

Alpine Shire Council

Community Satisfaction Report 2026

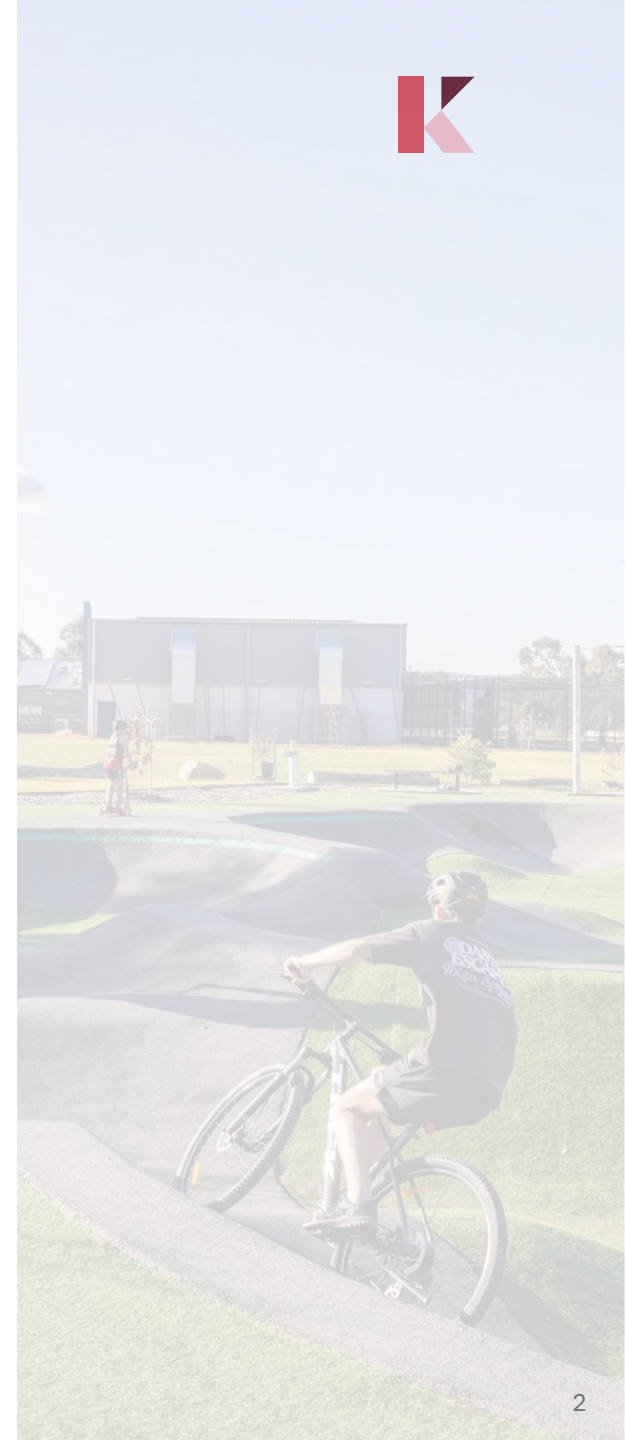


klein

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

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Executive Summary



Alpine Shire Council Community Satisfaction



55

Overall Performance

+8 since last year

58

State Performance

+4 vs last year

53

Small Shire Performance

- vs last year

Key Takeouts

Resident sentiment has lifted sharply, and Alpine now sits above other Small Shires across nearly every measure. The increase in positive sentiment was more pronounced amongst 18-34 and 35-49-year-olds.

Top performing areas

71

Waste management*

60

Customer service

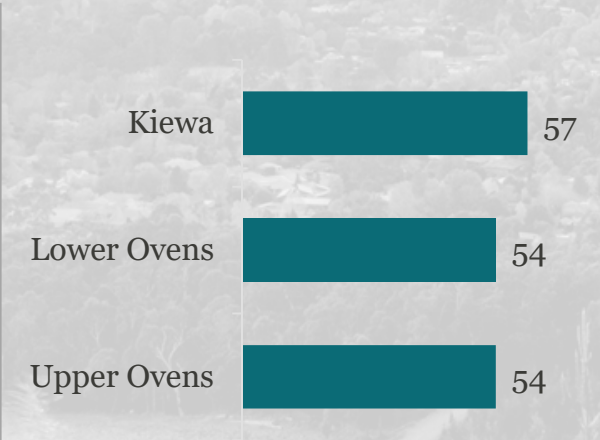
56

+7

54

+8

Aged 18-34	59	+9
Aged 35-49	54	+11
Aged 50-64	50	+7
Aged 65+	56	+6



Lowest performing areas

50

Sealed local streets*

54

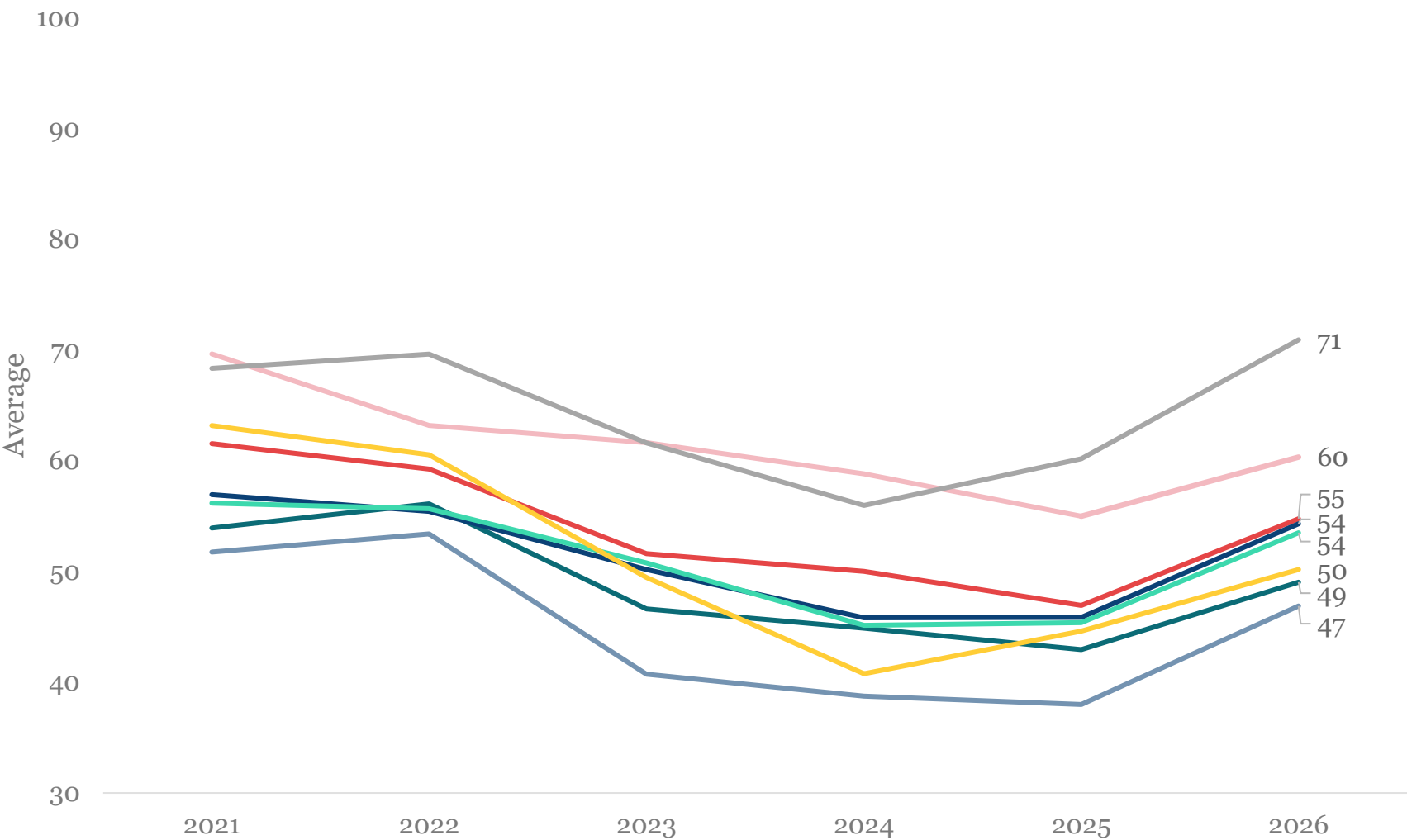
Making decisions*

54

Opportunities to give feedback*



Core Measures by Year



Change on Previous Year

- +8** Overall Performance
- +6** Spending Public Funds*
- +9** Direction of council
- +5** Customer Service
- +8** Opportunities to give feedback*
- +11** Waste Management*
- +8** Making Decisions*
- +6** Sealed local Streets*

Changed questions are marked with an asterisk.

LGV Core Summary



		Alpine SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Small Shire 2026	Chg vs 2025
Overall Performance <i>Overall Performance of Council</i>		55	+8	58	+4	53	-
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		49	+6	51	+4	47	-1
General Direction <i>Views on direction of council's performance</i>		47	+9	48	+2	46	-
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		60	+5	68	+2	65	-
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		54	+8	55	+5	54	+2
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		71	+11	72	+6	71	+5
Making decisions* <i>Making decisions in the interest of the community</i>		54	+8	52	+3	51	+1
Sealed local streets* <i>Condition of sealed local streets</i>		50	+6	54	+9	45	+1

Performance of Council Services – Summary by Service Area

Governance, Engagement & Advocacy			Infrastructure & Maintenance			Community Services & Support		
Service	2026	vs LY	Service	2026	vs LY	Service	2026	vs LY
Making decisions in the interest of the community	54	+8	Condition of sealed local streets*	50	+6	Waste management*	71	+11
Opportunities to give feedback*	54	+8						

Changed questions are marked with an asterisk.

Executive Summary – Key Strengths of Alpine Shire Council



Strong overall improvement trajectory

Alpine Shire Council's overall performance has lifted significantly this year, with the overall rating at 55, up eight points and now two points above the Small Shire benchmark. This was led by younger residents - 35-49 year olds, who now rate Council at 54 (up 11 points), and 18-34 year olds, whose score rose 9 points. Direction of Council has improved nine points to 47 and Spending of Public Funds is up six points to 49.



Decisions in the interest of the community

While this is a lower performing aspect, the improvement in this year's results makes it noteworthy. Decisions in the interest of the community sits at 54, two points above the State benchmark and three points above the Small Shire benchmark, and has improved eight points year-on-year. As a high-influence driver of overall satisfaction, this is a meaningful improvement.



Waste management

Waste management is the highest-scoring service across the service areas measured, at 71, and shows the largest year-on-year improvement of any service measured, up eleven points. Performance sits in line with the State and Small Shire benchmarks. Open-ended feedback reinforces this - waste collection and rubbish services are among the most frequently mentioned things residents value about Alpine Shire Council.

