



**2026 Local  
Government  
Community  
Satisfaction Survey**

**Mansfield Shire  
Council**





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## Background and objectives

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

- councils' overall performance, with benchmarking against other participating councils
- 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.

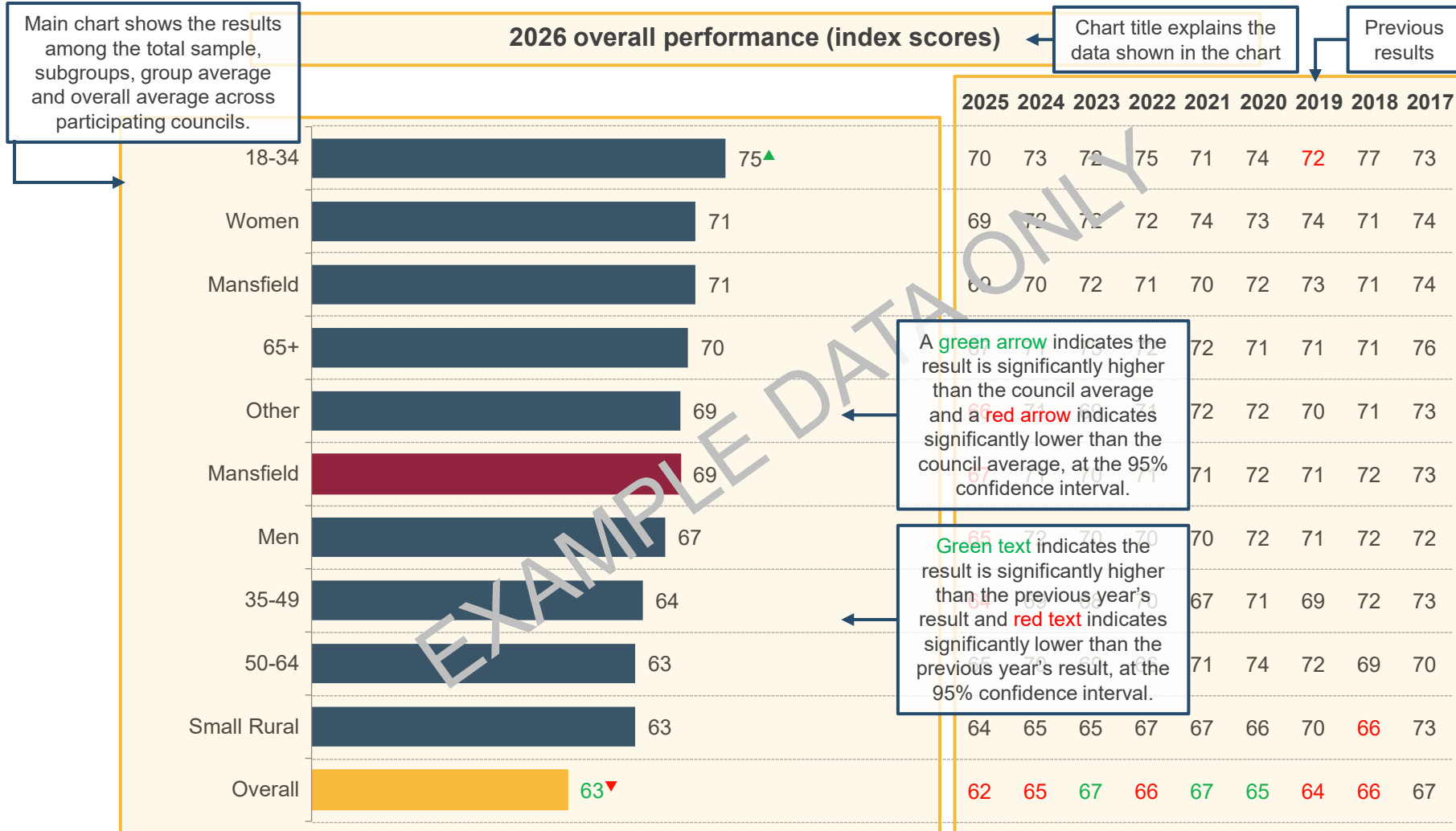
### Serving Victoria for 27 years

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.

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

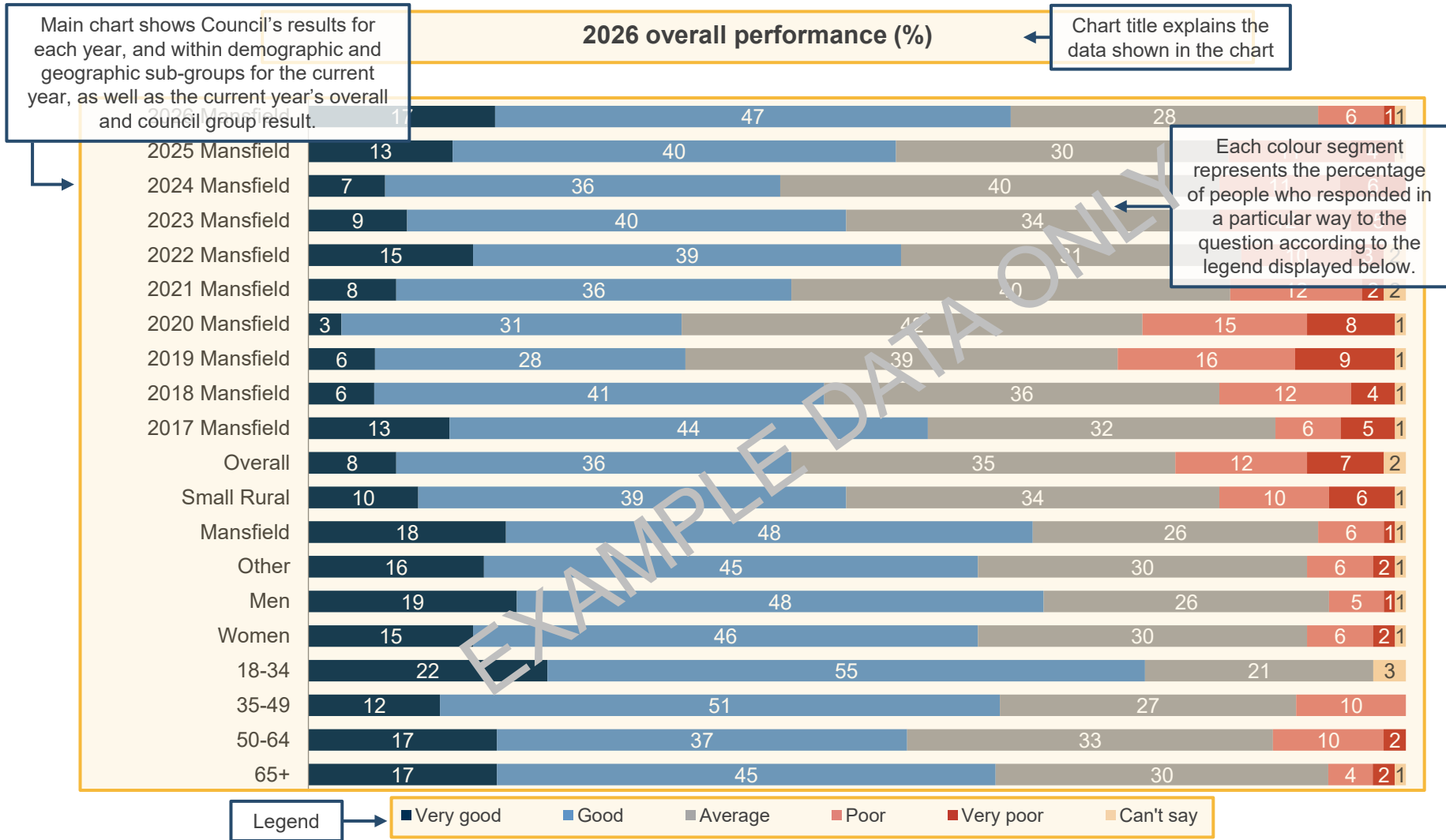


Question asked and base size(s)

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: 23 Councils asked group: 9  
 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: 23 Councils asked group: 9



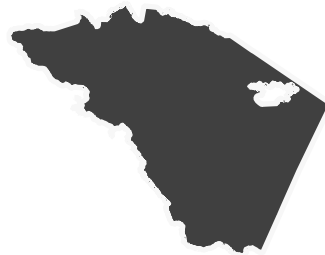
## **Key findings and recommendations**



# Mansfield Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Mansfield 68



Small Rural 60



Overall 57

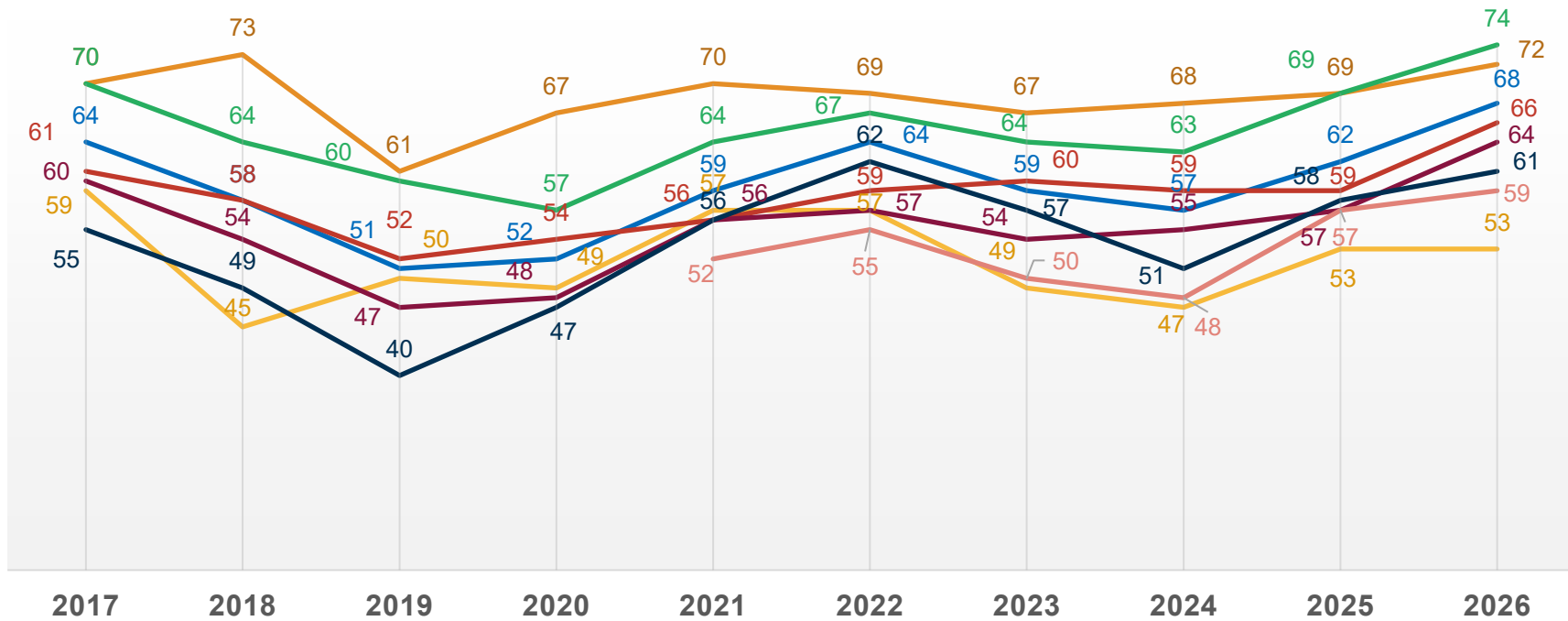
## Council performance compared to group average

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



# Summary of core measures

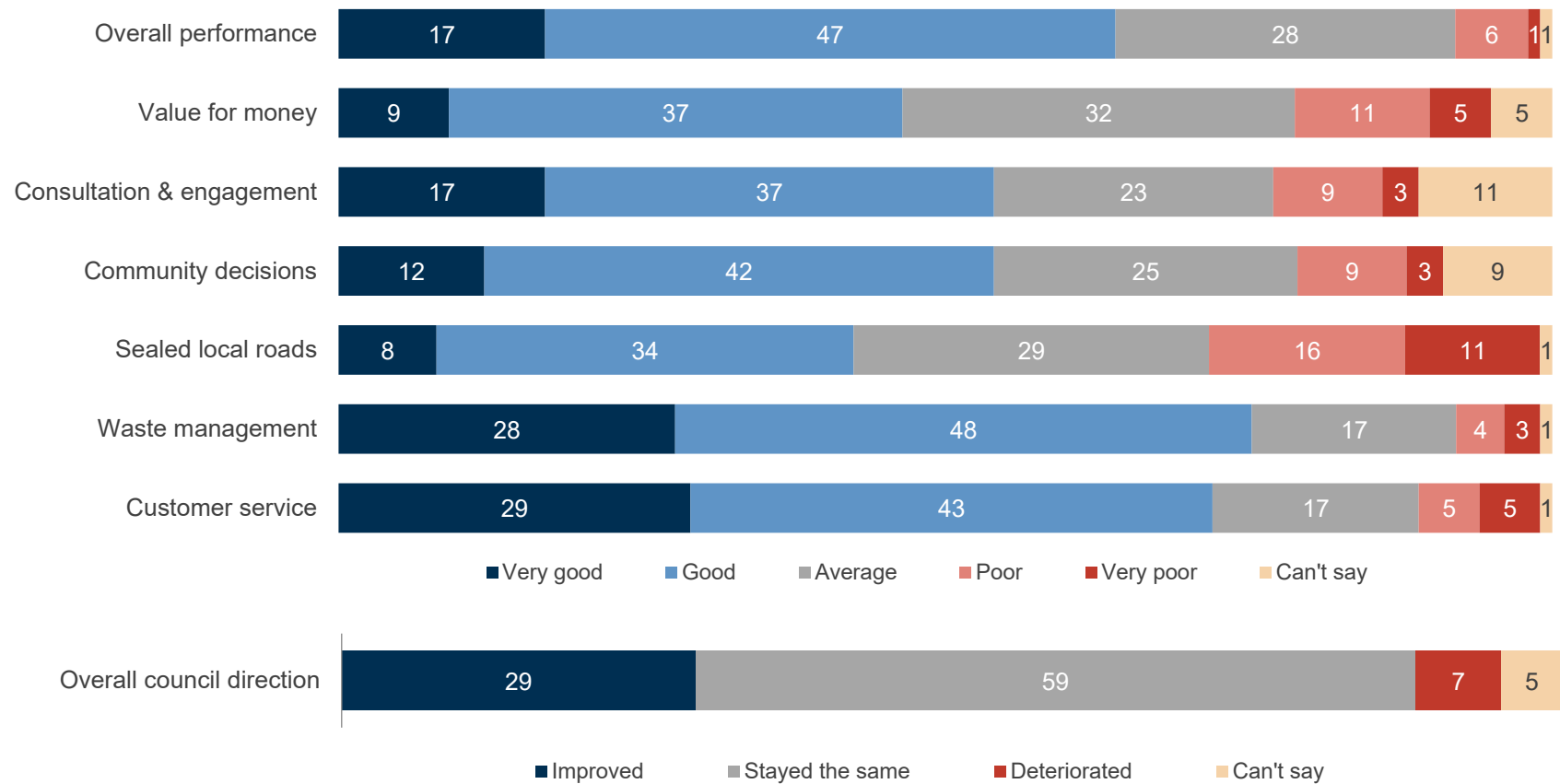
Index scores





# Summary of core measures

Core measures summary results (%)















## Summary of Mansfield Shire Council performance

Services	Mansfield 2026	Mansfield 2025	Small Rural 2026	Overall 2026	Highest score	Lowest score
Overall performance	68	62	60	57	18-34 years	50-64 years
Value for money	59	57	52	49	18-34 years	50-64 years
Overall council direction	61	58	52	48	Other residents	50-64 years
Customer service	72	69	70	69	65+ years	50-64 years
Libraries	83	76	77	76	Women	Men
Appearance of public areas	82	82	73	71	65+ years, 18-34 years	50-64 years
Developing and promoting local tourism	75	69	65	64	18-34 years	Other residents
Emergency & disaster mngt	75	68	70	68	18-34 years	50-64 years
Waste management	74	69	71	69	65+ years	50-64 years
Recreational facilities	72	69	69	71	65+ years	50-64 years

Significantly higher / lower than Mansfield Shire Council 2026 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.







## Summary of Mansfield Shire Council performance

Services	Mansfield 2026	Mansfield 2025	Small Rural 2026	Overall 2026	Highest score	Lowest score
 Advocating and representing	69	61	57	54	18-34 years	50-64 years
 Informing the community	68	61	62	60	18-34 years	35-49 years
 Family support services	67	68	64	63	18-34 years	50-64 years
 Consultation & engagement	66	59	57	53	18-34 years	65+ years
 Developing and promoting the local economy	66	60	59	56	18-34 years	65+ years
 Enforcement of local laws	65	63	60	60	18-34 years	50-64 years
 Community decisions	64	57	56	52	18-34 years	35-64 years
 Footpaths	62	58	56	54	18-34 years	35-49 years, Women, Other residents
 Parking facilities	60	62	64	55	18-34 years	35-49 years, Other residents, 65+years
 Town planning policy	54	52	55	51	18-34 years	50-64 years

Significantly higher / lower than Mansfield Shire Council 2026 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



## Summary of Mansfield Shire Council performance

Services		Mansfield 2026	Mansfield 2025	Small Rural 2026	Overall 2026	Highest score	Lowest score
	Sealed local roads	53	53	48	46	18-34 years, 50-64 years	35-49 years
	Population growth	50	44	52	48	18-34 years	50-64 years
	Unsealed roads	50	48	46	40	18-34 years	35-49 years
	Planning & building permits	46	42	47	46	Mansfield residents	35-49 years, Other residents



## Focus areas for the next 12 months

### Overview

Perceptions of Mansfield Shire Council's overall performance have improved significantly this year (index score of 68, up six points since 2025), reaching a 10 year high. Council's performance ratings in 2026 have improved significantly in most service areas evaluated, including the lower performing areas of planning and building permits, and population growth. These are positive results for Council.

### Key influences on perceptions of overall performance

Perceptions of Council's performance on decision making, advocacy, and consultation and engagement have a strong influence on perceptions of overall performance. Efforts should be maintained to shore up positive ratings in these areas. The less well rated areas of population growth and sealed roads are also significant influences on Council's overall rating. A focus on addressing resident concerns about planning for growth and sealed road maintenance can also help to drive up positive ratings of overall performance.

### Comparison to Overall and area grouping

Council performs significantly higher than the Small Rural group average and Overall average across participating councils State-wide (the Overall average) on overall performance, value for money, overall council direction and most individual service areas. On one evaluated measure only, namely parking facilities, Council's performance rates significantly lower than the Small Rural group average.

### Maintain and continue to build on gains achieved

Council should look to maintain and build upon its significantly improved performance over the next 12 months. Aside from working to hold firm on all gains made, Council should pay particular attention to residents aged 50 to 64 years. This cohort is most critical of Council's performance on all core measures and nine individual service areas. Their high contact rate with Council provides an opportunity to engage with this cohort and work towards improving their perceptions.

# DETAILED FINDINGS





# Overall performance



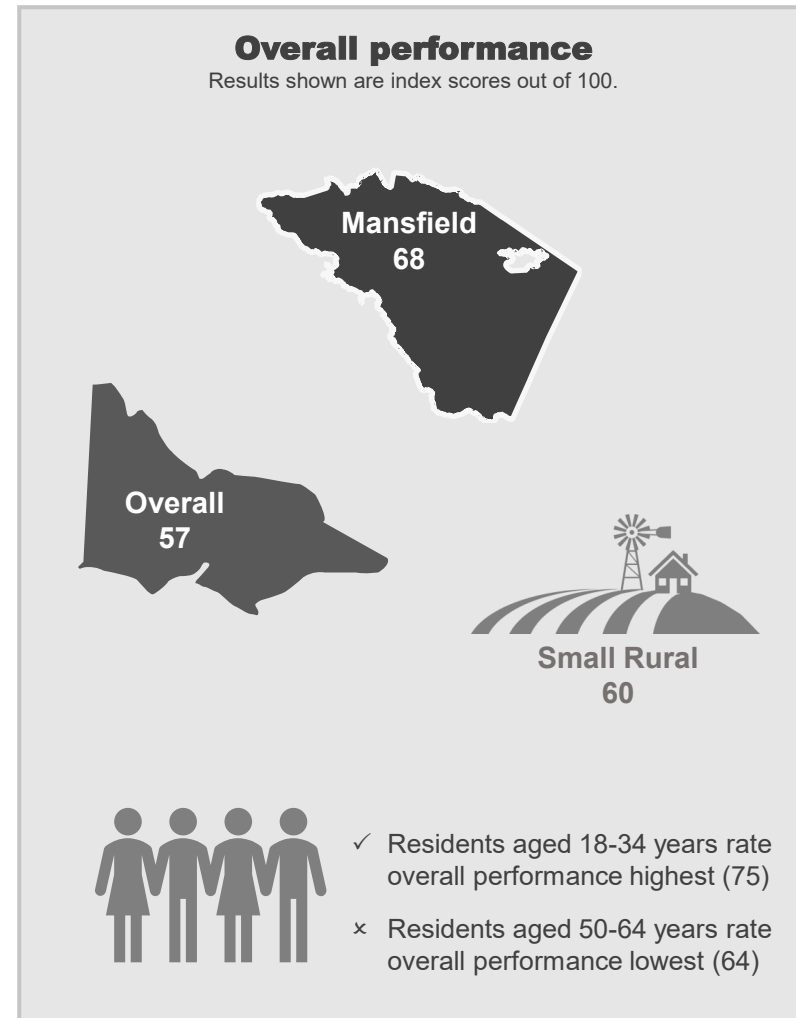
## Overall performance

The overall performance index score of 68 for Mansfield Shire Council represents a statistically significant increase (at the 95% confidence level) of six points on the 2025 result. This is Council's highest rating in 10 years.

Council's overall performance is rated significantly higher than the Small Rural group average (index score of 60) and the Overall average across participating councils State-wide (index score of 57).

- Ratings of overall performance among residents aged 18 to 34 years are both significantly improved and significantly higher than the Council average (index score of 75, up 23 points).
- Perceptions of Council's overall performance are significantly improved among residents of both Mansfield and Other areas.

