

2025 Local Government Community Satisfaction Survey

Mansfield 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.

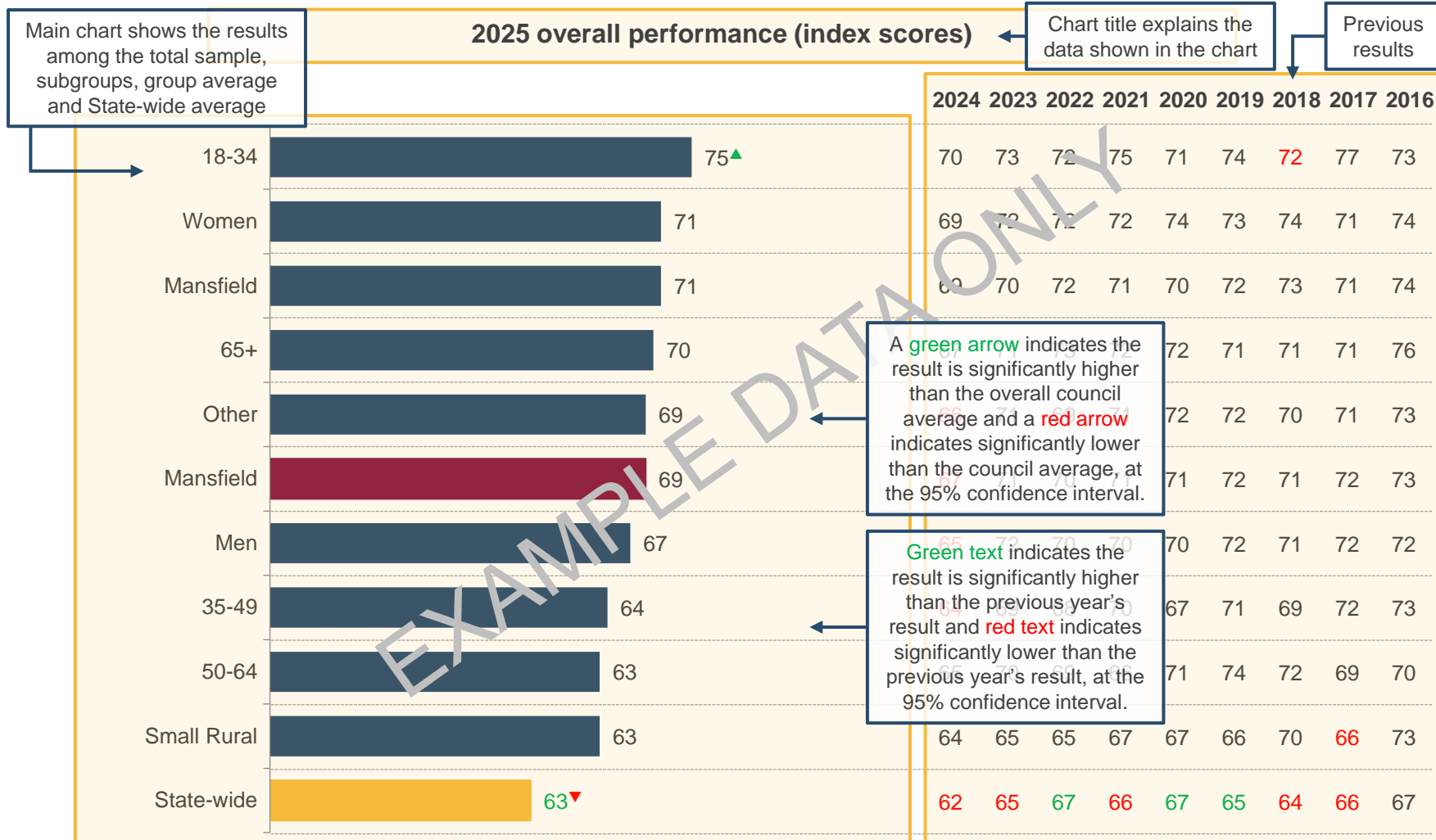
Serving Victoria for 26 years

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

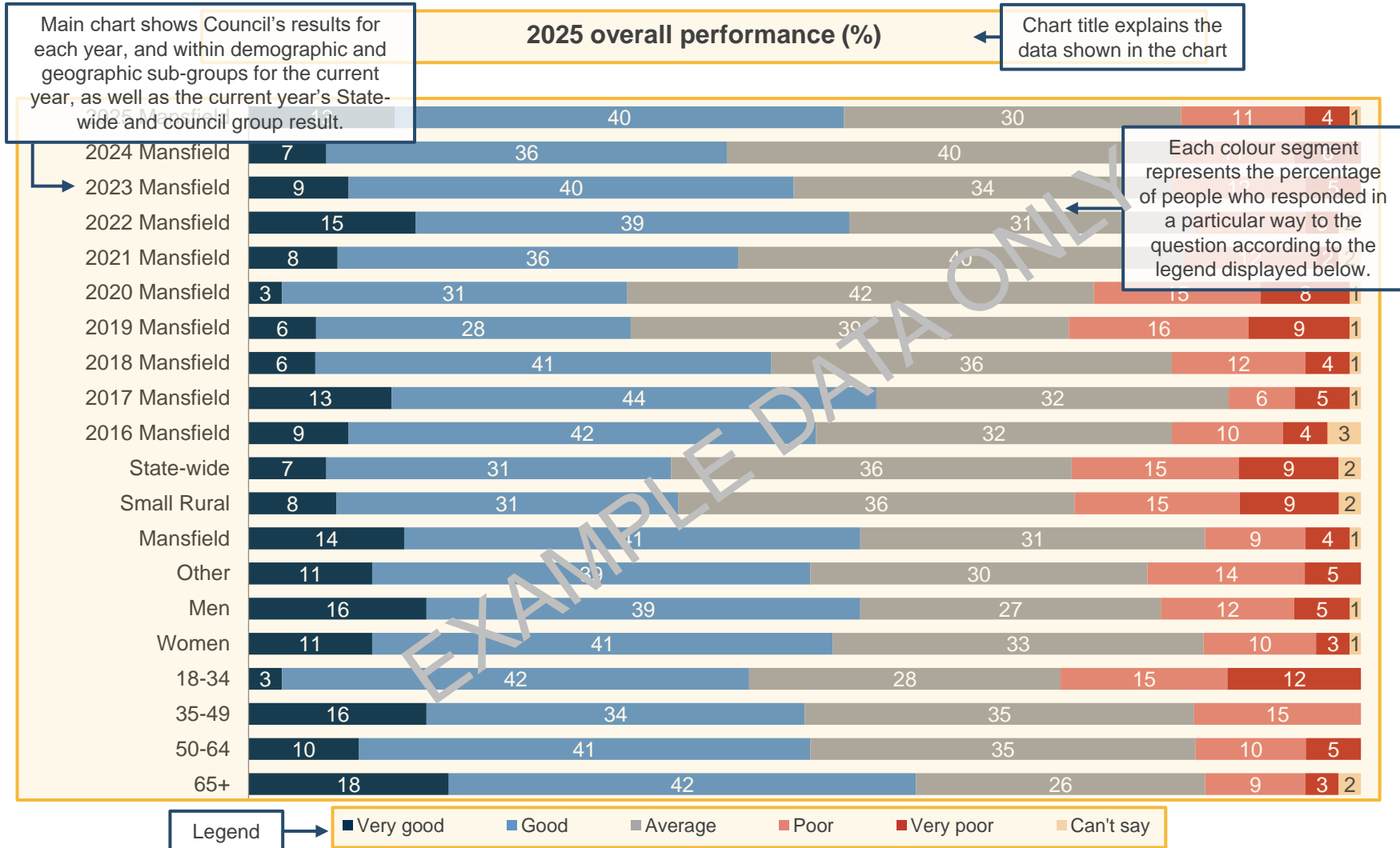


Question asked and base size(s)

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



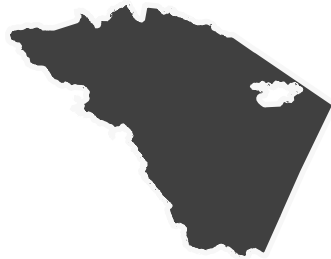
Key findings and recommendations



Mansfield Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mansfield 62



Small Rural 54



State-wide 53

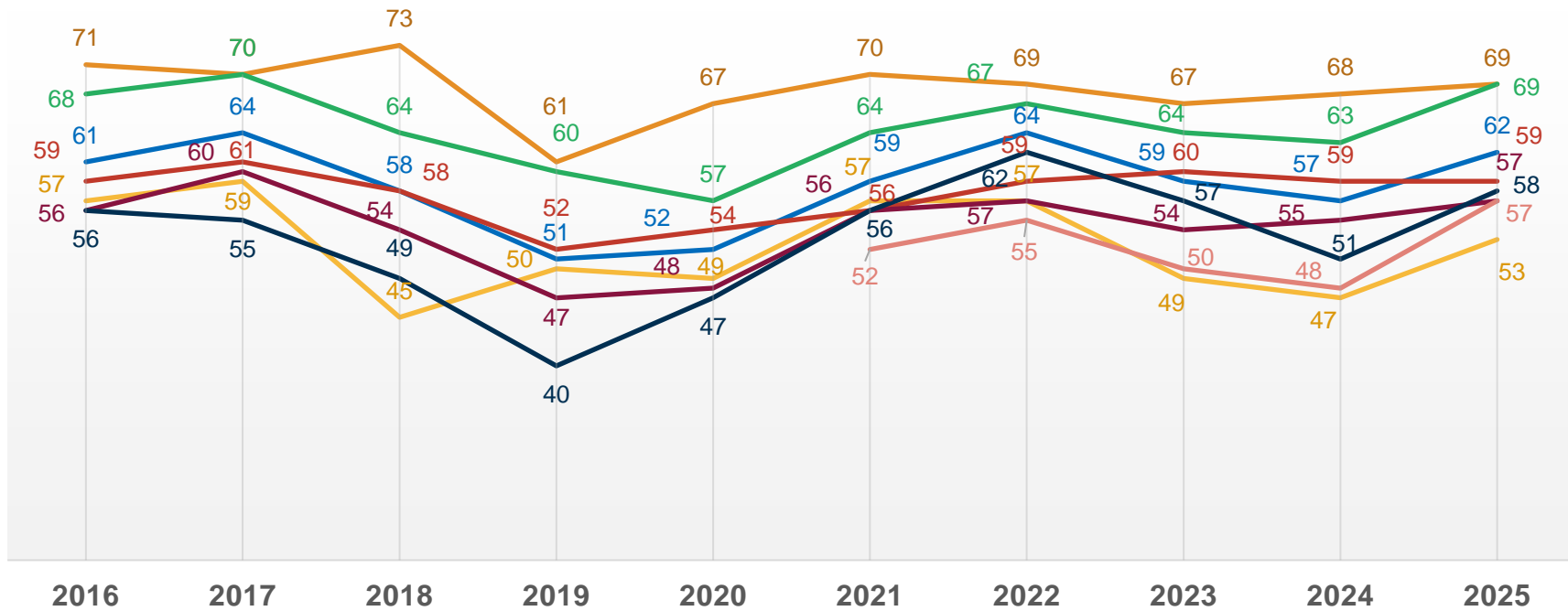
Council performance compared to group average

Top 2 performing areas		
	Appearance of public areas	▲ higher
	Art centres & libraries	▲ higher
Bottom 3 performing areas		
	Planning & building permits	▬ on par
	Population growth	▬ on par
	Unsealed roads	▲ higher
	Customer service	▲ higher



Summary of core measures

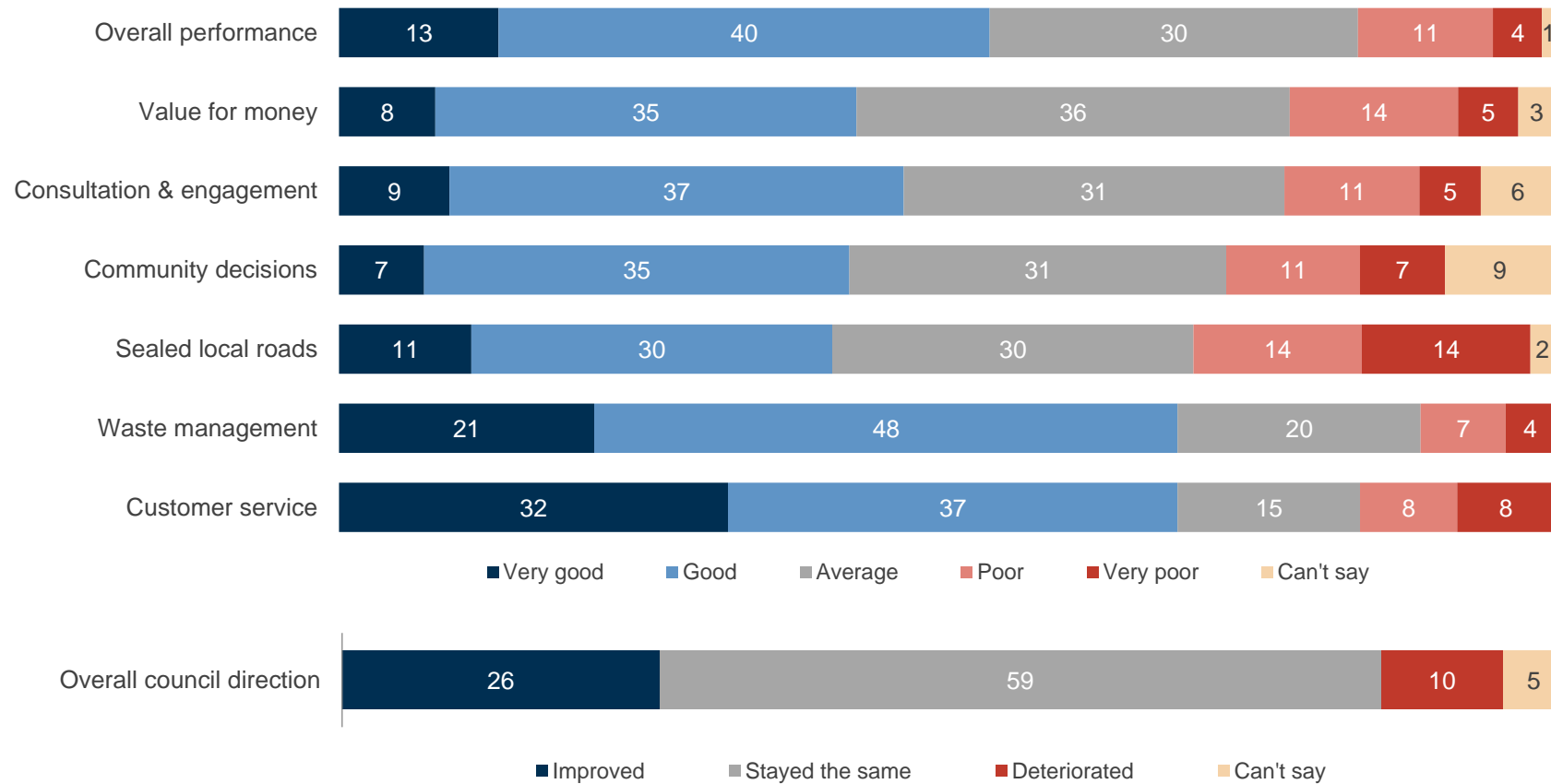
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Mansfield Shire Council performance

Services	Mansfield 2025	Mansfield 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
Overall performance	62	57	54	53	65+ years	18-34 years
Value for money	57	48	47	47	65+ years	18-34 years
Overall council direction	58	51	46	46	65+ years	50-64 years
Customer service	69	68	65	66	65+ years	18-34 years
Appearance of public areas	82	80	70	68	35-49 years	18-34 years
Art centres & libraries	76	78	72	73	Women	Men
Tourism development	69	69	62	60	Women	35-49 years
Waste management	69	63	66	65	65+ years	35-64 years
Recreational facilities	69	69	66	67	65+ years	18-34 years
Emergency & disaster mngt	68	65	66	65	50-64 years	18-34 years

Significantly higher / lower than Mansfield Shire Council 2025 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.







Summary of Mansfield Shire Council performance

Services		Mansfield 2025	Mansfield 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Family support services	68	64	61	62	Men, 35-49 years, 65+ years	50-64 years, Women
	Enforcement of local laws	63	62	58	59	35-49 years	18-34 years
	Parking facilities	62	53	63	54	50-64 years	18-34 years
	Informing the community	61	60	57	56	65+ years, Mansfield residents	Other residents, 18-34 years
	Lobbying	61	53	51	49	65+ years, Mansfield residents	Other residents, 50-64 years
	Business & community dev.	60	58	55	54	65+ years, Mansfield residents	Other residents, 35-49 years
	Consultation & engagement	59	59	51	50	65+ years	35-49 years
	Local streets & footpaths	58	52	53	52	35-64 years, Mansfield residents	18-34 years
	Community decisions	57	55	50	49	65+ years	18-34 years
	Sealed local roads	53	47	44	45	Mansfield residents	18-34 years

Significantly higher / lower than Mansfield Shire Council 2025 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Summary of Mansfield Shire Council performance

Services		Mansfield 2025	Mansfield 2024	Small Rural 2025	State-wide 2025	Highest score	Lowest score
	Town planning policy	52	46	51	48	65+ years	18-34 years
	Unsealed roads	48	44	40	38	35-49 years, Men, Mansfield residents	18-34 years
	Population growth	44	38	47	48	65+ years, Men	18-34 years
	Planning & building permits	42	36	43	43	Men, 35-49 years, Other residents	18-34 years

Significantly *higher* / *lower* than Mansfield Shire Council 2025 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Perceptions of Mansfield Shire Council’s overall performance have significantly improved over the last 12 months, returning to a level similar to the peak seen in 2022. Performance perceptions on all metrics evaluated have also significantly increased or are in line with 2024.

Key influences on perceptions of overall performance

Community decisions has a strong influence on the perceptions of overall performance and is rated less well relative to many other service areas measured. Demographically, residents aged 18 to 49 years rate Council’s performance on community decisions significantly lower than the average. Therefore, improving perceptions among this cohort offers the greatest opportunity to drive up perceptions of Council’s decision making and therefore, overall performance.

Comparison to state and area grouping

Mansfield Shire Council continues to rate significantly higher than both the Small Rural group and State-wide averages on its performance on most metrics evaluated. The exception is planning for population growth, where ratings are significantly lower than the State-wide average (but in line with the Small Rural group average).

Opportunity to engage

Residents aged 18 to 34 years warrant extra attention in the year ahead, as they rate Council lowest on overall performance and most individual service areas. Residents in this age group have a high rate of contact with Council and rate customer service lower than average, so there is opportunity to use these service interactions to engage with them and work to rebuild positive perceptions.

DETAILED FINDINGS



Overall performance





Overall performance

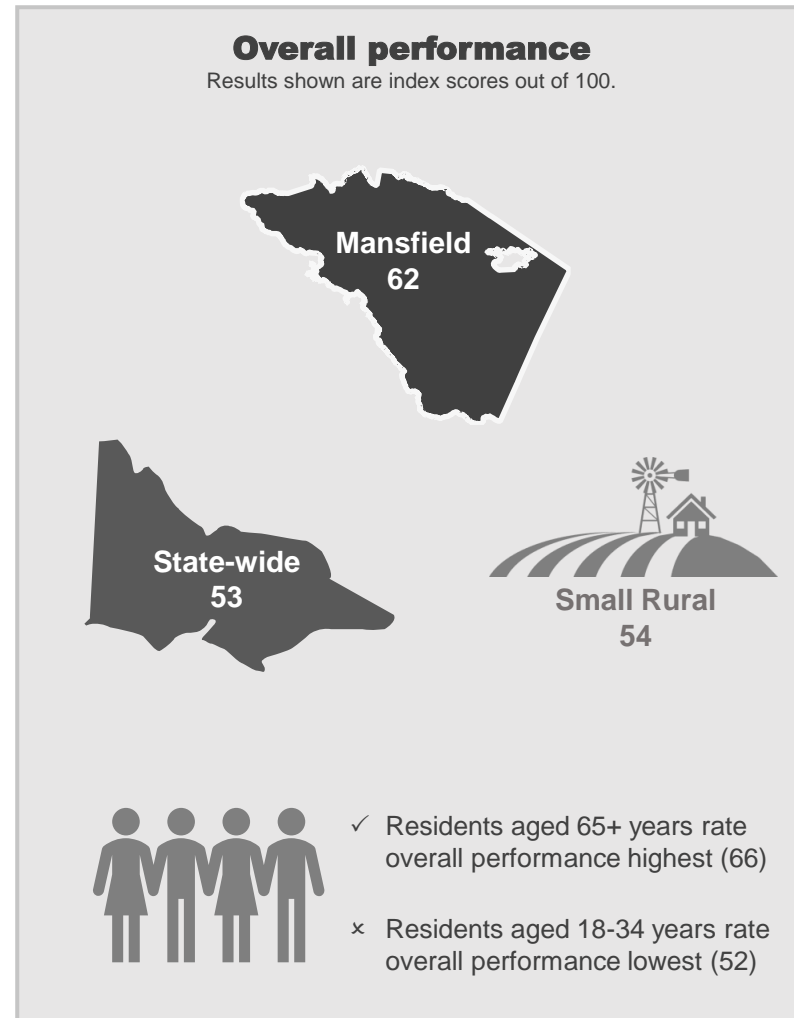
The overall performance index score of 62 for Mansfield Shire Council represents a significant improvement on the 2024 result, a positive change following two consecutive years of decline.

