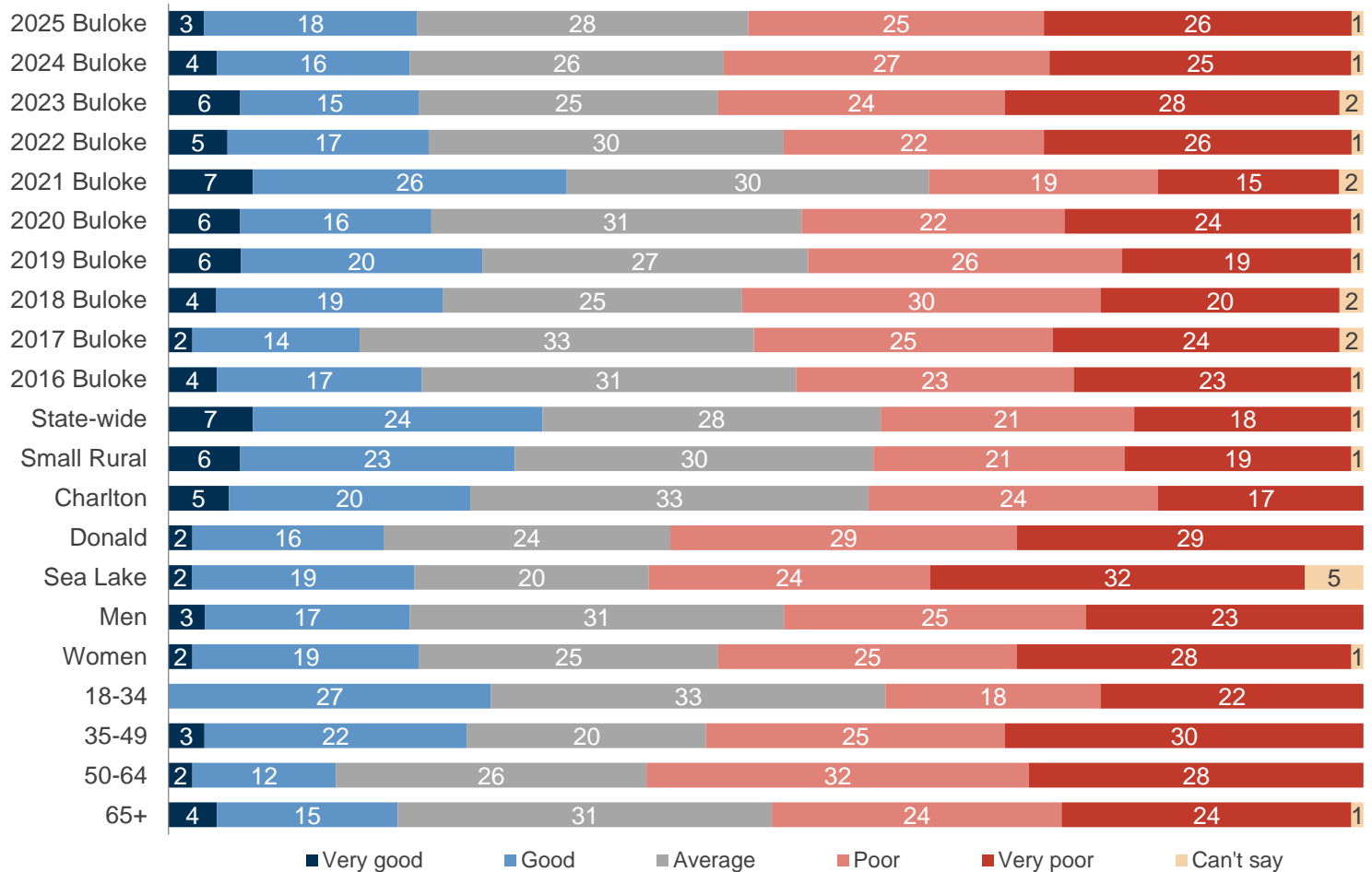
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)



The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Sea Lake	84	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	82	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	86	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	81	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	81	81	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	80	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	80	80	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79▼	80	81	81	79	78	77	78	77	77
65+	79	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	79	80	80	80	77	77	77	76	76	75

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

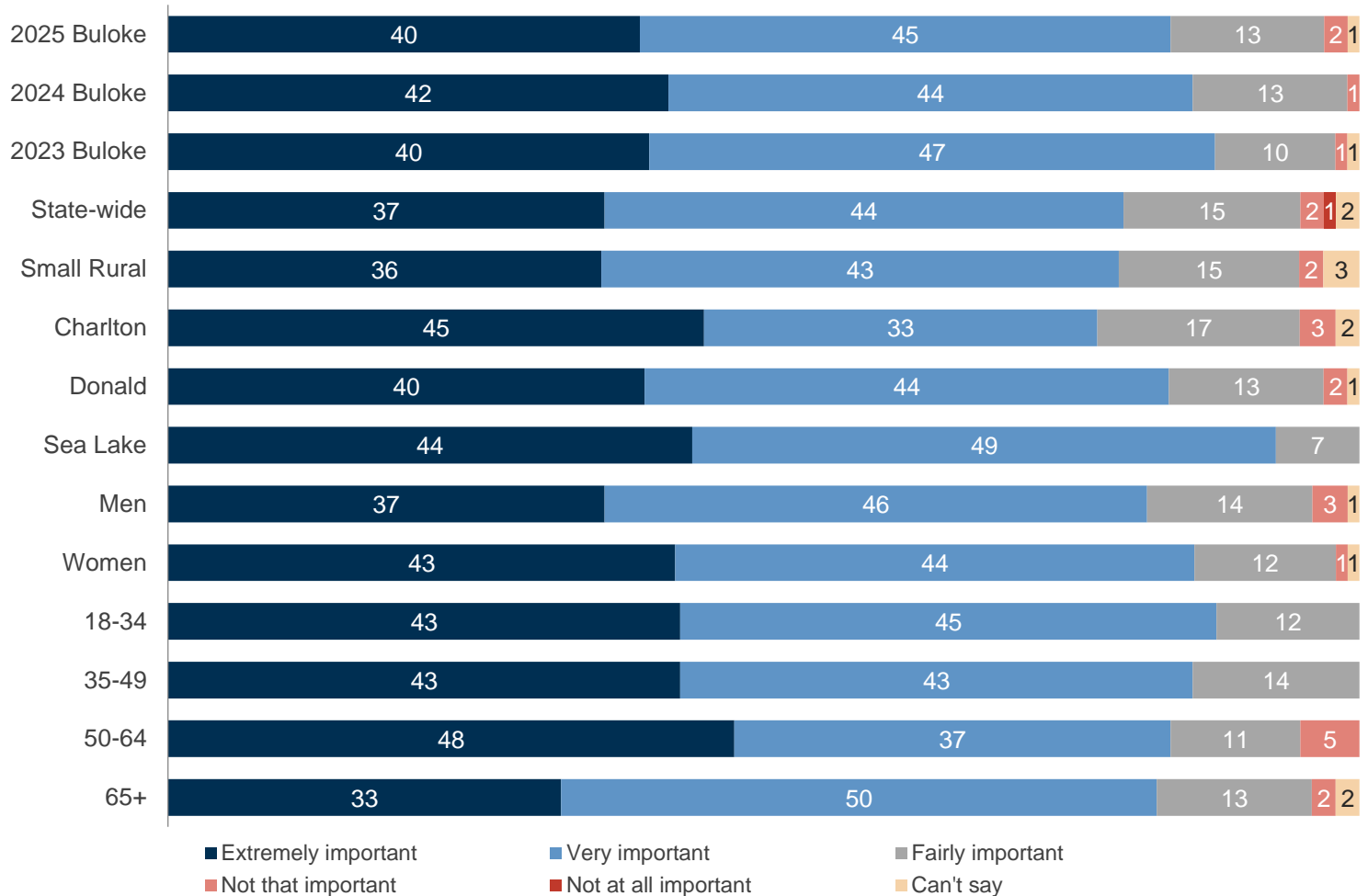
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2025 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	53▲	51	52	55	58	57	57	57	57	58
State-wide	52▲	52	52	57	59	58	59	58	57	57
Donald	48	49	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	47	50	36	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	44	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	53	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	45	48	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	44	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	44	47	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	55	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	35	46	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

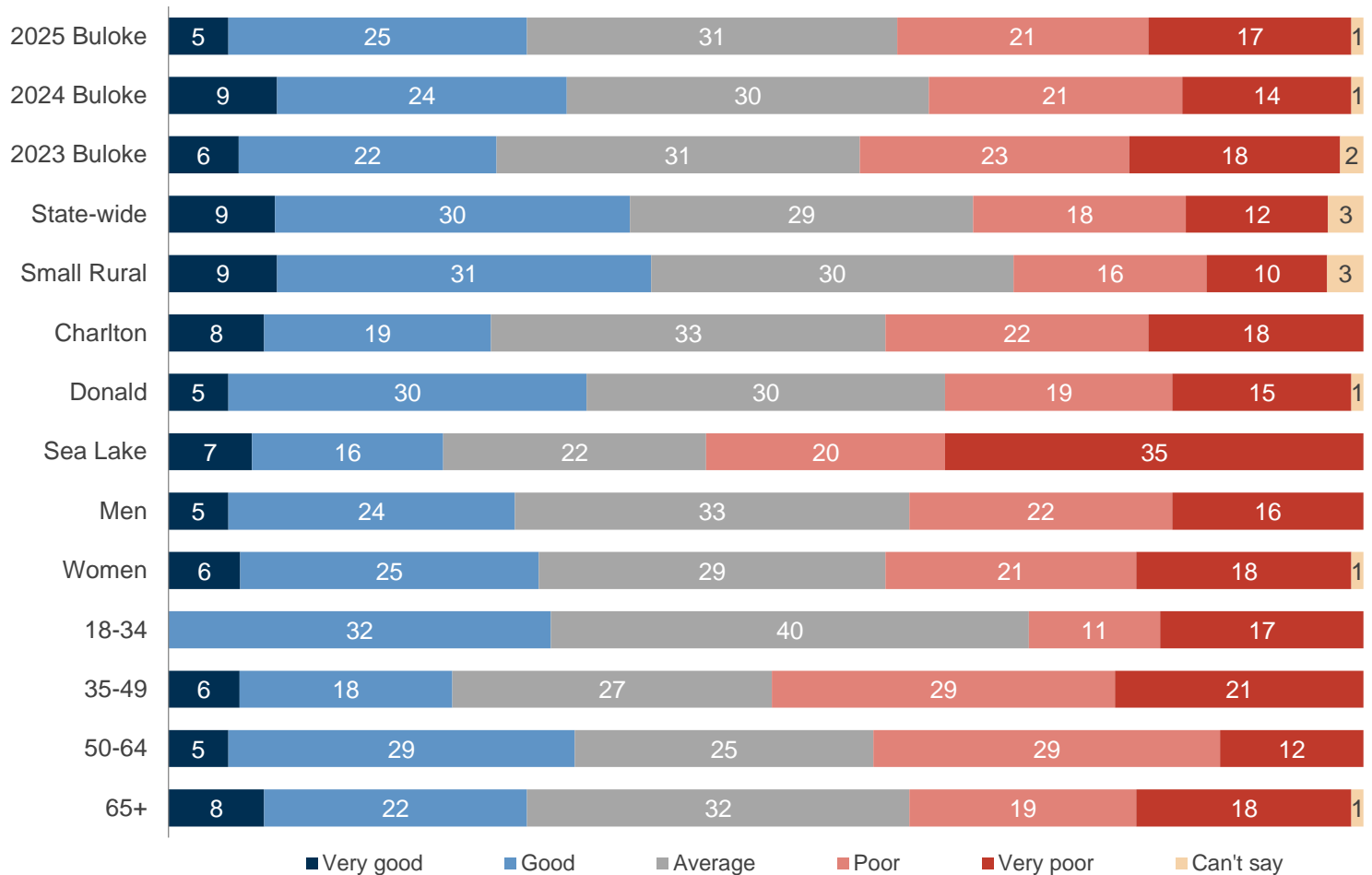
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (%)





Enforcement of local laws importance



2025 law enforcement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Sea Lake	72	65	71	65	71	70	61	63	n/a	n/a
Women	70▲	70	71	68	71	71	75	71	n/a	n/a
65+	67	68	68	71	72	68	70	67	n/a	n/a
State-wide	67▲	67	68	68	70	70	71	71	71	70
Small Rural	66	65	65	65	67	66	68	66	67	69
Buloke	64	64	65	64	66	66	66	64	n/a	n/a
Donald	64	64	61	62	62	65	69	62	n/a	n/a
35-49	63	56	61	54	61	63	65	65	n/a	n/a
18-34	61	59	59	59	59	66	69	56	n/a	n/a
Charlton	61	65	68	65	69	64	69	65	n/a	n/a
50-64	61	65	65	65	63	66	62	65	n/a	n/a
Men	59▼	58	59	60	62	61	59	57	n/a	n/a