Executive Summary – Key Opportunities for Council to Address



Condition of sealed local streets

The condition of sealed local streets shows one of the largest negative gaps against the State benchmark across the services rated in this report, at 50, four points below the State - and is one of the lowest-scoring of the services measured. It is also a high-influence driver of overall satisfaction. Open-ended feedback reinforces the picture, with road conditions and maintenance the single most frequently raised improvement priority, mentioned by nineteen percent of residents.



Customer service experience

The customer service rating sits at 60, eight points below the State benchmark; the largest negative gap against the State among the measures tracked for Council. While this is up five points year-on-year, the gap to peers is meaningful and reflects how residents who have contacted Council recently are experiencing those interactions. Residents aged 35 to 49 are notably less likely to be in contact with Council, and ratings in Lower Ovens have softened slightly against an otherwise improving picture.



Spending of public funds

Spending of public funds is rated 49, two points below the State benchmark and the lowest-scoring of the key performance measures. Open-ended feedback indicates rates and value for money are recurring improvement priorities for Alpine Shire residents, and the 50 to 64 age group notably is less positive than the wider community.

Executive Summary – Recommendations



Build on the lift in sentiment

We recommend Alpine Shire Council consolidate the improvement in overall performance by continuing to deliver services residents value highly, particularly the strong delivery of waste management and the year-on-year improvement on community-focussed decisions. Focusing on the 50 to 64 age group where sentiment is less positive will help carry momentum into the next cycle.

Prioritise sealed local streets

Alpine Shire Council should consider prioritising the condition of sealed local streets as a focus for improvement. The condition of sealed local streets has strong influence on resident sentiment, and it is the most mentioned area of improvement in open-ended resident feedback. Alpine Shire Council should consider combining a maintenance programme with clear, visible communication about where works are happening to demonstrate progress.

Close the customer service gap

Alpine Shire Council should consider focusing on closing the eight-point gap to the State and five-point gap to the Small Shire benchmarks on the customer service rating. This could be achieved by focusing on improvements to response times and follow-through on requests and making contact easier for 35–49-year-olds who currently contact Council least.

Refresh engagement and channels

The proportion of residents contacting Alpine Shire decreased slightly in 2026, and preferences for communication channels have shifted somewhat. We recommend Alpine Shire Council refresh its engagement and communication mix in response. Contact by social media is up five points to twenty-five percent while newsletter via social is down six as the preferred channel for contact.

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



Alpine Shire Council is classified as a **Small Shire** council. The **Small Shires** group includes: Buloke, 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.

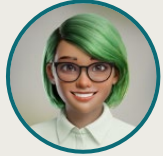
Index Score	Score Impact	Impact of including Online
Overall Performance	0 pts	No material impact detected. Movement appears within expected variation
Spending Public Funds	-1 pts	No material impact detected. Movement appears within expected variation
General Direction	-1 pts	No material impact detected. 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
Alpine SC	400	+/-4.9 pts
State	17,730	+/-0.7 pts
Small Shire	3,994	+/-1.6 pts
18 to 34	46	+/-14.4 pts
35 to 49	90	+/-10.3 pts
50 to 64	112	+/-9.3 pts
65+	152	+/-7.9 pts
Male	193	+/-7.1 pts
Female	207	+/-6.8 pts
Kiewa	111	+/-9.3 pts
Lower Ovens	163	+/-7.7 pts
Upper Ovens	126	+/-8.7 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

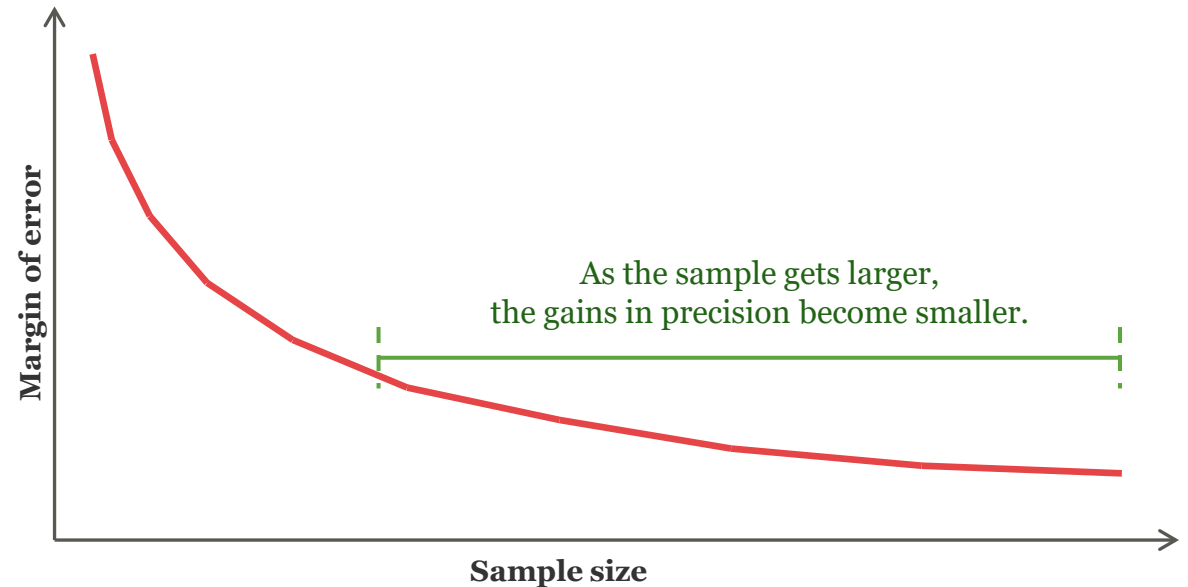
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



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.

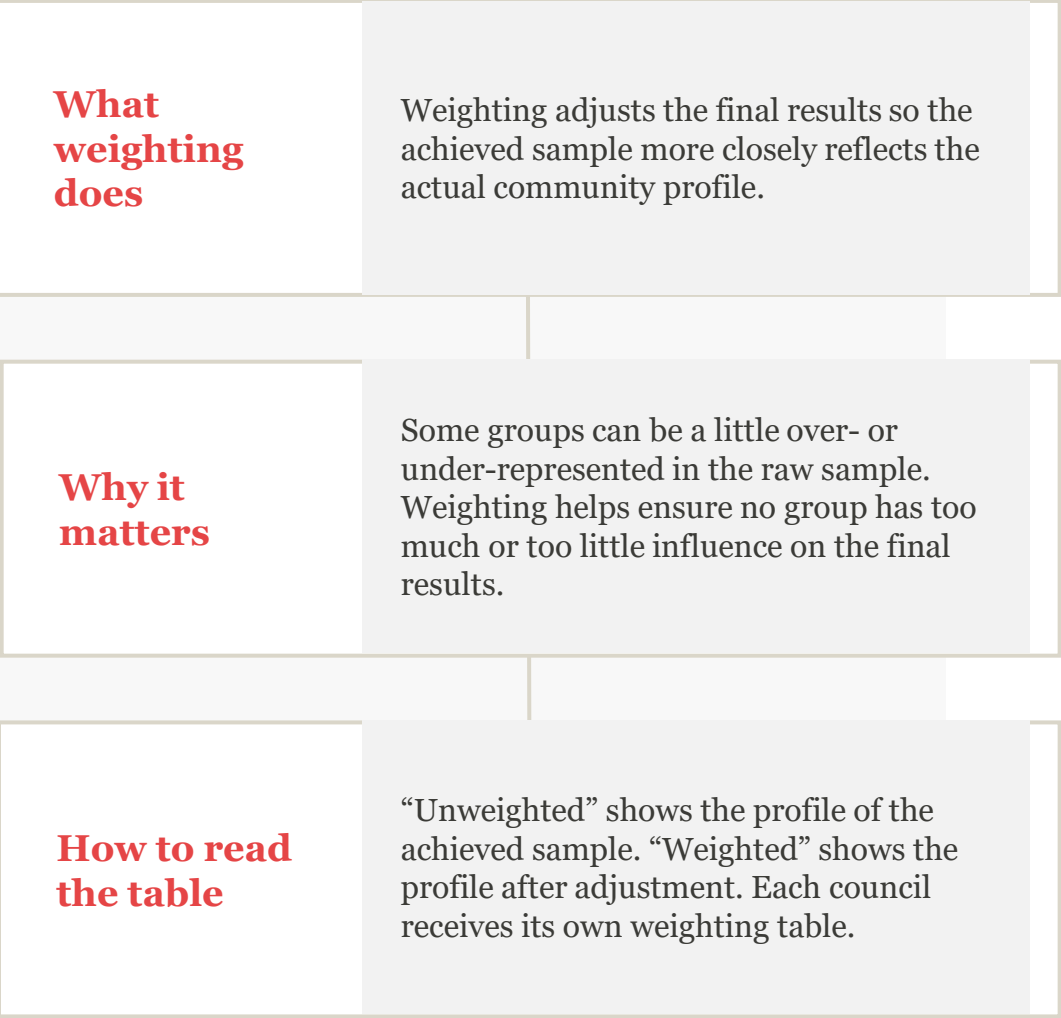
How sample size affects precision



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	2%	3%
25-34	10%	15%
35-49	23%	22%
50-64	28%	25%
65+	38%	35%
NET	100%	100%

Gender	Unweighted	Weighted
Male	48%	49%
Female	52%	51%
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
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
Waste management*	38	10



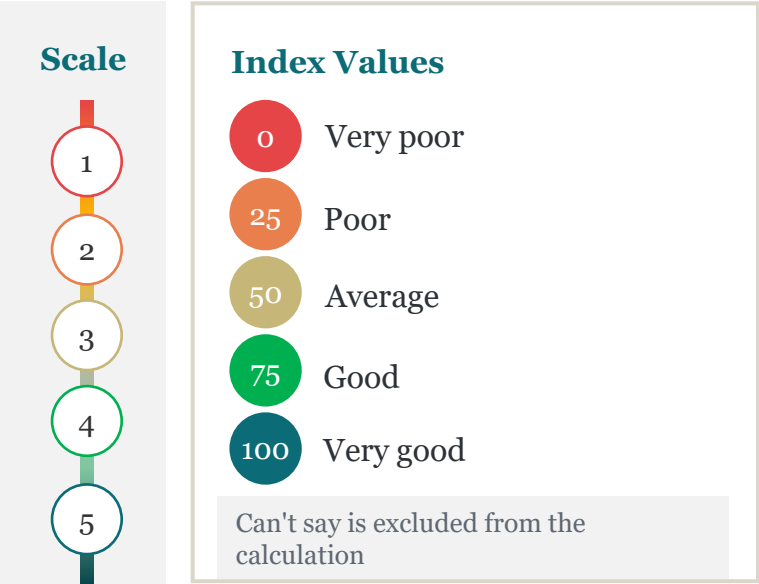
How Performance Index Scores are Calculated

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.