- Council’s overall performance rating is now similar to the peak rating achieved in 2022 and 2017 (index score of 64).

Mansfield Shire Council’s overall performance remains rated statistically significantly higher (at the 95% confidence interval) to the average ratings for councils in the Small Rural group and State-wide (index scores of 54 and 53 respectively).

- Residents aged 18 to 34 years (index score of 52) rate overall performance significantly lower than average and significantly lower than they did in 2024.
- Overall performance ratings across remaining demographic and geographic cohorts are not significantly different from the Council average. Positively, perceptions in most of these groups have significantly improved from last year.

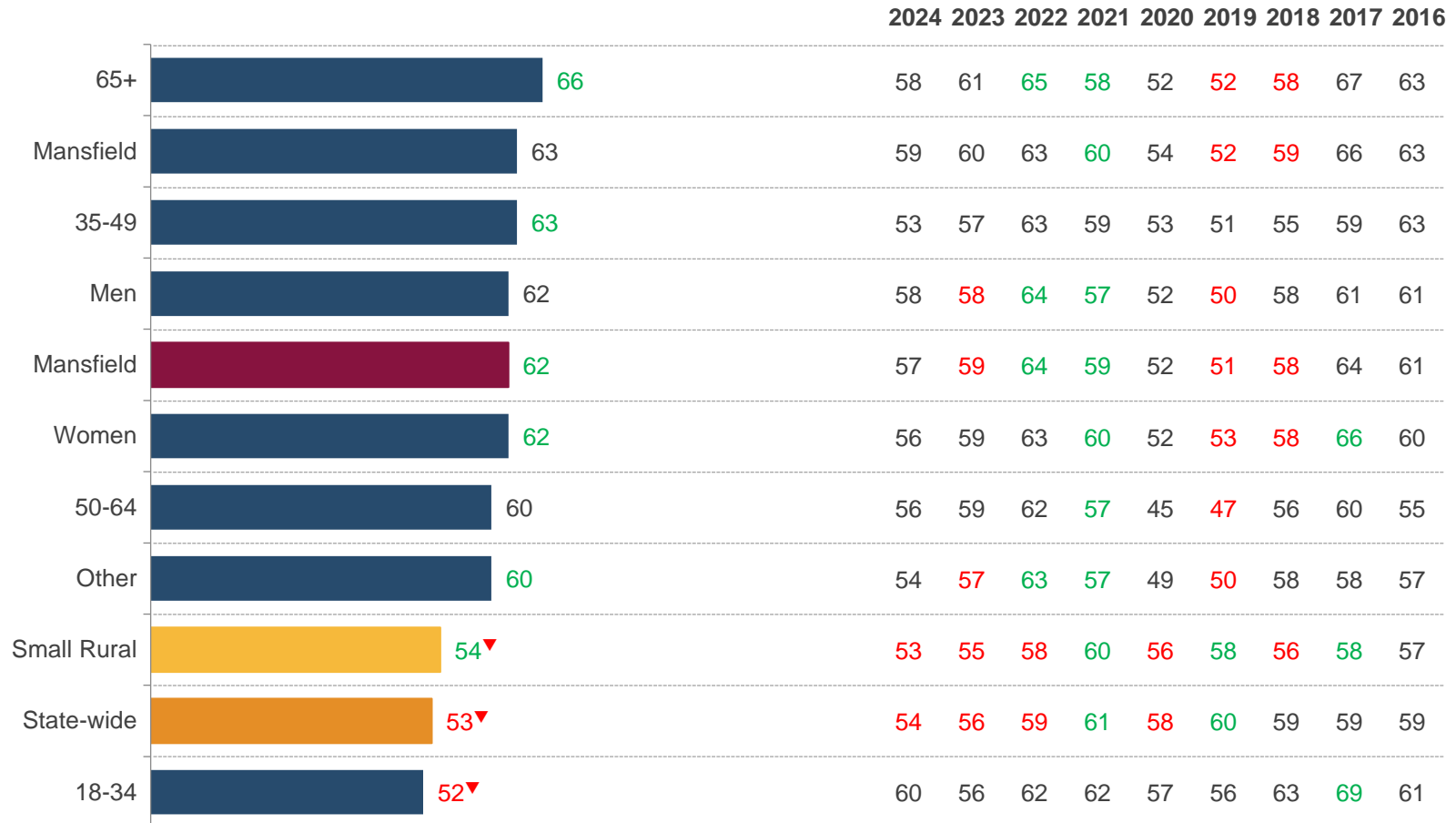
Over two in five residents (43%) rate the value for money they receive from Council in infrastructure and services as ‘very good’ or ‘good’. One in five residents (19%) rate Council as ‘very poor’ or ‘poor’. A further 36% rate Council as ‘average’ for value for money.





Overall performance

2025 overall performance (index scores)

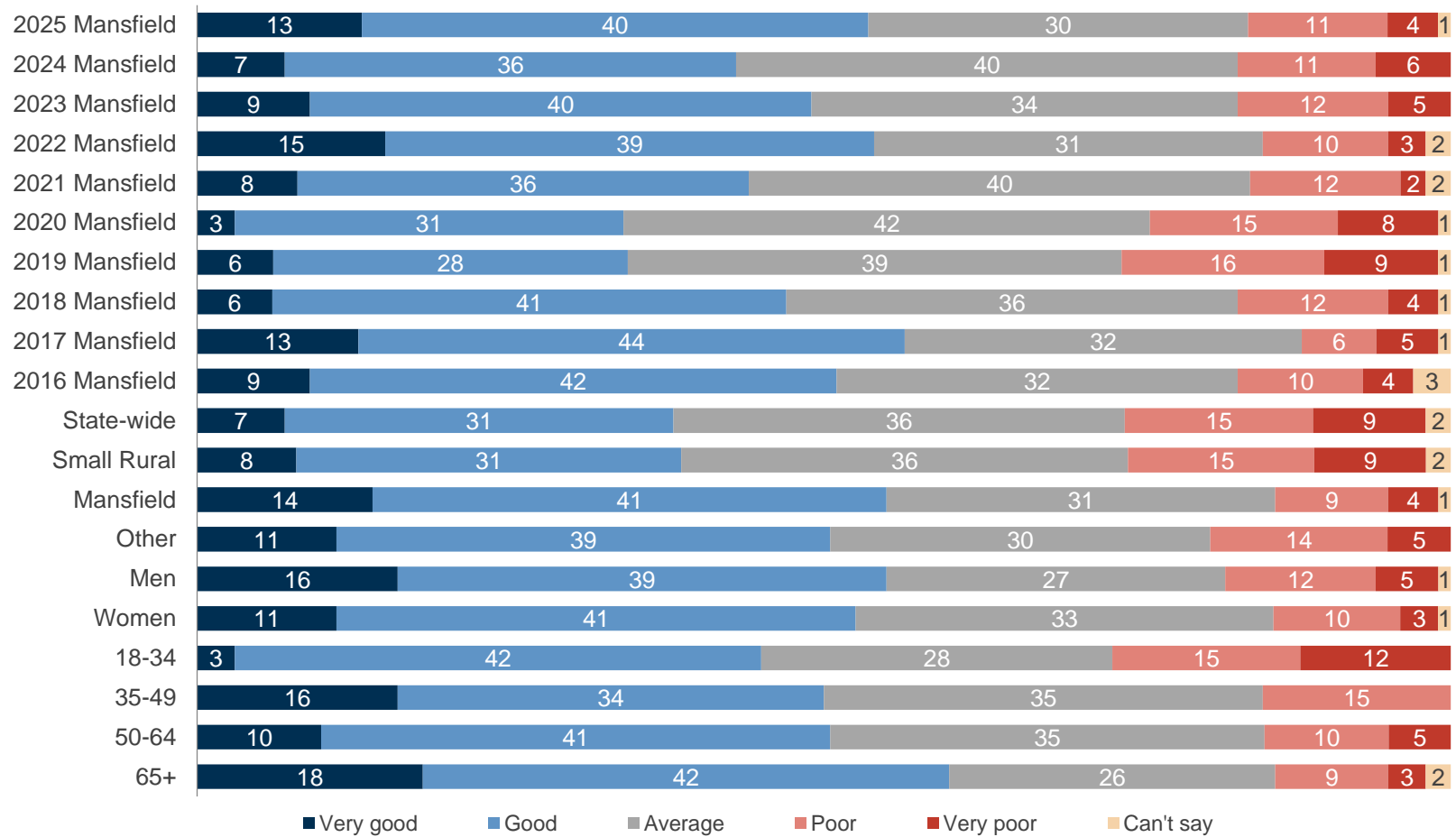


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 56 Councils 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 Mansfield 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
65+	60	52	55	61	53	n/a	n/a	n/a	n/a
Women	58	49	51	55	52	n/a	n/a	n/a	n/a
Mansfield	58	49	53	56	55	n/a	n/a	n/a	n/a
Mansfield	57	48	50	55	52	n/a	n/a	n/a	n/a
35-49	56	44	47	51	51	n/a	n/a	n/a	n/a
Men	56	48	50	55	52	n/a	n/a	n/a	n/a
Other	55	47	46	52	48	n/a	n/a	n/a	n/a
50-64	54	53	51	52	49	n/a	n/a	n/a	n/a
18-34	52	40	43	52	57	n/a	n/a	n/a	n/a
Small Rural	47▼	47	49	51	52	n/a	n/a	n/a	n/a
State-wide	47▼	48	49	53	54	n/a	n/a	n/a	n/a

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

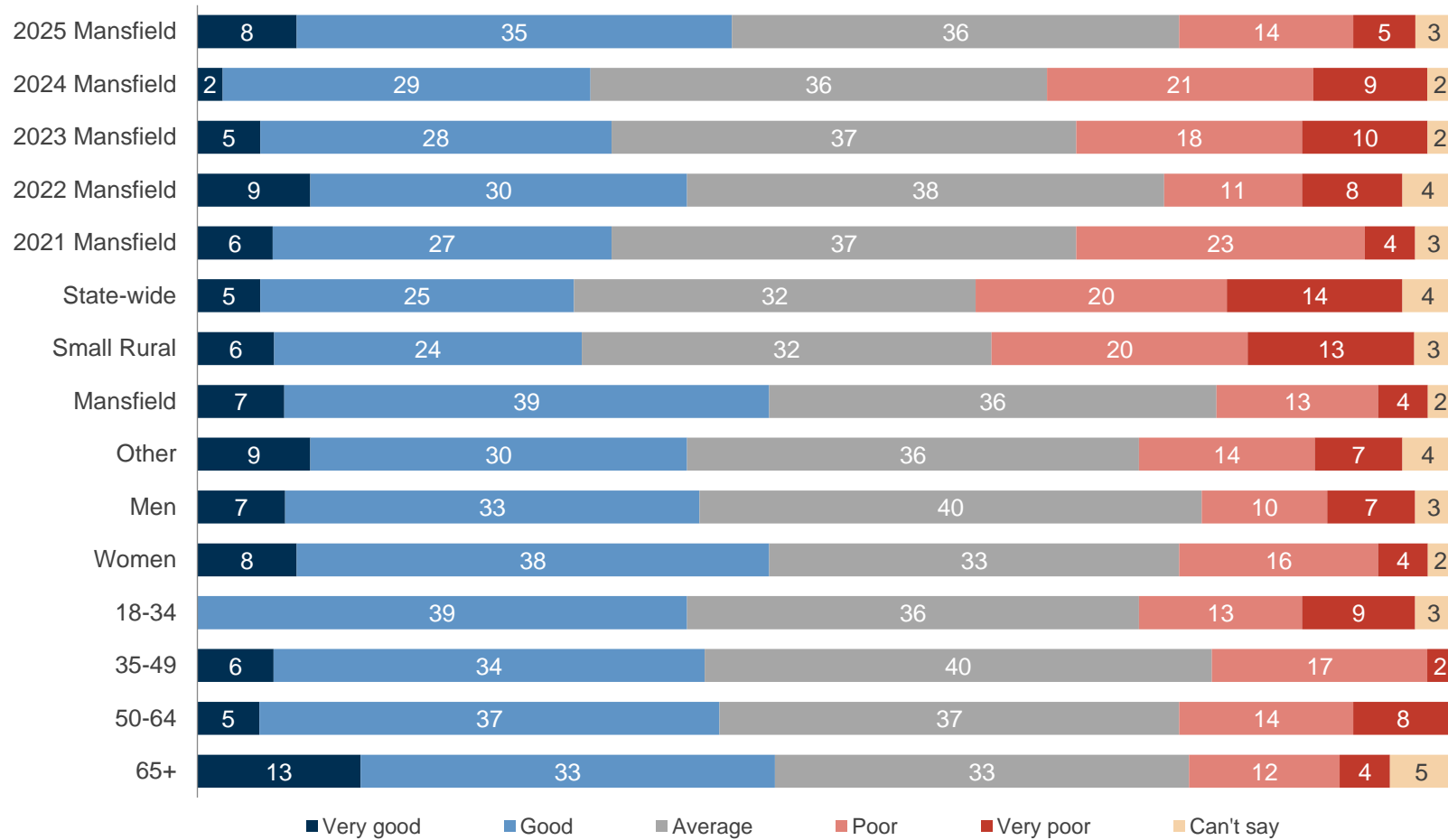
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 19

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 Mansfield 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 appearance of public areas (index score of 82). Performance has slightly increased from last year (up two index points), aligning with the 2023 and 2021 rating.

Over four in five residents (88%) rate Council's performance on the appearance of public areas as 'very good' or 'good', including 39% who rate it 'very good'.

- Council performs significantly higher than the Small Rural group and State-wide averages (index scores of 70 and 68 respectively) in this service area.
- Residents aged 18 to 34 years (index score of 77) rate Council's performance significantly lower than average.
- 'Other' area residents (index score of 82) rate Council's performance significantly higher than last year.

Council's next best performing service area is art centres and libraries (index score of 76).

- Perceptions in this service area are statistically similar to last year's result and remain significantly higher than the Small Rural group and State-wide averages (index scores of 72 and 73 respectively)
- Perceptions of art centres and libraries still divide based on gender. Men (71) rate performance here significantly lower than average and lowest of all groups, whereas perceptions among women (80) are significantly higher than average and highest of all.



Appearance of public areas (index score of 82) is the area where Council performed best in 2025.



Low performing service areas



Council rates lowest in the area of planning and building permits (index score of 42).

Council did not experience any significant declines in performance ratings in 2025.

Planning and building permits remains Council's lowest rated service area (index score of 42).

- That said, Council's ratings for planning and building permits have significantly improved in the last 12 months (up six index points), gaining back much of the ground lost after two consecutive years of significant decline.
- Council rates in line with the State-wide and Small Rural group averages for planning and building permits (index score of 43 for both).

Council's next lowest rated area is also to do with planning – planning for population growth (index score of 44).

- Here too, perceptions have significantly improved over the last year (up six index points).
- Council's performance in this service area is rated in line with the Small Rural group average but is significantly lower compared to the State-wide average (index scores of 47 and 48 respectively).

Ratings in both services areas are lowest among younger residents aged 18 to 34 years.



Individual service area performance

2025 individual service area performance (index scores)

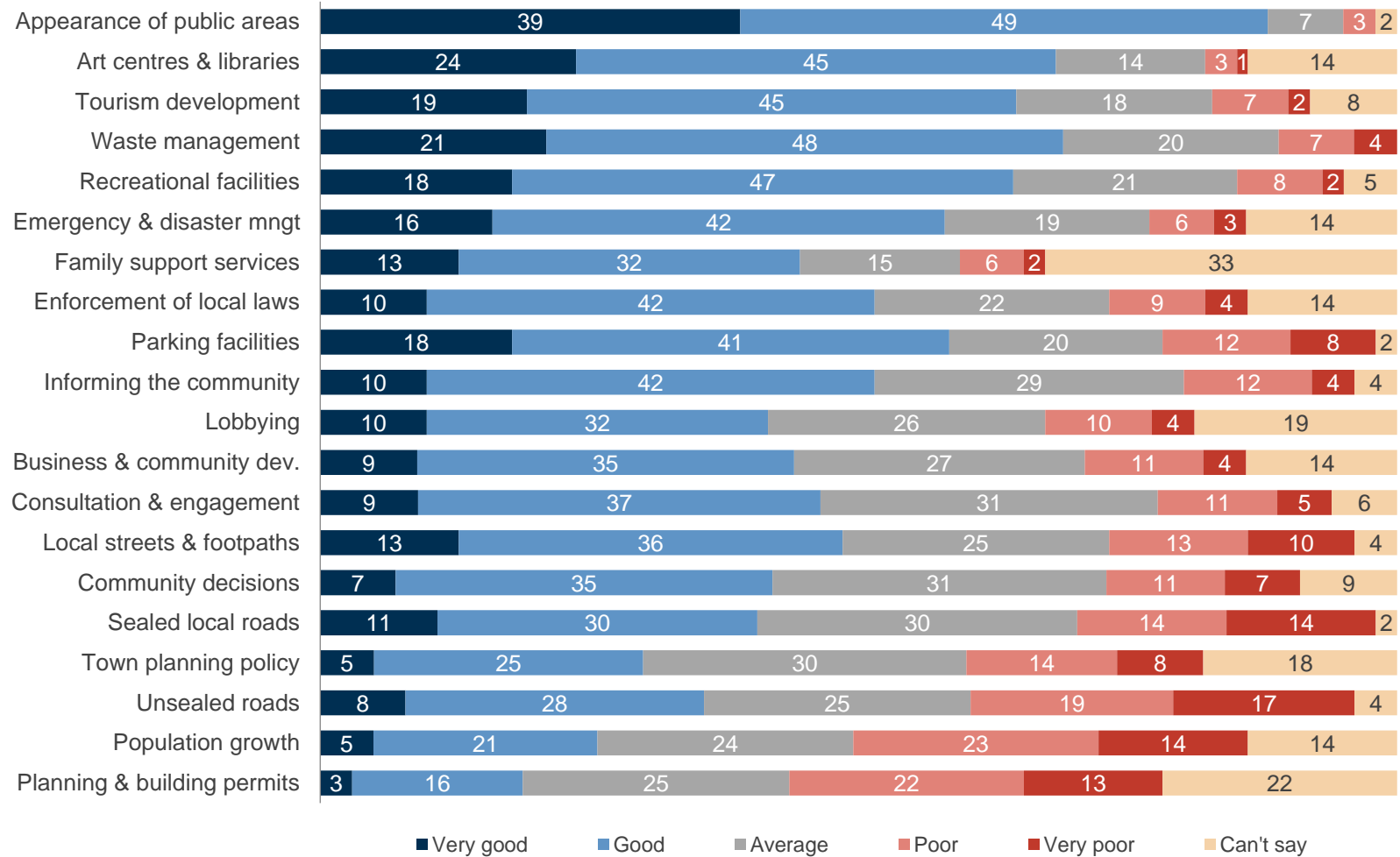
	2024	2023	2022	2021	2020	2019	2018	2017	2016	
Appearance of public areas	82	80	82	84	82	75	77	81	77	
Art centres & libraries	76	78	73	71	70	73	74	73	75	n/a
Tourism development	69	69	68	66	67	65	67	71	75	73
Waste management	69	63	64	67	64	57	60	64	70	68
Recreational facilities	69	69	68	76	72	67	68	72	74	69
Emergency & disaster mngt	68	65	69	69	74	68	70	73	74	73
Family support services	68	64	66	69	67	67	69	72	73	72
Enforcement of local laws	63	62	64	66	65	62	60	64	67	66
Parking facilities	62	53	53	51	53	52	49	54	54	55
Informing the community	61	60	61	63	58	55	55	62	63	63
Lobbying	61	53	54	59	58	49	51	58	59	55
Business & community dev.	60	58	57	62	61	59	59	61	65	62
Consultation & engagement	59	59	60	59	56	54	52	58	61	59
Local streets & footpaths	58	52	54	57	58	54	53	52	58	59
Community decisions	57	55	54	57	56	48	47	54	60	56
Sealed local roads	53	47	49	57	57	49	50	45	59	57
Town planning policy	52	46	46	54	53	44	44	51	54	53
Unsealed roads	48	44	47	53	45	44	41	40	50	48
Population growth	44	38	40	50	49	44	45	n/a	n/a	n/a
Planning & building permits	42	36	41	50	45	40	36	46	45	48

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 (%)



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Community consultation and engagement
- Informing the community
- Lobbying on behalf of the community
- Appearance of public areas.

Looking at these services only, the appearance of public areas has a very high performance index (82) and a moderate influence on the overall performance rating.

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

Other services that have a moderate influence on overall perceptions, but perform relatively less well, are informing the community, lobbying on behalf of the community and community consultation and engagement (performance index of 61, 61 and 59 respectively).

A focus on consulting residents, keeping them well-informed on key local issues, and demonstrating Council efforts to advocate on behalf the community can help to shore up positive overall opinion of Council.



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.

