



2025 Local Government Community Satisfaction Survey

Alpine 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

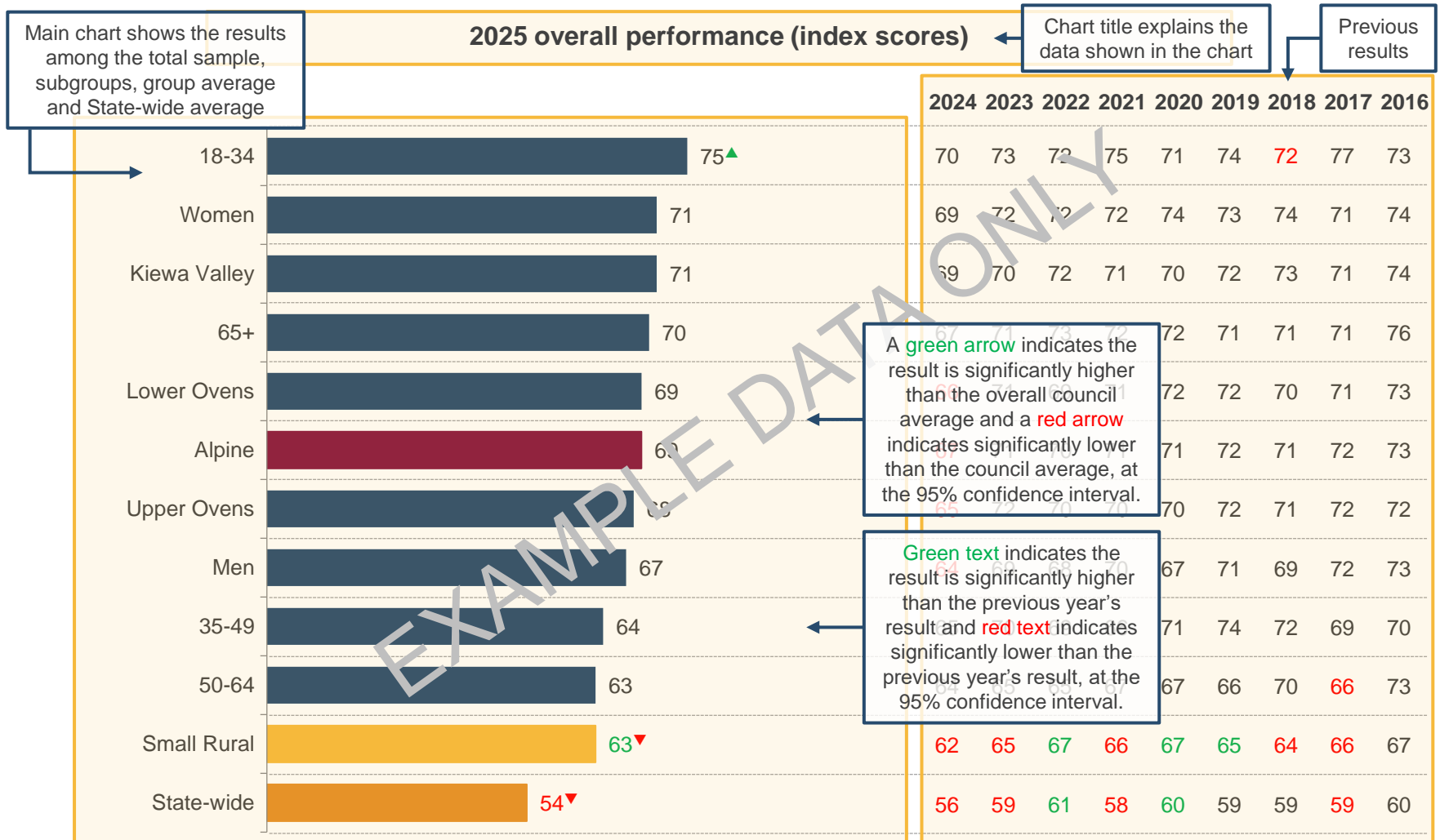
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

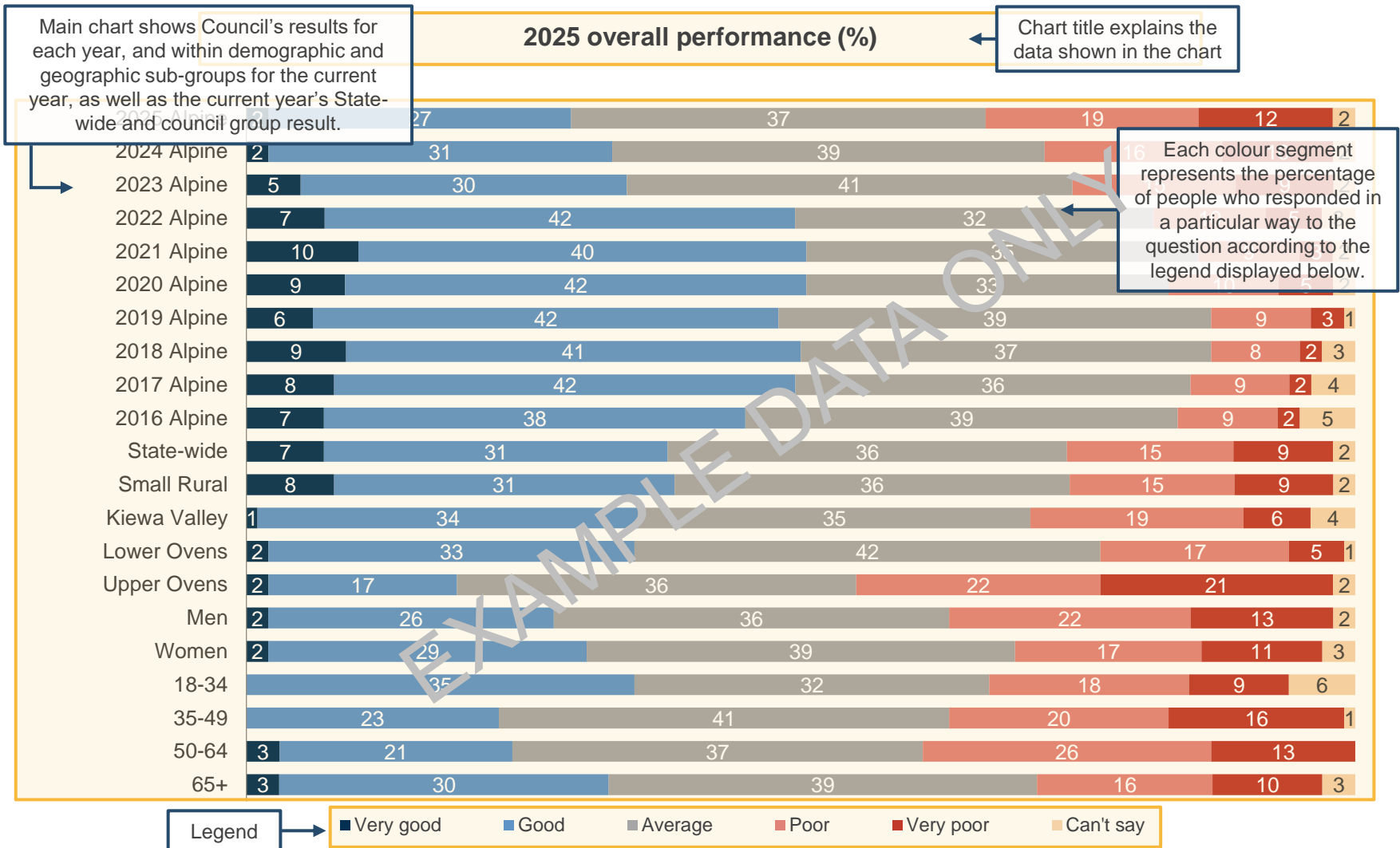
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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 Alpine 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



Alpine Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Alpine 47



Small Rural 54



State-wide 53

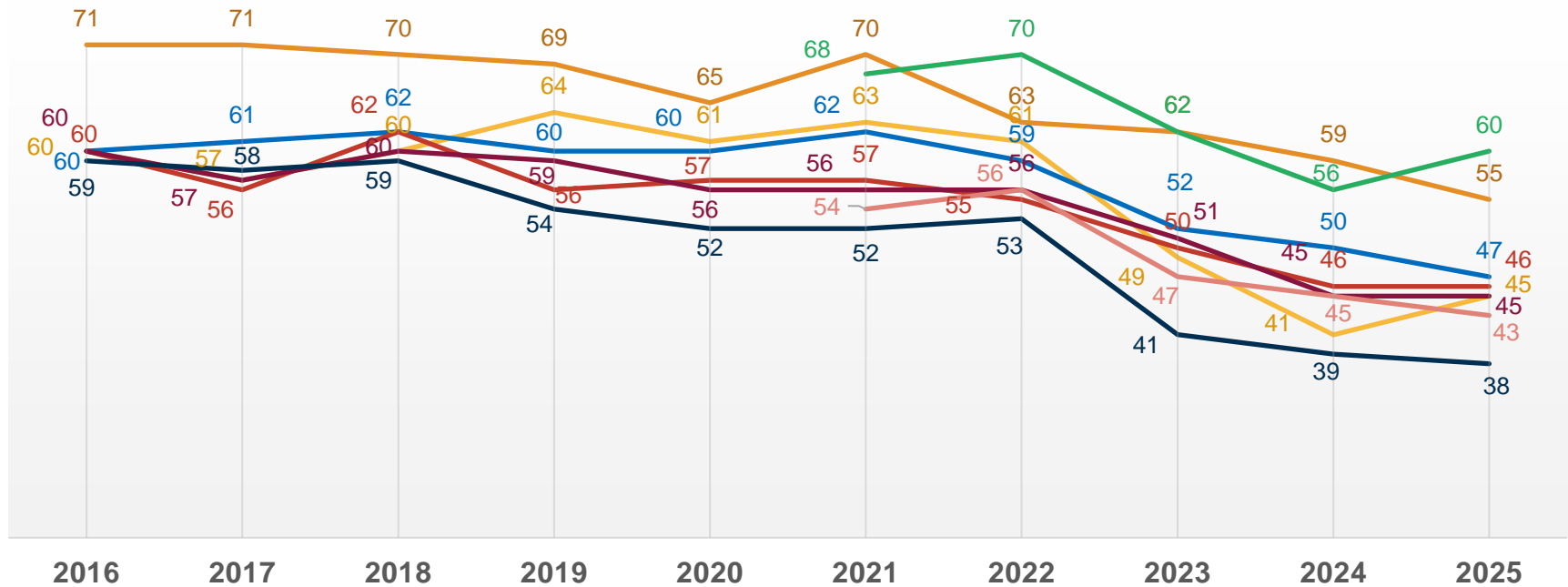
Council performance compared to group average