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

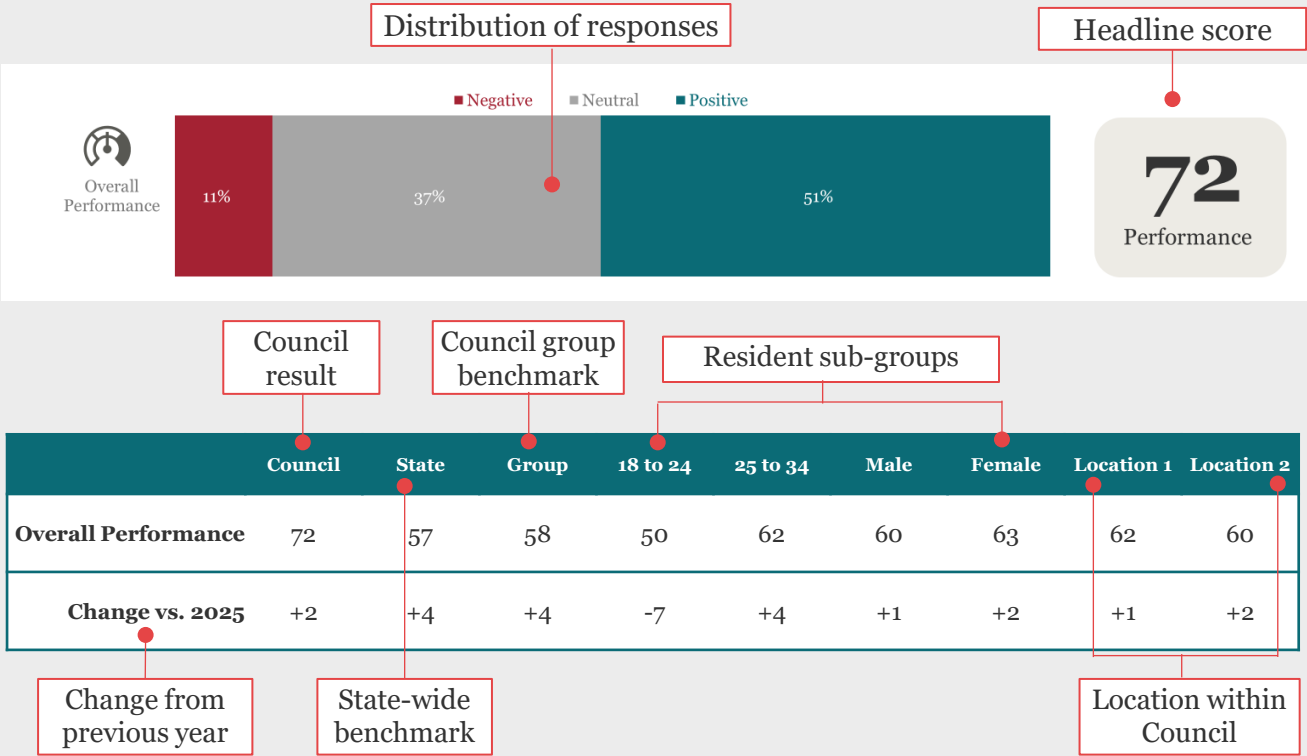
This slide shows the overall result, the distribution of responses, and how results vary across benchmarks and key sub-groups.

- 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 - Performance



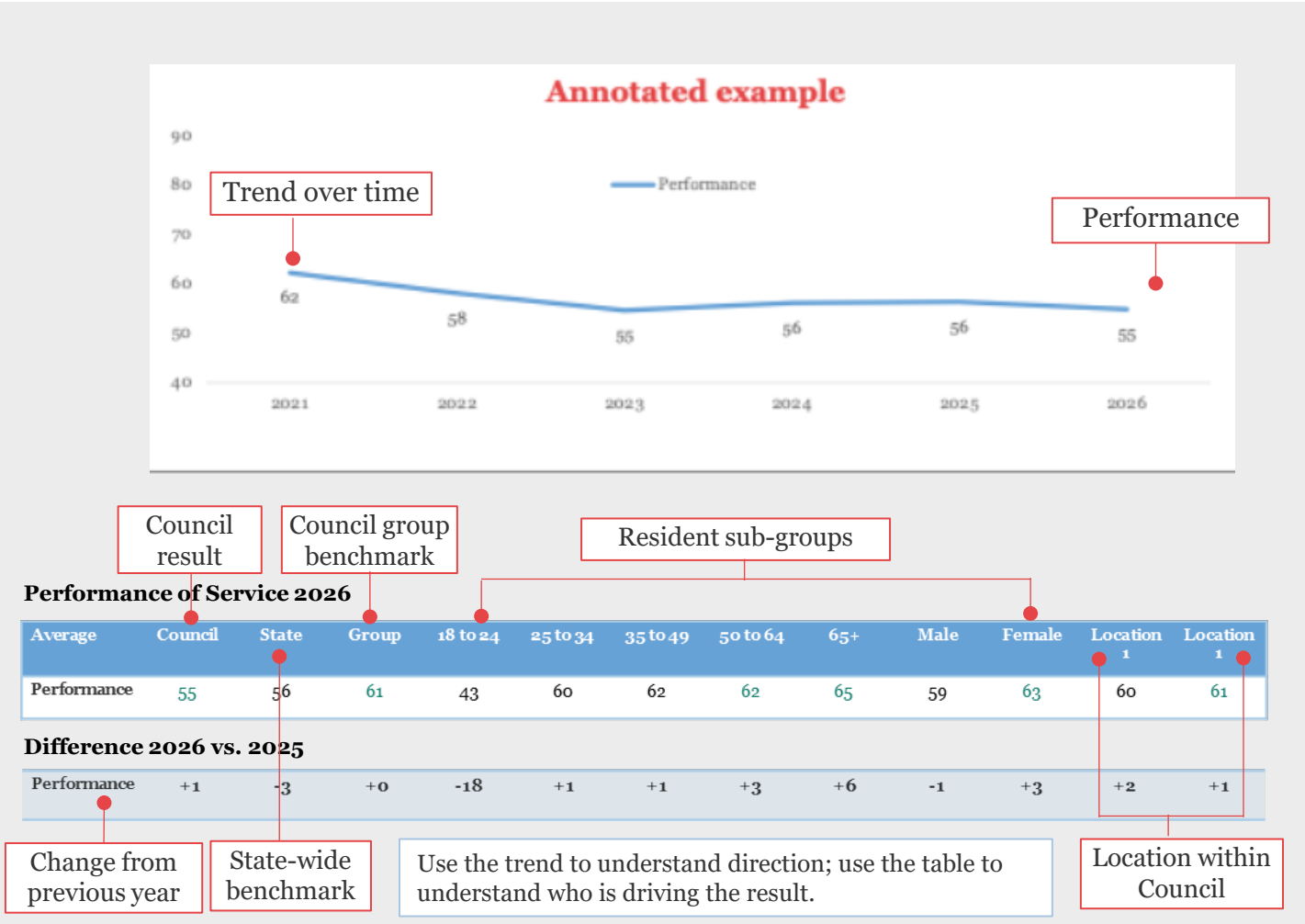
Guide to reading results

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.



Fieldwork Summary

Who?

Residents of Alpine 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?

7-minute survey
Conducted by Telephone and Online

How many?

n=400
n=300 Telephone recruited from sourced residential sample list
n=100 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 more positive in 2026, with the result increasing by 8 points to 55.
- Residents were more positive about Council direction in 2026, with the result increasing by 9 points to 47.
- Compared with 2025, spending public funds to benefit the community increased by 6 pts to 49.

Vs. Benchmarks

- Overall performance scores 55, sitting slightly below the State (58) and slightly above Small Shire (53).
- Compared with 2025, Council's overall performance increased by 8 points, while the Small Shire decreased by 1 point.
- Council direction scores 47, broadly in line with both the State (48) and Small Shire (46) benchmarks.
- Similarly, perceptions of Spending Public Funds is comparable to State and Small Shire benchmarks. However Alpine has registered improvements greater than both benchmarks.

Sub-group differences:

- Residents aged 18 to 34 year olds were more positive on Council's overall performance and Council direction.
- Residents aged 50 - 64 year olds were less positive on overall performance, Council direction, and spending public funds to benefit the community.
- Kiewa residents were more positive generally but residents of Upper Ovens recorded the greatest improvements.

Performance Summary – At a Glance



Council performance summary.

Results shown are index scores out of 100.