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

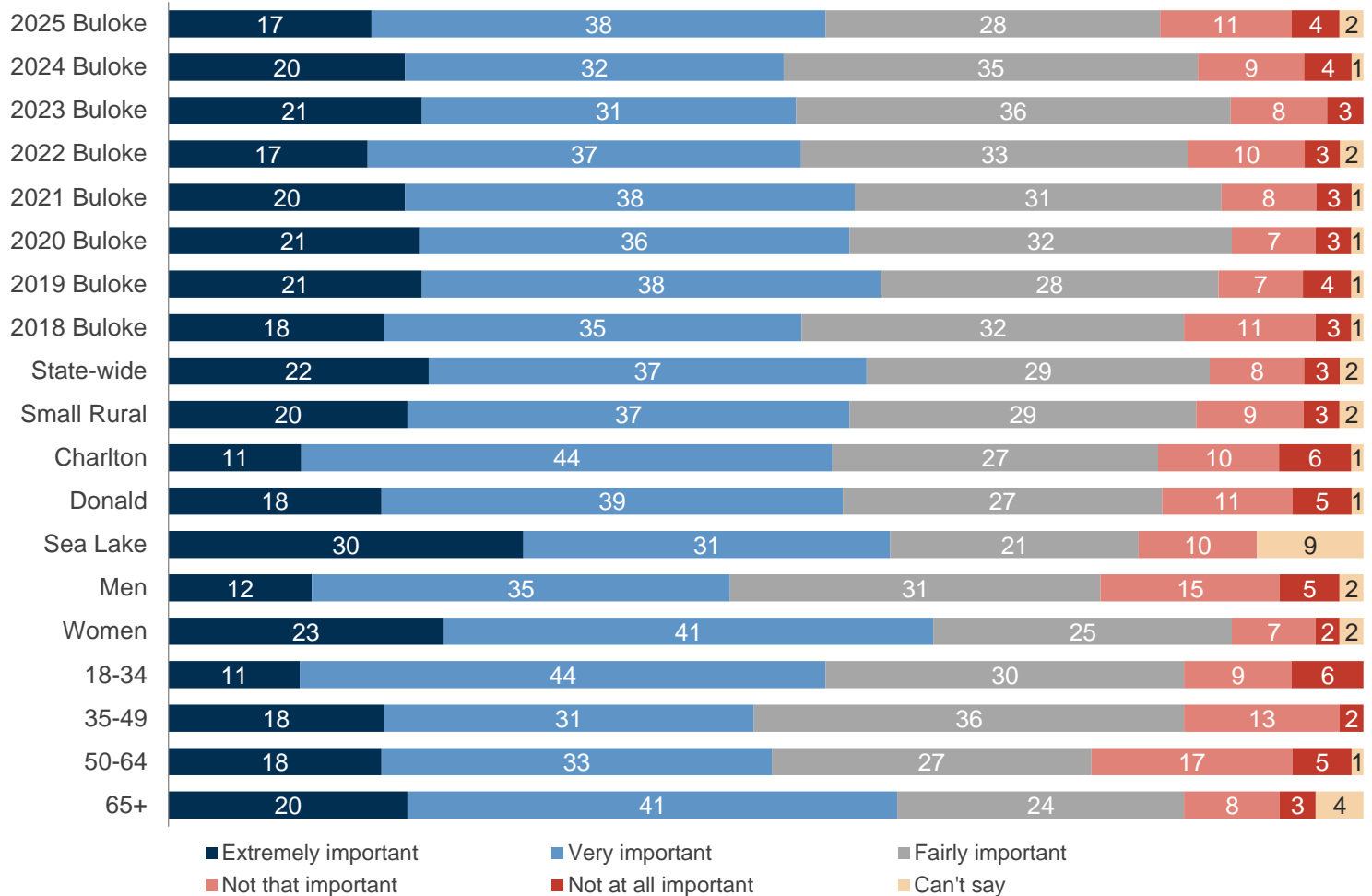
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2025 law enforcement importance (%)





Enforcement of local laws performance



2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	59▲	61	61	63	64	63	64	64	64	63
Small Rural	58▲	60	61	62	63	62	63	63	65	64
Women	56	63	64	66	67	62	63	61	n/a	n/a
65+	56	63	66	64	66	63	65	61	n/a	n/a
18-34	55	67	63	65	70	72	63	54	n/a	n/a
Charlton	54	60	68	65	61	63	60	50	n/a	n/a
Buloke	54	63	64	62	65	62	61	58	n/a	n/a
Donald	53	63	64	61	68	61	60	61	n/a	n/a
50-64	52	60	60	58	60	57	56	52	n/a	n/a
Men	51	63	63	58	64	63	58	56	n/a	n/a
35-49	49	64	64	59	63	60	57	65	n/a	n/a
Sea Lake	46	60	64	53	65	62	59	58	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 10

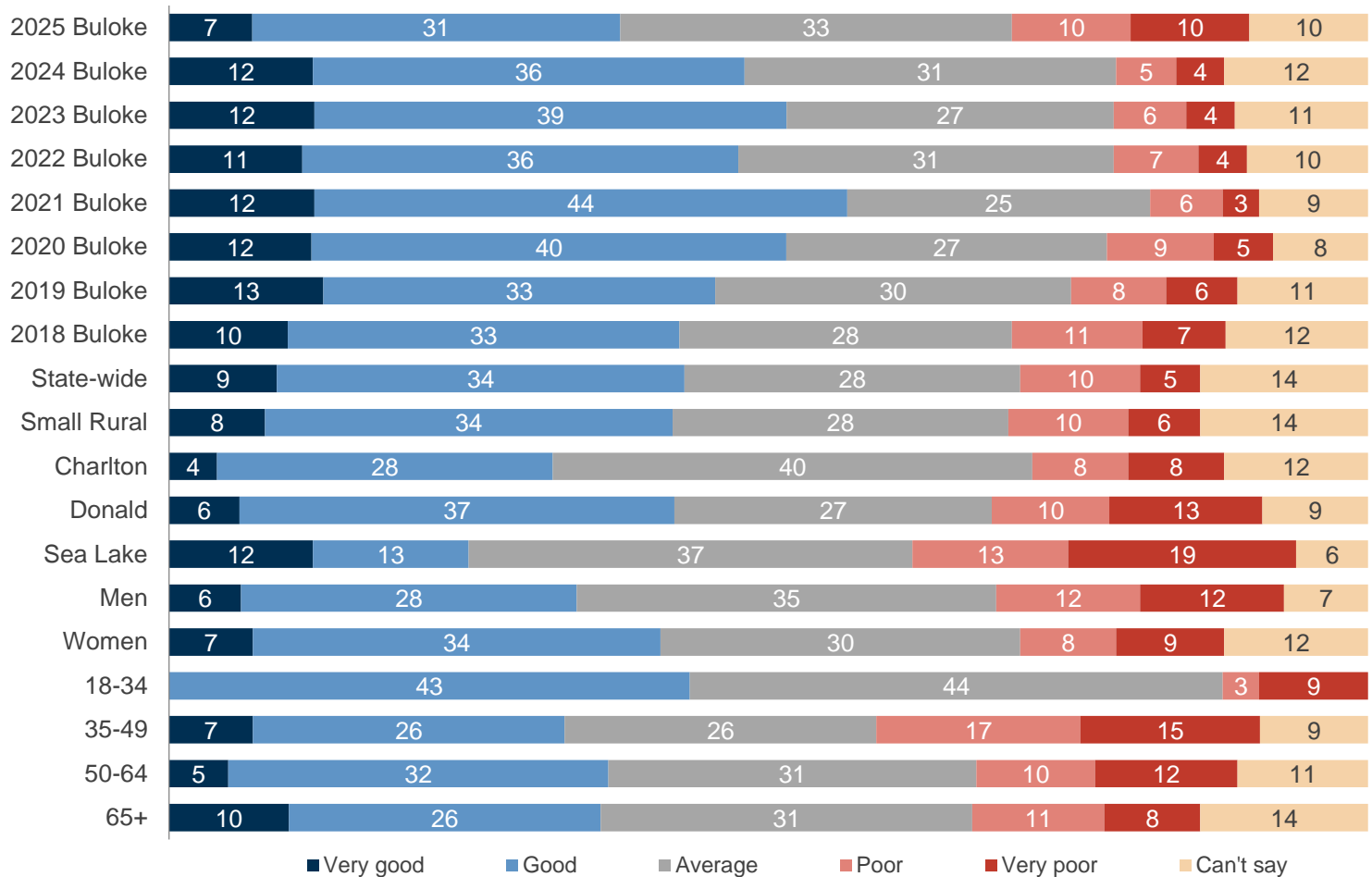
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)





Recreational facilities importance



2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	78	80	76	74	76	76	72	74	n/a	n/a
Donald	78	74	76	76	76	73	77	78	n/a	n/a
Women	77	76	77	78	76	78	77	75	n/a	n/a
18-34	77	73	76	81	72	75	76	82	n/a	n/a
Buloke	76	76	76	76	76	76	74	77	n/a	n/a
Sea Lake	75	80	73	74	77	78	76	76	n/a	n/a
35-49	75	78	81	78	77	80	80	82	n/a	n/a
Men	74	76	75	74	75	74	72	78	n/a	n/a
65+	74	74	73	75	76	74	72	73	n/a	n/a
Small Rural	73▼	73	73	74	73	73	72	72	71	72
Charlton	73	73	73	73	72	73	73	74	n/a	n/a
State-wide	73▼	73	73	74	74	72	72	73	72	73

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

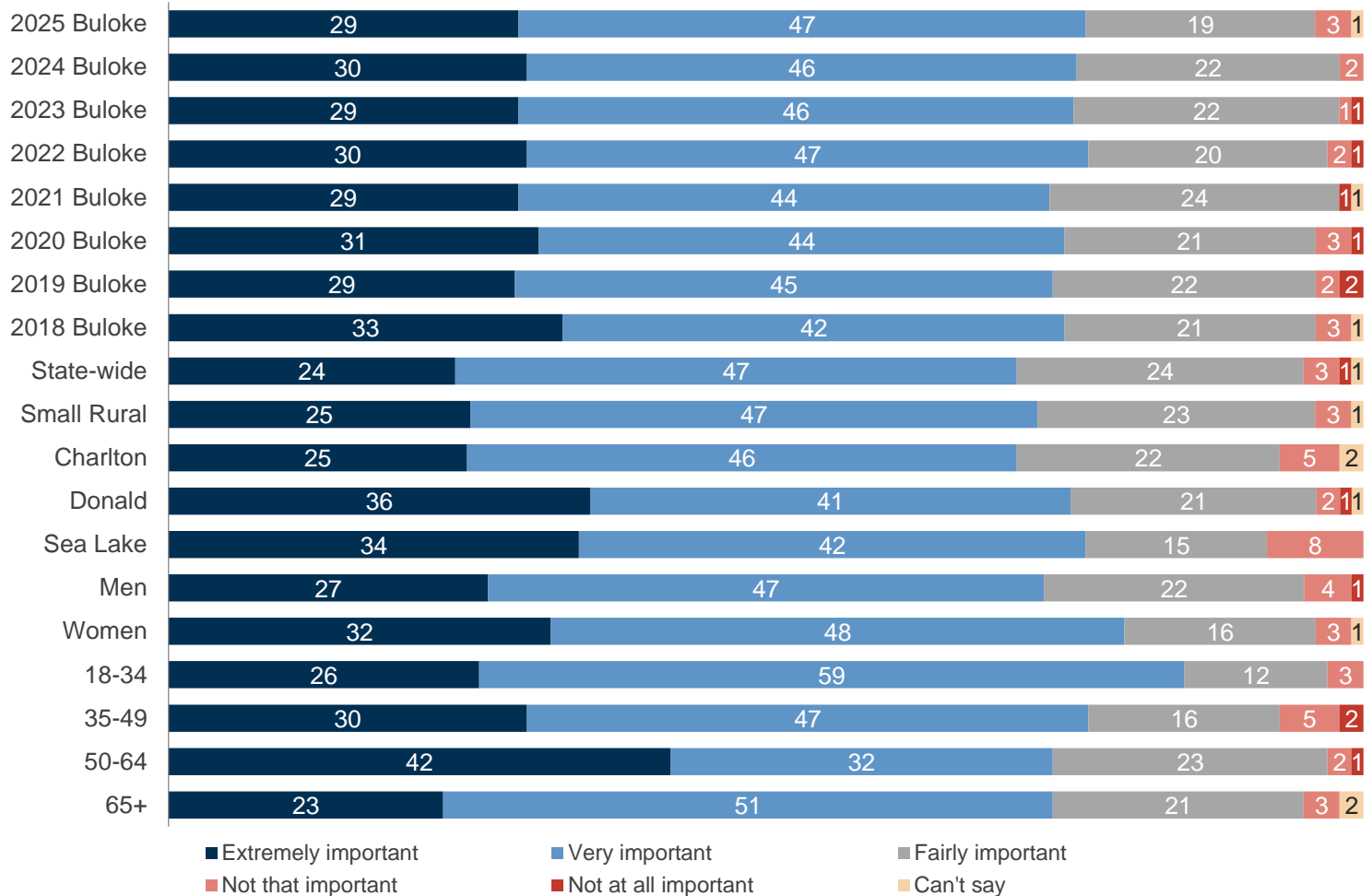
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2025 recreational facilities importance (%)





Recreational facilities performance



2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	69	73	74	77	79	80	75	72	n/a	n/a
State-wide	67	68	68	69	71	70	70	69	70	69
Donald	67	71	70	71	73	72	68	60	n/a	n/a
Men	66	73	68	72	73	72	68	65	n/a	n/a
Charlton	66	70	70	74	79	83	71	63	n/a	n/a
Small Rural	66	67	67	69	69	68	68	69	69	68
Buloke	65	72	68	71	74	74	69	67	n/a	n/a
Women	64	70	68	71	75	77	70	68	n/a	n/a
35-49	64	73	59	65	71	72	58	72	n/a	n/a
50-64	62	67	66	68	70	66	67	59	n/a	n/a
18-34	61	73	66	72	72	78	70	61	n/a	n/a
Sea Lake	57	64	58	67	66	69	67	62	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 13