Top performing area		
	Waste management	▼ lower
Lowest performing areas		
	Consultation & engagement	▼ lower
	Community decisions	▼ lower
	Sealed local roads	= on par
	Customer service	▼ lower



Summary of core measures

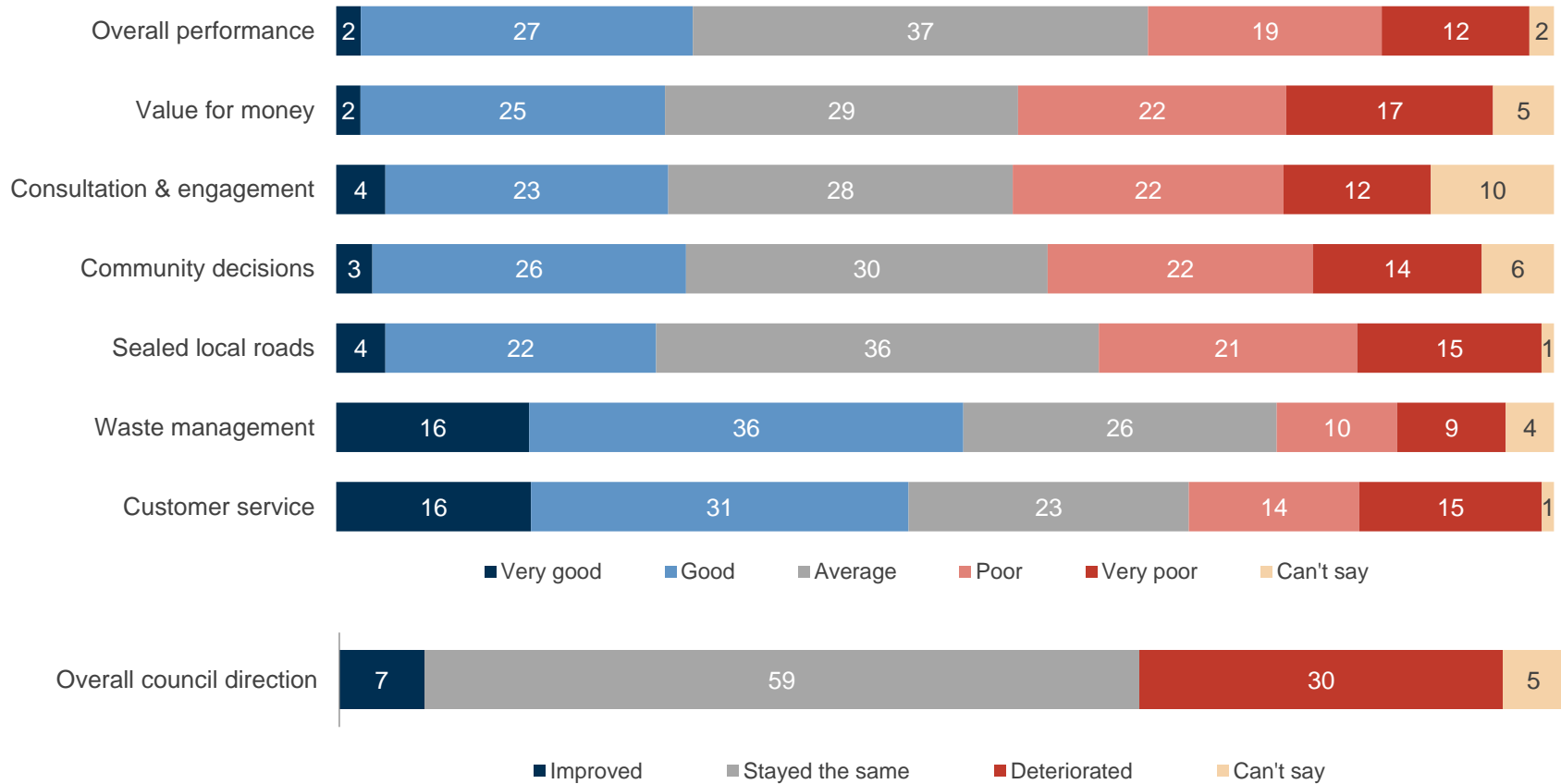
Index scores













Summary of core measures

Core measures summary results (%)





Summary of Alpine Shire Council performance

Services		Alpine 2025	Alpine 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	47	50	54	53	Lower Ovens residents	Upper Ovens residents
	Value for money	43	45	47	47	Lower Ovens residents	Upper Ovens residents, 35-49 years
	Overall council direction	38	39	46	46	18-34 years	35-64 years
	Customer service	55	59	65	66	Lower Ovens residents	Upper Ovens residents
	Waste management	60	56	66	65	65+ years	35-49 years
	Consultation & engagement	46	46	51	50	Lower Ovens residents	Upper Ovens residents
	Community decisions	45	45	50	49	Lower Ovens residents	Upper Ovens residents
	Sealed local roads	45	41	44	45	18-34 years	50-64 years



Focus areas for the next 12 months

Overview

Alpine Shire Council's overall performance experienced a (not significant) three-point decline in 2025, now well below the peak rating achieved in 2021 and 2018, and its lowest overall rating in 10 years. More than four times as many residents feel that the direction of Council's overall performance has deteriorated than improved in the last 12 months. This will require a concerted effort from Council to correct.

Focus areas

Perceptions of consultation and engagement, and community decisions, have stabilised in 2025 following a significant year-on-year downward trend. Performance in these areas remains significantly lower than the Small Rural group averages. Historically, Council performed better in these areas, indicating potential to return to these previously achieved highs. Effective communication with residents, especially Upper Ovens residents who rate Council significantly lower than average in both areas, should be prioritised.

Comparison to state and area grouping

Council rates in line with the State-wide and Small Rural group averages on the area of sealed local roads, but rates significantly below the State-wide and group averages on all other individual service areas.

Opportunity to engage with key cohorts

Council should aim to abate the emerging downward trend in perceptions of customer service – early attention here is warranted. Upper Ovens residents warrant extra attention in the year ahead, as they currently rate Council lowest on most areas evaluated. Residents in this area have a high rate of contact with Council, so there is opportunity to engage with them and improve their perceptions. Residents in Lower Ovens are more positive toward Council – positive experiences here can be learnt from and built upon.

DETAILED FINDINGS

Overall performance



Overall performance

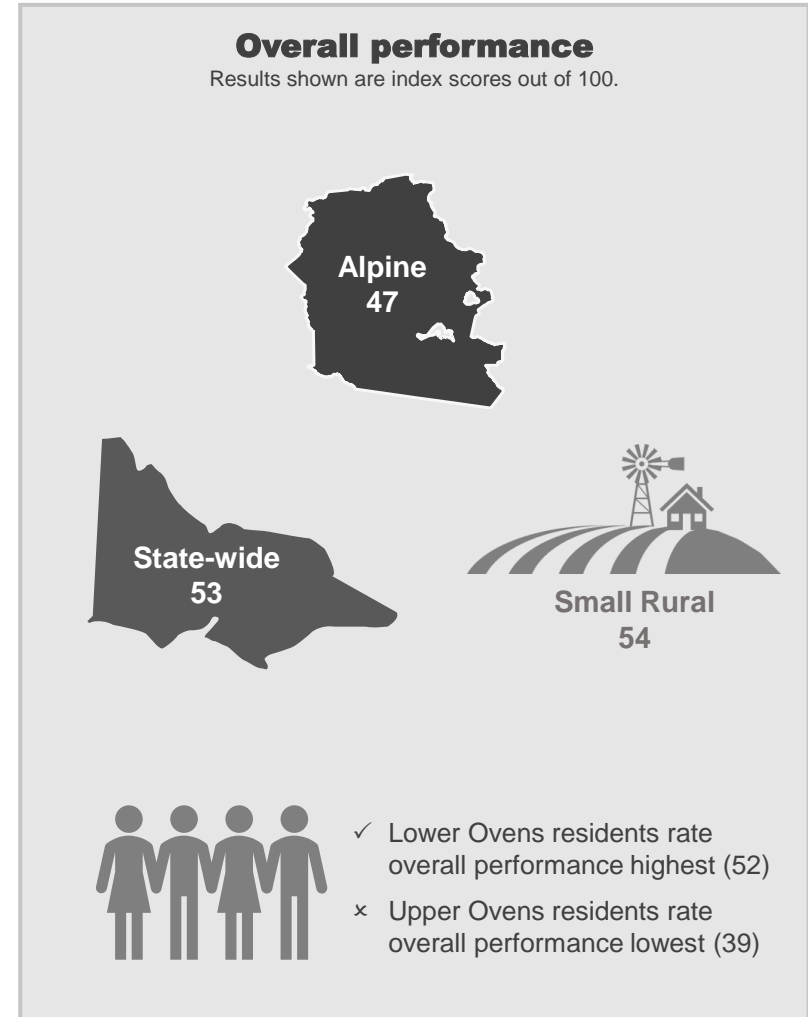
The overall performance index score of 47 for Alpine Shire Council represents a (not significant) three-point decline on the 2024 result, continuing a multi-year trend of decline from 2021.

- This is in contrast to the trend among the Small Rural group of councils where perceptions have improved this year, after declining across four consecutive years.
- Council's overall performance is at its lowest level in 10 years.

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

- Overall performance is rated significantly higher than average among Lower Ovens residents (index score of 52) and significantly lower among Upper Ovens residents (39 – a six-point decline on the 2024 result and a series-low).