55

Overall
Performance



47

Direction
of Council

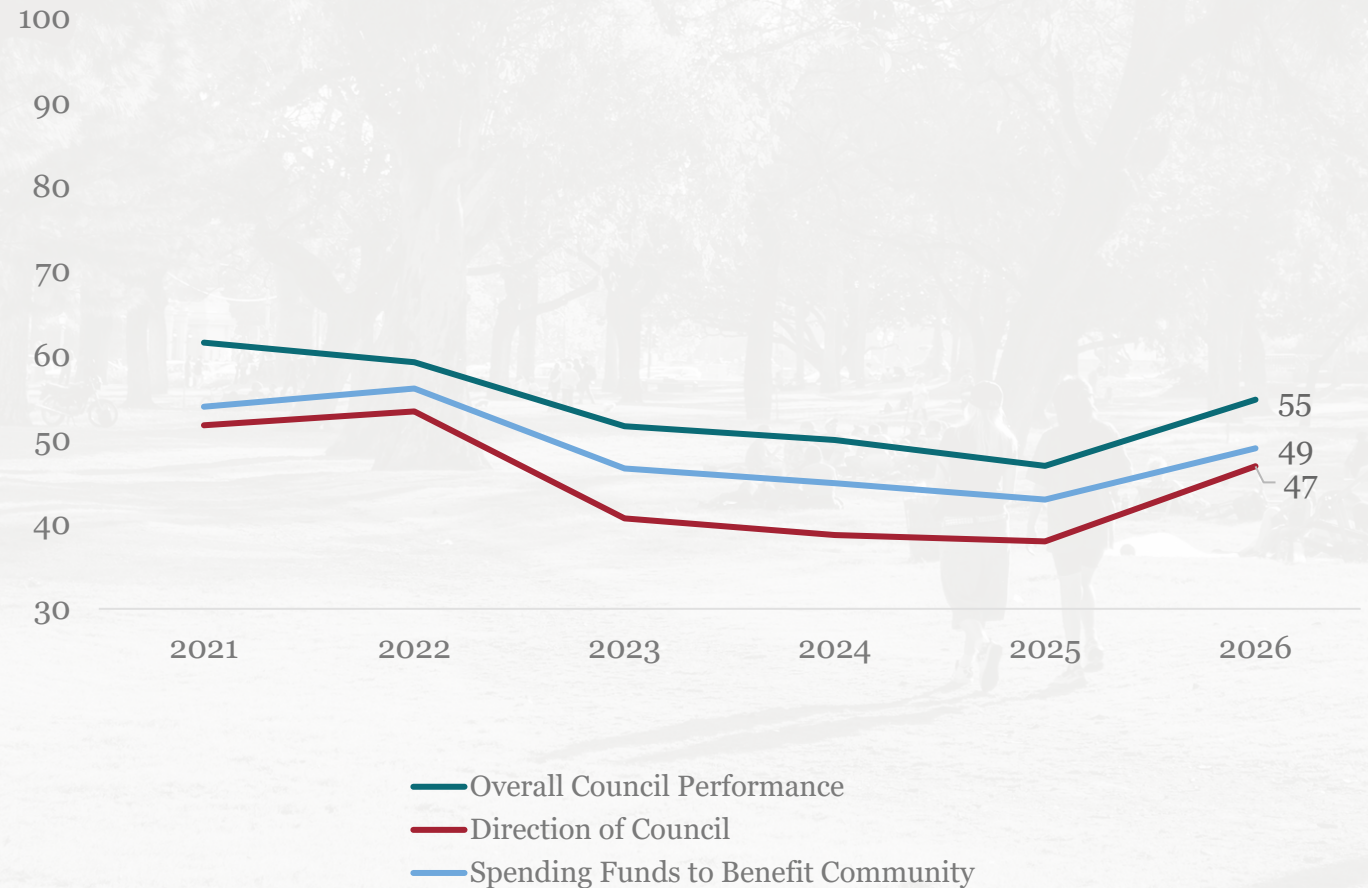


49

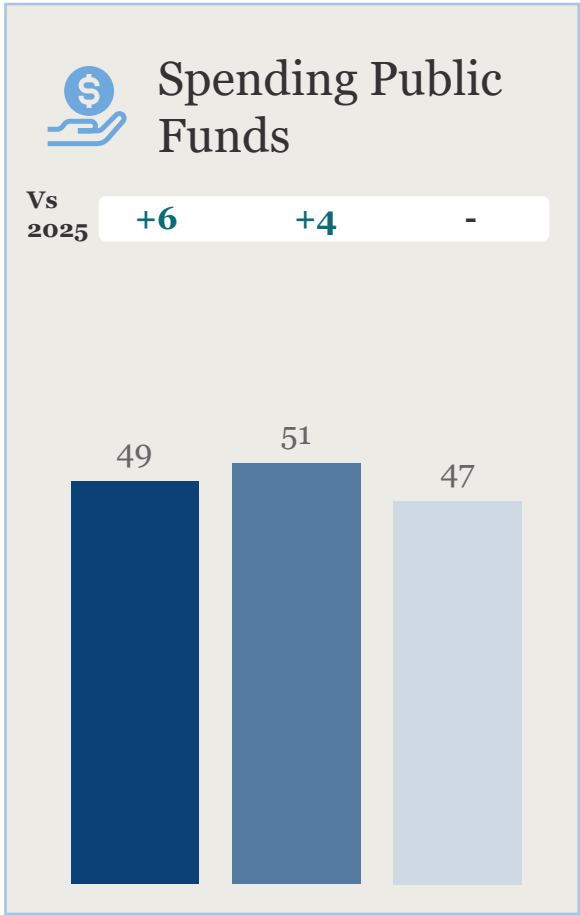
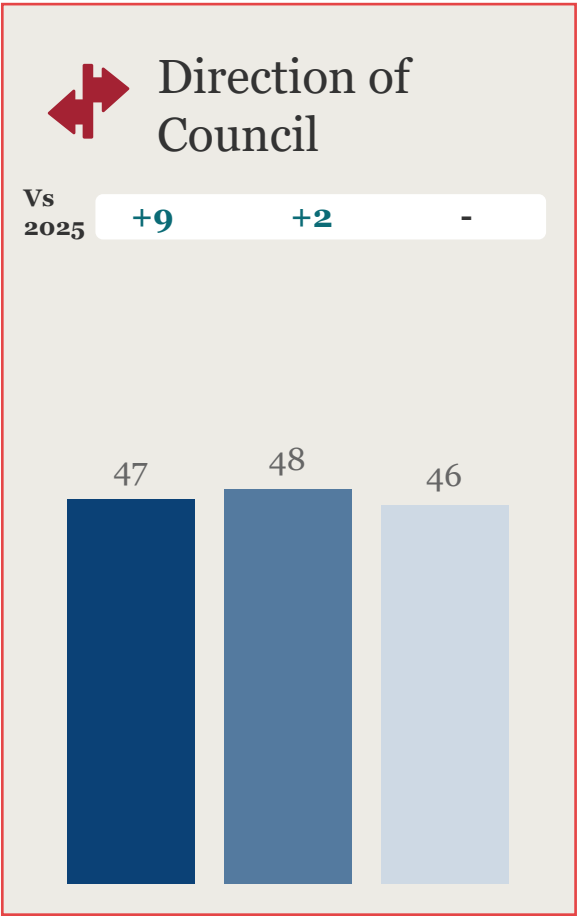
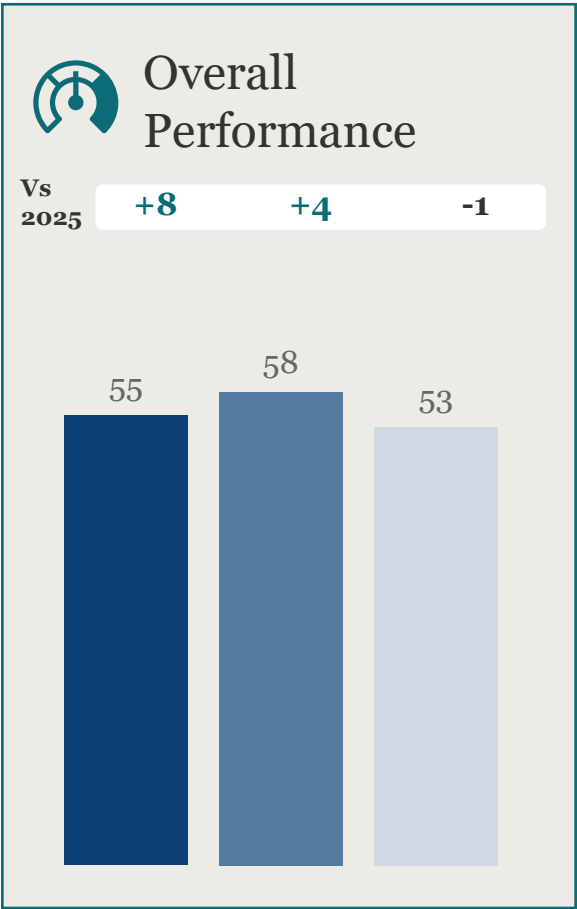
Spending Public
Funds



Council Performance by Year



Overall Performance – Council vs. Benchmarks

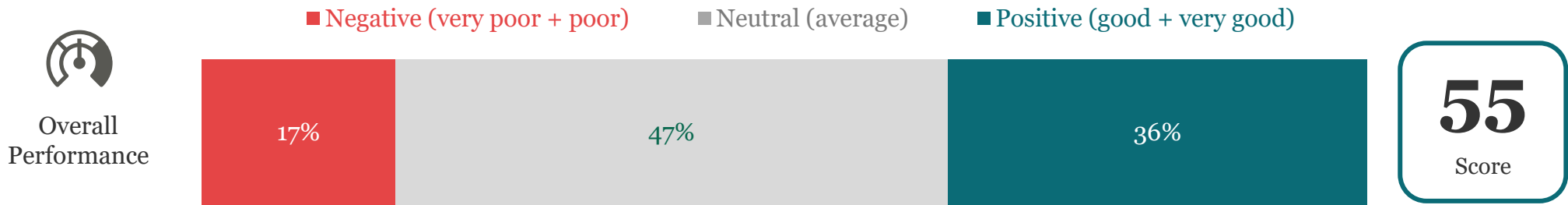


■ Alpine Shire ■ State ■ Small Shire

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

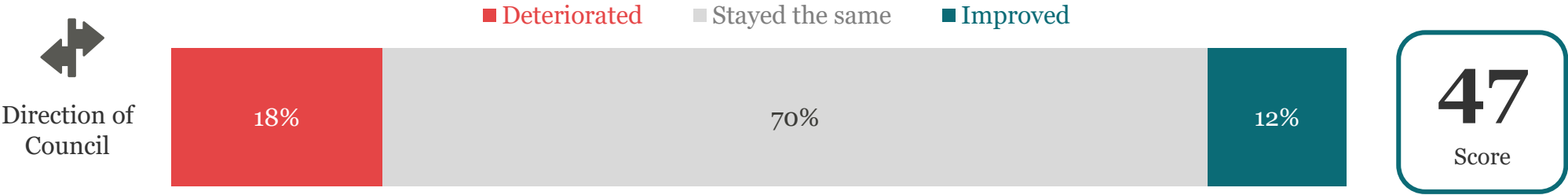


	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Overall Performance	55	58	53	59	54	50	56	54	56	57	54	54
Change vs. 2025	+8	+4	-	+9	+11	+7	+6	+8	+7	+5	+2	+14

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



	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Direction of Council	47	48	46	56	44	41	48	45	49	52	43	47
Change vs. 2025	+9	+2	-	+10	+10	+7	+9	+6	+11	+15	-	+13

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.