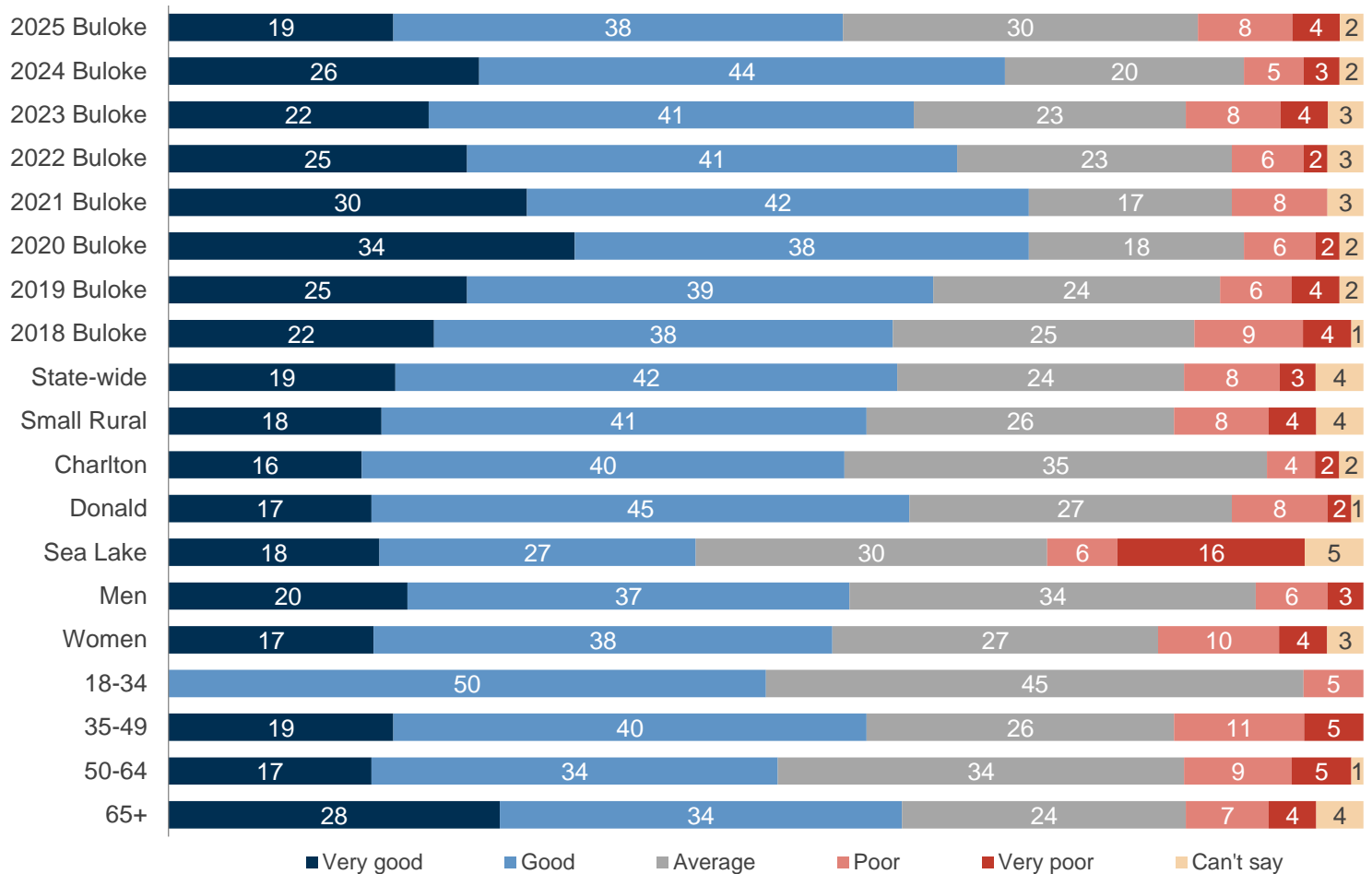
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2025 recreational facilities performance (%)





The appearance of public areas importance



2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	79	79	80	78	78	81	77	76	n/a	n/a
35-49	78	82	75	73	79	81	73	79	n/a	n/a
50-64	78	77	78	75	77	75	71	74	n/a	n/a
Sea Lake	78	76	80	75	75	80	75	73	n/a	n/a
Buloke	76	76	77	75	76	76	75	74	n/a	n/a
65+	76	75	76	75	75	75	76	73	n/a	n/a
Charlton	75	77	78	75	75	77	74	76	n/a	n/a
Donald	75	74	75	74	77	74	73	75	n/a	n/a
Small Rural	75	74	74	74	74	74	74	74	74	74
State-wide	74	74	74	75	75	74	73	74	74	74
Men	73	74	74	72	74	72	73	73	n/a	n/a
18-34	73	74	78	75	73	74	79	73	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

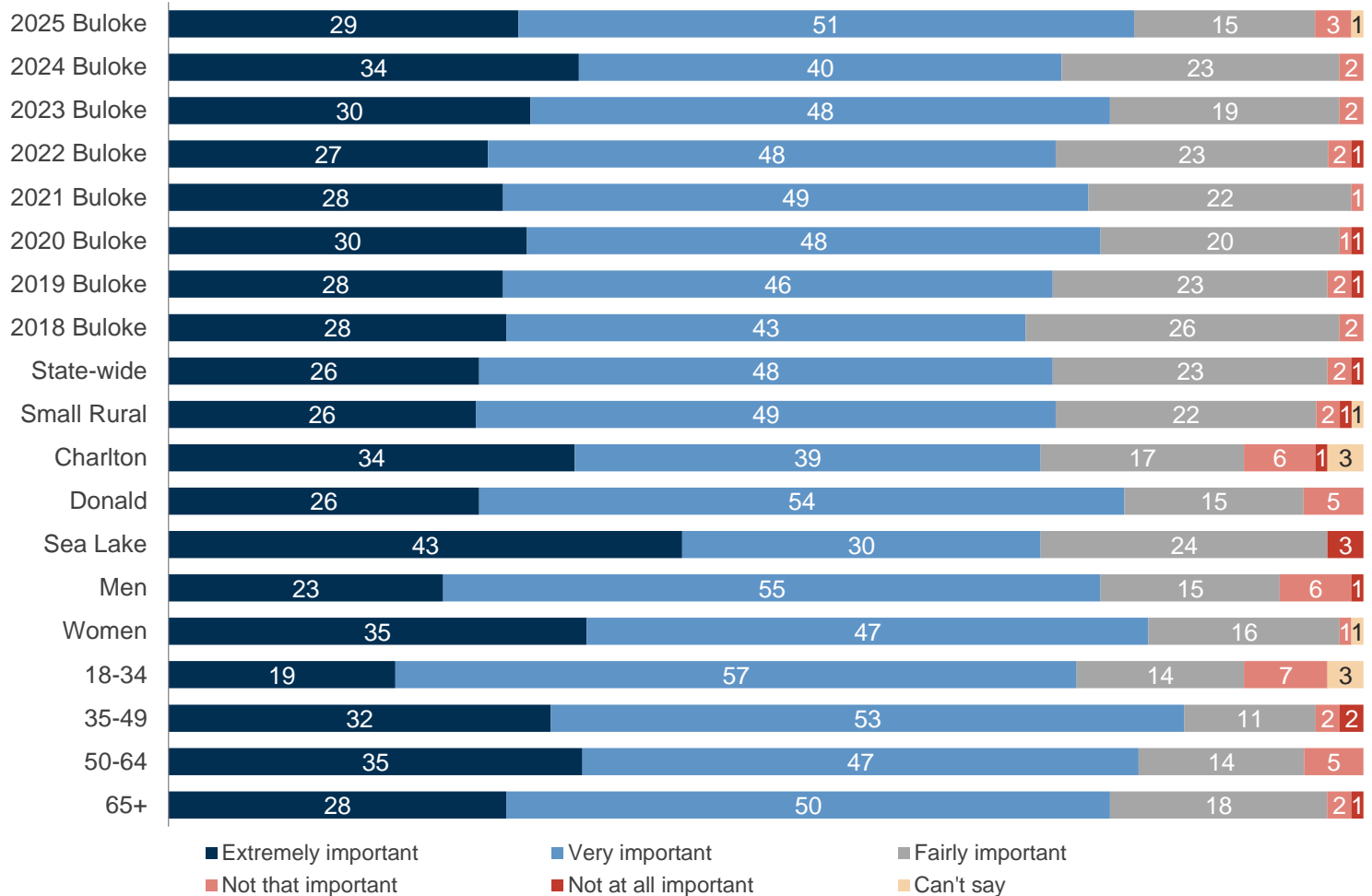
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2025 public areas importance (%)





The appearance of public areas performance



2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	70▲	71	71	73	75	72	73	72	74	73
State-wide	68▲	68	67	71	73	72	72	71	71	71
Donald	66	70	64	72	76	71	70	62	n/a	n/a
65+	64	65	65	75	76	74	72	69	n/a	n/a
Women	63	64	63	70	76	71	69	69	n/a	n/a
18-34	63	66	61	73	80	72	72	62	n/a	n/a
Buloke	63	65	64	71	75	71	68	67	n/a	n/a
50-64	62	63	62	64	71	67	69	65	n/a	n/a
Men	62	66	64	71	75	71	67	65	n/a	n/a
Charlton	61	58	65	72	78	75	70	67	n/a	n/a
35-49	60	68	65	68	75	68	55	70	n/a	n/a
Sea Lake	56	64	52	67	68	64	58	60	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 14

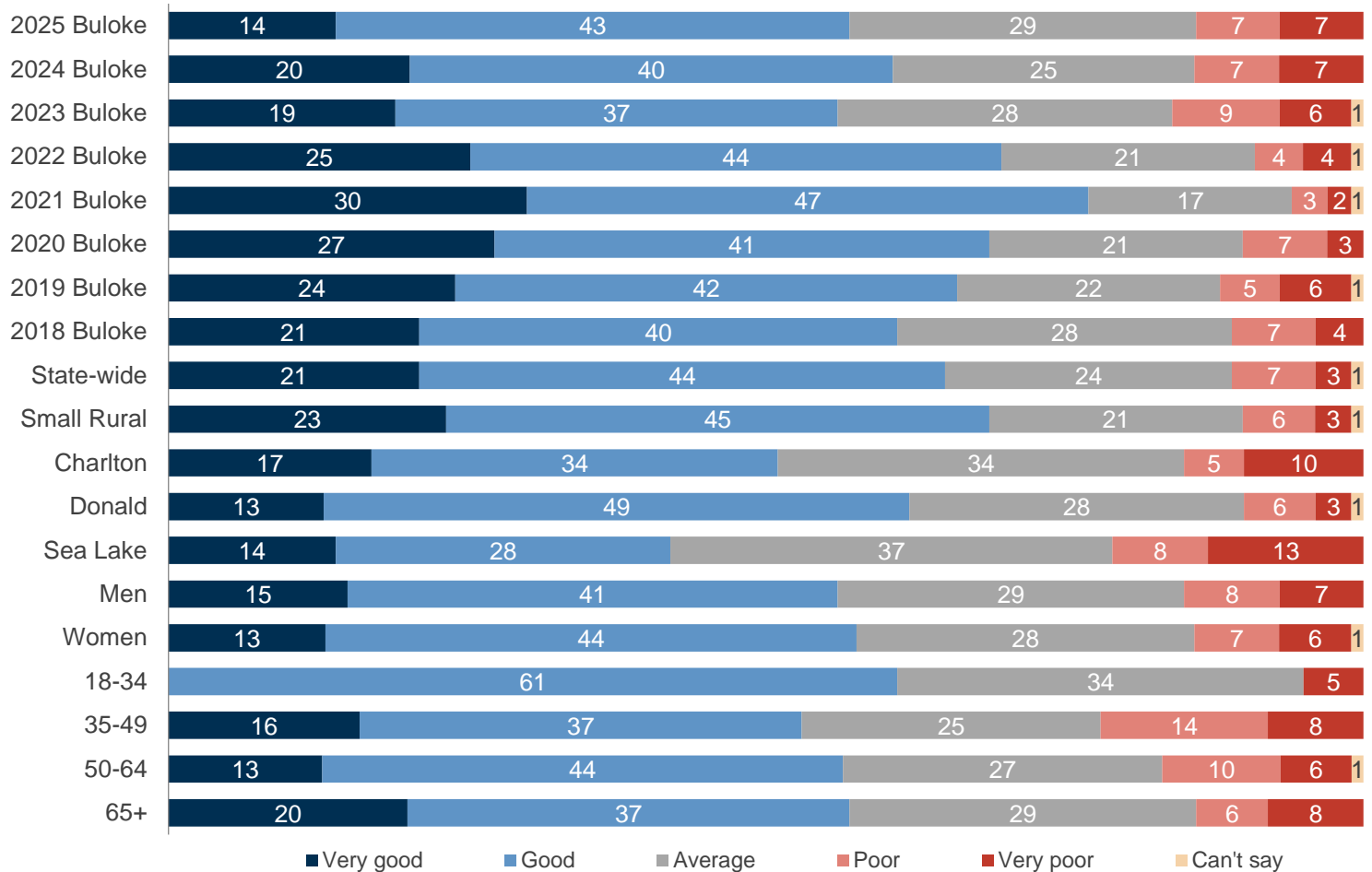
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)





Art centres and libraries performance



2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	73▲	73	73	73	73	74	74	74	73	72
Small Rural	72▲	73	73	71	72	74	74	73	72	71
18-34	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	55	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	54▼	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