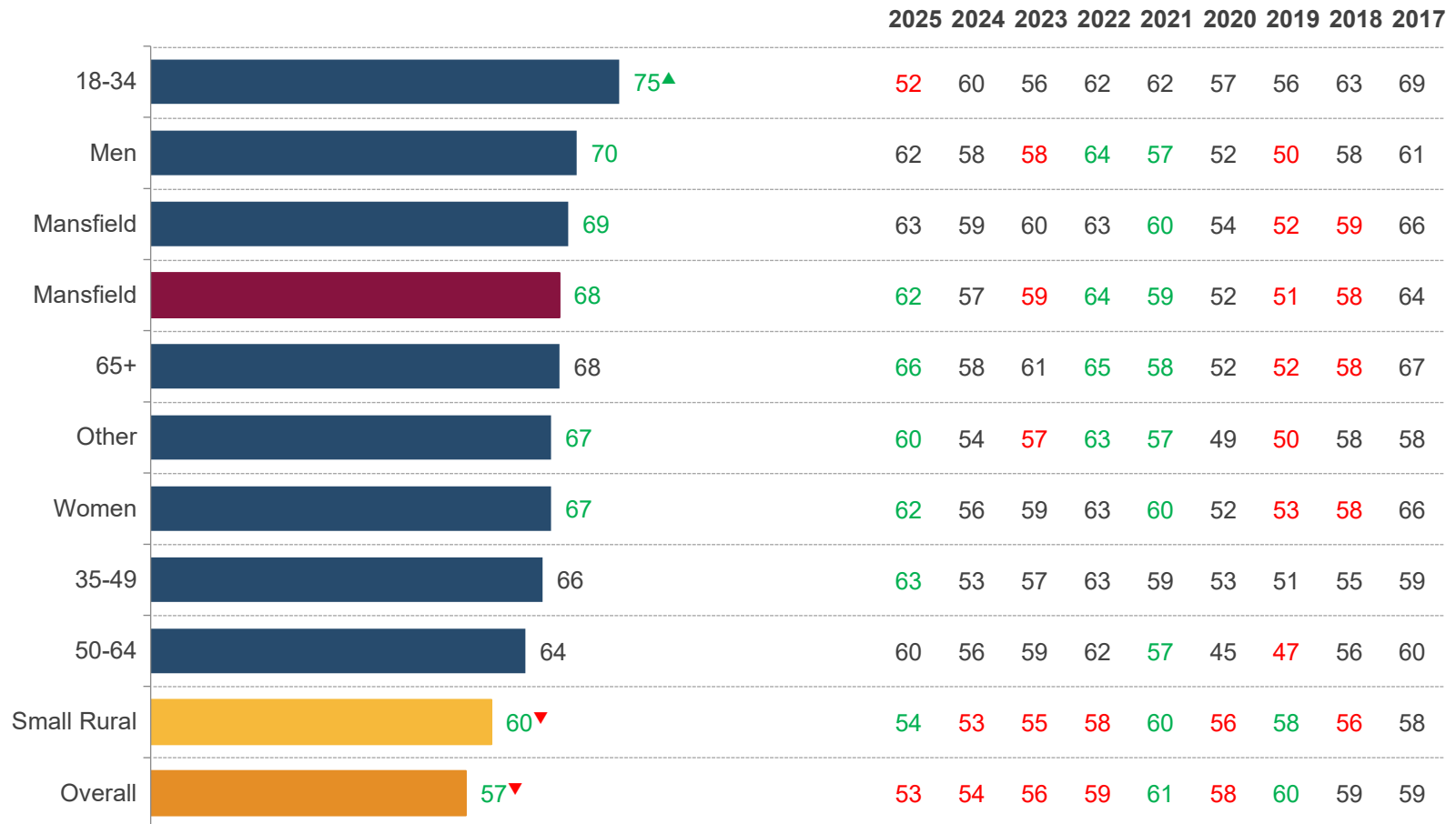
Almost three times as many residents rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good' (46%) than rate this as 'very poor' or 'poor' (16%). A further one in three people (32%) rate Council as 'average' on value for money.





# Overall performance

## 2026 overall performance (index scores)

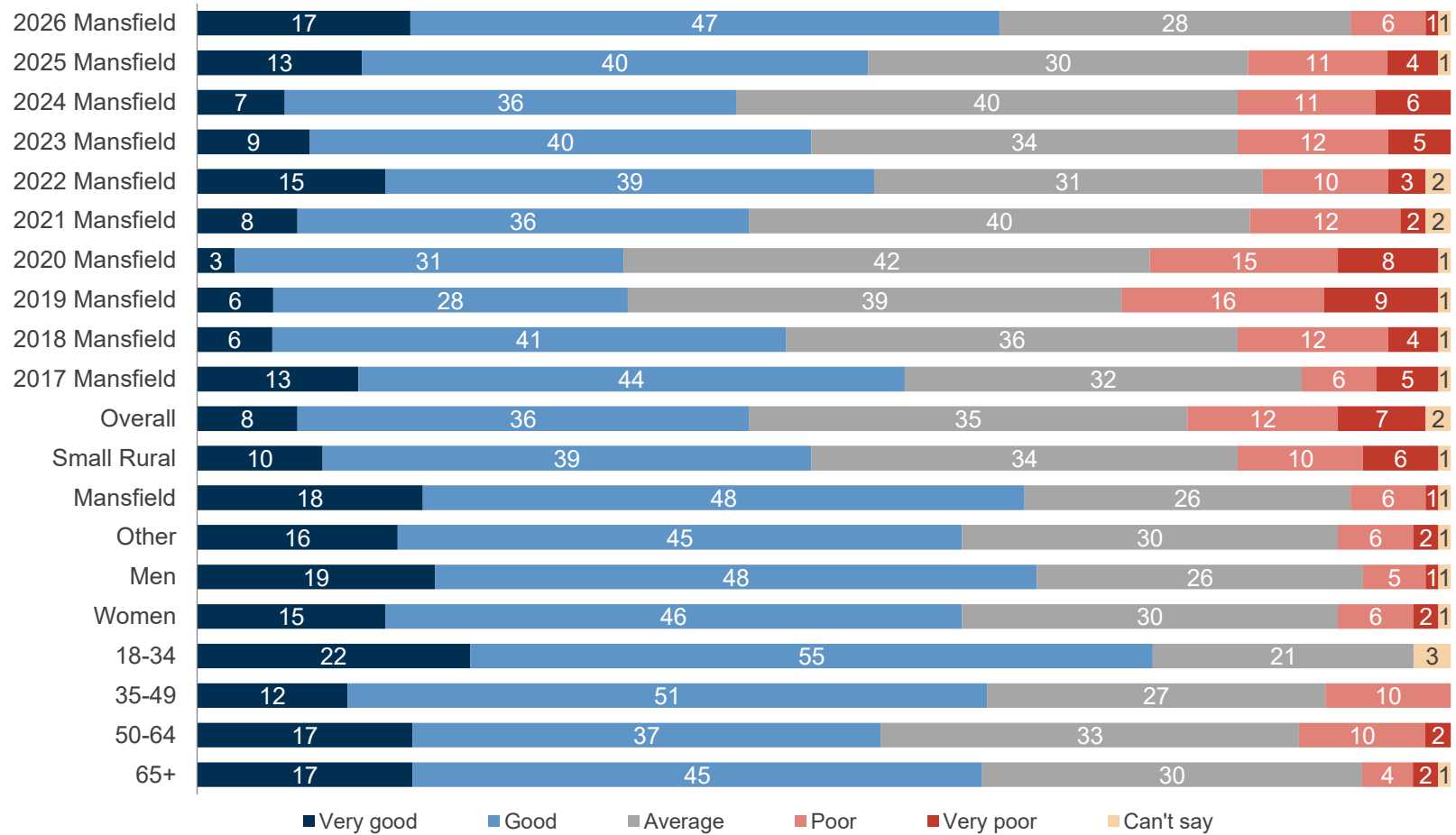


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked: 23 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Overall performance

2026 overall performance (%)

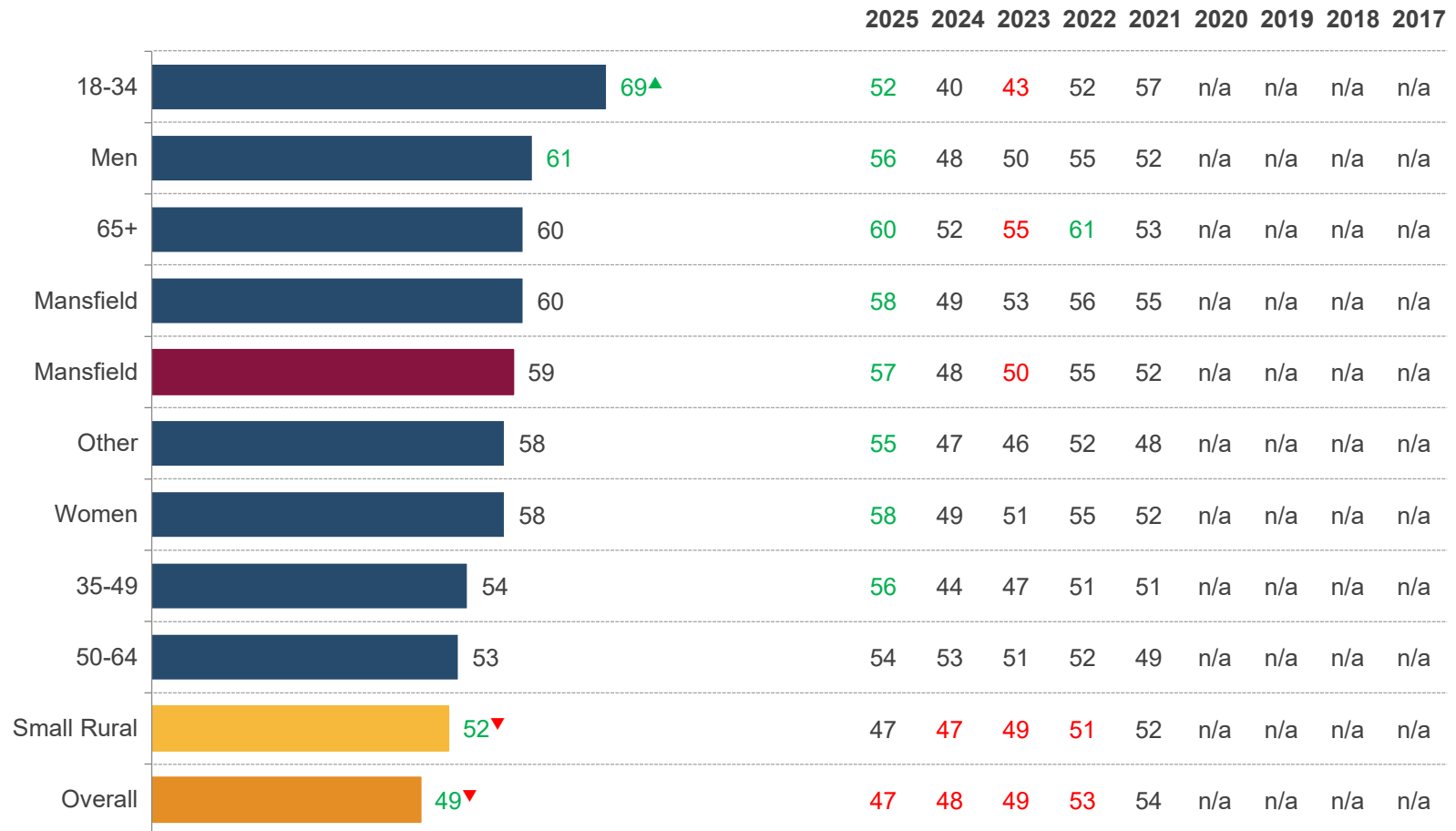


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked: 23 Councils asked group: 9



# Value for money in services and infrastructure

2026 value for money (index scores)



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

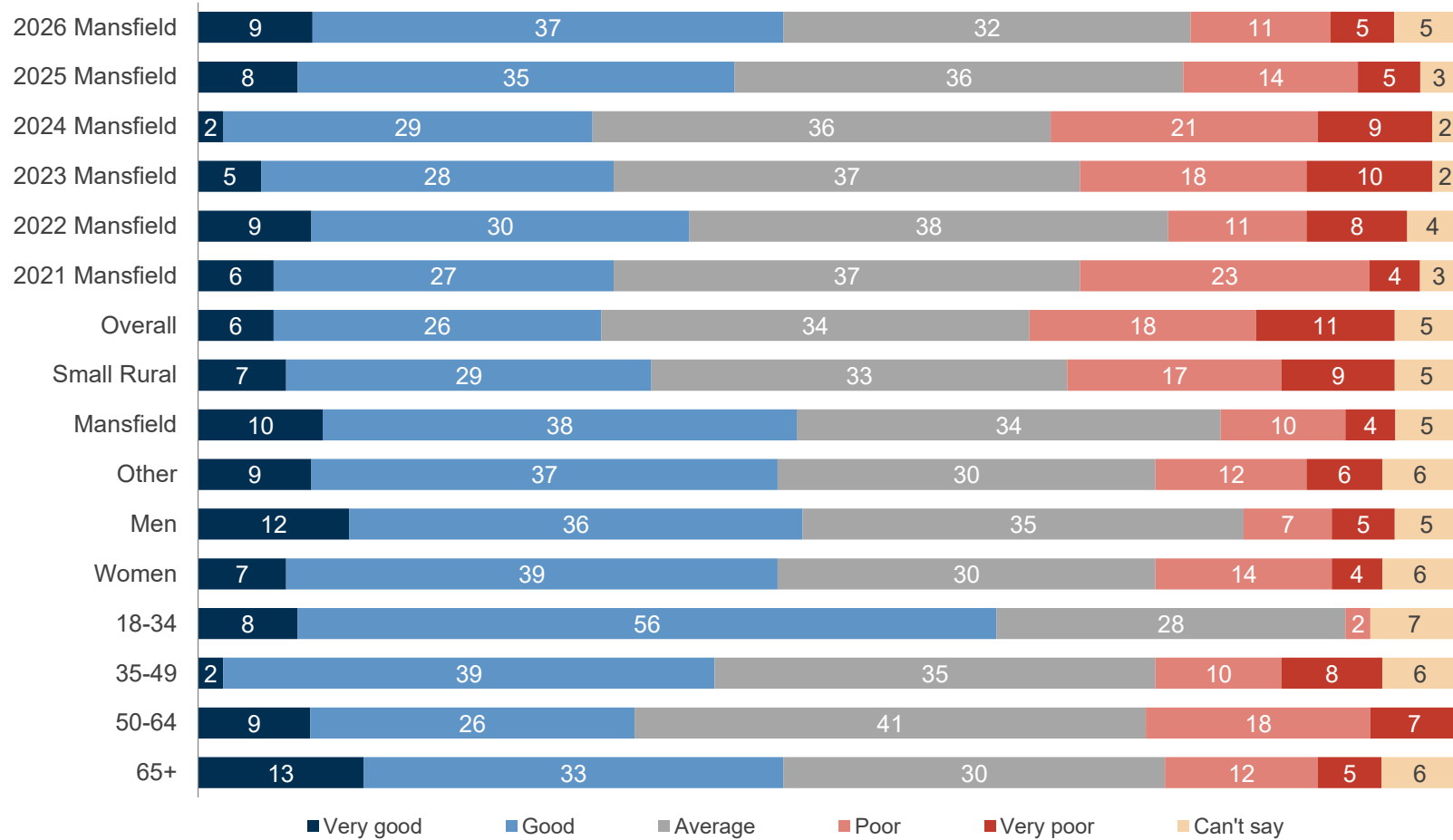
Base: All respondents. Councils asked: 21 Councils asked group: 8

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



# Value for money in services and infrastructure

2026 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: 21 Councils asked group: 8



## Top performing service areas

Council's highest rated service area is libraries (index score of 83, up seven points), reaching a 10-year high and overtaking the appearance of public areas for the first time (index score of 82, unchanged).

- Ratings of libraries are significantly improved across most demographic groups.
- Women (index score of 87) rate libraries significantly higher than the Council average, while men (index score of 78) rate them significantly lower.
- Ratings of public areas are significantly improved among residents aged 18 to 34 years (index score of 84, up seven points) and significant gains made in 2025 among Other residents have been maintained.

Council's next best performing service areas are developing and promoting local tourism (index score of 75, up six points), emergency and disaster management (index score of 75, up seven points) and waste management (index score of 74, up five points).

- This is the second consecutive increase in positive perceptions for Council on waste management.

Council is rated significantly higher than the Small Rural group and Overall averages on each of these top five performing service areas.



**Libraries (index score of 83) and the appearance of public areas (index score of 82) are the areas where Council performed best in 2026.**



## Low performing service areas



Council continues to rate lowest in the area of planning and building permits (index score of 46), despite a significant four-point increase since 2025. Council has recovered 10-points over the past two years in this service area, following significant declines in 2023 and 2024.

- Council rates in line with the Small Rural group and Overall averages for this service area.
- Perceptions have improved significantly among Mansfield residents (index score of 48, up seven points) and women (index score of 47, up six points).

Council's next lowest rated areas are unsealed roads and planning for population growth (index scores of 50 for each, with the latter increasing significantly by six points since 2025).

- Council rates higher than the Small Rural group and Overall averages for unsealed roads and in line with these averages for population growth.
- Ratings among Mansfield residents and Other residents are in line with the Council average.

Council has maintained gains made in 2025 in the related areas of town planning and sealed roads (index scores of 54 and 53 respectively), which were rated as 'poor' (below 50) in the previous two years.



# Individual service area performance

2026 individual service area performance (index scores)

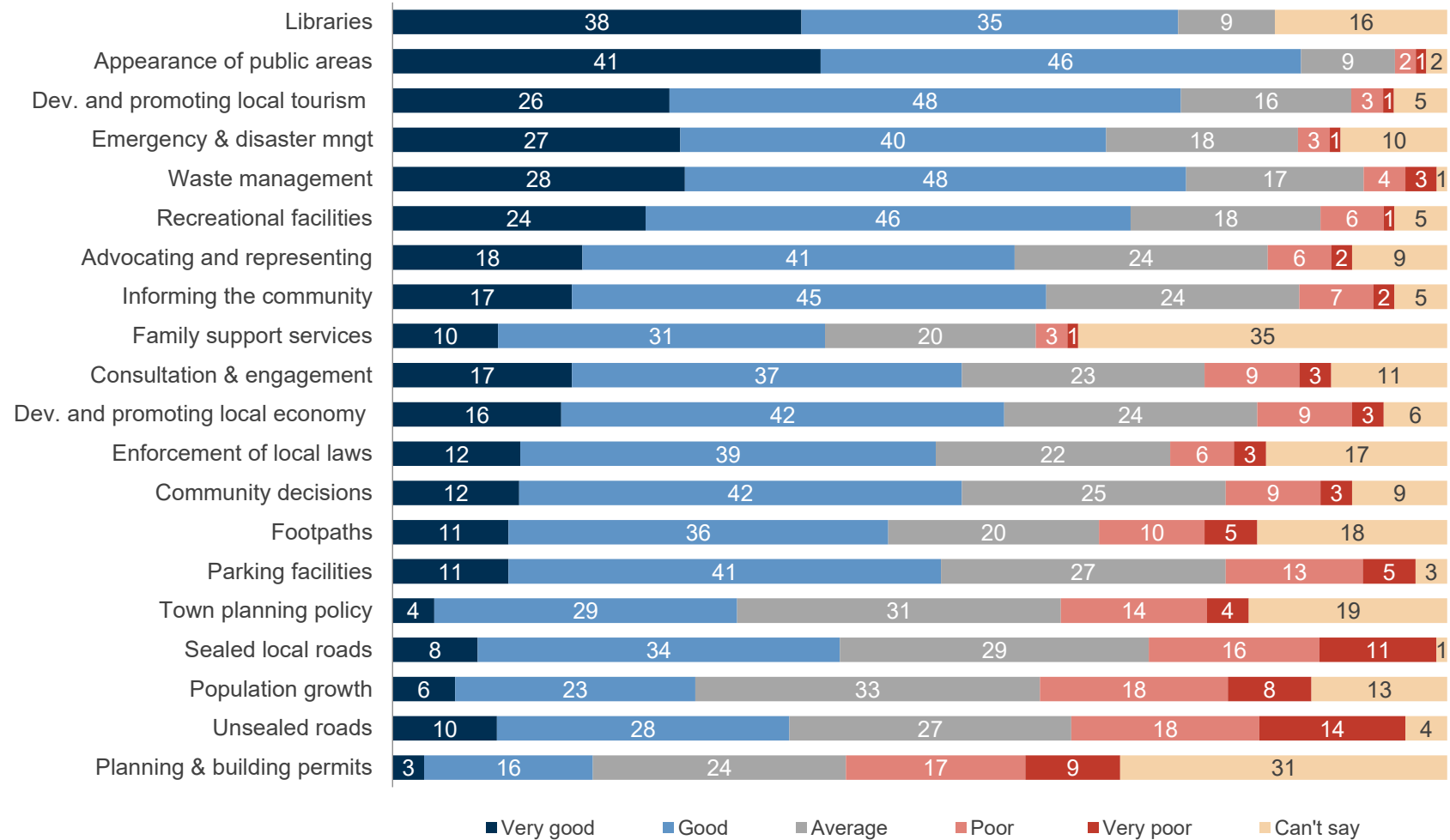
	2025	2024	2023	2022	2021	2020	2019	2018	2017	
Libraries	83	76	78	73	71	70	73	74	73	75
Appearance of public areas	82	82	80	82	84	82	75	77	77	81
Dev. and promoting local tourism	75	69	69	68	66	67	65	67	71	75
Emergency & disaster mngt	75	68	65	69	69	74	68	70	73	74
Waste management	74	69	63	64	67	64	57	60	64	70
Recreational facilities	72	69	69	68	76	72	67	68	72	74
Advocating and representing	69	61	53	54	59	58	49	51	58	59
Informing the community	68	61	60	61	63	58	55	55	62	63
Family support services	67	68	64	66	69	67	67	69	72	73
Consultation & engagement	66	59	59	60	59	56	54	52	58	61
Dev. and promoting local economy	66	60	58	57	62	61	59	59	61	65
Enforcement of local laws	65	63	62	64	66	65	62	60	64	67
Community decisions	64	57	55	54	57	56	48	47	54	60
Footpaths	62	58	52	54	57	58	54	53	52	58
Parking facilities	60	62	53	53	51	53	52	49	54	54
Town planning policy	54	52	46	46	54	53	44	44	51	54
Sealed local roads	53	53	47	49	57	57	49	50	45	59
Population growth	50	44	38	40	50	49	44	45	n/a	n/a
Unsealed roads	50	48	44	47	53	45	44	41	40	50
Planning & building permits	46	42	36	41	50	45	40	36	46	45

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Individual service area performance

2026 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 9



## 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 service areas with a moderate-to-strong influence on the overall performance rating are:

- Advocating for and representing the community
- Community consultation and engagement
- The condition of sealed local roads
- Informing the community
- Planning for population growth
- Developing and promoting the local economy.

Looking at these key service areas only, developing and promoting local tourism has a high performance index score (75) and a moderate influence on the overall performance rating.

Council also performs well on advocacy and community consultation and engagement (index scores of 69 and 66 respectively), which have a strong influence on overall perceptions of performance.