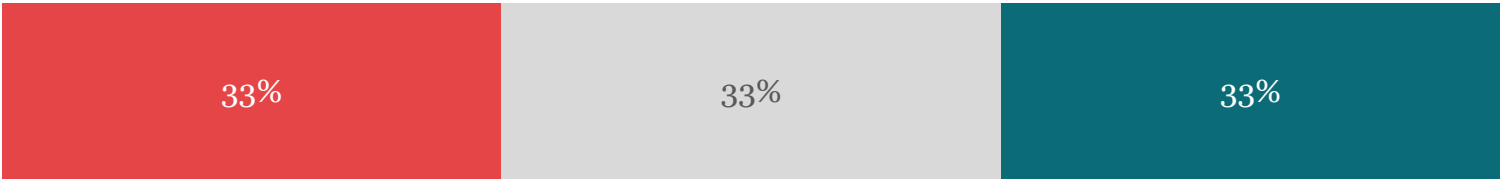
Spending Public Funds to Benefit Community – Distribution of Results 2026



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



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



49
Score

	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Spending Funds	49	51	47	48	47	46	53	47	51	49	50	48
Change vs. 2025	+6	+4	-1	-	+10	+8	+6	+3	+9	+5	-1	+12

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

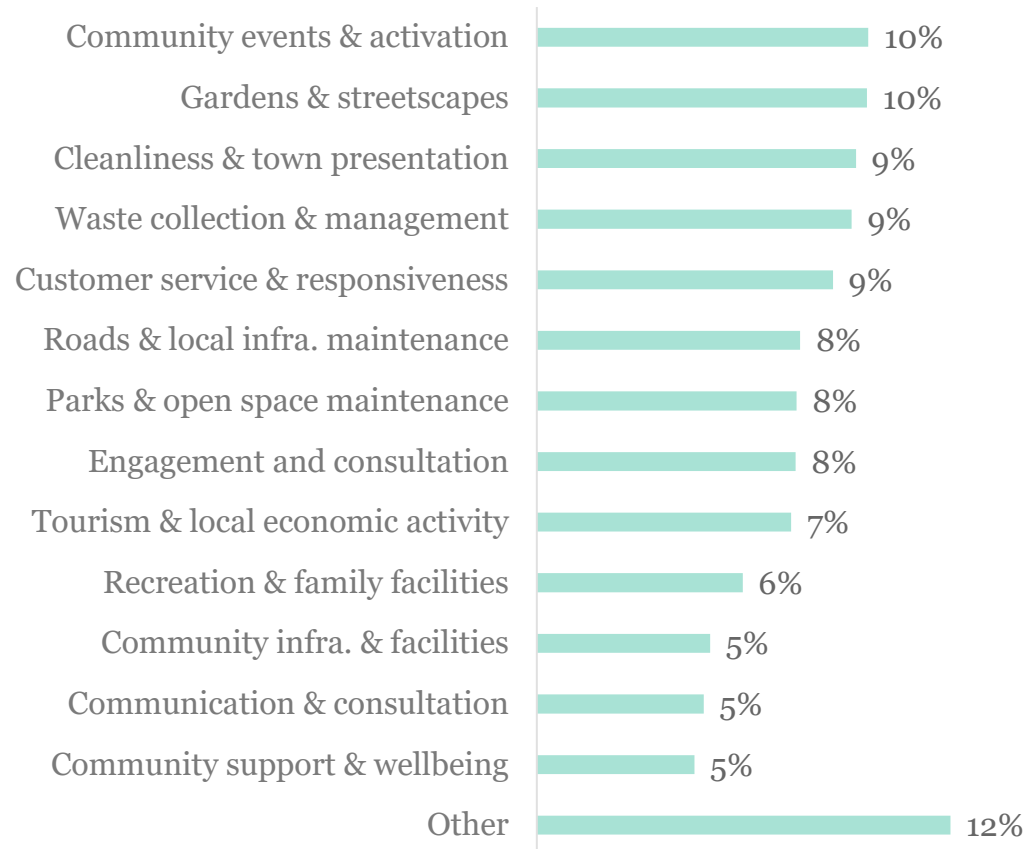


Open ended Resident Feedback - Reasons for Sentiment

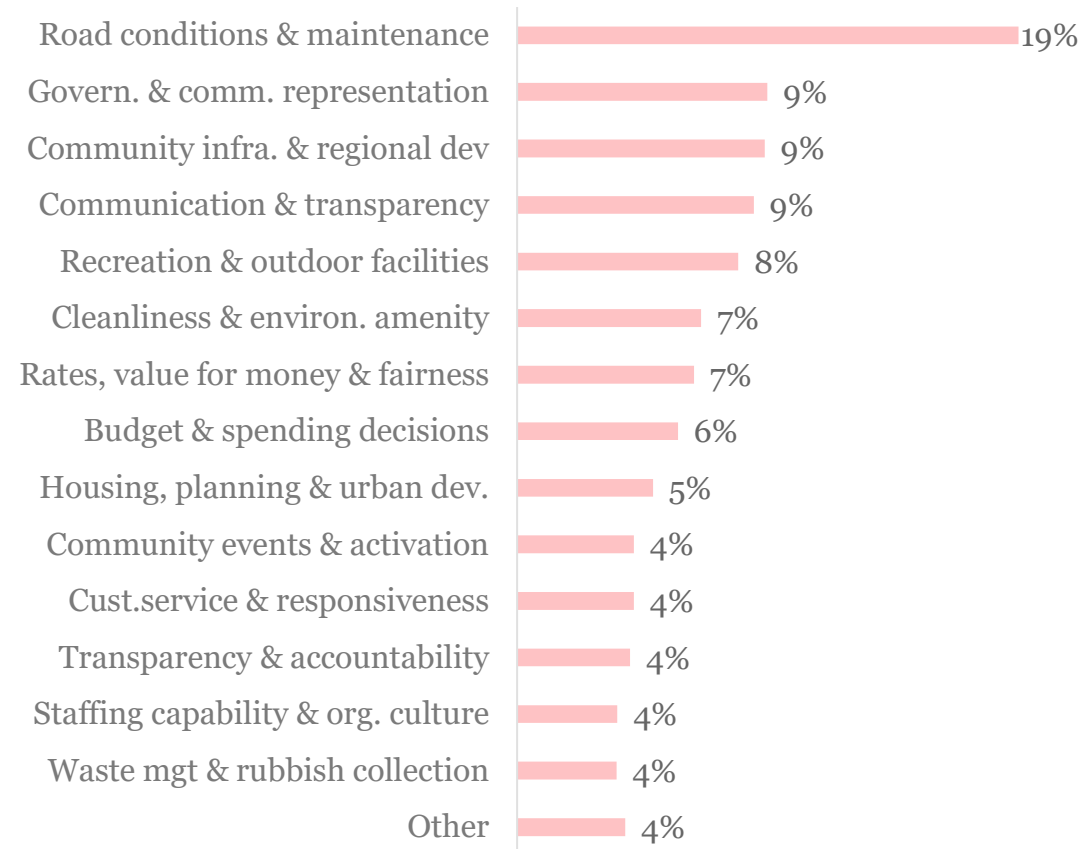
Verbatim Comments



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 ●

- Community events and activation is the most commonly mentioned strength across the municipality, particularly among residents aged 35 to 49.
- Gardens and streetscapes, cleanliness and town presentation and waste collection and management are also recognised positively, reflecting appreciation for visible day-to-day service delivery and local infrastructure.
- Cleanliness and town presentation is more commonly recognised by residents aged 25 to 34 and Upper Ovens residents.
- Customer service and responsiveness and roads and local infrastructure maintenance emerge as secondary positive themes raised by residents.
- Subgroup differences are otherwise relatively limited overall.

Improvement Areas ●

- Road conditions and maintenance overwhelmingly dominate improvement feedback across the municipality.
- Governance and community representation, community infrastructure and regional development and communication and transparency emerge as notable secondary concerns raised by residents.
- Road conditions and maintenance is less commonly raised by residents aged 25 to 34.
- Cleanliness and environmental amenity is more commonly raised by residents aged 25 to 34.
- Recreation and outdoor facilities and cleanliness and environmental amenity are recurring but clearly secondary concerns relative to the leading issues.
- Subgroup differences are otherwise relatively limited.

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 71 with the remaining service aspects registering relatively lower scores.
- Compared with 2025, waste management recorded the clearest improvement, increasing by 11 points to 71, but it is notable all aspects were viewed more favourably than last year.

Vs. Benchmarks

- Against Small Shire, the strongest relative result was for the condition of sealed local streets (50 vs 45).
- Whilst ratings of service aspects were comparable to the State and Small Shire benchmarks, the improvement amongst Alpine residents was greater.

Sub-group differences:

- Males were more positive on the condition of sealed local streets but tended to be less positive regarding the other service elements.
- Kiewa residents were more positive on the condition of sealed local streets, decisions in the interest of the community, and waste management.
- Lower Ovens residents were less positive on decisions in the interest of the community, opportunities to give feedback on key local issues, and waste management.

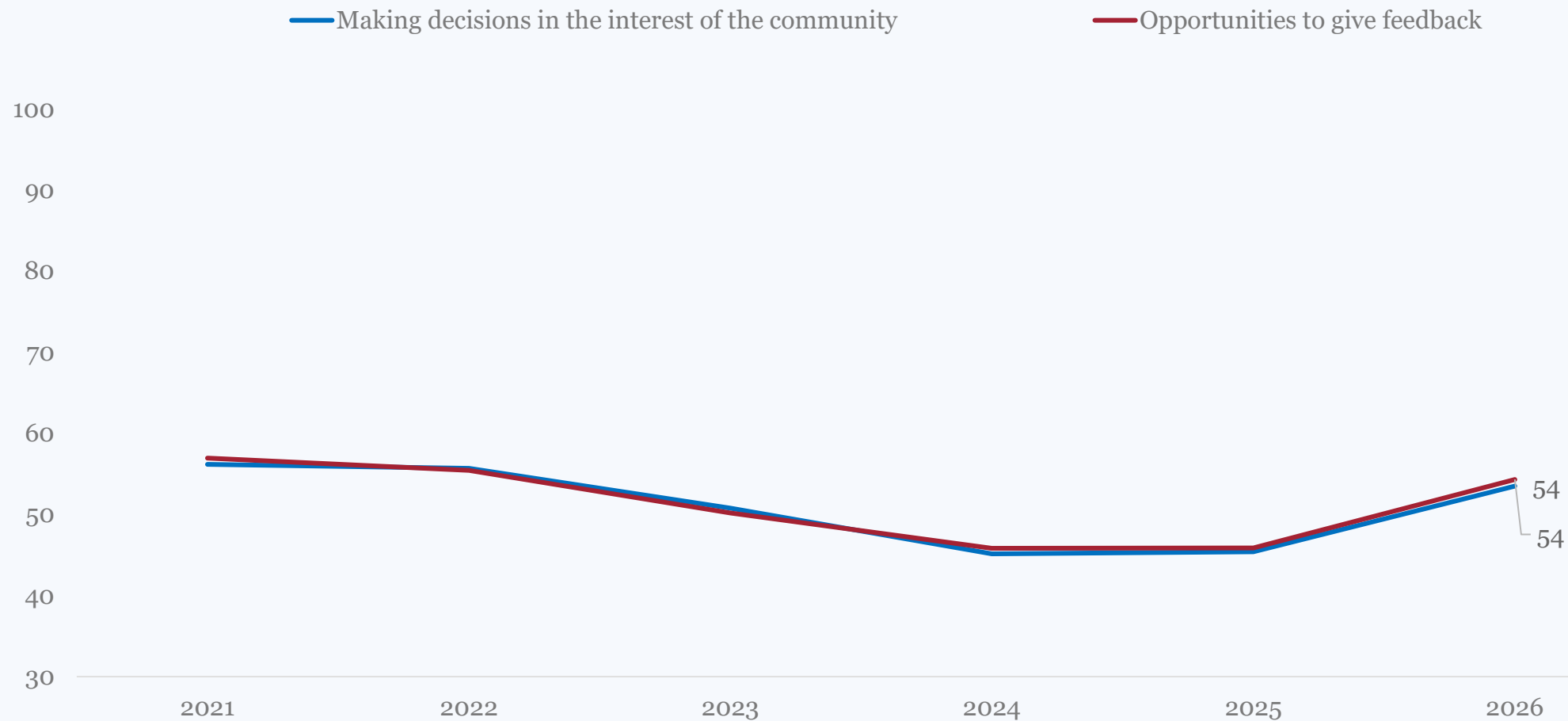
Performance of Council Services – by Year