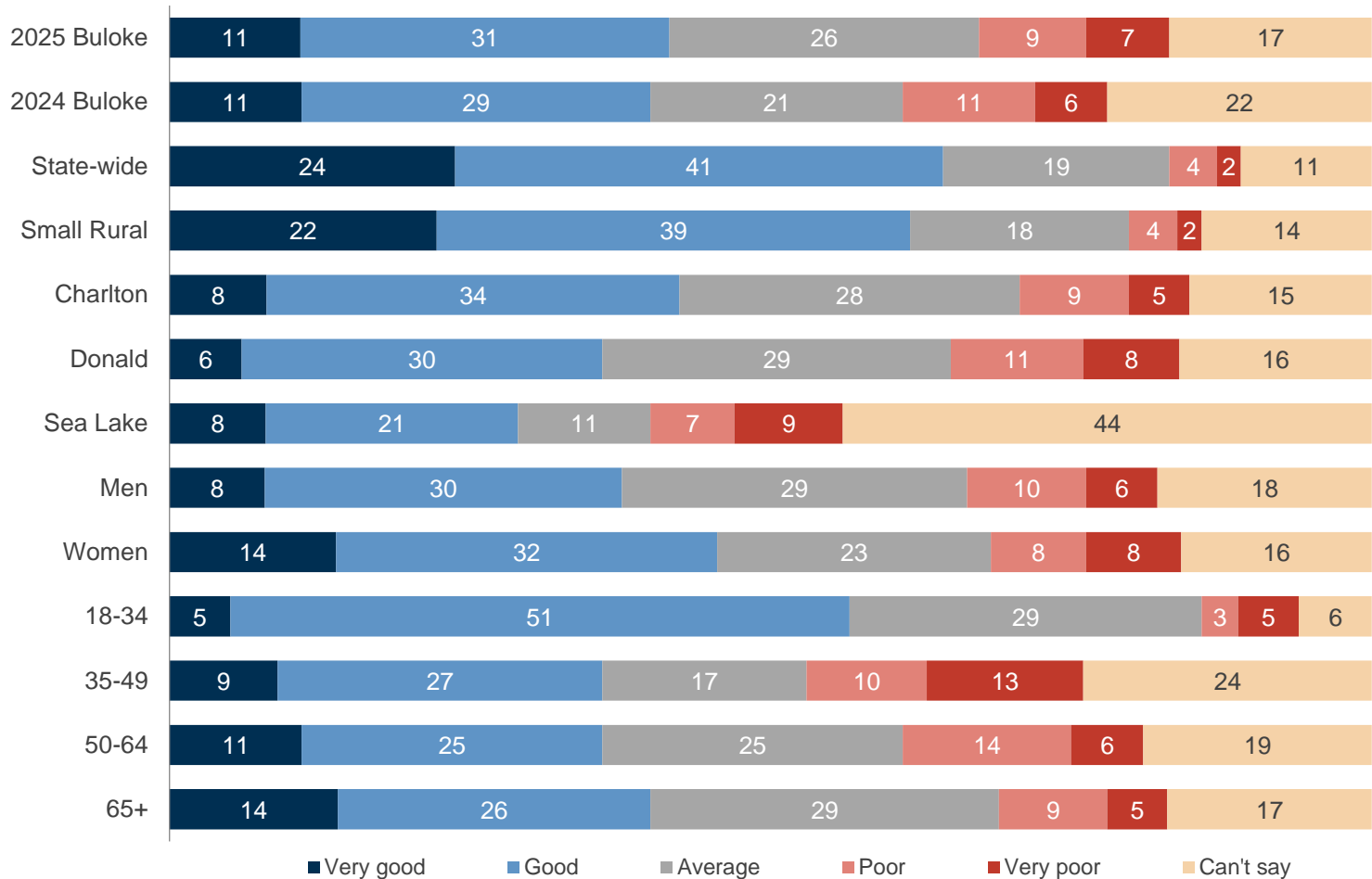
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)





Waste management importance



2025 waste management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	80	75	80	83	74	81	77	78	n/a	n/a
Women	79	80	80	84	83	84	79	82	n/a	n/a
State-wide	79▲	81	81	82	82	82	81	81	79	80
Charlton	79	78	80	79	81	78	81	80	n/a	n/a
50-64	78	80	79	79	80	77	72	78	n/a	n/a
Small Rural	78	79	78	80	80	79	79	78	76	79
Buloke	77	77	78	79	80	80	77	78	n/a	n/a
Donald	77	78	78	79	82	80	77	78	n/a	n/a
Sea Lake	76	75	76	81	78	82	70	79	n/a	n/a
35-49	76	76	74	76	82	84	80	79	n/a	n/a
65+	76	77	78	80	80	79	78	79	n/a	n/a
Men	75	74	76	75	76	75	74	75	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

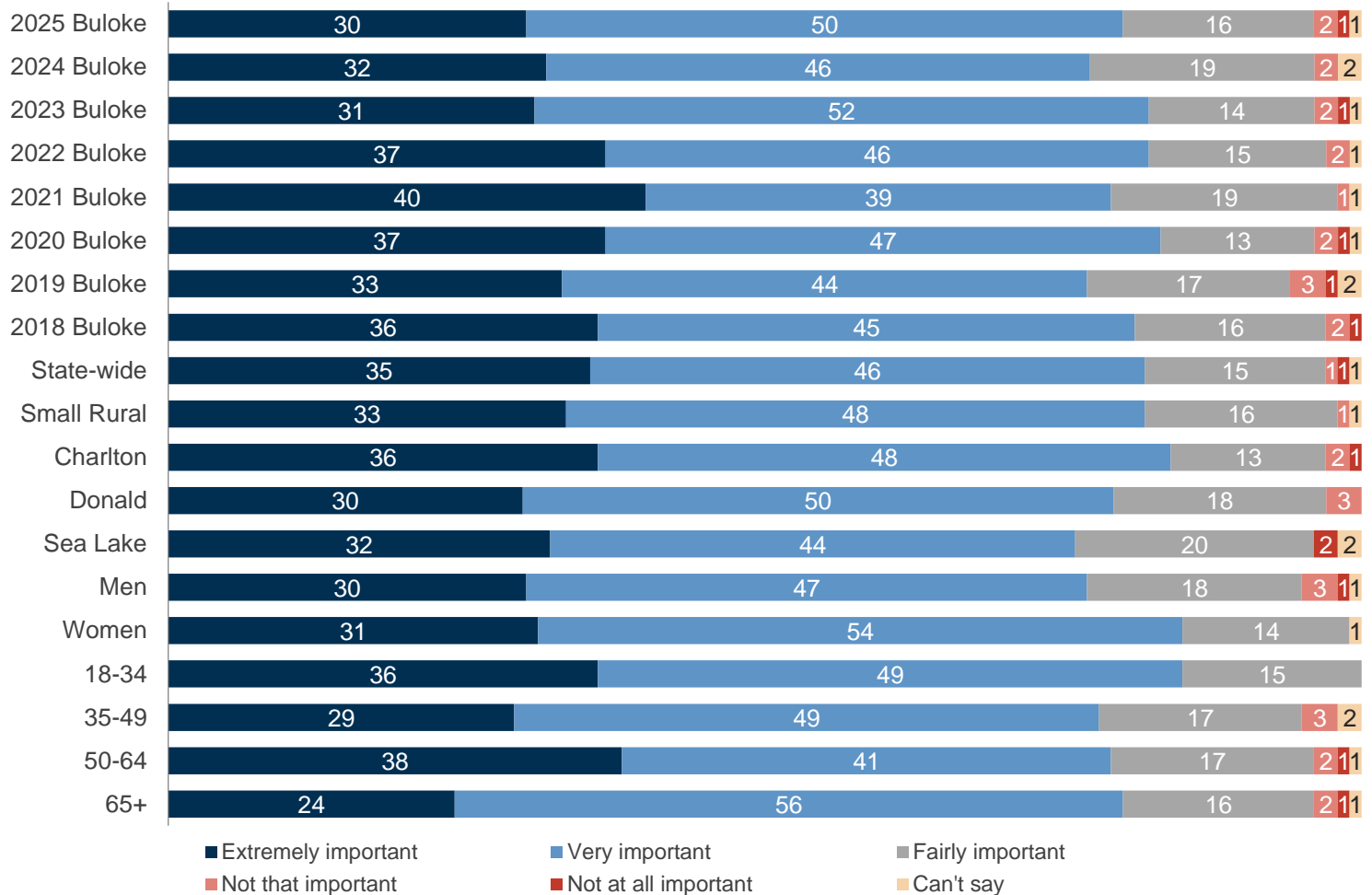
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2025 waste management importance (%)





Waste management performance



2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	66▲	67	66	68	68	64	66	69	70	69
65+	66	69	70	73	75	72	73	70	n/a	n/a
State-wide	65	67	66	68	69	65	68	70	71	70
Sea Lake	65	66	72	72	70	64	69	73	n/a	n/a
18-34	64	66	63	69	67	63	67	74	n/a	n/a
Donald	63	67	63	67	69	66	67	65	n/a	n/a
Buloke	63	66	65	67	68	65	65	69	n/a	n/a
Women	63	65	64	67	65	67	65	69	n/a	n/a
Men	63	68	65	67	70	64	66	68	n/a	n/a
Charlton	62	61	62	62	66	63	61	71	n/a	n/a
35-49	60	68	61	66	60	62	58	74	n/a	n/a
50-64	59	60	59	57	59	59	60	59	n/a	n/a

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

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

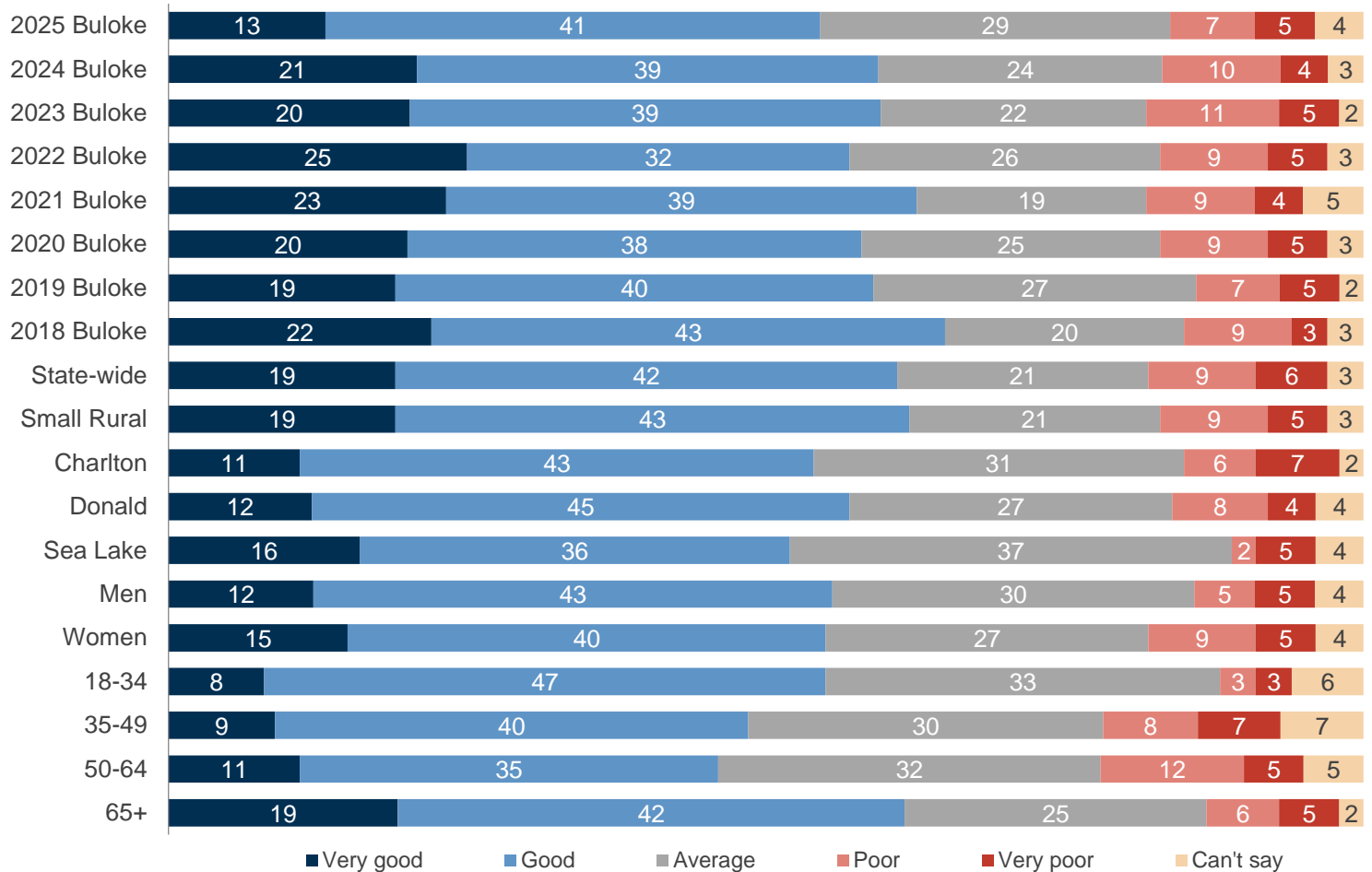
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



Business and community development and tourism importance



2025 business/development/tourism importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Donald	75	69	74	73	78	71	75	77	n/a	n/a
Women	75	76	74	77	78	76	74	78	n/a	n/a
Charlton	74	72	72	69	78	76	75	78	n/a	n/a
50-64	74	73	74	73	75	73	72	75	n/a	n/a
35-49	74	75	79	72	81	78	77	78	n/a	n/a
Buloke	72	70	73	73	76	73	72	76	n/a	n/a
65+	72	71	73	70	75	70	71	74	n/a	n/a
Small Rural	71	70	71	72	74	74	71	71	72	71
Men	70	66	73	69	75	69	70	74	n/a	n/a
18-34	70	62	69	82	77	70	71	78	n/a	n/a
Sea Lake	69	69	73	67	75	75	68	79	n/a	n/a
State-wide	69	67	67	69	70	67	65	66	67	67