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

Other service areas that have a moderate influence on overall perceptions, but where Council performs relatively less well, are planning for population growth and sealed local roads (index scores of 50 and 53 respectively).

**Addressing resident concerns about population growth and attending to the maintenance of Council's sealed roads can also help to shore up positive perceptions of overall performance.**



## Regression analysis explained

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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 Council's overall performance (the dependent variable).

In the charts that follow:

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

The regressions are shown on the following two charts.

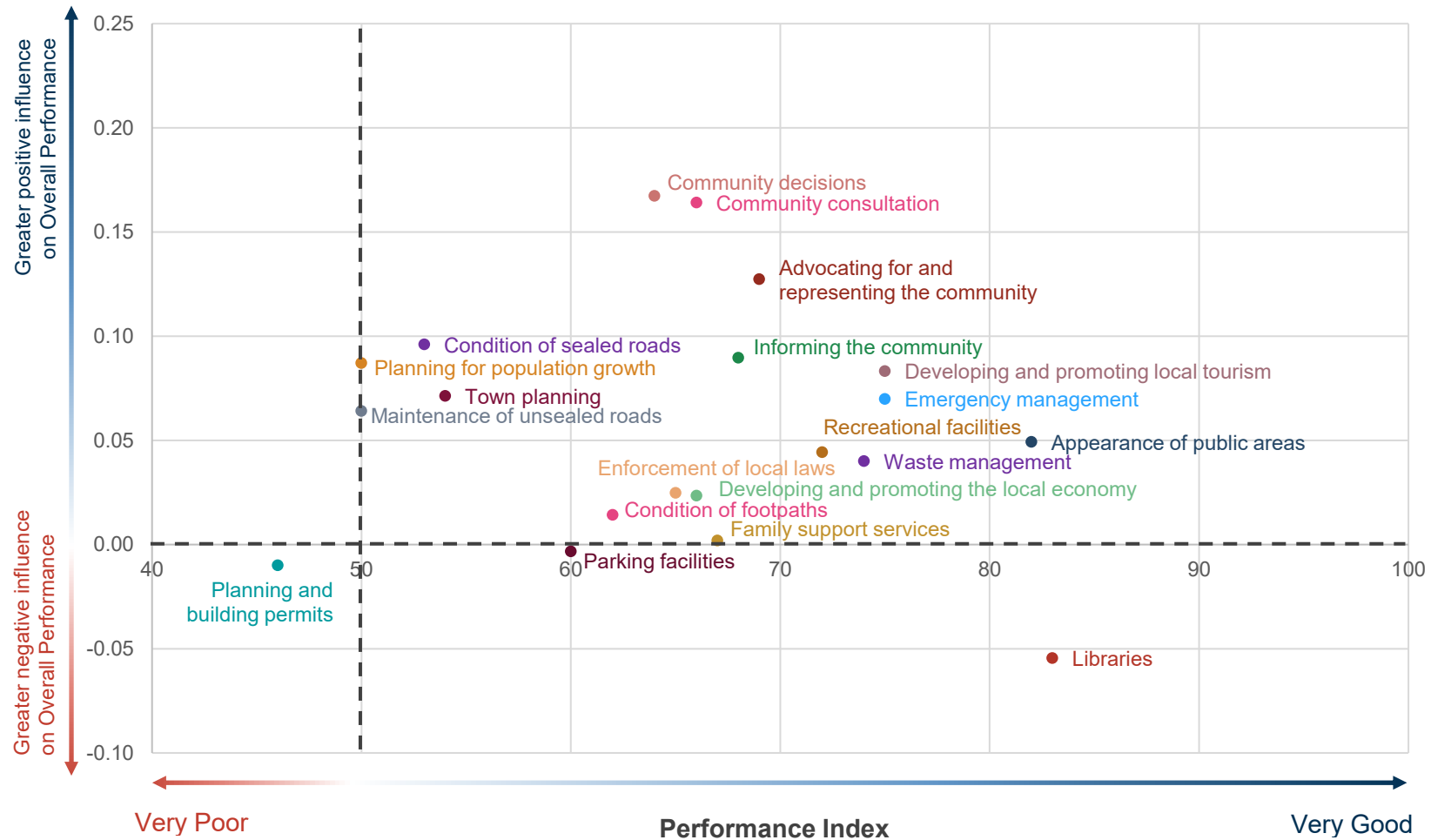
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all services

2026 regression analysis (all services)

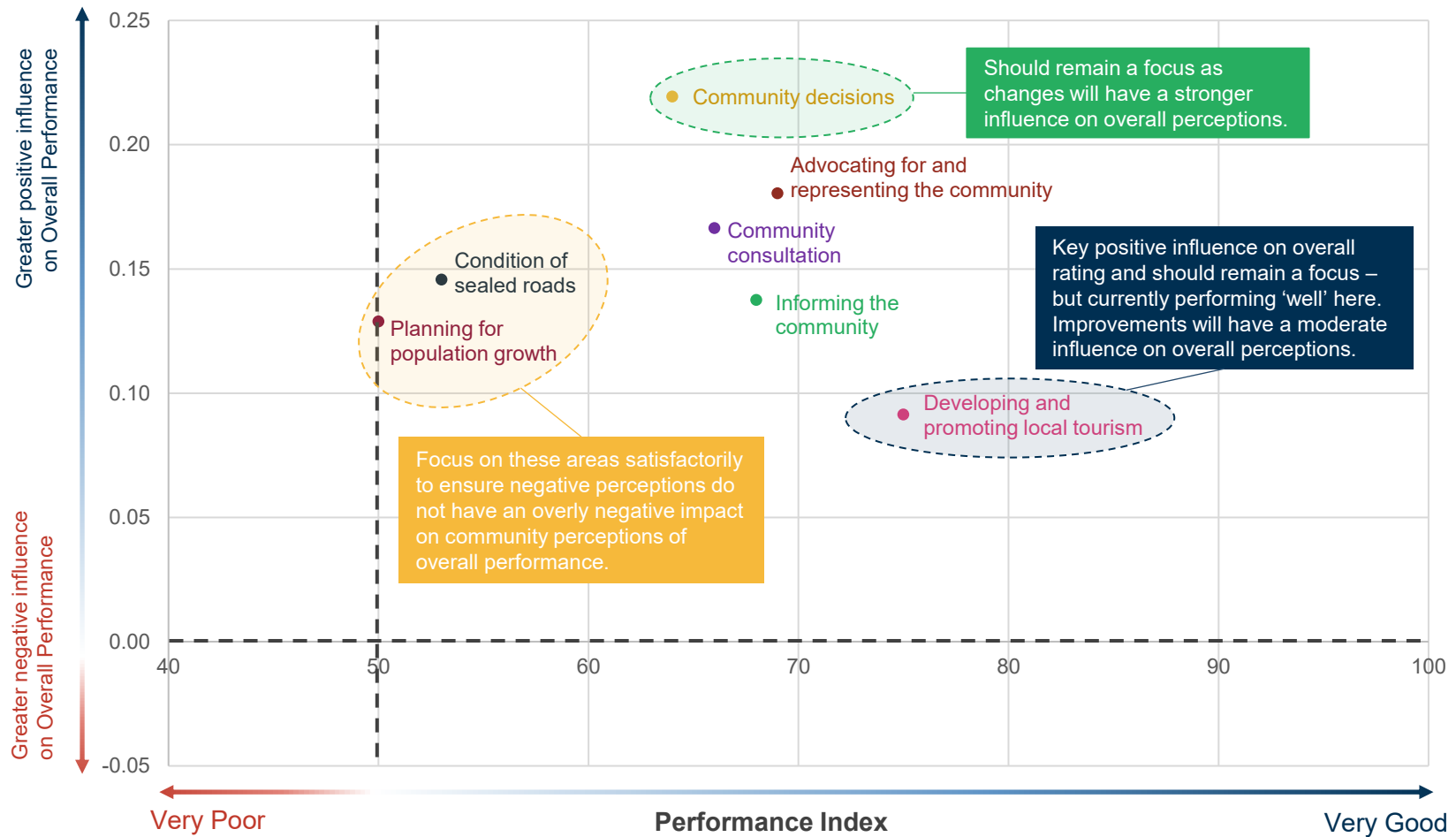


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.637 and adjusted  $R^2$  value of 0.618, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 33.27$ . 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

2026 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.615 and adjusted  $R^2$  value of 0.608, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 89.45$ .

# Customer service





## Contact with council and customer service

### Contact with council

Around six in 10 residents (61%) had contact with Council in the last 12 months – a slight (not significant) five percentage point decrease from 2025. This is Council's lowest contact rate over the past 10 years.

- The Small Rural group and Overall average also saw significant declines in contact rates from 2025.
- Residents aged 50 to 64 years have the highest rate of contact with Council (69%), while those aged 65 years and over have the lowest (55%).



**Among those residents who have had contact with Council, 72% provide a positive customer service rating of 'very good' or 'good', including 29% of residents who rate Council's customer service as 'very good'.**

### Customer service

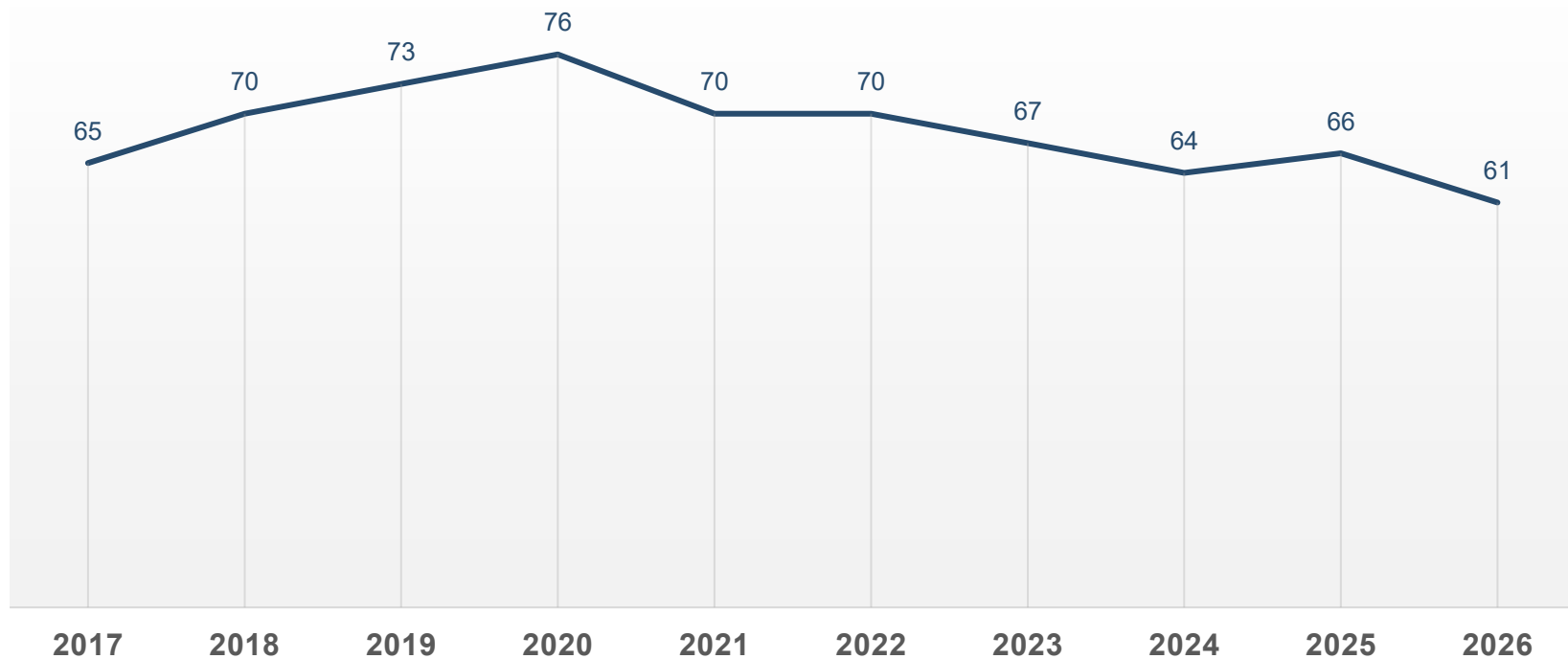
Council's customer service index score of 72 represents a slight (not significant) three-point increase on the 2025 result.

- Perceptions have improved significantly among residents aged 18 to 34 years (index score of 73, up 22 points), recovering from a sharp decline in 2025.
- Council's customer service is rated in line with the Small Rural group and Overall averages (index scores of 70 and 69 respectively).
- Customer service ratings do not vary significantly from the average across demographic groups however they are highest among residents aged 65 years and over (index score of 74) and lowest among those aged 50 to 64 years (index score of 69). This latter group has the most contact with Council.



## Contact with council

2026 contact with council (%)  
Have had contact



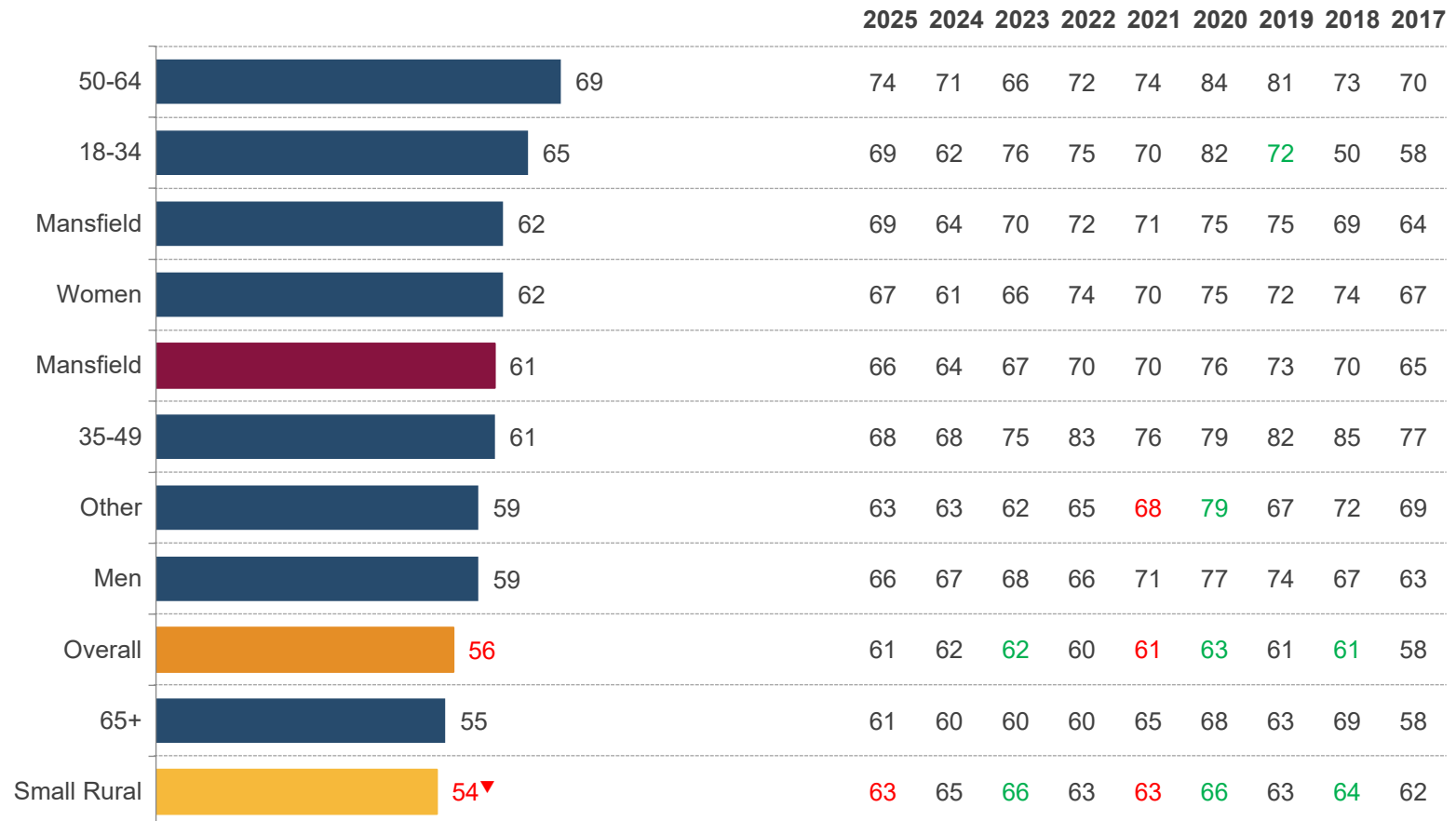
Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook?

Base: All respondents. Councils asked: 14 Councils asked group: 7



# Contact with council

2026 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with South Gippsland 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?

Base: All respondents. Councils asked: 14 Councils asked group: 7

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



# Customer service rating

## 2026 customer service rating (index scores)

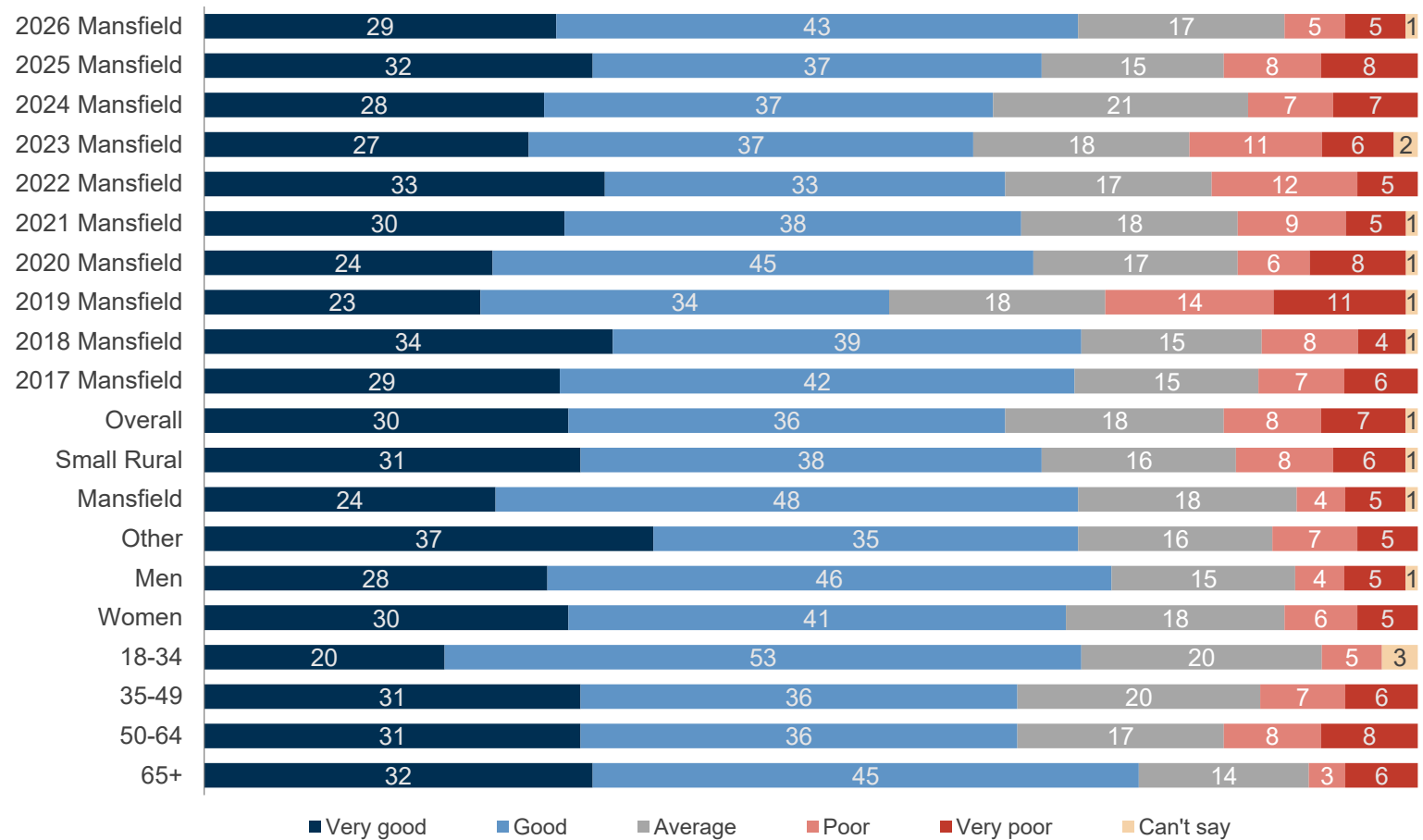
		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	74	77	69	73	71	69	69	65	76	76
Other	73	70	68	66	70	69	67	65	75	72
18-34	73	51	65	65	66	66	63	45	68	71
Men	72	67	68	65	70	67	68	61	72	70
Mansfield	72	69	68	67	69	70	67	61	73	70
Women	71	71	69	69	69	72	67	61	73	70
Mansfield	71	69	68	68	69	70	68	60	72	69
Small Rural	70	65	66	65	67	69	70	70	69	69
35-49	70	70	66	58	67	72	73	63	73	63
Overall	69	66	67	67	68	70	70	71	70	69
50-64	69	68	71	70	72	72	62	67	71	69

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: 22 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating

2026 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.  
 Councils asked: 22 Councils asked group: 9



## **Council direction**



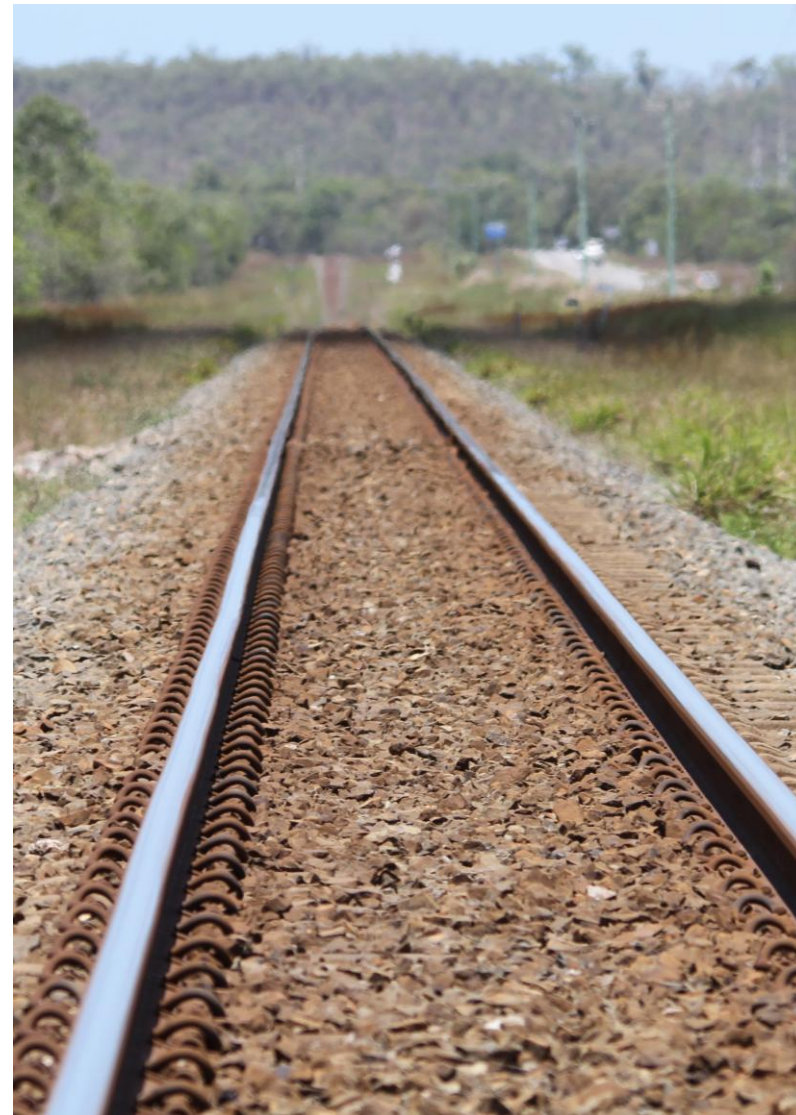
## Council direction

Perceptions of the direction of Council's overall performance have further increased since 2025 (index score of 61, up three points), having regained 10 index points over the past two years.