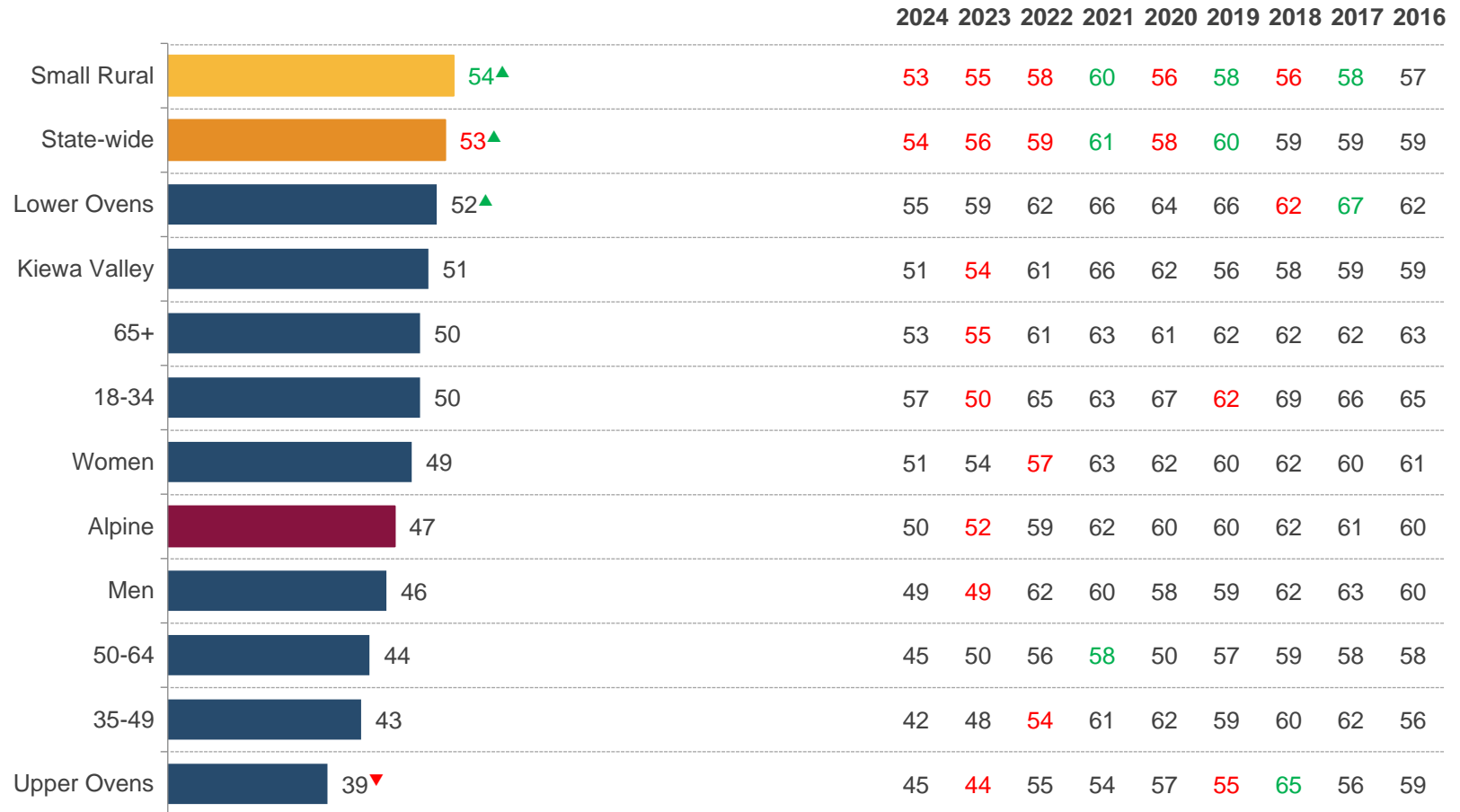
More than a quarter of residents (27%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. However, a higher proportion (39%) of residents rate Council as 'very poor' or 'poor'. A further 29% rate Council as 'average' for providing value for money.





Overall performance

2025 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine 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?

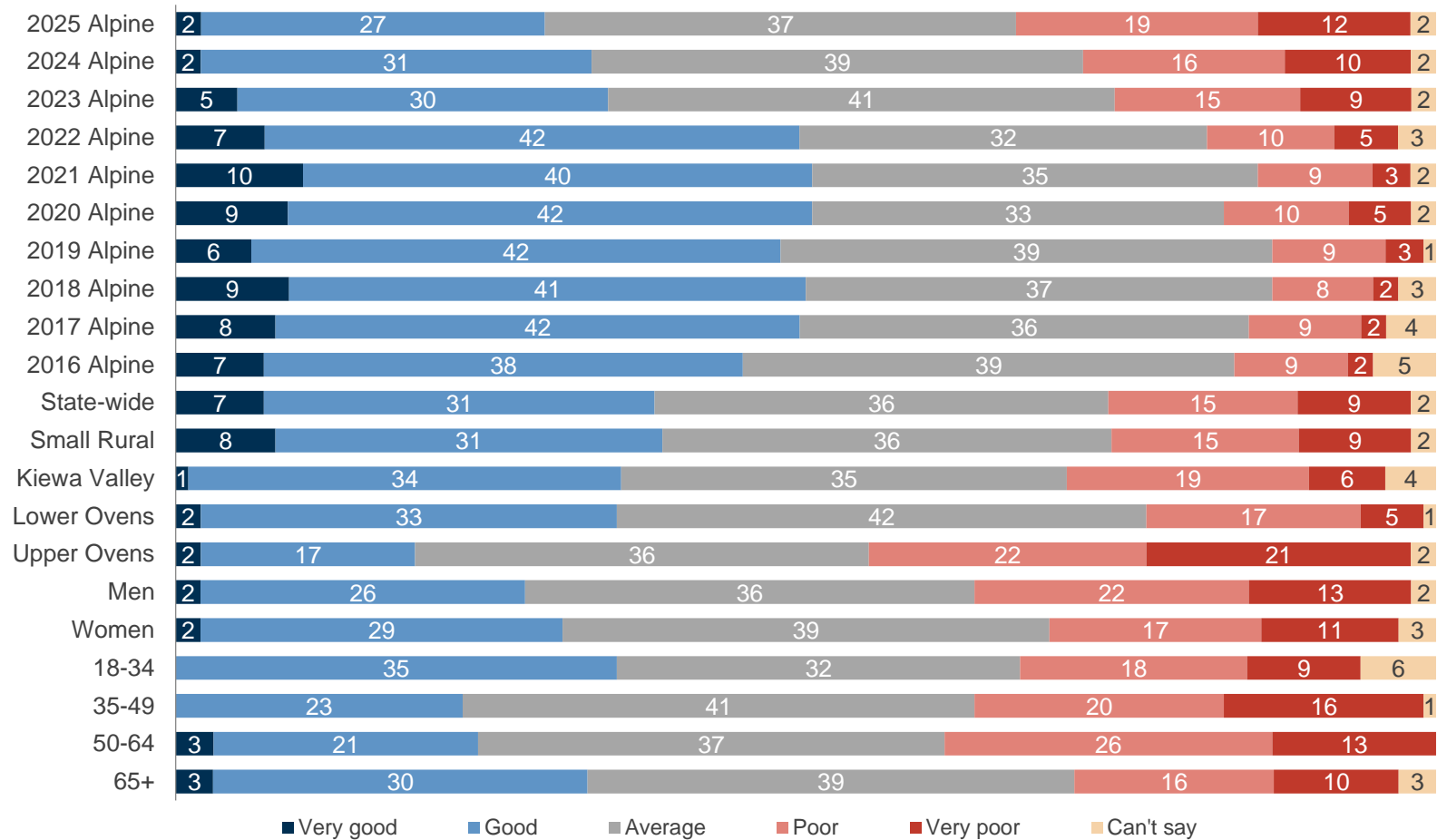
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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 Alpine 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
Lower Ovens	51▲	50	53	60	61	n/a	n/a	n/a	n/a	n/a
18-34	48	48	46	62	55	n/a	n/a	n/a	n/a	n/a
Small Rural	47▲	47	49	51	52	n/a	n/a	n/a	n/a	n/a
65+	47	49	50	61	59	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
Kiewa Valley	44	45	47	56	54	n/a	n/a	n/a	n/a	n/a
Men	44	44	46	57	53	n/a	n/a	n/a	n/a	n/a
Alpine	43	45	47	56	54	n/a	n/a	n/a	n/a	n/a
Women	42	45	47	55	55	n/a	n/a	n/a	n/a	n/a
50-64	38	42	47	47	48	n/a	n/a	n/a	n/a	n/a
35-49	36▼	37	41	51	50	n/a	n/a	n/a	n/a	n/a
Upper Ovens	36▼	40	42	52	47	n/a	n/a	n/a	n/a	n/a