	Alpine SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Small Shire 2026	Chg vs 2025
Waste management*	71	+11	72	+6	71	+5
Opportunities to give feedback on key local issues*	54	+8	55	+5	54	+2
Decisions in the interest of the community*	54	+8	52	+3	51	+1
Condition of sealed local streets*	50	+6	54	+9	45	+1

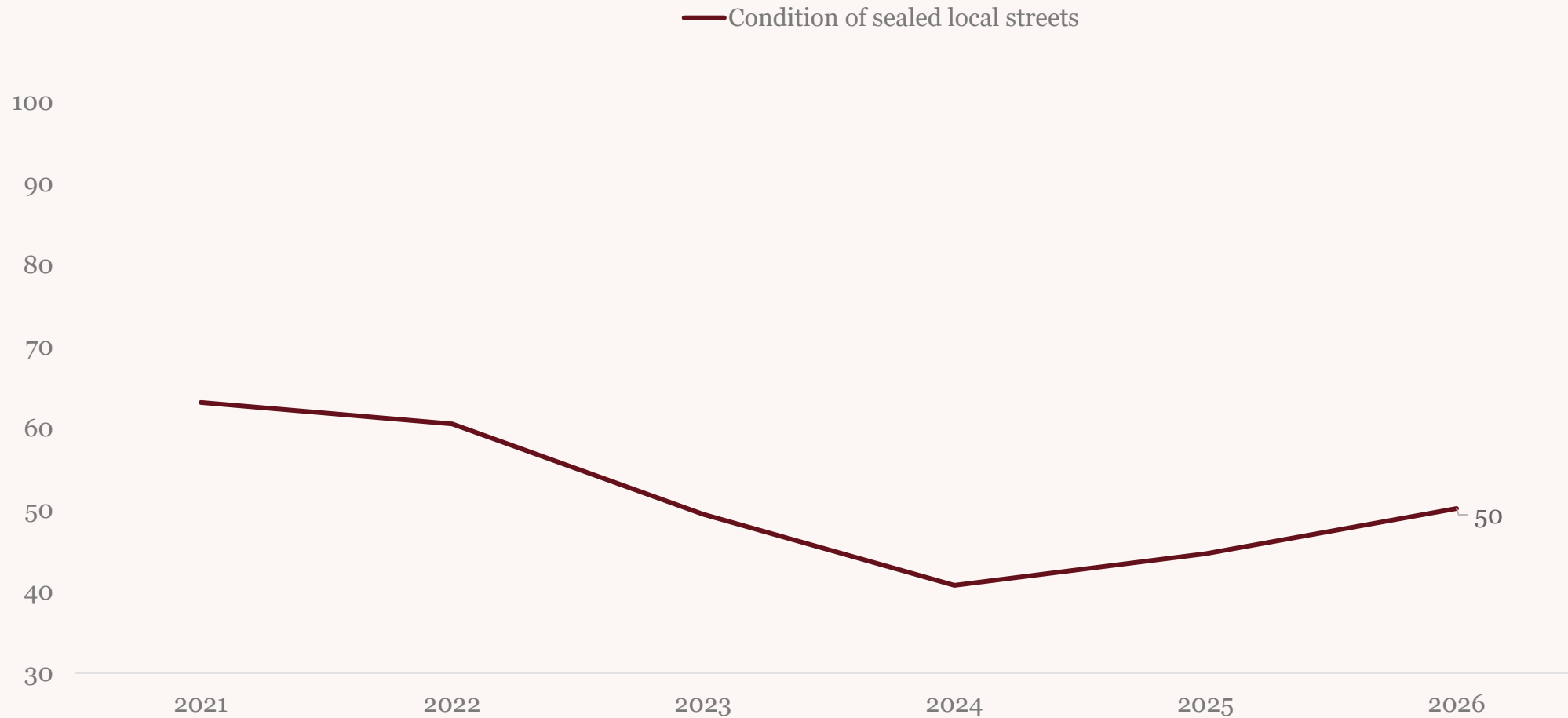
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

Performance of Council Services – Governance, Engagement & Advocacy



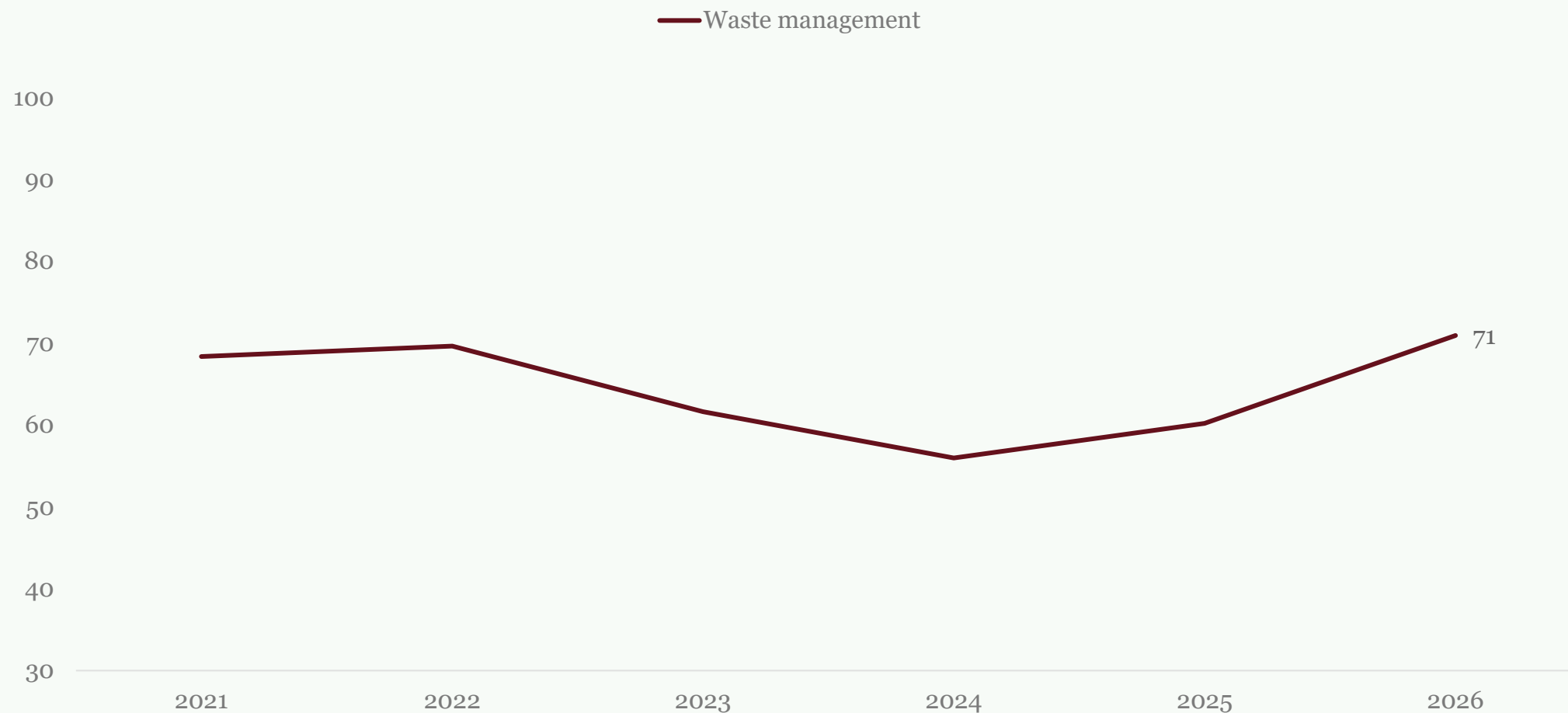
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 20.

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.

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

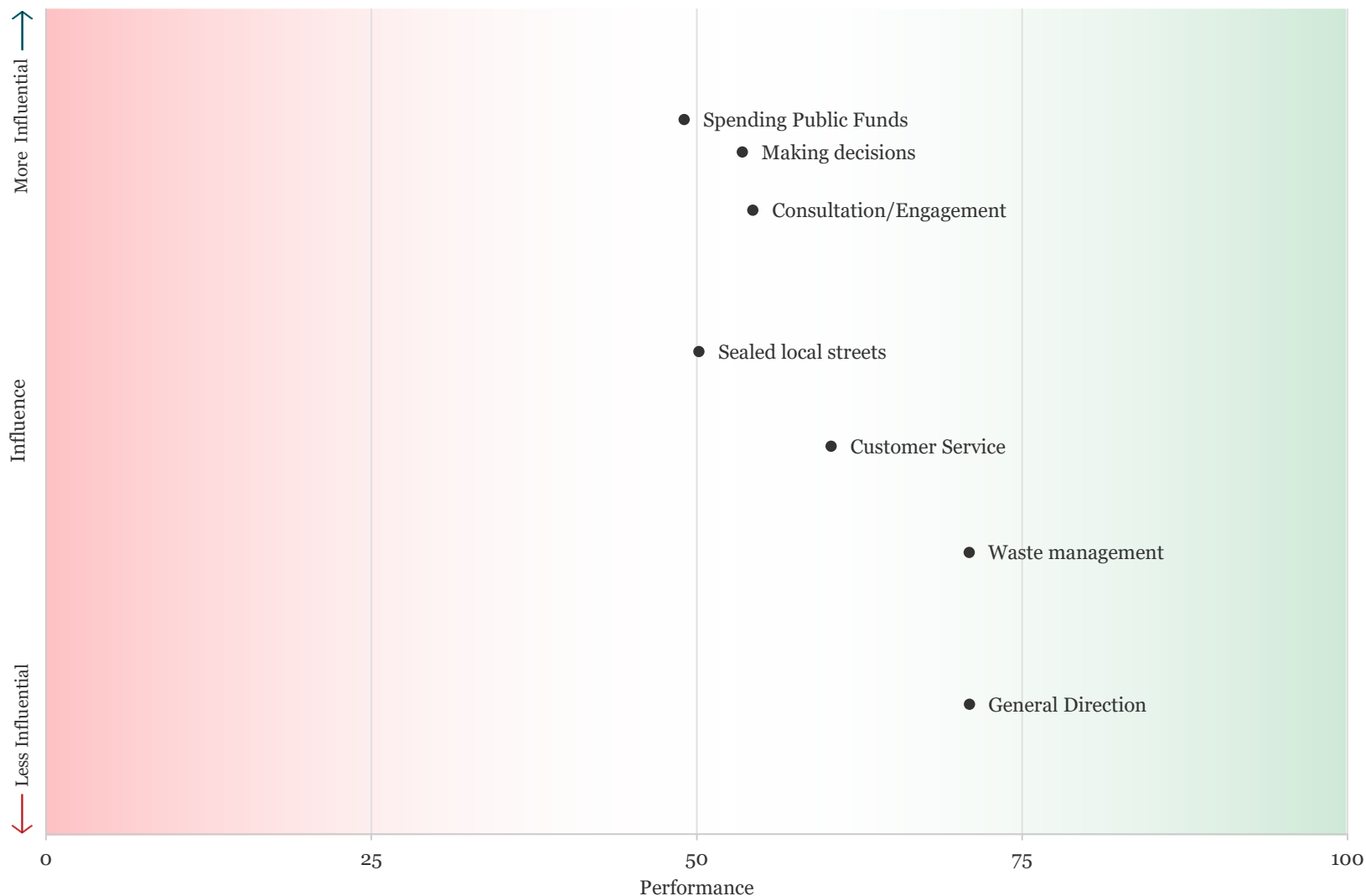
High influence, lower performance - highest priorities for improvement.