- Perceptions of Council's overall direction are significantly higher than the Small Rural group and Overall averages (index scores of 52 and 48 respectively).
- Perceptions of Council's overall direction improved significantly among residents in the Other geographic area (index score of 64, up seven points), who are more positive than Mansfield area residents (index score of 60).

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

- 29% of residents believe the direction has improved (up three percentage points since 2025).
- 7% believe the direction of Council's overall performance has deteriorated (down three percentage points).





# Overall council direction last 12 months

2026 overall council direction (index scores)

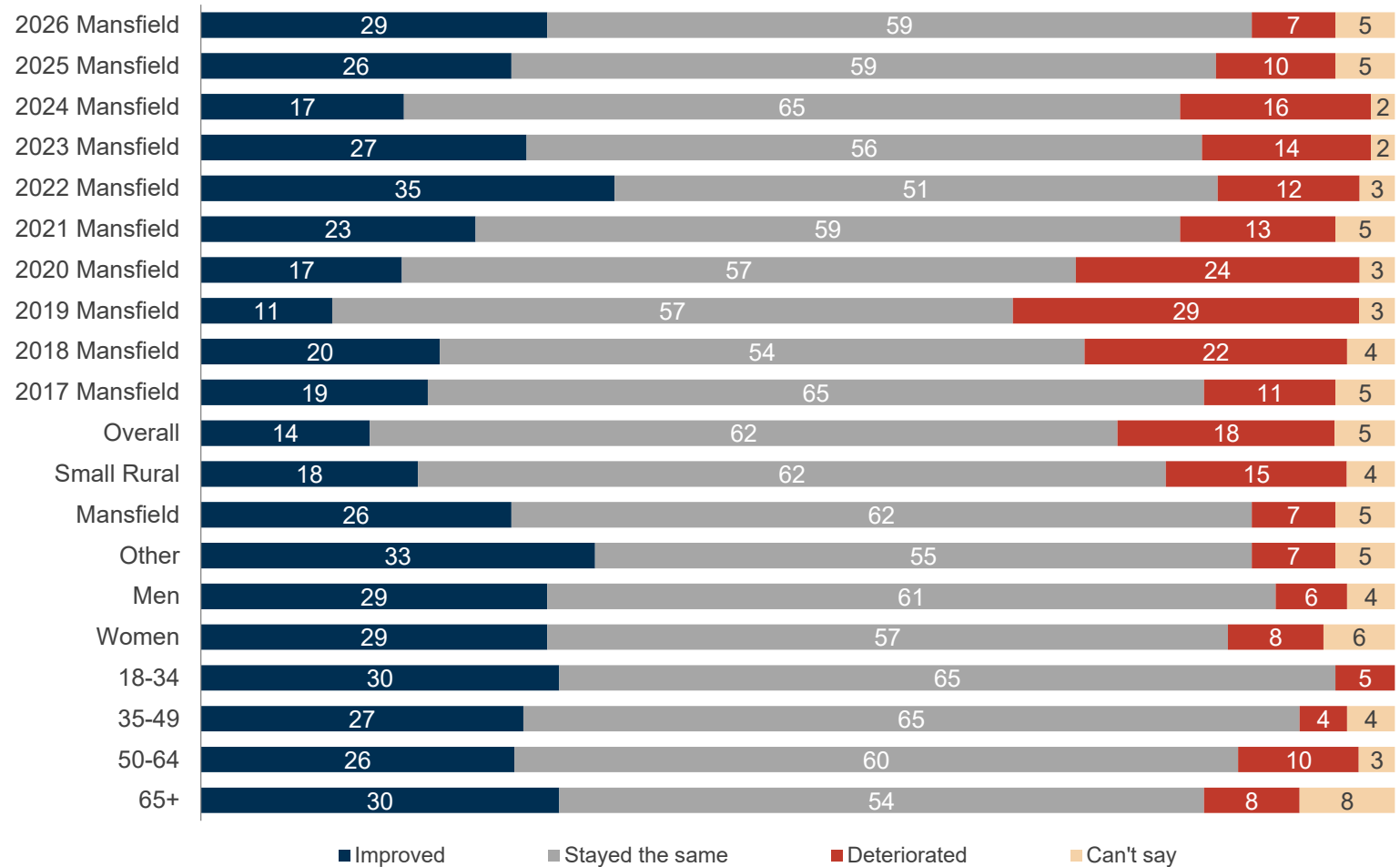
	2025	2024	2023	2022	2021	2020	2019	2018	2017	
Other	64	57	50	55	61	51	43	42	52	50
18-34	63	56	45	58	64	61	53	45	50	57
35-49	62	57	53	55	56	50	46	42	46	50
Men	62	58	53	58	62	51	45	40	50	51
65+	62	63	52	59	63	58	45	39	51	58
Mansfield	61	58	51	57	62	56	47	40	49	55
Women	61	59	49	56	61	61	48	40	48	58
Mansfield	60	59	51	58	62	58	49	40	49	56
50-64	58	53	51	52	64	53	44	36	47	53
Small Rural	52▼	46	44	47	51	53	50	53	50	52
Overall	48▼	46	45	46	50	53	51	53	52	53

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: 22 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Overall council direction last 12 months

2026 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: 22 Councils asked group: 9



**Individual service  
areas**



# Community consultation and engagement performance



2026 consultation and engagement performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	72▲	56	61	63	59	60	61	52	68	63
Mansfield	67	61	60	61	59	58	55	53	58	63
Men	66	57	60	60	62	53	53	50	58	58
Mansfield	66	59	59	60	59	56	54	52	58	61
50-64	66	61	59	60	61	54	45	50	56	57
Women	66	61	59	60	57	59	55	54	58	65
Other	65	56	57	58	60	51	52	51	59	56
35-49	65	55	58	56	57	57	57	54	54	58
65+	64	62	58	61	60	54	53	52	57	65
Small Rural	57▼	51	51	53	54	56	54	56	54	55
Overall	53▼	50	51	52	54	56	55	56	55	55

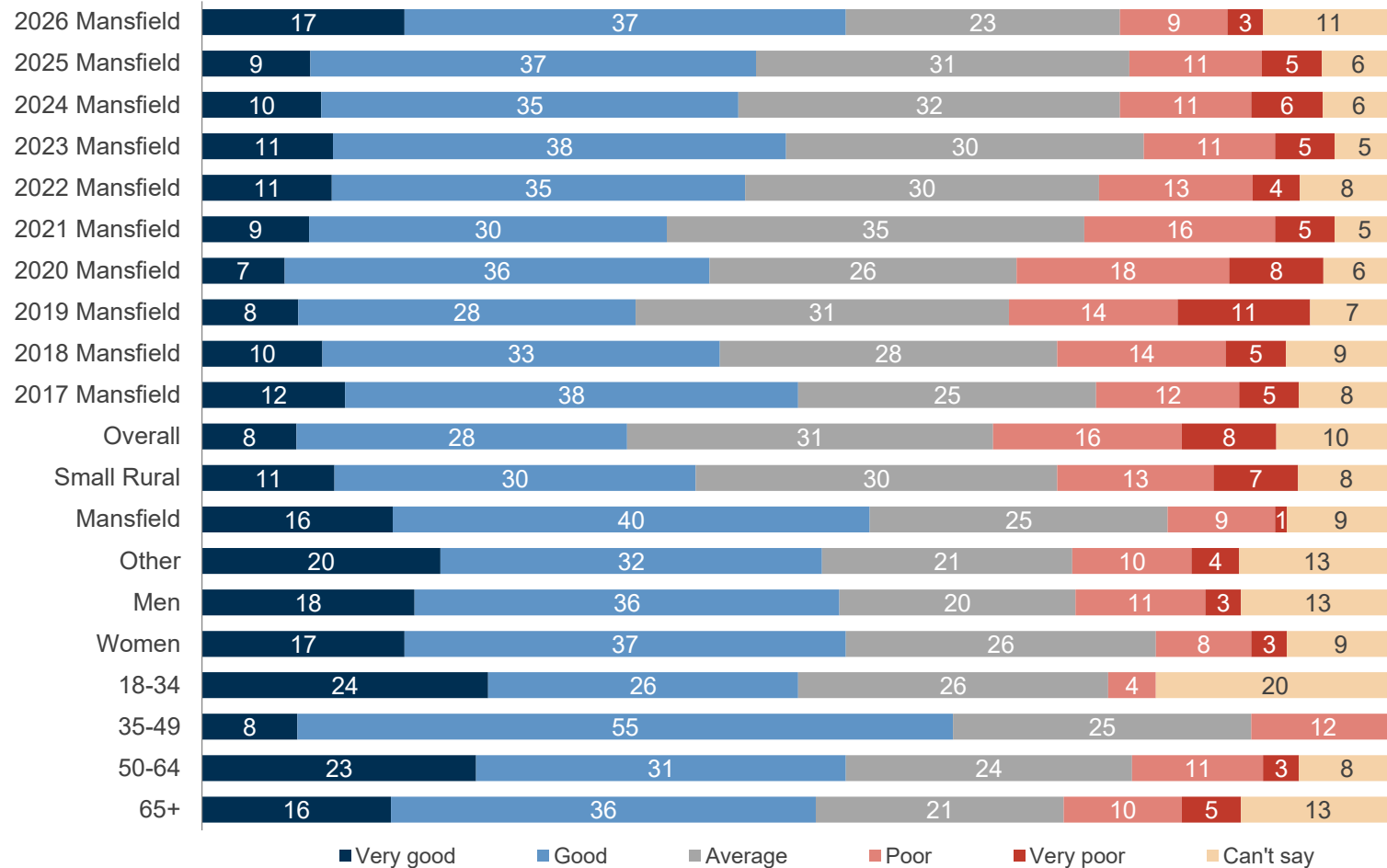
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2026 consultation and engagement performance (%)

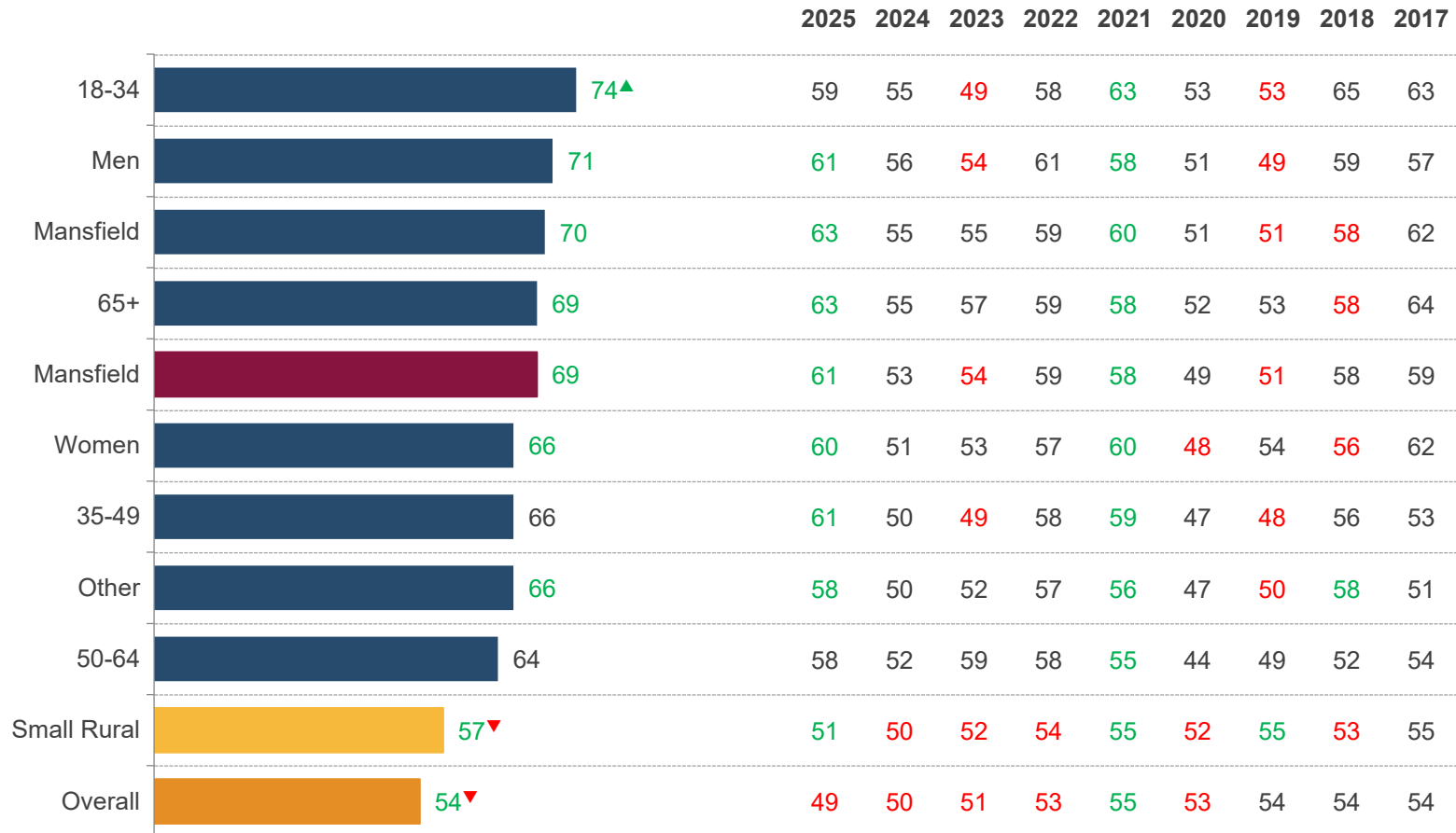


Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 9

# Advocating for, and representing the community performance



2026 advocating and representing performance (index scores)

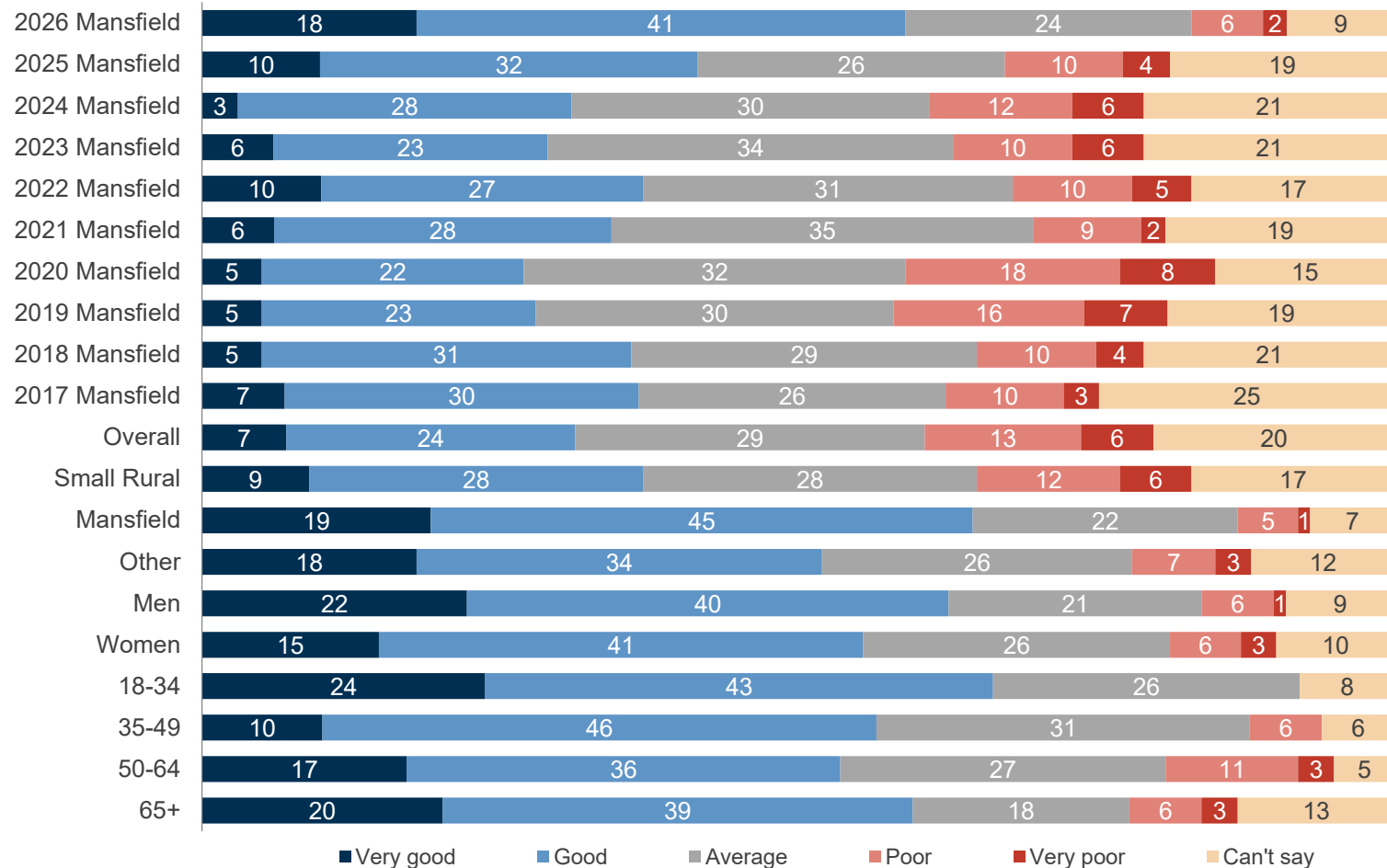


Q2. How has Council performed on 'Advocating for, and representing the community' over the last 12 months?  
 Base: All respondents. Councils asked: 17 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.

# Advocating for, and representing the community performance



2026 advocating and representing performance (%)



Q2. How has Council performed on 'Advocating for, and representing the community' over the last 12 months?  
 Base: All respondents. Councils asked: 17 Councils asked group: 9

# Decisions made in the interest of the community performance



2026 community decisions made performance (index scores)

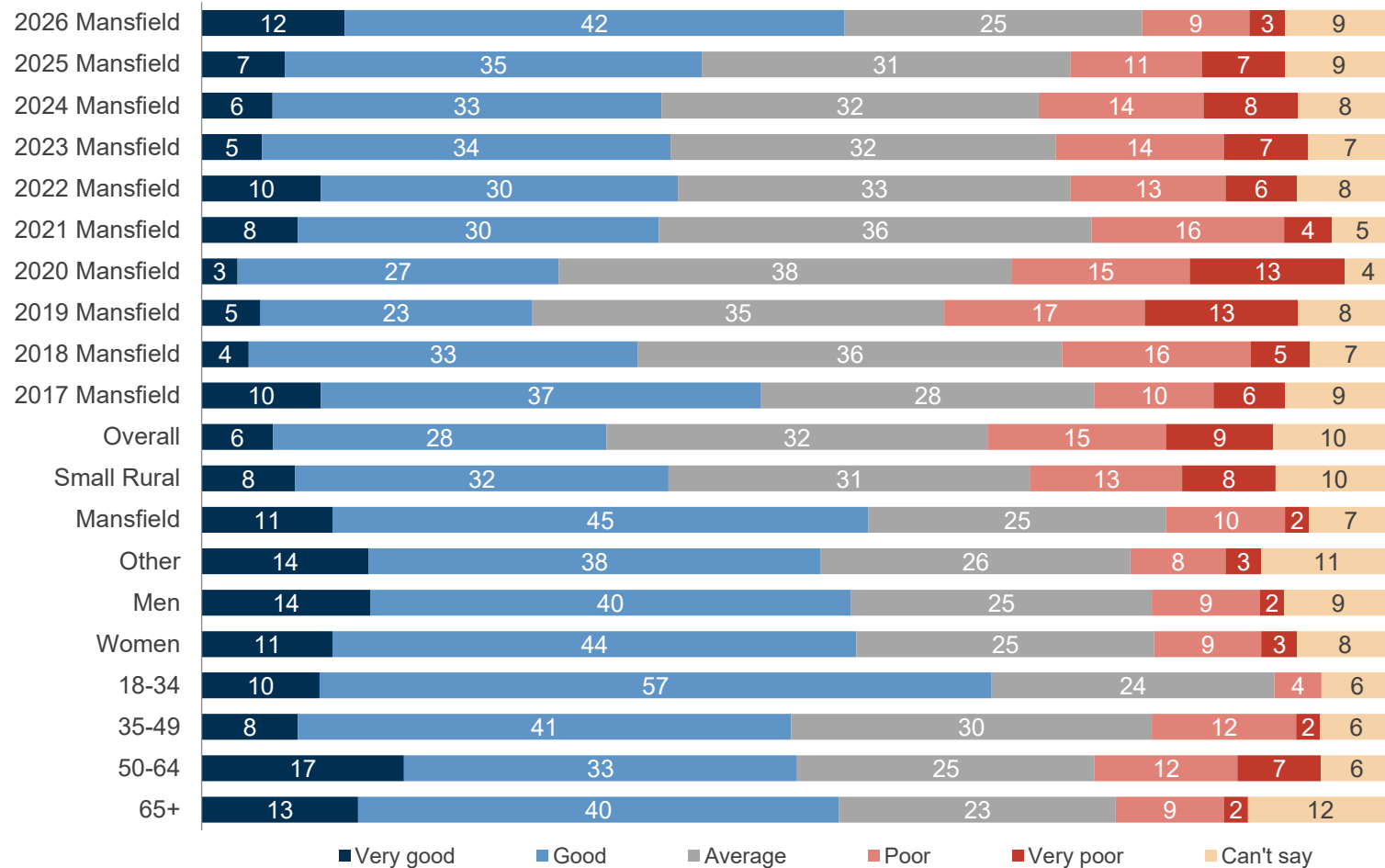
	2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	49	57	54	52	58	51	53	61	67
65+	63	56	58	60	56	49	48	55	62
Men	56	57	54	58	53	47	45	55	56
Mansfield	57	55	56	55	58	49	47	55	62
Mansfield	57	55	54	57	56	48	47	54	60
Other	56	53	52	58	52	45	48	54	53
Women	58	52	54	55	59	49	50	53	63
35-49	50	51	50	54	56	49	44	51	55
50-64	57	54	53	57	53	42	45	52	55
Small Rural	50	50	52	54	56	53	55	52	55
Overall	49	50	51	54	56	53	55	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: 23 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.