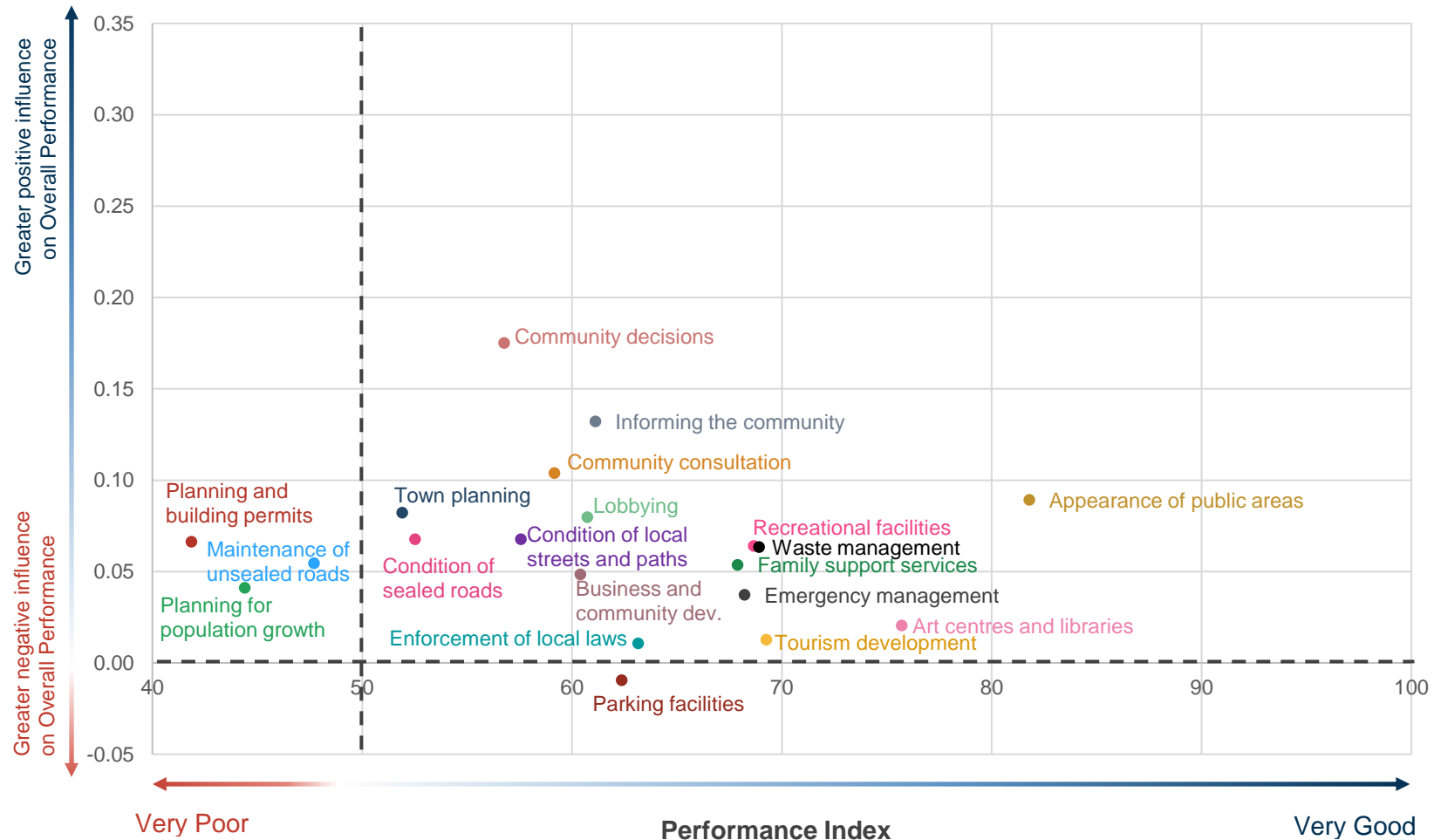
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

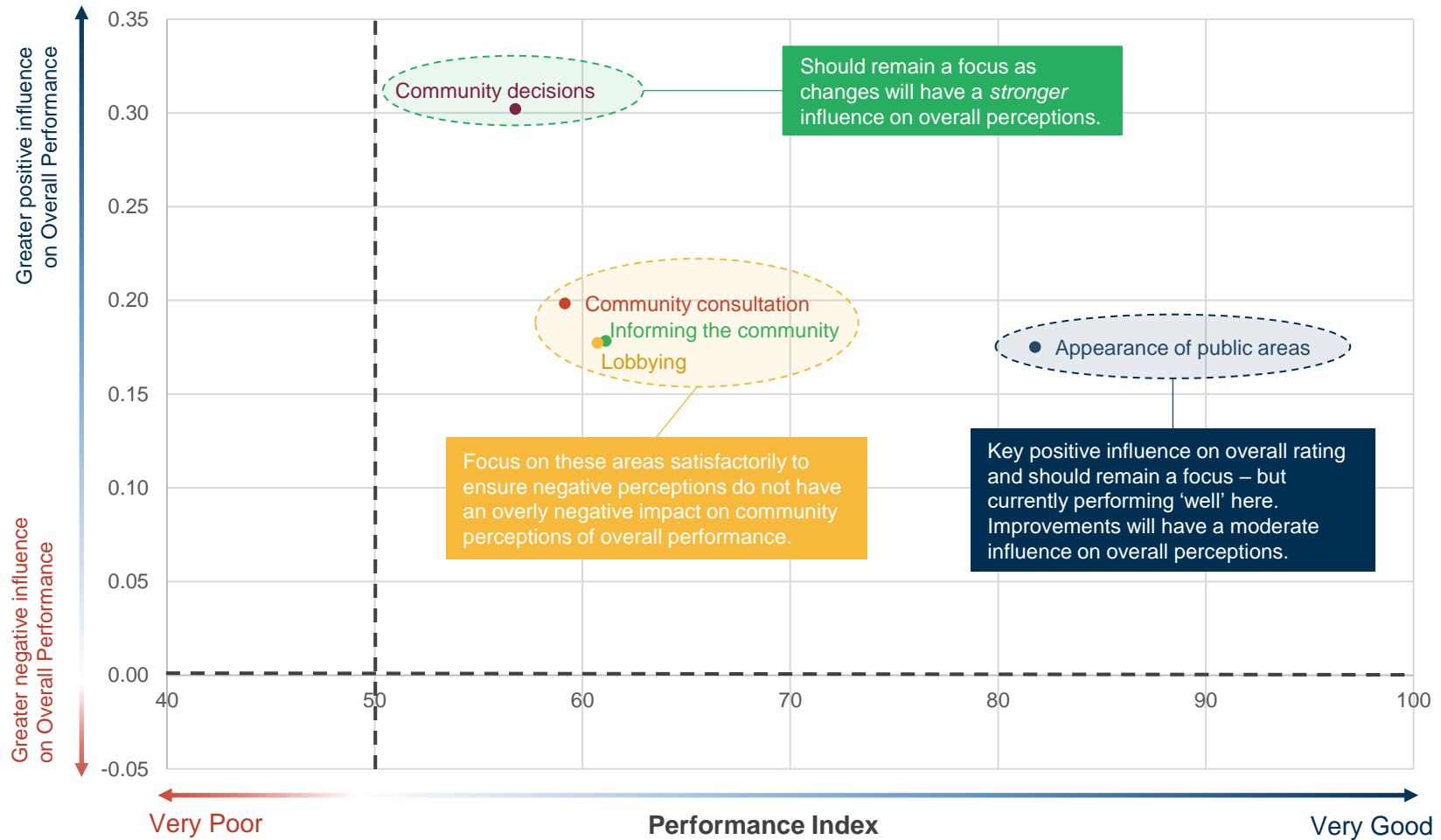


The multiple regression analysis model above (all service areas) has an R^2 value of 0.684 and adjusted R^2 value of 0.668, which means that 67% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 41.18$. 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 0.620 and adjusted R^2 value of 0.615, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 128.71$.

Customer service





Contact with council and customer service

Contact with council

Two in three Council residents (66%) had contact with Council in the last 12 months, increasing by a slight two-percentage points from 2024. This is the first increase in rate of contact with Council since 2020.

- Residents aged 50 to 64 years (74%) had the highest rate of contact with Council, while residents aged 65 years and above had the lowest rate of contact (61%).



Among those residents who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 represents an increase of one index point since 2024. Customer service remains rated in line with the State-wide average and is now significantly higher than the Small Rural group average (index scores of 66 and 65 respectively).

Customer service ratings across most demographic and geographic cohorts are not significantly different from the Council average, with two exceptions.

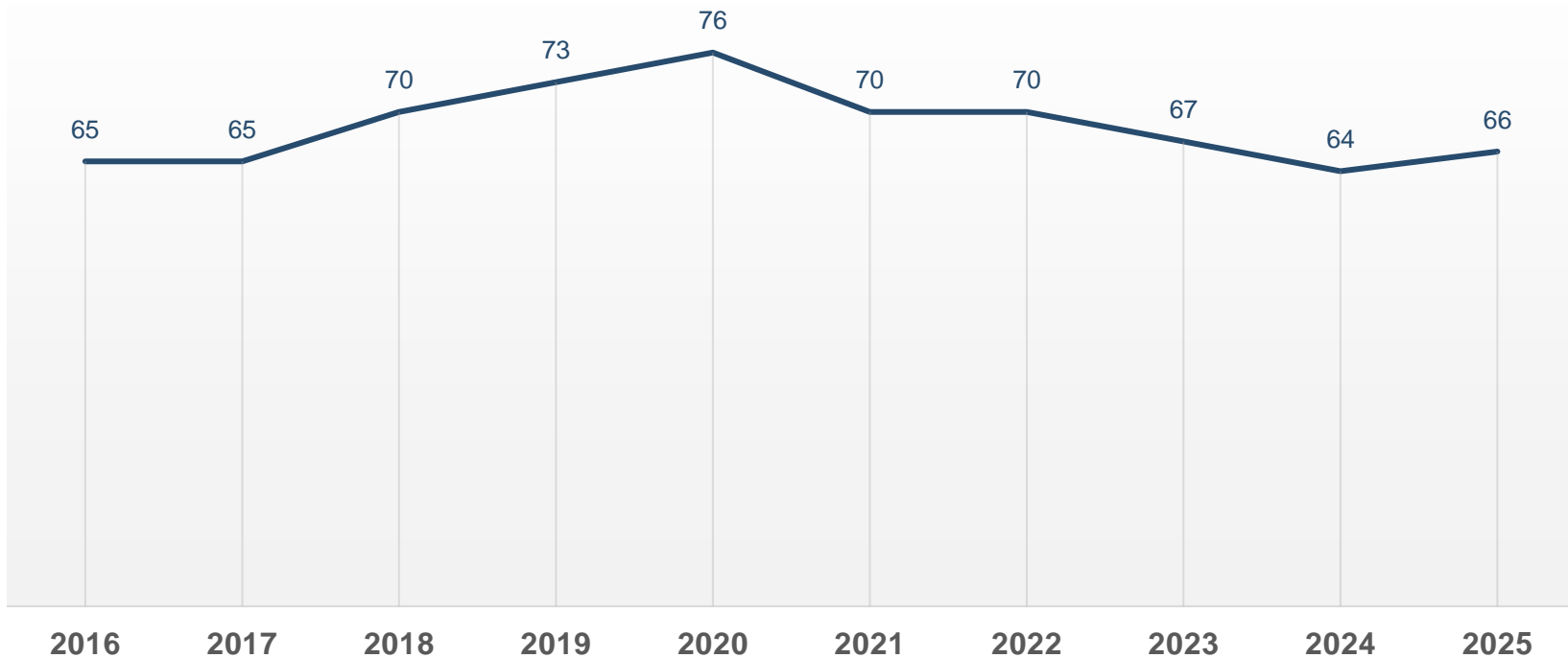
- Residents aged 18 to 34 years (index score of 51) rate customer service lowest and significantly lower than average despite having among the highest rates of contact with Council. Perceptions of customer service among this group have also significantly declined over the last 12 months.
- Residents aged 65 years and above (index score of 77) rate customer service highest and significantly higher than average. Customer service ratings have also significantly improved among this group over the last 12 months.

As residents aged 18 to 34 years have had a high rate of contact yet provide a low customer service rating, Mansfield Shire Council should prioritise this cohort for customer service improvement strategies.



Contact with council

2025 contact with council (%)
Have had contact

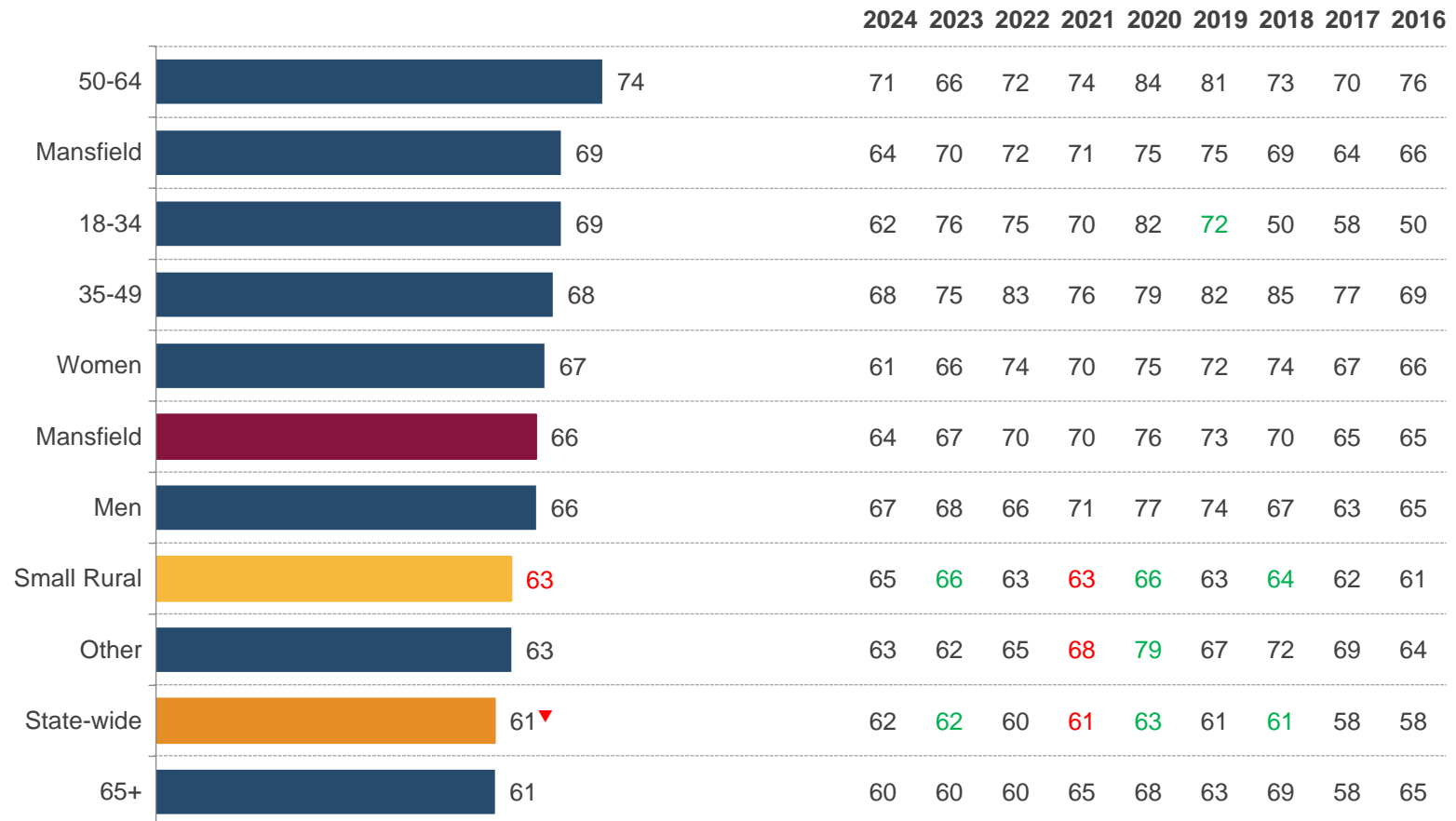


Q5. Over the last 12 months, have you or any member of your household had any contact with Mansfield Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils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

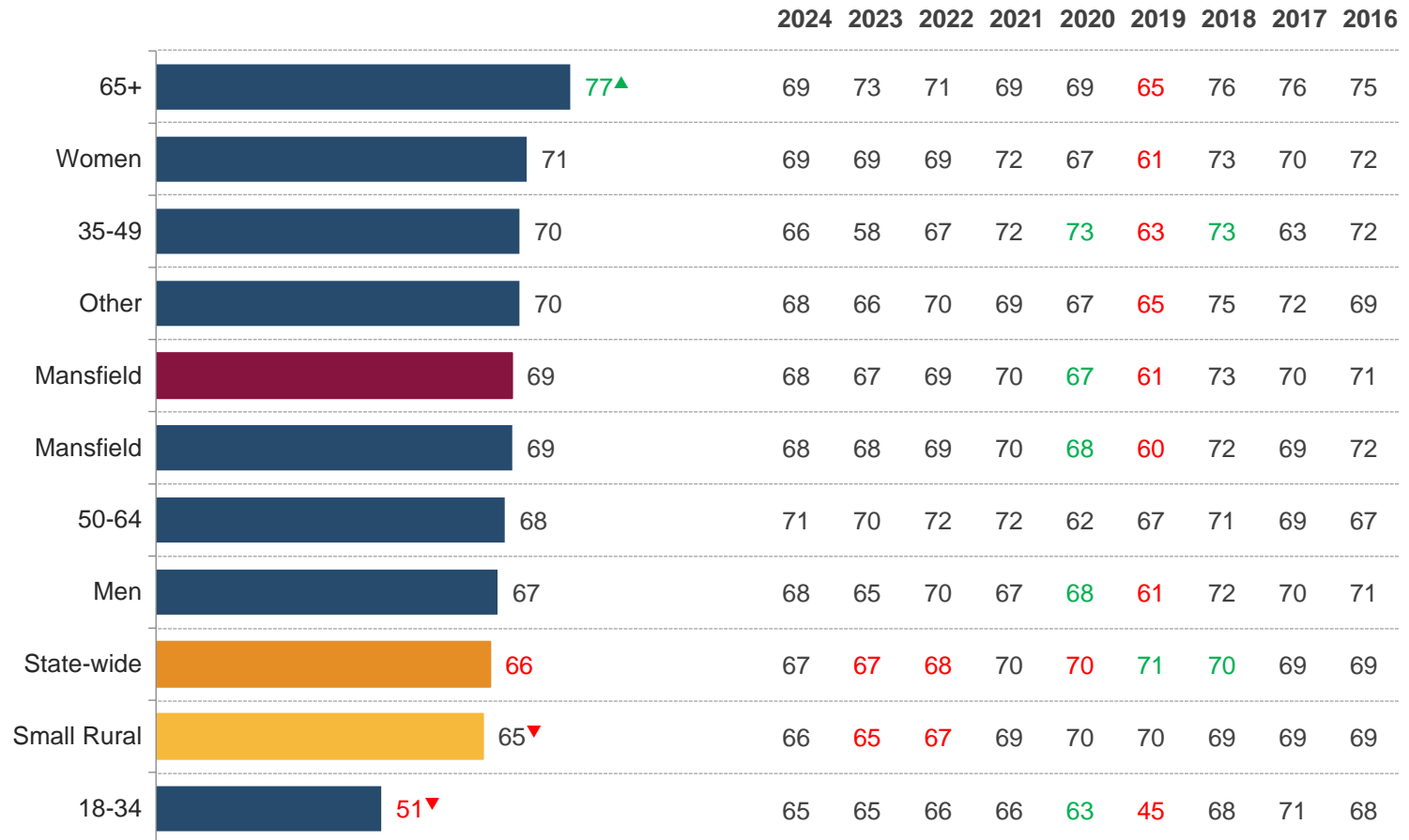
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 14

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



Customer service rating

2025 customer service rating (index scores)

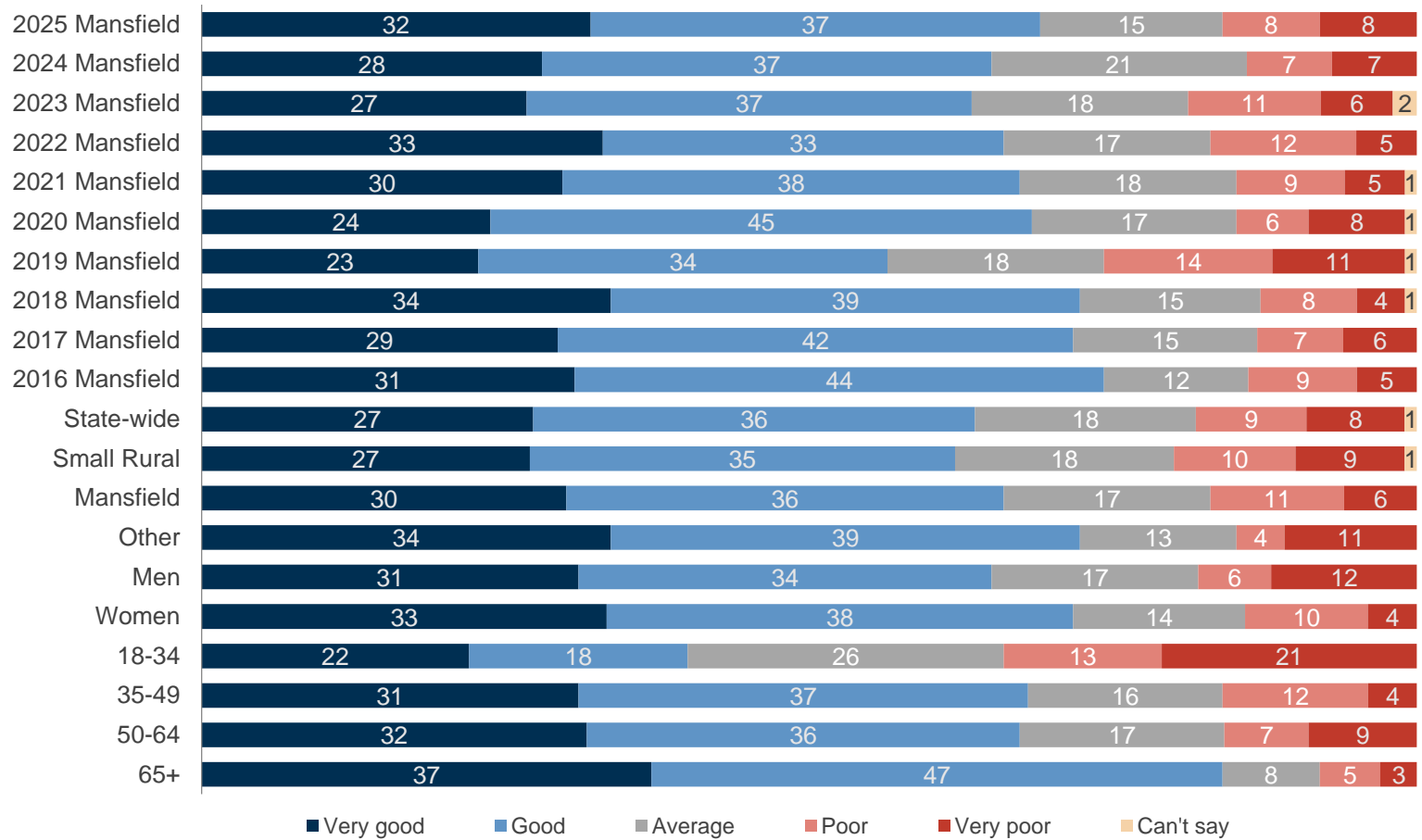


Q5c. Thinking of the most recent contact, how would you rate Mansfield Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils 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 Mansfield 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.
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Council direction



Council direction

Over the last 12 months, 59% of residents believe the direction of Council's overall performance has stayed the same.