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

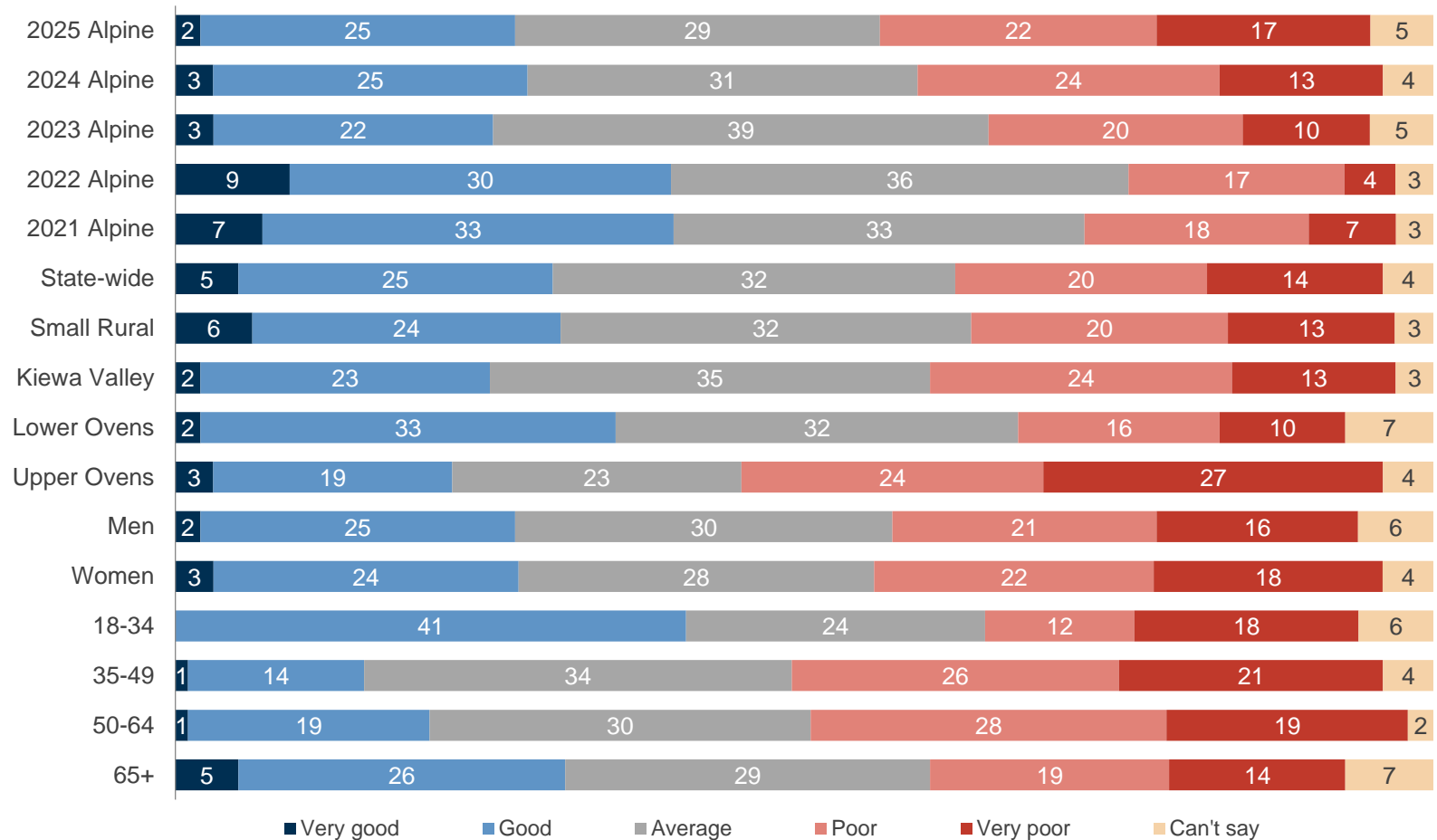
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19

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 Alpine 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

Alpine Shire Council continues to perform best in the area of waste management (index score of 60). Since the previous evaluation, performance ratings of this service area saw a (not significant) four-point improvement, marking a recovery from the series-low result in the 2024 evaluation.

- Council performs significantly lower than the Small Rural group and State-wide averages in this service area (index scores of 66 and 65 respectively).
- Performance ratings of waste management remain highest among residents aged 65 years and over (66 – significantly higher than average), and lowest among residents aged 35 to 49 years (51 – significantly lower than average).
- In the last 12 months, perceptions of Council's performance in this service area improved among all demographic cohorts, significantly so among residents aged 50 to 64 years (up 10 points on 2024).



Waste management (index score of 60) is the area where Council performed best in 2025.



Low performing service areas



Council rates lowest in the areas of sealed local roads and decisions made in the interest of the community (index score of 45 each).

Since the last evaluation, ratings of sealed local roads saw a significant four-point improvement – driven largely by a significant improvement in perceptions among Kiewa Valley residents. Council now performs in line with the State-wide and Small Rural group averages in this service area.

- Geographically, performance ratings are lowest in Upper Ovens. Given residents in Upper Ovens also have the least positive perceptions of Council's overall performance, Council should prioritise road improvements in this location in the first instance (where possible).

Council's rated performance in the area of community decisions remained stable in the current evaluation, but continues to sit at a series low. Here, Council rates significantly lower than the State-wide and Small Rural group averages.

- Perceptions are least positive among Upper Ovens residents and those aged 50 to 64 years. Council should strive to demonstrate good communication and transparency with these residents, in particular about decisions it makes in the interest of the community.



Individual service area performance

2025 individual service area performance (index scores)



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

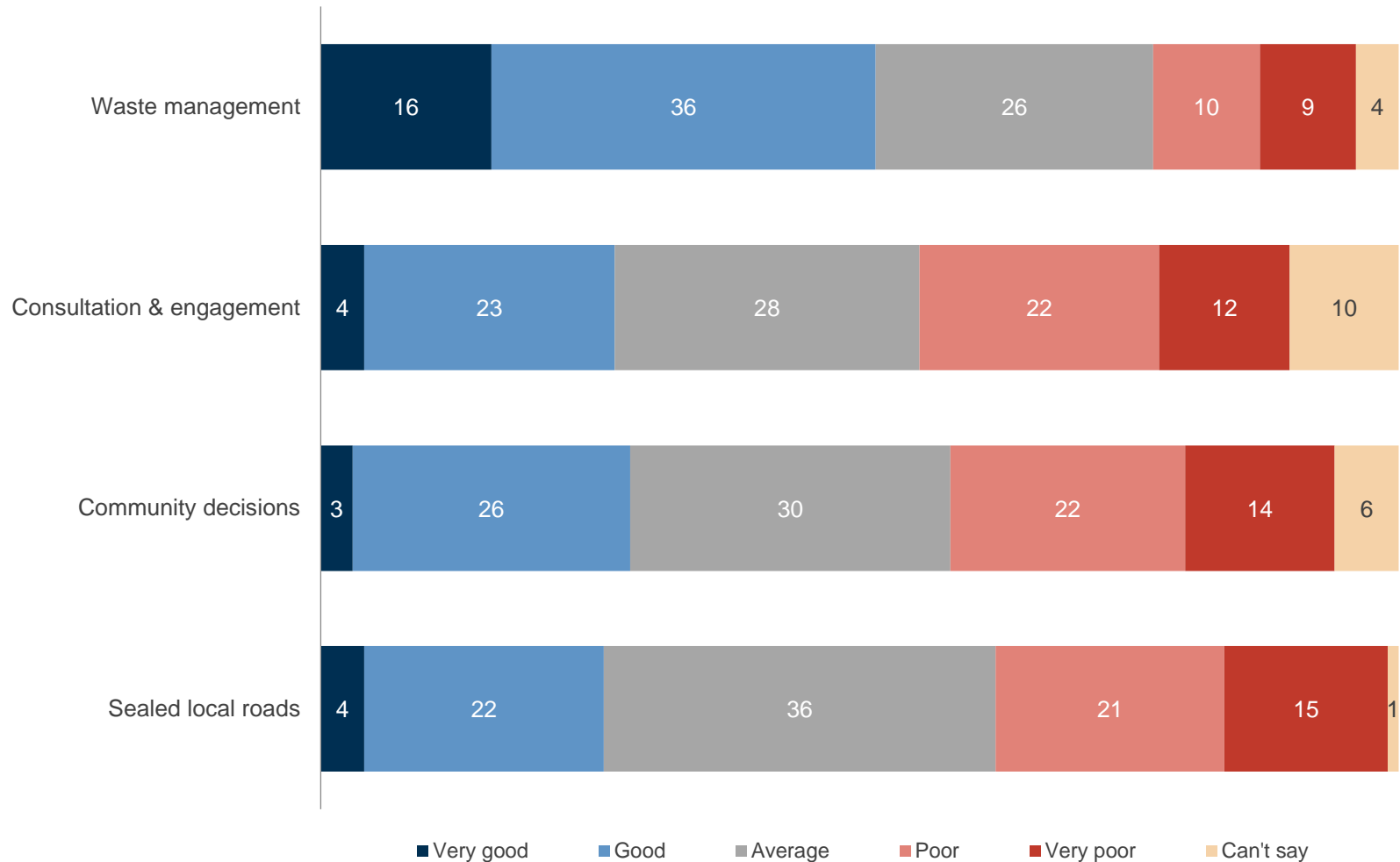
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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



Individual service area performance

2025 individual service area performance (%)





Customer service



Contact with council and customer service

Contact with council

Close to two in three households (65%) have had contact with Alpine Shire Council in the last 12 months – unchanged since 2023.

- Rate of contact is significantly higher than average among 35 to 49 year olds (77%) and significantly lower among residents in Lower Ovens (54%).
- Rate of contact among residents aged 18 to 34 years declined by a significant seven percentage points.



Among those residents who have had contact with Council, 47% 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 of 55 represents a four-point (not significant) decline on the 2024 result, and the lowest rating on this measure in 10 years.