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

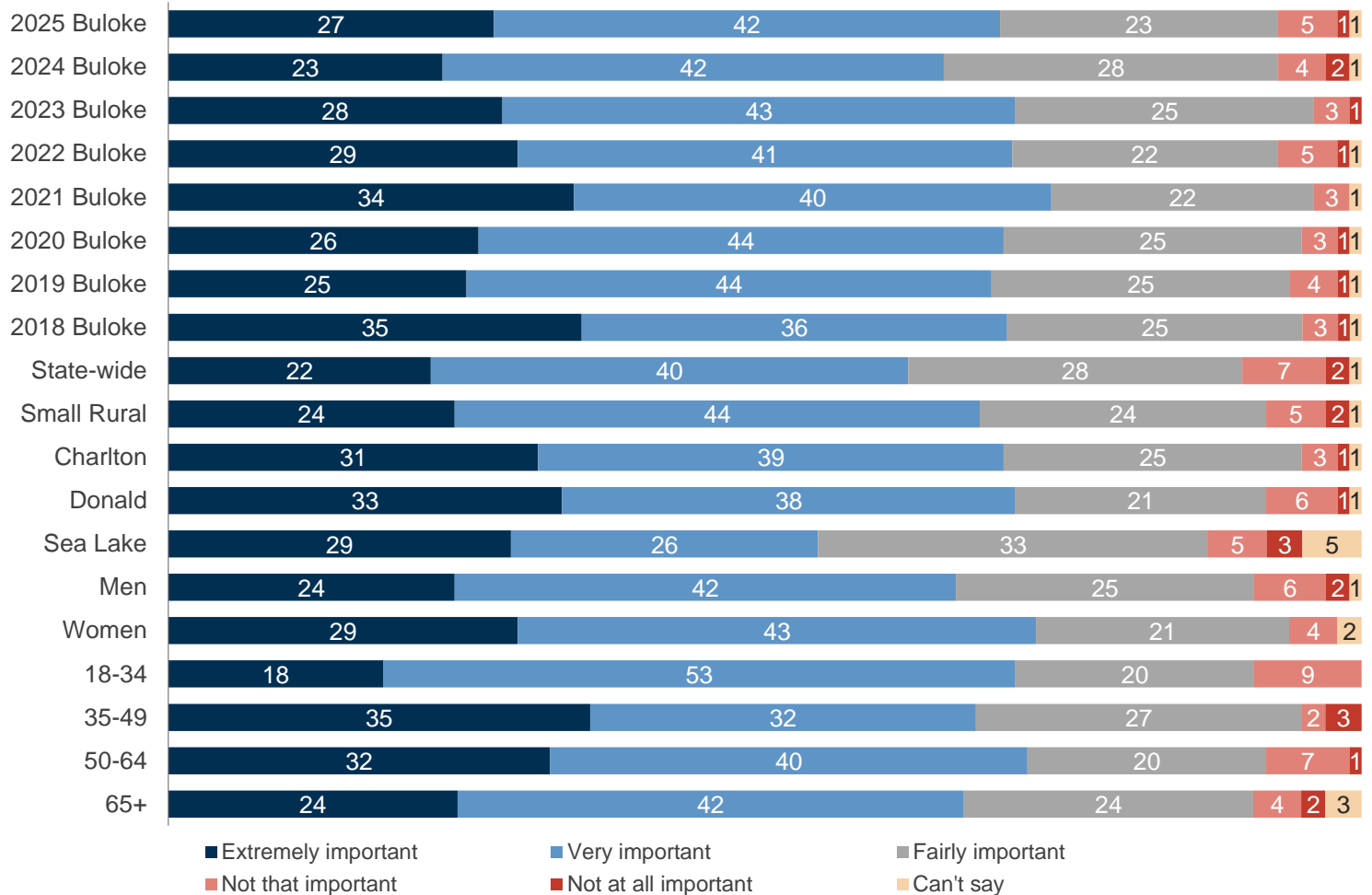
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

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

Business and community development and tourism importance



2025 business/development/tourism importance (%)



Business and community development and tourism performance



2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	57▲	59	61	63	62	58	59	59	64	61
State-wide	56▲	57	59	60	61	59	61	60	61	60
18-34	52	58	61	67	67	69	53	54	n/a	n/a
Women	48	58	63	62	69	65	57	56	n/a	n/a
Sea Lake	48	62	64	60	68	73	61	60	n/a	n/a
65+	47	57	62	65	69	66	60	56	n/a	n/a
Buloke	47	57	61	62	64	62	56	54	n/a	n/a
50-64	46	54	53	56	56	52	56	47	n/a	n/a
Men	45	57	58	62	60	59	55	52	n/a	n/a
Charlton	43	51	59	57	65	61	54	46	n/a	n/a
35-49	43	61	66	60	59	63	52	60	n/a	n/a
Donald	42	57	58	60	62	61	56	53	n/a	n/a

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

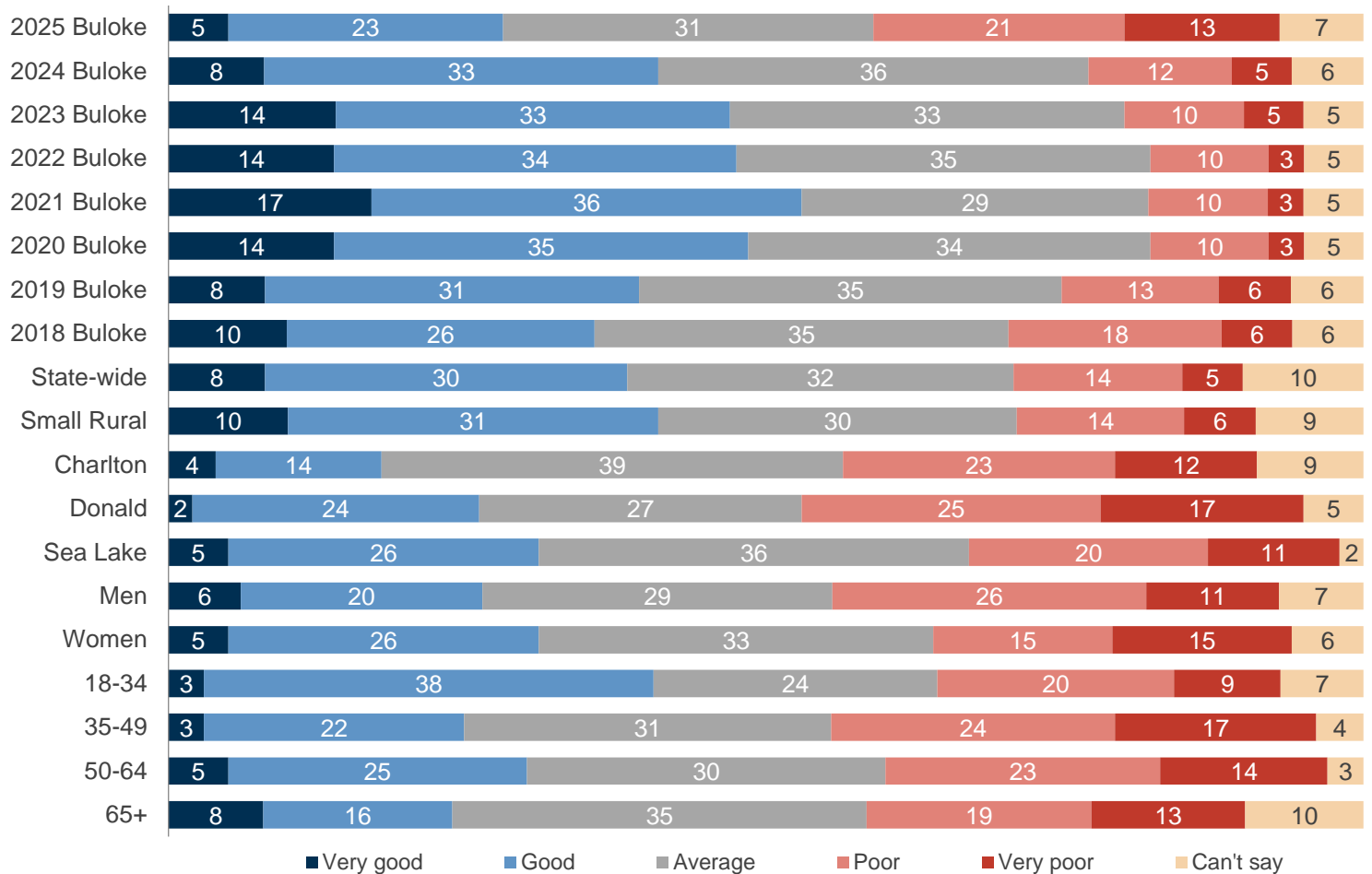
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 8

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

Business and community development and tourism performance



2025 business/development/tourism performance (%)

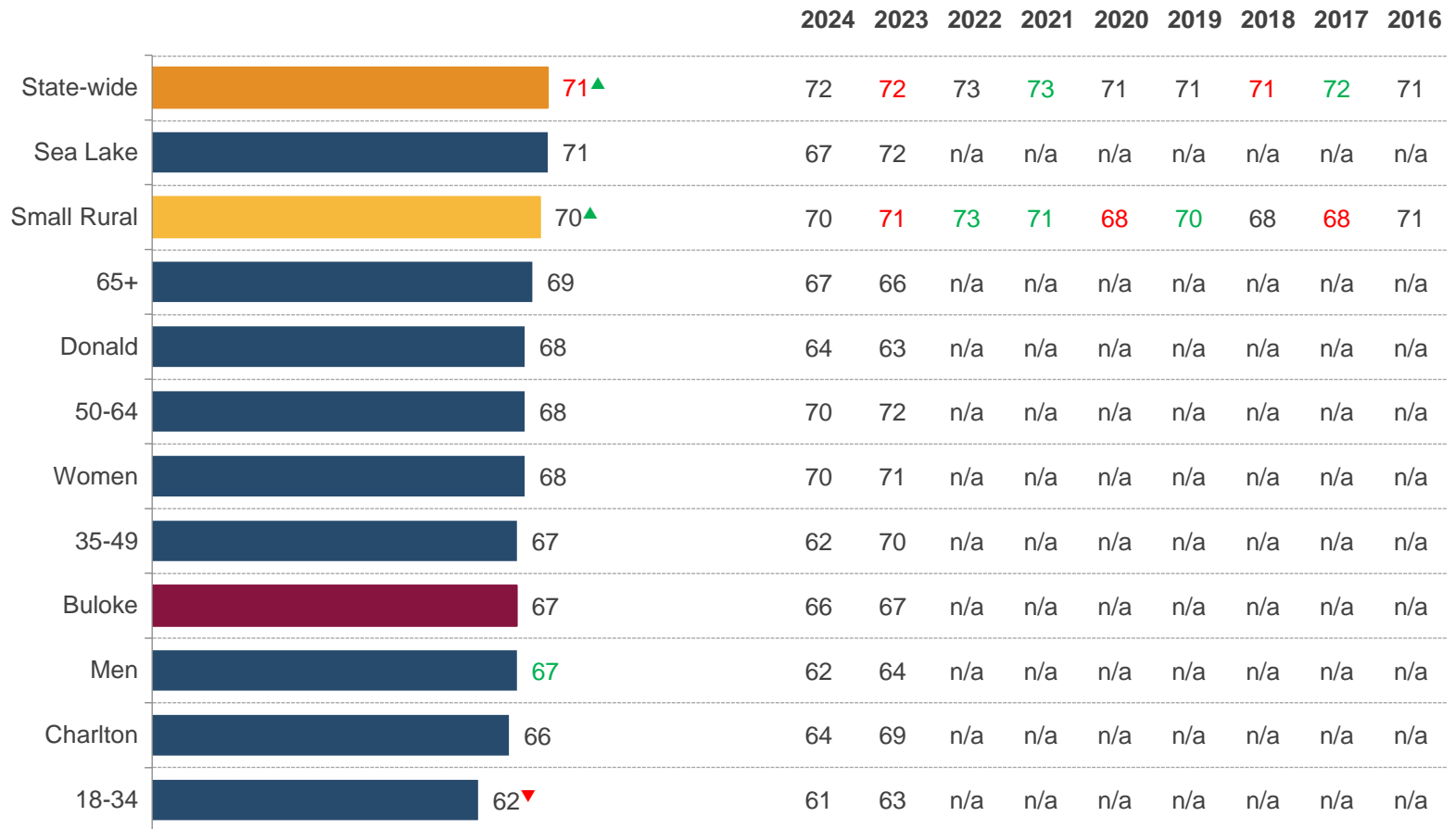




Planning and building permits importance



2025 planning and building permits importance (index scores)