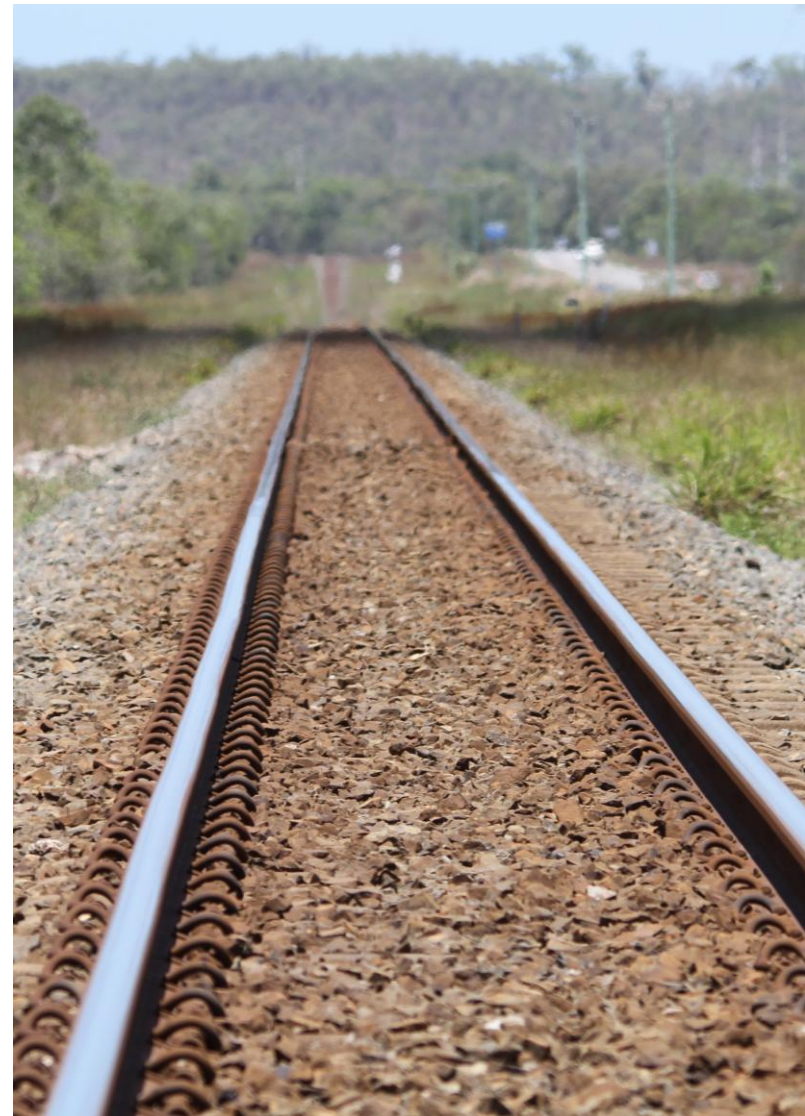
- One in four residents (26%, up from 17% in 2024) believe the direction has improved.
- Less (10%) believe the direction of Council's overall performance has deteriorated (down from 16% in 2024).

Perceptions of overall council direction (index score of 58) have significantly improved following two consecutive years of significant decline. Council's overall direction rating has now recovered most of the ground lost over the past two years.

- Perceptions of Council's overall direction remain significantly higher than the Small Rural group and State-wide averages (index score of 46 for both).

Notably, perceptions of the direction of Council's overall performance among most cohorts has significantly improved from last year.

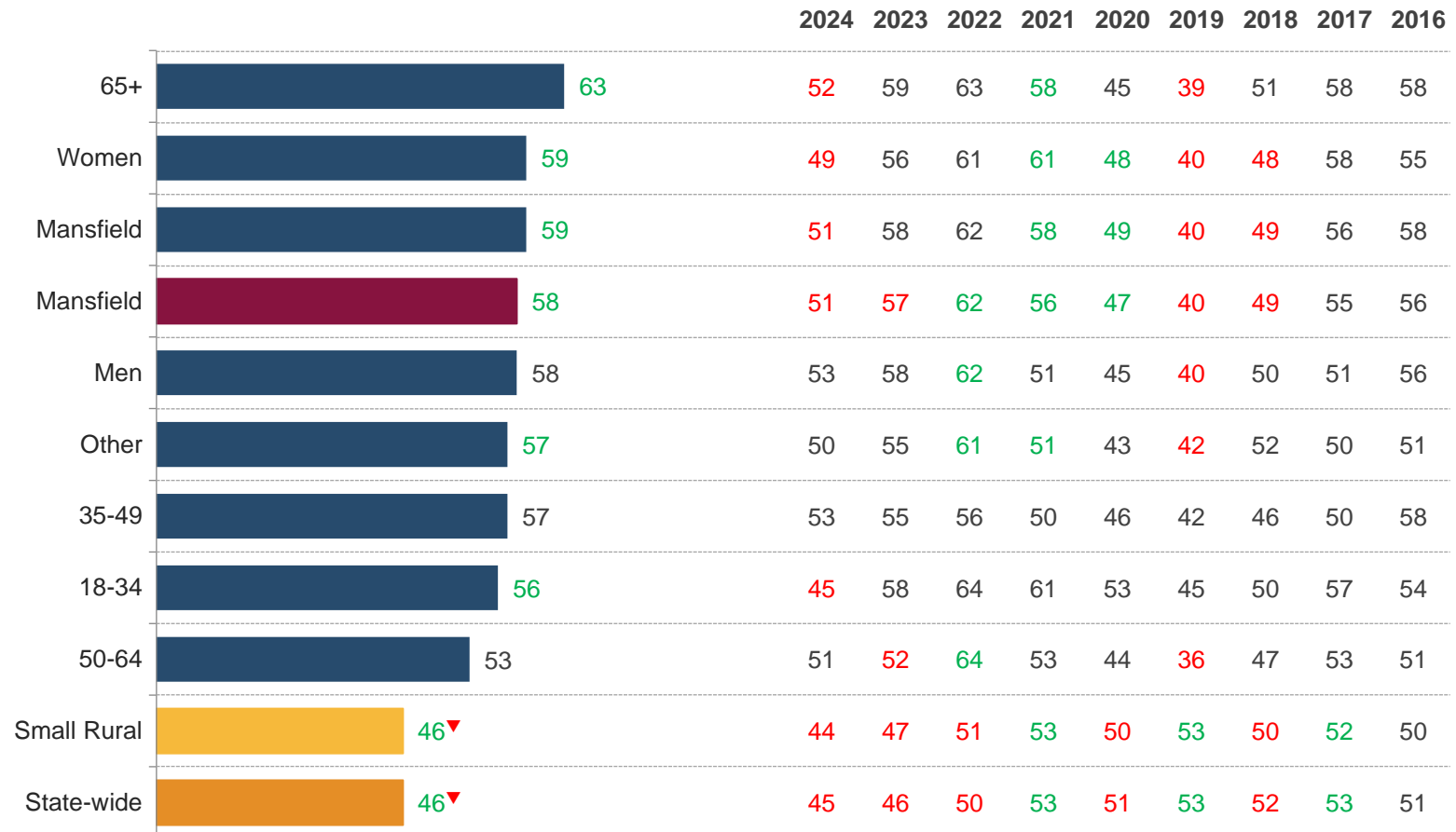
- The most satisfied with council direction are residents aged 65 years and above (index score of 63).
- The residents least satisfied with Council direction are those aged 50 to 64 years (index score of 53).





Overall council direction last 12 months

2025 overall council direction (index scores)

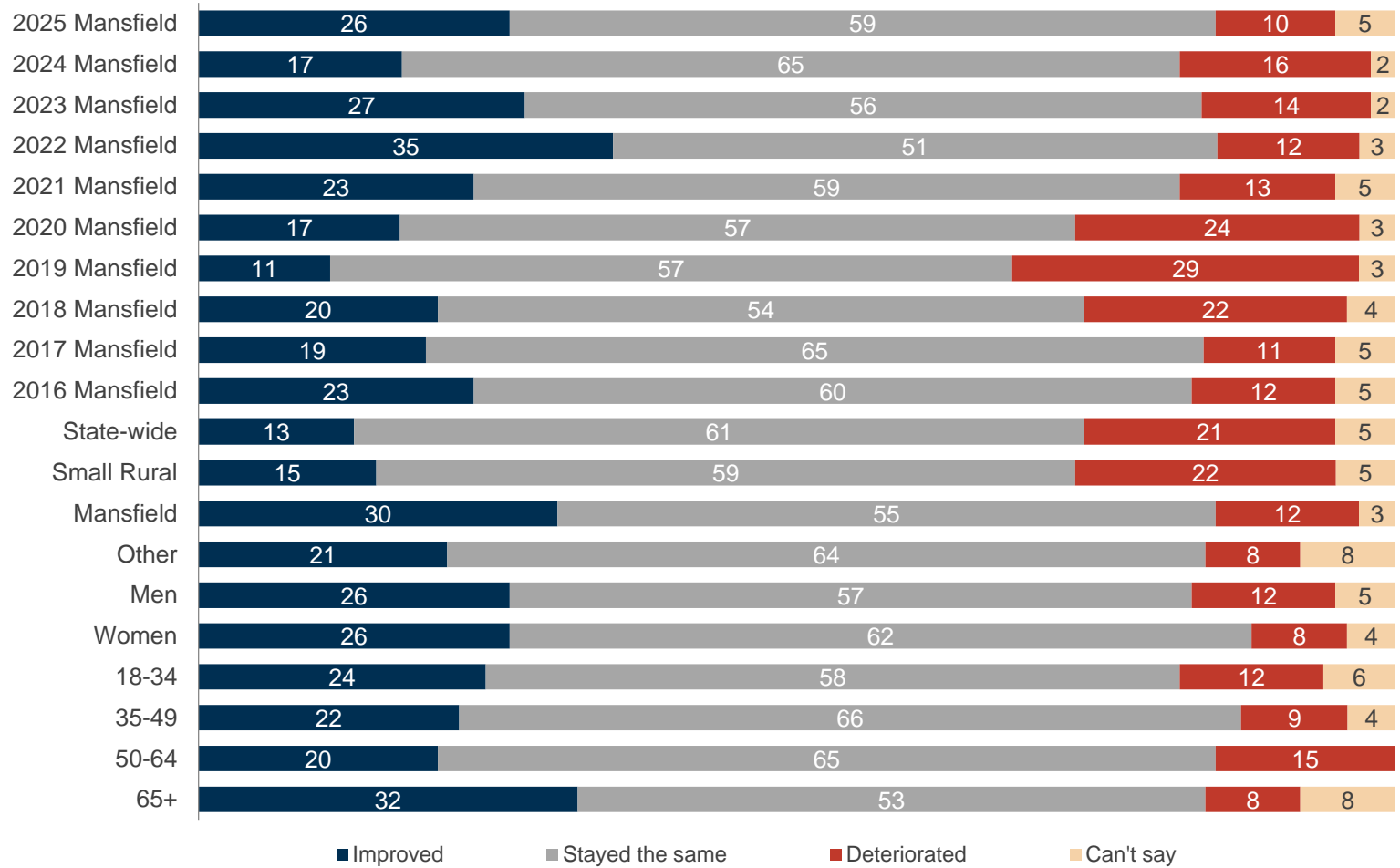


Q6. Over the last 12 months, what is your view of the direction of Mansfield Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2025 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Mansfield Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19



Individual service areas



Community consultation and engagement performance



2025 consultation and engagement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
65+	62	58	61	60	54	53	52	57	65	61
50-64	61	59	60	61	54	45	50	56	57	49
Mansfield	61	60	61	59	58	55	53	58	63	62
Women	61	59	60	57	59	55	54	58	65	58
Mansfield	59	59	60	59	56	54	52	58	61	59
Men	57	60	60	62	53	53	50	58	58	60
Other	56	57	58	60	51	52	51	59	56	55
18-34	56	61	63	59	60	61	52	68	63	64
35-49	55	58	56	57	57	57	54	54	58	62
Small Rural	51	51	53	54	56	54	56	54	55	55
State-wide	50	51	52	54	56	55	56	55	55	54

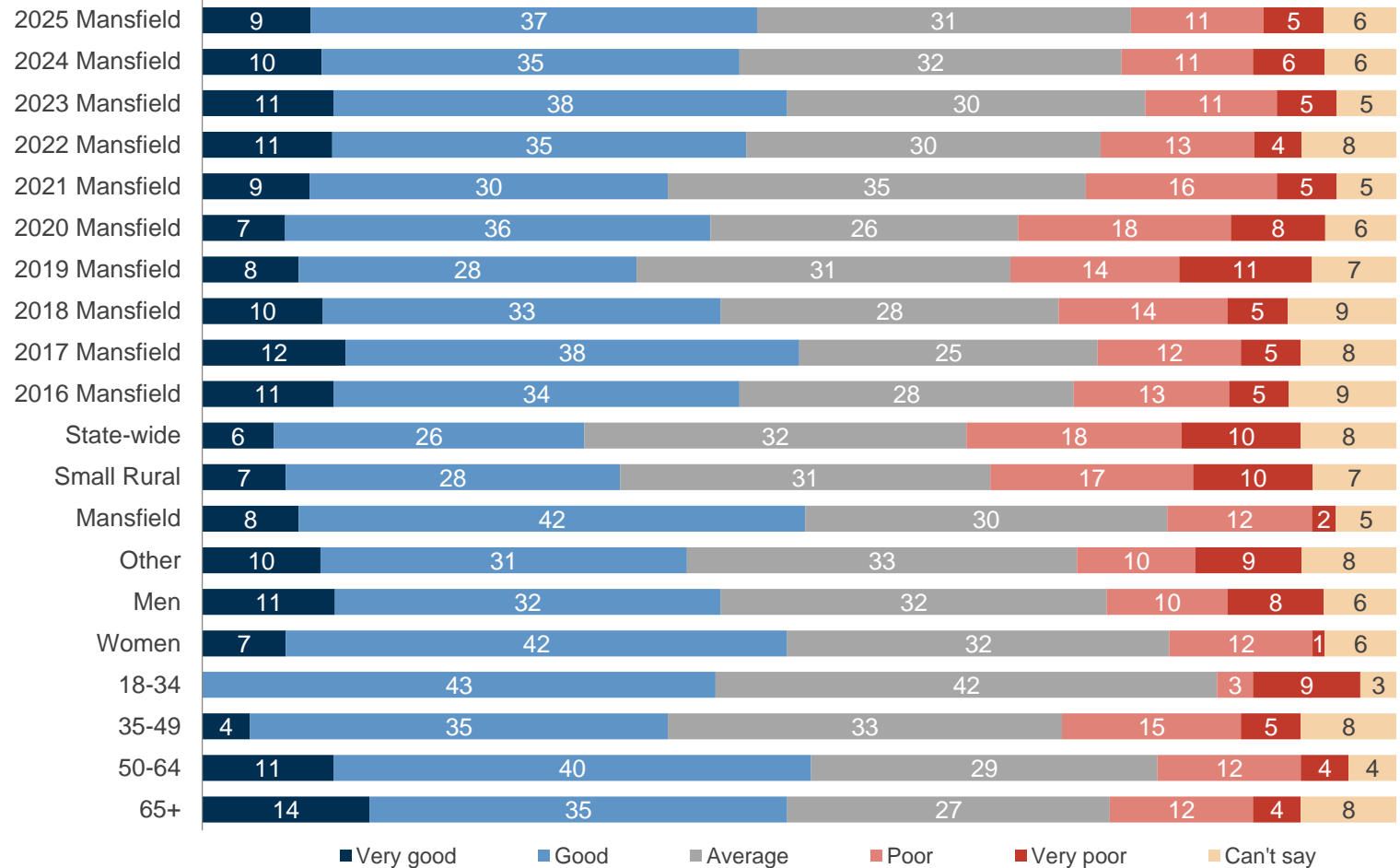
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)



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



Lobbying on behalf of the community performance



2025 lobbying performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
65+	63	55	57	59	58	52	53	58	64	55
Mansfield	63	55	55	59	60	51	51	58	62	56
Men	61	56	54	61	58	51	49	59	57	55
Mansfield	61	53	54	59	58	49	51	58	59	55
35-49	61	50	49	58	59	47	48	56	53	60
Women	60	51	53	57	60	48	54	56	62	55
18-34	59	55	49	58	63	53	53	65	63	56
50-64	58	52	59	58	55	44	49	52	54	49
Other	58	50	52	57	56	47	50	58	51	53
Small Rural	51	50	52	54	55	52	55	53	55	54
State-wide	49	50	51	53	55	53	54	54	54	53

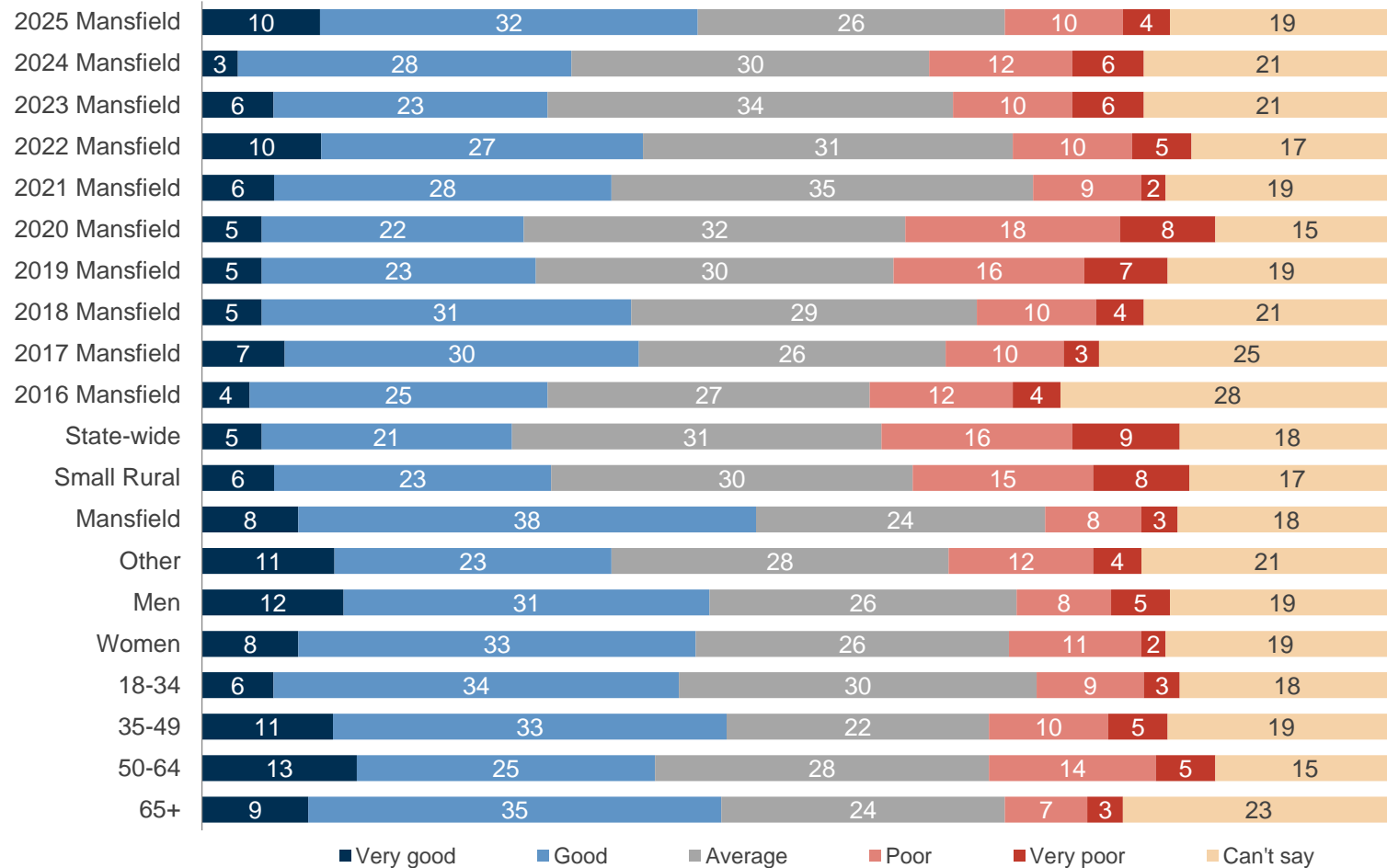
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 41 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2025 lobbying performance (%)