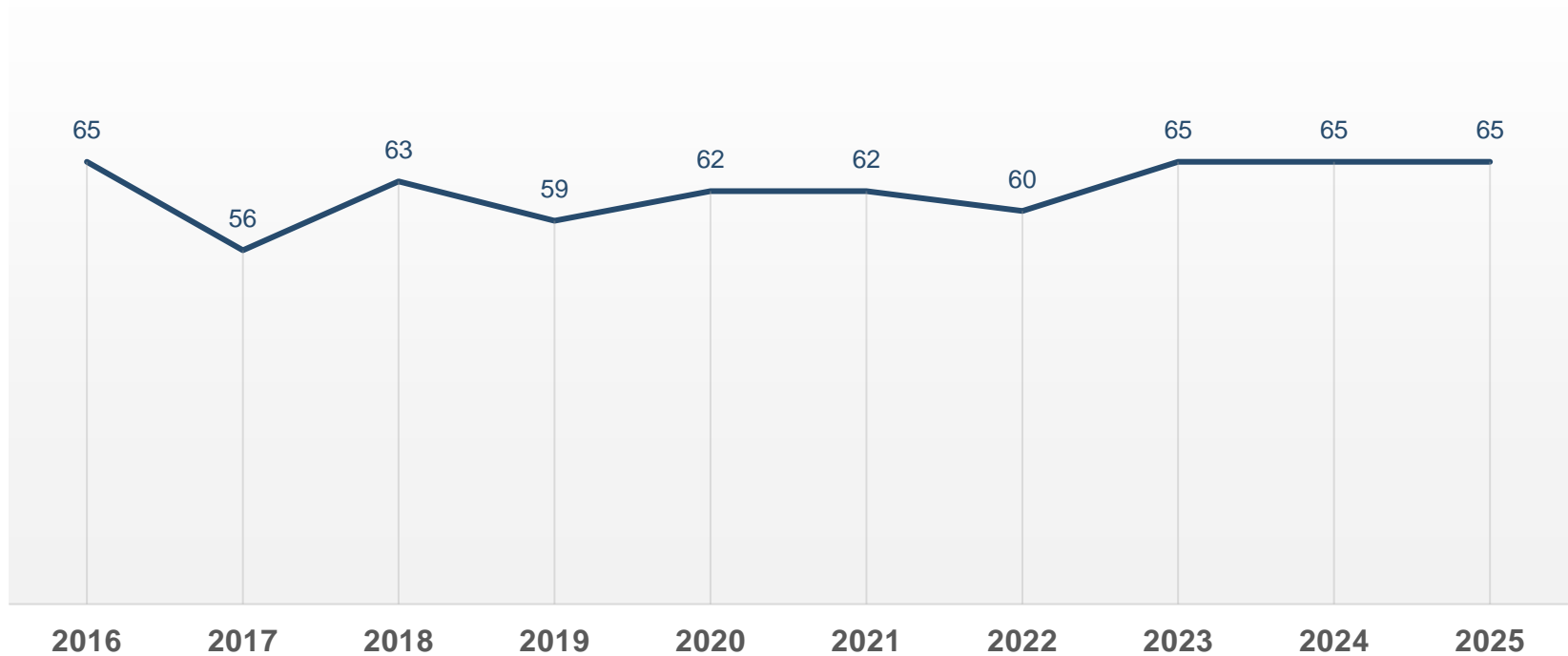
Council's customer service is rated significantly lower than the State-wide and Small Rural group averages (index scores of 66 and 65 respectively).

- Lower Ovens residents rate customer service highest (index score of 61), while Upper Ovens residents rate customer service lowest (index score of 47 – significantly lower than average).
- Of note, customer service ratings among Upper Ovens residents declined by a significant 12 index points in the last year, down to their lowest-recorded rating in the current evaluation. Given they have an above-average rate of contact with Council but hold the least positive perceptions of its overall performance, Council should focus on recovering perceptions of its customer service among these residents in the year ahead.



Contact with council

2025 contact with council (%)
Have had contact



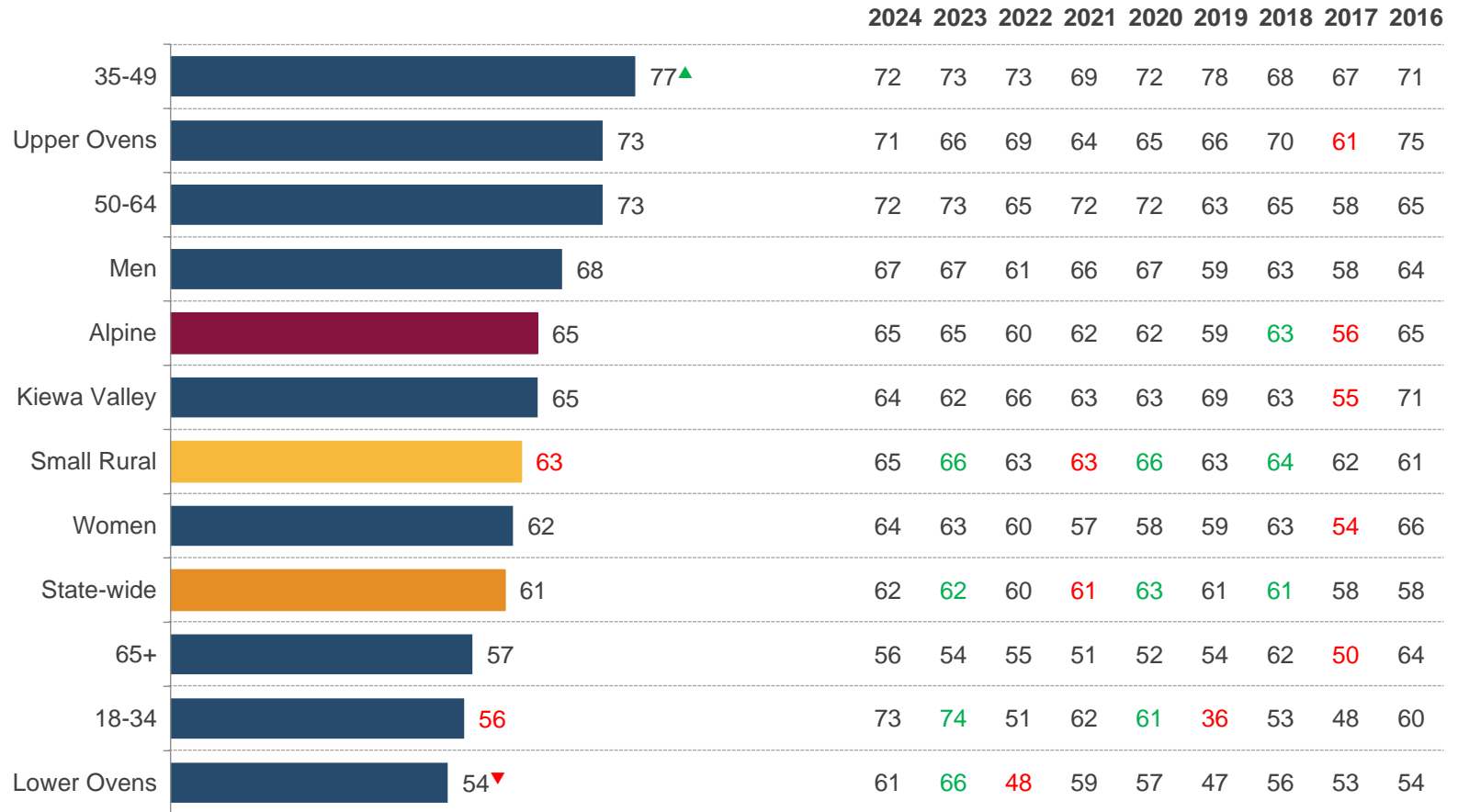
Q5. Over the last 12 months, have you or any member of your household had any contact with Alpine Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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 Alpine 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
Lower Ovens	61	58	65	67	73	67	71	62	77	69
Kiewa Valley	60	60	64	63	67	66	65	73	63	72
Women	57	62	63	61	71	67	72	69	71	69
35-49	56	57	56	60	65	71	68	74	73	70
50-64	55	54	57	63	62	57	65	70	64	64
18-34	55	62	71	61	83	65	75	56	73	77
Alpine	55	59	62	63	70	65	69	70	71	71
65+	52	61	63	67	72	66	70	72	76	74
Men	52	56	60	66	68	63	65	71	70	73
Upper Ovens	47▼	59	58	61	68	63	69	75	71	72

Q5c. Thinking of the most recent contact, how would you rate Alpine 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.

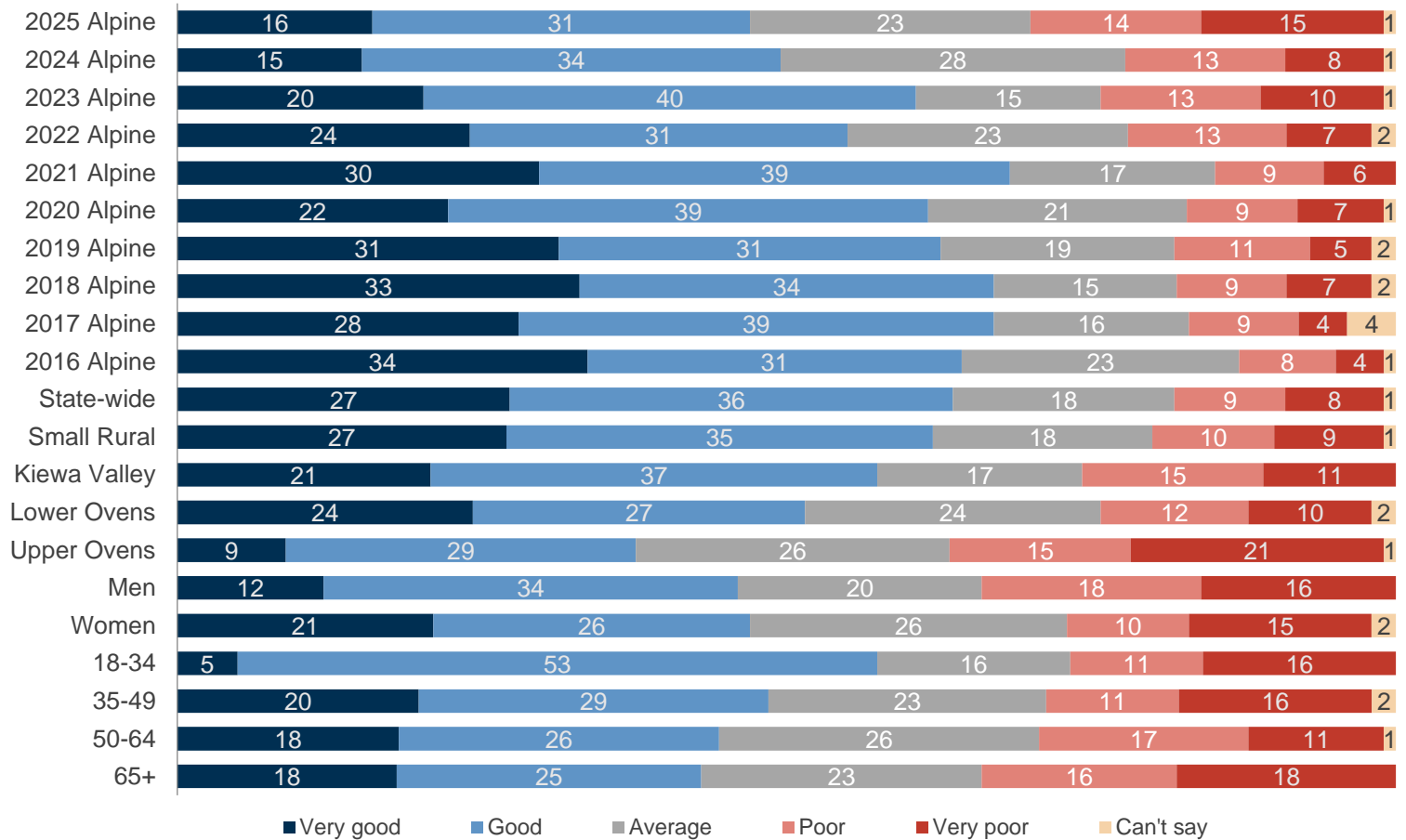
Councils asked State-wide: 56 Councils asked group: 19