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

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

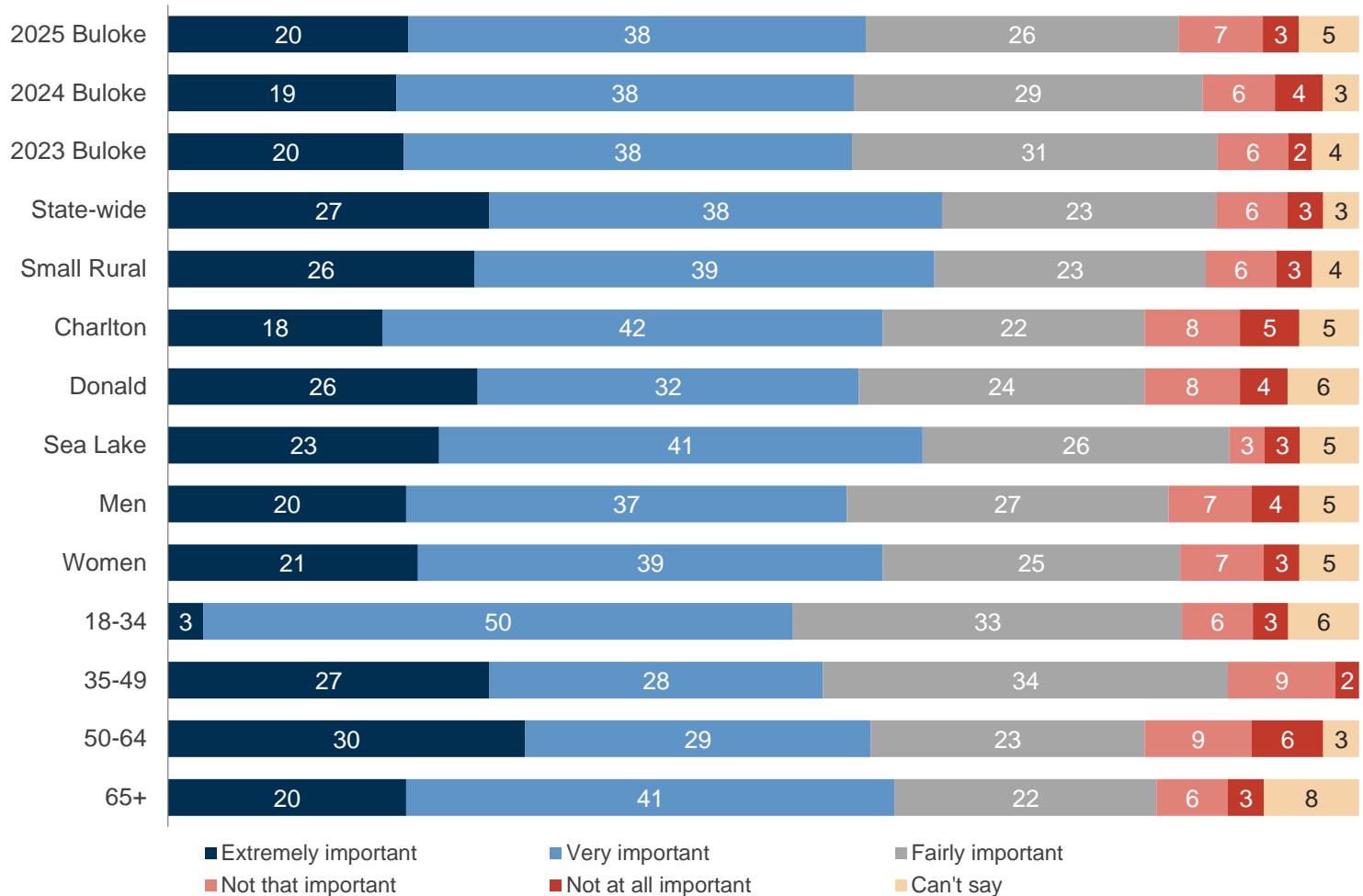
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2025 planning and building permits importance (%)





Planning and building permits performance



2025 planning and building permits performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	43▲	45	47	50	51	51	52	52	51	50
Small Rural	43▲	43	45	48	49	46	48	51	51	50
Sea Lake	38	50	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	37	47	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	37	50	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	36	48	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	35	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	34	48	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	33	48	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	30	43	40	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	28	56	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	26▼	47	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8

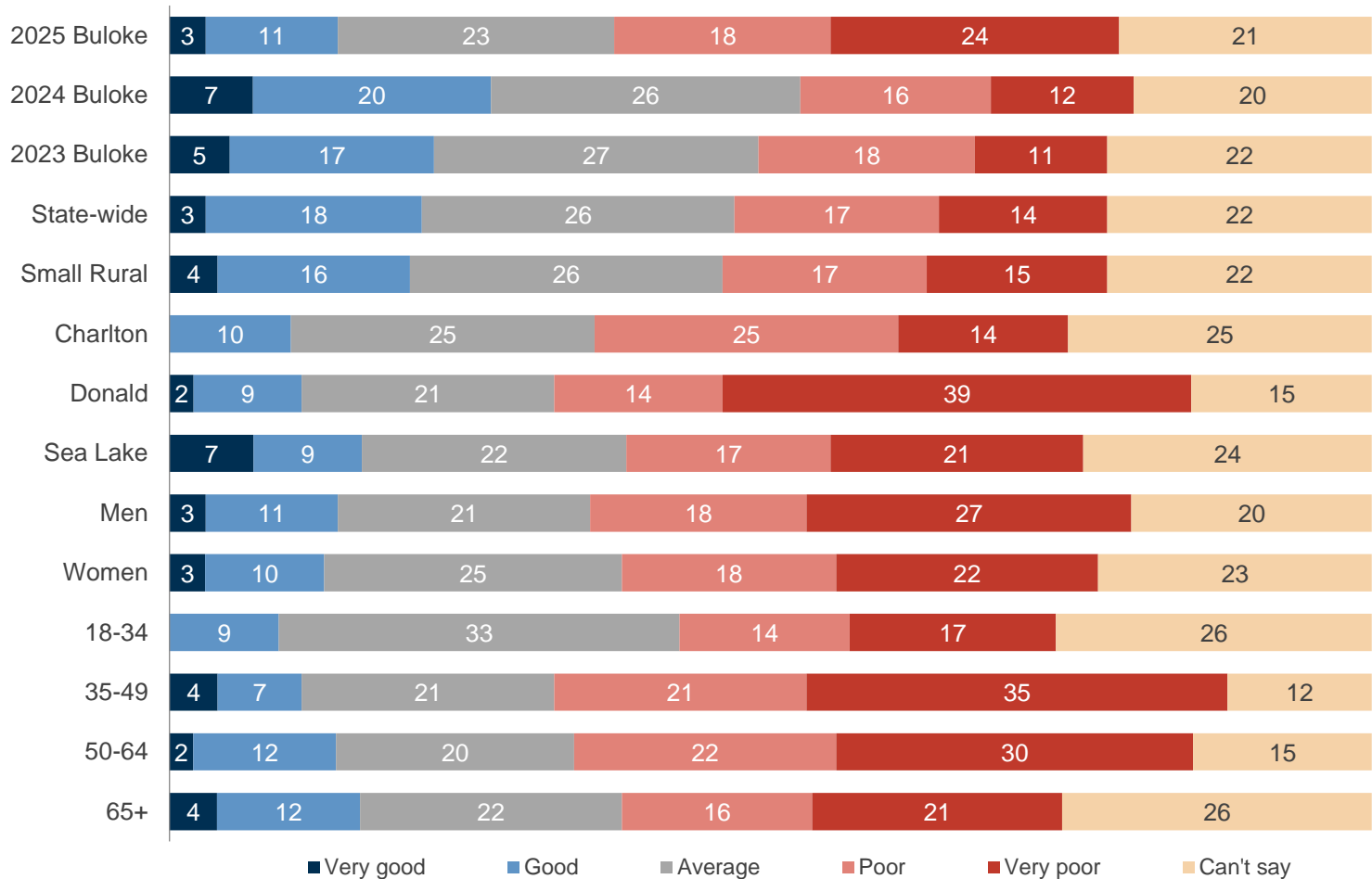
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)





Environmental sustainability importance



2025 environmental sustainability importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	69▲	69	70	70	73	72	71	71	n/a	n/a
State-wide	65▲	68	70	73	74	74	74	73	72	73
Sea Lake	65	62	68	68	64	66	62	68	n/a	n/a
Small Rural	63	66	67	70	71	70	72	70	70	74
50-64	62	62	60	62	63	64	60	62	n/a	n/a
65+	62	59	63	67	68	66	66	63	n/a	n/a
Buloke	61	61	63	66	67	67	65	65	n/a	n/a
35-49	61	63	63	68	71	69	65	72	n/a	n/a
Donald	60	62	62	64	65	69	63	66	n/a	n/a
18-34	59	60	63	70	65	71	71	69	n/a	n/a
Charlton	57	61	63	67	69	62	67	66	n/a	n/a
Men	54▼	53	56	63	62	61	60	60	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

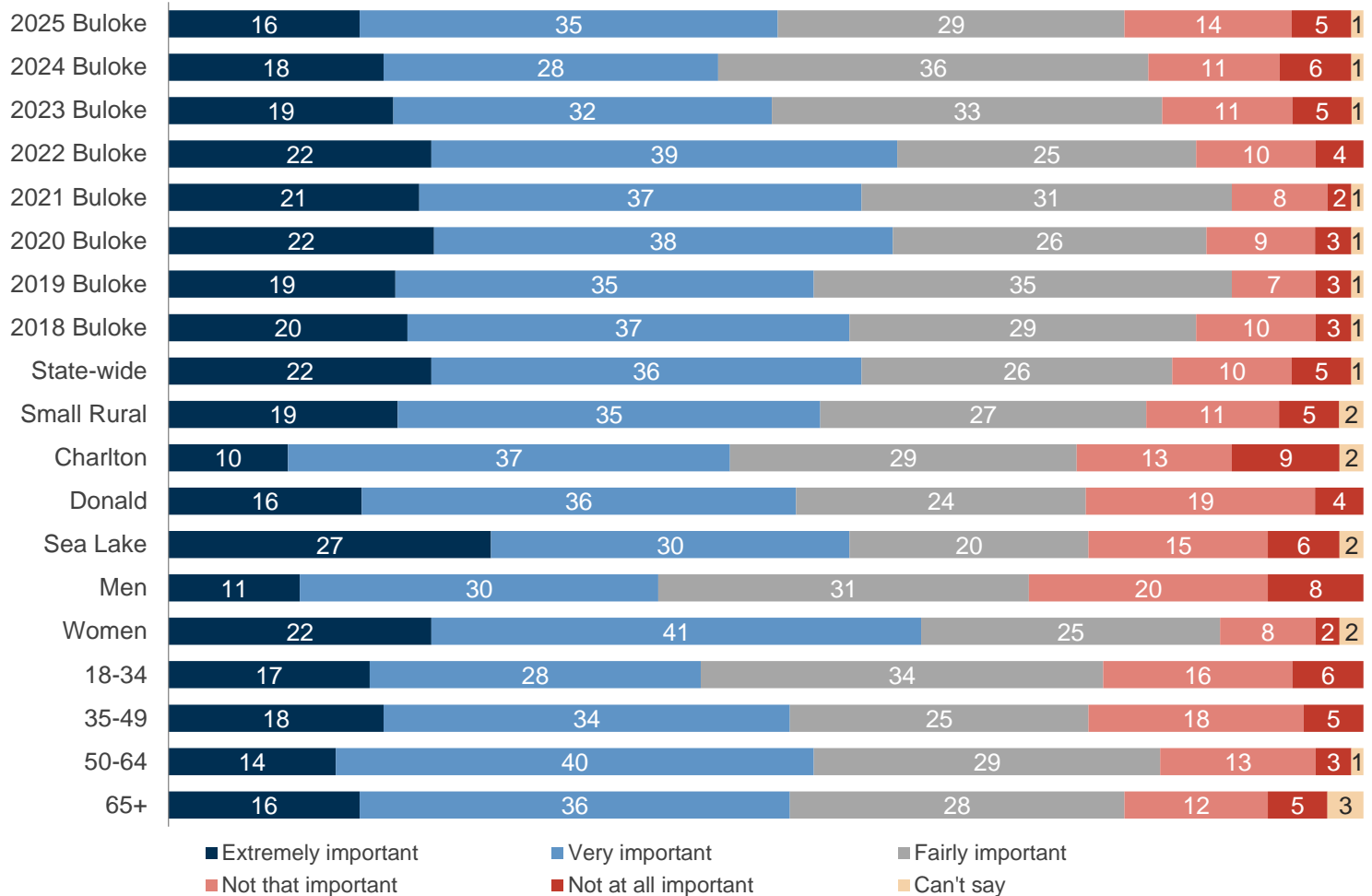
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2025 environmental sustainability importance (%)





Environmental sustainability performance



2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	59▲	60	60	61	62	60	62	63	64	63
Small Rural	58▲	59	59	59	61	57	59	62	63	61
18-34	54	54	56	58	58	64	56	57	n/a	n/a
Donald	53	56	58	51	61	57	57	57	n/a	n/a
Men	53	57	60	56	61	56	56	58	n/a	n/a
35-49	53	62	58	56	62	57	53	58	n/a	n/a
Buloke	53	56	58	58	63	59	57	58	n/a	n/a
Charlton	52	57	55	60	61	61	58	55	n/a	n/a
50-64	52	53	57	52	60	51	55	54	n/a	n/a
Women	52	56	56	60	65	63	57	58	n/a	n/a
65+	52	56	61	62	66	64	60	61	n/a	n/a
Sea Lake	49	57	61	57	61	59	57	55	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