# Decisions made in the interest of the community performance



2026 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: 23 Councils asked group: 9

# The condition of sealed local roads in your area performance



2026 sealed local roads performance (index scores)

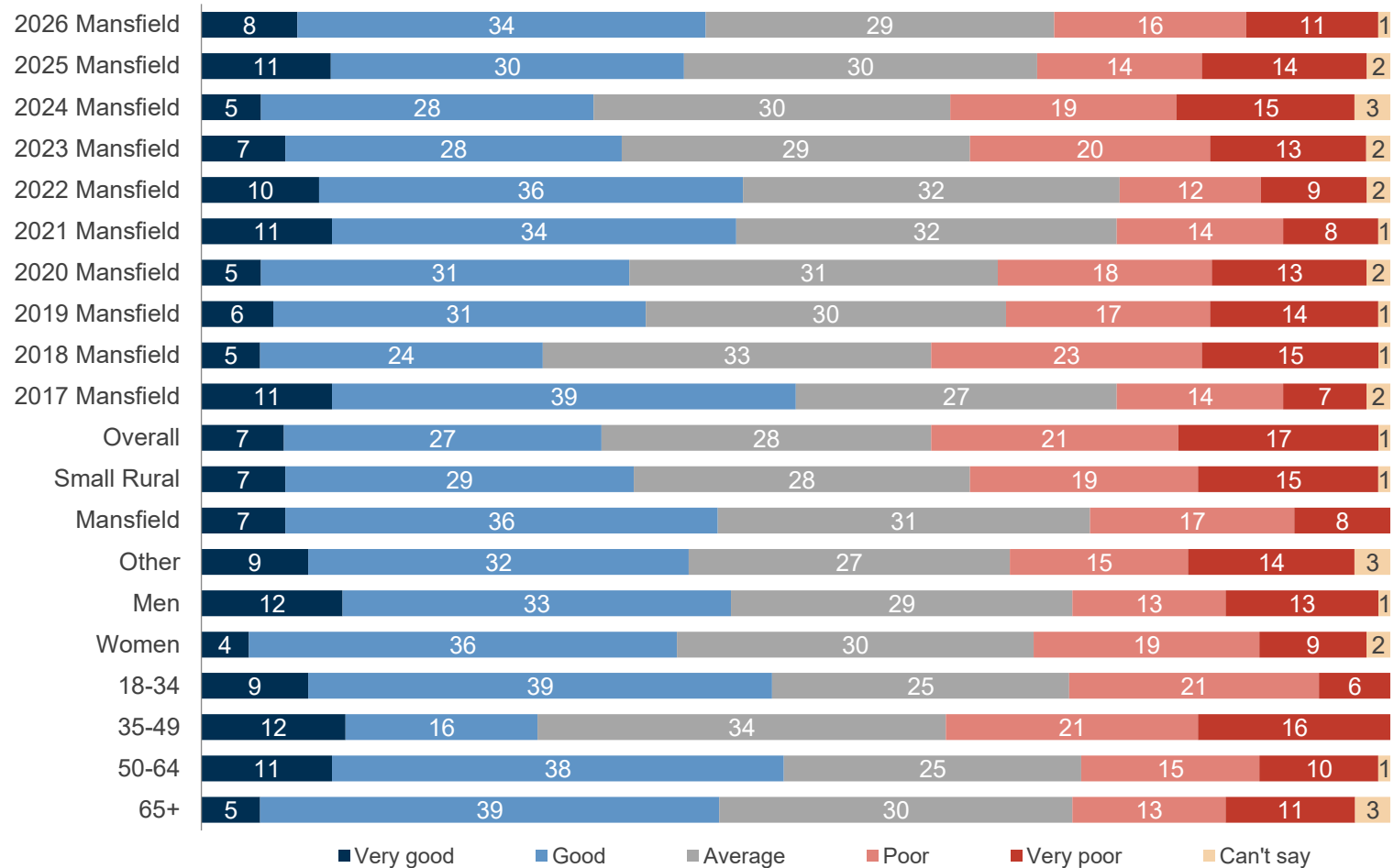
	2025	2024	2023	2022	2021	2020	2019	2018	2017	
50-64	56	55	45	52	51	57	42	47	46	58
18-34	56	45	44	47	51	61	54	48	48	66
Men	55	53	49	49	55	56	48	51	45	59
Mansfield	54	56	49	51	58	58	52	49	45	61
65+	53	54	51	49	60	54	51	53	46	59
Mansfield	53	53	47	49	57	57	49	50	45	59
Other	52	48	45	46	54	55	45	50	46	52
Women	52	53	46	49	58	58	51	48	46	58
Small Rural	48	44	41	44	50	53	51	53	49	50
35-49	47	55	45	48	61	58	49	48	41	53
Overall	46	45	45	48	53	57	54	56	53	53

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: 23 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.

# The condition of sealed local roads in your area performance



2026 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: 23 Councils asked group: 9



# Informing the community performance



2026 informing community performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	58	58	52	65	60	60	50	68	63
Men	61	63	60	63	56	54	53	62	62
Mansfield	61	60	61	63	58	55	55	62	63
Other	58	58	56	62	55	55	53	63	62
Mansfield	63	61	64	63	59	55	56	63	63
50-64	62	61	60	62	55	47	51	59	61
65+	63	59	65	62	56	56	56	61	66
Women	61	57	62	62	59	57	56	62	64
35-49	59	61	60	61	60	57	60	62	61
Small Rural	57	56	58	59	61	58	58	56	58
Overall	56	56	57	59	60	59	60	59	59

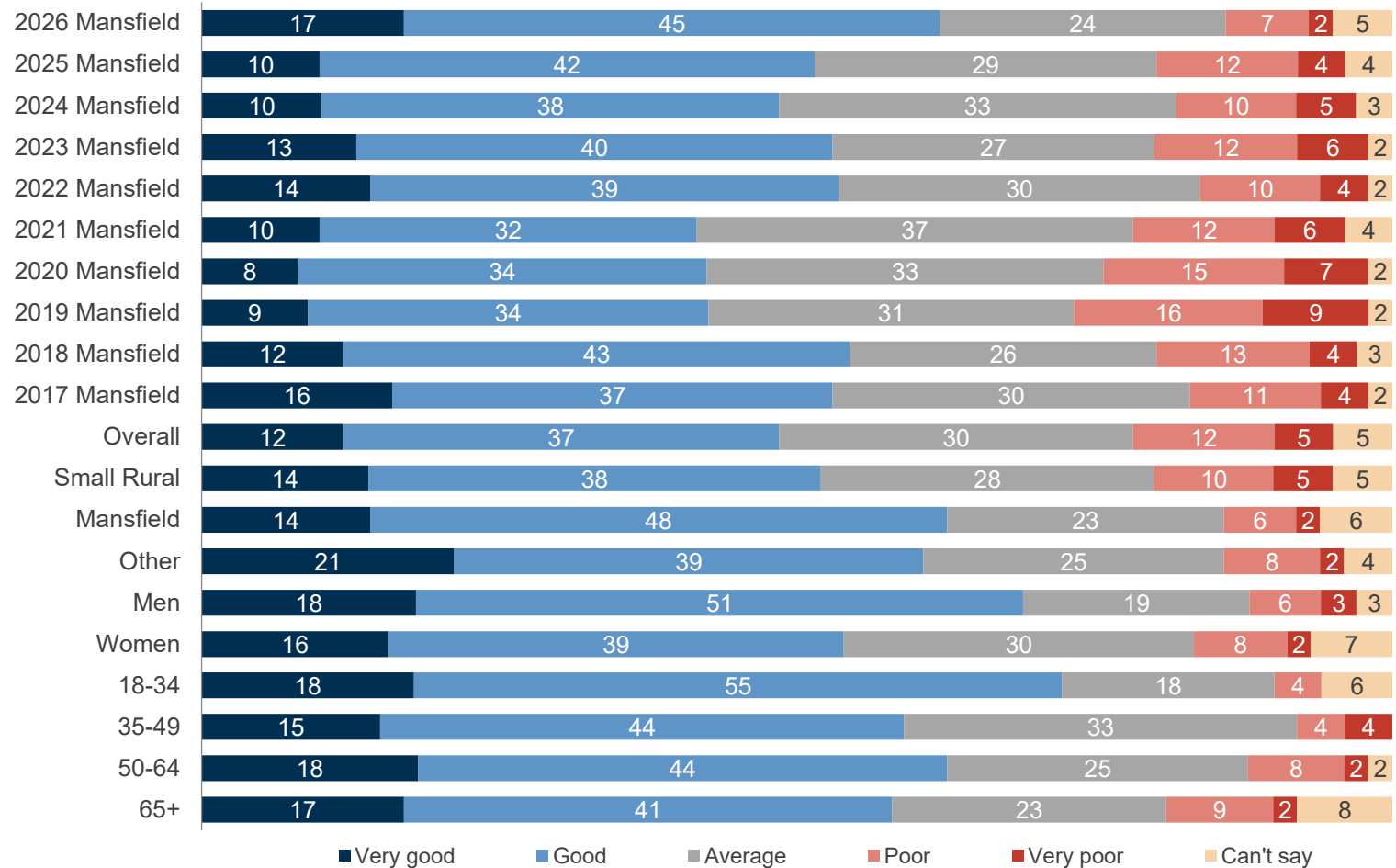
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked: 12 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2026 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked: 12 Councils asked group: 5



# The condition of footpaths in your area performance



2026 footpaths performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	69▲	50	57	56	58	63	55	53	64	64
Men	67▲	58	53	55	57	60	57	55	52	58
Mansfield	65	60	54	57	57	61	56	53	55	60
50-64	63	60	51	51	55	59	48	51	50	56
Mansfield	62	58	52	54	57	58	54	53	52	58
65+	61	58	50	52	56	54	52	50	47	59
Other	57	53	47	49	56	53	51	51	47	53
Women	57▼	58	50	53	58	57	52	51	52	57
35-49	57	60	52	56	61	62	64	58	51	52
Small Rural	56▼	53	51	52	55	58	57	57	57	57
Overall	54▼	52	52	52	57	59	58	59	58	57

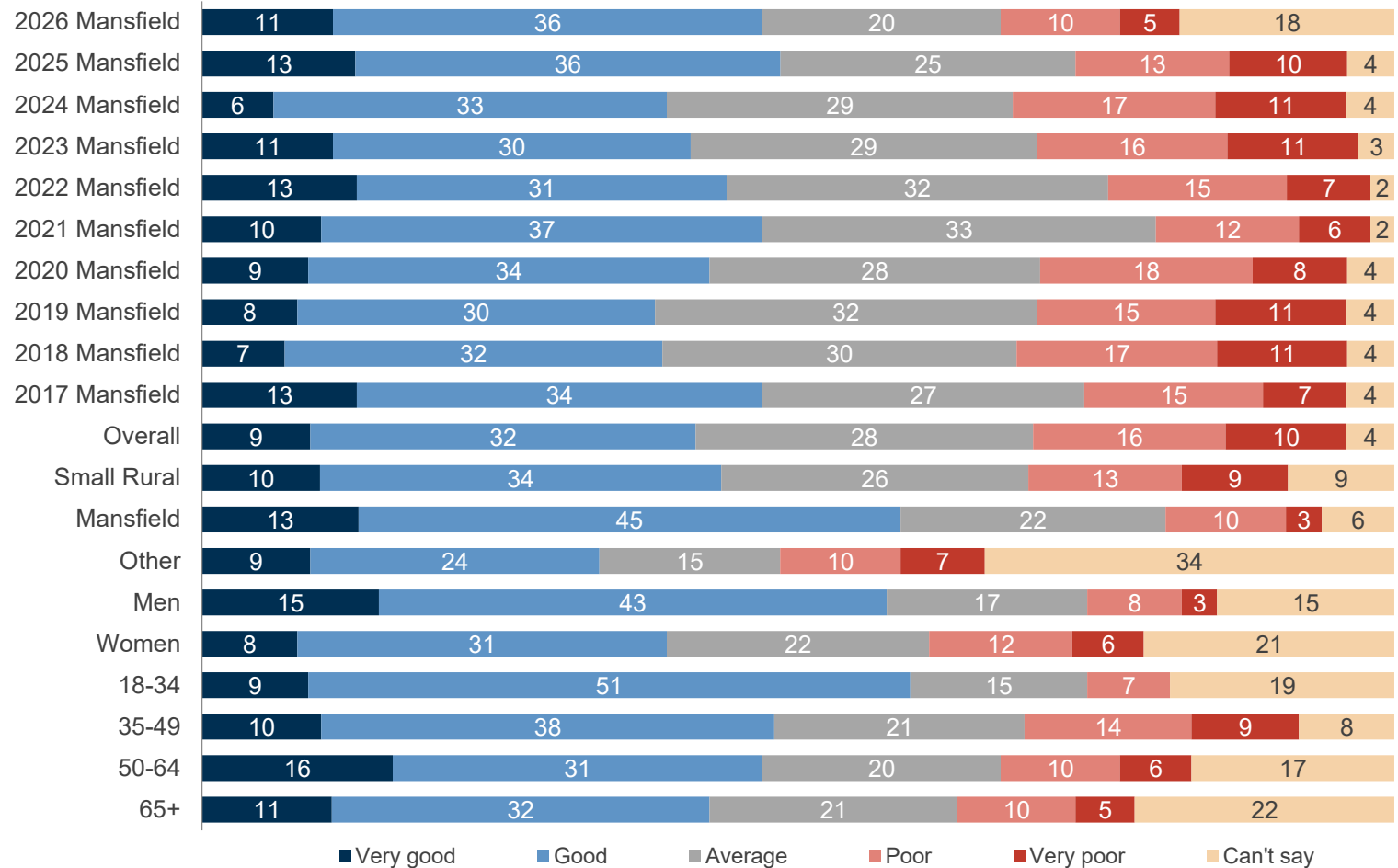
Q2. How has Council performed on 'The condition of footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# The condition of footpaths in your area performance



2026 footpaths performance (%)



Q2. How has Council performed on 'The condition of footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 4



# Parking facilities performance



2026 parking performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	67▲	59	51	52	45	59	62	51	58	65
Small Rural	64▲	63	59	60	60	62	60	60	60	63
Mansfield	61	63	54	55	48	54	52	49	53	52
Women	61	61	52	53	51	56	52	49	54	54
Mansfield	60	62	53	53	51	53	52	49	54	54
50-64	59	65	59	58	51	53	50	45	49	49
Men	59	63	55	53	50	51	53	49	54	54
65+	58	61	53	52	52	50	48	50	52	54
Other	58	61	52	49	55	53	54	49	56	55
35-49	58	64	51	48	53	54	54	50	58	49
Overall	55▼	54	54	55	57	58	55	56	56	55

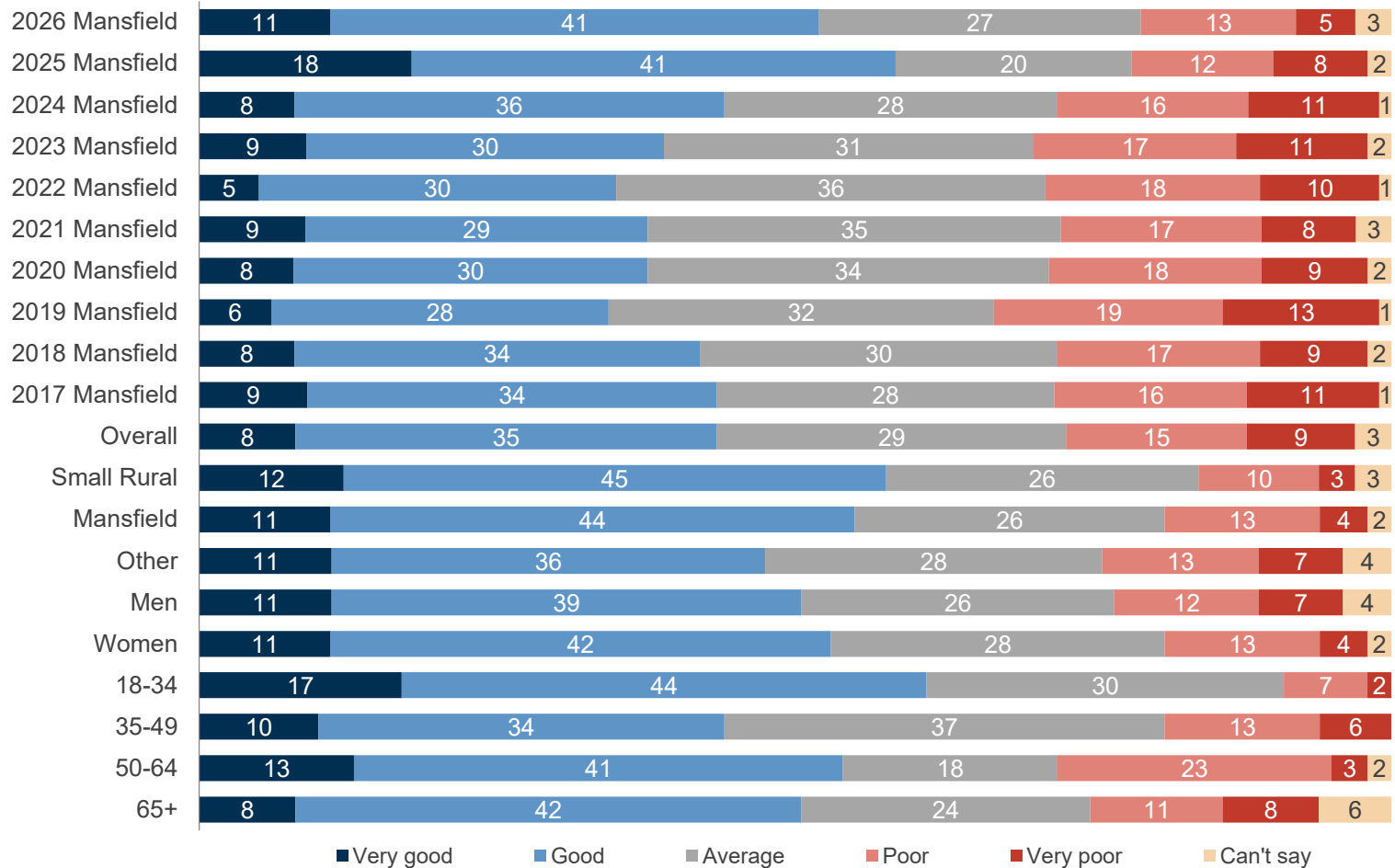
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked: 8 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



2026 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked: 8 Councils asked group: 3



# Enforcement of local laws performance



2026 law enforcement performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	70	61	65	68	67	67	68	63	68	73
35-49	67	68	66	65	70	69	67	61	69	65
Women	66	64	63	65	70	68	65	65	65	68
Other	66	63	61	62	63	63	57	60	64	62
Mansfield	65	63	62	64	66	65	62	60	64	67
Mansfield	65	63	63	65	67	66	65	61	65	69
Men	64	62	62	63	62	62	59	56	64	65
65+	64	62	59	62	65	63	59	61	61	68
50-64	62	62	62	63	62	62	56	57	61	61
Small Rural	60	58	60	61	62	63	62	63	63	65
Overall	60	59	61	61	63	64	63	64	64	64

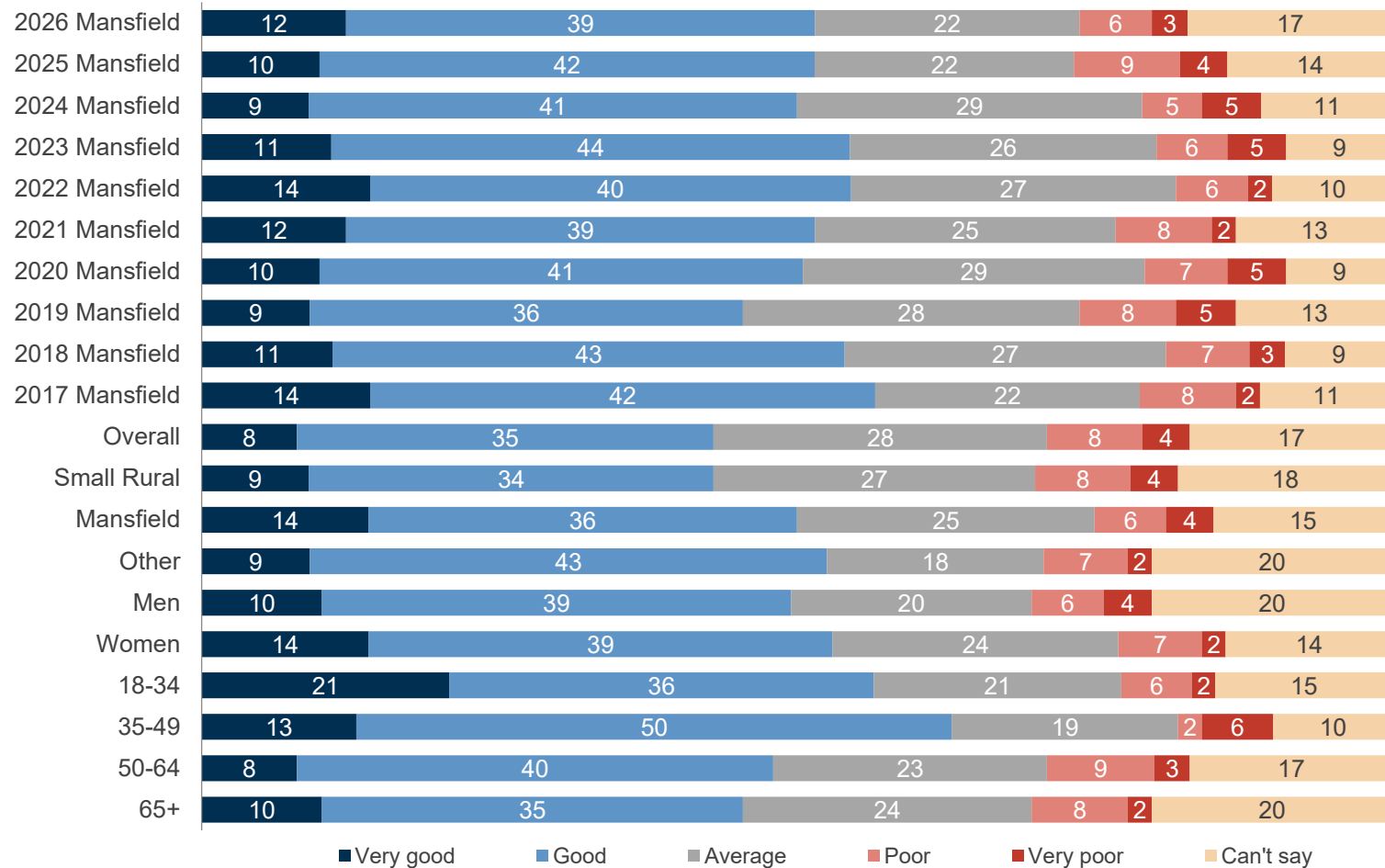
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2026 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 5