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

Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

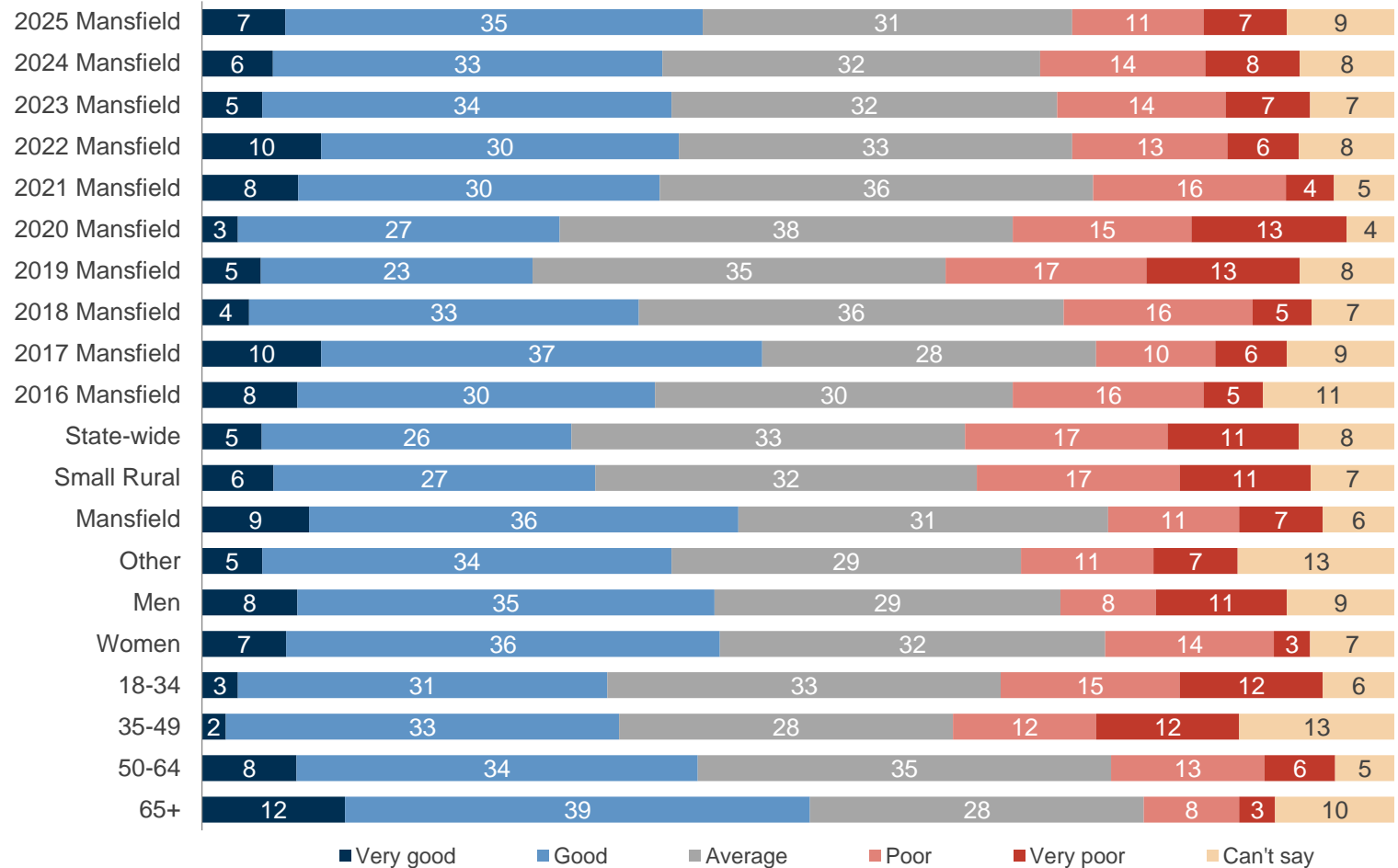
	2024	2023	2022	2021	2020	2019	2018	2017	2016	
65+	63▲	56	58	60	56	49	48	55	62	57
Women	58	52	54	55	59	49	50	53	63	55
Mansfield	57	55	56	55	58	49	47	55	62	57
Mansfield	57	55	54	57	56	48	47	54	60	56
50-64	57	54	53	57	53	42	45	52	55	49
Men	56	57	54	58	53	47	45	55	56	57
Other	56	53	52	58	52	45	48	54	53	53
35-49	50▼	51	50	54	56	49	44	51	55	59
Small Rural	50▼	50	52	54	56	53	55	52	55	53
18-34	49▼	57	54	52	58	51	53	61	67	59
State-wide	49▼	50	51	54	56	53	55	54	54	54

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 (%)



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

The condition of sealed local roads in your area performance



2025 sealed local roads performance (index scores)

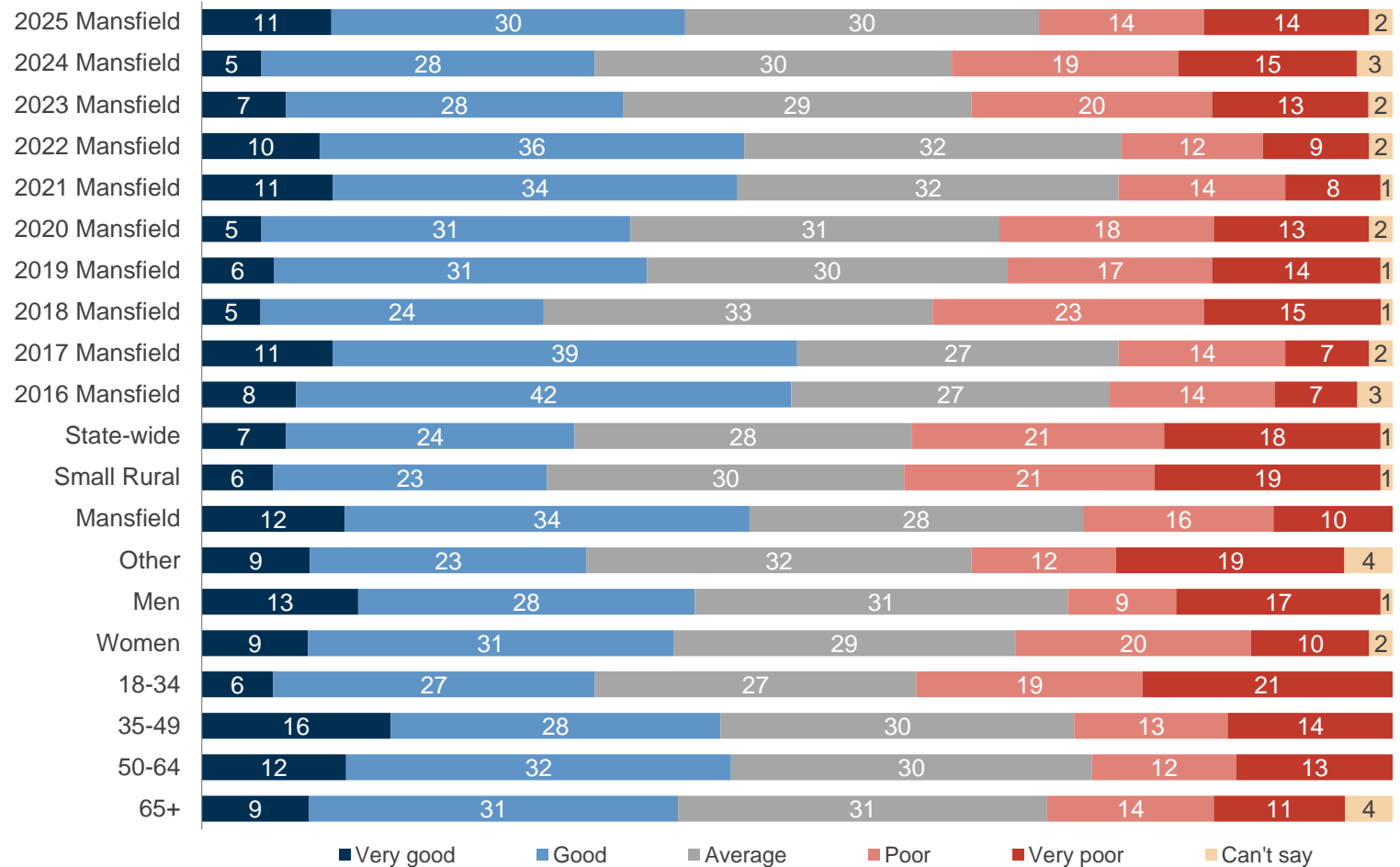
	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mansfield	49	51	58	58	52	49	45	61	59
35-49	45	48	61	58	49	48	41	53	58
50-64	45	52	51	57	42	47	46	58	50
65+	51	49	60	54	51	53	46	59	61
Men	49	49	55	56	48	51	45	59	60
Mansfield	47	49	57	57	49	50	45	59	57
Women	46	49	58	58	51	48	46	58	55
Other	45	46	54	55	45	50	46	52	54
State-wide	45	48	53	57	54	56	53	53	54
18-34	44	47	51	61	54	48	48	66	57
Small Rural	41	44	50	53	51	53	49	50	52

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 (%)



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



Informing the community performance



2025 informing community performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	63	59	65	62	56	56	56	61	66	64
Mansfield	63	61	64	63	59	55	56	63	63	63
50-64	62	61	60	62	55	47	51	59	61	54
Women	61	57	62	62	59	57	56	62	64	60
Mansfield	61	60	61	63	58	55	55	62	63	63
Men	61	63	60	63	56	54	53	62	62	65
35-49	59	61	60	61	60	57	60	62	61	66
18-34	58	58	52	65	60	60	50	68	63	69
Other	58	58	56	62	55	55	53	63	62	64
Small Rural	57▼	56	58	59	61	58	58	56	58	58
State-wide	56▼	56	57	59	60	59	60	59	59	59

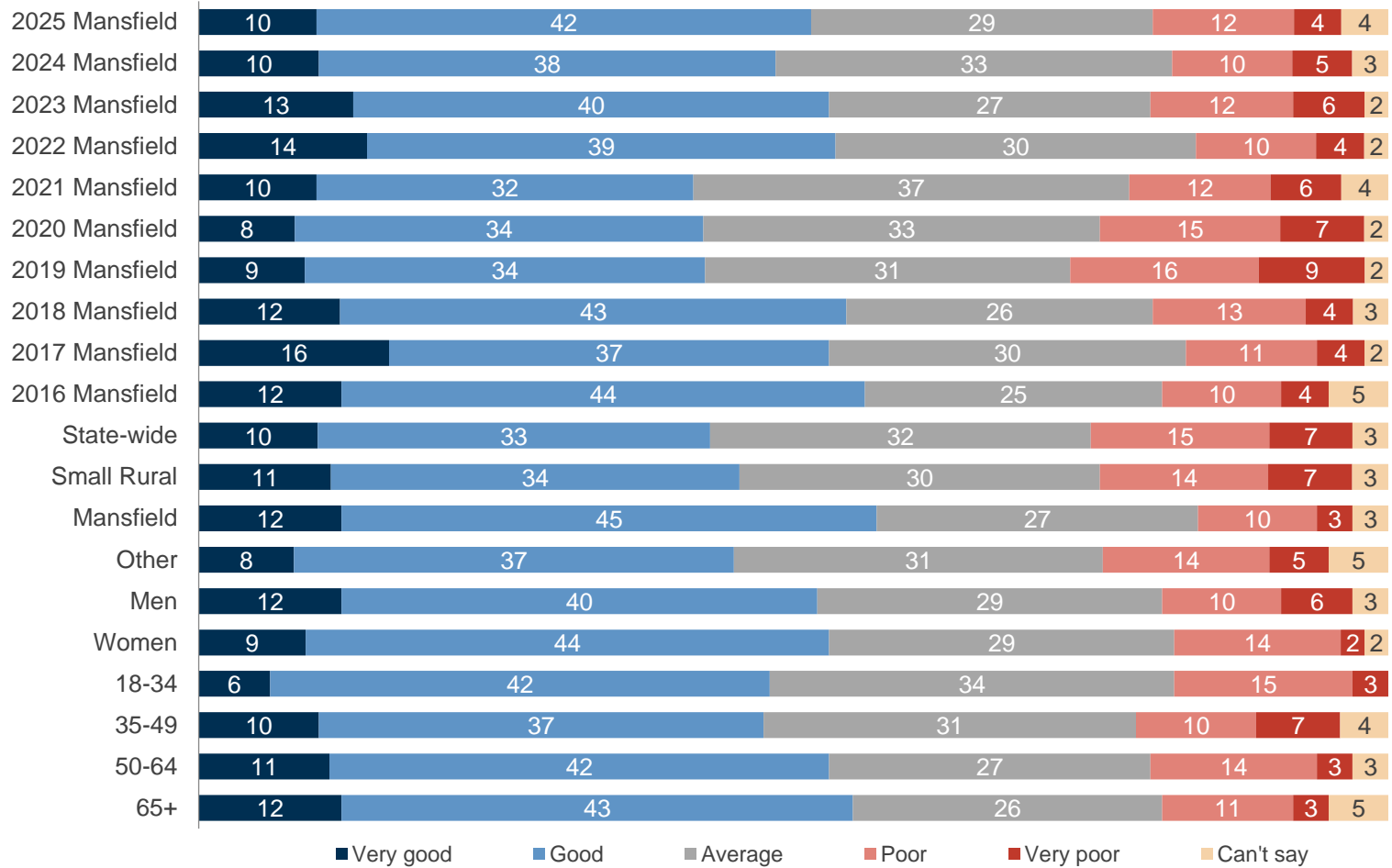
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2025 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 10

The condition of local streets and footpaths in your area performance



2025 streets and footpaths performance (index scores)

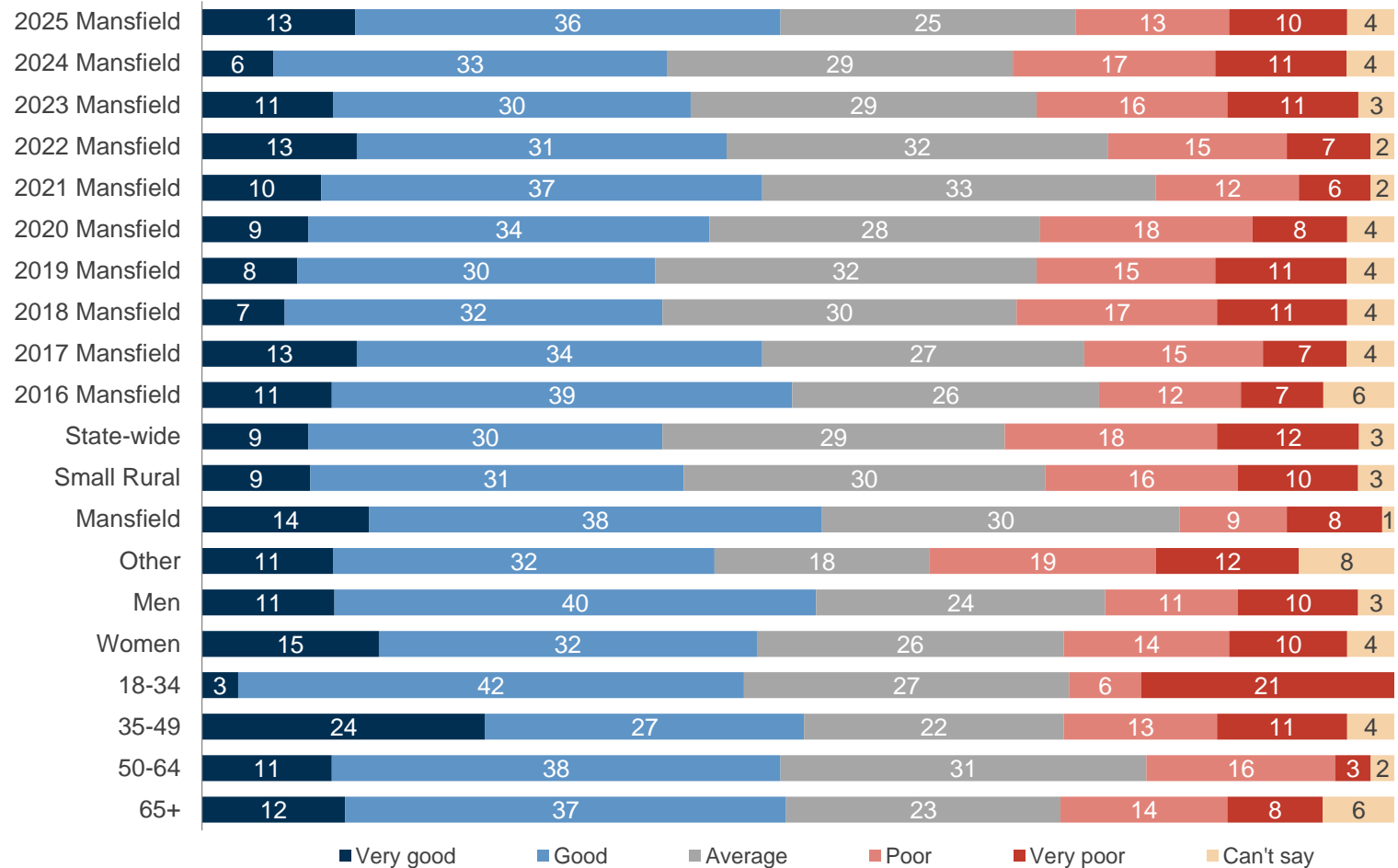
	2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	52	56	61	62	64	58	51	52	63
Mansfield	54	57	57	61	56	53	55	60	63
50-64	51	51	55	59	48	51	50	56	53
65+	50	52	56	54	52	50	47	59	61
Men	53	55	57	60	57	55	52	58	62
Mansfield	52	54	57	58	54	53	52	58	59
Women	50	53	58	57	52	51	52	57	57
Other	47	49	56	53	51	51	47	53	54
Small Rural	51	52	55	58	57	57	57	57	58
State-wide	52	52	57	59	58	59	58	57	57
18-34	57	56	58	63	55	53	64	64	58

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 (%)



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



Parking facilities performance



2025 parking performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
50-64	65	59	58	51	53	50	45	49	49	50
35-49	64	51	48	53	54	54	50	58	49	55
Mansfield	63	54	55	48	54	52	49	53	52	53
Men	63	55	53	50	51	53	49	54	54	56
Small Rural	63	59	60	60	62	60	60	60	63	61
Mansfield	62	53	53	51	53	52	49	54	54	55
Women	61	52	53	51	56	52	49	54	54	53
65+	61	53	52	52	50	48	50	52	54	55
Other	61	52	49	55	53	54	49	56	55	58
18-34	59	51	52	45	59	62	51	58	65	60
State-wide	54	54	55	57	58	55	56	56	55	56