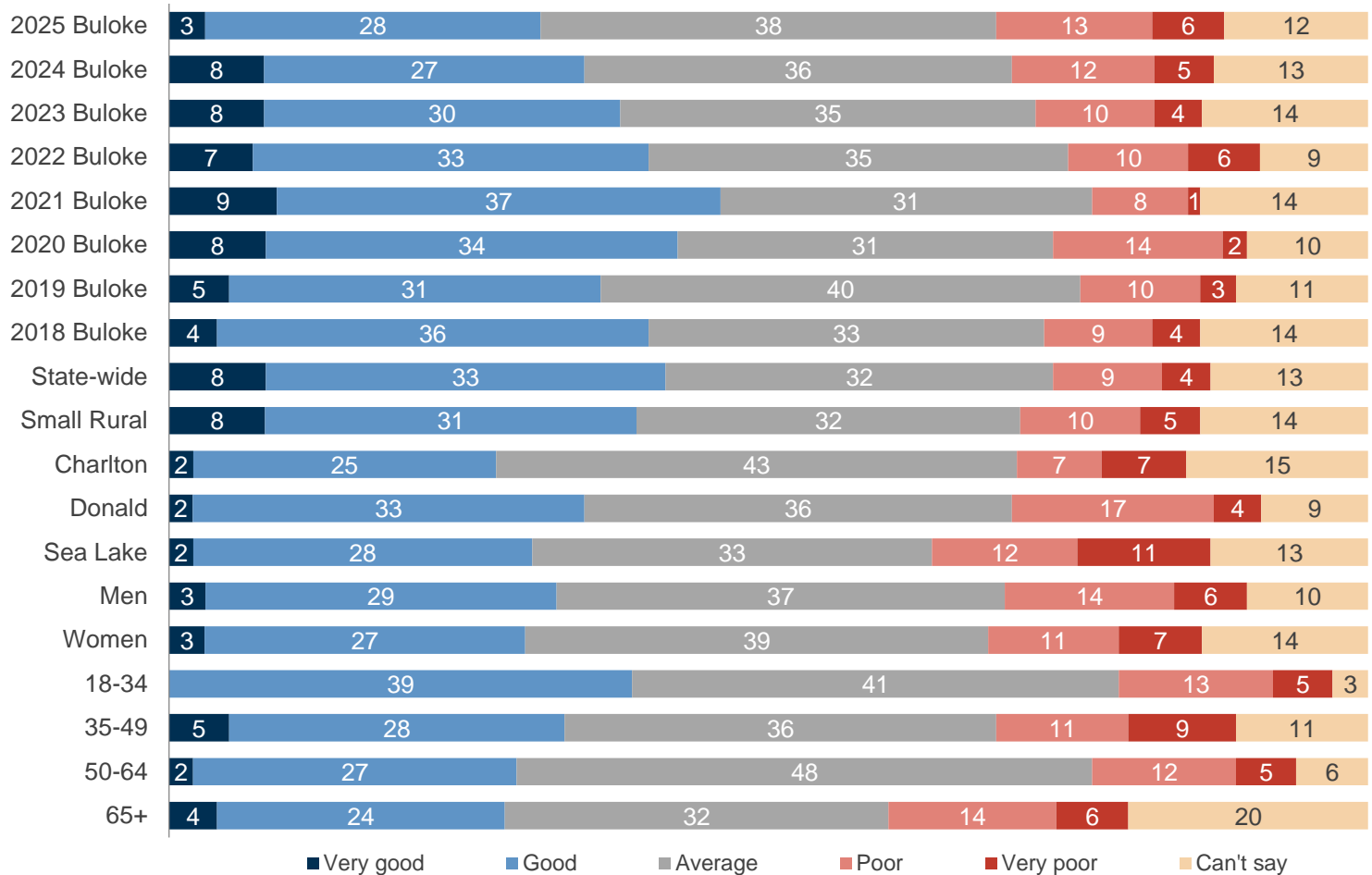
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2025 environmental sustainability performance (%)





Emergency and disaster management importance



2025 emergency and disaster management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Charlton	80	79	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	80	78	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80▲	82	80	81	82	82	81	80	81	82
State-wide	79▲	80	80	81	81	80	81	81	80	80
18-34	78	79	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	84	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	76	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	76	79	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	75	79	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

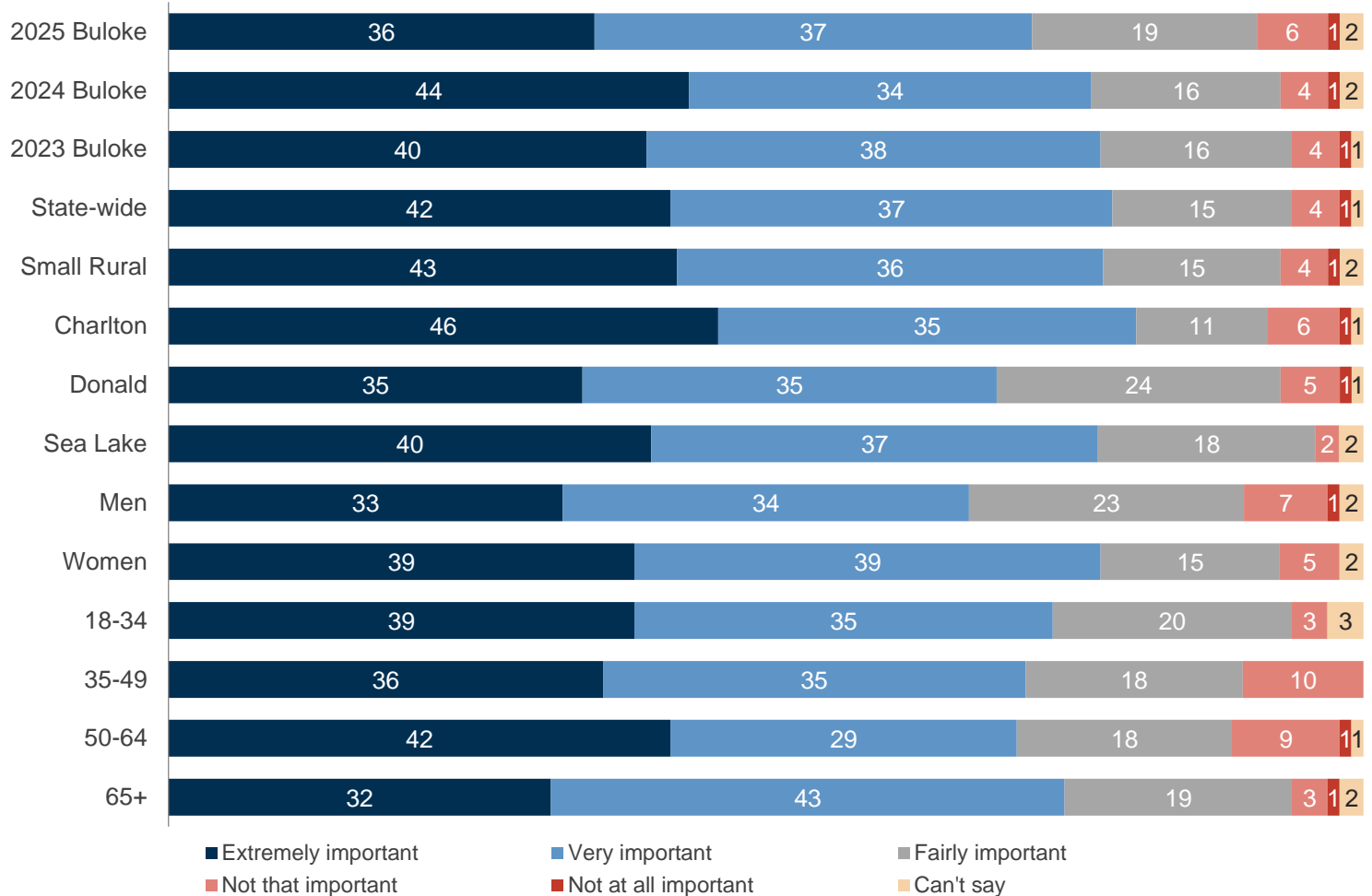
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2025 emergency and disaster management importance (%)





Emergency and disaster management performance



2025 emergency and disaster management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	66▲	66	66	68	72	70	72	72	72	71
Women	65	69	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	65	65	66	71	68	72	71	70	69
65+	63	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	63	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	62	65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	61	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	68	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	52▼	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

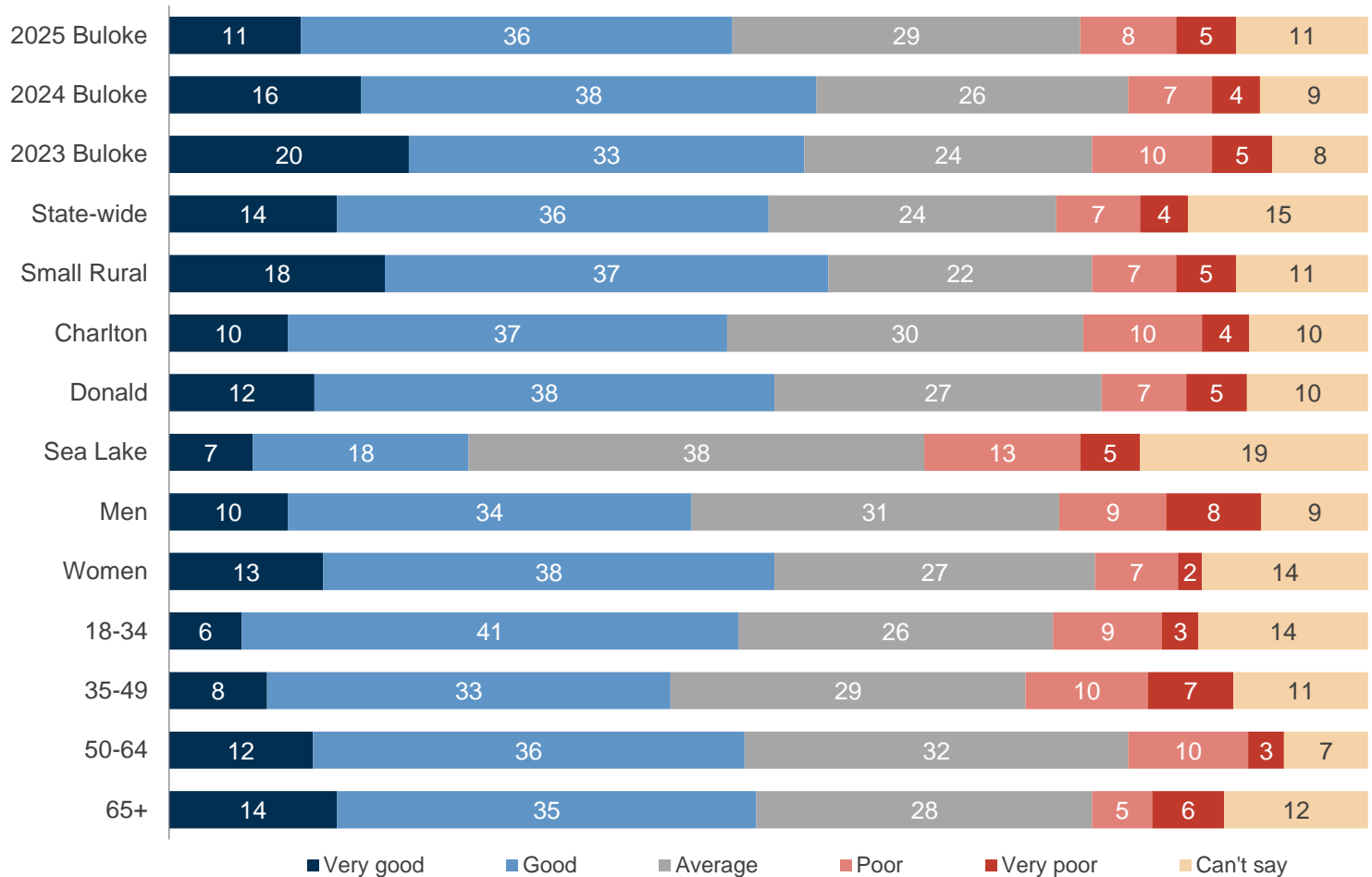
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2025 emergency and disaster management performance (%)

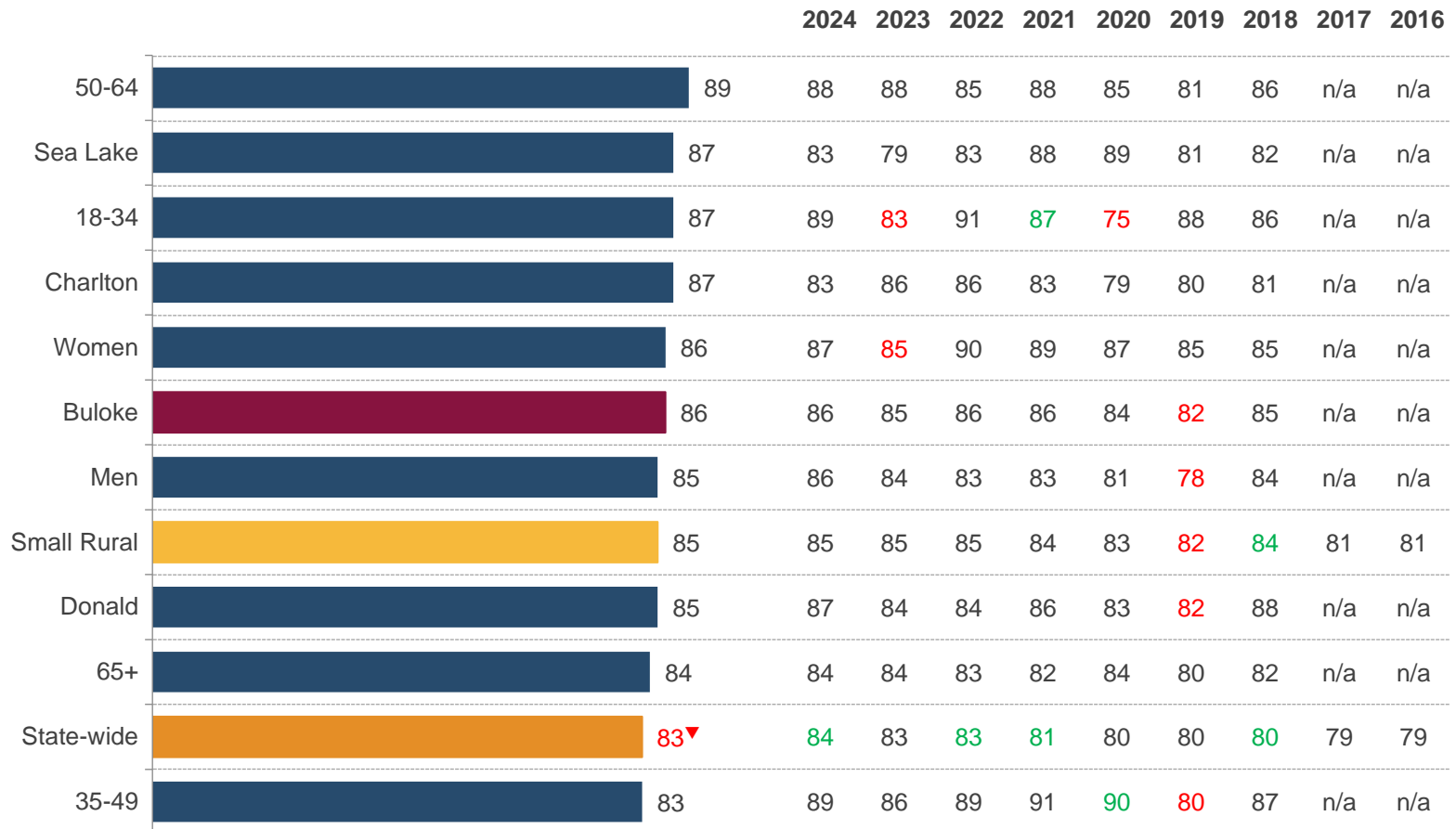




Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (index scores)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