# Family support services performance



2026 family support performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	76▲	68	64	63	69	67	66	70	77	74
Other	69	68	61	61	69	62	63	66	72	72
Women	69	67	65	67	69	70	68	69	72	74
65+	67	68	66	70	70	69	70	72	70	79
Mansfield	67	68	64	66	69	67	67	69	72	73
Mansfield	67	68	66	70	70	69	69	70	72	74
Men	66	68	63	66	70	64	66	69	71	73
35-49	64	68	66	64	70	65	67	68	71	67
Small Rural	64▼	61	61	62	64	66	66	68	67	68
Overall	63▼	62	63	63	65	66	66	67	66	67
50-64	61▼	67	59	66	69	67	61	64	69	70

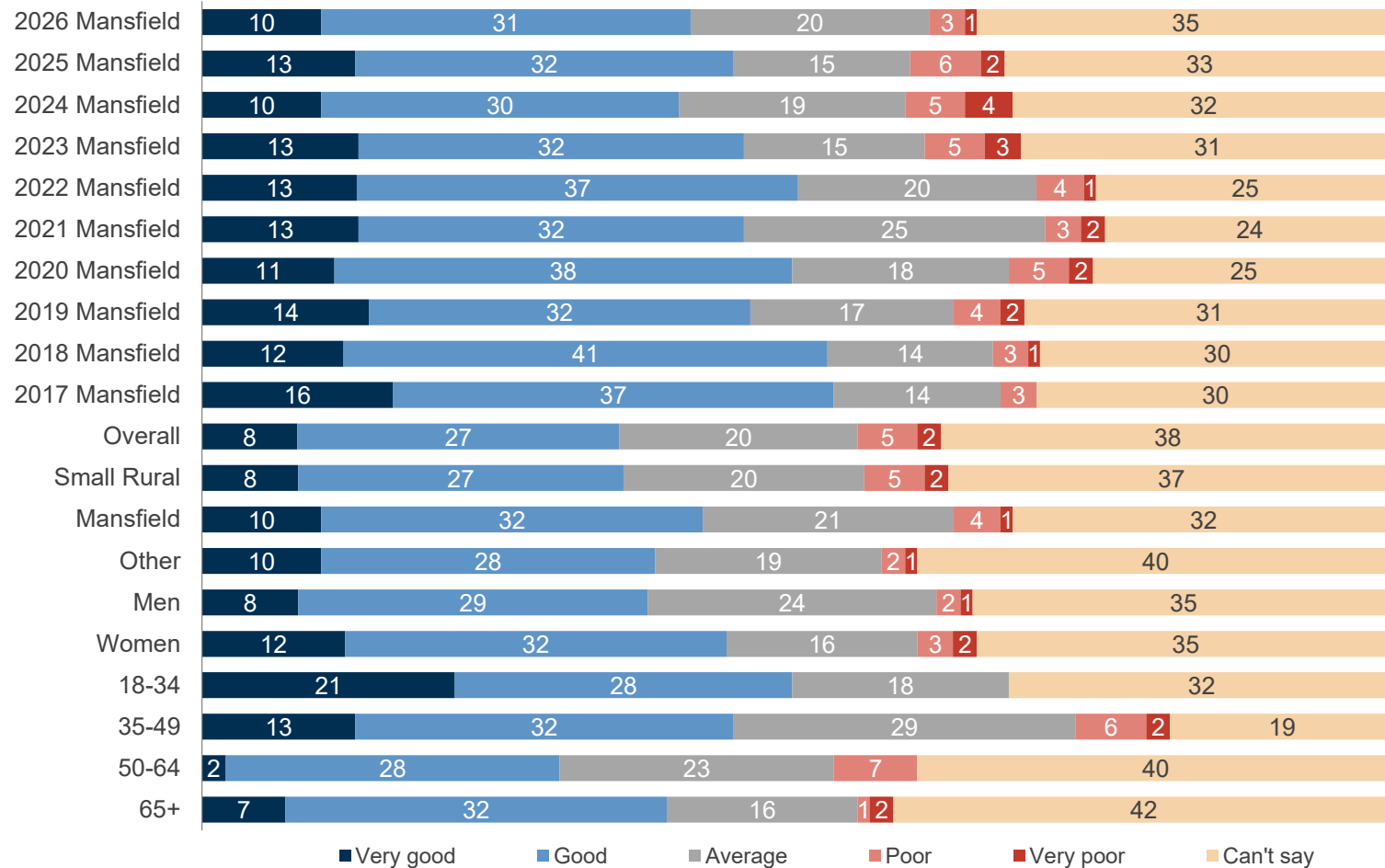
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2026 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 5



# Recreational facilities performance



2026 recreational facilities performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
65+	75	74	71	71	75	73	72	74	74	77
18-34	74	57	66	63	80	68	67	68	74	75
Other	74	67	67	66	74	71	69	68	68	72
Men	74	70	70	66	76	70	70	70	74	73
Mansfield	72	69	69	68	76	72	67	68	72	74
Women	71	67	68	69	75	73	65	67	71	75
Mansfield	71	70	70	68	77	72	67	68	75	75
35-49	71	70	66	64	74	74	67	63	72	74
Overall	71	67	68	68	69	71	70	70	69	70
Small Rural	69	66	67	67	69	69	68	68	69	69
50-64	66	67	71	70	74	69	60	64	69	70

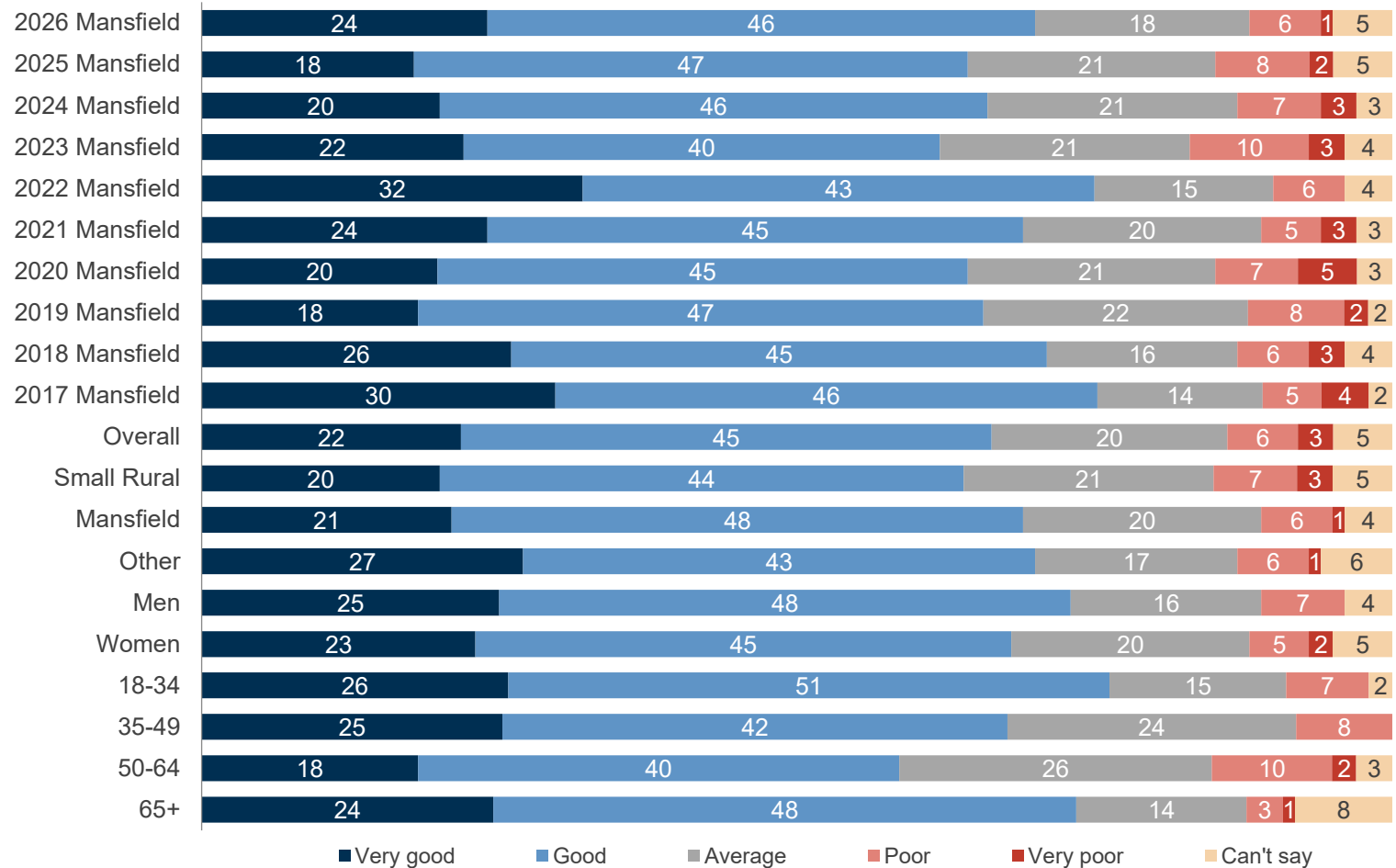
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked: 16 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2026 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked: 16 Councils asked group: 8



# The appearance of public areas performance



2026 public areas performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
65+	84	83	81	81	83	80	75	77	77	81
18-34	84	77	76	80	87	85	72	74	77	87
Mansfield	83	82	82	84	85	84	75	78	81	81
Women	82	81	82	83	83	84	74	77	78	81
Mansfield	82	82	80	82	84	82	75	77	77	81
Men	81	82	80	80	85	81	75	78	77	80
Other	81	82	77	77	82	79	73	76	73	79
35-49	80	84	80	82	84	85	76	82	78	79
50-64	77	81	83	83	82	81	73	77	77	77
Small Rural	73	70	71	71	73	75	72	73	72	74
Overall	71	68	68	67	71	73	72	72	71	71

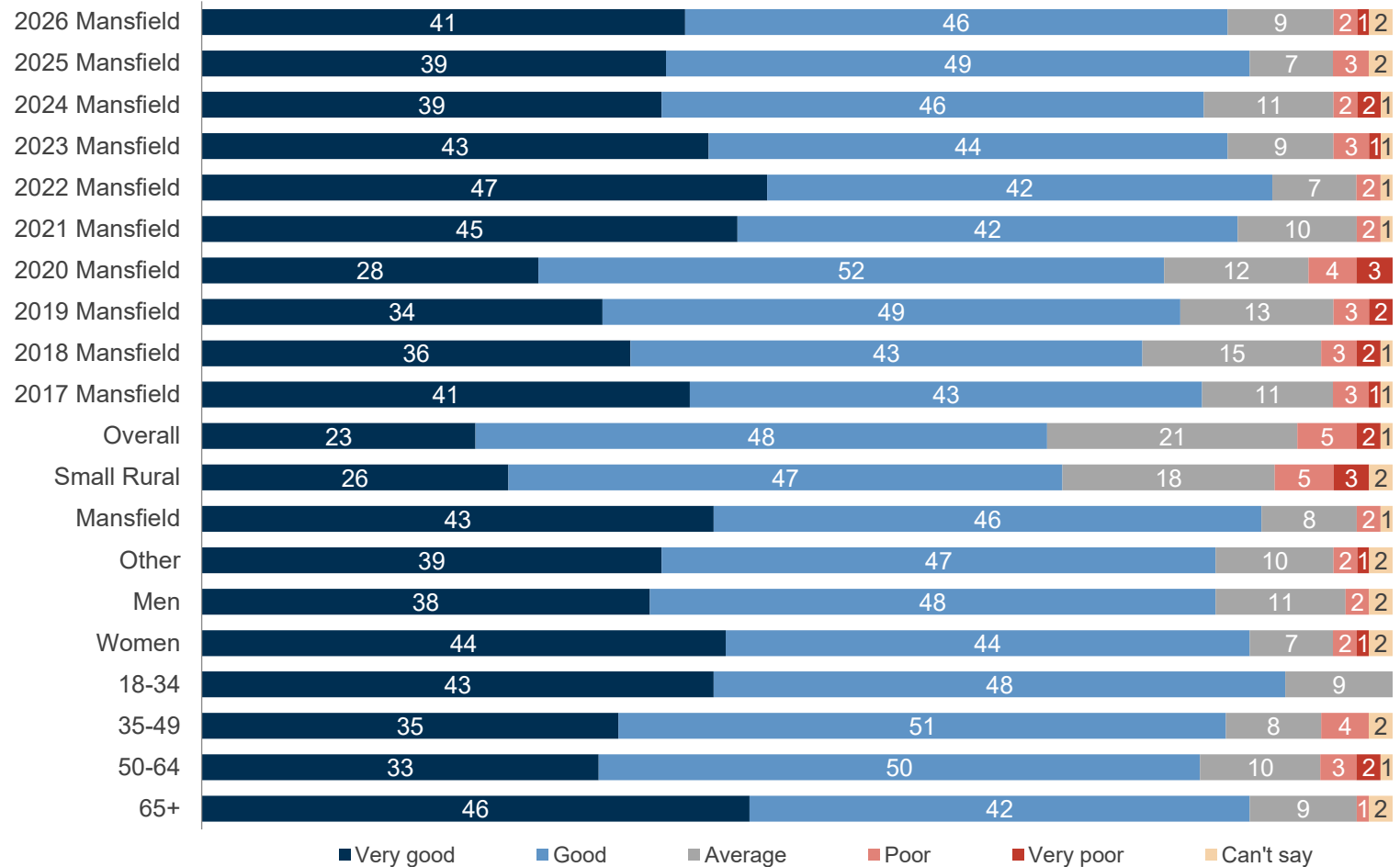
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked: 15 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2026 public areas performance (%)



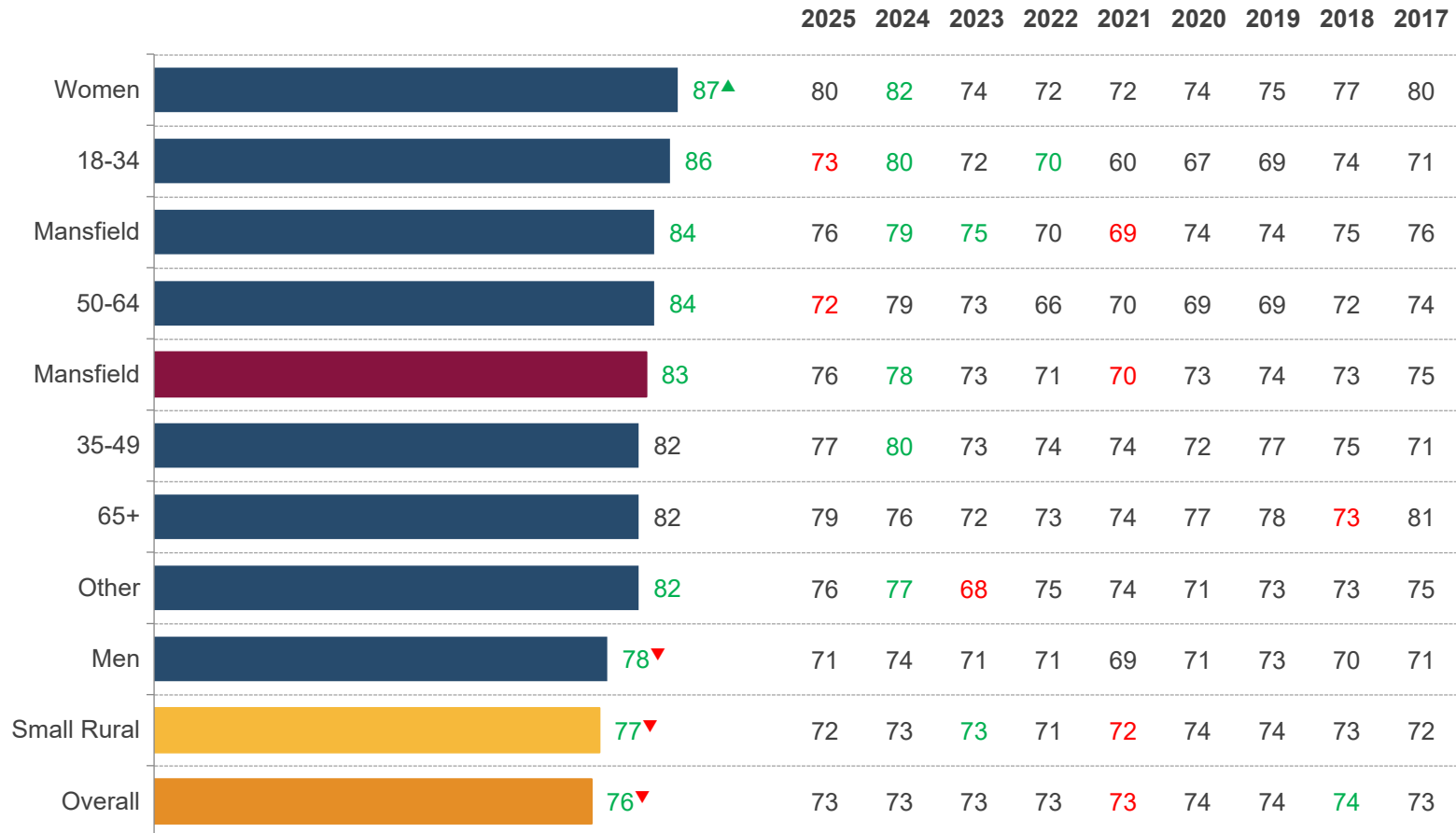
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked: 15 Councils asked group: 7



# Libraries performance



2026 libraries performance (index scores)



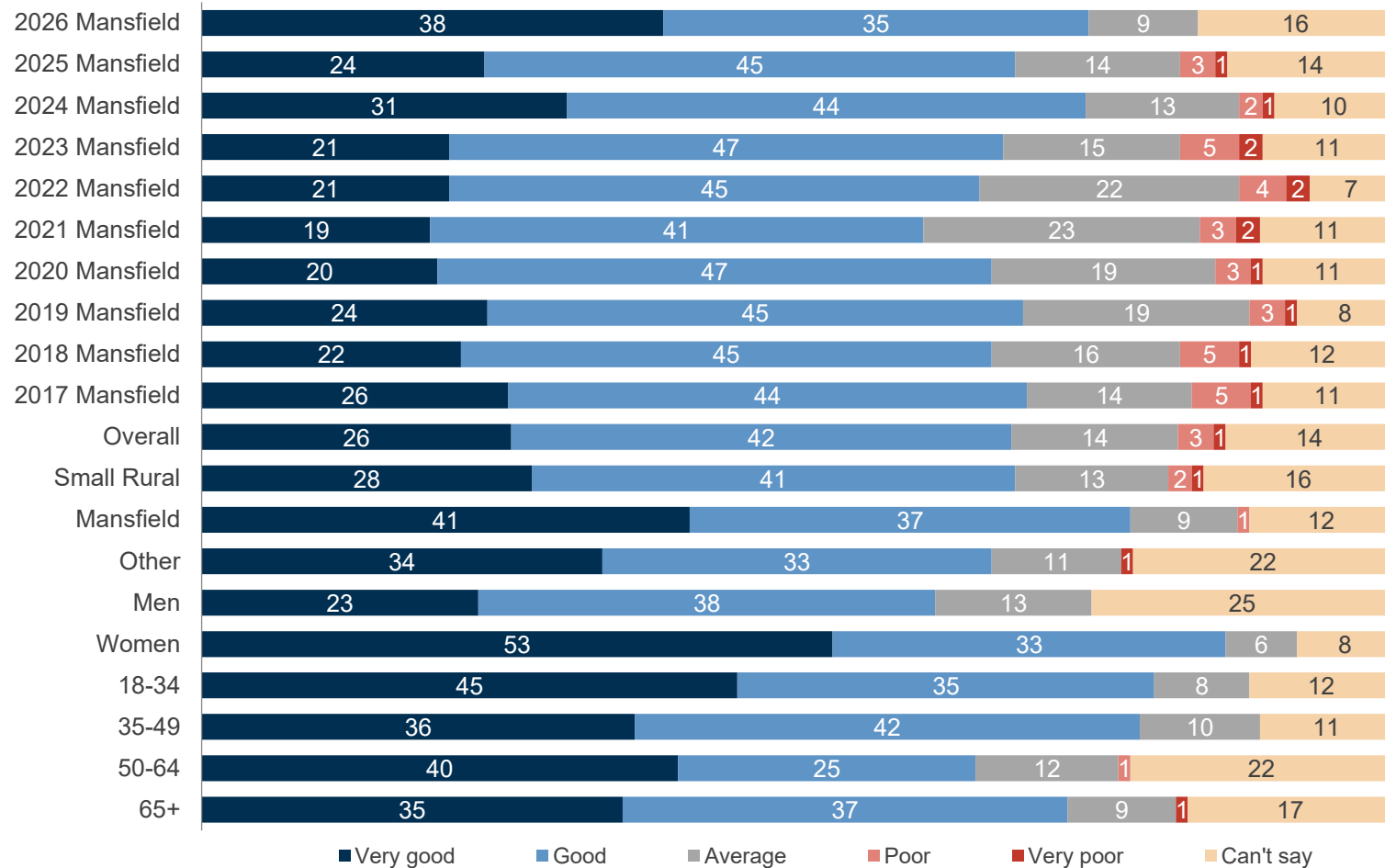
Q2. How has Council performed on 'Libraries' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Libraries performance



2026 libraries performance (%)



Q2. How has Council performed on 'Libraries' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 4



# Waste management performance



2026 waste management performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	76	72	67	67	69	66	61	65	65	72
Mansfield	75	70	64	64	68	64	59	59	63	71
18-34	74	70	62	61	65	60	53	53	63	74
Women	74	71	66	65	66	62	56	58	63	69
35-49	74	66	57	61	67	62	60	57	62	65
Mansfield	74	69	63	64	67	64	57	60	64	70
Men	74	68	61	63	69	65	59	61	64	71
Other	73	67	60	63	66	64	55	60	65	68
Small Rural	71	66	67	66	68	68	64	66	69	70
50-64	69	66	59	65	65	63	53	58	64	68
Overall	69	65	67	66	68	69	65	68	70	71