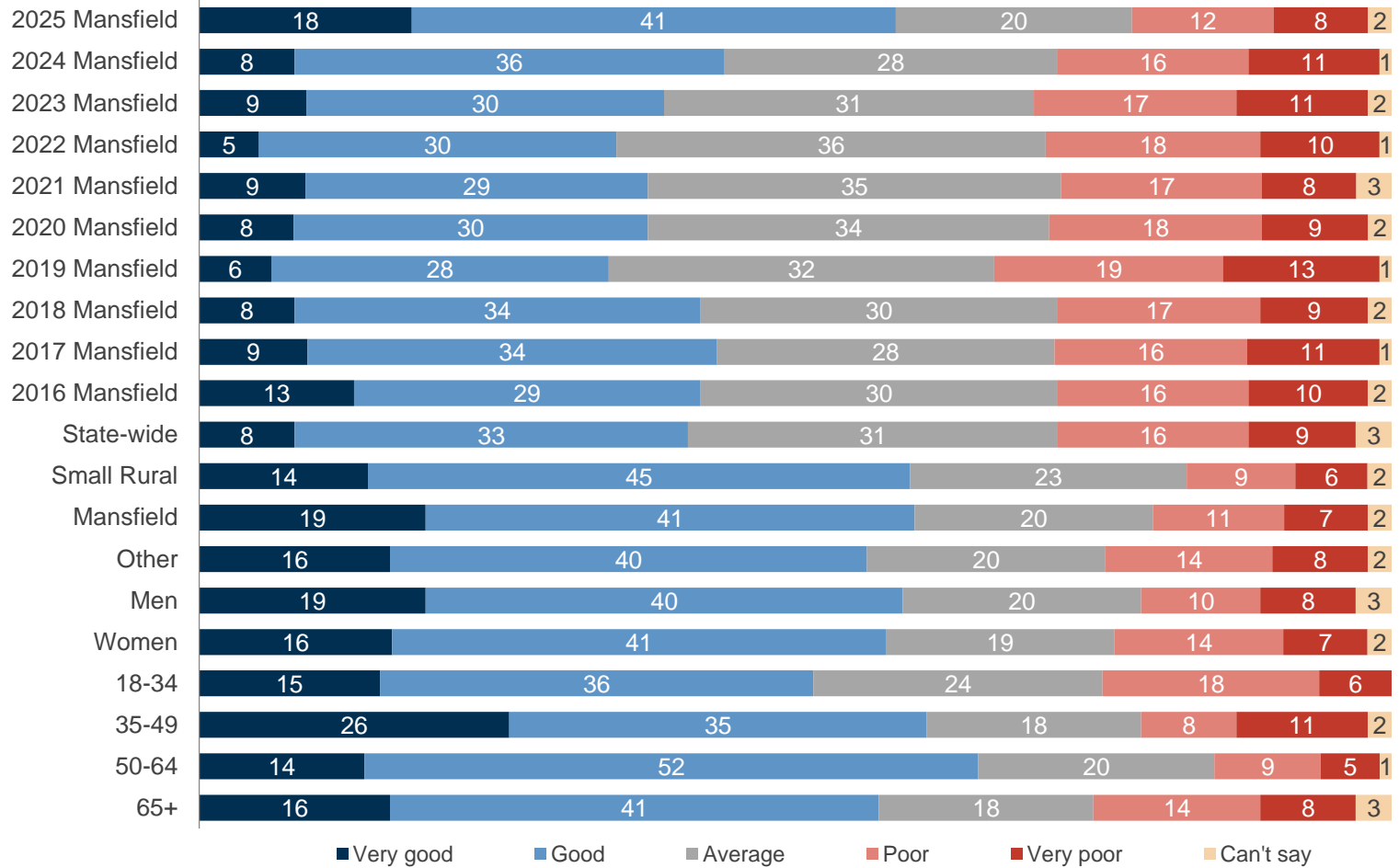
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2025 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3



Enforcement of local laws performance



2025 law enforcement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
35-49	68	66	65	70	69	67	61	69	65	70
Women	64	63	65	70	68	65	65	65	68	67
Other	63	61	62	63	63	57	60	64	62	65
Mansfield	63	62	64	66	65	62	60	64	67	66
Mansfield	63	63	65	67	66	65	61	65	69	66
50-64	62	62	63	62	62	56	57	61	61	65
65+	62	59	62	65	63	59	61	61	68	63
Men	62	62	63	62	62	59	56	64	65	64
18-34	61	65	68	67	67	68	63	68	73	67
State-wide	59▼	61	63	64	63	64	64	64	64	63
Small Rural	58▼	60	61	62	63	62	63	63	65	64

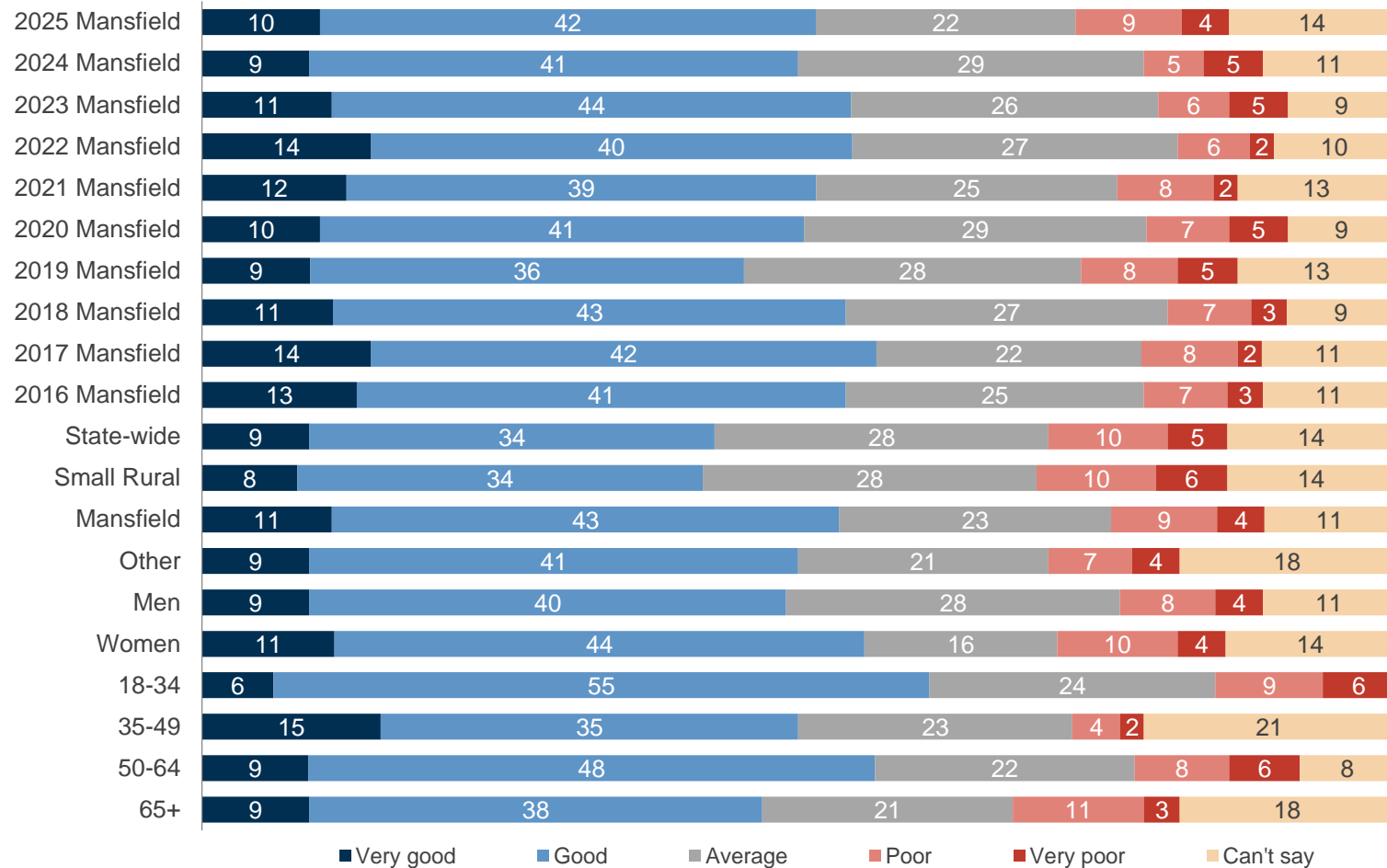
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2025 law enforcement performance (%)



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



Family support services performance



2025 family support performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
Men	68	63	66	70	64	66	69	71	73	71
35-49	68	66	64	70	65	67	68	71	67	72
65+	68	66	70	70	69	70	72	70	79	75
Other	68	61	61	69	62	63	66	72	72	69
Mansfield	68	64	66	69	67	67	69	72	73	72
Mansfield	68	66	70	70	69	69	70	72	74	74
18-34	68	64	63	69	67	66	70	77	74	73
Women	67	65	67	69	70	68	69	72	74	72
50-64	67	59	66	69	67	61	64	69	70	67
State-wide	62	63	63	65	66	66	67	66	67	66
Small Rural	61	61	62	64	66	66	68	67	68	66

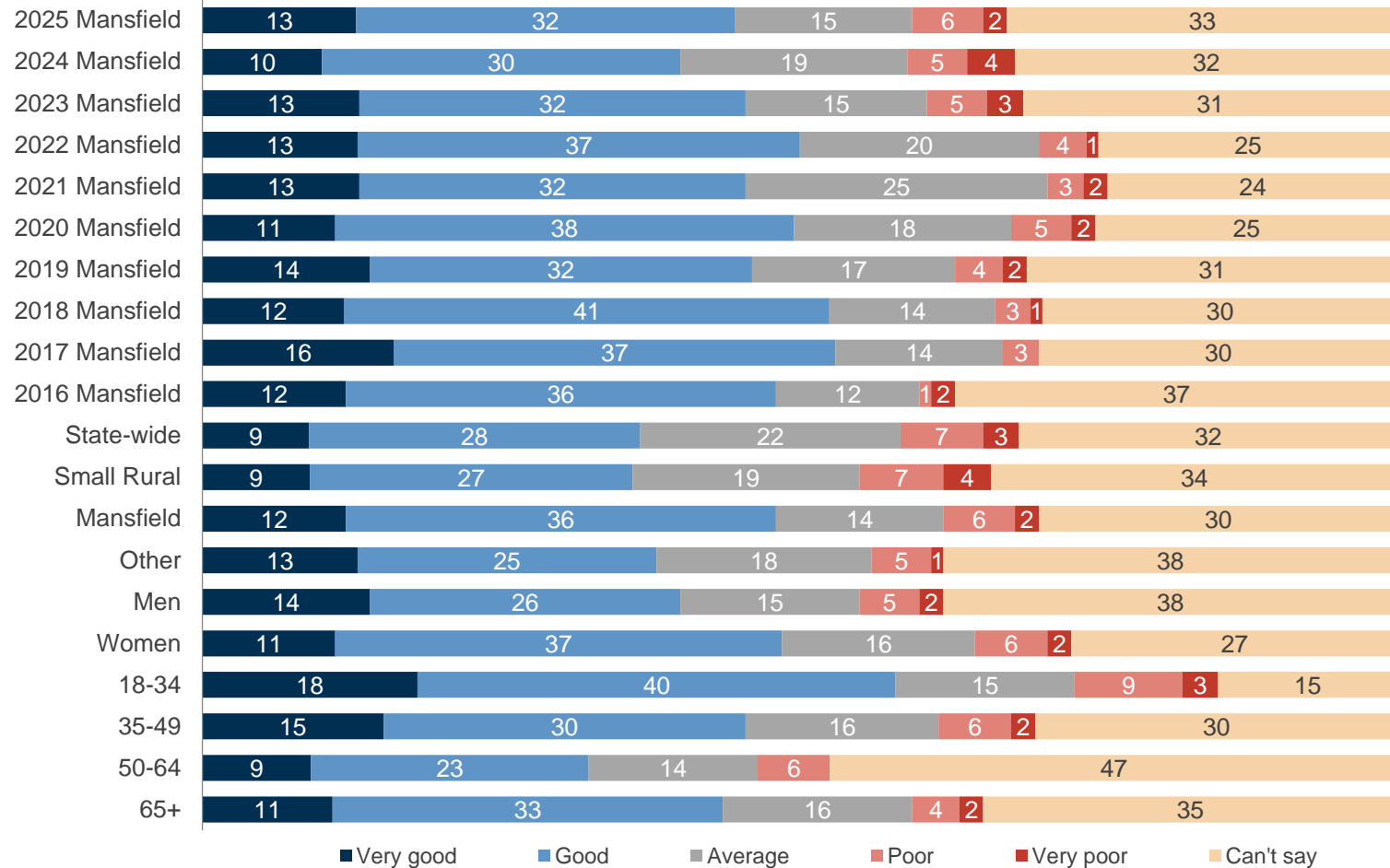
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2025 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8



Recreational facilities performance



2025 recreational facilities performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
65+	74▲	71	71	75	73	72	74	74	77	72
35-49	70	66	64	74	74	67	63	72	74	65
Men	70	70	66	76	70	70	70	74	73	70
Mansfield	70	70	68	77	72	67	68	75	75	71
Mansfield	69	69	68	76	72	67	68	72	74	69
Women	67	68	69	75	73	65	67	71	75	68
State-wide	67	68	68	69	71	70	70	69	70	69
50-64	67	71	70	74	69	60	64	69	70	68
Other	67	67	66	74	71	69	68	68	72	65
Small Rural	66▼	67	67	69	69	68	68	69	69	68
18-34	57▼	66	63	80	68	67	68	74	75	68

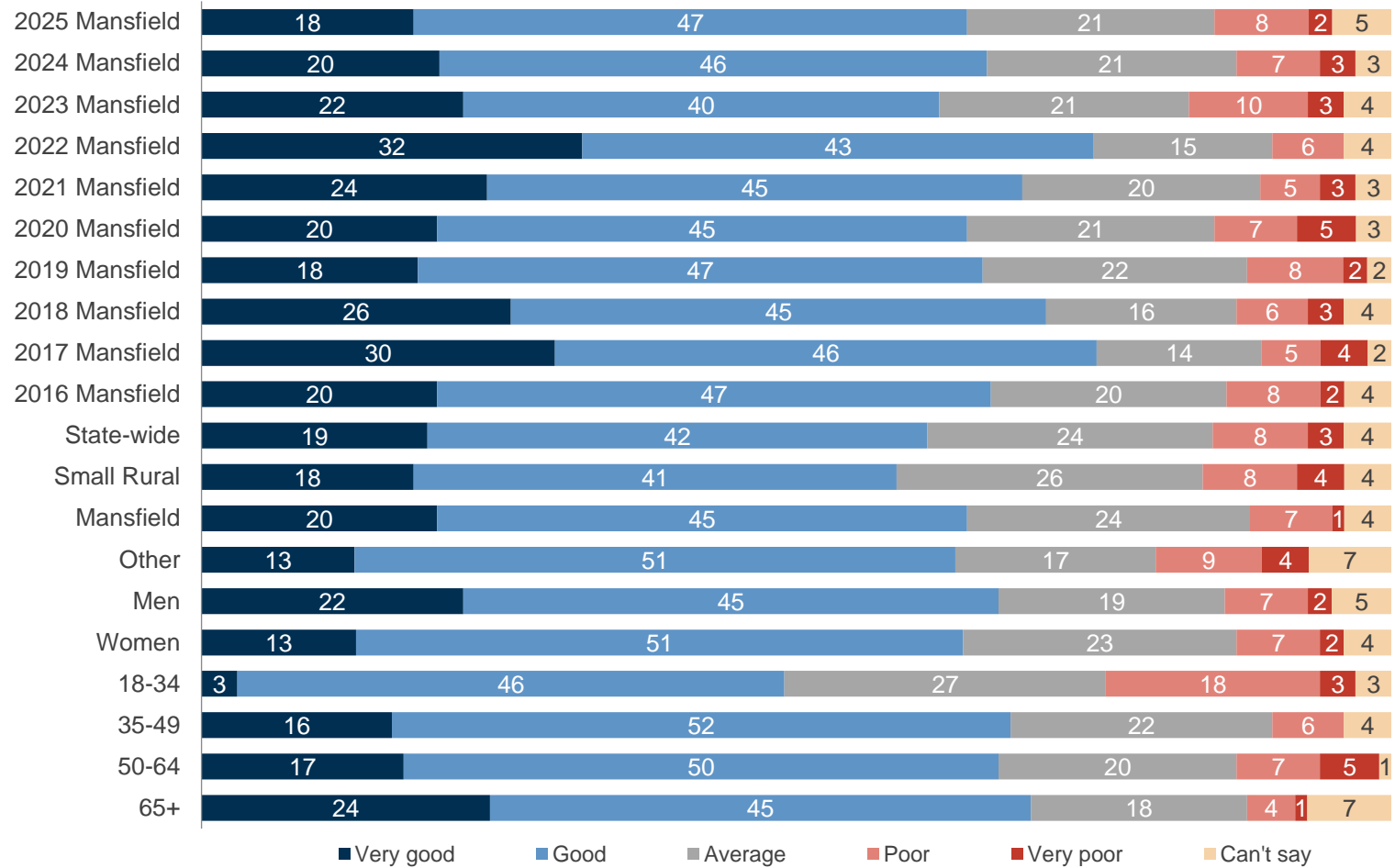
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2025 recreational facilities performance (%)



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



The appearance of public areas performance



2025 public areas performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
35-49	84	80	82	84	85	76	82	78	79	78
65+	83	81	81	83	80	75	77	77	81	78
Men	82	80	80	85	81	75	78	77	80	78
Mansfield	82	82	84	85	84	75	78	81	81	79
Mansfield	82	80	82	84	82	75	77	77	81	77
Other	82	77	77	82	79	73	76	73	79	74
50-64	81	83	83	82	81	73	77	77	77	75
Women	81	82	83	83	84	74	77	78	81	76
18-34	77	76	80	87	85	72	74	77	87	78
Small Rural	70	71	71	73	75	72	73	72	74	73
State-wide	68	68	67	71	73	72	72	71	71	71

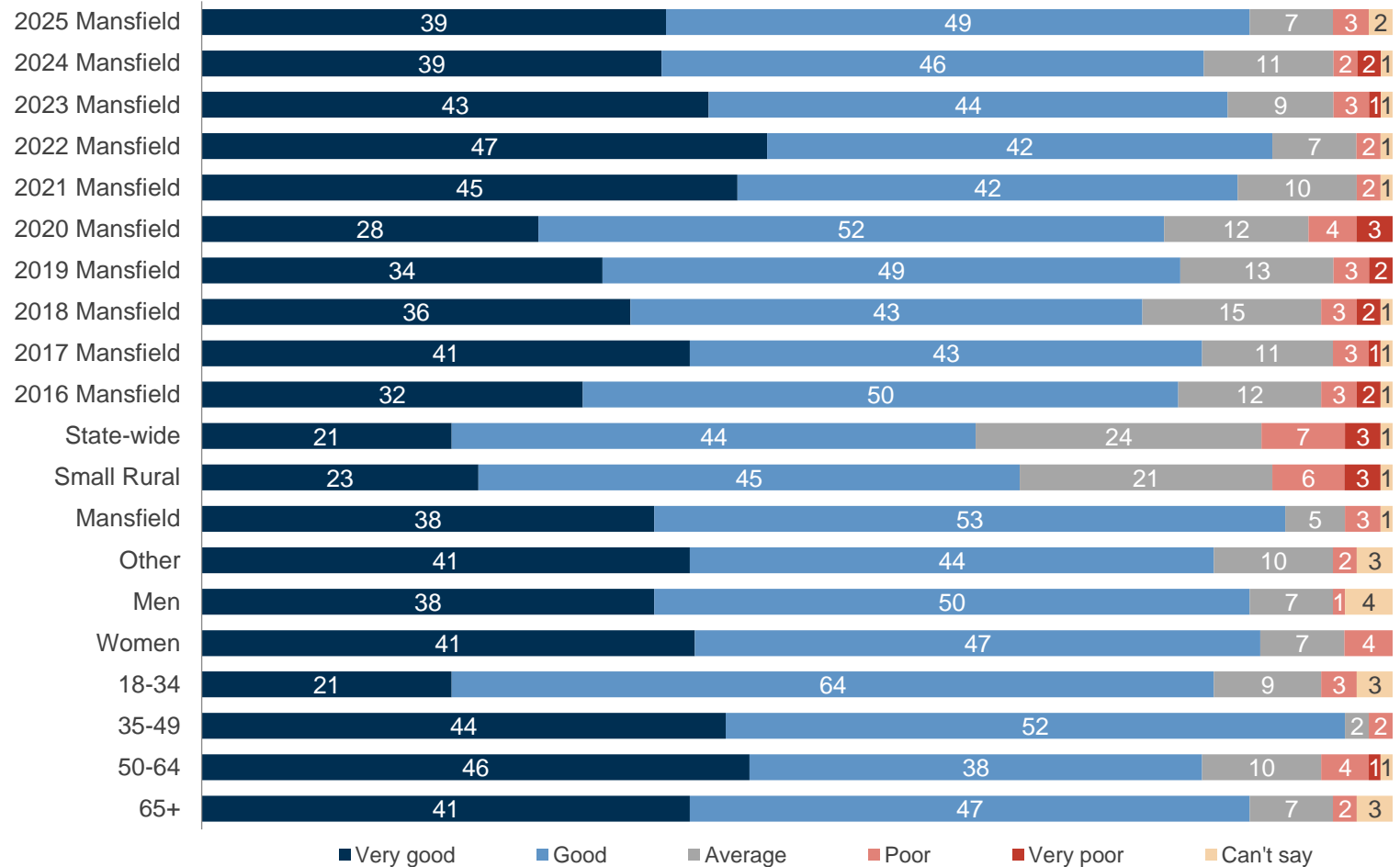
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 37 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2025 public areas performance (%)



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



Art centres and libraries performance



2025 art centres and libraries performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
Women	80▲	82	74	72	72	74	75	77	80	n/a
65+	79	76	72	73	74	77	78	73	81	n/a
35-49	77	80	73	74	74	72	77	75	71	n/a
Mansfield	76	79	75	70	69	74	74	75	76	n/a
Mansfield	76	78	73	71	70	73	74	73	75	n/a
Other	76	77	68	75	74	71	73	73	75	n/a
State-wide	73▼	73	73	73	73	74	74	74	73	72
18-34	73	80	72	70	60	67	69	74	71	n/a
50-64	72	79	73	66	70	69	69	72	74	n/a
Small Rural	72▼	73	73	71	72	74	74	73	72	71
Men	71▼	74	71	71	69	71	73	70	71	n/a