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



Customer service rating

2025 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Alpine 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



Council direction



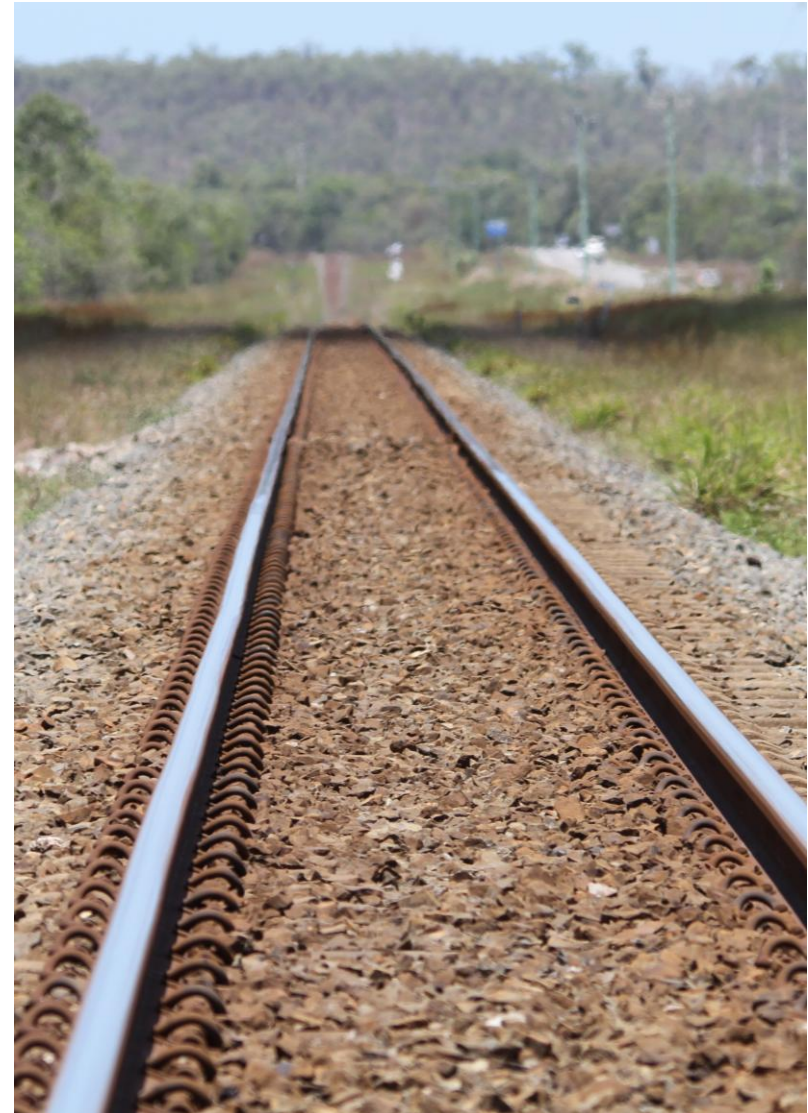
Council direction

Perceptions of the direction of Alpine Shire Council's overall performance have declined by one index point to a record-low index score of 38. This is significantly lower than both the State-wide and Small Rural group averages.

An increased majority (59%) believe the direction of Council's overall performance has stayed the same over the last 12 months, up two percentage points on 2024.

Just 7% believe the direction has improved (down two points on 2024) in the last 12 months, while a further 30% feel it has deteriorated (unchanged from 2024).

- The most satisfied with council direction are residents aged 18 to 34 years.
- The least satisfied with council direction are residents aged 35 to 64 years.
- Perceptions of the direction of Council's overall performance have significantly declined among Kiewa Valley residents.





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
18-34	45	40	48	64	52	56	59	64	55	60
Lower Ovens	43	43	47	57	57	60	65	65	68	58
65+	39	44	44	55	53	53	57	62	57	60
Men	39	39	39	58	51	49	56	59	60	60
Alpine	38	39	41	53	52	52	54	59	58	59
Women	37	38	43	49	52	55	53	59	56	57
Kiewa Valley	37	44	43	52	51	49	41	54	58	58
Upper Ovens	35	31	34	50	46	47	50	56	46	60
35-49	34	32	32	46	53	51	49	56	58	58
50-64	34	33	36	50	47	48	52	55	61	57

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

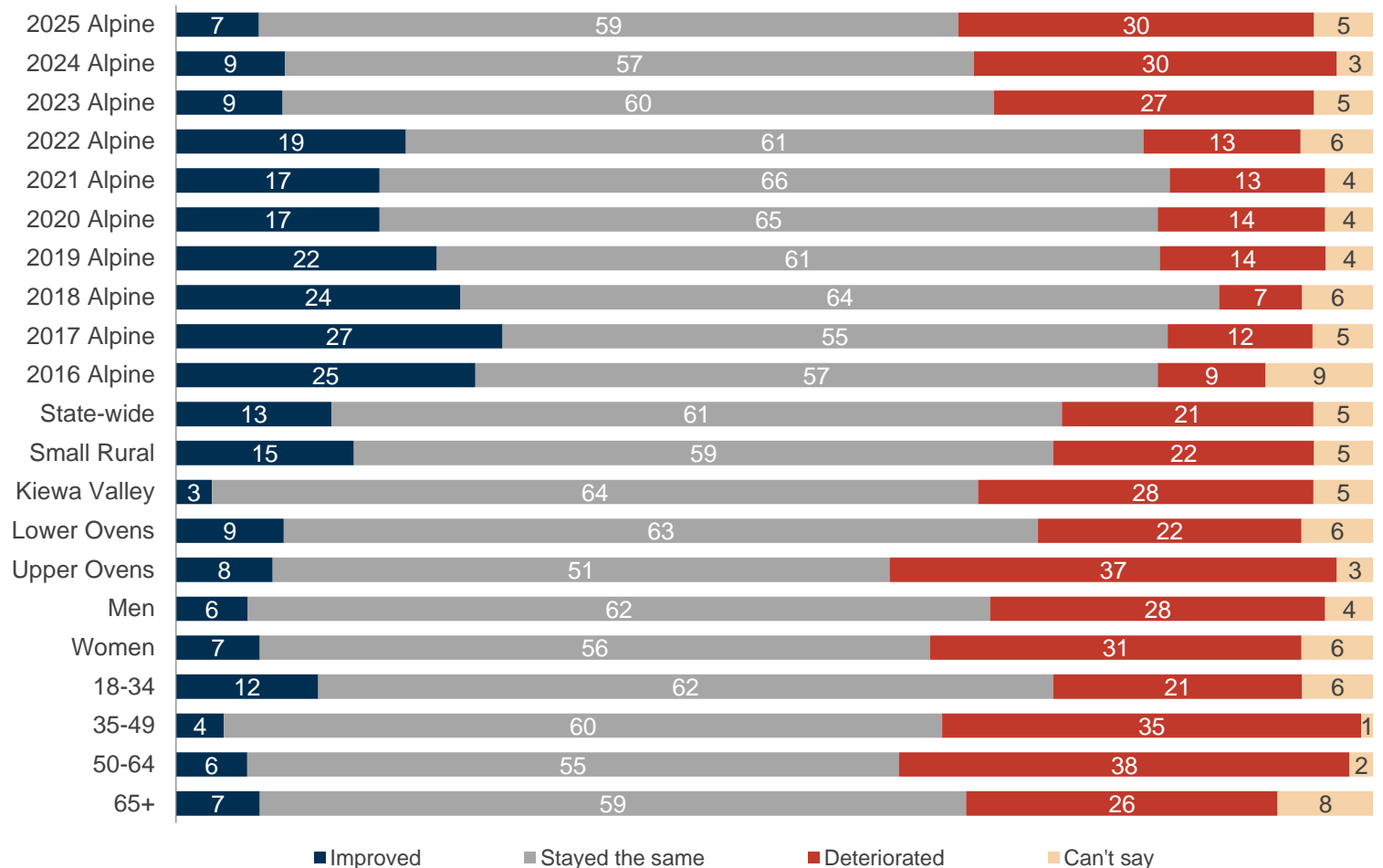
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Overall council direction last 12 months

2025 overall council direction (%)



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Individual service areas



Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Lower Ovens	52▲	49	52	59	62	62	62	64	62	63
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	49	55	58	63	64	56	69	55	66
Kiewa Valley	47	50	57	57	63	59	56	57	54	57
65+	47	48	51	57	56	56	56	60	58	60
Women	46	47	51	50	56	58	56	61	57	59
35-49	46	41	49	49	59	62	60	65	53	61
Alpine	46	46	50	55	57	57	56	62	56	60
Men	45	45	49	61	58	57	55	63	56	61
50-64	41	44	46	56	52	48	51	56	57	56
Upper Ovens	40▼	40	45	51	48	52	49	63	50	60