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



The chart highlights which service areas are doing the most work in shaping broader views of Council performance.

The clearest priorities are the higher-influence areas with more room to improve:

- Spending public funds
- Making decisions in the interest of the community
- Consultation and engagement with the community
- The condition of sealed local streets

Waste management and Council's general direction are less central as improvement levers on this analysis.

Engagement with Council



Engagement with Council

Overview



This section provides an overview of how residents engage with Councils. 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
- Subgroup differences
- Preferred channels for accessing information

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



Summary of results

Key Performance:

- 3/5ths of residents had contact with Council in the past 12 months (61%), decreasing by 4 points from 2025.
- The customer service rating increased by 5 points to 60.

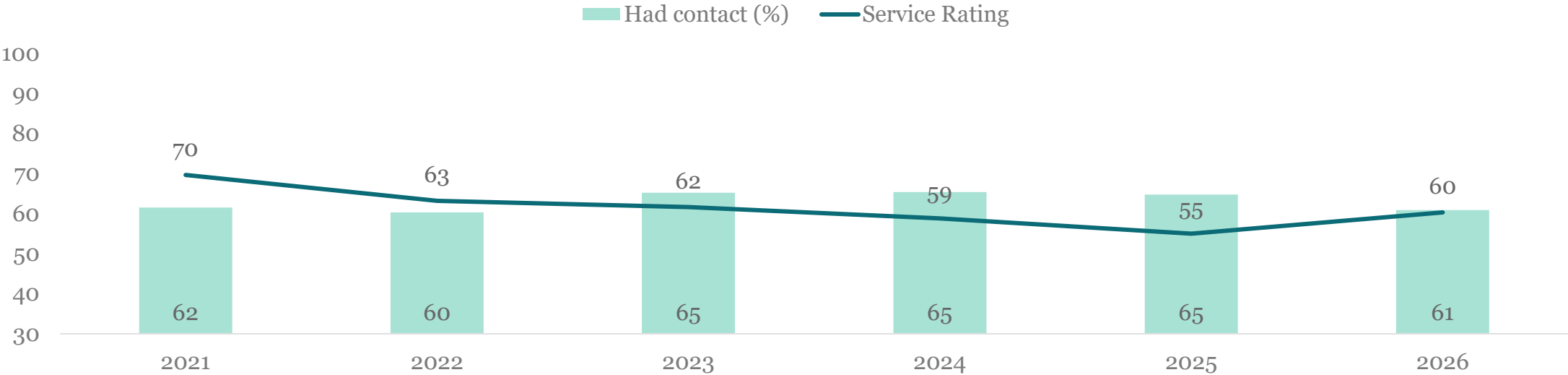
Vs. Benchmarks

- Compared with 2025, the Council's decline in contact was consistent with the state (-5 pts), however the incidence of contact amongst Small Shires remained unchanged.
- The improvement in Alpine Shire customer service rating compares favourably to the more stable ratings recorded by the State and Small Shire benchmarks.

Sub-group differences:

- Residents aged 35 to 49 year old were dramatically less likely to contact the council in 2026.
- The improved customer service rating was generally consistent across all sub-groups but we note residents in Lower Ovens were counter to the broader trend being slightly down.

Contact with Council and Satisfaction with Service During Contact



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

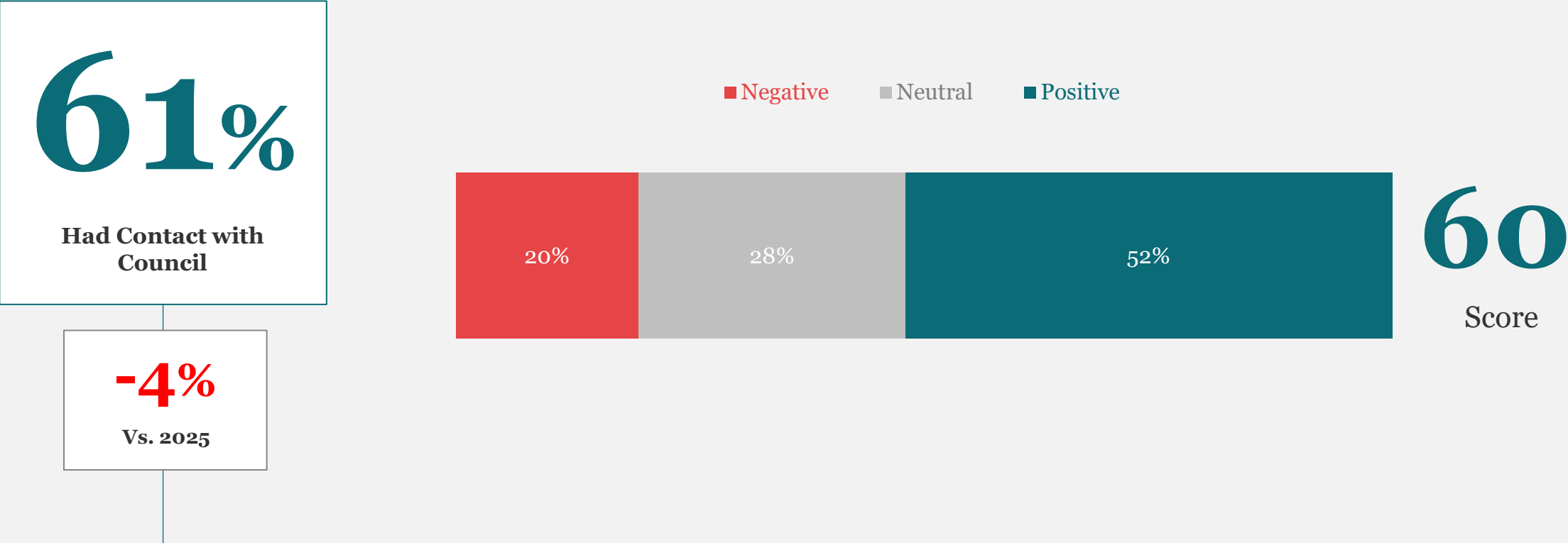
Average	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Had contact (%)	61	58	63	52	56	73	59	60	61	58	60	65
Service Rating	60	68	65	64	60	57	62	60	60	65	59	58

Difference 2026 vs. 2025

Had contact (%)	-4	-5	-	-4	-20	-	+3	-7	-1	-7	+6	-8
Service Rating	+5	+2	-	+9	+4	+2	+10	+8	+3	+5	-2	+11

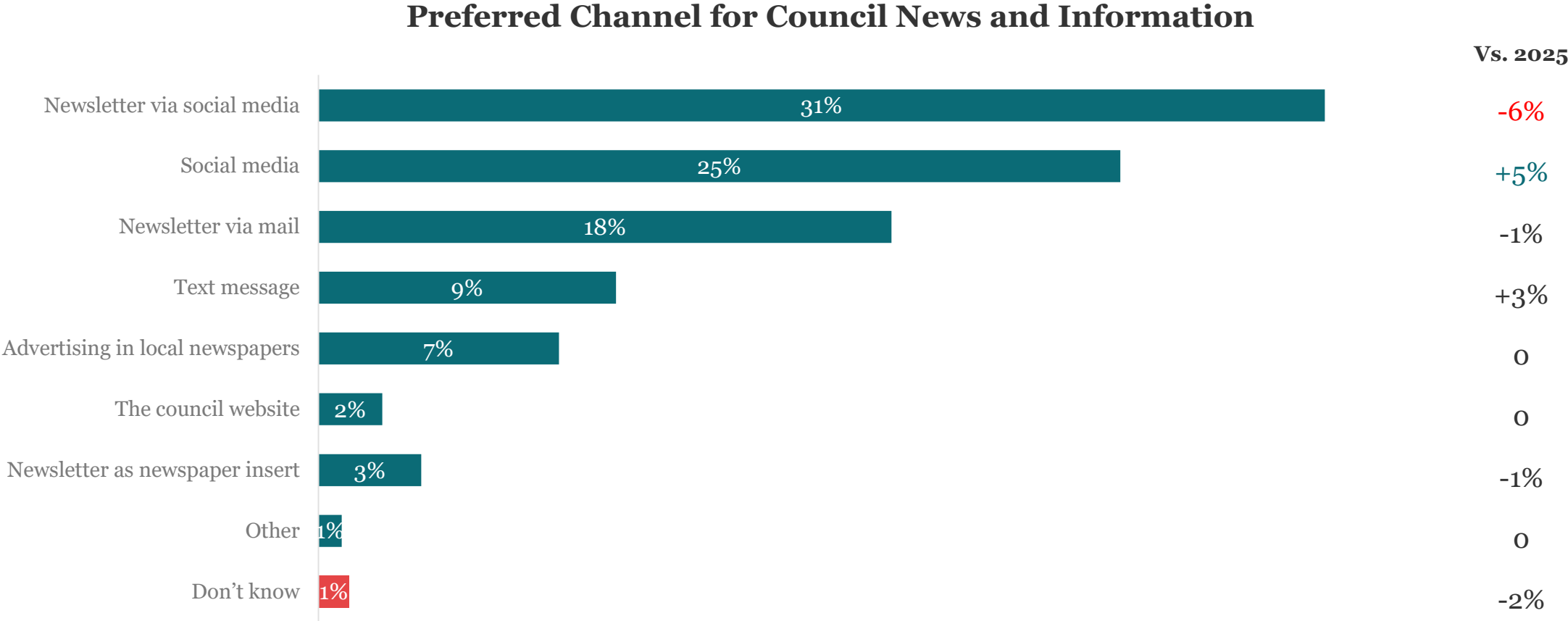
Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate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

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 %	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Newsletter via social media	31%	33%	27%	24%	24%	37%	36%	30%	32%	30%	29%	36%
Social media	25%	19%	22%	35%	26%	28%	17%	28%	22%	30%	19%	28%
Newsletter via mail	18%	21%	20%	22%	18%	10%	22%	20%	16%	20%	20%	13%
Text message	9%	12%	9%	11%	14%	6%	7%	8%	10%	8%	10%	9%
Advertising in local newspapers	7%	6%	12%	2%	6%	10%	9%	5%	10%	4%	12%	4%
The council website	2%	2%	2%	2%	1%	4%	1%	3%	1%	1%	4%	0%
Newsletter as newspaper insert	3%	2%	4%	2%	2%	0%	7%	3%	3%	2%	4%	3%
Other	1%	2%	1%	0%	2%	1%	0%	1%	1%	1%	1%	1%
Don't know	1%	2%	2%	0%	2%	2%	0%	1%	1%	1%	1%	2%

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.