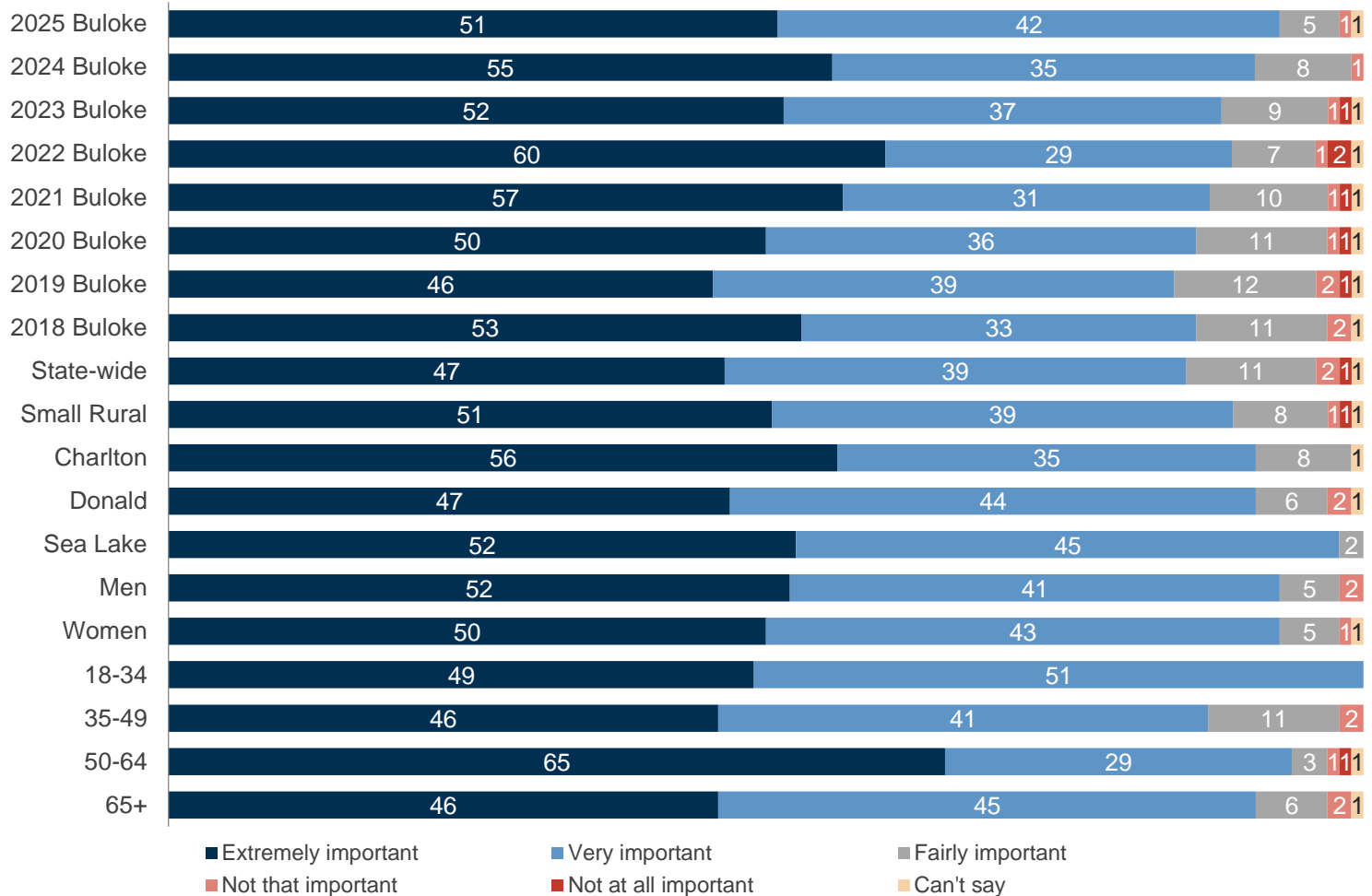
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2025 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Small Rural	40▲	35	38	42	44	43	43	40	43	44
State-wide	38▲	36	37	41	45	44	44	43	44	43
Charlton	34	30	36	37	47	41	40	38	n/a	n/a
65+	34	30	34	36	43	39	44	38	n/a	n/a
18-34	32	21	21	30	41	37	34	36	n/a	n/a
Men	32	28	29	31	40	35	38	35	n/a	n/a
Buloke	31	27	30	31	38	35	37	35	n/a	n/a
35-49	31	28	28	26	26	31	33	35	n/a	n/a
Women	30	27	31	32	36	36	35	35	n/a	n/a
Donald	30	25	28	29	37	34	32	30	n/a	n/a
50-64	25▼	27	29	29	36	33	32	31	n/a	n/a
Sea Lake	25	35	28	40	35	29	36	37	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10

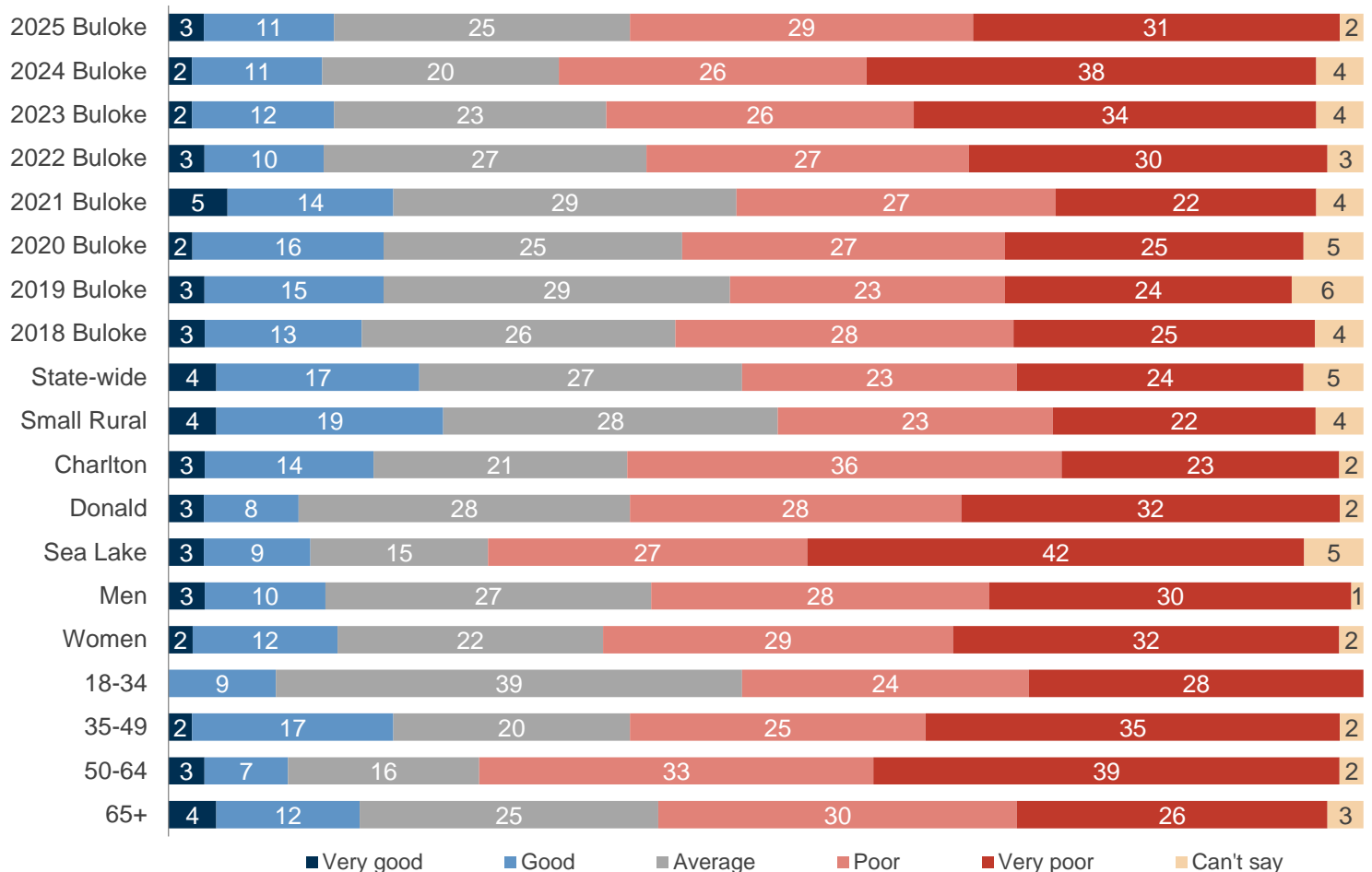
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2025 unsealed roads 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 festival, with some individuals wearing red and white clothing.

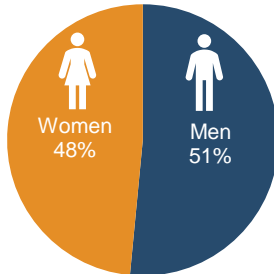
Detailed demographics



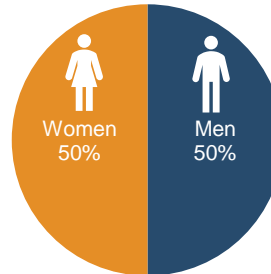
Gender and age profile

2025 gender

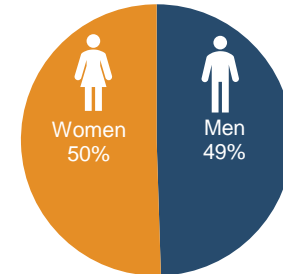
Buloke



Small Rural

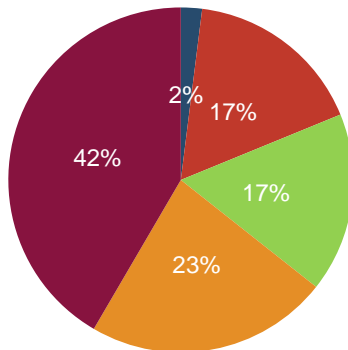


State-wide

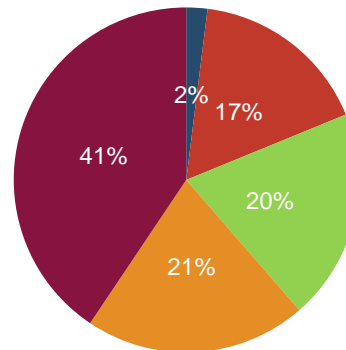


2025 age

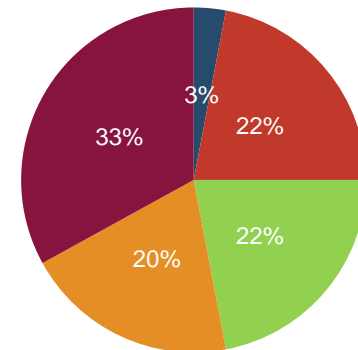
Buloke



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

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

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

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Buloke Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 5,000 people aged 18 years or over for Buloke Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Buloke Shire Council	400	400	+/-4.7
Men	191	206	+/-7.0
Women	208	194	+/-6.7
Charlton	81	75	+/-10.9
Donald	144	149	+/-8.1
Sea Lake	40	37	+/-15.6
18-34 years	34	75	+/-17.0
35-49 years	56	66	+/-13.1
50-64 years	110	91	+/-9.3
65+ years	200	167	+/-6.8



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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2024, n=401 completed interviews, conducted in the period of 29th January – 18th March.
- 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.
- 2016, 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 Buloke Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Buloke Shire Council.

Survey sample matched to the demographic profile of Buloke Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 52% mobile phone numbers to cater to the diversity of residents within Buloke Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Buloke Shire Council. Survey fieldwork was conducted in the period of 28th January – 16th March, 2025.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2025 vary slightly.

Council Groups

Buloke Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2025 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2025 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2025 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

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

CSS: 2025 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

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

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

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

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

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

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

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

State-wide average: The average result for all participating councils in the State.

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

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

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