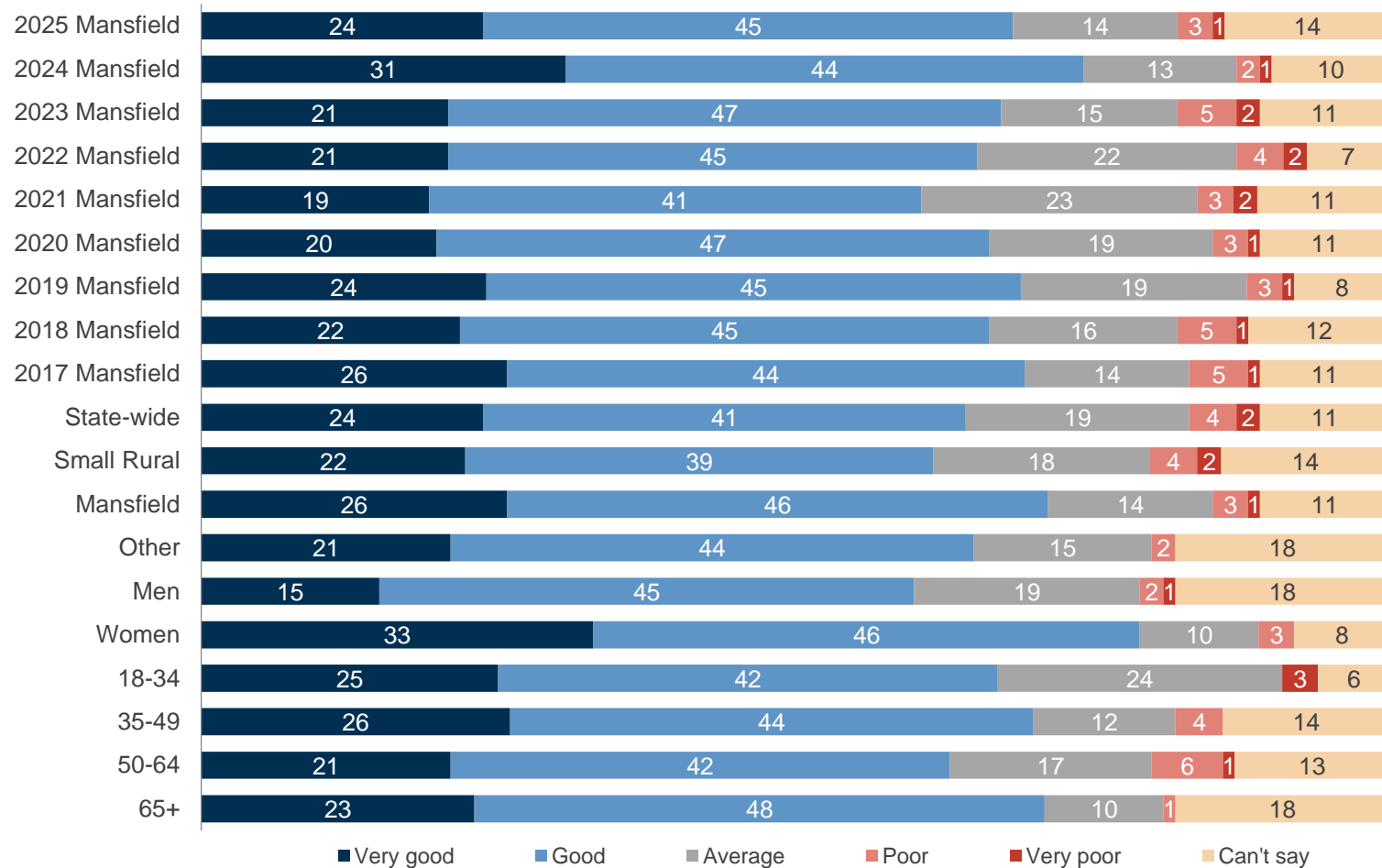
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2025 art centres and libraries performance (%)



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



Waste management performance



2025 waste management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
65+	72	67	67	69	66	61	65	65	72	73
Women	71	66	65	66	62	56	58	63	69	66
Mansfield	70	64	64	68	64	59	59	63	71	68
18-34	70	62	61	65	60	53	53	63	74	59
Mansfield	69	63	64	67	64	57	60	64	70	68
Men	68	61	63	69	65	59	61	64	71	69
Other	67	60	63	66	64	55	60	65	68	67
Small Rural	66▼	67	66	68	68	64	66	69	70	69
50-64	66	59	65	65	63	53	58	64	68	63
35-49	66	57	61	67	62	60	57	62	65	71
State-wide	65▼	67	66	68	69	65	68	70	71	70

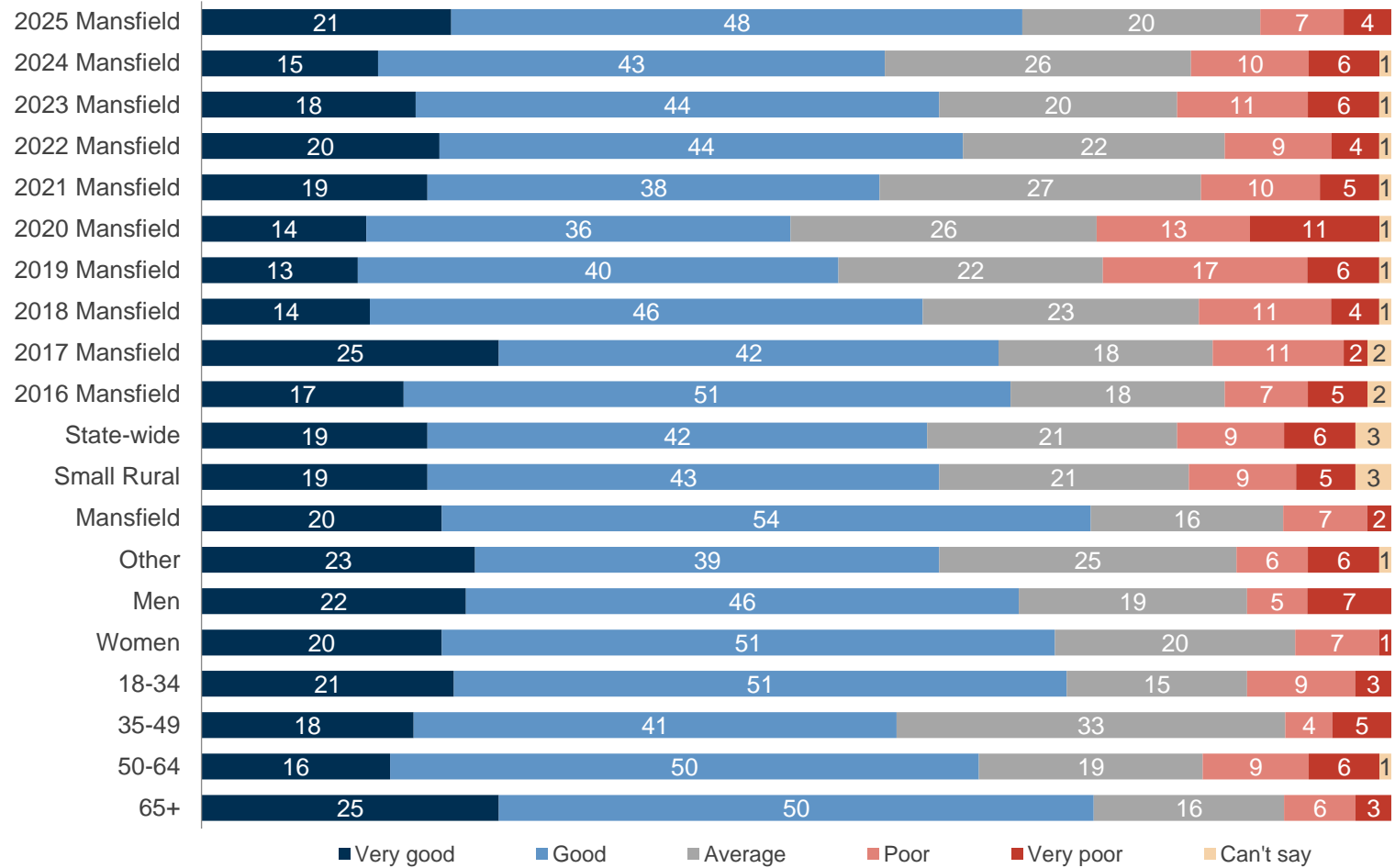
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



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



Council’s general town planning policy performance



2025 town planning performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	46	46	59	55	48	45	52	59	55
35-49	39	40	50	48	44	46	49	50	53
Men	47	47	57	51	42	43	50	53	52
Mansfield	46	48	52	53	44	43	51	54	54
Mansfield	46	46	54	53	44	44	51	54	53
Small Rural	49	52	56	55	50	48	53	51	49
Other	46	41	57	53	44	45	51	50	51
Women	44	45	51	54	46	45	51	55	54
50-64	47	48	55	47	37	38	48	48	49
State-wide	50	50	54	55	54	55	54	53	52
18-34	50	49	48	60	43	46	56	55	55

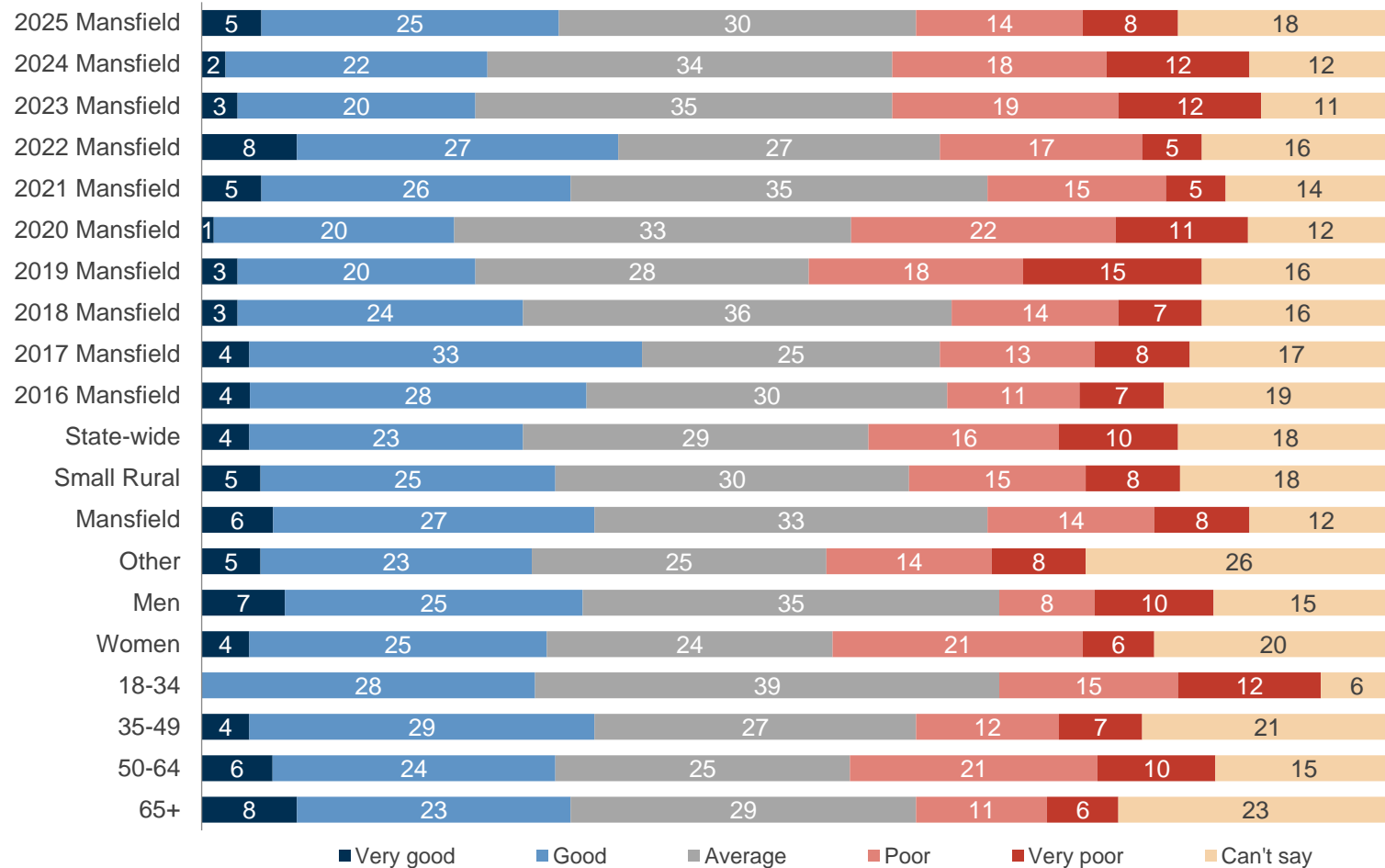
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2025 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3



Planning and building permits performance



2025 planning and building permits performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
Men	36	41	51	45	40	33	46	44	48
State-wide	45	47	50	51	51	52	52	51	50
35-49	29	30	39	30	46	38	42	40	51
Other	36	39	54	48	38	35	50	46	45
Small Rural	43	45	48	49	46	48	51	51	50
65+	40	42	54	51	41	39	45	52	50
Mansfield	36	41	50	45	40	36	46	45	48
50-64	37	45	50	45	35	33	44	41	42
Mansfield	35	42	47	44	41	36	45	43	49
Women	36	40	49	45	40	40	46	46	49
18-34	33	48	56	53	37	35	56	44	50

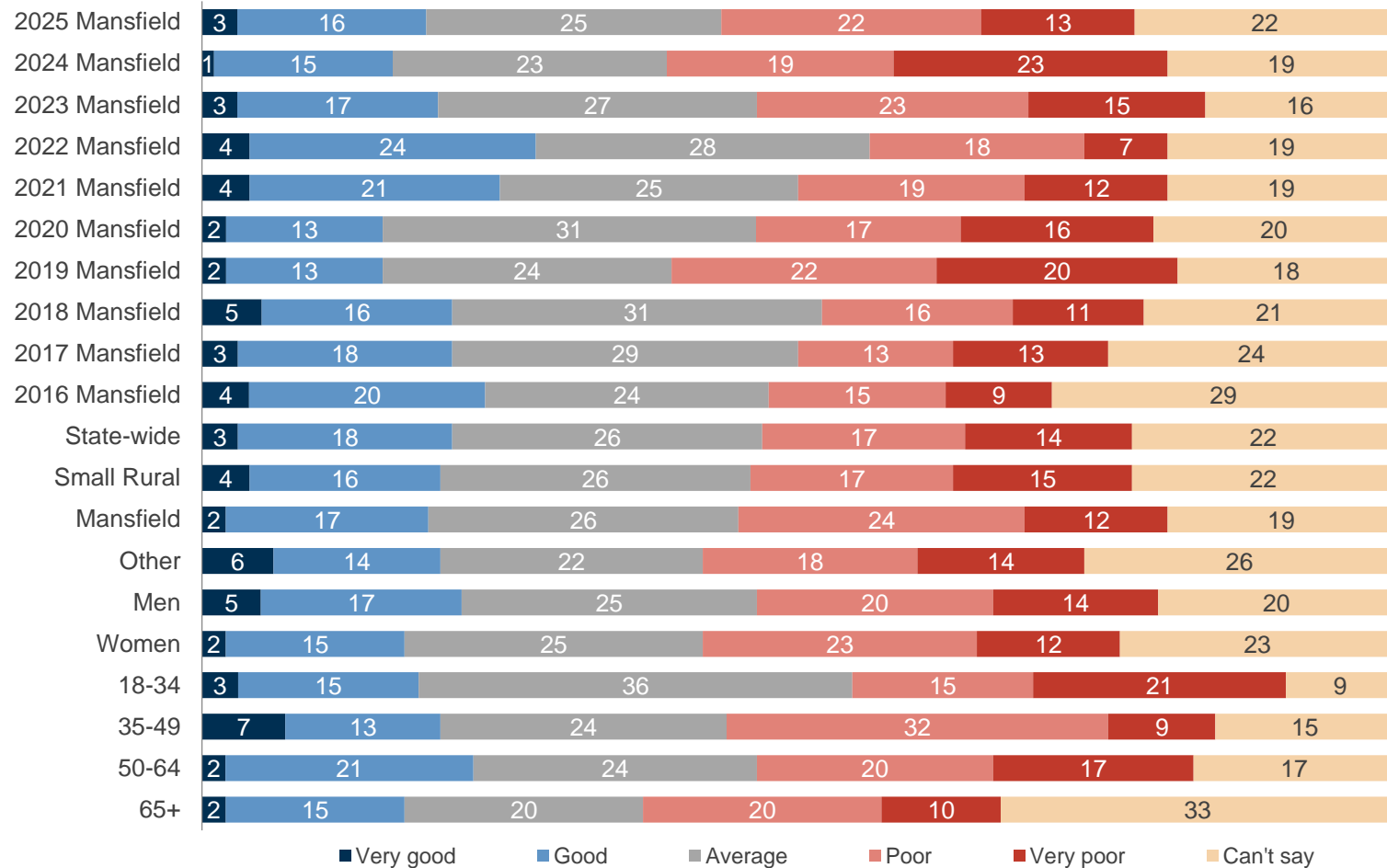
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2025 planning and building permits performance (%)



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



Emergency and disaster management performance



2025 emergency and disaster management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
50-64	73▲	62	73	69	74	62	68	71	73	70
65+	72	68	70	71	72	69	72	74	77	73
Mansfield	69	67	72	67	75	70	70	75	76	75
Men	69	67	69	69	73	69	67	72	73	74
Mansfield	68	65	69	69	74	68	70	73	74	73
Women	68	64	69	70	75	66	73	74	76	72
Other	67	61	65	72	72	64	71	71	70	70
Small Rural	66	66	66	68	72	70	72	72	72	71
35-49	65	63	65	69	77	69	69	70	67	76
State-wide	65▼	65	65	66	71	68	72	71	70	69
18-34	60▼	63	67	66	74	70	68	76	80	72

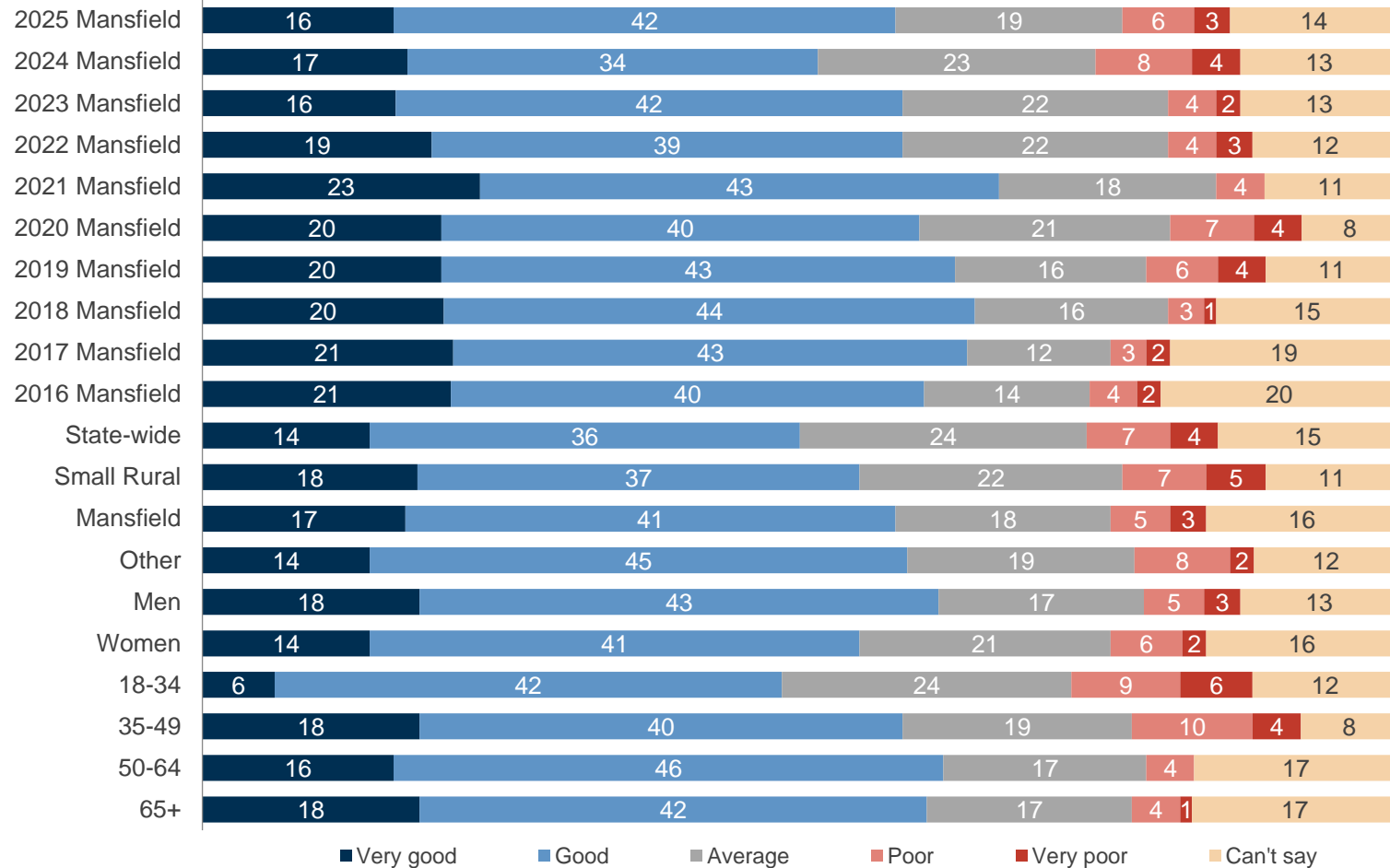
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2025 emergency and disaster management performance (%)