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

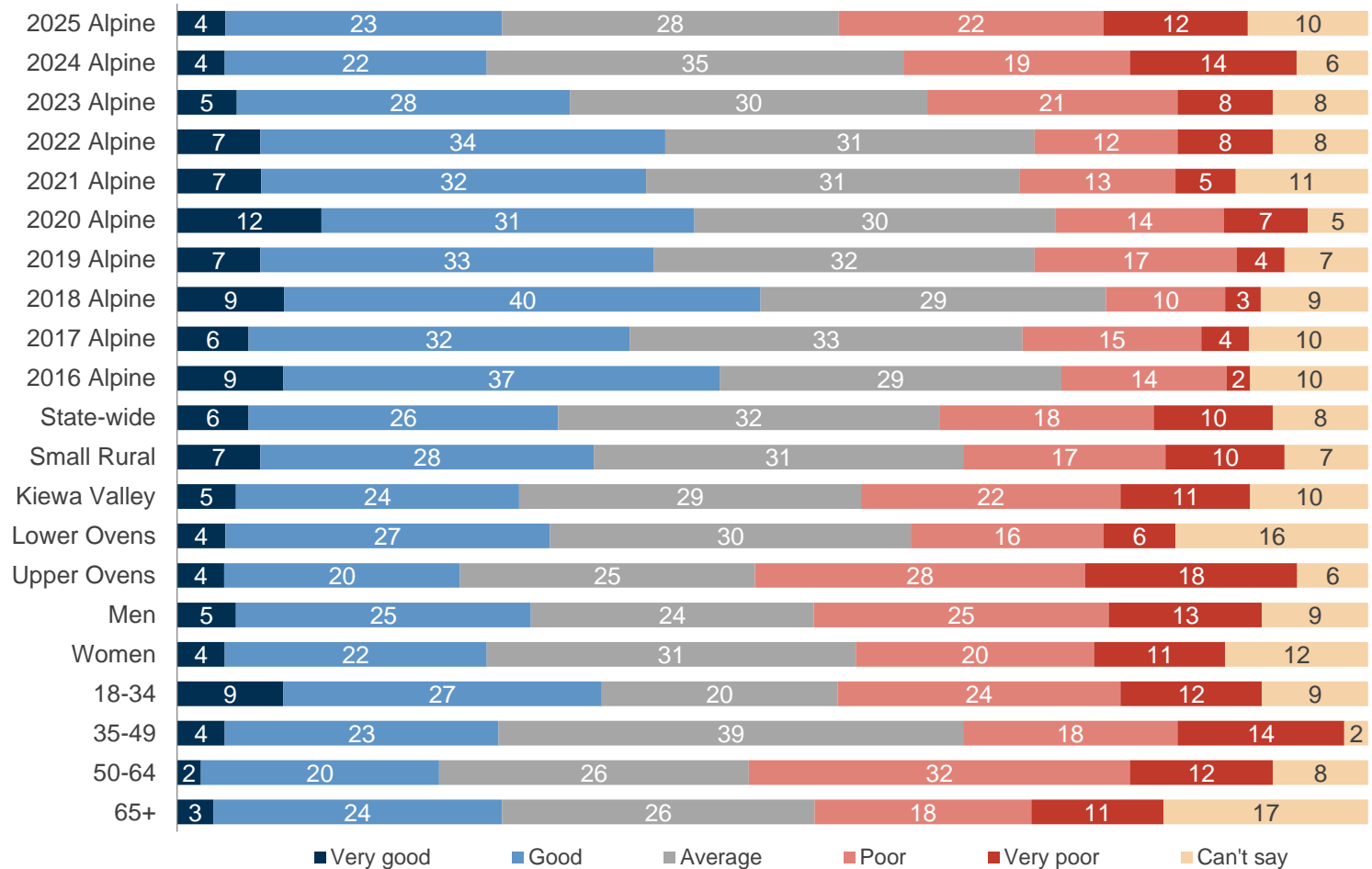
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)



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
Lower Ovens	51▲	52	58	62	61	58	65	60	61	60
Small Rural	50▲	50	52	54	56	53	55	52	55	53
18-34	50	47	54	60	59	57	62	64	54	63
State-wide	49▲	50	51	54	56	53	55	54	54	54
Kiewa Valley	49	46	58	57	62	58	58	55	57	59
65+	49	48	54	59	59	58	59	57	59	62
Women	47	47	51	52	55	59	58	59	57	58
Alpine	45	45	51	56	56	56	59	60	57	60
Men	44	44	51	59	57	54	60	61	57	61
35-49	43	40	45	52	53	60	58	63	57	59
50-64	40	42	47	51	52	48	57	57	57	55
Upper Ovens	39▼	38	41	47	48	54	52	63	51	60

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

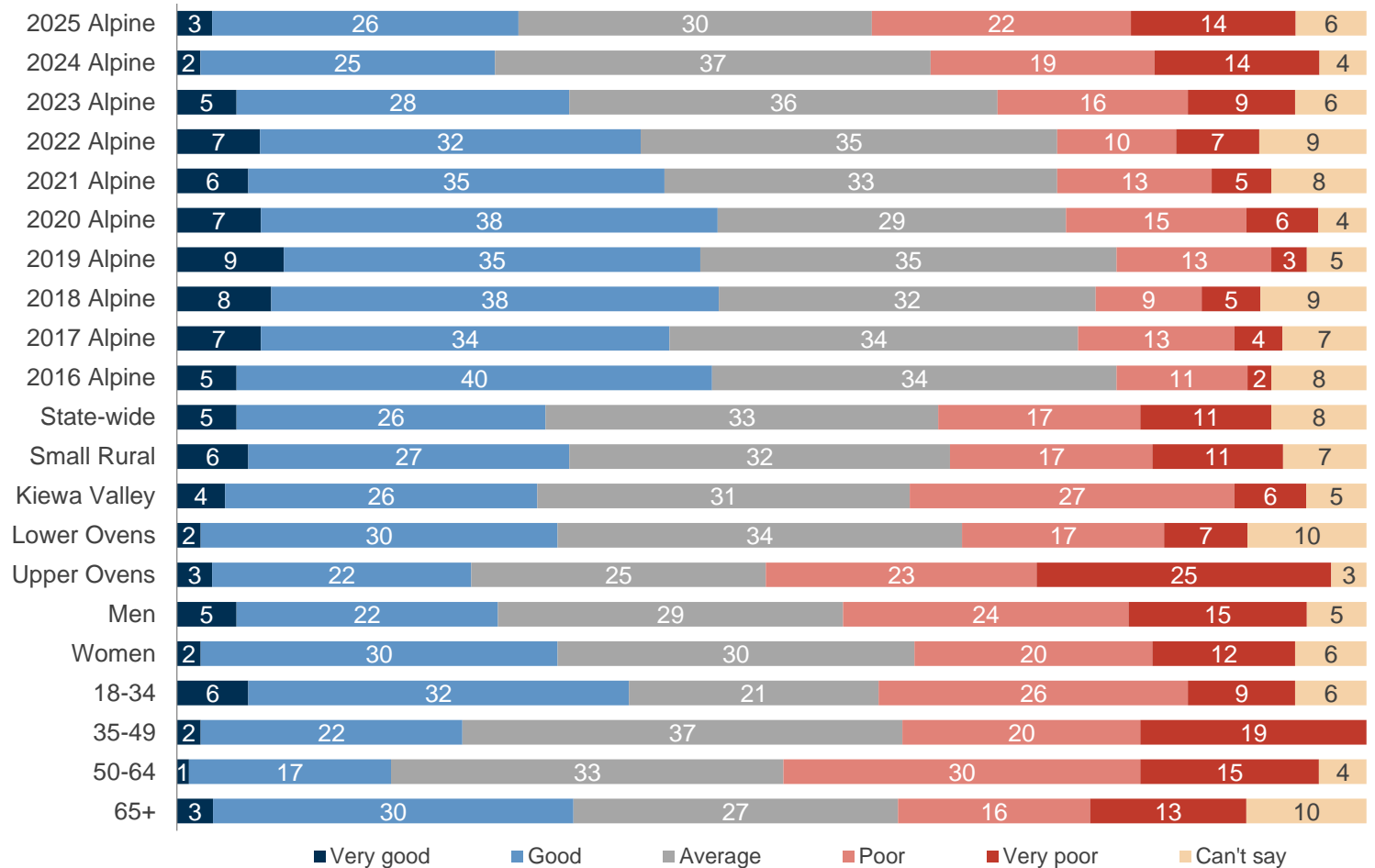
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

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 performance



2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	49	43	45	63	66	62	67	60	59	64
Kiewa Valley	46	37	50	56	61	58	58	51	53	58
65+	46	41	53	62	64	63	63	60	56	61
State-wide	45	45	48	53	57	54	56	53	53	54
Lower Ovens	45	39	51	63	68	62	67	62	61	62
Men	45	41	49	63	60	59	62	61	57	61
Alpine	45	41	49	61	63	61	64	60	57	60
Women	44	41	50	58	66	63	65	59	58	58
Small Rural	44	41	44	50	53	51	53	49	50	52
Upper Ovens	43	45	48	61	59	63	63	65	57	59
35-49	43	38	49	57	62	66	64	62	57	55
50-64	41	41	45	61	61	51	61	59	58	59