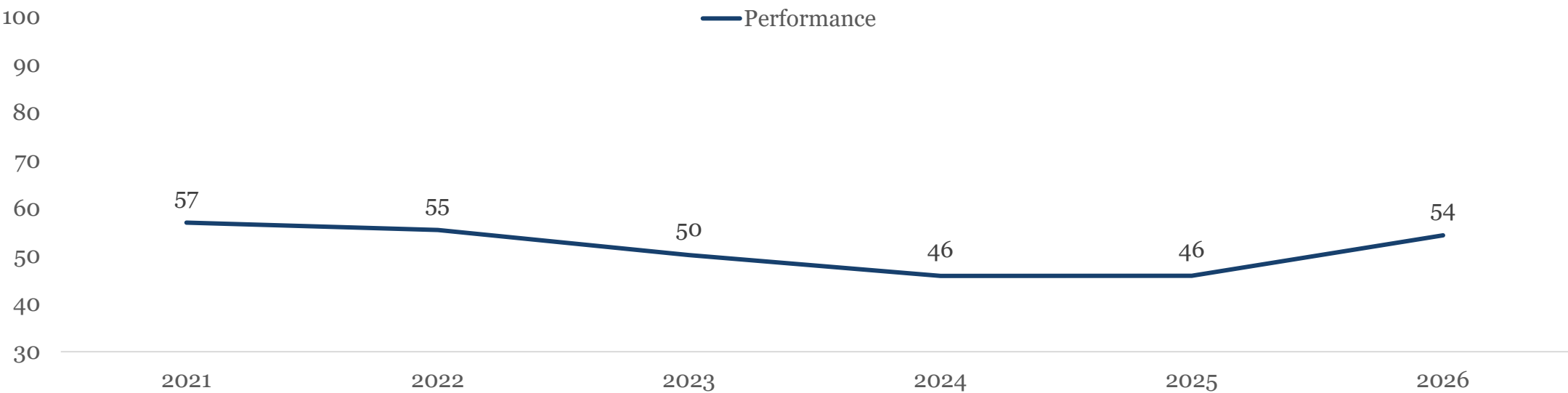


Council Service Areas

Importance and Performance by Year and Demographic Groups



Council Services – Opportunities to Give Feedback on Key Local Issues



Performance of Service 2026

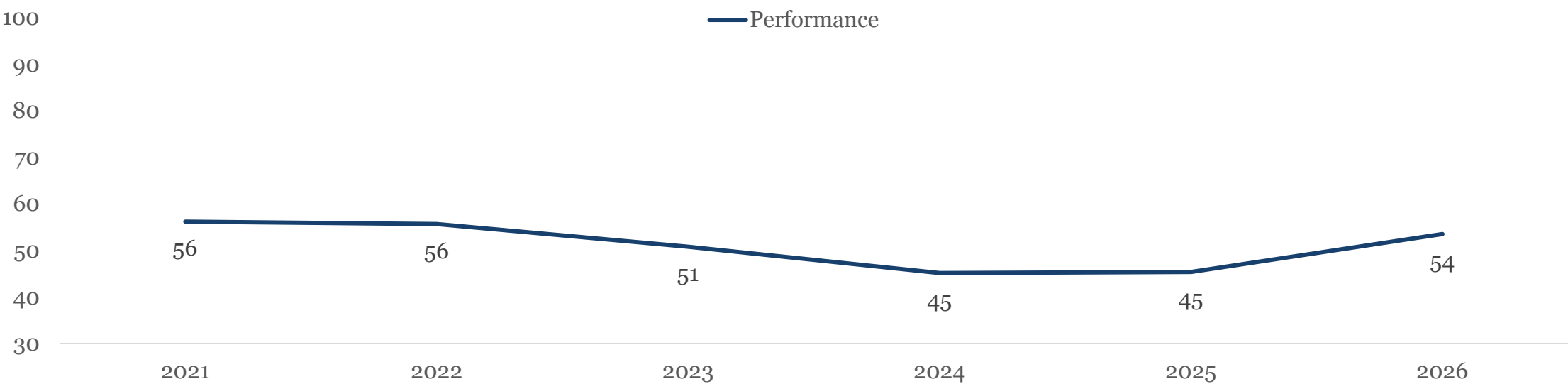
Score	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Performance	54	55	54	53	53	54	56	52	56	57	52	54

Difference 2026 vs. 2025

Performance	+8	+5	+2	+4	+6	+13	+9	+7	+10	+10	-	+14
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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? The opportunities offered by Council to give your feedback on key local issues. For base sizes, please refer to slide 20.

Council Services – Making Decisions in Interest of Community



Performance of Service 2026

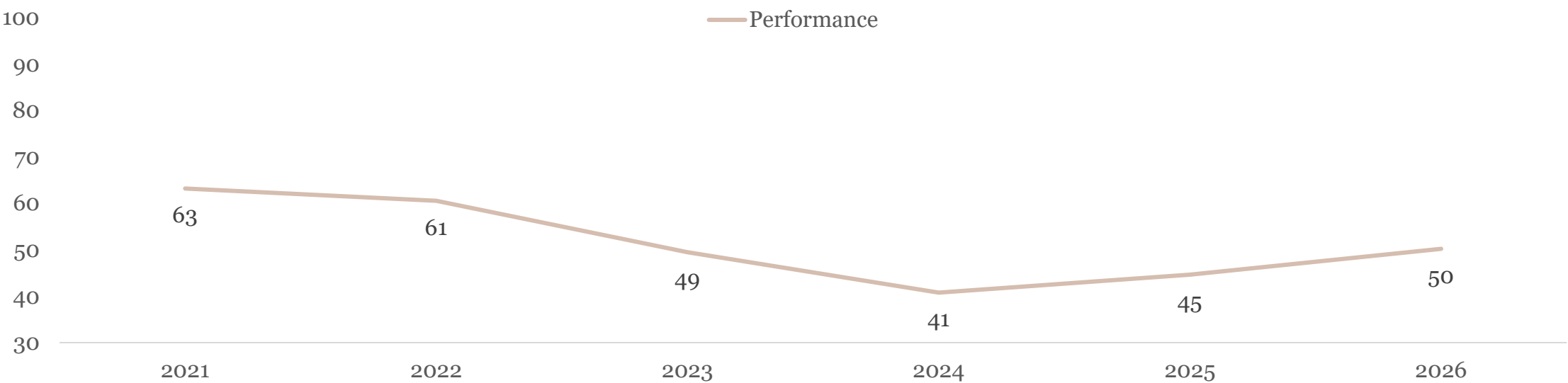
Score	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Performance	54	52	51	57	55	49	54	51	56	58	52	52

Difference 2026 vs. 2025

Performance	+8	+3	+1	+7	+12	+10	+5	+8	+9	+9	+1	+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 to slide 20.

Council Services – Condition of Sealed Local Streets



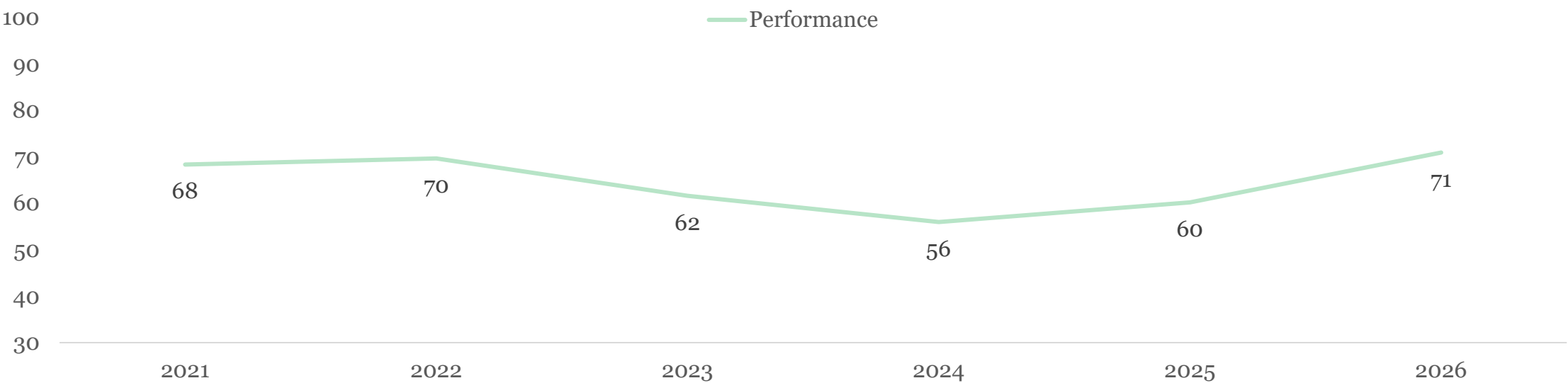
Performance of Service 2026

Score	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Performance	50	54	45	52	47	49	52	53	47	51	48	52

Difference 2026 vs. 2025

Performance	+6	+9	+1	+3	+5	+8	+6	+9	+3	+5	+3	+9
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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 to slide 20.



Performance of Service 2026

Score	Alpine SC	State	Small Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Kiewa	Lower Ovens	Upper Ovens
Performance	71	72	71	68	65	72	76	68	74	76	67	72

Difference 2026 vs. 2025

Performance	+11	+6	+5	+8	+14	+11	+10	+9	+13	+18	+4	+12
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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? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to to slide 20.



Thank you

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