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



Planning for population growth in the area performance



2025 population growth performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	48▲	47	48	52	53	51	52	52	51
Small Rural	47	43	44	49	52	44	51	n/a	n/a
65+	47	43	44	54	50	47	47	n/a	n/a
Men	47	41	42	52	49	43	45	n/a	n/a
50-64	46	38	35	52	45	36	42	n/a	n/a
Mansfield	45	39	40	49	48	44	46	n/a	n/a
Mansfield	44	38	40	50	49	44	45	n/a	n/a
Other	43	36	40	51	50	44	42	n/a	n/a
35-49	43	29	36	38	46	43	40	n/a	n/a
Women	42	34	39	48	49	45	46	n/a	n/a
18-34	39	36	42	54	53	48	52	n/a	n/a

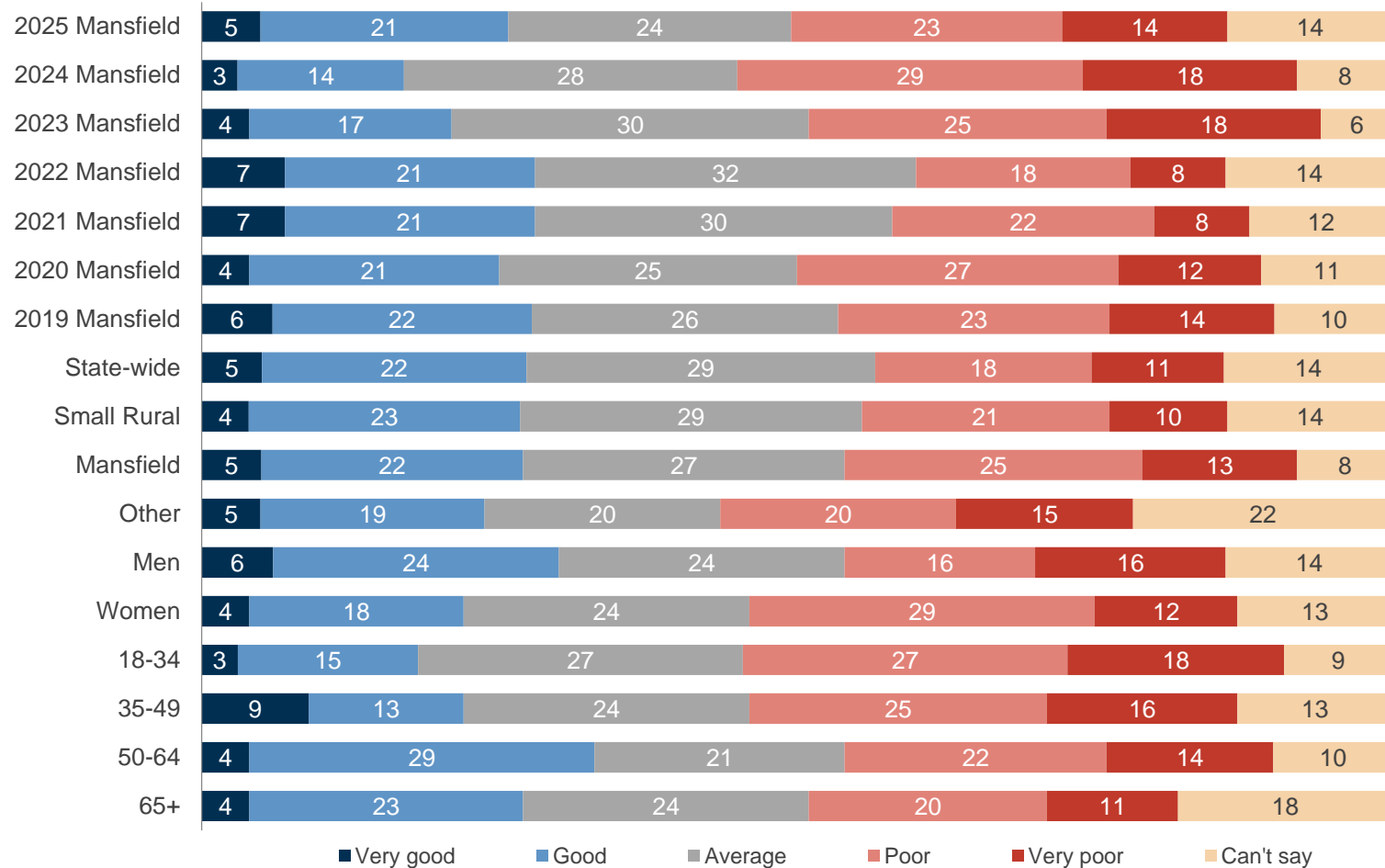
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2025 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
35-49	51	41	50	55	48	42	41	39	40	50
Men	51	49	48	53	43	45	42	42	54	50
Mansfield	51	47	52	53	47	46	39	41	55	51
65+	49	45	47	52	45	43	43	41	51	50
Mansfield	48	44	47	53	45	44	41	40	50	48
50-64	47	42	50	47	48	37	38	39	52	42
Women	45	38	47	52	48	42	40	39	47	46
Other	44	39	41	50	42	40	44	39	42	43
18-34	42	45	42	55	40	53	40	43	59	48
Small Rural	40	35	38	42	44	43	43	40	43	44
State-wide	38	36	37	41	45	44	44	43	44	43

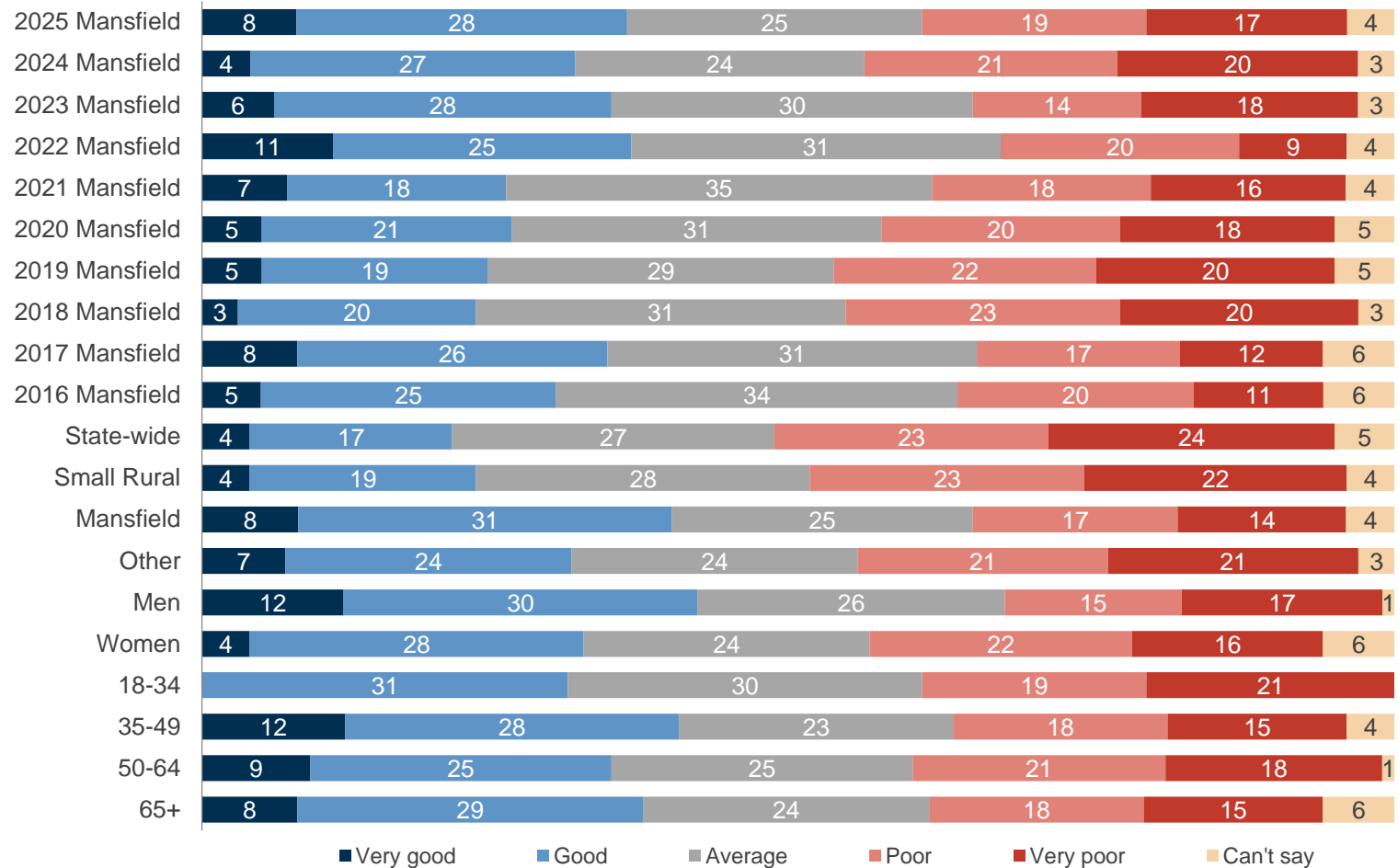
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2025 unsealed roads performance (%)



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



Business and community development performance



2025 business/community development performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	63	57	64	62	61	63	61	68	61
Mansfield	63	59	63	63	60	61	62	65	65
Women	62	60	64	66	63	62	63	68	64
50-64	61	61	61	61	53	53	57	62	58
Mansfield	60	57	62	61	59	59	61	65	62
Men	59	54	61	56	56	57	60	62	61
18-34	58	58	63	62	67	58	69	64	69
35-49	57	53	61	60	56	62	59	64	62
Other	57	54	60	58	57	57	59	63	57
Small Rural	55▼	55	57	58	57	60	61	65	62
State-wide	54▼	57	58	60	59	61	60	60	60

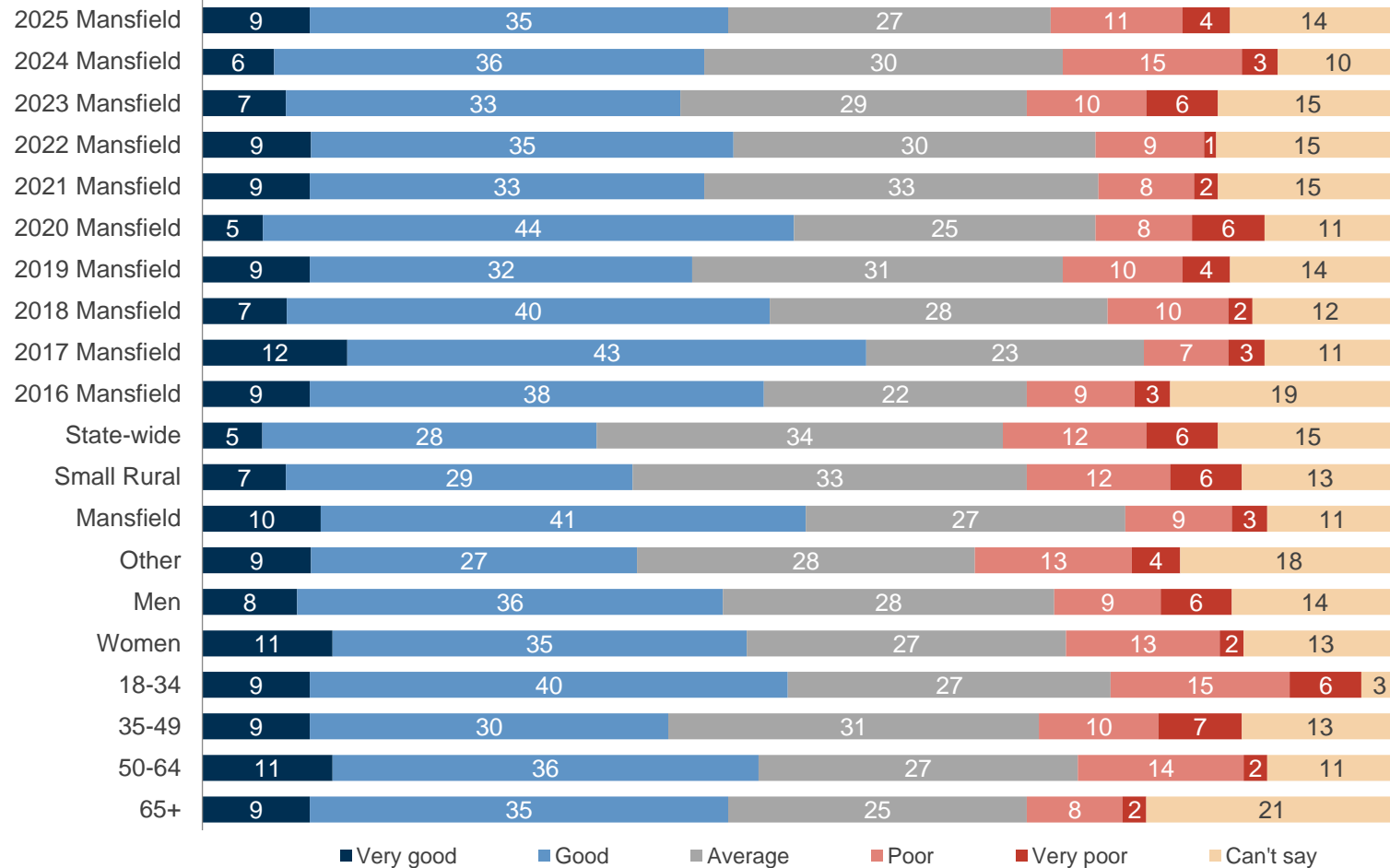
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2025 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3



Tourism development performance



2025 tourism development performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	
Women	71	70	70	68	68	67	67	71	77	72
50-64	70	67	70	68	70	60	65	65	72	69
65+	70	70	69	67	69	68	68	69	76	72
Other	70	65	64	65	63	62	65	70	74	73
Mansfield	69	69	68	66	67	65	67	71	75	73
Mansfield	69	72	70	66	69	67	67	72	75	73
18-34	69	71	68	62	63	68	60	78	76	78
Men	68	69	66	65	66	63	67	71	73	74
35-49	67	67	65	66	64	63	73	77	77	75
Small Rural	62	61	61	62	63	63	66	67	67	64
State-wide	60	59	61	60	62	62	63	63	63	63

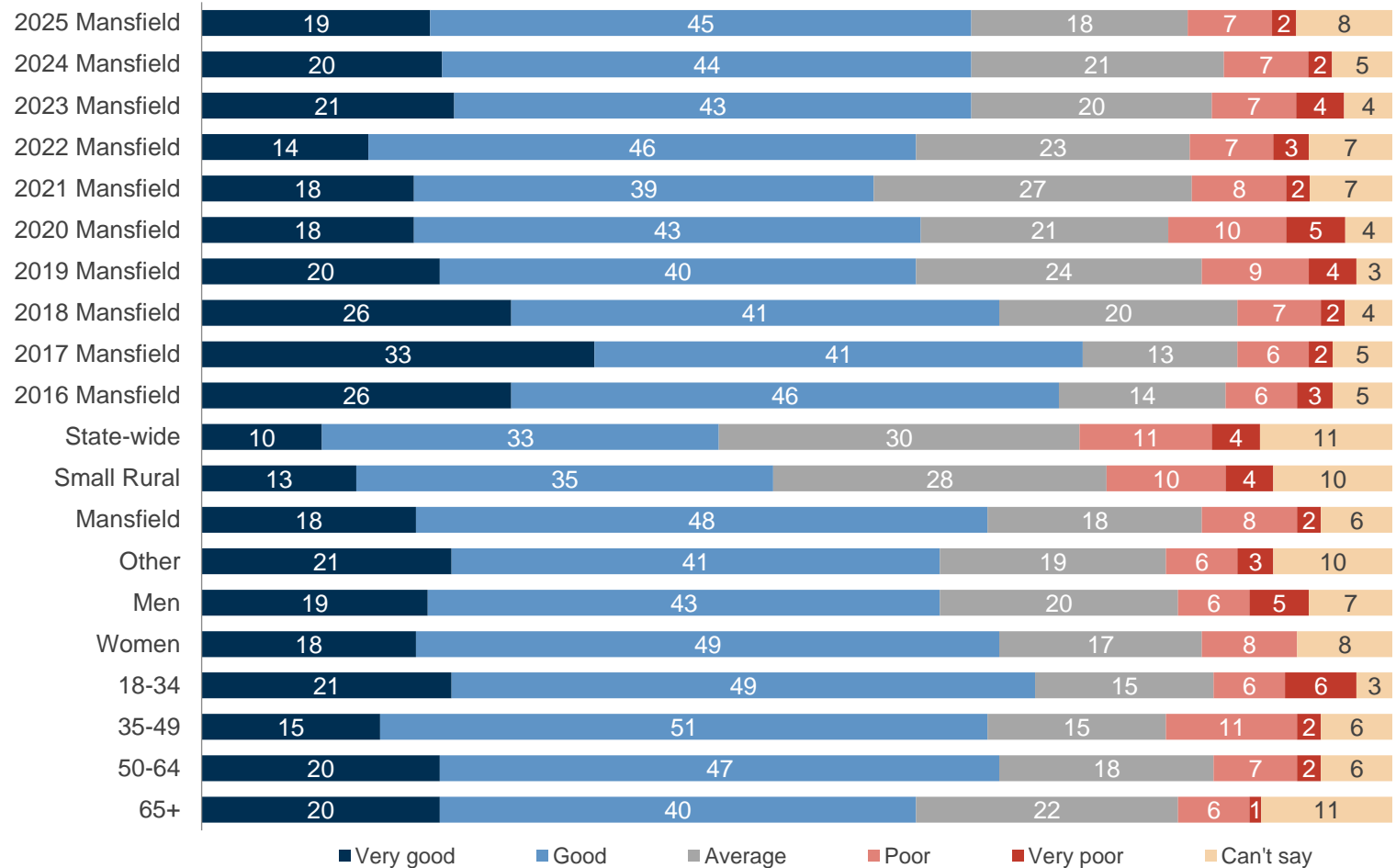
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2025 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 5

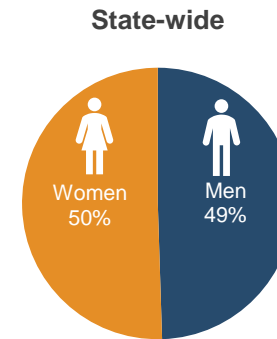
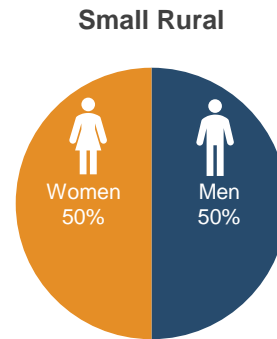
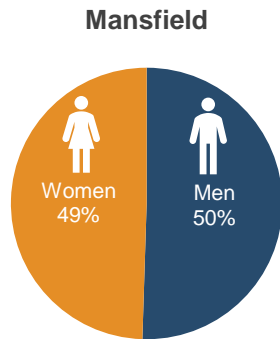


Detailed demographics

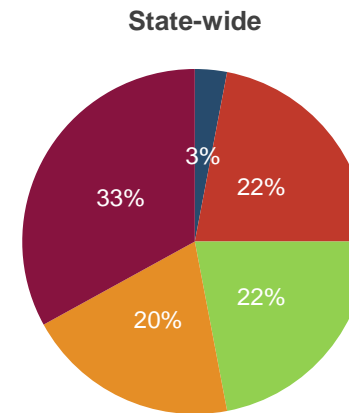
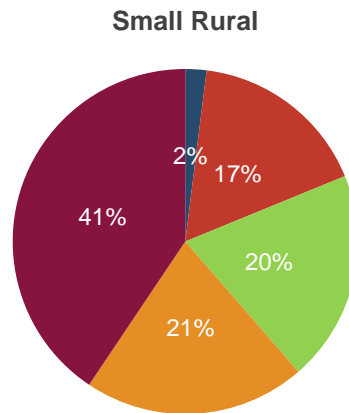
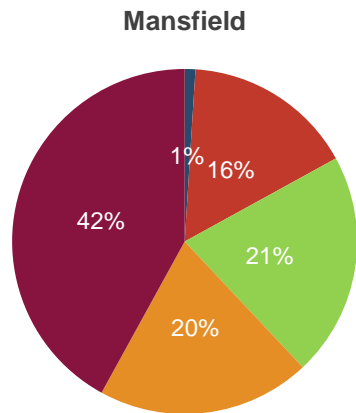


Gender and age profile

2025 gender




2025 age



■ 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 Mansfield Shire Council was n=401. 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=401 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 8,000 people aged 18 years or over for Mansfield Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mansfield Shire Council	401	400	+/-4.8
Men	205	198	+/-6.8
Women	193	198	+/-7.0
Mansfield	236	240	+/-6.3
Other	165	160	+/-7.6
18-34 years	33	69	+/-17.3
35-49 years	46	86	+/-14.6
50-64 years	103	79	+/-9.6
65+ years	219	167	+/-6.5

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=400 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 Mansfield 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 Mansfield Shire Council.

Survey sample matched to the demographic profile of Mansfield 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 56% mobile phone numbers to cater to the diversity of residents within Mansfield Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Mansfield 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

Mansfield 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 Mansfield 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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