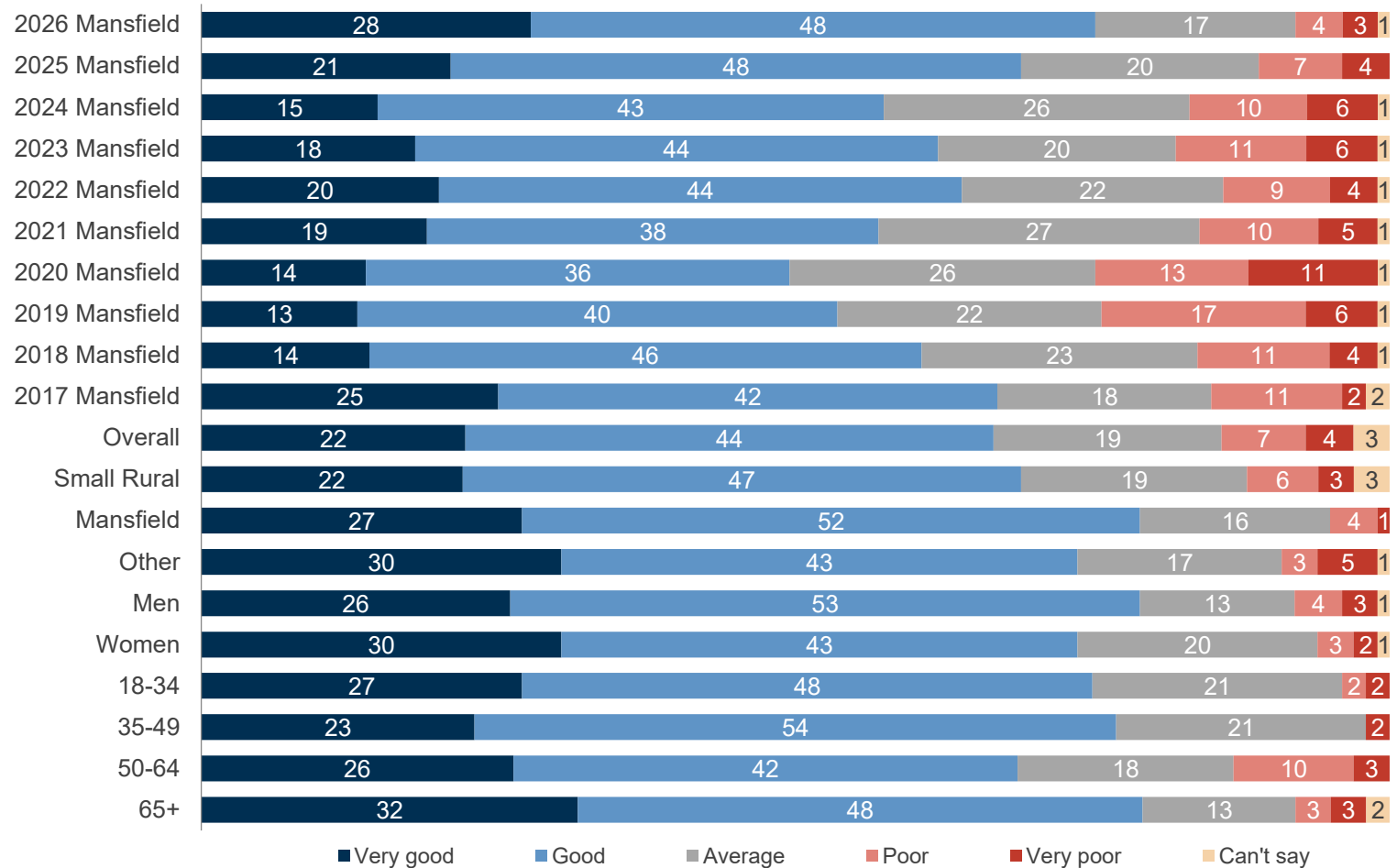
Q2. How has Council performed on 'Waste management including the collection of garbage, recyclables and green waste' over the last 12 months?  
 Base: All respondents. Councils asked: 22 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2026 waste management performance (%)



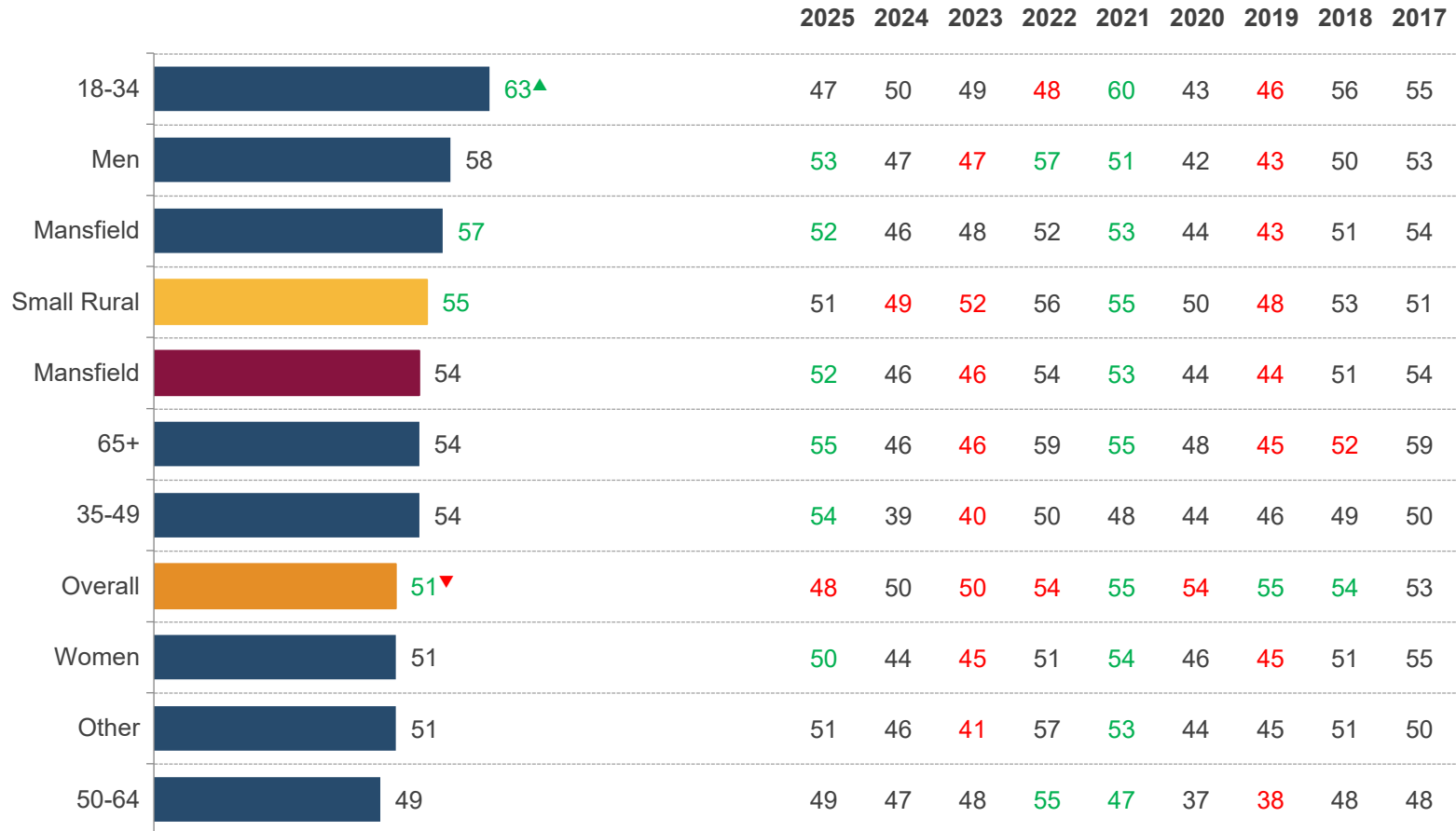
Q2. How has Council performed on 'Waste management including the collection of garbage, recyclables and green waste' over the last 12 months?  
 Base: All respondents. Councils asked: 22 Councils asked group: 9



# Council’s general town planning policy performance



2026 town planning performance (index scores)



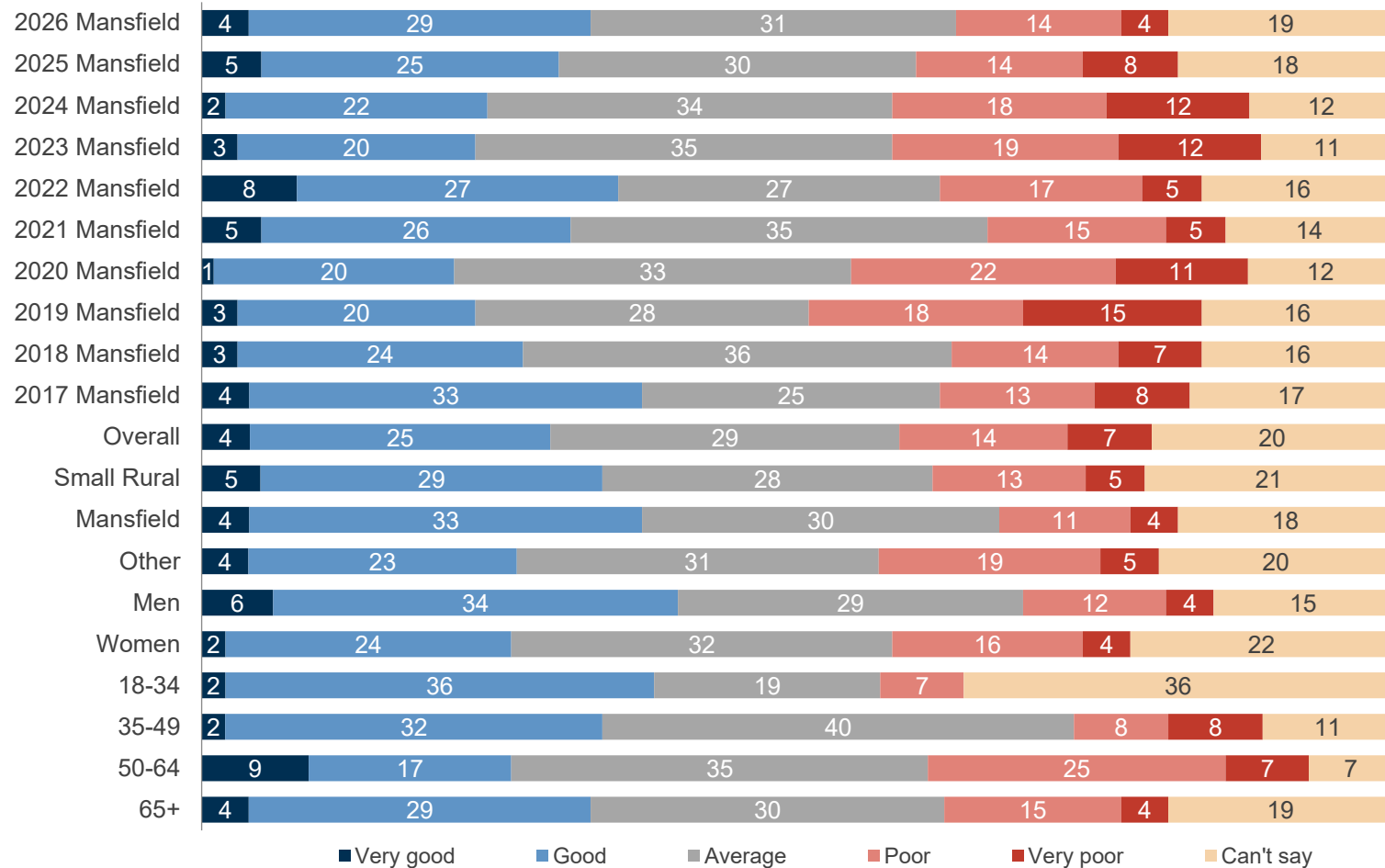
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked: 9 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2026 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: 9 Councils asked group: 3



# Planning and building permits performance



2026 planning and building permits performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
Mansfield	48	41	35	42	47	44	41	36	45	43
Women	47	41	36	40	49	45	40	40	46	46
Small Rural	47	43	43	45	48	49	46	48	51	51
18-34	47	40	33	48	56	53	37	35	56	44
65+	47	42	40	42	54	51	41	39	45	52
50-64	47	42	37	45	50	45	35	33	44	41
Overall	46	43	45	47	50	51	51	52	52	51
Mansfield	46	42	36	41	50	45	40	36	46	45
Men	45	43	36	41	51	45	40	33	46	44
Other	43	43	36	39	54	48	38	35	50	46
35-49	43	43	29	30	39	30	46	38	42	40

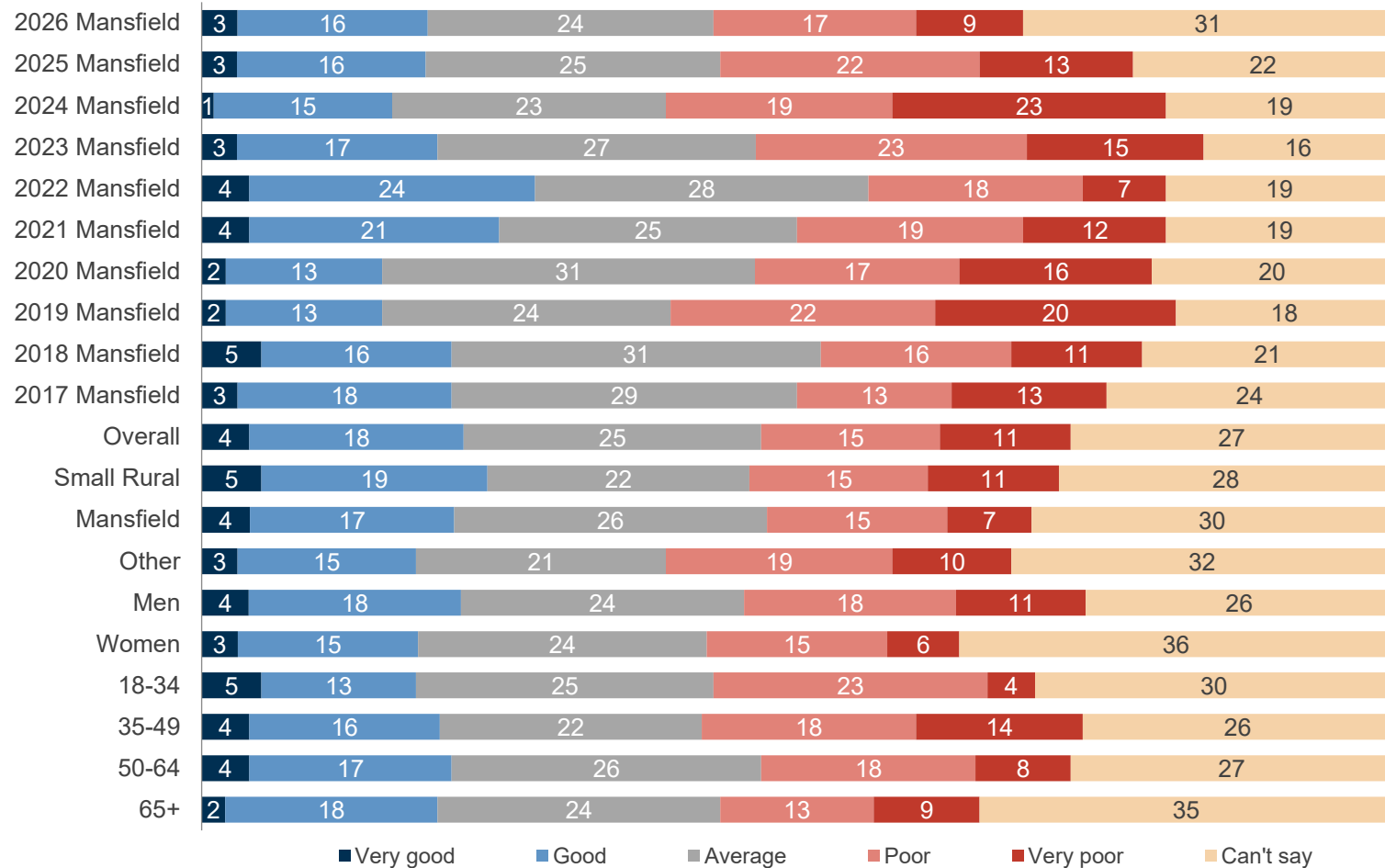
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2026 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: 11 Councils asked group: 5



# Emergency and disaster management performance



2026 emergency and disaster management performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	78	60	63	67	66	74	70	68	76	80
Mansfield	76	69	67	72	67	75	70	70	75	76
65+	76	72	68	70	71	72	69	72	74	77
Men	75	69	67	69	69	73	69	67	72	73
Mansfield	75	68	65	69	69	74	68	70	73	74
Women	74	68	64	69	70	75	66	73	74	76
Other	73	67	61	65	72	72	64	71	71	70
35-49	73	65	63	65	69	77	69	69	70	67
50-64	71	73	62	73	69	74	62	68	71	73
Small Rural	70	66	66	66	68	72	70	72	72	72
Overall	68	65	65	65	66	71	68	72	71	70

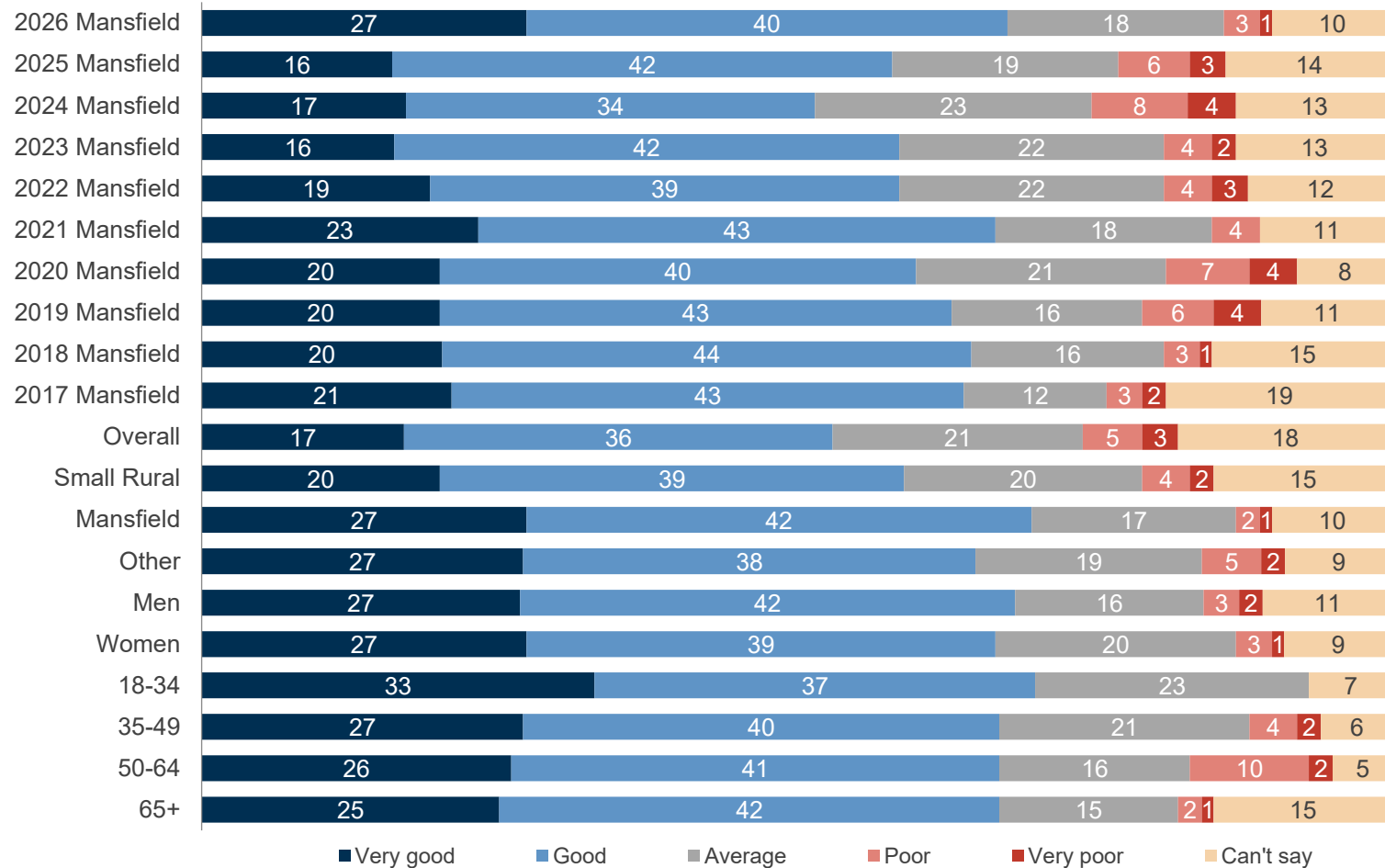
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
 Base: All respondents. Councils asked: 8 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



2026 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: 8 Councils asked group: 4



# Planning for population growth in the area performance



2026 population growth performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	39	36	42	54	53	48	52	n/a	n/a
Men	47	41	42	52	49	43	45	n/a	n/a
Small Rural	47	43	44	49	52	44	51	n/a	n/a
Mansfield	45	39	40	49	48	44	46	n/a	n/a
65+	47	43	44	54	50	47	47	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
Overall	48	47	48	52	53	51	52	52	52
Women	42	34	39	48	49	45	46	n/a	n/a
50-64	46	38	35	52	45	36	42	n/a	n/a