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

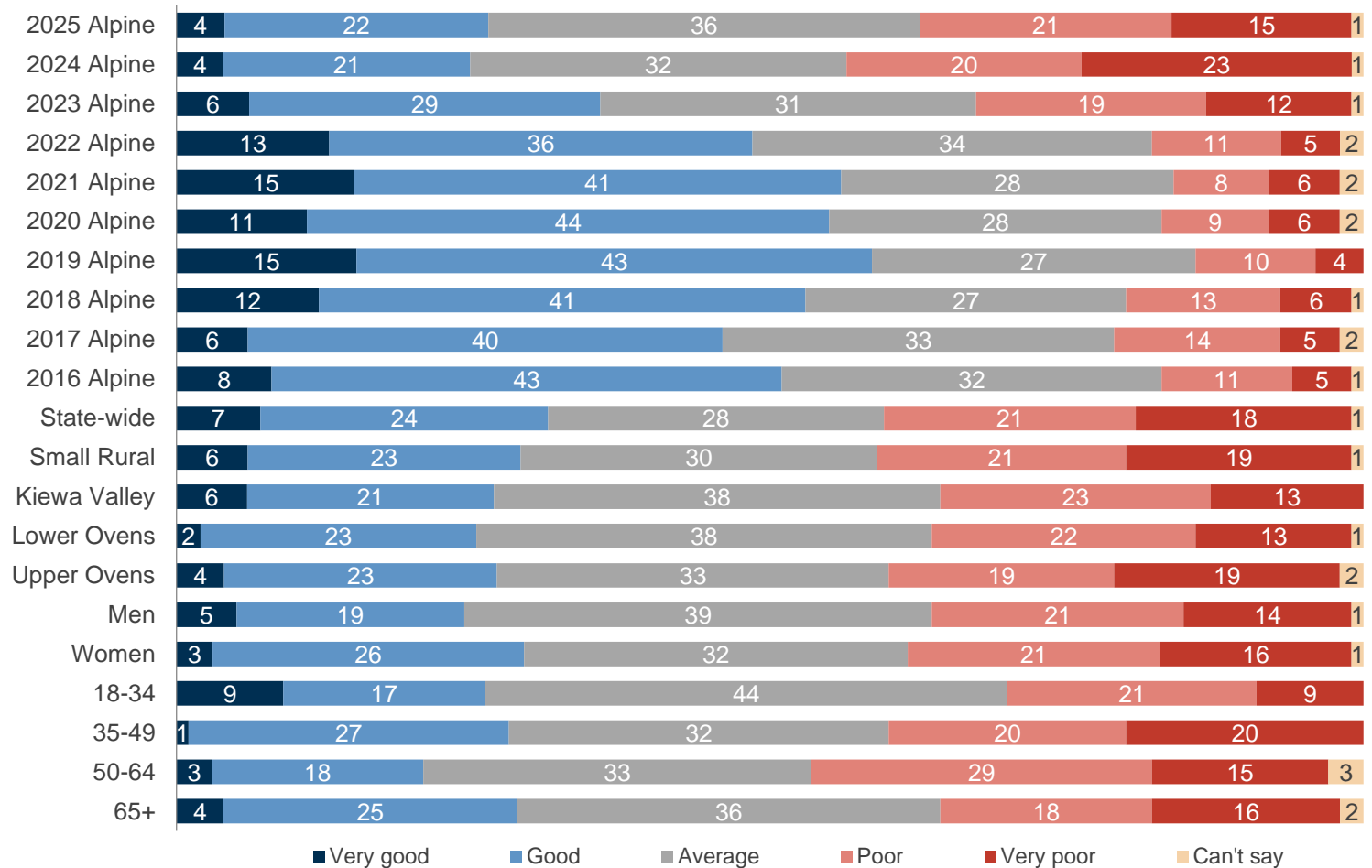
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Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)





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▲	62	63	72	70	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	67	66	68	69	65	68	70	71	70
Lower Ovens	62	59	65	72	70	n/a	n/a	n/a	n/a	n/a
Women	61	59	59	65	69	n/a	n/a	n/a	n/a	n/a
50-64	61	51	60	68	67	n/a	n/a	n/a	n/a	n/a
Alpine	60	56	62	70	68	n/a	n/a	n/a	n/a	n/a
18-34	60	55	65	72	75	n/a	n/a	n/a	n/a	n/a
Upper Ovens	60	53	57	67	67	n/a	n/a	n/a	n/a	n/a
Men	59	53	64	74	67	n/a	n/a	n/a	n/a	n/a
Kiewa Valley	58	56	65	70	69	n/a	n/a	n/a	n/a	n/a
35-49	51▼	49	57	65	61	n/a	n/a	n/a	n/a	n/a

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

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

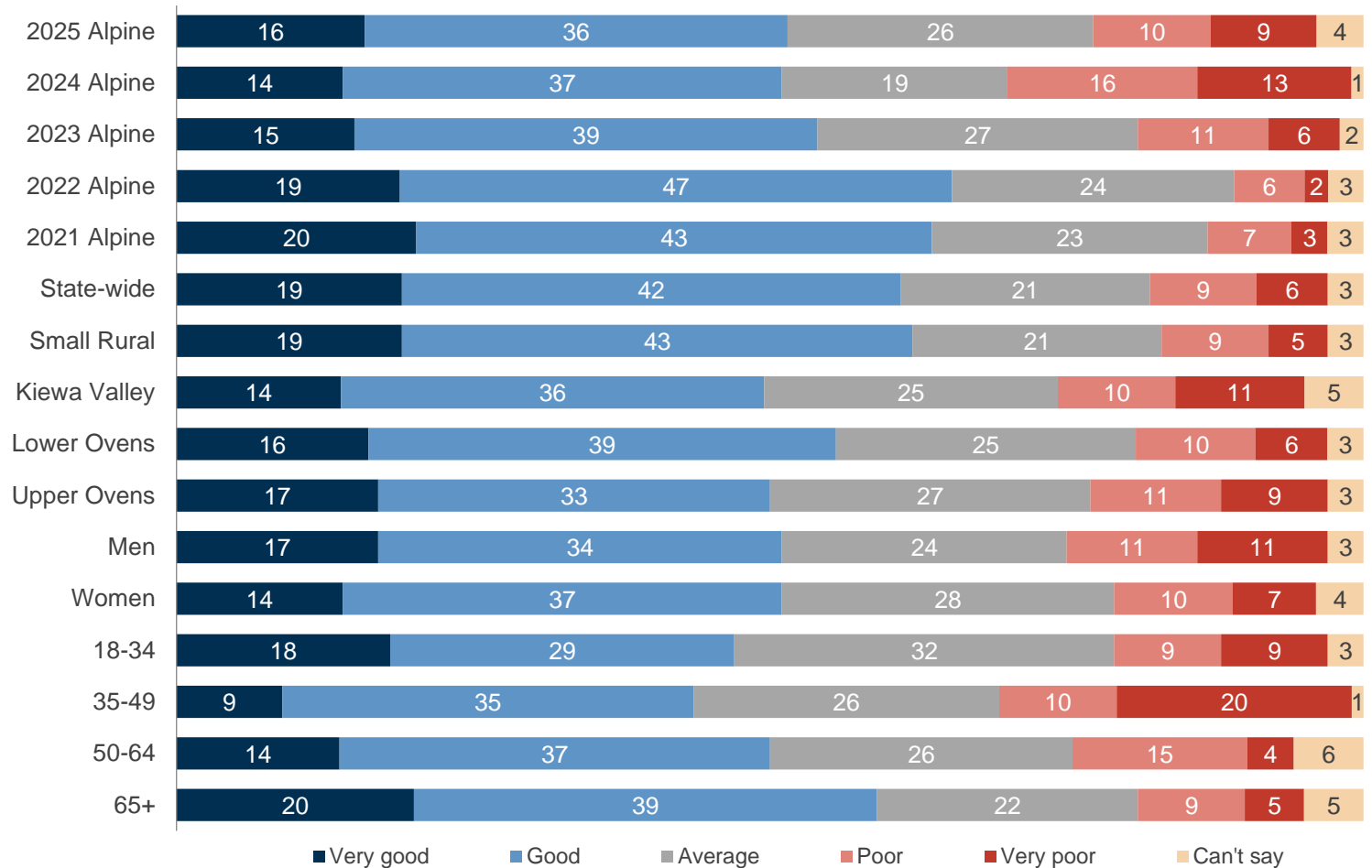
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management 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 concert, with some individuals wearing red and white clothing.

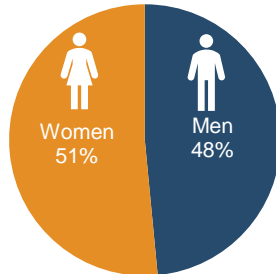
Detailed demographics



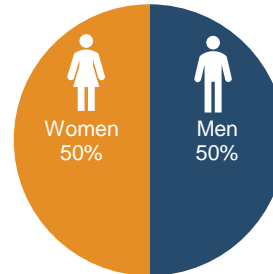
Gender and age profile

2025 gender

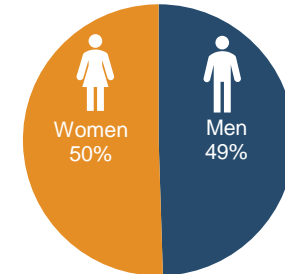
Alpine



Small Rural

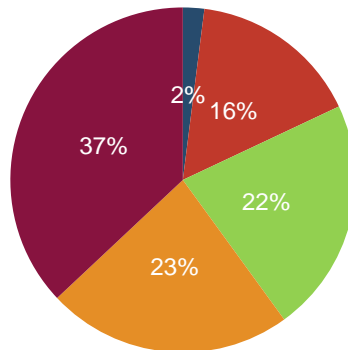


State-wide

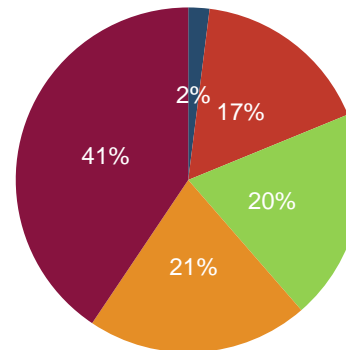


2025 age

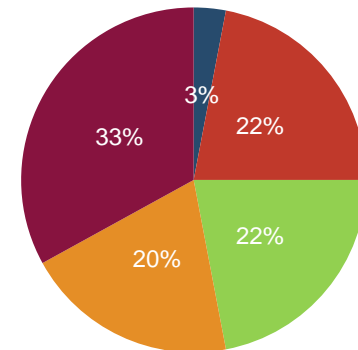
Alpine



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 Alpine Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 10,700 people aged 18 years or over for Alpine Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Alpine Shire Council	400	400	+/-4.8
Men	197	194	+/-6.9
Women	200	203	+/-6.9
Kiewa Valley	113	120	+/-9.2
Lower Ovens (Myrtleford - Eurobin)	133	124	+/-8.5
Upper Ovens (Porepunkah - Dinner Plain)	154	155	+/-7.9
18-34 years	34	73	+/-17.0
35-49 years	81	88	+/-10.9
50-64 years	109	91	+/-9.4
65+ years	176	148	+/-7.3



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background elements: a line graph with an upward trend on the left, a bar chart with three bars of increasing height in the middle, and another line graph on the right.

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=400 completed interviews, conducted across four quarters from 1st June 2023 – 18th March 2024.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=403 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 Alpine 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 Alpine Shire Council.

Survey sample matched to the demographic profile of Alpine 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 48% mobile phone numbers to cater to the diversity of residents within Alpine Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Alpine Shire Council. Survey fieldwork was conducted across four quarters from 8th June 2024 – 24th February 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

Alpine 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 Alpine 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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