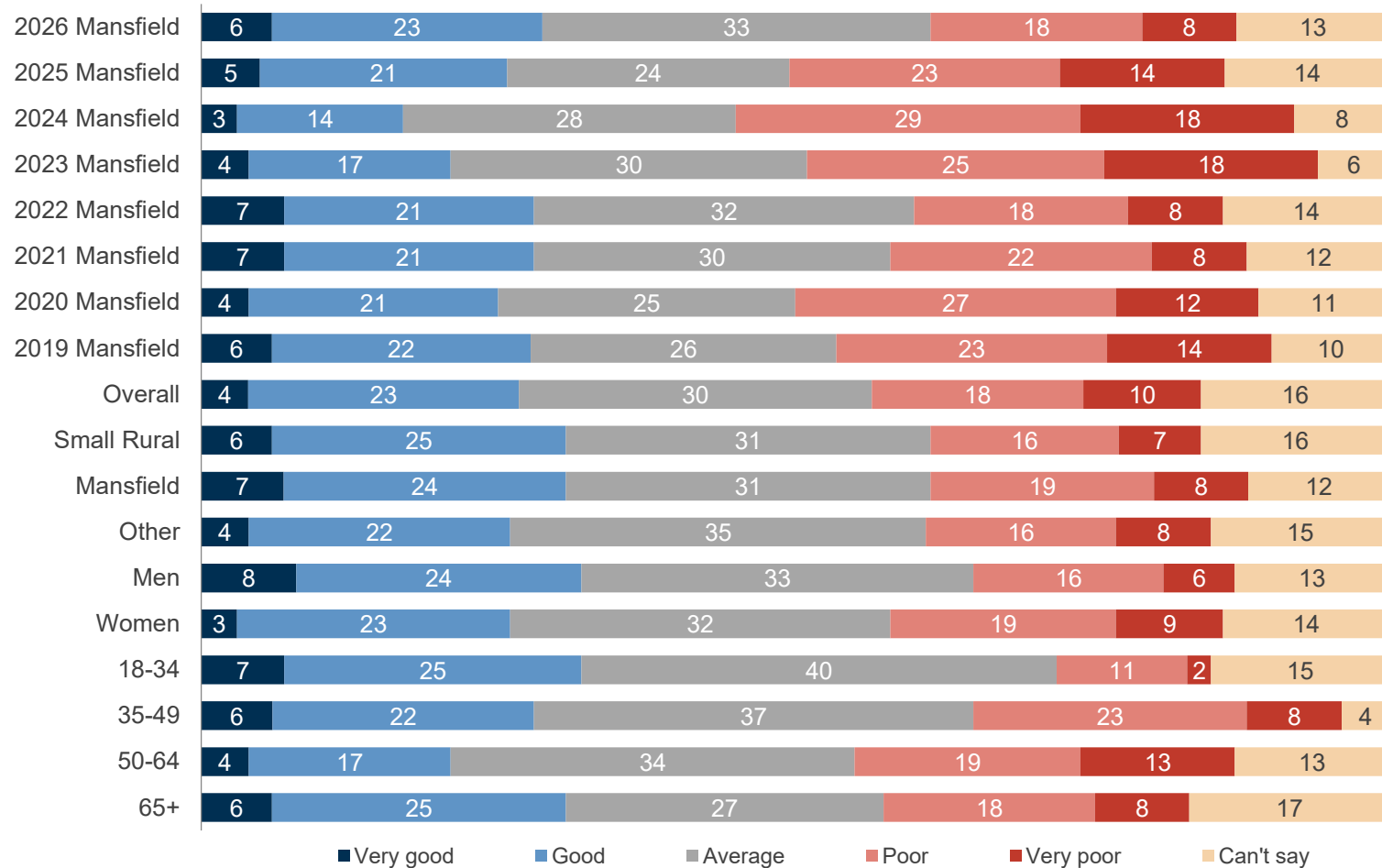
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?  
 Base: All respondents. Councils asked: 6 Councils asked group: 2  
 Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



2026 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: 6 Councils asked group: 2



# Maintenance of unsealed roads in your area performance



2026 unsealed roads performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	42	45	42	55	40	53	40	43	59
Men	51	49	48	53	43	45	42	42	54
Mansfield	51	47	52	53	47	46	39	41	55
Mansfield	48	44	47	53	45	44	41	40	50
Other	44	39	41	50	42	40	44	39	42
65+	49	45	47	52	45	43	43	41	51
50-64	47	42	50	47	48	37	38	39	52
Women	45	38	47	52	48	42	40	39	47
Small Rural	40	35	38	42	44	43	43	40	43
35-49	51	41	50	55	48	42	41	39	40
Overall	38	36	37	41	45	44	44	43	44

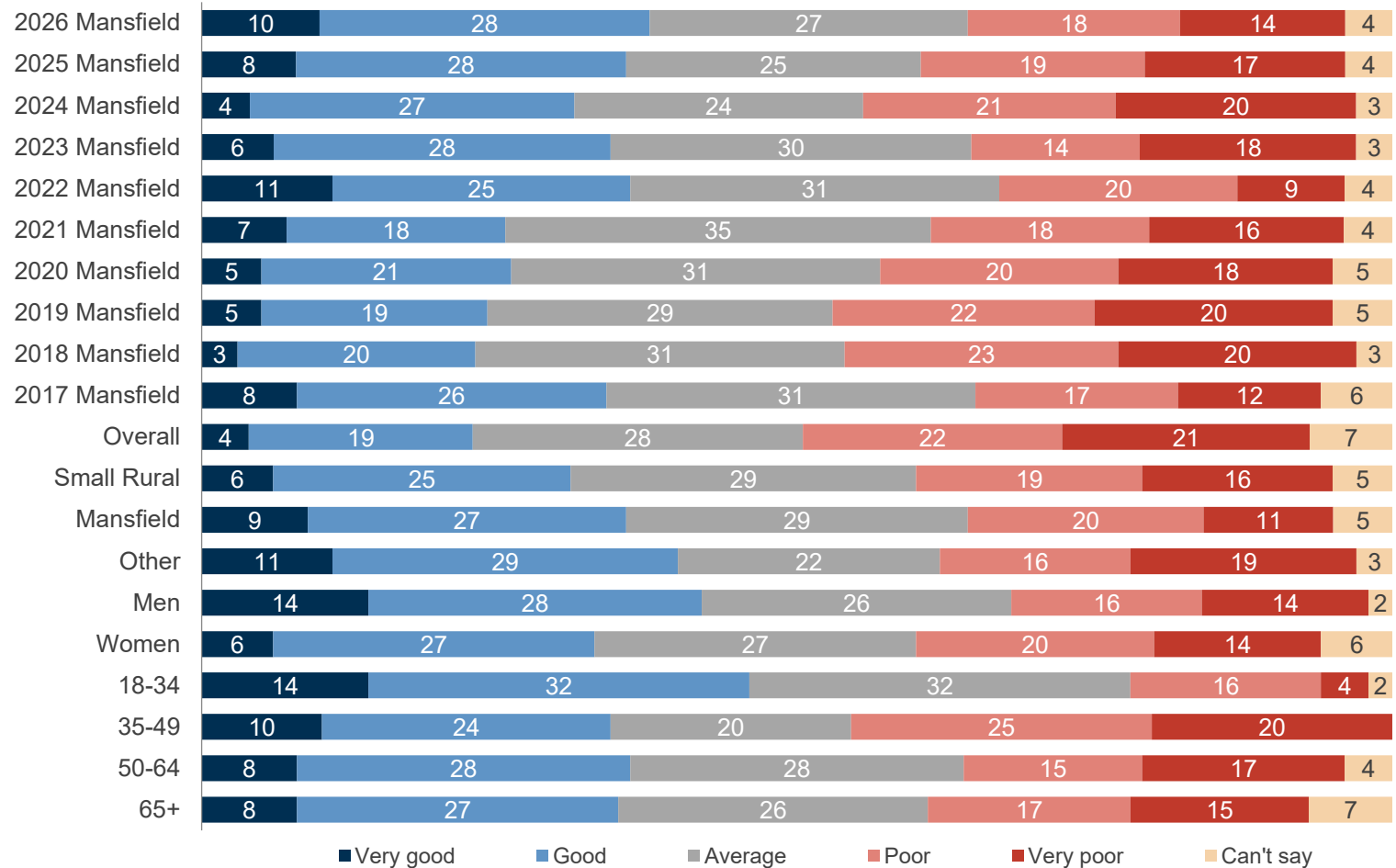
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2026 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: 10 Councils asked group: 4

# Developing and promoting the local economy performance



2026 developing/promoting local economy performance (index scores)

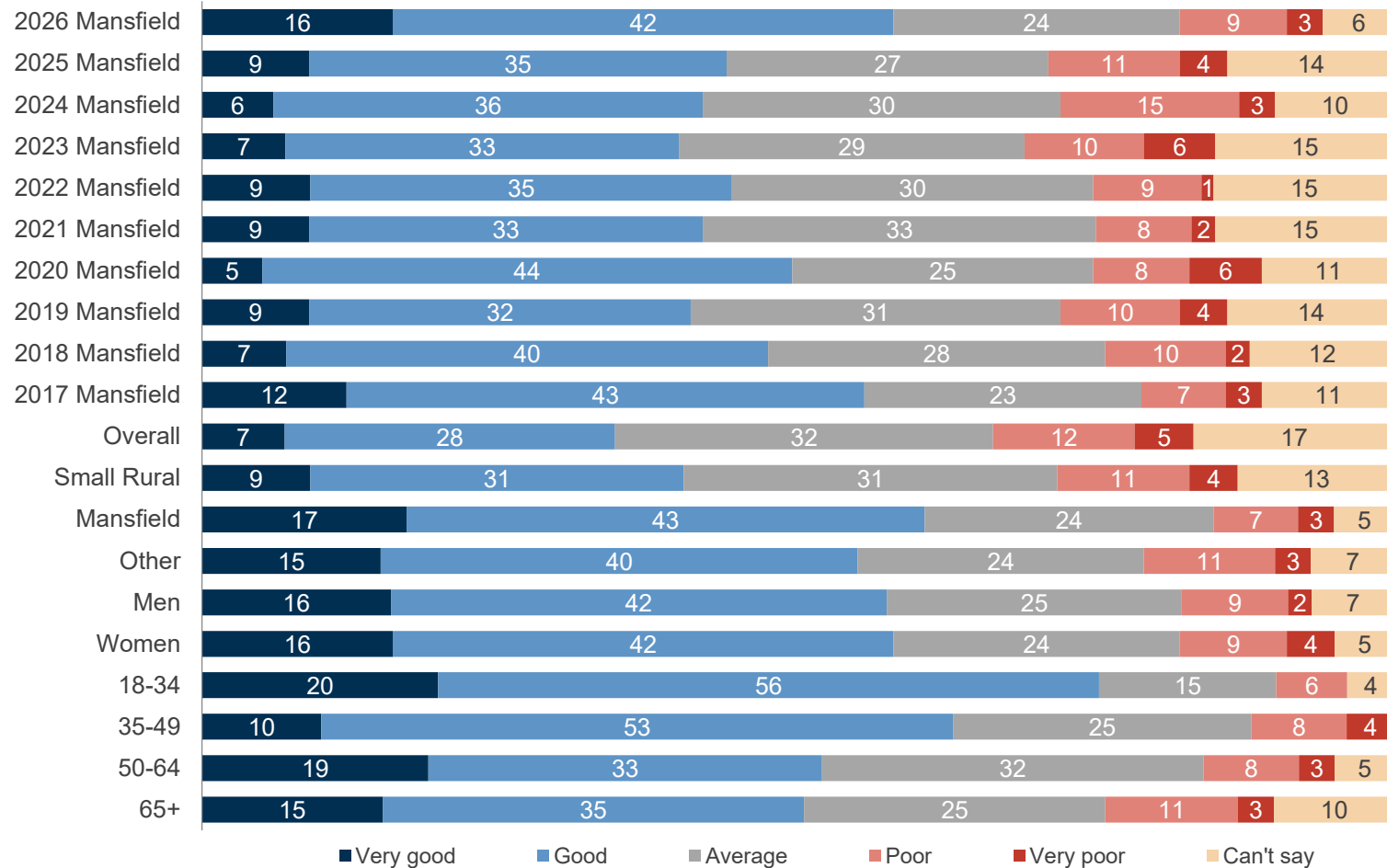
	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	73▲	58	55	58	63	62	67	58	69	64
Mansfield	67	63	60	59	63	63	60	61	62	65
Men	67	59	58	54	61	56	56	57	60	62
Mansfield	66	60	58	57	62	61	59	59	61	65
Women	65	62	58	60	64	66	63	62	63	68
50-64	65	61	57	61	61	61	53	53	57	62
35-49	64	57	58	53	61	60	56	62	59	64
Other	64	57	55	54	60	58	57	57	59	63
65+	63	63	60	57	64	62	61	63	61	68
Small Rural	59▼	55	57	55	57	58	57	60	61	65
Overall	56▼	54	57	57	58	60	59	61	60	60

Q2. How has Council performed on 'Developing/promoting the local economy' over the last 12 months?  
 Base: All respondents. Councils asked: 6 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.

# Developing and promoting the local economy performance



2026 developing/promoting local economy performance (%)



Q2. How has Council performed on 'Developing/promoting the local economy' over the last 12 months?  
 Base: All respondents. Councils asked: 6 Councils asked group: 3

# Developing and promoting local tourism performance



2026 developing/promoting local tourism performance (index scores)

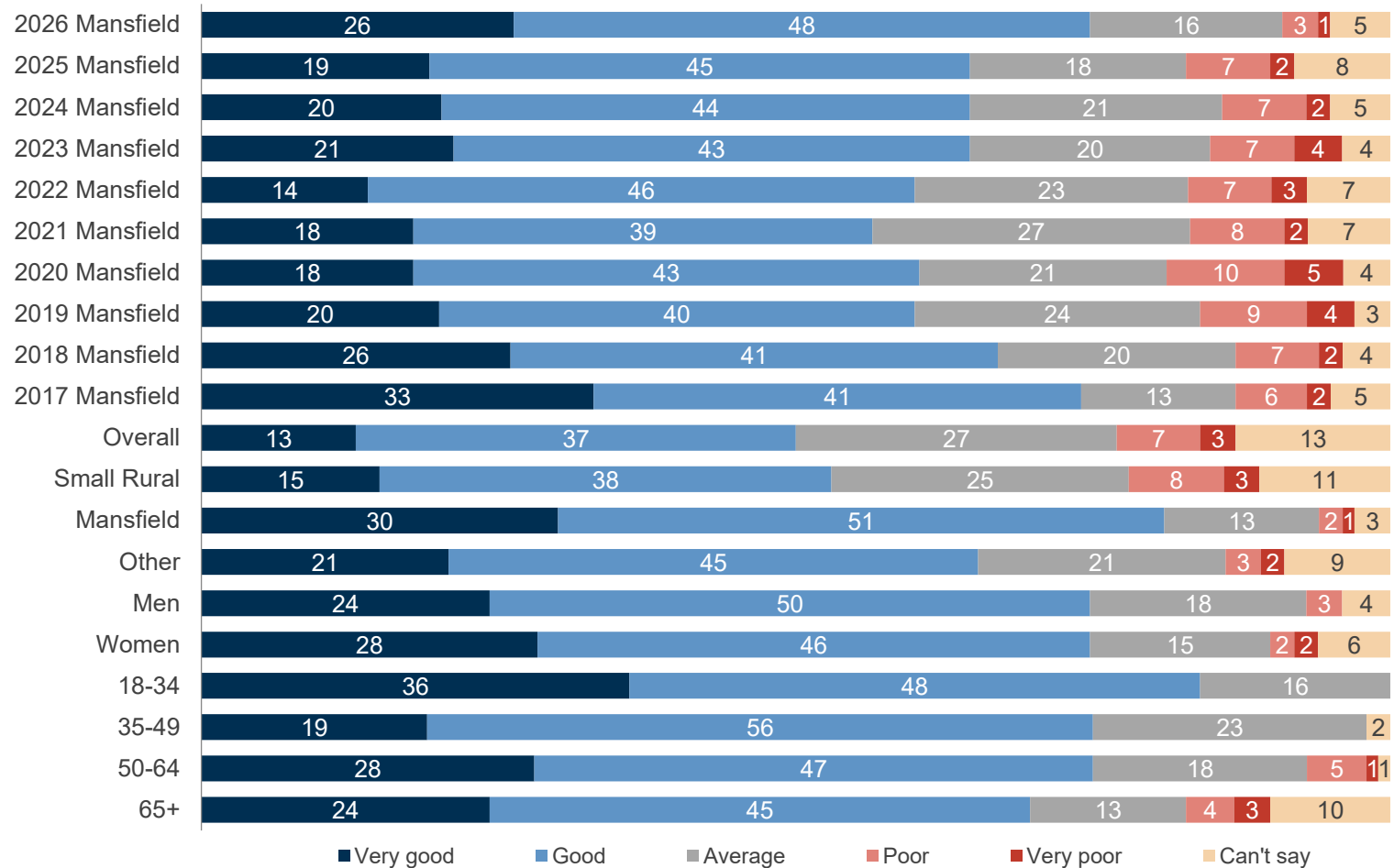
	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	80▲	69	71	68	62	63	68	60	78	76
Mansfield	77	69	72	70	66	69	67	67	72	75
Women	76	71	70	70	68	68	67	67	71	77
Mansfield	75	69	69	68	66	67	65	67	71	75
Men	75	68	69	66	65	66	63	67	71	73
50-64	74	70	67	70	68	70	60	65	65	72
35-49	74	67	67	65	66	64	63	73	77	77
65+	74	70	70	69	67	69	68	68	69	76
Other	72	70	65	64	65	63	62	65	70	74
Small Rural	65▼	62	61	61	62	63	63	66	67	67
Overall	64▼	60	59	61	60	62	62	63	63	63

Q2. How has Council performed on 'Developing/promoting local tourism' over the last 12 months?  
 Base: All respondents. Councils asked: 6 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.

# Developing and promoting local tourism performance



2026 developing/promoting local tourism performance (%)



Q2. How has Council performed on 'Developing/promoting local tourism' over the last 12 months?  
 Base: All respondents. Councils asked: 6 Councils asked group: 4

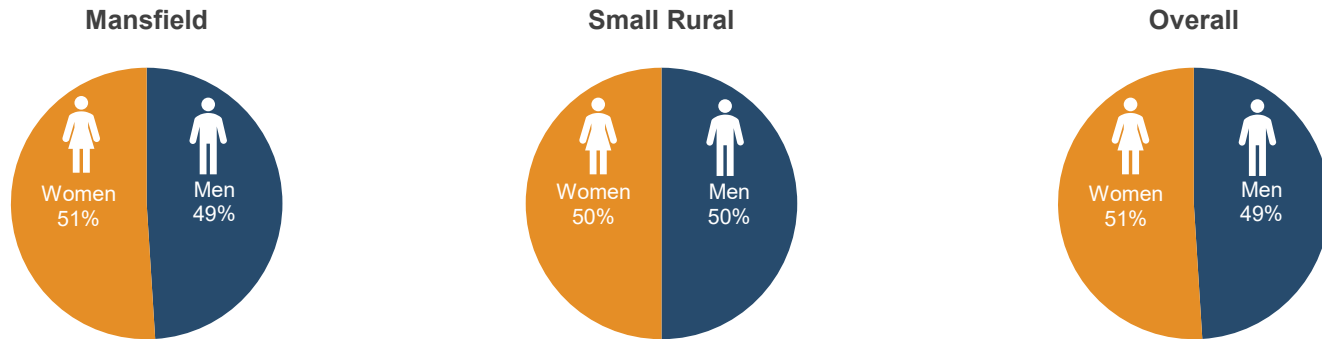


## **Detailed demographics**

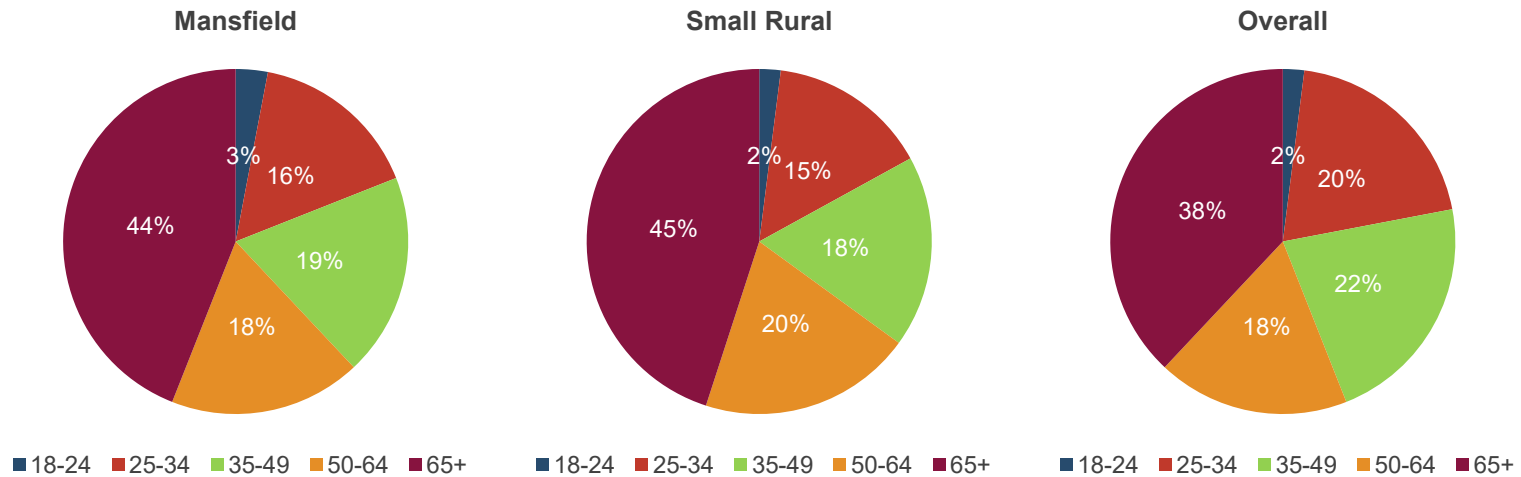


# Gender and age profile

## 2026 gender



## 2026 age




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

Base: All respondents. Councils asked: 23 Councils asked group: 9

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%	--	<b>INDEX SCORE 60</b>

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%	--	<b>INDEX SCORE 56</b>

*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 2026 Local Government Community Satisfaction Survey for Mansfield 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 8,600 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	400	400	+/-4.8
Men	197	196	+/-6.9
Women	203	204	+/-6.8
Mansfield	229	234	+/-6.4
Other	171	166	+/-7.4
18-34 years	42	76	+/-15.3
35-49 years	49	77	+/-14.1
50-64 years	88	70	+/-10.5
65+ years	221	176	+/-6.5

## Appendix A: Index score significant difference calculation

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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

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Further information about the report can be found in this section including:

- Survey methodology and sampling
- 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 2026 Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:  
[admin@jwsresearch.com](mailto:admin@jwsresearch.com)



## Appendix B: Survey methodology and sampling

The 2026 results are compared with previous years, as detailed below:

- 2025, n=401 completed interviews, conducted in the period of 28<sup>th</sup> January – 16<sup>th</sup> March.
- 2024, n=400 completed interviews, conducted in the period of 29<sup>th</sup> January – 18<sup>th</sup> March.
- 2023, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> 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 55% mobile phone numbers to cater to the diversity of residents within Mansfield Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Mansfield Shire Council. Survey fieldwork was conducted in the period of February 2<sup>nd</sup> - March 15<sup>th</sup>, 2026.



## **Appendix B: Analysis and reporting**

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In 2026, 23 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting, JWS Research 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 2012-2026 vary.

### **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:

- Ararat, Benalla, Gannawarra, Hepburn, Hindmarsh, Loddon, Mansfield, Queenscliffe and Yarriambiack.

Wherever appropriate, results for Mansfield Shire Council have been compared against those in the Small Rural group, as well as against all other participating councils (“Overall”).

## Appendix B: Core, optional and tailored questions

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### 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 2026 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. Alternatively, some questions in the 2026 Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Every council that participated in the 2026 Local Government Community Satisfaction Survey receives a customised report. 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

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

**CSS:** 2026 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.

**Overall average:** The average result for all participating councils.

**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.

**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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